

Generally Speaking, I am satisfied with Metro bus service	
	Percent
Strongly Agree	45%
Agree	46%
Total Agree	90%
Disagree	7%
Strongly Disagree	3%
Total Disagree	10%
Total	100%

THIS bus is generally on time (within 5 minutes)	
	Percent
Strongly Agree	36%
Agree	45%
Total Agree	82%
Disagree	15%
Strongly Disagree	4%
Total Disagree	19%
Total	100%

I feel safe waiting for THIS bus	
	Percent
Strongly Agree	39%
Agree	48%
Total Agree	87%
Disagree	10%
Strongly Disagree	3%
Total Disagree	13%
Total	100%

I feel safe while riding THIS bus	
	Percent
Strongly Agree	43%
Agree	48%
Total Agree	90%
Disagree	7%
Strongly Disagree	2%
Total Disagree	10%
Total	100%

THIS bus is generally clean	
	Percent
Strongly Agree	36%
Agree	49%
Total Agree	85%
Disagree	11%
Strongly Disagree	4%
Total Disagree	15%
Total	100%

THIS bus's stops are generally clean	
	Percent
Strongly Agree	30%
Agree	44%
Total Agree	74%
Disagree	20%
Strongly Disagree	6%
Total Disagree	26%
Total	100%

Did you receive a discount on your fare?	
	Percent
Yes	37%
No	64%
Total	100%

If yes, what type of discount did you receive?	
	Percent
Student (K-12)	29%
Student (college)	20%
LIFE (low-income coupon)	8%
Senior/Dis./Medi.	43%
Total	100%

What type of fare did you use?	
	Percent
30-Day Pass	21%
7-Day Pass	9%
Day Pass	4%
TAP Stored Value	22%
Cash	30%
Token	2%
Metro Transfer	2%
EZ Transit Pass	2%
Inter-Agency Transfer	0%
Metrolink Transfer	1%
OCTA Pass	0%
Other	6%
Total	100%

Do you own a:	
	Percent
Smart Phone	51%
Cell Phone	42%
Neither	7%
Total	100%

Do you or any member of your household have access to the internet?	
	Percent
Yes	85%
No	15%
Total	100%

Do you or any member of your household have access to high-speed internet AND a smartphone data plan?	
	Percent
Yes	22%
No	78%
Total	100%

Do you or any member of your household have access to the internet using any of the following?	
	Percent
Cable or High-Speed Internet	51%
Cellular data plan for smartphone/tablet	40%
Some other internet service	10%
Total	100%

How did you get to the FIRST bus or train of THIS trip?	
	Percent
Walked	84%
Dropped Off	9%
Drove	2%
Biked	2%
Skateboarded	1%
Other	3%
Total	100%

How many minutes did it take you to get to the FIRST bus or train of THIS trip?	
	Minutes
Mean	10
Median	7

How many minutes did you wait for that FIRST bus or train?	
	Minutes
Mean	9
Median	6

Do you have a car available to make THIS trip?	
	Percent
Yes	17%
No	83%
Total	100%

Will you have to transfer to complete THIS trip?	
	Percent
Yes	44%
No	56%
Total	100%

If yes, is your transfer scheduled to arrive within 15 minutes?	
	Percent
Yes	69%
No	31%
Total	100%

All BUS data derived from On-Board Customer Satisfaction Survey (Conducted May-June 2019)

In the past 6 months, while riding Metro, have you personally experienced any of the following types of sexual harassment?

	Percent
Total Rate	20%
Non-physical	16%
Physical	5%
Indecent Exposure	7%

How many days a week do you usually ride Metro?

	Percent
First time	1%
< 1 day	3%
1-2 days	7%
3-4 days	19%
5 or more days	71%
Total	100%

How many years have you been riding Metro?

	Percent
Less than one	9%
1-2 years	16%
3-4 years	15%
5+ years	60%
Total	100%

What language did you complete the survey in?

	Percent
English	68%
Spanish	31%
Other	1%
Total	100%

What is your ethnicity?

	Percent
Latino	63%
African American	15%
White	8%
Asian/Pac. Isl.	8%
Native American	1%
Other	5%
Total	100%

What is your gender identity?

	Percent
Male	44%
Female	54%
Non-binary	1%
Total	100%

What is your age?

	Percent
< 18	11%
18-24	16%
25-34	19%
35-49	23%
50-64	21%
65 or more	9%
Total	100%

Household's total annual earnings?

	Percent
Under \$5,000	25%
\$5,000-\$9,999	9%
\$10,000-\$14,999	6%
\$15,000-\$19,999	18%
\$20,000-\$24,999	11%
\$25,000-\$34,999	7%
\$35,000-\$49,999	11%
\$50,000-\$99,999	10%
\$100,000 or more	3%
Total	100%

Household's total annual earnings?

	\$\$\$
Median	\$17,873
Mean	\$26,197

Above or Below Poverty Line

	Percent
Below Poverty Line	58%
Above Poverty Line	43%
Total	100%