

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

Sample Size = 12,262

Generally Speaking, I am satisfied with Metro bus service

	Percent
Strongly Agree	36%
Agree	47%
Total Agree	83%
Disagree	12%
Strongly Disagree	4%
Total Disagree	17%
Total	100%

I feel safe waiting for THIS bus

	Percent
Strongly Agree	32%
Agree	46%
Total Agree	78%
Disagree	17%
Strongly Disagree	5%
Total Disagree	22%
Total	100%

THIS bus is generally on time (within 5 minutes)

	Percent
Strongly Agree	30%
Agree	44%
Total Agree	74%
Disagree	20%
Strongly Disagree	6%
Total Disagree	26%
Total	100%

I feel safe while riding THIS bus

	Percent
Strongly Agree	33%
Agree	47%
Total Agree	81%
Disagree	15%
Strongly Disagree	5%
Total Disagree	20%
Total	100%

THIS bus is generally clean

	Percent
Strongly Agree	30%
Agree	44%
Total Agree	74%
Disagree	20%
Strongly Disagree	6%
Total Disagree	26%
Total	100%

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

	Percent
Strongly Agree	35%
Agree	51%
Total Agree	86%
Disagree	11%
Strongly Disagree	4%
Total Disagree	14%
Total	100%

THIS bus's stops are generally clean

	Percent
Strongly Agree	24%
Agree	37%
Total Agree	61%
Disagree	28%
Strongly Disagree	11%
Total Disagree	39%
Total	100%

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

	Percent
Strongly Agree	18%
Agree	39%
Total Agree	57%
Disagree	30%
Strongly Disagree	13%
Total Disagree	43%
Total	100%

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

Sample Size = 12,262

Did you receive a discount on your fare?	
	Percent
Yes	42%
No	58%
Total	100%

If yes, what type of discount did you receive?	
	Percent
Student (K-12)	16%
Student (college)	24%
Senior/Disabled	30%
LIFE (low-income coupon)	30%
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	6%
TAP Stored Value	17%
Cash	33%
Metro Transfer	1%
EZ Transit Pass	2%
Inter-Agency Transfer	0%
Metrolink Transfer	0%
OCTA Pass	0%
Other	3%
Total	100%

Do you own a:	
	Percent
Smart Phone	52%
Cell Phone	40%
Neither	8%
Total	100%

Do you or any member of your household have access to the internet?	
	Percent
Yes	84%
No	16%
Total	100%

Do you or any member of your household have access to high-speed internet AND a smartphone data plan?	
	Percent
Yes	19%
No	81%
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	56%
Cellular data plan for smartphone/tablet	44%
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	22%
Non-physical	17%
Physical	7%
Indecent Exposure	10%

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

Sample Size = 12,262

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

	Percent
Walked	80%
Dropped Off	10%
Drove	2%
Biked	5%
Skateboarded	2%
Other	1%
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	10
Median	10

Do you have a car available to make THIS trip?

	Percent
Yes	13%
No	87%
Total	100%

Will you have to transfer to complete THIS trip?

	Percent
Yes	44%
No	56%
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	15%
1-2 years	17%
3-4 years	18%
5+ years	50%
Total	100%

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

	Percent
Never/Almost Never	48%
1-2 days	15%
3-4 days	15%
5 or more days	23%
Total	100%

What language did you complete the survey in?

	Percent
English	63%
Spanish	37%
Other	0%
Total	100%

What is your ethnicity?

	Percent
Hispanic/Latino	64%
Black/African American	15%
White/Caucasian	11%
Asian	6%
Pacific Islander	1%
Native American	1%
Other	2%
Total	100%

What is your gender identity?

	Percent
Male	48%
Female	49%
Non-binary	2%
Prefer to self-describe	1%
Total	100%

What is your age?

	Percent
< 18	8%
18-24	19%
25-34	23%
35-49	25%
50-64	18%
65 or more	8%
Total	100%

Household's total annual earnings?

	Percent
Under \$5,000	26%
\$5,000-\$9,999	6%
\$10,000-\$14,999	17%
\$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	4%
\$80,000-\$99,999	1%
\$100,000-\$149,999	2%
\$150,000 or more	1%
Total	100%

Household's total annual earnings?

	\$\$\$
Median	\$15,856
Mean	\$24,464

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

	Percent
Below Very Low Income	89%
Above Very Low Income	11%
Total	100%