

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

Sample Size  
N = 3,909

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

	Percent
Strongly Agree	39%
Agree	50%
<b>Total Agree</b>	<b>88%</b>
Disagree	8%
Strongly Disagree	4%
<b>Total Disagree</b>	<b>12%</b>
Total	100%

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

	Percent
Strongly Agree	36%
Agree	48%
<b>Total Agree</b>	<b>84%</b>
Disagree	12%
Strongly Disagree	4%
<b>Total Disagree</b>	<b>16%</b>
Total	100%

**I feel safe waiting for THIS train**

	Percent
Strongly Agree	33%
Agree	47%
<b>Total Agree</b>	<b>80%</b>
Disagree	15%
Strongly Disagree	5%
<b>Total Disagree</b>	<b>20%</b>
Total	100%

**I feel safe while riding THIS train**

	Percent
Strongly Agree	32%
Agree	47%
<b>Total Agree</b>	<b>79%</b>
Disagree	16%
Strongly Disagree	5%
<b>Total Disagree</b>	<b>21%</b>
Total	100%

**THIS train is generally clean**

	Percent
Strongly Agree	25%
Agree	42%
<b>Total Agree</b>	<b>67%</b>
Disagree	23%
Strongly Disagree	10%
<b>Total Disagree</b>	<b>33%</b>
Total	100%

**THIS train's stations are generally clean**

	Percent
Strongly Agree	29%
Agree	46%
<b>Total Agree</b>	<b>75%</b>
Disagree	18%
Strongly Disagree	7%
<b>Total Disagree</b>	<b>25%</b>
Total	100%

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

	Percent
30-Day Pass	21%
7-Day Pass	10%
Day Pass	12%
TAP Stored Value	34%
Cash	7%
Token	2%
Metro Transfer	3%
EZ Transit Pass	2%
Inter-Agency Transfer	<1%
Metrolink Transfer	3%
OCTA Pass	<1%
Other	6%
Total	100%

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

	Percent
Yes	28%
No	72%
Total	100%

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

	Percent
Student (K-12)	16%
Student (college)	33%
Rider Relief	9%
Senior/Dis./Medi.	42%
Total	100%

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

	Percent
Work/School	60%
Errands/Recreation	10%
Both Equally	30%
Total	100%

**Do you own a:**

	Percent
Smart Phone	66%
Cell Phone	29%
Neither	6%
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	41%
Occasionally	24%
Rarely	13%
Never	22%
Total	100%

**How often do you bring your bike on Metro Rail?**

	Percent
Very Often	10%
Occasionally	8%
Rarely	10%
Never	73%
Total	100%

**Do you have a car available to make THIS trip?**

	Percent
Yes	39%
No	61%
Total	100%

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

	Percent
Walked	58%
Dropped Off	14%
Drove	18%
Biked	4%
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	11
Median	10

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

	Minutes
Mean	7
Median	5

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

	Percent
Total Rate	21%
Non-physical	16%
Physical	5%
Indecent Exposure	9%

**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	56%
No	44%
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	65%
No	35%
Total	100%

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

	Percent
First time	2%
< 1 day	4%
1-2 days	9%
3-4 days	24%
5 or more days	61%
Total	100%

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

	Percent
Less than one	15%
1-2 years	22%
3-4 years	19%
5+ years	45%
Total	100%

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

	Percent
English	89%
Spanish	11%
Total	100%

**What is your ethnicity?**

	Percent
Latino	46%
African American	17%
White	18%
Asian/Pac. Isl.	12%
Native American	1%
Other	6%
Total	100%

**What is your gender identity?**

	Percent
Male	54%
Female	46%
Total	100%

**What is your age?**

	Percent
< 18	6%
18-24	20%
25-34	24%
35-49	27%
50-64	19%
65 or more	4%
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	13%
\$20,000-\$24,999	11%
\$25,000-\$34,999	6%
\$35,000-\$49,999	12%
\$50,000-\$99,999	19%
\$100,000 or more	12%
Total	100%

**Household's total annual earnings?**

	\$\$\$
Median	\$24,390
Mean	\$41,841

**Above or Below Poverty Line**

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