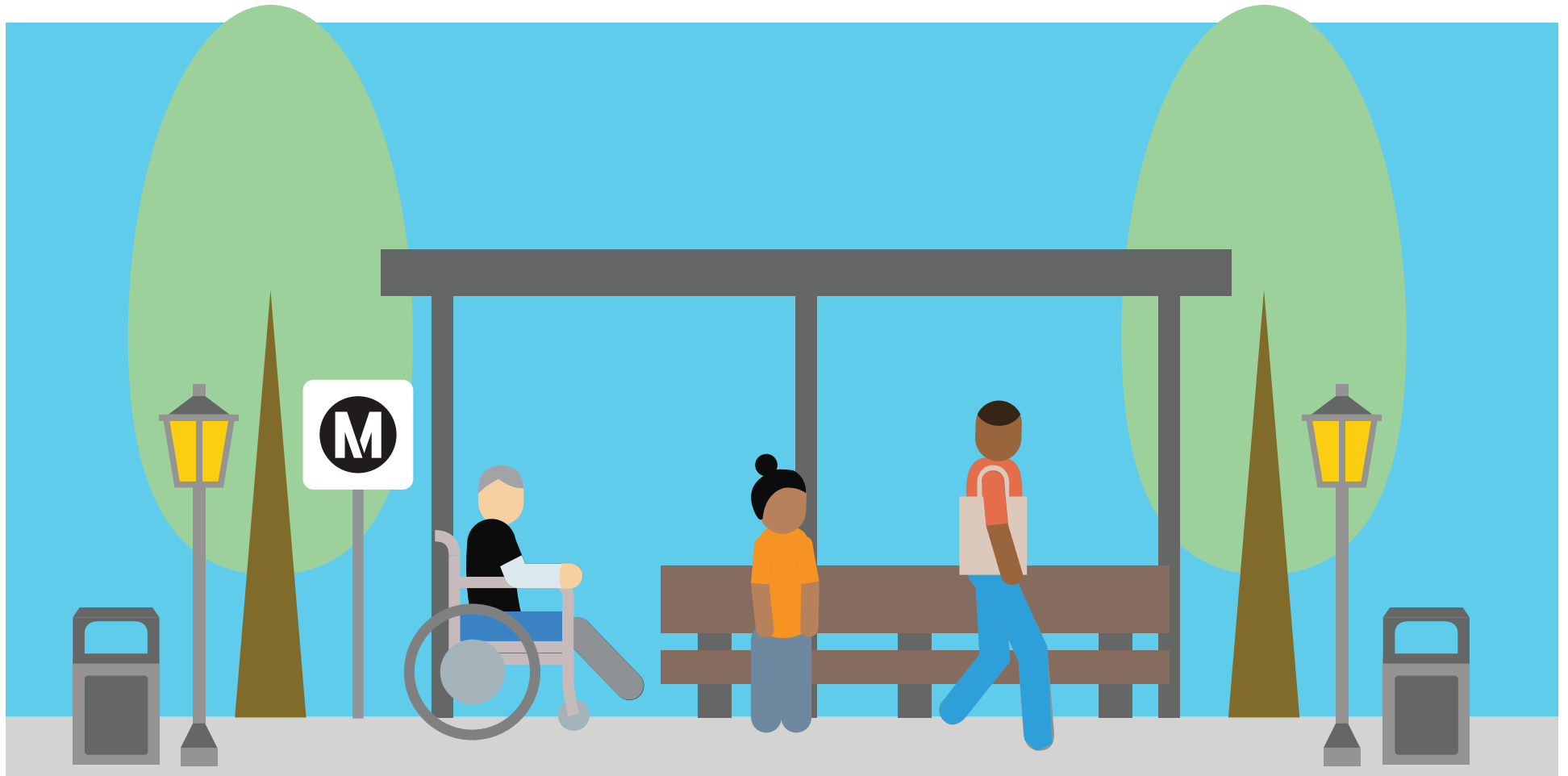


Fall '22

## Onboard Survey Results and Pre-Post Pandemic Analysis

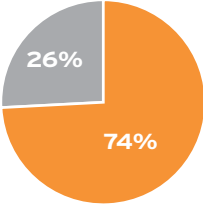
Every year Metro Research conducts a customer satisfaction survey onboard their buses and trains. Due to the COVID-19 Pandemic we did not conduct this onboard survey in 2020-2021, but in October-December of 2022 we received input from **16,337** riders like you! This is what they had to say.



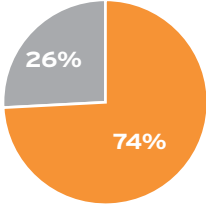
# Customer Satisfaction



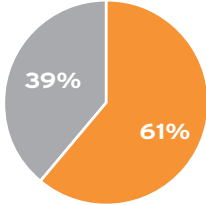
THIS bus is generally on time (within 5 min.)



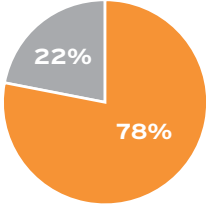
THIS bus is generally clean



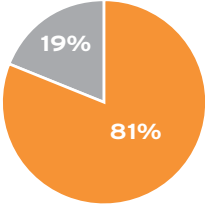
THIS bus's stops are generally clean



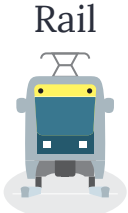
I feel safe waiting for THIS bus



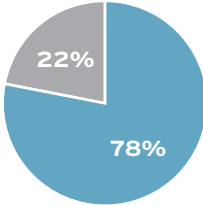
I feel safe while riding THIS bus



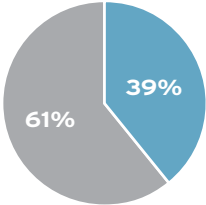
Agree Disagree



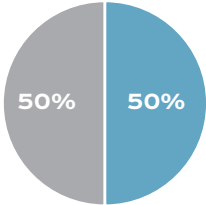
THIS train is generally on time (within 5 min.)



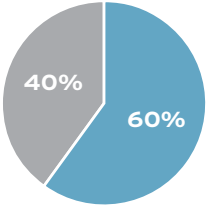
THIS train is generally clean



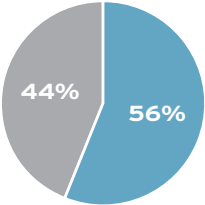
THIS train's stations are generally clean



I feel safe waiting for THIS train

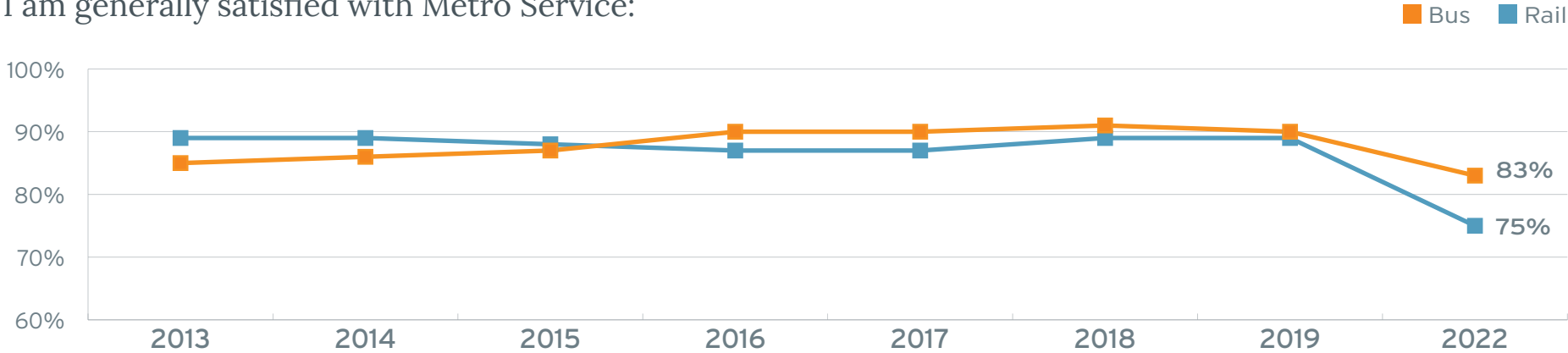


I feel safe while riding THIS train



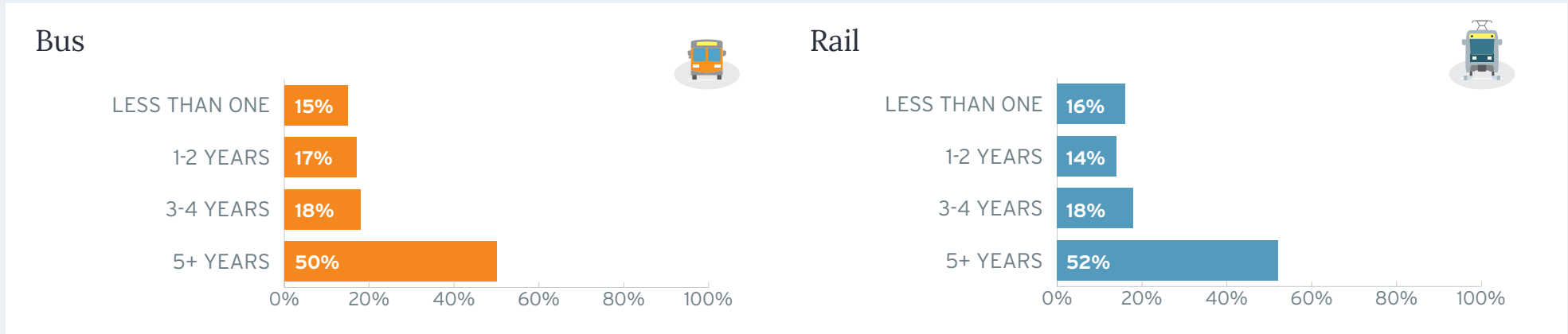
Agree Disagree

I am generally satisfied with Metro Service:

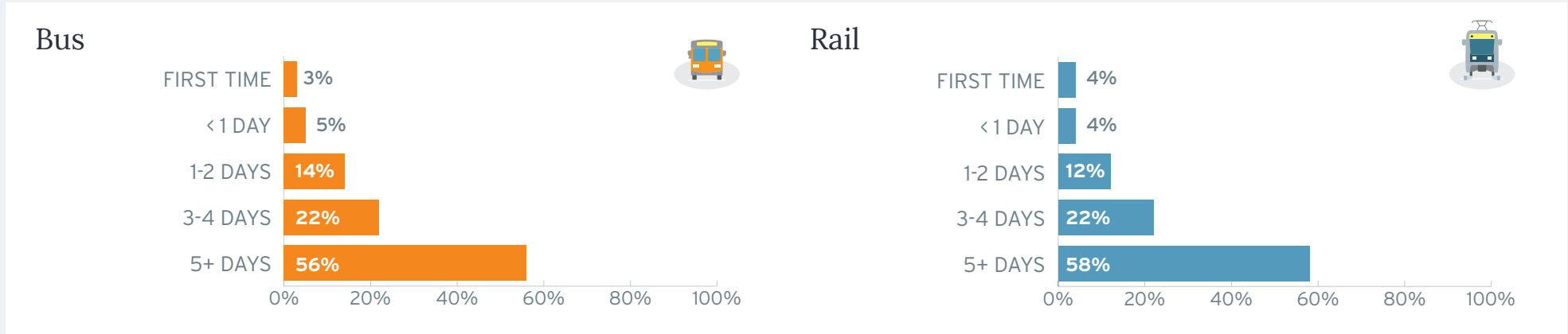


# Rider Tenure, Frequency, and Telecommuting

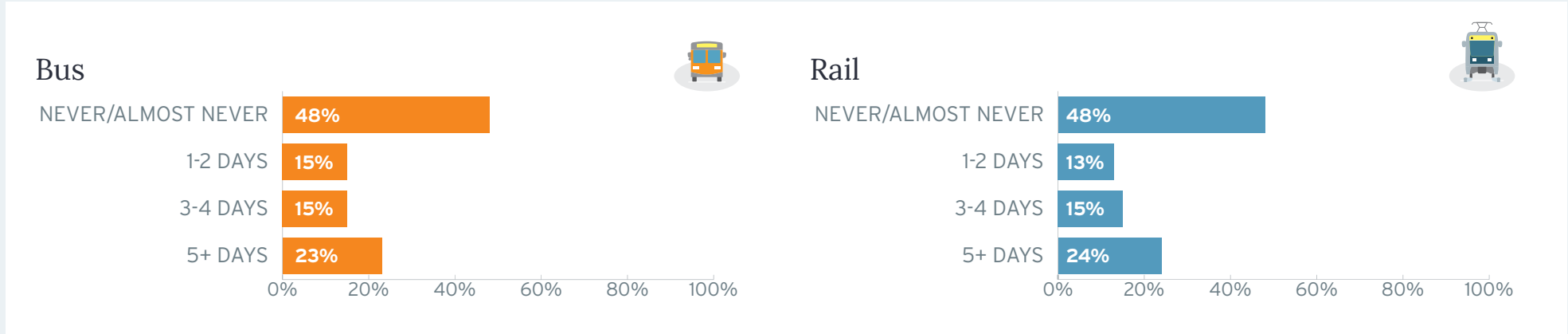
How many years have you been riding Metro?



How many days a week do you usually ride Metro?



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

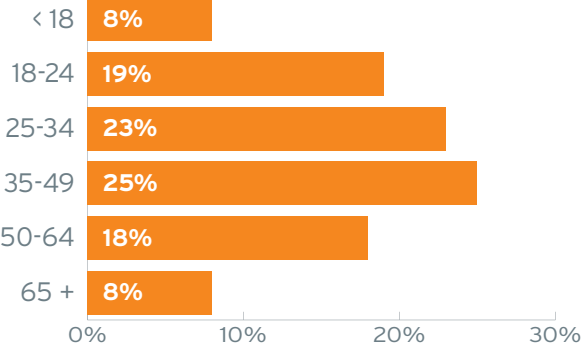


# Demographics

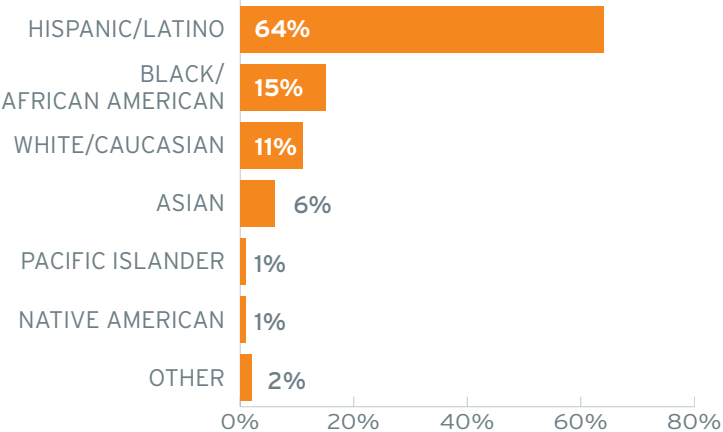
## Bus



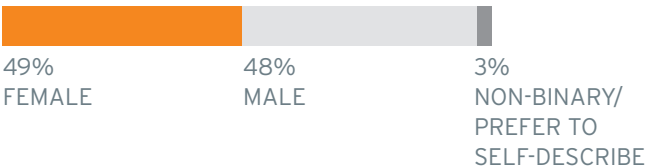
### Age



### Ethnicity



### Gender identity



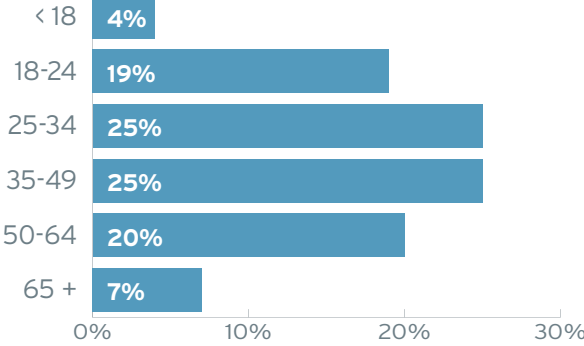
### Survey Language



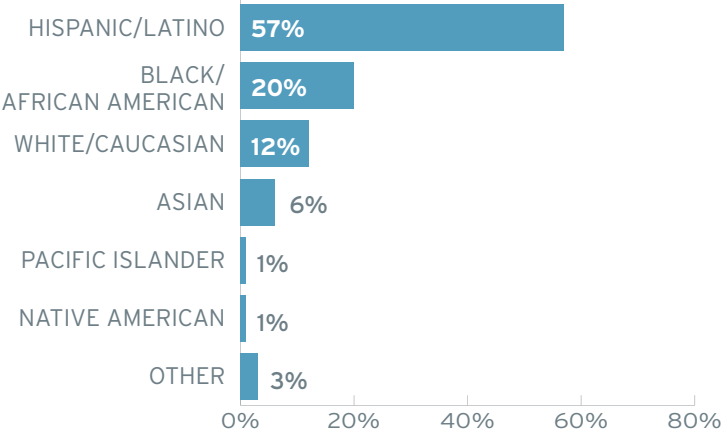
## Rail



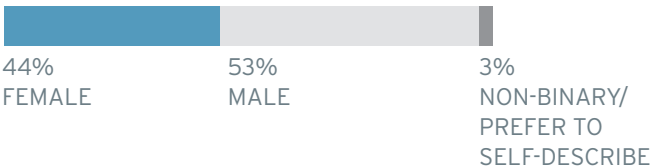
### Age



### Ethnicity



### Gender identity



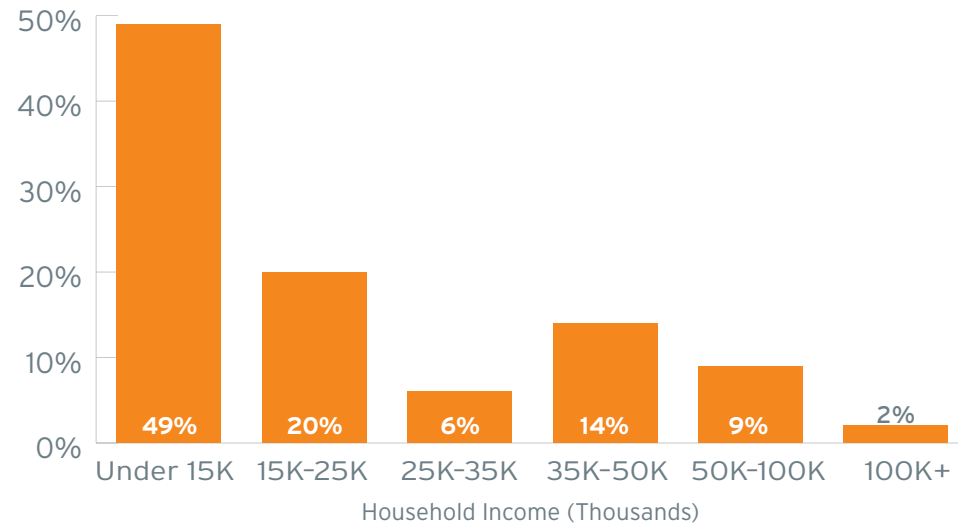
### Survey Language



# Household Income

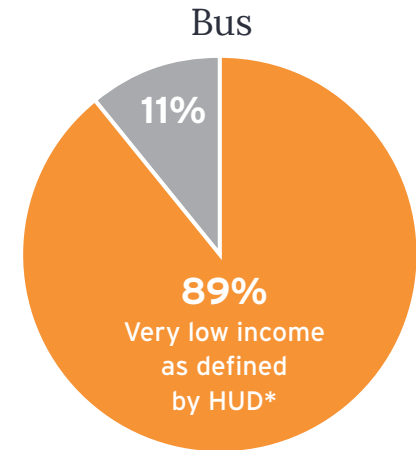
Household's total annual earnings:

## Bus

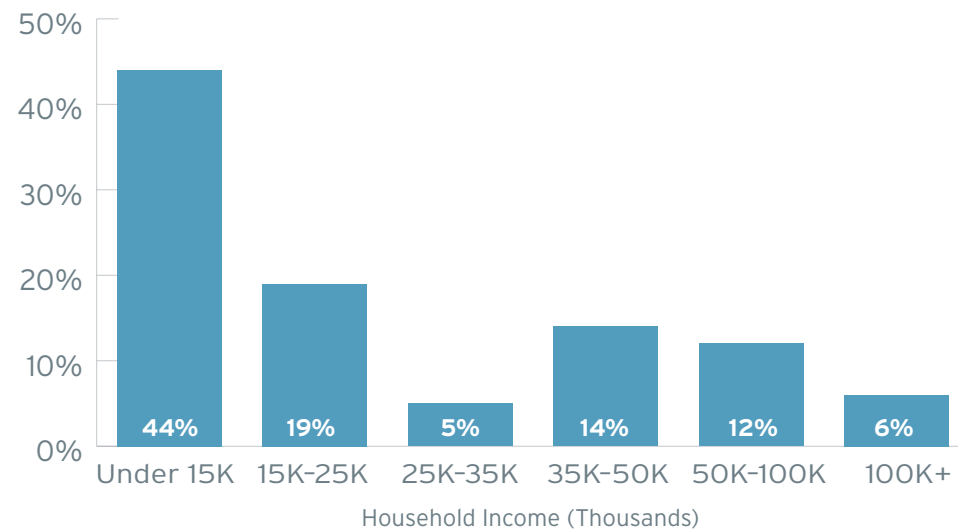


**\$15,856**  
Median Income

**\$24,464**  
Mean Income

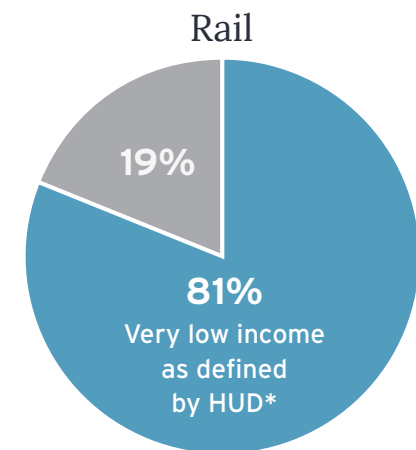


## Rail



**\$20,748**  
Median Income

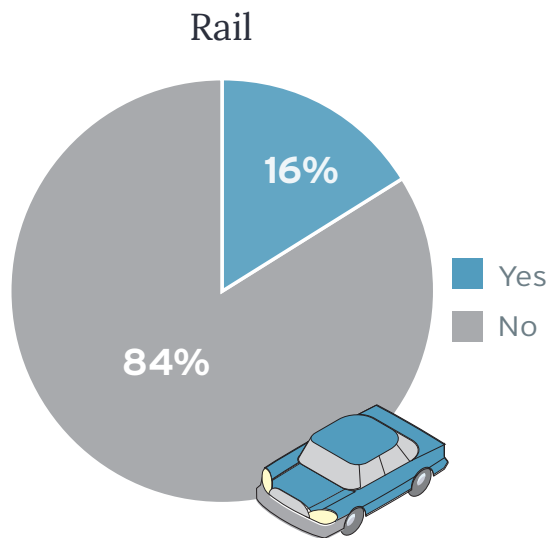
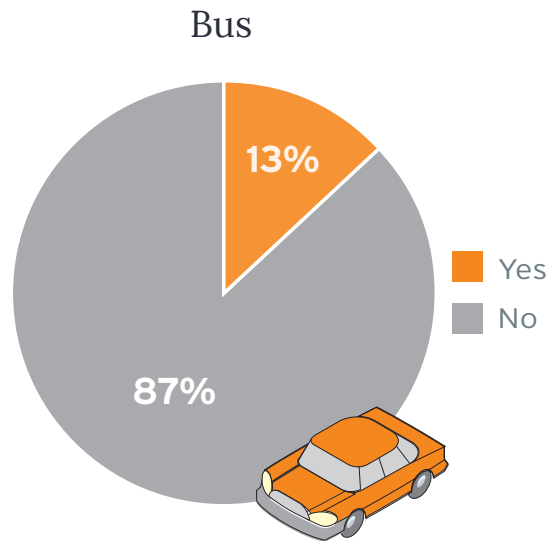
**\$32,166**  
Mean Income



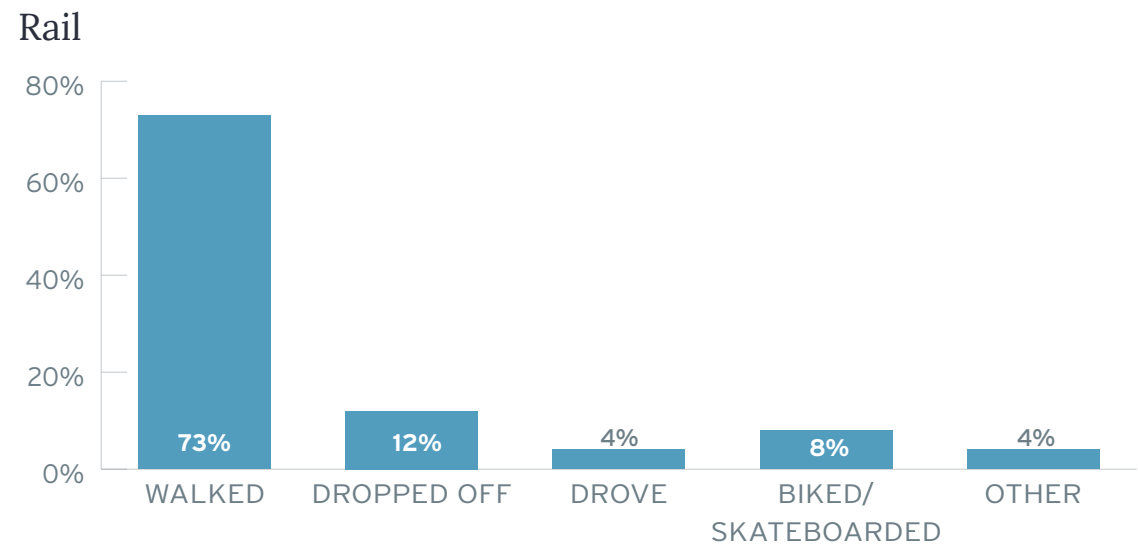
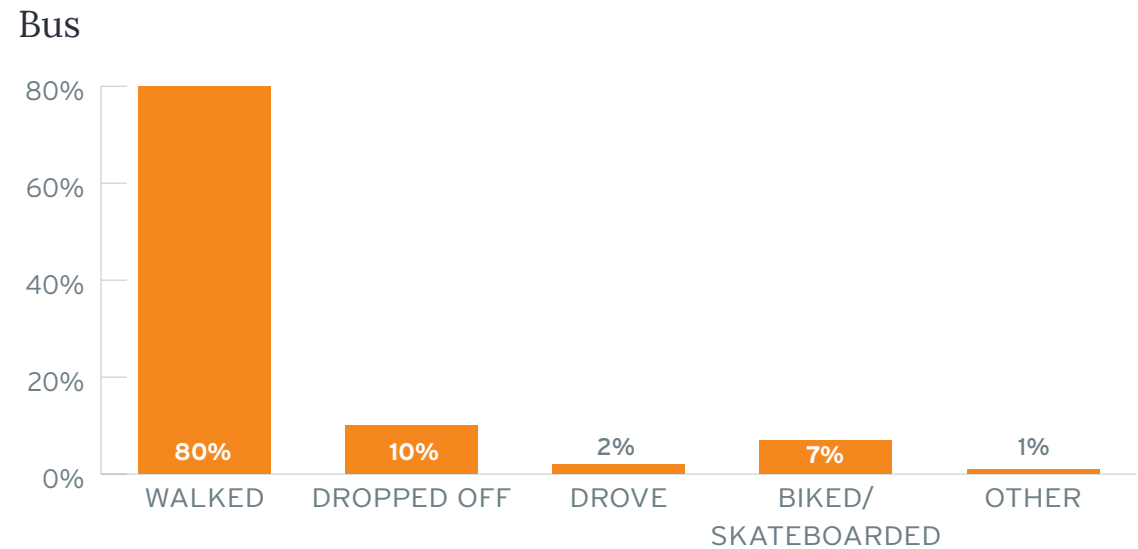
\*United States Department of Housing and Urban Development

## Trip Profile

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

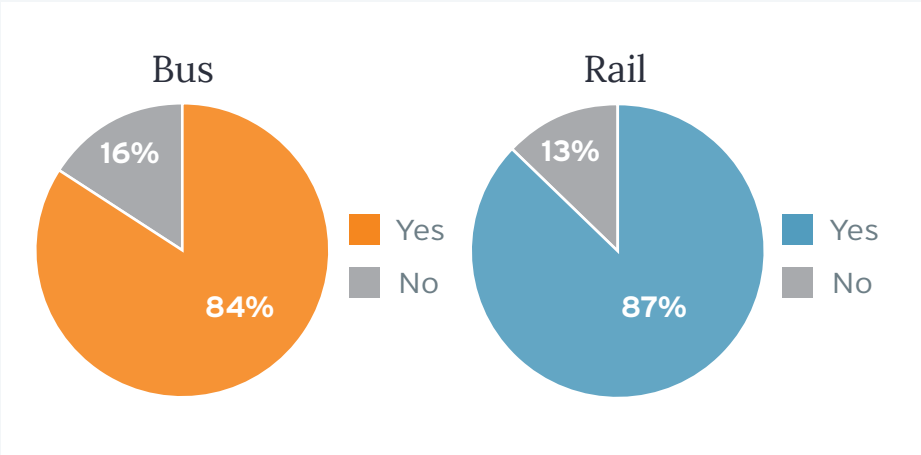


How did you get to the **FIRST** bus or train of **THIS** trip?

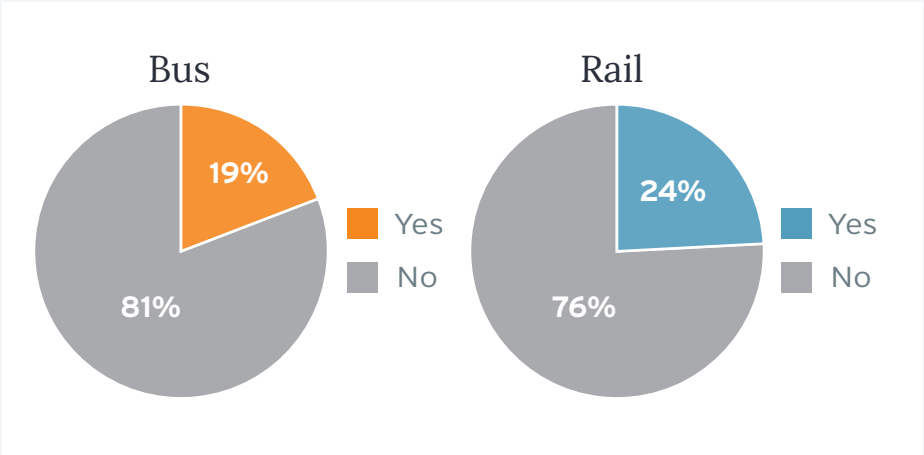


# Internet Access

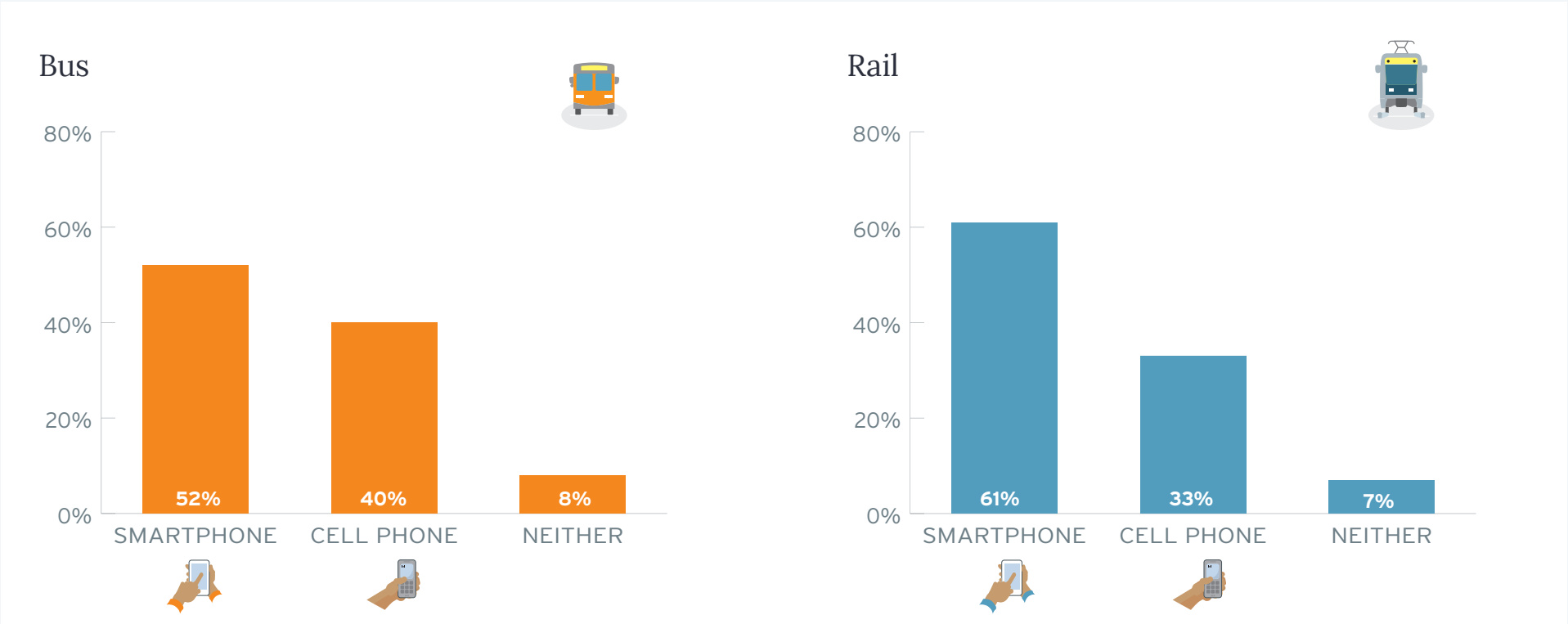
Do you or any member of your household have access to the internet?



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

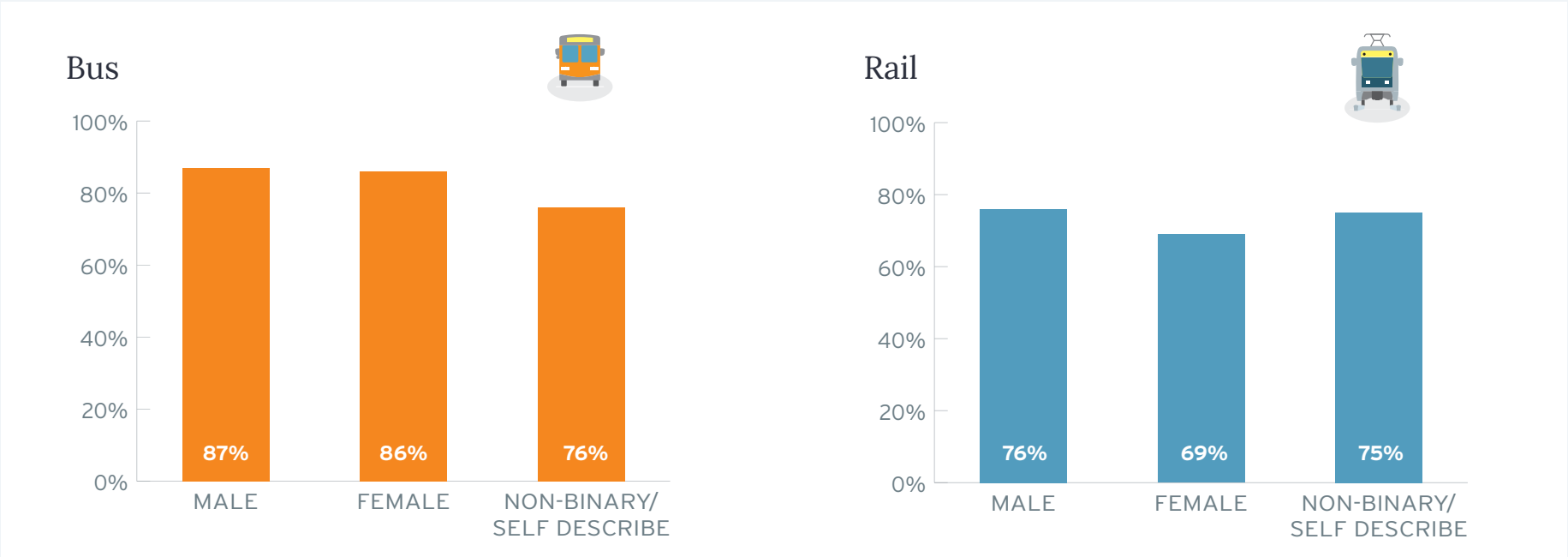


What type of mobile device do you own?

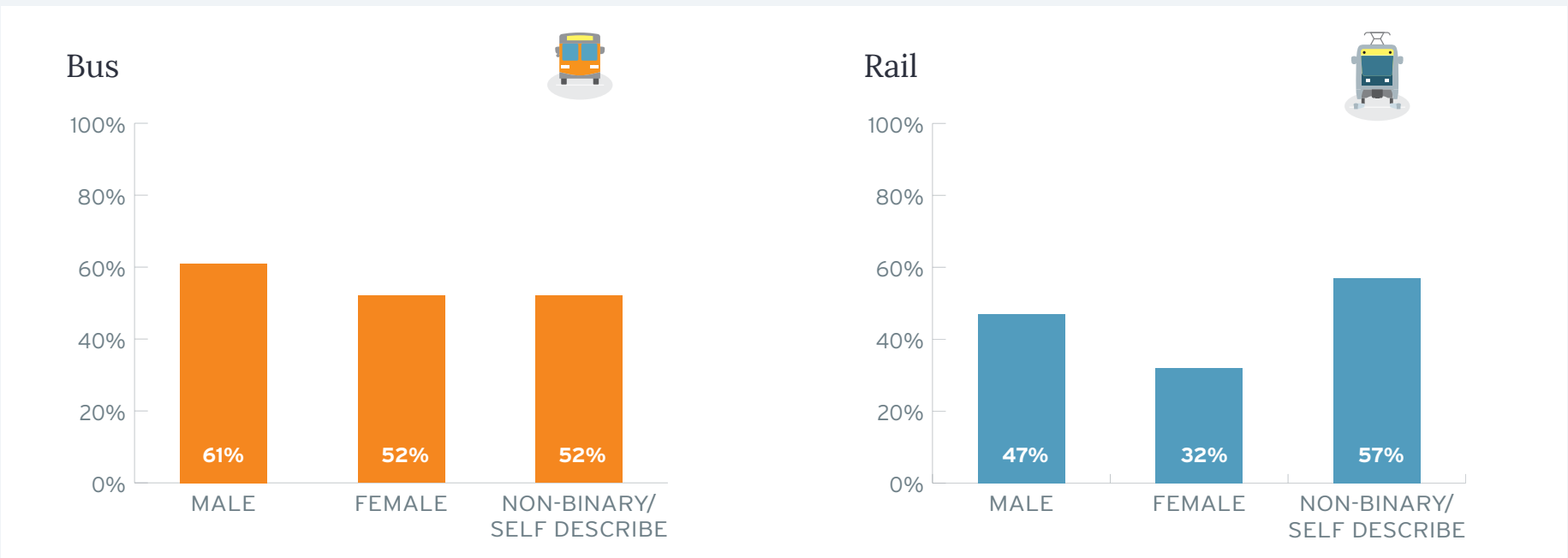


# Safety by Gender Identity

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**.

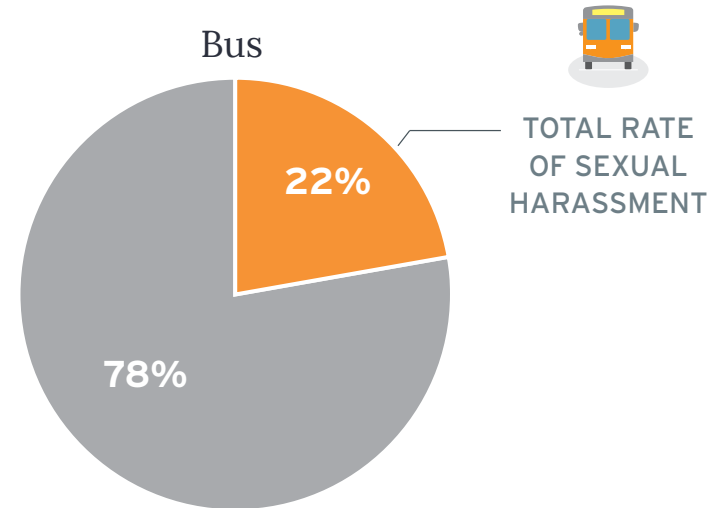
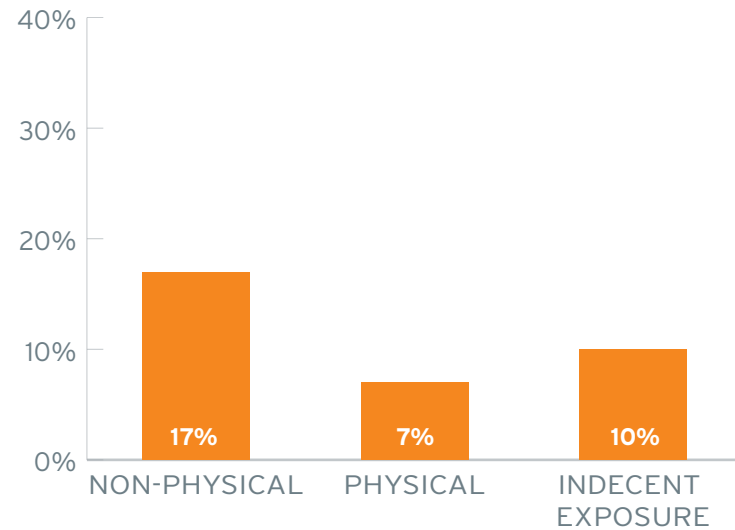




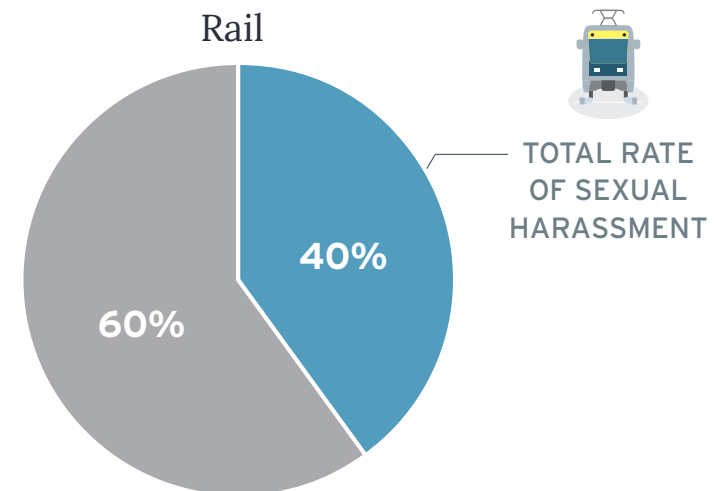
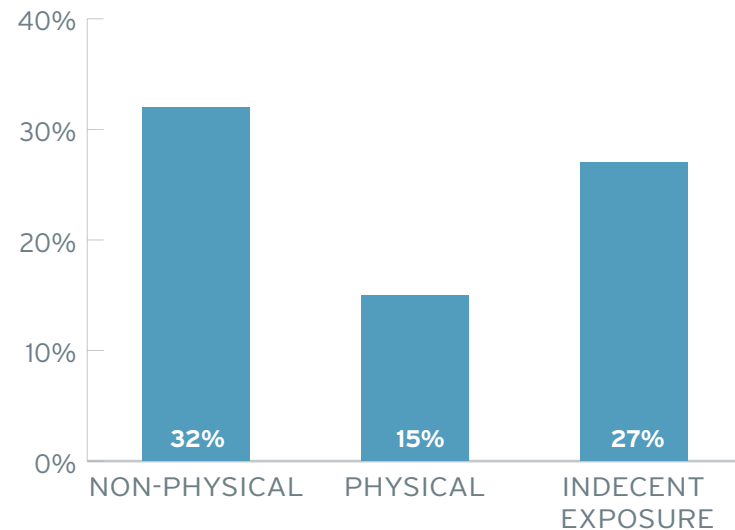
## Sexual Harassment

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

### Bus

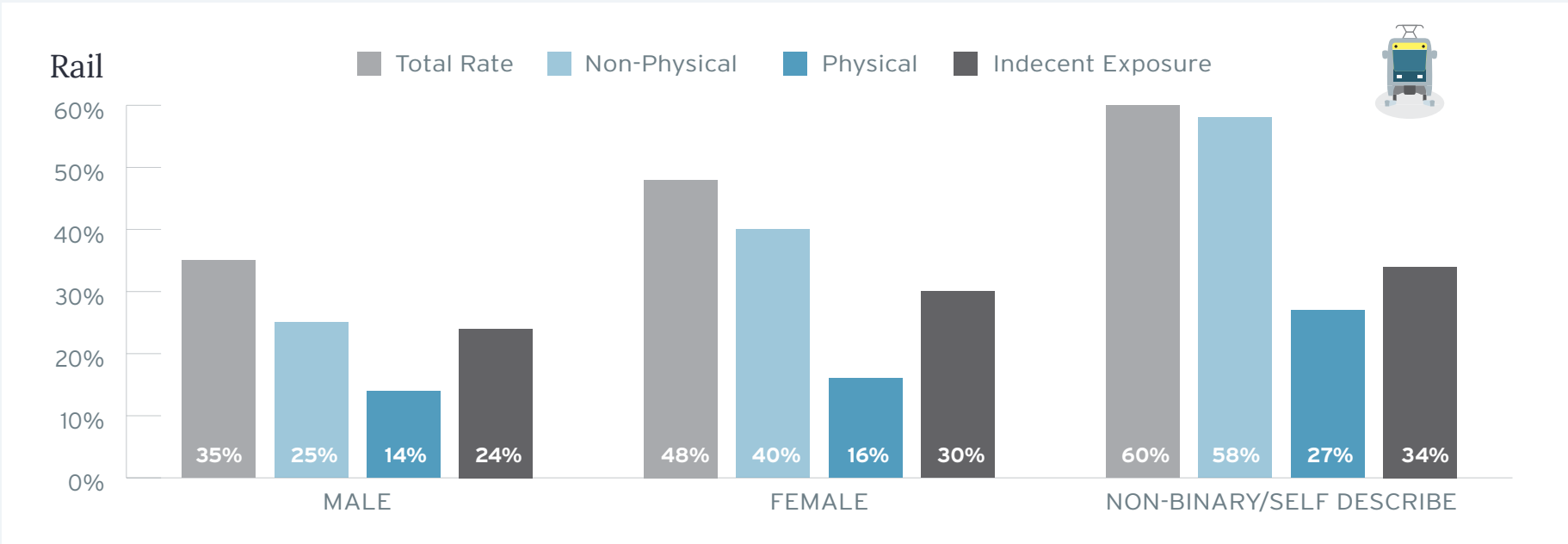
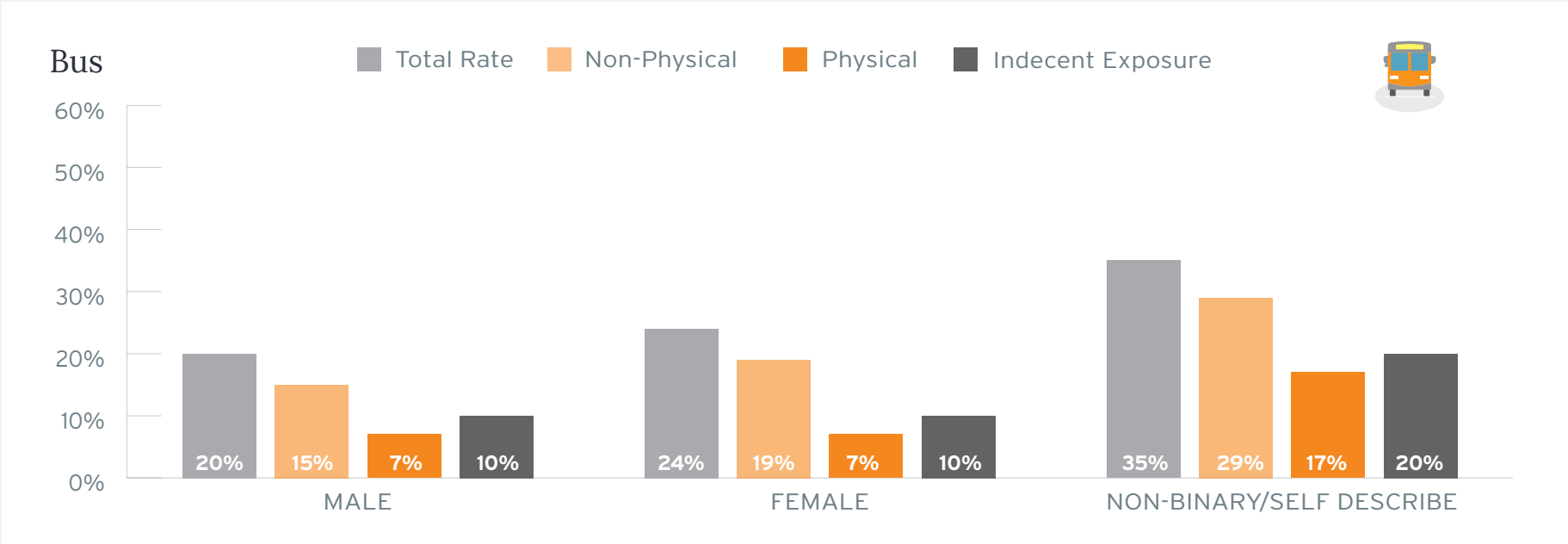


### Rail

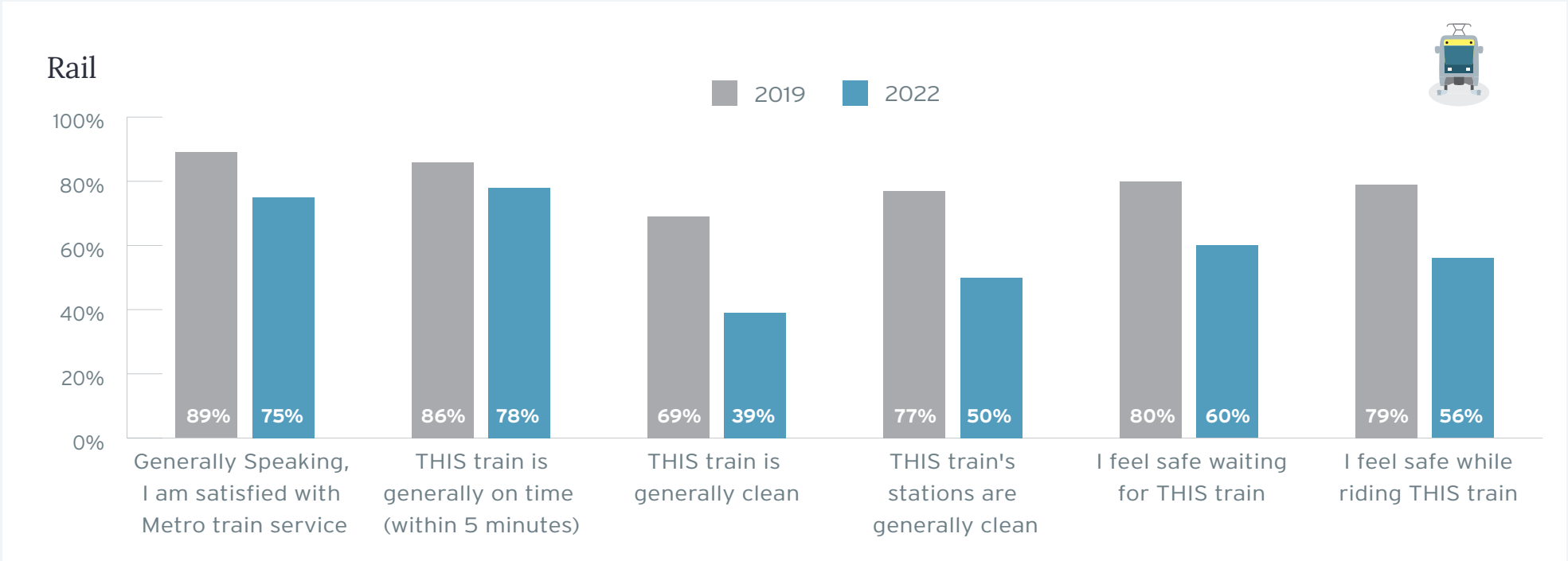
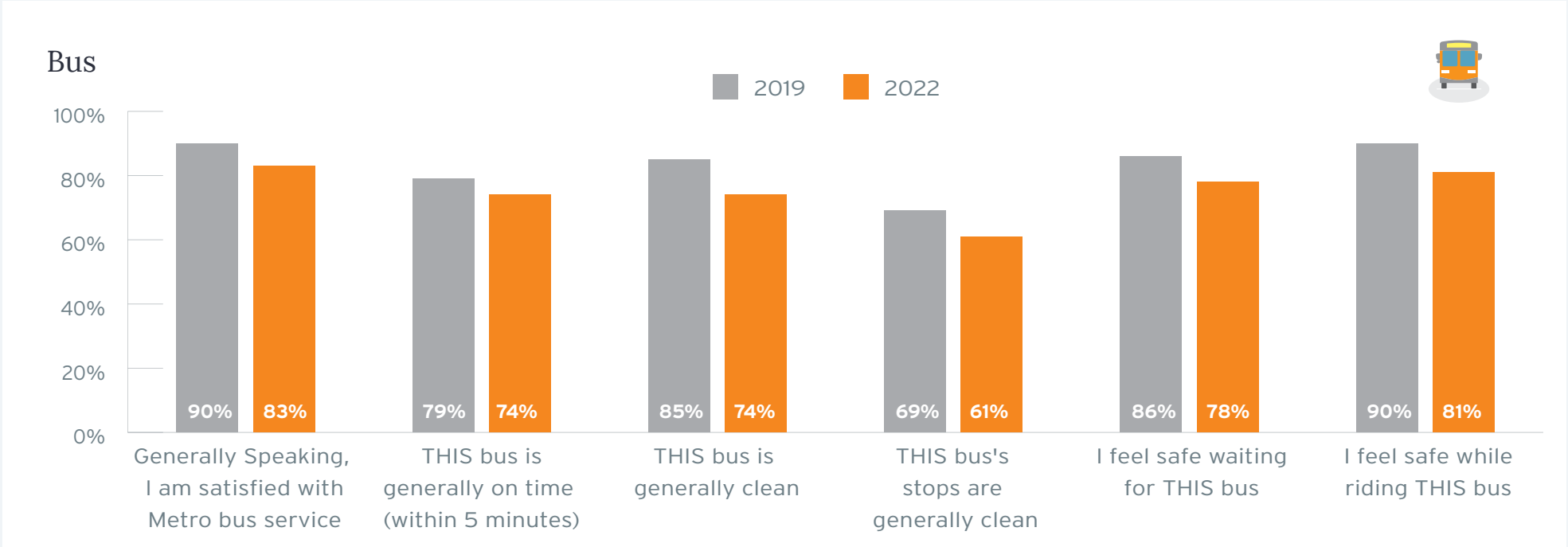


# Sexual Harassment by Gender Identity

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

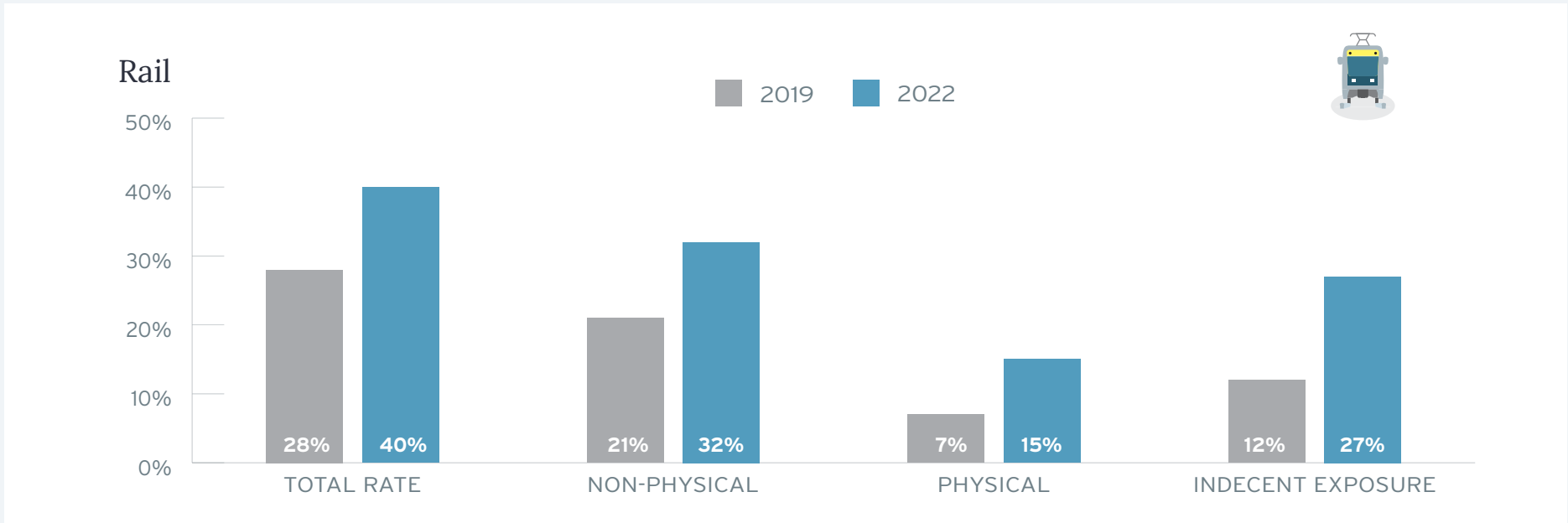
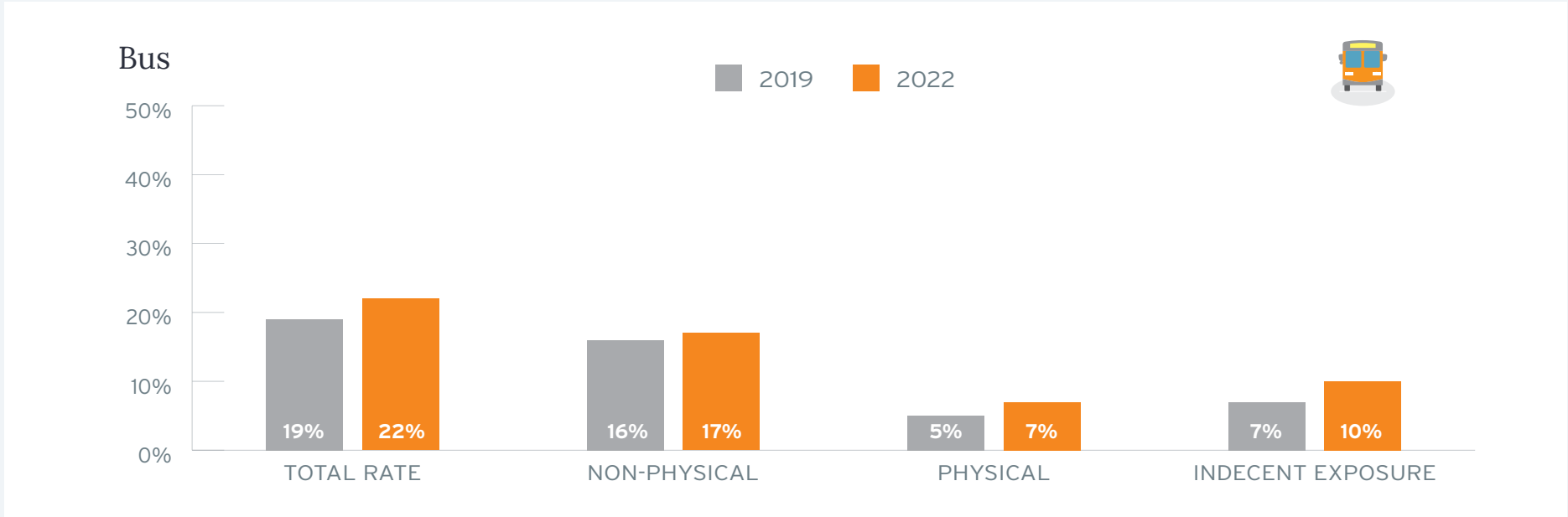


# 2019-2022 Bus and Rail Satisfaction Changes



# 2019-2022 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?



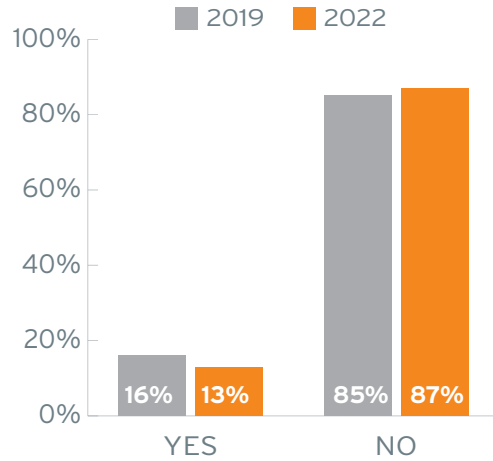
# 2019-2022 Car Ownership, Median Income, and Poverty for Bus and Rail

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

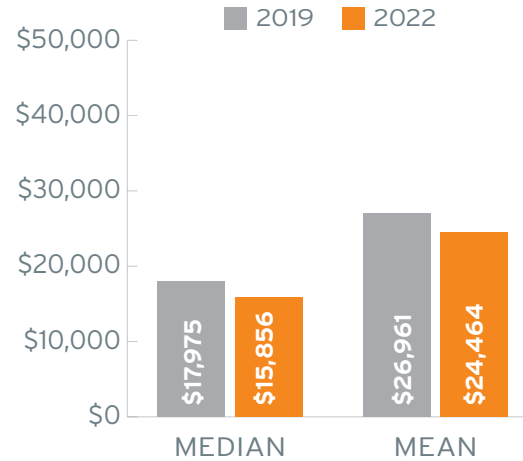
Household's total annual earnings?

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

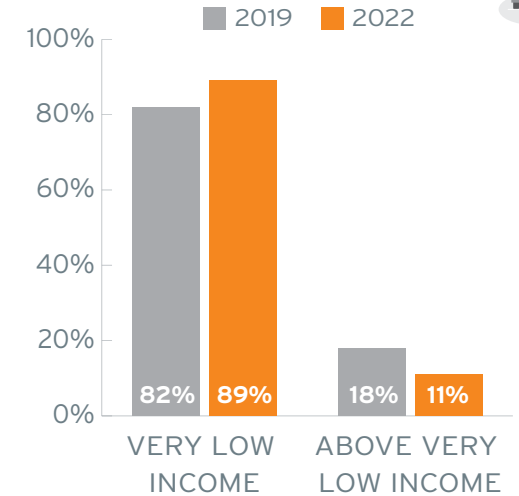
## Bus



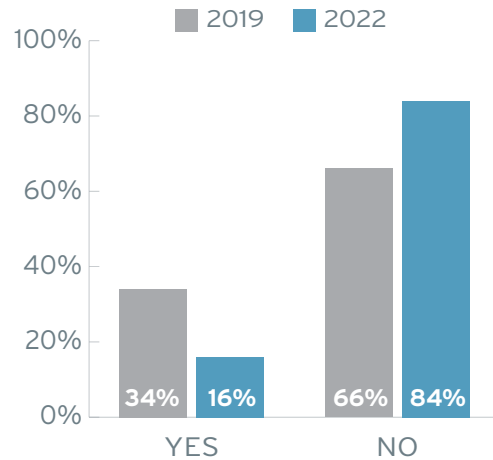
## Bus



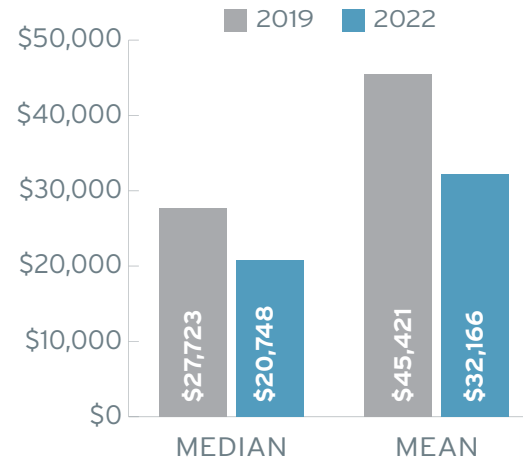
## Bus



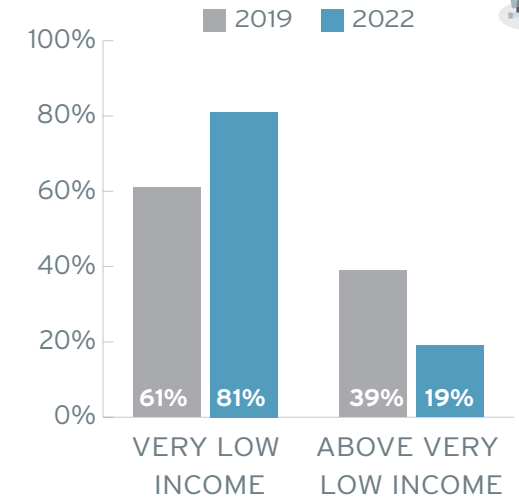
## Rail



## Rail



## Rail

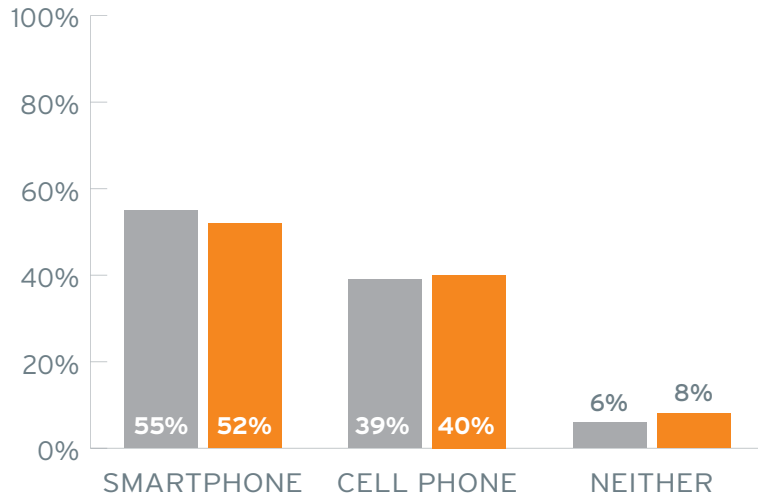


# 2019-2022 Smartphone and Internet Access for Bus and Rail

What type of mobile device do you own?

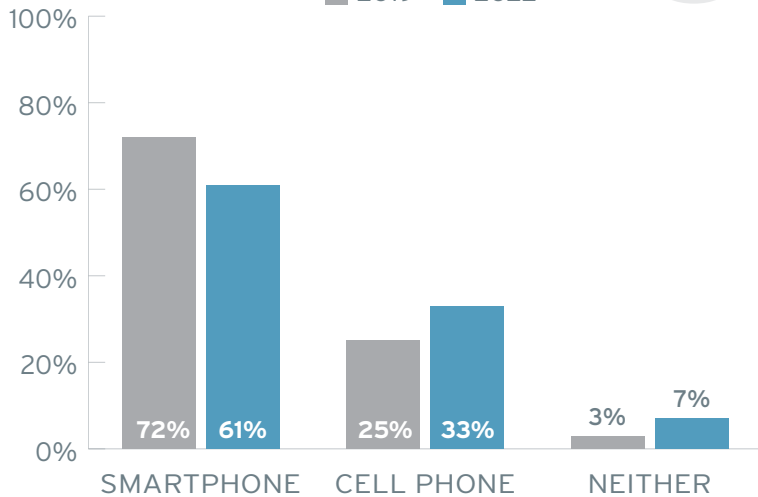
Bus

2019 2022



Rail

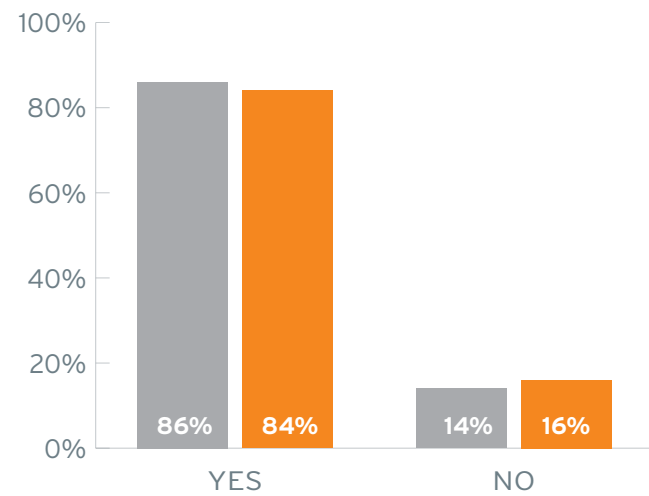
2019 2022



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

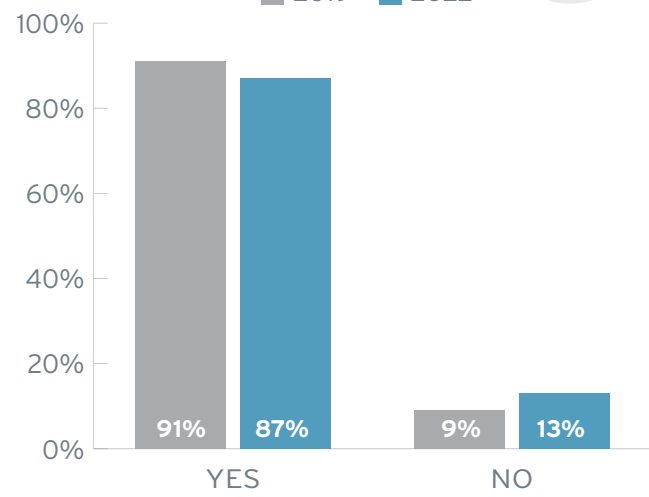
Bus

2019 2022



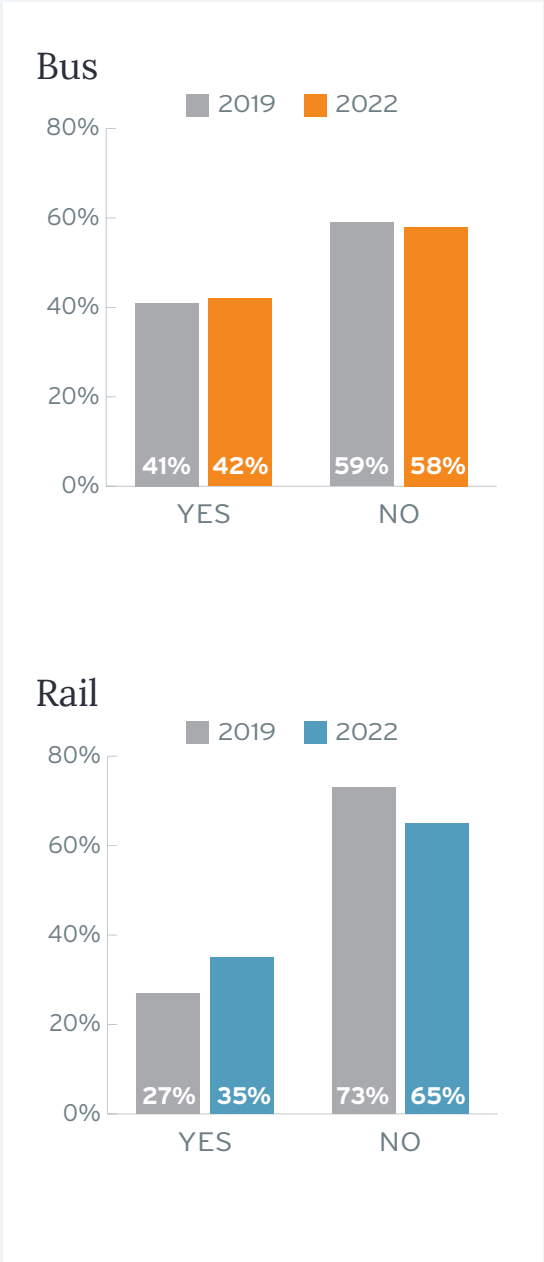
Rail

2019 2022

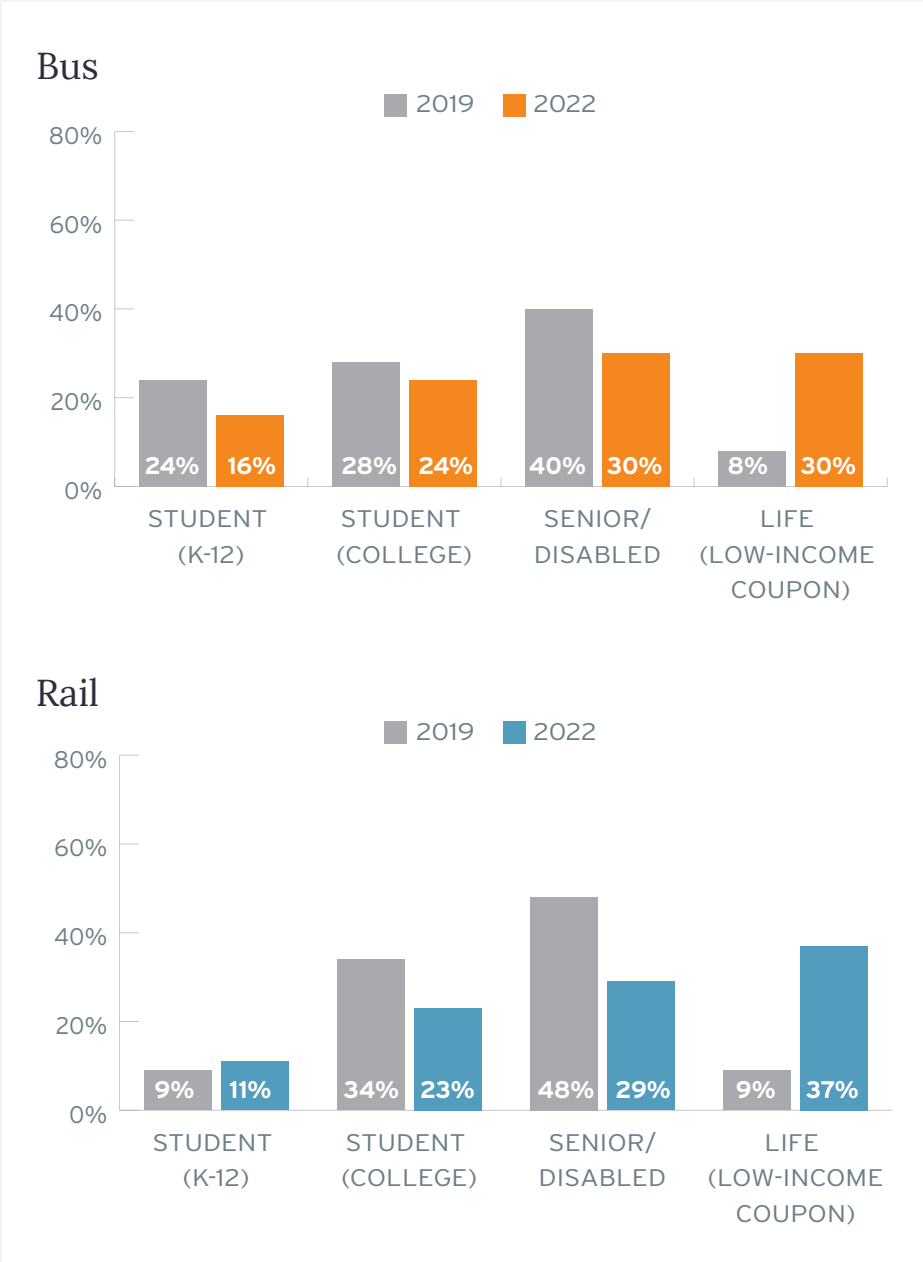


# 2019-2022 LIFE Program

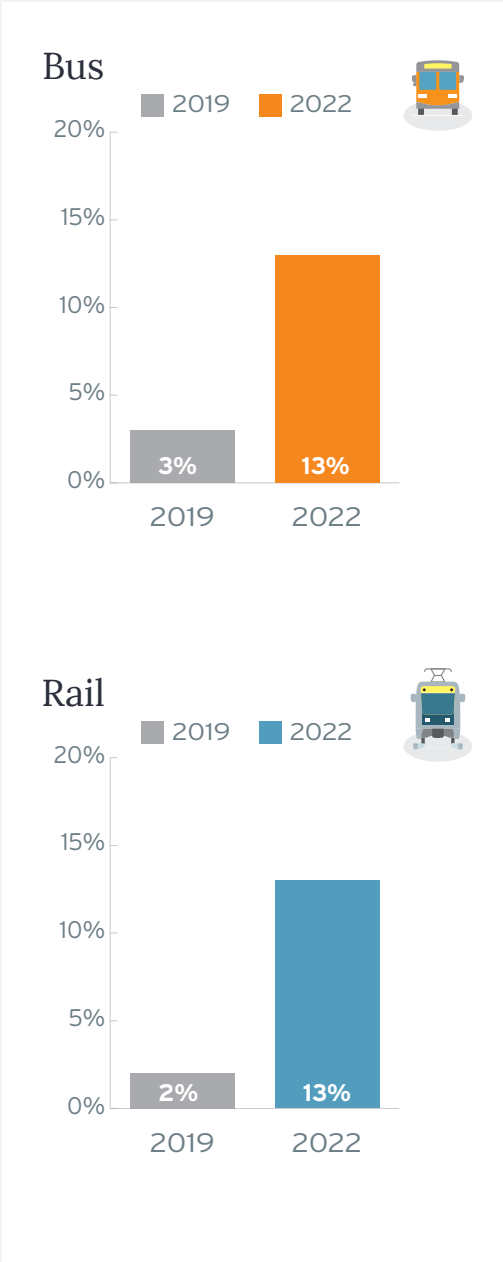
Did you receive a discount on your fare?



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



Percentage of Riders Using LIFE Coupon





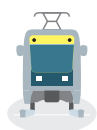
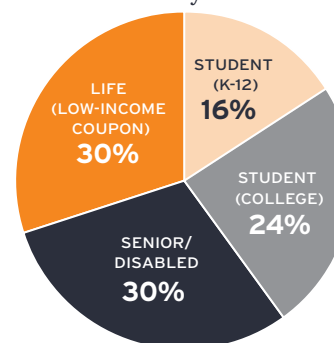
## Bus 2022 LIFE Program

Did you receive a discount on your fare?

■ NO    ■ YES



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



## Rail 2022 LIFE Program

Did you receive a discount on your fare?

■ NO    ■ YES



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

