

## Spring 2015: Metro BUS Customer Satisfaction Survey Results (May 21-June 16, 2015)

	Agree	Disagree	Mean	Trend
1. Generally speaking, I am satisfied with Metro Rail/bus service	42% 45% <b>(87%)</b>	8% 5% <b>(13%)</b>	1.75	↑ 1% from 2014
2. <b>THIS</b> train/bus is generally on time	36% 45% <b>(80%)</b>	14% 5% <b>(20%)</b>	1.89	↑ 2% from 2014
3. I feel safe while waiting for <b>THIS</b> bus	39% 46% <b>(85%)</b>	10% 5% <b>(15%)</b>	1.80	↑ 3% from 2014
4. I feel safe while riding <b>THIS</b> bus	44% 45% <b>(89%)</b>	7% 4% <b>(11%)</b>	1.71	N/A
5. <b>THIS</b> bus is generally clean	37% 46% <b>(83%)</b>	12% 5% <b>(17%)</b>	1.85	↑ 3% from 2014
6. <b>THIS</b> stop is generally clean	31% 43% <b>(73%)</b>	19% 7% <b>(27%)</b>	2.04	↑ 3% from 2014
7. Which type of fare did you use for <b>THIS</b> trip?				
30-Day Pass: <b>26%</b> 7-Day Pass: <b>14%</b> Day Pass: <b>9%</b> TAP Stored Value: <b>12%</b> Cash: <b>26%</b> Token: <b>3%</b> Metro Transfer: <b>1%</b>				
EZ Transit Pass: <b>2%</b> Inter-Agency Transfer: <b>&lt;1%</b> Metrolink Transfer: <b>&lt;1%</b> OCTA Transfer: <b>&lt;1%</b> Other: <b>5%</b>				
8. Are you aware of Metro's low-income "Rider Relief" coupon program? Yes: <b>31%</b> No: <b>69%</b>				
9. Did you receive a discount on your fare? Yes: <b>30%</b> No: <b>70%</b>				
9a. If yes, what type of discounted fare did you receive (check all that apply)?				
Student (K-12): <b>28%</b> Student (College/Vocational): <b>16%</b> Rider Relief (Low-Income Coupon): <b>8%</b> Senior/Disabled/Medicare: <b>39%</b> DK/No Response: <b>9%</b>				
10. Do you own a: Cell Phone: <b>53%</b> ↑7% Smart Phone: <b>38%</b> ↓5% I don't own a Cell Phone or a Smart Phone: <b>9%</b> ↓2%				
11. How often do you use mobile applications (on your phone or tablet) such as "Go Metro", "511", & "Google Maps" to get traffic information?				
Very Often: <b>43%</b> Occasionally: <b>22%</b> Rarely: <b>13%</b> Never: <b>22%</b> (Total Use: <b>78%</b> )				
12. How often do you use bike racks on Metro Buses?				
Very Often: <b>9%</b> Occasionally: <b>9%</b> Rarely: <b>11%</b> Never: <b>71%</b> (Total Use: <b>29%</b> )				
13. Do you have a car available to make <b>THIS</b> trip? Yes: <b>18%</b> No: <b>82%</b> ↓12% from 2014				
14. How did you get to the first bus or train of this trip?				
Walked: <b>83%</b> Dropped Off: <b>8%</b> Drove: <b>2%</b> Biked: <b>3%</b> Skated: <b>2%</b> Other: <b>3%</b>				
15. How many minutes did it take you to get to the first bus or train of this one-way trip?				
mean: <b>10.64 minutes</b> median: <b>10 minutes</b> 10 min or less: <b>73%</b> 5 min or less: <b>42%</b>				
15a. How many minutes did you wait for that first bus or train?				
mean: <b>9.58 minutes</b> median: <b>7 minutes</b> 10 min or less: <b>76%</b> 5 min or less: <b>46%</b>				
16. In the past six months, while riding Metro, have you personally experienced any of the following types of sexual harassment?				
Any form of sexual harassment: Yes: <b>18%</b> No: <b>82%</b> ↓4% From 2014				
16a. Non-Physical (comments, gestures, etc.): Yes: <b>14%</b> No: <b>86%</b>				
16b. Physical (unwanted touching, groping, fondling, etc.): Yes: <b>7%</b> No: <b>94%</b>				
16c. Indecent Exposure (exposure of private parts): Yes: <b>7%</b> No: <b>93%</b>				
17. Your household's total annual earnings: Median income: <b>\$14,876</b> Mean Income: <b>\$21,730</b>				
17a. mean people per household: <b>3.39</b>				
Under \$5,000: <b>30%</b> \$5,000-\$9,999: <b>10%</b> \$10,000-\$14,999: <b>10%</b> \$15,000-\$19,999: <b>17%</b> \$20,000-\$24,999: <b>9%</b>				
\$25,000-\$34,999: <b>6%</b> \$35,000-\$49,999: <b>8%</b> \$50,000-\$99,999: <b>7%</b> \$100,000 or more: <b>3%</b>				
18. How many days a week do you usually ride Metro?				
First Time: <b>2%</b> ↑1% <1 Day: <b>4%</b> ↑1% 1-2 Days: <b>8%</b> ↑1% 3-4 Days: <b>18%</b> ↓4% 5+ Days: <b>69%</b> ↑1%				
19. How many years have you been riding Metro?				
Less than one: <b>10%</b> same 1-2 Years: <b>15%</b> ↓1% 3-4 Years: <b>15%</b> ↑1% 5+ Years: <b>60%</b> same				
20. You are: Latino: <b>63%</b> ↑1% Black: <b>17%</b> ↓1% White: <b>8%</b> same				
Asian/Pac. Is.: <b>8%</b> ↑1% Amer. Indian: <b>1%</b> same Other: <b>3%</b> ↓2%				
21. You are: Male: <b>46%</b> ↓1% Female: <b>54%</b> ↑1%				
22. What is your age? Younger than 18: <b>12%</b> 18-24: <b>19%</b> 25-34: <b>19%</b>				
35-49: <b>24%</b> 50-64: <b>20%</b> 65 or more: <b>7%</b>				

-----  
Total Number of Surveys: **14,887**

Total Number of English Language Surveys: **10,582 (71%)** ↑3%

Total Number of Spanish Language Surveys: **4,305 (29%)** ↓3%

\*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: 63%** ↓1% from 2014

\*\*\*Decimal rounding may cause %'s to not add up to 100% or combined strongly agree/agree or combined strongly disagree/disagree to differ slightly.