<table>
<thead>
<tr>
<th>Question</th>
<th>Agree</th>
<th>Disagree</th>
<th>Mean</th>
<th>Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Generally speaking, I am satisfied with Metro rail service</td>
<td>39%</td>
<td>50%</td>
<td>7%</td>
<td>4%</td>
</tr>
<tr>
<td>THIS train is generally on time (within 5 minutes)</td>
<td>39%</td>
<td>46%</td>
<td>11%</td>
<td>4%</td>
</tr>
<tr>
<td>I feel safe while riding THIS train</td>
<td>33%</td>
<td>51%</td>
<td>12%</td>
<td>5%</td>
</tr>
<tr>
<td>THIS train is generally clean</td>
<td>32%</td>
<td>47%</td>
<td>15%</td>
<td>7%</td>
</tr>
<tr>
<td>THIS train's stations are generally clean</td>
<td>34%</td>
<td>47%</td>
<td>13%</td>
<td>5%</td>
</tr>
<tr>
<td>I have seen Metro ads in the last month</td>
<td>35%</td>
<td>43%</td>
<td>16%</td>
<td>7%</td>
</tr>
<tr>
<td>Metro provides me with timely and useful</td>
<td>36%</td>
<td>48%</td>
<td>11%</td>
<td>5%</td>
</tr>
</tbody>
</table>

Information for my travel:

8. I am proud to travel with Metro                                    | 39%   | 48%      | 9%   | 4%     | 1.78 | ↓ 3% from 2013 |
9. In the past six months, while riding Metro, have you experienced any unwanted sexual behavior including, but not limited to: touching, exposure, or inappropriate comments? Yes: 22% No: 78%
10. Do you have a car available to make THIS trip?                   | 42%   | 58%      | 7%   | 3%     | 1.76 | ↓ 1% from 2013 |
11. Are you making THIS one-way trip to/from work?                    | 63%   | 37%      | 5%   | 5%     | 1.76 | ↑ 1% from 2013 |
12. Do you own a Cell Phone: 38% Smart Phone: 56% I don't own a Cell Phone or a Smart Phone: 6%
13. What is the BEST way to receive information about Metro?          |       |          |      |        |

Access a Website: 45% Receive Text Message: 19% Receive Email: 17%
Receive a Website: 6% Review Social Media Outlet Such as Facebook, Twitter, etc.: 8%

Very Often Occasionally Never Never Heard of it

41% 34% 25%

14. How often do you use mobile applications (On your phone or tablet) such as “Go Metro”, “511”, & “Google Maps” to get traffic information?
15. How often do you use Metro’s trip planner on the website Metro.net?
16. If available, often would you purchase a Metro ticket electronically Using a smart phone versus using a TAP card/cash?

17. Did you use a TAP card to board other transit agencies?            | 80%   | 20%      |      |        |
18. How did you get to the first bus or train of this trip?            |       |          |      |        |
Walked: 65% ↑ 3% Dropped Off: 9% ↓ 2% Drove: 15% ↑ 1% Biked or Skated: 5% same Other: 6% ↓ 2%
19. How many minutes did it take you to get to the first bus or train of this one-way trip? mean: 12.21 minutes median: 10 min 10 min or less: 65% 5 min or less: 35%
19a. How many minutes did you wait for that first bus or train?         | 5     |          |      |        |
mean: 7.59 minutes median: 5 min 10 min or less: 85% 5 min or less: 58%
20. Your household's total annual earnings: Median income: $21,980 Mean Income: $37,142
20a. mean people per household: 3.21
Under $5,000: 22% $5,000-$9,999: 6% $10,000-$14,999: 4% $15,000-$19,999: 15% $20,000-$24,999: 9%
$25,000-$34,999: 7% $35,000-$49,999: 12% $50,000-$99,999: 16% $100,000 or more: 9%
21. How many days a week do you usually ride Metro?
5+ Days: 66% ↑ 1% 3-4 Days: 22% ↓ 3% 1-2 Days: 7% ↑ 1% <1 Day: 3% same First Time: 2% ↑ 1%
22. How many years have you been riding Metro?
Less than one: 17% ↑ 2% 1-2 Years: 21% ↓ 1% 3-4 Years: 17% ↓ 2% 5+ Years: 46% ↑ 2%
23. You are: Latino: 47% same Black: 18% same White: 17% ↓ 2% Asian/Pac. Is.: 12% ↑ 1% Amer. Indian: <1% same Other: 6% ↑ 2%
24. You are: Male: 54% ↓ 2% Female: 46% ↑ 2%
25. What is your age? Younger than 18: 5% same 18-22: 24% ↑ 5% 23-49: 51% ↓ 2% 50-64: 18% ↓ 2% 65 or older: 3% ↓ 1%

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Total Number of Rail Surveys: 1,459
Total Number of English Language Surveys: 1,188 (81%) down 2%
Total Number of Spanish Language Surveys: 271 (19%) up 2%
*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: 44% ↑ 2% from 2013