



## March 2023 RTA Customer Survey

### Introduction

Welcome to the March 2023 Customer Survey!

This survey is about your experiences using transit and your viewpoints on important issues. Your responses are extremely valuable.

Your insights will help us serve your changing needs.

As always, your responses will be anonymous, and no personal data will be shared with third parties.

Thank You,

RTA Market Research Team



## March 2023 RTA Customer Survey

### Panel Membership

#### **Welcome!**

**The RTA has created a Customer Panel to collect frequent and timely short surveys.**

**We always welcome new members to improve the quality of the data we collect.**

**If you choose to join to the panel, you will receive quarterly invitations from**

**"[SurveyResearch@rtachicago.org](mailto:SurveyResearch@rtachicago.org)" to take similar surveys.**

*You may choose to leave the panel at any time by clicking to the unsubscribe link that appears at the bottom of the survey invitations.*

#### **Would you like to be a part of RTA's Customer Panel?**

☐ Yes

☐ No



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## March 2023 RTA Customer Survey

### Eligibility - Returning Members

**Are you still a resident of Illinois, Wisconsin, or Indiana?**

☐ Yes

☐ No



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## March 2023 RTA Customer Survey

### Eligibility - New Members

**Are you still a resident of Illinois, Wisconsin, or Indiana?**

☐ Yes

☐ No



## March 2023 RTA Customer Survey

### Disqualification

**Based on your current response, you do not qualify for the March 2023 RTA Customer Survey this time.**

**Thank you.**



## March 2023 RTA Customer Survey

### Travel Behavior

Let's start by reviewing or defining your typical and non-typical transit trips.

**How long have you been riding transit in the Chicago region?  
(If you are using transit regularly now, include the time you may have stopped  
using transit during the pandemic).**

- ☐ Less than a year
- ☐ 1 - 2 years
- ☐ 3 - 4 years
- ☐ 5 - 6 years
- ☐ 7 - 8 years
- ☐ 9 - 10 years
- ☐ 11 - 20 years
- ☐ More than 20 years



## March 2023 RTA Customer Survey

### Typical Transit Trip

**FOR THE LAST 3 MONTHS, consider a trip that you REGULARLY make during a TYPICAL week using TRANSIT (CTA/Metra/Pace/ADA Paratransit). This trip could be your commute to work, trip to school, or a routine trip for another purpose.**

Example:

John lives in a suburb where he takes a Pace bus to a Metra station. He commutes 3 days a week to his workplace in the City of Chicago and he attends graduate school in Downtown Chicago 2 evenings a week. He takes Metra and Pace to return home when he travels to Downtown. John's typical transit trip is his trip to his workplace by Pace and Metra.



## March 2023 RTA Customer Survey

### Typical Transit Trip

**In this section, we will focus on the number of TYPICAL transit trips you make in a typical week and your mode of travel.**

Example:

John commutes 3 days a week, therefore, he would choose "2-3 days/week" for the question below.

**FOR THE LAST 3 MONTHS, how often do you ride transit for your TYPICAL transit trip?**

- ☐ 6-7 days/week
- ☐ 4-5 days/week
- ☐ 2-3 days/week
- ☐ Once a week
- ☐ 1-3 days/month
- ☐ Less than once a month
- ☐ Stopped using transit





## March 2023 RTA Customer Survey

### Typical Trip Mode

Example:

Since John takes Metra and Pace to commute to work, he would choose "I used multiple modes for my typical trip" below.

**What is your MODE of travel for your TYPICAL transit trip?**

- ☐ I use multiple modes for my typical transit trip.
- ☐ CTA Bus
- ☐ CTA Rail
- ☐ Metra
- ☐ Pace
- ☐ ADA Paratransit



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## March 2023 RTA Customer Survey

### Primary Transit Mode

**FOR THE LAST 3 MONTHS, what was your PRIMARY MODE (mode traveled for the farthest distance) for your TYPICAL trip?**

- ☐ CTA Bus
- ☐ CTA Rail
- ☐ Metra
- ☐ Pace



Secondary Mode

**What was your SECONDARY MODE for your TYPICAL trip you made mainly by {{ Q7 }}?**

☐ {{ Q7 }}

☐ CTA Bus

☐ CTA Rail

☐ Metra

☐ Pace

☐ Place other modes here, if you use more than two modes for your TYPICAL transit trip



## March 2023 RTA Customer Survey

### Trip Purpose

**FOR THE LAST 3 MONTHS, what is the main purpose of your TYPICAL transit trip?**

- ☐ commuting to/from work
- ☐ traveling to/from school
- ☐ business related trips
- ☐ visiting family/friends
- ☐ entertainment
- ☐ recreation
- ☐ shopping (groceries, supplies)
- ☐ medical appointments
- ☐ personal business
- ☐ eating/drinking out
- ☐ traveling to a place of worship



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## March 2023 RTA Customer Survey

End of Eligibility Survey

### **Great! Let's keep going.**

In the next section, we will ask you about your general satisfaction with transit service in the region and your viewpoints on personal safety while riding transit.



## Satisfaction with Transit

**IN THE PAST 3 MONTHS,**

[illegible][illegible][illegible]



## March 2023 RTA Customer Survey

### Primary Transit Use

**Considering your travel IN THE PAST 3 MONTHS, which service is MOST IMPORTANT to you?**

- ☐ CTA Bus
- ☐ CTA Rail
- ☐ Metra
- ☐ Pace

### CTA Bus

**Think about the CTA Bus trips you've made IN THE PAST 3 MONTHS.**

**Please indicate how each of the following strategies would impact your perception of personal safety/security**

	Less safe	Neutral	More safe
Police Officers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private security personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K-9 dog patrols	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ambassador/Social worker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhanced lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clean, well-maintained stations, platforms, & vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presence of other passengers/Full vehicle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frequent and reliable service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



### Safety Concerns - CTA Bus

**Think about the CTA Bus trips you've made IN THE PAST 3 MONTHS.**

**What makes you feel less safe/secure while riding transit?**

	Much less safe	Somewhat less safe	Neutral/Not concerned
Dangerous or suspicious behavior	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of vehicle as a temporary shelter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disturbance such as excessive noise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance use (alcohol, tobacco, marijuana, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Less crowded vehicles/stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Damaged facilities or broken vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dirty facilities and infrastructure (e.g., graffiti)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other factors that make you feel less safe (please specify - limit of 140 characters)

### Experience with Safety Issues - CTA Bus

**Please answer these questions considering your CTA Bus trips IN THE PAST 3 MONTHS.**

**Mark the options below that best corresponds with your experience. You may select more than one option per row.**

	I have heard about this through word of mouth or social media	I have heard about this through traditional news media	I have witnessed this	Have not witnessed or Don't Know
Robbery, theft, or related crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assault or related crimes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of vehicle as a temporary shelter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disturbance such as excessive noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nuisance related to alcohol, tobacco, or marijuana use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Damaged facilities or broken vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dirty facilities or infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### CTA Rail

**Think about the CTA Rail trips you've made IN THE PAST 3 MONTHS.**

**Please indicate how each of the following strategies would impact your perception of personal safety/security.**

	Less safe	Neutral	More safe
Police Officers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private security personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K-9 dog patrols	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ambassador/Social worker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhanced lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clean, well-maintained stations, platforms, & vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presence of other passengers/Full vehicle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frequent and reliable service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



## March 2023 RTA Customer Survey

### Safety Concerns - CTA Rail

**Think about the CTA Rail trips you've made IN THE PAST 3 MONTHS.**

**What makes you feel less safe/secure while riding transit?**

	Much less safe	Somewhat less safe	Neutral/Not concerned
Dangerous or suspicious behavior	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of vehicle as a temporary shelter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disturbance such as excessive noise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance use (alcohol, tobacco, marijuana, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Less crowded vehicles/stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Damaged facilities or broken vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dirty facilities and infrastructure (e.g., graffiti)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other factors that make you feel less safe (please specify - limit of 140 characters)

### Experience with Safety Issues - CTA Rail

**Please answer these questions considering your CTA Rail trips IN THE PAST 3 MONTHS.**

**Mark the options below that best corresponds with your experience. You may select more than one option per row.**

	I have heard about this through word of mouth or social media	I have heard about this through traditional news media	I have witnessed this	Have not witnessed or Don't Know
Robbery, theft, or related crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assault or related crimes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of vehicle as a temporary shelter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disturbance such as excessive noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nuisance related to alcohol, tobacco, or marijuana use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Damaged facilities or broken vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dirty facilities or infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Metra

**Think about the Metra trips you've made IN THE PAST 3 MONTHS.**

**Please indicate how each of the following strategies would impact your perception of personal safety/security.**

	Less safe	Neutral	More safe
Police Officers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private security personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K-9 dog patrols	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ambassador/Social worker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhanced lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clean, well-maintained stations, platforms, & vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presence of other passengers/Full vehicle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frequent and reliable service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



## March 2023 RTA Customer Survey

### Safety Concerns - Metra

**Think about the Metra trips you've made IN THE PAST 3 MONTHS.**

**What makes you feel less safe/secure while riding transit?**

	Much less safe	Somewhat less safe	Neutral/Not concerned
Dangerous or suspicious behavior	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of vehicle as a temporary shelter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disturbance such as excessive noise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance use (alcohol, tobacco, marijuana, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Less crowded vehicles/stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Damaged facilities or broken vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dirty facilities and infrastructure (e.g., graffiti)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other factors that make you feel less safe (please specify - limit of 140 characters)

### Experience with Safety Issues - Metra

**Please answer these questions considering your Metra trips IN THE PAST 3 MONTHS.**

**Mark the options below that best corresponds with your experience. You may select more than one option per row.**

	I have heard about this through word of mouth or social media	I have heard about this through traditional news media	I have witnessed this	Have not witnessed or Don't Know
Robbery, theft, or related crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assault or related crimes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of vehicle as a temporary shelter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disturbance such as excessive noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nuisance related to alcohol, tobacco, or marijuana use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Damaged facilities or broken vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dirty facilities or infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



### Pace Bus

**Think about the Pace trips you've made IN THE PAST 3 MONTHS.**

**Please indicate how each of the following strategies would impact your perception of personal safety/security.**

	Less safe	Neutral	More safe
Police Officers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private security personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K-9 dog patrols	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ambassador/Social worker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhanced lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clean, well-maintained stations, platforms, & vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presence of other passengers/Full vehicle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frequent and reliable service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Safety Concerns - Pace

**Think about the Pace trips you've made IN THE PAST 3 MONTHS.****What makes you feel less safe/secure while riding transit?**

	Much less safe	Somewhat less safe	Neutral/Not concerned
Dangerous or suspicious behavior	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of vehicle as a temporary shelter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disturbance such as excessive noise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance use (alcohol, tobacco, marijuana, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Less crowded vehicles/stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Damaged facilities or broken vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dirty facilities and infrastructure (e.g., graffiti)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other factors that make you feel less safe (please specify - limit of 140 characters)

### Experience with Safety Issues - Pace

**Please answer these questions considering your Pace trips IN THE PAST 3 MONTHS only.**

**Mark the options below that best corresponds with your experience. You may select more than one option per row.**

	I have heard about this through word of mouth or social media	I have heard about this through traditional news media	I have witnessed this	Have not witnessed or Don't Know
Robbery, theft, or related crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assault or related crimes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of vehicle as a temporary shelter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disturbance such as excessive noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nuisance related to alcohol, tobacco, or marijuana use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Damaged facilities or broken vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dirty facilities or infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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## March 2023 RTA Customer Survey

### Secondary Service

**Do you use another service besides {{ Q13 }}?**

☐ Yes

☐ No



## March 2023 RTA Customer Survey

### Safety Using Other Services

**Please answer the previous three questions again, this time considering a different service besides {{ Q13 }}.**

**Considering your travel IN THE PAST 3 MONTHS, which other service was also important to you?**

- ☐ CTA Bus
- ☐ CTA Rail
- ☐ Metra
- ☐ Pace

### CTA Bus

**Think about the CTA Bus trips you've made IN THE PAST 3 MONTHS.**

**Please indicate how each of the following strategies would impact your perception of personal safety/security**

	Less safe	Neutral	More safe
Police Officers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private security personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K-9 dog patrols	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ambassador/Social worker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhanced lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clean, well-maintained stations, platforms, & vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presence of other passengers/Full vehicle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frequent and reliable service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



## March 2023 RTA Customer Survey

### Safety Concerns - CTA Bus

**Think about the CTA Bus trips you've made IN THE PAST 3 MONTHS.**

**What makes you feel less safe/secure while riding transit?**

	Much less safe	Somewhat less safe	Neutral/Not concerned
Dangerous or suspicious behavior	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of vehicle as a temporary shelter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disturbance such as excessive noise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance use (alcohol, tobacco, marijuana, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Less crowded vehicles/stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Damaged facilities or broken vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dirty facilities and infrastructure (e.g., graffiti)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other factors that make you feel less safe (please specify - limit of 140 characters)

### Experience with Safety Issues - CTA Bus

**Please answer these questions considering your CTA Bus trips IN THE PAST 3 MONTHS.**

**Mark the options below that best corresponds with your experience. You may select more than one option per row.**

	I have heard about this through word of mouth or social media	I have heard about this through traditional news media	I have witnessed this	Have not witnessed or Don't Know
Robbery, theft, or related crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assault or related crimes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of vehicle as a temporary shelter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disturbance such as excessive noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nuisance related to alcohol, tobacco, or marijuana use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Damaged facilities or broken vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dirty facilities or infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



### CTA Rail

**Think about the CTA Rail trips you've made IN THE PAST 3 MONTHS.**

**Please indicate how each of the following strategies would impact your perception of personal safety/security.**

	Less safe	Neutral	More safe
Police Officers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private security personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K-9 dog patrols	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ambassador/Social worker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhanced lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clean, well-maintained stations, platforms, & vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presence of other passengers/Full vehicle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frequent and reliable service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



## March 2023 RTA Customer Survey

### Safety Concerns - CTA Rail

**Think about the CTA Rail trips you've made IN THE PAST 3 MONTHS.**

**What makes you feel less safe/secure while riding transit?**

	Much less safe	Somewhat less safe	Neutral/Not concerned
Dangerous or suspicious behavior	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of vehicle as a temporary shelter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disturbance such as excessive noise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance use (alcohol, tobacco, marijuana, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Less crowded vehicles/stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Damaged facilities or broken vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dirty facilities and infrastructure (e.g., graffiti)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other factors that make you feel less safe (please specify - limit of 140 characters)

### Experience with Safety Issues - CTA Rail

**Please answer these questions considering your CTA Rail trips IN THE PAST 3 MONTHS.**

**Mark the options below that best corresponds with your experience. You may select more than one option per row.**

	I have heard about this through word of mouth or social media	I have heard about this through traditional news media	I have witnessed this	Have not witnessed or Don't Know
Robbery, theft, or related crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assault or related crimes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of vehicle as a temporary shelter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disturbance such as excessive noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nuisance related to alcohol, tobacco, or marijuana use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Damaged facilities or broken vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dirty facilities or infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Metra

**Think about the Metra trips you've made IN THE PAST 3 MONTHS.****Please indicate how each of the following strategies would impact your perception of personal safety/security.**

	Less safe	Neutral	More safe
Police Officers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private security personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K-9 dog patrols	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ambassador/Social worker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhanced lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clean, well-maintained stations, platforms, & vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presence of other passengers/Full vehicle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frequent and reliable service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



## March 2023 RTA Customer Survey

### Safety Concerns - Metra

**Think about the Metra trips you've made IN THE PAST 3 MONTHS.**

**What makes you feel less safe/secure while riding transit?**

	Much less safe	Somewhat less safe	Neutral/Not concerned
Dangerous or suspicious behavior	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of vehicle as a temporary shelter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disturbance such as excessive noise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance use (alcohol, tobacco, marijuana, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Less crowded vehicles/stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Damaged facilities or broken vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dirty facilities and infrastructure (e.g., graffiti)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other factors that make you feel less safe (please specify - limit of 140 characters)

### Experience with Safety Issues - Metra

**Please answer these questions considering your Metra trips IN THE PAST 3 MONTHS.**

**Mark the options below that best corresponds with your experience. You may select more than one option per row.**

	I have heard about this through word of mouth or social media	I have heard about this through traditional news media	I have witnessed this	Have not witnessed or Don't Know
Robbery, theft, or related crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assault or related crimes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of vehicle as a temporary shelter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disturbance such as excessive noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nuisance related to alcohol, tobacco, or marijuana use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Damaged facilities or broken vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dirty facilities or infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Pace Bus

**Think about the Pace trips you've made IN THE PAST 3 MONTHS.**

**Please indicate how each of the following strategies would impact your perception of personal safety/security.**

	Less safe	Neutral	More safe
Police Officers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private security personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K-9 dog patrols	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ambassador/Social worker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhanced lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clean, well-maintained stations, platforms, & vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presence of other passengers/Full vehicle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frequent and reliable service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Safety Concerns - Pace

**Think about the Pace trips you've made IN THE PAST 3 MONTHS.****What makes you feel less safe/secure while riding transit?**

	Much less safe	Somewhat less safe	Neutral/Not concerned
Dangerous or suspicious behavior	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of vehicle as a temporary shelter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disturbance such as excessive noise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance use (alcohol, tobacco, marijuana, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Less crowded vehicles/stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Damaged facilities or broken vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dirty facilities and infrastructure (e.g., graffiti)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other factors that make you feel less safe (please specify - limit of 140 characters)



### Experience with Safety Issues - Pace

**Mark the options below that best corresponds with your experience. You may select more than one option per row.**

	I have heard about this through word of mouth or social media	I have heard about this through traditional news media	I have witnessed this	Have not witnessed or Don't Know
Robbery, theft, or related crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assault or related crimes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of vehicle as a temporary shelter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disturbance such as excessive noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nuisance related to alcohol, tobacco, or marijuana use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Damaged facilities or broken vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dirty facilities or infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



## March 2023 RTA Customer Survey

Thank you!

### **We are done!**

Thank you very much for sharing your insights and contributing to our efforts to improve transit in our region.

We look forward to hearing from you next time!

RTA Market Research Team.



Regional  
Transportation  
Authority

## March 2023 RTA Customer Survey

### Leaving the Panel

Sorry to see you leave.

We will no longer contact you for another RTA survey, unless you agree to participate in future transit surveys.