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

Sample Size = 4,075

Generally Speaking, I am satisfied with Metro rail service

	Percent
Strongly Agree	29%
Agree	46%
Total Agree	75%
Disagree	15%
Strongly Disagree	9%
Total Disagree	25%
Total	100%

I feel safe waiting for THIS train

	Percent
Strongly Agree	21%
Agree	40%
Total Agree	60%
Disagree	26%
Strongly Disagree	14%
Total Disagree	40%
Total	100%

THIS train is generally on time (within 5 minutes)

	Percent
Strongly Agree	29%
Agree	49%
Total Agree	78%
Disagree	16%
Strongly Disagree	7%
Total Disagree	22%
Total	100%

I feel safe while riding THIS train

	Percent
Strongly Agree	19%
Agree	37%
Total Agree	56%
Disagree	29%
Strongly Disagree	15%
Total Disagree	44%
Total	100%

THIS train is generally clean

	Percent
Strongly Agree	13%
Agree	26%
Total Agree	39%
Disagree	35%
Strongly Disagree	26%
Total Disagree	60%
Total	100%

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

	Percent
Strongly Agree	26%
Agree	47%
Total Agree	73%
Disagree	19%
Strongly Disagree	8%
Total Disagree	27%
Total	100%

THIS train's stations are generally clean

	Percent
Strongly Agree	15%
Agree	35%
Total Agree	50%
Disagree	29%
Strongly Disagree	21%
Total Disagree	50%
Total	100%

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

	Percent
Strongly Agree	12%
Agree	30%
Total Agree	42%
Disagree	33%
Strongly Disagree	25%
Total Disagree	58%
Total	100%

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Did you receive a discount on your fare?

	Percent
Yes	35%
No	65%
Total	100%

If yes, what type of discount did you receive?

	Percent
Student (K-12)	11%
Student (college)	23%
Senior/Disabled	29%
LIFE (low-income coupon)	37%
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	13%
Day Pass	13%
TAP Stored Value	41%
Cash	0%
Metro Transfer	2%
EZ Transit Pass	2%
Inter-Agency Transfer	0%
Metrolink Transfer	1%
OCTA Pass	0%
Other	4%
Total	100%

Do you own a:

	Percent
Smart Phone	61%
Cell Phone	33%
Neither	7%
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	24%
No	76%
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	60%
Cellular data plan for smartphone/tablet	50%
Some other internet service	11%

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

	Percent
Total Rate	40%
Non-physical	32%
Physical	15%
Indecent Exposure	27%

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

	Percent
Walked	73%
Dropped Off	12%
Drove	4%
Biked	6%
Skateboarded	2%
Other	4%
Total	100%

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

	Minutes
Mean	13
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	16%
No	84%
Total	100%

Will you have to transfer to complete THIS trip?

	Percent
Yes	55%
No	45%
Total	100%

How many days a week do you usually ride Metro?

	Percent
First time	4%
< 1 day	4%
1-2 days	12%
3-4 days	22%
5 or more days	58%
Total	100%

How many years have you been riding Metro?

	Percent
Less than one	16%
1-2 years	14%
3-4 years	18%
5+ years	52%
Total	100%

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

	Percent
Never/Almost Never	48%
1-2 days	13%
3-4 days	15%
5 or more days	24%
Total	100%

What language did you complete the survey in?

	Percent
English	75%
Spanish	24%
Other	1%
Total	100%

What is your ethnicity?

	Percent
Hispanic/Latino	57%
Black/African American	20%
White/Caucasian	12%
Asian	6%
Pacific Islander	1%
Native American	1%
Other	3%
Total	100%

What is your gender identity?

	Percent
Male	53%
Female	44%
Non-binary	2%
Prefer to self-describe	1%
Total	100%

What is your age?

	Percent
< 18	4%
18-24	19%
25-34	25%
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	5%
$10,000-$14,999	14%
$15,000-$19,999	4%
$20,000-$24,999	15%
$25,000-$34,999	5%
$35,000-$49,999	14%
$50,000-$64,999	4%
$65,000-$79,999	6%
$80,000-$99,999	3%
$100,000-$149,999	3%
$150,000 or more	3%
Total	100%

Household's total annual earnings?

	$$$
Median	$20,748
Mean	$32,166

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

	Percent
Below Very Low Income	81%
Above Very Low Income	19%
Total	100%