

## **APPENDICES**

Appendix A – Complete list of survey questions

Appendix B – Outline of the skip logic feature and sequencing of questions

Appendix C – 2017 Customer Satisfaction Focus Groups, Final Report

Appendix D – Overview of the questions and responses used to categorize these user segments

Appendix E – Detailed Summary of Demographic Makeup of Respondents by User Segment

## Appendix A: Survey Questions

### LA Metro Customer Satisfaction Survey

*1. Do you currently live or work in Los Angeles County?(*Required)		
<i>Select one.</i>		
<input type="radio"/>	Yes	
<input type="radio"/>	No	Go to end of survey

The following section is on only Metro Rail Lines (Blue, Red, Green, Gold, Purple, and Expo). There will be questions later regarding Metro Bus Lines.

\*2. How far from your home is the nearest Metro Subway or Light Rail station? (*Note: walking may include using assistive mobility device/wheelchair*)(\*Required)

Select one.

- |                       |                              |
|-----------------------|------------------------------|
| <input type="radio"/> | Less than a 5 minute walk    |
| <input type="radio"/> | 5-10 minute walk             |
| <input type="radio"/> | 11-20 minute walk            |
| <input type="radio"/> | Longer than a 20 minute walk |

\*3. Which of the following statements best describes you?(\*Required)

Select one.

- |                       |  |
|-----------------------|--|
| <input type="radio"/> | I currently ride Metro Trains                                  |
| <input type="radio"/> | I used to ride Metro Trains but no longer ride                 |
| <input type="radio"/> | I ride Metro Trains very infrequently (less than once a month) |
| <input type="radio"/> | I have never ridden a Metro Train                              |

4. Please select the modes that you use AT LEAST ONCE A MONTH to travel throughout Los Angeles County. (*select all that apply*)

*Select at least 1 choices.*

<input type="checkbox"/>	Drive by myself
<input type="checkbox"/>	Get dropped off by a friend/family member, carpool, or vanpool
<input type="checkbox"/>	Ridesharing service (Uber/Lyft)
<input type="checkbox"/>	Wheelchair, assistive mobility device, or paratransit
<input type="checkbox"/>	Walk
<input type="checkbox"/>	Bicycle
<input type="checkbox"/>	Skateboard
<input type="checkbox"/>	Metro Buses
<input type="checkbox"/>	Bus or rail service not operated by Metro (e.g. Metrolink, DASH, Long Beach Transit, Big Blue Bus, etc.)

\*5. How often do you use the following modes to get around Los Angeles County?(\*Required)

Select one per row.

	<i>Less than 1 day a week</i>	<i>1-2 days a week</i>	<i>3-4 days a week</i>	<i>5 or more days a week</i>
*Drive by myself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Get dropped off by a friend/family member, carpool, or vanpool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Ridesharing service (Uber/Lyft)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Wheelchair, assistive mobility device, or paratransit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Walk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bicycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Skateboard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Metro Buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bus or rail service not operated by Metro (e.g. Metrolink, DASH, Long Beach Transit, Big Blue Bus, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*6. Please state how much you agree/disagree with the following aspects of Metro Rail: (\*Required)

Select one per row.

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Agree</i>	<i>Strongly Agree</i>
*Metro Rail takes too long/is too slow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Metro Rail is not reliable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*It is too hard to get to and from Metro Rail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not feel safe using Metro Rail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I am not comfortable on Metro Rail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know enough about Metro Rail to feel confident riding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*7. What is the MAIN reason you use your CURRENT mode of transportation instead of Metro Rail? (\*Required)

Select one.

<input type="radio"/> Metro Rail takes too long/is too slow	(Go to question number 8.)
<input type="radio"/> Metro Rail is not reliable	(Go to question number 9.)
<input type="radio"/> It is too hard to get to and from Metro Rail	(Go to question number 10.)
<input type="radio"/> I do not feel safe using Metro Rail	(Go to question number 11.)
<input type="radio"/> I am not comfortable on Metro Rail	(Go to question number 13.)
<input type="radio"/> I do not know enough about Metro Rail to feel confident riding	(Go to question number 14.)

\*8. Please rate how much the following aspects of Metro Rail affect how long your trip takes: (\*Required)

Select one per row.

If answered, go to question number 15.

	<i>Does not affect travel time</i>	<i>Slightly increases travel time</i>	<i>Increases travel time</i>	<i>Greatly increases travel time</i>	<i>Not Applicable</i>
*Train slows down between stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Train stops at traffic lights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Train stations are too close together	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Train delayed for mechanical reasons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trip requires too many transfers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Time it takes to travel to rail station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Time it takes to travel from rail station to final destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**\*9. How would you rate the reliability of the following aspects of Metro Rail?(\*Required)**

*Select one per row.*

*If answered, go to question number 15.*

	<i>Very Unreliable</i>	<i>Unreliable</i>	<i>Reliable</i>	<i>Very Reliable</i>	<i>Not Applicable</i>
*Information about train arrival times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*The train comes when I expect it to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*The wait time between transfers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Vehicle/Equipment reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Room available to board train	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Room available to bring bike/wheelchair/luggage or other large items on train	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Elevators at rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Escalators at rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Signage on-board trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Signage in and around rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*10. Please state how much you agree/disagree with the following statements regarding your ability to get to and from Metro Rail Stations: (\*Required)

Select one per row.

If answered, go to question number 15.

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Agree</i>	<i>Strongly Agree</i>	<i>Not Applicable</i>
*Rail stations are too far away from my home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Rail stations are too far from where I want to go	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trains are too full so I cannot bring my bike on	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Rail stations do not have enough parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There is no designated drop off or pick up zone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Elevators at rail stations are often out of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There is no safe way for me to walk to the rail station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There is no safe way for me to walk from the rail station to my final destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There is no safe way for me to bicycle to the rail station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There is no safe way for me to bicycle from the rail station to my final destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There is not enough secure bicycle parking at the rail station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



\*11. Please rate how much the following aspects of Metro Rail affect your perception of safety: (\*Required)

Select one per row.

	<i>Does not affect my perception of safety</i>	<i>Somewhat affects my perception of safety</i>	<i>Affects my perception of safety</i>	<i>Greatly affects my perception of safety</i>	<i>Not Applicable</i>
*Lack of lighting at rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trash/Graffiti at rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trash/Graffiti on-board trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Lack of police presence at rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Lack of police presence on-board trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Aggressive panhandling at rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Aggressive panhandling on-board trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Verbal sexual harassment at rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Verbal sexual harassment on-board trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Physical sexual harassment at rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Physical sexual harassment on-board trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Verbal (non-sexual) harassment at rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Verbal (non-sexual) harassment on-board trains	<input type="radio"/>				
*Physical (non-sexual) harassment at rail stations	<input type="radio"/>				
*Physical (non-sexual) harassment on-board trains	<input type="radio"/>				
*Theft/Property crime at rail stations	<input type="radio"/>				
*Theft/Property crime on-board trains	<input type="radio"/>				

\*12. Are you aware of the following ways of reporting crimes/getting assistance on Metro Rail?(\*Required)

*Select one per row.*

*If answered, go to question number 15.*

	Yes	No
*LA Metro Transit Watch App	<input type="radio"/>	<input type="radio"/>
*1-888-950-SAFE	<input type="radio"/>	<input type="radio"/>
*Intercoms located on-board trains	<input type="radio"/>	<input type="radio"/>
*Intercoms located at rail stations	<input type="radio"/>	<input type="radio"/>

\*13. Please rate how much the following aspects of Metro Rail affect your comfort: (\*Required)

Select one per row.

If answered, go to question number 15.

	<i>Does not affect my comfort</i>	<i>Somewhat affects my comfort</i>	<i>Affects my comfort</i>	<i>Greatly affects my comfort</i>	<i>Not Applicable</i>
*Unpleasant odor on trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Unpleasant odor in stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There are no seats available on trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Seats on the train are dirty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trains are too crowded	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Noise level in train car	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*14. Please state how much you agree/disagree with the following statements regarding your knowledge of the Metro Rail system: (\*Required)

Select one per row.

If answered, go to question number 15.

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Agree</i>	<i>Strongly Agree</i>
*I do not know what corridors in Los Angeles have Metro Rail lines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know where the closest Metro Rail station to my house is	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know where the closest Metro Rail station to my work is	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know how much Metro Rail costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know how to pay for Metro Rail trips	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know where Metro Rail lines connect with one another	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know how to transfer between the bus and Metro Rail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. What could we do to encourage you to ride Metro Rail?


\*16. How many days a week do you usually ride Metro Rail?(\*Required)

Select one.

<input type="radio"/>	Less than 1 day
<input type="radio"/>	1-2 days
<input type="radio"/>	3-4 days
<input type="radio"/>	5 or more days

\*17. How many years have you been riding Metro Rail?(\*Required)

Select one.

<input type="radio"/>	Less than 1 year
<input type="radio"/>	1-2 years
<input type="radio"/>	3-4 years
<input type="radio"/>	5 or more years

\*18. What modes do you use AT LEAST ONCE A MONTH to get to your FIRST Metro Rail Station of a trip? (*select all that apply*)(\*Required)

*Select all that apply.*

<input type="checkbox"/>	Metro Buses
<input type="checkbox"/>	Drive by myself
<input type="checkbox"/>	Get dropped off by a friend/family member, carpool, or vanpool
<input type="checkbox"/>	Ridesharing service (Uber/Lyft)
<input type="checkbox"/>	Wheelchair, assistive mobility device, or paratransit
<input type="checkbox"/>	Walk
<input type="checkbox"/>	Bicycle
<input type="checkbox"/>	Skateboard
<input type="checkbox"/>	Bus or rail service not operated by Metro (e.g. Metrolink, DASH, Long Beach Transit, Big Blue Bus, etc.)

\*19. How often do you use the following modes to get to your FIRST Metro Rail Station of a trip?(\*Required)

Select one per row.

	<i>Less than 1 day a week</i>	<i>1-2 days a week</i>	<i>3-4 days a week</i>	<i>5 or more days a week</i>
*Metro Buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Drive by myself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Get dropped off by a friend/family member, carpool, or vanpool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Ridesharing service (Uber/Lyft)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Wheelchair, assistive mobility device, or paratransit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Walk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bicycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Skateboard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bus or rail service not operated by Metro (e.g. Metrolink, DASH, Long Beach Transit, Big Blue Bus, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*20. What modes do you use AT LEAST ONCE A MONTH to get from your LAST Metro Rail Station to your final destination? (*select all that apply*)(\*Required)

*Select all that apply.*

<input type="checkbox"/>	Metro Buses
<input type="checkbox"/>	Get picked up by friend/family member, carpool, or vanpool
<input type="checkbox"/>	Ridesharing service (Uber/Lyft)
<input type="checkbox"/>	Wheelchair, assistive mobility device, or paratransit
<input type="checkbox"/>	Walk
<input type="checkbox"/>	Bicycle
<input type="checkbox"/>	Skateboard
<input type="checkbox"/>	Bus or rail service not operated by Metro (e.g. Metrolink, DASH, Long Beach Transit, Big Blue Bus, etc.)

\*21. How often do you use the following modes to get from your LAST Metro Rail Station to your final destination?(\*Required)

Select one per row.

	<i>Less than 1 day a week</i>	<i>1-2 days a week</i>	<i>3-4 days a week</i>	<i>5 or more days a week</i>
*Metro Buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Get picked up by friend/family member, carpool, or vanpool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Ridesharing service (Uber/Lyft)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Wheelchair, assistive mobility device, or paratransit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Walk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bicycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Skateboard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bus or rail service not operated by Metro (e.g. Metrolink, DASH, Long Beach Transit, Big Blue Bus, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*22. How often do you use the following Metro Rail lines?(\*Required)

Select one per row.

	<i>Never/Almost never</i>	<i>Less than 1 day a week</i>	<i>1-2 days a week</i>	<i>3-4 days a week</i>	<i>5 or more days a week</i>
*Blue Line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Red Line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Green Line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Gold Line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Purple Line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Expo Line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*23. For each of the following trips, please state how often you take Metro Rail:(\*Required)

Select one per row.

	<i>Never/Almost never</i>	<i>Less than 1 day a week</i>	<i>1-2 days a week</i>	<i>3-4 days a week</i>	<i>5 or more days a week</i>
*Trips to and from work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trips to and from school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Shopping/Groceries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Entertainment/Dining	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Medical Appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Personal Errands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*24. Please rate how much the following aspects of Metro Rail affect your decision to ride: (\*Required)

Select one per row.

	<i>Does not affect my decision</i>	<i>Somewhat affects my decision</i>	<i>Affects my decision</i>	<i>Greatly affects my decision</i>	<i>Not Applicable</i>
*It is convenient to ride Metro	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not want to drive in traffic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*It is cheaper than the cost of parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not have a car available to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not have a driver's license	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*It is good for the environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*25. What is the MAIN reason you ride Metro Rail? (\*Required)

Select one.

<input type="radio"/> It is convenient for me to use	(Go to question number 26.)
<input type="radio"/> I do not want to drive in traffic	(Go to question number 27.)
<input type="radio"/> It is cheaper than the cost of parking	Go to end of chapter
<input type="radio"/> I do not have a car available to use	(Go to question number 28.)
<input type="radio"/> I do not have a driver's license	Go to end of chapter
<input type="radio"/> It is good for the environment	Go to end of chapter

\*26. Please rate how much the following aspects of Metro Rail make it convenient for you to ride: (\*Required)

Select one per row.

If answered, you are finished with this survey.

	<i>Does not affect convenience</i>	<i>Somewhat affects convenience</i>	<i>Affects convenience</i>	<i>Greatly affects convenience</i>	<i>Not Applicable</i>
*It gets me where I need to go in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There is a rail station near my house	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*It is easy to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*It is more affordable than other travel options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I can be productive while riding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*27. Please rate how much the following aspects of driving in traffic bother you: (\*Required)

*Select one per row.*

*If answered, you are finished with this survey.*

	<i>Does not bother me</i>	<i>Somewhat bothers me</i>	<i>Bothers me</i>	<i>Greatly bothers me</i>	<i>Not Applicable</i>
*The time it takes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*The stress it causes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*The lost productivity (e.g. cannot check emails, do work, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*28. What is the MAIN reason you do not own a car?(\*Required)

*Select one.*

<input type="radio"/>	It is too expensive	(Go to question number 29.)
<input type="radio"/>	I am unable to drive	Go to end of chapter
<input type="radio"/>	I prefer not to own a car	(Go to question number 30.)

\*29. Please rate how much the following aspects affect your ability to own a car: (\*Required)

*Select one per row.*

*If answered, you are finished with this survey.*

	<i>Does not affect my ability</i>	<i>Somewhat affects my ability</i>	<i>Affects my ability</i>	<i>Greatly affects my ability</i>	<i>Not Applicable</i>
*Monthly payments are too expensive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Down payment is too expensive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Maintenance is too expensive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Car insurance is too expensive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Gas is too expensive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*30. Please rate how much the following aspects affect your preference for not owning a vehicle: (\*Required)

*Select one per row.*

*If answered, you are finished with this survey.*

	<i>Does not affect my preference</i>	<i>Somewhat affects my preference</i>	<i>Affects my preference</i>	<i>Greatly affects my preference</i>	<i>Not Applicable</i>
*Environmental reasons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Having a car is not necessary for my travel needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I prefer to use ridesharing services (e.g. Uber/Lyft)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I prefer to rent a car or use carsharing services (e.g. Zipcar)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I can borrow a car if I need one	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Driving is inconvenient where I live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I find driving too unsafe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I find driving too stressful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*31. What modes do you use AT LEAST ONCE A MONTH to get to your FIRST Metro Rail Station of a trip? (*select all that apply*)(\*Required)

*Select all that apply.*

<input type="checkbox"/>	Metro Buses
<input type="checkbox"/>	Drive by myself
<input type="checkbox"/>	Get dropped off by a friend/family member, carpool, or vanpool
<input type="checkbox"/>	Ridesharing service (Uber/Lyft)
<input type="checkbox"/>	Wheelchair, assistive mobility device, or paratransit
<input type="checkbox"/>	Walk
<input type="checkbox"/>	Bicycle
<input type="checkbox"/>	Skateboard
<input type="checkbox"/>	Bus or rail service not operated by Metro (e.g. Metrolink, DASH, Long Beach Transit, Big Blue Bus, etc.)

\*32. How often do you use the following modes to get to your FIRST Metro Rail Station of a trip?(\*Required)

Select one per row.

	<i>Less than 1 day a week</i>	<i>1 day a week</i>	<i>2 days a week</i>	<i>3 days a week</i>
*Metro Buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Drive by myself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Get dropped off by a friend/family member, carpool, or vanpool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Ridesharing service (Uber/Lyft)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Wheelchair, assistive mobility device, or paratransit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Walk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bicycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Skateboard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bus or rail service not operated by Metro (e.g. Metrolink, DASH, Long Beach Transit, Big Blue Bus, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*33. What modes do you use AT LEAST ONCE A MONTH to get from your LAST Metro Rail Station to your final destination? (*select all that apply*)(\*Required)

*Select all that apply.*

<input type="checkbox"/>	Metro Buses
<input type="checkbox"/>	Get picked up by friend/family member, carpool, or vanpool
<input type="checkbox"/>	Ridesharing service (Uber/Lyft)
<input type="checkbox"/>	Wheelchair, assistive mobility device, or paratransit
<input type="checkbox"/>	Walk
<input type="checkbox"/>	Bicycle
<input type="checkbox"/>	Skateboard
<input type="checkbox"/>	Bus or rail service not operated by Metro (e.g. Metrolink, DASH, Long Beach Transit, Big Blue Bus, etc.)

\*34. How often do you use the following modes to get from your LAST Metro Rail Station to your final destination?(\*Required)

Select one per row.

	<i>Less than 1 day a week</i>	<i>1 day a week</i>	<i>2 days a week</i>	<i>3 days a week</i>
*Metro Buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Get picked up by friend/family member, carpool, or vanpool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Ridesharing service (Uber/Lyft)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Wheelchair, assistive mobility device, or paratransit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Walk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bicycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Skateboard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bus or rail service not operated by Metro (e.g. Metrolink, DASH, Long Beach Transit, Big Blue Bus, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*35. How often do you use the following Metro Rail lines?(\*Required)

Select one per row.

	<i>Never/Almost never</i>	<i>Less than 1 day a week</i>	<i>1 day a week</i>	<i>2 days a week</i>	<i>3 days a week</i>
*Blue Line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Red Line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Green Line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Gold Line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Purple Line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Expo Line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*36. For each of the following trips, please state how often you take Metro Rail:(\*Required)

Select one per row.

	<i>Never/Almost never</i>	<i>Less than 1 day a week</i>	<i>1 day a week</i>	<i>2 days a week</i>	<i>3 days a week</i>
*Trips to and from work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trips to and from school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Shopping/Groceries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Entertainment/Dining	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Medical Appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Personal Errands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*37. Please rate how much the following improvements would impact how frequently you ride Metro Rail: (\*Required)

Select one per row.

	<i>I would ride the same amount</i>	<i>I would ride slightly more</i>	<i>I would ride more</i>	<i>I would ride much more</i>	<i>Not Applicable</i>
*More frequent service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More reliable service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More late-night service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More weekend service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*New rail lines to new places	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Lower fares	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Improved customer amenities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Better information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More security on trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More security at stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Cleaner trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Cleaner stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Better access TO stations when I am walking (e.g. better sidewalks, crosswalks, lighting, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Better access FROM stations to my final destinations when I am walking (e.g. better sidewalks, crosswalks, lighting, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More parking available at stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*38. What is the #1 IMPROVEMENT that would encourage you to ride Metro Rail more often?(\*Required)

Select one.

<input type="radio"/> More frequent service	(Go to question number 0.)
<input type="radio"/> More reliable service	(Go to question number 41.)
<input type="radio"/> More late-night service	Go to end of chapter
<input type="radio"/> More weekend service	Go to end of chapter
<input type="radio"/> New rail lines to new places	(Go to question number 42.)
<input type="radio"/> Lower fares	Go to end of chapter
<input type="radio"/> Improved customer amenities	(Go to question number 43.)
<input type="radio"/> Better information	(Go to question number 44.)
<input type="radio"/> More security on trains	(Go to question number 45.)
<input type="radio"/> More security at stations	(Go to question number 45.)
<input type="radio"/> Cleaner trains	Go to end of chapter
<input type="radio"/> Cleaner stations	Go to end of chapter
<input type="radio"/> Better access TO stations when I am walking	(Go to question number 46.)
<input type="radio"/> Better access FROM stations to my final destinations when I am walking	(Go to question number 46.)
<input type="radio"/> More parking available at stations	(Go to question number 47.)



**\*41. How would you rate the reliability of the following aspects of Metro Rail?(\*Required)**

*Select one per row.*

*If answered, you are finished with this survey.*

	<i>Very Unreliable</i>	<i>Unreliable</i>	<i>Reliable</i>	<i>Very Reliable</i>	<i>Not Applicable</i>
*Information about train arrival times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Actual train arrival times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Vehicle/Equipment reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Room available to board train	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Room available to bring bike/wheelchair/luggage or other large items on train	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Elevators at rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Escalators at rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*42. What regions/neighborhoods would you like to see Metro Rail extended to?(\*Required)

*If answered, you are finished with this survey.*


\*43. Please rate how much the following customer amenities would impact how frequently you ride Metro Rail: (\*Required)

Select one per row.

If answered, you are finished with this survey.

	<i>I would ride the same amount</i>	<i>I would ride slightly more</i>	<i>I would ride more</i>	<i>I would ride much more</i>	<i>Not Applicable</i>
*Cell phone signal on Red/Purple Line Trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Cell phone signal at Red/Purple Line Stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*WiFi on all Metro Trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*WiFi at all Metro Rail Stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Better real time information at stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Shops/Restaurants at stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Ability to charge electronic devices on Metro Trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Ability to charge electronic devices at Metro Rail Stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*44. Please rate how much the following improvements would impact how frequently you ride Metro Rail: (\*Required)

Select one per row.

If answered, you are finished with this survey.

	<i>I would ride the same amount</i>	<i>I would ride slightly more</i>	<i>I would ride more</i>	<i>I would ride much more</i>	<i>Not Applicable</i>
*Better real-time information about Metro Train's arrival time accessible via my smartphone or tablet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Better real-time information about Metro Train's arrival time via a call in number or text message system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Better information on Metro's websites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Better signage around Metro Rail Stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Better announcements on-board Metro Trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*45. Please rate how much the following security improvements would impact how frequently you ride Metro Rail: (\*Required)

Select one per row.

If answered, you are finished with this survey.

	<i>I would ride the same amount</i>	<i>I would ride slightly more</i>	<i>I would ride more</i>	<i>I would ride much more</i>	<i>Not Applicable</i>
*More Metro Transit Police on-board Metro Trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More Metro Transit Police at Metro Rail Stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Customer service agent at the station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More fare enforcement officers at Metro Rail Stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More security officers in plain clothes on-board Metro Trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Better lighting at Metro Rail Stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More security cameras on-board Metro Trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More security cameras at Metro Rail Stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*46. Please rate how much the following improvements around stations would impact how frequently you ride Metro Rail: (\*Required)

Select one per row.

If answered, you are finished with this survey.

	<i>I would ride the same amount</i>	<i>I would ride slightly more</i>	<i>I would ride more</i>	<i>I would ride much more</i>	<i>Not Applicable</i>
*Improved sidewalks around stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More bike lanes around stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More secure bicycle parking at stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Safer way to cross freeway ramps while walking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Improved crosswalks or more crosswalks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Slowed automobile travel speed around stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Improved lighting around stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Improved signage around stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Increased enforcement of traffic violations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Increased shade around stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*47. Would you be willing to pay to park your car at Metro Rail Stations?(\*Required)

Select one.

<input type="radio"/>	Yes	(Go to question number 48.)
<input type="radio"/>	No	Go to end of chapter

\*48. What is the HIGHEST AMOUNT you would be willing to pay to park for ONE DAY at a Metro Rail Station?(\*Required)

Select one.

<input type="radio"/>	\$0.50
<input type="radio"/>	\$1.00
<input type="radio"/>	\$1.50
<input type="radio"/>	\$2.00
<input type="radio"/>	\$2.50
<input type="radio"/>	\$3.00
<input type="radio"/>	\$3.50
<input type="radio"/>	\$4.00
<input type="radio"/>	\$4.50
<input type="radio"/>	\$5.00
<input type="radio"/>	\$5.50
<input type="radio"/>	\$6.00
<input type="radio"/>	\$6.50
<input type="radio"/>	\$7.00
<input type="radio"/>	\$7.50
<input type="radio"/>	\$8.00

\*49. How do you USUALLY pay for your trips on Metro Rail?(\*Required)

Select one.

<input type="radio"/>	30-Day Pass
<input type="radio"/>	7-Day Pass
<input type="radio"/>	Day Pass
<input type="radio"/>	Stored Value on TAP Card
<input type="radio"/>	Cash
<input type="radio"/>	EZ Transit Pass
<input type="radio"/>	Metrolink Transfer
<input type="radio"/>	Other: <input type="text"/>

\*50. Please state how much you agree/disagree with the following statements: (\*Required)

Select one per row.

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Agree</i>	<i>Strongly Agree</i>
*Generally speaking, I am satisfied with Metro Rail service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*My train is generally on time (within 5 minutes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I feel safe while waiting for my train	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I feel safe while riding my train	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*51. Please state how satisfied/dissatisfied you are with each of the following characteristics of Metro Rail service: (\*Required)

Select one per row.

	<i>Very Dissatisfied</i>	<i>Dissatisfied</i>	<i>Satisfied</i>	<i>Very Satisfied</i>	<i>Not Applicable</i>
*The information available regarding when the next train is arriving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*The ability to be productive (read, check emails, etc.) while riding the train	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Options for paying your fare (cash, TAP cards, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*The number of transfers you have to make	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Average train speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Location of rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*52. Please state how comfortable/uncomfortable you are with each of the following aspects of riding Metro Rail: (\*Required)

Select one per row.

	<i>Very Uncomfortable</i>	<i>Uncomfortable</i>	<i>Comfortable</i>	<i>Very Comfortable</i>
*Planning a trip to somewhere new	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Knowing where to GET ON the train to go somewhere new	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Knowing where to GET OFF the train to go somewhere new	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Understanding the fare for a trip to somewhere new	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Understanding how to pay for a trip to somewhere new	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*53. How likely is it that you would recommend Metro Rail to a friend or colleague?(\*Required)

Select one.

<input type="radio"/>	0 Not at all likely
<input type="radio"/>	1
<input type="radio"/>	2
<input type="radio"/>	3
<input type="radio"/>	4
<input type="radio"/>	5 Somewhat likely
<input type="radio"/>	6
<input type="radio"/>	7
<input type="radio"/>	8
<input type="radio"/>	9
<input type="radio"/>	10 Extremely likely

54. Do you have any other comments regarding Metro Rail?


\*55. When you used to ride Metro Rail, how many days a week did you usually ride?(\*Required)

Select one.

<input type="radio"/>	Less than 1 day
<input type="radio"/>	1-2 days
<input type="radio"/>	3-4 days
<input type="radio"/>	5 or more days

\*56. When you used to ride Metro Rail, how many years had you been riding before you stopped?(\*Required)

*Select one.*

<input type="radio"/>	Less than 1 year
<input type="radio"/>	1-2 years
<input type="radio"/>	3-4 years
<input type="radio"/>	5 or more years

\*57. For each of the following trips, please state how often you PREVIOUSLY took Metro Rail: (\*Required)

Select one per row.

	<i>Never/Almost never</i>	<i>Less than 1 day a week</i>	<i>1-2 days a week</i>	<i>3-4 days a week</i>	<i>5 or more days a week</i>
*Trips to and from work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trips to and from school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Shopping/Groceries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Entertainment/Dining	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Medical Appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Personal Errands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*58. For each of the following trips, please state how often you PREVIOUSLY took Metro Rail: (\*Required)

Select one per row.

	<i>Never/Almost never</i>	<i>Less than 1 day a week</i>	<i>1 day a week</i>	<i>2 days a week</i>	<i>3 days a week</i>
*Trips to and from work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trips to and from school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Shopping/Groceries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Entertainment/Dining	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Medical Appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Personal Errands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*59. Please select the modes that you use AT LEAST ONCE A MONTH to travel throughout Los Angeles County. (*select all that apply*)(\*Required)

*Select at least 1 choices.*

<input type="checkbox"/>	Drive by myself
<input type="checkbox"/>	Get dropped off by a friend/family member, carpool, or vanpool
<input type="checkbox"/>	Ridesharing service (Uber/Lyft)
<input type="checkbox"/>	Wheelchair, assistive mobility device, or paratransit
<input type="checkbox"/>	Walk
<input type="checkbox"/>	Bicycle
<input type="checkbox"/>	Skateboard
<input type="checkbox"/>	Metro Buses
<input type="checkbox"/>	Bus or rail service not operated by Metro (e.g. Metrolink, DASH, Long Beach Transit, Big Blue Bus, etc.)

\*60. How often do you use the following modes to get around Los Angeles County NOW?(\*Required)

Select one per row.

	<i>Less than 1 day a week</i>	<i>1-2 days a week</i>	<i>3-4 days a week</i>	<i>5 or more days a week</i>
*Drive by myself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Get dropped off by a friend/family member, carpool, or vanpool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Ridesharing service (Uber/Lyft)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Wheelchair, assistive mobility device, or paratransit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Walk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bicycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Skateboard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Metro Buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bus or rail service not operated by Metro (e.g. Metrolink, DASH, Long Beach Transit, Big Blue Bus, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*61. Please state how much you agree/disagree with the following aspects of Metro Rail: (\*Required)

Select one per row.

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Agree</i>	<i>Strongly Agree</i>
*Metro Rail takes too long/is too slow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Metro Rail is not reliable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*It is too hard to get to and from Metro Rail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not feel safe using Metro Rail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I am not comfortable on Metro Rail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know enough about Metro Rail to feel confident riding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*62. What is the MAIN reason you use your CURRENT mode of transportation instead of Metro Rail? (\*Required)

Select one.

<input type="radio"/> Metro Rail takes too long/is too slow	
<input type="radio"/> Metro Rail is not reliable	(Go to question number 64.)
<input type="radio"/> It is too hard to get to and from Metro Rail	(Go to question number 65.)
<input type="radio"/> I do not feel safe using Metro Rail	(Go to question number 66.)
<input type="radio"/> I am not comfortable on Metro Rail	(Go to question number 68.)
<input type="radio"/> I do not know enough about Metro Rail to feel confident riding	(Go to question number 69.)

\*63. Please rate how much the following aspects of Metro Rail affect how long your trip takes: (\*Required)

Select one per row.

	<i>Does not affect travel time</i>	<i>Slightly increases travel time</i>	<i>Increases travel time</i>	<i>Greatly increases travel time</i>	<i>Not Applicable</i>
*Train slows down between stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Train stops at traffic lights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Train stations are too close together	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Train delayed for mechanical reasons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trip requires too many transfers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Time it takes to travel to rail station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Time it takes to travel from rail station to final destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*64. How would you rate the reliability of the following aspects of Metro Rail?(\*Required)

Select one per row.

	<i>Very Unreliable</i>	<i>Unreliable</i>	<i>Reliable</i>	<i>Very Reliable</i>	<i>Not Applicable</i>
*Information about train arrival times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*The train comes when I expect it to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*The wait time between transfers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Vehicle/Equipment reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Room available to board train	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Room available to bring bike/wheelchair/luggage or other large items on train	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Elevators at rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Escalators at rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Signage on-board trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Signage in and around rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*65. Please state how much you agree/disagree with the following statements regarding your ability to get to and from Metro Rail Stations: (\*Required)

Select one per row.

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Agree</i>	<i>Strongly Agree</i>	<i>Not Applicable</i>
*Rail stations are too far away from my home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Rail stations are too far from where I want to go	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trains are too full so I cannot bring my bike on	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Rail Stations do not have enough parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*It is too expensive to park my car at the rail station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Elevators at rail stations are often out of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There is no safe way for me to walk to the rail station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There is no safe way for me to walk from the rail station to my final destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There is no safe way for me to bicycle to the rail station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There is no safe way for me to bicycle from the rail station to my final destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*66. Please rate how much the following aspects of Metro Rail affect your perception of safety: (\*Required)

Select one per row.

	<i>Does not affect my perception of safety</i>	<i>Somewhat affects my perception of safety</i>	<i>Affects my perception of safety</i>	<i>Greatly affects my perception of safety</i>	<i>Not Applicable</i>
*Lack of lighting at rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trash/Graffiti at rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trash/Graffiti on-board trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Lack of police presence at rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Lack of police presence on-board trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Aggressive panhandling at rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Aggressive panhandling on-board trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Verbal sexual harassment at rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Verbal sexual harassment on-board trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Physical sexual harassment at rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Physical sexual harassment on-board trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Verbal (non-sexual) harassment at rail stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Verbal (non-sexual) harassment on-board trains	<input type="radio"/>				
*Physical (non-sexual) harassment at rail stations	<input type="radio"/>				
*Physical (non-sexual) harassment on-board trains	<input type="radio"/>				
*Theft/Property crime at rail stations	<input type="radio"/>				
*Theft/Property crime on-board trains	<input type="radio"/>				

\*67. Are you aware of the following ways of reporting crimes/getting assistance on Metro Rail?(\*Required)

Select one per row.

	Yes	No
*LA Metro Transit Watch App	<input type="radio"/>	<input type="radio"/>
*1-888-950-SAFE	<input type="radio"/>	<input type="radio"/>
*Intercoms located on-board trains	<input type="radio"/>	<input type="radio"/>
*Intercoms located at rail stations	<input type="radio"/>	<input type="radio"/>

\*68. Please rate how much the following aspects of Metro Rail affect your comfort: (\*Required)

Select one per row.

	<i>Does not affect my comfort</i>	<i>Somewhat affects my comfort</i>	<i>Affects my comfort</i>	<i>Greatly affects my comfort</i>	<i>Not Applicable</i>
*Unpleasant odor on trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Unpleasant odor in stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There are no seats available on trains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Seats on the train are dirty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trains are too crowded	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Noise level in train car	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*69. Please state how much you agree/disagree with the following statements regarding your knowledge of the Metro Rail system: (\*Required)

Select one per row.

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Agree</i>	<i>Strongly Agree</i>
*I do not know what corridors in Los Angeles have Metro Rail lines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know where the closest Metro Rail station to my house is	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know where the closest Metro Rail station to my work is	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know how much Metro Rail costs to ride	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know how to pay for Metro Rail trips	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know where Metro Rail lines connect with one another	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know how to transfer between Metro Rail and Metro Bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

70. What could we do to encourage you to ride Metro Rail again?

If answered, you are finished with this survey.


That concludes the rail section. The following section is on only Metro Bus Lines (e.g. Line 2, Line 204, Line 720, Silver Line, etc.)

\*71. How far from your home is the nearest Metro Bus Stop? (Note: walking may include using assistive mobility device/wheelchair)(\*Required)

Select one.

- |                       |                              |
|-----------------------|------------------------------|
| <input type="radio"/> | Less than a 5 minute walk    |
| <input type="radio"/> | 5-10 minute walk             |
| <input type="radio"/> | 11-20 minute walk            |
| <input type="radio"/> | Longer than a 20 minute walk |

\*72. Which of the following statements best describes you?(\*Required)

Select one.

- |                       |   |
|-----------------------|---|
| <input type="radio"/> | I currently ride Metro Buses                                  |
| <input type="radio"/> | I used to ride Metro Buses but no longer ride                 |
| <input type="radio"/> | I ride Metro Buses very infrequently (less than once a month) |
| <input type="radio"/> | I have never ridden a Metro Bus                               |

\*73. Please state how much you agree/disagree with the following aspects of Metro Buses: (\*Required)

Select one per row.

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Agree</i>	<i>Strongly Agree</i>
*Metro Buses take too long/are too slow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Metro Buses are not reliable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*It is too hard to get to and from Metro Bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not feel safe using Metro Buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I am not comfortable on Metro Buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know enough about Metro Buses to feel confident riding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*74. What is the MAIN reason you use your CURRENT mode of transportation instead of Metro Buses? (\*Required)

Select one.

<input type="radio"/> Metro Buses take too long/are too slow	
<input type="radio"/> Metro Buses are not reliable	(Go to question number 76.)
<input type="radio"/> It is too hard to get to and from Metro Bus stops	(Go to question number 77.)
<input type="radio"/> I do not feel safe using Metro Buses	(Go to question number 78.)
<input type="radio"/> I am not comfortable on Metro Buses	(Go to question number 79.)
<input type="radio"/> I do not know enough about Metro Buses to feel confident riding	(Go to question number 80.)

\*75. Please rate how much the following aspects of Metro Buses affect how long your trip takes: (\*Required)

Select one per row.

	<i>Does not affect travel time</i>	<i>Slightly increases travel time</i>	<i>Increases travel time</i>	<i>Greatly increases travel time</i>	<i>Not Applicable</i>
*Lack of dedicated bus-only lane (lane where only buses can travel)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bus slowed by automobile traffic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bus stuck at traffic lights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bus stops are too close together	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bus delayed for mechanical reasons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trip requires too many transfers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Time it takes to travel to bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Time it takes to travel from bus stop to final destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*76. How would you rate the reliability of the following aspects of Metro Buses?(\*Required)

Select one per row.

	<i>Very Unreliable</i>	<i>Unreliable</i>	<i>Reliable</i>	<i>Very Reliable</i>	<i>Not Applicable</i>
*Information about bus arrival times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*The bus comes when I expect it to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*The wait time between transfers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Vehicle/Equipment reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Room available to board bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Space to store bike on front of bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Space for wheelchair to board bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Wheelchair ramps on buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Space available on bus to bring or store assistive mobility devices (e.g. scooters, walkers, crutches)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Signage on-board buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Signage in and around bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*77. Please state how much you agree/disagree with the following statements regarding your ability to get to and from Metro Bus stops: (\*Required)

Select one per row.

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Agree</i>	<i>Strongly Agree</i>	<i>Not Applicable</i>
*Bus stops are too far away from my home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bus stops are too far from where I want to go	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bike racks on buses are usually full so I cannot board	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There is no designated drop off or pick up zone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There is no safe way for me to walk to the bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There is no safe way for me to walk from the bus stop to my final destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There is no safe way for me to bicycle to the bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There is no safe way for me to bicycle from the bus stop to my final destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



\*78. Please rate how much the following aspects of Metro Buses affect your perception of safety: (\*Required)

Select one per row.

	<i>Does not affect my perception of safety</i>	<i>Somewhat affects my perception of safety</i>	<i>Affects my perception of safety</i>	<i>Greatly affects my perception of safety</i>	<i>Not Applicable</i>
*Lack of lighting at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trash/Graffiti at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trash/Graffiti on-board buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Lack of police presence at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Lack of police presence on-board buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Aggressive panhandling at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Aggressive panhandling on-board buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Verbal sexual harassment at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Verbal sexual harassment on-board buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Physical sexual harassment at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Physical sexual harassment on-board buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Verbal (non-sexual) harassment at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Verbal (non-sexual) harassment on-board buses	<input type="radio"/>				
*Physical (non-sexual) harassment at bus stops	<input type="radio"/>				
*Physical (non-sexual) harassment on-board buses	<input type="radio"/>				
*Theft/Property crime at bus stops	<input type="radio"/>				
*Theft/Property crime on-board buses	<input type="radio"/>				

\*79. Please rate how much the following aspects of Metro Buses affect your comfort: (\*Required)

Select one per row.

	<i>Does not affect my comfort</i>	<i>Somewhat affects my comfort</i>	<i>Affects my comfort</i>	<i>Greatly affects my comfort</i>	<i>Not Applicable</i>
*Unpleasant odor on buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Unpleasant odor at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There are no seats available on buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Seats on the bus are dirty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Buses are too crowded	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Noise level in bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bumpiness of bus ride	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*80. Please state how much you agree/disagree with the following statements regarding your knowledge of the Metro Bus system: (\*Required)

Select one per row.

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Agree</i>	<i>Strongly Agree</i>
*I do not know what corridors in Los Angeles have Metro Bus lines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know where the closest Metro Bus stop to my house is	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know where the closest Metro Bus stop to my work is	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know how much Metro Bus costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know how to pay for Metro Bus trips	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know where Metro Bus lines connect with one another	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know how to transfer between Metro Rail and Metro Buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

81. What could we do to encourage you to ride Metro Buses?


\*82. How many days a week do you usually ride Metro Buses? (\*Required)

Select one.

<input type="radio"/>	Less than 1 day
<input type="radio"/>	1-2 days
<input type="radio"/>	3-4 days
<input type="radio"/>	5 or more days

\*83. How many years have you been riding Metro Buses?(\*Required)

Select one.

<input type="radio"/>	Less than 1 year
<input type="radio"/>	1-2 years
<input type="radio"/>	3-4 years
<input type="radio"/>	5 or more years

\*84. Which Metro Bus Lines do you ride? (you can select all that apply by holding the "Ctrl" key)  
(\*Required)

Select at least 1 choices.

<input type="checkbox"/>	Orange Line (Line 901)
<input type="checkbox"/>	Silver Line (Line 910)
<input type="checkbox"/>	2
<input type="checkbox"/>	4
<input type="checkbox"/>	10
<input type="checkbox"/>	14
<input type="checkbox"/>	16
<input type="checkbox"/>	18
<input type="checkbox"/>	20
<input type="checkbox"/>	28
<input type="checkbox"/>	30
<input type="checkbox"/>	33
<input type="checkbox"/>	35
<input type="checkbox"/>	40
<input type="checkbox"/>	45
<input type="checkbox"/>	51
<input type="checkbox"/>	53
<input type="checkbox"/>	55
<input type="checkbox"/>	60
<input type="checkbox"/>	62
<input type="checkbox"/>	66
<input type="checkbox"/>	68
<input type="checkbox"/>	70
<input type="checkbox"/>	71
<input type="checkbox"/>	76

<input type="checkbox"/>	78
<input type="checkbox"/>	81
<input type="checkbox"/>	83
<input type="checkbox"/>	90
<input type="checkbox"/>	92
<input type="checkbox"/>	94
<input type="checkbox"/>	96
<input type="checkbox"/>	102
<input type="checkbox"/>	105
<input type="checkbox"/>	106
<input type="checkbox"/>	108
<input type="checkbox"/>	110
<input type="checkbox"/>	111
<input type="checkbox"/>	115
<input type="checkbox"/>	117
<input type="checkbox"/>	120
<input type="checkbox"/>	125
<input type="checkbox"/>	126
<input type="checkbox"/>	127
<input type="checkbox"/>	128
<input type="checkbox"/>	130
<input type="checkbox"/>	150
<input type="checkbox"/>	152
<input type="checkbox"/>	154
<input type="checkbox"/>	155
<input type="checkbox"/>	158
<input type="checkbox"/>	161
<input type="checkbox"/>	163
<input type="checkbox"/>	164
<input type="checkbox"/>	165
<input type="checkbox"/>	166
<input type="checkbox"/>	167
<input type="checkbox"/>	169
<input type="checkbox"/>	175
<input type="checkbox"/>	176
<input type="checkbox"/>	177
<input type="checkbox"/>	180

<input type="checkbox"/>	183
<input type="checkbox"/>	200
<input type="checkbox"/>	201
<input type="checkbox"/>	202
<input type="checkbox"/>	204
<input type="checkbox"/>	205
<input type="checkbox"/>	206
<input type="checkbox"/>	207
<input type="checkbox"/>	209
<input type="checkbox"/>	210
<input type="checkbox"/>	211
<input type="checkbox"/>	212
<input type="checkbox"/>	217
<input type="checkbox"/>	218
<input type="checkbox"/>	222
<input type="checkbox"/>	224
<input type="checkbox"/>	230
<input type="checkbox"/>	232
<input type="checkbox"/>	233
<input type="checkbox"/>	234
<input type="checkbox"/>	236
<input type="checkbox"/>	237
<input type="checkbox"/>	239
<input type="checkbox"/>	243
<input type="checkbox"/>	245
<input type="checkbox"/>	246
<input type="checkbox"/>	251
<input type="checkbox"/>	252
<input type="checkbox"/>	254
<input type="checkbox"/>	256
<input type="checkbox"/>	258
<input type="checkbox"/>	260
<input type="checkbox"/>	265
<input type="checkbox"/>	266
<input type="checkbox"/>	267
<input type="checkbox"/>	268
<input type="checkbox"/>	292

<input type="checkbox"/>	344
<input type="checkbox"/>	442
<input type="checkbox"/>	460
<input type="checkbox"/>	487
<input type="checkbox"/>	501
<input type="checkbox"/>	534
<input type="checkbox"/>	550
<input type="checkbox"/>	577
<input type="checkbox"/>	603
<input type="checkbox"/>	605
<input type="checkbox"/>	607
<input type="checkbox"/>	611
<input type="checkbox"/>	612
<input type="checkbox"/>	625
<input type="checkbox"/>	665
<input type="checkbox"/>	685
<input type="checkbox"/>	687
<input type="checkbox"/>	704
<input type="checkbox"/>	705
<input type="checkbox"/>	710
<input type="checkbox"/>	720
<input type="checkbox"/>	728
<input type="checkbox"/>	733
<input type="checkbox"/>	734
<input type="checkbox"/>	740
<input type="checkbox"/>	744
<input type="checkbox"/>	745
<input type="checkbox"/>	750
<input type="checkbox"/>	751
<input type="checkbox"/>	754
<input type="checkbox"/>	757
<input type="checkbox"/>	760
<input type="checkbox"/>	762
<input type="checkbox"/>	770
<input type="checkbox"/>	780
<input type="checkbox"/>	788
<input type="checkbox"/>	794



85. How often do you use the following Metro Bus lines?

Select one per row.

	<i>Never/Almost never</i>	<i>Less than 1 day a week</i>	<i>1-2 days a week</i>	<i>3-4 days a week</i>	<i>5 or more days a week</i>
Orange Line (Line 901)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Silver Line (Line 910)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
51	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
53	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
55	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
60	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
62	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
66	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
68	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
70	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
71	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
76	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

78	○	○	○	○	○
81	○	○	○	○	○
83	○	○	○	○	○
90	○	○	○	○	○
92	○	○	○	○	○
94	○	○	○	○	○
96	○	○	○	○	○
102	○	○	○	○	○
105	○	○	○	○	○
106	○	○	○	○	○
108	○	○	○	○	○
110	○	○	○	○	○
111	○	○	○	○	○
115	○	○	○	○	○
117	○	○	○	○	○
120	○	○	○	○	○
125	○	○	○	○	○
126	○	○	○	○	○
127	○	○	○	○	○
128	○	○	○	○	○
130	○	○	○	○	○
150	○	○	○	○	○
152	○	○	○	○	○
154	○	○	○	○	○
155	○	○	○	○	○
158	○	○	○	○	○
161	○	○	○	○	○
163	○	○	○	○	○
164	○	○	○	○	○
165	○	○	○	○	○

166	○	○	○	○	○
167	○	○	○	○	○
169	○	○	○	○	○
175	○	○	○	○	○
176	○	○	○	○	○
177	○	○	○	○	○
180	○	○	○	○	○
183	○	○	○	○	○
200	○	○	○	○	○
201	○	○	○	○	○
202	○	○	○	○	○
204	○	○	○	○	○
205	○	○	○	○	○
206	○	○	○	○	○
207	○	○	○	○	○
209	○	○	○	○	○
210	○	○	○	○	○
211	○	○	○	○	○
212	○	○	○	○	○
217	○	○	○	○	○
218	○	○	○	○	○
222	○	○	○	○	○
224	○	○	○	○	○
230	○	○	○	○	○
232	○	○	○	○	○
233	○	○	○	○	○
234	○	○	○	○	○
236	○	○	○	○	○
237	○	○	○	○	○
239	○	○	○	○	○

243	○	○	○	○	○
245	○	○	○	○	○
246	○	○	○	○	○
251	○	○	○	○	○
252	○	○	○	○	○
254	○	○	○	○	○
256	○	○	○	○	○
258	○	○	○	○	○
260	○	○	○	○	○
265	○	○	○	○	○
266	○	○	○	○	○
267	○	○	○	○	○
268	○	○	○	○	○
292	○	○	○	○	○
344	○	○	○	○	○
442	○	○	○	○	○
460	○	○	○	○	○
487	○	○	○	○	○
501	○	○	○	○	○
534	○	○	○	○	○
550	○	○	○	○	○
577	○	○	○	○	○
603	○	○	○	○	○
605	○	○	○	○	○
607	○	○	○	○	○
611	○	○	○	○	○
612	○	○	○	○	○
625	○	○	○	○	○
665	○	○	○	○	○
685	○	○	○	○	○

687	○	○	○	○	○
704	○	○	○	○	○
705	○	○	○	○	○
710	○	○	○	○	○
720	○	○	○	○	○
728	○	○	○	○	○
733	○	○	○	○	○
734	○	○	○	○	○
740	○	○	○	○	○
744	○	○	○	○	○
745	○	○	○	○	○
750	○	○	○	○	○
751	○	○	○	○	○
754	○	○	○	○	○
757	○	○	○	○	○
760	○	○	○	○	○
762	○	○	○	○	○
770	○	○	○	○	○
780	○	○	○	○	○
788	○	○	○	○	○
794	○	○	○	○	○

\*86. For each of the following trips, please state how often you take Metro Buses: (\*Required)

Select one per row.

	<i>Never/Almost never</i>	<i>Less than 1 day a week</i>	<i>1-2 days a week</i>	<i>3-4 days a week</i>	<i>5 or more days a week</i>
*Trips to and from work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trips to and from school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Shopping/Groceries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Entertainment/Dining	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Medical Appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Personal Errands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*87. Please rate how much the following aspects of Metro Buses affect your decision to ride: (\*Required)

Select one per row.

	<i>Does not affect my decision</i>	<i>Somewhat affects my decision</i>	<i>Affects my decision</i>	<i>Greatly affects my decision</i>	<i>Not Applicable</i>
*It is convenient to ride Metro	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not want to drive in traffic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*It is cheaper than the cost of parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not have a car available to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not have a driver's license	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*It is good for the environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*88. What is the MAIN reason you ride Metro Buses? (\*Required)

Select one.

<input type="radio"/> It is convenient for me to use	(Go to question number 89.)
<input type="radio"/> I do not want to drive in traffic	(Go to question number 90.)
<input type="radio"/> It is cheaper than the cost of parking	Go to end of chapter
<input type="radio"/> I do not have a car available to use	(Go to question number 91.)
<input type="radio"/> I do not have a driver's license	Go to end of chapter
<input type="radio"/> It is good for the environment	Go to end of chapter

\*89. Please rate how much the following aspects of Metro Buses make it convenient for you to ride: (\*Required)

Select one per row.

	<i>Does not affect convenience</i>	<i>Somewhat affects convenience</i>	<i>Affects convenience</i>	<i>Greatly affects convenience</i>	<i>Not Applicable</i>
*It gets me where I need to go in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There is a bus stop near my house	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*It is easy to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*It is more affordable than other travel options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I can be productive while riding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*90. Please rate how much the following aspects of driving in traffic bother you: (\*Required)

Select one per row.

	<i>Does not bother me</i>	<i>Somewhat bothers me</i>	<i>Bothers me</i>	<i>Greatly bothers me</i>	<i>Not Applicable</i>
*The time it takes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*The stress it causes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*The lost productivity (e.g. cannot check emails, do work, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*91. What is the MAIN reason you do not own a car?(\*Required)

Select one.

<input type="radio"/>	It is too expensive	(Go to question number 92.)
<input type="radio"/>	I am unable to drive	Go to end of chapter
<input type="radio"/>	I prefer not to own a car	(Go to question number 93.)

\*92. Please rate how much the following aspects affect your ability to own a car:(\*Required)

Select one per row.

If answered, you are finished with this survey.

	<i>Does not affect my ability</i>	<i>Somewhat affects my ability</i>	<i>Affects my ability</i>	<i>Greatly affects my ability</i>	<i>Not Applicable</i>
*Monthly payments are too expensive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Down payment is too expensive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Maintenance is too expensive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Car insurance is too expensive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Gas is too expensive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*93. Please rate how much the following aspects affect your preference for not owning a vehicle: (\*Required)

Select one per row.

If answered, you are finished with this survey.

	<i>Does not affect my preference</i>	<i>Somewhat affects my preference</i>	<i>Affects my preference</i>	<i>Greatly affects my preference</i>	<i>Not Applicable</i>
*Environmental reasons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Having a car is not necessary for my travel needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I prefer to use ridesharing services (e.g. Uber/Lyft)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I prefer to rent a car or use carsharing services (e.g. Zipcar)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I can borrow a car if I need one	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Driving is inconvenient where I live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I find driving too unsafe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I find driving too stressful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*94. Which Metro Bus Lines do you ride? (you can select all that apply by holding the "Ctrl" key)  
(\*Required)

Select at least 1 choices.

<input type="checkbox"/>	Orange Line (Line 901)
<input type="checkbox"/>	Silver Line (Line 910)
<input type="checkbox"/>	2
<input type="checkbox"/>	4

<input type="checkbox"/>	10
<input type="checkbox"/>	14
<input type="checkbox"/>	16
<input type="checkbox"/>	18
<input type="checkbox"/>	20
<input type="checkbox"/>	28
<input type="checkbox"/>	30
<input type="checkbox"/>	33
<input type="checkbox"/>	35
<input type="checkbox"/>	40
<input type="checkbox"/>	45
<input type="checkbox"/>	51
<input type="checkbox"/>	53
<input type="checkbox"/>	55
<input type="checkbox"/>	60
<input type="checkbox"/>	62
<input type="checkbox"/>	66
<input type="checkbox"/>	68
<input type="checkbox"/>	70
<input type="checkbox"/>	71
<input type="checkbox"/>	76
<input type="checkbox"/>	78
<input type="checkbox"/>	81
<input type="checkbox"/>	83
<input type="checkbox"/>	90
<input type="checkbox"/>	92
<input type="checkbox"/>	94
<input type="checkbox"/>	96
<input type="checkbox"/>	102
<input type="checkbox"/>	105
<input type="checkbox"/>	106
<input type="checkbox"/>	108
<input type="checkbox"/>	110
<input type="checkbox"/>	111
<input type="checkbox"/>	115
<input type="checkbox"/>	117
<input type="checkbox"/>	120

<input type="checkbox"/>	125
<input type="checkbox"/>	126
<input type="checkbox"/>	127
<input type="checkbox"/>	128
<input type="checkbox"/>	130
<input type="checkbox"/>	150
<input type="checkbox"/>	152
<input type="checkbox"/>	154
<input type="checkbox"/>	155
<input type="checkbox"/>	158
<input type="checkbox"/>	161
<input type="checkbox"/>	163
<input type="checkbox"/>	164
<input type="checkbox"/>	165
<input type="checkbox"/>	166
<input type="checkbox"/>	167
<input type="checkbox"/>	169
<input type="checkbox"/>	175
<input type="checkbox"/>	176
<input type="checkbox"/>	177
<input type="checkbox"/>	180
<input type="checkbox"/>	183
<input type="checkbox"/>	200
<input type="checkbox"/>	201
<input type="checkbox"/>	202
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<input type="checkbox"/>	206
<input type="checkbox"/>	207
<input type="checkbox"/>	209
<input type="checkbox"/>	210
<input type="checkbox"/>	211
<input type="checkbox"/>	212
<input type="checkbox"/>	217
<input type="checkbox"/>	218
<input type="checkbox"/>	222
<input type="checkbox"/>	224

<input type="checkbox"/>	230
<input type="checkbox"/>	232
<input type="checkbox"/>	233
<input type="checkbox"/>	234
<input type="checkbox"/>	236
<input type="checkbox"/>	237
<input type="checkbox"/>	239
<input type="checkbox"/>	243
<input type="checkbox"/>	245
<input type="checkbox"/>	246
<input type="checkbox"/>	251
<input type="checkbox"/>	252
<input type="checkbox"/>	254
<input type="checkbox"/>	256
<input type="checkbox"/>	258
<input type="checkbox"/>	260
<input type="checkbox"/>	265
<input type="checkbox"/>	266
<input type="checkbox"/>	267
<input type="checkbox"/>	268
<input type="checkbox"/>	292
<input type="checkbox"/>	344
<input type="checkbox"/>	442
<input type="checkbox"/>	460
<input type="checkbox"/>	487
<input type="checkbox"/>	501
<input type="checkbox"/>	534
<input type="checkbox"/>	550
<input type="checkbox"/>	577
<input type="checkbox"/>	603
<input type="checkbox"/>	605
<input type="checkbox"/>	607
<input type="checkbox"/>	611
<input type="checkbox"/>	612
<input type="checkbox"/>	625
<input type="checkbox"/>	665
<input type="checkbox"/>	685

<input type="checkbox"/>	687
<input type="checkbox"/>	704
<input type="checkbox"/>	705
<input type="checkbox"/>	710
<input type="checkbox"/>	720
<input type="checkbox"/>	728
<input type="checkbox"/>	733
<input type="checkbox"/>	734
<input type="checkbox"/>	740
<input type="checkbox"/>	744
<input type="checkbox"/>	745
<input type="checkbox"/>	750
<input type="checkbox"/>	751
<input type="checkbox"/>	754
<input type="checkbox"/>	757
<input type="checkbox"/>	760
<input type="checkbox"/>	762
<input type="checkbox"/>	770
<input type="checkbox"/>	780
<input type="checkbox"/>	788
<input type="checkbox"/>	794



95. How often do you use the following Metro Bus lines?

Select one per row.

	<i>Never/Almost never</i>	<i>Less than 1 day a week</i>	<i>1 day a week</i>	<i>2 days a week</i>	<i>3 days a week</i>
Orange Line (Line 901)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Silver Line (Line 910)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
51	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
53	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
55	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
60	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
62	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
66	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
68	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
70	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
71	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
76	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

78	○	○	○	○	○
81	○	○	○	○	○
83	○	○	○	○	○
90	○	○	○	○	○
92	○	○	○	○	○
94	○	○	○	○	○
96	○	○	○	○	○
102	○	○	○	○	○
105	○	○	○	○	○
106	○	○	○	○	○
108	○	○	○	○	○
110	○	○	○	○	○
111	○	○	○	○	○
115	○	○	○	○	○
117	○	○	○	○	○
120	○	○	○	○	○
125	○	○	○	○	○
126	○	○	○	○	○
127	○	○	○	○	○
128	○	○	○	○	○
130	○	○	○	○	○
150	○	○	○	○	○
152	○	○	○	○	○
154	○	○	○	○	○
155	○	○	○	○	○
158	○	○	○	○	○
161	○	○	○	○	○
163	○	○	○	○	○
164	○	○	○	○	○
165	○	○	○	○	○

166	○	○	○	○	○
167	○	○	○	○	○
169	○	○	○	○	○
175	○	○	○	○	○
176	○	○	○	○	○
177	○	○	○	○	○
180	○	○	○	○	○
183	○	○	○	○	○
200	○	○	○	○	○
201	○	○	○	○	○
202	○	○	○	○	○
204	○	○	○	○	○
205	○	○	○	○	○
206	○	○	○	○	○
207	○	○	○	○	○
209	○	○	○	○	○
210	○	○	○	○	○
211	○	○	○	○	○
212	○	○	○	○	○
217	○	○	○	○	○
218	○	○	○	○	○
222	○	○	○	○	○
224	○	○	○	○	○
230	○	○	○	○	○
232	○	○	○	○	○
233	○	○	○	○	○
234	○	○	○	○	○
236	○	○	○	○	○
237	○	○	○	○	○
239	○	○	○	○	○

243	○	○	○	○	○
245	○	○	○	○	○
246	○	○	○	○	○
251	○	○	○	○	○
252	○	○	○	○	○
254	○	○	○	○	○
256	○	○	○	○	○
258	○	○	○	○	○
260	○	○	○	○	○
265	○	○	○	○	○
266	○	○	○	○	○
267	○	○	○	○	○
268	○	○	○	○	○
292	○	○	○	○	○
344	○	○	○	○	○
442	○	○	○	○	○
460	○	○	○	○	○
487	○	○	○	○	○
501	○	○	○	○	○
534	○	○	○	○	○
550	○	○	○	○	○
577	○	○	○	○	○
603	○	○	○	○	○
605	○	○	○	○	○
607	○	○	○	○	○
611	○	○	○	○	○
612	○	○	○	○	○
625	○	○	○	○	○
665	○	○	○	○	○
685	○	○	○	○	○

687	○	○	○	○	○
704	○	○	○	○	○
705	○	○	○	○	○
710	○	○	○	○	○
720	○	○	○	○	○
728	○	○	○	○	○
733	○	○	○	○	○
734	○	○	○	○	○
740	○	○	○	○	○
744	○	○	○	○	○
745	○	○	○	○	○
750	○	○	○	○	○
751	○	○	○	○	○
754	○	○	○	○	○
757	○	○	○	○	○
760	○	○	○	○	○
762	○	○	○	○	○
770	○	○	○	○	○
780	○	○	○	○	○
788	○	○	○	○	○
794	○	○	○	○	○

\*96. For each of the following trips, please state how often you take Metro Buses: (\*Required)

Select one per row.

	<i>Never/Almost never</i>	<i>Less than 1 day a week</i>	<i>1 day a week</i>	<i>2 days a week</i>	<i>3 days a week</i>
*Trips to and from work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trips to and from school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Shopping/Groceries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Entertainment/Dining	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Medical Appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Personal Errands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*97. Please rate how much the following improvements would impact how frequently you ride Metro Buses: (\*Required)

Select one per row.

	<i>I would ride the same amount</i>	<i>I would ride slightly more</i>	<i>I would ride more</i>	<i>I would ride much more</i>	<i>Not Applicable</i>
*More frequent service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More reliable service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More late-night service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More weekend service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Lower fares	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Improved customer amenities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Better information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More security on buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More security at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Cleaner buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Cleaner bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Better access TO bus stops when I am walking (e.g. better sidewalks, crosswalks, lighting, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Better access FROM bus stops when I am walking (e.g. better sidewalks, crosswalks, lighting, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



\*100. During OFF-PEAK hours, what bus frequency would encourage you to ride Metro Buses more?(\*Required)

Select one per row.

	6 minutes	7 minutes	8 minutes	9 minutes	10 minutes	11 minutes	12 minutes	13 minutes	14 minutes	m
*Off-Peak Frequency	<input type="radio"/>									

\*101. How would you rate the reliability of the following aspects of Metro Buses?(\*Required)

Select one per row.

	Very Unreliable	Unreliable	Reliable	Very Reliable	Not Applicable
*Information about bus arrival times	<input type="radio"/>				
*The bus comes when I expect it to	<input type="radio"/>				
*Vehicle/Equipment reliability	<input type="radio"/>				
*Room available to board bus	<input type="radio"/>				
*Space to store bike on front of bus	<input type="radio"/>				
Space for wheelchair to board bus	<input type="radio"/>				
*Wheelchair ramps on buses	<input type="radio"/>				
*Space available on bus to bring or store assistive mobility devices (e.g. scooters, walkers, crutches)	<input type="radio"/>				
*Signage on-board buses	<input type="radio"/>				
*Signage in and around bus stops	<input type="radio"/>				

\*102. Please rate how much the following customer amenities would impact how frequently you ride Metro Buses: (\*Required)

Select one per row.

	<i>I would ride the same amount</i>	<i>I would ride slightly more</i>	<i>I would ride more</i>	<i>I would ride much more</i>	<i>Not Applicable</i>
*More shade at Metro Bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More seating at Metro Bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*WiFi on all Metro Buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*WiFi at all Metro Bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Better real time information at Metro Bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Shops/Restaurants near Metro Bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*103. Please rate how much the following improvements would impact how frequently you ride Metro Buses: (\*Required)

Select one per row.

	<i>I would ride the same amount</i>	<i>I would ride slightly more</i>	<i>I would ride more</i>	<i>I would ride much more</i>	<i>Not Applicable</i>
*Better real-time information about Metro Bus arrival time accessible via my smartphone or tablet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Better real-time information about Metro Bus arrival time via a call in number or text message system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Better information on Metro's websites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Better signage around Metro Bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Better announcements on-board Metro Buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*104. Please rate how much the following aspects of Metro Buses affect your perception of safety: (\*Required)

Select one per row.

	<i>Does not affect my perception of safety</i>	<i>Somewhat affects my perception of safety</i>	<i>Affects my perception of safety</i>	<i>Greatly affects my perception of safety</i>	<i>Not Applicable</i>
*Lack of lighting at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trash/Graffiti at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trash/Graffiti on-board buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Lack of police presence at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Lack of police presence on-board buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Aggressive panhandling at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Aggressive panhandling on-board buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Verbal sexual harassment at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Verbal sexual harassment on-board buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Physical sexual harassment at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Physical sexual harassment on-board buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Verbal (non-sexual) harassment at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Verbal (non-sexual) harassment on-board buses	<input type="radio"/>				
*Physical (non-sexual) harassment at bus stops	<input type="radio"/>				
*Physical (non-sexual) harassment on-board buses	<input type="radio"/>				
*Theft/Property crime at bus stops	<input type="radio"/>				
*Theft/Property crime on-board buses	<input type="radio"/>				

\*105. Please rate how much the following security improvements would impact how frequently you ride Metro Buses:(\*Required)

Select one per row.

	<i>I would ride the same amount</i>	<i>I would ride slightly more</i>	<i>I would ride more</i>	<i>I would ride much more</i>	<i>Not Applicable</i>
*More Metro Transit Police on-board Metro Buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More Metro Transit Police at Metro Bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More fare enforcement officers at Metro Bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More security officers in plain clothes on-board Metro Buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Better lighting at Metro Bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More security cameras on-board Metro Buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More security cameras at Metro Bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*106. Please rate how much the following improvements to get TO and FROM bus stops would impact how frequently you ride Metro Buses: (\*Required)

Select one per row.

	<i>I would ride the same amount</i>	<i>I would ride slightly more</i>	<i>I would ride more</i>	<i>I would ride much more</i>	<i>Not Applicable</i>
*Improved sidewalks around stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More bike lanes around stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*More secure bicycle parking at stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Safer way to cross freeway ramps while walking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Improved crosswalks or more crosswalks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Slowed automobile travel speed around stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Improved lighting around stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Improved signage around stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Increased enforcement of traffic violations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Increased shade around stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**\*107. How do you USUALLY pay for your trips on Metro Buses?(\*Required)**

*Select one.*

<input type="radio"/>	30-Day Pass
<input type="radio"/>	7-Day Pass
<input type="radio"/>	Day Pass
<input type="radio"/>	Stored Value on TAP Card
<input type="radio"/>	Cash
<input type="radio"/>	EZ Transit Pass
<input type="radio"/>	Other: <input type="text"/>

\*108. Please state how much you agree/disagree with the following statements: (\*Required)

Select one per row.

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Agree</i>	<i>Strongly Agree</i>
*Generally speaking, I am satisfied with Metro Bus service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*My bus is generally on time (within 5 minutes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I feel safe while waiting for my bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I feel safe while riding my bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*109. Please state how satisfied/dissatisfied you are with each of the following characteristics of Metro Bus service: (\*Required)

Select one per row.

	<i>Very Dissatisfied</i>	<i>Dissatisfied</i>	<i>Satisfied</i>	<i>Very Satisfied</i>	<i>Not Applicable</i>
*The information available regarding when the next bus is arriving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*The ability to be productive (read, check emails, etc.) while riding the bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Options for paying your fare (cash, TAP cards, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*The number of transfers you have to make	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Average bus speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Location of bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*110. Please state how comfortable/uncomfortable you are with each of the following aspects of riding Metro Buses: (\*Required)

Select one per row.

	<i>Very Uncomfortable</i>	<i>Uncomfortable</i>	<i>Comfortable</i>	<i>Very Comfortable</i>
*Planning a trip to somewhere new	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Knowing where to GET ON the bus to go somewhere new	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Knowing where to GET OFF the bus to go somewhere new	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Understanding the fare for a trip to somewhere new	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Understanding how to pay for a trip to somewhere new	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*111. How likely is it that you would recommend Metro Buses to a friend or colleague?(\*Required)

Select one.

<input type="radio"/>	0 Not at all likely
<input type="radio"/>	1
<input type="radio"/>	2
<input type="radio"/>	3
<input type="radio"/>	4
<input type="radio"/>	5 Somewhat likely
<input type="radio"/>	6
<input type="radio"/>	7
<input type="radio"/>	8
<input type="radio"/>	9
<input type="radio"/>	10 Extremely likely

112. Do you have any other comments regarding Metro Buses?


\*113. When you used to ride Metro Buses, how many days a week did you usually ride?(\*Required)

Select one.

<input type="radio"/>	Less than 1 day
<input type="radio"/>	1-2 days
<input type="radio"/>	3-4 days
<input type="radio"/>	5 or more days

\*114. When you used to ride Metro Buses, how many years had you been riding before you stopped?(\*Required)

*Select one.*

<input type="radio"/>	Less than 1 year
<input type="radio"/>	1-2 years
<input type="radio"/>	3-4 years
<input type="radio"/>	5 or more years

\*115. For each of the following trips, please state how often you PREVIOUSLY took Metro Buses:(\*Required)

Select one per row.

	<i>Never/Almost never</i>	<i>Less than 1 day a week</i>	<i>1-2 days a week</i>	<i>3-4 days a week</i>	<i>5 or more days a week</i>
*Trips to and from work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trips to and from school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Shopping/Groceries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Entertainment/Dining	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Medical Appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Personal Errands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*116. For each of the following trips, please state how often you PREVIOUSLY took Metro Buses:(\*Required)

Select one per row.

	<i>Never/Almost never</i>	<i>Less than 1 day a week</i>	<i>1 day a week</i>	<i>2 days a week</i>	<i>3 days a week</i>
*Trips to and from work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trips to and from school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Shopping/Groceries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Entertainment/Dining	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Medical Appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Personal Errands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*117. Please state how much you agree/disagree with the following aspects of Metro Buses: (\*Required)

Select one per row.

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Agree</i>	<i>Strongly Agree</i>
*Metro Buses take too long/are too slow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Metro Buses are not reliable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*It is too hard to get to and from Metro Bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not feel safe using Metro Buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I am not comfortable on Metro Buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know enough about Metro Buses to feel confident riding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*118. What is the MAIN reason you use your CURRENT mode of transportation instead of Metro Buses? (\*Required)

Select one.

<input type="radio"/> Metro Buses take too long/are too slow	(Go to question number 119.)
<input type="radio"/> Metro Buses are not reliable	(Go to question number 120.)
<input type="radio"/> It is too hard to get to and from Metro Bus stops	(Go to question number 121.)
<input type="radio"/> I do not feel safe using Metro Buses	(Go to question number 122.)
<input type="radio"/> I am not comfortable on Metro Buses	(Go to question number 123.)
<input type="radio"/> I do not know enough about Metro Buses to feel confident riding	(Go to question number 124.)

\*119. Please rate how much the following aspects of Metro Buses affect how long your trip takes: (\*Required)

Select one per row.

If answered, go to question number 125.

	<i>Does not affect travel time</i>	<i>Slightly increases travel time</i>	<i>Increases travel time</i>	<i>Greatly increases travel time</i>	<i>Not Applicable</i>
*Lack of bus-only lane (lane where only buses can travel)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bus slowed by automobile traffic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bus stuck at traffic lights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bus stops are too close together	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bus delayed for mechanical reasons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trip requires too many transfers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Time it takes to travel to bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Time it takes to travel from bus stop to final destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*120. How would you rate the reliability of the following aspects of Metro Buses?(\*Required)

Select one per row.

If answered, go to question number 125.

	<i>Very Unreliable</i>	<i>Unreliable</i>	<i>Reliable</i>	<i>Very Reliable</i>	<i>Not Applicable</i>
*Information about bus arrival times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*The bus comes when I expect it to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*The wait time between transfers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Vehicle/Equipment reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Room available to board bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Space to store bike on front of bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Space for wheelchair to board bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Wheelchair ramps on buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Space available on bus to bring or store assistive mobility devices (e.g. scooters, walkers, crutches)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Signage on-board buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Signage in and around bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*121. Please state how much you agree/disagree with the following statements regarding your ability to get to and from Metro Bus stops: (\*Required)

Select one per row.

If answered, go to question number 125.

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Agree</i>	<i>Strongly Agree</i>	<i>Not Applicable</i>
*Bus stops are too far away from my home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bus stops are too far from where I want to go	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bike racks on buses are usually full so I cannot board	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There is no safe way for me to walk to the bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There is no safe way for me to walk from the bus stop to my final destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There is no safe way for me to bicycle to the bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There is no safe way for me to bicycle from the bus stop to my final destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*122. Please rate how much the following aspects of Metro Buses affect your perception of safety: (\*Required)

Select one per row.

If answered, go to question number 125.

	<i>Does not affect my perception of safety</i>	<i>Somewhat affects my perception of safety</i>	<i>Affects my perception of safety</i>	<i>Greatly affects my perception of safety</i>	<i>Not Applicable</i>
*Lack of lighting at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trash/Graffiti at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Trash/Graffiti on-board buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Lack of police presence at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Lack of police presence on-board buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Aggressive panhandling at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Aggressive panhandling on-board buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Verbal sexual harassment at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Verbal sexual harassment on-board buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Physical sexual harassment at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Physical sexual harassment on-board buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Verbal (non-sexual) harassment at	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

bus stops					
*Verbal (non-sexual) harassment on-board buses	<input type="radio"/>				
*Physical (non-sexual) harassment at bus stops	<input type="radio"/>				
*Physical (non-sexual) harassment on-board buses	<input type="radio"/>				
*Theft/Property crime at bus stops	<input type="radio"/>				
*Theft/Property crime on-board buses	<input type="radio"/>				

\*123. Please rate how much the following aspects of Metro Buses affect your comfort: (\*Required)

Select one per row.

If answered, go to question number 125.

	<i>Does not affect my comfort</i>	<i>Somewhat affects my comfort</i>	<i>Affects my comfort</i>	<i>Greatly affects my comfort</i>	<i>Not Applicable</i>
*Unpleasant odor on buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Unpleasant odor at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*There are no seats available on buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Seats on the bus are dirty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Buses are too crowded	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Noise level in bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Bumpiness of bus ride	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*124. Please state how much you agree/disagree with the following statements regarding your knowledge of the Metro Bus system: (\*Required)

Select one per row.

If answered, go to question number 125.

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Agree</i>	<i>Strongly Agree</i>
*I do not know what corridors in Los Angeles have Metro Bus lines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know where the closest Metro Bus stop to my house is	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know where the closest Metro Bus stop to my work is	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know how much Metro Buses cost to ride	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know how to pay for Metro Bus trips	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know where Metro Bus lines connect with one another	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*I do not know how to transfer between Metro Bus and Metro Rail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

125. What could we do to encourage you to ride Metro Buses again?


**The following information will be kept confidential, and used only to confirm our survey sample is reflective of the diverse county in which we serve.**

**Contact Information**

Please verify/enter the following information:

*First name:	<input type="text"/>
*Email address:	<input type="text"/>
*Ethnicity (select all that apply):	<input type="checkbox"/> Latino <input type="checkbox"/> Black <input type="checkbox"/> White <input type="checkbox"/> Asian/Pacific Islander <input type="checkbox"/> Native American <input type="checkbox"/> Other
*Gender identity:	<input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Transgender FTM <input type="radio"/> Transgender MTF
*Age:	<input type="radio"/> <18 <input type="radio"/> 18-24 <input type="radio"/> 25-34 <input type="radio"/> 35-49 <input type="radio"/> 50-64 <input type="radio"/> 65 or more
*Employment status:	<input type="radio"/> Employed full-time <input type="radio"/> Employed part-time <input type="radio"/> Full-time student and working <input type="radio"/> Full-time student not working <input type="radio"/> Unemployed (seeking employment) <input type="radio"/> Unemployed (not seeking employment) <input type="radio"/> Retired <input type="radio"/> Stay at home parent or caregiver (full-time) <input type="radio"/> Disabled
*Household's total annual earnings:	<input type="radio"/> Under \$10,000 <input type="radio"/> \$10,000 - \$19,999 <input type="radio"/> \$20,000 - \$29,999 <input type="radio"/> \$30,000 - \$39,999 <input type="radio"/> \$40,000 - \$49,999 <input type="radio"/> \$50,000 - \$59,999 <input type="radio"/> \$60,000 - \$69,999 <input type="radio"/> \$70,000 - \$79,999 <input type="radio"/> \$80,000 - \$89,999 <input type="radio"/> \$90,000 - \$99,999 <input type="radio"/> \$100,000 - \$124,999 <input type="radio"/> \$125,000 - \$149,000 <input type="radio"/> \$150,000 or more
*5 digit home zip code:	<input type="text"/>
<i>All fields with an asterisk (*) are required.</i>	

## Appendix B - Outline of the skip logic feature and sequencing of questions

### Overall Survey Outline

- 1) Live/work in Los Angeles County (“no” = survey ends)

### RAIL SECTION

#### **2) The following section is on Metro Rail (Blue, Red, Green, Gold, Purple, Expo lines)**

- i) How far from your home is the nearest train station?

#### **3) Which of the following best describes your train usage?**

- i) I currently ride Metro Trains (go to 3b)
- ii) I used to ride Metro Trains but no longer ride (go to 3c)
- iii) I ride Metro Trains very infrequently (go to 3a)
- iv) I have never ridden a Metro Train (go to 3a)

#### **a) Infrequent/Never Rail Riders:**

- i) How do you get around now?
- ii) Why don't you take Metro? (plus follow up questions for #1 reason)
- iii) What could we do to encourage you to ride Metro Rail?

#### **b) Current Rail Riders:**

- i) How many years have you been riding?
- ii) How many days a week do you ride?
  - (1) Less than 1 day (answer questions 3b.v-3b.ix)
  - (2) 1-2 days (answer questions 3b.v-3b.ix)
  - (3) 3-4 days (answer questions 3b.iii-3b.iv & 3b.vii-3b.ix)
  - (4) 5 or more days (answer questions 3b.iii-3b.iv & 3b.vii-3b.ix)
- iii) First/last mile, lines used, and how often do you take Metro Rail for the following purposes (3+ days a week riders)
- iv) Why do you ride Metro (3+ days a week riders) (plus follow up questions for #1 reason)
- v) First/last mile, lines used, and how often do you take Metro Rail for the following purposes (< 3 days a week riders)
- vi) What could we do to encourage you to ride more (< 3 days a week riders) (plus follow up questions for #1 reason)
- vii) General questions on Metro Rail
- viii) How do you usually pay for your trips on Metro Rail?
- ix) Net Promoter Score

#### **c) Previous Rail Riders:**

- i) How many days a week did you previously ride? How many years had you been riding before you stopped? How often did you previously ride for the following purposes?
- ii) How do you get around now?
- iii) How did the following things affect your decision to switch? (similar follow ups to the infrequent/never riders) (plus follow up questions for #1 reason)

## BUS SECTION

### **4) The following section is on Metro Buses (Line 2, Line 720, Orange Line, Silver Line, etc.)**

- i) How far from your home is the nearest bus stop?

### **5) Which of the following best describes your bus usage?**

- i) *I currently ride Metro Bus (go to 5b)*
- ii) *I use to ride Metro Bus but no longer ride (go to 5c)*
- iii) *I ride Metro Bus very infrequently (go to 5a)*
- iv) *I have never ridden a Metro Bus (go to 5a)*

#### **a) Infrequent/Never Bus Riders:**

- i) Skip “how do you get around now” section. They can only be:
  - (1) Infrequent/never bus rider: (we know how they get around from 3.a.i)
  - (2) Current bus rider: and we would know how they get around from 3b.iii and 3b.v)
  - (3) Former bus rider: and we would know how they get around from 3c.ii)

#### **b) Current Bus Riders:**

- i) How many years have you been riding?
- ii) How many days a week do you ride?
  - (1) *Less than 1 day (answer questions 5b.v-5b.ix)*
  - (2) *1-2 days (answer questions 5b.v-5b.ix)*
  - (3) *3-4 days (answer questions 5b.iii-5b.iv & 5b.vii-5b.ix)*
  - (4) *5 or more days (answer questions 5b.iii-5b.iv & 5b.vii-5b.ix)*
- iii) First/last mile and how often do you take Metro Buses for the following purposes (3+ days a week riders)
- iv) Why do you ride Metro (3+ days a week riders) (*plus follow up questions for #1 reason*)
- v) First/last mile and how often do you take Metro Buses for the following purposes (< 3 days a week riders)
- vi) What could we do to encourage you to ride more (< 3 days a week riders) (*plus follow up questions for #1 reason*)
- vii) General questions on Metro Buses for everyone
- viii) How do you usually pay for your trips on Metro Bus?
- ix) Net Promoter Score

#### **c) Previous Bus Riders:**

- i) How many days and years did you ride before stopping (Asked twice, because it might be different than for Rail for the same person)
- ii) Skip how do you get around now. They can only be:
  - (1) Infrequent/never Bus rider: (we know how they get around from 3.a.i)
  - (2) Current Bus rider: and we would know how they get around from 3b.iii and 3b.v)
  - (3) Former Bus rider: and we would know how they get around from 3c.ii)
- iii) How did the following things affect your decision to switch? (similar follow-ups to the infrequent/never riders) (*plus follow up questions for #1 reason*)

### **6) Demographics**



THE CLEAR PATH

Public Opinion Research

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**Los Angeles County  
Metropolitan Transportation Authority (Metro)  
2017 Customer Satisfaction Focus Groups  
*Final Report***

Conducted Among Current Users and Non-Users  
LAX/Los Angeles ▪ Downey ▪ Mid-City/Los Angeles  
September 2017

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## INTRODUCTION

This Final Report of the Customer Satisfaction Focus Groups summarizes the key findings of focus group research conducted by EVITARUS on behalf of Metro in July and August 2017.

### *Research Objectives and Methodology\**

The objective of the research was to enable Metro to gain insight into consumer perspectives and needs on issues related to Los Angeles County’s Metro-operated public transportation (“transit”) network, transit usage, usage of non-transit Metro services, and how Metro may serve current and potential customers better. The research was designed to supplement Metro’s recently completed Online Customer Satisfaction Survey, with a specific focus on demographic subgroups that may have been unrepresented or underrepresented in the Survey’s sample.

The research consisted of five (5) focus groups, segmented primarily by language, including two groups conducted in English and one group each in Spanish, Chinese, and Korean, respectively. The two English groups were conducted among two populations shown by prior research to have distinctive opinions on transit and transit equity issues: residents over the age of 50, and African Americans.<sup>1</sup> Each focus group was comprised of a gender-balanced mix of nine (9)-to-ten (10) existing and potential patrons. The groups also included residents with varying degrees of education, Internet and social media usage, as well as those with physical or mental health conditions that affect daily life and mobility (disability).

*\*Insights gained through focus group research are not statistical representations of public opinion. Therefore, it is recommended that these findings be cross-referenced with existing or future quantitative data on resident satisfaction with Metro services and transportation options in Los Angeles County.*

The Final Report contains the following:

- **Executive Summary – Key Findings of the Research;**
- **Research Objectives and Methodology.** A detailed description of the research objectives and approach, participant recruitment criteria, focus group locations, and other parameters;
- **Detailed Research Findings.** A detailed reporting of key research findings and noteworthy observations; and
- **Appendix I – Participant Demographics.** Selected participant demographic information provided by group along with aggregate data on participant social media usage.

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<sup>1</sup> Berinsky, Adam. 2015. *New Directions in Public Opinion*. Taylor and Francis: Abingdon, United Kingdom.

Carter, Vanessa, Manuel Pastor, and Madeline Wander. 2013. *An Agenda for Building a Just Transportation System in Los Angeles County*. USC Program for Environment and Region Equity: Los Angeles.

Grengs, Joe. 2002. “Community-Based Planning as a Source of Political Change: The Transit Equity Movement of Los Angeles’ Bus Riders Union.” *Journal of the American Planning Association*, 68:2.

TransitCenter. 2014. *Who’s On Board: Mobility Attitudes Survey*. New York.

## EXECUTIVE SUMMARY – KEY FINDINGS OF THE RESEARCH

The following key findings emerged from the research:

1. **Participants in all of the focus groups expressed general satisfaction with Metro’s efforts to improve public transportation and traffic flows in Los Angeles County. Within this context, issues related to transportation, namely traffic, ranked as top of mind concerns across each of the focus groups.** When asked what single change could be made to improve their quality of life as a resident of Los Angeles County, participants in each group immediately identified addressing traffic and improved transportation options as one of their top priorities. **That noted, many participants stated that, while traffic remains a significant concern, they now feel that they have more transportation options than before.**
2. **Participants identified the creation and expansion of Metro’s light rail system as one of the most positive and impactful transportation improvements in the last 5-10 years.** In particular, the Expo Line to the Santa Monica Beach was identified as one of the most valuable additions to the rail system.
3. **Participants also identified the addition of Express Lanes, Express Bus Lines, dedicated bus lanes, TAP Cards, Freeway Service Patrol, free Park and Ride options, and bike lanes and the Metro Bike Share Program as important improvements that have had a positive impact on their personal lives.**
4. **Participants who do not use public transportation regularly indicated that they would be more likely to use transit if it could reliably get them to the places they want and need to go—on time.** This was especially true for middle-to-high income participants.

While participants with more limited income expressed a desire for greater transit reliability and expansion to a broader range of areas, they already use transit as their primary mode of transportation. A number of these participants mentioned that they cannot afford ridesharing services, such as Uber and Lyft. Therefore, while these improvements would make transit usage easier for low-income riders, they may not necessary increase their usage.

5. **Nearly all participants look forward to the addition of direct Metro rail service to the Los Angeles International Airport (LAX).** Participants indicated that they would be more likely to use transit once that line is operational.
6. **A significant number of participants, particularly those who can afford it, identified private ridesharing services, such as Uber and Lyft, as their primary alternative to driving and/or using public transportation.** Others use these services to fill in the gaps between the first and last miles of their destination, or for short trips and entertainment.

Residents stated that they like the reliability, convenience, and ease of access of these services, as well as the social experience of interacting with drivers and other riders.

7. **Participants in each of the focus groups identified safety as their top concern related to using public transportation, including on trains and buses.** For many, safety primarily means protection from other riders. Many indicated that greater police presence and security cameras would increase their sense of safety.
8. It is important to note that **African Americans, and to a somewhat lesser extent Latinos, raised significant concerns about racial profiling and discrimination by law enforcement and Metro fare-checking personnel that they have personally experienced or witnessed when taking public transportation.** Based upon these experiences and observations, these participants expressed concern that their personal safety and well-being are likely to be negatively impacted by greater law enforcement, and therefore expressed reservations about greater law enforcement presence.

Participants proposed several solutions to these challenges, including eliminating discrimination by enforcing Metro's policies in a fair (i.e. non-discriminatory) manner and providing additional focused training for law enforcement officers that will enable them to act in ways that eliminate racial profiling.

9. **Participants who use public transportation regularly highlighted bus frequency and timeliness, the lack of available parking at Metro stations, a lack of professionalism among bus drivers, and the need to reduce maintenance issues—especially on the Blue Line—as important areas for improvement.**
10. **A number of participants expressed concerns about the reliability and quality of Access services,** the paratransit service provider for Los Angeles County. Participants noted that, while they appreciate the fact that Access services are available, they are often unreliable due to lengthy wait times, unpredictable arrival times, an insufficient number of drivers, and drivers who display a lack of courtesy.
11. **People want access to accurate, real-time information about public transportation—at the touch of a button.** Participants in several groups noted that most people have grown accustomed to instant access to information, at any time, via the Internet. As a result, participants stated that they would like to receive the latest trip-related information whenever they want it.

Notably, few participants were aware of the free GoMetro app, which provides information regarding transit arrival times, as well other information related to trip planning. By contrast, many participants noted that when they drive, travel by Uber or Lyft, bike, or walk, they can check and receive information about traffic, delays, and estimated arrival times at a moment's notice.

12. In nearly all groups, **participants suggested aspects of technology that should be improved**, including Metro’s website, the mobile trip planner application, the ability to track buses and trains through mobile applications, and the ability to check TAP card balances at stations and online.
13. **Participants in the Chinese and Korean language groups were not aware that the Metro website can be viewed in these respective languages.** These participants were under the impression that Metro’s website is only available in English and Spanish.

## RESEARCH OBJECTIVES AND METHODOLOGY

### *Research Objectives*

The objective of the research was to enable Metro to gain insight into consumer perspectives and needs on issues related to Los Angeles County’s Metro-operated public transportation (“transit”) network, transit usage, usage of non-transit Metro services, and how Metro may be able to better serve current and potential customers. The research was designed to supplement Metro’s recently completed Online Customer Satisfaction Survey, with a specific focus on demographic subgroups that may have been unrepresented or underrepresented in the Survey’s sample.

The focus groups were designed to explore the following topics:

- Transportation habits, including general usage of Metro services, ridesharing services, Express Lanes, and active transportation;
- Perceptions of Los Angeles County transportation improvements that have had positive impacts on their lives;
- Perceptions of Metro, and Metro’s services, including satisfaction levels as well as ways in which their personal experiences with Metro might be improved;
- Perceptions of public transportation and common concerns about taking public transportation;
- Transit usage, including barriers to transit usage and factors that might encourage them to use transit more often; and
- Amenities, improvements, and awareness of additional non-transit oriented services and initiatives offered by Metro.

### *Recruitment Parameters of the Focus Groups*

As requested by Metro, five (5) Customer Satisfaction Focus Groups were conducted, segmented primarily by language, location, and ethno-racial subgroup. Each focus group was comprised of a mix of nine (9)-to-ten (10) existing and potential patrons and a balanced mix of participants in terms of gender, age, and socio-economic status as measured by educational attainment. Given that Metro’s Customer Satisfaction Survey was fielded online, the groups also included residents with varying degrees of Internet and social media usage. Recruitment efforts were also designed

to incorporate customers with physical or mental health conditions that affect daily life and mobility (disability).

- Two (2) focus groups were conducted in English among residents of mixed socio-economic status, including one (1) group consisting of residents ages 50 and older, and one (1) group consisting of African American residents. Recruitment efforts for the group among residents over the age of 50 also placed a specific focus on including Armenian, Filipino, and Latino residents who may have been underrepresented or unrepresented in Metro’s recent Customer Satisfaction Survey. However, age was the primary qualifying criteria for this group. Ultimately, the group included African American, Armenian, Filipino, Japanese, Latino, and White residents.
  
- Three (3) groups were conducted among residents of mixed socio-economic status and ages whose primary language is Spanish, Chinese, and Korean, respectively.

Each group was conducted at a focus group facility that is located near the neighborhoods where significant populations of each ethno-racial subgroup reside. The following table provides an overview of the Customer Satisfaction Focus Groups.

<b>2017 CUSTOMER SATISFACTION FOCUS GROUPS</b>			
<b>No.</b>	<b>Location</b>	<b>Date / Time</b>	<b>Participant Language &amp; Demographics</b>
1	LAX/Los Angeles	<u>07/26</u> 6:00 pm	English–Mixed Ethno-Racial Backgrounds. Age range: 50-74.
2	LAX/Los Angeles	<u>07/26</u> 8:00 pm	English–African American. Age range: 20-70.
3	Downey	<u>07/27</u> 7:00 pm	Spanish as Primary Language–Latino. Age range: 31-72.
4	Mid-Los Angeles	<u>08/03</u> 6:00 pm	Chinese (Mandarin) as Primary Language–Chinese. Age Range: 25-75.
5	Mid-Los Angeles	<u>08/03</u> 8:00 pm	Korean as Primary Language–Korean. Age Range: 18-75.

## DETAILED RESEARCH FINDINGS

### General Perceptions of Transportation and Quality of Life Issues in Los Angeles County

**Reducing traffic, and the time it takes residents to get to and from destinations within Los Angeles County, emerged as a top priority in all of the focus groups.** Greater than 50% of the participants in each group cited traffic or issues related to transportation as one of the three most serious problems facing Los Angeles County. In addition, when participants were asked, at the very beginning of each discussion, to indicate the single most important issue they would like addressed that would improve their quality of life in the County, reducing traffic and improving transportation consistently arose as top priorities. Other high priorities included homelessness, overall affordability and cost of living, and housing affordability. Figure I illustrates the most prominent quality of life priorities for participants:

**Figure I: Top Quality of Life Priorities**



Many participants mentioned that, while traffic remains a significant concern, they now feel that they have more transportation options than before. These options include:

- Taking the train;
- Traveling on freeways using Express Lanes or Express buses;
- Dedicated bus lanes, such as the Orange Line;
- Dedicated bike lanes;
- Metro Bike Share Program;
- Private ridesharing services, such as Lyft and Uber; and
- Technological advances, such as Google Maps, that allow people to better plan their travel routes and estimate travel times with greater precision.

Several participants also noted that there have been significant improvements in Los Angeles County's air quality over the last 20 years. While they largely attributed this to statewide vehicle emissions standards, these participants also credited the increase in public transportation offerings.

Participants also said that they value a range of transportation services and amenities that are offered by Metro, although their awareness of Metro’s specific role in delivering each of these services was relatively low. For example, several participants made specific references to the positive experiences with several specific services, including Go 511, Freeway Service Patrols, the ability to pay using TAP cards, and free parking at Metro stations, which is available at select Metro Park and Ride lots.

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***In Their Own Words...***

I had a flat on the 405 and I was going to call my AAA, but then [the freeway service patrol] came along, and being a lady and it’s almost dark and you’re all alone on the freeway, it was a nice experience, and then he told me, any time you have a problem, you just have to call three numbers...it was nice knowing that.  
– *Filipino Participant, Group #1*

I got on Metro in the Arcadia area and I thought they were going to charge me for parking, but parking was free. I was so glad and thankful. – *Korean Participant, Group #5*

Well, the bike share program in Downtown. It is very convenient. I can use that with the train, and also the park and ride, I use that all the time. – *Chinese Participant, Group #4*

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**The creation and continued expansion of Metro’s light rail train system (the Metro) stood out as the most positive and impactful transportation improvement that has been made in Los Angeles County in the last 5-10 years.**

Across nearly all groups, **the Expo Line to the beach and Santa Monica was identified as one of the most valuable additions to the system.**

Even participants that are not regular transit users expressed a value for having the additional option to take the train. For many, the Metro offers a relatively stress free alternative to driving, especially for those who commute to and from Downtown Los Angeles for work. Others mentioned that they prefer the option of taking the train to destinations where parking is limited, as well as to entertainment and sporting events, especially if they plan to consume alcohol.

Participants in the Spanish language group mentioned that the train provides a good option for large groups and families to travel together and enjoy the ride in ways that are not possible when driving. It is important to note, however, that participants in the Chinese language group made fewer references to the Metro rail system, as this group was comprised primarily of Metro bus riders.

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***In Their Own Words...***

You see the Metro being sent to Santa Monica. You can take a ride all the way down to the beach and traffic is stopping for you and you get there in 20 minutes. And you can enjoy something you might not necessarily enjoy in a car.

– *African American Participant, Group #2*

FasTrak used to be just one lane, now they have two lanes, so the flow is much better. If you have to drive to Downtown it would be much faster if you are on the FasTrak.

– *Chinese Participant, Group #4*

At the peak hours, if you are on the freeway, you can get stuck there for 2 or 3 hours. But the Silver Line goes in the carpool lane and you get to your destination in 20 minutes while everyone else driving is stuck for those two hours.

– *Latino Participant, Group #3*

### *In Their Own Words...*

One time, my girlfriend's children—who were not accustomed to riding on the train—and the day I took them they loved it. Just watching them laugh and teaching them that the car is not the only way to get around, but there are other alternatives. So, if you don't have a car, your life doesn't end there and think “what am I going to do now.”

– *Latino Participant, Group #3*

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Nearly all of the groups conducted among specific ethno-racial populations indicated that their community has reasonably good access to public transportation options. This was especially true for participants in the Korean Language Group, many of whom reside in Koreatown. Several participants in this group stated that they have witnessed the expansion of bus stops and train routes within Koreatown, which makes it easier and more convenient to utilize public transit.

It is important to note, however, that the meaning of the term “community” varied across groups and, in some cases from person to person within the same group. In each of the focus groups, participants were asked about transportation improvements that have had an impact on their community, as well as what can be done to better serve their community. Listed below are summaries of participant responses by group:

- **Group #1 – Multi-Ethnic/Residents Ages 50+:** Participants answered the questions in general terms, referring to increased mobility across the County. This primarily included the addition of light rail to the transit system and the emergence of Uber and Lyft. However, participants were not asked directly what community means to them, or of what communities they consider themselves to be members.
- **Group #2 – African Americans:** These participants engaged in the most in-depth discussion about the impact of transportation improvements upon communities in Los Angeles. They answered the questions by referring to impacts in three main areas:
  1. **The increase in access to transit options for residents of South Los Angeles** to other regions of the County, including the expansion of the light rail system, and to a lesser extent, ridesharing services, such as Uber and Lyft;
  2. Bike lanes and bike paths in **the neighborhoods in which they live;** and
  3. **Improvements that have impacted Los Angeles County as a whole**, including FasTrak lanes, High Occupancy Vehicle (HOV) and carpool lanes, and the expansion of light rail.

Participants were not asked directly what community means to them, or of what communities they consider themselves to be members.

- **Group #3 – Spanish Language (Latinos):** Participants spoke broadly about greater connectivity to and from East Los Angeles, the San Fernando Valley, and Downtown Los Angeles, respectively. They placed specific emphasis on:

1. **How the light rail system allows people to travel to neighborhoods and regions across the County that they may not otherwise visit; and**
2. **The benefits of the Silver and Orange Lines – a direct route to the places they want to go, the ability to arrive at their destinations more quickly, and reduced traffic.**

Participants were not asked directly what community means to them, or of what communities they consider themselves to be members.

In the Chinese Language group, participants asked directly what was meant by the term “community.” In response, the moderator asked participants how they defined community.

- Group #4 – Chinese Language (Chinese): Most participants indicated that they consider themselves part of the Chinese community.

Some, however, thought of community as their surrounding neighborhood. While most agreed that their community is served reasonably well by the Metro bus system, many said that they would like to see more bus routes added.

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***In Their Own Words...***

Maybe [community] is for people who are just like you, like Chinese.

– Chinese Participant, Group #4

That means the place where we live.

– Chinese Participant, Group #4

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In the Korean Language group, participants were asked “Where is your community?”

- Group #5 – Korean Language (Korean): Participants in this group were asked directly about how the Korean community is served. While many spoke about the increased transit options in Koreatown, several participants indicated that they do not live in Koreatown.

Some stated that they consider their community to be the neighborhood in which they live, irrespective of the ethno-racial background of their neighbors. Others stated that their community consists of people with whom they share interests and activities, such as fellow students.

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***In Their Own Words...***

My community is not Koreatown. I would say that it is the area that I live in, regardless of what kinds of people live there, whether it is Caucasian, or Black people, or Hispanic, it doesn’t matter. The area I live in, that is the community for me.

– Korean Participant, Group #5

Well, for me [my community] is Koreatown, and I am very proud of living in the Koreatown area. It is so convenient, I mean I cannot live anywhere else because it is too convenient living in the Koreatown area. Very convenient.

– Korean Participant, Group #5

For me...last year, I graduated, so I used to hang out with students. So then, students were my community.

– Korean Participant, Group #5

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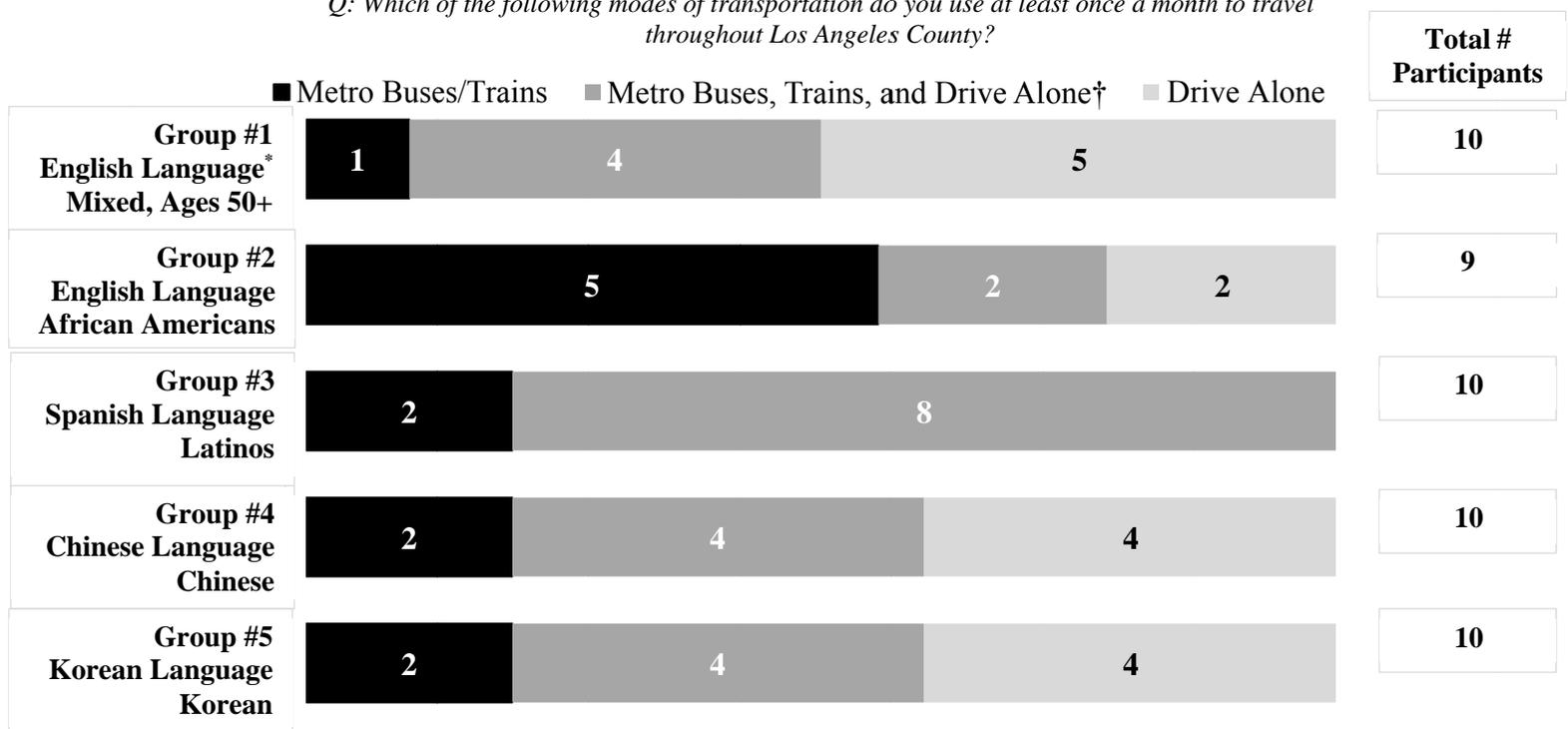
**General Perceptions of Transit and Primary Considerations for Use**

A majority of participants stated that they have some level of experience with Metro trains and/or buses. Those who use transit at least once a month tend to rely on the train and/or buses for a variety of transit needs, including commuting to/from work or school, recreational outings, and sporting events.

Figure II illustrates the distribution of participants, by group, who use Metro buses and trains at least once a month, versus those who use Metro trains, buses, and drive alone, and those who drive alone and do not use transit operated by Metro or any other agency.

**Figure II: Modes of Transportation by Group**

*Q: Which of the following modes of transportation do you use at least once a month to travel throughout Los Angeles County?*



\* Group 1 included participants from a range of ethno-racial backgrounds, including those who identified as African American, Armenian, Filipino, Japanese, Latino, and White.

† This category is comprised of participants that indicated that they use multiple modes of transportation, including taking Metro buses and trains, and driving alone. Biking and walking are not included because, within the context of the discussions, participants indicated that they do not use these modes as their primary mode of transportation even though they may use them at least once a month.

**For many participants who use public transportation at least occasionally, the need to arrive at their destination on time represented one of the most important factors when they decide what mode of transportation they will use.** Participants indicated that they are most likely to take the Metro or other forms of public transportation when it helps them avoid traffic and the stress that traffic creates.

Many also indicated that they consider using public transportation when parking is limited at their final destination, for leisure trips, or when arriving at a certain time is not critical. When deciding on whether to take public transit, a number of participants also mentioned that they consider the number of transfers that they will have to make using public transportation in order to arrive at their final destination. These participants stated that they would be more likely to use transit, or use it more frequently, if they could take a direct route or reduce the number of transfers required to reach their final destination.

**First and last mile considerations were also important deciding factors.** That is, participants stated that the proximity of bus and train stations to their homes and destinations is an important factor that they consider when deciding whether or not to use public transportation.

For example, many of the Chinese and Korean group participants indicated that there is a bus or train stop within walking distance of their home, which makes it convenient. However, some stated that there is no bus or train stop within walking distance of their home; therefore, they are less likely to take Metro's rail or bus service. A number of those who use public transit as their primary mode of transportation indicated that they typically have someone drop them off or they bike if the stop is more than a few blocks away.

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***In Their Own Words...***

So, I went from a guy who had four cars to getting around [on] public transportation, and now in the last year I've discovered using Uber and Lyft. If I have an important meeting and I don't want to get there all sweaty and get there late, okay, Uber and Lyft, let's go.

– *Latino Participant, Group #1*

On the bus, you don't really interact. You kind of just get on and get off. But I enjoy talking to my Uber driver, and when you're going with your friends, it's a lot easier to just -- let's go into his car and go where we need to go and let's not worry about anything else.

– *African American Participant, Group #2*

I don't really take the bus because there are too many connections to where I want to go, and so right now Uber is just much easier. Here to there and you can do the Uber pool or Uber X.

– *Japanese Participant, Group #1*

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On the other hand, a number of participants in the African American and Spanish language groups said they typically walk 30-45 minutes from their home or final destination to the nearest bus or train stop. These participants are willing to make these lengthy walks because public transportation is their primary or sole means of mobility.

For most, once they reach their last train or bus stop, they find that they can walk or bike to their final destination. Others use private ridesharing services, such as Uber or Lyft, as they can afford do so. Many of the participants who rarely use transit (non-transit users) value the freedom and flexibility of driving.

However, **many non-transit users indicated that they would be more likely to use public transportation if they were truly confident that it is safe and can be relied upon to get them to their destination—on time.**

Non-transit users across all groups indicated that they would be more likely to use transit if transit options were available in more places they desire to go.

In addition, participants age 50 and older said they would be more likely to use transit if they knew more about the system, including the destinations of the various lines, transit schedules, real-time arrivals and departures, and acceptable methods of payment.

**Notably, many of the non-transit users identified Uber and Lyft as their primary alternative to driving** when they are concerned about limited parking at their final destination. They also stated that a rideshare service, such as Uber or Lyft, is their go-to option when they want to avoid the stress or responsibilities that come with driving, take leisure trips, experience a night out for dinner or entertainment, or take trips to the airport when they are traveling out of town. This was particularly true for participants who can afford the cost of utilizing these services for the full length of their trip.

Many participants who are low-income transit users shared the concerns of higher-income, non-transit users about transit reliability and limited access to places they need and want to go. However, most of these participants already use transit as their primary mode of transportation. Some stated that they cannot afford to use ridesharing services, such as Uber or Lyft, which may limit their mobility options. For example, one participant explained that he occasionally has to plan his trip as many as five (5) hours in advance—leaving home at 5:00 a.m. for an 11:00 a.m. meeting—due to these concerns.

### **Participant Concerns with Using Public Transportation**

To enable Metro to better understand the thinking behind common concerns with public transportation, participants within each focus group were asked to vote on a list of eight (8) common concerns that represent the issues that are of the highest importance to them personally.

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#### ***In Their Own Words...***

[Accessibility] means...I guess I go back to my experience in New York City where you have a subway pretty much very close to each other, so you can crisscross the City fairly easily because it's accessible. Here in L.A., the lines are a little bit too spread out, so it's not really convenient to hop on one train to the other, and when you get there you are stuck unless you have Uber now, so that's the problem. It's like getting there to the end points.

– *Filipino Participant, Group #1*

Originally, I'm from the East Coast, although I've lived in California for almost 15 years, and so public transportation is a way of life. It was so much of a shift to come to California and have to [drive]. And so the stigma [of taking transit], I don't care about that. I just want it to be convenient and, I mean, I look forward to it connecting me from Glendale to the coast somehow...but that's a process. And it's surprising, for as big a city that Los Angeles is, the County itself is—that infrastructure is lacking so severely. I mean for me, if it was there, I would take it in a heartbeat.

– *African American Participant, Group #2*

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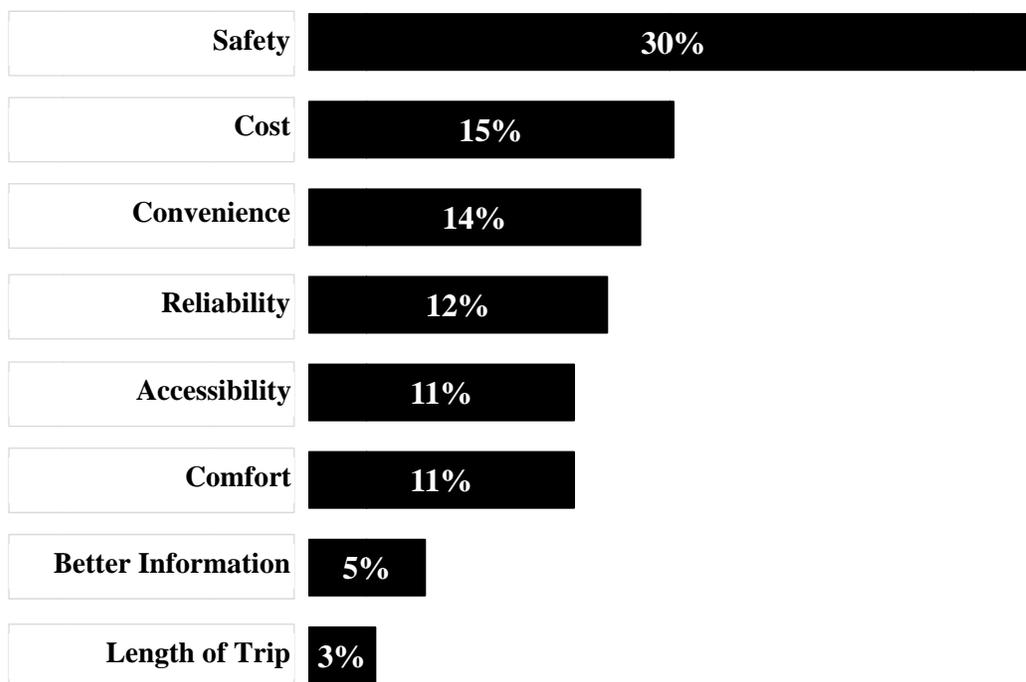
Each participant was given up to three (3) votes. The eight (8) concerns included the following:

- Accessibility;
- Better Information;
- Comfort;
- Convenience;
- Cost;
- Length of Trip;
- Reliability; and
- Safety.

**In all but one of the focus groups, safety on Metro trains and buses emerged as the most important concern.** Among participants in Group 2, conducted among African Americans, safety ranked a close second behind reliability. Figure III shows the top concerns, *in aggregate*.

**Figure III: Public Transportation – Top Participant Concerns**

*Percentage derived from the total of participant votes across all focus groups. Each participant had three votes.  
 Total Number of Votes = 147*



**Perceptions of Safety.** Safety, for most participants, means protection from other riders. By all indications, participants’ concerns about safety appeared to stem from a combination of their personal experiences on Metro buses and trains, and stories about crime passed from person-to-person by word of mouth.

A few participants said that the individuals who sell water, candy, and other items on the train made them feel uncomfortable or unsafe. However, others noted that fellow riders may sell these items as a mean of coping with limited economic opportunities. A majority who mentioned this issue did not perceive it as a threat to their safety.

By contrast, non-transit users primarily relied on second-hand accounts of crime or harassment that they heard about from others—this was also true of some regular transit users. In addition, **participants noted that their perceptions about how safe they may be depend upon the time of day, the mode of transit (train vs. bus), and the transit route.**

In general, participants felt safest during daylight hours, given their belief that the population of riders during the day is primarily comprised of students and commuters.

Routes through areas with perceived or actual higher rates of crime and poverty, or less well-lit areas of the County also influenced participants' sense of safety.

Concerns about a lack of lighting on train platforms, within parking structures, and at bus stops also influenced perceptions of safety.

Many expressed concern about people who are homeless riding the train, as well as those who may be suffering from mental illness. Others expressed concerns about people who may be under the influence of drugs or alcohol, or engaging in disruptive behavior.

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***In Their Own Words...***

If you want to go to Long Beach and the Red Line in North Hollywood to Downtown LA, that's kind of sketchy. She's right, it's the people, and you don't know who's going to hop in there. And there is a lack of security.  
– *Filipino Participant, Group #1*

I feel safe on the Red Line because I take it to Hollywood and Vine and you always see police there, there are Sheriffs. There, I feel safe.  
– *Latino Participant, Group #3*

There is a long wait time [at night] and I don't want to wait at the bus stop for a long time. So, as long as you are on the bus, aboard, you are okay. But when you are at the bus stop waiting, I feel that is dangerous.  
– *Korean Participant, Group #5*

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**African American and Latino participants expressed significant concerns about their safety based upon their experiences with racial profiling and discrimination by law enforcement and Metro fare-checking personnel when taking public transportation.**

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***In Their Own Words...***

The Sheriff will discriminate a lot. Say you have three Black guys over here and you got three White guys over here. Immediately, even if they pass the White guys first, they will walk straight past them to go card the Black guy. Now they do that a lot. They discriminate towards that aspect a lot.  
– *African American Participant, Group #2*

I mean it is discrimination off the top. You[re] supposed to – you[re] walking past, don't come straight to us. You do everybody as equal. You check everybody's TAP card. You know, fairly. You know what I mean? You know, in cases I've seen that so much. I'm talking about, so much.  
– *African American Participant, Group #2*

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**Participants proposed the following solutions:**

- Reduce and eliminate discrimination by visibly enforcing Metro’s policies in a fair (i.e. non-discriminatory) manner. For example, check the TAP cards of all riders, instead of focusing on riders of a particular ethno-racial group while bypassing others; and
- Provide additional focused training for law enforcement officers that will enable them to act in ways that reduce and eliminate racial profiling, as well as any abuse or misuse of law enforcement authority or power.

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***In Their Own Words...***

[More Sheriffs on the train, is that a good thing?] Only if they’re properly trained. – *African American Participant, Group #2*

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**Participants also pointed out that there may be differences, by gender, in safety concerns.**

For example, some participants in the mixed population English group suggested that Metro should set aside at least one train car for women, a practice which is employed in Japan and Mexico. Women within these groups expressed concerns about harassment, whereas men indicated that they become concerned about their safety when asking other riders to lower the volume of their music or comport with other transit rules.

Participants in both English-language groups mentioned that they feel safer on buses than trains because if safety issues occur on the train—especially subway lines—it is more difficult, if not impossible, to flee. By contrast, when incidents take place on buses, the driver can activate a “hot” button that alerts law enforcement and opens all doors, allowing passengers to quickly exit.

A majority of participants in nearly all of the groups indicated that greater police presence and security cameras would increase their sense of safety. However, African American participants, and some Latinos, stated that greater police presence is likely to negatively impact their personal safety.

**Importantly, some participants identified these issues as a function of the broader, more complex social problems facing the County overall. These participants noted that safety is connected to the attitude of riders toward one another and the culture aboard buses and trains.**

These participants shared their experiences taking transit in other large metropolitan areas of the United States, and in other countries, where people may exhibit more ownership of the public transportation system as a public resource. In these locations, passengers “stand up for one another,” and are assertive in speaking out against disruptive, threatening, or offensive behavior on the trains and buses. One participant suggested that a similar culture might emerge on Metro if more people in Los Angeles County from all walks of life used the transit system.

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### *In Their Own Words...*

I went to the Netherlands last summer and I saw somebody being harassed on the train, and like a whole bunch of people told him to get off the train, like leave this woman alone. There's just like a better culture in other places to protect one another than protect yourself, you know. – *African American Participant, Group #2*

So, safety is an issue for all public transportation. I think the difference, compared to other cities, is that the entire sea of humanity uses public transportation. So you get a mix. It's like literally the microcosm of the world is underground at all points and times. Black, white, yellow, red, you know. People protect each other. And I think that might be one of the issues. If we get more people from all kinds of walks of life on the train and feeling like we all own a space, versus just owning our car space, that, that can change the dynamic. I think that's just the difference, that one demographic can't only be taking the train or the public transportation.

– *African American Participant, Group #2*

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**Cost, convenience, accessibility, and reliability were also important considerations for focus group participants. While the intensity of these concerns varied somewhat across groups, in many instances issues related to convenience, accessibility, and reliability overlapped.**

**Cost ranked among the top three most important concerns for participants in Groups 2 and 3, conducted among African Americans and Latinos, respectively.** However, participants across all groups expressed concern about potential fare increases that might make public transit less affordable or cost effective. Some also expressed interest in discounts for frequent riders, family or large group discounts, or discounts centered around special events that might make transit more affordable for groups traveling together.

**For participants in Group 4, which was conducted in Chinese, convenience stood out as a top-tier concern (27% of all votes), ranking second only to safety.** While this issue was not ranked as highly in the other groups, the issues surrounding convenience were closely related to those associated with accessibility in the other groups. Convenience was also mentioned by a limited number of respondents in Groups 1 and 5.

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### *In Their Own Words...*

My area is accessible. I'm close to a major road, so both sides I can go and pick up the bus. But, people who live, like, in the middle of the town, they have to walk three or four blocks to get to the bus.

– *Armenian Participant, Group #1*

Well, feel that they should make it more convenient, because if you take a bus you cannot do it on the spot, you cannot just go there and wait because you don't know how long you have to wait.

– *Chinese Participant, Group #4*

Across all groups, many participants who prioritize convenience define it as direct routes to their destinations. For others, it means bus stops and train stations are close to home and within walking distance of their final destinations and wait times are short and predictable.

**Accessibility ranked among the top three most important concerns in Group 1 (English, Ages 50+), Group 3 (Spanish), and Group 5 (Korean).** Across all groups, having an accessible public transportation system means easy access to bus stops and train stations. This includes the ability to find parking at train station lots and bus stops and stations located close to

home and within walking or driving distance of home and final destinations. It is also related to connectivity—being able to get anywhere in the County in a reasonable amount of time.

**Reliability was another important concern.** Although it was only ranked among the top three concerns in Group 2, which was conducted among African Americans, it was the only non-safety related issue that attracted votes across each one of the groups. Concerns about reliability included issues related to timeliness, frequency, and mechanical failures—particularly on the Blue Line. Many participants expressed the concern that they cannot rely on trains and buses to get them to their destinations on time due to frequent train breakdowns or buses that either do not arrive on schedule or arrive two or three at a time. Participants also shared their frustration with buses and, to a lesser extent, trains that arrive infrequently or are too crowded to board, with long wait times (20-30 minutes) for the next bus or train.

**Other concerns that were not listed also emerged:**

**First, a number of participants,** especially in the groups conducted among African Americans and Latinos, **expressed a high degree of frustration with the unreliability of Access paratransit,** including lengthy wait times, discourteous drivers, and scheduling issues when making attempts to assist family members.

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***In Their Own Words...***

It's all depending on the Access. Sometimes it was good, and most of the times they were late or they didn't arrive at all, or when they got to their destination, and they had the pick-up times, again they were late or didn't arrive at all and they had to be very—more than patient—determined about being able to get from point A to point B. This was an elder and she was using Access for doctor appointments and mostly related to her health until—and so, Access, while it is there, it's not dependable and I don't think they have enough drivers or enough places where people can pick up the Access. – *African American Participant, Group #2*

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In addition, **participants across all groups stressed the importance of ensuring that bus drivers make it easy for seniors and those with disabilities to board and disembark from buses close to the curb.**

While some participants shared positive experiences with bus drivers, a **notable number described drivers as unfriendly, discourteous or rude, or mean.**

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***In Their Own Words...***

I feel you need to educate and raise awareness for the bus drivers. I mean the bus drivers -- some of them are really nice. Most of them are very nice, but some of them are really mean, you know. – *Korean Participant, Group #5*

Every time I'll say "hi" [to the bus drivers], and they'll go "humph, I ain't doing it for free." Even if I'm not paying a lot, I'm still paying for the service. – *African American Participant, Group #2*

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**Issues related to access to information and various aspects of technology associated with Metro services also arose.** Participants expressed interest in the following improvements:

- Immediate access to accurate, real-time information about public transportation;
- The ability to check the balances of TAP cards at stations and online, and the ability to add money to the card via a mobile app;
- Greater functionality in transit-oriented mobile applications, including the ability to track buses and trains using GPS technology (similar to Uber and Lyft) so that riders can better anticipate when buses and trains will arrive;
- More accurate scheduling information and a more user-friendly interface for Metro trip planner;
- Posting of arrival times at bus stops;
- Free Wi-Fi on Metro trains; and
- Increasing public awareness of Metro’s website, and its availability in many languages.

Notably, few participants were aware of the free GoMetro app, which provides information regarding transit arrival times, as well other information related to trip planning.

Participants in the Chinese and Korean language groups made reference to the bus systems in Taiwan, Seoul, and Hong Kong to underscore the point that posting arrival time information at bus stops would make it easier for riders to plan their trips.

Figure IV illustrates the top participant concerns, *by group*.

**Figure IV: Public Transportation – Top Participant Concerns by Group**

CONCERNS ABOUT PUBLIC TRANSPORTATION	FOCUS GROUP #1		FOCUS GROUP #2	
	LAX/LOS ANGELES-ENGLISH		LAX/LOS ANGELES-ENGLISH	
	No. of Votes	Percentage	No. of Votes	Percentage
Safety	10	33%	8	30%
Cost	0	0%	7	26%
Convenience	4	13%	0	0%
Reliability	3	10%	9	33%
Accessibility	6	20%	0	0%
Comfort	0	0%	1	4%
Better Information	5	17%	0	0%
Length of Trip	2	7%	2	7%
<b>Total</b>	<b>30</b>	<b>100%</b>	<b>27</b>	<b>100%</b>

**Figure IV: Public Transportation – Top Participant Concerns by Group (continued)**

CONCERNS ABOUT PUBLIC TRANSPORTATION	FOCUS GROUP #3		FOCUS GROUP #4		FOCUS GROUP #5	
	DOWNEY-SPANISH		MID-CITY/LOS ANGELES-CHINESE		MID-CITY/LOS ANGELES-KOREAN	
	No. of Votes	Percentage	No. of Votes	Percentage	No. of Votes	Percentage
Safety	9	30%	9	30%	8	27%
Cost	5	17%	2	7%	4	13%
Convenience	0	0%	8	27%	4	13%
Reliability	3	10%	4	13%	1	3%
Accessibility	7	23%	4	13%	5	17%
Comfort	2	7%	0	0%	1	3%
Better Information	0	0%	2	7%	0	0%
Length of Trip	4	13%	1	3%	7	23%
<b>Total</b>	<b>30</b>	<b>100%</b>	<b>30</b>	<b>100%</b>	<b>30</b>	<b>100%</b>

**APPENDIX I – PARTICIPANT DEMOGRAPHICS**

**Participant Demographics by Group – Gender**

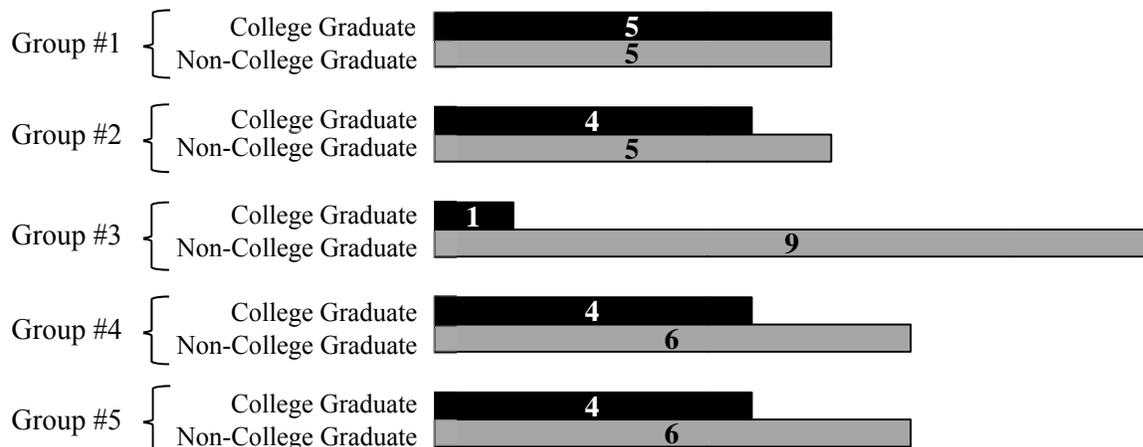
Group	Female	Male
#1–English	5	5
#2–English*	4	5
#3–Spanish	5	5
#4–Chinese	5	5
#5–Korean	5	5

\* Group #2 included the female assistant of a disabled participant who required assistance.

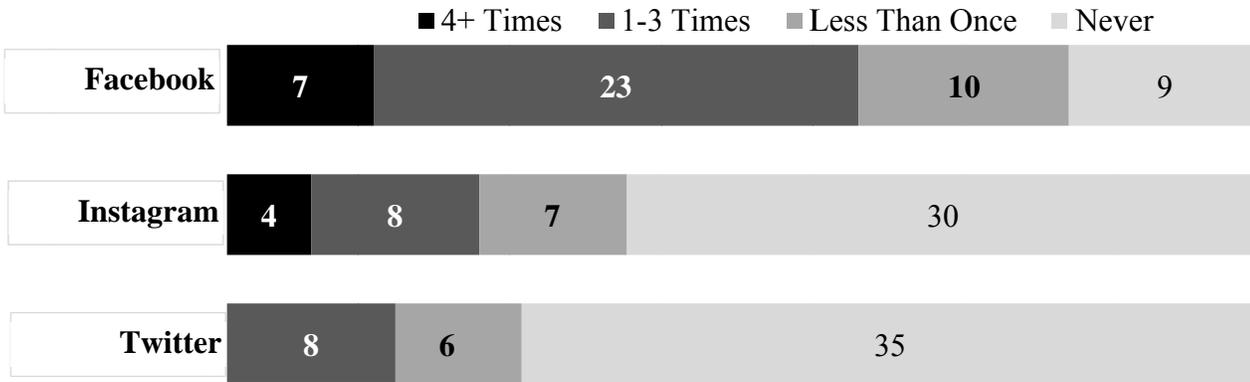
**Participant Demographics by Group – Age**

Group	18-24	25-34	35-49	50-59	60-75
#1–English	0	0	0	4	6
#2–English*	2	1	4	1	1
#3–Spanish	0	1	4	4	1
#4–Chinese	1	1	2	3	3
#5–Korean	0	2	2	3	3

**Participant Demographics by Group – Education**

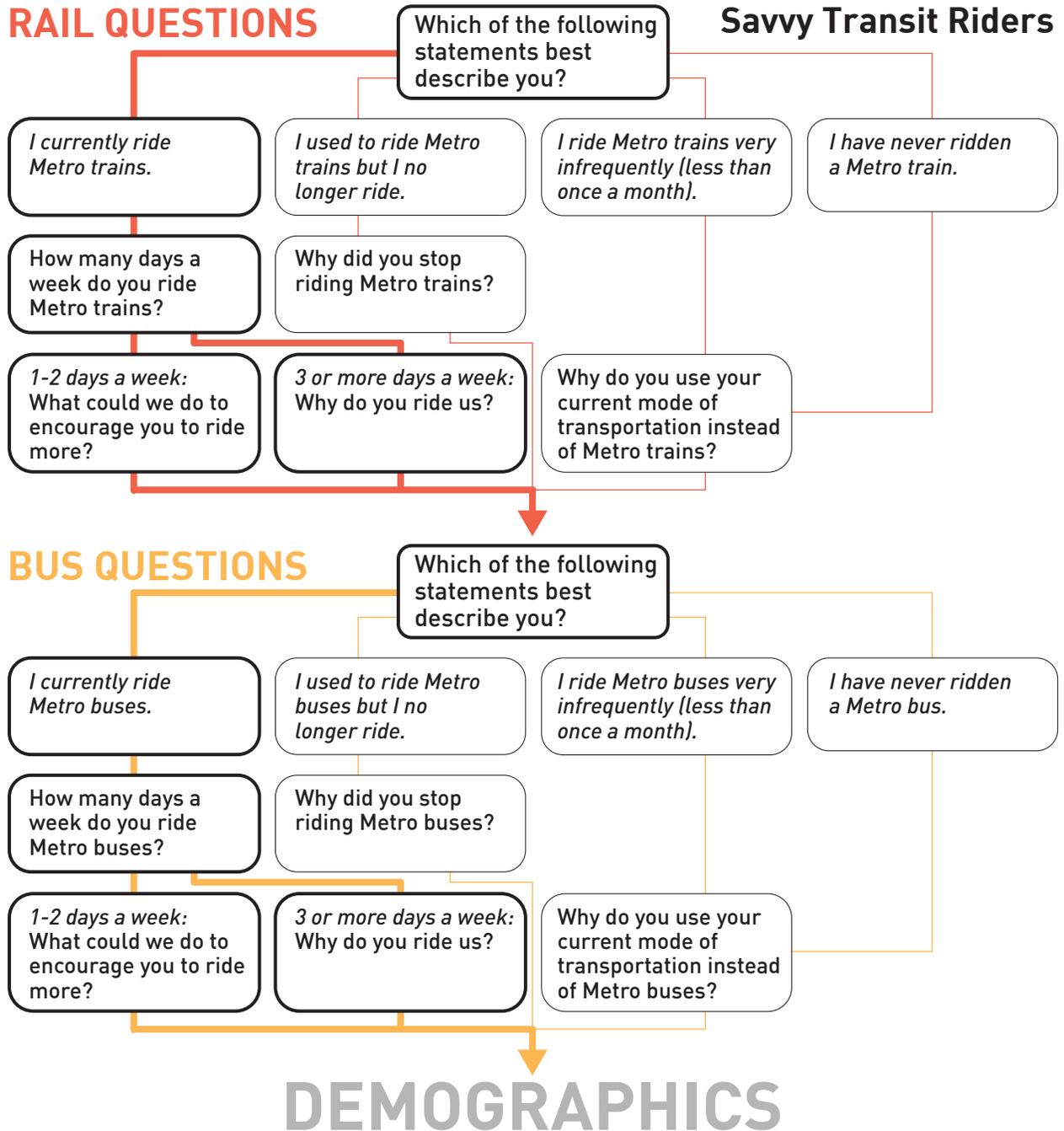


**Aggregate Social Media Usage Across All Groups**

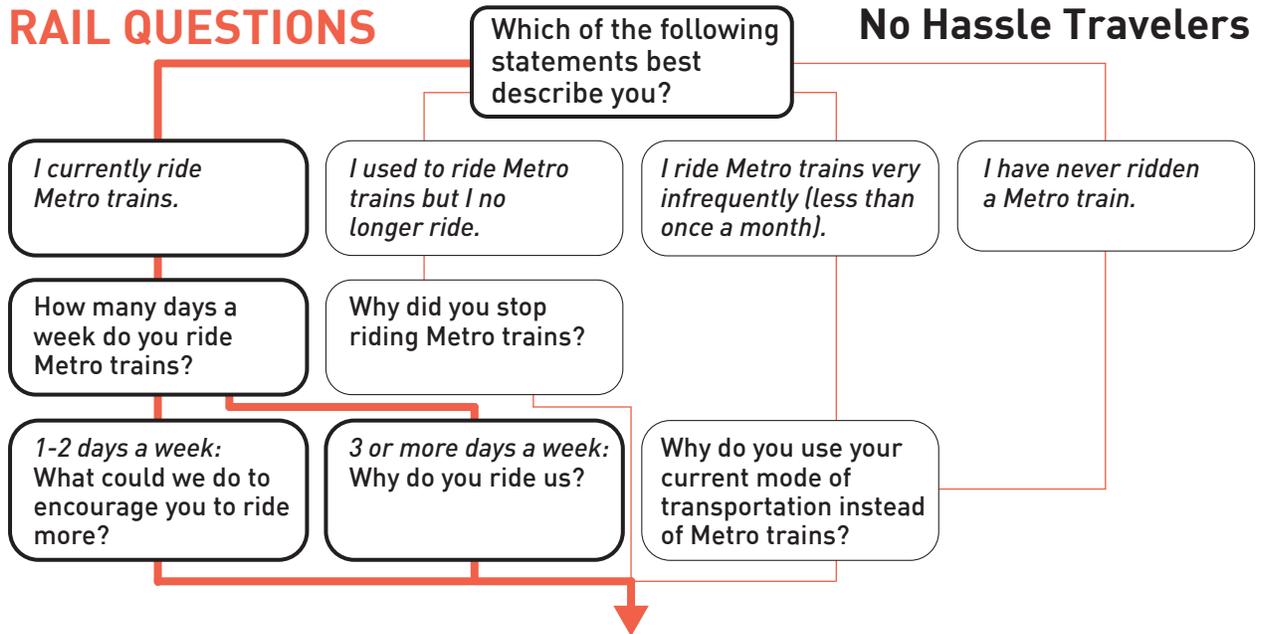


# Appendix D - Overview of Questions and Responses Used to Categorize User Segments

Note: Only relevant questions are included in this flowchart layout. For a comprehensive overview of questions, see Appendices A and B.

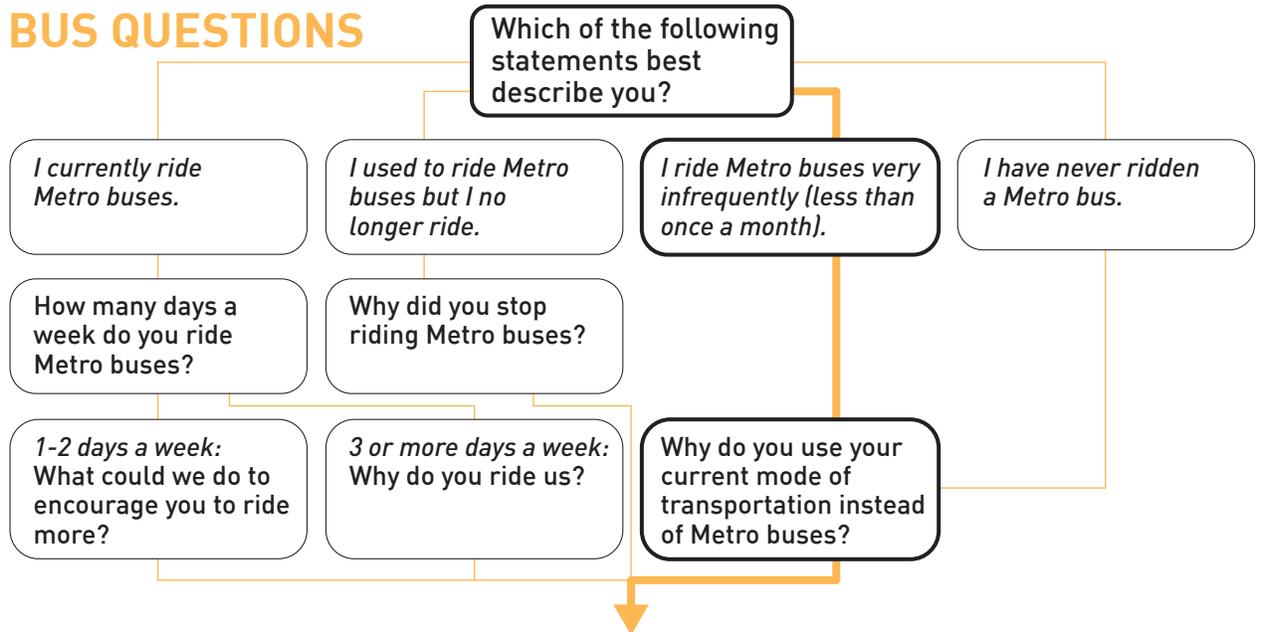


## RAIL QUESTIONS



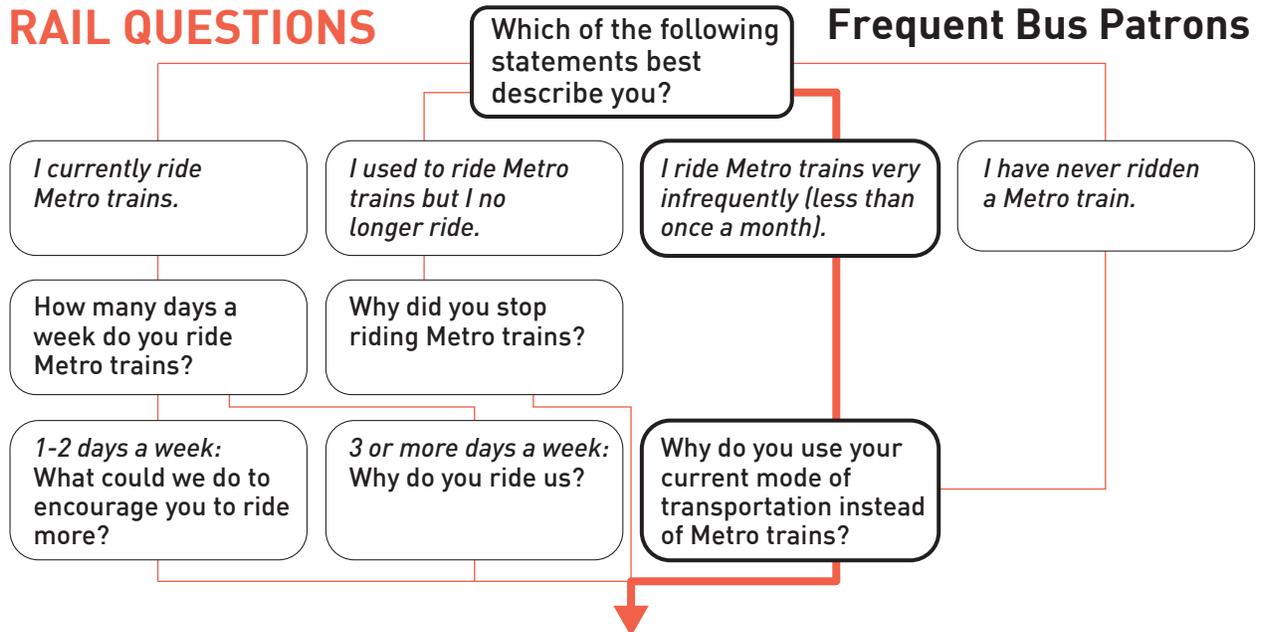
## No Hassle Travelers

## BUS QUESTIONS

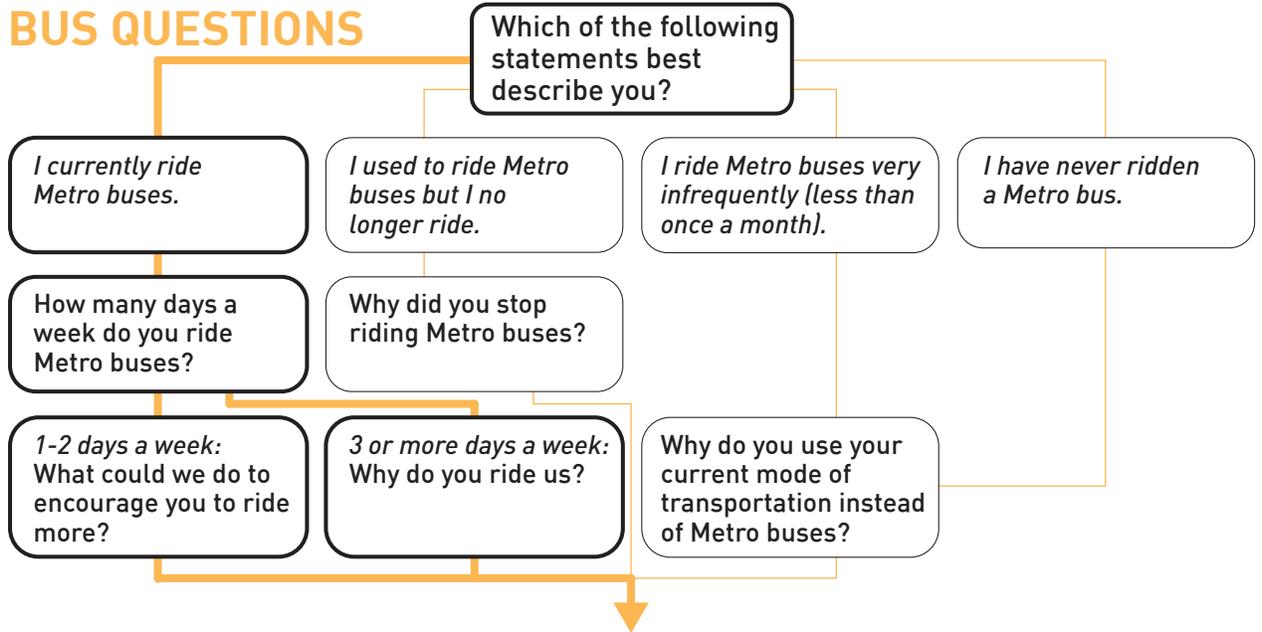


## DEMOGRAPHICS

## RAIL QUESTIONS

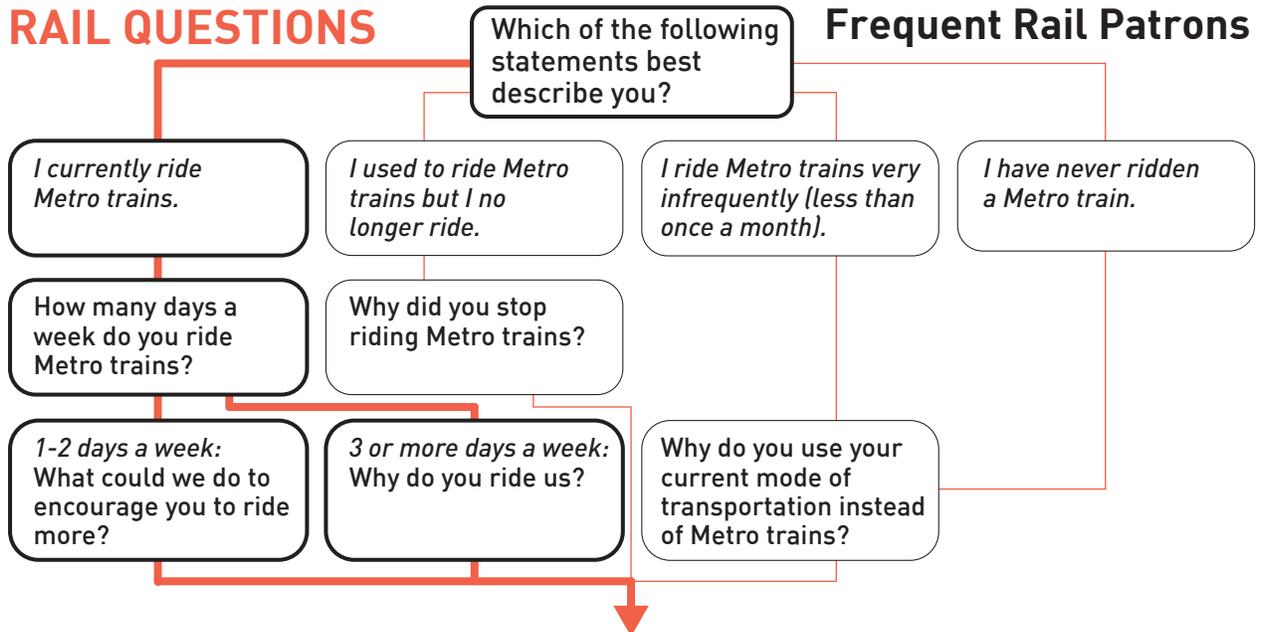


## BUS QUESTIONS

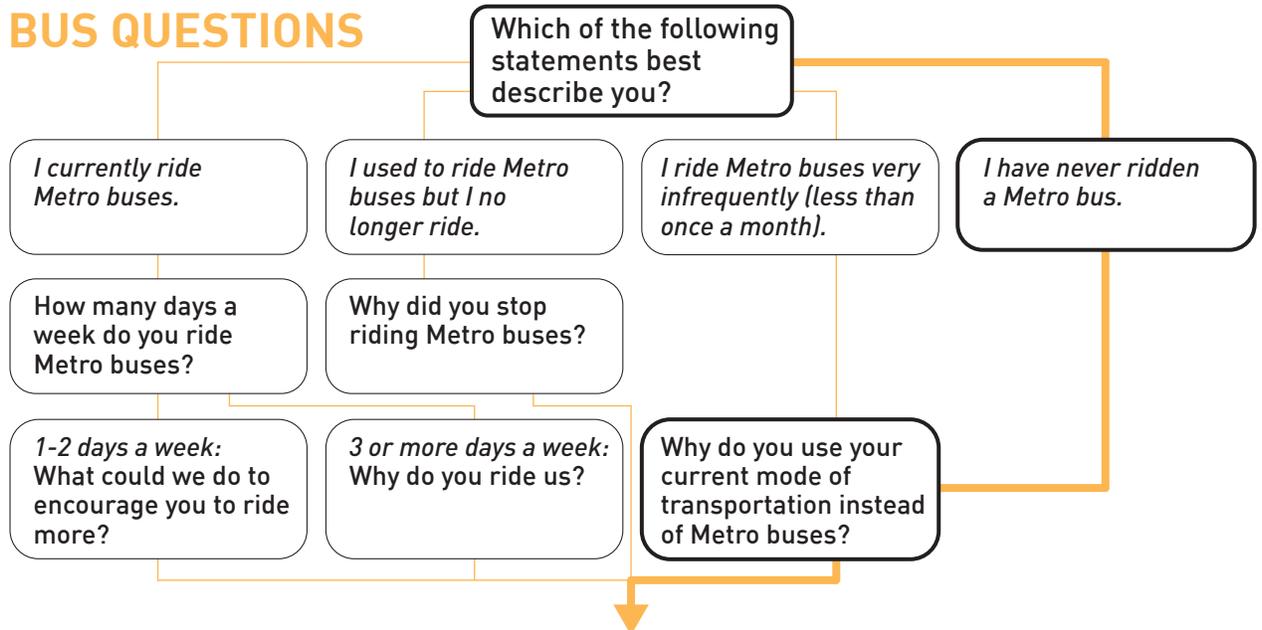


# DEMOGRAPHICS

## RAIL QUESTIONS



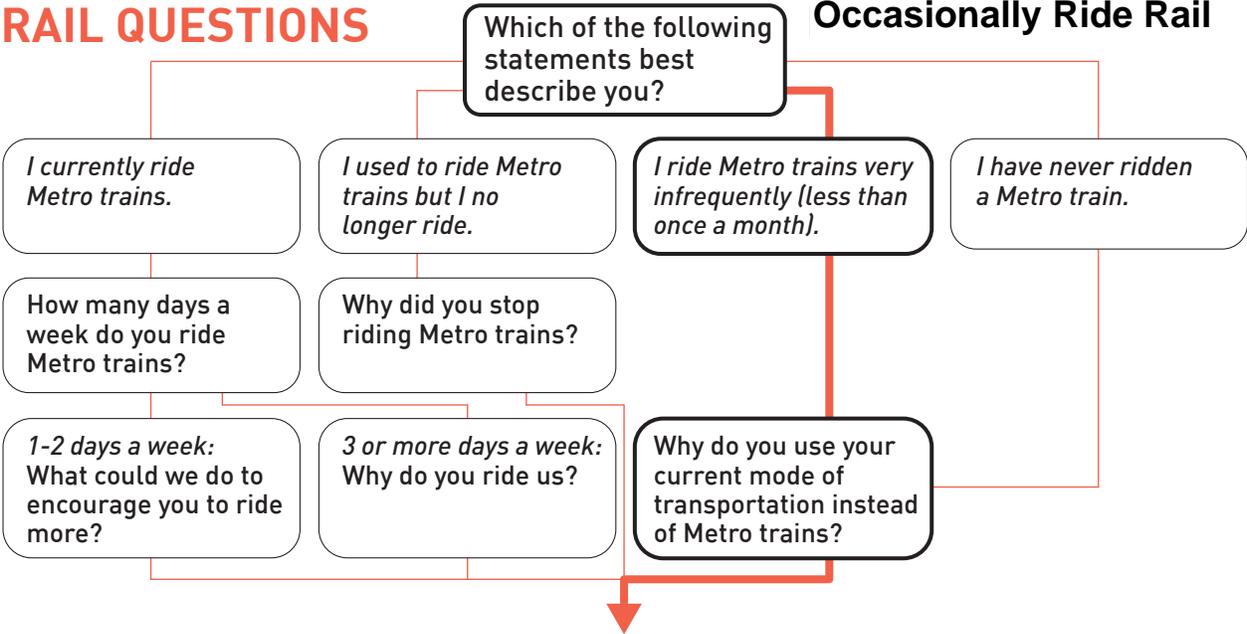
## BUS QUESTIONS



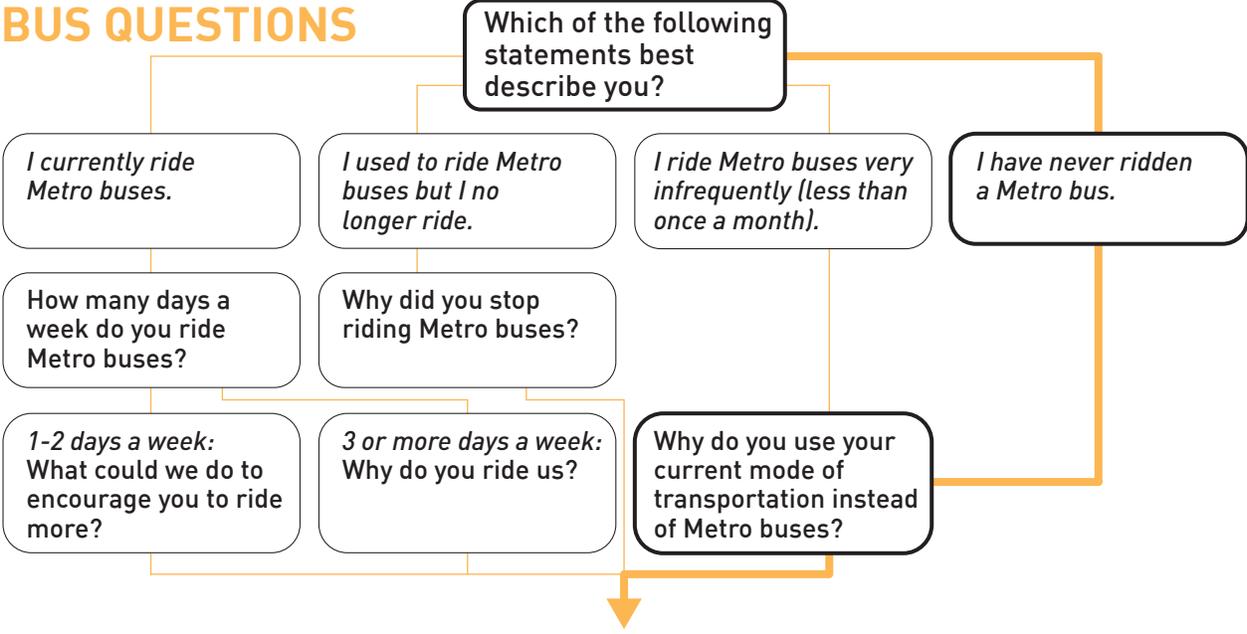
# DEMOGRAPHICS

## Drivers Who Occasionally Ride Rail

### RAIL QUESTIONS



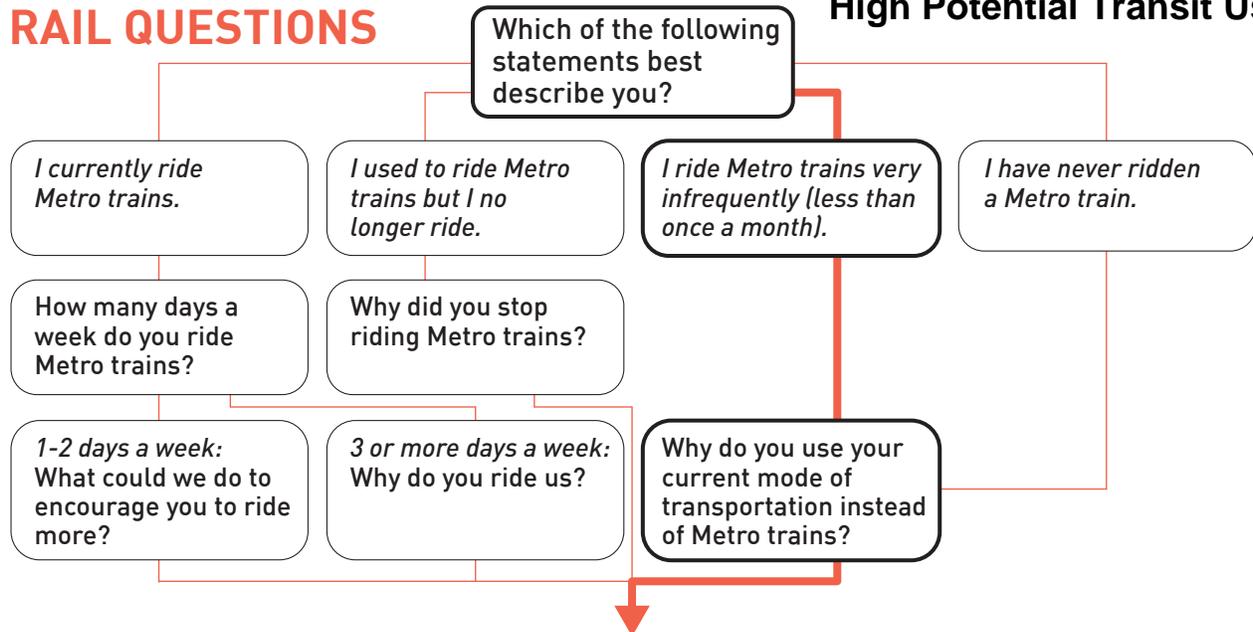
### BUS QUESTIONS



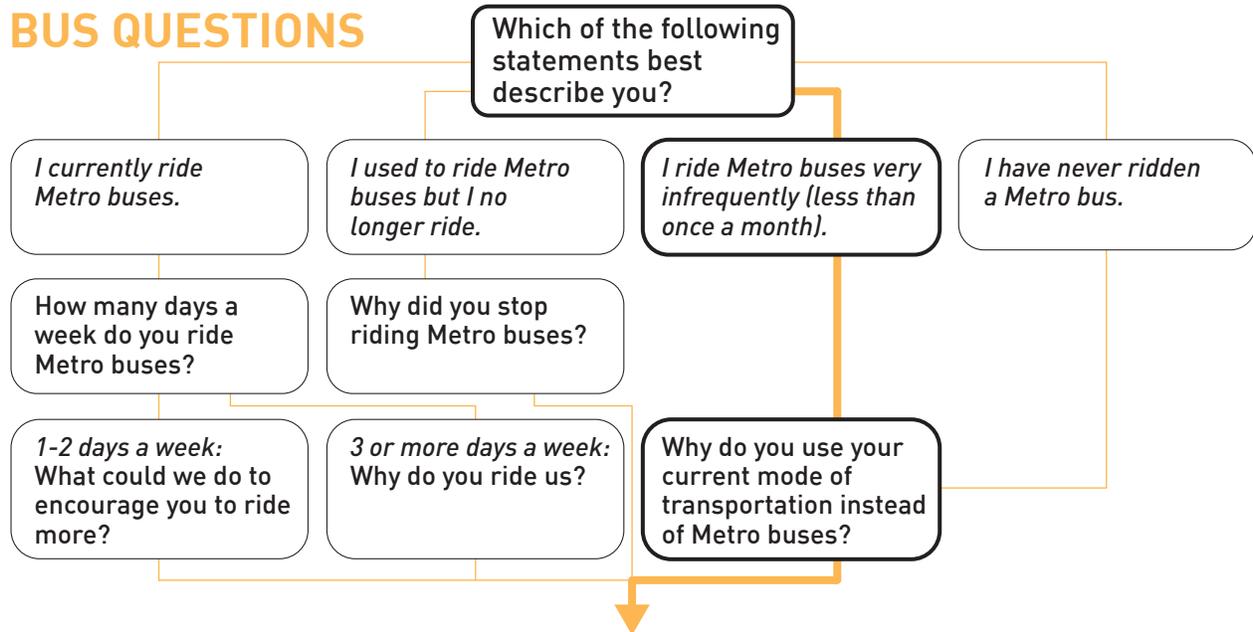
## DEMOGRAPHICS

## High Potential Transit Users

### RAIL QUESTIONS



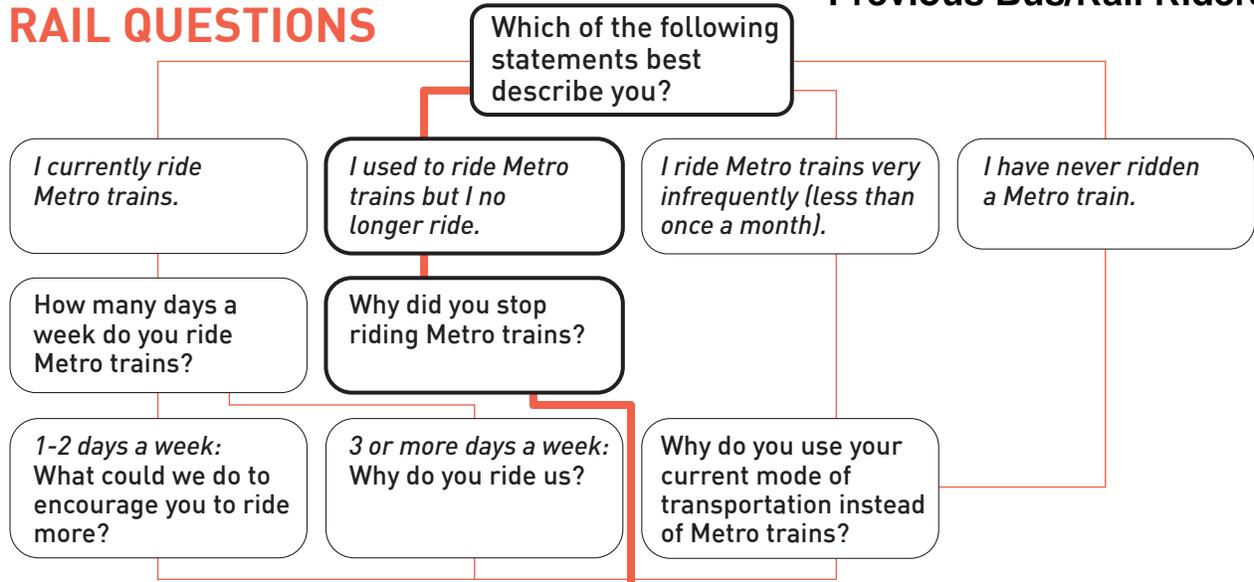
### BUS QUESTIONS



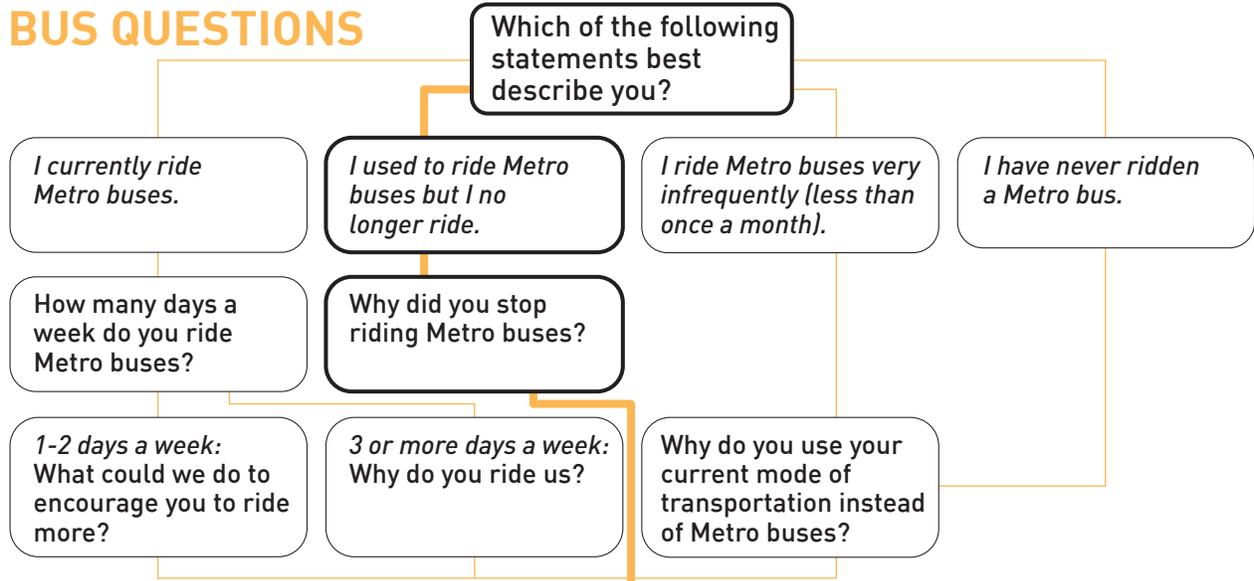
## DEMOGRAPHICS

**Previous Bus/Rail Riders**

**RAIL QUESTIONS**



**BUS QUESTIONS**



**DEMOGRAPHICS**

Appendix E: Detailed Summary of Demographic Makeup of Respondents by User Segment

	Savvy Transit Users	No Hassle Travelers	Frequent Bus Patrons	Frequent Rail Patrons	Drivers Who Occasionally Ride Rail	High Potential Transit Users	Previous Bus/Rail Riders	Other*
Total Number of Respondents	4,606	1,792	970	828	1,323	3,320	746	2,861
% of Total Respondents	28%	11%	6%	5%	8%	20%	5%	17%
<b>Gender:</b>								
Male	49%	53%	41%	47%	41%	44%	46%	
Female	50%	46%	58%	52%	59%	56%	53%	
Trans FTM	0.32%	0.47%	0.34%	0.26%	0.00%	0.37%	0.31%	
Trans MTF	0.40%	0.24%	0.45%	0.00%	0.00%	0.13%	0.47%	
<b>Age:</b>								
< 18	1%	0%	2%	0%	0%	0%	0%	
18-24	17%	11%	16%	13%	6%	7%	14%	
25-34	30%	32%	24%	36%	29%	21%	32%	
35-49	27%	28%	26%	26%	30%	31%	30%	
50-64	20%	22%	25%	22%	25%	29%	19%	
65 or older	5%	7%	6%	3%	10%	11%	4%	
<b>Employment Status:</b>								
Employed full-time	50%	67%	48%	75%	67%	59%	59%	
Employed part-time	17%	11%	16%	9%	10%	14%	11%	
Full-time student and working	10%	8%	9%	6%	3%	4%	9%	
Full-time student and not working	6%	2%	9%	2%	2%	3%	4%	
Unemployed (seeking employment)	5%	3%	5%	3%	4%	5%	6%	
Unemployed (not seeking employment)	1%	1%	1%	0%	1%	1%	1%	
Retired	5%	6%	5%	3%	9%	10%	4%	
Stay at home parent or caregiver (full-time)	2%	1%	3%	0%	3%	3%	3%	
Disabled	5%	1%	5%	0%	1%	1%	4%	
<b>Annual Household Income:</b>								
Under \$10,000	15%	5%	14%	5%	3%	5%	10%	
\$10,000-\$19,999	15%	6%	14%	2%	3%	5%	10%	
\$20,000-\$29,999	15%	8%	14%	6%	4%	8%	10%	
\$30,000-\$39,999	12%	7%	11%	6%	6%	7%	11%	
\$40,000-\$49,999	8%	9%	8%	9%	7%	8%	10%	
\$50,000-\$59,999	7%	9%	7%	9%	8%	9%	9%	
\$60,000-\$69,999	5%	7%	7%	8%	9%	6%	6%	
\$70,000-\$79,999	5%	8%	6%	7%	7%	8%	7%	
\$80,000-\$89,999	3%	7%	3%	8%	7%	6%	5%	
\$90,000-\$99,999	3%	5%	3%	6%	7%	6%	4%	
\$100,000-\$124,999	5%	10%	5%	13%	14%	12%	7%	
\$125,000-\$149,999	2%	5%	3%	5%	6%	6%	4%	
\$150,000+	4%	13%	4%	15%	19%	13%	6%	
<b>Ethnicity:</b>								
Latino	33%	18%	30%	17%	10%	19%	33%	
African American	11%	8%	10%	4%	3%	6%	8%	
White	35%	53%	40%	58%	66%	53%	32%	
Asian/Pacific Islander	11%	13%	12%	13%	14%	14%	15%	
Native American	3%	2%	2%	1%	1%	2%	3%	
Other	7%	6%	6%	6%	6%	6%	8%	
<b>Distance from nearest Train Station:</b>								
Less than 5 minute walk	10%	12%	5%	13%	4%	5%	7%	
5-10 minute walk	25%	25%	13%	24%	13%	11%	13%	
11-20 minute walk	24%	25%	15%	22%	20%	20%	21%	
Longer than 20 minute walk	40%	38%	67%	41%	63%	64%	59%	
<b>Distance from nearest Bus Stop:</b>								
Less than 5 minute walk	50%	46%	51%	41%	35%	37%	36%	
5-10 minute walk	27%	27%	28%	29%	29%	27%	25%	
11-20 minute walk	12%	11%	10%	10%	13%	14%	15%	
Longer than 20 minute walk	11%	15%	11%	20%	23%	22%	24%	

\*Consist of remaining respondents who could not be meaningfully classified into distinct categories.