Spring 2014: Metro SYSTEM-WIDE Customer Satisfaction Survey Results (July 2-July 24, 2014)

<table>
<thead>
<tr>
<th>Survey Question</th>
<th>Agree</th>
<th>Disagree</th>
<th>Mean</th>
<th>Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Generally speaking, I am satisfied with Metro Rail/bus service</td>
<td>41%</td>
<td>45% (86%)</td>
<td>9%</td>
<td>5% (14%)</td>
</tr>
<tr>
<td>2. THIS train/bus is generally on time</td>
<td>35%</td>
<td>44% (79%)</td>
<td>15%</td>
<td>7% (22%)</td>
</tr>
<tr>
<td>3. I feel safe while waiting for THIS train/bus</td>
<td>37%</td>
<td>46% (83%)</td>
<td>12%</td>
<td>6% (18%)</td>
</tr>
<tr>
<td>4. THIS train/bus is generally clean</td>
<td>35%</td>
<td>45% (80%)</td>
<td>14%</td>
<td>6% (22%)</td>
</tr>
<tr>
<td>5. THIS stop/station is generally clean</td>
<td>30%</td>
<td>42% (72%)</td>
<td>20%</td>
<td>8% (28%)</td>
</tr>
<tr>
<td>6. I have seen Metro ads in the last month</td>
<td>37%</td>
<td>41% (78%)</td>
<td>16%</td>
<td>7% (23%)</td>
</tr>
<tr>
<td>7. Metro provides me with timely and useful</td>
<td>41%</td>
<td>44% (85%)</td>
<td>10%</td>
<td>5% (15%)</td>
</tr>
<tr>
<td>Information for my travel</td>
<td>42%</td>
<td>44% (86%)</td>
<td>9%</td>
<td>5% (14%)</td>
</tr>
<tr>
<td>8. I am proud to travel with Metro</td>
<td>31%</td>
<td>69%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>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%</td>
<td>60%</td>
<td>40%</td>
<td>4% from 2013</td>
<td></td>
</tr>
<tr>
<td>10. Do you have a car available to make THIS trip?</td>
<td>31%</td>
<td>69%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Are you making THIS one-way trip to/from work?</td>
<td>31%</td>
<td>69%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

12. Do you own a Cell Phone: 45%      Smart Phone: 44%     I don't own a Cell Phone or a Smart Phone: 10%
13. What is the BEST way to receive information about Metro?
   Access a Website: 41% Receive Email: 17%
   Receive Text Message: 21%
   Review Social Media Outlet Such as Facebook, Twitter, etc.: 6%
   Other: 9%

14. 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: 43% Occasionally: 32% Never: 25%

15. How often do you use Metro's trip planner on the website Metro.net?
   26% 35% 28% 11%
16. If available, often would you purchase a Metro ticket electronically Using a smart phone versus using a TAP card/cash?
   37% 27% 37%

17. N/A (different question for bus/rail)
18. How did you get to the first bus or train of this trip?
   Walked: 84% ↑3% Dropped Off: 6% ↓1% Drove: 3% ↓1% Biked or Skated: 3% Same Other: 4% ↓2%
19. How many minutes did it take you to get to the first bus or train of this one-way trip?
   mean: 11.21 minutes median: 10 minutes 10 min or less: 71% 5 min or less: 43%
19a. How many minutes did you wait for that first bus or train?
   mean: 9.84 minutes median: 8 minutes 10 min or less: 76% 5 min or less: 46%
20. Your household’s total annual earnings: Median income: $15,910 Mean Income: $23,223.10
20a. mean people per household: 3.48

Under $5,000: 30% $5,000>$9,999: 9% $10,000>$14,999: 8% $15,000>$19,999: 18% $20,000>$24,999: 9% $25,000>$34,999: 6% $35,000>$49,999: 9% $50,000>$99,999: 8% $100,000 or more: 3%

21. How many days a week do you usually ride Metro?
   5+ Days: 67% ↓1% 3-4 Days: 22% same 1-2 Days: 7% same <1 Day: 3% ↑1% First Time: 1% same
22. How many years have you been riding Metro?
   Less than one: 11% ↓1% 1-2 Years: 16% ↓2% 3-4 Years: 14% ↓2% 5+ Years: 59% ↑5%
23. You are:
   Latino: 61% ↑3% Black: 18% ↓2% White: 9% ↓1%
   Asian/Pac. Is.: 7% same Amer. Indian: 1% same Other: 5% same
24. You are:
   Male: 48% same Female: 52% same
25. What is your age?
   Younger than 18: 8% same 18-22: 20% ↓1% 23-49: 48% same 50-64: 19% same 65 or older: 5% same

Total Number of Surveys: 21,536
Total Number of English Language Surveys: 14,780 (69%) down 2%
Total Number of Spanish Language Surveys: 6,756 (31%) 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: 63% ↑3% from 2013