

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

Bus Only Sample Size

N = 18,238

Systemwide: Availability of accurate bus arrival info

	Percent
Very Satisfied	28%
Satisfied	55%
Total Satisfied	83%
Dissatisfied	11%
Very Dissatisfied	6%
Total Dissatisfied	17%
Total	100%

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

	Percent
Very Satisfied	24%
Satisfied	56%
Total Satisfied	81%
Dissatisfied	14%
Very Dissatisfied	6%
Total Dissatisfied	20%
Total	100%

Systemwide: Comfort of riding Metro bus

	Percent
Very Satisfied	24%
Satisfied	56%
Total Satisfied	80%
Dissatisfied	14%
Very Dissatisfied	6%
Total Dissatisfied	20%
Total	100%

Systemwide: Ease of fare payment

	Percent
Very Satisfied	35%
Satisfied	51%
Total Satisfied	86%
Dissatisfied	8%
Very Dissatisfied	6%
Total Dissatisfied	14%
Total	100%

Systemwide: Safety from crime

	Percent
Very Satisfied	19%
Satisfied	47%
Total Satisfied	67%
Dissatisfied	22%
Very Dissatisfied	11%
Total Dissatisfied	33%
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	28%
Satisfied	56%
Total Satisfied	85%
Dissatisfied	11%
Very Dissatisfied	5%
Total Dissatisfied	15%
Total	100%

Systemwide: How well Metro addresses homelessness on buses

	Percent
Very Satisfied	18%
Satisfied	42%
Total Satisfied	60%
Dissatisfied	25%
Very Dissatisfied	15%
Total Dissatisfied	40%
Total	100%

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Line: Satisfaction with THIS bus line	
	Percent
Very Satisfied	31%
Satisfied	56%
Total Satisfied	87%
Dissatisfied	8%
Very Dissatisfied	5%
Total Dissatisfied	13%
Total	100%

Line: Safety while waiting for THIS bus DURING THE DAY	
	Percent
Very Satisfied	26%
Satisfied	55%
Total Satisfied	81%
Dissatisfied	13%
Very Dissatisfied	6%
Total Dissatisfied	19%
Total	100%

Line: How often THIS bus is on time	
	Percent
Very Satisfied	28%
Satisfied	55%
Total Satisfied	83%
Dissatisfied	12%
Very Dissatisfied	5%
Total Dissatisfied	17%
Total	100%

Line: Safety while waiting for THIS bus AT NIGHT	
	Percent
Very Satisfied	20%
Satisfied	45%
Total Satisfied	64%
Dissatisfied	23%
Very Dissatisfied	12%
Total Dissatisfied	36%
Total	100%

Line: Cleanliness inside THIS bus	
	Percent
Very Satisfied	24%
Satisfied	52%
Total Satisfied	76%
Dissatisfied	17%
Very Dissatisfied	8%
Total Dissatisfied	24%
Total	100%

Line: Safety while riding THIS bus DURING THE DAY	
	Percent
Very Satisfied	27%
Satisfied	56%
Total Satisfied	84%
Dissatisfied	11%
Very Dissatisfied	6%
Total Dissatisfied	16%
Total	100%

Line: Cleanliness of THIS bus' stops	
	Percent
Very Satisfied	22%
Satisfied	46%
Total Satisfied	68%
Dissatisfied	21%
Very Dissatisfied	11%
Total Dissatisfied	32%
Total	100%

Line: Safety while riding THIS bus AT NIGHT	
	Percent
Very Satisfied	21%
Satisfied	46%
Total Satisfied	67%
Dissatisfied	21%
Very Dissatisfied	12%
Total Dissatisfied	33%
Total	100%

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What is the purpose of THIS Metro bus trip?

	Percent
Work Commute	49%
School Commute	14%
Errands	19%
Leisure	7%
Other	12%
Total	100%

How did you pay for THIS one-way trip?

	Percent
TAP card	53%
TAP app on phone	16%
Apply Pay	2%
Cash	29%
Total	100%

Did you receive a discount on your fare?

	Percent
Yes	39%
No	61%
Total	100%

If yes, what type of discount did you receive?

	Percent
U-Pass	9%
GoPass	8%
Student (K-12)	14%
Student (college/vocational)	12%
Senior/Disabled/Medicare	24%
LIFE (low-income coupon)	22%
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	13%
I regularly hit the 1-day fare cap threshold, but not the 7-day fare cap threshold	7%
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	43%
Total	100%

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Do you own a:

	Percent
Smartphone (Android)	33%
Smartphone (iPhone)	48%
Total Smartphone	81%
Cell Phone	16%
I own neither	4%
Total	100%

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

	Percent
Yes	79%
No	21%
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	23%
Non-physical	17%
Physical	7%
Indecent Exposure	11%

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.	19%
Indecent Exposure Only	4%
No Sexual Harassment	77%
Total	100%

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

	Percent
Walked	86%
Dropped Off	7%
Drove	2%
Biked	2%
Skateboarded	2%
Other	0%
Total	100%

Do you have a car available to make THIS trip?

	Percent
Yes	14%
No	86%
Total	100%

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

	Percent
Yes	48%
No	52%
Total	100%

Are you a person with disability?

	Percent
Yes	13%
No	87%
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	12%
1-2 years	17%
3-4 years	16%
5 or more years	51%
Total	100%

How often do you ride Metro buses?	
	Percent
Less than once a month	5%
1-3 days a month	7%
1-2 days a week	10%
3-4 days a week	22%
5 or more days a week	57%
Total	100%

If you are employed outside the home, How often do you usually telecommute or work from home?	
	Percent
Never/Almost Never	41%
1-3 days a month	7%
1-2 days a week	7%
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	9%
Total	100%

What language did you complete the survey in?	
	Percent
English	71%
Spanish	29%
Other	0%
Total	100%

What is your ethnicity?	
	Percent
Hispanic/Latino	64%
Black/African American	18%
White/Caucasian	9%
Asian/AsianAmerican	7%
Pacific Islander	1%
Middle Eastern/North African	1%
Native American	1%
Other	1%
Total	100%

What is your gender identity?	
	Percent
Male	51%
Female	47%
Non-binary	2%
Prefer to self-describe	0%
Total	100%

What is your age?	
	Percent
< 18	8%
18-24	18%
25-34	24%
35-44	20%
45-54	13%
55-64	10%
65 or more	6%
Total	100%

Household's total annual earnings?	
	Percent
Under \$5,000	28%
\$5,000-\$9,999	9%
\$10,000-\$14,999	8%
\$15,000-\$19,999	7%
\$20,000-\$24,999	9%
\$25,000-\$34,999	10%
\$35,000-\$49,999	12%
\$50,000-\$64,999	7%
\$65,000-\$79,999	5%
\$80,000-\$99,999	3%
\$100,000-\$149,999	2%
\$150,000 or more	2%
Total	100%

Household's total annual earnings?	
	\$\$\$
Median	\$18,630
Mean	\$28,238

Above or Below HUD's "Very Low Income" Threshold	
	Percent
Above "Very Low Income" threshold	10%
At or below "Very Low Income" threshold	90%
Total	100%