PASS PARTNER COVID SURVEY RESULTS

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 Unlikely-Very Unlikely: 34%

Factors that will increase likelihood of riding by number of mentions

- Current Cleaning & Disinfecting Practices: 46%
- Increased Service Levels: 33%
- Available PPE: 19%
- Required to Work at Office Location: 40%
- Passenger Loads & Social Distancing: 47%

Survey conducted May 2020