

**Would you recommend riding Metro buses to a friend or coworker?**

	Valid Percent
Definitely No	5%
2	5%
3	21%
4	21%
Definitely Yes	48%
Total	100%

**I want to ride Metro buses more in the future**

	Valid Percent
Strongly Disagree	7%
2	8%
3	18%
4	20%
Strongly Agree	47%
Total	100%

**Metro buses provides a good value for the money**

	Valid Percent
Strongly Disagree	4%
2	5%
3	26%
4	18%
Strongly Agree	46%
Total	100%

**When I hear people criticize Metro buses, I want to defend it**

	Valid Percent
Strongly Disagree	8%
2	12%
3	27%
4	20%
Strongly Agree	33%
Total	100%

**Metro works hard to improve the experience of its bus riders**

	Valid Percent
Strongly Disagree	6%
2	9%
3	24%
4	23%
Strongly Agree	38%
Total	100%

**Have you ridden a Metro bus at least once in the last three months?**

	Valid Percent
Yes	84%
No	16%
Total	100%

**How often do you currently ride Metro buses?  
(Current Riders)**

	Valid Percent
5 or more days a week	41%
3-4 days a week	25%
1-2 days a week	16%
At least once a month, but less than 1 day a week	10%
Less than once a month	8%
Total	100%

**How long have you been riding Metro buses?  
(Current Riders)**

	Valid Percent
5 or more years	78%
3-4 years	11%
1-2 years	10%
More than 6 months, but less than a year	0%
Less than 6 months	1%
Total	100%

**In January 2020, how often did you ride Metro buses?  
(Has Not Taken Metro During Last Three Months)**

	Valid Percent
5 or more days a week	61%
3-4 days a week	18%
1-2 days a week	10%
At least once a month, but less than 1 day a week	6%
Less than once a month	6%
Total	100%

**In January 2020, how long had you been riding Metro buses?  
(Has Not Taken Metro During Last Three Months)**

	Valid Percent
5 or more years	46%
3-4 years	25%
1-2 years	18%
More than 6 months, but less than a year	6%
Less than 6 months	4%
Total	100%

**On a scale of 1-10, with 1 being poor and 10 being excellent, please rate your satisfaction with the following aspects of METRO BUSES (Mean Average)**

How frequently buses run	7.0
Metro bus hours of operation	7.4
Bus speed/travel time	7.5
Bus comes on-time	6.9
Ease of getting from my home to my bus stop	8.4
Ease of getting from bus stop to my destination	8.2

Timeliness of connection to other bus or train (if you transfer)	7.3
Availability of accurate bus arrival time info	7.2
Enough room on the bus	6.7
Comfort of bus seats (if used)	6.9
Cleanliness inside the bus	6.0
Smoothness of bus ride (not too jerky or bumpy)	7.2
Noise level inside the bus	6.8
Age/condition of the bus	7.4
Temperature on the bus	7.7
Bus stop seating	5.7
Cleanliness of bus stop area	5.1
Shade at bus stop	4.7
How well Metro addresses homelessness on buses	5.1
Safe from harassment based on my race or ethnicity	6.7
Safe from sexual harassment	6.8
Presence of security staff on buses	4.6
Buses and bus stops kept free of graffiti	5.8
Enforcement of Metro rules	5.9
Personal security on Metro buses during the day	5.6
Personal security at Metro bus stops during the day	5.3

Personal security on Metro buses at night	4.8
Personal security at Metro bus stops at night	4.5
Helpfulness and courtesy of Metro employees	7.1
Delay advisories (when there are delays)	6.0
Wifi availability and quality on the bus	5.9
Ease of fare payment	7.8
Ease of getting info to plan my trips	7.6
Information on where to go to connect with another bus or train (if you transfer)	7.6
Signs at the bus stop	7.8
Next stop information on the bus	7.6
Availability of bike storage (if applicable)	7.8
Availability of car parking (if applicable)	7.5
Metro.net website	7.7
Transit app	7.7

**Thinking about your experiences during your entire journey door to door and all of your interactions with Metro, how satisfied are you with Metro Bus?**

Valid Percent

Very Dissatisfied	2%
2	8%
3	23%
4	34%
Very Satisfied	33%
Total	100%

**Do you own or have regular access to a car?**

	Valid Percent
Yes	28%
No	72%
Total	100%

**Do you own a:**

	Valid Percent
Smartphone	73%
Cell Phone	23%
I do not own a smartphone or a cell phone	4%
Total	100%

**Does your smartphone have a:**

	Valid Percent
Data Plan	87%
No data plan	2%
I am not sure/don't know	10%
Total	100%

**Before Metro implemented all door boarding, how did you typically pay your fare?**

	Valid Percent
30-Day Pass	31%
TAP Stored Value	30%
Cash	23%
7-Day Pass	7%
Other	5%
Day Pass	4%
Total	100%

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### Do you have any disabilities?

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	Valid Percent
Yes	14%
No	86%
Total	100%

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### What type of disability do you have? (multiple reponse)

	Valid Percent
Mobility – do not use wheelchair	45%
Mobility – use wheelchair	30%
Mental or cognitive	15%
Other disability	15%
Low vision	4%
Blindness	3%
Deaf/ hard-of-hearing	1%

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### What is your gender identity?

	Valid Percent
Male	49%
Female	50%
Non-binary	1%
Total	100%

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### What is your age?

	Valid Percent
Under 18	5%
18-24	21%
25-34	23%
35-44	16%
45-54	17%
55-64	10%
65+	7%
Total	100%

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### What is your race or ethnic identification?

	Valid Percent
Latinx/Hispanic	67%
Black/African American	17%
White/Caucasian	6%
Asian/Pacific Islander	6%
Native American	1%
Other	3%
Total	100%

### What is your household's total annual earnings?

	Valid Percent
Under \$10,000	35%
\$10,000 - \$19,999	27%
\$20,000 - \$29,999	12%
\$30,000 - \$39,999	8%
\$40,000 - \$49,999	6%
\$50,000 - \$59,999	4%
\$60,000 - \$69,999	2%
\$70,000 - \$79,999	2%
\$80,000 - \$89,999	1%
\$90,000 - \$99,999	1%
\$100,000 - \$124,999	1%
\$125,000 - \$149,999	1%
\$150,000 or more	1%
Total	100%



**Including yourself, how many people live in your household?**

	Valid Percent
1	21%
2	22%
3	15%
4	18%
5	12%
6 or more	12%
Total	100%

**Do you personally speak a language other than English at home?**

	Valid Percent
Yes	60%
No	40%
Total	100%

**What language do you speak at home? (multiple reponse)**

	Valid Percent
Spanish	87%
Korean	2%
Chinese	2%
Armenian	2%
Japanese	1%
Vietnamese	1%
Russian	1%
Other (Bengali, French, German, Tagalog, etc.)	9%

**How well do you speak English?**

	Valid Percent
Very Well	64%
Well	20%
Not well	14%
Not at all	3%
Total	100%

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**Survey conducted in:**

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Valid Percent

English	82%
Spanish	18%
Total	100%

**Would you recommend riding Metro Rail to a friend or coworker?**

	Valid Percent
Definitely No	7%
2	9%
3	20%
4	19%
Definitely Yes	45%
Total	100%

**I want to ride Metro Rail more in the future**

	Valid Percent
Strongly Disagree	5%
2	10%
3	17%
4	19%
Strongly Agree	49%
Total	100%

**Metro Rail provides a good value for the money**

	Valid Percent
Strongly Disagree	4%
2	6%
3	17%
4	25%
Strongly Agree	48%
Total	100%

**When I hear people criticize Metro Rail, I want to defend it**

	Valid Percent
Strongly Disagree	12%
2	13%
3	27%
4	19%
Strongly Agree	29%
Total	100%

**Metro works hard to improve the experience of its rail riders**

	Valid Percent
Strongly Disagree	10%
2	11%
3	27%
4	22%
Strongly Agree	30%
Total	100%

**Have you ridden a Metro train at least once in the last three months?**

	Valid Percent
Yes	58%
No	42%
Total	100%

**How often do you currently ride Metro Rail?  
(Current Riders)**

	Valid Percent
5 or more days a week	36%
3-4 days a week	20%
1-2 days a week	15%
At least once a month, but less than 1 day a week	16%
Less than once a month	13%
Total	100%

**How long have you been riding Metro Rail? (Current Riders)**

	Valid Percent
5 or more years	64%
3-4 years	27%
1-2 years	9%
More than 6 months, but less than a year	1%
Total	100%

**In January 2020, how often did you ride Metro Rail?  
(Has Not Taken Metro During Last Three Months)**

	Valid Percent
5 or more days a week	42%
3-4 days a week	26%
1-2 days a week	19%
At least once a month, but less than 1 day a week	9%
Less than once a month	4%
Total	100%

**In January 2020, how long had you been riding Metro Rail? (Has Not Taken Metro During Last Three Months)**

	Valid Percent
5 or more years	42%
3-4 years	19%
1-2 years	25%
More than 6 months, but less than 1 year	1%
Less than 6 months	12%
Total	100%

**On a scale of 1-10, with 1 being poor and 10 being excellent, please rate your satisfaction with the following aspects of METRO TRAINS (Mean Average)**

How frequently trains run	7.5
Metro Rail hours of operation	7.7
Train speed/travel time	7.9
Train comes on-time	7.4
Ease of getting from my home to my station	7.8
Ease of getting from station to my destination	8.1

Timeliness of connection to other bus or train (if you transfer)	6.8
Availability of accurate train arrival time info	7.5
Enough room on the train	7.0
Comfort of train seats (if used)	6.5
Cleanliness inside the train	5.2
Smoothness of train ride (not too jerky or bumpy)	7.7
Noise level inside the train	6.5
Age/condition of the train	7.0
Temperature on the train	7.3
Train station seating	5.6
Cleanliness of train station	5.7
Shade in area where I wait for my train	6.6
Escalators (if applicable)	6.7
Elevators (if applicable)	5.9
How well Metro addresses homelessness on trains	3.8
Safe from harassment based on my race or ethnicity	5.9
Safe from sexual harassment	5.7
Presence of security staff on trains	4.6

Trains and stations kept free of graffiti	6.0
Enforcement of Metro rules	5.2
Personal security on Metro trains during the day	5.5
Personal security at Metro train stations during the day	5.8
Personal security on Metro trains at night	4.6
Personal security at Metro train stations at night	4.4
Helpfulness and courtesy of Metro employees	6.8
Delay advisories (when there are delays)	6.4
Cellular signal availability and quality on the train	6.8
Ease of fare payment	7.9
Ease of getting info to plan my trips	7.4
Information on where to go to connect with another bus or train (if you transfer)	6.9
Station signs	7.4
Next stop information on the train	7.9
Availability of bike parking (if applicable)	6.9
Availability of car parking (if applicable)	6.6
Metro.net website	7.1
Transit app	7.1

**Thinking about your experiences during your entire journey door to door and all of your interactions with Metro, how satisfied are you with Metro Rail?**

Valid Percent

Very Dissatisfied	7%
2	5%
3	29%
4	28%
Very Satisfied	30%
Total	100%

**Do you own or have regular access to a car?**

Valid Percent

Yes	44%
No	56%
Total	100%

**Do you own a:**

Valid Percent

Smartphone	85%
Cell Phone	14%
I do not own a smartphone or a cell phone	1%
Total	100%

**Does your smartphone have a:**

Valid Percent

Data Plan	89%
No data plan	3%
I am not sure/don't know	8%
Total	100%



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**Before Metro implemented all door boarding, how did you typically pay your fare?**

	Valid Percent
TAP Stored Value	55%
30-Day Pass	23%
Cash	9%
7-Day Pass	7%
Other	5%
Total	100%

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**Do you have any disabilities?**

	Valid Percent
Yes	8%
No	92%
Total	100%

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**Disability (multiple reponse)**

	Valid Percent
Mental or cognitive	38%
Mobility – do not use wheelchair	34%
Low vision	24%
Other disability	18%
Mobility – use wheelchair	3%

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**What is your gender identity?**

	Valid Percent
Male	49%
Female	46%
Non-binary	4%
Total	100%

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### What is your age?

	Valid Percent
Under 18	3%
18-24	15%
25-34	31%
35-44	19%
45-54	13%
55-64	14%
65+	6%
Total	100%

### What is your ethnicity?

	Valid Percent
Latinx/Hispanic	47%
Black/African American	17%
White/Caucasian	19%
Asian/Pacific Islander	12%
Native American	1%
Other	5%
Total	100%

### What is your household's total annual earnings?

	Valid Percent
Under \$10,000	25%
\$10,000 - \$19,999	16%
\$20,000 - \$29,999	11%
\$30,000 - \$39,999	9%
\$40,000 - \$49,999	7%
\$50,000 - \$59,999	4%
\$60,000 - \$69,999	5%
\$70,000 - \$79,999	3%
\$80,000 - \$89,999	3%
\$90,000 - \$99,999	2%
\$100,000 - \$124,999	4%
\$125,000 - \$149,999	4%
\$150,000 or more	8%
Total	100%

**Including yourself, how many people live in your household?**

	Valid Percent
1	33%
2	25%
3	13%
4	14%
5	7%
6 or more	8%
Total	100%

**Do you personally speak a language other than English at home?**

	Valid Percent
Yes	51%
No	49%
Total	100%

**What language do you speak at home? (multiple reponse)**

	Valid Percent
Spanish	68%
Chinese	2%
Korean	2%
Russian	2%
Japanese	2%
Armenian	1%
Vietnamese	1%
Other (Bengali, French, German, Tagalog, etc.)	25%

**How well do you speak English?**

	Valid Percent
Very Well	75%
Well	18%
Not well	6%
Not at all	1%
Total	100%

**Survey conducted in:**

	Valid Percent
English	92%
Spanish	8%
Total	100%