

2023-2024 Transit Snapshot Survey



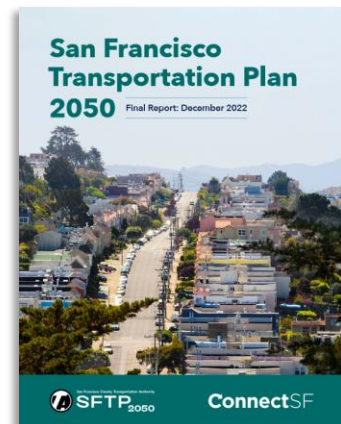
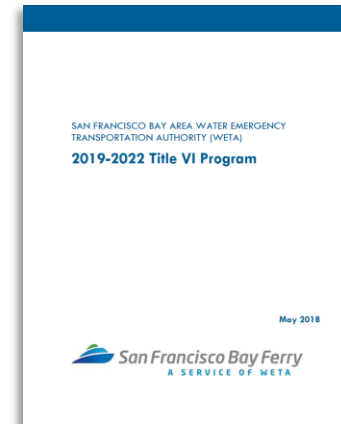
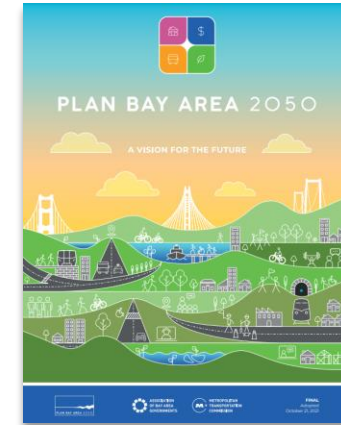
**METROPOLITAN
TRANSPORTATION
COMMISSION**

Regional Network Management
Customer Advisory Group

March 25, 2025

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

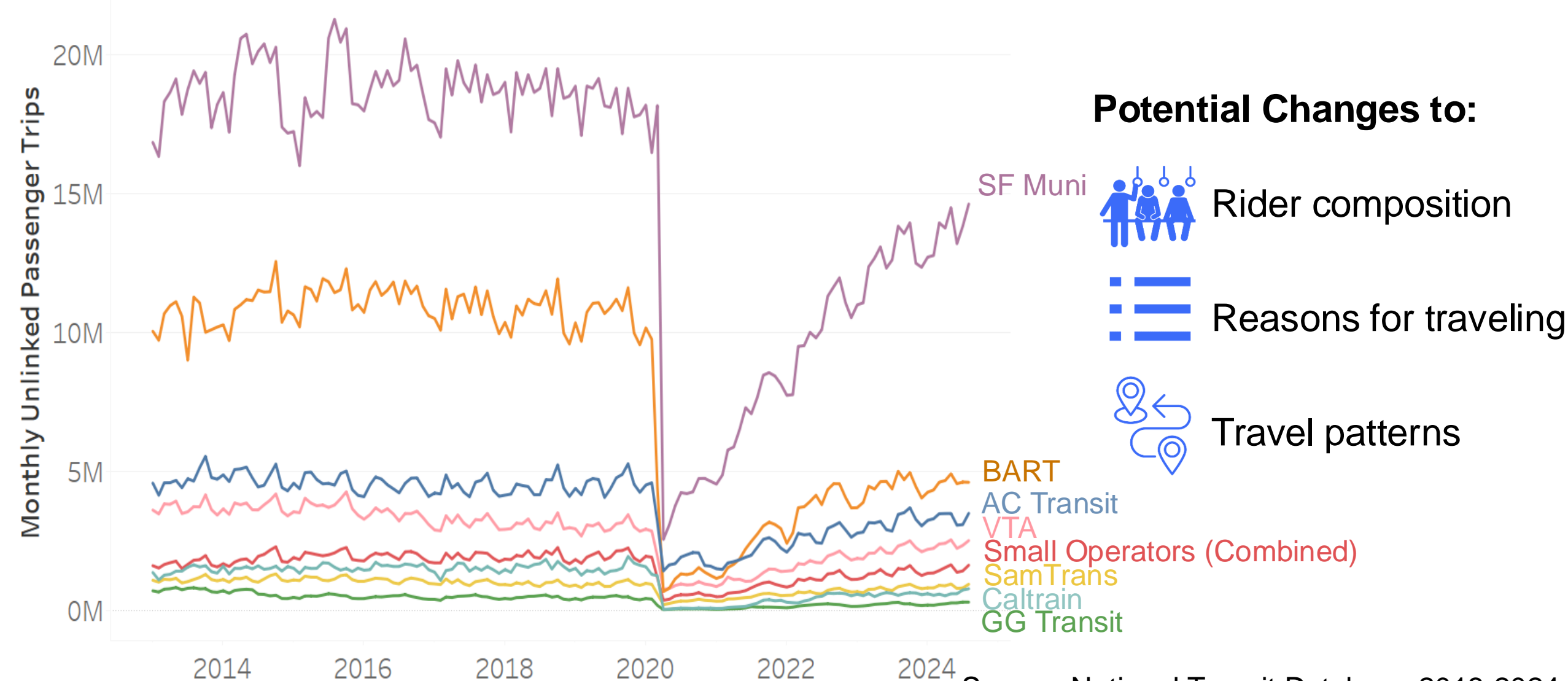
2017

2018

2019



How Has Transit Ridership Changed Post-Pandemic?



Source: National Transit Database 2013-2024



Introduction to the Snapshot Survey

Survey Details	Values
Collection period	Fall 2023, Spring 2024
Operators included	23 operators (all except Golden Gate Transit, ACE)
Methodology	Paper
Riders surveyed	16,545
Languages	English, Spanish, Chinese
Detail level	Operator/Mode
Time period	AM, Midday, PM
Cost	\$900,000

Trip Characteristics

- Trip purpose

- Origin and destination locations
- Fare payment

Rider Characteristics

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

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

— Included in presentation

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

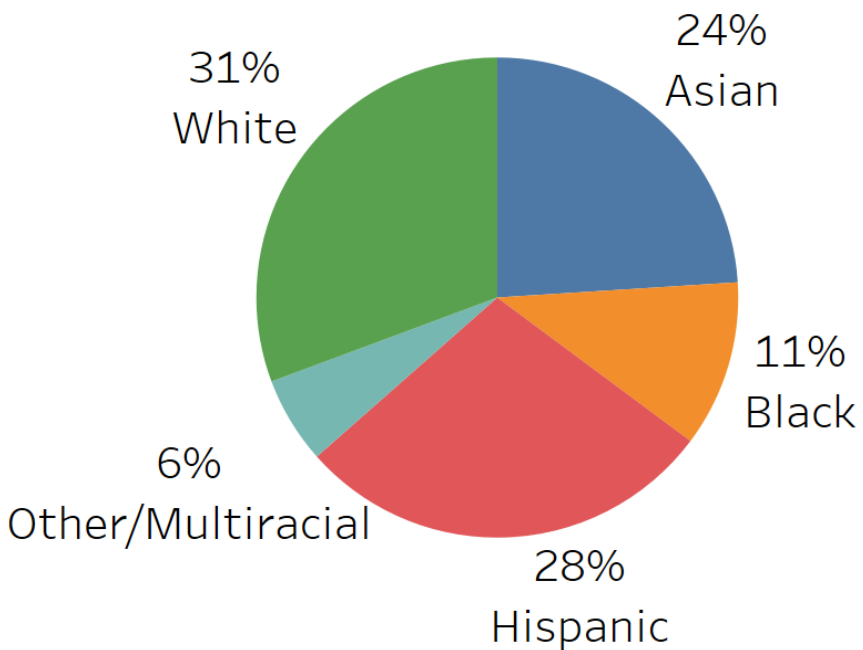


- Travel Patterns

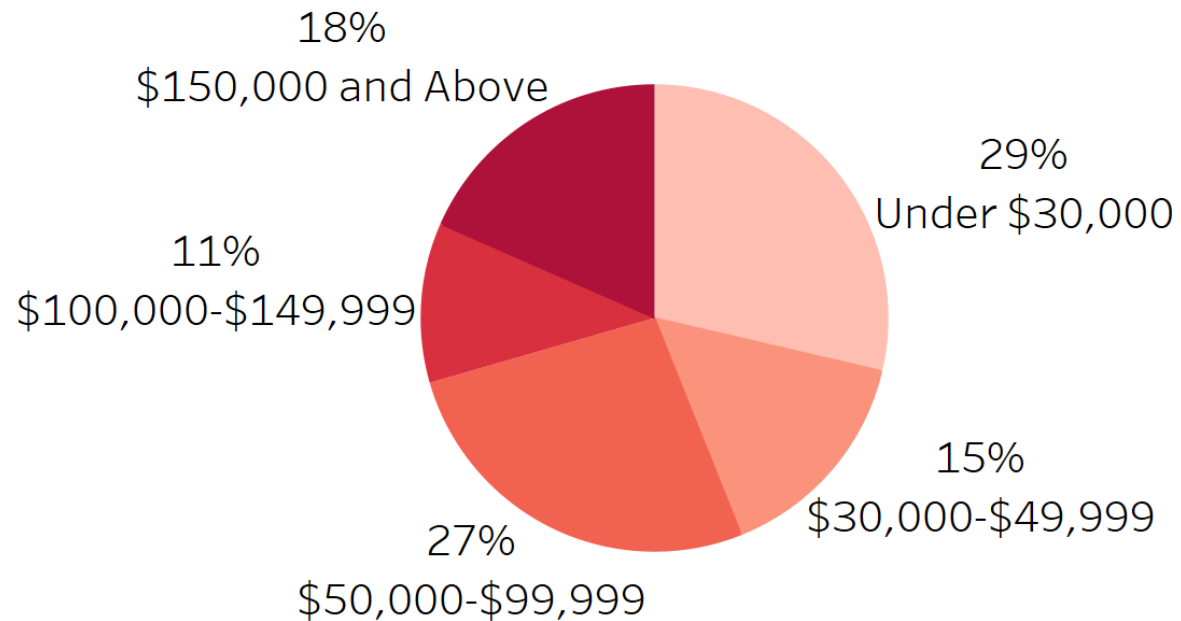
- Transit trips to/from San Francisco decreased more than transit trips within SF
- North Bay and South Bay transit trips to SF declined more than transit trips from the East Bay

Post-Pandemic Rider Composition

Race/Ethnicity



Household Income



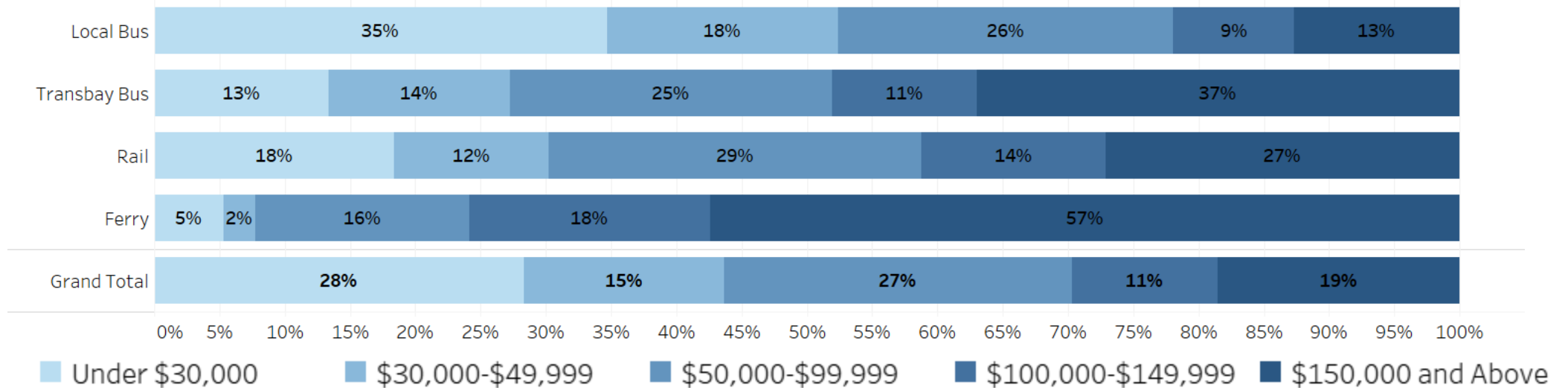
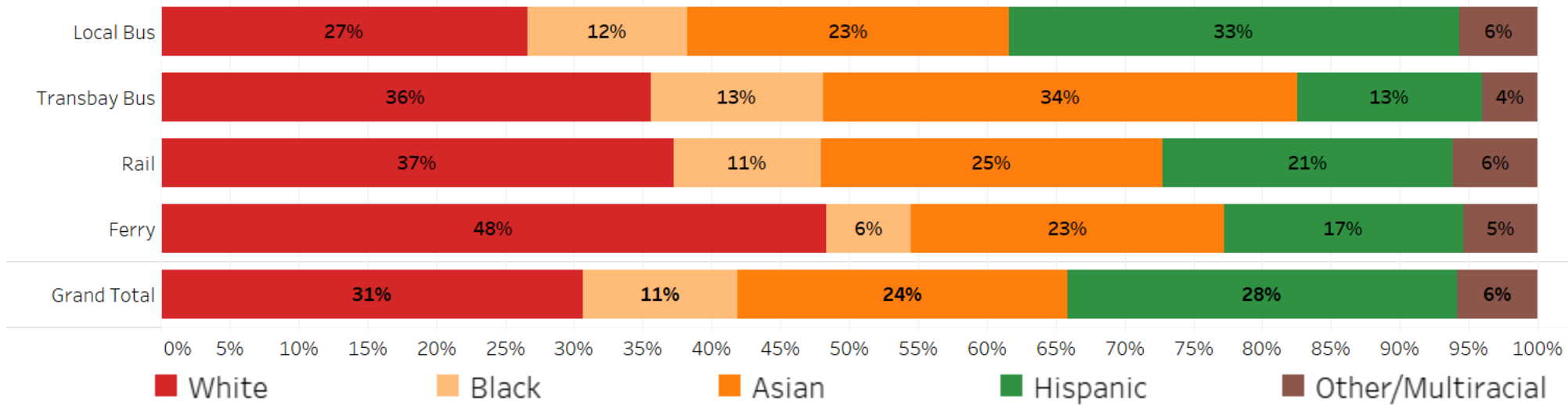
"Did you have access to a household vehicle for this trip?"

65%
responded No

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

8%
responded Yes

Race/Ethnicity and Income by Transit Mode

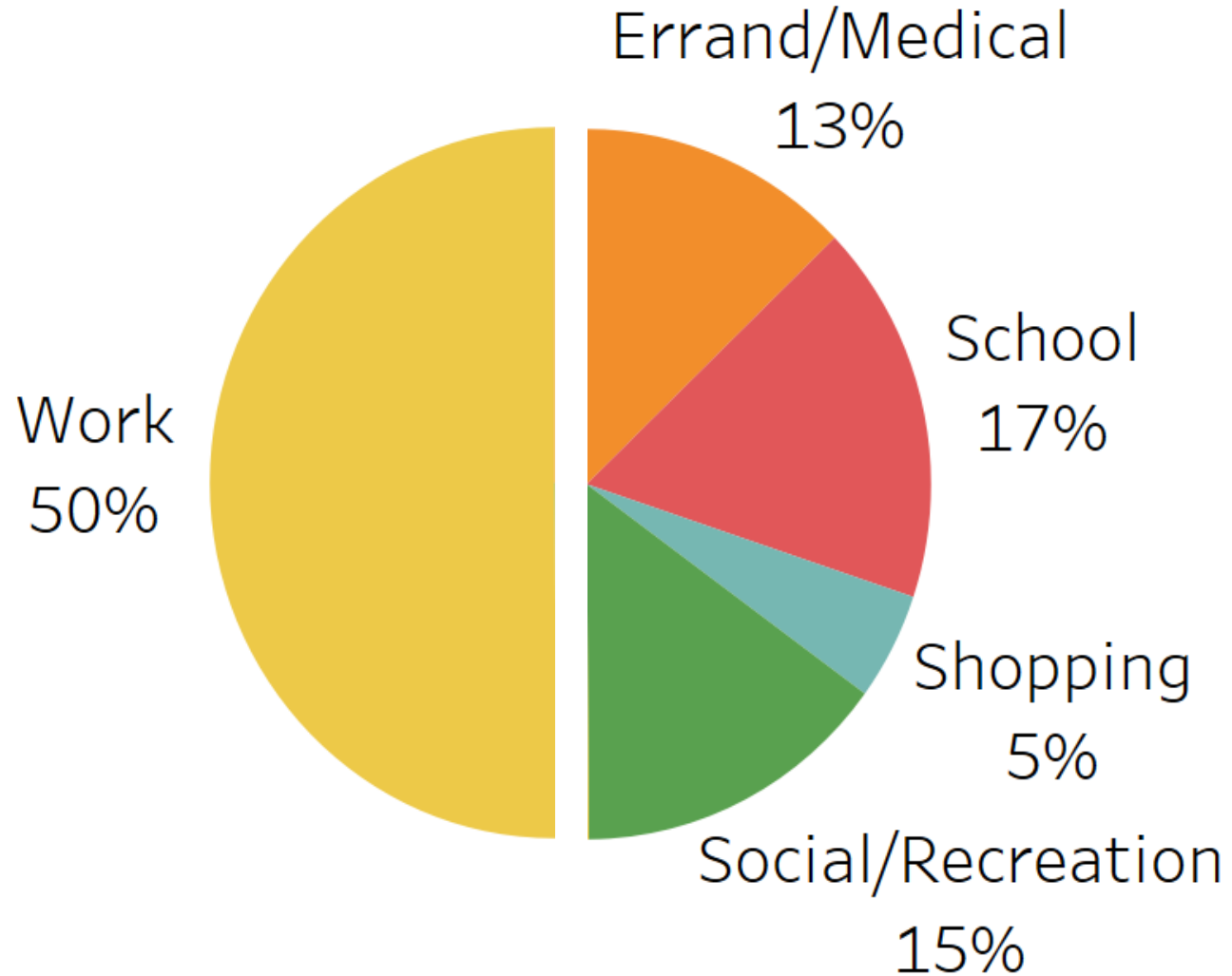


Reasons for Traveling

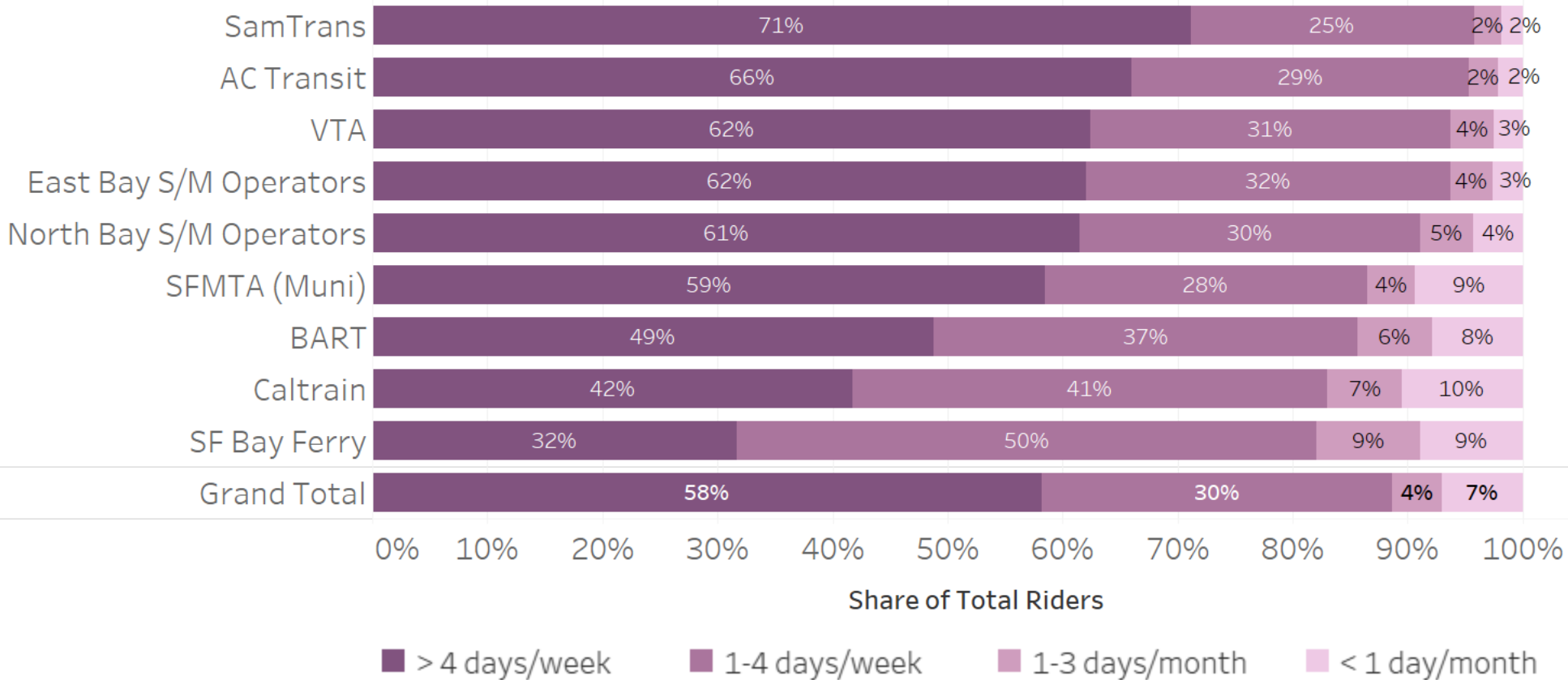
“What is the main purpose of this trip?”

50%

responded Work



Frequency of Transit Use



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

58%

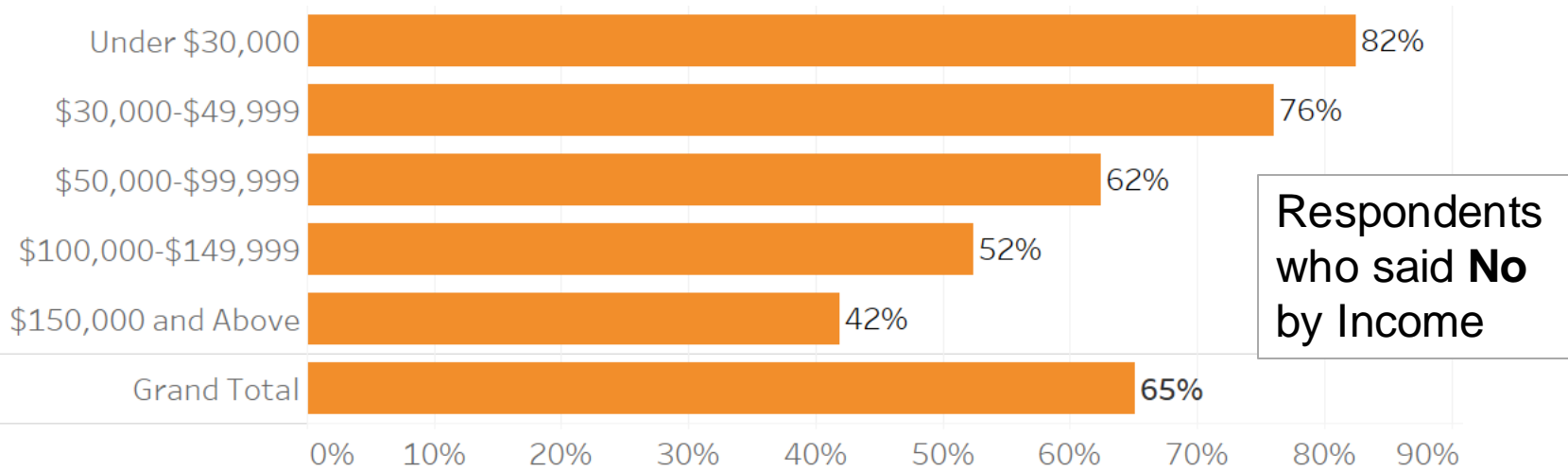
ride 5+ days/week

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

91%

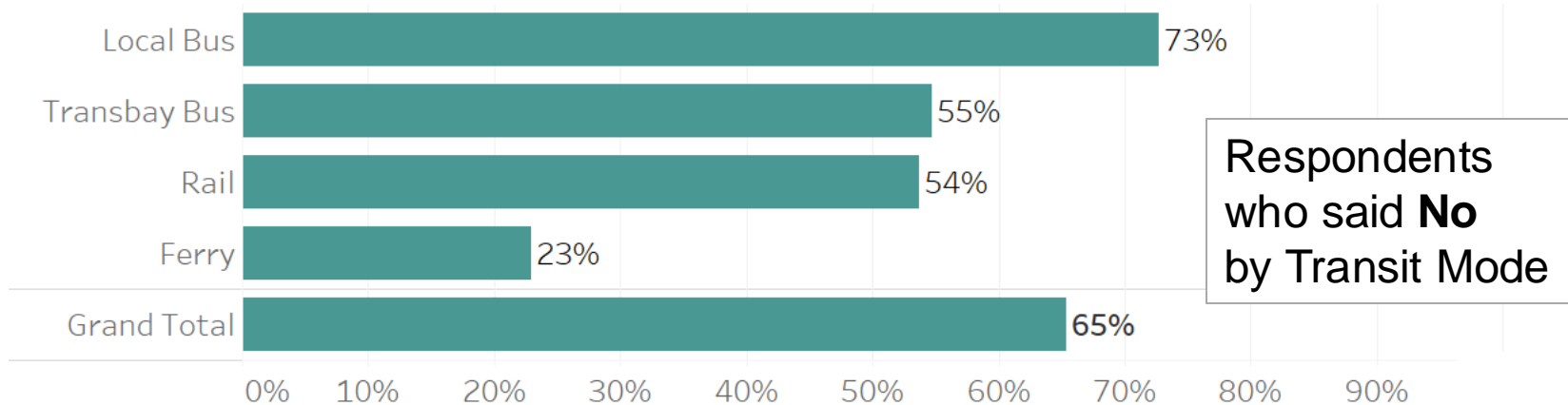
responded the Same or More

Household Vehicle Availability



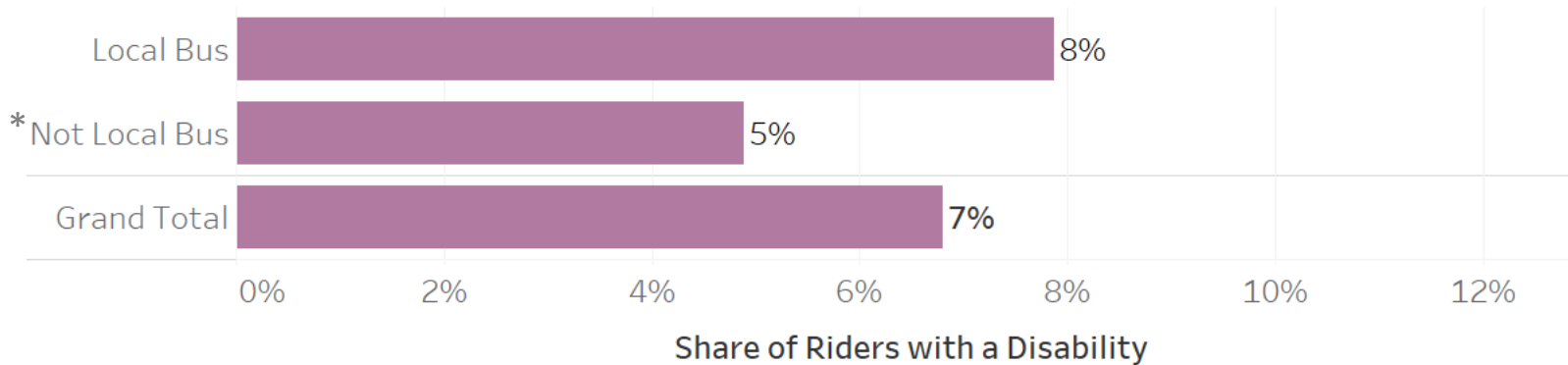
“Did you have **access** to a household vehicle for this trip?”

65%
responded No

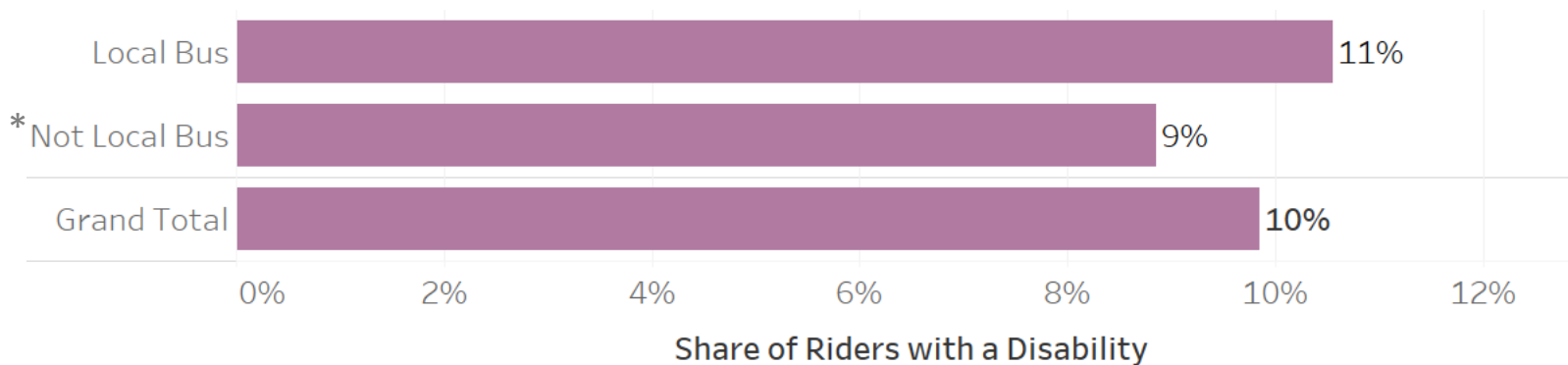


Disability Limiting Ability to Travel

AM+ PM



Midday



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

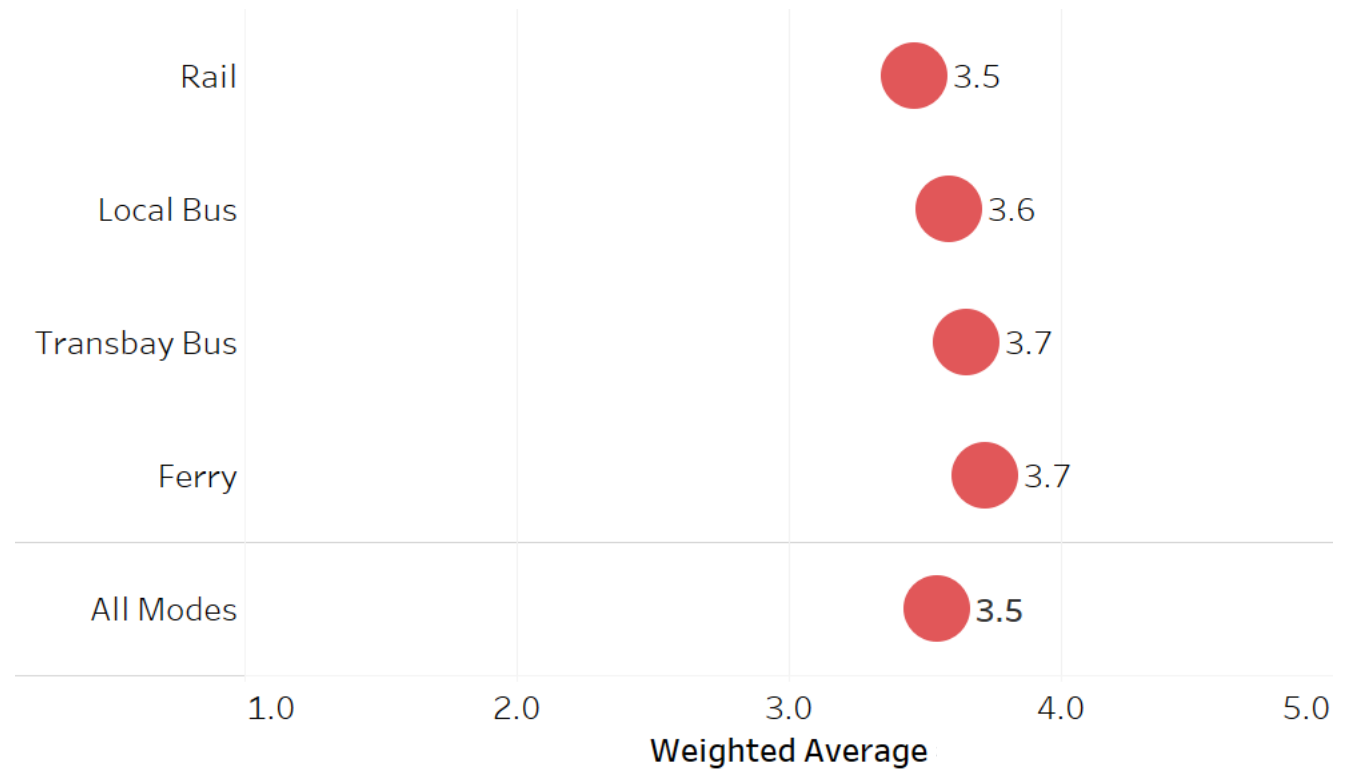
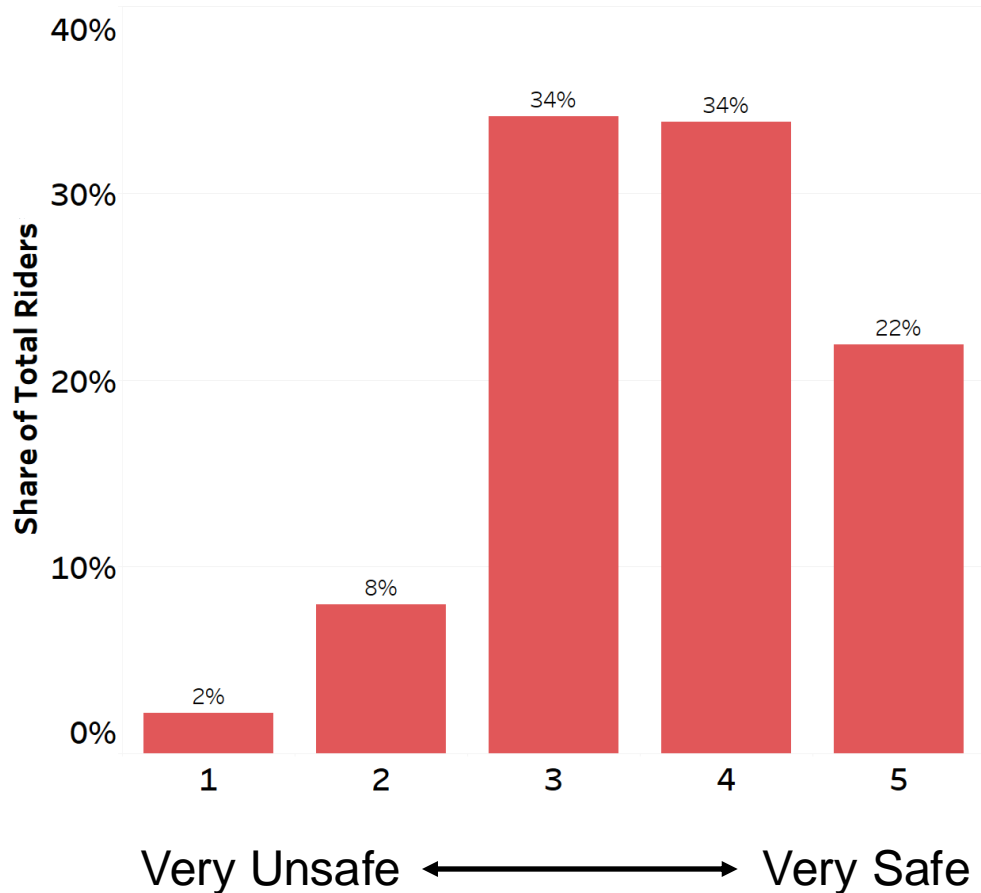
8%

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%



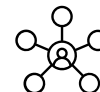
Reliability: 14%



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

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

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