

## 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 <sup>st</sup> |         |
|---|---------|
|   | 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 <sup>nd</sup> |         |
|---|---------|
|   | 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 <sup>rd</sup> |         |
|---|---------|
|   | 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 <sup>st</sup> |         |
|---|---------|
|   | Percent |
| How frequently trains run   | 10%     |
| How long it takes to get where I am going   | 4%      |
| Train comes on time   | 10%     |
| Connecting to another train or bus  | 2%      |
| Availability of accurate train arrival time info  | 1%      |
| Train station seating   | 1%      |
| Cleanliness of train station  | 12%     |
| Enough room on the train  | 1%      |
| Comfort of train seats (if used)  | 1%      |
| Cleanliness inside the train  | 18%     |
| How well Metro addresses homelessness on trains   | 18%     |
| Safety from harassment based on my race or ethnicity  | 3%      |
| Safety from sexual harassment   | 3%      |
| Safety from crime   | 8%      |
| Trains and stations kept free of graffiti   | 1%      |
| Enforcement of Metro Rail rules   | 2%      |
| Accurate and timely info about delays   | 1%      |
| Cell signal quality on the train  | 1%      |
| Ease of fare payment  | 1%      |
| Availability of accurate info to plan my trips  | 1%      |
| Next stop info on the train   | .2%     |
| Transit Smartphone app  | .2%     |
| Metro.net website   | .3%     |
| Escalator reliability   | .0%     |
| Elevator reliability  | .1%     |
| Car parking   | .2%     |
| Bike parking  | .2%     |
| Total   | 100%    |

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

| Which elements listed in the shaded sections do you most want Metro to improve? 3 <sup>rd</sup> |         |
|---|---------|
|   | Percent |
| How frequently trains run   | 4%      |
| How long it takes to get where I am going   | 2%      |
| Trains comes on time  | 6%      |
| Connecting to another train or bus  | 3%      |
| Availability of accurate train arrival time info  | 2%      |
| Train station seating   | 2%      |
| Cleanliness of train station  | 7%      |
| Enough room on the bus  | 2%      |
| Comfort of train seats (if used)  | 2%      |
| Cleanliness inside the train  | 8%      |
| How well Metro addresses homelessness on trains   | 10%     |
| Safety from harassment based on my race or ethnicity  | 5%      |
| Safety from sexual harassment   | 8%      |
| Safety from crime   | 14%     |
| Trains and stops kept free of graffiti  | 4%      |
| Enforcement of Metro Rail rules   | 7%      |
| Accurate and timely info about delays   | 5%      |
| Cell signal quality on the train  | 2%      |
| Ease of fare payment  | .4%     |
| Availability of accurate info to plan my trips  | 1%      |
| Next stop info on the train   | 1%      |
| Transit Smartphone app  | 1%      |
| Metro.net website   | 1%      |
| Escalator reliability   | 1%      |
| Elevator reliability  | 1%      |
| Car parking   | 1%      |
| Bike parking  | 1%      |
| 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 languages do you speak at home? |         |
|--------------------------------------|---------|
|                                      | Percent |
| English                              | 76%     |
| Spanish                              | 44%     |
| Chinese                              | 2%      |
| Tagalog                              | 2%      |
| Korean                               | 1%      |
| Armenian                             | .4%     |
| Other                                | 4%      |
| 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%      |

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

| 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 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 <sup>st</sup> |         | Which elements listed in the shaded sections do you most want Metro to improve? 2 <sup>nd</sup> |         | Which elements listed in the shaded sections do you most want Metro to improve? 3 <sup>rd</sup> |         |
|---|---------|---|---------|---|---------|
|   | 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%      |