

COVID RIDER SURVEY RESULTS FALL 2020

We received 2,029 responses from 115 unique zip codes

66%

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

4.7/7



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

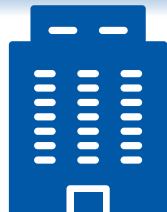
UTA usage during COVID-19 Spring 2020

School:
1.7%



24%

Work:
37.5%



52%

Healthcare:
14.7%



11%

Errands:
22%



33%

Visits:
7.8%



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?



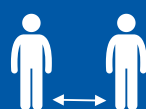
Likely : 49%
Unlikely: 41%

Factors that will increase likelihood of riding

Current Riders



1. Cleaning/
Disinfecting



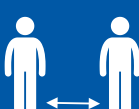
2. Passenger
Loads/
Social
Distancing



3. Increased
Service
Levels



4. Reduced
Fares



1. Passenger
Loads/
Social
Distancing

Non-Riders



2. Cleaning/
Disinfecting



3. Required to
work on-site



4. Increased
Service
Levels