

RAIL ONLY results derived from the Fall '25 On-Board Customer Satisfaction Survey
(Conducted November-December 2025)

Rail Only Sample Size

N = 4,908

Systemwide: Availability of accurate train arrival info

	Percent
Very Satisfied	32%
Satisfied	55%
Total Satisfied	86%
Dissatisfied	9%
Very Dissatisfied	5%
Total Dissatisfied	14%
Total	100%

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

	Percent
Very Satisfied	29%
Satisfied	53%
Total Satisfied	82%
Dissatisfied	13%
Very Dissatisfied	5%
Total Dissatisfied	18%
Total	100%

Systemwide: Comfort of riding Metro Rail

	Percent
Very Satisfied	23%
Satisfied	57%
Total Satisfied	79%
Dissatisfied	15%
Very Dissatisfied	5%
Total Dissatisfied	21%
Total	100%

Systemwide: Ease of fare payment

	Percent
Very Satisfied	40%
Satisfied	48%
Total Satisfied	88%
Dissatisfied	8%
Very Dissatisfied	5%
Total Dissatisfied	13%
Total	100%

Systemwide: Safety from crime

	Percent
Very Satisfied	18%
Satisfied	49%
Total Satisfied	66%
Dissatisfied	24%
Very Dissatisfied	10%
Total Dissatisfied	34%
Total	100%

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

	Percent
Very Satisfied	28%
Satisfied	58%
Total Satisfied	86%
Dissatisfied	11%
Very Dissatisfied	4%
Total Dissatisfied	14%
Total	100%

Systemwide: How well Metro addresses homelessness on trains

	Percent
Very Satisfied	15%
Satisfied	38%
Total Satisfied	53%
Dissatisfied	29%
Very Dissatisfied	18%
Total Dissatisfied	47%
Total	100%

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Line: Satisfaction with THIS rail line

	Percent
Very Satisfied	32%
Satisfied	57%
Total Satisfied	89%
Dissatisfied	8%
Very Dissatisfied	4%
Total Dissatisfied	11%
Total	100%

Line: Safety while waiting for THIS train DURING THE DAY

	Percent
Very Satisfied	29%
Satisfied	55%
Total Satisfied	84%
Dissatisfied	11%
Very Dissatisfied	5%
Total Dissatisfied	16%
Total	100%

Line: How often THIS train is on time

	Percent
Very Satisfied	31%
Satisfied	56%
Total Satisfied	87%
Dissatisfied	9%
Very Dissatisfied	4%
Total Dissatisfied	13%
Total	100%

Line: Safety while waiting for THIS train AT NIGHT

	Percent
Very Satisfied	20%
Satisfied	43%
Total Satisfied	62%
Dissatisfied	25%
Very Dissatisfied	13%
Total Dissatisfied	38%
Total	100%

Line: Cleanliness inside THIS train

	Percent
Very Satisfied	23%
Satisfied	49%
Total Satisfied	72%
Dissatisfied	21%
Very Dissatisfied	8%
Total Dissatisfied	29%
Total	100%

Line: Safety while riding THIS train DURING THE DAY

	Percent
Very Satisfied	30%
Satisfied	55%
Total Satisfied	84%
Dissatisfied	11%
Very Dissatisfied	5%
Total Dissatisfied	16%
Total	100%

Line: Cleanliness of THIS train's stations

	Percent
Very Satisfied	25%
Satisfied	52%
Total Satisfied	77%
Dissatisfied	17%
Very Dissatisfied	7%
Total Dissatisfied	23%
Total	100%

Line: Safety while riding THIS train AT NIGHT

	Percent
Very Satisfied	20%
Satisfied	42%
Total Satisfied	63%
Dissatisfied	25%
Very Dissatisfied	13%
Total Dissatisfied	38%
Total	100%

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What is the purpose of THIS Metro Rail trip?

	Percent
Work Commute	56%
School Commute	12%
Errands	11%
Leisure	11%
Other	10%
Total	100%

How did you pay for THIS one-way trip?

	Percent
TAP card	72%
TAP app on phone	24%
Apply Pay	4%
Cash	0%
Total	100%

Did you receive a discount on your fare?

	Percent
Yes	36%
No	64%
Total	100%

If yes, what type of discount did you receive?

	Percent
U-Pass	13%
GoPass	9%
Student (K-12)	11%
Student (college/vocational)	11%
Senior/Disabled/Medicare	17%
LIFE (low-income coupon)	26%
Employer Pass	10%
Access	4%
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	40%
I rarely reach the 1-day fare cap threshold or 7-day fare cap threshold	28%
I regularly hit the 1-day fare cap threshold, but not the 7-day fare cap threshold	11%
I regularly hit the 7-day fare cap threshold, but not the 1-day fare cap threshold	12%
I regularly hit the 1-day fare cap threshold and the 7-day fare cap threshold	9%
I pay with cash so fare capping doesn't apply to me	0%
Total	100%

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Do you own a:	
	Percent
Smartphone (Android)	34%
Smartphone (iPhone)	56%
Total Smartphone	89%
Cell Phone	9%
I own neither	2%
Total	100%

Do you have regular access to the internet while at home?	
	Percent
Yes	85%
No	15%
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	27%
Non-physical	20%
Physical	7%
Indecent Exposure	15%

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.	22%
Indecent Exposure Only	5%
No Sexual Harassment	73%
Total	100%

How did you get to the FIRST bus or train of THIS trip?	
	Percent
Walked	72%
Dropped Off	11%
Drove	10%
Biked	4%
Skateboarded	2%
Other	2%
Total	100%

Do you have a car available to make THIS trip?	
	Percent
Yes	29%
No	71%
Total	100%

Did you or will you have to transfer to complete THIS trip?	
	Percent
Yes	54%
No	46%
Total	100%

Are you a person with disability?	
	Percent
Yes	11%
No	89%
Total	100%

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How long have you been riding Metro buses/trains?

	Percent
Today is my first time	4%
Less than 1 year	15%
1-2 years	18%
3-4 years	15%
5 or more years	50%
Total	100%

How often do you ride Metro trains?

	Percent
Less than once a month	8%
1-3 days a month	9%
1-2 days a week	11%
3-4 days a week	23%
5 or more days a week	49%
Total	100%

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

	Percent
Never/Almost Never	37%
1-3 days a month	7%
1-2 days a week	10%
3-4 days a week	14%
5 or more days a week	22%
I am a stay-at-home caregiver/parent	2%
I am retired/un-employed/do not work	8%
Total	100%

What language did you complete the survey in?

	Percent
English	85%
Spanish	15%
Other	0%
Total	100%

What is your ethnicity?

	Percent
Hispanic/Latino	51%
Black/African American	17%
White/Caucasian	18%
Asian/AsianAmerican	10%
Pacific Islander	1%
Middle Eastern/North African	1%
Native American	1%
Other	1%
Total	100%

What is your gender identity?

	Percent
Male	55%
Female	43%
Non-binary	2%
Prefer to self-describe	0%
Total	100%

What is your age?

	Percent
< 18	5%
18-24	19%
25-34	28%
35-44	23%
45-54	13%
55-64	8%
65 or more	5%
Total	100%

Household's total annual earnings?

	Percent
Under \$5,000	19%
\$5,000-\$9,999	7%
\$10,000-\$14,999	7%
\$15,000-\$19,999	5%
\$20,000-\$24,999	6%
\$25,000-\$34,999	8%
\$35,000-\$49,999	11%
\$50,000-\$64,999	10%
\$65,000-\$79,999	7%
\$80,000-\$99,999	6%
\$100,000-\$149,999	7%
\$150,000 or more	7%
Total	100%

Household's total annual earnings?

	\$\$\$
Median	\$31,387
Mean	\$47,888

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

	Percent
Above "Very Low Income" threshold	26%
At or below "Very Low Income" threshold	74%
Total	100%