

**All BUS data derived from On-Board Customer Satisfaction Survey (Conducted October-November 2018)**

**Bus Sample Size**  
N = 10,481

**Generally Speaking, I am satisfied with Metro bus service**

	Percent
Strongly Agree	45%
Agree	46%
<b>Total Agree</b>	<b>91%</b>
Disagree	6%
Strongly Disagree	3%
<b>Total Disagree</b>	<b>9%</b>
<b>Total</b>	<b>100%</b>

**THIS bus is generally on time (within 5 minutes)**

	Percent
Strongly Agree	37%
Agree	46%
<b>Total Agree</b>	<b>83%</b>
Disagree	13%
Strongly Disagree	3%
<b>Total Disagree</b>	<b>17%</b>
<b>Total</b>	<b>100%</b>

**I feel safe waiting for THIS bus**

	Percent
Strongly Agree	39%
Agree	48%
<b>Total Agree</b>	<b>87%</b>
Disagree	10%
Strongly Disagree	3%
<b>Total Disagree</b>	<b>13%</b>
<b>Total</b>	<b>100%</b>

**I feel safe while riding THIS bus**

	Percent
Strongly Agree	44%
Agree	47%
<b>Total Agree</b>	<b>91%</b>
Disagree	7%
Strongly Disagree	2%
<b>Total Disagree</b>	<b>9%</b>
<b>Total</b>	<b>100%</b>

**THIS bus is generally clean**

	Percent
Strongly Agree	37%
Agree	48%
<b>Total Agree</b>	<b>85%</b>
Disagree	12%
Strongly Disagree	4%
<b>Total Disagree</b>	<b>15%</b>
<b>Total</b>	<b>100%</b>

**THIS bus's stops are generally clean**

	Percent
Strongly Agree	30%
Agree	42%
<b>Total Agree</b>	<b>71%</b>
Disagree	22%
Strongly Disagree	7%
<b>Total Disagree</b>	<b>29%</b>
<b>Total</b>	<b>100%</b>

**Did you receive a discount on your fare?**

	Percent
Yes	36%
No	64%
<b>Total</b>	<b>100%</b>

**If yes, what type of discount did you receive?**

	Percent
Student (K-12)	23%
Student (college)	26%
LIFE (low-income coupon)	7%
Senior/Dis./Medi.	44%
<b>Total</b>	<b>100%</b>

**What type of fare did you use?**

	Percent
30-Day Pass	22%
7-Day Pass	11%
Day Pass	7%
TAP Stored Value	19%
Cash	30%
Token	4%
Metro Transfer	2%
EZ Transit Pass	2%
Inter-Agency Transfer	0%
MetroLink Transfer	1%
OCTA Pass	0%
Other	5%
<b>Total</b>	<b>100%</b>

**Do you own a:**

	Percent
Smart Phone	52%
Cell Phone	40%
Neither	8%
<b>Total</b>	<b>100%</b>

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

	Percent
Very Often	49%
Occasionally	21%
Rarely	13%
Never	17%
<b>Total</b>	<b>100%</b>

**Do you ride Metro Bus/Rail primarily for?**

	Percent
Work/School	52%
Errands/Recreation	12%
Both Equally	36%
<b>Total</b>	<b>100%</b>

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

	Percent
Walked	82%
Dropped Off	9%
Drove	2%
Biked	2%
Skateboarded	2%
Other	3%
<b>Total</b>	<b>100%</b>

**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	16%
No	84%
<b>Total</b>	<b>100%</b>

**Will you have to transfer to complete THIS trip?**

	Percent
Yes	44%
No	56%
<b>Total</b>	<b>100%</b>

**If yes, is your transfer scheduled to arrive within 15 minutes?**

	Percent
Yes	62%
No	39%
<b>Total</b>	<b>100%</b>

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

	Percent
Total Rate	18%
Non-physical	13%
Physical	6%
Indecent Exposure	7%

**Regarding the number of fare enforcement personnel on-board Metro buses, do you think there are:**

	Percent
Far Too Many	8%
Too Many	10%
<b>Total Too Many</b>	<b>18%</b>
Right Amount	55%
Too Few	16%
Far Too Few	12%
<b>Total Too Few</b>	<b>28%</b>
<b>Total</b>	<b>100%</b>

**Regarding the number of police officers on-board Metro buses, do you think there are:**

	Percent
Far Too Many	5%
Too Many	5%
<b>Total Too Many</b>	<b>9%</b>
Right Amount	40%
Too Few	29%
Far Too Few	23%
<b>Total Too Few</b>	<b>51%</b>
<b>Total</b>	<b>100%</b>

**How many days a week do you usually ride Metro?**

	Percent
First time	2%
< 1 day	2%
1-2 days	7%
3-4 days	22%
5 or more days	66%
<b>Total</b>	<b>100%</b>

**How many years have you been riding Metro?**

	Percent
Less than one	8%
1-2 years	16%
3-4 years	16%
5+ years	60%
<b>Total</b>	<b>100%</b>

**What language did you complete the survey in?**

	Percent
English	71%
Spanish	29%
Other	1%
<b>Total</b>	<b>100%</b>

**What is your ethnicity?**

	Percent
Latino	63%
African American	20%
White	8%
Asian/Pac. Isl.	7%
Native American	1%
Other	0%
<b>Total</b>	<b>100%</b>

**What is your gender identity?**

	Percent
Male	47%
Female	52%
Non-binary	1%
<b>Total</b>	<b>100%</b>

**What is your age?**

	Percent
< 18	11%
18-24	19%
25-34	20%
35-49	22%
50-64	21%
65 or more	8%
<b>Total</b>	<b>100%</b>

**Household's total annual earnings?**

	Percent
Under \$5,000	24%
\$5,000-\$9,999	10%
\$10,000-\$14,999	9%
\$15,000-\$19,999	16%
\$20,000-\$24,999	13%
\$25,000-\$34,999	7%
\$35,000-\$49,999	9%
\$50,000-\$99,999	9%
\$100,000 or more	3%
<b>Total</b>	<b>100%</b>

**Household's total annual earnings?**

	\$\$\$
Median	\$17,154
Mean	\$24,746

**Above or Below Poverty Line**

	Percent
Below Poverty Line	58%
Above Poverty Line	42%
<b>Total</b>	<b>100%</b>