



	Agree		Disagree		Mean	Trend
1. Generally speaking, I am satisfied with Metro bus service	41%	45% <b>(85%)</b>	10%	5% <b>(14%)</b>	1.80	↓ 1% from 2011
2. <b>THIS</b> bus/train is generally on time (within 5 min)	33%	43% <b>(77%)</b>	16%	7% <b>(23%)</b>	1.97	↓ 1% from 2011
3. <b>THIS</b> bus/train's schedule meets my needs	43%	41% <b>(84%)</b>	11%	5% <b>(16%)</b>	1.79	↑ 1% from 2011
4. I feel safe riding <b>THIS</b> bus/train	44%	43% <b>(86%)</b>	10%	4% <b>(14%)</b>	1.74	↓ 3% from 2011
5. I feel safe while waiting for <b>THIS</b> bus/train	36%	45% <b>(81%)</b>	14%	5% <b>(19%)</b>	1.88	N/A
6b <b>THIS</b> bus's drivers are generally courteous	39%	44% <b>(83%)</b>	12%	5% <b>(17%)</b>	1.84	↓ 2% from 2011
6r The Fare gates at the stations should be locked	30%	28% <b>(58%)</b>	26%	15% <b>(42%)</b>	2.27	N/A
7. <b>THIS</b> bus/train is generally clean	34%	46% <b>(80%)</b>	15%	5% <b>(20%)</b>	1.19	↓ 2% from 2011
8. <b>THIS</b> bus/train's stops are generally clean	30%	42% <b>(72%)</b>	21%	8% <b>(28%)</b>	2.06	N/A

	Yes	No	Trend
9. Is Metro service better now than last year?	80%	20%	↓ 2% from 2011
10. Do you normally have a seat for <b>THIS</b> trip?	79%	21%	↓ 4% from 2011
11b.Has <b>THIS</b> bus passed you by at a stop in the last month?	38%	62%	↑ 3% from 2011
11r.. Will you take a Metro bus to complete this one-way trip?	58%	42%	N/A
12. Has <b>THIS</b> bus/train broken down in the last month?	25%	75%	↑ 5% from 2011
13. Do you have a working cell phone with you on <b>THIS</b> bus/train?	76%	24%	↑ 1% from 2011
a. If yes, can you browse the Internet (i.e. a smart phone)?	76% (58% of total)	24%	↑ 4% from 2011
14. How did you get to the first bus or train of this trip?	Walked: 83%    Dropped Off: 8%    Drove: 3%    Biked: 2.7%    Other: 2.8%		
15. How many minutes did it take you to get to the first bus or rain of this one-way trip?	mean: 10.5 minutes    median: 9 minutes    10 min or less: 72%    5 min or less: 44%		
15a. How many minutes did you wait for that first bus or train?	mean: 10 minutes    median: 9 minutes    10 min or less: 73%    5 min or less: 43%		
16. Do you have a car available to make <b>THIS</b> trip?	19%	81%	↓ 6% from 2011
17. Is it easy to find and purchase Metro passes?	80%	20%	↑ 1% from 2011
18. Did you use a TAP card for <b>THIS</b> trip?	64%	36%	↑ 7% from 2011
a. If yes, is TAP easy to use for paying for your fare?	90%	10%	N/A
19. Do you have to transfer to complete <b>THIS</b> one-way trip?	46%	54%	↓ 7% from 2011
a. If yes, do connecting buses/trains come within 15 minutes?	82%	18%	

20. Your household's total annual earnings: Median income \$14,706 Mean Income: \$26,025

Under \$15,000:	51%	\$15,000-\$24,999:	17%	\$25,000-\$34,999:	16%
\$35,000-\$49,999:	7%	\$50,000-\$99,999:	7%	\$100,000 or more:	3%

21. What fare did you use on the **First Metro** bus/train of this one way trip? (**CHECK ONLY ONE**)

Day Pass: 21% up 6%	Reg. Weekly Pass: 13% up 2%	K-12 Student Pass: 5% down 2%
Token: 6% down 1%	EZ Transit Pass: 4% up 1%	Trans. From Muni: 1% same
One-Way Cash: 23% same	Senior/Disabled Pass: 9% up 1%	Trans. From Metrolink.: <1% same
Reg. Month Pass: 15% down 3%	College Student Pass: 4% down 1%	

22. How many days a week do you usually ride Metro?

5+ Days: 67% down 4%	3-4 Days: 22% up 3%	1-2 Days: 7% up 1%	<1 Day: 3% up 1%	First Time: 1% same
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23. How many years have you been riding Metro?

Less than one: 13% up 1%	1-2 Years: 18% same	3-4 Years: 16% down 1%	5+ Years: 53% down 2%
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24. You are: Latino: 55% down 1%    Black: 23% up 1%    White: 9% down 1%  
Asian/Pac. Is.: 8% down 1%    Amer. Indian: 1% same    Other: 4% same

25. You are: Male: 48% same    Female: 52% same

26. What is your age? Younger than 18: 7% down 2%    18-22: 21% up 1%    23-49: 48% down 1%  
50-64: 18% same    65 or older: 5% up 1%

Total Number of Surveys system-wide: 21,873

Total Number of English Language Surveys: 15,986 (73%) down 1%

Total Number of Spanish Language Surveys: 5887 (27%) up 1%