Improving how Metro Transit surveys individuals with various abilities or disabilities

Metro Transit is looking to improve how customers identify themselves with respect to ability when using transit. There are several initiatives underway to better understand how persons who have various abilities access and utilize fixed route services. Better understanding of the perspectives of all people who ride fixed route public transit will support future efforts to improve transit services.

In the latest pre-COVID Travel Behavior Inventory transit on-board survey, fully 10% of public transit users identified as having a disability. However, we want to know more about what this means to our riders.

Proposal:

Metro Transit is proposing revision to the standard panel of demographic questions used on surveys. Currently, a binary (yes/no) identification question is used:

Do you consider yourself to have a disability?

Instead, we ask TAAC to review and provide feedback on a revised question set. The wording focuses on identification of ability status and type to improve transit engagement and planning efforts.

Example question

1. How do you describe your disability/ability status? [We are interested in this identification regardless of whether you identify as being disabled. Your answers help Metro Transit make its services more inclusive.] (Select all that apply)
    a. A vision impairment
    b. A hearing impairment
    c. A learning disability (e.g., ADHD, dyslexia)
    d. A developmental disability
    e. A mobility impairment
    f. A mental health disability
    g. A temporary impairment due to illness or injury (e.g., broken ankle, surgery)
    h. A disability not listed above

       i. I do not identify as having a disability or impairment

Follow up 1: Please share your specific disability/ability status below

[short open-ended]

Follow up 2: Which of the following mobility device or assistive technologies do you use to help you navigate transit services? (Select all that apply)

    a. Wheelchair or other wheeled mobility device
    b. Walker, cane, or other mobility device
    c. Mobile phone app (e.g., Aira, Google Maps)
    d. Other, please specify

[short open-ended]