1. Generally speaking, I am satisfied with Metro bus service  
    | Agree | Disagree | Mean | Trend |
    | 41%   | 44% (85%) | 10%  | 5% (15%) | 1.80 | 1% from 2012 |

2. THIS bus is generally on time (within 5 minutes)  
    | 35%   | 43% (78%) | 15%  | 7% (22%) | 1.93 | 2% from 2012 |

3. I feel safe while waiting for THIS bus  
    | 40%   | 43% (83%) | 11%  | 5% (17%) | 1.81 | 1% from 2012 |

4. THIS bus’s drivers are generally courteous  
    | 41%   | 42% (83%) | 12%  | 5% (17%) | 1.81 | same as 2012 |

5. THIS bus is generally clean  
    | 37%   | 45% (62%) | 13%  | 5% (18%) | 1.87 | 2% from 2012 |

6. THIS bus’s stops are generally clean  
    | 32%   | 43% (75%) | 18%  | 7% (25%) | 2.01 | 3% from 2012 |

7. I have seen Metro ads in the last month  
    | 36%   | 42% (78%) | 15%  | 7% (22%) | 1.92 | N/A |

8. Metro provides me with timely and useful information for my travel  
    | 41%   | 44% (85%) | 10%  | 5% (15%) | 1.79 | N/A |

9. I am proud to travel with Metro  
    | 43%   | 43% (86%) | 9%   | 5% (14%) | 1.75 | N/A |

10. Has THIS bus passed you by at a stop in the last month?  
    | 28%   | 72% | 10% down from 2012 |

11. Has THIS bus broken down in the last month?  
    | 15%   | 85% | 9% from 2012 |

12. Do you have a cell phone with you on THIS bus?  
    | 75%   | 25% | 1% from 2012 |

13. How did you get to the first bus or train of this trip?  
    - Walked: 82%  
    - Dropped Off: 8%  
    - Drove: 3%  
    - Biked or Skated: 3.6% (up 1%)  
    - Other: 3% |

14. How many minutes did it take you to get to the first bus or train of this one-way trip?  
    | mean: 10.9 minutes | median: 9 minutes | 10 min or less: 72% | 5 min or less: 44% |

15. Do you have a car available to make THIS trip?  
    | 20% | 80% | 2% from 2012 |

16. Do you have to transfer to complete THIS one-way trip?  
    | 50% | 50% | 4% from 2012 |

17. Are you making THIS one-way trip to or from work?  
    | 61% | 39% | N/A |

18. Your household’s total annual earnings:  
    - Median income $16,250  
    - Mean: $24,565 |

18a. mean people per household: 3.47
Under $5,000: 29%  
$5,000-$9,999: 8%  
$10,000-$14,999: 8%  
$15,000-$19,999: 19%  
$20,000-$24,999: 9%  
$25,000-$34,999: 6%  
$35,000-$49,999: 9%  
$50,000-$99,999: 8%  
$100,000 or more: 3% |

19. Did you use a TAP card for the FIRST Metro bus/train THIS trip?  
    | 69% | 31% | 5% from 2012 |

20. What fare did you use on the First Metro bus/train of this one way trip? (CHECK ONLY ONE)  
    - Day Pass: 19% down 2%  
    - Reg. Monthly Pass: 10% down 3%  
    - K-12 Student Pass: 4% down 1%  
    - EZ Transit Pass: 3% down 1%  
    - Trans. From Muni: <1% same  
    - Senior/Disabled Pass: 9% same  
    - College Student Pass: 4% same |

21. How do you get Metro information?  
    | Brochures: 28% | Posters on buses and trains: 18% | Metro.net: 20% | Radio Ads: 3% |
    | Internet ads: 9% | Newspaper Ads 3% | Billboards: 7% | 323-GO-METRO: 9% |
    | Go Metro mobile app: 10% | 511: 3% | Google Maps 17% |

22. How many days a week do you usually ride Metro?  
    - 5+ Days: 67% same  
    - 3-4 Days: 22% same  
    - 1-2 Days: 7% same  
    - <1 Day: 3% up 1%  
    - First Time: 1% same |

23. How many years have you been riding Metro?  
    - Less than one: 13% same  
    - 1-2 Years: 16% same  
    - 3-4 Years: 16% same  
    - 5+ Years: 52% down 1% |

24. You are:  
    | Latino: 58% up 2% | Black: 19% down 4% | White: 9% same |
    | Asian/Pac. Is.: 8% same | Amer. Indian: 1% same | Other: 4% up 1% |

25. You are:  
    | Male: 49% up 1% | Female: 51% down 1% |

26. What is your age?  
    | Younger than 18: 10% up 3% | 18-22: 20% down 1% | 23-49: 47% down 1% |
    | 50-64: 18% same | 65 or older: 5% same |

Total Number of Bus Surveys: 17,377  
Total Number of English Language Surveys: 12,168 (71%) down 1%  
Total Number of Spanish Language Surveys: 5019 (29%) up 1%  
Total Number of Armenian Language Surveys: 7 (<1%)  
Total Number of Cambodian Language Surveys: 7 (<1%)
The survey was distributed online via language cards in the following languages: Chinese (Mandarin), Russian, Armenian, Japanese, Vietnamese, Tagalog, Cambodian, Korean and Thai

Percent of riders below poverty Level: 61%