

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

Sample Size
N = 3,642

Generally Speaking, I am satisfied with Metro rail service

	Percent
Strongly Agree	34%
Agree	55%
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	35%
Agree	52%
Total Agree	87%
Disagree	10%
Strongly Disagree	3%
Total Disagree	13%
Total	100%

I feel safe waiting for THIS train

	Percent
Strongly Agree	29%
Agree	53%
Total Agree	82%
Disagree	13%
Strongly Disagree	5%
Total Disagree	18%
Total	100%

I feel safe while riding THIS train

	Percent
Strongly Agree	28%
Agree	51%
Total Agree	79%
Disagree	16%
Strongly Disagree	5%
Total Disagree	21%
Total	100%

THIS train is generally clean

	Percent
Strongly Agree	21%
Agree	48%
Total Agree	69%
Disagree	23%
Strongly Disagree	8%
Total Disagree	31%
Total	100%

THIS train's stations are generally clean

	Percent
Strongly Agree	25%
Agree	52%
Total Agree	77%
Disagree	17%
Strongly Disagree	6%
Total Disagree	23%
Total	100%

Did you receive a discount on your fare?

	Percent
Yes	22%
No	78%
Total	100%

If yes, what type of discount did you receive?

	Percent
Student (K-12)	11%
Student (college)	26%
LIFE (low-income coupon)	9%
Senior/Dis./Medi.	54%
Total	100%

What type of fare did you use?

	Percent
30-Day Pass	18%
7-Day Pass	10%
Day Pass	12%
TAP Stored Value	48%
Cash	0%
Token	1%
Metro Transfer	3%
EZ Transit Pass	2%
Inter-Agency Transfer	0%
MetroLink Transfer	2%
OCTA Pass	0%
Other	5%
Total	100%

Do you own a:

	Percent
Smart Phone	69%
Cell Phone	26%
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	41%
Occasionally	24%
Rarely	14%
Never	21%
Total	100%

Do you ride Metro Bus/Rail primarily for?

	Percent
Work/School	57%
Errands/Recreation	14%
Both Equally	29%
Total	100%

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

	Percent
Walked	57%
Dropped Off	13%
Drove	19%
Biked	4%
Skateboarded	1%
Other	6%
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	44%
No	56%
Total	100%

Will you have to transfer to complete THIS trip?

	Percent
Yes	57%
No	43%
Total	100%

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

	Percent
Yes	73%
No	27%
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	20%
Physical	9%
Indecent Exposure	13%

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

	Percent
Far Too Many	7%
Too Many	8%
Total Too Many	15%
Right Amount	49%
Too Few	23%
Far Too Few	14%
Total Too Few	37%
Total	100%

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

	Percent
Far Too Many	7%
Too Many	6%
Total Too Many	12%
Right Amount	41%
Too Few	29%
Far Too Few	18%
Total Too Few	47%
Total	100%

How many days a week do you usually ride Metro?

	Percent
First time	2%
< 1 day	6%
1-2 days	8%
3-4 days	24%
5 or more days	59%
Total	100%

How many years have you been riding Metro?

	Percent
Less than one	15%
1-2 years	23%
3-4 years	17%
5+ years	45%
Total	100%

What language did you complete the survey in?

	Percent
English	86%
Spanish	14%
Other	0%
Total	100%

What is your ethnicity?

	Percent
Latino	41%
African American	16%
White	23%
Asian/Pac. Isl.	13%
Native American	1%
Other	6%
Total	100%

What is your gender identity?

	Percent
Male	46%
Female	51%
Non-binary	3%
Total	100%

What is your age?

	Percent
< 18	4%
18-24	18%
25-34	26%
35-49	26%
50-64	20%
65 or more	6%
Total	100%

Household's total annual earnings?

	Percent
Under \$5,000	12%
\$5,000-\$9,999	6%
\$10,000-\$14,999	4%
\$15,000-\$19,999	11%
\$20,000-\$24,999	9%
\$25,000-\$34,999	8%
\$35,000-\$49,999	12%
\$50,000-\$99,999	21%
\$100,000 or more	17%
Total	100%

Household's total annual earnings?

	\$\$\$
Median	\$35,223
Mean	\$49,668

Above or Below Poverty Line

	Percent
Below Poverty Line	31%
Above Poverty Line	69%
Total	100%