RTA COVID-19 LAPSED RIDER SURVEY

March 2021

Regional Transportation Authority (RTA)

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1.0 EXECUTIVE SUMMARY

1.1 PROJECT OVERVIEW

The Regional Transportation Authority (RTA) conducted the COVID-19 Lapsed Rider Survey to better understand the travel behavior, attitudes, and preferences of current and lapsed transit riders in the Chicago region during the COVID-19 pandemic. RTA, as well as stakeholders at the Chicago Metropolitan Agency for Planning (CMAP) and the three Service Boards, the Chicago Transit Authority (CTA), Metra, and Pace, will use this survey data to better understand their shifting markets through the pandemic and to then guide planning and policymaking as the pandemic evolves. The survey provides a unique resource to examine willingness of lapsed riders to return to transit as the situation does evolve.

Developed as a repeated cross-sectional study, Wave 1 of the survey was conducted in November 2020 and Wave 2 in January 2021 to examine how behavior and sentiment has changed over time. The research team used an online survey platform to field the survey. Over 60,000 email invitations were sent to customers from CTA, Metra, and Pace for each wave. The RTA also established social media and website outreach campaigns to promote the survey. Following data collection, survey data was then processed, cleaned, and weighted to key demographics. The final weighted dataset includes 2,558 respondents for Wave 1 and 3,079 respondents for Wave 2. Analysis focused on segmentation of respondents by rider type and Service Board. Rider type was classified as either current or lapsed transit rider, and defined as follows:

- **Current rider** - respondent who currently (at time of Wave 1 or Wave 2 survey) uses the relevant transit service one day per week or more
- **Lapsed rider** - respondent who currently (at time of Wave 1 or Wave 2 survey) uses the relevant transit service less than one day per week but had used that service one day per week or more leading up to March 2020

All reported analysis examined weighted survey results from this sample.

1.2 KEY FINDINGS

The survey produced an enormous breadth and depth of data to explore. The research team compiled extensive, detailed analysis from the survey. Key findings from the survey are summarized as follows:

1) **Significant numbers of transit riders have stopped using CTA, Metra, and Pace altogether during the pandemic and had not yet shown signs of returning by January 2021.** Many respondents who used a particular transit service before March 2020 were no longer using that service at all in November 2020 or January 2021. A slight further dip between November and January likely reflects some combination of real and perceived concern for a post-holiday COVID-19 outbreak as well as entry to winter weather.

2) **Current transit riders are disproportionately essential on-site[1] workers, Black or Latino, or low-income.** Comparison of current and lapsed riders on CTA, Metra, and Pace shows with stark clarity that certain segments of the general rider population are more reliant on transit service during the pandemic than others. Current riders are significantly more likely than lapsed riders to report household income below $50,000, to maintain on-site work, or to identify with a non-White race/ethnicity.

3) **Telecommuting has increased greatly since the onset of the pandemic and should be expected to continue well above pre-pandemic rates into the future.** The survey data shows significant increases in telecommuting from pre-pandemic levels and further details that respondents largely expect to maintain high levels of telecommuting into the future. Logically, but notably, the data shows a significant rift between telecommuting activity reported by current riders and lapsed riders.

4) **Many lapsed riders do expect to return to transit as the COVID-19 pandemic abates but transformational and persistent trends such as telecommuting may supersede diminishing health concerns.** Survey results show that many transit riders do hope to return to transit as vaccine rollout continues and public health concerns disappear. However, as mentioned in the preceding key finding, the lingering impact of telecommuting on trip-making behavior may outweigh this optimism. Amongst lapsed riders, only approximately 80% of those respondents expect to return fully to transit once COVID-19 health concerns abate. Frequency of transit use and trip purpose will likely be impacted by the persistence of telecommuting for many.

[1] Using a segmentation by job industry type separating on-site industries (e.g., retail, education, or health care) from professional industries (e.g., financial services, business services) and the “mixed” industries (e.g., government, non-profit) which fall between the two; explored further in section 4.4

5) **Anticipated future levels of telecommuting appear to be reducing slightly as the pandemic evolves, particularly amongst employees in professional service industries ("non-essential" workers). A key "mixed" industry[1] segment that falls between professional industries ("non-essential" workers) and on-site industries ("essential" workers) are most likely to swing telecommuting behavior as health conditions evolve.** Respondents employed in professional industries ("non-essential" workers, in large part) reported less expected future telecommuting in January than in November. This likely reflects both optimism around vaccine rollout as well as potentially more clarity from employers around a future return to the office. Respondents who work in "mixed" industries such as government and education actually reported increased telecommuting in January compared to November, reflecting their status as a "swing" group whose telecommuting is more sensitive and flexible to the current situation (e.g., virus, weather) and shifts most rapidly as positive or negative changes in the current environment occur.

6) **Unlike transit use and the use of other modes, household vehicle use has held relatively steady through the pandemic. While a household vehicle is the most common mode substituted for pre-pandemic transit trips, most transit trips are being foregone rather than replaced.** Usage of most other modes (any use reported) showed significant drops as seen for transit, with notable exceptions for household vehicles and walking. Any use of household vehicles held relatively steady and household vehicles were the most common substitute for transit during the pandemic. However, many respondents did not shift transit trips to any other mode, and instead simply did not make those trips.

7) **Riders are pleased with Service Board COVID-19 response and continued health and safety investments should focus on vehicles themselves.** More than half of all current transit riders are pleased with health precautions implemented by the Service Boards to combat the spread of COVID-19. The analysis also shows significantly less comfort amongst lapsed riders, providing the Service Boards an area where both increased precautions and improved outreach surrounding current efforts may entice lapsed riders back to transit use. Respondents indicated overwhelming interest in targeting additional health and safety measures at cleaning and enforcement on vehicles.

8) **In the near future, riders want to see improved transit speed, reliability, and connections across transportation services and geographies.** In an exercise about prioritizing investments, respondents allocated a hypothetical investment ($10) amongst many areas with top choices including train speed and reliability, suburb-to-suburb transit connections, supportive shared mobility options, and connection and experience between CTA, Metra, and Pace. Notably, lapsed riders were significantly more focused on the importance of that seamless connection between CTA, Metra, and Pace than current riders were.

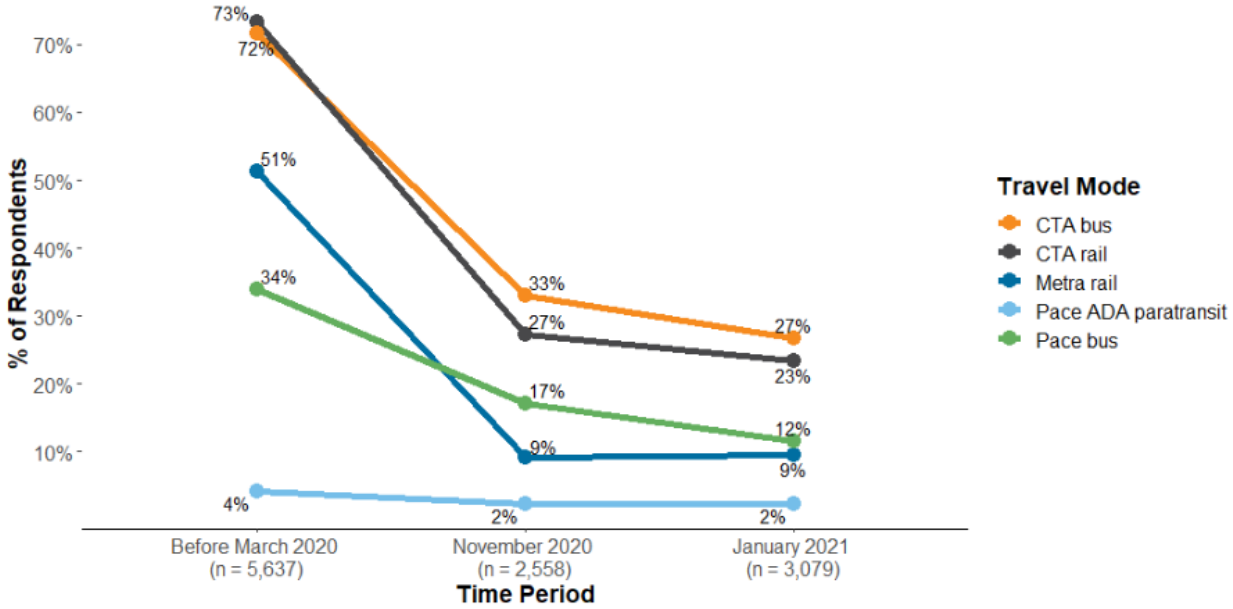
2.0 KEY FINDINGS

Key findings from this survey provide insight into who is riding during the pandemic (and who is not), how these lapsed and current riders' lives have changed during the pandemic, how their behavior and attitudes continue to evolve over time, and what the post-pandemic transit future might look like for these riders.

1. Significant numbers of transit riders have stopped using CTA, Metra, and Pace altogether during the pandemic and had not yet shown signs of returning by January 2021.

The RTA Lapsed Rider Survey's repeated cross-sectional data provides another view on how ridership dropped and identifies a range of the share of riders who have stopped transit use all together at multiple points during the pandemic. Figure 1 shows that many respondents who used a particular transit service before March 2020 were no longer using that service at all in November 2020 or January 2021. A slight further dip between November and January likely reflects some combination of real and perceived concern for a post-holiday COVID-19 outbreak (which occurred more at a national level, while Chicago's minor spike maintained fewer cases than in its November peak) as well as entry to winter weather.

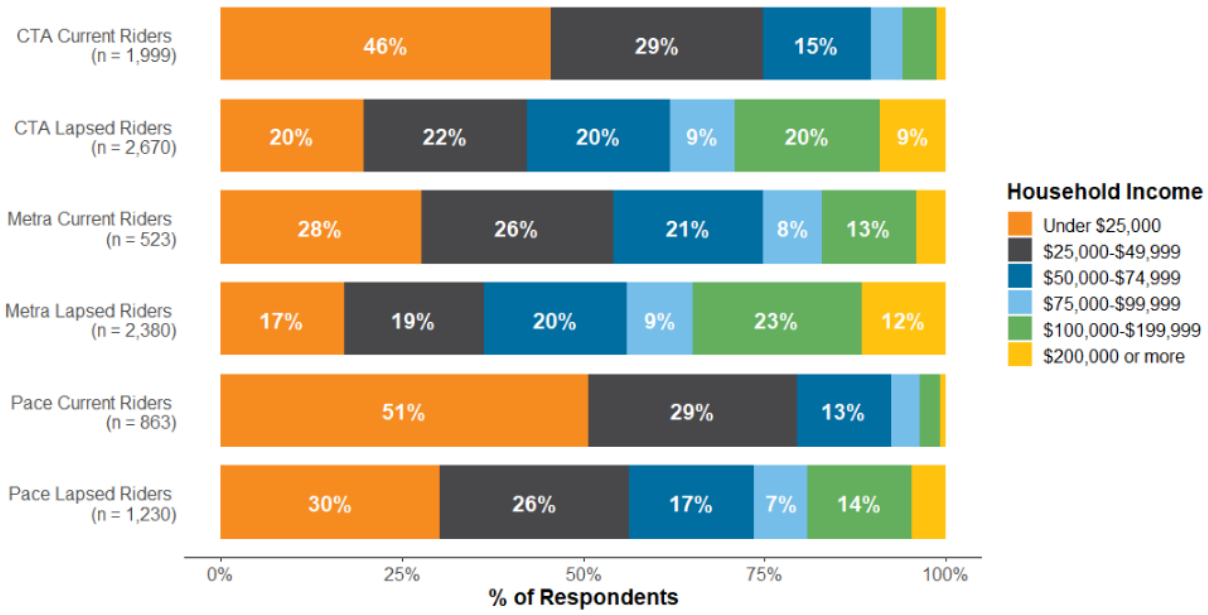
FIGURE 1: ANY USE OF TRANSIT BY TIME PERIOD AND TRANSIT SERVICE – WAVES 1&2



2. Current transit riders are disproportionately essential workers, Black or Latino, or low-income.

Comparison of current and lapsed riders on CTA, Metra, and Pace shows with stark clarity that certain segments of the general rider population are more reliant on transit service during the pandemic than others. Figure 2 shows that current riders are significantly more likely than lapsed riders to report household income below $50,000 and, particularly, below $25,000. Figure 3 demonstrates that current riders are significantly more likely to maintain on-site work[2] than lapsed riders, most notably for Pace and Metra. Figure 4 through Figure 6 show that current riders are significantly more likely than lapsed riders to identify with a non-White race/ethnicity.

FIGURE 2: INCOME BY SERVICE BOARD AND RIDER TYPE – WAVES 1&2



[2] Using a segmentation by job industry type separating on-site industries (e.g., retail, education, or health care) from professional industries (e.g., financial services, business services) and the "mixed" industries (e.g., government, non-profit) that fall between the two; explored further in section 4.4

FIGURE 3: INDUSTRY GROUP BY SERVICE BOARD AND RIDER TYPE – WAVES 1&2

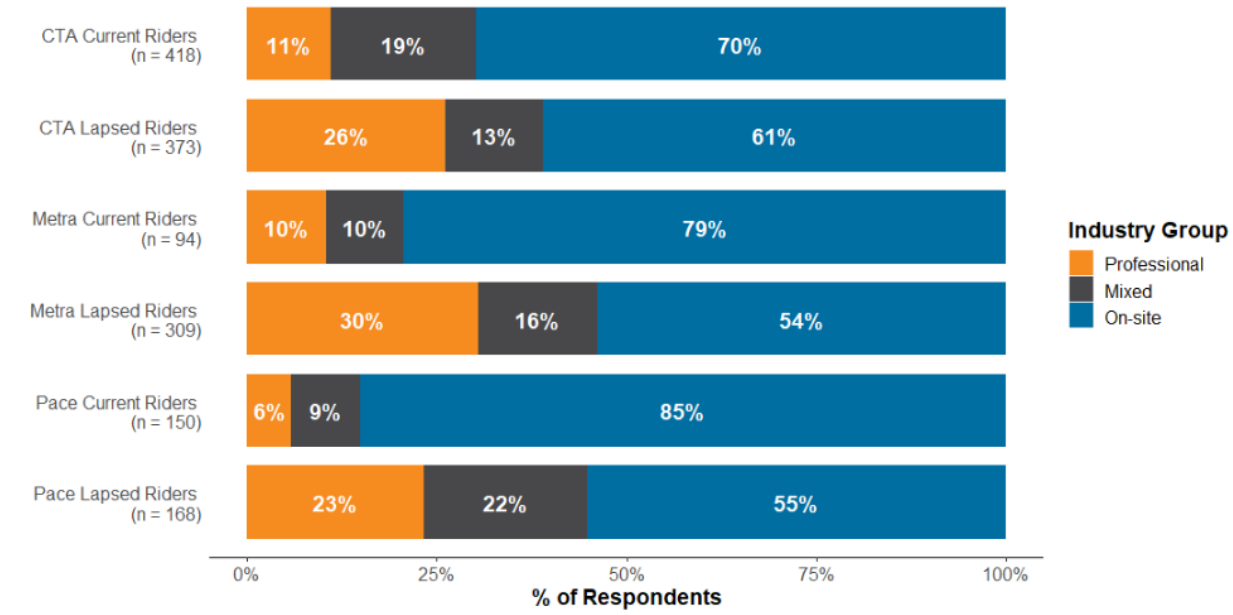
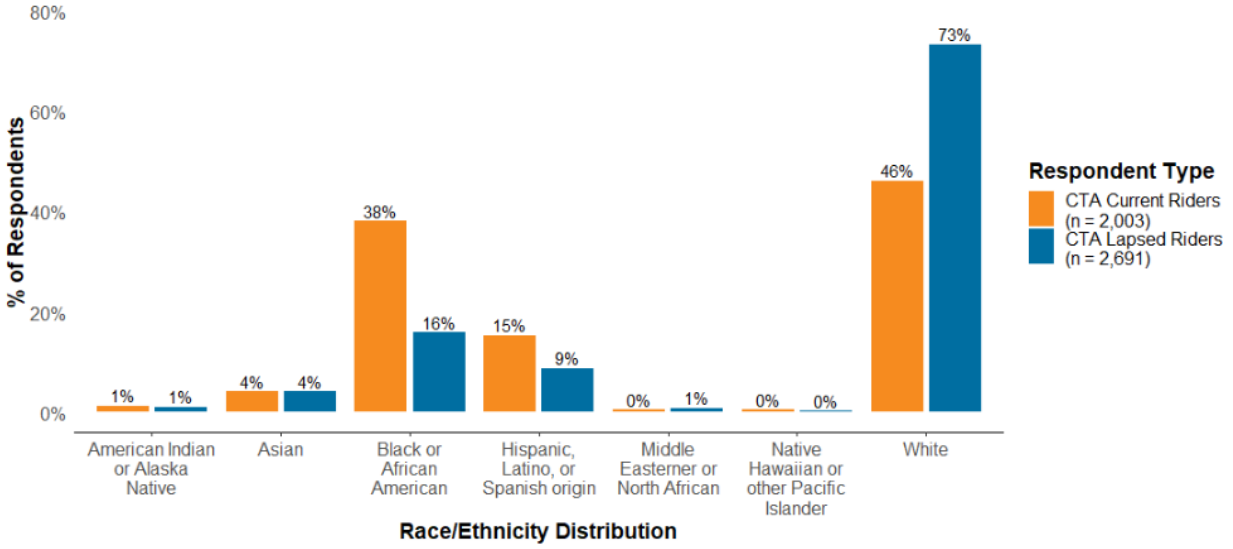
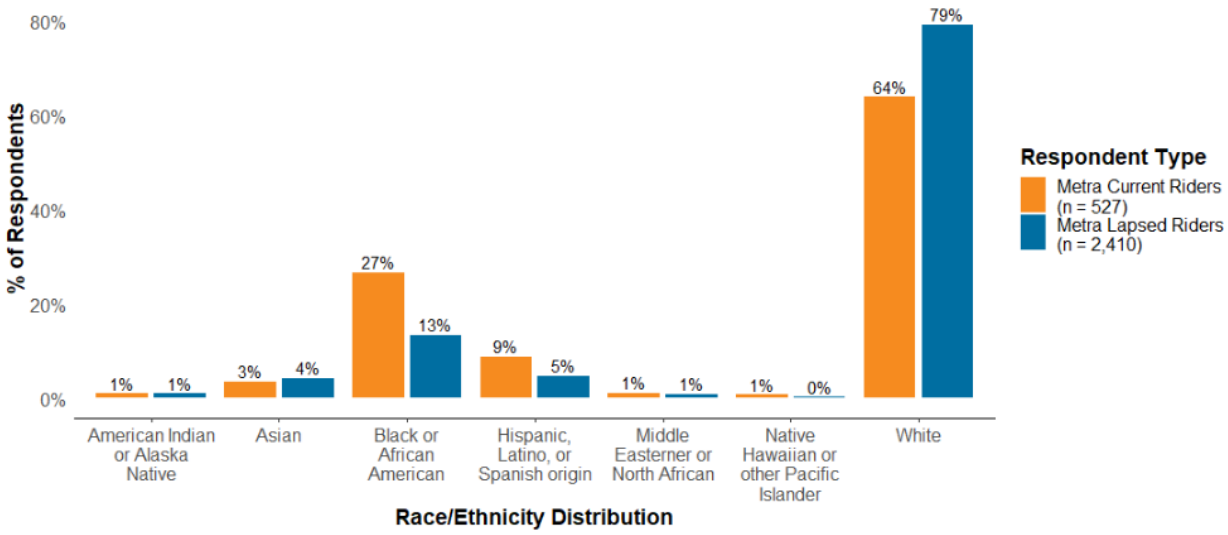


FIGURE 4: RACE/ETHNICITY BY RIDER TYPE FOR CTA – WAVES 1&2



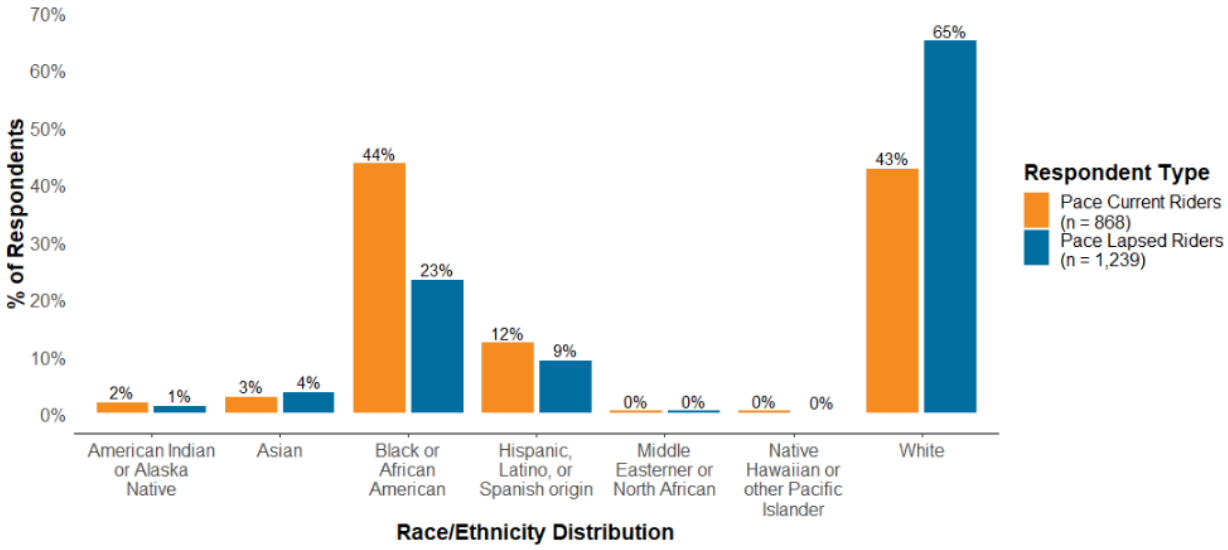
Note: Select all that apply; totals may not sum to 100%

FIGURE 5: RACE/ETHNICITY BY RIDER TYPE FOR METRA – WAVES 1&2



Note: Select all that apply; totals may not sum to 100%

FIGURE 6: RACE/ETHNICITY BY RIDER TYPE FOR PACE – WAVES 1&2

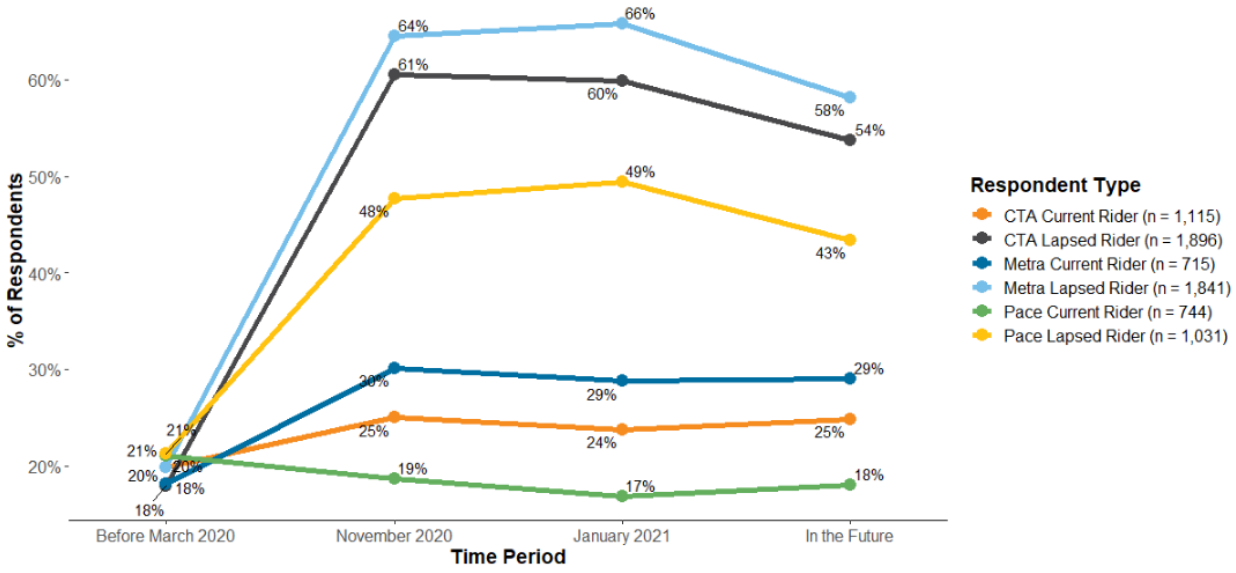


Note: Select all that apply; totals may not sum to 100%

3. Telecommuting has increased greatly since the onset of the pandemic and should be expected to continue well above pre-pandemic rates into the future.

The survey data shows dramatic increases in telecommuting from pre-pandemic levels and further details that respondents largely expect to maintain a notable level of telecommuting into the future. Figure 7 shows the percent of respondents who indicate telecommuting 2+ days per week in each time period, including their expectations for the future when public health concerns have been alleviated. Logically, but notably, the data shows a significant rift between telecommuting activity reported by current riders and lapsed riders.

FIGURE 7: TELECOMMUTING 2+ DAYS PER WEEK BY TIME PERIOD AND RIDER TYPE



4. Many lapsed riders do expect to return to transit as the COVID-19 pandemic abates but transformational and persistent trends such as telecommuting may supersede diminishing health concerns.

In addition to identifying challenges and opportunities for transit providers during the pandemic, this survey captured attitudes and expectations around return to transit amongst CTA, Metra, and Pace riders. Figure 8 and Figure 9 show that many transit riders do hope to return to transit as vaccine rollout continues and public health concerns disappear. However, as seen in the previous key finding, the lingering impact of telecommuting on trip-making behavior may outweigh this optimism. Amongst lapsed riders, only approximately 80% of those respondents hope and expect to return fully to transit once COVID-19 health concerns abate. Frequency of use and trip purpose will likely be impacted by the persistence of telecommuting for many. This may lead to a future where many riders use transit on occasion but overall ridership remains lower than pre-COVID levels.

FIGURE 8: FULL RETURN TO TRANSIT AFTER PANDEMIC BY RIDER TYPE – WAVES 1&2

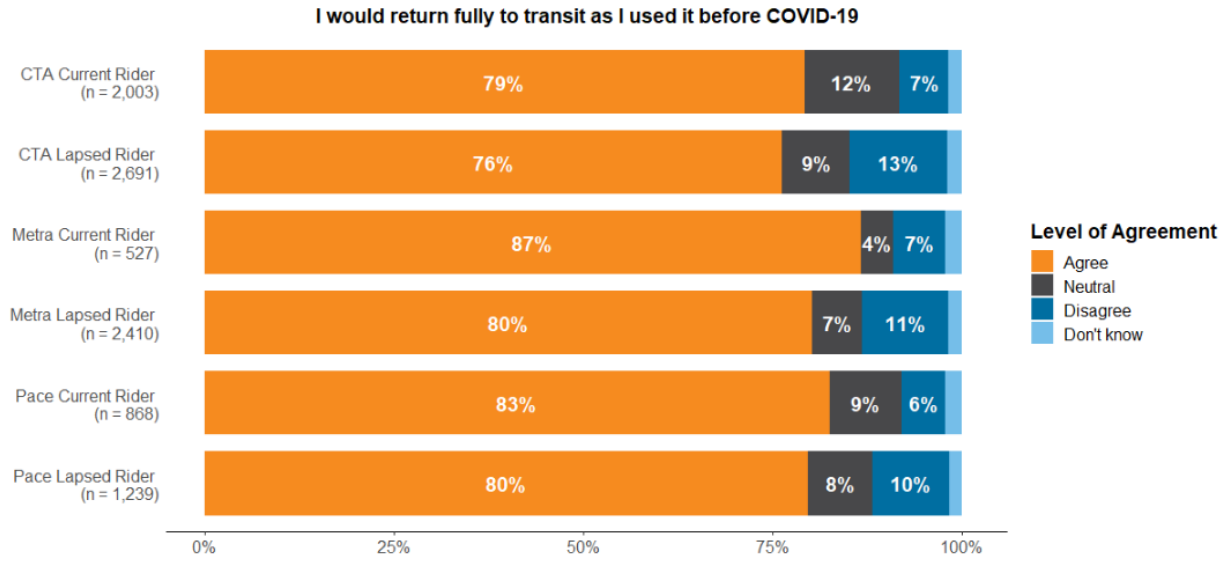
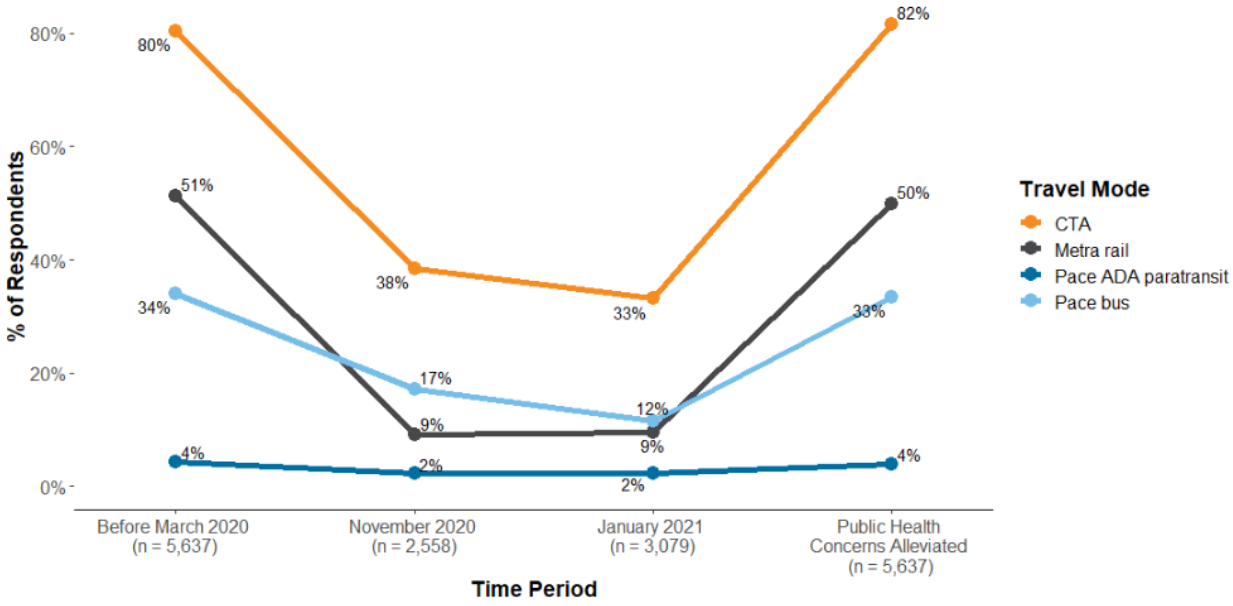


FIGURE 9: ANY USE OF TRANSIT MODES (ACTUAL AND EXPECTED) BY TIME PERIOD AND TRANSIT SERVICE – WAVES 1&2



5. Anticipated future levels of telecommuting appear to be reducing slightly as the pandemic evolves, particularly amongst employees in professional industries ("non-essential" workers). A key "mixed" industry segment that falls between professional industries ("non-essential" workers) and on-site industries ("essential" workers) are most likely to swing telecommuting behavior as health conditions evolve.

The survey data shows that both current and expected future telecommuting behavior is not static as the pandemic evolves. Notably, analysis by industry category reveals two interesting trends between Wave 1 and Wave 2 as shown in Figure 10 and Figure 11, respectively. Firstly, those employed in professional industries ("non-essential" workers, in large part) reported less expected future telecommuting in January than in November. This likely reflects both optimism around vaccine rollout (emergency use authorization began in the U.S. in December) as well as potentially more clarity from employers around a future return to the office. Secondly, this analysis sheds some light on employees who work in mixed industries. Notably, these respondents reported increased actual telecommuting from November to January, reflecting their status as a "swing" group whose telecommuting is more sensitive and flexible to the current situation (e.g., virus, weather) and should shift behavior most rapidly as positive or negative changes in the current environment occur.

FIGURE 10: PERCENT OF DAYS PER WEEK TELECOMMUTING BY INDUSTRY CATEGORY AND TIME PERIOD AS REPORTED IN WAVE 1

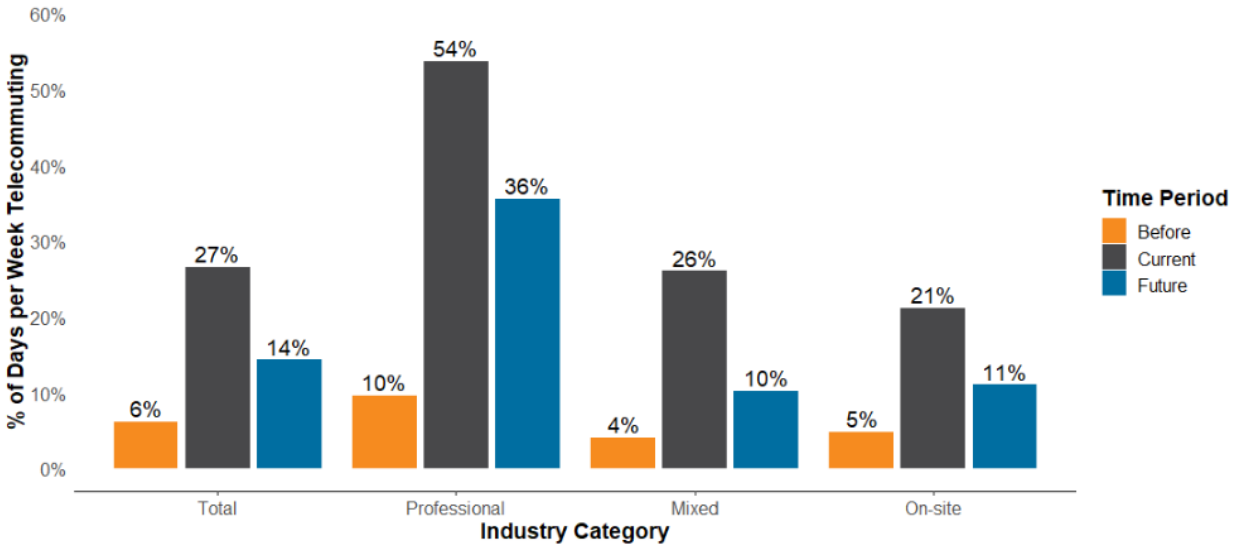
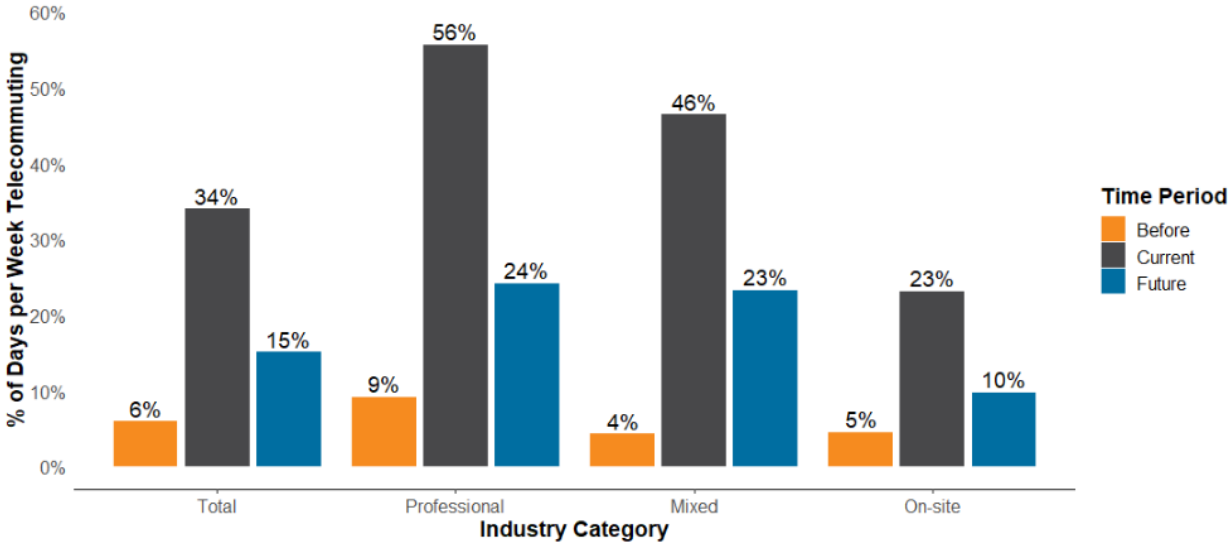


FIGURE 11: PERCENT OF DAYS PER WEEK TELECOMMUTING BY INDUSTRY CATEGORY AND TIME PERIOD AS REPORTED IN WAVE 2



6. Unlike transit use and the use of other modes, household vehicle use has held relatively steady through the pandemic. While a household vehicle is the most common mode substituted for pre-pandemic transit trips, most transit trips are being foregone rather than replaced.

The survey data allowed for analysis of what other modes respondents use, what they substitute for previous transit trips, and for what purposes they use those other modes. Figure 12 shows that usage of most other modes (any use reported) showed significant drops as seen for transit, with notable exceptions for household vehicles and walking. Any use of household vehicles held relatively steady and Figure 13 shows that it was the most common substitute for pre-pandemic transit trips during the pandemic. However, that figure also shows that, particularly for Pace and Metra, many respondents did not shift transit trips to any other mode, and instead simply did not make those trips. Figure 14 provides additional confirmation as it shows that even household vehicle use dropped significantly during the pandemic for most trip purposes. For household vehicles, respondents only remained active in the core shopping trip purpose (e.g., groceries) at pre-pandemic levels.

FIGURE 12: ANY USE OF NON-TRANSIT MODES BY TIME PERIOD – WAVES 1&2

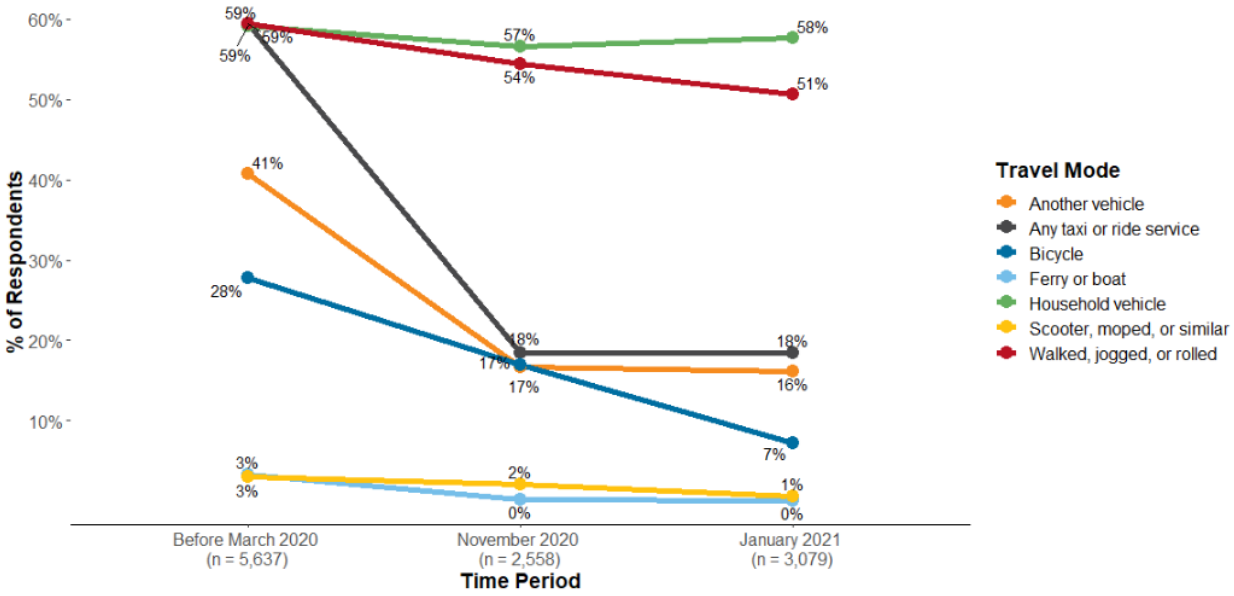
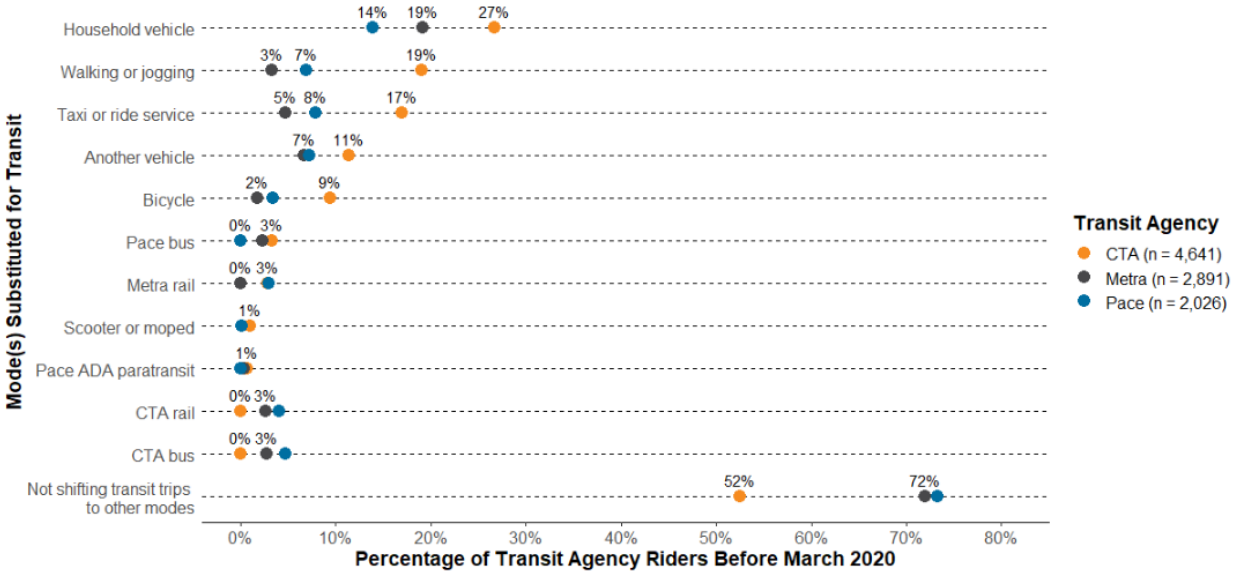


FIGURE 13: MODE(S) SUBSTITUTED FOR PRE-PANDEMIC TRANSIT TRIPS BY SERVICE BOARD – WAVES 1&2



Note: Select all that apply; totals may not sum to 100%

FIGURE 14: HOUSEHOLD VEHICLE USE TRIP PURPOSE BY TIME PERIOD – WAVES 1&2

7. Riders are pleased with Service Board COVID-19 response and continued health and safety investments should focus on vehicles themselves.

Figure 15 shows that more than half of all current transit riders are pleased with health precautions implemented by the Service Boards to combat the spread of COVID-19. The analysis also shows significantly less comfort amongst lapsed riders, providing the Service Boards an area where both increased precautions and improved outreach surrounding current efforts may entice lapsed riders back to transit use. Figure 16 details where respondents would like to allocate hypothetical health and safety measure investments ($10) for transit, with overwhelming interest amongst respondents for cleaning and enforcement on vehicles

FIGURE 15: COMFORT WITH SERVICE BOARD HEALTH PRECAUTIONS BY RIDER TYPE – WAVES 1&2

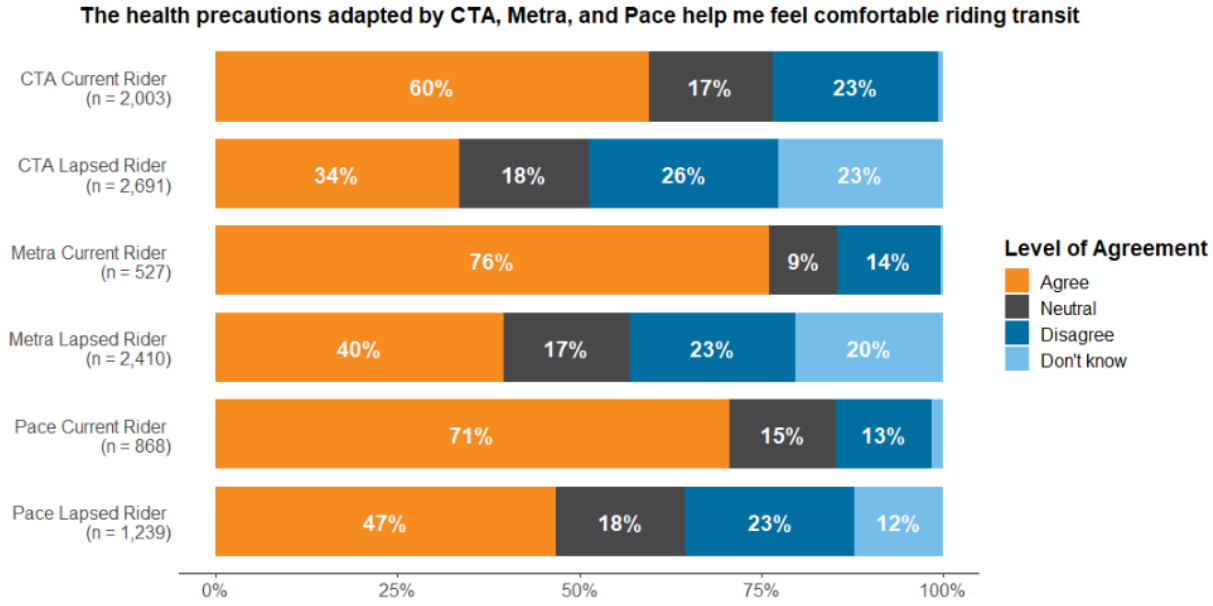
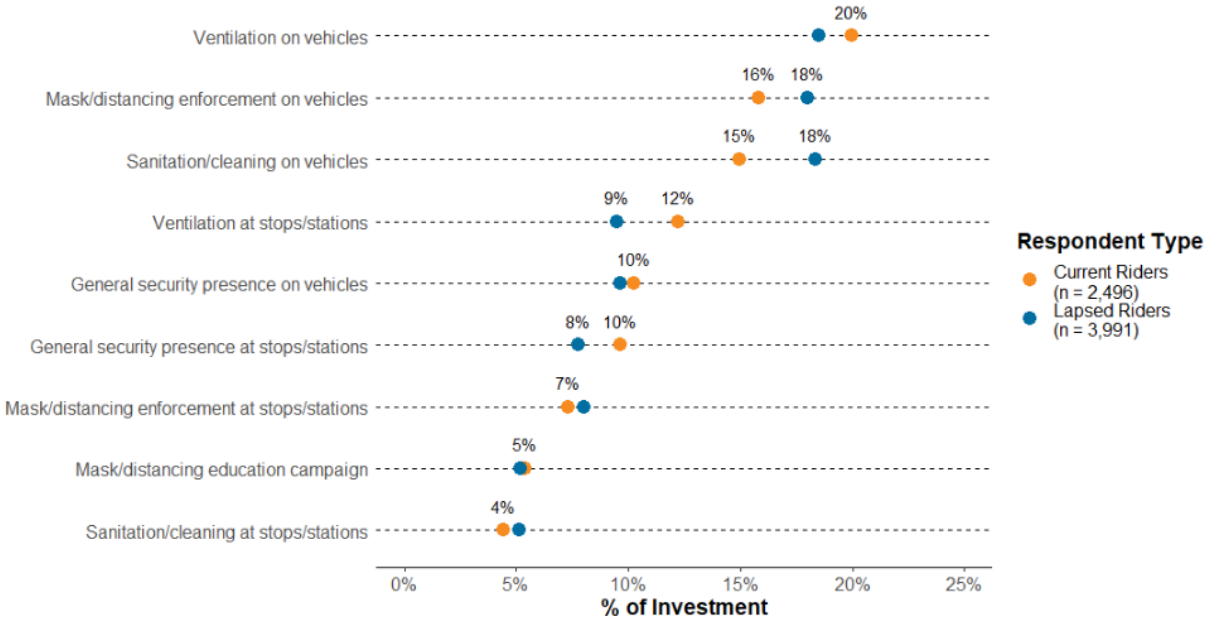


FIGURE 16: PREFERRED SAFETY INVESTMENTS BY RIDER TYPE – WAVES 1&2

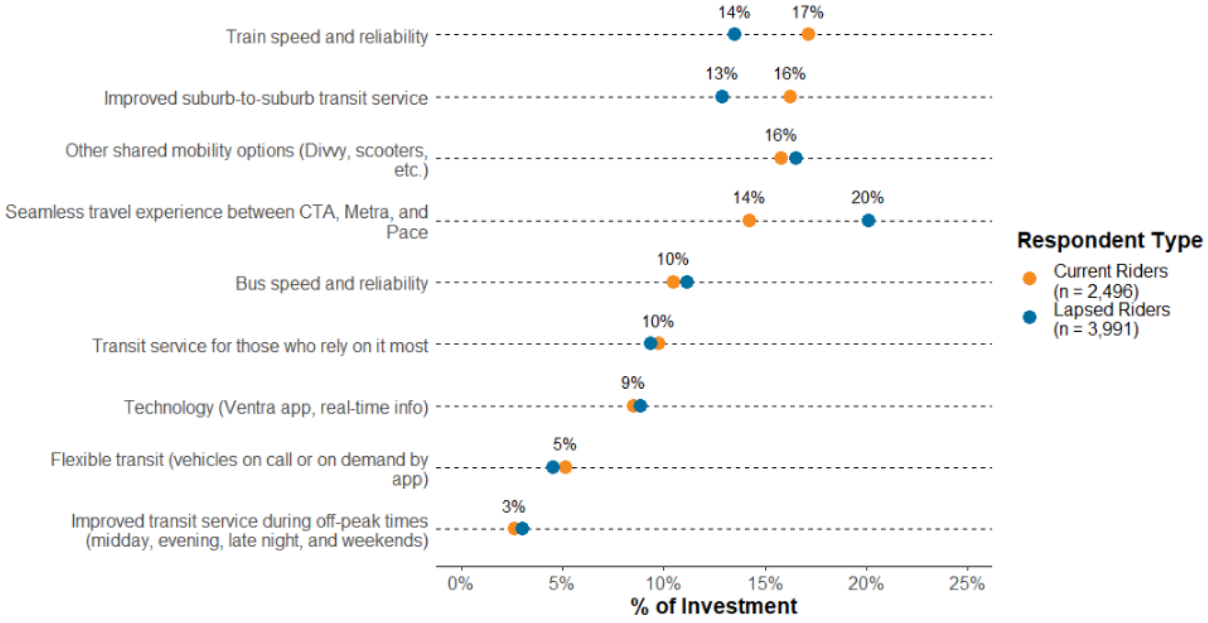


Note: Several respondents qualified as current riders for one Service Board and lapsed riders for another

8. In the near future, riders want to see improved transit speed, reliability, and connections across transportation services and geographies.

In the survey, respondents were asked about a set of potential general but actionable areas for investment. Figure 17 shows that respondents allocated their hypothetical investment ($10) amongst many areas with top choices including train speed and reliability, suburb-to-suburb transit connections, supportive shared mobility options, and connection and experience between CTA, Metra, and Pace. Notably, lapsed riders were significantly more focused on the importance of that seamless connection between CTA, Metra, and Pace than current riders were.

FIGURE 17: PREFERRED GENERAL INVESTMENTS BY RIDER TYPE – WAVES 1&2



Note: Several respondents qualified as current riders for one Service Board and lapsed riders for another

3.0 SURVEY METHODOLOGY AND ADMINISTRATION

3.1 QUESTIONNAIRE

The research team based the survey instrument on a national COVID-19 panel survey questionnaire. The questionnaire was heavily adapted for this RTA study with three main priorities, ensuring the finalized survey was:

1. Refined to focus on and provide greater detail related to transit;
2. Context-sensitive to Chicagoland, namely its focus on CTA, Metra, and Pace while accounting for other region-specific transportation options, and;
3. Actionable for RTA and the Service Boards as it relates to COVID-19 pandemic recovery and the return of lapsed transit riders.

The finalized questionnaire took the following format:

1. Introduction
2. Travel behavior pre-COVID-19 and in the last week
    a. Modes used, trip purposes, time of day/day of week, mode shift, transit access mode, transit fare and ticket type, shopping and delivery behavior
3. Attitudinal and policy questions
    a. Attitudes around COVID-19 and transportation within three unique scenarios
        i. Current health environment (Wave 1 only)
        ii. Interim health environment- a vaccine is available but effectiveness and/or use remains limited
        iii. Safe health environment- a vaccine is effective and all public health concerns are alleviated
    b. Investment allocation preferences:
        i. COVID-19 health and safety
        ii. General future policy
4. Demographics
    a. Residence, self, household details
5. Employment details

a. Employment location, industry, commute mode, transit benefits, telecommuting, and return to work

FIGURE 18: SURVEY SCREENSHOT- TRIP FREQUENCY BY MODE

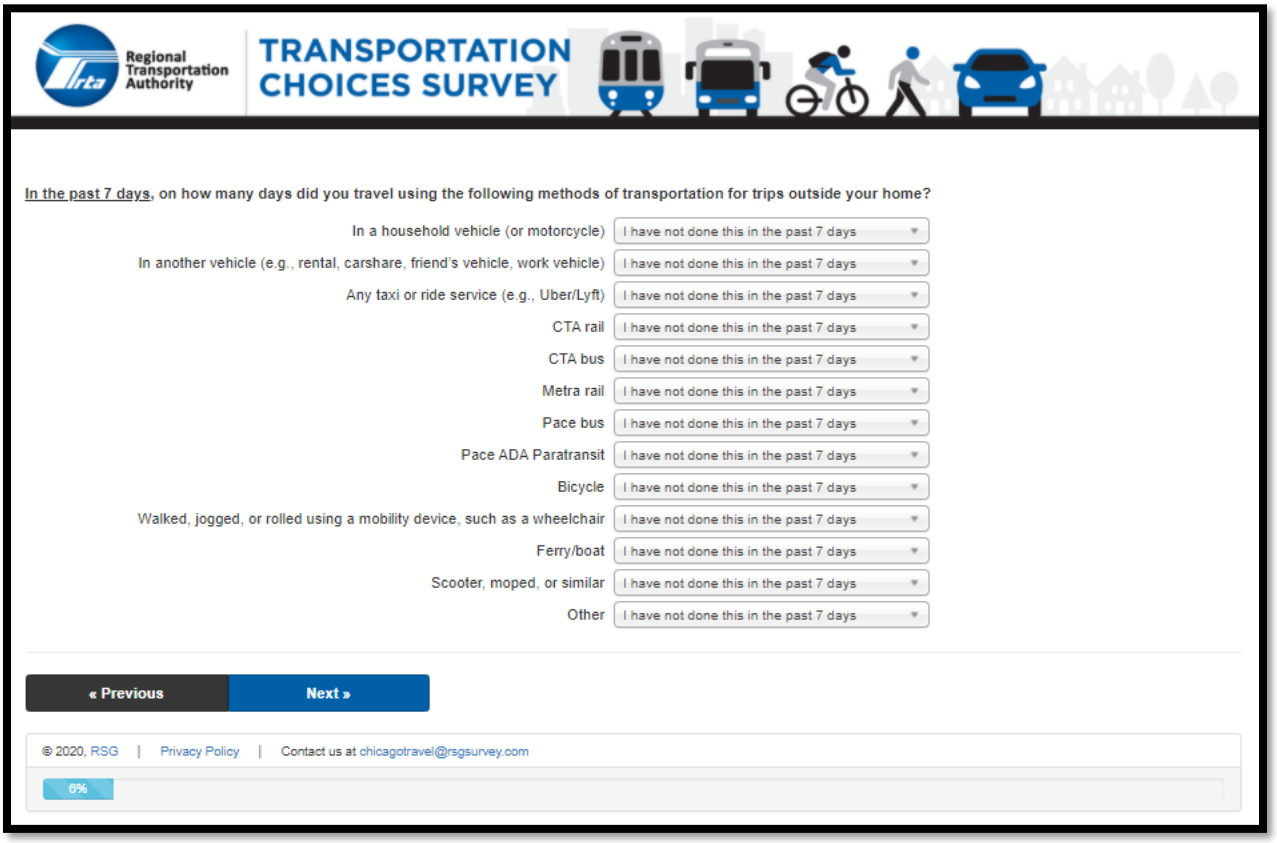
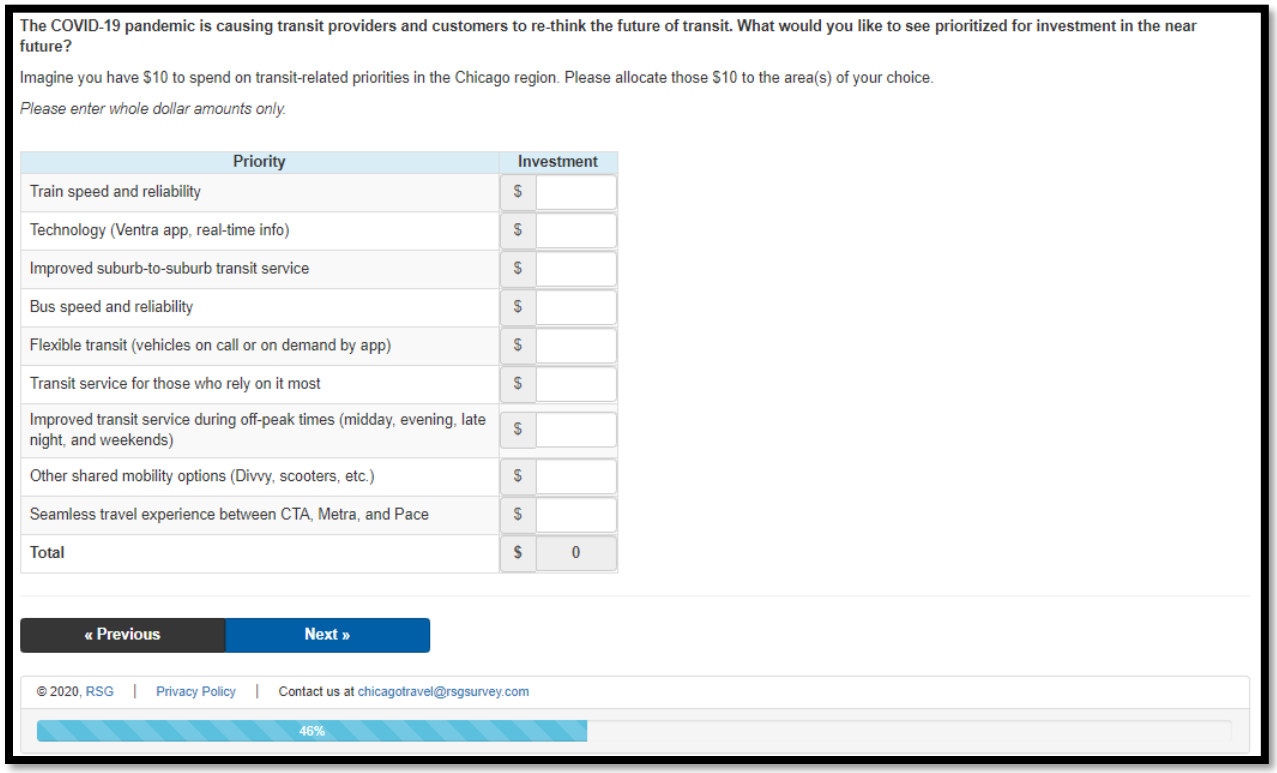


FIGURE 19: SURVEY SCREENSHOT- GENERAL INVESTMENTS



The COVID-19 pandemic is causing transit providers and customers to re-think the future of transit. What would you like to see prioritized for investment in the near future?

Imagine you have $10 to spend on transit-related priorities in the Chicago region. Please allocate those $10 to the area(s) of your choice.

Please enter whole dollar amounts only.

Priority	Investment
Train speed and reliability	$
Technology (Ventra app, real-time info)	$
Improved suburb-to-suburb transit service	$
Bus speed and reliability	$
Flexible transit (vehicles on call or on demand by app)	$
Transit service for those who rely on it most	$
Improved transit service during off-peak times (midday, evening, late night, and weekends)	$
Other shared mobility options (Divvy, scooters, etc.)	$
Seamless travel experience between CTA, Metra, and Pace	$
Total	$ 0

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46%

3.2 SAMPLING PLAN

The research team devised a multi-wave sampling plan to allow for analysis of changes over time as the COVID-19 pandemic evolved. The research team conducted two waves of surveying:

- **Wave 1**: November 9th - December 4th, 2020
- **Wave 2**: January 19th - February 5th, 2021

The sampling plan was constructed to engage transit users who were using transit modes during the COVID-19 pandemic but also those who stopped or reduced their use during the pandemic. This combination allowed the research team to explore key questions including who is still using transit and why, as well as who is not using transit, why not, and how might they become more likely to increase their transit use again. For this study and towards these analytical goals rider type was classified as either current or lapsed transit rider and defined it as follows:

- **Current rider**- respondent who currently (at time of Wave 1 or Wave 2 survey) uses the relevant transit service one day per week or more
- **Lapsed rider**- respondent who currently (at time of Wave 1 or Wave survey) uses the relevant transit service less than one day per week but had used that service one day per week or more leading up to March 2020

For each Wave, sampling targets were established to ensure analysis could be performed at the 95% confidence level with 5% margin of error for each of four market segments:

1. CTA lapsed riders: 400 completions
2. Metra lapsed riders: 400 completions
3. Pace lapsed riders: 400 completions
4. Current riders (CTA, Metra, and Pace combined): 400 completions

An overall target was set of 1,500 unique completions per wave. For these segmented targets, respondents were allowed to qualify across multiple Service Boards. For example, a CTA rider may also count as a Metra rider or a Pace lapsed rider. The research team expected that 500 unique completions from each Service Board would yield the segmented targets listed above.

More resources and emphasis were placed on lapsed riders than current riders because, given project constraints, the research team wanted to provide higher resolution of data on customers whose activity has changed significantly and to better understand their potential return to transit. Furthermore, based on the timing of Wave 1 and Wave 2, it was expected that there would be more respondents who qualify as lapsed riders than those who qualify as current riders.

For this survey, screening criteria was set on multiple parameters. Participants must:

1. Have used at least one CTA, Metra, or Pace transit service during either the present (at time of Wave 1 or Wave 2) or in the months prior to March 2020 and
2. Must have lived in the broader-Chicagoland region (including more distant IL counties and adjacent WI and IN counties where Metra use is common)

Approach

The sampling approach was primarily based around an email campaign to Service Board customers. The research team engaged CTA, Metra, and Pace to access customer email lists which could be used to recruit participants. For CTA, the Ventra email database was used to contact customers who had opted in for communication. A sample of emails was used amongst Ventra users who had taken CTA trips between January-March 2020. For Metra, multiple customer lists were used. For Pace, their GovDelivery contact lists were used for recruitment. Provided by RTA, the research team also utilized the customer satisfaction (RTA CS) research recontact list that existed from previous outreach efforts. The research team sent invites

commensurate with its target for 1,500 completions given a conservative estimated response rate of 2.5% (Table 1). The research team utilized conservative targets based on the uncertainty of surveying the various customer lists during the COVID-19 pandemic. In line with aims to maximize response given project constraints, the waved sampling was established as a repeated cross-sectional survey. Respondents who completed a survey in Wave 2 were not required to have completed a survey in Wave 1. Rather, the research team aimed to sample with a similar recruitment approach for each Wave and use weighting to ensure the final sample for each wave were similarly representative. For Wave 2, the research team also sent additional survey invites to account for expected survey fatigue amongst recipients of Wave 1 invites.

TABLE 1: SAMPLING TARGETS (PRIMARY METHOD)

SERVICE BOARD	WAVE 1			WAVE 2		
	Invites	Target %	Target Completions	Invites	Target %	Target Completions
CTA	20,000	2.5%	500	40,000	1.5%	600
Metra	20,000	2.5%	500	40,000	1.5%	600
Pace	20,000*	2.5%	500	20,000*	1.5%	300
Total	**60,000**	**2.5%**	**1,500**	**100,000**	**1.5%**	**1,500**

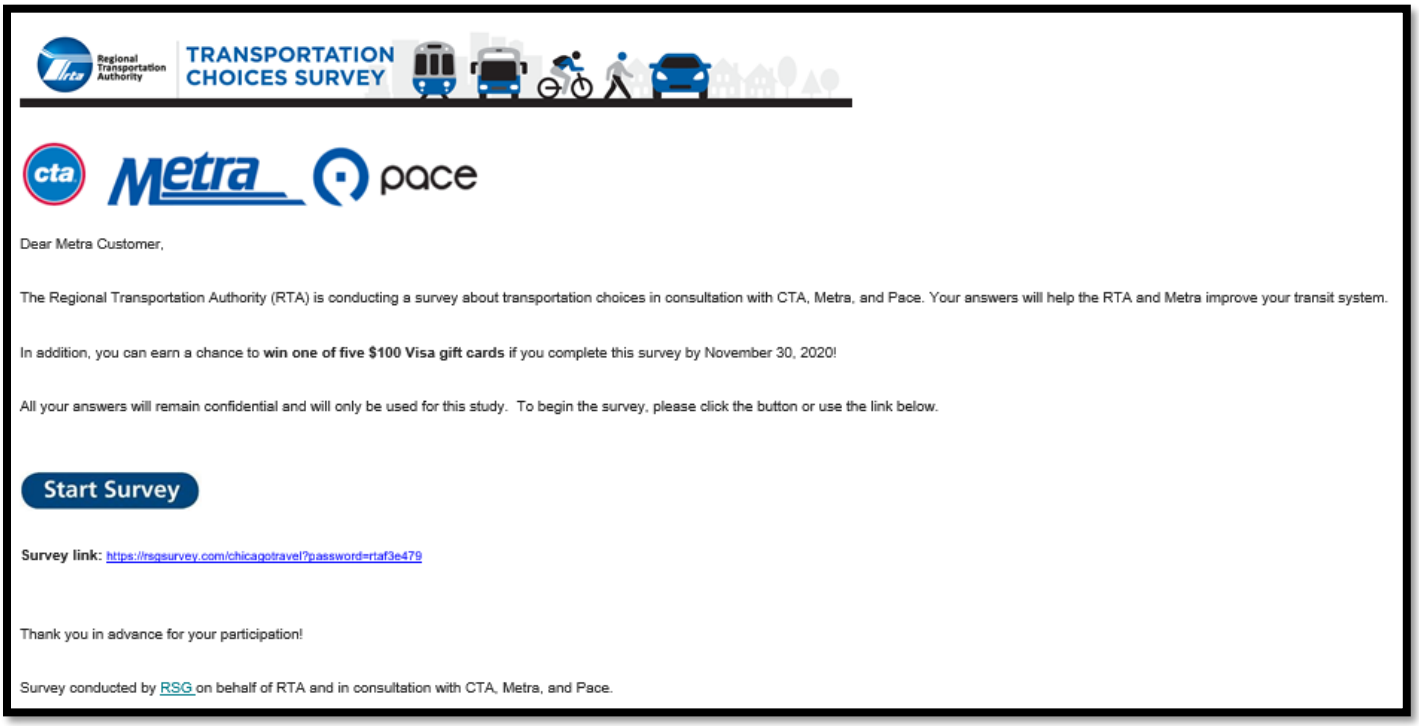
**Pace invites sent by Pace through GovDelivery and 20,000 is an estimate for overall recipients on their various listservs*

Beyond the primary sampling method, the research team also utilized supplemental promotional outreach by RTA, CMAP, and the Service Boards. Invitation messages were crafted for social media and website use. These additional approaches were used to boost response but were not relied upon in terms of sampling targets. For Wave 2 of the survey, the research team additionally sent a supplemental email campaign to RTA's new online survey panel. This included invitation to 464 panel members.

3.3 SURVEY ADMINISTRATION

The survey instrument was web-based and programmed through RSG's survey platform. The research team sent survey invitations in line with the sampling plan. Invitees received an initial survey invitation (Figure 20) and one week later those who had yet to complete the survey received a reminder invitation. Respondents were offered a chance to win one of five $100 prizes for participation in each wave of the survey.

FIGURE 20: SAMPLE EMAIL SURVEY INVITATION



As mentioned, the two waves of surveying were administered as follows:

- **Wave 1**: November 9th - December 4th, 2020
- **Wave 2**: January 19th - February 5th, 2021

The final raw survey tally included 2,613 responses from Wave 1 and 3,160 from Wave 2. The research team was able to meet and exceed the conservative targets and finished with a 4.1% overall response rate for Wave 1 and 3.0% for Wave 2 (Table 2). As expected Wave 2 saw lower response due to engagement fatigue for repeat invitees, however additional invitations sent allowed the research team to collect a robust final sample. The research team also surpassed all targets by rider type for each wave (Table 3).

TABLE 2: SAMPLE TARGETS, COMPLETIONS, AND RESPONSE RATES BY SOURCE

SERVICE BOARD	WAVE 1					WAVE 2				
	Invites	Target %	Target	Actual	Actual %	Invites	Target %	Target	Actual	Actual %
CTA	20,000	2.5%	500	544	2.7%	40,000	1.5%	600	924	2.3%
Metra	20,000	2.5%	500	529	2.6%	40,000	1.5%	600	1,330	3.3%
Pace	20,000*	2.5%	500	742	3.7%	20,000*	1.5%	300	510**	2.6%**
RTA CS***	4,383	-	-	777	17.7%	4,383	-	-	348	7.9%
RTA Panel	-	-	-	-	-	464	-	-	47	10.1%
Other source	-	-	-	21	-	-	-	-	NA**	-
Total	**64,383**	**2.5%**	**1,500**	**2,613**	**4.1%**	**104,847**	**1.5%**	**1,500**	**3,160**	**3.0%**

**Pace invites sent by Pace through GovDelivery and 20,000 is an estimate for overall recipients on their various listservs*
***Pace completions were conflated with other sources for Wave 2 so reported Pace completions and response rate represent an absolute maximum and likely are lower, whereas other sources did likely include some number of completions*
****No official targets set at project outset but expected response rates above that of the other lists, as observed in actual response*

TABLE 3: SAMPLE TARGETS AND COMPLETIONS BY RIDER TYPE

SERVICE BOARD	RIDER STATUS	TARGET	WAVE 1 RESPONDENTS*	WAVE 2 RESPONDENTS*
		N	N	N
CTA	Current rider	133*	596	584
	Lapsed rider	400	1,193	1,539
	Subtotal	533	1,789	2,123
Metra	Current rider	133*	271	321
	Lapsed rider	400	1,296	1,738
	Subtotal	533	1,567	2,059
Pace	Current rider	133*	401	275
	Lapsed rider	400	621	629
	Subtotal	533	1,022	904
Total	Current rider	400	1,268	1,180
	Lapsed rider	1,200	3,110	3,906
	Total	1,600	2,569**	3,079**

**Current rider target was 400 combined for CTA, Metra, and Pace for an average of 133*
***Unique completions*
Note: Respondents may be included in the counts for multiple Service Boards.

3.4 DATA CLEANING AND WEIGHTING

The raw data containing 2,613 responses from Wave 1 and 3,160 from Wave 2 were cleaned and weighted to key respondent demographics. The methodology for each process is described in detail below.

Cleaning

Data cleaning was limited in scope and scale because the online survey format allowed the research team to build logic and validation into the survey. With this, the research team was able to maximize consistency and reasonableness of responses in advance of any post-hoc data cleaning. However, certain validation and cleaning did occur following data collection. Surveys that had been completed too quickly to have provided genuine responses, deemed to be under 12 minutes (just under half the median response time of 25 minutes), were removed from the dataset. Additionally, comments containing foul language were cleaned, although the remaining survey data for these respondents were still included in the dataset. As mentioned, other potential data issues warranting removal from the survey (e.g., providing inconsistent responses, answering questions irrelevant to them) were prevented in the survey design itself, and respondents who did not qualify as targets of this research (no use of transit either before March 2020 or in the week before taking the survey, or those living outside of RTA's service area) were terminated at the start of the survey. The data cleaning process was identical for both waves of the survey and resulted in 2,569 final responses for Wave 1 (44 removed) and 3,079 final responses for Wave 2 (81 removed).

Weighting

Socioeconomic characteristics of workers who commute by transit as observed in the 2015-2019 5-year American Community Survey (ACS) Journey to Work tabulations were used as the weighting target for the region. The research team understood this Journey to Work data to be a reasonable but imperfect proxy as the dataset does not explicitly capture non-commute transit behavior. However, transit commuting encompasses both a significant share of transit trips in the region and a significant emphasis for this study, including as it relates to essential workers continuing to commute by transit and other workers who may have reduced transit commuting.

Both the survey and the ACS datasets included information on age, annual household income, gender, race or ethnicity, and number of household vehicles. Additionally, to account for potential differences in market characteristics across the areas that CTA, Metra, and Pace serve, the home ZIP Codes provided by respondents were divided into six regions. The regions are a modified grouping of the Chicago community areas into north, west, and south urban regions, and a similar set of suburban regions.

Upon comparing all available demographics between the ACS transit Journey to Work data and the survey data, notable disparities were found in the distributions for age, income, race/ethnicity, gender, as well as among the overall distribution of the transit populations within the six regions. Noting these disparities, the distributions for age, income, race/ethnicity (simplified to white, Black or African American, and other), and gender were used for each of the six regions as weighting targets. Responses were then weighted to these regional demographic targets using an iterative proportional fitting (IPF) algorithm, and then the overall proportion of surveys from within each of the six regions were adjusted to reflect the overall population distribution among the regions. As the same survey administration framework was used for both waves of the survey, each dataset included similar demographic biases (e.g., over-representing respondents from the suburbs while under-representing younger transit users, low-income transit users, and non-white transit users) and so the same weighting method was applied to correct biases in both waves of data. This approach largely resolved the observed demographic disparities between the ACS data and the survey data in the targeted demographics, as shown in Figure 21 through Figure 24.

FIGURE 21: WEIGHTING RESULTS – WAVE 1&2 COMBINED AGE DISTRIBUTION

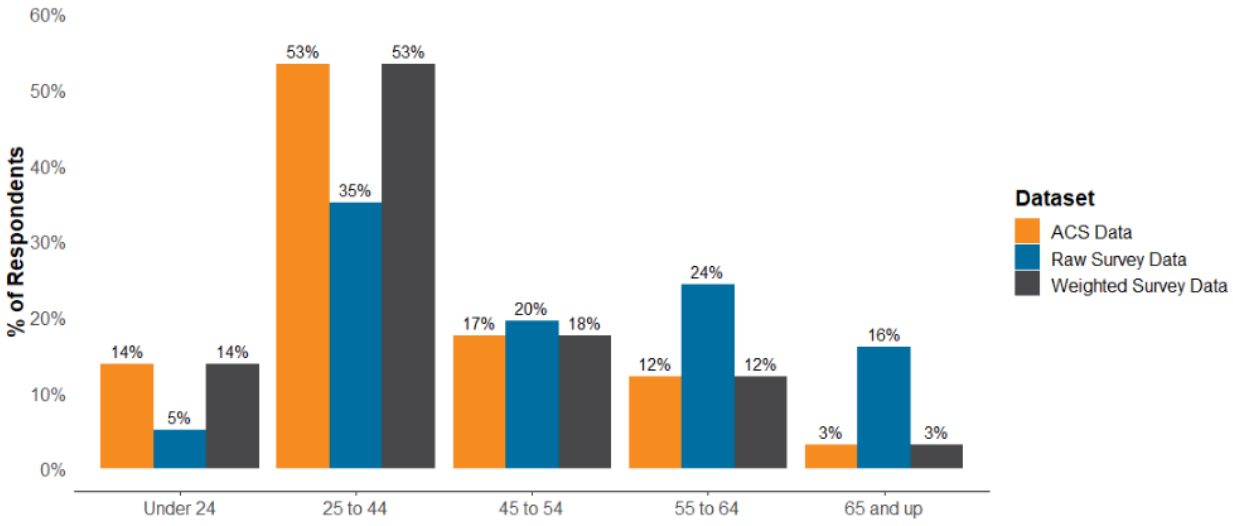


FIGURE 22: WEIGHTING RESULTS – WAVE 1&2 COMBINED HOUSEHOLD INCOME DISTRIBUTION

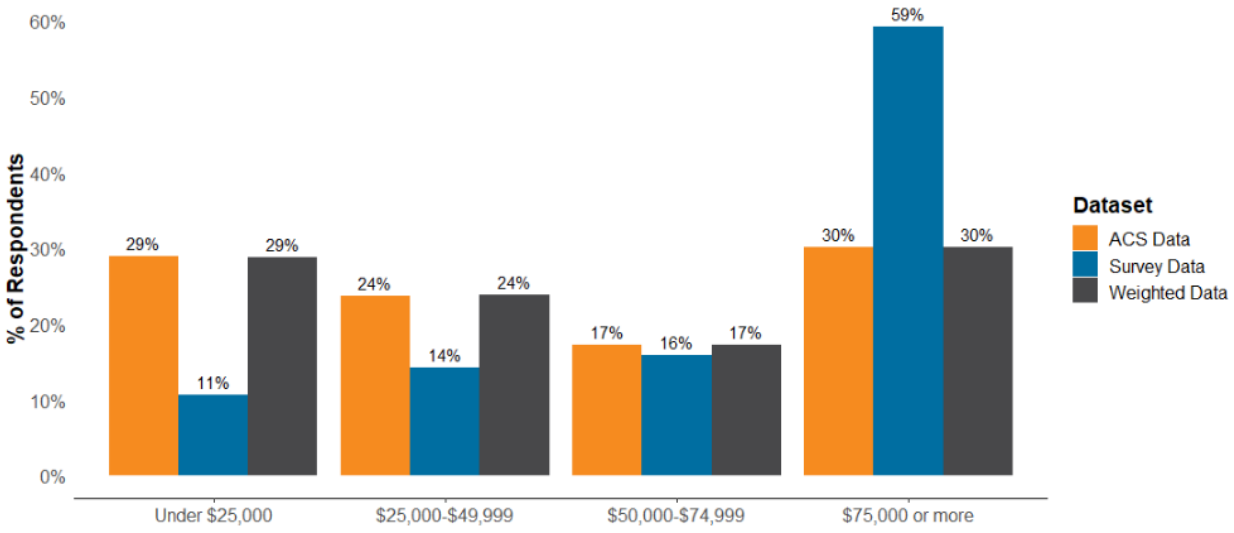
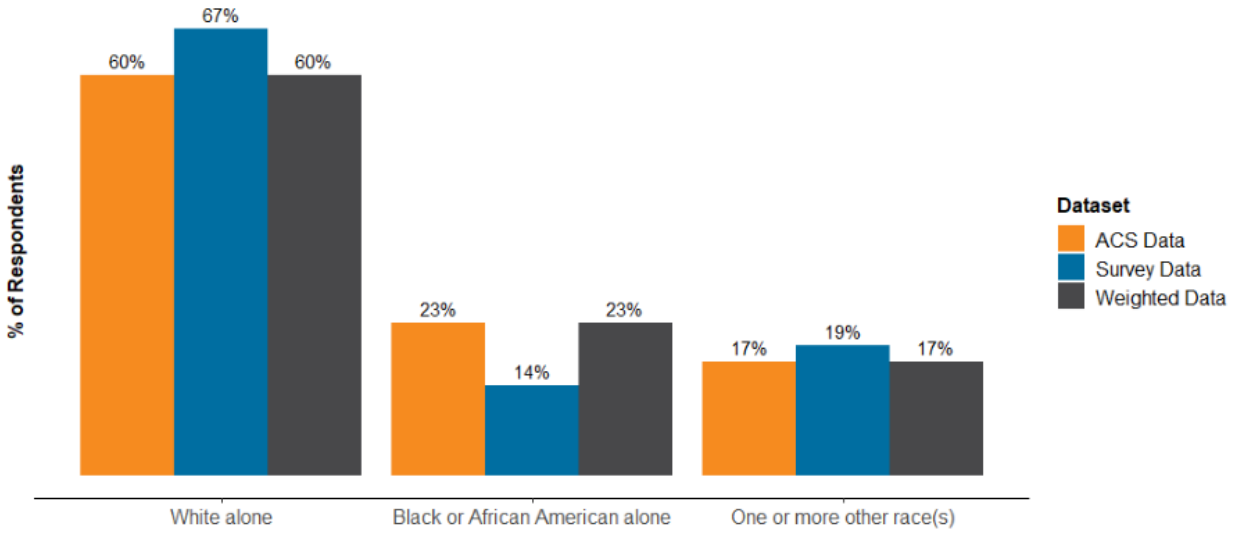
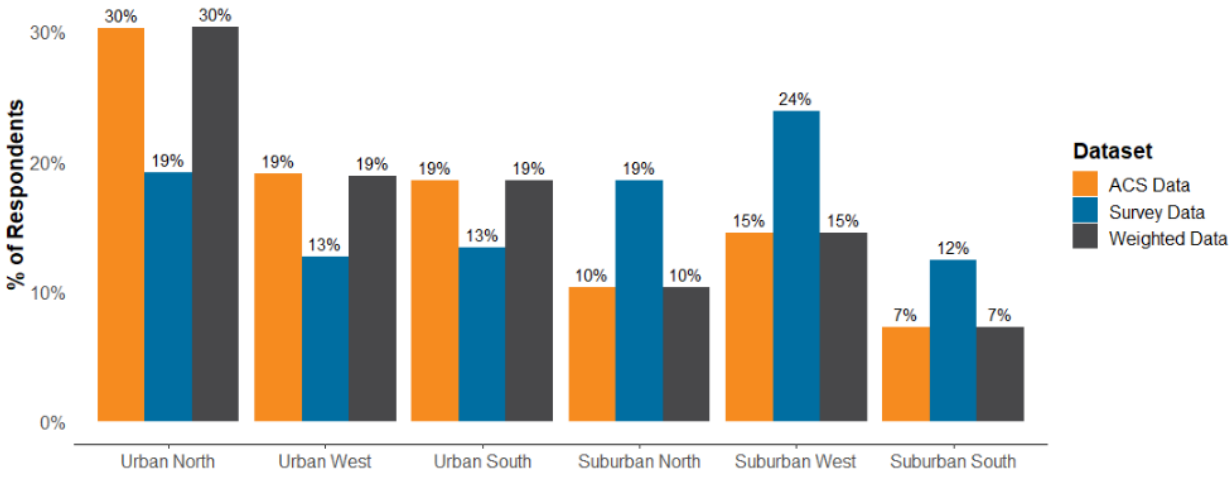


FIGURE 23: WEIGHTING RESULTS – WAVE 1&2 COMBINED RACE/ETHNICITY DISTRIBUTION (ACS CATEGORIES)



Note: The weighting approach did not directly account for Hispanic/Latino identity. Due to the survey administration methodology and weighting scheme, the CTA survey sample may overrepresent White riders and underrepresent Asian riders and riders of Hispanic, Latino, or Spanish origin.

FIGURE 24: WEIGHTING RESULTS – WAVE 1&2 COMBINED REGIONAL DISTRIBUTION



4.0 DETAILED RESULTS

The following section details the results from both waves of the survey using the weighted data from the survey. For each question analyzed, the results for Wave 1 and Wave 2 are shown in separate, successive figures to demonstrate any changes in sentiment or behavior that may have occurred between November 2020 and January 2021. Where appropriate, questions are also broken out by Service Board and rider type, and detailed tables are included to summarize the different trends explored.

4.1 TRAVEL BEHAVIOR

This section details responses to the survey questions relating to respondents' travel behavior both prior to the pandemic (before March 2020) and in the week before they completed the survey (November 2020 for Wave 1 respondents, January 2021 for Wave 2 respondents). Topics covered in this section include the following:

- Use of various travel modes
- Travel modes substituted for transit
- Transit access modes
- Trip purpose(s) for each travel mode
- Time(s) of day travelling by each travel mode
- Primary ticket types
- Shopping and delivery behavior.

Change in Use of Travel Modes

Frequency of Use - Any Use

Table 4 and Table 5 show (for Waves 1 and 2 respectively) the portion of respondents who used each travel mode at any frequency both before the pandemic and in the week before they completed the survey. These results are analyzed further in Figure 25 and Figure 26 below.

TABLE 4: CHANGE IN ANY USE OF TRAVEL MODES – WAVE 1

TRAVEL MODE	BEFORE MARCH 2020		NOVEMBER 2020		% CHANGE
	N	%	N	%	
CTA rail	1,908	75%	698	27%	-48%
CTA bus	1,859	73%	844	33%	-40%
Metra rail	1,263	49%	235	9%	-40%
Pace bus	960	38%	437	17%	-21%
Pace ADA paratransit	104	4%	57	2%	-2%
Household vehicle	1,483	58%	1,449	57%	-1%
Another vehicle	1,050	41%	425	17%	-24%
Any taxi or ride service	1,490	58%	471	18%	-40%
Bicycle	724	28%	434	17%	-11%
Walked, jogged, or rolled	1,507	59%	1,393	54%	-5%
Ferry or boat	86	3%	6	0%	-3%
Scooter, moped, or similar	93	4%	54	2%	-2%
Total	**2,558**	**-**	**2,558**	**-**	-

Note: Select all that apply; totals may not sum to 100%

TABLE 5: CHANGE IN ANY USE OF TRAVEL MODES – WAVE 2

TRAVEL MODE	BEFORE MARCH 2020		JANUARY 2021		% CHANGE
	N	%	N	%	
CTA rail	2,224	72%	718	23%	-49%
CTA bus	2,175	71%	824	27%	-44%
Metra rail	1,628	53%	292	9%	-44%
Pace bus	953	31%	356	12%	-19%
Pace ADA paratransit	134	4%	69	2%	-2%
Household vehicle	1,856	60%	1,776	58%	-2%
Another vehicle	1,249	41%	495	16%	-25%
Any taxi or ride service	1,863	61%	568	18%	-43%
Bicycle	838	27%	223	7%	-20%
Walked, jogged, or rolled	1,843	60%	1,560	51%	-9%
Ferry or boat	97	3%	2	0%	-3%
Scooter, moped, or similar	77	2%	18	1%	-1%
Total	**3,079**	**-**	**3,079**	**-**	-

Note: Select all that apply; totals may not sum to 100%

Figure 25 shows that respondents stopped any transit use at significant rates across service boards and modes, and that this behavior continued between November 2020 and January 2021. The most pronounced rate of decrease in both waves was observed for CTA rail, followed closely by CTA bus and Metra rail.

FIGURE 25: ANY USE OF TRANSIT MODES BY TIME PERIOD – WAVES 1&2

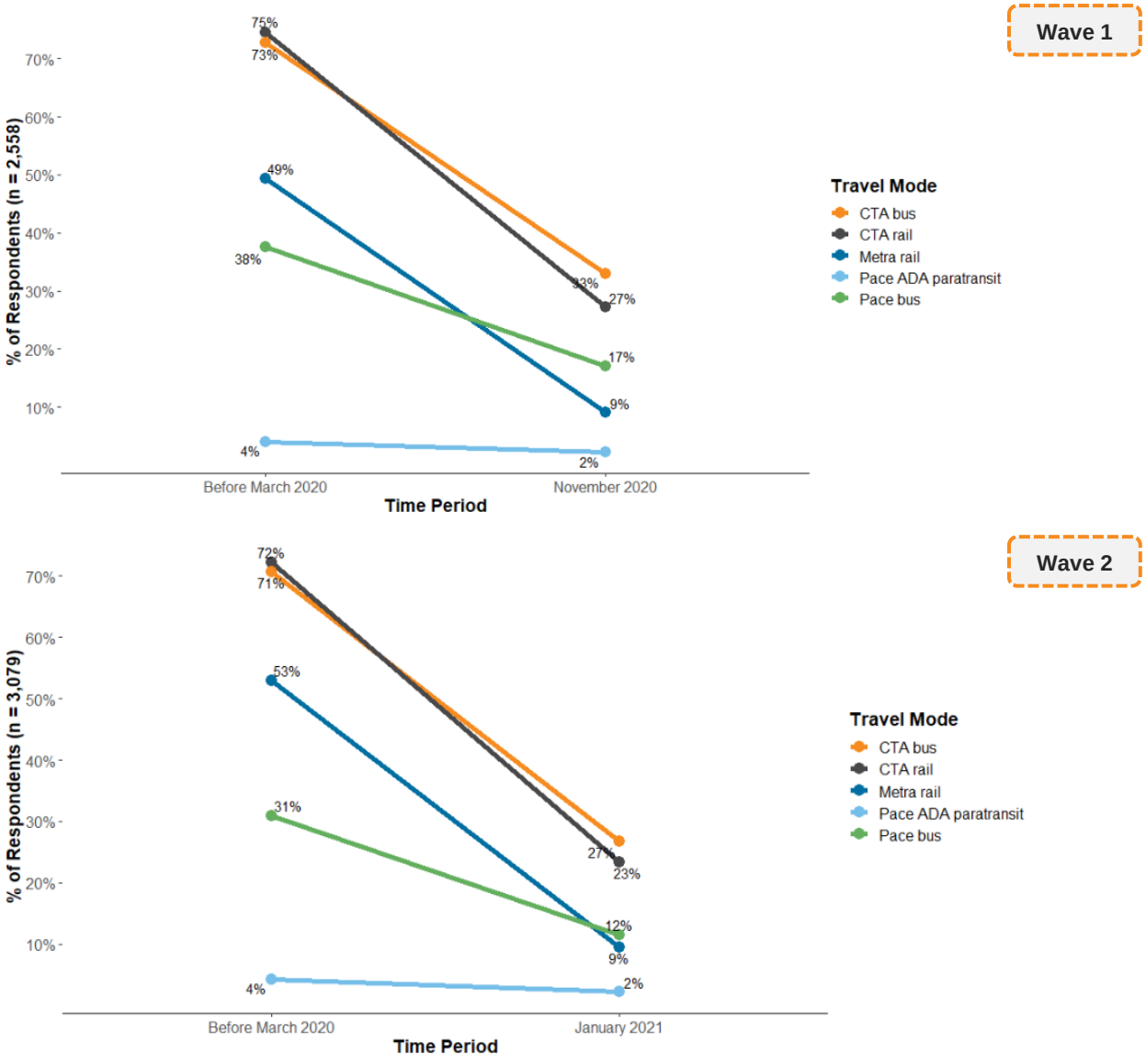
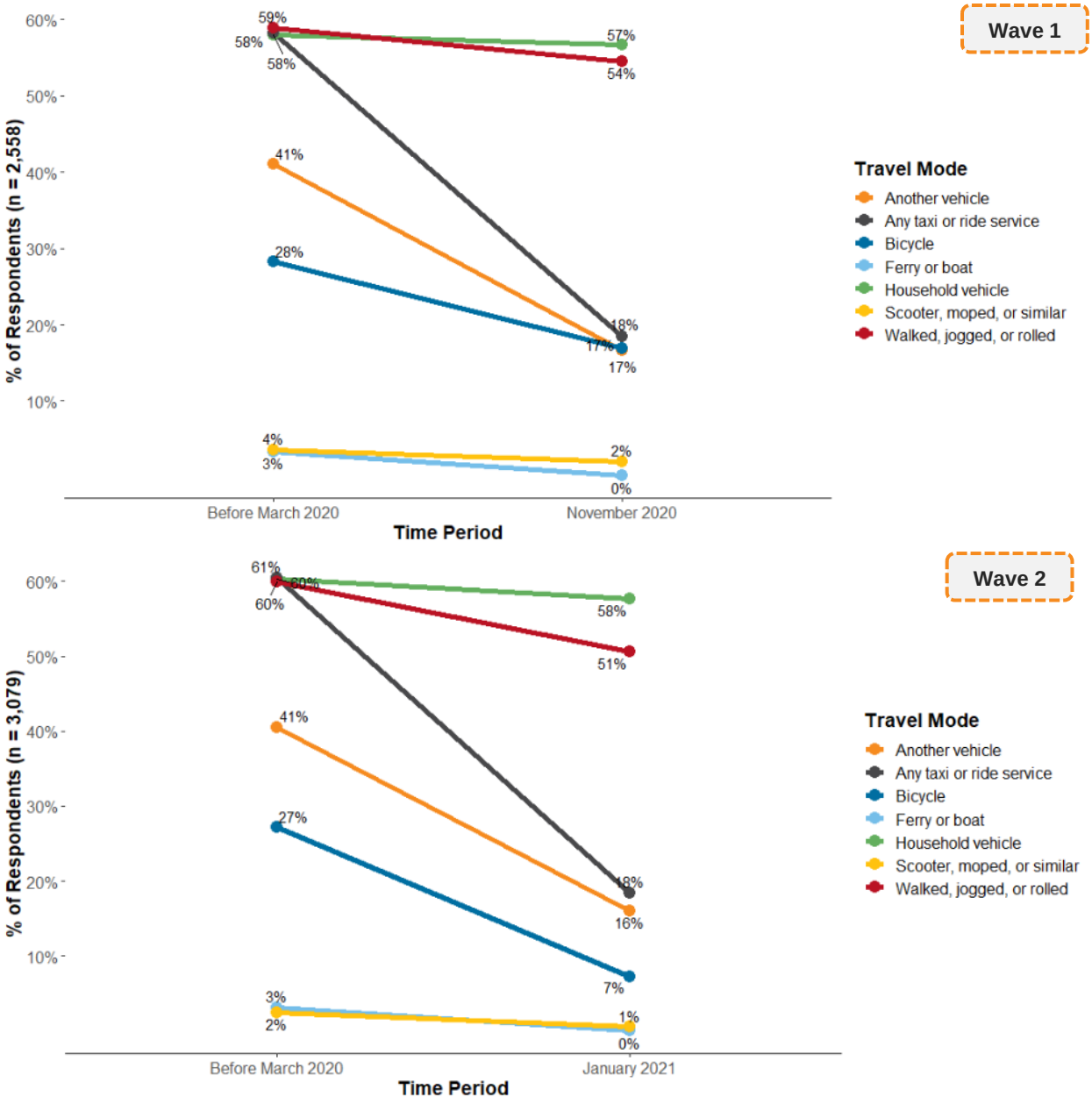


Figure 26 shows how respondents' use of other travel modes has changed since March 2020. The most pronounced decrease was in the percentage of respondents who used taxis or ride services (40% in Wave 1 and 43% in Wave 2). Household vehicle use remained relatively stable, while bicycles and pedestrian travel saw slightly larger decreases in the second wave as we moved further into winter.

FIGURE 26: USE OF NON-TRANSIT MODES (ANY FREQUENCY) BY TIME PERIOD – WAVES 1&2



Frequency of Use - At Least Five Times per Week

Table 6 and Table 7 show (for Waves 1 and 2 respectively) the portion of respondents who used each travel mode at least five times per week, both before the pandemic and in the week before they completed the survey. These responses are analyzed further in Figure 27 and Figure 28 below.

TABLE 6: CHANGE IN USE TRAVEL MODES (5+ DAYS PER WEEK) – WAVE 1

TRAVEL MODE	BEFORE MARCH 2020		NOVEMBER 2020		% POINT CHANGE
	N	%	N	%	
CTA rail	785	31%	210	8%	-23%
CTA bus	678	26%	278	11%	-15%
Metra rail	347	14%	67	3%	-11%
Pace bus	282	11%	136	5%	-6%
Pace ADA paratransit	21	1%	12	0%	-1%
Household vehicle	618	24%	439	17%	-7%
Another vehicle	40	2%	58	2%	0%
Any taxi or ride service	58	2%	68	3%	1%
Bicycle	125	5%	97	4%	-1%
Walked, jogged, or rolled	833	33%	653	26%	-7%
Ferry or boat	2	0%	1	0%	0%
Scooter, moped, or similar	3	0%	10	0%	0%
Total	**2,558**	**-**	**2,558**	**-**	-

Note: Select all that apply; totals may not sum to 100%

TABLE 7: CHANGE IN USE TRAVEL MODES (5+ DAYS PER WEEK) – WAVE 2

TRAVEL MODE	BEFORE MARCH 2020		JANUARY 2021		% POINT CHANGE
	N	%	N	%	
CTA rail	929	30%	242	8%	-22%
CTA bus	772	25%	302	10%	-15%
Metra rail	502	16%	77	2%	-14%
Pace bus	208	7%	127	4%	-3%
Pace ADA paratransit	23	1%	27	1%	0%
Household vehicle	767	25%	539	18%	-7%
Another vehicle	75	2%	51	2%	0%
Any taxi or ride service	54	2%	65	2%	0%
Bicycle	139	5%	57	2%	-3%
Walked, jogged, or rolled	1,023	33%	673	22%	-11%
Ferry or boat	0	0%	1	0%	0%
Scooter, moped, or similar	2	0%	1	0%	0%
Total	**3,079**	**-**	**3,079**	**-**	-

Note: Select all that apply; totals may not sum to 100%

Similar to the results for all transit users in Figure 25, Figure 27 shows that among frequent transit users CTA rail still has the largest decrease in both waves of the survey. The difference between the magnitude of decrease for CTA rail vs. the other transit modes is in fact much larger among these frequent transit users.

FIGURE 27: TRANSIT MODE USE (5+ TIMES PER WEEK BY TIME PERIOD) – WAVES 1&2

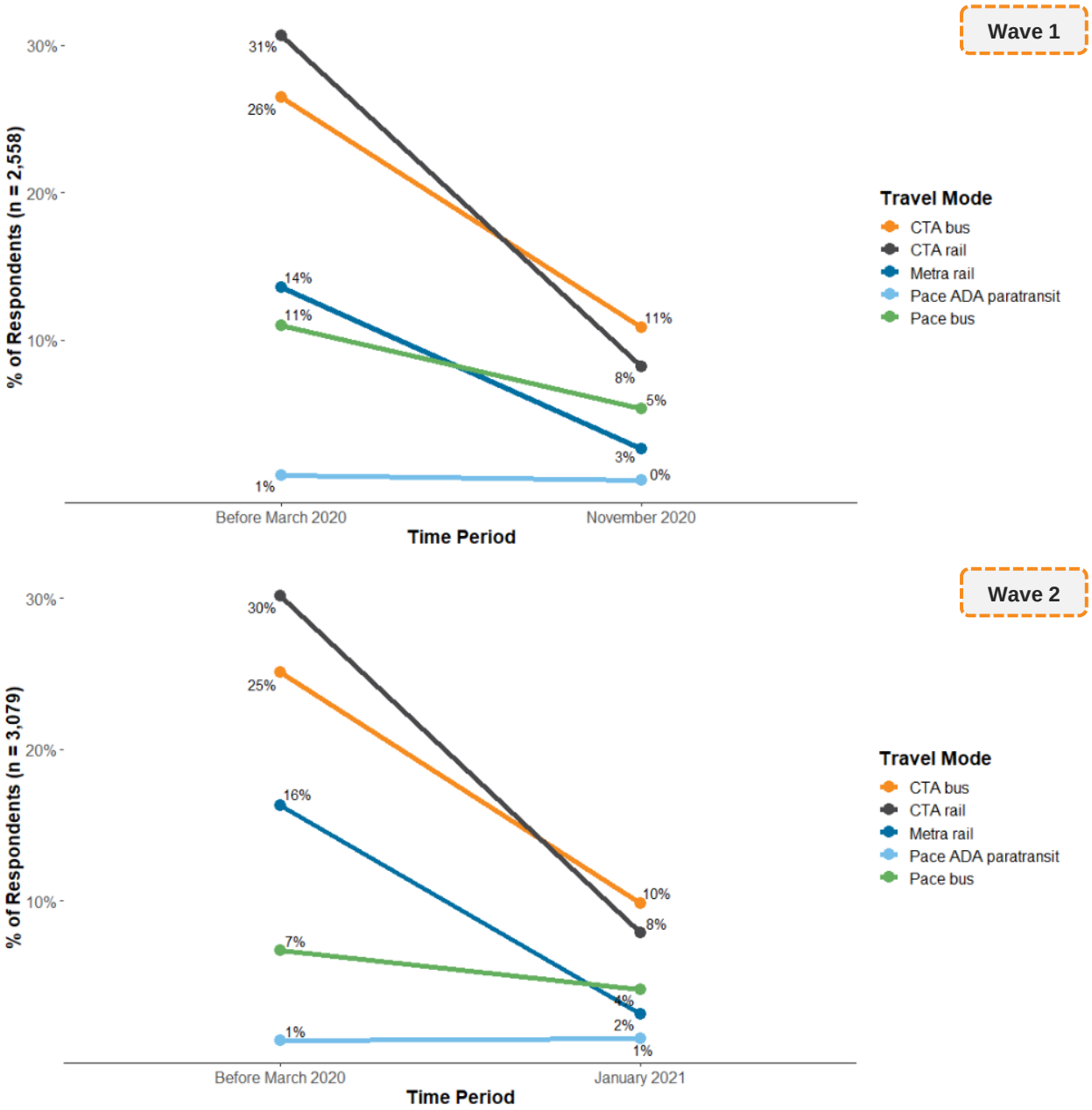
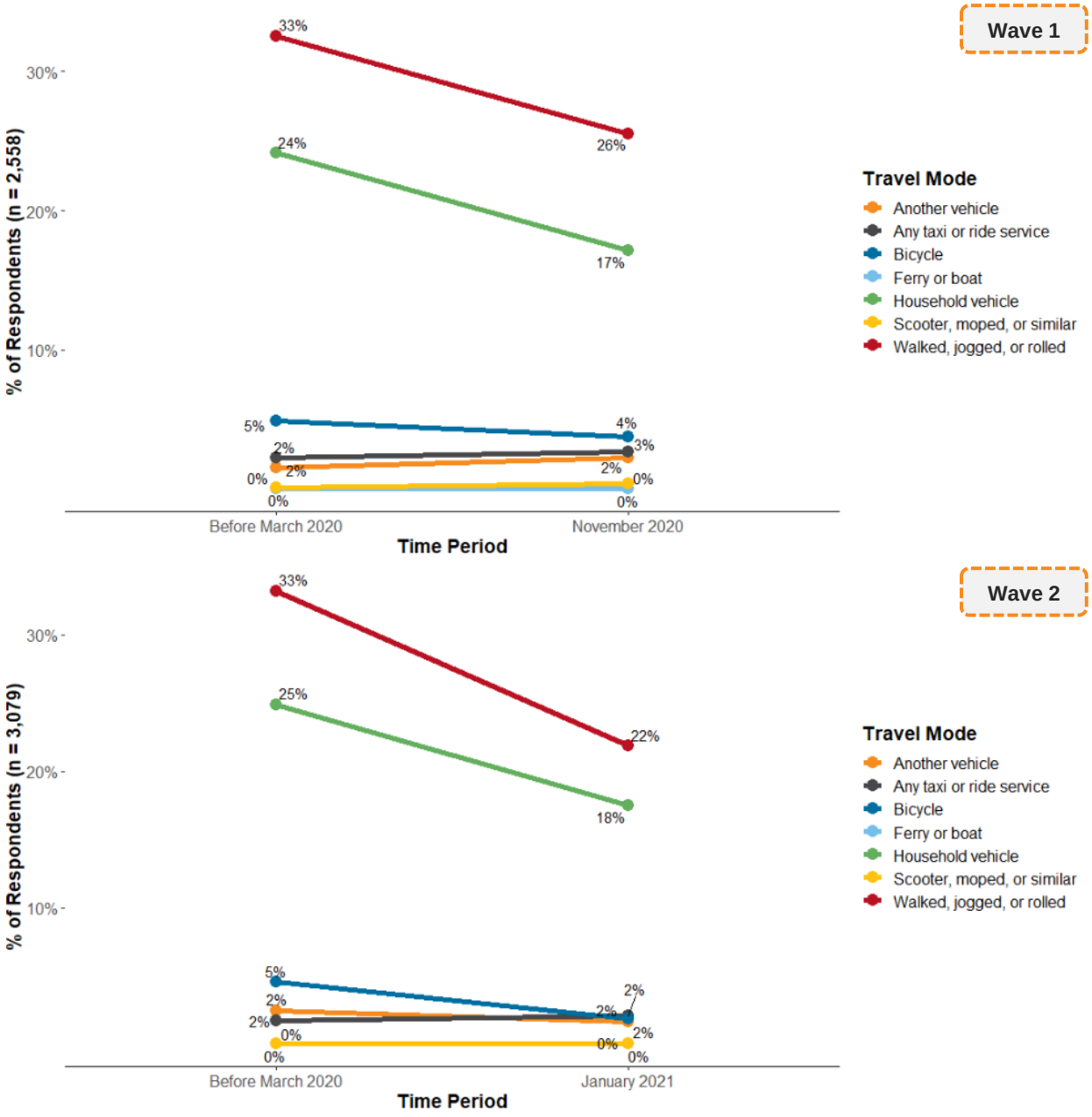


Figure 28 shows the only non-transit modes used frequently by a substantial portion of respondents in either wave of the survey were a household vehicle and walking, jogging, or rolling using a mobility device. For both modes and in both waves, these frequent users decreased their use of these modes, indicating a drop in the overall number of trips respondents were making in November 2020 and January 2021.

FIGURE 28: NON-TRANSIT MODE USE (5+ TIMES PER WEEK BY TIME PERIOD) – WAVES 1&2



Modes Substituted for Transit

Figure 29 shows that in both survey waves more than half of respondents for each Service Board were not changing pre-COVID transit trips to other modes, again indicating that they have stopped making many such trips altogether. For all three Service Boards the most commonly substituted mode was a household vehicle. CTA respondents were most likely to be switching to other modes. In addition to using a household vehicle approximately one in five of these respondents were also walking/jogging or using a taxi or ride service instead of using transit.

FIGURE 29: TRAVEL MODE(S) SUBSTITUTED FOR TRANSIT BY SERVICE BOARD – WAVES 1&2

Note: Select all that apply; totals may not sum to 100%

Access Mode

Figure 30 shows the primary transit access modes for current and lapsed riders of each Service Board. CTA respondents were most likely to walk the entire way, with current riders slightly more likely to do so than lapsed riders (a trend consistent across Service Boards and survey waves). In addition to walking, approximately one in five respondents also drove alone and parked or transferred from CTA to access the Metra system. Pace respondents mostly access the system as a pedestrian or by transferring from CTA, and lapsed Pace riders were more likely to have been transferring from CTA than current Pace riders.

FIGURE 30: PRIMARY ACCESS MODE BY SERVICE BOARD AND RIDER TYPE – WAVES 1&2

Trip Purpose

Figure 31 through Figure 41 detail trip purposes for each travel mode both before and during the pandemic. Note that due to survey constraints and the desire to limit respondent burden, respondents were not asked how frequently they use each mode for each purpose, but simply whether or not they used each mode for each purpose during each time period. Therefore the percentages presented in this section are in terms of riders and not rides taken. Furthermore, percentages are offered in terms of riders within each time period, a number which decreased substantially during the pandemic for nearly all modes presented. Table 8 and Table 9 provide a summary of these results for Waves 1 and 2, respectively.

TABLE 8: TRIP PURPOSE(S) BY TRAVEL MODE – WAVE 1

	TRAVEL MODE	WORK COMMUTE		WORK-RELATED BUSINESS		SCHOOL COMMUTE		MEDICAL APPT.		PERSONAL BUSINESS		SHOPPING		ENTERTAINMENT, VISITING, RECREATION		AIRPORT		OTHER		TOTAL MODE USERS
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	
Before March 2020	Household vehicle	759	51%	387	26%	222	15%	851	57%	965	65%	1,197	81%	1,036	70%	326	22%	167	11%	1,483
	Another vehicle	210	20%	181	17%	51	5%	129	12%	340	32%	385	37%	583	56%	155	15%	173	17%	1,050
	Any taxi or ride service	574	39%	368	25%	110	7%	292	20%	533	36%	404	27%	857	58%	537	36%	99	7%	1,490
	CTA rail	1,154	60%	544	29%	266	14%	693	36%	921	48%	932	49%	1,103	58%	565	30%	161	8%	1,908
	CTA bus	1,073	58%	492	26%	273	15%	667	36%	879	47%	906	49%	1,014	55%	220	12%	155	8%	1,859
	Metra rail	638	51%	202	16%	57	5%	106	8%	313	25%	136	11%	558	44%	57	5%	113	9%	1,263
	Pace bus	501	52%	169	18%	79	8%	180	19%	309	32%	330	34%	302	31%	76	8%	93	10%	960
	Pace ADA paratransit	26	25%	16	15%	12	11%	60	58%	30	29%	32	31%	15	15%	4	4%	24	23%	104
	Bicycle	262	36%	101	14%	48	7%	135	19%	323	45%	278	38%	564	78%	27	4%	100	14%	724
	Walked or jogged	562	37%	282	19%	157	10%	392	26%	849	56%	943	63%	1,071	71%	31	2%	228	15%	1,507
	Scooter or moped	15	17%	5	6%	10	11%	4	5%	22	23%	24	26%	71	76%	3	3%	11	12%	93
November 2020	Household vehicle	508	35%	213	15%	129	9%	471	32%	735	51%	1,120	77%	517	36%	77	5%	120	8%	1,449
	Another vehicle	75	18%	44	10%	13	3%	63	15%	150	35%	188	44%	140	33%	33	8%	54	13%	425
	Any taxi or ride service	183	39%	56	12%	35	7%	129	27%	162	34%	152	32%	137	29%	66	14%	39	8%	471
	CTA rail	425	61%	132	19%	65	9%	227	32%	268	38%	245	35%	238	34%	67	10%	40	6%	698
	CTA bus	483	57%	179	21%	83	10%	296	35%	336	40%	384	45%	261	31%	61	7%	70	8%	844
	Metra rail	138	59%	38	16%	20	8%	29	12%	55	24%	48	21%	63	27%	15	6%	26	11%	235
	Pace bus	261	60%	104	24%	35	8%	109	25%	149	34%	163	37%	98	22%	24	6%	39	9%	437
	Pace ADA paratransit	14	25%	14	25%	4	7%	36	63%	7	13%	18	32%	6	10%	3	5%	5	10%	57
	Bicycle	121	28%	50	11%	19	4%	45	10%	190	44%	173	40%	249	57%	4	1%	37	8%	434
	Walked or jogged	265	19%	139	10%	79	6%	211	15%	683	49%	768	55%	782	56%	9	1%	182	13%	1,393
	Scooter or moped	16	29%	7	13%	3	6%	5	10%	24	44%	21	39%	40	74%	3	5%	3	5%	54

Note: Select all that apply; totals may not sum to 100%

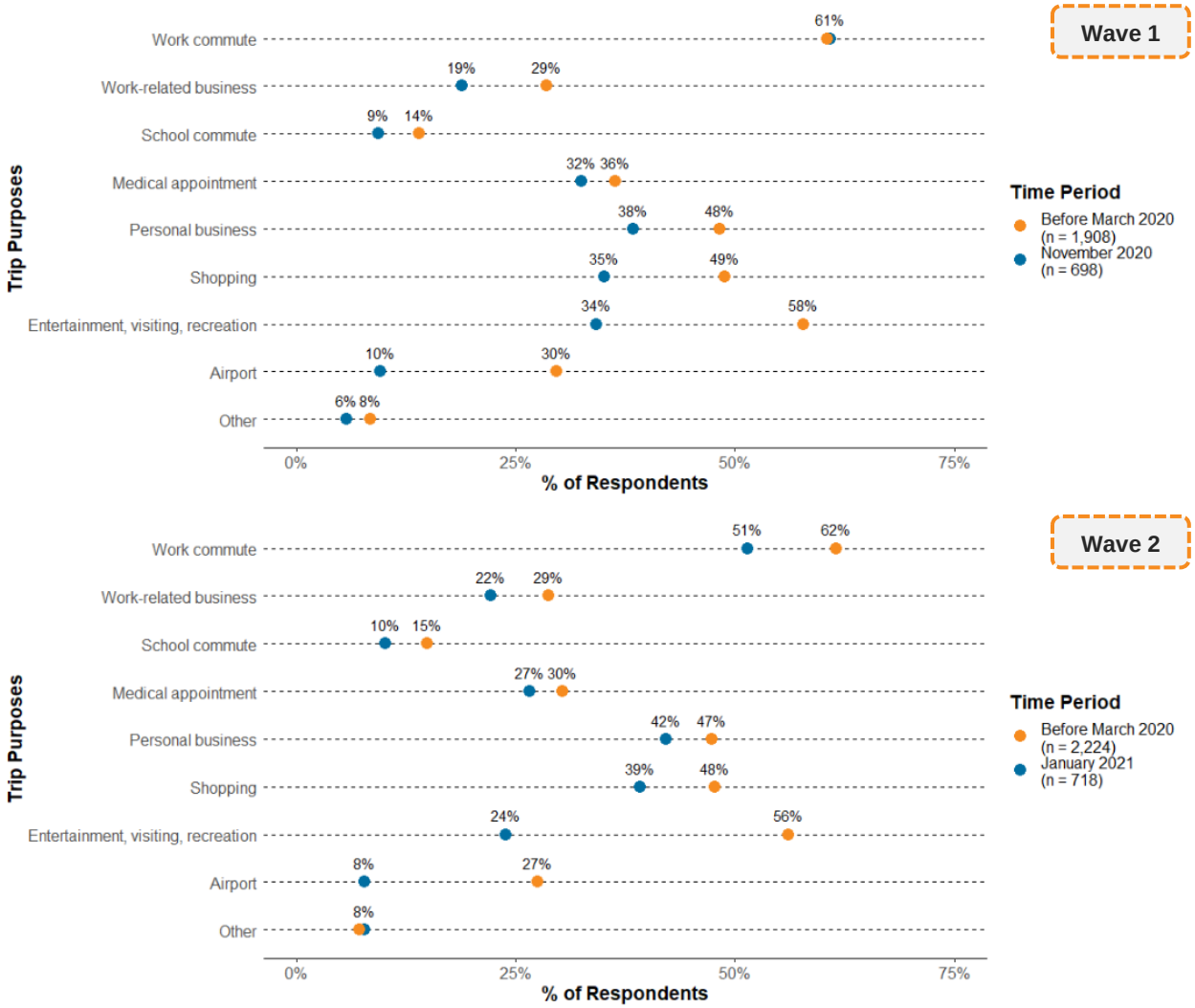
TABLE 9: TRIP PURPOSE(S) BY TRAVEL MODE – WAVE 2

	TRAVEL MODE	WORK COMMUTE		WORK-RELATED BUSINESS		SCHOOL COMMUTE		MEDICAL APPT.		PERSONAL BUSINESS		SHOPPING		ENTERTAINMENT, VISITING, RECREATION		AIRPORT		OTHER		TOTAL MODE USERS
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	
Before March 2020	Household vehicle	932	50%	467	25%	345	19%	1,017	55%	1,246	67%	1,480	80%	1,278	69%	403	22%	200	11%	1,856
	Another vehicle	230	18%	226	18%	61	5%	205	16%	485	39%	452	36%	616	49%	179	14%	194	16%	1,249
	Any taxi or ride service	722	39%	463	25%	165	9%	432	23%	765	41%	507	27%	1,008	54%	633	34%	112	6%	1,863
	CTA rail	1,369	62%	638	29%	330	15%	674	30%	1,054	47%	1,062	48%	1,247	56%	610	27%	160	7%	2,224
	CTA bus	1,323	61%	551	25%	345	16%	719	33%	1,048	48%	1,107	51%	1,144	53%	268	12%	163	7%	2,175
	Metra rail	843	52%	260	16%	109	7%	142	9%	419	26%	221	14%	689	42%	66	4%	106	7%	1,628
	Pace bus	434	46%	194	20%	96	10%	177	19%	318	33%	295	31%	311	33%	44	5%	96	10%	953
	Pace ADA paratransit	41	30%	28	21%	21	15%	103	77%	43	32%	67	50%	30	22%	10	7%	17	12%	134
	Bicycle	295	35%	99	12%	75	9%	117	14%	374	45%	323	38%	601	72%	14	2%	109	13%	838
	Walked or jogged	784	43%	405	22%	233	13%	472	26%	1,041	56%	1,142	62%	1,234	67%	60	3%	216	12%	1,843
	Scooter or moped	22	29%	9	12%	3	3%	15	20%	34	45%	17	23%	51	67%	1	1%	14	18%	77
January 2021	Household vehicle	572	32%	232	13%	148	8%	549	31%	922	52%	1,386	78%	573	32%	79	4%	139	8%	1,776
	Another vehicle	86	17%	65	13%	43	9%	84	17%	184	37%	218	44%	169	34%	36	7%	50	10%	495
	Any taxi or ride service	216	38%	103	18%	54	9%	148	26%	198	35%	157	28%	118	21%	65	11%	27	5%	568
	CTA rail	370	51%	159	22%	73	10%	191	27%	303	42%	281	39%	171	24%	55	8%	55	8%	718
	CTA bus	448	54%	171	21%	96	12%	241	29%	316	38%	412	50%	155	19%	39	5%	72	9%	824
	Metra rail	173	59%	43	15%	15	5%	41	14%	84	29%	35	12%	47	16%	10	4%	20	7%	293
	Pace bus	177	50%	79	22%	31	9%	72	20%	148	42%	142	40%	81	23%	8	2%	33	9%	356
	Pace ADA paratransit	19	28%	6	8%	12	17%	42	61%	17	24%	26	38%	5	7%	3	5%	10	14%	69
	Bicycle	71	32%	23	10%	13	6%	29	13%	100	45%	102	46%	125	56%	4	2%	32	14%	223
	Walked or jogged	344	22%	175	11%	79	5%	208	13%	806	52%	863	55%	757	49%	29	2%	217	14%	1,560
	Scooter or moped	5	30%	5	30%	3	14%	3	14%	6	32%	3	16%	10	57%	0	0%	1	8%	18

Note: Select all that apply; totals may not sum to 100%

Figure 31 shows the portion of respondents who used CTA rail for each of the trip purposes listed, both before the pandemic and in the week before they completed the survey. Notably, the portion of CTA riders commuting via rail actually decreased between November and January as winter and COVID-19 conditions worsened. Use of CTA for all trip purposes dropped since before COVID-19, but full abandonment of CTA for work commutes was not observed until the second survey wave, possibly due to increased COVID cases through winter as well as winter weather further impacting commute behavior.

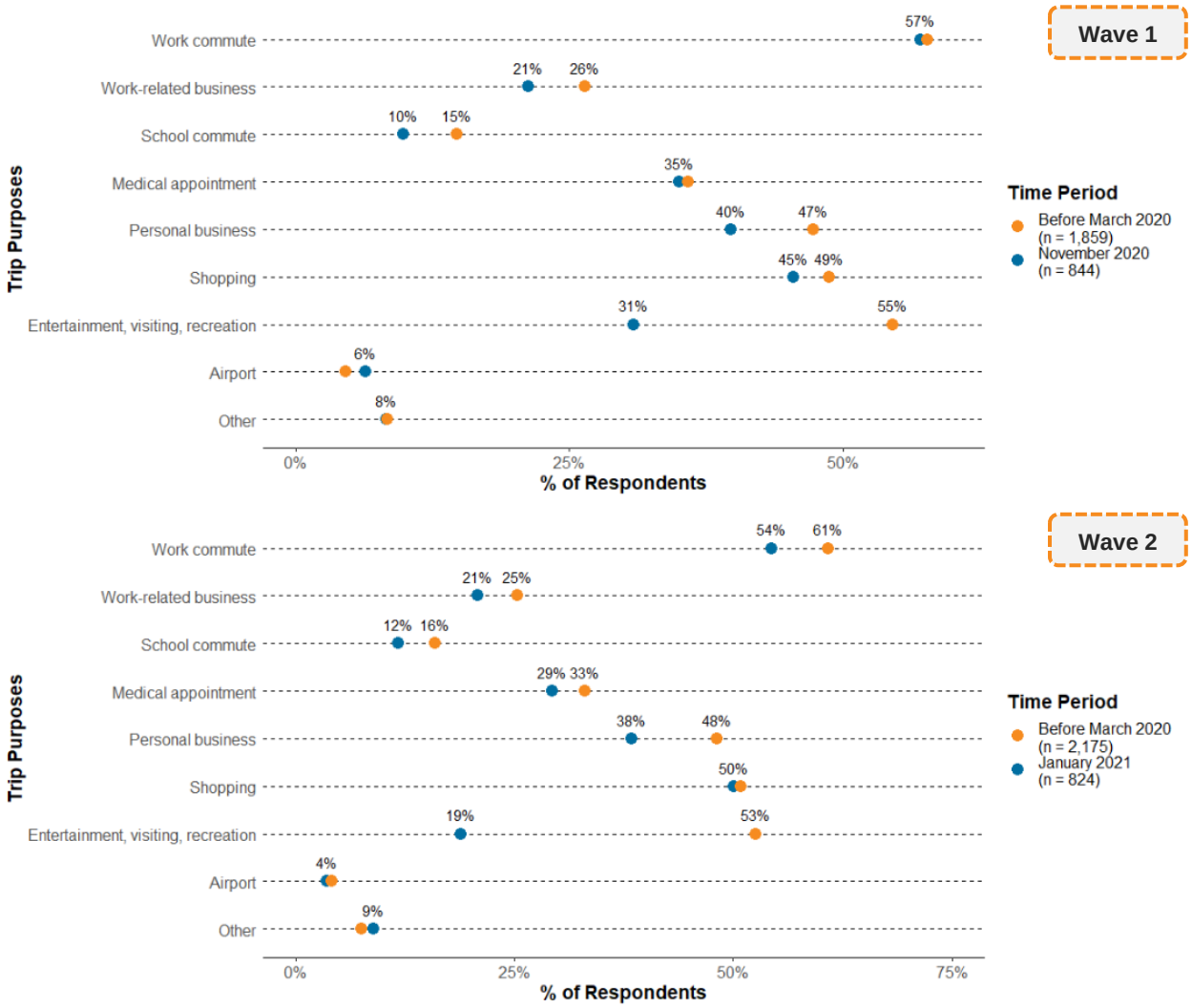
FIGURE 31: TRIP PURPOSE(S) ON CTA RAIL BY TIME PERIOD – WAVES 1&2



Note: Select all that apply; totals within each time period may not sum to 100%

Figure 32 shows the portion of respondents who used CTA bus for each of the trip purposes listed, both before the pandemic and in the week before they completed the survey. CTA bus use for all trip purposes decreased slightly in both survey waves, with the largest portion of respondents stopping their use of CTA bus for entertainment or recreation trips. As with CTA rail, bus saw commute declines between November and January, potentially due to increased COVID cases through winter as well as winter weather further impacting commute behavior.

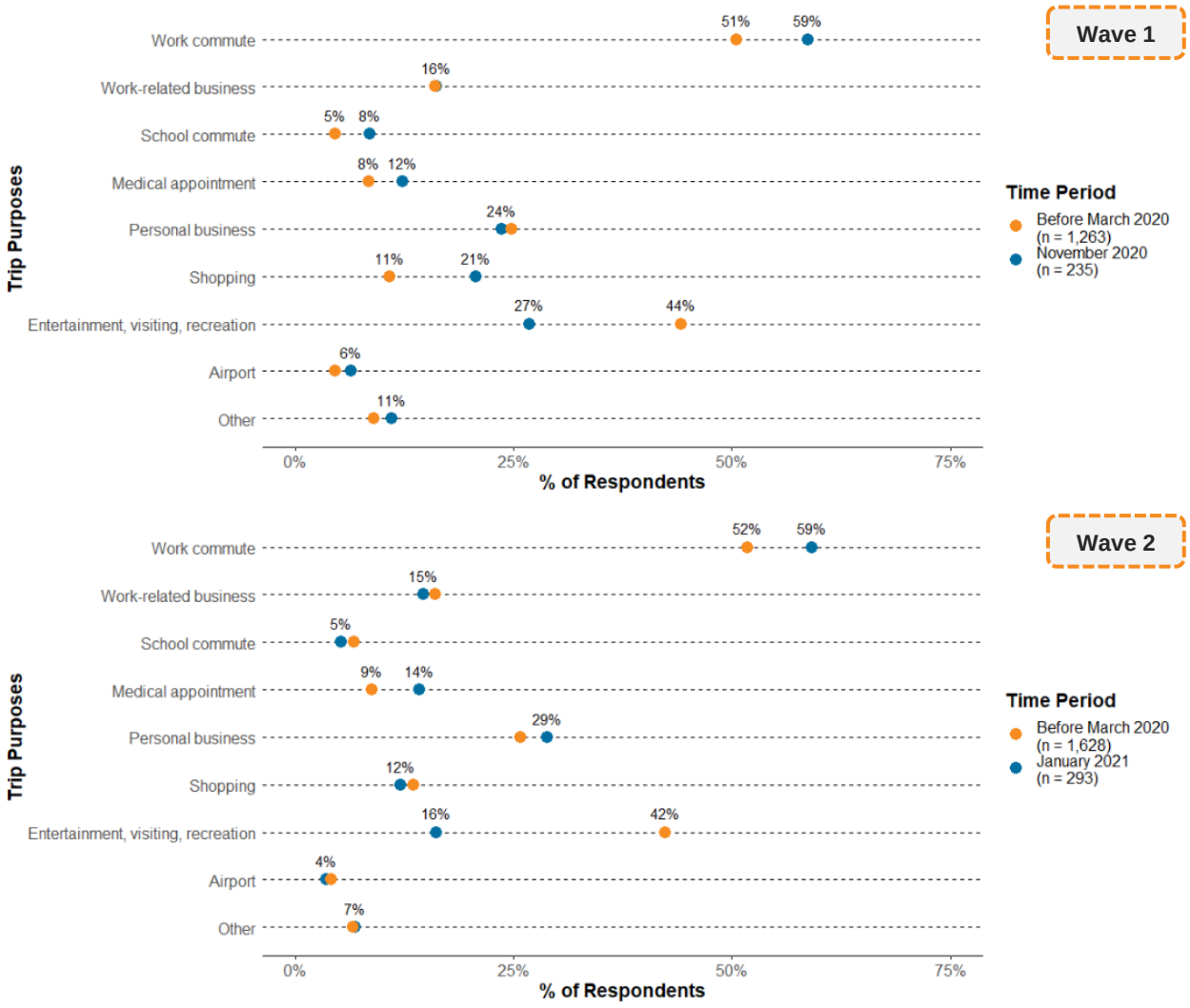
FIGURE 32: TRIP PURPOSE(S) ON CTA BUS BY TIME PERIOD – WAVES 1&2



Note: Select all that apply; totals within each time period may not sum to 100%

Figure 33 shows the portion of respondents who used Metra rail for each of the trip purposes listed, both before the pandemic and in the week before they completed the survey. Respondents who were still using Metra in November 2020 and January 2021 were actually more likely to be relying on Metra for their commute, confirming this as the core trip purpose for a large portion of its riders.

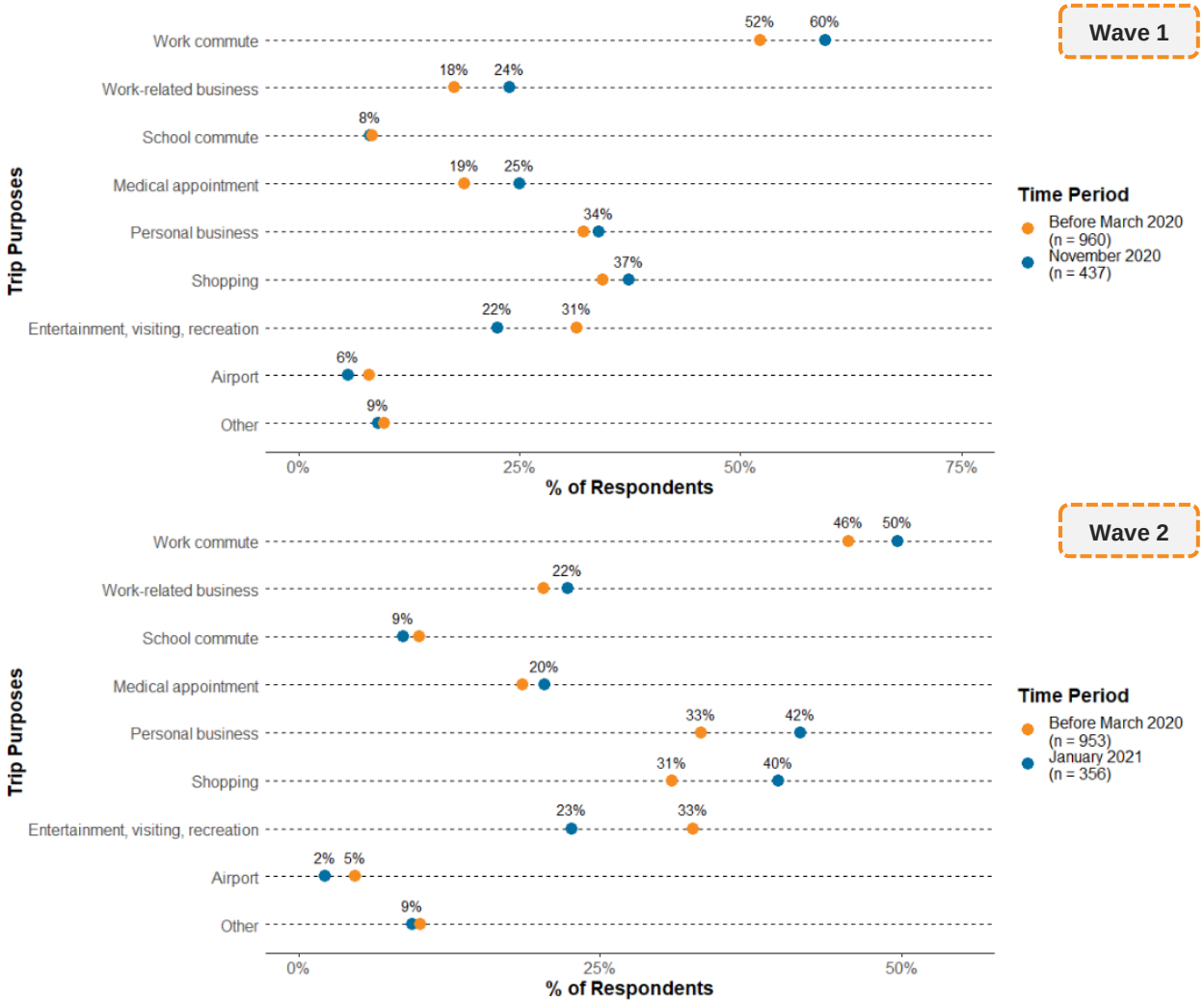
FIGURE 33: TRIP PURPOSE(S) ON METRA RAIL BY TIME PERIOD – WAVES 1&2



Note: Select all that apply; totals may not sum to 100%

Figure 34 shows the portion of respondents who used Pace bus for each of the trip purposes listed, both before the pandemic and in the week before they completed the survey. Pace bus users during the pandemic in both waves were more likely to be relying on this service for several of the trip purposes listed, indicating current Pace riders rely on their services for a broad range of activities.

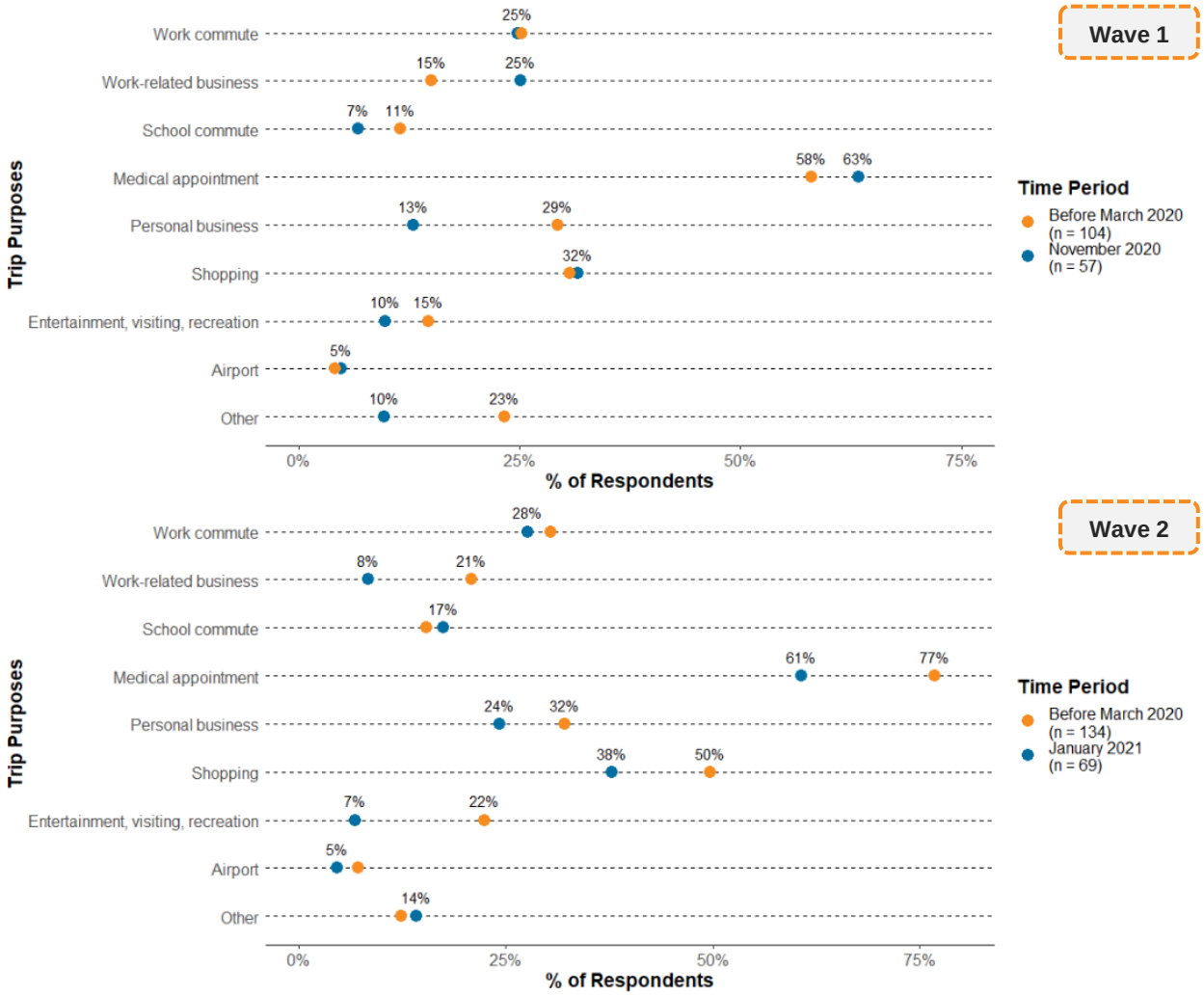
FIGURE 34: TRIP PURPOSE(S) ON PACE BUS BY TIME PERIOD – WAVES 1&2



Note: Select all that apply; totals within each time period may not sum to 100%

Figure 35 shows the portion of respondents who used Pace ADA Paratransit for each of the trip purposes listed, both before the pandemic and in the week before they completed the survey. In both waves, the most steadily relied upon trip purpose for Pace ADA paratransit as the pandemic progressed was a work commute.

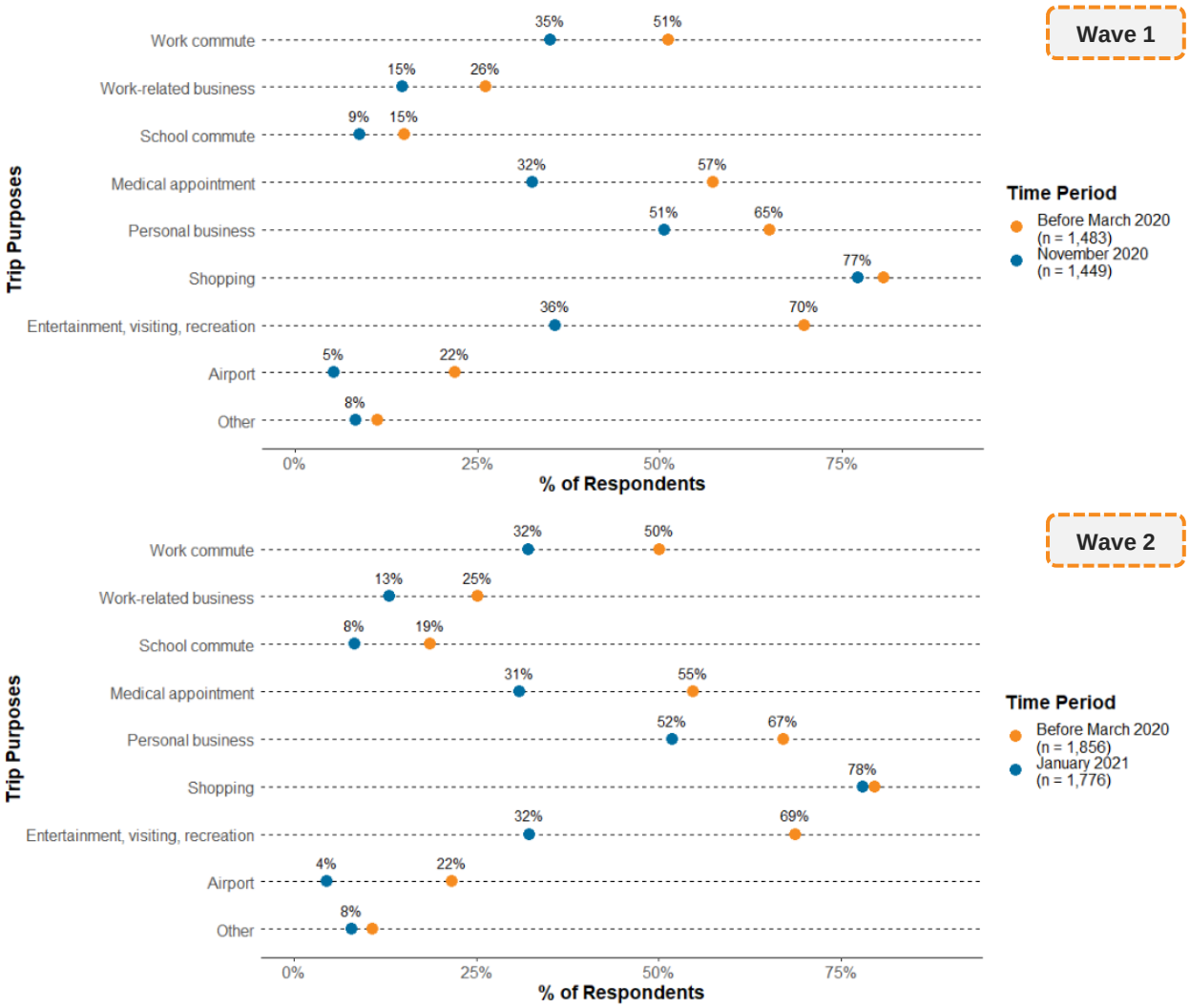
FIGURE 35: TRIP PURPOSE(S) ON PACE ADA PARATRANSIT BY TIME PERIOD – WAVES 1&2



Note: Select all that apply; totals within each time period may not sum to 100%

Figure 36 shows the portion of respondents who used a household vehicle for each of the trip purposes listed, both before the pandemic and in the week before they completed the survey. While not many people abandoned their use of household vehicles entirely during the pandemic (see sample sizes in legend), respondents in both survey waves were cutting back on the variety of purposes for which they use such vehicles. Shopping was the one purpose for using a household vehicle that has remained fairly stable during the pandemic.

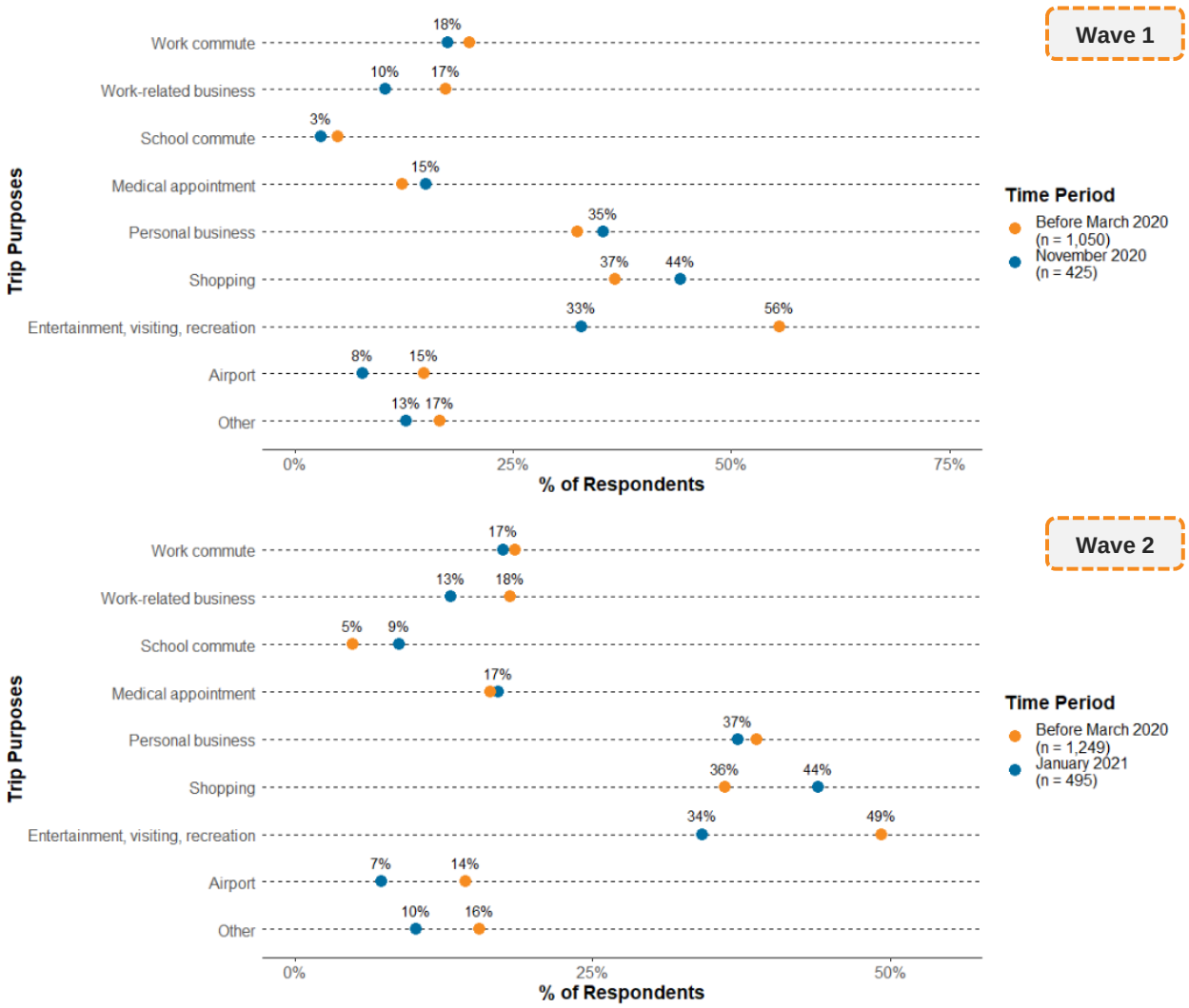
FIGURE 36: TRIP PURPOSE(S) IN HOUSEHOLD VEHICLES BY TIME PERIOD – WAVES 1&2



Note: Select all that apply; totals within each time period may not sum to 100%

Figure 37 shows the portion of respondents who used a non-household vehicle for each of the trip purposes listed, both before the pandemic and in the week before they completed the survey. The most common use for such vehicles before March 2020 in both survey waves was entertainment, visiting or recreation, the category which also saw the largest proportional decrease in use during the pandemic.

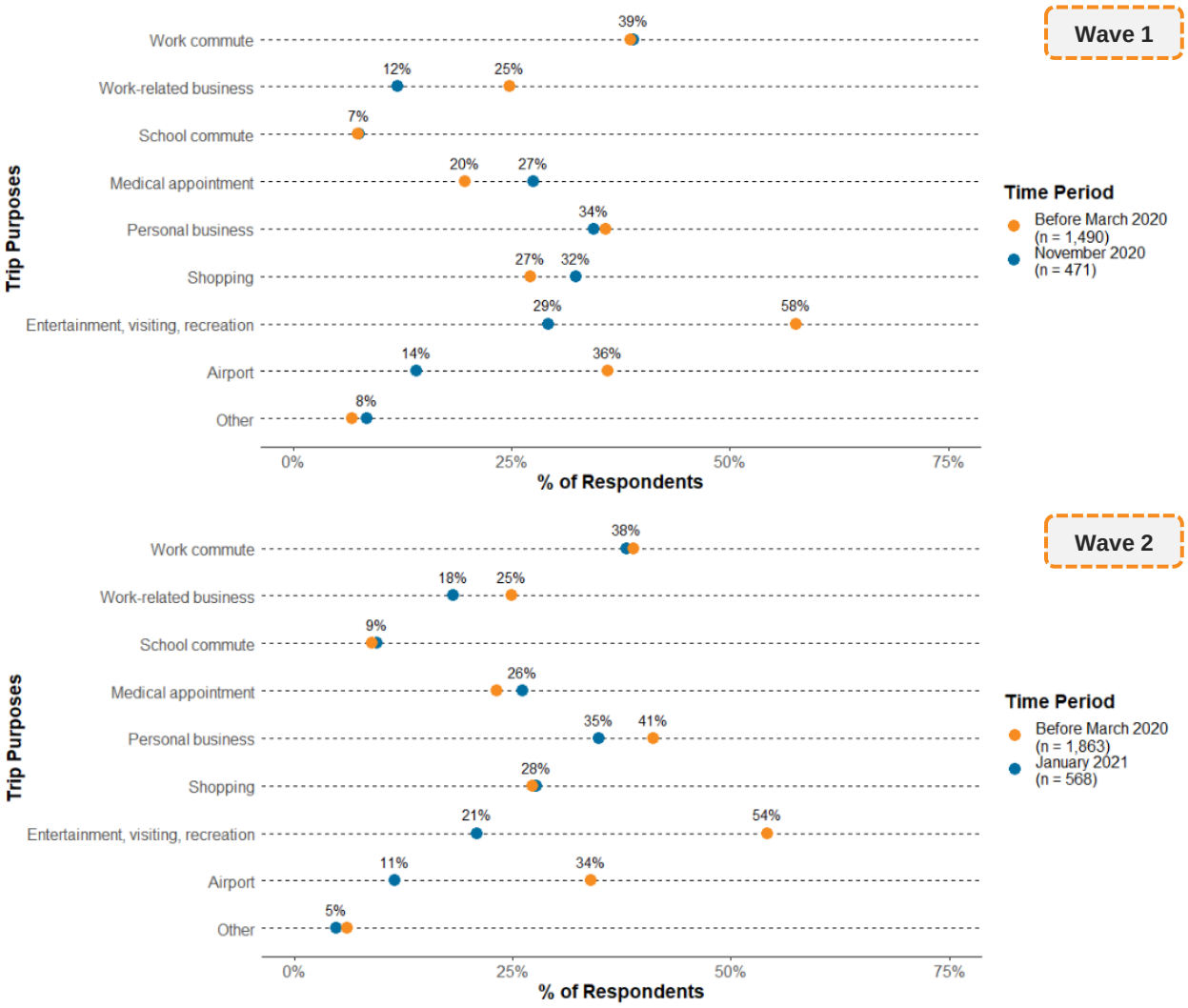
FIGURE 37: TRIP PURPOSE(S) IN ANOTHER VEHICLE BY TIME PERIOD – WAVES 1&2



Note: Select all that apply; totals within each time period may not sum to 100%

Figure 38 shows the portion of respondents who used a taxi or ride service for each of the trip purposes listed, both before the pandemic and in the week before they completed the survey. The most common uses for these services before March 2020 in both survey waves were entertainment trips, work commutes, personal business, and trips to the airport. Of these, entertainment trips and airport trips bore the largest proportional decline in users.

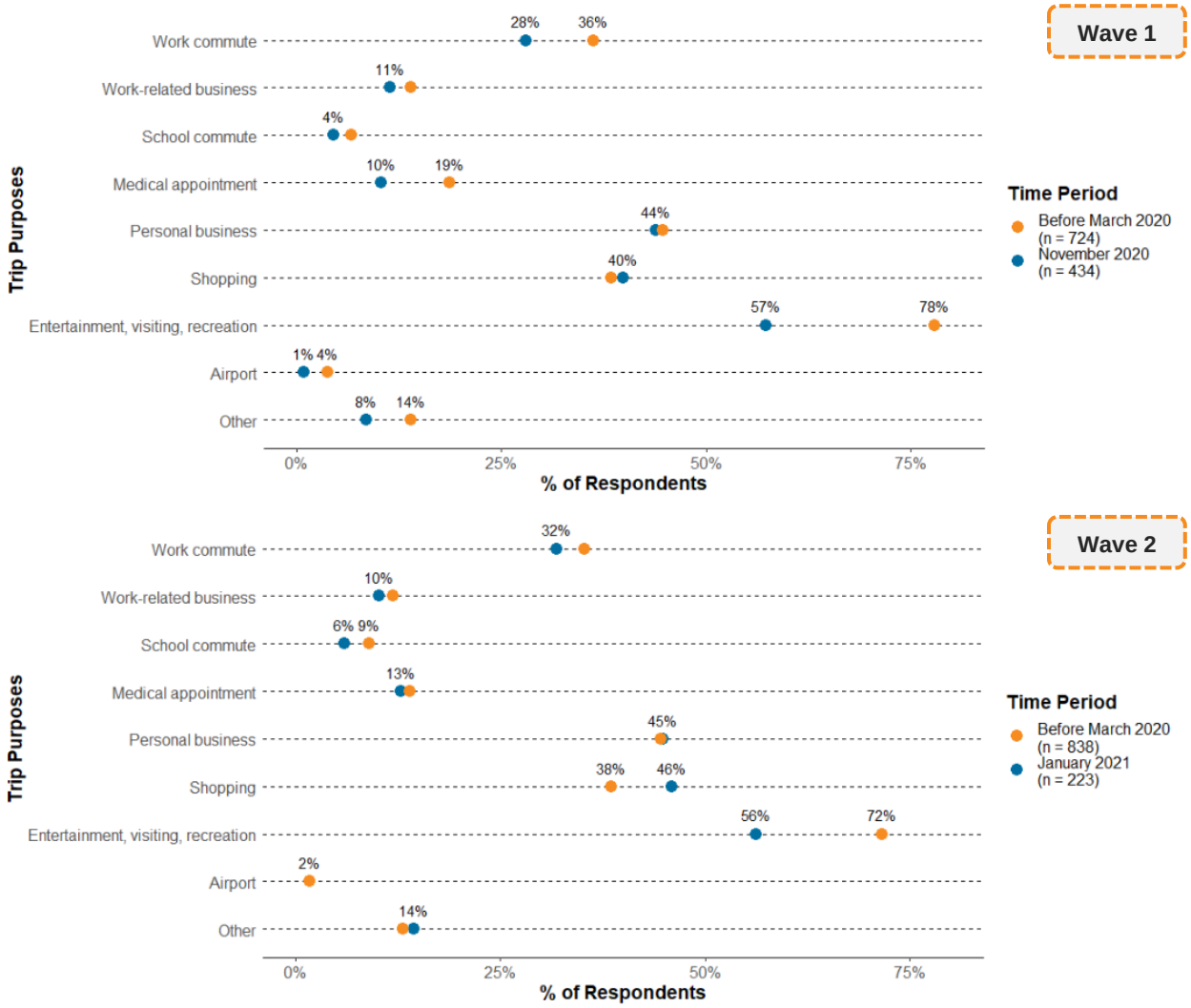
FIGURE 38: TRIP PURPOSE(S) IN A TAXI OR RIDE SERVICE BY TIME PERIOD – WAVES 1&2



Note: Select all that apply; totals within each time period may not sum to 100%

Figure 39 shows the portion of respondents who used a bicycle for each of the trip purposes listed, both before the pandemic and in the week before they completed the survey. The most common pre-pandemic trip purpose for bicycles was entertainment or recreation, which also saw the largest proportional decline in use during the pandemic.

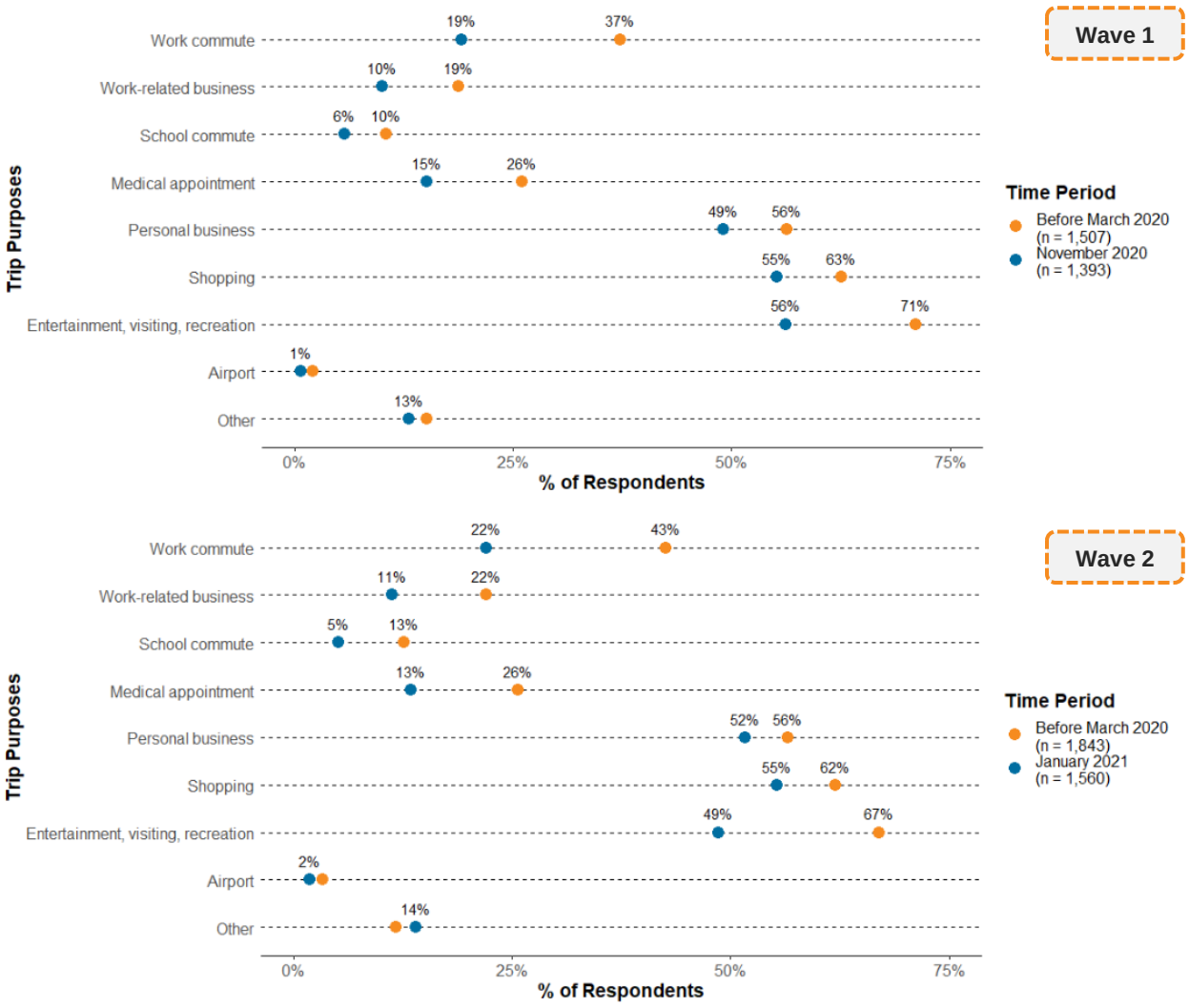
FIGURE 39: TRIP PURPOSE(S) ON A BICYCLE BY TIME PERIOD – WAVES 1&2



Note: Select all that apply; totals within each time period may not sum to 100%

Figure 40 shows the portion of respondents who travelled as a pedestrian for each of the trip purposes listed, both before the pandemic and in the week before they completed the survey. Although there was not a large drop-off in the number of respondents walking during the pandemic in either survey wave (compared to decreases seen in transit use), respondents did scale back the variety of purposes for which they were walking. These slight decreases in recent pedestrian travel across survey waves may have been intensified by the on-set of winter weather.

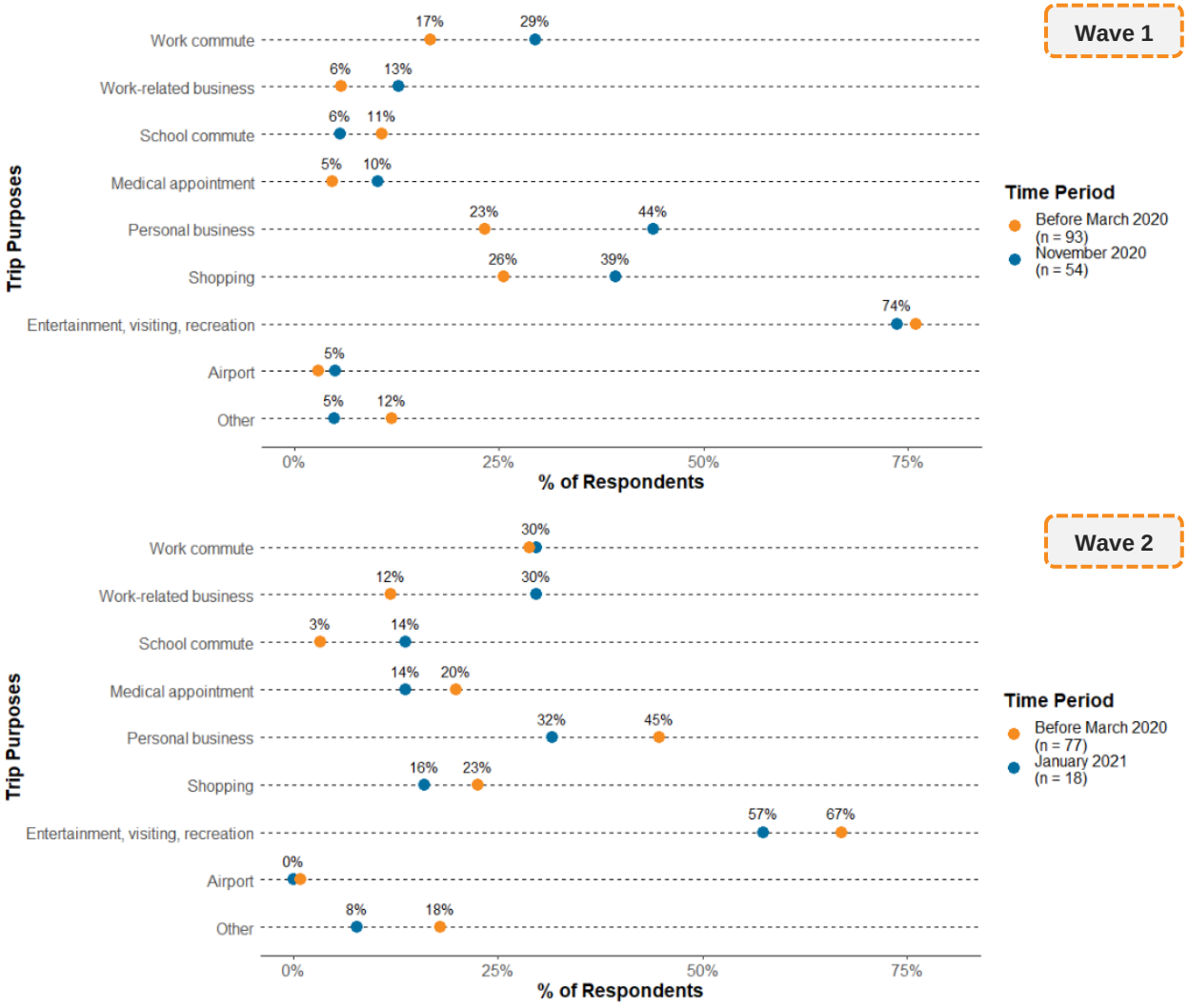
FIGURE 40: TRIP PURPOSE(S) WALKING, JOGGING, OR ROLLING USING A MOBILITY DEVICE BY TIME PERIOD – WAVES 1&2



Note: Select all that apply; totals within each time period may not sum to 100%

Figure 41 shows the portion of respondents who used a scooter or moped for each of the trip purposes listed, both before the pandemic and in the week before they completed the survey. Note that the decrease in the number of respondents using this mode for any purpose was much larger in the second wave than in the first, likely due in part to the seasonal change between survey waves as well as the fact that the City of Chicago's second scooter pilot ended in the beginning of December 2020.

FIGURE 41: TRIP PURPOSE(S) ON A SCOOTER OR MOPED BY TIME PERIOD – WAVES 1&2



Note: Select all that apply; totals within each time period may not sum to 100%

Time of Day/Day of Week

Figure 42 through Figure 52 detail mode use by time period for travel modes both before and during the pandemic. Note that due to survey constraints and the desire to limit respondent burden, respondents were not asked how frequently they use each mode during each time period, but simply whether or not they had used each mode during each time period. Therefore, the percentages presented in this section are in terms of riders and not rides taken. Furthermore, percentages are offered in terms of riders within each time period, a number which decreased substantially during the pandemic for nearly all modes presented. Table 10 and Table 11 provide a summary of the weekday and weekend results respectively for Wave 1, while Table 12 and Table 13 provide the same set of results for Wave 2.

TABLE 10: WEEKDAY TIME(S) OF DAY TRAVELLING BY TRAVEL MODE – WAVE 1

	TRAVEL MODE	MORNING		MIDDAY		AFTERNOON		EVENING		LATE NIGHT		EARLY MORNING		NO WEEKDAY USE		TOTAL MODE USERS
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	
Before March 2020	Household vehicle	749	50%	496	33%	708	48%	859	58%	365	25%	151	10%	166	11%	1,483
	Another vehicle	209	20%	287	27%	354	34%	389	37%	181	17%	71	7%	283	27%	1,050
	Any taxi or ride service	419	28%	449	30%	475	32%	718	48%	663	45%	320	22%	170	11%	1,490
	CTA rail	1,092	57%	842	44%	1,132	59%	951	50%	456	24%	188	10%	106	6%	1,908
	CTA bus	994	53%	879	47%	1,084	58%	924	50%	395	21%	150	8%	124	7%	1,859
	Metra rail	657	52%	316	25%	638	51%	423	33%	114	9%	52	4%	223	18%	1,263
	Pace bus	458	48%	474	49%	483	50%	339	35%	118	12%	49	5%	78	8%	960
	Pace ADA paratransit	47	45%	61	59%	51	49%	25	24%	7	7%	7	6%	8	8%	104
	Bicycle	306	42%	317	44%	391	54%	362	50%	139	19%	50	7%	122	17%	724
	Walked or jogged	791	52%	848	56%	988	66%	922	61%	380	25%	169	11%	61	4%	1,507
	Scooter or moped	12	13%	33	35%	59	63%	43	47%	20	22%	3	3%	22	24%	93
November 2020	Household vehicle	504	35%	661	46%	712	49%	678	47%	210	14%	107	7%	123	8%	1,449
	Another vehicle	61	14%	122	29%	133	31%	150	35%	61	14%	25	6%	108	26%	425
	Any taxi or ride service	134	29%	163	35%	184	39%	144	30%	116	25%	89	19%	52	11%	471
	CTA rail	314	45%	306	44%	338	48%	251	36%	139	20%	53	8%	24	3%	698
	CTA bus	407	48%	423	50%	428	51%	370	44%	120	14%	72	8%	16	2%	844
	Metra rail	138	59%	58	25%	114	49%	63	27%	17	7%	7	3%	33	14%	235
	Pace bus	209	48%	231	53%	220	50%	111	25%	46	11%	16	4%	17	4%	437
	Pace ADA paratransit	26	46%	43	76%	28	50%	12	21%	4	7%	3	5%	1	1%	57
	Bicycle	144	33%	220	51%	266	61%	169	39%	62	14%	42	10%	15	3%	434
	Walked or jogged	540	39%	807	58%	869	62%	678	49%	237	17%	109	8%	36	3%	1,393
	Scooter or moped	13	24%	20	37%	37	69%	28	52%	3	5%	7	12%	2	4%	54

Note: Select all that apply; totals may not sum to 100%

TABLE 11: WEEKEND TIME(S) OF DAY TRAVELLING BY TRAVEL MODE – WAVE 1

	TRAVEL MODE	DAYTIME		EVENING		LATE NIGHT		NO WEEKDAY USE		TOTAL MODE USERS
		N	%	N	%	N	%	N	%	
Before March 2020	Household vehicle	1,278	86%	1,005	68%	596	40%	25	2%	1,483
	Another vehicle	612	58%	537	51%	317	30%	123	12%	1,050
	Any taxi or ride service	654	44%	810	54%	884	59%	178	12%	1,490
	CTA rail	1,405	74%	1,009	53%	583	31%	304	16%	1,908
	CTA bus	1,355	73%	951	51%	535	29%	289	16%	1,859
	Metra rail	725	57%	370	29%	160	13%	437	35%	1,263
	Pace bus	573	60%	313	33%	137	14%	319	33%	960
	Pace ADA paratransit	70	67%	37	35%	16	15%	16	15%	104
	Bicycle	654	90%	330	46%	183	25%	23	3%	724
	Walked or jogged	1,346	89%	909	60%	461	31%	62	4%	1,507
	Scooter or moped	65	70%	39	42%	22	23%	5	5%	93
November 2020	Household vehicle	1,213	84%	745	51%	348	24%	71	5%	1,449
	Another vehicle	248	58%	193	45%	113	27%	51	12%	425
	Any taxi or ride service	244	52%	207	44%	178	38%	69	15%	471
	CTA rail	454	65%	294	42%	165	24%	131	19%	698
	CTA bus	572	68%	392	46%	167	20%	133	16%	844
	Metra rail	117	50%	82	35%	29	12%	81	34%	235
	Pace bus	269	62%	153	35%	49	11%	121	28%	437
	Pace ADA paratransit	30	54%	25	43%	5	9%	11	20%	57
	Bicycle	376	87%	188	43%	95	22%	23	5%	434
	Walked or jogged	1,229	88%	714	51%	337	24%	61	4%	1,393
	Scooter or moped	46	85%	31	57%	12	23%	1	1%	54

Note: Select all that apply; totals may not sum to 100%

TABLE 12: WEEKDAY TIME(S) OF DAY TRAVELLING BY TRAVEL MODE – WAVE 2

	TRAVEL MODE	MORNING		MIDDAY		AFTERNOON		EVENING		LATE NIGHT		EARLY MORNING		NO WEEKDAY USE		TOTAL MODE USERS
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	
Before March 2020	Household vehicle	1,008	54%	647	35%	968	52%	1,092	59%	413	22%	144	8%	192	10%	1,856
	Another vehicle	276	22%	346	28%	436	35%	487	39%	240	19%	88	7%	347	28%	1,249
	Any taxi or ride service	608	33%	565	30%	658	35%	898	48%	776	42%	359	19%	227	12%	1,863
	CTA rail	1,278	57%	1,049	47%	1,379	62%	1,117	50%	462	21%	189	9%	151	7%	2,224
	CTA bus	1,199	55%	1,079	50%	1,319	61%	1,038	48%	385	18%	207	10%	149	7%	2,175
	Metra rail	901	55%	449	28%	886	54%	578	36%	149	9%	85	5%	264	16%	1,628
	Pace bus	423	44%	435	46%	503	53%	329	35%	93	10%	58	6%	133	14%	953
	Pace ADA paratransit	58	43%	82	61%	69	51%	53	39%	20	15%	18	13%	5	4%	134
	Bicycle	343	41%	359	43%	470	56%	394	47%	153	18%	80	10%	126	15%	838
	Walked or jogged	1,036	56%	1,081	59%	1,340	73%	1,144	62%	413	22%	201	11%	62	3%	1,843
	Scooter or moped	19	25%	13	17%	41	53%	26	34%	9	12%	4	5%	26	34%	77
January 2021	Household vehicle	689	39%	799	45%	896	50%	829	47%	226	13%	104	6%	145	8%	1,776
	Another vehicle	93	19%	140	28%	158	32%	158	32%	86	17%	41	8%	90	18%	495
	Any taxi or ride service	201	35%	174	31%	153	27%	177	31%	142	25%	82	14%	56	10%	568
	CTA rail	321	45%	376	52%	333	46%	282	39%	131	18%	74	10%	51	7%	718
	CTA bus	376	46%	414	50%	461	56%	310	38%	110	13%	91	11%	25	3%	824
	Metra rail	163	56%	86	29%	158	54%	81	28%	27	9%	27	9%	21	7%	293
	Pace bus	141	40%	181	51%	183	51%	123	35%	39	11%	26	7%	27	8%	356
	Pace ADA paratransit	37	53%	45	65%	36	52%	25	36%	4	6%	0	0%	3	4%	69
	Bicycle	78	35%	109	49%	132	59%	85	38%	27	12%	10	5%	19	9%	223
	Walked or jogged	591	38%	931	60%	986	63%	727	47%	231	15%	96	6%	31	2%	1,560
	Scooter or moped	4	21%	1	6%	2	11%	5	26%	2	11%	1	3%	7	37%	18

Note: Select all that apply; totals may not sum to 100%

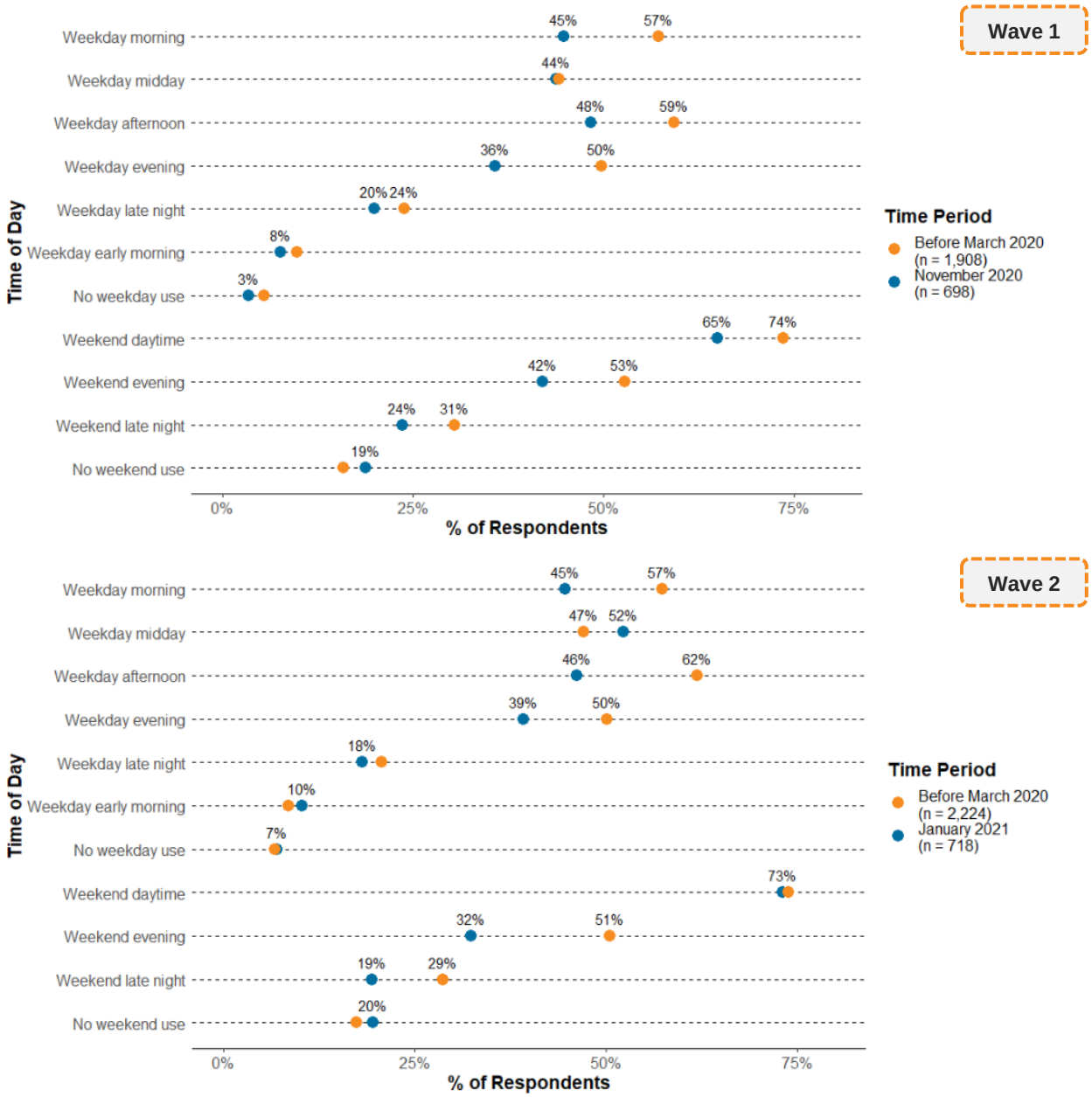
TABLE 13: WEEKEND TIME(S) OF DAY TRAVELLING BY TRAVEL MODE – WAVE 2

	TRAVEL MODE	DAYTIME		EVENING		LATE NIGHT		NO WEEKDAY USE		TOTAL MODE USERS
		N	%	N	%	N	%	N	%	
Before March 2020	Household vehicle	1,639	88%	1,242	67%	750	40%	45	2%	1,856
	Another vehicle	808	65%	638	51%	440	35%	133	11%	1,249
	Any taxi or ride service	847	45%	1,060	57%	1,064	57%	216	12%	1,863
	CTA rail	1,644	74%	1,124	51%	638	29%	387	17%	2,224
	CTA bus	1,606	74%	1,017	47%	526	24%	399	18%	2,175
	Metra rail	924	57%	443	27%	219	13%	579	36%	1,628
	Pace bus	598	63%	266	28%	110	12%	301	32%	953
	Pace ADA paratransit	96	72%	56	42%	27	20%	24	18%	134
	Bicycle	782	93%	367	44%	171	20%	30	4%	838
	Walked or jogged	1,708	93%	1,055	57%	549	30%	61	3%	1,843
	Scooter or moped	60	79%	27	36%	10	12%	5	6%	77
January 2021	Household vehicle	1,499	84%	880	50%	379	21%	94	5%	1,776
	Another vehicle	288	58%	188	38%	114	23%	87	18%	495
	Any taxi or ride service	257	45%	240	42%	219	39%	92	16%	568
	CTA rail	525	73%	233	32%	140	19%	141	20%	718
	CTA bus	605	73%	288	35%	145	18%	137	17%	824
	Metra rail	138	47%	73	25%	38	13%	115	39%	293
	Pace bus	214	60%	124	35%	45	13%	92	26%	356
	Pace ADA paratransit	33	47%	18	26%	10	15%	27	39%	69
	Bicycle	191	86%	75	34%	37	17%	24	11%	223
	Walked, jogged, or rolled	1,399	90%	700	45%	263	17%	98	6%	1,560
	Scooter, moped, or similar	11	63%	6	30%	1	7%	0	0%	18

Note: Select all that apply; totals may not sum to 100%

Figure 42 shows the portion of respondents who used CTA rail during each time of day listed, both before the pandemic and in the week before they completed the survey. The midday travel period during weekdays was the most stable for CTA rail during the pandemic, and there was even a proportional increase in the amount of travel happening during this time during the second survey wave.

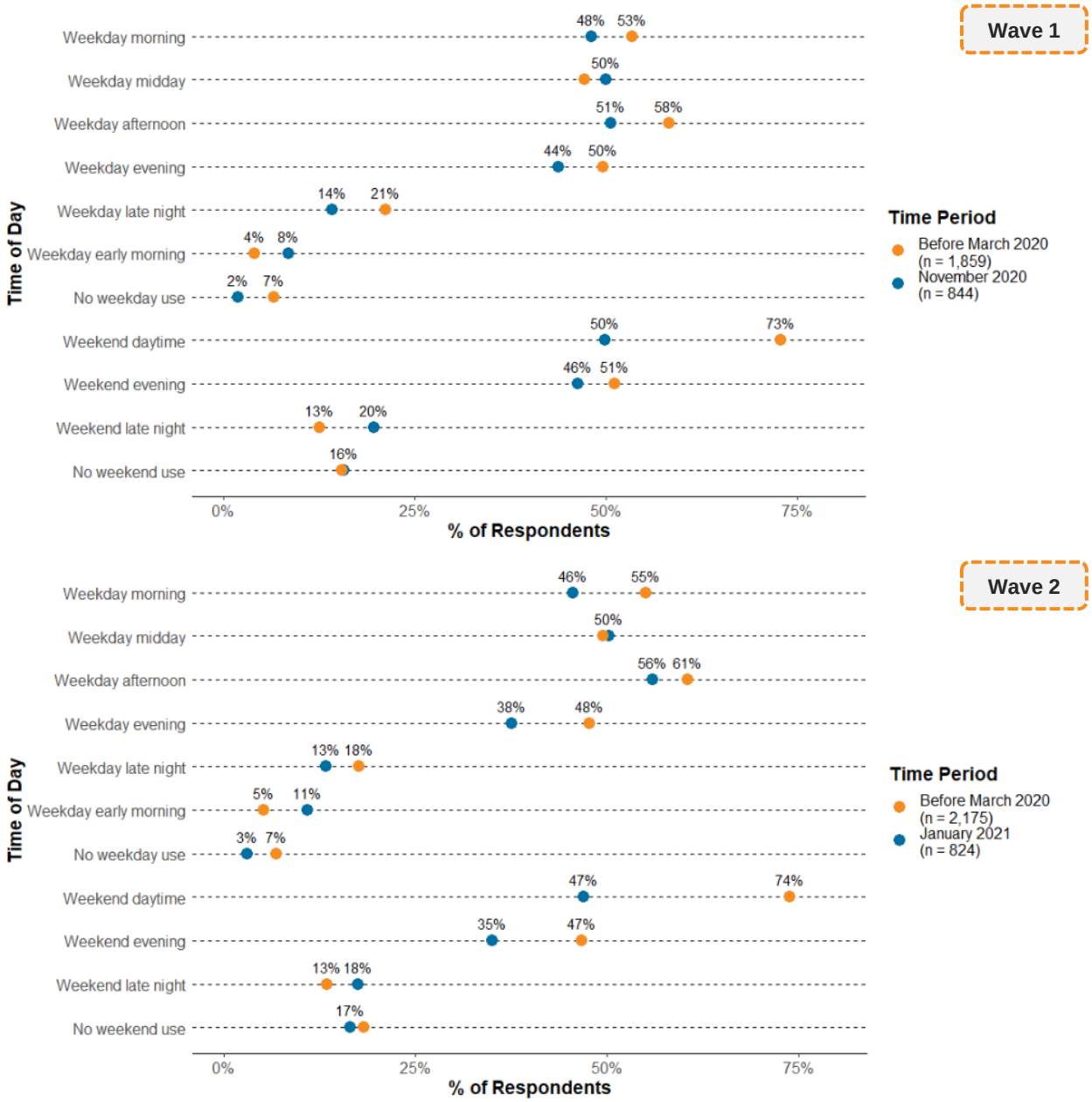
FIGURE 42: CHANGE IN TIME(S) OF DAY TRAVELING BY CTA RAIL – WAVES 1&2



Note: Select all that apply; totals may not sum to 100% for weekdays (top 7 rows) and weekends (bottom 4 rows)

Figure 43 shows the portion of respondents who used CTA bus during each time of day listed, both before the pandemic and in the week before they completed the survey. In both survey waves, the largest portion of CTA bus riders before March 2020 reported using this service during the day on weekends, and this was also the time period that saw the largest proportional decrease during the pandemic.

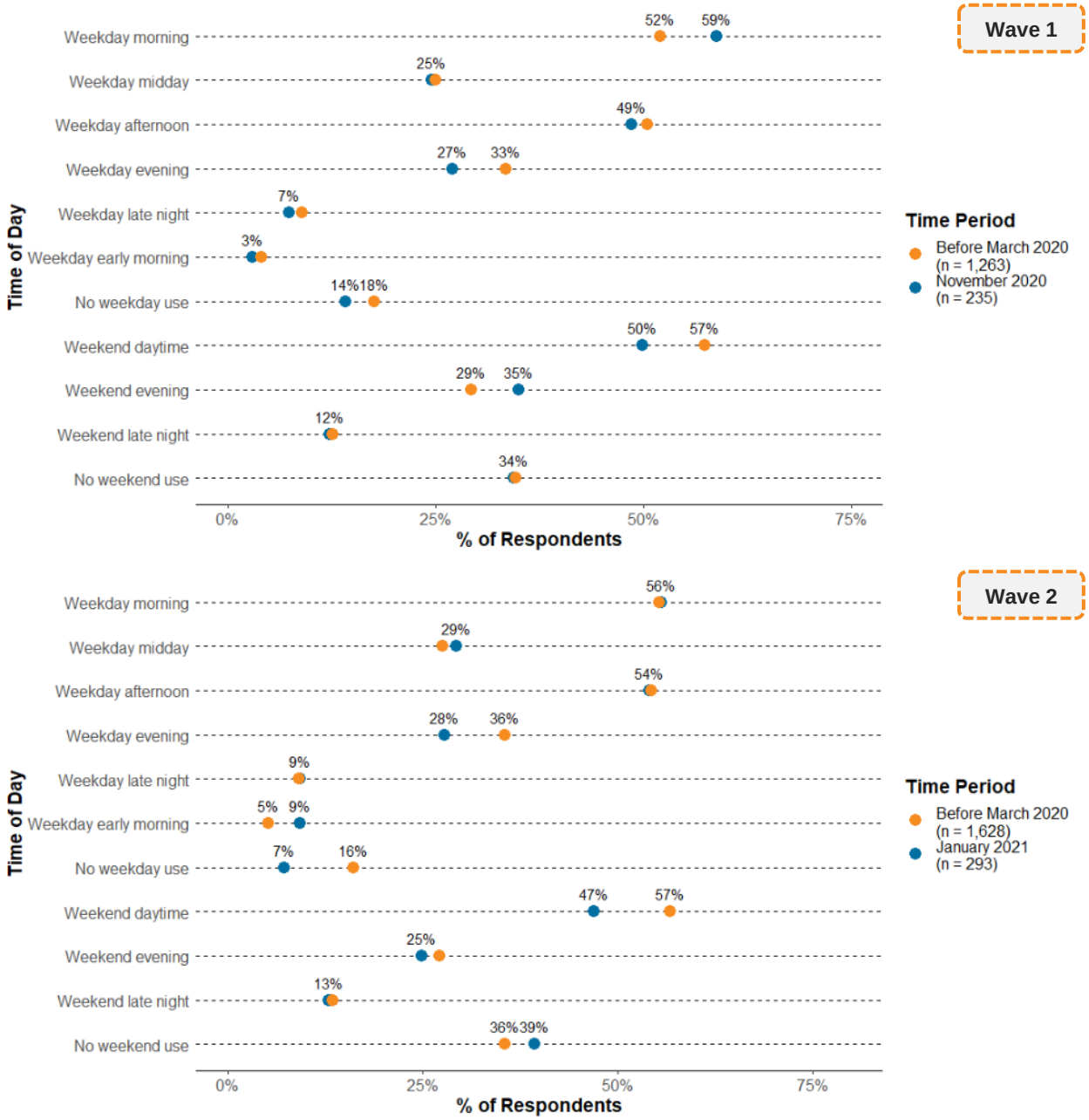
FIGURE 43: CHANGE IN TIME(S) OF DAY TRAVELING BY CTA BUS – WAVES 1&2



Note: Select all that apply; totals may not sum to 100% for weekdays (top 7 rows) and weekends (bottom 4 rows)

Figure 44 shows the portion of respondents who used Metra rail during each time of day listed, both before the pandemic and in the week before they completed the survey. Metra riders, although a much smaller population as a whole during the pandemic, did not notably shift the times of day they were travelling in either survey wave.

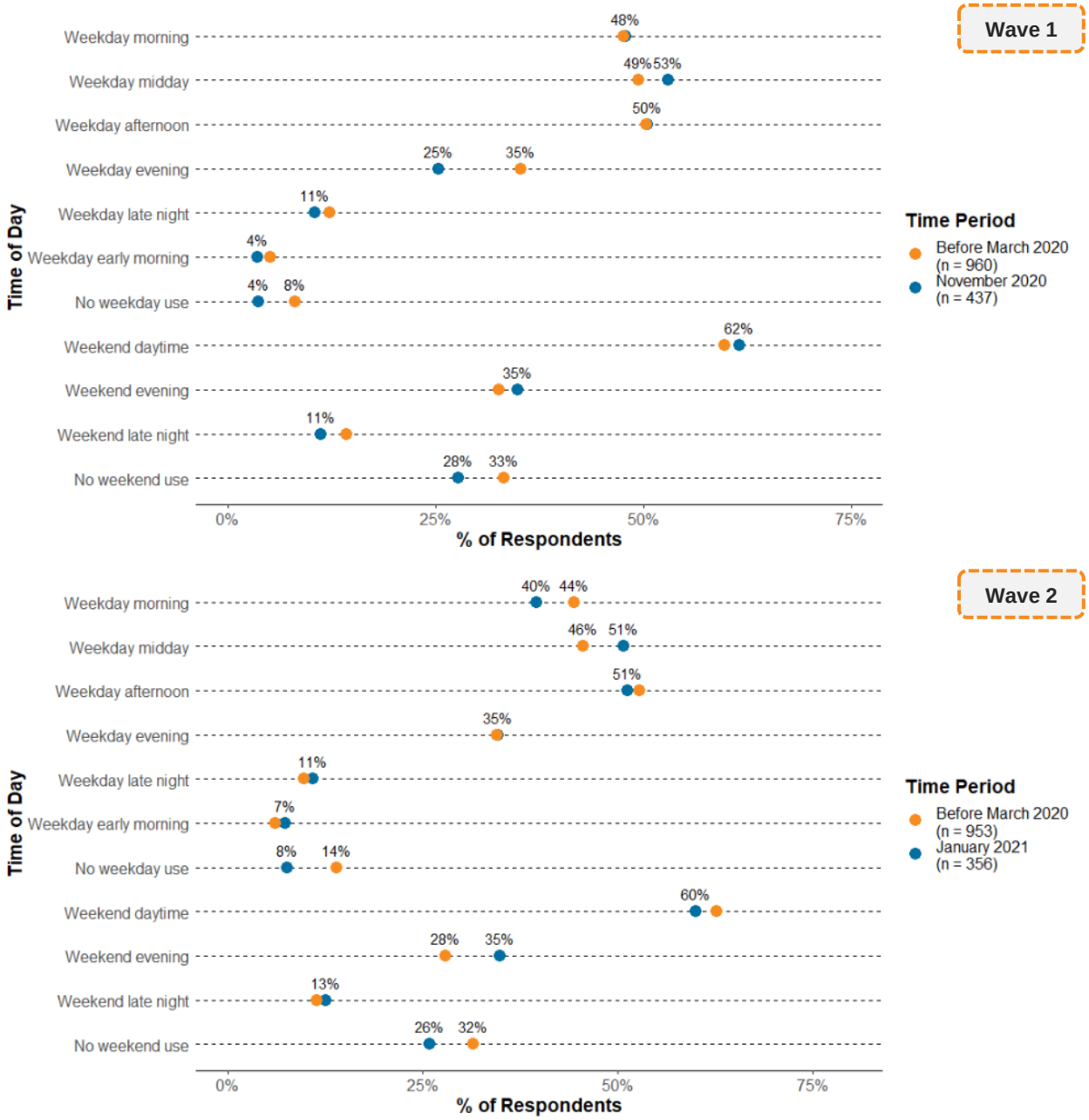
FIGURE 44: CHANGE IN TIME(S) OF DAY TRAVELING BY METRA RAIL – WAVES 1&2



Note: Select all that apply; totals may not sum to 100% for weekdays (top 7 rows) and weekends (bottom 4 rows)

Figure 45 shows the portion of respondents who used Pace bus during each time of day listed, both before the pandemic and in the week before they completed the survey. Pace bus riders, although a much smaller population as a whole during the pandemic, did not significantly shift the times of day they were travelling in either survey wave.

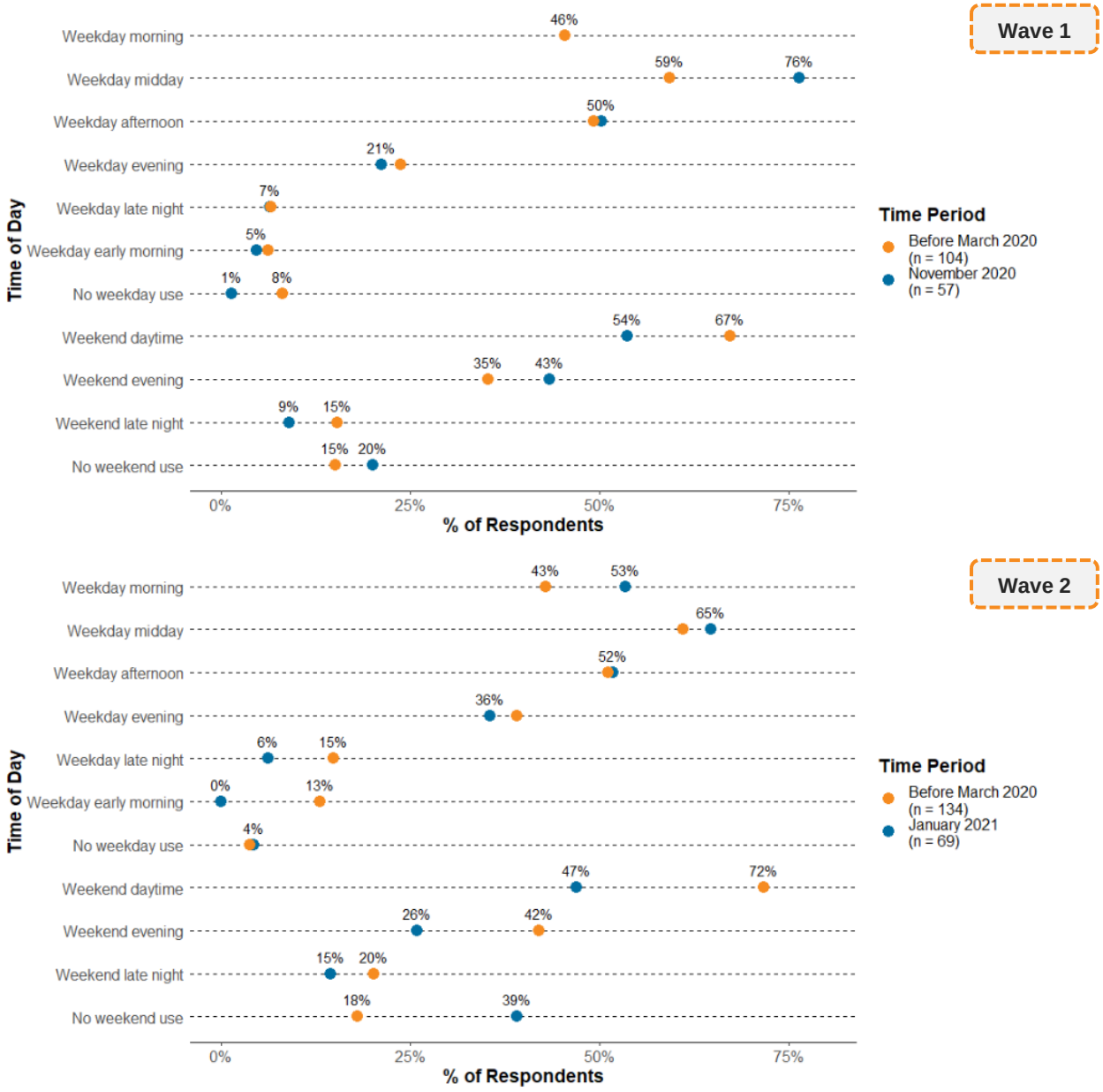
FIGURE 45: CHANGE IN TIME(S) OF DAY TRAVELING BY PACE BUS – WAVES 1&2



Note: Select all that apply; totals may not sum to 100% for weekdays (top 7 rows) and weekends (bottom 4 rows)

Figure 46 shows the portion of respondents who used Pace ADA paratransit during each time of day listed, both before the pandemic and in the week before they completed the survey. In both survey waves more than two-thirds of paratransit users before March 2020 had used this service during the day on weekends. During the pandemic, in addition to using this service less overall these respondents were proportionally shifting to less weekend use.

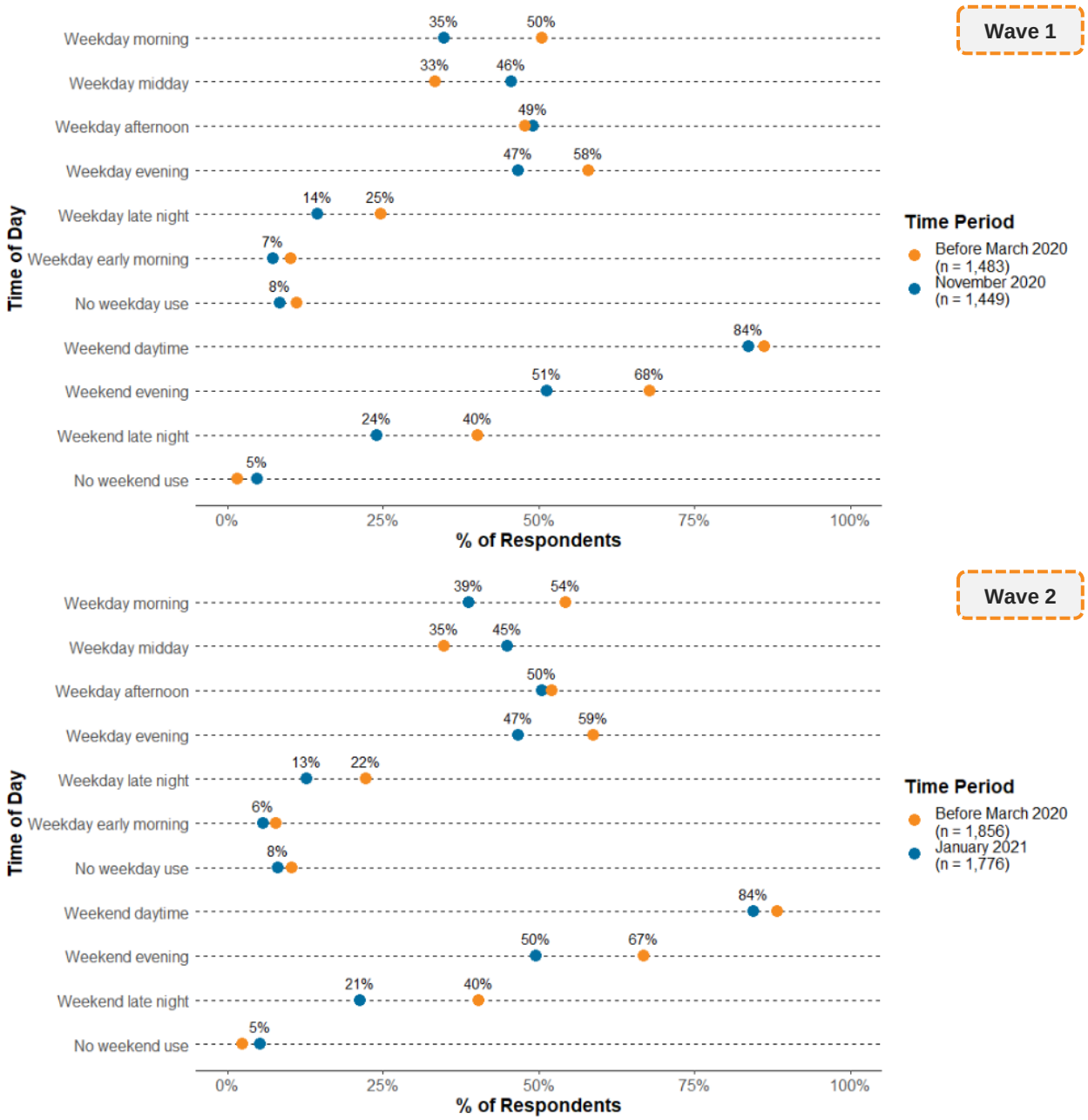
FIGURE 46: CHANGE IN TIME(S) OF DAY TRAVELING BY PACE ADA PARATRANSIT – WAVES 1&2



Note: Select all that apply; totals may not sum to 100% for weekdays (top 7 rows) and weekends (bottom 4 rows)

Figure 47 shows the portion of respondents who used a household vehicle during each time of day listed, both before the pandemic and in the week before they completed the survey. Of all travel modes, household vehicles saw the least abandonment among respondents in either survey wave.

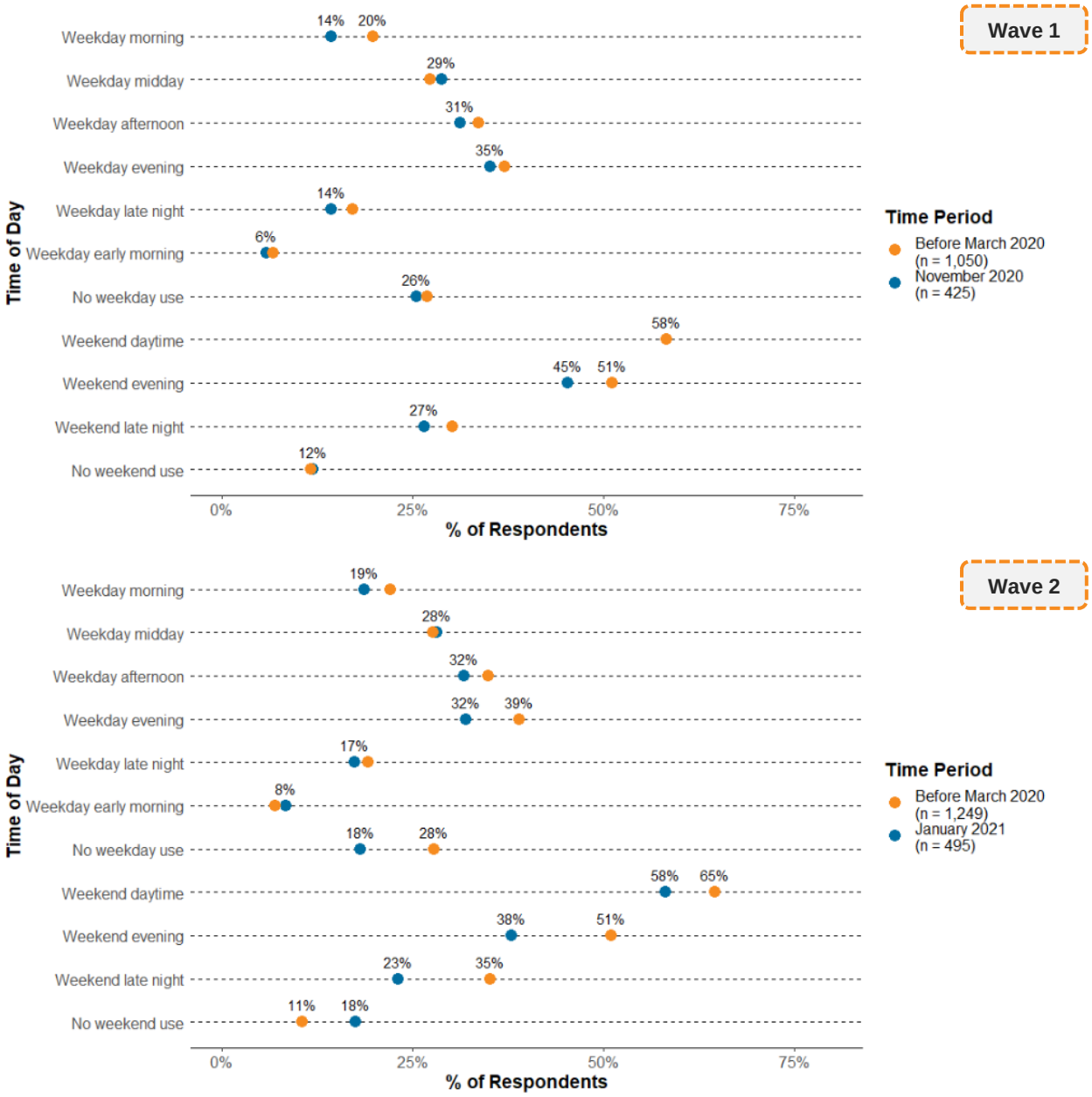
FIGURE 47: CHANGE IN TIME(S) OF DAY TRAVELING BY HOUSEHOLD VEHICLES – WAVES 1&2



Note: Select all that apply; totals may not sum to 100% for weekdays (top 7 rows) and weekends (bottom 4 rows)

Figure 48 shows the portion of respondents who used a non-household vehicle during each time of day listed, both before the pandemic and in the week before they completed the survey. While the number of respondents using non-household vehicles dropped during the pandemic, there was no notable change observed in the timing of these trips until the second wave, when weekend use of this travel mode declined disproportionately to weekday use.

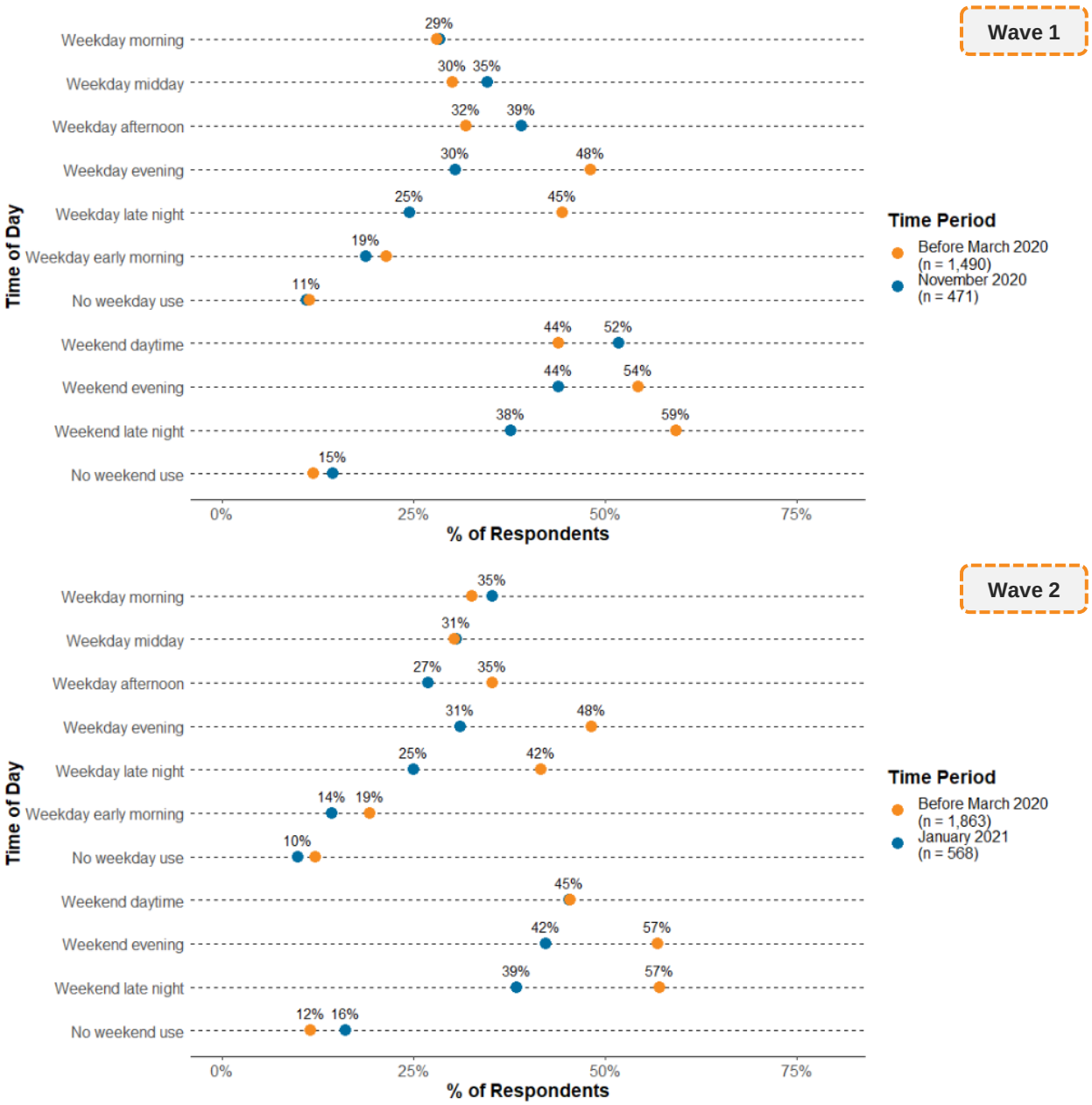
FIGURE 48: CHANGE IN TIME(S) OF DAY TRAVELING BY ANOTHER VEHICLE – WAVES 1&2



Note: Select all that apply; totals may not sum to 100% for weekdays (top 7 rows) and weekends (bottom 4 rows)

Figure 49 shows the portion of respondents who used a taxi or ride service during each time of day listed, both before the pandemic and in the week before they completed the survey. Taxis and ride services were abandoned at large rates, and those still using them during the pandemic were using them proportionally less during the later hours on both weekdays and weekends.

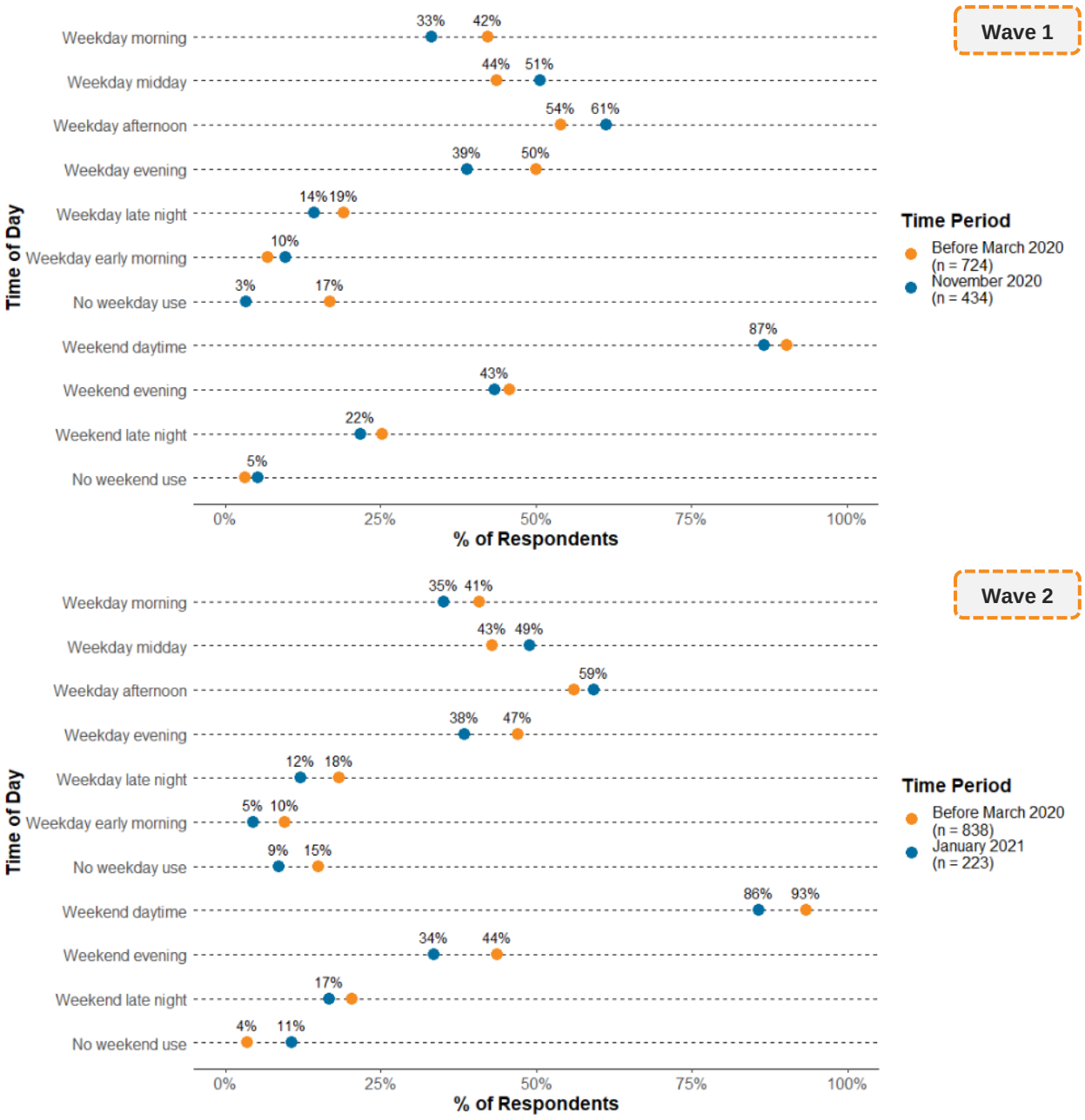
FIGURE 49: CHANGE IN TIME(S) OF DAY TRAVELING BY TAXI OR RIDE SERVICE – WAVES 1&2



Note: Select all that apply; totals may not sum to 100% for weekdays (top 7 rows) and weekends (bottom 4 rows)

Figure 50 shows the portion of respondents who used a bicycle during each time of day listed, both before the pandemic and in the week before they completed the survey. The slight proportional drop in weekend use of bicycles observed in the first wave grew in the second.

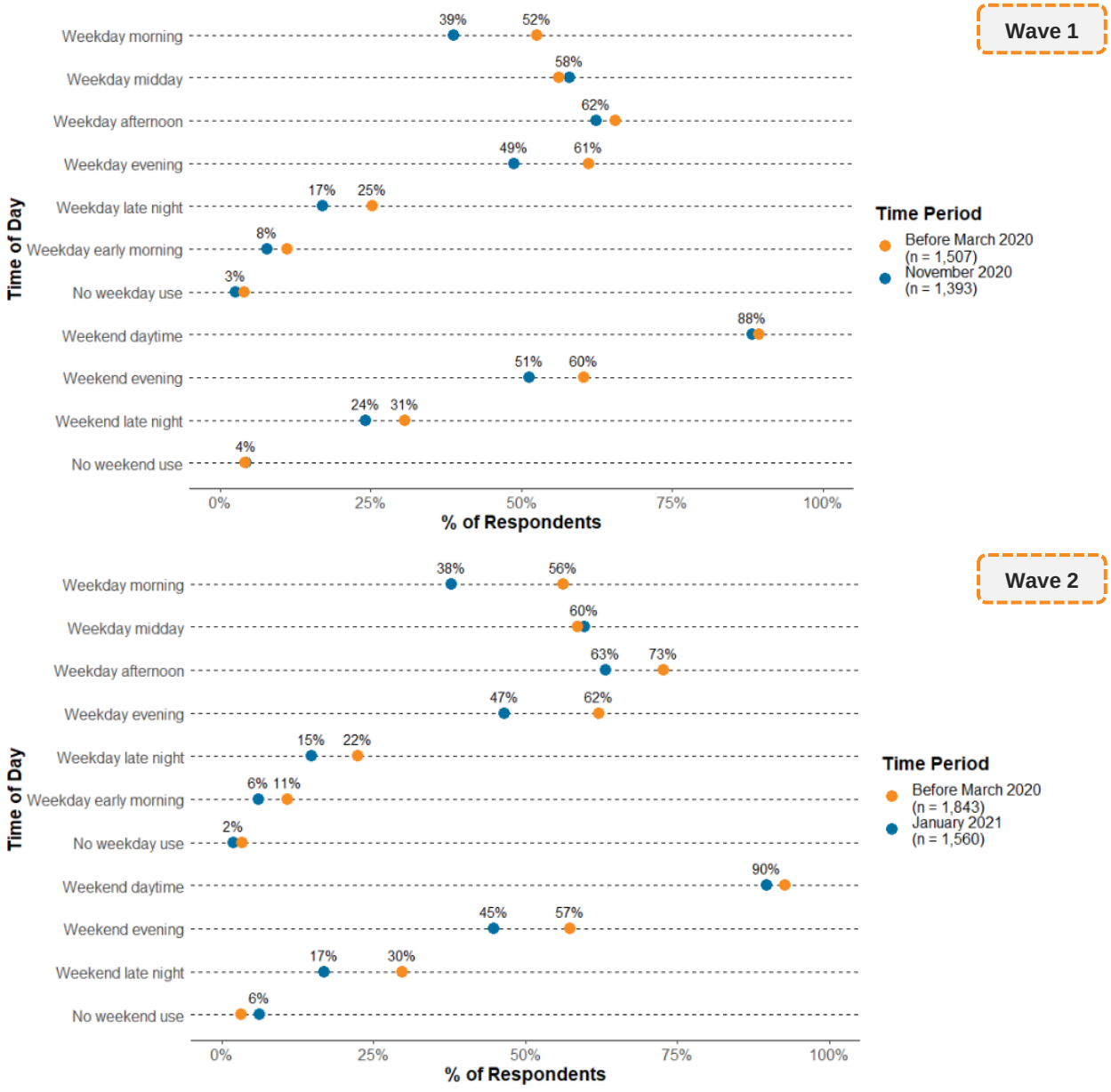
FIGURE 50: CHANGE IN TIME(S) OF DAY TRAVELING BY BICYCLE – WAVES 1&2



Note: Select all that apply; totals may not sum to 100% for weekdays (top 7 rows) and weekends (bottom 4 rows)

Figure 51 shows the portion of respondents who travelled as a pedestrian during each time of day listed, both before the pandemic and in the week before they completed the survey. Walking has been the most stable travel mode during the pandemic behind household vehicles, with a comparatively small portion of respondents abandoning this mode altogether and very little change in the “no weekday use” and “no weekend use” categories below.

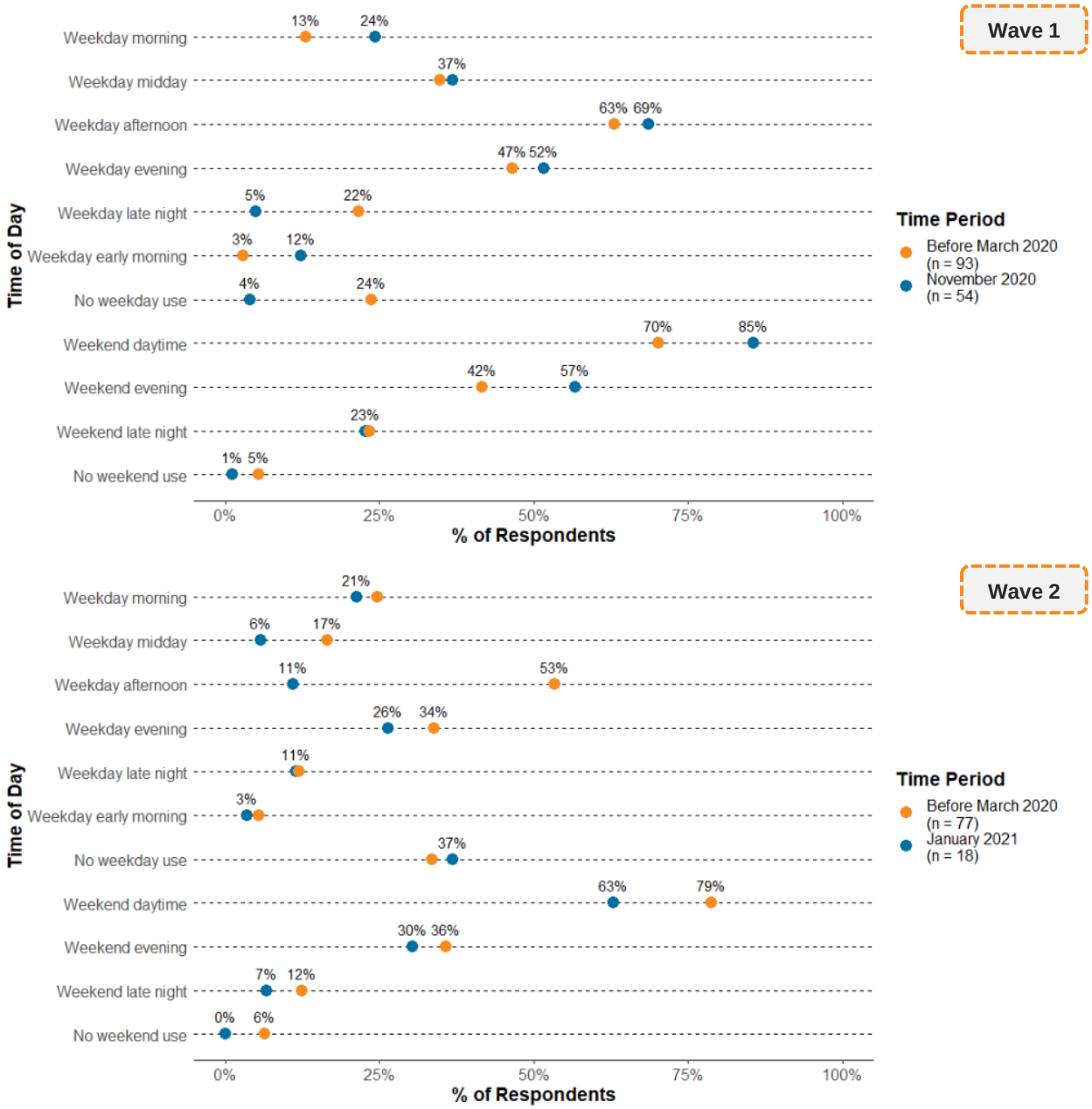
FIGURE 51: CHANGE IN TIME(S) OF DAY TRAVELING BY WALKING, JOGGING, OR ROLLING USING A MOBILITY DEVICE – WAVES 1&2



Note: Select all that apply; totals may not sum to 100% for weekdays (top 7 rows) and weekends (bottom 4 rows)

Figure 52 shows the portion of respondents who used a scooter or moped during each time of day listed, both before the pandemic and in the week before they completed the survey. The increased portion of respondents who abandoned this mode entirely in the second survey wave points toward a seasonal effect on the use of scooters, and was also likely driven by the end of the City of Chicago's second scooter pilot in the beginning of December 2020.

FIGURE 52: CHANGE IN TIME(S) OF DAY TRAVELING BY SCOOTER OR MOPED – WAVES 1&2



Note: Select all that apply; totals may not sum to 100% for weekdays (top 7 rows) and weekends (bottom 4 rows)

Ticket Type

Figure 53 shows subtle differences in primary ticket type used CTA current riders compared to lapsed riders. In both survey waves, current riders were slightly more likely to use Ventra pay per ride than lapsed riders, who were instead more likely to use a pass when they were riding before March 2020.

FIGURE 53: TICKET TYPES USED BY CTA RIDERS – WAVES 1&2

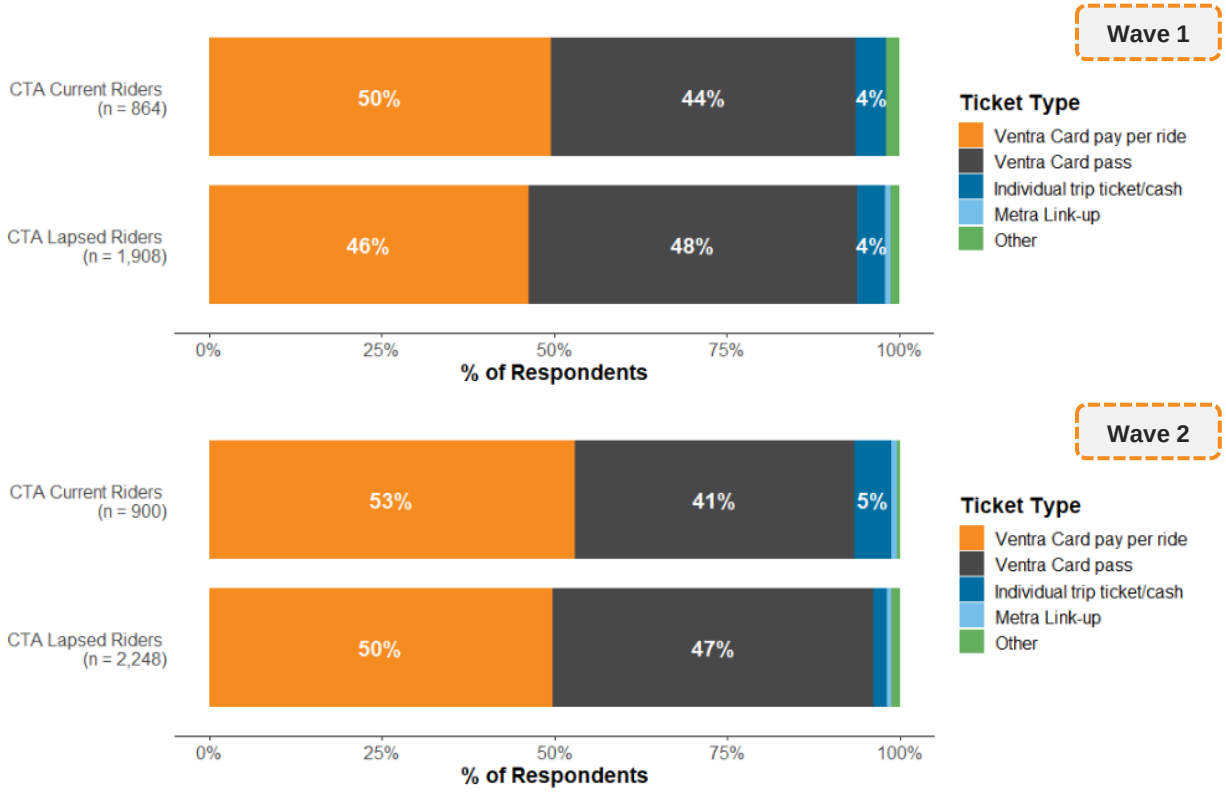


Figure 54 shows that a similar trend existed on Metra, where current riders were more likely to use individual trip tickets or cash than lapsed riders, who were more likely to use a monthly pass or ten-ride ticket when they were riding.

FIGURE 54: TICKET TYPES USED BY METRA RIDERS – WAVES 1&2

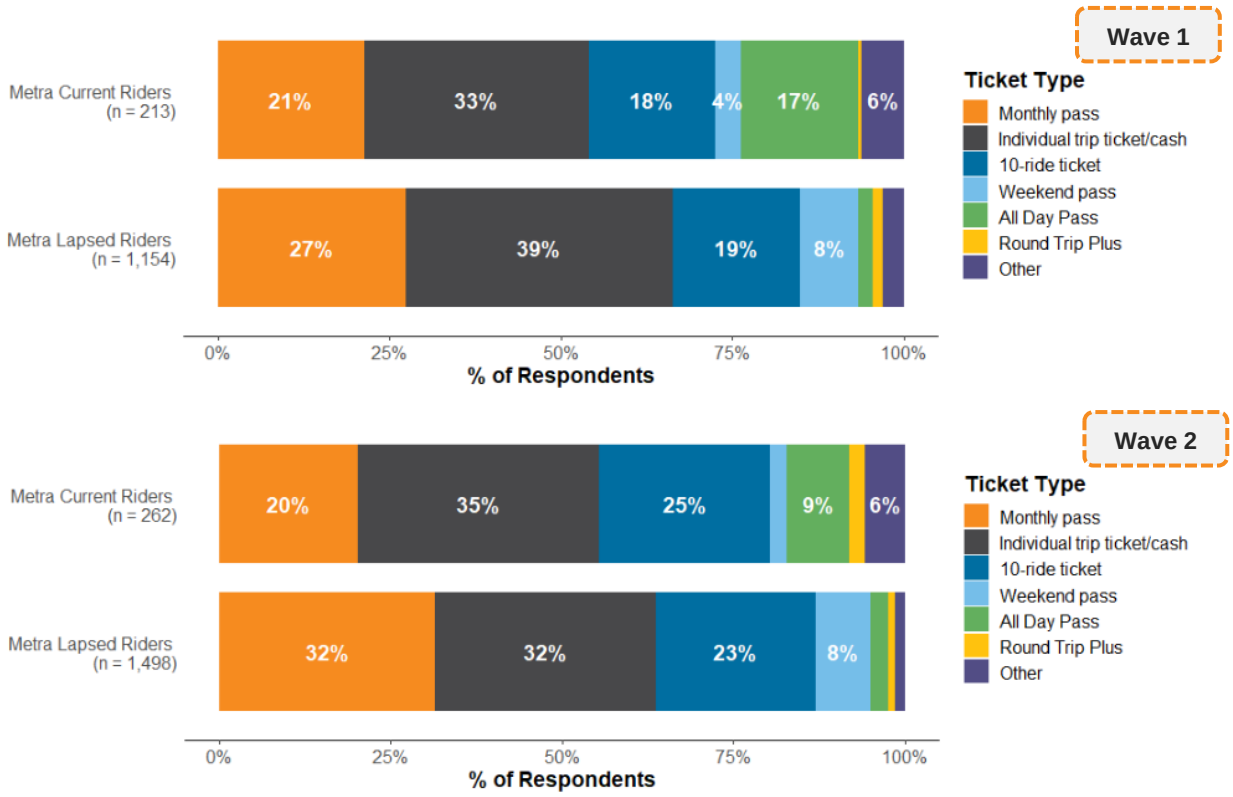
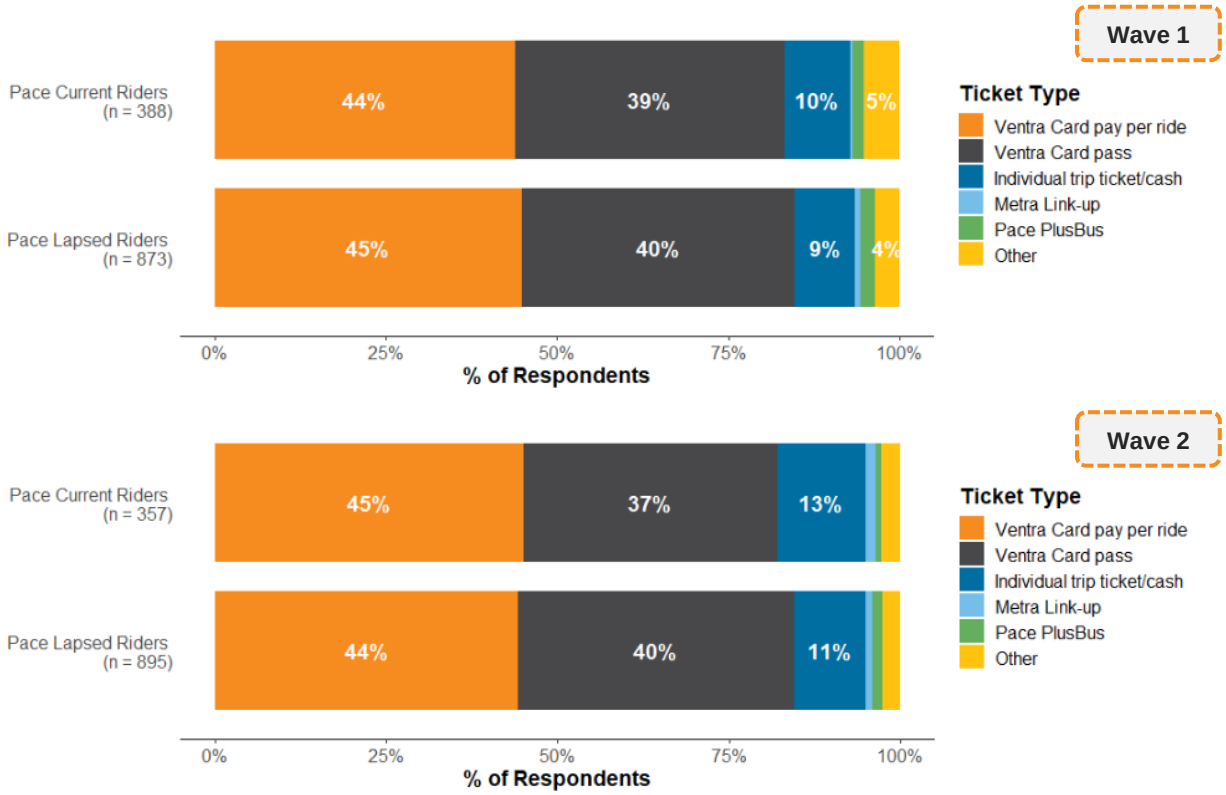


Figure 55 reveals little difference in ticket type usage among Pace riders, either between the two survey waves or in terms of current vs. lapsed riders.

FIGURE 55: TICKET TYPES USED BY PACE RIDERS – WAVES 1&2

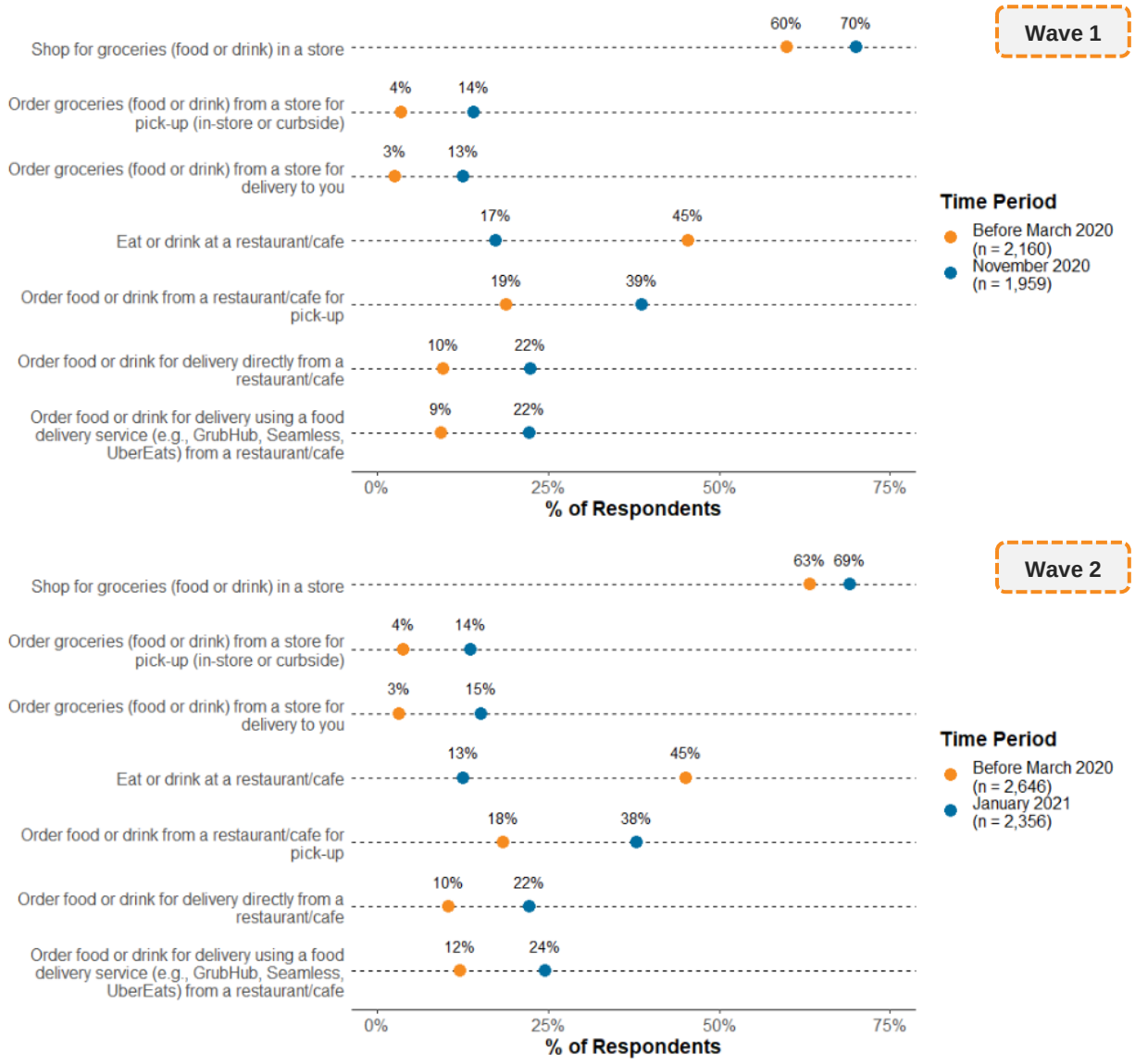


Shopping and Delivery

Figure 56 through Figure 58 examine respondent engagement with various shopping, food, and delivery options before March 2020 and in November 2020 or January 2021. No substantial differences in the responses in Figure 56 and Figure 58 were observed among the service boards and rider types, and so these results are shown in aggregate.

Figure 56 shows the portion of respondents who indicated they performed each of the listed shopping activities on at least a weekly basis, both before the pandemic and in the week before they completed the survey. Expectedly large drop-offs can be observed in the portion of respondents regularly eating in a restaurant in both waves. There are corresponding increases in the portion of respondents ordering food for delivery from a restaurant, although in neither wave is this increase large enough to offset the decrease in in-person dining.

FIGURE 56: CHANGES IN WEEKLY SHOPPING BEHAVIOR – WAVES 1&2



Note: Select all that apply; totals may not sum to 100%

Figure 57 shows continued engagement with grocery delivery services by each service board and rider type for respondents who indicated they had ordered groceries for delivery. Current Metra riders were least likely to continue using such services, while lapsed Pace riders were most likely to continue doing so. But across all segments, at least half of those who have had groceries delivered during the pandemic will continue to do so at some frequency.

FIGURE 57: CONTINUED GROCERY DELIVERY BY SERVICE BOARD AND RIDER TYPE – WAVES 1&2

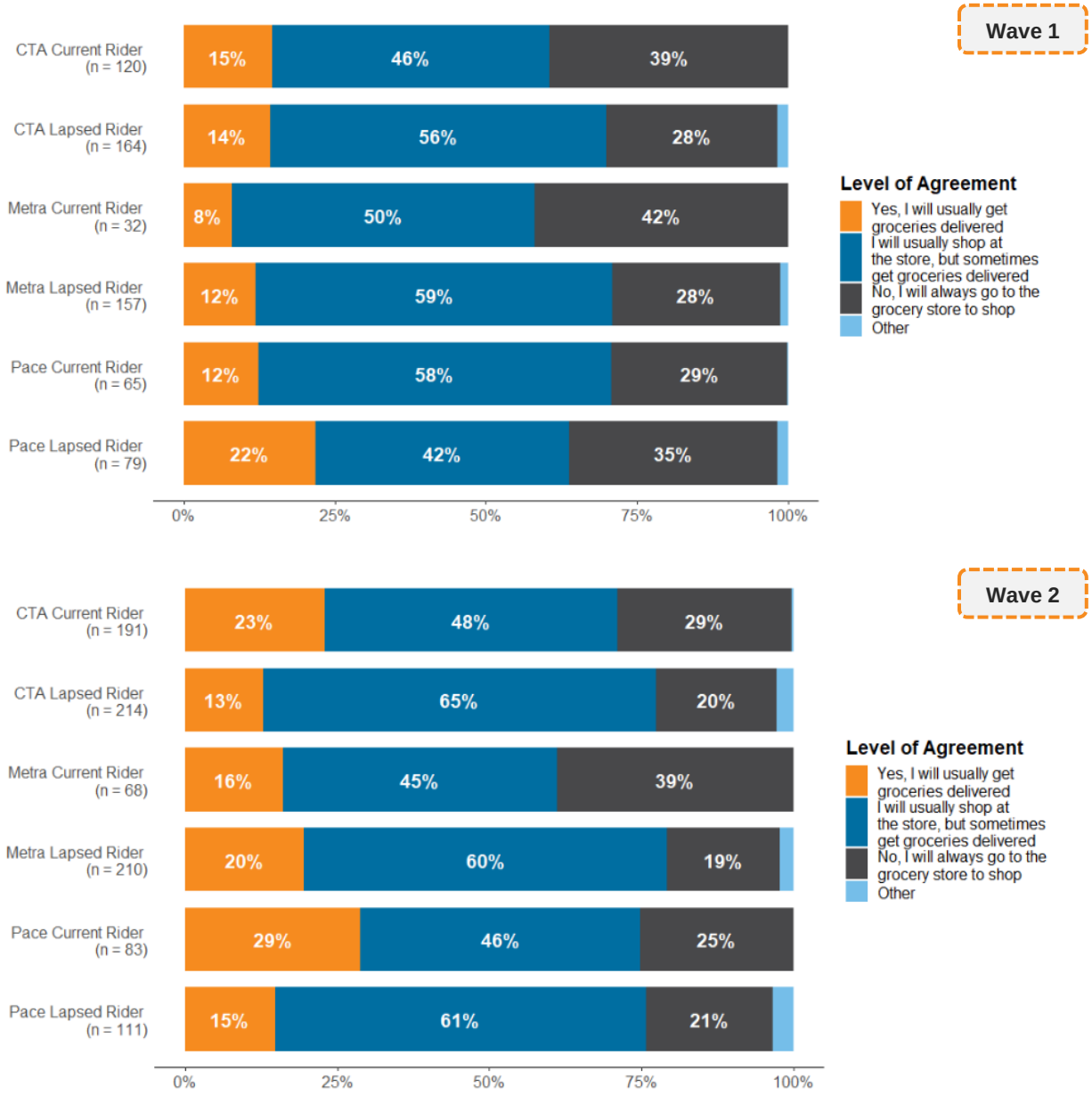


Figure 58 shows the portion of respondents who used each of the listed shopping activities on at least a weekly basis, both before the pandemic and in the week before they completed the survey. Ordering items online from a major retailer and receiving packages at home increased roughly three-fold in each survey wave, with smaller increases in ordering items online from a local retailer.

FIGURE 58: CHANGES IN WEEKLY USE OF DELIVERY SERVICES – WAVES 1&2

Note: Select all that apply; totals may not sum to 100%

4.2 ATTITUDES AND OPINIONS

This section provides an analysis of respondents' attitudes about various transit and public health-related topics, as well as the areas that respondents prioritized for future investment in the transit system. The first subsection analyzes attitude statements that were shown to respondents assuming three different scenarios:

- Scenario 1 – Present (November 2020) conditions (no available vaccine)
- Scenario 2 – January 2021 conditions (limited vaccine availability)
- Scenario 3 – Future conditions (public health concerns alleviated)

Scenario 1 was slightly modified for Wave 2 of the survey, as we had entered into Scenario 2 by the time this wave was administered. Since this set of statements was intended to be evaluated under current circumstances at the time of the survey, Scenario 1 is synonymous with Scenario 2 for the Wave 2 responses.

Future Scenarios

Scenario 1: Present Conditions (Wave 1 only, no vaccine, COVID-19 widespread)

In Scenario 1, respondents were presented with questions related to the current health environment during November 2020. Figure 59 through Figure 62 display responses to attitude statements segmented by rider type and service board.

Figure 59 shows how satisfied respondents were with the health precautions implemented by service boards. In both waves of the survey and across service boards, current riders were generally more comfortable with the adapted precautions than lapsed riders. CTA riders were less comfortable than both Metra and Pace riders.

FIGURE 59: LEVEL OF AGREEMENT WITH HEALTH PRECAUTIONS BY RIDER TYPE AND SERVICE BOARD – WAVES 1&2

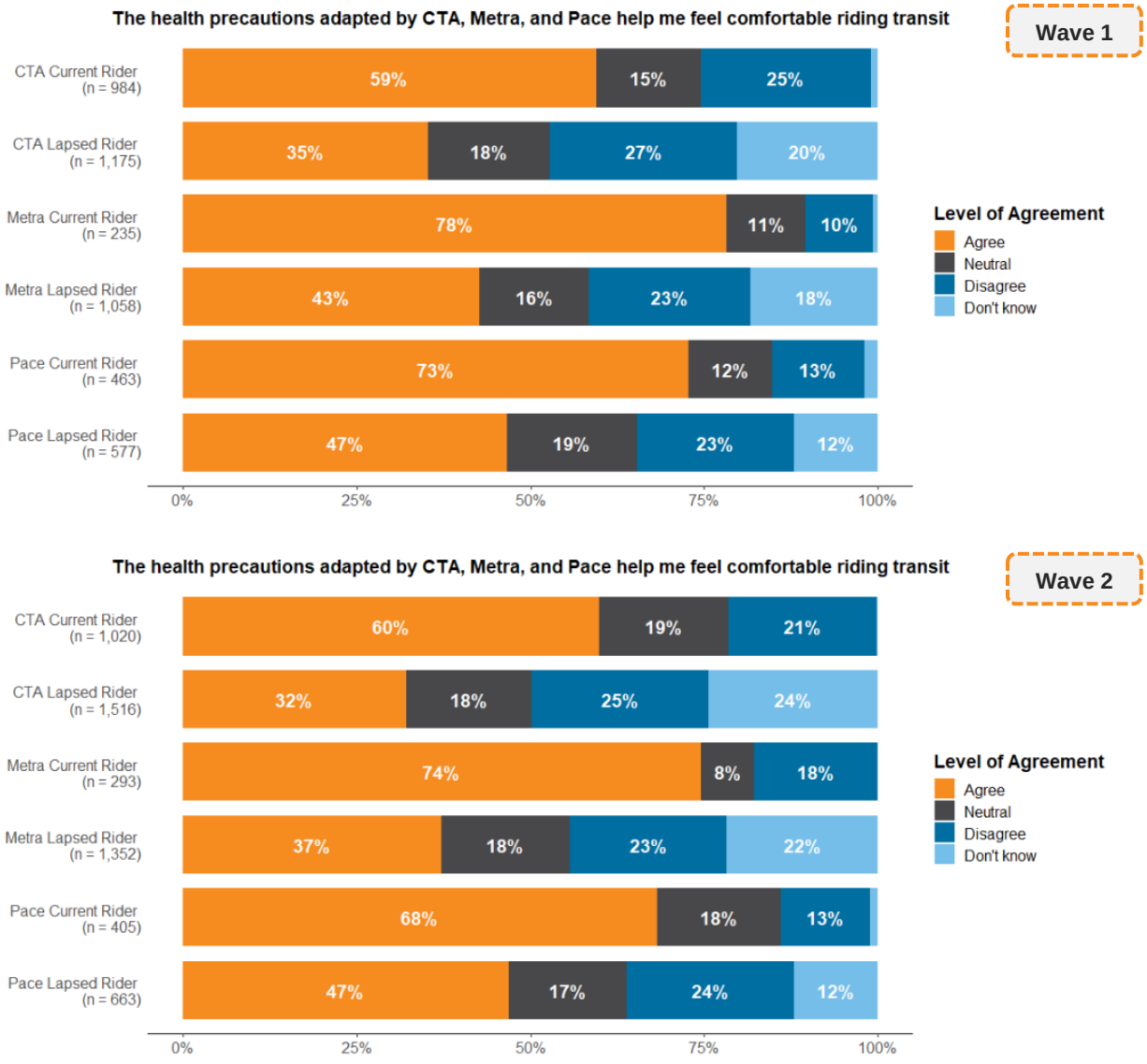
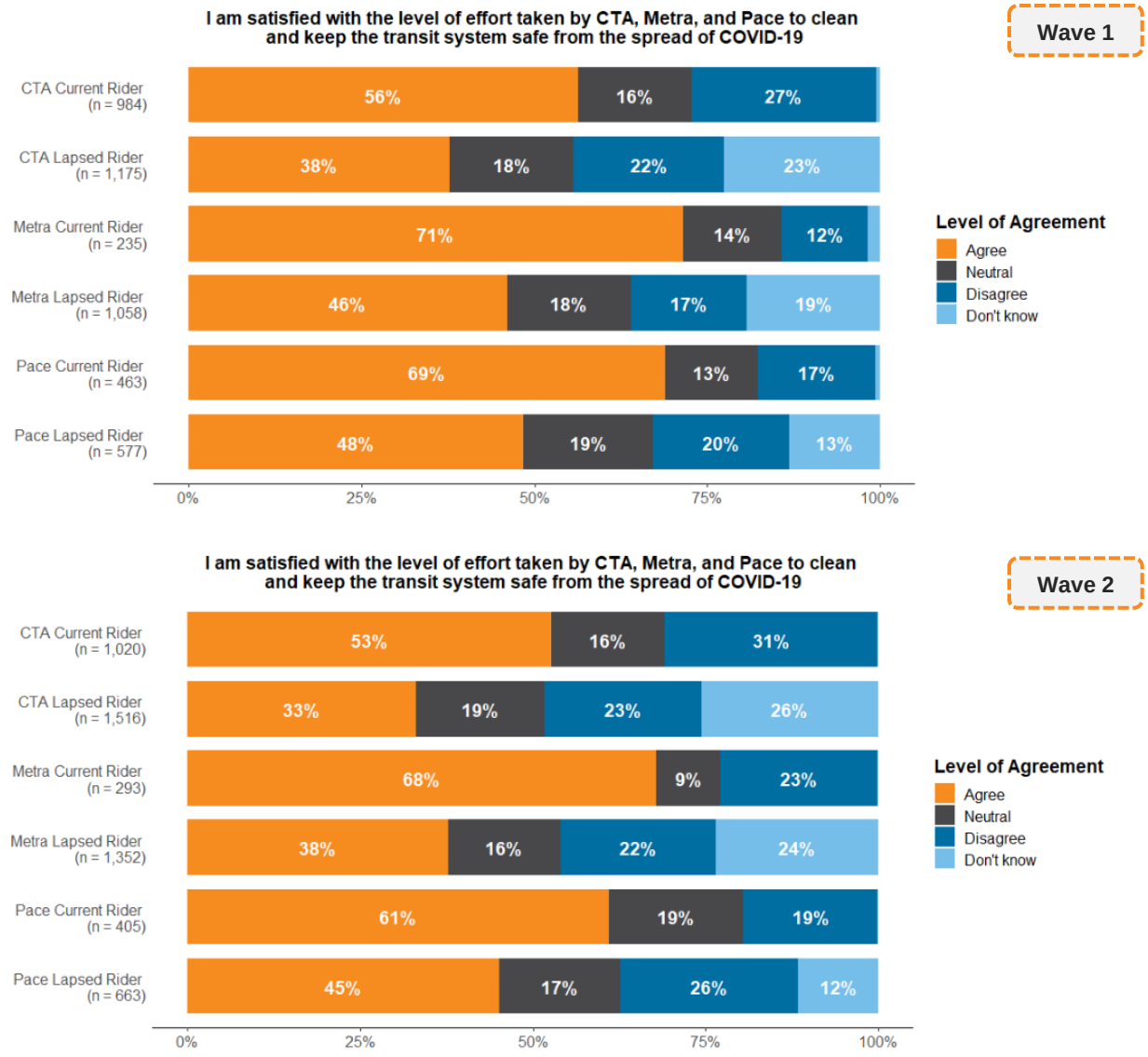


Figure 60 similarly shows that current transit riders indicated that they were more satisfied than lapsed riders with the cleaning efforts of service boards to stop the spread of COVID-19. Again, CTA riders were less satisfied than Metra and Pace riders, and these trends endured across survey waves.

FIGURE 60: SATISFACTION WITH SERVICE BOARD CLEANING BY RIDER TYPE AND SERVICE BOARD – WAVES 1&2



Across all service boards and rider types, there was strong agreement among respondents that they were more worried about the behavior of their fellow passengers than the actions of the service boards when it comes to public health concerns, a sentiment which has persisted between November 2020 and January 2021 (Figure 61).

FIGURE 61: CONCERN FOR FELLOW RIDER HEALTH ADHERENCE BY RIDER TYPE AND SERVICE BOARD – WAVES 1&2

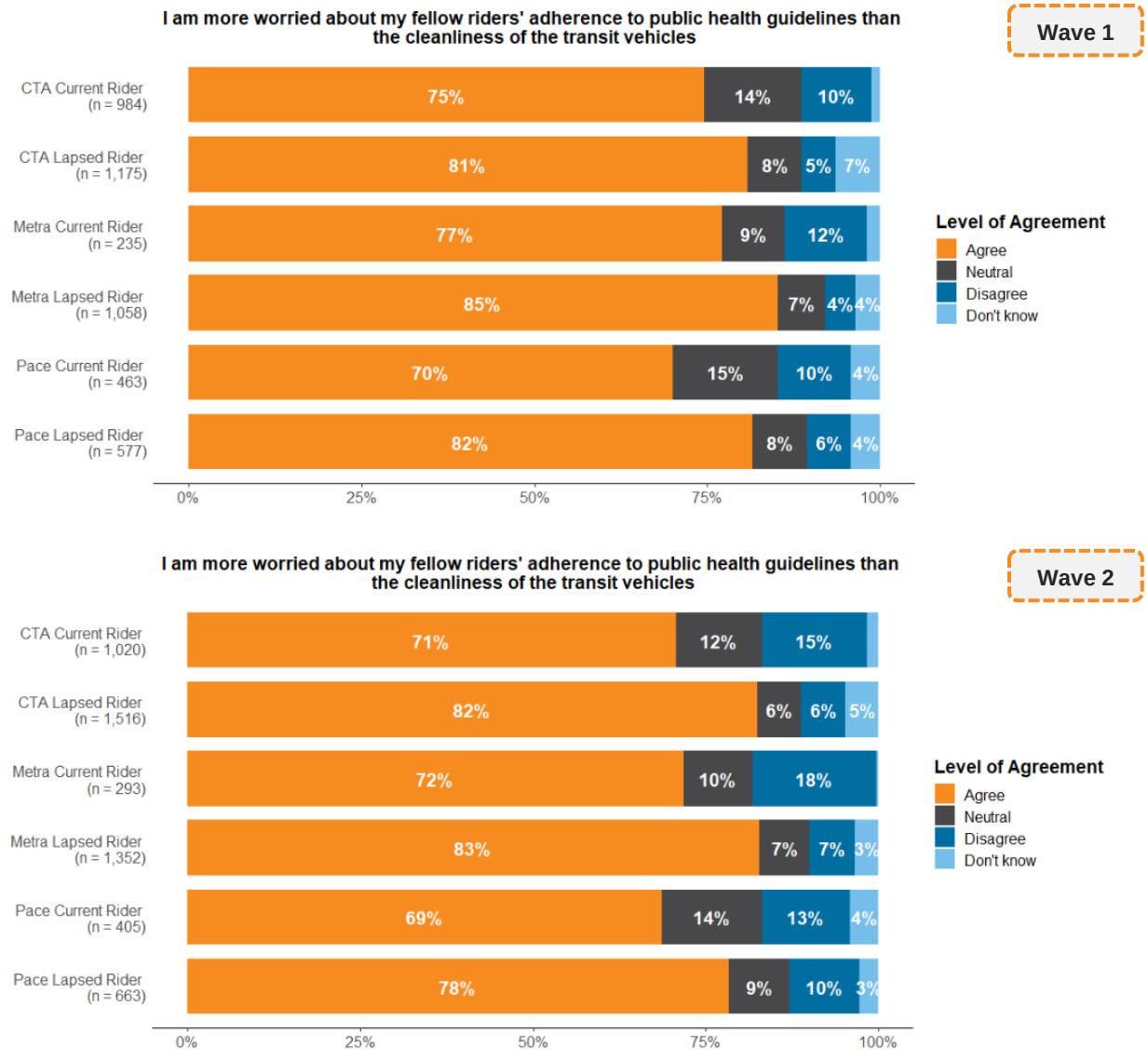
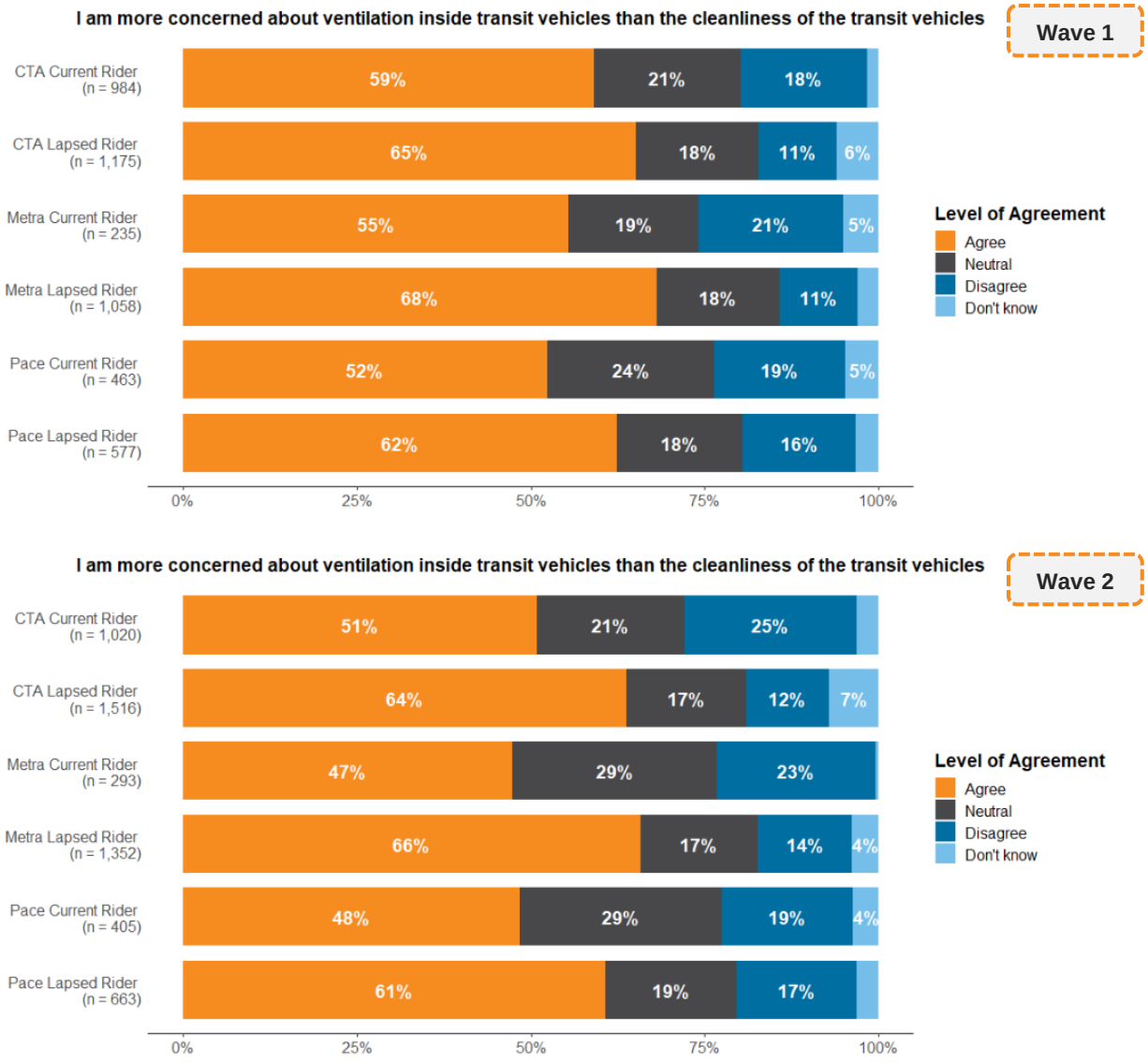


Figure 62 shows that the majority of respondents in each segment were more concerned about ventilation inside transit vehicles than the cleanliness of those vehicles. This concern was slightly more pronounced in lapsed riders, a disparity that grew in the second survey wave, indicating a potential area for improvement to attract those riders to return comfortably.

FIGURE 62: CONCERN FOR VENTILATION OVER CLEANLINESS ON TRANSIT BY RIDER TYPE AND SERVICE BOARD – WAVES 1&2

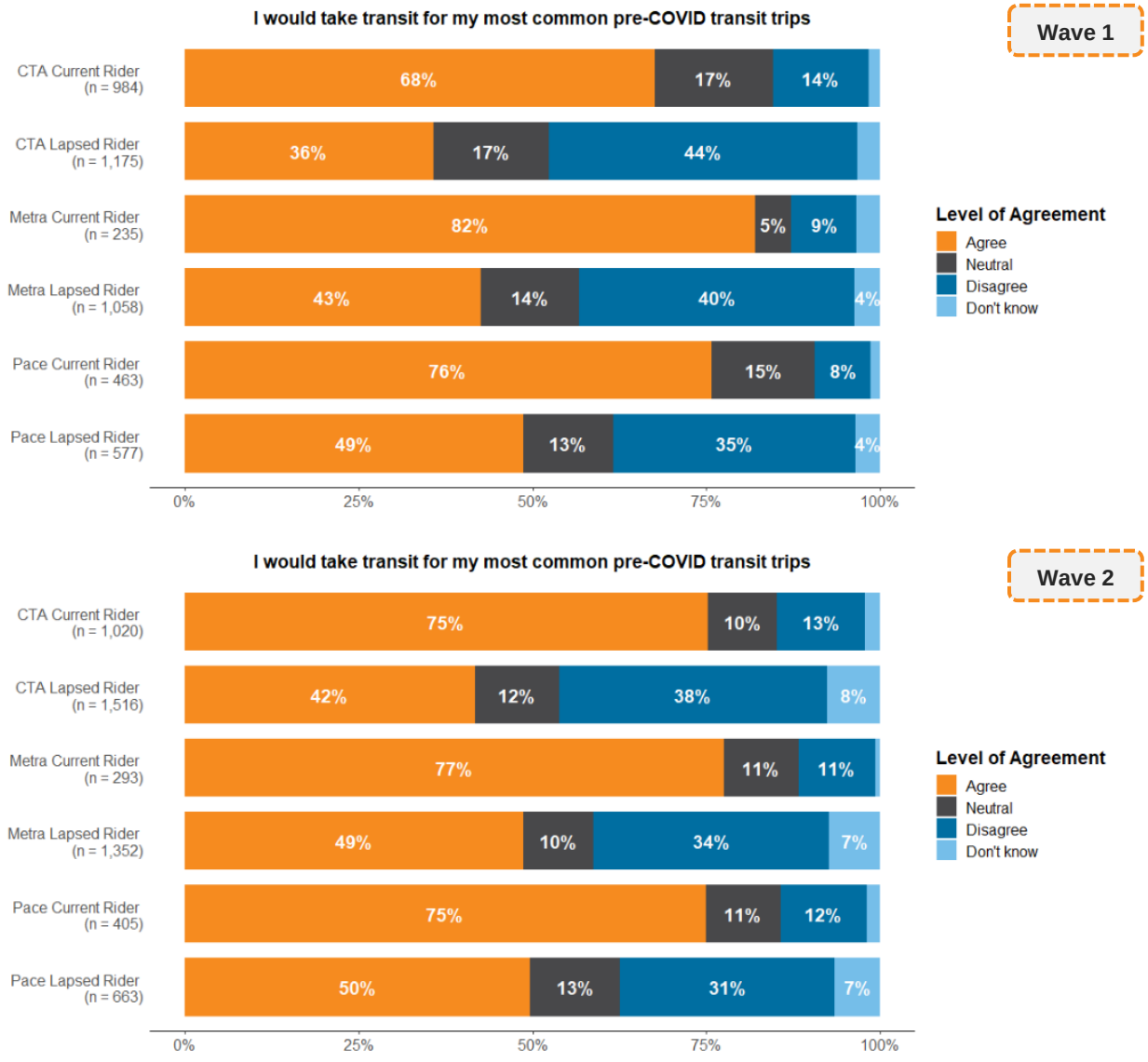


Scenario 2: Interim (Vaccine available, limited effectiveness and/or use)

In Scenario 2, respondents were presented with questions under the assumption that there is a vaccine available, the effectiveness and/or use of which remains limited. For Wave 1 respondents, this was a hypothetical scenario, and for Wave 2 respondents this represented current conditions, synonymous with Scenario 1 for Wave 1. Figure 63 through Figure 67 display responses to this set of attitude statements segmented by rider type and service board.

Figure 63 shows how many respondents in each segment would return to transit for their most common pre-COVID transit trips given the limited vaccine scenario outlined above. In both waves current riders for all service board were the most likely to agree with this statement. Additionally, in the second wave each service board saw a slight increase in agreement with this statement among lapsed riders.

FIGURE 63: PRIMARY TRIP PURPOSE REENGAGEMENT BY RIDER TYPE AND SERVICE BOARD – WAVES 1&2



The majority of lapsed rider respondents for each service board and in both survey waves indicated they would prefer to drive over using other travel modes (Figure 64). Agreement with this statement among current riders, however, decreased for all three service boards in the second wave of the survey.

FIGURE 64: DRIVING PREFERENCE BY RIDER TYPE AND SERVICE BOARD – WAVES 1&2

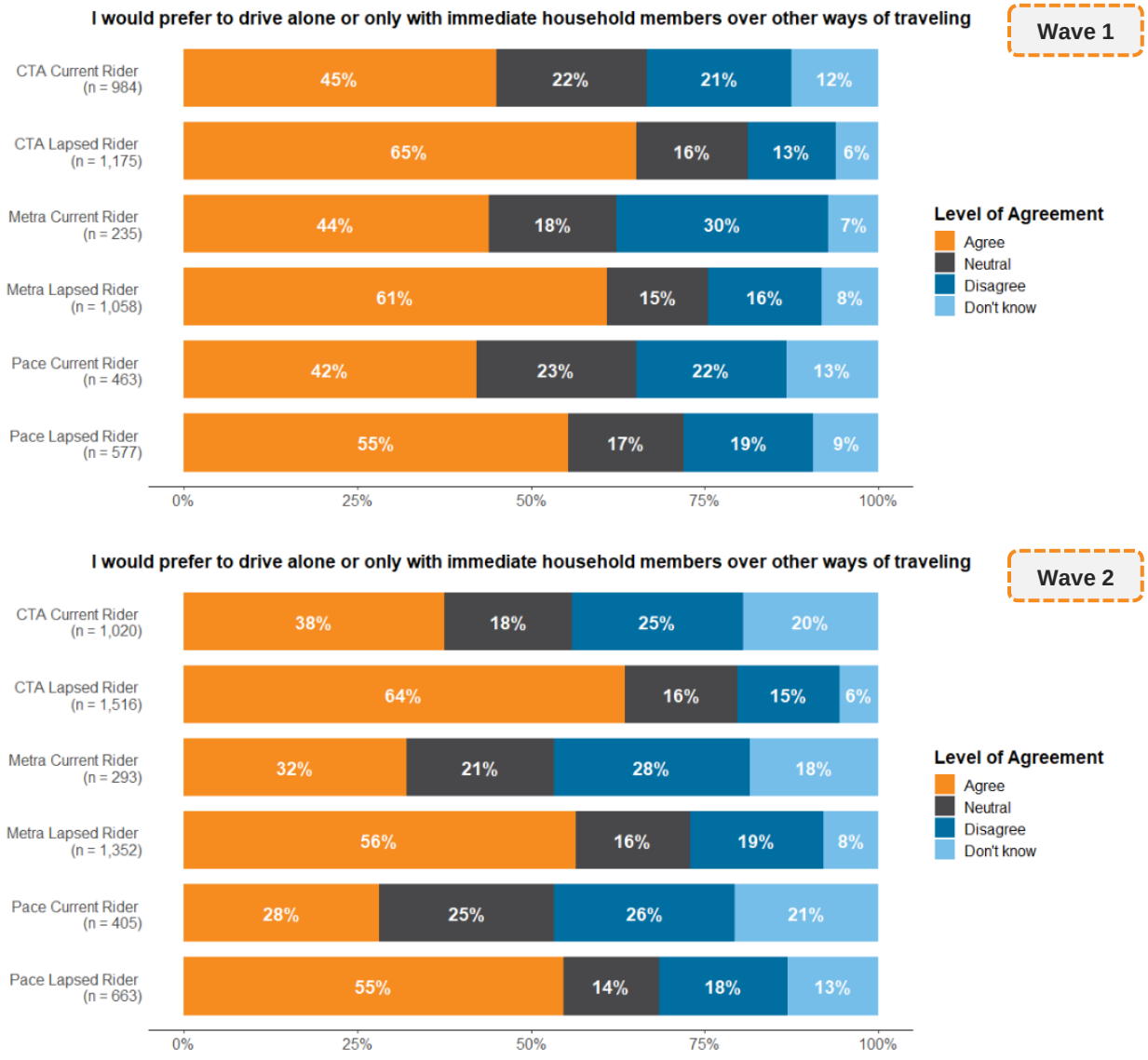


Figure 65 shows that in Wave 1, lapsed riders for all service boards were more tolerant than current riders of reduced transit frequency if provided reliable and timely information about service, possibly indicative of less general need or willingness to engage with transit during the pandemic. In both waves of the survey, current Metra riders were the most likely to disagree with this statement.

FIGURE 65: CONDITIONS FOR REDUCED TRANSIT FREQUENCY BY RIDER TYPE AND SERVICE BOARD – WAVES 1&2

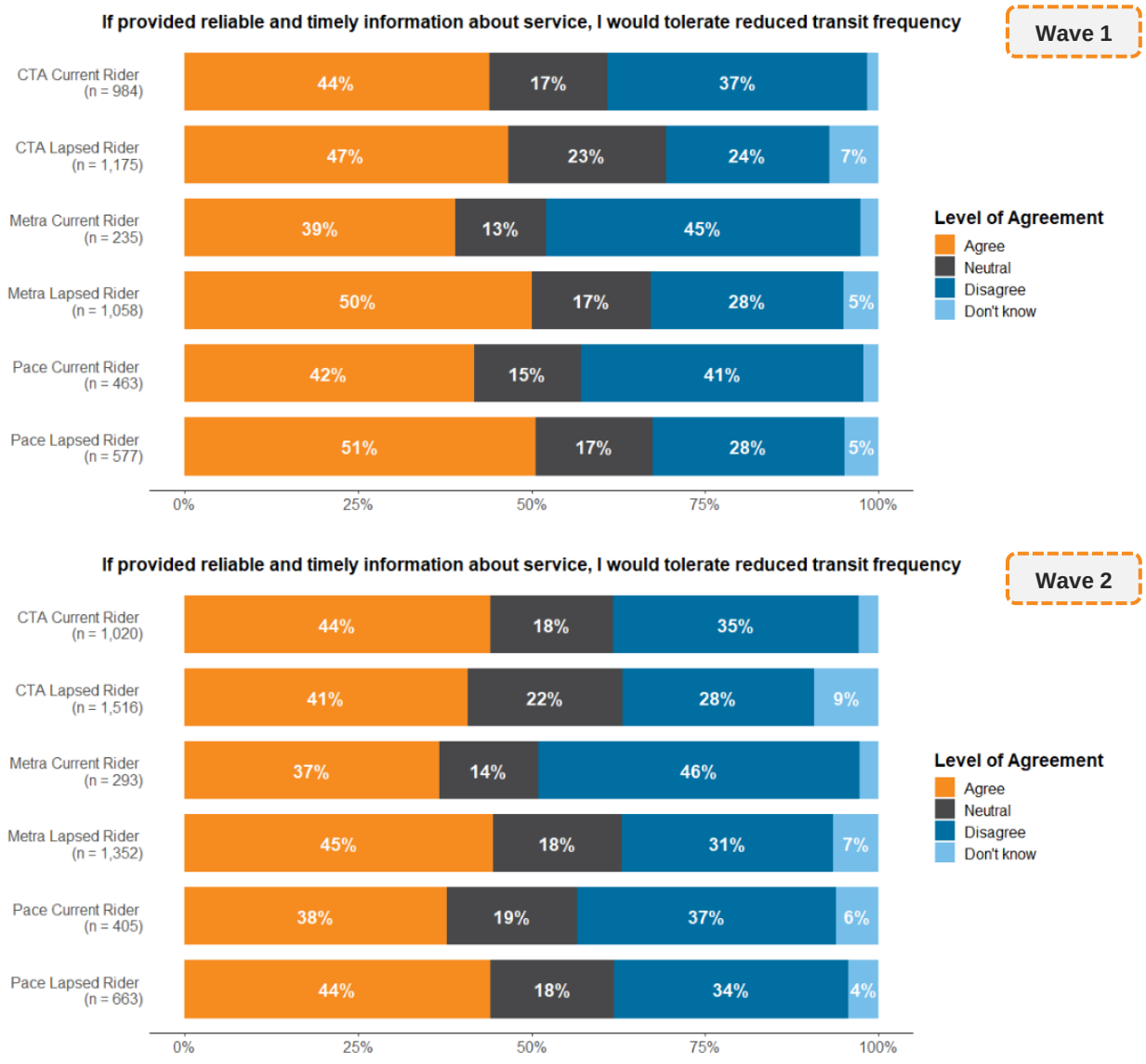


Figure 66 shows that across service boards and survey waves, lapsed riders were more likely than current riders to avoid transfers when riding transit. Conversely, nearly half of current riders for each service board in Wave 1 said they would not avoid transfers, a sentiment which declined only slightly for lapsed Metra and Pace riders in Wave 2.

FIGURE 66: TRANSFER AVOIDANCE BY RIDER TYPE AND SERVICE BOARD – WAVES 1&2

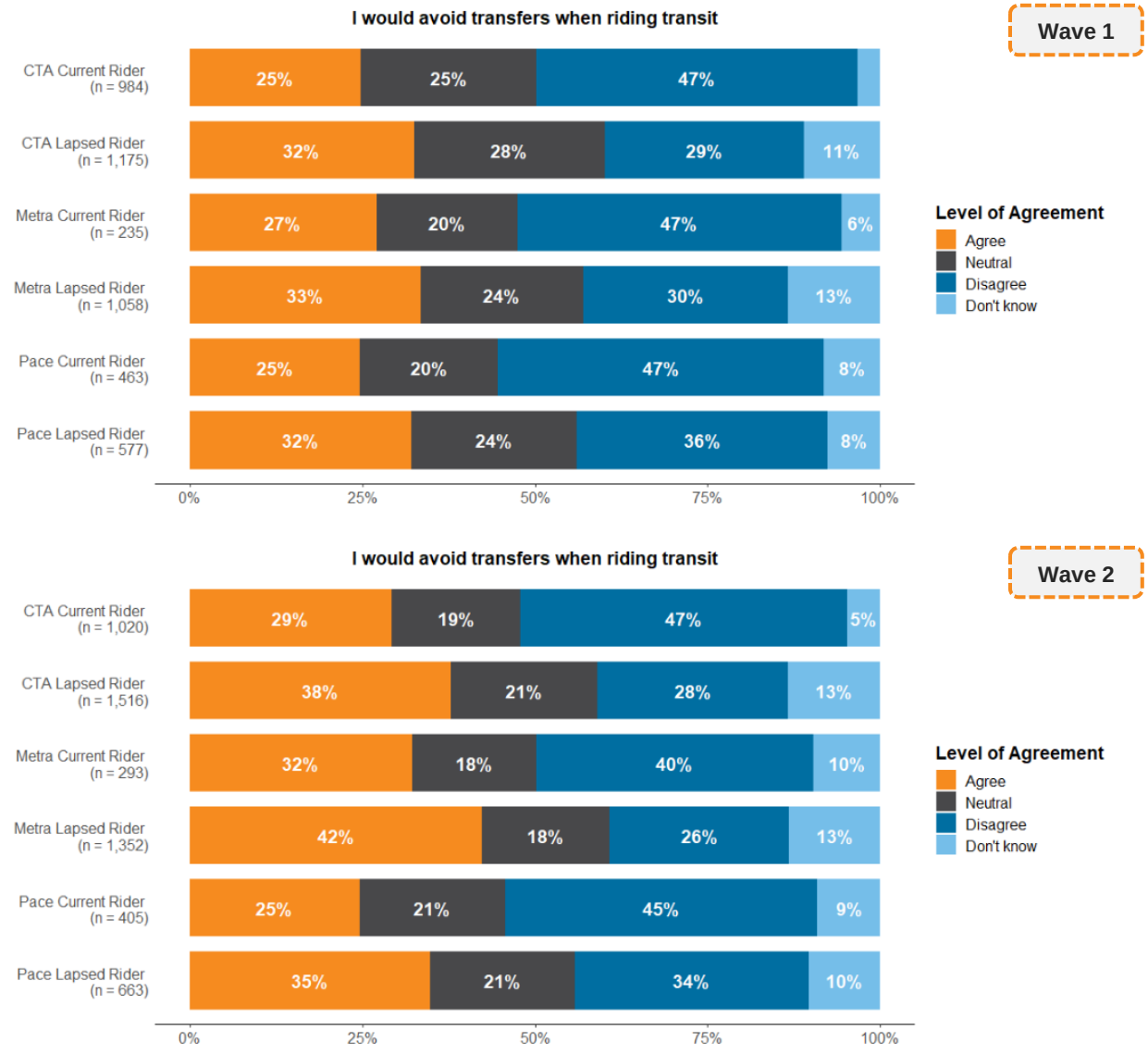
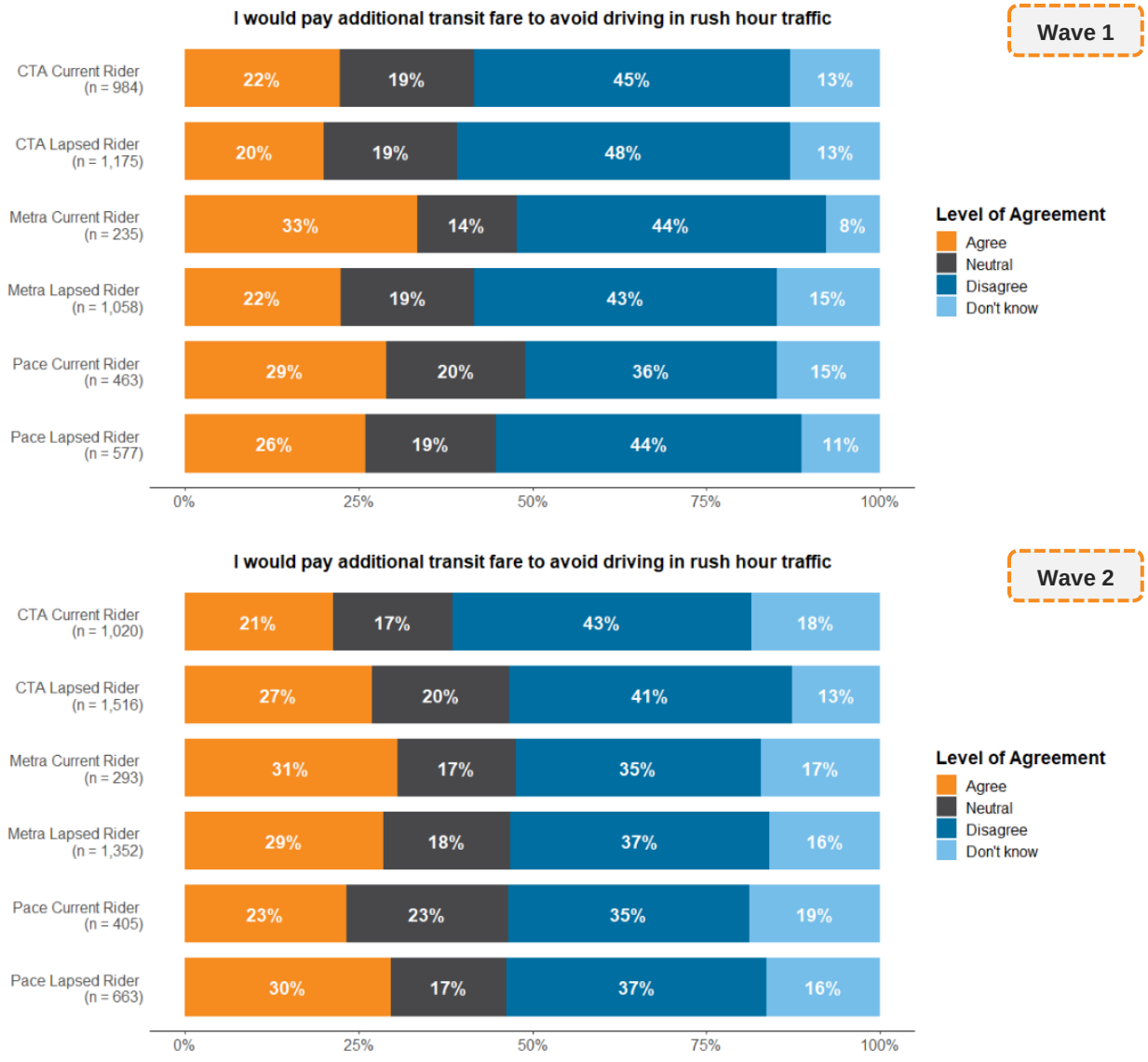


Figure 67 shows that current Metra riders in both waves of the survey were the most likely to agree that they would pay additional transit fare to avoid driving in rush hour traffic. The share of lapsed riders for each service board that agreed with this statement increased in Wave 2 of the survey.

FIGURE 67: FARE AND RUSH HOUR AVOIDANCE BY RIDER TYPE AND SERVICE BOARD – WAVES 1&2



Scenario 3: New Normal (Vaccine effective, all public health concerns alleviated)

In Scenario 3, respondents were presented with questions under the assumption that an effective COVID-19 vaccine has been distributed and all public health concerns have been alleviated. Figure 68 through Figure 73 display responses to attitude statements segmented by rider type and service board.

Under this scenario, more than eight in ten respondents for each segment in Wave 1 of the survey indicated they would return to transit for their most common pre-COVID transit trips (Figure 68). Agreement with this statement declined slightly however in the second wave, with the largest decreases occurring among lapsed Metra riders (8%) and current Pace riders (10%).

FIGURE 68: PRIMARY TRIP PURPOSE REENGAGEMENT BY RIDER TYPE AND SERVICE BOARD – WAVES 1&2

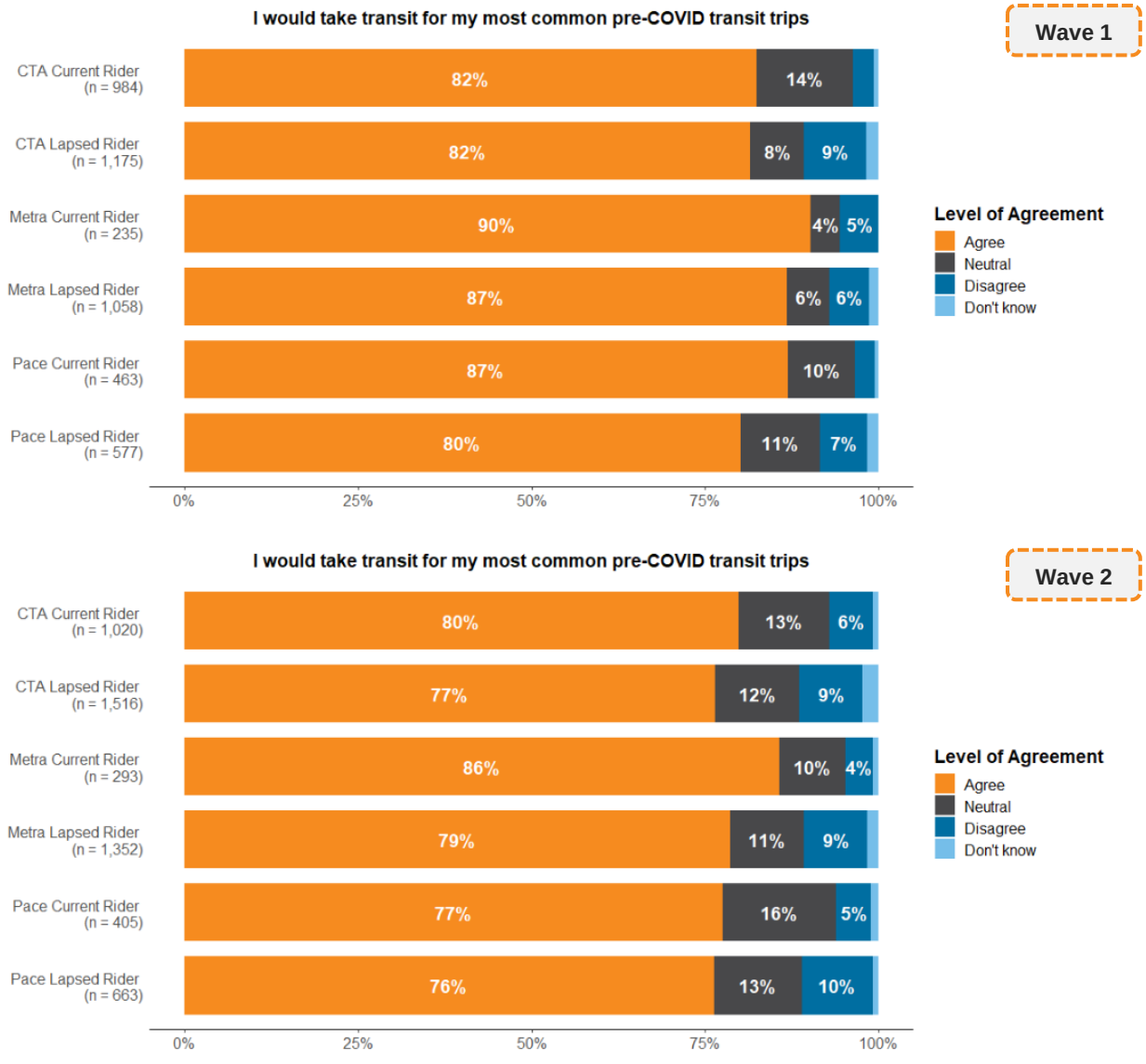


Figure 69 shows that, in both waves of the survey, current Metra riders were the most likely to indicate they would return fully to transit as they used it before the pandemic. Agreement with this statement was most stable for CTA respondents between survey waves.

FIGURE 69: FULL RETURN TO TRANSIT BY RIDER TYPE AND SERVICE BOARD – WAVES 1&2

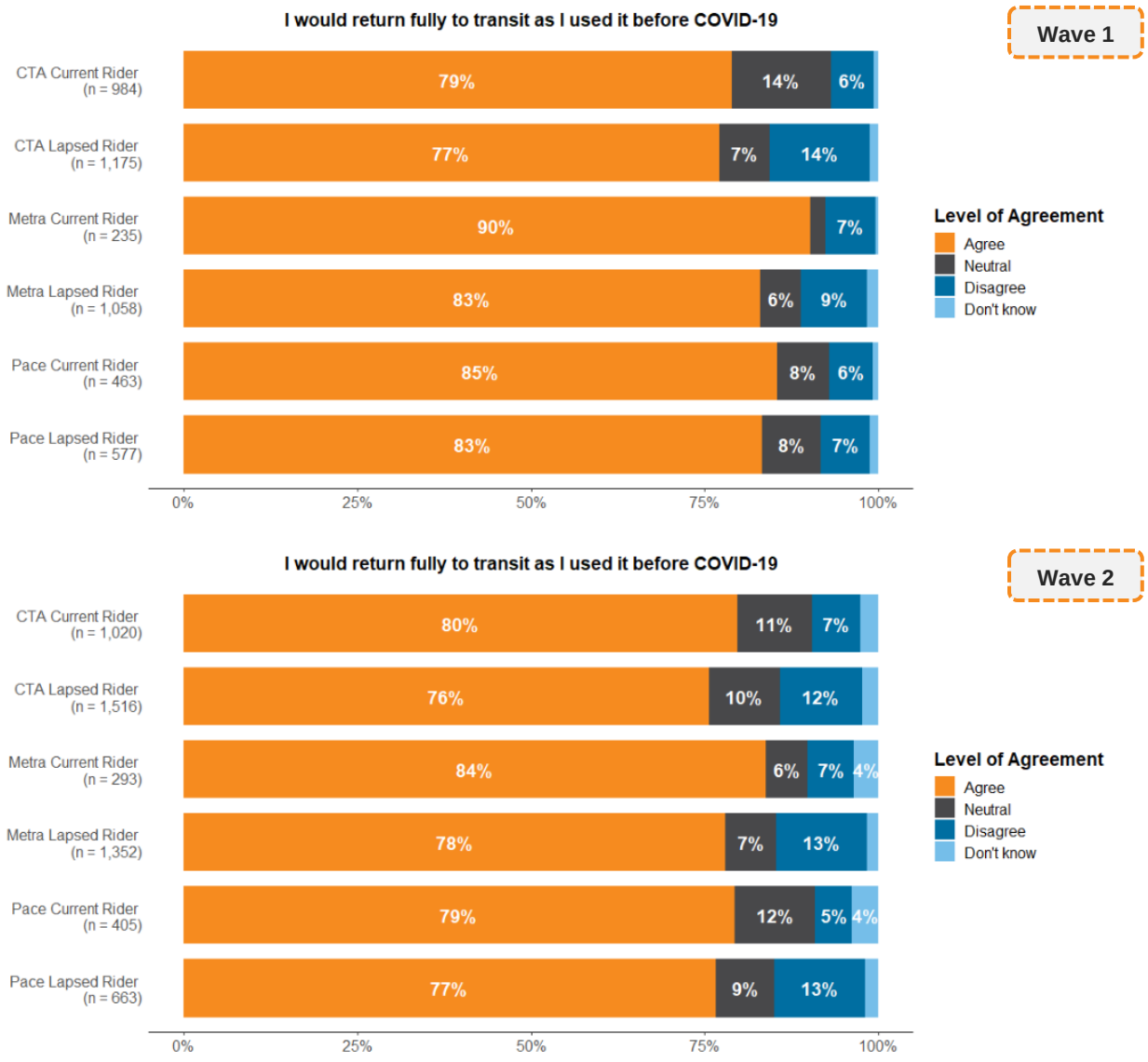


Figure 70 shows notable disagreement across survey waves, service boards, and rider types that respondents would increase their use of ride-hailing services compared to before the pandemic. This sentiment remained fairly stable across the survey waves, with the largest change in the current CTA rider segment which indicated even less interest in increased use of ride services.

FIGURE 70: TNP USE BY RIDER TYPE AND SERVICE BOARD – WAVES 1&2

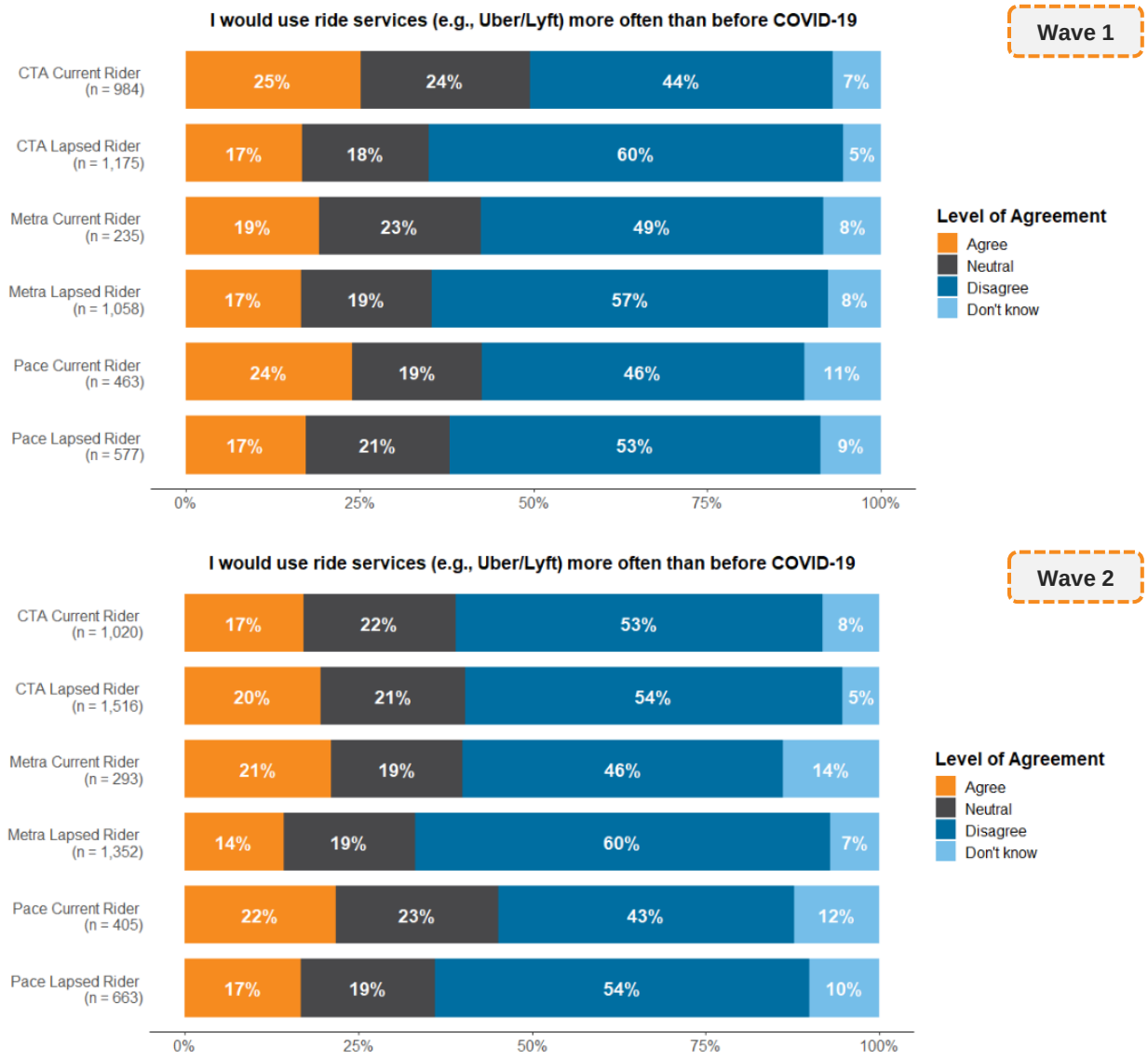


Figure 71 shows that for all service boards lapsed riders in Wave 1 of the survey were more likely than current riders to expect to increase how often they walk or bike. However, in Wave 2 responses, this difference was absent from CTA and Metra respondents.

FIGURE 71: BIKE/PED USE BY RIDER TYPE AND SERVICE BOARD – WAVES 1&2

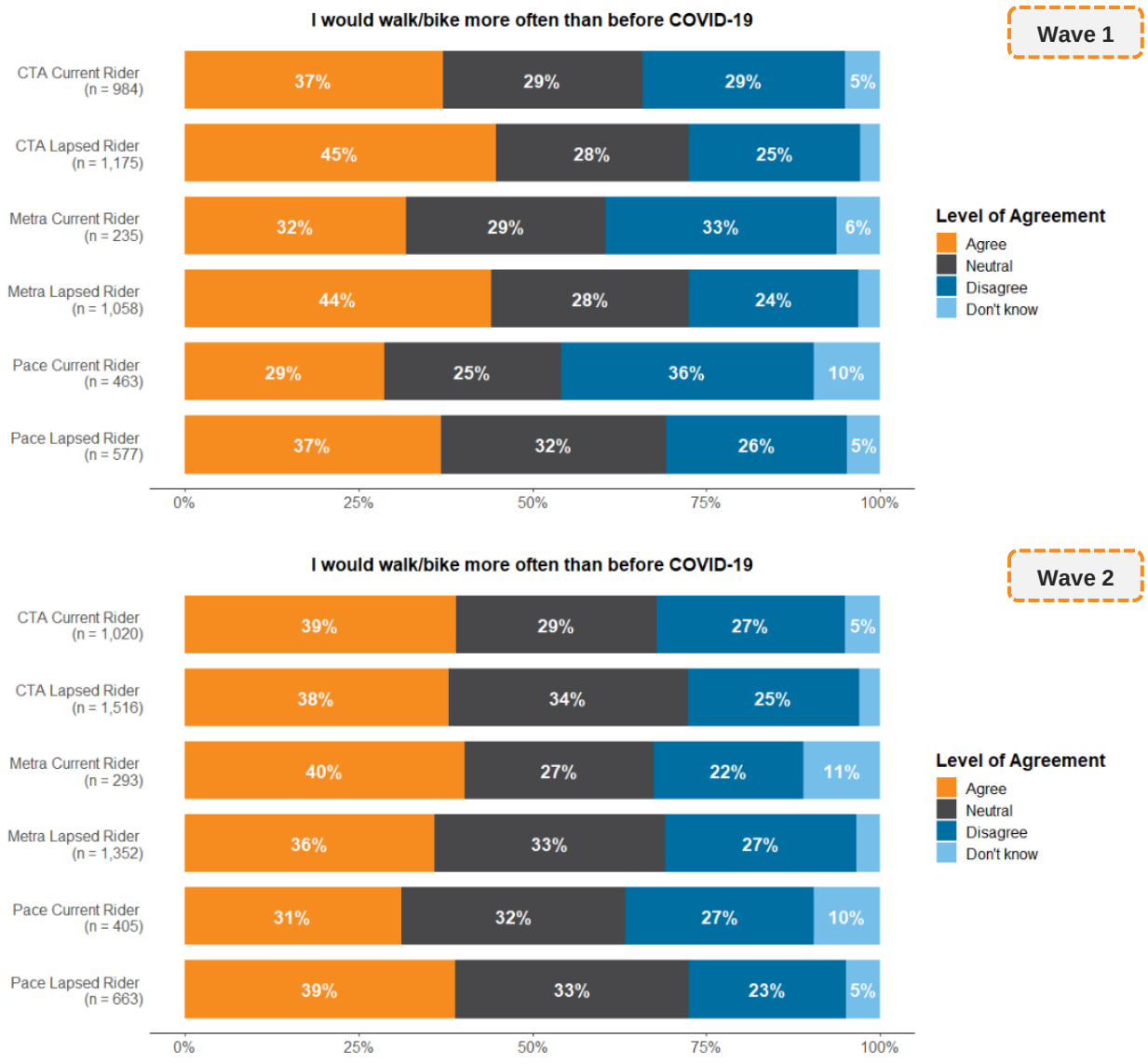


Figure 72 shows how seamless fare payments across transit services and other travel modes would impact how frequently respondents use transit. While the most common response for each segment in both survey waves was to agree that they would increase their use of transit if such fare payments were implemented, there were also a notable percentage of respondents in each segment who were neutral on this point.

FIGURE 72: SEAMLESS FARE PAYMENT BY RIDER TYPE AND SERVICE BOARD – WAVES 1&2

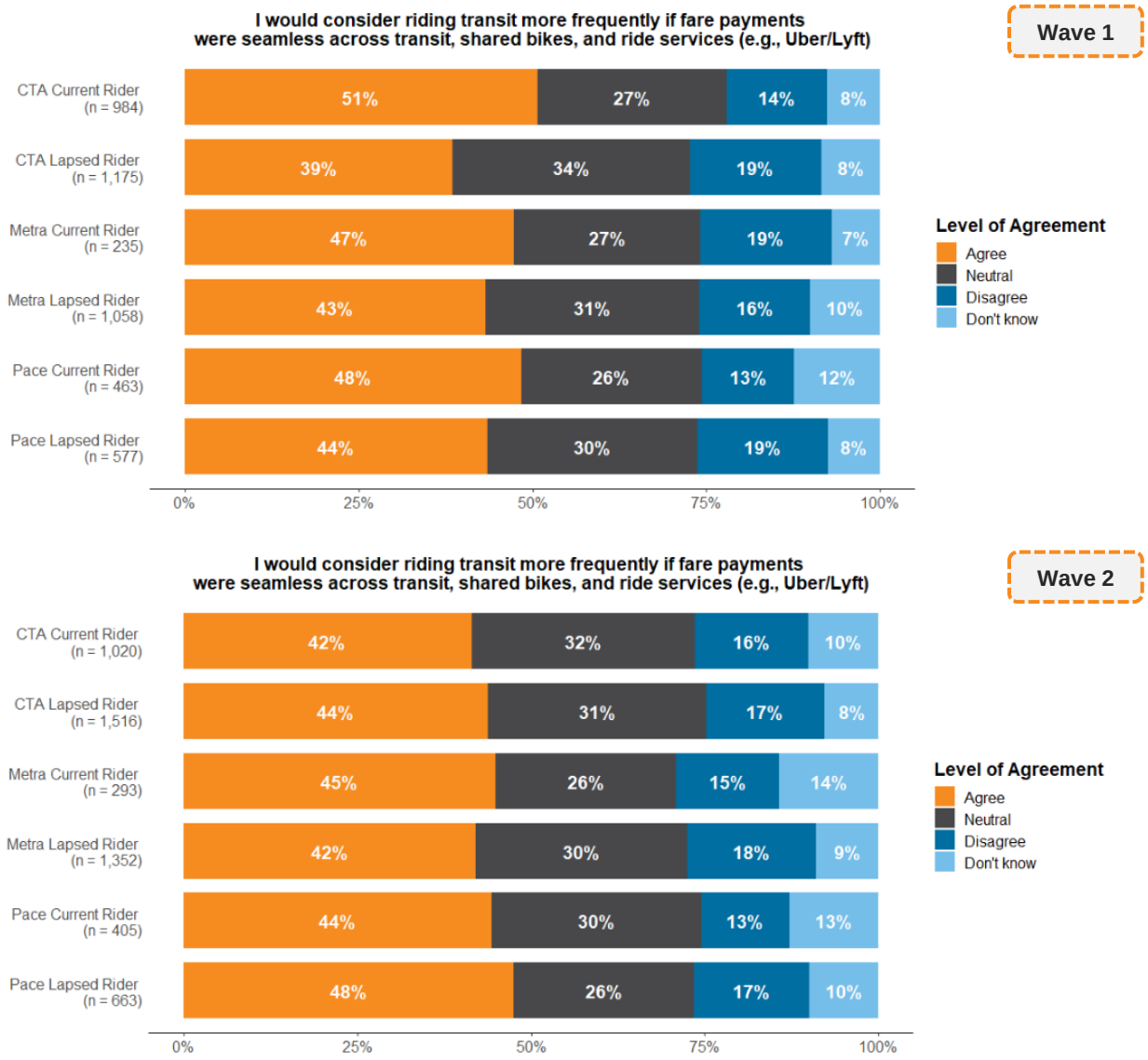
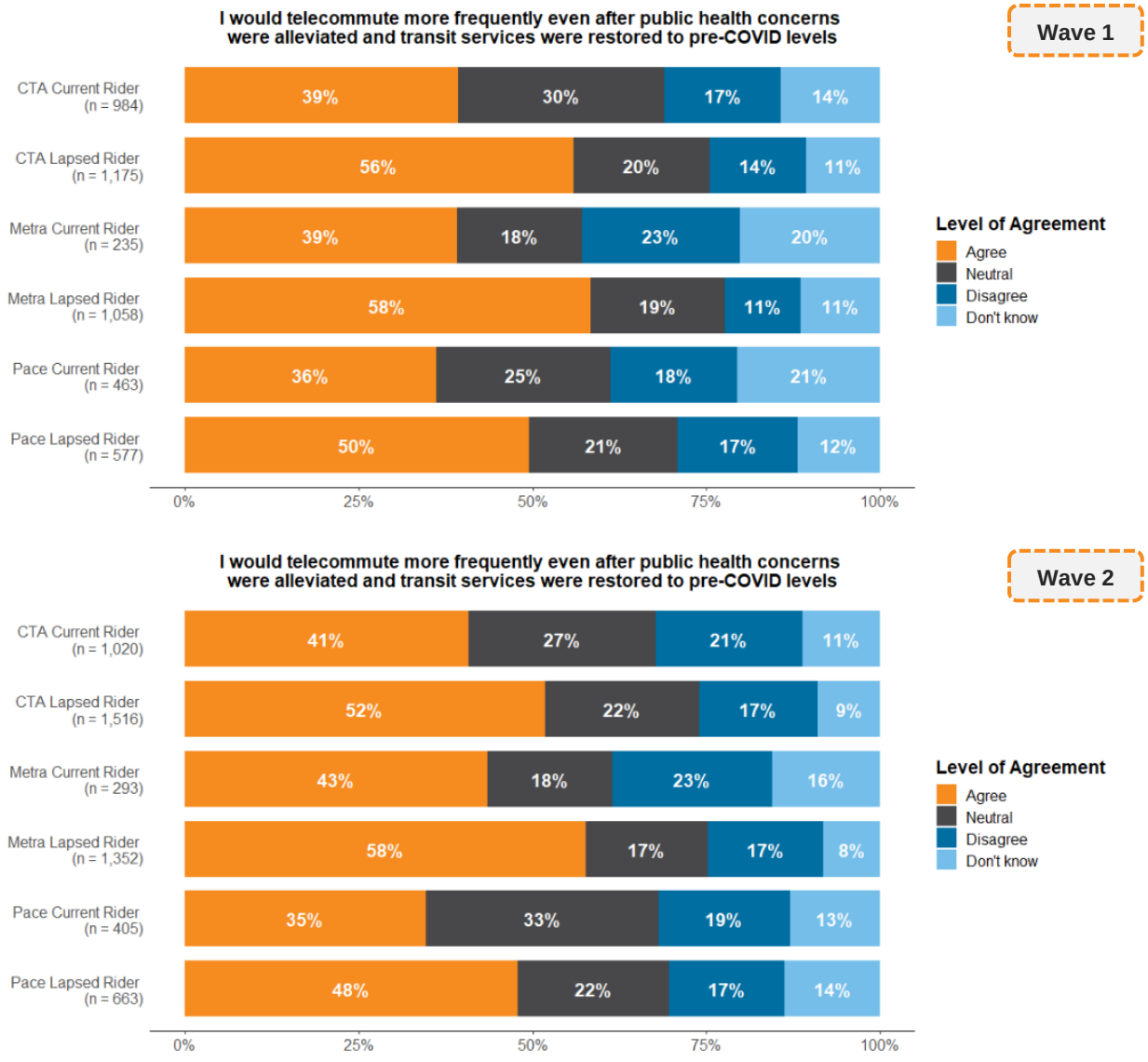


Figure 73 shows that more than one-third of current riders and roughly half of lapsed riders for each service board would telecommute more often than before the pandemic once public health concerns are alleviated, results which are borne out by further analysis described in section 4.4.

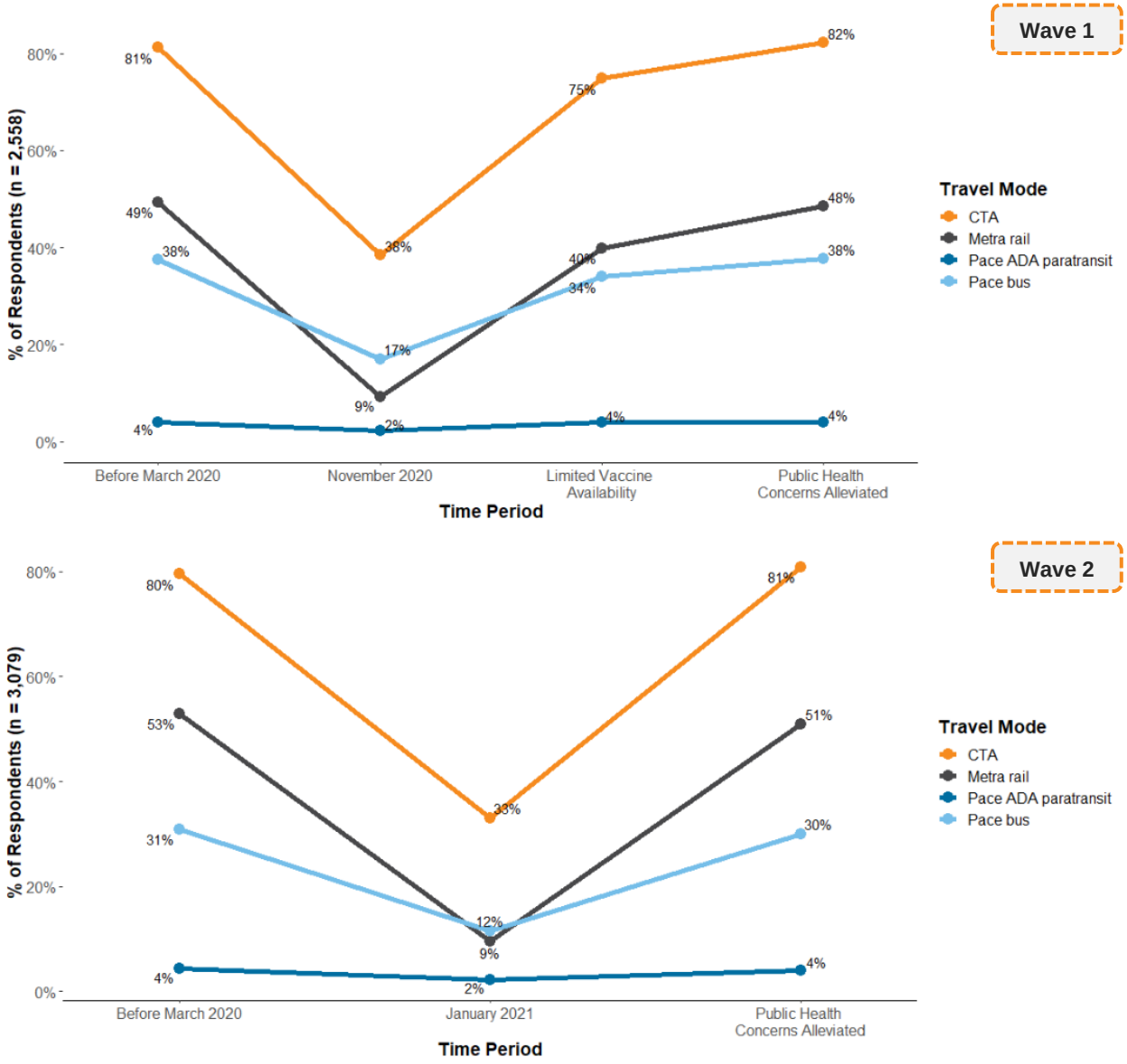
FIGURE 73: TELECOMMUTE CONTINUATION BY RIDER TYPE AND SERVICE BOARD – WAVES 1&2



Projected Transit Use Under Future Scenarios

Figure 74 shows the portion of respondents who indicated they had used or would use transit with any frequency under the three scenarios described above and before the pandemic. The expectation in both survey waves was for nearly all pre-pandemic transit users to return to transit with at least some frequency once public health concerns have been alleviated. However the low levels of transit use shown in January 2021 show that this recovery has not occurred as quickly as respondents had anticipated in Wave 1.

FIGURE 74: ANY USE OF TRANSIT BEFORE, DURING, AND AFTER THE PANDEMIC – WAVES 1&2



Policy Planning: General Investments

Table 14 and Table 15 provide a summary (for Waves 1 and 2, respectively) of how respondents for each service board and rider type collectively allocated the $10 they were each asked to divide among a list of general transit investment options. These results are discussed further in Figure 75 through Figure 77 below.

TABLE 14: GENERAL TRANSIT INVESTMENTS BY SERVICE BOARD AND RIDER TYPE – WAVE 1

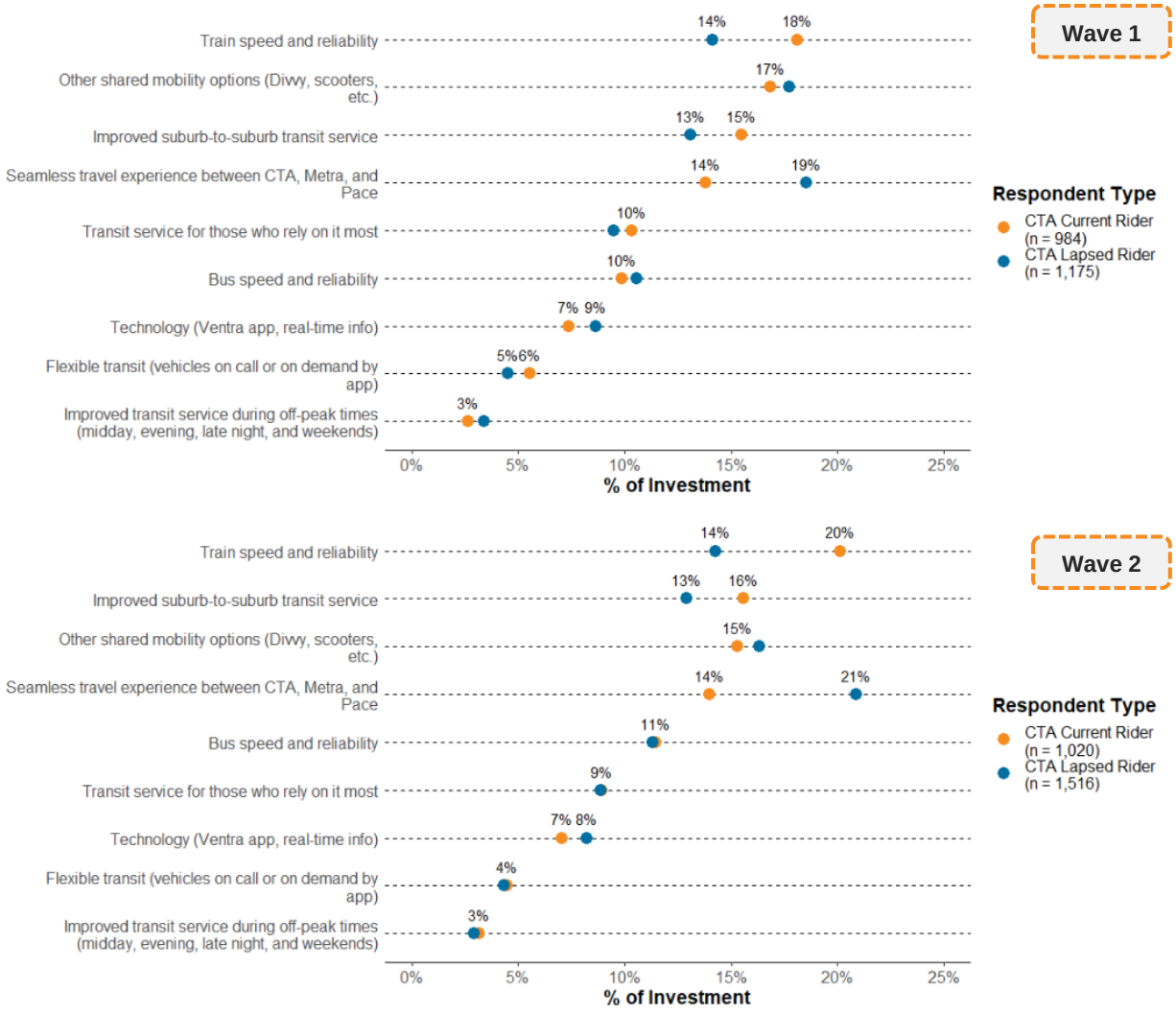
INVESTMENT	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
	ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Train speed and reliability	3,443	16%	1,783	18%	1,660	14%	1,542	12%	224	10%	1,318	12%	1,527	15%	652	14%	875	15%
Seamless travel experience between CTA, Metra, and Pace	3,533	16%	1,357	14%	2,176	19%	2,587	20%	444	19%	2,142	20%	1,196	12%	420	9%	776	13%
Bus speed and reliability	2,207	10%	967	10%	1,240	11%	1,278	10%	198	8%	1,081	10%	1,033	10%	467	10%	566	10%
Other shared mobility options (Divvy, scooters, etc.)	3,739	17%	1,657	17%	2,082	18%	2,149	17%	347	15%	1,802	17%	1,512	15%	614	13%	898	16%
Improved suburb-to-suburb transit service	3,059	14%	1,522	15%	1,537	13%	1,718	13%	401	17%	1,317	12%	1,706	16%	862	19%	844	15%
Transit service for those who rely on it most	2,132	10%	1,018	10%	1,114	9%	1,397	11%	258	11%	1,139	11%	1,301	13%	539	12%	761	13%
Technology (Ventra app, real-time info)	1,741	8%	726	7%	1,015	9%	1,316	10%	288	12%	1,028	10%	1,195	11%	593	13%	601	10%
Flexible transit (vehicles on call or on demand by app)	1,075	5%	545	6%	530	5%	526	4%	129	6%	397	4%	652	6%	368	8%	285	5%
Improved transit service during off-peak times (midday, evening, late night, and weekends)	660	3%	261	3%	399	3%	412	3%	57	2%	355	3%	272	3%	113	2%	160	3%
Total	**2,159**	**100%**	**984**	**100%**	**1,175**	**100%**	**1,292**	**100%**	**235**	**100%**	**1,058**	**100%**	**1,039**	**100%**	**463**	**100%**	**577**	**100%**

TABLE 15: GENERAL TRANSIT INVESTMENTS BY SERVICE BOARD AND RIDER TYPE – WAVE 2

INVESTMENT	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
	ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Train speed and reliability	4,216	17%	2,051	20%	2,165	14%	1,918	12%	338	12%	1,580	12%	1,687	16%	661	16%	1,026	15%
Seamless travel experience between CTA, Metra, and Pace	4,592	18%	1,428	14%	3,164	21%	3,804	23%	601	21%	3,203	24%	1,388	13%	354	9%	1,033	16%
Bus speed and reliability	2,883	11%	1,168	11%	1,715	11%	1,775	11%	294	10%	1,481	11%	1,004	9%	346	9%	659	10%
Other shared mobility options (Divvy, scooters, etc.)	4,033	16%	1,558	15%	2,475	16%	2,344	14%	354	12%	1,990	15%	1,578	15%	558	14%	1,020	15%
Improved suburb-to-suburb transit service	3,542	14%	1,588	16%	1,954	13%	2,240	14%	490	17%	1,750	13%	1,594	15%	676	17%	918	14%
Transit service for those who rely on it most	2,256	9%	909	9%	1,347	9%	1,588	10%	345	12%	1,243	9%	1,264	12%	517	13%	746	11%
Technology (Ventra app, real-time info)	1,961	8%	718	7%	1,243	8%	1,700	10%	318	11%	1,381	10%	1,255	12%	521	13%	734	11%
Flexible transit (vehicles on call or on demand by app)	1,112	4%	458	4%	654	4%	663	4%	118	4%	544	4%	645	6%	273	7%	371	6%
Improved transit service during off-peak times (midday, evening, late night, and weekends)	763	3%	319	3%	444	3%	413	3%	67	2%	347	3%	263	2%	144	4%	119	2%
Total	**2,536**	**100%**	**1,020**	**100%**	**1,516**	**100%**	**1,644**	**100%**	**293**	**100%**	**1,352**	**100%**	**1,068**	**100%**	**405**	**100%**	**663**	**100%**

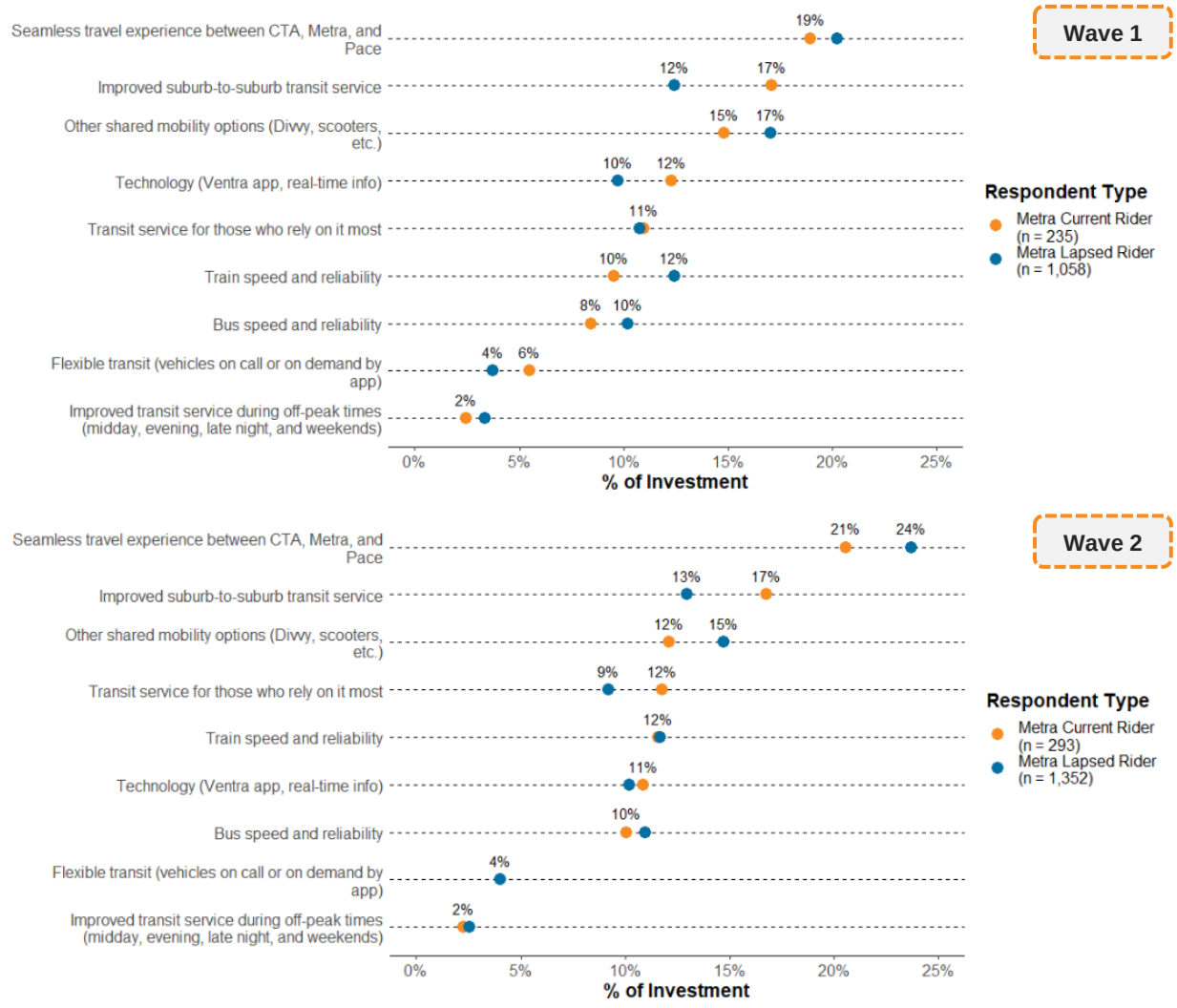
For current CTA riders in both survey waves, the option which received the highest overall share of investment was train speed and reliability, whereas lapsed CTA riders chose a seamless travel experience among the three service boards as their highest priority (Figure 75).

FIGURE 75: GENERAL INVESTMENTS PRIORITIZED BY CTA CUSTOMERS – WAVES 1&2



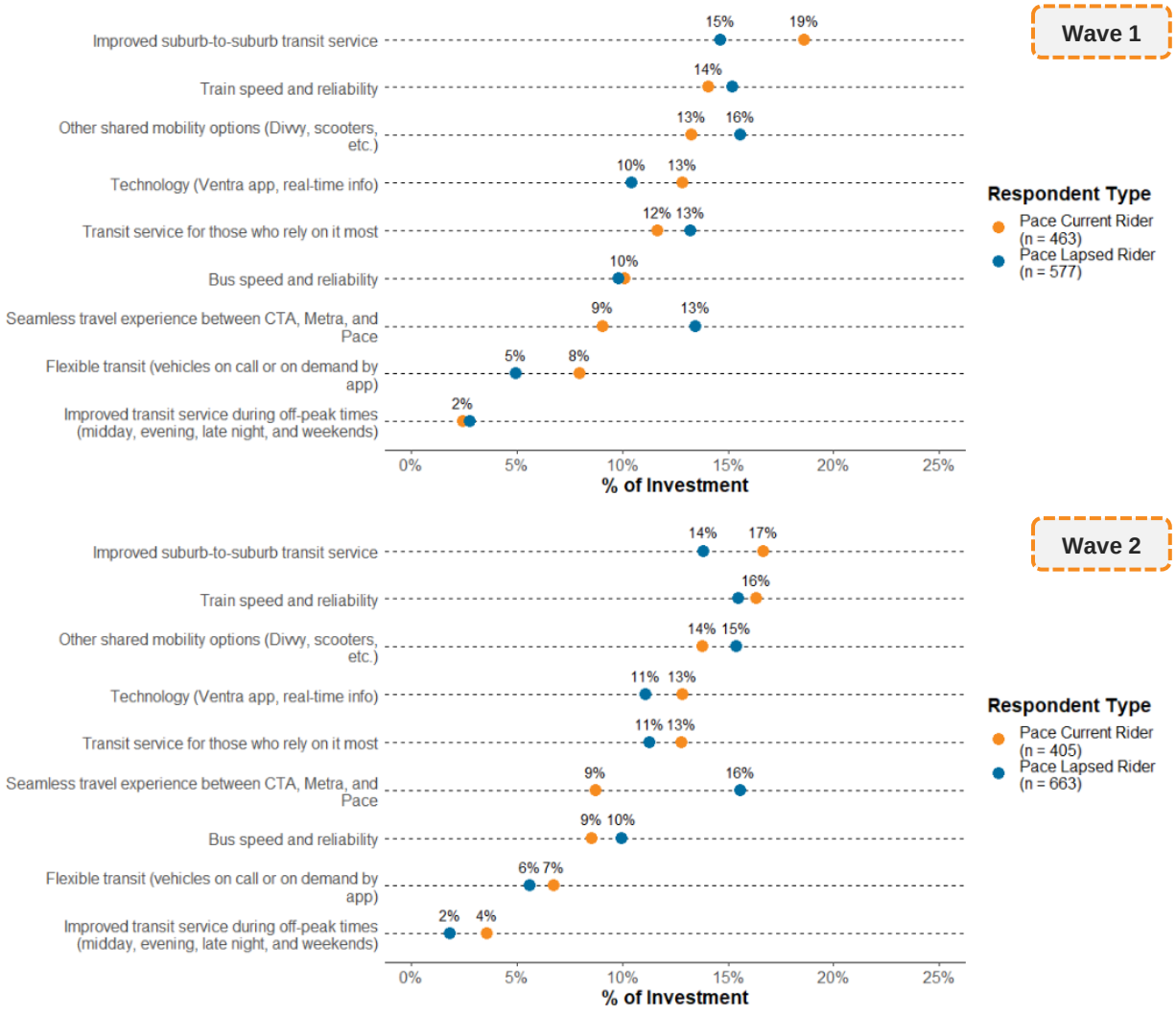
Current and lapsed Metra riders from both survey waves all prioritized a seamless travel experience among the three service boards. Lapsed Metra riders also indicating preference to invest a large amount in developing other shared mobility options such as Divvy bikes and scooters, and current Metra riders invested similarly in improved suburb-to-suburb transit service (Figure 76).

FIGURE 76: GENERAL INVESTMENTS PRIORITIZED BY METRA CUSTOMERS – WAVES 1&2



Current Pace riders in both survey waves placed the plurality of their investment in improved suburb-to-suburb transit service. Lapsed Pace riders also prioritized this option, along with train speed and reliability, and other shared mobility options, and in the second wave a seamless travel experience between CTA, Metra, and Pace (Figure 77). Pace respondents overall were more likely to desire investment in speed and reliability for trains as opposed to buses, indicating that the high portion of Pace respondents who also used other services (86% for Wave 1, 87% for Wave 2) were more likely to be satisfied with the current speed and reliability of the bus services they use as compared to train services.

FIGURE 77: GENERAL INVESTMENTS PRIORITIZED BY PACE CUSTOMERS – WAVES 1&2



Policy Planning: Safety Investments

Table 16 and Table 17 provide a summary (for Waves 1 and 2, respectively) of how respondents for each service board and rider type collectively allocated the $10 they were each asked to divide among a list of safety-oriented investment options. Overall, concerns related to conditions on vehicles outweighed those related to conditions at stops or stations. These results are discussed by service board in Figure 78 through Figure 80 below.

TABLE 16: SAFETY-ORIENTED INVESTMENTS BY SERVICE BOARD AND RIDER TYPE – WAVE 1

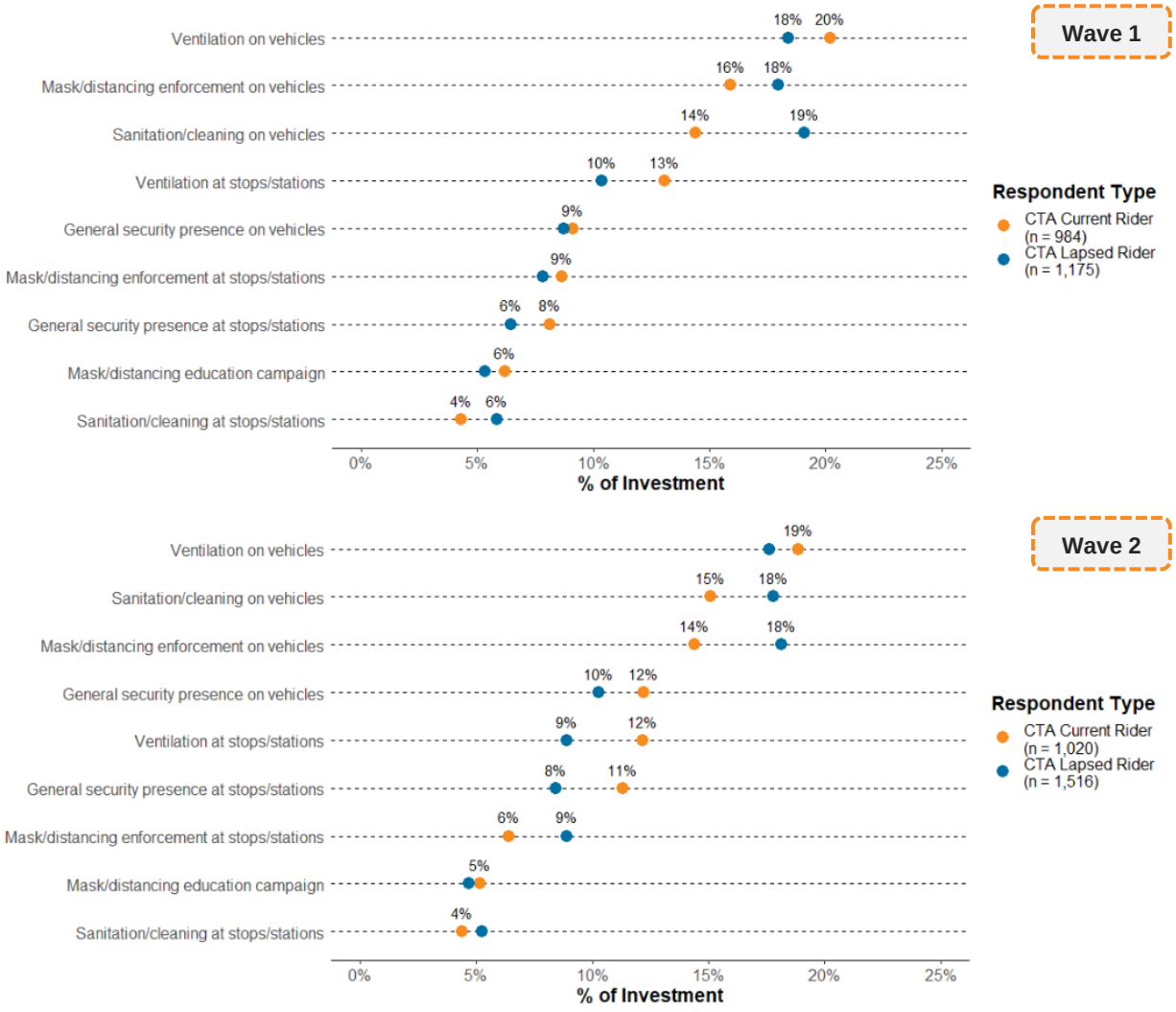
INVESTMENT	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
	ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Ventilation on vehicles	4,148	19%	1,987	20%	2,161	18%	2,360	18%	389	17%	1,971	19%	2,039	20%	974	21%	1,065	18%
Ventilation at stops/stations	2,504	12%	1,285	13%	1,219	10%	1,245	10%	297	13%	949	9%	1,177	11%	616	13%	561	10%
Sanitation/cleaning on vehicles	3,660	17%	1,418	14%	2,242	19%	2,600	20%	370	16%	2,230	21%	1,711	16%	697	15%	1,014	18%
Sanitation/cleaning at stops/stations	1,113	5%	424	4%	688	6%	764	6%	136	6%	628	6%	520	5%	215	5%	304	5%
Mask/distancing enforcement on vehicles	3,678	17%	1,565	16%	2,113	18%	2,293	18%	456	19%	1,837	17%	1,744	17%	662	14%	1,082	19%
Mask/distancing enforcement at stops/stations	1,772	8%	851	9%	921	8%	1,036	8%	161	7%	874	8%	902	9%	348	8%	555	10%
Mask/distancing education campaign	1,236	6%	610	6%	626	5%	714	6%	99	4%	615	6%	608	6%	287	6%	320	6%
General security presence on vehicles	1,921	9%	895	9%	1,026	9%	1,100	9%	250	11%	850	8%	949	9%	436	9%	513	9%
General security presence at stops/stations	1,557	7%	800	8%	757	6%	813	6%	188	8%	625	6%	745	7%	392	8%	353	6%
Total	**2,159**	**100%**	**984**	**100%**	**1,175**	**100%**	**1,292**	**100%**	**235**	**100%**	**1,058**	**100%**	**1,039**	**100%**	**463**	**100%**	**577**	**100%**

TABLE 17: SAFETY-ORIENTED INVESTMENTS BY SERVICE BOARD AND RIDER TYPE – WAVE 2

INVESTMENT	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
	ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Ventilation on vehicles	4,599	18%	1,925	19%	2,675	18%	2,972	18%	500	17%	2,471	18%	1,969	18%	723	18%	1,246	19%
Ventilation at stops/stations	2,590	10%	1,240	12%	1,350	9%	1,503	9%	335	11%	1,167	9%	1,227	11%	549	14%	677	10%
Sanitation/cleaning on vehicles	4,237	17%	1,539	15%	2,698	18%	3,174	19%	541	18%	2,633	19%	1,648	15%	577	14%	1,071	16%
Sanitation/cleaning at stops/stations	1,241	5%	445	4%	796	5%	771	5%	127	4%	644	5%	541	5%	240	6%	301	5%
Mask/distancing enforcement on vehicles	4,222	17%	1,469	14%	2,753	18%	2,838	17%	485	17%	2,354	17%	1,713	16%	547	14%	1,166	18%
Mask/distancing enforcement at stops/stations	2,000	8%	654	6%	1,346	9%	1,142	7%	120	4%	1,022	8%	826	8%	362	9%	464	7%
Mask/distancing education campaign	1,237	5%	528	5%	709	5%	838	5%	156	5%	682	5%	523	5%	225	6%	298	5%
General security presence on vehicles	2,802	11%	1,247	12%	1,555	10%	1,685	10%	311	11%	1,374	10%	1,080	10%	328	8%	752	11%
General security presence at stops/stations	2,430	10%	1,153	11%	1,277	8%	1,522	9%	351	12%	1,171	9%	1,151	11%	500	12%	651	10%
Total	**2,536**	**100%**	**1,020**	**100%**	**1,516**	**100%**	**1,644**	**100%**	**293**	**100%**	**1,352**	**100%**	**1,068**	**100%**	**405**	**100%**	**663**	**100%**

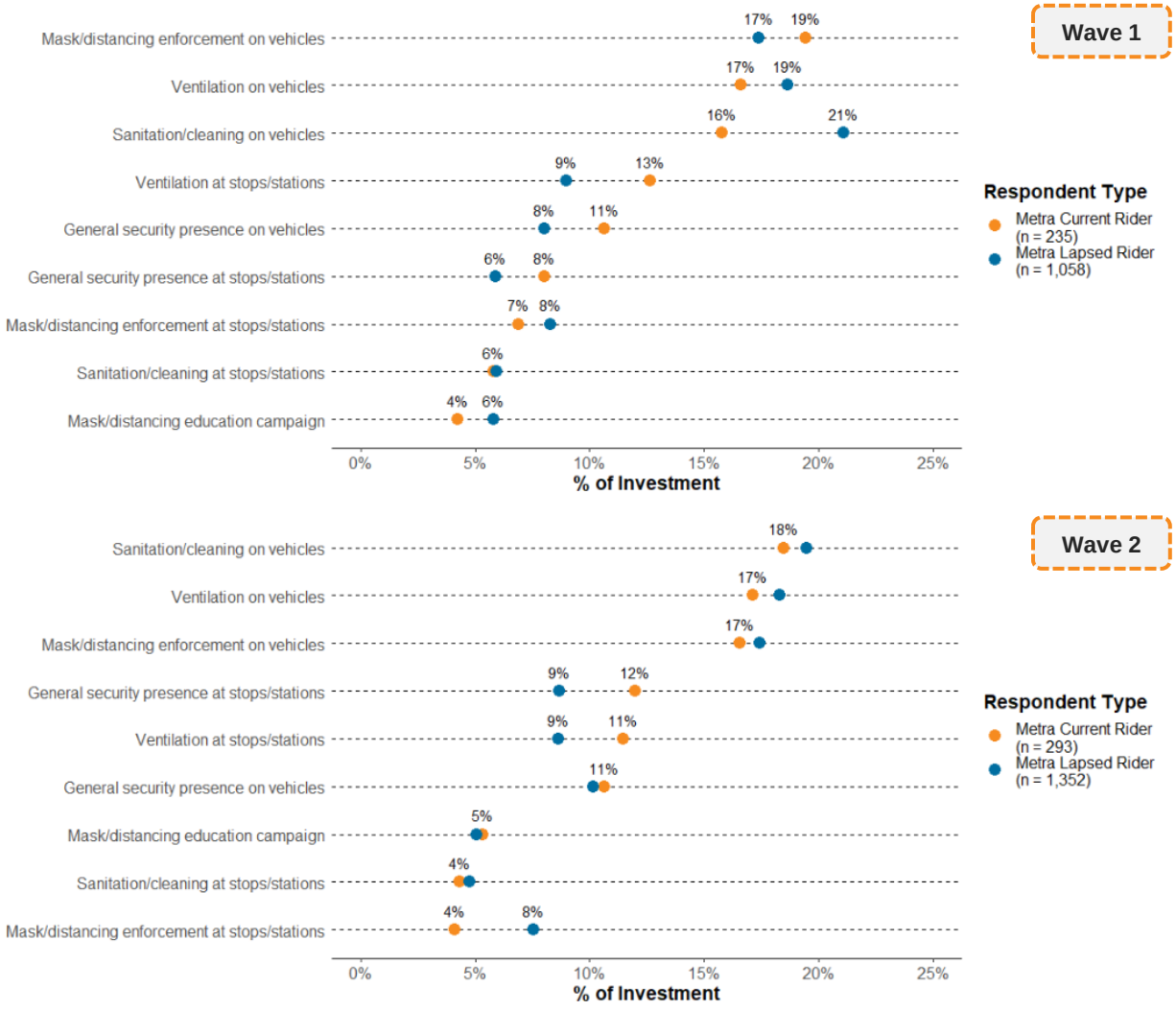
Both waves of current CTA riders invested the highest amount in ventilation on vehicles, roughly one-fifth of the total money they allocated. Lapsed CTA riders in both waves split their investment largely among masking/distancing enforcement, ventilation, and sanitation and cleaning on vehicles (Figure 78).

FIGURE 78: SAFETY INVESTMENTS PRIORITIZED BY CTA CUSTOMERS – WAVES 1&2



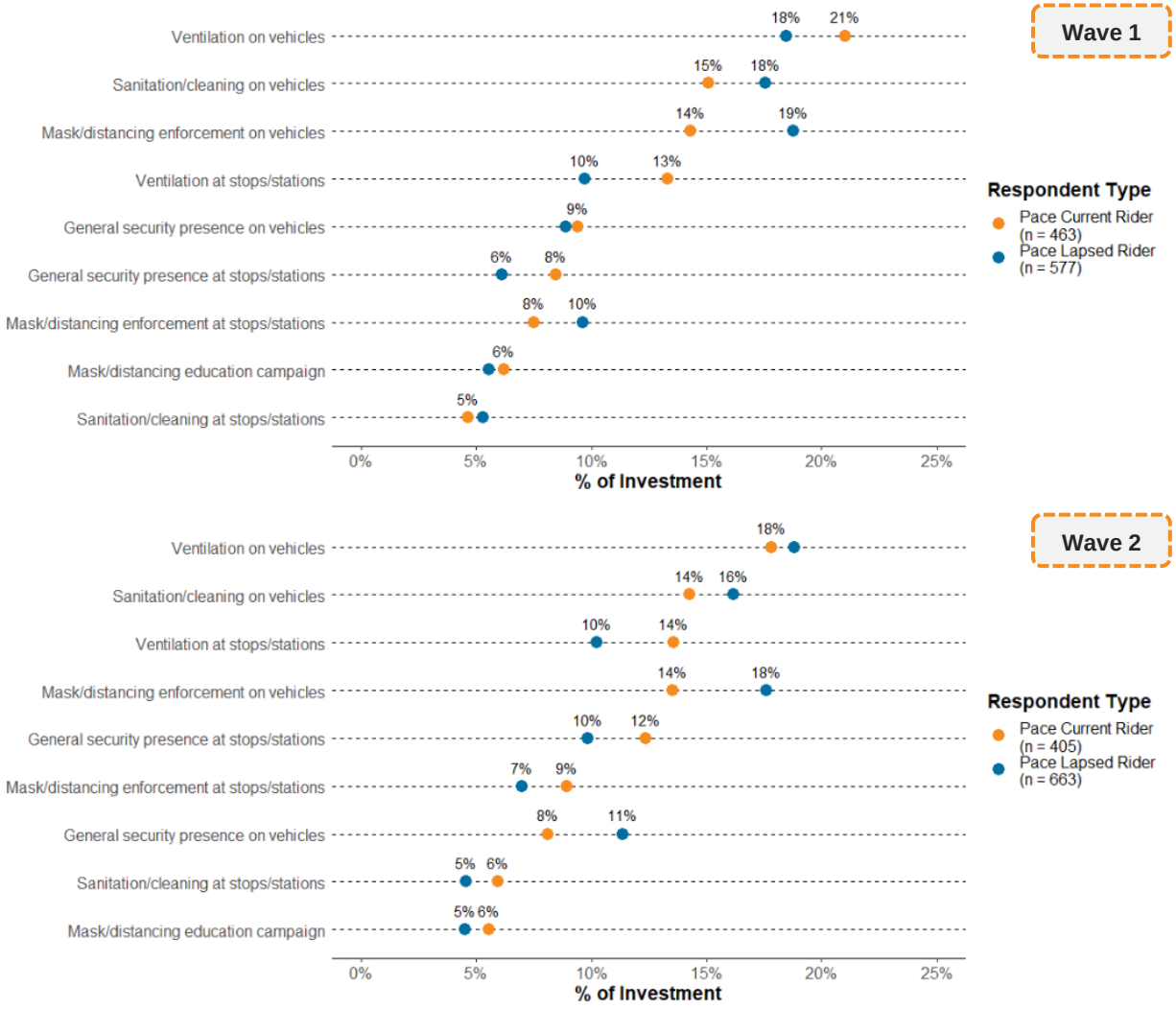
Both current and lapsed Metra riders allocated most of their investment among masking/distancing enforcement, ventilation, and sanitation and cleaning on vehicles, although the prioritization among these three differed slightly between rider types and survey waves (Figure 79).

FIGURE 79: SAFETY INVESTMENTS PRIORITIZED BY METRA CUSTOMERS – WAVES 1&2



Current Pace riders in both survey waves collectively invested approximately one-fifth of their money in ventilation onboard transit vehicles. Lapsed Pace riders similarly prioritized ventilation on vehicles, along with masking and distancing enforcement on vehicles (Figure 80).

FIGURE 80: SAFETY INVESTMENTS PRIORITIZED BY PACE CUSTOMERS – WAVES 1&2



4.3 EMPLOYMENT PATTERNS

The following section analyzes the set of employment-related questions to show how changes in work-related travel behavior may have impacted transit use. Topics covered in this section include the following:

- Change in employment status
- Other employment changes (e.g., reduced hours, pay structure change)
- Change in employment industry
- Change in primary commute mode
- Telecommuting frequency, observed and projected
- Reasons for telecommuting, employer-driven and personal
- Expected return to non-telecommuting
- Employer-offered transit benefits

Employment Status

Table 18 and Table 19 summarize how respondents' employment statuses have changed since March 2020. These results are also discussed by service board in Figure 81 through Figure 83.

TABLE 18: EMPLOYMENT STATUS BY SERVICE BOARD AND RIDER TYPE – WAVE 1

	EMPLOYMENT STATUS	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Before March 2020	Employed full-time	1,384	64%	517	53%	868	74%	941	73%	164	70%	777	73%	590	57%	222	48%	368	64%
	Employed part-time	266	12%	183	19%	82	7%	101	8%	26	11%	75	7%	135	13%	91	20%	44	8%
	Self-employed	125	6%	56	6%	69	6%	67	5%	17	7%	50	5%	68	7%	35	8%	33	6%
	Unpaid volunteer or intern	26	1%	18	2%	8	1%	9	1%	0	0%	9	1%	10	1%	4	1%	6	1%
	Unemployed and looking for work	150	7%	96	10%	54	5%	55	4%	16	7%	39	4%	81	8%	36	8%	45	8%
	Unemployed and not looking for work	208	10%	113	12%	95	8%	120	9%	11	5%	109	10%	156	15%	75	16%	80	14%
	Employed but not currently working (e.g. furloughed)	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Total	**2,159**	**100%**	**984**	**100%**	**1,175**	**100%**	**1,292**	**100%**	**235**	**100%**	**1,058**	**100%**	**1,039**	**100%**	**463**	**100%**	**577**	**100%**
November 2020	Employed full-time	1,155	54%	435	44%	721	61%	820	63%	152	65%	668	63%	479	46%	181	39%	298	52%
	Employed part-time	282	13%	191	19%	91	8%	122	9%	35	15%	87	8%	134	13%	90	19%	44	8%
	Self-employed	102	5%	48	5%	53	5%	53	4%	6	2%	47	4%	56	5%	23	5%	33	6%
	Unpaid volunteer or intern	26	1%	6	1%	21	2%	13	1%	0	0%	13	1%	17	2%	2	0%	15	3%
	Unemployed and looking for work	347	16%	163	17%	184	16%	141	11%	15	6%	126	12%	159	15%	72	15%	88	15%
	Unemployed and not looking for work	188	9%	104	11%	84	7%	111	9%	12	5%	98	9%	156	15%	79	17%	77	13%
	Employed but not currently working (e.g. furloughed)	58	3%	36	4%	22	2%	33	3%	14	6%	19	2%	39	4%	18	4%	21	4%
	Total	**2,159**	**100%**	**984**	**100%**	**1,175**	**100%**	**1,292**	**100%**	**235**	**100%**	**1,058**	**100%**	**1,039**	**100%**	**463**	**100%**	**577**	**100%**

TABLE 19: EMPLOYMENT STATUS BY SERVICE BOARD AND RIDER TYPE – WAVE 2

	EMPLOYMENT STATUS	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Before March 2020	Employed full-time	1,560	62%	552	54%	1,008	66%	1,092	66%	178	61%	914	68%	528	49%	162	40%	367	55%
	Employed part-time	411	16%	179	18%	232	15%	223	14%	37	13%	186	14%	171	16%	80	20%	90	14%
	Self-employed	109	4%	54	5%	55	4%	97	6%	22	8%	75	6%	81	8%	27	7%	55	8%
	Unpaid volunteer or intern	39	2%	14	1%	25	2%	13	1%	6	2%	7	1%	19	2%	6	2%	12	2%
	Unemployed and looking for work	189	7%	127	12%	62	4%	83	5%	30	10%	52	4%	97	9%	55	14%	42	6%
	Unemployed and not looking for work	227	9%	94	9%	134	9%	137	8%	18	6%	118	9%	172	16%	75	18%	97	15%
	Employed but not currently working (e.g. furloughed)	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	Total	**2,536**	**100%**	**1,020**	**100%**	**1,516**	**100%**	**1,644**	**100%**	**293**	**100%**	**1,352**	**100%**	**1,068**	**100%**	**405**	**100%**	**663**	**100%**
January 2021	Employed full-time	1,399	55%	486	48%	913	60%	1,021	62%	165	56%	856	63%	482	45%	159	39%	323	49%
	Employed part-time	339	13%	201	20%	138	9%	179	11%	45	15%	134	10%	121	11%	60	15%	61	9%
	Self-employed	103	4%	46	4%	57	4%	84	5%	22	8%	62	5%	75	7%	21	5%	54	8%
	Unpaid volunteer or intern	18	1%	5	0%	13	1%	13	1%	7	2%	7	0%	13	1%	3	1%	10	2%
	Unemployed and looking for work	306	12%	146	14%	160	11%	133	8%	31	11%	101	8%	136	13%	64	16%	72	11%
	Unemployed and not looking for work	311	12%	109	11%	202	13%	189	11%	21	7%	168	12%	214	20%	81	20%	133	20%
	Employed but not currently working (e.g. furloughed)	61	2%	27	3%	34	2%	26	2%	2	1%	24	2%	28	3%	18	4%	10	1%
	Total	**2,536**	**100%**	**1,020**	**100%**	**1,516**	**100%**	**1,644**	**100%**	**293**	**100%**	**1,352**	**100%**	**1,068**	**100%**	**405**	**100%**	**663**	**100%**

Figure 81 shows that in November 2020 (Wave 1), CTA respondents saw a decrease of 10% in full-time employed respondents and a combined increase of 12% in respondents who were either unemployed and looking for work or employed but not currently working. By January 2021 (Wave 2), the portion of overall full-time employed CTA riders had decreased by only 7% and the portion of respondents who were unemployed and looking for work or employed but not currently working collectively increased by a corresponding 7%. In both waves the swing from full-time employment to unemployment were more pronounced for lapsed riders than current riders.

FIGURE 81: CHANGE IN EMPLOYMENT STATUS FOR CTA RIDERS – WAVES 1&2

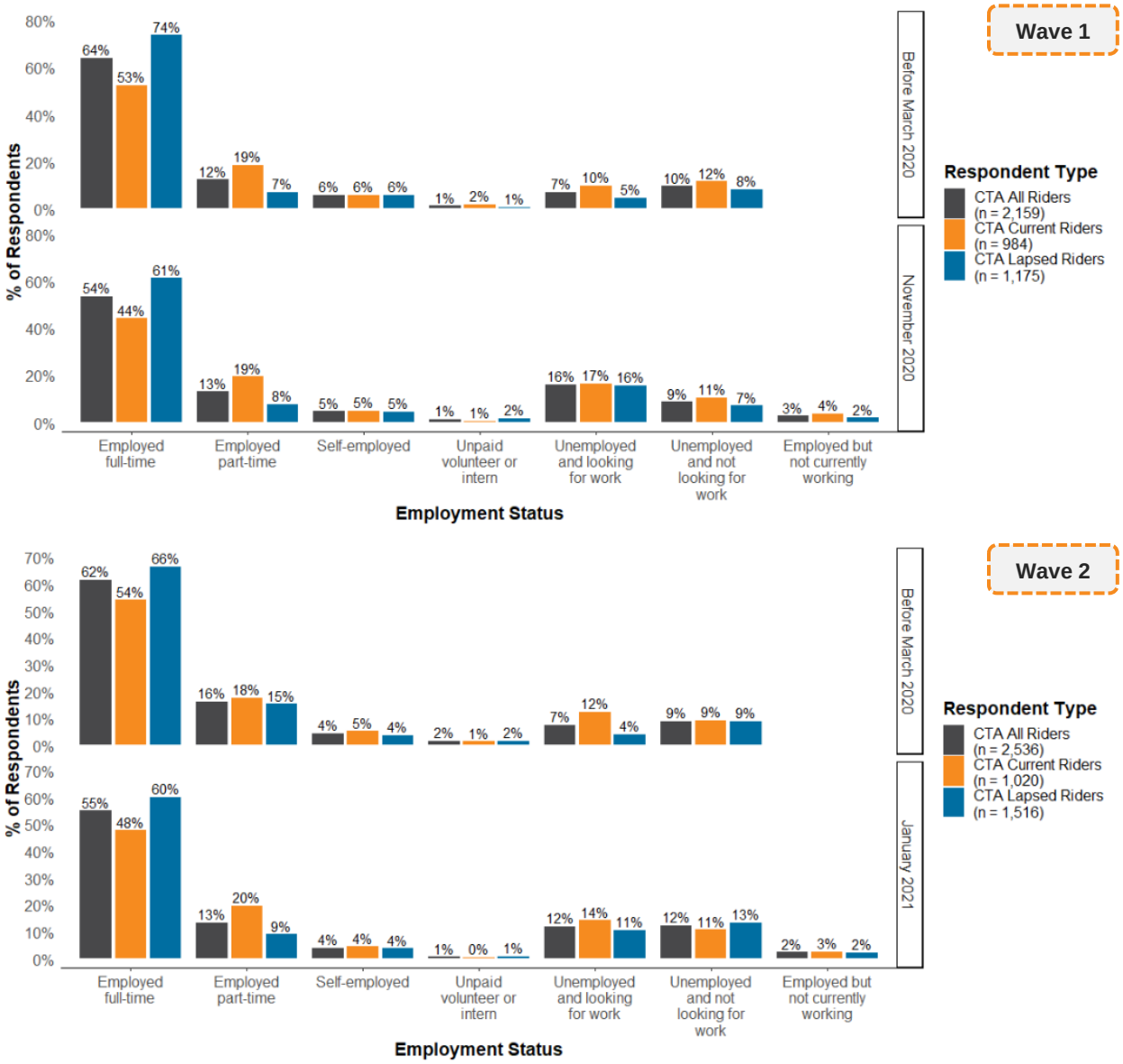


Figure 82 shows that in November 2020 (Wave 1), Metra respondents also saw a decrease of 10% in full-time employed respondents, along with a combined increase of 10% in respondents who were either unemployed and looking for work or employed but not currently working. By January 2021 (Wave 2), the portion of overall full-time employed CTA riders had decreased by only 4% and the portion of respondents who were unemployed and looking for work or employed but not currently working collectively increased by 5%. In both waves, the observed employment disparities between current riders and lapsed riders were less pronounced for Metra than CTA.

FIGURE 82: CHANGE IN EMPLOYMENT STATUS FOR METRA RIDERS – WAVES 1&2

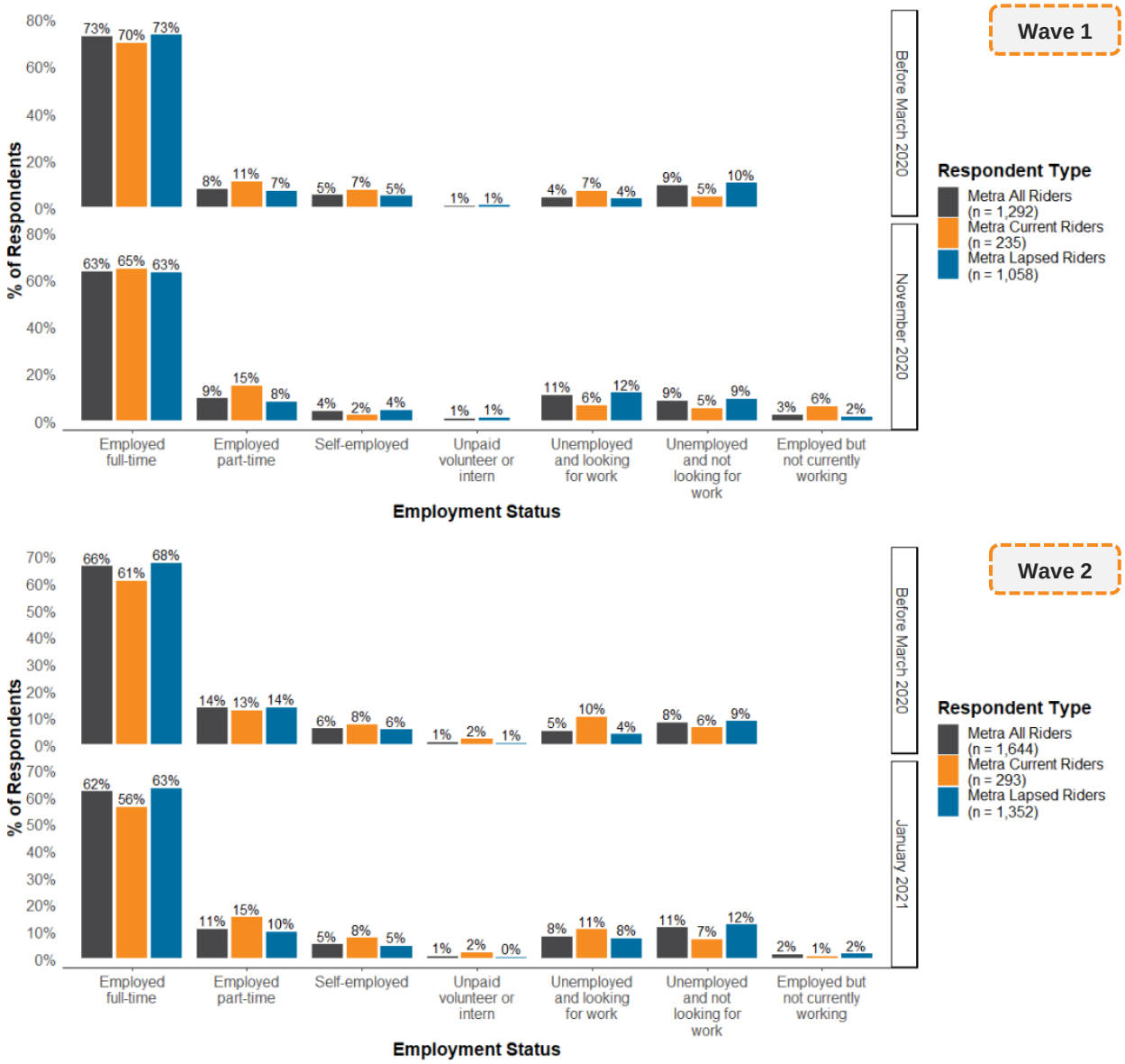
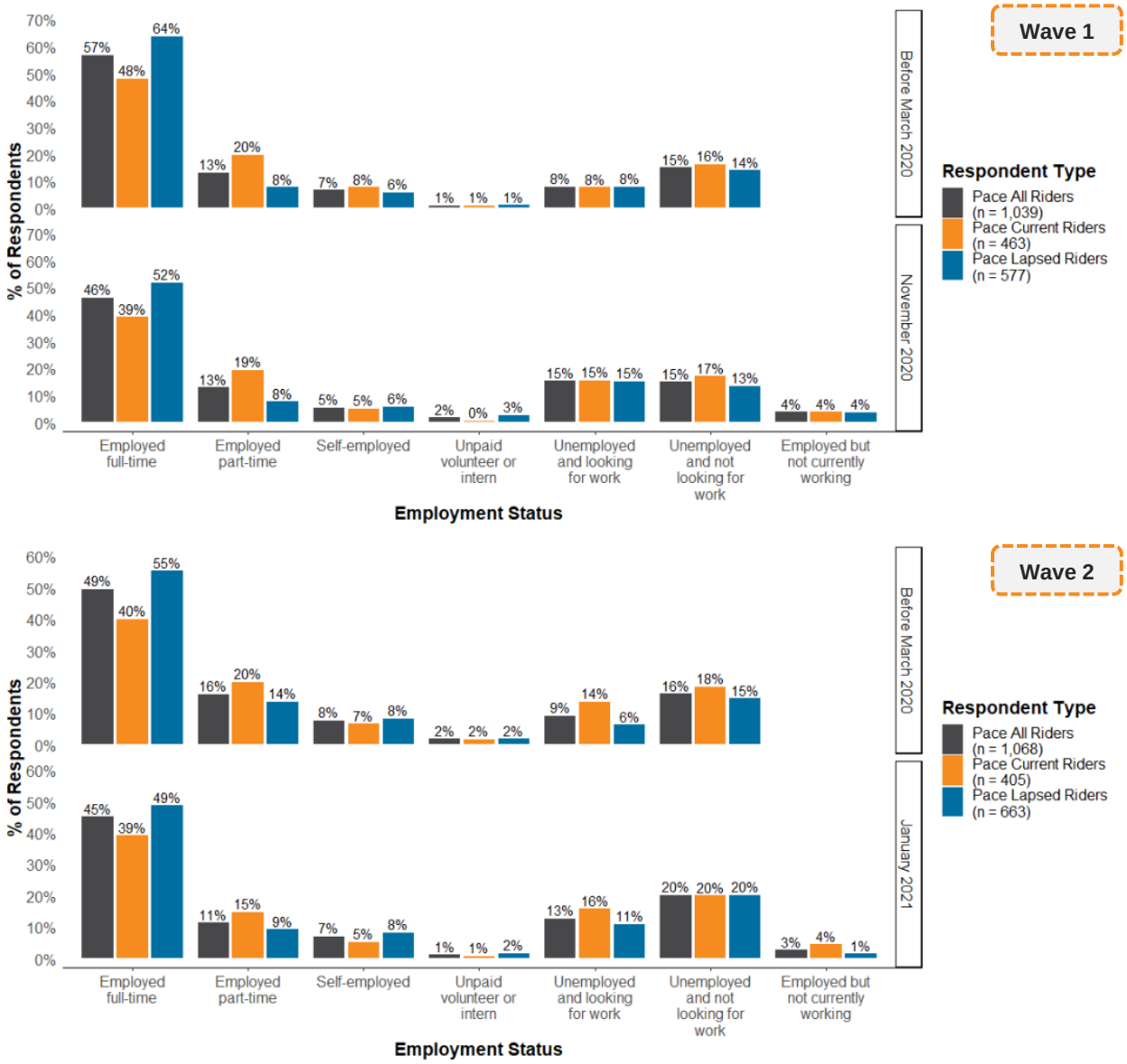


Figure 83 shows that in November 2020 (Wave 1), Pace respondents saw a decrease of 11% in full-time employed respondents and a combined increase of 11% in respondents who were either unemployed and looking for work or employed but not currently working. By January 2021 (Wave 2), the portion of overall full-time employed Pace riders had decreased by only 4% and the portion of respondents who were unemployed and looking for work or employed but not currently working collectively increased by 7%. In both waves, similar to CTA, the swing from full-time employment to unemployment were more pronounced for lapsed Pace riders than current Pace riders.

FIGURE 83: CHANGE IN EMPLOYMENT STATUS FOR PACE RIDERS – WAVES 1&2



Employment Changes

Table 20 and Table 21 summarize (for Wave 1 and Wave 2, respectively) the employment changes that respondents and/or members of their household have experienced since the beginning of the pandemic. The results for respondents are displayed by service board in Figure 84 through Figure 86 below.

TABLE 20: EMPLOYMENT CHANGE(S) BY SERVICE BOARD AND RIDER TYPE – WAVE 1

	EMPLOYMENT CHANGES	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Respondent	Started new job	327	15%	175	18%	152	13%	146	11%	24	10%	122	12%	151	14%	78	17%	73	13%
	Laid off	403	19%	226	23%	177	15%	181	14%	33	14%	148	14%	162	16%	83	18%	79	14%
	Left job by choice or necessity	152	7%	72	7%	80	7%	52	4%	10	4%	42	4%	72	7%	25	5%	48	8%
	Furloughed with pay	75	3%	43	4%	32	3%	37	3%	8	3%	29	3%	43	4%	24	5%	20	3%
	Furloughed without pay	195	9%	89	9%	105	9%	87	7%	19	8%	68	6%	111	11%	40	9%	71	12%
	Work hours reduced	402	19%	215	22%	187	16%	193	15%	42	18%	151	14%	194	19%	110	24%	84	15%
	Work hours increased	182	8%	84	9%	97	8%	96	7%	17	7%	80	8%	67	6%	34	7%	34	6%
	Pay cut	205	10%	97	10%	108	9%	114	9%	20	9%	94	9%	89	9%	44	10%	44	8%
	Pay increased	206	10%	88	9%	117	10%	118	9%	33	14%	85	8%	92	9%	37	8%	55	10%
	Pay structure changed	238	11%	98	10%	140	12%	150	12%	37	16%	113	11%	102	10%	31	7%	71	12%
	None of the above	901	42%	384	39%	517	44%	627	49%	107	46%	519	49%	453	44%	189	41%	264	46%
	Total	**2,159**	**-**	**984**	**-**	**1,175**	**-**	**1,292**	**-**	**235**	**-**	**1,058**	**-**	**1,039**	**-**	**463**	**-**	**577**	**-**
Household Member(s)	Started new job	238	11%	109	11%	129	11%	121	9%	30	13%	91	9%	101	10%	35	8%	66	11%
	Laid off	288	13%	155	16%	133	11%	146	11%	46	19%	100	9%	105	10%	50	11%	55	10%
	Left job by choice or necessity	137	6%	80	8%	57	5%	68	5%	23	10%	45	4%	51	5%	27	6%	24	4%
	Furloughed with pay	89	4%	52	5%	37	3%	44	3%	24	10%	21	2%	45	4%	25	5%	20	3%
	Furloughed without pay	129	6%	74	8%	55	5%	69	5%	21	9%	48	5%	53	5%	32	7%	21	4%
	Work hours reduced	277	13%	142	14%	135	12%	132	10%	36	15%	96	9%	112	11%	53	11%	59	10%
	Work hours increased	156	7%	84	9%	72	6%	74	6%	26	11%	48	5%	62	6%	36	8%	26	5%
	Pay cut	108	5%	58	6%	50	4%	55	4%	16	7%	39	4%	37	4%	21	5%	16	3%
	Pay increased	105	5%	54	5%	51	4%	50	4%	19	8%	31	3%	46	4%	24	5%	22	4%
	Pay structure changed	127	6%	57	6%	69	6%	80	6%	22	9%	59	6%	65	6%	41	9%	23	4%
	None of the above	770	36%	326	33%	444	38%	499	39%	66	28%	433	41%	366	35%	142	31%	224	39%
	Total	**1,550**	**-**	**668**	**-**	**882**	**-**	**921**	**-**	**168**	**-**	**754**	**-**	**706**	**-**	**298**	**-**	**408**	**-**

Note: Select all that apply; totals may not sum to 100%

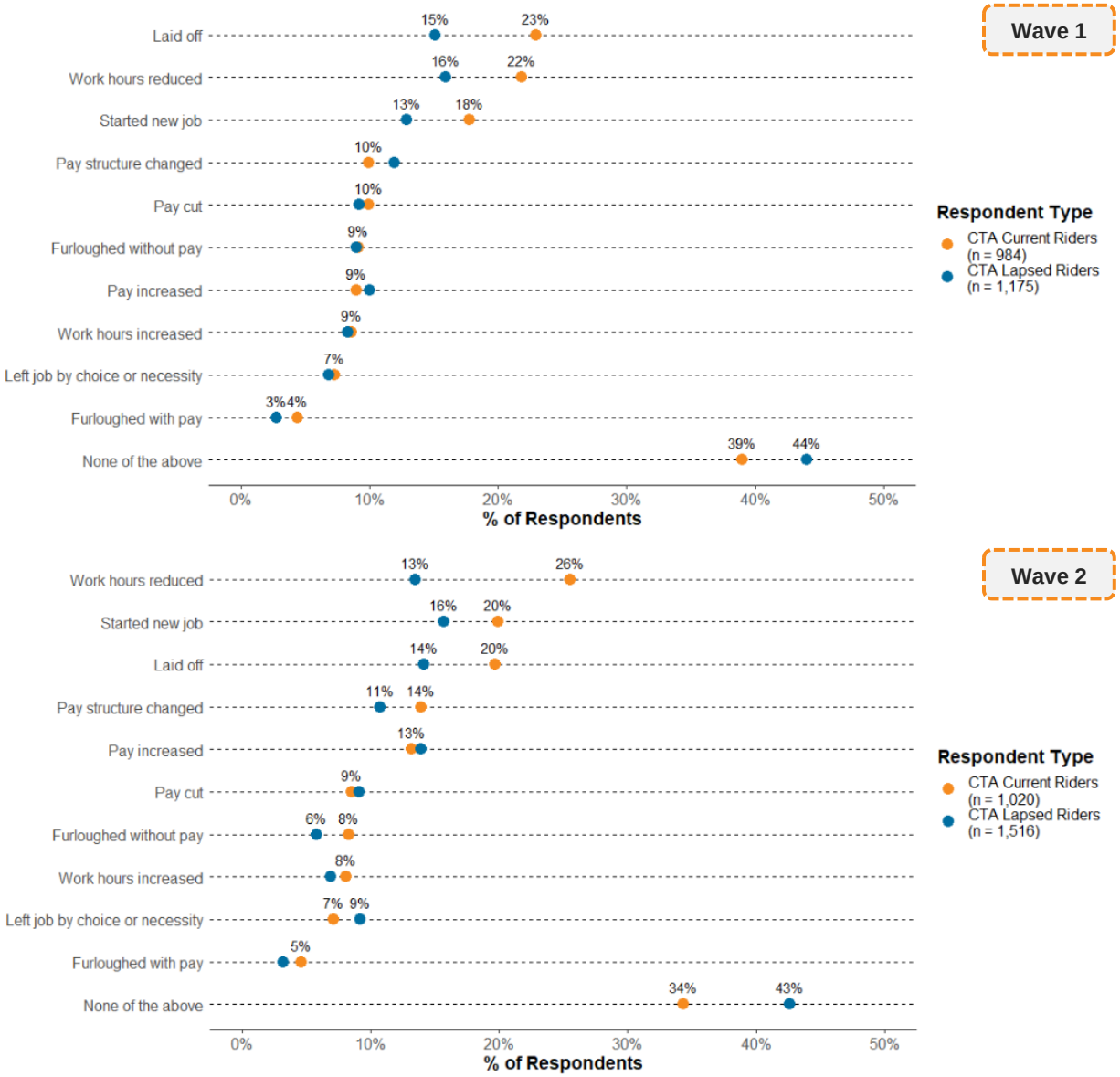
TABLE 21: EMPLOYMENT CHANGE(S) BY SERVICE BOARD AND RIDER TYPE – WAVE 2

	EMPLOYMENT CHANGES	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Respondent	Started new job	440	17%	203	20%	237	16%	188	11%	45	15%	142	11%	168	16%	70	17%	98	15%
	Laid off	415	16%	201	20%	214	14%	222	14%	61	21%	162	12%	151	14%	65	16%	86	13%
	Left job by choice or necessity	212	8%	73	7%	139	9%	102	6%	11	4%	91	7%	104	10%	28	7%	75	11%
	Furloughed with pay	95	4%	47	5%	48	3%	50	3%	11	4%	39	3%	37	3%	17	4%	20	3%
	Furloughed without pay	173	7%	85	8%	88	6%	88	5%	12	4%	76	6%	73	7%	31	8%	42	6%
	Work hours reduced	464	18%	260	26%	204	13%	253	15%	55	19%	199	15%	181	17%	81	20%	100	15%
	Work hours increased	186	7%	82	8%	104	7%	107	6%	15	5%	92	7%	83	8%	29	7%	54	8%
	Pay cut	225	9%	87	9%	138	9%	187	11%	25	9%	163	12%	87	8%	24	6%	63	9%
	Pay increased	346	14%	134	13%	211	14%	203	12%	35	12%	168	12%	155	14%	56	14%	98	15%
	Pay structure changed	305	12%	142	14%	163	11%	216	13%	28	9%	188	14%	123	12%	40	10%	83	13%
	None of the above	997	39%	350	34%	646	43%	768	47%	136	47%	632	47%	461	43%	173	43%	288	43%
	Total	**2,536**	**-**	**1,020**	**-**	**1,516**	**-**	**1,644**	**-**	**293**	**-**	**1,352**	**-**	**1,068**	**-**	**405**	**-**	**663**	**-**
Household Member(s)	Started new job	261	10%	86	8%	175	12%	154	9%	20	7%	134	10%	122	11%	26	6%	96	14%
	Laid off	290	11%	117	11%	173	11%	145	9%	23	8%	122	9%	116	11%	57	14%	60	9%
	Left job by choice or necessity	152	6%	44	4%	108	7%	85	5%	12	4%	73	5%	61	6%	19	5%	42	6%
	Furloughed with pay	98	4%	49	5%	49	3%	60	4%	10	3%	50	4%	35	3%	13	3%	22	3%
	Furloughed without pay	108	4%	40	4%	68	5%	83	5%	11	4%	73	5%	42	4%	7	2%	35	5%
	Work hours reduced	287	11%	116	11%	172	11%	182	11%	13	5%	168	12%	117	11%	37	9%	80	12%
	Work hours increased	126	5%	58	6%	68	5%	81	5%	15	5%	67	5%	44	4%	7	2%	37	6%
	Pay cut	143	6%	52	5%	91	6%	101	6%	12	4%	90	7%	60	6%	22	5%	38	6%
	Pay increased	153	6%	47	5%	107	7%	110	7%	12	4%	98	7%	70	7%	17	4%	53	8%
	Pay structure changed	144	6%	41	4%	102	7%	91	6%	9	3%	82	6%	52	5%	26	6%	27	4%
	None of the above	840	33%	273	27%	567	37%	667	41%	123	42%	544	40%	360	34%	125	31%	234	35%
	Total	**1,749**	**-**	**585**	**-**	**1,164**	**-**	**1,200**	**-**	**197**	**-**	**1,003**	**-**	**695**	**-**	**233**	**-**	**462**	**-**

Note: Select all that apply; totals may not sum to 100%

Figure 84 shows the portion of CTA riders and lapsed riders who were personally impacted by each of these employment changes. In both waves lapsed riders were less likely than current riders to have experienced some type of change to their employment, a disparity which grew in the second survey wave.

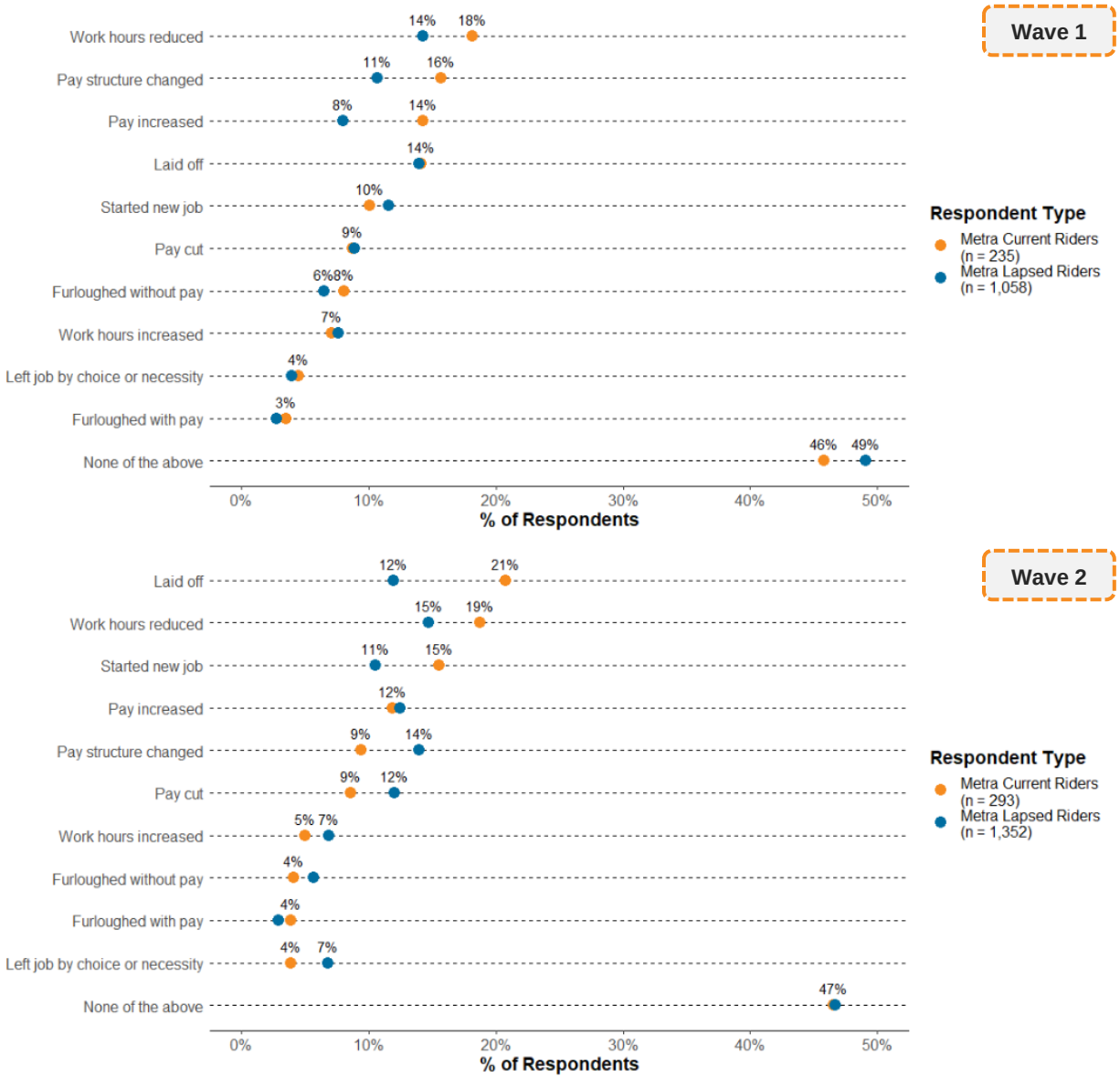
FIGURE 84: EMPLOYMENT CHANGE(S) FOR CTA RESPONDENTS – WAVES 1&2



Note: Select all that apply; totals may not sum to 100%

Figure 85 shows the portion of Metra riders and lapsed riders who were personally impacted by each of these employment changes. The first wave of Metra respondents saw minimal differences in the personal employment impacts that current and lapsed riders experienced, and in the second survey wave lapsed Metra riders were just as likely as current riders to have experienced at least one of the changes listed.

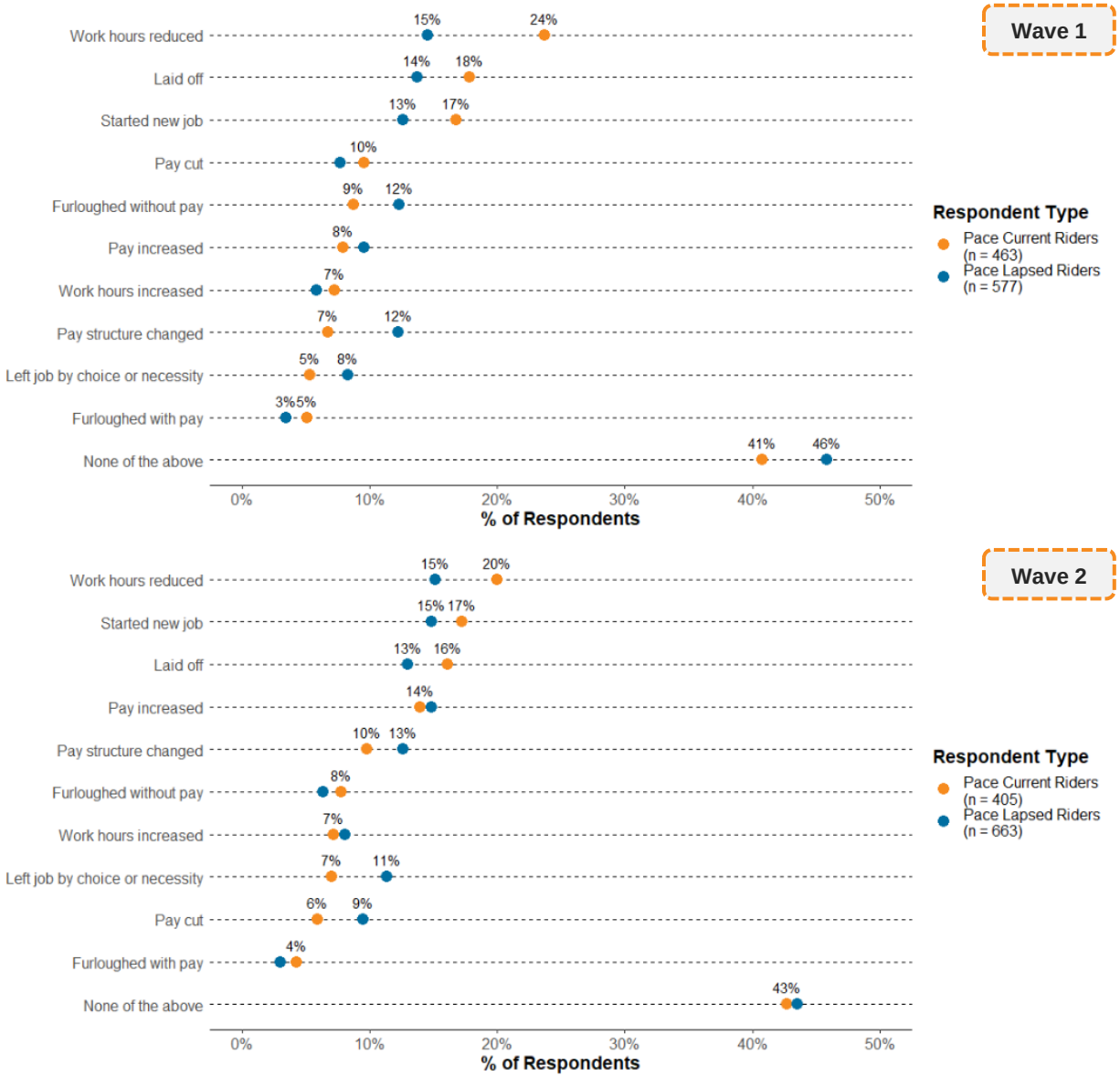
FIGURE 85: EMPLOYMENT CHANGE(S) FOR METRA RESPONDENTS – WAVES 1&2



Note: Select all that apply; totals may not sum to 100%

Figure 86 shows the portion of Pace riders and lapsed riders who were personally impacted by each of these employment changes. In both waves lapsed riders were less likely than current riders to have experienced a change to their employment, but for Pace respondents this disparity decreased in the second survey wave.

FIGURE 86: EMPLOYMENT CHANGE(S) FOR PACE RESPONDENTS – WAVES 1&2



Note: Select all that apply; totals may not sum to 100%

Industry

Table 22 and Table 23 provide a summary of how the distribution of employment industries has changed since the beginning of the pandemic by service board and rider type for Waves 1 and 2, respectively. These results are also displayed by service board in Figure 87 through Figure 89 below. In general, the differences in industry distributions between the survey wave results are marginal enough to be attributed to the different set of respondents, rather than a reflection of a meaningful shift in employment industries between November 2020 and January 2021. Differences across rider types, however, likely reflect true industry differences between these populations, as they have remained throughout the course of the pandemic and across survey waves.

TABLE 22: CHANGES IN INDUSTRY BY SERVICE BOARD AND RIDER TYPE – WAVE 1

	EMPLOYMENT INDUSTRY	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Before March 2020	Financial, professional, and business services	311	17%	78	10%	233	23%	274	25%	39	19%	235	26%	100	12%	17	5%	83	18%
	Technology and telecommunications	111	6%	25	3%	86	8%	87	8%	10	5%	77	8%	38	5%	11	3%	27	6%
	Education, health care, and social assistance	369	20%	190	25%	179	17%	177	16%	49	24%	128	14%	173	22%	85	24%	88	20%
	Government	91	5%	27	3%	64	6%	81	7%	14	7%	66	7%	41	5%	11	3%	30	7%
	Manufacturing and construction	80	4%	38	5%	42	4%	56	5%	14	7%	42	5%	50	6%	29	8%	21	5%
	Transportation, utilities, energy, and capital goods	102	6%	52	7%	50	5%	78	7%	19	9%	59	6%	64	8%	20	6%	44	10%
	Arts, entertainment, hospitality, and media	278	15%	119	15%	159	15%	121	11%	13	6%	108	12%	111	14%	60	17%	51	11%
	Real estate	32	2%	8	1%	24	2%	26	2%	8	4%	18	2%	8	1%	5	1%	3	1%
	Retail	112	6%	82	11%	30	3%	59	5%	24	11%	35	4%	74	9%	48	14%	26	6%
	Non-profit	118	7%	38	5%	80	8%	63	6%	4	2%	59	6%	60	7%	15	4%	44	10%
	Other	198	11%	116	15%	81	8%	95	9%	13	6%	82	9%	83	10%	50	14%	33	7%
	Total	**1,801**	**100%**	**774**	**100%**	**1,026**	**100%**	**1,117**	**100%**	**207**	**100%**	**910**	**100%**	**803**	**100%**	**352**	**100%**	**451**	**100%**
November 2020	Financial, professional, and business services	306	17%	75	10%	232	23%	269	24%	39	19%	230	25%	96	13%	17	5%	80	19%
	Technology and telecommunications	110	6%	18	2%	91	9%	92	8%	10	5%	83	9%	40	5%	11	3%	29	7%
	Education, health care, and social assistance	374	21%	186	24%	188	19%	191	17%	49	24%	142	16%	165	22%	79	24%	86	20%
	Government	101	6%	35	5%	66	7%	82	7%	13	6%	69	8%	41	5%	10	3%	31	7%
	Manufacturing and construction	90	5%	43	6%	47	5%	59	5%	14	7%	45	5%	54	7%	33	10%	21	5%
	Transportation, utilities, energy, and capital goods	97	5%	50	7%	46	5%	80	7%	20	10%	61	7%	59	8%	13	4%	46	11%
	Arts, entertainment, hospitality, and media	227	13%	108	14%	120	12%	98	9%	9	4%	89	10%	74	10%	43	13%	31	7%
	Real estate	27	2%	7	1%	20	2%	25	2%	7	3%	18	2%	7	1%	4	1%	3	1%
	Retail	129	7%	89	12%	40	4%	56	5%	24	12%	32	4%	86	11%	65	19%	21	5%
	Non-profit	126	7%	47	6%	79	8%	62	6%	4	2%	57	6%	56	7%	12	4%	43	10%
	Other	196	11%	112	15%	84	8%	92	8%	13	7%	79	9%	85	11%	48	14%	37	9%
	Total	**1,783**	**100%**	**769**	**100%**	**1,014**	**100%**	**1,106**	**100%**	**201**	**100%**	**905**	**100%**	**762**	**100%**	**334**	**100%**	**428**	**100%**

TABLE 23: CHANGES IN INDUSTRY BY SERVICE BOARD AND RIDER TYPE – WAVE 2

	EMPLOYMENT INDUSTRY	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Before March 2020	Financial, professional, and business services	402	19%	92	12%	310	23%	414	29%	47	19%	367	31%	130	16%	19	7%	111	21%
	Technology and telecommunications	115	5%	20	2%	95	7%	106	7%	7	3%	100	8%	43	5%	2	1%	41	8%
	Education, health care, and social assistance	440	21%	160	20%	280	21%	255	18%	58	24%	197	17%	175	22%	69	25%	106	20%
	Government	103	5%	31	4%	71	5%	80	6%	18	7%	63	5%	34	4%	9	3%	25	5%
	Manufacturing and construction	90	4%	48	6%	42	3%	60	4%	15	6%	45	4%	44	5%	18	7%	26	5%
	Transportation, utilities, energy, and capital goods	86	4%	26	3%	60	5%	67	5%	7	3%	60	5%	36	5%	6	2%	31	6%
	Arts, entertainment, hospitality, and media	333	16%	147	18%	186	14%	165	12%	34	14%	131	11%	138	17%	53	19%	85	16%
	Real estate	28	1%	11	1%	17	1%	26	2%	4	1%	23	2%	4	0%	0	0%	4	1%
	Retail	142	7%	92	12%	50	4%	62	4%	24	10%	38	3%	70	9%	47	17%	23	4%
	Non-profit	168	8%	57	7%	111	8%	93	6%	7	3%	85	7%	52	7%	7	3%	45	9%
	Other	214	10%	115	14%	99	7%	98	7%	25	10%	73	6%	73	9%	46	17%	28	5%
	Total	**2,120**	**100%**	**799**	**100%**	**1,320**	**100%**	**1,425**	**100%**	**244**	**100%**	**1,182**	**100%**	**799**	**100%**	**275**	**100%**	**524**	**100%**
January 2021	Financial, professional, and business services	406	20%	104	13%	303	24%	404	29%	47	19%	356	31%	129	17%	21	8%	108	22%
	Technology and telecommunications	112	6%	20	2%	92	7%	106	8%	7	3%	100	9%	39	5%	2	1%	37	8%
	Education, health care, and social assistance	449	22%	171	21%	278	22%	249	18%	53	21%	196	17%	153	20%	46	17%	107	22%
	Government	96	5%	27	3%	69	6%	82	6%	17	7%	65	6%	35	5%	7	3%	28	6%
	Manufacturing and construction	76	4%	35	4%	41	3%	58	4%	18	7%	40	4%	39	5%	14	5%	24	5%
	Transportation, utilities, energy, and capital goods	89	4%	24	3%	65	5%	70	5%	7	3%	63	6%	36	5%	8	3%	28	6%
	Arts, entertainment, hospitality, and media	234	11%	113	14%	121	10%	125	9%	35	14%	91	8%	91	12%	33	13%	57	12%
	Real estate	27	1%	6	1%	20	2%	29	2%	5	2%	24	2%	4	0%	0	0%	4	1%
	Retail	178	9%	123	15%	55	4%	67	5%	25	10%	42	4%	94	13%	73	27%	22	4%
	Non-profit	163	8%	72	9%	90	7%	87	6%	6	2%	82	7%	55	7%	13	5%	42	9%
	Other	208	10%	107	13%	101	8%	102	7%	28	11%	74	7%	77	10%	49	18%	29	6%
	Total	**2,039**	**100%**	**803**	**100%**	**1,236**	**100%**	**1,380**	**100%**	**248**	**100%**	**1,133**	**100%**	**751**	**100%**	**266**	**100%**	**485**	**100%**

Figure 87 shows the industry composition of CTA respondents by rider type both before the pandemic (March 2020) and at the time they took the survey (November 2020 or January 2021). The most common industry category for lapsed riders across both waves was financial, professional, and business services, whereas for current riders it was education, health care, and social assistance.

FIGURE 87: CHANGE IN CTA RESPONDENTS EMPLOYMENT INDUSTRIES BY RIDER TYPE – WAVES 1&2

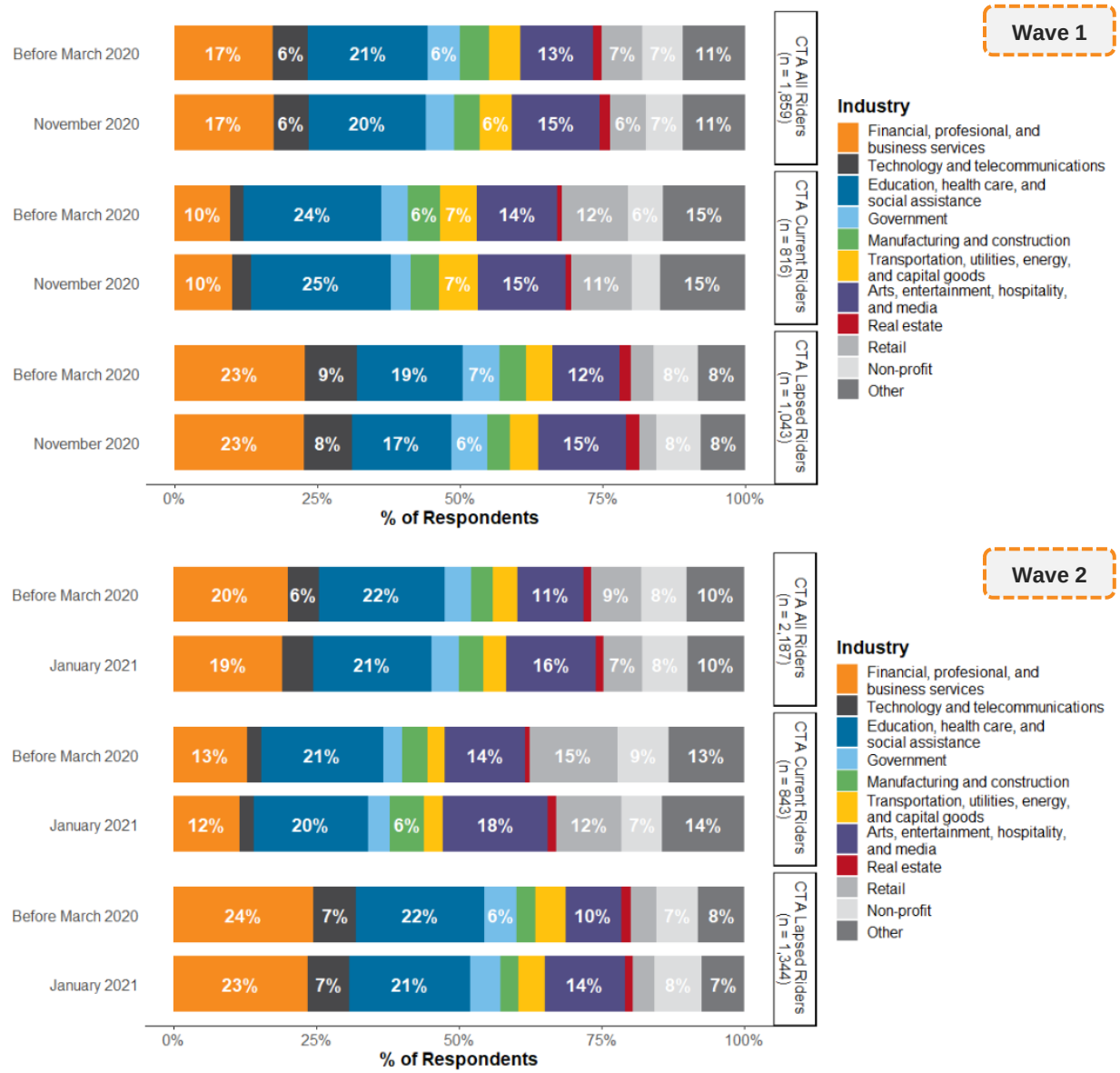


Figure 88 shows the industry composition of Metra respondents by rider type both before the pandemic (March 2020) and at the time they took the survey (November 2020 or January 2021). The most common industry category for lapsed riders across both waves was financial, professional, and business services, whereas for current riders it was education, health care, and social assistance.

FIGURE 88: CHANGE IN METRA RESPONDENTS EMPLOYMENT INDUSTRIES BY RIDER TYPE – WAVES 1&2

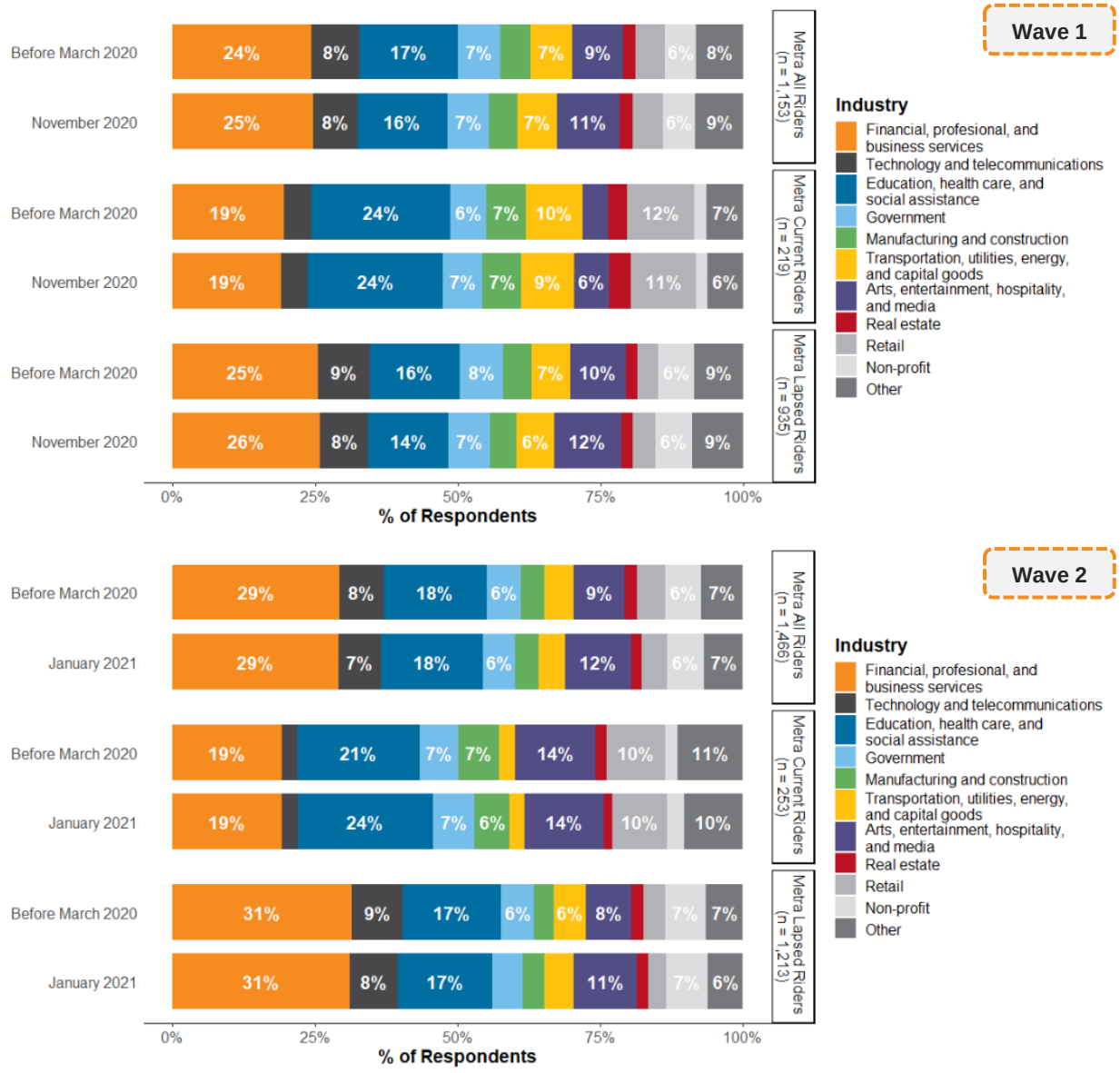
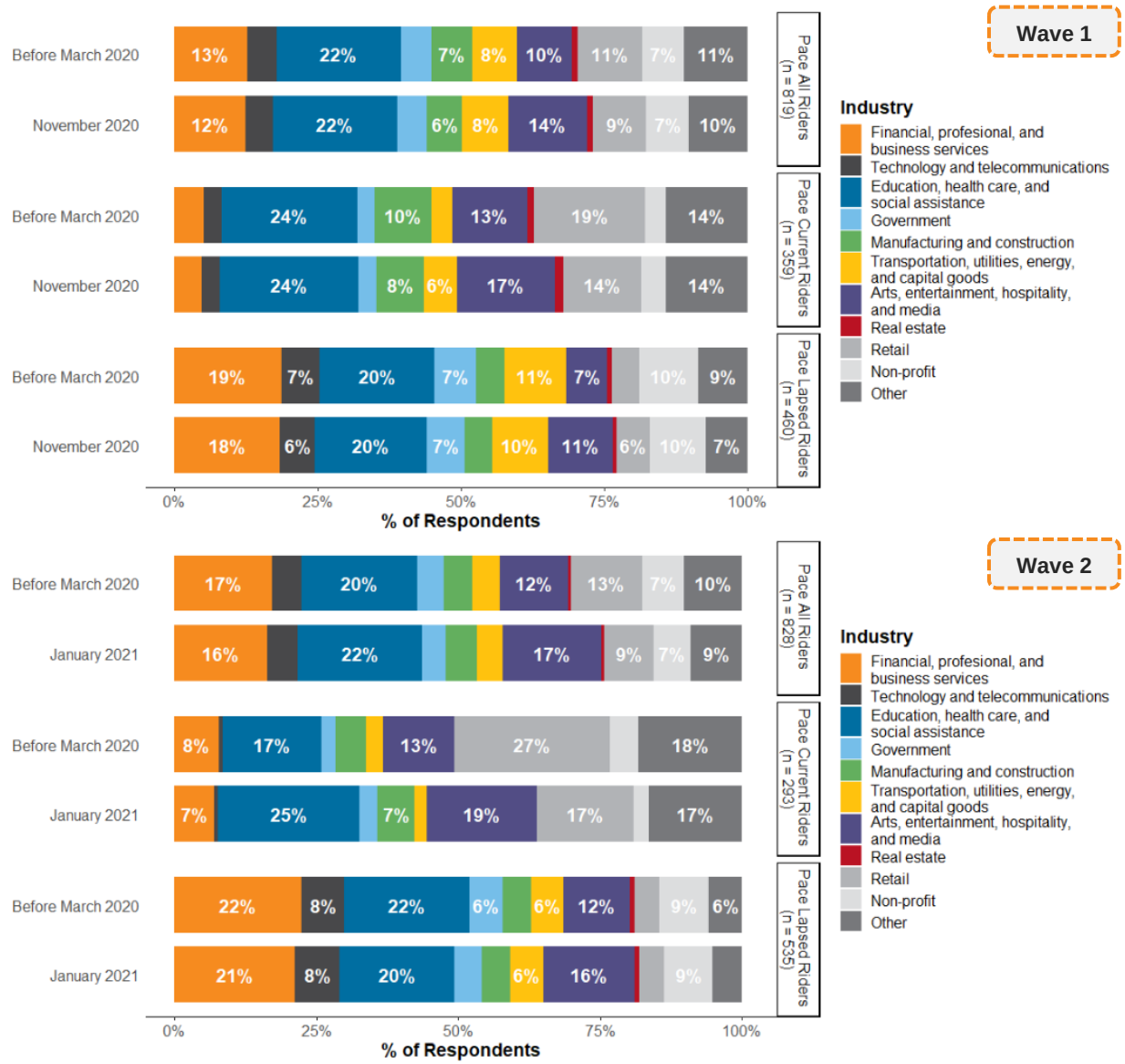


Figure 89 shows the industry composition of Pace respondents by rider type both before the pandemic (March 2020) and at the time they took the survey (November 2020 or January 2021). Education, health care, and social assistance was the most common employment industry among both current and lapsed Pace riders in the Wave 1 data. Additionally in Wave 2 there was a notable decrease (10%) in the portion of current Pace riders working in retail between March 2020 and January 2021.

FIGURE 89: CHANGE IN PACE RESPONDENTS EMPLOYMENT INDUSTRIES BY RIDER TYPE – WAVES 1&2



Commute Mode

Table 24 and Table 25 provide a summary of employed respondents' primary commute mode by service board and rider type. These results are also displayed by service board in Figure 90 through Figure 92 below.

TABLE 24: PRIMARY COMMUTE MODE BY SERVICE BOARD AND RIDER TYPE – WAVE 1

	COMMUTE MODE	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Before March 2020	Household vehicle	266	15%	64	8%	203	20%	175	16%	15	7%	159	17%	84	10%	28	8%	55	12%
	Another vehicle	41	2%	20	3%	21	2%	23	2%	5	2%	18	2%	19	2%	4	1%	15	3%
	Any taxi or ride service	20	1%	8	1%	12	1%	7	1%	1	1%	6	1%	4	1%	2	1%	2	0%
	Walk, jog, or roll	44	2%	17	2%	27	3%	18	2%	0	0%	18	2%	12	1%	5	1%	7	2%
	Bicycle	40	2%	10	1%	29	3%	30	3%	2	1%	28	3%	7	1%	0	0%	7	2%
	Scooter or moped	2	0%	0	0%	2	0%	2	0%	2	1%	0	0%	2	0%	2	1%	0	0%
	CTA bus	349	19%	230	30%	119	12%	102	9%	32	15%	70	8%	119	15%	51	15%	68	15%
	CTA rail	589	33%	254	33%	335	33%	241	22%	22	11%	219	24%	163	20%	58	16%	106	23%
	Metra rail	211	12%	39	5%	172	17%	394	35%	88	42%	306	34%	99	12%	18	5%	81	18%
	Pace bus	147	8%	91	12%	56	5%	64	6%	26	13%	38	4%	234	29%	148	42%	86	19%
	Pace ADA Paratransit	2	0%	0	0%	2	0%	2	0%	0	0%	2	0%	14	2%	7	2%	7	2%
	None (I typically worked from home)	67	4%	25	3%	42	4%	52	5%	11	5%	42	5%	30	4%	15	4%	15	3%
	Other	24	1%	16	2%	7	1%	9	1%	4	2%	4	0%	15	2%	13	4%	2	0%
	Total	**1,801**	**100%**	**774**	**100%**	**1,026**	**100%**	**1,117**	**100%**	**207**	**100%**	**910**	**100%**	**803**	**100%**	**352**	**100%**	**451**	**100%**
November 2020	Household vehicle	211	13%	51	7%	160	18%	143	14%	17	9%	127	16%	86	13%	22	8%	64	16%
	Another vehicle	30	2%	15	2%	15	2%	13	1%	4	2%	9	1%	17	2%	5	2%	12	3%
	Any taxi or ride service	26	2%	20	3%	6	1%	5	0%	3	1%	2	0%	8	1%	3	1%	4	1%
	Walk, jog, or roll	30	2%	12	2%	18	2%	17	2%	2	1%	14	2%	6	1%	1	0%	5	1%
	Bicycle	45	3%	10	2%	35	4%	29	3%	3	1%	26	3%	11	2%	1	0%	10	3%
	Scooter or moped	2	0%	0	0%	2	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	CTA bus	192	12%	187	28%	4	0%	48	5%	14	7%	34	4%	79	12%	35	12%	44	11%
	CTA rail	156	10%	152	22%	4	0%	43	4%	10	5%	33	4%	62	9%	33	11%	29	7%
	Metra rail	45	3%	22	3%	23	3%	83	8%	79	41%	4	1%	29	4%	14	5%	16	4%
	Pace bus	74	5%	48	7%	25	3%	32	3%	20	10%	13	2%	120	17%	118	40%	1	0%
	Pace ADA Paratransit	2	0%	0	0%	1	0%	1	0%	0	0%	0	0%	12	2%	9	3%	3	1%
	None (I typically worked from home)	739	47%	152	22%	587	66%	585	58%	41	21%	544	67%	244	36%	45	15%	199	51%
	Other	15	1%	10	1%	5	1%	10	1%	0	0%	10	1%	11	2%	7	2%	4	1%
	Total	**1,566**	**100%**	**680**	**100%**	**886**	**100%**	**1,008**	**100%**	**193**	**100%**	**815**	**100%**	**686**	**100%**	**295**	**100%**	**391**	**100%**

TABLE 25: PRIMARY COMMUTE MODE BY SERVICE BOARD AND RIDER TYPE – WAVE 2

	COMMUTE MODE	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Before March 2020	Household vehicle	260	12%	44	5%	216	16%	175	12%	10	4%	165	14%	91	11%	14	5%	77	15%
	Another vehicle	15	1%	4	1%	11	1%	13	1%	1	0%	12	1%	9	1%	4	1%	5	1%
	Any taxi or ride service	35	2%	23	3%	12	1%	10	1%	1	0%	9	1%	9	1%	2	1%	7	1%
	Walk, jog, or roll	109	5%	56	7%	53	4%	53	4%	19	8%	34	3%	33	4%	15	5%	18	3%
	Bicycle	64	3%	13	2%	51	4%	36	3%	10	4%	26	2%	18	2%	5	2%	14	3%
	Scooter or moped	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	CTA bus	443	21%	249	31%	194	15%	130	9%	37	15%	94	8%	99	12%	39	14%	60	12%
	CTA rail	722	34%	301	38%	421	32%	304	21%	30	12%	274	23%	228	28%	57	21%	170	33%
	Metra rail	309	15%	43	5%	267	20%	587	41%	107	44%	481	41%	121	15%	22	8%	99	19%
	Pace bus	75	4%	30	4%	45	3%	44	3%	11	5%	32	3%	131	16%	88	32%	43	8%
	Pace ADA Paratransit	2	0%	1	0%	1	0%	2	0%	0	0%	2	0%	19	2%	16	6%	3	1%
	None (I typically worked from home)	64	3%	19	2%	45	3%	53	4%	7	3%	46	4%	32	4%	7	2%	25	5%
	Other	21	1%	17	2%	4	0%	19	1%	12	5%	7	1%	10	1%	8	3%	2	0%
	Total	**2,120**	**100%**	**799**	**100%**	**1,320**	**100%**	**1,425**	**100%**	**244**	**100%**	**1,182**	**100%**	**799**	**100%**	**275**	**100%**	**524**	**100%**
January 2021	Household vehicle	283	15%	42	6%	241	22%	178	14%	14	6%	164	15%	95	14%	11	5%	84	19%
	Another vehicle	21	1%	14	2%	8	1%	11	1%	5	2%	7	1%	15	2%	8	3%	7	2%
	Any taxi or ride service	43	2%	21	3%	22	2%	3	0%	1	1%	1	0%	15	2%	4	1%	11	2%
	Walk, jog, or roll	75	4%	51	7%	23	2%	29	2%	17	7%	12	1%	32	5%	16	6%	16	4%
	Bicycle	32	2%	18	2%	14	1%	23	2%	9	4%	14	1%	11	2%	1	0%	10	2%
	Scooter or moped	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	CTA bus	197	11%	195	26%	2	0%	65	5%	26	11%	39	4%	59	8%	31	13%	28	6%
	CTA rail	179	10%	169	23%	10	1%	70	5%	23	10%	47	4%	55	8%	21	9%	34	8%
	Metra rail	63	3%	34	5%	29	3%	108	8%	104	44%	3	0%	34	5%	22	9%	12	3%
	Pace bus	43	2%	31	4%	12	1%	23	2%	3	1%	19	2%	85	12%	82	34%	3	1%
	Pace ADA Paratransit	2	0%	0	0%	2	0%	0	0%	0	0%	0	0%	11	2%	11	4%	0	0%
	None (I typically worked from home)	900	48%	144	20%	756	67%	774	60%	27	11%	748	71%	270	39%	29	12%	240	54%
	Other	19	1%	18	2%	1	0%	12	1%	8	4%	4	0%	9	1%	8	3%	1	0%
	Total	**1,858**	**100%**	**738**	**100%**	**1,120**	**100%**	**1,297**	**100%**	**238**	**100%**	**1,059**	**100%**	**690**	**100%**	**242**	**100%**	**448**	**100%**

Figure 90 shows the distribution of primary commute modes for CTA respondents by rider type both before the pandemic and at the time they completed the survey. The decrease in CTA bus and rail commuters since March 2020 can be largely accounted for by the substantial increase in new telecommuters during this time. The results for Wave 1 and Wave 2 show that this behavior has remained constant between November 2020 and January 2021.

FIGURE 90: PRIMARY COMMUTE MODE FOR CTA RESPONDENTS BY RIDER TYPE – WAVES 1&2

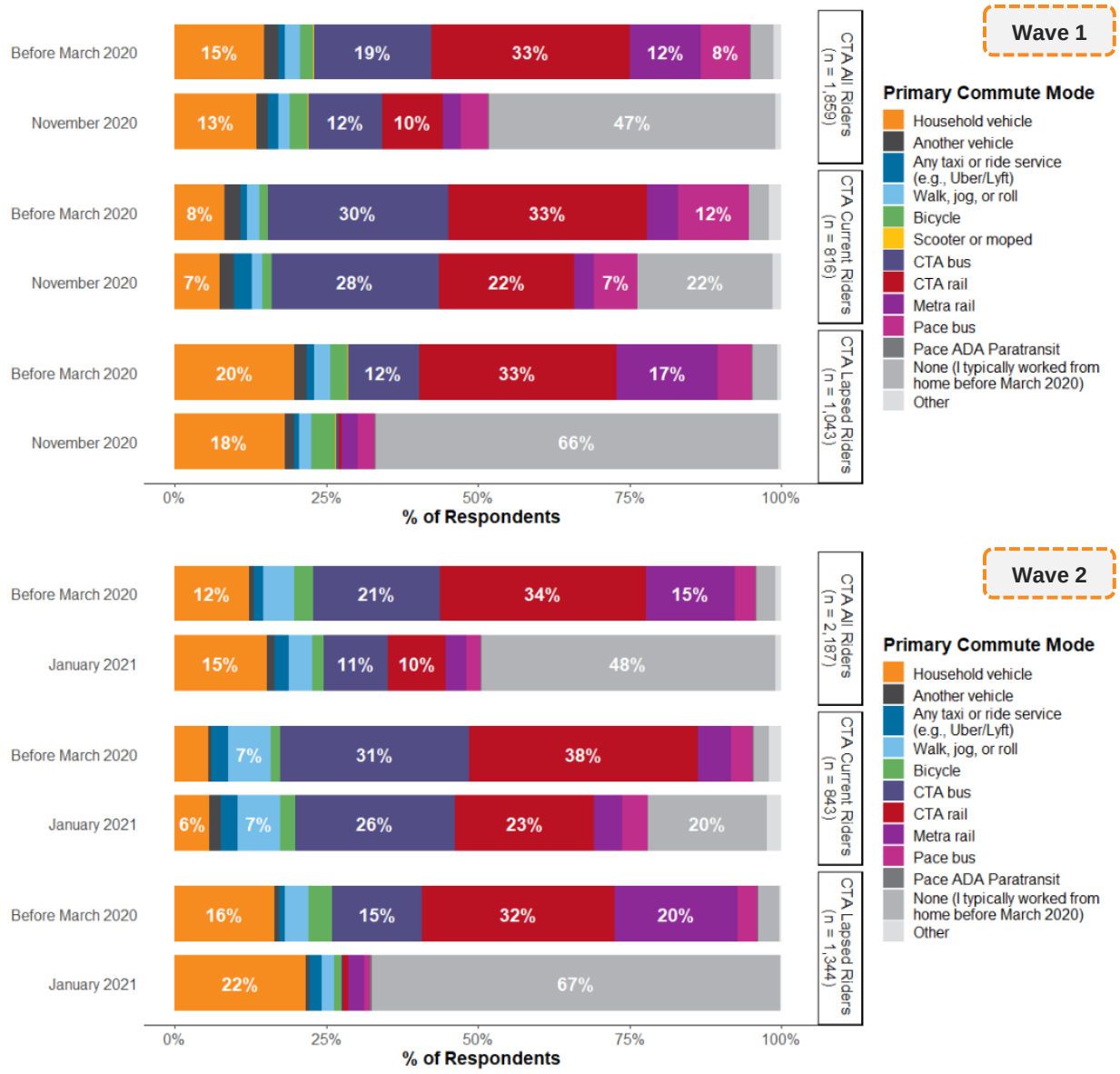


Figure 91 shows the distribution of primary commute modes for Metra respondents by rider type both before the pandemic and at the time they completed the survey. The decrease in Metra rail commuters since March 2020, especially amongst lapsed riders, can be largely accounted for by the substantial increase in new telecommuters during this time. The results for Wave 1 and Wave 2 show that this behavior has continued between November 2020 and January 2021.

FIGURE 91: PRIMARY COMMUTE MODE FOR METRA RESPONDENTS BY RIDER TYPE – WAVES 1&2

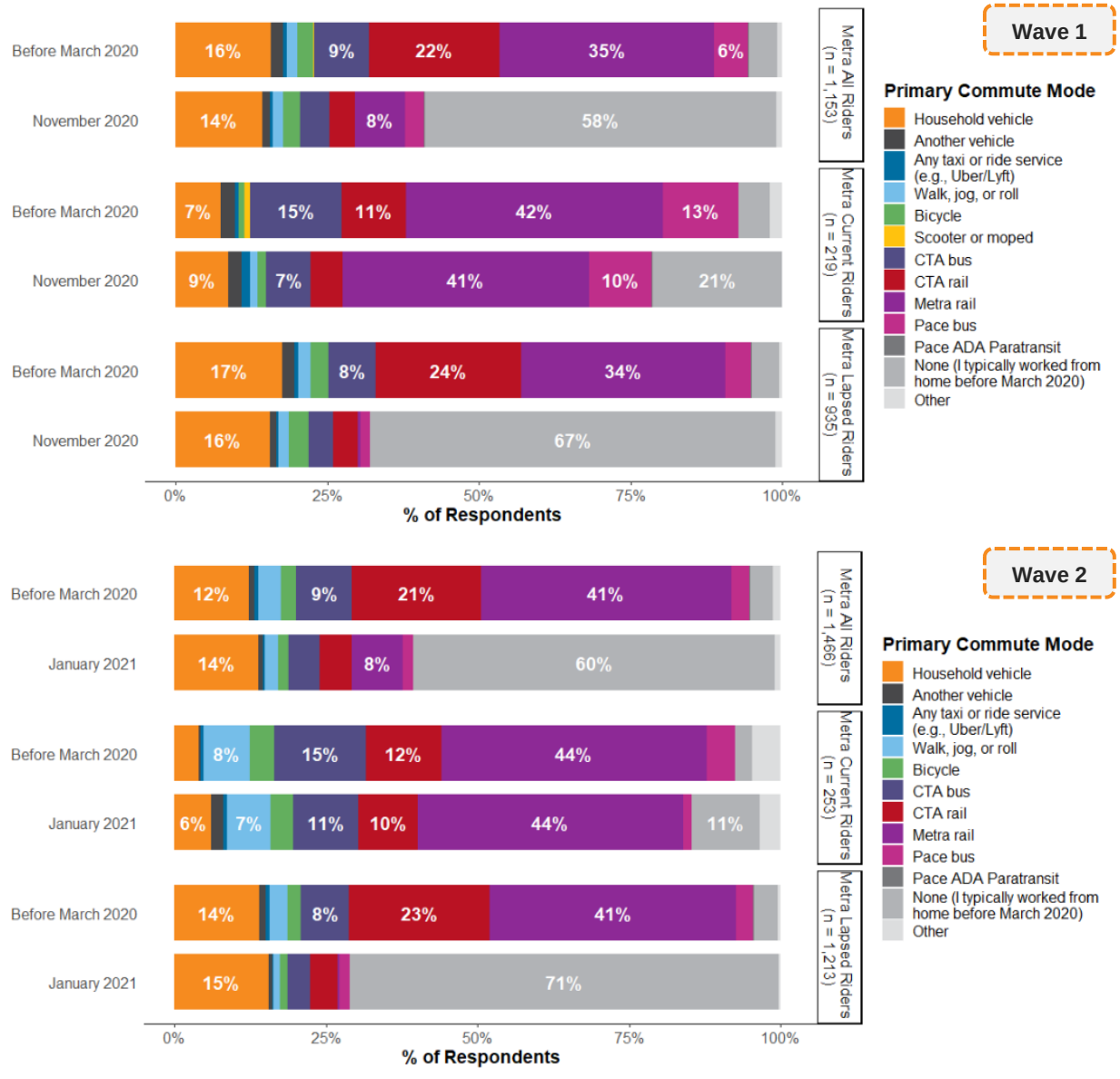
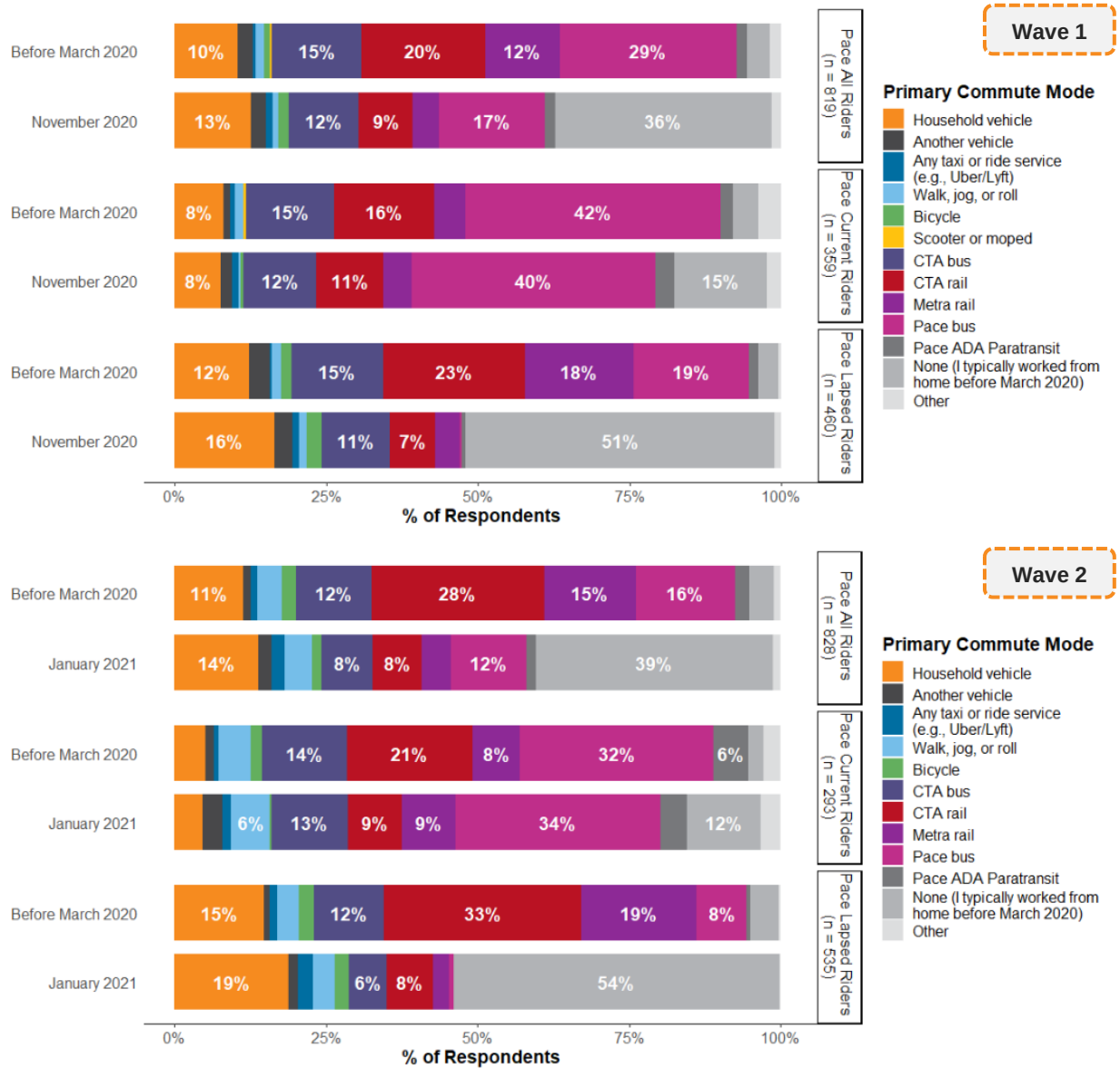


Figure 92 shows the distribution of primary commute modes for Pace respondents by rider type both before the pandemic and at the time they completed the survey. The decrease in Pace commuters since March 2020 among lapsed riders can be largely accounted for by the substantial increase in new telecommuters during this time. The results for Wave 1 and Wave 2 show that this behavior has remained constant between November 2020 and January 2021.

FIGURE 92: PRIMARY COMMUTE MODE FOR PACE RESPONDENTS BY RIDER TYPE – WAVES 1&2



Transit Benefits

Employed respondents were also asked if their employers provided any transit-related benefits. This section discusses the use of such benefits as well as any changes which may have occurred to them since the beginning of the pandemic. As the sample sizes used in this analysis was relatively small, the responses below are broken out by service board but not rider type.

Use of Employer Transit Benefits

Figure 93 shows which type, if any, of transit-related benefit CTA respondents were provided (y axis, black labels), and whether or not they used these benefits when they were provided (color coding, white labels). In both waves over three-quarters of respondents either did not have any employer provided benefits or did not know if they did.

FIGURE 93: CTA RESPONDENT USE OF EMPLOYER-PROVIDED TRANSIT BENEFITS – WAVES 1&2

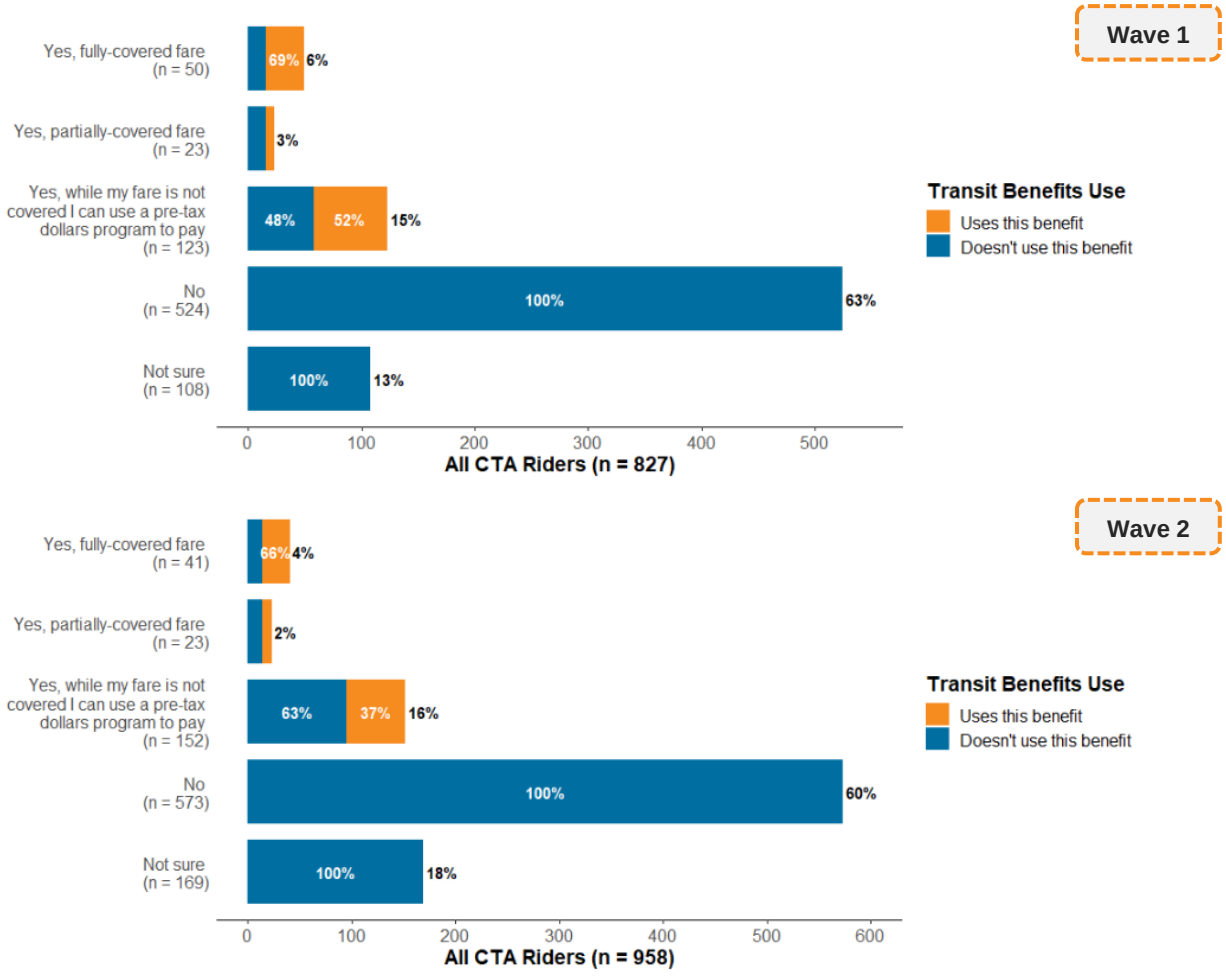


Figure 94 shows which type, if any, of transit-related benefit Metra respondents were provided (y axis, black labels), and whether or not they used these benefits when they were provided (color coding, white labels). In both waves over two-thirds of Metra's respondents either didn't have any employer provided benefits or didn't know if they did, while more than one in five were allowed to use a pre-tax dollars program to pay their fare.

FIGURE 94: METRA RESPONDENT USE OF EMPLOYER-PROVIDED TRANSIT BENEFITS – WAVES 1&2

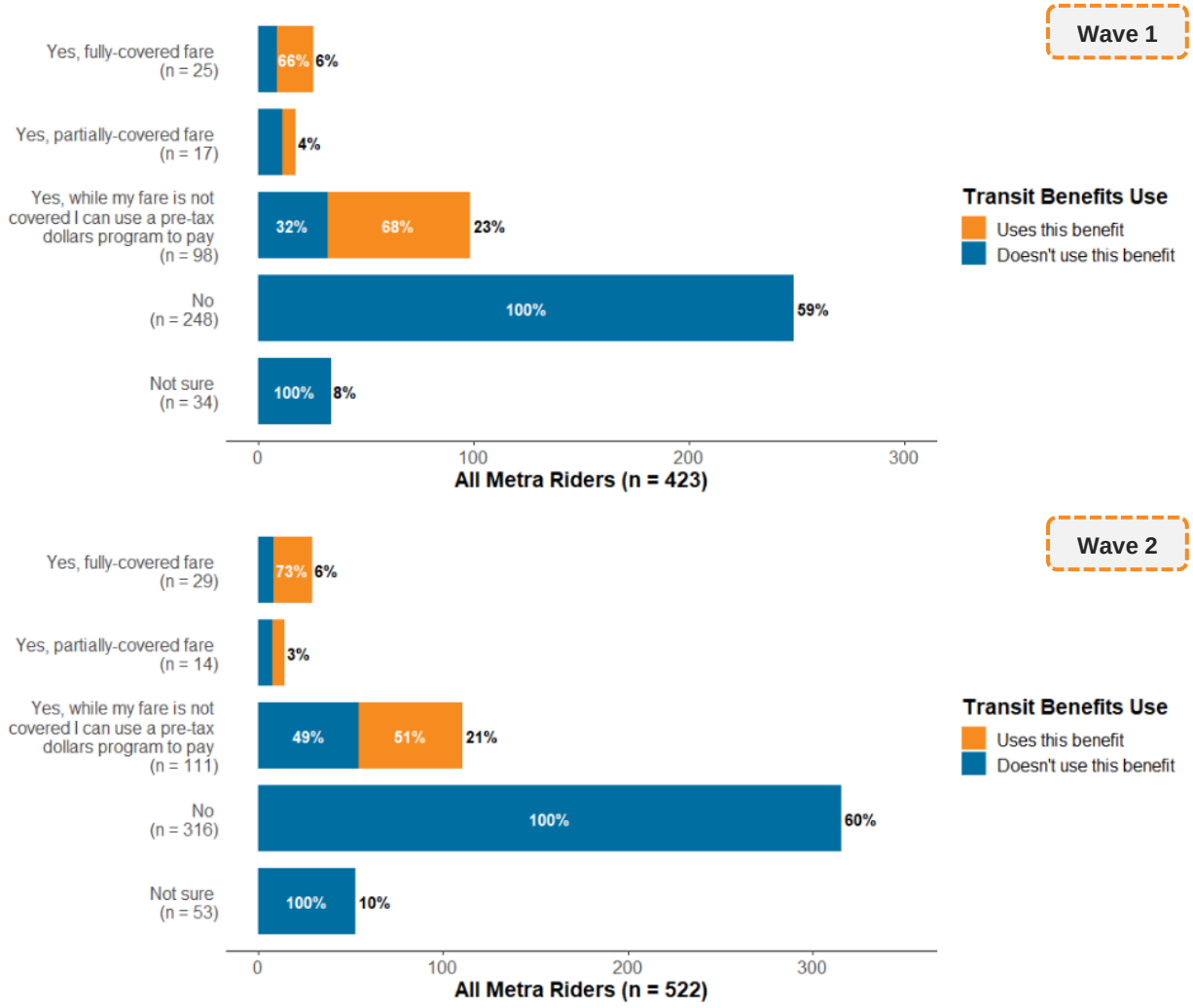
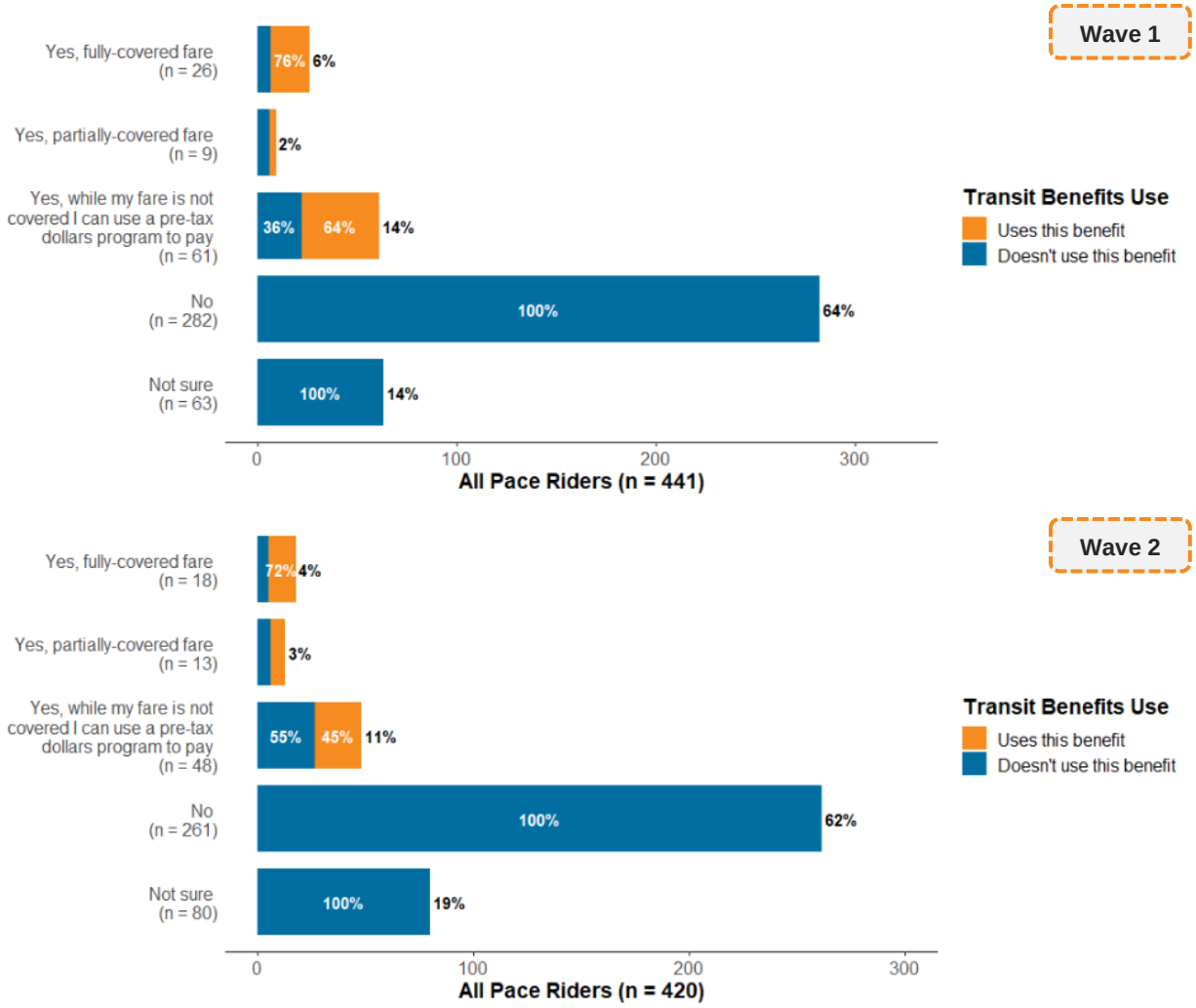


Figure 95 shows which type, if any, of transit-related benefit Pace respondents were provided (y axis, black labels), and whether or not they used these benefits when they were provided (color coding, white labels). In both waves over three-quarters of respondents either did not have any employer provided benefits or didn't know if they did.

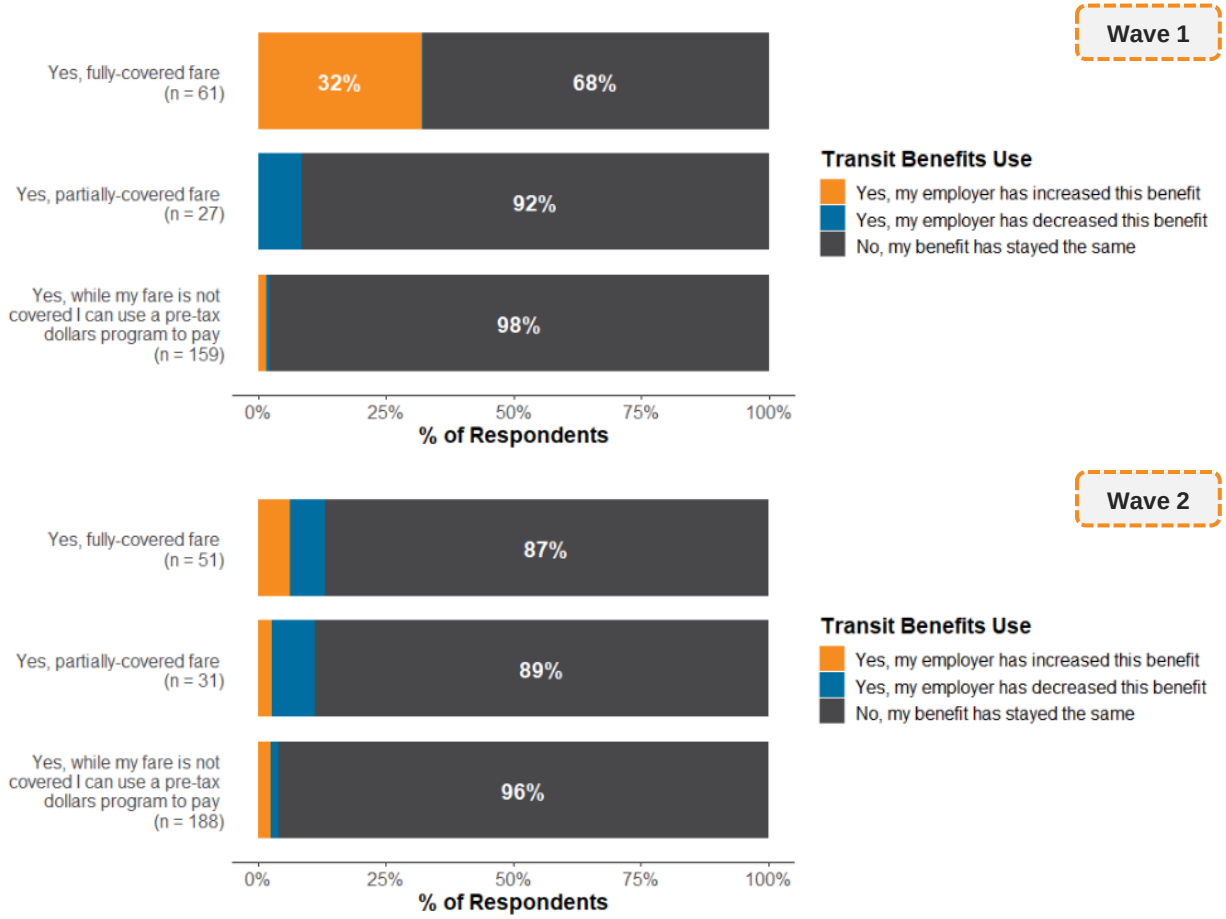
FIGURE 95: PACE RESPONDENT USE OF EMPLOYER-PROVIDED TRANSIT BENEFITS – WAVES 1&2



Change in Employer Transit Benefits

Respondents who selected one of the three affirmative choices shown in Figure 93 through Figure 95 were then asked if the benefits their employer offered had changed since the beginning of the pandemic. Due to the small number of respondents satisfying these criteria and the minimal differences observed across service boards, responses to this question are shown in aggregate in Figure 96. The vast majority of respondents' employers had not altered their transit benefits since March 2020.

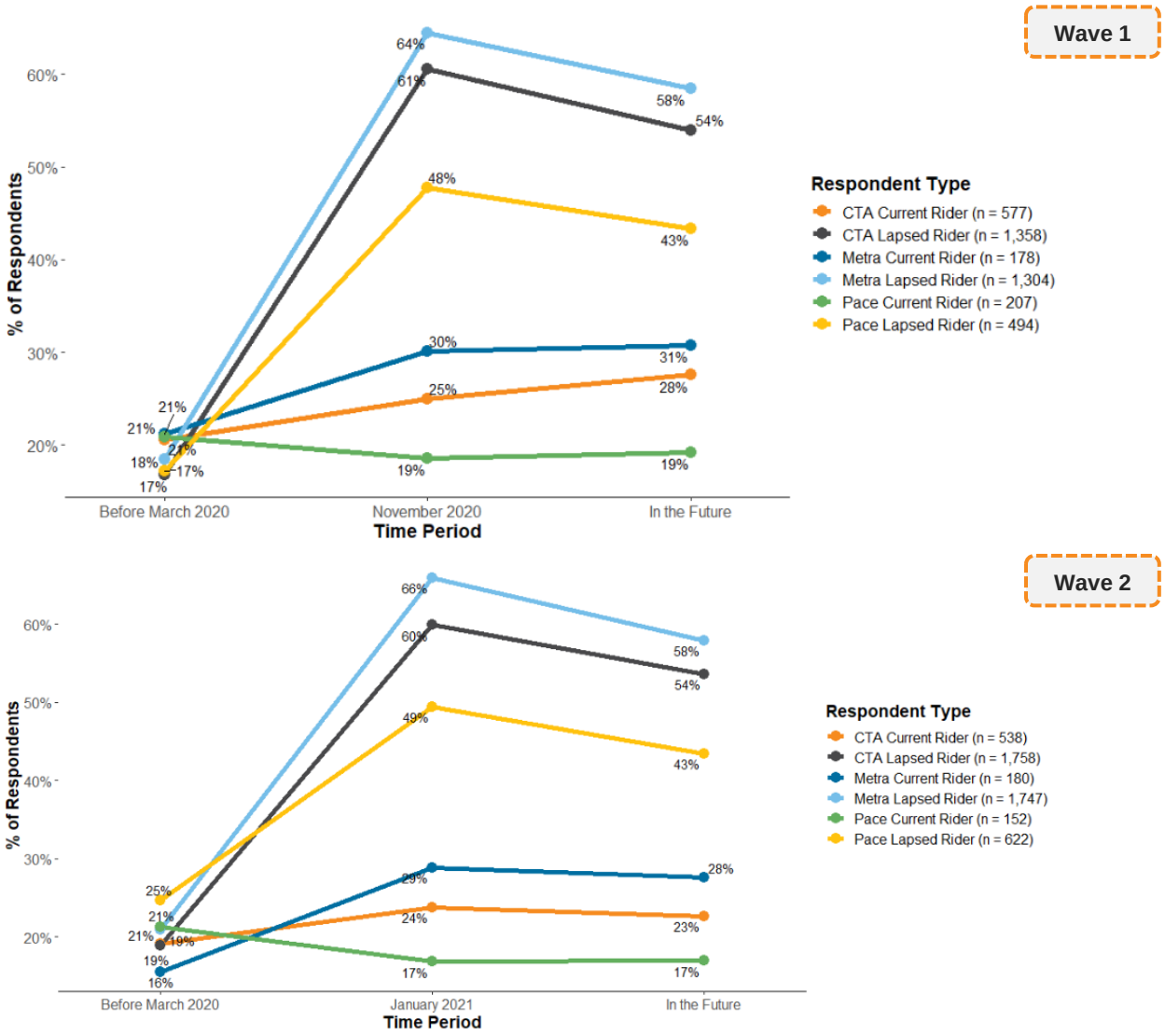
FIGURE 96: AGGREGATE CHANGE IN EMPLOYER-PROVIDED TRANSIT BENEFITS – WAVES 1&2



Telecommuting Frequency

The change in the percentage of respondents who telecommuted/will telecommute at least twice per week before the pandemic, at the time of the survey, and in the future is shown in Figure 97 by service board and rider type. For all three service boards and in both waves, lapsed riders demonstrated a much more pronounced increase in telecommuting than current riders, and current Pace riders were the only segment for whom telecommuting decreased. Additionally, current riders for all service boards anticipate this increase to continue in the future. Telecommuting behavior is discussed further in section 4.4.

FIGURE 97: CHANGE IN TELECOMMUTING (2+ DAYS PER WEEK) BY RIDER TYPE AND SERVICE BOARD – WAVES 1&2

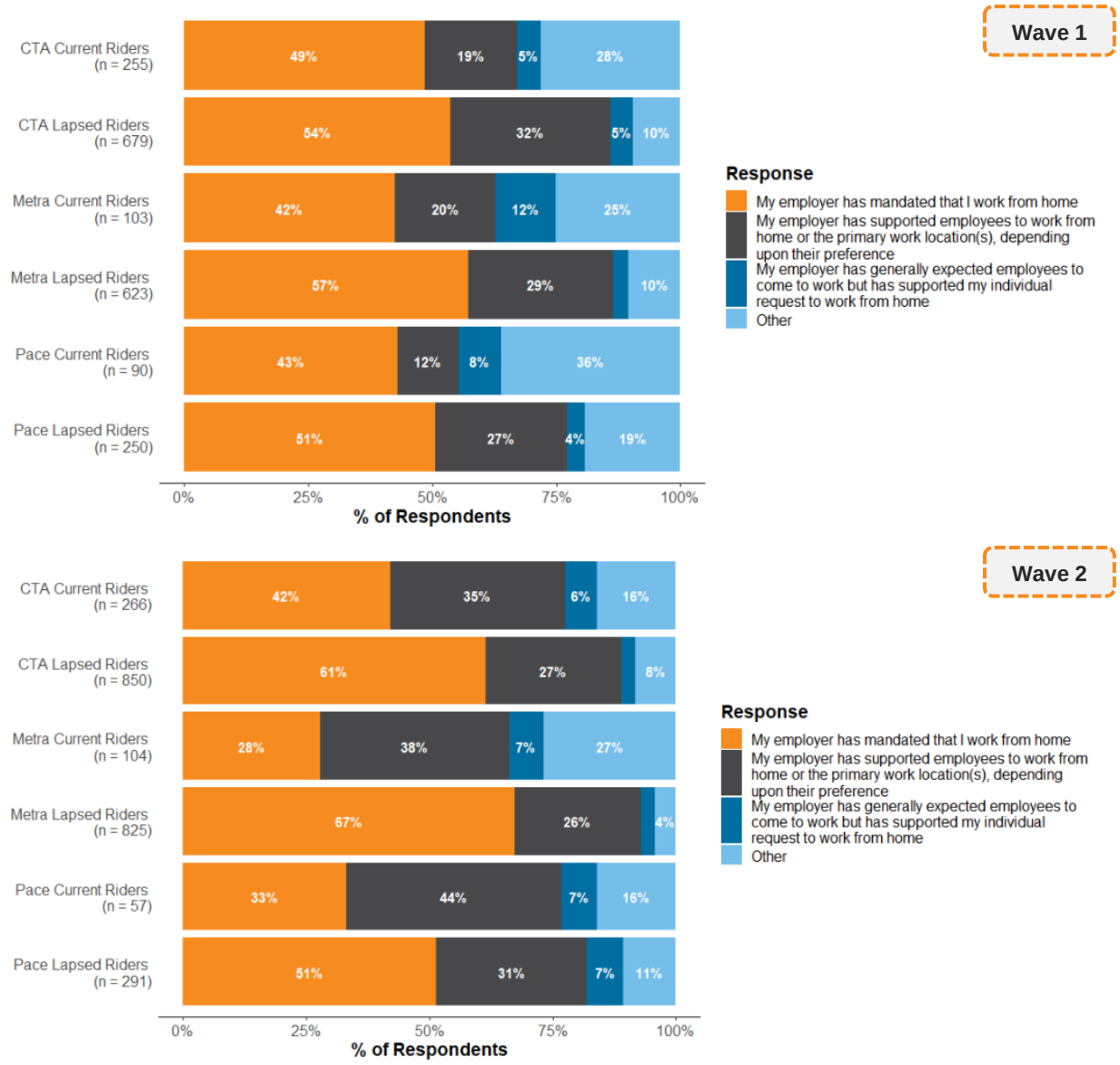


Reasons for Telecommuting

Employer Telecommuting Policies

Employed respondents who indicated they had been telecommuting were asked how their employers' policies had factored into their decision to work from home. As shown in Figure 98, in November 2020 more than half of telecommuting lapsed riders for each service board had been mandated to work from home by their employer, and this proportion had increased for lapsed CTA and Metra riders by January 2021.

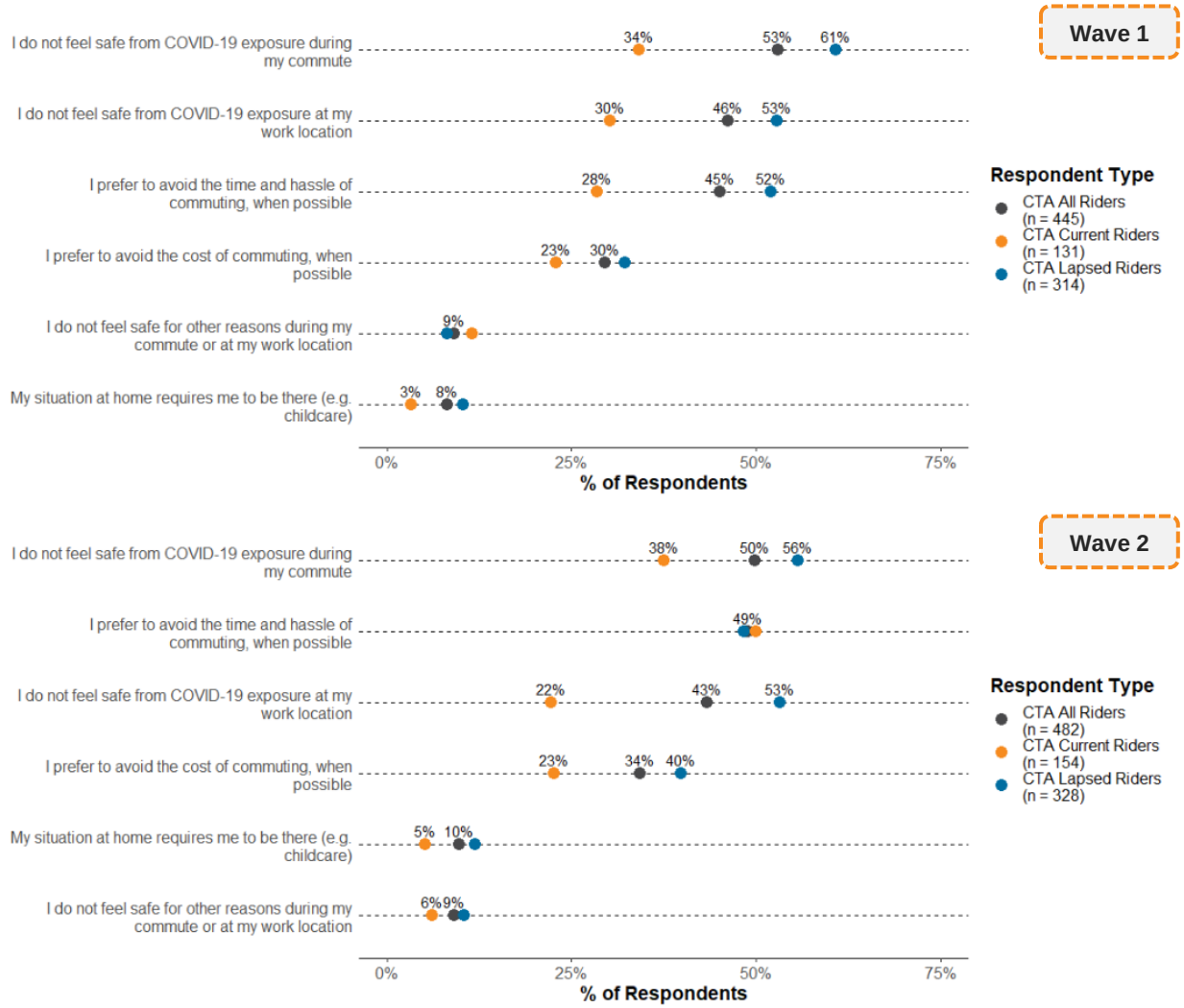
FIGURE 98: EMPLOYERS' POLICIES TOWARD TELECOMMUTING



Personal Reasons for Telecommuting

Respondents who had not been mandated to work remotely by their employer were asked what other reasons might have influenced their decision to telecommute. As shown in Figure 99, lapsed CTA riders selected exposure to COVID-19, both during their commute and at their work location, and avoiding the time and hassle of a commute as the most common reasons for telecommuting. Additionally, in January 2021 roughly half of both current and lapsed CTA riders said they preferred to avoid their commute.

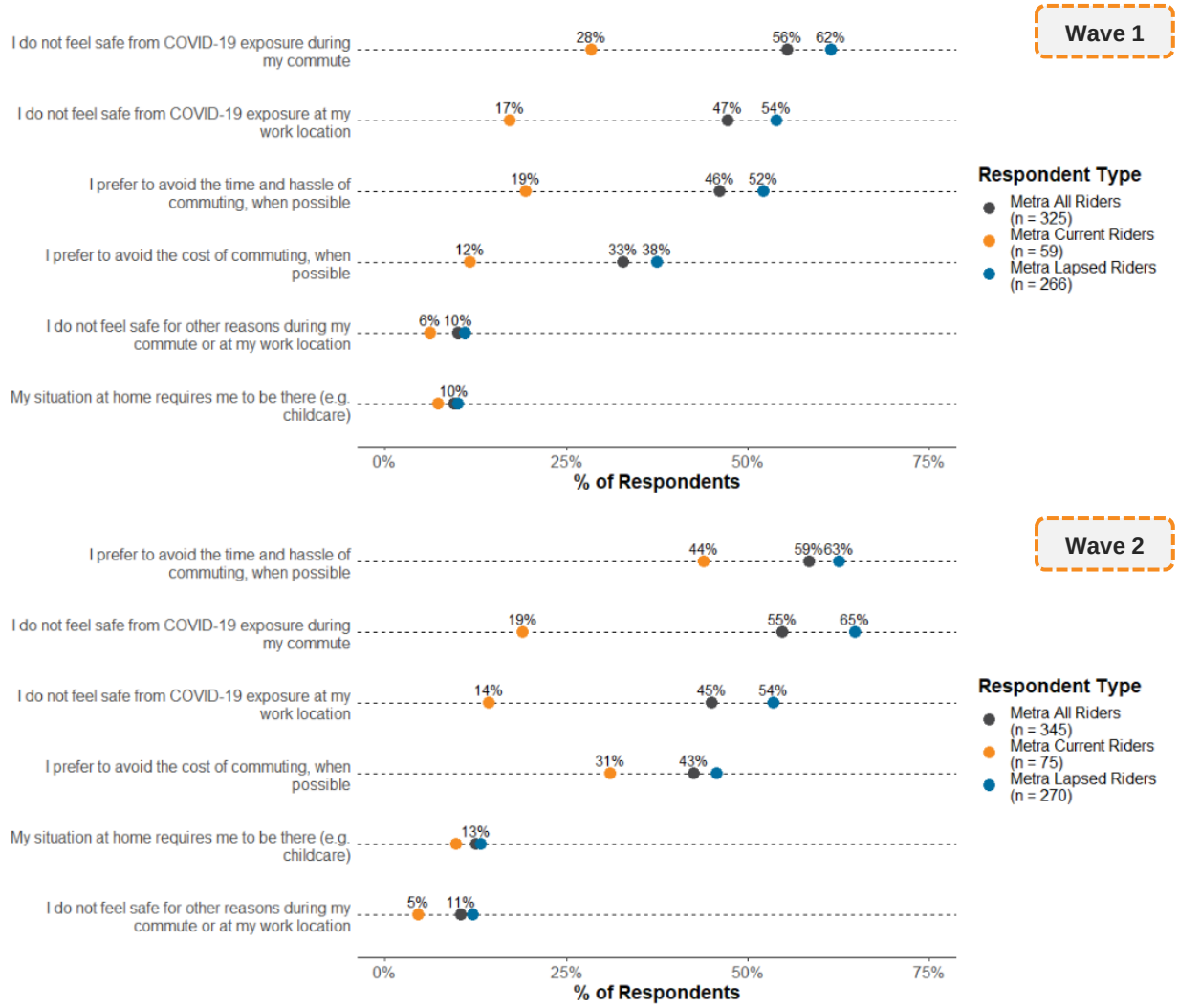
FIGURE 99: CTA RESPONDENTS' REASON(S) FOR TELECOMMUTING BY RIDER TYPE – WAVES 1&2



Note: Select all that apply; totals may not sum to 100%

Figure 100 shows similar reasoning among lapsed Metra riders, with exposure to COVID-19, both during their commute and at their work location, and avoiding the time and hassle of a commute being chosen as the most common reasons for telecommuting.

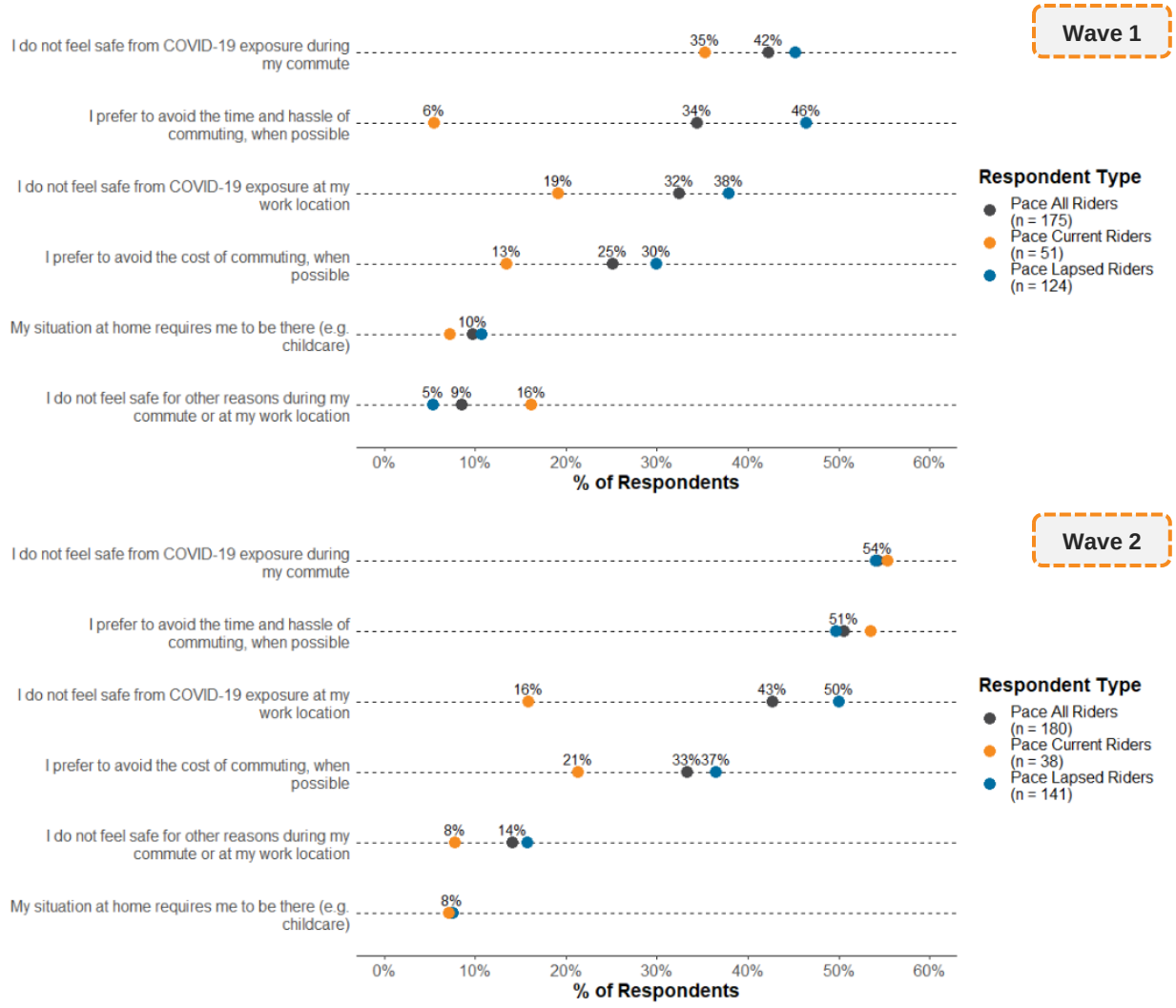
FIGURE 100: METRA RESPONDENTS' REASON(S) FOR TELECOMMUTING BY RIDER TYPE – WAVES 1&2



Note: Select all that apply; totals may not sum to 100%

Figure 101 shows that lapsed Pace riders also chose exposure to COVID-19, both during their commute and at their work location, and avoiding the time and hassle of a commute as their most common reasons for telecommuting. Additionally, in January 2021 roughly half of both current and lapsed Pace riders said they preferred to avoid their commute.

FIGURE 101: PACE RESPONDENTS' REASON(S) FOR TELECOMMUTING BY RIDER TYPE – WAVES 1&2

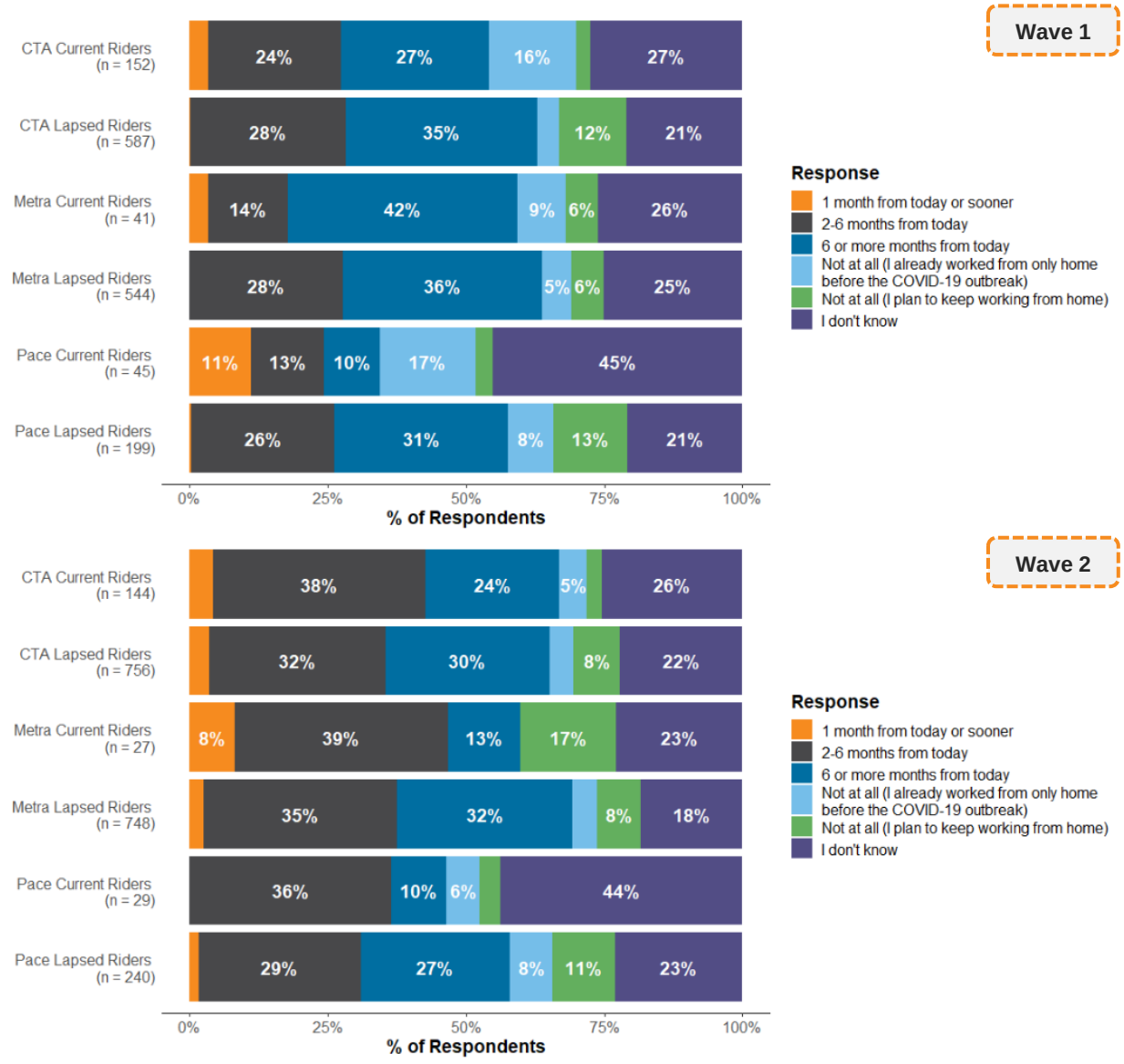


Note: Select all that apply; totals may not sum to 100%

Return to Non-Telecommuting

Respondents who indicated they were exclusively working from home when they took the survey were asked when they expect to return to their office. Figure 102 shows that in November 2020 only current transit riders expected to return to their offices within one month, and that those expectations became only slightly more optimistic by January 2021. With the exception of lapsed Pace riders, in January 2021 more than one-third of responses in all other segments expect to return to work sometime in the next two to six months.

FIGURE 102: EXPECTED RETURN TO OFFICE FOR CURRENT TELEWORKERS BY RIDER TYPE AND SERVICE BOARD – WAVES 1&2



4.4 COMPARISON ACROSS MARKETS

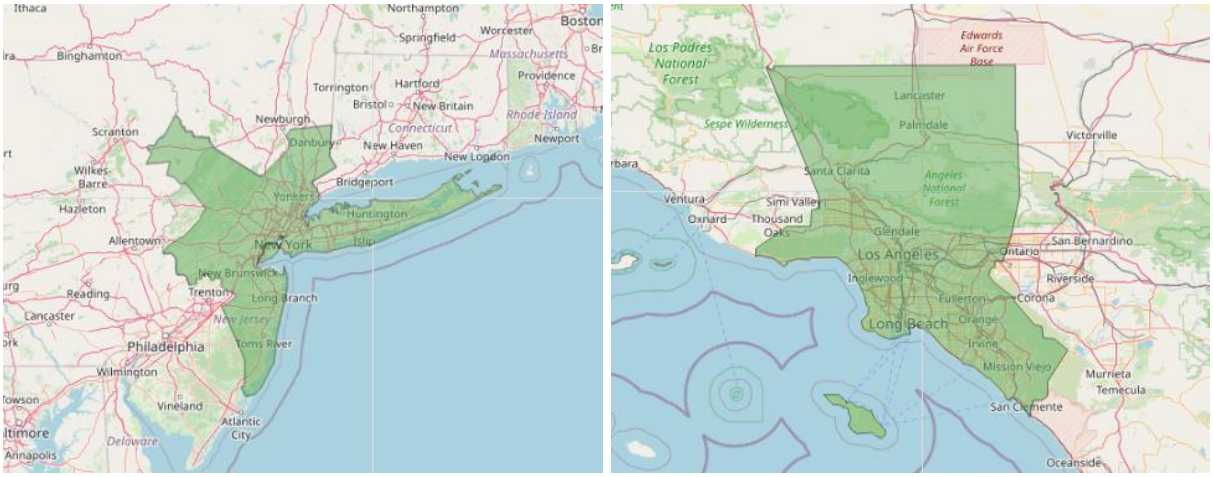
As mentioned, the RTA survey was developed based upon RSG's national panel survey. For this reason, the research team endeavored to make some comparison between results of this lapsed rider survey and results from that national survey effort. Because the ultimate survey development for this RTA study diverged considerably from that national panel survey, the research team focused comparative analysis to what remained most analogous between the studies: employment and telecommuting. This section summarizes the methodology and comparative analysis undertaken.

In the late spring of 2020, RSG developed a national panel survey designed to monitor the impact of the COVID-19 pandemic on various aspects of Americans' daily lives, particularly with regard to changes in their travel behavior. This national survey was administered five times between May and December of 2020, and each wave of data was weighted to represent the entire population of the United States.

Methodology

The RTA lapsed rider survey included several questions in common with this national panel survey to allow for comparisons between the greater Chicago area and other transit markets across the country. The analyses presented in this section were performed on each wave of the Chicago travel survey, the national panel dataset as a whole, as well as the national panel responses from the greater New York City and Los Angeles regions as defined in Figure 103 below.

FIGURE 103: NATIONAL PANEL REGIONS OF INTEREST – NEW YORK CITY (LEFT) & LOS ANGELES (RIGHT)



Both the Chicago survey data and national panel data showed a significant increase since the start of the pandemic in employed respondents who indicated they were primarily working from

home. The results presented in this section describe how telecommuting behavior has varied by employment industry and discusses the extent to which this phenomenon can be expected to continue after the pandemic.

To simplify the analysis, the raw list of employment industries was grouped into three categories: professional, mixed, and on-site jobs (Table 26). This segmentation is designed to provide greater nuance than the “essential” vs. “non-essential” dichotomy accommodates. “Professional” industries had demonstrated high rates of telecommuting during the pandemic, while “on-site” industries showed very low rates of telecommuting. “Mixed” industries had a level of telecommuting between that of the professional and on-site industries, and likely employ both office workers who were able to telecommute and other workers who were required to commute to a physical location to perform their duties.

TABLE 26: INDUSTRY CATEGORIZATION

INDUSTRY GROUP	SURVEY INDUSTRY CATEGORY
Professional	Financial services
	Real estate
	Professional and business services (consulting, legal, marketing)
	Technology and telecommunications
Mixed	Transportation and utilities
	Government
	Energy (oil, gas, and coal)
	Non-profit
On-site	Construction
	Manufacturing
	Retail
	Education
	Health care
	Social assistance
	Capital goods (aerospace & defense, electrical, machinery)
	Arts and entertainment
	Hospitality (e.g., restaurant, accommodation)
	Media

Both the Chicago and national panel surveys asked how frequently respondents’ had telecommuted before March 2020 and in the week before they completed the survey, and how often they desired to telecommute in the future. These responses were used to calculate the portion of days per week that respondents were collectively telecommuting before and during the pandemic. The future telecommuting responses were adjusted by how likely respondents’ employers were to allow them to work from home as often as they desire in the future (Table 27). So, for example, if someone said they would prefer to work from home 4 days per week in the future and that their employer was somewhat likely to allow them to do so, an adjustment of

70% would be applied and their estimated days per week telecommuting in the future would be 4 * 0.7 = 2.8.

TABLE 27: EMPLOYER-BASED ADJUSTMENT FACTORS FOR FUTURE TELEWORKING

EMPLOYER LIKELIHOOD OF TOLERATING TELECOMMUTING	ADJUSTMENT FACTOR
Very likely	90%
Somewhat likely	70%
Neutral	50%
Somewhat unlikely	30%
Very unlikely	10%

Industry-Based Telecommuting Patterns

The portion of days per week respondents telecommuted before the pandemic, have telecommuted during the pandemic, and plan to telecommute once the pandemic has ended are shown by industry group in the figures below. First, the national panel survey results are provided in Figure 104 through Figure 106, followed by the Chicago survey results broken out by service board and survey wave in Figure 107 through Figure 110.

Figure 104 shows the aggregate national panel results. In all industry groups telecommuting rates have more than tripled since the start of the pandemic, and the increase was most pronounced for respondents in professional industries (up 35%). Once the pandemic resolves, the telecommuting rate in the general population is anticipated to remain double what it was before the pandemic (20%), again with the highest portion of continued telecommuting days coming from the professional industry segment (31%).

FIGURE 104: NATIONAL PANEL SURVEY TELECOMMUTING PATTERNS

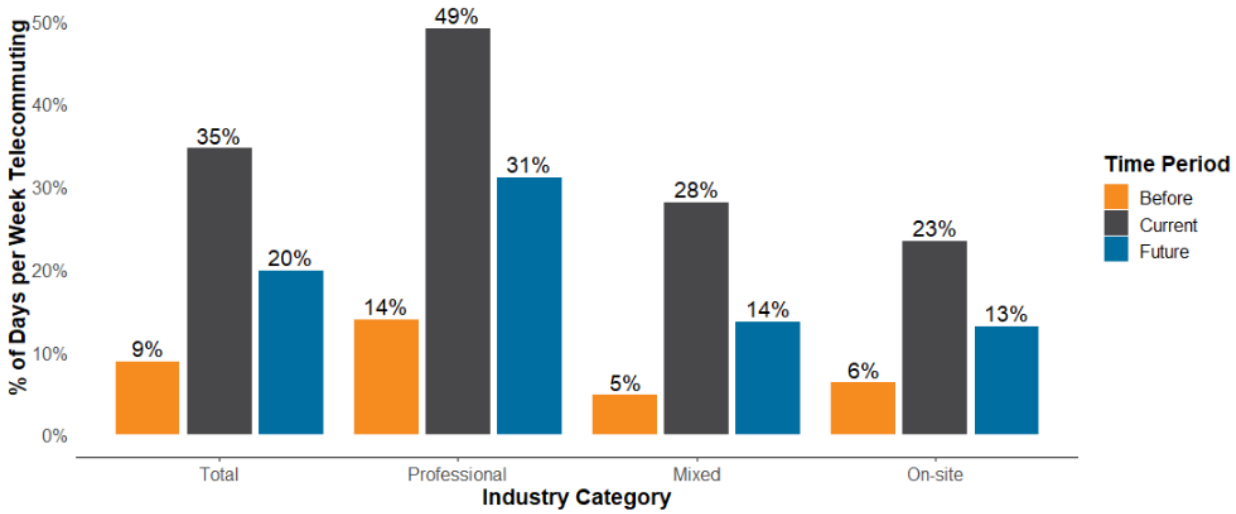


Figure 105 shows that telecommuting trends in New York City largely track with the aggregate results for the nation as a whole. However the shift to telecommuting has been more pronounced in this region, particularly with a 51% increase in telecommuting days by professional industry workers. On-site workers in this region appear to be much less willing and likely than mixed industry workers to return to regular in-person work in the future.

FIGURE 105: NEW YORK CITY TELECOMMUTING PATTERNS

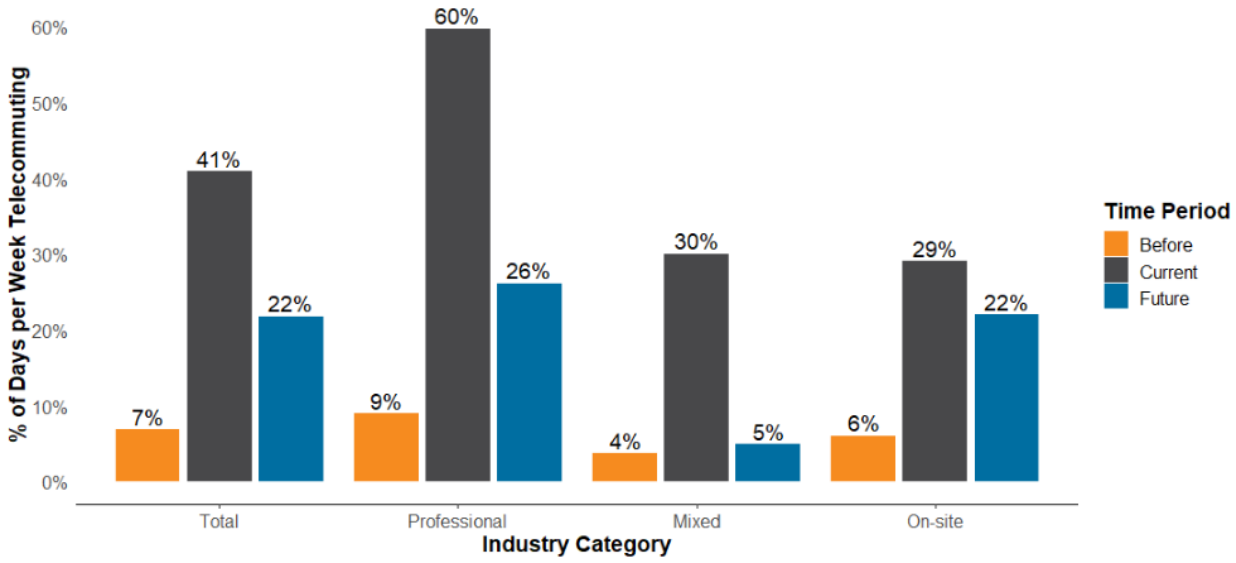


Figure 106 shows a smaller shift to telecommuting in Los Angeles during the pandemic than in New York City, but that this behavior is more likely to remain in Los Angeles after the pandemic has ended. In all categories except amongst on-site industry workers, the portion of future teleworking days is anticipated to be at least four times what it was before the pandemic. Mixed industry workers were also much more likely in Los Angeles to want and expect to continue working from home.

FIGURE 106: LOS ANGELES TELECOMMUTING PATTERNS

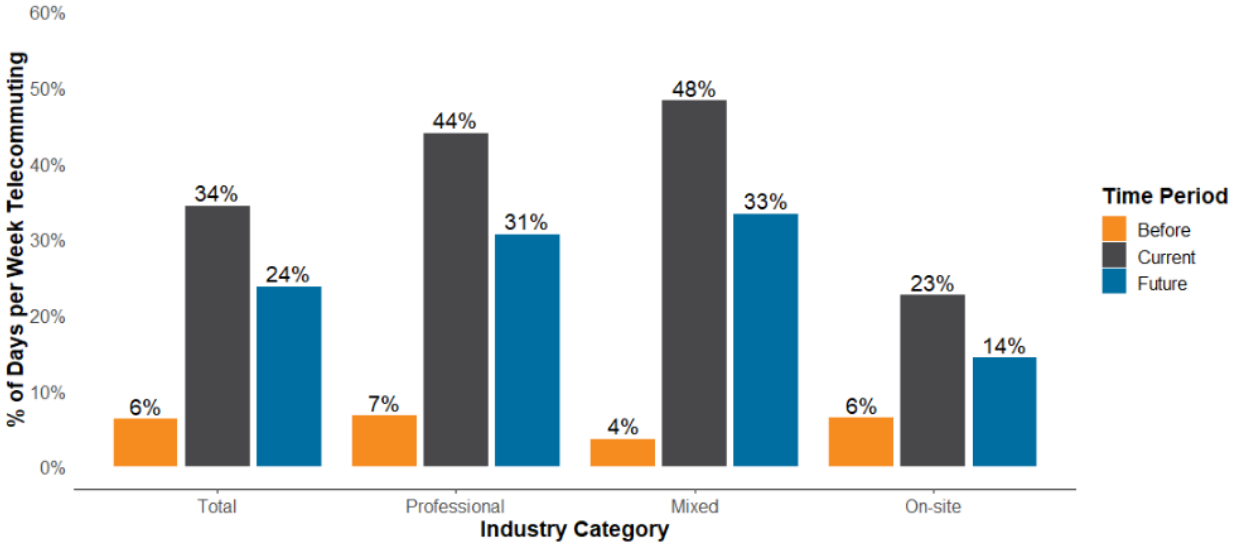


Table 28 and Table 29 summarize the results of this analysis on Waves 1 and 2 of the Chicago lapsed rider survey data, respectively. For each service board and time period, the tables provide the number and portion of respondents in each industry group, as well as the percent of days per week those respondents were/are/will be collectively telecommuting (WFH %). These results are also shown in aggregate and by service board for each survey wave in Figure 107 through Figure 110 below.

TABLE 28: RTA SURVEY TELECOMMUTING PATTERNS – WAVE 1

SERVICE BOARD*	INDUSTRY GROUP	BEFORE MARCH 2020			NOVEMBER 2020			IN THE FUTURE		
		N	%	WFH %	N	%	WFH %	N	%	WFH %
CTA	Professional	454	28%	10%	44	13%	53%	44	13%	36%
	Mixed	306	19%	4%	57	17%	25%	57	17%	9%
	On-site	843	53%	5%	232	70%	21%	232	70%	11%
	Total	**1,603**	**100%**	**6%**	**333**	**100%**	**26%**	**333**	**100%**	**14%**
Metra	Professional	387	38%	10%	31	20%	72%	31	20%	31%
	Mixed	218	21%	4%	26	17%	31%	26	17%	13%
	On-site	417	41%	7%	95	63%	40%	95	63%	15%
	Total	**1,022**	**100%**	**7%**	**152**	**100%**	**45%**	**152**	**100%**	**18%**
Pace	Professional	146	20%	11%	14	11%	77%	14	11%	32%
	Mixed	163	23%	4%	22	17%	14%	22	17%	5%
	On-site	410	57%	6%	91	72%	20%	91	72%	7%
	Total	**719**	**100%**	**6%**	**127**	**100%**	**25%**	**127**	**100%**	**9%**
Total	Professional	587	31%	10%	50	14%	54%	50	14%	36%
	Mixed	368	19%	4%	63	18%	26%	63	18%	10%
	On-site	961	50%	5%	240	68%	21%	240	68%	11%
	Total	**1,916**	**100%**	**6%**	**353**	**100%**	**27%**	**353**	**100%**	**14%**

TABLE 29: RTA SURVEY TELECOMMUTING PATTERNS – WAVE 2

SERVICE BOARD*	INDUSTRY GROUP	BEFORE MARCH 2020			JANUARY 2021			IN THE FUTURE		
		N	%	WFH %	N	%	WFH %	N	%	WFH %
CTA	Professional	545	29%	10%	99	22%	55%	99	22%	22%
	Mixed	350	18%	4%	70	15%	47%	70	15%	23%
	On-site	1,010	53%	5%	289	63%	21%	289	63%	10%
	Total	**1,905**	**100%**	**6%**	**458**	**100%**	**32%**	**458**	**100%**	**15%**
Metra	Professional	546	41%	9%	72	29%	65%	72	29%	24%
	Mixed	238	18%	5%	33	13%	44%	33	13%	24%
	On-site	543	41%	6%	145	58%	35%	145	58%	16%
	Total	**1,327**	**100%**	**7%**	**250**	**100%**	**45%**	**250**	**100%**	**19%**
Pace	Professional	177	24%	13%	34	18%	64%	34	18%	23%
	Mixed	122	17%	4%	28	15%	46%	28	15%	21%
	On-site	427	59%	5%	130	68%	19%	130	68%	10%
	Total	**726**	**100%**	**7%**	**192**	**100%**	**31%**	**192**	**100%**	**14%**
Total	Professional	760	33%	9%	114	23%	56%	114	23%	24%
	Mixed	421	18%	4%	77	15%	46%	77	15%	23%
	On-site	1,146	49%	5%	314	62%	23%	314	62%	10%
	Total	**2,327**	**100%**	**6%**	**505**	**100%**	**34%**	**505**	**100%**	**15%**

Figure 107 shows that the aggregate Chicago area telecommuting trends track closely with the national panel results, particularly in Wave 1 of the survey. There have been sharp increases in teleworking across industries, which are anticipated to remain at least at twice their pre-pandemic levels in the future. Furthermore and notably, a slight overall increase in teleworking was observed between survey waves (November 2020 to January 2021), largely driven by mixed industry workers. This likely reflects the worsening of both COVID-19 health conditions and weather as Chicago entered January. This shows that the mixed industry group reflects a “swing” segment of employees who are more sensitive to changes in current situation. Another interesting change was in the desired and expected future teleworking among professional industry workers, which decreased by one-third during this time. This possibly reflected increased clarity around future plans from their employer, increased desire to return to normal after more time at home, and possibly future optimism around vaccine rollout.

FIGURE 107: AGGREGATE CHICAGO SURVEY TELECOMMUTING PATTERNS – WAVES 1&2

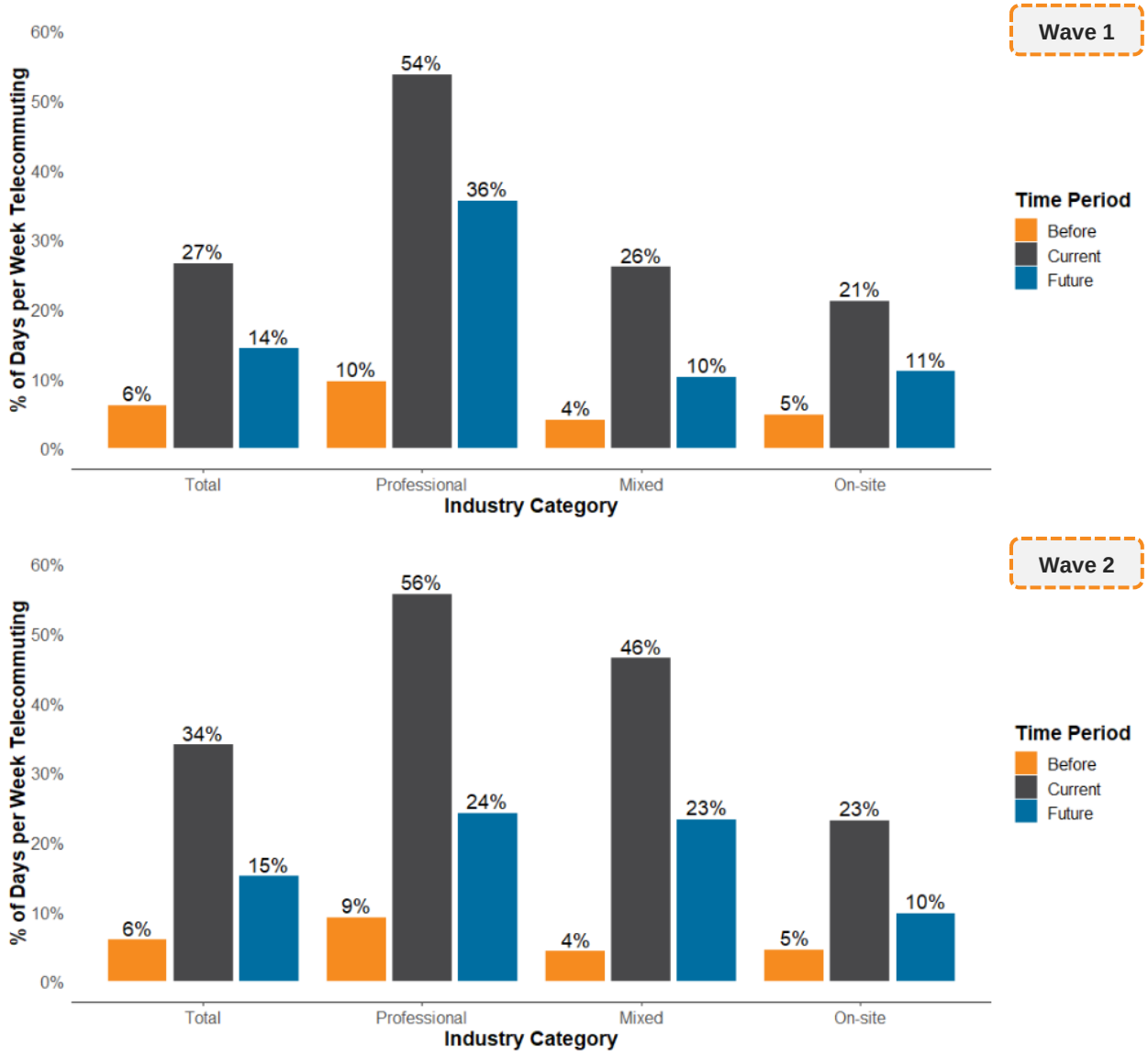
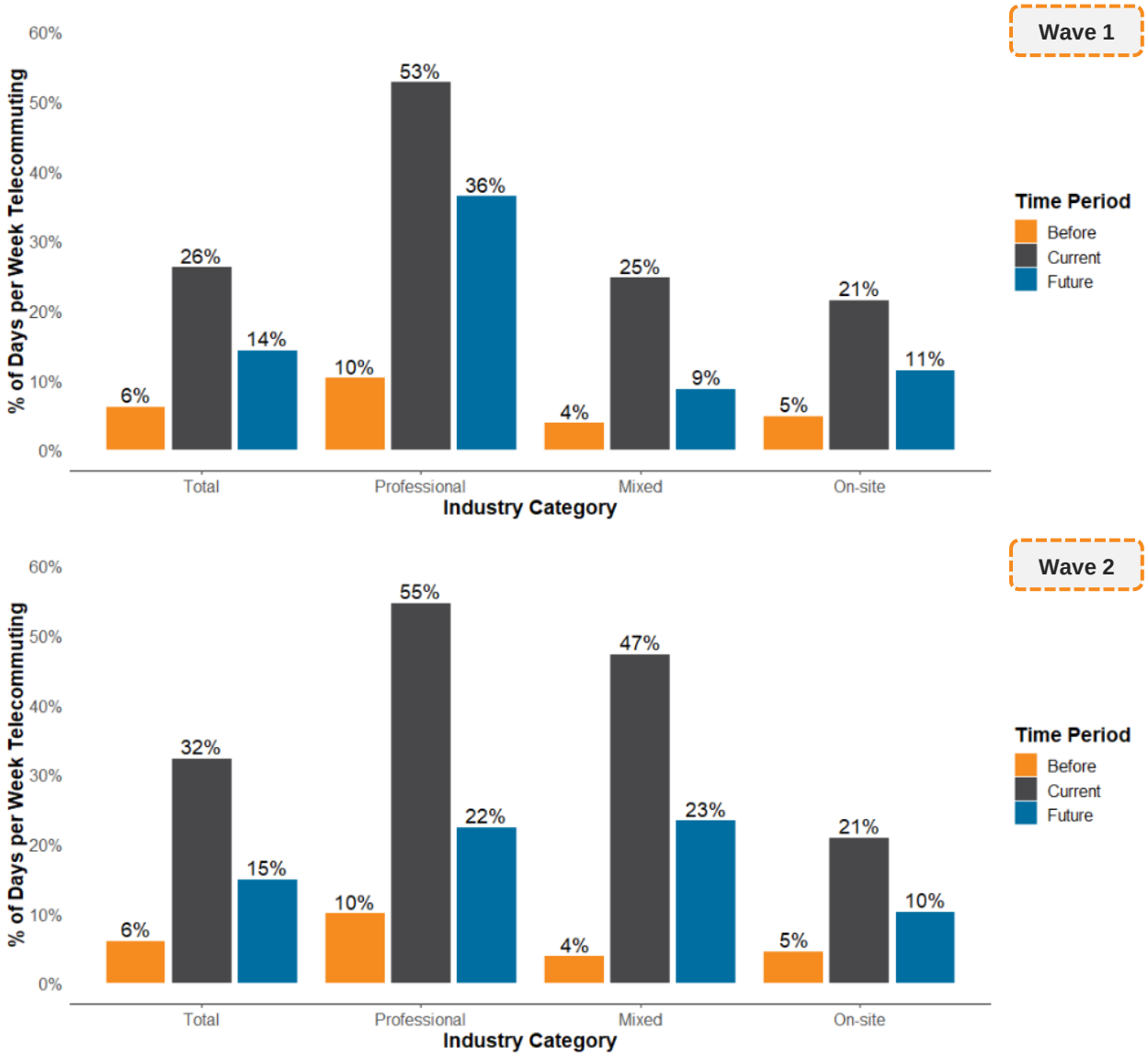


Figure 108 shows a shift in the industry composition of CTA telecommuters between November 2020 and January 2021. In Wave 2 of the survey, CTA respondents employed in mixed industry jobs were nearly twice as likely to be telecommuting as those in Wave 1. Mixed industry workers also demonstrated an increased desire to continue teleworking in January 2021, on par with that of professional workers, who had decreased their portion of desired future teleworking days by one-third between survey waves.

FIGURE 108: CTA CUSTOMER TELECOMMUTING PATTERNS – WAVES 1&2



Although Figure 109 shows no difference between survey waves in telecommuting behavior amongst all Metra respondents, there were changes in telecommuting frequency amongst the different industry groups. There were fewer telecommuting days among Metra's professional industry riders in Wave 2 of the survey, as well as less desire to continue teleworking in the future. Conversely, Metra riders employed in mixed industry jobs were telecommuting more frequently in Wave 2 of the survey than in Wave 1 and wanted to do so more frequently in the future.

FIGURE 109: METRA CUSTOMER TELECOMMUTING PATTERNS – WAVES 1&2

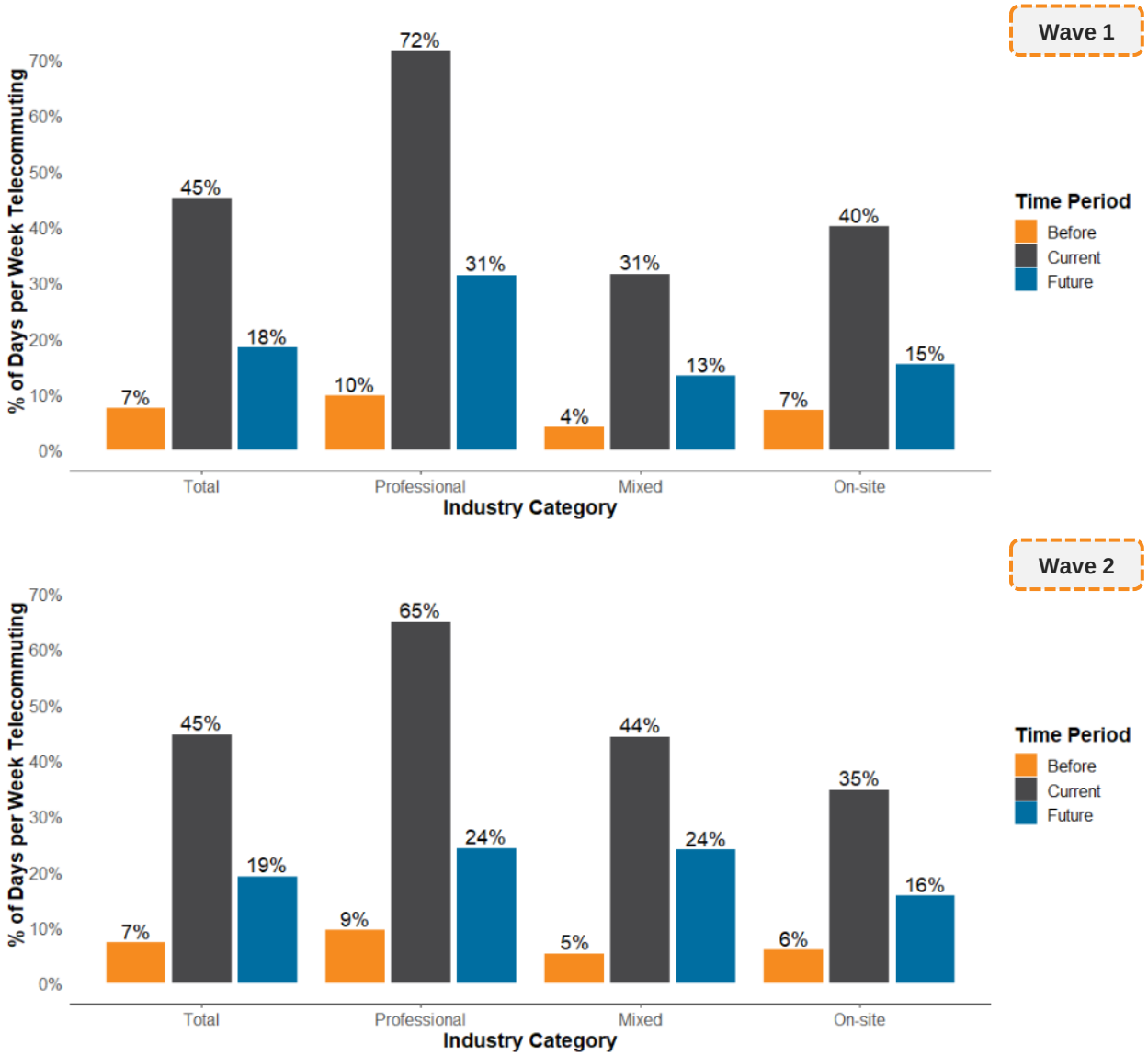
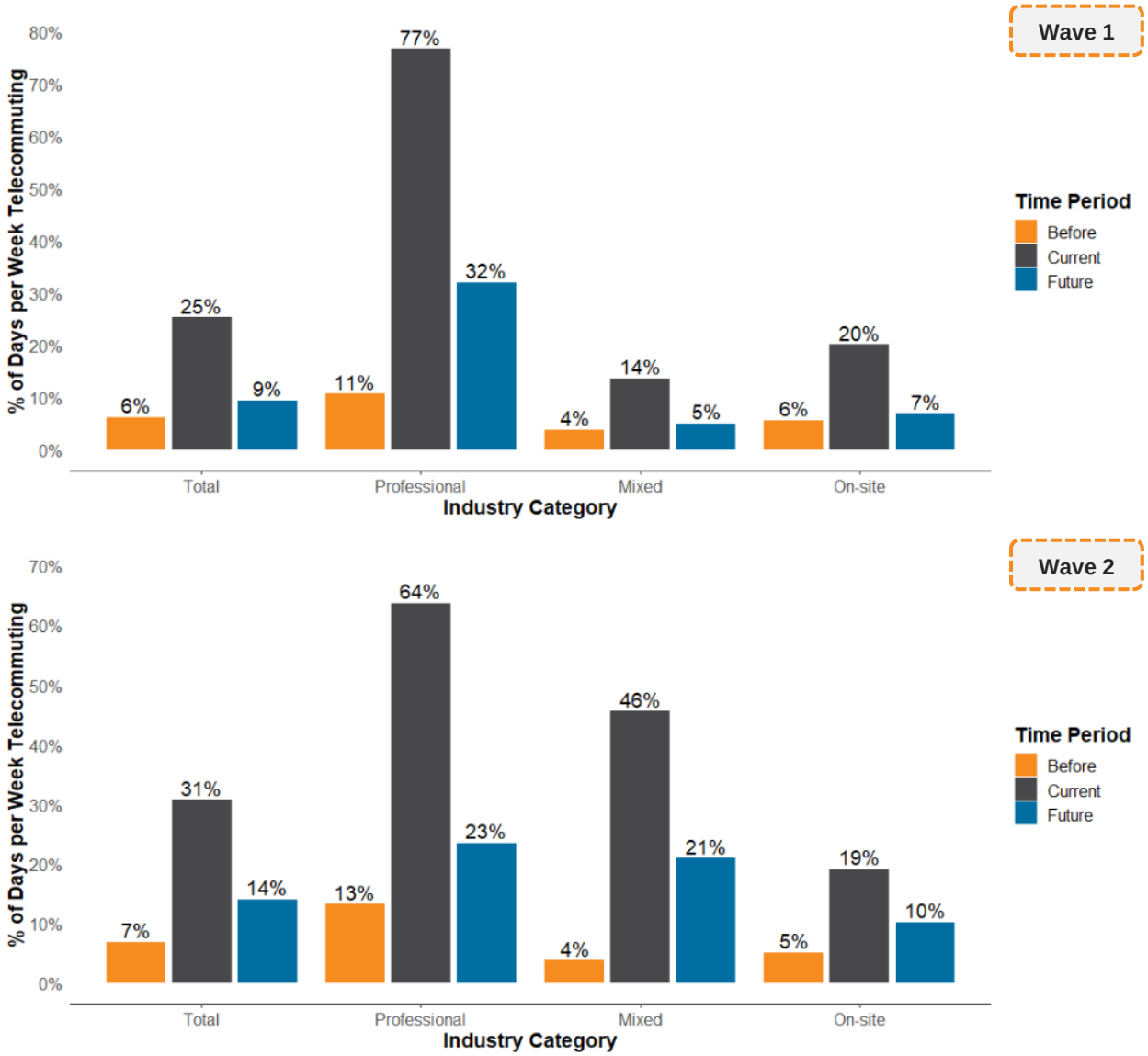


Figure 110 shows that the vast majority of Pace respondents who had begun telecommuting during the pandemic as of November 2020 were employed in professional industry jobs. Although the rate of teleworking decreased slightly for professional industry respondents by the January 2021 survey wave, the overall portion of days that Pace respondents were teleworking increased during this time, largely due to an increase in teleworking among mixed industry Pace respondents.

FIGURE 110: PACE CUSTOMER TELECOMMUTING PATTERNS – WAVES 1&2



4.5 DEMOGRAPHICS

Figure 111 through Figure 127 present a selection of key respondent demographics broken out by service board and rider type. Topics covered in this section include the following:

- Household income
- Age
- Gender
- Race or ethnicity
- Student status
- Type of residence
- Number of people in household
- Number of vehicles in household
- Demographic changes

Income

Table 30 and Table 31 provide a summary (for Waves 1 and 2, respectively) of respondents' household income distributions by service board and rider type. These results are also presented by service board in Figure 111 through Figure 113 below.

TABLE 30: HOUSEHOLD INCOME BY SERVICE BOARD AND RIDER TYPE – WAVE 1

INCOME CATEGORY	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
	ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Under $25,000	659	31%	476	49%	183	16%	229	18%	61	26%	168	16%	379	37%	223	48%	156	27%
$25,000-$49,999	548	26%	270	28%	278	24%	272	21%	63	27%	209	20%	296	29%	138	30%	157	28%
$50,000-$74,999	379	18%	140	14%	240	21%	244	19%	47	20%	198	19%	166	16%	64	14%	102	18%
$75,000-$99,999	147	7%	41	4%	106	9%	118	9%	21	9%	96	9%	63	6%	18	4%	44	8%
$100,000-$199,999	284	13%	45	5%	239	21%	287	22%	34	15%	253	24%	98	9%	13	3%	85	15%
$200,000 or more	130	6%	10	1%	120	10%	130	10%	7	3%	122	12%	32	3%	4	1%	28	5%
Total	**2,146**	**100%**	**981**	**100%**	**1,165**	**100%**	**1,279**	**100%**	**233**	**100%**	**1,046**	**100%**	**1,033**	**100%**	**461**	**100%**	**572**	**100%**

TABLE 31: HOUSEHOLD INCOME BY SERVICE BOARD AND RIDER TYPE – WAVE 2

INCOME CATEGORY	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
	ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Under $25,000	781	31%	436	43%	345	23%	321	20%	84	29%	237	18%	431	41%	214	53%	216	33%
$25,000-$49,999	634	25%	313	31%	321	21%	325	20%	75	26%	250	19%	274	26%	110	27%	164	25%
$50,000-$74,999	445	18%	159	16%	286	19%	335	21%	61	21%	274	21%	157	15%	48	12%	109	17%
$75,000-$99,999	181	7%	46	4%	135	9%	141	9%	21	7%	119	9%	63	6%	15	4%	48	7%
$100,000-$199,999	345	14%	50	5%	295	20%	333	21%	34	12%	299	22%	102	10%	11	3%	91	14%
$200,000 or more	138	5%	16	2%	122	8%	169	10%	14	5%	155	12%	33	3%	3	1%	30	5%
Total	**2,523**	**100%**	**1,018**	**100%**	**1,505**	**100%**	**1,624**	**100%**	**290**	**100%**	**1,334**	**100%**	**1,060**	**100%**	**402**	**100%**	**658**	**100%**

Figure 111 shows the Wave 1 and Wave 2 income distributions for CTA respondents in aggregate as well as segmented by rider type. In both survey waves, current CTA riders were more likely than lapsed riders to report lower levels of income.

FIGURE 111: INCOME DISTRIBUTION FOR CTA RESPONDENTS BY RIDER TYPE – WAVES 1&2

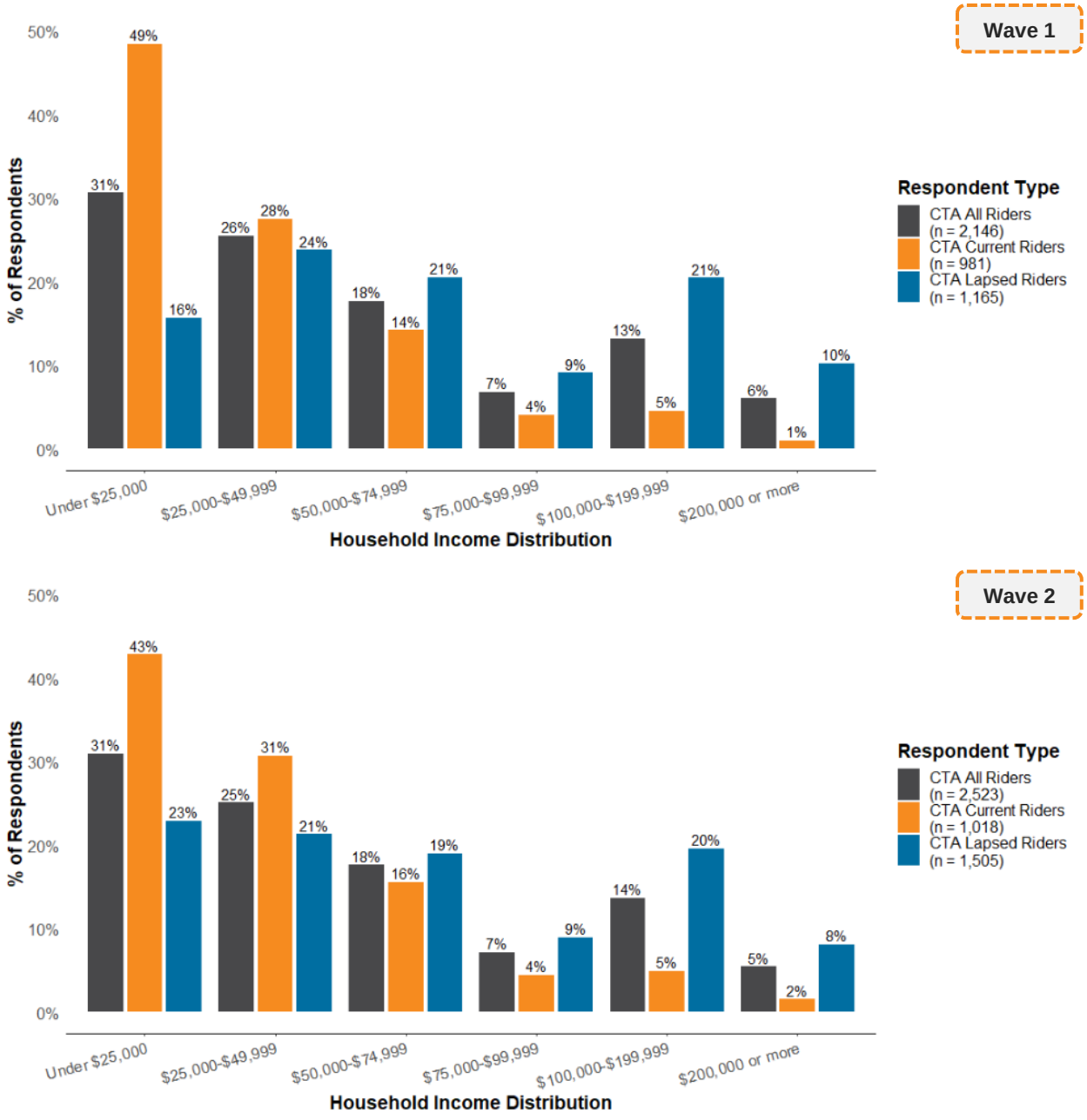


Figure 112 shows the Wave 1 and Wave 2 income distributions for Metra respondents in aggregate as well as segmented by rider type. In both survey waves, current Metra riders were more likely than lapsed riders to report lower levels of income.

FIGURE 112: INCOME DISTRIBUTION FOR METRA RESPONDENTS BY RIDER TYPE – WAVES 1&2

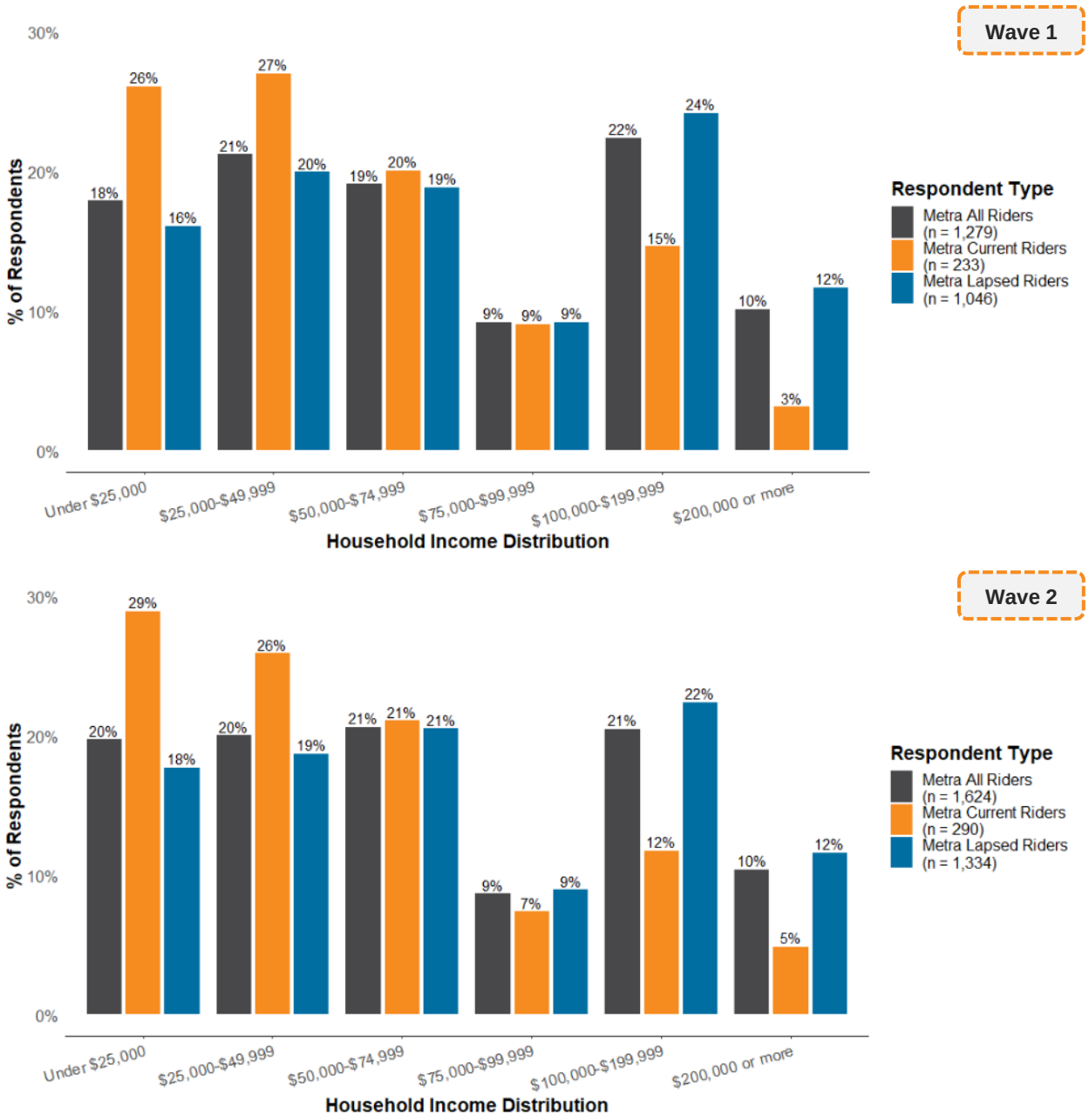
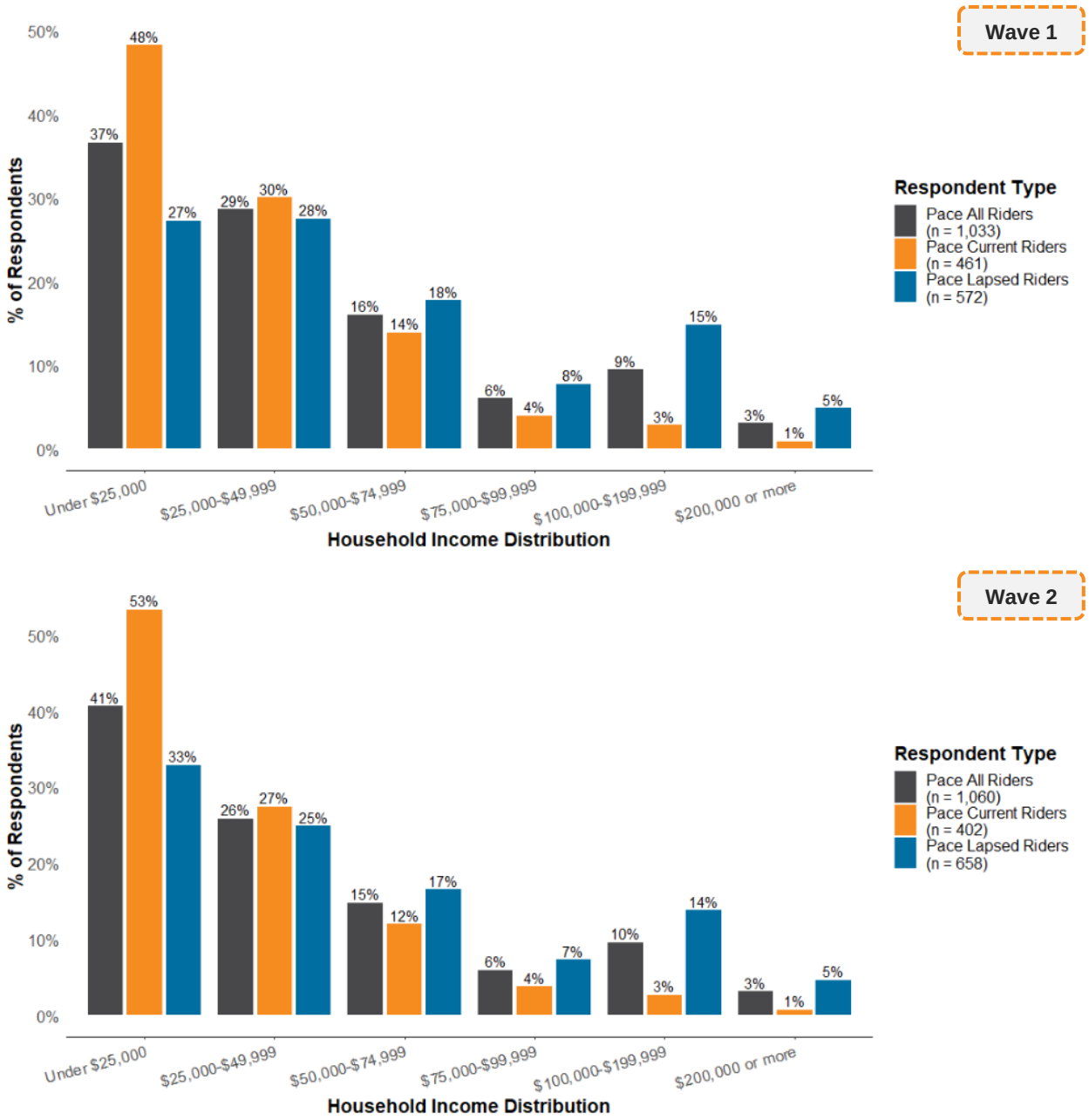


Figure 113 shows the Wave 1 and Wave 2 income distributions for Pace respondents in aggregate as well as segmented by rider type. In both survey waves, current Pace riders were more likely than lapsed riders to report lower levels of income.

FIGURE 113: INCOME DISTRIBUTION FOR PACE RESPONDENTS BY RIDER TYPE – WAVES 1&2



Age

Table 32 and Table 33 provide a summary (for Waves 1 and 2, respectively) of respondents' age distributions by service board and rider type. These results are also presented by service board in Figure 114 through Figure 116 below.

TABLE 32: AGE BY SERVICE BOARD AND RIDER TYPE – WAVE 1

AGE CATEGORY	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
	ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Under 18	25	1%	15	1%	11	1%	3	0%	0	0%	3	0%	1	0%	0	0%	1	0%
18-24	306	14%	174	18%	132	11%	80	6%	19	8%	62	6%	111	11%	47	10%	64	11%
25-34	658	30%	237	24%	421	36%	342	26%	49	21%	293	28%	193	19%	82	18%	112	19%
35-44	557	26%	260	26%	297	25%	383	30%	68	29%	315	30%	282	27%	110	24%	172	30%
45-54	327	15%	151	15%	176	15%	257	20%	48	20%	209	20%	239	23%	129	28%	111	19%
55-64	226	10%	121	12%	104	9%	183	14%	41	17%	142	13%	167	16%	75	16%	91	16%
65-74	53	2%	24	2%	29	2%	40	3%	10	4%	31	3%	42	4%	19	4%	23	4%
75 or older	7	0%	1	0%	6	0%	5	0%	0	0%	4	0%	5	0%	1	0%	4	1%
Total	**2,159**	**100%**	**984**	**100%**	**1,175**	**100%**	**1,292**	**100%**	**235**	**100%**	**1,058**	**100%**	**1,039**	**100%**	**463**	**100%**	**577**	**100%**

TABLE 33: AGE BY SERVICE BOARD AND RIDER TYPE – WAVE 2

AGE CATEGORY	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
	ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Under 18	23	1%	15	1%	8	1%	4	0%	0	0%	4	0%	17	2%	10	3%	7	1%
18-24	356	14%	150	15%	206	14%	182	11%	37	13%	145	11%	130	12%	40	10%	90	14%
25-34	799	32%	308	30%	491	32%	397	24%	67	23%	329	24%	219	21%	81	20%	138	21%
35-44	653	26%	254	25%	399	26%	434	26%	68	23%	365	27%	263	25%	104	26%	159	24%
45-54	374	15%	145	14%	229	15%	346	21%	61	21%	284	21%	218	20%	81	20%	137	21%
55-64	265	10%	122	12%	143	9%	227	14%	49	17%	178	13%	172	16%	73	18%	99	15%
65-74	59	2%	25	2%	35	2%	48	3%	8	3%	40	3%	43	4%	15	4%	28	4%
75 or older	7	0%	2	0%	6	0%	7	0%	1	0%	6	0%	6	1%	1	0%	5	1%
Total	**2,536**	**100%**	**1,020**	**100%**	**1,516**	**100%**	**1,644**	**100%**	**293**	**100%**	**1,352**	**100%**	**1,068**	**100%**	**405**	**100%**	**663**	**100%**

Figure 114 shows a slightly higher portion of lapsed CTA riders than current CTA riders in the 25 to 44 age group, although this difference was largely absent from the second wave of respondents.

FIGURE 114: AGE DISTRIBUTION FOR CTA RESPONDENTS BY RIDER TYPE – WAVES 1&2

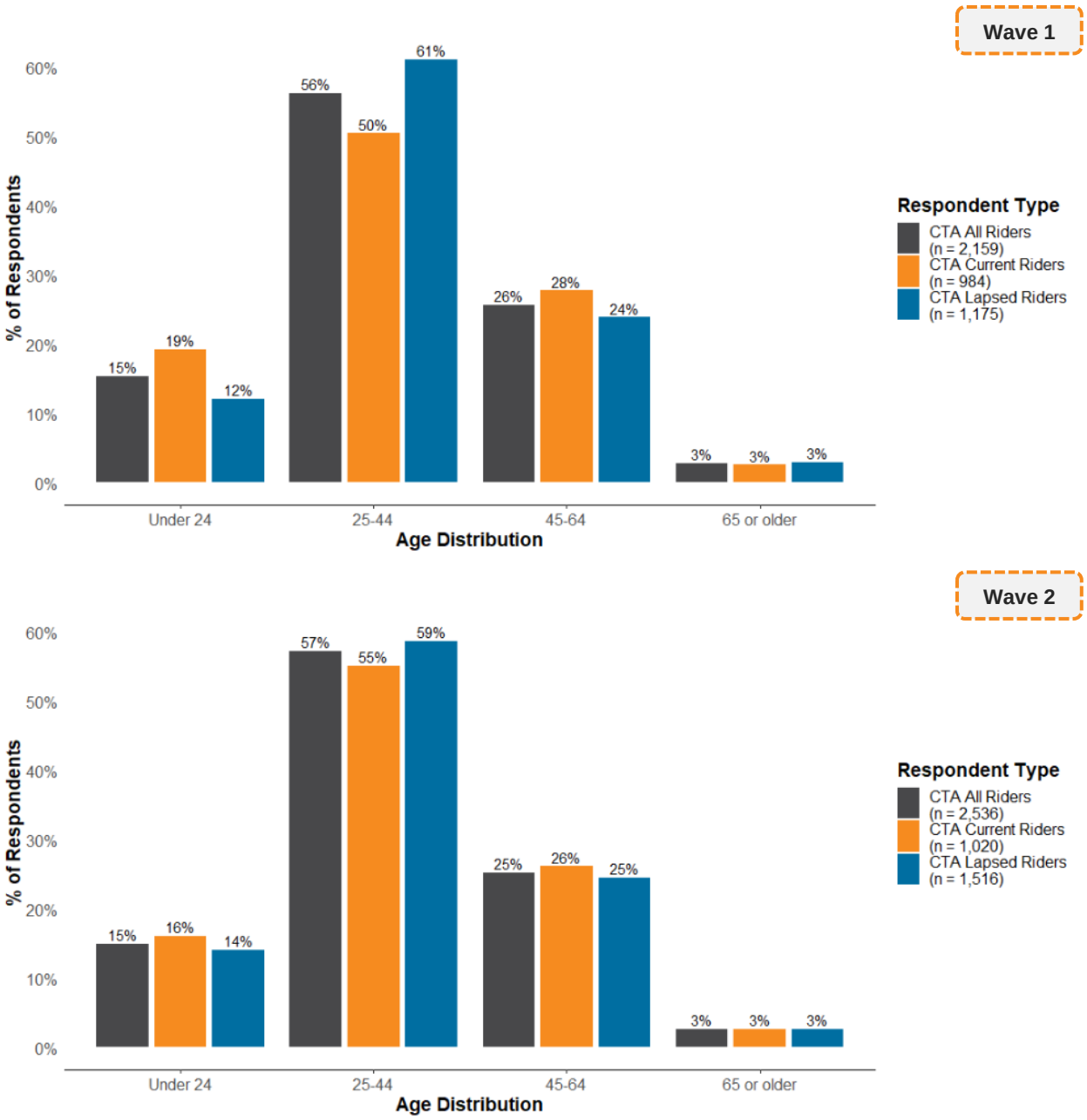


Figure 115 shows that in both waves of the survey current Metra riders were slightly older than lapsed Metra riders, although these differences were marginal.

FIGURE 115: AGE DISTRIBUTION FOR METRA RESPONDENTS BY RIDER TYPE – WAVES 1&2

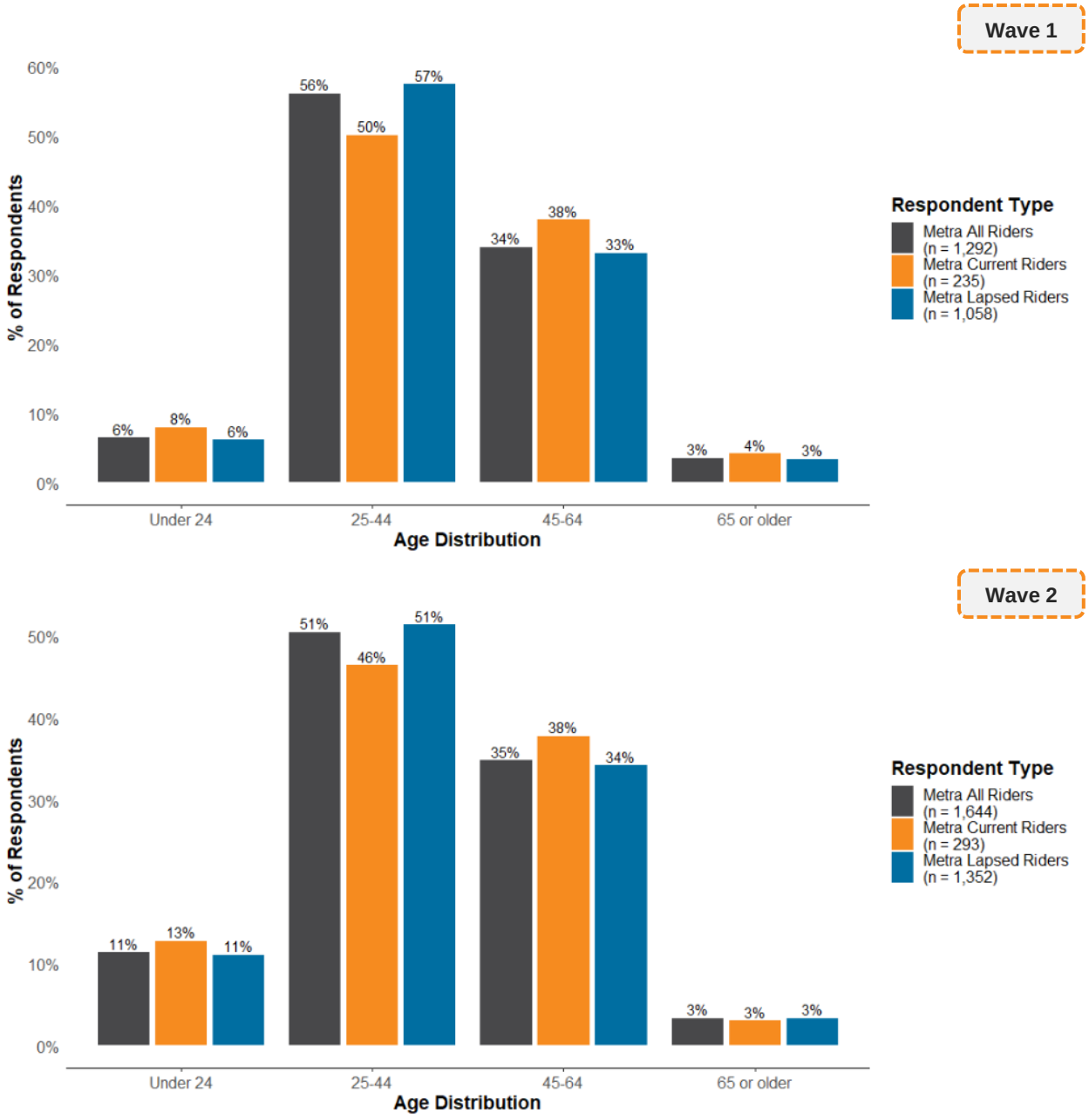
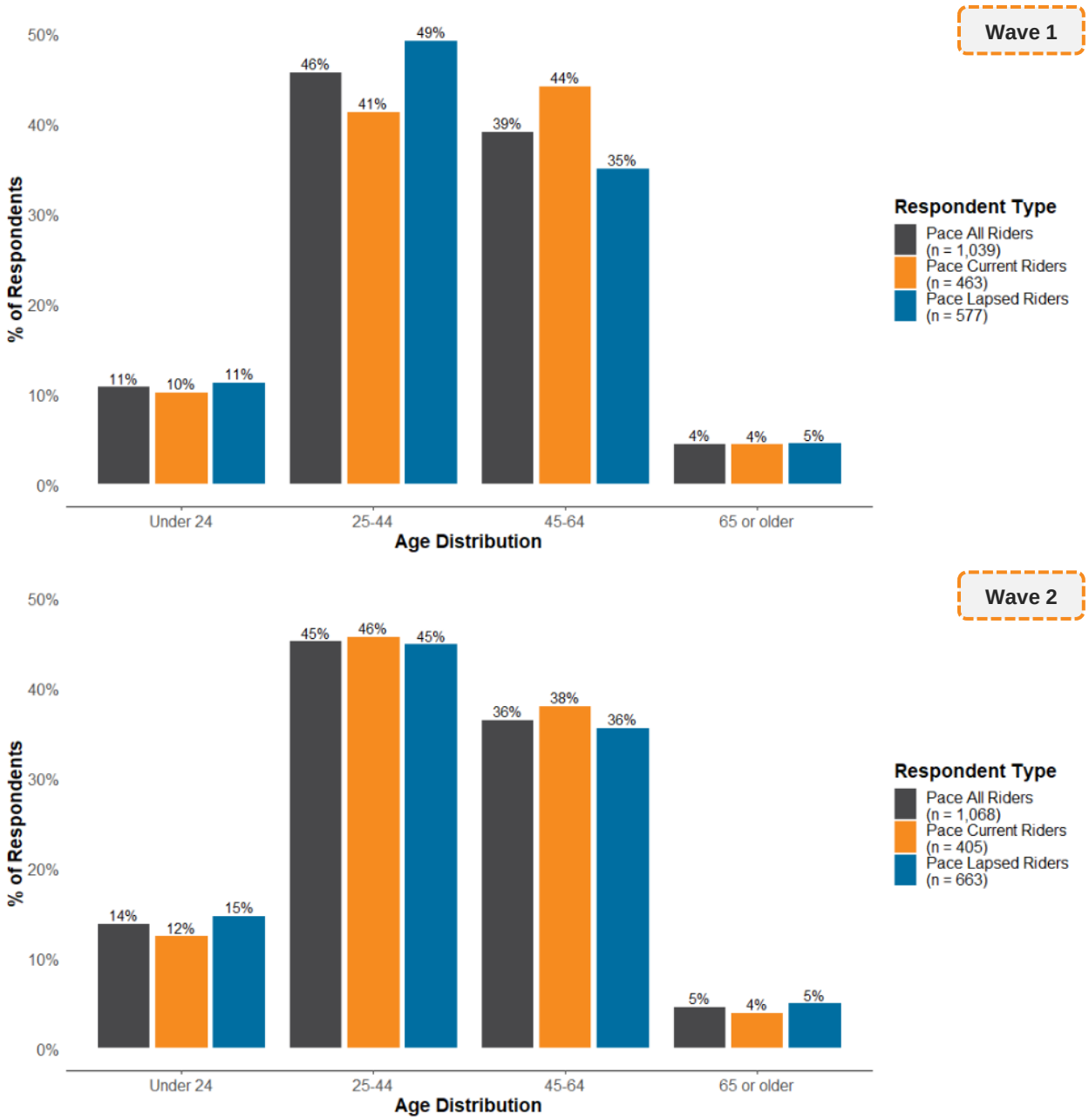


Figure 116 shows that lapsed Pace riders were slightly younger than current Pace riders in Wave 1 of the survey, but that there hardly any age differences between current and lapsed Pace riders in the second survey wave.

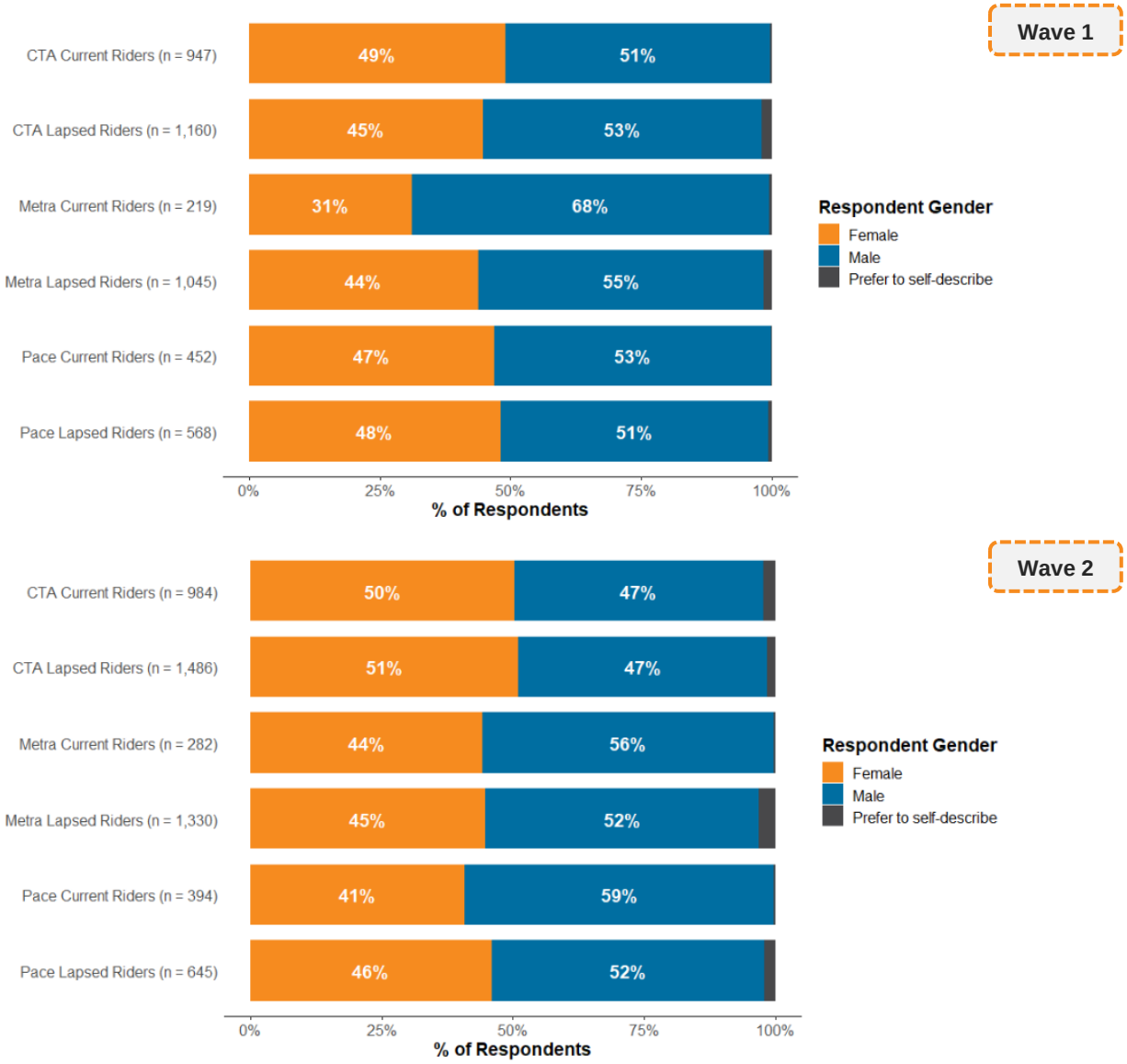
FIGURE 116: AGE DISTRIBUTION FOR PACE RESPONDENTS BY RIDER TYPE – WAVES 1&2



Gender

Figure 117 shows the gender distribution among respondents for each service board and rider type. In each segment there are slightly more males than females in the sample, and more than two-thirds (68%) of current Metra rider respondents were male in the Wave 1 sample.

FIGURE 117: GENDER DISTRIBUTION BY SERVICE BOARD AND RIDER TYPE – WAVES 1&2



Race/Ethnicity

Table 34 and Table 35 provide a summary (for Waves 1 and 2, respectively) of respondents' race/ethnicity distributions by service board and rider type. These results are also presented by service board in Figure 118 through Figure 120 below.

TABLE 34: RACE/ETHNICITY BY SERVICE BOARD AND RIDER TYPE – WAVE 1

RACE/ETHNICITY	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
	ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
American Indian or Alaska Native	28	1%	13	1%	14	1%	12	1%	2	1%	10	1%	12	1%	8	2%	4	1%
Asian	88	4%	37	4%	50	4%	44	3%	6	2%	38	4%	30	3%	15	3%	15	3%
Black or African American	555	26%	394	40%	161	14%	217	17%	64	27%	152	14%	341	33%	202	44%	138	24%
Hispanic, Latino, or Spanish origin	246	11%	158	16%	88	7%	61	5%	14	6%	47	4%	103	10%	53	12%	50	9%
Middle Easterner or North African	17	1%	5	0%	13	1%	14	1%	4	2%	11	1%	8	1%	3	1%	5	1%
Native Hawaiian or other Pacific Islander	9	0%	5	1%	4	0%	2	0%	1	0%	1	0%	2	0%	1	0%	1	0%
White	1,376	64%	459	47%	916	78%	1,003	78%	154	66%	849	80%	588	57%	200	43%	388	67%
Total	**2,159**	**-**	**984**	**-**	**1,175**	**-**	**1,292**	**-**	**235**	**-**	**1,058**	**-**	**1,039**	**-**	**463**	**-**	**577**	**-**

Note: Select all that apply; totals may not sum to 100%

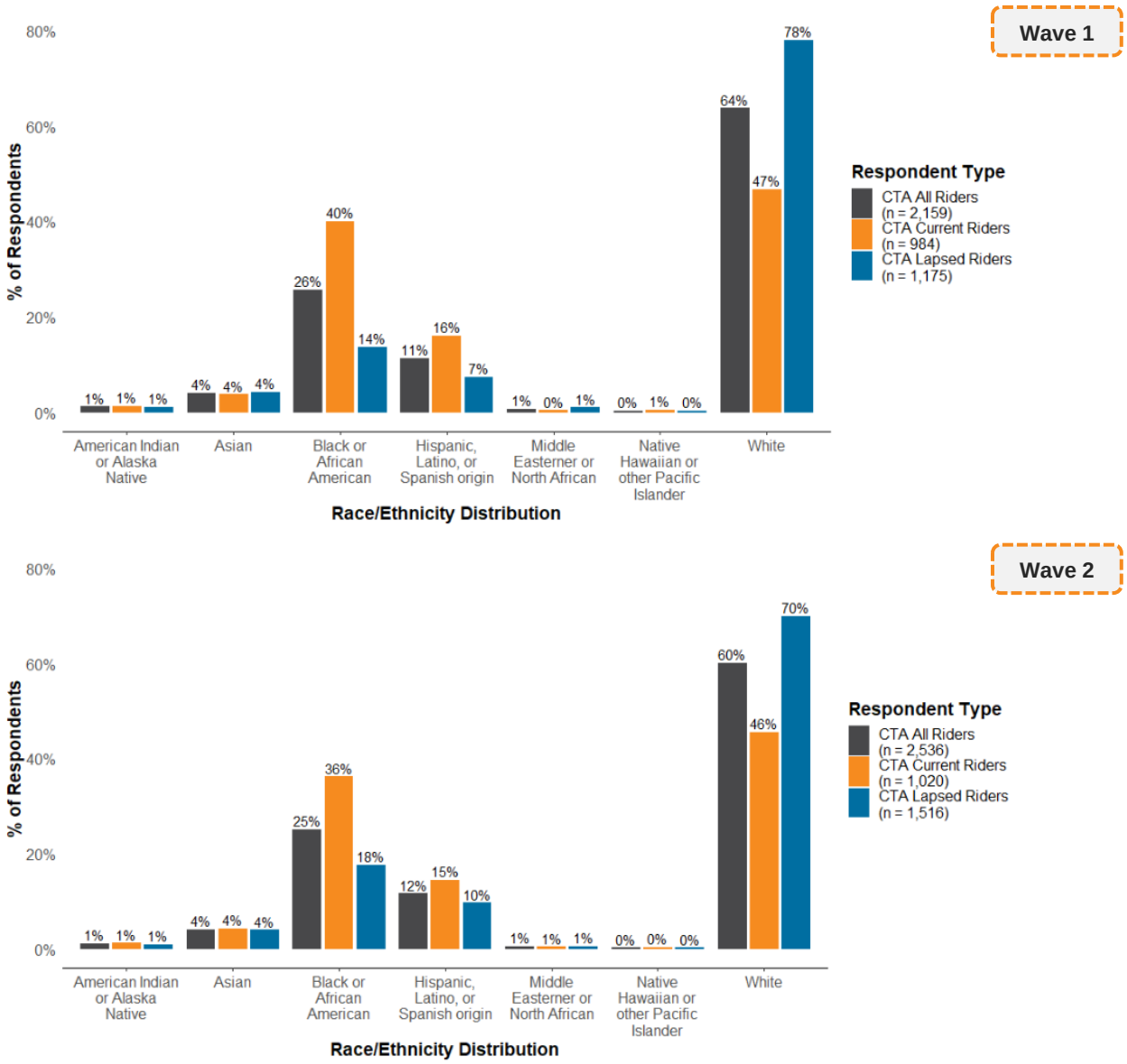
TABLE 35: RACE/ETHNICITY BY SERVICE BOARD AND RIDER TYPE – WAVE 2

RACE/ETHNICITY	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
	ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
American Indian or Alaska Native	28	1%	13	1%	15	1%	17	1%	4	1%	13	1%	22	2%	9	2%	12	2%
Asian	105	4%	44	4%	61	4%	76	5%	13	4%	63	5%	40	4%	10	2%	30	5%
Black or African American	637	25%	370	36%	268	18%	248	15%	76	26%	172	13%	327	31%	177	44%	150	23%
Hispanic, Latino, or Spanish origin	296	12%	148	15%	148	10%	101	6%	33	11%	68	5%	119	11%	54	13%	65	10%
Middle Easterner or North African	14	1%	5	1%	8	1%	12	1%	2	1%	10	1%	1	0%	0	0%	1	0%
Native Hawaiian or other Pacific Islander	8	0%	4	0%	4	0%	8	1%	3	1%	5	0%	3	0%	3	1%	0	0%
White	1,523	60%	465	46%	1,059	70%	1,241	75%	182	62%	1,059	78%	590	55%	171	42%	419	63%
Total	**2,536**	**-**	**1,020**	**-**	**1,516**	**-**	**1,644**	**-**	**293**	**-**	**1,352**	**-**	**1,068**	**-**	**405**	**-**	**663**	**-**

Note: Select all that apply; totals may not sum to 100%

Figure 118 shows racial disparities among current and lapsed CTA riders during the pandemic. In both waves of the survey lapsed riders were more likely to be white, while current riders were more likely to be Black or African American or of Hispanic, Latino, or Spanish origin.

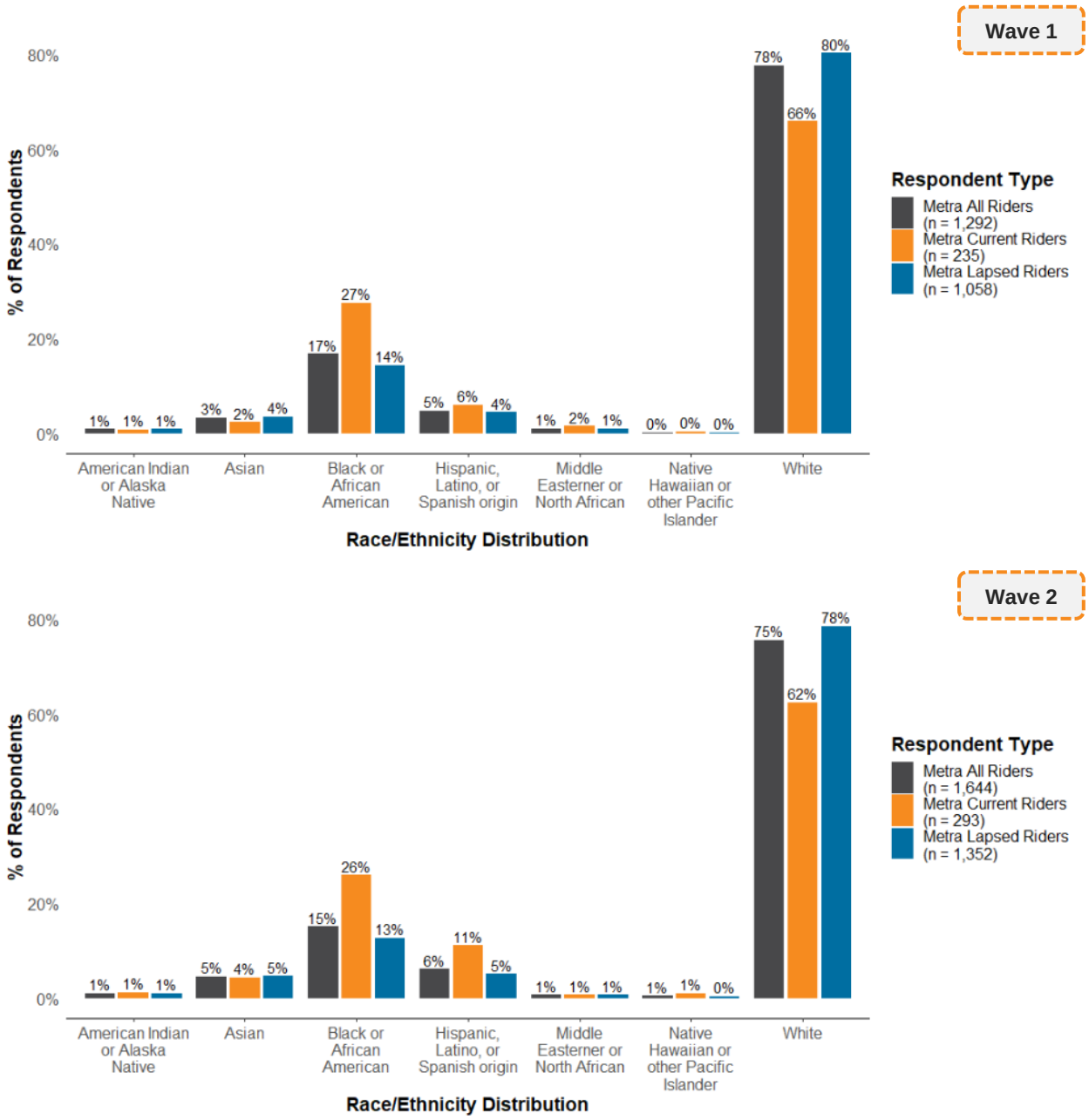
FIGURE 118: RACE DISTRIBUTION FOR CTA RESPONDENTS BY RIDER TYPE – WAVES 1&2



Note: Select all that apply; totals may not sum to 100%
Note: Due to the survey administration methodology and weighting scheme, the CTA survey sample may overrepresent White riders and underrepresent Asian riders and riders of Hispanic, Latino, or Spanish origin

Figure 119 shows racial disparities among current and lapsed Metra riders during the pandemic. In both waves of the survey lapsed riders were more likely to be white, while current riders were more likely to be Black or African American. In the second wave in particular, lapsed riders were also more likely to be of Hispanic, Latino, or Spanish origin.

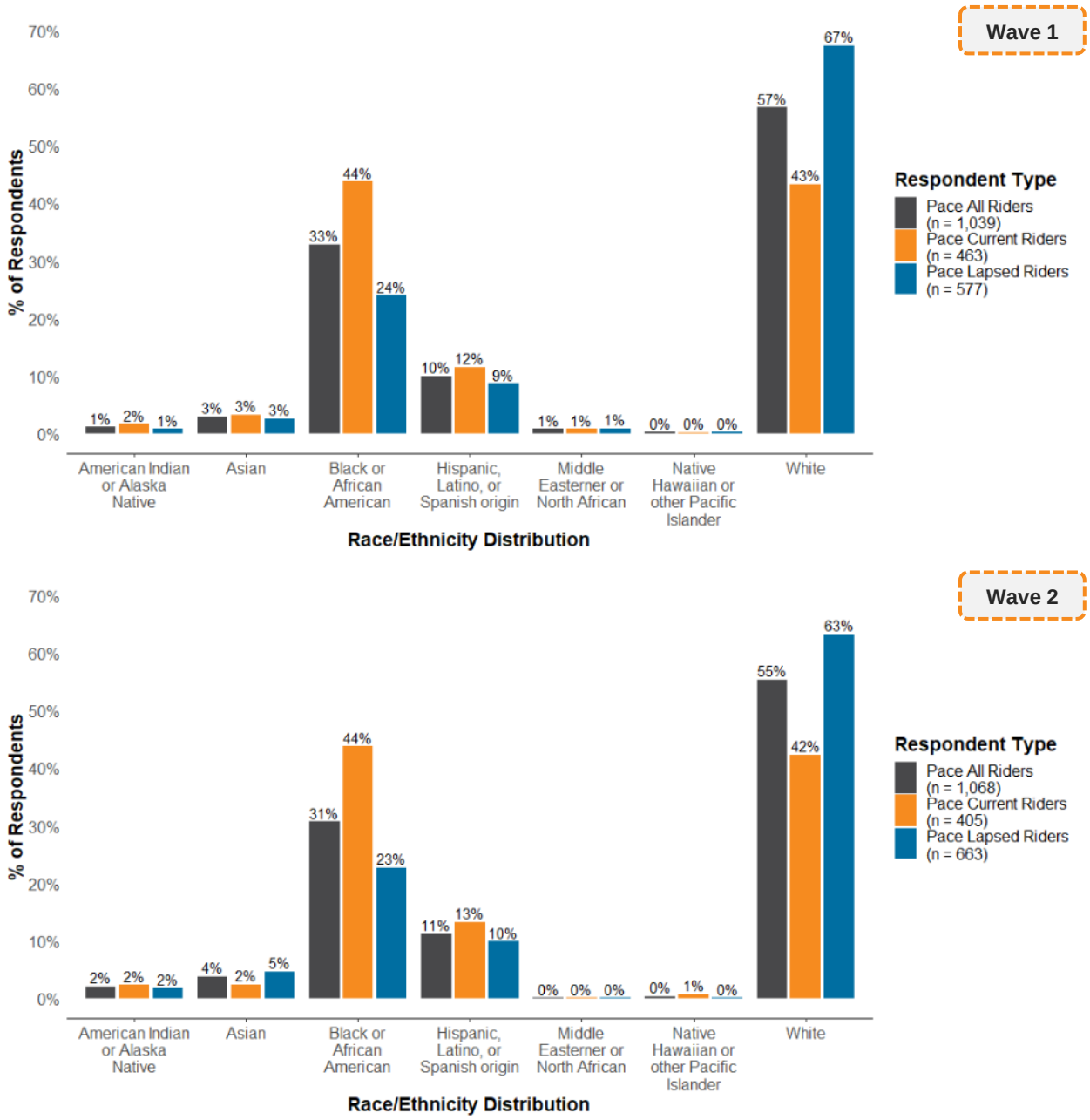
FIGURE 119: RACE DISTRIBUTION FOR METRA RESPONDENTS BY RIDER TYPE – WAVES 1&2



Note: Select all that apply; totals may not sum to 100%

Figure 120 shows racial disparities among current and lapsed Pace riders during the pandemic. In both waves of the survey lapsed riders were more likely to be white, while current riders were more likely to be Black or African American or of Hispanic, Latino, or Spanish origin.

FIGURE 120: RACE DISTRIBUTION FOR PACE RESPONDENTS BY RIDER TYPE – WAVES 1&2

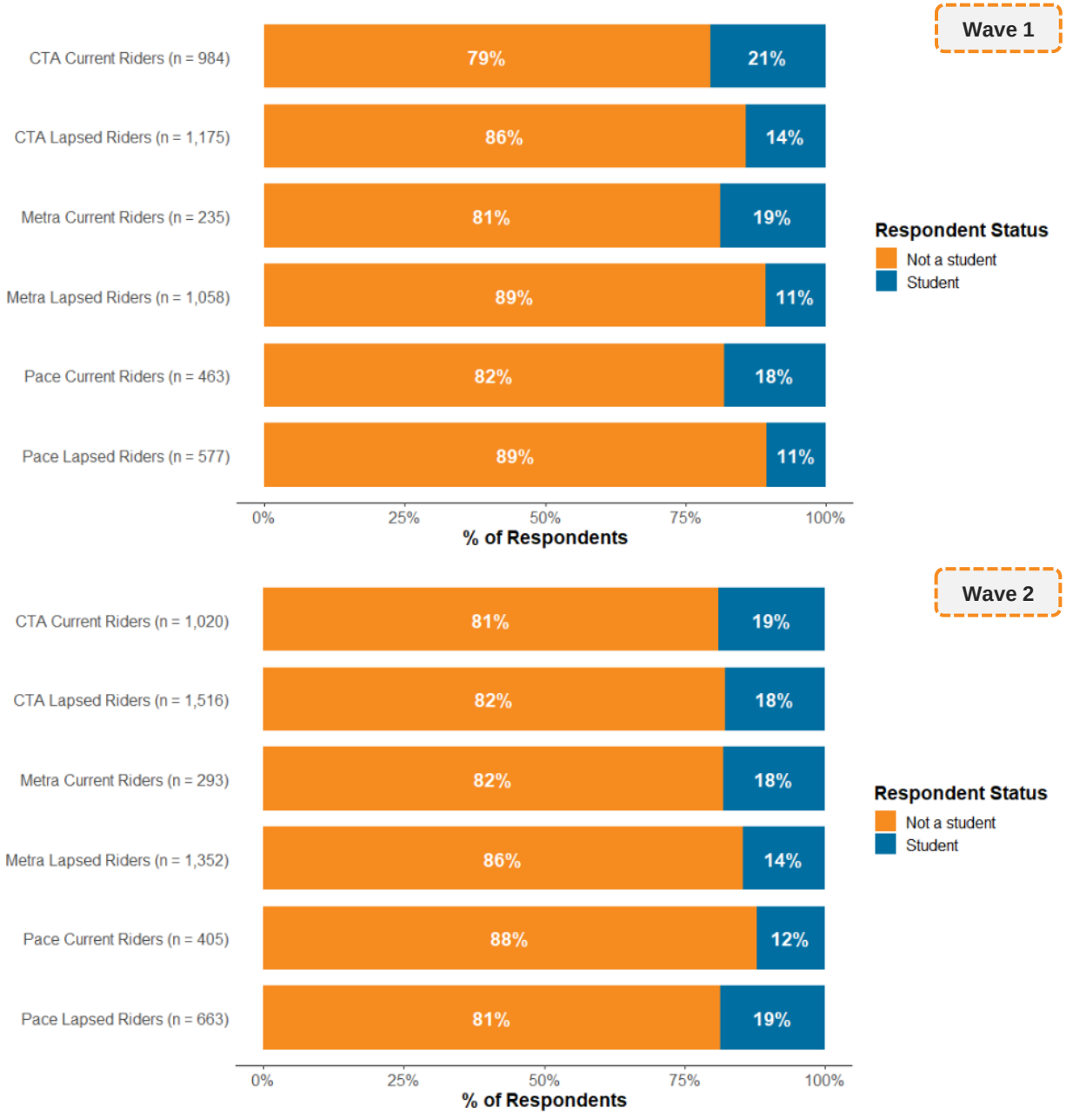


Note: Select all that apply; totals may not sum to 100%

Student Status

Figure 121 shows the percentage of respondents who were enrolled as students at the time they completed the survey, segmented by service board and rider type. With the exception of Pace respondents in the second wave of data, lapsed riders were more likely not to be students than current riders across service boards and survey waves.

FIGURE 121: STUDENT STATUS BY SERVICE BOARD AND RIDER TYPE – WAVES 1&2



Residence Type

Table 36 and Table 37 show respondents' type of residence both before the pandemic and when the survey was administered split out by service board. Across the service boards and survey waves, at least three in four respondents were living in their primary or usual home both before and during the pandemic. The only other option selected by a notable portion of responses was a family member's home.

TABLE 36: CHANGE IN RESIDENCE TYPE BY SERVICE BOARD – WAVE 1

TIME PERIOD	RESIDENCE TYPE	CTA RIDERS		METRA RIDERS		PACE RIDERS	
		Count	Percent	Count	Percent	Count	Percent
Before March 2020	My primary/usual home	1,739	81%	1,141	88%	787	76%
	My partner's home	84	4%	21	2%	38	4%
	A family member's home	229	11%	89	7%	137	13%
	A friend or colleague's home	12	1%	2	0%	7	1%
	My second home	13	1%	6	0%	6	1%
	A short-term rental property (e.g., Airbnb)	22	1%	3	0%	7	1%
	A hotel	8	0%	3	0%	3	0%
	Other	52	2%	28	2%	55	5%
	Total	**2,159**	**100%**	**1,293**	**100%**	**1,040**	**100%**
November 2020	My primary/usual home	1,743	81%	1,150	89%	790	76%
	My partner's home	76	4%	16	1%	38	4%
	A family member's home	233	11%	91	7%	131	13%
	A friend or colleague's home	24	1%	6	0%	12	1%
	My second home	10	0%	0	0%	3	0%
	A short-term rental property (e.g., Airbnb)	12	1%	3	0%	6	1%
	A hotel	7	0%	1	0%	1	0%
	Other	54	3%	26	2%	58	6%
	Total	**2,159**	**100%**	**1,293**	**100%**	**1,039**	**100%**

TABLE 37: CHANGE IN RESIDENCE TYPE BY SERVICE BOARD – WAVE 2

TIME PERIOD	RESIDENCE TYPE	CTA RIDERS		METRA RIDERS		PACE RIDERS	
		Count	Percent	Count	Percent	Count	Percent
Before March 2020	My primary/usual home	2,069	82%	1,422	86%	805	75%
	My partner's home	66	3%	31	2%	36	3%
	A family member's home	288	11%	140	9%	142	13%
	A friend or colleague's home	20	1%	11	1%	7	1%
	My second home	0	0%	1	0%	0	0%
	A short-term rental property (e.g., Airbnb)	39	2%	8	1%	18	2%
	A hotel	11	0%	5	0%	5	0%
	Other	42	2%	27	2%	53	5%
	Total	**2,535**	**100%**	**1,645**	**100%**	**1,066**	**100%**
November 2020	My primary/usual home	2,077	82%	1,429	87%	826	77%
	My partner's home	75	3%	31	2%	37	3%
	A family member's home	271	11%	131	8%	138	13%
	A friend or colleague's home	25	1%	10	1%	8	1%
	My second home	3	0%	1	0%	0	0%
	A short-term rental property (e.g., Airbnb)	35	1%	15	1%	9	1%
	A hotel	13	0%	2	0%	2	0%
	Other	38	2%	25	2%	48	4%
	Total	**2,537**	**100%**	**1,644**	**100%**	**1,068**	**100%**

Household Size

Table 38 and Table 39 provide a summary (for Waves 1 and 2, respectively) of the number of people living in respondents' households by service board and rider type. These results are also presented by service board in Figure 122 through Figure 124 below.

TABLE 38: HOUSEHOLD SIZE BY SERVICE BOARD AND RIDER TYPE – WAVE 1

PEOPLE IN HOUSEHOLD	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
	ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I am living alone	570	26%	286	29%	285	24%	352	27%	67	29%	285	27%	307	30%	143	31%	165	29%
1 person	773	36%	305	31%	468	40%	459	36%	64	27%	396	37%	302	29%	126	27%	176	30%
2 people	347	16%	141	14%	206	18%	200	15%	31	13%	169	16%	170	16%	69	15%	101	18%
3 people	264	12%	125	13%	139	12%	169	13%	41	17%	129	12%	129	12%	54	12%	75	13%
4 people	100	5%	54	6%	45	4%	73	6%	17	7%	55	5%	66	6%	37	8%	29	5%
5 to 9 people	103	5%	72	7%	31	3%	38	3%	15	6%	23	2%	64	6%	33	7%	31	5%
10 or more people	1	0%	0	0%	1	0%	1	0%	0	0%	1	0%	1	0%	0	0%	1	0%
Total	**2,159**	**100%**	**984**	**100%**	**1,175**	**100%**	**1,292**	**100%**	**235**	**100%**	**1,058**	**100%**	**1,039**	**100%**	**463**	**100%**	**577**	**100%**

TABLE 39: HOUSEHOLD SIZE BY SERVICE BOARD AND RIDER TYPE – WAVE 2

PEOPLE IN HOUSEHOLD	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
	ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I am living alone	757	30%	412	40%	345	23%	433	26%	94	32%	338	25%	359	34%	159	39%	201	30%
1 person	789	31%	233	23%	556	37%	556	34%	68	23%	488	36%	281	26%	77	19%	204	31%
2 people	385	15%	122	12%	263	17%	259	16%	51	18%	208	15%	146	14%	48	12%	97	15%
3 people	282	11%	91	9%	191	13%	207	13%	39	13%	169	12%	130	12%	61	15%	70	11%
4 people	128	5%	61	6%	68	4%	101	6%	20	7%	81	6%	64	6%	27	7%	37	6%
5 to 9 people	176	7%	98	10%	79	5%	78	5%	19	7%	59	4%	76	7%	31	8%	45	7%
10 or more people	19	1%	4	0%	15	1%	10	1%	0	0%	10	1%	12	1%	2	1%	10	1%
Total	**2,536**	**100%**	**1,020**	**100%**	**1,516**	**100%**	**1,644**	**100%**	**293**	**100%**	**1,352**	**100%**	**1,068**	**100%**	**405**	**100%**	**663**	**100%**

Figure 122 shows that in both waves of the survey roughly six in ten of all CTA respondents lived in either single-person or two-person households. Lapsed CTA riders in both waves were more likely to live with one other person than current riders, who were more likely than lapsed riders to live alone, particularly in the second survey wave.

FIGURE 122: HOUSEHOLD SIZE DISTRIBUTION FOR CTA RESPONDENTS BY RIDER TYPE – WAVES 1&2

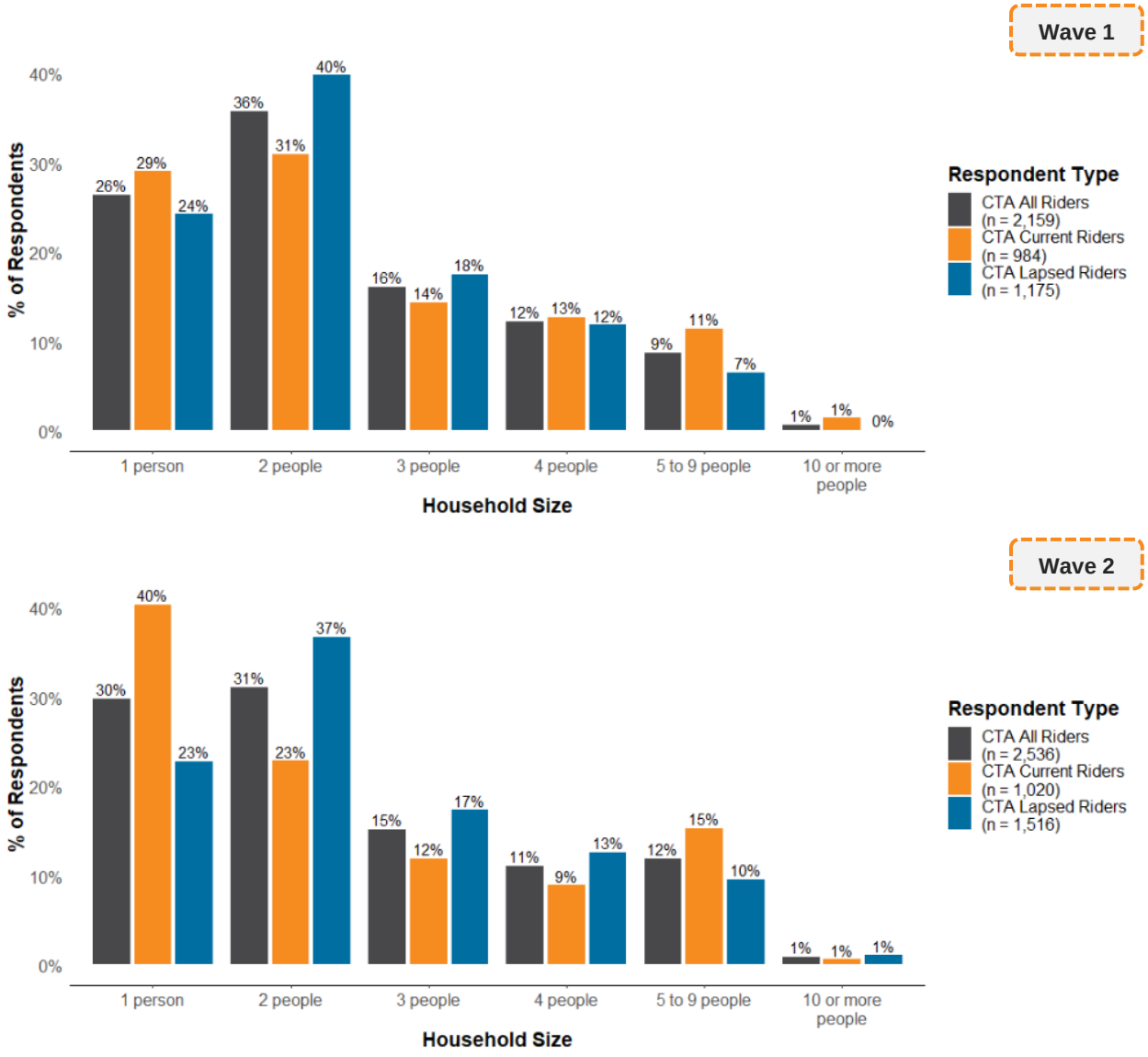


Figure 123 shows that in both waves of the survey roughly six in ten of all Metra respondents lived in either single-person or two-person households. Lapsed Metra riders in both waves were much more likely to live with one other person than current Metra riders, who were more likely than lapsed riders to live alone, particularly in the second survey wave.

FIGURE 123: HOUSEHOLD SIZE DISTRIBUTION FOR METRA RESPONDENTS BY RIDER TYPE – WAVES 1&2

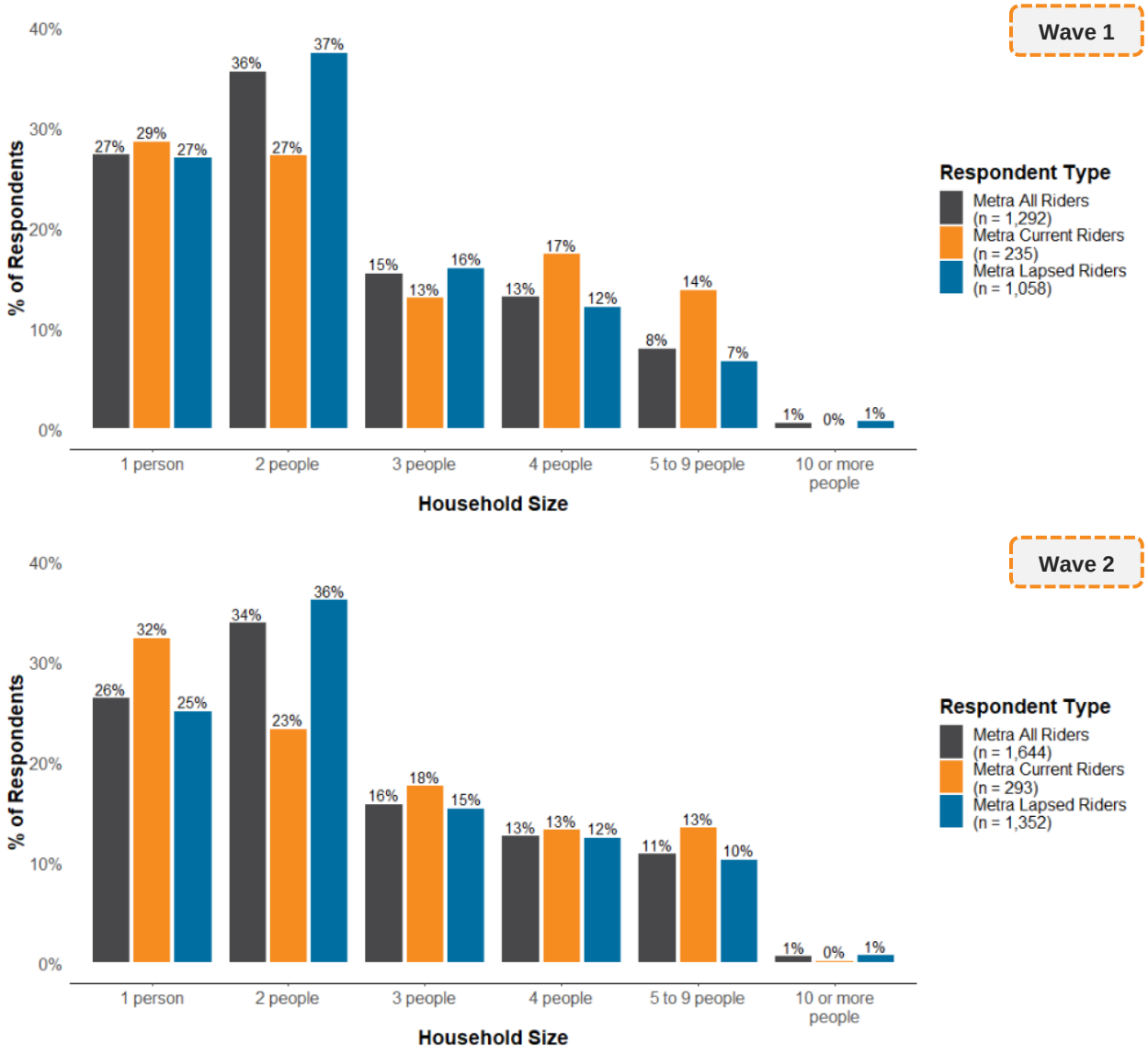
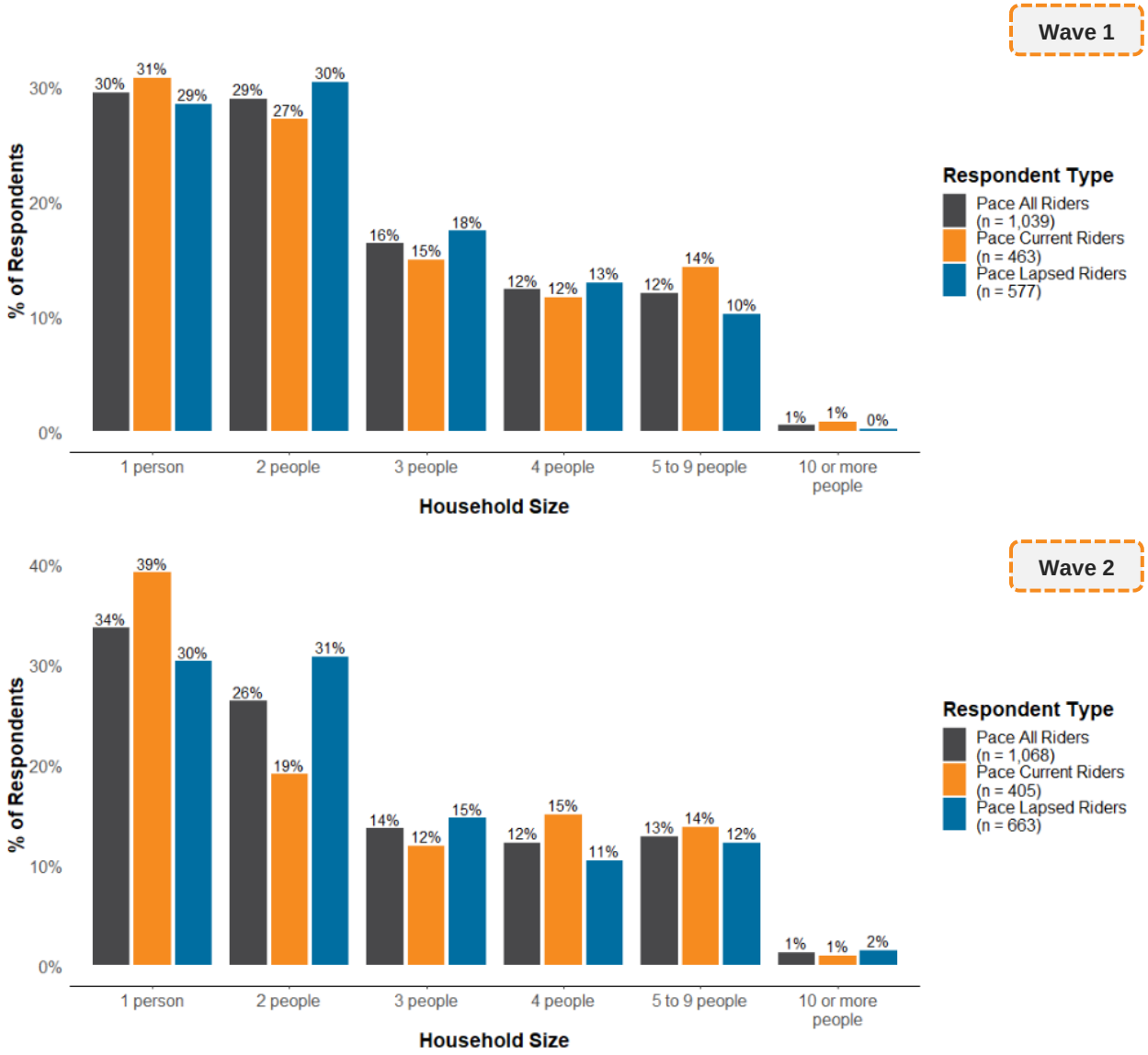


Figure 124 shows that in both waves of the survey roughly six in ten of all Pace respondents lived in either single-person or two-person households. The first wave of Pace respondents did not show notable disparities in household size between current and lapsed riders. In the second wave of Pace respondents, lapsed riders were more likely to live with one other person than current riders, who were more likely than lapsed riders to live alone.

FIGURE 124: HOUSEHOLD SIZE DISTRIBUTION FOR PACE RESPONDENTS BY RIDER TYPE – WAVES 1&2



Household Vehicles

Table 40 and Table 41 provide a summary (for Waves 1 and 2, respectively) of the number of vehicles in respondents' households by service board and rider type. These results are also presented by service board in Figure 125 through Figure 127 below.

TABLE 40: HOUSEHOLD VEHICLES BY SERVICE BOARD AND RIDER TYPE – WAVE 1

HOUSEHOLD VEHICLES	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
	ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
0 (no vehicles)	823	38%	551	56%	272	23%	362	28%	72	31%	290	27%	429	41%	233	50%	196	34%
1 vehicle	819	38%	287	29%	531	45%	488	38%	85	36%	403	38%	368	35%	154	33%	214	37%
2 vehicles	387	18%	106	11%	281	24%	332	26%	57	24%	275	26%	161	15%	44	9%	117	20%
3 or more vehicles	130	6%	39	4%	91	8%	111	9%	20	9%	90	9%	82	8%	32	7%	50	9%
Total	**2,159**	**100%**	**984**	**100%**	**1,175**	**100%**	**1,292**	**100%**	**235**	**100%**	**1,058**	**100%**	**1,039**	**100%**	**463**	**100%**	**577**	**100%**

TABLE 41: HOUSEHOLD VEHICLES BY SERVICE BOARD AND RIDER TYPE – WAVE 2

HOUSEHOLD VEHICLES	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
	ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
0 (no vehicles)	906	36%	599	59%	306	20%	456	28%	125	43%	331	25%	459	43%	221	55%	237	36%
1 vehicle	1,014	40%	307	30%	707	47%	614	37%	82	28%	532	39%	371	35%	125	31%	245	37%
2 vehicles	466	18%	80	8%	386	25%	412	25%	49	17%	363	27%	155	15%	39	10%	116	17%
3 or more vehicles	150	6%	34	3%	116	8%	162	10%	36	12%	126	9%	83	8%	19	5%	64	10%
Total	**2,536**	**100%**	**1,020**	**100%**	**1,516**	**100%**	**1,644**	**100%**	**293**	**100%**	**1,352**	**100%**	**1,068**	**100%**	**405**	**100%**	**663**	**100%**

Figure 125 shows that in both waves of the survey current CTA riders were nearly three times as likely as lapsed riders to not own a household vehicle. Just under half of lapsed CTA riders in both waves reported owning one vehicle.

FIGURE 125: NUMBER OF HOUSEHOLD VEHICLES FOR CTA RESPONDENTS BY RIDER TYPE – WAVES 1&2

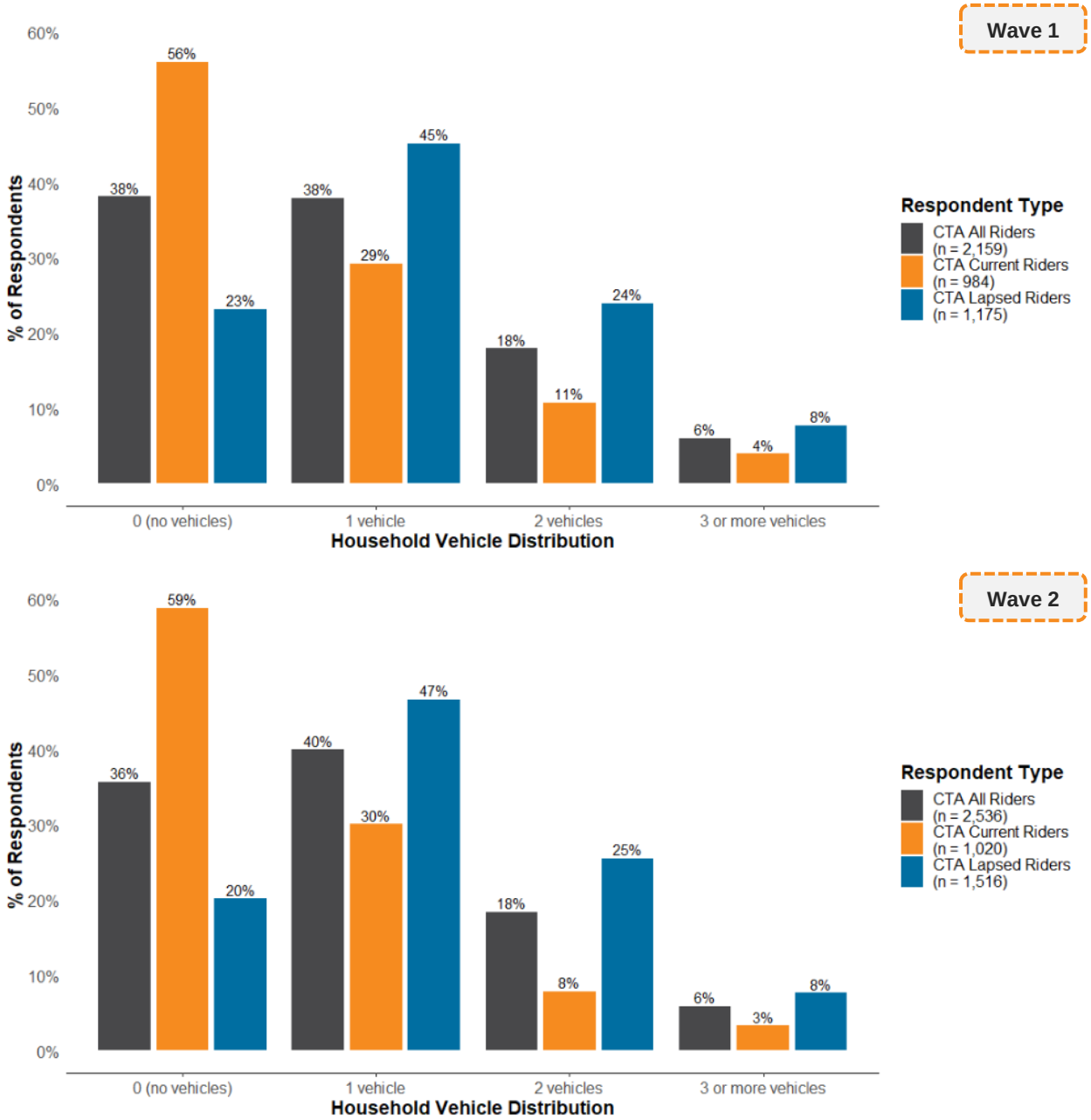


Figure 126 reveals different vehicle ownership patterns in Wave 1 vs. Wave 2 of the survey among current and lapsed Metra riders. In the November 2020 response set, current and lapsed Metra riders owned vehicles at roughly similar rates. However in the January 2021 responses, current Metra riders were nearly twice as likely as lapsed Metra riders not to own a vehicle.

FIGURE 126: NUMBER OF HOUSEHOLD VEHICLES FOR METRA RESPONDENTS BY RIDER TYPE – WAVES 1&2

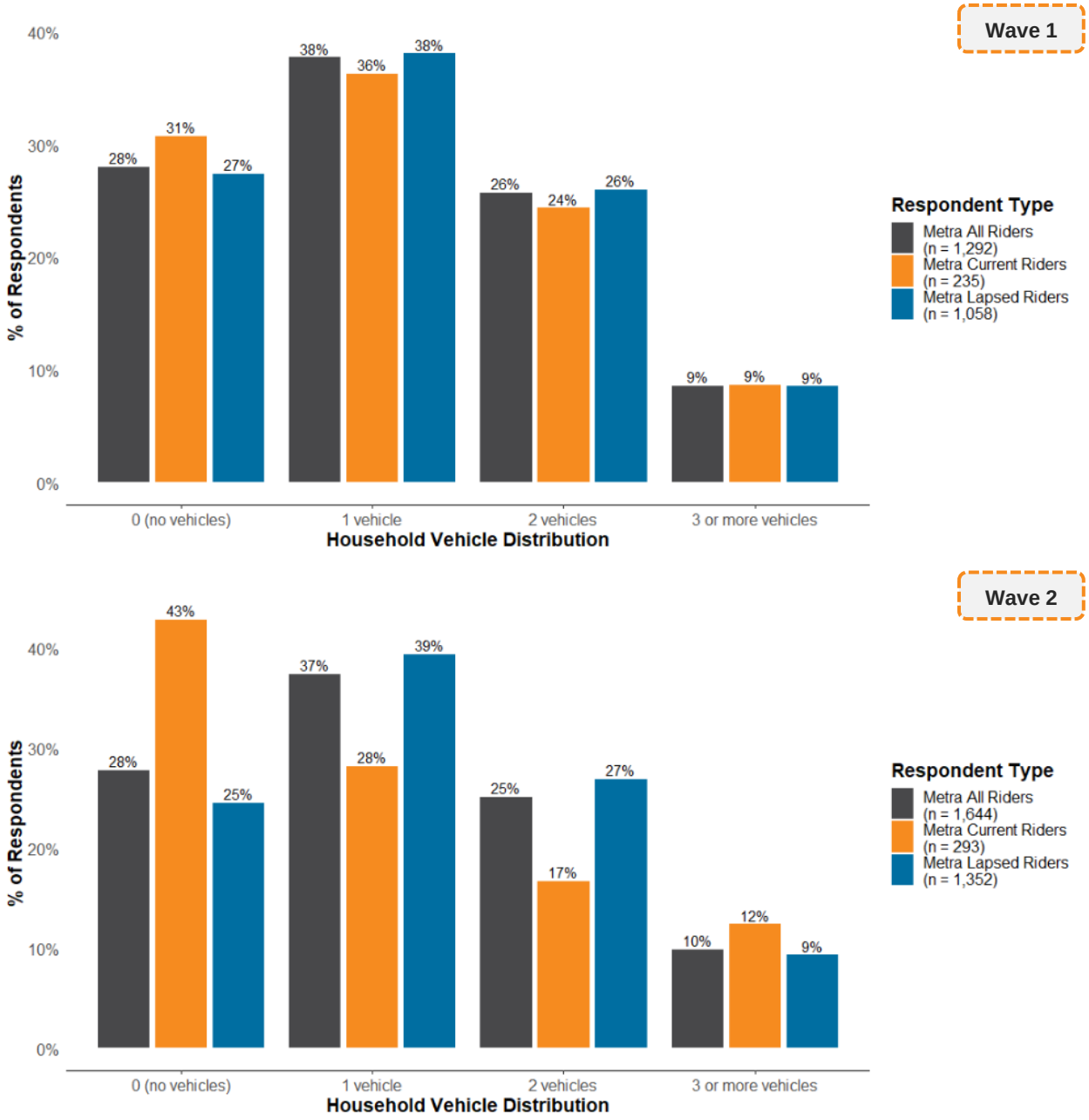
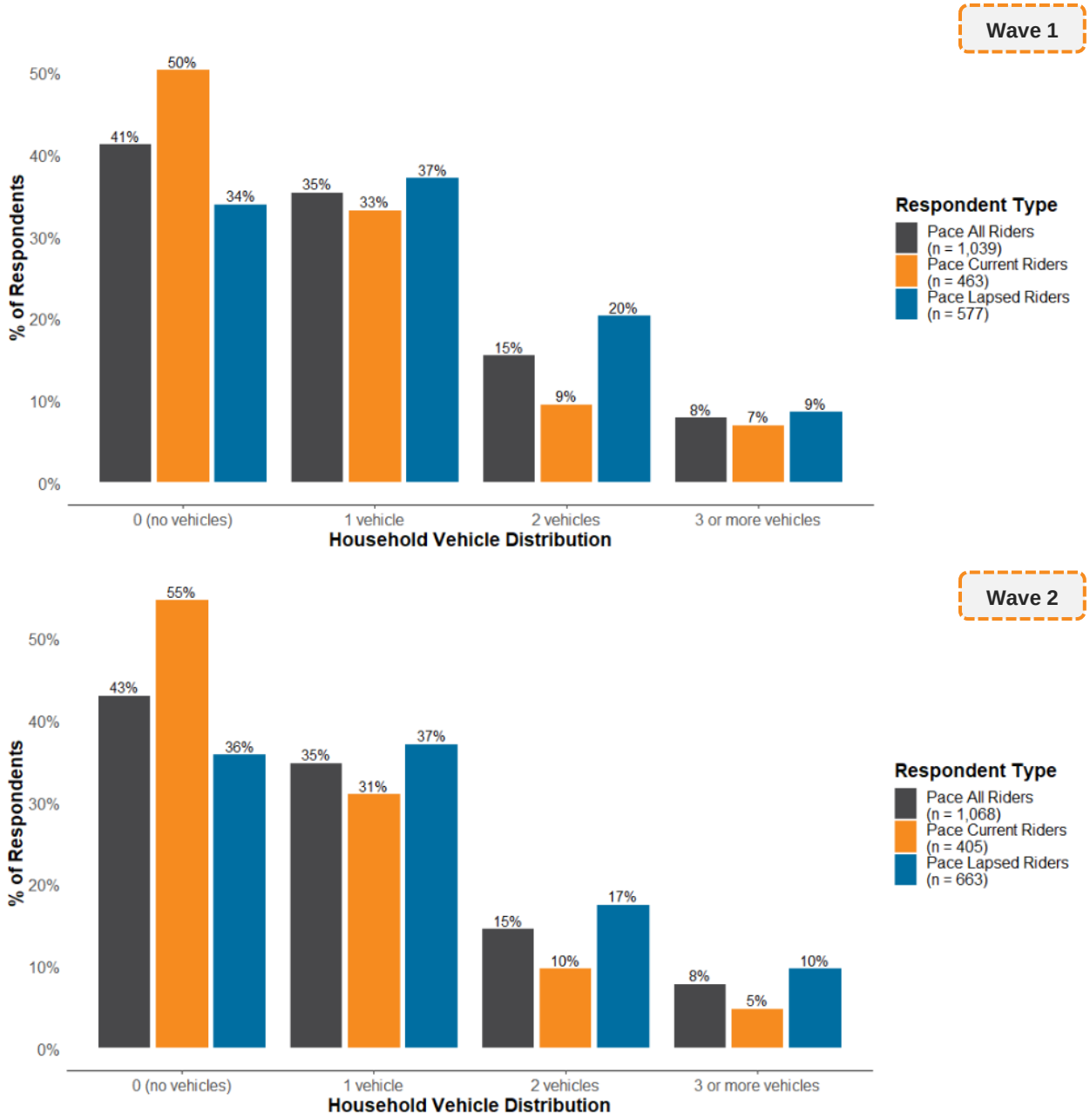


Figure 127 shows that in both waves of the survey current Pace riders more likely than lapsed riders to not own a household vehicle, although this disparity is less pronounced than among CTA and Wave 2 Metra respondents. Approximately two-thirds of lapsed Pace riders in both waves reported owning at least one vehicle.

FIGURE 127: NUMBER OF HOUSEHOLD VEHICLES FOR PACE RESPONDENTS BY RIDER TYPE – WAVES 1&2



Demographic Changes

Table 42 and Table 43 provide a summary (for Waves 1 and 2, respectively) of selected demographic changes that respondents may have experienced since March 2020, each segmented by service board and rider type. These results are also presented by service board in Figure 128 through Figure 130 below.

TABLE 42: DEMOGRAPHIC CHANGE(S) BY SERVICE BOARD AND RIDER TYPE – WAVE 1

DEMOGRAPHIC CHANGE	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
	ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I moved and now live somewhere different than I did in March 2020	356	16%	169	17%	186	16%	195	15%	44	19%	150	14%	120	12%	54	12%	66	11%
Number of adults (age 18+) in my household is different	265	12%	129	13%	136	12%	148	11%	36	15%	112	11%	129	12%	64	14%	65	11%
Number of children (under age 18) in my household is different	121	6%	72	7%	49	4%	51	4%	10	4%	41	4%	82	8%	39	8%	43	8%
The vehicles in my household are different	231	11%	109	11%	122	10%	148	11%	22	9%	126	12%	124	12%	54	12%	70	12%
None of the above	1,462	68%	638	65%	824	70%	889	69%	141	60%	748	71%	707	68%	297	64%	410	71%
Total	**2,159**	**-**	**984**	**-**	**1,175**	**-**	**1,292**	**-**	**235**	**-**	**1,058**	**-**	**1,039**	**-**	**463**	**-**	**577**	**-**

Note: Select all that apply; totals may not sum to 100%

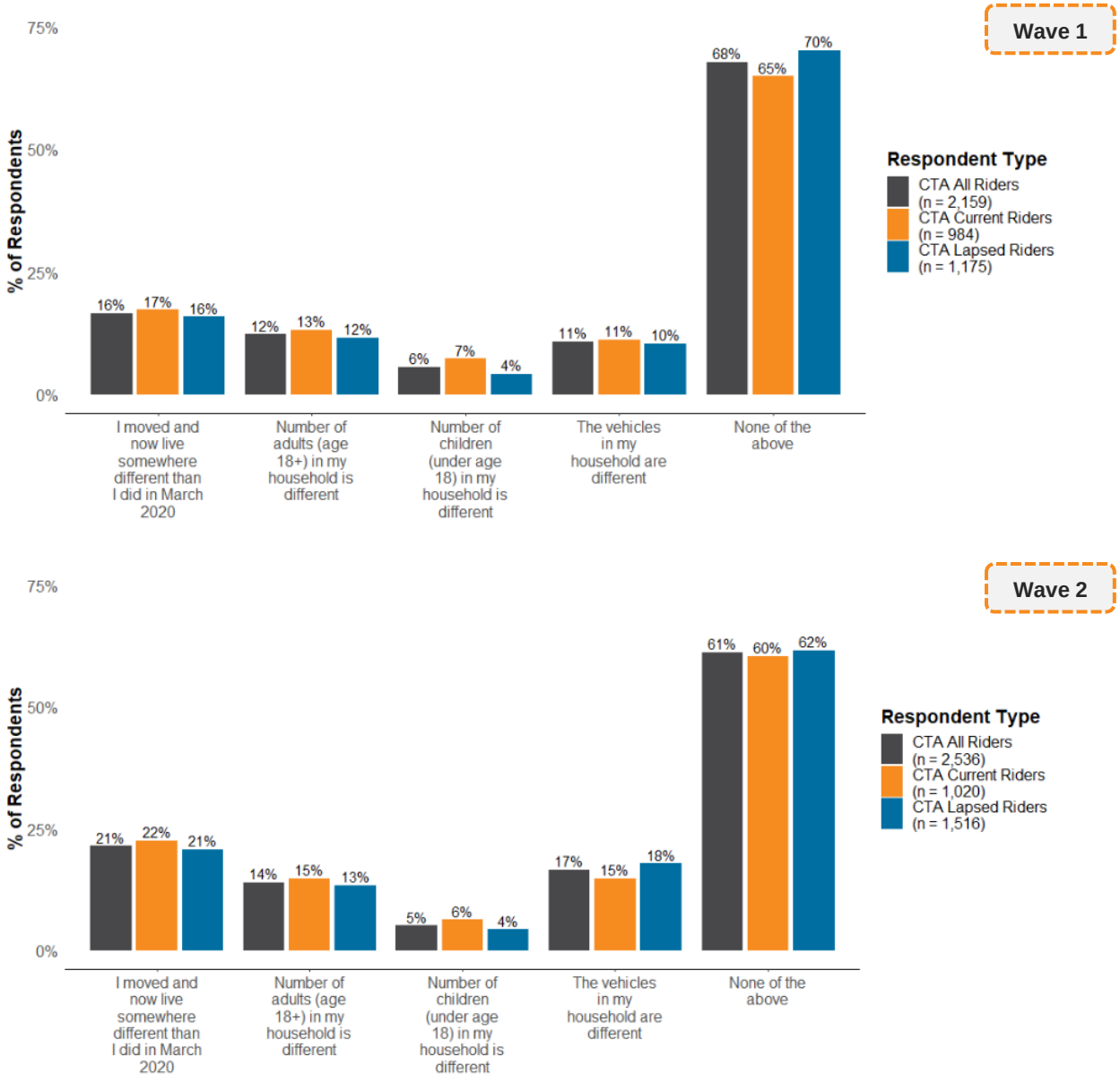
TABLE 43: DEMOGRAPHIC CHANGE(S) BY SERVICE BOARD AND RIDER TYPE – WAVE 2

DEMOGRAPHIC CHANGE	CTA RESPONDENTS						METRA RESPONDENTS						PACE RESPONDENTS					
	ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED		ALL RIDERS		CURRENT		LAPSED	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I moved and now live somewhere different than I did in March 2020	544	21%	229	22%	315	21%	296	18%	51	17%	245	18%	202	19%	63	16%	139	21%
Number of adults (age 18+) in my household is different	353	14%	150	15%	203	13%	180	11%	30	10%	150	11%	143	13%	56	14%	87	13%
Number of children (under age 18) in my household is different	128	5%	64	6%	64	4%	81	5%	20	7%	61	4%	71	7%	34	8%	37	6%
The vehicles in my household are different	420	17%	150	15%	270	18%	227	14%	28	10%	199	15%	164	15%	69	17%	95	14%
None of the above	1,551	61%	616	60%	934	62%	1,090	66%	195	67%	895	66%	708	66%	266	66%	441	67%
Total	**2,536**	**-**	**1,020**	**-**	**1,516**	**-**	**1,644**	**-**	**293**	**-**	**1,352**	**-**	**1,068**	**-**	**405**	**-**	**663**	**-**

Note: Select all that apply; totals may not sum to 100

Figure 128 shows that in both waves of the survey CTA respondents were most likely not to have experienced any of the demographic changes listed below, and that this did not vary significantly by the respondent's rider status. Wave 2 saw a slight increase in the portion of CTA respondents who had either moved or changed the number of vehicles in their household since March 2020.

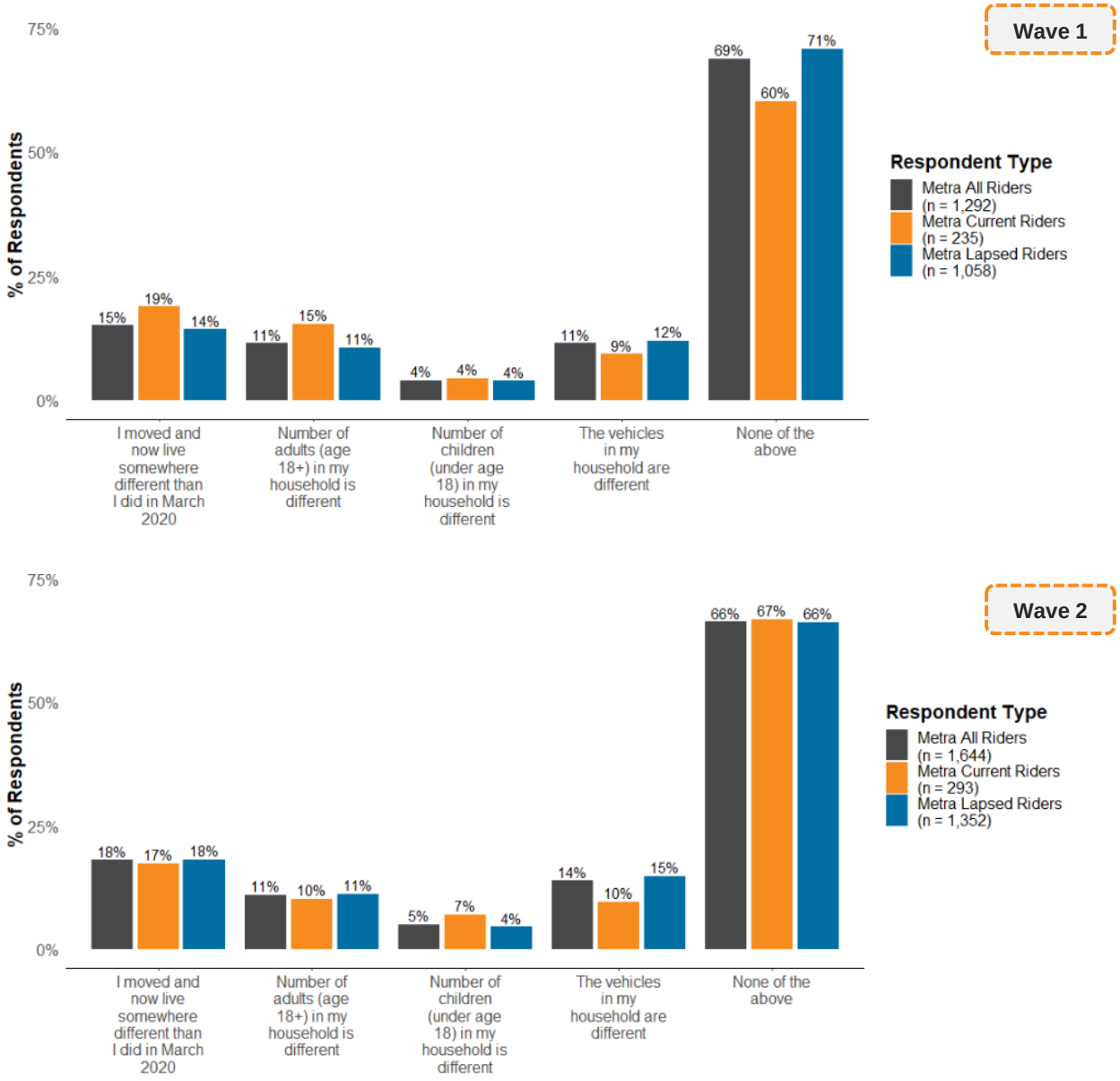
FIGURE 128: DEMOGRAPHIC CHANGE(S) FOR CTA RESPONDENTS BY RIDER TYPE – WAVES 1&2



Note: Select all that apply; totals may not sum to 100%

Figure 129 shows that in both waves of the survey roughly one-third of all Metra respondents did not experience any of the demographic changes listed below, and that in Wave 1 this was the case more for lapsed riders than for current riders. Particularly in Wave 2 lapsed Metra riders were slightly more likely than current Metra riders to have changed the number of vehicles in their household since March 2020.

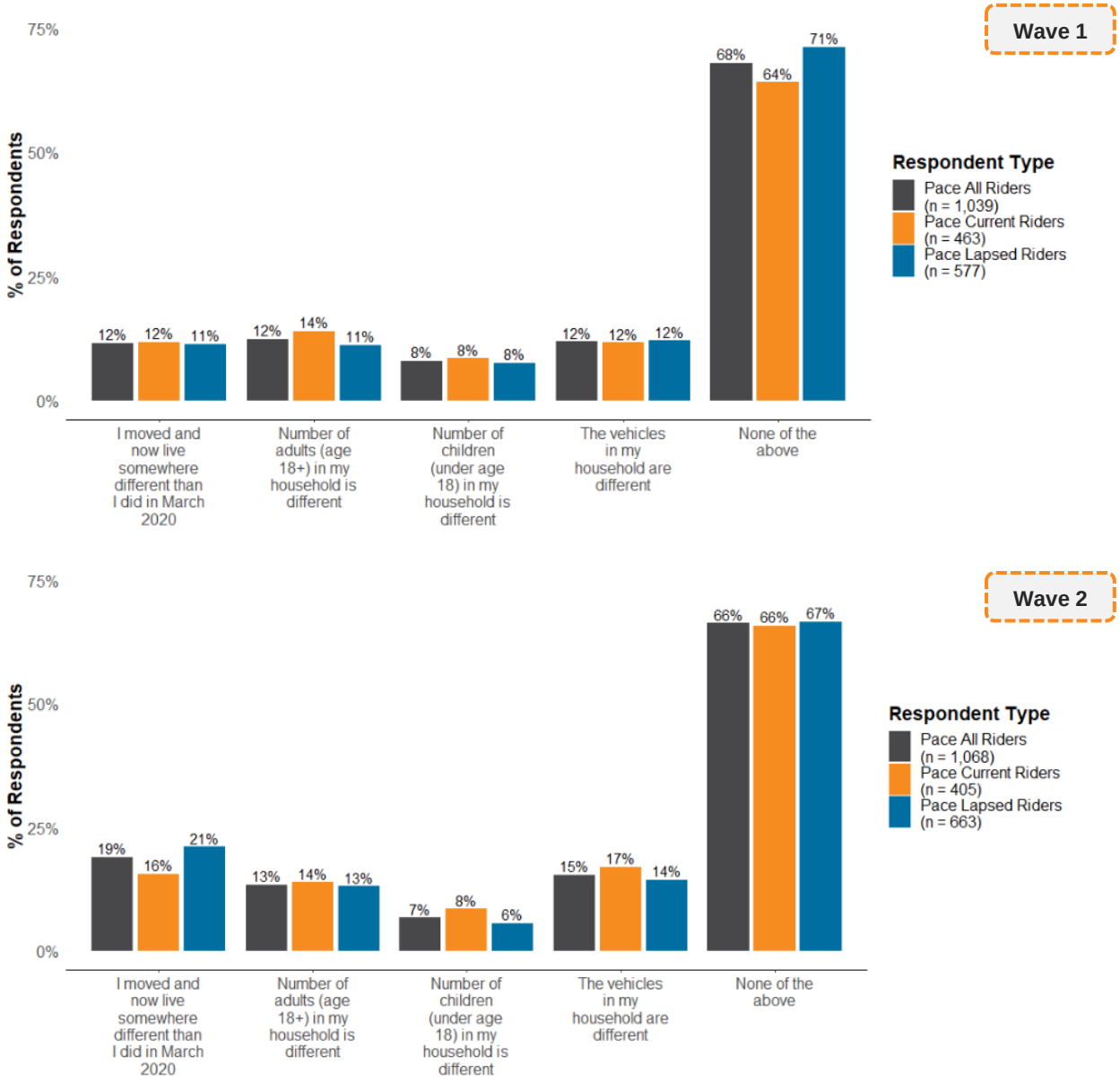
FIGURE 129: DEMOGRAPHIC CHANGE(S) FOR METRA RESPONDENTS BY RIDER TYPE – WAVES 1&2



Note: Select all that apply; totals may not sum to 100%

Figure 130 shows that in both waves of the survey roughly one-third of all Pace respondents did not experience any of the demographic changes listed below, and that in Wave 1 this was the case slightly more for lapsed riders than for current riders. However, similar to the CTA respondents, there was not a large difference in the level and type of demographic change experienced by the two Pace rider types since March 2020.

FIGURE 130: DEMOGRAPHIC CHANGE(S) FOR PACE RESPONDENTS BY RIDER TYPE – WAVES 1&2



Note: Select all that apply; totals may not sum to 100%