

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

Systemwide Sample Size
N = 13,855

Generally Speaking, I am satisfied with Metro bus/rail service	
	Percent
Strongly Agree	41%
Agree	49%
Total Agree	91%
Disagree	7%
Strongly Disagree	2%
Total Disagree	9%
Total	100%

THIS bus/train is generally on time (within 5 minutes)	
	Percent
Strongly Agree	36%
Agree	49%
Total Agree	84%
Disagree	13%
Strongly Disagree	3%
Total Disagree	16%
Total	100%

I feel safe waiting for THIS bus/train	
	Percent
Strongly Agree	35%
Agree	50%
Total Agree	85%
Disagree	12%
Strongly Disagree	3%
Total Disagree	15%
Total	100%

I feel safe while riding THIS bus/train	
	Percent
Strongly Agree	38%
Agree	49%
Total Agree	86%
Disagree	11%
Strongly Disagree	3%
Total Disagree	14%
Total	100%

THIS bus/train is generally clean	
	Percent
Strongly Agree	31%
Agree	47%
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	27%
Agree	45%
Total Agree	72%
Disagree	21%
Strongly Disagree	7%
Total Disagree	28%
Total	100%

Did you receive a discount on your fare?	
	Percent
Yes	33%
No	67%
Total	100%

If yes, what type of discount did you receive?	
	Percent
Student (K-12)	20%
Student (college)	29%
LIFE (low-income coupon)	7%
Senior/Dis./Medi.	44%
Total	100%

What type of fare did you use?	
	Percent
30-Day Pass	20%
7-Day Pass	10%
Day Pass	8%
TAP Stored Value	28%
Cash	20%
Token	3%
Metro Transfer	2%
EZ Transit Pass	2%
Inter-Agency Transfer	0%
Metrolink Transfer	1%
OCTA Pass	0%
Other	5%
Total	100%

Do you own a:	
	Percent
Smart Phone	59%
Cell Phone	34%
Neither	7%
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	47%
Occasionally	22%
Rarely	14%
Never	18%
Total	100%

Do you ride Metro Bus/Rail primarily for?	
	Percent
Work/School	57%
Errands/Recreation	10%
Both Equally	33%
Total	100%

How did you get to the FIRST bus or train of THIS trip?	
	Percent
Walked	75%
Dropped Off	10%
Drove	7%
Biked	3%
Skateboarded	2%
Other	3%
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	8
Median	5

Do you have a car available to make THIS trip?	
	Percent
Yes	24%
No	76%
Total	100%

Will you have to transfer to complete THIS trip?	
	Percent
Yes	48%
No	52%
Total	100%

If yes, is your transfer scheduled to arrive within 15 minutes?	
	Percent
Yes	64%
No	36%
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	21%
Non-physical	16%
Physical	6%
Indecent Exposure	9%

Regarding the number of fare enforcement personnel on-board Metro buses/trains, do you think there are:	
	Percent
Far Too Many	7%
Too Many	9%
Total Too Many	16%
Right Amount	52%
Too Few	19%
Far Too Few	13%
Total Too Few	31%
Total	100%

Regarding the number of police officers on-board Metro buses/trains, do you think there are:	
	Percent
Far Too Many	4%
Too Many	5%
Total Too Many	9%
Right Amount	40%
Too Few	30%
Far Too Few	22%
Total Too Few	51%
Total	100%

How many days a week do you usually ride Metro?	
	Percent
First time	2%
< 1 day	3%
1-2 days	7%
3-4 days	23%
5 or more days	65%
Total	100%

How many years have you been riding Metro?	
	Percent
Less than one	11%
1-2 years	18%
3-4 years	18%
5+ years	54%
Total	100%

What language did you complete the survey in?	
	Percent
English	77%
Spanish	22%
Other	0%
Total	100%

What is your ethnicity?	
	Percent
Latino	57%
African American	20%
White	12%
Asian/Pac. Isl.	9%
Native American	1%
Other	1%
Total	100%

What is your gender identity?	
	Percent
Male	47%
Female	52%
Non-binary	1%
Total	100%

What is your age?	
	Percent
< 18	9%
18-24	20%
25-34	22%
35-49	22%
50-64	19%
65 or more	7%
Total	100%

Household's total annual earnings?	
	Percent
Under \$5,000	21%
\$5,000-\$9,999	8%
\$10,000-\$14,999	8%
\$15,000-\$19,999	14%
\$20,000-\$24,999	11%
\$25,000-\$34,999	7%
\$35,000-\$49,999	10%
\$50,000-\$99,999	13%
\$100,000 or more	7%
Total	100%

Household's total annual earnings?	
	Percent
Median	\$19,713
Mean	\$32,251

Above or Below Poverty Line	
	Percent
Below Poverty Line	50%
Above Poverty Line	50%
Total	100%