

All data derived from On-Board Customer Satisfaction Survey (Conducted October 2017)

Sample Size
N = 10,546

Generally Speaking, I am satisfied with Metro bus service

	Percent
Strongly Agree	47%
Agree	43%
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	40%
Agree	43%
Total Agree	82%
Disagree	13%
Strongly Disagree	4%
Total Disagree	18%
Total	100%

I feel safe waiting for THIS bus

	Percent
Strongly Agree	42%
Agree	44%
Total Agree	86%
Disagree	11%
Strongly Disagree	4%
Total Disagree	14%
Total	100%

I feel safe while riding THIS bus

	Percent
Strongly Agree	46%
Agree	44%
Total Agree	90%
Disagree	7%
Strongly Disagree	3%
Total Disagree	10%
Total	100%

THIS bus is generally clean

	Percent
Strongly Agree	40%
Agree	44%
Total Agree	84%
Disagree	12%
Strongly Disagree	4%
Total Disagree	16%
Total	100%

THIS bus's stops are generally clean

	Percent
Strongly Agree	32%
Agree	40%
Total Agree	72%
Disagree	21%
Strongly Disagree	8%
Total Disagree	28%
Total	100%

What type of fare did you use?

	Percent
30-Day Pass	24%
7-Day Pass	13%
Day Pass	6%
TAP Stored Value	15%
Cash	28%
Token	3%
Metro Transfer	2%
EZ Transit Pass	2%
Inter-Agency Transfer	1%
MetroLink Transfer	1%
OCTA Transfer	<1%
Other	6%
Total	100%

Did you receive a discount on your fare?

	Percent
Yes	34%
No	66%
Total	100%

If yes, what type of discount did you receive?

	Percent
Student (K-12)	26%
Student (college)	24%
Rider Relief	7%
Senior/Dis./Medi.	43%
Total	100%

Do you ride Metro Buses primarily for?

	Percent
Work/School	55%
Errands/Recreation	10%
Both Equally	36%
Total	100%

Do you own a:

	Percent
Smart Phone	50%
Cell Phone	41%
Neither	9%
Total	100%

How often do you use mobile applications (on your phone or tablet) such as "Go Metro", "511", & "Google Maps" to get traffic information?

	Percent
Very Often	49%
Occasionally	20%
Rarely	10%
Never	21%
Total	100%

How often do you use the bike racks on Metro buses?

	Percent
Very Often	7%
Occasionally	8%
Rarely	10%
Never	75%
Total	100%

Do you have a car available to make THIS trip?

	Percent
Yes	17%
No	83%
Total	100%

How did you get to the FIRST bus or train of THIS trip?

	Percent
Walked	84%
Dropped Off	8%
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	8

How many minutes did you wait for that FIRST bus or train?

	Minutes
Mean	9
Median	6

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

	Percent
Total Rate	15%
Non-physical	12%
Physical	5%
Indecent Exposure	6%

For this trip, would you be willing to make an additional transfer if you saved a total of 5 minutes on the entire trip?

	Percent
Yes	50%
No	50%
Total	100%

For this trip, if Metro were to offer \$3, on-demand rides (similar to UberPool or LyftLine), would you use this new service?

	Percent
Yes	64%
No	36%
Total	100%

How many days a week do you usually ride Metro?

	Percent
First time	1%
< 1 day	2%
1-2 days	6%
3-4 days	19%
5 or more days	72%
Total	100%

How many years have you been riding Metro?

	Percent
Less than one	8%
1-2 years	14%
3-4 years	16%
5+ years	62%
Total	100%

What language did you complete the survey in?

	Percent
English	64%
Spanish	36%
Other	<1%
Total	100%

What is your ethnicity?

	Percent
Latino	66%
African American	15%
White	8%
Asian/Pac. Isl.	7%
Native American	1%
Other	4%
Total	100%

What is your gender identity?

	Percent
Male	45%
Female	56%
Total	100%

What is your age?

	Percent
< 18	11%
18-24	18%
25-34	19%
35-49	24%
50-64	20%
65 or more	7%
Total	100%

Household's total annual earnings

	Percent
Under \$5,000	28%
\$5,000-\$9,999	9%
\$10,000-\$14,999	10%
\$15,000-\$19,999	15%
\$20,000-\$24,999	12%
\$25,000-\$34,999	7%
\$35,000-\$49,999	9%
\$50,000-\$99,999	8%
\$100,000 or more	3%
Total	100%

Household's total annual earnings?

	Percent
Median	\$16,218
Mean	\$23,138

Above or Below Poverty Line

	Percent
Below Poverty Line	61%
Above Poverty Line	39%
Total	100%