

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

Sample Size
N = 14,256

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

	Percent
Strongly Agree	40%
Agree	50%
Total Agree	90%
Disagree	7%
Strongly Disagree	3%
Total Disagree	10%
Total	100%

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

	Percent
Strongly Agree	37%
Agree	48%
Total Agree	85%
Disagree	12%
Strongly Disagree	3%
Total Disagree	15%
Total	100%

I feel safe waiting for THIS bus/train

	Percent
Strongly Agree	36%
Agree	50%
Total Agree	85%
Disagree	11%
Strongly Disagree	4%
Total Disagree	15%
Total	100%

I feel safe while riding THIS bus/train

	Percent
Strongly Agree	38%
Agree	49%
Total Agree	87%
Disagree	10%
Strongly Disagree	3%
Total Disagree	13%
Total	100%

THIS bus/train is generally clean

	Percent
Strongly Agree	31%
Agree	48%
Total Agree	79%
Disagree	16%
Strongly Disagree	5%
Total Disagree	21%
Total	100%

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

	Percent
Strongly Agree	27%
Agree	48%
Total Agree	74%
Disagree	20%
Strongly Disagree	6%
Total Disagree	26%
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)	21%
Student (college)	22%
LIFE (low-income coupon)	7%
Senior/Dis./Medi.	50%
Total	100%

What type of fare did you use?

	Percent
30-Day Pass	22%
7-Day Pass	11%
Day Pass	8%
TAP Stored Value	28%
Cash	20%
Token	2%
Metro Transfer	2%
EZ Transit Pass	2%
Inter-Agency Transfer	0%
Metrolink Transfer	1%
OCTA Pass	0%
Other	4%
Total	100%

Do you own a:

	Percent
Smart Phone	57%
Cell Phone	34%
Neither	8%
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	45%
Occasionally	21%
Rarely	12%
Never	22%
Total	100%

Do you ride Metro Bus/Rail primarily for?

	Percent
Work/School	54%
Errands/Recreation	13%
Both Equally	33%
Total	100%

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

	Percent
Walked	74%
Dropped Off	10%
Drove	9%
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	11
Median	9

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	28%
No	72%
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	67%
No	33%
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	25%
Non-physical	16%
Physical	9%
Indecent Exposure	10%

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

	Percent
Far Too Many	7%
Too Many	8%
Total Too Many	14%
Right Amount	54%
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	6%
Too Many	5%
Total Too Many	10%
Right Amount	39%
Too Few	31%
Far Too Few	20%
Total Too Few	51%
Total	100%

How many days a week do you usually ride Metro?

	Percent
First time	1%
< 1 day	4%
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	11%
1-2 years	18%
3-4 years	16%
5+ years	55%
Total	100%

What language did you complete the survey in?

	Percent
English	74%
Spanish	25%
Other	1%
Total	100%

What is your ethnicity?

	Percent
Latino	54%
African American	16%
White	13%
Asian/Pac. Isl.	10%
Native American	1%
Other	6%
Total	100%

What is your gender identity?

	Percent
Male	45%
Female	53%
Non-binary	2%
Total	100%

What is your age?

	Percent
< 18	9%
18-24	17%
25-34	21%
35-49	25%
50-64	21%
65 or more	8%
Total	100%

Household's total annual earnings?

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

Household's total annual earnings?

	Percent
Median	\$20,470
Mean	\$34,553

Above or Below Poverty Line

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