

Bus Only

Sample Size

N = 7,909

I would recommend riding Metro Bus to a friend or co-worker

	Percent
Strongly disagree	10%
Disagree	6%
Neutral	19%
Agree	22%
Strongly Agree	45%
Total	100%

Metro Bus works hard to improve the experience of its riders

	Percent
Strongly disagree	9%
Disagree	9%
Neutral	24%
Agree	24%
Strongly agree	34%
Total	100%

When I hear people criticize Metro Bus, I want to defend it

	Percent
Strongly disagree	12%
Disagree	12%
Neutral	29%
Agree	20%
Strongly agree	28%
Total	100%

Metro Bus provides a good value for the money

	Percent
Strongly disagree	9%
Disagree	7%
Neutral	19%
Agree	23%
Strongly agree	42%
Total	100%

Thinking about your experience during your entire journey door to door and all your interactions with Metro Bus, how satisfied are you with Metro Bus?

	Percent
Strongly disagree	5%
Disagree	7%
Neutral	28%
Agree	28%
Strongly agree	33%
Total	100%

Bus Only – 25 Aspects

How frequently buses run	
	Percent
Not satisfied at all	9%
Not satisfied	11%
Neutral	26%
Satisfied	26%
Very Satisfied	28%
Total	100%

Availability of accurate bus arrival time info	
	Percent
Not satisfied at all	9%
Not satisfied	10%
Neutral	24%
Satisfied	28%
Very Satisfied	29%
Total	100%

Enough room on the bus	
	Percent
Not satisfied at all	9%
Not satisfied	12%
Neutral	27%
Satisfied	25%
Very Satisfied	26%
Total	100%

How long it takes to get where I am going	
	Percent
Not satisfied at all	8%
Not satisfied	10%
Neutral	25%
Satisfied	29%
Very Satisfied	27%
Total	100%

Bus stop seating	
	Percent
Not satisfied at all	11%
Not satisfied	12%
Neutral	27%
Satisfied	25%
Very Satisfied	26%
Total	100%

Comfort of bus seats (if used)	
	Percent
Not satisfied at all	8%
Not satisfied	9%
Neutral	24%
Satisfied	27%
Very Satisfied	32%
Total	100%

Bus comes on time	
	Percent
Not satisfied at all	10%
Not satisfied	13%
Neutral	26%
Satisfied	25%
Very Satisfied	26%
Total	100%

Cleanliness of bus stop area	
	Percent
Not satisfied at all	16%
Not satisfied	16%
Neutral	26%
Satisfied	20%
Very Satisfied	22%
Total	100%

Cleanliness inside the bus	
	Percent
Not satisfied at all	11%
Not satisfied	13%
Neutral	26%
Satisfied	24%
Very Satisfied	26%
Total	100%

Connecting to another bus or train	
	Percent
Not satisfied at all	7%
Not satisfied	9%
Neutral	24%
Satisfied	27%
Very Satisfied	33%
Total	100%

Shade at bus stop	
	Percent
Not satisfied at all	17%
Not satisfied	18%
Neutral	27%
Satisfied	18%
Very Satisfied	20%
Total	100%

How well Metro addresses homelessness on buses	
	Percent
Not satisfied at all	18%
Not satisfied	13%
Neutral	27%
Satisfied	20%
Very Satisfied	22%
Total	100%

Bus Only – 25 Aspects

Safety from harassment based on my race or ethnicity	
	Percent
Not satisfied at all	11%
Not satisfied	11%
Neutral	25%
Satisfied	23%
Very Satisfied	31%
Total	100%

Enforcement of Metro Bus rules	
	Percent
Not satisfied at all	10%
Not satisfied	10%
Neutral	27%
Satisfied	24%
Very Satisfied	29%
Total	100%

Ease of fare payment	
	Percent
Not satisfied at all	6%
Not satisfied	6%
Neutral	22%
Satisfied	24%
Very Satisfied	41%
Total	100%

Safety from sexual harassment	
	Percent
Not satisfied at all	10%
Not satisfied	11%
Neutral	24%
Satisfied	23%
Very Satisfied	32%
Total	100%

Courtesy of Metro bus operators	
	Percent
Not satisfied at all	7%
Not satisfied	8%
Neutral	22%
Satisfied	26%
Very Satisfied	37%
Total	100%

Availability of accurate info to plan my trips	
	Percent
Not satisfied at all	6%
Not satisfied	7%
Neutral	26%
Satisfied	27%
Very Satisfied	35%
Total	100%

Safety from crime	
	Percent
Not satisfied at all	11%
Not satisfied	13%
Neutral	27%
Satisfied	22%
Very Satisfied	27%
Total	100%

Wi-Fi availability and quality on the bus	
	Percent
Not satisfied at all	9%
Not satisfied	9%
Neutral	26%
Satisfied	23%
Very Satisfied	34%
Total	100%

Bus stop lighting (if you ride at night)	
	Percent
Not satisfied at all	10%
Not satisfied	11%
Neutral	25%
Satisfied	23%
Very Satisfied	32%
Total	100%

Buses and stops kept free of graffiti	
	Percent
Not satisfied at all	11%
Not satisfied	12%
Neutral	28%
Satisfied	23%
Very Satisfied	27%
Total	100%

Accurate and timely info about delays	
	Percent
Not satisfied at all	10%
Not satisfied	13%
Neutral	28%
Satisfied	23%
Very Satisfied	26%
Total	100%

Transit Smartphone app	
	Percent
Not satisfied at all	6%
Not satisfied	8%
Neutral	24%
Satisfied	24%
Very Satisfied	38%
Total	100%

Metro.net website	
	Percent
Not satisfied at all	7%
Not satisfied	7%
Neutral	26%
Satisfied	22%
Very Satisfied	38%
Total	100%

Bus Only – 25 Aspects

Which elements listed in the shaded sections do you most want Metro to improve? 1 st	
	Percent
How frequently buses run	15%
How long it takes to get where I am going	6%
Buses comes on time	20%
Connecting to another bus or train	3%
Availability of accurate bus arrival time info	4%
Bus stop seating	3%
Cleanliness of bus stop area	7%
Shade at bus stop	6%
Enough room on the bus	3%
Comfort of bus seats (if used)	2%
Cleanliness inside the bus	5%
How well Metro addresses homelessness on buses	7%
Safety from harassment based on my race or ethnicity	3%
Safety from sexual harassment	3%
Safety from crime	4%
Buses and stops kept free of graffiti	1%
Enforcement of Metro Bus rules	1%
Courtesy of Metro bus operators	1%
Wi-Fi availability and quality on the bus	1%
Accurate and timely info about delays	2%
Ease of fare payment	2%
Availability of accurate info to plan my trips	1%
Bus stop lighting (if you ride at night)	1%
Transit Smartphone app	1%
Metro.net website	0%
Total	100%

Which elements listed in the shaded sections do you most want Metro to improve? 2 nd	
	Percent
How frequently buses run	8%
How long it takes to get where I am going	6%
Buses comes on time	9%
Connecting to another bus or train	3%
Availability of accurate bus arrival time info	5%
Bus stop seating	4%
Cleanliness of bus stop area	8%
Shade at bus stop	4%
Enough room on the bus	4%
Comfort of bus seats (if used)	3%
Cleanliness inside the bus	8%
How well Metro addresses homelessness on buses	8%
Safety from harassment based on my race or ethnicity	4%
Safety from sexual harassment	5%
Safety from crime	7%
Buses and stops kept free of graffiti	2%
Enforcement of Metro Bus rules	2%
Courtesy of Metro bus operators	1%
Wi-Fi availability and quality on the bus	1%
Accurate and timely info about delays	3%
Ease of fare payment	1%
Availability of accurate info to plan my trips	1%
Bus stop lighting (if you ride at night)	2%
Transit Smartphone app	1%
Metro.net website	0%
Total	100%

Which elements listed in the shaded sections do you most want Metro to improve? 3 rd	
	Percent
How frequently buses run	6%
How long it takes to get where I am going	4%
Buses comes on time	7%
Connecting to another bus or train	3%
Availability of accurate bus arrival time info	4%
Bus stop seating	3%
Cleanliness of bus stop area	5%
Shade at bus stop	5%
Enough room on the bus	5%
Comfort of bus seats (if used)	3%
Cleanliness inside the bus	7%
How well Metro addresses homelessness on buses	7%
Safety from harassment based on my race or ethnicity	5%
Safety from sexual harassment	4%
Safety from crime	11%
Buses and stops kept free of graffiti	3%
Enforcement of Metro Bus rules	3%
Courtesy of Metro bus operators	3%
Wi-Fi availability and quality on the bus	2%
Accurate and timely info about delays	4%
Ease of fare payment	2%
Availability of accurate info to plan my trips	1%
Bus stop lighting (if you ride at night)	3%
Transit Smartphone app	1%
Metro.net website	0%
Total	100%

Bus Only

Do you have regular access to a car?	
	Percent
Yes	22%
No	78%
Total	100%

How often do you ride Metro Bus?	
	Percent
Less than once a month	4%
1-3 days a month	5%
1-2 days a week	8%
3-4 days a week	20%
5 or more days a week	63%
Total	100%

How long have you been riding Metro Bus?	
	Percent
Less than 1 year	13%
1-2 years	11%
3-4 years	13%
5 or more years	60%
Today is my first time	2%
Total	100%

Do you have a smartphone and connection to access apps when waiting at bus stops?	
	Percent
Yes	79%
No	21%
Total	100%

How did you pay your fare for this trip?	
	Percent
TAP Card	57%
TAP App on phone	9%
Cash	34%
Total	100%

What type of fare was it?	
	Percent
30-Day Pass	34%
7-Day Pass	16%
Day Pass	10%
1 trip fare	32%
Other	9%
Total	100%

Did you receive a discount on your fare?	
	Percent
Yes	43%
No	58%
Total	100%

If yes, what discount?	
	Percent
Student (K-12)	22%
Student (College)	15%
LIFE	24%
Senior/Disabled/Medicare	40%
Total	100%

Bus Only

What is your age?	
	Percent
Under 18	8%
18-24	18%
25-44	35%
45-64	31%
65+	9%
Total	100%

What is your race or ethnic identification?	
	Percent
Latinx/Hispanic	63%
Black/African American	16%
White/Caucasian	11%
Asian/Pacific Islander	6%
Native American	2%
Other	3%

Including yourself, how many people live in your household?	
	Percent
1	18%
2	19%
3	17%
4	18%
5	15%
6 or more	12%
Total	100%

What languages do you speak at home?	
	Percent
English	63%
Spanish	58%
Chinese	1%
Tagalog	2%
Korean	1%
Armenian	.4%
Other	2%
Total	100%

How well do you speak English?	
	Percent
Very well or well	73%
Not well or not at all	27%
Total	100%

What is your household's total annual income?	
	Percent
Under \$15,000	43%
\$15,000-\$24,999	25%
\$25,000-\$49,999	21%
\$50,000-\$99,999	8%
\$100,000+	3%
Total	100%

Bus Only

What is your gender identity?	
	Percent
Male	49%
Female	49%
Non-Binary	1%
Other	.4%
Total	100%

Do you have a disability?	
	Percent
Yes	19%
No	81%
Total	100%

What type of disability do you have?	
	Percent
Low vision	6%
Blindness	1%
Deaf/hard-of-hearing	1%
Mobility – use wheelchair	1%
Mobility – do not use wheelchair	3%
Mental or cognitive	3%
Other	5%

Rail Only

Sample Size

N = 2,931

I would recommend riding Metro Rail to a friend or co-worker

	Percent
Strongly disagree	9%
Disagree	8%
Neutral	19%
Agree	24%
Strongly Agree	41%
Total	100%

Metro Rail works hard to improve the experience of its riders

	Percent
Strongly disagree	9%
Disagree	11%
Neutral	28%
Agree	24%
Strongly agree	29%
Total	100%

When I hear people criticize Metro Rail, I want to defend it

	Percent
Strongly disagree	12%
Disagree	13%
Neutral	32%
Agree	19%
Strongly agree	25%
Total	100%

Metro Rail provides a good value for the money

	Percent
Strongly disagree	7%
Disagree	8%
Neutral	17%
Agree	24%
Strongly agree	44%
Total	100%

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

	Percent
Strongly disagree	6%
Disagree	9%
Neutral	28%
Agree	29%
Strongly agree	29%
Total	100%

Rail Only – 27 Aspects

How frequently trains run	
	Percent
Not satisfied at all	5%
Not satisfied	10%
Neutral	21%
Satisfied	29%
Very Satisfied	35%
Total	100%

Availability of accurate train arrival time info	
	Percent
Not satisfied at all	5%
Not satisfied	8%
Neutral	21%
Satisfied	28%
Very Satisfied	38%
Total	100%

Comfort of train seats (if used)	
	Percent
Not satisfied at all	9%
Not satisfied	12%
Neutral	27%
Satisfied	26%
Very Satisfied	27%
Total	100%

How long it takes to get where I am going	
	Percent
Not satisfied at all	5%
Not satisfied	8%
Neutral	22%
Satisfied	30%
Very Satisfied	35%
Total	100%

Train station seating	
	Percent
Not satisfied at all	11%
Not satisfied	12%
Neutral	27%
Satisfied	22%
Very Satisfied	28%
Total	100%

Cleanliness inside the train	
	Percent
Not satisfied at all	28%
Not satisfied	18%
Neutral	24%
Satisfied	16%
Very Satisfied	15%
Total	100%

Train comes on time	
	Percent
Not satisfied at all	4%
Not satisfied	8%
Neutral	22%
Satisfied	27%
Very Satisfied	39%
Total	100%

Cleanliness of train station	
	Percent
Not satisfied at all	25%
Not satisfied	18%
Neutral	24%
Satisfied	16%
Very Satisfied	17%
Total	100%

How well Metro addresses homelessness on trains	
	Percent
Not satisfied at all	34%
Not satisfied	17%
Neutral	21%
Satisfied	13%
Very Satisfied	15%
Total	100%

Connecting to another train or bus	
	Percent
Not satisfied at all	5%
Not satisfied	7%
Neutral	24%
Satisfied	28%
Very Satisfied	37%
Total	100%

Enough room on train	
	Percent
Not satisfied at all	6%
Not satisfied	10%
Neutral	26%
Satisfied	29%
Very Satisfied	30%
Total	100%

Safety from harassment based on my race or ethnicity	
	Percent
Not satisfied at all	15%
Not satisfied	13%
Neutral	27%
Satisfied	20%
Very Satisfied	25%
Total	100%

Rail Only – 27 Aspects

Safety from sexual harassment	
	Percent
Not satisfied at all	13%
Not satisfied	14%
Neutral	26%
Satisfied	19%
Very Satisfied	27%
Total	100%

Accurate and timely info about delays	
	Percent
Not satisfied at all	8%
Not satisfied	12%
Neutral	27%
Satisfied	26%
Very Satisfied	27%
Total	100%

Next stop info on the train	
	Percent
Not satisfied at all	3%
Not satisfied	6%
Neutral	20%
Satisfied	26%
Very Satisfied	44%
Total	100%

Safety from crime	
	Percent
Not satisfied at all	17%
Not satisfied	17%
Neutral	29%
Satisfied	19%
Very Satisfied	18%
Total	100%

Cell signal quality on the train	
	Percent
Not satisfied at all	8%
Not satisfied	10%
Neutral	23%
Satisfied	28%
Very Satisfied	32%
Total	100%

Transit Smartphone app	
	Percent
Not satisfied at all	6%
Not satisfied	6%
Neutral	23%
Satisfied	25%
Very Satisfied	41%
Total	100%

Trains and stations kept free of graffiti	
	Percent
Not satisfied at all	13%
Not satisfied	14%
Neutral	26%
Satisfied	23%
Very Satisfied	23%
Total	100%

Ease of fare payment	
	Percent
Not satisfied at all	4%
Not satisfied	6%
Neutral	19%
Satisfied	26%
Very Satisfied	45%
Total	100%

Metro.net website	
	Percent
Not satisfied at all	5%
Not satisfied	7%
Neutral	27%
Satisfied	24%
Very Satisfied	37%
Total	100%

Enforcement of Metro Rail rules	
	Percent
Not satisfied at all	15%
Not satisfied	15%
Neutral	29%
Satisfied	18%
Very Satisfied	23%
Total	100%

Availability of accurate info to plan my trips	
	Percent
Not satisfied at all	4%
Not satisfied	7%
Neutral	23%
Satisfied	27%
Very Satisfied	39%
Total	100%

Escalator reliability	
	Percent
Not satisfied at all	7%
Not satisfied	9%
Neutral	27%
Satisfied	25%
Very Satisfied	33%
Total	100%

Rail Only – 27 Aspects

Elevator reliability	
	Percent
Not satisfied at all	8%
Not satisfied	11%
Neutral	25%
Satisfied	23%
Very Satisfied	33%
Total	100%

Car parking	
	Percent
Not satisfied at all	7%
Not satisfied	10%
Neutral	25%
Satisfied	23%
Very Satisfied	35%
Total	100%

Bike parking	
	Percent
Not satisfied at all	7%
Not satisfied	8%
Neutral	25%
Satisfied	23%
Very Satisfied	37%
Total	100%

Rail Only – 27 Aspects

Which elements listed in the shaded sections do you most want Metro to improve? 1 st		Which elements listed in the shaded sections do you most want Metro to improve? 2 nd		Which elements listed in the shaded sections do you most want Metro to improve? 3 rd	
	Percent		Percent		Percent
How frequently trains run	10%	How frequently trains run	4%	How frequently trains run	4%
How long it takes to get where I am going	4%	How long it takes to get where I am going	5%	How long it takes to get where I am going	2%
Train comes on time	10%	Train comes on time	5%	Trains comes on time	6%
Connecting to another train or bus	2%	Connecting to another train or bus	4%	Connecting to another train or bus	3%
Availability of accurate train arrival time info	1%	Availability of accurate train arrival time info	2%	Availability of accurate train arrival time info	2%
Train station seating	1%	Train station seating	1%	Train station seating	2%
Cleanliness of train station	12%	Cleanliness of train station	8%	Cleanliness of train station	7%
Enough room on the train	1%	Enough room on the train	2%	Enough room on the bus	2%
Comfort of train seats (if used)	1%	Comfort of train seats (if used)	2%	Comfort of train seats (if used)	2%
Cleanliness inside the train	18%	Cleanliness inside the train	17%	Cleanliness inside the train	8%
How well Metro addresses homelessness on trains	18%	How well Metro addresses homelessness on trains	13%	How well Metro addresses homelessness on trains	10%
Safety from harassment based on my race or ethnicity	3%	Safety from harassment based on my race or ethnicity	7%	Safety from harassment based on my race or ethnicity	5%
Safety from sexual harassment	3%	Safety from sexual harassment	4%	Safety from sexual harassment	8%
Safety from crime	8%	Safety from crime	9%	Safety from crime	14%
Trains and stations kept free of graffiti	1%	Trains and stops kept free of graffiti	2%	Trains and stops kept free of graffiti	4%
Enforcement of Metro Rail rules	2%	Enforcement of Metro Rail rules	4%	Enforcement of Metro Rail rules	7%
Accurate and timely info about delays	1%	Accurate and timely info about delays	1%	Accurate and timely info about delays	5%
Cell signal quality on the train	1%	Cell signal quality on the train	2%	Cell signal quality on the train	2%
Ease of fare payment	1%	Ease of fare payment	2%	Ease of fare payment	.4%
Availability of accurate info to plan my trips	1%	Availability of accurate info to plan my trips	.3%	Availability of accurate info to plan my trips	1%
Next stop info on the train	.2%	Next stop info on the train	.5%	Next stop info on the train	1%
Transit Smartphone app	.2%	Transit Smartphone app	2%	Transit Smartphone app	1%
Metro.net website	.3%	Metro.net website	.2%	Metro.net website	1%
Escalator reliability	.0%	Escalator reliability	1%	Escalator reliability	1%
Elevator reliability	.1%	Elevator reliability	.3%	Elevator reliability	1%
Car parking	.2%	Car parking	.2%	Car parking	1%
Bike parking	.2%	Bike parking	1%	Bike parking	1%
Total	100%	Total	100%	Total	100%

Rail Only

Do you have regular access to a car?

	Percent
Yes	38%
No	63%
Total	100%

How often do you ride Metro Rail?

	Percent
Less than once a month	10%
1-3 days a month	11%
1-2 days a week	10%
3-4 days a week	21%
5 or more days a week	47%
Total	100%

How long have you been riding Metro Rail?

	Percent
Less than 1 year	17%
1-2 years	12%
3-4 years	14%
5 or more years	55%
Today is my first time	3%
Total	100%

Do you have a smartphone and connection to access apps when waiting at the station?

	Percent
Yes	80%
No	21%
Total	100%

How did you pay your fare for this trip?

	Percent
TAP Card	75%
TAP App on phone	13%
Cash	12%
Total	100%

What type of fare was it?

	Percent
30-Day Pass	28%
7-Day Pass	14%
Day Pass	14%
1 trip fare	33%
Other	11%
Total	100%

Did you receive a discount on your fare?

	Percent
Yes	36%
No	65%
Total	100%

If yes, what discount?

	Percent
Student (K-12)	16%
Student (College)	19%
LIFE	28%
Senior/Disabled/Medicare	37%
Total	100%

Rail Only

What is your age?	
	Percent
Under 18	5%
18-24	19%
25-44	42%
45-64	28%
65+	7%
Total	100%

What is your race or ethnic identification?	
	Percent
Latinx/Hispanic	50%
Black/African American	16%
White/Caucasian	20%
Asian/Pacific Islander	10%
Native American	2%
Other	4%

Including yourself, how many people live in your household?	
	Percent
1	21%
2	21%
3	18%
4	17%
5	14%
6 or more	9%
Total	100%

What languages do you speak at home?	
	Percent
English	76%
Spanish	44%
Chinese	2%
Tagalog	2%
Korean	1%
Armenian	.4%
Other	4%
Total	100%

How well do you speak English?	
	Percent
Very well or well	85%
Not well or not at all	15%
Total	100%

What is your household's total annual income?	
	Percent
Under \$15,000	32%
\$15,000-\$24,999	19%
\$25,000-\$49,999	21%
\$50,000-\$99,999	17%
\$100,000+	12%
Total	100%

Rail Only

What is your gender identity?	
	Percent
Male	54%
Female	44%
Non-Binary	2%
Other	1%
Total	100%

Do you have a disability?	
	Percent
Yes	20%
No	80%
Total	100%

What type of disability do you have?	
	Percent
Low vision	8%
Blindness	1%
Deaf/hard-of-hearing	1%
Mobility – use wheelchair	1%
Mobility – do not use wheelchair	3%
Mental or cognitive	5%
Other	4%

Metro Micro Only

Sample Size

N = 1,399

I would recommend riding Metro Micro to a friend or co-worker

	Percent
Strongly disagree	3%
Disagree	1%
Neutral	3%
Agree	12%
Strongly Agree	81%
Total	100%

Metro Micro works hard to improve the experience of its riders

	Percent
Strongly disagree	3%
Disagree	2%
Neutral	9%
Agree	23%
Strongly agree	64%
Total	100%

When I hear people criticize Metro Micro, I want to defend it

	Percent
Strongly disagree	3%
Disagree	4%
Neutral	22%
Agree	21%
Strongly agree	50%
Total	100%

Metro Micro provides a good value for the money

	Percent
Strongly disagree	2%
Disagree	1%
Neutral	1%
Agree	6%
Strongly agree	90%
Total	100%

Thinking about your experience during your entire journey door to door and all your interactions with Metro Micro, how satisfied are you with Metro Micro?

	Percent
Strongly disagree	1%
Disagree	1%
Neutral	6%
Agree	24%
Strongly agree	69%
Total	100%

Metro Micro Only – 24 Aspects

Metro Micro hours of operation	
	Percent
Not satisfied at all	1%
Not satisfied	3%
Neutral	11%
Satisfied	28%
Very Satisfied	57%
Total	100%

Availability of accurate bus arrival time info	
	Percent
Not satisfied at all	3%
Not satisfied	5%
Neutral	15%
Satisfied	25%
Very Satisfied	52%
Total	100%

Enough room on Metro Micro	
	Percent
Not satisfied at all	1%
Not satisfied	1%
Neutral	4%
Satisfied	11%
Very Satisfied	83%
Total	100%

How quickly I was able to get a ride	
	Percent
Not satisfied at all	2%
Not satisfied	7%
Neutral	21%
Satisfied	30%
Very Satisfied	40%
Total	100%

Pick up point convenience	
	Percent
Not satisfied at all	1%
Not satisfied	2%
Neutral	8%
Satisfied	21%
Very Satisfied	68%
Total	100%

Comfort of Metro Micro seats	
	Percent
Not satisfied at all	1%
Not satisfied	0%
Neutral	2%
Satisfied	11%
Very Satisfied	87%
Total	100%

How long it takes to get where I am going	
	Percent
Not satisfied at all	1%
Not satisfied	3%
Neutral	10%
Satisfied	30%
Very Satisfied	55%
Total	100%

Pick up point safety	
	Percent
Not satisfied at all	1%
Not satisfied	2%
Neutral	6%
Satisfied	18%
Very Satisfied	74%
Total	100%

Cleanliness inside Metro Micro	
	Percent
Not satisfied at all	.3%
Not satisfied	.1%
Neutral	1%
Satisfied	7%
Very Satisfied	92%
Total	100%

Connecting to a bus or train	
	Percent
Not satisfied at all	1%
Not satisfied	2%
Neutral	12%
Satisfied	17%
Very Satisfied	69%
Total	100%

Ease of finding my pick up point	
	Percent
Not satisfied at all	1%
Not satisfied	2%
Neutral	6%
Satisfied	19%
Very Satisfied	73%
Total	100%

How well Metro addresses homelessness on Metro Micro	
	Percent
Not satisfied at all	2%
Not satisfied	2%
Neutral	10%
Satisfied	15%
Very Satisfied	72%
Total	100%

Metro Micro Only – 24 Aspects

Safety from harassment based on my race or ethnicity	
	Percent
Not satisfied at all	1%
Not satisfied	1%
Neutral	4%
Satisfied	10%
Very Satisfied	84%
Total	100%

Service zones cover where I need to go	
	Percent
Not satisfied at all	2%
Not satisfied	6%
Neutral	18%
Satisfied	19%
Very Satisfied	55%
Total	100%

Metro Micro App	
	Percent
Not satisfied at all	1%
Not satisfied	2%
Neutral	8%
Satisfied	17%
Very Satisfied	72%
Total	100%

Safety from sexual harassment	
	Percent
Not satisfied at all	1%
Not satisfied	.1%
Neutral	4%
Satisfied	10%
Very Satisfied	86%
Total	100%

Availability of accurate info to plan my trips	
	Percent
Not satisfied at all	2%
Not satisfied	3%
Neutral	8%
Satisfied	22%
Very Satisfied	65%
Total	100%

Transit Smartphone App	
	Percent
Not satisfied at all	1%
Not satisfied	1%
Neutral	11%
Satisfied	16%
Very Satisfied	71%
Total	100%

Safety from crime	
	Percent
Not satisfied at all	.4%
Not satisfied	.3%
Neutral	4%
Satisfied	10%
Very Satisfied	86%
Total	100%

Enforcement of Metro Micro rules	
	Percent
Not satisfied at all	.4%
Not satisfied	1%
Neutral	4%
Satisfied	14%
Very Satisfied	81%
Total	100%

Accurate and timely info about delays	
	Percent
Not satisfied at all	5%
Not satisfied	6%
Neutral	15%
Satisfied	26%
Very Satisfied	49%
Total	100%

Ease of fare payment	
	Percent
Not satisfied at all	.3%
Not satisfied	1%
Neutral	2%
Satisfied	8%
Very Satisfied	90%
Total	100%

Metro.net/micro website	
	Percent
Not satisfied at all	2%
Not satisfied	2%
Neutral	10%
Satisfied	17%
Very Satisfied	69%
Total	100%

Metro Micro comes on time	
	Percent
Not satisfied at all	3%
Not satisfied	8%
Neutral	19%
Satisfied	28%
Very Satisfied	41%
Total	100%

Metro Micro Only – 24 Aspects

Which elements listed in the shaded sections do you most want Metro to improve? 1 st		Which elements listed in the shaded sections do you most want Metro to improve? 2 nd		Which elements listed in the shaded sections do you most want Metro to improve? 3 rd	
	Percent		Percent		Percent
Metro Micro hours of operation	11%	Metro Micro hours of operation	12%	Metro Micro hours of operation	8%
How quickly I was able to get a ride	13%	How quickly I was able to get a ride	15%	How quickly I was able to get a ride	14%
How long it takes to get where I am going	5%	How long it takes to get where I am going	10%	How long it takes to get where I am going	7%
Metro Micro comes on time	30%	Metro Micro comes on time	11%	Metro Micro comes on time	16%
Connecting to a bus or train	2%	Connecting to a bus or train	2%	Connecting to a bus or train	3%
Availability of accurate arrival time info	4%	Availability of accurate arrival time info	15%	Availability of accurate arrival time info	11%
Accurate and timely info about delays	6%	Accurate and timely info about delays	5%	Accurate and timely info about delays	11%
Pick up point convenience	3%	Pick up point convenience	6%	Pick up point convenience	4%
Pick up point safety	2%	Pick up point safety	.3%	Pick up point safety	1%
Ease of finding my pick up point	1%	Ease of finding my pick up point	2%	Ease of finding my pick up point	3%
Enough room on Metro Micro	.1%	Enough room on Metro Micro	2%	Enough room on Metro Micro	2%
Comfort of Metro Micro seats	.1%	Comfort of Metro Micro seats	1%	Comfort of Metro Micro seats	1%
Cleanliness inside Metro Micro	.3%	Cleanliness inside Metro Micro	.4%	Cleanliness inside Metro Micro	.1%
Enforcement of Metro Micro rules	.4%	Enforcement of Metro Micro rules	.1%	Enforcement of Metro Micro rules	1%
How well Metro addresses homelessness on Metro Micro	.4%	How well Metro addresses homelessness on Metro Micro	2%	How well Metro addresses homelessness on Metro Micro	.3%
Safety from harassment based on my race or ethnicity	0%	Safety from harassment based on my race or ethnicity	1%	Safety from harassment based on my race or ethnicity	.3%
Safety from sexual harassment	0%	Safety from sexual harassment	.1%	Safety from sexual harassment	.3%
Safety from crime	1%	Safety from crime	.4%	Safety from crime	2%
Ease of payment	2%	Ease of payment	1%	Ease of payment	1%
Service zones cover where I need to go	15%	Service zones cover where I need to go	11%	Service zones cover where I need to go	11%
Availability of accurate info to plan my trips	1%	Availability of accurate info to plan my trips	1%	Availability of accurate info to plan my trips	2%
Metro.net/Micro website	0%	Metro.net/Micro website	1%	Metro.net/Micro website	.4%
Metro Micro App	2%	Metro Micro App	1%	Metro Micro App	2%
Transit Smartphone App	1%	Transit Smartphone App	1%	Transit Smartphone App	0%
Total	100%	Total	100%	Total	100%

Metro Micro Only

Do you have regular access to a car?

	Percent
Yes	25%
No	75%
Total	100%

How often do you ride Metro Micro?

	Percent
Less than once a month	5%
1-3 days a month	11%
1-2 days a week	16%
3-4 days a week	28%
5 or more days a week	29%
More than once per day	12%
Total	100%

How long have you been riding Metro Micro?

	Percent
Less than 3 months	27%
3-6 months	33%
6-12 months	23%
12+ months	15%
Today is my first ride	2%
Total	100%

Do you have a smartphone and connection to access apps when waiting at the pick up spot?

	Percent
Yes	96%
No	5%
Total	100%

How did you pay your fare for this trip?

	Percent
TAP Card	40%
TAP App on phone	13%
Credit Card in app	20%
Debit Card in app	26%
Pass from my employer	.1%
Pass from my university	.2%
This trip was free	2%
Total	100%

What type of fare was it?

	Percent
30-Day Pass	8%
7-Day Pass	2%
Day Pass	3%
1 trip fare	70%
Other	17%
Total	100%

Did you receive a discount on your fare?

	Percent
Yes	16%
No	85%
Total	100%

If yes, what discount?

	Percent
Coupon Code	.015%
Ride Credit	.055%
Total	100%

Metro Micro Only

What is your age?	
	Percent
Under 18	8%
18-24	28%
25-44	44%
45-64	17%
65+	4%
Total	100%

What is your race or ethnic identification?	
	Percent
Latinx/Hispanic	56%
Black/African American	11%
White/Caucasian	15%
Asian/Pacific Islander	14%
Native American	1%
Other	5%

Including yourself, how many people live in your household?	
	Percent
1	15%
2	21%
3	17%
4	20%
5	15%
6 or more	13%
Total	100%

What languages do you speak at home?	
	Percent
English	84%
Spanish	46%
Chinese	2%
Tagalog	4%
Korean	.1%
Armenian	0%
Other	4%
Total	100%

How well do you speak English?	
	Percent
Very well or well	91%
Not well or not at all	9%
Total	100%

What is your household's total annual income?	
	Percent
Under \$15,000	29%
\$15,000-\$24,999	23%
\$25,000-\$49,999	25%
\$50,000-\$99,999	15%
\$100,000+	8%
Total	100%

Metro Micro Only

What is your gender identity?	
	Percent
Male	39%
Female	57%
Non-Binary	3%
Other	1%
Total	100%

Do you have a disability?	
	Percent
Yes	13%
No	87%
Total	100%

What type of disability do you have?	
	Percent
Low vision	4%
Blindness	.2%
Deaf/hard-of-hearing	1%
Mobility – use wheelchair	.3%
Mobility – do not use wheelchair	2%
Mental or cognitive	4%
Other	2%