Every year Metro Research conducts a customer satisfaction survey on board their buses and trains. This year, we received input from 14,624 riders like you! This is what they had to say.
**Customer Satisfaction**

### BUS
- THIS bus is generally on time (within 5 minutes): 79%
- I feel safe while waiting for THIS bus: 86%
- I feel safe while riding THIS bus: 90%
- THIS bus is generally clean: 85%
- THIS bus's stops are generally clean: 69%

### RAIL
- THIS train is generally on time (within 5 minutes): 86%
- I feel safe while waiting for THIS train: 80%
- I feel safe while riding THIS train: 79%
- THIS train is generally clean: 69%
- THIS train's stations are generally clean: 77%

---

**I am generally satisfied with Metro Service:**

**BUS**
- 85% in 2013
- 90% in 2014
- 90% in 2015
- 90% in 2016
- 90% in 2017
- 89% in 2018
- 89% in 2019

**RAIL**
- 90% in 2013
- 90% in 2014
- 90% in 2015
- 90% in 2016
- 90% in 2017
- 89% in 2018
- 89% in 2019

---

I feel safe while waiting for THIS Bus

I feel safe while waiting for THIS Train

I feel safe while riding this Bus

I feel safe while riding this Train
**Household Income**

### Median Income

- **$17,975**

### Mean Income

- **$26,961**

#### Below Poverty Line

- **57%**

### Household Income Details

<table>
<thead>
<tr>
<th>Income Range</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNDER 15K</td>
<td>40%</td>
</tr>
<tr>
<td>15K–25K</td>
<td>29%</td>
</tr>
<tr>
<td>25K–35K</td>
<td>7%</td>
</tr>
<tr>
<td>35K–50K</td>
<td>11%</td>
</tr>
<tr>
<td>50K–100K</td>
<td>10%</td>
</tr>
<tr>
<td>100K+</td>
<td>4%</td>
</tr>
</tbody>
</table>

### Median Income

- **$27,723**

### Mean Income

- **$45,421**

#### Below Poverty Line

- **38%**
I have been riding Metro for 5+ years:

- 2013: 60% (Bus)
- 2014: 60% (Bus)
- 2015: 56% (Bus)
- 2016: 54% (Bus)
- 2017: 52% (Bus)
- 2018: 49% (Bus)
- 2019: 49% (Bus)

Do you have a car available to make THIS trip?

- Yes: 16%
- No: 84%

Do you have a car available to make THIS trip?

- Yes: 34%
- No: 66%
**First Mile Travel Modes**

- **Walked**: 82%
- **Dropped Off**: 9%
- **Drove**: 2%
- **Biked/Skateboarded**: 3%
- **Other**: 4%

**Average Total Time Before Boarding Bus**

- **10 Minutes Traveling to Bus Stop**
- **9 Minutes Waiting at Bus Stop**
- **19 Minutes Total Time**

**First Mile Travel Modes**

- **Walked**: 60%
- **Dropped Off**: 14%
- **Drove**: 13%
- **Biked/Skateboarded**: 6%
- **Other**: 7%

**Average Total Time Before Boarding Train**

- **13 Minutes Traveling to Train Station**
- **8 Minutes Waiting at Train Station**
- **21 Minutes Total Time**
**Internet Access**

**Do you or any member of your household have access to the internet?**

- **Yes:** 86%
- **No:** 14%

**Do you or any member of your household have access to high-speed internet and a smartphone data plan?**

- **Yes:** 23%
- **No:** 77%

**What type of mobile device do you own?**

<table>
<thead>
<tr>
<th>Year</th>
<th>Smartphone</th>
<th>Cellphone</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>38%</td>
<td>9%</td>
<td>9%</td>
</tr>
<tr>
<td>2016</td>
<td>51%</td>
<td>9%</td>
<td>6%</td>
</tr>
<tr>
<td>2017</td>
<td>50%</td>
<td>9%</td>
<td>9%</td>
</tr>
<tr>
<td>2018</td>
<td>51%</td>
<td>11%</td>
<td>6%</td>
</tr>
<tr>
<td>2019</td>
<td>55%</td>
<td>39%</td>
<td>6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Smartphone</th>
<th>Cellphone</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>47%</td>
<td>6%</td>
<td>9%</td>
</tr>
<tr>
<td>2016</td>
<td>61%</td>
<td>30%</td>
<td>9%</td>
</tr>
<tr>
<td>2017</td>
<td>66%</td>
<td>29%</td>
<td>6%</td>
</tr>
<tr>
<td>2018</td>
<td>69%</td>
<td>26%</td>
<td>4%</td>
</tr>
<tr>
<td>2019</td>
<td>72%</td>
<td>25%</td>
<td>3%</td>
</tr>
</tbody>
</table>
At least one type of sexual harassment

Non-Physical (comments, gestures, etc)

Physical (groping, fondling, etc)

Indecent Exposure (exposure of private parts)

**BUS**

**RAIL**