MTC Snapshot Survey 2023 – 2024

Management Summary Report

Revised August 28, 2024

Presented by

COREY, CANAPARY & GALANIS
Research and Counsel in Marketing

Table of Contents

Table of Contents 2
Executive Summary 4
Key Rider Characteristics 4
Other Rider Characteristics 5
Project Overview 6
Introduction 6
Results in This Report 7
Detailed Results 9
Trip Purpose 9
Vehicle Access 10
Payment Mode 11
Payment Category 13
Frequency of Transit Use 14
Changes to Increase Transit 15
Future Transit Use 17
Transit Safety 19
Demographics - Home Location 20
Demographics - Household Size 21
Demographics - Household Employment 21
Demographics - Primary Language 22
Demographics - English Proficiency 22
Demographics - Disability 22
Demographics – Gender 23
Demographics - Race/Ethnicity 23
Demographics - Age 24
Demographics - Current Employment Status 24
Demographics - Annual Household Income 25
Comments 26

Executive Summary

Key Rider Characteristics

- Respondents take transit, on average, 4.23 days per week. Weekday riders (4.29) travel slightly more often than weekend riders (4.00).
  - Nearly half of those using transit less than 1 day per week (43%) live outside the Bay Area.
  - Frequency of transit use decreases with age. Those under 25 travel an average of 4.57 days/week on transit, while those over 55 use transit only 4.05 days/week.
  - Those without a vehicle and those traveling for work or school tended to travel more often on transit.
- Most respondents (92%) plan on using transit about the same or more in the next year (36% more, 56% about the same). Only 8% of respondents said they plan on using transit less.
  - Among those who said they would use transit less, nearly half (47%) reside outside the San Francisco Bay Area, and 14% said either they live outside the area or will be moving soon. A relatively small share (18%) cited schedule-related factors as a reason they would use transit less.
  - Among those who said they would use transit more, 28% said they do not have a vehicle/don't drive. In addition, 26% cited positive transit factors – such as enjoying the ride on transit, stating transit was more economical, faster, allows them to relax, etc. These reasons were both ahead of schedule-related reasons (23%).
- When asked what changes could be made to get them to use transit more, nearly half of respondents (49%) said more frequent service would get them to use transit more. This was the top response. Other top responses included:
  - More reliable service (26%),
  - Lower fares (25%),
  - Cleaner vehicles/stations (24%); this was more important to those who rated transit safety lower, as well as those using transit less often;
  - Expanded hours when public transit operates (21%).

    - Other notable responses included shorter travel time (15%), Shorter transfer times/improved connections (11%), and transit to pick them up where they are/take them where they need to go (9%).
- Safety overall was rated 3.64 (on average) out of 5.00 (with 1 being ‘very unsafe’ and 5 being ‘very safe’).
    - When asked to rate their safety on transit and at stops/stations, only 10% of respondents indicated they felt unsafe (e.g. rating safety a '1' or '2').
    - There were some demographic differences, with women (3.59) feeling less safe than men (3.70), and respondents under 25 (3.59) feeling less safe than those aged 25 to 54 (3.62) and those over 55 (3.70).
    - There appeared to be some correlation between feelings of safety and current/future transit use, with those planning to use transit more in the next year saying they felt safer than those who planned to use transit less. (Those saying they would use transit about the same fell in between these two groups.)

Other Rider Characteristics

- Half of weekday riders (50%) and nearly a quarter of weekend riders (24%) were using transit on the surveyed trip for getting to or from work. Among midday respondents, 40% were taking transit to get to/from work (which was the most common trip purpose during this time period).
- About one third (34%) of respondents had access to a vehicle for the surveyed trip.
    - Those earning over $100,000 were more likely to have a vehicle for the surveyed trip (54%).
    - Respondents who said they did not speak English well/at all (23%), those who said they had a disability impacting travel (24%), and respondents under the age of 25 (27%) were less likely to have a vehicle for the surveyed trip.
- Most respondents (80%) paid for their trip using a plastic Clipper card or the Clipper app. Clipper was used less often among those who said they do not speak English well/at all (65%), as well as among those with a disability limiting travel (72%).
- Most respondents (78%) paid an adult fare.

Project Overview

Introduction

The primary goal of the MTC Bay Area Regional Transit Passenger Snapshot Survey was to collect statistically significant information about the passengers and trips for each of the region's federally funded transit operators. This information is seen as particularly timely in light of changes in transit use due to the COVID-19 pandemic.

Corey, Canapary & Galanis (CC&G) worked with MTC and system operators to develop a workable survey questionnaire which asked passengers about current and future transit use, origin/destination of the surveyed trip, perception of transit safety, and various demographics.

The initial pre-test of the questionnaire was conducted August 17-25, 2023. Based on this pre-test, additional changes were made to the questionnaire to improve and enhance survey results.

For the main survey, CC&G conducted 16,545 surveys across 23 transit systems.

- Surveying took place during Fall 2023 (September – December) and Spring 2024 (February – May), with breaks for holiday periods.
- Surveying was conducted in English, Spanish, and Chinese.
- Surveyors offered questionnaires to every passenger who appeared to be at least 13 years of age and was not actively working as a transit employee, law enforcement, or another CC&G interviewer.
- Respondents had the opportunity to complete the survey in multiple ways in all offered languages:
    - Complete the survey on board, and return it to the interviewer;
    - Complete the survey later on paper, and return it to CC&G via regular mail; or
    - Complete the survey later online (using the URL or QR Code at the top of the page).
- Interviewers returned completed questionnaires and related survey paperwork documenting each shift to CC&G's offices upon shift completion. From there, surveys were processed and paper surveys entered by CC&G in-house.

Surveying was conducted on all days of the week each system offered service, and at all times of day. For sampling purposes, time periods were divided into:
AM – all trips starting Monday-Friday before 10 am
MID – all trips starting and ending Monday-Friday from 10 am to 2:59 pm
EVE – all trips ending Monday-Friday 3 pm or later
END – all trips all day Saturday and Sunday

Not every route on every system was surveyed. However, every system was sampled to ensure routes and times selected were representative of that system.

Results in This Report

The results represented in this report cover ONLY overall results. These results have been weighted up to represent the average weekday, average weekend day, and average weekly ridership, based on each system's ridership from September 2023 – November 2023.

Thus, the total 16,545 surveys have been weighted and amplified to represent the 6,173,767 riders taking transit on one of the 23 participating systems during an average week.

The results represent results from all 23 systems:

- AC Transit
- BART
- Caltrain
- County Connection
- Dumbarton Express
- FAST (City of Fairfield Transportation)
- Livermore-Amador Valley Transit (LAVTA)
- Marin Transit
- Napa Valley Transit (NVTA)
- Petaluma Transit
- Rio Vista/Delta Breeze
- SamTrans
- Santa Clara VTA
- Santa Rosa Citybus
- SFMTA (Muni)
- SMART Train
- SolTrans
- Sonoma County Transit
- Tri Delta Transit
- Union City Transit
- Vacaville City Coach
- WestCat
- WETA (SF Bay Ferry)

In addition, ACE (Altamont Corridor Express), Golden Gate Transit, and Golden Gate Ferry did surveying just prior/around the same time. However, questions and methodology may have varied in these efforts and they are not included in this report.

The results in this report are calculated solely on the total number of respondents answering a question, with blanks and multiple responses to a single response question not included in the percentages.

The overall average **weekly ridership** for all systems included in this report is 6,173,767. With 16,545 surveys completed, this results in a margin of error of +/- 0.76.

The average **weekday ridership** for all systems included in this report is 998,451. With 13,868 surveys completed on weekdays, this results in a margin of error of +/- 0.83.

The average **weekend day ridership** for all systems included in this report is 590,756. With 2,677 surveys completed on weekends, this results in a margin of error of +/- 1.89.

Some totals may not equal 100% due to rounding. If multiple responses were accepted on a question, then totals are likely to exceed 100%.

Detailed Results

Trip Purpose

What is the main purpose of this trip?

Half of weekday riders (50%) and 45% of all riders in an average week are traveling for work. This remains the most common trip purpose.

- Notably, 24% of weekend riders are also traveling for work (second only to social/recreation for a trip purpose among weekend riders).
- Similarly, 40% of those traveling midday (10 am – 3 pm) were traveling for work – which was the most common trip purpose during this time period.

Social/recreational purposes (20%), school (15%), and personal errands/medical (13%) were also common trip purposes.

	Average Weekly Total (one avg week, Sun-Sat) **(%)**	**Weekday Total** (one avg weekday, Mon-Fri) **(%)**	**Weekend Day Total** (one avg weekend day, Sat-Sun) **(%)**
Base – all riders (#)	***6,173,767***	***998,451***	***590,756***
Work	45	50	24
Social/recreation	20	15	46
School	15	18	5
Personal errand/medical	13	13	15
Shopping	6	5	10
Other/unspecified	<1	<1	<1
Total	**100**	**100**	**100**

Vehicle Access

Did you have access to a household vehicle for this trip?

Overall, about one third of respondents (34%) had access to a vehicle for the surveyed trip, while 66% did not.

- Those using transit only 1-2 days per week (51%) or less than once per week (45%) were more likely to have a vehicle for the surveyed trip.
- Similarly, those with household incomes over $100,000 per year (54%) were more likely to have a vehicle for the surveyed trip.
- Those respondents who said they did not speak English very well/at all (23%) as well as those who said they had a disability (24%) were less likely to have a vehicle for the surveyed trip, as well as those under the age of 25 (27%).

	Average Weekly Total (one avg week, Sun-Sat) **(%)**	**Weekday Total** (one avg weekday, Mon-Fri) **(%)**	**Weekend Day Total** (one avg weekend day, Sat-Sun) **(%)**
Base – all riders (#)	*6,173,767*	*998,451*	*590,756*
Yes	34	35	31
No	66	65	69
Total	**100**	**100**	**100**

Payment Mode

How did you pay your fare for this trip?

Most respondents (80%) paid for their trip using a plastic Clipper card or the Clipper app.

The more frequently a respondent uses transit, the more likely they are to use Clipper.

- Among those using transit 3 days/week or more, 81% use Clipper, and 82% of those using transit 1-2 days/week use Clipper.
- This drops to 74% among those using transit less than once per week.

Mobile app use (outside of the Clipper mobile app) was 2% of those surveyed, rising to 3% among those earning over $100,000 per year. Apps include system-specific apps (such as those on SamTrans and SFMTA) as well as third party apps (such as Token).

Some demographic groups are less likely to use Clipper.

- Clipper use was highest among those in 1-2 person households (85%), but drops to 72% when household size is 5 people or more. Among those in large households (5 or more people), 14% said they paid for the surveyed trip with cash.
- Among those who say they speak English very well or well, 82% used Clipper; however, among those who do not speak English well or at all, only 65% used Clipper for the surveyed trip. Among those who do not speak English well, 26% said they paid for their surveyed trip using cash (much higher than 9% of respondents overall).
- Among those with a disability which limits travel, 72% said they used Clipper (compared with 81% who said they do not have a disability limiting travel); among those with a disability, 15% said they used cash for the surveyed trip (compared with 9% overall).
- Among respondents under 25, 72% said they used a Clipper card for the surveyed trip, compared to 83% of those aged 25 to 54, and 82% of those aged 55 and older.
- Not all disparities noted above are necessarily a result of barriers to Clipper access.
    - Those who are K-12 students, college students, as well as disabled, seniors, and low income, often indicated they have access to programs and passes which may or may not be on a Clipper card.
    - For example, 7% of those under age 25 said they were using a free K-12/youth pass, while 6% said they were using an employer or university pass (such as Go Pass, EasyPass, Cub Card, etc.)
    - Approximately 3% of those saying they had a disability indicated they actually used a low income pass (Lifeline, Uplift, etc.); some type of disabled program pass (Rediwheels, Access, etc.); or a courtesy fare of some type. This is in addition to other passes, such as the employer/university pass (2%), K-12 pass (1%), etc.
    - Those groups likely experiencing barriers appear to show both lower than average Clipper use, as well as higher use of cash and a lack of other payment options.

	Average Weekly Total (one avg week, Sun-Sat) **(%)**	**Weekday Total** (one avg weekday, Mon-Fri) **(%)**	**Weekend Day Total** (one avg weekend day, Sat-Sun) **(%)**
Base – all riders (#)	*6,173,767*	*998,451*	*590,756*
Clipper (plastic card or phone app)	80	80	80
Cash	9	9	9
Paper ticket/token	4	4	3
Employer/University/Group pass	3	2	3
Mobile App	2	2	3
Free Youth/K-12 student pass	2	2	1
Low income pass (Lifeline, Uplift, Start, etc.)	1	<1	1
Other unspecified	<1	<1	<1
Courtesy fare (law enforcement, teacher, etc.)	<1	<1	<1
Regular monthly adult pass – format not specified	<1	<1	<1
Disabled/senior pass	<1	<1	<1
No fare charged that route/that day	<1	<1	<1
Someone else paid	<1	<1	<1
Total	**100**	**100**	**100**

Payment Category

Fare Category: What type of fare did you pay for this trip?

Most respondents (78%) said they paid an adult fare.

- While those paying senior fare constituted 9% of all respondents, they represented 13% of all Midday riders (10 am – 3 pm Mon-Fri).
- Respondents paying a disabled fare, who were 4% of respondents overall, were also a slightly higher share of midday riders (5%).
- Those paying adult fare were more likely to be riding during the Evening (after 3 pm Mon-Fri) than other fare categories.

	Average Weekly Total (one avg week, Sun-Sat) **(%)**	**Weekday Total** (one avg weekday, Mon-Fri) **(%)**	**Weekend Day Total** (one avg weekend day, Sat-Sun) **(%)**
Base – all riders (#)	*6,173,767*	*998,451*	*590,756*
Adult	78	78	80
Youth	9	9	6
Senior	9	9	9
Disabled	4	4	4
Other (unspecified)	<1	<1	1
Total	**100**	**100**	**100**

Frequency of Transit Use

How often do you use public transit in the Bay Area?

Most respondents (78%) use public transit at least 3 days per week, for an average of 4.23 days/week.

Nearly half of those using transit less than 1 day per week in the Bay Area (43%) live outside the Bay Area.

There are a number of differences among various use and demographic groups, however:

- Those traveling for work or school (4.72 days/week) use transit more often than those traveling for other purposes (3.37 days/week).
- Those with access to a vehicle (3.56 days/week) use transit less frequently than those without a vehicle (4.56 days/week).
- Those indicating they will use transit about the same or more (at least 4.28 days/week) use transit more currently than those indicating they will use transit in the future less often (3.79 days/week).
- The smaller the household size, the fewer times per week (on average) transit is used. Those in 1-2 person households use transit on average 4.15 days/week, while those in 5+ person households use transit 4.46 days/week.
- Those who do not speak English well, or not at all, use transit more often (4.80 days/week) than those who speak English well/very well (4.15 days/week).
- Those with a disability which impacts travel use transit more often (4.54 days/week) than those without such a disability (4.19 days/week).
- Frequency of transit use decreases with age. Younger respondents use transit most often, on average, at 4.57 days/week, while those over 55 use transit only 4.05 days/week.
- Those with household incomes under $100,000 use transit more per week (average of 4.60 days/week) than those with household incomes over $100,000 (average of 3.44 days/week).

	Average Weekly Total (one avg week, Sun-Sat) **(%)**	**Weekday Total** (one avg weekday, Mon-Fri) **(%)**	**Weekend Day Total** (one avg weekend day, Sat-Sun) **(%)**
Base – all riders (#)	*6,173,767*	*998,451*	*590,756*
6 to 7 days/week [6.5]	33	32	38
5 days/week [5]	24	26	14
3 to 4 days/week [3.5]	21	21	18
1 to 2 days/week [1.5]	10	9	12
1 to 3 days/month [0.25]	5	4	8
Less than once a month [0.1]	3	3	4
This is my first time riding [0.01]	4	4	6
Total	**100**	**100**	**100**
Average # days/week	**4.23**	**4.29**	**4.00**

Changes to Increase Transit

What changes would get you to use transit more? (Multiple responses accepted)*

Nearly half of respondents (49%) said more frequent service would get them to use transit more. This was the top response.

Other top responses included more reliable service (26%), lower fares (25%), cleaner vehicles/stations (24%), and expanded hours when public transit operates (21%). Other notable responses included shorter travel time (15%), Shorter transfer times/improved connections (11%), and transit to pick them up where they are/take them where they need to go (9%).

Results were relatively consistent for the top reason, with around half of every major group citing more frequent service. However, there were a few notable distinctions:

- Among those currently taking transit less than 1 time per week, 38% said more frequent service would motivate them to use transit more. However, the second most commonly made comment was cleaner vehicles/stations (27%), followed by lower fares (26%). In addition, more/better security was cited by 6% of this rider group as a reason to take transit more, compared with 3% among respondents overall.
- Among those who rated their safety on transit as 'unsafe' (1-2 rating), 41% of respondents said more frequent service AND 41% of this same group also said cleaner vehicles/stations would encourage them to take transit more. In addition, 12% of this group said more/better security (as opposed to 3% of respondents overall who cited more/better security). Given the potential for ridership growth among this group of riders, these findings are particularly relevant.

	Average Weekly Total (one avg week, Sun-Sat) **(%)**	**Weekday Total** (one avg weekday, Mon-Fri) **(%)**	**Weekend Day Total** (one avg weekend day, Sat-Sun) **(%)**
Base – all riders (#)	*6,173,767*	*998,451*	*590,756*
More frequent service	49	49	47
More reliable service	26	26	28
Lower fares	25	26	24
Cleaner vehicles/stations	24	24	23
Expanded hours when public transit operates	21	21	24
Shorter travel time	15	15	15
Shorter transfer times/improved connections	11	11	11
For transit to pick me up where I am/take me where I need to go	9	9	9
More/better security	3	3	5
Stop fare evaders/drug use onboard/better onboard rule enforcement	1	1	1
Fewer homeless	1	1	<1

Only responses with at least 1% share shown above; see statistical tables for a full list.

Future Transit Use

Do you plan to use transit more or less in the next year or so?
Why? (Multiple responses accepted)

Most respondents (92%) plan on using transit about the same or more in the next year or so. Only 8% of respondents said they plan on using transit less.

Weekend riders (who currently use transit at a slightly lower rate than weekday riders) are more likely to say they will use transit more – at 42% - compared to 35% among weekday riders. Similarly, 40% of those currently riding only 1-2 times per week say they will take transit more in the next year or so.

In addition, two key groups – those with a disability which impacts travel (47%) and those who do not speak English very well/at all (45%) – were more likely to say they will use transit more in the next year.

While 8% overall said they would use transit less in the next year or so, this was slightly higher among some groups – including those currently riding less than once per week (14%), those who feel unsafe on transit (13%), and those younger than 25 (13%).

However, it should also be noted that 16% of those who said they would use transit less in the Bay Area are visiting from outside the Bay Area (compared with 9% of those who said they would use transit about the same and 10% who said they would use transit more).

	Average Weekly Total (one avg week, Sun-Sat) **(%)**	**Weekday Total** (one avg weekday, Mon-Fri) **(%)**	**Weekend Day Total** (one avg weekend day, Sat-Sun) **(%)**
Base – all riders (#)	*6,173,767*	*998,451*	*590,756*
More	36	35	42
Less	8	9	6
About the Same	56	57	52
Total	**100**	**100**	**100**

When asked WHY they were likely to take transit more, less, or about the same, respondents were most likely to give reasons which were schedule related (33%), followed by 22% saying they do not have a car/don't drive. In addition, 16% cited positive transit factors (such as enjoying transit, that transit was clean, safe, economical, etc.), 13% cited negative driving factors (for example, saying they preferred not to drive, driving was more stressful, etc.), and 8% cited negative transit factors.

Among those who said they would use transit less, 52% gave reasons which made positive statements about driving – such as preferring to drive, having access or purchasing a car soon, etc. This was the most common set of reasons given by those saying they would use transit less. In addition, 27% of those who said they would use transit less cited negative transit factors, most commonly feeling unsafe (7%) and transit being too expensive (6%) or unreliable (5%). In addition, 18% of those saying they would take transit less gave schedule-related reasons, with most (14%) saying they were moving out of the Bay Area altogether.

Among those who said they would use transit more, 28% said they do not have access to a vehicle/do not drive, while 26% said they will ride more owing to positive transit factors. These positive transit factors were most commonly enjoying the ride/liking transit (12%) and transit being more economical (10%).

Among those who said their transit use would remain about the same, nearly half (48%) said it was due to scheduling considerations. In addition, 22% said they do not have a car/do not drive, and 10% cited positive transit factors.

	Average Weekly Total (one avg week, Sun-Sat) **(%)**	**Weekday Total** (one avg weekday, Mon-Fri) **(%)**	**Weekend Day Total** (one avg weekend day, Sat-Sun) **(%)**
Base – all riders (#)	***6,173,767***	***998,451***	***590,756***
Schedule related reason (expect more commuting, don't expect any changes, moving out of area, etc.)	33	34	30
Do not drive/have access to a vehicle	22	22	21
Positive transit factors (enjoy ride, transit is economical, reliable, etc.)	16	15	20
Negative driving factors (transit is safer, prefer not to drive, want to avoid parking/safer than parking, cost of gas, etc.)	13	13	12
Positive driving factors (Prefer driving, only use transit for specific occasions, etc.)	10	10	9
Negative transit factors (system is unsafe, unreliable, stops too far away, etc.)	8	8	7
Helps the environment	4	3	4

See statistical tables for a detailed breakdown

Transit Safety

How safe do you feel when using public transit in the Bay Area?

Respondents rated safety on public transit in the Bay Area 3.64 out of 5.00.

Overall, only 10% of respondents indicated they feel unsafe when using public transit in the Bay Area (rating transit safety a '1' or '2'). Weekend riders had a slightly higher share who felt unsafe (12%). (Note that in a prior question, these same respondents indicated cleaner stations/vehicles and increased security were a greater incentive to use transit more than respondents overall.)

There are also key differences among some groups:
- Women (3.59) feel less safe than men (3.70).
- Younger respondents felt the least safe – while those under 25 rated safety on transit 3.59, those aged 25 to 54 rated their safety 3.62, and those aged 55+ rated their safety 3.70.
- Those earning less than $100,000/year rated their safety 3.68, while those earning more than $100,000 rated their safety 3.56.

There also appears to be some correlation between current/planned transit use and feelings of safety.
- Those who said they plan to travel more on transit in the next year feel the most safe (3.73), while those who say they plan to travel less on transit feel the least safe (3.50). Those who said they plan to travel about the same amount on transit were in the middle (3.60). This suggests feelings of safety may have some role in determining whether respondents continue to use transit, and/or whether they choose to use it more.
- While those who currently use transit less than once a week feel the most safe (3.70), those who use transit currently 1-2 times per week feel the least safe (3.58), and those traveling 3 or more times per week are in between (3.64).

	Average Weekly Total (one avg week, Sun-Sat) **(%)**	**Weekday Total** (one avg weekday, Mon-Fri) **(%)**	**Weekend Day Total** (one avg weekend day, Sat-Sun) **(%)**
Base – all riders (#)	*6,173,767*	*998,451*	*590,756*
1 – Very unsafe	2	2	2
2	8	8	10
3	34	34	35
4	34	34	33
5 – Very safe	22	22	20
Total	**100**	**100**	**100**
Average (Mean) out of 5.00	**3.64**	**3.65**	**3.60**

Demographics - Home Location

Do you live in the Bay Area or are you visiting? What is your 5-digit home ZIP Code?

Most respondents (90%) reside in the Bay Area.

	Average Weekly Total (one avg week, Sun-Sat) **(%)**	**Weekday Total** (one avg weekday, Mon-Fri) **(%)**	**Weekend Day Total** (one avg weekend day, Sat-Sun) **(%)**
Base – all riders (#)	*6,173,767*	*998,451*	*590,756*
San Francisco Bay Area	90	91	87
San Francisco	38	38	42
Alameda	20	20	20
Santa Clara	9	9	8
Contra Costa	7	7	3
San Mateo	5	5	4
Solano	1	1	1
Sonoma	1	1	<1
Marin	1	1	1
Napa	<1	<1	<1
Live in Bay Area but location unspecified	8	8	9
Outside US	3	3	4
In US outside California	3	3	3
In CA outside Bay Area	2	2	3
Outside Bay Area but location unknown	2	1	2
Live in US but location unspecified	<1	<1	1
Total	**100**	**100**	**100**

Demographics - Household Size

How many people in total live in your household?

	Average Weekly Total (one avg week, Sun-Sat) **(%)**	**Weekday Total** (one avg weekday, Mon-Fri) **(%)**	**Weekend Day Total** (one avg weekend day, Sat-Sun) **(%)**
Base – all riders (#)	*6,173,767*	*998,451*	*590,756*
1	20	20	20
2	30	29	34
3	17	18	14
4	17	17	16
5	9	9	9
6 or more	7	7	7
Total	**100**	**100**	**100**
Average # People in HH	**2.87**	**2.89**	**2.79**

Demographics - Household Employment

How many are employed in your household?

	Average Weekly Total (one avg week, Sun-Sat) **(%)**	**Weekday Total** (one avg weekday, Mon-Fri) **(%)**	**Weekend Day Total** (one avg weekend day, Sat-Sun) **(%)**
Base – all riders (#)	*6,173,767*	*998,451*	*590,756*
None	11	11	13
1	30	29	30
2	36	37	34
3	13	13	12
4	6	6	7
5	2	2	3
6 or more	2	2	2
Total	**100**	**100**	**100**
Average # People Working	**1.89**	**1.90**	**1.86**

Demographics - Primary Language

What is the primary language you speak at home?*

	Average Weekly Total (one avg week, Sun-Sat) **(%)**	**Weekday Total** (one avg weekday, Mon-Fri) **(%)**	**Weekend Day Total** (one avg weekend day, Sat-Sun) **(%)**
Base – all riders (#)	*6,173,767*	*998,451*	*590,756*
English	74	74	74
Spanish	15	16	13
Chinese	5	4	7

****Only responses with at least 4% share are included above; see statistical tables for a full list.***

Demographics - English Proficiency

How well do you speak English?

	Average Weekly Total (one avg week, Sun-Sat) **(%)**	**Weekday Total** (one avg weekday, Mon-Fri) **(%)**	**Weekend Day Total** (one avg weekend day, Sat-Sun) **(%)**
Base – all riders (#)	*6,173,767*	*998,451*	*590,756*
Very well	76	76	75
Well	13	13	14
Not well	9	9	9
Not at all	2	2	2
Total	**100**	**100**	**100**

Demographics - Disability

Do you have a disability that limits your ability to travel?

	Average Weekly Total (one avg week, Sun-Sat) **(%)**	**Weekday Total** (one avg weekday, Mon-Fri) **(%)**	**Weekend Day Total** (one avg weekend day, Sat-Sun) **(%)**
Base – all riders (#)	*6,173,767*	*998,451*	*590,756*
Yes	8	8	8
No	92	92	92
Total	**100**	**100**	**100**

Demographics – Gender

	Average Weekly Total (one avg week, Sun-Sat) **(%)**	**Weekday Total** (one avg weekday, Mon-Fri) **(%)**	**Weekend Day Total** (one avg weekend day, Sat-Sun) **(%)**
Base – all riders (#)	*6,173,767*	*998,451*	*590,756*
Male	50	50	52
Female	47	48	45
Non-binary	3	2	3
Transgender	<1	<1	<1
Another (unspecified)	<1	<1	<1
Total	**100**	**100**	**100**

Demographics - Race/Ethnicity

Multiple responses accepted

	Average Weekly Total (one avg week, Sun-Sat) **(%)**	**Weekday Total** (one avg weekday, Mon-Fri) **(%)**	**Weekend Day Total** (one avg weekend day, Sat-Sun) **(%)**
Base – all riders (#)	*6,173,767*	*998,451*	*590,756*
White	36	35	38
Hispanic/Latino or Spanish origin	28	28	27
Asian	27	26	27
African American/Black	13	13	12
Native Hawaiian or Other Pacific Islander	2	2	2
American Indian/Alaska Native	2	2	2
Mixed (unspecified)	<1	<1	<1
Another (unspecified)	<1	<1	<1

Demographics - Age

	Average Weekly Total (one avg week, Sun-Sat) **(%)**	**Weekday Total** (one avg weekday, Mon-Fri) **(%)**	**Weekend Day Total** (one avg weekend day, Sat-Sun) **(%)**
Base – all riders (#)	*6,173,767*	*998,451*	*590,756*
Under 13 years*	<1	<1	<1
13 to 17	6	7	4
18 to 24	18	17	21
25 to 34	26	26	29
35 to 44	16	16	14
45 to 54	12	12	10
55 to 64	11	11	12
65 or older	11	11	10
Total	**100**	**100**	**100**
Average Age (# Years)*	**38.66**	**38.88**	**37.73**

Only passengers appearing to be at least 13 years of age were approached. Therefore, this age group is under-represented and the average age of all passengers is likely somewhat lower than that reported above.

Demographics - Current Employment Status

	Average Weekly Total (one avg week, Sun-Sat) **(%)**	**Weekday Total** (one avg weekday, Mon-Fri) **(%)**	**Weekend Day Total** (one avg weekend day, Sat-Sun) **(%)**
Base – all riders (#)	*6,173,767*	*998,451*	*590,756*
Employed full time (35+ hours/week)	54	54	53
Student	16	16	16
Employed part time	14	14	13
Retired	8	8	8
Unemployed	8	7	10
Disabled	1	1	<1
Other (unspecified)	<1	<1	<1
Homemaker/caregiver	<1	<1	-
Total	**100**	**100**	**100**

Demographics - Annual Household Income

	Average Weekly Total (one avg week, Sun-Sat) **(%)**	**Weekday Total** (one avg weekday, Mon-Fri) **(%)**	**Weekend Day Total** (one avg weekend day, Sat-Sun) **(%)**
Base – all riders (#)	*6,173,767*	*998,451*	*590,756*
Under $15,000 [$7.5k]	18	18	20
$15,000-$29,999 [$22.5k]	12	11	14
$30,000-$39,999 [$35k]	8	8	9
$40,000-$49,999 [$45k]	7	7	6
$50,000-$59,999 [$55k]	7	7	6
$60,000-$69,999 [$65k]	6	6	4
$70,000-$79,999 [$75k]	6	6	4
$80,000-$99,999 [$90k]	7	8	7
$100,000-$149,999	11	11	12
$150,000-$199,999	7	7	7
$200,000 and above	12	12	12
Total	**100**	**100**	**100**
Average HH Income ($)	**89,180**	**89,804**	**86,587**

Comments

COMMENTS (CODED); "IDEAS ON HOW TO IMPROVE PUBLIC TRANSIT IN OUR AREA (OPTIONAL)" (MULTIPLE RESPONSES ACCEPTED)

About 33% of respondents (5,374 out of 16,545 respondents total) provided a comment of some type. The questionnaire specifically asked for comments on how to improve public transit.

The most commonly raised issues were improving safety/security, which was noted by 20% of respondents leaving a comment, followed by a request for greater frequency (mentioned by 17% of respondents). Stopping fare evaders, drug use, other criminal activity, and enforcing rules was the third most frequently mentioned overall, with 12% of respondents raising the issue.

Improving reliability and improving cleanliness were both mentioned by 10% of respondents.

	Average Weekly Total (one avg week, Sun-Sat) **(%)**	**Weekday Total** (one avg weekday, Mon-Fri) **(%)**	**Weekend Day Total** (one avg weekend day, Sat-Sun) **(%)**
Base – all riders (#)	*6,173,767*	*998,451*	*590,756*
Improve security/safety	20	21	17
Greater frequency	17	17	16
Stop fare evaders/drug use onboard/Better rule enforcement onboard or at stations/stops against criminal activity	12	13	7
Increase reliability/be on time	10	10	10
Improve cleanliness	10	10	8
Lower fares/prices	9	9	11
New/restore stops/routes	9	8	9
Increase hours (earlier, later, weekends)	8	8	10
More service to specific geographic area (area, neighborhood, route, street, etc.)	5	6	4
Fewer transfers / improved connections with other transit	5	5	2
Homeless/mentally ill issues	4	4	5
Upgraded/better maintained stops/stations/terminals	4	4	3
Faster travel time/fewer stops	4	4	4
Less crowding/more seating/more transit vehicles	4	4	4

Only coded responses with at least 4% response are shown. See tables for a complete list.