

Attachment A: Spring 2019 On-Board Customer Satisfaction Survey Topline Results

All **SYSTEMWIDE** data derived from On-Board Customer Satisfaction Survey (Conducted May-June 2019)

Generally Speaking, I am satisfied with Metro bus/rail service	
	Percent
Strongly Agree	43%
Agree	48%
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	47%
Total Agree	84%
Disagree	13%
Strongly Disagree	4%
Total Disagree	16%
Total	100%

I feel safe waiting for THIS bus/train	
	Percent
Strongly Agree	36%
Agree	49%
Total Agree	85%
Disagree	11%
Strongly Disagree	3%
Total Disagree	15%
Total	100%

I feel safe while riding THIS bus/train	
	Percent
Strongly Agree	39%
Agree	49%
Total Agree	87%
Disagree	10%
Strongly Disagree	3%
Total Disagree	13%
Total	100%

THIS bus/train is generally clean	
	Percent
Strongly Agree	32%
Agree	47%
Total Agree	80%
Disagree	15%
Strongly Disagree	5%
Total Disagree	20%
Total	100%

THIS bus/train's stops/stations are generally clean	
	Percent
Strongly Agree	29%
Agree	47%
Total Agree	75%
Disagree	19%
Strongly Disagree	6%
Total Disagree	25%
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)	26%
Student (college)	21%
LIFE (low-income coupon)	7%
Senior/Dis./Medi.	46%
Total	100%

What type of fare did you use?	
	Percent
30-Day Pass	19%
7-Day Pass	9%
Day Pass	7%
TAP Stored Value	28%
Cash	23%
Token	2%
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	57%
Cell Phone	37%
Neither	6%
Total	100%

Do you or any member of your household have access to the internet?	
	Percent
Yes	87%
No	13%
Total	100%

Do you or any member of your household have access to high-speed internet AND a smartphone data plan?	
	Percent
Yes	25%
No	75%
Total	100%

Do you or any member of your household have access to the internet using any of the following?	
	Percent
Cable or High-Speed Internet	52%
Cellular data plan for smartphone/tablet	40%
Some other internet service	9%
Total	100%

How did you get to the FIRST bus or train of THIS trip?	
	Percent
Walked	78%
Dropped Off	10%
Drove	5%
Biked	2%
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	10
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	22%
No	78%
Total	100%

Will you have to transfer to complete THIS trip?	
	Percent
Yes	47%
No	53%
Total	100%

If yes, is your transfer scheduled to arrive within 15 minutes?	
	Percent
Yes	71%
No	29%
Total	100%

All SYSTEMWIDE data derived from On-Board Customer Satisfaction Survey (Conducted May-June 2019)

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

	Percent
Total Rate	23%
Non-physical	18%
Physical	6%
Indecent Exposure	9%

How many days a week do you usually ride Metro?

	Percent
First time	2%
< 1 day	4%
1-2 days	7%
3-4 days	21%
5 or more days	66%
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	56%
Total	100%

What language did you complete the survey in?

	Percent
English	73%
Spanish	26%
Other	1%
Total	100%

What is your ethnicity?

	Percent
Latino	58%
African American	15%
White	12%
Asian/Pac. Isl.	9%
Native American	1%
Other	5%
Total	100%

What is your gender identity?

	Percent
Male	47%
Female	51%
Non-binary	1%
Total	100%

What is your age?

	Percent
< 18	10%
18-24	18%
25-34	21%
35-49	24%
50-64	20%
65 or more	8%
Total	100%

Household's total annual earnings?

	Percent
Under \$5,000	22%
\$5,000-\$9,999	8%
\$10,000-\$14,999	6%
\$15,000-\$19,999	17%
\$20,000-\$24,999	10%
\$25,000-\$34,999	7%
\$35,000-\$49,999	11%
\$50,000-\$99,999	13%
\$100,000 or more	7%
Total	100%

Household's total annual earnings?

	\$\$\$
Median	\$19,247
Mean	\$31,959

Above or Below Poverty Line

	Percent
Below Poverty Line	51%
Above Poverty Line	49%
Total	100%