
1. Generally speaking, I am satisfied with Metro rail service
   - Agree: 40% (89%)
   - Disagree: 6% (5%)
   - Mean: 1.75
   - Trend: ↑ 1% from 2011

2. THIS train is generally on time (within 5 minutes)
   - Agree: 43% (85%)
   - Disagree: 11% (4%)
   - Mean: 1.76
   - Trend: ↑ 5% from 2011

3. THIS train's schedule meets my needs
   - Agree: 47% (88%)
   - Disagree: 8% (4%)
   - Mean: 1.69
   - Trend: ↑ 3% from 2011

4. I feel safe riding THIS train
   - Agree: 36% (83%)
   - Disagree: 11% (6%)
   - Mean: 1.86
   - Trend: ↑ 7% from 2011

5. I feel safe while waiting for THIS train
   - Agree: 33% (81%)
   - Disagree: 13% (6%)
   - Mean: 1.92
   - Trend: ↓ 6% from 2010

6. The fare gates at the stations should be locked
   - Agree: 29% (58%)
   - Disagree: 26% (15%)
   - Mean: 2.27
   - Trend: N/A

7. THIS train is generally clean
   - Agree: 28% (49%)
   - Disagree: 17% (6%)
   - Mean: 2.01
   - Trend: = to 2009

8. THIS train's stations are generally clean
   - Agree: 32% (50%)
   - Disagree: 13% (5%)
   - Mean: 1.91
   - Trend: ↓ 2% from 2009

9. Is Metro rail service better now than last year?
   - Yes: 81%
   - No: 19%
   - Trend: ↑ 9% from 2011

10. Do you normally have a seat for THIS trip?
    - Yes: 79%
    - No: 21%
    - Trend: ↓ 1% from 2011

11. Will you take a Metro bus to complete THIS one-way trip?
    - Yes: 58%
    - No: 42%

12. Has THIS train broken down in the last month?
    - Yes: 35%
    - No: 65%
    - Trend: ↑ 4% from 2011

13. Do you have a working cell phone with you on THIS train?
    - Yes: 69%
    - No: 31%
    - Trend: ↓ 6% from 2011

14. How did you get to the first bus or train of this trip?
    - Walked: 66%
    - Dropped Off: 12%
    - Drove: 15%
    - Biked: 4%
    - Other: 3%

15. How many minutes did it take you to get to the first bus or train of this one-way trip?
    - Mean: 12 minutes
    - Median: 9.5 min
    - 10 min or less: 64%
    - 5 min or less: 34%

15a. How many minutes did you wait for that first bus or train?
    - Mean: 7 minutes
    - Median: 4.5 min
    - 10 min or less: 87%
    - 5 min or less: 62%

16. Do you have a car available to make THIS trip?
    - Yes: 37%
    - No: 63%
    - Trend: ↓ 4% from 2011

17. Is it easy to find and purchase Metro passes?
    - Yes: 84%
    - No: 16%
    - Trend: ↑ 14% from 2011

18. Did you use a TAP card for THIS trip?
    - Yes: 58%
    - No: 42%
    - Trend: ↑ 3% from 2011

19. Do you have to transfer to complete THIS one-way trip?
    - Yes: 55%
    - No: 36%
    - Trend: ↑ 1% from 2011

20. Your household's total annual earnings:
    - Median income: $26,250
    - Mean income: $42,250

21. What fare did you use on the First Metro bus/train of this one way trip? (CHECK ONLY ONE)
    - Day Pass: 24% (up 1%)
    - Reg. Weekly Pass: 10% (up 1%)
    - K-12 Student Pass: 3% (up 1%)
    - Token: 4% (same)
    - EZ Transit Pass: 5% (down 2%)
    - Trans. From Muni: 1% (down 1%)
    - One-Way Cash: 20% (down 1%)
    - Senior/Disabled Pass: 8% (up 3%)
    - Trans. From Metrolink: 4% (up 3%)
    - Reg. Month Pass: 17% (down 3%)
    - College Student Pass: 3% (down 2%)

21. How many days a week do you usually ride Metro?
    - 5+ Days: 62% (down 4%)
    - 3-4 Days: 25% (up 4%)
    - 1-2 Days: 8% (same)
    - <1 Day: 4% (up 1%)
    - First Time: 2% (same)

22. How many years have you been riding Metro?
    - Less than one: 20% (up 2%)
    - 1-2 Years: 20% (down 3%)
    - 3-4 Years: 18% (up 1%)
    - 5+ Years: 43% (up 1%)

24. You are:
    - Latino: 42% (down 2%)
    - Black: 24% (down 1%)
    - White: 18% (up 5%)
    - Asian/Pac. Is.: 11% (up 1%)
    - Amer. Indian: 1% (down 1%)
    - Other: 5% (down 2%)

25. You are:
    - Male: 56% (up 2%)
    - Female: 44% (down 2%)

26. What is your age?
    - Younger than 18: 3% (down 2%)
    - 18-22: 18% (down 5%)
    - 23-49: 56% (up 6%)
    - 50-64: 20% (up 2%)
    - 65 or older: 3% (same)

Total Number of Rail Surveys: 1143
Total Number of English Language Surveys: 1009 (88%) (up 3%)
Total Number of Spanish Language Surveys: 134 (12%) (down 3%)