

SYSTEM-WIDE RESULTS

Sample Size	
N =	14,624

Generally Speaking, I am satisfied with Metro bus/rail service	
	Percent
Strongly Agree	40%
Agree	50%
Total Agree	90%
Disagree	8%
Strongly Disagree	3%
Total Disagree	11%
Total	100%

THIS bus/train is generally on time (within 5 minutes)	
	Percent
Strongly Agree	33%
Agree	48%
Total Agree	81%
Disagree	15%
Strongly Disagree	4%
Total Disagree	19%
Total	100%

I feel safe waiting for THIS bus/train	
	Percent
Strongly Agree	34%
Agree	50%
Total Agree	84%
Disagree	12%
Strongly Disagree	4%
Total Disagree	16%
Total	100%

I feel safe while riding THIS bus/train	
	Percent
Strongly Agree	37%
Agree	50%
Total Agree	87%
Disagree	10%
Strongly Disagree	3%
Total Disagree	13%
Total	100%

THIS bus/train is generally clean	
	Percent
Strongly Agree	31%
Agree	49%
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	26%
Agree	46%
Total Agree	72%
Disagree	22%
Strongly Disagree	7%
Total Disagree	28%
Total	100%

Did you receive a discount on your fare?	
	Percent
Yes	37%
No	63%
Total	100%

If yes, what type of discount did you receive?	
	Percent
Student (K-12)	21%
Student (college)	29%
LIFE (low-income coupon)	8%
Senior/Dis./Medi.	42%
Total	100%

What type of fare did you use?	
	Percent
30-Day Pass	19%
7-Day Pass	8%
Day Pass	7%
TAP Stored Value	29%
Cash	22%
Token	1%
Metro Transfer	3%
EZ Transit Pass	2%
Inter-Agency Transfer	0%
Metrolink Transfer	1%
OCTA Pass	0%
Other	7%
Total	100%

Do you own a:	
	Percent
Smart Phone	60%
Cell Phone	35%
Neither	5%
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	39%
Some other internet service	8%
Total	100%

SYSTEM-WIDE RESULTS

Sample Size	
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How did you get to the FIRST bus or train of THIS trip?	
	Percent
Walked	76%
Dropped Off	10%
Drove	6%
Biked	3%
Skateboarded	1%
Other	5%
Total	100%

How many minutes did it take you to get to the FIRST bus or train of THIS trip?	
	Minutes
Mean	11
Median	10

How many minutes did you wait for that FIRST bus or train?	
	Minutes
Mean	9
Median	6

Do you have a car available to make THIS trip?	
	Percent
Yes	21%
No	79%
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	68%
No	32%
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	22%
Non-physical	17%
Physical	6%
Indecent Exposure	8%

How many days a week do you usually ride Metro?	
	Percent
First time	1%
< 1 day	3%
1-2 days	7%
3-4 days	22%
5 or more days	67%
Total	100%

How many years have you been riding Metro?	
	Percent
Less than one	13%
1-2 years	16%
3-4 years	15%
5+ years	57%
Total	100%

What language did you complete the survey in?	
	Percent
English	74%
Spanish	26%
Other	0%
Total	100%

What is your ethnicity?	
	Percent
Latino	59%
African American	16%
White	11%
Asian/Pac. Isl.	8%
Native American	1%
Other	4%
Total	100%

What is your gender identity?	
	Percent
Male	48%
Female	51%
Non-binary	1%
Total	100%

What is your age?	
	Percent
< 18	11%
18-24	21%
25-34	20%
35-49	22%
50-64	19%
65 or more	8%
Total	100%

Household's total annual earnings?	
	Percent
Under \$5,000	23%
\$5,000-\$9,999	7%
\$10,000-\$14,999	6%
\$15,000-\$19,999	16%
\$20,000-\$24,999	10%
\$25,000-\$34,999	7%
\$35,000-\$49,999	12%
\$50,000-\$99,999	13%
\$100,000 or more	7%
Total	100%

Household's total annual earnings?	
	\$\$\$
Median	\$19,325
Mean	\$32,319

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