

Spring 2015: Metro SYSTEM-WIDE Customer Satisfaction Survey Results (May 4-June 16, 2015)

	Agree	Disagree	Mean	Trend
1. Generally speaking, I am satisfied with Metro Rail/bus service	41% 46% (88%)	8% 4% (12%)	1.76	↑ 2% from 2014
2. THIS train/bus is generally on time	37% 45% (82%)	13% 5% (18%)	1.87	↑ 3% from 2014
3. I feel safe while waiting for THIS bus/train	39% 47% (85%)	10% 4% (15%)	1.81	N/A
4. I feel safe while riding THIS bus/train	42% 46% (88%)	9% 4% (12%)	1.75	N/A
5. THIS bus/train is generally clean	34% 46% (80%)	14% 6% (20%)	1.91	Same as 2014
6. THIS stop/station is generally clean	31% 45% (75%)	18% 7% (25%)	2.01	↑ 3% from 2014
7. Which type of fare did you use for THIS trip?				
30-Day Pass: 27% 7-Day Pass: 14% Day Pass: 10% TAP Stored Value: 17% Cash: 20% Token: 3% Metro Transfer: 2%				
EZ Transit Pass: 2% Inter-Agency Transfer: <1% Metrolink Transfer: 1% OCTA Transfer: <1% Other: 4%				
8. Are you aware of Metro's low-income "Rider Relief" coupon program? Yes: 30% No: 70%				
9. Did you receive a discount on your fare? Yes: 30% No: 70%				
9a. If yes, what type of discounted fare did you receive (check all that apply)?				
Student (K-12): 26% Student (College/Vocational): 20% Rider Relief (Low-Income Coupon): 8% Senior/Disabled/Medicare: 36% DK/No Response: 10%				
10. Do you own a: Cell Phone: 52% ↑7% Smart Phone: 41% ↓3% I don't own a Cell Phone or a Smart Phone: 8% ↓2%				
11. How often do you use mobile applications (on your phone or tablet) such as "Go Metro", "511", & "Google Maps" to get traffic information?				
Very Often: 42% Occasionally: 23% Rarely: 14% Never: 23% (Total Use: 79%)				
12. How often do you use bike racks on Metro Buses?/Bring your bike on Metro Rail?				
Very Often: 9% Occasionally: 9% Rarely: 11% Never: 71% (Total Use: 29%)				
13. Do you have a car available to make THIS trip?	Yes: 22%	No: 78% ↓	9% from 2014	
14. How did you get to the first bus or train of this trip?				
Walked: 79% Dropped Off: 9% Drove: 5% Biked: 3% Skated: 2% Other: 3%				
15. How many minutes did it take you to get to the first bus or train of this one-way trip?				
mean: 10.84 minutes median: 10 minutes 10 min or less: 71% 5 min or less: 40%				
15a. How many minutes did you wait for that first bus or train?				
mean: 9.21 minutes median: 6 minutes 10 min or less: 78% 5 min or less: 48%				
16. In the past six months, while riding Metro, have you personally experienced any of the following types of sexual harassment?				
Any form of sexual harassment:	Yes: 19%	No: 81% ↓3%	From 2014	
16a. Non-Physical (comments, gestures, etc.):	Yes: 15%	No: 85%		
16b. Physical (unwanted touching, groping, fondling, etc.):	Yes: 7%	No: 93%		
16c. Indecent Exposure (exposure of private parts):	Yes: 8%	No: 92%		
17. Your household's total annual earnings: Median income: \$15,918 Mean Income: \$25,747				
17a. mean people per household: 3.31				
Under \$5,000: 29% \$5,000-\$9,999: 9% \$10,000-\$14,999: 9% \$15,000-\$19,999: 16% \$20,000-\$24,999: 8%				
\$25,000-\$34,999: 6% \$35,000-\$49,999: 9% \$50,000-\$99,999: 9% \$100,000 or more: 5%				
18. How many days a week do you usually ride Metro?				
First Time: 2% ↑1% <1 Day: 4% ↑1% 1-2 Days: 7% same 3-4 Days: 19% ↓3% 5+ Days: 68% ↑1%				
19. How many years have you been riding Metro?				
Less than one: 11% same 1-2 Years: 17% ↑1% 3-4 Years: 16% ↑2% 5+ Years: 57% ↓2%				
20. You are:				
Latino: 61% same Black: 18% same White: 9% same				
Asian/Pac. Is.: 8% ↑1% Amer. Indian: 1% same Other: 4% ↓1%				
21. You are:				
Male: 49% ↑1% Female: 51% ↓1%				
22. What is your age?				
Younger than 18: 11% 18-24: 20% 25-34: 20%				
35-49: 24% 50-64: 19% 65 or more: 6%				

 Total Number of Surveys: **19,793**
 Total Number of English Language Surveys: **14,861 (75%)** ↑6%
 Total Number of Spanish Language Surveys: **4,932 (25%)** ↓6%

*The survey was distributed online via language cards in the following languages: Chinese (Mandarin), Russian, Armenian, Japanese, Vietnamese, Tagalog, Cambodian, Korean and Thai

Percent of riders below poverty Level: 59% ↓4% from 2014

***Decimal rounding may cause %'s to not add up to 100% or combined strongly agree/agree or combined strongly disagree/disagree to differ slightly.