

**Concerns and Pain Points
Q4, Q5, Q6 and Q7 Survey Results**

Q4. My biggest concern with being an Operator.

		Valid Percent
Valid	Safety from passenger confrontation	21.5%
	Safe operation of bus while driving	7.40%
	Safe operation of Micro vehicle	0.20%
	Low pay	23.0%
	High stress	20.9%
	Fatigue	13.6%
	Childcare concerns	2.40%
	Unfair treatment from my direct manager	3.40%
	Commute time	1.60%
	Other Concern	06.0%
	Total	100%

Q6. If I were to leave Metro, it would be due to.

		Valid Percent
Valid	Not feeling safe while operating the bus	14.9%
	Not feeling safe while operating the train	0.20%
	Not feeling safe while operating the micro vehicle	0.10%
	Low pay	27.0%
	Childcare issues	2.70%
	High stress at work	25.9%
	Management	6.30%
	Commute time	2.70%
	Retirement	5.80%
	Not feeling safe from passenger confrontation	14.4%
	Total	100%

Q5. I see myself working as an Operator for another five years.

		Valid Percent
Valid	Strongly Agree	21.2%
	Agree	20.3%
	Neutral	32.6%
	Disagree	11.6%
	Strongly Disagree	14.3%
	Total	100%

Q7. I'm very concerned about COVID-19

		Valid Percent
Valid	Strongly Agree	43.3%
	Agree	21.3%
	Neutral	24.9%
	Disagree	4.50%
	Strongly Disagree	06.0%
	Total	100%