

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

**Rail Only Sample Size**

N = 7,037

<b>Generally Speaking, I am satisfied with Metro rail service</b>	
	Percent
Strongly Agree	31%
Agree	52%
Total Agree	83%
Disagree	12%
Strongly Disagree	5%
Total Disagree	17%
Total	100%

<b>I feel safe waiting for THIS train</b>	
	Percent
Strongly Agree	23%
Agree	42%
Total Agree	65%
Disagree	24%
Strongly Disagree	11%
Total Disagree	35%
Total	100%

<b>THIS train is generally on time (within 5 minutes)</b>	
	Percent
Strongly Agree	35%
Agree	49%
Total Agree	85%
Disagree	12%
Strongly Disagree	4%
Total Disagree	15%
Total	100%

<b>I feel safe while riding THIS train</b>	
	Percent
Strongly Agree	22%
Agree	42%
Total Agree	63%
Disagree	25%
Strongly Disagree	11%
Total Disagree	37%
Total	100%

<b>THIS train is generally clean</b>	
	Percent
Strongly Agree	17%
Agree	33%
Total Agree	50%
Disagree	32%
Strongly Disagree	18%
Total Disagree	50%
Total	100%

<b>Generally speaking, I consider the Metro system safe to ride DURING THE DAY</b>	
	Percent
Strongly Agree	28%
Agree	54%
Total Agree	82%
Disagree	13%
Strongly Disagree	6%
Total Disagree	18%
Total	100%

<b>THIS train's stations are generally clean</b>	
	Percent
Strongly Agree	20%
Agree	40%
Total Agree	60%
Disagree	27%
Strongly Disagree	14%
Total Disagree	41%
Total	100%

<b>Generally speaking, I consider the Metro system safe to ride AT NIGHT</b>	
	Percent
Strongly Agree	12%
Agree	29%
Total Agree	41%
Disagree	34%
Strongly Disagree	25%
Total Disagree	59%
Total	100%

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

Percent

Work Commute	53%
School Commute	13%
Errands	16%
Other	19%
Total	100%

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

Percent

Yes	36%
No	64%
Total	100%

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

Percent

U-Pass/GoPass	19%
Student (K-12)	12%
Student (college)	15%
Senior/Disabled	25%
LIFE (low-income coupon)	19%
Employer Pass	10%
Total	100%

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

Percent

TAP card	79%
TAP app on phone	21%
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	0%
I have an unlimited pass so fare capping doesn't apply to me	34%
I rarely reach the 1-day fare cap threshold or 7-day fare cap threshold	34%
I regularly hit the 1-day fare cap threshold, but not the 7-day fare cap threshold	17%
I regularly hit the 1-day fare cap threshold and the 7-day fare cap threshold	15%
Total	100%

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**Do you own a:**

	Percent
Smart Phone	68%
Cell Phone	28%
Neither	4%
Total	100%

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

	Percent
Yes	90%
No	10%
Total	100%

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

	Percent
Yes	20%
No	80%
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	63%
Cellular data plan for smartphone/tablet	33%
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	42%
Non-physical	33%
Physical	12%
Indecent Exposure	26%

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

	Percent
Walked	71%
Dropped Off	12%
Drove	8%
Biked	4%
Skateboarded	2%
Other	3%
Total	100%

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

	Percent
Yes	28%
No	72%
Total	100%

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

	Percent
Yes	58%
No	42%
Total	100%

**Are you a person with disability?**

	Percent
Yes	14%
No	86%
Total	100%

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

	Percent
First time	5%
< 1 day	7%
1-2 days	14%
3-4 days	23%
5 or more days	51%
Total	100%

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

	Percent
Less than one	21%
1-2 years	16%
3-4 years	13%
5+ years	51%
Total	100%

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

	Percent
Never/Almost Never	30%
1-2 days	14%
3-4 days	16%
5 or more days	31%
I am a stay-at-home caregiver/parent	2%
I am retired/un-employed/do not work	8%
Total	100%

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

	Percent
English	85%
Spanish	15%
Other	0%
Total	100%

**What is your ethnicity?**

	Percent
Hispanic/Latino	51%
Black/African American	18%
White/Caucasian	16%
Asian	9%
Pacific Islander	1%
Native American	1%
Other	4%
Total	100%

**What is your gender identity?**

	Percent
Male	57%
Female	39%
Non-binary	3%
Prefer to self-describe	1%
Total	100%

**What is your age?**

	Percent
< 18	5%
18-24	18%
25-34	28%
35-49	26%
50-64	17%
65 or more	7%
Total	100%

**Household's total annual earnings?**

	Percent
Under \$5,000	24%
\$5,000-\$9,999	2%
\$10,000-\$14,999	11%
\$15,000-\$19,999	2%
\$20,000-\$24,999	12%
\$25,000-\$34,999	4%
\$35,000-\$49,999	14%
\$50,000-\$64,999	6%
\$65,000-\$79,999	9%
\$80,000-\$99,999	4%
\$100,000-\$149,999	6%
\$150,000 or more	7%
Total	100%

**Household's total annual earnings?**

	\$\$\$
Median	\$24,684
Mean	\$44,832

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

	Percent
Above "Very Low Income" threshold	29%
At or below "Very Low Income" threshold	71%
Total	100%