



COVID-19 Response Update

June 25, 2020



Agenda

- BART Counties' Status for Reopening
- Post COVID-19 Rider Survey
- Ridership Update
- Welcome Back Plan Update

BART Counties Are Reopening

BART Counties Transition from Phase 2 to Phase 3 for Reopening



BART Counties are transitioning from Stage 2 to Stage 3

SANTA CLARA	SAN MATEO	SAN FRANCISCO	ALAMEDA	CONTRA COSTA
Early Stage 2	Advanced Stage 2	Early Stage 2	Advanced Stage 2	Advanced Stage 2
Request to accelerate re-opening	Accelerated practices of Stage 2	Additional openings on July 13 th	Preparing for Stage 3-like orders on June 19 th	Preparing for Stage 3 on July 1
<p>Next Steps</p> <ul style="list-style-type: none"> • Dine-in restaurants • Day camps • Hotels • Bars 	<p>Next Steps</p> <ul style="list-style-type: none"> • Schools • Amusement and state parks • Entertainment and concert venues 	<p>Next Steps</p> <ul style="list-style-type: none"> • Hair salons • Indoor dining 	<p>Next Steps</p> <ul style="list-style-type: none"> • Hair salons and barber shops • Pro sports without fans • Pools 	<p>Next Steps</p> <ul style="list-style-type: none"> • Fitness classes • Religious services • Museums • Indoor leisure (arcades, bowling alleys) • Hotels

Post COVID-19 Rider Survey

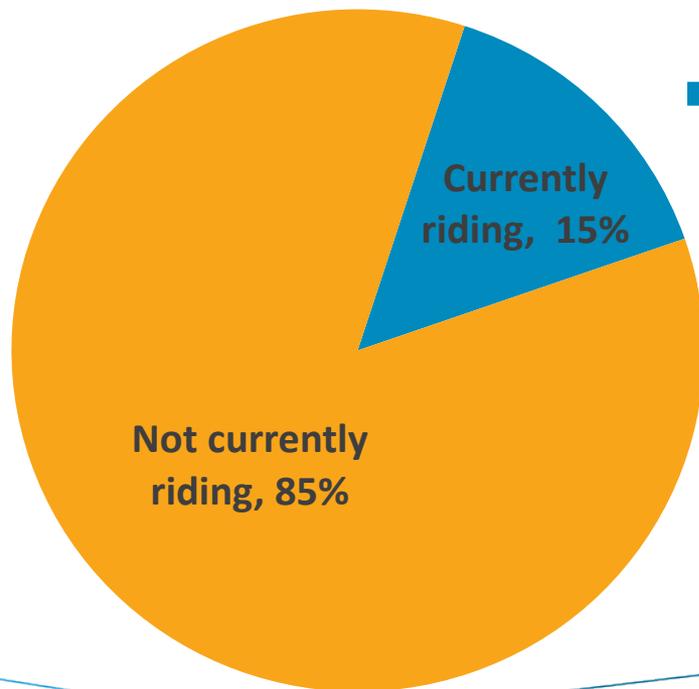
Post COVID-19 Rider Survey Overview

- Online survey
- Email invitation to random sample of 5,000 BART riders (people who were riding BART pre-COVID)
- Survey was open May 19 – 26, 2020
- Sample size: 1,239, representing a response rate of approximately 25%
- Data were weighted by age, race, and household income in order to be representative of overall BART riders

Current BART Ridership

- 15% of riders surveyed are currently riding BART; only about 8% are riding at least 3 days a week
- 62% of current riders identify as essential workers (primarily within the following industries: healthcare, construction-related, food-related, or government/CBOs).

Q: Are you currently riding BART?



Q: How often are you currently riding BART?

Current Riders - Frequency	
5+ days / week	38%
3 – 4 days / week	19%
1 – 2 days / week	20%
A few days / month	17%
Less than once a month	6%

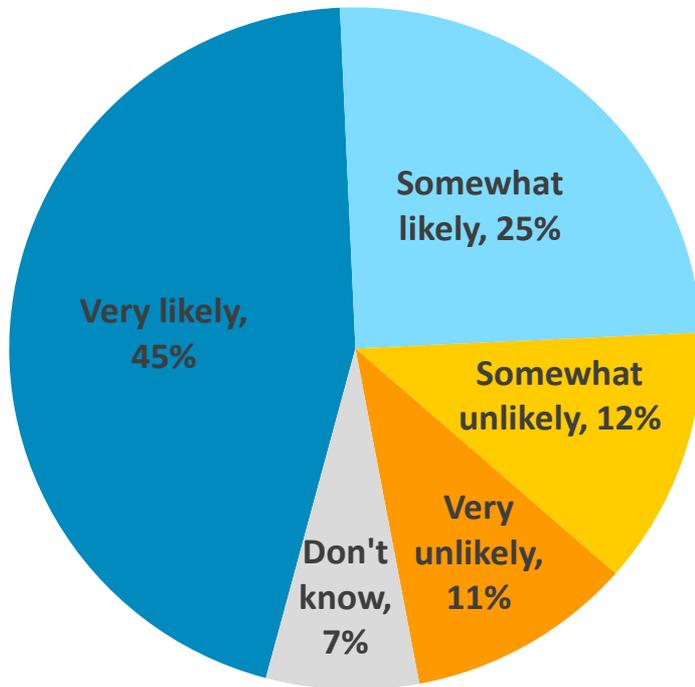
Current Rider Demographics

- Those who have continued to ride BART during the Shelter-in-Place order differ demographically from those who are not currently riding.
 - Current riders are more likely to be male, non-white (African-American or Hispanic), low-income, and to not have a car.

	Current Riders (during SiP)	Non-Riders (during SiP)
Male / female / another gender	59% / 40% / 1%	45% / 53% / 2%
White	19%	39%
African-American	22%	8%
Hispanic	23%	15%
Asian or Pacific Islander	29%	33%
Other race	6%	6%
Low income	35%	17%
Bachelor's or post-graduate degree	40%	78%
Have a car or motorcycle	41%	69%

Overall Likelihood of Returning to BART

- A total of 70% of those currently not riding, indicated that they are **very** or **somewhat likely** to ride within the next 12 months
 - 45% say they are **very likely** to ride
 - Among the remaining 55% (somewhat likely, somewhat unlikely, very unlikely and DK):
 - Top concerns are **social distancing onboard, passengers without masks, and train cleanliness.**
 - **Nearly half expect to telecommute more often.**
 - **11% are currently unemployed.**



Q: Once the Shelter-in-Place orders are lifted, how likely are you to ride BART again within the next 12 months?

Q: What are the primary reasons you'd be unlikely or hesitant to ride BART? (Base: somewhat likely, unlikely, DK)

	%
Concerned about social distancing onboard	88%
Concerned about other passengers not wearing face coverings	80%
Concerned about cleanliness on the train	77%
Concerned about social distancing in the station	61%
Concerned about cleanliness in the stations	56%
I plan to telecommute more from home	49%
I feel safer in my own car	42%
I am laid off / furloughed / unemployed / retired now	11%
I plan to attend school online	7%

Multiple responses accepted; will not total 100%.



General Timing of Return (among Likely Riders)

- Among the 70% who say they are very or somewhat likely to return to BART in the next 12 months, about 2/3 may come back in the near term.
 - That would be about 47% of people who are not currently riding (70% very and somewhat likely to return X 68% near term)

Q: How soon do you plan to ride BART again? (Select the one that applies best to you.)

Base: Very or somewhat likely to ride BART in next 12 months

	%
When my employer asks me to come back to the workplace / when re-opened	34%
Once Shelter-in-Place orders are loosened (currently expected after May 31st in CA)	19%
About a month after Shelter-in-Place orders are loosened	15%
After an effective vaccine for COVID-19 is available	5%
After an effective treatment for COVID-19 is available	5%
After my college / university resumes in-person classes	5%
After K-12 schools and/or daycares open	4%
Other*	4%
Don't know	11%
Total	100%

=68%
Near Term

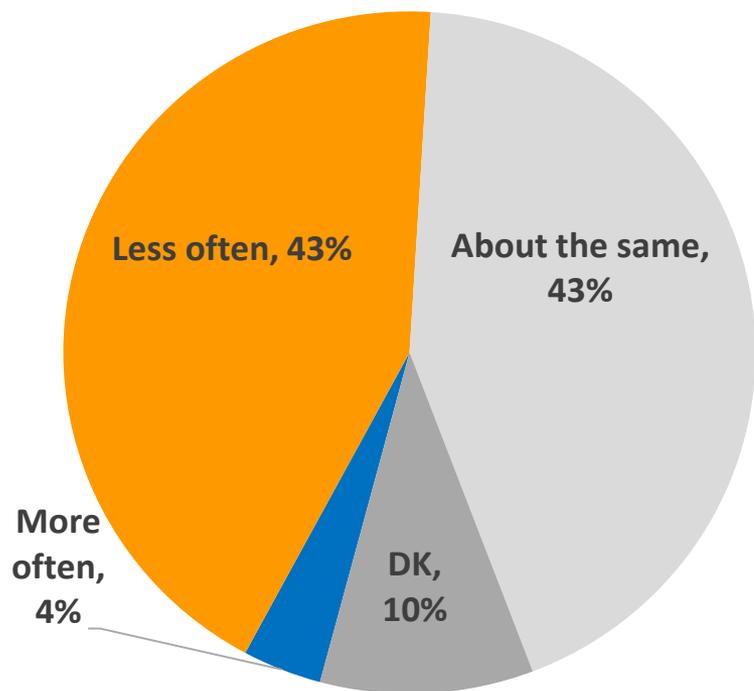
* When I have a job again, when BART frequency is back to normal, when there are more places to go, when traffic congestion worsens



Predicted frequency

- Among those not currently riding, **43% expect to be riding less often** when they return to BART.
- By far, the top reasons for riding less are related to COVID-19 and telecommuting more often.

Q: When you start riding BART again, do you think you'll ride BART more often, less often, or about the same?*



*Note: The 1% who don't plan to ride BART again were not asked this question.

Q: What are the main reasons you'll be riding less often (or do not plan to ride BART again)? (Base: will ride less often or don't plan to ride again)

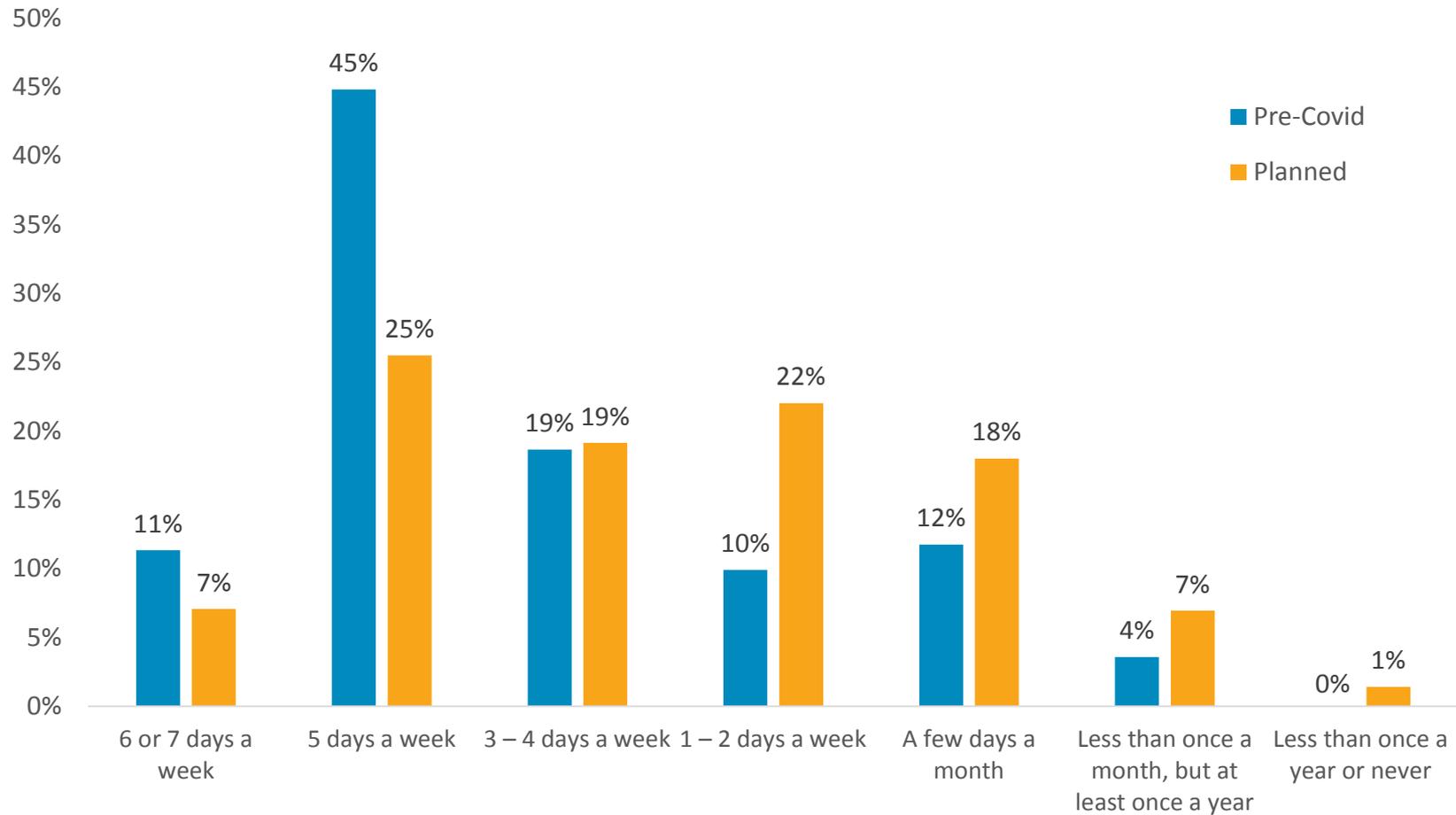
	%
I don't feel comfortable riding BART due to COVID-19 concerns	69%
I will be telecommuting / working remotely more often	60%
I have been laid off or furloughed	9%
I will be attending school remotely / online	8%
BART service isn't frequent enough	8%
I changed jobs and / or work locations	7%
I moved / changed residences	5%
BART doesn't run late enough	4%
My work hours have been reduced	4%
Fewer reasons to ride (cancelled events, closures)	3%

Multiple responses accepted; will not total 100%.



Frequency Comparison: Pre-COVID vs. Planned (among current non-riders)

- There is a large shift (24%) from BART's 5+ days a week riders to 1-2 days a week and less often



Base: Currently not riding; expect to ride BART more, less, or the same after Shelter-in-Place (excludes Don't Know responses).



COVID-19 Concerns

- Among those who'll be riding less often due to COVID-19 concerns, most are concerned about catching the virus themselves and/or spreading it within the community.

Q: You indicated that you don't feel comfortable riding BART due to COVID-19 concerns. Please tell us if any of the following apply to you.

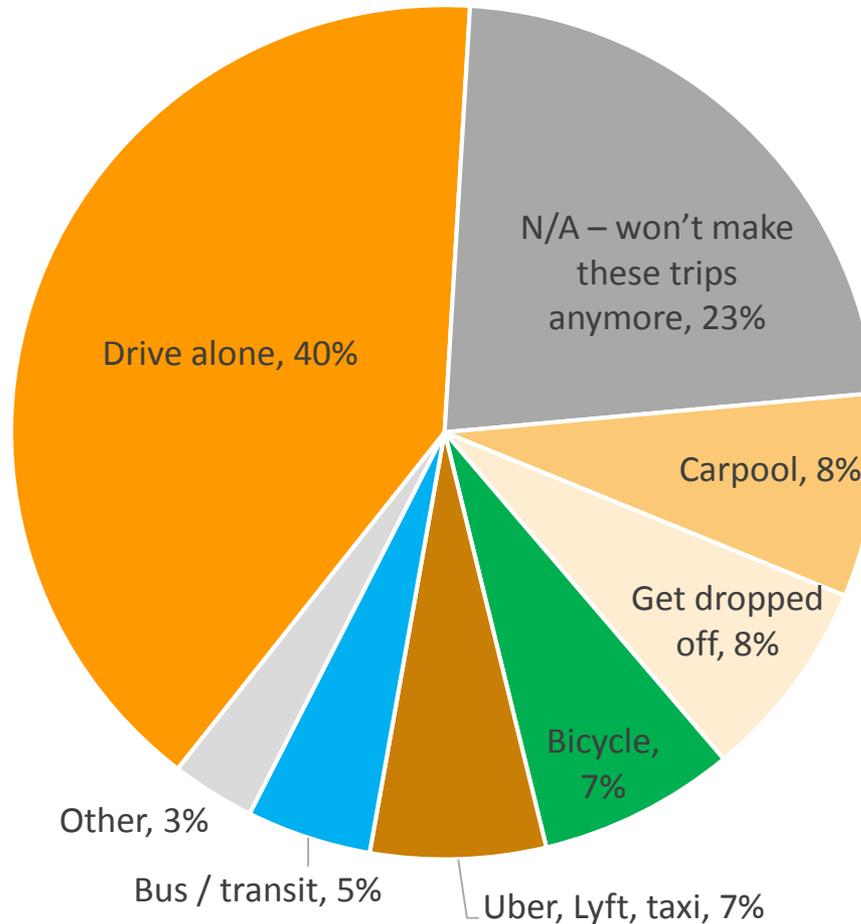
	%
I am concerned I might get the virus	80%
I am concerned about contributing to community spread of the virus	78%
I am concerned about spreading the virus to high-risk family members or friends	58%
I have a pre-existing health condition	13%
I am age 65 or older / a senior citizen	3%
Other	2%

Multiple responses accepted; will not total 100%.

Replacement Mode

- Among those who'll be riding BART less often, 62% will make these trips using private vehicles instead (drive alone, carpool, drop off, or TNC/taxi).
- Twenty-three percent won't make these trips at all (e.g., those who plan to telecommute, who've been laid off, leisure trips etc.)

Q: How will you make the trips that you used to make on BART? (Select your one best option)



Rating Potential Interventions

- Interventions related to more frequent cleaning of commonly-touched surfaces and requiring face coverings were the highest rated in terms of encouraging BART use.

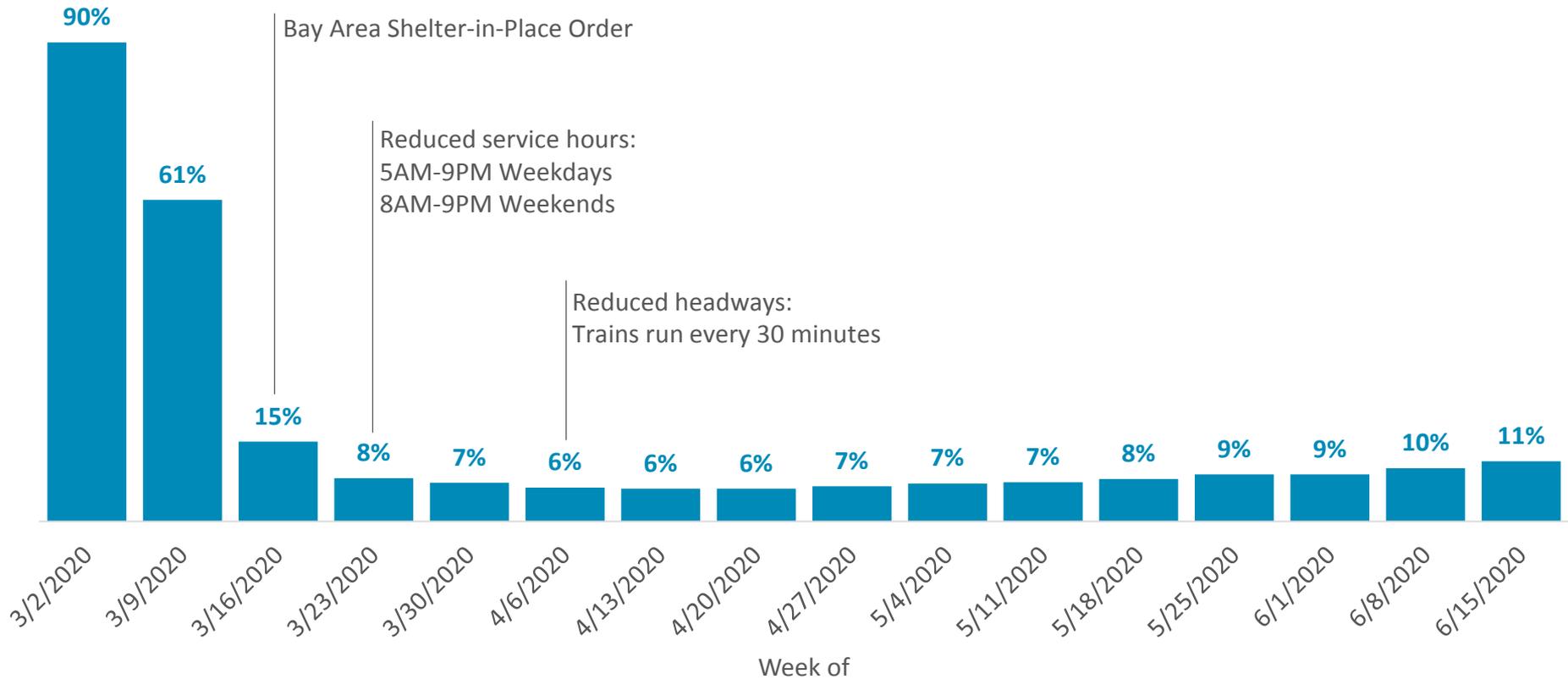
Q: Please indicate how likely you would be to ride BART (or ride BART more often) if the following actions were implemented. Select a number from 1 to 10, where 1 means you definitely would not ride, and 10 means you definitely would ride.

	Mean Rating (1-10 Scale)
More frequent cleaning of commonly-touched surfaces onboard trains	8.6
More frequent cleaning of commonly-touched surfaces in stations	8.4
Requiring that BART staff & passengers wear face coverings while in stations/onboard trains	8.2
Providing hand sanitizer at all stations	7.9
Increasing frequency of trains to allow for more social distancing on platforms and on trains	7.8
Increasing police presence to ensure passengers are wearing face coverings, as well as general public safety	7.7
Contactless payment (of BART fares and parking fees)	7.7
Increasing the length of trains to allow for more social distancing on trains	7.7
Availability of personal hand straps for use onboard trains (individually-owned)	7.1
Decals on train doors reminding passengers of social distancing	7.0

Ridership Update

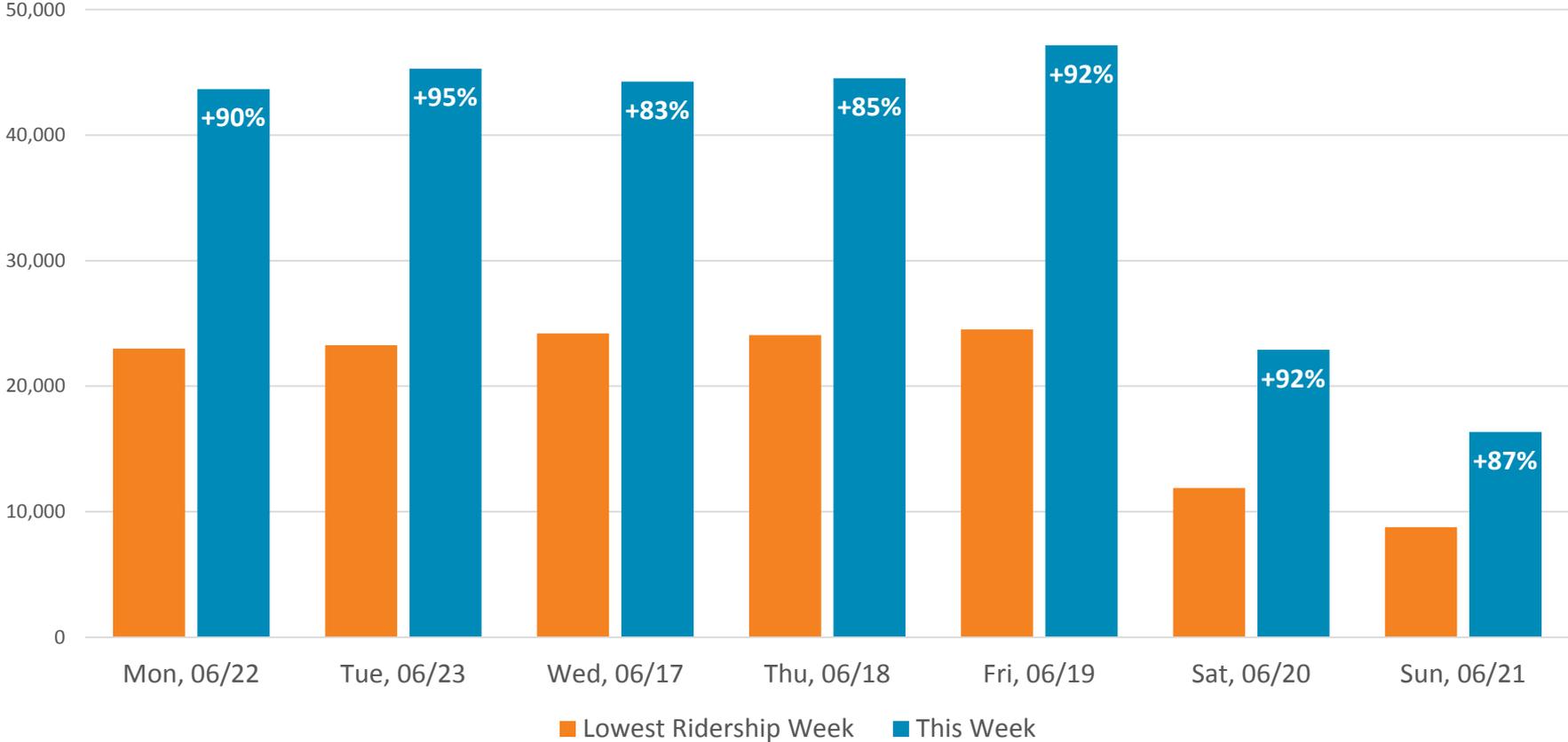
Ridership Tracker

BART Weekly Ridership Tracker during COVID Pandemic % of Expected Baseline Ridership



BART Ridership Variance

Ridership Variance Since Lowest Ridership Week



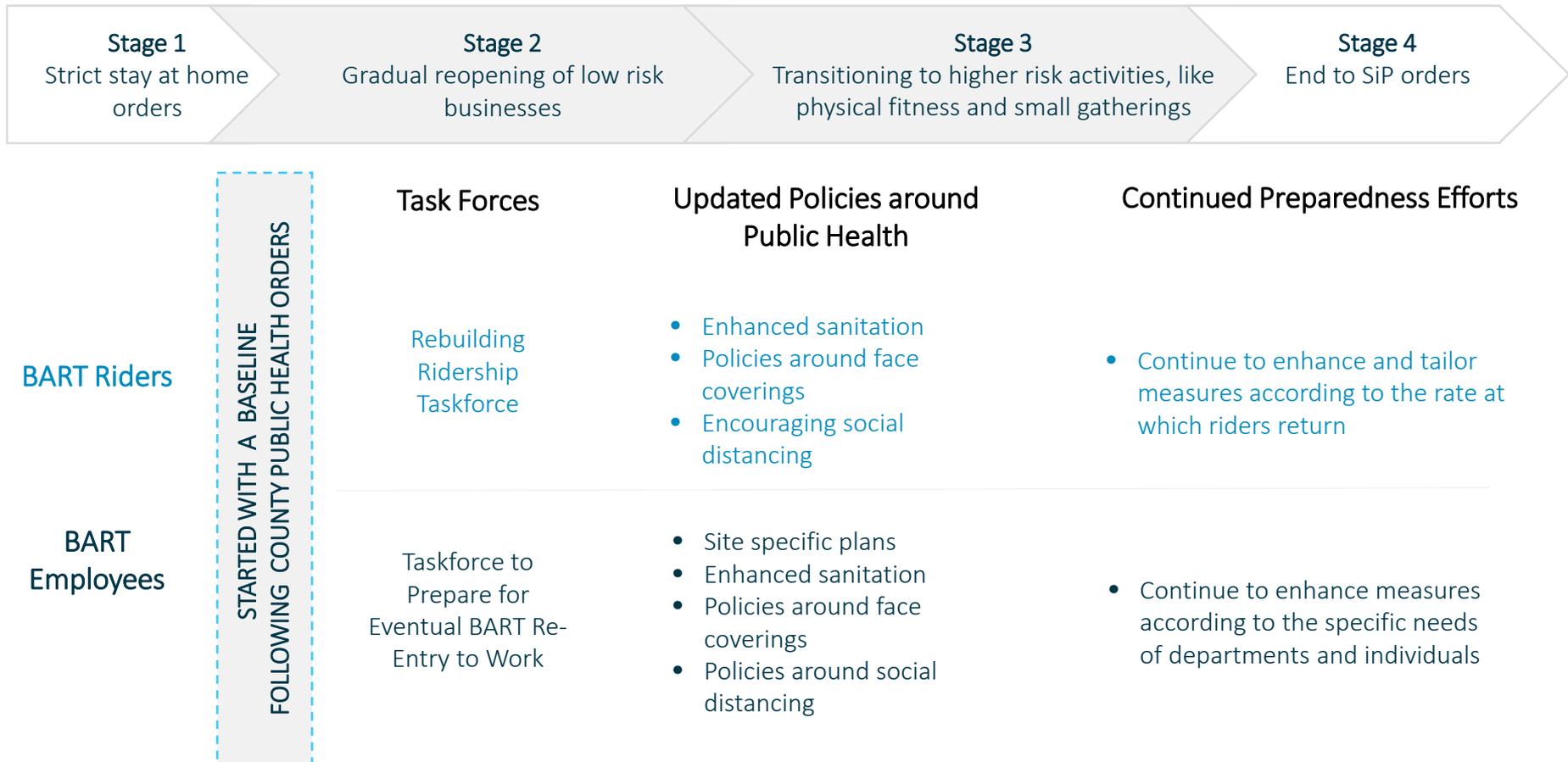
Welcome Back Plan Update

Welcome Back Plan Update

- 149 hand straps sold as of 6/16, online store will launch in the beginning of July
- Public announcement of expansion of touchless parking payment via the official BART app is set for 6/29
- Perforated train car window decals promoting social distancing delivered to shops for installation
- Producing a train car poster outlining daily disinfecting details
- Public facing heat maps with average train car loading data will launch before the end of the month
- MTC Blue Ribbon Taskforce will finalize the Bay Area Transit Health and Safety Plan for 6/29 meeting; staff is planning for a public announcement and video highlighting the plan and regional coordination

BART Remains Focused on the Health and Safety of Riders and Employees as Counties Reopen

BART is Proactively Setting in Place Policies and Procedures to Maintain a Safe and Healthy Environment for its Riders and Employees





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