

Systemwide Results From On-Board Customer Satisfaction Survey (Conducted October-December 2022)

Sample Size = 16,337

Generally Speaking, I am satisfied with Metro bus/rail service

	Percent
Strongly Agree	34%
Agree	47%
Total Agree	81%
Disagree	13%
Strongly Disagree	6%
Total Disagree	19%
Total	100%

I feel safe waiting for THIS bus/train

	Percent
Strongly Agree	28%
Agree	44%
Total Agree	72%
Disagree	20%
Strongly Disagree	8%
Total Disagree	28%
Total	100%

THIS bus/train is generally on time (within 5 minutes)

	Percent
Strongly Agree	29%
Agree	46%
Total Agree	75%
Disagree	19%
Strongly Disagree	6%
Total Disagree	25%
Total	100%

I feel safe while riding THIS bus/train

	Percent
Strongly Agree	28%
Agree	44%
Total Agree	72%
Disagree	20%
Strongly Disagree	8%
Total Disagree	28%
Total	100%

THIS bus/train is generally clean

	Percent
Strongly Agree	24%
Agree	38%
Total Agree	62%
Disagree	25%
Strongly Disagree	13%
Total Disagree	38%
Total	100%

Generally speaking, I consider the Metro system safe to ride DURING THE DAY

	Percent
Strongly Agree	32%
Agree	50%
Total Agree	81%
Disagree	13%
Strongly Disagree	5%
Total Disagree	19%
Total	100%

THIS bus/train's stops/stations are generally clean

	Percent
Strongly Agree	21%
Agree	36%
Total Agree	57%
Disagree	28%
Strongly Disagree	15%
Total Disagree	43%
Total	100%

Generally speaking, I consider the Metro system safe to ride AT NIGHT

	Percent
Strongly Agree	16%
Agree	36%
Total Agree	52%
Disagree	31%
Strongly Disagree	17%
Total Disagree	49%
Total	100%

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Did you receive a discount on your fare?

	Percent
Yes	40%
No	60%
Total	100%

If yes, what type of discount did you receive?

	Percent
Student (K-12)	15%
Student (college)	24%
Senior/Disabled	30%
LIFE (low-income coupon)	32%
Total	100%

Are you a person with disability?

	Percent
Yes	12%
No	88%
Total	100%

What type of fare did you use?

	Percent
30-Day Pass	24%
7-Day Pass	14%
Day Pass	8%
TAP Stored Value	20%
Cash	26%
Metro Transfer	1%
EZ Transit Pass	2%
Inter-Agency Transfer	0%
Metrolink Transfer	0%
OCTA Pass	0%
Other	4%
Total	100%

Do you own a:

	Percent
Smart Phone	55%
Cell Phone	37%
Neither	8%
Total	100%

Do you or any member of your household have access to the internet?

	Percent
Yes	85%
No	15%
Total	100%

Do you or any member of your household have access to high-speed internet AND a smartphone data plan?

	Percent
Yes	21%
No	79%
Total	100%

Do you or any member of your household have access to the internet using any of the following? (multiple responses possible)

	Percent
Cable or High-Speed Internet	57%
Cellular data plan for smartphone/tablet	46%
Some other internet service	12%

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	22%
Physical	10%
Indecent Exposure	16%

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

	Percent
Walked	78%
Dropped Off	10%
Drove	3%
Biked	5%
Skateboarded	2%
Other	2%
Total	100%

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

	Minutes
Mean	12
Median	10

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

	Minutes
Mean	10
Median	10

Do you have a car available to make THIS trip?

	Percent
Yes	14%
No	86%
Total	100%

Will you have to transfer to complete THIS trip?

	Percent
Yes	48%
No	52%
Total	100%

How many days a week do you usually ride Metro?

	Percent
First time	3%
< 1 day	5%
1-2 days	14%
3-4 days	22%
5 or more days	56%
Total	100%

How many years have you been riding Metro?

	Percent
Less than one	16%
1-2 years	16%
3-4 years	18%
5+ years	51%
Total	100%

How many days a week do you usually telecommute or work from home?

	Percent
Never/Almost Never	48%
1-2 days	14%
3-4 days	15%
5 or more days	24%
Total	100%

What language did you complete the survey in?

	Percent
English	67%
Spanish	33%
Other	0%
Total	100%

What is your ethnicity?

	Percent
Hispanic/Latino	62%
Black/African American	17%
White/Caucasian	11%
Asian	6%
Pacific Islander	1%
Native American	1%
Other	3%
Total	100%

What is your gender identity?

	Percent
Male	50%
Female	47%
Non-binary	2%
Prefer to self-describe	1%
Total	100%

What is your age?

	Percent
< 18	6%
18-24	19%
25-34	24%
35-49	25%
50-64	19%
65 or more	7%
Total	100%

Household's total annual earnings?

	Percent
Under \$5,000	26%
\$5,000-\$9,999	6%
\$10,000-\$14,999	16%
\$15,000-\$19,999	4%
\$20,000-\$24,999	16%
\$25,000-\$34,999	6%
\$35,000-\$49,999	14%
\$50,000-\$64,999	3%
\$65,000-\$79,999	5%
\$80,000-\$99,999	2%
\$100,000-\$149,999	2%
\$150,000 or more	2%
Total	100%

Household's total annual earnings?

	\$\$\$
Median	\$18,305
Mean	\$27,338

Above or Below HUD's "Very Low Income" Threshold

	Percent
Below Very Low Income	86%
Above Very Low Income	14%
Total	100%