RIDER COVID SURVEY RESULTS

We received 1,204 responses from 89 unique zip codes.

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

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

- 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

UTA usage before COVID-19

<table>
<thead>
<tr>
<th>School: 13.5%</th>
<th>Work: 74%</th>
<th>Health care: 25%</th>
<th>Errands: 40%</th>
<th>Visits: 29.2%</th>
</tr>
</thead>
</table>

UTA usage during COVID-19

<table>
<thead>
<tr>
<th>School: 1.7%</th>
<th>Work: 37.5%</th>
<th>Health care: 14.7%</th>
<th>Errands: 22%</th>
<th>Visits: 7.8%</th>
</tr>
</thead>
</table>

Riders most appreciate UTA's efforts to:

1st: Clean and disinfect
2nd: 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

Survey conducted May 2020