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RTA 2022 CUSTOMER SATISFACTION SURVEY REPORT



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Prepared for RTA



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1.0 EXECUTIVE SUMMARY

As part of an ongoing survey effort to gain insight into the satisfaction of transit customers in the Six-County region of greater Chicago, the Regional Transportation Authority (RTA) conducted a regional customer satisfaction survey in the spring of 2022. The RTA provides funding, planning and oversight to three different Service Boards including Chicago Transit Authority (CTA), which provides rail and bus transit concentrated within the city of Chicago; Metra which provides commuter rail transit in Chicago and the surrounding counties; and Pace, which provides bus transit in the suburban areas of the region and operates the region's ADA complementary paratransit services. The 2008 RTA Act Amendment included a statutory requirement for RTA to gauge customer satisfaction; prior to this, each Service Board was already surveying customers. However, those surveys were conducted at various times of the year, used different rating scales, asked different questions, and were not conducted at regular time intervals. These factors made regional reporting impossible, as the data could not be aggregated in a meaningful way to represent systemwide satisfaction. To address these issues, the RTA sponsored a holistic regional customer satisfaction program in 2010, working with representatives from each Service Board to develop a common set of core questions, a common scale, and common administration plans. To date, RTA has administered region-wide customer satisfaction survey efforts in 2011, late 2013/early 2014, 2016, and 2022.

The 2022 survey is the first iteration of the survey to occur following the COVID-19 pandemic resulting in several changes to public transportation as a whole, as well as the survey itself. Through in-field and online recruitment, CTA, Metra, and Pace customers were given the opportunity to report their satisfaction with the service provided by their individual Service Board, as well as their satisfaction with regional service overall. In addition to travel behavior and demographic questions, respondents were asked to report their satisfaction with attributes across seven dimensions: service delivery, information and communication, safety and security, appearance and comfort, employee performance, overall and regional satisfaction.

This report summarizes the findings of this year's regional customer satisfaction study and, by incorporating findings from 2013/2014 and 2016, shows how customer satisfaction with service and regional attributes have changed over time. Combined

results of all Service Boards will help to evaluate RTA system performance and will help inform the focus of system improvements based on customer feedback.

In total, 17,070 respondents successfully completed the 2022 Customer Satisfaction Survey (CSS), with 9,876 of the total number of completes coming from CTA respondents, 5,044 from Metra respondents, and 2,150 from Pace respondents, accounting for 57.9%, 29.5%, and 12.6%, respectively, of the unweighted sample size.

Data were expanded to ensure the survey sample of each Service Board accurately reflects average weekday ridership.

Survey results of the 2022 Customer Satisfaction Survey include:

- 78% of respondents were satisfied with their Service Board
- 76% of respondents were satisfied with public transportation throughout the six-county Chicago region
- 81% of respondents were satisfied with the value of service for fare paid
- Respondents indicated a significant decrease in satisfaction with personal security on-board and at stations/stops
- Satisfaction with cleanliness on board and at stations/stops also saw a significant decline compared to 2016 results
- The most important satisfaction attribute for respondents is the availability of public transportation when and where they need to travel

2.0 RTA SURVEY

2.1 GENERAL BACKGROUND ON PROGRAM

In late 2019, RTA began efforts to continue the ongoing survey effort of the regional customer satisfaction study. Through the beginning of March 2020, the surveys for each Service Board were set to launch as planned. Sampling and distribution plans for all three Service Boards were completed or nearly completed, and all subcontractors were coordinated with and ready for intercept. On February 27, 2020, online recruitment began for the 2020 effort for CTA, Metra, and Pace, with CTA sending emails to those with a Ventra account, Metra to marketing lists and social media, and Pace to prior lists, Pace's email service, and social media.

2.2 COVID-19 INTERRUPTION AND SURVEY CONTINUATION

On March 11, 2020, the World Health Organization (WHO) declared COVID-19 a pandemic. Ridership dropped significantly as the situation grew more severe and individuals were encouraged to shelter in place. Social and private events halted, museums and theme parks shut their doors, and restaurants began to primarily offer takeout. Except for so-called essential workers (e.g., employees in the healthcare sector, public safety), many of whom continued to rely on transit for commuting, most employees switched to telecommuting or working from home. For those who continued to commute to a physical location, many switched to a private mode (e.g., private car) because of the necessity to share space with others on transit.

As a result, shortly after the WHO declared COVID-19 a pandemic, RTA in conjunction with the Service Boards made the decision to not carry out on-board or intercept recruitment for spring 2020. It was decided to leave the online survey open, but to not send out further reminders. The online surveys were closed by March 30, 2020. Table 1 below summarizes the uncleaned and unweighted completes from the 2020 online survey. However, because of budget constraints and questionable representativeness during this tumultuous time, RTA through discussion with the Service Boards and RSG chose to pause all work on the project by April 10, 2020.

TABLE 1: ONLINE COMPLETES FROM THE 2020 SURVEY

Service Board	Number of Completes
CTA	2,737
Metra	5,142
Pace	643
Total	8,522

Note: The number of completed surveys above represent uncleaned, unweighted counts from the 2020 online recruitment effort. These records were not used for the analyses presented in this report.

The uncertainty of the COVID-19 pandemic led to uncertainty when the on-board portion of the 2020 customer satisfaction survey would begin. The pandemic was monitored closely with the original assumption that fielding would be able to potentially take place during Fall 2020 or Spring 2021 depending on COVID-19 conditions. Leading up to Fall 2020, however, it became clear that COVID-19 showed no signs of slowing down as the number of confirmed cases continued to climb, delaying fielding once again. In November 2020, the first highly publicized variant surfaced and was classified as a variant of concern. COVID-19 continued to mutate, shattering any chance of fielding in Spring 2021.

In late 2021, talks of fielding resurfaced and Spring 2022 was considered as a tentative fielding period. The scope was revised to include a postcard handout and seat drop for Metra and to reduce the handout goal for Pace. Following historic, rapid drops in ridership due to the pandemic, ridership began to moderately increase in Spring 2022, and were at approximately 45% (CTA), 33% (Metra), and 53% (Pace) levels compared to April 2019.

2.3 SURVEY DESIGN

At the beginning of 2022, the survey instruments were revisited to ensure that they met the goals of each Service Board considering the COVID-19 pandemic. Each Service Board approved their own survey design in terms of fonts and graphics. To ensure comparability, an effort was made to keep the survey of each Service Board consistent with prior years.

To recruit respondents on-board trains and buses, a paper questionnaire was designed for CTA and Pace. When respondents completed the paper questionnaire, they could either return it to one of the surveyors on-board their train or bus or mail the survey (postage-free). Alternatively, respondents had the option to complete the questionnaire

online using a link and unique password printed on the cover of the paper questionnaire as seen in Figure 1. The unique password ensured that each survey could only be used once.

FIGURE 1: FRONT PAGE OF THE 2022 PACE PAPER SURVEY

pace
CUSTOMER SATISFACTION SURVEY

Thank you for helping us improve your transit system. By completing this survey you earn a chance to win a \$100 Visa gift card (5 respondents) or a \$5 Visa gift card (1,000 respondents)

Please complete this survey in one of three ways:

- 1 hand it back to the administrator on the bus; or
- 2 drop it in any mailbox (no postage required); or
- 3 go online to: <https://rsgsurvey.com/pace> and enter this password: _____

Alternative formats, including large print and a phone option, are available by calling 847-364-3961 or emailing marketing@pacebus.com.

Para completar la encuesta en línea, visite el enlace que aparece arriba e ingrese la contraseña.

SECTION 1 | TRAVEL BEHAVIOR QUESTIONS

1. What route are you taking? Route #: _____
2. How many days in a week do you usually ride Pace?
☐ Less than 1 Day ☐ 3 Days ☐ 6 Days
☐ 1 Day ☐ 4 Days ☐ 7 Days
☐ 2 Days ☐ 5 Days
3. What days do you usually ride Pace? Check all that apply.
☐ Monday - Friday ☐ Saturday ☐ Sunday
4. What times of the day do you usually ride Pace?
Check all that apply.
☐ 4 a.m. - 6 a.m. ☐ 9 a.m. - 3 p.m. ☐ 6 p.m. - 9 p.m.
☐ 6 a.m. - 9 a.m. ☐ 3 p.m. - 6 p.m. ☐ 9 p.m. - 4 a.m.
5. Did you ride Pace services within the past 30 days, other than this trip?
☐ Yes ☐ No
6. How long have you been a regular rider of Pace, that is, riding AT LEAST ONCE A MONTH?
☐ I am not a regular rider ☐ 5 - 6 years
☐ Less than 1 year ☐ 7 - 8 years
☐ 1 - 2 years ☐ 9 - 10 years
☐ 3 - 4 years ☐ More than 10 years
7. What are your reasons for riding Pace? Check all that apply.
☐ Commute to/from work ☐ Shopping
☐ Commute to/from school ☐ Entertainment, visiting, recreation
☐ Business related to work ☐ Other, please specify: _____
☐ Airport
☐ Medical/dental appointment
☐ Personal business
8. What is the distance from your home to the nearest Pace bus stop?
☐ Less than 1/4 mile ☐ 1/4 - 1/2 mile ☐ 1/2 - 3/4 mile ☐ 3/4 - 1 mile ☐ 1 - 2 miles ☐ 2 - 4 miles ☐ 4+ miles

continue on to page 2

Postcards were created for Metra and Pace. Metra postcards were handed out at stations downtown and placed on seats on trains, while Pace postcards were placed in pamphlet holders on buses. Metra and Pace postcards also included unique passwords to ensure each customer could only participate once. In addition to postcards, Pace

placed car cards advertising the survey in placeholders located behind drivers on buses. The Metra postcard, Pace postcard, and Pace car card are shown as part of Figure 2.

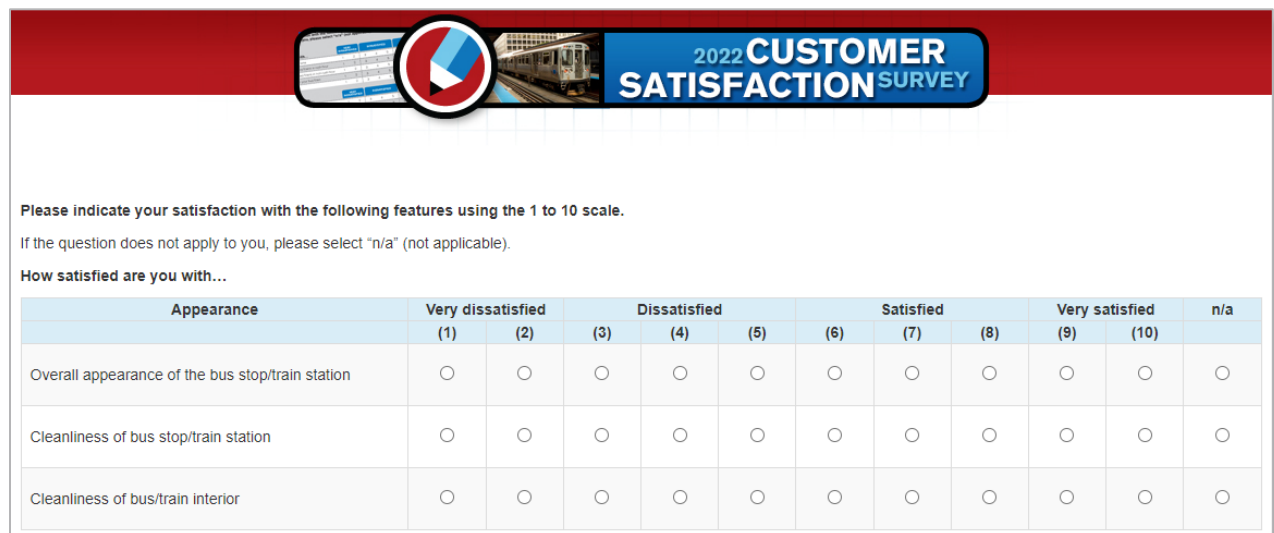
FIGURE 2: METRA POSTCARD, PACE POSTCARD, AND PACE CAR CARD



As in previous years, all three Service Boards offered respondents a web-based questionnaire. These web-based questionnaires were programmed using a proprietary survey platform, which allows for survey customization for each respondent to improve the quality of the collected data and reduces respondent burden and fatigue. For CTA

and Pace, the web-based questionnaires were designed to mirror the paper questionnaire to obtain consistent responses between the two methods, although CTA did include additional questions online not included in the paper survey, as well as some additional questions for those that indicate that they are not frequent riders. Figure 3 and Figure 4 show the appearance/cleanliness questions as they appeared in the online survey versus in the paper survey.

FIGURE 3: APPEARANCE/CLEANLINESS QUESTIONS ON CTA WEB SURVEY



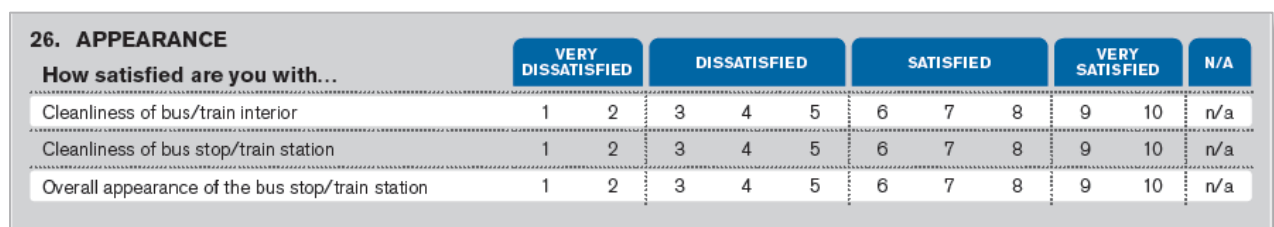
2022 CUSTOMER SATISFACTION SURVEY

Please indicate your satisfaction with the following features using the 1 to 10 scale.
If the question does not apply to you, please select "n/a" (not applicable).

How satisfied are you with...

Appearance	Very dissatisfied		Dissatisfied			Satisfied			Very satisfied		n/a
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	
Overall appearance of the bus stop/train station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of bus stop/train station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of bus/train interior	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

FIGURE 4: APPEARANCE/CLEANLINESS QUESTIONS ON CTA PAPER QUESTIONNAIRE



26. APPEARANCE

How satisfied are you with...

	VERY DISSATISFIED		DISSATISFIED			SATISFIED			VERY SATISFIED		N/A
Cleanliness of bus/train interior	1	2	3	4	5	6	7	8	9	10	n/a
Cleanliness of bus stop/train station	1	2	3	4	5	6	7	8	9	10	n/a
Overall appearance of the bus stop/train station	1	2	3	4	5	6	7	8	9	10	n/a

Online respondents could opt to take the Metra and Pace survey in English or Spanish, while CTA survey respondents could take the survey in English, Spanish, Chinese, or Polish. All printed recruitment materials (CTA and Pace surveys, Pace flyers, and Metra postcards) were also available in English and Spanish.

Each of the three surveys began with asking respondents a selection of travel behavior questions. Among these questions, respondents were asked about their telecommuting behavior. Due to the increased popularity of telecommuting during the COVID-19

pandemic, questions about telecommuting were made consistent across all Service Boards for the 2022 survey to allow for greater comparability across Service Boards.

While each survey is unique, 19 service attributes (plus six regional attributes and three measures of overall satisfaction) were common across the questionnaires. As in prior years, the same satisfaction measurement scale was used across all three Service Boards. As shown in Figure 5 respondents could rate their satisfaction on a scale from 1 to 10 or indicate that the attribute is not applicable (“N/A”) to them. Satisfaction ratings fall into four categories – very dissatisfied, dissatisfied, satisfied, and very satisfied – and each category, as shown in Figure 5, is clearly delineated.

FIGURE 5: CUSTOMER SATISFACTION MEASUREMENT SCALE (PAPER SURVEY)

VERY DISSATISFIED		DISSATISFIED			SATISFIED			VERY SATISFIED		N/A
1	2	3	4	5	6	7	8	9	10	n/a
1	2	3	4	5	6	7	8	9	10	n/a
1	2	3	4	5	6	7	8	9	10	n/a
1	2	3	4	5	6	7	8	9	10	n/a


All respondents were asked to measure their satisfaction with the following seven dimensions of service: service delivery, information and communication, safety and personal security, appearance and comfort, employee performance, overall, and regional satisfaction. For CTA and Metra, attributes were listed within their respective dimensions of service, as shown in Figure 6 and Figure 7, respectively. In the Pace questionnaire attributes were listed together and were not split by dimension. To gauge customer loyalty, all respondents were asked to indicate the likelihood of recommending their Service Board to others. Respondents were also asked about their satisfaction with

their Service Board's response to the COVID-19 pandemic, a new attribute to the 2022 survey.

FIGURE 6: SELECT ITEMS OF SERVICE DIMENSION IN CTA PAPER QUESTIONNAIRE

20. SERVICE DELIVERY											
How satisfied are you with...	VERY DISSATISFIED		DISSATISFIED			SATISFIED			VERY SATISFIED		N/A
Getting to your destination on time	1	2	3	4	5	6	7	8	9	10	n/a
Amount of time between buses/trains in rush-hour	1	2	3	4	5	6	7	8	9	10	n/a
Amount of time between buses/trains in non-rush-hour	1	2	3	4	5	6	7	8	9	10	n/a
Consistency of wait times for your bus/train	1	2	3	4	5	6	7	8	9	10	n/a
Total travel time for your trip	1	2	3	4	5	6	7	8	9	10	n/a

FIGURE 7: SELECT ITEMS OF SERVICE DIMENSION IN METRA SURVEY



Please rate your satisfaction with Metra service.

Think about trips you've recently taken on Metra and please indicate your satisfaction with the following features using a scale of 1-10. If the question does not apply to you, select "N/A" (not applicable.)

Service Delivery

How satisfied are you with...	Very dissatisfied		Dissatisfied			Satisfied			Very satisfied		N/A
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	
Value of service for fare paid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting to destination on time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The number of scheduled trains in rush hour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The number of scheduled trains in non-rush hour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The number of scheduled Saturday trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The number of scheduled Sunday trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Total travel time for your trip	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wait time before boarding the train	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to stow bicycle on trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Lastly, all respondents were also asked to provide basic demographic information such as age, gender, employment status, and more. Figure 8 shows the demographic section as found in the CTA paper questionnaire.

FIGURE 8: DEMOGRAPHIC QUESTIONS ON CTA PAPER QUESTIONNAIRE

DEMOGRAPHICS

The following questions are for classification purposes only. Your answers are confidential and will only be analyzed with other survey responses combined.

35. What is your home ZIP Code? _____

36. What is your age? _____ years

37. What is your current employment status?

<input type="radio"/> Employed full-time	<input type="radio"/> Retired
<input type="radio"/> Employed part-time	<input type="radio"/> Not employed outside the home
<input type="radio"/> Self-employed	<input type="radio"/> Currently unemployed
<input type="radio"/> Student/not working	<input type="radio"/> Other, please specify: _____
<input type="radio"/> Student/working at least part-time	

38. Do you consider yourself to be a person with a disability?

☐ Yes ☐ No

39. Thinking about your entire household, how many...

People live in your household (including yourself)? _____

Children under 18 live in your household? _____

Employed persons live in your household? _____

People have a valid driver's license? _____

Vehicles are in working condition? _____

40. Do you have a driver's license?

☐ Yes ☐ No

41. Do you have a car available for the trip you typically take on CTA?

☐ Yes ☐ No

42. What is the highest level of education you have completed?

☐ Graduate degree, including masters, professional, doctorate

☐ Bachelor's degree (BA, BS, AB)

☐ Associate or technical school degree

☐ Some college, no degree

☐ High school diploma or GED recipient

☐ Some high school or less

43. What is the primary language spoken in your household?

<input type="radio"/> English	<input type="radio"/> Korean
<input type="radio"/> Spanish	<input type="radio"/> Polish
<input type="radio"/> Chinese	<input type="radio"/> Other, please specify: _____

44. How well do you speak English?

<input type="radio"/> Very well	<input type="radio"/> Not well
<input type="radio"/> Well	<input type="radio"/> Not at all

45. Which of the following categories best describes your ethnic background? *Please select all that apply.*

<input type="checkbox"/> African American/Black	<input type="checkbox"/> Hispanic/Latino
<input type="checkbox"/> American Indian or Alaska Native	<input type="checkbox"/> Native Hawaiian or Pacific Islander
<input type="checkbox"/> Asian American	<input type="checkbox"/> Other, please specify: _____
<input type="checkbox"/> Caucasian/White	

46. Do you have access to the internet?

☐ Yes ☐ No

47. Which of the following mobile devices do you use? *Please select all that apply.*

☐ Smartphone

☐ Cell phone for calls and text

☐ Cell phone for calls only

☐ Laptop or tablet

☐ Other, please specify: _____

☐ None of the above

48. What is your household's approximate annual income?

<input type="radio"/> Less than \$15,000	<input type="radio"/> \$40,000 - \$49,999
<input type="radio"/> \$15,000 - \$19,999	<input type="radio"/> \$50,000 - \$59,999
<input type="radio"/> \$20,000 - \$24,999	<input type="radio"/> \$60,000 - \$74,999
<input type="radio"/> \$25,000 - \$29,999	<input type="radio"/> \$75,000 - \$99,999
<input type="radio"/> \$30,000 - \$34,999	<input type="radio"/> \$100,000 - \$149,999
<input type="radio"/> \$35,000 - \$39,999	<input type="radio"/> \$150,000 and over

49. What is your gender?

☐ Female ☐ Gender non-binary

☐ Male ☐ Prefer to self-describe

50. You do NOT have to provide us with contact information in order to send in this survey. However, if you would like to be entered into the drawing for prizes, we need your email address or complete mailing address. (This information is confidential and will be used only to contact you if you are a winner.)

Email: _____

If you do not have an email address, please answer each field below.

Name: _____

Street Address: _____

City: _____

State: _____ ZIP code: _____


Phone: _____

51. May we contact you again for CTA/RTA market research purposes?

☐ Yes ☐ No

52. Comments:

Thank you very much for your time!



2.4 SURVEY ADMINISTRATION

All three Service Boards implemented slightly different recruitment and survey administration methods for the 2022 CS study. As in 2016, the CTA questionnaire was available on paper and online and respondents were recruited both online, through an e-mail invitation, and on-board buses and trains. However, the nature of the e-mail invitations was different in 2022 compared to prior years. Whereas in the past email invitations were sent to prior users of the now-discontinued Chicago Card, email invitations for the CTA survey in 2022 were sent to 75,525 valid email addresses from Ventra Card users who provided their email address and opted in to participate in future research. These contacts were selected by CTA based on available ridership information for CTA's route groups and branches. While any email outreach can lead to response bias (usually underrepresenting lower income and less technology-savvy respondents), this selection process ensured a more representative sample based on group and branch than in the past. This system-wide email outreach was supplemented by a targeted on-board recruitment effort whereby 9,776 printed surveys were distributed on specific route groups and branches. Of the 9,876 respondents who successfully completed the survey, 1,088 were recruited on-board and 8,788 were recruited online, translating into a response rate of 12% and 11%, respectively.

This year, Metra utilized online and in-person recruitment approaches. The primary recruitment method consisted of invitations sent to 31,232 e-mail addresses from Metra's service alert list and contacts in their marketing database. Out of the 5,044 total completes, 3,166 completed surveys were obtained via this method, resulting in a 10% response rate. The secondary recruitment method consisted of postcards being handed out at the five major downtown Metra stations (Union, Ogilvie, LaSalle, Millennium, and Van Buren) and 20,000 postcards being placed on Metra trains as part of a seat drop. A total of 544 completed surveys were obtained from the station-based handout and 1,114 completed surveys were obtained from the seat drop.

For Pace, 2,150 valid and usable surveys were obtained. This was achieved by distributing approximately 7,800 paper surveys to customers riding Pace buses, resulting in 1,171 successfully completed surveys (a 21% response rate). Additionally, postcards were distributed on buses and car cards with the survey links were hung behind drivers resulting in 183 responses. A secondary recruitment method consisted of recruiting respondents online. Pace sent email invitations to 17,875 recipients of a Pace email alert service. An open link to the survey was also posted on Pace's social media account and in a website newsletter. Combined, these methods resulted in 796

responses to the survey. Further details on the survey administration and sampling plans can be found in the reports of each respective Service Board.

In total, the 2022 survey effort resulted in 17,070 surveys being completed by passengers of CTA, Metra, and Pace. The final sample of riders was weighted to select demographics (for Pace and Metra), then expanded to reflect the average weekday passenger trips for each Service Board (for all Service Boards). Table 2 shows these expanded distributions of unlinked, weekday trips across each Service Board. Also reported are unweighted counts which represent the number of valid surveys completed by respondents on paper or online.

TABLE 2: RIDERSHIP AND 2022 UNWEIGHTED COMPLETED SURVEYS BY SERVICE BOARD

Service Board	Average Weekday Ridership	Percent Weekday Ridership	Unweighted Sample Size	Unweighted Percent of Sample
CTA	691,371	82.6%	9,876	57.9%
Metra	100,190	12.0%	5,044	29.5%
Pace	45,492	5.4%	2,150	12.6%
Total	837,053	100%	17,070	100%

Table 3 details the completed surveys and response rates by recruitment method for each Service Board.

TABLE 3: COMPLETED SURVEYS BY RECRUITMENT METHOD AND SERVICE BOARD

	Recruitment Method	Invitations	Returned Surveys	Response Rate
CTA	Ventra List	75,525	8,788	12%
	On-board Recruitment	9,776	1,088	11%
Metra	Email Invitation	31,232	3,166	10%
	Postcard Seat Drop	20,000	1,114	6%
	Station-Based Postcard Handout	17,500	544	3%
	Metra Website	--	138	--
	Twitter	--	43	--
	Facebook	--	39	--
Pace	On-board Recruitment	7,800	1,171	15%
	On-board Postcard	--	154	--
	On-board Car Card	--	29	--
	Pace Text/Email Services and Social Media	17,875	745	4%
	Pace Website Newsletter	--	51	--
Total		179,708	17,070	9%

Note: Results reflect unweighted, collected surveys. Total response rate calculation excludes social media outreach, Pace on-board postcard, Pace on-board car card, or Pace newsletter, since it is impossible to determine how many potential respondents were reached.

Fielding Challenges

The 2022 RTA CSS study occurred during a unique and challenging time for the country, which was reflected in local challenges as it relates to survey distribution. First, the pandemic substantially suppressed ridership for all Service Boards from 2020 onwards (as it did for transit agencies around the world). The 2022 RTA CSS study was the first large-scale on-board study for the Service Boards after COVID-19 first

emerged, and survey distribution also occurred immediately after the omicron surge of January – March 2022.

Second, increases in crime in the Chicago area occasionally spilled onto the RTA systems, in particular the CTA lines, and at times was publicized in the media. These incidences during fielding also coincided with a highly publicized event on New York City's MTA subway whereby an active shooter targeted several subway riders. Because of this confluence of factors, many surveyors were apprehensive about riding the system by themselves, and several surveyors quit the project altogether, which required the recruitment of a new group of surveyors. To ensure the safety and personal security of the remaining and newly recruited surveyors, surveyors were allowed to travel from train car to train car together. Shifts were also modified to allow handouts from boarding platforms, as opposed to handing out in the train cars.

2.5 REGIONAL RESULTS

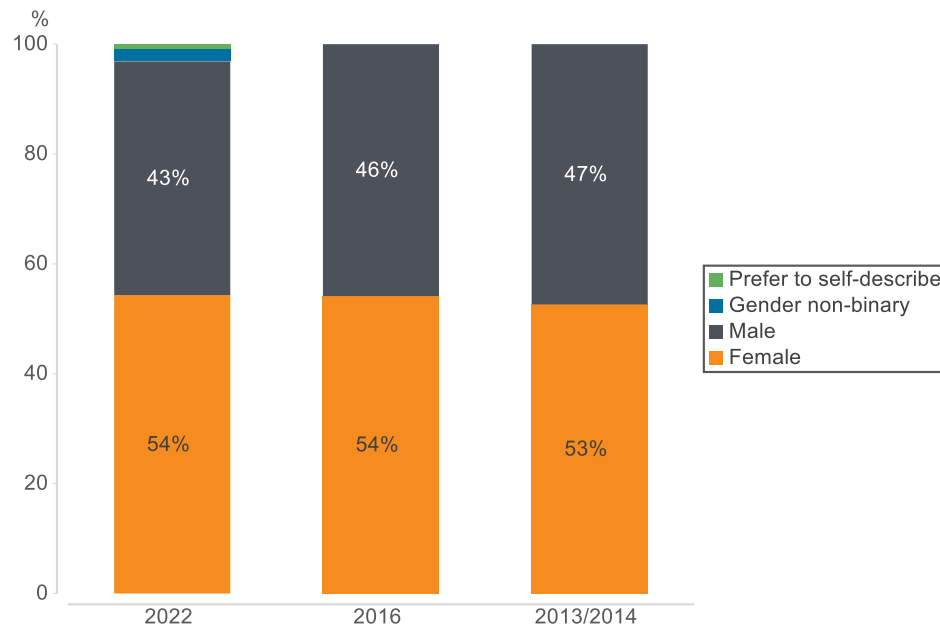
The following section details the results of combining the CTA, Metra, and Pace customer satisfaction surveys into findings at the regional level and is divided into the following subsections: Demographic, Trip Details, Satisfaction, Regional Service, Derived Importance, Quadrant Charts and Detailed Service Attributes. All tabulations were conducted on the weighted regional dataset.

Demographics

Year-Over-Year Demographics

Consistent with prior years, respondents of the 2022 survey were more likely to be female than male. Two new categories were introduced in the 2022 survey, “Prefer to self-describe” and “Gender non-binary” (Figure 9).

FIGURE 9: GENDER BY YEAR



Respondents of all ages use regional transit in Chicago. However, there was a pronounced shift in the age of survey respondents in 2022 compared to prior survey waves, such that a much larger proportion of survey respondents were younger in 2022. For instance, in 2022 45% of survey respondents were under the age of 35 compared to 23% in the 2016 survey, a 22-percentage point increase. There was an 18-percentage point decrease in the number of respondents 45 years old and older in the 2022 survey (Figure 10).

FIGURE 10: AGE BY YEAR

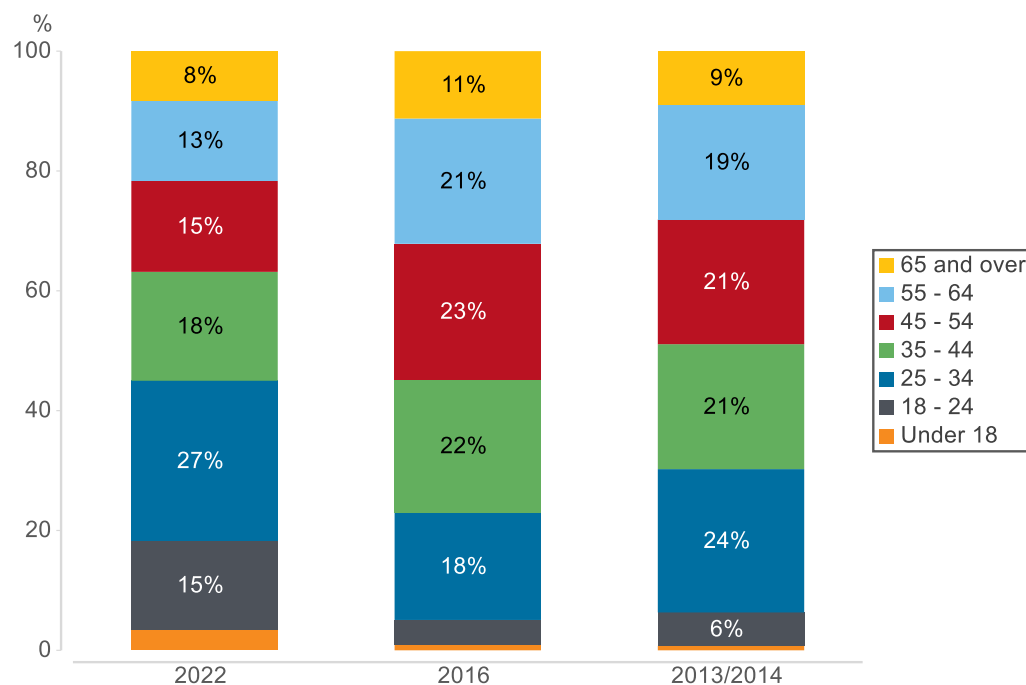


Figure 11 shows that more respondents belong to lower income brackets this year compared to the 2016 survey. Forty-five percent of respondents in the 2022 survey report incomes of \$39,999 or less compared to 28% in the 2016 survey.

FIGURE 11: INCOME BY YEAR

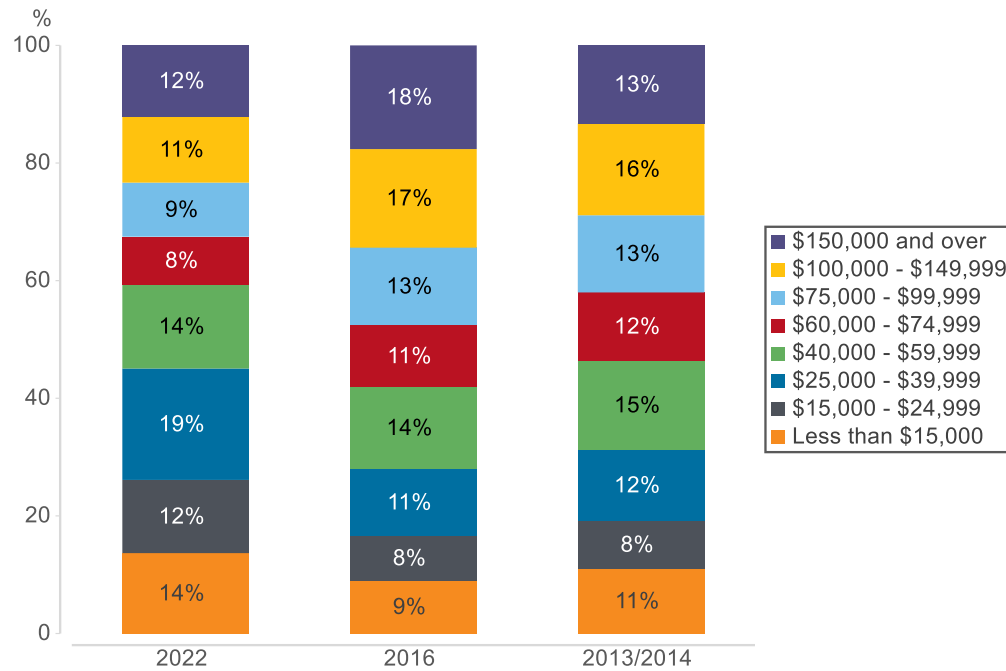
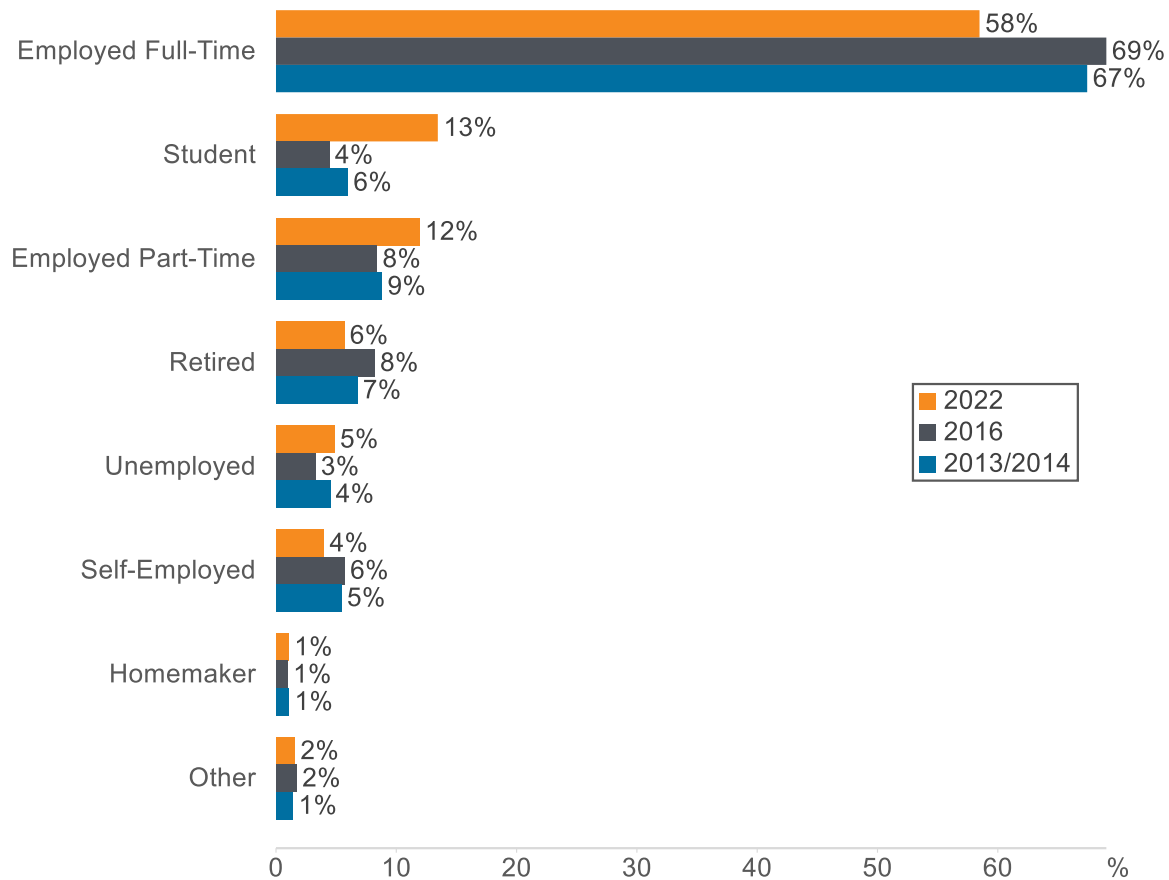


Figure 12 shows a 11-percentage point decrease in the percentage of respondents who reported being employed full-time between 2016 and 2022. Conversely, respondents were more likely to report being students or employed part-time in the 2022 survey.

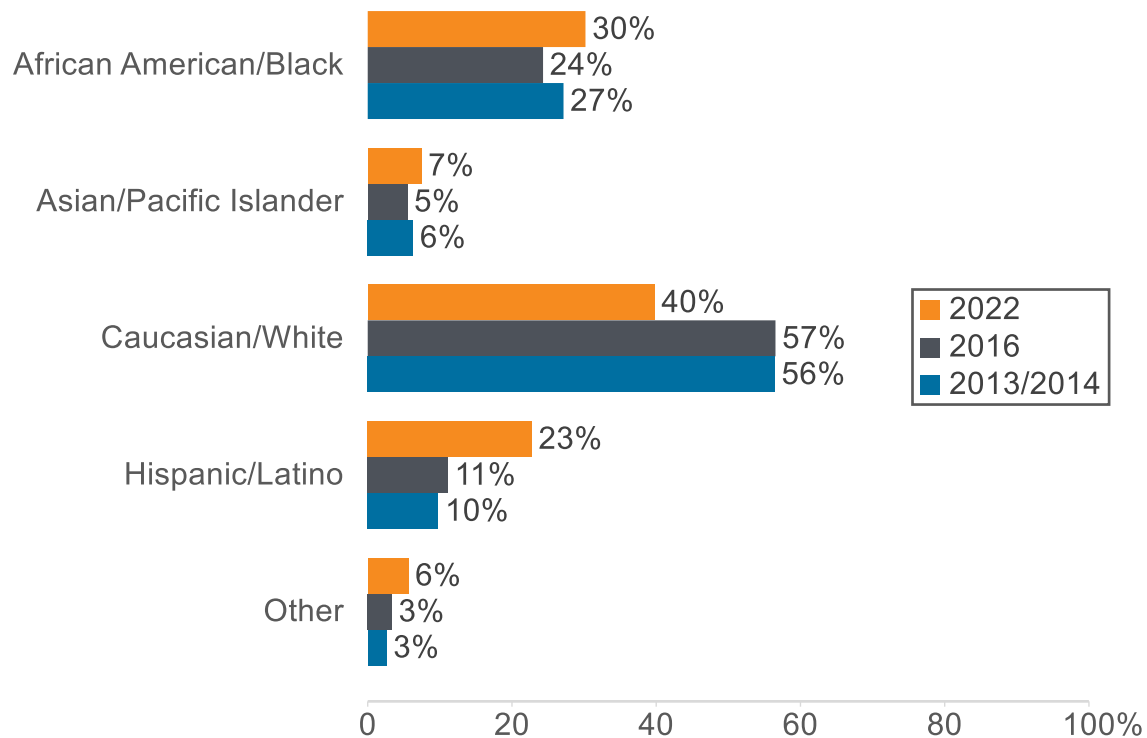
FIGURE 12: EMPLOYMENT STATUS BY YEAR



Note: Respondents could select multiple responses and therefore the totals may not add to 100%.

Respondents to the 2022 survey were more diverse than in prior years (see Figure 13). All categories, except Caucasian/White, increased in percentage points between the 2016 and 2022 surveys.

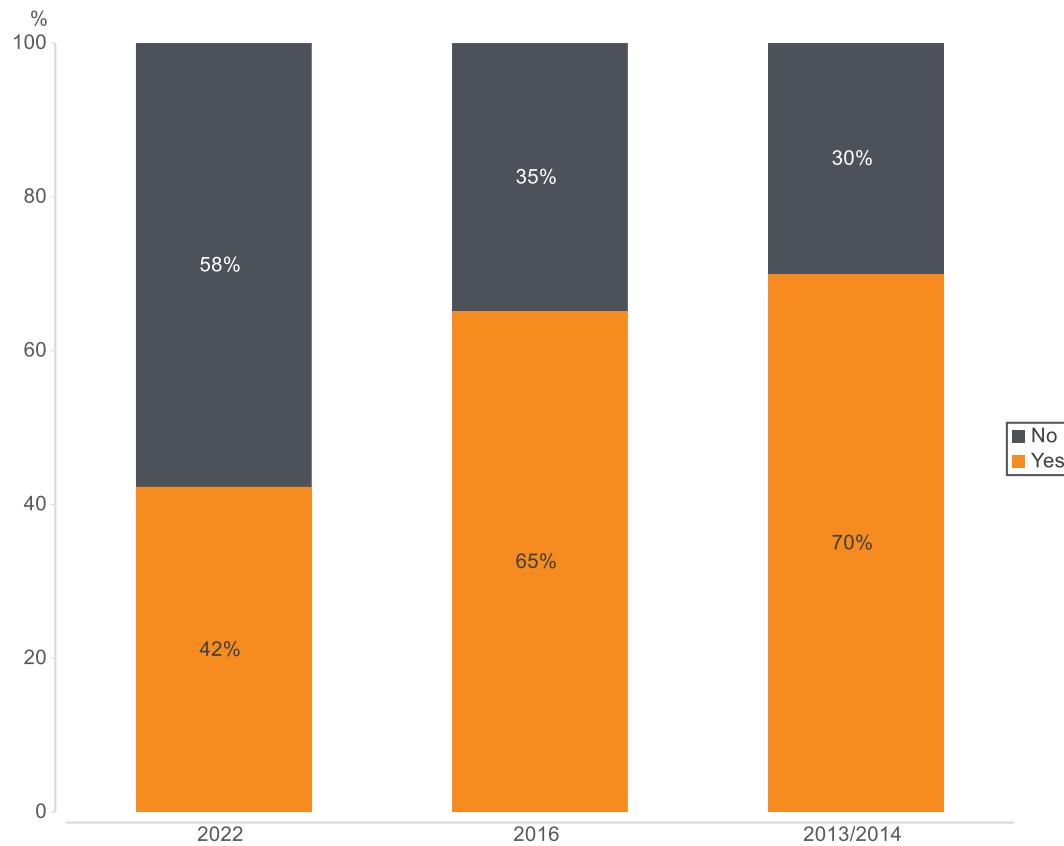
FIGURE 13: ETHNICITY BY YEAR



Note: Respondents could select multiple responses and therefore the totals do not add to 100%.

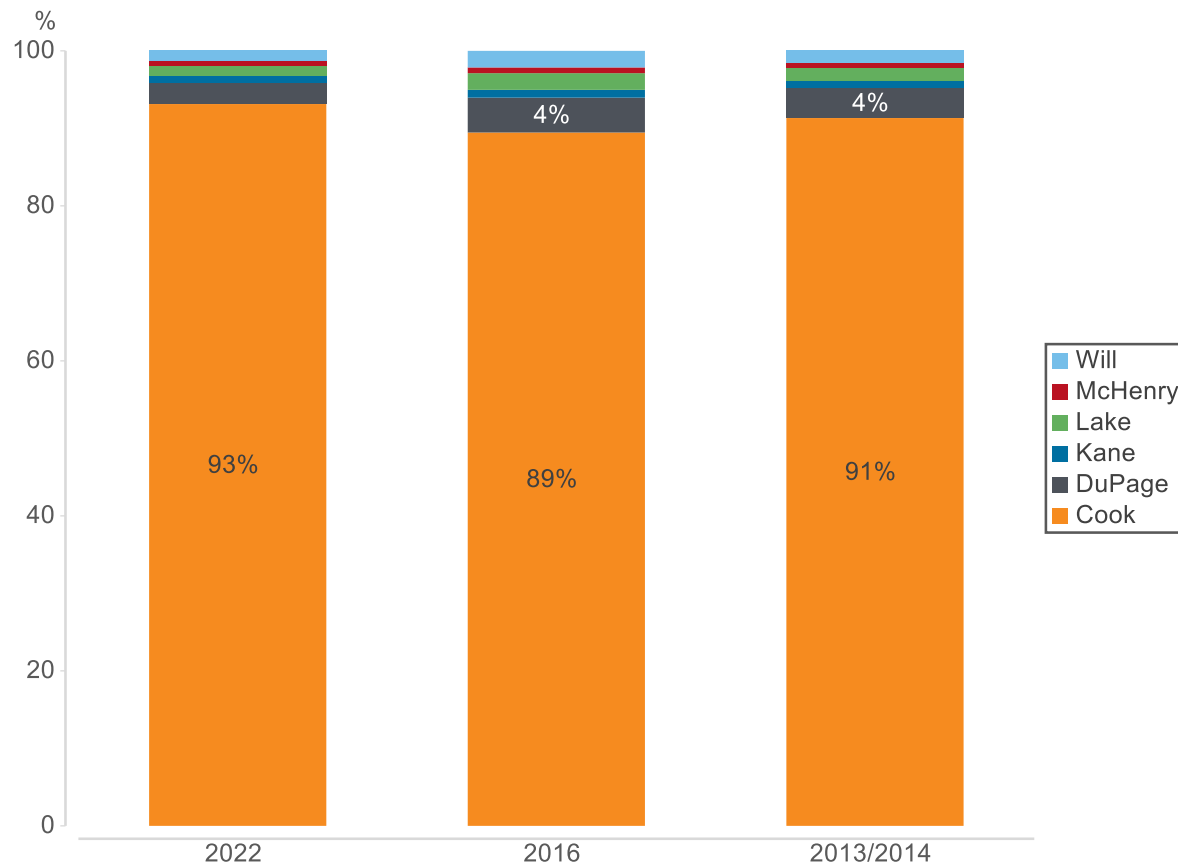
Figure 14 shows that respondents were substantially less likely to have a car available in 2022 than in previous years.

FIGURE 14: CAR AVAILABILITY BY YEAR



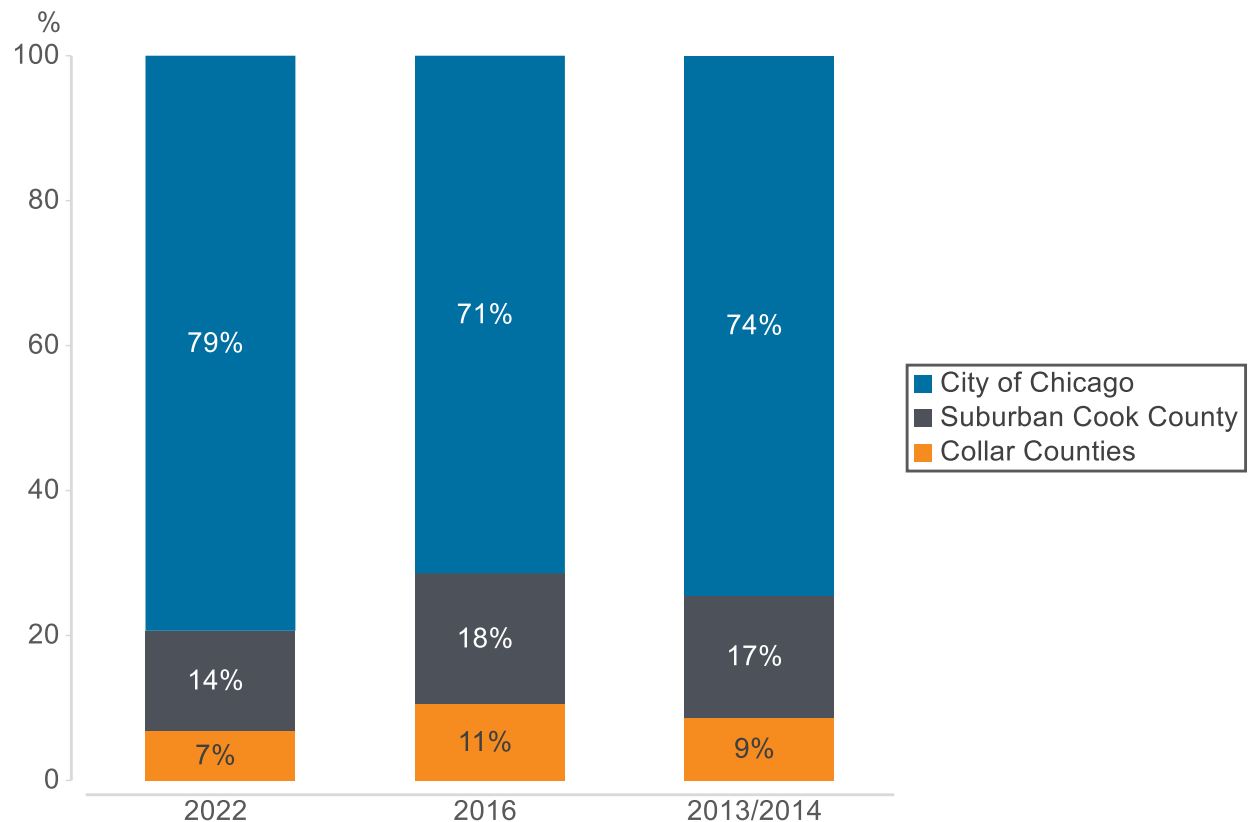
Like prior years, a majority of the 2022 survey respondents (93%) reside in Cook County. This year 7% of survey respondents live outside of Cook County compared to 11% in the 2016 survey. DuPage county is the second most popular county of residence among respondents (Figure 15).

FIGURE 15: COUNTY OF RESIDENCE BY YEAR



As shown in Figure 16, a large majority, 79% of respondents reside in the City of Chicago, an increase from the 2016 survey by 8-percentage points. This possibly might be explained by the relatively larger decrease in Metra ridership compared to that of CTA.

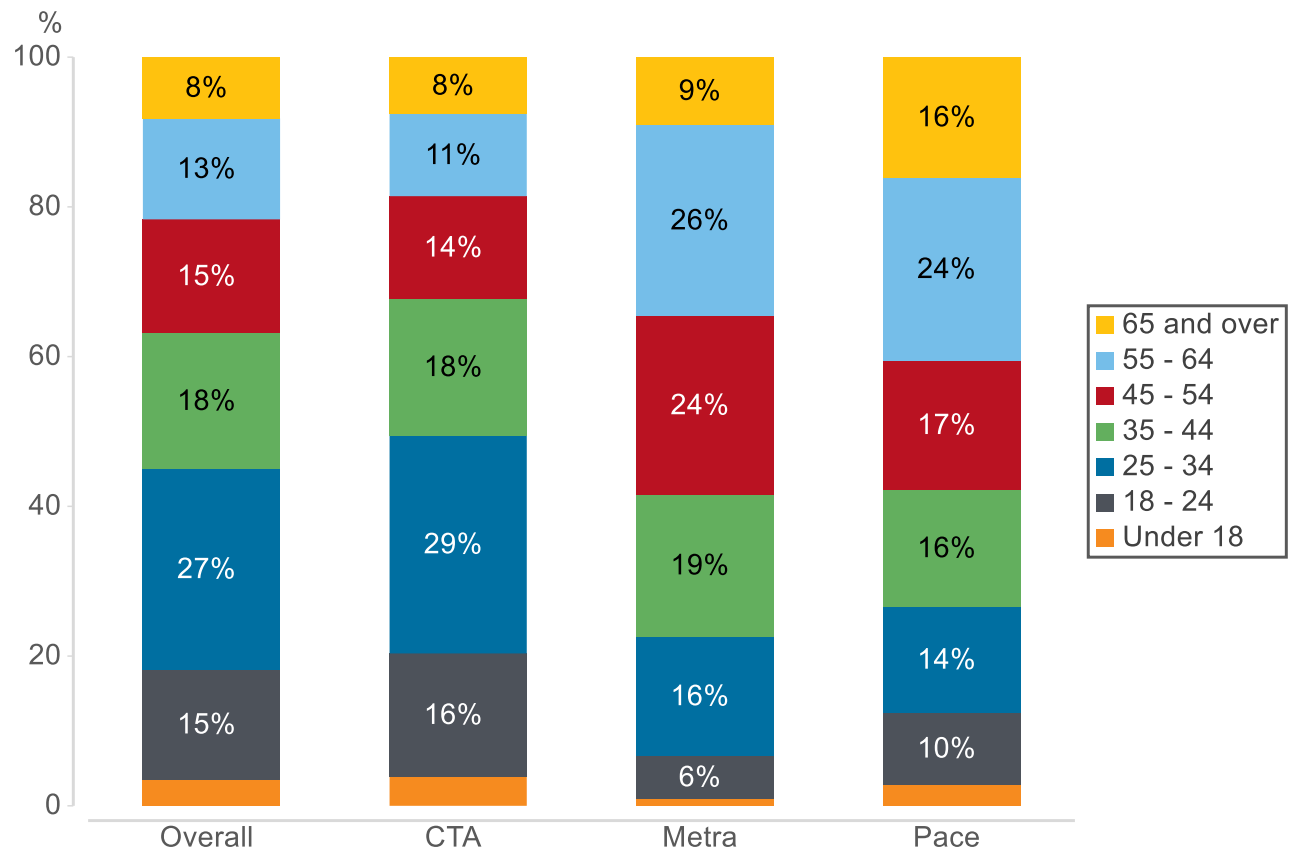
FIGURE 16: URBAN AND SUBURBAN COUNTIES BY YEAR



2022 Demographics by Service Board

As shown in Figure 17, respondents for Metra and Pace trend older than those for CTA, with 49% of Metra respondents and 40% of Pace respondents being older than 55. CTA has the youngest respondents of the three Service Boards with 20% of respondents under the age of 25 years.

FIGURE 17: AGE BY SERVICE BOARD



The annual household income of survey respondents varies greatly by Service Board. Metra respondents are more likely to report household incomes of \$100,000 or more compared to CTA and Pace respondents. Pace respondents are more likely to report household incomes of less than \$25,000 compared to other Service Boards (Figure 18).

FIGURE 18: HOUSEHOLD INCOME BY SERVICE BOARD

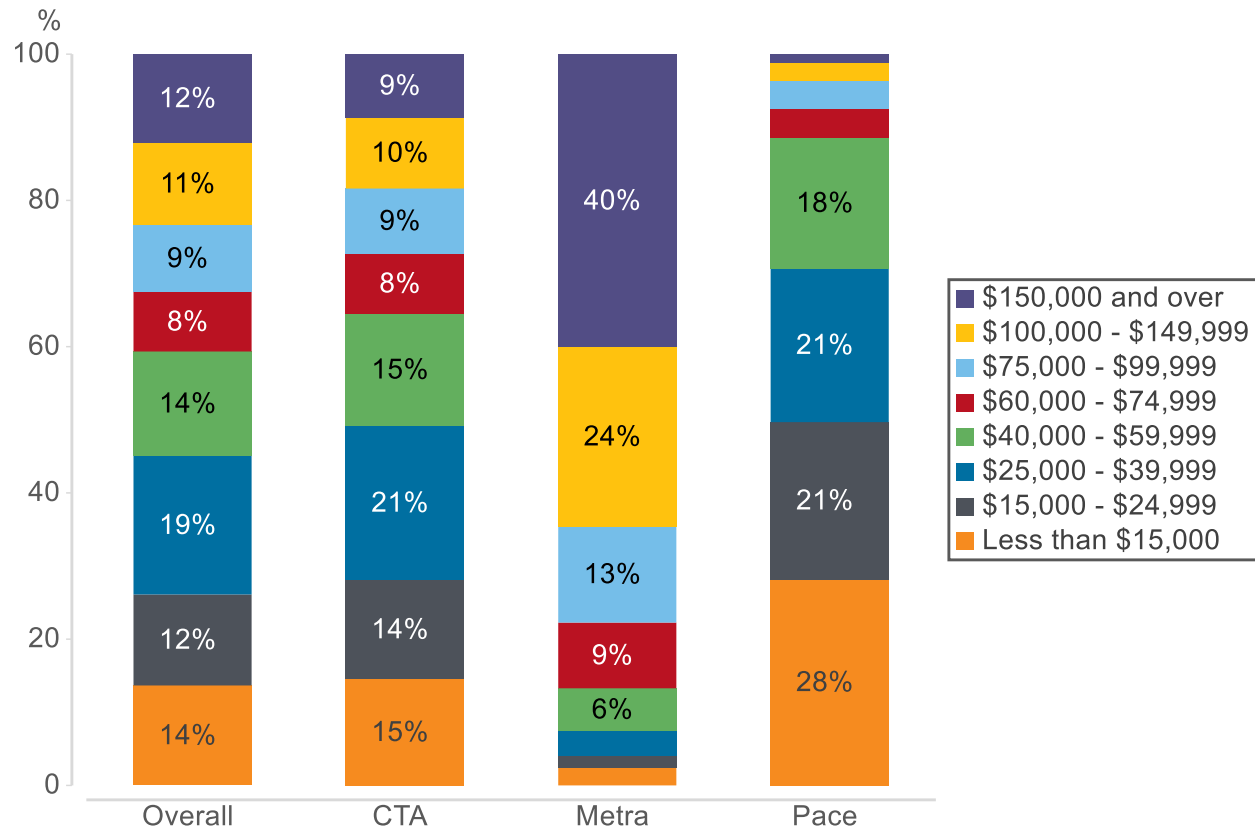
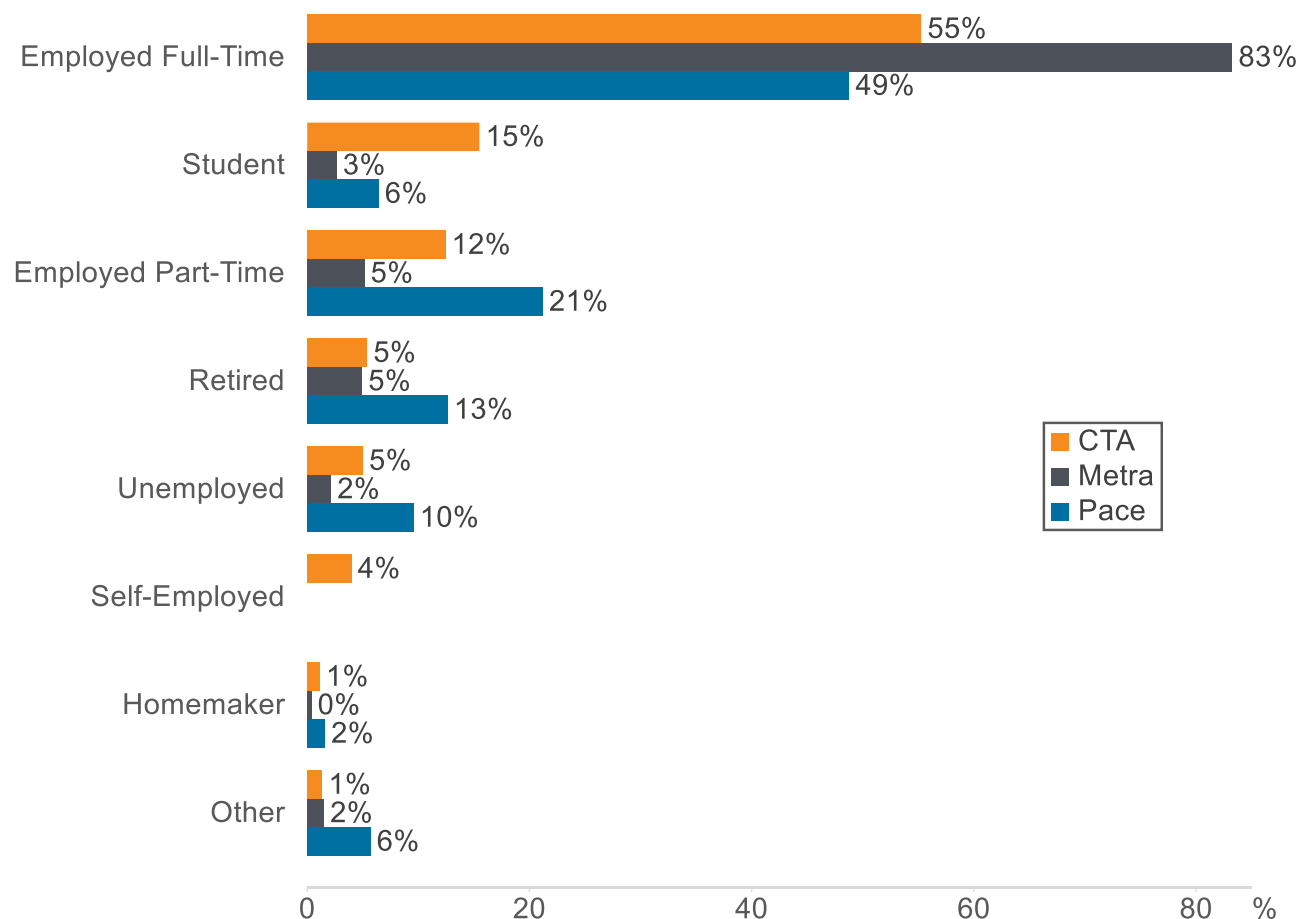


Figure 19 shows the employment status by Service Board. Metra respondents were by far the most likely to report being employed full-time compared to other Service Boards. CTA respondents were more likely to report being students compared to other Service Boards, and Pace respondents were more likely to report being employed part-time, retired, or unemployed in comparison to CTA or Metra.

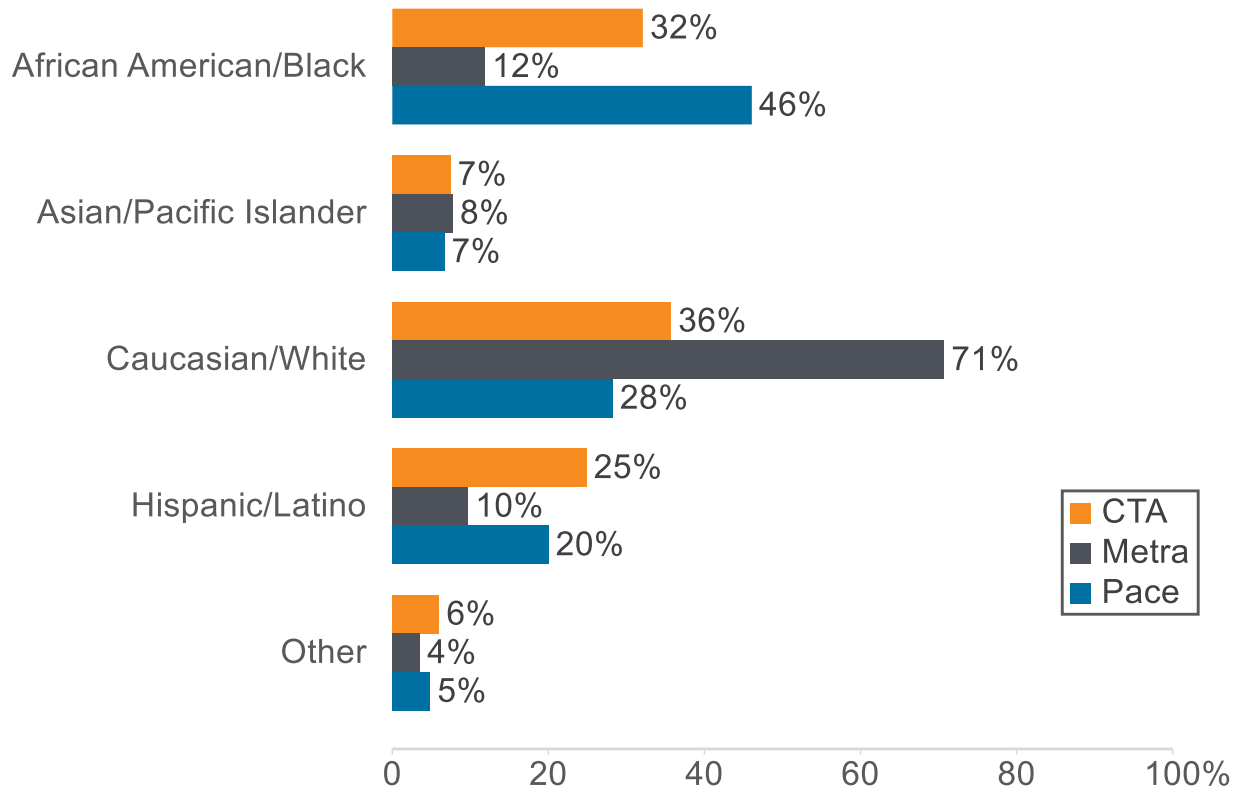
FIGURE 19: EMPLOYMENT STATUS BY SERVICE BOARD



Note: Respondents could select multiple responses and therefore the totals do not add to 100%.

Figure 20 shows the ethnicity breakdown of riders by Service Board. Whereas a plurality of riders for CTA and Metra identify as Caucasian/White (36% and 71%, respectively), most Pace riders identify as African American/Black (46%).

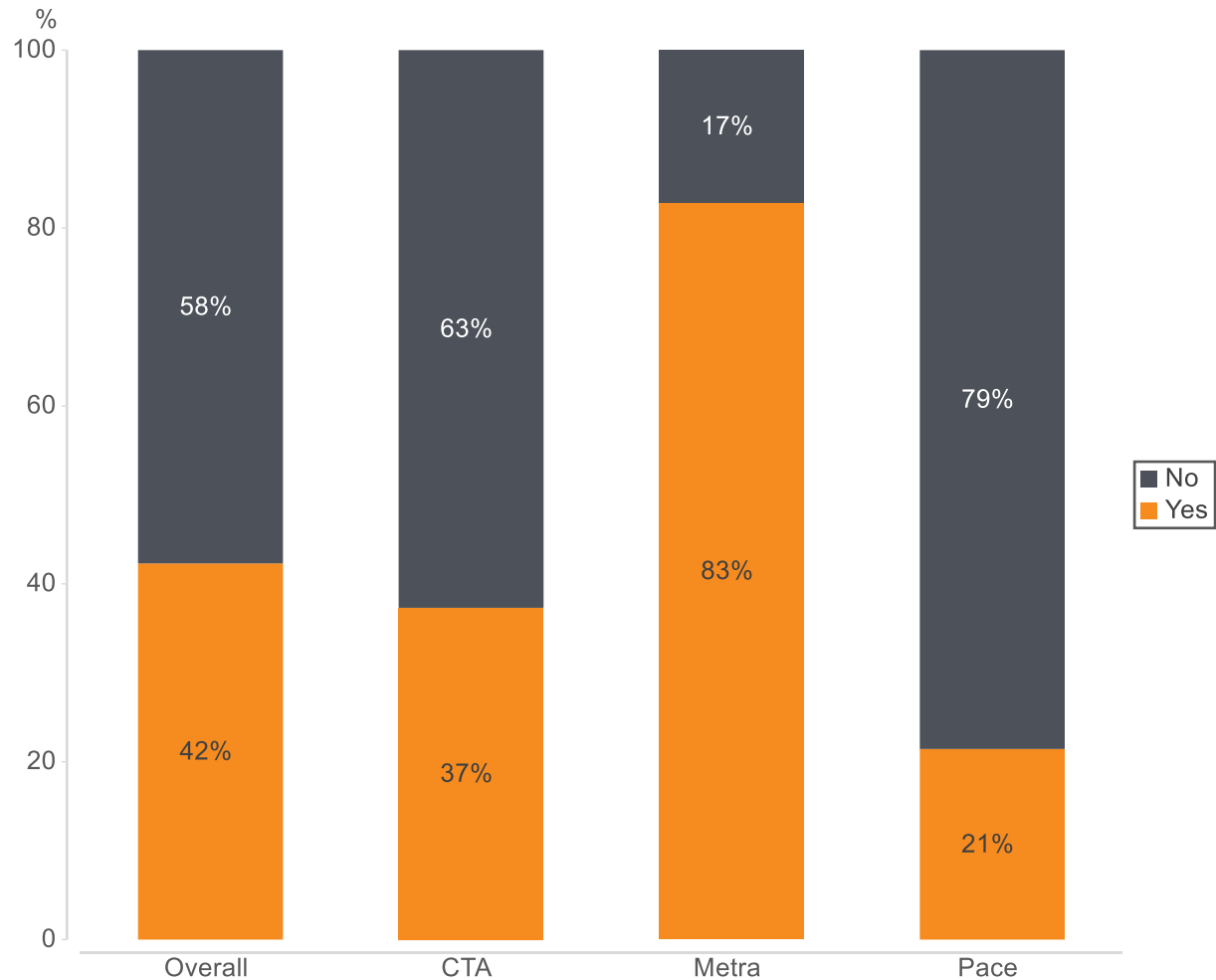
FIGURE 20: ETHNICITY BY SERVICE BOARD



Note: Respondents could select multiple responses and therefore the totals do not add to 100%.

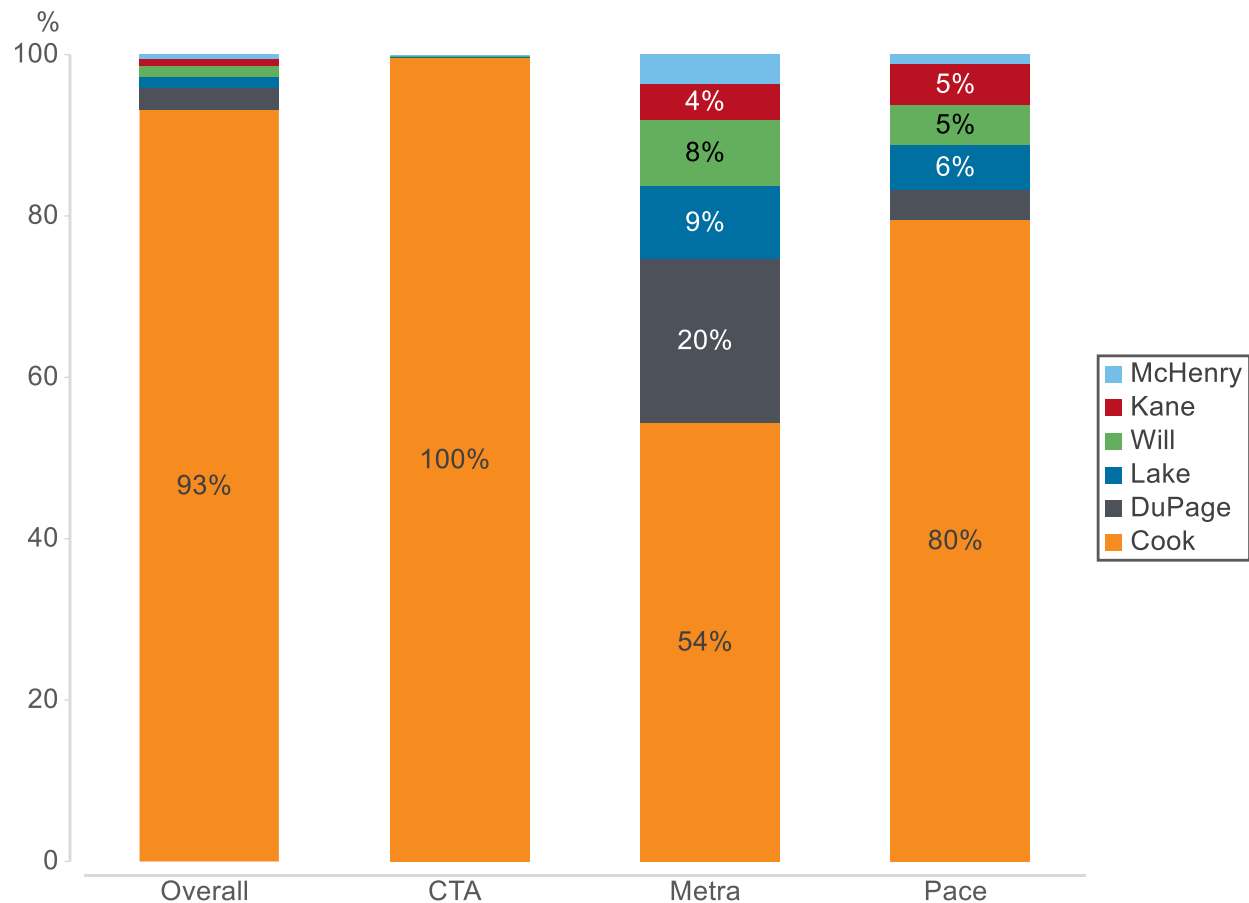
Overall, a majority of respondents across Service Boards reported not having a car available for use in the 2022 survey. Metra respondents were more likely to report having a car available (83%), while Pace respondents were the least likely to report having a car available (21%).

FIGURE 21: CAR AVAILABILITY BY SERVICE BOARD



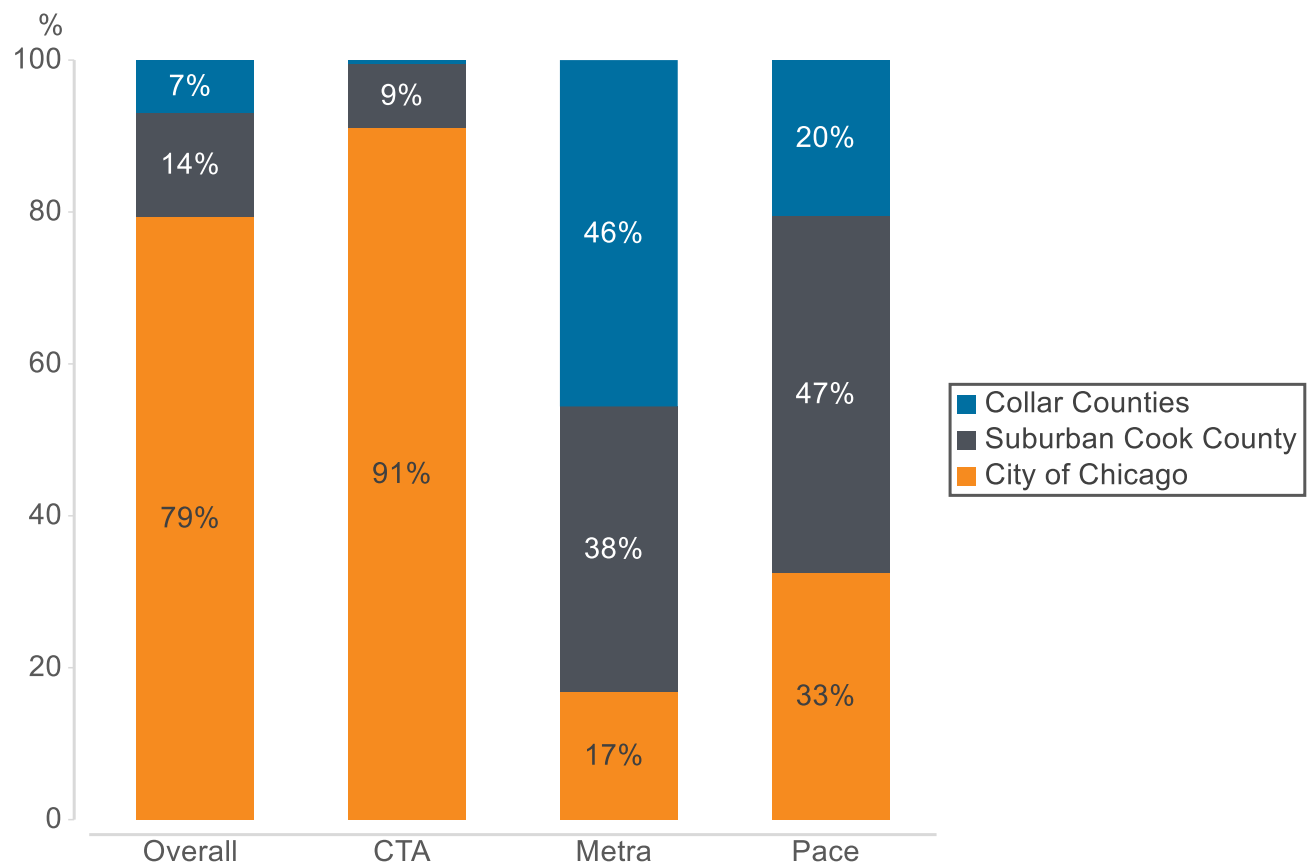
Across Service Boards, most respondents reside in Cook County. In comparison to CTA or Pace, Metra respondents are more widely dispersed throughout the Chicagoland area with a greater percentage of respondents residing in each of the 5 collar counties (Figure 22).

FIGURE 22: COUNTY OF RESIDENCE BY SERVICE BOARD



Overall, most respondents reside in the City of Chicago. This is especially the case for respondents of the CTA survey, most of whom reside in the City of Chicago (91%) whereas a plurality of Metra respondents resides in a Collar County (46%) or Suburban Cook County (38%) rather than the City of Chicago (17%). Pace respondents are more likely to reside in Suburban Cook County (Figure 23).

FIGURE 23: URBAN AND SUBURBAN COUNTIES BY SERVICE BOARD

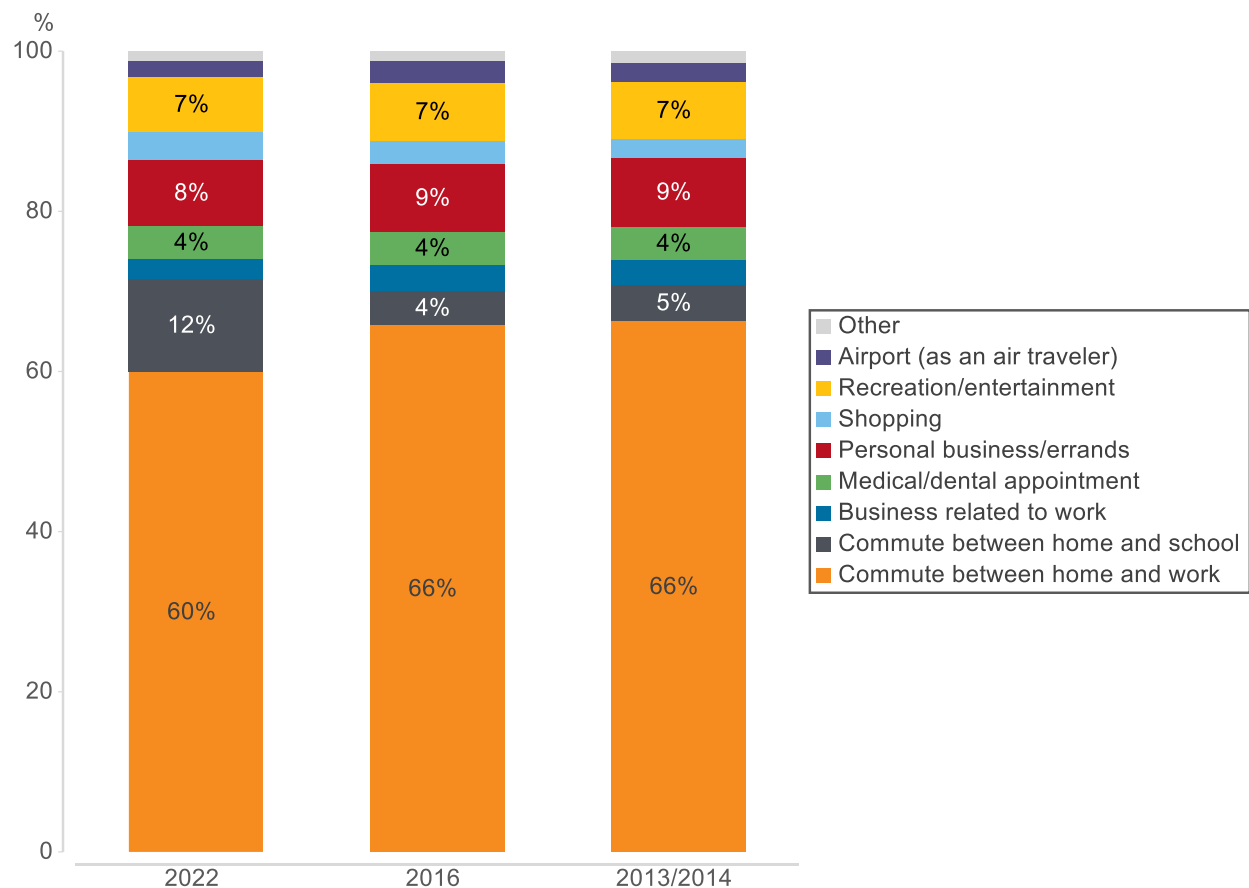


Trip Details

Year-Over-Year Trip Characteristics

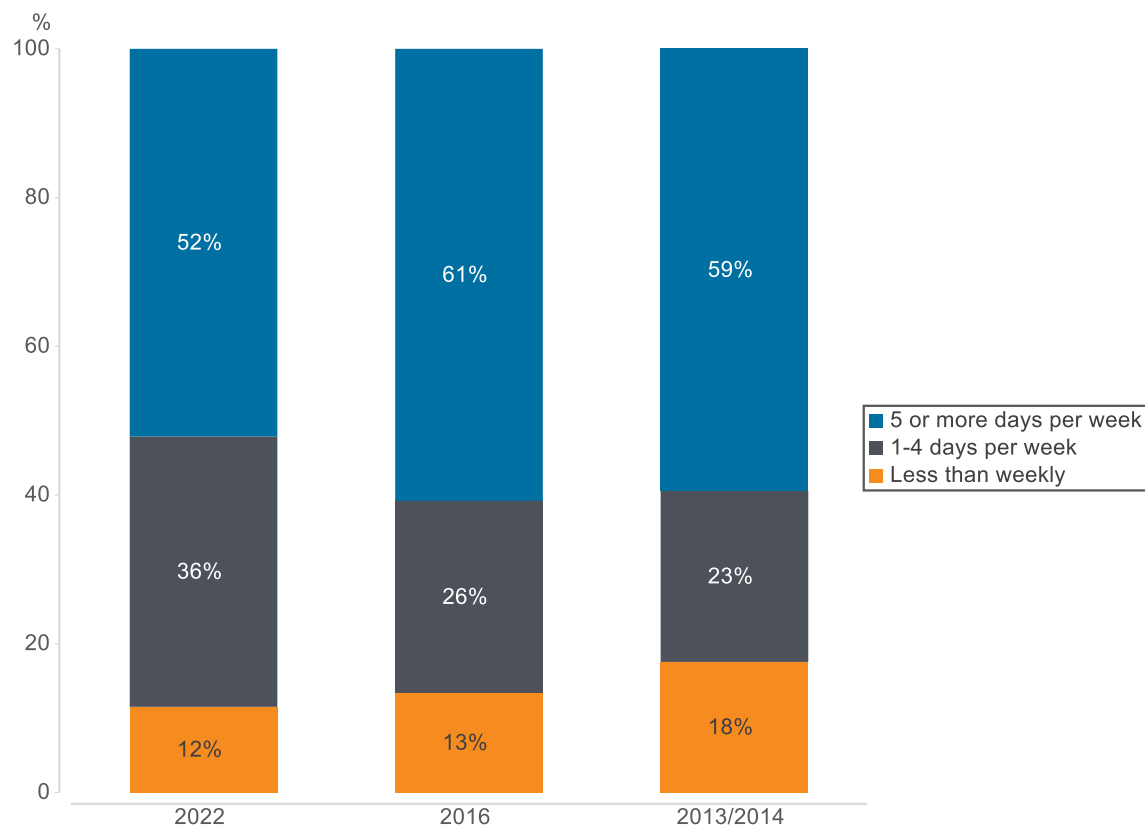
Figure 24 shows trip purpose by year. In the 2022 survey, similar to previous years, most respondents, 60%, reported using transit to commute between home and work. There was an 8-percentage point increase between 2016 and 2022 in the number of respondents who use transit to commute between home and school.

FIGURE 24: TRIP PURPOSE BY YEAR



While most respondents continue to ride transit 5 or more days per week, there was a 9-percentage point decrease between the 2016 and 2022 surveys from 61% to 52%, respectively. The percent of respondents who ride transit 1-4 days per week increased by 10-percentage points from the 2016 survey to 36% (Figure 25).

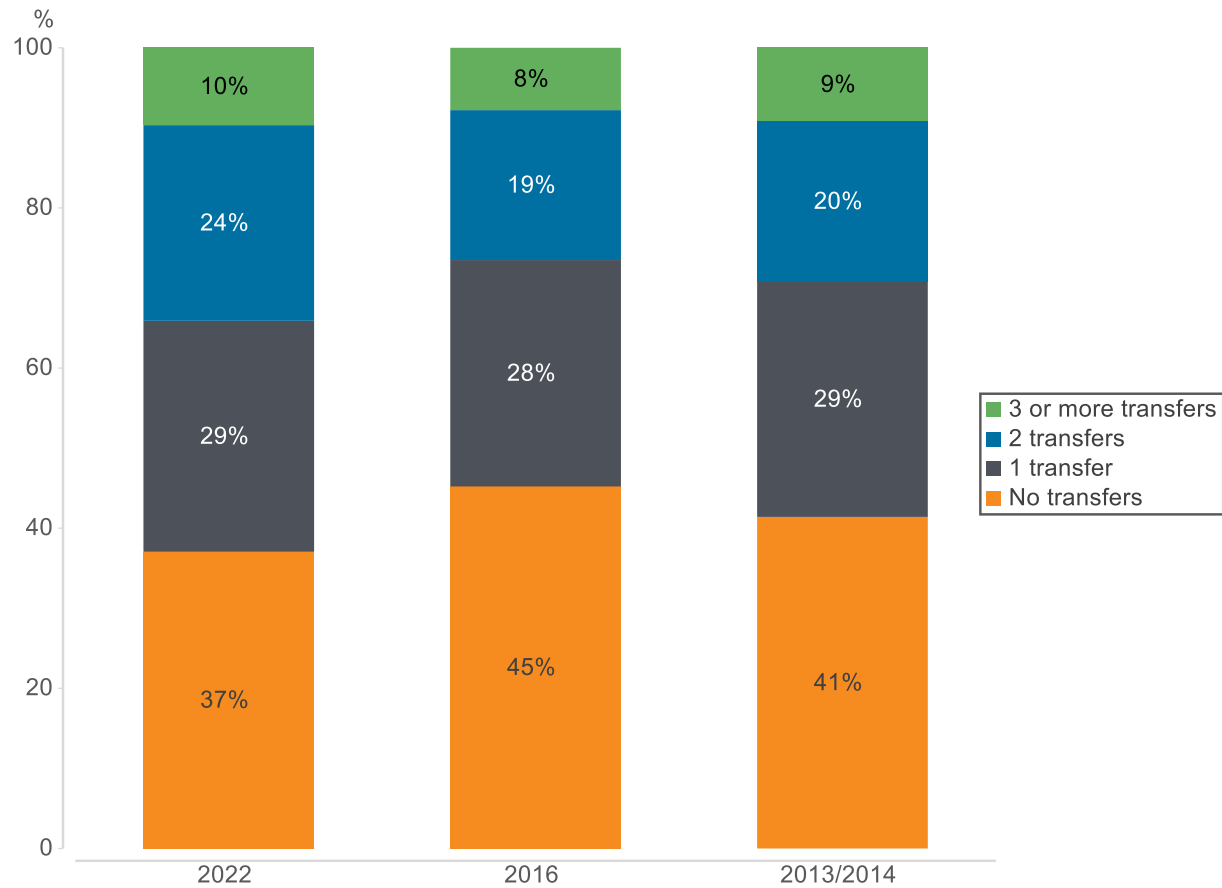
FIGURE 25: RIDERSHIP FREQUENCY BY YEAR



Note: Prior to 2022, the Metra survey collected the number of trips per month rather than days per week respondents use the service, and Metra data were recorded as follows: 40+ trips/month = 5 or more days per week, 8-39 trips/month = 1-4 days per week, less than 7 trips/month = less than weekly.

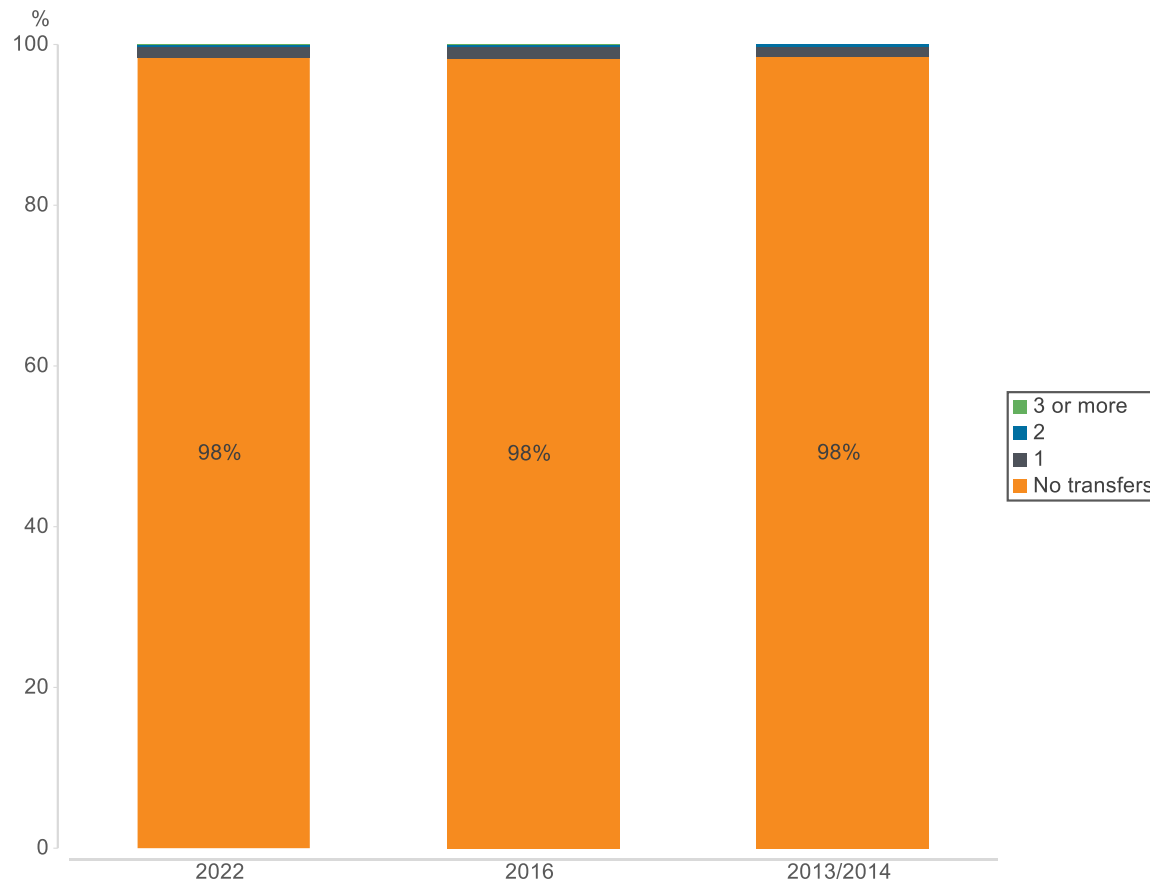
As shown in Figure 26, the percentage of respondents who make at least one transfer within their respective Service Board (independent of type of mode) increased from 55% in the 2016 survey to 63% in the 2022 survey.

FIGURE 26: NUMBER OF INTRAAGENCY TRANSFERS BY YEAR



While respondents were more likely to report needing to make at least one transfer *within* their Service Board (see Figure 26) in the 2022 survey compared to prior years, respondents were equally as likely to report making no transfers *between* Service Boards across survey years (Figure 27).

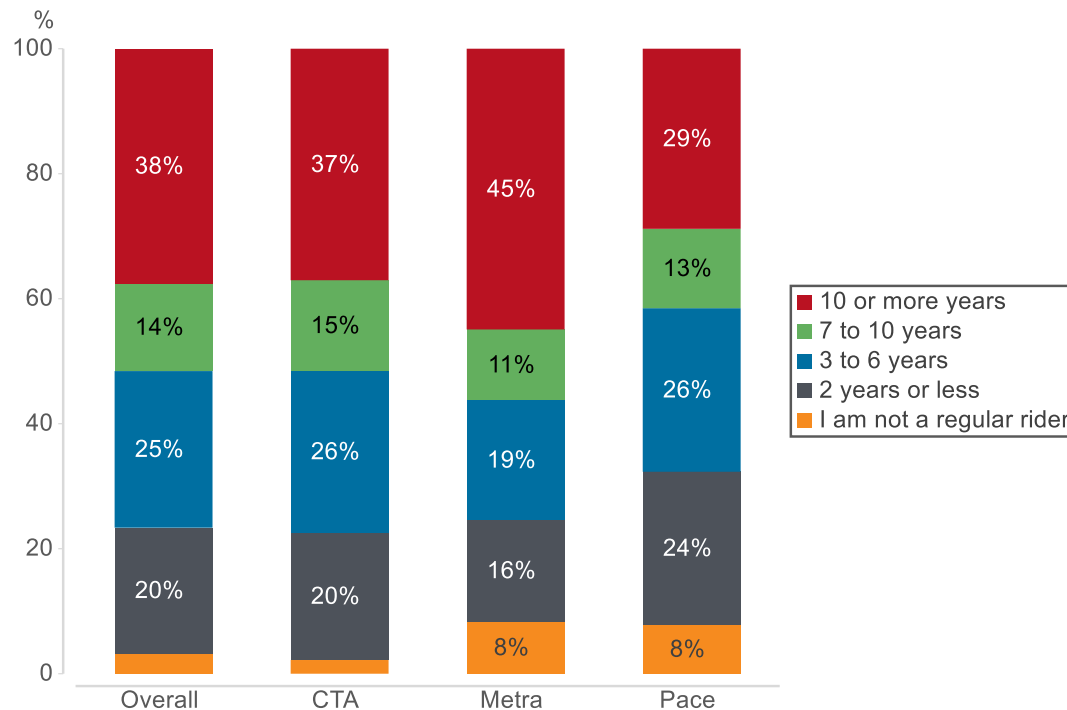
FIGURE 27: NUMBER OF INTERAGENCY TRANSFERS BY YEAR



2022 Trip Characteristics by Service Board

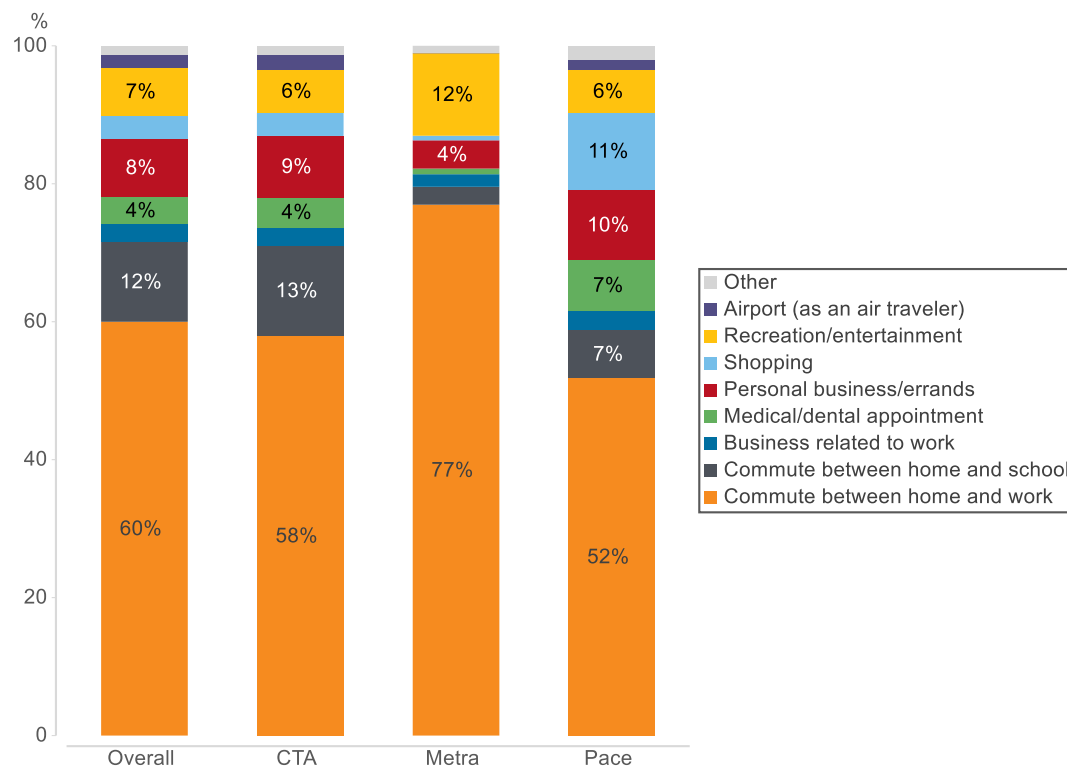
Across Service Board, a majority of respondents have been riding 7 or more years. Almost half of Metra respondents, 45%, have been riding Metra for more than 10 years. Pace respondents are more likely to have been riding for less than 2 years, 32%, compared to CTA and Metra (Figure 28).

FIGURE 28: DURATION OF REGULAR RIDERSHIP BY SERVICE BOARD



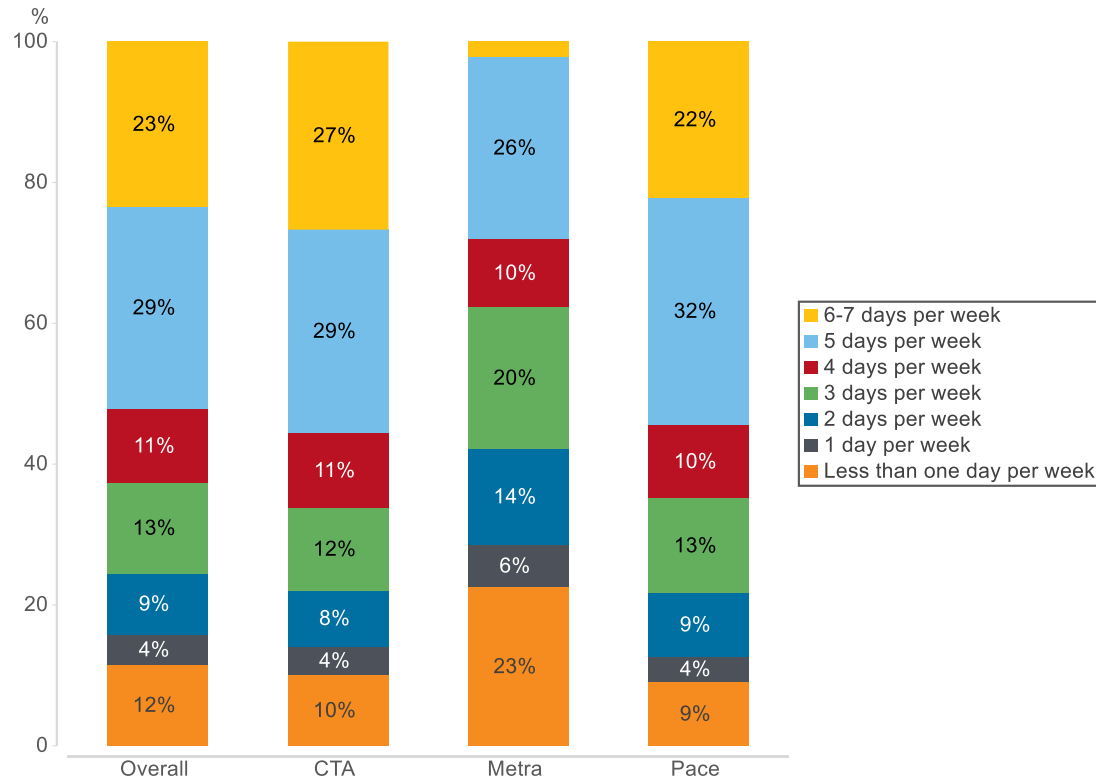
Most respondents use transit to commute to or from work (60%). Over half of respondents in each Service Board report commuting as the reason for making the trip. Although CTA and Pace riders are more likely to use transit for reasons other than commuting for work, Metra respondents still ride Metra for other activities. Specifically, 12% of Metra respondents report that they ride Metra to access for recreation or entertainment reasons compared to 6% of CTA and Pace respondents (Figure 29).

FIGURE 29: TRIP PURPOSE BY SERVICE BOARD



Overall, 63% of respondents report riding transit 4 days per week or more. Pace and CTA have a nearly equal number of respondents that ride 4 days per week or more. Metra has the largest percent of respondents that ride less than one day per week (Figure 30).

FIGURE 30: RIDERSHIP FREQUENCY BY SERVICE BOARD



As shown in Figure 31, except for Metra, walking is the most popular way to access transit (86% of CTA respondents and 53% of Pace respondents). Metra respondents are most likely to report accessing transit by driving alone. Walking is the most popular method of egressing for all three Service Boards (84% of respondents overall), see Figure 32. Pace respondents are the most likely to transfer, with 22% reporting they accessed their current bus via transit and 20% reporting they will egress from their current bus using transit.

FIGURE 31: ACCESS MODE BY SERVICE BOARD

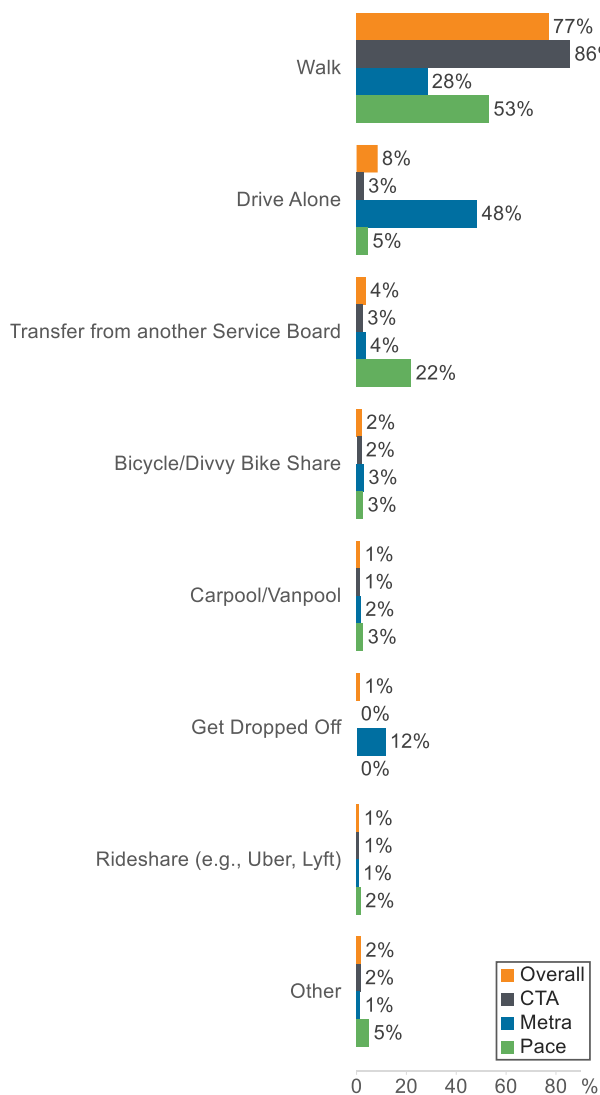


FIGURE 32: EGRESS MODE BY SERVICE BOARD

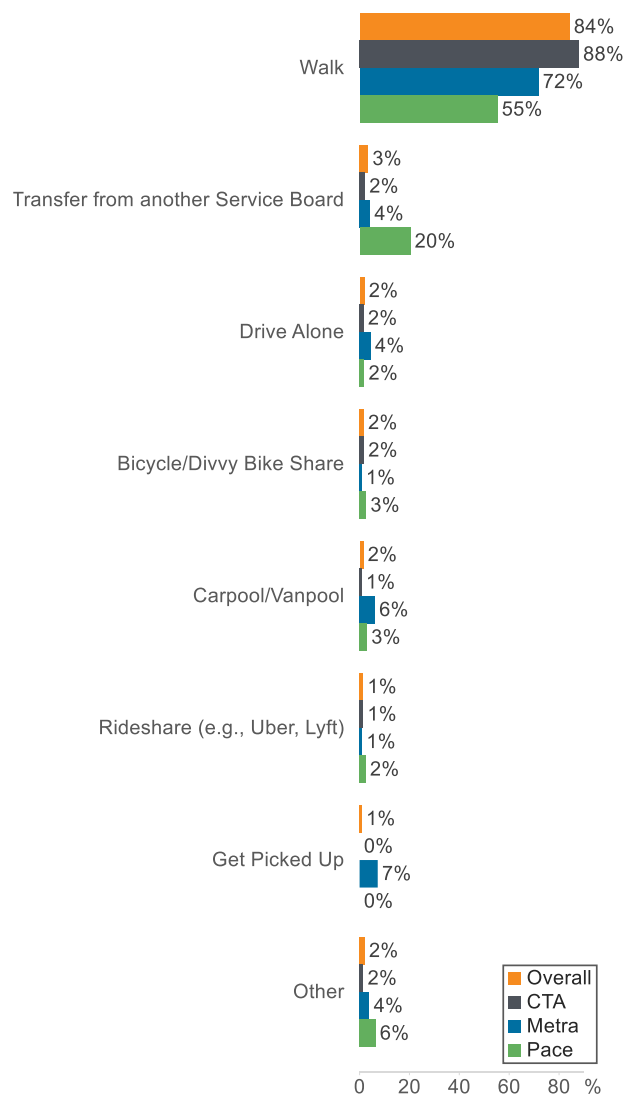


Figure 33 shows the number of transfers respondents make within a Service Board (CTA train to CTA train, CTA train to CTA bus, Pace bus to Pace bus, etc.). CTA respondents are the most likely to make a transfer with over two-thirds of respondents reporting that they make an intra-agency transfer. Metra respondents are, by far, the least likely to make an intra-agency transfer.

FIGURE 33: NUMBER OF INTRAAGENCY TRANSFERS BY SERVICE BOARD

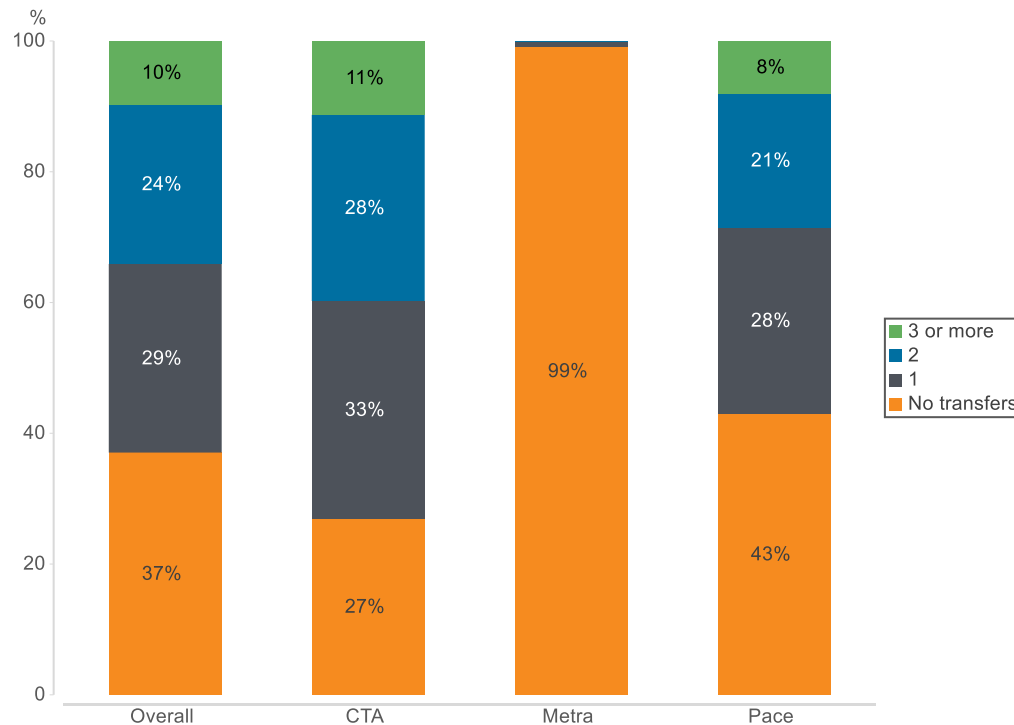
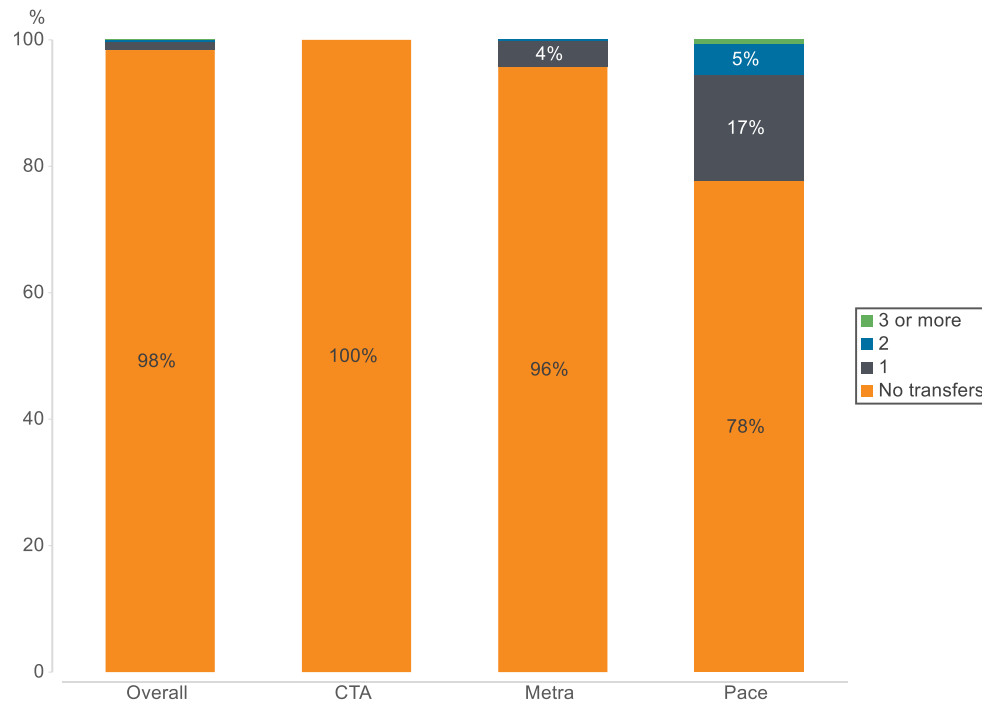


Figure 34 shows the total number of interagency transfers, that is, transfers made *between* Service Boards. Overall, 98% of respondents do not make a transfer between Service Boards. However, Pace respondents are more likely to make such transfers and CTA respondents do not report transferring to other Service Boards.

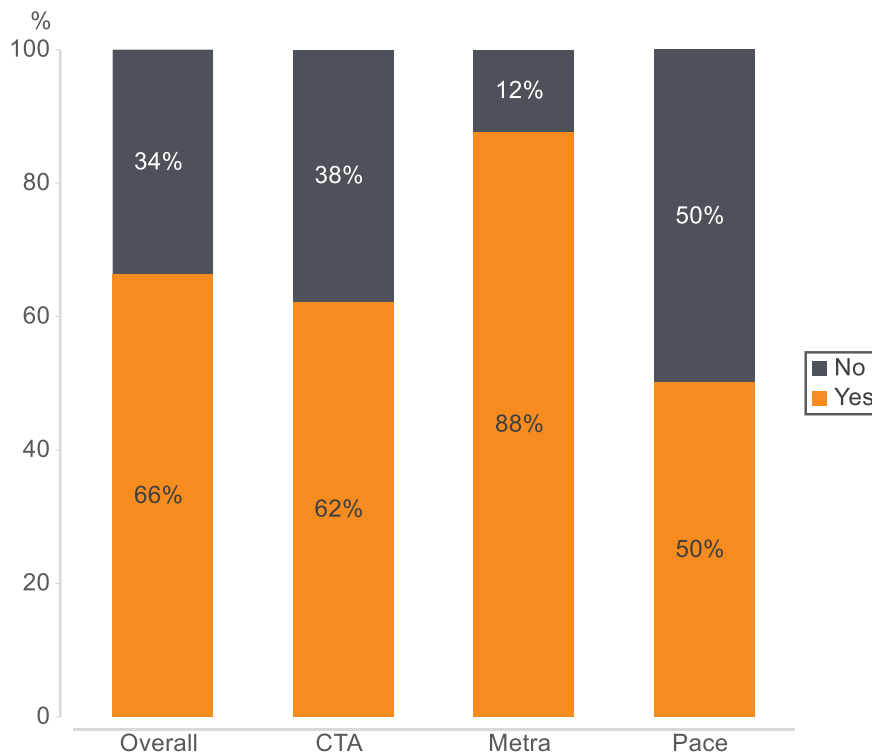
FIGURE 34: TOTAL NUMBER OF INTERAGENCY BY SERVICE BOARD



2022 Telecommuting by Service Board

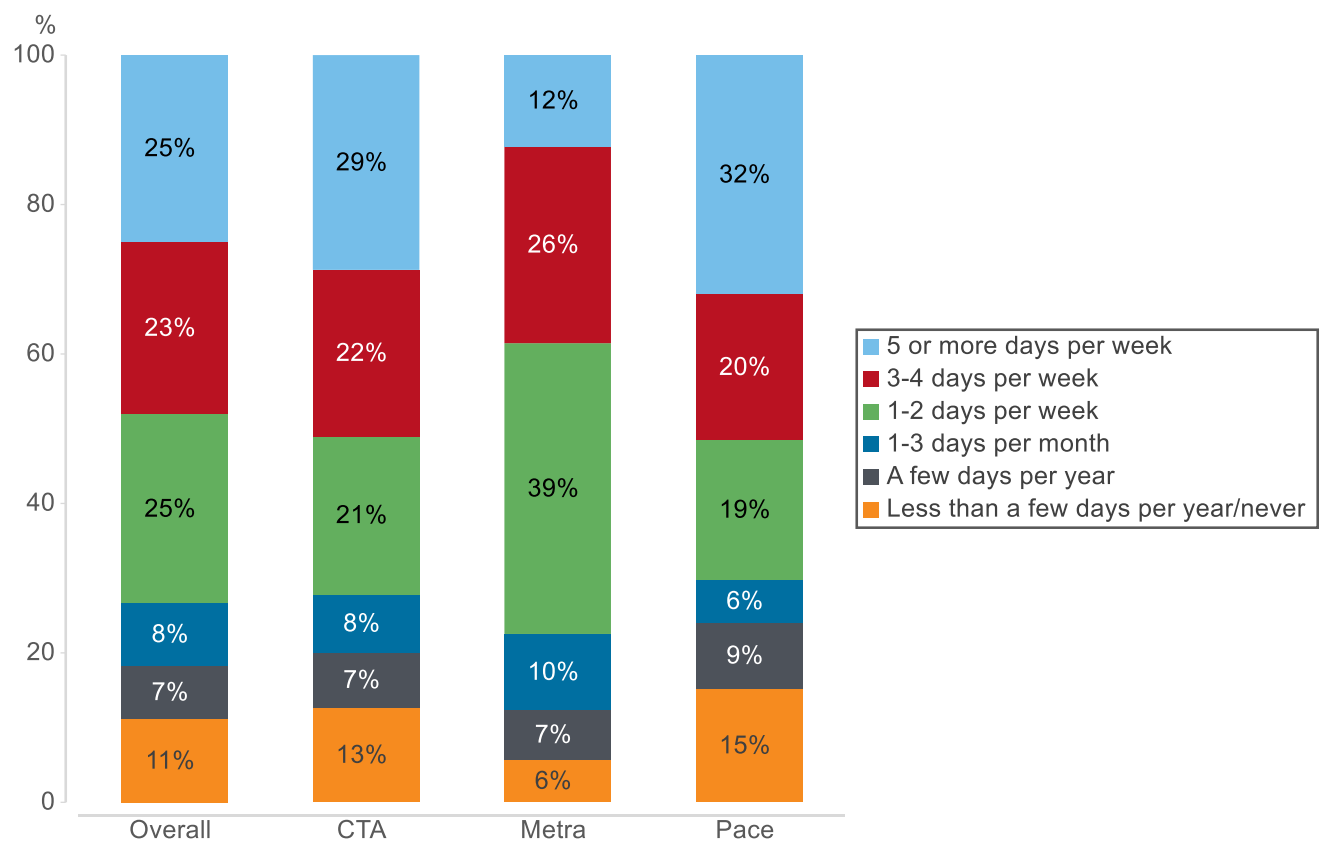
Figure 35 shows what percentage of full-time employed respondents have the option to telecommute (i.e., employer allows it). Overall, most respondents that are employed full-time are allowed to telecommute by their employer at least some of the time (66%). Metra respondents are more likely to be allowed to telecommute than CTA and Pace respondents.

FIGURE 35: OPTION TO TELECOMMUTE AMONG FULL-TIME EMPLOYEES



Overall, 34% of respondents who are employed full-time report not being allowed to telecommute by their employer. Figure 36 depicts telecommute frequency among the 64% of respondents who are full-time employees and permitted by their employer to telecommute. Overall, among this group, 73% do so at least one day per week. Even though Metra respondents who are full-time employed are much more likely to say that their employer allows them to telecommute (see Figure 35), they are the least likely rider group out of the Service Boards to do so 5 or more days per week (see Figure 36).

FIGURE 36: TELECOMMUTE FREQUENCY AMONG FULL-TIME EMPLOYEES ALLOWED TO TELECOMMUTE, BY SERVICE BOARD

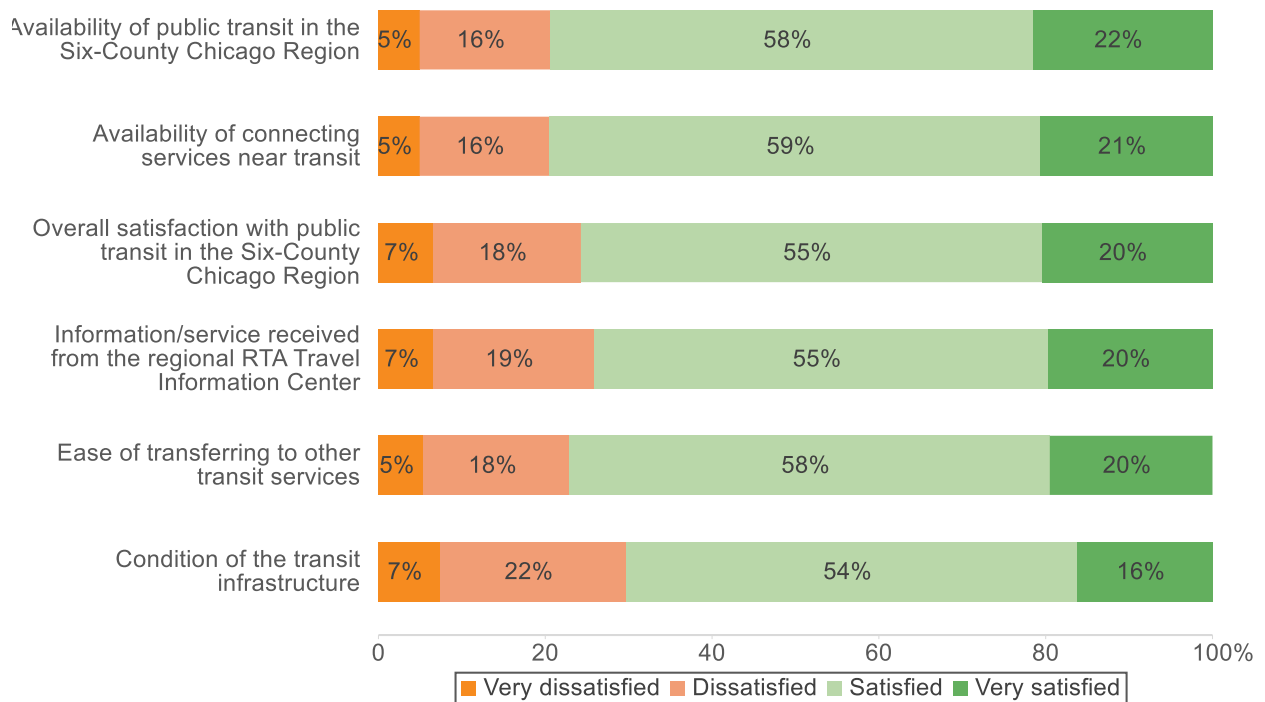


Satisfaction Results

Regional Service

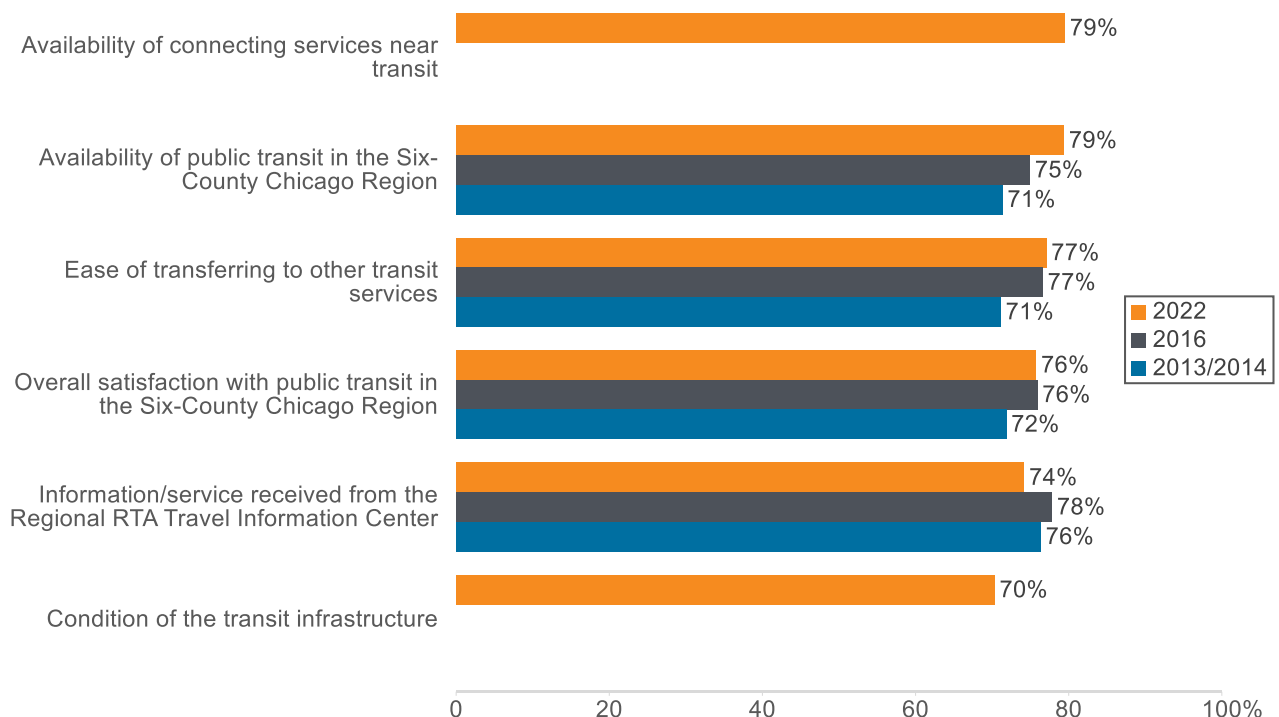
The 2022 survey measured six regional attributes to better understand how public transportation is serving respondents throughout the Six-County Chicago region. Two of the attributes measured were new to the 2022 iteration of the survey, the condition of the transit infrastructure and the availability of connecting services near transit. Overall, respondents are satisfied with regional services (Figure 37).

FIGURE 37: SATISFACTION WITH REGIONAL ATTRIBUTES (2022)



As shown in Figure 38, respondents to the 2022 survey reported increased or similar satisfaction in all measured regional attributes except for information and service received from the regional RTA Travel Information Center. A four-percentage point increase was recorded in satisfaction with the availability of public transportation throughout the Six-County Chicago region when and where you need to travel between the 2022 and 2016 iterations of the survey (79% versus 75%, respectively). Satisfaction with ease of transferring between Service Boards and overall satisfaction with public transportation in the Six-County Chicago region remained stagnant between 2016 and 2022.

FIGURE 38: SATISFACTION WITH REGIONAL ATTRIBUTES BY YEAR



Note: Percentage of satisfaction in Figure 38 and Figure 37 may slightly differ due to rounding.

Satisfaction with regional attributes varies by county as shown in Table 4. Respondents who reside in Will County are the most satisfied with public transportation in the region (85%), followed by residents of Kane and Lake counties (82% and 80%, respectively).

TABLE 4: SATISFACTION WITH REGIONAL ATTRIBUTES BY COUNTY OF RESIDENCE (2022)

Regional Satisfaction	All Six Counties	Home County					
		Cook	DuPage	Lake	Will	Kane	McHenry
	%	%	%	%	%	%	%
Availability of connecting services near transit	80%	80%	76%	77%	86%	84%	72%
Availability of public transit in the Six-County Chicago Region	80%	80%	74%	79%	75%	78%	76%
Ease of transferring to other transit services	77%	77%	73%	72%	84%	80%	68%
Overall satisfaction with public transit in the Six-County Chicago Region	76%	76%	75%	80%	85%	82%	78%
Information/service received from the Regional RTA Travel Information Center	74%	74%	73%	79%	81%	81%	69%
Condition of the transit infrastructure	70%	70%	67%	75%	79%	70%	75%

Note: Total satisfaction scores vary slightly from Figure 38 because some respondents could not be associated with a county (e.g., ZIP Code was not reported).

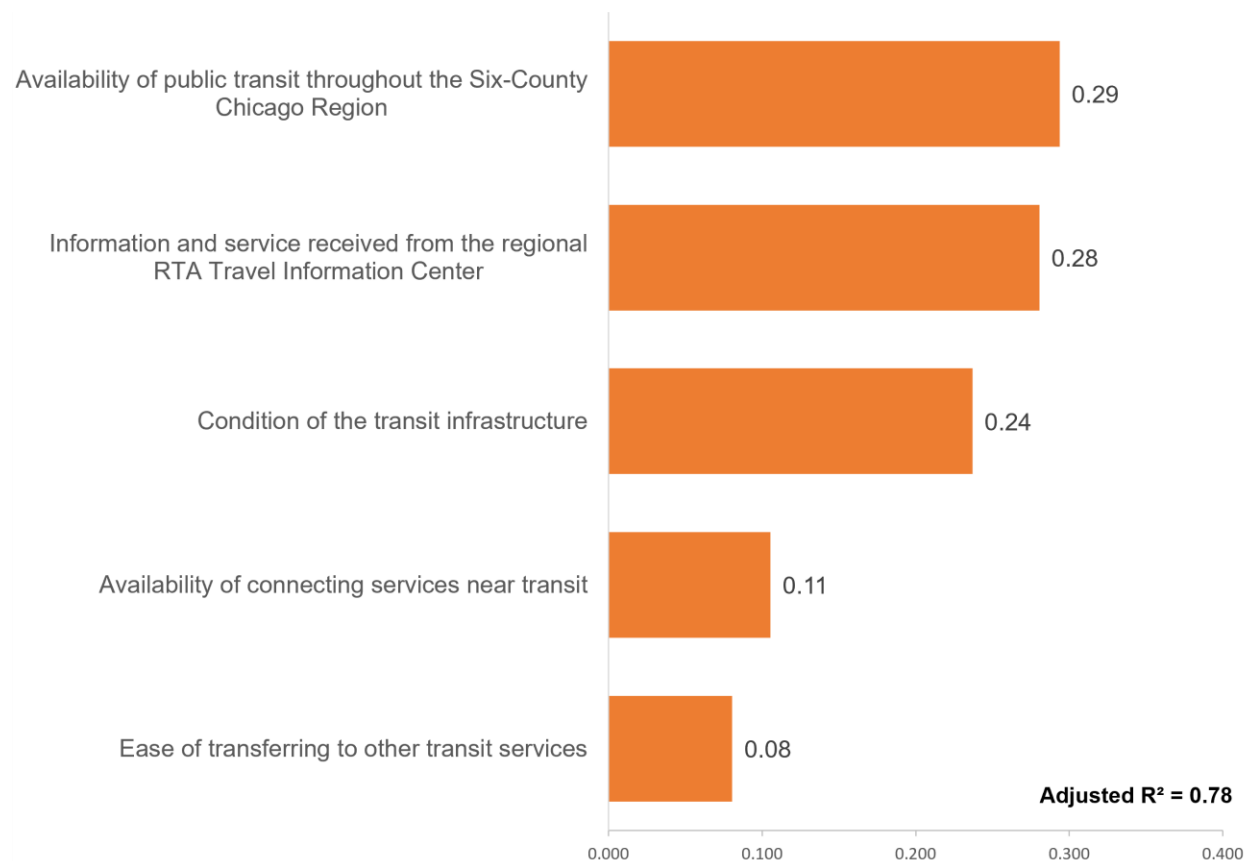
Key Regional Drivers of Overall Regional Transit Satisfaction

The following section details the results of a derived importance analysis used to understand the key drivers of regional satisfaction. Derived importance measures are found by statistically testing the strength that a collection of attributes has on influencing overall satisfaction. Calculating coefficients instead of using stated importance data considerably improves the clarity in answering which service attributes are the most important drivers of overall satisfaction. That is, derived importance can help further understanding the underlying factors that drive satisfaction that a respondent may not explicitly state.

Figure 39 details the results of an analysis that modeled individual aspects of regional service as predictors that influence satisfaction with public transportation in the Six-

County Chicago region. A multiple regression model was developed using a backward selection process. In backward regression, the variable selection process begins with all regional explanatory variables (i.e., the five regional attributes) to predict the dependent variable (i.e., overall regional satisfaction). Variables that had no significant contribution explaining the dependent variable were removed and the model was re-estimated at each step. With an adjusted R^2 of 0.78, all five variables were deemed to significantly predict overall satisfaction and increased the overall predictive power of the model. The magnitude of each derived importance coefficient is a measure of the importance of the regional service attribute in determining respondents' overall satisfaction with public transportation in the Six-County Chicago region.

FIGURE 39: DERIVED IMPORTANCE COEFFICIENTS FOR OVERALL REGIONAL SERVICE SATISFACTION



Note: Not all respondents provided answers to all attributes above. Missing answers or “Not Applicable” (N/A) responses are not included in the above analysis.

Consistent with prior years, the availability of public transportation throughout the Six-County Chicago region when and where respondents need to travel is the key driver and most important regional service attribute in predicting overall satisfaction with

region-wide public transportation. Information and service received from the regional RTA Travel Information Center was the second most important attribute. It should be noted that many respondents marked this item as “Not Applicable” (N/A) likely implying that they do not use the RTA Travel Information Center. However, these results confirm that for the subset of riders who *do* use the Information Center, it is an important resource. The third most important attribute was condition of the transit infrastructure.

Quadrant Charts

A quadrant chart serves as a measure of performance against importance and maps the derived importance and satisfaction of the regional attributes identified above. These mapped points will provide insight as to where the Service Boards collectively should focus their efforts to maximize respondent satisfaction. The Y-axis (vertical) measures importance and the X-axis measures attribute satisfaction. Both axes are split at their means, thus creating the four quadrants. Table 5 outlines what each of the four quadrants represent and the appropriate action required to maximize respondent satisfaction.

TABLE 5: QUADRANT CHARTS EXPLANATION

Quadrant	Location	Satisfaction Level	Importance	Action
1	Top left	Relatively low	Relatively high	Attributes for improvement
2	Top right	Relatively high	Relatively high	Attributes to maintain
3	Bottom left	Relatively low	Relatively low	Attributes to monitor
4	Bottom right	Relatively high	Relatively low	Attributes with no immediate action

The top-right quadrant contains those attributes that were rated higher than the mean satisfaction by survey respondents. Respondents’ expectations are currently being met with the availability of public transportation throughout the Six-County Chicago region where and when respondents need to travel. The top-left quadrant contains regional attributes that are important, but respondents’ satisfaction is not met. Increasing satisfaction with the information and service received from the regional RTA Travel

Information Center and the condition of the transit infrastructure would increase overall satisfaction with RTA.

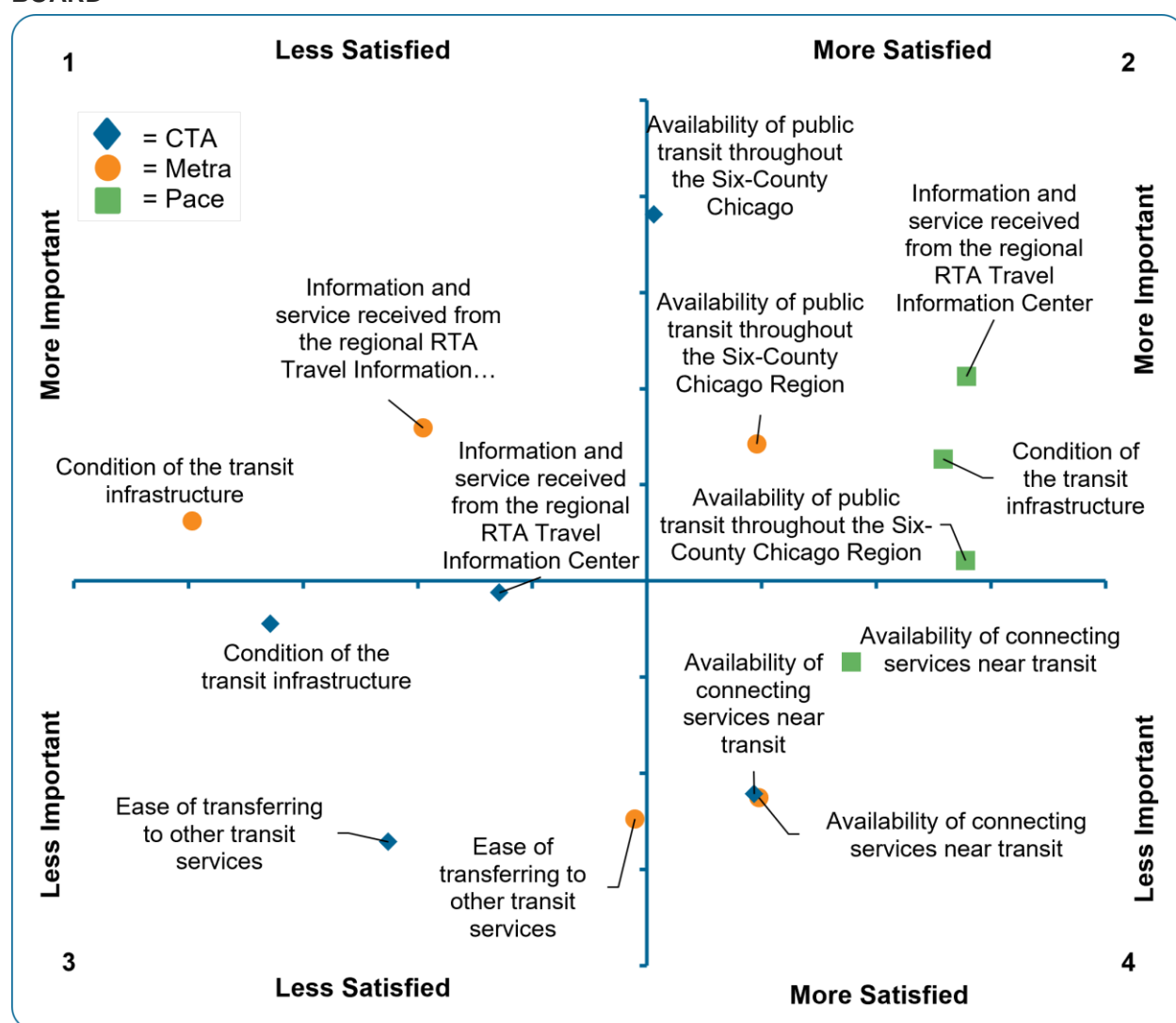
FIGURE 40: KEY DRIVERS OF REGIONAL SATISFACTION QUADRANT CHART



To understand the extent to which drivers of regional satisfaction differ among survey respondents, a derived importance analysis was conducted for each Service Board. Following the same analytical method described in detail above, five aspects of regional service were modeled as predictors that influence overall satisfaction with public transportation in the six-county Chicago region. In the analysis for each Service Board, regional service variables were removed from the model that had no significant contribution explaining the dependent variable, overall regional satisfaction. Only for Pace was one attribute removed (ease of transferring to other service boards). Figure

41 confirms that the availability of public transportation throughout the Six-County Chicago region is collectively important to respondents in each Service Board. All three Service Boards are satisfied with the availability of connecting services near transit; however, this attribute is not as important to respondents as other attributes. Similar to previous years, Pace respondents are the most satisfied with regional service with three attributes located in the top-right quadrant.

FIGURE 41: KEY DRIVERS OF REGIONAL SATISFACTION QUADRANT CHART BY SERVICE BOARD



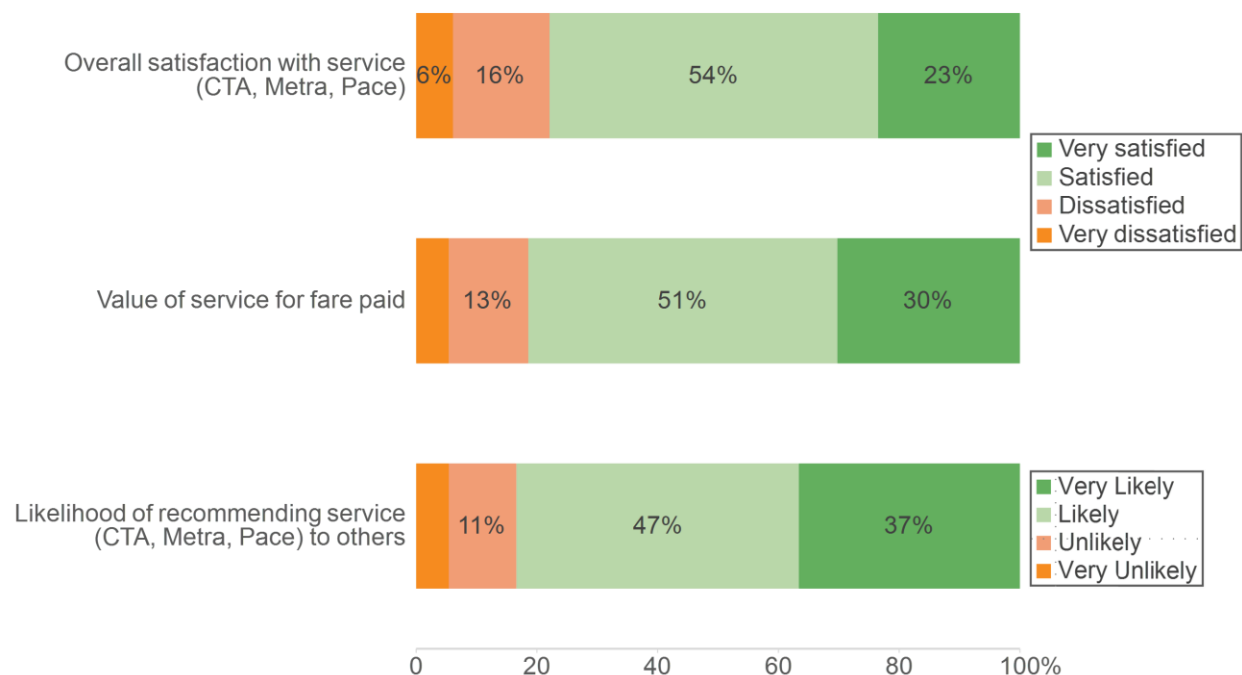
Detailed Service Attributes

Overall Satisfaction, Value of Service, and Likelihood to Recommend

Each Service Board issued separate surveys; Figure 42-39 provides the combined results from the questions asked by each of those surveys.

Figure 36 shows seventy-seven percent of respondents are satisfied with service provided by CTA, Metra, and Pace and 81% of respondents report satisfaction with value of service for fare paid. 84% of respondents are likely to recommend CTA, Metra, or Pace to others.

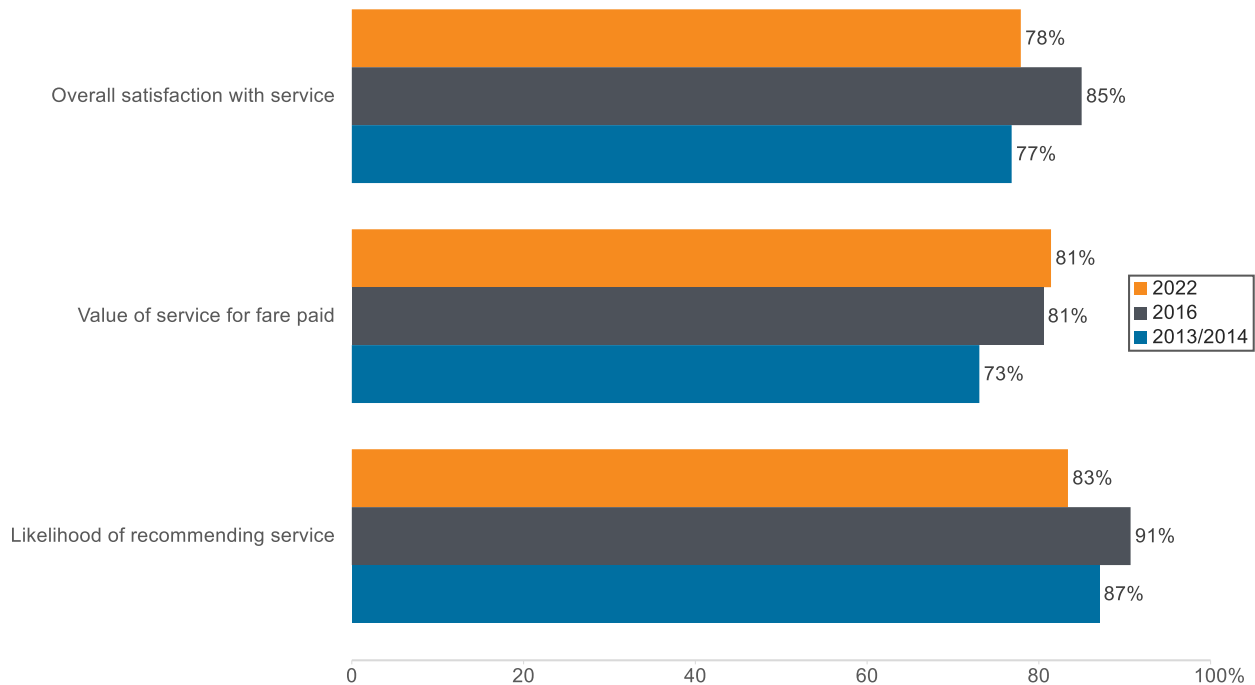
FIGURE 42: OVERALL SATISFACTION, VALUE OF SERVICE, AND LIKELIHOOD OF RECOMMENDING



Despite challenges caused by the COVID-19 pandemic, respondents still report high overall satisfaction, 78%, and high satisfaction with the value of service for fare paid, 81%. Respondents are still also highly likely to recommend CTA, Metra, or Pace to

others. Although remaining high, overall satisfaction with service and likelihood of recommending service decreased from 2016 (Figure 43).

FIGURE 437: OVERALL SATISFACTION, VALUE OF SERVICE, AND LIKELIHOOD OF RECOMMENDING YEAR-OVER-YEAR

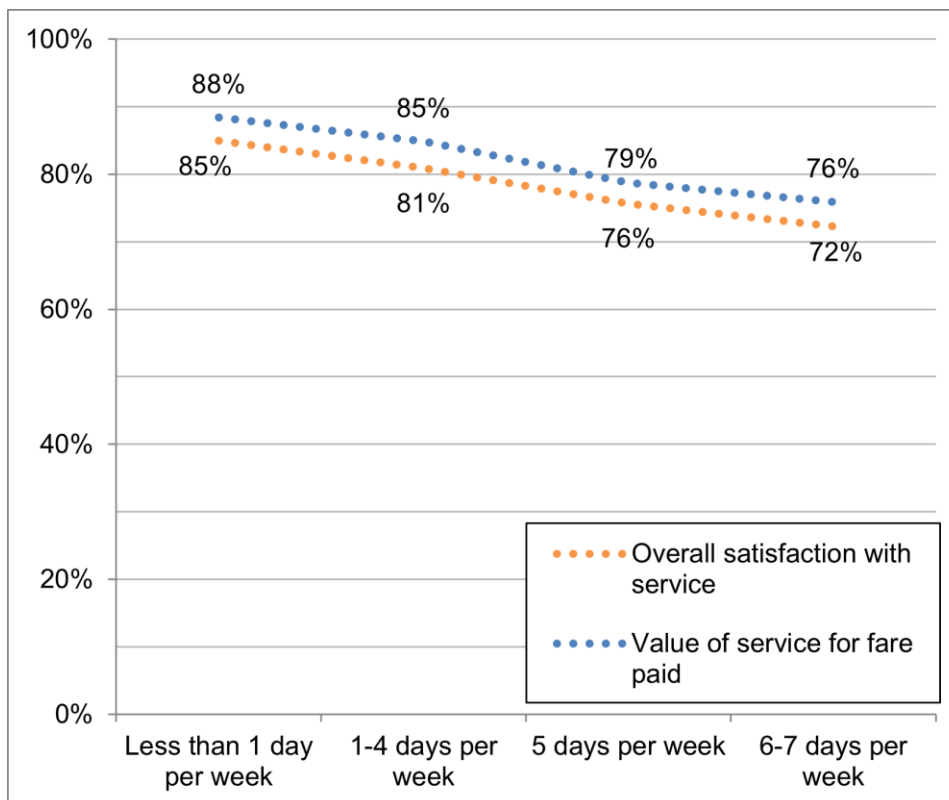


Note: Percentage of satisfaction in Figure 42 and Figure 43 may differ slightly due to rounding.

Figure 44 shows that those who ride less frequently report higher levels of satisfaction with the value of service and with service overall. An occasional rider, that is, a survey respondent who rides less than one day per week, is more likely to report satisfaction with the value of service and with the service overall than a respondent who rides more

frequently. These declines in satisfaction appear to be both linear by frequency and similar in rate for overall satisfaction and value of service.

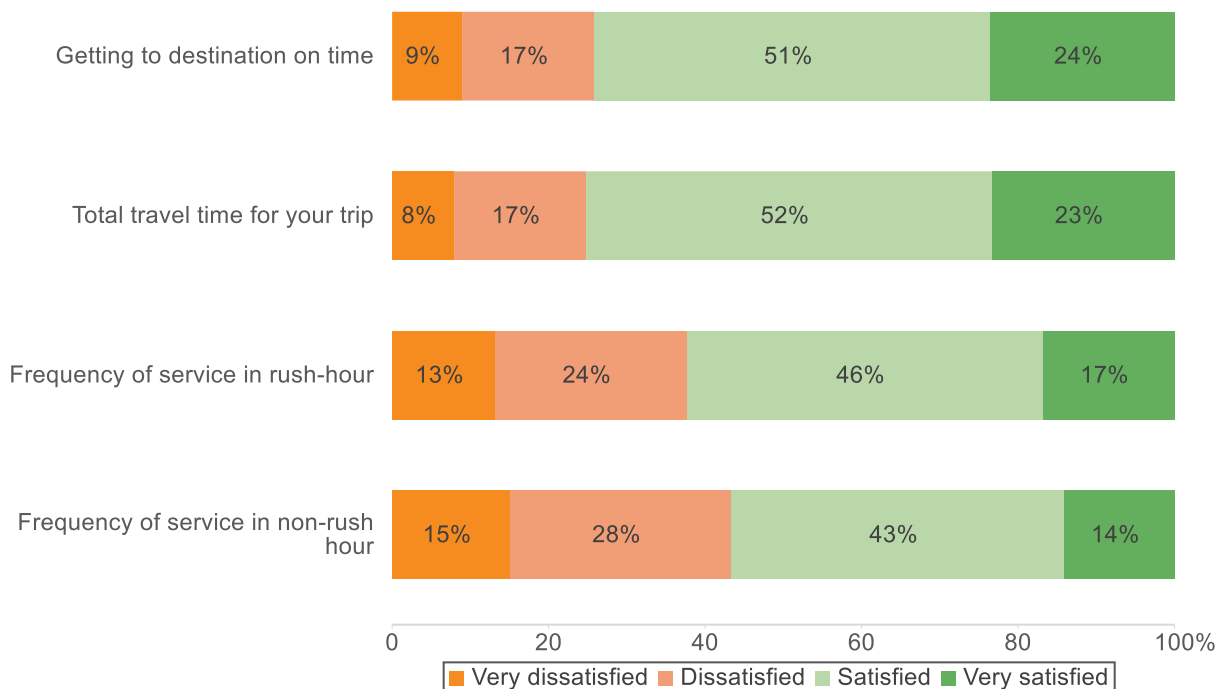
FIGURE 44: VALUE OF SERVICE AND OVERALL SATISFACTION BY FREQUENCY OF USE



Travel Time and Reliability

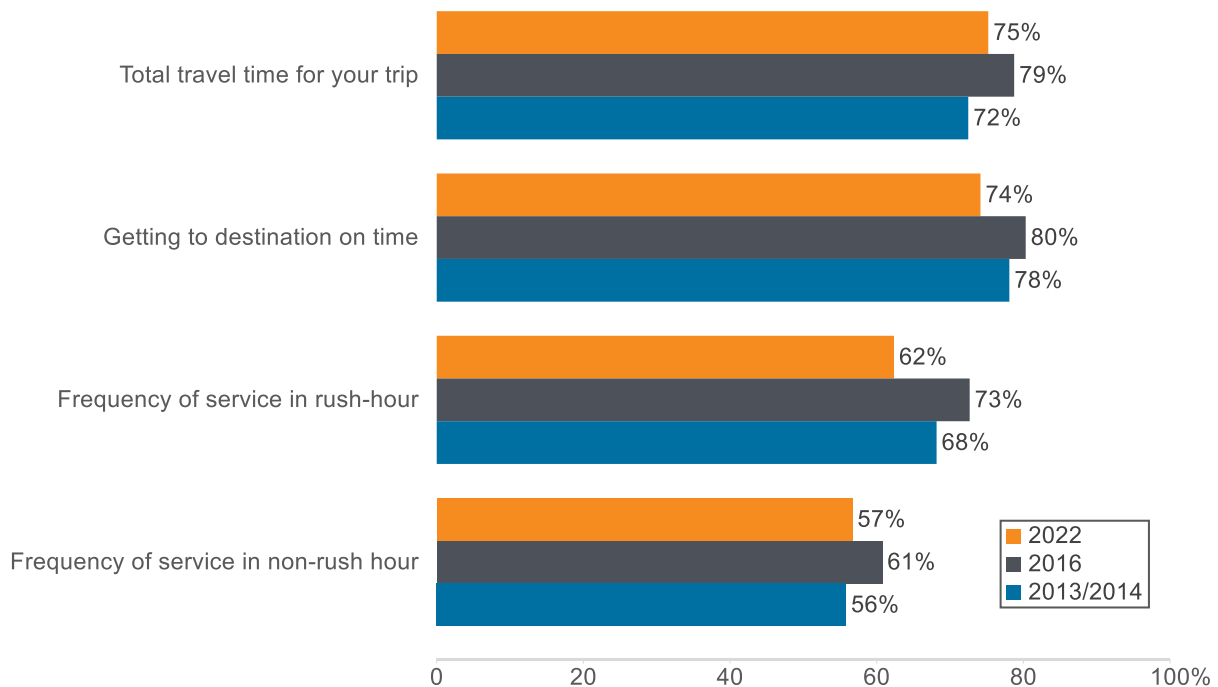
Of the four attributes measured, respondents are most satisfied with their ability to get to their destination on time and their total travel time. Respondents are more satisfied with frequency of service in rush-hour than non-rush hour. Non-rush hour frequency has scores of 57% satisfied and 43% dissatisfied (Figure 45).

FIGURE 45: SATISFACTION WITH TRAVEL TIME AND RELIABILITY ATTRIBUTES (2022)



Satisfaction with travel time and reliability attributes decreased between 2022 and 2016 surveys. The largest decrease in satisfaction, eleven-percentage points, was with the frequency of service in rush-hour. While 73% of respondents were satisfied with the frequency of service in rush-hour in 2016, 62% were satisfied with this attribute in 2022 (Figure 46).

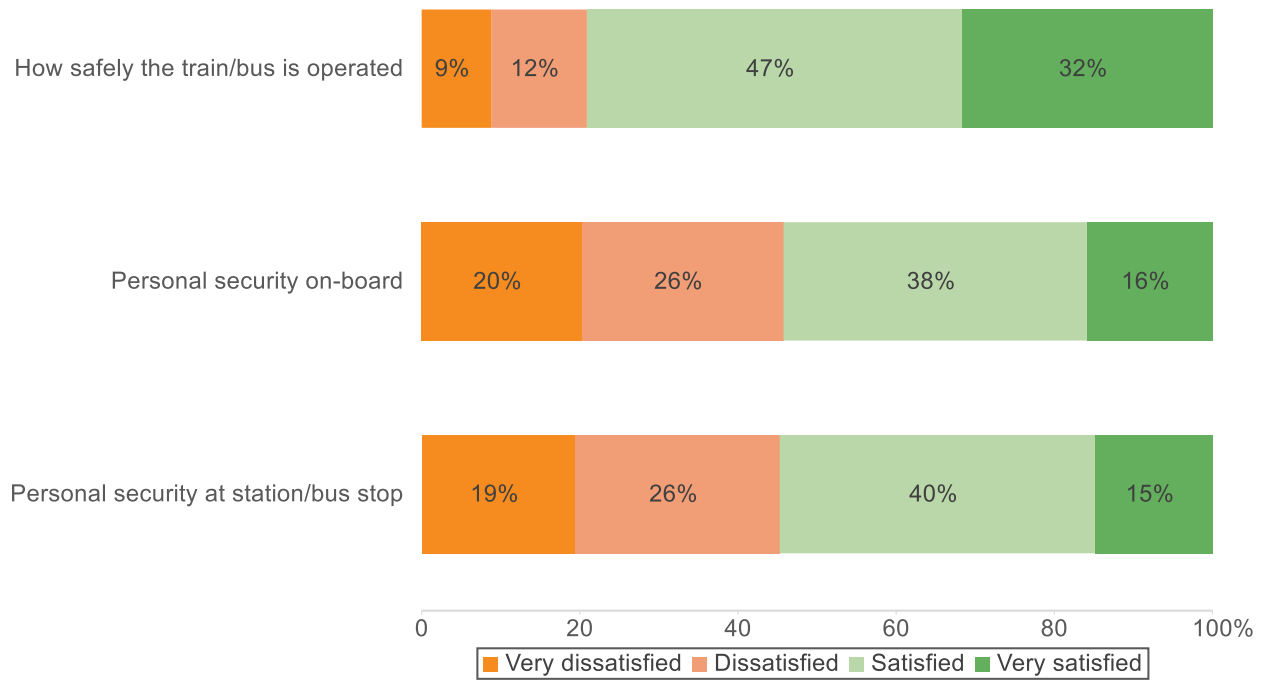
FIGURE 46: SATISFACTION WITH TRAVEL TIME AND RELIABILITY ATTRIBUTES YEAR-OVER-YEAR



Note: The percentage of satisfaction with getting to destination on time and the frequency of service in rush-hour differ in Figure 45 and Figure 46 due to rounding.

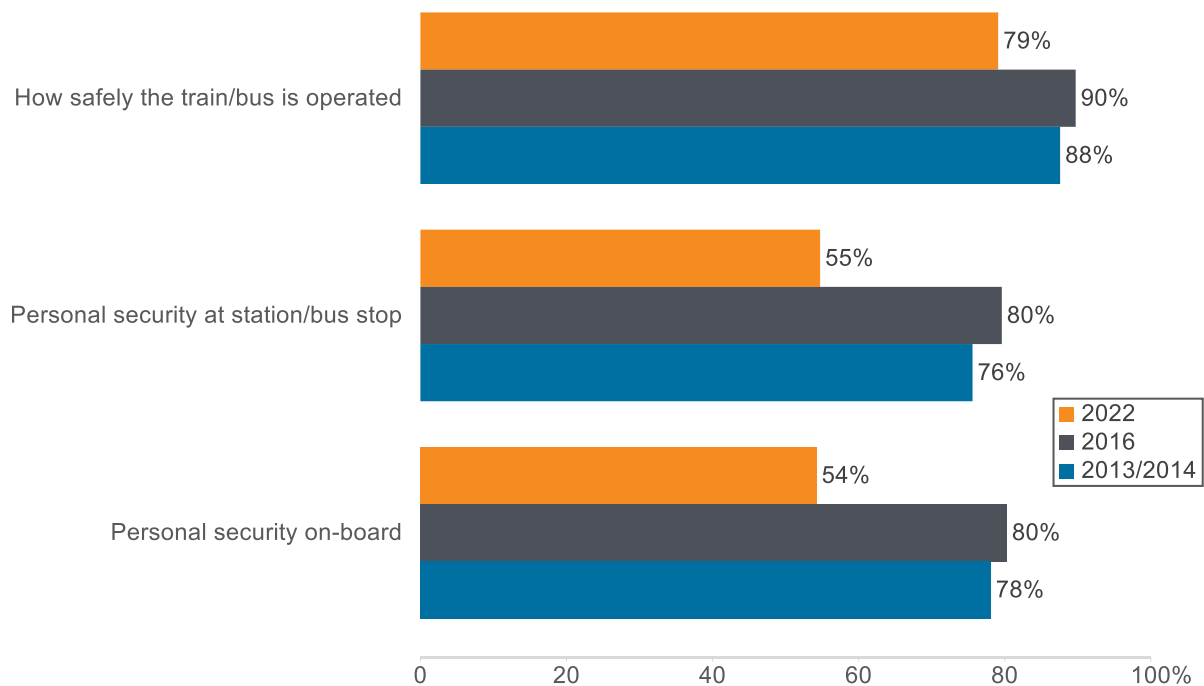
Figure 47 shows satisfaction with safety and security attributes. Seventy-nine percent of respondents are satisfied with how safely the train/bus is operated. Personal security attributes declined in satisfaction ratings from previous years and in 2022 54% were satisfied with personal security on-board and 55% with personal security at station/bus stop.

FIGURE 47: SATISFACTION WITH SAFETY AND SECURITY ATTRIBUTES (2022)



All three safety and security attributes decreased substantially in satisfaction between the 2016 and 2022 surveys. The most pronounced decreases were for personal security at the station/bus stop (a 25-percentage point decrease) and personal security on-board (a 26-percentage point decrease) (see Figure 48).

FIGURE 48: SATISFACTION WITH SAFETY AND SECURITY ATTRIBUTES YEAR-OVER-YEAR

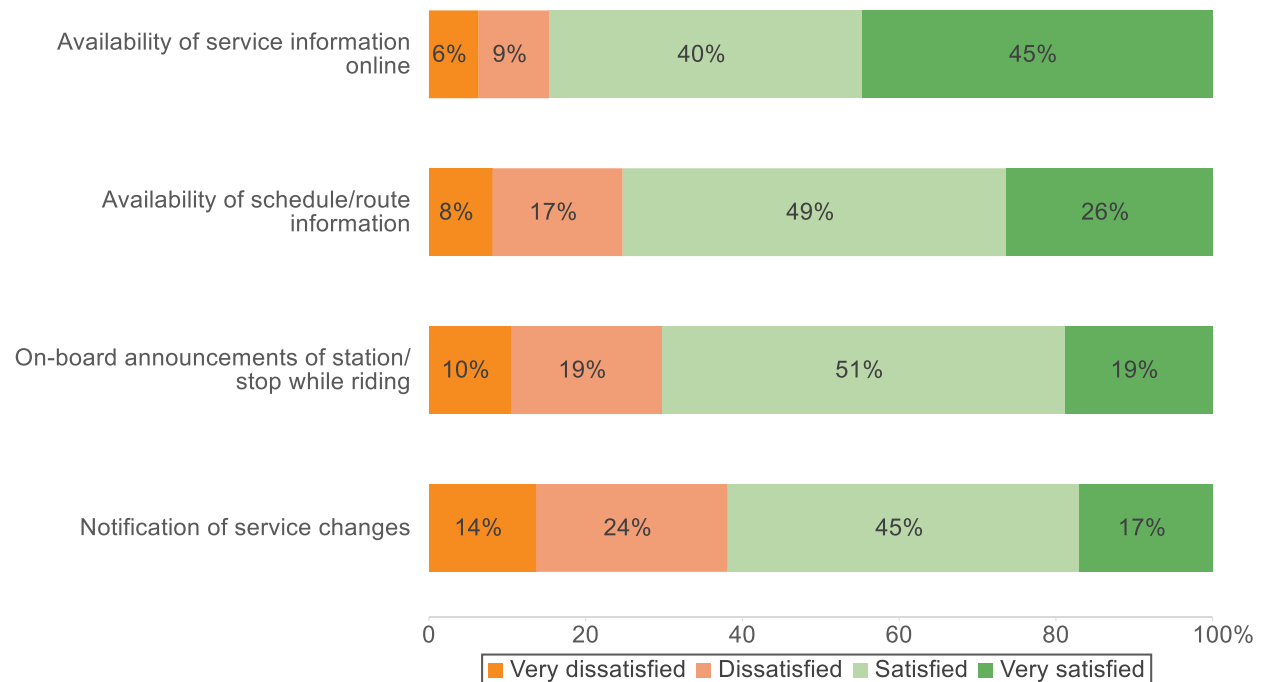


Note: “Personal security at station/bus stop” and “Personal security on-board” were phrased “Personal safety at station/bus stop” and “Personal safety on-board” in the 2013/2014 and 2016 surveys.

Information and Communication

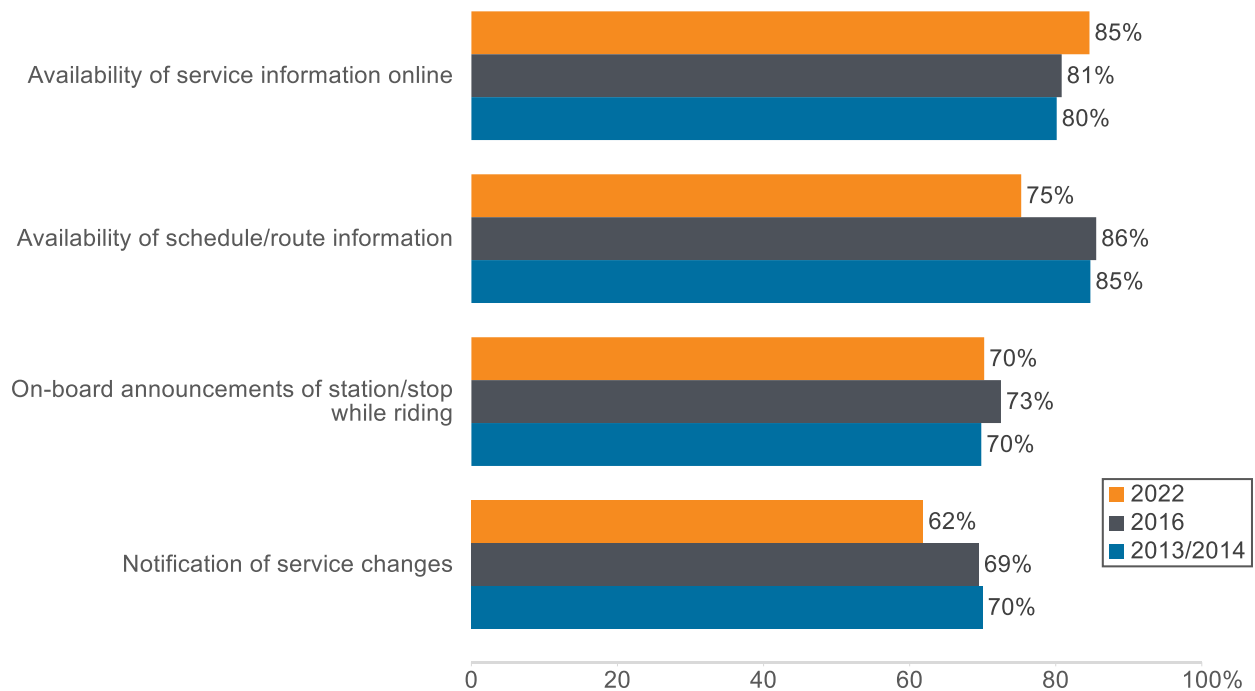
Satisfaction with information and communication is reported in Figure 49. Overall, a majority of respondents are satisfied with information and communication attributes. Eighty-five percent of respondents are satisfied with the availability of service information online and 75% are satisfied with the availability of schedule and route information.

FIGURE 49: SATISFACTION WITH INFORMATION AND COMMUNICATION ATTRIBUTES (2022)



The availability of service information online saw an increase of 4-percentage points from the 2016 survey (85% vs. 81%), though other attributes such as the availability of schedule/route information saw decreases (eleven percentage points).

FIGURE 50: SATISFACTION WITH INFORMATION AND COMMUNICATION ATTRIBUTES YEAR-OVER-YEAR



Cleanliness

Overall, almost half of respondents were satisfied with cleanliness attributes and almost half were dissatisfied. Respondents are 56% satisfied with cleanliness on-board the bus or train and 53% satisfied with cleanliness of station or bus stop (Figure 51).

FIGURE 51: SATISFACTION WITH CLEANLINESS ATTRIBUTES (2022)

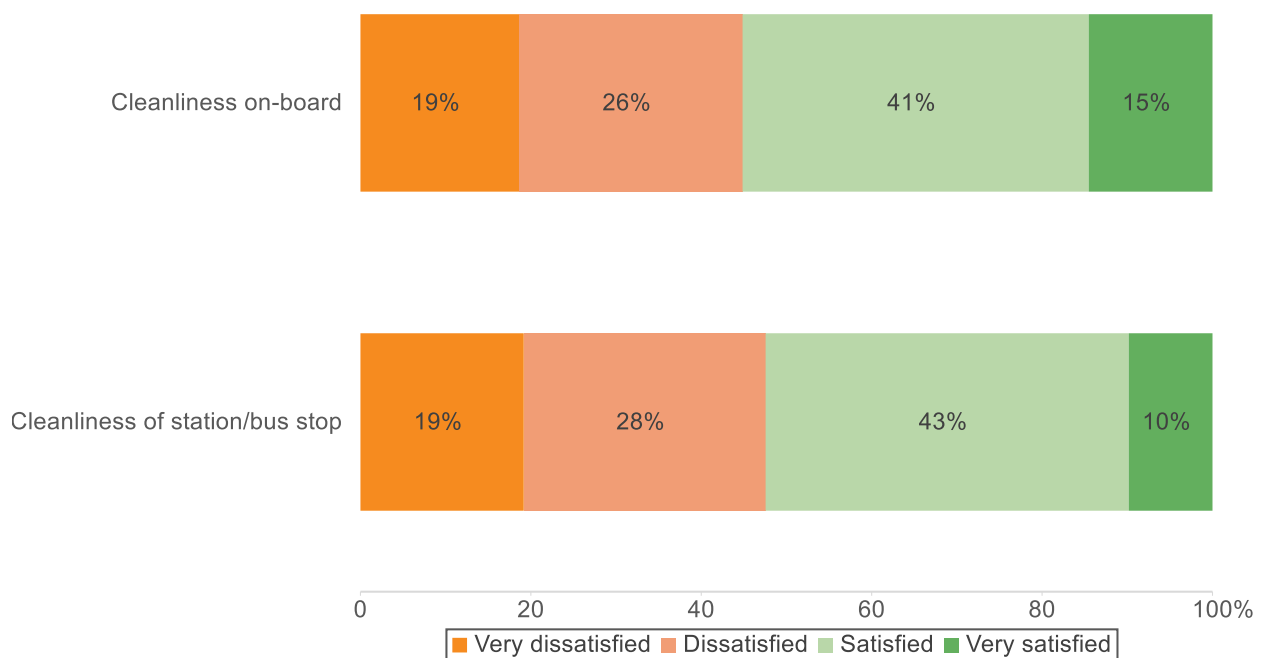
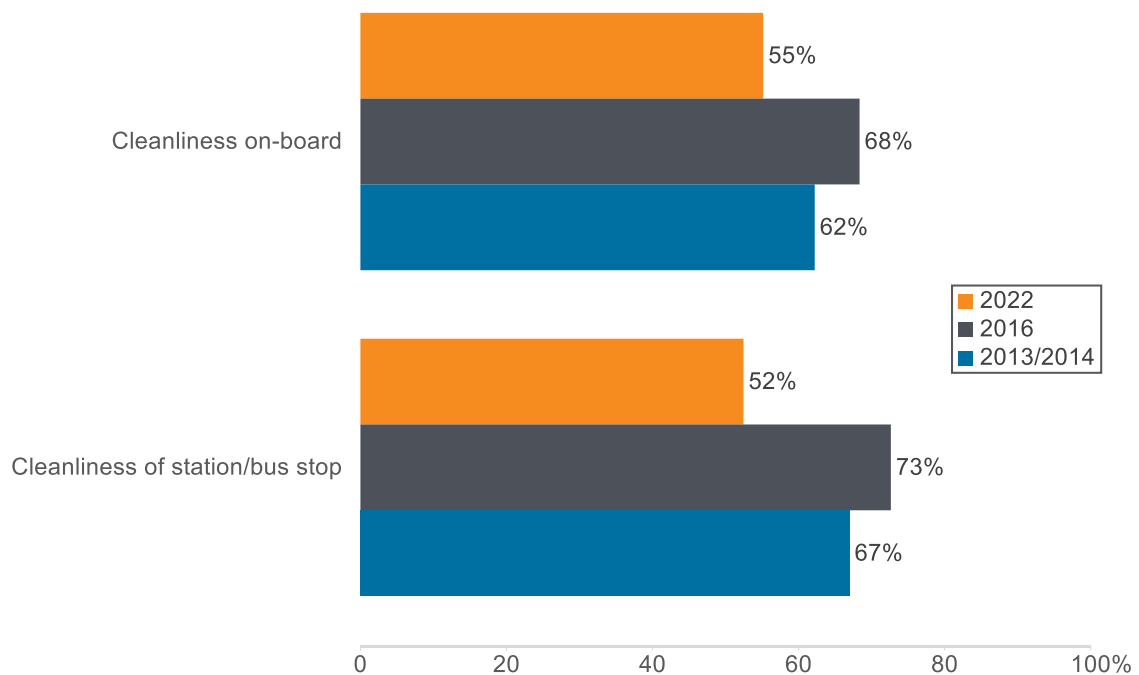


Figure 52 shows the satisfaction with cleanliness attributes over years. Both cleanliness attributes decreased substantially in satisfaction between 2016 and 2022, with cleanliness of the station/bus stop showing the larger decrease (a 21-percentage point decrease).

FIGURE 52: SATISFACTION WITH CLEANLINESS ATTRIBUTES YEAR-OVER-YEAR

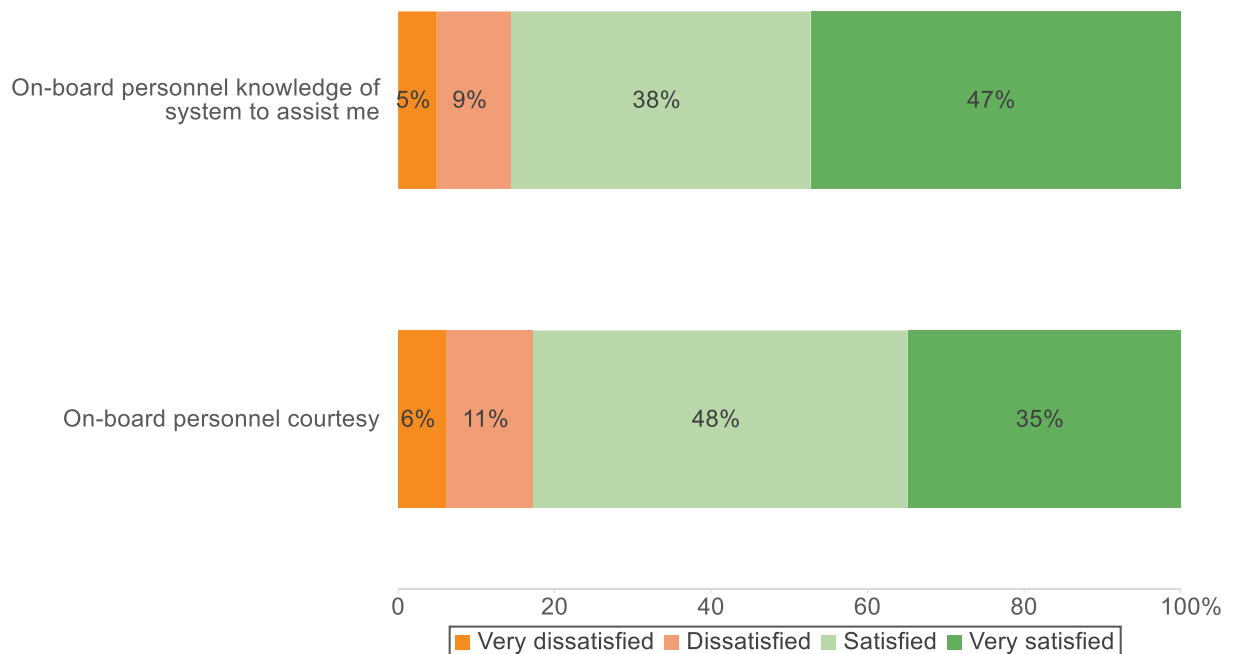


Note: The percentage of satisfaction with cleanliness on-board and cleanliness of stations or bus stops differ in Figure 51 and Figure 52 due to rounding.

Employee Performance

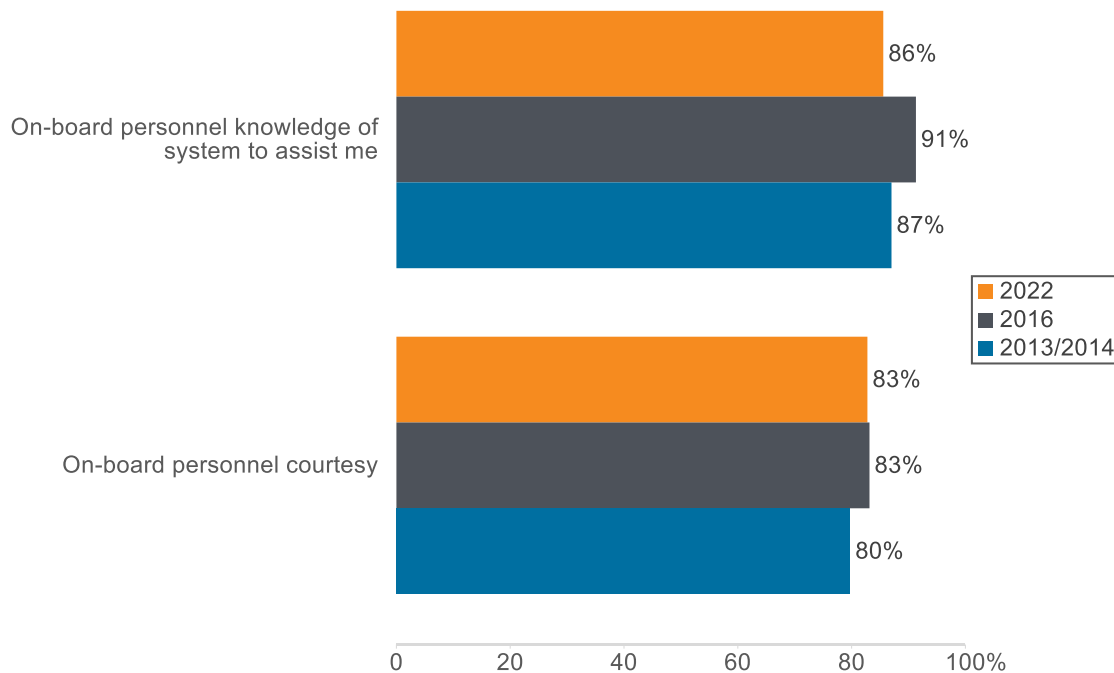
Most respondents are satisfied with employee performance. Respondents are similarly satisfied with on-board personnel knowledge of the system and on-board personnel courtesy (Figure 53).

FIGURE 53: SATISFACTION WITH EMPLOYEE PERFORMANCE ATTRIBUTES (2022)



Despite challenges caused by the COVID-19 pandemic, employees were able to provide high levels of service comparable to previous years. Notably, respondents were just as satisfied with on-board personnel courtesy in 2022 as they were in the 2016 iteration of the survey (Figure 54).

FIGURE 54: SATISFACTION WITH EMPLOYEE PERFORMANCE ATTRIBUTES YEAR-OVER-YEAR

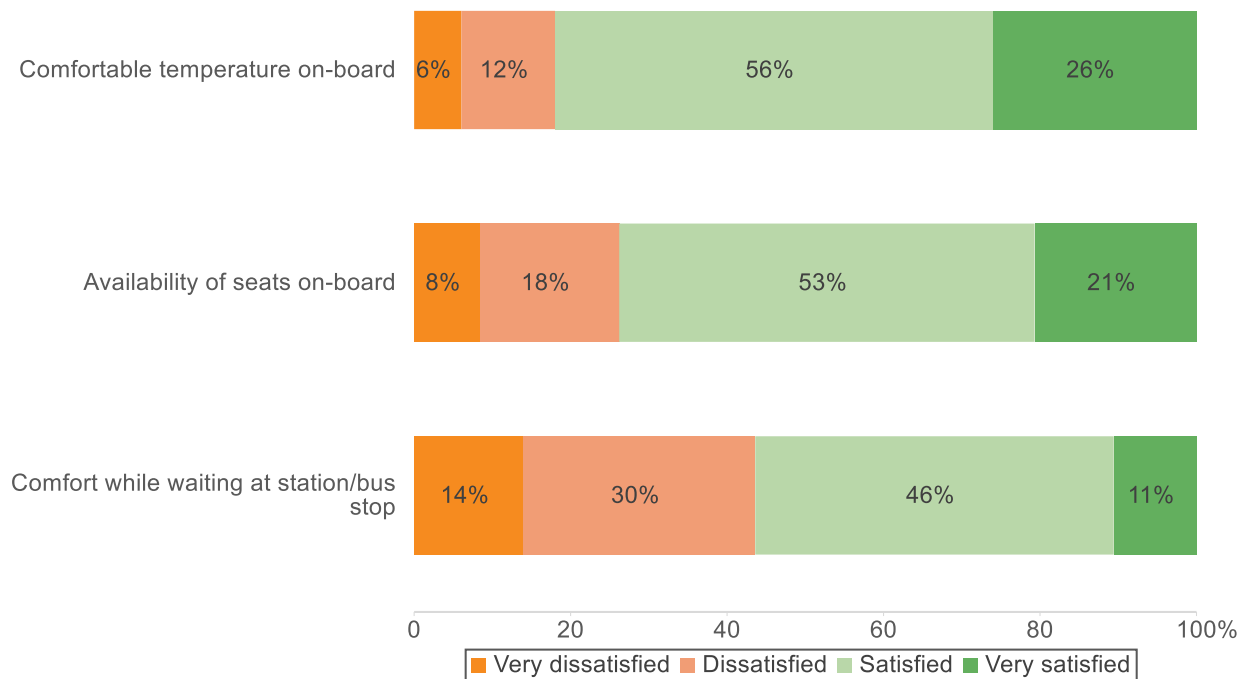


Note: The percentage of satisfaction with on-board personnel knowledge of the system differs in Figure 53 due to rounding.

Comfort

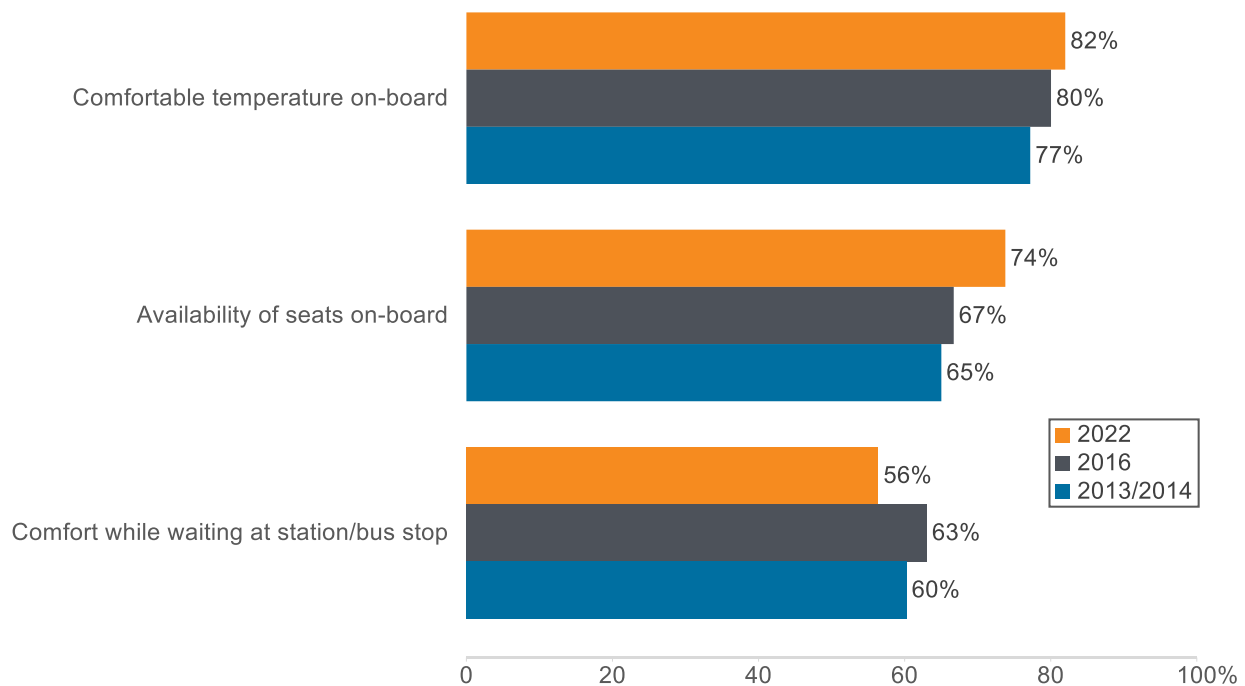
Satisfaction with comfort attributes is depicted in Figure 55. The highest satisfaction was for comfortable temperature at 86% satisfied and 74% were satisfied with availability of seats on-board. Comfort while waiting at station bus/stop had lowest satisfaction of this set of attributes, at 57% satisfied.

FIGURE 55: SATISFACTION WITH COMFORT ATTRIBUTES (2022)



As shown in Figure 56, year-over-year satisfaction increased in two of the three comfort attributes: comfortable temperature on-board and availability of seats on-board. The increase in satisfaction with the availability of seats is likely explained by the reduced ridership due to COVID-19.

FIGURE 56: SATISFACTION WITH COMFORT ATTRIBUTES YEAR-OVER-YEAR

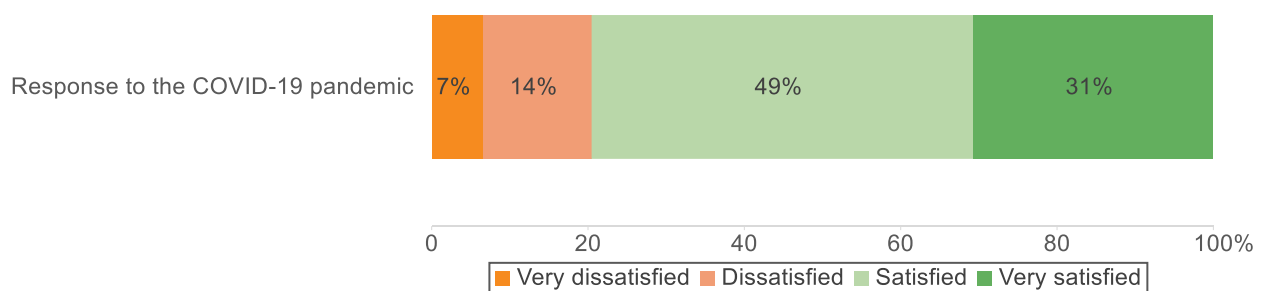


Note: The percentage of satisfaction with comfort while waiting at the station or bus stop differs in Figure 55 and Figure 56 due to rounding.

Response to the COVID-19 Pandemic

All three Service Boards included a question about satisfaction with the Service Board's response to the COVID-19 pandemic in the 2022 survey. Overall, 80% of respondents are satisfied with their Service Board's response to the COVID-19 pandemic (Figure 57).

FIGURE 57: SERVICE BOARDS' RESPONSE TO THE COVID-19 PANDEMIC



2.6 CONCLUSION

The findings suggest that although COVID-19 created an uncertain climate with numerous challenges, most transit riders (78%) are satisfied with the service provided by the Service Board. Despite this overall high satisfaction, some attributes showed sharp declines in satisfaction between the 2016 and 2022 surveys. This was especially the case for attributes relating to safety, security, and cleanliness. Respondents, however, are very satisfied with service attributes that relate to employee performance and ratings showed relatively little or no decreases between 2016 and 2022.

Respondents were also satisfied with the regionwide service. Specifically, the 2022 survey saw an increase in satisfaction with the availability of public transit throughout the Six-County Chicago Region (79% versus 75% in 2016), and overall satisfaction with public transit in the Six-County Chicago Region remained the same as 2016, 76%. For all Service Boards, availability of public transportation throughout the Six-County Chicago region when and where respondents need to travel is the key driver and most important regional service attribute in predicting overall satisfaction with region-wide public transportation.

Detailed information about the methodology and select results for each of the Service Boards is presented in their respective reports.