

**BUS ONLY results derived from the Fall '24 On-Board Customer Satisfaction Survey
(Conducted October-December 2024)**

Bus Only Sample Size

N = 16,012

Systemwide: Availability of accurate bus arrival info

	Percent
Very Satisfied	26%
Satisfied	55%
Total Satisfied	81%
Dissatisfied	13%
Very Dissatisfied	7%
Total Dissatisfied	19%
Total	100%

Systemwide: How long it takes to get where I am going

	Percent
Very Satisfied	22%
Satisfied	53%
Total Satisfied	75%
Dissatisfied	18%
Very Dissatisfied	7%
Total Dissatisfied	25%
Total	100%

Systemwide: Comfort of riding Metro bus

	Percent
Very Satisfied	23%
Satisfied	53%
Total Satisfied	75%
Dissatisfied	18%
Very Dissatisfied	7%
Total Dissatisfied	25%
Total	100%

Systemwide: Ease of fare payment

	Percent
Very Satisfied	32%
Satisfied	51%
Total Satisfied	83%
Dissatisfied	11%
Very Dissatisfied	6%
Total Dissatisfied	17%
Total	100%

Systemwide: Safety from crime

	Percent
Very Satisfied	17%
Satisfied	43%
Total Satisfied	60%
Dissatisfied	25%
Very Dissatisfied	14%
Total Dissatisfied	40%
Total	100%

Systemwide: Thinking about your experiences during your entire journey door to door and all your interactions with Metro bus, how satisfied are you with Metro bus?

	Percent
Very Satisfied	27%
Satisfied	55%
Total Satisfied	82%
Dissatisfied	13%
Very Dissatisfied	5%
Total Dissatisfied	18%
Total	100%

Systemwide: How well Metro addresses homelessness on buses

	Percent
Very Satisfied	15%
Satisfied	40%
Total Satisfied	55%
Dissatisfied	26%
Very Dissatisfied	19%
Total Dissatisfied	45%
Total	100%

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Line: Satisfaction with THIS bus line

	Percent
Very Satisfied	29%
Satisfied	55%
Total Satisfied	84%
Dissatisfied	10%
Very Dissatisfied	6%
Total Dissatisfied	16%
Total	100%

Line: Safety while waiting for THIS bus DURING THE DAY

	Percent
Very Satisfied	23%
Satisfied	52%
Total Satisfied	74%
Dissatisfied	17%
Very Dissatisfied	9%
Total Dissatisfied	26%
Total	100%

Line: How often THIS bus is on time

	Percent
Very Satisfied	25%
Satisfied	51%
Total Satisfied	76%
Dissatisfied	18%
Very Dissatisfied	6%
Total Dissatisfied	24%
Total	100%

Line: Safety while waiting for THIS bus AT NIGHT

	Percent
Very Satisfied	16%
Satisfied	38%
Total Satisfied	54%
Dissatisfied	30%
Very Dissatisfied	17%
Total Dissatisfied	47%
Total	100%

Line: Cleanliness inside THIS bus

	Percent
Very Satisfied	21%
Satisfied	50%
Total Satisfied	70%
Dissatisfied	20%
Very Dissatisfied	10%
Total Dissatisfied	30%
Total	100%

Line: Safety while riding THIS bus DURING THE DAY

	Percent
Very Satisfied	24%
Satisfied	53%
Total Satisfied	77%
Dissatisfied	15%
Very Dissatisfied	8%
Total Dissatisfied	24%
Total	100%

Line: Cleanliness of THIS bus' stops

	Percent
Very Satisfied	17%
Satisfied	43%
Total Satisfied	60%
Dissatisfied	26%
Very Dissatisfied	14%
Total Dissatisfied	40%
Total	100%

Line: Safety while riding THIS bus AT NIGHT

	Percent
Very Satisfied	17%
Satisfied	39%
Total Satisfied	56%
Dissatisfied	29%
Very Dissatisfied	16%
Total Dissatisfied	44%
Total	100%

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What is the purpose of THIS Metro bus trip?

	Percent
Work Commute	57%
School Commute	15%
Errands	14%
Leisure	4%
Other	10%
Total	100%

How did you pay for THIS one-way trip?

	Percent
TAP card	53%
TAP app on phone	17%
Apply Pay	3%
Cash	27%
Total	100%

Did you receive a discount on your fare?

	Percent
Yes	33%
No	67%
Total	100%

If yes, what type of discount did you receive?

	Percent
U-Pass	12%
GoPass	11%
Student (K-12)	12%
Student (college/vocational)	13%
Senior/Disabled/Medicare	23%
LIFE (low-income coupon)	20%
Employer Pass	4%
Access	6%
Total	100%

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

	Percent
I have an unlimited pass so fare capping doesn't apply to me	26%
I rarely reach the 1-day fare cap threshold or 7-day fare cap threshold	24%
I regularly hit the 1-day fare cap threshold, but not the 7-day fare cap threshold	9%
I regularly hit the 7-day fare cap threshold, but not the 1-day fare cap threshold	7%
I regularly hit the 1-day fare cap threshold and the 7-day fare cap threshold	5%
I pay with cash so fare capping doesn't apply to me	30%
Total	100%

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Do you own a:

	Percent
Smartphone (i.e. iPhone or Android)	69%
Cell Phone	27%
I own neither	4%
Total	100%

Do you have regular access to the internet while at home?

	Percent
Yes	80%
No	20%
Total	100%

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

	Percent
Total Rate	28%
Non-physical	19%
Physical	8%
Indecent Exposure	16%

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

	Percent
Non-physical, Physical, and/or Indecent exp.	21%
Indecent Exposure Only	7%
No Sexual Harassment	72%
Total	100%

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

	Percent
Walked	84%
Dropped Off	9%
Drove	2%
Biked	2%
Skateboarded	2%
Other	1%
Total	100%

Do you have a car available to make THIS trip?

	Percent
Yes	13%
No	87%
Total	100%

Did you or will you have to transfer to complete THIS trip?

	Percent
Yes	50%
No	51%
Total	100%

Are you a person with disability?

	Percent
Yes	12%
No	88%
Total	100%

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How long have you been riding Metro buses/trains?

	Percent
Today is my first time	3%
Less than 1 year	16%
1-2 years	17%
3-4 years	20%
5 or more years	44%
Total	100%

How often do you ride Metro buses?

	Percent
Less than once a month	6%
1-3 days a month	7%
1-2 days a week	11%
3-4 days a week	24%
5 or more days a week	52%
Total	100%

If you are employed outside the home, how often do you usually telecommute

	Percent
Never/Almost Never	41%
1-3 days a month	9%
1-2 days a week	8%
3-4 days a week	12%
5 or more days a week	22%
I am a stay-at-home caregiver/parent	2%
I am retired/un-employed/do not work	6%
Total	100%

What language did you complete the survey in?

	Percent
English	63%
Spanish	36%
Other	0%
Total	100%

What is your race/ethnicity?

	Percent
Hispanic/Latino	65%
Black/African American	16%
White/Caucasian	9%
Asian	6%
Pacific Islander	1%
Native American	1%
Other	2%
Total	100%

What is your gender identity?

	Percent
Male	51%
Female	47%
Non-binary	2%
Prefer to self-describe	1%
Total	100%

What is your age?

	Percent
< 18	8%
18-24	21%
25-34	27%
35-44	18%
45-54	12%
55-64	9%
65 or more	6%
Total	100%

Household's total annual earnings?

	Percent
Under \$5,000	27%
\$5,000-\$9,999	11%
\$10,000-\$14,999	10%
\$15,000-\$19,999	13%
\$20,000-\$24,999	11%
\$25,000-\$34,999	8%
\$35,000-\$49,999	8%
\$50,000-\$64,999	4%
\$65,000-\$79,999	3%
\$80,000-\$99,999	2%
\$100,000-\$149,999	1%
\$150,000 or more	1%
Total	100%

Household's total annual earnings?

	\$\$\$
Median	\$15,762
Mean	\$23,518

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

	Percent
Above "Very Low Income" threshold	8%
At or below "Very Low Income" threshold	92%
Total	100%