

All data derived from On-Board Customer Satisfaction Survey (Conducted June 2016)

Sample Size
N = 12,479

Generally Speaking, I am satisfied with Metro bus service

	Percent
Strongly Agree	44%
Agree	46%
Total Agree	90%
Disagree	8%
Strongly Disagree	2%
Total Disagree	10%
Total	100%

THIS bus is generally on time (within 5 minutes)

	Percent
Strongly Agree	37%
Agree	44%
Total Agree	82%
Disagree	14%
Strongly Disagree	5%
Total Disagree	18%
Total	100%

I feel safe waiting for THIS bus

	Percent
Strongly Agree	40%
Agree	48%
Total Agree	88%
Disagree	9%
Strongly Disagree	3%
Total Disagree	13%
Total	100%

I feel safe while riding THIS bus

	Percent
Strongly Agree	44%
Agree	47%
Total Agree	91%
Disagree	7%
Strongly Disagree	3%
Total Disagree	10%
Total	100%

THIS bus is generally clean

	Percent
Strongly Agree	37%
Agree	47%
Total Agree	84%
Disagree	12%
Strongly Disagree	4%
Total Disagree	16%
Total	100%

THIS bus's stops are generally clean

	Percent
Strongly Agree	31%
Agree	42%
Total Agree	73%
Disagree	20%
Strongly Disagree	7%
Total Disagree	27%
Total	100%

What type of fare did you use?

	Percent
30-Day Pass	25%
7-Day Pass	15%
Day Pass	8%
TAP Stored Value	12%
Cash	29%
Token	3%
Metro Transfer	1%
EZ Transit Pass	2%
Inter-Agency Transfer	1%
Metrolink Transfer	0%
OCTA Transfer	0%
Other	4%
Total	100%

Did you receive a discount on your fare?

	Percent
Yes	27%
No	73%
Total	100%

If yes, what type of discount did you receive?

	Percent
Student (K-12)	27%
Student (college)	27%
Rider Relief	15%
Senior/Dis./Medi.	31%
Total	100%

Do you ride Metro Buses primarily for?

	Percent
Work/School	51%
Errands/Recreation	11%
Both Equally	37%
Total	100%

Do you own a:

	Percent
Smart Phone	51%
Cell Phone	40%
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	44%
Occasionally	22%
Rarely	13%
Never	21%
Total	100%

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

	Percent
Very Often	7%
Occasionally	8%
Rarely	10%
Never	74%
Total	100%

Do you have a car available to make THIS trip?

	Percent
Yes	17%
No	84%
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	11
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	14%
Non-physical	11%
Physical	5%
Indecent Exposure	6%

How many days a week do you usually ride Metro?

	Percent
First time	1%
< 1 day	3%
1-2 days	7%
3-4 days	20%
5 or more days	70%
Total	100%

How many years have you been riding Metro?

	Percent
Less than one	7%
1-2 years	15%
3-4 years	16%
5+ years	63%
Total	100%

What language did you complete the survey in?

	Percent
English	82%
Spanish	18%
Total	100%

What is your ethnicity?

	Percent
Latino	62%
African American	18%
White	9%
Asian/Pac. Isl.	7%
Native American	1%
Other	4%
Total	100%

What is your gender identity?

	Percent
Male	45%
Female	55%
Total	100%

What is your age?

	Percent
< 18	12%
18-24	17%
25-34	20%
35-49	25%
50-64	20%
65 or more	7%
Total	100%

Household's total annual earnings?

	Percent
Under \$5,000	25%
\$5,000-\$9,999	13%
\$10,000-\$14,999	11%
\$15,000-\$19,999	16%
\$20,000-\$24,999	13%
\$25,000-\$34,999	7%
\$35,000-\$49,999	8%
\$50,000-\$99,999	7%
\$100,000 or more	3%
Total	100%

Household's total annual earnings?

	\$\$\$
Median	\$15,620
Mean	\$22,035

Above or Below Poverty Line

	Percent
Below Poverty Line	63%
Above Poverty Line	37%
Total	100%