

RAIL ONLY

Sample Size	
N =	3,972

Generally Speaking, I am satisfied with Metro rail service	
	Percent
Strongly Agree	34%
Agree	55%
Total Agree	89%
Disagree	8%
Strongly Disagree	3%
Total Disagree	11%
Total	100%

THIS train is generally on time (within 5 minutes)	
	Percent
Strongly Agree	35%
Agree	51%
Total Agree	86%
Disagree	11%
Strongly Disagree	3%
Total Disagree	14%
Total	100%

I feel safe waiting for THIS train	
	Percent
Strongly Agree	28%
Agree	52%
Total Agree	80%
Disagree	15%
Strongly Disagree	5%
Total Disagree	21%
Total	100%

I feel safe while riding THIS train	
	Percent
Strongly Agree	27%
Agree	51%
Total Agree	79%
Disagree	17%
Strongly Disagree	5%
Total Disagree	22%
Total	100%

THIS train is generally clean	
	Percent
Strongly Agree	21%
Agree	48%
Total Agree	69%
Disagree	23%
Strongly Disagree	8%
Total Disagree	31%
Total	100%

THIS train's stations are generally clean	
	Percent
Strongly Agree	24%
Agree	54%
Total Agree	77%
Disagree	17%
Strongly Disagree	6%
Total Disagree	23%
Total	100%

Did you receive a discount on your fare?	
	Percent
Yes	27%
No	73%
Total	100%

If yes, what type of discount did you receive?	
	Percent
Student (K-12)	9%
Student (college)	34%
LIFE (low-income coupon)	9%
Senior/Dis./Medi.	48%
Total	100%

What type of fare did you use?	
	Percent
30-Day Pass	17%
7-Day Pass	7%
Day Pass	11%
TAP Stored Value	48%
Cash	0%
Token	0%
Metro Transfer	3%
EZ Transit Pass	2%
Inter-Agency Transfer	0%
Metrolink Transfer	3%
OCTA Pass	0%
Other	8%
Total	100%

Do you own a:	
	Percent
Smart Phone	72%
Cell Phone	25%
Neither	3%
Total	100%

Do you or any member of your household have access to the internet?	
	Percent
Yes	91%
No	9%
Total	100%

Do you or any member of your household have access to high-speed internet AND a smartphone data plan?	
	Percent
Yes	31%
No	69%
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	54%
Cellular data plan for smartphone/tablet	40%
Some other internet service	7%
Total	100%

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How did you get to the FIRST bus or train of THIS trip?	
	Percent
Walked	60%
Dropped Off	14%
Drove	13%
Biked	4%
Skateboarded	2%
Other	7%
Total	100%

How many minutes did it take you to get to the FIRST bus or train of THIS trip?	
	Minutes
Mean	13
Median	10

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	34%
No	66%
Total	100%

Will you have to transfer to complete THIS trip?	
	Percent
Yes	52%
No	48%
Total	100%

If yes, is your transfer scheduled to arrive within 15 minutes?	
	Percent
Yes	75%
No	25%
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	28%
Non-physical	21%
Physical	7%
Indecent Exposure	12%

How many days a week do you usually ride Metro?	
	Percent
First time	2%
< 1 day	6%
1-2 days	9%
3-4 days	25%
5 or more days	57%
Total	100%

How many years have you been riding Metro?	
	Percent
Less than one	15%
1-2 years	20%
3-4 years	16%
5+ years	49%
Total	100%

What language did you complete the survey in?	
	Percent
English	87%
Spanish	12%
Other	0%
Total	100%

What is your ethnicity?	
	Percent
Latino	44%
African American	18%
White	21%
Asian/Pac. Isl.	11%
Native American	1%
Other	6%
Total	100%

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

What is your age?	
	Percent
< 18	5%
18-24	22%
25-34	26%
35-49	23%
50-64	17%
65 or more	7%
Total	100%

Household's total annual earnings?	
	Percent
Under \$5,000	18%
\$5,000-\$9,999	5%
\$10,000-\$14,999	4%
\$15,000-\$19,999	13%
\$20,000-\$24,999	8%
\$25,000-\$34,999	6%
\$35,000-\$49,999	12%
\$50,000-\$99,999	18%
\$100,000 or more	16%
Total	100%

Household's total annual earnings?	
	\$\$\$
Median	\$27,723
Mean	\$45,421

Above or Below Poverty Line	
	Percent
Below Poverty Line	38%
Above Poverty Line	62%
Total	100%