

METROLINK

2025 ONBOARD SURVEY REPORT

January 19, 2026





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1.0 EXECUTIVE SUMMARY

The Southern California Regional Rail Authority (SCRRA), operator of Metrolink, commissioned Resource Systems Group (RSG) and ETC Institute (ETC) to conduct the 2025 Metrolink Onboard Survey. The project surveyed Metrolink riders to better understand shifting travel and ridership patterns across the system. This report summarizes the findings of the 2025 Onboard Survey and compares key metrics to the previous onboard survey, conducted in 2018 by Redhill Group. The 2025 Onboard Survey was fielded via a paper intercept methodology onboard Metrolink trains in June 2025. 4,357 usable surveys were collected across the system, exceeding the target sample size of 3,347. Approximately 18% of average daily ridership was sampled. The margin of error for this sample size at a 95% confidence interval is 1.27 percentage points.

The results revealed several notable findings, summarized below:

- Metrolink's ridership has changed since 2018. The proportions of riders who are below the age of 30 or above the age of 65, Hispanic, lower-income; have no access to a car; and are students have increased compared to 2025.
- Ridership habits have shifted, likely due to the impact of the COVID-19 pandemic on commute patterns and working habits.
 - Frequency of use has notably changed, with a large shift away from riders who use the system five days a week. Riders are using the system less frequently.
 - Use of monthly passes has declined in favor of one-way and round-trip tickets.
 - Trip purposes have shifted; a small majority of trips are still for work commutes, but trips are more likely to be for recreational, leisure, and other purposes in 2025.
- Rider access and egress patterns have changed since 2018. Riders are more likely to walk to or from stations, and less likely to use a private car to get to or from stations and less likely to transfer to another train system on the last mile of their trip.
- The Net Promoter Score is up five points since 2018.
- The system did well overall on satisfaction ratings for a variety of service attributes. The average Top Two Box score (good + excellent) was 74%.
 - Most of the aspects of service tested saw growth in the most positive rating (excellent) with some growth in the two negative categories (very poor + poor) compared to the 2018 survey. The positive growth outweighed the negative.
 - Top-rated attributes included the helpfulness/courtesy of conductors, the value of Metrolink, and the ride experience overall, while one of the lower-rated attributes was schedule convenience.

2.0 OBJECTIVES & BACKGROUND

This report presents the results of Metrolink's 2025 Onboard Survey, conducted on behalf of Metrolink by Resource Systems Group (RSG) and fielded by ETC Institute. This was Metrolink's first in-person origin-destination (OD) survey since 2018. In the intervening years, Metrolink has altered both its fare policy and service levels. Additionally, COVID-19 and its aftermath have created significant shifts in the ridership profile of transit agencies across the country.

The primary goal of the 2025 Onboard Survey was to capture detailed statistically representative data on Metrolink riders' demographics, travel patterns, and service quality perceptions. In order to better understand the ways in which these data points and metrics have shifted in the post-pandemic era, the 2025 Onboard Survey was designed to align, where possible, with the 2018 Onboard Survey. Though the 2025 survey asked fewer questions overall, the questions were largely aligned in kind and content with those asked in 2018, as were the scales and answer options presented to respondents. Answers in the 2025 survey differed from those in the 2018 survey in places where more granular detail was desired (such as in car access and sexual harassment experiences) or where more abundant understandings of concepts have emerged (such as in questions on gender and ethnicity).

The 2025 survey was designed to obtain essential information on passenger origin-destination patterns and access and egress modes of passengers, which the agency will use to inform future strategic and route planning decisions. Additionally, the survey captured information on the types of tickets passengers purchased, the ways in which passengers purchased tickets, and the use of discounted fares, which will inform Metrolink's future fare design and collection decisions.

The survey also sought to build a deeper understanding of the ways in which the rider experience had shifted by asking questions about preferences and attitudes towards aspects of the Metrolink journey. Understanding the attitudes and perceptions that drive riders towards or keep them away from Metrolink is essential to facilitating the continued recovery of ridership from pandemic-induced lows.

Finally, the 2025 Onboard Survey asked a series of demographic questions. These questions were designed to enhance Metrolink's understanding of the populations it serves while also helping to fulfill Title VI requirements.

3.0 RESULTS

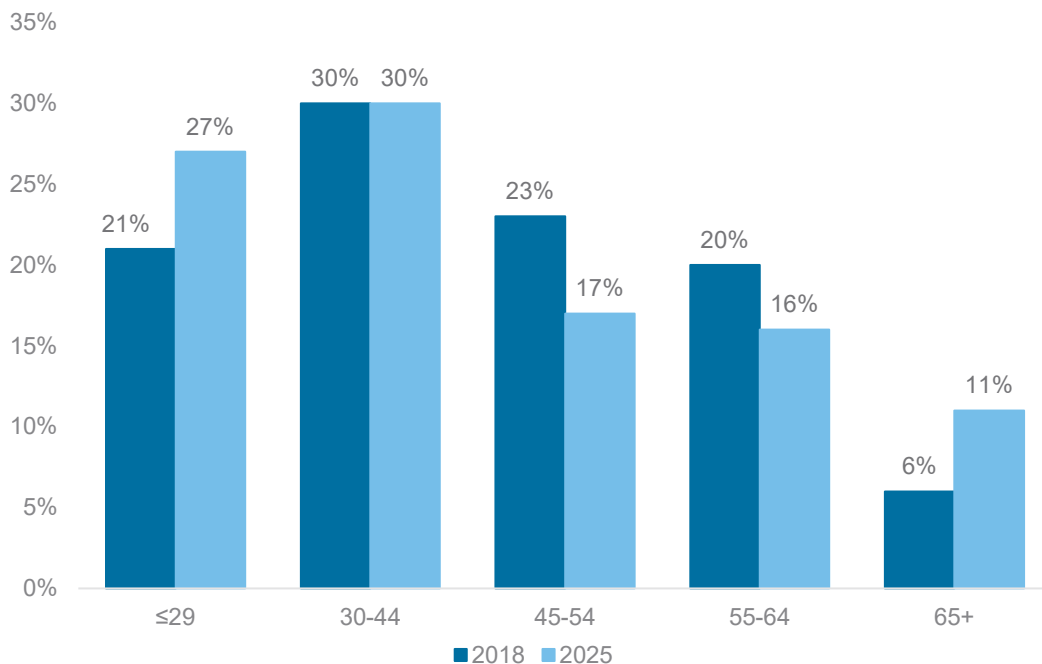
This section presents the results of the 2025 Metrolink Onboard Survey. These results are broken out into three broad sections: Demographics, Travel Characteristics, and Satisfaction. All information presented in this section, both for the 2018 and the 2025 survey, is weighted to weekly ridership levels.

3.1 DEMOGRAPHICS

Half (57%) of Metrolink riders are aged 44 or under, while only one-in-ten (11%) are 65 or older. Riders in 2025 are more likely to be under the age of 30 as well as 65 or older than in 2018, possibly due to changing commute patterns among the middle age groups, who are in prime earning years.

While riders across all age cohorts were less likely to report riding the train five or more times a week in 2025, the drop was particularly pronounced among riders aged 30-44 (from 62% in 2018 to 33% in 2025) and riders aged 55-64 (from 69% in 2018 to 43% in 2025). These groups were also less likely to use Monthly Passes in 2025, instead relying on more flexible or single-use options, such as Flex Passes and one-way tickets, indicating that consistent usage, like that for a regular commute, is down. (Figure 1).

FIGURE 1: AGE BY YEAR



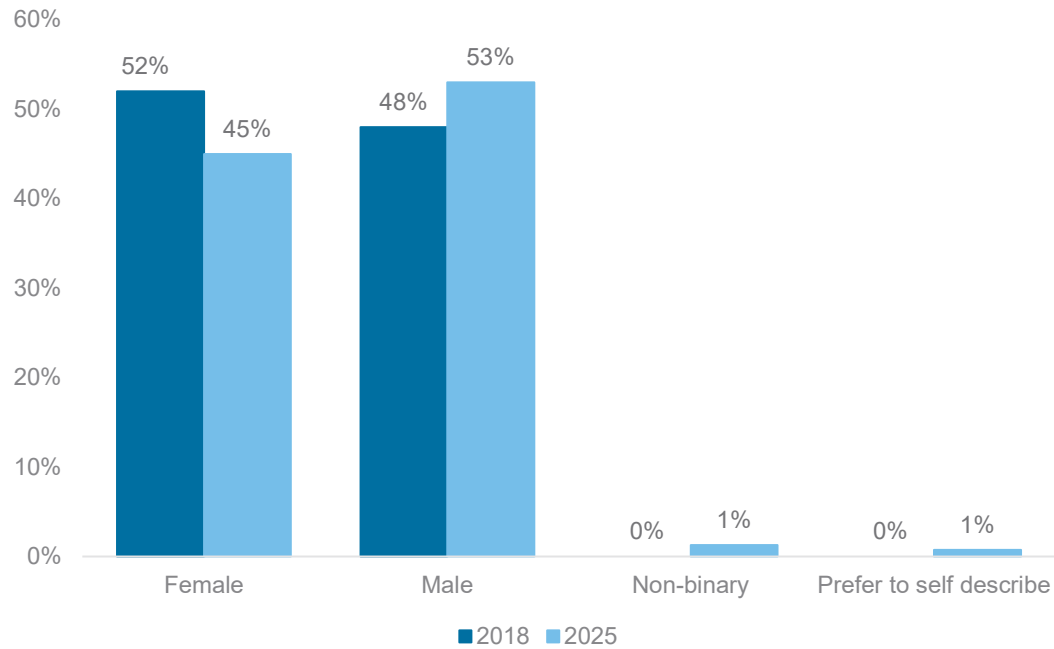
2018, n = 6,439; 2018, no response = 1,312; 2025, n = 3,854, no response = 503

While female riders made up a majority (52%) of 2018 ridership, Figure 2 shows that male riders made up a majority (53%) in 2025. There does not appear to be a singular reason in the data that accounts for this gender shift, though there are a few points of note.

- **Age:** Female riders made up the majority of all age cohorts in 2018, with the exception of those aged 30-44. In 2025, they were the minority in all. The proportion of women in the <30 and 65+ age groups dropped by six and ten points respectively despite the overall proportional increase in riders in these age groups.
- **Race:** The proportions of Caucasian and Asian riders dropped overall (see Figure 3), but both Caucasian and Asian male ridership saw three-point larger drops than women in those respective groups across survey waves. The proportion of Black riders increased due to a five-point increase in Black male ridership, with no change to the proportion of Black female riders.
- **Ticket Type:** While Monthly Pass usage dropped, it dropped notably more among female riders (down 31 points) than males (down 26 points). Round-Trip usage grew overall, but more notably among female riders (up 10 points) than male riders (up 5 points).
- **Ridership Tenure and Frequency:** The portion of males riders who started riding in the last year increased by two points, while this dropped one point among female riders. Female riders are also more likely to use the system infrequently, with 29% of women surveyed using the system less than once a week, compared to 23% of men. In 2018, this gender difference in frequency was three points, versus the current six points.

Please note that the 2018 survey only offered “Male” and “Female” as an option, however, even with expanded gender options including “Non-binary” and “Prefer to self-describe”, almost all respondents (98%) selected either “Male” or “Female”.

FIGURE 2: GENDER BY YEAR

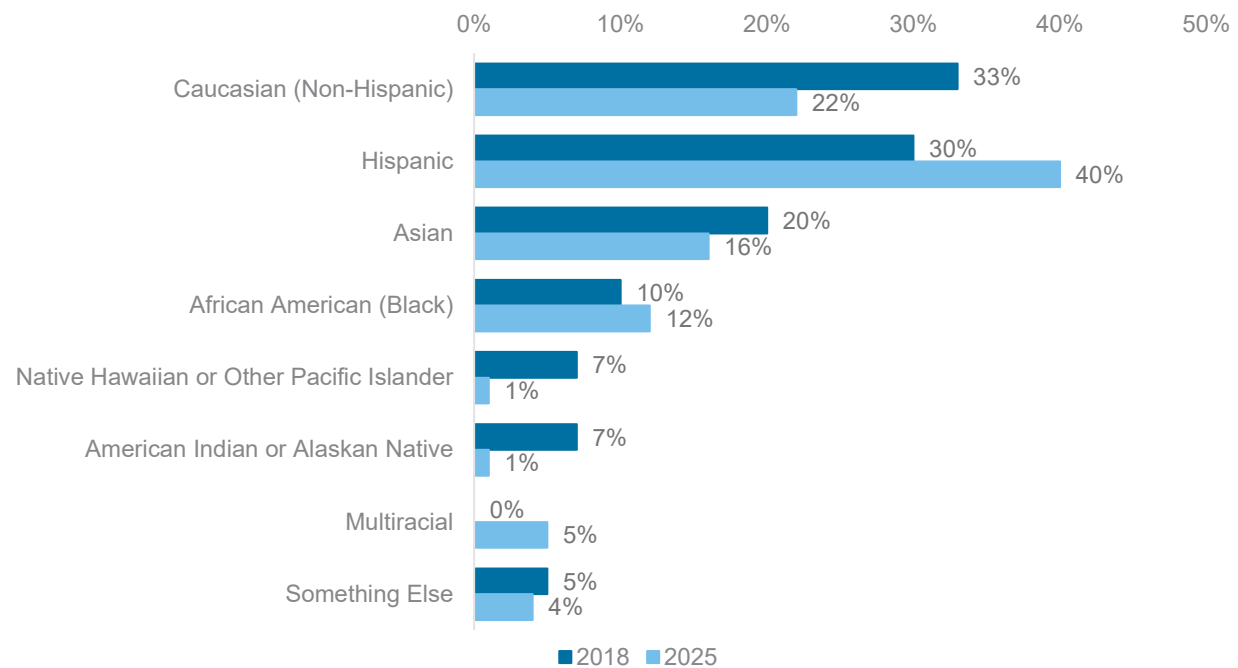


2018, $n = 6,753$, no response = 998 ; 2025, $n = 4,214$, no response = 161

Note: The 2018 survey only included “Male” and “Female” as options. A larger share of respondents answered this question in the 2025 survey than in the 2018 survey (97% vs 88%).

As seen in Figure 3, in 2025, Hispanic individuals make up the largest single ethnic or racial grouping of Metrolink riders. From 2018 to 2025, the share of Metrolink riders who identify as Hispanic grew from 30% to 40%, while the share of Caucasian riders fell from 33% in 2018 to 22% in 2025. In that same period, the share of Asian riders fell slightly (20% to 16%) while the share of Black riders rose from 10% to 12%.

FIGURE 3: RACE BY YEAR

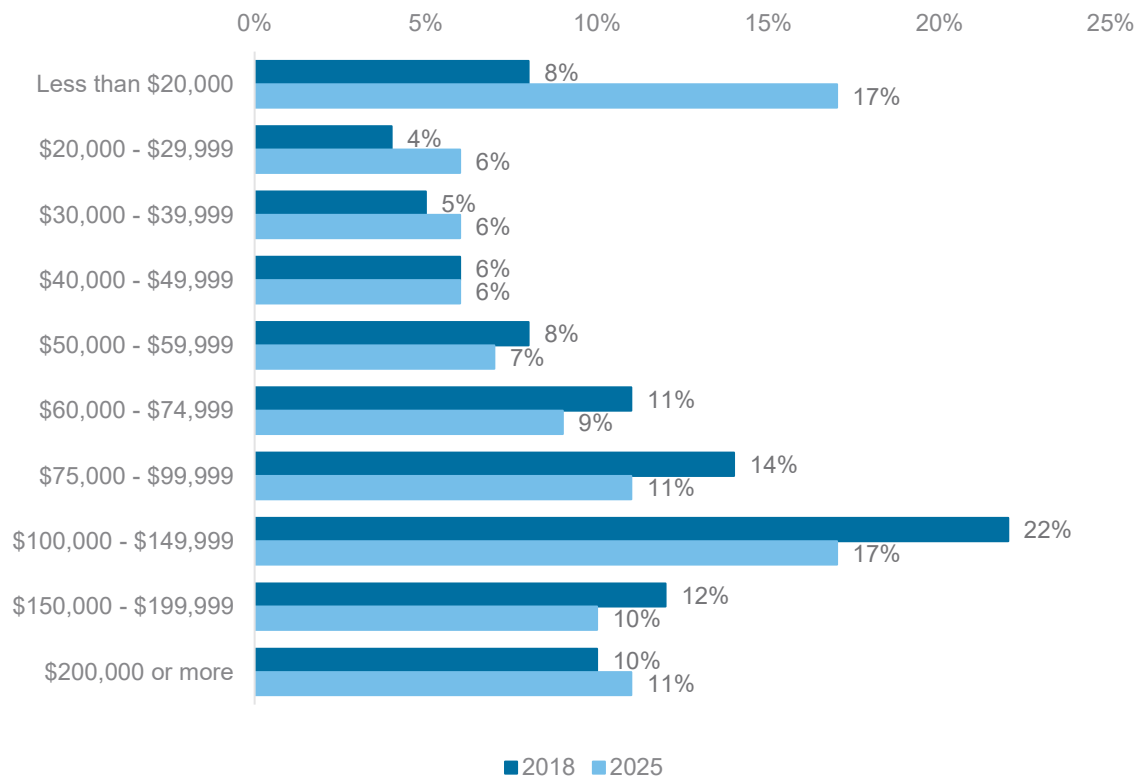


2018, n = 6,685, no response = 1,066; 2025, n = 3,825, no response = 532

Note: "Multiracial" was only offered as an answer on the 2025 survey.

Metrolink riders are more likely to report lower incomes than in 2018. The largest differences are seen in the less than \$20,000 segment (+9 ppt), the \$100,000-\$149,999 segment (-5 ppt), and the \$75,000-\$99,999 segment (-3 ppt). Please note that some of this change may be attributable to a seven-point drop in non-response wave-over-wave (see footnote). (Figure 4).

FIGURE 4: HOUSEHOLD INCOME BY YEAR

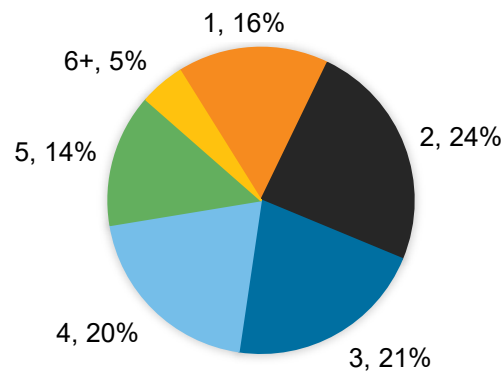


2018, n = 6,323, no response = 1,428; 2025, n = 3,910, no response = 447

Note: While only 83% of respondents reported their income in the 2018 survey, 90% did so in the 2025 survey.

A majority (65%) of Metrolink riders lived in two- to four-person households. The mean household size of Metrolink riders was 3.1 (Figure 5).

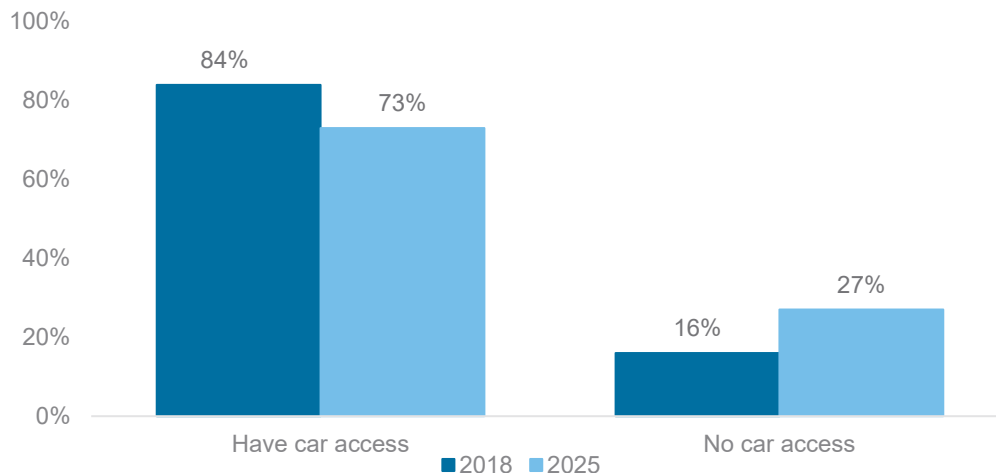
FIGURE 5: HOUSEHOLD SIZE



Sample, n = 4,081, no response = 276

Fewer Metrolink riders reported having access to a car in 2025 than in 2018. Riders without access to a car in 2025 were more likely to be Hispanic (47%), be under the age of 29 (50%), and be a student (47%) and less likely to work full-time (32%) than Metrolink riders overall. They were also more likely to ride Metrolink 6-7 times per week (11%). This suggests that this increase in riders with no car access is driven by increasing student ridership (Figure 6).

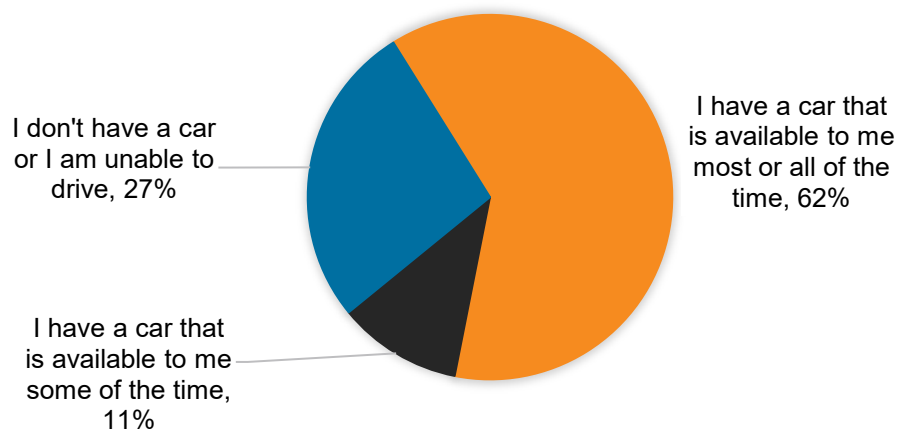
FIGURE 6: CAR ACCESS BY YEAR



2018, n = 7,317, no response = 434; 2025, n = 4,211, no response = 146

The 2025 survey asked for more granular information on car ownership than the 2018 survey. In 2025, three-fifths (62%) of riders had access to a car most or all of the time, with an additional 11% having occasional access to a car (Figure 7). Table 1 shows the best available comparison for the year-over-year data. Respondents are less likely to have access to a car in 2025, though there may be some volatility due to how the question was positioned.

FIGURE 7: CAR ACCESS, 2025



Sample, $n = 4,211$, no response = 146

TABLE 1: CAR ACCESS BY YEAR

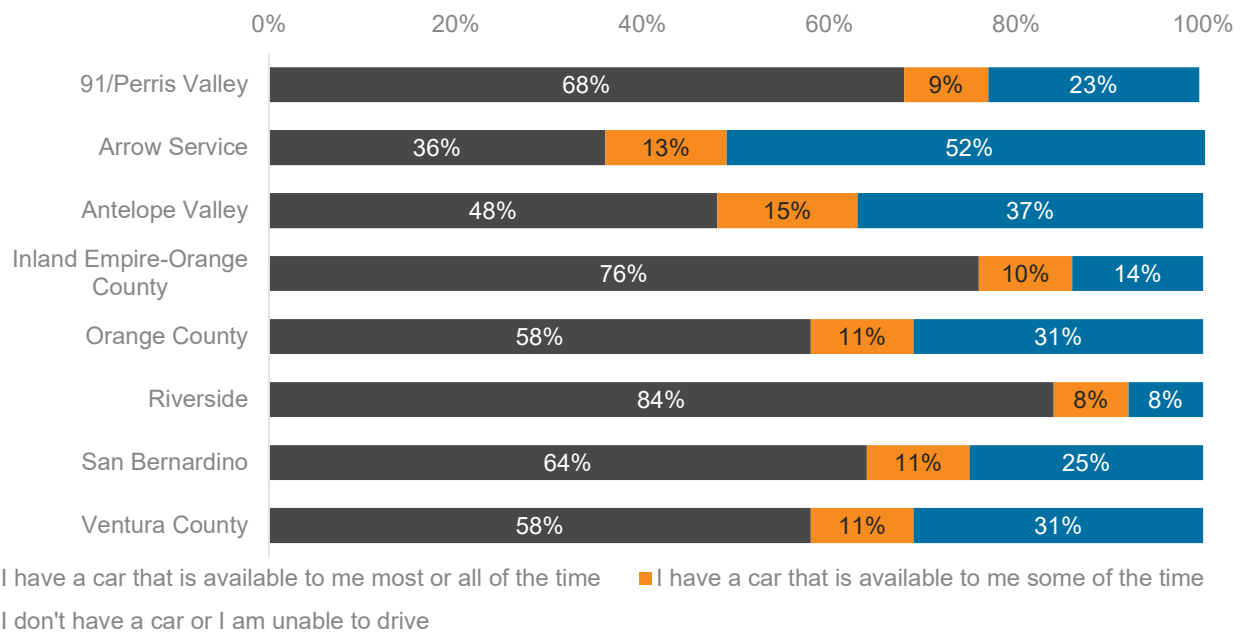
	HAVE CAR ACCESS	NO CAR ACCESS
2018	84%	16%
2025	73%	27%

2018, $n = 7,317$, no response = 434; 2025, $n = 4,211$, no response = 146

Note: This table collapses two response options from 2018 ("I have a car but prefer to take Metrolink" and "My car is broken/being serviced") and two responses from 2025 ("I have a car that is available to me most or all of the time" and "I have a car that is available to me some of the time") into a single category ("Have car access"). The remaining three responses from the 2018 survey ("I don't have a car, I prefer to use Metrolink", "I have no car available to me", and "I am unable to drive or don't know how to drive") are collapsed into "No car access".

Figure 8 shows that riders on the Riverside and Inland Empire-Orange County lines were the most likely to have access to a car, with 92% and 86% respectively reporting either consistent or occasional access. Riders on the Arrow Service were the least likely to have some kind of access to a car (49%), followed by Antelope Valley riders (63%).

FIGURE 8: CAR ACCESS BY LINE, 2025



Sample, $n = 4,211$, no response = 146

Slightly more riders reported having a driver's license than reported having access to a car (78% vs 73%) (Figure 9).

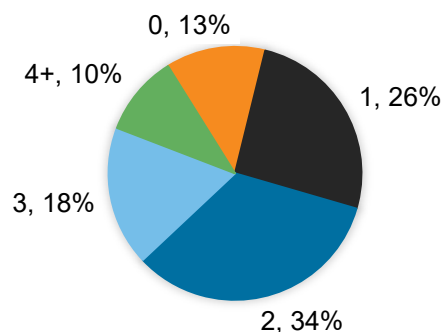
FIGURE 9: DRIVER'S LICENSE, 2025



Sample, $n = 4,251$, no response = 106

While 27% of Metrolink riders reported not having access to a car or being unable to drive, only 13% of riders lived in a household with no vehicles. Most (87%) Metrolink riders lived in households with access to at least one vehicle. The average number of vehicles per rider household was 1.9. Students made up a larger share of households with zero or one vehicles (33% each) and a smaller share of households with 3 or 4 or more cars (14% and 8%, respectively) (Figure 10).

FIGURE 10: NUMBER OF VEHICLES IN HOUSEHOLD, 2025

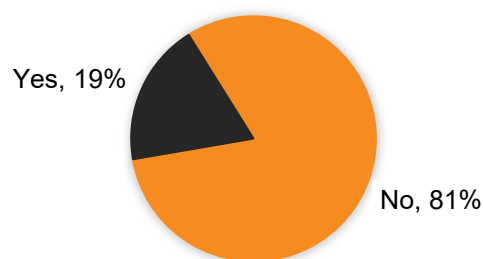


Sample, n = 4236, no response = 121

A large majority (81%) of riders did not have a household member with a CalFresh EBT card. Riders in a household with a CalFresh EBT card were more likely to be Black (19%), under 30 (34%), a student (40%), and live in a single-person household (20%) than Metrolink riders overall. They were also more likely to take the Antelope Valley Line (29%), to use Metrolink to visit friends and family when sampled (24%), and to ride Metrolink 6-7 times a week (11%).

Despite using the system more frequently, these riders were less likely to use Monthly Passes (8% vs 22%). This may be due to the higher upfront cost of Monthly Passes versus that of other ticket types, even with an EBT-related discount. These riders were also more likely to use student (27% vs 15%) and disabled (11% vs 3%) fares (Figure 11).

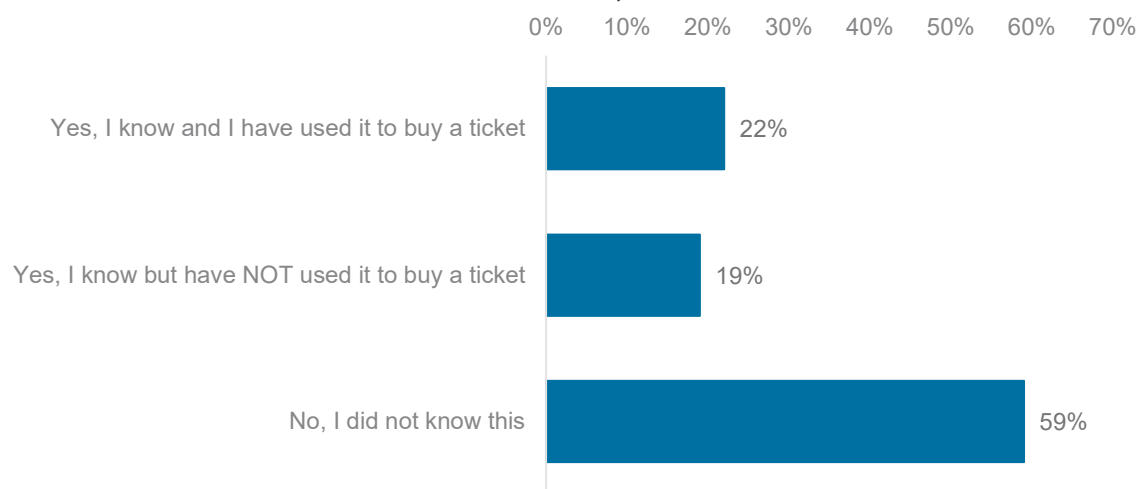
FIGURE 11: HOUSEHOLD CALFRESH EBT CARD, 2025



Sample, n = 4,257, no response = 100

Among riders who reported having a household member with a Calfresh EBT card, fewer than half (41%) were aware that an EBT card could be used to obtain reduced fare tickets on Metrolink trains. Compared to riders who qualified for a discount overall, those who were unaware that EBT cards could be used to acquire discounted Metrolink tickets were more likely to be younger than 30 (40% vs 34%), students (44% vs 40%), and speak a language other than English at home (55% vs 51%). This suggests that there are opportunities to increase awareness among younger riders, students, and riders who may have lower English fluency. However, as the differences between the two groups are not that broad, the program may benefit from a more general informational campaign as well. (Figure 12).

FIGURE 12: EBT FARE DISCOUNT AWARENESS, 2025



Sample, n = 747, no response = 52

The vast majority (97%) of respondents had cellphones with internet access. Respondents without cellphones with internet access tended to live in households with incomes of less than \$20,000 (56%) and or be 55 or older (47%). They also tended to ride the Antelope Valley (45%) and San Bernardino (30%) lines (Figure 13).

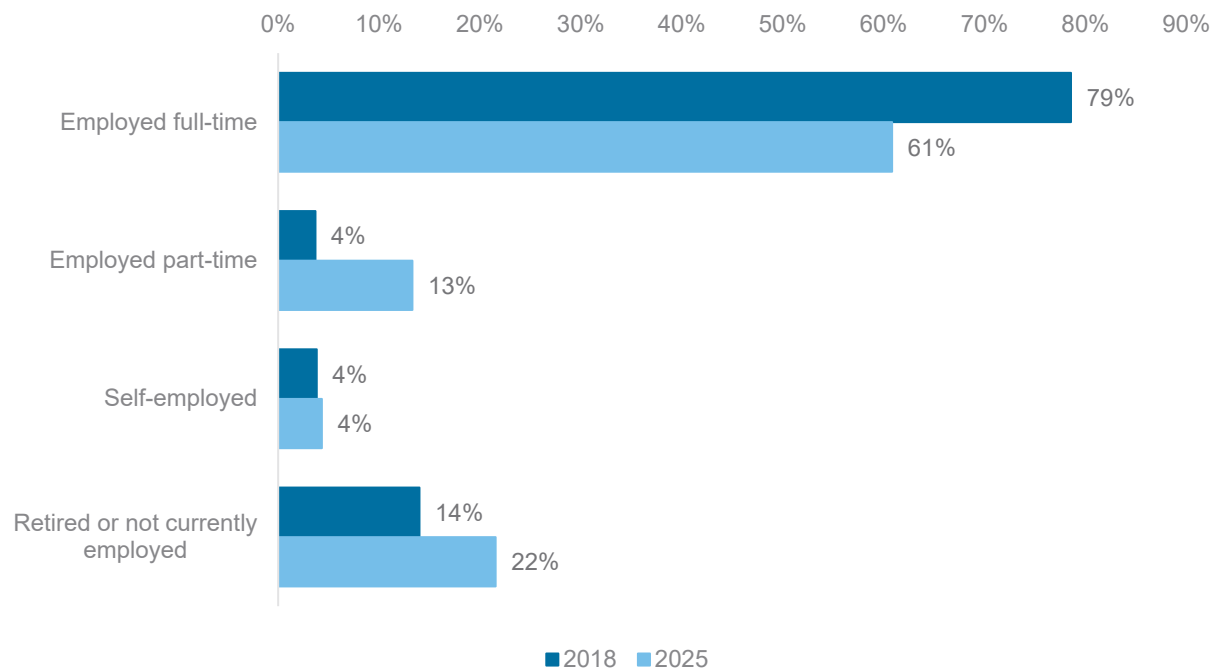
FIGURE 13: CELLPHONE WITH INTERNET ACCESS, 2025



Sample, n = 4,257, no response = 100

The share of riders who are employed full-time fell by 18 points from 2018 to 2025, while the share of those employed part time grew by nine points. Nearly a quarter (22%) of riders in 2025 were not employed or retired, compared to only 14% in 2018. 10% of respondents in 2018 reported being full-time students, which was not an option in the 2025 survey. These respondents were included in the “Retired or not currently employed” category (Figure 14).

FIGURE 14: EMPLOYMENT STATUS BY YEAR



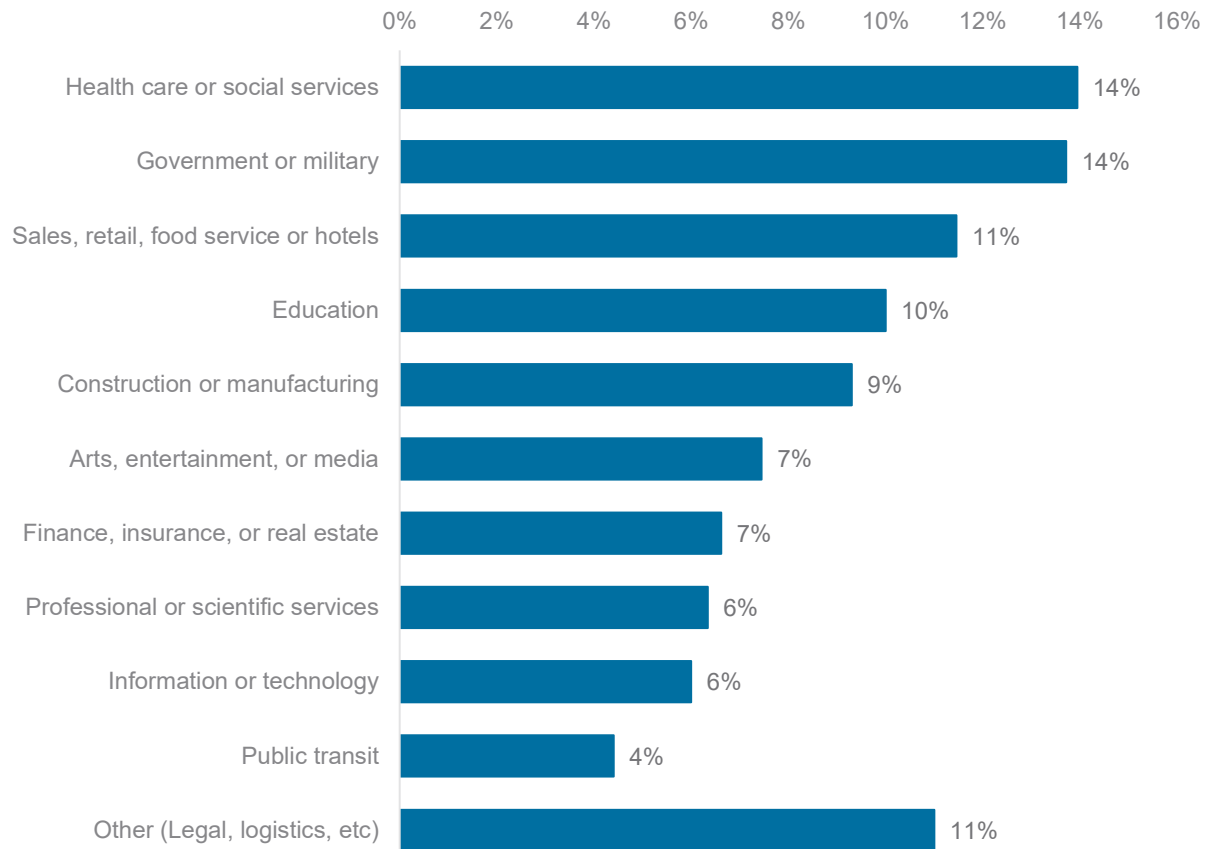
2018, n = 6,766, no response = 985; 2025, n = 4,164, no response = 193

Note: The share of respondents who answered this question grew from 88% in 2018 to 95% in 2025.

Note: The 2018 survey included “Full time student” as a response option, while the 2025 survey did not. For ease of comparison, respondents who selected full time student as their employment status have been grouped with those not currently employed.

Metrolink riders worked in a wide variety of industries. The most commonly reported industry of employment was the military or government (14%), followed by health care and social services (14%) (Figure 15).

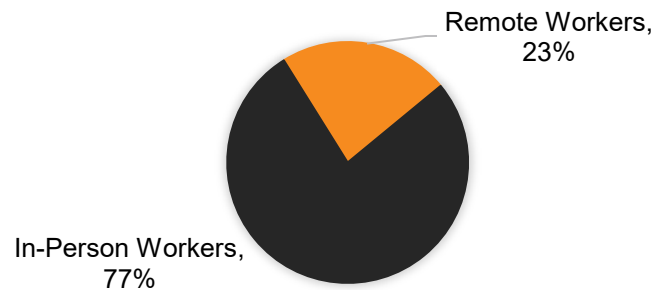
FIGURE 15: INDUSTRY OF EMPLOYMENT, 2025



Sample, $n = 3,159$, no response = 62

RSG constructed an index to determine if an employed respondent was more likely to work remotely or in-person. As seen in Figure 16, the index suggests that most employed respondents (77%) are likely in-person workers. More information regarding this index can be found in Appendix D.

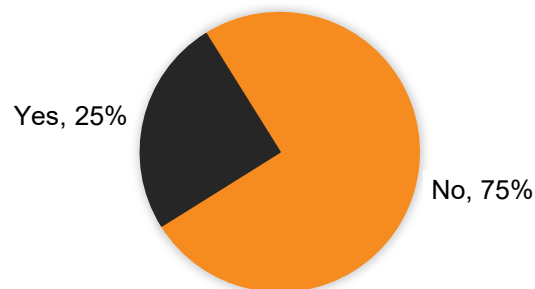
FIGURE 16: REMOTE WORK STATUS



Sample, n = 3,221

Most employed Metrolink riders (75%) did not receive any employer contribution to the cost of their Metrolink pass (Figure 17).

FIGURE 17: EMPLOYER CONTRIBUTION TO PASS COST, 2025



Sample, n = 3,174, no response = 47

Respondents whose employers paid for all or part of their Metrolink pass were asked to report either the dollar amount or the percent of the cost of the pass provided by their employer. Table 2 shows these employer subsidies. Most of the riders who reported on the percentage of their pass covered by their employer had the whole cost of their pass covered. The dollar amounts provided by employers were more variable, but still averaged nearly \$150, enough to fully cover some of the least expensive station pairs for Monthly Passes offered by Metrolink.

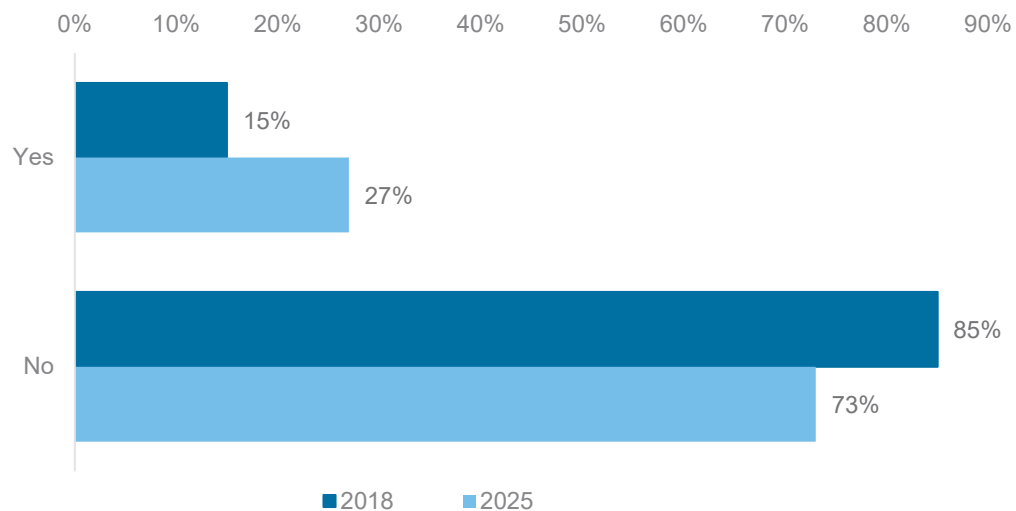
TABLE 2: AMOUNT PROVIDED BY EMPLOYER, 2025

	MEAN	25TH PERCENTILE	MEDIAN	75TH PERCENTILE
\$ Amount Provided	\$146.2	\$90	\$120	\$201
% Of Pass Provided	79.7%	50%	100%	100%

Dollar respondents, n = 363; Percentage respondents, n = 349

From 2018 to 2025, student ridership grew by 12 points; in June 2025, just over a quarter (27%) of Metrolink riders were students of some sort (Figure 18). The increase in the share of student ridership reflects the popularity of the Student Adventure Pass, which offered free rides to students.

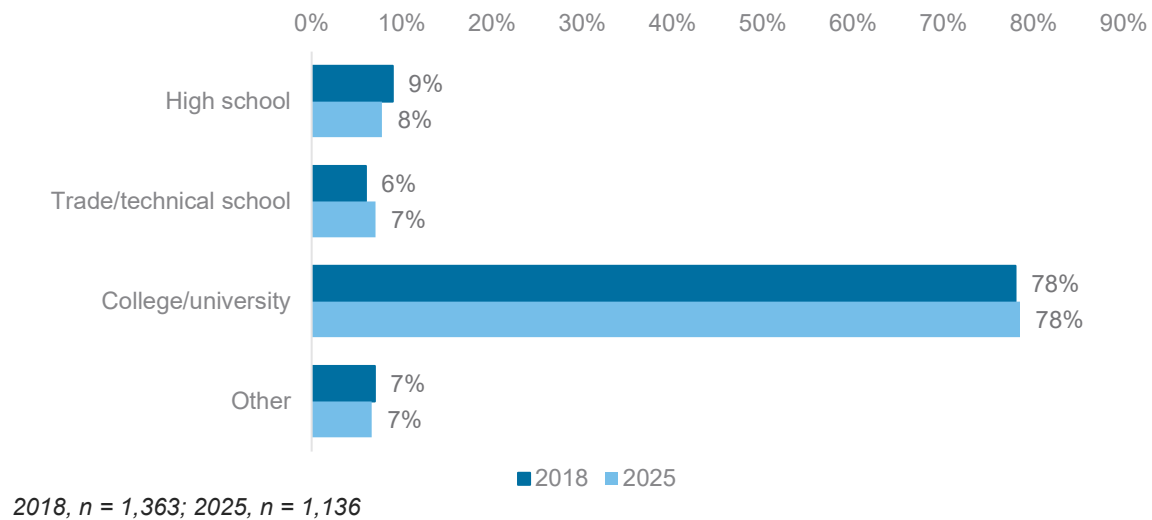
FIGURE 18: STUDENT RIDERSHIP BY YEAR



2018, n = 7,751; 2025, n = 4,197, no response = 160

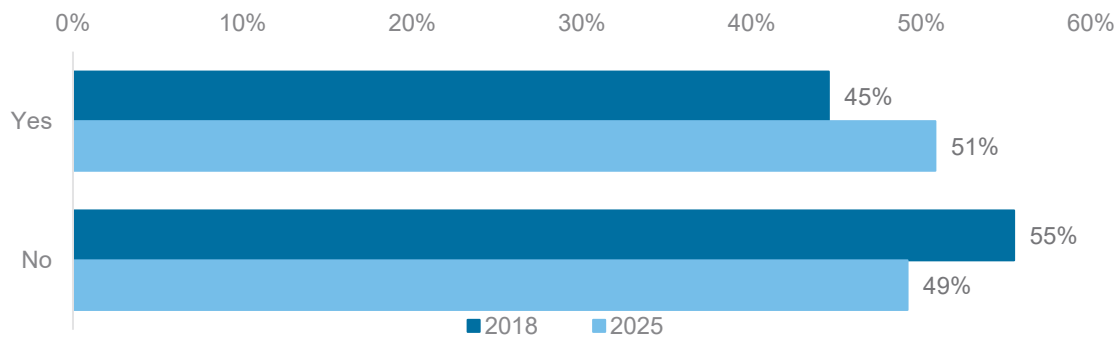
Figure 19 breaks down the students who take Metrolink by the type of schooling they are pursuing. Despite the growth in student ridership noted above, the shares of student types remained consistent across years. The vast majority (78% both years) of students riding Metrolink were in college or university. The remainder of the students were evenly split between high school (9% 2018, 8% 2025), trade or technical school (6% 2018, 7% 2025), and other types of school (7% both years).

FIGURE 19: STUDENT TYPE BY YEAR



From 2018 to 2025, the share of Metrolink riders who speak a language other than English at home grew six points. Riders are evenly split between those who speak English at home (49%) and those who do not (51%). A similar proportion of the overall population (51%) of the Metrolink service area do not speak English at home¹ (Figure 20).

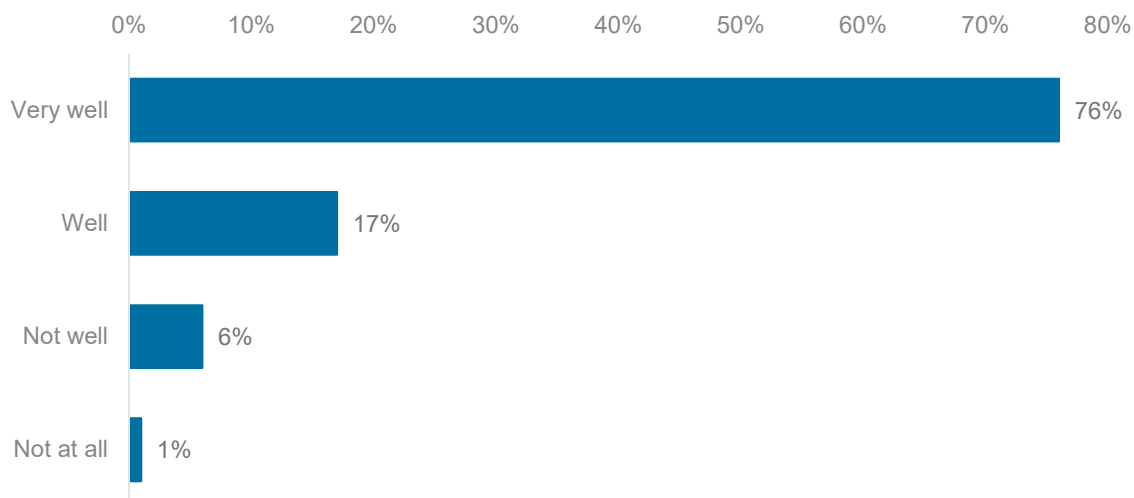
FIGURE 20: DO YOU SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME BY YEAR



2018, n = 6,739, no response = 1,012; 2025, n = 3,881, no response = 476

The survey asked riders who did not speak English at home to rank their proficiency with English. Figure 21 shows that three-quarters (76%) of these riders speak English very well.

FIGURE 21: SPOKEN ENGLISH ABILITY, 2025

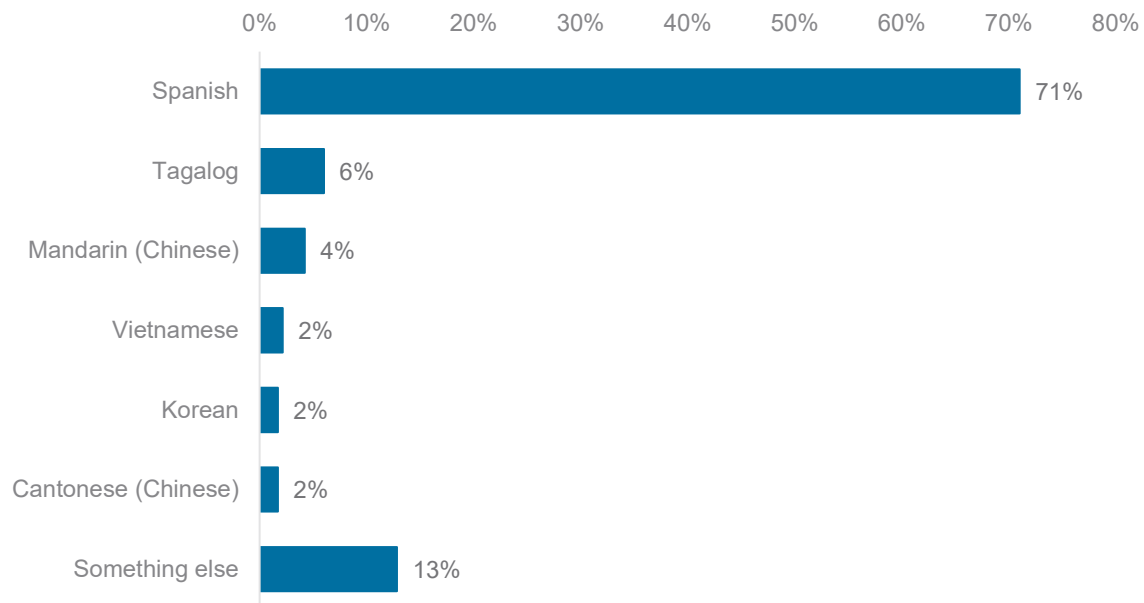


Sample, n = 1,742, no response = 199

¹ Data from the *American Community Survey, ACS 1-Year Estimates Subject Tables, Table S1601*. Tables were summed for the following counties: Los Angeles, Orange, Riverside, San Bernadino, and Ventura.

As seen in Figure 22, among riders who don't speak English at home, the most-spoken language was, by far, Spanish (71%). Nearly a fifth (17%) of respondents reported speaking a language other than Spanish, Tagalog, Mandarin, or Cantonese (the four language options offered on the survey) at home, reflecting the polyglottic diversity of Southern California. More respondents reported speaking either Vietnamese or Korean than Cantonese; as a result, Vietnamese and Korean were sorted into their own categories outside of "Other".

FIGURE 22: NON-ENGLISH LANGUAGES SPOKEN AT HOME, 2025



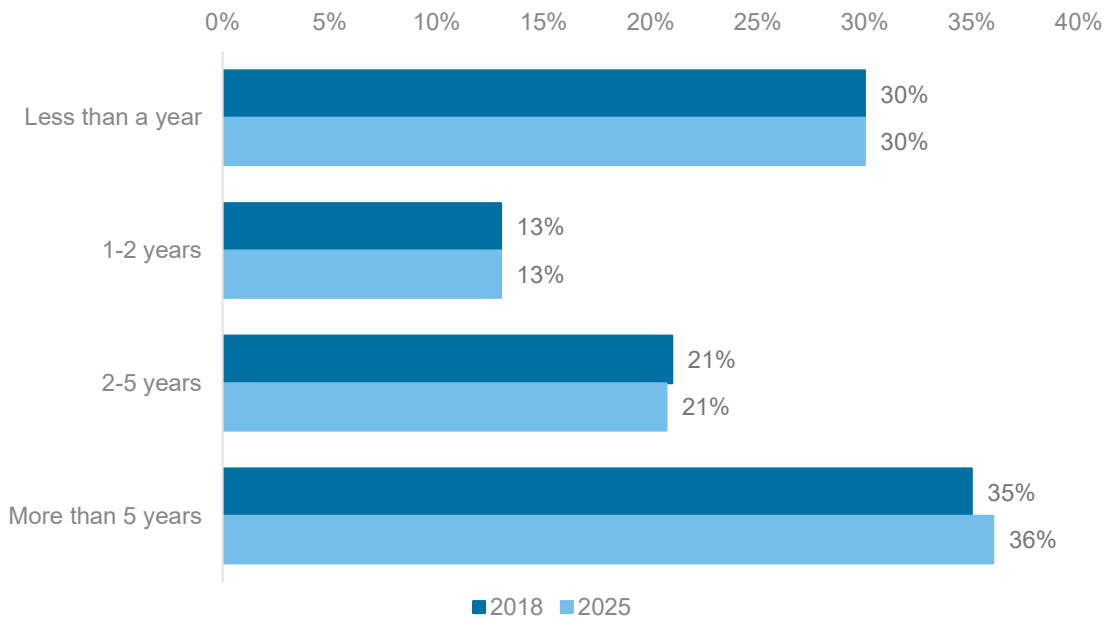
Sample, n = 1,884, no response = 57

3.2 TRIP CHARACTERISTICS

Ridership Tenure and Frequency

Figure 23 shows that ridership tenure remained steady year over year.

FIGURE 23: METROLINK TENURE BY YEAR

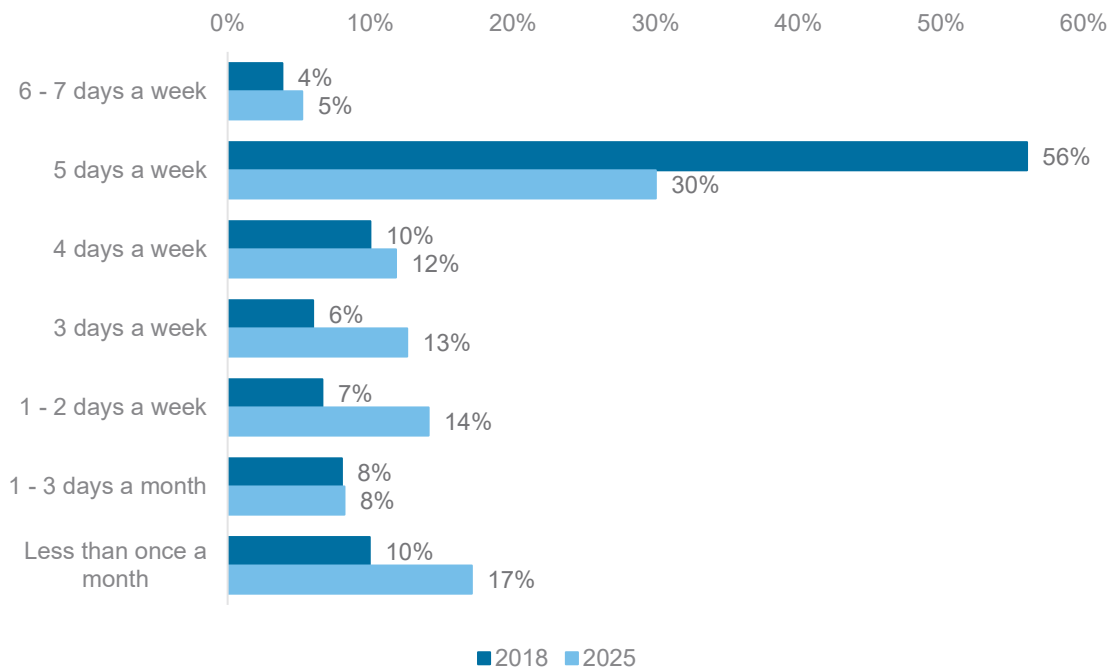


2018, n = 6,830, no response = 921; 2025, n = 4,259, no response = 98

Note: The tenure categories reported here reflect those in the Redhill dataset from the 2018 survey. The share of respondents who did not respond to this question decreased from 10% in 2018 to 2% in 2025.

Current Metrolink riders report using the system less frequently than in 2018. The share of riders using Metrolink five days a week (assumedly for a standard commute) dropped by 26 points, while other ridership frequency groups grew. Riders in 2025 were more likely to use Metrolink three days (6% in 2018 to 13% in 2025) or one to two days (7% in 2018 to 14% in 2025) weekly, which may reflect a growth in hybrid work schedules among riders. Infrequent use of Metrolink also increased, with 17% of riders in 2025 using Metrolink less than once a month, compared with 10% of riders in 2018 (Figure 24).

FIGURE 24: METROLINK FREQUENCY BY YEAR



2018, n = 7,366, no response = 385; 2025, n = 4,245, no response = 112

Generally, tenure did not have a strong effect on the frequency with which riders use Metrolink. Riders with more than ten years of tenure and those with less than six months of tenure were the most likely to be occasional users, while riders in their first six to twelve months of using Metrolink were the most likely to ride six or seven days a week (Table 3).

TABLE 3: RIDE FREQUENCY BY METROLINK TENURE

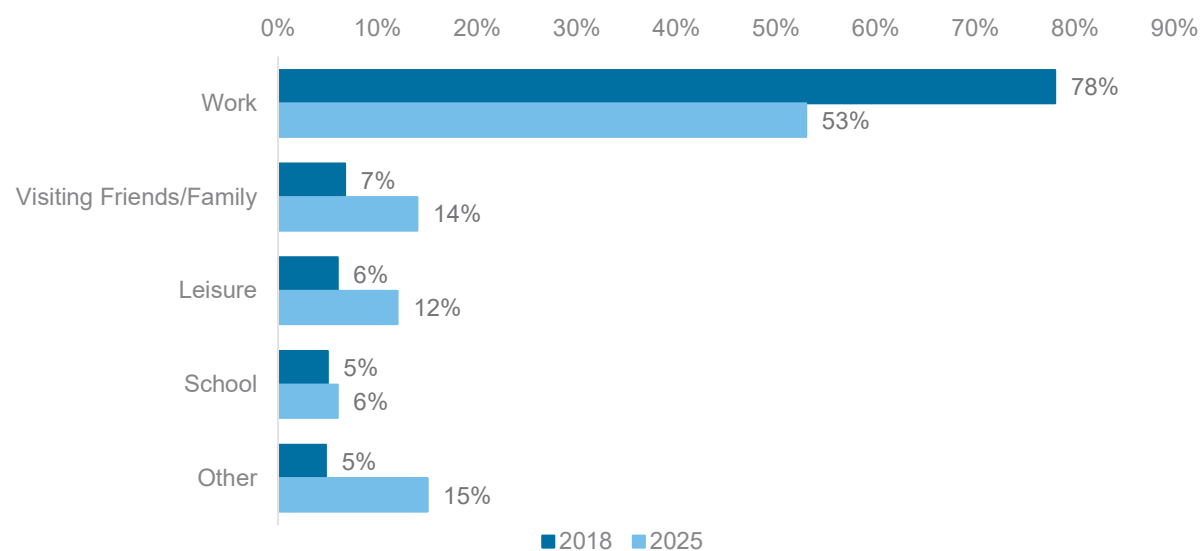
	LESS THAN SIX MONTHS	6 - 12 MONTHS	1-2 YEARS	2-5 YEARS	5 - 10 YEARS	MORE THAN 10 YEARS
6 - 7 days a week	4%	8%	5%	6%	5%	5%
5 days a week	26%	27%	31%	30%	31%	31%
4 days a week	12%	11%	10%	14%	11%	13%
3 days a week	9%	15%	14%	13%	15%	12%
1 - 2 days a week	15%	16%	19%	14%	12%	12%
Several days a month	5%	10%	8%	9%	9%	7%
Occasionally	28%	12%	12%	14%	16%	20%

Sample, n = 4,219, no response = 138

Trip Purpose

Figure 25 shows the share of trips by purpose. Trip purpose was derived from the origin and destination type information provided by respondents. Commuting trips (i.e. trips to and from work), which accounted for three-quarters (78%) of Metrolink trips in 2018, fell to only half (53%) of trips in 2025. Riders were twice as likely to use Metrolink to get to leisure activities (6% in 2018 vs 12% in 2025) and to visit friends and family (7% in 2018 vs 14% in 2025). Riders were also slightly more likely to use Metrolink to get to school in 2025.

FIGURE 25: TRIP PURPOSE BY YEAR



2018, n = 7,276, no response = 475; 2025, n = 4,349, no response = 8

Given the increase in student ridership from 2018 to 2025, Table 4 breaks out trip purpose by student status. While work is the most common purpose for both students and non-students, students were much less likely to use Metrolink to get to work (29% vs 61%) and nearly twice as likely to use Metrolink to visit friends and family (21% vs 12%). A fifth (21%) of student trips were made for school purposes.

TABLE 4: TRIP PURPOSE BY STUDENT STATUS, 2025

	NON-STUDENTS	STUDENTS
Work	61%	29%
School	1%	21%
Leisure	12%	14%
Visiting friends/family	12%	21%
Personal Appointment	9%	11%
Other	6%	4%

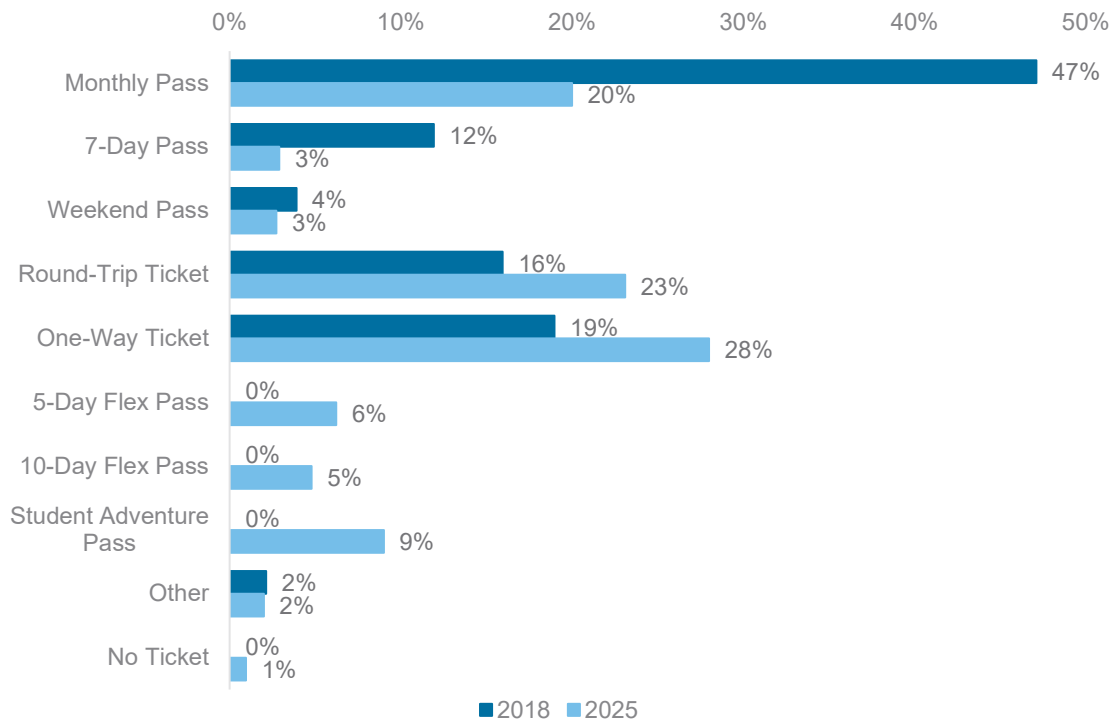
Sample, n = 4,349, no response = 8

Tickets and Fares

Figure 26 shows that the share of riders using Monthly Passes declined significantly from 2018 to 2025. While nearly half (47%) of riders in 2018 used Monthly Passes, this dropped to 20% in 2025. Current riders are now more likely to use one-way (28%) or round-trip tickets (23%) for their journeys. Use of the 7-Day Pass also saw a significant decline in this period. As Metrolink introduced the 5-Day Flex Pass in 2020 and the 10-Day Flex Pass in 2022, it is likely that some riders who had been using Monthly Passes or the 7-Day Pass switched to the 5-Day and 10-Day Flex Passes. One in ten riders (9%) reported using the Student Adventure Pass.

The 2025 survey did not include the Student Adventure Pass as a ticket type option since it was being phased out during the survey; however, 9% of riders reported using the Student Adventure Pass under “Other”, so it has been included in the charts for ease of reference. Over half (54%) of student fare riders reported using the Student Adventure Pass. The next most common ticket type for student fare riders was round trip tickets (28%), followed by monthly tickets (6%).

FIGURE 26: TICKET TYPE USED TODAY, BY YEAR



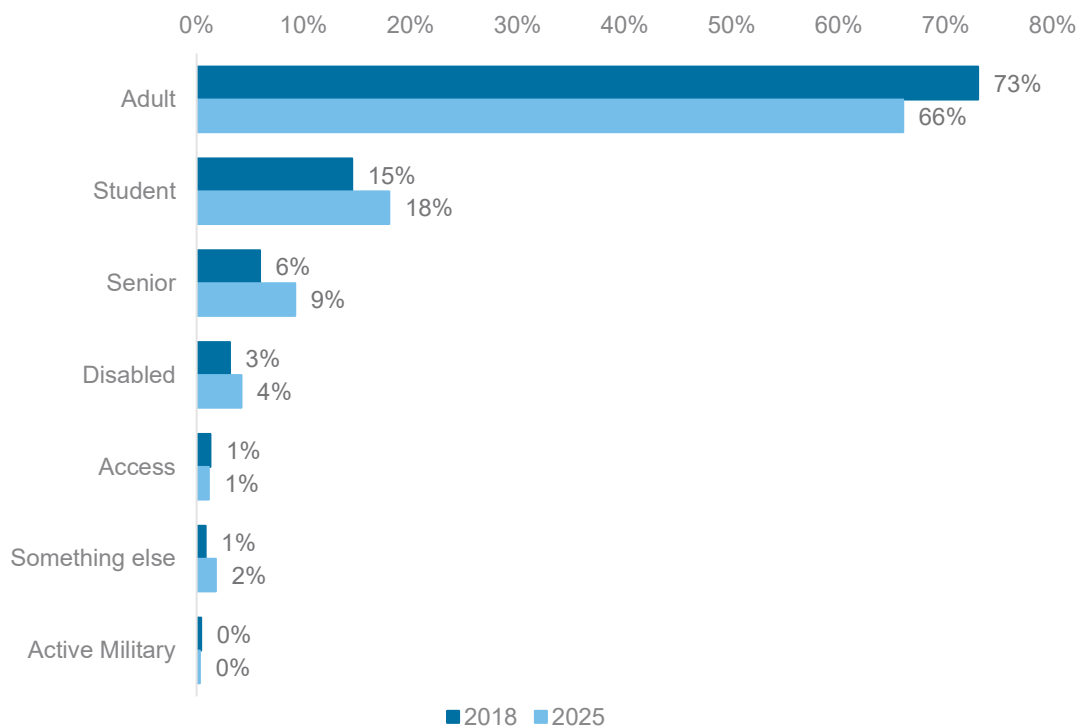
2018, n = 7,751; 2025, n = 4,278, no response = 79

Note: 5-and 10-Day Flex Passes and Student Adventure Passes were not offered in 2018.

Note: In 2018, 62% of respondents who marked “Other” listed “Access Pass” as their ticket type. In 2025, 82% of respondents who marked “Other” listed “Student Adventure Pass” as their ticket type; these respondents have been moved to their own category.

Figure 27 shows that the share of riders paying a full adult fare declined from 73% in 2018 to 66% in 2025. In that same period, the share of riders using senior discounts rose from 6% to 9% and the share paying student fares increased from 15% to 18%. Among respondents who identified as students (Figure 18), two-thirds (66%) used student fares, while most of the remainder (27%) reported paying full adult fares. This, with the recent discontinuation of the Student Adventure Pass, may represent an opportunity for the agency to further advertise student fares.

FIGURE 27: TYPE OF FARE USED TODAY, BY YEAR



2018, n = 7,610, no response = 141; 2025, n = 4,282, no response = 75

Most riders (87%) were travelling alone on Metrolink (Figure 28).

FIGURE 28: TRAVELING ALONE, 2025



Sample, $n = 4,188$, no response = 169

Of the Metrolink riders traveling in a group, most were travelling with other adults. The median number of adults in a group was two; the mean number of adults was 2.7, but this mean was increased by seven large groups of ten to thirteen adults. Groups with children tended to only have one child, and older children (aged 6-17) were more common than younger children (under 6 years of age) (Table 5).

TABLE 5: GROUP TRAVEL MAKEUP, 2025

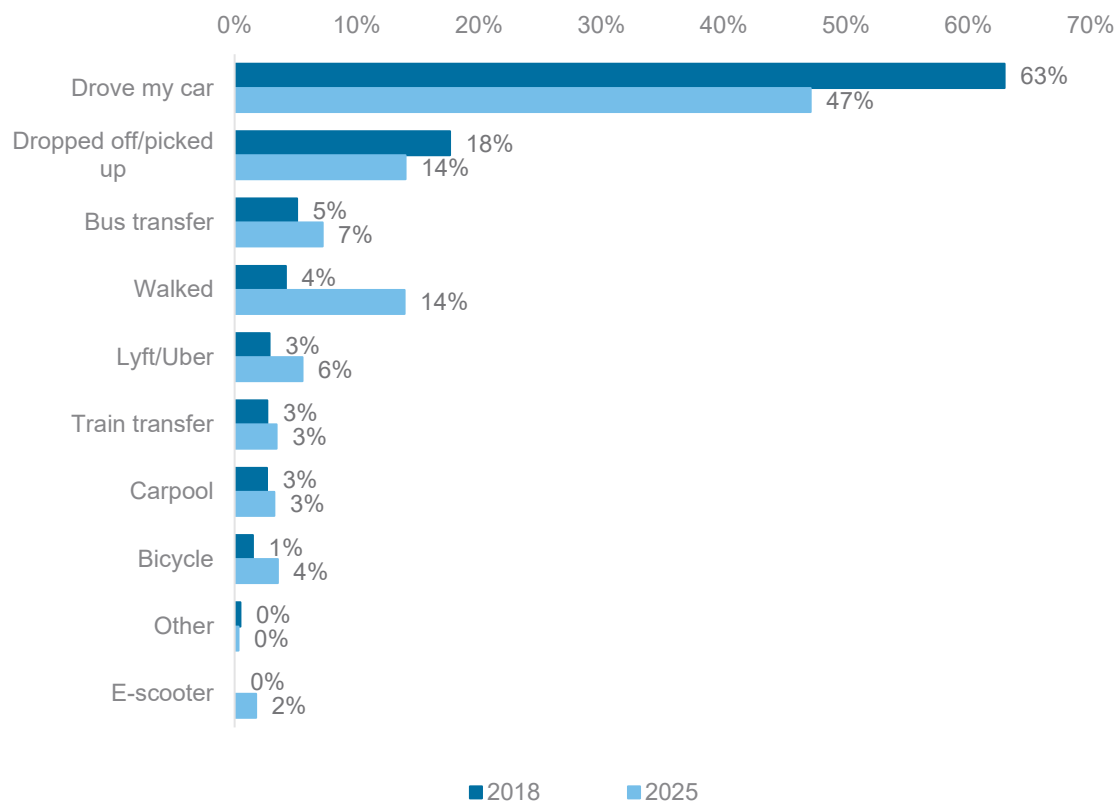
	MEAN	MINIMUM	25TH PERCENTILE	MEDIAN	75TH PERCENTILE	MAXIMUM	SAMPLE
Adults (18 yrs+)	2.7	1	2	2	3	13	593
Children (6-17 yrs)	2.0	1	1	1	2	11	132
Children under 6 yrs	1.6	1	1	1	2	9	74

Sample, $n = 694$

First Mile, Last Mile, and Trip Length

Figure 29 shows the ways in which passengers bridged the distance between their home and a Metrolink station. Though driving remained the most mode between home and a station, a smaller share of riders drove their own car in 2025 (63% in 2018 vs 47% in 2025). Being dropped off at or picked up from a station also saw a small decline among riders (18% in 2018 vs 14% in 2025). The share of riders who walked between home and their Metrolink station more than tripled, growing from 4% to 14%. The share of respondents who biked between their homes and a Metrolink station quadrupled, though the share remained relatively small (1% in 2018 vs 4% in 2025) (Figure 29).

FIGURE 29: FIRST MILE MODE BY YEAR

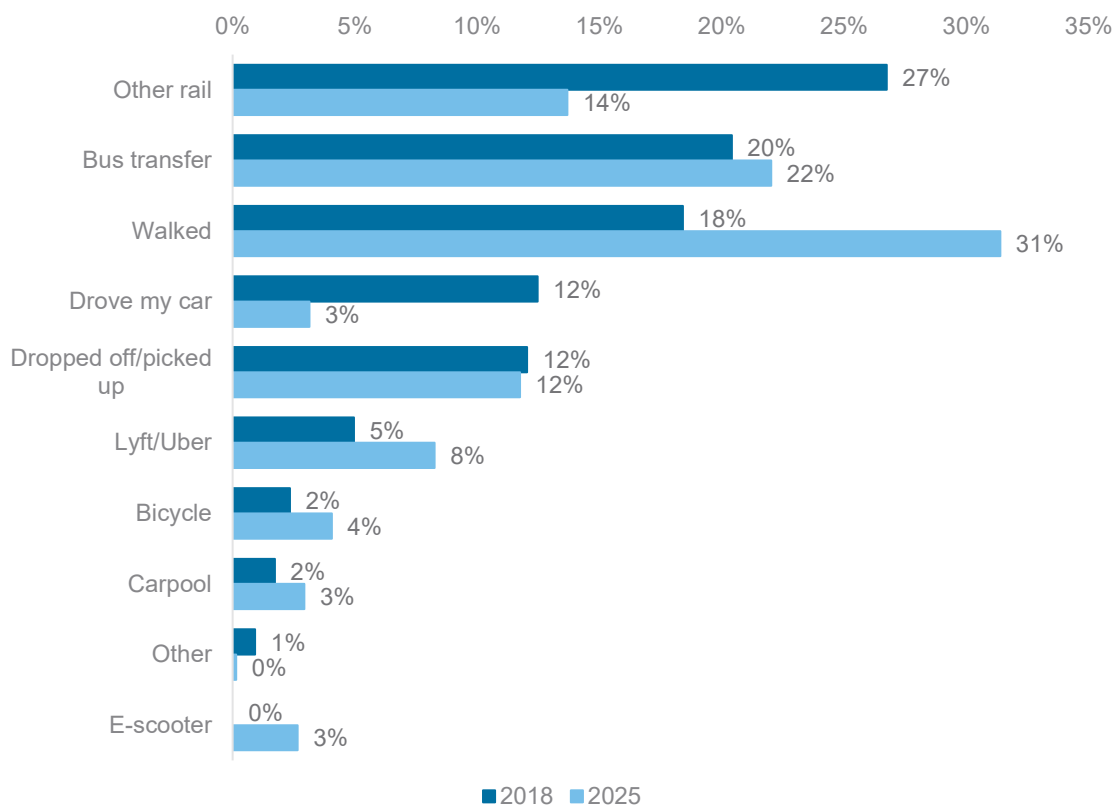


2018, n = 7,158; 2025, n = 3,942

Note: E-Scooter was not an option in 2018.

Figure 30 shows the ways in which Metrolink riders traversed the last mile (the distance between a Metrolink station and their non-home origin or destination) of their journey, split out by year. In 2018, transferring to another train was the most common mode (27% in 2018 vs 14% in 2025) but by 2025, a plurality of Metrolink riders walked their last mile (18% in 2018 vs 31% in 2025). Additionally, the train services riders used for both first and last mile journeys shifted; riders who do transfer to or from another train are more likely to use LA Metro light rail lines than they were in 2018, though LA Metro subway lines continued to account for a greater share of those whose last mile was via train. The share of riders transferring to a bus at the end of their Metrolink trip saw a small increase (20% in 2018 to 22% in 2025), while the share of riders who took an Uber/Lyft increased by three points. The share of riders that drove their last mile declined precipitously, from 12% in 2018 to 3% in 2025 (Figure 30).

FIGURE 30: LAST MILE MODE BY YEAR

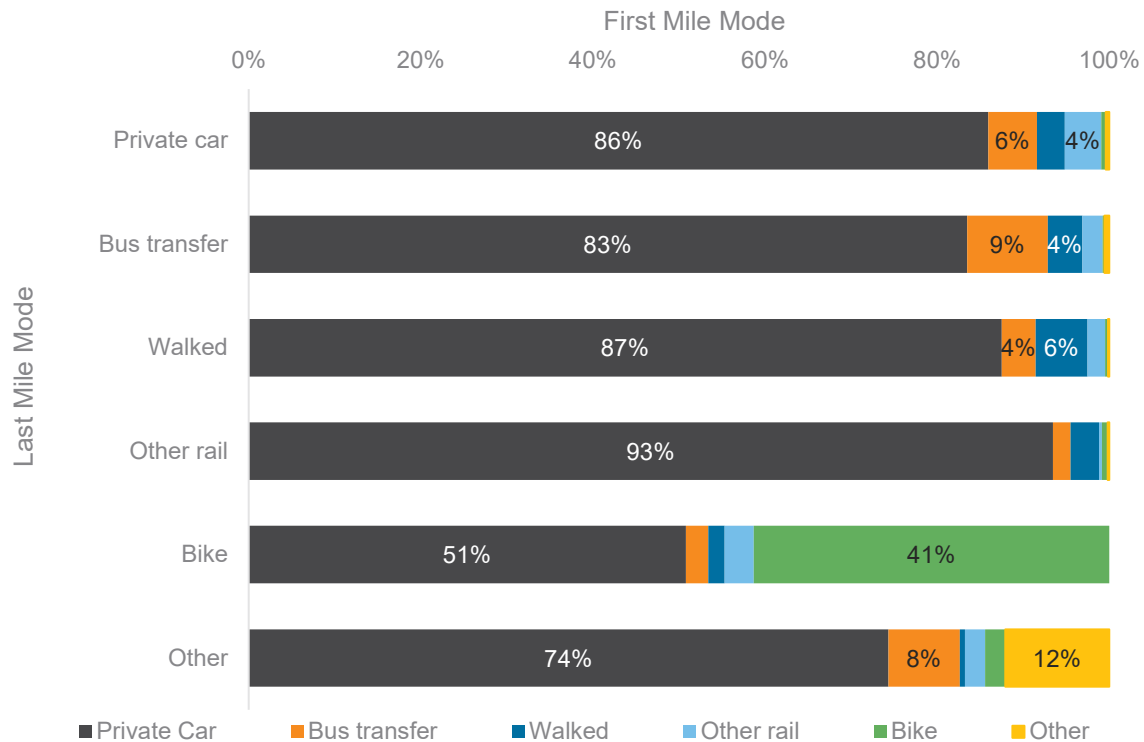


2018, n = 7,358; 2025, n = 4,351

Note: E-Scooter was not an option in 2018.

Figure 31 shows the last mile mode by first mile mode for riders in 2018. Using a private car of some kind (which includes one's own car, being dropped off, carpool, and rideshare or taxi) made up the majority of first mile modes across all last mile modes. A large share (41%) of riders whose last mile was covered using bikes also covered their first mile on bikes.

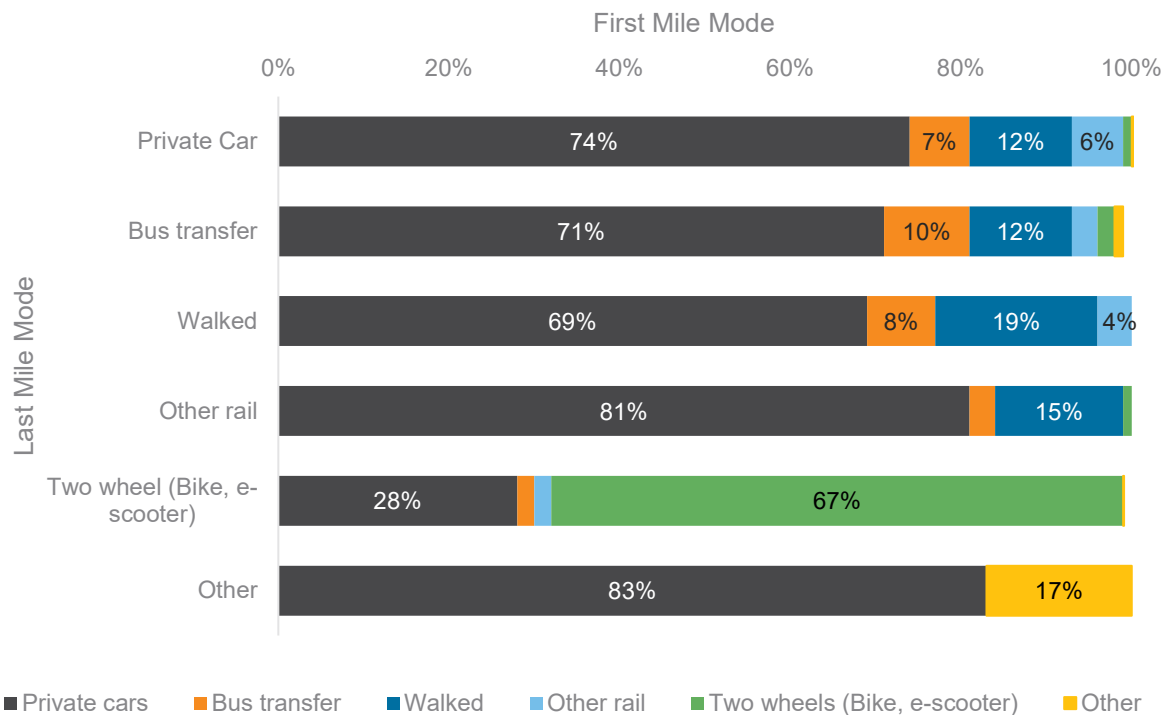
FIGURE 31: FIRST MILE MODE BY LAST MILE MODE, 2018



Sample, $n = 6,765$

In 2025, private cars made up a smaller share of both the first and last mile modes of riders. This decline is particularly notable among riders who used bikes or e-scooters to egress; in 2018, 51% of those who travelled their last mile using bikes or e-scooters covered their first mile via private cars; in 2025, only 28% of those who used two wheels for their last mile covered their first mile via private cars. Walking increased as a first mile mode across all last mile modes; nearly a fifth (19%) of those who walked their last mile also walked their first (Figure 32).

FIGURE 32: LAST MILE MODE BY FIRST MILE MODE, 2025



Sample, $n = 3,936$

Mean origin-destination distance declined by 2.2 miles from 2018 to 2025 (Table 6).

TABLE 6: ORIGIN TO DESTINATION DISTANCE BY YEAR (IN MILES)

	MEAN	MINIMUM	25TH PERCENTILE	MEDIAN	75TH PERCENTILE	MAXIMUM
2018	35.9	4.6	24	33	44	557.9
2025	33.7	1.8	23	32	43	180.6

2018, *n* = 7,751; 2025, *n* = 4,357

In 2025, the average commuter trip was shorter than the average Metrolink trip (31.3 miles versus 33.7 miles) (Table 7).

TABLE 7: ORIGIN TO DESTINATION DISTANCE BY COMMUTER TYPE (IN MILES), 2025

	MEAN	MINIMUM	25TH PERCENTILE	MEDIAN	75TH PERCENTILE	MAXIMUM
Commute trip	31.3	1.8	22	30	39	180.6
Non-commute trip	36.9	1.9	24	34	48	146.8

Sample, *n* = 4,357

There was little difference in trip distance by car access (Table 8).

TABLE 8: ORIGIN TO DESTINATION DISTANCE BY CAR AVAILABILITY (IN MILES), 2025

	MEAN	MINIMUM	25TH PERCENTILE	MEDIAN	75TH PERCENTILE	MAXIMUM
Most or all the time	33.5	1.9	23	32	42	180.6
Sometimes	33.9	4.7	23	32	43	131.4
No car/cannot drive	33.6	1.8	21	31	45	146.8

Sample, *n* = 4,211, no response = 146

Table 9 shows the distance riders on a home-based trip traveled from their home to their first Metrolink station by year. The distances Metrolink riders travelled to get to their boarding station fell from 2018 to 2025.

TABLE 9: FIRST MILE (DISTANCE BETWEEN HOME AND STATION) BY YEAR

	MEAN	MINIMUM	25TH PERCENTILE	MEDIAN	75TH PERCENTILE	MAXIMUM
2018	4.7	0.03	1.4	2.8	5.4	302.8
2025	3.2	0.01	0.8	1.7	2.6	111.3

2018, *n* = 7,135; 2025, *n* = 3,943

The last mile distance (the distance riders covered from their alighting station to their non-home destination on a home-based trip) also decreased from 2018 to 2025, despite a small increase in maximum distance (Table 10).

TABLE 10: LAST MILE (DISTANCE BETWEEN STATION AND NON-HOME) BY YEAR

	MEAN	MINIMUM	25TH PERCENTILE	MEDIAN	75TH PERCENTILE	MAXIMUM
2018	3.3	0.01	0.8	1.5	3.8	111.0
2025	2.8	0.01	0.7	1.4	3.0	111.3

2018, *n* = 7,318; 2025, *n* = 3,943

While the average first and last mile distances decreased across every trip purpose from 2018 to 2025, the decrease was especially pronounced among riders who were using Metrolink to visit friends and family (43% decrease in first mile distance, 37% decrease in last mile distance) and those travelling for other purposes (55% decrease in first mile distance, 46% decrease in last mile distance). Last mile distances travelled by commuters changed the least, only decreasing by 10%. The decrease in first mile distances across all purposes suggests that riders who use Metrolink in 2025 are those who live closer to stations; the similar decrease observed in last mile distances suggests these riders use Metrolink where and when stations are convenient for their purposes (Table 11).

TABLE 11: AVERAGE FIRST MILE AND LAST MILE BY PURPOSE AND YEAR

	WORK		VISITING FRIENDS/FAMILY		LEISURE		SCHOOL		OTHER	
	2018	2025	2018	2025	2018	2025	2018	2025	2018	2025
First Mile	4.3	3.0	6.8	3.9	6.0	3.8	4.3	3.1	6.7	3.0
Last Mile	2.9	2.6	5.7	3.6	3.8	2.5	3.8	2.7	5.2	2.8

2018, first mile *n* = 7,135, last mile *n* = 7,318; 2025, *n* = 3,943

Riders on the 91/Perris Valley and the San Bernardino lines had the longest average trips, while those using the Arrow Service had the shortest average trips (Table 12).

TABLE 12: ORIGIN TO DESTINATION DISTANCE BY LINE (IN MILES), 2025

	AVERAGE	MINIMUM	25TH PERCENTILE	MEDIAN	75TH PERCENTILE	MAXIMUM
91/Perris Valley	37.8	7.3	23	35	50	108.7
Arrow Service	23.5	1.8	7	10	34	74.4
Antelope Valley	30.2	5.0	21	30	38	146.8
Inland Empire-Orange County	30.0	7.9	22	28	35	86.9
Orange County	33.5	3.3	23	31	40	124.0
Riverside	34.7	7.7	24	34	45	76.1
San Bernardino	37.8	3.3	27	37	50	119.4
Ventura County	29.8	4.4	17	25	39	180.6
Systemwide	33.7	1.8	23	32	43	180.6

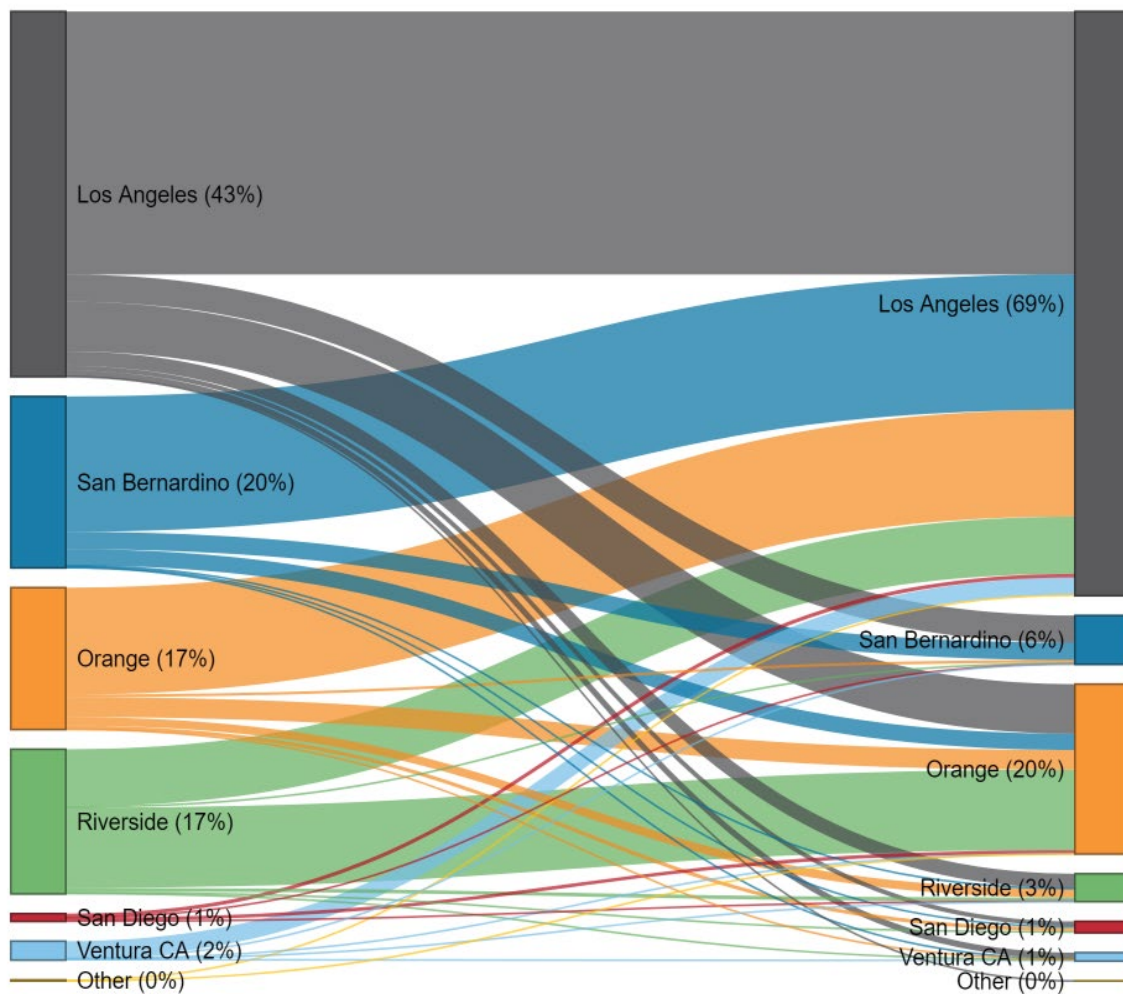
Sample, $n = 4,357$

Figure 33 illustrates the overall flow of Metrolink riders between their home county and their non-home county (i.e. the place in which their non-home origin or destination was situated). Less than half (43%) of Metrolink riders identified Los Angeles as their home county, while more than two-thirds (69%) identified Los Angeles as their non-home county, making Los Angeles County the most common non-home destination. The majority of riders from every county except Riverside had Los Angeles County as their non-home county; additionally, 72% of riders whose home county was Los Angeles still used Metrolink to access other parts of Los Angeles County.

One-fifth (20%) of riders identified Orange County as their non-home county, making it the only county other than Los Angeles to have more non-home riders than home riders (17%). Orange County also drew a significant share (55%) of riders whose home county was Riverside, making it the only county other than Los Angeles Count to draw a majority of another county's home riders.

While San Bernardino and Riverside Counties both served as the home counties of significant shares of Metrolink riders (20% and 17%, respectively), neither was a non-home county for many riders. San Bernardino was the non-home county of only 6% of riders, while Riverside was the non-home county of only 3%.

FIGURE 33: FLOW BETWEEN HOME COUNTY (LEFT) AND NON-HOME COUNTY (RIGHT), 2025

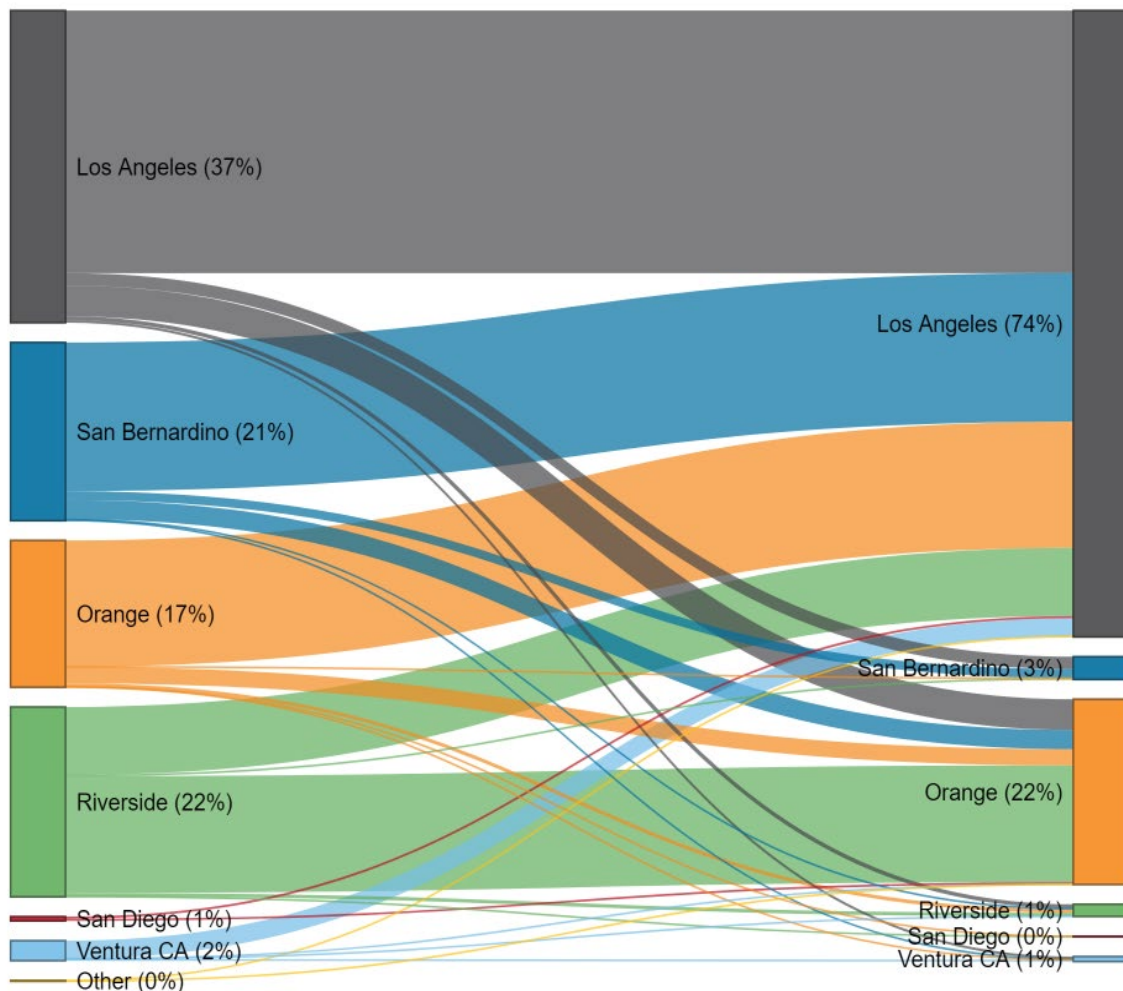


Sample, $n = 3,943$, trips that did not include "home" = 414

Note: "Other" includes Kern and San Luis Obispo counties and accounts for <1% of ridership.

Figure 34 shows the flow between home counties and non-home counties of Metrolink riders on commuting trips. Los Angeles County is home to a smaller share of commuters than overall Metrolink riders (37% commuter vs 43% overall), while Riverside County is home to a significantly larger share of commuters than overall riders (22% commuter vs. 17% overall). Los Angeles County was the most common non-home county for commuters, drawing 74% of all commuters, while Orange County had the next-largest share at 22%.

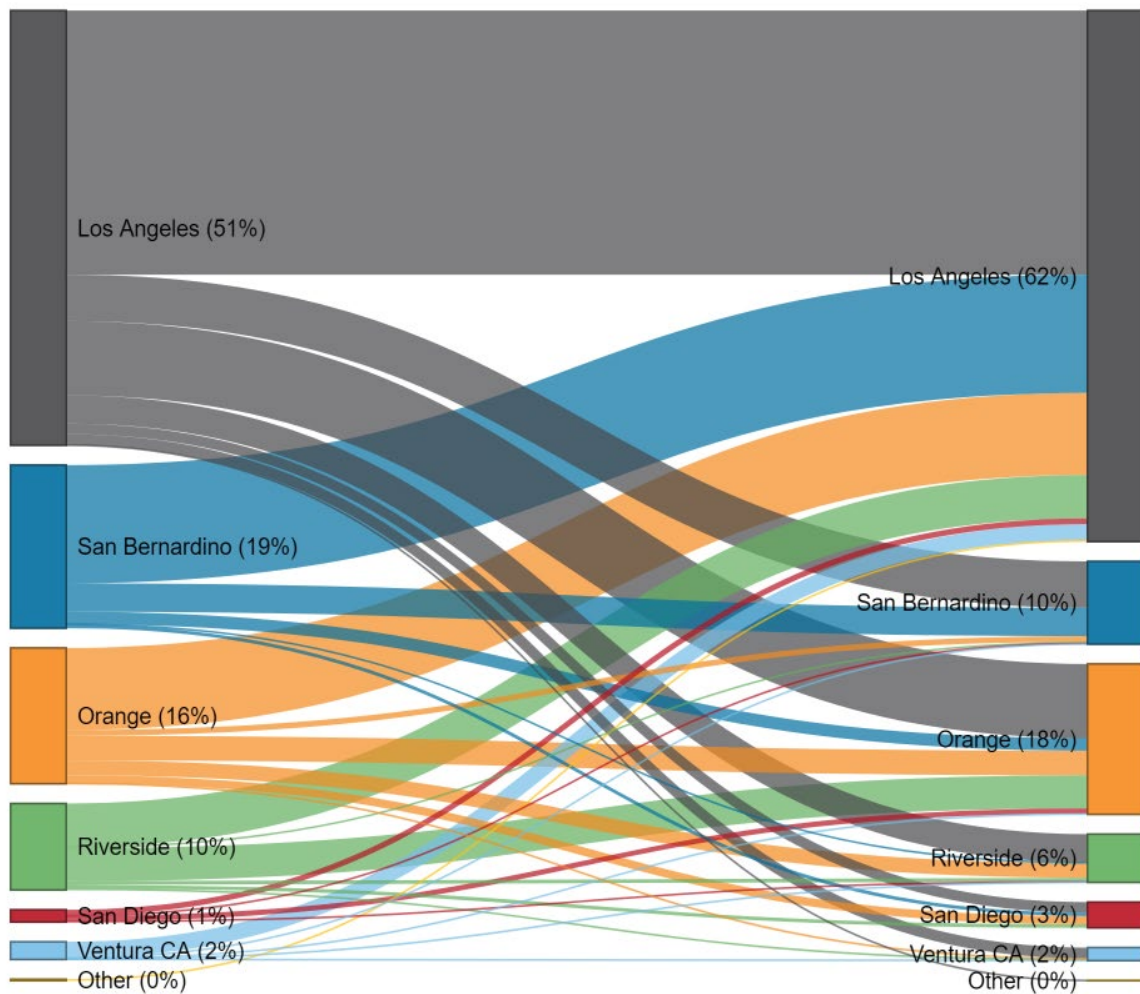
FIGURE 34: FLOW BETWEEN HOME COUNTY (LEFT) AND NON-HOME COUNTY (RIGHT) ON COMMUTE TRIPS, 2025



Sample, $n = 2,034$

Figure 35 shows the flow between home counties and non-home counties of Metrolink riders on non-commuting trips. Non-commute trips exhibited more variety in home and non-home county pairs than commute trips. Los Angeles County holds a larger share of non-commuters than overall Metrolink riders (51% non-commuter vs 43% overall), though it draws fewer non-commuting riders (62% non-commuter vs 69% overall). While a smaller share of non-commuting riders resided in San Bernardino and Riverside Counties, both drew a larger share of non-commuting riders than commuters. Orange County drew fewer non-commuters, with only 18% citing Orange County as their non-home county, compared to 22% of commuters.

FIGURE 35: FLOW BETWEEN HOME COUNTY (LEFT) AND NON-HOME COUNTY (RIGHT) ON NON-COMMUTE TRIPS, 2025

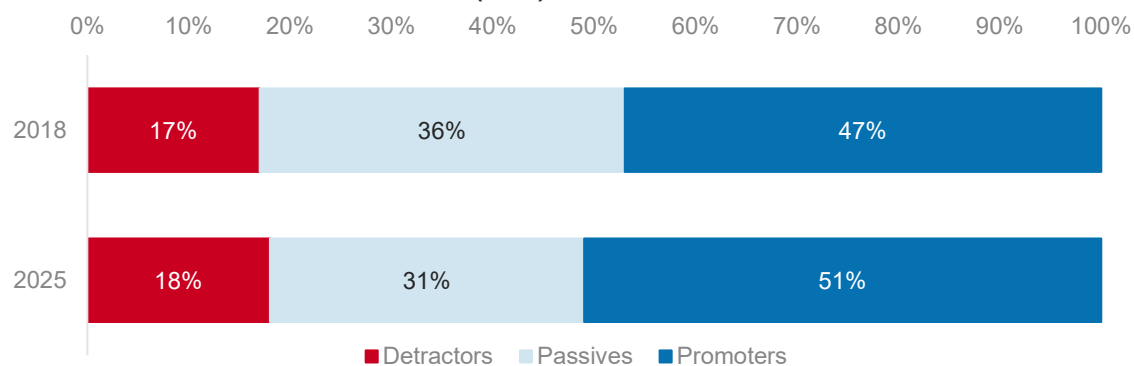


Sample, $n = 1,909$

3.3 SATISFACTION

Metrolink's Net Promoter Score (NPS), weighted at the weekly level, increased from 30.4 in 2018 to 32.0 in 2025. The portion of Metrolink riders who were very likely (score of 10) to recommend Metrolink's services grew from 34% to 39%. Most of this growth seems to have resulted from a decrease in the share of passive riders (scores of 7 or 8), which went from 36% in 2018 to 31% in 2025. (Figure 36).

FIGURE 36: NET PROMOTER SCORE (NPS) BY YEAR



2018, n = 6,923, no response = 828; 2025, n = 4,160, no response = 197

Table 13 shows the top two box (T2B) scores (the share of respondents who rated a service attribute as good or excellent) for each service attribute. From 2018 to 2025, the T2B scores were more likely to decrease than increase, though changes varied by attribute. Metrolink lost ground on some of its highest-rated service attributes, such as the overall station experience, which fell from a T2B score of 82% to 74%, and the overall ride experience, which fell from a T2B score of 87% to 81%. At the same time, Metrolink gained ground on several of its lowest rated attributes, including responsiveness to customer concerns (from 52% in 2018 to 63% in 2025) and the value of Metrolink compared to driving (from 69% in 2018 to 79% in 2025). Two service attributes stand out for having received relatively low T2B scores in 2018 and still losing ground: feeling secure from crime at stations (71% down to 65%) and the convenience of Metrolink schedules (64% to 60%).

TABLE 13: TOP TWO BOX SCORE BY CATEGORY BY YEAR

	2018	2025	DIFFERENCE
Metrolink responsiveness to customer concerns	52%	63%	+11
Value of Metrolink fare compared to driving	69%	79%	+10
Behavior of other riders	69%	72%	+3
Availability of transit connections at station	72%	74%	+2

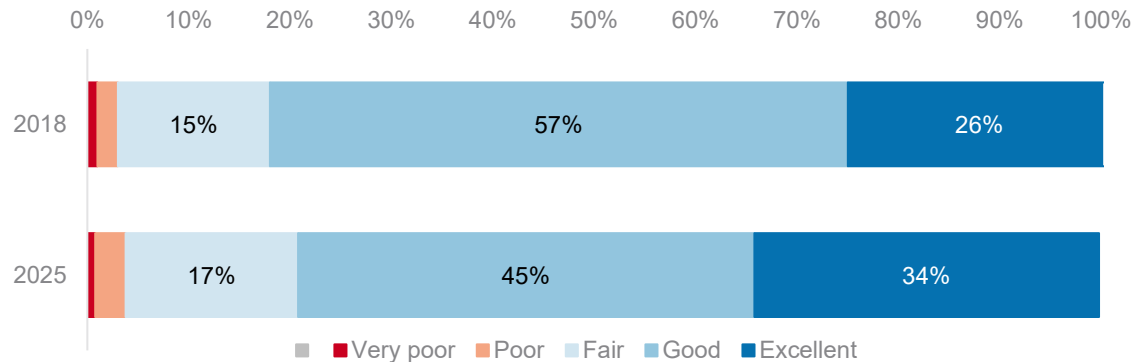
Cleanliness of train interior	67%	69%	+2
Train arriving at my destination on time	66%	67%	+1
Helpfulness and courtesy of Metrolink conductors	90%	88%	-2
Value of making good use of my time on the train	89%	87%	-2
Clarity of station signage	77%	74%	-3
Overall Metrolink satisfaction	83%	79%	-4
Convenience of Metrolink train schedules	64%	60%	-4
Ride experience overall	87%	81%	-6
Feeling secure from crime while at station	71%	65%	-6
Station experience overall	82%	74%	-8

Sample, n = 4,357

The following figures show satisfaction ratings overall, as well as for specific service attributes. The proportion of riders who rated the agency as excellent increased across nearly every attribute tested, indicating a more intense positive rating. Some attributes have also seen upticks in negative rating, but these increases are much smaller than the increase in the most positive rating category.

Full time workers were somewhat less likely to rate attributes as excellent, as were riders whose trip purpose was work, those who speak English at home, and those who rode Metrolink five days a week, indicating that this shift in ratings may be reflective of shifts in ridership. To this point, Millennial riders (aged 30-44), riders who speak a language other than English at home, riders whose trip purpose was visiting friends and family or personal appointments, occasional riders, and riders who had begun riding Metrolink in the last six months were all more likely to give service attributes an excellent rating. Figure 37 shows the overall performance rating for the agency. The most notable movement on this rating is an eight-point year-over-year shift to excellent, largely from the good rating.

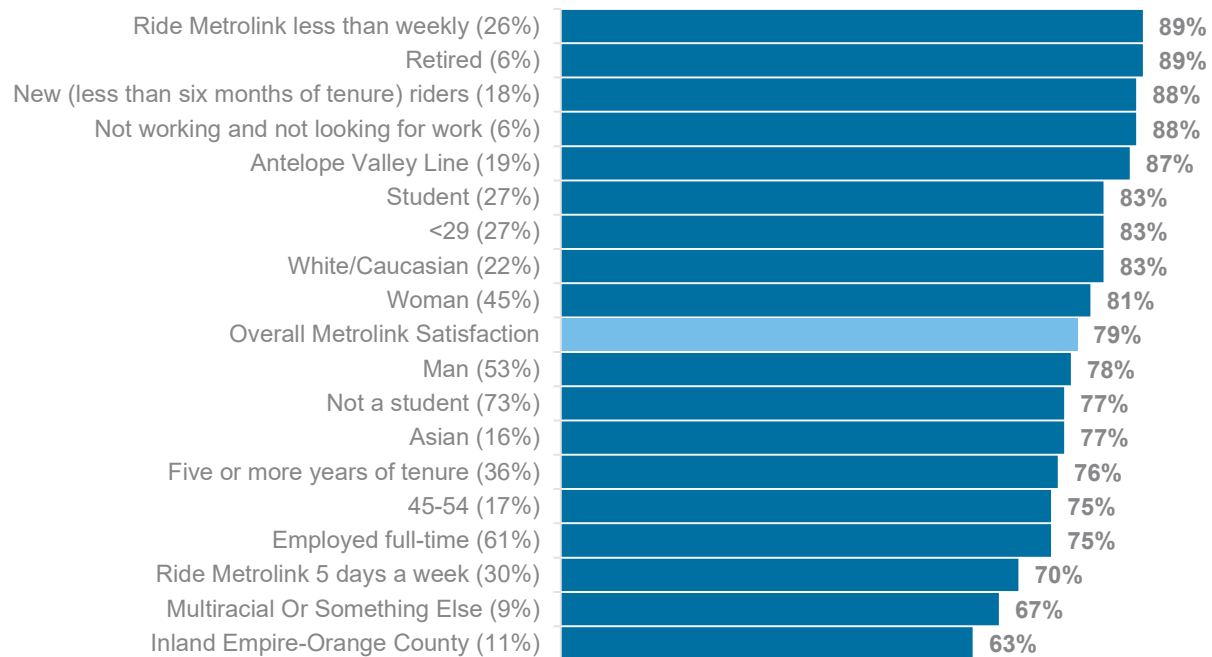
FIGURE 37: OVERALL METROLINK PERFORMANCE BY YEAR



2018, n = 6,939, no response = 812; 2025, n = 3,801, no response = 556

Figure 38 shows overall satisfaction with Metrolink's performance broken out by select demographic groups. Women riders' rating skews higher than men's, and infrequent riders' rating skews higher than more frequent riders, trends that generally hold across specific attributes.

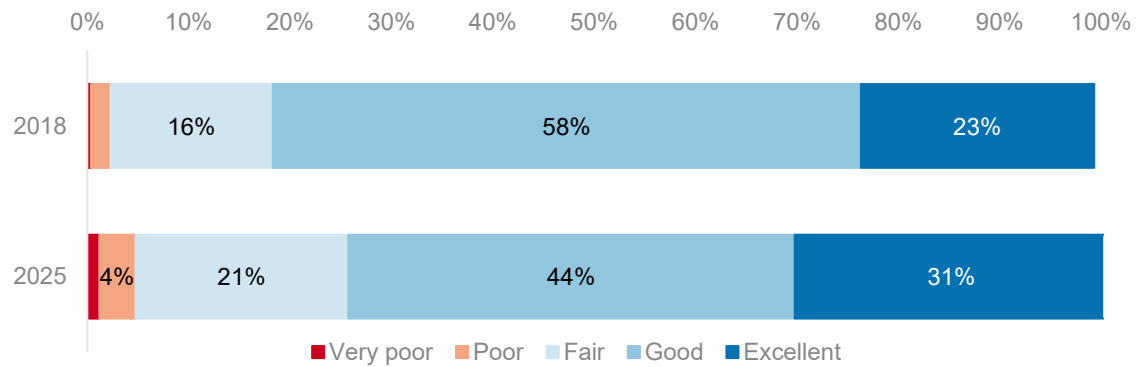
FIGURE 38: 2025 OVERALL METROLINK PERFORMANCE BY DEMOGRAPHIC (T2B ONLY)



Sample, n = 3,801

The station experience rating follows the general trend explained above. The fair rating increased by five points since 2018, but the excellent rating increased by seven points (Figure 39).

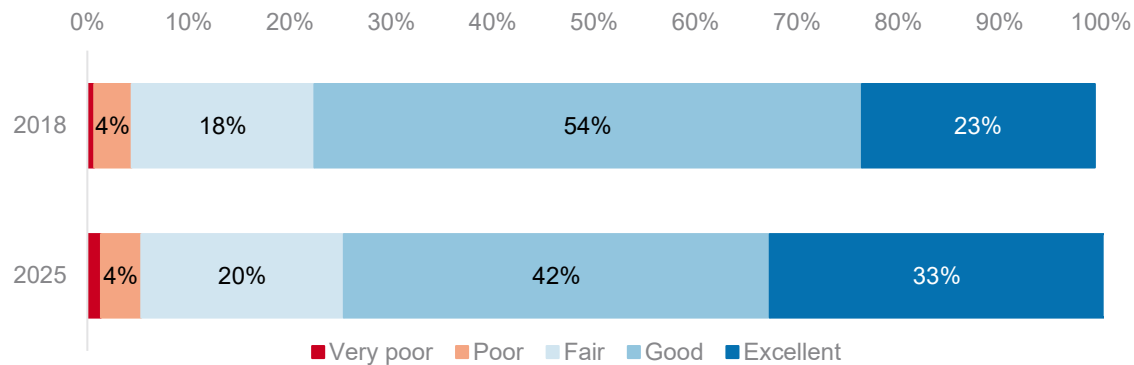
FIGURE 39: STATION EXPERIENCE OVERALL BY YEAR



2018, n = 6,844, no response = 907; 2025, n = 4,049, no response = 308

Rider satisfaction with the clarity of station signage became more intensely positive between 2018 and 2025 (23% in 2018 vs 33% in 2025), but the share of riders with an overall positive opinion fell from 77% to 75% (Figure 40).

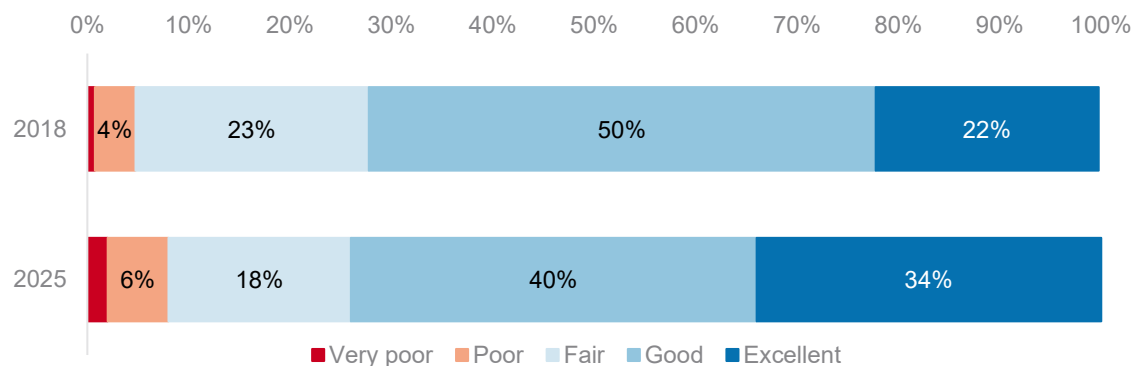
FIGURE 40: CLARITY OF STATION SIGNAGE BY YEAR



2018, n = 7,751; 2025, n = 4,357

Ratings of the availability of transit connections followed a similar trend, with a 12-point increase in the excellent rating and a three-point increase in the bottom two box (poor and very poor) rating (Figure 41).

FIGURE 41: AVAILABILITY OF TRANSIT CONNECTIONS AT STATION BY YEAR

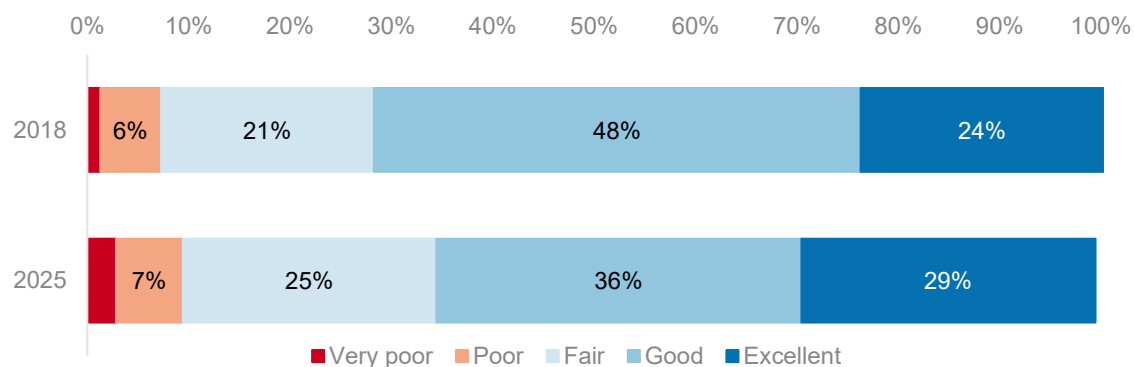


2018, n = 6,219, no response = 1,532; 2025, n = 3,782, no response = 575

Note: The share of respondents who answered this question increased from 81% in 2018 to 87% in 2025.

While there is positive movement on those rating their feelings of security at stations as excellent (five-point increase), this increase is smaller than that seen on other metrics, with the neutral and negative ratings also increasing. Riders on the Antelope Valley and San Bernadino lines were more likely to rate this attribute negatively (see crosstabs for more information). This is also one of two service attributes that female riders were more likely to rate lower than male riders (62% to 67% T2B), but male riders' ratings dropped two points more than female riders' did over the survey years (-8 ppt versus -6 ppt) (Figure 42).

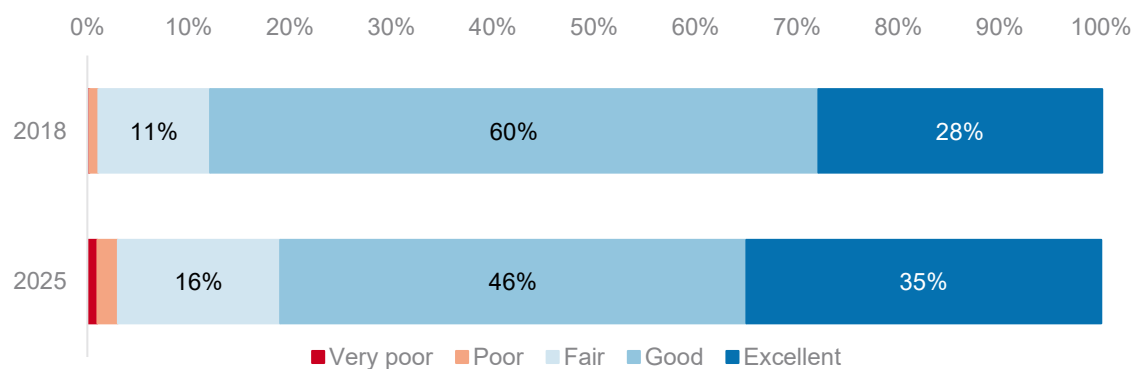
FIGURE 42: FEELING SECURE FROM CRIME WHILE AT STATION BY YEAR



2018, n = 6,803, no response = 948; 2025, n = 4,032, no response = 325

Ratings for the overall ride experience followed the same general trend, with notable increases in the excellent and fair categories, and a small increase in the negative categories (Figure 43).

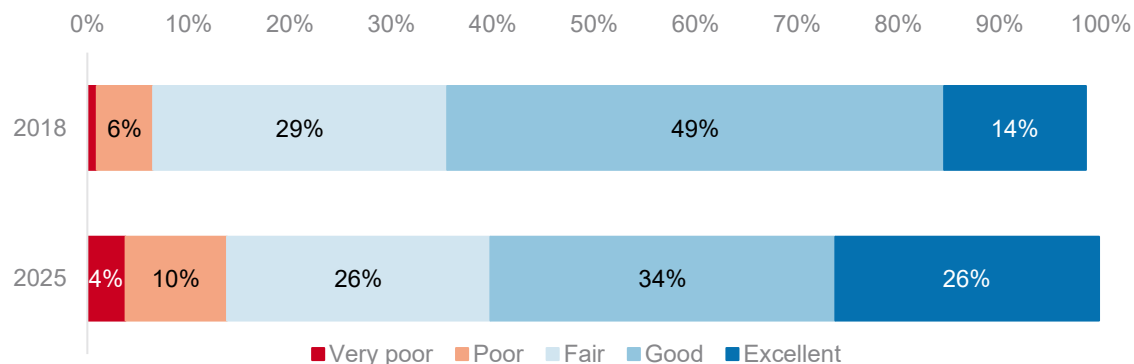
FIGURE 43: OVERALL RIDE EXPERIENCE BY YEAR



2018, n = 6,906, no response = 845; 2025, n = 4,021, no response = 336

Current Metrolink riders are more polarized on the convenience of the agency's schedules than in 2018. The excellent rating has increased by 12 points, and total negative rating has also increased, albeit by only seven points. (Figure 44)

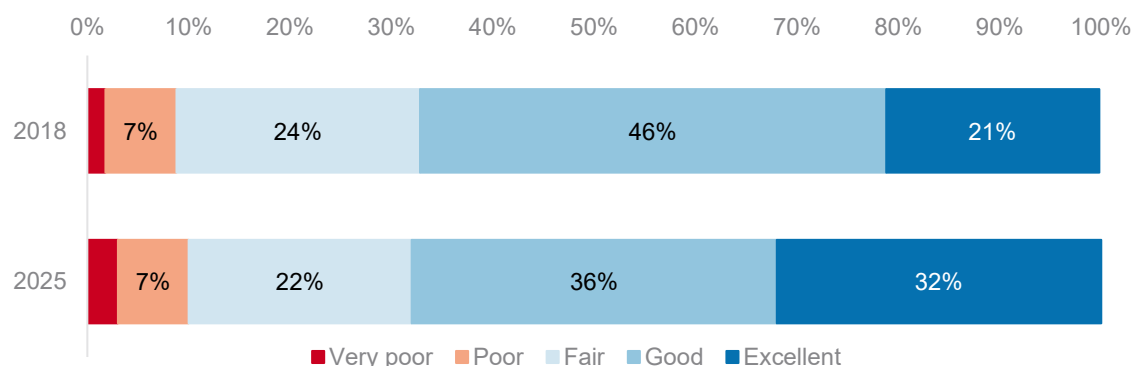
FIGURE 44: CONVENIENCE OF METROLINK TRAIN SCHEDULES BY YEAR



2018, n = 7,016, no response = 735; 2025, n = 4,072, no response = 285

Figure 45 shows that riders in 2025 were generally more satisfied with the cleanliness of trains than in 2018. The share of riders who rated the cleanliness of Metrolink train interiors as excellent grew 11 points, though the overall positive opinion rose by only one point. In 2025, 82% of Arrow riders rated the cleanliness of train interiors as either good or excellent, compared to only 62% of Riverside, 63% of San Bernardino, and 64% of Inland Empire-Orange County riders. Newer riders, less frequent riders, riders using Metrolink for leisure purposes, women, and off-peak and weekend riders were all also more likely to give positive ratings to the cleanliness of train interiors.

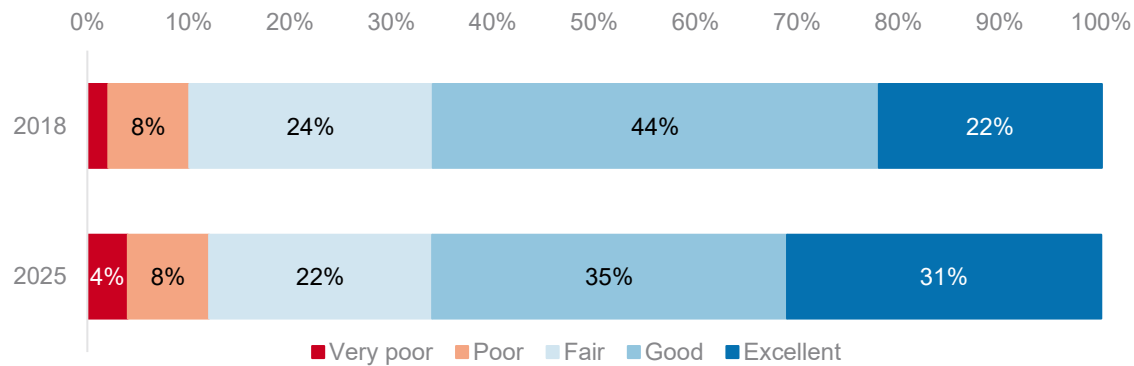
FIGURE 45: CLEANLINESS OF TRAIN INTERIOR BY YEAR



2018, n = 6,897, no response = 854; 2025, n = 4,029, no response = 328

Riders were more likely to rate on-time performance as excellent in 2025 versus 2018. Negative ratings marginally changed. (Figure 46).

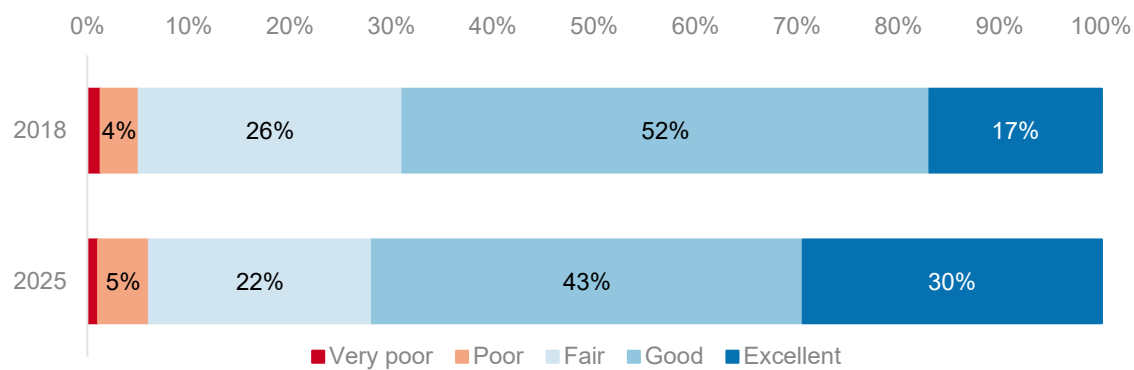
FIGURE 46: TRAIN ARRIVING AT DESTINATION ON TIME BY YEAR



2018, n = 6,880, no response = 871; 2025, n = 4,013, no response = 344

Metrolink riders were more likely to rate the behavior of other riders as excellent in 2025 (30%) than in 2018 (17%) (Figure 47).

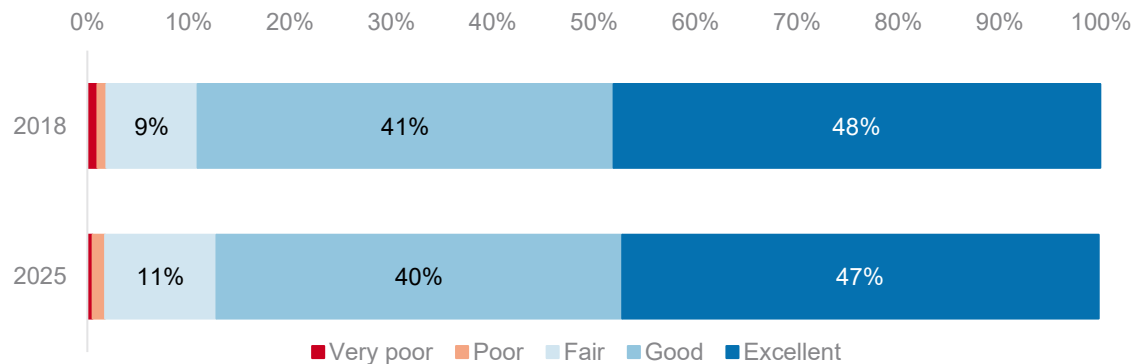
FIGURE 47: BEHAVIOR OF OTHER RIDERS BY YEAR



2018, n = 6,905, no response = 846; 2025, n = 4,016, no response = 341

There was little change on the value of making good use of time on the train metric, a variation from the general trend (Figure 48).

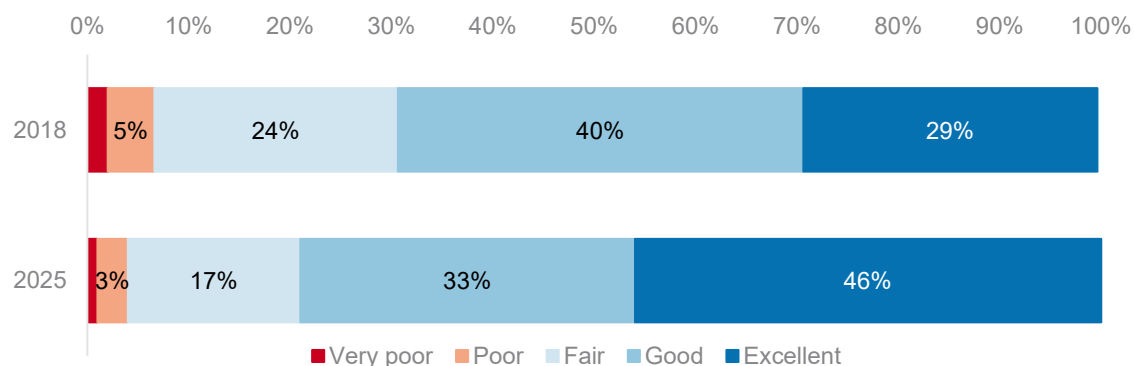
FIGURE 48: VALUE OF MAKING GOOD USE OF TIME ON TRAIN BY YEAR



2018, n = 6,837, no response = 914; 2025, n = 3,970, no response = 387

Perceptions of the value of Metrolink compared to driving have notably increased, with a ten-point shift to the top two box values. This is driven by a 17-point increase in the excellent rating on this metric. In 2025, 89% of the oldest riders (aged 65 or older) rated the value of their Metrolink fare compared to driving as good or excellent. Less frequent riders and those using Metrolink for leisure were also more likely to give this service aspect a positive rating (Figure 49).

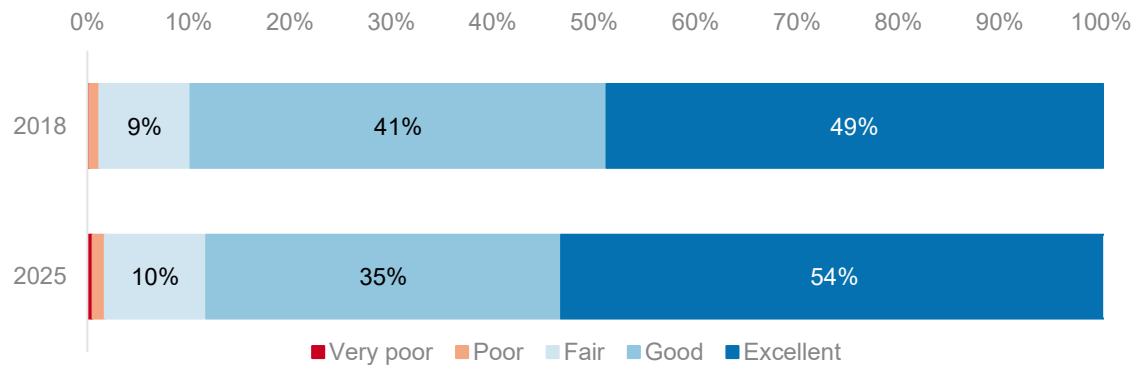
FIGURE 49: VALUE OF METROLINK FARE COMPARED TO DRIVING BY YEAR



2018, n = 6,838, no response = 913; 2025, n = 3,939, no response = 418

Riders continue to rate conductors' helpfulness and courtesy highly (90% positive in 2018, 89% positive in 2025). However, current riders are more likely to rate this metric as excellent versus good. (Figure 50).

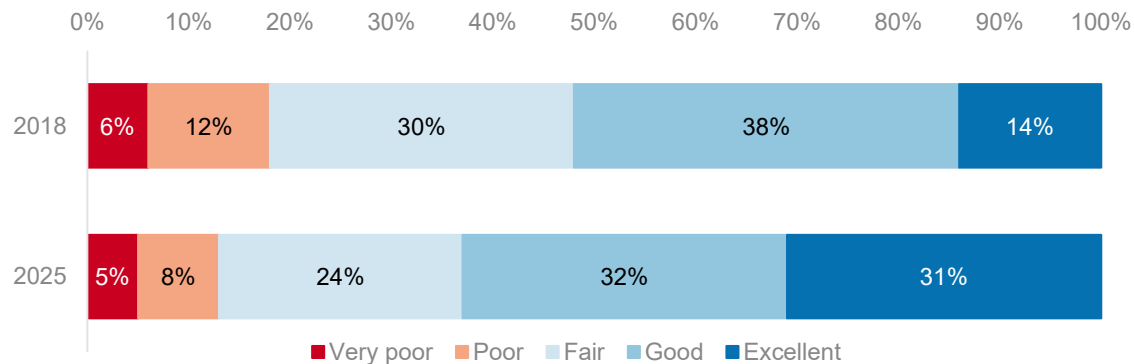
FIGURE 50: HELPFULNESS AND COURTESY OF METROLINK CONDUCTORS BY YEAR



2018, n = 6774, no response = 977; 2025, n = 3,930, no response = 427

Both the overall positive and excellent ratings of Metrolink's responsiveness to customer concerns have increased year over year. Negative and neutral ratings have marginally decreased. Less frequent, newer, and White riders were all more likely to give this attribute an excellent rating (Figure 51).

FIGURE 51: METROLINK'S RESPONSIVENESS TO CUSTOMER CONCERNS BY YEAR



2018, n = 5,365, no response = 2,386; 2025, n = 3,458, no response = 899

Note: The share of respondents who answered this question increased from 71% in 2018 to 79% in 2025.

According to the survey results presented in Table 14, a large majority (85%-95%) of riders reported neither personally experiencing nor witnessing non-physical harassment, physical harassment, or indecent exposure. Non-physical harassment (i.e. lewd gestures and catcalling) was both the most experienced and witnessed form of sexual harassment.

TABLE 14: EXPERIENCE OF SEXUAL HARASSMENT ON METROLINK IN THE LAST SIX MONTHS, 2025

	NON-PHYSICAL HARASSMENT	PHYSICAL HARASSMENT	INDECENT EXPOSURE
Yes, have experienced	5%	2%	1%
Yes, have witnessed	7%	2%	3%
Yes, both	3%	1%	1%
No	85%	95%	95%

Sample, n = 4,015 to 4,132

While the 2018 survey did ask riders if they had experienced sexual harassment on board Metrolink trains, respondents were only given the option of “Yes” or “No”, making a direct comparison with the more nuanced responses offered in the 2025 survey difficult. The most analogous comparison is between the 2018 “Yes” responses and the 2025 “Yes, have experienced” and “Yes, both” responses. When those two categories are combined and compared across periods, the share of Metrolink riders who directly experienced sexual harassment remains consistent. The share of respondents who answered “No” also remained consistent from 2018 to 2025. However, the share of respondents who skipped the question decreased by four to six percentage points which may be related to the change in question format. We suggest keeping this question in its current format for future research purposes (Table 15).

TABLE 15: EXPERIENCE OF SEXUAL HARASSMENT ON METROLINK BY YEAR

	NON-PHYSICAL HARASSMENT		PHYSICAL HARASSMENT		INDECENT EXPOSURE	
	2018	2025	2018	2025	2018	2025
Direct experience only	7%	7%	1%	2%	1%	2%
Witnessed only	NA	7%	NA	2%	NA	3%
No	82%	81%	87%	87%	87%	87%
Refused/No Answer	11%	5%	12%	8%	12%	8%

2018, n = 7,751; 2025, n = 4,357

As seen in Table 16, riders on the Antelope Valley Line were the most likely to report either witnessing or experiencing sexual harassment. Antelope Valley Line riders were eight points more likely to have witnessed or experienced non-physical harassment and four points more likely to have witnessed or experienced physical harassment and indecent exposure than riders systemwide. Inland Empire-Orange County Line riders were the least likely to have witnessed or experienced either non-physical harassment and indecent exposure (10% and 2%, respectively), while Ventura County Line riders were the least likely to have experienced or witnessed physical harassment (2%).

TABLE 16: EXPERIENCE OF SEXUAL HARASSMENT ON METROLINK BY LINE

		NON-PHYSICAL	PHYSICAL	INDECENT EXPOSURE
Yes	91/Perris Valley	11%	5%	5%
	Arrow Service	12%	3%	6%
	Antelope Valley	23%	9%	9%
	Inland Empire-Orange County	10%	4%	2%
	Orange County	12%	3%	4%
	Riverside	12%	3%	5%
	San Bernardino	16%	5%	6%
	Ventura County	14%	2%	3%
	Systemwide	15%	5%	5%
No	91/Perris Valley	89%	95%	95%
	Arrow Service	88%	97%	94%
	Antelope Valley	77%	91%	91%
	Inland Empire-Orange County	90%	96%	98%
	Orange County	88%	97%	96%
	Riverside	88%	97%	95%
	San Bernardino	84%	95%	94%
	Ventura County	86%	98%	97%
	Systemwide	85%	95%	95%

Sample, n = 4,015 to 4,132

4.0 METHODOLOGY

4.1 SURVEY DESIGN AND GOALS

The 2025 Onboard Survey was designed to, where possible, align with the 2018 Onboard Survey. Maintaining similar structures across years allowed for reliable comparison, while small changes to design and structure reflect current best practices. Changes are outlined where necessary throughout the report. A full version of the 2025 questionnaire is available in Appendix A.

The 2025 Onboard Survey began with a series of questions about the current one-way trip the respondent was making. The survey included both an explanation of the meaning of a one-way trip as well as a visual diagram to aid passenger understanding. The survey then moved on to a series of questions about the respondent's general use of Metrolink, including tenure and frequency. Then the respondents were asked a series of demographic questions, including age, car access, and race.

Respondents were then asked to rank Metrolink's service overall, as well as Metrolink's performance in 14 discrete areas, on a five-point scale from "Very poor" to "Excellent", with the option of selecting "N/A". While this was a reduction from the 32 areas of service covered in the 2018 survey, the 14 areas covered in the 2025 survey mirrored the phrasing used in the 2018 survey. As seen in Figure 52, in the 2025 survey the aspects of service were not demarcated by dimension (such as "Communication" or "Personnel"), though the 2025 survey did pull questions from all five dimensions in the 2018 survey.

FIGURE 52: SERVICE SATISFACTION EXCERPT FROM 2018 (BACK) AND 2025 (FRONT) SURVEYS

27. PLEASE RATE METROLINK'S PERFORMANCE IN THE FOLLOWING AREAS:

OVERALL	Very Poor	Poor	Fair	Good	Excellent	N/A
a. How would you rate Metrolink's performance overall?	1	2	3	4	5	6

RIDING METROLINK

	Very Poor	Poor	Fair	Good	Excellent	N/A
b. Convenience of Metrolink train schedules	1	2	3	4	5	6
c. Ease of buying tickets / ticket vending machine reliability	1	2	3	4	5	6
d. Availability of transit connections at station	1	2	3	4	5	6
e. Availability of seating on train	1	2	3	4	5	6
f. Cleanliness of train interior	1	2	3	4	5	6
g. Cleanliness of restrooms on train	1	2	3	4	5	6
h. Equipment on train in good working order	1	2	3	4	5	6
i. Value of Metrolink "Quality of Service" award	1	2	3	4	5	6
j. Train arriving at my destination on time	1	2	3	4	5	6
k. Behavior of other riders	1	2	3	4	5	6
l. Clarity of onboard announcements	1	2	3	4	5	6
m. Travel time on train	1	2	3	4	5	6
n. Value of making good connections	1	2	3	4	5	6
o. Value of Metrolink fare	1	2	3	4	5	6
p. Riding experience overall	1	2	3	4	5	6

PERSONNEL

	Very Poor	Poor	Fair	Good	Excellent	N/A
q. Helpfulness and courtesy of Metrolink conductors	1	2	3	4	5	6
r. Enforcement of Rules	1	2	3	4	5	6
s. Enforcement against fare evasion	1	2	3	4	5	6
t. Station experience overall	1	2	3	4	5	6
u. Clarity of station signage	1	2	3	4	5	6
v. Availability of parking	1	2	3	4	5	6

31. How would you rate Metrolink's service overall?

	Very Poor	Poor	Fair	Good	Excellent	N/A
	1	2	3	4	5	6

32. Please rate Metrolink's performance in each of the following areas.
If an item does not apply to you, please select n/a.

	Very Poor	Poor	Fair	Good	Excellent	N/A
1. Convenience of the Metrolink train schedules	1	2	3	4	5	6
2. Station experience overall	1	2	3	4	5	6
3. Wayfinding signage at Metrolink stations	1	2	3	4	5	6
4. Convenient transit connections at my station	1	2	3	4	5	6
5. Feeling secure from crime while at station	1	2	3	4	5	6
6. Ride experience overall	1	2	3	4	5	6
7. Cleanliness of the train interior	1	2	3	4	5	6
8. Train getting me to my destination on time	1	2	3	4	5	6
9. Behavior of other riders	1	2	3	4	5	6
10. Helpfulness and courtesy of Metrolink conductors	1	2	3	4	5	6
11. Value of using my time on the train	1	2	3	4	5	6
12. Value of Metrolink fare compared to driving	1	2	3	4	5	6
13. Metrolink's responsiveness to customer concerns	1	2	3	4	5	6

Lastly, respondents were asked to report on any recent personal experience of three different kinds of sexual harassment (verbal, physical, and indecent exposure) on board Metrolink trains. While this question was adapted from a similar question on the 2018 survey, the 2025 survey allowed for more nuanced responses. Respondents were given the option of saying they had experienced, witnessed, both experienced and witnessed, or neither experienced nor witnessed each kind of harassment, while the 2018 survey only allowed respondents to report whether or not they had directly experienced harassment.

At the end of the survey, respondents were given the opportunity to submit their name and email address for a drawing for five \$200 online Visa gift cards as an incentive for their participation.

The survey instrument was offered in English and Spanish.

4.2 SURVEY ADMINISTRATION

The 2025 Onboard Survey was administered via paper surveys issued by trained survey staff. Administration of this survey began on Tuesday, June 2, 2025 and concluded Monday, June 16, 2025. Administration was managed by an in-field team comprising a field manager to oversee

the entire team, a lead surveyor, and seven experienced surveyors. Surveyors wore identifiable vests and badges, and conductors and other staff were alerted that the survey staff had permission from the agency to be on-board the trains.

The survey period began with a pilot test to determine how well the survey form and approach would work prior to the launch of the full study. This pilot test occurred June 2 on the San Bernardino line. Survey staff approached 712 Metrolink riders, collecting 582 completed surveys for a response rate of 82%.

Survey staff thoroughly reviewed surveys after the pilot test. Respondents did not consistently skip any questions and rarely filled in multiple answers to single answer questions. The pretest served as confirmation that passengers generally understood the survey questions and were able to complete surveys with the anticipated amount of assistance from surveyors. Respondents did not consistently ask survey staff about any specific question, indicating that the questions were clearly understood. The success of the pilot meant that the data collected could be included with data collected from the remainder of the survey fielding.

Shifts were created to capture both peak and off-peak riders for both inbound and outbound directions across all eight lines. Survey staff began their assignments in the AM peak period, boarding inbound trains at their initial starting point. This allowed surveyors to capture the complete train trip to get representation from riders boarding at each stop.

Surveyors would approach passengers, ask if they were willing to take a survey about Metrolink, and then provide passengers with a paper survey and a pen. Surveyors would tally refusals as well as passengers with language barriers (did not speak English or Spanish). When passengers turned their surveys in, staff would check for completeness. If the survey was found to be incomplete, the surveyor would ask the passenger to complete it, if time allowed.

At the end of a train trip, survey staff would go through each survey and document the train number while rechecking survey trip information for completeness. They would then provide the lead surveyor with tallies of the total surveys collected, total refusals, and total language barrier refusals. The lead surveyor then input these totals into the master counts file, shown below in Figure 53. The field manager would then update the survey completion report, which showed sample goals by time-of day, surveys collected, and surveys remaining, all divided by line.

A total of 4,789 surveys were collected across Metrolink's eight lines. After cleaning, 4,357 of the completed surveys were deemed to be valid and usable, exceeding the goal of 3,313.

FIGURE 53: SCREENSHOT OF MASTER COUNTS FILE

	A	B	C	D	E	F	G	H	I
1	ROUTE	TRAIN #	DIR	TRAIN TOD FROM START OF TRIP	DATE SURVEYED	SURVEYS COLLECTED	REFUSALS	LANGAUGE BARRIER RF	
2	San Bernardino Line	307	INBOUND	PEAK	3-Jun	195	27	2	
3	San Bernardino Line	304	OUTBOUND	PEAK	3-Jun	37	10	2	
4	San Bernardino Line	329	INBOUND	OFF PEAK	3-Jun	74	18	3	
5	San Bernardino Line	326	OUTBOUND	OFF PEAK	3-Jun	24	6	2	
6	San Bernardino Line	343	INBOUND	PEAK	3-Jun	10	1	0	
7	San Bernardino Line	340	OUTBOUND	PEAK	3-Jun	242	54	5	
8	91-Perris Valley Line	703	INBOUND	PEAK	4-Jun	127	16	2	
9	91-Perris Valley Line	708	OUTBOUND	OFF PEAK	4-Jun	43	7	1	
10	91-Perris Valley Line	719	INBOUND	OFF PEAK	4-Jun	35	8	0	
11	91-Perris Valley Line	732	OUTBOUND	PEAK	4-Jun	146	25	6	
12	91-Perris Valley Line	701	INBOUND	PEAK	4-Jun	110	12	0	
13	91-Perris Valley Line	700	OUTBOUND	PEAK	4-Jun	49	5	0	
14	Riverside Line	407	INBOUND	PEAK	5-Jun	149	23	1	
15	Riverside Line	400	OUTBOUND	OFF PEAK	5-Jun	18	2	0	
16	Riverside Line	419	INBOUND	OFF PEAK	5-Jun	12	5	0	
17	Riverside Line	410	OUTBOUND	PEAK	5-Jun	92	12	2	
18	Arrow Service	3807	INBOUND	PEAK	5-Jun	9	0	0	
19	Arrow Service	3810	OUTBOUND	PEAK	5-Jun	1	0	0	
20	Arrow Service	3811	INBOUND	PEAK	5-Jun	8	1	0	
21	Arrow Service	3814	OUTBOUND	PEAK	5-Jun	3	0	0	
22	Arrow Service	3815	INBOUND	PEAK	5-Jun	6	0	0	
23	Arrow Service	3818	OUTBOUND	OFF PEAK	5-Jun	10	1	0	
24	Arrow Service	3819	INBOUND	OFF PEAK	5-Jun	15	2	0	
25	Arrow Service	3820	OUTBOUND	OFF PEAK	5-Jun	4	0	0	

4.3 SURVEY RESPONSE RATES

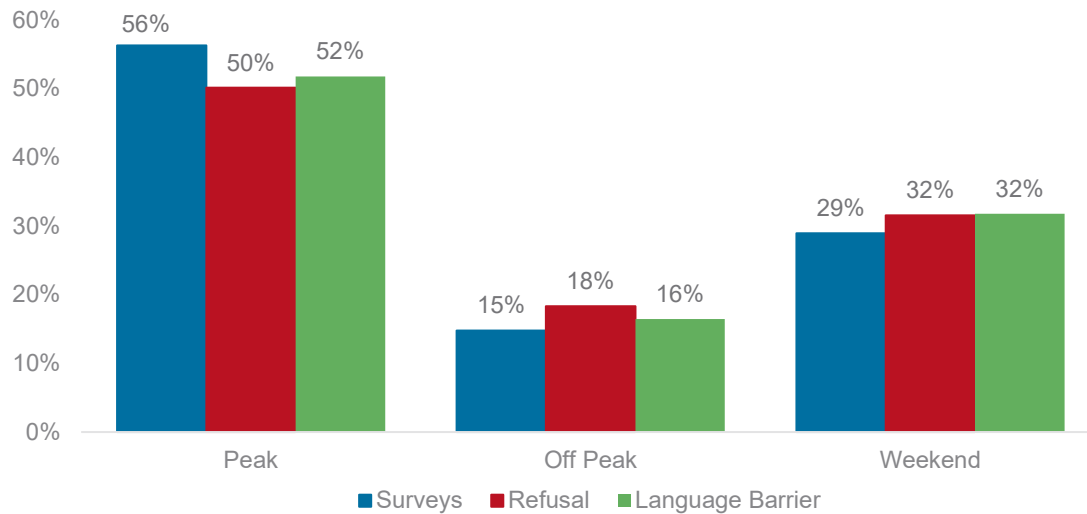
Table 17 illustrates the process of obtaining valid completed surveys. The first column shows the number of riders approached during the survey period. The second column shows the number of individuals who either refused to take the survey or were deemed ineligible. The third column shows the number of surveys distributed—one was given to everyone who did not refuse or was not deemed ineligible. The fourth column shows the number of surveys that were then collected (the nature of the Metrolink system allows for a very high rate of collection), and the fifth shows how many of those surveys were determined to be both valid and complete after data cleaning. The percentages indicate what share of the total riders approached each category is.

TABLE 17: SURVEYS DISTRIBUTED AND COLLECTED

	RIDERS APPROACHED	REFUSALS, INELIGIBLES, AND LANGUAGE BARRIERS	SURVEYS DISTRIBUTED	SURVEYS COLLECTED	VALID COMPLETED SURVEYS
#	5,632	843	4,789	4,789	4,357
% of riders approached	100%	15%	85%	85%	77%

Figure 54 shows the share of surveys collected broken out by the time of passenger boarding, as well as the shares of surveys refused, and language barriers encountered. Peak encompasses both the AM and PM periods of peak weekday ridership. Off peak includes all other weekday ridership, and weekend includes the entirety of Saturday and Sunday.

FIGURE 54: SURVEYS COLLECTED BY DAYPART

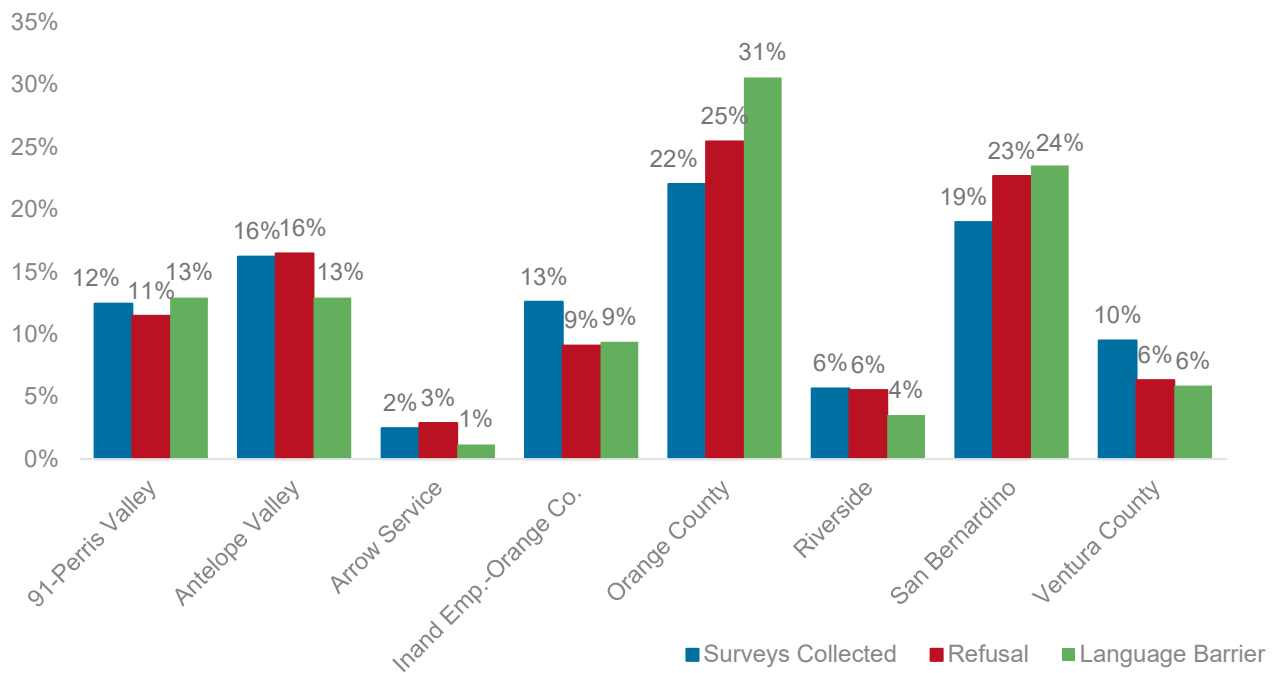


Surveys collected = 4,789; Surveys refused = 758; Language barriers = 85

Note: n size reflects completed surveys before data cleaning.

Figure 55 shows the percentage of total surveys collected, surveys refused, and language barriers by line. Surveyors along the Orange County Line encountered a higher share of language barriers and refusals, as did those working the San Bernardino Line. The Inland Empire-Orange County and Ventura County lines, in contrast, had lower refusal and language barrier rates.

FIGURE 55: SURVEYS COLLECTED, REFUSED, AND LANGUAGE BARRIERS BY LINE



Surveys collected = 4,789; Surveys refused = 758; Language barriers = 85

4.4 SURVEY PROCESSING

Staff collected 4,789 surveys across the system. After cleaning, 4,357 of the completed surveys were deemed to be valid and usable, exceeding the goal of 3,313.

All surveys were reviewed, first by the surveyor who accepted the survey and then by ETC staff responsible for uploading survey data. Only complete surveys were included in the final dataset. To classify a survey as complete, the survey must contain all required elements of the one-way trip. The required trip data included all the following:

- Route/Direction
- Time of trip
- Transfers made
- Origin address
- Destination address
- Origin place type
- Destination place type
- Access mode
- Egress Mode
- Boarding/Alighting location

Survey and processing staff performed extensive quality assurance and quality control processes throughout all phases of fielding and processing. Survey staff checked all paper surveys returned to them during a trip, ensuring that each survey contained the necessary elements of a complete survey. If a respondent had failed to enter any of these elements, the surveyor would request that the passenger complete the required fields, time permitting.

ETC's data entry department entered completed surveys into ETC's survey program. Geocoding tools allowed for accurate locational data on origin, destination, boarding station, and alighting station to be entered. ETC's Institutes for Visual Review Team then reviewed trip paths for sensibility. They examined all the elements of the one-way trip, as well as a series of distance ratio checks, to make sure the one-way trip listed made spatial sense. This process ensured accurate data for trip analysis.

Additional post processing checks included:

- Checking access and egress transportation mode to determine if the access and egress transportation system used was logical if it was by bus or train. For example, if a passenger accessed their boarding Metrolink station and stated they used OCTA to get from their origin to their Metrolink boarding station, the station was checked using GTFS to verify that OCTA operates at that station. If the system was not accessible from the boarding station, the record was flagged for further review.
- Examining the home zip code question (Q27) if a survey listed "home" as the origin or destination. If this did not match the geocoded home zip code, the record was flagged for further review.

- Flagging surveys with a reported distance from origin to destination of over 100 miles. Since Metrolink the longest one-way trip available on Metrolink is 163 miles, most of these flagged records were reviewed and approved.
- Checking the train number to ensure it matched either the boarding station or alighting station. In some cases, passengers used more than one Metrolink train, but, if this occurred, either the boarding or alighting station should be associated with the train number. If both the boarding and alighting station did not match the train number, the record was flagged for further review.

4.5 SAMPLE SIZE COMPARISON

Survey staff exceeded sample size targets across every line and daypart (peak, off peak, and weekend). The original sample plan aimed to collect a sample of 10% of the total ridership, with differing goals for each line depending on size and time-part, in alignment with FTA best practices for scientific sampling (see Appendix C).

Table 18 shows the average weekday and weekend ridership, sample target, and completed surveys by line, as well as systemwide. Margin of error was calculated for a 95% confidence interval by comparing the final number of surveys completed to the average weekday and weekend ridership.

TABLE 18: SAMPLE TARGETS AND SURVEYS COMPLETED BY LINE

LINE	AVERAGE WEEKDAY RIDERSHIP ²	AVERAGE WEEKEND RIDERSHIP	TOTAL SAMPLE TARGET	SURVEYS COMPLETED	% INCREASE OVER SAMPLE TARGET	MARGIN OF ERROR ³
91 Perris	2,645	638	408	526	+29%	±3.60 ppt
Antelope	4,153	2,129	587	716	+22%	±3.22 ppt
Arrow	276	228	64	115	+80%	±6.68 ppt
IE-OC	2,220	1,185	452	548	+21%	±3.48 ppt
Orange County	3,948	2,233	578	976	+69%	±2.56 ppt
Riverside	1,492	-	224	256	+14%	±5.04 ppt
San Bernardino	6,759	3,254	731	815	+11%	±3.08 ppt
Ventura	1,846	261	303	405	+34%	±3.82 ppt
Systemwide	23,339	9,928	3,347	4,357	+30%	±1.27 ppt

4.6 WEIGHTING

Introduction

The RSG team weighted the survey to boarding counts by time-of-day, to direction and route, and to board-to-alight station flows, derived from ticket sales data. An iterative proportional fitting (IPF) procedure was used across the two key dimensions by line and direction:

1. Train level ridership counts – Average weekday and weekend counts for June 2025, grouped by time-of-day, direction and line.

² Please note that the average weekday and weekend ridership shown here was that used in the development of the sampling plan, and is based on average daily ridership from March/April 2025.

³ Margins of error are calculated based on the data used in the weighting process, which was average daily ridership from June 2025.

2. Station-to-station patterns – derived from ticket sales data in June 2025, representing travel flows between aggregated station pairs.

The IPF process adjusted the sample OD matrix so that its marginal totals matched the target distributions defined by these two dimensions. This ensured that the weighted OD data were consistent with both the service-level characteristics (route, direction and TOD distributions) and market-level travel demand patterns (station-to-station flows).

The study team set targets for boarding and alighting stop locations at the most disaggregate level possible given the sample size and ridership totals. Since train lines typically include 10 or more stations, it was not feasible to weight each individual stop-to-stop combination. Because of this, stations were grouped to develop station group to station group weighting targets.

The study team surveyed and weighed the following Metrolink routes:

- 91/Perris Valley Line
- Antelope Valley Line
- Arrow Line
- Inland Empire-Orange County (IEOC) Line
- Orange County Line
- Riverside Line
- San Bernardino Line
- Ventura County Line

The study team assigned time periods based on data from Metrolink, using the following time periods for weighting. Ridership counts are grouped into a certain time period:

- Weekday AM Peak: 3:30 a.m. – 9:00 a.m.
- Weekday PM Peak: 3:00 p.m. – 7:00 p.m.
- Weekday Off Peak: All other non-peak hours
- Weekend: All hours on Saturdays and Sundays

For the Inland Empire-Orange County (IEOC) Line and San Bernardino Lines, the origin-destination (OD) survey data were weighted and expanded to match boarding and alighting counts by line, direction, time-of-day (TOD) period. Certain time periods were compared due to limited survey responses with high target values. Please refer to the Weighting Memo for further detail.

For the remaining lines, the study team weighted and expanded OD survey data to match boarding and alighting counts by line, direction, TOD period, boarding location, and alighting location.

Ticket sales data processing

The study team processed the ticket sales data into a set of targets representing unlinked trips for each line and direction. This processing involved filtering ticket sales data to only include data with viable boarding and alighting stations, converting tickets that allowed for more than one trip into individual trips, normalizing for directional flows, and accounting for transfers.

Filtering unusable data

Ticket sales data were used to represent boarding and alighting locations. To ensure data quality and relevance for the weighting process, several filters were applied to the ticket sales data:

- Student Adventure Pass records were excluded because this ticket type did not include origin or destination station information, making them unsuitable for trip-level analysis.
- Weekend Pass records were also excluded for lacking origin or destination station information.
- Records where both the origin and destination stations were both L.A. Union Station were also removed, as these represent incomplete or invalid trip records.

The exclusion of the Student and Weekend pass ticket data means that the weights assume that overall board to alight flows across the Metrolink system are represented well enough by the remaining ticket types.

Converting tickets to trips

To convert ticket sales into linked trips, multipliers derived from unweighted survey data were applied to each ticket type. For example, in the case of the Monthly Pass data, 7,280 Monthly Passes were sold in June 2025. Those passes were then multiplied by the unweighted trip rate of 39, for a total number of trips of 283,920. That was then divided by 2, assuming that each trip segment was linked to another, for a linked trip total of 141,960. Table 19 shows the summary of ticket sales by ticket type after the filters for each ticket type mentioned above.

TABLE 19: NUMBER OF TICKETS SOLD BY TICKET TYPE, JUNE 2025

TICKET TYPE	TICKET COUNT	UNWEIGHTED TRIP RATES	LINKED TRIPS
Monthly Pass	7,280	39	141,960
10 Day Flex Pass	17,788	20	18,827
7-Day Pass	2,886	9	12,987
5 Day Flex Pass	23,918	10	25,070
Round Trip	157,926	1.84	145,292
One Way	150,031	1	150,031
Total	359,829	--	494,167

Normalizing for direction

Considering that most ticket types, except one-way tickets, allow travel in both directions between the origin and destination stations, the study team balanced trips between origin and destination. For example, if the original ticket sales dataset included 2,000 trips between L.A. Union Station to Irvine then, after balancing, the normalized ticket sales dataset used by the study team would include 1,000 trips from L.A. Union Station to Irvine and 1,000 trips in the opposite direction, from Irvine to L.A. Union Station.

Accounting for transfers

To convert the ticket sales data from linked trips into unlinked trips, the study team first identified direct trips (no transfers) and indirect trips (requiring transfers). For indirect trips, the team determined which lines were used based on the origin and destination locations. Using these locations, the team created two sets of unlinked trips: boarding indirect trips and alighting indirect trips. Boarding indirect trips were coded using the origin station group followed by “99”

(e.g., origin_99), while alighting indirect trips were coded using “99” followed by the destination station group (e.g., 99_destination). For example, a ticket from Anaheim (station group 19) to Corona–West (station group 12) was recoded into two unlinked trips:

- 1) Boarding indirect trip: 19_99
- 2) Alighting indirect trip: 99_12

Iterative Proportional Fitting (IPF)

The IPF technique assigns a weight to each survey record so that the sum of each dimension matches the targeted marginal totals of route counts and origin-destination flows. In this case, the unweighted OD survey counts were used as the seed matrix prior to the initial iteration. This matrix is then adjusted so that:

1. The total number of boardings is equal to the train count target by route, direction and time period, and
2. The share of origin station group to destination station group flows is equal to the share of the flows from the processed ticket data.

This adjustment is repeated, iteratively, until the matrix converges.

Station Groups

The IPF routine requires both a target count and at least one survey representing each unique target. Because of the large number of possible station-to-station pairs it is not surprising that there were many station-to-station pairs without surveys. To account for this, adjacent stops were grouped into “station groups,” designed to represent the general transit markets on a line as best as possible. The study team created these groups based on a combination of geography and number of surveys that were collected from each line. Figure 56 shows the station group map.

FIGURE 56: STATION GROUP MAP



Weighted Data Summary

The final dataset delivered to Metrolink includes an average unlinked weekday weight, an average unlinked weekend weight, and an average unlinked weekly weight (calculated as five times the weekday weight plus two times the weekend weight).

The unweighted survey counts and expanded totals of weekday, weekend, and weekly riders are shown in Table 20. Overall, 4,357 usable OD surveys were collected. These surveys were expanded to represent total average daily boardings and represent a total of 19,012 weekday boardings, 8,098 weekend boardings, and 111,256 weekly boardings.

TABLE 20: EXPANDED UNLINKED WEIGHT OVERVIEW BY LINE

LINE	SURVEY TOTAL, UNWEIGHTED	EXPANDED TOTAL, WEEKDAY	EXPANDED TOTAL, WEEKEND	EXPANDED TOTAL, WEEKLY
91/Perris Valley Line	526	2,270	648	12,648
Arrow Line	115	264	202	1,722
Antelope Valley Line	716	3,470	2,052	21,453
Inland Empire–Orange County Line	548	2,121	910	12,426
Orange County Line	976	3,447	1,643	20,521
Riverside Line	256	1,103	-	5,517
San Bernardino Line	815	4,955	2,403	29,581
Ventura County Line	405	1,381	240	7,387
Total	4,357	19,012	8,098	111,256

Table 21 shows the average unlinked weights by line. The average unlinked trip weights range from 3.47 to 9.38 for weekdays, 4.14 to 8.92 for weekends, and 14.98 to 36.30 for the average weekly trips.

TABLE 21: AVERAGE UNLINKED WEIGHT BY LINE

LINE	SURVEYS, UNWEIGHTED	AVERAGE WEIGHT, WEEKDAY	AVERAGE WEIGHT, WEEKEND	AVERAGE WEIGHT, WEEKLY
91/Perris Valley Line	526	5.08	8.21	24.05
Arrow Line	115	3.47	5.17	14.98
Antelope Valley Line	716	7.14	8.92	29.96
Inland Empire–Orange County Line	548	5.34	6.03	22.68
Orange County Line	976	5.75	4.36	21.03
Riverside Line	256	4.31	-	21.55
San Bernardino Line	815	9.38	8.37	36.30
Ventura County Line	405	3.98	4.14	18.24
Total	4,357	6.06	6.63	25.54

5.0 APPENDIX A: SURVEY INSTRUMENT

FIGURE 57: FIRST PAGE OF SURVEY

**Supervisor Only*
Train Number: _____



BE ENTERED TO WIN A
\$200 GIFT CARD WHEN YOU
COMPLETE THIS SURVEY

2025 Rider Survey

Thank you for taking the 2025 Metrolink Rider Survey! Your responses help Metrolink understand needs of our customers and improve service. The following questions are about the **ONE-WAY** trip you're on right now. This means just your current trip, **NOT** the return trip later. For example, a one-way work commute might include taking the bus, transferring to Metrolink, and walking to work. This is about your trip itself, not your fare type.

Example One-Way Trip



START OF THIS ONE-WAY TRIP

1. What is the name of the **first** Metrolink station you boarded for this current one-way trip?

Station name: _____

2. Where did you **start** this one-way trip?

☐1 From your home
☐2 From your usual workplace
☐3 From your school
☐4 From a work-related event not at your workplace
☐5 From a personal appointment or errand
☐6 From a leisure activity or event
☐7 From visiting friends/family
☐8 Something else: _____

3. From what location did you **start** this one-way trip? Please fill in one of the top three options **AND** the city option.

☐1 Address: _____ Example: 201 S. Figueroa St.
☐2 OR Cross Streets: _____ & _____ Example: Pico Blvd. & Figueroa St.
☐3 OR Major Landmark: _____ Example: LA Convention Center
☐4 **AND** City: _____ Example: Los Angeles

4. How did you **travel from** your starting location to the **first** Metrolink station you boarded?

☐1 Walked all the way
☐2 Biked
☐3 Used an e-scooter
☐4 Transferred from another train
☐1 Metro Light Rail ☐2 Metro Subway ☐3 Amtrak
☐4 Coaster - NCTD ☐5 Sprinter - NCTD
☐5 Transferred from a bus
☐1 L.A. Metro ☐2 OCTA ☐3 Dash
☐4 Other bus company: _____
☐5 Private/employer shuttle bus: _____
☐6 Drove myself
☐7 Carpool with someone else who was traveling
☐8 Dropped off by a friend, family member, or acquaintance
☐9 Dropped off by Uber, Lyft, or other taxi/rideshare
☐10 Something else: _____

END OF THIS ONE-WAY TRIP

5. What is the name of the **last** Metrolink station you boarded for this current one-way trip?

Station name: _____

6. Where will you **end** this one-way trip?

☐1 At your home
☐2 At your usual workplace
☐3 At your school
☐4 At a work-related event not at your workplace
☐5 At a personal appointment or errand
☐6 At a leisure activity or event
☐7 At friends/family to visit
☐8 Something else: _____

7. At what location will you **end** this one-way trip? Please fill in one of the top three options **AND** the city option.

☐1 Address: _____ Example: 201 S. Figueroa St.
☐2 OR Cross Streets: _____ & _____ Example: Pico Blvd. & Figueroa St.
☐3 OR Major Landmark: _____ Example: LA Convention Center
☐4 **AND** City: _____ Example: Los Angeles

8. How will you **travel from** the **last** Metrolink station to your destination?

☐1 Walk all the way
☐2 Bike
☐3 E-scooter
☐4 Transfer to another train
☐1 Metro Light Rail ☐2 Metro Subway ☐3 Amtrak
☐4 Coaster - NCTD ☐5 Sprinter - NCTD
☐5 Transfer to a bus
☐1 L.A. Metro ☐2 OCTA ☐3 Dash
☐4 Other bus company: _____
☐5 Private/employer shuttle bus: _____
☐6 Drive myself
☐7 Carpool with someone else who was traveling
☐8 Picked up by a friend, family member, or acquaintance
☐9 Picked up by Uber, Lyft, or other taxi/rideshare
☐10 Something else: _____

FIGURE 58: SECOND PAGE OF SURVEY

9. The above questions were about the one-way trip you're currently on. Was this current trip part of a **round-trip** you are making today, and if so, how? (An example of a round-trip would be from home to work to errands and then back to home, not just home to work.)

☐ Yes, taking a round-trip AND using Metrolink in both directions today.

☐ Yes, taking a round-trip but am not using Metrolink in both directions today.

☐ No, am only taking a one-way trip today.

10. How did you make your **current trip** before you took Metrolink?

☐ Have always taken Metrolink for this trip

☐ Drove alone

☐ Carpooled/Vanpooled

☐ Bus

☐ Metro light rail or subway

☐ Amtrak

☐ Something else: _____

☐ Have not made this trip before

11. What type of **ticket** are you using today?

☐ Monthly Pass

☐ 7-Day Pass

☐ 5-Day Flex Pass

☐ 10-Day Flex Pass

☐ Weekend Day Pass

☐ Round-Trip Ticket

☐ One-Way Ticket

☐ Another Ticket Type: _____

☐ No Ticket

12. What type of **fare** are you using today?

☐ Regular Adult

☐ Senior

☐ Disabled

☐ Student

☐ Active Military

☐ Access

☐ Something else: _____

13. Do you or anyone else in your household have an active CalFresh EBT card (used for benefits like SNAP/ food stamps and cash aid)?

☐ No

☐ Yes [Answer Q 13a.]

13a. If YES: Did you know you can use your valid EBT card at a Metrolink ticket vending machine to receive an additional 50% fare discount?

☐ Yes, I know and I have used it to buy a ticket

☐ Yes, I know but have NOT used it to buy a ticket

☐ No, I did not know this

14. How do you most often purchase or obtain your Metrolink ticket? **(Check all that apply)**

☐ Ticket vending machine

☐ Metrolink app

☐ Your employer

☐ Something else: _____

15. Does your employer pay for part or all of your pass or ticket?

☐ No

☐ Yes - How much per month? \$ _____ or _____ %

☐ Am not currently employed

16. Are you traveling alone today or as part of a group?

☐ I am traveling alone

☐ As part of a group [Answer Q 16a.]

16a. If part of a group (include yourself):

Number of Adults (18 yrs+): _____

Number of Children (6-17 yrs): _____

Number of Children under 6 yrs: _____

17. How often do you generally ride Metrolink?

☐ 6 - 7 days a week

☐ 5 days a week

☐ 4 days a week

☐ 3 days a week

☐ 1 - 2 days a week

☐ Several days a month - How many? _____

☐ Occasionally - How many days a year? _____

18. When did you **start** riding Metrolink? **(Use your best guess if not sure)**

☐ Today is my first time riding Metrolink

☐ Less than six months

☐ 6 - 12 months

☐ 1 year to less than 2 years

☐ 2 years to less than 5 years

☐ 5 - 10 years

☐ More than 10 years

The following questions are used for statistical reporting only. Your response helps Metrolink provide services that best serve your community.

19. Do you have a valid driver's license?

☐ Yes

☐ No

20. Which of the following describes your access to a car?

☐ I have a car that is available to me most or all of the time

☐ I have a car that is available to me some of the time

☐ I don't have a car or I am unable to drive

21. Including yourself, how many people live in your household?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

☐ More than 5 - How many? _____

FIGURE 59: THIRD PAGE OF SURVEY

22. How many vehicles are available in your household?

☐1 0 (no vehicles)
☐2 1 vehicle
☐3 2 vehicles
☐4 3 vehicles
☐5 4 or more vehicles

23. Do you personally have a cell phone that has access to the internet?

☐1 Yes ☐2 No

24. Do you personally have a credit card or debit card that you use?

☐1 Yes ☐2 No

25. In what year were you born? _____

26. What is your gender?

☐1 Woman
☐2 Man
☐3 Non-binary
☐4 Prefer to self describe: _____

27. What is your HOME ZIP CODE? _____

28. What was your household's income last year?
If you are not sure, please take your best guess.

☐1 Less than \$20,000
☐2 \$20,000 - \$29,999
☐3 \$30,000 - \$39,999
☐4 \$40,000 - \$49,999
☐5 \$50,000 - \$59,999
☐6 \$60,000 - \$74,999
☐7 \$75,000 - \$99,999
☐8 \$100,000 - \$149,999
☐9 \$150,000 - \$200,000
☐10 \$200,000 or more

29. Do you speak a language other than English at home?

☐1 No
☐2 Yes [Answer Q 29a and Q 29b.]

29a. ☐1 Spanish
☐2 Mandarin (Chinese)
☐3 Cantonese (Chinese)
☐4 Tagalog
☐5 Something else: _____

29b. How well do you speak English?

☐1 Very well
☐2 Well
☐3 Not well
☐4 Not at all

30. Do you consider yourself... *(Please pick one response)*

☐1 African-American/Black
☐2 American Indian or Alaska Native
☐3 Asian
☐4 Hispanic
☐5 Native Hawaiian or Pacific Islander
☐6 White/Caucasian
☐7 Multiracial
☐8 Something else: _____

						N/A
	Very Poor	Poor	Fair	Good	Excellent	N/A
31. How would you rate Metrolink's service overall?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
32. Please rate Metrolink's performance in each of the following areas. <i>If an item does not apply to you, please select n/a.</i>						
1 Convenience of the Metrolink train schedules	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
2 Station experience overall	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
3 Wayfinding signage at Metrolink stations	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
4 Convenient transit connections at my station	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
5 Feeling secure from crime while at station	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
7 Ride experience overall	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
8 Cleanliness of the train interior	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
9 Train getting me to my destination on time	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
10 Behavior of other riders	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
11 Helpfulness and courtesy of Metrolink conductors	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
12 Value of using my time on the train	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
13 Value of Metrolink fare compared to driving	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
14 Metrolink's responsiveness to customer concerns	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6

FIGURE 60: FOURTH PAGE OF SURVEY

33. How likely are you to recommend Metrolink to your family, friends, or other acquaintances?

Not likely at all										Very likely
☐ 0	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6	☐ 7	☐ 8	☐ 9	☐ 10

34. In the past six months, have you personally experienced or witnessed any of the following types of sexual harassment while riding Metrolink?

	Yes, Have Experienced	Yes, Have Witnessed	Yes, Both	No
1 Non-physical (gestures, comments, etc.)	☐ 1	☐ 2	☐ 3	☐ 4
2 Physical (unwanted touching, grouping, etc.)	☐ 1	☐ 2	☐ 3	☐ 4
3 Indecent exposure (exposure of private parts)	☐ 1	☐ 2	☐ 3	☐ 4

35. Are you currently a student?

☐1 No

☐2 Yes, high school

☐3 Yes, trade/technical school

☐4 Yes, college/university

☐5 Yes, other (please specify): _____

36. Which of the following best describes your employment status?

☐1 Retired

☐2 Between jobs, but looking for work

☐3 Not working and not looking for work

☐4 Homemaker

☐5 Employed full-time [Answer Q 36a.]

☐6 Employed part-time [Answer Q 36a.]

☐7 Self-employed [Answer Q 36a.]

36a. If currently employed, how often do you work from home?

☐1 5+ days a week

☐2 3-4 days a week

☐3 1-2 days a week

☐4 1-3 days a month

☐5 Occasionally

☐6 Never

36b. Which category best describes the industry you work in?

☐1 Construction or manufacturing

☐2 Public transit

☐3 Information or technology

☐4 Finance, insurance, or real estate

☐5 Education

☐6 Health care or social services

☐7 Sales, retail, food service or hotels

☐8 Arts, entertainment, or media

☐9 Professional or scientific services

☐10 Government or military

☐11 Something else: _____



Thank you for your time!

If you have any additional comments you would like to share with Metrolink please go to:



and enter this number:

CODE

Completed surveys will be entered into a drawing for **one of five \$200 online VISA gift cards!** If you want to enter the drawing, please provide your contact information below:

Name: _____ Email: _____

6.0 APPENDIX B: MAPS

This appendix contains a map for each of Metrolink's eight lines and the home origin points of riders sampled on that line, where available. Each map marks the line of interest in a specific color and other Metrolink lines in grey. Metrolink stations are marked by white diamonds, and the reported home/origin points of surveyed riders are marked by light blue dots. Orange-shaded areas are Metrolink-designated catchments. With the exception of the Arrow catchments (which were created by RSG), these catchments are provided by Metrolink and based off of previous data. Green-shaded areas are incorporated cities, and beige-shaded areas are counties.

Table 22 shows the number of geocoded home origin points by county.

TABLE 22: NUMBER OF GEOCODED HOME POINTS BY COUNTY

COUNTY	HOME POINTS
Los Angeles	1527
Riverside	810
Orange	721
San Bernardino	672
Ventura	123
San Diego	83
Kern	6
San Luis Obispo	1
Total	3,943

FIGURE 61: HOME ORIGINS, 91/PERRIS VALLEY LINE

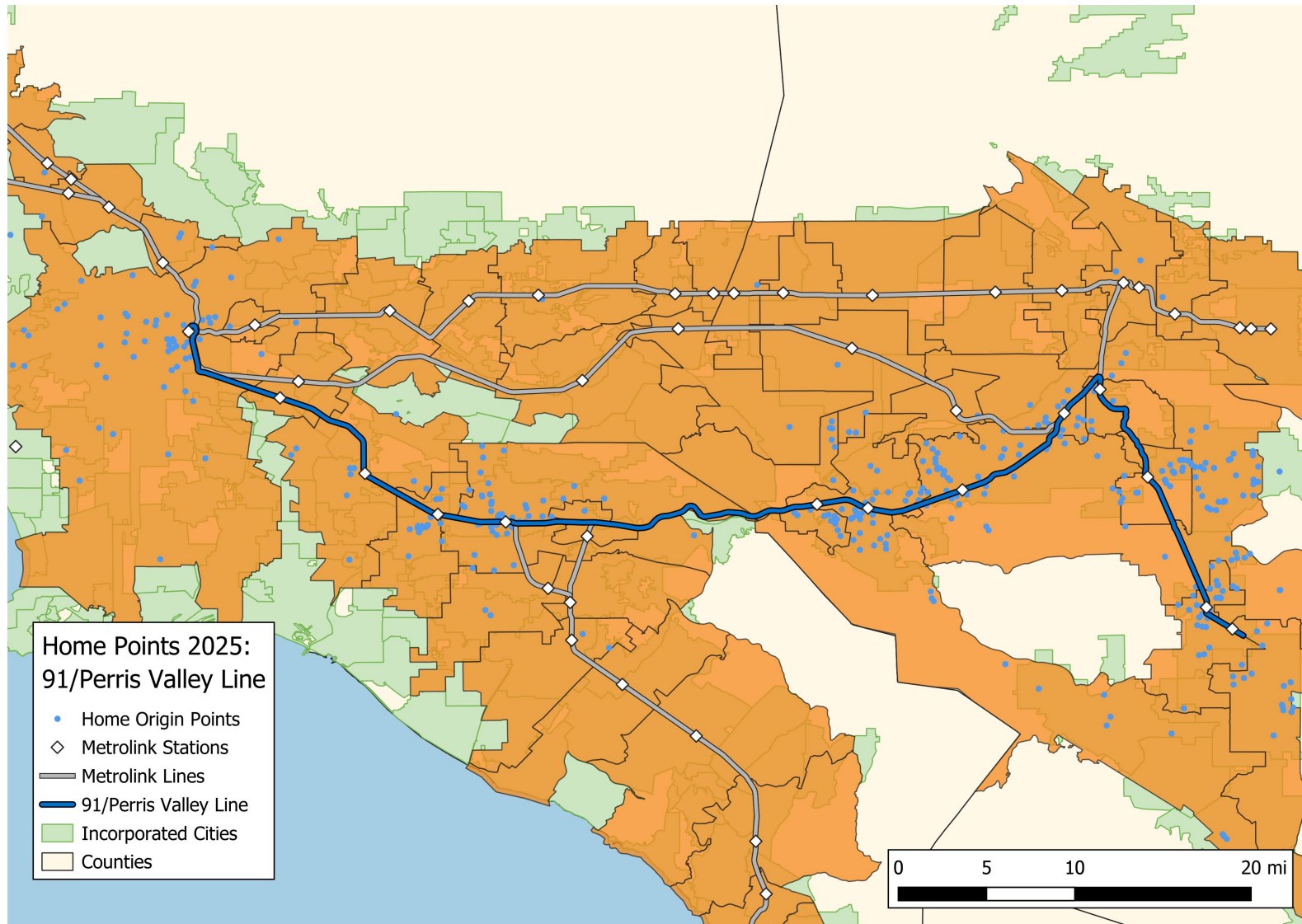


FIGURE 62: HOME ORIGINS, ANTELOPE VALLEY LINE

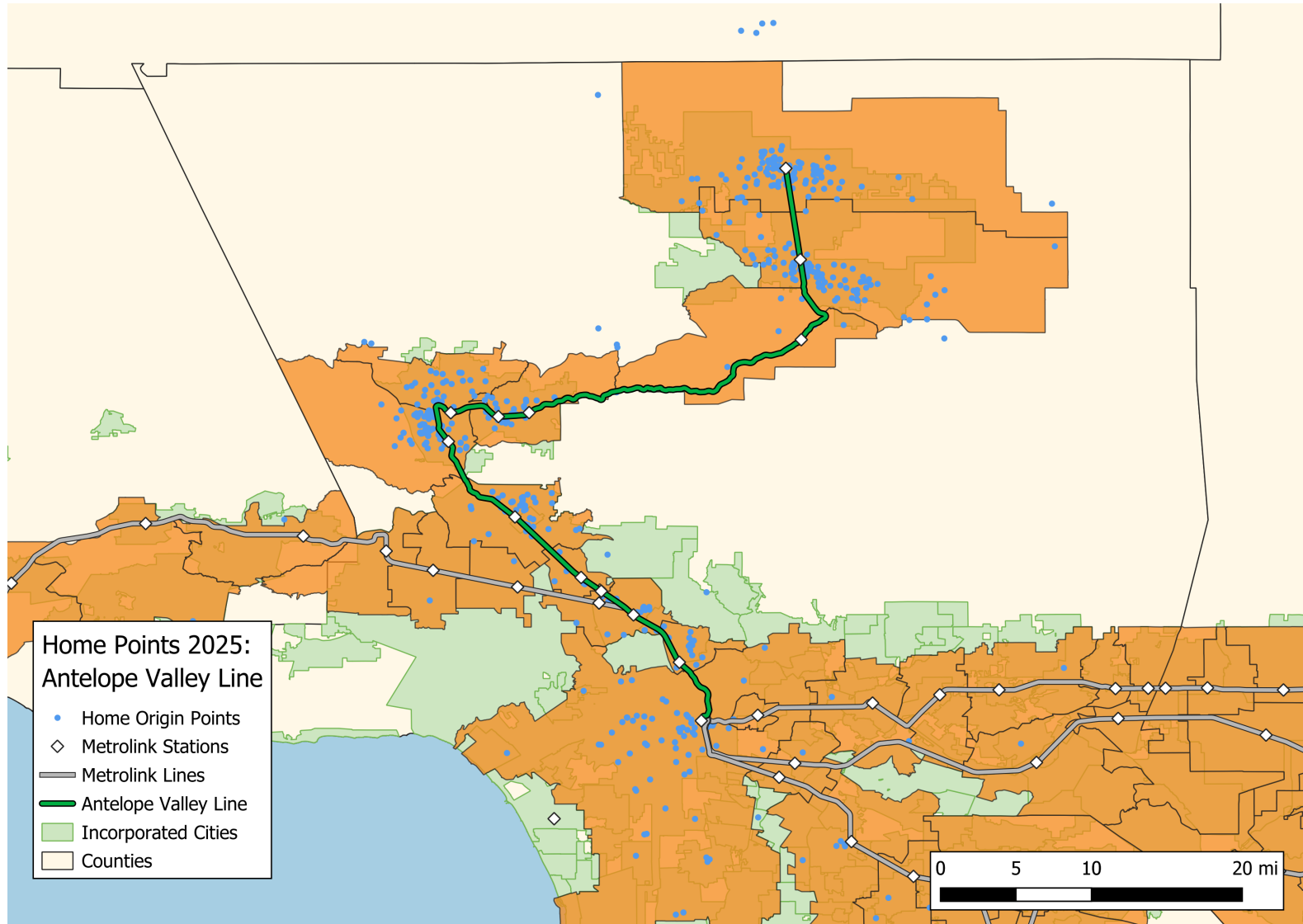


FIGURE 63: HOME ORIGINS, ARROW LINE

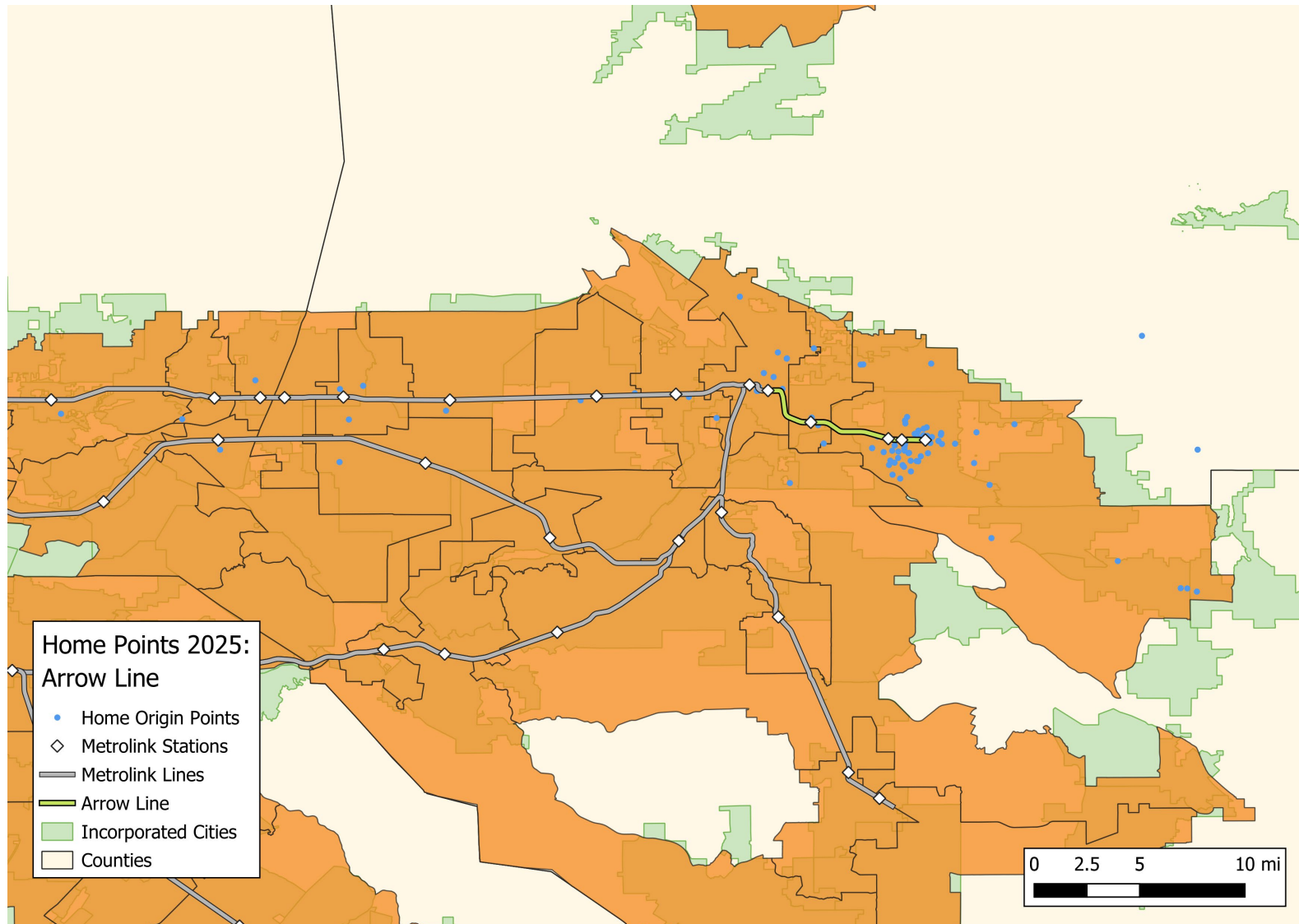


FIGURE 64: HOME ORIGINS, INLAND EMPIRE-ORANGE COUNTY LINE

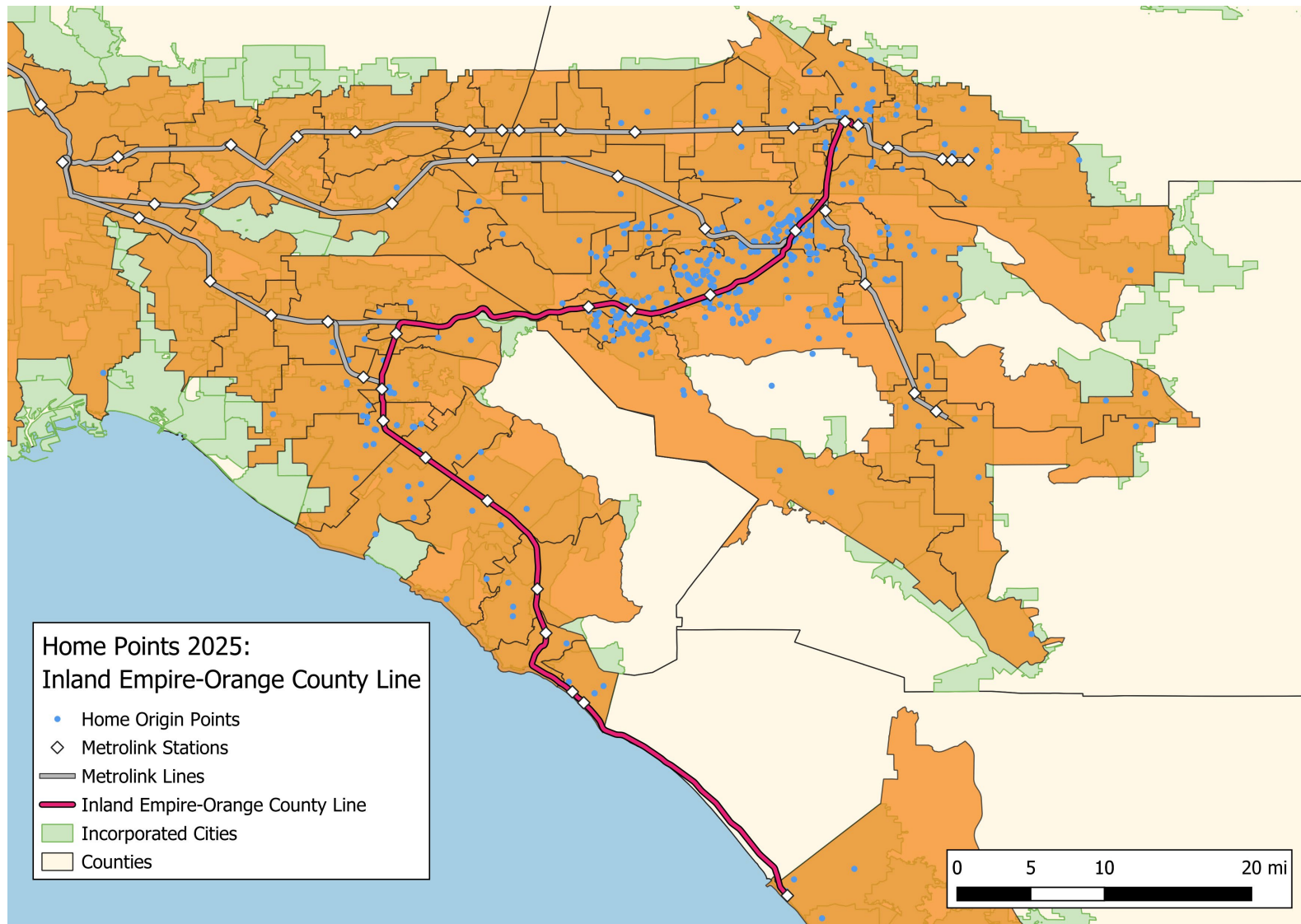


FIGURE 65: HOME ORIGINS, ORANGE COUNTY LINE

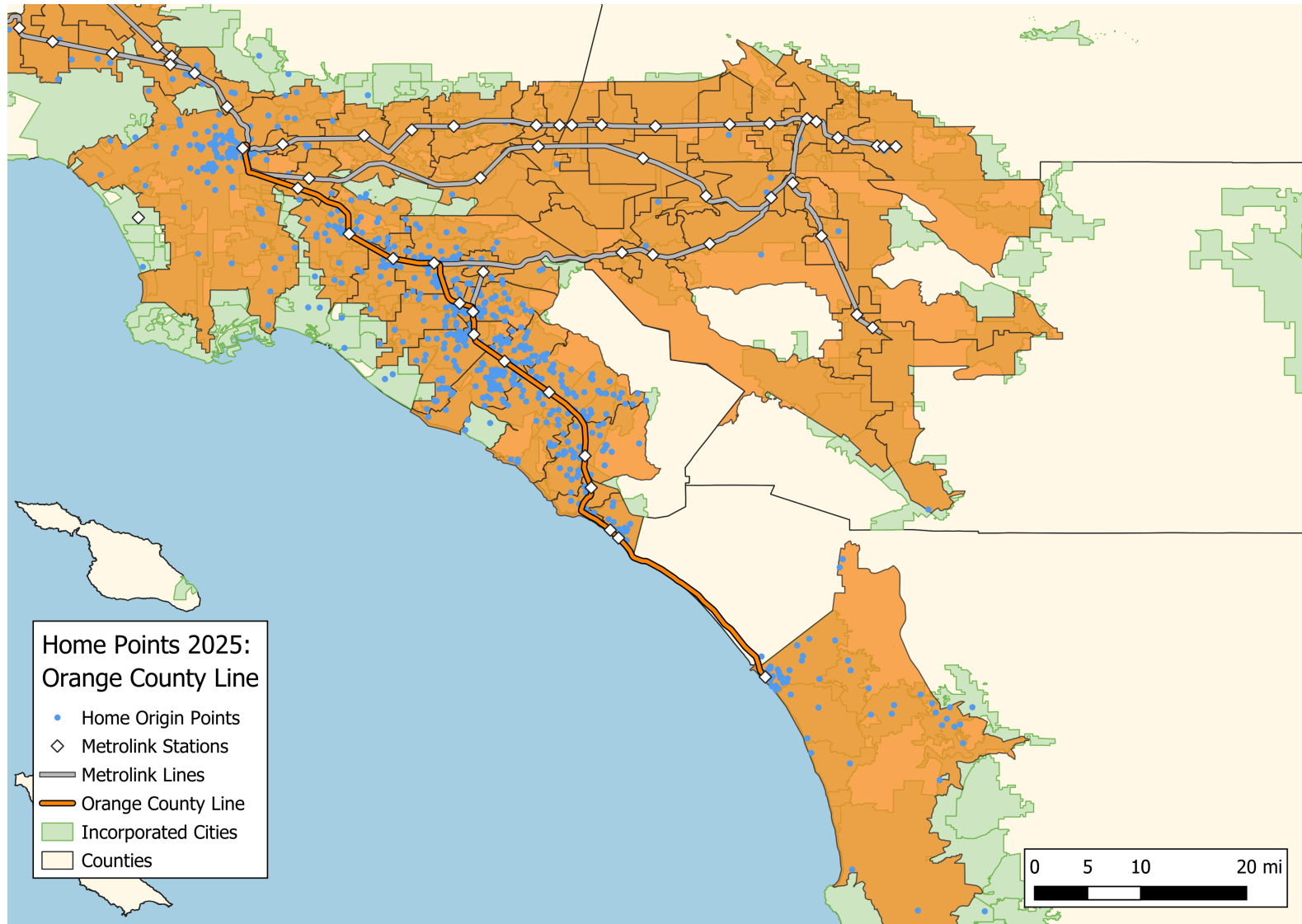


FIGURE 66: HOME ORIGINS, RIVERSIDE LINE

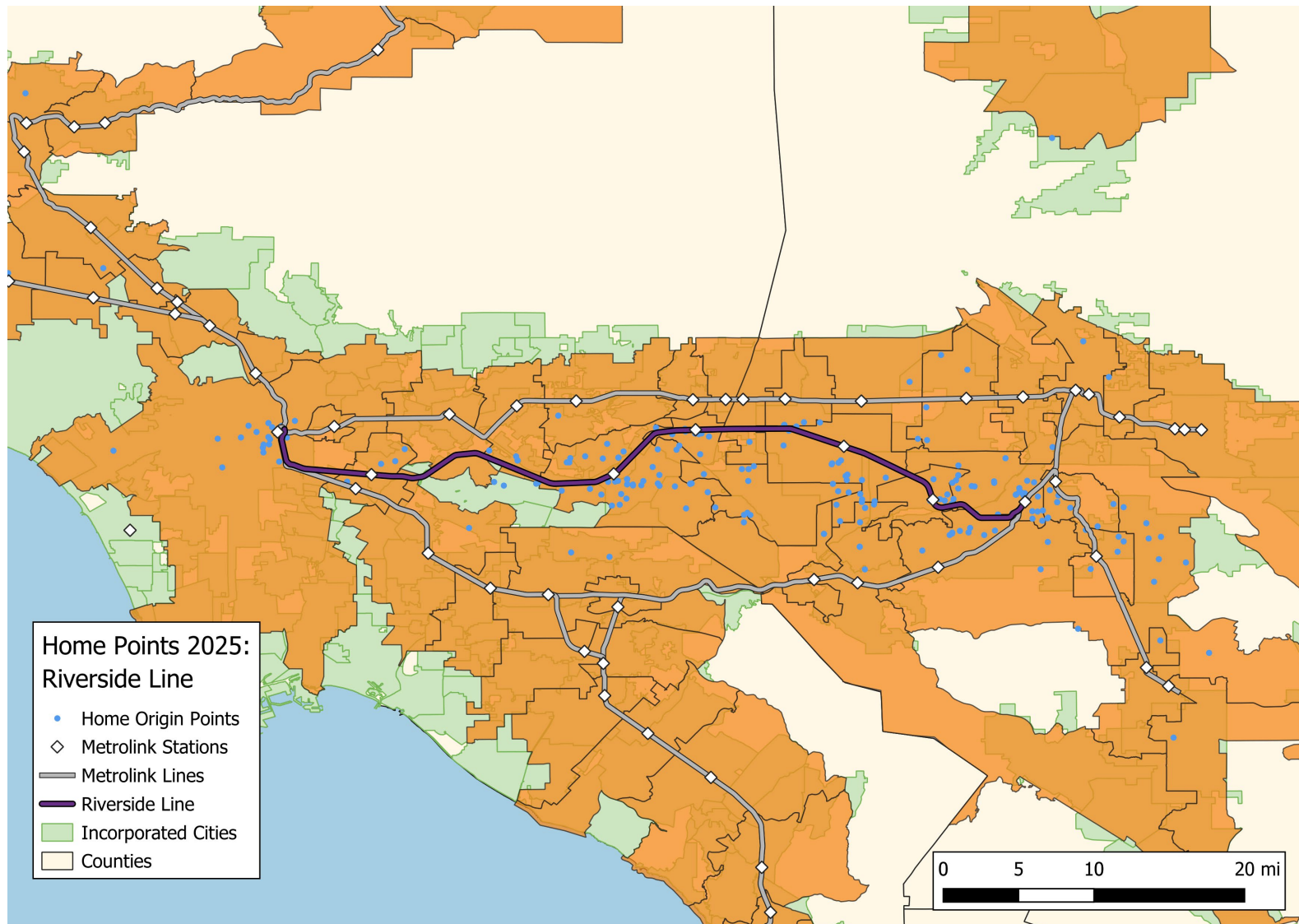


FIGURE 67: HOME ORIGINS, SAN BERNARDINO LINE

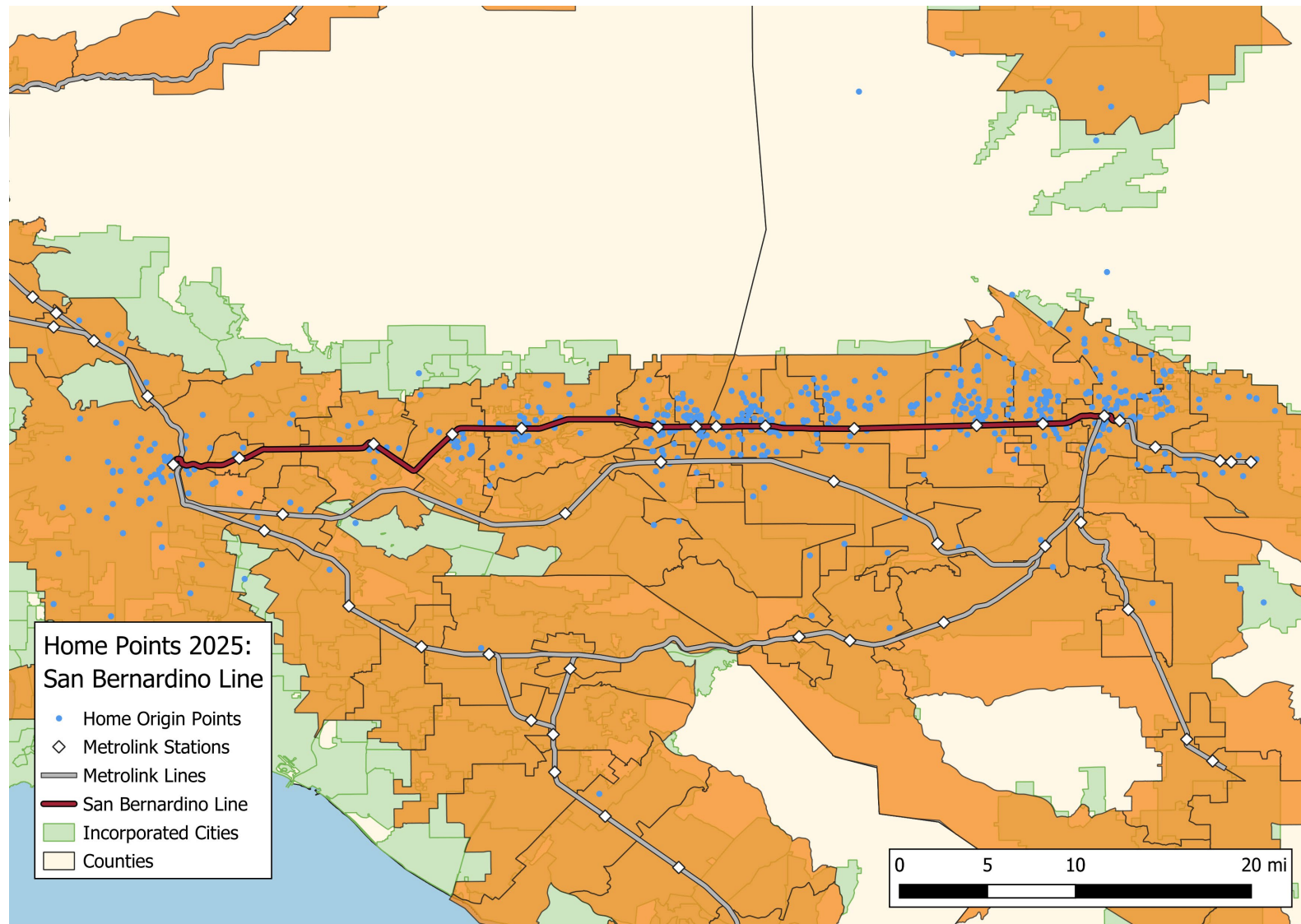
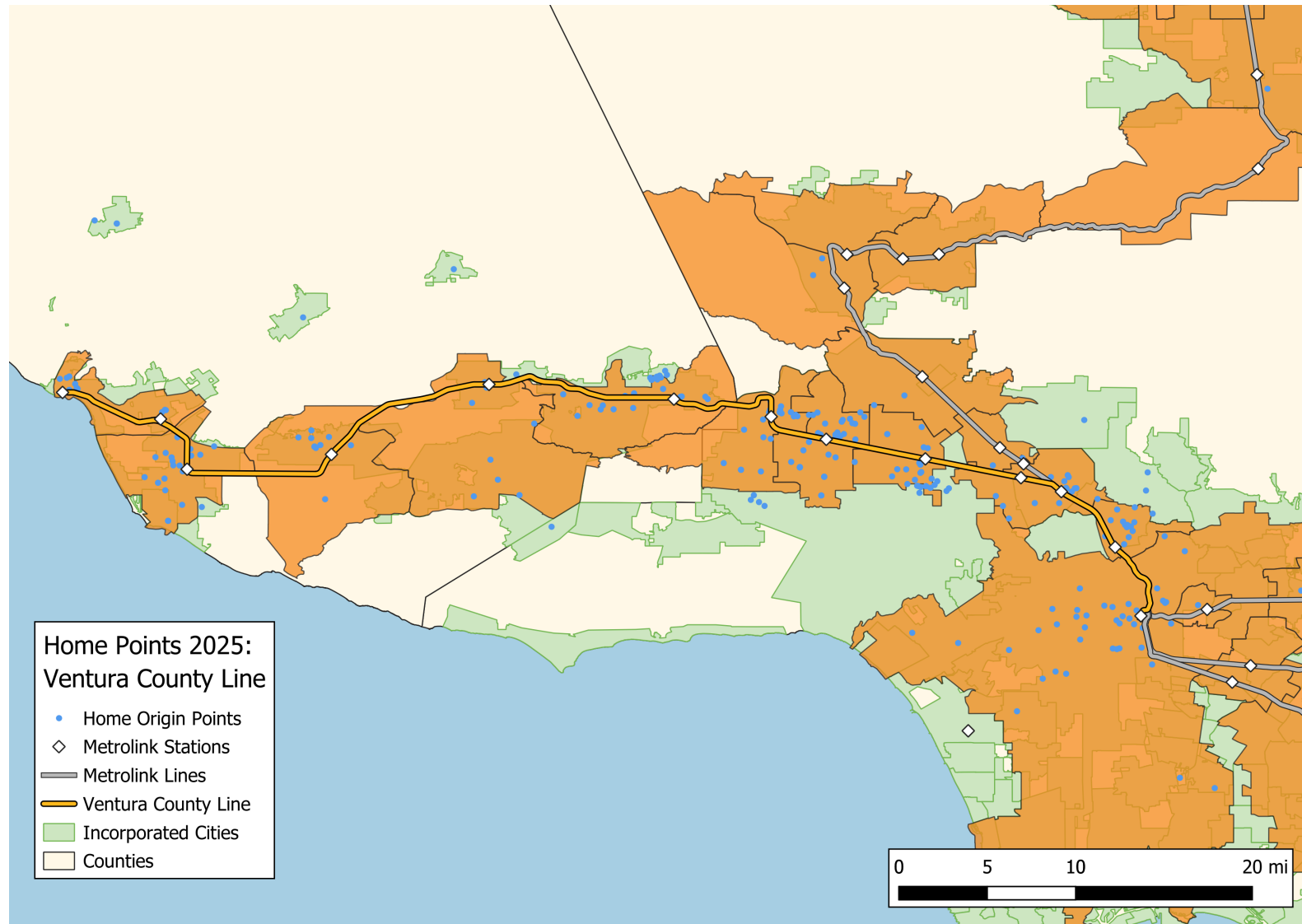


FIGURE 68: HOME ORIGINS, VENTURA COUNTY LINE



7.0 APPENDIX C: SAMPLE PLAN

TABLE 23: OVERALL SAMPLE PLAN

Route	RIDERSHIP		REQUESTED SAMPLE		SAMPLING RATE		PROPOSED SAMPLE SIZES	
	Weekday (WDY)	Weekend (WND)	95/5 WDY	95/5 WND	WDY	WND	15% max WDY	10% max WND
Ventura County Line	1,846	261	320	155	17.3%	59.4%	277	26
Antelope Valley Line	4,153	2,129	360	330	8.7%	15.5%	360	213
San Bernardino Line	6,759	3,254	375	350	5.5%	10.8%	375	325
Riverside Line	1,492	N/A	310	N/A	20.8%	N/A	224	N/A
Orange County Line	3,948	2,233	360	330	9.1%	14.8%	360	223
IE-OC Line	2,220	1,185	350	290	15.8%	24.5%	333	119
91-Perris Valley Line	2,645	638	350	240	13.2%	37.6%	350	64
Arrow	276	228	220	150	79.7%	65.8%	41	23
Grand Total	23,339	9,928	2,645	1,845			2,320	993

Proposed sample size with maximum sample rates = 3,313

TABLE 24: WEEKDAY SAMPLE PLAN

ROUTE	RIDERSHIP			GOAL			SAMPLE % OF RIDERSHIP
	Peak	Off-Peak	Total	Peak	Off-Peak	Total	
Ventura County Line	1,755	91	1,846	263	14	277	15%
Antelope Valley Line	3,080	1,073	4,153	267	93	360	9%
San Bernardino Line	5,199	1,560	6,759	288	87	375	6%
Riverside Line	1,420	72	1,492	213	11	224	15%
Orange County Line	3,948	0	3,948	360	0	360	9%
IE-OC Line	2,118	102	2,220	318	15	333	15%
91-Perris Valley Line	2,591	54	2,645	337	7	350	13%
Arrow	178	98	276	27	15	41	15%
Grand Total	20,289	3,050	23,339	2,073	241	2,320	10%

TABLE 25: WEEKEND SAMPLE PLAN

ROUTE	RIDERSHIP	GOAL	SAMPLE % OF RIDERSHIP
Ventura County Line	261	26	10%
Antelope Valley Line	2,129	213	10%
San Bernardino Line	3,254	325	10%
Riverside Line	0	0	-
Orange County Line	2,233	223	10%
IE-OC Line	1,185	119	10%
91-Perris Valley Line	638	64	10%
Arrow	228	23	10%
Grand Total	9,928	993	10%

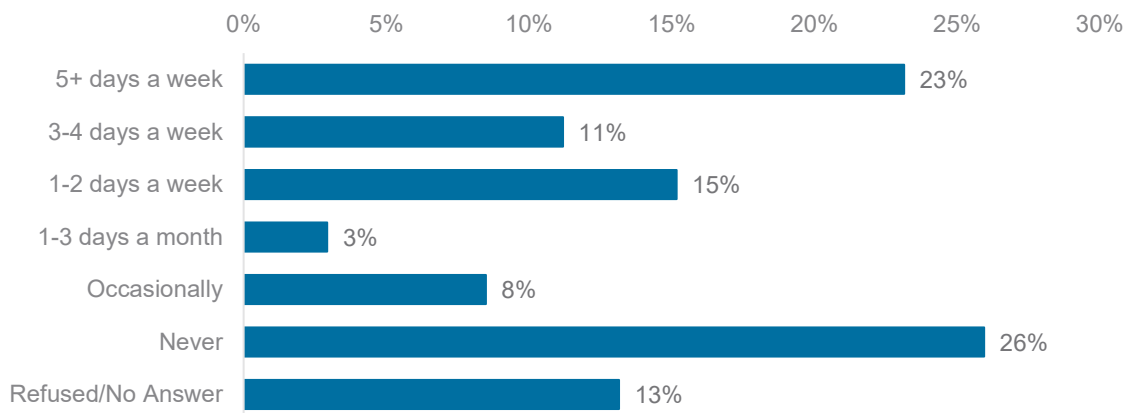
Note: The Riverside Line did not offer weekend service when the survey was planned and conducted.

8.0 APPENDIX D: REMOTE WORK INDEX

The 2025 Onboard Survey included a question asking employed respondents how often they worked from home. However, the results of this question had a few discrepancies, such as a considerably higher than expected reported work from home rate, even among respondents who reported using Metrolink for work, who utilized the system five or more days a week, and who worked in industries with low levels of remote work (construction, service, etc). This suggested that respondents may have flipped the scale without realizing it, as further investigation did not find any other data processing, entry, or response errors, and survey staff did not receive notable feedback about this question while fielding. Due to this, Metrolink and RSG did not want to utilize this data for analysis.

Figure 69 shows the results of the remote work question, weighted at the weekly level. For the reasons outlined above, these results should not be taken as an accurate picture of Metrolink's ridership. The frequency with which respondents work from home is likely overestimated.

FIGURE 69: WORK FROM HOME RESULTS



Sample, $n = 3,221$

Rather than discarding the idea behind the question entirely, RSG created an index using multiple questions in order to approximate how many Metrolink riders may work remotely. The responses to each question included in index development were assigned a score between -2 and 3. Lower values were assigned to responses associated with working fully or mostly remotely while higher values were assigned to responses associated with working fully or mostly on-site. Table 26 shows the questions used and values assigned to each response.

TABLE 26: QUESTIONS, RESPONSES, AND VALUES FOR REMOTE WORK INDEX

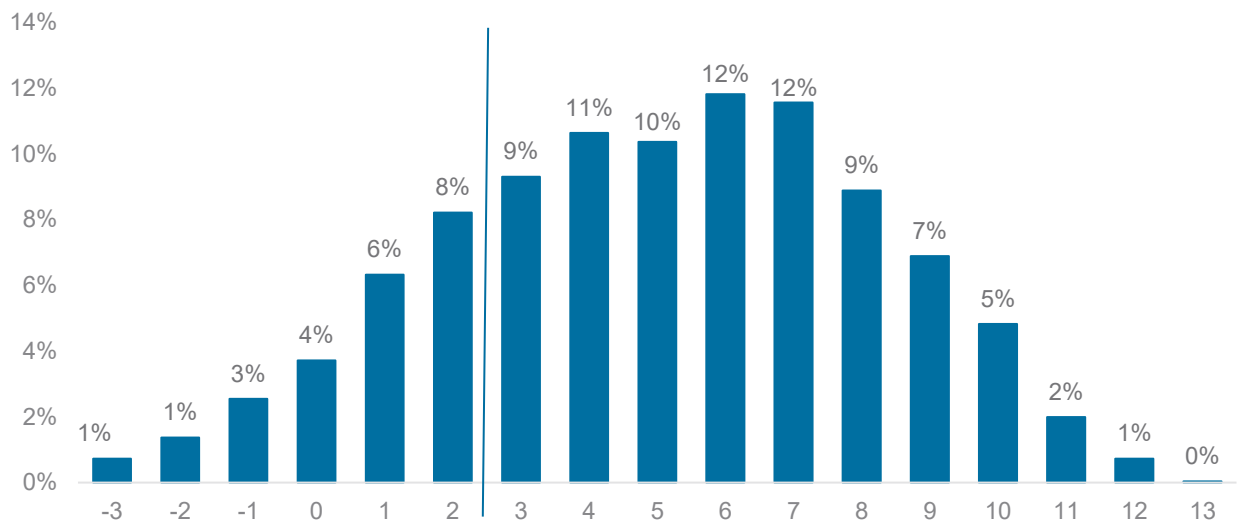
QUESTION	RESPONSE	INDEX VALUE
Trip Purpose	Work	3
	Anything else	0
Ride Frequency	6–7 days a week	3
	5 days a week	3
	4 days a week	2
	3 days a week	1
	Anything else	0
Days Worked From Home	5+ days a week	-2
	3–4 days a week	-1
	1–2 days a week	0
	1–3 days a month	0
	Occasionally	1
	Never	1
	Refused/No Answer	0
Industry of Employment	Construction or manufacturing	2
	Public transit	1
	Information or technology	-1
	Finance, insurance, or real estate	0
	Education	1
	Health care or social services	1
	Sales, retail, food service, or hotels	2
	Arts, entertainment, or media	0
	Professional or scientific services	-1
	Government or military	0
	Something else	0
	Refused/No Answer	0
Employer Contribution To Pass Cost	Your employer	3
	Anything else	0
Student Type	Yes, high school	1
	Yes, trade/technical	1
	Yes, college/university	0
	Anything else	0
Phone with Internet Access	Yes, cell phone	0
	No	1
Credit or Debit Card	Yes, credit/debit	0
	No	1
Income	< \$50k	1
	≥ \$50k	0

Responses across questions were summed to produce a single score for each employed survey respondent. This resulted in a final remote work index score that ranged from -3 to 13.

Figure 16, presented in Section 3.1, shows the overall results for the index. While this index should be treated as an approximation, RSG and Metrolink staff believe that respondents with index scores of two or less are likely to work from home in some capacity, while respondents with scores of three or more were likely to work on-site.

Figure 70 shows the distribution of index scores, weighted at the weekly level.

FIGURE 70: REMOTE WORK INDEX FREQUENCY



Sample, $n = 3,221$