

| Supervisor Only: | | | | | |
|---------------------------|------------|---------------|--|--|--|
| 1. Bus Route: | Run: | Block: | | | |
| 2. Time: 6-9a | 9a-1p 1-4p | 4-7p After 7p | | | |
| 3. Day of the Wee | ek: M T W | TH F Sat Sun | | | |
| 4. Date of trip: mm/dd/yy | | | | | |

Chance to win \$500!

As a thank you for <u>fully completing</u> this survey, your name will be entered into a drawing for a chance to win one (1) \$500 Visa Cash Card.

| | 2022 Metro Bus Custo | About You | | |
|----|--|--|---------------|---|
| | 5. Would you like to be entered into the drawing for one (1) \$500 Visa Cash Card? | First Name: | | 10. Do you have regular access to a car? Yes No |
| | Your contact information will be kept confidential. | Phone: Home Zip Code: | | 11. How often do you ride Metro Bus? Select one |
| | □ No 5b. | Can we invite you to participate in occasional Metro surveys? | | Less than once a month |
| | Satisfaction with Metro Bus | ☐ Yes ☐ No | | ☐ 1-3 days a month ☐ 1-2 days a week ☐ 3-4 days a week ☐ 5 or more days a week |
| | 6. To what extent do you agree or disagree with Select one per row | | ~~~ | 12. How long have you |
| | I would recommend riding Metro Bus to a friend | Strongly Disagree Strongly A \Box | gree | been riding Metro Bus? Select one |
| | Metro Bus works hard to improve the experience | | | Less than 1 year |
| | When I hear people criticize Metro Bus, I want to | 1 2 3 4 5 | | ☐ 1-2 years ☐ 3-4 years |
| | Metro Bus provides a good value for the money | 1 2 3 4 5 | | ☐ 5 or more years |
| | 7. Thinking about your experiences during your ney door to door and all your interactions with how satisfied are you with Metro Bus? | entire jour- Not Satisfied at All Neutral Very Satismetro Bus, \[\begin{array}{cccccccccccccccccccccccccccccccccccc | fied | ☐ Today is my first time 13. Do you have a smartphone and connection to access apps when waiting at bus stops? |
| | 8. Please rate your satisfaction with the following | ng aspects of Metro Bus: | | ☐ Yes ☐ No |
| | Not Satisfied Very at All Satisfied Satisfied 1. How frequently N/A 1 2 3 4 5 buses run | Not Satisfied Very Satisfied ○ □ □ □ □ □ 14. Safety from sexual N/A 1 2 3 4 5 harassment | | 14. How did you pay your fare for this trip? |
| | | | | ☐ TAP Card |
| | N/A 1 2 3 4 5 get where I am going | N/A 1 2 3 4 5 crime | | ☐ TAP App on phone☐ Cash |
| | O D D D D D D D D D D D D D D D D D D D | \bigcirc \bigcirc \bigcirc \bigcirc \bigcirc \bigcirc \bigcirc 16. Buses and stops kept free of graffiti | | 15. What type of fare was it? 30-Day Pass |
| | O D D D D D D D D D D D D D D D D D D D | O I I I I I I I I I I I I I I I I I I I | | ☐ 7-Day Pass |
| | $\bigcap_{\text{N/A}} \ \bigcap_{1} \ \bigcap_{2} \ \bigcap_{3} \ \bigoplus_{4} \ \int_{5} $ 5. Availability of accurate bus arrival time info | O | | ☐ Day Pass☐ 1 trip fare☐ Other: |
| | \bigcirc \square \square \square \square \square \square 6. Bus stop seating | O D D D D D D D D D D D D D D D D D D D | l | 16. Did you receive a |
| | \bigcirc | O C C C C C C C C C C C C C C C C C C C | | discount on your fare? ☐ Yes ☐ No |
| | $\bigcap_{N/A}$ \bigcap_{1} \bigcap_{2} \bigcap_{3} \bigcap_{4} \bigcap_{5} 8. Shade at bus stop | $\bigcap_{N/A}$ \bigcap_1 \bigcap_2 \bigcap_3 \bigcap_4 \bigcap_5 21. Ease of fare payment | | 16a. If yes, what discount? |
| | $\bigcap_{N/A}$ \bigcap_{1} \bigcap_{2} \bigcap_{3} \bigcap_{4} \bigcap_{5} 9. Enough room on the bus | O C C C C C C C C C C C C C C C C C C C | | ☐ Student (K-12) ☐ Student (College) |
| | $\bigcap_{N/A}$ \bigcap_{1} \bigcap_{2} \bigcap_{3} \bigcap_{4} \bigcap_{5} 10.Comfort of bus seats (if used) | $\bigcap_{N/A}$ \bigcap_1 \bigcap_2 \bigcap_3 \bigcap_4 \bigcap_5 23. Bus stop lighting (if you ride at night) | | ☐ LIFE ☐ Senior/Disabled/Medicare |
| | $\bigcap_{\text{N/A}} \ \bigcap_{1} \ \bigcap_{2} \ \bigcap_{3} \ \bigoplus_{4} \ \bigcap_{5} $ 11. Cleanliness inside the bus | O C C C C C C C C C C C C C C C C C C C | sha | 9. Which elements listed in the added section do you most want |
| | NA 1 2 3 4 5 12. How well Metro address on buse | ~ | tha | etro to improve? Write the number t corresponds to your top 3 choices. mple: if "bus comes on time" is your |
| | O I I I I I I I I I I I I I I I I I I I | nt | first | t choice, then write "3" in the "1st" blank ce provided below. |
| | ethnicity | | 1 st _ | 2 nd 3 rd |
| | Demographics | | _ | |
| Th | e following information will be kept confidential and used onl 17. What is your age? | y to confirm our survey sample is reflective of the diverse coun 20. What languages do you speak at home? | | th we serve. What is your gender identity? |
| | ☐ Under 18 ☐ 45 - 64 | (select all that apply) | | Male Non-Binary |
| | ☐ 18 - 24 ☐ 65+ ☐ 25 - 44 | ☐ English ☐ Korean ☐ Spanish ☐ Armenian | | emale |
| | 18. What is your race or ethnic identification? (select all that apply) | ☐ Chinese ☐ Other: ☐ Tagalog | | o you have any disabilities? es No |
| | Latinx/Hispanic | 21. How well do you speak English? ☐ Very well or well | | What type of disability do you have? |
| | ☐ Black/African American ☐ White/Caucasian | ☐ Not well or not at all | ☐ Lo | t all that apply) ow vision |
| | ☐ Asian/Pacific Islander ☐ Native American | 22. What is your household's total annual earnings? Select one | _ | lindness eaf/hard-of-hearing |
| | ☐ Other | ☐ Under \$15,000 | □ M | lobility – use wheelchair lobility – do not use wheelchair |
| | 19. Including yourself, how many people live in your household? | ☐ \$15,000 - \$24,999 ☐ \$25,000 - \$49,999 | □ M | lental or cognitive |
| | 1 2 3 4 5 6 or more | □ \$50,000 - \$99,999 □ \$100,000+ 2022 ETC Inst | | ther: omer Experience Research. More information regarding |



| Supervisor Only: | | | | | | |
|---------------------------|-------|------|---------------|--|--|--|
| 1. Rail Line: | R | un: | Block: | | | |
| 2. Time: 6-9a | 9a-1p | 1-4p | 4-7p After 7p | | | |
| 3. Day of the We | ek: M | T W | TH F Sat Sun | | | |
| 4. Date of trip: mm/dd/yy | | | | | | |

Chance to win \$500!

As a thank you for <u>fully completing</u> this survey, your name will be entered into a drawing for a chance to win one (1) \$500 Visa Cash Card.

2022 ETC Institute Customer Experience Research. More information regarding ETC Institute's Consumer Privacy Policy please visit www.etcinstitute.com/ccpa

| | 2022 Metro Rail Custoi | mer Surv | ΑV | | | | About You |
|----|--|---|-------------------------|-------------------------------|-------------------------------|------------------------|---|
| | | | | | | | 10. Do you have regular access |
| | drawing for one (1) \$500 Visa Cash Card? | First Name: | | | | _ | to a car? |
| | rour contact information will be kept confidential. | Email: | | | | | 11. How often do you ride |
| | | Phone: Can we invite you to par | | - | | - | Metro Rail? Select one Less than once a month |
| | | ☐ Yes ☐ No | , | | | | ☐ 1-3 days a month |
| | Satisfaction with Metro Rail | | | | | | ☐ 1-2 days a week☐ 3-4 days a week |
| | 6. To what extent do you agree or disagree with Select one per row | _ | ements? ongly Disagi | rpp | Strongly Agr | ee I | 5 or more days a week |
| | I would recommend riding Metro Rail to a friend of | | | | □ □ □ 4 5 | | 12. How long have you |
| | Metro Rail works hard to improve the experience | of its riders | | 2 3 | 4 5 | | been riding Metro Rail? Select one |
| | When I hear people criticize Metro Rail, I want to | defend it | 1 | | 4 5 | | Less than 1 year |
| | Metro Rail provides a good value for the money | | 1 | 2 3 | 4 5 | | ☐ 1-2 years ☐ 3-4 years |
| | 7. Thinking about your experiences during your | entire Not S | Satisfied at <i>i</i> | All Neutral | Very Satisfie | d | 5 or more years |
| | journey door to door and all your interactions w Rail, how satisfied are you with Metro Rail? | vith Metro | | 2 3 | 4 5 | | ☐ Today is my first time |
| | | | · | 2 3 | 7 3 | | 13. Do you have a smartphone and connection to access apps |
| | 8. Please rate your satisfaction with the following Not Satisfied Very | ng aspects of Metro Not Satisfied | Rail: | | | | when waiting at the station? ☐ Yes ☐ No |
| | at All Sotisfied O D D D D D D D D D D D D D D D D D D | at All N/A 1 2 3 | Satisfied | 4. Safety fro | om | | 14. How did you pay your fare |
| | N/A 1 2 3 4 5 trains run | | 4 5 | crime | | | for this trip? TAP Card |
| | ○ □ □ □ □ □ □ 2. How long it takes to get where I am going | $\bigcap_{N/A} \ \bigcap_{1} \ \bigcap_{2} \ \bigcap_{3} \ [$ | <u> </u> | 5.Trains an kept free | | | ☐ TAP App on phone |
| | O C S S S S S S S S S S S S S S S S S S | $\bigcap_{N/A} \ \bigcap_{1} \ \bigcap_{2} \ \bigcap_{3} \ [$ | 1 4 5 | 6. Enforcem Metro Rai | | | ☐ Cash 15. What type of fare was it? |
| | O D D D D D D D D D D D D D D D D D D D | $\bigcap_{N/A} \ \bigcap_{1} \ \bigcap_{2} \ \bigcap_{3} \ [$ | <u> </u> | 7.Accurate info abou | | | ☐ 30-Day Pass ☐ 7-Day Pass |
| | O D D D D D D D D D D D D D D D D D D D | $\bigcap_{N/A} \ \prod_{1} \ \square_{2} \ \square_{3} \ [$ | | 8. Cell signa on the tra | | | ☐ Day Pass ☐ 1 trip fare |
| | O C C C C C C C C C C C C C C C C C C C | $\bigcap_{N/A} \ \prod_{1} \ \prod_{2} \ \prod_{3} \ [$ | <u> </u> | 9. Ease of fa payment | ire | | Other: |
| | O D O O O O O O O O O O O O O O O O O O | N/A 1 2 3 | <u></u> | | cy of accurate an my trips | | 16. Did you receive a discount on your fare? |
| | O D D D D D D D D D D D D D D D D D D D | N/A 1 2 3 | <u></u> | 1. Next stop on the tra | | | Yes No 16a. If yes, what discount? |
| | \bigcirc \square \square \square \square \square \square \square \square \square 9. Comfort of train seats (if used) | $\bigcap_{N/A} \ \prod_{1} \ \prod_{2} \ \prod_{3} \ [$ | <u></u> | 2. <i>Transit</i> Smartpho | one app | | ☐ Student (K-12) ☐ Student (College) |
| | O I I I I I I I I I I I I I I I I I I I | $\bigcap_{N/A} \ \prod_{1} \ \prod_{2} \ \prod_{3} \ [$ | 4 5 | 3. Metro.ne | | | ☐ LIFE ☐ Senior/Disabled/Medicare |
| | O I I I I I I I I I I I I I I I I I I I | | 1 5 | 4. Escalator | • | 4 0 14/1 | bish shows was listed in the |
| | ○ □ □ □ □ 12. Safety from harassment | $ \bigcap_{N/A} \boxed{1} \boxed{2} \boxed{3} $ | 4 5 | 5. Elevator r | | shaded | hich elements listed in the section do you most want to improve? Write the number |
| | based on my race or ethnicity | $ \bigcap_{N/A} \ \prod_{2} \ \prod_{3} \ [$ | 4 5 | 6. Car parkii | | that corr Example: | esponds to your top 3 choices. if "train comes on time" is your |
| | O D D D D D D D D D D D D D D D D D D D | $\bigcap_{N/A} \ \prod_{1} \ \square_{2} \ \square_{3} \ [$ | <u> </u> | 7. Bike park | ing | first choi space pr | ce, then write "3" in the "1st" blank ovided below. |
| | | | | | 1 | st | 2 nd 3 rd |
| | Demographics | | | | | | |
| Th | e following information will be kept confidential and used onl | y to confirm our survey : | sample is re | eflective of the | diverse county | in which w | ve serve. |
| | 17. What is your age? | 20. What languag | | u speak at | home? | | at is your gender identity? |
| | ☐ Under 18 ☐ 45 - 64 ☐ 18 - 24 ☐ 65+ | (select all that apply) | | Korean | | ☐ Male | , |
| | ☐ 25 - 44 | ☐ Spanish | | Armeniar | n | | |
| | 18.What is your race or ethnic identification? | ☐ Chinese ☐ Tagalog | L | Other: | | 24. Do y ☐ Yes | ⁄ou have any disabilities? ☐ No |
| | (select all that apply) Latinx/Hispanic | 21. How well do y | | k English? | | | at type of disability do you have? |
| | ☐ Black/African American ☐ White/Caucasian | ☐ Very well or w☐ Not well or no | | | | (select all | that apply) vision |
| | ☐ Asian/Pacific Islander | 22. What is your | | ld's total an | inual | Blind | dness |
| | ☐ Native American | earnings? Select or | ne | | | | f/hard-of-hearing ility – use wheelchair |
| | Other | ☐ Under \$15,000 ☐ \$15,000 - \$24, | | | | ☐ Mob | ility – do not use wheelchair |
| | 19. Including yourself, how many people live in your household? | \$25,000 - \$49, | | | | ☐ Men | tal or cognitive |
| | ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 or more | \$50,000 - \$99, | 999 | | 2022 ETC Institut | | Pr: r Experience Research. More information regardir |

☐ \$100,000+



| Supervisor Only: | | | | | | | | | |
|------------------|-------|----|----|------|---|----------|----|--|--|
| 1 | | | | | | | | | |
| 2. Time: 6-9a | 9a-1p | 1- | 4р | 4-7p | A | After 7p | | | |
| 3. Day of the We | ek: M | Т | W | TH | F | Sat S | un | | |
| | | | | | | | | | |

Chance to win \$500!

As a thank you for <u>fully completing</u> this survey, your name will be entered into a drawing for a chance to win one (1) \$500 Visa Cash Card.

| | 4. Date of trip: | | im/dd/yy | | | | | |
|----|--|---|------------------|----------|-------------------------------|----------------------|------------------|---|
| | 2022 Metro Micro Custon | ner Surv | ey | | | | | About You |
| | F. Would you like to be entered into the | First Name: | | | | | | 10. Do you have regular access to a car? |
| | drawing for one (1) \$500 Visa Cash Card? | Email: | | | | | | Yes No |
| | Your contact information will be kept confidential. | Phone: | | | | | | 11. How often do you ride Metro Micro? Select one |
| | ies (picuse provide your contact injoinnation) | Can we invite you to | | | • | | | Less than once a month |
| | | Yes 1 | No | | | | | ☐ 1-3 days a month ☐ 1-2 days a week |
| | Satisfaction with Metro Micro | | | | | | | 3-4 days a week |
| | 6. To what extent do you agree or disagree with the fol Select one per row | lowing statement | | | | | | ☐ 5 or more days a week ☐ More than once per day |
| | I would recommend riding Metro Micro to a friend or co | -worker | Strongly Dis | | | Strongly Agree | | 12. How long have you been |
| | Metro Micro works hard to improve the experience of it | s riders | 1 | 2 | 3 4 | 4 5 1 | | riding Metro Micro? Select one |
| | When I hear people criticize Metro Micro, I want to defe | nd it | 1 | | | 4 5 | | Less than 3 months |
| | Metro Micro provides a good value for the money | | | | | 4 5 | | 3-6 months 6-12 months |
| | 7. Thinking about your experiences during your entire | | | | | | | 12+ months |
| | journey door to door and all your interactions with Me | tro Micro, how | Not Satisfied | d at Ali | Neutral | Very Satisfied | | ☐ This is my first ride |
| | satisfied are you with Metro Micro? | | 1 | 2 | 3 4 | 4 5 | | 13. Do you have a smartphone and connection to access apps when |
| | 8. Please rate your satisfaction with the following aspe | cts of Metro Micro | o: | | | | | waiting at the pick up spot? Yes No |
| | Not Satisfied Very at All Satisfied | Not Satisfied at All | Very Satisfie | d | | | | 14. How did you pay your |
| | $\bigcap_{N/A}$ \bigcap_{1} \bigcap_{2} \bigcap_{3} \bigcap_{4} \bigcap_{5} 1. Metro Micro hours of operation | N/A 1 2 | 3 4 5 | 13. | Cleanliness in Metro Micro | side | | fare for this trip? TAP Card |
| | $\bigcap_{N/A} \ \bigcap_{1} \ \bigcap_{2} \ \bigcap_{3} \ \bigcap_{4} \ \bigcap_{5} \ 2. $ How quickly I was able to get a ride | ○ □ □ □ N/A 1 2 | 3 4 5 | 14. | Enforcement Metro Micro | | | ☐ TAP App on phone☐ Credit Card in app |
| | | | | 4.5 | | | | ☐ Debit Card in app ☐ Pass from my employer |
| | O How long it takes to get where I am going | N/A 1 2 | 3 4 5 | 15. | | tro melessness on | | Pass from my university |
| | N/A 1 2 3 4 5 A. Metro Micro comes | | | | Metro Micro | | | ☐ This trip was free |
| | N/A 1 2 3 4 5 on time | N/A 1 2 | 3 4 5 | 16. | Safety from h based on my | | | 15. What type of fare was it? 30-Day Pass |
| | O D D D D D D D D D D D D D D D D D D D | | | | nicity | | | 7-Day Pass Day Pass |
| | O | N/A 1 2 | 3 4 5 | 17. | Safety from so | exual | | 1 trip fare Other: |
| | N/A 1 2 3 4 5 arrival time info | ОПГ | | 18. | Safety from c | rime | | 16. Did you receive a |
| | $\bigcap_{N/A}$ \bigcap_{1} \bigcap_{2} \bigcap_{3} \bigcap_{4} \bigcap_{5} 7. Accurate and timely info about delays | N/A 1 2 | | | Ease of fare p | | | discount on your fare? |
| | , | N/A 1 2 | 3 4 5 | | | , | | Yes No |
| | $\bigcup_{N/A} \prod_{1} \bigcup_{2} \bigcup_{3} \bigcup_{4} \bigcup_{5} 8$. Pick up point convenience | N/A 1 2 | 3 4 5 | 20. | need to go | cover where I | | 16a. If yes, what discount? Coupon Code: |
| | $\bigcup_{N/A} \bigsqcup_{1} \bigsqcup_{2} \bigsqcup_{3} \bigsqcup_{4} \bigcup_{5} 9. \text{Pick up point safety}$ | 0 🗆 🗆 | | 21. | Availability of | accurate info | | Ride Credit (Amount: \$) |
| | O I I I I I I I I I I I I I I I I I I I | N/A 1 2 | 3 4 5 | | to plan my tri | • | . Wh | ich elements listed in the shad- |
| | | O □ □ □ □ N/A 1 2 | 3 4 5 | 22. | Metro.net/mi | | | n do you most want Metro to ? Write the number that corresponds |
| | N/A 1 2 3 4 5 Metro Micro | | | 22 | | com | | o 3 choices. Example: if "Micro time" is your first choice, then write |
| | O D D D D D D D D D D D D D D D D D D D | N/A 1 2 | | | Metro Micro | Α ν ν "4" | n the | "1st" blank space provided below. |
| | N/A 1 2 3 4 5 Micro seats | N/A 1 2 | | | Smartphone / | App 1 st _ | | 2 nd 3 rd |
| | Demographics | | | | | | | |
| | Demographics | · | | | !: | | | |
| Th | e following information will be kept confidential and used only to a 17. What is your age? | onfirm our survey sa | | | | _ | | t is your gender identity? |
| | ☐ Under 18 ☐ 45 - 64 | (select all that ap | | -p-c | | _ | Male | |
| | ☐ 18 - 24 ☐ 65+ | ☐ English | | = | Korean | | Fema | ale Other: |
| | 25 - 44 | ☐ Spanish☐ Chinese | | _ | Armenian Other: | 24. | Do y | ou have any disabilities? |
| | 18. What is your race or ethnic identification? (select all that apply) | ☐ Tagalog | | | | | Yes | □ No |
| | Latinx/Hispanic | 21. How well o | | Engli | ish? | | | at type of disability do you have? |
| | ☐ Black/African American ☐ White/Caucasian | ☐ Not well or | | | | | ect all Low v | that apply) vision |
| | Asian/Pacific Islander | 22. What is your household's total annual | | | | Blindness | | |
| | ☐ Native American | earnings? Selec | ct one | | | | | /hard-of-hearing lity – use wheelchair |
| | Other | ☐ Under \$15, ☐ \$15,000 - \$ | | | | | | lity – do not use wheelchair |
| | 19. Including yourself, how many people live in your household? | \$25,000 - \$ | 49,999 | | | | | cal or cognitive |
| | 1 2 3 4 5 6 or more | ☐ \$50,000 - \$ ☐ \$100.000+ | 599,999 | | 20 | | Othe | r: eperience Research. More information regarding |
| | | >100,000+ | | | | | | cy Policy please visit www.etcinstitute.com/ccpa |