



PEOPLE
MOVER



Anchor
RIDES

Municipality of Anchorage Public Transportation Department Memorandum

DATE: December 30, 2020

TO: Jamie Acton | *Director*

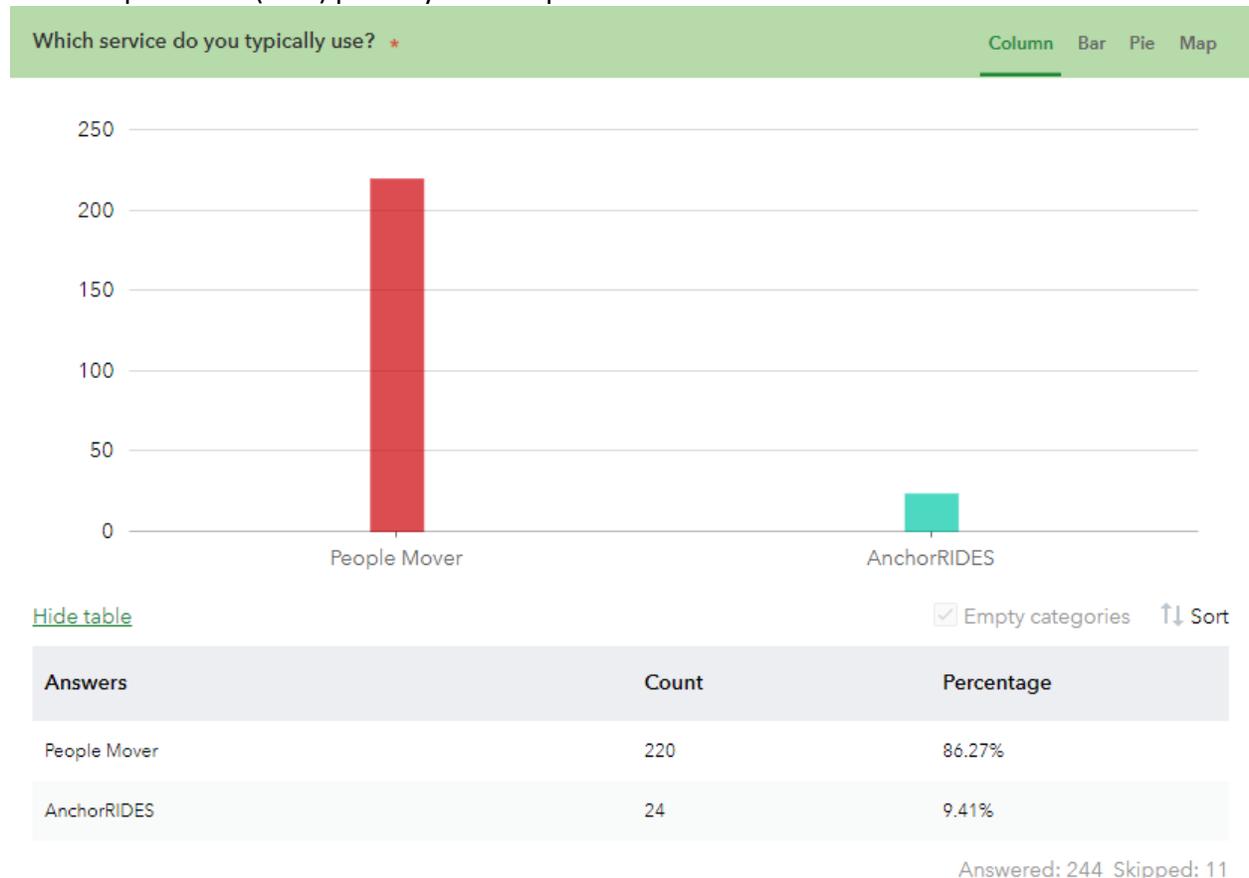
FROM: Bart Rudolph | *Planning & Communications Manager*

SUBJECT: **COVID-19 People Mover & AnchorRIDES Survey Results**

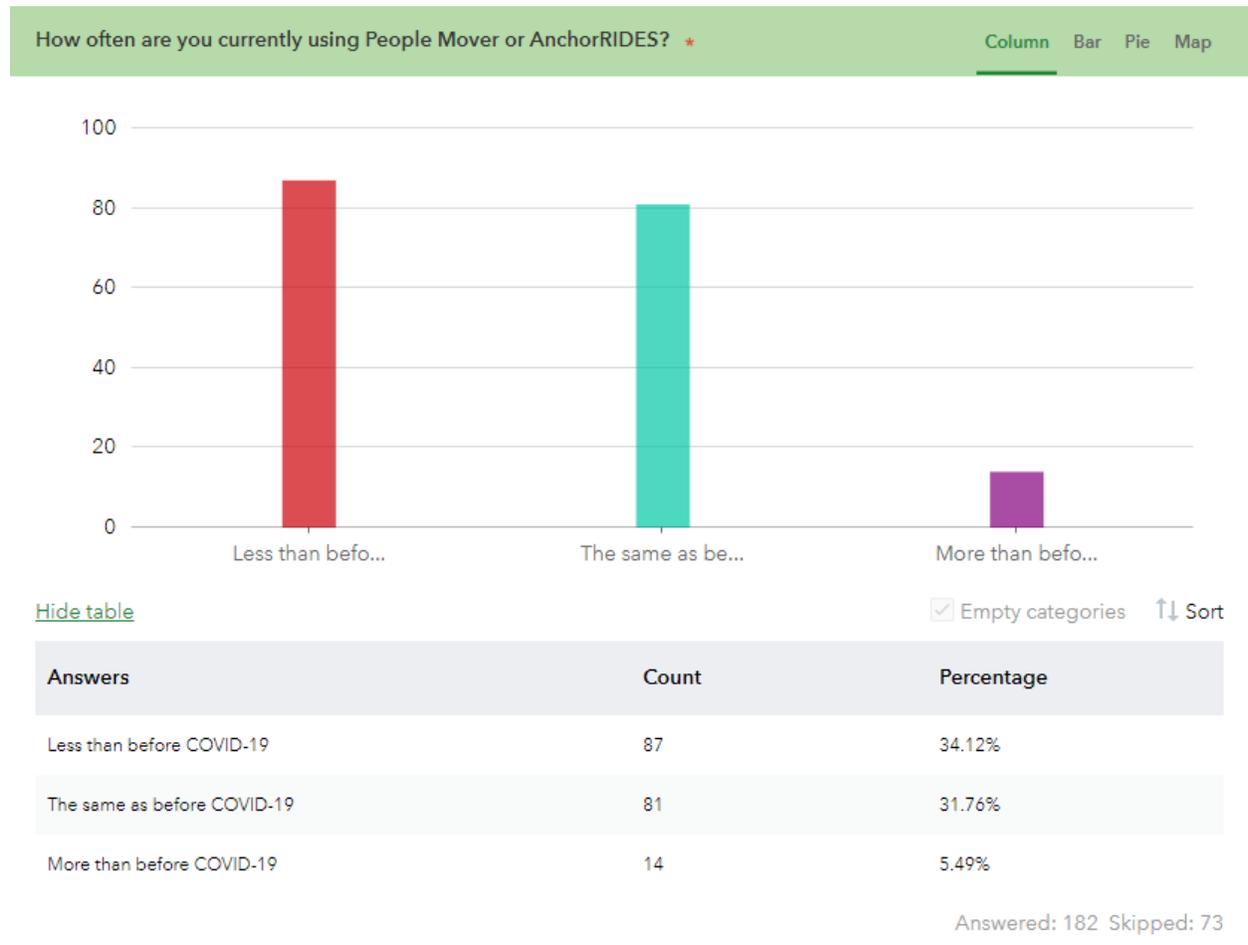
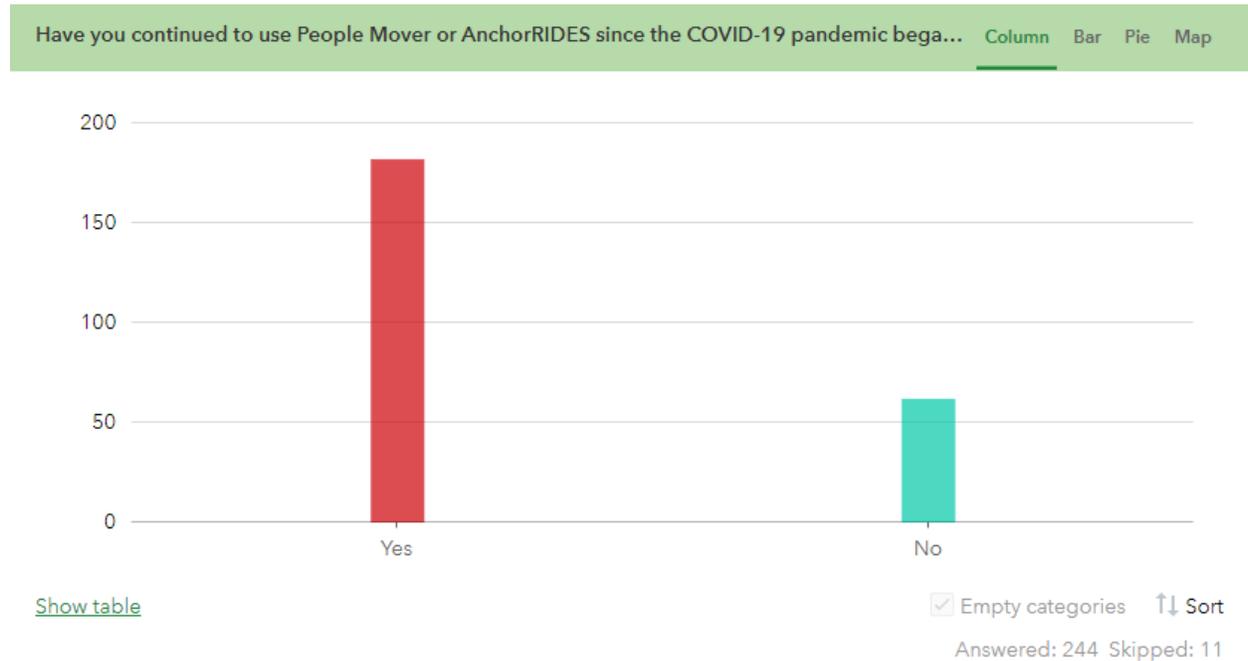
The Public Transportation Department (PTD) conducted a survey between November 6 and December 18, 2020 regarding COVID-19 and public transportation in Anchorage. The survey was online and paper copies were provided at the Customer Service office. The survey was also translated into four additional languages (Tagalog, Spanish, Korean, and Hmong). Survey notices were posted inside all buses, at major bus stops/transit centers, People Mover website, Facebook, Twitter, and Instagram. Print and digital ads were placed in the Anchorage Daily News and a link to the survey was sent to the People Mover and AnchorRIDES email list.

255 people responded (253 online and 2 paper surveys). The results are summarized below.

Most respondents (86%) primary use People Mover.

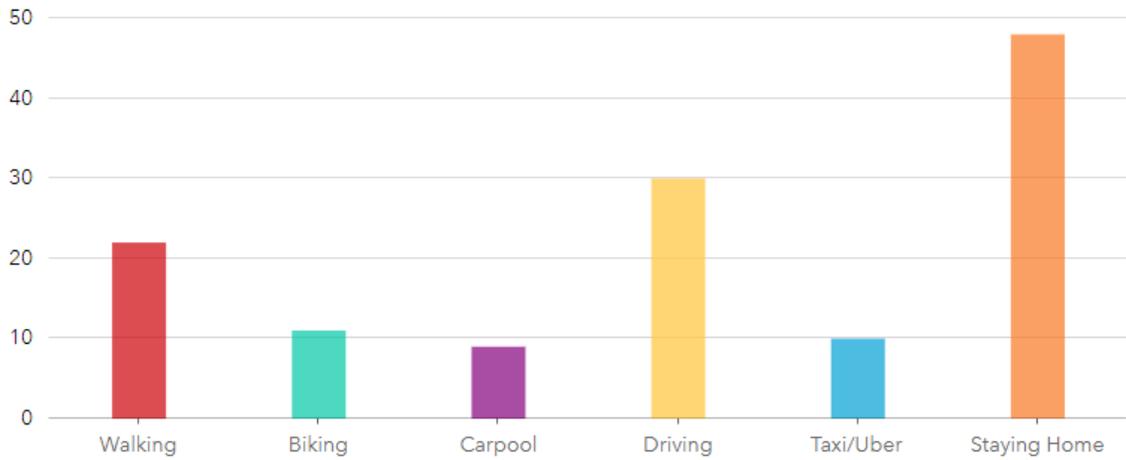


Most of the respondents (182) have continued to use People Mover and AnchorRIDES during the pandemic but 34% of those riders are riding less than before.



Sixty-two respondents (24%) are no longer using People Mover or AnchorRIDES since the pandemic began. Those respondents reported that they are mostly staying home, driving, or walking more.

Since you have stopped using People Mover or AnchorRIDES, what modes of transport have you shifted to... Column Bar



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Answers	Count	Percentage
Walking	22	8.63%
Biking	11	4.31%
Carpool	9	3.53%
Driving	30	11.76%
Taxi/Uber	10	3.92%
Staying Home	48	18.82%

Answered: 62 Skipped: 193

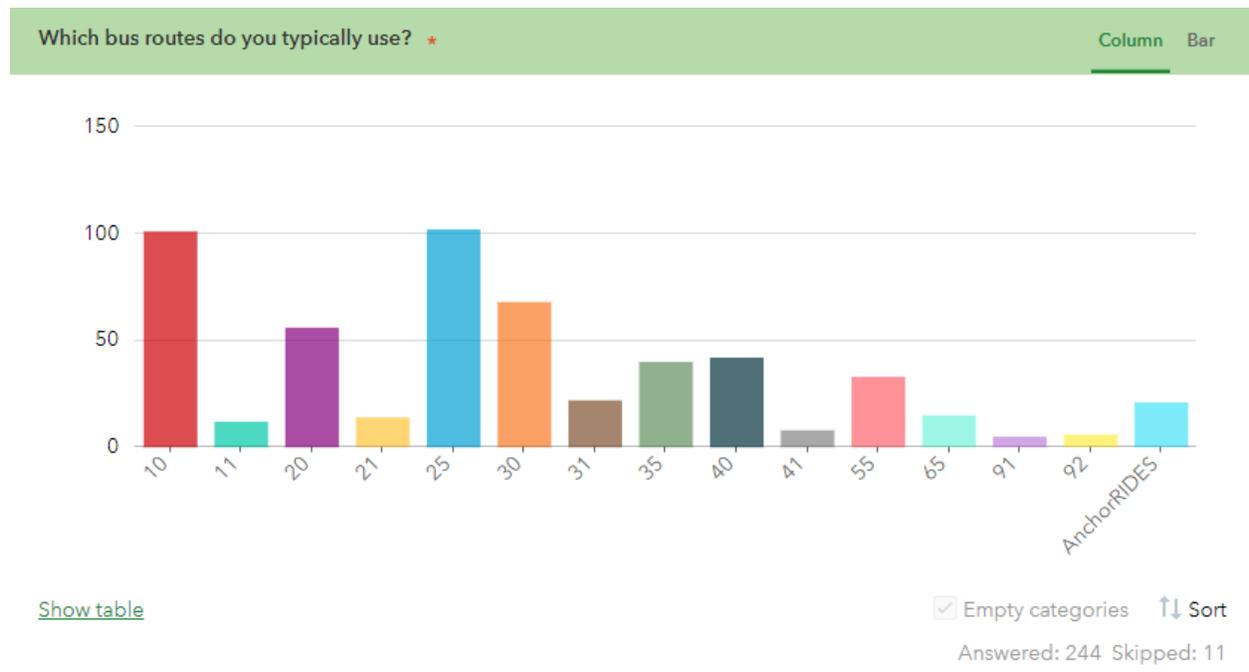
As to why travel habits changed, most respondents said they have health concerns about taking the bus.



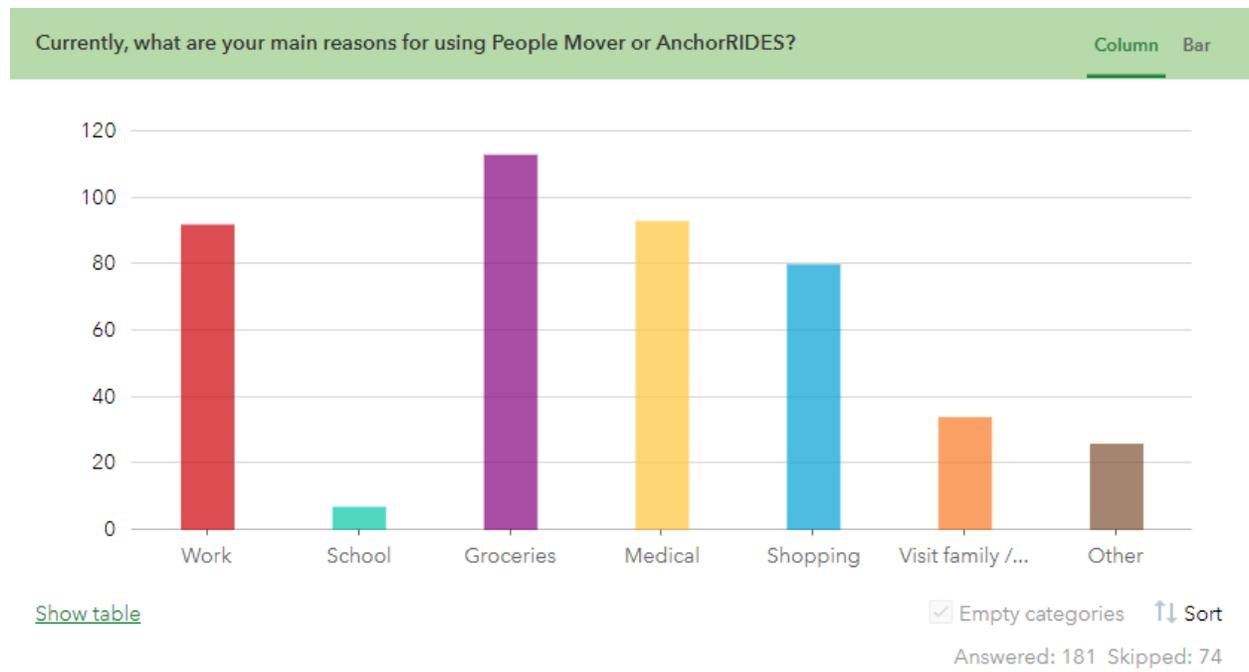
Other reasons people identified were:

- Less appointments or more virtual/phone appointments.
- Places are not open to the public, have reduced hours, or are drive-thru only.
- Leaving the house only for essential items and staying home more.
- Fearful of bus capacity limits and having to wait / thinking schedules were reduced.
- Visiting family less often.
- Choosing not to ride so those who need it can use it and help reduce exposure.

Respondents represented users of all the bus routes and AnchorRIDES, but most were riders of the routes 10, 20, 25, and 30.



Groceries, work, medical and shopping remained the top reasons for using public transportation during the pandemic, but school noticeably ranked last. This is most likely due to the lack of in-person classes.



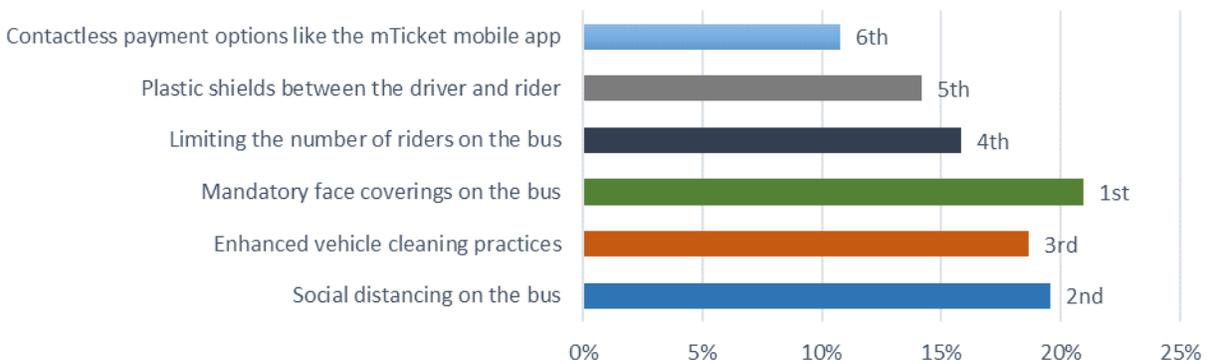
Other reasons people identified were:

- Going out for dinner and drinks.
- Recreation.
- To pick up essential items.

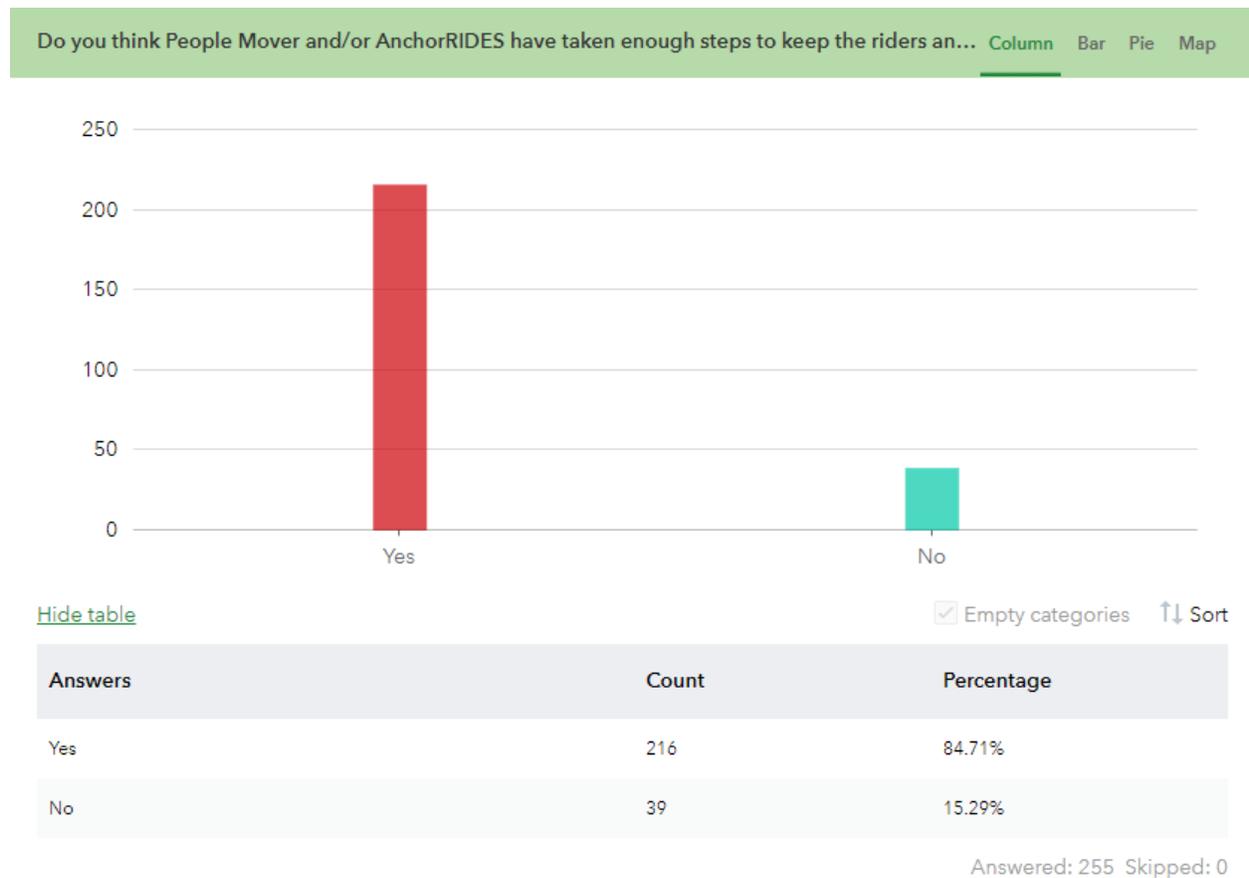
Due to rider capacity limits in place, 37% of the respondents who are still riding the bus, reported that they have been left at a bus stop.



When asked to rank the current preventative measures in place, the respondents selected mandatory face coverings as the most effective, followed closely by social distancing on the bus and enhanced vehicle cleaning practices.



Overwhelmingly (85%), the respondents thought that People Mover and/or AnchorRIDES have taken enough steps to keep the riders and bus operators safe during the coronavirus pandemic.

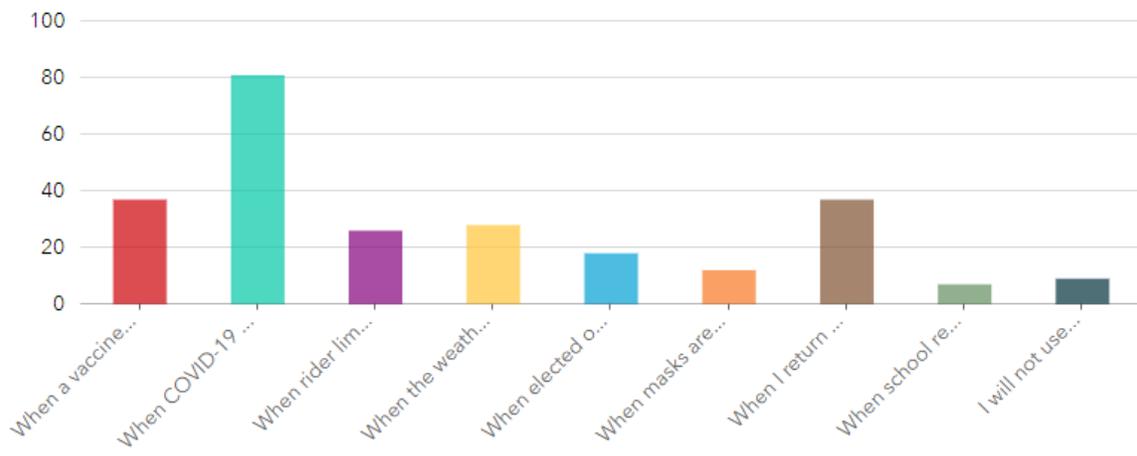


Thirty nine respondents (15%) disagreed and offered the following solutions:

- Add security near the transit center and close the outside door by the elevator.
- More ventilation, open both roof hatches and run heaters during winter.
- Open all windows - Passengers can close windows when others want them open for ventilation.
- Force drivers to wear masks.
- Enforce the mask policy.
- Require masks be worn correctly.
- Do not allow homeless people to ride back and forth while others get passed by.
- Take temperatures of riders.
- Conduct health surveys.
- Clean/disinfect more regularly.
- Assign usable seats to promote social distancing and lower rider limit.
- Enforce rider limits, clean buses properly, and put employee health first.
- Provide masks to the public.

Most of the respondents said they will take more trips on People Mover or AnchorRIDES when there is no longer a local, state, or national emergency related to the pandemic. Only 3.5% said they would not return to People Mover or AnchorRIDES.

When will you take more trips on People Mover or AnchorRIDES? * Column Bar Pie Map



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Answers	Count	Percentage
When a vaccine is available for COVID-19	37	14.51%
When COVID-19 is no longer a local/state/national emergency	81	31.76%
When rider limits are removed	26	10.2%
When the weather gets colder or snow arrives	28	10.98%
When elected officials say it is safe to do so	18	7.06%
When masks are no longer required	12	4.71%
When I return to my job or get a new job	37	14.51%
When school returns to in-person classes	7	2.75%
I will not use People Mover or AnchorRIDES in the future	9	3.53%

Answered: 255 Skipped: 0