

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

Systemwide Sample Size

N = 20,126

Systemwide: Availability of accurate bus/train arrival info

	Percent
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Very Satisfied	27%
Satisfied	56%
Total Satisfied	82%
Dissatisfied	12%
Very Dissatisfied	6%
Total Dissatisfied	18%
Total	100%

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

	Percent
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Very Satisfied	22%
Satisfied	54%
Total Satisfied	76%
Dissatisfied	17%
Very Dissatisfied	7%
Total Dissatisfied	24%
Total	100%

Systemwide: Comfort of riding Metro bus/rail

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

Systemwide: Ease of fare payment

	Percent
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Very Satisfied	32%
Satisfied	52%
Total Satisfied	84%
Dissatisfied	11%
Very Dissatisfied	6%
Total Dissatisfied	16%
Total	100%

Systemwide: Safety from crime

	Percent
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Very Satisfied	16%
Satisfied	44%
Total Satisfied	60%
Dissatisfied	26%
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/rail, how satisfied are you with Metro bus/rail?

	Percent
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Very Satisfied	26%
Satisfied	56%
Total Satisfied	82%
Dissatisfied	13%
Very Dissatisfied	5%
Total Dissatisfied	18%
Total	100%

Systemwide: How well Metro addresses homelessness on buses/trains

	Percent
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Very Satisfied	15%
Satisfied	40%
Total Satisfied	54%
Dissatisfied	27%
Very Dissatisfied	19%
Total Dissatisfied	46%
Total	100%

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Line: Satisfaction with THIS bus/rail Line

	Percent
Very Satisfied	29%
Satisfied	56%
Total Satisfied	85%
Dissatisfied	10%
Very Dissatisfied	5%
Total Dissatisfied	15%
Total	100%

**Line: Safety while waiting for THIS bus/train
DURING THE DAY**

	Percent
Very Satisfied	23%
Satisfied	53%
Total Satisfied	75%
Dissatisfied	16%
Very Dissatisfied	8%
Total Dissatisfied	25%
Total	100%

Line: How often THIS bus/train is on time

	Percent
Very Satisfied	25%
Satisfied	52%
Total Satisfied	78%
Dissatisfied	17%
Very Dissatisfied	6%
Total Dissatisfied	22%
Total	100%

**Line: Safety while waiting for THIS bus/train
AT NIGHT**

	Percent
Very Satisfied	15%
Satisfied	37%
Total Satisfied	53%
Dissatisfied	31%
Very Dissatisfied	16%
Total Dissatisfied	47%
Total	100%

Line: Cleanliness inside THIS bus/train

	Percent
Very Satisfied	20%
Satisfied	49%
Total Satisfied	69%
Dissatisfied	21%
Very Dissatisfied	10%
Total Dissatisfied	31%
Total	100%

**Line: Safety while riding THIS bus/train
DURING THE DAY**

	Percent
Very Satisfied	24%
Satisfied	54%
Total Satisfied	78%
Dissatisfied	15%
Very Dissatisfied	8%
Total Dissatisfied	23%
Total	100%

**Line: Cleanliness of THIS bus/train's
stops/stations**

	Percent
Very Satisfied	17%
Satisfied	45%
Total Satisfied	62%
Dissatisfied	25%
Very Dissatisfied	13%
Total Dissatisfied	38%
Total	100%

**Line: Safety while riding THIS bus/train AT
NIGHT**

	Percent
Very Satisfied	17%
Satisfied	38%
Total Satisfied	55%
Dissatisfied	30%
Very Dissatisfied	16%
Total Dissatisfied	45%
Total	100%

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

	Percent
Work Commute	57%
School Commute	14%
Errands	14%
Leisure	5%
Other	11%
Total	100%

How did you pay for THIS one-way trip?

	Percent
TAP card	59%
TAP app on phone	18%
Apply Pay	3%
Cash	21%
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	11%
GoPass	11%
Student (K-12)	12%
Student (college/vocational)	13%
Senior/Disabled/Medicare	22%
LIFE (low-income coupon)	20%
Employer Pass	5%
Access	5%
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	27%
I rarely reach the 1-day fare cap threshold or 7-day fare cap threshold	27%
I regularly hit the 1-day fare cap threshold, but not the 7-day fare cap threshold	10%
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	6%
I pay with cash so fare capping doesn't apply to me	23%
Total	100%

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Do you own a:	
	Percent
Smartphone (i.e. iPhone or Android)	71%
Cell Phone	25%
I own neither	3%
Total	100%

Do you have regular access to the internet while at home?	
	Percent
Yes	81%
No	19%
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	29%
Non-physical	19%
Physical	8%
Indecent Exposure	17%

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	71%
Total	100%

How did you get to the FIRST bus or train of THIS trip?	
	Percent
Walked	83%
Dropped Off	9%
Drove	3%
Biked	2%
Skateboarded	2%
Other	2%
Total	100%

Do you have a car available to make THIS trip?	
	Percent
Yes	15%
No	85%
Total	100%

Did you or will you have to transfer to complete THIS trip?	
	Percent
Yes	52%
No	48%
Total	100%

Are you a person with disability?	
	Percent
Yes	12%
No	88%

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How long have you been riding Metro buses/trains?

	Percent
Today is my first time	3%
Less than 1 year	15%
1-2 years	17%
3-4 years	21%
5 or more years	44%
Total	100%

How often do you ride Metro buses/trains?

	Percent
Less than once a month	6%
1-3 days a month	7%
1-2 days a week	10%
3-4 days a week	25%
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	42%
1-3 days a month	8%
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	66%
Spanish	34%
Other	0%
Total	100%

What is your race/ethnicity?

	Percent
Hispanic/Latino	64%
Black/African American	16%
White/Caucasian	10%
Asian	6%
Pacific Islander	1%
Native American	1%
Other	2%
Total	100%

What is your gender identity?

	Percent
Male	52%
Female	45%
Non-binary	2%
Prefer to self-describe	1%
Total	100%

What is your age?

	Percent
< 18	7%
18-24	20%
25-34	27%
35-44	19%
45-54	12%
55-64	10%
65 or more	5%
Total	100%

Household's total annual earnings?

	Percent
Under \$5,000	26%
\$5,000-\$9,999	10%
\$10,000-\$14,999	9%
\$15,000-\$19,999	12%
\$20,000-\$24,999	11%
\$25,000-\$34,999	9%
\$35,000-\$49,999	9%
\$50,000-\$64,999	5%
\$65,000-\$79,999	3%
\$80,000-\$99,999	2%
\$100,000-\$149,999	2%
\$150,000 or more	2%
Total	100%

Household's total annual earnings?

	\$\$\$
Median	\$17,028
Mean	\$26,590

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

	Percent
Above "Very Low Income" threshold	11%
At or below "Very Low Income" threshold	89%
Total	100%