1. Generally speaking, I am satisfied with Metro Rail/bus service
   Agree | Disagree | Mean | Trend
   41% 46% (88%) | 8% 4% (12%) | 1.76 | 2% from 2014

2. THIS train/bus is generally on time
   Agree | Disagree | Mean | Trend
   37% 45% (82%) | 13% 5% (18%) | 1.87 | 3% from 2014

3. I feel safe while waiting for THIS bus/train
   Agree | Disagree | Mean | Trend
   39% 47% (85%) | 10% 4% (15%) | 1.81 | N/A

4. I feel safe while riding THIS bus/train
   Agree | Disagree | Mean | Trend
   42% 46% (88%) | 9% 4% (12%) | 1.75 | N/A

5. THIS bus/train is generally clean
   Agree | Disagree | Mean | Trend
   34% 46% (80%) | 14% 6% (20%) | 1.91 | Same as 2014

6. THIS stop/station is generally clean
   Agree | Disagree | Mean | Trend
   31% 45% (75%) | 18% 7% (25%) | 2.01 | 3% from 2014

7. Which type of fare did you use for THIS trip?
30-Day Pass: 27% | 7-Day Pass: 14% | Day Pass: 10% | TAP Stored Value: 17% | Cash: 20% | Token: 3% | Metro Transfer: 2%

EZ Transit Pass: 2% | Inter-Agency Transfer: <1% | Metrolink Transfer: 1% | OCTA Transfer: <1% | Other: 4%

8. Are you aware of Metro’s low-income “Rider Relief” coupon program? Yes: 30% | No: 70%

9. Did you receive a discount on your fare? Yes: 30% | No: 70%

9a. If yes, what type of discounted fare did you receive (check all that apply)?
   Student (K-12): 26% | Student (College/Vocational): 20% | Rider Relief (Low-Income Coupon): 8% | Senior/Disabled/Medicare: 36% | DK/No Response: 10%

10. Do you own a Cell Phone: 52% | Smart Phone: 41% | I don’t own a Cell Phone or a Smart Phone: 8% | 2%

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: 42% | Occasionally: 23% | Rarely: 14% | Never: 23% | (Total Use: 79%)

12. How often do you use bike racks on Metro Buses?/Bring your bike on Metro Rail?
   Very Often: 9% | Occasionally: 9% | Rarely: 11% | Never: 71% | (Total Use: 29%)

13. Do you have a car available to make THIS trip? Yes: 22% | No: 78% | 9% from 2014

14. How did you get to the first bus or train of this trip?
   Walked: 79% | Dropped Off: 9% | Drove: 5% | Biked: 3% | Skated: 2% | Other: 3%

15. How many minutes did it take you to get to the first bus or train of this one-way trip?
   mean: 10.84 minutes | median: 10 minutes | 10 min or less: 71% | 5 min or less: 40%

15a. How many minutes did you wait for that first bus or train?
   mean: 9.21 minutes | median: 6 minutes | 10 min or less: 78% | 5 min or less: 48%

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: 19% | No: 81% | 3% from 2014

16a. Non-Physical (comments, gestures, etc.): Yes: 15% | No: 85%

16b. Physical (unwanted touching, groping, fondling, etc.): Yes: 7% | No: 93%

16c. Indecent Exposure (exposure of private parts): Yes: 8% | No: 92%

17. Your household’s total annual earnings: Median income: $15,918 | Mean Income: $25,747

17a. mean people per household: 3.31

Under $5,000: 29% | $5,000-$9,999: 9% | $10,000-$14,999: 9% | $15,000-$19,999: 16% | $20,000-$24,999: 8% | $25,000-$34,999: 6% | $35,000-$49,999: 9% | $50,000-$99,999: 9% | $100,000 or more: 5%

18. How many days a week do you usually ride Metro?
   First Time: 2% | <1 Day: 4% | 1-2 Days: 7% | 3-4 Days: 19% | 5+ Days: 68% | 1%

19. How many years have you been riding Metro?
   Less than one: 11% | 1-2 Years: 17% | 3-4 Years: 16% | 5+ Years: 57% | 2%

20. You are: Latino: 61% | Black: 18% | White: 9% | Asian/Pac. Is.: 8% | Amer. Indian: 1% | Other: 4% | 1%

21. You are: Male: 49% | Female: 51% | 1%

22. What is your age?
   Younger than 18: 11% | 18-24: 20% | 25-34: 20% | 35-49: 24% | 50-64: 19% | 65 or more: 6%

Total Number of Surveys: 19,793
Total Number of English Language Surveys: 14,861 (75%) | Total Number of Spanish Language Surveys: 4,932 (25%)

*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: 59% | 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.