

All data derived from On-Board Customer Satisfaction Survey (Conducted June 2018)

Sample Size
N = 10,614

Generally Speaking, I am satisfied with Metro bus service

	Percent
Strongly Agree	43%
Agree	48%
Total Agree	91%
Disagree	6%
Strongly Disagree	3%
Total Disagree	9%
Total	100%

THIS bus is generally on time (within 5 minutes)

	Percent
Strongly Agree	38%
Agree	46%
Total Agree	84%
Disagree	13%
Strongly Disagree	3%
Total Disagree	16%
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	42%
Agree	48%
Total Agree	90%
Disagree	7%
Strongly Disagree	3%
Total Disagree	10%
Total	100%

THIS bus is generally clean

	Percent
Strongly Agree	36%
Agree	48%
Total Agree	84%
Disagree	13%
Strongly Disagree	3%
Total Disagree	16%
Total	100%

THIS bus's stops are generally clean

	Percent
Strongly Agree	28%
Agree	45%
Total Agree	73%
Disagree	21%
Strongly Disagree	6%
Total Disagree	27%
Total	100%

Did you receive a discount on your fare?

	Percent
Yes	37%
No	63%
Total	100%

If yes, what type of discount did you receive?

	Percent
Student (K-12)	24%
Student (college)	21%
LIFE (low-income coupon)	7%
Senior/Dis./Medi.	48%
Total	100%

What type of fare did you use?

	Percent
30-Day Pass	25%
7-Day Pass	11%
Day Pass	6%
TAP Stored Value	18%
Cash	30%
Token	3%
Metro Transfer	1%
EZ Transit Pass	2%
Inter-Agency Transfer	1%
Metrolink Transfer	0%
OCTA Pass	0%
Other	4%
Total	100%

Do you own a:

	Percent
Smart Phone	51%
Cell Phone	38%
Neither	11%
Total	100%

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	47%
Occasionally	20%
Rarely	11%
Never	22%
Total	100%

Do you ride Metro Bus/Rail primarily for?

	Percent
Work/School	53%
Errands/Recreation	13%
Both Equally	34%
Total	100%

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

	Percent
Walked	83%
Dropped Off	8%
Drove	4%
Biked	3%
Skateboarded	1%
Other	2%
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	8
Median	5

Do you have a car available to make THIS trip?

	Percent
Yes	20%
No	80%
Total	100%

Will you have to transfer to complete THIS trip?

	Percent
Yes	43%
No	57%
Total	100%

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

	Percent
Yes	63%
No	37%
Total	100%

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

	Percent
Total Rate	23%
Non-physical	15%
Physical	10%
Indecent Exposure	8%

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

	Percent
Far Too Many	6%
Too Many	8%
Total Too Many	14%
Right Amount	57%
Too Few	17%
Far Too Few	12%
Total Too Few	29%
Total	100%

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

	Percent
Far Too Many	5%
Too Many	4%
Total Too Many	9%
Right Amount	37%
Too Few	32%
Far Too Few	22%
Total Too Few	53%
Total	100%

How many days a week do you usually ride Metro?

	Percent
First time	1%
< 1 day	3%
1-2 days	7%
3-4 days	18%
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	60%
African American	16%
White	9%
Asian/Pac. Isl.	9%
Native American	1%
Other	6%
Total	100%

What is your gender identity?

	Percent
Male	44%
Female	54%
Non-binary	2%
Total	100%

What is your age?

	Percent
< 18	12%
18-24	17%
25-34	19%
35-49	24%
50-64	21%
65 or more	9%
Total	100%

Household's total annual earnings?

	Percent
Under \$5,000	23%
\$5,000-\$9,999	10%
\$10,000-\$14,999	9%
\$15,000-\$19,999	16%
\$20,000-\$24,999	10%
\$25,000-\$34,999	8%
\$35,000-\$49,999	10%
\$50,000-\$99,999	9%
\$100,000 or more	4%
Total	100%

Household's total annual earnings?

	\$\$\$
Median	\$17,605
Mean	\$26,812

Above or Below Poverty Line

	Percent
Below Poverty Line	56%
Above Poverty Line	44%
Total	100%