COVID-19 & Mass Transit

In response to the COVID-19 pandemic, Commuter Services has modified many of our campus transportation services, including our transit operations. As the university moves forward with reopening campus this fall, Commuter Services will begin to transition back to normal operations while following the appropriate reopening guidelines.

Campus Shuttles

Route Adjustments
The Blue, Orange, and Circulator (previously known as the Night Route) shuttles will be back in-service beginning August 17, 2020. These routes will increase service frequency during peak hours to ensure shuttles are not overly crowded. Other shuttle routes serving lower campus, like the Red, Green, Purple and Union-TRAX will remain off the road until further notice.

Campus Shuttle routes serving the health sciences area, such as the Wasatch Express, HCI-Institute and BSB-U Hospital will remain in-service. The Wasatch Express Route will increase service during the peak hours of 6 a.m. - 9 a.m. and 2 p.m. - 8 p.m. In addition, the Guardsman Direct Route will return to regular service beginning August 3, 2020.

Face Coverings
Many students, faculty, and staff depend on the essential service campus shuttles provide. We ask all passengers to comply with the Salt Lake County Public Health Order 2020-11 by wearing a face covering when riding campus shuttles. Requiring face coverings on campus shuttles ensures we can continue to serve the U community in the safest way possible. Our shuttle drivers will continue to wear face coverings and encourage passengers to use the provided hand sanitizer upon entry and exit.

Other Safety Measures
All transit vehicles are thoroughly sanitized each night. Commonly touched areas like handrails and seats are sanitized multiple times a day.

SafeRide
SafeRide operations were not modified in response to the pandemic and continued to operate Monday through Friday from 6 p.m. to 12:30 a.m. Since the majority of students are no longer on campus during the summer, healthcare employees were invited to use SafeRide to get any location on campus. All passengers and drivers must comply with the Salt Lake County Public Health Order 2020-11 by wearing a face covering onboard. SafeRide vehicles are also thoroughly sanitized daily.
Service Adjustments
UTA reduced, modified, or suspended multiple routes as a response to the COVID-19 pandemic. Beginning August 23, 2020, UTA will resume regular services, which includes increasing TRAX frequency to every 15 minutes. However, other routes like the 2X are permanently modified or suspended and will no longer serve campus. All service changes were listed on UTA’s COVID-19 Updates website.

Face Coverings
Following the CDC and Utah Department of Health guidelines, UTA requires all passengers in Salt Lake County to wear a face covering. UTA is providing complimentary face coverings to riders in need. Face coverings are available on most buses and trains, or for pick up at UTA's Customer Service locations. Passengers may also call 1-801-RIDE-UTA to receive a mask via mail.

Other Safety Measures
UTA will continue to implement the following safety procedures that align with the health and safety recommendations from the CDC and the Utah Department of Health:

- Daily disinfect of all vehicles, stations and facilities, including all surfaces that are frequently touched using EPA-approved disinfectants and electrostatic backpack disinfectant sprayers
- Require all UTA On-Demand by Via passengers and drivers to complete an in-app wellness checklist to confirm they are symptom free before riding
- Provide hand sanitizer and appropriate PPE to operators and employees
- Automatically open doors after arriving at train stations so passengers do not need to press the button
- On TRAX and FrontRunner, yellow ropes or signs designate an area of separation between operators and riders to promote social distancing
- On buses, passengers are asked to stay behind the yellow passenger line, which has been moved back to provide 6 feet of distance between operators and riders
- On buses, posted signage advises passengers to board through the rear doors

UTA Recovery Plan Summary:
UTA has assembled a Recovery Task Force to ensure a resilient recovery from the COVID-19 pandemic. This group has been tasked with developing a customer-centric service restoration plan that recognizes the risk levels and geographic variances in our service region.

As the state transitions through various risk levels, UTA will continue to follow guidelines and principles highlighted in Governor Herbert’s Utah Leads Together 4.0 plan.
# UTA’s Recovery Plan Summary

## Governor’s Office Recovery Plan Guidelines

<table>
<thead>
<tr>
<th>High Risk</th>
<th>Moderate Risk</th>
<th>Low Risk</th>
<th>Normal Risk</th>
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<tbody>
<tr>
<td><strong>Key features related to transit:</strong>&lt;br&gt;• Face covering worn in public where social distancing measures are difficult to maintain&lt;br&gt;• Essential travel only&lt;br&gt;• Social Distancing&lt;br&gt;• Groups up to 10&lt;br&gt;• Schools closed&lt;br&gt;• Encourage high contact businesses not to operate</td>
<td><strong>Key features related to transit:</strong>&lt;br&gt;• Face covering worn in public where social distancing measures are difficult to maintain&lt;br&gt;• Leave home infrequently&lt;br&gt;• Social distancing&lt;br&gt;• Groups up to 20&lt;br&gt;• Schools closed&lt;br&gt;• High contact businesses can operate under strict protocols</td>
<td><strong>Key features related to transit:</strong>&lt;br&gt;• Face covering worn in public where social distancing measures are difficult to maintain&lt;br&gt;• Groups up to 50&lt;br&gt;• All businesses open</td>
<td><strong>Key features related to transit:</strong>&lt;br&gt;• All businesses operating&lt;br&gt;• Schools are open&lt;br&gt;• Travel restrictions mostly lifted</td>
</tr>
</tbody>
</table>

## UTA’s Recovery Plan Guidelines

### Short and Mid-term Service Provision

- **Right-size service levels corresponding to serving critical essential trips.**
- **Monitor ideal passenger loads:**
  - 10 per bus, 15 per TRAX car, 35 per FrontRunner car.
  - Limit 3 per vehicle UTA On Demand
- **Add service based on:**
  - Route ridership
  - Consistent with levels of re-openings throughout service region
  - Financial ability limitations
  - Low-income and minority populations
- **Monitor passenger loads:**
  - 20 per bus, 30 per TRAX car, 35 per FrontRunner car, 6 per Flex bus.
  - Limit 3 per vehicle UTA On Demand

### Add service based on:

- **Route ridership**
- Consistent with levels of designated re-openings throughout service region
- Rider and pass holder survey results
- Financial ability limitations
- Low-income and minority populations
- Monitor passenger loads:
  - 30 per bus, 45 per TRAX car, 50 per FrontRunner car, 8 per Flex bus.
  - Limit 3 per vehicle UTA On Demand

### Safety Protocol

- **Encourage riders to socially distance**
- Implement enhanced cleaning and disinfecting for vehicles, stations and equipment

#### For operators:
  - Implement 6 foot distancing from operators
  - Provide masks, gloves and hand cleaning supplies
  - Eliminate paper handling

#### Additional for buses:
  - Create and install operator barriers on high ridership routes
  - Rear door boarding on buses

- **Strongly encourage customers to wear masks and practice social distancing. Distribute masks to riders**
- **Continue vehicle cleaning and disinfecting protocol**
- **Continue rear door boarding on bus**
  - Installation of:
    - hand sanitizers on vehicles
    - operator barriers on all buses

#### For operators:
  - Implement 6 foot distancing from operators
  - Provide masks, gloves and hand cleaning supplies

- **Strongly encourage customers to wear masks and practice social distancing**
- **Continue vehicle cleaning and disinfecting protocol including new industry practices and products**
- **Continue operator protective items**
  - Complete installation of operator barriers on buses, use rear boarding until barriers installed
  - Continue to review and implement industry best practices and availability of new products for health safety enhancement.

### Planning for Recovery

- **Gather data on short/long term financial impact**
- **Conduct customer and operator survey**
- **Monitor ridership and financial impact**
- **Identify capital improvements to enhance safety**
- **Monitor industry practices for safety protocol**
- **Develop ridership return marketing and information campaign**

- **Determine short/long range financial impact**
- **Develop long term service plan elements**
- **Develop fares/fare collection plan**
- **Develop long term safety protocol**
- **Develop capital improvement plan consistent with financial capability**
- **Implement ridership marketing campaign**

- **Finalize long term service plan**
- **Implement new fare policy and fare collection system**
- **Continue marketing and information campaign**
- **Implement capital improvement plan consistent with financial capability**

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*Note: (1)Dependent on availability by outside vendors and providers*  
17 May 2020 • Version 1
Informing our campus commuters about the ongoing transit adjustments is our top priority. We utilize a variety of communication channels and continuously work with central Marketing and Communications, University of Utah Health and other university departments to effectively distribute messaging throughout the campus community.

**COVID-19 Webpage**
Our [COVID-19 Updates](#) webpage, housed within our official Commuter Services website, stays up-to-date with the latest campus transportation changes.

**@TheU Articles**
- [COVID-19 Impacts](#)
- [Heroes Moving Heroes](#)
- [Upcoming Commuter Changes](#)
- [Campus Shuttle Routes Returning](#)
- [UTA Returning to Regular Services](#)

**Commuter Services Social Media Posts**
- [Initial Commuting Changes](#)
- [Campus Shuttle Routes Not In-Service](#)
- [UTA Temporary Service Reductions](#)
- [Wasatch Express Route Service Increased](#)
- [Shoreline-U Hospital Route](#)
- [UTA Safety Measures](#)
- [Heroes Moving Heroes](#)
- [UTA Mask Distribution](#)
- [UTA Mask Requirement](#)
- [Campus Shuttles Face Covering Requirement](#)
- [Fall 2020 Update](#)

**Campus Shuttle Signage**

*Window Stickers*

*Shuttle Ads*
Future Efforts
In order to build trust, we must educate the university community on the safety measures implemented by UTA and the Campus Shuttle division. Along with updating our website and posting information on our social media channels, we will collaborate with several university departments and execute the following communication campaigns throughout the fall semester.

- **Fall 2020 Commuter Guide**: A comprehensive article about all student transportation options
- **Masked Passengers**: An article featuring all of the Campus Shuttle and UTA’s safety measures
- **Student Commuter Success Story**: Highlighting stories of student commuters who ride UTA on a regular basis
- **Top 5 Tips for Riding UTA**: A social media story featuring tips from students who rode UTA regularly during the pandemic.

In addition, we will continue to promote the UTA Ed-Pass and Campus Shuttle services by displaying ads on the digital signs seen throughout campus. These signs are in the following locations:
- 1500 E & South Campus Drive
- Campus Store
- Union
- UCard Office