



# Calgary Transit: COVID-19 Impact Assessment Presentation

Prepared for The City of Calgary by:

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## COVID-19 Impact Assessment Tracker: Wave 1



- Web survey using computer-assisted Web interviewing (CAWI) technology



- From May 28<sup>th</sup> to June 7<sup>th</sup>, 2020



- 170 Calgarians recruited through the Calgary Transit Panel

## COVID-19 Usage and Attitudes Assessment



- Web survey using computer-assisted Web interviewing (CAWI) technology



- From May 28<sup>th</sup> to June 9<sup>th</sup>, 2020



- 403 Calgarians recruited through the Calgary Transit Panel (n=253) and the Leger LEO Panel (n=150)

# Transit Survey

Calgary



## Post-COVID Views

Q. Please rate your level of agreement with each of the following? (Base 149-166) 1 = strongly disagree; 10 = strongly agree; Top 4 Scores are displayed (7-10/10)

I trust Calgary Transit will do the right things for its riders



Nearly ¾ of respondents believe that Calgary Transit will do the right things for its riders. This suggests that riders do have a great deal of confidence in the effort that Calgary Transit puts forth for the betterment of its riders.

I plan to avoid places where there is close contact with people, I I don't know for the next few months at least



**95%** who would wait **1 to 3 months** to consider using Transit plan to avoid places with close contact to others  
**89%** who plan to use plan to use Transit less when COVID-19 restrictions ease noted that they plan to avoid places with close contact to others

I trust that Calgary Transit will ensure vehicles are clean and safe



Over two-thirds of riders believe that Calgary Transit will ensure vehicles are clean and safe. Despite this, only 1 in 5 are familiar with the cleaning and sanitizing procedures that are in place. This provides an opportunity for Transit to educate riders on these efforts to increased perceptions of safety.

For the next few months at least, I will wear a mask in most public places I go



**76%** of riders who will wear a mask in most public spaces reported that they had concerns over physical distancing on Transit.

I rely on public transportation to get around the city



**70%** of riders who would consider using Transit immediately following the reopening of the City rely on public transportation to get around the City. This represents a captive audience who needs Transit in their day-to-day.

Source: COVID-19 Impact Assessment Tracker Wave 1

# Transit Survey

Calgary



## Measures Taken to Increase Transit Use

Q. What impact do you feel each of the following measures will have on helping you feel safe onboard a Transit vehicle? (Base n=133-167)  
1 = no impact at all; 10 = extreme impact; Top 4 Scores are displayed (7-10/10)



Source: COVID-19 Impact Assessment Tracker Wave 1