

## BUS ONLY

Sample Size	
N =	10,652

Generally Speaking, I am satisfied with Metro bus service	
	Percent
Strongly Agree	42%
Agree	48%
<b>Total Agree</b>	<b>90%</b>
Disagree	8%
Strongly Disagree	3%
<b>Total Disagree</b>	<b>10%</b>
<b>Total</b>	<b>100%</b>

THIS bus is generally on time (within 5 minutes)	
	Percent
Strongly Agree	32%
Agree	47%
<b>Total Agree</b>	<b>79%</b>
Disagree	16%
Strongly Disagree	5%
<b>Total Disagree</b>	<b>21%</b>
<b>Total</b>	<b>100%</b>

I feel safe waiting for THIS bus	
	Percent
Strongly Agree	37%
Agree	50%
<b>Total Agree</b>	<b>86%</b>
Disagree	11%
Strongly Disagree	3%
<b>Total Disagree</b>	<b>14%</b>
<b>Total</b>	<b>100%</b>

I feel safe while riding THIS bus	
	Percent
Strongly Agree	41%
Agree	49%
<b>Total Agree</b>	<b>90%</b>
Disagree	8%
Strongly Disagree	2%
<b>Total Disagree</b>	<b>10%</b>
<b>Total</b>	<b>100%</b>

THIS bus is generally clean	
	Percent
Strongly Agree	36%
Agree	49%
<b>Total Agree</b>	<b>85%</b>
Disagree	12%
Strongly Disagree	3%
<b>Total Disagree</b>	<b>16%</b>
<b>Total</b>	<b>100%</b>

THIS bus's stops are generally clean	
	Percent
Strongly Agree	27%
Agree	43%
<b>Total Agree</b>	<b>69%</b>
Disagree	24%
Strongly Disagree	7%
<b>Total Disagree</b>	<b>31%</b>
<b>Total</b>	<b>100%</b>

Did you receive a discount on your fare?	
	Percent
Yes	41%
No	59%
<b>Total</b>	<b>100%</b>

If yes, what type of discount did you receive?	
	Percent
Student (K-12)	24%
Student (college)	28%
LIFE (low-income coupon)	8%
Senior/Dis./Medi.	40%
<b>Total</b>	<b>100%</b>

What type of fare did you use?	
	Percent
30-Day Pass	19%
7-Day Pass	9%
Day Pass	5%
TAP Stored Value	22%
Cash	30%
Token	2%
Metro Transfer	3%
EZ Transit Pass	2%
Inter-Agency Transfer	0%
MetroLink Transfer	1%
OCTA Pass	0%
Other	7%
<b>Total</b>	<b>100%</b>

Do you own a:	
	Percent
Smart Phone	55%
Cell Phone	39%
Neither	6%
<b>Total</b>	<b>100%</b>

Do you or any member of your household have access to the internet?	
	Percent
Yes	86%
No	14%
<b>Total</b>	<b>100%</b>

Do you or any member of your household have access to high-speed internet AND a smartphone data plan?	
	Percent
Yes	23%
No	77%
<b>Total</b>	<b>100%</b>

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	39%
Some other internet service	9%
<b>Total</b>	<b>100%</b>

## BUS ONLY

Sample Size	
N =	10,652

How did you get to the FIRST bus or train of THIS trip?	
	Percent
Walked	82%
Dropped Off	9%
Drove	2%
Biked	2%
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	7

Do you have a car available to make THIS trip?	
	Percent
Yes	16%
No	85%
Total	100%

Will you have to transfer to complete THIS trip?	
	Percent
Yes	45%
No	55%
Total	100%

If yes, is your transfer scheduled to arrive within 15 minutes?	
	Percent
Yes	65%
No	35%
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	19%
Non-physical	16%
Physical	5%
Indecent Exposure	7%

How many days a week do you usually ride Metro?	
	Percent
First time	1%
< 1 day	2%
1-2 days	6%
3-4 days	21%
5 or more days	71%
Total	100%

How many years have you been riding Metro?	
	Percent
Less than one	12%
1-2 years	14%
3-4 years	15%
5+ years	60%
Total	100%

What language did you complete the survey in?	
	Percent
English	69%
Spanish	31%
Other	1%
Total	100%

What is your ethnicity?	
	Percent
Latino	66%
African American	15%
White	8%
Asian/Pac. Isl.	7%
Native American	1%
Other	4%
Total	100%

What is your gender identity?	
	Percent
Male	46%
Female	53%
Non-binary	1%
Total	100%

What is your age?	
	Percent
< 18	14%
18-24	20%
25-34	17%
35-49	21%
50-64	19%
65 or more	8%
Total	100%

Household's total annual earnings?	
	Percent
Under \$5,000	25%
\$5,000-\$9,999	8%
\$10,000-\$14,999	7%
\$15,000-\$19,999	18%
\$20,000-\$24,999	11%
\$25,000-\$34,999	7%
\$35,000-\$49,999	11%
\$50,000-\$99,999	10%
\$100,000 or more	4%
Total	100%

Household's total annual earnings?	
	\$\$\$
Median	\$17,975
Mean	\$26,961

Above or Below Poverty Line	
	Percent
Below Poverty Line	57%
Above Poverty Line	43%
Total	100%