

# Fall '23

## Onboard Survey Results and Pre-Post Pandemic Analysis

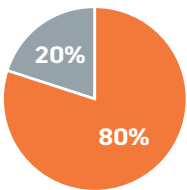
Every year Metro Research conducts a customer satisfaction survey onboard their buses and trains. In October-December of 2023 we received input from **21,880** riders like you! This is what they had to say.



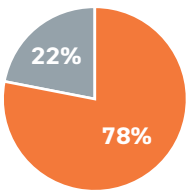
# Customer Satisfaction



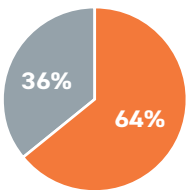
THIS bus is generally on time (within 5 min.)



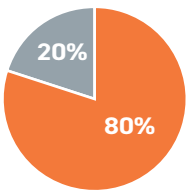
THIS bus is generally clean



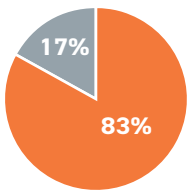
THIS bus's stops are generally clean



I feel safe waiting for THIS bus



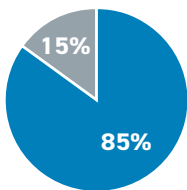
I feel safe while riding THIS bus



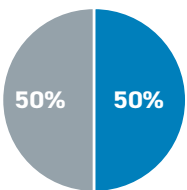
Agree  
Disagree



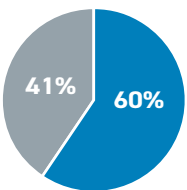
THIS train is generally on time (within 5 min.)



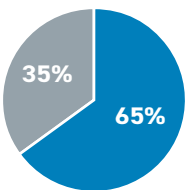
THIS train is generally clean



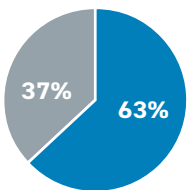
THIS train's stations are generally clean



I feel safe waiting for THIS train

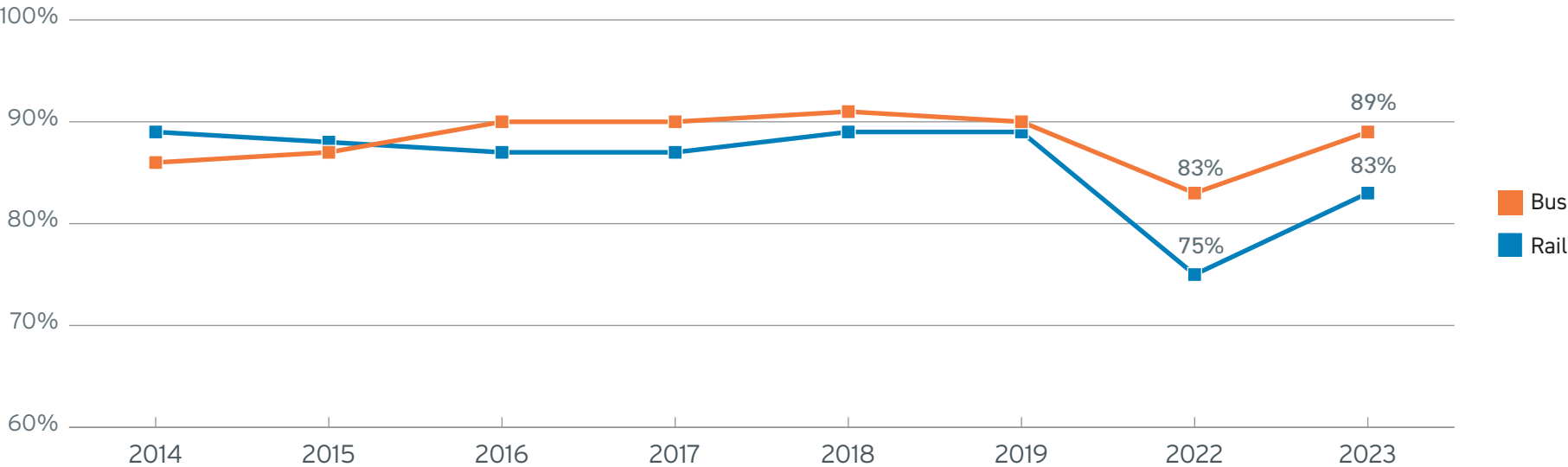


I feel safe while riding THIS train



Agree  
Disagree

I am generally satisfied with Metro Service:

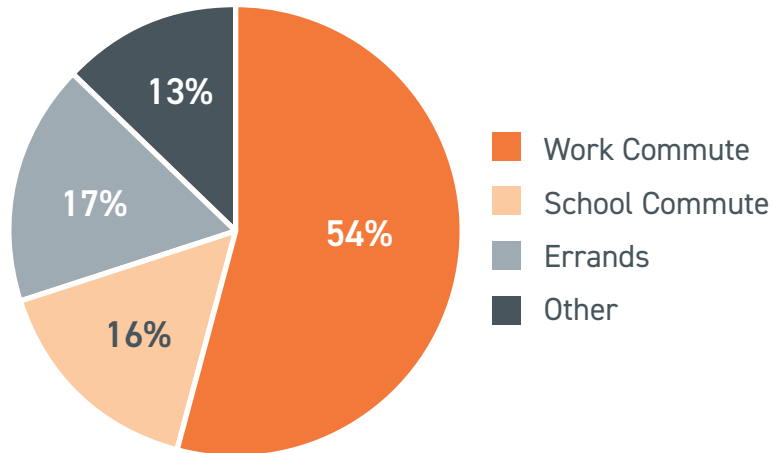


## Trip Purpose and Fare Type

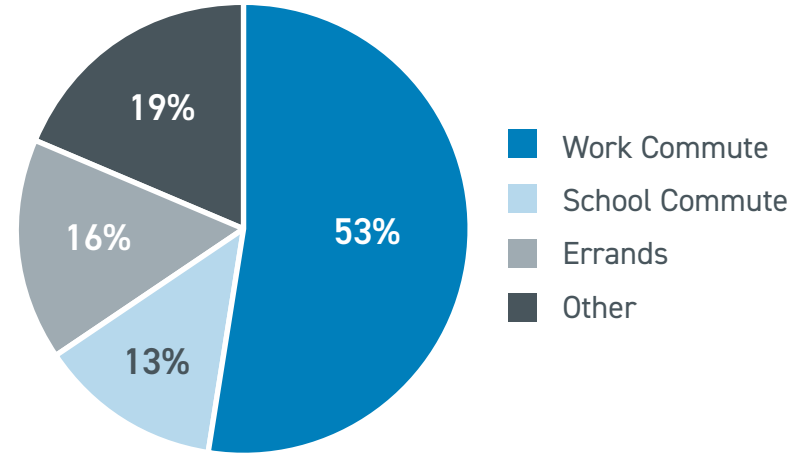
What is the purpose of THIS Metro Bus/Rail trip?



Bus



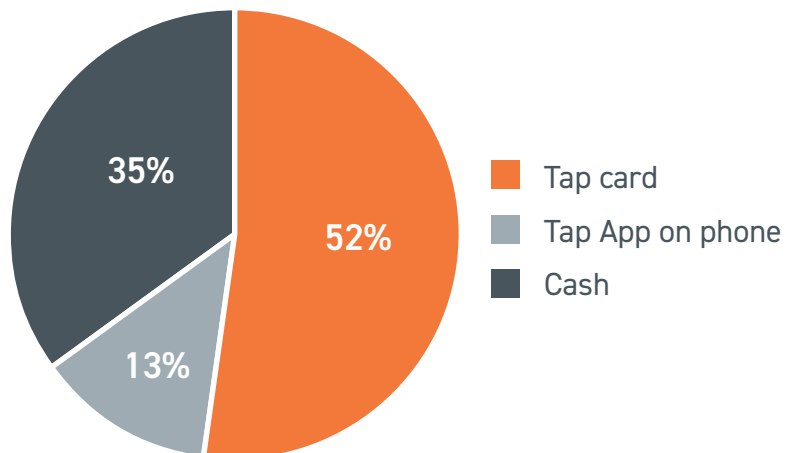
Rail



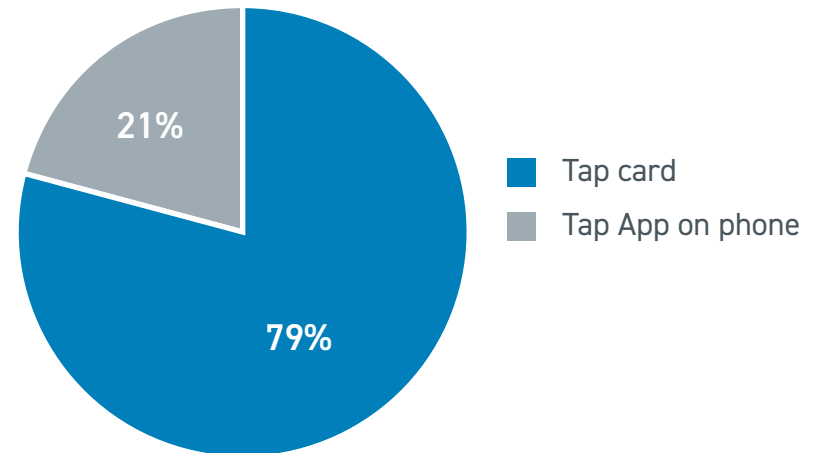
How did you pay for this one-way trip?



Bus

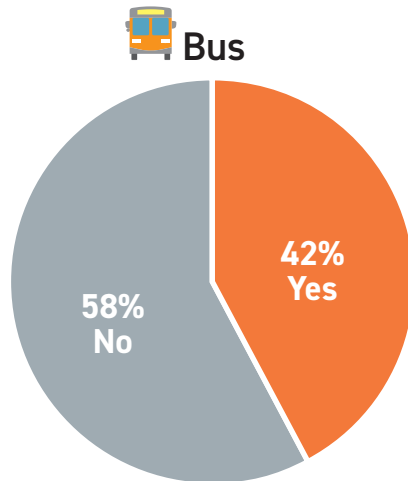


Rail

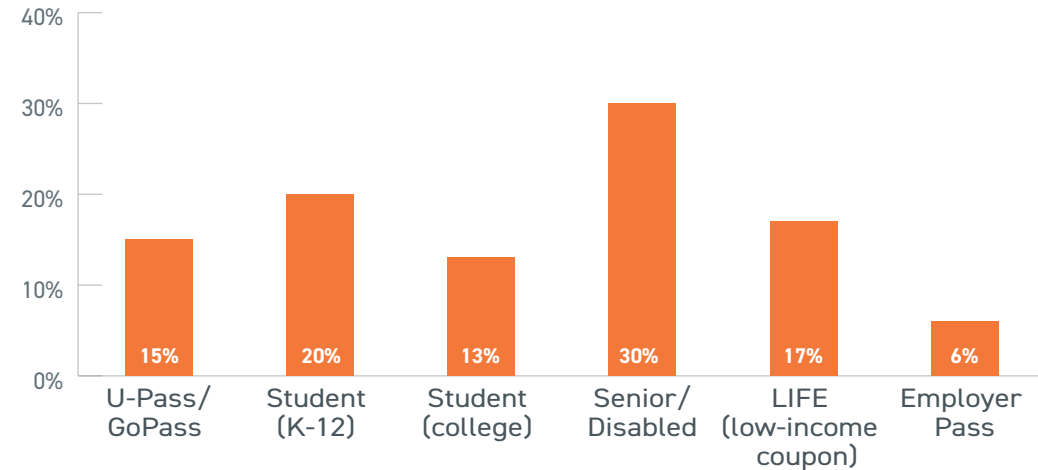


## Fare Type

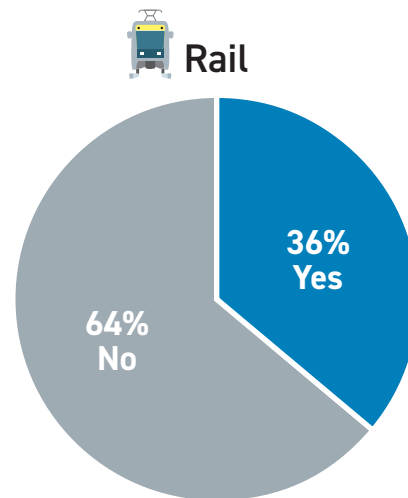
Did you receive a discount on your fare?



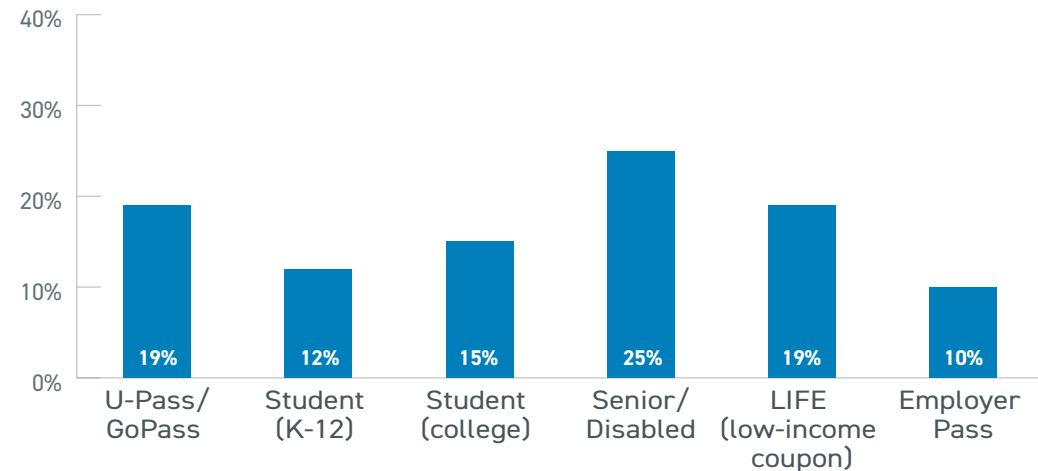
If yes, what type of discount did you receive?



Did you receive a discount on your fare?

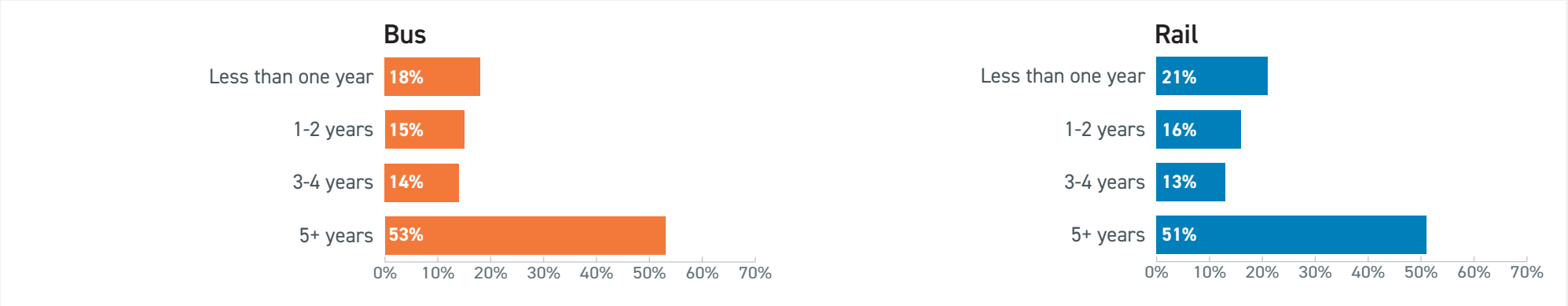


If yes, what type of discount did you receive?

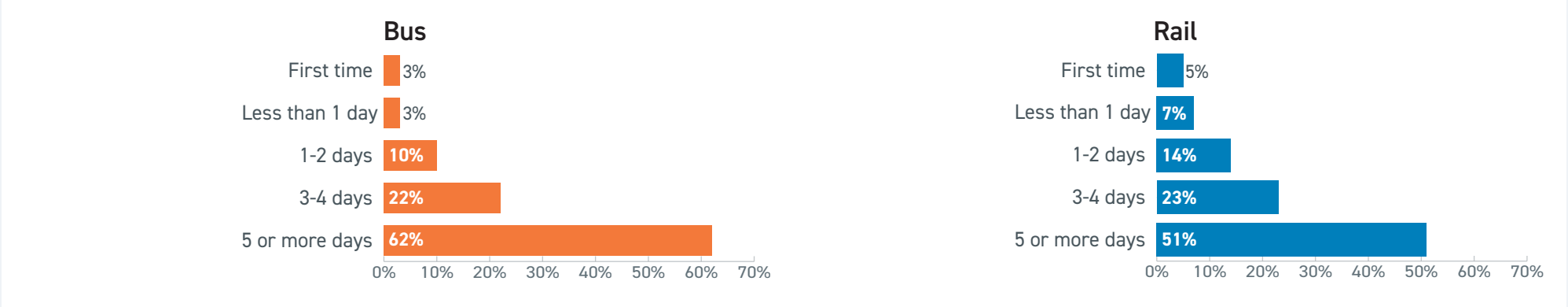


# Rider Tenure, Frequency, and Telecommuting

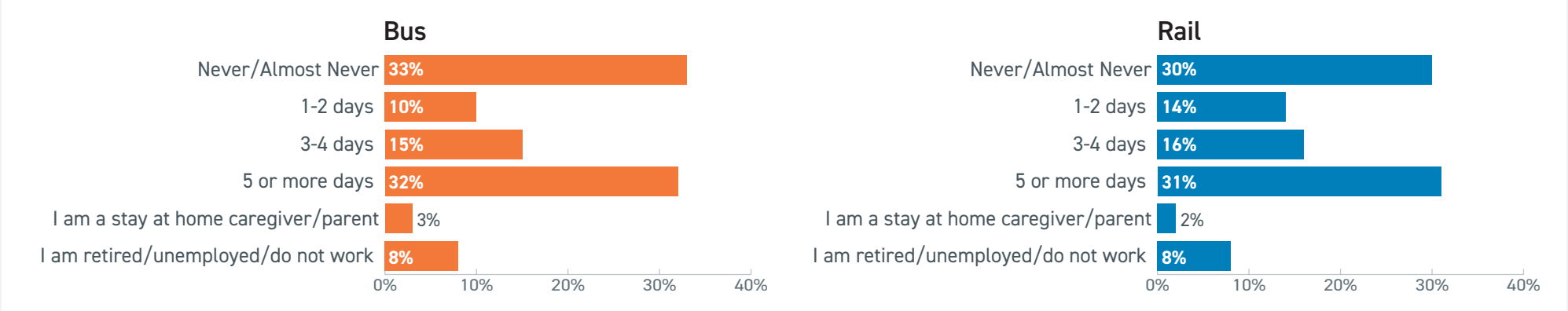
How many years have you been riding Metro?



How many days a week do you usually ride Metro?



How many days a week do you usually telecommute or work from home?

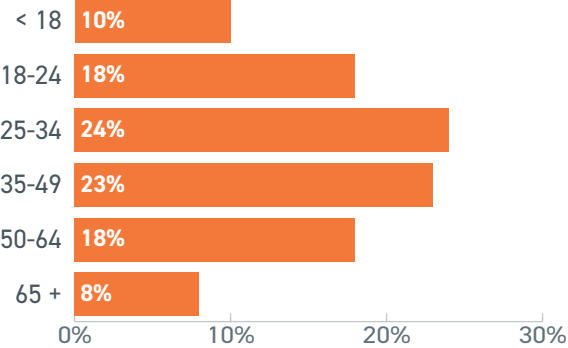


# Demographics

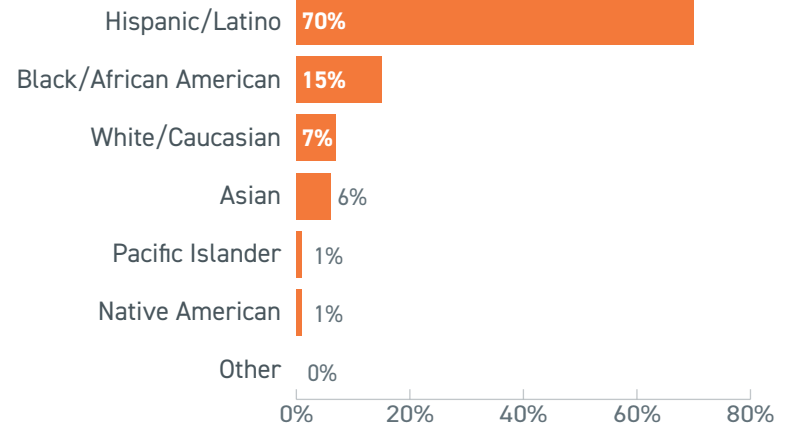
## Bus



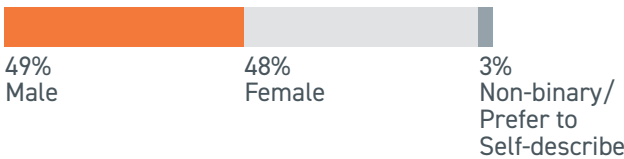
### Age



### Ethnicity



### Gender Identity



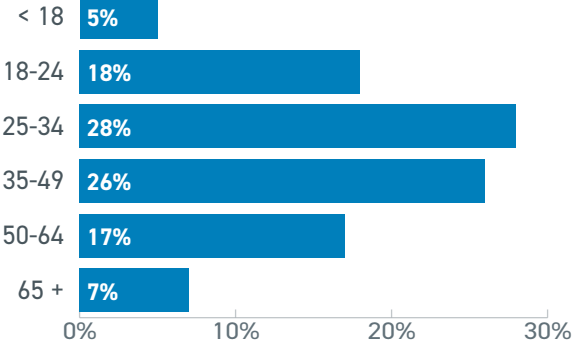
### Survey Language



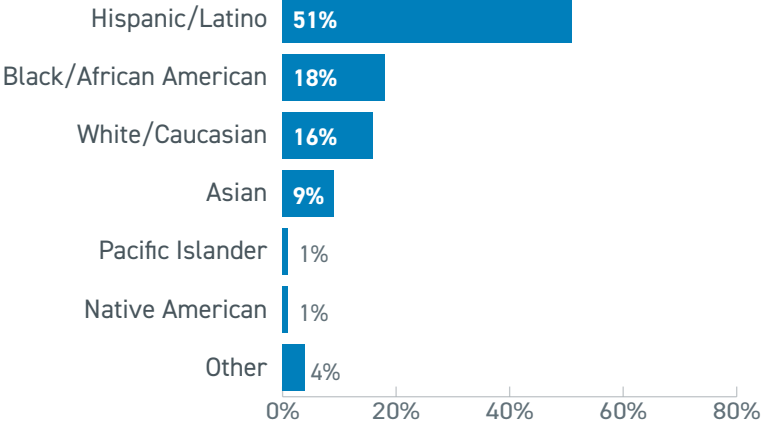
## Rail



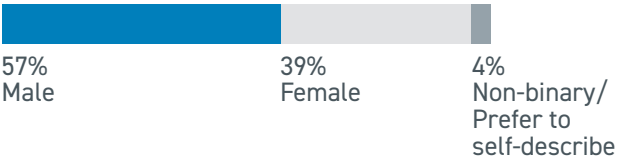
### Age



### Ethnicity



### Gender Identity

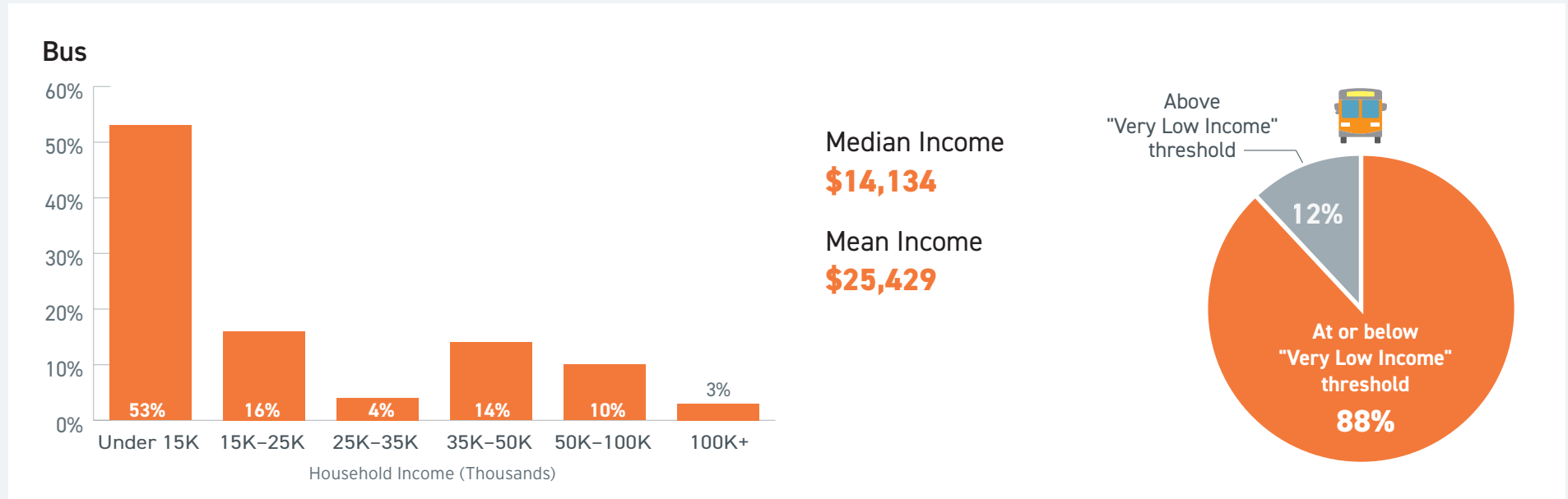


### Survey Language

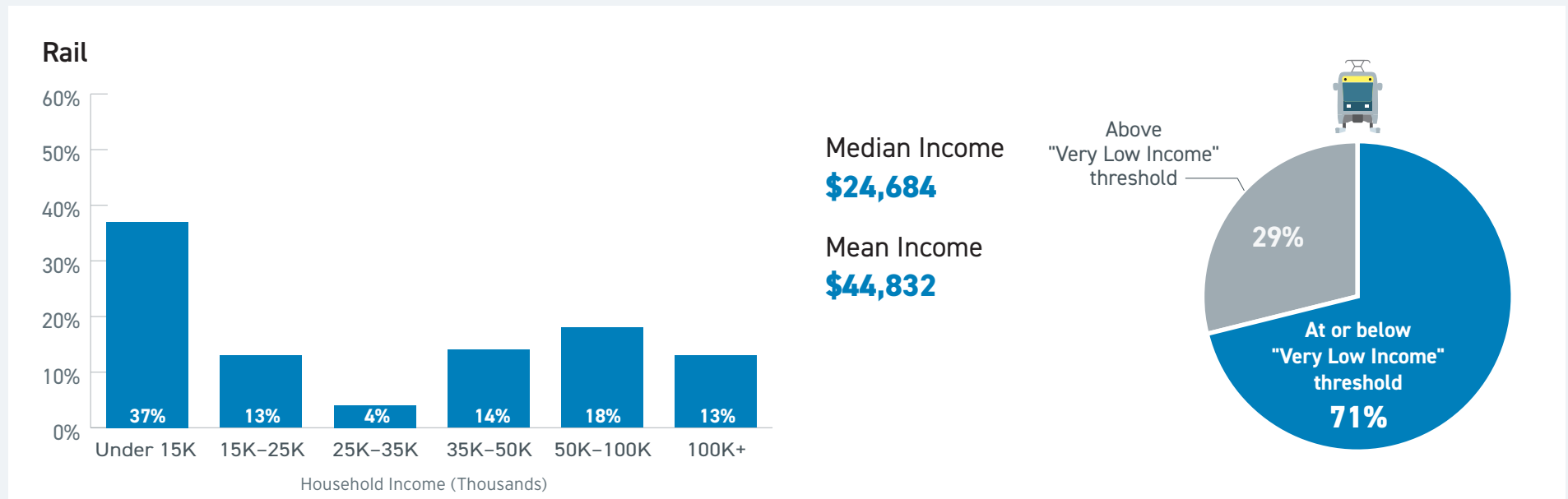


# Household Income

Household's total annual earnings:

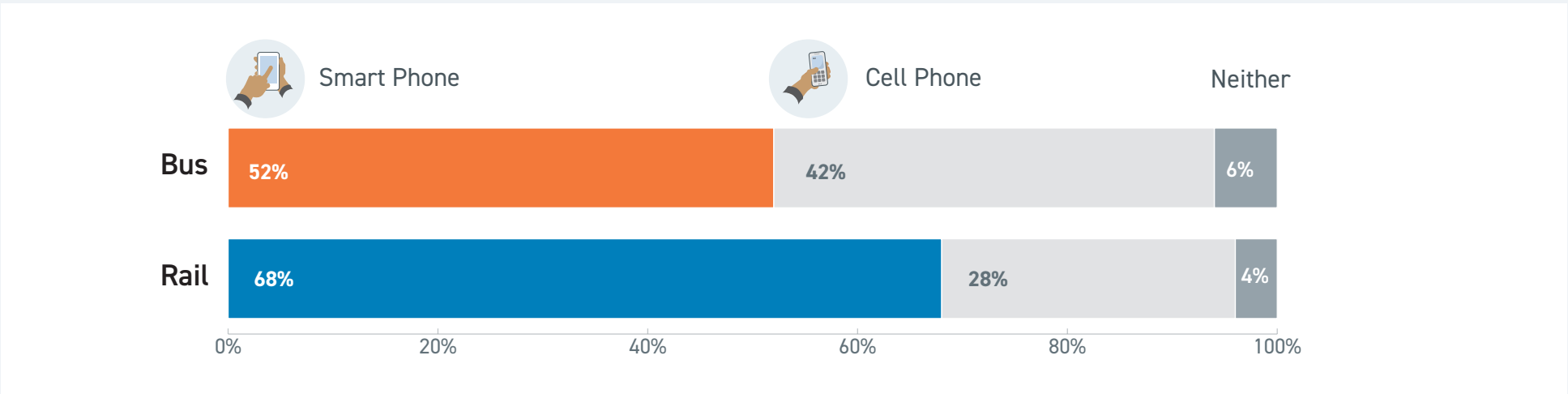


Household's total annual earnings:

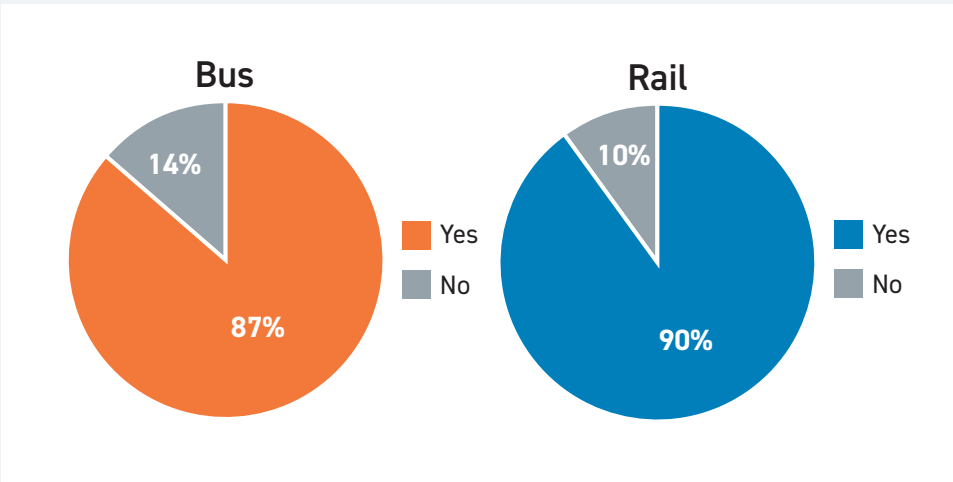


# Phone Access, Internet Access, and Car Ownership

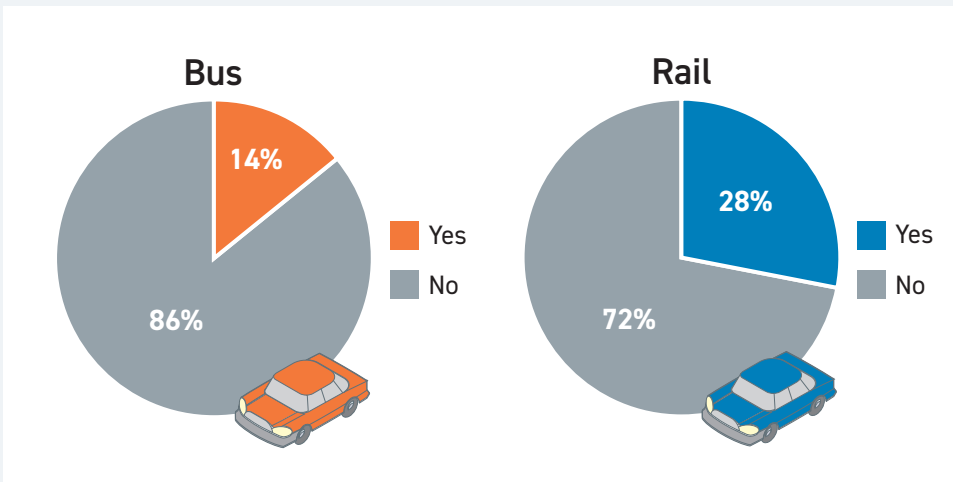
What type of mobile device do you own?



Do you or any member of your household have access to the internet?



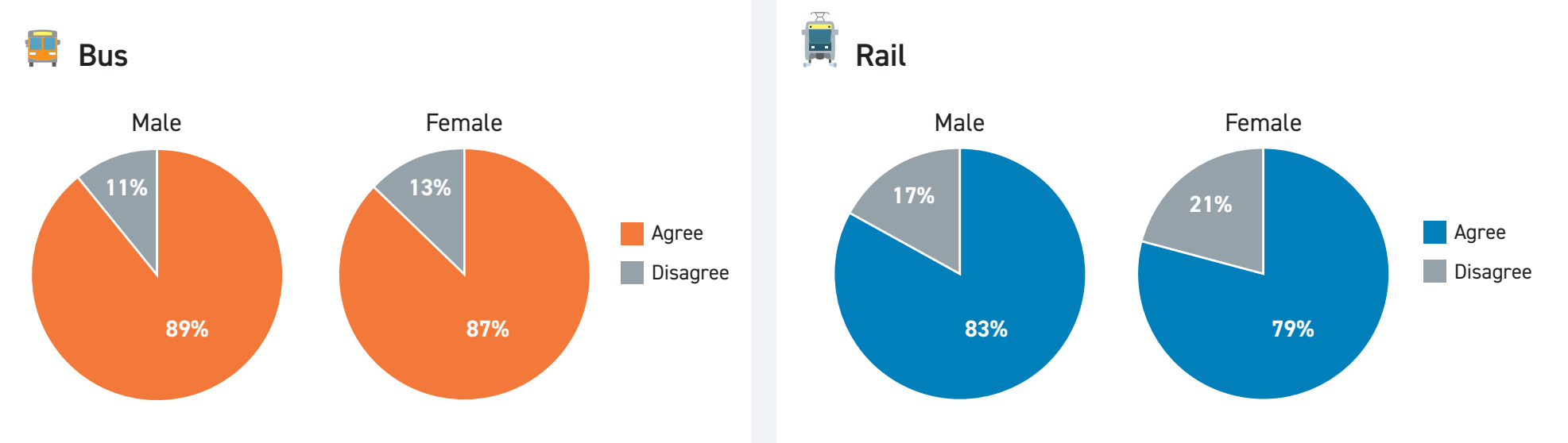
Do you have a car available to make THIS trip?



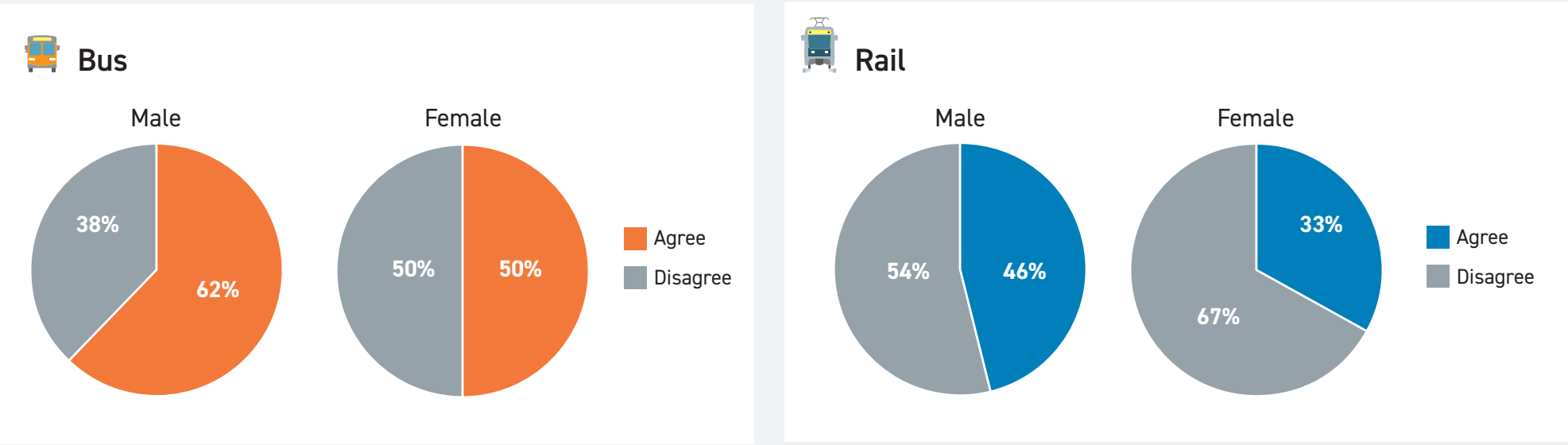


# Safety by Gender Identity

Generally speaking, I consider the Metro system safe to ride DURING THE DAY.



Generally speaking, I consider the Metro system safe to ride AT NIGHT.

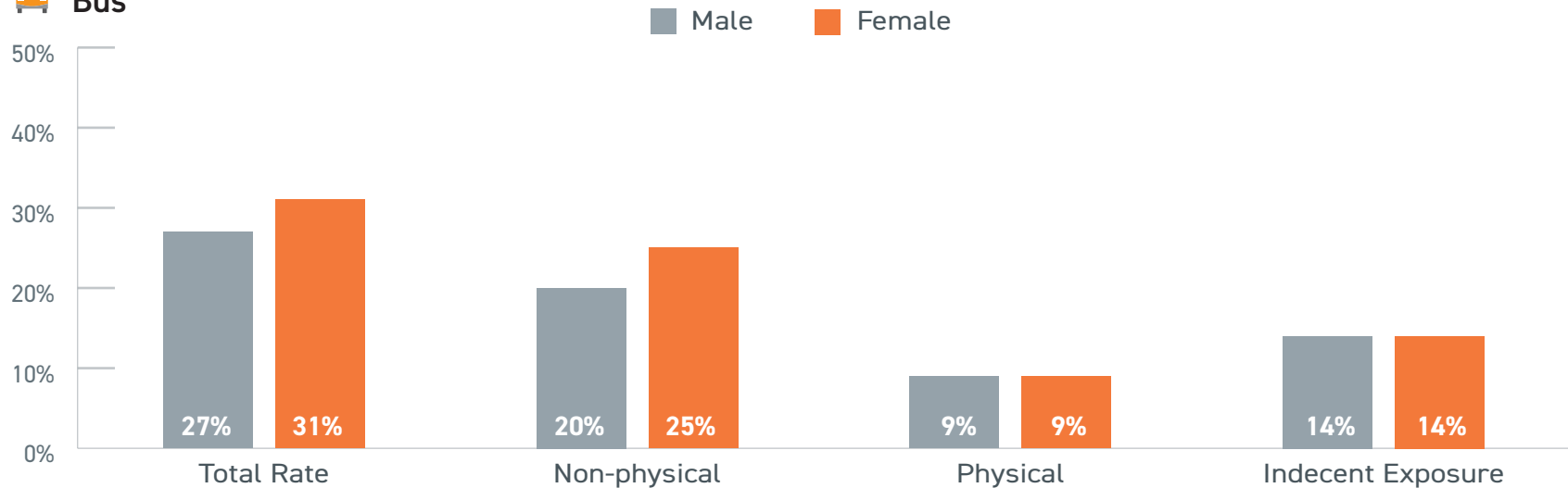


## Sexual Harassment by Gender Identity

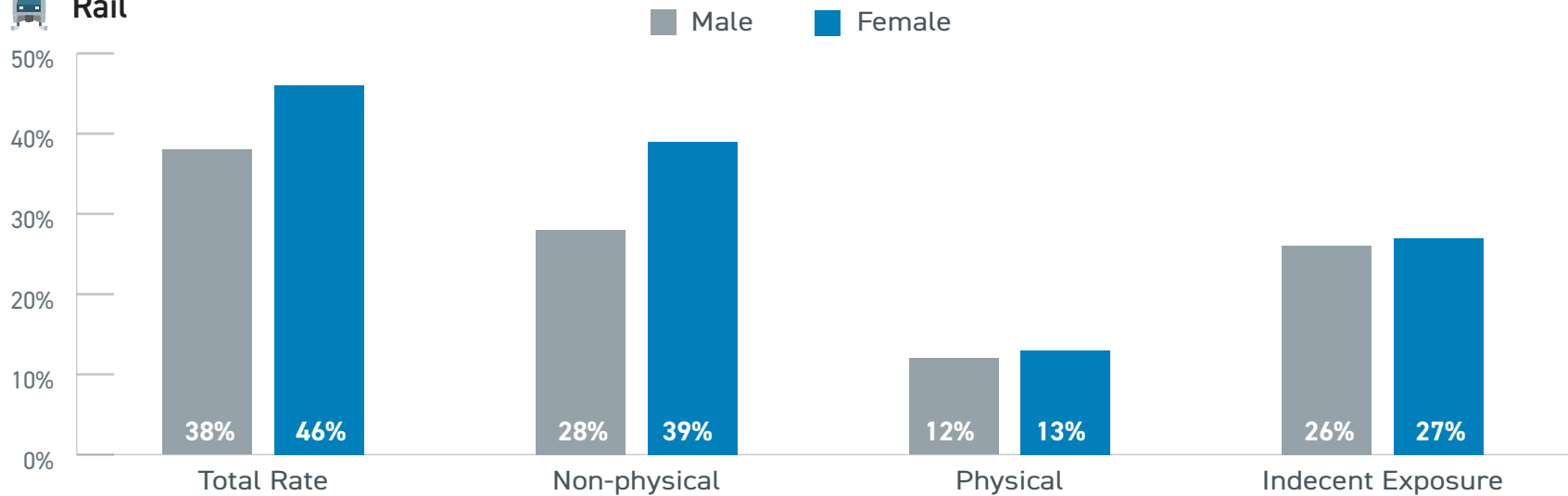
In the past 6 months, while riding Metro, have you personally experienced any of the following types of sexual harassment?



### Bus



### Rail

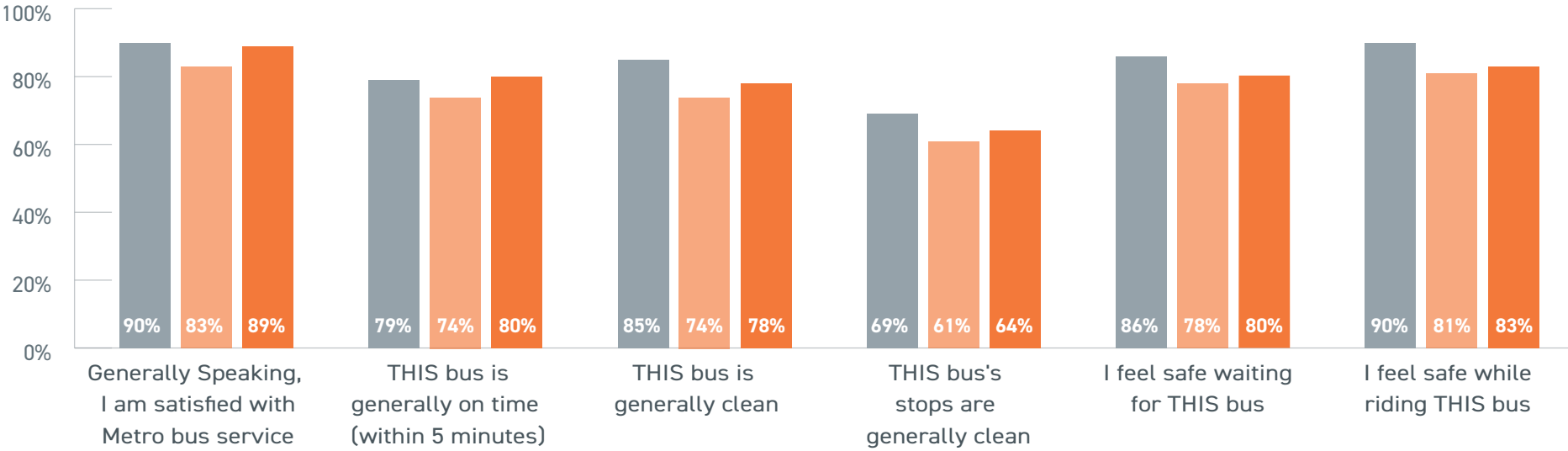


# 2019–2023 Bus and Rail Satisfaction Changes



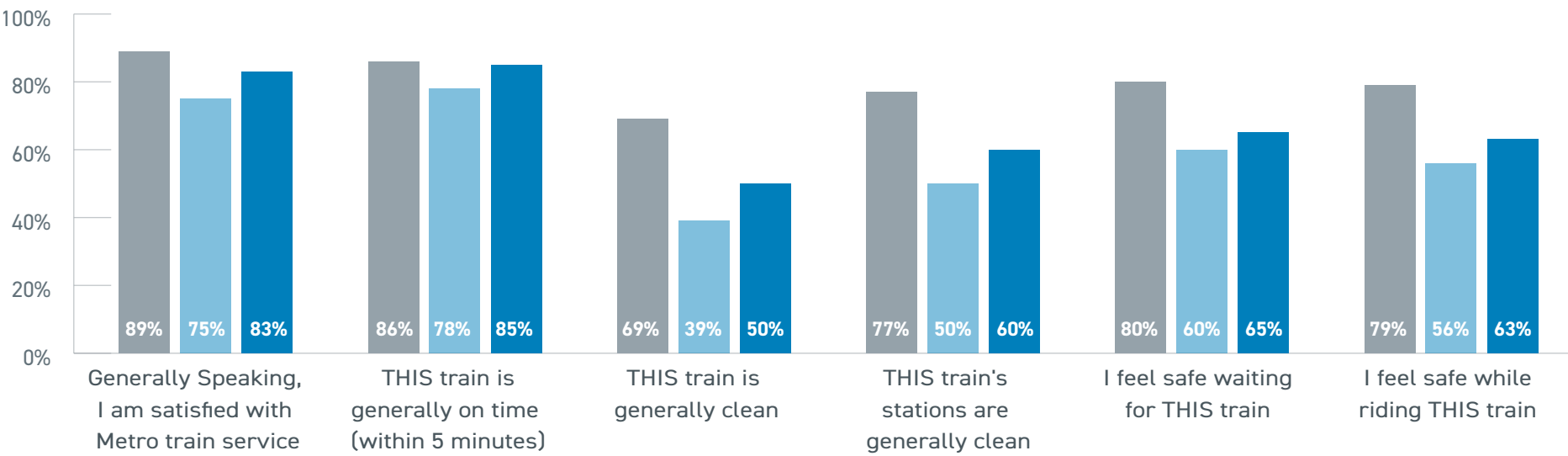
## Bus

2019 2022 2023



## Rail

2019 2022 2023

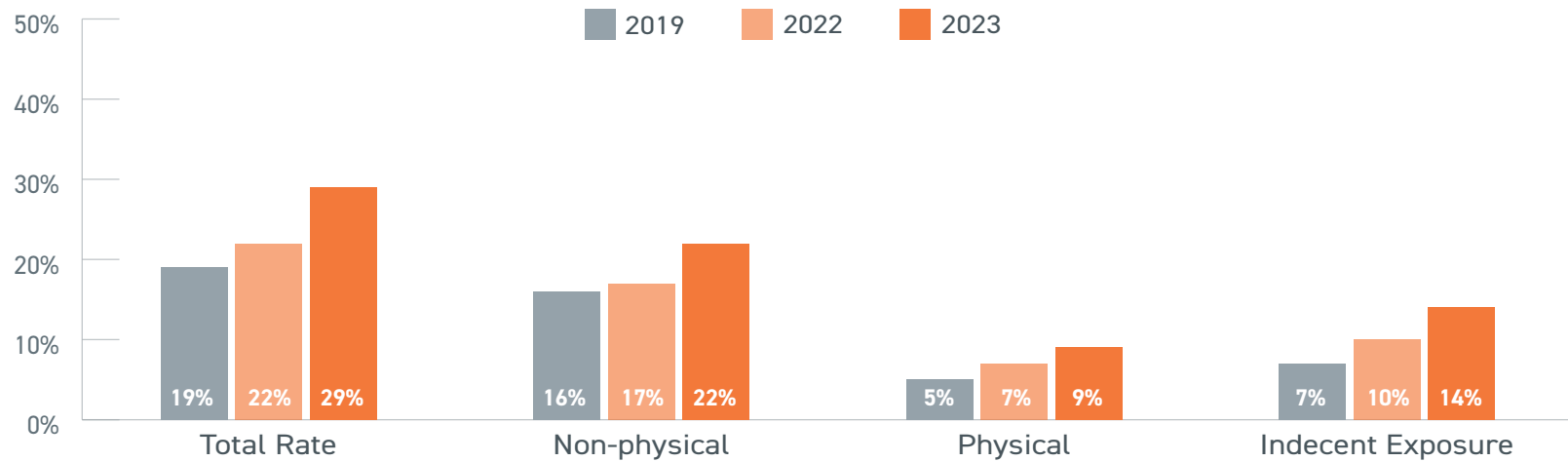


## 2019–2023 Sexual Harassment Changes for Bus and Rail

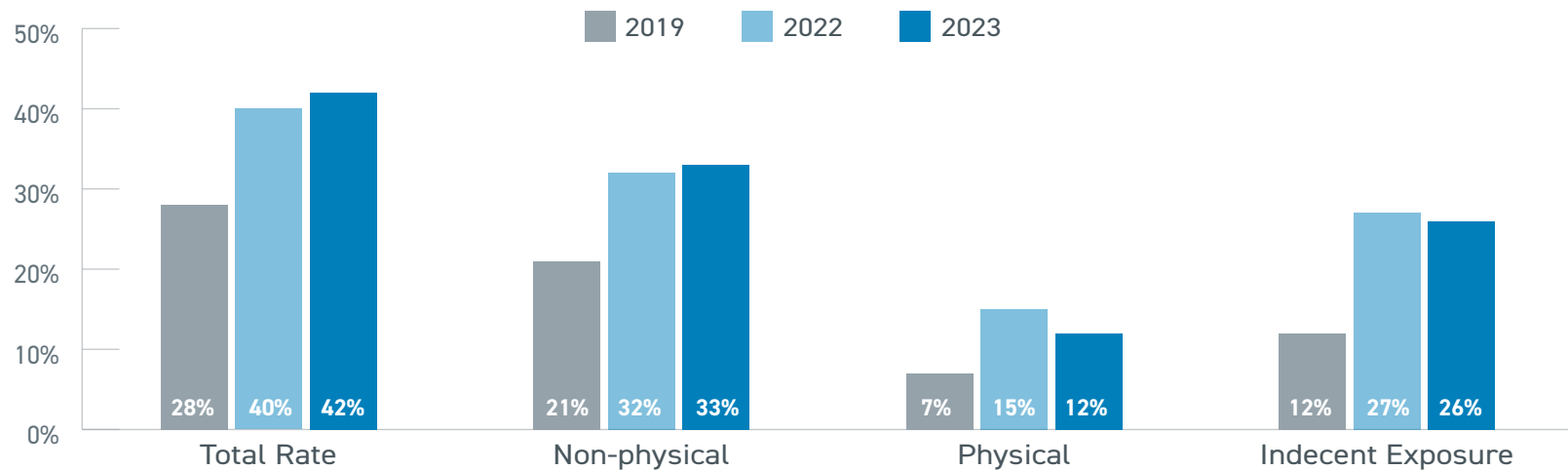
In the past 6 months, while riding Metro, have you personally experienced any of the following types of sexual harassment?



### Bus

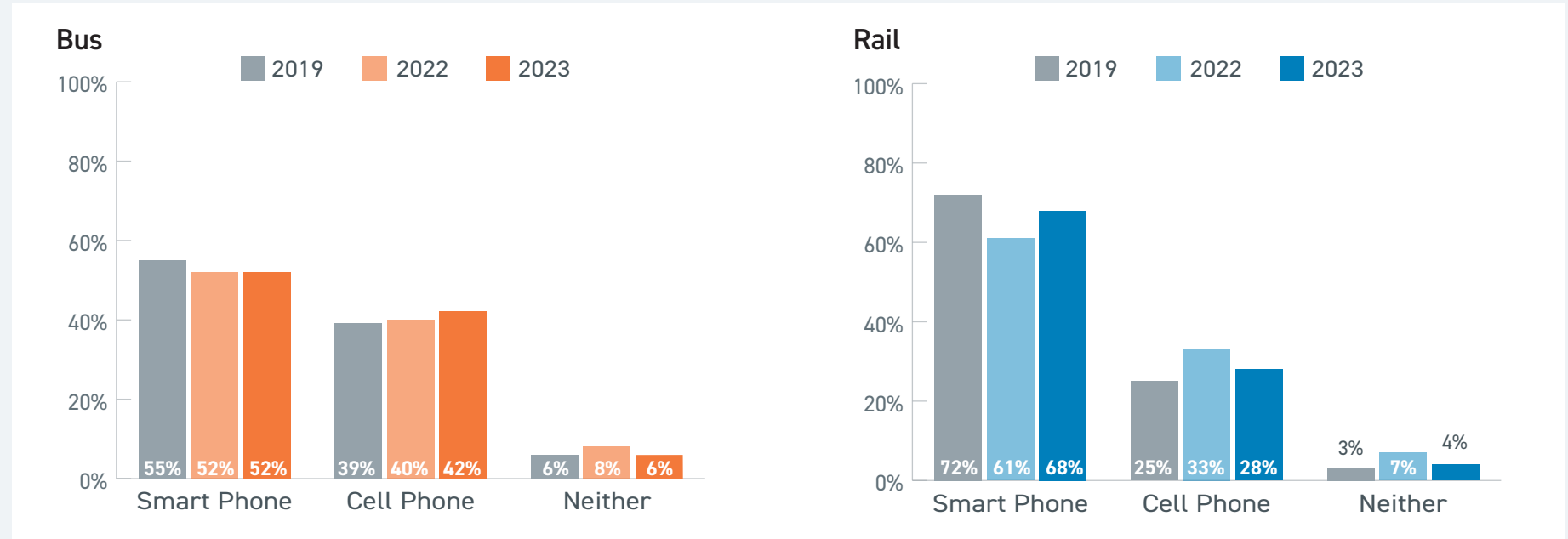


### Rail

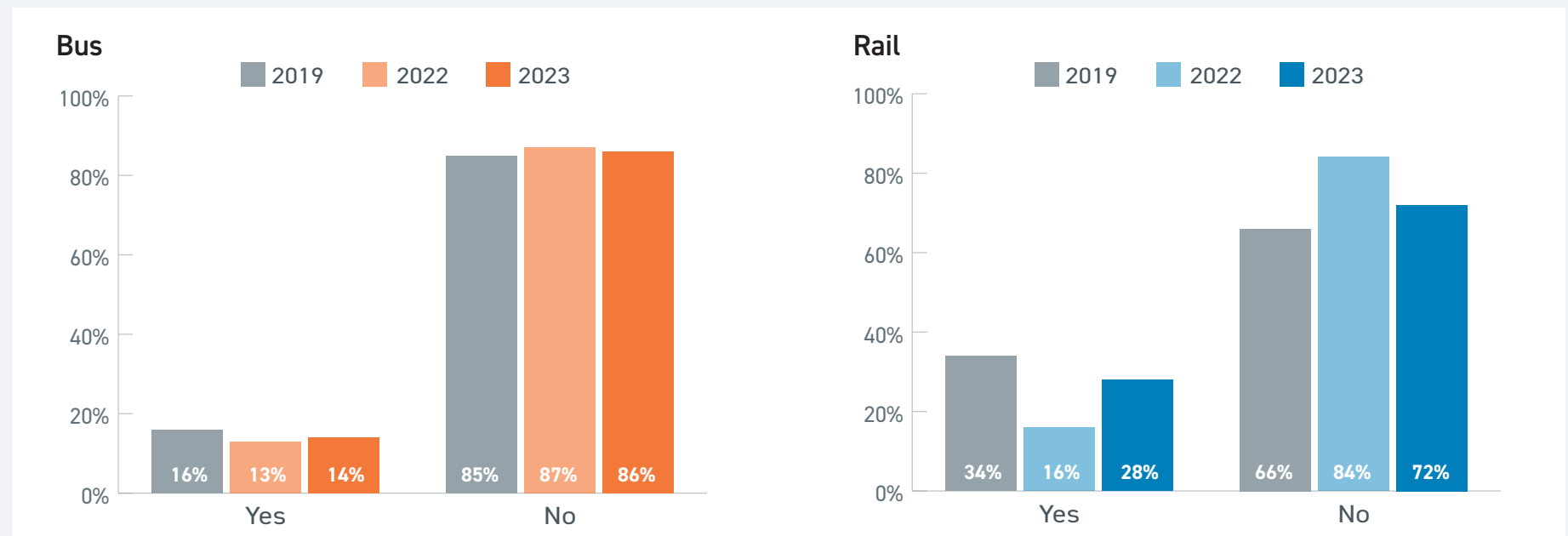


# 2019–2023 Phone Access, Internet Access, and Car Ownership

What type of mobile device do you own?

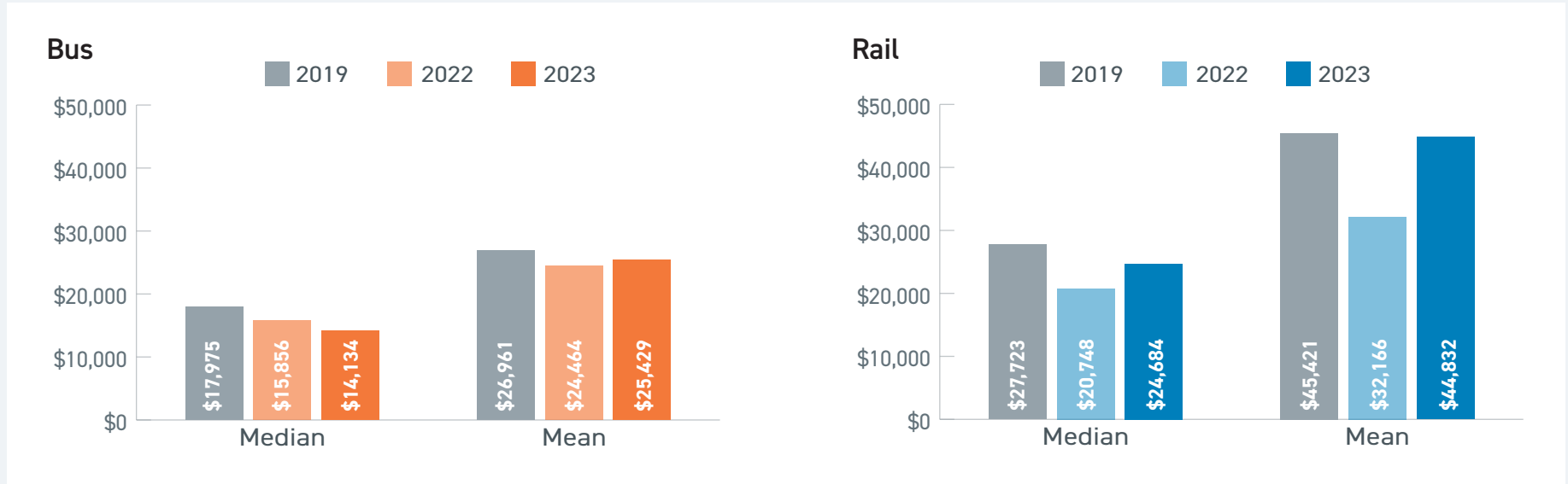


Do you have a car available to make THIS trip?



## 2019–2023 Median Income and Poverty for Bus and Rail

Household's total annual earnings?



Above or Below HUD's "Very Low Income" Threshold

