Every year Metro Research conducts a customer satisfaction survey on board their buses and trains. This year, we received input from 13,855 riders like you! This is what they had to say.
Customer Satisfaction

**Bus**
- This bus is generally on time (within 5 minutes)
- I feel safe while waiting for this bus
- I feel safe while riding this bus
- This bus is generally clean
- This bus’s stops are generally clean

**Rail**
- This train is generally on time (within 5 minutes)
- I feel safe while waiting for this train
- I feel safe while riding this train
- This train is generally clean
- This train’s stations are generally clean

I am generally satisfied with Metro service:

- **Bus**: 100%, 95%, 90%, 85%, 80%
- **Rail**: 74%, 64%, 77%, 79%, 86%

Graph showing customer satisfaction rates from 2013 to 2018:

- **Bus**: 85% in 2013, 90% in 2014, 85% in 2015, 91% in 2017, 91% in 2018
- **Rail**: 89% in 2013, 91% in 2014, 90% in 2015, 91% in 2017, 91% in 2018
Demographic Data

**AGE**
- < 18: 11%
- 18-24: 19%
- 25-34: 20%
- 35-49: 22%
- 50-64: 21%
- 65+: 8%

**ETHNICITY**
- Latino: 63%
- African American: 20%
- White: 8%
- Asian/Pacific Islander: 7%
- Native American: 1%
- Other: 0%

**GENDER IDENTITY**
- Female: 52%
- Male: 47%
- Non-binary: 1%

**SURVEY LANGUAGE**
- English: 71%
- Spanish: 29%
- Other: 1%

**AGE**
- < 18: 6%
- 18-24: 23%
- 25-34: 28%
- 35-49: 22%
- 50-64: 16%
- 65+: 5%

**ETHNICITY**
- Latino: 44%
- African American: 20%
- White: 21%
- Asian/Pacific Islander: 13%
- Native American: 1%
- Other: 2%

**GENDER IDENTITY**
- Female: 50%
- Male: 49%
- Non-binary: 1%

**SURVEY LANGUAGE**
- English: 92%
- Spanish: 8%
- Other: 1%
Demographic Data

**Household Income**

- Median Income: $17,154
- Mean Income: $24,746
- 58% Below Poverty Line

**Under 15K**
- 43%

**15K–25K**
- 29%

**25K–35K**
- 7%

**35K–50K**
- 9%

**50K–100K**
- 9%

**100K+**
- 3%

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**Household Income**

- Median Income: $32,634
- Mean Income: $46,440
- 34% Below Poverty Line

**Under 15K**
- 24%

**15K–25K**
- 20%

**25K–35K**
- 7%

**35K–50K**
- 13%

**50K–100K**
- 22%

**100K+**
- 14%
I have been riding Metro for 5+ years:

- Yes: 60%
- 50%
- 40%
- 30%
- 20%
- 10%

Do you have a car available to make this trip?

- Yes: 16%
- No: 84%

Trip Profile

- Traveling to stop/station: 10 mins (Bus) and 12 mins (Train)
- Waiting at stop/station: 9 mins (Bus) and 7 mins (Train)

AVERAGE TOTAL TIME BEFORE BOARDING BUS/TRAIN

Total time: 19 mins

FIRST MILE TRAVEL MODES

- 2013:
  - Walked: 82%
  - Dropped Off: 9%
  - Drove: 2%
  - Biked / Skateboarded: 4%
  - Other: 3%

- 2014:
  - Walked: 60%
  - Dropped Off: 14%
  - Drove: 18%
  - Biked / Skateboarded: 4%
  - Other: 4%

- 2015:
  - Walked: 40%
  - Dropped Off: 43%
  - Drove: 5%
  - Biked / Skateboarded: 4%
  - Other: 2%

- 2016:
  - Walked: 40%
  - Dropped Off: 43%
  - Drove: 5%
  - Biked / Skateboarded: 4%
  - Other: 2%

- 2017:
  - Walked: 40%
  - Dropped Off: 43%
  - Drove: 5%
  - Biked / Skateboarded: 4%
  - Other: 2%

- 2018:
  - Walked: 40%
  - Dropped Off: 43%
  - Drove: 5%
  - Biked / Skateboarded: 4%
  - Other: 2%
Smartphone Usage

How often do you use mobile applications to get traffic information?

- Very Often: 49%
- Occasionally: 21%
- Rarely: 13%
- Never: 17%

What type of mobile device do you own?

- Smartphone:
  - '15: 9%
  - '16: 9%
  - '17: 9%
  - '18: 8%

- Cell Phone:
  - '15: 53%
  - '16: 40%
  - '17: 41%
  - '18: 40%

- Neither:
  - '15: 9%
  - '16: 9%
  - '17: 9%
  - '18: 8%

How often do you use mobile applications to get traffic information?

- Very Often: 44%
- Occasionally: 23%
- Rarely: 18%
- Never: 15%

What type of mobile device do you own?

- Smartphone:
  - '15: 47%
  - '16: 61%
  - '17: 66%
  - '18: 73%

- Cell Phone:
  - '15: 47%
  - '16: 30%
  - '17: 29%
  - '18: 23%

- Neither:
  - '15: 6%
  - '16: 9%
  - '17: 6%
  - '18: 4%
Sexual Harassment

- At least one type of sexual harassment
- Non-Physical (comments, gestures, etc)
- Physical (groping, fondling, etc)
- Indecent Exposure (exposure of private parts)
Regarding the number of fare enforcement personnel on board Metro buses/trains, do you think there are:

- Right Amount: 55%
- Too Few: 28%
- Too Many: 18%

Regarding the number of police officers on board Metro buses/trains, do you think there are:

- Right Amount: 48%
- Too Few: 39%
- Too Many: 14%

- Right Amount: 41%
- Too Few: 50%
- Too Many: 9%