

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

**Sample Size**  
N = 16,272

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

	Percent
Strongly Agree	43%
Agree	46%
<b>Total Agree</b>	<b>89%</b>
Disagree	8%
Strongly Disagree	2%
<b>Total Disagree</b>	<b>11%</b>
Total	100%

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

	Percent
Strongly Agree	40%
Agree	44%
<b>Total Agree</b>	<b>84%</b>
Disagree	12%
Strongly Disagree	4%
<b>Total Disagree</b>	<b>17%</b>
Total	100%

**I feel safe waiting for THIS bus/train**

	Percent
Strongly Agree	39%
Agree	47%
<b>Total Agree</b>	<b>86%</b>
Disagree	10%
Strongly Disagree	4%
<b>Total Disagree</b>	<b>14%</b>
Total	100%

**I feel safe while riding THIS bus/train**

	Percent
Strongly Agree	42%
Agree	46%
<b>Total Agree</b>	<b>88%</b>
Disagree	9%
Strongly Disagree	3%
<b>Total Disagree</b>	<b>12%</b>
Total	100%

**THIS bus/train is generally clean**

	Percent
Strongly Agree	35%
Agree	46%
<b>Total Agree</b>	<b>81%</b>
Disagree	14%
Strongly Disagree	5%
<b>Total Disagree</b>	<b>19%</b>
Total	100%

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

	Percent
Strongly Agree	31%
Agree	44%
<b>Total Agree</b>	<b>74%</b>
Disagree	19%
Strongly Disagree	7%
<b>Total Disagree</b>	<b>26%</b>
Total	100%

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

	Percent
30-Day Pass	25%
7-Day Pass	14%
Day Pass	10%
TAP Stored Value	17%
Cash	23%
Token	2%
Metro Transfer	1%
EZ Transit Pass	2%
Inter-Agency Transfer	0%
Metrolink Transfer	1%
OCTA Transfer	0%
Other	4%
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)	25%
Student (college)	26%
Rider Relief	17%
Senior/Dis./Medi.	32%
Total	100%

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

	Percent
Work/School	54%
Errands/Recreation	11%
Both Equally	35%
Total	100%

**Do you own a:**

	Percent
Smart Phone	54%
Cell Phone	37%
Neither	9%
Total	100%

**How often do you use mobile applications (on your phone or tablet) such as "Go Metro", "511", & "Google Maps" to get**

	Percent
Very Often	44%
Occasionally	23%
Rarely	13%
Never	21%
Total	100%

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

	Percent
Very Often	9%
Occasionally	9%
Rarely	10%
Never	73%
Total	100%

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

	Percent
Yes	22%
No	78%
Total	100%

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

	Percent
Walked	78%
Dropped Off	9%
Drove	6%
Biked	3%
Skateboarded	1%
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	9
Median	6

**In the past 6 months, while riding Metro, have you personally experienced any of the following types of sexual harassment?**

	Percent
Total Rate	15%
Non-physical	12%
Physical	5%
Indecent Exposure	6%

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

	Percent
First time	1%
< 1 day	5%
1-2 days	7%
3-4 days	20%
5 or more days	67%
Total	100%

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

	Percent
Less than one	9%
1-2 years	16%
3-4 years	16%
5+ years	58%
Total	100%

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

	Percent
English	83%
Spanish	17%
Total	100%

**What is your ethnicity?**

	Percent
Latino	57%
African American	18%
White	11%
Asian/Pac. Isl.	8%
Native American	1%
Other	5%
Total	100%

**What is your gender identity?**

	Percent
Male	47%
Female	53%
Total	100%

**What is your age?**

	Percent
< 18	10%
18-24	18%
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	11%
\$10,000-\$14,999	9%
\$15,000-\$19,999	15%
\$20,000-\$24,999	11%
\$25,000-\$34,999	7%
\$35,000-\$49,999	9%
\$50,000-\$99,999	9%
\$100,000 or more	5%
Total	100%

**Household's total annual earnings?**

	\$\$\$
Median	\$16,899
Mean	\$26,321

**Above or Below Poverty Line**

	Percent
Below Poverty Line	58%
Above Poverty Line	42%
Total	100%