

Generally Speaking, I am satisfied with Metro rail service	
	Percent
Strongly Agree	38%
Agree	52%
Total Agree	89%
Disagree	8%
Strongly Disagree	3%
Total Disagree	11%
Total	100%

THIS train is generally on time (within 5 minutes)	
	Percent
Strongly Agree	37%
Agree	52%
Total Agree	89%
Disagree	8%
Strongly Disagree	2%
Total Disagree	11%
Total	100%

I feel safe waiting for THIS train	
	Percent
Strongly Agree	30%
Agree	51%
Total Agree	81%
Disagree	15%
Strongly Disagree	4%
Total Disagree	19%
Total	100%

I feel safe while riding THIS train	
	Percent
Strongly Agree	30%
Agree	51%
Total Agree	81%
Disagree	15%
Strongly Disagree	5%
Total Disagree	19%
Total	100%

THIS train is generally clean	
	Percent
Strongly Agree	23%
Agree	45%
Total Agree	68%
Disagree	23%
Strongly Disagree	9%
Total Disagree	32%
Total	100%

THIS train's stations are generally clean	
	Percent
Strongly Agree	26%
Agree	52%
Total Agree	78%
Disagree	17%
Strongly Disagree	6%
Total Disagree	23%
Total	100%

Did you receive a discount on your fare?	
	Percent
Yes	25%
No	75%
Total	100%

If yes, what type of discount did you receive?	
	Percent
Student (K-12)	17%
Student (college)	25%
LIFE (low-income coupon)	5%
Senior/Dis./Medi.	53%
Total	100%

What type of fare did you use?	
	Percent
30-Day Pass	15%
7-Day Pass	10%
Day Pass	14%
TAP Stored Value	48%
Cash	0%
Token	1%
Metro Transfer	3%
EZ Transit Pass	3%
Inter-Agency Transfer	0%
Metrolink Transfer	3%
OCTA Pass	0%
Other	4%
Total	100%

Do you own a:	
	Percent
Smart Phone	71%
Cell Phone	25%
Neither	4%
Total	100%

Do you or any member of your household have access to the internet?	
	Percent
Yes	92%
No	8%
Total	100%

Do you or any member of your household have access to high-speed internet AND a smartphone data plan?	
	Percent
Yes	33%
No	67%
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	54%
Cellular data plan for smartphone/tablet	40%
Some other internet service	7%
Total	100%

How did you get to the FIRST bus or train of THIS trip?	
	Percent
Walked	66%
Dropped Off	13%
Drove	12%
Biked	3%
Skateboarded	2%
Other	4%
Total	100%

How many minutes did it take you to get to the FIRST bus or train of THIS trip?	
	Minutes
Mean	12
Median	10

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	33%
No	67%
Total	100%

Will you have to transfer to complete THIS trip?	
	Percent
Yes	54%
No	46%
Total	100%

If yes, is your transfer scheduled to arrive within 15 minutes?	
	Percent
Yes	74%
No	26%
Total	100%

All RAIL 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	29%
Non-physical	23%
Physical	7%
Indecent Exposure	13%

How many days a week do you usually ride Metro?

	Percent
First time	5%
< 1 day	6%
1-2 days	9%
3-4 days	24%
5 or more days	57%
Total	100%

How many years have you been riding Metro?

	Percent
Less than one	15%
1-2 years	21%
3-4 years	18%
5+ years	46%
Total	100%

What language did you complete the survey in?

	Percent
English	85%
Spanish	15%
Other	0%
Total	100%

What is your ethnicity?

	Percent
Latino	46%
African American	15%
White	21%
Asian/Pac. Isl.	12%
Native American	1%
Other	5%
Total	100%

What is your gender identity?

	Percent
Male	54%
Female	45%
Non-binary	2%
Total	100%

What is your age?

	Percent
< 18	6%
18-24	21%
25-34	26%
35-49	25%
50-64	17%
65 or more	5%
Total	100%

Household's total annual earnings?

	Percent
Under \$5,000	17%
\$5,000-\$9,999	6%
\$10,000-\$14,999	5%
\$15,000-\$19,999	14%
\$20,000-\$24,999	8%
\$25,000-\$34,999	6%
\$35,000-\$49,999	12%
\$50,000-\$99,999	20%
\$100,000 or more	14%
Total	100%

Household's total annual earnings?

	\$\$\$
Median	\$26,690
Mean	\$44,585

Above or Below Poverty Line

	Percent
Below Poverty Line	38%
Above Poverty Line	62%
Total	100%