

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

Sample Size
N = 14,455

Generally Speaking, I am satisfied with Metro bus/rail service

	Percent
Strongly Agree	44%
Agree	45%
Total Agree	89%
Disagree	7%
Strongly Disagree	3%
Total Disagree	11%
Total	100%

THIS bus/train is generally on time (within 5 minutes)

	Percent
Strongly Agree	38%
Agree	45%
Total Agree	83%
Disagree	13%
Strongly Disagree	4%
Total Disagree	17%
Total	100%

I feel safe waiting for THIS bus/train

	Percent
Strongly Agree	39%
Agree	45%
Total Agree	84%
Disagree	12%
Strongly Disagree	4%
Total Disagree	16%
Total	100%

I feel safe while riding THIS bus/train

	Percent
Strongly Agree	42%
Agree	45%
Total Agree	86%
Disagree	10%
Strongly Disagree	4%
Total Disagree	14%
Total	100%

THIS bus/train is generally clean

	Percent
Strongly Agree	35%
Agree	43%
Total Agree	78%
Disagree	16%
Strongly Disagree	6%
Total Disagree	22%
Total	100%

THIS bus/train's stops/stations are generally clean

	Percent
Strongly Agree	31%
Agree	42%
Total Agree	73%
Disagree	20%
Strongly Disagree	8%
Total Disagree	27%
Total	100%

What type of fare did you use?

	Percent
30-Day Pass	23%
7-Day Pass	12%
Day Pass	8%
TAP Stored Value	21%
Cash	22%
Token	3%
Metro Transfer	2%
EZ Transit Pass	2%
Inter-Agency Transfer	1%
MetroLink Transfer	1%
OCTA Pass	0%
Other	6%
Total	100%

Did you receive a discount on your fare?

	Percent
Yes	32%
No	68%
Total	100%

If yes, what type of discount did you receive?

	Percent
Student (K-12)	24%
Student (college)	26%
Rider Relief	8%
Senior/Dis./Medi.	43%
Total	100%

Do you ride Metro Bus/Rail primarily for?

	Percent
Work/School	56%
Errands/Recreation	10%
Both Equally	34%
Total	100%

Do you own a:

	Percent
Smart Phone	55%
Cell Phone	37%
Neither	8%
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	46%
Occasionally	21%
Rarely	11%
Never	21%
Total	100%

How often do you use the bike racks on Metro buses?/Bring bike on Metro Trains?

	Percent
Very Often	8%
Occasionally	8%
Rarely	10%
Never	74%
Total	100%

Do you have a car available to make THIS trip?

	Percent
Yes	24%
No	76%
Total	100%

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

	Percent
Walked	76%
Dropped Off	10%
Drove	7%
Biked	3%
Skateboarded	1%
Other	4%
Total	100%

How many minutes did it take you to get to the FIRST bus or train of THIS trip?

	Minutes
Mean	10
Median	8

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	17%
Non-physical	13%
Physical	5%
Indecent Exposure	7%

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	52%
No	49%
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	64%
No	36%
Total	100%

How many days a week do you usually ride Metro?

	Percent
First time	1%
< 1 day	3%
1-2 days	7%
3-4 days	21%
5 or more days	68%
Total	100%

How many years have you been riding Metro?

	Percent
Less than one	11%
1-2 years	17%
3-4 years	17%
5+ years	56%
Total	100%

What language did you complete the survey in?

	Percent
English	72%
Spanish	28%
Other	<1%
Total	100%

What is your ethnicity?

	Percent
Latino	60%
African American	16%
White	11%
Asian/Pac. Isl.	8%
Native American	1%
Other	4%
Total	100%

What is your gender identity?

	Percent
Male	48%
Female	52%
Total	100%

What is your age?

	Percent
< 18	10%
18-24	19%
25-34	21%
35-49	25%
50-64	20%
65 or more	6%
Total	100%

Household's total annual earnings?

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

Household's total annual earnings?

	Percent
Median	\$18,538
Mean	\$29,577

Above or Below Poverty Line

	Percent
Below Poverty Line	53%
Above Poverty Line	47%
Total	100%