

# 2023-2024 Transit Snapshot Survey



**METROPOLITAN  
TRANSPORTATION  
COMMISSION**

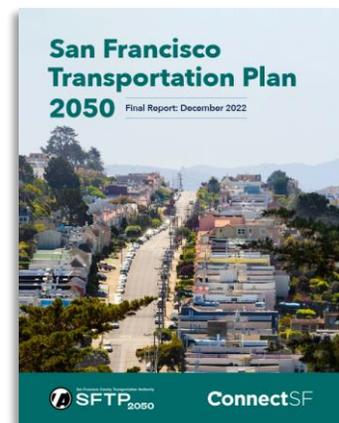
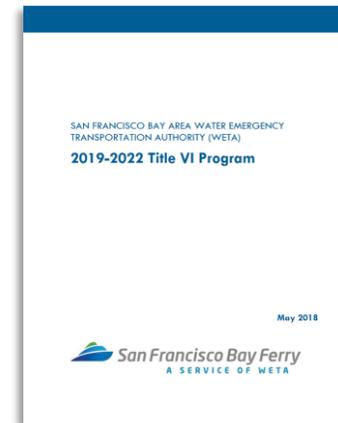
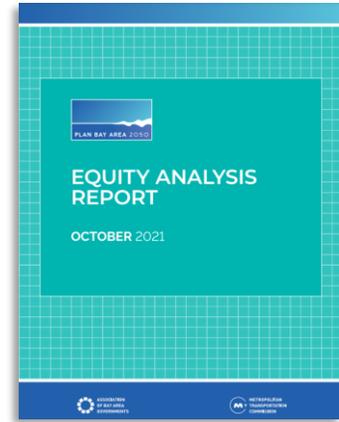
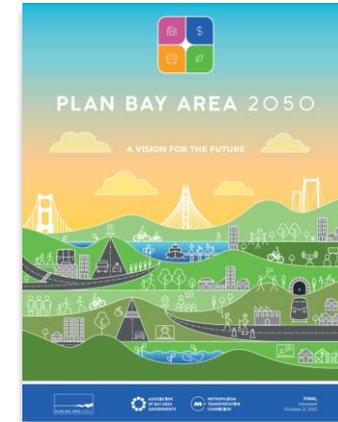
Regional Network Management Council

April 28, 2025

Agenda Item 3c – Attachment A

# Why We Collect Transit Passenger Data

- MTC Travel Diary Survey
- MTC Transit Passenger Surveys
- Census and American Community Survey Data
- Employment Data
- Traffic/Transit Counts
- National Transit Database Data
- Other Data Sources



# Regional Transit Passenger Survey Program (Pre-Covid)

2013

2014

2015

2016

2017

2018

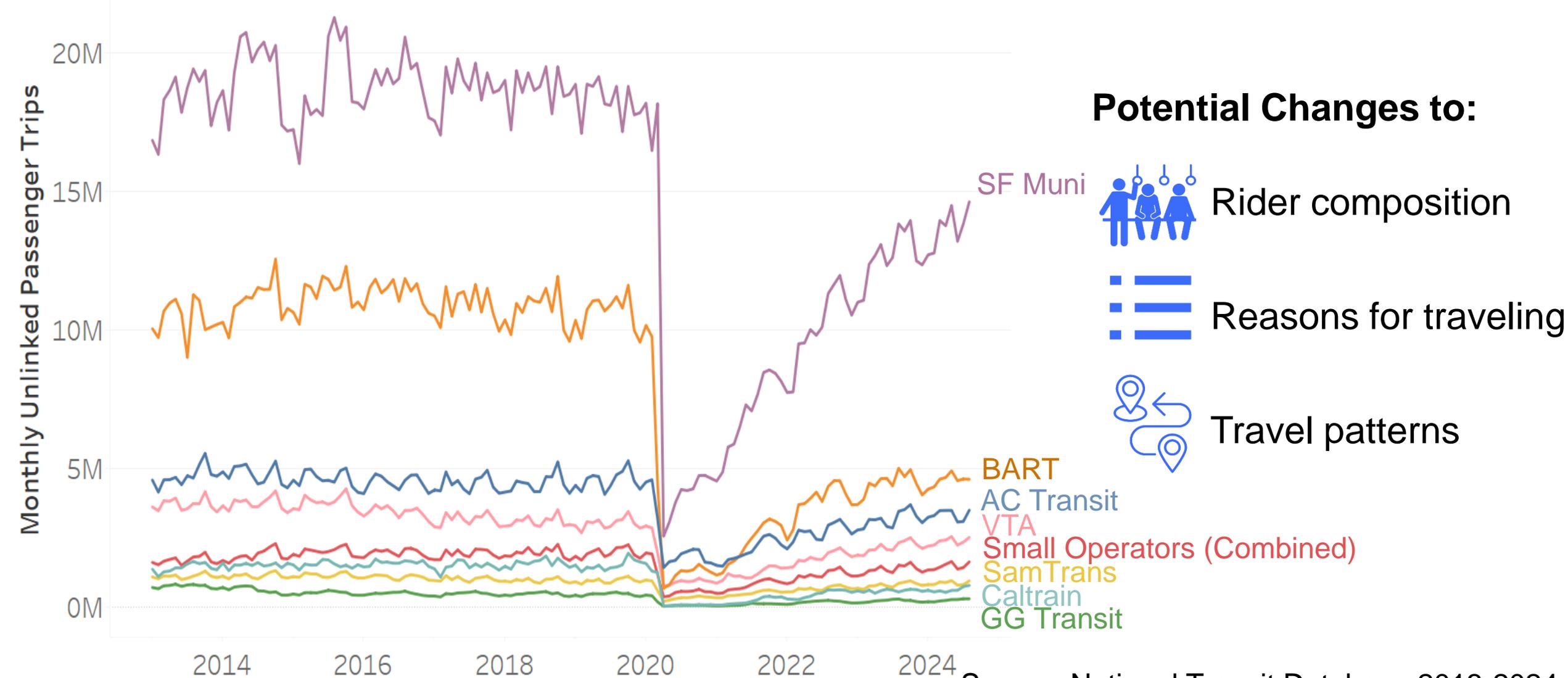
2019



SonomaCountyTransit



# How Has Transit Ridership Changed Post-Pandemic?



Source: National Transit Database 2013-2024



# Introduction to the Snapshot Survey

Survey Details	Values
Riders surveyed	16,545
Collection period	Fall 2023, Spring 2024
Operators included	23 operators (all except Golden Gate Transit, ACE)
Methodology	Paper, Web
Languages	English, Spanish, Chinese
Detail level	Operator/Mode
Time period	AM, Midday, PM

## Trip Characteristics

- Trip purpose

## Rider Characteristics

- Race/ethnicity
- Access to a vehicle
- Household income
- Transit riding frequency
- Perception of safety
- Desired improvements
- Transportation-related disability

- Origin and destination locations
- Fare payment
- Bay Area residency
- Home zip code
- Age
- Household # and employed
- Gender
- Home language and limited-English proficiency
- Employment/student status

— Included in presentation

# MTC Transit Survey Program Costs

Survey	Frequency	Cost	Fund Source
<b>Snapshot Survey</b>	One-time	\$900K	TDA Planning/ General Fund <b>(State)</b>
<b>Ongoing Survey</b>	Ongoing, individual operators surveyed once every 5-7 years	<ul style="list-style-type: none"> <li>• \$600K per year</li> <li>• Large 7 operators contribute 20% of cost</li> </ul>	FTA 5303 Metro Planning <b>(Federal)</b>



# Post-Pandemic Ridership Changes



- Rider Composition

- Larger share of riders are low-income compared to pre-pandemic
- Ridership less white and Asian than background population, more Black and Hispanic



- Reasons for Traveling

- Decline in work-related transit travel, though school trips have returned
- Social, recreation, and shopping trips declined more than personal errand and medical trips

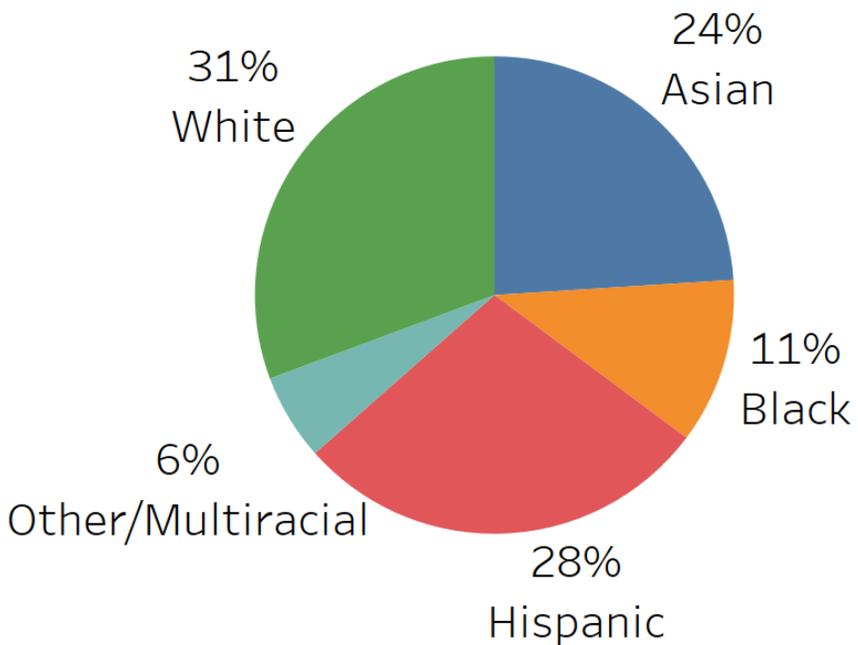


- Travel Patterns

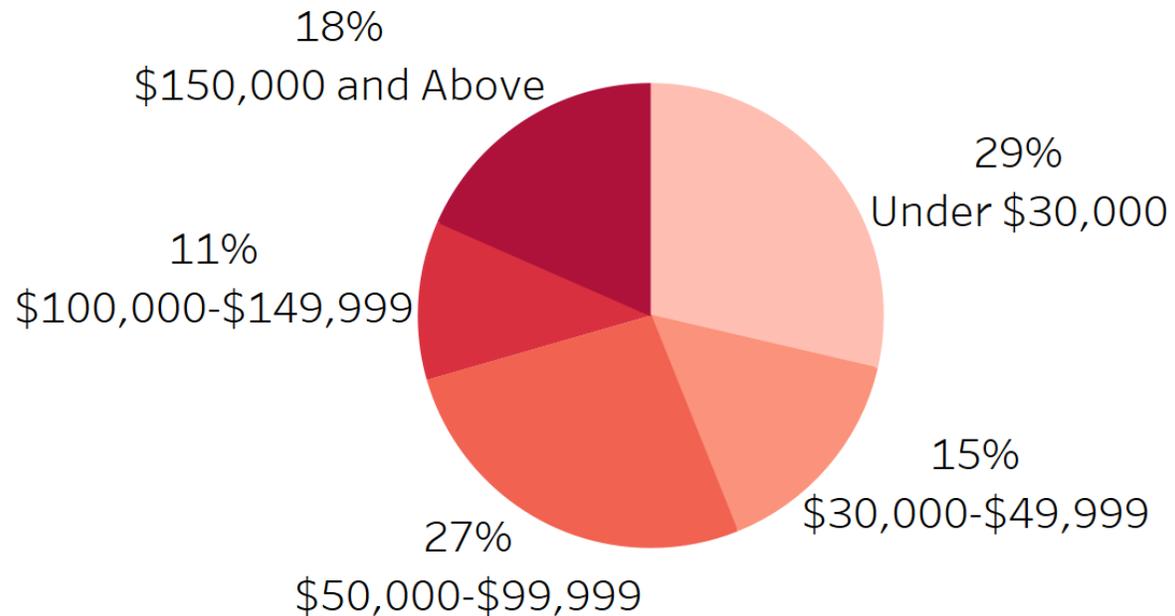
- Transit trips to/from San Francisco decreased more than transit trips within SF
- North Bay and South Bay transit trips to SF declined more than transit trips from the East Bay

# Post-Pandemic Rider Composition

## Race/Ethnicity



## Household Income



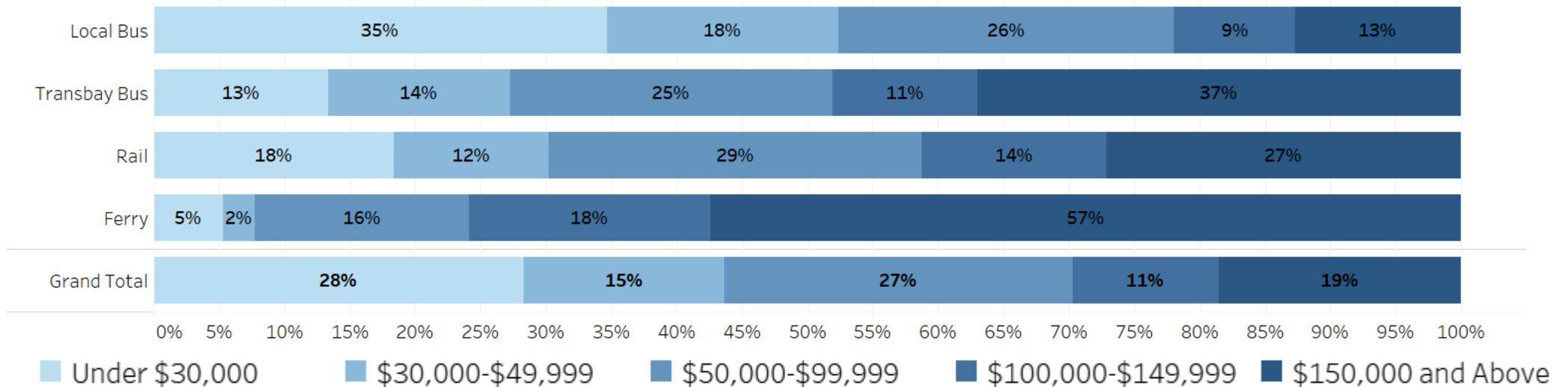
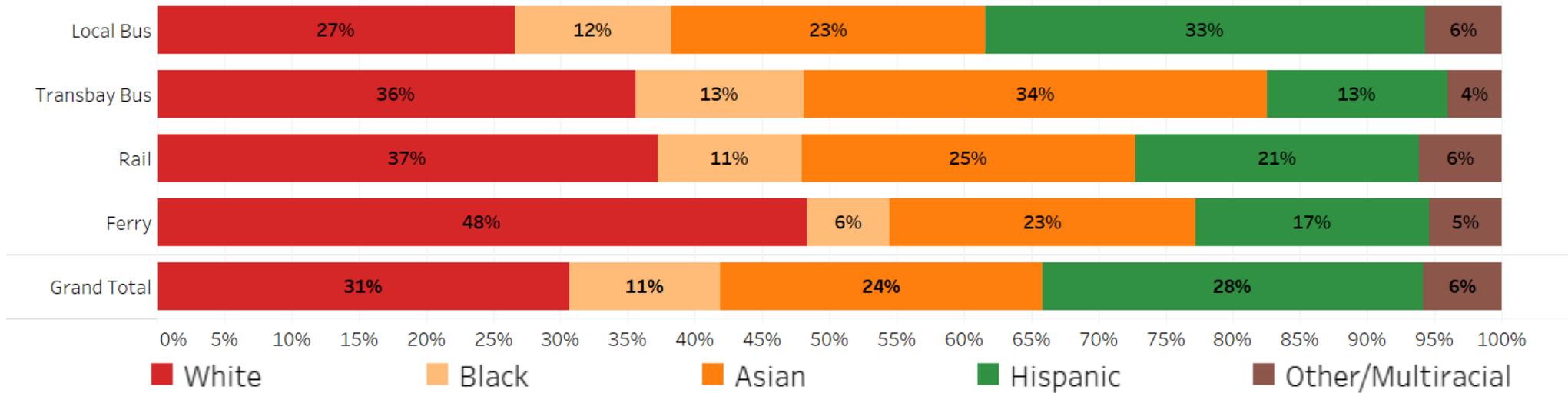
"Did you have access to a household vehicle for this trip?"

**65%**  
responded No

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

**8%**  
responded Yes

# Race/Ethnicity and Income by Transit Mode

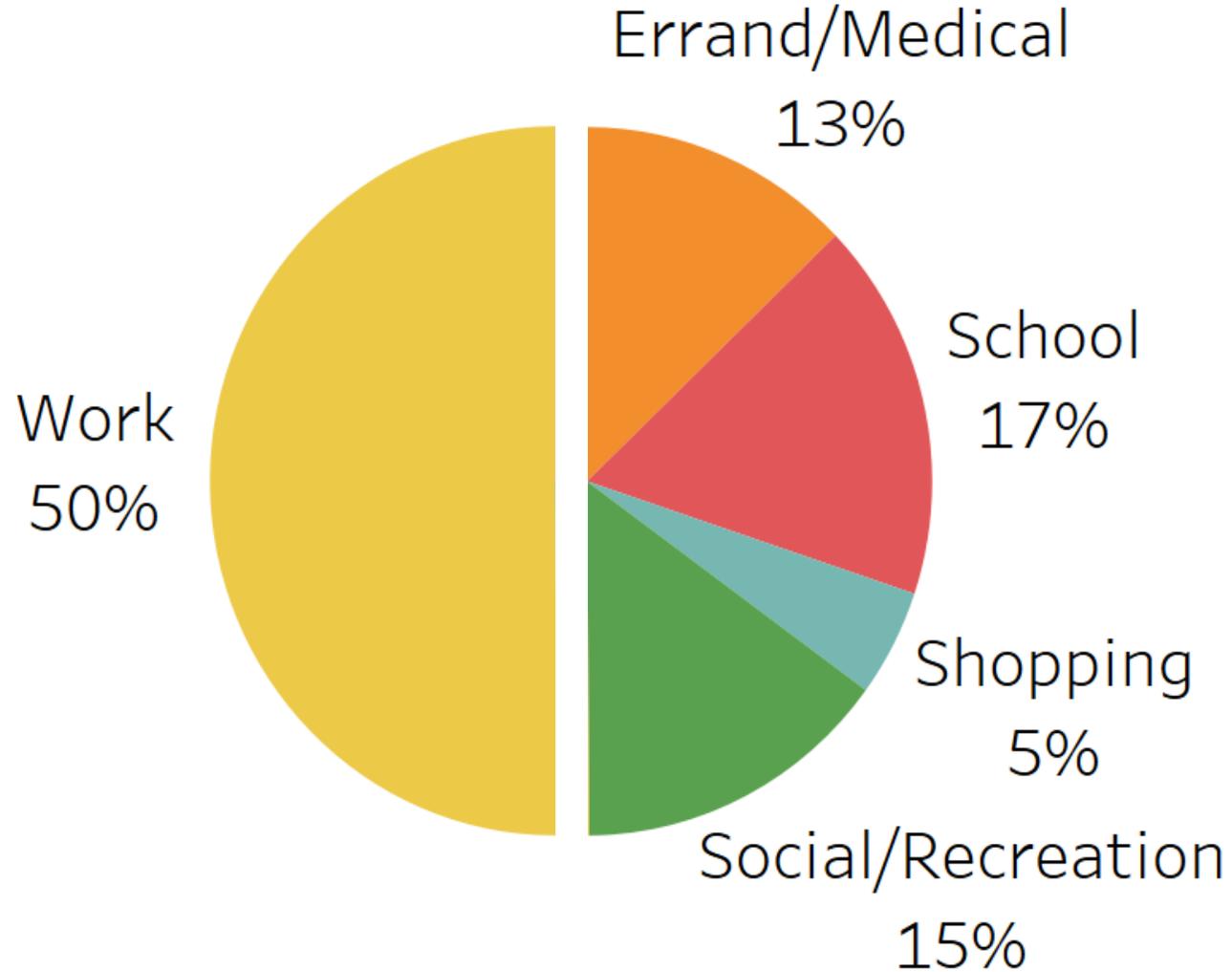


# Reasons for Traveling

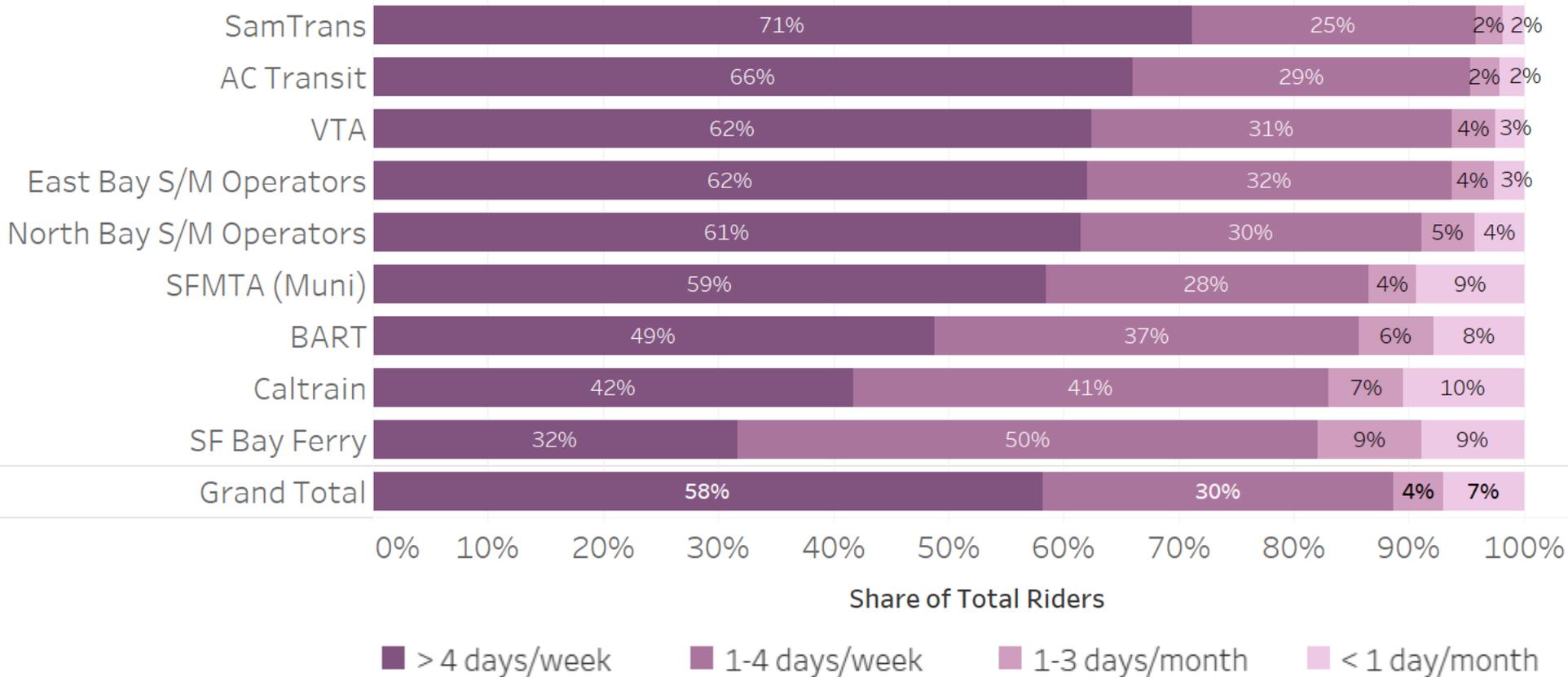
“What is the main purpose of this trip?”

**50%**

responded Work



# Frequency of Transit Use



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

**58%**

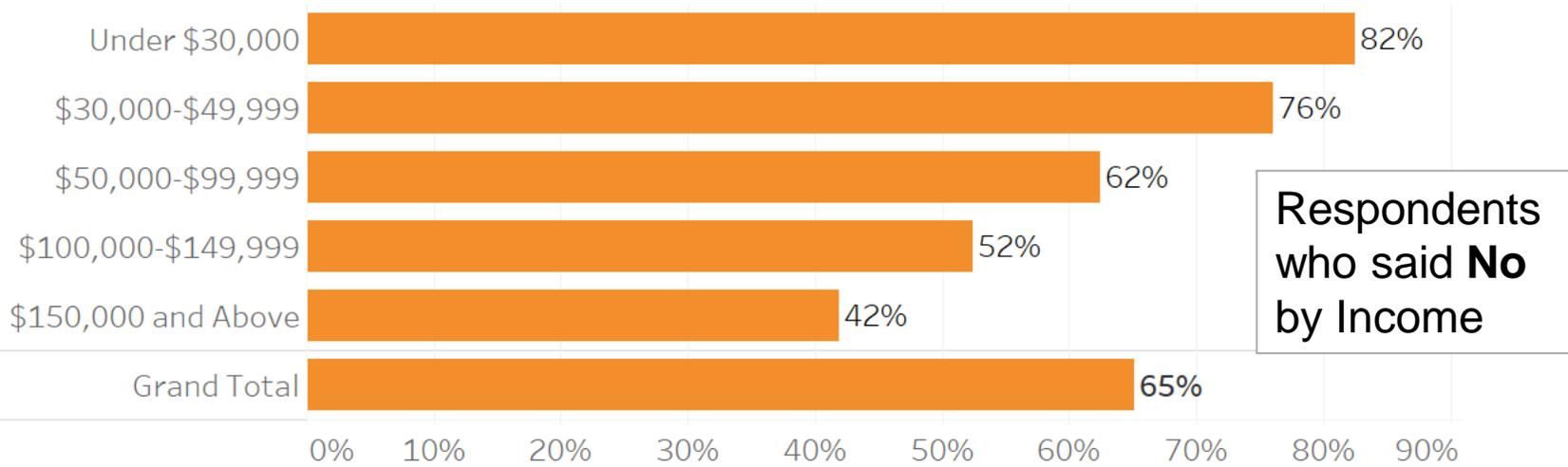
ride 5+ days/week

“Do you plan to use public transit more or less in the next year or so?”

**91%**

responded the Same or More

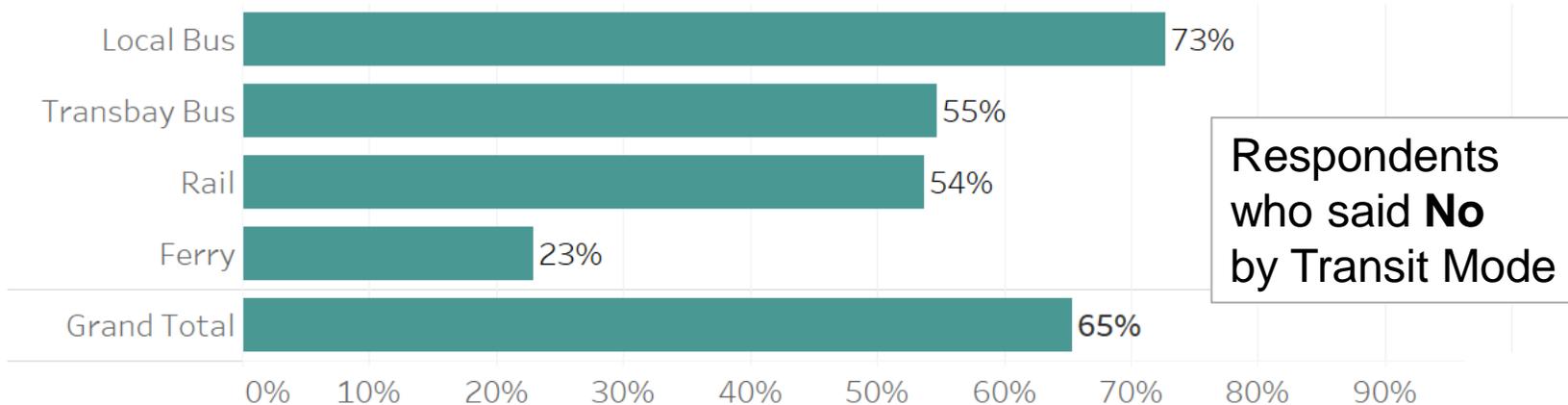
# Household Vehicle Availability



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

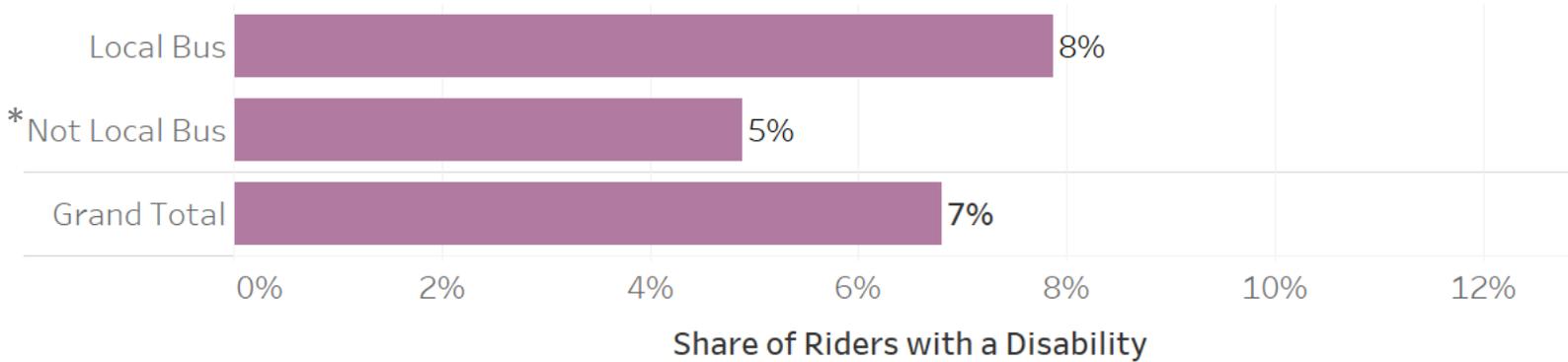
**65%**

responded No

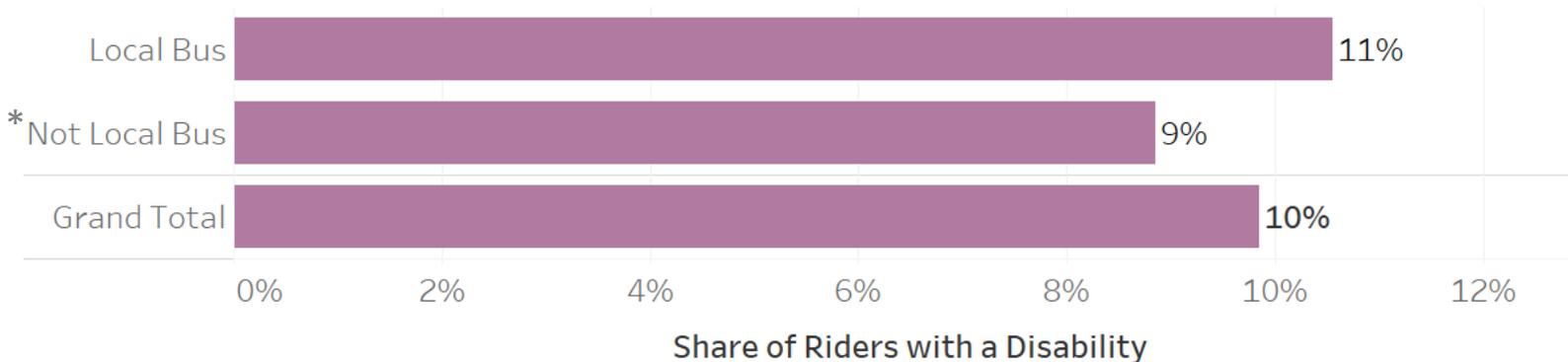


# Disability Limiting Ability to Travel

## AM+ PM



## Midday



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

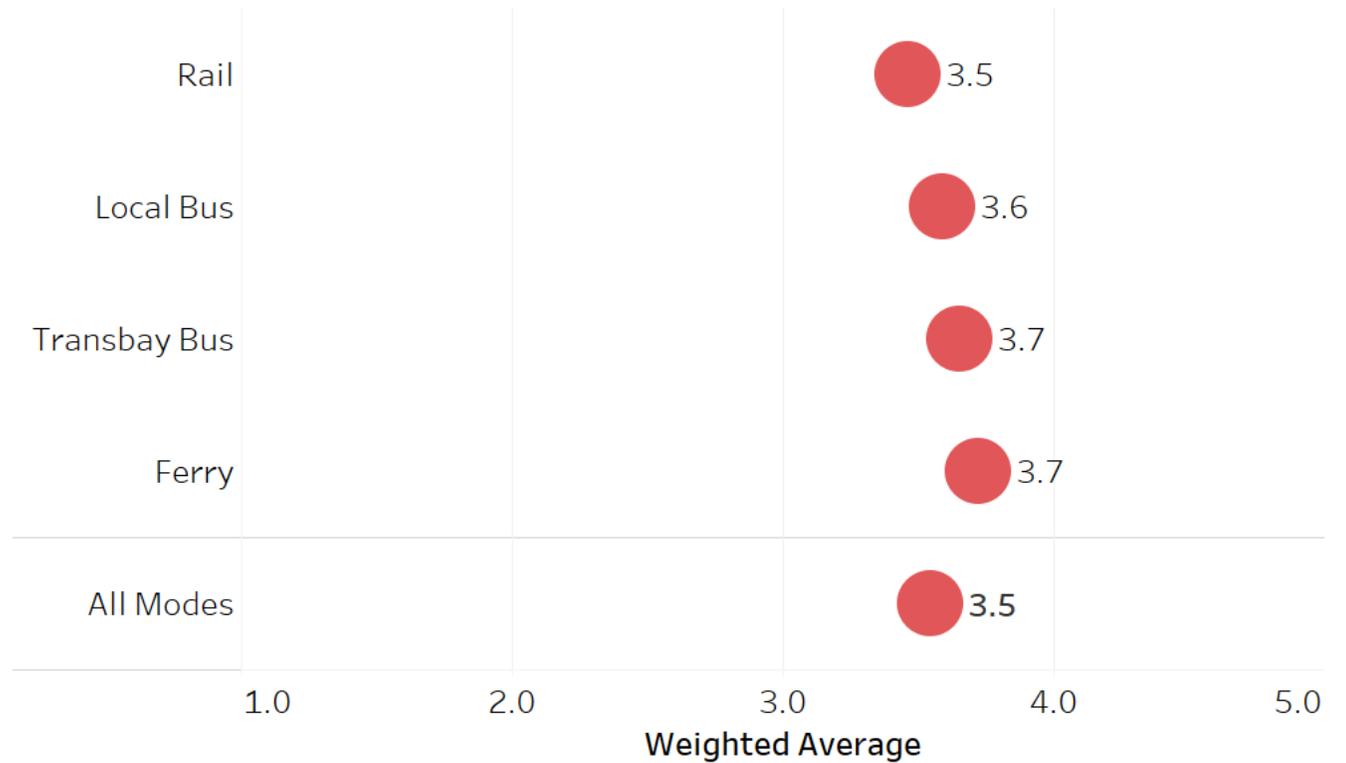
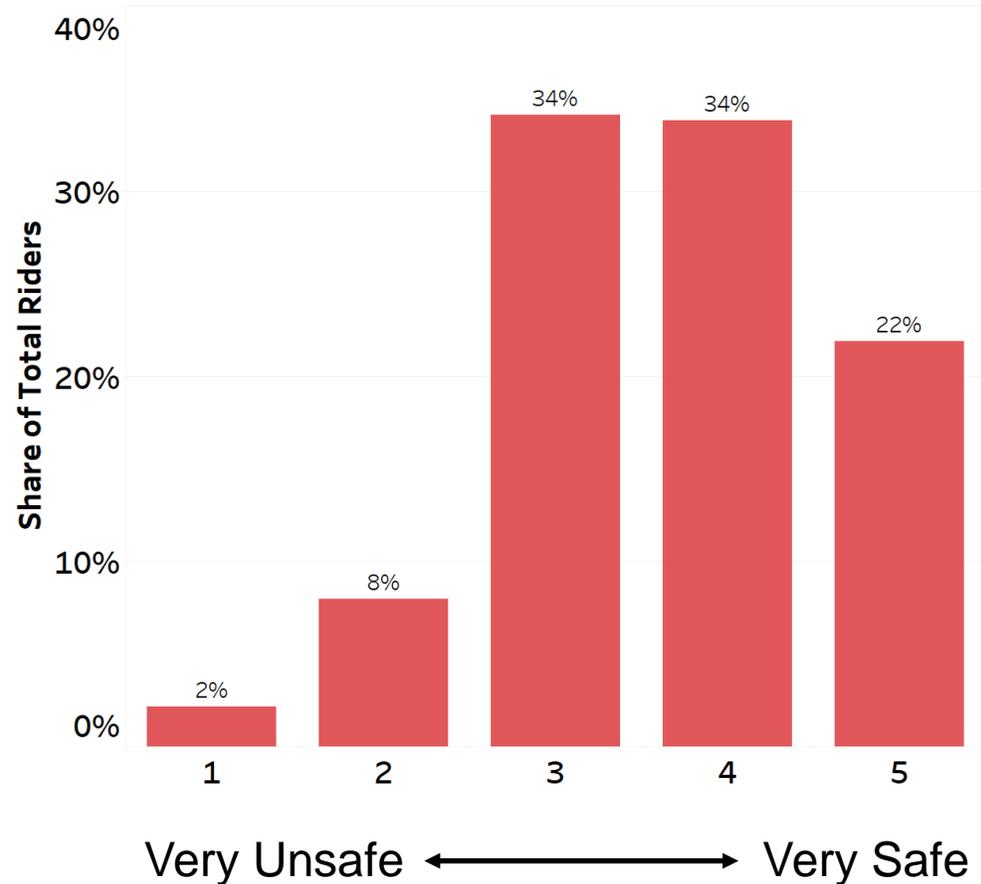
**8%**

responded Yes

*\*Not Local Bus = express bus, rail, and ferry. Paratransit was not included in the Snapshot Survey.*

# Regional Perceptions of Safety

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



# Desired Transit Improvements

"What changes would get you to use transit more? (select **top two**)"



Frequency: 30%



Service hours: 11%



Lower fares: 14%



Travel time: 8%



Reliability: 14%



Easier transfers: 5%



Cleanliness: 13%



Transit reach: 4%

# Next Steps

- Comparison with pre-pandemic data
- Interactive dashboards in development
- Continue Ongoing Transit Passenger Survey
- Explore coordinated transit customer experience surveys with the Regional Network Management Program

## Shimon Israel

Regional Planning Program

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Website: <https://mtc.ca.gov/tools-resources/survey-program>