

VTA Safety & Harassment Survey

July – August 2024

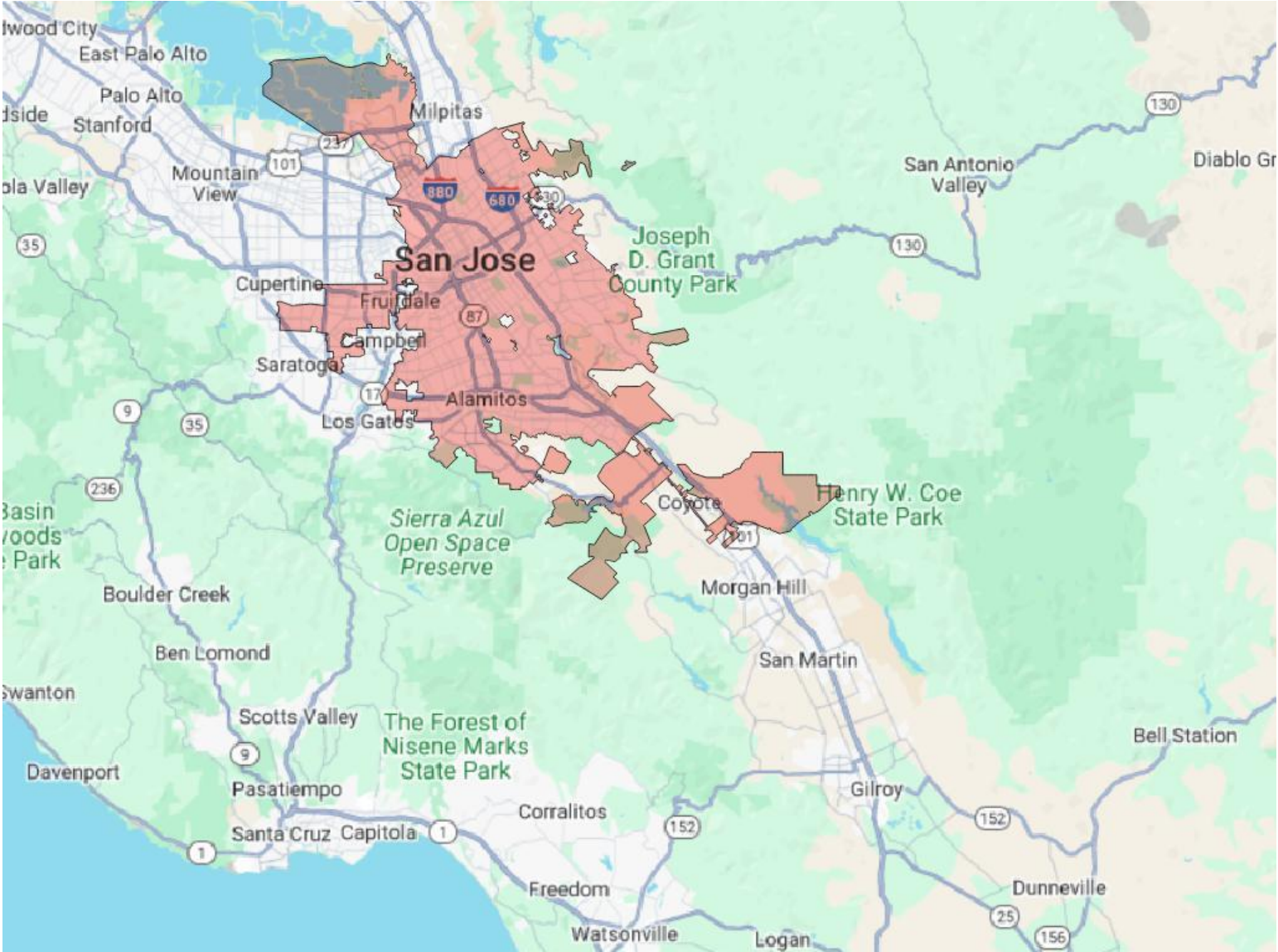


Purpose and Methodology

- ▶ The survey was designed to cover multiple topics of interest to VTA, including ridership habits, experiences surrounding safety and harassment, and demographics.
- ▶ The survey was conducted with a mix of online interviews and intercept surveys of VTA customers.
 - Online survey was distributed through multiple channels (see appendix).
 - Intercept surveys were conducted at VTA bus and light rail stops/stations.
- ▶ A total of 1,417 interviews were conducted from July 19 – August 20, 2024.
 - A total of 1,144 online interviews account for 81% of total interviews.
 - A total of 273 intercept interviews account for 19% of total interviews.
- ▶ Survey offered in English, Spanish, Chinese, and Vietnamese online.
 - Intercepts and callbacks offered in English only; intercept interviewers provided a postcard invitation in all languages listed above to non-English speaking riders, with a QR code linked to the full-language web program.
- ▶ Where applicable, results compared with non-intercept distributions from the Spring 2024 Ridership Survey.
 - 2,243 non-intercept out of 2,391 total interviews account for 94% of total Spring Ridership survey interviews.
 - Intercept interviews were targeted to cash-paying riders only, which is not comparable to current data. Non-intercept interviews were conducted among all riders, though broader screening criteria was used in Summer 2024.

Please note that due to rounding, some percentages may not add up to exactly 100%.

Survey Respondent Home Zip Code



City	%
San Jose*	53%
Not San Jose	47%

*Includes zip codes partially in San Jose

Q22. Please enter your home ZIP code.
*Responses coded into categories shown here.

Ridership Habits



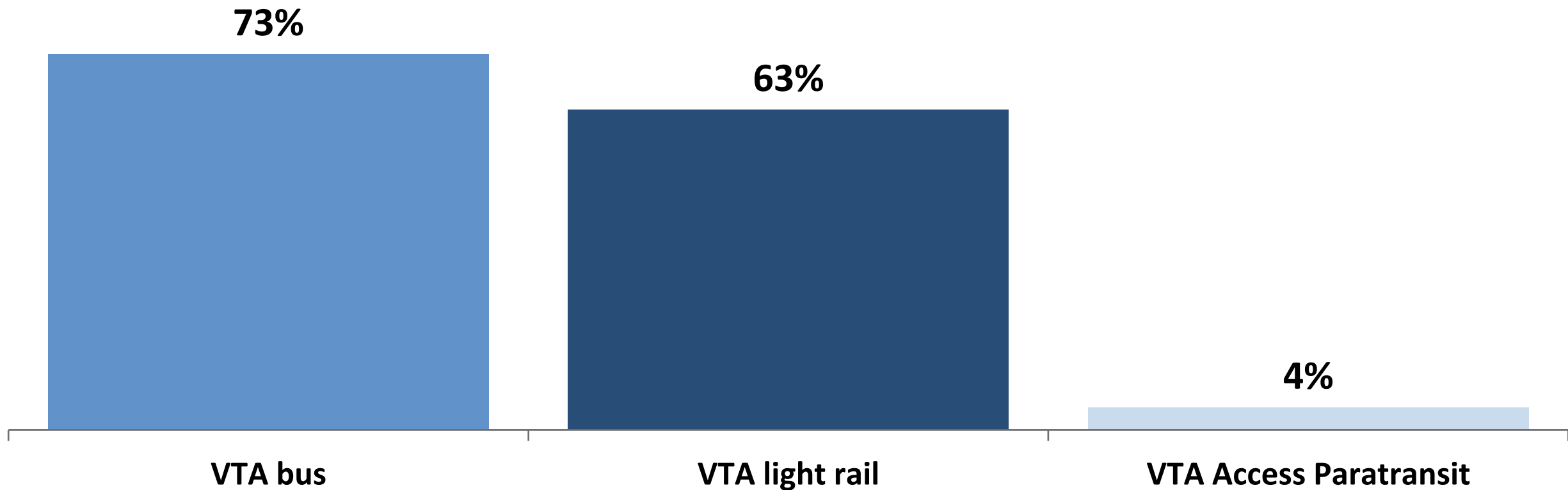
Solutions that move you

VTA Services Used

Nearly three-quarters of surveyed riders typically use a VTA bus.

When using VTA's services, what service do you typically use?

(Multiple responses accepted; Percentages may add up to more than 100%)



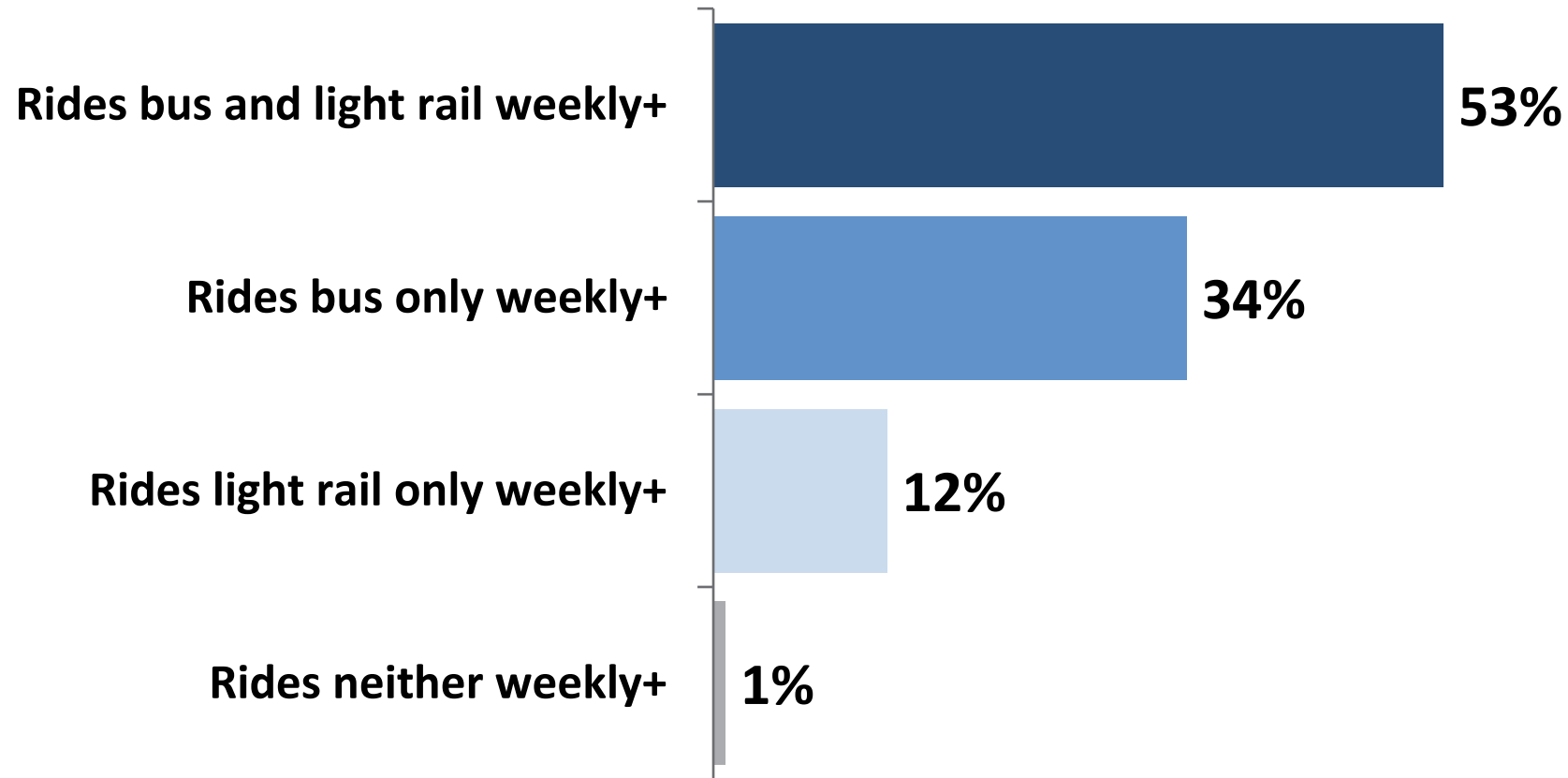
VTA Usage & Travel Behavior Among Weekly+ Riders



Among those who use any VTA service weekly, over half ride both bus and light rail weekly.

(Among those who use VTA bus, light rail, and/or ACCESS Weekly or more; n=1,033)

Uses Any VTA Service Weekly+ (73%)



VTA Ridership



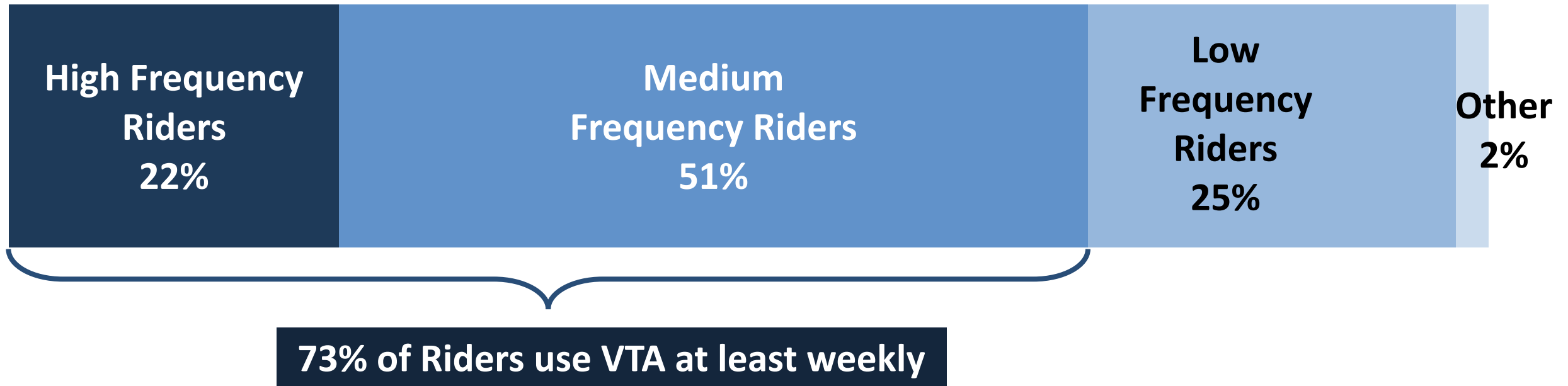
Nearly three-quarters of surveyed riders use VTA at least weekly.

High Frequency Riders: Ride a VTA bus, light rail, or ACCESS paratransit 6-7 days/week

Medium Frequency Riders: Ride a VTA bus, light rail, or ACCESS paratransit 1-5 days/week

Low Frequency Riders: Ride a VTA bus, light rail, or ACCESS paratransit monthly or a few times a year

Other: Ride a VTA bus, light rail, or ACCESS paratransit less than a few times a year



Service Satisfaction

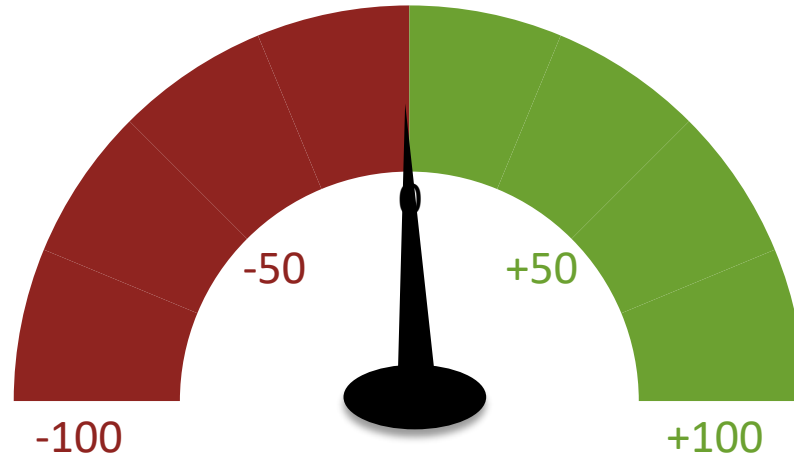


Solutions that move you

Net Promoter Score (NPS)

Among surveyed riders, VTA received a slightly negative Net Promoter Score by a very small margin.

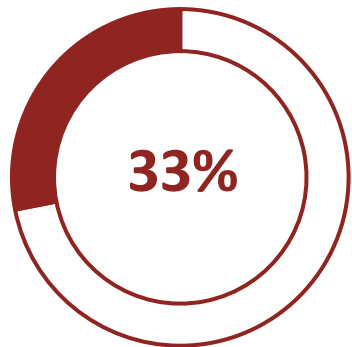
On a scale from 0-10, how likely are you to recommend VTA public transit options to a friend or colleague?



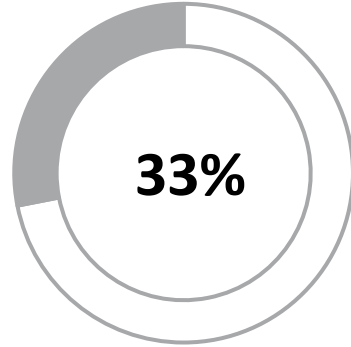
Net Promoter Score (NPS) is calculated by subtracting the percent of detractors from the percent of promoters.



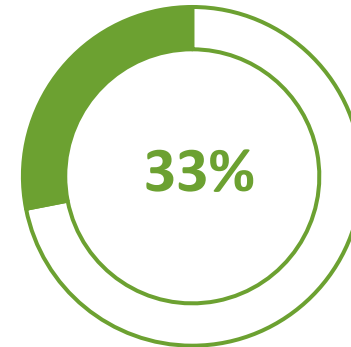
Detractors (0-6)



Passives (7-8)



Promoters (9-10)

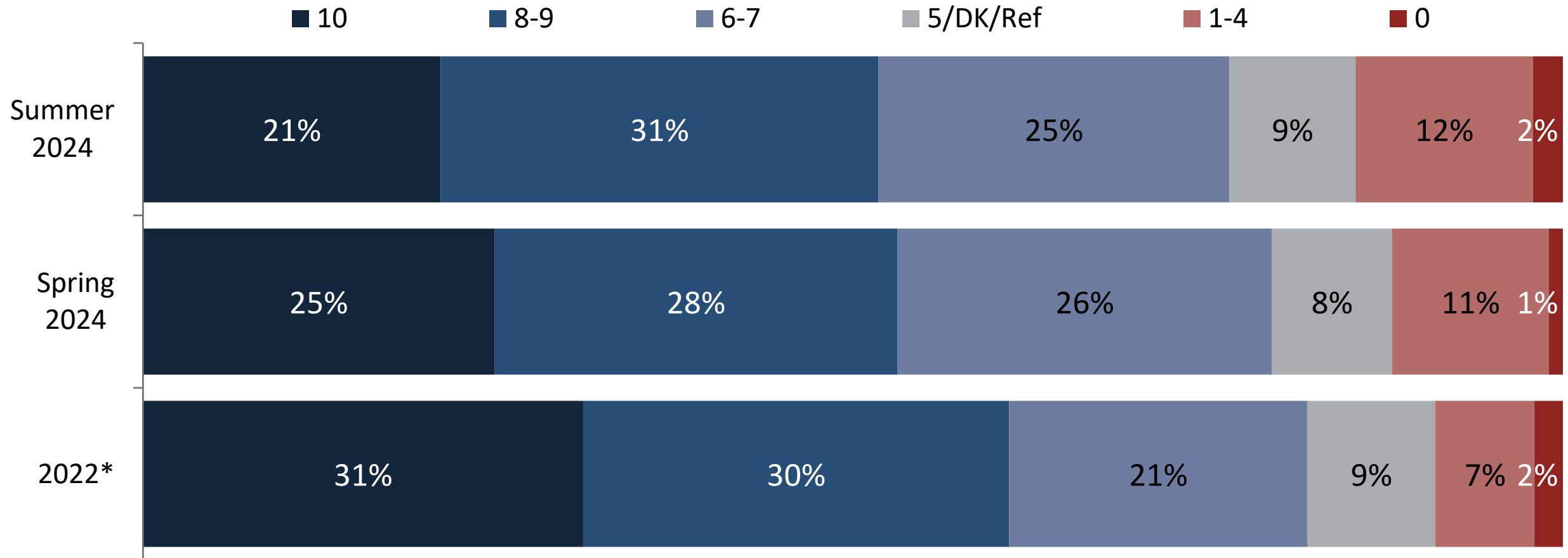


Net Promoter Score (NPS) Over Time



Most riders are likely to recommend VTA public transit options to a friend or colleague, even though this rating has declined slightly over time.

On a scale from 0-10, how likely are you to recommend VTA public transit options to a friend or colleague?

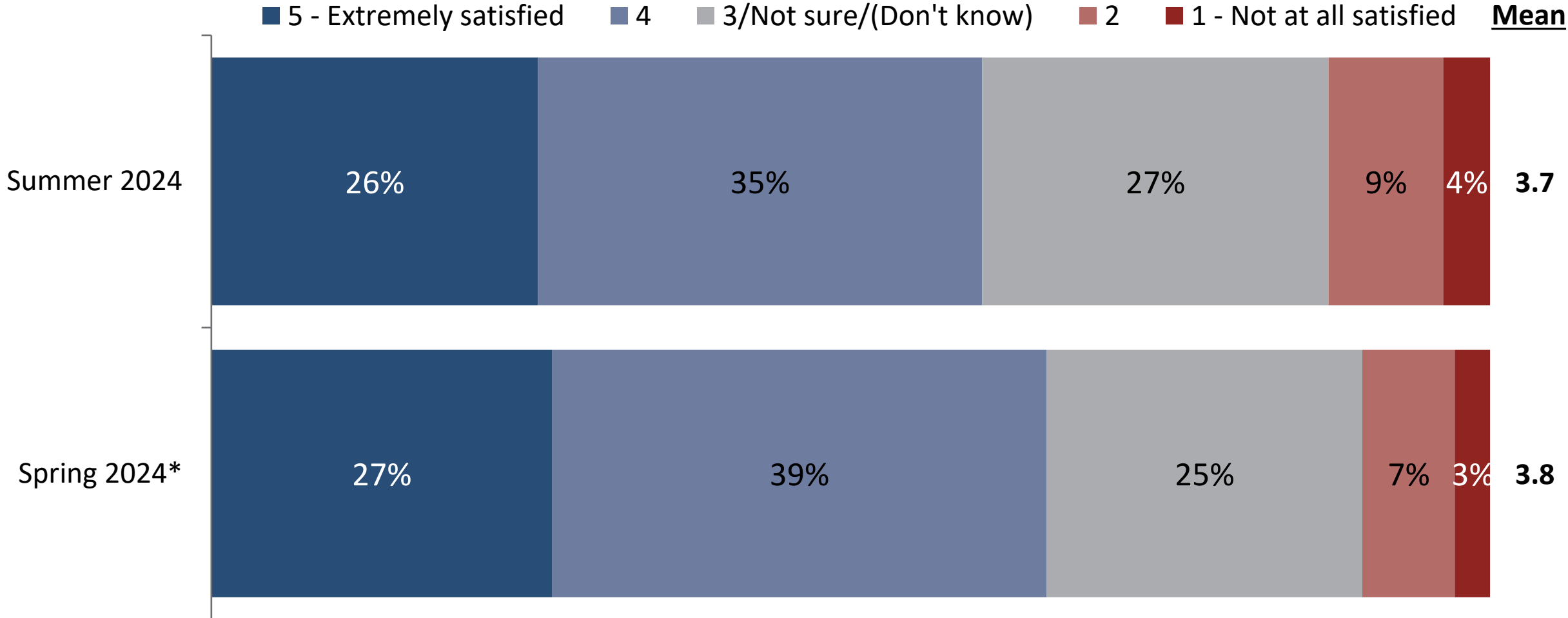


(Spring 2024 data shown among non-intercept respondents only)

Q10. *2022 data is from Lake Research Partners February/March 2022 Ridership Survey

Satisfaction Rating Over Time

Satisfaction with VTA has decreased slightly since Spring 2024.



(Spring 2024 data shown among non-intercept respondents only)

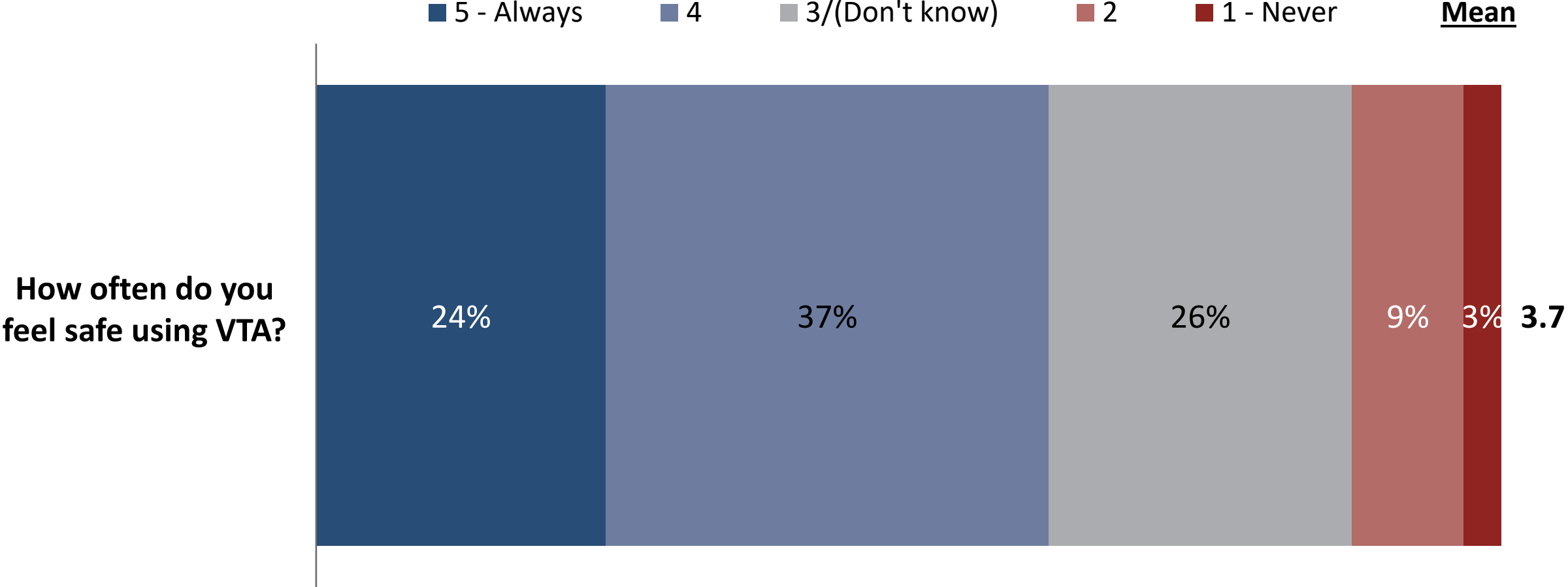
Safety Ratings & Perceptions



Solutions that move you

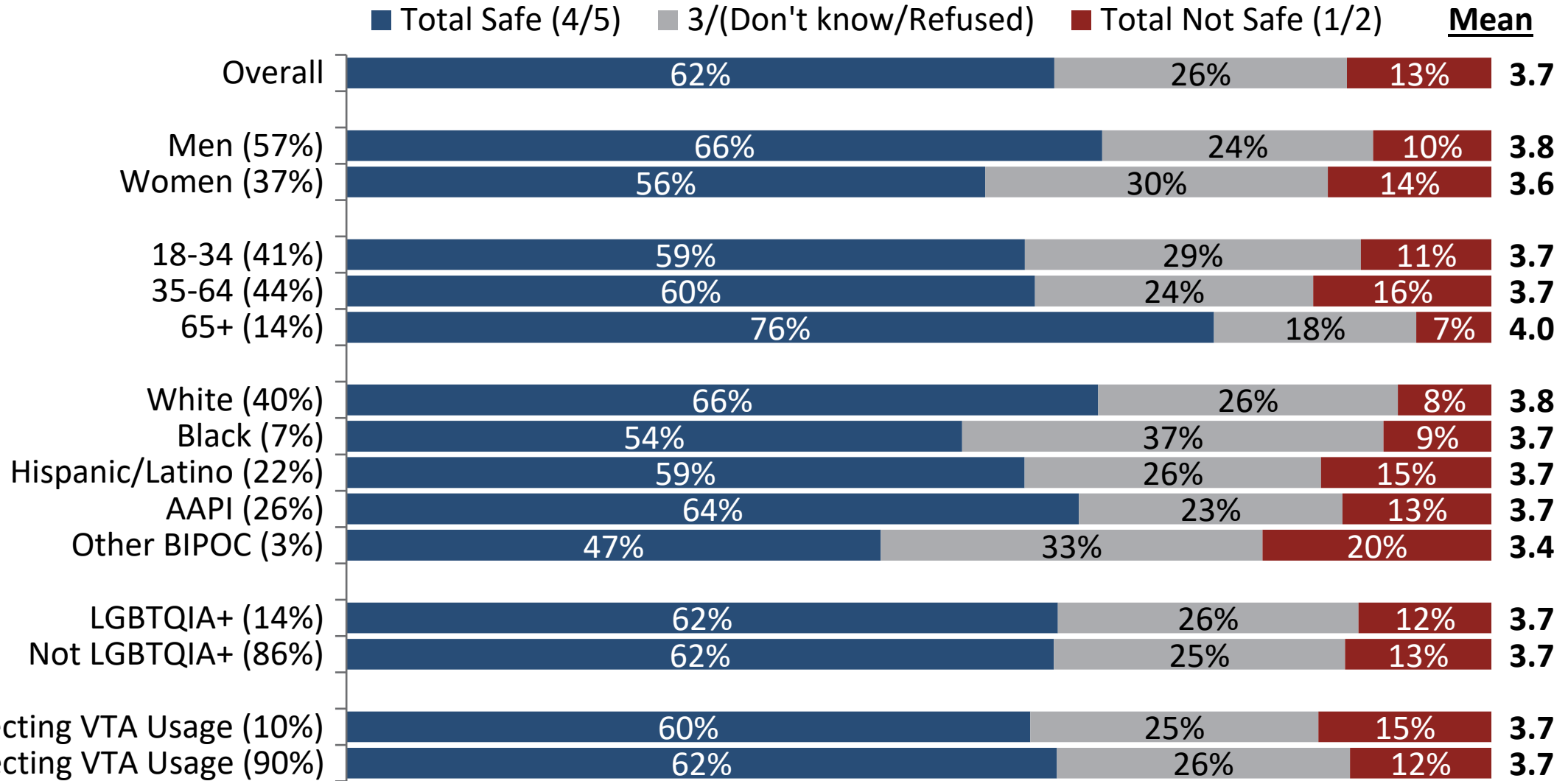
Safety Ratings Overall

Nearly a quarter of surveyed riders reported always feeling safe when using VTA.



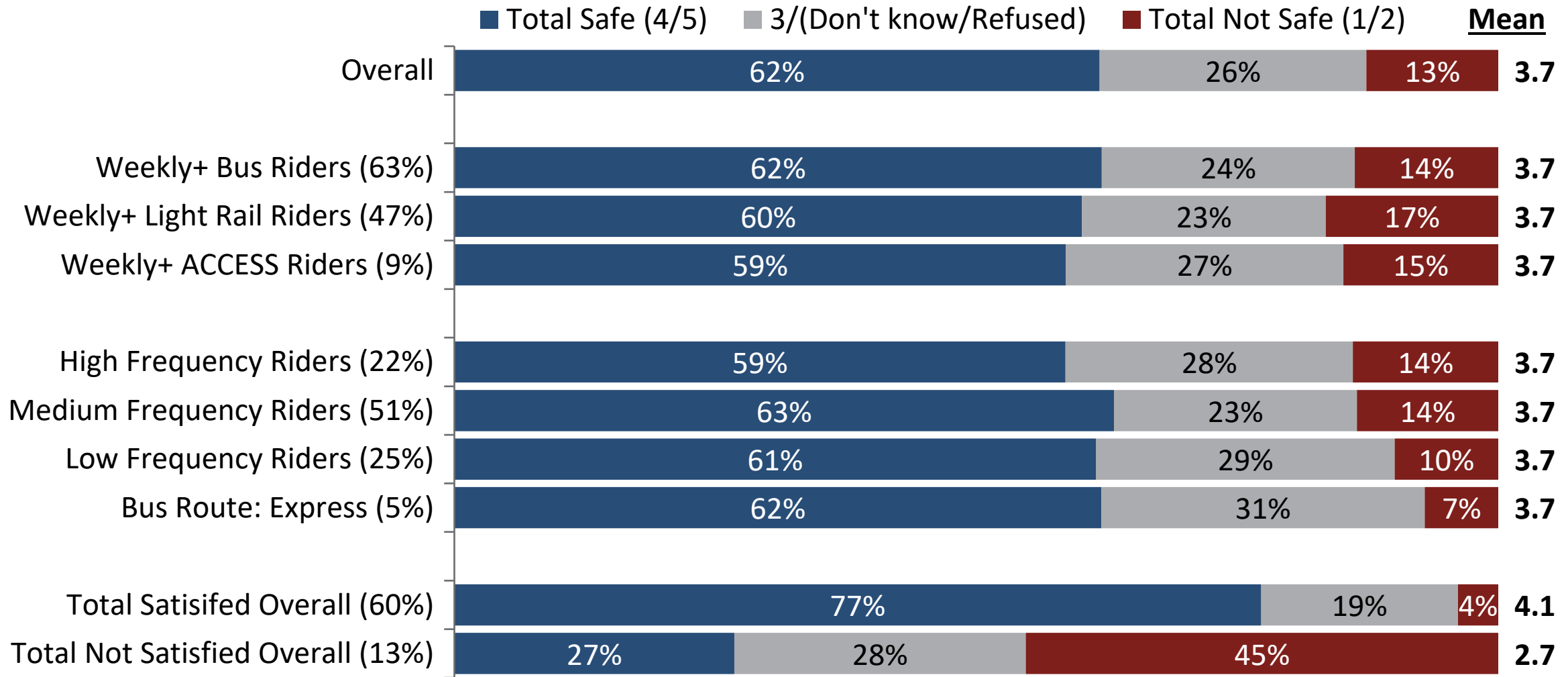
Safety Ratings by Subgroups

Riders who are men, 65+, and White are more likely to report feeling safe when using VTA.



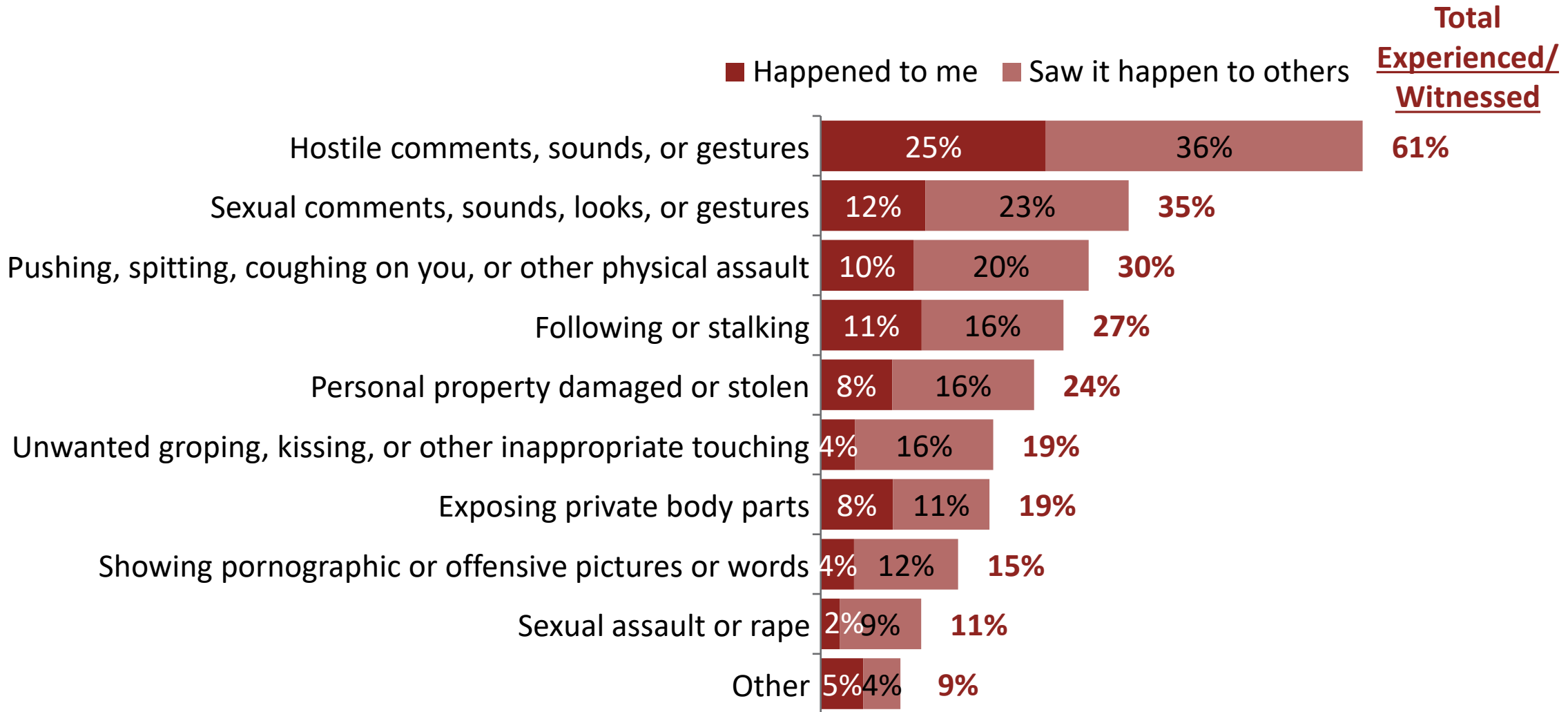
Safety Ratings by Subgroups

Respondents who are satisfied with VTA generally report feeling safe much more often than those who are not satisfied with VTA.



Safety Experiences

The most commonly experienced and witnessed safety issue was hostile comments, sounds, or gestures, followed by sexual comments, sounds, looks, or gestures.



Safety Experiences – Highlights

When adding up who has experienced or witnessed each of the following:

- Hostile comments, sounds, or gestures
- Sexual comments, sounds, looks, or gestures
- Following or stalking
- Unwanted groping, kissing, or other inappropriate touching
- Pushing, spitting, coughing on you, or other physical assault
- Personal property damaged or stolen
- Showing pornographic or offensive pictures or words
- Exposing private body parts
- Sexual assault or rape
- Other Safety/Harassment incident

68%

have experienced or witnessed at least one safety issue

48%

have experienced or witnessed at 2 or more safety issues

34%

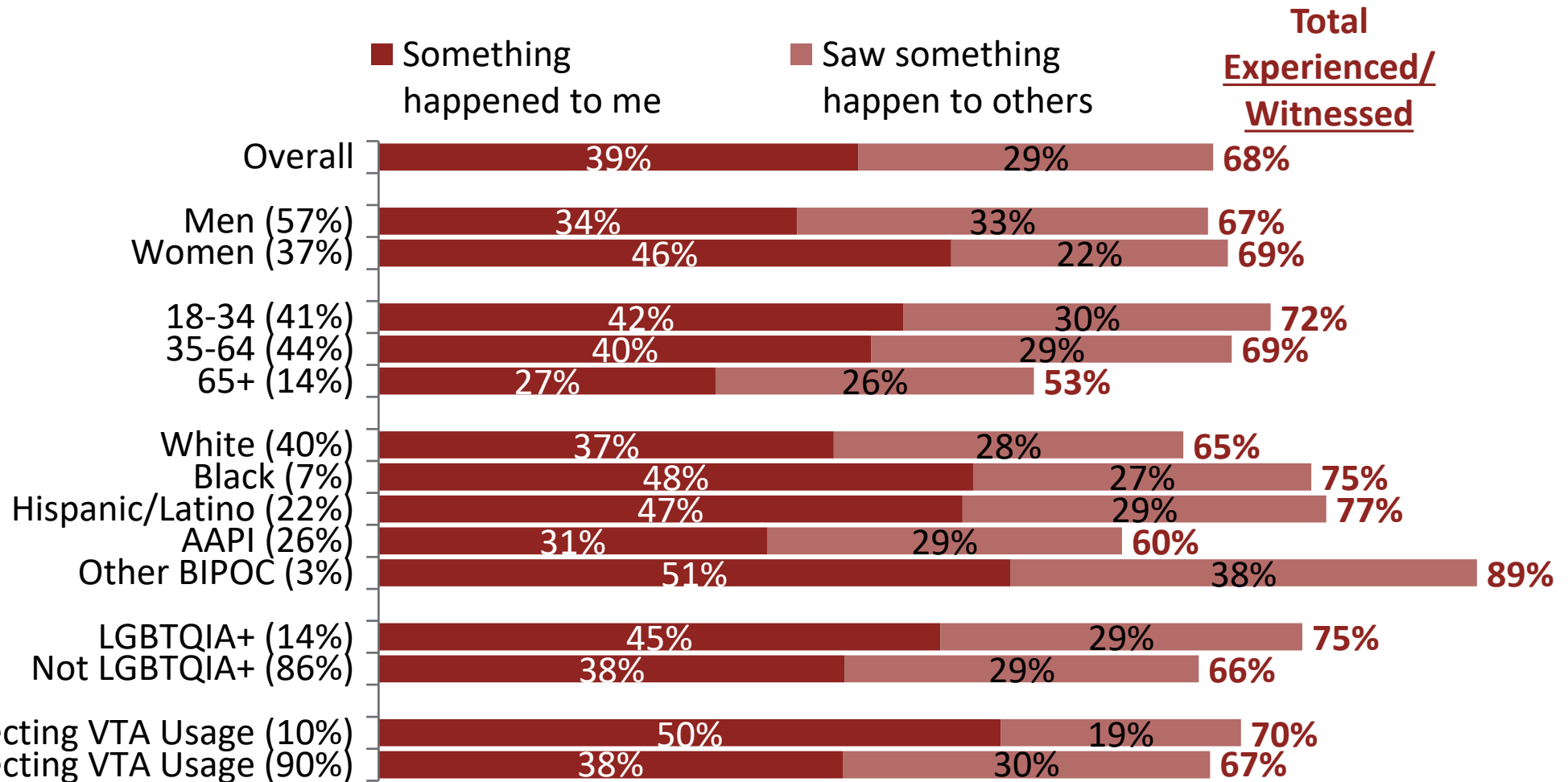
have witnessed 2 or more safety issues

22%

have experienced 2 or more safety issues

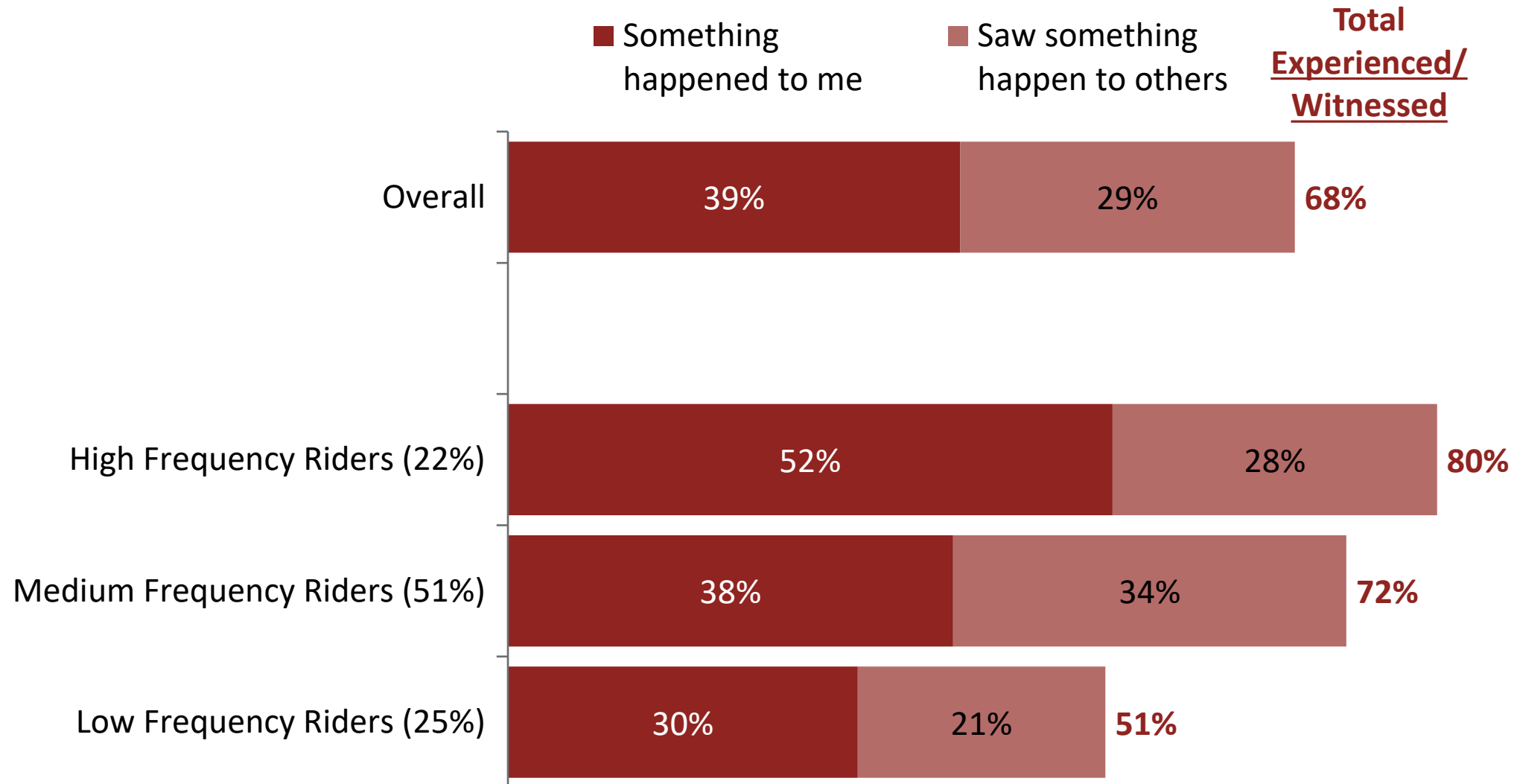
Safety Experiences by Subgroups

Women generally face more safety issues than men. Additionally, Black, Latino, and other BIPOC individuals report higher levels of safety issues compared to white and AAPI individuals. Respondents who identify as LGBTQIA+ and those with disabilities also experienced more direct safety issues compared to others.



Safety Experiences by Ridership

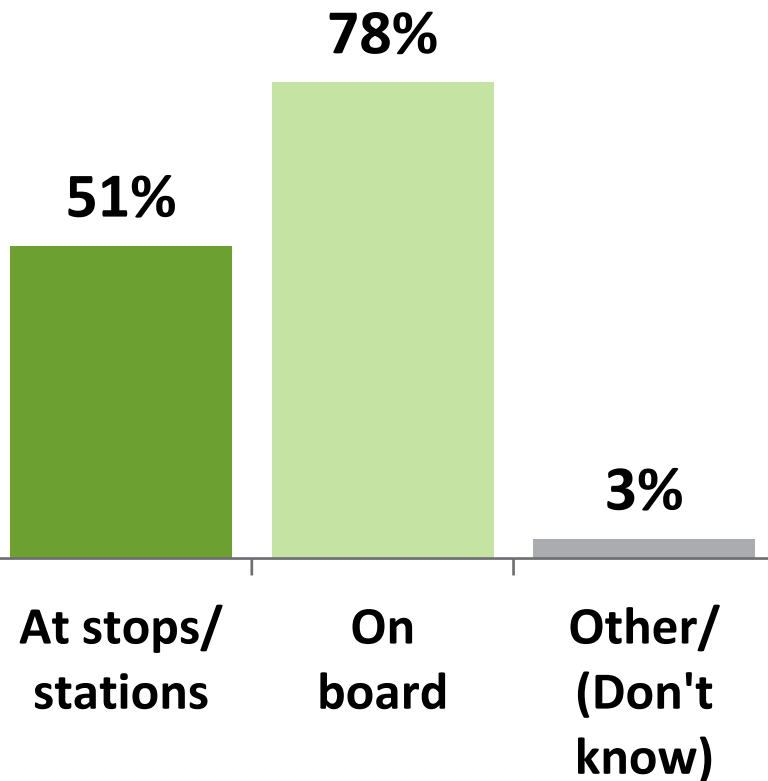
Respondents who are higher frequency riders are more likely to say something happened to them than less frequent riders.



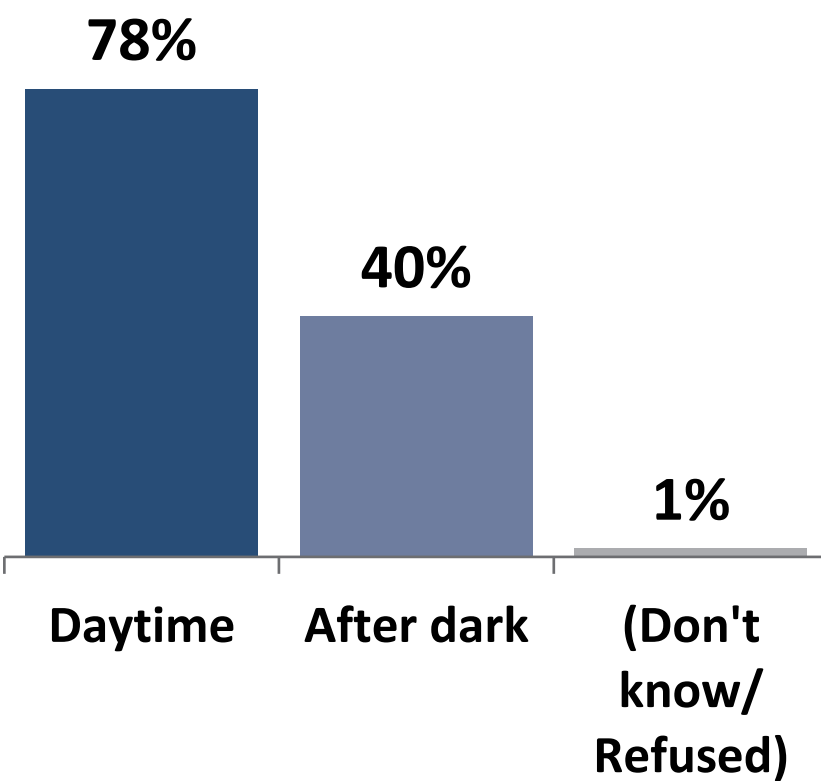
Circumstances of Safety Issues on VTA

The majority of experienced/witnessed safety issues occurred on board, during the day, and when riders were alone.

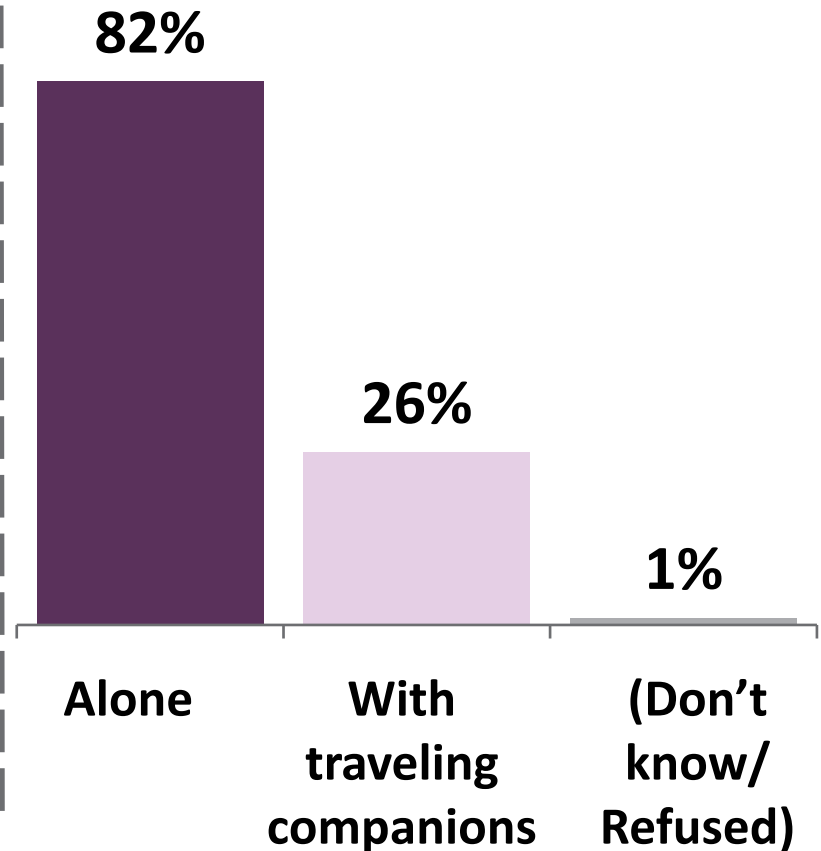
Where did these incidents happen?



When did these incidents happen?



Were you alone or with traveling companions?



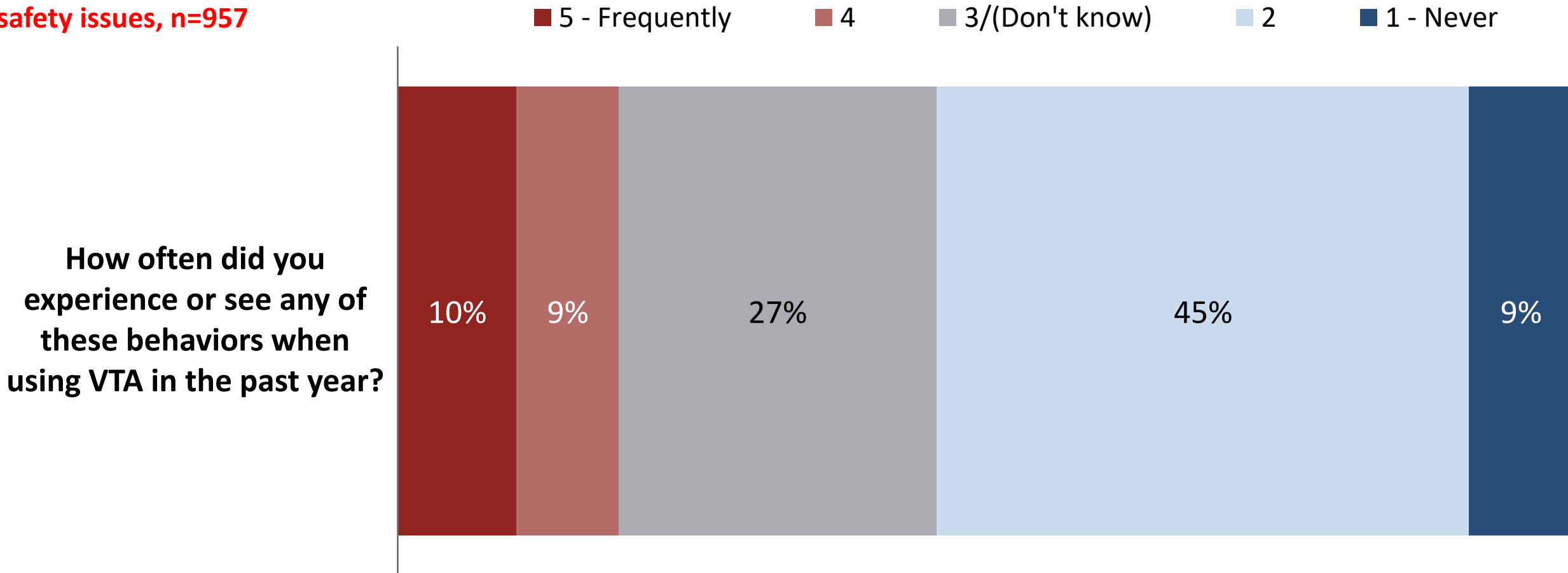
Asked among those who have experienced or witnessed any safety issues, n=957

Q14./Q15./Q16. (Multiple responses accepted; Percentages may add up to more than 100%)

Frequency of Safety Issues on VTA

The majority respondents who experienced/witnessed any safety issues indicated that those issues occurred infrequently.

Asked among those who have experienced or witnessed any safety issues, n=957



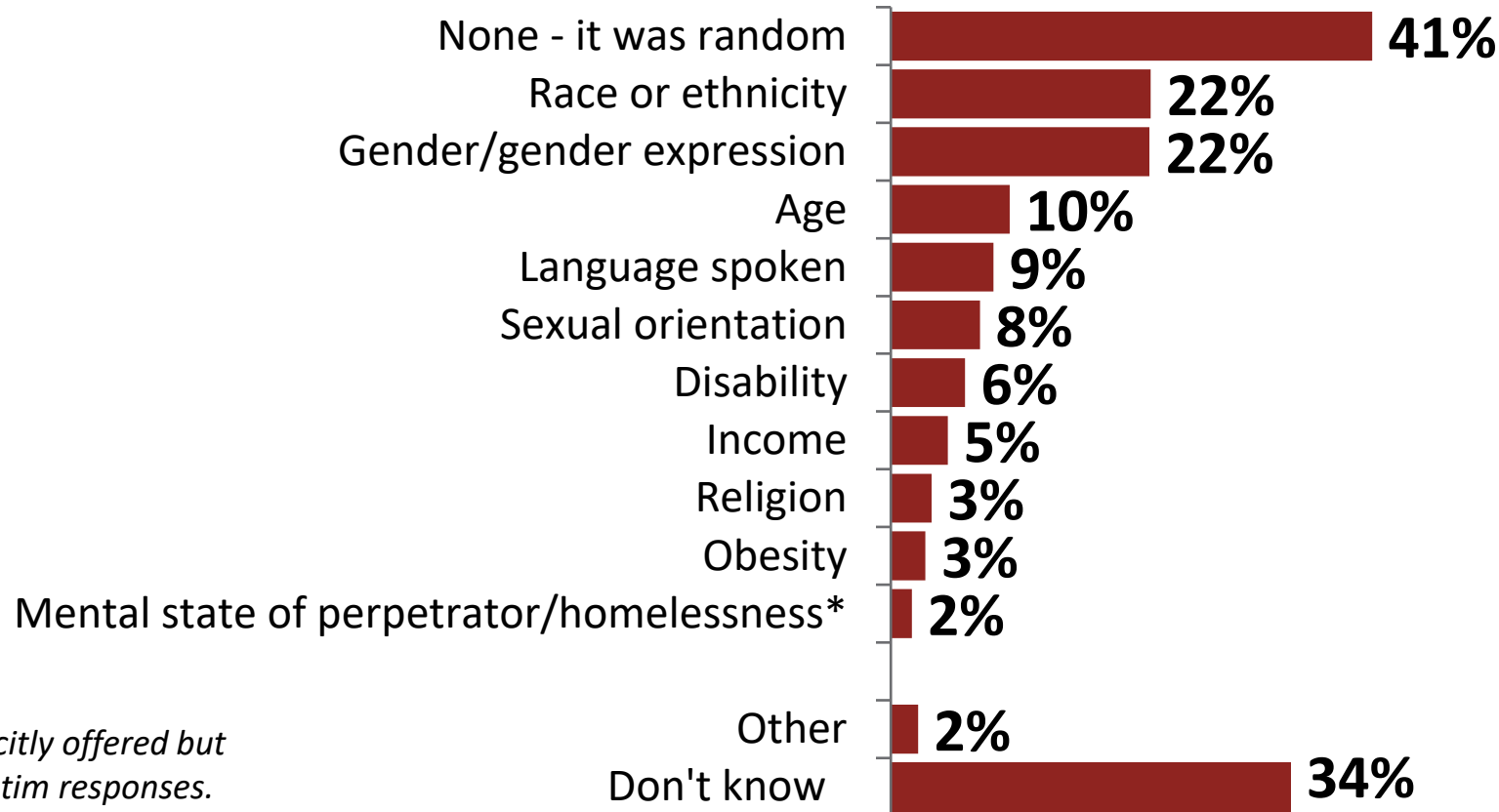
Reason for Incidents

A plurality of respondents who experienced/witnessed a safety issue believed that the victim was not targeted for any specific reason. Race or ethnicity and gender/gender expression were the most common reasons victims were targeted.

Asked among those who have experienced or witnessed any safety issues, n=957

When these incidents happened, do you think the victim was targeted because of...?

(Multiple responses accepted; Percentages may add up to more than 100%)



**Items were not explicitly offered but coded based on verbatim responses.*

Incident Response & Safety Precautions



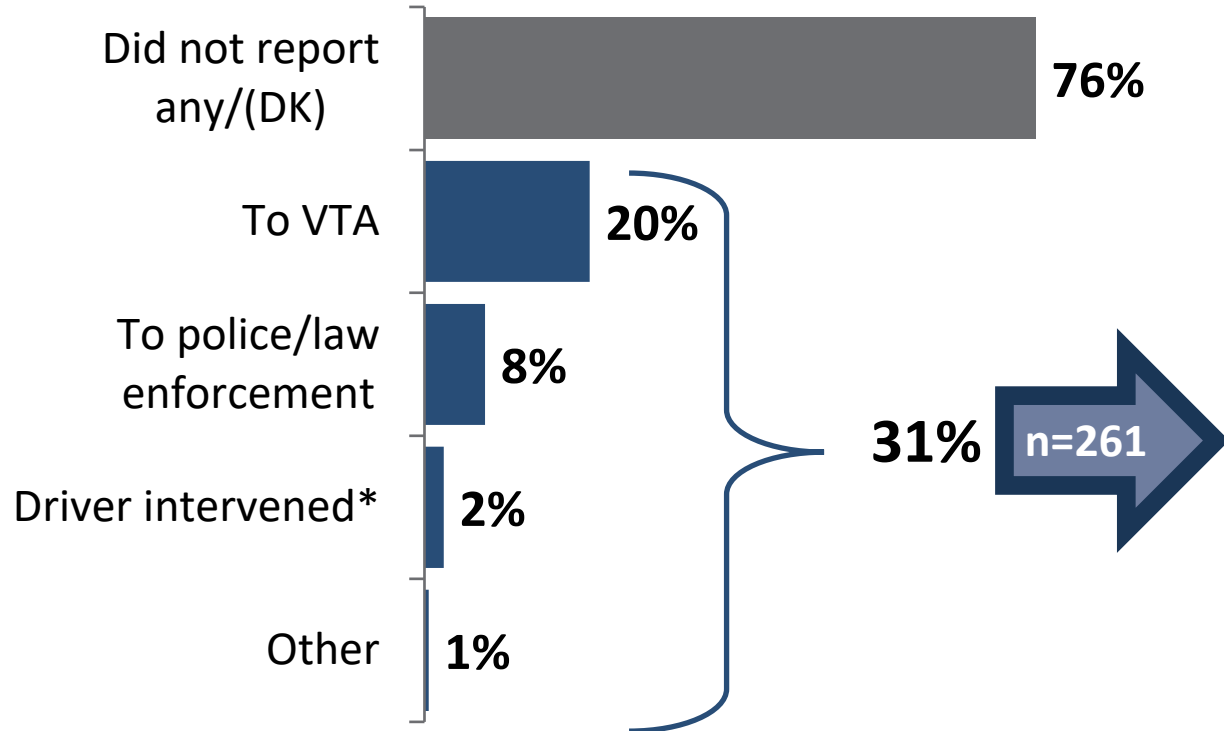
Solutions that move you

Reporting Incidents

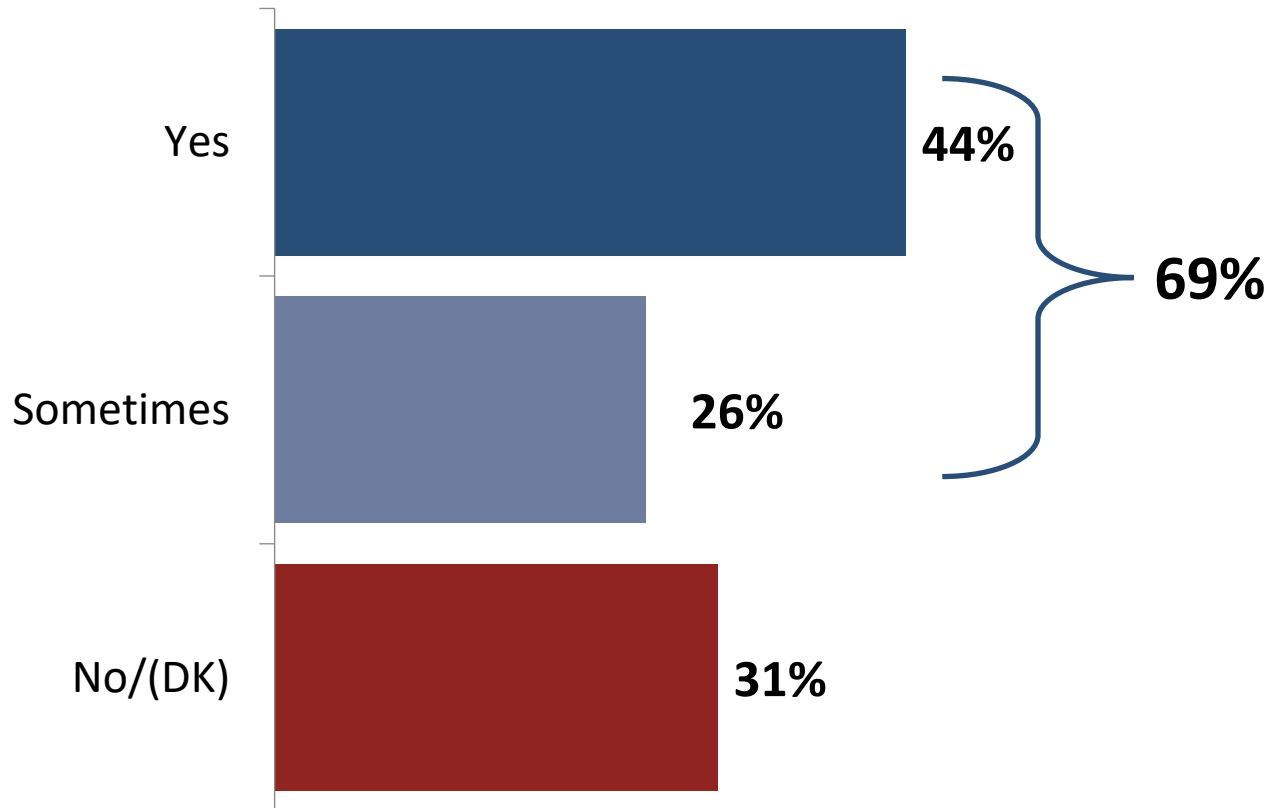
Three-quarters of respondents who experienced/witnessed a safety issue did not report it. Among those who did report an issue, nearly three-quarters indicated that they received an appropriate response at least “sometimes”.

Asked among those who have experienced or witnessed any safety issues, n=957

When these incidents happened, did you report any of them?



Did you receive an appropriate response?



*Items were not explicitly offered but coded based on verbatim responses.
(Multiple responses accepted; Percentages may add up to more than 100%)
Q17./Q18.

Safety Precautions When Using VTA

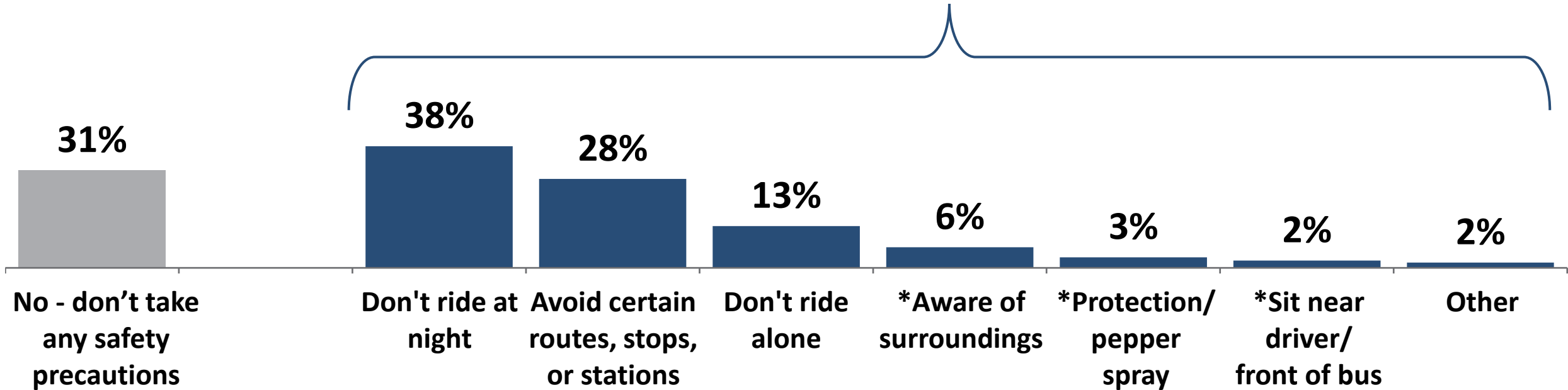
The most common precaution taken by surveyed riders was not riding at night, though nearly one-third said they don't take any safety precautions.

Asked among those who have experienced or witnessed any safety issues, n=957

Do you currently take any safety precautions when using VTA to avoid being harassed?

(Multiple responses accepted; Percentages may add up to more than 100%)

69% take at least one safety precaution

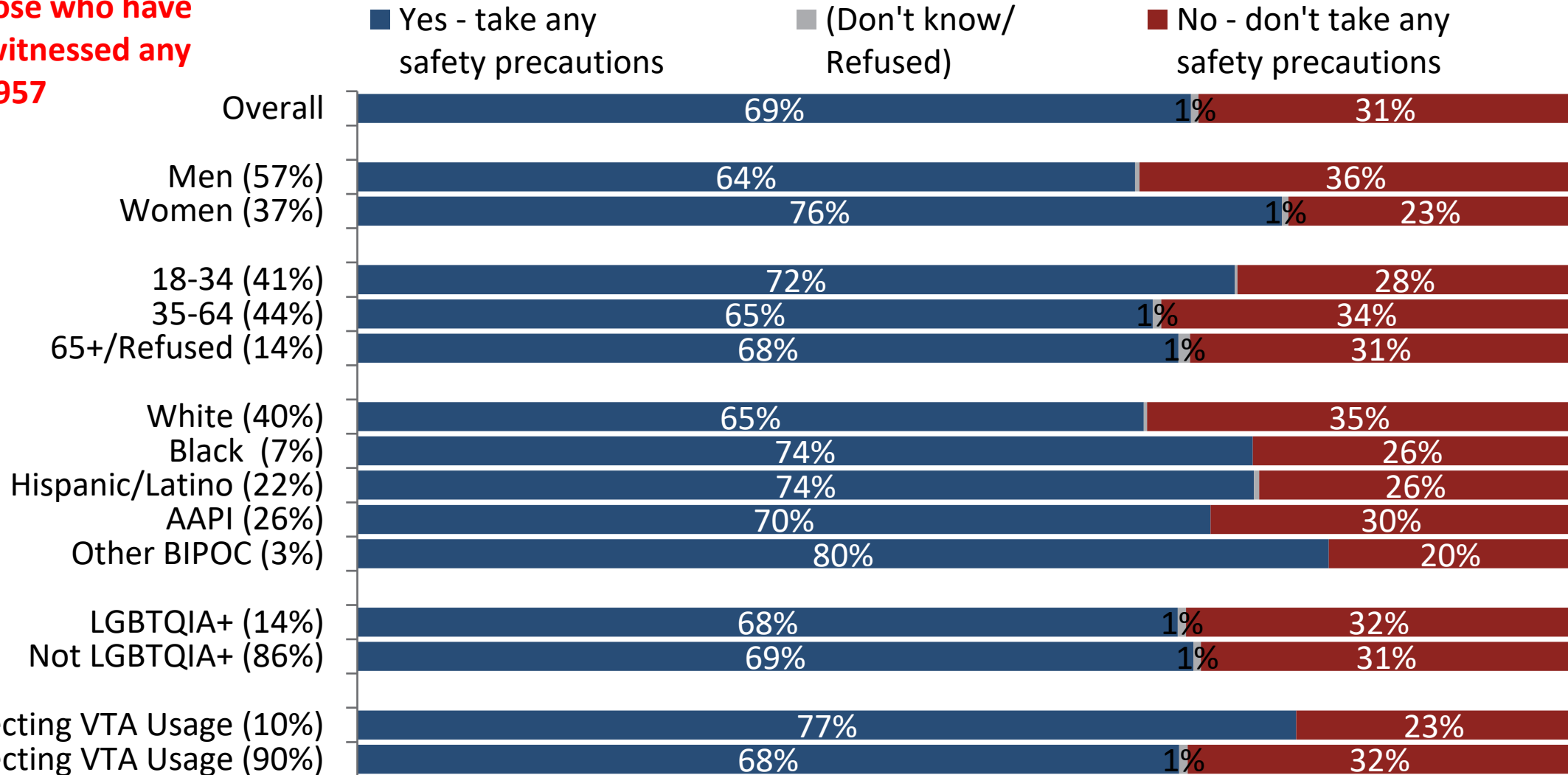


Q20. *Items were not explicitly offered but coded based on verbatim responses.

Safety Precautions by Subgroups

Respondents who are Women, BIPOC, and have a disability are more likely to take safety precautions than their counterparts.

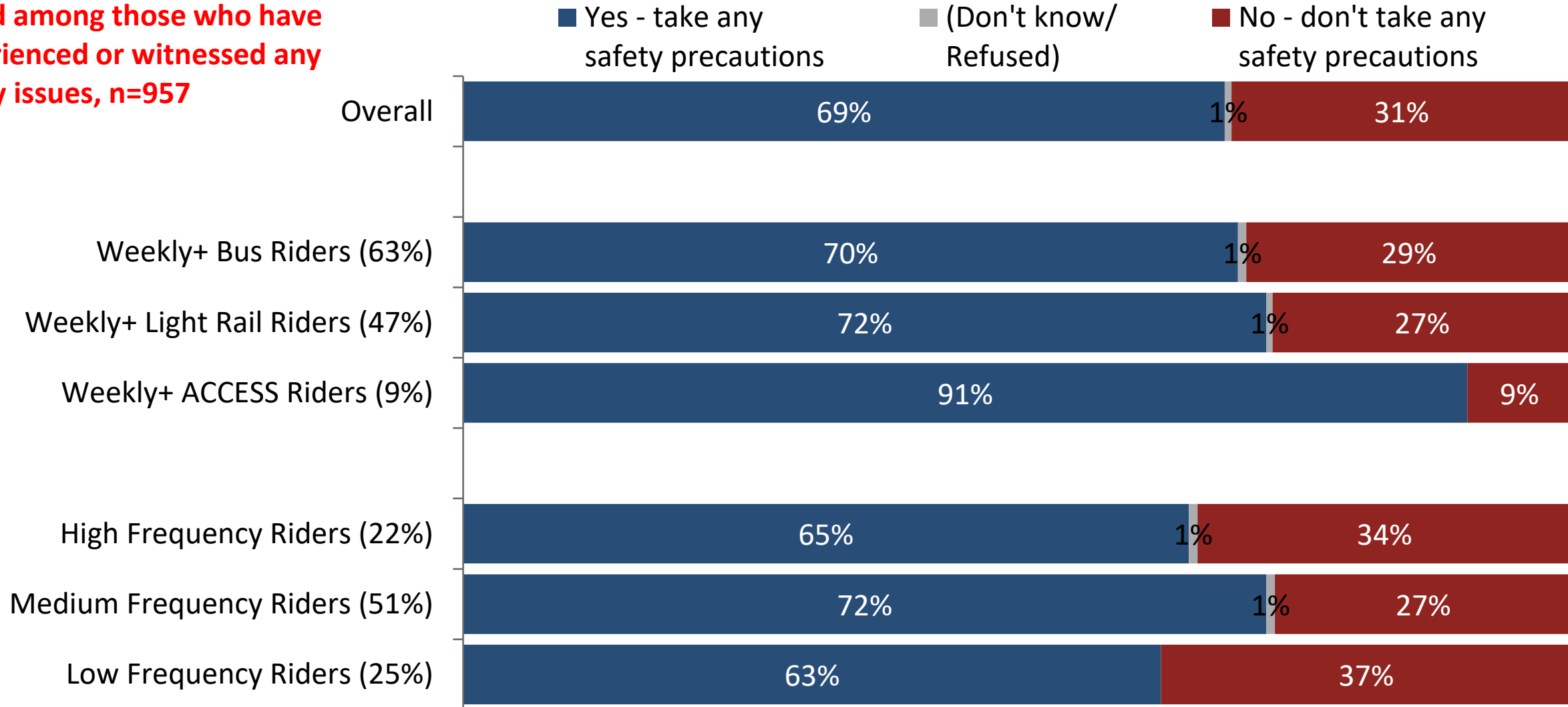
Asked among those who have experienced or witnessed any safety issues, n=957



Safety Precautions by Ridership

More weekly+ ACCESS Paratransit riders take precautions than any other subgroup.

Asked among those who have experienced or witnessed any safety issues, n=957



Conclusions



Solutions that move you

Conclusions

- ▶ VTA is viewed positively overall among surveyed riders, with six-in-ten indicating that they are satisfied with the service, and the majority of respondents generally feel safe using VTA.
- ▶ At the same time, over two-thirds have experienced or witnessed at least one safety or harassment incident, with a fifth having two or more incidents directly and a third witnessing two or more incidents.
- ▶ Hostile comments, sounds, or gestures was the most common safety issue surveyed riders experienced or witnessed happen to others. Over eight-in-ten respondents indicated that these instances occurred when they were traveling alone.
- ▶ Demographic groups that are more vulnerable (including women, disabled, LGBTQIA+, and many BIPOC communities), in addition to higher frequency riders, were more likely to experience a safety incident than others. Those same groups were also more likely to report taking safety precautions to avoid being harassed.
- ▶ Among respondents who had experienced or witnessed at least one safety issue, nearly three-quarters did not report the incident. Among those who did report the incident, less than half reported receiving an appropriate response.



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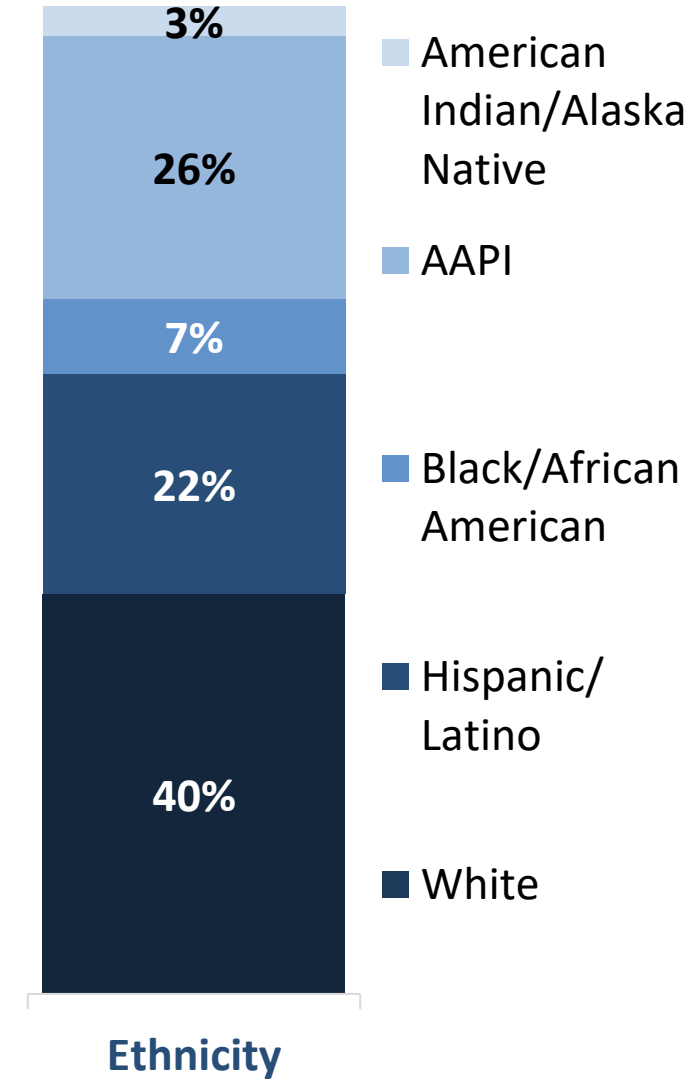
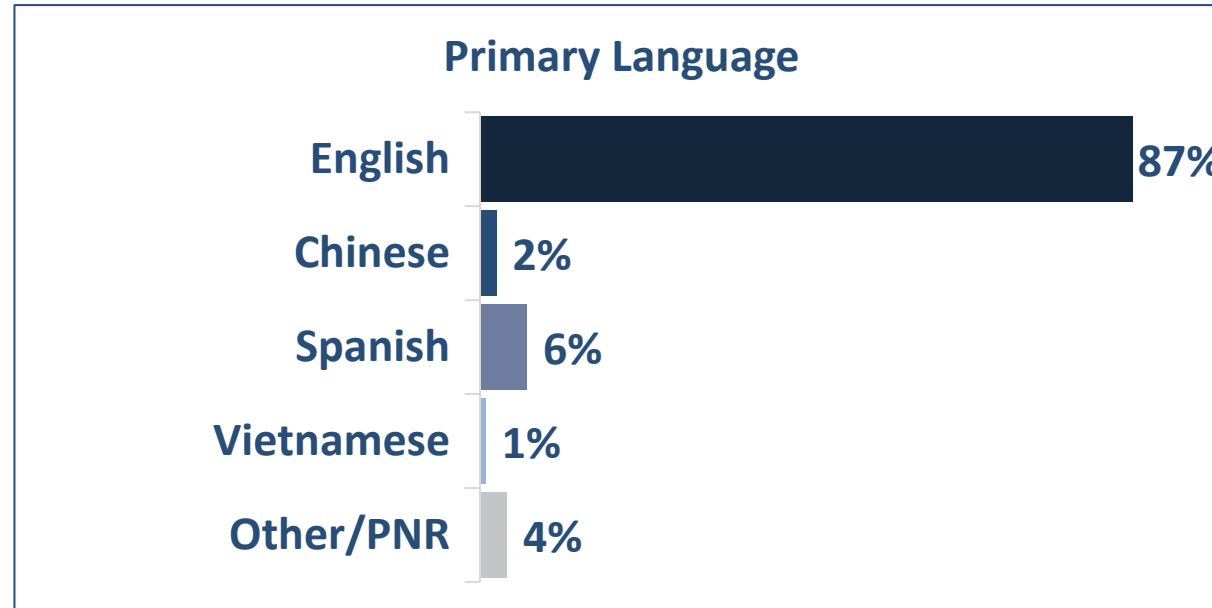
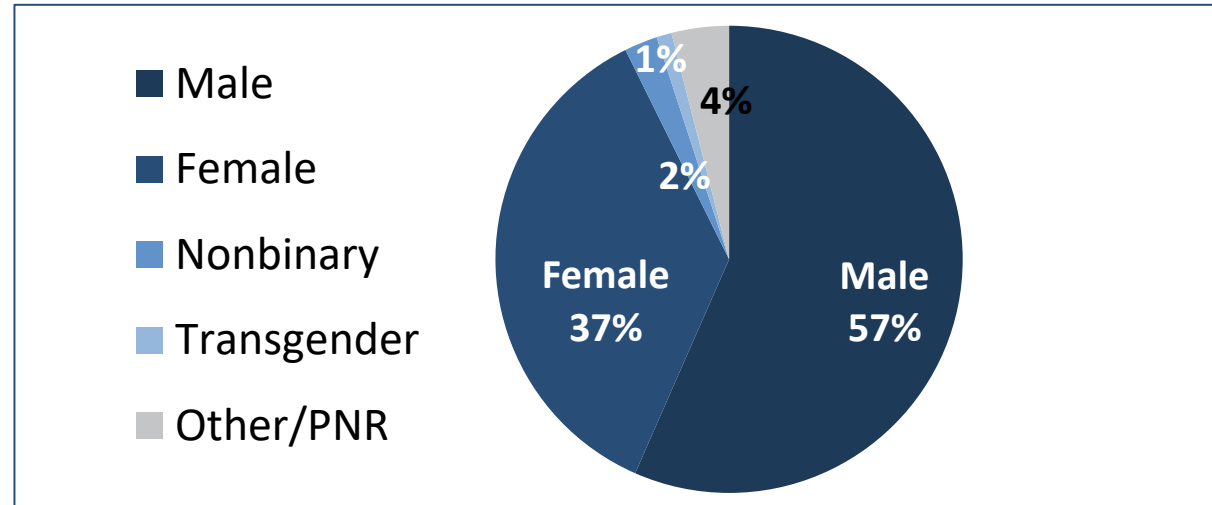
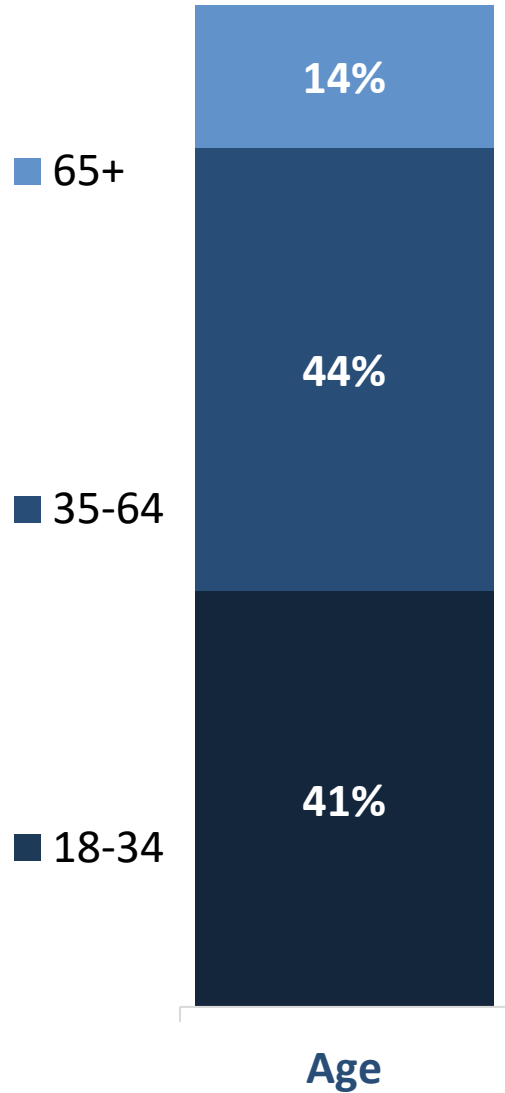
Appendix



Methodology

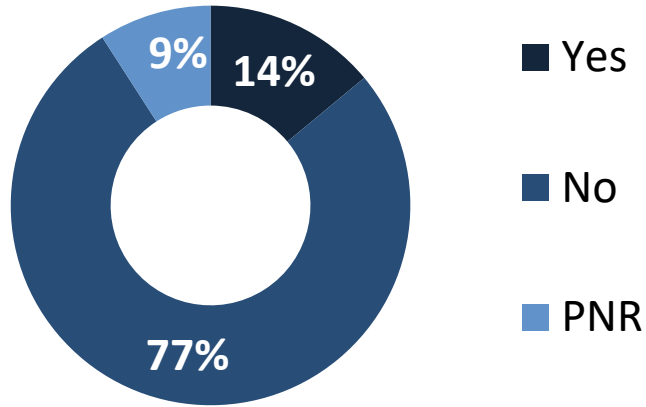
Distribution Method	Total Number of Interviews	% of Total Interviews
Overall	1,417	100%
Intercept at VTA Stations	273	19%
Email to web via VTA customer lists	385	27%
Link via VTA website	154	11%
Link via VTA wifi service	17	1%
Social Media Post	142	10%
Physical Signage	243	17%
Newsletter	2	0%
Link via VTA App	201	14%

Respondent Profile

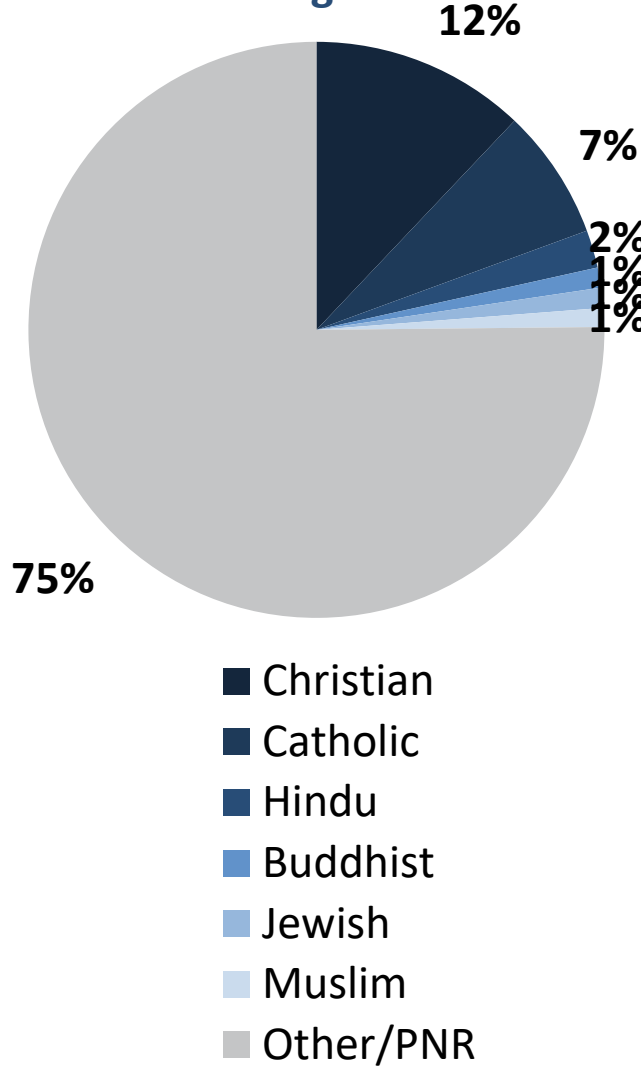


Respondent Profile

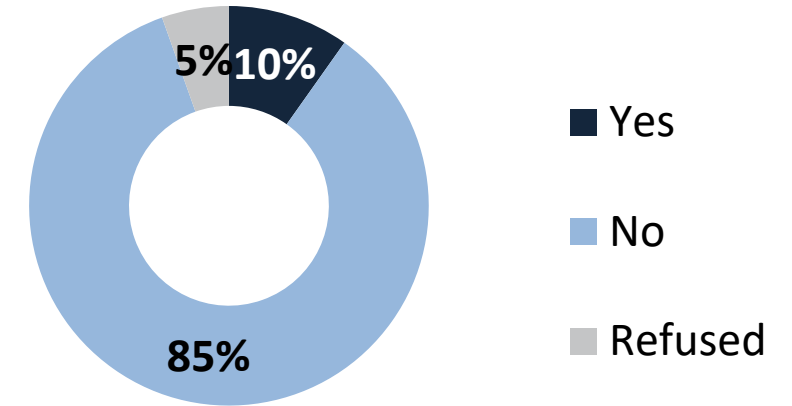
LGBTQIA+



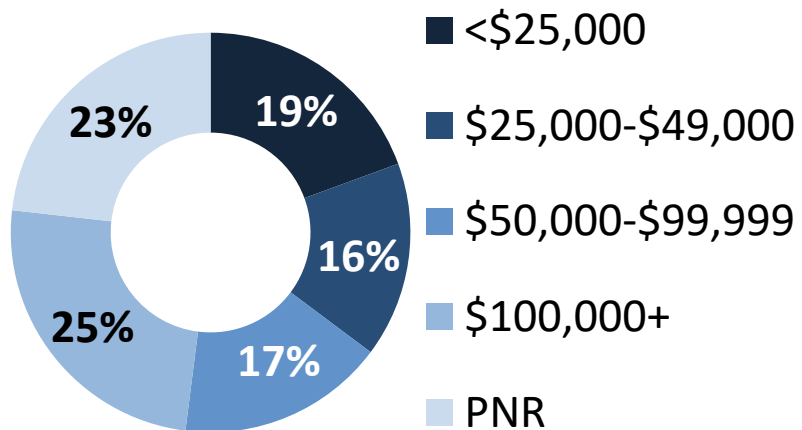
Religion



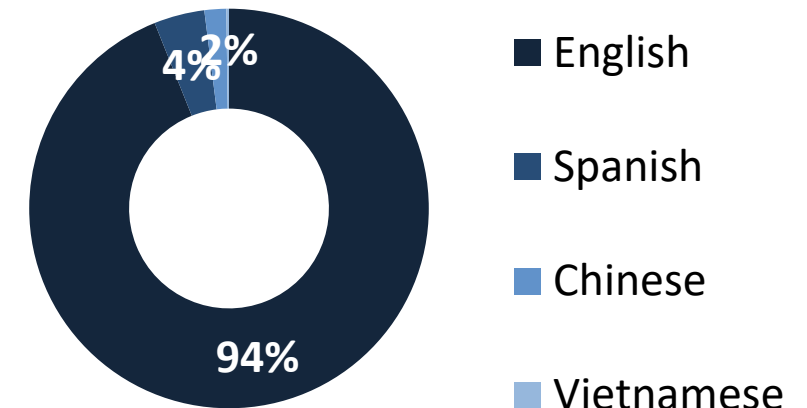
Disability Affecting VTA Usage



Household Income



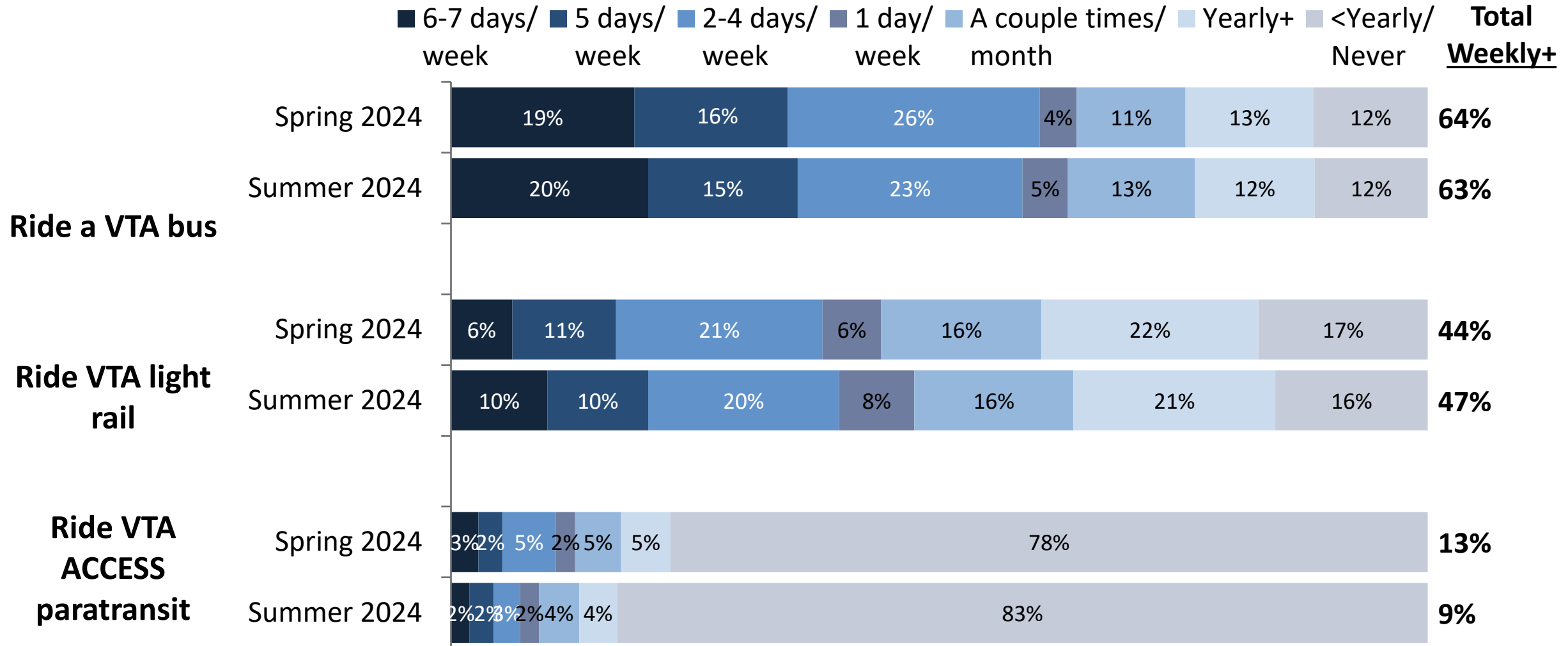
Language of Interview



VTA Usage & Travel Behavior Over Time



VTA ridership has remained steady over time.



(Spring 2024 data shown among non-intercept respondents only)

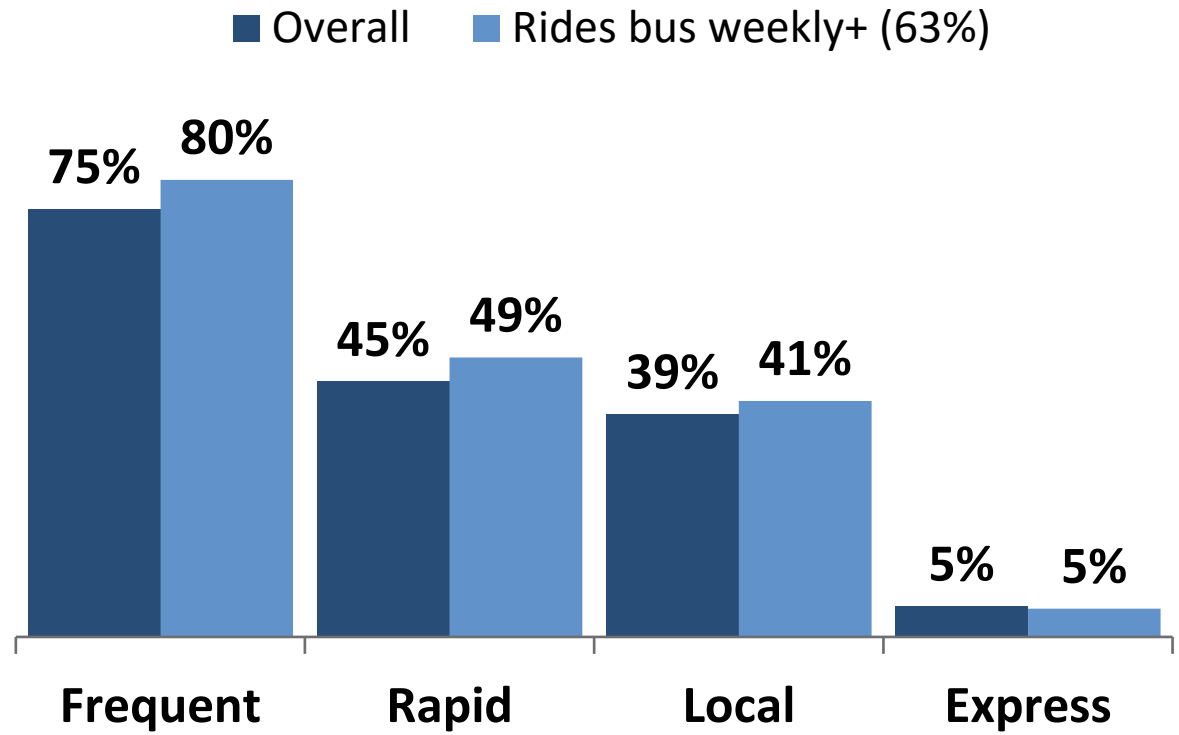
Q4-6. Now, you will be asked more specifically about your VTA usage. How often do you typically do each of the following?

VTA Routes Used

Frequent bus routes are the most commonly used, both among overall riders surveyed and those who ride a VTA bus weekly.

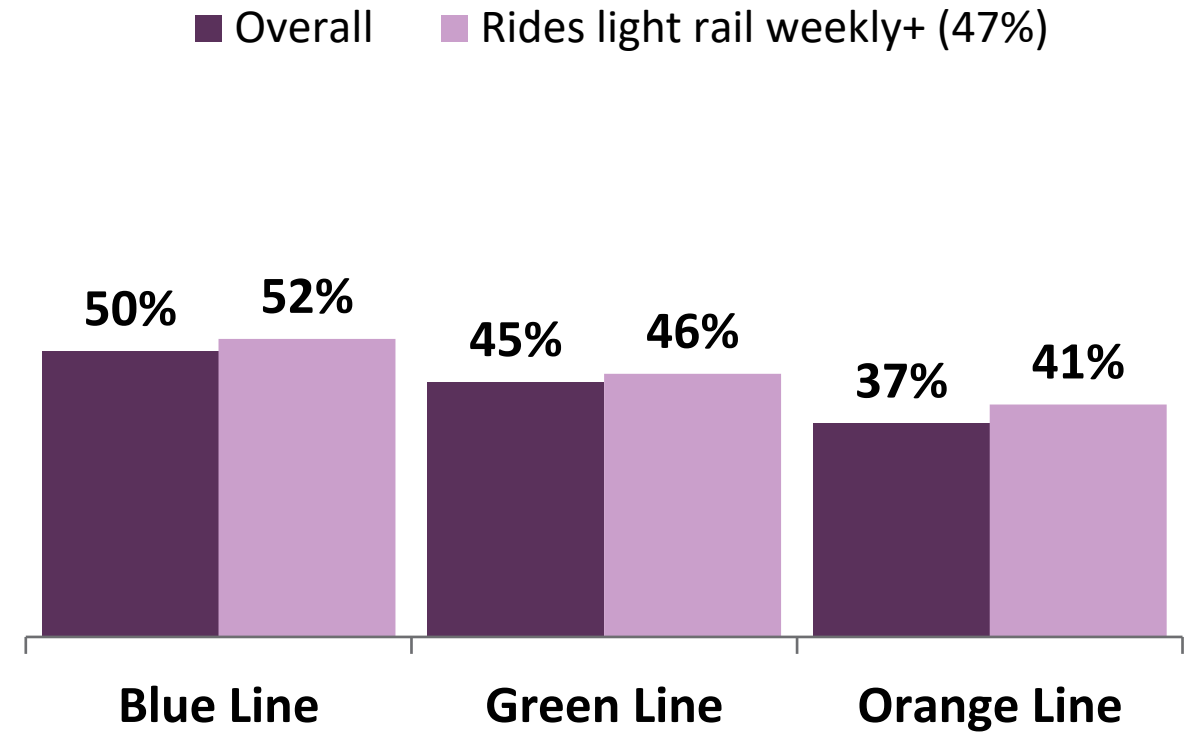
Which VTA bus route(s) do you typically use for the trip you take most often?*

Among those who ever ride a VTA bus, n=1,335



Which VTA light rail do you typically use for the trip you take most often?

Among those who ever ride VTA light rail, n=1,300

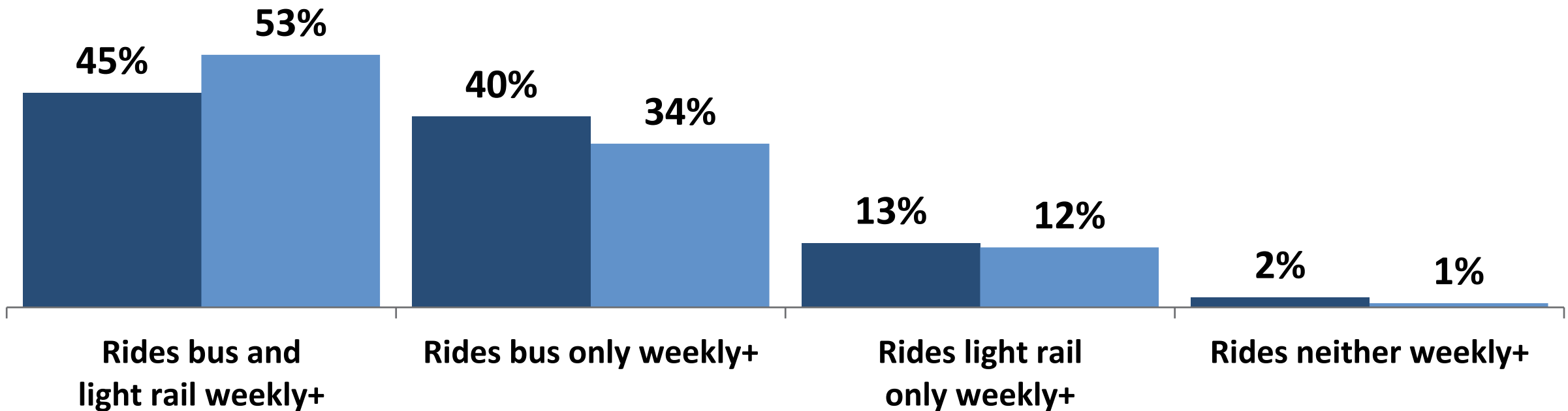


*Routes coded into service type based on categories provided by VTA
 Q7./Q8. (Multiple responses accepted; Percentages may add up to more than 100%)

Weekly+ riders are most likely to ride both bus and light rail weekly, rather than just a single service.

Uses Any VTA Service Weekly+ (73%)

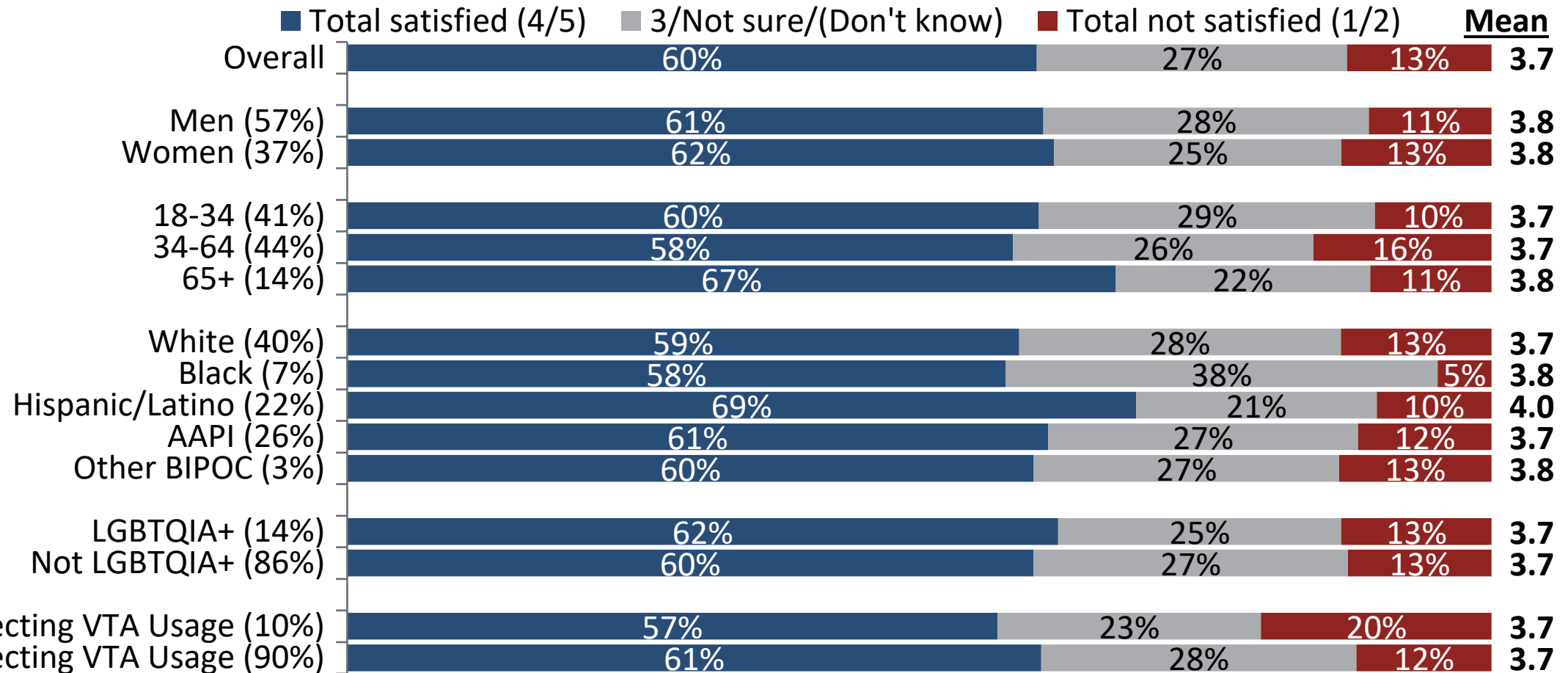
■ Spring 2024 (Weekly+ 71%) ■ Summer 2024 (Weekly+ 73%)



Overall Satisfaction by Subgroups

Latino respondents and those 65+ are most satisfied with VTA.

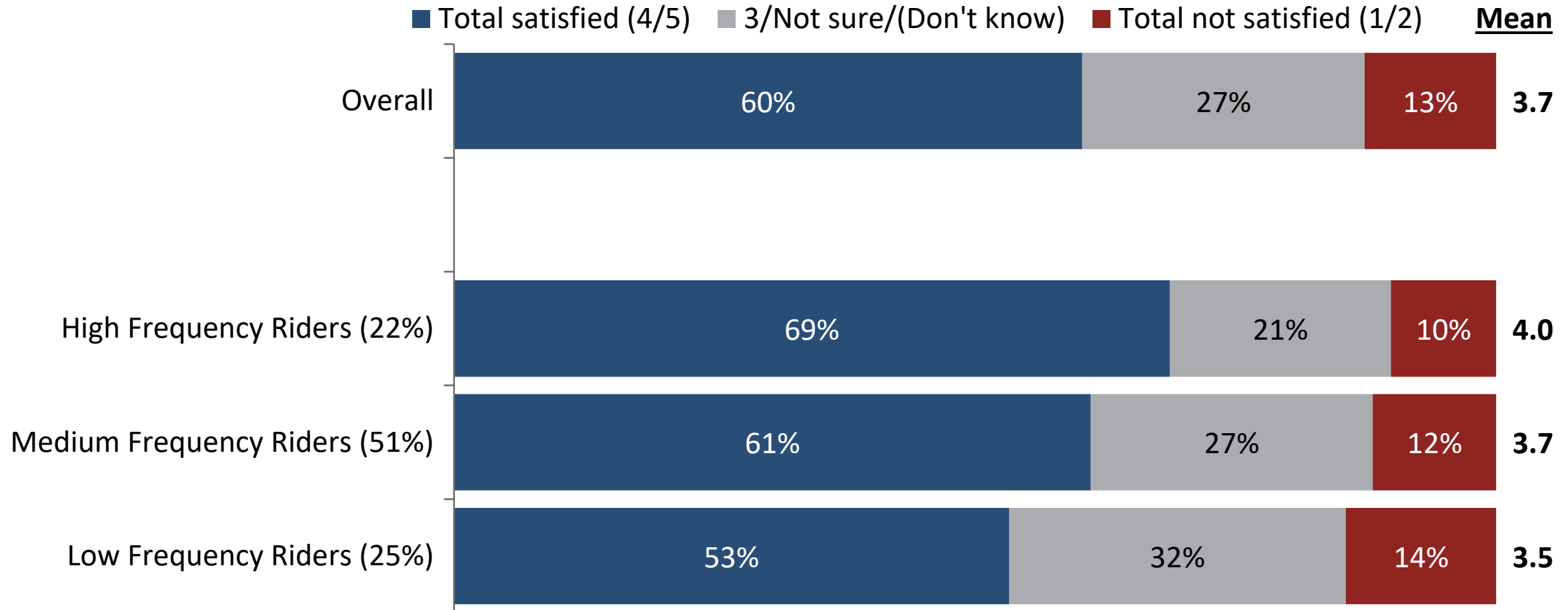
How satisfied are you with your overall experience with VTA's transit services?



Overall Satisfaction by Ridership

High frequency riders are most satisfied with VTA's transit services overall.

How satisfied are you with your overall experience with VTA's transit services?



Safety & Harassment Experiences on VTA

A plurality of riders surveyed did not share any additional comments related to safety/harassment on VTA.

Comments or experiences related to safety/harassment on VTA:

(Open-ended question; verbatim responses coded into categories below)

