SEPTA COVID-19 Travel Survey

August 19, 2020
Data collected from July 1 through July 28
2,700 riders completed surveys
Riders were invited to participate in the survey through:
  • SEPTA.org
  • SEPTA social media channels
  • Emails to previous survey participants
  • Partner organization outreach (CCD, UCD, UPENN, etc.)
The survey was available in English, Spanish and Chinese
Data is weighted by mode ridership and demographics to be more representative of the actual rider population

<table>
<thead>
<tr>
<th>Mode Counts*</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broad Street Line</td>
<td>969</td>
</tr>
<tr>
<td>Market-Frankford Line</td>
<td>1,343</td>
</tr>
<tr>
<td>Bus</td>
<td>1,425</td>
</tr>
<tr>
<td>Trolley</td>
<td>633</td>
</tr>
<tr>
<td>Norristown High Speed Line</td>
<td>163</td>
</tr>
<tr>
<td>Regional Rail</td>
<td>1,225</td>
</tr>
</tbody>
</table>

* Sum of modes is more than total completed survey count due to multi-modal riders
Key Findings

• Overall, riders rated SEPTA’s performance during COVID-19 at 3.28 on average on a scale of 1 to 5 which is very slightly above average

• Mode performance score averages range from 3.23 for MFL to 3.36 for RRD

• Mask policy enforcement and related communication should be an area of strategic focus

• This was identified as the most critical factor for SEPTA to improve

• Issues related to crowding- service frequency and social distancing policy- are also important areas riders identified
Key Findings

- Riders by and large do not consider riding transit to be a safe activity

- Customers rated riding SEPTA 2.41 on a safety scale of 1 – 5, the lowest rated activity we asked about

- That said, many practices that SEPTA has implemented or is considering implementing are well received by riders

- Asked about future events that may cause riders to return to public life, “an effective vaccine” and/or a “robust track & trace program” were the only events that makes the average rider feel comfortable

- Riders report sharp declines in travel frequency

  - Overall, 78% of riders are traveling less during COVID-19
  - Suburban modes such as NHSL and RRD experienced the sharpest reductions with 81% and 85%, respectively, reporting less travel
• The region is experiencing an economic crisis and employers are adapting to COVID-19

• 28% of riders report experiencing a change in their employment status during the COVID-19 crisis
  • 44% of those experiencing a status change reported working fewer hours
  • 43% of those who status changed reported losing their job or being furloughed

• 59% of employed riders are working from home part or full time
  • 70% of those working from home are doing so full time
  • An additional 13% of riders who work from home do so 3 – 4 days a week

• Nearly half of employed riders (49%) state that their employers are considering flexible or shift work schedules
On a scale of 1 to 5, where 5 means “Excellent” and 1 means “Unacceptable”, how do you feel that SEPTA has been handling the COVID-19 pandemic?

SEPTA Performance Ratings

- **Excellent- 5**: 9%
- **Good- 4**: 33%
- **Average- 3**: 40%
- **Poor- 2**: 13%
- **Unacceptable- 1**: 5%

**Mean**: 3.28
On a scale of 1 to 5, where 5 means “Excellent” and 1 means “Unacceptable”, how do you feel that SEPTA has been handling the COVID-19 pandemic?
Top 10 Areas for Improvement

How do you feel SEPTA can improve in this regard?

<table>
<thead>
<tr>
<th>Area</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy Enforcement: Masks</td>
<td>34%</td>
</tr>
<tr>
<td>Service Frequency</td>
<td>16%</td>
</tr>
<tr>
<td>Policy Enforcement: Social Distancing</td>
<td>12%</td>
</tr>
<tr>
<td>Cleaning/Sanitizing</td>
<td>10%</td>
</tr>
<tr>
<td>Policy Enforcement: Capacity Limits</td>
<td>7%</td>
</tr>
<tr>
<td>Communication</td>
<td>5%</td>
</tr>
<tr>
<td>Employee Safety</td>
<td>4%</td>
</tr>
<tr>
<td>Rider Behavior</td>
<td>4%</td>
</tr>
<tr>
<td>Thanks / Complimentary</td>
<td>3%</td>
</tr>
<tr>
<td>Vulnerable Population Issues</td>
<td>3%</td>
</tr>
</tbody>
</table>
On a scale of 1 to 5, with 5 meaning “Very Safe” and 1 meaning “Very Unsafe”, how safe do you think it is to do the following activities at this point in time?

<table>
<thead>
<tr>
<th>Activity</th>
<th>Safety Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exercise outside</td>
<td>3.90</td>
</tr>
<tr>
<td>Visit friends</td>
<td>2.61</td>
</tr>
<tr>
<td>Going to work location</td>
<td>2.70</td>
</tr>
<tr>
<td>Visit family</td>
<td>2.99</td>
</tr>
<tr>
<td>Visit a Grocery store</td>
<td>3.15</td>
</tr>
<tr>
<td>Visit a Drug store</td>
<td>3.24</td>
</tr>
<tr>
<td>Ride SEPTA</td>
<td>2.41</td>
</tr>
</tbody>
</table>
Please rank the following factors in order of importance from 1 to 6, with 1 being the “most important” and 6 being the “least important” factor, in your decision whether or not to use SEPTA services?

**Percent Ranked #1**

- Masks worn by riders & employees: 34%
- Convenient or frequent service: 17%
- Cleanliness: 15%
- Safety and personal security: 15%
- Ability to socially distance: 13%
- Behavior of other riders: 6%
Nearly three-quarters of riders had “masks worn by riders & employees” in the top 3 rankings for question 5.

“Ability to social distance” was a very common 2nd or 3rd choice.

Percent Ranked Top 3

- Masks worn by riders & employees: 71%
- Ability to socially distance: 58%
- Cleanliness: 54%
- Safety and personal security: 43%
- Convenient or frequent service: 41%
- Behavior of other riders: 33%
If SEPTA adopted the below practices, how likely would you be to ride public transportation on a scale of 1 to 5, with 5 being “Definitely Would Ride SEPTA” and 1 being “Definitely Would Not Ride SEPTA”?

**Average Likelihood to Travel- Top Ten Practices**

- Provide more frequent service - prevent crowding: 4.23
- Masks requirement for all riders and employees: 4.22
- Sanitize high-touch surfaces: 4.11
- Capacity limits- social distance: 4.08
- Real-time passenger counts: 4.06
- Frequent changing of air filters on buses: 4.02
- COVID-19 testing for employees: 4.02
- Ultraviolet (UV-C) light cleanings: 4.01
- Block off seating to social distance: 4.00
- Hand sanitizer on vehicles: 4.00
If SEPTA adopted the below practices, how likely would you be to ride public transportation on a scale of 1 to 5, with 5 being “Definitely Would Ride SEPTA” and 1 being “Definitely Would Not Ride SEPTA”? 

**Average Likelihood to Travel - Remaining Practices**

- Replacing cloth seats: 3.99
- Open roof hatch on buses: 3.98
- Sanitize vehicles twice a day: 3.98
- SEPTA providing customers with masks: 3.97
- Hand sanitizer at stations and TCs: 3.96
- SEPTA employee temp screening: 3.85
- Social distance markers at stations and TCs: 3.84
On a scale of 1 to 5, with 5 meaning “Very Safe” and 1 meaning “Very Unsafe”, how would you rate each of the following events in terms of making you feel safe returning to work or being in public again?

Safety Returning to Work/Being in Public

- An effective vaccine is available: 3.73
- Robust "track & trace" program implemented: 3.42
- CDC announces "safe to return" to work: 2.96
- Your employer announces "safe to return": 2.72
- Governor announces SE PA entered green phase: 2.56
- Public schools re-open: 2.12
How frequently did/do you travel on SEPTA?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Pre-COVID-19</th>
<th>Post-COVID-19</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 - 7 days a week</td>
<td>46%</td>
<td>11%</td>
</tr>
<tr>
<td>4 - 5 days a week</td>
<td>36%</td>
<td>14%</td>
</tr>
<tr>
<td>2 - 3 days a week</td>
<td>10%</td>
<td>13%</td>
</tr>
<tr>
<td>One day a week</td>
<td>2%</td>
<td>4%</td>
</tr>
<tr>
<td>A few times a month</td>
<td>4%</td>
<td>9%</td>
</tr>
<tr>
<td>Once a month</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>Less than monthly</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>Do not Travel on SEPTA</td>
<td>0%</td>
<td>39%</td>
</tr>
</tbody>
</table>

Change in Travel Frequency:
- Traveling Less: 1%
- Traveling the Same: 78%
- Traveling More: 21%
SEPTA COVID-19 Travel Survey

Travel Frequency Change by Mode

Percentage Reporting **Less** Travel During COVID-19

- **Total System**: 78%
- **BSL**: 79%
- **MFL**: 78%
- **Bus**: 75%
- **Trolley**: 77%
- **NHSL**: 81%
- **RRD**: 85%
How frequently did/do you travel on SEPTA?

Own/Have Access to Car:
- Traveling Less: 1%
- Traveling the Same: 88%
- Traveling More: 10%

Do Not Own/Have Access to Car:
- Traveling Less: 1%
- Traveling the Same: 29%
- Traveling More: 70%
What is your current employment status?

- Employed full time: 61%
- Employed part time: 14%
- Unemployed & looking: 6%
- Retired: 6%
- Student: 4%
- Self-employed: 3%
- Unable to work: 2%
- Unemployed & not looking: 2%
- Homemaker: 0.5%
- Other (please specify): 4%
Has your employment status changed due to the COVID-19 crisis?

- 28% Yes
- 72% No

Among those whose status changed:
- 44% Working fewer hours
- 43% Lost job / furloughed
- 10% Started new job
- 3% Other
Are you currently working from home either full-time or part-time? (Among Employed)

- Yes: 59%
- No: 41%

Work From Home Frequency (Among WFH)

- Full Time: 70%
- 3 - 4 Days / Wk: 13%
- 1 - 2 Days / Wk: 6%
- It Varies: 10%
Is your employer encouraging flexible or shift work schedules?
(Among Employed)

- Yes: 49%
- No: 36%
- Not sure: 15%
SEPTA COVID-19 Travel Survey

Demographic Profile

Gender
- Female: 34%
- Male: 64%
- Other: 2%

Car Ownership/Access
- Own/Have access to car: 56%
- Do not own/have access to car: 44%

Age
- 18-34: 33%
- 35-44: 26%
- 45-54: 18%
- 55-64: 16%
- 65+: 8%

Race/Ethnicity
- African American or Black: 48%
- White: 43%
- Hispanic or Latino: 7%
- Asian or Pacific Islander: 5%
- Other: 2%

1. Multiple responses were allowed for Race/Ethnicity question Q19/Q20/Q21/Q23
Thank you!