



# 2022 Transit On-Board Survey

Pilot Survey Update for Transportation Accessibility  
Advisory Committee





# Outline

- What is the on-board survey?
- Pilot survey findings
  - Who is on board now?
  - What kind of trips are they making?
  - How has travel behavior changed among riders with disabilities?
- Main survey updates
- Feedback/discussion





# Questions for TAAC



## Your feedback is needed

- How do these findings match your impressions and experience riding transit?
  - How do they differ?
- What are research areas where we need to dig deeper?
- What linkages should we make between this survey's findings and transit/transportation planning?
- Would you like this research to find a broader audience outside of the Council?



# What is the On-Board Survey?

- System-wide survey of who is on transit, and where they are going
- An “intercept-interview” survey
- Conducted every five years
- Last survey 2016
- Fall 2021 pilot sampled busy Metro Transit routes



Photo by David Joles, the Star Tribune 10/22/2021



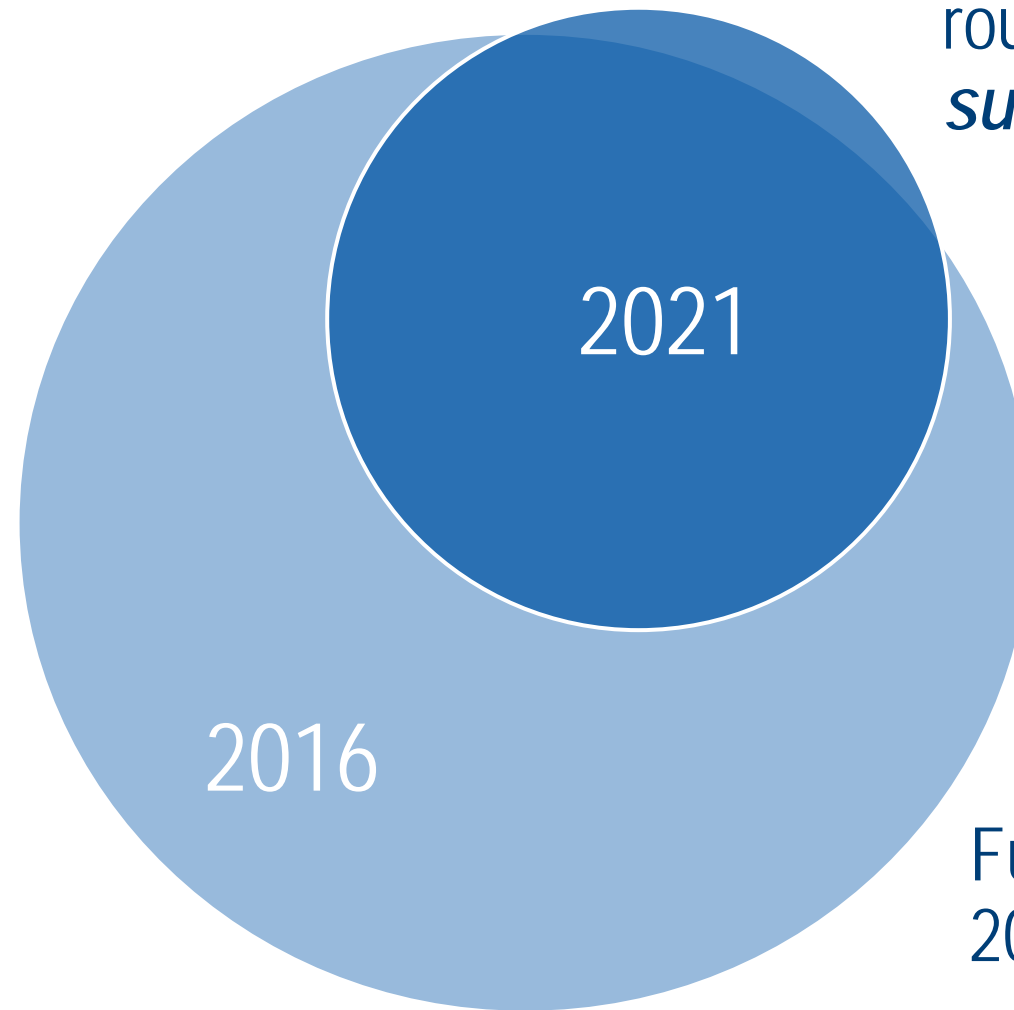
# We do this survey to:

- Better understand current transit riders and markets
- Improve transit forecasts and planning
- Support before-and-after studies
- Federally required





# How we understand these data: a subset of trips and riders



Riders and trips served by these routes today are mostly a *subset* of the riders & trips served in 2016.

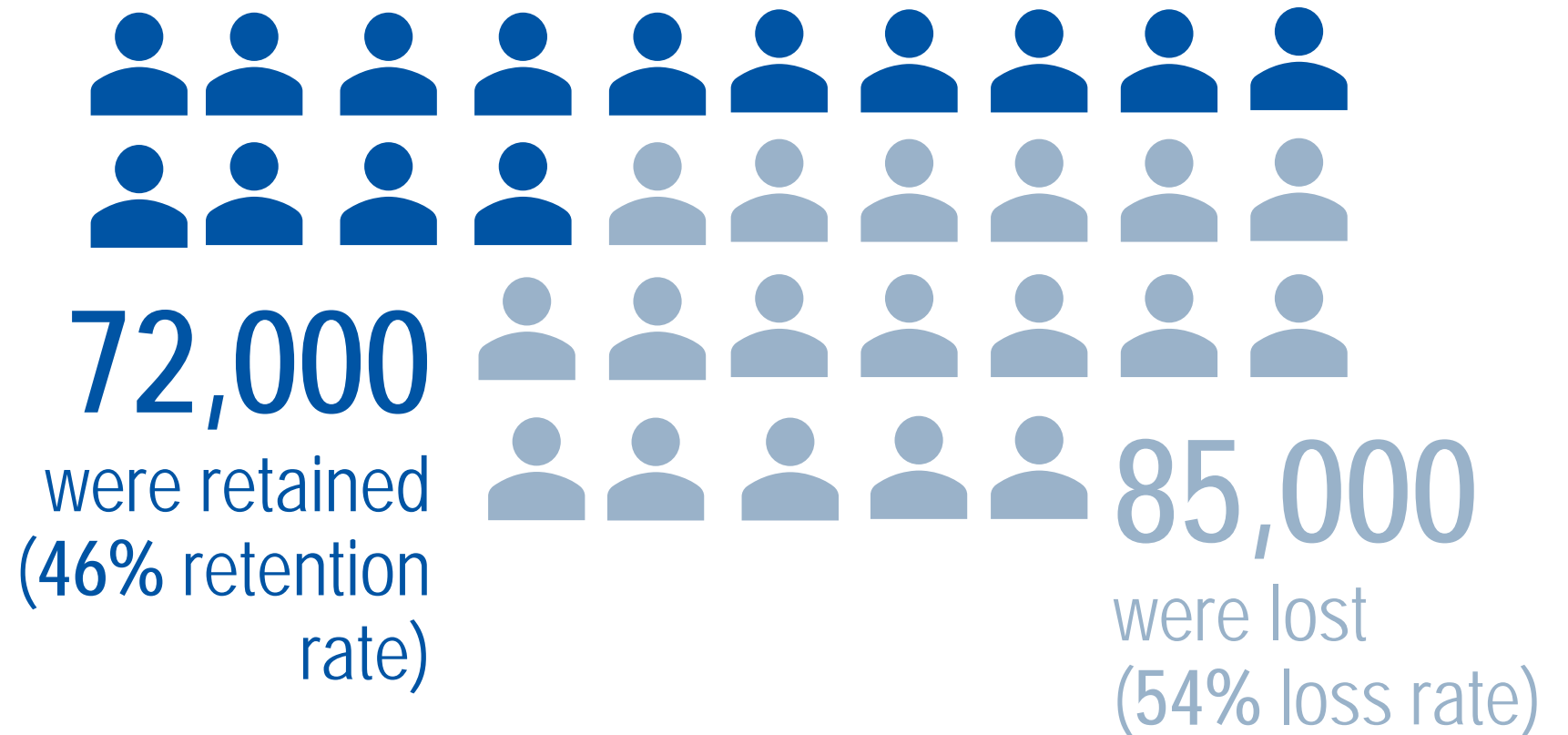
These slides compare *only* the routes sampled in 2021.

Full survey data coming 2023.

# How we understand these data: trips lost, trips retained



Of the  
**157,000**  
trips per day in 2016



 5,000 trips

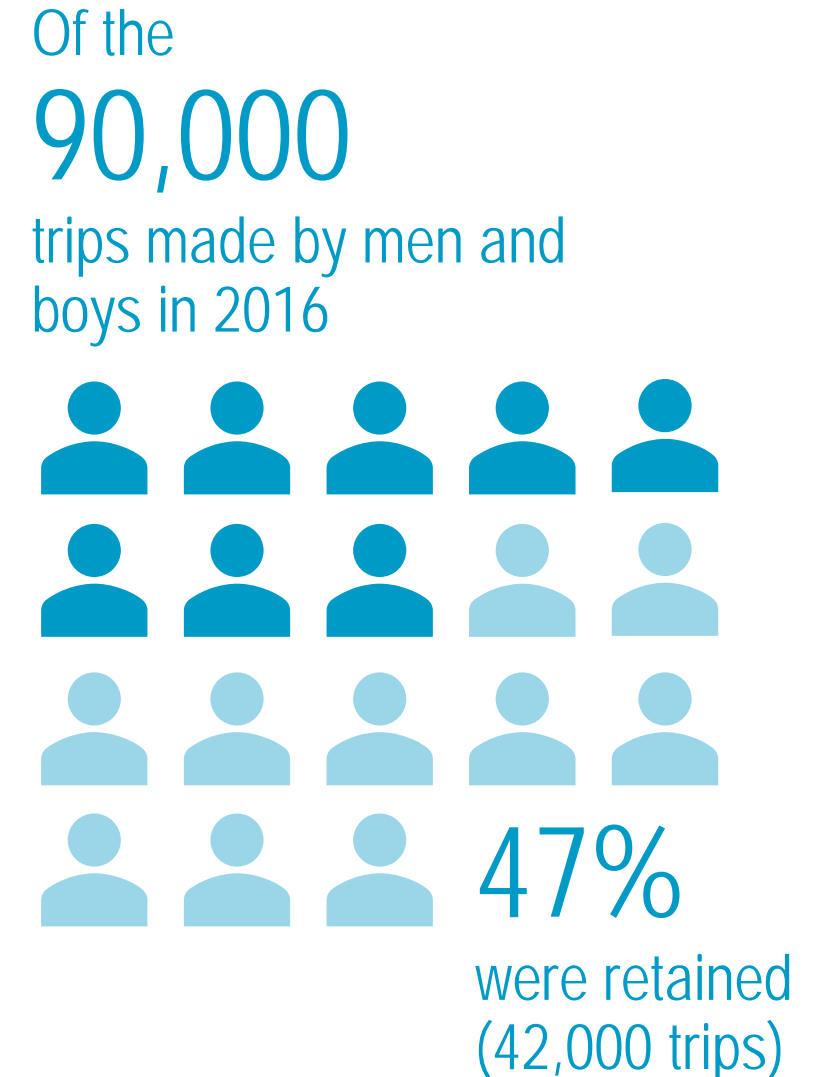
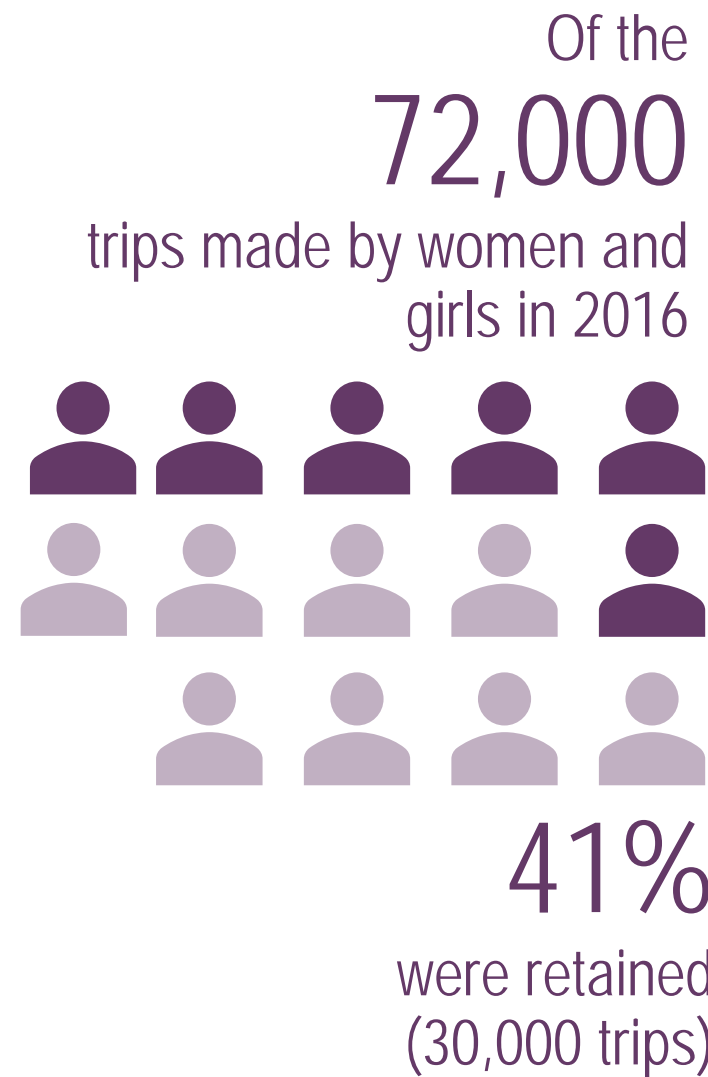


# Who is on board?





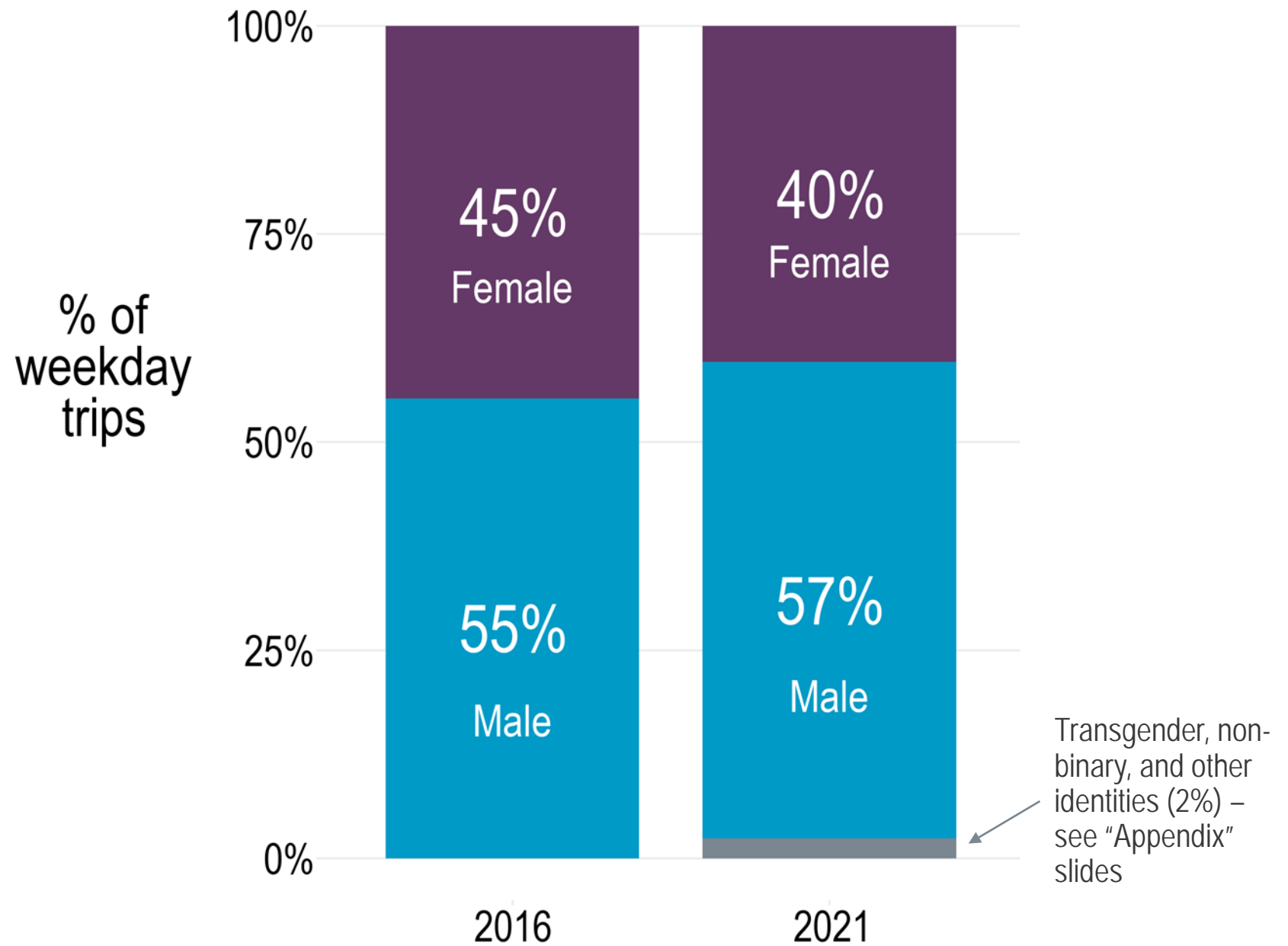
# Retained a greater share of men's trips than women's trips



 5,000 trips



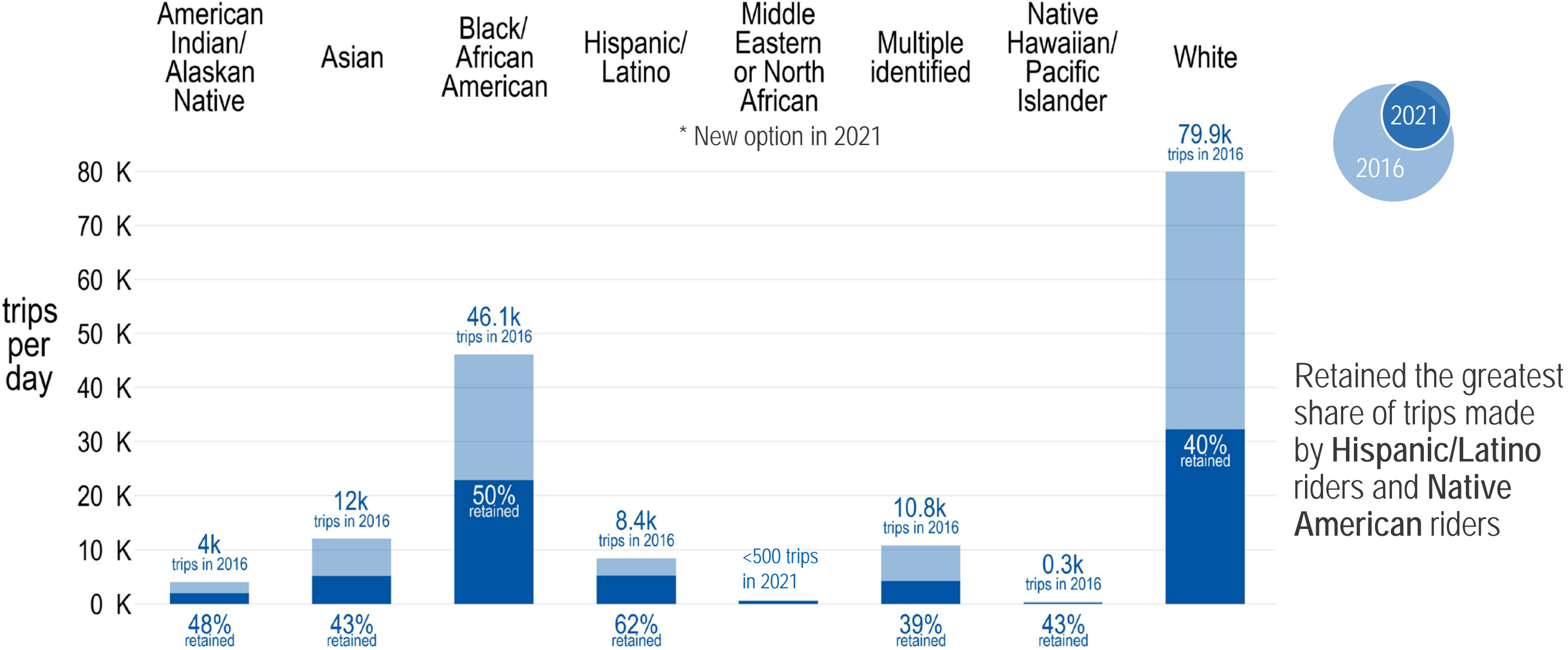
# Share of men on-board has increased



Comparison of the same routes in 2016 and 2021.



# Retained greater share of trips made by riders of color

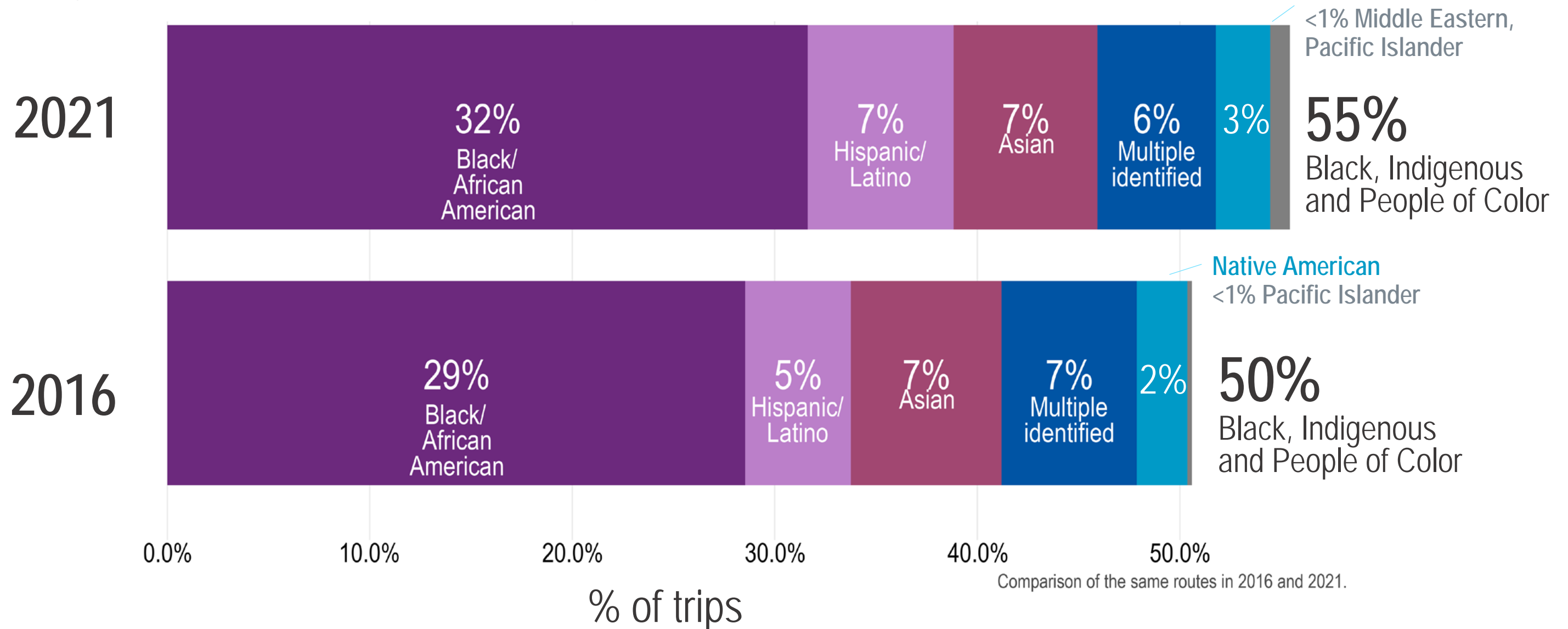


2021 daily ridership (darker color) is overlaid on 2021 ridership (lighter color). Comparison of the same routes in 2016 and 2021.

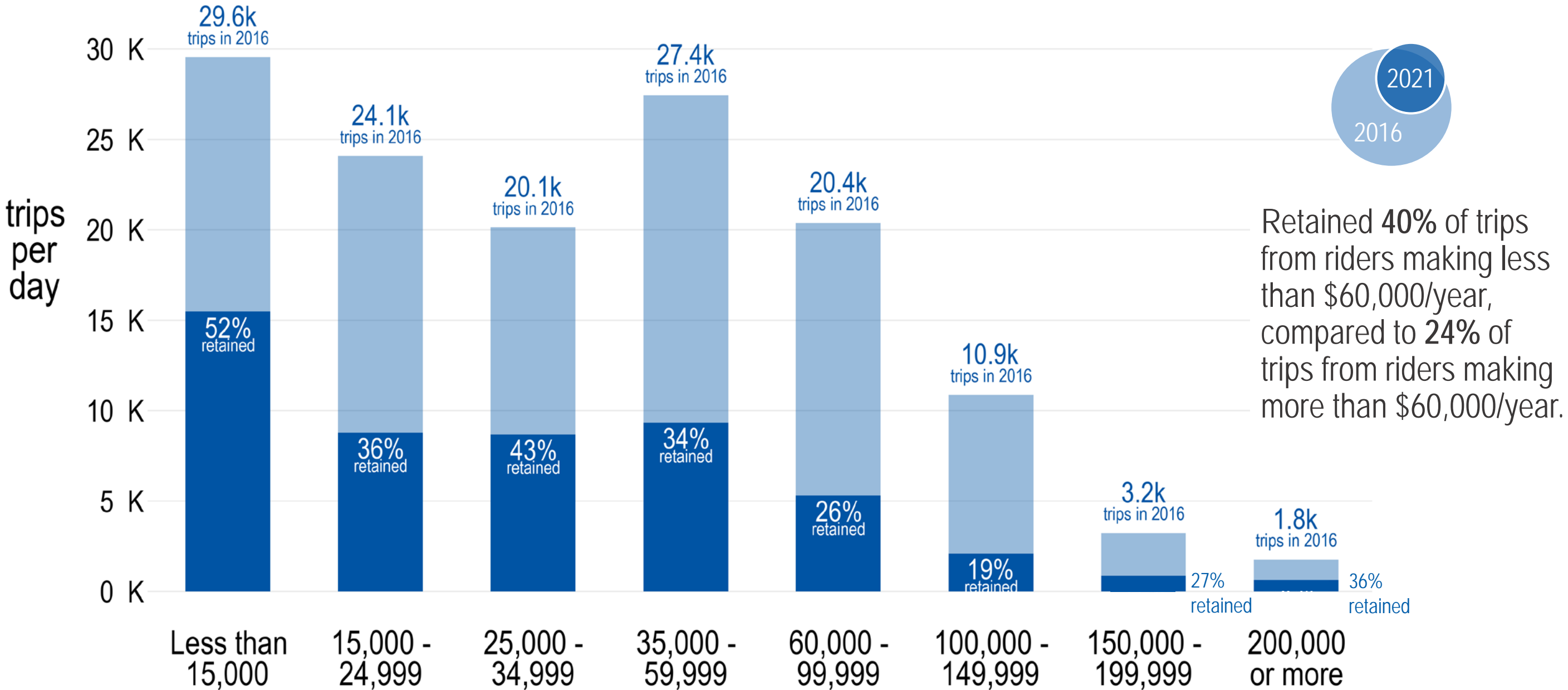


# Share of riders who identify as Black or Latino has increased

This graph excludes the percent of trips made by white riders (45% of trips in 2021; 50% of trips in 2016).



# Retained greatest share of trips made by lowest-income riders



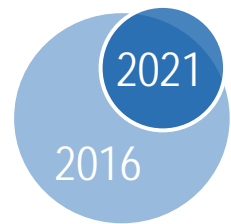
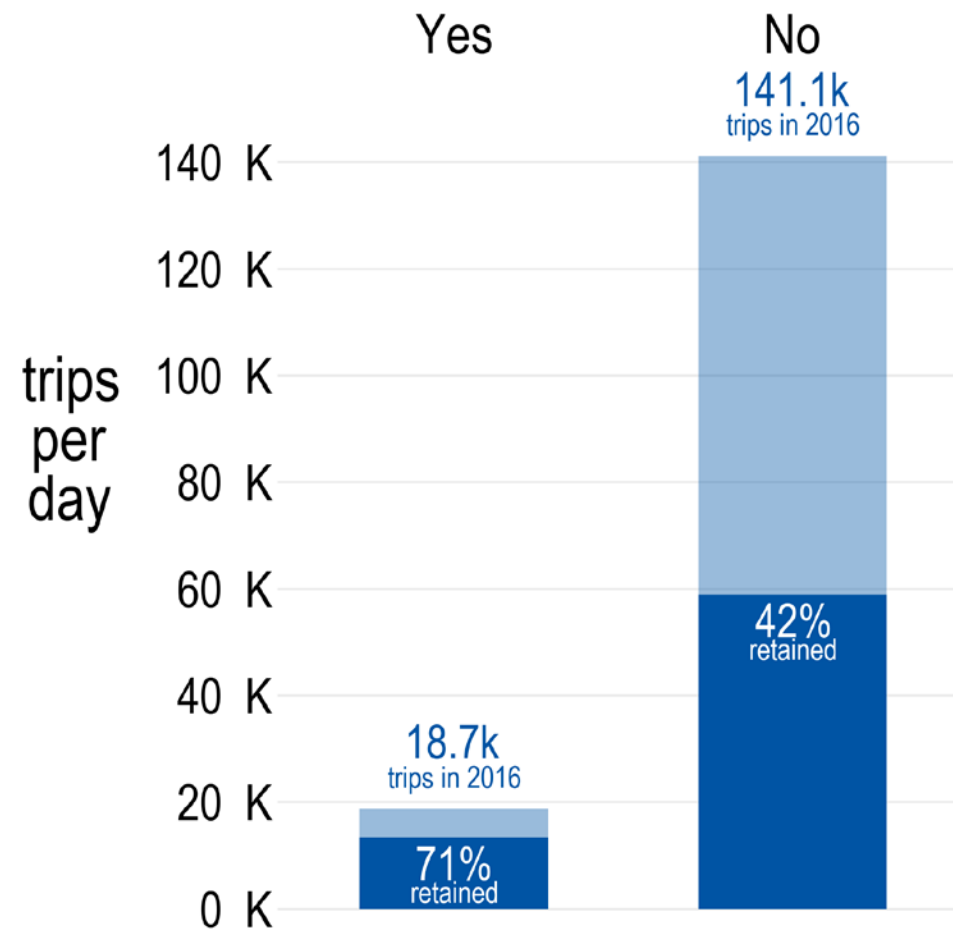
2021 daily ridership (darker color) is overlaid on 2021 ridership (lighter color). Comparison of the same routes in 2016 and 2021.



# Retained a greater share of trips by riders with a disability



Do you consider yourself to have a disability?



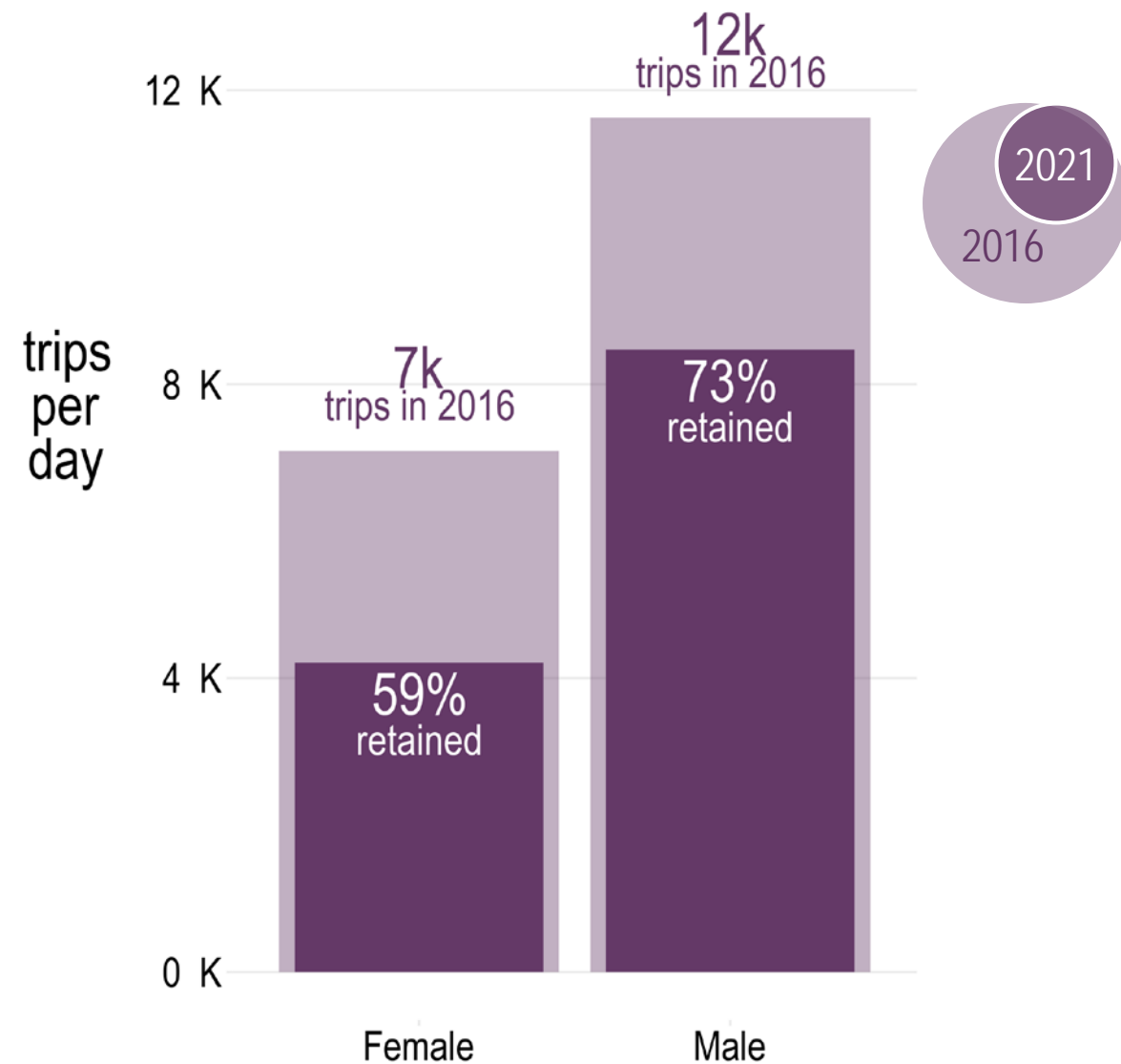
2021 daily ridership (darker color) is overlaid on 2021 ridership (lighter color). Comparison of the same routes in 2016 and 2021.

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

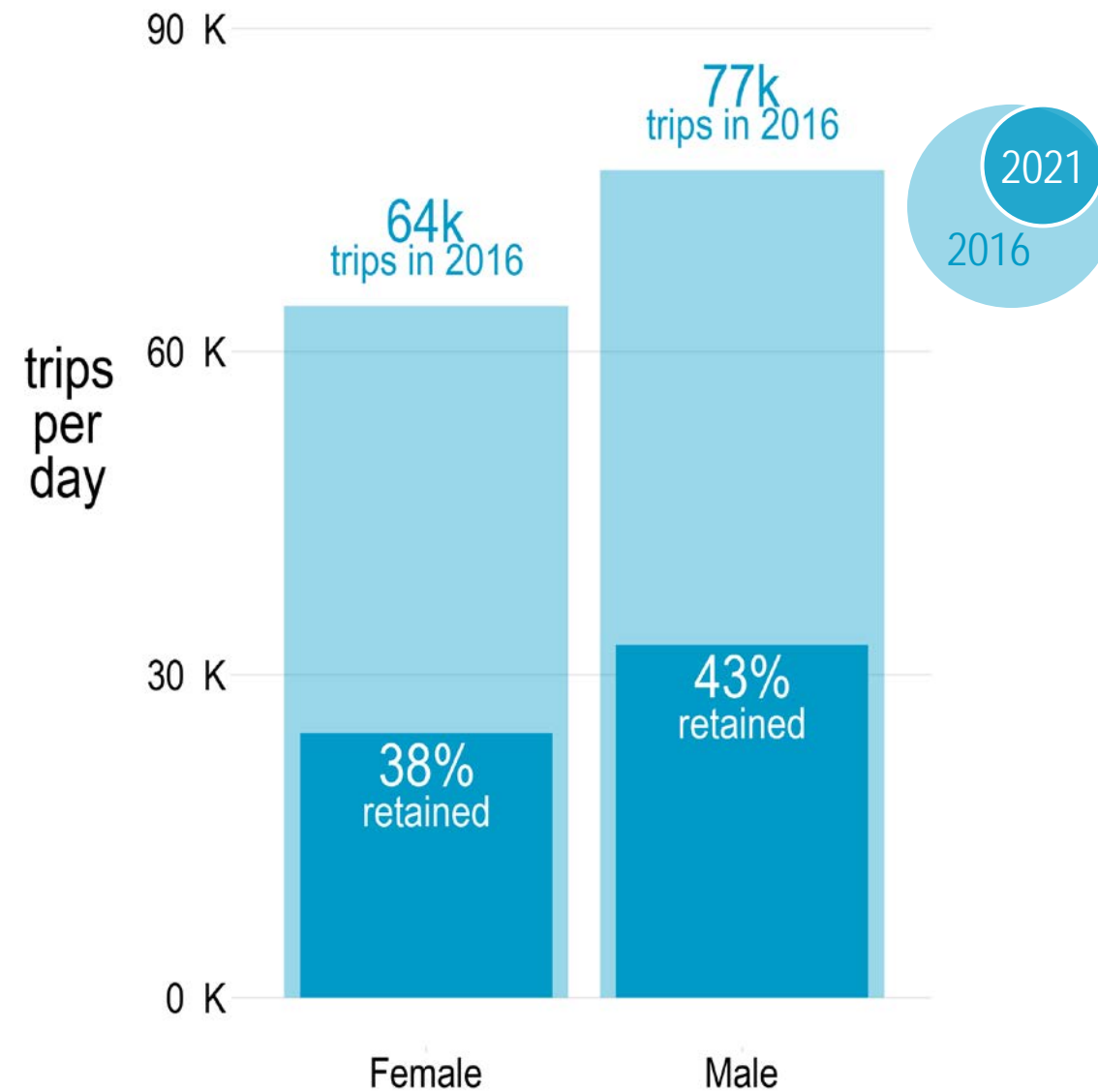
"Prefer not to answer" omitted.

# Greater retention of trips made by men with disabilities than for women

## People with disabilities

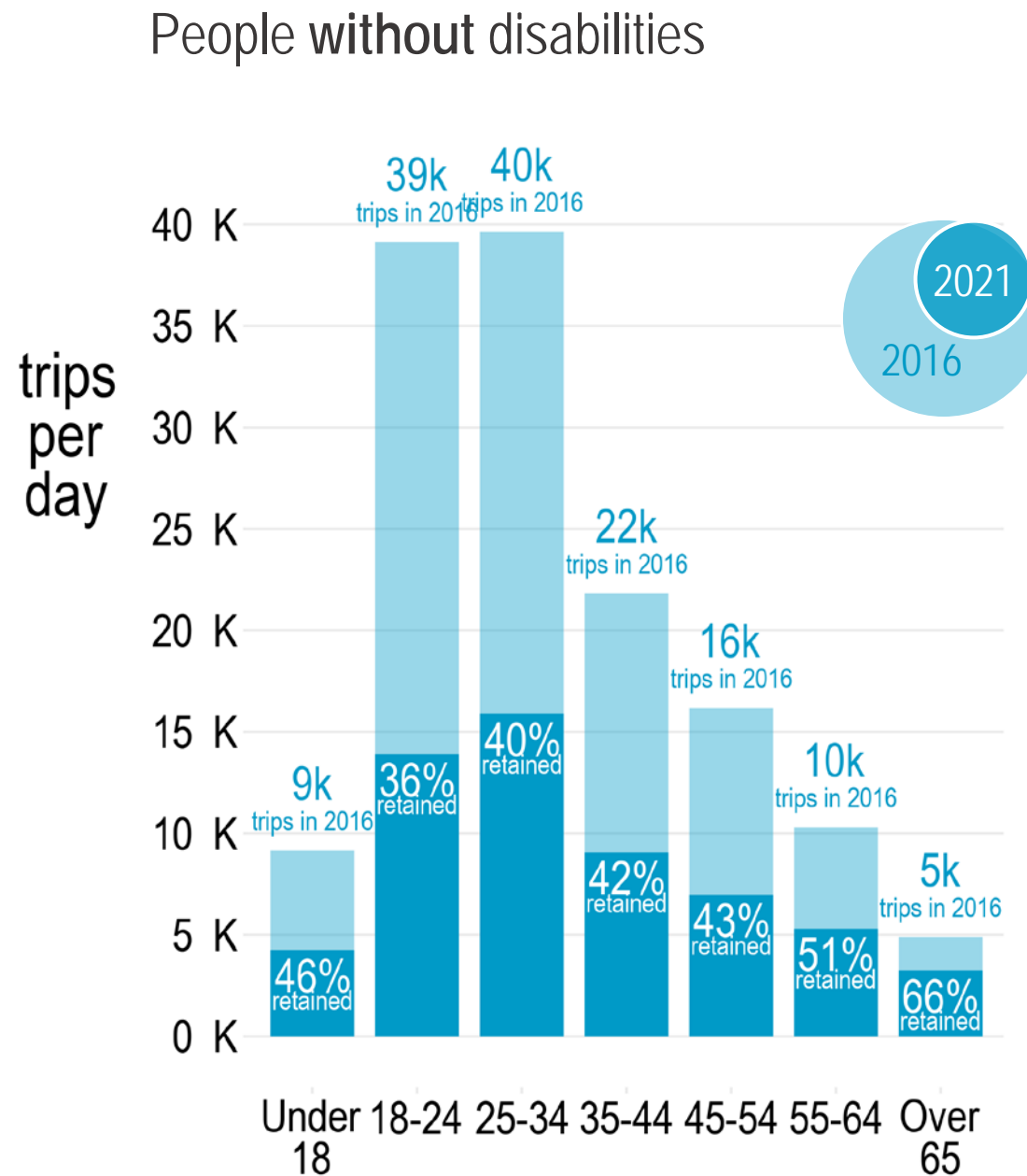
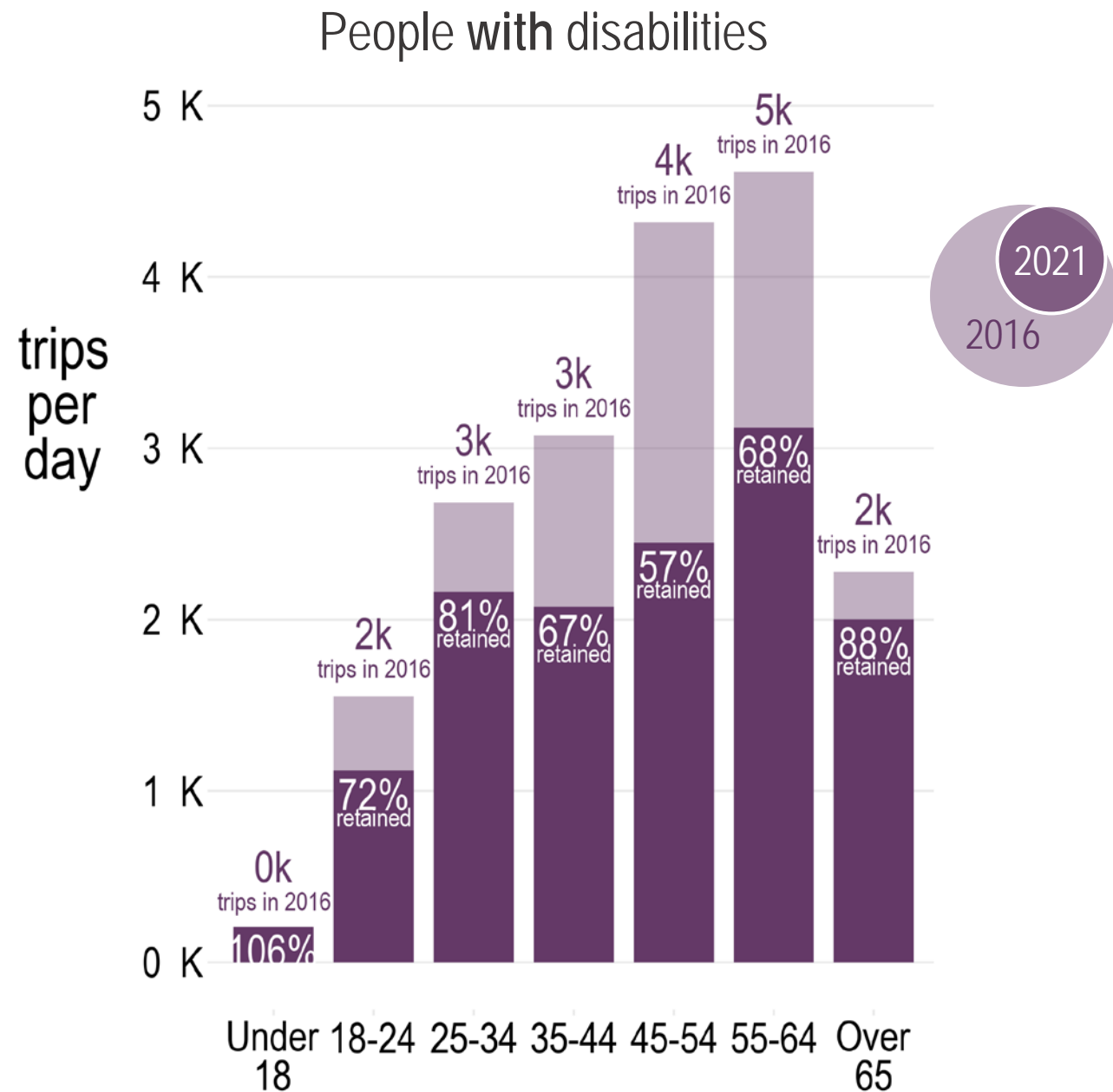


## People without disabilities





# Retained majority of trips by people with disabilities, across all age groups

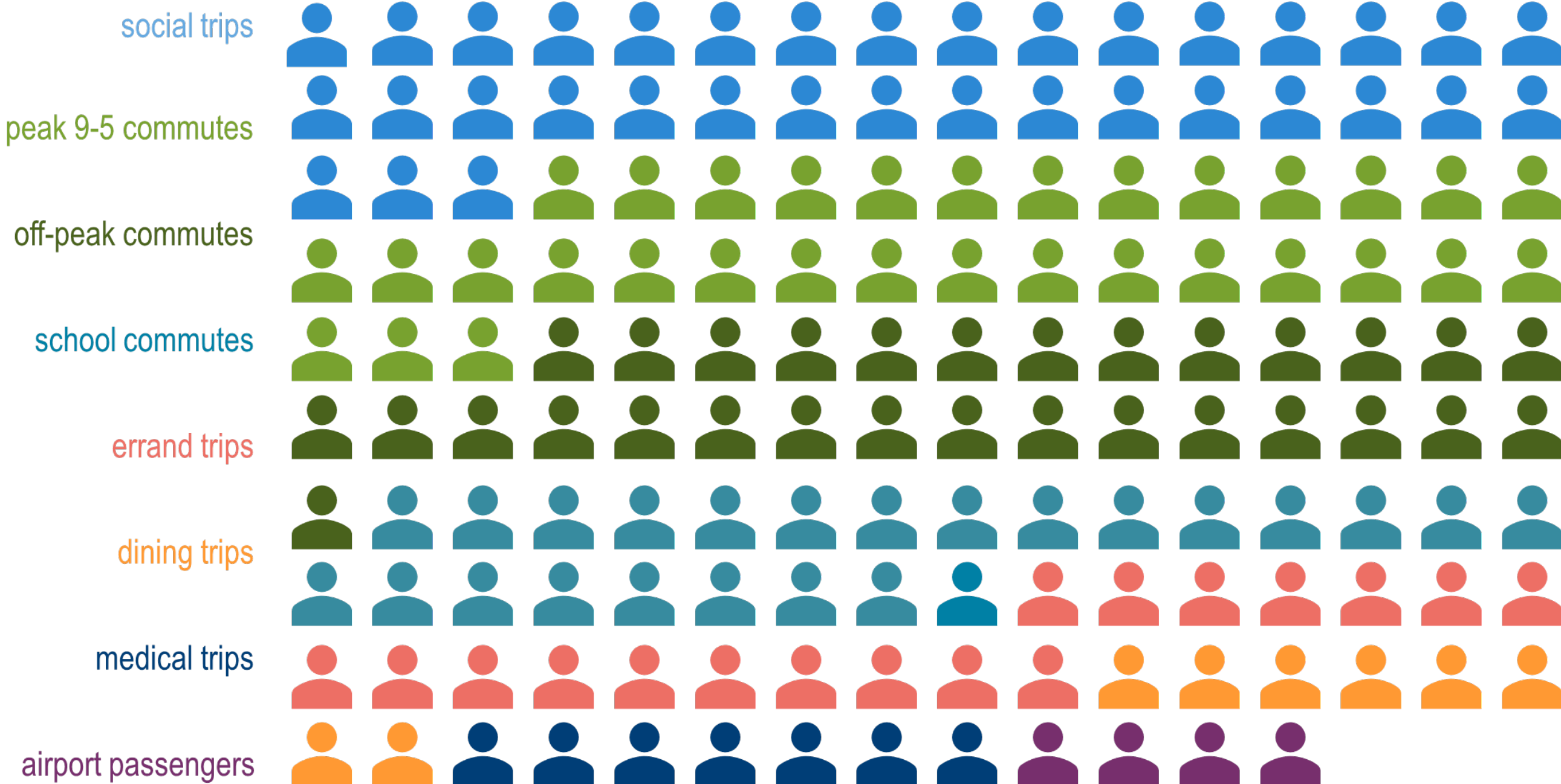


# What kinds of trips are people making?



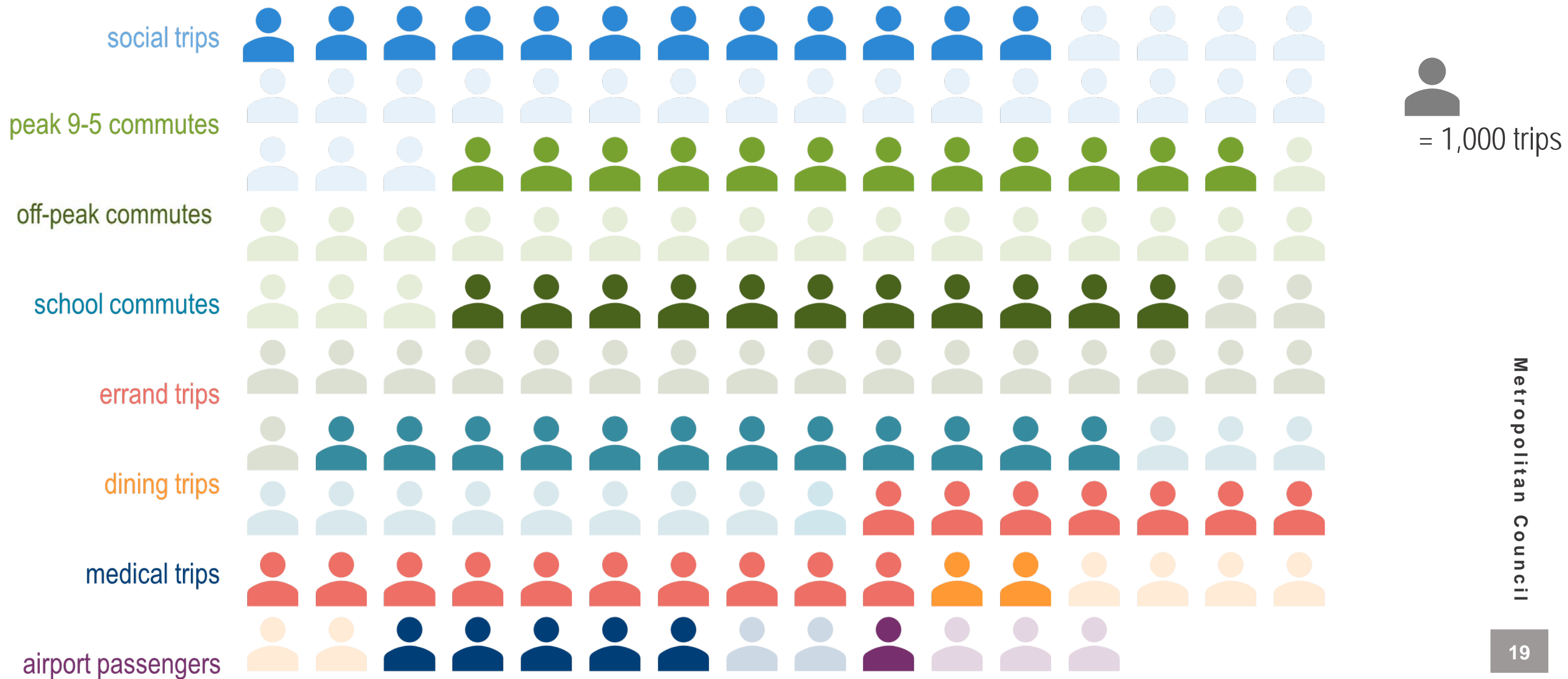


# 157,000 trips in 2016



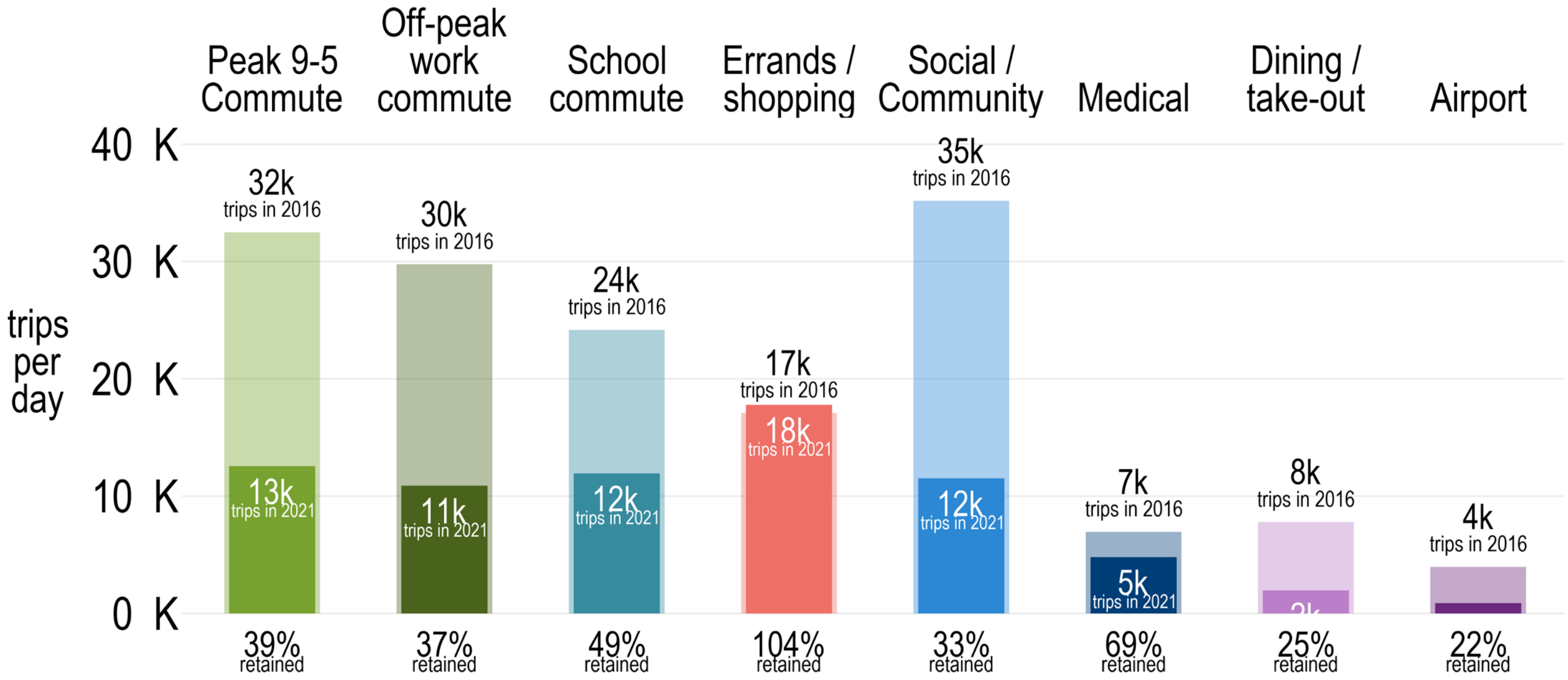
 = 1,000 trips

# 72,000 trips retained in 2021



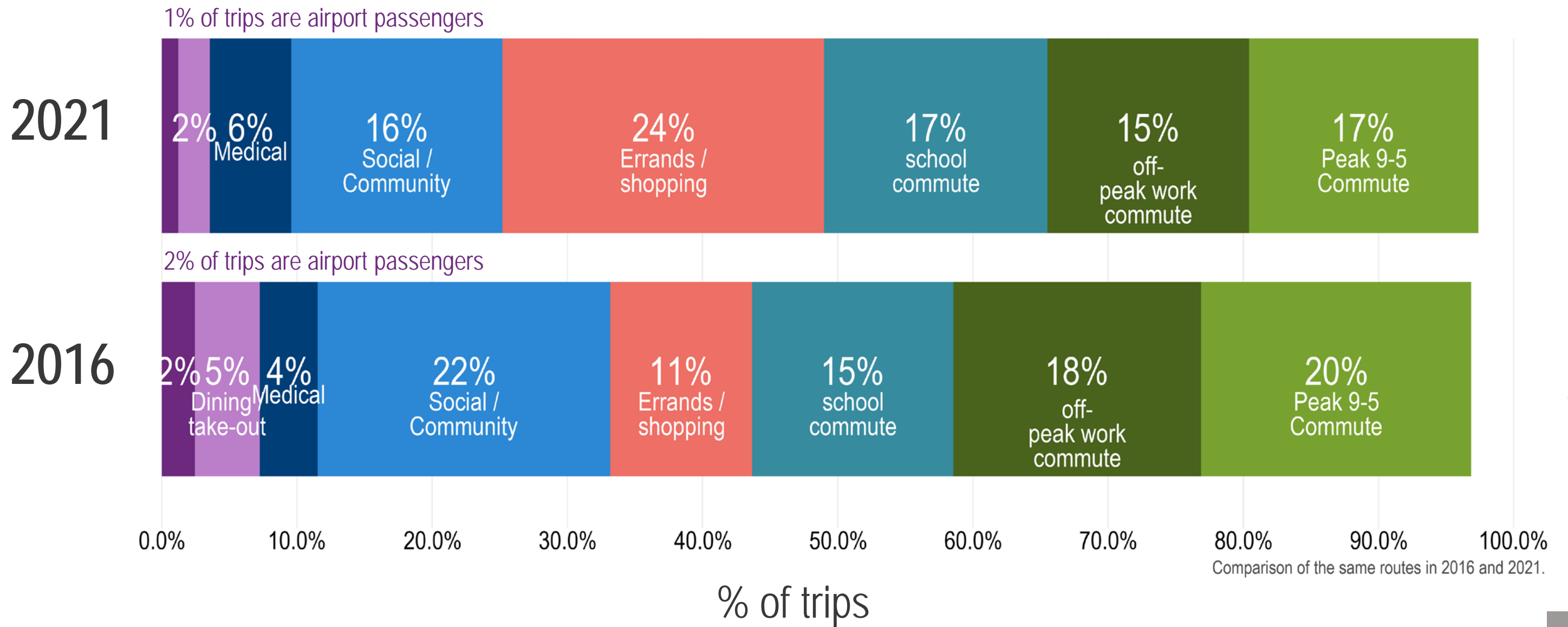


# Retained greatest share of trips made for errands, least for airport passengers



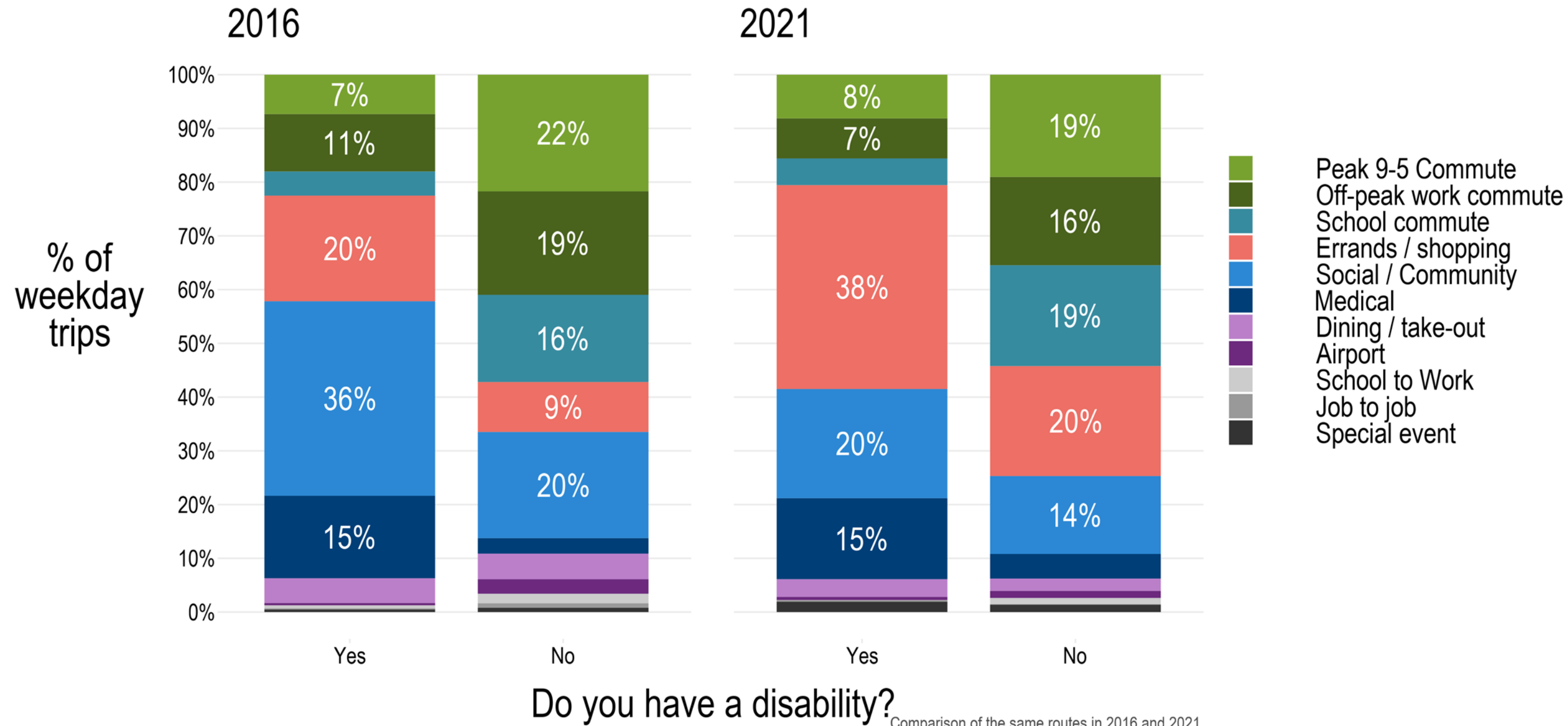
2021 daily ridership (darker color) is overlaid on 2016 ridership (lighter color). Comparison of the same routes in 2016 and 2021.

# The share of people traveling for errands has grown



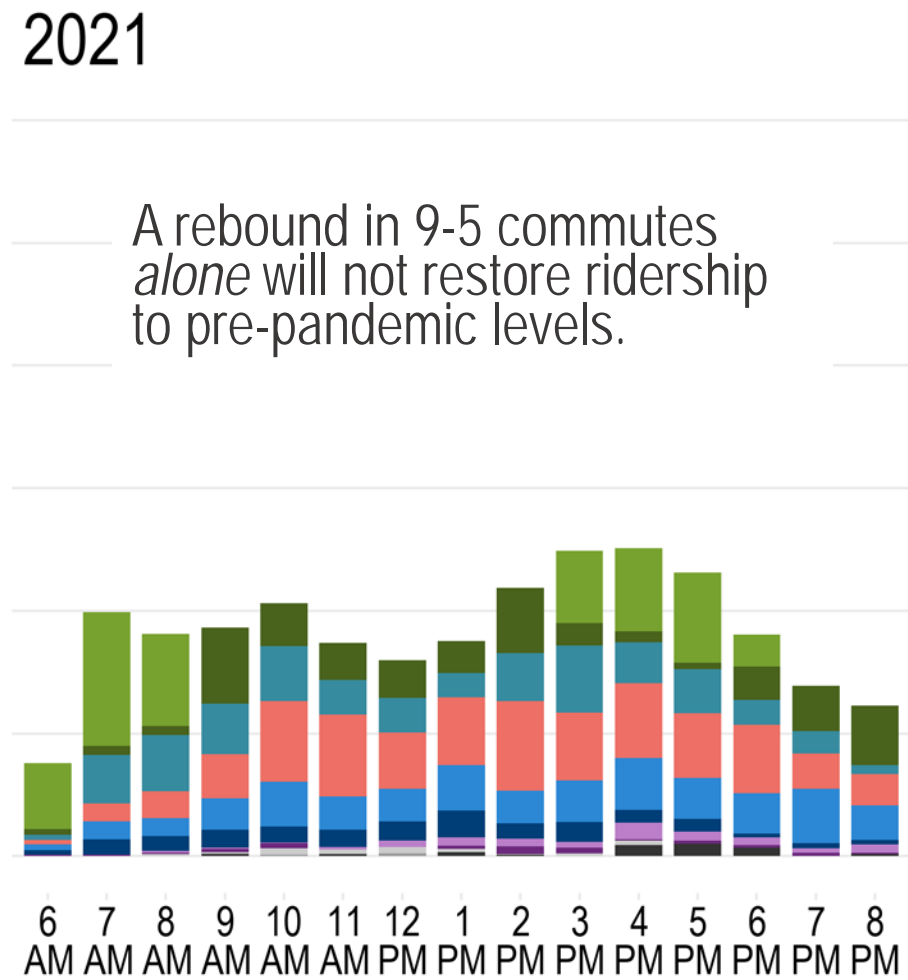
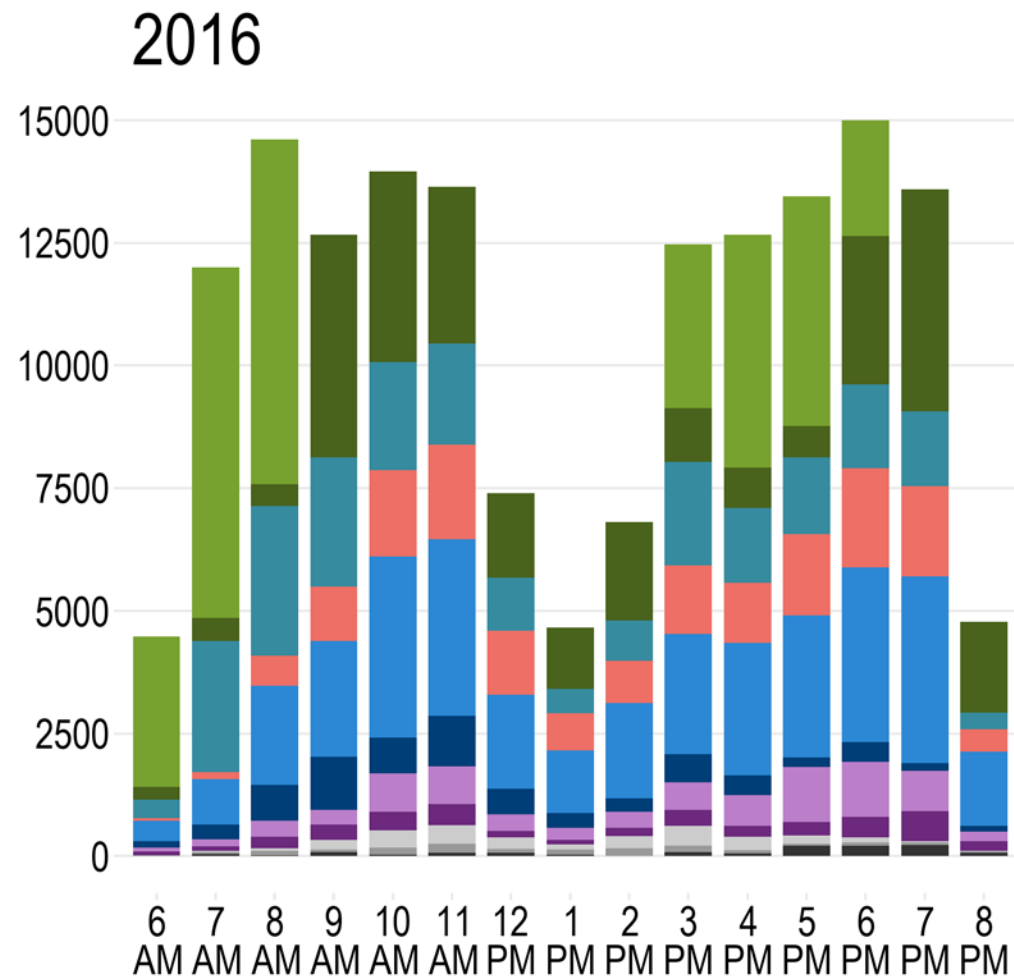


# Medical, social and errand trips are bulk of transit trips made by people with disabilities



# Trip purpose by time of day, then and now

number of trips



Comparison of the same routes in 2016 and 2021.

- Peak 9-5 Commute
- off-peak work commute
- school commute
- Errands / shopping
- Social / Community
- Medical
- Dining / take-out
- Airport
- School to Work
- Job to job
- Special event

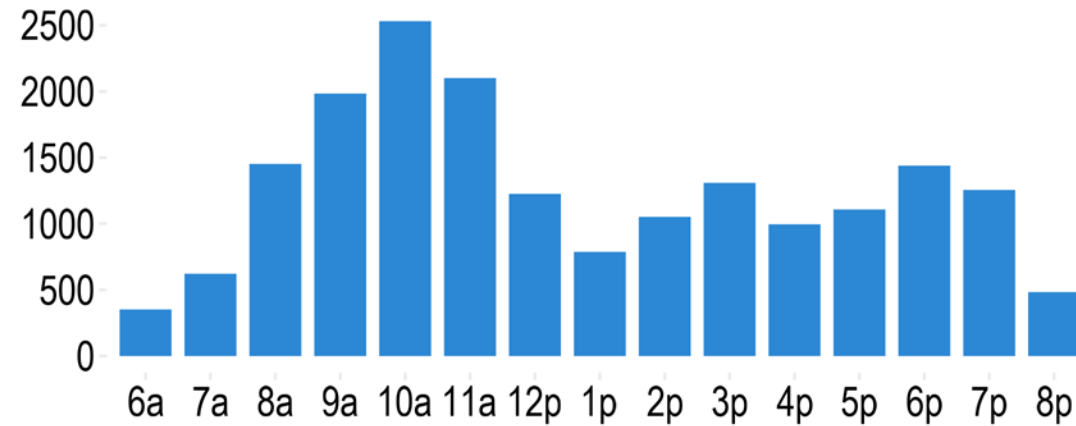


# Shift towards all-day travel for people with disabilities

number of trips

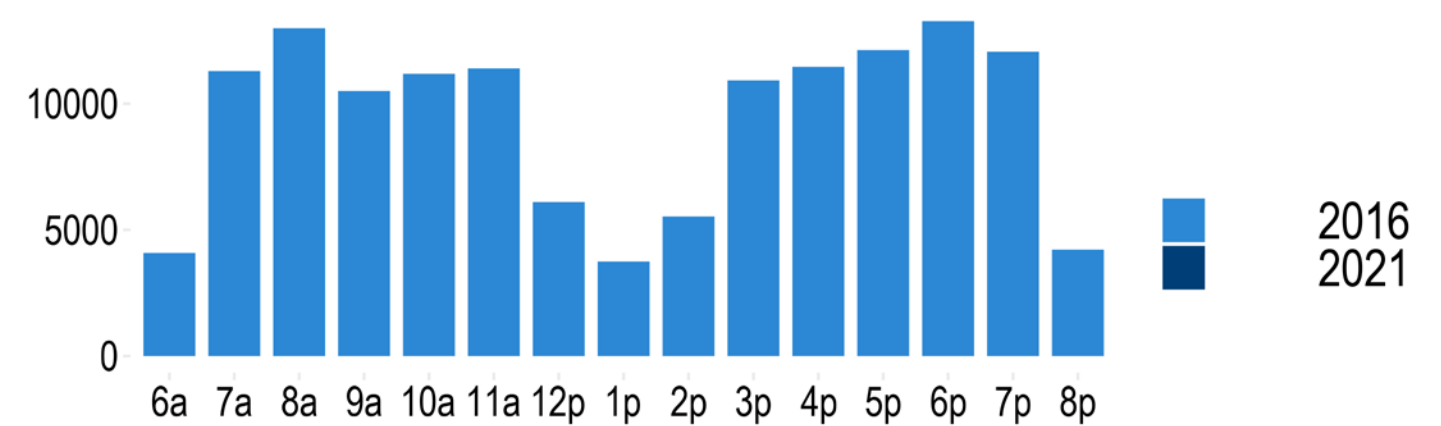
2016

People with disabilities



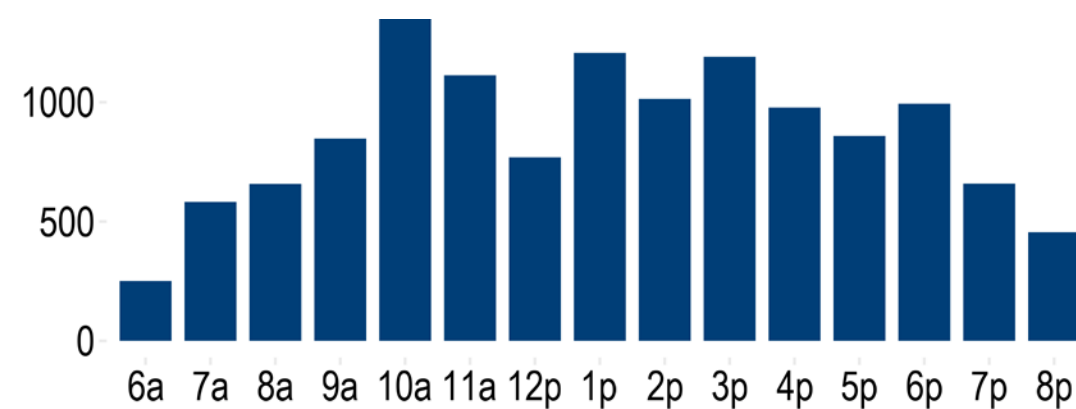
2016

People without disabilities



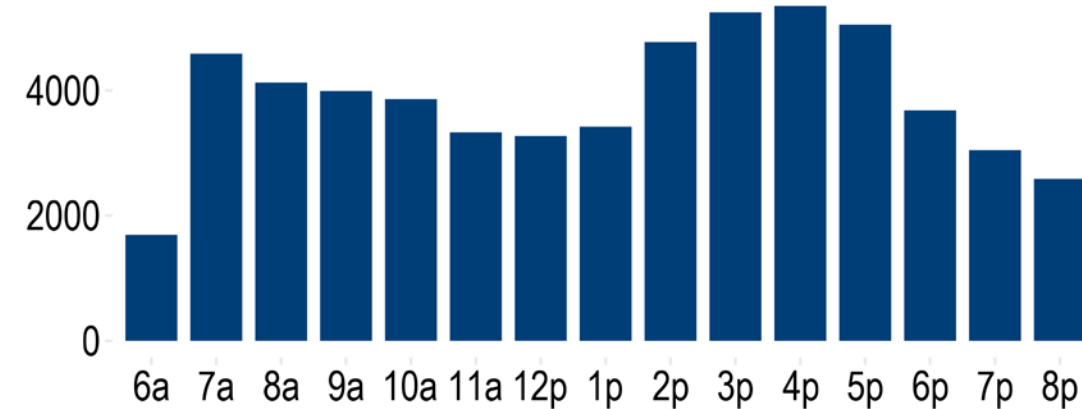
2021

People with disabilities



2021

People without disabilities



Comparison of the same routes in 2016 and 2021.

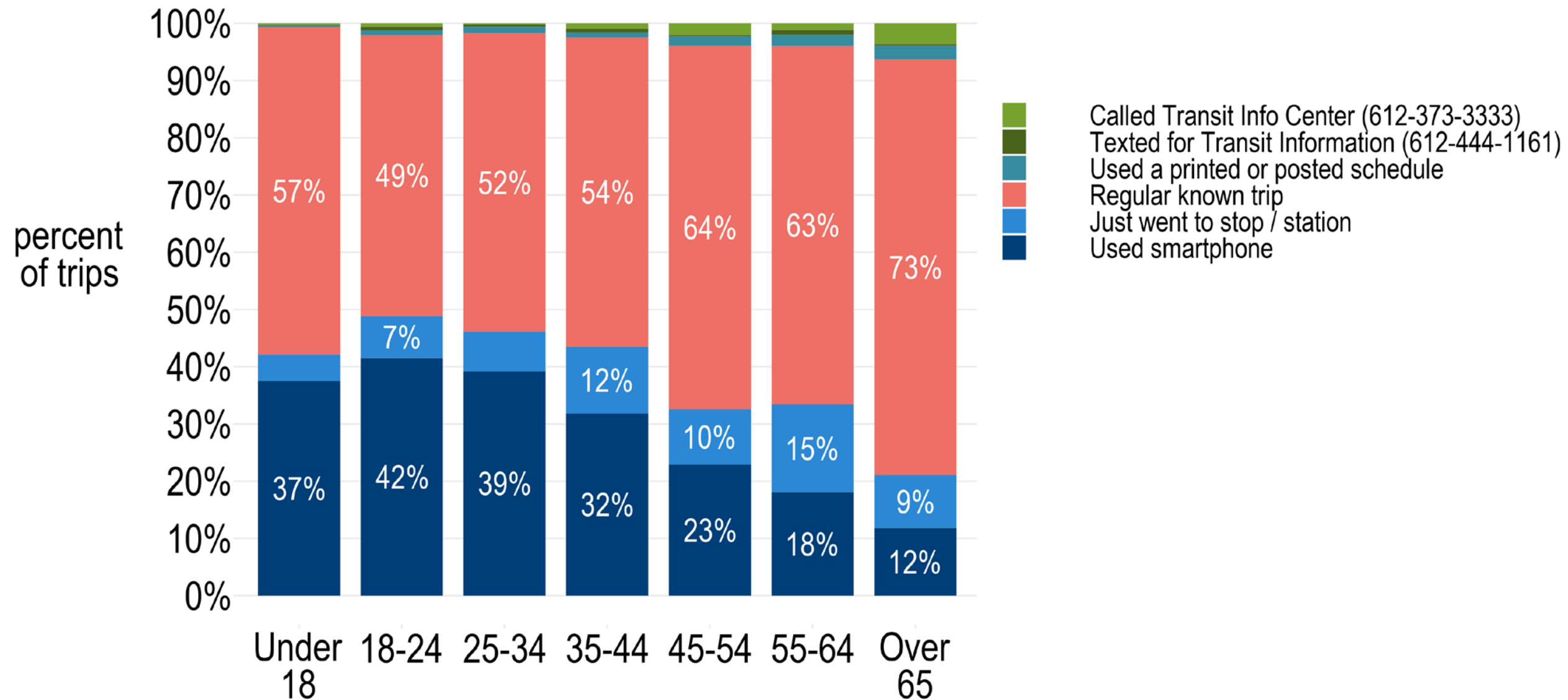
# Other travel behavior insights





# Riders are often making “regular known trips,” regardless of age

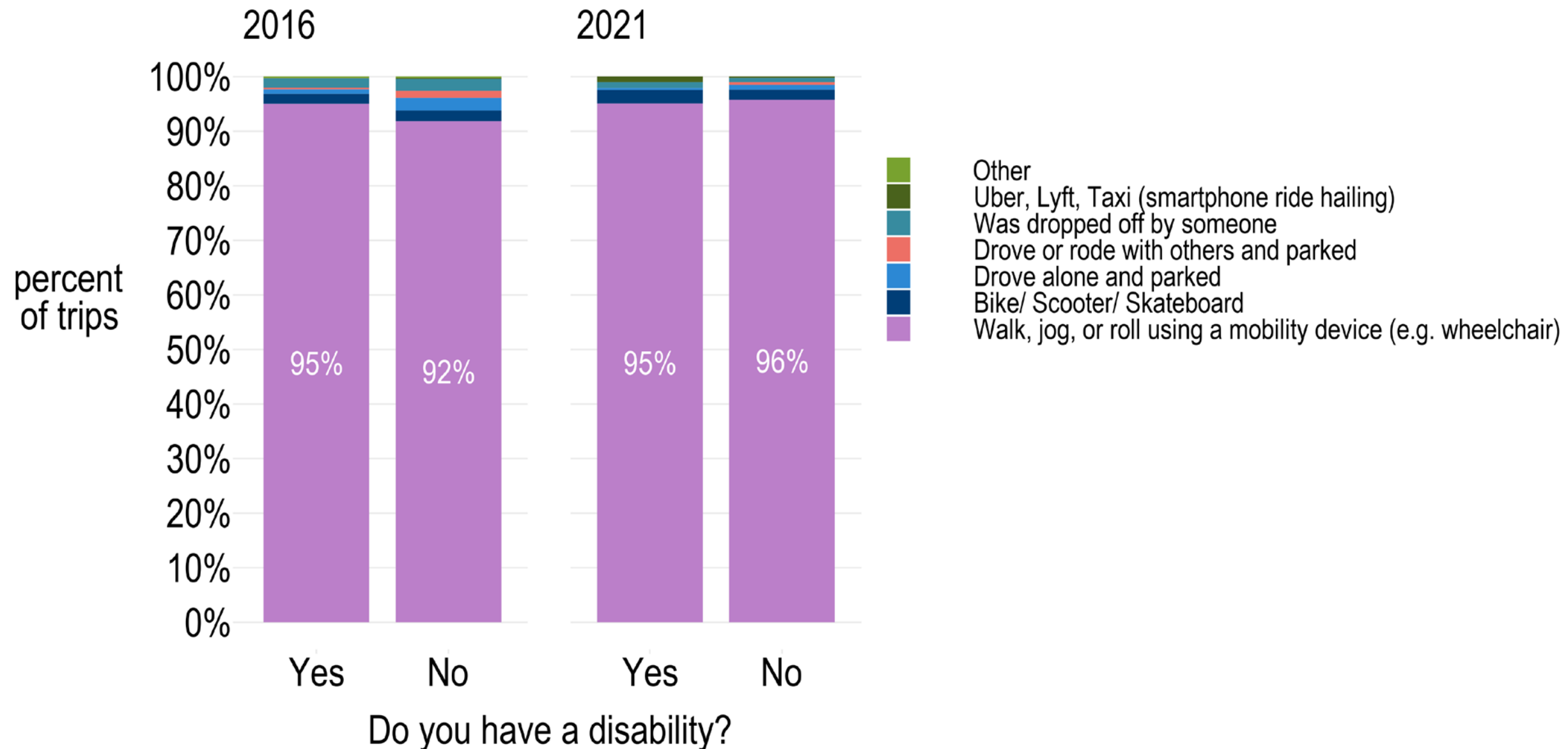
How did you get to the first transit stop?



Only includes 2021 pilot survey data; this question was not asked in 2016.

# The vast majority of people access transit by walking or rolling

How did you get to the first transit stop?





# Key Findings: Trips and Riders Retained



## What is the “core ridership” in the Pandemic era?

- BIPOC riders
- older riders, especially men
- lower income riders and those who are unemployed
- riders who identify as having a disability

## What are the “core trip types” transit continues to serve?

- Basic life maintenance (shopping, errands, medical appointments) retained more than other trip types
- Transit *continues* to serve a wide variety of trips: all-day, all-purpose

# Questions for TAAC



## Your feedback is needed

- Does this data match your lived experience?
- What are research areas where we need to dig deeper?
- What do you see as the linkages between this survey's findings and transportation policy?



# Survey updates



# Main survey is underway!

- Just wrapped up weekend sampling (first time doing this)
- All routes, directions, time of day; fixed-route transit only
- Sampling weekday survey throughout summer, picking up momentum after the Fall pick & all routes are in place
  
- Final data back Q1 2023
- Will make data available to all providers, stakeholders in online dashboard similar to 2016 (see: <https://metrotransitm.n.shinyapps.io/TravelBehaviorInventory/> )



# Your questions are welcome!

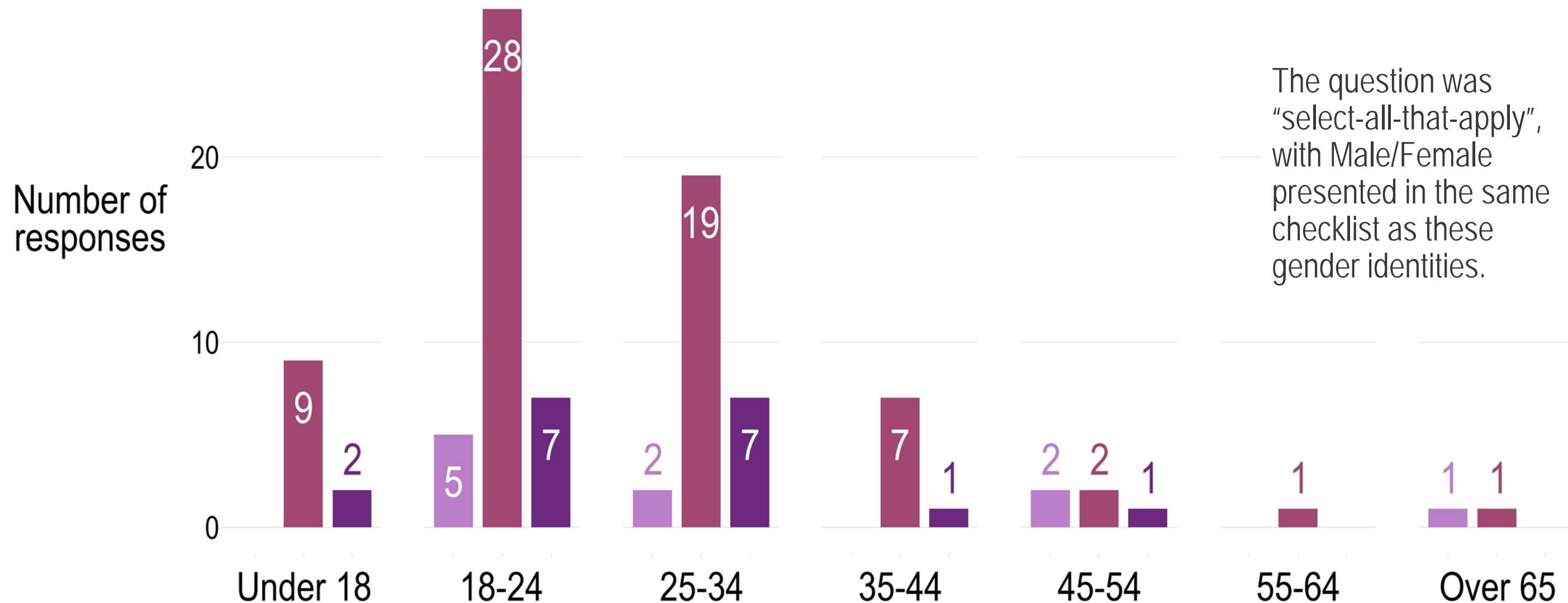
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# Appendix: More complete gender identity options available in 2021

Respondents could identify as **Non-Binary**, **Other/Prefer to self-describe**, and/or **Transgender**





# Appendix: Routes sampled in pilot survey



## Routes

Light rail (Green and Blue), BRT (A and C line) and 8 Core Local Routes: 2, 3, 5, 6, 10, 18, 19\* *partial*, 21

Chosen by ridership

Ridership on these ten routes totaled to:

- **59%** of Metro Transit boardings in Fall 2019, and
- **64%** of Metro Transit ridership in Fall 2021

## Survey sample

Surveyed September 13 – November 15

Completed **4,000** questionnaires

Weighted to Fall 2021 ridership (route, time of day, and direction)

In 2016, same routes: **15,580** questionnaires completed (51% of all questionnaires completed 2016)