

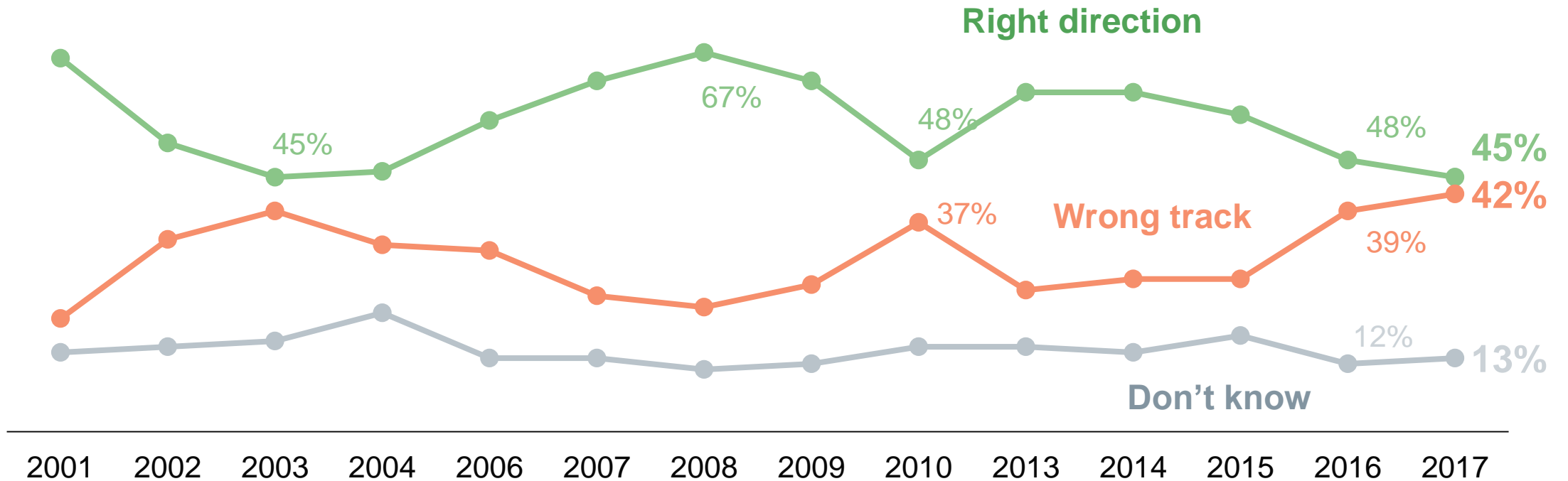
TriMet Attitude & Awareness Survey



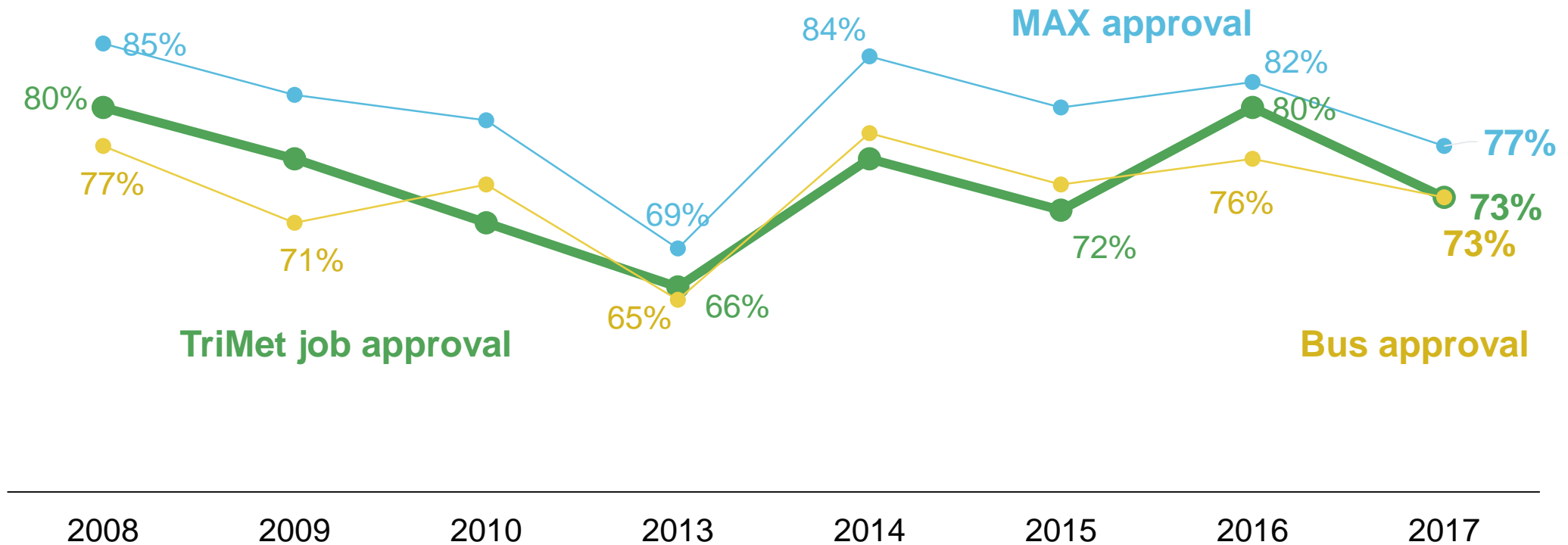
April 2018



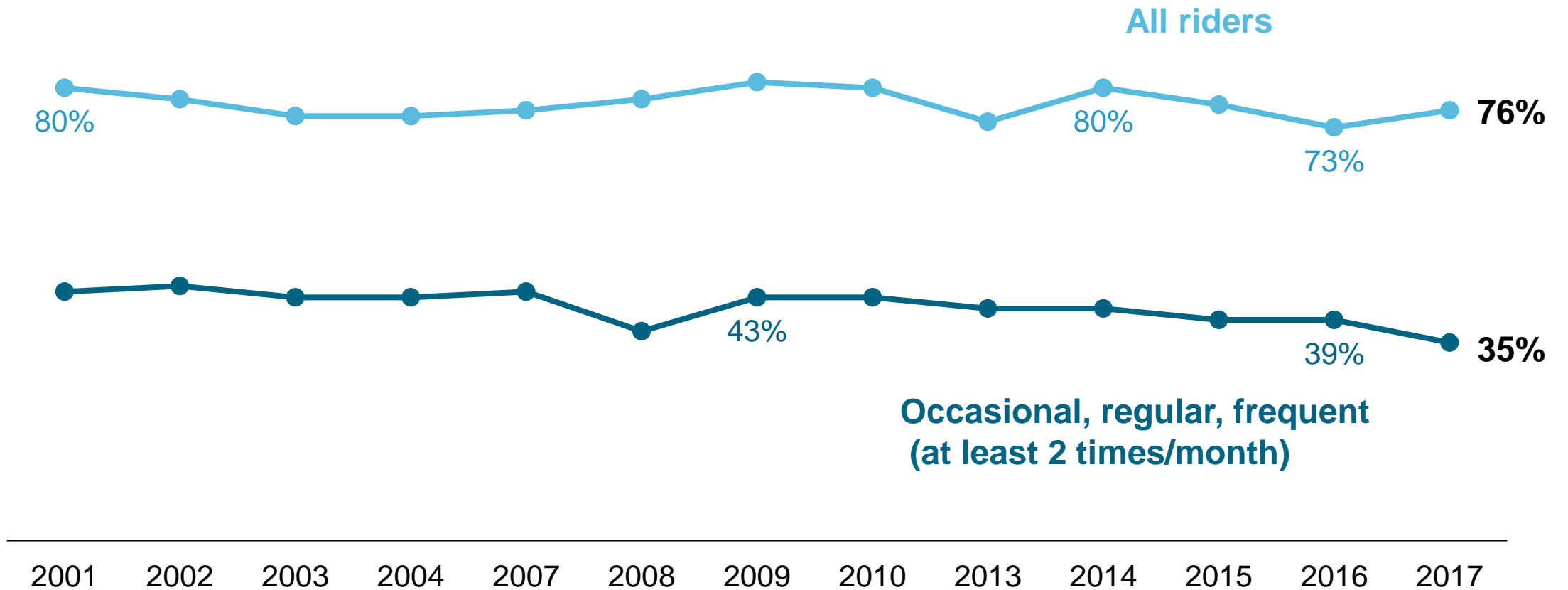
Four in ten are pessimistic about the region's direction, similar to last year.



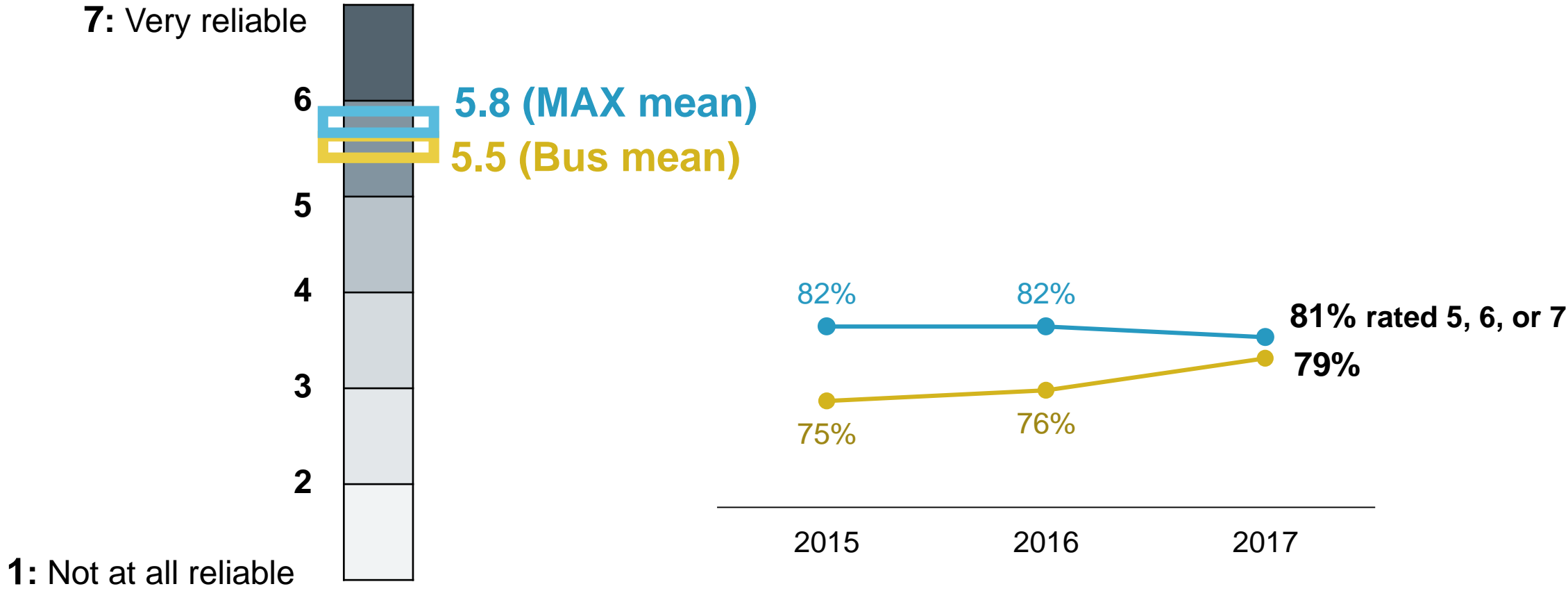
Over 7 in 10 approve of the job TriMet is doing, the bus system, and the MAX system.



While more people are riding TriMet, the number of trips has decreased.



Bus and MAX are seen as reliable.

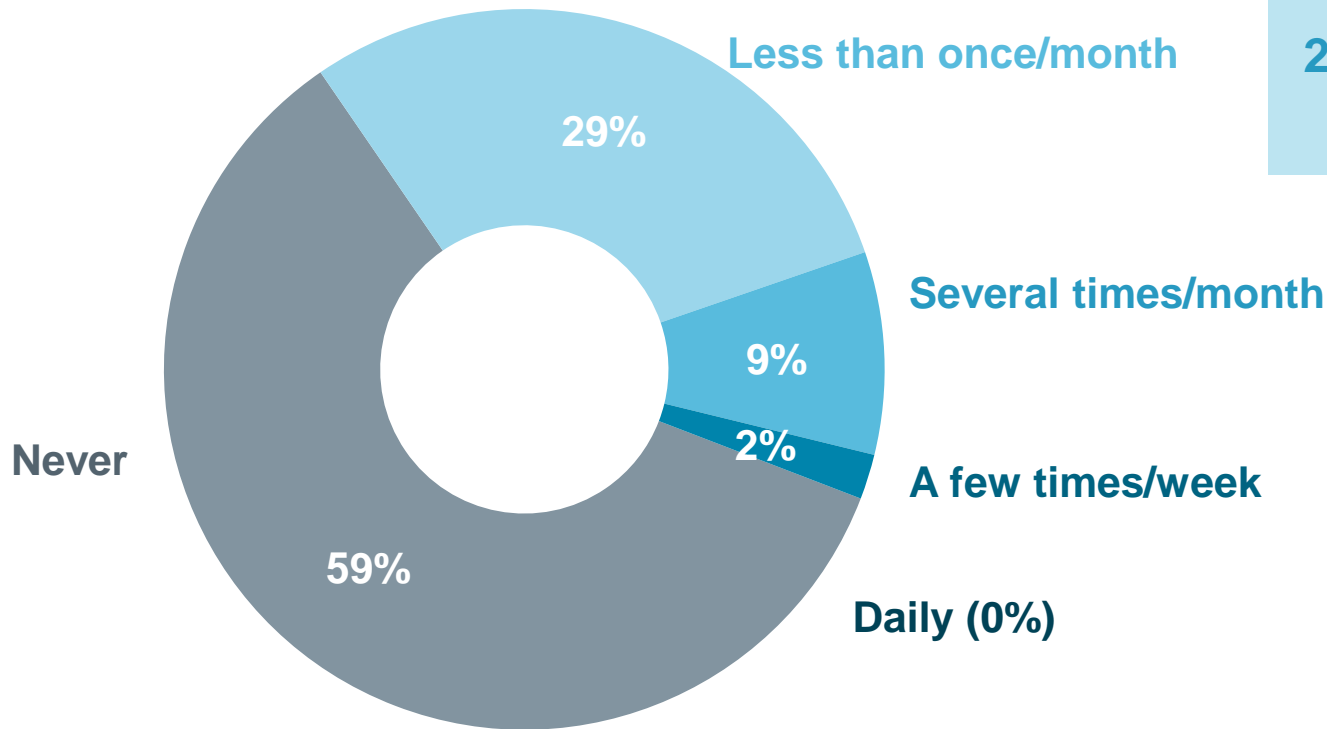


About four in ten residents use ride hailing or car sharing services to some degree.

How often do you use ride hailing or car sharing services?

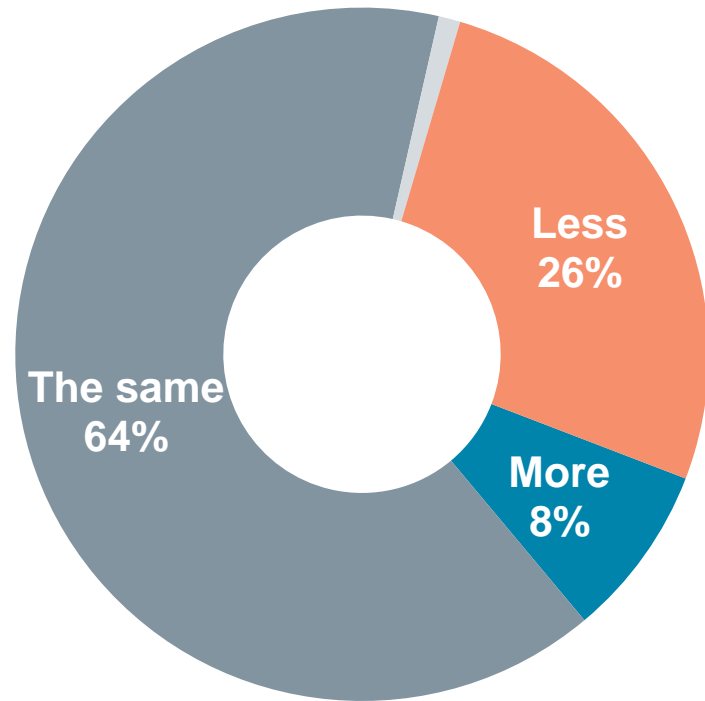
Among riders:

- 9% Use to get **to or from** transit sometimes
- 26% Use **instead of** transit sometimes



A greater number of people say they are riding less often.

Compared to last year, do you ride...



Top reasons to ride less

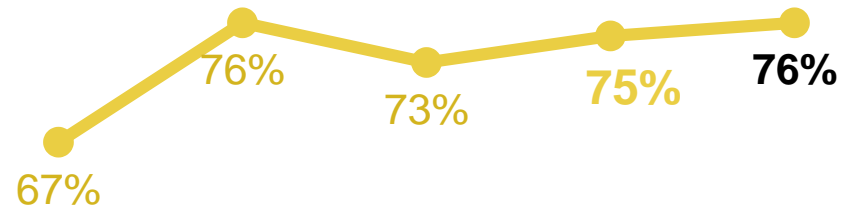
- 25% Lifestyle: retired, fewer trips, telecommute
- 19% Safety issues onboard/at stops
- 15% Got a car

Top reasons to ride more

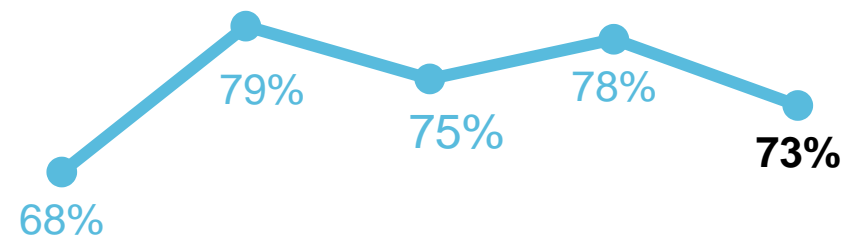
- 42% Service comfort, convenience
- 28% Stop/station close by
- 27% Lifestyle changes

Approval of TriMet's safe operation of buses remains steady; MAX approval declined.

Safe Bus Operation



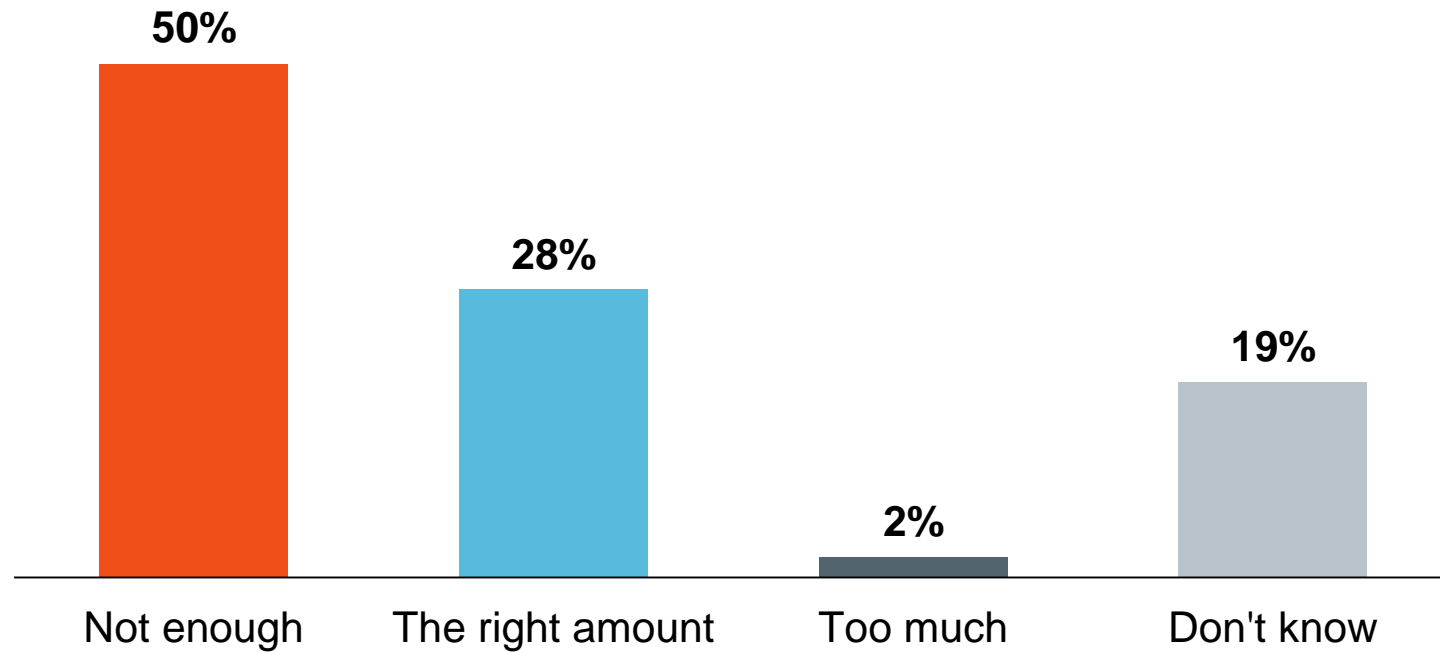
Safe MAX Operation



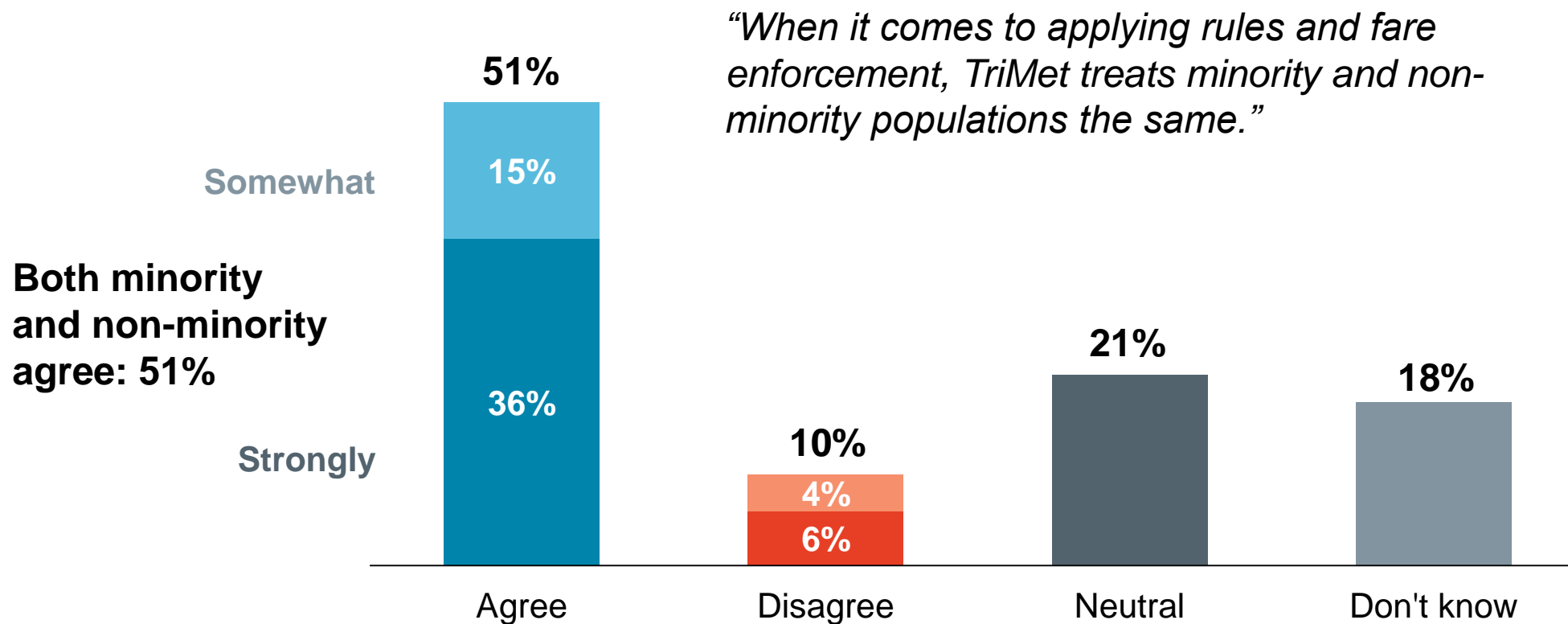
2013 2014 2015 2016 2017

2013 2014 2015 2016 2017

Half of Metro residents say there is not enough security presence on TriMet.

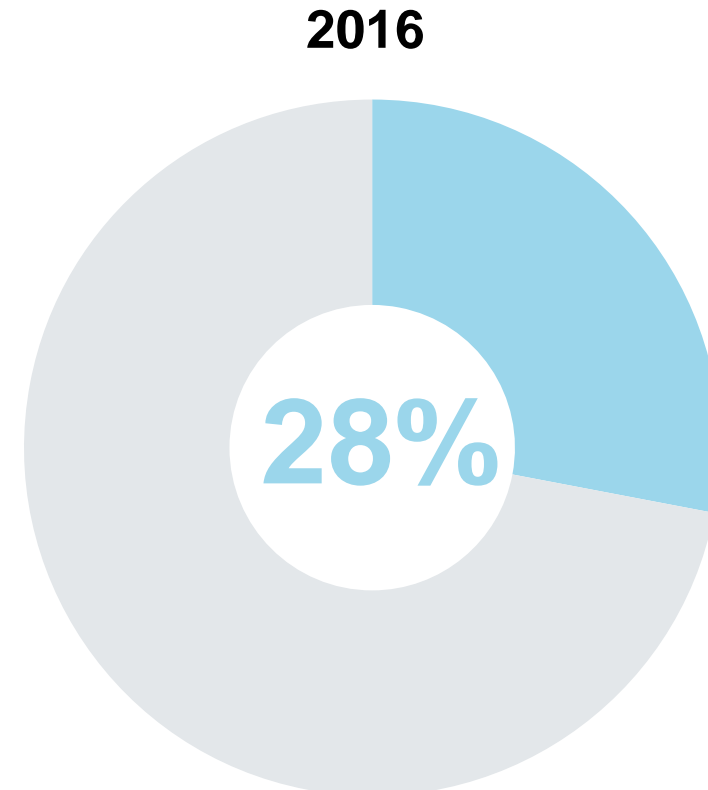
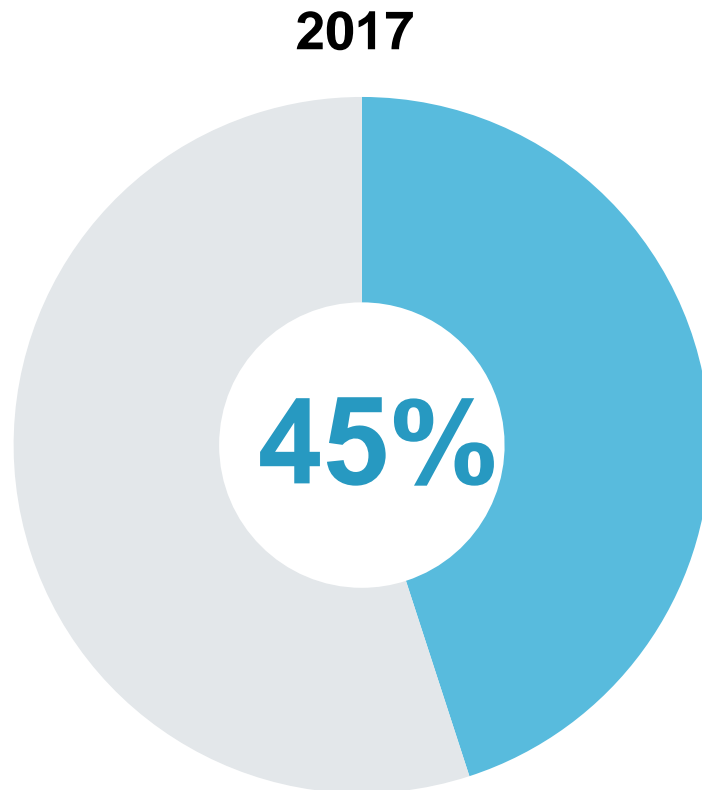


10 percent of residents express concerns that TriMet treats minority and non-minority populations inequitably.



Almost half are aware of Hop. Of those aware, almost half know about fare capping.

Heard of Hop Fastpass:





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