

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

Rail Sample Size
N = 3,374

Generally Speaking, I am satisfied with Metro rail service	
	Percent
Strongly Agree	33%
Agree	56%
Total Agree	89%
Disagree	9%
Strongly Disagree	2%
Total Disagree	11%
Total	100%

THIS train is generally on time (within 5 minutes)	
	Percent
Strongly Agree	32%
Agree	54%
Total Agree	86%
Disagree	12%
Strongly Disagree	3%
Total Disagree	14%
Total	100%

I feel safe waiting for THIS train	
	Percent
Strongly Agree	26%
Agree	53%
Total Agree	79%
Disagree	17%
Strongly Disagree	4%
Total Disagree	21%
Total	100%

I feel safe while riding THIS train	
	Percent
Strongly Agree	25%
Agree	51%
Total Agree	77%
Disagree	20%
Strongly Disagree	3%
Total Disagree	23%
Total	100%

THIS train is generally clean	
	Percent
Strongly Agree	18%
Agree	46%
Total Agree	64%
Disagree	26%
Strongly Disagree	10%
Total Disagree	36%
Total	100%

THIS train's stations are generally clean	
	Percent
Strongly Agree	22%
Agree	52%
Total Agree	74%
Disagree	19%
Strongly Disagree	7%
Total Disagree	26%
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)	13%
Student (college)	39%
LIFE (low-income coupon)	7%
Senior/Dis./Medi.	41%
Total	100%

What type of fare did you use?	
	Percent
30-Day Pass	17%
7-Day Pass	8%
Day Pass	11%
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	6%
Total	100%

Do you own a:	
	Percent
Smart Phone	73%
Cell Phone	23%
Neither	4%
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	44%
Occasionally	23%
Rarely	15%
Never	18%
Total	100%

Do you ride Metro Bus/Rail primarily for?	
	Percent
Work/School	66%
Errands/Recreation	7%
Both Equally	27%
Total	100%

How did you get to the FIRST bus or train of THIS trip?	
	Percent
Walked	60%
Dropped Off	14%
Drove	18%
Biked	3%
Skateboarded	1%
Other	5%
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	7
Median	5

Do you have a car available to make THIS trip?	
	Percent
Yes	40%
No	60%
Total	100%

Will you have to transfer to complete THIS trip?	
	Percent
Yes	55%
No	45%
Total	100%

If yes, is your transfer scheduled to arrive within 15 minutes?	
	Percent
Yes	69%
No	31%
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	29%
Non-physical	21%
Physical	7%
Indecent Exposure	13%

Regarding the number of fare enforcement personnel on-board Metro trains, do you think there are:	
	Percent
Far Too Many	5%
Too Many	8%
Total Too Many	14%
Right Amount	48%
Too Few	24%
Far Too Few	15%
Total Too Few	39%
Total	100%

Regarding the number of police officers on-board Metro trains, do you think there are:	
	Percent
Far Too Many	4%
Too Many	5%
Total Too Many	9%
Right Amount	41%
Too Few	31%
Far Too Few	19%
Total Too Few	50%
Total	100%

How many days a week do you usually ride Metro?	
	Percent
First time	2%
< 1 day	4%
1-2 days	8%
3-4 days	24%
5 or more days	62%
Total	100%

How many years have you been riding Metro?	
	Percent
Less than one	16%
1-2 years	22%
3-4 years	20%
5+ years	43%
Total	100%

What language did you complete the survey in?	
	Percent
English	92%
Spanish	8%
Other	0%
Total	100%

What is your ethnicity?	
	Percent
Latino	44%
African American	20%
White	21%
Asian/Pac. Isl.	13%
Native American	1%
Other	2%
Total	100%

What is your gender identity?	
	Percent
Male	49%
Female	50%
Non-binary	1%
Total	100%

What is your age?	
	Percent
< 18	6%
18-24	23%
25-34	28%
35-49	22%
50-64	16%
65 or more	5%
Total	100%

Household's total annual earnings?	
	Percent
Under \$5,000	15%
\$5,000-\$9,999	4%
\$10,000-\$14,999	5%
\$15,000-\$19,999	11%
\$20,000-\$24,999	9%
\$25,000-\$34,999	7%
\$35,000-\$49,999	13%
\$50,000-\$99,999	22%
\$100,000 or more	14%
Total	100%

Household's total annual earnings?	
	\$\$\$
Median	\$32,634
Mean	\$46,440

Above or Below Poverty Line	
	Percent
Below Poverty Line	34%
Above Poverty Line	66%
Total	100%