

# TRANSFORT

## 2020 COVID SURVEY RESULTS





In 2020, Transfort conducted a passenger survey with the purpose of gathering an understanding of transit riding behavior during the Coronavirus pandemic. The survey was open from July 23 to October 12 and received 402 responses. A Spanish language version of the survey was also available. The survey results help inform Transfort service decisions when resuming suspended routes, providing additional safety measures, and greater communication with our riders. As a result of the survey feedback, Transfort has implemented the following changes:

Suspended routes which have **resumed service**:

- Route 6
- Route 7
- Route 9
- Route 10
- CSU Routes 31, 32, 33, HORN
- Route 92
- Route FLEX

Additional **safety measures** to mitigate COVID-19 transmission:

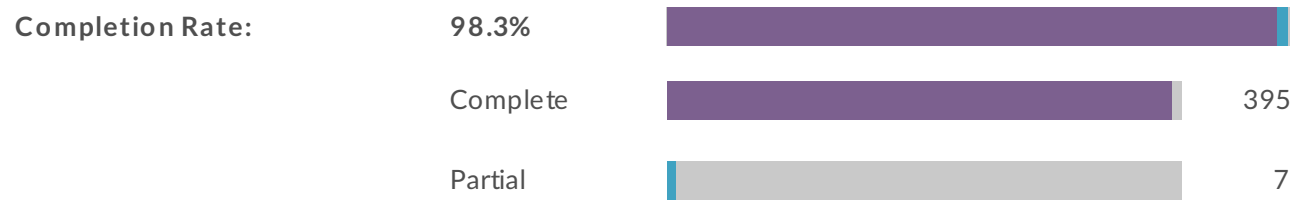
- Face coverings required on all Transfort buses by passengers and operators.
- Capacity limits on number of passengers.
- Regular nightly cleaning and disinfecting of buses using an electrostatic spray method.
- Boarding and alighting from the rear door to limit interpersonal proximity.
- Buses have a robust HVAC system which efficiently circulates air.
- Daily symptom checks for all Transfort employees.

Additional **free taxi service** on routes that are suspended:

- All residents can schedule a taxi trip to or from a bus stop along a route that is suspended, or to or from another linked bus stop or transit center.
- There are no fares associated with these taxi trips.
- Service is available Monday through Friday from 7 a.m. to 7 p.m., and Saturday and Sunday from 8 a.m. to 7 p.m.
- Taxi trips must be scheduled the same day the trip will be taken by calling 970-225-4831.

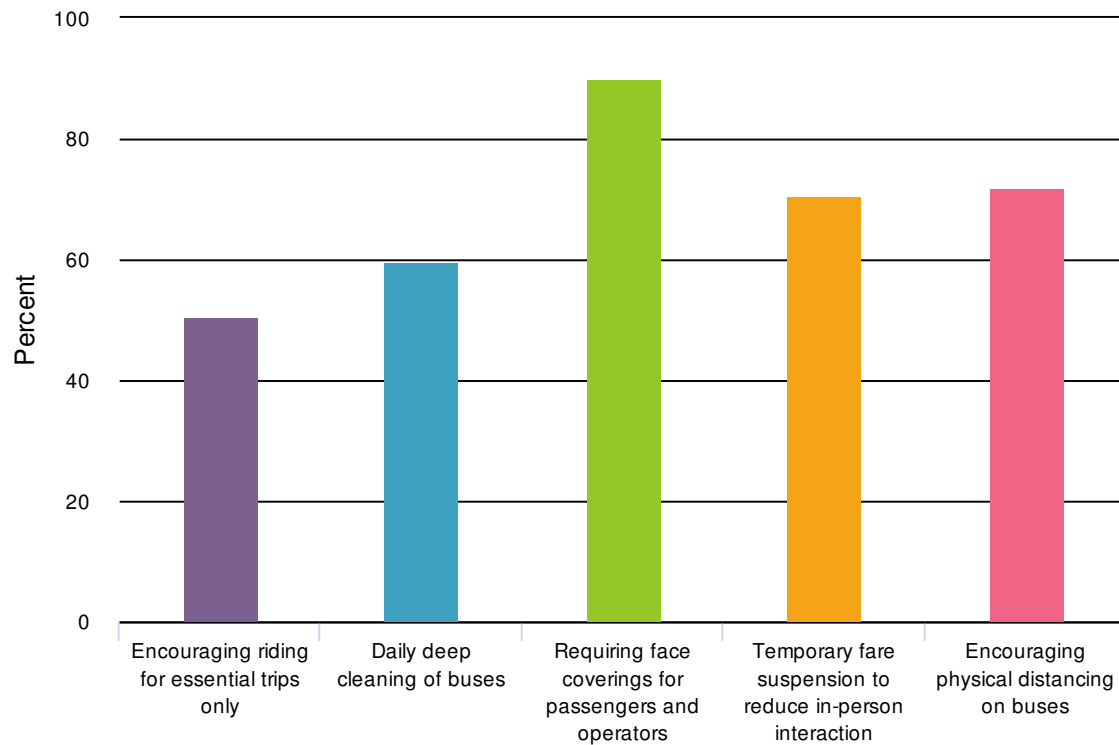
# Report for Transfort COVID-19 Survey






## Response Counts



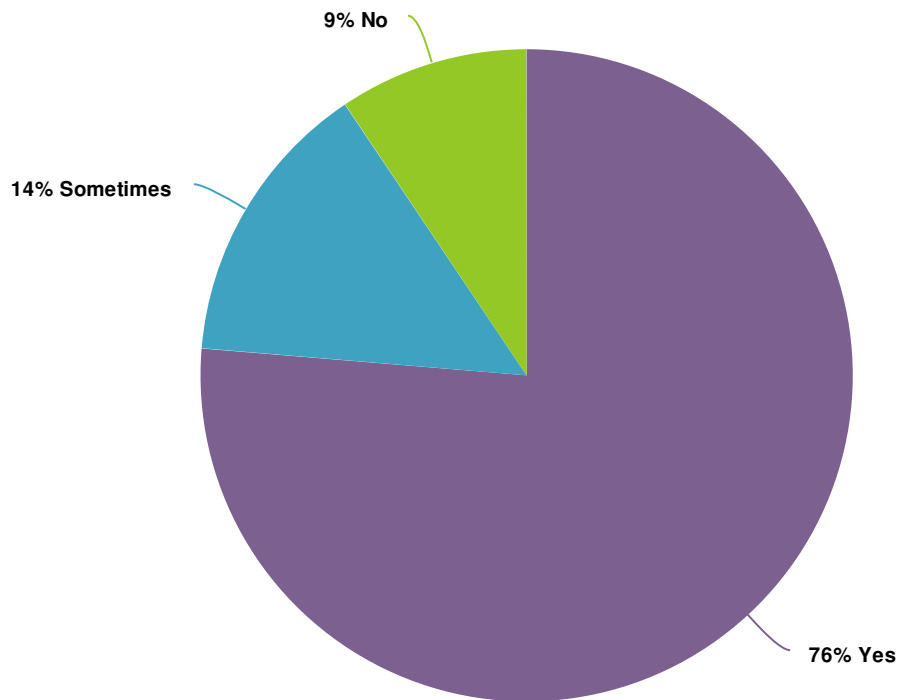
Totals:402

1. Have you heard that Transfort is providing the following safety accommodations for bus services (select all that apply)?



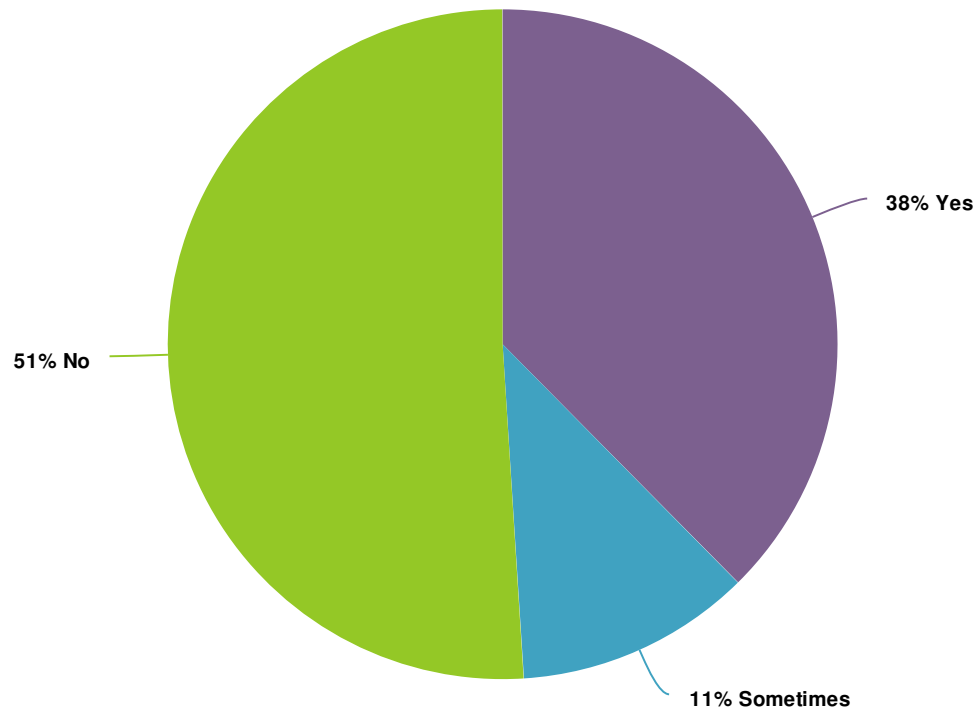
Value		Percent	Responses
Encouraging riding for essential trips only		50.6%	175
Daily deep cleaning of buses		59.8%	207
Requiring face coverings for passengers and operators		89.9%	311
Temporary fare suspension to reduce in-person interaction		70.5%	244
Encouraging physical distancing on buses		72.0%	249

## 2. Did you use Transfort before the Stay-at-Home order was issued in Colorado?



Value		Percent	Responses
Yes	<div><div></div></div>	76.4%	294
Sometimes	<div><div></div></div>	14.3%	55
No	<div><div></div></div>	9.4%	36
			Totals: 385

### 3. Have you used Transfort since the Stay-at-Home order was issued in Colorado (March 26)?

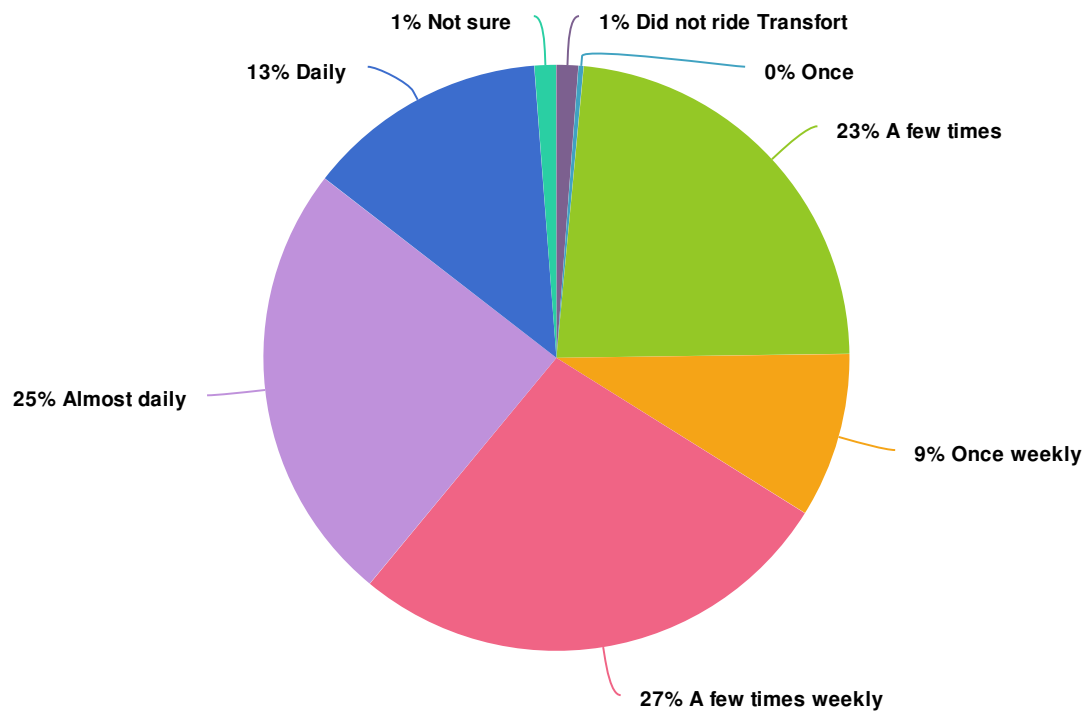


Value		Percent	Responses
Yes	<div><div style="width: 37.6%;"></div></div>	37.6%	145
Sometimes	<div><div style="width: 11.4%;"></div></div>	11.4%	44
No	<div><div style="width: 51.0%;"></div></div>	51.0%	197

Totals: 386



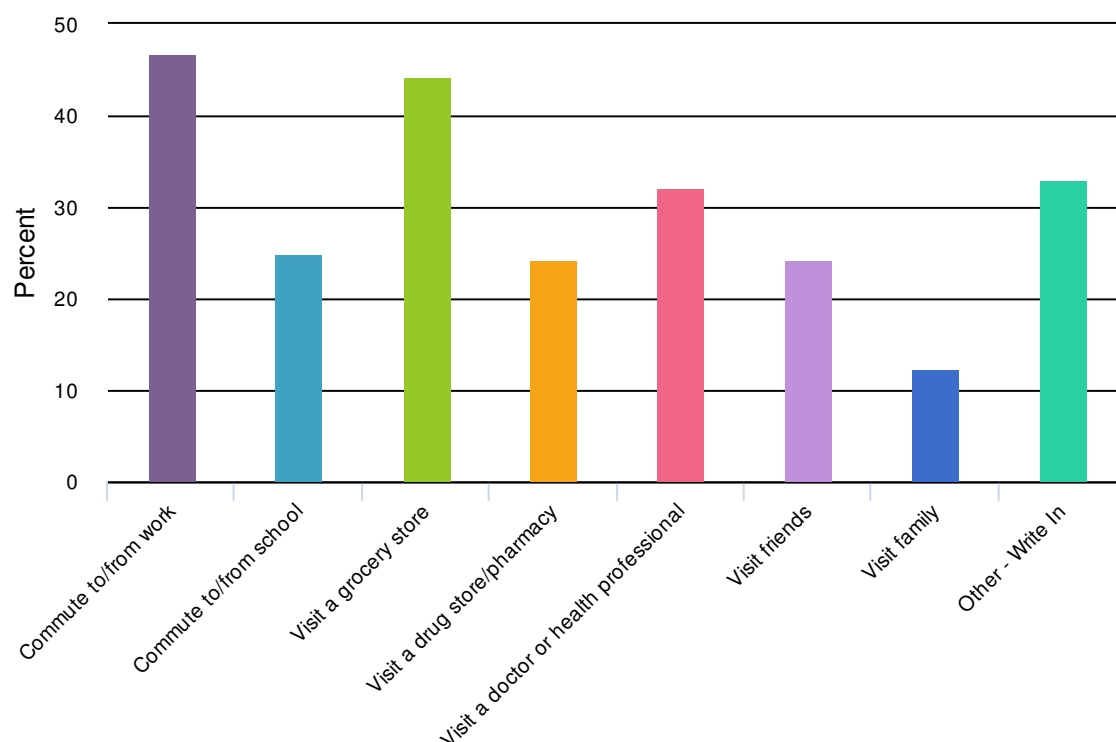
#### 4. How often did you ride Transfort before the Stay-at-Home order was issued?











Value		Percent	Responses
Did not ride Transfort	<div></div>	1.2%	4
Once	<div></div>	0.3%	1
A few times	<div></div>	23.3%	79
Once weekly	<div></div>	9.1%	31
A few times weekly	<div></div>	27.1%	92
Almost daily	<div></div>	24.5%	83
Daily	<div></div>	13.3%	45
Not sure	<div></div>	1.2%	4

Totals: 339

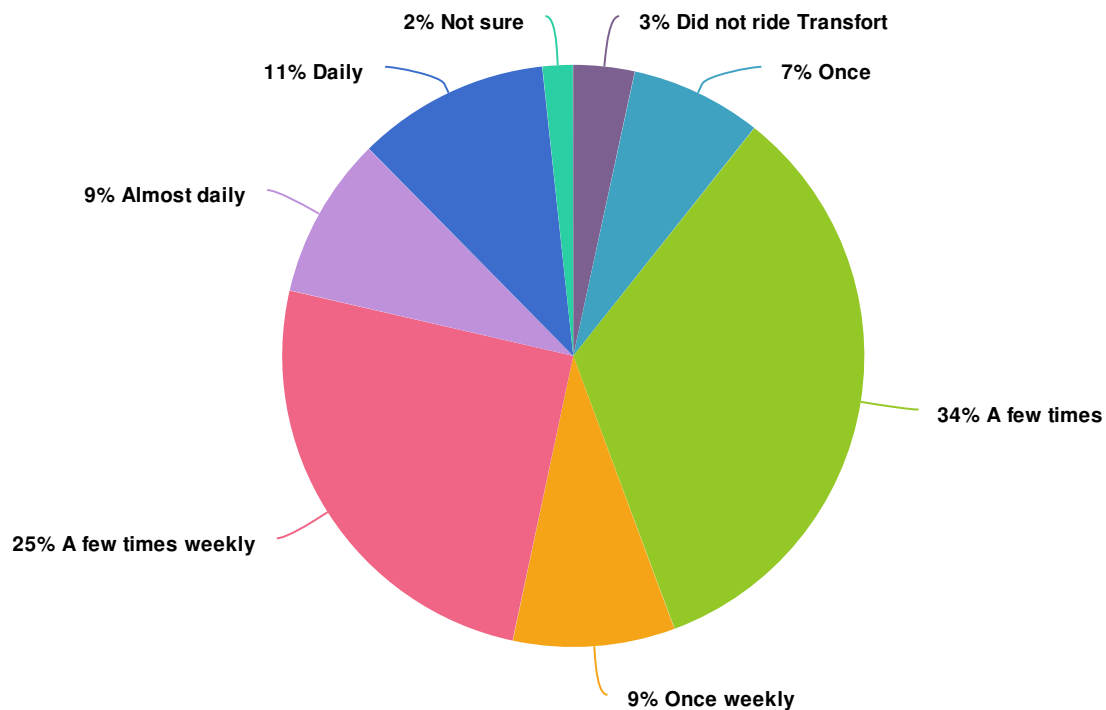
5. For what purposes did you use Transfort before the Stay-at-Home order was issued? (select all that apply)



Value		Percent	Responses
Commute to/from work		46.8%	160
Commute to/from school		24.9%	85
Visit a grocery store		44.2%	151
Visit a drug store/pharmacy		24.3%	83
Visit a doctor or health professional		32.2%	110
Visit friends		24.3%	83
Visit family		12.3%	42
Other - Write In		33.0%	113



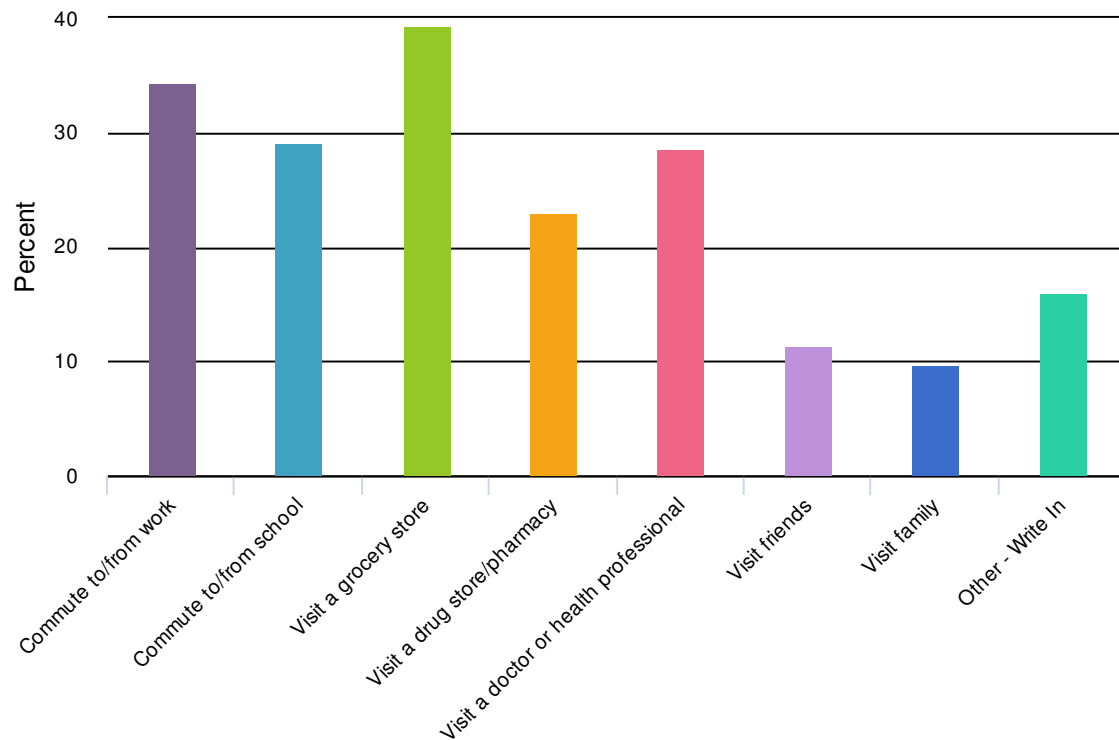
6. How often did you ride Transfort since the Stay-at-Home order was issued in Colorado (March 26)?











Value		Percent	Responses
Did not ride Transfort	<div><div></div></div>	3.4%	6
Once	<div><div></div></div>	7.3%	13
A few times	<div><div></div></div>	33.7%	60
Once weekly	<div><div></div></div>	9.0%	16
A few times weekly	<div><div></div></div>	25.3%	45
Almost daily	<div><div></div></div>	9.0%	16
Daily	<div><div></div></div>	10.7%	19
Not sure	<div><div></div></div>	1.7%	3

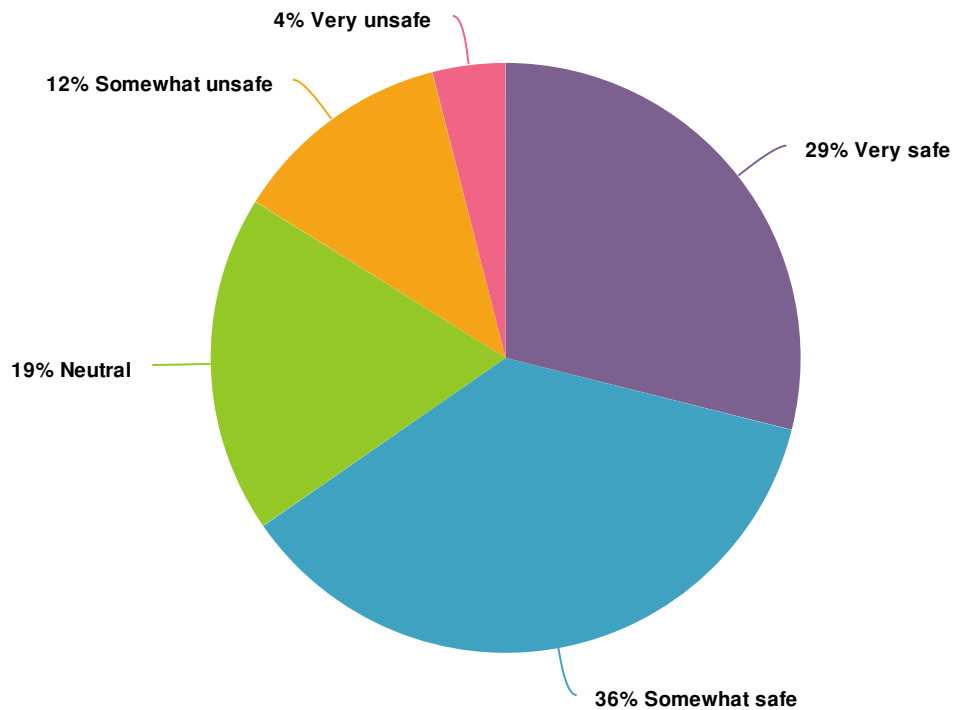
Totals: 178






7. For what purposes have you used Transfort since the Stay-at-Home order was issued in Colorado (March 26)?



Value		Percent	Responses
Commute to/from work		34.3%	60
Commute to/from school		29.1%	51
Visit a grocery store		39.4%	69
Visit a drug store/pharmacy		22.9%	40
Visit a doctor or health professional		28.6%	50
Visit friends		11.4%	20
Visit family		9.7%	17
Other - Write In		16.0%	28

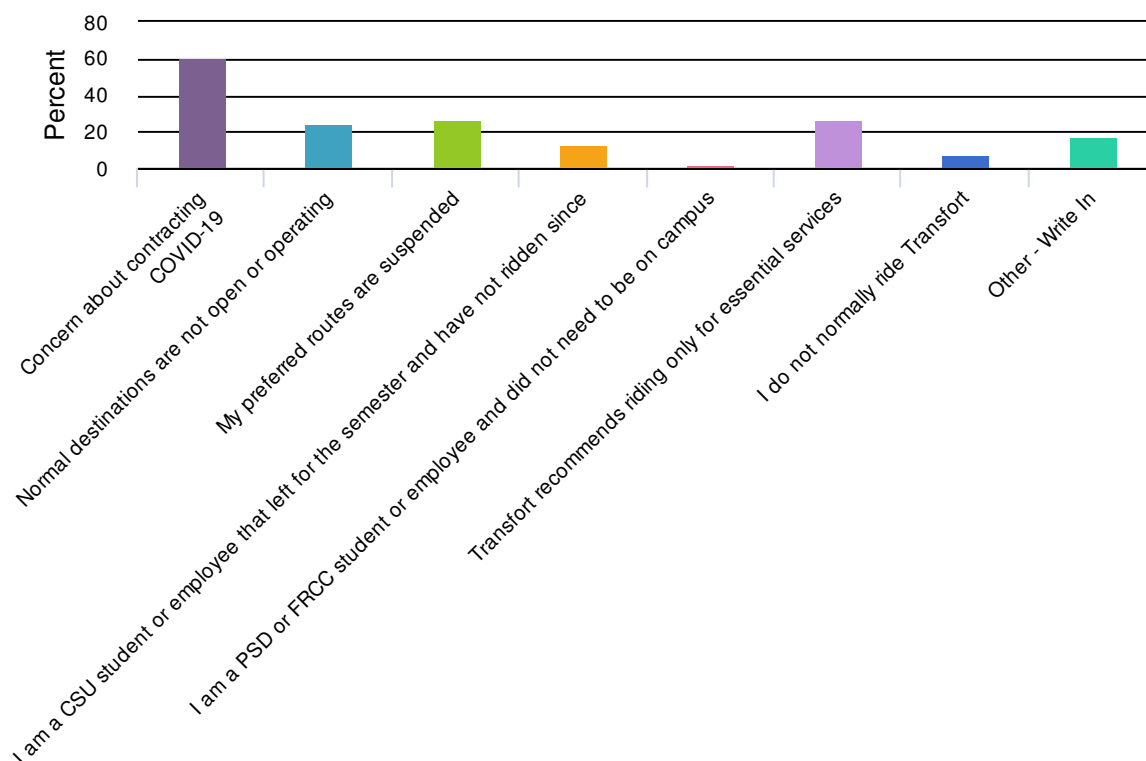
8. When riding Transfort during COVID-19, how safe from COVID-19 transmission did you feel?











Value		Percent	Responses
Very safe		28.9%	50
Somewhat safe		36.4%	63
Neutral		18.5%	32
Somewhat unsafe		12.1%	21
Very unsafe		4.0%	7

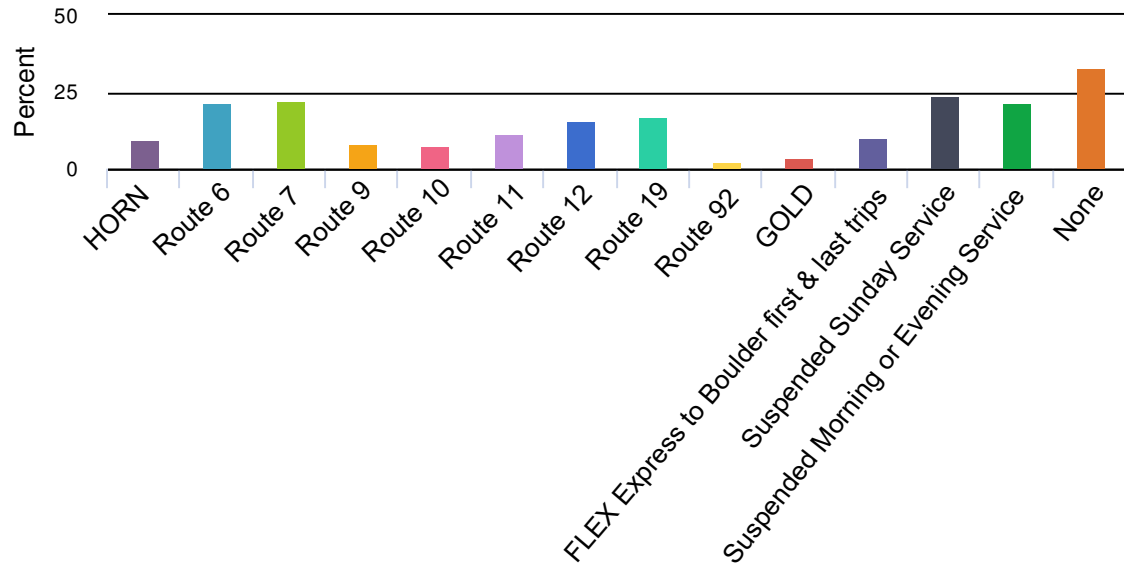
Totals: 173















9. You indicated you did not ride Transfort since the Stay-at-Home order. Why haven't you ridden Transfort during this time? (select all that apply)



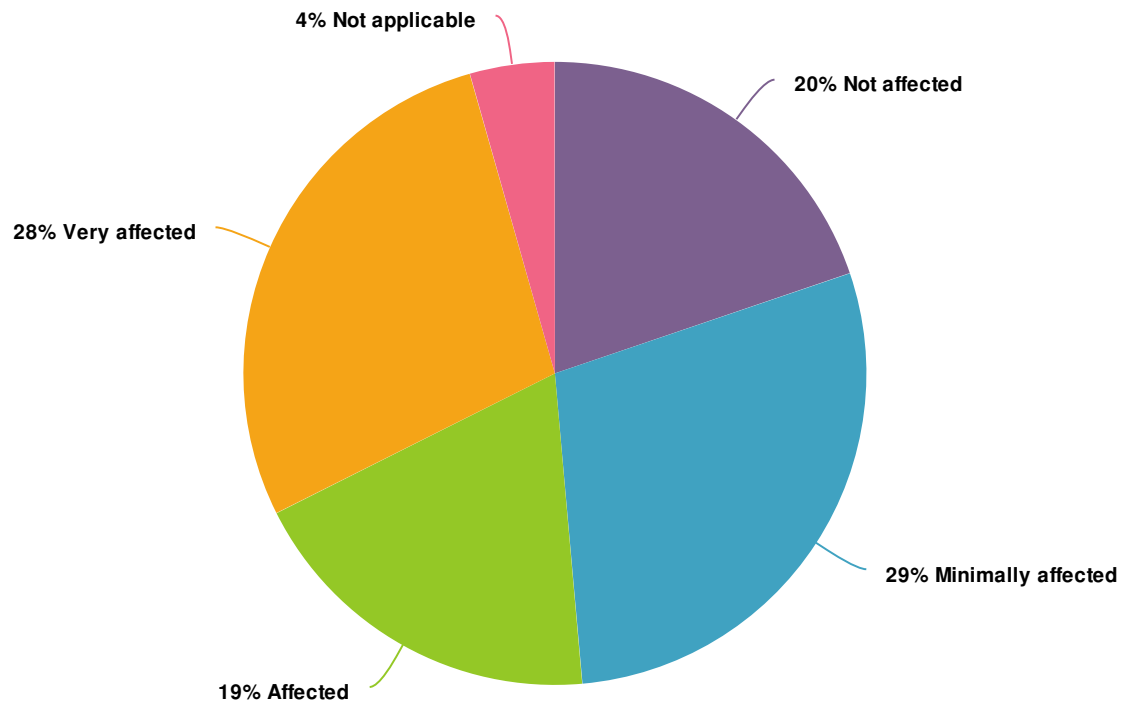
Value		Percent	Responses
Concern about contracting COVID-19		61.3%	117
Normal destinations are not open or operating		24.6%	47
My preferred routes are suspended		26.7%	51
I am a CSU student or employee that left for the semester and have not ridden since		12.6%	24
I am a PSD or FRCC student or employee and did not need to be on campus		2.1%	4
Transfort recommends riding only for essential services		26.7%	51
I do not normally ride Transfort		7.9%	15
Other - Write In		16.8%	32

10. Have you been affected by any of the following service suspensions? (select all that apply)



Value		Percent	Responses
HORN – Moby Arena, Campus Transit Center, Lake Street Garage, Veterinary Teaching Hospital		9.7%	34
Route 6 – CSU, Mulberry, Taft Hill, Drake, Swallow Station, Horsetooth		21.8%	76
Route 7 – CSU, Shields, Drake, Rigden Farm		22.1%	77
Route 9 – Downtown Transit Center, Vine, Overland, Poudre HS, Laporte		8.0%	28
Route 10 – Downtown Transit Center, Laporte, Mulberry, CSU		7.4%	26
Route 11 – South Transit Center, Harmony, Taft Hill, Horsetooth, Fort Collins HS		11.7%	41
Route 12 – Horsetooth, Mall, Swallow Station, JFK, South Transit Center		16.0%	56
Route 19 – CSU, Shields, Harmony, South Transit Center		16.9%	59
Route 92 – Downtown Transit Center, Laporte, Poudre HS		2.3%	8
GOLD – Friday & Saturday late night bus		3.7%	13
FLEX Express to Boulder first and last trips		10.3%	36
Suspended Sunday Service		23.8%	83
Suspended Morning or Evening Service (before 6 a.m. or after 7 p.m.)		21.5%	75
None		32.7%	114

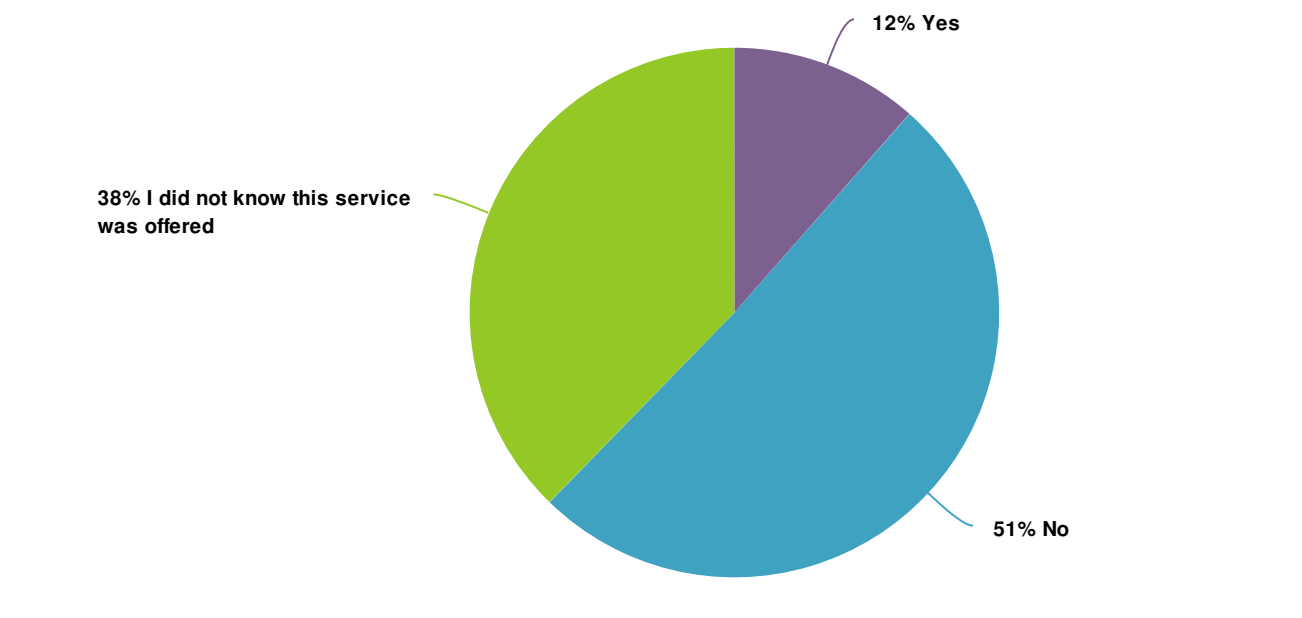
## 11. How affected are you by Transfort's suspended service?



Value		Percent	Responses
Not affected	<div><div></div></div>	19.8%	72
Minimally affected	<div><div></div></div>	28.8%	105
Affected	<div><div></div></div>	19.0%	69
Very affected	<div><div></div></div>	28.0%	102
Not applicable	<div><div></div></div>	4.4%	16
Totals: 364			

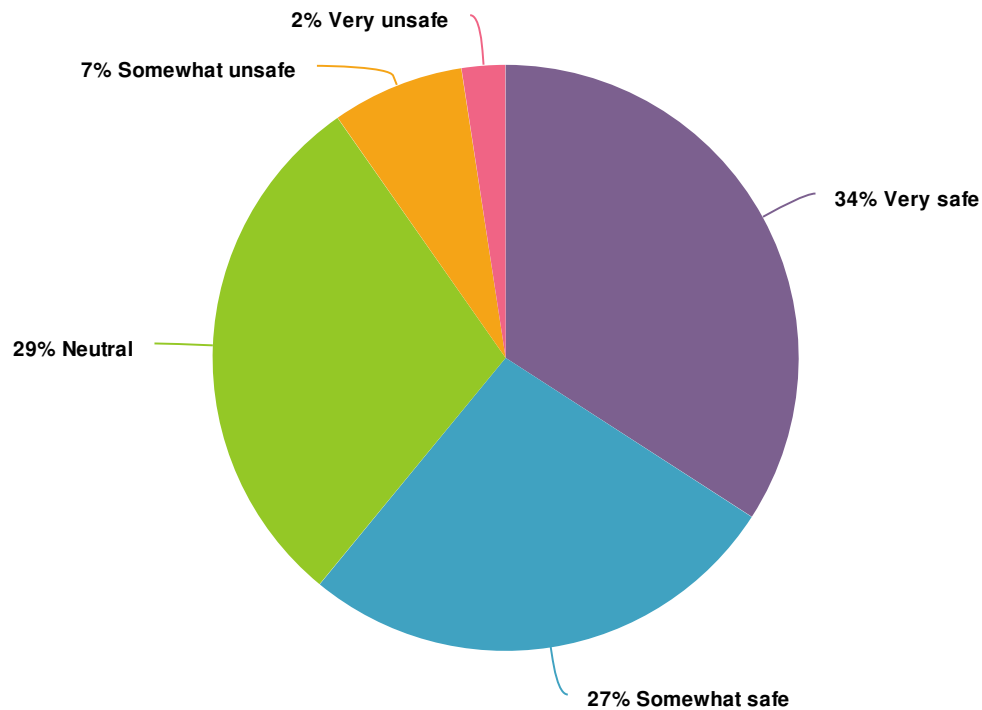



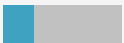



12. Have you used the taxi service that T ransfort is providing on suspended routes?



Value		Percent	Responses
Yes	<div><div></div></div>	11.5%	42
No	<div><div></div></div>	50.8%	186
I did not know this service was offered	<div><div></div></div>	37.7%	138
Totals: 366			

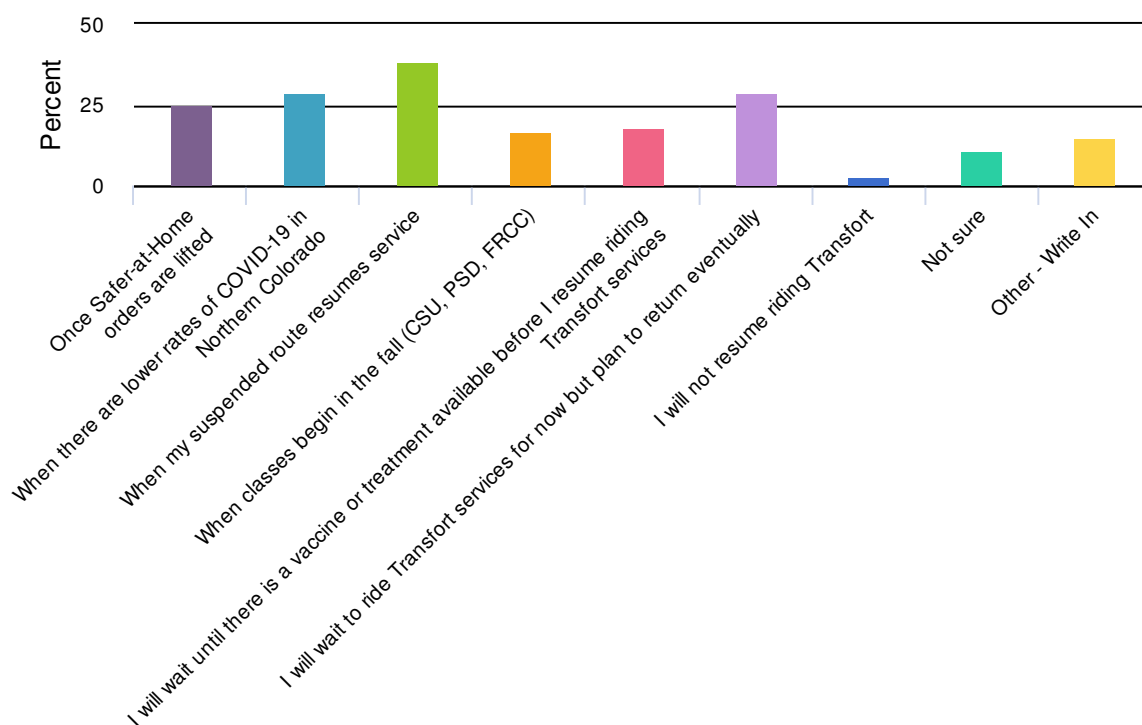
13. When taking the taxi service provided by Tansfort on suspended routes, how safe from COVID-19 transmittance did you feel?












Value		Percent	Responses
Very safe		34.1%	14
Somewhat safe		26.8%	11
Neutral		29.3%	12
Somewhat unsafe		7.3%	3
Very unsafe		2.4%	1

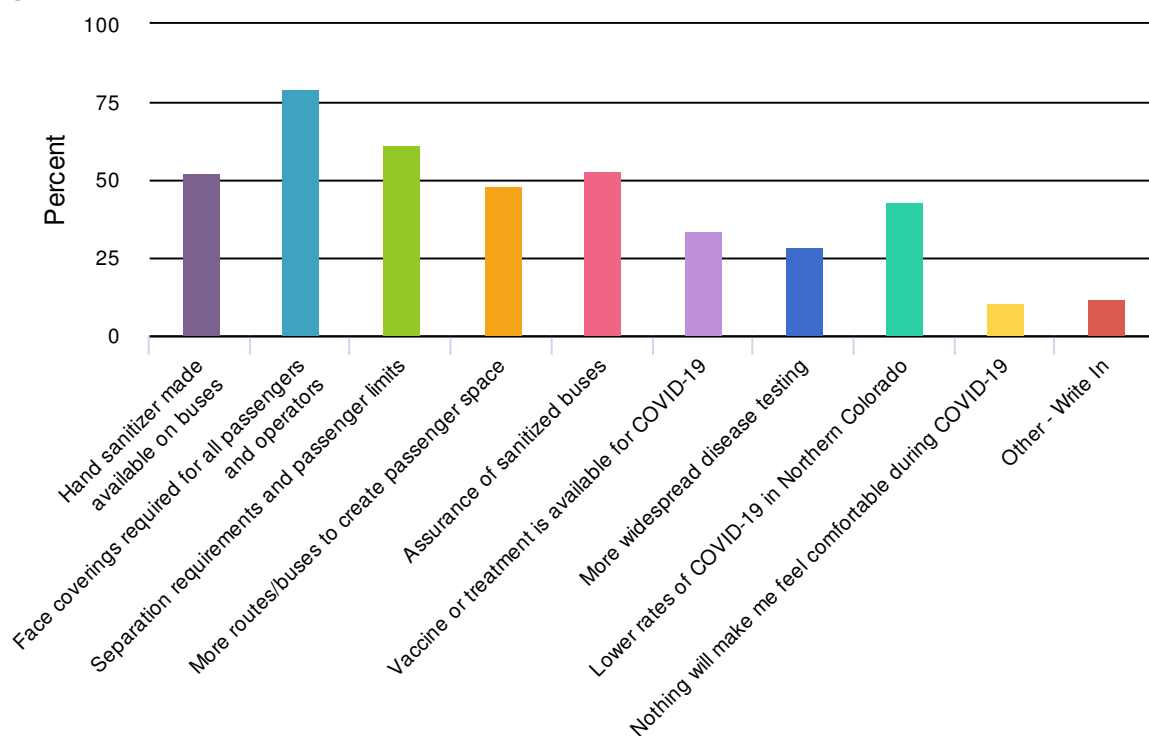
Totals: 41











14. Which of the following factors best describe when you will resume riding or use Transfort more often? (select all that apply)



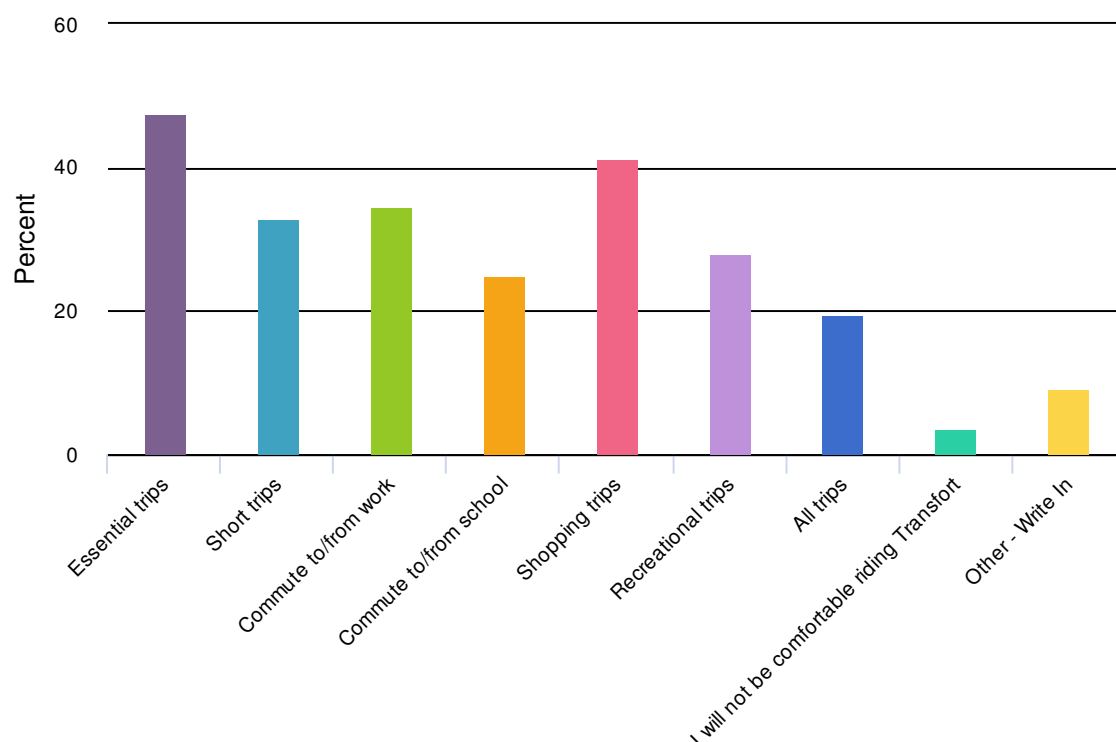
Value		Percent	Responses
Once Safer-at-Home orders are lifted		25.4%	93
When there are lower rates of COVID-19 in Northern Colorado		28.7%	105
When my suspended route resumes service		38.3%	140
When classes begin in the fall (CSU, PSD, FRCC)		16.7%	61
I will wait until there is a vaccine or treatment available before I resume riding Transfort services		18.3%	67
I will wait to ride Transfort services for now but plan to return eventually		28.7%	105
I will not resume riding Transfort		3.3%	12
Not sure		10.7%	39
Other - Write In		15.0%	55










15. What COVID-19 safety measures should be in place for you to feel safer when riding Transfort services? (select all that apply)



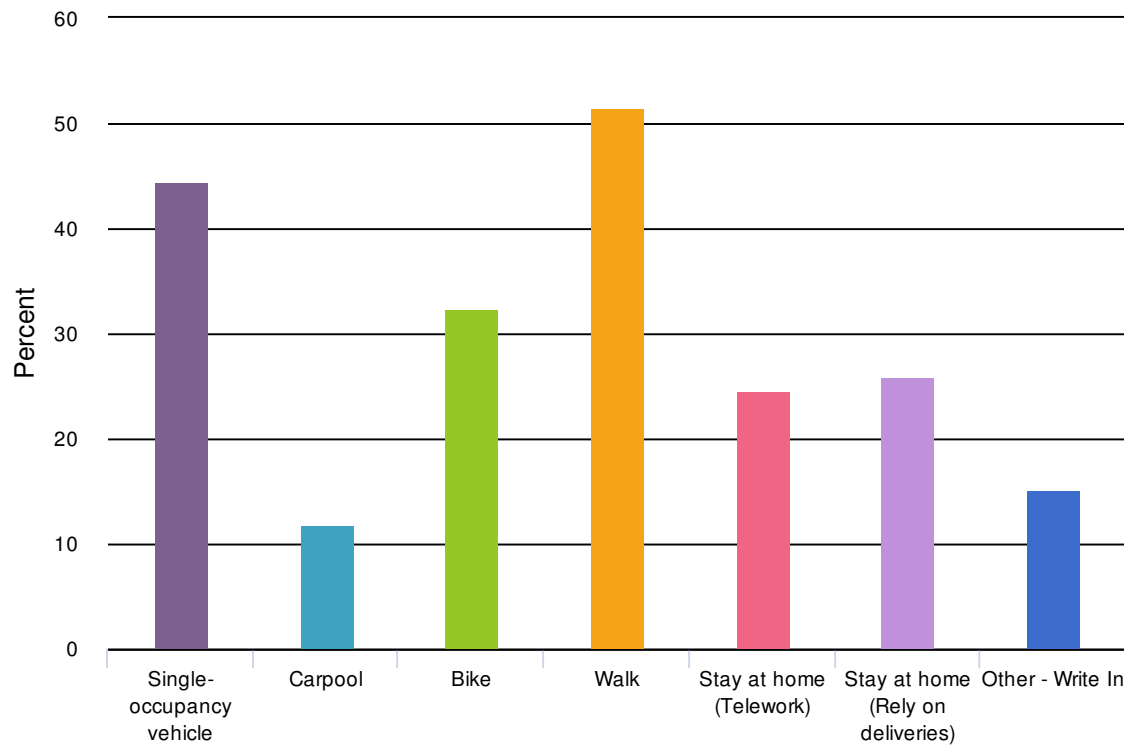
Value		Percent	Responses
Hand sanitizer made available on buses		52.3%	193
Face coverings required for all passengers and operators		79.4%	293
Separation requirements and passenger limits		61.0%	225
More routes/buses to create passenger space		48.0%	177
Assurance of sanitized buses		53.4%	197
Vaccine or treatment is available for COVID-19		33.9%	125
More widespread disease testing		28.5%	105
Lower rates of COVID-19 in Northern Colorado		43.1%	159
Nothing will make me feel comfortable during COVID-19		10.6%	39
Other - Write In		11.9%	44








16. When you do feel comfortable riding Transfort or using it more than you are now, what type of trips will you make? (select all that apply)



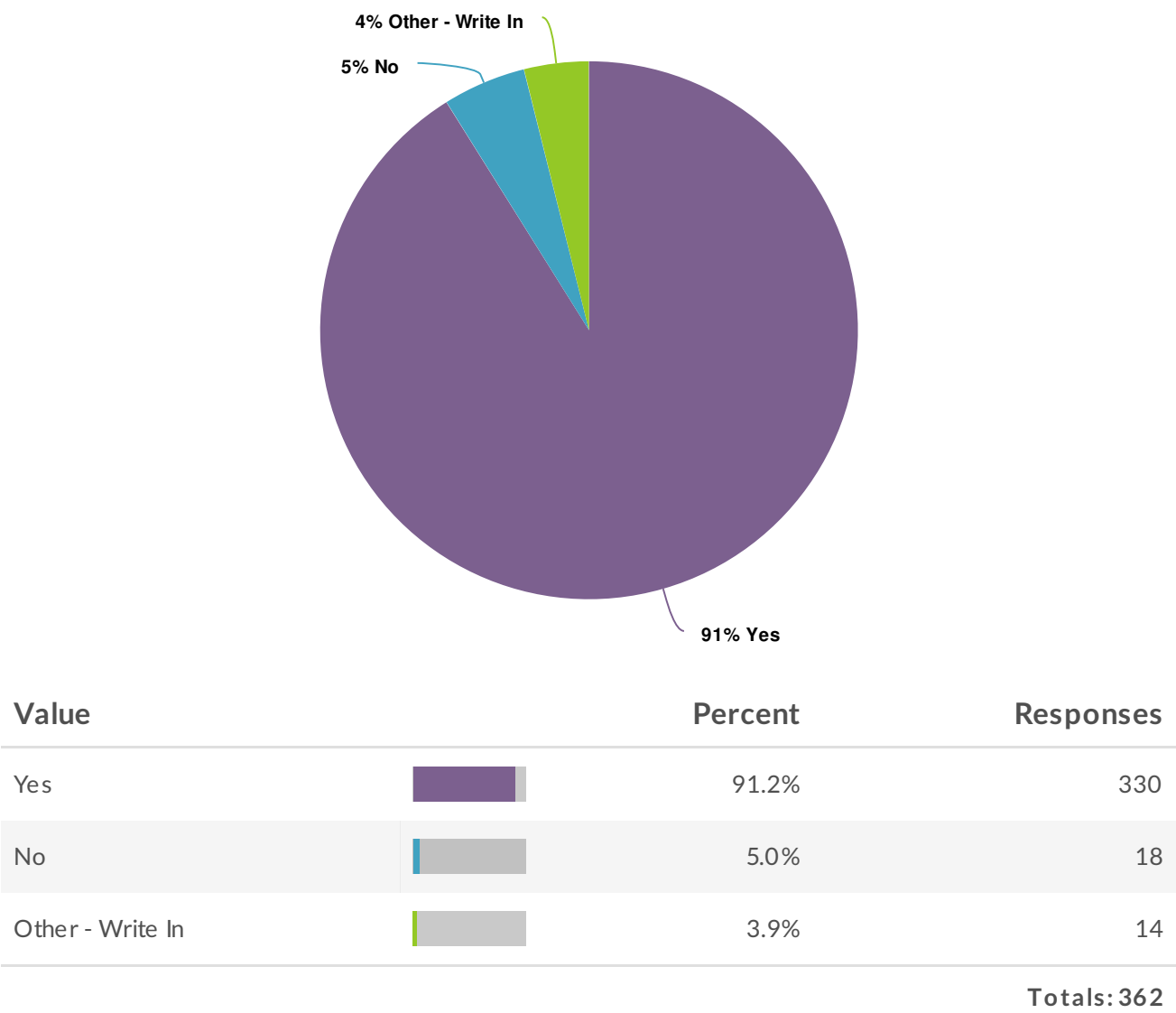
Value		Percent	Responses
Essential trips		47.4%	173
Short trips		32.9%	120
Commute to/from work		34.5%	126
Commute to/from school		24.9%	91
Shopping trips		41.4%	151
Recreational trips		27.9%	102
All trips		19.5%	71
I will not be comfortable riding Transfort		3.6%	13
Other - Write In		9.3%	34

17. If you do not feel comfortable riding Transfort or are using it less, what is your alternative method of travel?



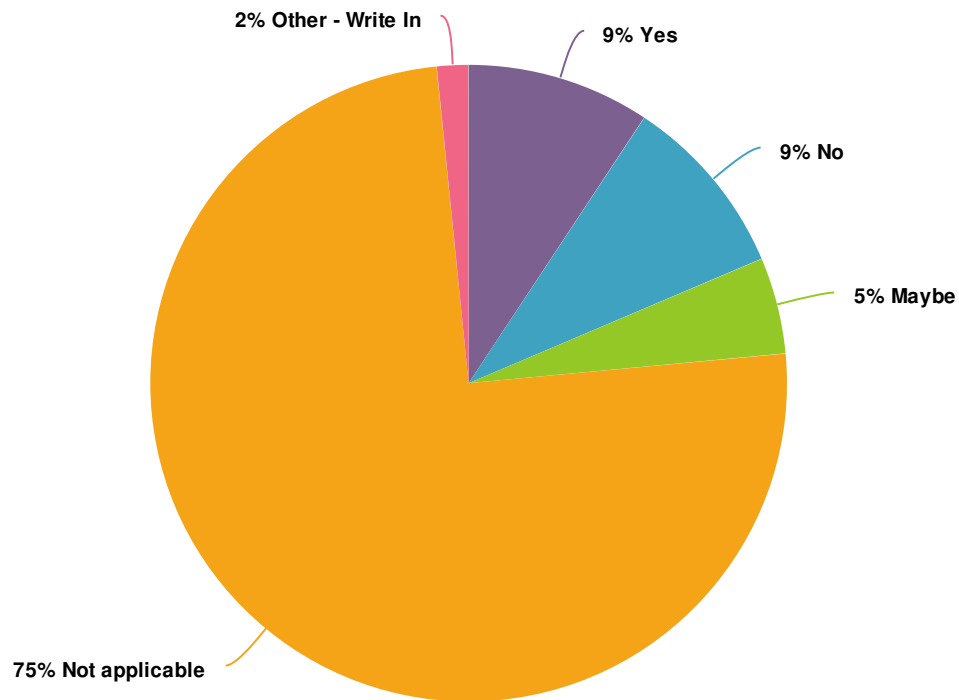
Value		Percent	Responses
Single-occupancy vehicle		44.5%	155
Carpool		11.8%	41
Bike		32.5%	113
Walk		51.4%	179
Stay at home (Telework)		24.7%	86
Stay at home (Rely on deliveries)		25.9%	90
Other - Write In		15.2%	53

18. Are you willing to continue to wear a face covering and practice physical distancing while riding Transfort for the foreseeable future?





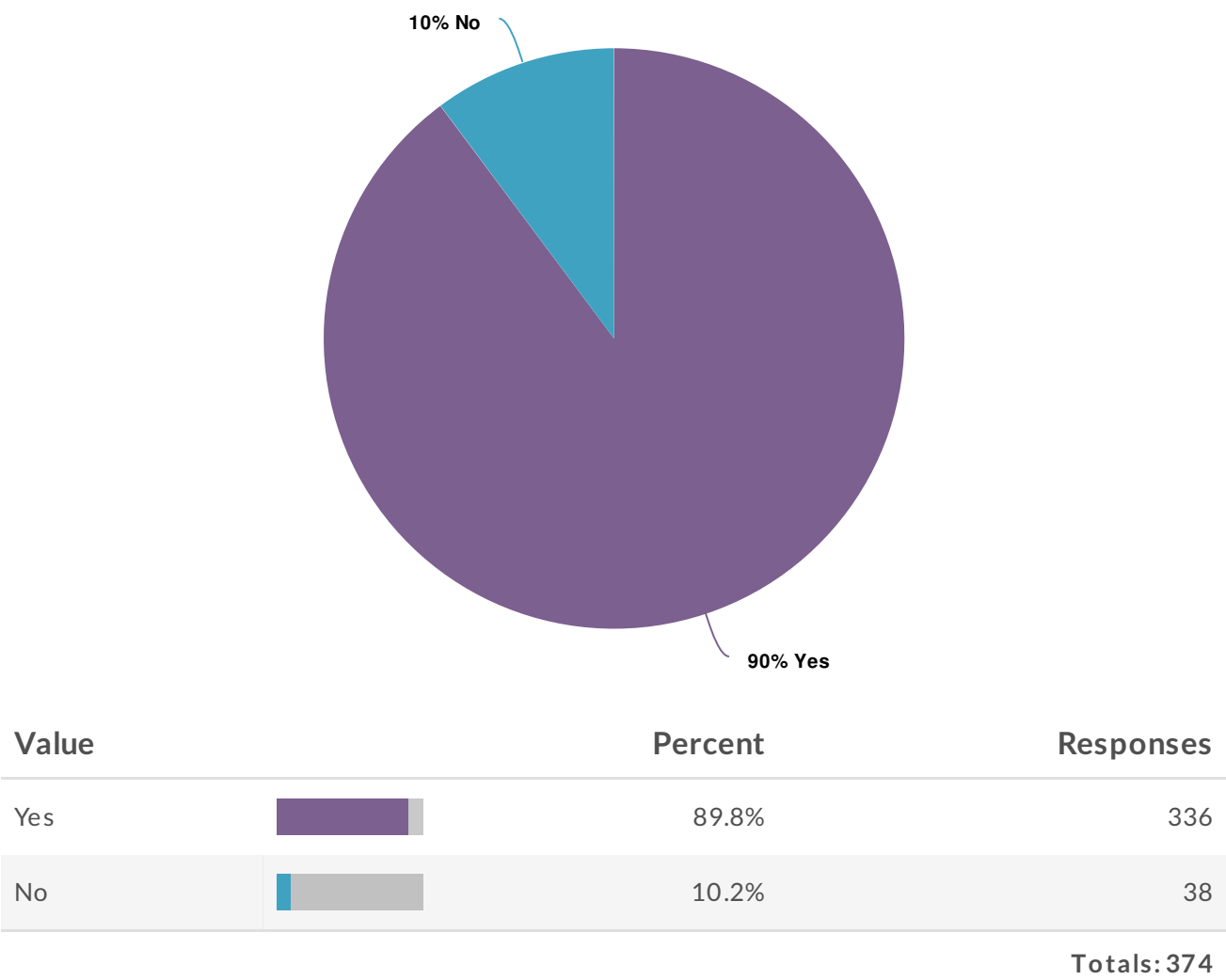
19. If bus service and timing were available, would you consider sending your children to school on Transfort?



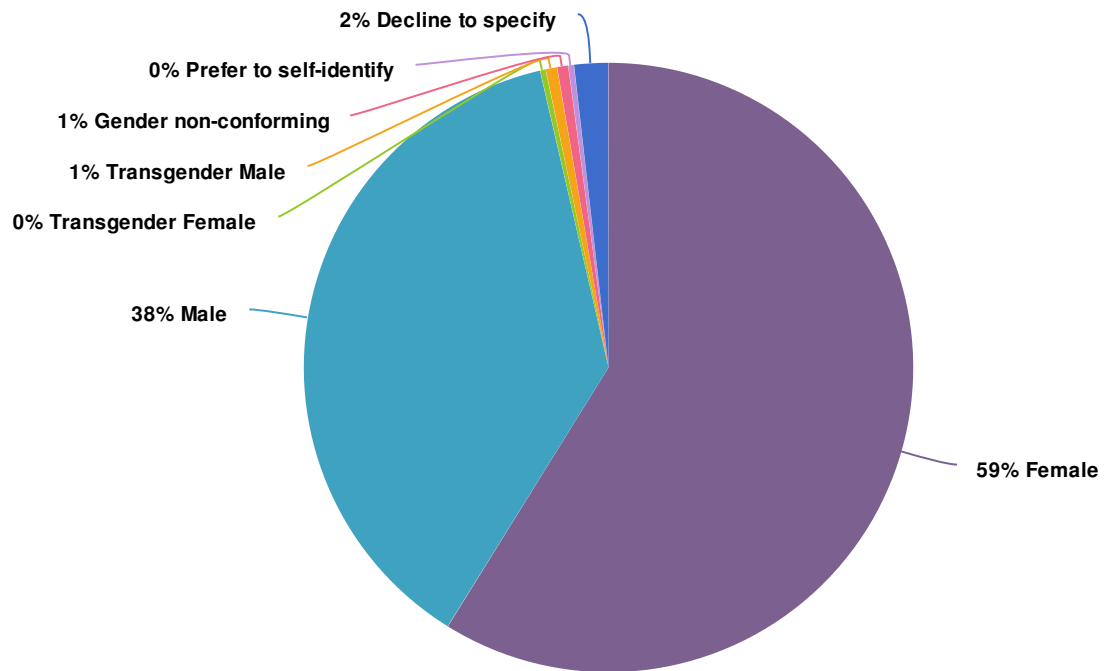
Value		Percent	Responses
Yes	<div><div></div></div>	9.3%	34
No	<div><div></div></div>	9.3%	34
Maybe	<div><div></div></div>	4.9%	18
Not applicable	<div><div></div></div>	74.8%	273
Other - Write In	<div><div></div></div>	1.6%	6

Totals: 365

20. Thank you for taking the survey. May we ask a few demographic questions?



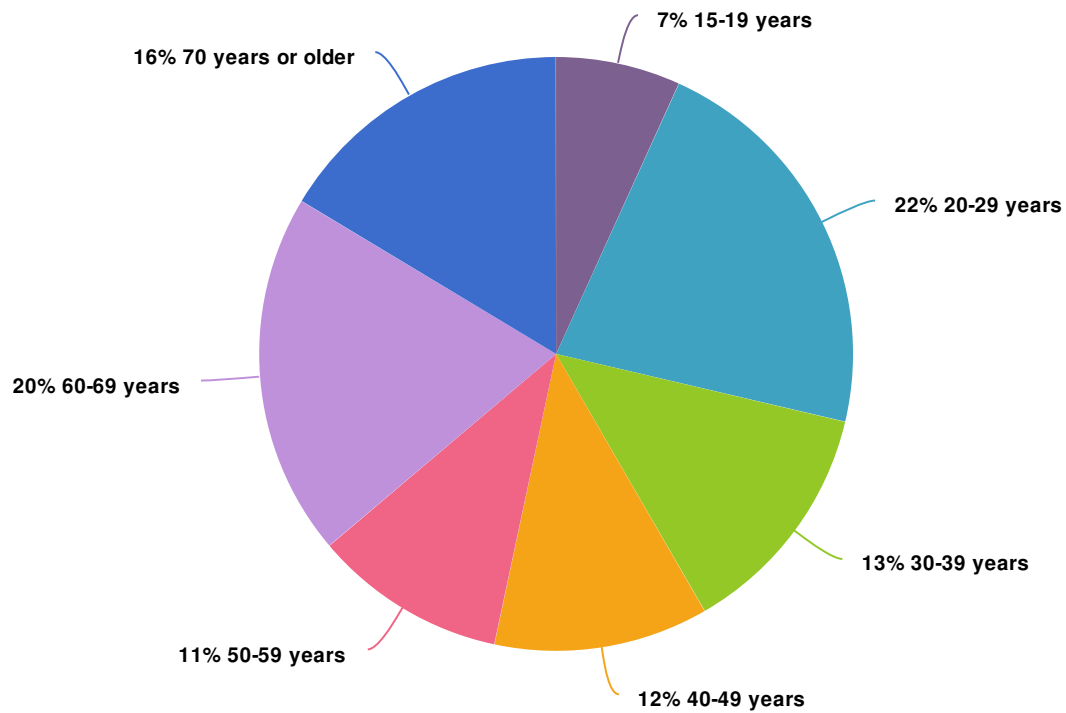
## 21. What is your gender?



Value		Percent	Responses
Female	<div><div></div></div>	58.8%	191
Male	<div><div></div></div>	37.5%	122
Transgender Female	<div><div></div></div>	0.3%	1
Transgender Male	<div><div></div></div>	0.6%	2
Gender non-conforming	<div><div></div></div>	0.6%	2
Prefer to self-identify	<div><div></div></div>	0.3%	1
Decline to specify	<div><div></div></div>	1.8%	6

Totals: 325

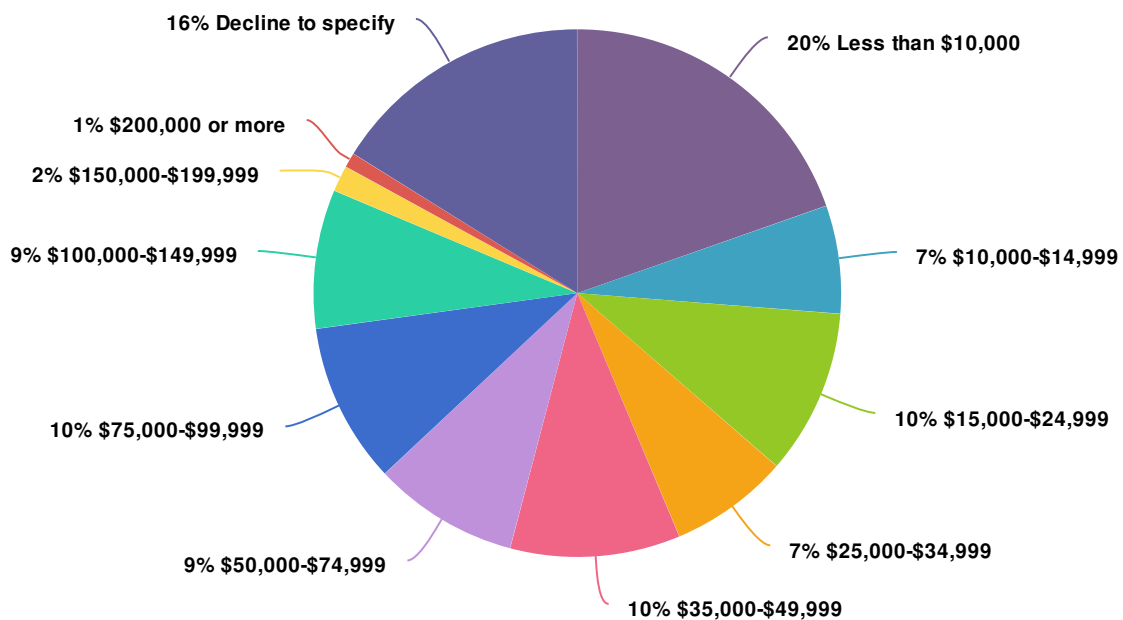
## 22. What is your age?



Value		Percent	Responses
15-19 years	<div><div></div></div>	6.8%	22
20-29 years	<div><div></div></div>	21.9%	71
30-39 years	<div><div></div></div>	13.0%	42
40-49 years	<div><div></div></div>	11.7%	38
50-59 years	<div><div></div></div>	10.5%	34
60-69 years	<div><div></div></div>	19.8%	64
70 years or older	<div><div></div></div>	16.4%	53

Totals: 324

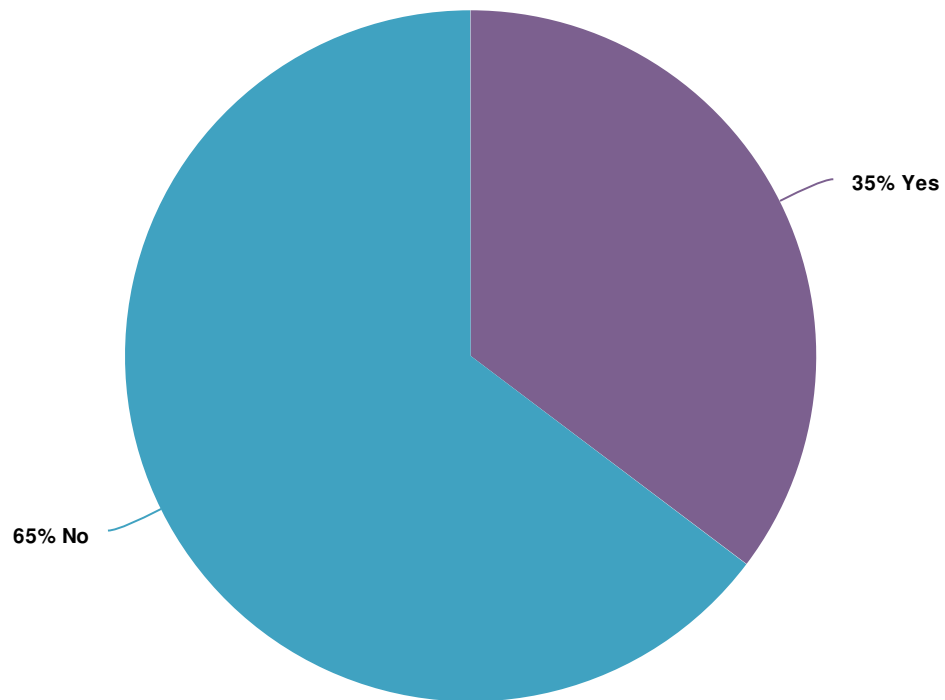
## 23. What is your household income level?



Value		Percent	Responses
Less than \$10,000	<div><div></div></div>	19.6%	62
\$10,000-\$14,999	<div><div></div></div>	6.6%	21
\$15,000-\$24,999	<div><div></div></div>	10.1%	32
\$25,000-\$34,999	<div><div></div></div>	7.3%	23
\$35,000-\$49,999	<div><div></div></div>	10.4%	33
\$50,000-\$74,999	<div><div></div></div>	8.9%	28
\$75,000-\$99,999	<div><div></div></div>	9.8%	31
\$100,000-\$149,999	<div><div></div></div>	8.5%	27
\$150,000-\$199,999	<div><div></div></div>	1.6%	5
\$200,000 or more	<div><div></div></div>	0.9%	3
Decline to specify	<div><div></div></div>	16.1%	51

Totals: 316

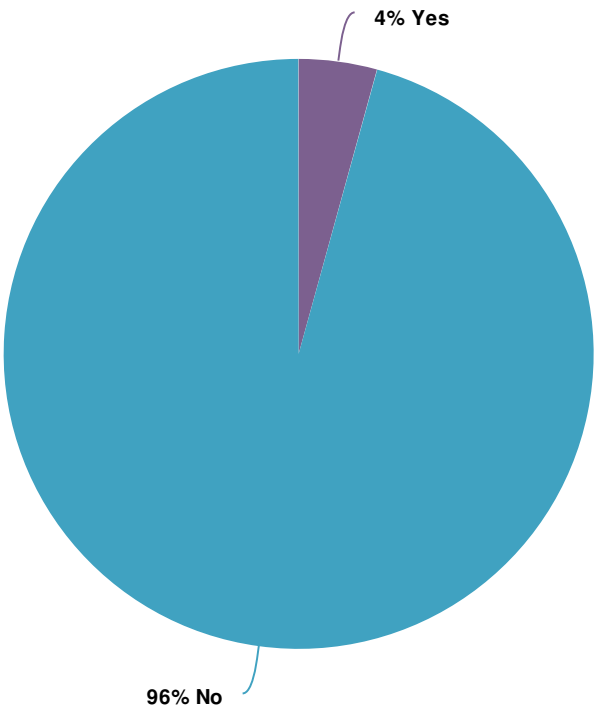
## 24. Are you a CSU student, faculty, or staff member?



Value		Percent	Responses
Yes	<div><div></div><div></div></div>	35.3%	114
No	<div><div></div><div></div></div>	64.7%	209

Totals: 323

25. Are you a PSD or FRCC student, faculty, or staff member?



Value		Percent	Responses
Yes	<div><div></div></div>	4.3%	14
No	<div><div></div></div>	95.7%	309
Totals: 323			