

SYSTEMWIDE results derived from the Fall '25 On-Board Customer Satisfaction Survey
(Conducted October-December 2025)

Systemwide Sample Size

N = 23,146

Systemwide: Availability of accurate bus/train arrival info	
	Percent
Very Satisfied	29%
Satisfied	55%
Total Satisfied	84%
Dissatisfied	11%
Very Dissatisfied	6%
Total Dissatisfied	16%
Total	100%

Systemwide: How long it takes to get where I am going	
	Percent
Very Satisfied	26%
Satisfied	55%
Total Satisfied	81%
Dissatisfied	14%
Very Dissatisfied	6%
Total Dissatisfied	19%
Total	100%

Systemwide: Comfort of riding Metro bus/rail	
	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	36%
Satisfied	51%
Total Satisfied	87%
Dissatisfied	8%
Very Dissatisfied	6%
Total Dissatisfied	14%
Total	100%

Systemwide: Safety from crime	
	Percent
Very Satisfied	19%
Satisfied	48%
Total Satisfied	67%
Dissatisfied	23%
Very Dissatisfied	11%
Total Dissatisfied	34%
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
Very Satisfied	28%
Satisfied	57%
Total Satisfied	85%
Dissatisfied	11%
Very Dissatisfied	5%
Total Dissatisfied	15%
Total	100%

Systemwide: How well Metro addresses homelessness on buses/trains	
	Percent
Very Satisfied	17%
Satisfied	41%
Total Satisfied	58%
Dissatisfied	26%
Very Dissatisfied	16%
Total Dissatisfied	42%
Total	100%

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Line: Satisfaction with THIS bus/rail Line

	Percent
Very Satisfied	32%
Satisfied	56%
Total Satisfied	88%
Dissatisfied	8%
Very Dissatisfied	4%
Total Dissatisfied	12%
Total	100%

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

	Percent
Very Satisfied	27%
Satisfied	55%
Total Satisfied	82%
Dissatisfied	12%
Very Dissatisfied	6%
Total Dissatisfied	18%
Total	100%

Line: How often THIS bus/train is on time

	Percent
Very Satisfied	29%
Satisfied	55%
Total Satisfied	84%
Dissatisfied	12%
Very Dissatisfied	5%
Total Dissatisfied	16%
Total	100%

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

	Percent
Very Satisfied	20%
Satisfied	44%
Total Satisfied	64%
Dissatisfied	24%
Very Dissatisfied	12%
Total Dissatisfied	36%
Total	100%

Line: Cleanliness inside THIS bus/train

	Percent
Very Satisfied	24%
Satisfied	51%
Total Satisfied	75%
Dissatisfied	18%
Very Dissatisfied	8%
Total Dissatisfied	25%
Total	100%

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

	Percent
Very Satisfied	28%
Satisfied	56%
Total Satisfied	84%
Dissatisfied	11%
Very Dissatisfied	5%
Total Dissatisfied	16%
Total	100%

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

	Percent
Very Satisfied	22%
Satisfied	48%
Total Satisfied	70%
Dissatisfied	20%
Very Dissatisfied	10%
Total Dissatisfied	30%
Total	100%

Line: Safety while riding THIS bus/train AT NIGHT

	Percent
Very Satisfied	21%
Satisfied	45%
Total Satisfied	66%
Dissatisfied	22%
Very Dissatisfied	12%
Total Dissatisfied	34%
Total	100%

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

	Percent
Work Commute	51%
School Commute	13%
Errands	17%
Leisure	8%
Other	12%
Total	100%

How did you pay for THIS one-way trip?

	Percent
TAP card	57%
TAP app on phone	18%
Apply Pay	3%
Cash	22%
Total	100%

Did you receive a discount on your fare?

	Percent
Yes	38%
No	62%
Total	100%

If yes, what type of discount did you receive?

	Percent
U-Pass	10%
GoPass	8%
Student (K-12)	14%
Student (college/vocational)	12%
Senior/Disabled/Medicare	23%
LIFE (low-income coupon)	23%
Employer Pass	5%
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	30%
I rarely reach the 1-day fare cap threshold or 7-day fare cap threshold	17%
I regularly hit the 1-day fare cap threshold, but not the 7-day fare cap threshold	8%
I regularly hit the 7-day fare cap threshold, but not the 1-day fare cap threshold	8%
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	32%
Total	100%

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Do you own a:	
	Percent
Smartphone (Android)	34%
Smartphone (iPhone)	50%
Total Smartphone	83%
Cell Phone	14%
I own neither	3%
Total	100%

Do you have regular access to the internet while at home?	
	Percent
Yes	80%
No	20%
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	24%
Non-physical	18%
Physical	7%
Indecent Exposure	12%

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.	20%
Indecent Exposure Only	4%
No Sexual Harassment	76%
Total	100%

How did you get to the FIRST bus or train of THIS trip?	
	Percent
Walked	83%
Dropped Off	8%
Drove	4%
Biked	3%
Skateboarded	2%
Other	1%
Total	100%

Do you have a car available to make THIS trip?	
	Percent
Yes	18%
No	82%
Total	100%

Did you or will you have to transfer to complete THIS trip?	
	Percent
Yes	49%
No	51%
Total	100%

Are you a person with disability?	
	Percent
Yes	12%
No	88%
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	13%
1-2 years	18%
3-4 years	16%
5 or more years	51%
Total	100%

How often do you ride Metro buses/trains?

	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	55%
Total	100%

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

	Percent
Never/Almost Never	40%
1-3 days a month	7%
1-2 days a week	8%
3-4 days a week	13%
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	75%
Spanish	25%
Other	0%
Total	100%

What is your ethnicity?

	Percent
Hispanic/Latino	61%
Black/African American	17%
White/Caucasian	12%
Asian/AsianAmerican	8%
Pacific Islander	1%
Middle Eastern/North African	1%
Native American	1%
Other	1%
Total	100%

What is your gender identity?

	Percent
Male	52%
Female	46%
Non-binary	2%
Prefer to self-describe	0%
Total	100%

What is your age?

	Percent
< 18	7%
18-24	18%
25-34	25%
35-44	21%
45-54	13%
55-64	10%
65 or more	6%
Total	100%

Household's total annual earnings?

	Percent
Under \$5,000	26%
\$5,000-\$9,999	8%
\$10,000-\$14,999	8%
\$15,000-\$19,999	7%
\$20,000-\$24,999	8%
\$25,000-\$34,999	9%
\$35,000-\$49,999	11%
\$50,000-\$64,999	8%
\$65,000-\$79,999	5%
\$80,000-\$99,999	4%
\$100,000-\$149,999	3%
\$150,000 or more	3%
Total	100%

Household's total annual earnings?

	\$\$\$
Median	\$20,817
Mean	\$33,208

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

	Percent
Above "Very Low Income" threshold	14%
At or below "Very Low Income" threshold	86%
Total	100%