

Spring 2015: Metro RAIL Customer Satisfaction Survey Results (May 4-May 7, 2015)

	Agree	Disagree	Mean	Trend
1. Generally speaking, I am satisfied with Metro Rail/bus service	38% 50% (89%)	8% 4% (12%)	1.77	Same as 2014
2. THIS train is generally on time	39% 47% (86%)	11% 4% (14%)	1.79	↑ 1% from 2014
3. I feel safe while waiting for THIS train	37% 48% (84%)	12% 4% (16%)	1.83	N/A
4. I feel safe while riding THIS train	35% 48% (83%)	13% 4% (17%)	1.85	↓ 1% from 2014
5. THIS train is generally clean	26% 45% (71%)	21% 8% (29%)	2.12	↓ 8% from 2014
6. THIS station is generally clean	31% 50% (81%)	14% 6% (19%)	1.94	Same as 2014
7. Which type of fare did you use for THIS trip?				
30 Day Pass: 27% 7-Day Pass: 14% Day Pass: 11% TAP Stored Value: 33% Cash: 0% Token: 2% Metro Transfer: 3%				
EZ Transit Pass: 3% Inter-Agency Transfer: <1% Metrolink Transfer: 3% OCTA Transfer: <1% Other: 4%				
8. Are you aware of Metro's low-income "Rider Relief" coupon program? Yes: 29% No: 71%				
9. Did you receive a discount on your fare? Yes: 31% No: 69%				
9a. If yes, what type of discounted fare did you receive (check all that apply)?				
Student (K-12): 20% Student (College/Vocational): 31% Rider Relief (Low-Income Coupon): 9% Senior/Disabled/Medicare: 28% DK/No Response: 12%				
10. Do you own a: Cell Phone: 47% ↑ 9% Smart Phone: 47% ↓ 9% I don't own a Cell Phone or a Smart Phone: 6% same				
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: 41% Occasionally: 25% Rarely: 14% Never: 20% (Total Use: 80%)				
12. How often do you bring your bike on Metro Rail?				
Very Often: 10% Occasionally: 9% Rarely: 11% Never: 71% (Total Use: 29%)				
13. Do you have a car available to make THIS trip? Yes: 35% No: 65% ↓ 7% from 2014				
14. How did you get to the first bus or train of this trip?				
Walked: 68% Dropped Off: 11% Drove: 12% Biked: 4% Skated: 3% Other: 3%				
15. How many minutes did it take you to get to the first bus or train of this one-way trip?				
mean: 11.39 minutes median: 10 minutes 10 min or less: 67% 5 min or less: 36%				
15a. How many minutes did you wait for that first bus or train?				
mean: 8.19 minutes median: 5 minutes 10 min or less: 83% 5 min or less: 53%				
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: 21% No: 29% ↓ 1% From 2014				
16a. Non-Physical (comments, gestures, etc.): Yes: 17% No: 83%				
16b. Physical (unwanted touching, groping, fondling, etc.): Yes: 7% No: 93%				
16c. Indecent Exposure (exposure of private parts): Yes: 10% No: 90%				
17. Your household's total annual earnings: Median income: \$19,374 Mean Income: \$36,785				
17a. mean people per household: 3.08				
Under \$5,000: 25% \$5,000-\$9,999: 7% \$10,000-\$14,999: 6% \$15,000-\$19,999: 13% \$20,000-\$24,999: 6%				
\$25,000-\$34,999: 6% \$35,000-\$49,999: 10% \$50,000-\$99,999: 14% \$100,000 or more: 11%				
18. How many days a week do you usually ride Metro?				
First Time: 2% same <1 Day: 4% ↑ 1% 1-2 Days: 7% same 3-4 Days: 22% same 5+ Days: 65% ↓ 1%				
19. How many years have you been riding Metro?				
Less than one: 13% ↓ 4% 1-2 Years: 21% same 3-4 Years: 17% same 5+ Years: 49% ↑ 3%				
20. You are: Latino: 53% same Black: 19% same White: 13% same Asian/Pac. Is.: 9% ↑ 1% Amer. Indian: 1% same Other: 5% ↓ 1%				
21. You are: Male: 57% ↑ 3% Female: 44% ↓ 2%				
22. What is your age? Younger than 18: 7% 18-24: 22% 25-34: 25% 35-49: 25% 50-64: 18% 65 or more: 3%				

Total Number of Surveys: **4,906**

Total Number of English Language Surveys: **4,279 (87%)** ↑**6%**

Total Number of Spanish Language Surveys: **627 (13%)** ↓**6%**

*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: 48% ↓**4%** 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.