



**Metro**

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Metropolitan Transportation Authority

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September 27, 2021

**TO:** BOARD OF DIRECTORS

**THROUGH:** STEPHANIE N. WIGGINS *SNW*  
CHIEF EXECUTIVE OFFICER

**FROM:** NICOLE ENGLUND *NE*  
CHIEF OF STAFF

**SUBJECT:** PUBLIC SAFETY SURVEY RESULTS

## ISSUE

This report provides the Board with Public Safety Survey results (attached) that are available to inform Metro's future approach to public safety.

## BACKGROUND

Board Report 2020-0572 (September 2020) indicated that Metro would launch a Public Safety Survey of customers and Metro employees. Metro engaged an independent research firm to conduct the customer research, which included current riders as well as recently lapsed riders. The research firm also conducted a survey of persons experiencing homelessness on Metro, and one-on-one interviews of community leaders who have experience with marginalized communities. Staff is conducting a Public Safety Survey of Metro employees as well.

This Board box shares the results of the survey of customers and the survey of people experiencing homelessness on Metro. The results from the employee survey and community leader interviews will be shared with the Board in October, after the information becomes available.

These surveys of multiple populations were conducted to get a full 360-degree perspective on public safety issues. Initial methodologies and survey instruments were reviewed by the Public Safety Advisory Committee (PSAC) Ad Hoc Survey Subcommittee. As a result of the PSAC subcommittee review, multiple changes were made to the questionnaires, and steps taken to ensure diverse participants were engaged, including:

- The rider survey was made available in eight languages.

- Metro reached out to rider survey respondents at different times of the day and different days of the week to reach lower income respondents who work varying schedules or multiple jobs.
- Metro supplemented the rider survey with an address-based sample to ensure the survey is representative and inclusive of Equity Focused Communities (EFC).
- People experiencing homelessness were provided with incentives to thank them for their participation in the survey of people experiencing homelessness.

## **DISCUSSION**

The research consultants fielded two surveys:

- 1) A dual-mode (telephone and online) survey of a random sample of current and lapsed Metro riders.
- 2) Interviews of Metro riders who are experiencing homelessness.

Results from these two surveys are attached. Findings include:

- Most riders, including people experiencing homelessness, usually feel safe on Metro except at night
- Women and nonbinary individuals tend to feel less safe than men
- Top rider priorities include:
  - Lighting and emergency call buttons at stations and bus stops
  - Staff who can assist people with disabilities
  - Social workers and mental health professionals
  - Transit Ambassadors
- Many respondents support both armed and unarmed staff on the system. Over 60% want law enforcement and armed security staff to be a priority, and this support spans all race/ethnicity categories. Even more, over 70%, want unarmed security staff to be a priority.
- A slim majority wants Metro to allow people experiencing homelessness to ride just like anyone else, while a third wants Metro to be “tougher” about removing them from buses and trains.

## **NEXT STEPS**

Survey results will be made available to the Public Safety Advisory Committee and Metro staff to help inform recommendations to the Board regarding reimagination of public safety on Metro.

**ATTACHMENT**

Attachment A – Public Safety Survey Results



# Perceptions of METRO Safety and Security

*Results of Survey of METRO Riders and Survey of People Experiencing  
Homelessness on METRO*








OPINION  
RESEARCH  
& STRATEGY





# **Survey of METRO Riders**

# Survey Specifics and Methodology

<b>Dates</b>	July 27-August 19, 2021		
<b>Survey Type</b>	Dual-mode Customer Survey		
<b>Research Population</b>	Current and Lapsed Metro Rail and Bus Riders		
<b>Total Interviews</b>	2,070		
<b>Margin of Sampling Error</b>	(Full Sample) $\pm 2.2\%$ at the 95% Confidence Level (Half Sample) $\pm 3.0\%$ at the 95% Confidence Level		
<b>Contact Methods</b>	 Telephone Calls	 Email Invitations	 Text Invitations
<b>Data Collection Modes</b>	 Telephone Interviews	 Online Survey	
<b>Languages</b>	Survey available in English, Spanish, Armenian, Chinese, Japanese, Korean, Russian, Vietnamese		

## **Many efforts were made to ensure that the survey was designed and administered objectively and that respondents reflect the demographics of current and lapsed METRO riders.**

- Adjustments to survey questionnaire and methods based on input from PSAC Ad Hoc Committee
- Several steps taken to ensure the survey was representative and inclusive of as many riders as possible including those without regular access to the internet, with disabilities that make hearing or reading difficult, who are more comfortable speaking languages other than English, who work during “normal” evening survey hours, etc.:
  - Survey made available in multiple modes (cell phones, landlines, and online)
  - Potential respondents reached with several contact methods (phone calls, text messages and email messages)
  - Contacted potential respondents at different times of day and different days of the week
  - Survey available in eight languages
  - Expanded the pool of potential respondents by supplementing the on-board rider survey database with randomized contacts of residents who have recently ridden METRO
- Independent research company led by the data, without a pre-existing agenda

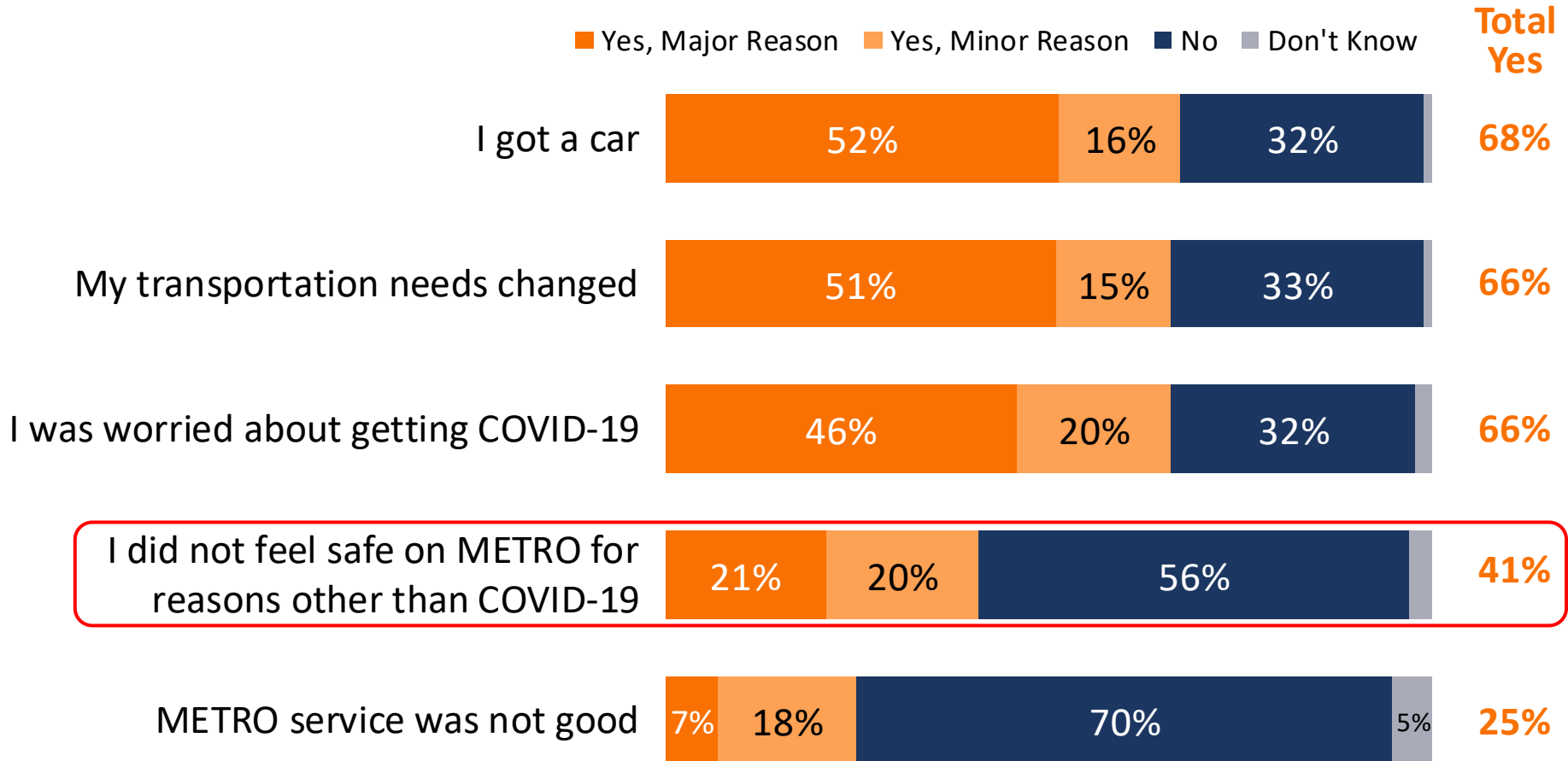
## **Weighted demographic profile of respondents is in line with METRO's pre-COVID ridership.**

- 53% identify as Latinx/Hispanic; 18% Black/African American; 9% Asian/Pacific Islander
- 19% interviews conducted in languages other than English
- 17% identify as having a disability
- 20% identify as not heterosexual
- 2% identify as gender non-conforming or non-binary
- 53% household income below \$25,000
- 24% ages 18-24; 22% ages 25-34; 45% for ages 35-64; 9% ages 65+



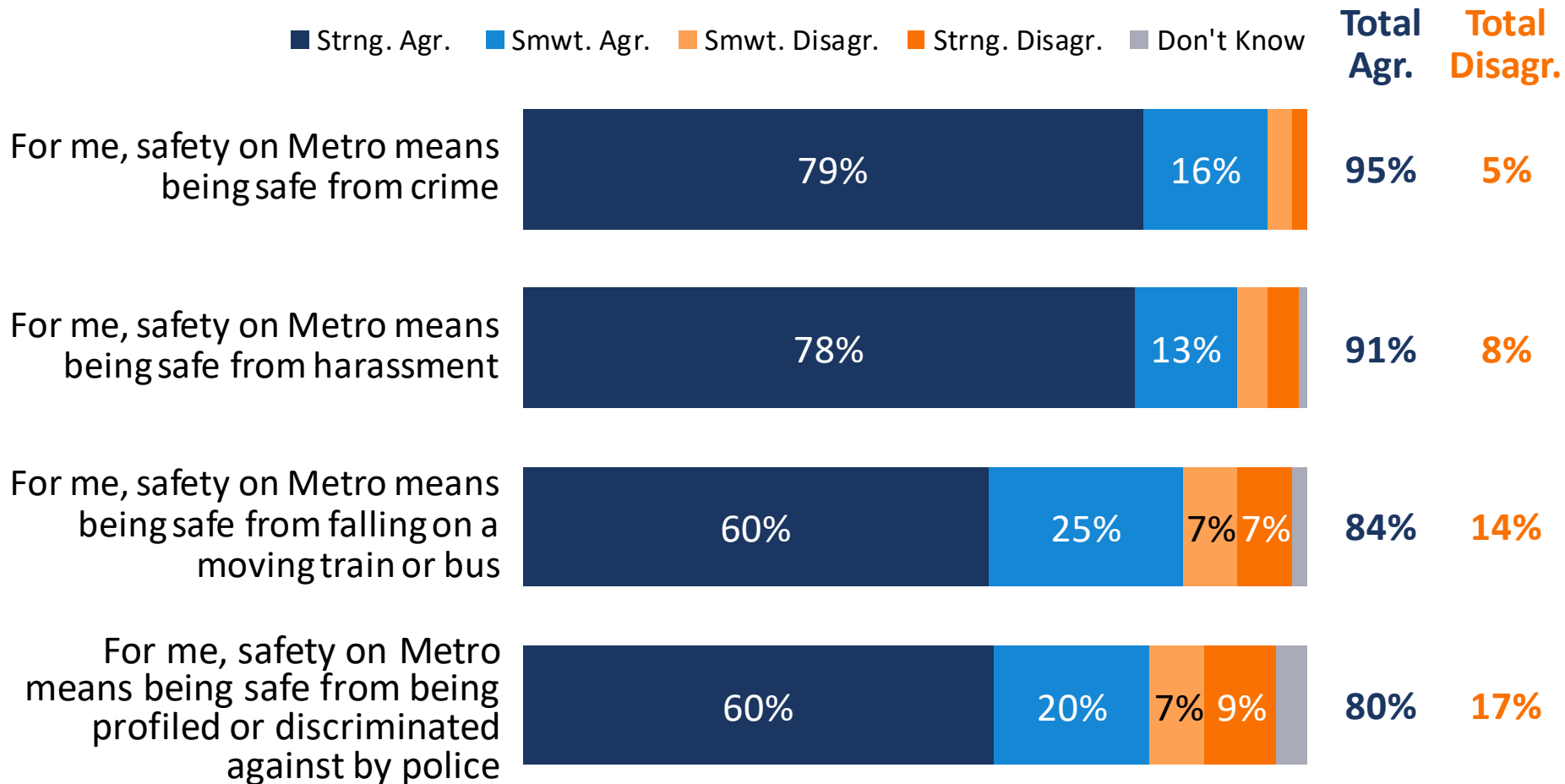
# About four-in-ten respondents who have reduced their Metro ridership cited their safety (not related to COVID) as a reason.

(Ranked by Yes, Major Reason; Asked of Those Who Do Not Currently Ride METRO; n=631)



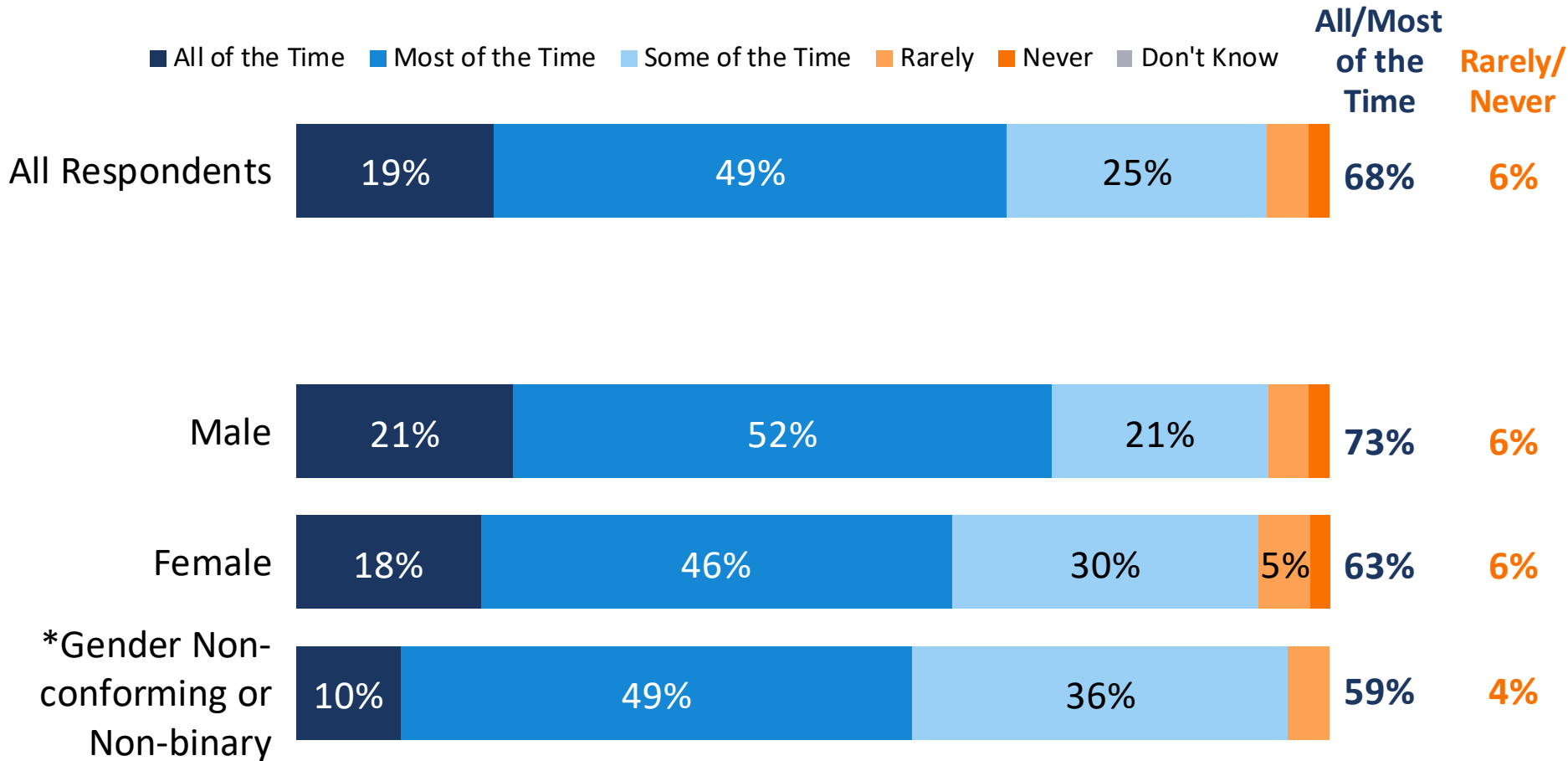
# The large majority of respondents have a broad definition of safety.

(Ranked by Strongly Agree)



# In all age groups women felt less safe than men when riding METRO.

## By Gender Identity



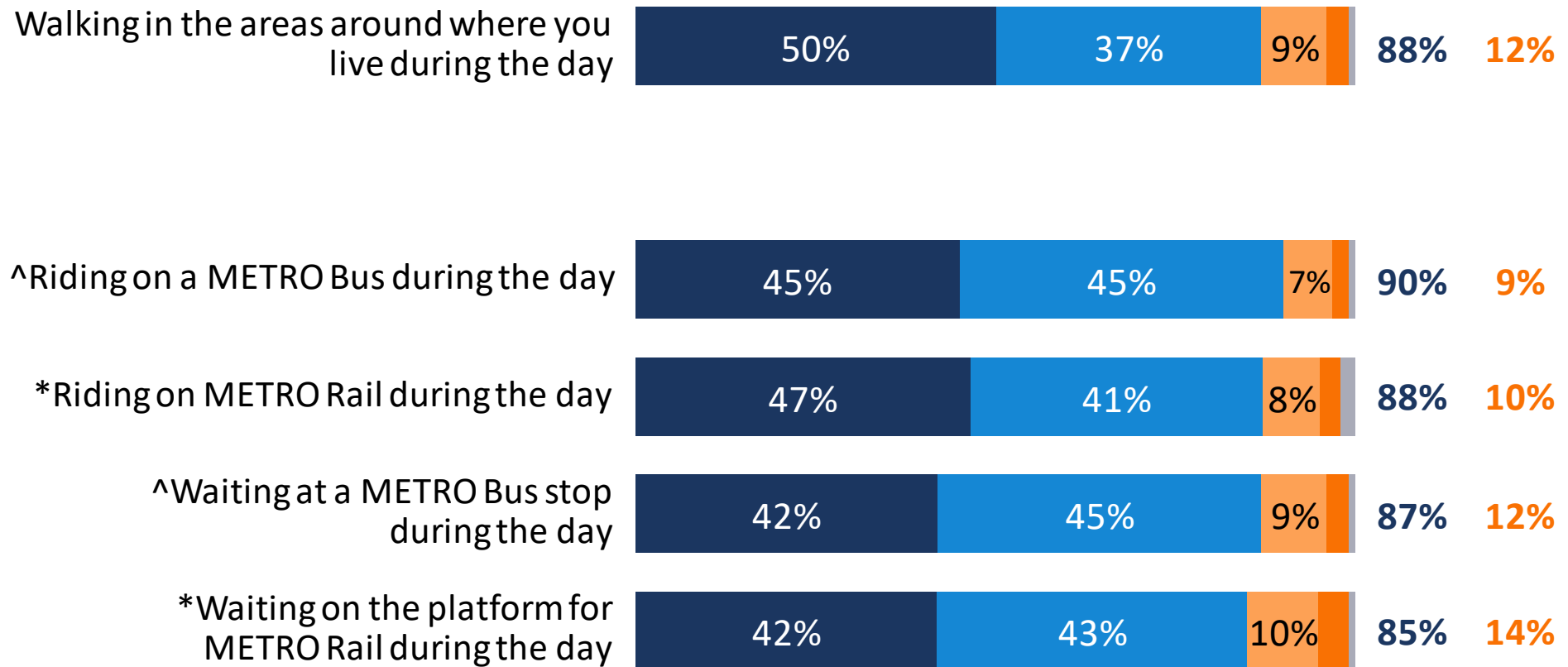
Q7. In general, when thinking about the most recent times you have ridden METRO, would you say you felt safe all of the time, most of the time, some of the time, rarely or never? \*Low sample size; n=41

# Metro riders generally feel safe during the day.

(Ranked by Total Safe)

■ Very Safe
■ Smwt. Safe
■ Smwt. Unsafe
■ Very Unsafe
■ Don't Know

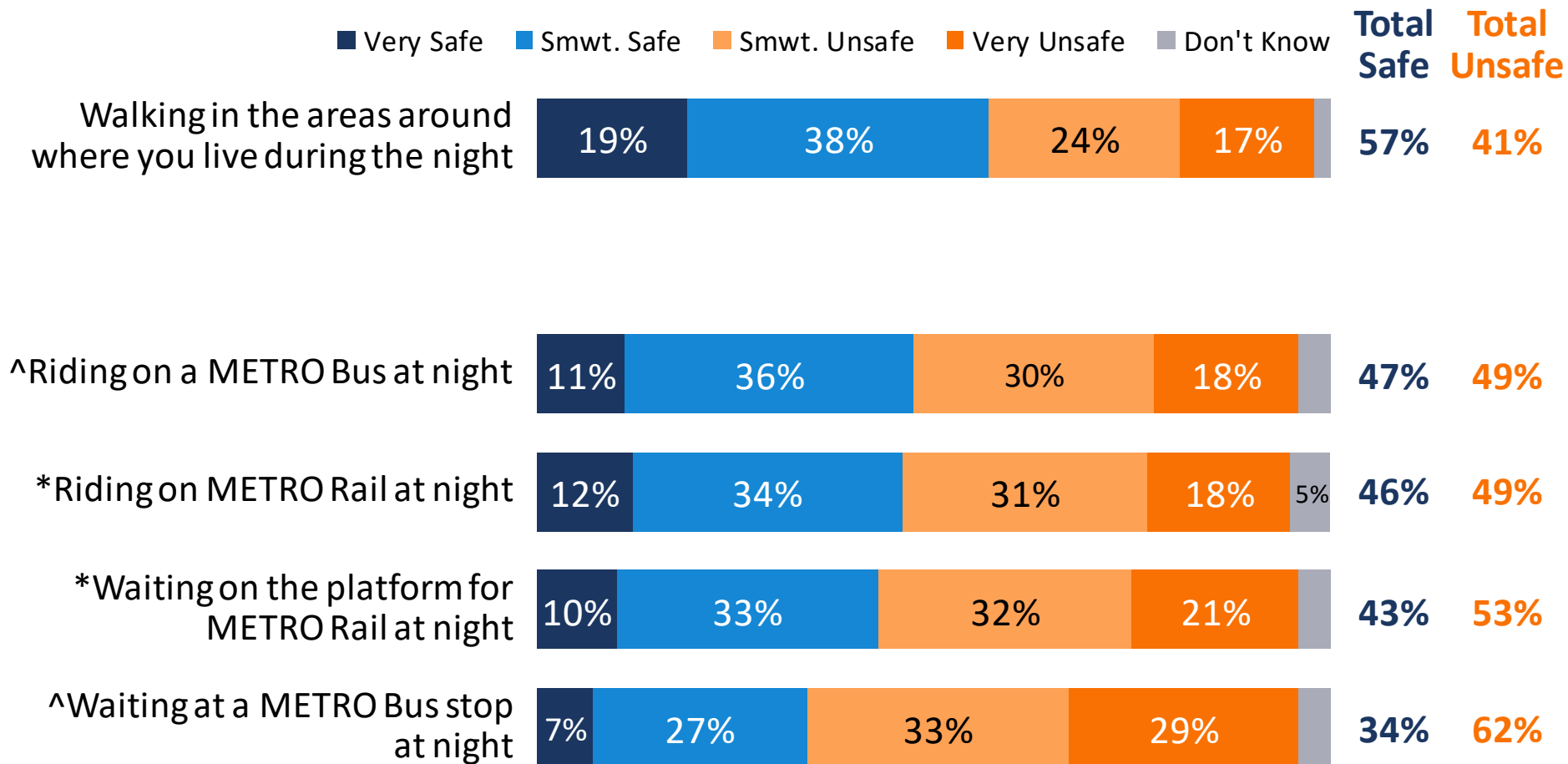
**Total Safe** **Total Unsafe**



Q10a, c, g, i & k. I would now like to mention different situations, and after each one please tell me if you generally feel (very safe, somewhat safe, somewhat unsafe, or very unsafe; very unsafe, somewhat unsafe, somewhat safe, or very safe) in those situations. If the situation has never applied to you, you can tell me that instead. \*Asked of METRO Rail Rider's Only; n=1,845; ^Asked of METRO Bus Rider's Only; n=1,878

# Riders have much stronger concerns about their safety in the METRO system at night.

(Ranked by Total Safe)

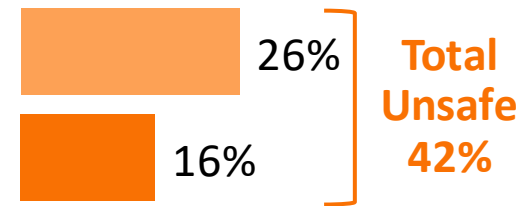
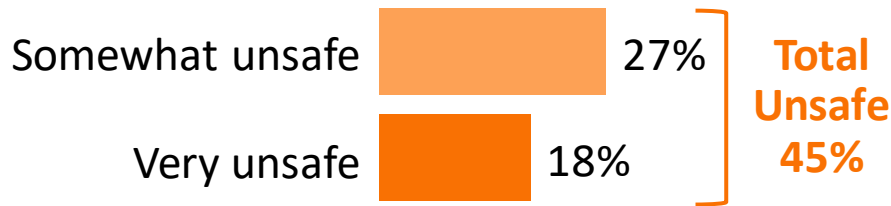
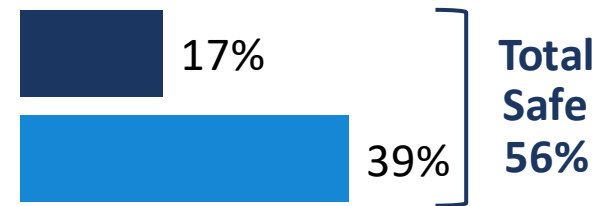
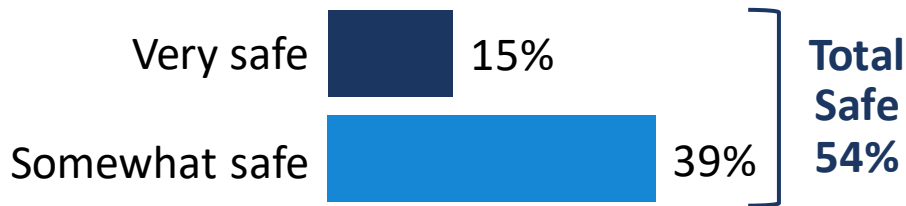


Q10b, d, h, j & l. I would now like to mention different situations, and after each one please tell me if you generally feel (very safe, somewhat safe, somewhat unsafe, or very unsafe; very unsafe, somewhat unsafe, somewhat safe, or very safe) in those situations. If the situation has never applied to you, you can tell me that instead. \*Asked of METRO Rail Rider's Only; n=1,845; ^Asked of METRO Bus Rider's Only; n=1,878

# Riders tend to feel less safe on crowded buses and trains.

Riding on METRO Bus when it is very crowded  
(Asked of METRO Bus Rider's Only; n=1,878)

Riding on METRO Rail when it is very crowded  
(Asked of METRO Rail Rider's Only; n=1,845)



Don't know | 1%

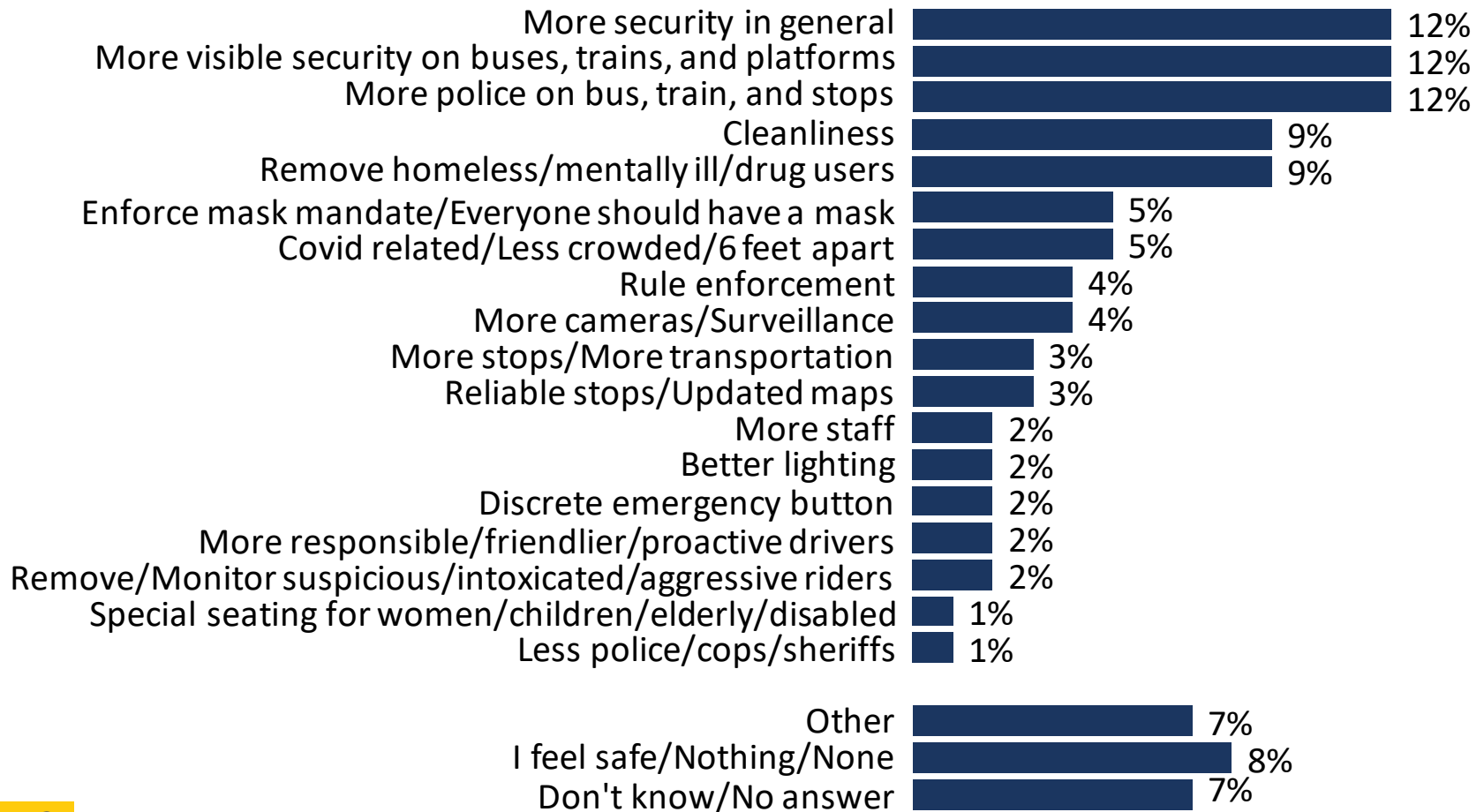
| 2%

Q10e & f. I would now like to mention different situations, and after each one please tell me if you generally feel (very safe, somewhat safe, somewhat unsafe, or very unsafe; very unsafe, somewhat unsafe, somewhat safe, or very safe) in those situations. If the situation has never applied to you, you can tell me that instead.

# The most common responses to an open-ended question about improving safety for riders referenced improving security.

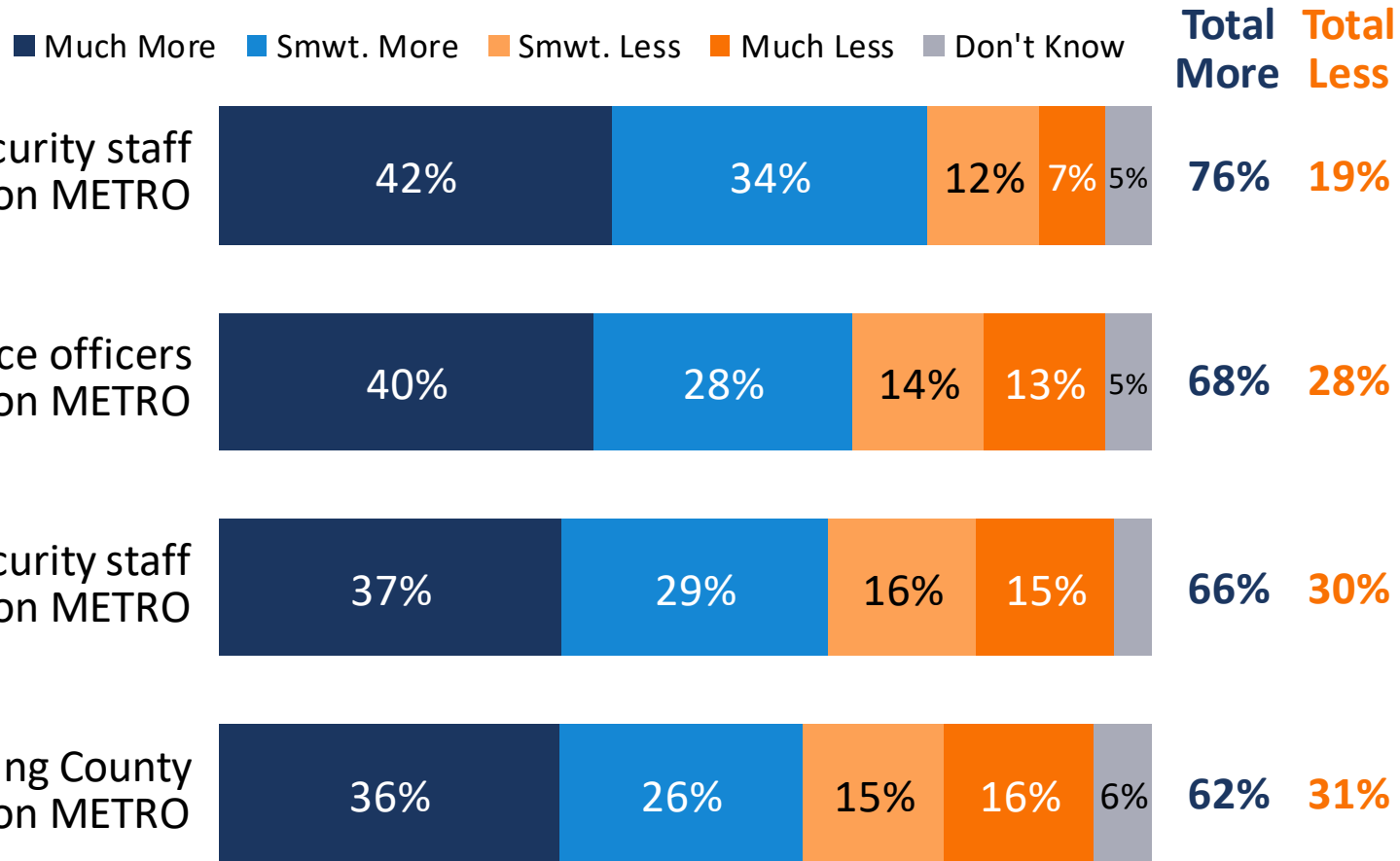
*What would be the one thing METRO could do that would do the most to make you feel safer when using METRO?*

*(Open-ended; Multiple Responses Accepted; Responses Shown 1% and a Above)*



# SECURITY STAFF: Over 60% of riders want more security staff and law enforcement on Metro, while 20-30% want less.

(Ranked by Total More of a Priority)



Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample



# Support for Security Staff by Race/Ethnicity

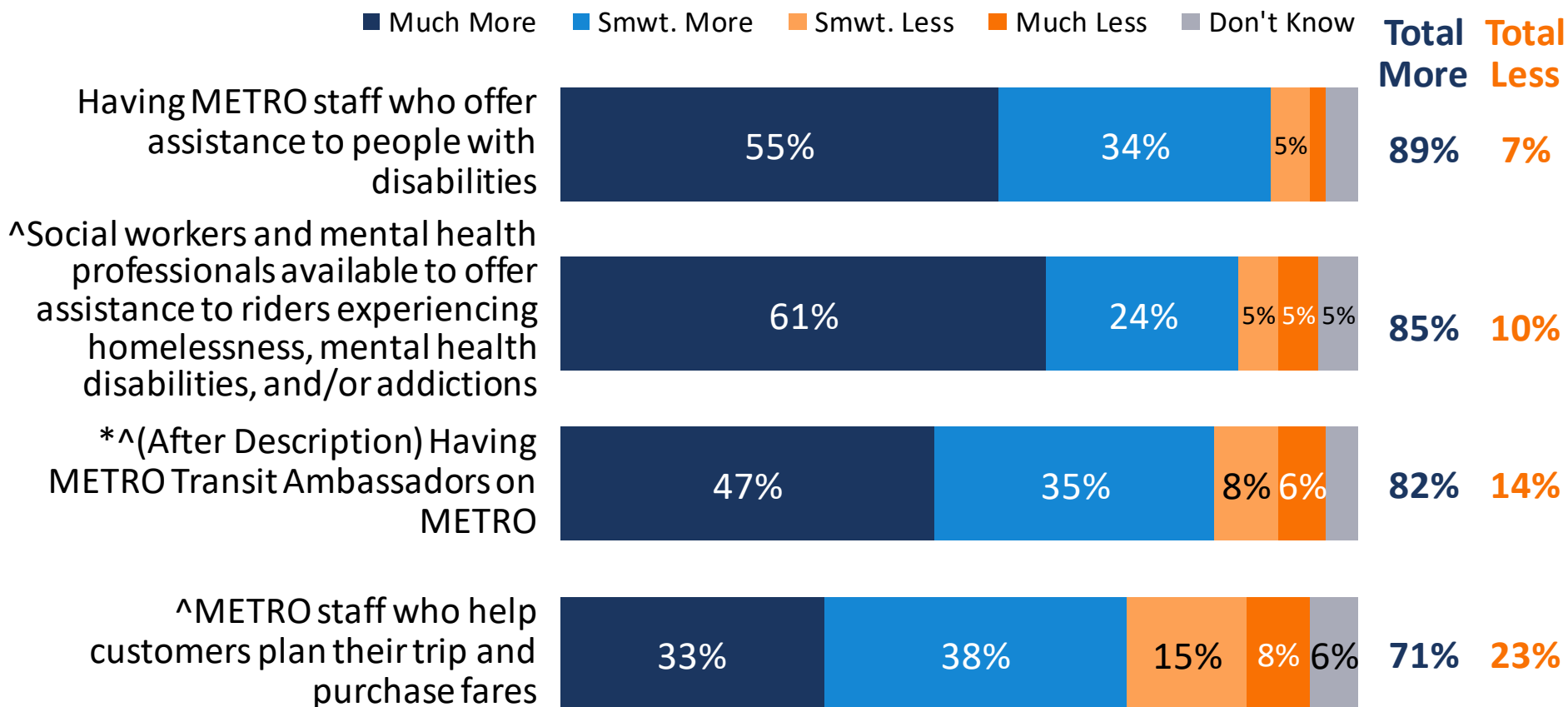
(Total More of a Priority)

Security Personnel Priorities	All Resp.	Race/Ethnicity				
		Latinx/ Hispanics	Black/ African Americans	Whites	Asians/ Pacific Islanders	All Other Race/ Ethnicities
Having unarmed security staff on METRO	<b>76%</b>	76%	78%	76%	83%	70%
^Having Local city police officers on METRO	<b>68%</b>	70%	70%	61%	67%	60%
Having armed security staff on METRO	<b>66%</b>	67%	68%	61%	63%	56%
^Having County Sheriff's deputies on METRO	<b>62%</b>	65%	65%	57%	61%	46%

Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# ASSISTANCE STAFF: There is even more support for staff who can help customers in a variety of ways, including Transit Ambassadors and social workers.

(Ranked by Total More of a Priority)



Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample. \*Description of Transit Ambassadors: "This METRO program could include teams of 2 specially trained members of the community who would be at METRO facilities and on METRO Rail and Buses to offer assistance to METRO riders and to deal with situations that are making riders feel unsafe."

# INFRASTRUCTURE CHANGES: There is nearly unanimous support for more lighting and emergency call buttons at bus stops and rail stations.

(Ranked by Total More of a Priority)

■ Much More   ■ Smwt. More   ■ Smwt. Less   ■ Much Less   ■ Don't Know

**Total More**   **Total Less**

More lighting at METRO stations and bus stops



**92%**   **4%**

Emergency call buttons at METRO stations and bus stops



**92%**   **5%**

Making stations and bus stops easier to navigate for people with wheelchairs, walkers and other mobility devices



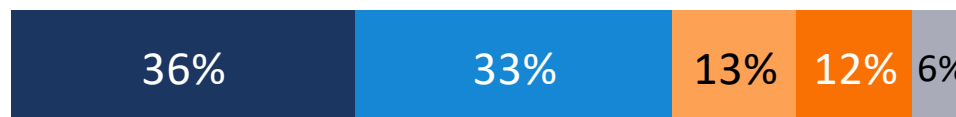
**85%**   **8%**

Adding restrooms to METRO rail stations



**72%**   **22%**

Attracting more people around METRO stations with cafes, music and other activities

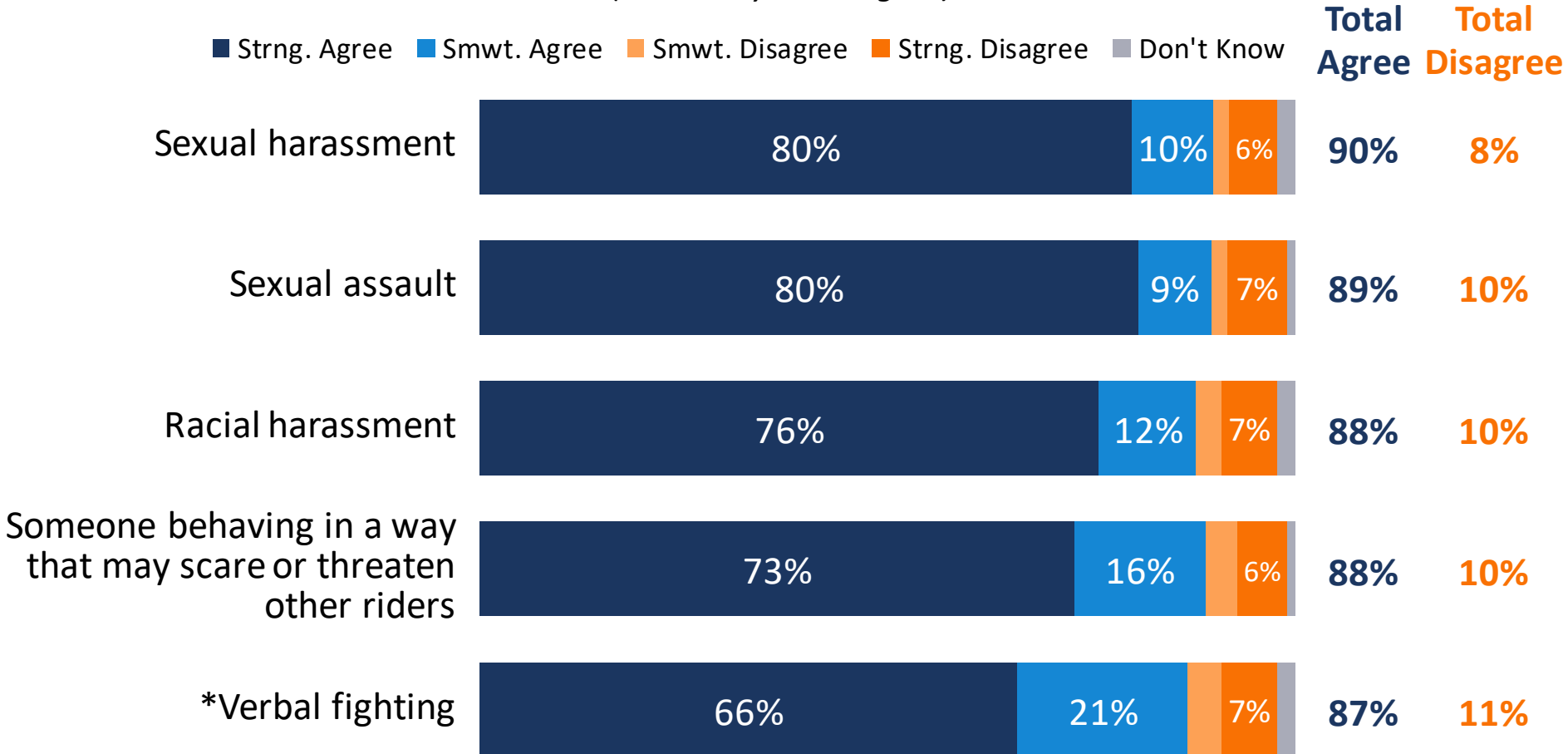


**68%**   **25%**

Q11e, f, g, j & k. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Split Sample

# Riders envision broad roles for Transit Ambassadors, including addressing challenging situations such as sexual assaults and threatening behavior.

(Ranked by Total Agree)



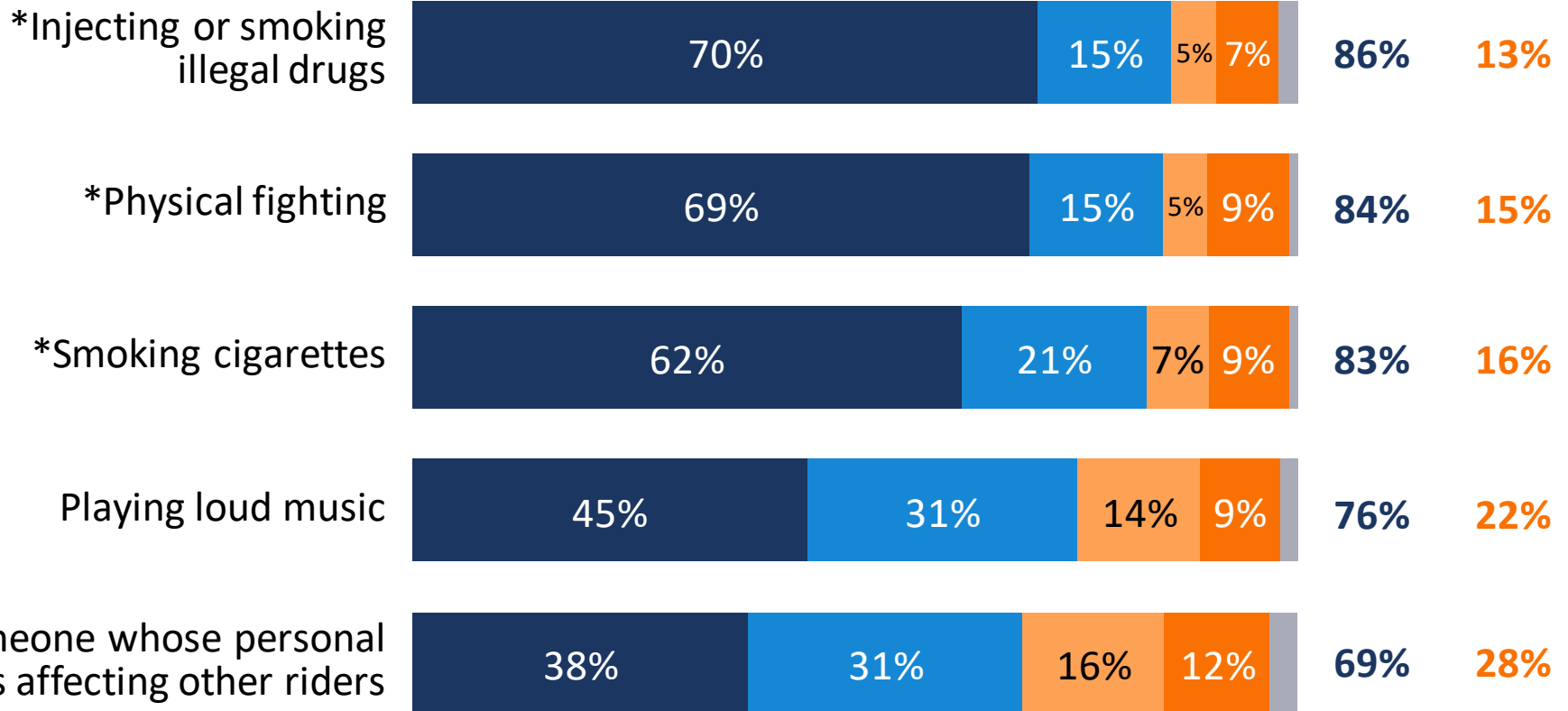
Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Continued

(Ranked by Total Agree)

■ Strng. Agree ■ Smwt. Agree ■ Smwt. Disagree ■ Strng. Disagree ■ Don't Know

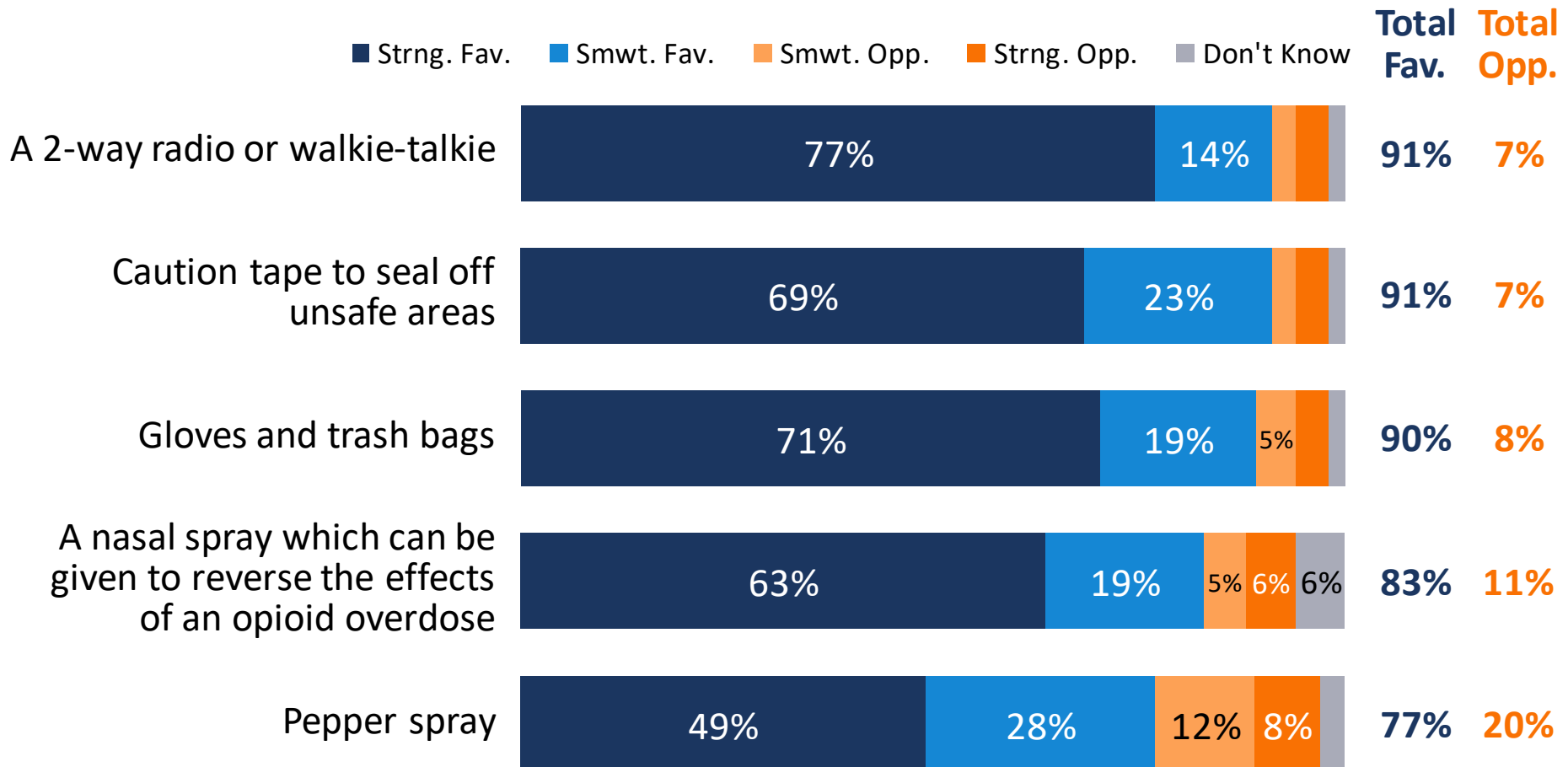
**Total Agree** **Total Disagree**



Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

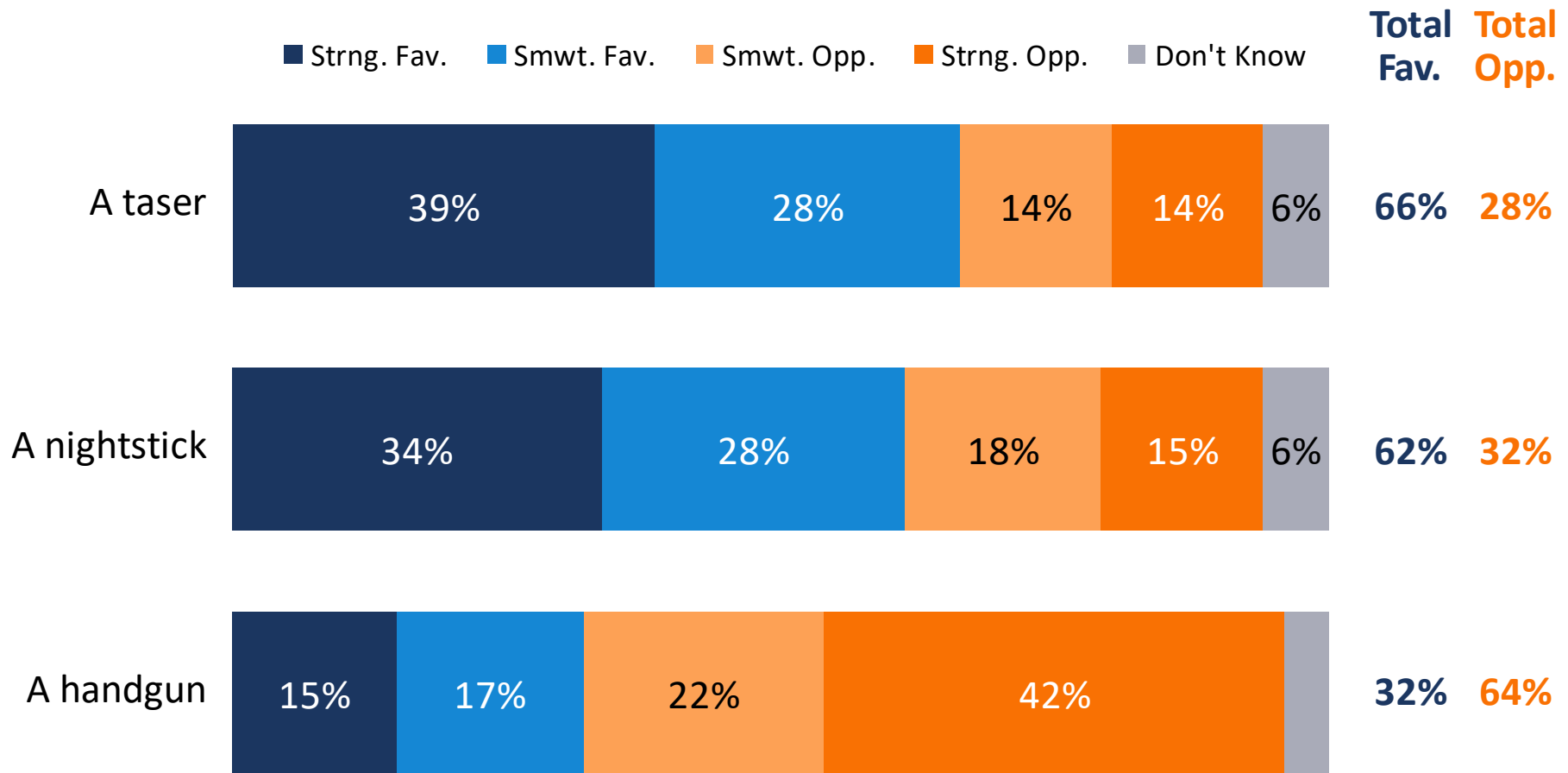
# There is widespread support for Transit Ambassadors to have a variety of tools.

(Ranked by Total Favor)



# There is less support for Transit Ambassadors to have weapons, especially handguns.

(Ranked by Total Favor)



# A slim majority wants METRO to allow people experiencing homelessness to ride just like anyone else, while a third wants METRO to be “tougher” about removing them from buses and trains.

*I am now going to mention a pair of statements. Please tell me which statement comes closest to your own opinion, even if neither statement matches your views exactly.*

METRO needs to allow people experiencing homelessness to ride buses and trains, just like anyone else.

54%

**OR**

METRO needs to get tougher about removing people experiencing homelessness from buses and trains.

35%

Don't know

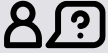

12%





# **Survey of People Experiencing Homelessness on METRO**

# Survey Specifics and Methodology

Dates	August 10-September 1, 2021
Survey Type	Intercept Survey
Research Population	Metro Customers who Experience Homelessness
Total Interviews	100 <i>Due to qualitative nature of the interviewing methodology, results should be interpreted with caution and do not necessarily reflect population of all METRO riders experiencing homelessness with statistical precision</i>
Data Collection Mode	 In-person Intercept  Interviews
Languages	English & Spanish

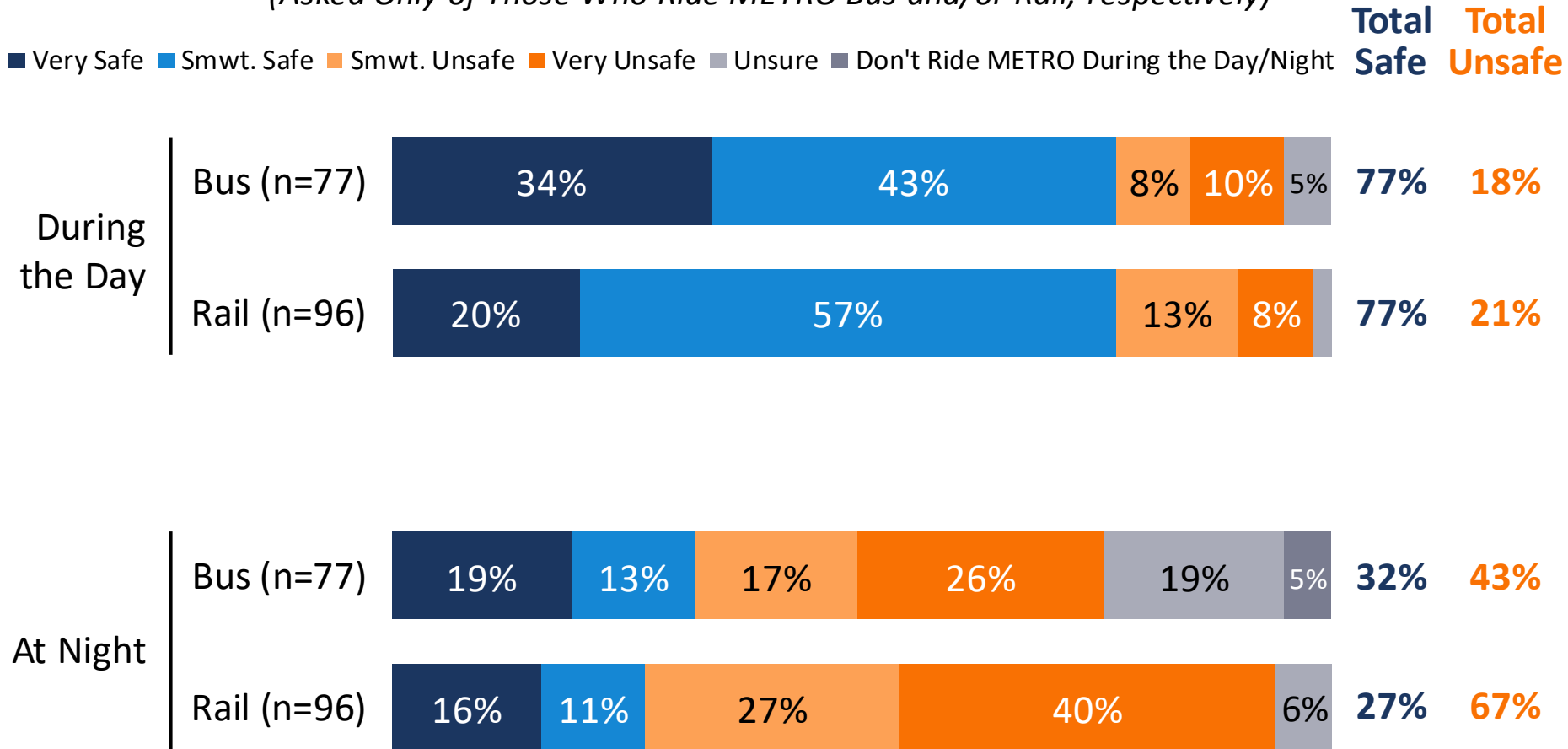
(Note: Not All Results Will Sum to 100% Due to Rounding)

# Demographic Profile of Respondents

- 35% identify as Black/African American; 27% Latinx/Hispanic
- 6% interviews conducted in Spanish
- 55% identify as having a disability
- 1% identify as gender non-conforming or non-binary
- 5% ages 18-24; 36% ages 25-34; 56% ages 35-64; 3% ages 65+

# Three-quarters said they feel at least somewhat safe during the day on Bus and Rail, with less than one-third having reported feeling at least somewhat safe riding at night.

*(Asked Only of Those Who Ride METRO Bus and/or Rail, respectively)*



Q6. While riding on a METRO Bus during the day, do you feel safe or unsafe?

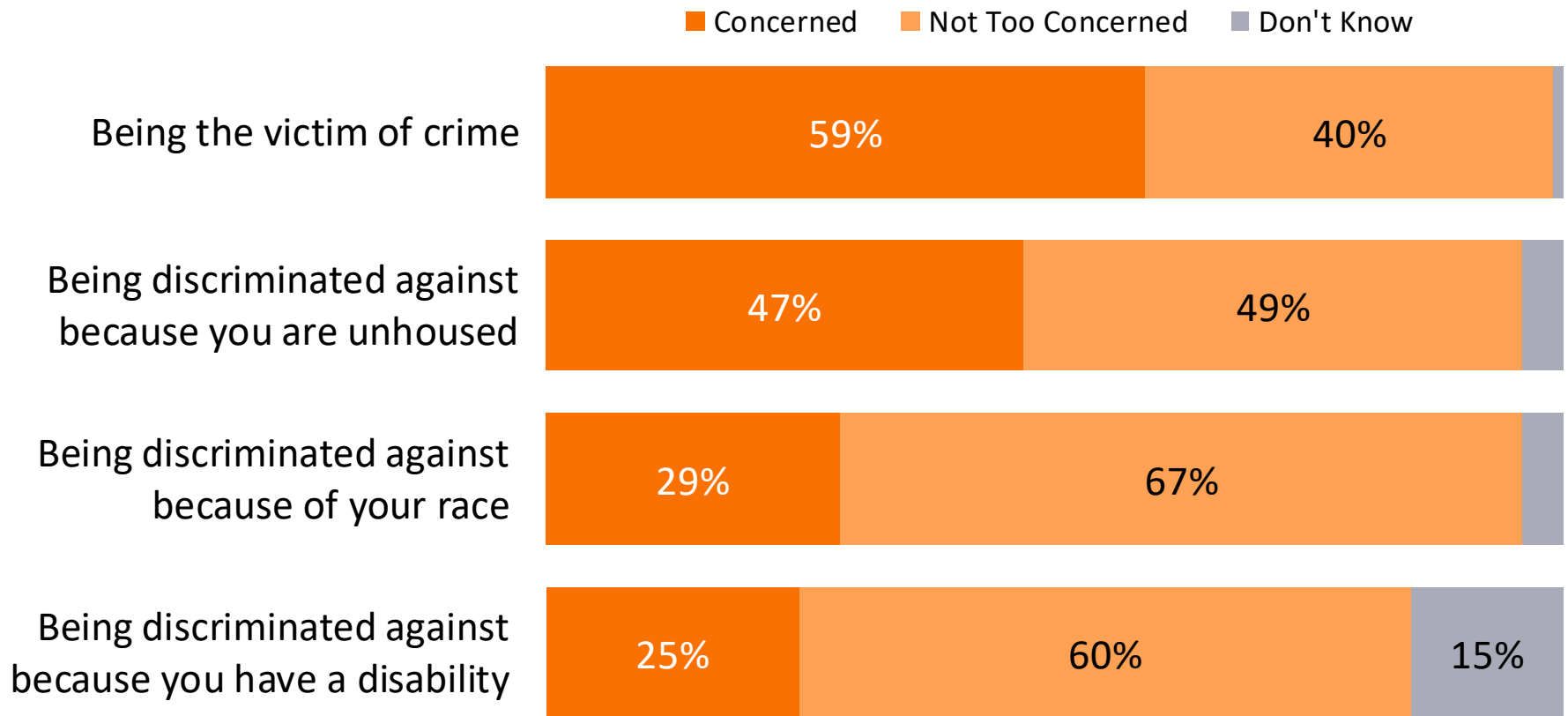
Q7. While riding on a METRO Bus at night, do you feel safe or unsafe?

Q8. While riding on a METRO Rail during the day, do you feel safe or unsafe?

Q9. While riding on a METRO Rail at night, do you feel safe or unsafe?

# Roughly six-in-ten are concerned about being a victim of a crime on a METRO Bus or Rail or at a METRO station or a stop, and almost half are concerned about being discriminated against because they are unhoused.

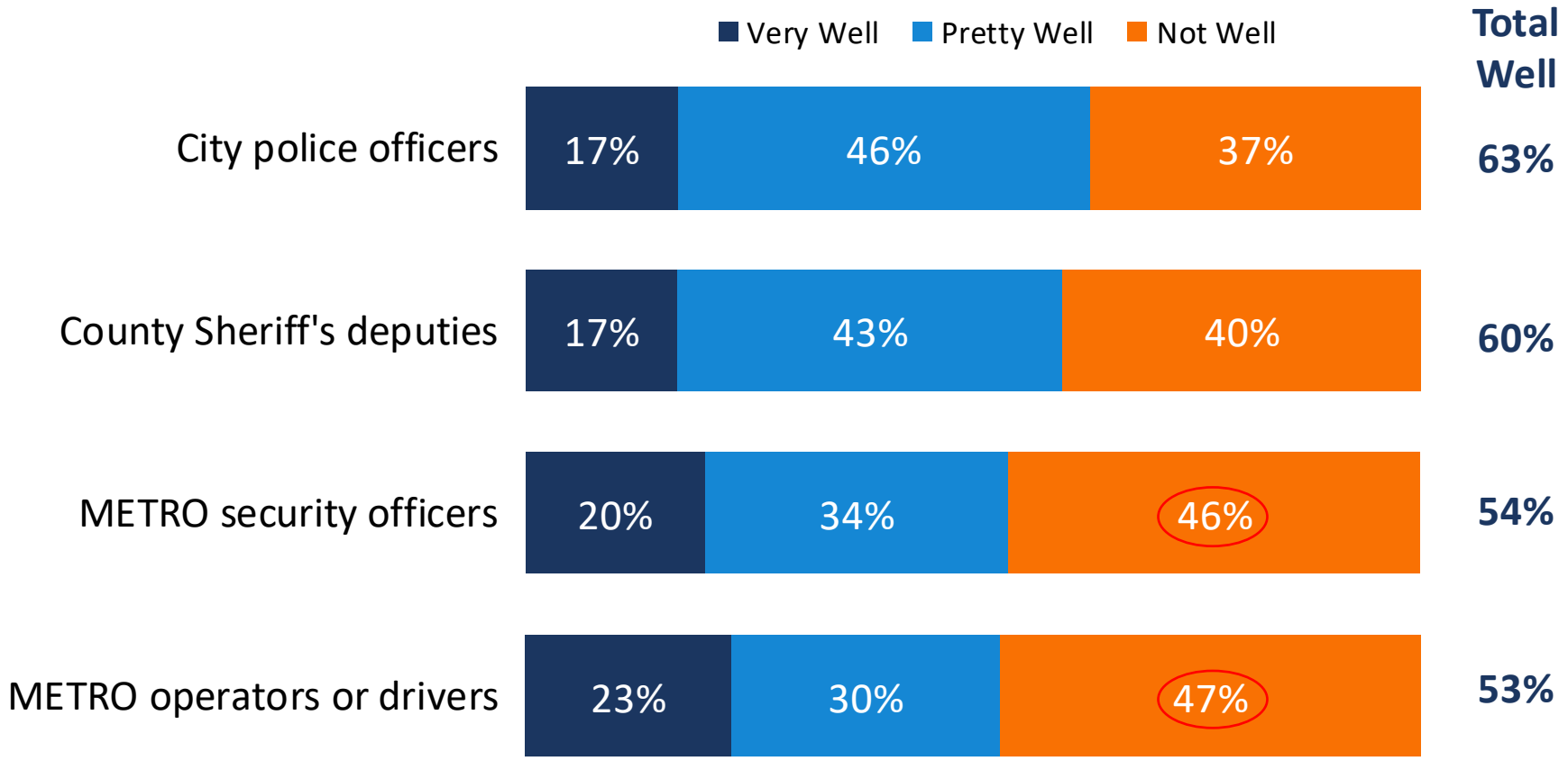
*(Ranked by Concerned)*



# Among those who offered an opinion, slightly less than half reported they were not treated well by METRO operators/drivers and security officers; roughly four-in-ten said the same about City police officers and County Sheriff's deputies while riding METRO.

(Ranked by Very/Pretty Well)

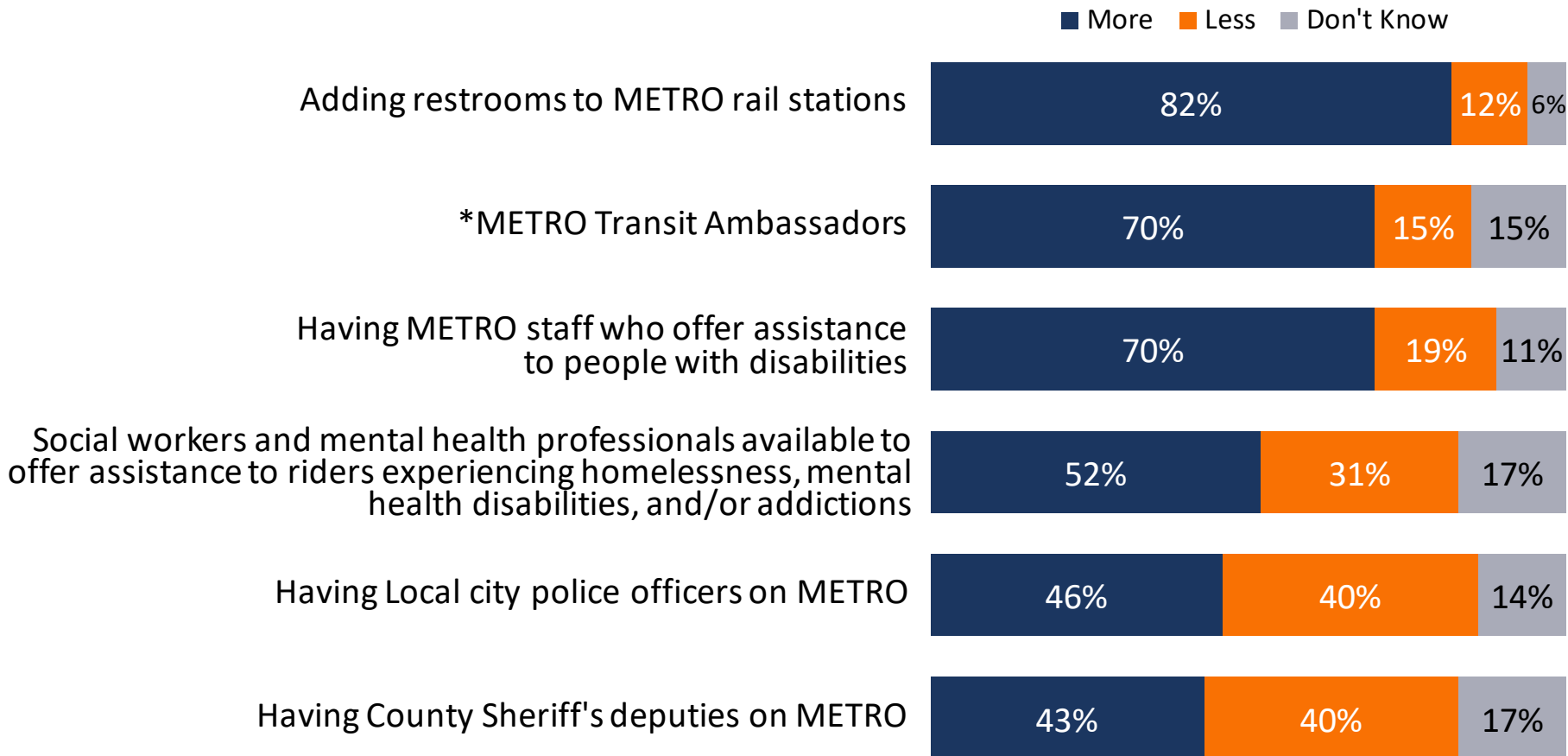
■ Very Well ■ Pretty Well ■ Not Well



Q12. When riding METRO, how well are you treated by each of the following? Do they treat you very well, pretty well or not well?  
 Table excludes respondents who did not answer question: City police officers (7%); County Sheriff's deputies (11%); METRO security officers (17%); METRO operators or drivers (21%).

# High percentages reported that adding restrooms and having Transit Ambassadors and staff who offer assistance to people with disabilities should be more of a priority to improve the safety and environment for METRO's riders.

(Ranked by More of a Priority)



Q15. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it more of a priority or less of a priority.  
 \*Q16. Having heard this description, do you think METRO should make the Transit Ambassador program more or less of a priority? Description provided: The METRO Transit Ambassador Program could include teams of two specially trained members of the community who would be at METRO facilities and on METRO Rail and Buses to offer assistance to METRO riders and to deal with situations that are making riders feel unsafe



# Conclusions



# Conclusions (Rider Survey)

1. Most riders usually feel safe on Metro, except at night and on crowded vehicles.
  - Riders who identify as female or non-binary often feel less safe than those who identify as male.
2. Top rider wants include:
  - Lighting and emergency call buttons at stations and bus stops
  - Staff who can assist people with disabilities
  - Social workers and mental health professionals
  - More unarmed security staff
  - Transit Ambassadors
3. In addition, over six-in-ten respondents want more law enforcement and armed security on Metro and this support spans all race/ethnicity categories. However, there is a smaller but still sizable number who want fewer.

# Conclusions, Continued (Rider Survey)

4. Riders want Transit Ambassadors to be able to address challenging situations on board METRO including sexual assaults, harassment and fighting.
5. Riders want Transit Ambassadors to have a variety of equipment including non-lethal tools to protect themselves.
6. A slim majority wants METRO to allow people experiencing homelessness to ride just like anyone else, while a third wants METRO to be “tougher” about removing them from buses and trains.

# Conclusions


## (Survey of People Experiencing Homelessness)

1. A large majority of the respondents to the survey of people experiencing homelessness feel safe riding on the bus or rail during the day, but many feel unsafe riding at night.
2. Majorities or close to majorities are concerned about being the victims of crime or being discriminated for being unhoused while riding METRO.
3. Slightly less than half reported they were not treated well by METRO operators/drivers and security officers; roughly four-in-ten said the same about City police officers and County Sheriff's deputies while riding Metro.

# Conclusions, Continued

## (Survey of People Experiencing Homelessness)

4. Highest priorities for improving safety/environment :
  - Adding restrooms
  - Transit Ambassadors
  - Staff who offer assistance to people with disabilities
5. Riders experiencing homelessness were divided on the prioritization of law enforcement to improve safety

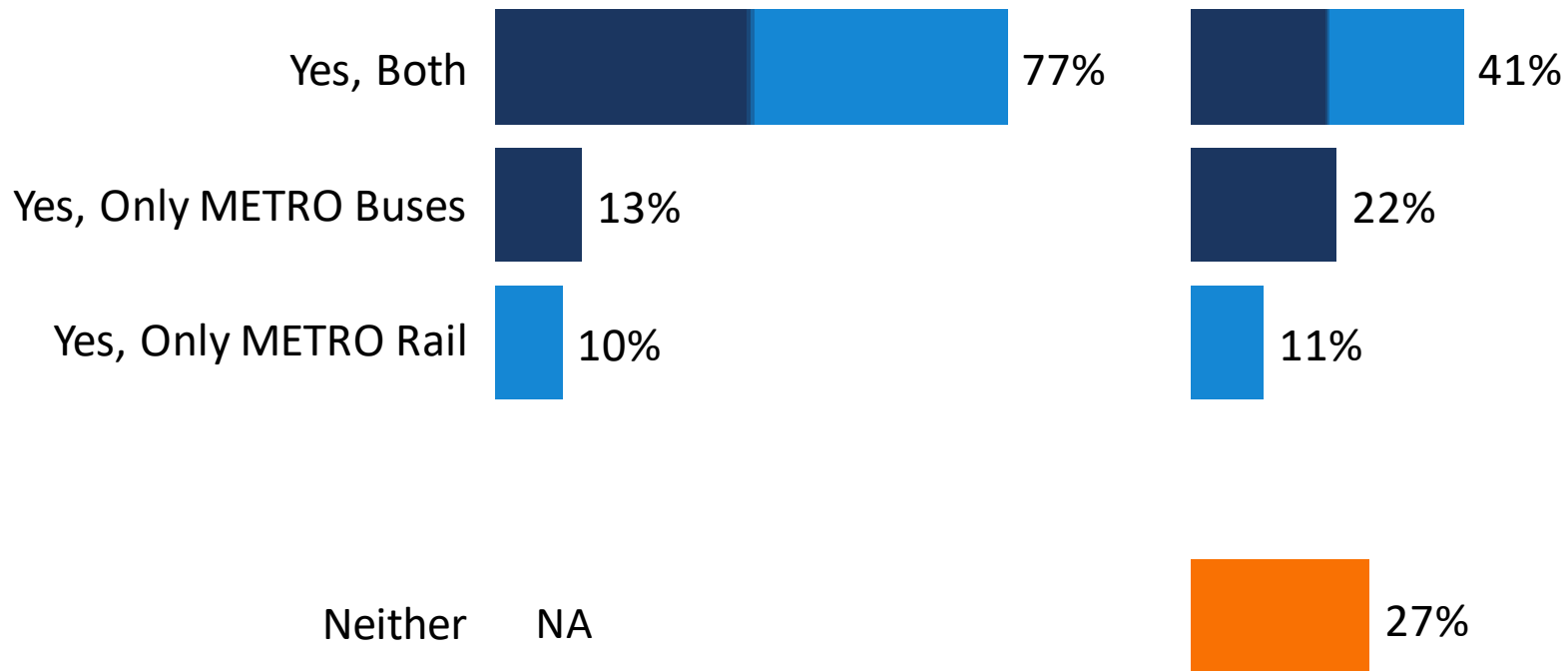


# **Appendix A - Rider Survey**

# Most respondents have experience with both bus and rail. 27% have stopped riding.

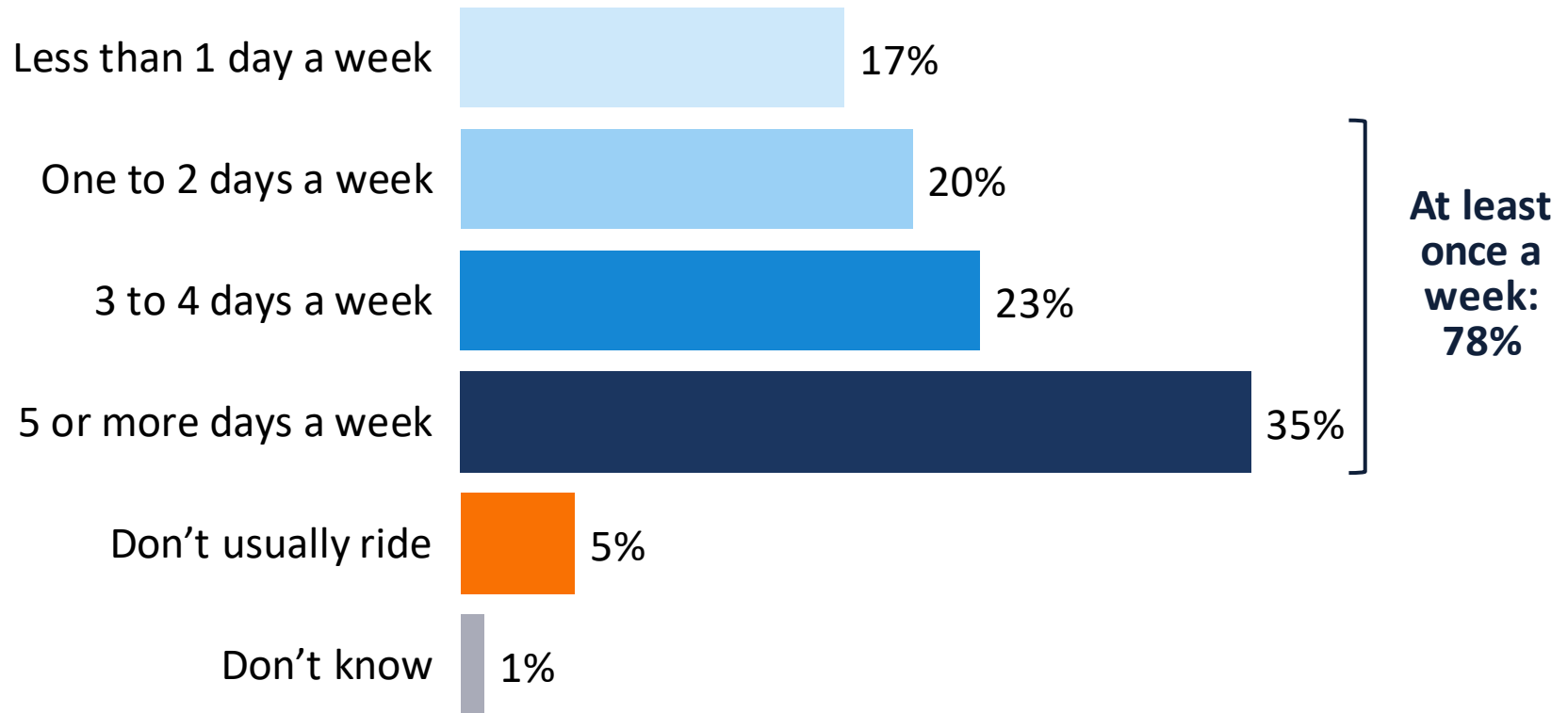
*Thinking back over the last 4 years, have you ever ridden METRO Buses, METRO Rail, or both?*

*These days do you usually ride METRO Rail, METRO Buses, both or neither?*



# Most respondents ride Metro frequently.

*How many days a week do you usually ride METRO?  
(Asked of Those Who Currently Ride METRO Buses or Rail; n=1,509)*



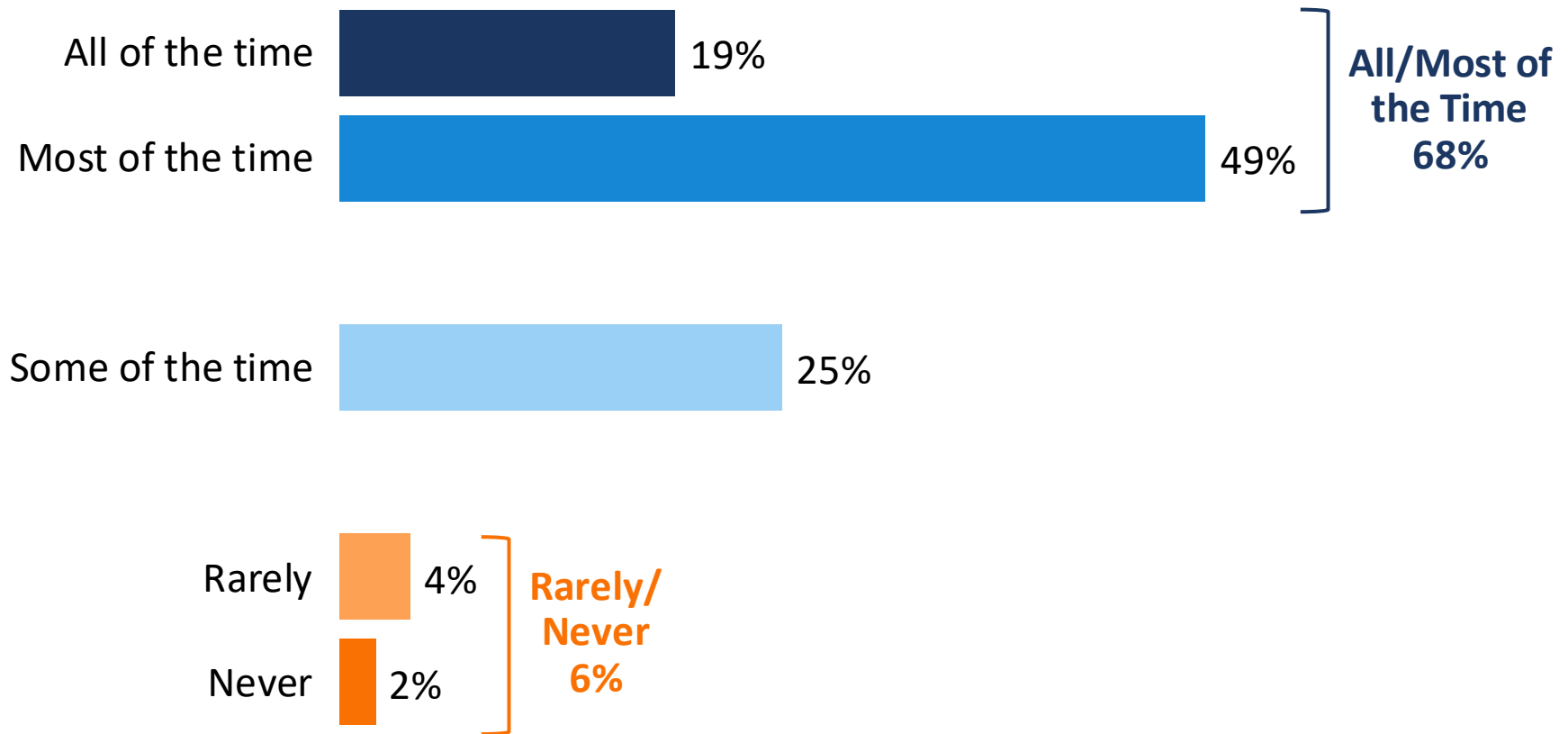


# **Safety on the METRO System**



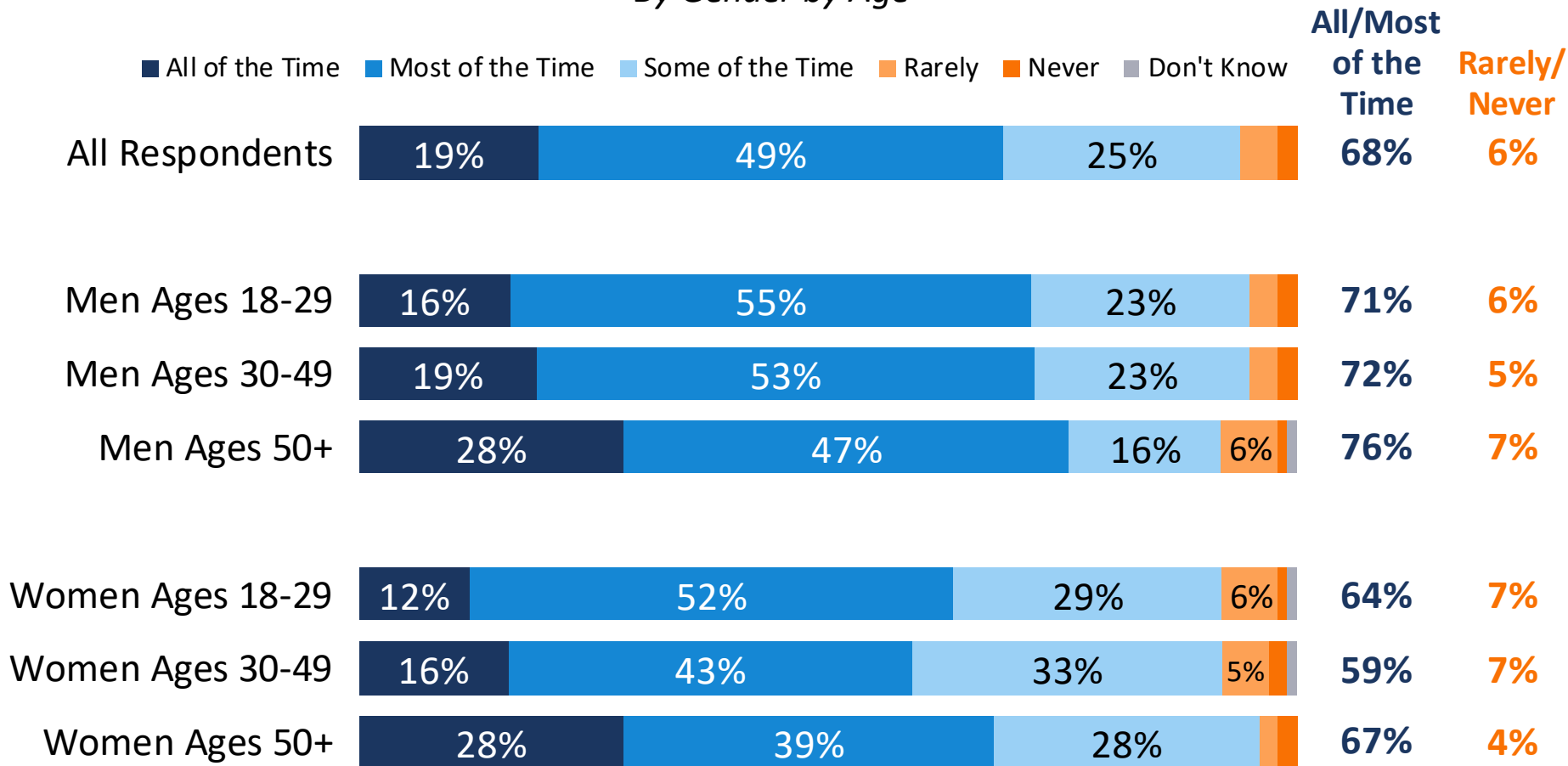
# Nearly 70% of respondents felt safe at least “most of the time” they have recently ridden METRO, but less than one-in-five felt safe all the time.

*In general, when thinking about the most recent times you have ridden METRO, would you say you felt safe all of the time, most of the time, some of the time, rarely or never?*



# In all age groups women felt less safe than men when riding METRO.

By Gender by Age



# Most riders of all races feel safe on Metro most or all of the time.

By Race/Ethnicity

■ All of the Time
 ■ Most of the Time
 ■ Some of the Time
 ■ Rarely
 ■ Never
 ■ Don't Know

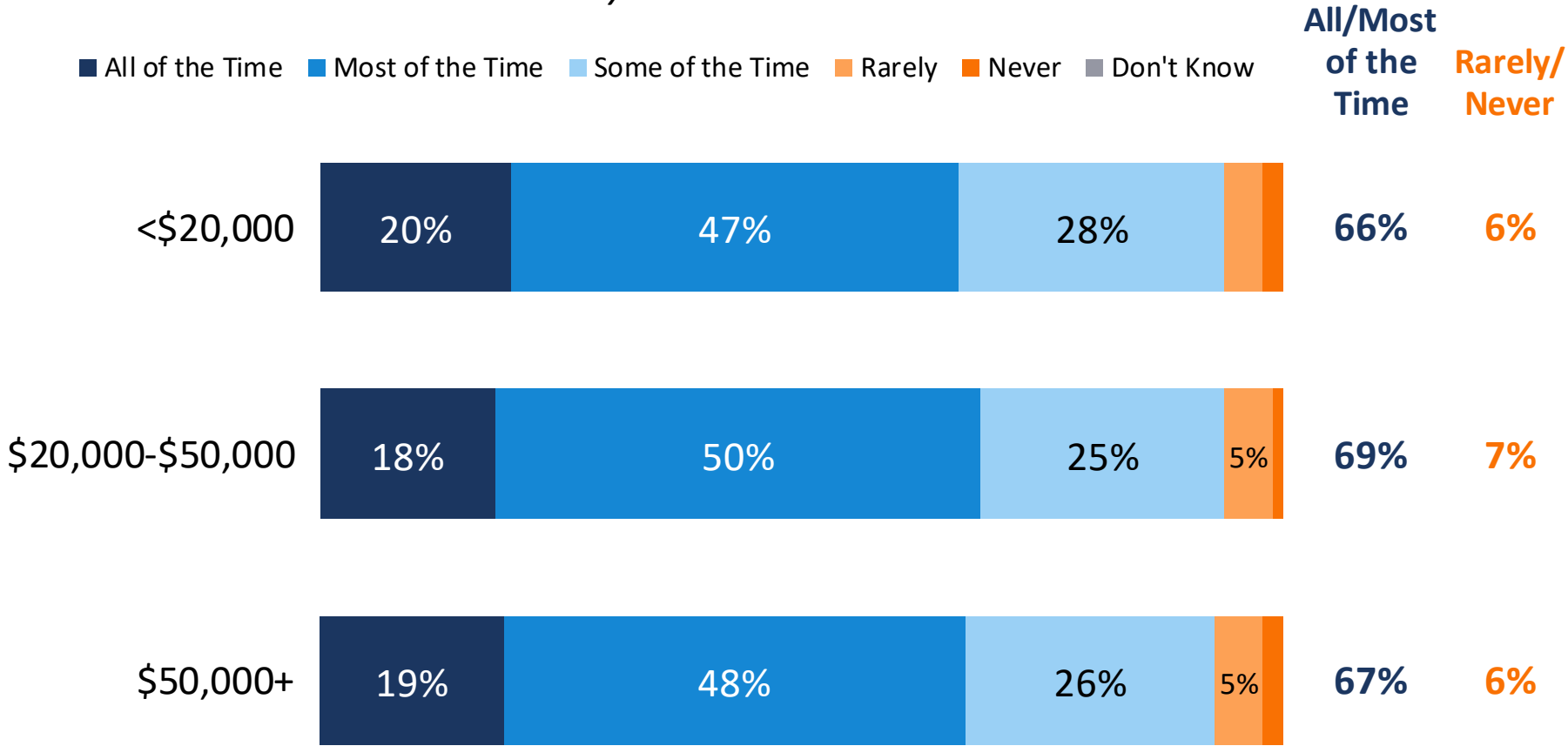
**All/Most  
of the  
Time**

**Rarely/  
Never**



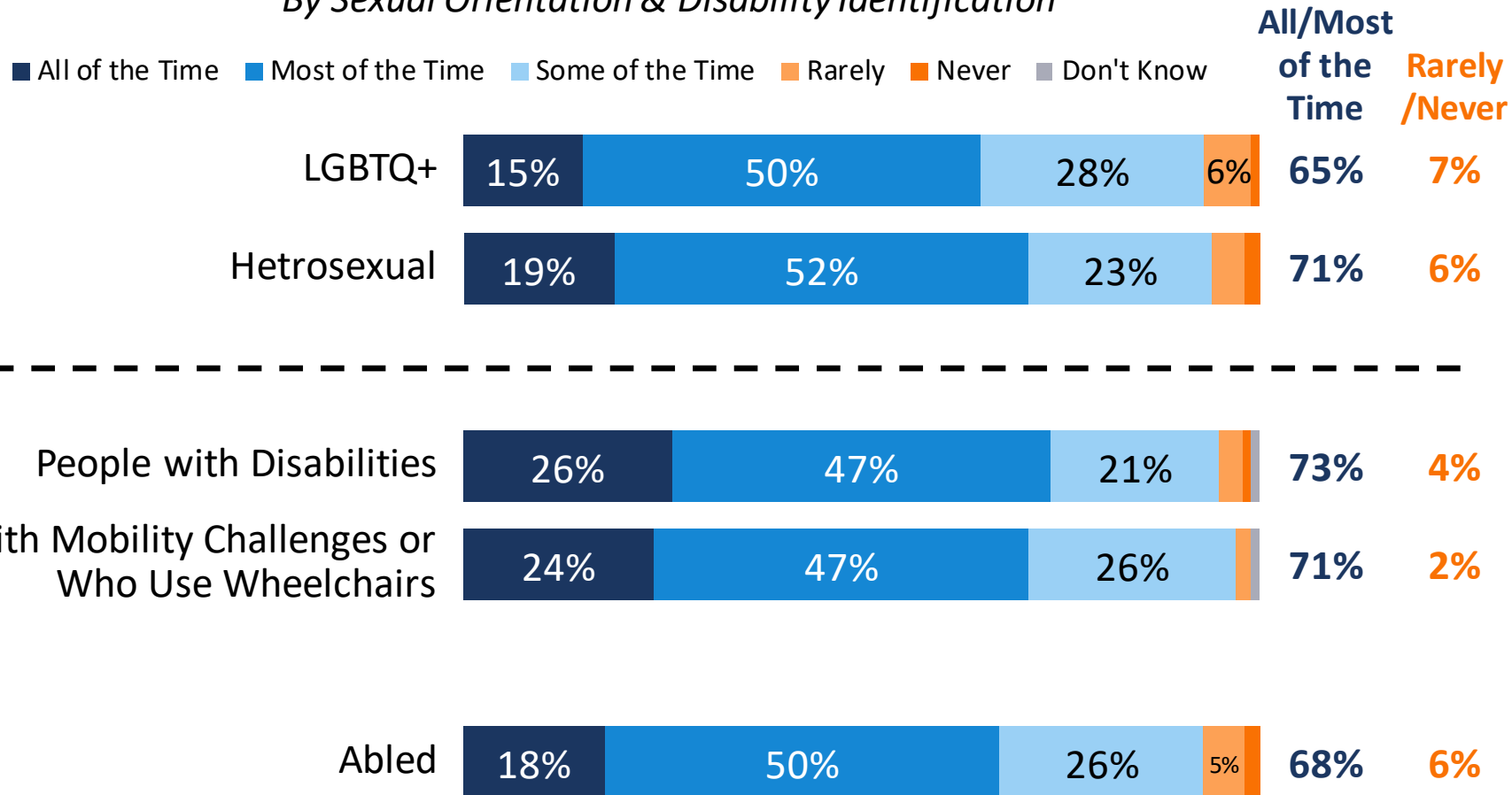
# There is no difference in the likelihood of feeling safe by income.

By Household Income



# LGBTQ+ felt slightly less safe, and people with disabilities slightly more safe, than other respondents.

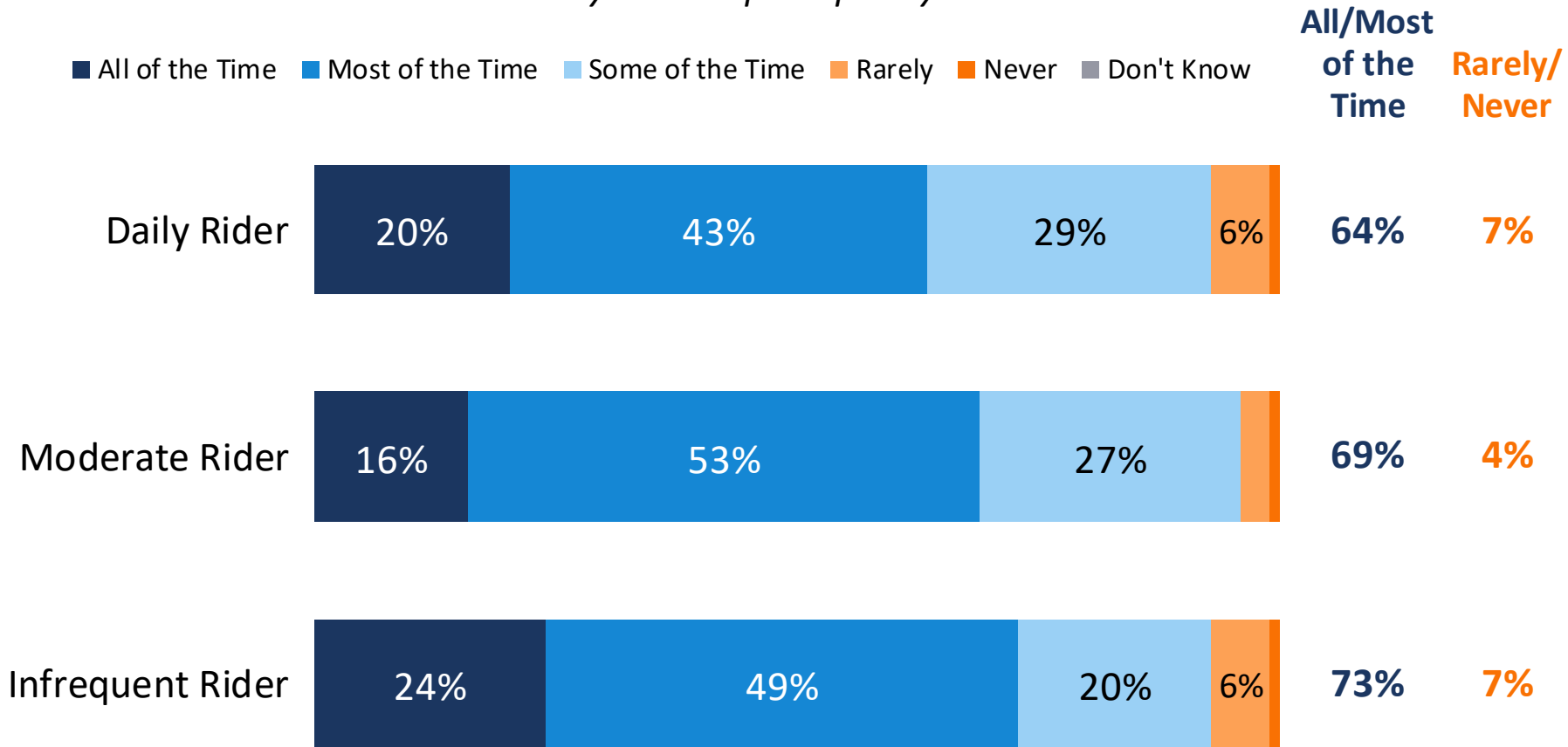
By Sexual Orientation & Disability Identification



Q7. In general, when thinking about the most recent times you have ridden METRO, would you say you felt safe all of the time, most of the time, some of the time, rarely or never? \*Subset of the respondents who identified as having a disability

# Frequent riders tend to feel a little less safe on Metro?

By Ridership Frequency



# Examples of Improvements from Respondents

“More security on the platform and a way to report suspicious activity in the rails.”

“More frequent cleaning throughout day. I've frequently seen urine on the floor.”

“Increase security officers. One time a fight broke out in the Expo line car, but no one did anything about it.”

“Presence of staff - not police - to clean and assist customers.”

“I feel safe for the most part. Sometimes other passengers can be scary, but I don't think much can be done about it.”

“Drivers being more active and disciplinary when unsafe riders are aboard harassing other riders.”

“Control homeless people who ride without a specific destination.”

“A system of alerting security or staff about impending danger, i.e. button or app”

“Cameras, security and actual consequences to the people who don't follow Metro rules and policy.”

“Have a camera in the middle and back of the bus.”

# ASSISTANCE STAFF: There is support for staff who can help customers in a variety of ways, including Transit Ambassadors (without a description) and social workers.

(Ranked by Total More of a Priority)

■ Much More ■ Smwt. More ■ Smwt. Less ■ Much Less ■ Don't Know **Total More** **Total Less**

Having METRO staff who offer assistance to people with disabilities



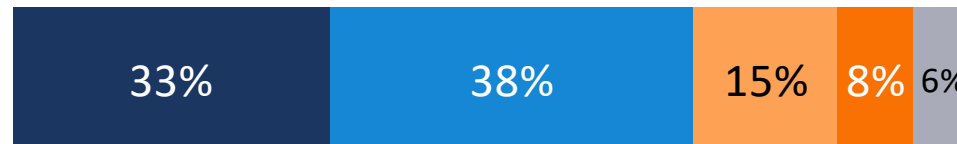
**89%** **7%**

^Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions



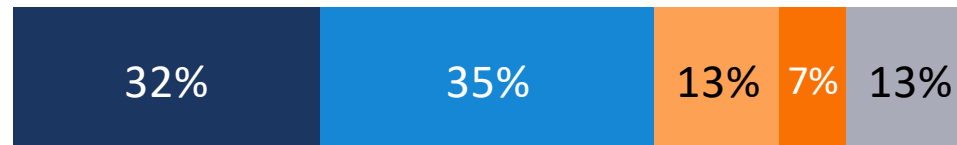
**85%** **10%**

^METRO staff who help customers plan their trip and purchase fares



**71%** **23%**

^Having METRO Transit Ambassadors on METRO



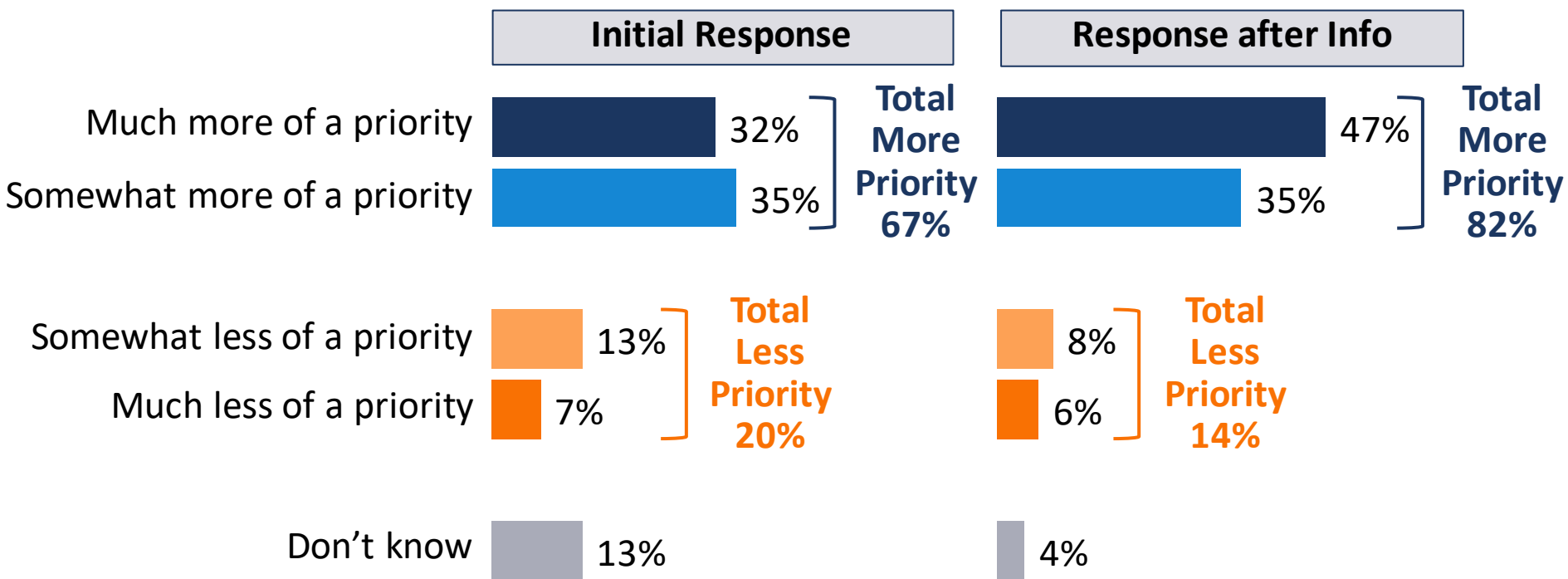
**67%** **20%**

Q11c, d, i & m. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample.



# After a brief description, there was a sizeable increase in the percentage of respondents who believe Transit Ambassadors should be more of a priority.

*I would now like to tell you a little more about a new program being considered called the METRO Transit Ambassador Program. This METRO program could include teams of 2 specially trained members of the community who would be at METRO facilities and on METRO Rail and Buses to offer assistance to METRO riders and to deal with situations that are making riders feel unsafe.*



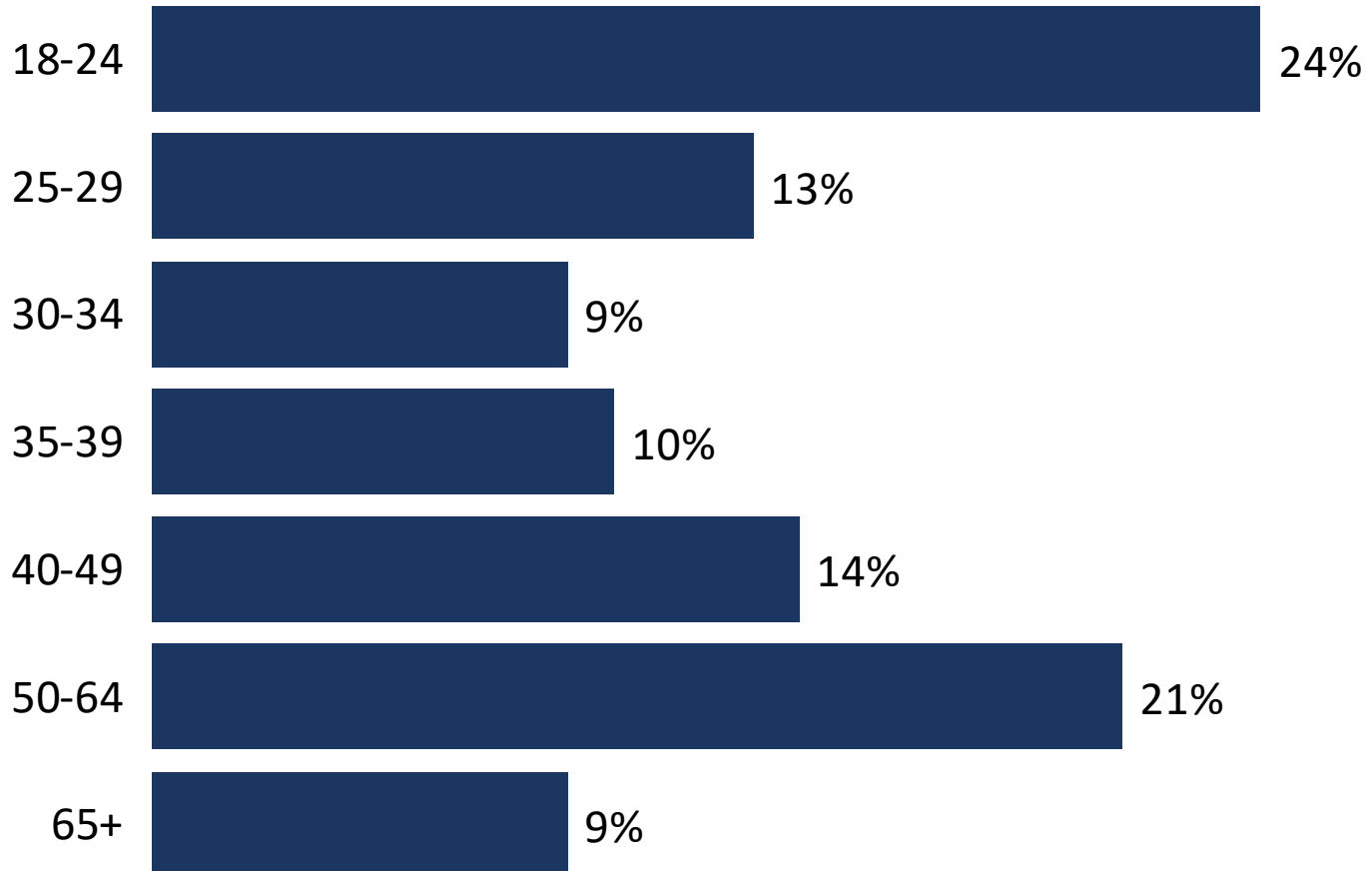
*Q11m. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Not Part of Split Sample*  
*Q12. Now that you know more, please tell me if you think METRO should make the Transit Ambassador program (much more of a priority, somewhat more of a priority, somewhat less, or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today.*



# **Respondent Demographics**

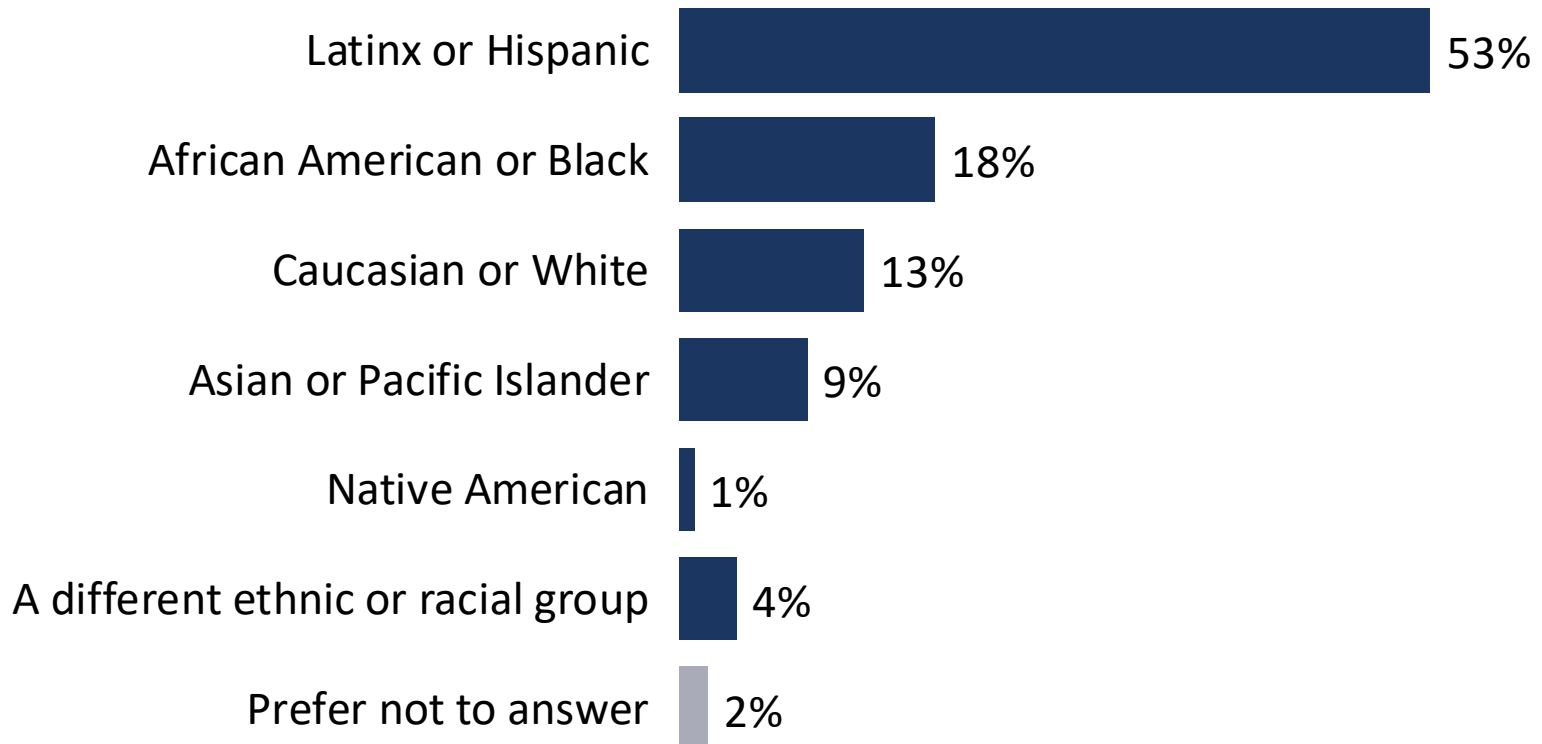
# The majority of respondents are under age 40.

*To make sure everyone is represented please tell me your age.*



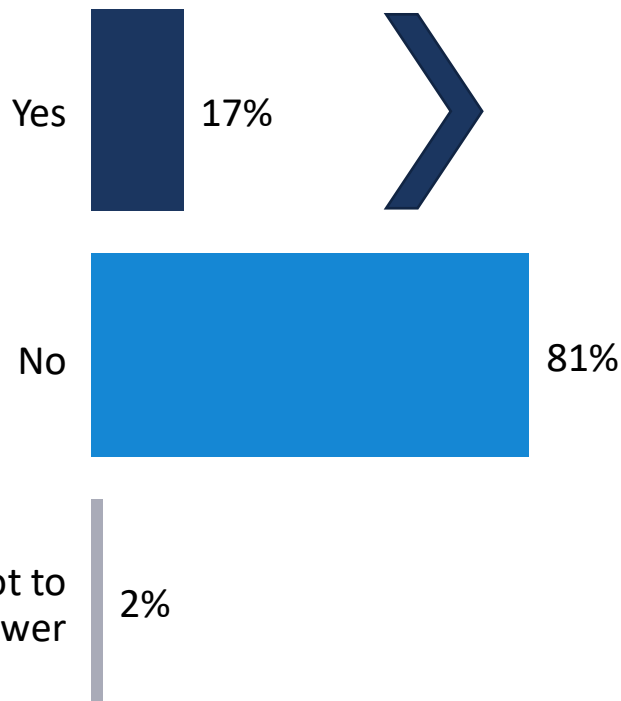
# 71% of respondents are Latinx/Hispanic or Black/African American

*Just to make sure everyone is represented, which of the following categories best describes the ethnic or racial group with which you identify yourself?*

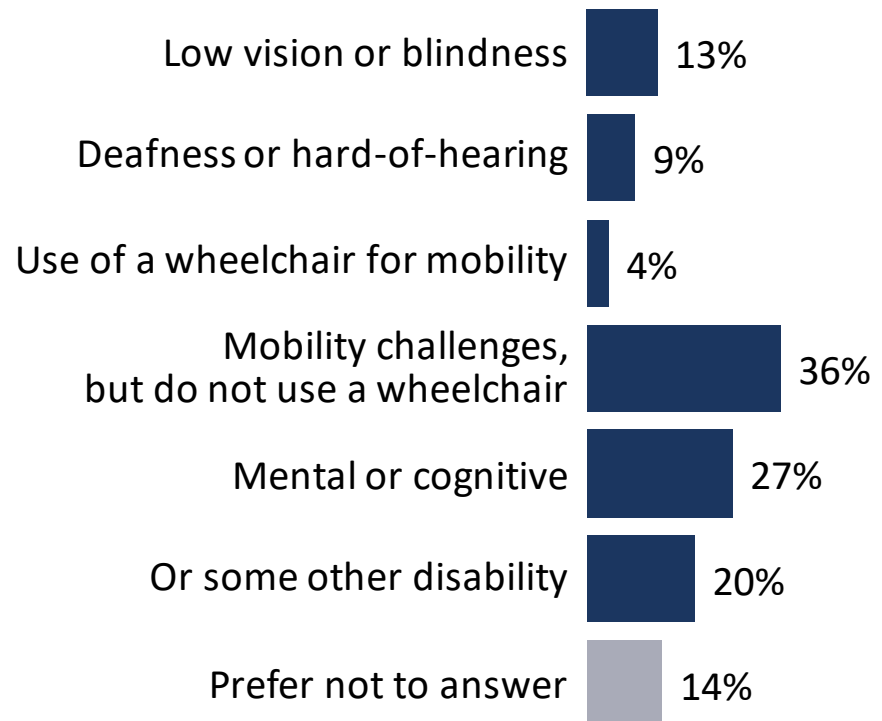


# 17% of respondents identify as a person with a disability.

Do you identify as a person with a disability?

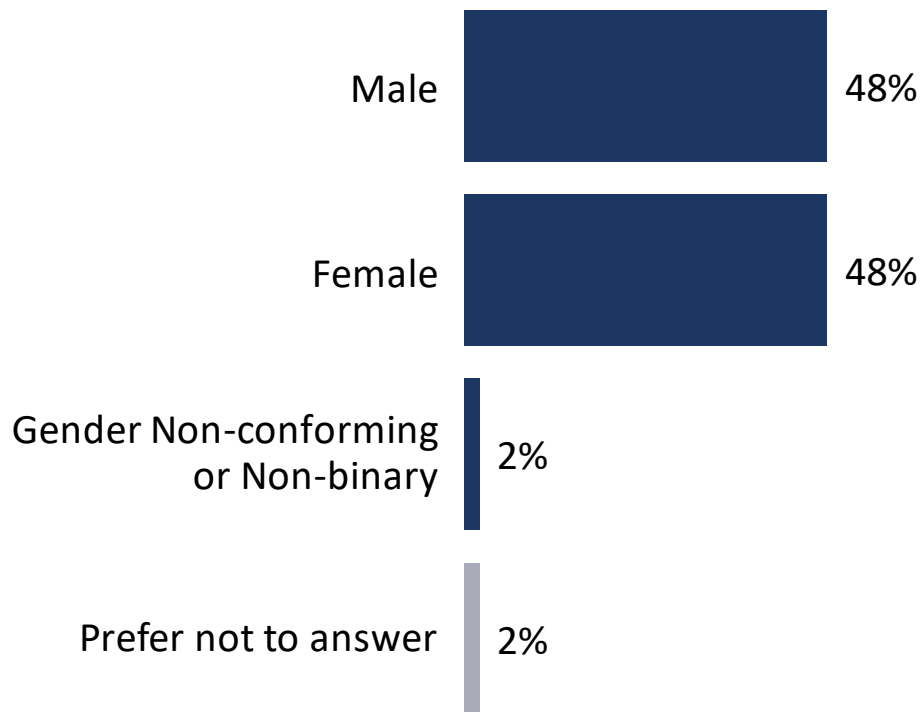


Please tell me which of the following disabilities you have?  
(Asked of Those Who Identify as a Person with a Disability; n=343)

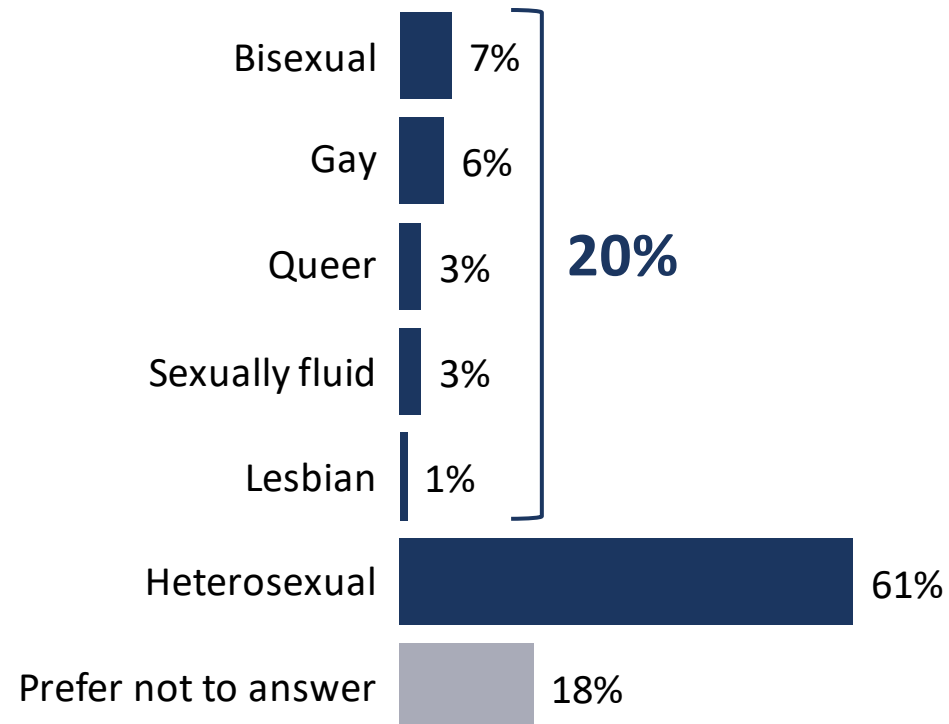


# Two percent identify as non-binary and 20% identify as not heterosexual.

*To make sure everyone is represented, what is your gender identity? Are you male, female, or gender non-conforming or non-binary?*

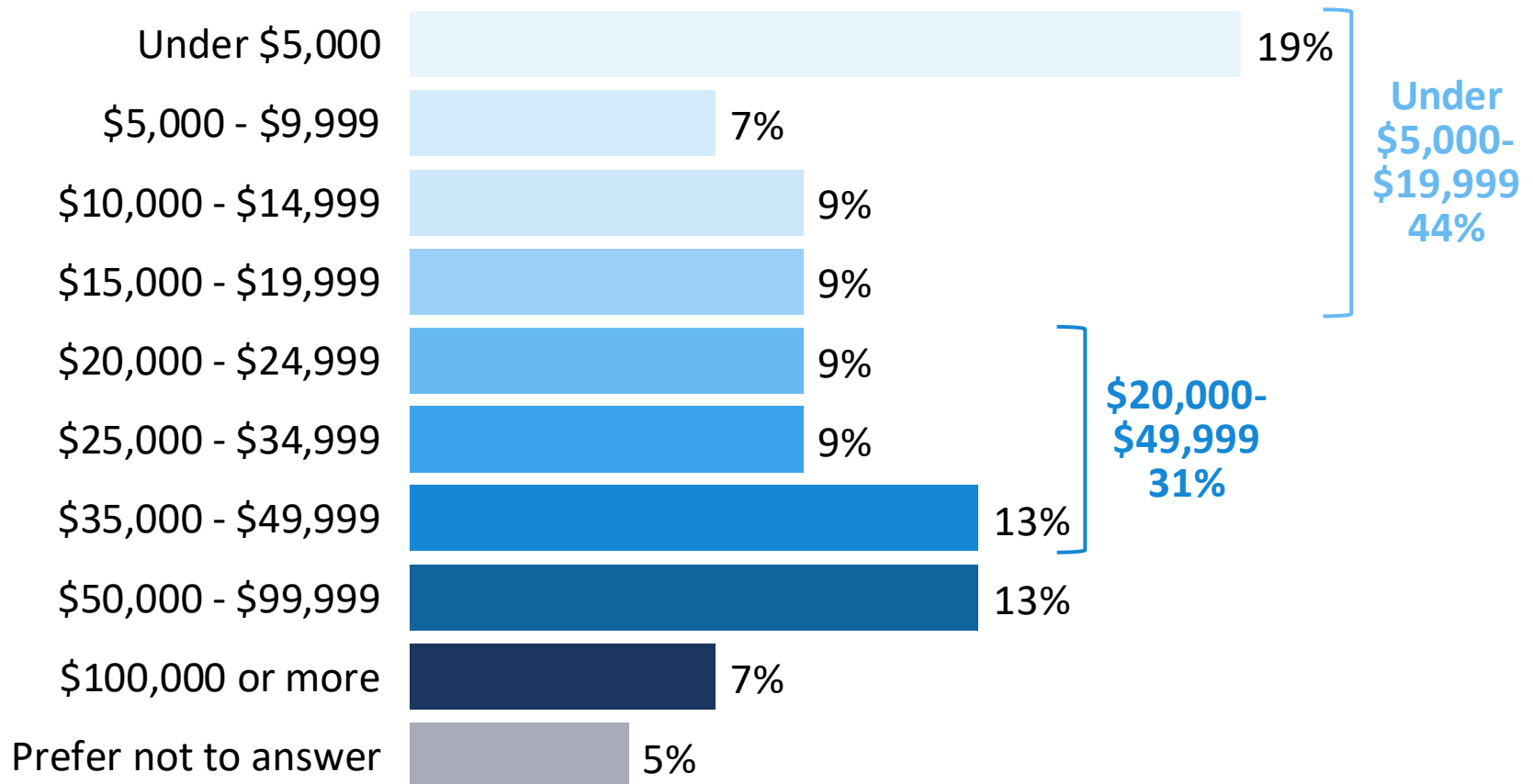


*Do you identify yourself as: Bisexual, Gay, Heterosexual, Lesbian, Queer, or Sexually fluid?*



# Nearly half of respondents have household incomes under \$20,000.

*Just to ensure that we include a wide mix of people in this survey, please stop me when I read the range that includes your household's total annual income before taxes in 2020:*





# **Definition of Safety**



# Definition of Safety by Gender by Age

(Total Agree)

Statement	All Resp.	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
For me, safety on Metro means being safe from crime	<b>95%</b>	95%	96%	96%	94%	96%	96%
For me, safety on Metro means being safe from harassment	<b>91%</b>	88%	89%	95%	93%	93%	90%
For me, safety on Metro means being safe from falling on a moving train or bus	<b>84%</b>	91%	82%	77%	90%	84%	82%
For me, safety on Metro means being safe from being profiled or discriminated against by police	<b>80%</b>	82%	74%	69%	92%	82%	73%

# Definition of Safety by Race/Ethnicity

(Total Agree)

Statement	All Resp.	Race/Ethnicity					
		Latinx/ Hispanics	Black/ African Americans	Whites	Asians/ Pacific Islanders	All Other Race/ Ethnicities	All People of Color
For me, safety on Metro means being safe from crime	<b>95%</b>	94%	95%	94%	96%	99%	95%
For me, safety on Metro means being safe from harassment	<b>91%</b>	90%	90%	94%	96%	99%	91%
For me, safety on Metro means being safe from falling on a moving train or bus	<b>84%</b>	87%	88%	70%	85%	83%	87%
For me, safety on Metro means being safe from being profiled or discriminated against by police	<b>80%</b>	82%	85%	63%	82%	84%	82%

# Definition of Safety by Race/Ethnicity by Age

(Total Agree)

Statement	All Resp.	Race/Ethnicity by Age					
		Latinx/Hispanics		Black/African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
For me, safety on Metro means being safe from crime	<b>95%</b>	95%	94%	95%	95%	90%	96%
For me, safety on Metro means being safe from harassment	<b>91%</b>	90%	90%	91%	89%	92%	95%
For me, safety on Metro means being safe from falling on a moving train or bus	<b>84%</b>	90%	81%	88%	87%	70%	71%
For me, safety on Metro means being safe from being profiled or discriminated against by police	<b>80%</b>	85%	75%	92%	80%	75%	56%

# Definition of Safety by Income

*(Total Agree)*

Statement	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
For me, safety on Metro means being safe from crime	<b>95%</b>	95%	94%	94%
For me, safety on Metro means being safe from harassment	<b>91%</b>	89%	93%	91%
For me, safety on Metro means being safe from falling on a moving train or bus	<b>84%</b>	88%	86%	87%
For me, safety on Metro means being safe from being profiled or discriminated against by police	<b>80%</b>	84%	78%	81%

# Definition of Safety by Sexual Orientation and Disability Identification

(Total Agree)

Statement	All Resp.	Sexual Orientation		Disability		
		LGBTQ+	Hetrosexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
For me, safety on Metro means being safe from crime	<b>95%</b>	94%	95%	95%	94%	99%
For me, safety on Metro means being safe from harassment	<b>91%</b>	91%	93%	92%	90%	92%
For me, safety on Metro means being safe from falling on a moving train or bus	<b>84%</b>	85%	84%	84%	89%	88%
For me, safety on Metro means being safe from being profiled or discriminated against by police	<b>80%</b>	82%	78%	80%	76%	76%

# Definition of Safety by Ridership Frequency

*(Total Agree)*

Statement	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
For me, safety on Metro means being safe from crime	95%	94%	93%	96%
For me, safety on Metro means being safe from harassment	91%	92%	90%	92%
For me, safety on Metro means being safe from falling on a moving train or bus	84%	90%	86%	83%
For me, safety on Metro means being safe from being profiled or discriminated against by police	80%	83%	82%	81%



# **Ways to Improve Safety**

# Security Personnel Prioritization by Frequency of Feeling Safe on METRO

(Total More of a Priority)

Security Personnel Priorities	All Resp.	Feel Safe			
		All the Time	Most of the Time	Some of the Time	Rarely/ Never
Having unarmed security staff on METRO	<b>76%</b>	70%	77%	80%	74%
^Having Local city police officers on METRO	<b>68%</b>	67%	64%	74%	79%
Having armed security staff on METRO	<b>66%</b>	59%	62%	71%	90%
^Having County Sheriff's deputies on METRO	<b>62%</b>	59%	58%	69%	80%

Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample



# Security Personnel Prioritization by Gender by Age

(Total More of a Priority)

Security Personnel Priorities	All Resp.	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
Having unarmed security staff on METRO	<b>76%</b>	69%	79%	77%	77%	79%	79%
^Having Local city police officers on METRO	<b>68%</b>	65%	67%	79%	55%	72%	80%
Having armed security staff on METRO	<b>66%</b>	61%	64%	70%	52%	74%	81%
^Having County Sheriff's deputies on METRO	<b>62%</b>	58%	61%	73%	53%	66%	74%

Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Security Personnel Prioritization by Race/Ethnicity by Age

(Total More of a Priority)

Security Personnel Priorities	All Resp.	Race/Ethnicity by Age					
		Latinx/ Hispanics		Black/ African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
Having unarmed security staff on METRO	<b>76%</b>	74%	80%	80%	76%	70%	79%
^Having Local city police officers on METRO	<b>68%</b>	65%	79%	60%	76%	37%	74%
Having armed security staff on METRO	<b>66%</b>	64%	74%	54%	77%	45%	70%
^Having County Sheriff's deputies on METRO	<b>62%</b>	62%	70%	51%	74%	33%	70%

Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Security Personnel Prioritization by Income

(Total More of a Priority)

Security Personnel Priorities	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
Having unarmed security staff on METRO	<b>76%</b>	73%	78%	75%
^Having Local city police officers on METRO	<b>68%</b>	69%	68%	69%
Having armed security staff on METRO	<b>66%</b>	70%	65%	68%
^Having County Sheriff's deputies on METRO	<b>62%</b>	63%	63%	63%

Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Security Personnel Prioritization by Sexual Orientation and Disability Identification

(Total More of a Priority)

Security Personnel Priorities	All Resp.	Sexual Orientation		Disability		
		LGBTQ+	Hetrosexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
Having unarmed security staff on METRO	<b>76%</b>	81%	76%	79%	62%	58%
^Having Local city police officers on METRO	<b>68%</b>	54%	71%	68%	68%	71%
Having armed security staff on METRO	<b>66%</b>	54%	67%	64%	73%	77%
^Having County Sheriff's deputies on METRO	<b>62%</b>	51%	64%	62%	64%	66%

Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Security Personnel Prioritization by Ridership Frequency

(Total More of a Priority)

Security Personnel Priorities	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
Having unarmed security staff on METRO	<b>76%</b>	78%	72%	74%
^Having Local city police officers on METRO	<b>68%</b>	76%	67%	65%
Having armed security staff on METRO	<b>66%</b>	75%	68%	55%
^Having County Sheriff's deputies on METRO	<b>62%</b>	69%	63%	58%

Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Assistance Personnel Prioritization by Frequency of Feeling Safe on METRO

(Total More of a Priority)

Assistance Personnel Priorities	All Resp.	Feel Safe			
		All the Time	Most of the Time	Some of the Time	Rarely/ Never
Having METRO staff who offer assistance to people with disabilities	<b>89%</b>	89%	90%	91%	71%
^Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions	<b>85%</b>	81%	85%	88%	81%
^(After Description) Having METRO Transit Ambassadors on METRO	<b>82%</b>	83%	81%	85%	75%
^METRO staff who help customers plan their trip and purchase fares	<b>71%</b>	77%	71%	70%	60%

Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Assistance Personnel Prioritization by Gender by Age

(Total More of a Priority)

Assistance Personnel Priorities	All Resp.	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
Having METRO staff who offer assistance to people with disabilities	<b>89%</b>	91%	91%	84%	95%	88%	84%
^Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions	<b>85%</b>	86%	88%	83%	91%	83%	77%
^(After Description) Having METRO Transit Ambassadors on METRO	<b>82%</b>	82%	78%	80%	87%	82%	84%
^METRO staff who help customers plan their trip and purchase fares	<b>71%</b>	69%	66%	73%	71%	75%	73%

Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Assistance Personnel Prioritization by Race/Ethnicity

(Total More of a Priority)

Assistance Personnel Priorities	All Resp.	Race/Ethnicity					
		Latinx/ Hispanics	Black/ African Americans	Whites	Asians/ Pacific Islanders	All Other Race/ Ethnicities	All People of Color
Having METRO staff who offer assistance to people with disabilities	<b>89%</b>	91%	90%	82%	83%	92%	90%
^Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions	<b>85%</b>	84%	88%	85%	83%	92%	85%
^(After Description) Having METRO Transit Ambassadors on METRO	<b>82%</b>	83%	82%	82%	78%	81%	82%
^METRO staff who help customers plan their trip and purchase fares	<b>71%</b>	72%	73%	68%	67%	79%	72%

Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample



# Assistance Personnel Prioritization by Income

(Total More of a Priority)

Assistance Personnel Priorities	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
Having METRO staff who offer assistance to people with disabilities	<b>89%</b>	91%	88%	90%
^Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions	<b>85%</b>	83%	87%	85%
^(After Description) Having METRO Transit Ambassadors on METRO	<b>82%</b>	83%	80%	82%
^METRO staff who help customers plan their trip and purchase fares	<b>71%</b>	74%	70%	72%

Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Assistance Personnel Prioritization by Sexual Orientation and Disability Identification

(Total More of a Priority)

Assistance Personnel Priorities	All Resp.	Sexual Orientation		Disability		
		LGBTQ+	Hetro-sexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
Having METRO staff who offer assistance to people with disabilities	<b>89%</b>	92%	88%	89%	88%	89%
^Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions	<b>85%</b>	92%	84%	86%	81%	75%
^(After Description) Having METRO Transit Ambassadors on METRO	<b>82%</b>	84%	82%	82%	83%	84%
^METRO staff who help customers plan their trip and purchase fares	<b>71%</b>	73%	70%	70%	74%	73%

Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Assistance Personnel Prioritization by Ridership Frequency

(Total More of a Priority)

Assistance Personnel Priorities	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
Having METRO staff who offer assistance to people with disabilities	<b>89%</b>	88%	91%	85%
^Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions	<b>85%</b>	81%	87%	85%
^(After Description) Having METRO Transit Ambassadors on METRO	<b>82%</b>	81%	85%	79%
^METRO staff who help customers plan their trip and purchase fares	<b>71%</b>	72%	73%	71%

Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Assistance Personnel Prioritization by Race/Ethnicity by Age

(Total More of a Priority)

Assistance Personnel Priorities	All Resp.	Race/Ethnicity by Age					
		Latinx/Hispanics		Black/African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
Having METRO staff who offer assistance to people with disabilities	<b>89%</b>	93%	87%	92%	90%	83%	82%
^Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions	<b>85%</b>	88%	76%	90%	87%	91%	82%
^(After Description) Having METRO Transit Ambassadors on METRO	<b>82%</b>	84%	80%	81%	83%	82%	82%
^METRO staff who help customers plan their trip and purchase fares	<b>71%</b>	71%	74%	76%	71%	67%	69%

Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Infrastructure Changes Prioritization by Gender by Age

(Total More of a Priority)

Infrastructure Changes Priorities	All Resp.	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
More lighting at METRO stations and bus stops	<b>92%</b>	92%	90%	86%	95%	96%	95%
Emergency call buttons at METRO stations and bus stops	<b>92%</b>	94%	87%	87%	97%	92%	95%
Making stations and bus stops easier to navigate for people with wheelchairs, walkers and other mobility devices	<b>85%</b>	86%	79%	80%	93%	89%	85%
Adding restrooms to METRO rail stations	<b>72%</b>	69%	72%	81%	79%	63%	63%
Attracting more people around METRO stations with cafes, music and other activities	<b>68%</b>	73%	75%	64%	62%	73%	62%

Q11e, f, g, j & k. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Split Sample

# Infrastructure Changes Prioritization by Race/Ethnicity

(Total More of a Priority)

Infrastructure Changes Priorities	All Resp.	Race/Ethnicity					
		Latinx/ Hispanics	Black/ African Americans	Whites	Asians/ Pacific Islanders	All Other Race/ Ethnicities	All People of Color
More lighting at METRO stations and bus stops	<b>92%</b>	92%	94%	85%	92%	98%	93%
Emergency call buttons at METRO stations and bus stops	<b>92%</b>	94%	93%	84%	92%	85%	93%
Making stations and bus stops easier to navigate for people with wheelchairs, walkers and other mobility devices	<b>85%</b>	86%	90%	73%	87%	94%	87%
Adding restrooms to METRO rail stations	<b>72%</b>	70%	80%	69%	69%	72%	72%
Attracting more people around METRO stations with cafes, music and other activities	<b>68%</b>	65%	67%	72%	78%	80%	68%

Q11e, f, g, j & k. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Split Sample

# Infrastructure Changes Prioritization by Income

(Total More of a Priority)

Infrastructure Changes Priorities	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
More lighting at METRO stations and bus stops	92%	91%	94%	92%
Emergency call buttons at METRO stations and bus stops	92%	92%	94%	93%
Making stations and bus stops easier to navigate for people with wheelchairs, walkers and other mobility devices	85%	85%	89%	87%
Adding restrooms to METRO rail stations	72%	77%	71%	74%
Attracting more people around METRO stations with cafes, music and other activities	68%	65%	71%	67%

Q11e, f, g, j & k. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Split Sample

# Infrastructure Changes Prioritization by Sexual Orientation and Disability Identification

(Total More of a Priority)

Infrastructure Changes Priorities	All Resp.	Sexual Orientation		Disability		
		LGBTQ+	Hetrosexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
More lighting at METRO stations and bus stops	<b>92%</b>	96%	90%	92%	90%	78%
Emergency call buttons at METRO stations and bus stops	<b>92%</b>	96%	91%	92%	92%	93%
Making stations and bus stops easier to navigate for people with wheelchairs, walkers and other mobility devices	<b>85%</b>	91%	83%	86%	83%	79%
Adding restrooms to METRO rail stations	<b>72%</b>	78%	71%	69%	85%	79%
Attracting more people around METRO stations with cafes, music and other activities	<b>68%</b>	69%	72%	67%	71%	71%

Q11e, f, g, j & k. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Split Sample



# Infrastructure Changes Prioritization by Ridership Frequency

(Total More of a Priority)

Infrastructure Changes Priorities	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
More lighting at METRO stations and bus stops	<b>92%</b>	89%	94%	91%
Emergency call buttons at METRO stations and bus stops	<b>92%</b>	91%	92%	93%
Making stations and bus stops easier to navigate for people with wheelchairs, walkers and other mobility devices	<b>85%</b>	84%	85%	87%
Adding restrooms to METRO rail stations	<b>72%</b>	76%	75%	68%
Attracting more people around METRO stations with cafes, music and other activities	<b>68%</b>	62%	69%	77%

Q11e, f, g, j & k. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Split Sample

# Infrastructure Changes Prioritization by Frequency of Feeling Safe on METRO

(Total More of a Priority)

Infrastructure Changes Priorities	All Resp.	Feel Safe			
		All the Time	Most of the Time	Some of the Time	Rarely/ Never
More lighting at METRO stations and bus stops	<b>92%</b>	90%	91%	94%	89%
Emergency call buttons at METRO stations and bus stops	<b>92%</b>	84%	96%	92%	89%
Making stations and bus stops easier to navigate for people with wheelchairs, walkers and other mobility devices	<b>85%</b>	88%	85%	84%	82%
Adding restrooms to METRO rail stations	<b>72%</b>	77%	74%	65%	58%
Attracting more people around METRO stations with cafes, music and other activities	<b>68%</b>	66%	71%	67%	56%

Q11e, f, g, j & k. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Split Sample

# Infrastructure Changes Prioritization by Race/Ethnicity by Age

(Total More of a Priority)

Infrastructure Changes Priorities	All Resp.	Race/Ethnicity by Age					
		Latinx/ Hispanics		Black/ African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
More lighting at METRO stations and bus stops	<b>92%</b>	94%	88%	96%	93%	87%	84%
Emergency call buttons at METRO stations and bus stops	<b>92%</b>	94%	95%	96%	91%	79%	87%
Making stations and bus stops easier to navigate for people with wheelchairs, walkers and other mobility devices	<b>85%</b>	88%	81%	93%	89%	71%	74%
Adding restrooms to METRO rail stations	<b>72%</b>	72%	66%	89%	75%	66%	71%
Attracting more people around METRO stations with cafes, music and other activities	<b>68%</b>	70%	56%	63%	69%	73%	72%

Q11e, f, g, j & k. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Split Sample



# **Transit Ambassadors**

# Situations Transit Ambassadors Should Address by Gender by Age

(Total Agree)

Situation	All Respondents	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
Sexual harassment	<b>90%</b>	93%	88%	87%	95%	90%	88%
Sexual assault	<b>89%</b>	91%	86%	86%	95%	89%	89%
Racial harassment	<b>88%</b>	88%	92%	82%	94%	90%	84%
Someone behaving in a way that may scare or threaten other riders	<b>88%</b>	92%	85%	87%	91%	91%	87%
*Verbal fighting	<b>87%</b>	87%	85%	86%	93%	84%	89%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Gender by Age, Continued

(Total Agree)

Situation	All Respondents	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
*Injecting or smoking illegal drugs	<b>86%</b>	86%	84%	86%	85%	87%	88%
*Physical fighting	<b>84%</b>	89%	83%	85%	86%	86%	81%
*Smoking cigarettes	<b>83%</b>	88%	83%	87%	79%	81%	86%
Playing loud music	<b>76%</b>	75%	75%	86%	70%	75%	85%
Someone whose personal odor is affecting other riders	<b>69%</b>	70%	69%	78%	59%	70%	76%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Race/Ethnicity

(Total Agree)

Situation	All Resp.	Race/Ethnicity					
		Latinx/Hispanics	Black/African Americans	Whites	Asians/Pacific Islanders	All Other Race/Ethnicities	All People of Color
Sexual harassment	<b>90%</b>	89%	89%	94%	89%	94%	90%
Sexual assault	<b>89%</b>	88%	89%	91%	88%	96%	89%
Racial harassment	<b>88%</b>	87%	89%	91%	88%	90%	88%
Someone behaving in a way that may scare or threaten other riders	<b>88%</b>	88%	86%	92%	90%	90%	88%
*Verbal fighting	<b>87%</b>	86%	86%	90%	90%	96%	87%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Race/Ethnicity, Continued

(Total Agree)

Situation	All Resp.	Race/Ethnicity					
		Latinx/Hispanics	Black/African Americans	Whites	Asians/Pacific Islanders	All Other Race/Ethnicities	All People of Color
*Injecting or smoking illegal drugs	<b>86%</b>	85%	87%	86%	86%	83%	85%
*Physical fighting	<b>84%</b>	82%	86%	89%	87%	74%	83%
*Smoking cigarettes	<b>83%</b>	83%	82%	87%	82%	82%	82%
Playing loud music	<b>76%</b>	72%	81%	80%	80%	80%	76%
Someone whose personal odor is affecting other riders	<b>69%</b>	67%	76%	66%	70%	63%	69%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample



# Situations Transit Ambassadors Should Address by Income

(Total Agree)

Situation	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
Sexual harassment	90%	88%	92%	89%
Sexual assault	89%	87%	89%	88%
Racial harassment	88%	87%	88%	87%
Someone behaving in a way that may scare or threaten other riders	88%	87%	88%	87%
*Verbal fighting	87%	86%	86%	86%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Income, Continued

(Total Agree)

Situation	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
*Injecting or smoking illegal drugs	86%	84%	85%	85%
*Physical fighting	84%	82%	86%	84%
*Smoking cigarettes	83%	80%	86%	83%
Playing loud music	76%	75%	76%	75%
Someone whose personal odor is affecting other riders	69%	71%	69%	70%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Sexual Orientation and Disability Identification

(Total Agree)

Situation	All Resp.	Sexual Orientation		Disability		
		LGBTQ+	Hetrosexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
Sexual harassment	<b>90%</b>	91%	92%	91%	85%	83%
Sexual assault	<b>89%</b>	91%	90%	90%	84%	81%
Racial harassment	<b>88%</b>	91%	89%	89%	83%	80%
Someone behaving in a way that may scare or threaten other riders	<b>88%</b>	88%	90%	89%	82%	82%
*Verbal fighting	<b>87%</b>	86%	90%	88%	82%	81%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Sexual Orientation and Disability Identification, Continued

(Total Agree)

Situation	All Resp.	Sexual Orientation		Disability		
		LGBTQ+	Hetrosexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
*Injecting or smoking illegal drugs	<b>86%</b>	82%	89%	87%	83%	84%
*Physical fighting	<b>84%</b>	84%	85%	86%	76%	78%
*Smoking cigarettes	<b>83%</b>	84%	85%	84%	80%	82%
Playing loud music	<b>76%</b>	71%	80%	76%	77%	80%
Someone whose personal odor is affecting other riders	<b>69%</b>	64%	71%	69%	71%	68%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Ridership Frequency

(Total Agree)

Situation	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
Sexual harassment	90%	84%	91%	92%
Sexual assault	89%	84%	89%	89%
Racial harassment	88%	82%	89%	89%
Someone behaving in a way that may scare or threaten other riders	88%	85%	88%	87%
*Verbal fighting	87%	79%	89%	89%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Ridership Frequency, Continued

(Total Agree)

Situation	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
*Injecting or smoking illegal drugs	<b>86%</b>	79%	89%	86%
*Physical fighting	<b>84%</b>	85%	80%	86%
*Smoking cigarettes	<b>83%</b>	83%	82%	81%
Playing loud music	<b>76%</b>	73%	76%	74%
Someone whose personal odor is affecting other riders	<b>69%</b>	70%	72%	65%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Frequency of Feeling Safe on METRO

(Total Agree)

Situation	All Respondents	Feel Safe			
		All the Time	Most of the Time	Some of the Time	Rarely/ Never
Sexual harassment	<b>90%</b>	85%	91%	92%	92%
Sexual assault	<b>89%</b>	84%	90%	90%	94%
Racial harassment	<b>88%</b>	84%	89%	90%	87%
Someone behaving in a way that may scare or threaten other riders	<b>88%</b>	83%	88%	92%	91%
*Verbal fighting	<b>87%</b>	85%	88%	88%	89%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Frequency of Feeling Safe on METRO, Continued

(Total Agree)

Situation	All Respondents	Feel Safe			
		All the Time	Most of the Time	Some of the Time	Rarely/ Never
*Injecting or smoking illegal drugs	<b>86%</b>	83%	86%	86%	94%
*Physical fighting	<b>84%</b>	78%	83%	89%	84%
*Smoking cigarettes	<b>83%</b>	81%	81%	88%	83%
Playing loud music	<b>76%</b>	76%	75%	77%	80%
Someone whose personal odor is affecting other riders	<b>69%</b>	68%	67%	72%	76%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample



# Situations Transit Ambassadors Should Address by Race/Ethnicity by Age

(Total Agree)

Situation	All Respondents	Race/Ethnicity by Age					
		Latinx/Hispanics		Black/African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
Sexual harassment	<b>90%</b>	93%	83%	88%	89%	95%	93%
Sexual assault	<b>89%</b>	91%	82%	90%	88%	94%	89%
Racial harassment	<b>88%</b>	90%	80%	93%	86%	96%	89%
Someone behaving in a way that may scare or threaten other riders	<b>88%</b>	90%	83%	85%	87%	91%	92%
*Verbal fighting	<b>87%</b>	87%	83%	81%	89%	89%	90%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Race/Ethnicity by Age, Continued

(Total Agree)

Situation	All Respondents	Race/Ethnicity by Age					
		Latinx/Hispanics		Black/African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
*Injecting or smoking illegal drugs	<b>86%</b>	87%	81%	79%	92%	83%	88%
*Physical fighting	<b>84%</b>	86%	75%	91%	82%	91%	87%
*Smoking cigarettes	<b>83%</b>	85%	78%	78%	85%	81%	90%
Playing loud music	<b>76%</b>	71%	76%	69%	89%	63%	88%
Someone whose personal odor is affecting other riders	<b>69%</b>	66%	71%	69%	81%	50%	75%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Ambassador Tools by Gender by Age

(Total Favor)

Tool	All Resp.	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
A 2-way radio or walkie-talkie	<b>91%</b>	95%	91%	93%	94%	80%	90%
Caution tape to seal off unsafe areas	<b>91%</b>	94%	89%	92%	94%	91%	90%
Gloves and trash bags	<b>90%</b>	95%	88%	89%	94%	82%	87%
A nasal spray which can be given to reverse the effects of an opioid overdose	<b>83%</b>	92%	84%	81%	86%	76%	79%
Pepper spray	<b>77%</b>	82%	69%	79%	82%	77%	81%

# Ambassador Tools by Gender by Age, Continued

(Total Favor)

Tool	All Respondents	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
A taser	66%	71%	68%	68%	67%	61%	62%
A nightstick	62%	74%	58%	66%	60%	54%	57%
A handgun	32%	33%	26%	41%	26%	38%	35%

Q14a, b & e. I am going to mention some of the tools that METRO's Transit Ambassadors could be trained on and given. Please tell me if you (strongly favor, somewhat favor, somewhat oppose or strongly oppose; strongly oppose, somewhat oppose, somewhat favor, or strongly favor) that idea. Split Sample

# Ambassador Tools by Race/Ethnicity

(Total Favor)

Tool	All Resp.	Race/Ethnicity					
		Latinx/Hispanics	Black/African Americans	Whites	Asians/Pacific Islanders	All Other Race/Ethnicities	All People of Color
A 2-way radio or walkie-talkie	<b>91%</b>	91%	89%	93%	95%	87%	91%
Caution tape to seal off unsafe areas	<b>91%</b>	93%	89%	92%	82%	96%	91%
Gloves and trash bags	<b>90%</b>	92%	84%	88%	93%	78%	90%
A nasal spray which can be given to reverse the effects of an opioid overdose	<b>83%</b>	85%	78%	86%	76%	74%	82%
Pepper spray	<b>77%</b>	81%	73%	74%	75%	72%	78%

# Ambassador Tools by Race/Ethnicity, Continued

(Total Favor)

Tool	All Respondents	Race/Ethnicity					
		Latinx/Hispanics	Black/African Americans	Whites	Asians/Pacific Islanders	All Other Race/Ethnicities	All People of Color
A taser	66%	71%	62%	57%	62%	71%	68%
A nightstick	62%	70%	51%	50%	70%	32%	64%
A handgun	32%	36%	31%	29%	25%	18%	32%

# Ambassador Tools by Race/Ethnicity by Age

(Total Favor)

Tool	All Resp.	Race/Ethnicity by Age					
		Latinx/Hispanics		Black/African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
A 2-way radio or walkie-talkie	<b>91%</b>	91%	91%	93%	86%	87%	95%
Caution tape to seal off unsafe areas	<b>91%</b>	94%	91%	88%	90%	89%	94%
Gloves and trash bags	<b>90%</b>	92%	93%	93%	78%	82%	92%
A nasal spray which can be given to reverse the effects of an opioid overdose	<b>83%</b>	87%	81%	76%	79%	93%	83%
Pepper spray	<b>77%</b>	81%	80%	71%	74%	63%	80%

# Ambassador Tools by Race/Ethnicity by Age, Continued

(Total Favor)

Tool	All Respondents	Race/Ethnicity by Age					
		Latinx/Hispanics		Black/African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
A taser	66%	73%	67%	61%	63%	51%	61%
A nightstick	62%	70%	69%	50%	51%	37%	58%
A handgun	32%	31%	46%	27%	33%	10%	39%



# Ambassador Tools by Household Income

(Total Favor)

Tool	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
A 2-way radio or walkie-talkie	91%	84%	96%	89%
Caution tape to seal off unsafe areas	91%	91%	90%	91%
Gloves and trash bags	90%	87%	91%	89%
A nasal spray which can be given to reverse the effects of an opioid overdose	83%	80%	84%	82%
Pepper spray	77%	77%	78%	77%

# Ambassador Tools by Household Income, Continued

(Total Favor)

Tool	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
A taser	<b>66%</b>	65%	71%	68%
A nightstick	<b>62%</b>	62%	64%	63%
A handgun	<b>32%</b>	31%	35%	32%

# Ambassador Tools by Sexual Orientation and Disability Identification

(Total Favor)

Tool	All Resp.	Sexual Orientation		Disability		
		LGBTQ+	Hetrosexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
A 2-way radio or walkie-talkie	91%	95%	91%	92%	88%	94%
Caution tape to seal off unsafe areas	91%	93%	94%	92%	89%	89%
Gloves and trash bags	90%	92%	90%	89%	92%	97%
A nasal spray which can be given to reverse the effects of an opioid overdose	83%	90%	83%	83%	81%	78%
Pepper spray	77%	73%	81%	78%	77%	82%

# Ambassador Tools by Sexual Orientation and Disability Identification, Continued

(Total Favor)

Tool	All Respondents	Sexual Orientation		Disability		
		LGBTQ+	Hetrosexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
A taser	66%	66%	68%	67%	62%	82%
A nightstick	62%	55%	65%	64%	54%	73%
A handgun	32%	22%	35%	31%	36%	31%

# Ambassador Tools by Ridership Frequency

(Total Favor)

Tool	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
A 2-way radio or walkie-talkie	91%	89%	88%	94%
Caution tape to seal off unsafe areas	91%	89%	93%	89%
Gloves and trash bags	90%	92%	86%	90%
A nasal spray which can be given to reverse the effects of an opioid overdose	83%	77%	81%	86%
Pepper spray	77%	77%	75%	77%

# Ambassador Tools by Ridership Frequency, Continued

(Total Favor)

Tool	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
A taser	66%	71%	68%	66%
A nightstick	62%	68%	60%	63%
A handgun	32%	37%	31%	32%

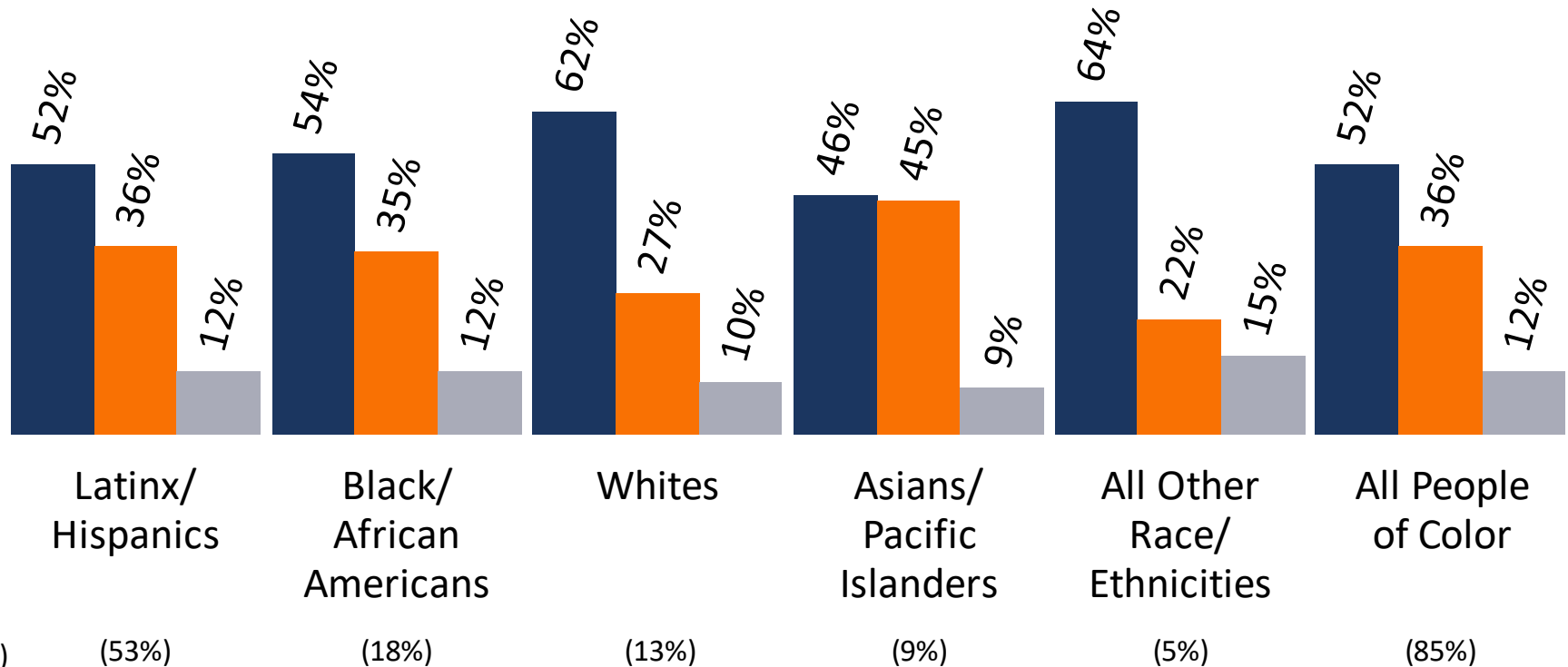


# **Preferred Approach on Riders Experiencing Homelessness**

# Approach on Riders Experiencing Homelessness by Race/Ethnicity

By Race/Ethnicity

■ Allow Homeless to Ride Buses/Trains ■ Get Tougher About Removing the Homeless ■ Don't Know



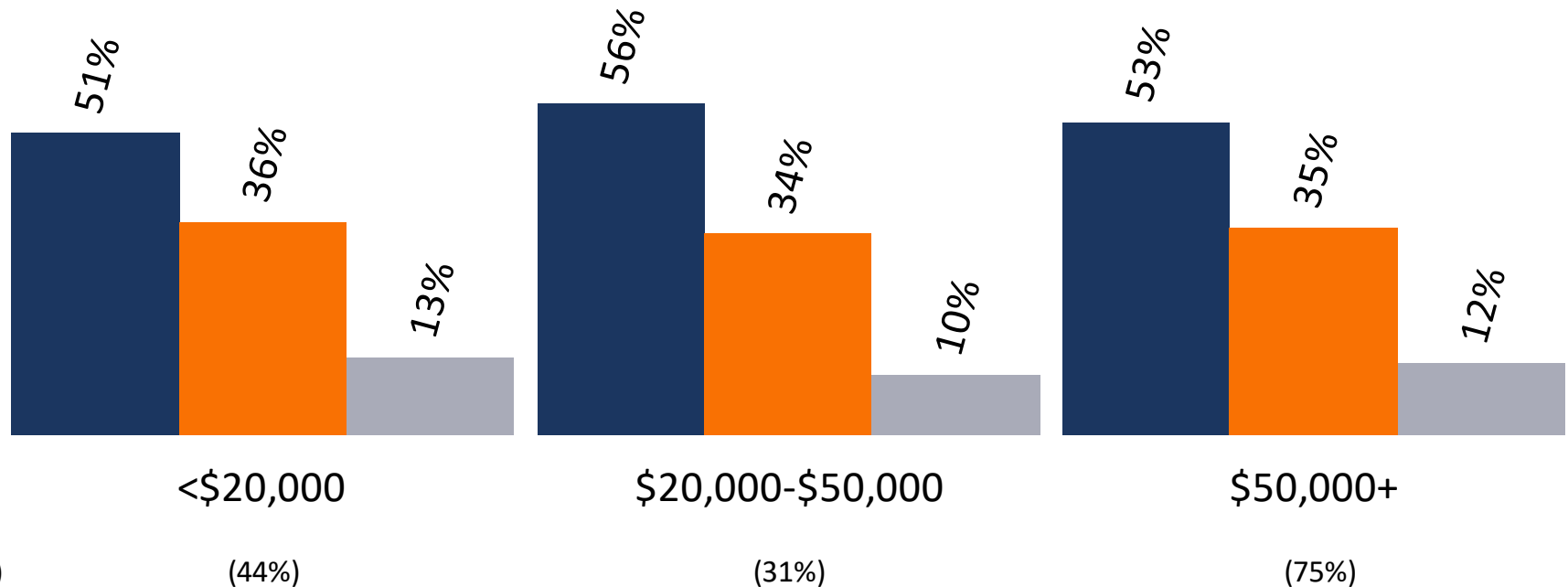
Q15. I am now going to mention a pair of statements. Please tell me which statement comes closest to your own opinion, even if neither statement matches your views exactly.



# Approach on Riders Experiencing Homelessness by Income

By Household Income

■ Allow Homeless to Ride Buses/Trains ■ Get Tougher About Removing the Homeless ■ Don't Know

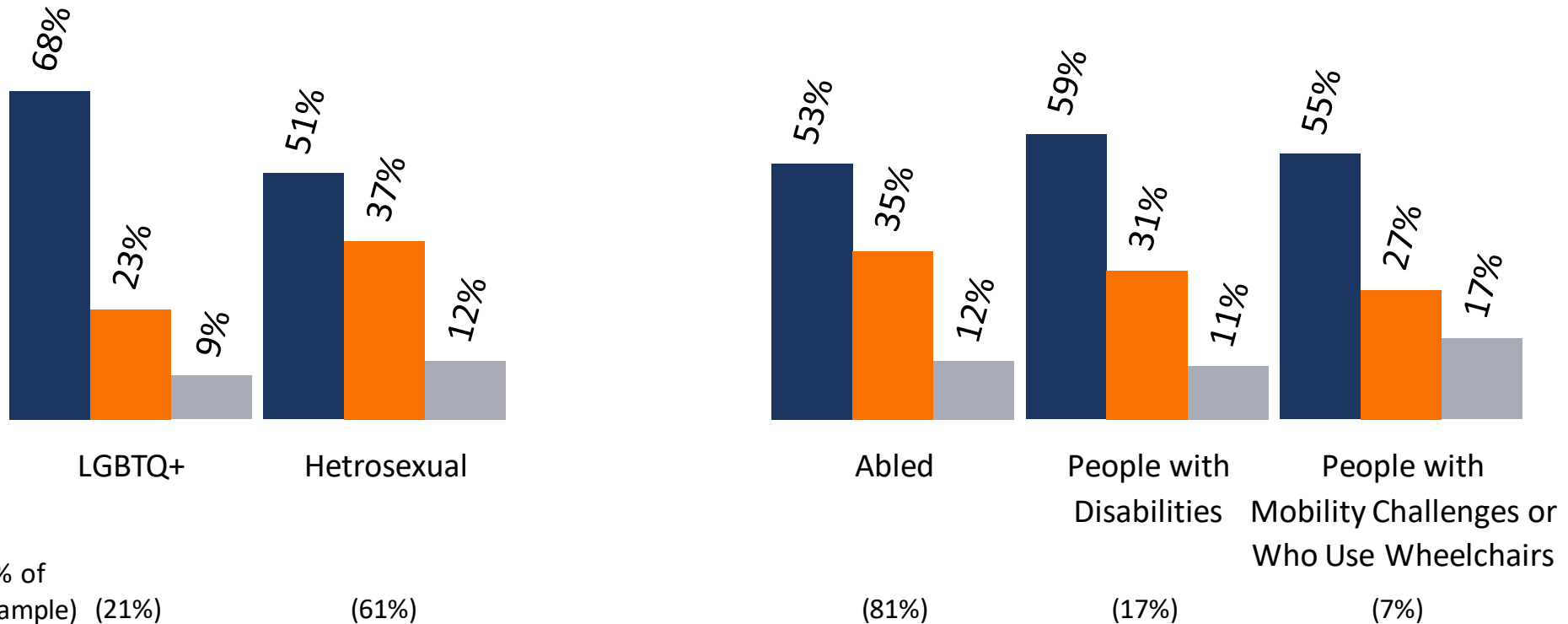


Q15. I am now going to mention a pair of statements. Please tell me which statement comes closest to your own opinion, even if neither statement matches your views exactly.

# Approach on Riders Experiencing Homelessness by Sexual Orientation and Disability Identification

By Sexual Orientation & Disability

■ Allow Homeless to Ride Buses/Trains ■ Get Tougher About Removing the Homeless ■ Don't Know

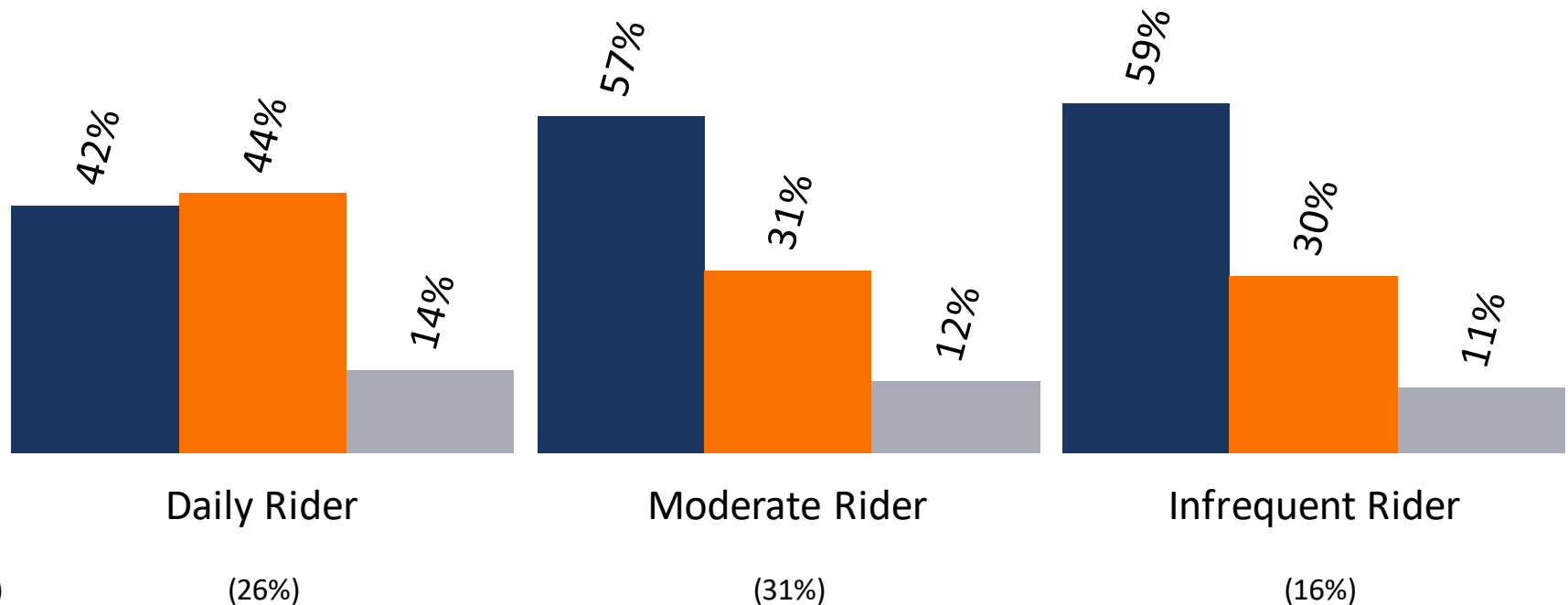


Q15. I am now going to mention a pair of statements. Please tell me which statement comes closest to your own opinion, even if neither statement matches your views exactly.

# Approach on Riders Experiencing Homelessness by Ridership Frequency

By Ridership Frequency

■ Allow Homeless to Ride Buses/Trains ■ Get Tougher About Removing the Homeless ■ Don't Know

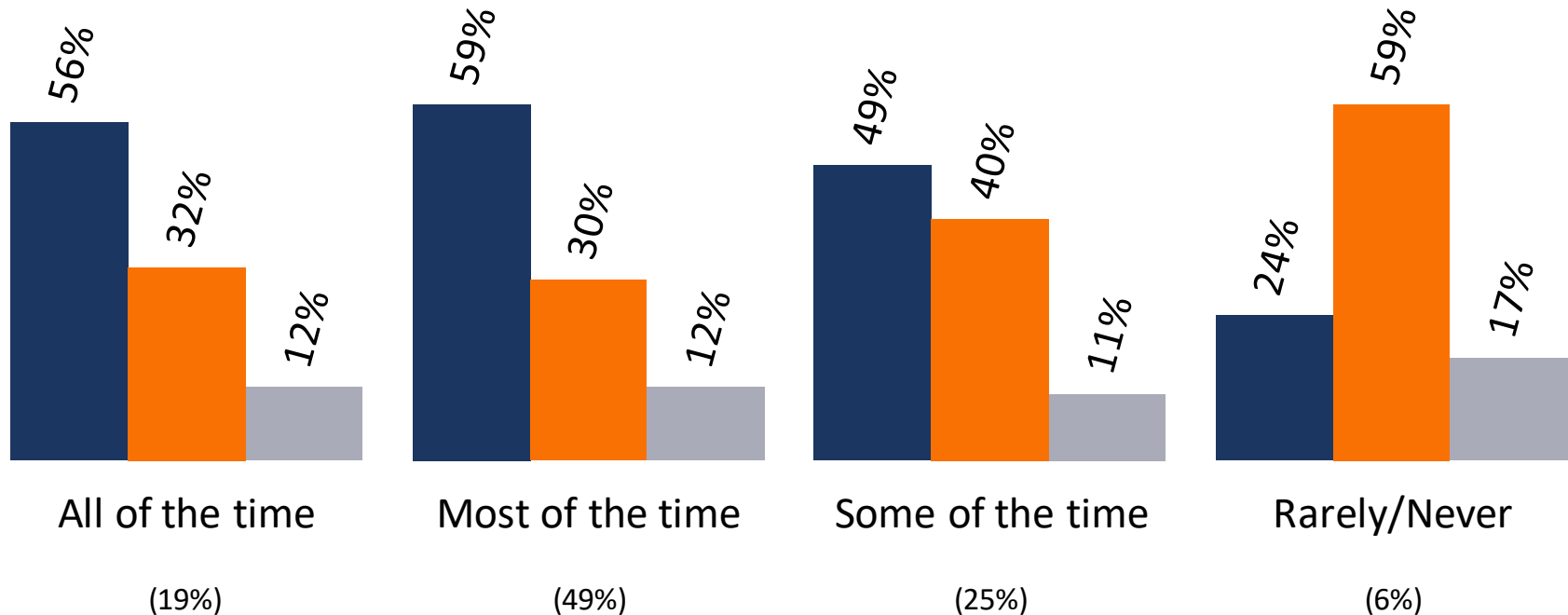


Q15. I am now going to mention a pair of statements. Please tell me which statement comes closest to your own opinion, even if neither statement matches your views exactly.

# Approach on Riders Experiencing Homelessness by Frequency of Feeling Safe on METRO

*By Feel Safe*

■ Allow Homeless to Ride Buses/Trains ■ Get Tougher About Removing the Homeless ■ Don't Know



Q15. I am now going to mention a pair of statements. Please tell me which statement comes closest to your own opinion, even if neither statement matches your views exactly.



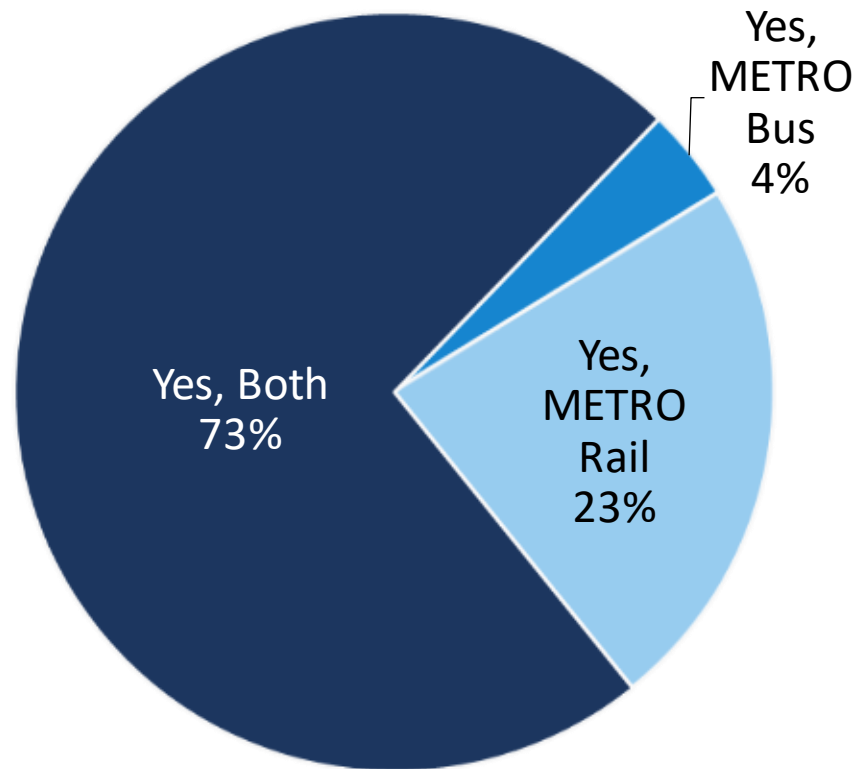
# **Appendix B - Survey of People Experiencing Homelessness on METRO**



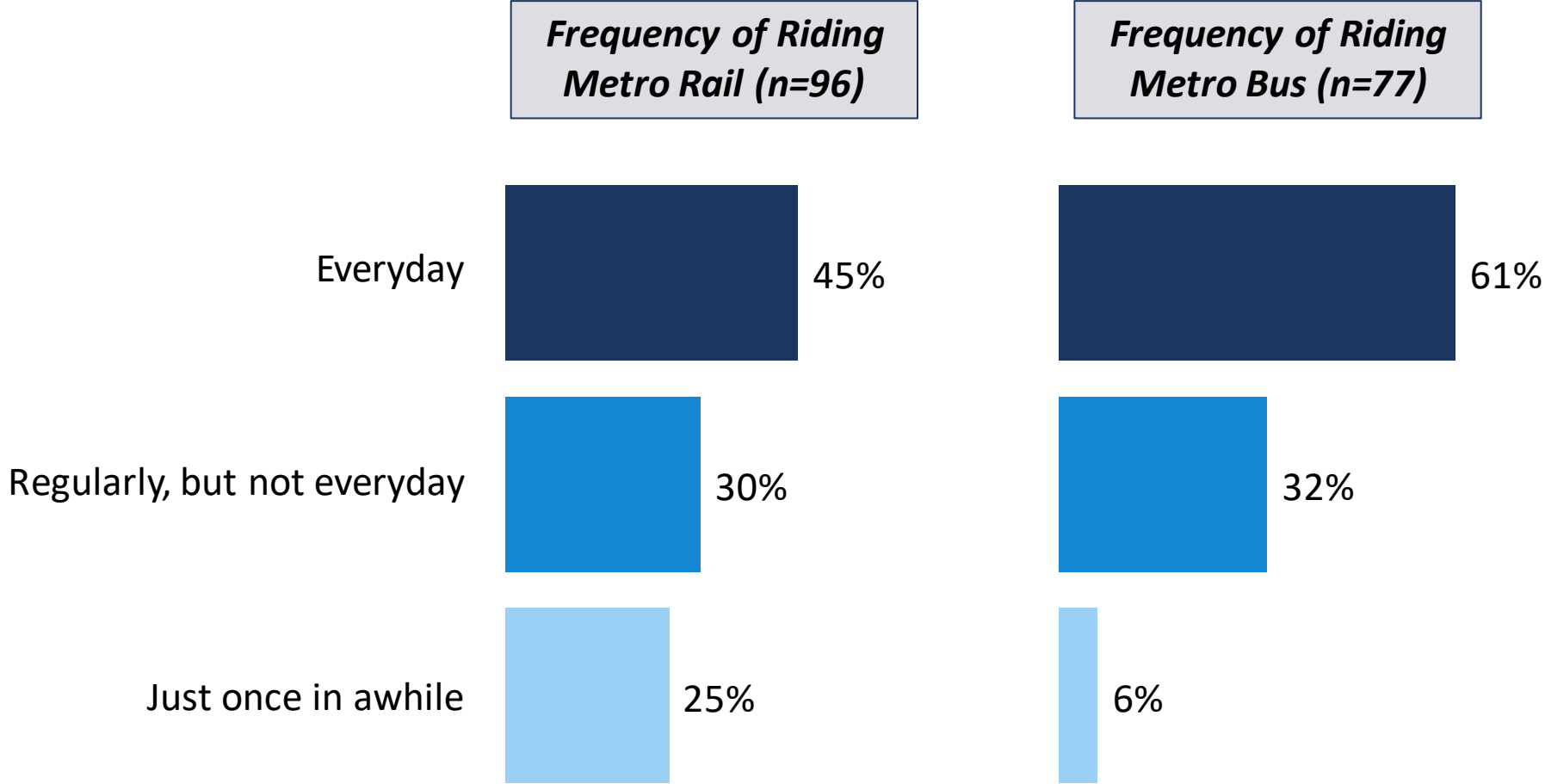
# **Metro Use**

# Almost three-quarters ride both Metro Rail and Bus.

*Within the last few months, have you ridden on a METRO Bus or METRO Rail or both?*



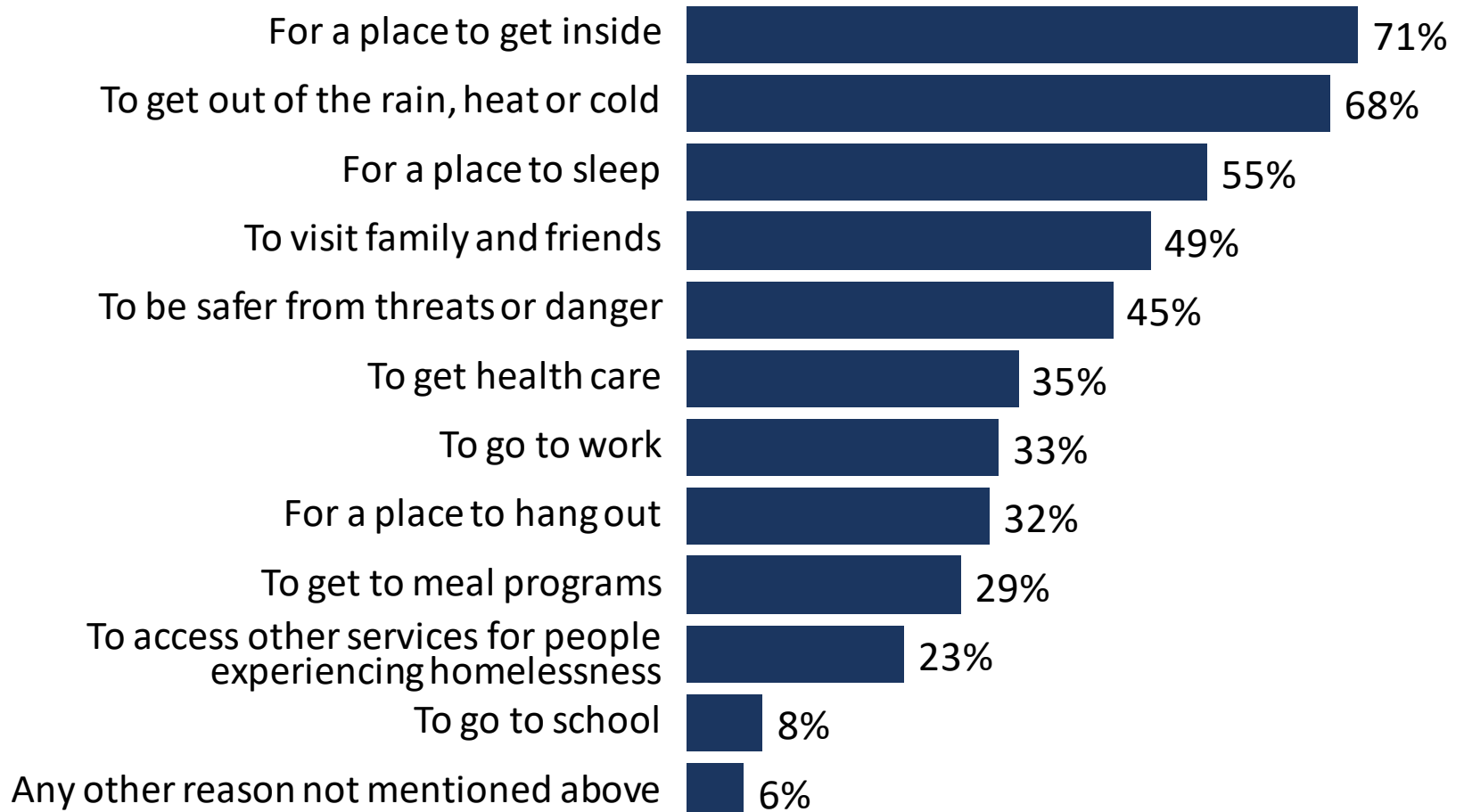
# Most ride Metro regularly





# For a place to get inside; to get out of the rain, heat or cold; a place to sleep; and to go and visit friends are among the leading reasons to have ridden Metro in recent months.

*What are the top reasons you have ridden METRO in recent months?  
(Open-ended; Ranked by Most Frequent Responses; Multiple Responses Accepted)*



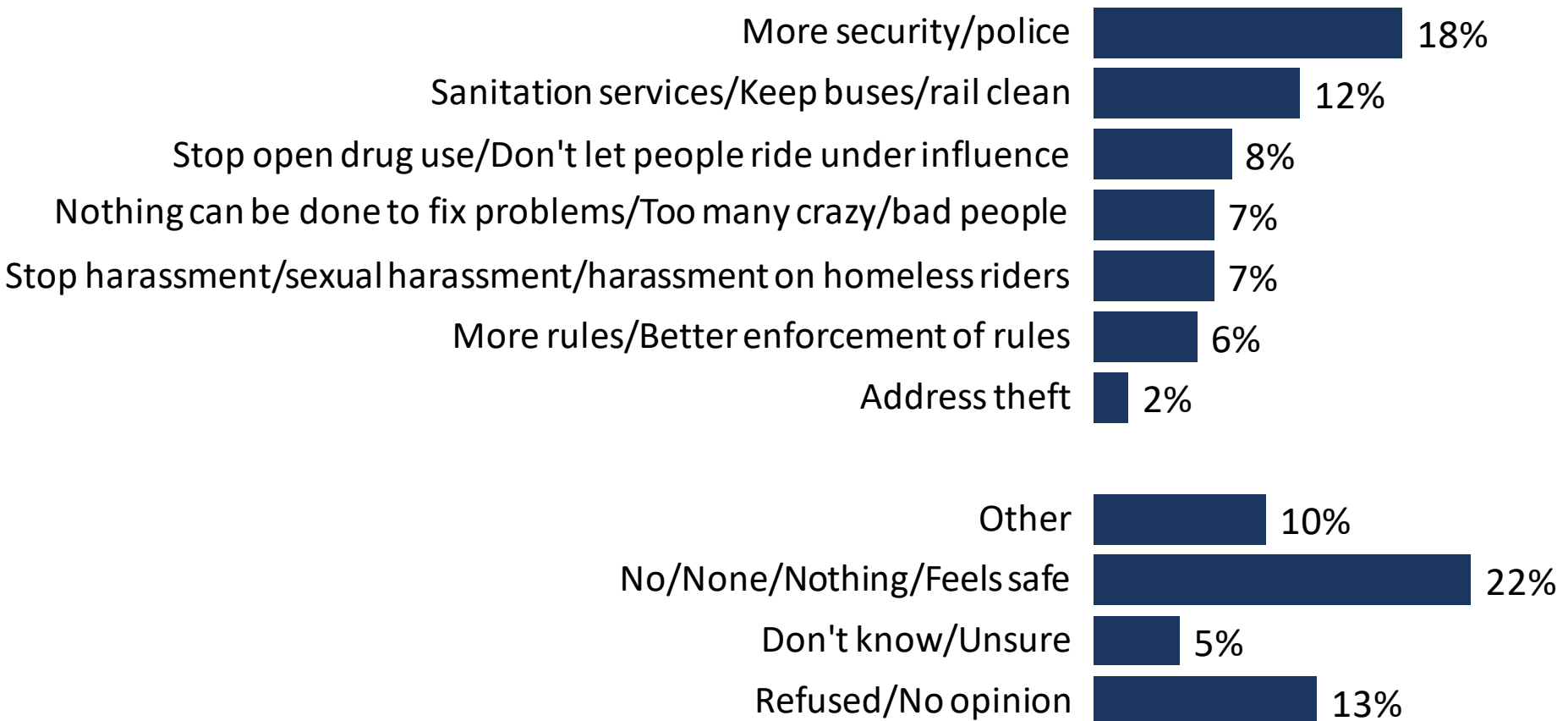


# **Perceptions of Safety**

# More security/police and ensuring clean buses and rail were among the leading volunteered response to what Metro could do to make things feel safer.

*What would be the one thing METRO could do that would do the most to make you feel safer when using METRO?*

*(Open-ended; Multiple Responses Accepted)*

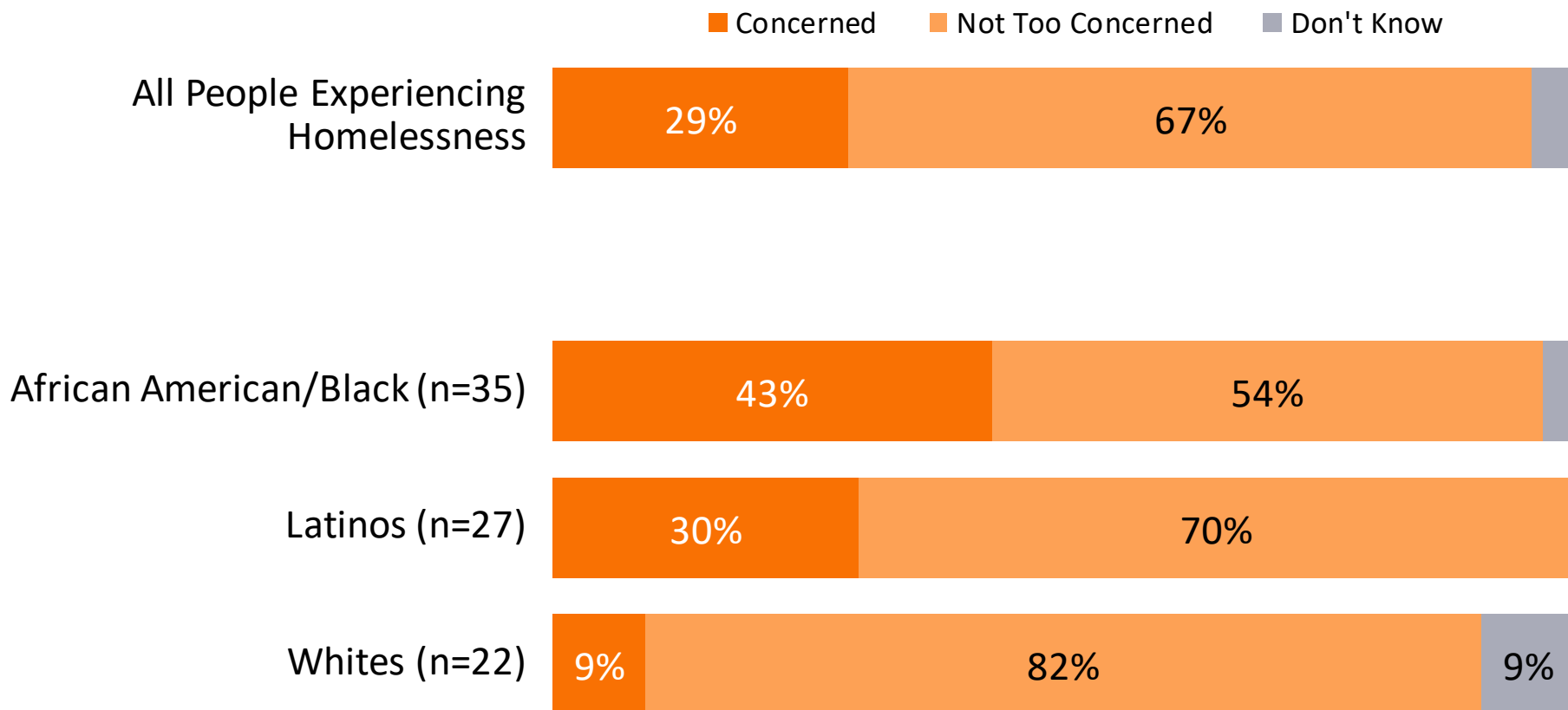




# **Reported Experiences and Perceptions While Riding Metro**

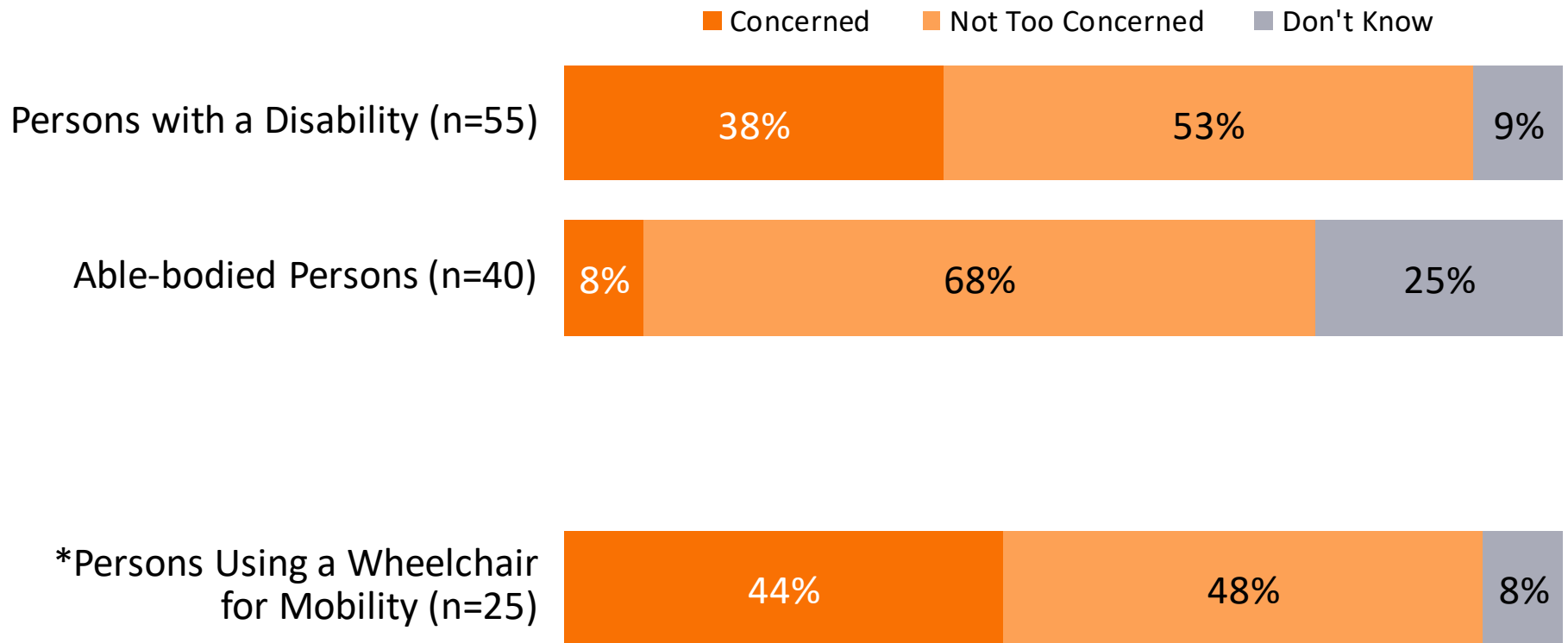
# Almost three-in-ten are concerned about being discriminated because of race crime on a METRO Bus or Rail or at a METRO station or a stop; however, more than four-in-ten African-Americans reported they were concerned.

*Being Discriminated Against Because of Your Race by Race/Ethnicity*



# Roughly four-in-ten persons with a disability said they were concerned about being discriminated against because they have a disability on a METRO Bus or Rail or at a METRO station or a stop.

*Being Discriminated Against Because You Have a Disability by Disability Identification*

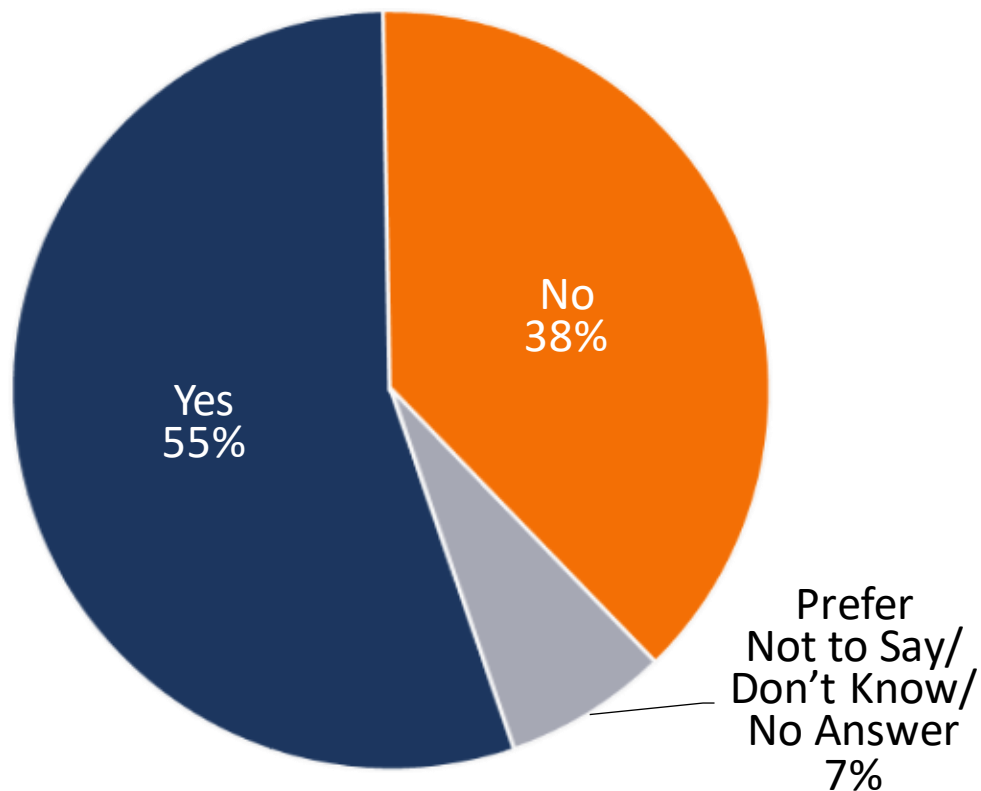




# **Experience with Homeless Outreach Worker When Riding METRO**

# Slightly more than half the respondents said they had any interactions with homeless outreach workers.

*When riding METRO or at a METRO station or bus stop, have you had any interaction with homeless outreach workers?*

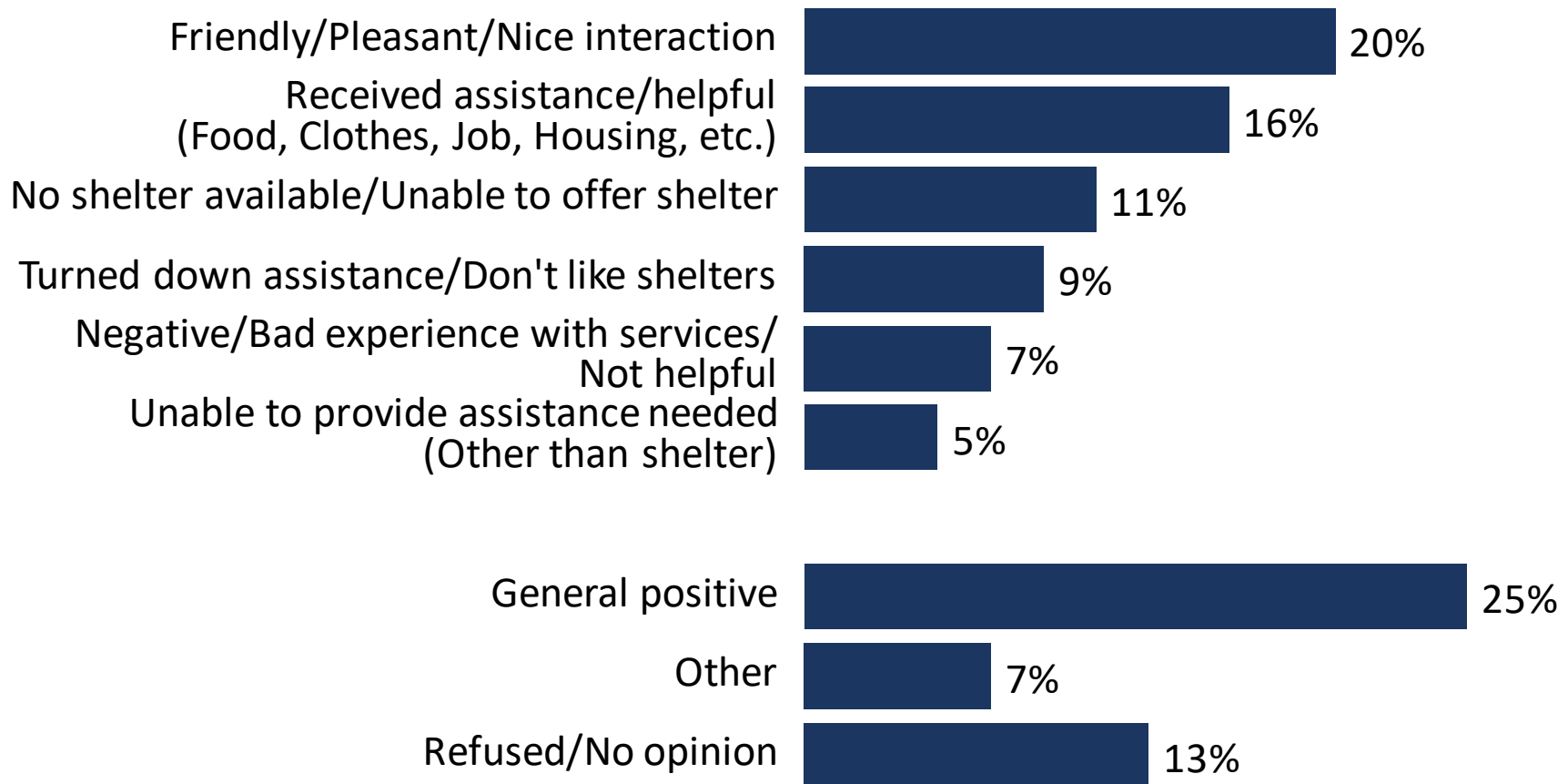




# About one-third reported that their most recent interaction with homeless outreach workers was well received, but for some shelter was not available.

*How was your most recent interaction with homeless outreach workers?*

*(Grouped Open-ended Responses; Asked Only of Those Who Had Interactions With Outreach Workers; n=55)*



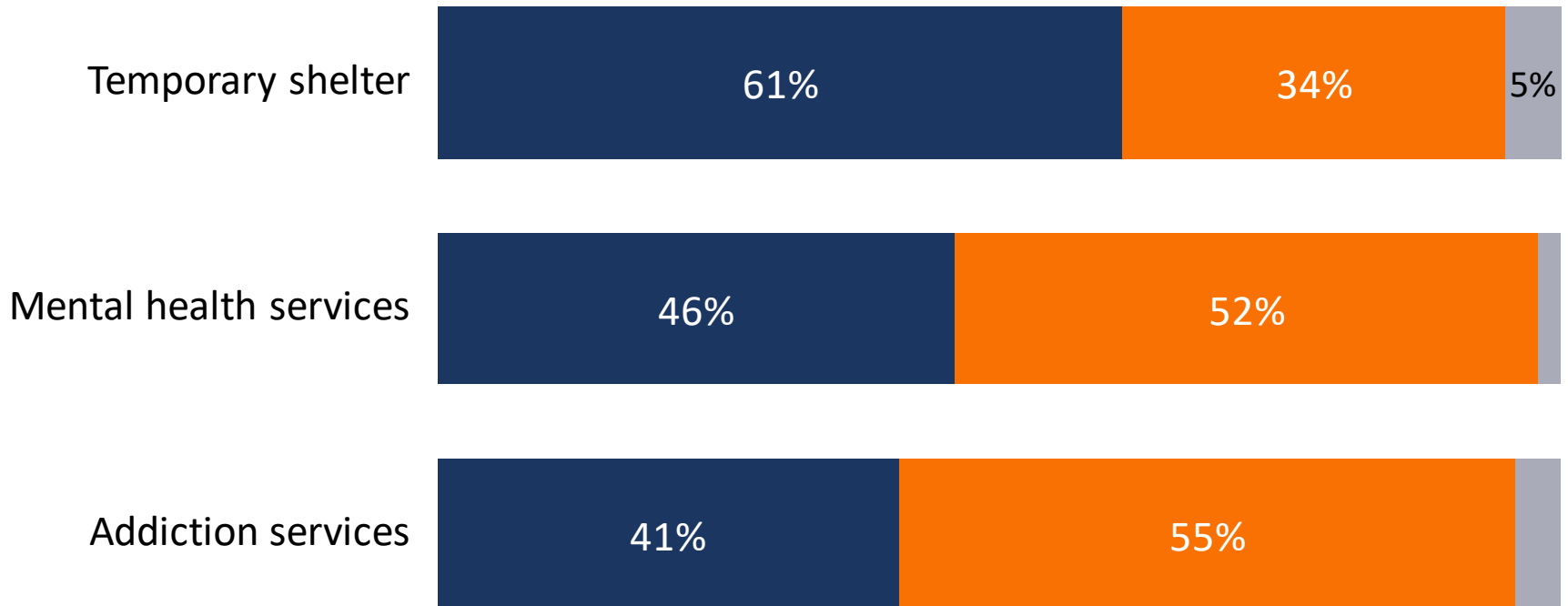


# **Perceived Future Priorities for Metro**

# A majority reported they would be likely to use temporary shelter if it were offered in the future and sizable percentages said they would use mental health and addiction services.

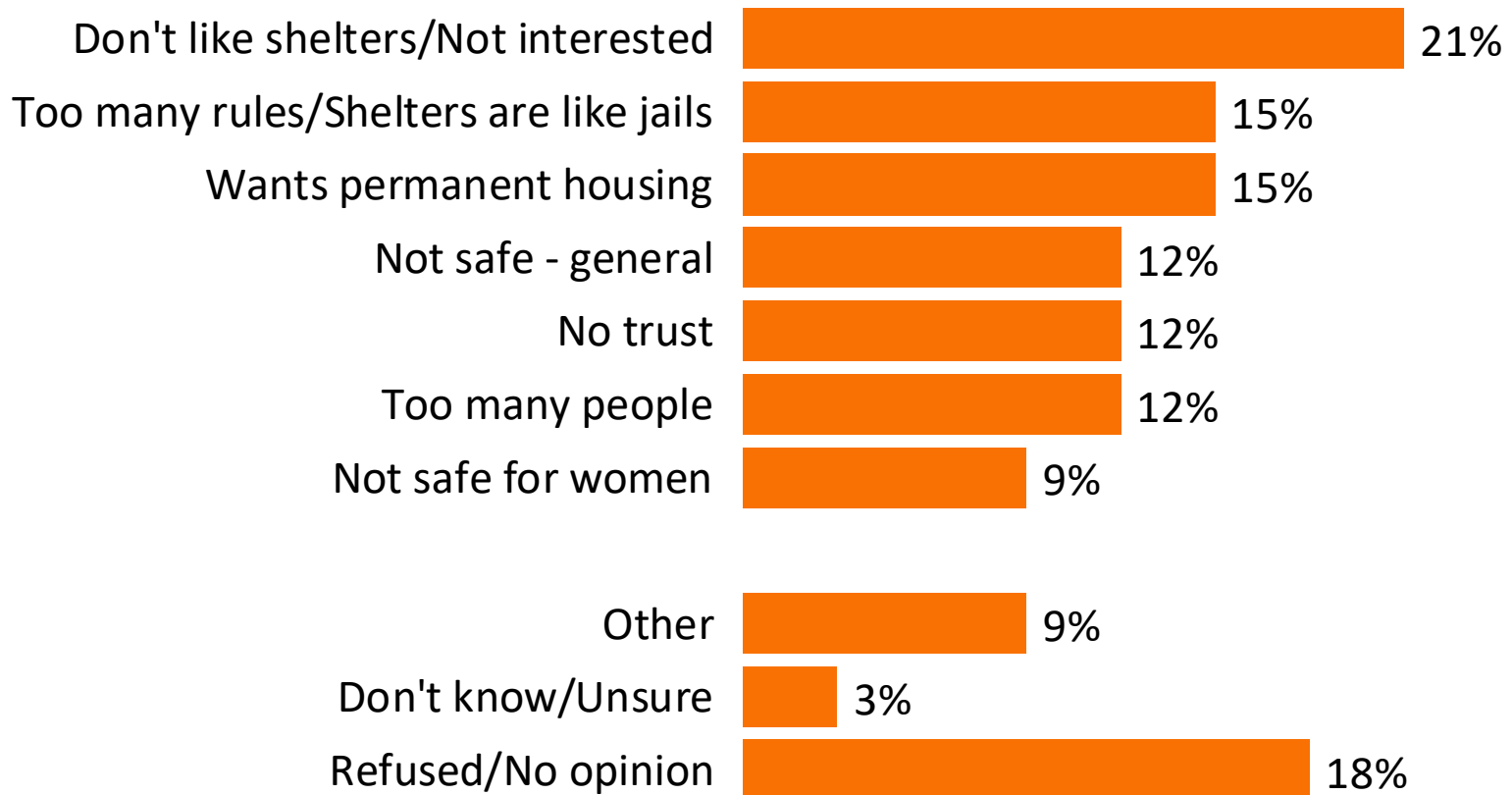
(Ranked by Yes)

■ Yes ■ No ■ Don't Know



# Not liking shelters for various reasons or wanting permanent housing are top volunteered reasons why some will not accept temporary shelter.

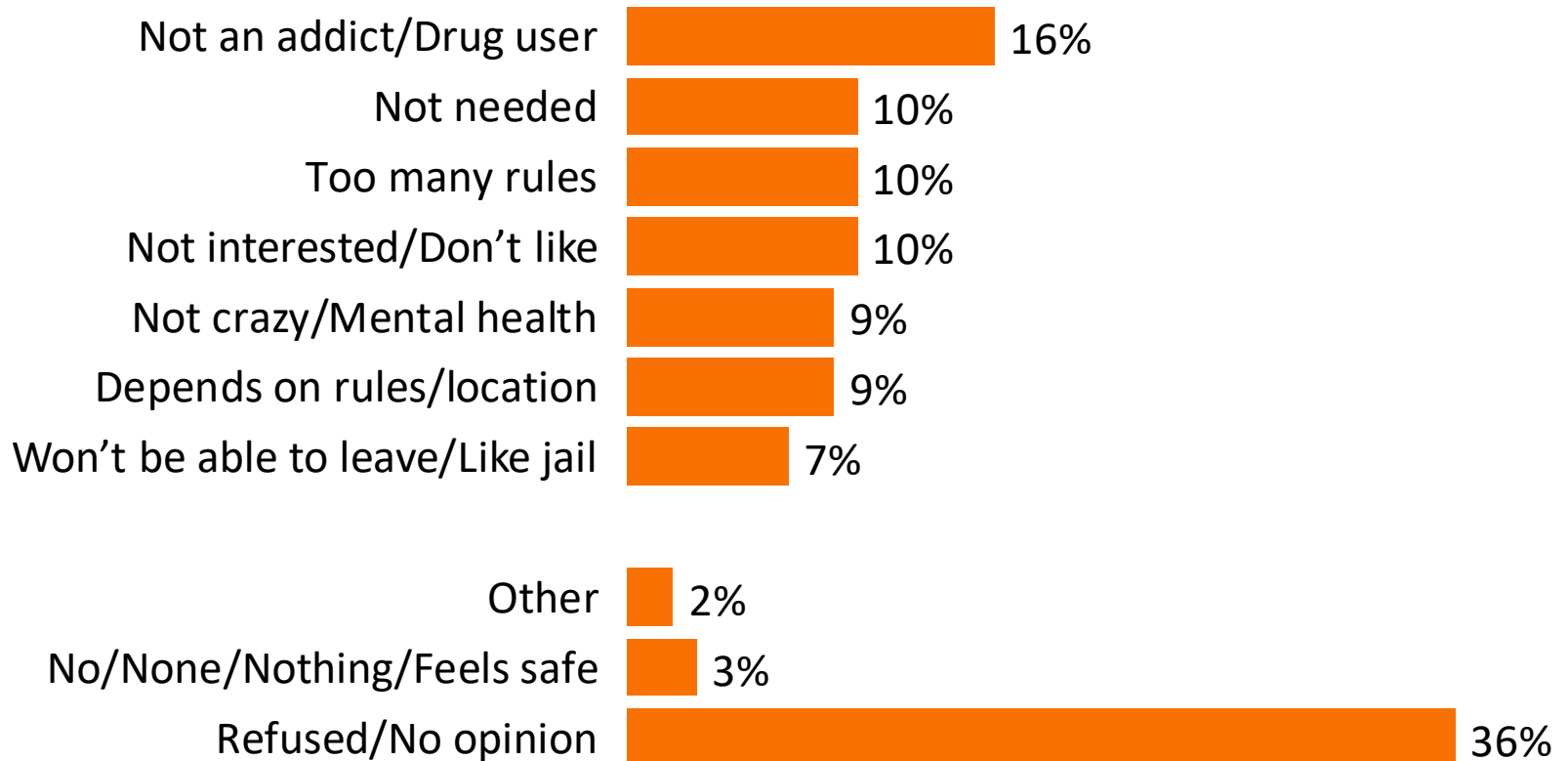
*Why would you not be likely to use a shelter and bed offered to you by METRO?  
(Open-ended; Asked Only of Those Who Would Not Accept Temporary Shelter; n=34)*



# Does not identify as an addict or drug user, or not considered needed are among the leading volunteered reasons to not likely to accept mental health or addiction services

*Why would you not be likely to use the service?*

*(Open-ended; Asked Only of Those Who Would Not Accept Mental Health or Addiction Services; n=58)*

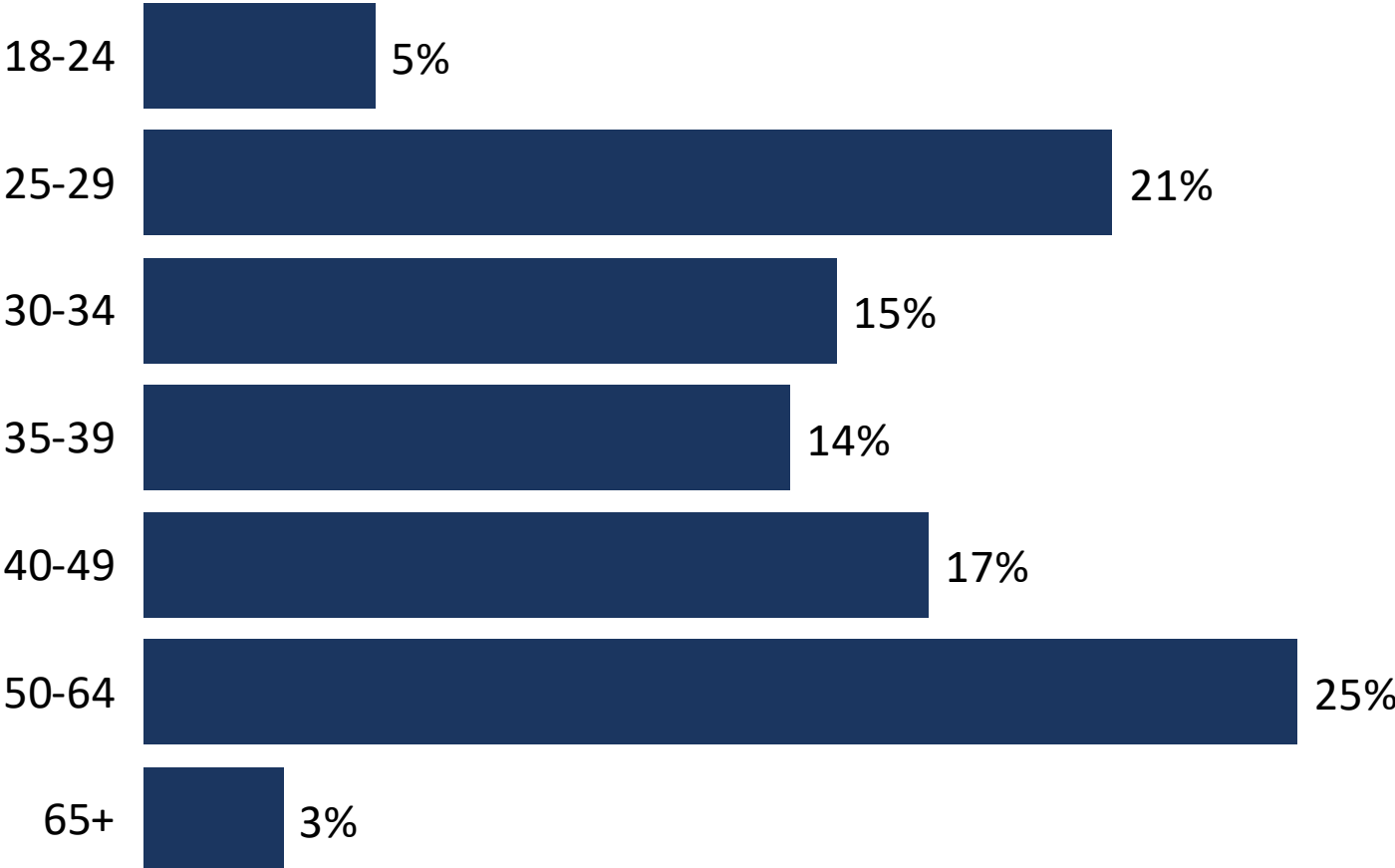




# Demographics

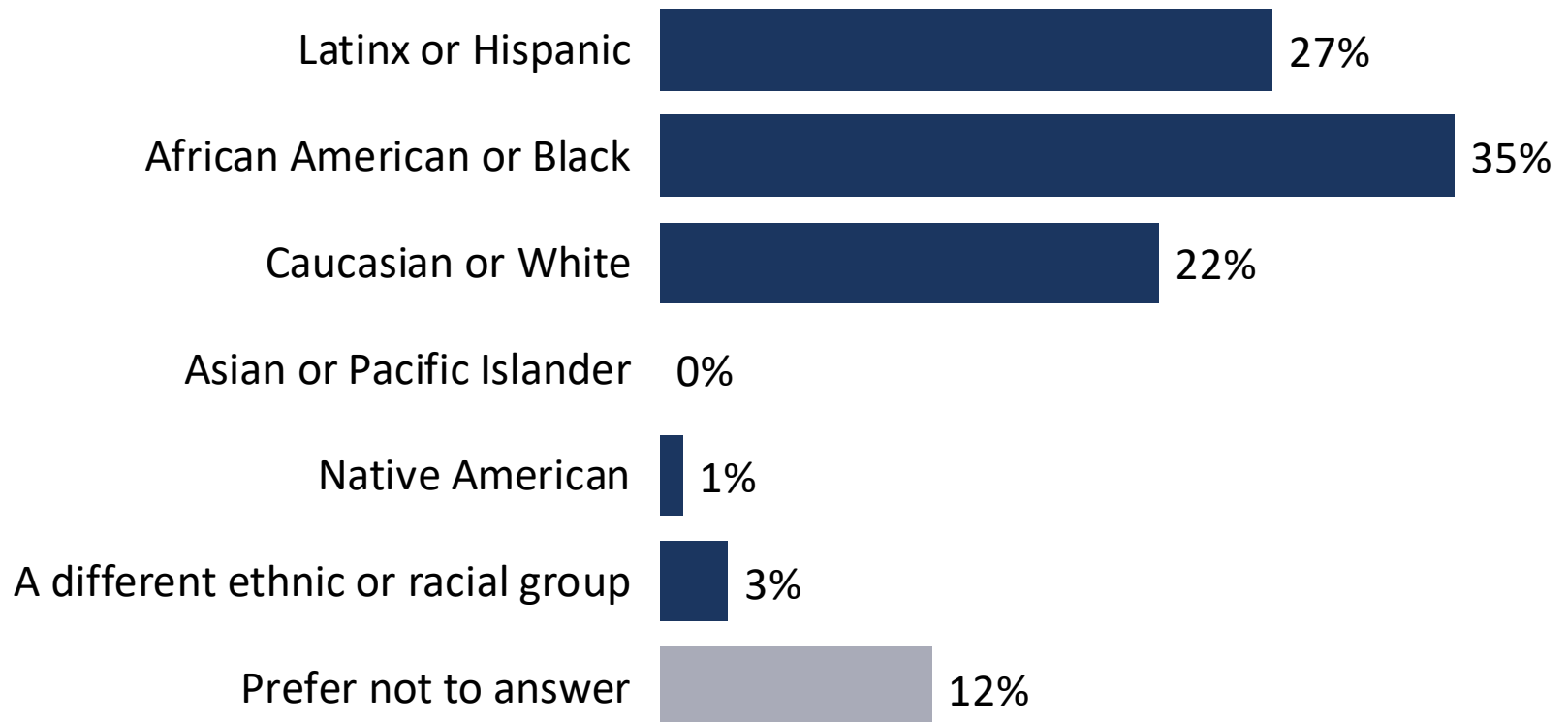
# The majority of respondents are under age 40.

*What is your age?*



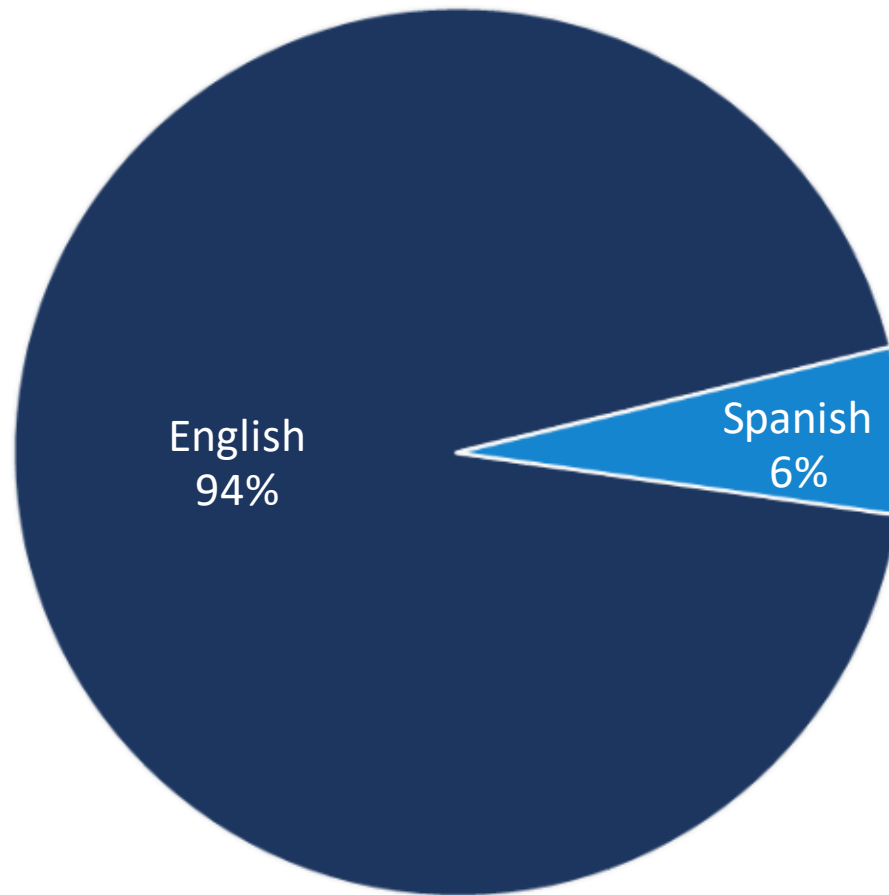
# 62% of respondents identify as Latinx/Hispanic or Black/African American

*Which of the following categories best describes the ethnic or racial group with which you identify yourself?*



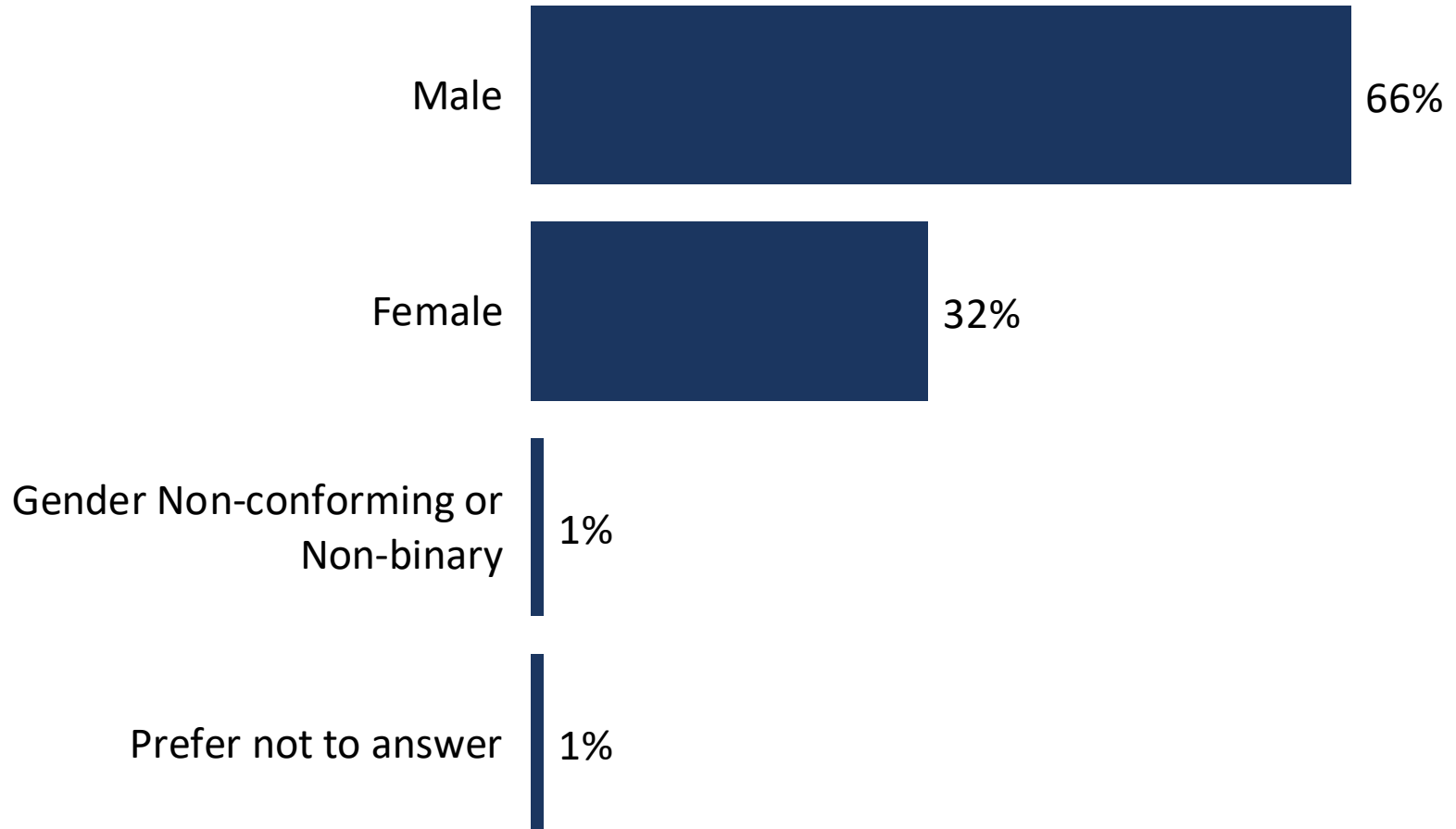


# Six percent of respondents choose to complete the survey in Spanish.



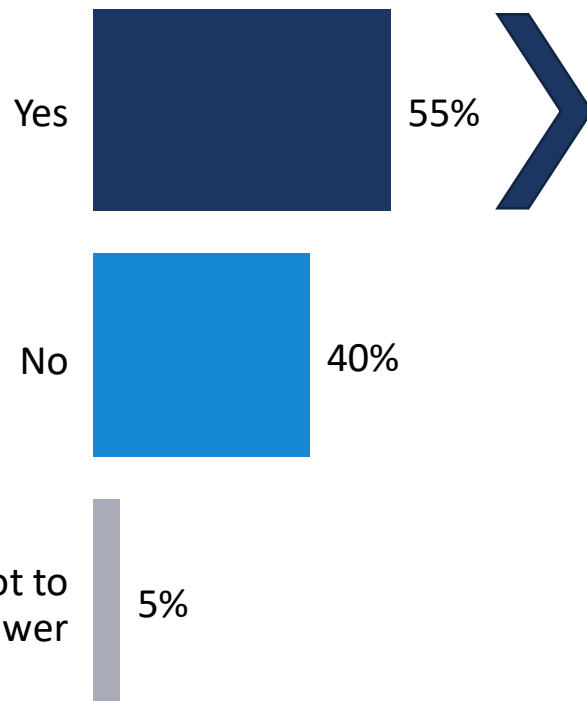
# Two-thirds of respondents identify as male.

*With what gender do you identify?*



# 55% of respondents identify as a person with a disability.

*Do you identify as a person with a disability?*



*I am going to mention a list of disabilities, please tell me which of the following disabilities you have?  
(Asked of Those Who Have a Disability; n=55)*

