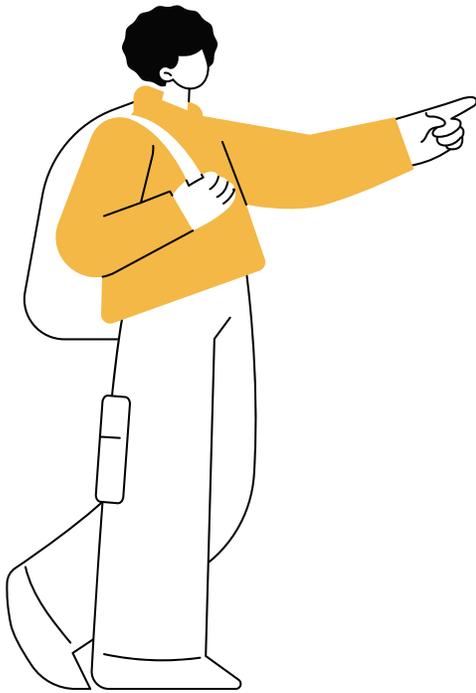
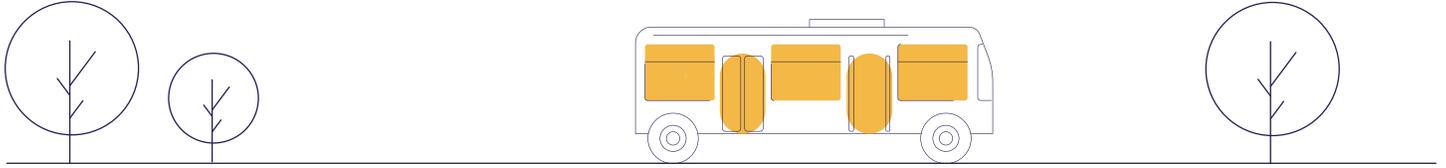


# Persona A: The Transit System Navigator

The Transit System Navigators represent a vital group of dedicated public transit riders who rely on public transportation for their daily activities due to a lack of access to a personal vehicle or the inability to drive, for some or all trips. They are skilled at navigating the urban landscape, making public transit their primary mode of transportation for commuting to work, running errands, and living their day-to-day lives.



- This persona group largely cannot drive due to age, economic, or other constraints
- Often are Essential Workers who cannot perform their jobs remotely
- Mostly female, including, caregivers and single parents, college/graduate
- Daily and frequent riders may get back on board, if they aren't already, but likely not by choice
- More vulnerable to changes and disruptions than other persona groups
- Struggled the most to achieve work/life balance during the COVID-19 pandemic

## Journey Map

Join 'Aman' (Persona A) on a typical journey.

