

**CHICAGOLAND
TRANSPORTATION
SURVEY * METRA**

DECEMBER 16-19, 2024

Prepared by:

DFM Research

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Topline

<u>Interviews:</u>	500 respondents in the core Chicago 6 county area
<u>Margin of Error:</u>	± 4.4 percentage points
<u>Interview Dates:</u>	December 16-19, 2024
<u>Sample:</u>	Landline, mobile phone and text-by-web. Phone numbers stratified into three distinct geographic regions in the Chicago area to ensure balance. Final data is weighted by: gender, age, education and race/ethnicity.
<u>Survey Sponsor:</u>	SMART Transportation Division’s Illinois State Legislative Board

Q2: I’m now going to read you some names of public figures and organizations. For each one, please tell me if you have a favorable or unfavorable opinion, and if you never heard of them before, just let me know.

	<u>Favorable</u>	<u>Unfavorable</u>	<u>Neutral (VOL)</u>	<u>Never Heard Of</u>
f: Amtrak	67	11	20	2
g: Metra	72	10	15	3
h: Freight Railroads, like Union Pacific	52	14	27	7
i: CTA, Chicago Transit Authority	51	31	15	3
j: PACE	49	12	27	11
k: Labor Unions	65	24	10	1

Q7: And which would be the most important, to encourage you to use public transportation more frequently? (**ranked order**)

Increased law enforcement presence on public transportation	30%
Faster arrival times to destination than driving / ride-share apps	18
Expanding public transportation to new locations across the state ..	18
Faster Travel times on Public Transportation	10
Lowered Fare costs	9
More effortless connectivity between Metra, Pace, and CTA	8
More Frequent services	7

Question 8 series only to “Yes, Use Metra”

Q8a: As a current rider of Metra, how would you rate the job performance of Metra’s conductors and ticket collectors?

Excellent	44%
Good	39
Fair	12
Poor	1
Failing	1
Don’t use Metra / Unsure	2

Q8b: How would you rate Metra overall?

Excellent	26%
Good	53
Fair	15
Poor	3
Failing	3
Don't use Metra /Unsure	0

Q8c: How safe and secure do you feel when riding a Metra train?

Very Safe and Secure	41%
Safe and Secure	36
Just Somewhat Safe and Secure	20
Not that Safe and Secure	2
(VOL) Unsure	1

Q8d: Generally speaking, would you say Metra is safer today than it was five-years ago?

Yes, much safer	11%
Yes, somewhat safer	18
No	33
(VOL) Did not ride Metra five years ago	13
(VOL) Unsure	25

Q8e: Do you support or oppose more law enforcement personnel on trains, buses and in the stations?

Strongly support	51%
Somewhat support	28
Somewhat oppose	13
Strongly oppose	5
(VOL) Unsure	4

Q8f: When riding Metra, or other mass transit options, would it make you feel more secure to have transit employees readily available to address ridership concerns or to answer questions?

Yes, much more secure	38%
Yes, somewhat more secure.....	43
No	11
(VOL) Unsure	8

Q8g: When thinking about Metra fares, do you think the current ticket price is good value, fair value, or do you find the current price too expensive?

Good value	28%
Fair value	46
Too expensive	24
(VOL) Unsure	3

Question 9 series only to non-riders of public transportation

Q9a: Which would be the main reason you do not currently use Metra, PACE or CTA?

Cost, fares are too expensive	3%
Safety concerns	30
Not convenient	58
(VOL) Unsure	9

Q9f: Do you foresee using Metra, PACE or CTA in the future?

Yes	56%
No	22
(VOL) Unsure	22