

Spring 2015: Metro SYSTEM-WIDE Customer Satisfaction Survey Results (May 4-June 16, 2015)

	Agree		Disagree		Mean	Trend
3. I feel safe while waiting for THIS bus/train	39%	47% (85%)	10%	4% (15%)	1.81	N/A
4. I feel safe while riding THIS bus/train	42%	46% (88%)	9%	4% (12%)	1.75	N/A

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

Any form of sexual harassment:	Yes: 19%	No: 81%	↓3% From 2014
16a. Non-Physical (comments, gestures, etc.):	Yes: 15%	No: 85%	
16b. Physical (unwanted touching, groping, fondling, etc.):	Yes: 7%	No: 93%	
16c. Indecent Exposure (exposure of private parts):	Yes: 8%	No: 92%	

Spring 2015: Metro BUS Customer Satisfaction Survey Results (May 21-June 16, 2015)

	Agree		Disagree		Mean	Trend
3. I feel safe while waiting for THIS bus	39%	46% (85%)	10%	5% (15%)	1.80	↑ 3% from 2014
4. I feel safe while riding THIS bus	44%	45% (89%)	7%	4% (11%)	1.71	N/A

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

Any form of sexual harassment:	Yes: 18%	No: 82%	↓4% From 2014
16a. Non-Physical (comments, gestures, etc.):	Yes: 14%	No: 86%	
16b. Physical (unwanted touching, groping, fondling, etc.):	Yes: 7%	No: 94%	
16c. Indecent Exposure (exposure of private parts):	Yes: 7%	No: 93%	

Spring 2015: Metro RAIL Customer Satisfaction Survey Results (May 4-May 7, 2015)

	Agree		Disagree		Mean	Trend
3. I feel safe while waiting for THIS train	37%	48% (84%)	12%	4% (16%)	1.83	N/A
4. I feel safe while riding THIS train	35%	48% (83%)	13%	4% (17%)	1.85	↓ 1% from 2014

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

Any form of sexual harassment:	Yes: 21%	No: 29%	↓1% From 2014
16a. Non-Physical (comments, gestures, etc.):	Yes: 17%	No: 83%	
16b. Physical (unwanted touching, groping, fondling, etc.):	Yes: 7%	No: 93%	
16c. Indecent Exposure (exposure of private parts):	Yes: 10%	No: 90%	