



Expanded identification of disability/ability in transit surveys

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7 December 2022

today's discussion – your feedback throughout

- TBI on-board review
- motivation: improving understanding
- revised disability survey question
- initial results with expanded question

TBI on-board survey: nearing completion

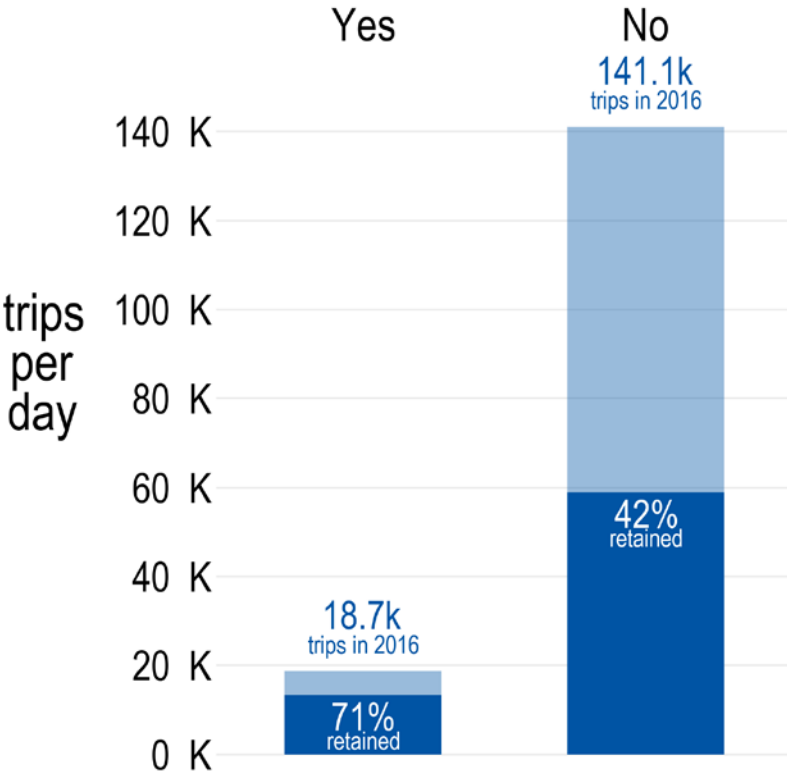
- “transit census” on five-year cycle
- all routes, all providers
- key information:
 - origins, destinations
 - trip purposes
 - **demographics**
- data delivery expected Q1 2023



2021 pilot survey: high retention of riders with a disability



Do you consider yourself to have a disability?



2021 daily ridership (darker color) is overlaid on 2021 ridership (lighter color). Comparison of the same routes in 2016 and 2021.

Additionally, the share of trips made by those with a disability has increased from 11% to 18%.

"Prefer not to answer" omitted.

revising disability question

- recognize multiple dimensions of ability & disability
- understand challenges to using transit
- record multiple intersecting disabilities
- include temporary disability

revised question language

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

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 universally accessible. (Select all that apply)

- A vision impairment
- A hearing impairment
- A learning disability (e.g., ADHD, dyslexia)
- A developmental disability
- A mobility impairment
- A mental health disability
- A temporary impairment due to illness or injury (e.g., broken ankle, surgery)
- A disability not listed above, please share your specific disability/ability status: _____
- I do not identify as having a disability or impairment

survey efforts using expanded language



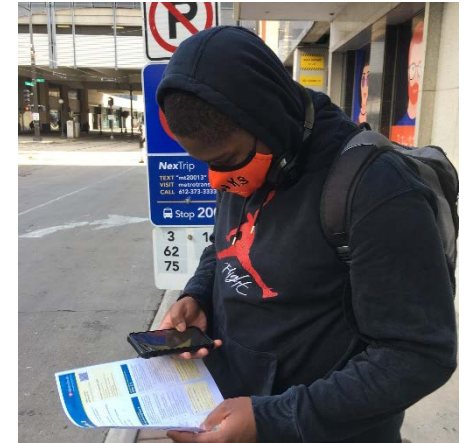
**Better Bus
Route 22**
April 2022



**Northstar
Riders**
Aug 2022



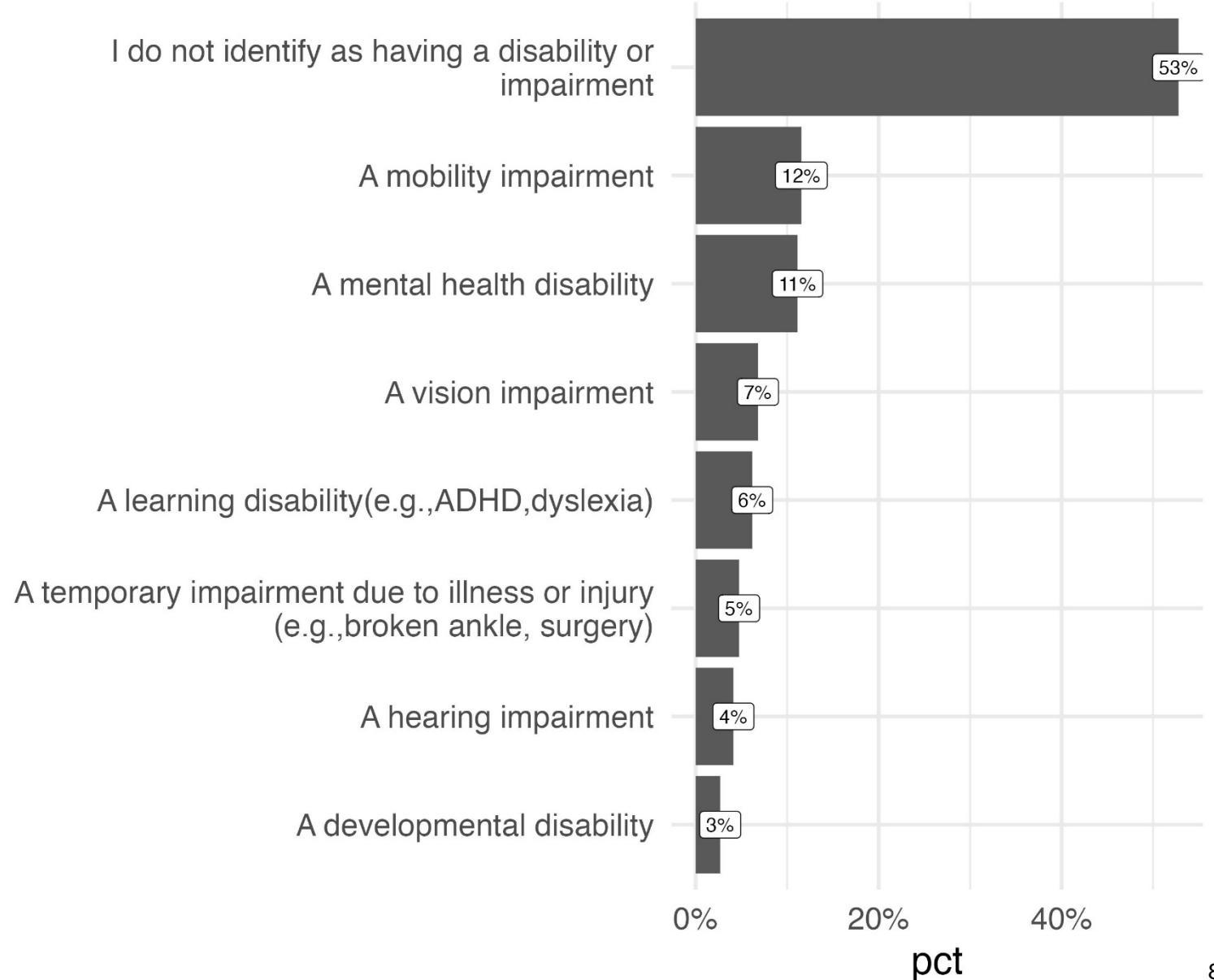
**LRT two-car
train pilot**
Aug 2022



**Customer
Satisfaction
Survey**
Oct 2022

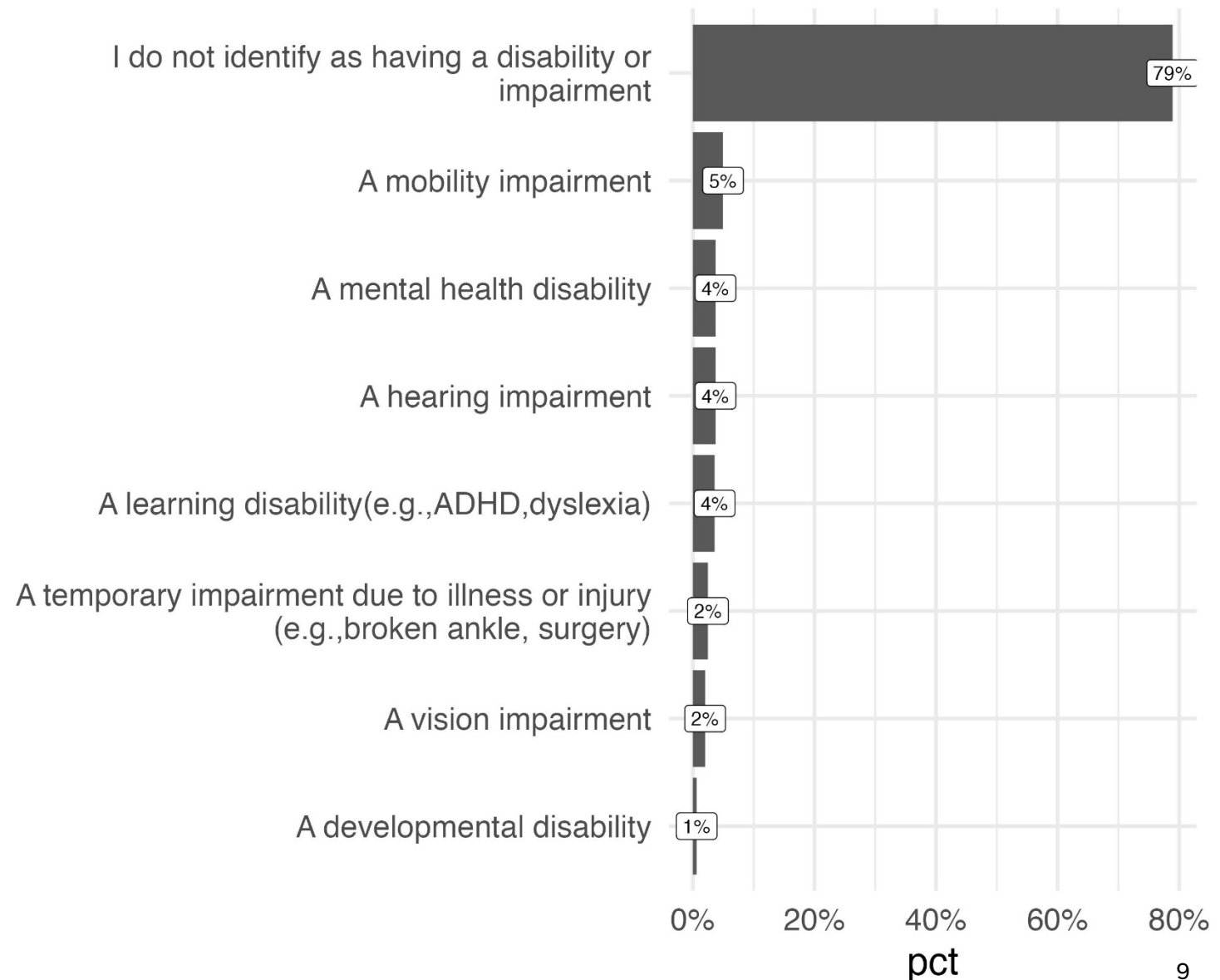
Better Bus Route 22

- April 2022
- 533 respondents
- Route serves VA
- of those responding, almost half identified a disability



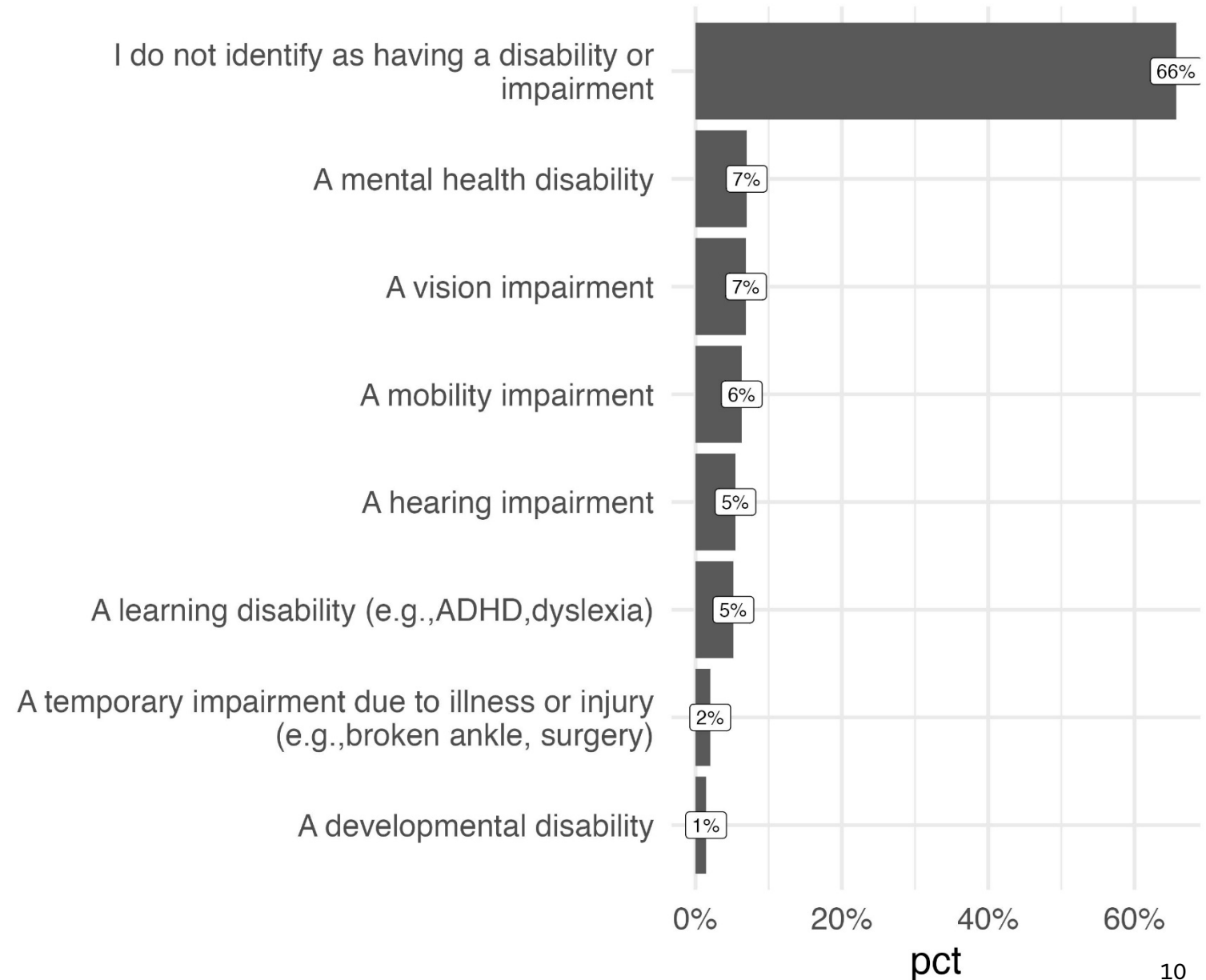
Northstar riders

- August 2022
- 822 respondents
- current and former commuters
- 25% did not respond to disability Q
- of those responding, 21% identified a disability



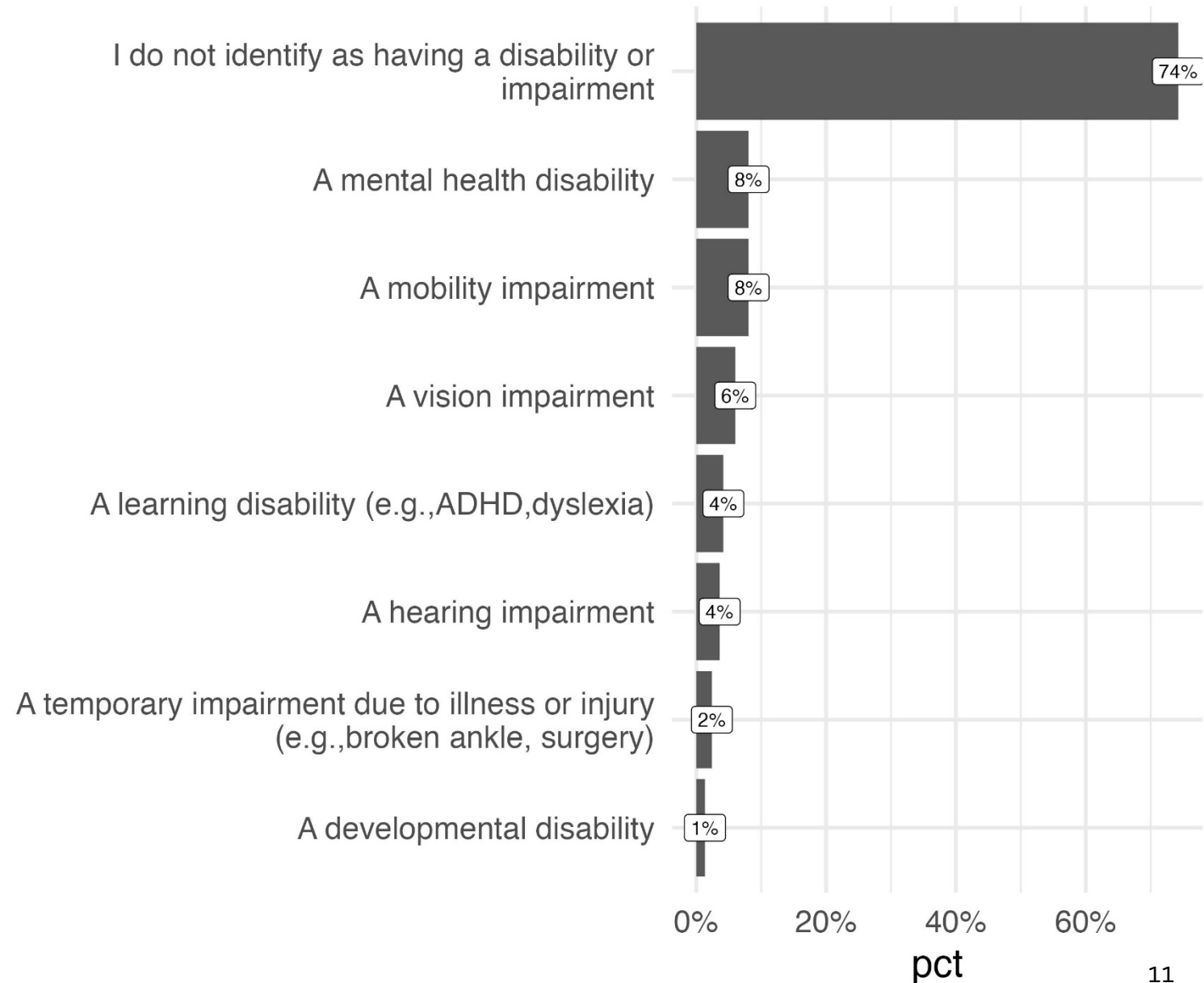
two-car train pilot

- August 2022
- 1,055 respondents
- light rail customers
- 12% did not respond to disability Q
- of those responding, 34% identified a disability



customer satisfaction

- October 2022
- 1,414 respondents
- current and former riders
- 10% did not respond to disability Q
- of those responding, 26% identified a disability



A disability not listed above...

travel with children

HIV

Age

A permanent illness (an autoimmune disease)

Epilepsy

Pstd

Back injury

Ptsd

sad

Severe osteoporosis, hard to walk

I am 60 years old and cannot walk long distances

Shorten walking distance

walking - mobility

Impaired as an addict

Autistic

Social anxiety, crowding makes me nervous

Some social anxiety, but nothing serious.

(Not a Disability) Pregnant

Age and walking

Diabetes

Have developed knee problem causing pain when walking.

I am not currently disabled but i had a knee injury that made the 4-block walk to my stop painful

Trouble with stairs

IBS

asthma, COPD

COPD

diabetic/heart problems

MS

Some colorectal problems

Anxiety

Post-concussion syndrome

Service-Connected Veteran

I am confined to power wheelchair...

Mental, hearing

degenerative disc

VA service connected

epilepsy

Notes for discussion

- 1/3 to 1/2 local bus, light rail riders identify at least one disability
- most common types
 - A mobility impairment
 - A mental health impairment
- significant proportion of “invisible” impairments

Next steps

- refine question language?
- combination analysis (age, dis/ability)
- implications for station, vehicle design and operations
 - include but think beyond limited mobility
 - universal design in wayfinding
 - different modes, different needs

Thank You!

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