

RIDER COVID SURVEY RESULTS

54%Have ridden UTA during COVID-19

43%
Have changed their riding schedules due to COVID-19

37%

Depend on

UTA for

transportation

78%
Are aware of safety measures
UTA has taken during COVID-19

We received 1,204 responses from 89 unique zip codes



Communication about changes to service

5.1/7



Safety while riding

5.2/7



Communication about changes to cleaning

5.1/7



Cleaning of vehicles

5.3/7



Providing service

5/7

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

UTA usage before **COVID-19**

School: 13.5%

Work: **74**%

Health care: 25%

Errands: 40%

Visits: **29.2**%











1.7%

37.5%

14.7%

22%

7.8%

UTA usage during COVID-19

RIDERS MOST APPRECIATE UTA'S EFFORTS TO:



Clean and disinfect





Communicate

3rd



Continue operations

4th



Protect operators

RIDERS ALSO WANT TO SEE UTA PROVIDE MORE:



Schedules and service



COVID-19 precautions



Communication



Cleaning and disinfecting