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

Bus Only Sample Size

N = 14,843

Generally Speaking, I am satisfied with Metro bus service	Percent
Strongly Agree	41%
Agree	48%
Total Agree	89%
Disagree	8%
Strongly Disagree	3%
Total Disagree	11%
Total	100%

I feel safe waiting for THIS bus	Percent
Strongly Agree	33%
Agree	47%
Total Agree	80%
Disagree	14%
Strongly Disagree	5%
Total Disagree	20%
Total	100%

THIS bus is generally on time (within 5 minutes)	Percent
Strongly Agree	34%
Agree	46%
Total Agree	80%
Disagree	16%
Strongly Disagree	5%
Total Disagree	20%
Total	100%

I feel safe while riding THIS bus	Percent
Strongly Agree	36%
Agree	48%
Total Agree	83%
Disagree	12%
Strongly Disagree	4%
Total Disagree	17%
Total	100%

THIS bus is generally clean	Percent
Strongly Agree	32%
Agree	46%
Total Agree	78%
Disagree	17%
Strongly Disagree	6%
Total Disagree	22%
Total	100%

Generally speaking, I consider the Metro system safe to ride DURING THE DAY	Percent
Strongly Agree	35%
Agree	52%
Total Agree	87%
Disagree	9%
Strongly Disagree	4%
Total Disagree	13%
Total	100%

THIS bus's stops are generally clean	Percent
Strongly Agree	26%
Agree	38%
Total Agree	64%
Disagree	26%
Strongly Disagree	10%
Total Disagree	36%
Total	100%

Generally speaking, I consider the Metro system safe to ride AT NIGHT	Percent
Strongly Agree	17%
Agree	39%
Total Agree	56%
Disagree	30%
Strongly Disagree	14%
Total Disagree	44%
Total	100%

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

Bus Only Sample Size
N = 14,843

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

	Percent
Work Commute	54%
School Commute	16%
Errands	17%
Other	13%
Total	100%

Did you receive a discount on your fare?

	Percent
Yes	42%
No	58%
Total	100%

If yes, what type of discount did you receive?

	Percent
U-Pass/GoPass	15%
Student (K-12)	20%
Student (college)	13%
Senior/Disabled	30%
LIFE (low-income coupon)	17%
Employer Pass	6%
Total	100%

How did you pay for THIS one-way trip?

	Percent
TAP card	52%
TAP app on phone	13%
Cash	35%
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	48%
I have an unlimited pass so fare capping doesn't apply to me	22%
I rarely reach the 1-day fare cap threshold or 7-day fare cap threshold	15%
I regularly hit the 1-day fare cap threshold, but not the 7-day fare cap threshold	9%
I regularly hit the 1-day fare cap threshold and the 7-day fare cap threshold	7%
Total	100%

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

Bus Only Sample Size
N = 14,843

Do you own a:	Percent
Smart Phone	52%
Cell Phone	42%
Neither	6%
Total	100%

Do you or any member of your household have access to the internet?	Percent
Yes	87%
No	14%
Total	100%

Do you or any member of your household have access to high-speed internet AND a smartphone data plan?	Percent
Yes	14%
No	86%
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	54%
Cellular data plan for smartphone/tablet	31%
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	29%
Non-physical	22%
Physical	9%
Indecent Exposure	14%

How did you get to the FIRST bus or train of THIS trip?	Percent
Walked	85%
Dropped Off	9%
Drove	2%
Biked	2%
Skateboarded	1%
Other	1%
Total	100%

Do you have a car available to make THIS trip?	Percent
Yes	14%
No	86%
Total	100%

Will you have to transfer to complete THIS trip?	Percent
Yes	51%
No	49%
Total	100%

Are you a person with disability?	Percent
Yes	14%
No	87%
Total	100%

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

Bus Only Sample Size
N = 14,843

How many days a week do you usually ride Metro?

	Percent
First time	3%
< 1 day	3%
1-2 days	10%
3-4 days	22%
5 or more days	62%
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	33%
1-2 days	10%
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	65%
Spanish	35%
Other	0%
Total	100%

What is your ethnicity?

	Percent
Hispanic/Latino	70%
Black/African American	15%
White/Caucasian	7%
Asian	6%
Pacific Islander	1%
Native American	1%
Other	0%
Total	100%

What is your gender identity?

	Percent
Male	49%
Female	48%
Non-binary	2%
Prefer to self-describe	1%
Total	100%

What is your age?

	Percent
< 18	10%
18-24	18%
25-34	24%
35-49	23%
50-64	18%
65 or more	8%
Total	100%

Household's total annual earnings?

	Percent
Under $5,000	34%
$5,000-$9,999	4%
$10,000-$14,999	15%
$15,000-$19,999	3%
$20,000-$24,999	13%
$25,000-$34,999	4%
$35,000-$49,999	14%
$50,000-$64,999	4%
$65,000-$79,999	5%
$80,000-$99,999	2%
$100,000-$149,999	2%
$150,000 or more	1%
Total	100%

Household's total annual earnings?

	$$$
Median	$14,134
Mean	$25,429

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

	Percent
Above "Very Low Income" threshold	12%
At or below "Very Low Income" threshold	88%
Total	100%