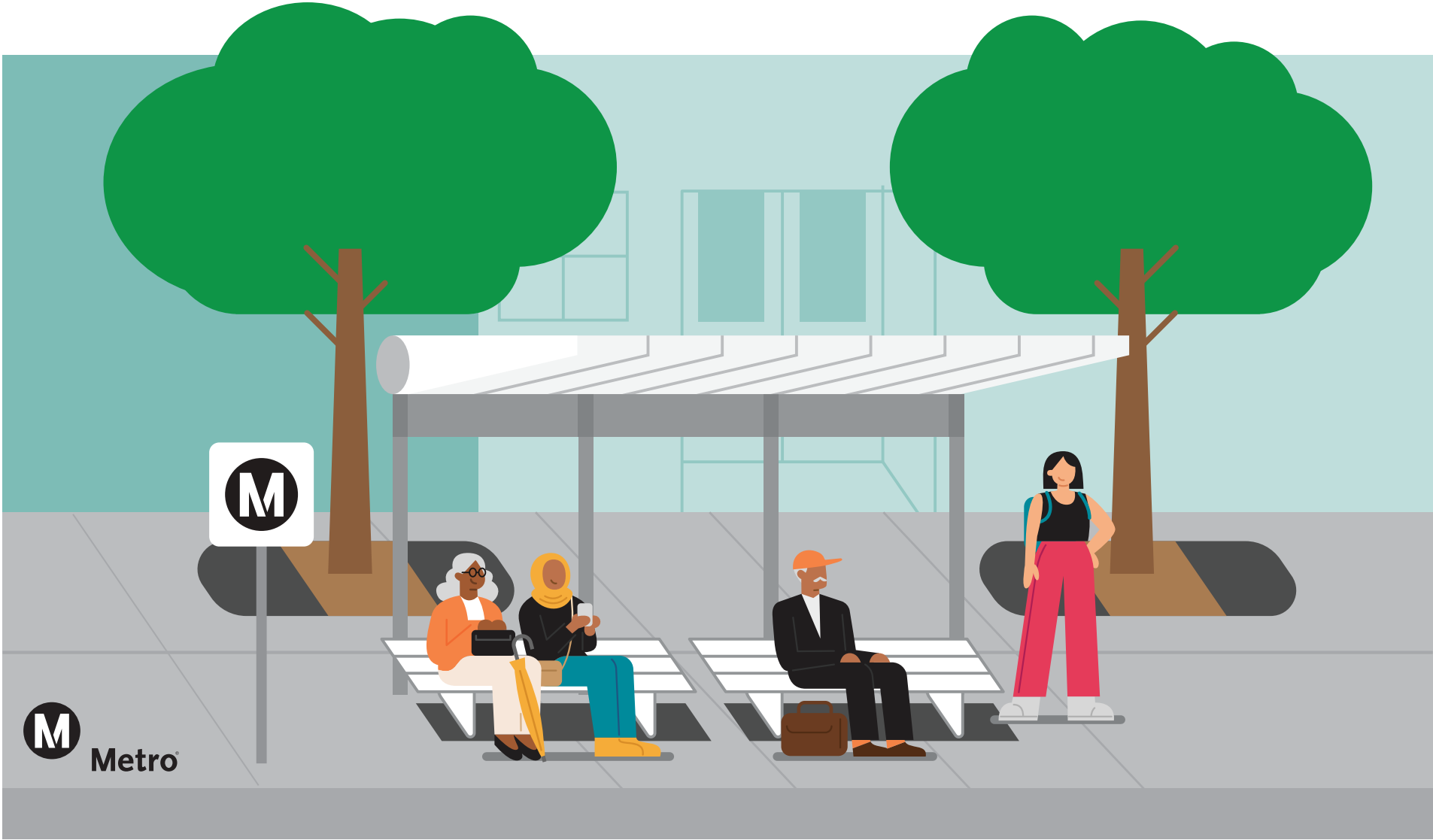


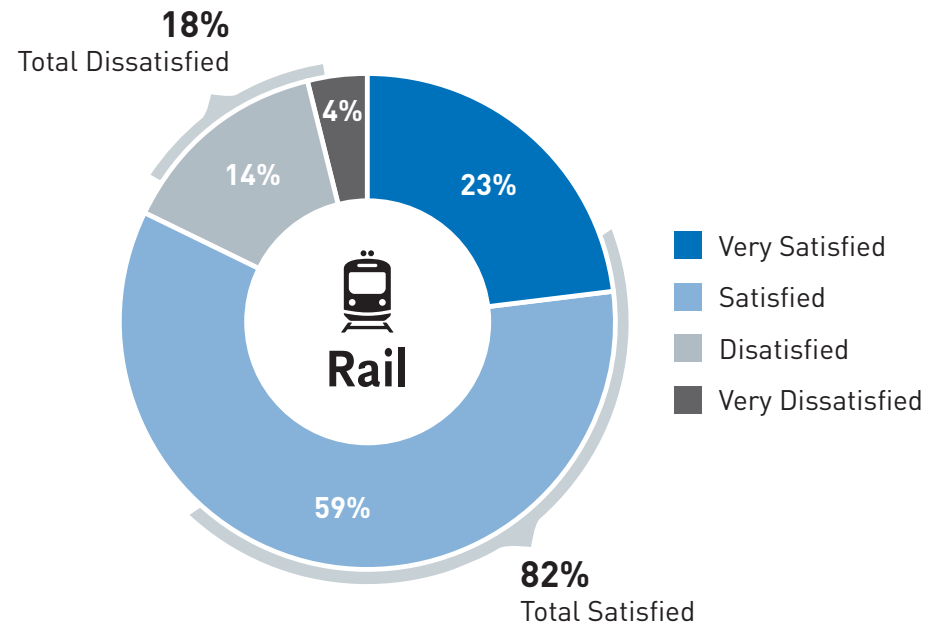
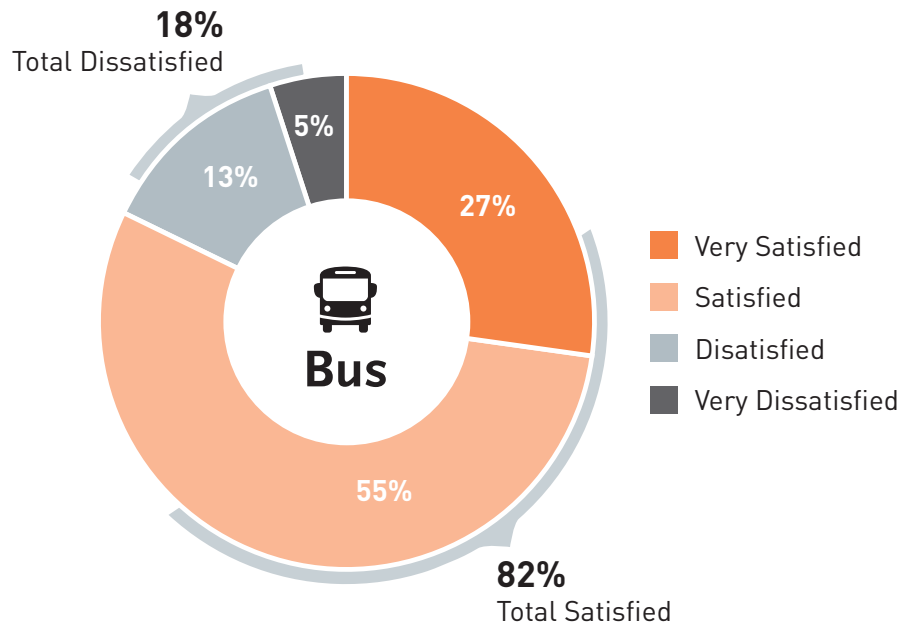
Fall '24 Onboard Survey Results

Every year Metro Research conducts a customer satisfaction survey onboard their buses and trains. In October-December of 2024 we received input from **20,126** riders like you! This is what they had to say.



Overall Satisfaction

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

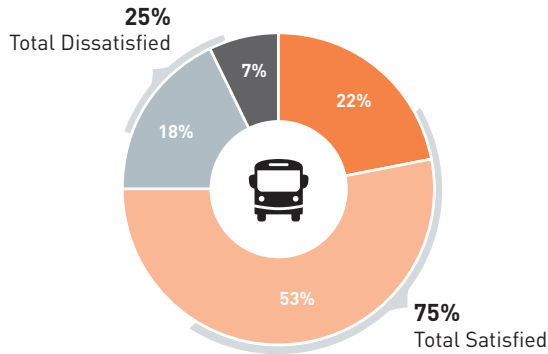


Overall Satisfaction

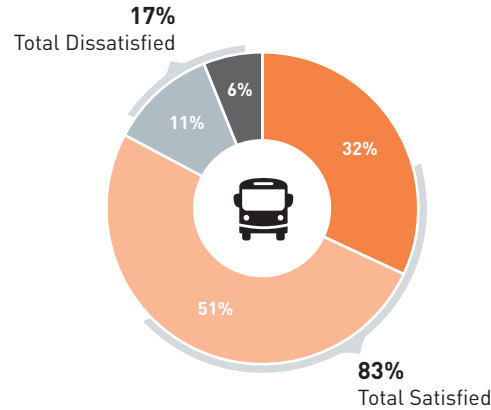
Bus

Very Satisfied Satisfied Dissatisfied Very Dissatisfied

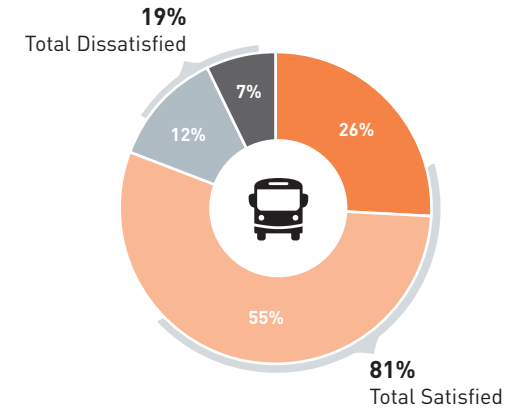
How long it takes to get where I am going



Ease of fare payment



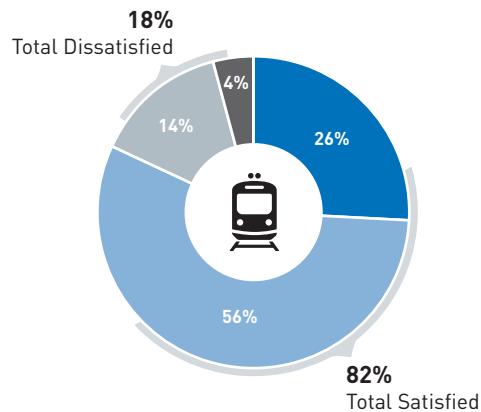
Availability of accurate bus arrival info



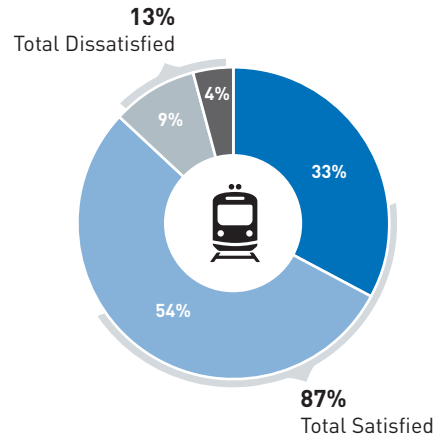
Rail

Very Satisfied Satisfied Dissatisfied Very Dissatisfied

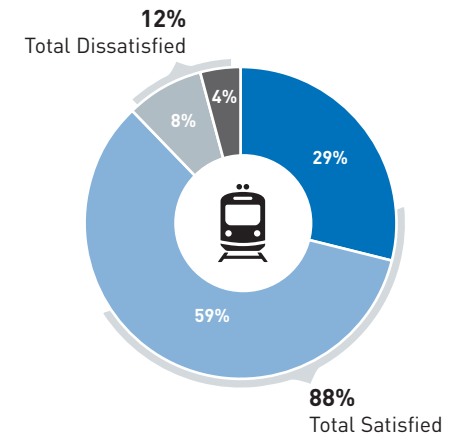
How long it takes to get where I am going



Ease of fare payment



Availability of accurate bus arrival info

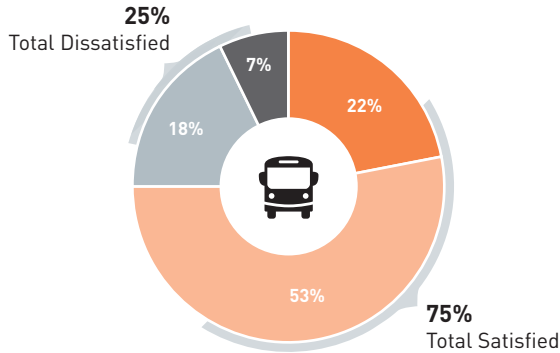


Overall Satisfaction

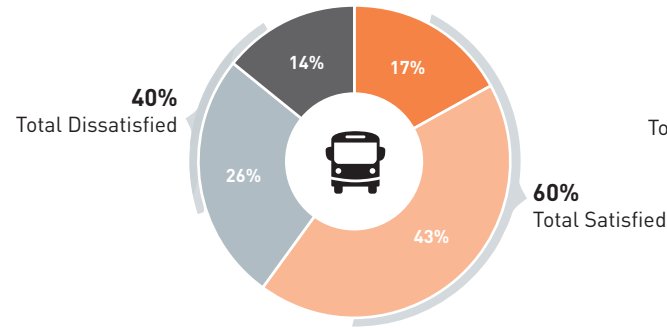
Bus

Very Satisfied Satisfied Dissatisfied Very Dissatisfied

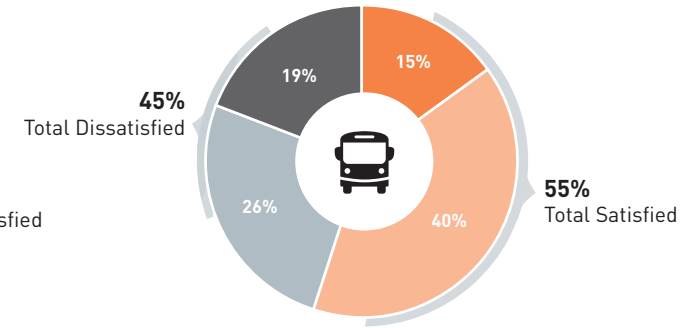
Comfort of riding Metro Bus



Safety from crime



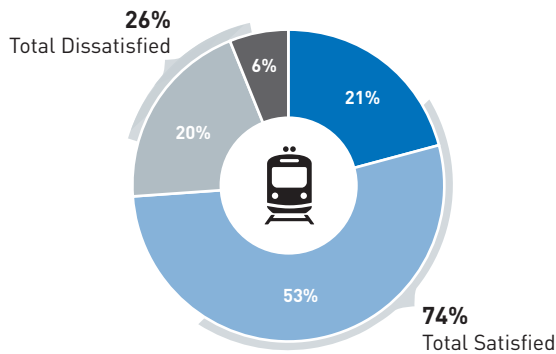
How well Metro addresses homelessness on buses



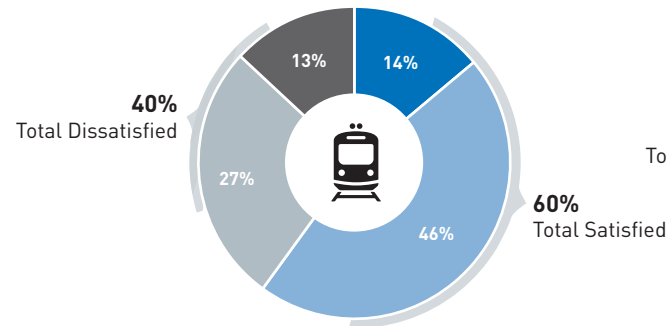
Rail

Very Satisfied Satisfied Dissatisfied Very Dissatisfied

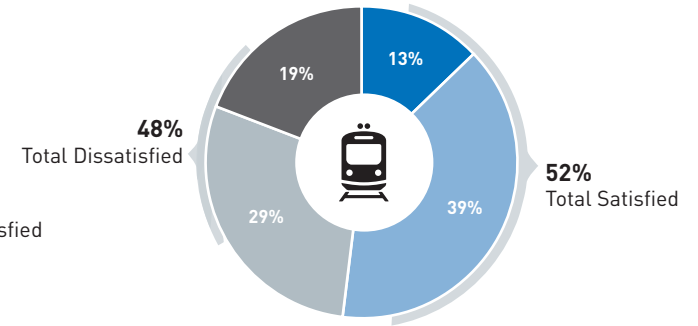
Comfort of riding Metro Rail



Safety from crime



How well Metro addresses homelessness on trains



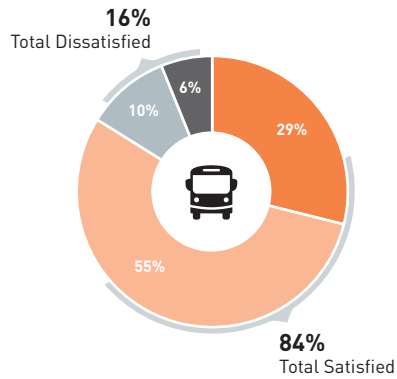
Customer Satisfaction



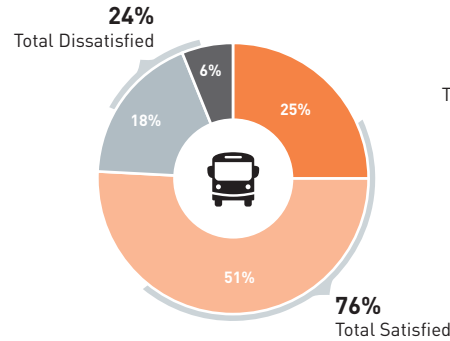
Bus

Very Satisfied Satisfied Dissatisfied Very Dissatisfied

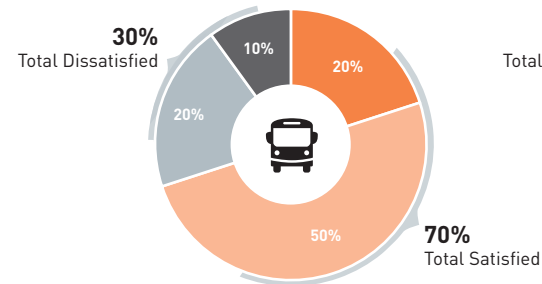
Satisfaction with THIS bus line



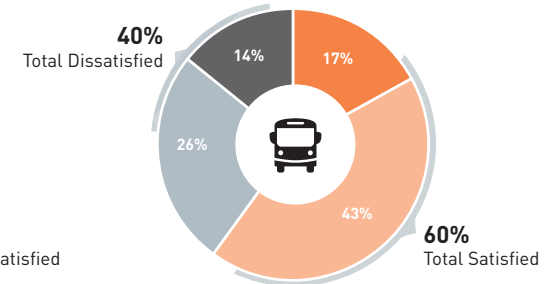
How often THIS bus is on time



Cleanliness inside THIS bus



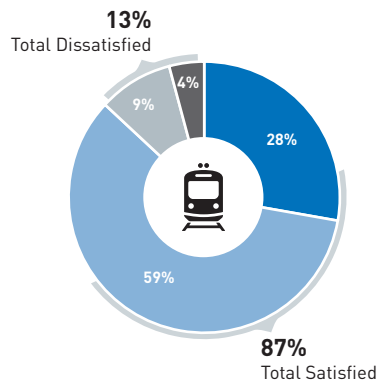
Cleanliness of THIS bus' stops



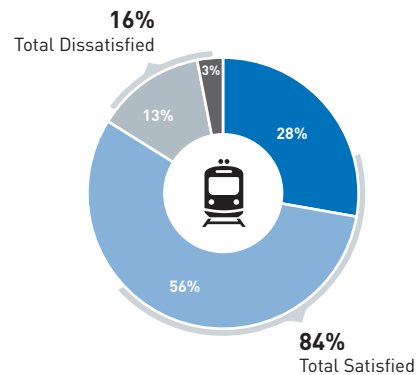
Rail

Very Satisfied Satisfied Dissatisfied Very Dissatisfied

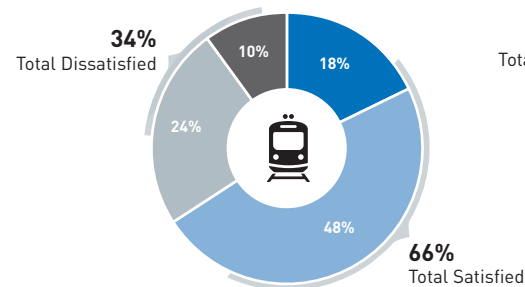
Satisfaction with THIS rail line



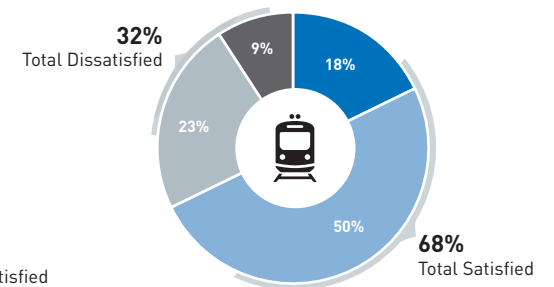
How often THIS train is on time



Cleanliness inside THIS train



Cleanliness of THIS train's stations



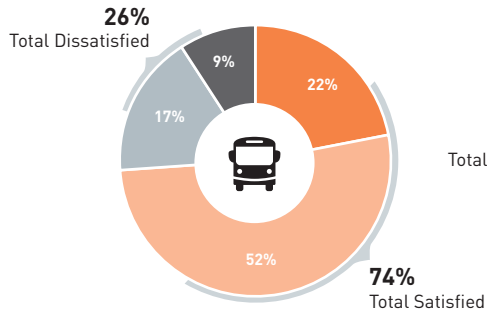
Safety



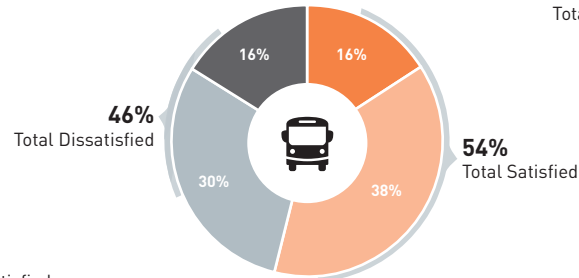
Bus

Very Satisfied Satisfied Dissatisfied Very Dissatisfied

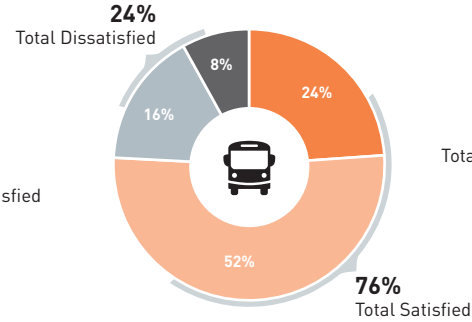
Safety while waiting for THIS bus DURING THE DAY



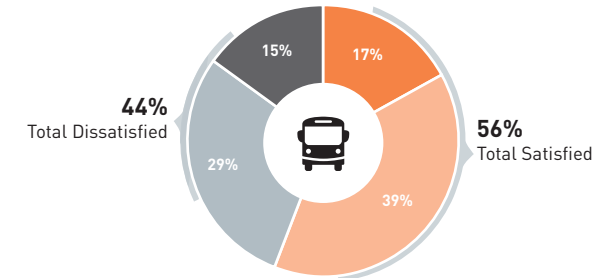
Safety while waiting for THIS bus AT NIGHT



Safety while riding THIS bus DURING THE DAY



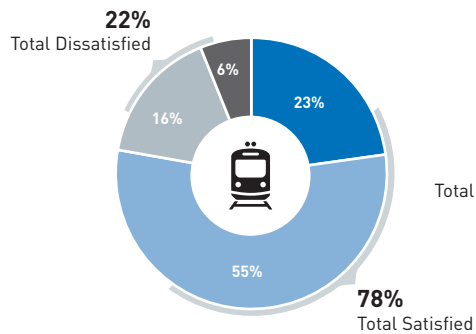
Safety while riding THIS bus AT NIGHT



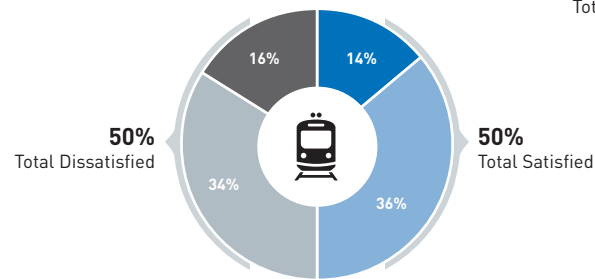
Rail

Very Satisfied Satisfied Dissatisfied Very Dissatisfied

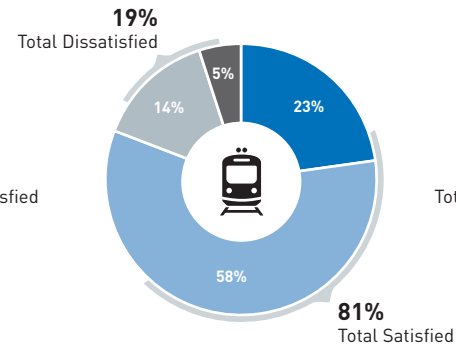
Safety while waiting for THIS train DURING THE DAY



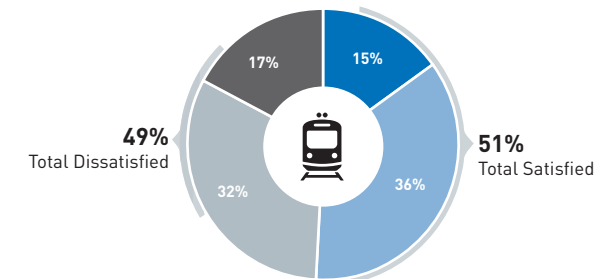
Safety while waiting for THIS train AT NIGHT



Safety while riding THIS train DURING THE DAY

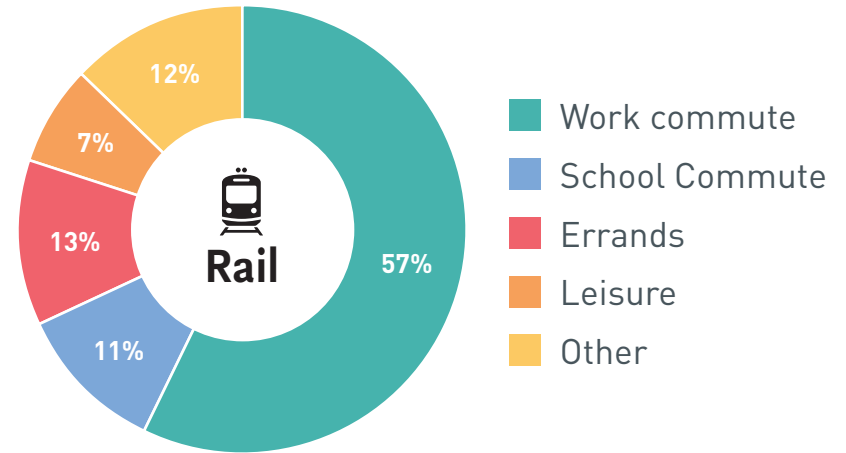
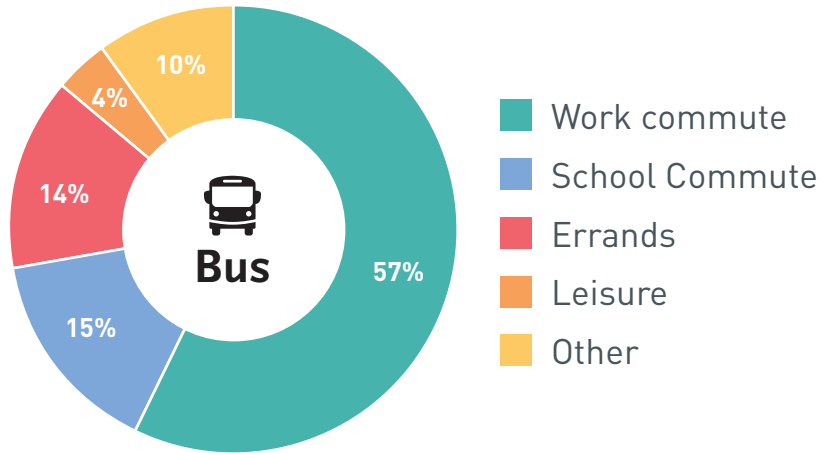


Safety while riding THIS train AT NIGHT

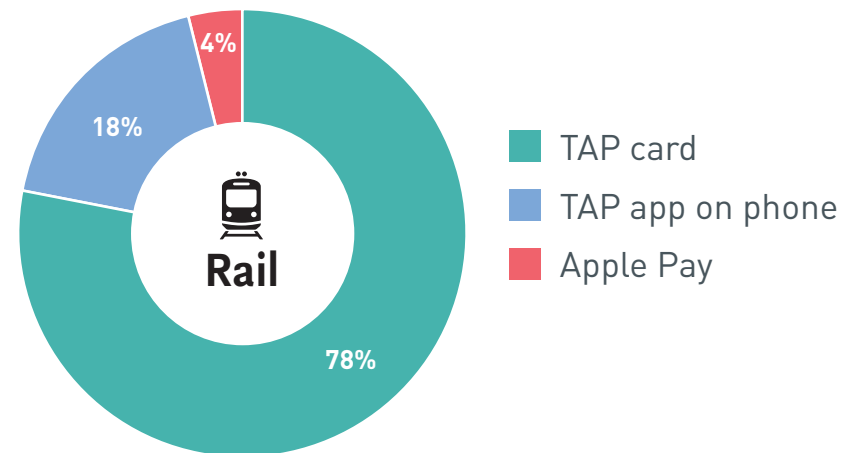
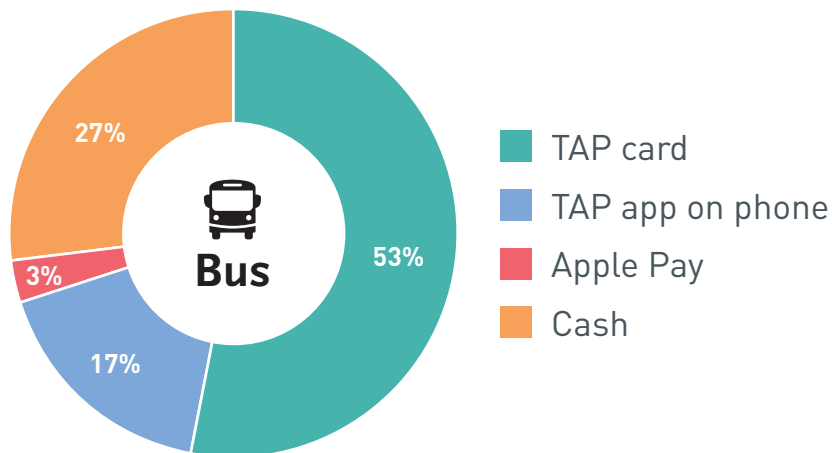


Trip Purpose and Fare Type

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



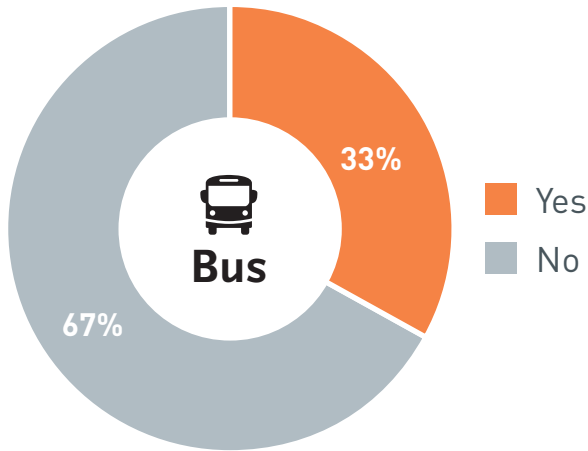
How did you pay for THIS one-way trip?



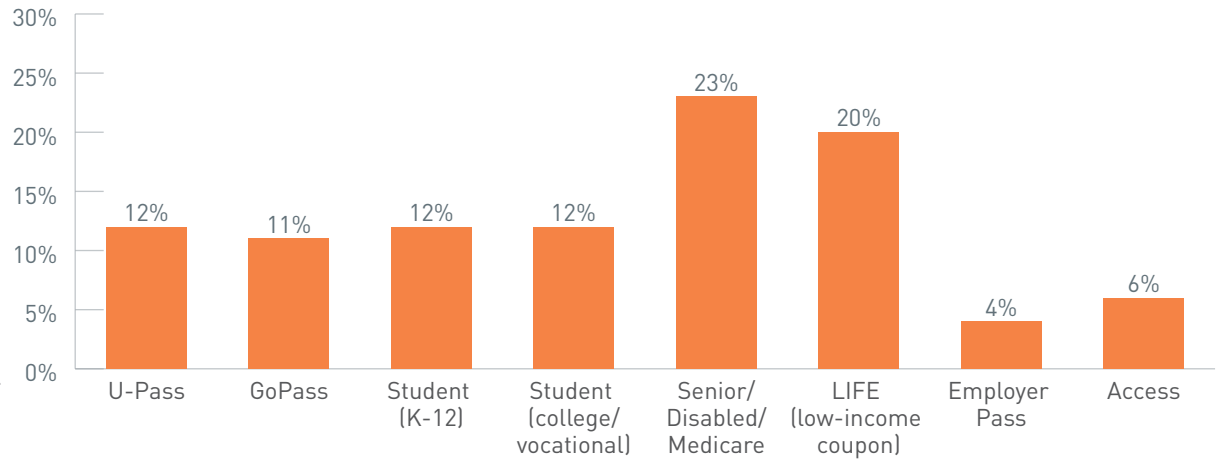
Fare Type



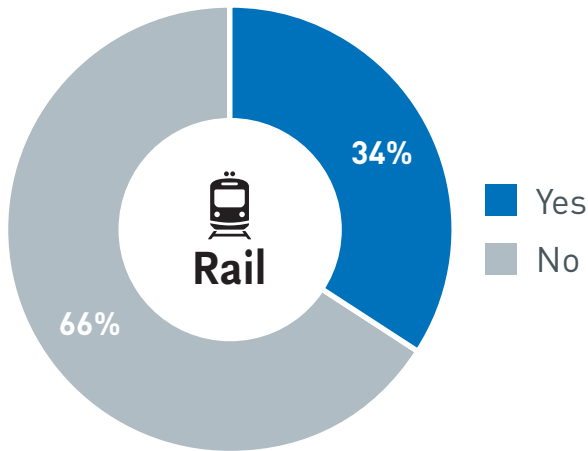
Did you receive a discount on your fare?



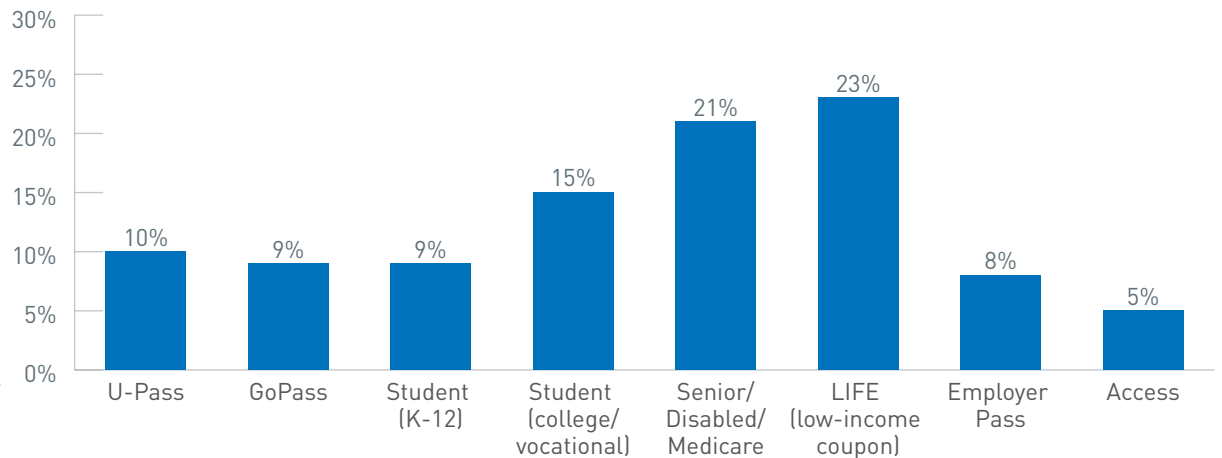
If yes, what type of discount did you receive?



Did you receive a discount on your fare?

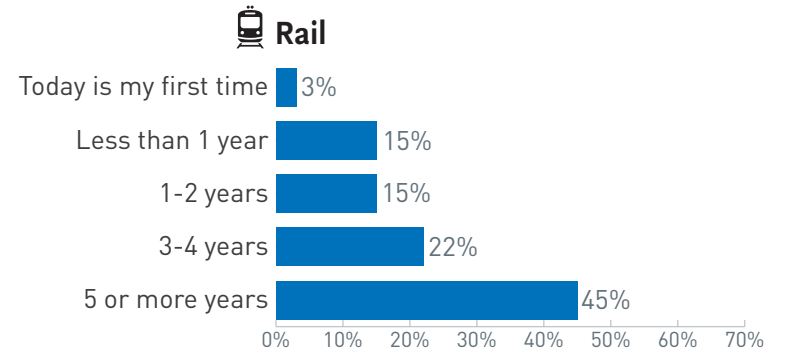
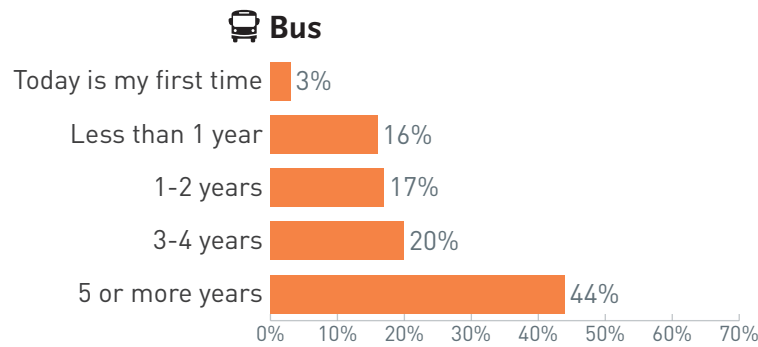


If yes, what type of discount did you receive?

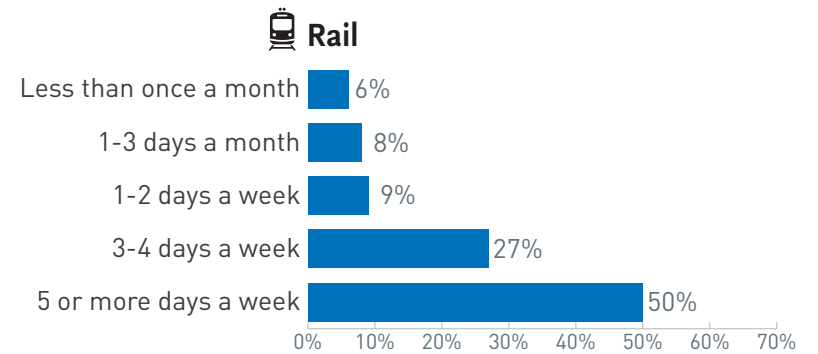
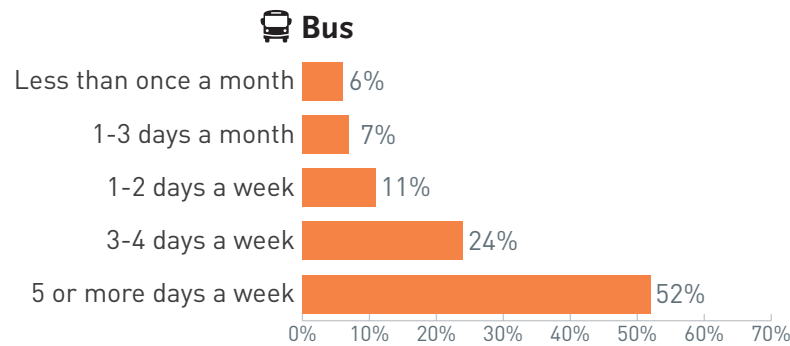


Rider Tenure, Frequency, and Telecommuting

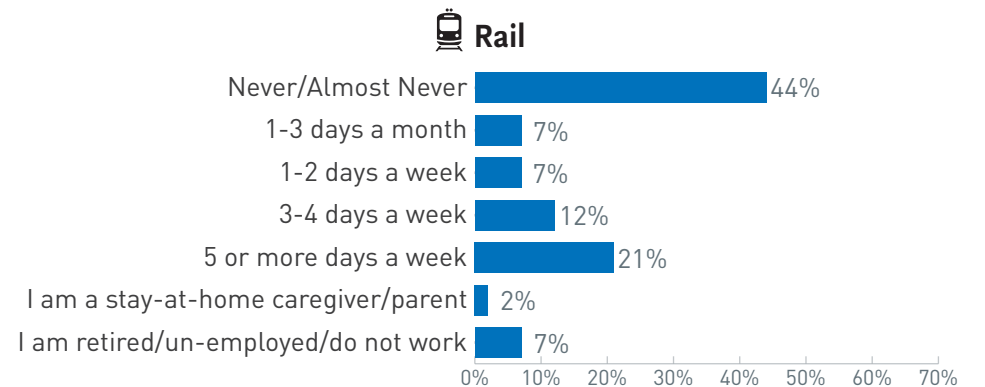
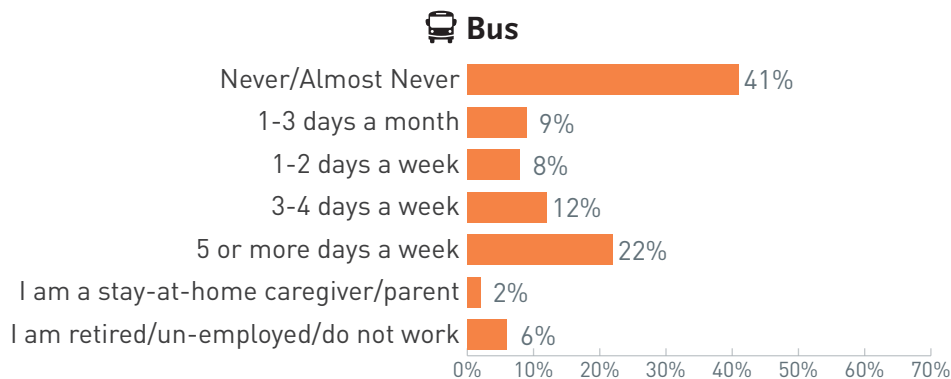
How long have you been riding Metro buses/trains?



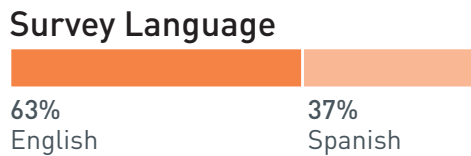
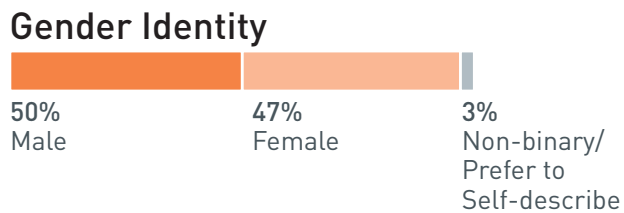
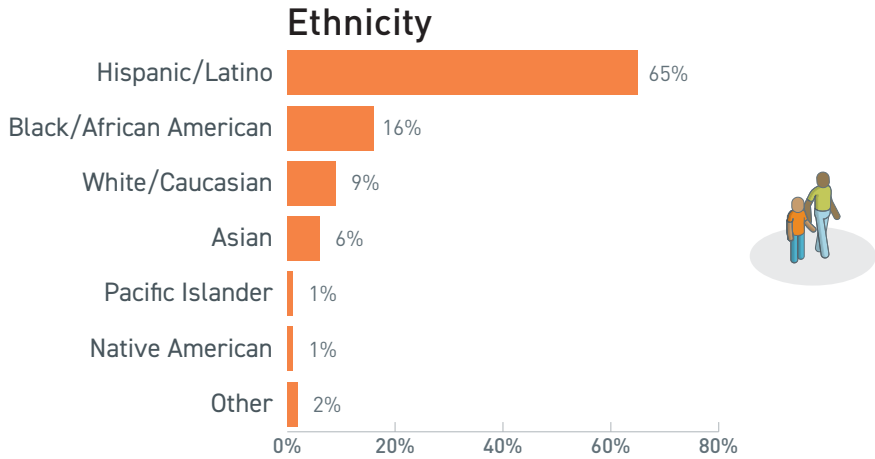
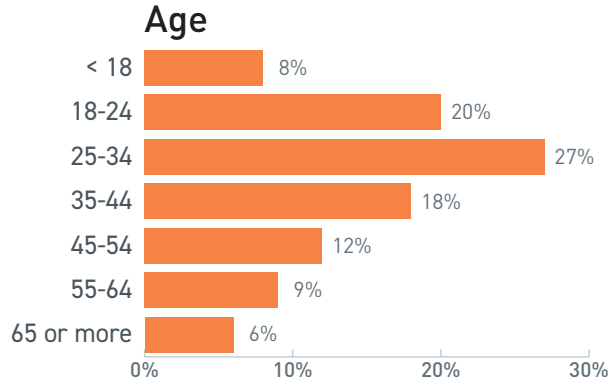
How often do you ride Metro buses/trains?



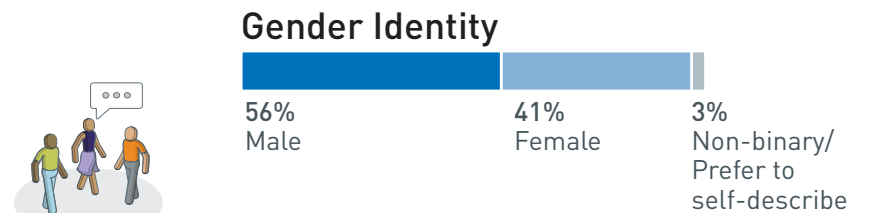
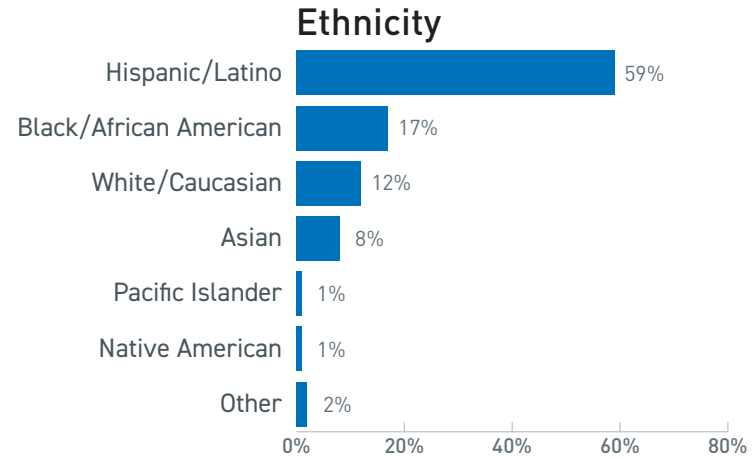
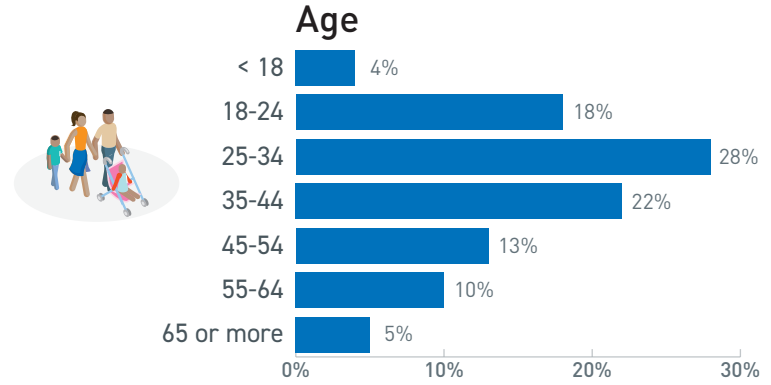
If you are employed outside the home, how often do you usually telecommute or work from home?



Demographics

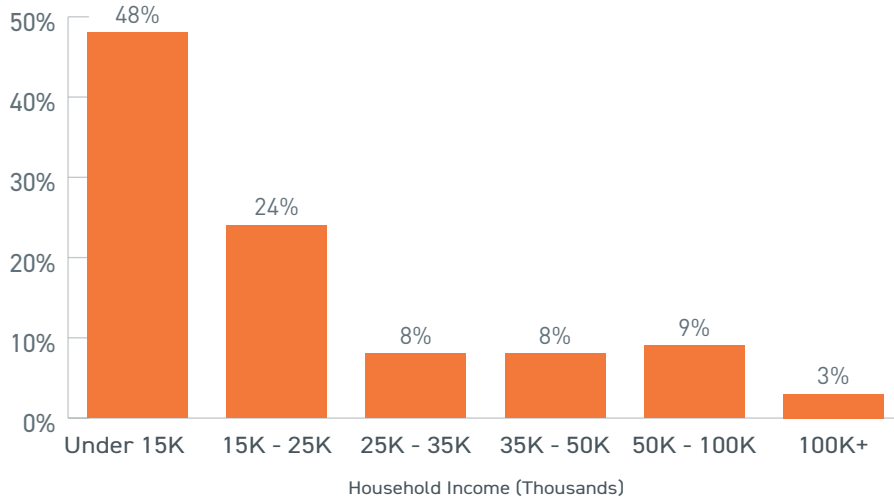


Demographics



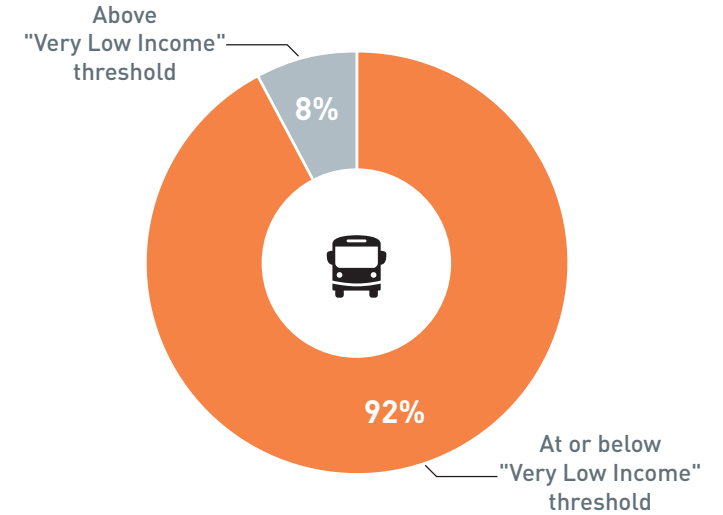
Household Income

Household's total annual earnings:

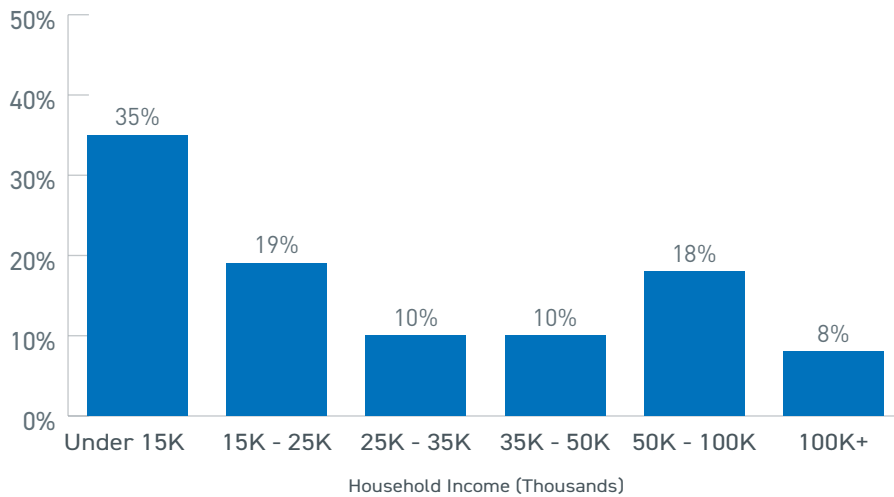


Median Income
\$15,762

Mean Income
\$23,518

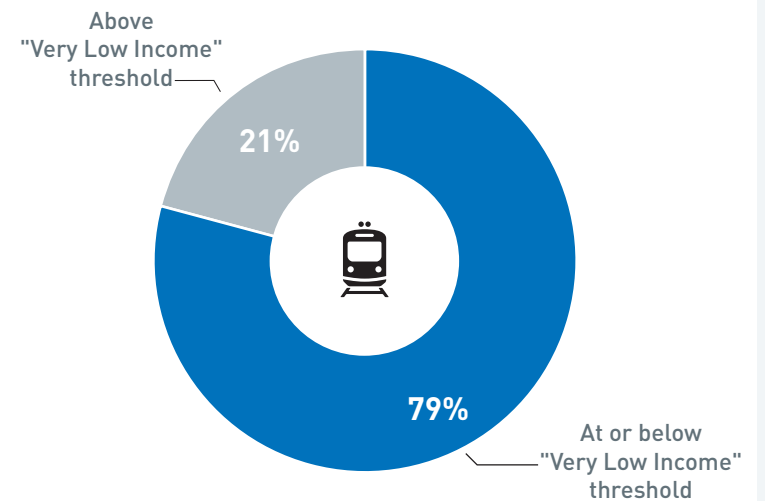


Household's total annual earnings:



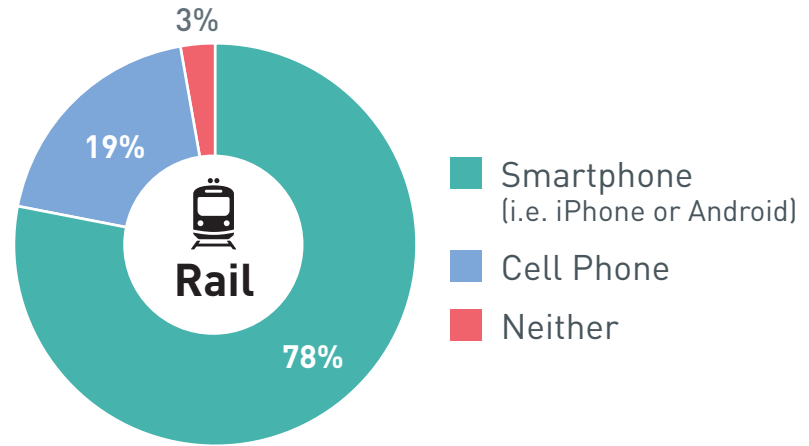
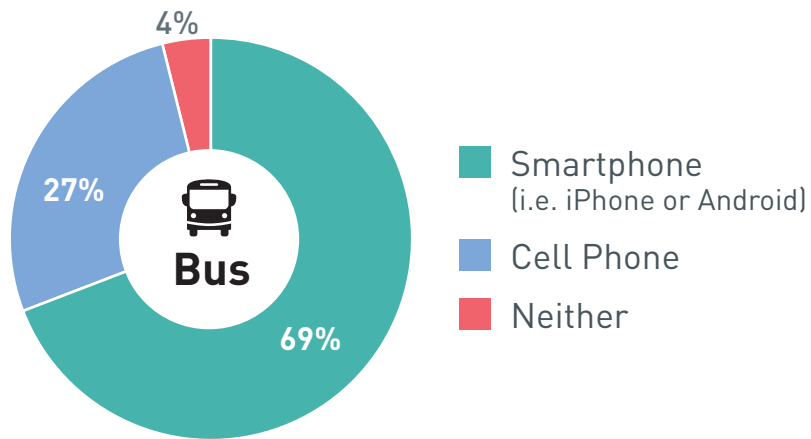
Median Income
\$22,814

Mean Income
\$37,076

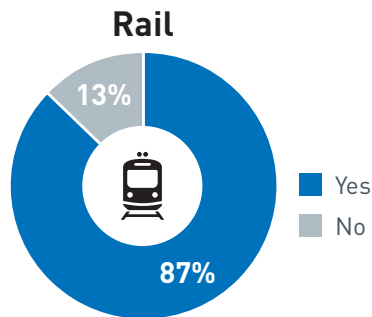
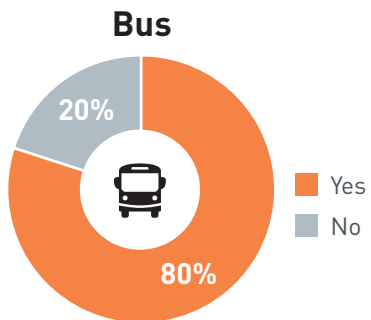


Phone Access, Internet Access, and Car Ownership

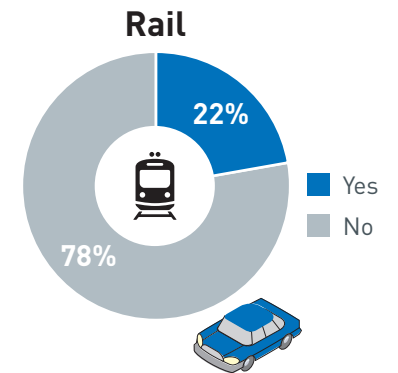
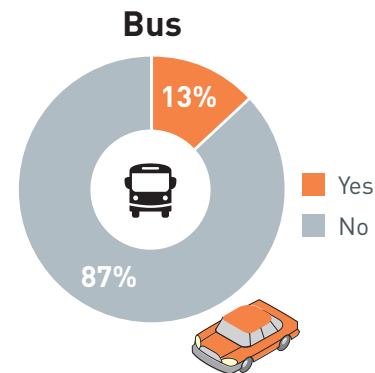
What type of mobile device do you own?



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



Do you have a car available to make THIS trip?

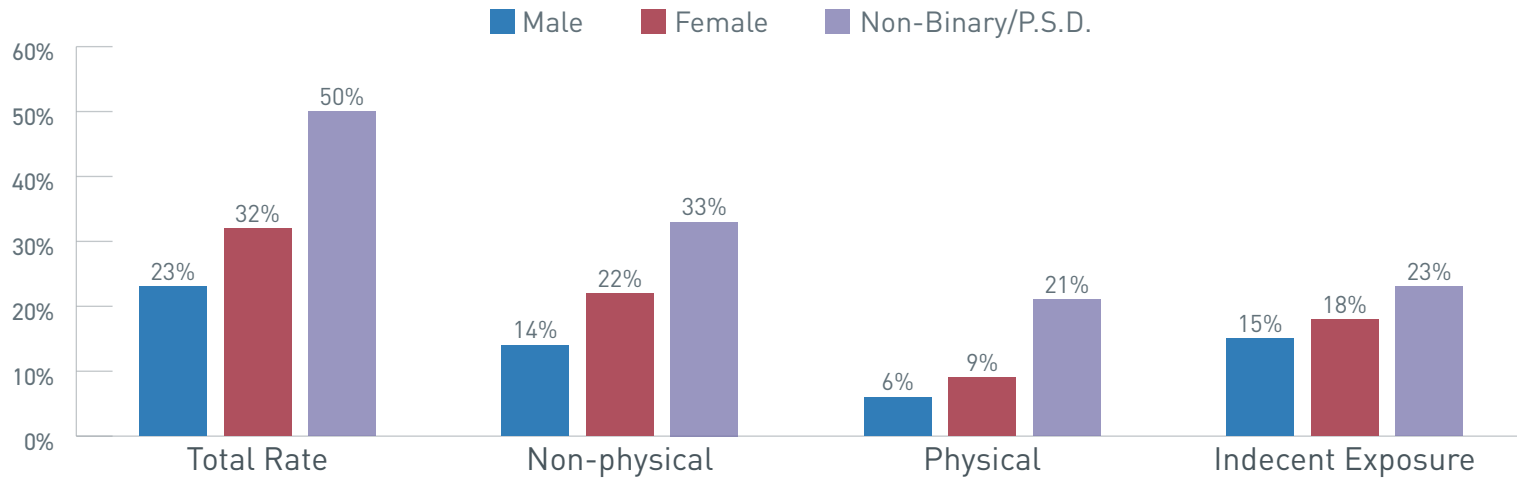


Sexual Harassment by Gender Identity

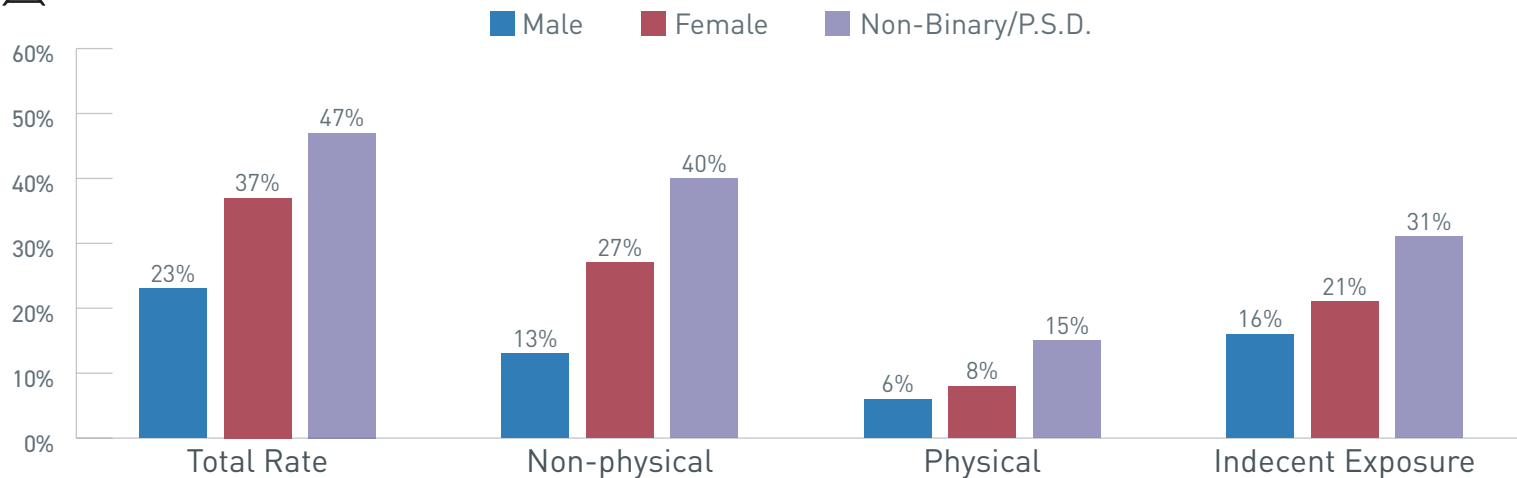
In the past 6 months, while riding Metro, have you personally experienced any of the following types of sexual harassment?



Bus



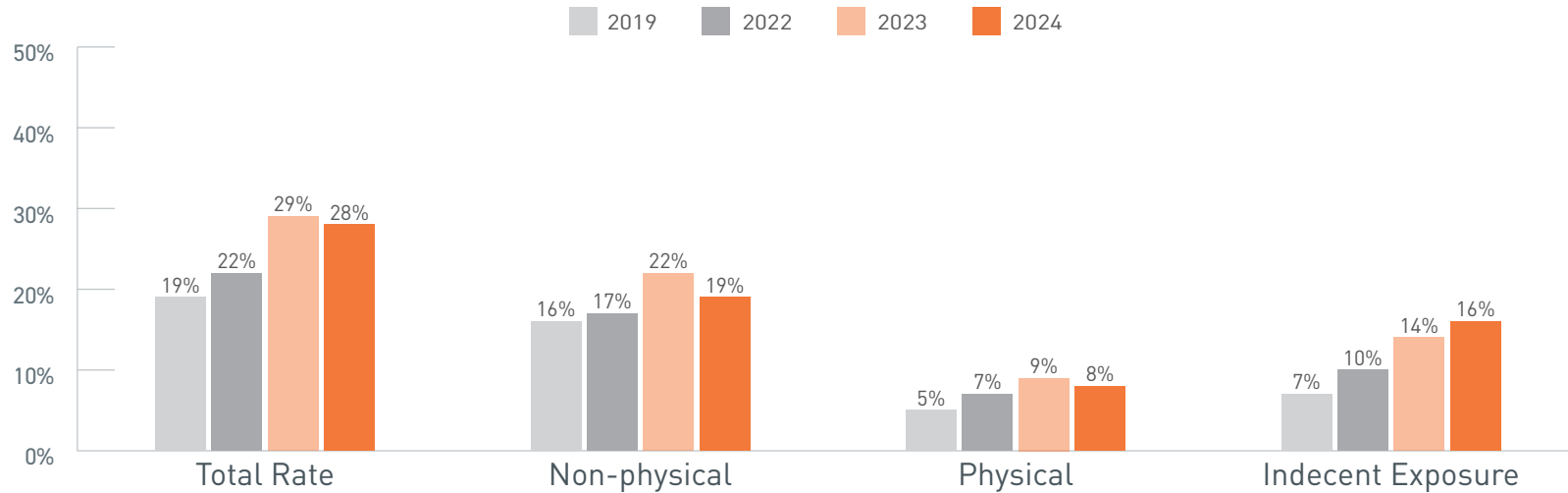
Rail



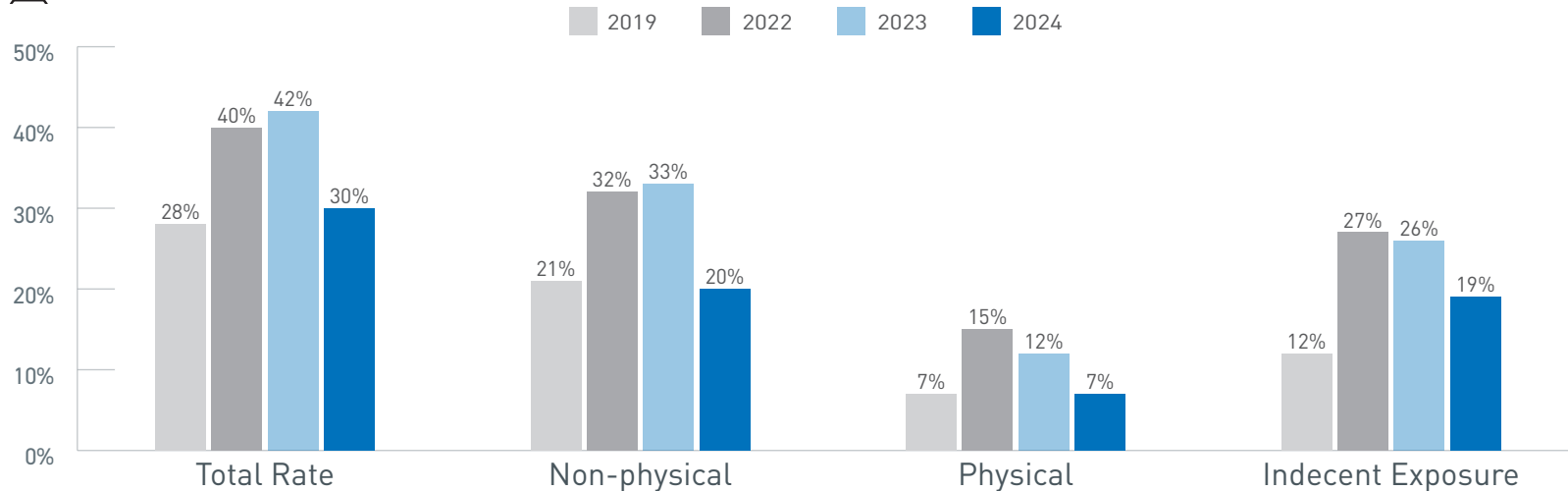
2019 – 2024 Sexual Harassment Changes for Bus and Rail

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

Bus

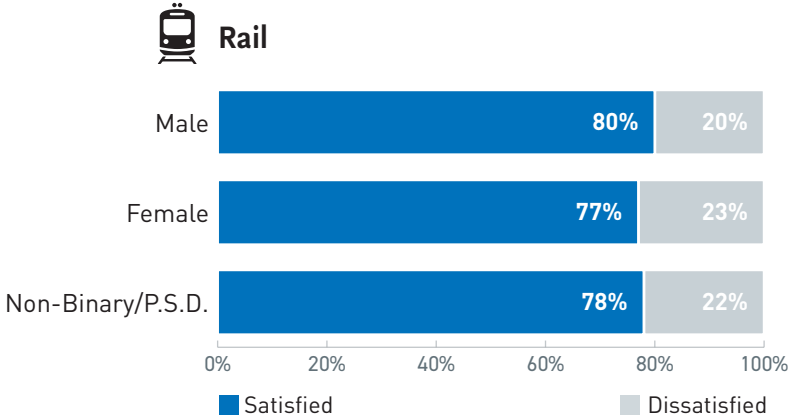
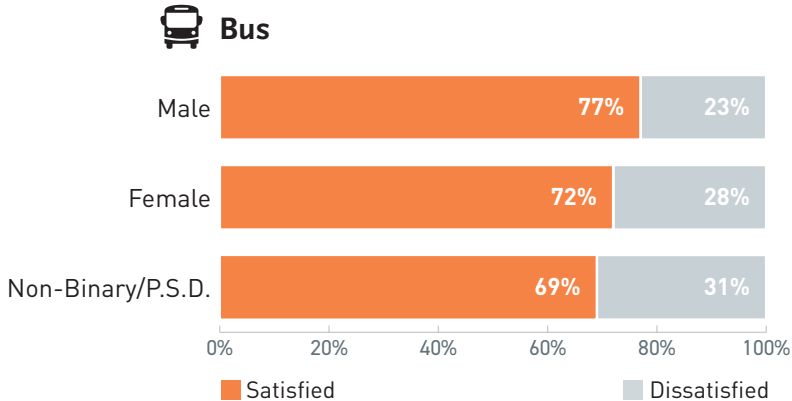


Rail

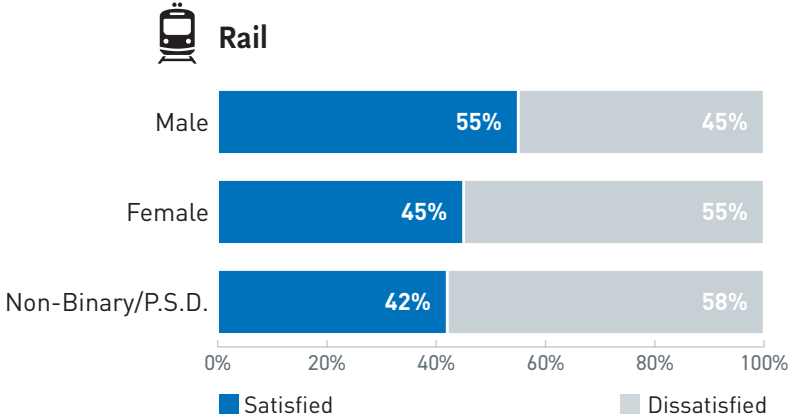
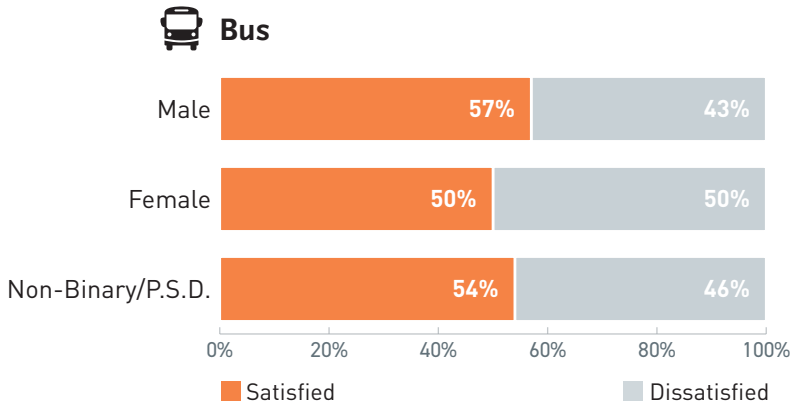


Safety by Gender Identity

Safety while waiting for THIS bus/train DURING THE DAY

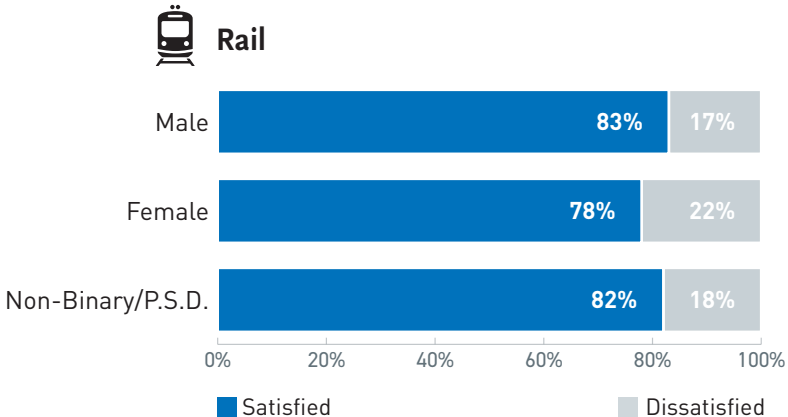
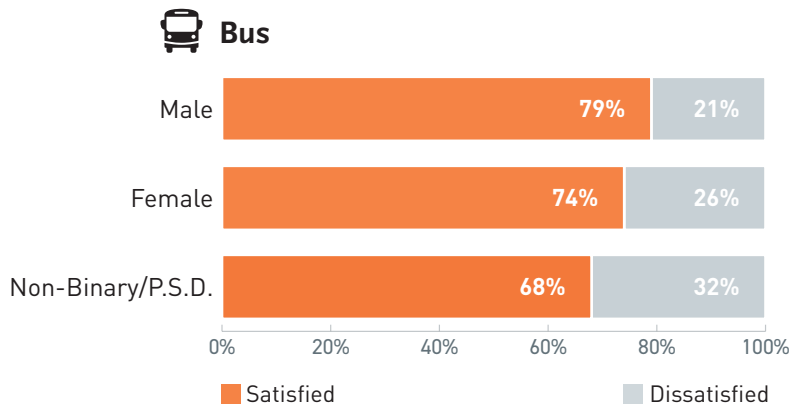


Safety while waiting for THIS bus/train AT NIGHT

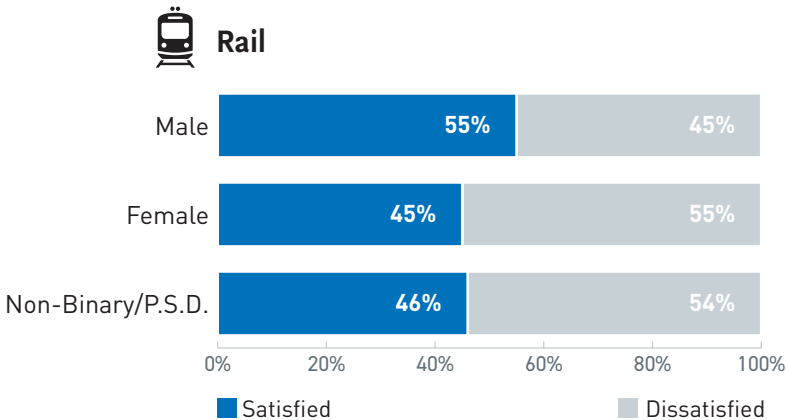
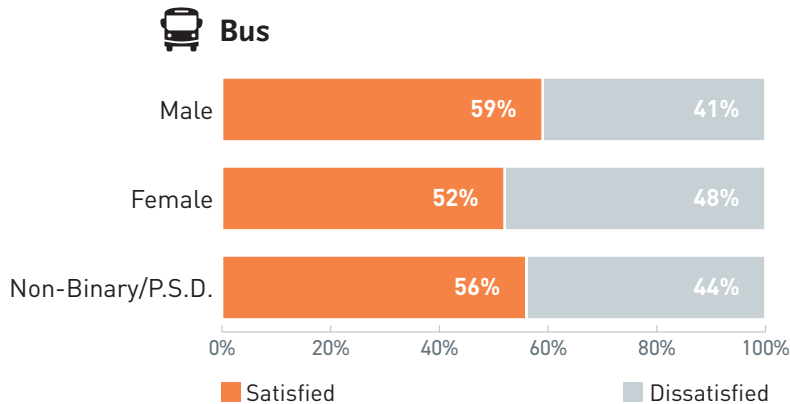


Safety by Gender Identity

Safety while riding THIS bus/train DURING THE DAY

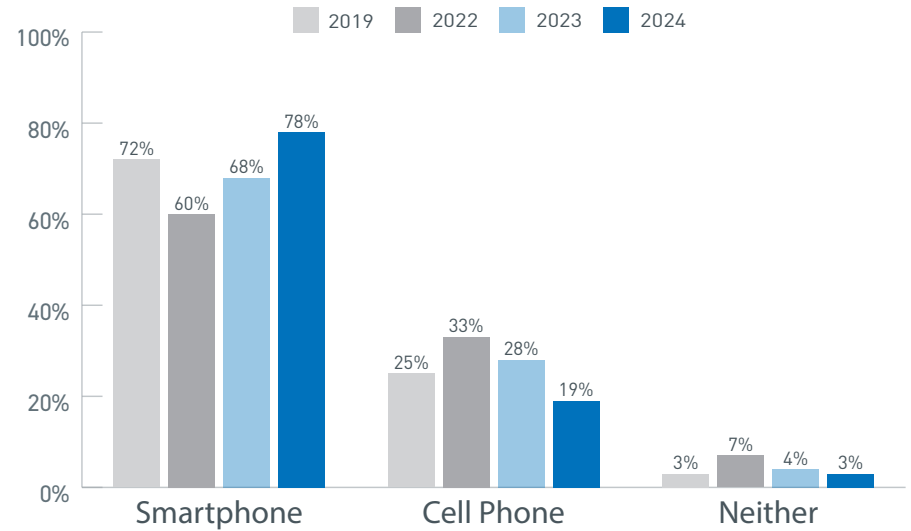
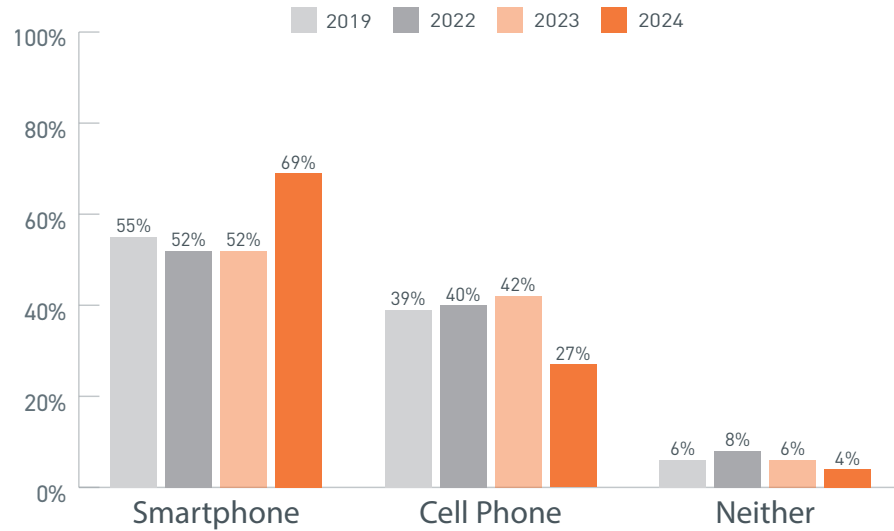


Safety while riding THIS bus/train AT NIGHT

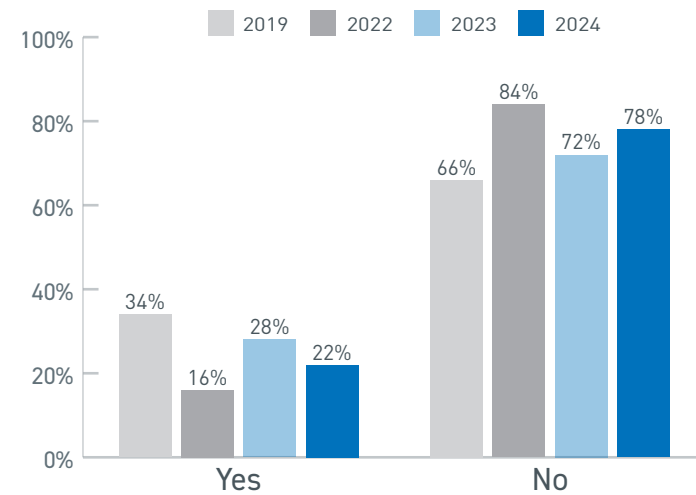
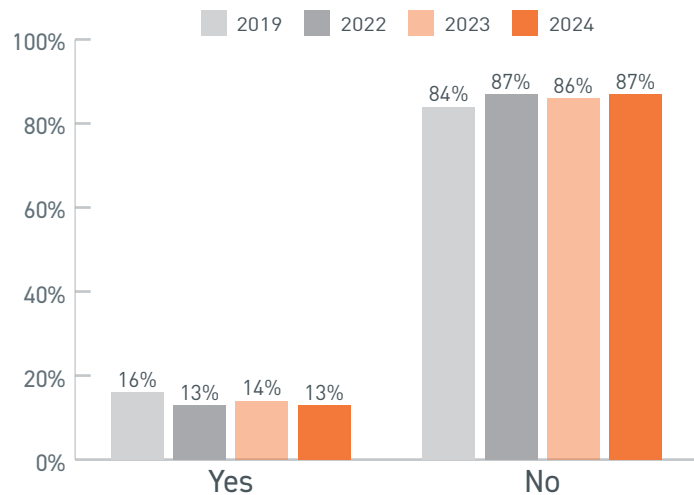


2019 – 2024 Phone Access and Car Ownership

What type of mobile device do you own?

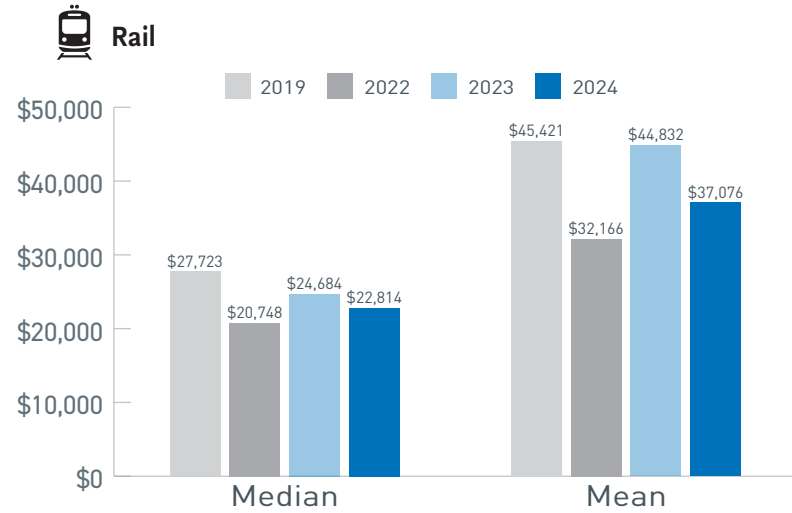
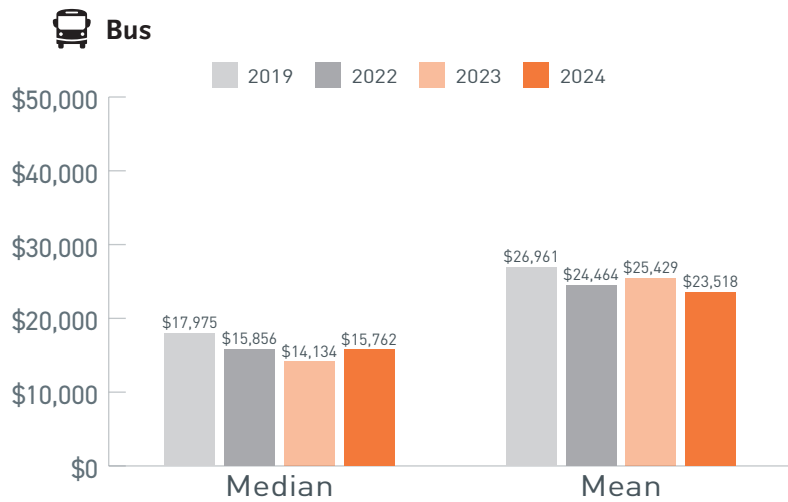


Do you have a car available to make THIS trip?



2019 – 2024 Median Income and Poverty for Bus and Rail

Household's total annual earnings?



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

