

# 2025 Houston Bus Rider Survey

The 2025 Houston Bus Rider Survey is the fourth edition of Equity in Transit’s survey component. It is adapted from previous versions, collecting both short answers like routes used and frequency of use, and long form responses to open-ended questions:

- What do you like about METRO? and
- What would you like to be better about METRO?

This format allows us to hear directly from riders – in their own words – about their desires for a better transit experience.



*LINK Houston volunteers canvassing bus riders at the TMC Transit Center.*

The survey process was guided by a **Community Research Team (CRT)**. These volunteers – all regular transit riders – helped refine the survey questions, suggest locations for canvassing, and providing valuable feedback on potential recommendations. This report would not be possible without them!



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# Houston Bus Rider Survey 2025



Hello. I am a volunteer with LINK Houston, a nonprofit focused on advocacy for better, more equitable transportation. We want to understand what would improve your experience getting around Houston, especially by riding the bus. May I have about 2 or 3 minutes of your time to ask you a few questions? Participation is entirely voluntary, and your responses are confidential.

METRO operates public transit services in the Houston region. Transit services include local and express bus routes, light rail, bus rapid transit, curb2curb, and METROLift (i.e., for some people with a disability).

**Do you ride any METRO services, such as the bus?**

Yes "I currently ride a METRO service."       No "I used to ride METRO."       No "I have never used METRO services."

We have a few questions about your experience riding METRO and how things could be better.

**Which METRO services or routes do you use?** Mark all that apply

METROLift       METRO curb2curb  
 METRO Rail       Evolve Community Connector  
 METRO Rapid Silver Line       METRO Local Bus  
 METRO Star Vanpool       METRO Park & Ride

**How often do you use a METRO service (bus, rail, METROLift, etc)?**

1 day a week or less     2 to 5 days per week     6 to 7 days per week

**How many routes do you typically use per trip, each way?**

1     2     3+

**Do you use an app to use METRO?** Mark all that apply

METRO app       Google Maps  
 Apple Maps  
 Transit  
 Other  
 No, I do not use an app

**Do you ever use a bike or scooter to access METRO?**

Yes     No

**What do you like about using METRO; what works well?**

**What would you like to be better about METRO?**

Almost done! We have a few optional questions about you to help us understand who participated in our survey.

**What is your age?**       Prefer not to answer

Under 18     18 to 34     35 to 64     65 or over

**Are you?**       Prefer not to answer

Female     Male     Non-binary     Gender non-conforming

**Do you have a disability?**     Yes     No     Prefer not to answer

**Do you ever use a wheelchair, walker, cane, stroller or other mobility device to get around Houston?**     Yes     No     Prefer not to answer

**What is your typical work/school schedule?**     Prefer not to answer

We would like to understand how METRO services and transportation, in general, could be better.

**Why did you stop riding METRO?**

**What would help you choose to ride METRO again in the future?**

We would like to understand how transportation could be better.

**What would help you choose to ride METRO sometimes?**

**You may want to think about:**

- Bus service quality (frequency, route locations, transfers, on-time reliability, wait times, hours, cleanliness, customer service, fares).
- Street quality (sidewalks, intersections, safety, lighting, landscape trimming), or
- Bus stop quality (shelter, seating, trash can, maintenance, cleanliness, information signs).

**What is the most important thing for METRO to improve?**

Safety     Cleanliness     Reliability     Accessibility

Other

**METRO offers discounts to students, seniors, and people with disabilities. Do you know about these options, and do you use them?**

**What is your race, ethnicity?** Mark all that apply

Latino       White, Caucasian       Prefer not to answer  
 Middle Eastern     Asian  
 European       American Indian or Alaska Native  
 Black       Native Hawaiian or Other Pacific Islander  
 African       Another:

LINK Houston would like to share what we learned when we publish our report. **Please share an email address or phone number if you would like a copy of the report:**

We will not spam you or share your email with other entities.

Language: \_\_\_\_\_ Person Type: bus rider / pedestrian / bicyclist / another \_\_\_\_\_  
 Day: weekday / weekend      Time: AM / PM      Bus Stop #: \_\_\_\_\_  
 Location / Event: \_\_\_\_\_ Bus Routes Served: \_\_\_\_\_

**Thank you for your time. Have a great, safe day!**

Houston Bus Rider survey in English.

# Encuesta de pasajeros de autobús 2025



Hola. Soy voluntario de LINK Houston, una organización sin fines de lucro que aboga por un transporte mejor y más equitativo. Queremos entender qué mejoraría su experiencia al moverse por Houston, especialmente al viajar en autobús. ¿Me regala unos 2 o 3 minutos de su tiempo para hacerle unas preguntas? La participación es voluntaria y sus respuestas son confidenciales.

METRO opera servicios de transporte público en la región de Houston. Los servicios de tránsito incluyen rutas de autobuses locales y exprés, trenes ligeros, autobuses de tránsito rápido, curb2curb y METROLift (es decir, para algunas personas con discapacidad).

¿Utiliza algún servicio de METRO, como el autobús?

- Sí, "Actualmente viajo en METRO".
  No "Solía viajar en METRO".
  No "Nunca he usado METRO".

Tenemos algunas preguntas sobre su experiencia al viajar en METRO y cómo podría mejorar.

¿Qué servicios o rutas de METRO utiliza? Marque todo lo aplicable.

- METROLift
  METRO curb2curb  
 METRO Rail
  Evolve Community Connector  
 METRO Rapid Silver Line
  METRO Local Bus  
 METRO Star Vanpool
  METRO Park & Ride

¿Con qué frecuencia utiliza METRO (autobús, tren, METROLift, etc.)?

- 1 día a la semana
  2-5 días por semana
  6-7 días por semana

¿Cuántas rutas utiliza normalmente por viaje en cada sentido?

- 1
  2
  3+

¿Usa una aplicación para usar METRO?

- METRO app Marque todo lo aplicable  
 Google Maps  
 Apple Maps  
 Transit  
 Otras  
 No uso una aplicación

¿Utiliza alguna vez una bicicleta o un scooter para acceder al METRO?

- Sí
  No

¿Qué le gusta de usar METRO; ¿Qué funciona bien?

¿Qué le gustaría mejorar de METRO?

¡Casi termino! Tenemos unas preguntas opcionales sobre usted para ayudarnos a comprender quién participó en la encuesta.

¿Cuál es tu edad?

Prefiere no responder

- 18 o menos
  18 a 34
  35 a 64
  65 o más

¿Es usted?

Prefiere no responder

- Femenina
  Masculino
  No binario
  Otro genero

¿Tiene alguna discapacidad?

- Sí
  No
  Prefiere no responder

¿Utiliza silla de ruedas, andador, bastón, carrolea u otro dispositivo de movilidad para moverse?

- Sí
  No
  Prefiere no responder

¿Cuál es su horario habitual de trabajo/escuela?

Prefiere no responder

Language: Person Type: bus rider / pedestrian / bicyclist / another

Day: weekday / weekend Time: AM / PM Bus Stop #:

Location / Event: Bus Routes Served:

Nos gustaría entender cómo los servicios y el transporte de METRO, en general, podrían ser mejores.

¿Por qué dejó de viajar en METRO?

¿Qué le ayudaría a elegir volver a utilizar el METRO en el futuro?

Nos gustaría entender cómo el transporte podría ser mejor.

¿Qué le ayudaría a elegir viajar en METRO a veces?

Quizás quiera considerar:

Calidad del servicio de autobús (frecuencia, ubicación de las rutas, transbordos, puntualidad, tiempos de espera, horarios, limpieza, atención al cliente, tarifas),  
 Calidad de las calles (aceras, intersecciones, seguridad, iluminación, jardinería), o  
 Calidad de las paradas de autobús (marquesinas, asientos, botes de basura, mantenimiento, limpieza, señalización).

¿Qué es lo más importante que METRO debe mejorar?

- Seguridad
  Limpieza
  Confiabilidad
  Accesibilidad
  Otras

METRO ofrece descuentos a estudiantes, personas mayores y personas con discapacidad. ¿Conoce estas opciones y las aprovecha?

¿Cuál es su raza, etnia? Marque todo lo aplicable

- Latino/a
  Blanco/a, caucásico/a
  Prefiere no responder  
 Medio Oriental
  Asiático/a  
 Europeo/a
  Indio/a Americano/a o Nativo/a de Alaska  
 Negro/a
  Nativa hawaiana u otra isleña del Pacífico  
 Africano/a
  Otro:

LINK Houston quisiera compartirle los resultados de lo que encontremos.

Comparta su dirección de correo electrónico o número de teléfono si desea:

No le enviaremos spam ni compartiremos su correo electrónico con otras entidades.

Gracias por su tiempo. ¡Que tenga un buen y seguro día!

Houston Bus Rider survey in Spanish.

# 2025 Houston Bus Rider Survey: Methodology

In Spring 2025, LINK Houston staff and volunteers surveyed 343 current, former, and potential METRO riders about their experiences with public transit in Houston. Through a combination of in-person canvassing at bus stops, transit centers, public events, and an online survey, we gathered a broad range of perspectives.

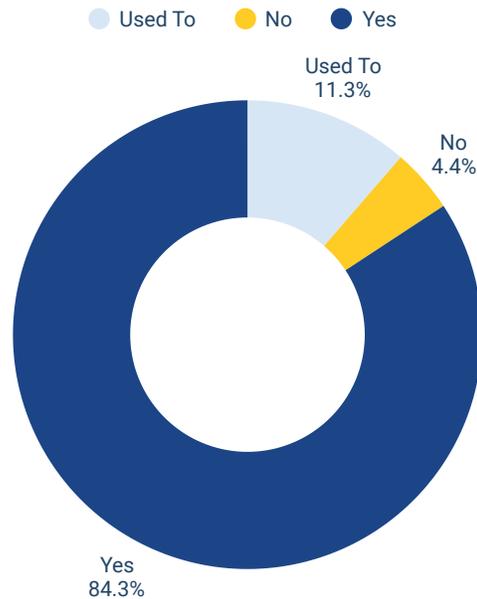


LINK Houston staff surveying bus riders on a METRO bus.



LINK Houston volunteer surveying at the Third Ward on Tap Festival.

Do you currently ride METRO?



The vast majority of those we surveyed are current riders.

We collected 343 surveys overall, including 198 online, and 145 through eight in-person events:

- Third Ward on Tap Festival
- Alief Neighborhood Center
- Northeast Houston Resilience Festival, hosted by the Coalition for Environment, Equity, and Resilience
- University of Houston – Central Campus
- Hempstead at W 18th (formerly referred to as Hempstead Transit Center)
- Mission Bend Transit Center
- Texas Medical Center Transit Center

# 2025 Houston Bus Rider Survey: Respondent Demographics

We surveyed respondents to gather information around various demographics and to better understand transit use behavior.

**For the question, “Do you use METRO services?” we received the following breakdown:**

- Yes - 84.3%
- Used to - 11.3%
- Never - 4.4%

**Respondents had the following self-identified racial breakdown:**

- White, Caucasian - 31.8%
- Latino - 26.7%
- Black - 23.3%
- Asian - 13.1%
- Other - 2.6%
- Prefer not to answer - 2.6%

**Respondents ages were the following:**

- Under 18 - 0.9%
- 18-34 - 51%
- 35-64 - 36.9%
- 65 or over - 10.3%
- Prefer not to answer - 0.9%

**Respondents self-identified genders were:**

- Male - 51.9%
- Female - 45.6%
- Non-binary - 2.5%



*Houston bus riders boarding an articulated local bus.*



*Houston bus riders at the Texas Medical Center Transit Center*