

PASS PARTNER COVID SURVEY RESULTS

89% Utilize transit benefits

83%
Are not currently riding UTA

58%

Rode UTA at least
3 times per week
prior to
COVID-19

93%
Have access to alternative transportation

We received 699 responses from 78 different organizations



Communication about changes to service

5/7



Safety while riding

4.9/7



Communication about changes to cleaning

4.9/7



Cleaning of vehicles

4.9/7



Providing service

5/7

Riders' average ratings on UTA's response to COVID-19

When will riders' schedules return to normal?

- Has returned to normal: 8%
- July 1: 19%
- August 1 or later: 35%
- I don't know: 37%

When they do, will riders return?

Somewhat likely-Very likely: 56%

Somewhat
UnlikelyVery Unlikely:
34%

Factors that will increase likelihood of riding by number of mentions



47%



Current Cleaning & Disinfecting Practices 46%



Required to Work at Office Location 40%



Increased Service Levels 33%



Available PPE 19%