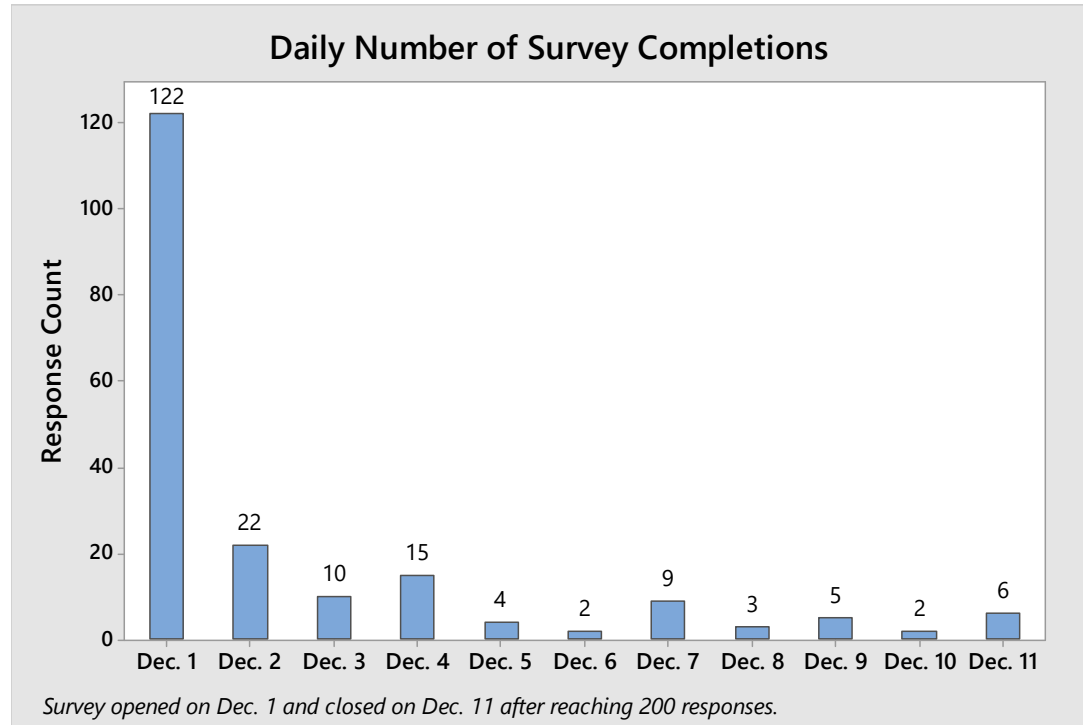




Survey Results for Akron METRO

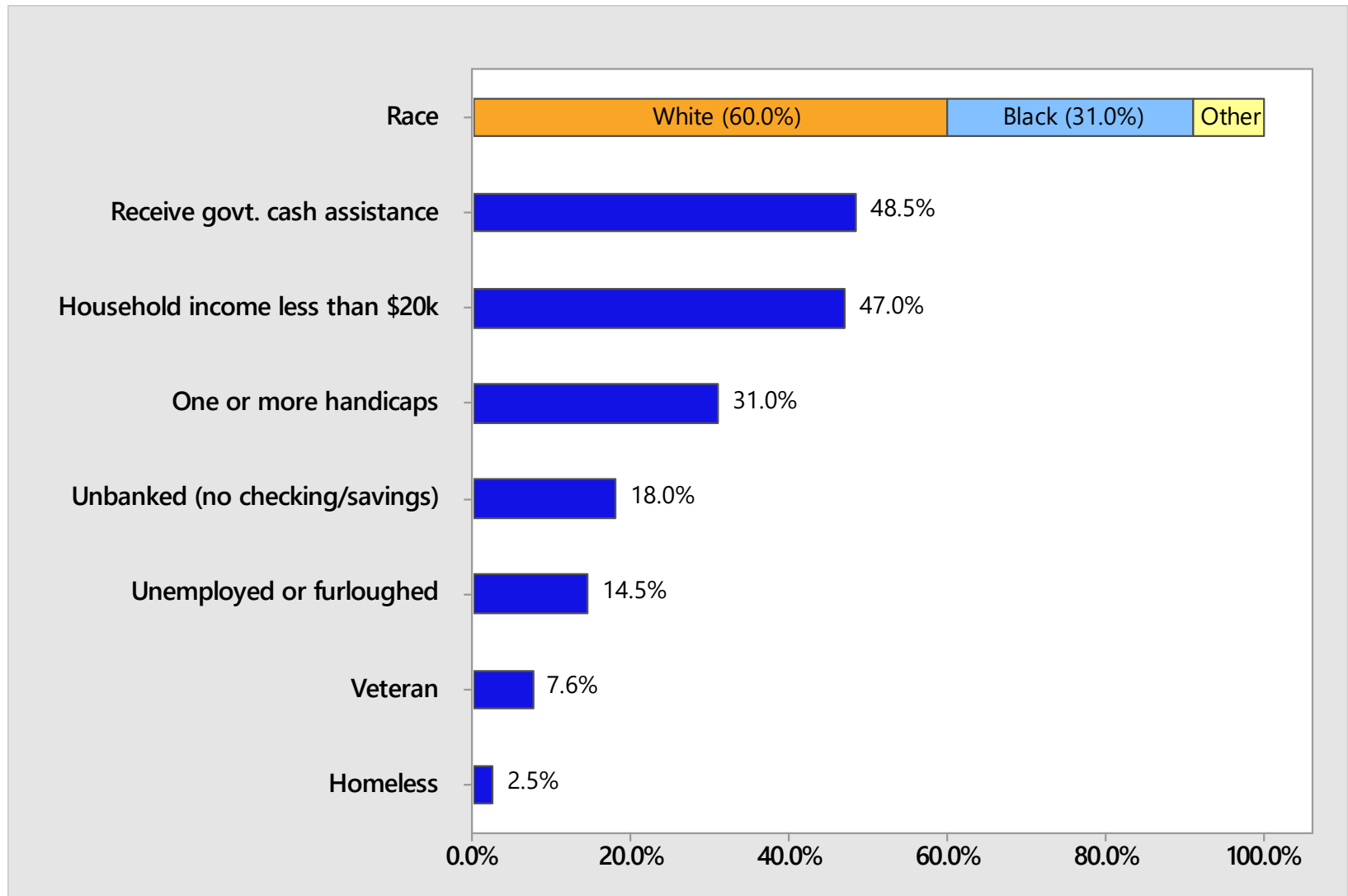
- 200 survey completions as of December 11



- Median response time: 17.8 minutes
- Method of payment: 41.5% Cash; 33.0% EZFare; 25.5% Other
- Access to technology: 79.5% had internet access; 95.0% had smartphone/cellphone access



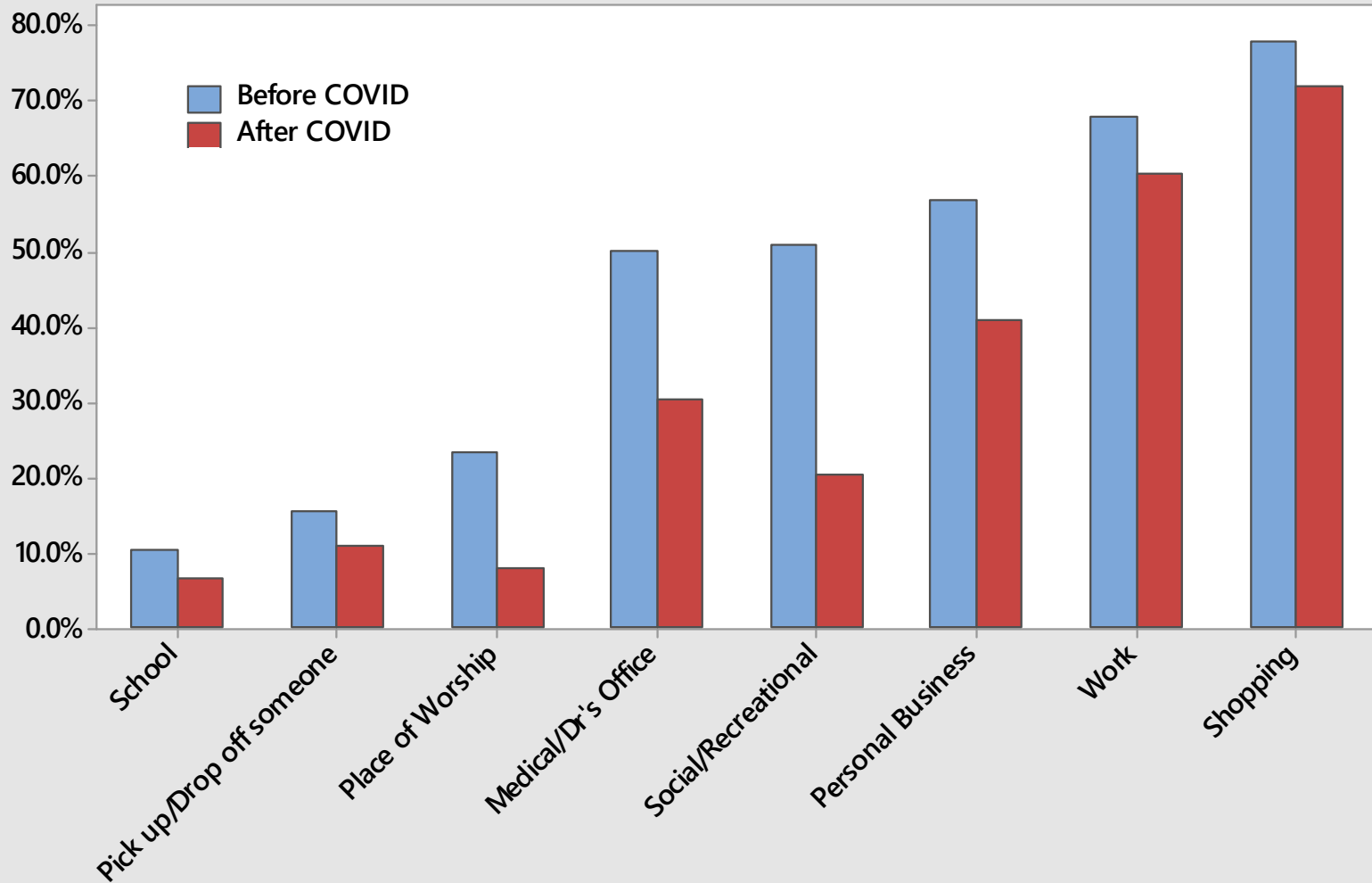
Respondent Demographics



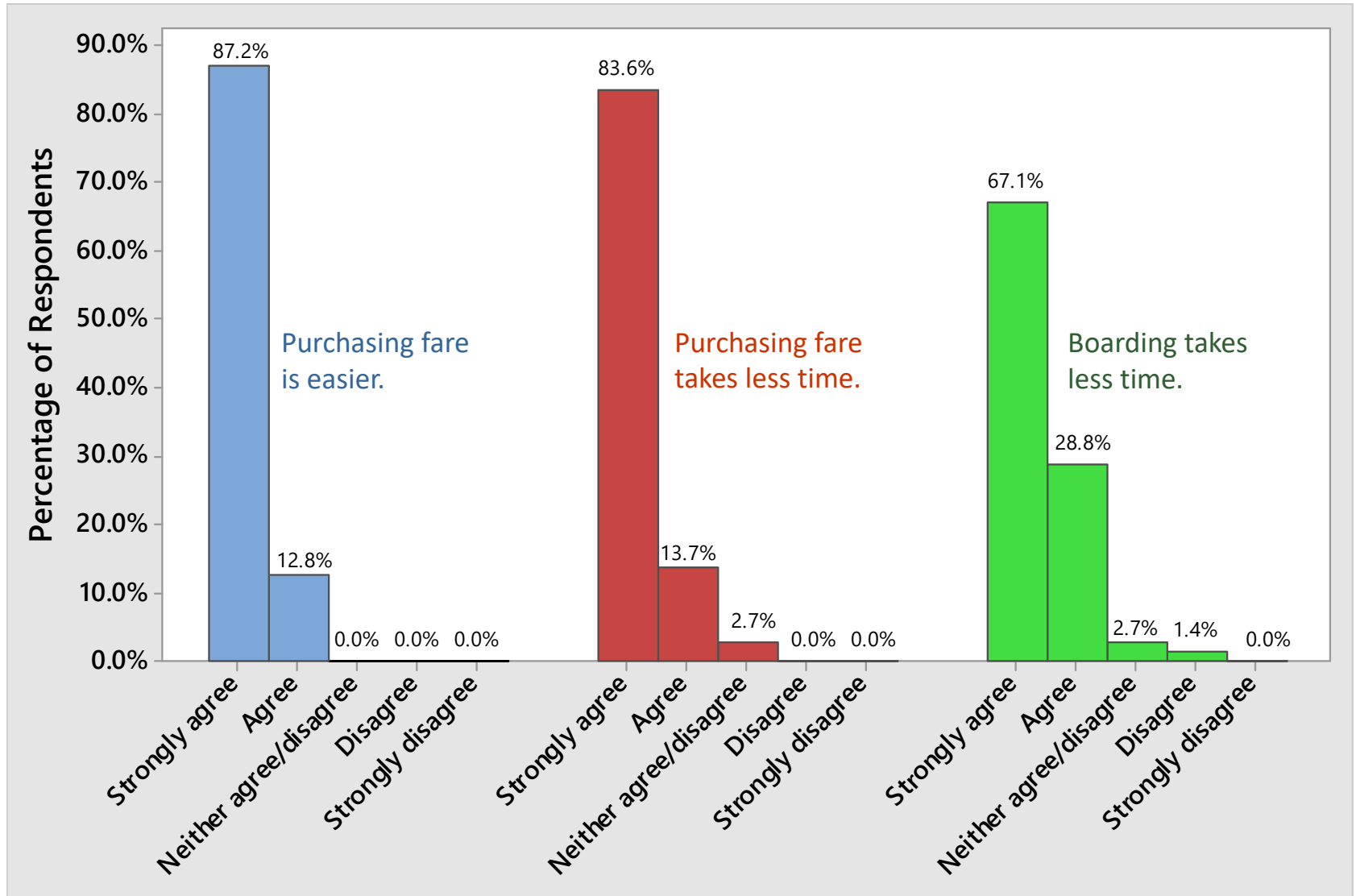
Travel Frequency of Respondents

- Weekly number of one-way trips, before and after COVID.
 - Respondents reported making 16.6 one-way trips per week on average across all modes of transportation for all trip types before COVID compared to 10.7 one-way trips per week after the onset of the pandemic.
 - The percentage of respondents who reported making no one-way trips to work during a typical week across all modes of transportation increased from 32.0% before COVID to 39.5% after the onset of the pandemic.
- Percentage of high-frequency METRO riders, before and after COVID.
 - 37.3% of respondents reported riding METRO 6-7 days per week during a typical week before COVID compared to 29.3% of respondents who reported riding METRO 6-7 days per week after the onset of the pandemic.

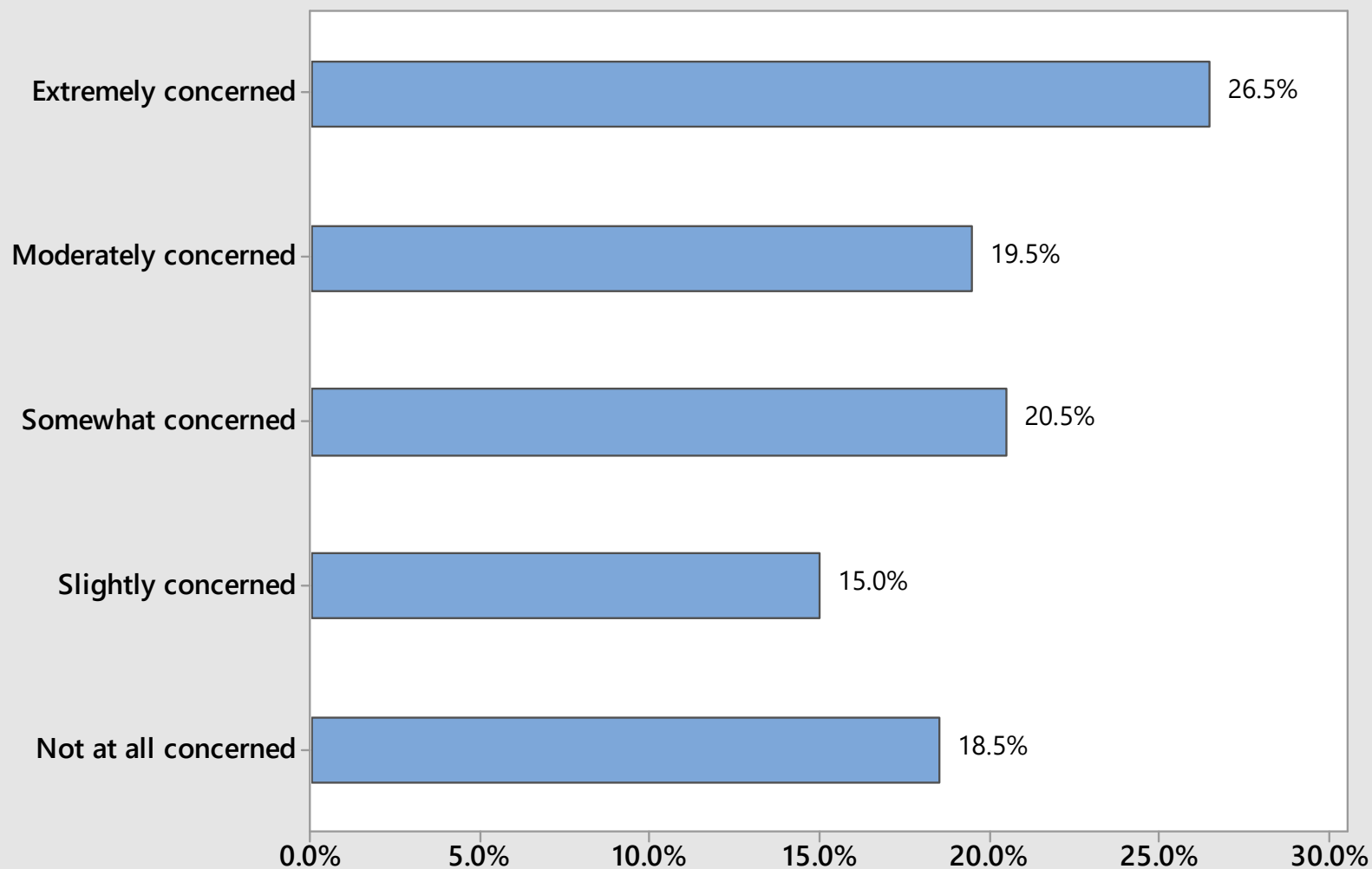
Where did respondents travel to during the week before and after COVID?



How much do riders who have started using EZFare agree/disagree with the following statements?

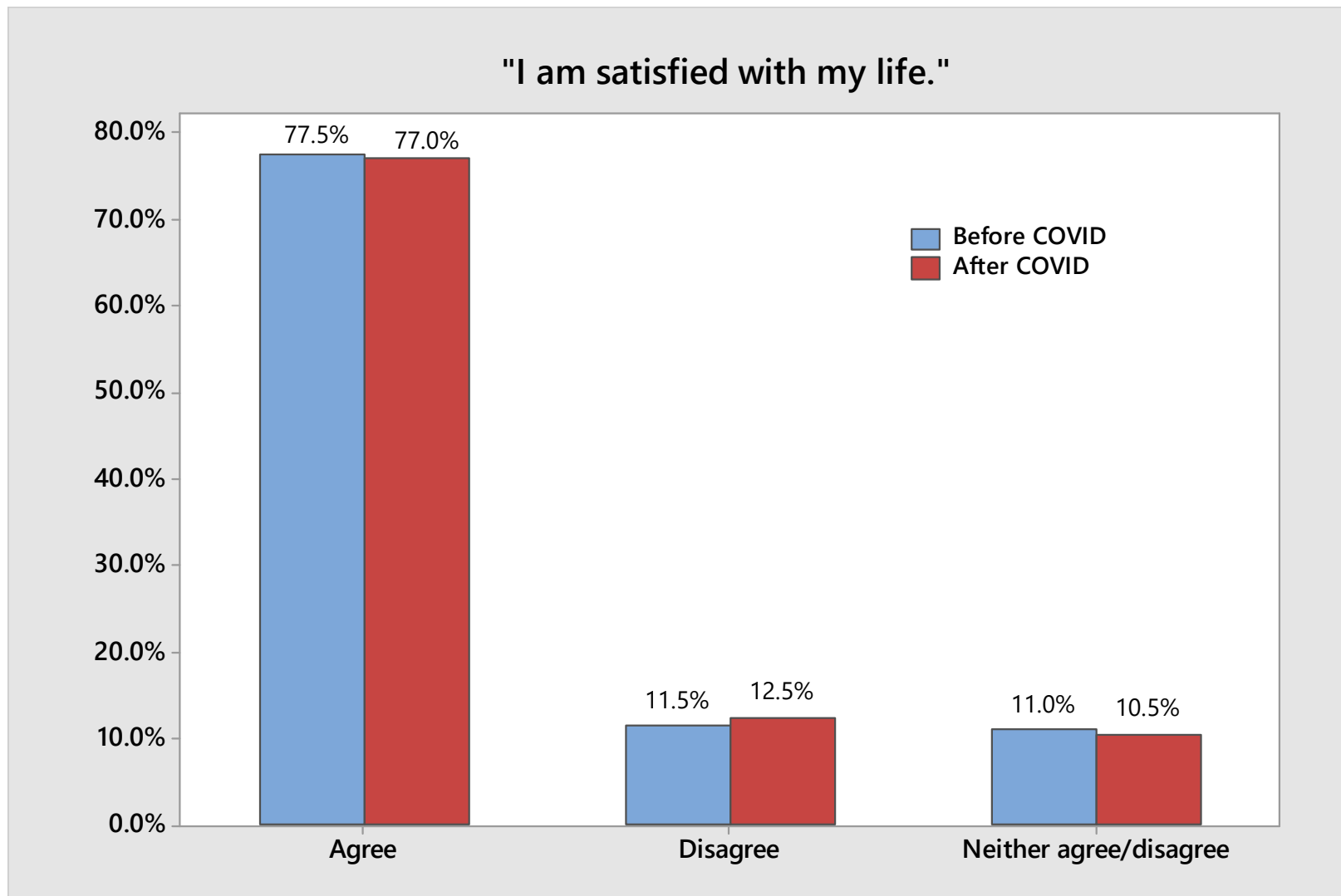


Concern over catching COVID-19 from other passengers.



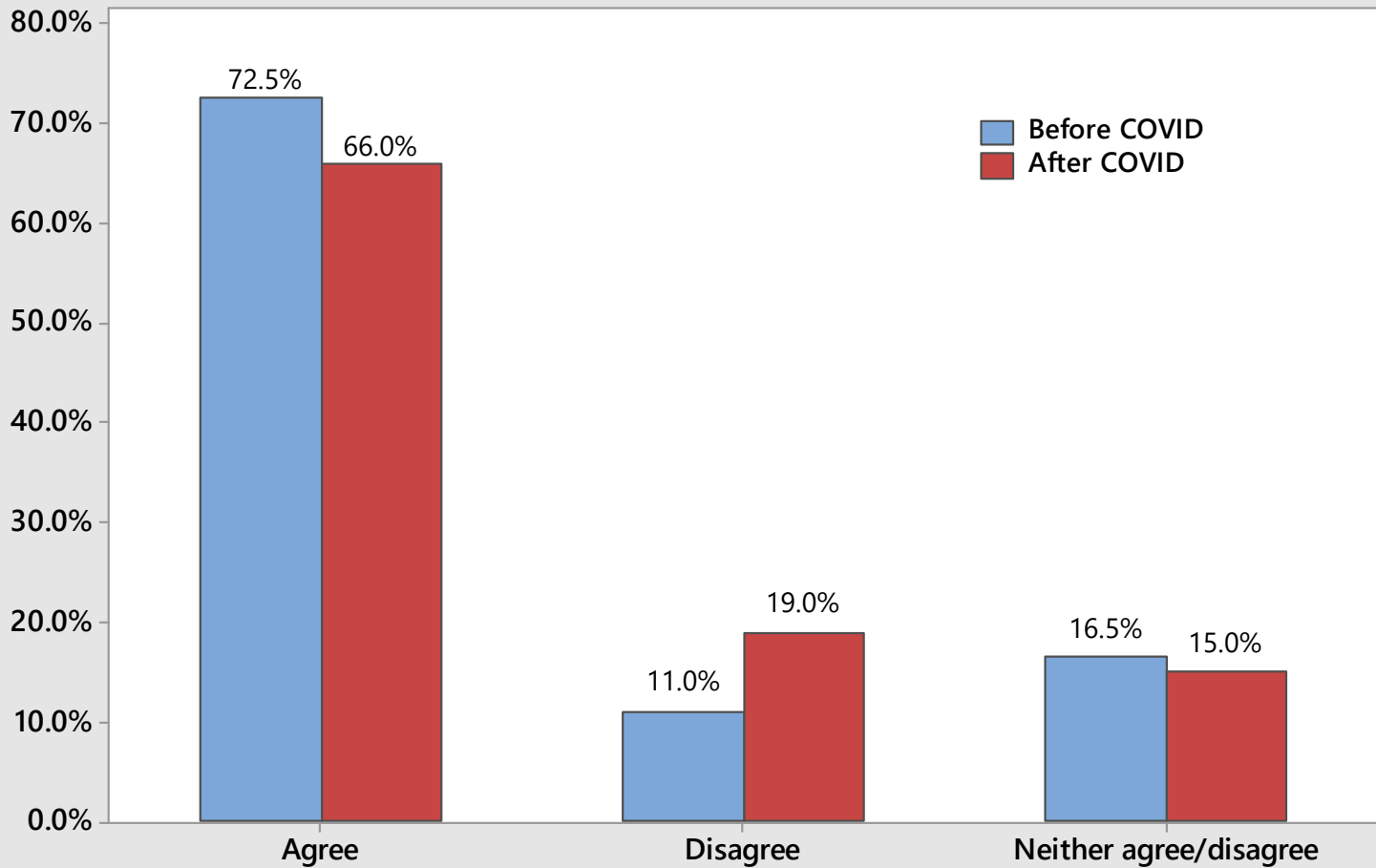
46.0% of respondents were either extremely or moderately concerned over catching COVID-19 from other passengers.

Agreement/Disagreement with Quality-of-Life Statements



Agreement/Disagreement with Quality-of-Life Statements

"I feel connected to my community."





Comparison to Laketran and SARTA Respondents

<u>Demographics</u>	<u>METRO</u>	<u>Laketran</u>	<u>SARTA</u>
Household income less than \$20k	47.0%	31.9%	67.3%
Unemployed or furloughed	14.5%	9.6%	26.9%
Unbanked	18.0%	6.6%	32.2%
Veteran	7.6%	6.7%	6.7%
One or more handicaps	31.0%	31.9%	27.7%
Homeless	2.5%	1.2%	2.6%



Comparison to Laketran and SARTA Respondents

<u>Travel Characteristics</u>	<u>METRO</u>	<u>Laketran</u>	<u>SARTA</u>
Cash payment	41.5%	29.5%	41.0%
EZFare payment	33.0%	29.5%	33.5%
Extreme or moderate concern about catching COVID from other passengers.	46.0%	41.6%	36.6%
Change in quality-of-life statements, pre- to post-COVID:			
AGREE with "I am satisfied with my life."	-0.5%	-0.6%	-0.9%
DISAGREE with "I am satisfied with my life."	+1.0%	+3%	+3.8%
AGREE with "I feel connected to my community."	-6.5%	-4.8%	-2.1%
DISAGREE with "I feel connected to my community."	+8.0%	+0.6%	+3.4%
Weekly one-way trips per person before COVID	16.6	14.9	14.8
Weekly one-way trips per person after COVID	10.7	10.5	11.7