

All data derived from On-Board Customer Satisfaction Survey (Conducted October 2017)

Sample Size
N = 10,546

Generally Speaking, I am satisfied with Metro bus service

	Percent
Strongly Agree	47%
Agree	43%
Total Agree	90%
Disagree	7%
Strongly Disagree	3%
Total Disagree	10%
Total	100%

THIS bus is generally on time (within 5 minutes)

	Percent
Strongly Agree	40%
Agree	43%
Total Agree	82%
Disagree	13%
Strongly Disagree	4%
Total Disagree	18%
Total	100%

I feel safe waiting for THIS bus

	Percent
Strongly Agree	42%
Agree	44%
Total Agree	86%
Disagree	11%
Strongly Disagree	4%
Total Disagree	14%
Total	100%

I feel safe while riding THIS bus

	Percent
Strongly Agree	46%
Agree	44%
Total Agree	90%
Disagree	7%
Strongly Disagree	3%
Total Disagree	10%
Total	100%

THIS bus is generally clean

	Percent
Strongly Agree	40%
Agree	44%
Total Agree	84%
Disagree	12%
Strongly Disagree	4%
Total Disagree	16%
Total	100%

THIS bus's stops are generally clean

	Percent
Strongly Agree	32%
Agree	40%
Total Agree	72%
Disagree	21%
Strongly Disagree	8%
Total Disagree	28%
Total	100%

What type of fare did you use?

	Percent
30-Day Pass	24%
7-Day Pass	13%
Day Pass	6%
TAP Stored Value	15%
Cash	28%
Token	3%
Metro Transfer	2%
EZ Transit Pass	2%
Inter-Agency Transfer	1%
MetroLink Transfer	1%
OCTA Transfer	<1%
Other	6%
Total	100%

Did you receive a discount on your fare?

	Percent
Yes	34%
No	66%
Total	100%

If yes, what type of discount did you receive?

	Percent
Student (K-12)	26%
Student (college)	24%
Rider Relief	7%
Senior/Dis./Medi.	43%
Total	100%

Do you ride Metro Buses primarily for?

	Percent
Work/School	55%
Errands/Recreation	10%
Both Equally	36%
Total	100%

Do you own a:

	Percent
Smart Phone	50%
Cell Phone	41%
Neither	9%
Total	100%

How often do you use mobile applications (on your phone or tablet) such as "Go Metro", "511", & "Google Maps" to get traffic information?

	Percent
Very Often	49%
Occasionally	20%
Rarely	10%
Never	21%
Total	100%

How often do you use the bike racks on Metro buses?

	Percent
Very Often	7%
Occasionally	8%
Rarely	10%
Never	75%
Total	100%

Do you have a car available to make THIS trip?

	Percent
Yes	17%
No	83%
Total	100%

How did you get to the FIRST bus or train of THIS trip?

	Percent
Walked	84%
Dropped Off	8%
Drove	2%
Biked	2%
Skateboarded	1%
Other	3%
Total	100%

How many minutes did it take you to get to the FIRST bus or train of THIS trip?

	Minutes
Mean	10
Median	8

How many minutes did you wait for that FIRST bus or train?

	Minutes
Mean	9
Median	6

In the past 6 months, while riding Metro, have you personally experienced any of the following types of sexual harassment?

	Percent
Total Rate	15%
Non-physical	12%
Physical	5%
Indecent Exposure	6%

For this trip, would you be willing to make an additional transfer if you saved a total of 5 minutes on the entire trip?

	Percent
Yes	50%
No	50%
Total	100%

For this trip, if Metro were to offer \$3, on-demand rides (similar to UberPool or LyftLine), would you use this new service?

	Percent
Yes	64%
No	36%
Total	100%

How many days a week do you usually ride Metro?

	Percent
First time	1%
< 1 day	2%
1-2 days	6%
3-4 days	19%
5 or more days	72%
Total	100%

How many years have you been riding Metro?

	Percent
Less than one	8%
1-2 years	14%
3-4 years	16%
5+ years	62%
Total	100%

What language did you complete the survey in?

	Percent
English	64%
Spanish	36%
Other	<1%
Total	100%

What is your ethnicity?

	Percent
Latino	66%
African American	15%
White	8%
Asian/Pac. Isl.	7%
Native American	1%
Other	4%
Total	100%

What is your gender identity?

	Percent
Male	45%
Female	56%
Total	100%

What is your age?

	Percent
< 18	11%
18-24	18%
25-34	19%
35-49	24%
50-64	20%
65 or more	7%
Total	100%

Household's total annual earnings

	Percent
Under \$5,000	28%
\$5,000-\$9,999	9%
\$10,000-\$14,999	10%
\$15,000-\$19,999	15%
\$20,000-\$24,999	12%
\$25,000-\$34,999	7%
\$35,000-\$49,999	9%
\$50,000-\$99,999	8%
\$100,000 or more	3%
Total	100%

Household's total annual earnings?

	Percent
Median	\$16,218
Mean	\$23,138

Above or Below Poverty Line

	Percent
Below Poverty Line	61%
Above Poverty Line	39%
Total	100%



Spring 2003: Metro Bus Customer Satisfaction Survey

	Yes	No
1. Generally speaking, are you satisfied with Metro Bus service?	82%	18%
2. Is Metro Bus service better than last year?	78%	22%
3. Is your bus generally on time (within 5 minutes)?	62%	38%
4. Do you feel safe while waiting for Metro Buses?	74%	26%
5. Do you feel safe while riding Metro Buses?	85%	15%
6. Does your bus' schedule meet your needs?	76%	24%
7. Are the Metro Buses generally clean?	72%	28%
8. Do you normally have a seat for your trip?	70%	30%
9. Are Metro Bus drivers generally courteous?	72%	28%
10. Have you called 1-800-COMMUTE in the last six months?	36%	64%
10a. If yes, was 1-800-COMMUTE helpful to you?	61%	39%
11. Is Metro Bus service convenient for you to use?	91%	9%
12. Has a Metro Bus passed you by at a stop in the last month?	54%	46%
13. Are Metro Bus schedules easy to read and understand?	84%	16%
14. Did you use Metro Bus more than 4 days last week?	87%	13%
15. Do you use Metro Bus primarily to commute to/from work?	86%	14%
16. Do you have a car available to you to make this trip?	26%	74%
17. Do you ride the bus primarily during rush hours?	77%	23%
18. Is it easy to find and purchase Metro passes?	82%	18%
19. Do you think MTA should offer a one-day pass?	69%	31%
20. Are you aware of MTA's new Sector management structure?	25%	75%
21. Do you have to transfer to complete your trip?	67%	33%
21a. If yes, are your transfers/connections generally on time?	68%	32%
21b. How many transfers will you make to complete this one-way trip?		
₁ One Transfer: 33%		₂ Three transfers: 16%
₂ Two transfers: 41%		₃ Other: 10%
22. How did you pay for THIS trip?		
₁ Cash: 23%		₄ Pass(Monthly, Weekly, Express Stamps, Etc): 39%
₂ Token: 26%		₅ Senior/Disabled: 7%
₃ Student Pass: 4%		₆ Interagency, Non-MTA, Other: <1%
23. You are: ₁ Male: 47% ₂ Female: 53%		
24. You are: ₁ Single: 60% ₂ Married: 40%		
25. What is your age?		
₁ Younger than 18: 8% ₂ 18-24: 19% ₃ 25-44: 43%		
₄ 45-64: 24% ₅ 65 or older: 6%		
26. What is your home zip code? _____		

Total Number of Bus Surveys: 9,318

Total Number of English Language Surveys: 5,522 (59%)

Total Number of Spanish Language Surveys: 3,795 (41%)



Spring 2003: Metro Rail Customer Satisfaction Survey

	Yes	No
1. Generally speaking, are you satisfied with Metro Rail service?	94%	6%
2. Is Metro Rail service better than last year?	83%	17%
3. Is your train generally on time (within 5 minutes)?	85%	15%
4. Do you feel safe while waiting for Metro Rail trains?	85%	15%
5. Do you feel safe while riding Metro Rail Trains?	90%	10%
6. Does your train's schedule meet your needs?	89%	11%
7. Are the Metro Rail trains generally clean?	76%	24%
8. Do you normally have a seat for your trip?	85%	15%
9. Have you experienced a train breaking down in the last month?	42%	59%
10. Have you called 1-800-COMMUTE in the last six months?	23%	77%
10a. If yes, was 1-800-COMMUTE helpful to you?	55%	45%
11. Is Metro Bus service convenient for you to use?	96%	4%
12. Were you asked to show proof of payment last month?	78%	23%
12a. If you paid cash was the Ticket Vending machine easy to use?	79%	21%
13. Are Metro Rail schedules easy to read and understand?	88%	12%
14. Did you use Metro Rail more than 4 days last week?	90%	10%
15. Do you use Metro Rail primarily to commute to/from work?	93%	7%
16. Do you have a car available to you to make this trip?	50%	50%
17. Do you ride the rail primarily during rush hours?	87%	13%
18. Is it easy to find and purchase Metro passes?	83%	17%
19. Do you think MTA should offer a one-day pass?	76%	25%
20. Are you aware of MTA's new Sector management structure?	21%	79%
21. Do you have to transfer to complete your trip?	66%	34%
21a. If yes, are your transfers/connections generally on time?	80%	20%
21b. How many transfers will you make to complete this one-way trip?		
₁ One Transfer: 38%		₂ Three transfers: 19%
₂ Two transfers: 34%		₃ Other: 9%
22. How did you pay for THIS trip?		
₁ Cash: 21%		₄ Pass(Monthly, Weekly, Express Stamps, Etc): 46%
₂ Token: 24%		₅ Senior/Disabled: 5%
₃ Student Pass: 2%		₆ Interagency, Non-MTA, Other: 2%
23. You are:	₁ Male: 57%	₂ Female: 43%
24. You are:	₁ Single: 56%	₂ Married: 44%
25. What is your age?		
₁ Younger than 18: 4%	₂ 18-24: 17%	₃ 25-44: 48%
₄ 45-64: 29%	₅ 65 or older: 2%	
26. What is your home zip code? _____		

Total Number of Rail Surveys: 580
Total Number of English Language Surveys: 400 (69%)
Total Number of Spanish Language Surveys: 180 (31%)



Bus Survey Results—Spring 05

	Agree	Slightly Agree	Slightly Disagree	Disagree
1. Generally speaking, I am satisfied with Metro Bus Service	62%	22%	8%	8%
2. THIS bus is generally on time (within 5 minutes)	48%	25%	12%	16%
3. THIS bus's schedule meets my needs	60%	21%	10%	9%
4. THIS bus is generally clean	53%	27%	11%	9%
5. THIS bus's stops are generally clean	45%	27%	15%	14%
6. I feel safe while waiting for THIS bus	56%	24%	11%	9%
7. I feel safe while riding on THIS bus	66%	21%	8%	5%
8. THIS bus's drivers are generally courteous	55%	24%	11%	10%

	Yes	No
9. Is Metro Bus service better now than last year?	82%	18%
10. Do you think that Metro's image is improving?	84%	16%
11. Is graffiti usually a problem on your bus?	53%	47%
12. Do you normally have a seat for your trip?	77%	23%
13. Have you called 1-800-COMMUTE in the last six months?	35%	65%
a. If yes, was 1-800-COMMUTE helpful to you?	81%	19%
14. Do you have access to the Internet?	50%	50%
15. Have you visited METRO.NET in the last six months?	35%	65%
16. Is Metro Bus service convenient to use?	90%	10%
17. Has THIS Bus passed you by at a stop in the last month?	48%	52%
18. Did you use Metro Bus more than 4 days last week?	88%	12%
19. Do you use Metro Bus primarily to commute to/from work?	84%	16%
20. Did you have a car available to make THIS trip?	27%	73%
21. Is it easy to find and purchase Metro passes?	84%	16%
22. Is the Metro Day Pass convenient to use?	88%	12%
23. Does your employer help pay for some or all of your pass?	21%	79%
24. Are you aware of Metro's Service Sectors?	38%	62%

(San Fernando Valley, San Gabriel Valley, Gateway Cities, South Bay, Westside/Central)

25. How many buses/trains will you use to complete **THIS** one-way trip?

Buses	Trains
One: 52%	Zero: 7%
Two: 33%	One: 60%
Three: 10%	Two: 26%
Four: 4%	Three: 5%
Five or more: 1%	Four: 3%

26. What fare did you use on the **FIRST BUS/TRAIN** of this trip?

Day Pass: 33%	Reg. Semi-Monthly pass: 8%	College Student Pass: 4%
Token: 12%	Reg. Weekly Pass: 5%	K-12 Student Pass: 5%
One-Way Cash: 9%	EZ Transit Pass: 8%	Trans. From Muni.: <1%
Reg. Month Pass: 11%	Senior/Disabled Pass: 5%	Trans. From Metrolink: <1%

27. How many years have you been riding Metro?

Less than one: 12%	1-2 Years: 18%	3-4 Years: 18%	5+ Years: 52%
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28. You are:

Latino: 64%	Black: 18%	White: 8%
Asian/Pac. Is.: 7%	Other: 4%	

29. What is your age?

Younger than 18: 14%	18-24: 24%	25-44: 36%
45-61: 21%	62 or older: 6%	

30. What is your home zip code? _____



EARN A CHANCE TO WIN A MONTHLY METRO PASS!

Just complete this Metro Bus
Customer Satisfaction Survey*
Español al lado opuesto

- | | Agree | Disagree | | |
|-------------------------------------------------------------------------------------------------------|------------------------------------------------|------------------------------------------------|----------------------------------|-------------------------|
| 1. Generally speaking, I am satisfied with Metro Bus Service | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| 2. THIS bus is generally on time (within 5 minutes) | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| 3. THIS bus's schedule meets my needs | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| 4. THIS bus is generally clean | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| 5. THIS bus's stops are generally clean | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| 6. I feel safe while waiting for THIS bus | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| 7. I feel safe while riding on THIS bus | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| 8. THIS bus's drivers are generally courteous | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| | Yes | No | | |
| 9. Is Metro Bus service better now than last year? | <input type="radio"/> 1 | <input type="radio"/> 2 | | |
| 10. Do you think that Metro's image is improving? | <input type="radio"/> 1 | <input type="radio"/> 2 | | |
| 11. Is graffiti usually a problem on your bus? | <input type="radio"/> 1 | <input type="radio"/> 2 | | |
| 12. Do you normally have a seat for your trip? | <input type="radio"/> 1 | <input type="radio"/> 2 | | |
| 13. Have you called 1-800-COMMUTE in the last six months? | <input type="radio"/> 1 | <input type="radio"/> 2 | | |
| a. If yes, was 1-800-COMMUTE helpful to you? | <input type="radio"/> 1 | <input type="radio"/> 2 | | |
| 14. Do you have access to the Internet? | <input type="radio"/> 1 | <input type="radio"/> 2 | | |
| 15. Have you visited METRO.NET in the last six months? | <input type="radio"/> 1 | <input type="radio"/> 2 | | |
| 16. Is Metro Bus service convenient to use? | <input type="radio"/> 1 | <input type="radio"/> 2 | | |
| 17. Has THIS Bus passed you by at a stop in the last month? | <input type="radio"/> 1 | <input type="radio"/> 2 | | |
| 18. Did you use Metro Bus more than 4 days last week? | <input type="radio"/> 1 | <input type="radio"/> 2 | | |
| 19. Do you use Metro Bus primarily to commute to/from work? | <input type="radio"/> 1 | <input type="radio"/> 2 | | |
| 20. Did you have a car available to make THIS trip? | <input type="radio"/> 1 | <input type="radio"/> 2 | | |
| 21. Is it easy to find and purchase Metro passes? | <input type="radio"/> 1 | <input type="radio"/> 2 | | |
| 22. Is the Metro Day Pass convenient to use? | <input type="radio"/> 1 | <input type="radio"/> 2 | | |
| 23. Does your employer help pay for some or all of your pass? | <input type="radio"/> 1 | <input type="radio"/> 2 | | |
| 24. Are you aware of Metro's Service Sectors? | <input type="radio"/> 1 | <input type="radio"/> 2 | | |
| <small>(San Fernando Valley, San Gabriel Valley, Gateway Cities, South Bay, Westside/Central)</small> | | | | |
| 25. How many buses/trains will you use to complete THIS one-way trip? | | | | |
| _____ buses and or _____ trains | | | | |
| 26. What fare did you use on the FIRST BUS/TRAIN of this trip? | | | | |
| <input type="radio"/> 1 Day Pass | <input type="radio"/> 5 Reg. Semi-Monthly pass | <input type="radio"/> 9 College Student Pass | | |
| <input type="radio"/> 2 Token | <input type="radio"/> 6 Reg. Weekly Pass | <input type="radio"/> 10 K-12 Student Pass | | |
| <input type="radio"/> 3 One-Way Cash | <input type="radio"/> 7 EZ Transit Pass | <input type="radio"/> 11 Trans. From Muni. | | |
| <input type="radio"/> 4 Reg. Month Pass | <input type="radio"/> 8 Senior/Disabled Pass | <input type="radio"/> 12 Trans. From Metrolink | | |
| 27. How many years have you been riding Metro? | | | | |
| <input type="radio"/> 1 Less than one | <input type="radio"/> 2 1-2 Years | <input type="radio"/> 3 3-4 Years | <input type="radio"/> 4 5+ Years | |
| 28. You are: | <input type="radio"/> 1 Latino | <input type="radio"/> 2 Black | <input type="radio"/> 3 White | |
| | <input type="radio"/> 4 Asian/Pac. Is. | <input type="radio"/> 5 Other | | |
| 29. What is your age? | <input type="radio"/> 1 Younger than 18 | <input type="radio"/> 2 18-24 | <input type="radio"/> 3 25-44 | |
| | <input type="radio"/> 4 45-61 | <input type="radio"/> 5 62 or older | | |
| 30. What is your home zip code? _____ | | | | |

All information will be kept confidential.

Name (Optional*) _____

Phone (Optional*) _____

Provide your E-mail address if you wish to receive information from Metro:

E-mail address (optional) _____



Spring 2006: Metro BUS Customer Satisfaction Survey

	Agree		Disagree	
1. Generally speaking, I am satisfied with Metro Bus Service	46%	38%	9%	7%
2. THIS bus is generally on time (within 5 minutes)	34%	38%	16%	12%
3. THIS bus's schedule meets my needs	44%	37%	11%	8%
4. THIS bus is generally clean	38%	40%	14%	8%
5. THIS bus's stops are generally clean	33%	38%	18%	11%
6. I feel safe while waiting for THIS bus	41%	41%	11%	7%
7. I feel safe while riding on THIS bus	48%	41%	7%	4%
8. THIS bus's drivers are generally courteous	40%	41%	11%	8%
		Yes	No	
9. Is Metro Bus service better now than last year?		82%	18%	
10. Is Metro's image improving?		86%	14%	
11. Is graffiti usually a problem on THIS bus?		48%	52%	
12. Do you normally have a seat for THIS trip?		82%	18%	
13. Is Metro Bus service convenient to use?		91%	9%	
14. Do you have access to the Internet?		55%	45%	
15. Have you visited METRO.NET in the last six months?		40%	60%	
16. Have you noticed new TVs on the bus?		89%	11%	
a. If yes, do you prefer having a TV on the bus?		84%	16%	
17. Has THIS Bus passed you by at a stop in the last month?		45%	55%	
18. Are Metro schedules easy to understand?		84%	16%	
19. Did you use Metro Bus more than 4 days last week?		85%	15%	
20. Did you have a car available to make THIS trip?		31%	69%	
21. Is it easy to find and purchase Metro passes?		85%	15%	
22. Do you have to transfer to complete THIS one-way trip?		67%	33%	
a. If yes, are all your connecting buses scheduled to come within 15 minutes of each other (THIS trip only)		69%	31%	
23. What fare did you use on the FIRST METRO BUS/TRAIN of this trip? (check only one)				
Day Pass: 36%	Reg. Semi-Monthly pass: 4%	College Student Pass: 3%		
Token: 6%	Reg. Weekly Pass: 7%	K-12 Student Pass: 5%		
One-Way Cash: 11%	EZ Transit Pass: 2%	Trans. From Muni.: 1%		
Reg. Month Pass: 18%	Senior/Disabled Pass: 6%	Trans. From Metrolink: 1%		
24. Does your employer help pay for some or all of your pass? Yes: 12.8% No: 87.2%				
25. How many years have you been riding Metro?				
Less than one: 14%	1-2 Years: 17%	3-4 Years: 17%	5+ Years: 52%	
26. You are:	Latino: 61%	Black: 20%	White: 9%	
	Asian/Pac. Is.: 6%	Other: 4%		
27. You are:	Male: 47%	Female: 53%		
28. What is your age?	Younger than 18: 12%	18-24: 23%	25-44: 37%	
	45-61: 22%	62 or older: 6%		
29. What is your home zip code? _____				

May 9 – June 16, 2006

14,197 surveys returned



Spring 2007: Metro Customer Satisfaction Survey BUS Results

	Agree		Disagree	
1. Generally speaking, I am satisfied with Metro Service	44%	39%	10%	8%
2. THIS bus is generally on time (within 5 mins)	33%	36%	18%	13%
3. THIS bus's schedule meets my needs	43%	38%	11%	8%
4. THIS bus is generally clean	36%	38%	16%	10%
5. THIS bus's stops are generally clean	32%	37%	20%	11%
6. THIS bus's drivers are generally courteous	40%	40%	12%	8%
		Yes	No	
7. Is Metro Bus service better now than last year?		78%	22%	
8. Is Metro's image improving?		80%	20%	
9. Is graffiti usually a problem on THIS bus?		48%	52%	
10. Do you normally have a seat for THIS trip?		80%	20%	
11. Have you called 1-800-COMMUTE in the last 6 months?		34%	66%	
a. If yes, were you satisfied with the service?		81%	19%	
12. Do you have access to the Internet?		57%	43%	
13. Have you visited METRO.NET in the last six months?		38%	62%	
a. If yes, did you use the trip planner?		83%	17%	
14. If it were available, would you use a rechargeable Metro card (similar to a gift card)		63%	37%	
15. Has THIS bus passed you by at a stop in the last month?		40%	60%	
16. Will you use the bike rack in front of the bus on THIS trip?		31%	69%	
17. Did you have a car available to make THIS trip?		26%	74%	
18. Is there a Park and Ride lot that serves your neighborhood?		46%	54%	
19. Do you have to transfer to complete THIS one-way trip?		61%	39%	
a. If yes, are all your connecting buses scheduled to come within 15 minutes of each other (THIS trip only)		75%	25%	
20. Did you use Metro Bus more than 4 days last week?		85%	15%	
21. What fare did you use on the FIRST METRO BUS/TRAIN of this trip? (check only one)				
Day Pass: 33%	Reg. Semi-Monthly pass: 6%	K-12 Student Pass: 7%		
Token: 5%	Reg. Weekly Pass: 7%	College Student Pass: 3%		
One-Way Cash: 11%	EZ Transit Pass: 4%	Trans. From Metrolink: <1%		
Reg. Month Pass: 18%	Senior/Disabled Pass: 5%	Trans. From Muni.: 1%		
22. How many days a week do you usually ride Metro?				
5+ Days: 69%	3-4 Days: 19%	1-2 Days: 8%	<1 Day: 2%	First Time: 2%
23. How many years have you been riding Metro?				
Less than one: 14%	1-2 Years: 18%	3-4 Years: 18%	5+ Years: 50%	
24. You are:	Latino: 57%	Black: 20%	White: 10%	
	Asian/Pac. Is.: 7%	American Indian: 2%	Other: 4%	
25. You are:	Male: 48%	Female: 52%		
26. What is your age?	Younger than 18: 14%	18-24: 23%	25-44: 37%	
	45-61: 20%	62 or older: 6%		
27. What is your home zip code?	90011 (3.1%), 90044 (2.6%), 90003 (2.4%), 90006 (2.4%)			

Language: English 65% Spanish 35%



Spring 2008: Metro BUS Customer Satisfaction Survey Results

	Agree		Disagree	
1. Generally speaking, I am satisfied with Metro Service	50%	32%	10%	8%
2. THIS bus/train is generally on time (within 5 mins)	39%	31%	16%	15%
3. THIS bus's/train's schedule meets my needs	49%	31%	12%	8%
4. I feel safe while waiting for THIS bus/train	49%	32%	11%	7%
5. I feel safe while riding THIS bus/train	56%	31%	8%	5%
6. THIS bus's operators are generally courteous	47%	33%	12%	9%
	Yes		No	
7. Is Metro Bus service better now than last year?	78%		22%	
8. Is Metro's image improving?	82%		18%	
9. Is Metro's bus service convenient for you to use?	93%		7%	
10. Do you normally have a seat for THIS trip?	82%		18%	
11. Has THIS bus passed you by at a stop in the last month?	43%		57%	
12. Have you called 1-800-COMMUTE in the last 6 months?	30%		70%	
a. If yes, were you satisfied with the service?	80%		20%	
13. In the last six months, have you reported a bus/train problem to Metro Customer Relations?	51%		49%	
a. If yes, were you satisfied with the service?	58%		42%	
14. Do you have access to the Internet?	58%		42%	
15. Have you visited METRO.NET in the last six months?	38%		62%	
16. Have you used the Metro Trip Planner in the last six months?	39%		61%	
17. Do you use Metro Bus/Rail primarily to commute to/from work?	79%		21%	
18. Did you have a car available to make THIS trip?	28%		72%	
19. Is it easy to find and purchase Metro passes?	83%		17%	
20. Do you prefer having a TV on the bus?	82%		18%	
21. Are you aware of the new re-loadable TAP card?	30%		70%	
22. Did you use a TAP card for THIS trip?	14%		86%	
23. What fare did you use on the FIRST METRO BUS/TRAIN of this trip? (check only one)				
Day Pass: 23%			College Student Pass: 3%	
Token: 6%		Reg. Weekly Pass: 12%	K-12 Student Pass: 7%	
One-Way Cash: 20%		EZ Transit Pass: 4%	Trans. From Muni: 1%	
Reg. Month Pass: 18%		Senior/Disabled Pass: 7%	Trans. From Metrolink.: 1%	
24. How many days a week do you usually ride Metro?				
5+ Days: 74%	3-4 Days: 16%	1-2 Days: 7%	<1 Day: 2%	First Time: 1%
25. How many years have you been riding Metro?				
Less than one: 13%	1-2 Years: 18%	3-4 Years: 17%	5+ Years: 52%	
	Yes		No	
26. Do you have to transfer to complete THIS one-way trip?	60%		40%	
27. You are:	Latino: 60%	Black: 19%	White: 9%	
	Asian/Pac. Is.: 8%	American Indian: 1%	Other: 4%	
28. You are:	Male: 49%	Female: 51%		
29. What is your age?	Younger than 18: 12%	18-24: 23%	25-44: 37%	
	45-61: 23%	62 or older: 6%		

 Total Number of Bus Surveys: 16,825

Total Number of English Language Surveys: 10,548 (63%)

Total Number of Spanish Language Surveys: 6,277 (37%)



Spring 2009: Metro BUS Customer Satisfaction Survey Results

	Agree		Disagree		Mean	Trend
1. Generally speaking, I am satisfied with Metro bus Service	52%	37%	7%	4%	1.14	↑ from 2008
2. THIS bus is generally on time (within 5 mins)	37%	38%	16%	9%	1.23	↓ from 2008
3. THIS bus is generally clean	38%	39%	15%	8%	1.19	↑ from 2007
4. THIS bus's stops are generally clean	33%	38%	19%	10%	1.25	↑ from 2007
5. THIS bus's drivers are generally courteous	42%	39%	12%	7%	1.17	↓ from 2008
6. THIS bus has adequate emergency info available	40%	42%	13%	6%	1.17	N/A
			Yes	No		
7. Is Metro bus service better now than last year?	79%	21%				↑ from 2008
8. Do you normally have a seat for THIS trip?	85%	15%				↑ from 2008
9. Has THIS bus passed you by at a stop in the last month?	38%	62%				↓ from 2008
10. Has THIS bus broken down in the last month?	22%	78%				N/A
11. Is graffiti usually a problem on THIS bus?	38%	62%				↓ from 2007
12. Do you have a working cell phone with you on this bus?	68%	32%				N/A
a. If yes, can you browse the internet?	56%	(38%)	44%	(30%)		N/A
13. Have you visited Metro.net in the last six months?	42%	58%				↑ from 2008
14. Do you use Metro Bus/Rail primarily to commute to/form work?	80%	20%				↑ from 2008
15. Did you have a car available to make THIS trip?	27%	73%				↓ from 2008
16. Is it easy to find and purchase Metro passes?	80%	20%				↓ from 2008
17. Are you aware of the new re-loadable TAP card?	83%	17%				↑ from 2008
18. Did you use a TAP card for THIS trip?	53%	47%				↑ from 2008
19. Do you prefer using TAP card over paper passes and token fare types?	70%	30%				N/A
20. What fare did you use on the FIRST METRO BUS/TRAIN of this one-way trip? (Check only one)						
Day Pass: 20%			College Student Pass: 3%			
Token: 7%	Reg. Weekly Pass: 9%		K-12 Student Pass: 6%			
One-Way Cash: 25%	EZ Transit Pass: 5%		Trans. From Muni: 1%			
Reg. Month Pass: 15%	Senior/Disabled Pass: 8%		Trans. From Metrolink.: 1%			
21. How many days a week do you usually ride Metro?						
5+ Days: 71%	3-4 Days: 18%	1-2 Days: 7%	<1 Day: 2%	First Time: 2%		
22. How many years have you been riding Metro?						
Less than one: 11%	1-2 Years: 17%	3-4 Years: 17%	5+ Years: 55%			
		Yes	No			
23. Do you have to transfer to complete THIS one-way trip?	56%	44%				
a. If yes, are you connecting buses/train scheduled to come within 15 minutes?	78%	(44%)	22%	(12%)		
24. Are your household's annual earnings more than \$26,000?	30%	70%				
25. You are:	Latino: 59%	Black: 19%	White: 8%			
	Asian/Pac. Is.: 8%	Amer. Indian: 1%	Other: 4%			
26. You are:	Male: 48%	Female: 52%				
27. What is your age?	Younger than 18: 9%	18-22: 17%	23-49: 51%			
	50-64: 18%	65 or older: 5%				

Total Number of Bus Surveys: 15,281

Total Number of English Language Surveys: 9,746 (64%)

Total Number of Spanish Language Surveys: 5,535 (36%)



Spring 2010: Metro BUS Customer Satisfaction Survey Results

	Agree		Disagree		Mean	Trend
1. Generally speaking, I am satisfied with Metro bus service	47%	38% (85%)	9%	6% (15%)	1.74	↓ from 2009
2. THIS bus is generally on time (within 5 minutes)	37%	37% (74%)	17%	10% (26%)	1.99	=
3. THIS bus's schedule meets my needs	47%	36% (83%)	11%	6% (17%)	1.76	↑ from 2008
4. I feel safe riding THIS bus	53%	36% (89%)	7%	5% (11%)	1.63	↑ from 2008
5. THIS bus's drivers are generally courteous	44%	40% (84%)	11%	6% (16%)	1.80	↑ from 2009
6. THIS bus has adequate emergency information	43%	40% (84%)	11%	6% (16%)	1.79	↑ from 2009
			Yes	No		Trend
7. Is Metro bus service better now than last year?			78%	22%		=
8. Do you normally have a seat for THIS trip?			83%	17%		=
9. Has THIS bus passed you by at a stop in the last month?			38%	62%		↓ from 2009
10. Has THIS bus broken down in the last month?			23%	78%		=
11. Do you have a working cell phone with you on THIS bus?			71%	29%		↑ from 2009
a. If yes, can you browse the Internet (i.e. a smart phone)?			65%	35%		↑ from 2009
12. Do you prefer having a TV on the bus?			79%	22%		↓ from 2008
13. Do you use Metro Bus/Rail primarily to commute to/from work?			85%	16%		↑ from 2009
14. Do you have a car available to make THIS trip?			24%	76%		↓ from 2009
15. Is public transit your only means of transportation?			75%	25%		N/A
16. Is it easy to find and purchase Metro passes?			78%	22%		↓ from 2009
17. Did you use a TAP card for THIS trip?			54%	46%		=
18. Do you prefer using the TAP card over paper passes?			72%	28%		↑ from 2009
19. Do you think Day Passes should be available on buses?			91%	9%		N/A
20. Do you have to transfer to complete THIS one-way trip?			58%	42%		↑ from 2009
a. If yes, do connecting buses/trains come within 15 minutes?			64%	36%		↑ from 2009
21. Are your household's annual earnings more than \$26,000?			32%	68%		↑ from 2009
22. Which service have you used to plan a transit trip in the last 6 months?	None: 31% Metro.net: 41% Google Transit: 7% 1-800-COMMUTE: 14% Printed Timetables: 5% Other: 3%					
23. What fare did you use on the First Metro bus/train of this one way trip? (CHECK ONLY ONE)	Day Pass: 19% Reg. Weekly Pass: 11% K-12 Student Pass: 6% Token: 8% EZ Transit Pass: 4% Trans. From Muni: 1% One-Way Cash: 25% Senior/Disabled Pass: 8% Trans. From Metrolink.: <1% Reg. Month Pass: 16% College Student Pass: 3%					
24. How many days a week do you usually ride Metro?	5+ Days: 72% 3-4 Days: 18% 1-2 Days: 6% <1 Day: 2% First Time: 1%					
25. How many years have you been riding Metro?	Less than one: 12% 1-2 Years: 16% 3-4 Years: 17% 5+ Years: 56%					
26. What statement best describes your transit use?	Take same trip on transit: 25% Take about 3 different trips on transit: 21% Take transit to go everywhere: 54%					
27. You are:	Latino: 60% Black: 19% White: 10% Asian/Pac. Is.: 7% Amer. Indian: 1% Other: 4%					
28. You are:	Male: 49% Female: 51%					
29. What is your age?	Younger than 18: 10% 18-22: 18% 23-49: 50% 50-64: 18% 65 or older: 5%					

Total Number of Bus Surveys: 17,193

Total Number of English Language Surveys: 11,065 (64%)
Total Number of Spanish Language Surveys: 6,128 (36%)



Spring 2011: Metro BUS Customer Satisfaction Survey Results

	Agree		Disagree		Mean	Trend
1. Generally speaking, I am satisfied with Metro bus service	46%	40% (86%)	9%	5% (14%)	1.74	↑ 1% from 2010
2. THIS bus is generally on time (within 5 minutes)	38%	40% (78%)	15%	8% (23%)	1.92	↑ 3% from 2010
3. THIS bus's schedule meets my needs	46%	38% (84%)	10%	6% (16%)	1.75	↑ 1% from 2010
4. I feel safe riding THIS bus	53%	38% (90%)	6%	4% (10%)	1.61	= to 2010
5. THIS bus's drivers are generally courteous	45%	40% (85%)	10%	5% (15%)	1.75	↑ 1% from 2010
6. THIS bus is generally clean	40%	43% (83%)	12%	6% (18%)	1.83	↓ 1% from 2010

	Yes	No	Trend
7. Is Metro bus service better now than last year?	78%	22%	↓ 1% from 2010
8. Do you normally have a seat for THIS trip?	83%	17%	↓ 2% from 2010
9. Has THIS bus passed you by at a stop in the last month?	35%	65%	= to 2010
10. Has THIS bus broken down in the last month?	19%	81%	↓ 3% from 2010
11. Do you have a working cell phone with you on THIS bus?	75%	25%	↑ 4% from 2010
a. If yes, can you browse the Internet (i.e. a smart phone)?	71%	29%	↓ 1% from 2010
12. Do you use Metro Bus/Rail primarily to commute to/from work?	83%	17%	↓ 1% from 2010
13. Do you have a car available to make THIS trip?	25%	75%	↓ 1% from 2010
14. Is it easy to find and purchase Metro passes?	79%	21%	↑ 2% from 2010
15. Do you prefer a pass that is good for 30 consecutive days?	69%	31%	N/A
16. Did you use a TAP card for THIS trip?	57%	43%	↑ 4% from 2010
17. Do you have to transfer to complete THIS one-way trip?	52%	48%	↓ 6% from 2010
a. If yes, do connecting buses/trains come within 15 minutes?	65%	35%	↑ 1% from 2010
18. Are your household's annual earnings more than \$26,000?	33%	67%	↑ 1% from 2010

19. Which service have you used to plan a transit trip in the last 6 months?

None: **29%** down 1% Metro.net: **31%** down 10% Google Transit: **12%** up 5% 1-800-GOMETRO **13%** N/A
 1-800-COMMUTE: **7%** N/A Printed Timetables: **5%** same Calling 511: **1.5%** N/A Other: **2%** down 1%

20. What fare did you use on the **First Metro bus/train** of this one way trip? (**CHECK ONLY ONE**)

Day Pass: **15%** down 3% Reg. Weekly Pass: **11%** up 1% K-12 Student Pass: **7%** up 1%
 Token: **7%** down 1% EZ Transit Pass: **4%** same Trans. From Muni: **<1%** same
 One-Way Cash: **24%** down 2% Senior/Disabled Pass: **8%** same Trans. From Metrolink.: **<1%** same
 Reg. Month Pass: **18%** down 2% College Student Pass: **6%** up 3%

21. How many days a week do you usually ride Metro?

5+ Days: **71%** up 1% 3-4 Days: **19%** same 1-2 Days: **6%** down 1% <1 Day: **2%** down 1% First Time: **1%** same

22. How many years have you been riding Metro?

Less than one: **12%** same 1-2 Years: **18%** down 2% 3-4 Years: **17%** same 5+ Years: **55%** same

23. What statement best describes your transit use?

Take same trip on transit: **26%** same Take about 3 different trips on transit: **20%** down 1%
 Take transit to go everywhere: **55%** up 2%

24. You are: Latino: **57%** down 3% Black: **22%** up 5% White: **9%** down 1%
 Asian/Pac. Is.: **7%** same Amer. Indian: **1%** same Other: **4%** same

25. You are: Male: **48%** down 1% Female: **52%** up 1%

26. What is your age? Younger than 18: **9%** up 2% 18-22: **20%** up 2% 23-49: **49%** up 1%
 50-64: **18%** same 65 or older: **4%** up 1%

 Total Number of Bus Surveys: **14,181**

Total Number of English Language Surveys: **10,171 (72%)** down 8%

Total Number of Spanish Language Surveys: **4010 (28%)** up 8%



Spring 2012: Metro BUS Customer Satisfaction Survey Results (May 8-24, 2012)

	Agree		Disagree		Mean	Trend
1. Generally speaking, I am satisfied with Metro bus service	41%	45% (86%)	10%	4% (14%)	1.80	↓ 1% from 2011
2. THIS bus is generally on time (within 5 minutes)	33%	43% (76%)	16%	8% (24%)	1.98	↓ 2% from 2011
3. THIS bus's schedule meets my needs	42%	42% (85%)	11%	5% (15%)	1.80	= to 2011
4. I feel safe riding THIS bus	44%	43% (87%)	9%	4% (13%)	1.74	↓ 3% from 2011
5. I feel safe while waiting for THIS bus	37%	45% (82%)	13%	5% (18%)	1.88	N/A
6. THIS bus's drivers are generally courteous	39%	44% (83%)	12%	5% (17%)	1.84	↓ 2% from 2011
7. THIS bus is generally clean	34%	46% (80%)	15%	5% (20%)	1.91	↓ 3% from 2011
8. THIS bus's stops are generally clean	30%	42% (72%)	21%	7% (28%)	2.07	= to 2009
		Yes	No		Trend	
9. Is Metro bus service better now than last year?		80%	20%		↑ 2% from 2011	
10. Do you normally have a seat for THIS trip?		79%	21%		↓ 4% from 2011	
11. Has THIS bus passed you by at a stop in the last month?		38%	62%		↑ 3% from 2011	
12. Has THIS bus broken down in the last month?		24%	76%		↑ 5% from 2011	
13. Do you have a working cell phone with you on THIS bus?		76%	25%		↑ 1% from 2011	
a. If yes, can you browse the Internet (i.e. a smart phone)?		76%(58% of total)	29%		↑ 5% from 2011	
14. How did you get to the first bus or train of this trip?						
Walked: 84%	Dropped Off: 8%	Drove: 2.4%	Biked: 2.6%	Other: 3%		
15. How many minutes did it take you to get to the first bus or train of this one-way trip?						
mean: 10.5 minutes	median: 9 minutes	10 min or less: 73%	5 min or less: 45%			
15a. How many minutes did you wait for that first bus or train?						
mean: 10 minutes	median: 9 minutes	10 min or less: 73%	5 min or less: 43%			
16. Do you have a car available to make THIS trip?		18%	82%		↓ 7% from 2011	
17. Is it easy to find and purchase Metro passes?		80%	20%		↑ 1% from 2011	
18. Did you use a TAP card for THIS trip?		64%	36%		↑ 7% from 2011	
a. If yes, is TAP easy to use for paying for your fare?		90%	10%		N/A	
19. Do you have to transfer to complete THIS one-way trip?		46%	36%		↓ 6% from 2011	
a. If yes, do connecting buses/trains come within 15 minutes?		82%	18%		↑ 17% from 2011	
20. Your household's total annual earnings:	Median income \$14,423	Mean: \$23,875				
Under \$15,000:	52%	\$15,000-\$24,999:	17%	\$25,000-\$34,999:	16%	
\$35,000-\$49,999:	7%	\$50,000-\$99,999:	6%	\$100,000 or more:	2%	
21. What fare did you use on the First Metro bus/train of this one way trip? (CHECK ONLY ONE)						
Day Pass: 21% up 6%	Reg. Weekly Pass: 13% up 2%	K-12 Student Pass: 5% down 3%				
Token: 6% down 1%	EZ Transit Pass: 4% up 1%	Trans. From Muni: 1% same				
One-Way Cash: 23% down 1%	Senior/Disabled Pass: 9% same	Trans. From Metrolink.: <1% same				
Reg. Month Pass: 14% down 4%	College Student Pass: 4% down 2%					
21. How many days a week do you usually ride Metro?						
5+ Days: 67% down 4%	3-4 Days: 22% up 4%	1-2 Days: 7% up 1%	<1 Day: 2% same	First Time: 1% same		
22. How many years have you been riding Metro?						
Less than one: 13% up 1%	1-2 Years: 18% same	3-4 Years: 16% down 1%	5+ Years: 53% down 2%			
24. You are:	Latino: 56% down 1%	Black: 23% up 1%	White: 9% same			
Asian/Pac. Is.: 8% down 1%	Amer. Indian: 1% same	Other: 4% same				
25. You are:	Male: 48% same	Female: 52% same				
26. What is your age?	Younger than 18: 7% down 2%	18-22: 21% up 1%	23-49: 48% down 1%			
50-64: 18% same	65 or older: 5% up 1%					

Total Number of Bus Surveys: 20,730

Total Number of English Language Surveys: 14,977 (72%) same

Total Number of Spanish Language Surveys: 5,753 (28%) same



Spring 2013: Metro BUS Customer Satisfaction Survey Results (May 2013)

	Agree		Disagree		Mean	Trend			
1. Generally speaking, I am satisfied with Metro bus service	41%	44% (85%)	10%	5% (15%)	1.80	↓ 1% from 2012			
2. THIS bus is generally on time (within 5 minutes)	35%	43% (78%)	15%	7% (22%)	1.93	↑ 2% from 2012			
3. I feel safe while waiting for THIS bus	40%	43% (83%)	11%	5% (17%)	1.81	↑ 1% from 2012			
4. THIS bus's drivers are generally courteous	41%	42% (83%)	12%	5% (17%)	1.81	same as 2012			
5. THIS bus is generally clean	37%	45% (82%)	13%	5% (18%)	1.87	↑ 2% from 2012			
6. THIS bus's stops are generally clean	32%	43% (75%)	18%	7% (25%)	2.01	↑ 3% from 2012			
7. I have seen Metro ads in the last month	36%	42% (78%)	15%	7% (22%)	1.92	N/A			
8. Metro provides me with timely and useful information for my travel	41%	44% (85%)	10%	5% (15%)	1.79	N/A			
9. I am proud to travel with Metro	43%	43% (86%)	9%	5% (14%)	1.75	N/A			
10. Has THIS bus passed you by at a stop in the last month?			28%	72%		↓ 10% from 2012			
11. Has THIS bus broken down in the last month?			15%	85%		↓ 9% from 2012			
12. Do you have a cell phone with you on THIS bus?			75%	25%		↓ 1% from 2012			
a. If yes, can you browse the Internet (i.e. a smart phone)?			71%(53% of total)	29%		↓ 5% from 2012			
13. How did you get to the first bus or train of this trip?	Walked: 82% Dropped Off: 8% Drove: 3% Biked or Skated: 3.6% (up 1%) Other: 3%								
14. How many minutes did it take you to get to the first bus or train of this one-way trip?	mean: 10.9 minutes median: 9 minutes 10 min or less: 72% 5 min or less: 44%								
a. How many minutes did you wait for that first bus or train?	mean: 9.8 minutes median: 8 minutes 10 min or less: 75% 5 min or less: 45%								
15. Do you have a car available to make THIS trip?			20%	80%		↑ 2% from 2012			
16. Do you have to transfer to complete THIS one-way trip?			50%	50%		↑ 4% from 2012			
a. If yes, do connecting buses/trains come within 15 minutes?			78%	22%		↓ 4% from 2012			
17. Are you making THIS one-way trip to or/from work?			61%	39%		N/A			
18. Your household's total annual earnings:	Median income \$16,250		Mean: \$24,565						
18a. mean people per household: 3.47									
Under \$5,000:	29%	\$5,000-\$9,999:	8%	\$10,000-\$14,999:	8%	\$15,000-\$19,999:	19%	\$20,000-\$24,999:	9%
\$25,000-\$34,999:	6%	\$35,000-\$49,999:	9%	\$50,000-\$99,999:	8%	\$100,000 or more:	3%		
19. Did you use a TAP card for the FIRST Metro bus/train THIS trip?			69%	31%		↑ 5% from 2012			
a. If yes, is TAP easy to use for paying for your fare?			94%	6%		↑ 4% from 2012			
20. What fare did you use on the First Metro bus/train of this one way trip? (CHECK ONLY ONE)	Day Pass: 19% down 2% Reg. Weekly Pass: 10% down 3% K-12 Student Pass: 4% down 1%								
	Token: 8% up 2% EZ Transit Pass: 3% down 1% Trans. From Muni: <1% same								
	One-Way Cash: 23% same Senior/Disabled Pass: 9% same Trans. From Metrolink.: <1% same								
	Reg. Month Pass: 19% up 5% College Student Pass: 4% same								
21. How do you get Metro information?	Brochures: 28% Posters on buses and trains: 18% Metro.net: 20% Radio Ads: 3%								
	Internet ads: 9% Newspaper Ads 3% Billboards: 7% 323-GO-METRO: 9%								
	Go Metro mobile app: 10% 511: 3% Google Maps 17%								
22. How many days a week do you usually ride Metro?	5+ Days: 67% same 3-4 Days: 22% same 1-2 Days: 7% same <1 Day: 3% up 1% First Time: 1% same								
23. How many years have you been riding Metro?	Less than one: 13% same 1-2 Years: 20% up 2% 3-4 Years: 16% same 5+ Years: 52% down 1%								
24. You are:	Latino: 58% up 2%		Black: 19% down 4%		White: 9% same				
	Asian/Pac. Is.: 8% same		Amer. Indian: 1% same		Other: 4% up 1%				
25. You are:	Male: 49% up 1%		Female: 51% down 1%						
26. What is your age?	Younger than 18: 10% up 3%		18-22: 20% down 1%		23-49: 47% down 1%				
	50-64: 18% same		65 or older: 5% same						

Total Number of Bus Surveys: 17,377
 Total Number of English Language Surveys: 12,168(71%) down 1%
 Total Number of Spanish Language Surveys: 5019 (29%) up 1%
 Total Number of Armenian Language Surveys: 7 (<1%)
 Total Number of Cambodian Language Surveys: 7 (<1%)

*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: 61%



Spring 2014: Metro BUS Customer Satisfaction Survey Results (July 2 – July 24, 2014)

	Agree		Disagree		Mean	Trend
1. Generally speaking, I am satisfied with Metro bus service	41%	45% (86%)	9%	5% (14%)	1.79	↑ 1% from 2013
2. THIS bus is generally on time (within 5 minutes)	34%	44% (78%)	16%	7% (23%)	1.95	↑ 1% from 2013
3. I feel safe while waiting for THIS bus	37%	45% (82%)	12%	6% (18%)	1.86	↓ 2% from 2013
4. THIS bus is generally clean	35%	45% (80%)	13%	6% (19%)	1.91	↑ 2% from 2013
5. THIS bus's stops are generally clean	29%	41% (70%)	21%	9% (30%)	2.09	↓ 2% from 2013
6. I have seen Metro ads in the last month	37%	41% (78%)	16%	7% (23%)	1.93	↓ 1% from 2013
7. Metro provides me with timely and useful information for my travel	41%	44% (85%)	10%	5% (15%)	1.80	↓ 1% from 2013
8. I am proud to travel with Metro	43%	43% (86%)	9%	5% (14%)	1.77	same as 2013
9. In the past six months, while riding Metro, have you experienced any unwanted sexual behavior including, but not limited to: touching, exposure, or inappropriate comments?	Yes: 22%		No: 78%			
10. Do you have a car available to make THIS trip?		30%		70%	↑ 13% from 2013	
11. Are you making THIS one-way trip to/from work?		60%		40%	↓ 3% from 2013	
12. Do you own a	Cell Phone: 46%	Smart Phone : 43%	I don't own a Cell Phone or a Smart Phone: 11%			
13. What is the BEST way to receive information about Metro?	Access a Website: 41% Receive Email: 17% Receive a Telephone Alert Message: 7% Review Social Media Outlet Such as Facebook, Twitter, etc.: 5% Other: 9%					
14. 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 43%	Occasionally 32%	Never 25%	Never Heard of it	
15. How often do you use Metro's trip planner on the website Metro.net?		26%	35%	28%	11%	
16. If available, often would you purchase a Metro ticket electronically using a smart phone versus using a TAP card/cash?		37%	27%	37%		
17. Did you use a TAP card on a Metro bus today?	Yes 70%	No 30%				
a. Do you use a TAP card on other transit agencies?	56%	44%				
18. How did you get to the first bus or train of this trip?	Walked: 86% ↑4% Dropped Off: 6% ↓1% Drove: 2% ↓1% Biked or Skated: 3% same Other: 4% ↓2%					
19. How many minutes did it take you to get to the first bus or train of this one-way trip?	mean: 11.13 minutes median: 10 minutes 10 min or less: 72% 5 min or less: 44%					
a. How many minutes did you wait for that first bus or train?	mean: 10.04 minutes median: 8 minutes 10 min or less: 75% 5 min or less: 45%					
20. Your household's total annual earnings:	Median income \$15,551		Mean: \$22,029.41			
	Under \$5,000: 30%	\$5,000-\$9,999: 9%	\$10,000-\$14,999: 8%	\$15,000-\$19,999: 19%	\$20,000-\$24,999: 9%	\$25,000-\$34,999: 6%
	\$35,000-\$49,999: 8%	\$50,000-\$99,999: 7%	\$100,000 or more: 3%			
20a. How many people are in your household (including yourself)?	mean people per household: 3.50					
21. How many days a week do you usually ride Metro?	5+ Days: 68% same 3-4 Days: 22% same 1-2 Days: 7% same <1 Day: 3% ↑1% First Time: 1% same					
22. How many years have you been riding Metro?	Less than one: 10% ↓2% 1-2 Years: 16% ↓2% 3-4 Years: 14% ↓2% 5+ Years: 60% ↑6%					
23. You are:	Latino: 62% ↑4%	Black: 18% ↓1%	White: 8% ↓1%			
	Asian/Pac. Is.: 7% ↓1%	Amer. Indian: 1% same	Other: 5% ↑1%			
24. You are:	Male: 47% same		Female: 53% same \$15,551			
25. What is your age?	Younger than 18: 9% ↑1%	18-22: 19% ↓2%	23-49: 47% same			
	50-64: 19% same	65 or older: 5% same				

Total Number of Bus Surveys: **20,077**

Total Number of English Language Surveys **13,592 (68%) down 2%**

Total Number of Spanish Language Surveys: **6,485 (32%) up 2%**

*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: **64% ↑2% from 2013**

Spring 2015: Metro BUS Customer Satisfaction Survey Results (May 21-June 16, 2015)

	Agree	Disagree	Mean	Trend
1. Generally speaking, I am satisfied with Metro Rail/bus service	42% 45% (87%)	8% 5% (13%)	1.75	↑ 1% from 2014
2. THIS train/bus is generally on time	36% 45% (80%)	14% 5% (20%)	1.89	↑ 2% from 2014
3. I feel safe while waiting for THIS bus	39% 46% (85%)	10% 5% (15%)	1.80	↑ 3% from 2014
4. I feel safe while riding THIS bus	44% 45% (89%)	7% 4% (11%)	1.71	N/A
5. THIS bus is generally clean	37% 46% (83%)	12% 5% (17%)	1.85	↑ 3% from 2014
6. THIS stop is generally clean	31% 43% (73%)	19% 7% (27%)	2.04	↑ 3% from 2014
7. Which type of fare did you use for THIS trip?				
30-Day Pass: 26% 7-Day Pass: 14% Day Pass: 9% TAP Stored Value: 12% Cash: 26% Token: 3% Metro Transfer: 1%				
EZ Transit Pass: 2% Inter-Agency Transfer: <1% Metrolink Transfer: <1% OCTA Transfer: <1% Other: 5%				
8. Are you aware of Metro's low-income "Rider Relief" coupon program? Yes: 31% No: 69%				
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): 28% Student (College/Vocational): 16% Rider Relief (Low-Income Coupon): 8% Senior/Disabled/Medicare: 39% DK/No Response: 9%				
10. Do you own a: Cell Phone: 53% ↑7% Smart Phone: 38% ↓5% I don't own a Cell Phone or a Smart Phone: 9% ↓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: 43% Occasionally: 22% Rarely: 13% Never: 22% (Total Use: 78%)				
12. How often do you use bike racks on Metro Buses?				
Very Often: 9% Occasionally: 9% Rarely: 11% Never: 71% (Total Use: 29%)				
13. Do you have a car available to make THIS trip?	Yes: 18%	No: 82%	↓12% from 2014	
14. How did you get to the first bus or train of this trip?				
Walked: 83% Dropped Off: 8% Drove: 2% 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: 10.64 minutes median: 10 minutes 10 min or less: 73% 5 min or less: 42%				
15a. How many minutes did you wait for that first bus or train?				
mean: 9.58 minutes median: 7 minutes 10 min or less: 76% 5 min or less: 46%				
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: 18%	No: 82%	↓4% From 2014	
16a. Non-Physical (comments, gestures, etc.):	Yes: 14%	No: 86%		
16b. Physical (unwanted touching, groping, fondling, etc.):	Yes: 7%	No: 94%		
16c. Indecent Exposure (exposure of private parts):	Yes: 7%	No: 93%		
17. Your household's total annual earnings: Median income: \$14,876 Mean Income: \$21,730				
17a. mean people per household: 3.39				
Under \$5,000: 30% \$5,000-\$9,999: 10% \$10,000-\$14,999: 10% \$15,000-\$19,999: 17% \$20,000-\$24,999: 9%				
\$25,000-\$34,999: 6% \$35,000-\$49,999: 8% \$50,000-\$99,999: 7% \$100,000 or more: 3%				
18. How many days a week do you usually ride Metro?				
First Time: 2% ↑1% <1 Day: 4% ↑1% 1-2 Days: 8% ↑1% 3-4 Days: 18% ↓4% 5+ Days: 69% ↑1%				
19. How many years have you been riding Metro?				
Less than one: 10% same 1-2 Years: 15% ↓1% 3-4 Years: 15% ↑1% 5+ Years: 60% same				
20. You are: Latino: 63% ↑1% Black: 17% ↓1% White: 8% same				
Asian/Pac. Is.: 8% ↑1% Amer. Indian: 1% same Other: 3% ↓2%				
21. You are: Male: 46% ↓1% Female: 54% ↑1%				
22. What is your age? Younger than 18: 12% 18-24: 19% 25-34: 19%				
35-49: 24% 50-64: 20% 65 or more: 7%				

Total Number of Surveys: 14,887

Total Number of English Language Surveys: 10,582 (71%) ↑3%

Total Number of Spanish Language Surveys: 4,305 (29%) ↓3%

*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: 63% ↓1% 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.

All data derived from On-Board Customer Satisfaction Survey (Conducted June 2016)

Sample Size
N = 12,479

Generally Speaking, I am satisfied with Metro bus service

	Percent
Strongly Agree	44%
Agree	46%
Total Agree	90%
Disagree	8%
Strongly Disagree	2%
Total Disagree	10%
Total	100%

THIS bus is generally on time (within 5 minutes)

	Percent
Strongly Agree	37%
Agree	44%
Total Agree	82%
Disagree	14%
Strongly Disagree	5%
Total Disagree	18%
Total	100%

I feel safe waiting for THIS bus

	Percent
Strongly Agree	40%
Agree	48%
Total Agree	88%
Disagree	9%
Strongly Disagree	3%
Total Disagree	13%
Total	100%

I feel safe while riding THIS bus

	Percent
Strongly Agree	44%
Agree	47%
Total Agree	91%
Disagree	7%
Strongly Disagree	3%
Total Disagree	10%
Total	100%

THIS bus is generally clean

	Percent
Strongly Agree	37%
Agree	47%
Total Agree	84%
Disagree	12%
Strongly Disagree	4%
Total Disagree	16%
Total	100%

THIS bus's stops are generally clean

	Percent
Strongly Agree	31%
Agree	42%
Total Agree	73%
Disagree	20%
Strongly Disagree	7%
Total Disagree	27%
Total	100%

What type of fare did you use?

	Percent
30-Day Pass	25%
7-Day Pass	15%
Day Pass	8%
TAP Stored Value	12%
Cash	29%
Token	3%
Metro Transfer	1%
EZ Transit Pass	2%
Inter-Agency Transfer	1%
Metrolink Transfer	0%
OCTA Transfer	0%
Other	4%
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)	27%
Student (college)	27%
Rider Relief	15%
Senior/Dis./Medi.	31%
Total	100%

Do you ride Metro Buses primarily for?

	Percent
Work/School	51%
Errands/Recreation	11%
Both Equally	37%
Total	100%

Do you own a:

	Percent
Smart Phone	51%
Cell Phone	40%
Neither	9%
Total	100%

How often do you use mobile applications (on your phone or tablet) such as "Go Metro", "511", & "Google Maps" to get traffic information?

	Percent
Very Often	44%
Occasionally	22%
Rarely	13%
Never	21%
Total	100%

How often do you use the bike racks on Metro buses?

	Percent
Very Often	7%
Occasionally	8%
Rarely	10%
Never	74%
Total	100%

Do you have a car available to make THIS trip?

	Percent
Yes	17%
No	84%
Total	100%

How did you get to the FIRST bus or train of THIS trip?

	Percent
Walked	84%
Dropped Off	8%
Drove	2%
Biked	2%
Skateboarded	1%
Other	3%
Total	100%

How many minutes did it take you to get to the FIRST bus or train of THIS trip?

	Minutes
Mean	11
Median	8

How many minutes did you wait for that FIRST bus or train?

	Minutes
Mean	9
Median	6

In the past 6 months, while riding Metro, have you personally experienced any of the following types of sexual harassment?

	Percent
Total Rate	14%
Non-physical	11%
Physical	5%
Indecent Exposure	6%

How many days a week do you usually ride Metro?

	Percent
First time	1%
< 1 day	3%
1-2 days	7%
3-4 days	20%
5 or more days	70%
Total	100%

How many years have you been riding Metro?

	Percent
Less than one	7%
1-2 years	15%
3-4 years	16%
5+ years	63%
Total	100%

What language did you complete the survey in?

	Percent
English	82%
Spanish	18%
Total	100%

What is your ethnicity?

	Percent
Latino	62%
African American	18%
White	9%
Asian/Pac. Isl.	7%
Native American	1%
Other	4%
Total	100%

What is your gender identity?

	Percent
Male	45%
Female	55%
Total	100%

What is your age?

	Percent
< 18	12%
18-24	17%
25-34	20%
35-49	25%
50-64	20%
65 or more	7%
Total	100%

Household's total annual earnings?

	Percent
Under \$5,000	25%
\$5,000-\$9,999	13%
\$10,000-\$14,999	11%
\$15,000-\$19,999	16%
\$20,000-\$24,999	13%
\$25,000-\$34,999	7%
\$35,000-\$49,999	8%
\$50,000-\$99,999	7%
\$100,000 or more	3%
Total	100%

Household's total annual earnings?

	\$\$\$
Median	\$15,620
Mean	\$22,035

Above or Below Poverty Line

	Percent
Below Poverty Line	63%
Above Poverty Line	37%
Total	100%