

Fall '25 On-board Survey Results

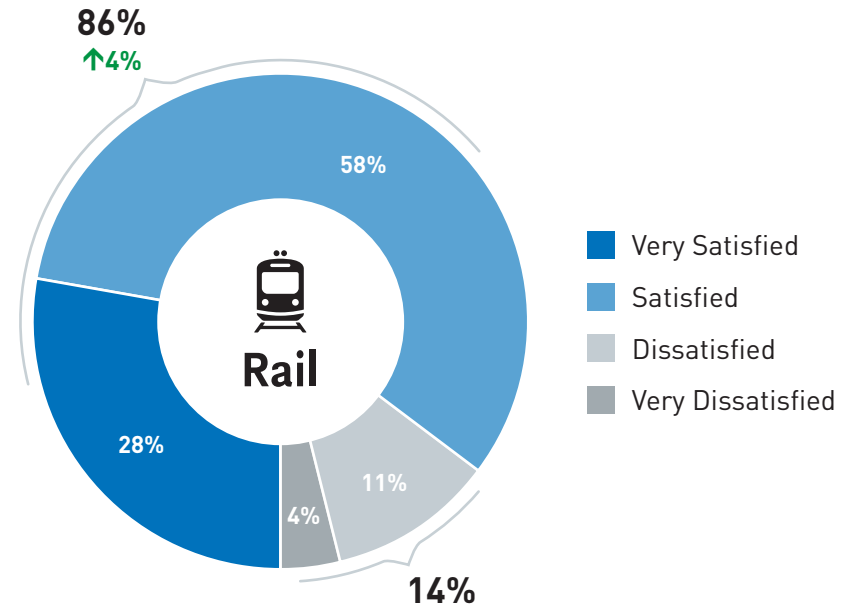
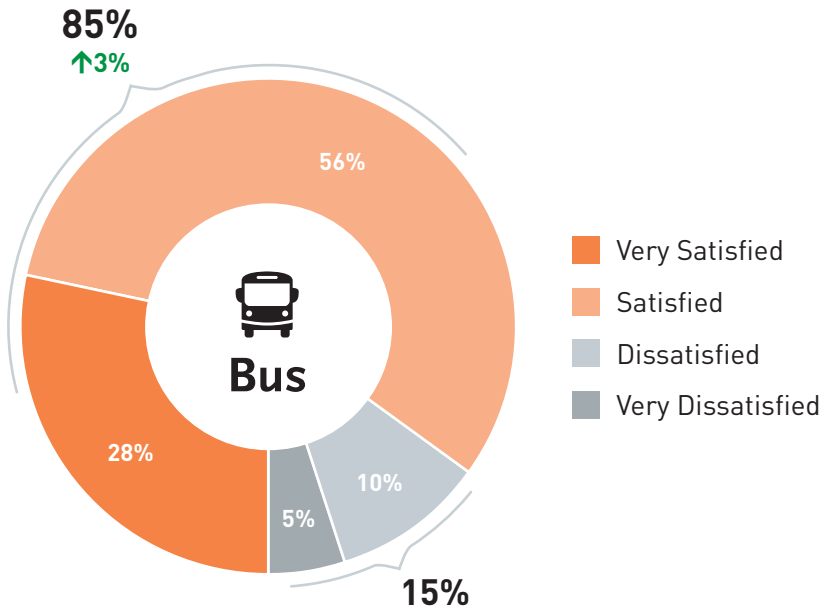
Every year Metro Research conducts a customer satisfaction survey onboard their buses and trains. In October-December of 2025 we received input from **23,146 riders** like you!

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?



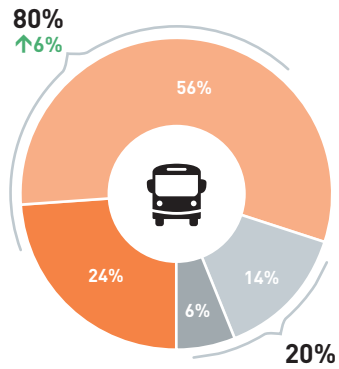
Arrows indicate the change between Fall 2024 and Fall 2025 survey results.

Overall Satisfaction

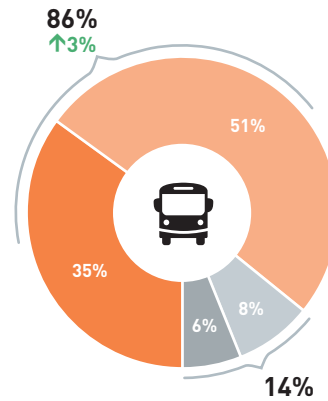
Bus

Very Satisfied Satisfied Dissatisfied Very Dissatisfied

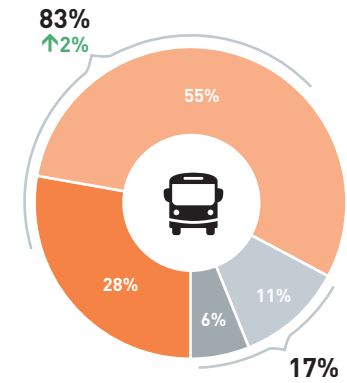
How long it takes to get where I am going



Ease of fare payment



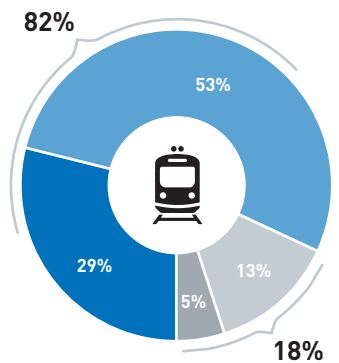
Availability of accurate bus arrival info



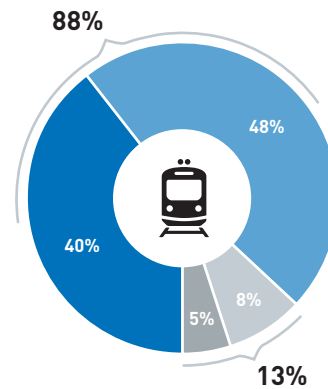
Rail

Very Satisfied Satisfied Dissatisfied Very Dissatisfied

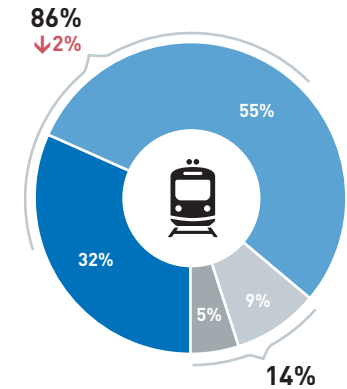
How long it takes to get where I am going



Ease of fare payment



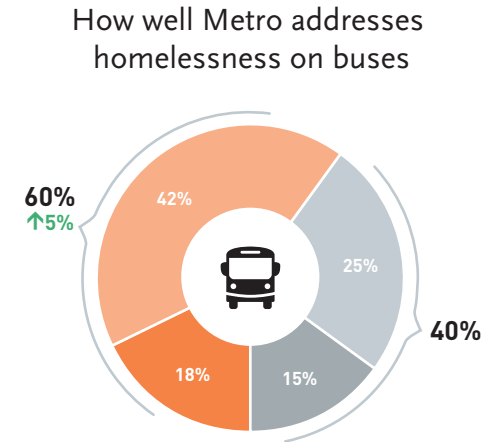
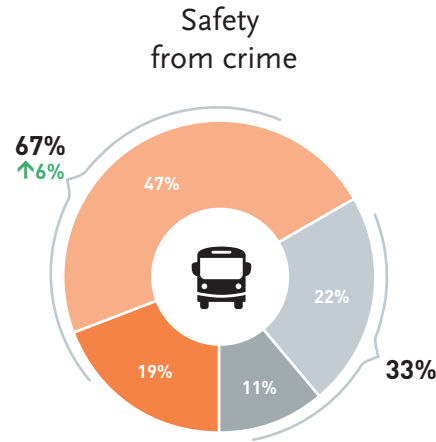
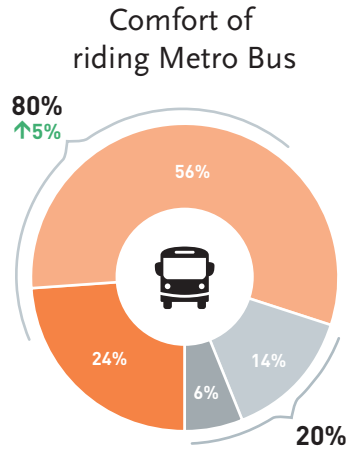
Availability of accurate train arrival info



Overall Satisfaction

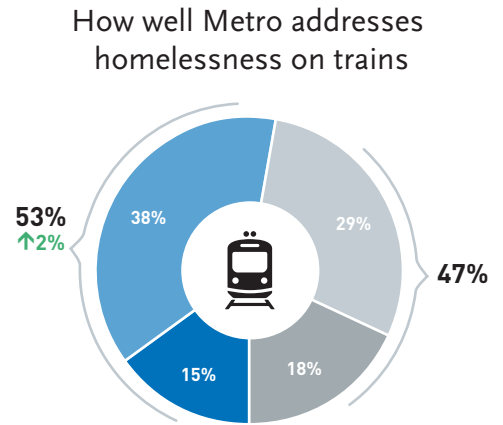
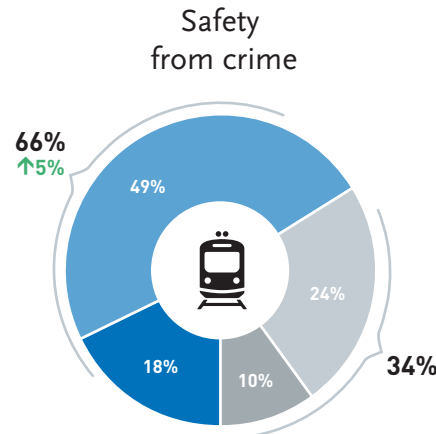
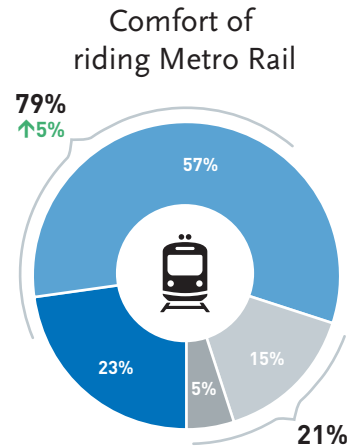
Bus

Very Satisfied Satisfied Dissatisfied Very Dissatisfied



Rail

Very Satisfied Satisfied Dissatisfied Very Dissatisfied



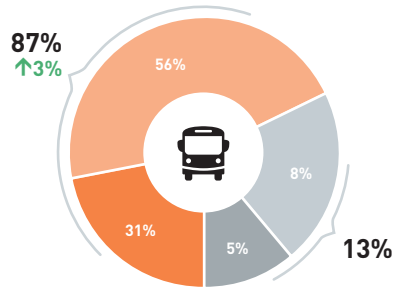
Customer Satisfaction



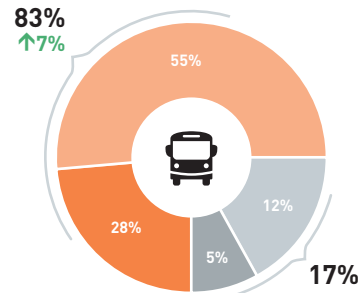
Bus

Very Satisfied Satisfied Dissatisfied Very Dissatisfied

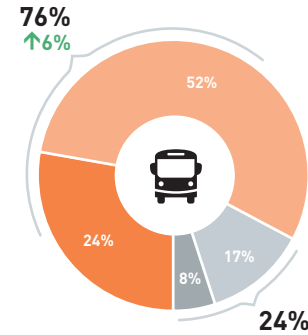
Satisfaction with THIS bus line



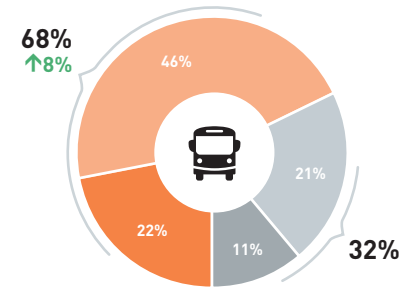
How often THIS bus is on time



Cleanliness inside THIS bus



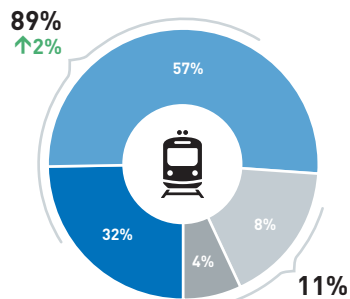
Cleanliness of THIS bus' stops



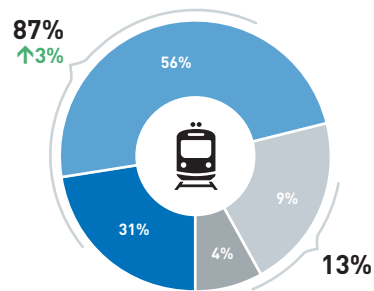
Rail

Very Satisfied Satisfied Dissatisfied Very Dissatisfied

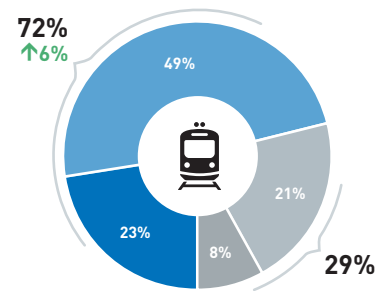
Satisfaction with THIS rail line



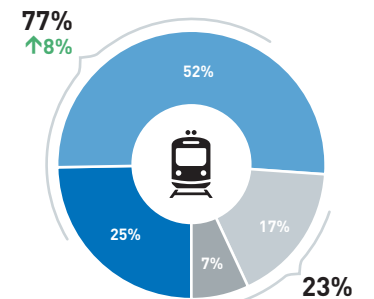
How often THIS train is on time



Cleanliness inside THIS train



Cleanliness of THIS train's stations

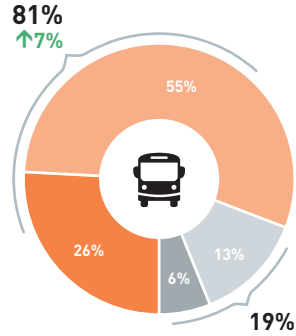


Safety

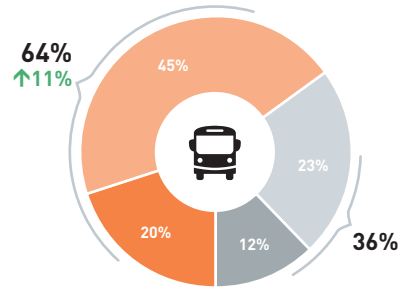
Bus

Very Satisfied Satisfied Dissatisfied Very Dissatisfied

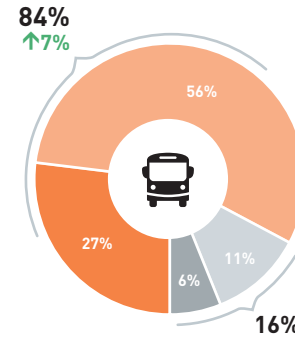
Safety while waiting for THIS bus DURING THE DAY



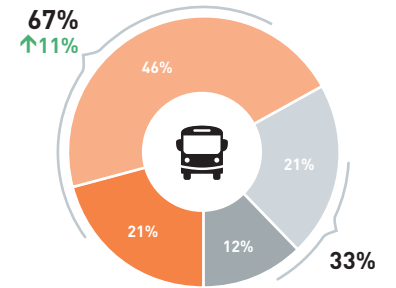
Safety while waiting for THIS bus AT NIGHT



Safety while riding THIS bus DURING THE DAY



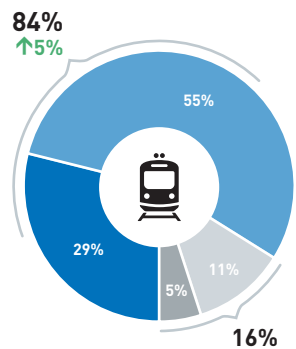
Safety while riding THIS bus AT NIGHT



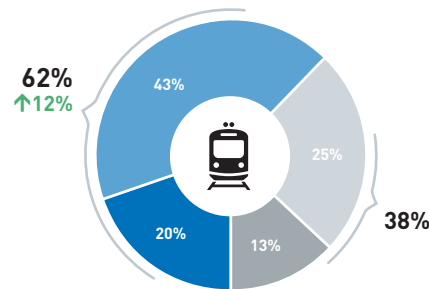
Rail

Very Satisfied Satisfied Dissatisfied Very Dissatisfied

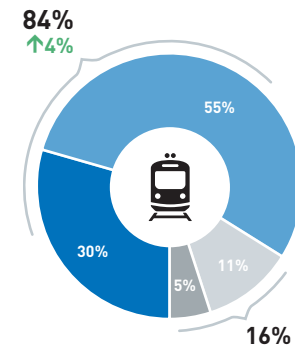
Safety while waiting for THIS train DURING THE DAY



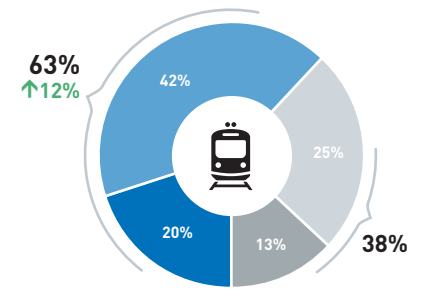
Safety while waiting for THIS train AT NIGHT



Safety while riding THIS train DURING THE DAY

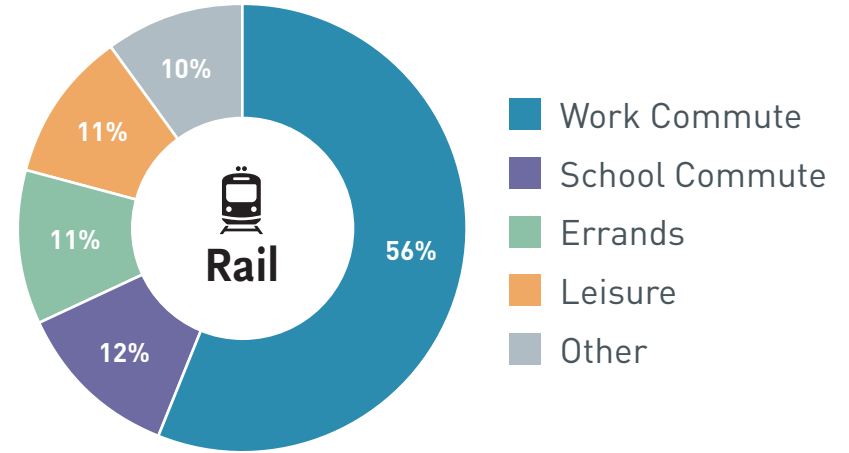
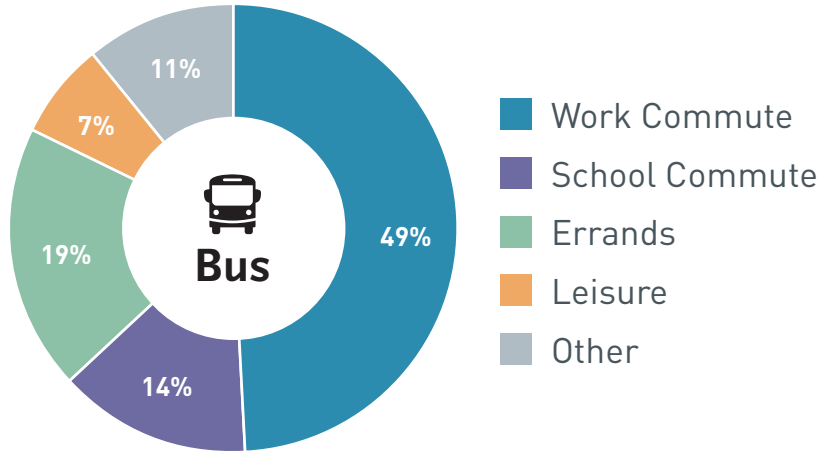


Safety while riding THIS train AT NIGHT



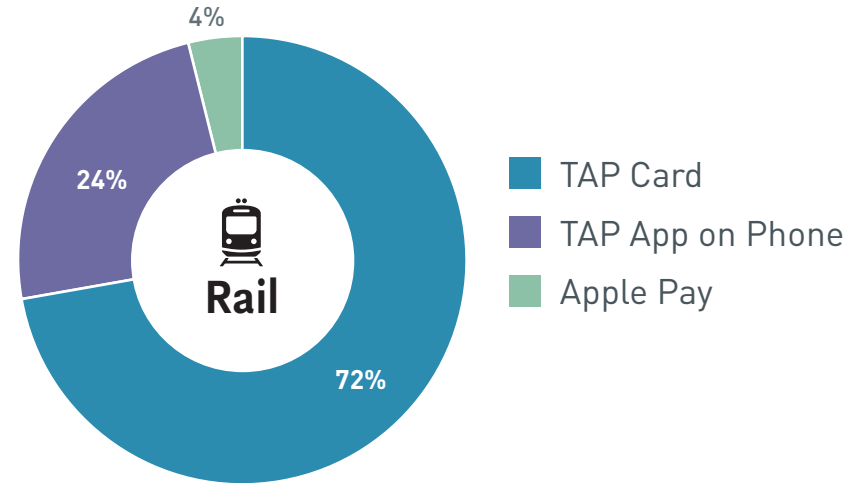
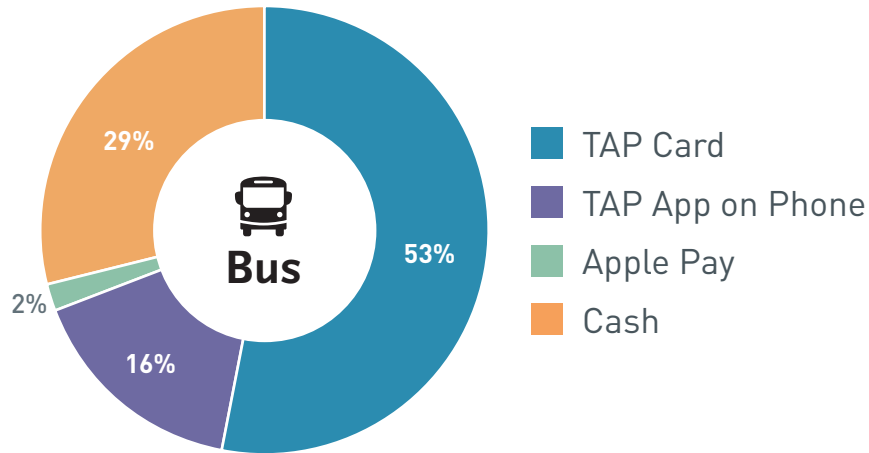
Trip Purpose

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



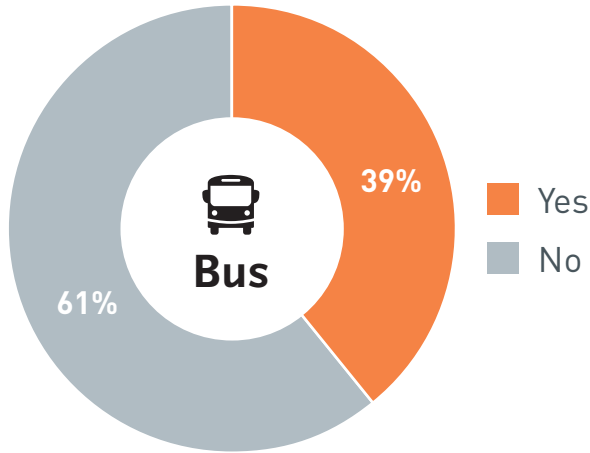
Fare Type

How did you pay for **THIS** one-way trip?

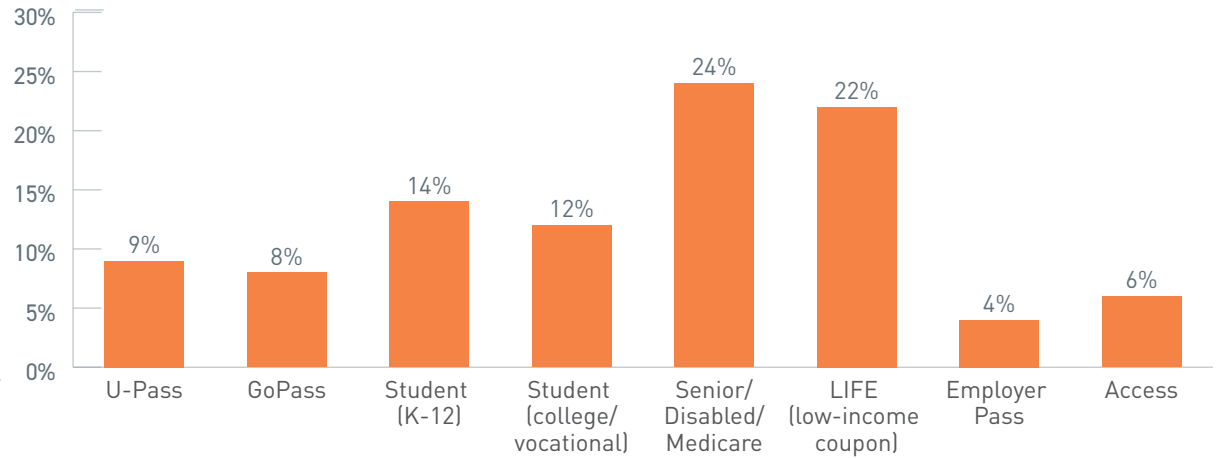


Fare Type

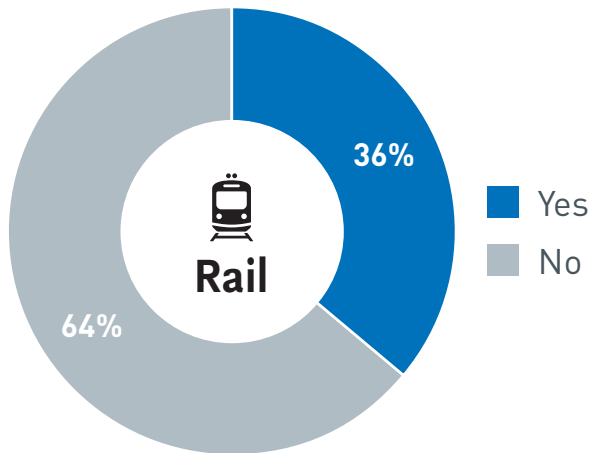
Did you receive a discount on your fare?



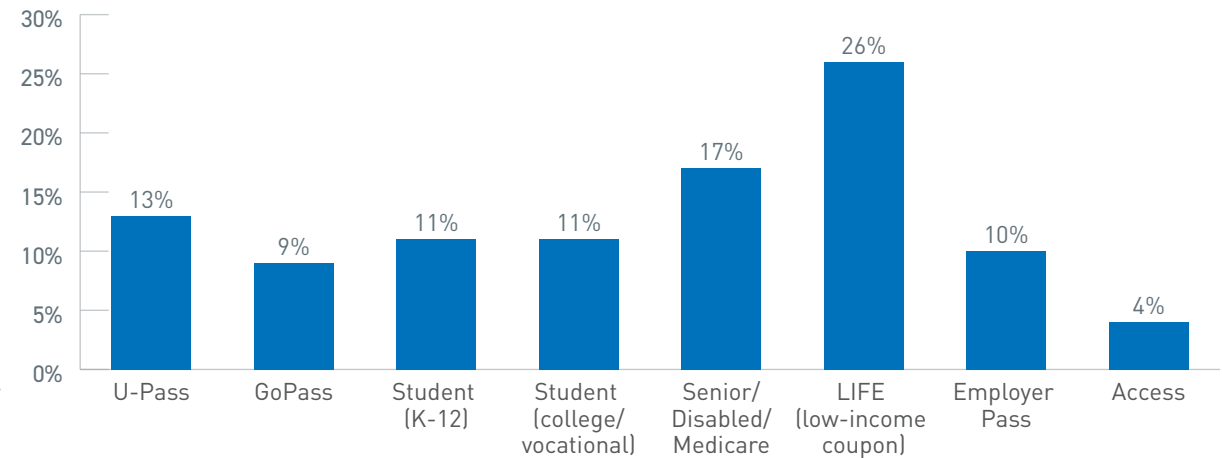
If yes, what type of discount did you receive?



Did you receive a discount on your fare?

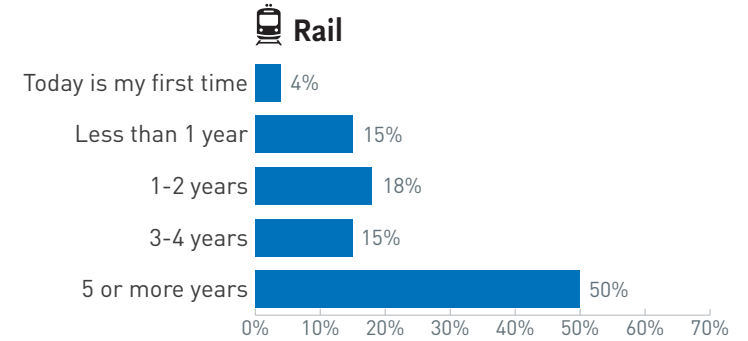
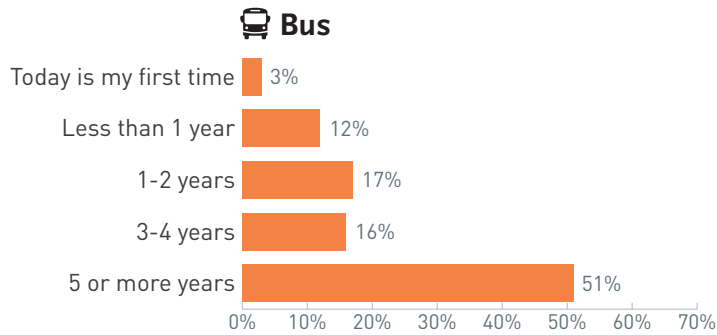


If yes, what type of discount did you receive?

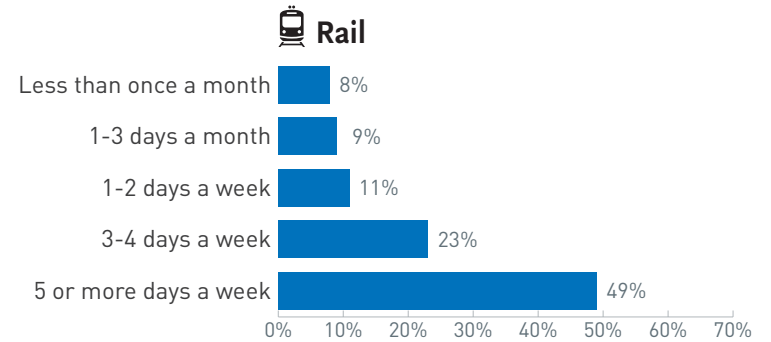
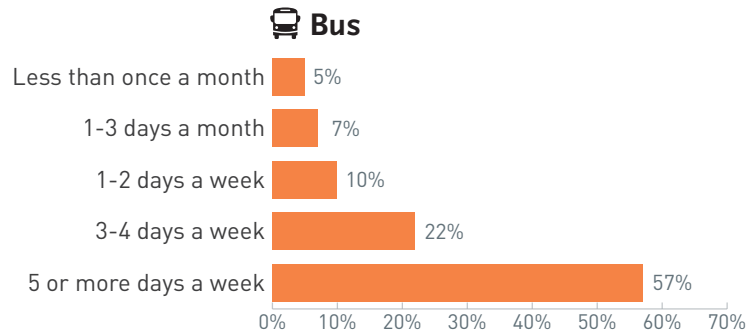


Rider Tenure, Frequency, and Telecommuting

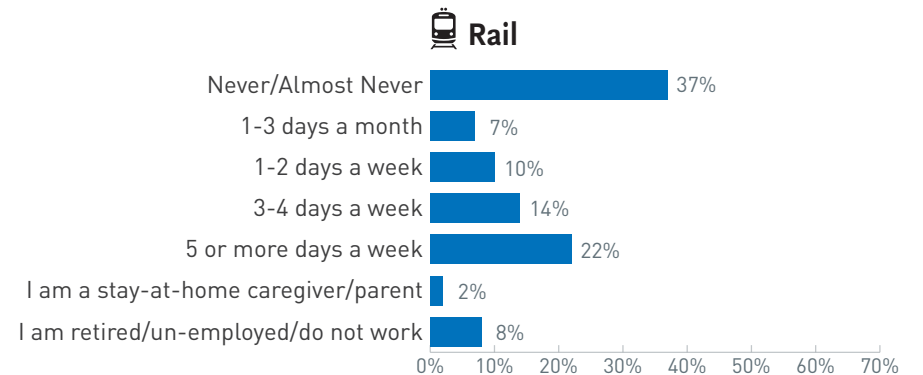
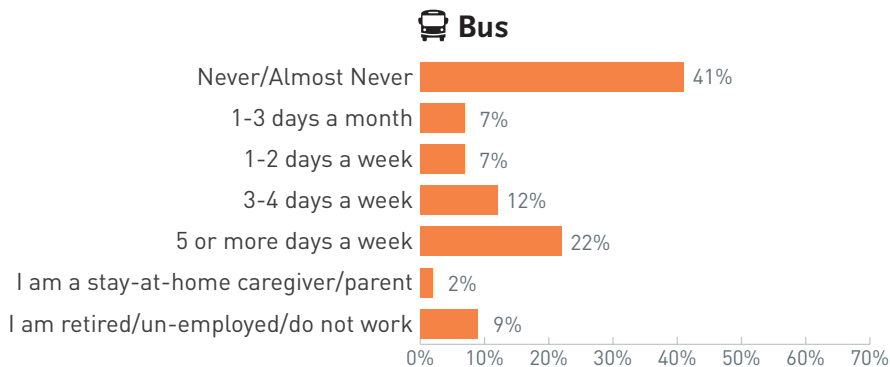
Rider Tenure | How long have you been riding Metro buses/trains?



Frequency | How often do you ride Metro buses/trains?



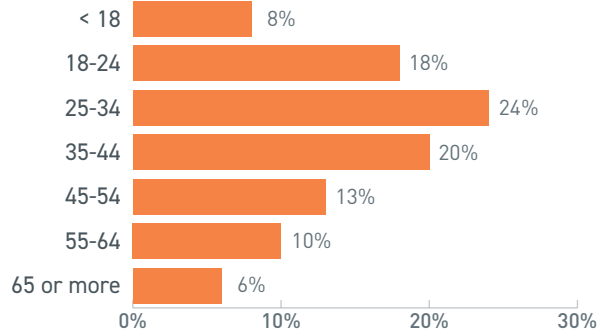
Telecommuting | If you are employed outside the home, how often do you usually telecommute or work from home?



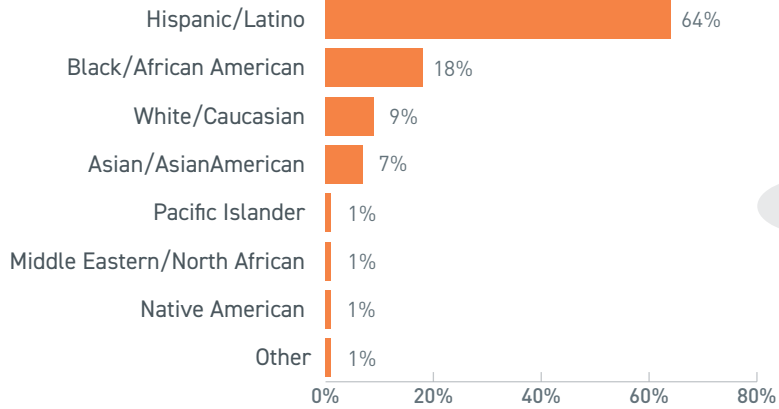
Bus Demographics



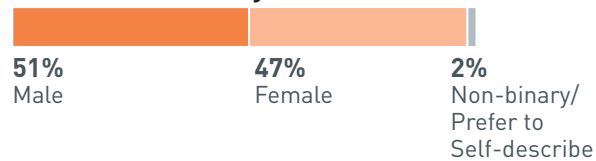
Age



Ethnicity



Gender Identity



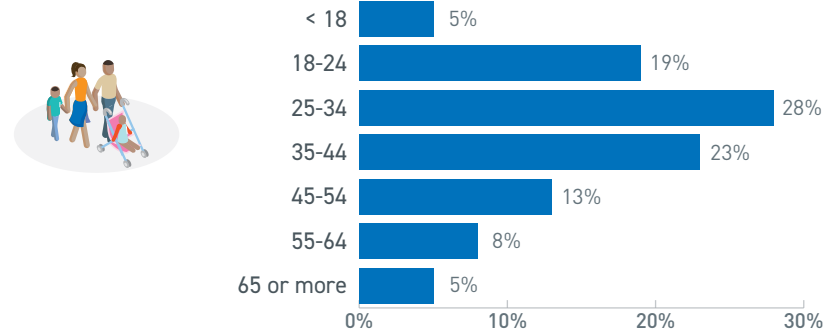
Survey Language



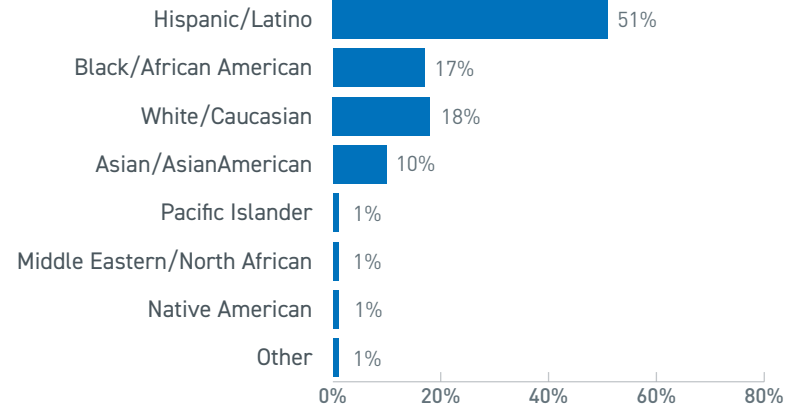
Rail Demographics



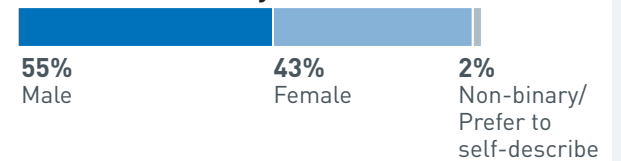
Age



Ethnicity



Gender Identity

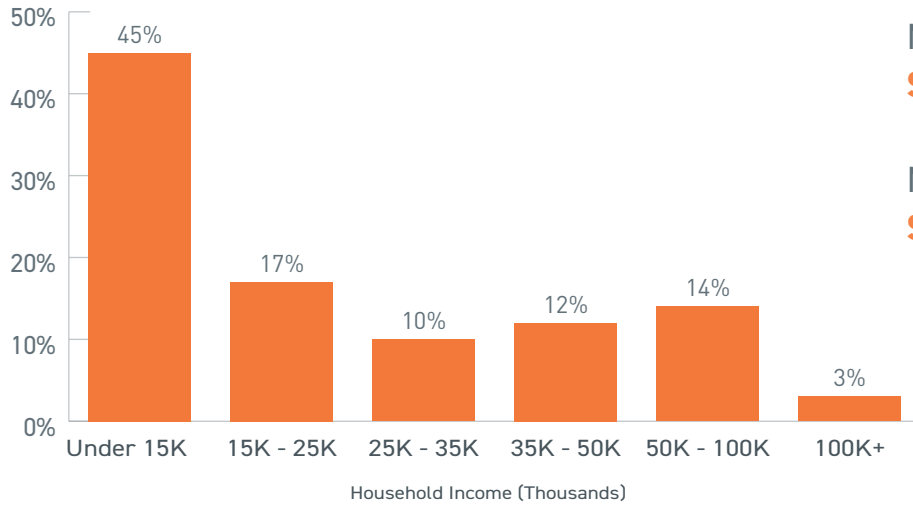


Survey Language



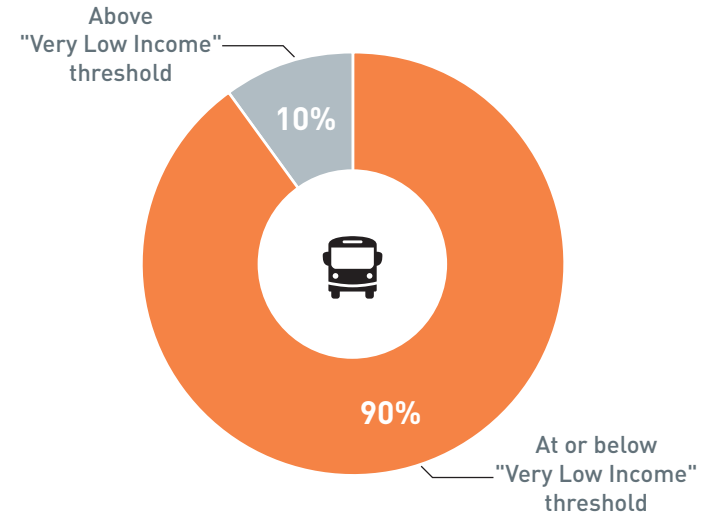
Household Income

Household's total annual earnings:

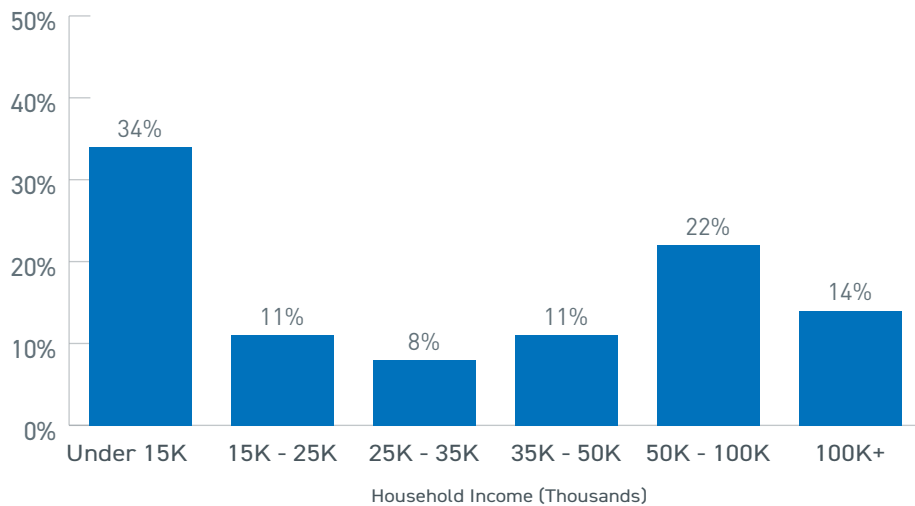


Median Income
\$18,630

Mean Income
\$28,238

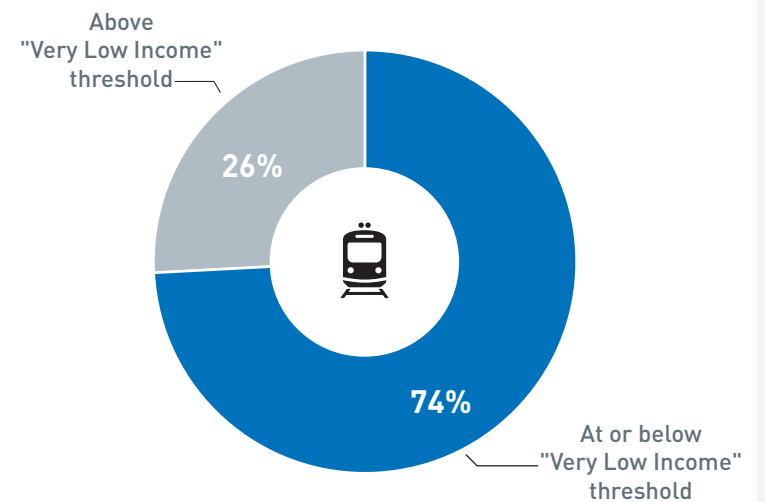


Household's total annual earnings:



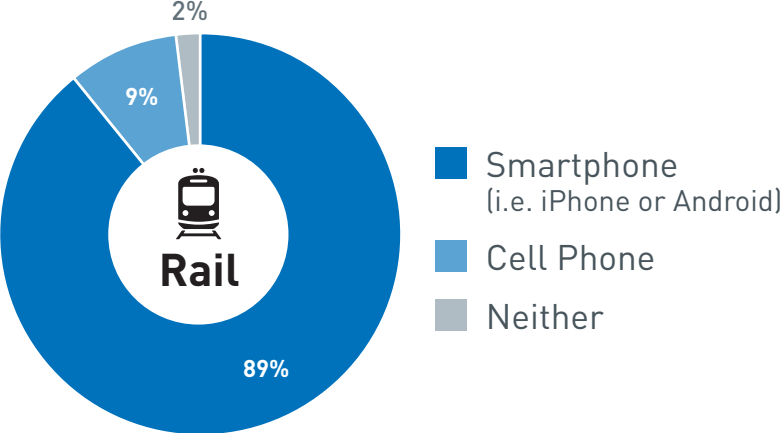
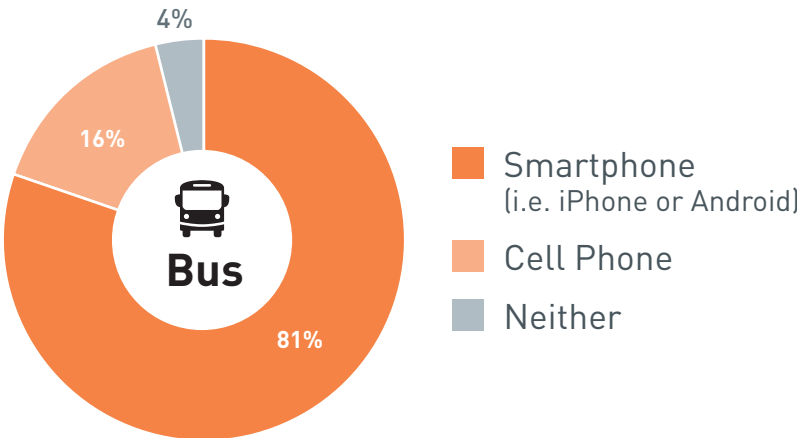
Median Income
\$31,387

Mean Income
\$47,888



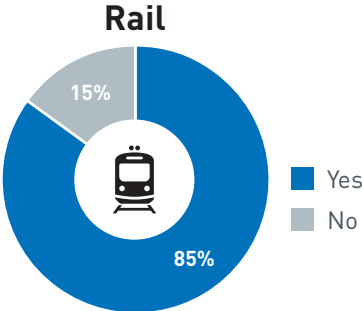
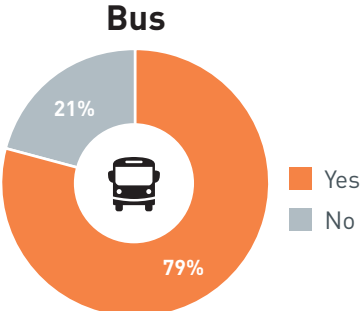
Phone Access

What type of mobile device do you own?



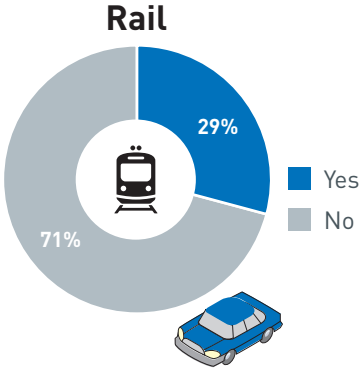
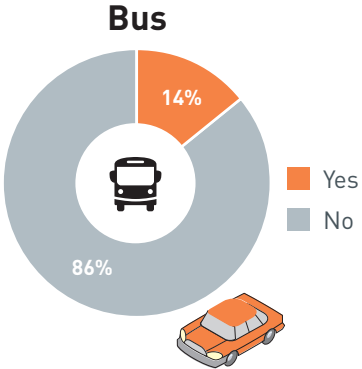
Internet Access

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



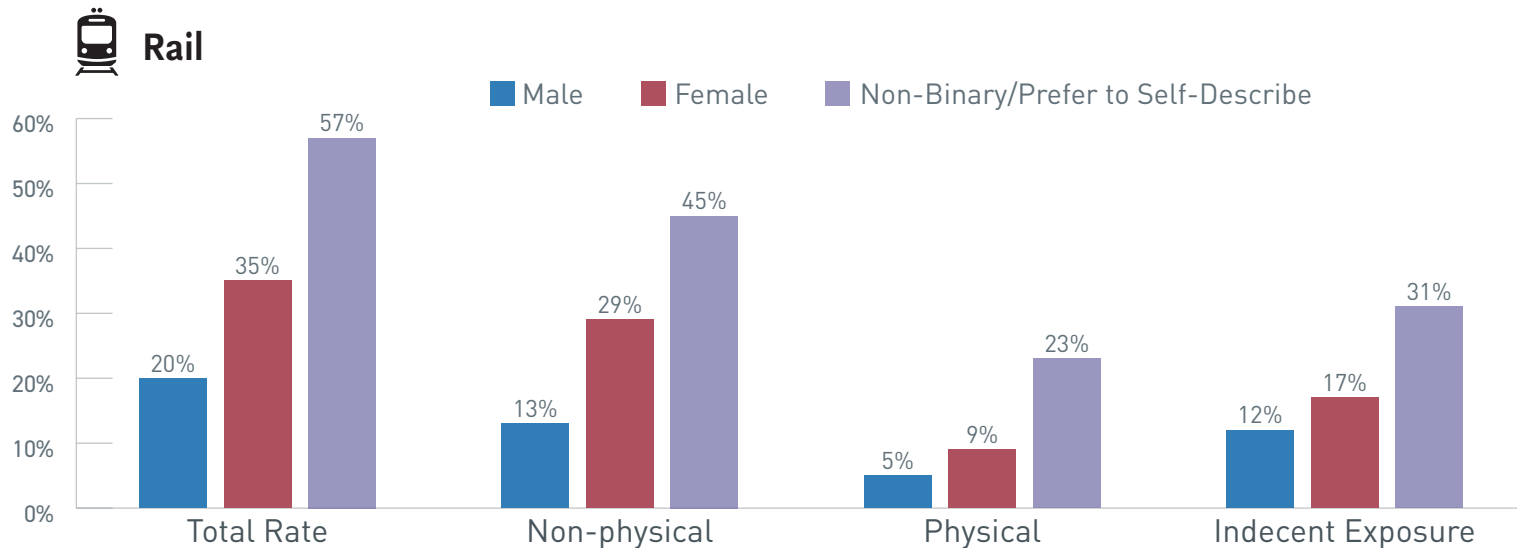
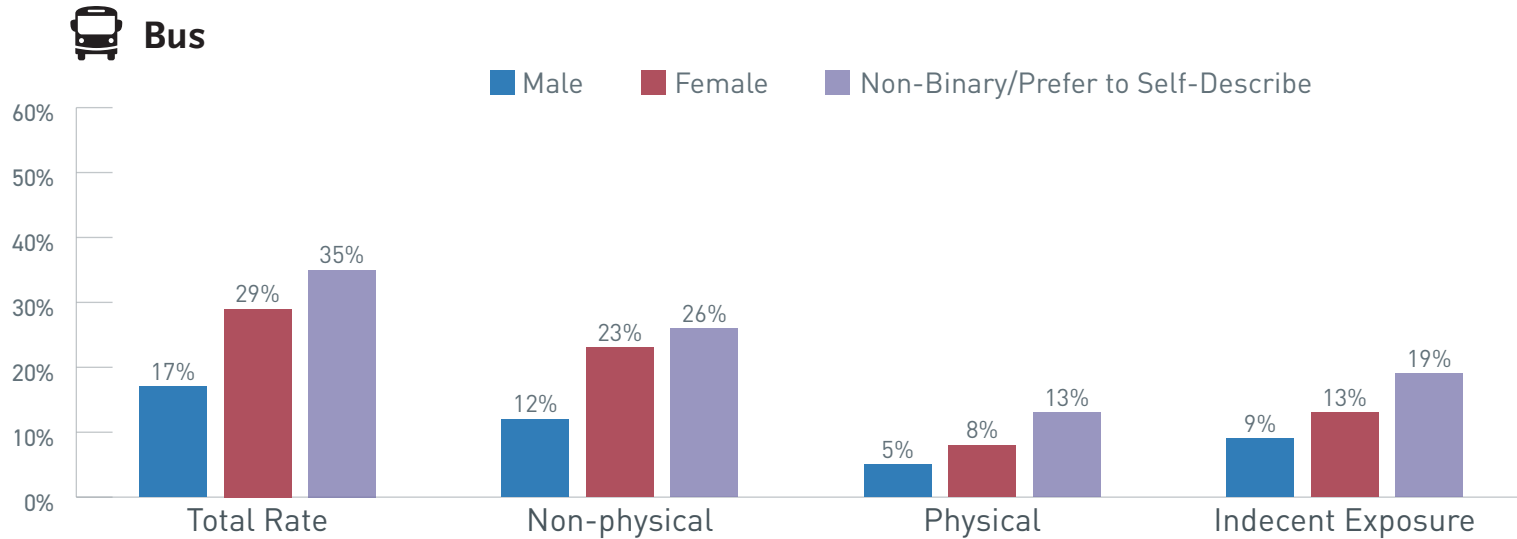
Car Ownership

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?

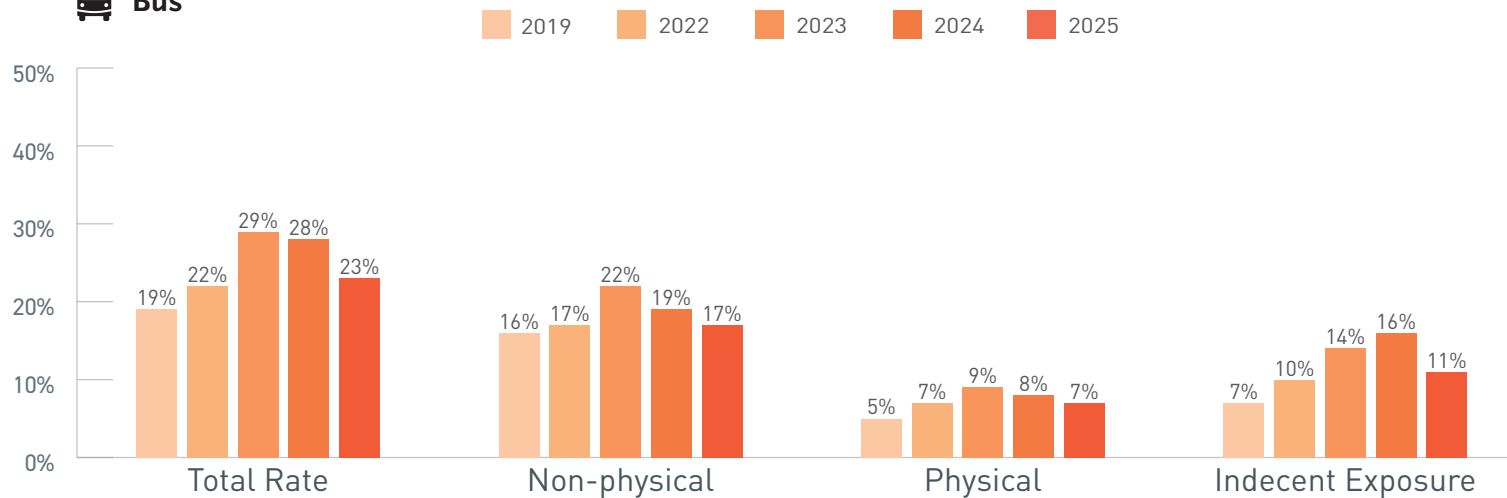


2019 – 2025 Sexual Harassment Changes for Bus and Rail

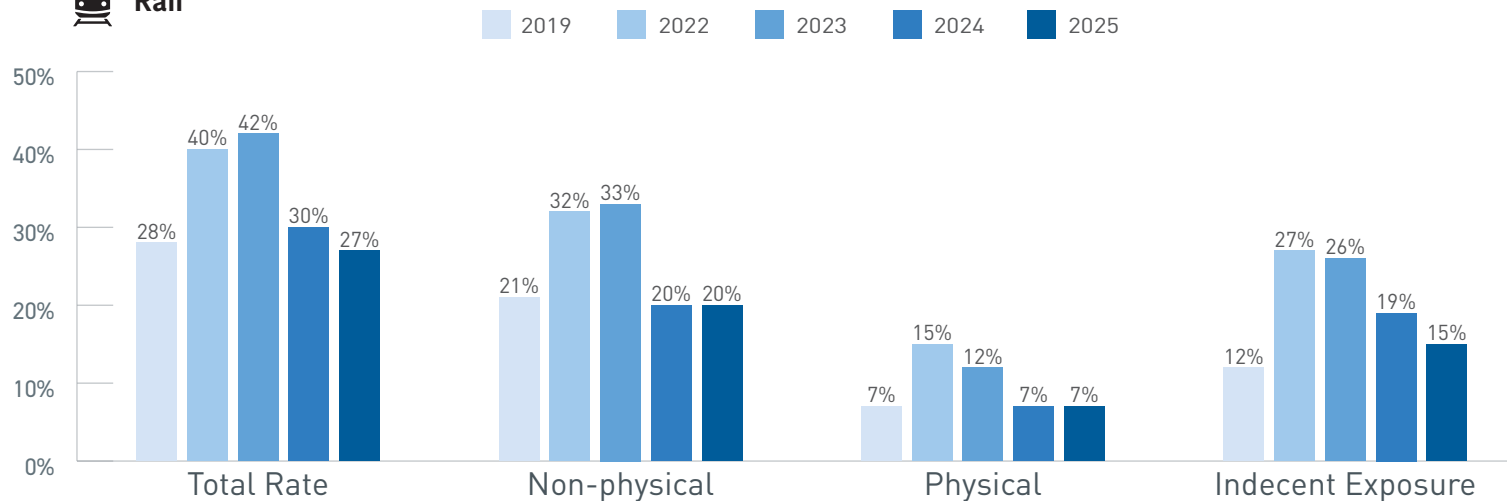
In the past 6 months, while riding Metro, have you personally experienced any of the following types of sexual harassment?



Bus

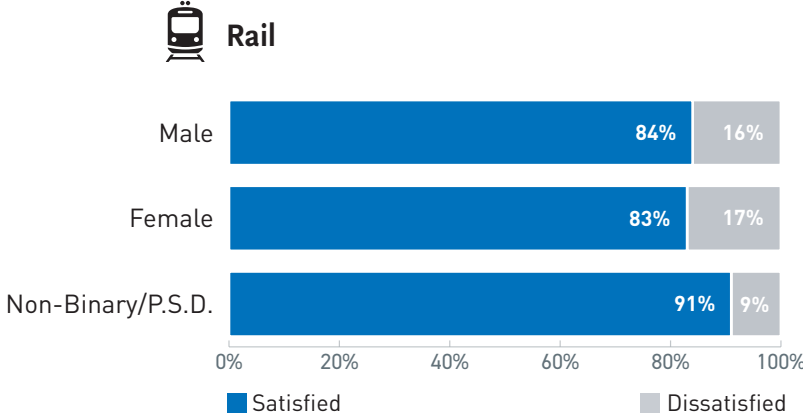
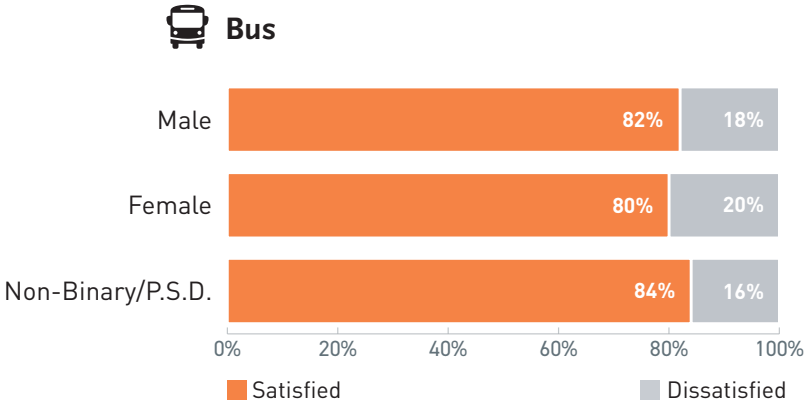


Rail

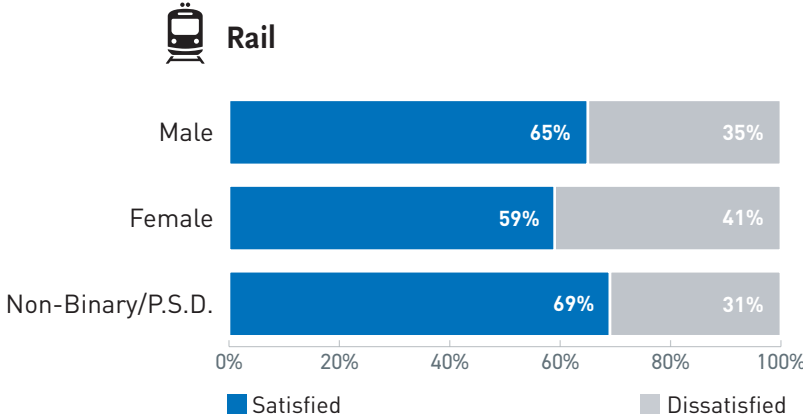
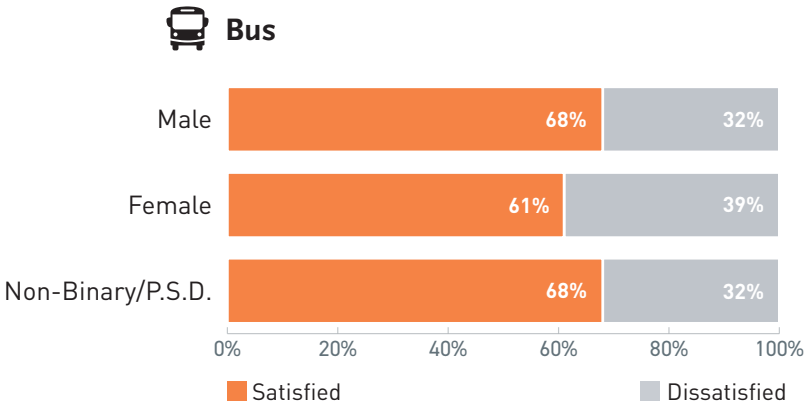


Safety while Waiting by Gender Identity

Safety while waiting for THIS bus/train DURING THE DAY

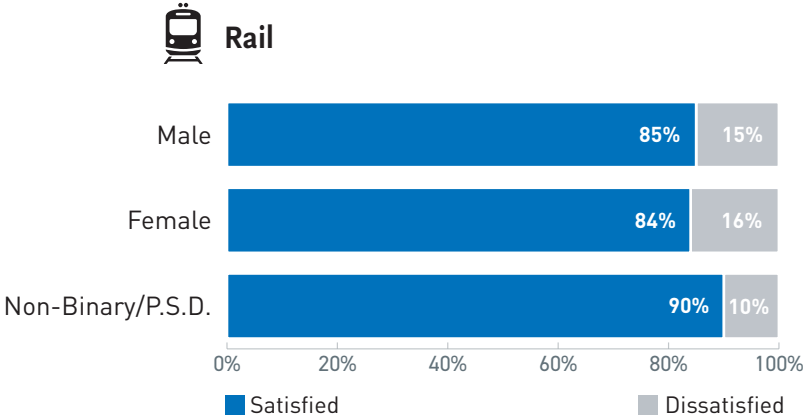
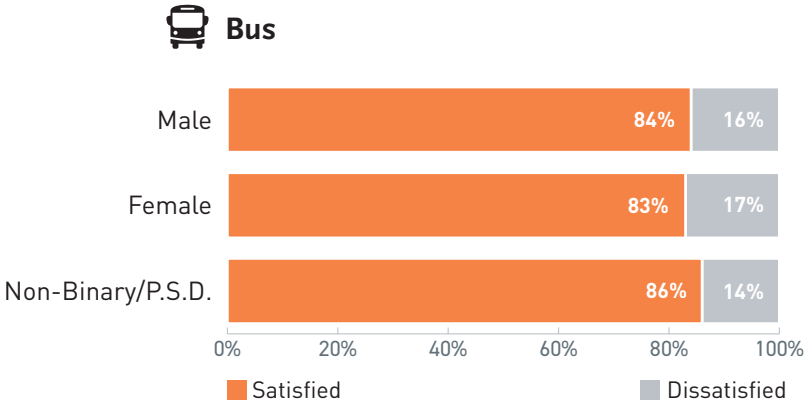


Safety while waiting for THIS bus/train AT NIGHT

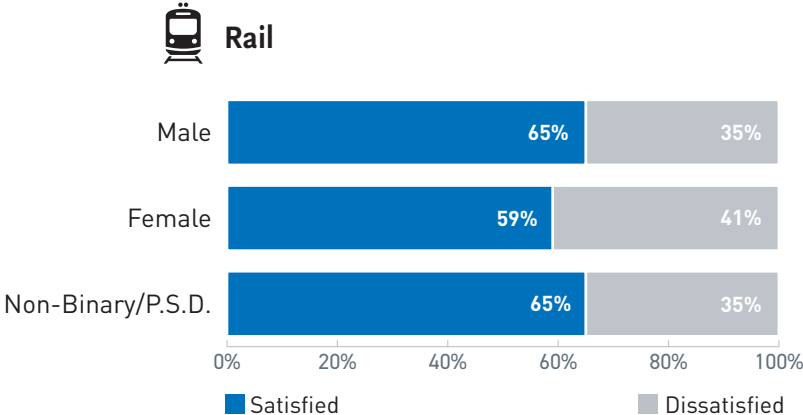
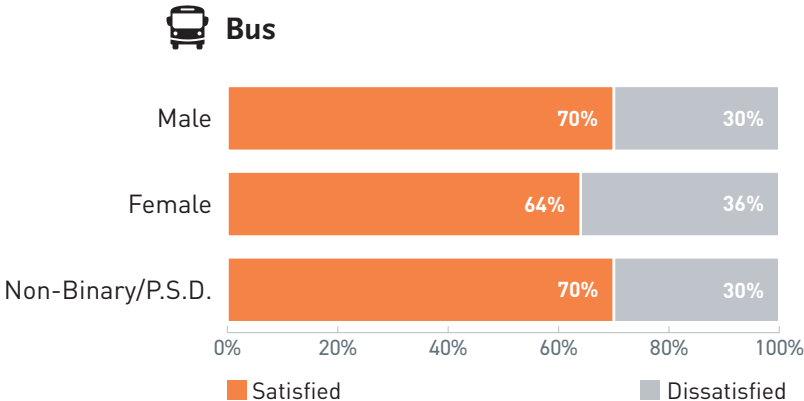


Safety while Riding by Gender Identity

Safety while riding THIS bus/train DURING THE DAY

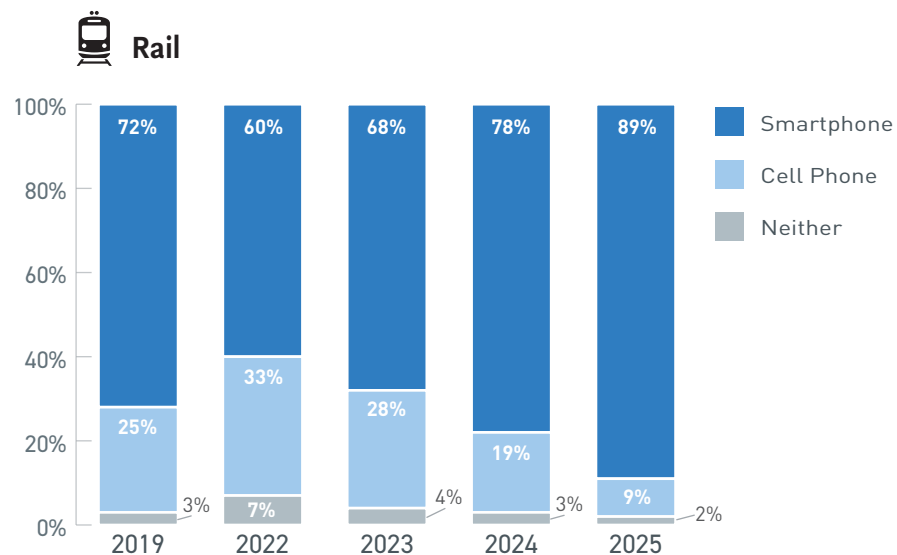
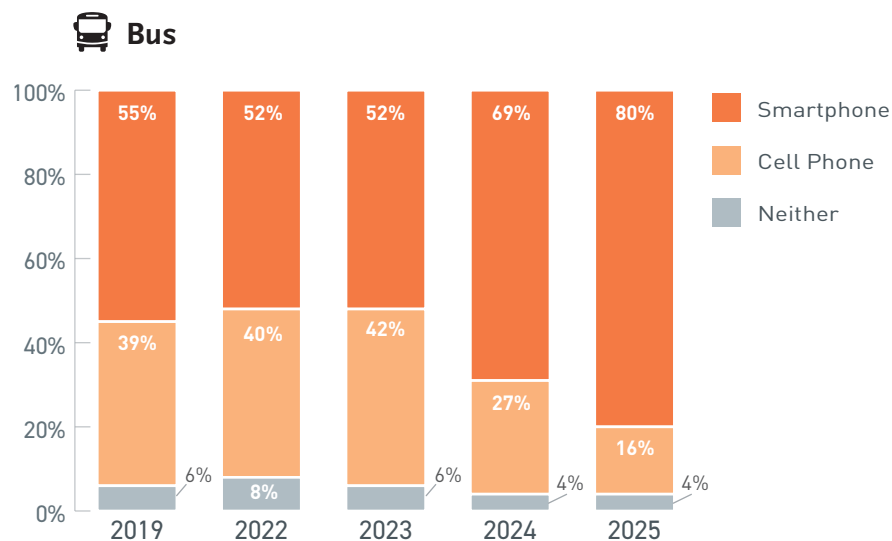


Safety while riding THIS bus/train AT NIGHT

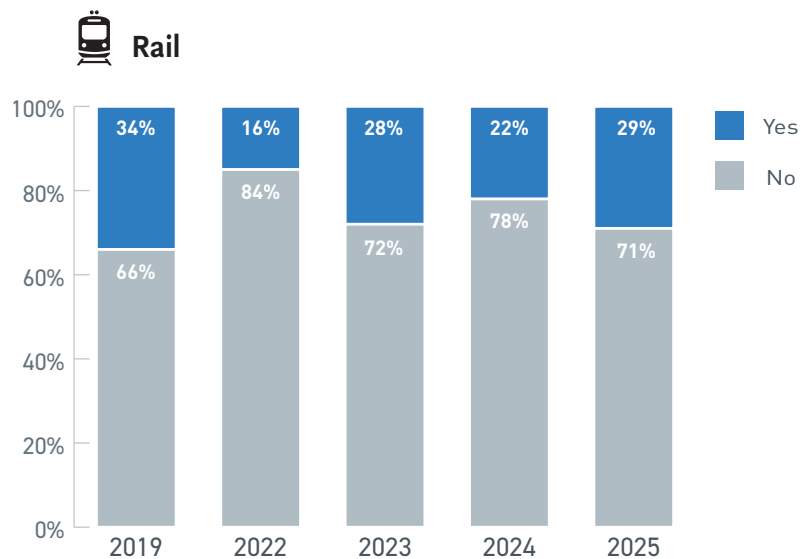
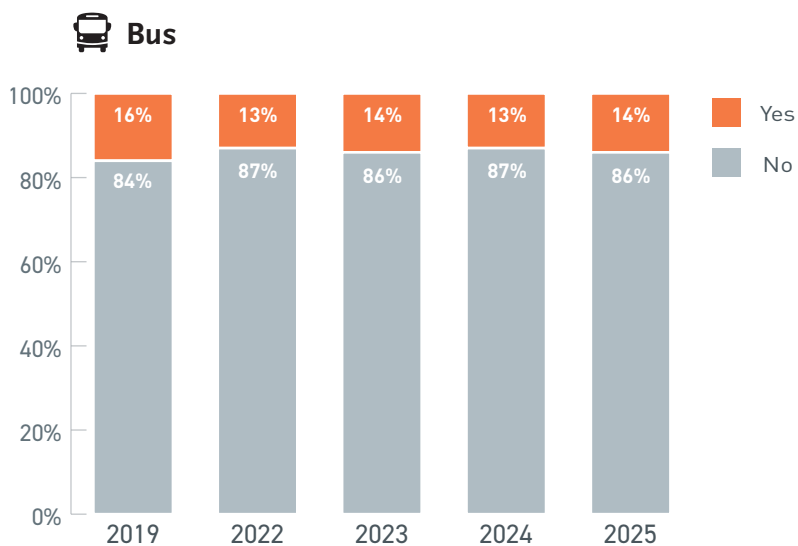


2019 – 2025 Phone Access & Car Ownership for Bus and Rail Riders

Phone Access | What type of mobile device do you own?



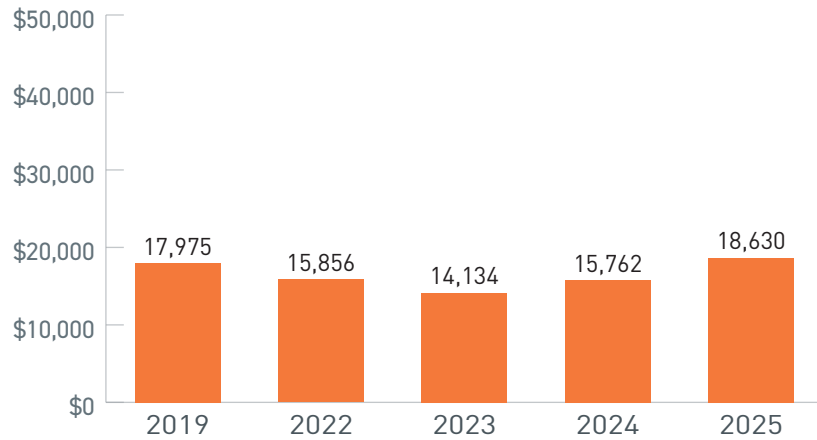
Car Ownership | Do you have a car available to make THIS trip?



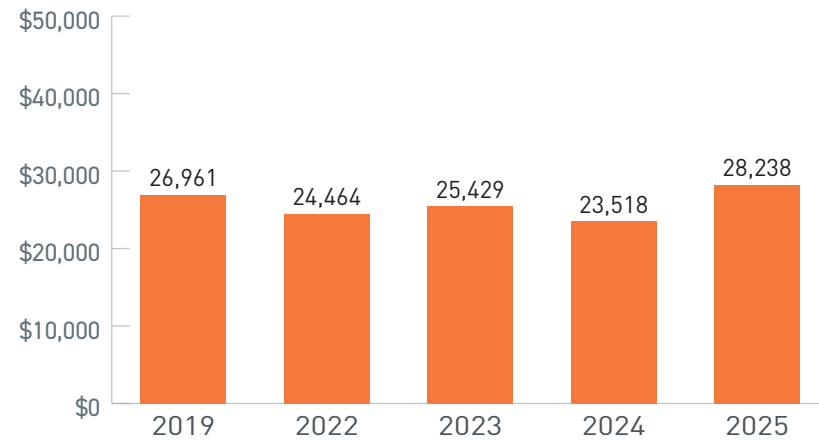
2019 – 2025 Median & Mean Income for Bus and Rail Riders



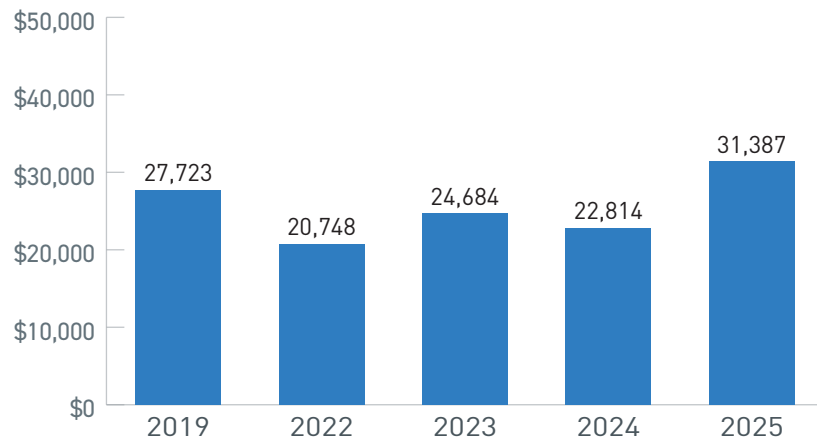
Median Household Income



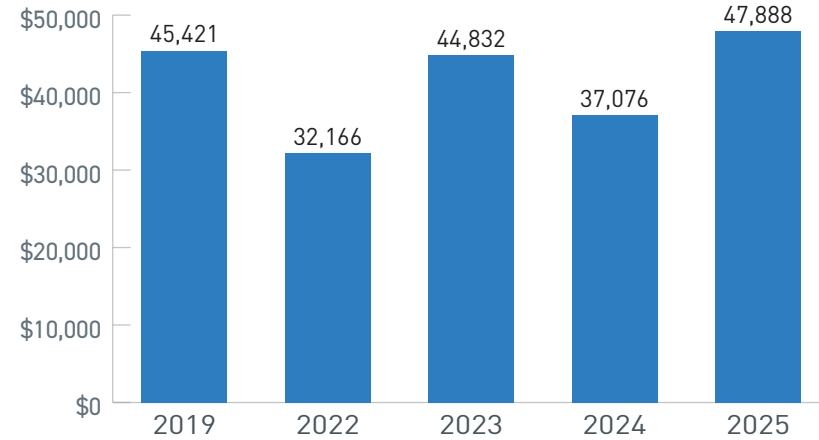
Mean Household Income



Median Household Income



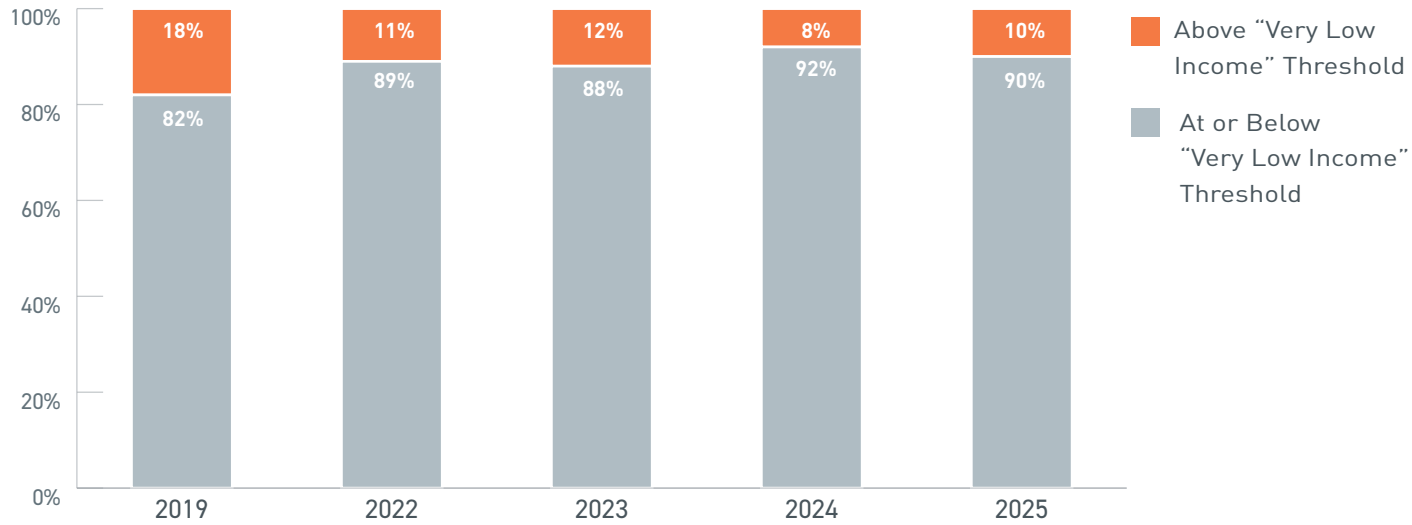
Mean Household Income



2019 – 2025 Poverty for Bus and Rail Riders



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



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

