

COVID RIDER SURVEY RESULTS **FALL 2020**

We received 2,029 responses from 115 unique zip codes



have ridden during COVID-19

64%

of current riders ride at least 1 time per week

62%

of current nonriders rode at least 1 time per week prior to COVID

74%

have access to alternative transportation **58%**

use an electronic fare card from a university or employer

76% of participants said they ARE aware of safety measures UTA has taken during COVID-19



Communication about changes to service

4.8/7



Cleaning of vehicles

4.8/7



Communication about changes to cleaning



Providing service

4.9/7



Safety while riding

4.8/7

People aren't riding for many reasons:



Work or school from home



Driving personal vehicles



Concern for health and safety

UTA usage during COVID-19 Spring 2020

School: 1.7%

Work: 37.5% Healthcare: 14.7%

Errands: 22%

Visits: 7.8%



24%



52%





33%



22%

UTA usage during COVID-19 Fall 2020

Current Work/ School **Environment**





School or work from home: 28% School or work on site: 40% A mix of home and on site: 23%

When will riders' schedules return to normal?



Later than January 1: 35% I don't know: 33% Has returned: 23%

When they do, will riders return?



Likely: 49% Unlikely: 41%

Factors that will increase likelihood of riding

Current Riders



Disinfecting



2. Passenger Loads/

Social

Distancing

3. Increased Service

Levels



Fares



Distancing

2. Cleaning/ Disinfecting

Non-Riders

3. Required to



