

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

**Sample Size**  
N = 3,793

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

	Percent
Strongly Agree	40%
Agree	48%
<b>Total Agree</b>	<b>88%</b>
Disagree	10%
Strongly Disagree	2%
<b>Total Disagree</b>	<b>12%</b>
Total	100%

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

	Percent
Strongly Agree	45%
Agree	43%
<b>Total Agree</b>	<b>88%</b>
Disagree	9%
Strongly Disagree	4%
<b>Total Disagree</b>	<b>12%</b>
Total	100%

**I feel safe waiting for THIS train**

	Percent
Strongly Agree	36%
Agree	46%
<b>Total Agree</b>	<b>82%</b>
Disagree	14%
Strongly Disagree	4%
<b>Total Disagree</b>	<b>18%</b>
Total	100%

**I feel safe while riding THIS train**

	Percent
Strongly Agree	36%
Agree	45%
<b>Total Agree</b>	<b>81%</b>
Disagree	15%
Strongly Disagree	4%
<b>Total Disagree</b>	<b>19%</b>
Total	100%

**THIS train is generally clean**

	Percent
Strongly Agree	29%
Agree	44%
<b>Total Agree</b>	<b>73%</b>
Disagree	20%
Strongly Disagree	7%
<b>Total Disagree</b>	<b>27%</b>
Total	100%

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

	Percent
Strongly Agree	32%
Agree	47%
<b>Total Agree</b>	<b>78%</b>
Disagree	15%
Strongly Disagree	7%
<b>Total Disagree</b>	<b>22%</b>
Total	100%

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

	Percent
30-Day Pass	24%
7-Day Pass	12%
Day Pass	14%
TAP Stored Value	32%
Cash	6%
Token	1%
Metro Transfer	2%
EZ Transit Pass	2%
Inter-Agency Transfer	0%
Metrolink Transfer	2%
OCTA Transfer	0%
Other	4%
Total	100%

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

	Percent
Yes	18%
No	82%
Total	100%

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

	Percent
Student (K-12)	17%
Student (college)	22%
Rider Relief	23%
Senior/Dis./Medi.	38%
Total	100%

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

	Percent
Work/School	59%
Errands/Recreation	12%
Both Equally	29%
Total	100%

**Do you own a:**

	Percent
Smart Phone	61%
Cell Phone	30%
Neither	9%
Total	100%

**How often do you use mobile applications (on your phone or tablet) such as "Go Metro", "S11", & "Google Maps" to get traffic information?**

	Percent
Very Often	44%
Occasionally	23%
Rarely	13%
Never	20%
Total	100%

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

	Percent
Very Often	12%
Occasionally	9%
Rarely	10%
Never	70%
Total	100%

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

	Percent
Yes	38%
No	62%
Total	100%

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

	Percent
Walked	62%
Dropped Off	12%
Drove	17%
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	13
Median	10

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

	Minutes
Mean	9
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	18%
Non-physical	14%
Physical	5%
Indecent Exposure	8%

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

	Percent
First time	3%
< 1 day	9%
1-2 days	7%
3-4 days	22%
5 or more days	60%
Total	100%

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

	Percent
Less than one	14%
1-2 years	21%
3-4 years	18%
5+ years	47%
Total	100%

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

	Percent
English	86%
Spanish	14%
Total	100%

**What is your ethnicity?**

	Percent
Latino	45%
African American	18%
White	17%
Asian/Pac. Isl.	11%
Native American	1%
Other	7%
Total	100%

**What is your gender identity?**

	Percent
Male	53%
Female	47%
Total	100%

**What is your age?**

	Percent
< 18	6%
18-24	19%
25-34	24%
35-49	26%
50-64	21%
65 or more	5%
Total	100%

**Household's total annual earnings?**

	Percent
Under \$5,000	21%
\$5,000-\$9,999	7%
\$10,000-\$14,999	6%
\$15,000-\$19,999	13%
\$20,000-\$24,999	8%
\$25,000-\$34,999	8%
\$35,000-\$49,999	11%
\$50,000-\$99,999	15%
\$100,000 or more	12%
Total	100%

**Household's total annual earnings?**

	\$\$\$
Median	\$21,852
Mean	\$38,317

**Above or Below Poverty Line**

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