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

1. Generally speaking, I am satisfied with Metro Rail/bus service: Agree 38% Disagree 50% (89%) Mean 1.77 Trend Same as 2014

2. THIS train is generally on time: Agree 39% Disagree 47% (86%) Mean 1.79 ↑ 1% from 2014

3. I feel safe while waiting for THIS train: Agree 37% Disagree 48% (84%) Mean 1.83 N/A

4. I feel safe while riding THIS train: Agree 35% Disagree 48% (83%) Mean 1.85 ↓ 1% from 2014

5. THIS train is generally clean: Agree 26% Disagree 45% (71%) Mean 2.12 ↓ 8% from 2014

6. THIS station is generally clean: Agree 31% Disagree 50% (81%) Mean 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%

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%  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%

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%

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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.