

**SYSTEMWIDE results derived from the Fall '23 On-Board Customer Satisfaction Survey  
(Conducted October-December 2023)**

**Systemwide Sample Size**

N = 21,880

<b>Generally Speaking, I am satisfied with Metro bus/rail service</b>	
	Percent
Strongly Agree	39%
Agree	49%
<b>Total Agree</b>	<b>88%</b>
Disagree	9%
Strongly Disagree	4%
<b>Total Disagree</b>	<b>13%</b>
<b>Total</b>	<b>100%</b>

<b>I feel safe waiting for THIS bus/train</b>	
	Percent
Strongly Agree	31%
Agree	46%
<b>Total Agree</b>	<b>77%</b>
Disagree	17%
Strongly Disagree	6%
<b>Total Disagree</b>	<b>23%</b>
<b>Total</b>	<b>100%</b>

<b>THIS bus/train is generally on time (within 5 minutes)</b>	
	Percent
Strongly Agree	34%
Agree	47%
<b>Total Agree</b>	<b>81%</b>
Disagree	15%
Strongly Disagree	4%
<b>Total Disagree</b>	<b>19%</b>
<b>Total</b>	<b>100%</b>

<b>I feel safe while riding THIS bus/train</b>	
	Percent
Strongly Agree	33%
Agree	46%
<b>Total Agree</b>	<b>79%</b>
Disagree	15%
Strongly Disagree	6%
<b>Total Disagree</b>	<b>21%</b>
<b>Total</b>	<b>100%</b>

<b>THIS bus/train is generally clean</b>	
	Percent
Strongly Agree	28%
Agree	43%
<b>Total Agree</b>	<b>72%</b>
Disagree	20%
Strongly Disagree	8%
<b>Total Disagree</b>	<b>28%</b>
<b>Total</b>	<b>100%</b>

<b>Generally speaking, I consider the Metro system safe to ride DURING THE DAY</b>	
	Percent
Strongly Agree	34%
Agree	53%
<b>Total Agree</b>	<b>86%</b>
Disagree	10%
Strongly Disagree	4%
<b>Total Disagree</b>	<b>14%</b>
<b>Total</b>	<b>100%</b>

<b>THIS bus/train's stops/stations are generally clean</b>	
	Percent
Strongly Agree	25%
Agree	38%
<b>Total Agree</b>	<b>63%</b>
Disagree	26%
Strongly Disagree	11%
<b>Total Disagree</b>	<b>37%</b>
<b>Total</b>	<b>100%</b>

<b>Generally speaking, I consider the Metro system safe to ride AT NIGHT</b>	
	Percent
Strongly Agree	16%
Agree	37%
<b>Total Agree</b>	<b>53%</b>
Disagree	31%
Strongly Disagree	16%
<b>Total Disagree</b>	<b>47%</b>
<b>Total</b>	<b>100%</b>

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

Percent

Work Commute	54%
School Commute	15%
Errands	17%
Other	14%
Total	100%

**Did you receive a discount on your fare?**

Percent

Yes	41%
No	59%
Total	100%

**If yes, what type of discount did you receive?**

Percent

U-Pass/GoPass	16%
Student (K-12)	19%
Student (college)	14%
Senior/Disabled	29%
LIFE (low-income coupon)	17%
Employer Pass	7%
Total	100%

**How did you pay for THIS one-way trip?**

Percent

TAP card	58%
TAP app on phone	15%
Cash	27%
Total	100%

**Regarding fare capping, which of the following best describes you?**

Percent

I pay with cash so fare capping doesn't apply to me	37%
I have an unlimited pass so fare capping doesn't apply to me	24%
I rarely reach the 1-day fare cap threshold or 7-day fare cap threshold	19%
I regularly hit the 1-day fare cap threshold, but not the 7-day fare cap threshold	11%
I regularly hit the 1-day fare cap threshold and the 7-day fare cap threshold	9%
Total	100%

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(Conducted

**Systemwide Sample Size**

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**Do you own a:**

	Percent
Smart Phone	56%
Cell Phone	39%
Neither	6%
Total	100%

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

	Percent
Yes	87%
No	13%
Total	100%

**Do you or any member of your household have access to high-speed internet AND a smartphone data plan?**

	Percent
Yes	16%
No	85%
Total	100%

**Do you or any member of your household have access to the internet using any of the following? (multiple responses possible)**

	Percent
Cable or High-Speed Internet	56%
Cellular data plan for smartphone/tablet	32%
Some other internet service	10%

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

	Percent
Total Rate	32%
Non-physical	25%
Physical	10%
Indecent Exposure	17%

**How did you get to the FIRST bus or train of THIS trip?**

	Percent
Walked	82%
Dropped Off	10%
Drove	3%
Biked	3%
Skateboarded	1%
Other	1%
Total	100%

**Do you have a car available to make THIS trip?**

	Percent
Yes	18%
No	83%
Total	100%

**Will you have to transfer to complete THIS trip?**

	Percent
Yes	53%
No	47%
Total	100%

**Are you a person with disability?**

	Percent
Yes	14%
No	86%
Total	100%

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## Systemwide Sample Size

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### How many days a week do you usually ride Metro?

	Percent
First time	3%
< 1 day	4%
1-2 days	11%
3-4 days	22%
5 or more days	60%
Total	100%

### How many years have you been riding Metro?

	Percent
Less than one	18%
1-2 years	15%
3-4 years	14%
5+ years	53%
Total	100%

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

	Percent
Never/Almost Never	32%
1-2 days	11%
3-4 days	15%
5 or more days	32%
I am a stay-at-home caregiver/parent	3%
I am retired/un-employed/do not work	8%
Total	100%

### What language did you complete the survey in?

	Percent
English	69%
Spanish	30%
Other	0%
Total	100%

### What is your ethnicity?

	Percent
Hispanic/Latino	66%
Black/African American	16%
White/Caucasian	9%
Asian	7%
Pacific Islander	1%
Native American	1%
Other	1%
Total	100%

### What is your gender identity?

	Percent
Male	51%
Female	46%
Non-binary	2%
Prefer to self-describe	1%
Total	100%

### What is your age?

	Percent
< 18	9%
18-24	18%
25-34	25%
35-49	23%
50-64	18%
65 or more	8%
Total	100%

### Household's total annual earnings?

	Percent
Under \$5,000	32%
\$5,000-\$9,999	3%
\$10,000-\$14,999	14%
\$15,000-\$19,999	2%
\$20,000-\$24,999	13%
\$25,000-\$34,999	4%
\$35,000-\$49,999	14%
\$50,000-\$64,999	4%
\$65,000-\$79,999	6%
\$80,000-\$99,999	2%
\$100,000-\$149,999	3%
\$150,000 or more	3%
Total	100%

### Household's total annual earnings?

	\$\$\$
Median	\$17,246
Mean	\$30,067

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

	Percent
Above "Very Low Income" threshold	16%
At or below "Very Low Income" threshold	84%
Total	100%