



UNDERSTANDING  
HOW WOMEN TRAVEL

# APPENDIX C

SURVEY QUESTIONS

RIDER/INFREQUENT

PREVIOUS

NON-RIDERS

EVERYONE

1. LANGUAGE

- 1. ENGLISH
- 2. SPANISH
- 3. CHINESE

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2. ARE YOU AT LEAST 18 YEARS OLD?

- 1. YES
- 2. NO

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3. WHAT YEAR WERE YOU BORN?

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4. WHICH OF THE FOLLOWING DO YOU IDENTIFY AS?

- 1. MALE
- 2. FEMALE
- 3. NON-BINARY

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5. DO YOU IDENTIFY AS LGBTQIA?

- 1. YES
- 2. NO
- 3. PREFER NOT TO ANSWER

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6. WHAT IS YOUR HOME ZIP CODE?

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7. METRO RAIL

- 1. REGULAR
- 2. INFREQUENT
- 3. PREVIOUS
- 4. NON-RIDER

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8. METRO BUS

- 1. REGULAR
- 2. INFREQUENT
- 3. PREVIOUS
- 4. NON-RIDER

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9. TYPE

- 1. RIDER
- 2. INFREQUENT
- 3. PREVIOUS
- 4. NON-RIDER

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10. WHAT TYPE OF TRANSPORTATION DO YOU NORMALLY USE TO MAKE TRIPS?

- 1. DRIVE ALONE
- 2. DRIVE WITH OTHERS IN THE CAR
- 3. TRANSIT
- 4. WALK/BICYCLE
- 5. CARPOOL/VANPOOL
- 6. UBER/LYFT
- 7. OTHER

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11. TYPE OF TRANSPORTATION NORMALLY USE TO MAKE TRIP [OTHER]

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12. LAST TIME TRAVELED TO: WORK

- 1. DROVE ALONE
- 2. DROVE WITH OTHERS IN THE CAR
- 3. TOOK TRANSIT
- 4. WALKED/BICYCLED
- 5. TOOK UBER/LYFT, RIDE-HAILING SERVICES
- 6. DO NOT TRAVEL TO THIS TYPE OF PLACE

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13. LAST TIME YOU TRAVELED TO: SCHOOL

- 1. DROVE ALONE
- 2. DROVE WITH OTHERS IN THE CAR
- 3. TOOK TRANSIT
- 4. WALKED/BICYCLED
- 5. TOOK UBER/LYFT, RIDE-HAILING SERVICES
- 6. DO NOT TRAVEL TO THIS TYPE OF PLACE

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14. LAST TIME YOU TRAVELED TO: SOCIAL/REC

- 1. DROVE ALONE
- 2. DROVE WITH OTHERS IN THE CAR
- 3. TOOK TRANSIT
- 4. WALKED/BICYCLED
- 5. TOOK UBER/LYFT, RIDE-HAILING SERVICES
- 6. DO NOT TRAVEL TO THIS TYPE OF PLACE

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15. LAST TIME TRAVELED TO: MEDICAL/DENTAL

- 1. DROVE ALONE
- 2. DROVE WITH OTHERS IN THE CAR
- 3. TOOK TRANSIT
- 4. WALKED/BICYCLED
- 5. TOOK UBER/LYFT, RIDE-HAILING SERVICES
- 6. DO NOT TRAVEL TO THIS TYPE OF PLACE

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16. LAST TIME TRAVELED FOR: HOUSEHOLD ERRANDS

- 1. DROVE ALONE
- 2. DROVE WITH OTHERS IN THE CAR
- 3. TOOK TRANSIT
- 4. WALKED/BICYCLED
- 5. TOOK UBER/LYFT, RIDE-HAILING SERVICES
- 6. DO NOT TRAVEL TO THIS TYPE OF PLACE

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17. LAST TIME TRAVELED: TAKING A CHILD OR FAMILY MEMBER TO DESTINATION

- 1. DROVE ALONE
- 2. DROVE WITH OTHERS IN THE CAR
- 3. TOOK TRANSIT
- 4. WALKED/BICYCLED
- 5. TOOK UBER/LYFT, RIDE-HAILING SERVICES
- 6. DO NOT TRAVEL TO THIS TYPE OF PLACE

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18. LAST TIME TRAVELED TO: SPECIAL EVENT

- 1. DROVE ALONE
- 2. DROVE WITH OTHERS IN THE CAR
- 3. TOOK TRANSIT
- 4. WALKED/BICYCLED
- 5. TOOK UBER/LYFT, RIDE-HAILING SERVICES
- 6. DO NOT TRAVEL TO THIS TYPE OF PLACE

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19. LAST TIME TO: OTHER

- 1. DROVE ALONE
- 2. DROVE WITH OTHERS IN THE CAR
- 3. TOOK TRANSIT
- 4. WALKED/BICYCLED
- 5. TOOK UBER/LYFT, RIDE-HAILING SERVICES
- 6. DO NOT TRAVEL TO THIS TYPE OF PLACE

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20. LAST TIME TO... [OTHER]

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21. FREQUENCY TO: WORK OR SCHOOL

- 1. 5+ DAYS/WEEK
- 2. 3-4 DAYS/WEEK
- 3. 1-2 TIMES/WEEK
- 4. 1-2 TIMES/MONTH
- 5. LESS THAN ONCE A MONTH
- 6. DO NOT TRAVEL TO THIS TYPE OF PLACE

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22. FREQUENCY OF: SOCIAL/REC TRIPS

- 1. 5+ DAYS/WEEK
- 2. 3-4 DAYS/WEEK
- 3. 1-2 TIMES/WEEK
- 4. 1-2 TIMES/MONTH
- 5. LESS THAN ONCE A MONTH
- 6. DO NOT TRAVEL TO THIS TYPE OF PLACE

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23. FREQUENCY OF: MEDICAL/DENTAL TRIPS

- 1. 5+ DAYS/WEEK
- 2. 3-4 DAYS/WEEK
- 3. 1-2 TIMES/WEEK
- 4. 1-2 TIMES/MONTH
- 5. LESS THAN ONCE A MONTH
- 6. DO NOT TRAVEL TO THIS TYPE OF PLACE

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24. FREQUENCY OF: HOUSEHOLD ERRANDS

- 1. 5+ DAYS/WEEK
- 2. 3-4 DAYS/WEEK
- 3. 1-2 TIMES/WEEK
- 4. 1-2 TIMES/MONTH
- 5. LESS THAN ONCE PER MONTH
- 6. DO NOT TRAVEL TO THIS TYPE OF PLACE

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25. FREQUENCY OF: TAKING CHILD OR FAMILY TO A DESTINATION

- 1. 5+ DAYS/WEEK
- 2. 3-4 DAYS/WEEK
- 3. 1-2 TIMES/WEEK
- 4. 1-2 TIMES/MONTH
- 5. LESS THAN ONCE A MONTH
- 6. DO NOT TRAVEL TO THIS TYPE OF PLACE

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26. FREQUENCY OF: SPECIAL EVENT TRIPS

- 1. 5+ DAYS/WEEK
- 2. 3-4 DAYS/WEEK
- 3. 1-2 TIMES/WEEK
- 4. 1-2 TIMES/MONTH
- 5. LESS THAN ONCE A MONTH
- 6. DO NOT TRAVEL TO THIS TYPE OF PLACE

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27. DURING WHAT TIMES OF THE DAY DO YOU TYPICALLY TRAVEL ON WEEKDAYS?  
(MULTIPLE RESPONSE)

- 1. 1:00 AM - 4:59 AM
- 2. 5:00 AM - 9:59 AM
- 3. 10:00 AM - 11:59 AM
- 4. 12:00 PM - 3:59 PM
- 5. 4:00 PM - 5:59 PM
- 6. 6:00 PM - 10:59 PM
- 7. 11:00 PM - 12:59 AM
- 8. DON'T TRAVEL ON THIS DAY

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28. DURING WHAT TIMES OF THE DAY DO YOU TYPICALLY TRAVEL ON WEEKENDS?  
(MULTIPLE RESPONSE)

- 1. 1:00 AM - 4:59 AM
- 2. 5:00 AM - 9:59 AM
- 3. 10:00 AM - 11:59 AM
- 4. 12:00 PM - 3:59 PM
- 5. 4:00 PM - 5:59 PM
- 6. 6:00 PM - 10:59 PM
- 7. 11:00 PM - 12:59 AM
- 8. DON'T TRAVEL ON THIS DAY

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29. DURING WHAT TIMES OF THE DAY DO YOU TYPICALLY TRAVEL ON TRANSIT ON WEEKDAYS?  
(MULTIPLE RESPONSE)

- 1. 1:00 AM - 4:59 AM
- 2. 5:00 AM - 9:59 AM
- 3. 10:00 AM - 11:59 AM
- 4. 12:00 PM - 3:59 PM
- 5. 4:00 PM - 5:59 PM
- 6. 6:00 PM - 10:59 PM
- 7. 11:00 PM - 12:59 AM
- 8. DON'T TRAVEL ON THIS DAY

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30. DURING WHAT TIMES OF THE DAY DO YOU TYPICALLY TRAVEL ON TRANSIT ON WEEKENDS?  
(MULTIPLE RESPONSE)

- 1. 1:00 AM - 4:59 AM
- 2. 5:00 AM - 9:59 AM
- 3. 10:00 AM - 11:59 AM
- 4. 12:00 PM - 3:59 PM
- 5. 4:00 PM - 5:59 PM
- 6. 6:00 PM - 10:59 PM
- 7. 11:00 PM - 12:59 AM
- 8. DON'T TRAVEL ON THIS DAY

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31. DURING WHAT TIMES OF THE DAY DID YOU TYPICALLY TRAVEL ON THE WEEKDAYS?  
(MULTIPLE RESPONSE)

- 1. 1:00 AM - 4:59 AM
- 2. 5:00 AM - 9:59 AM
- 3. 10:00 AM - 11:59 AM
- 4. 12:00 PM - 3:59 PM
- 5. 4:00 PM - 5:59 PM
- 6. 6:00 PM - 10:59 PM
- 7. 11:00 PM - 12:59 AM
- 8. DON'T TRAVEL ON THIS DAY

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32. DURING WHAT TIMES OF THE DAY DID YOU TYPICALLY TRAVEL ON THE WEEKENDS?  
(MULTIPLE RESPONSE)

- 1. 1:00 AM - 4:59 AM
- 2. 5:00 AM - 9:59 AM
- 3. 10:00 AM - 11:59 AM
- 4. 12:00 PM - 3:59 PM
- 5. 4:00 PM - 5:59 PM
- 6. 6:00 PM - 10:59 PM
- 7. 11:00 PM - 12:59 AM
- 8. DON'T TRAVEL ON THIS DAY

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33. WHAT MAKES IT DIFFICULT FOR YOU TO USE PUBLIC TRANSIT? (MULTIPLE RESPONSE)

- 1. PUBLIC TRANSIT IS SLOW
- 2. PUBLIC TRANSIT IS EXPENSIVE
- 3. I TRAVEL WITH CHILDREN
- 4. I TRAVEL WITH AN INDIVIDUAL WHO NEEDS ASSISTANCE
- 5. TRAVEL TIME IS UNRELIABLE
- 6. REAL-TIME ARRIVAL INFO IS UNPREDICTABLE
- 7. SERVICE IS NOT FREQUENT ENOUGH
- 8. I HAVE TO MAKE TOO MANY TRANSFERS
- 9. IT IS CONFUSING TO NAVIGATE
- 10. IT DOESN'T GO WHERE I NEED TO GO
- 11. IT DOESN'T FEEL CLEAN
- 12. IT IS TOO CROWDED
- 13. I DON'T FEEL SAFE ON PUBLIC TRANSIT
- 14. SERVICE IS NOT AVAILABLE WHEN I NEED TO TRAVEL
- 15. IT IS DIFFICULT FOR ME TO MAKE MULTIPLE TRIPS IN A ROW
- 16. OTHER

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34. MAKES IT DIFFICULT TO USE PUBLIC TRANSIT [OTHER]

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35. WHAT MADE IT DIFFICULT FOR YOU TO USE PUBLIC TRANSIT? (MULTIPLE RESPONSE)

- 1. PUBLIC TRANSIT IS SLOW
- 2. PUBLIC TRANSIT IS EXPENSIVE
- 3. I TRAVEL WITH CHILDREN
- 4. I TRAVEL WITH AN INDIVIDUAL WHO NEEDS ASSISTANCE
- 5. TRAVEL TIME IS UNRELIABLE
- 6. REAL-TIME ARRIVAL INFO IS UNPREDICTABLE
- 7. SERVICE IS NOT FREQUENT ENOUGH
- 8. I HAVE TO MAKE TOO MANY TRANSFERS
- 9. IT IS CONFUSING TO NAVIGATE
- 10. IT DOESN'T GO WHERE I NEED TO GO
- 11. IT DOESN'T FEEL CLEAN
- 12. IT IS TOO CROWDED
- 13. I DON'T FEEL SAFE ON PUBLIC TRANSIT
- 14. SERVICE IS NOT AVAILABLE WHEN I NEED TO TRAVEL
- 15. IT IS DIFFICULT FOR ME TO MAKE MULTIPLE TRIPS IN A ROW
- 16. OTHER

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36. MADE IT DIFFICULT TO USE PUBLIC TRANSIT [OTHER]

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37. WHAT MAKES IT DIFFICULT FOR YOU TO USE PUBLIC TRANSIT? [RANK 1]

- 1. PUBLIC TRANSIT IS SLOW
- 2. PUBLIC TRANSIT IS EXPENSIVE
- 3. I TRAVEL WITH CHILDREN
- 4. I TRAVEL WITH AN INDIVIDUAL WHO NEEDS ASSISTANCE
- 5. TRAVEL TIME IS UNRELIABLE
- 6. REAL-TIME ARRIVAL INFO IS UNPREDICTABLE
- 7. SERVICE IS NOT FREQUENT ENOUGH
- 8. I HAVE TO MAKE TOO MANY TRANSFERS
- 9. IT IS CONFUSING TO NAVIGATE
- 10. IT DOESN'T GO WHERE I NEED TO GO
- 11. IT DOESN'T FEEL CLEAN
- 12. IT IS TOO CROWDED
- 13. I DON'T FEEL SAFE ON PUBLIC TRANSIT
- 14. SERVICE IS NOT AVAILABLE WHEN I NEED TO TRAVEL
- 15. IT IS DIFFICULT FOR ME TO MAKE MULTIPLE TRIPS IN A ROW
- 16. OTHER

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38. WHAT MAKES IT DIFFICULT FOR YOU TO USE PUBLIC TRANSIT? [RANK 2]

- 1. PUBLIC TRANSIT IS SLOW
- 2. PUBLIC TRANSIT IS EXPENSIVE
- 3. I TRAVEL WITH CHILDREN
- 4. I TRAVEL WITH AN INDIVIDUAL WHO NEEDS ASSISTANCE
- 5. TRAVEL TIME IS UNRELIABLE
- 6. REAL-TIME ARRIVAL INFO IS UNPREDICTABLE
- 7. SERVICE IS NOT FREQUENT ENOUGH
- 8. I HAVE TO MAKE TOO MANY TRANSFERS
- 9. IT IS CONFUSING TO NAVIGATE
- 10. IT DOESN'T GO WHERE I NEED TO GO
- 11. IT DOESN'T FEEL CLEAN
- 12. IT IS TOO CROWDED
- 13. I DON'T FEEL SAFE ON PUBLIC TRANSIT
- 14. SERVICE IS NOT AVAILABLE WHEN I NEED TO TRAVEL
- 15. IT IS DIFFICULT TO MAKE MULTIPLE TRIPS IN A ROW
- 16. OTHER

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39. WHAT MAKES IT DIFFICULT FOR YOU TO USE PUBLIC TRANSIT? [RANK 3]

- 1. PUBLIC TRANSIT IS SLOW
- 2. PUBLIC TRANSIT IS EXPENSIVE
- 3. I TRAVEL WITH CHILDREN
- 4. I TRAVEL WITH AN INDIVIDUAL WHO NEEDS ASSISTANCE
- 5. TRAVEL TIME IS UNRELIABLE
- 6. REAL-TIME ARRIVAL INFO IS UNPREDICTABLE
- 7. SERVICE IS NOT FREQUENT ENOUGH
- 8. I HAVE TO MAKE TOO MANY TRANSFERS
- 9. IT IS CONFUSING TO NAVIGATE
- 10. IT DOESN'T GO WHERE I NEED TO GO
- 11. IT DOESN'T FEEL CLEAN
- 12. IT IS TOO CROWDED
- 13. I DON'T FEEL SAFE ON PUBLIC TRANSIT
- 14. SERVICE IS NOT AVAILABLE WHEN I NEED TO TRAVEL
- 15. IT IS DIFFICULT FOR ME TO MAKE MULTIPLE TRIPS IN A ROW
- 16. OTHER

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40. WHAT MADE IT DIFFICULT FOR YOU TO USE PUBLIC TRANSIT? [RANK 1]

- 1. PUBLIC TRANSIT IS SLOW
- 2. PUBLIC TRANSIT IS EXPENSIVE
- 3. I TRAVEL WITH CHILDREN
- 4. I TRAVEL WITH AN INDIVIDUAL WHO NEEDS ASSISTANCE
- 5. TRAVEL TIME IS UNRELIABLE
- 6. REAL-TIME ARRIVAL INFO IS UNPREDICTABLE
- 7. SERVICE IS NOT FREQUENT ENOUGH
- 8. I HAVE TO MAKE TOO MANY TRANSFERS
- 9. IT IS CONFUSING TO NAVIGATE
- 10. IT DOESN'T GO WHERE I NEED TO GO
- 11. IT DOESN'T FEEL CLEAN
- 12. IT IS TOO CROWDED
- 13. I DON'T FEEL SAFE ON PUBLIC TRANSIT
- 14. SERVICE IS NOT AVAILABLE WHEN I NEED TO TRAVEL
- 15. IT IS DIFFICULT FOR ME TO MAKE MULTIPLE TRIPS IN A ROW
- 16. OTHER

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41. WHAT MADE IT DIFFICULT FOR YOU TO USE PUBLIC TRANSIT? [RANK 2]

- 1. PUBLIC TRANSIT IS SLOW
- 2. PUBLIC TRANSIT IS EXPENSIVE
- 3. I TRAVEL WITH CHILDREN
- 4. I TRAVEL WITH AN INDIVIDUAL WHO NEEDS ASSISTANCE
- 5. TRAVEL TIME IS UNRELIABLE
- 6. REAL-TIME ARRIVAL INFO IS UNPREDICTABLE
- 7. SERVICE IS NOT FREQUENT ENOUGH
- 8. I HAVE TO MAKE TOO MANY TRANSFERS
- 9. IT IS CONFUSING TO NAVIGATE
- 10. IT DOESN'T GO WHERE I NEED TO GO
- 11. IT DOESN'T FEEL CLEAN
- 12. IT IS TOO CROWDED
- 13. I DON'T FEEL SAFE ON PUBLIC TRANSIT
- 14. SERVICE IS NOT AVAILABLE WHEN I NEED TO TRAVEL
- 15. IT IS DIFFICULT FOR ME TO MAKE MULTIPLE TRIPS IN A ROW
- 16. OTHER

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42. WHAT MADE IT DIFFICULT FOR YOU TO USE PUBLIC TRANSIT? [RANK 3]

- 1. PUBLIC TRANSIT IS SLOW
- 2. PUBLIC TRANSIT IS EXPENSIVE
- 3. I TRAVEL WITH CHILDREN
- 4. I TRAVEL WITH AN INDIVIDUAL WHO NEEDS ASSISTANCE
- 5. TRAVEL TIME IS UNRELIABLE
- 6. REAL-TIME ARRIVAL INFO IS UNPREDICTABLE
- 7. SERVICE IS NOT FREQUENT ENOUGH
- 8. I HAVE TO MAKE TOO MANY TRANSFERS
- 9. IT IS CONFUSING TO NAVIGATE
- 10. IT DOESN'T GO WHERE I NEED TO GO
- 11. IT DOESN'T FEEL CLEAN
- 12. IT IS TOO CROWDED
- 13. I DON'T FEEL SAFE ON PUBLIC TRANSIT
- 14. SERVICE IS NOT AVAILABLE WHEN I NEED TO TRAVEL
- 15. IT IS DIFFICULT FOR ME TO MAKE MULTIPLE TRIPS IN A ROW
- 16. OTHER

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43. WHY DON'T YOU CURRENTLY USE PUBLIC TRANSIT? (MULTIPLE RESPONSE)

- 1. PUBLIC TRANSIT IS SLOW
- 2. PUBLIC TRANSIT IS EXPENSIVE
- 3. I TRAVEL WITH CHILDREN
- 4. I TRAVEL WITH AN INDIVIDUAL WHO NEEDS ASSISTANCE
- 5. TRAVEL TIME IS UNRELIABLE
- 6. REAL-TIME ARRIVAL INFO IS UNPREDICTABLE
- 7. SERVICE IS NOT FREQUENT ENOUGH
- 8. I HAVE TO MAKE TOO MANY TRANSFERS
- 9. IT IS CONFUSING TO NAVIGATE
- 10. IT DOESN'T GO WHERE I NEED TO GO
- 11. IT DOESN'T FEEL CLEAN
- 12. IT IS TOO CROWDED
- 13. I DON'T FEEL SAFE ON PUBLIC TRANSIT
- 14. SERVICE IS NOT AVAILABLE WHEN I NEED TO TRAVEL
- 15. IT IS DIFFICULT FOR ME TO MAKE MULTIPLE TRIPS IN A ROW
- 16. OTHER

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44. WHY DON'T YOU CURRENTLY USE PUBLIC TRANSIT [OTHER]

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45. DO YOU CURRENTLY HAVE A DRIVER'S LICENSE?

- 1. YES
- 2. NO

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46. WHY NOT? (MULTIPLE RESPONSE)

- 1. I PREFER NOT TO OWN A CAR
- 2. DO NOT NEED TO GET CAR INSURANCE
- 3. TRANSIT IS EASIER TO USE
- 4. TRANSIT IS CHEAPER THAN DRIVING
- 5. HAVE FRIENDS/FAMILY WHO WILL GIVE ME A RIDE
- 6. MEDICAL RESTRICTIONS
- 7. EASIER TO WALK/BIKE
- 8. EASIER TO USE UBER/LYFT
- 9. OTHER

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47. WHY NOT [OTHER]

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48. HOW OFTEN DO YOU HAVE A HOUSEHOLD CAR AVAILABLE FOR YOUR PERSONAL TRANSPORTATION NEEDS?

- 1. ALWAYS
- 2. MOST OF THE TIME
- 3. SOMETIMES
- 4. INFREQUENTLY
- 5. ALMOST NEVER
- 6. NEVER

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49. WHO IN THE HOUSEHOLD MOST OFTEN USES THE CAR?

- 1. MYSELF
- 2. SPOUSE/SIGNIFICANT OTHER
- 3. OTHER PERSON IN MY HOUSEHOLD
- 4. EQUALLY USE THE CAR(S)
- 5. MY HOUSEHOLD DOES NOT HAVE A CAR
- 6. OTHER

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50. WHO IN HOUSEHOLD MOST OFTEN USES THE CAR [OTHER]

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51. HOW MANY CHILDREN ARE IN YOUR HOUSEHOLD?

- 1. NO CHILDREN
- 2. 1 CHILD
- 3. 2 CHILDREN
- 4. 3 CHILDREN
- 5. 4 CHILDREN
- 6. 5 OR MORE CHILDREN

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52. HOW MANY?

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53. WHO IN YOUR FAMILY IS MOST OFTEN RESPONSIBLE FOR HOUSEHOLD ERRANDS?

- 1. I AM
- 2. SPOUSE/SIGNIFICANT OTHER
- 3. OTHER PERSON IN MY HOUSEHOLD
- 4. CAREGIVER
- 5. I SHARE THESE RESPONSIBILITIES WITH OTHER IN HOUSEHOLD

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54. HOW LONG HAVE YOU BEEN RIDING PUBLIC TRANSIT IN LOS ANGELES?

- 1. LESS THAN 1 YEAR
- 2. 1-2 YEARS
- 3. 3-4 YEARS
- 4. 5 YEARS OR MORE

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55. HOW LONG DID YOU RIDE PUBLIC TRANSIT IN LOS ANGELES?

- 1. LESS THAN 1 YEAR
- 2. 1-2 YEARS
- 3. 3-4 YEARS
- 4. 5 YEARS OR MORE

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56. WHAT IS THE MOST IMPORTANT REASON YOU CURRENTLY USE PUBLIC TRANSIT?

- 1. AVOID TRAFFIC
- 2. TRANSIT IS THE FASTEST OPTION FOR MY TRIP
- 3. DON'T OWN A CAR
- 4. DON'T HAVE A DRIVER'S LICENSE
- 5. TO SAVE MONEY ON GAS AND PARKING
- 6. EMPLOYER OR SCHOOL HELPS ME PAY FOR TRANSIT
- 7. BETTER FOR ENVIRONMENT
- 8. TIME TO REST, WORK, READ, ETC.
- 9. FOR SPECIAL EVENT
- 10. OTHER

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57. MOST IMPORTANT REASON CURRENTLY USE PUBLIC TRANSIT [OTHER]

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58. WHAT IS THE MOST IMPORTANT REASON YOU USED TO USE PUBLIC TRANSIT?

- 1. AVOID TRAFFIC
- 2. TRANSIT IS THE FASTEST OPTION FOR MY TRIP
- 3. DON'T OWN A CAR
- 4. DON'T HAVE A DRIVER'S LICENSE
- 5. TO SAVE MONEY ON GAS AND PARKING
- 6. EMPLOYER OR SCHOOL HELPS ME PAY FOR TRANSIT
- 7. BETTER FOR ENVIRONMENT
- 8. TIME TO REST, WORK, READ, ETC.
- 9. FOR SPECIAL EVENT
- 10. OTHER

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59. MOST IMPORTANT REASON USED PUBLIC TRANSIT [OTHER]

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60. WHEN RIDING TRANSIT HOW DO YOU GENERALLY PAY FOR YOUR FARE?

- 1. CASH
- 2. MONEY ON TAP CARD
- 3. DAY PASS
- 4. 7-DAY PASS
- 5. 30-DAY PASS
- 6. EMPLOYER ANNUAL PASS PROGRAM
- 7. REDUCED FARE PASS/PROGRAM

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61. WHEN RIDING TRANSIT HOW DID YOU GENERALLY PAY FOR YOUR FARE?

- 1. CASH
- 2. MONEY ON TAP CARD
- 3. DAY PASS
- 4. 7-DAY PASS
- 5. 30-DAY PASS
- 6. EMPLOYER ANNUAL PASS PROGRAM
- 7. REDUCED FARE PASS/PROGRAM

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62. DO YOU TRAVEL ON TRANSIT WITH A CHILD (REN)

- 1. YES
- 2. NO

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63. DID YOU TRAVEL ON TRANSIT WITH A CHILD (REN) ?

- 1. YES
- 2. NO

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64. WHY DO YOU NOT TRAVEL WITH A CHILD(REN) ON TRANSIT?

- 1. TOO DIFFICULT
- 2. TOO EXPENSIVE
- 3. NEED TO CARRY PACKAGES
- 4. PUBLIC TRANSIT MAY NOT BE SAFE
- 5. DON'T HAVE CHILDREN OR OTHER INDIVIDUALS IN MY CARE
- 6. OTHER

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65. WHY NOT TRAVEL WITH CHILD(REN) [OTHER]

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66. WHY DID YOU NOT TRAVEL WITH A CHILD(REN) ON TRANSIT?

- 1. TOO DIFFICULT
- 2. TOO EXPENSIVE
- 3. NEED TO CARRY PACKAGES
- 4. PUBLIC TRANSIT MAY NOT BE SAFE
- 5. DON'T HAVE CHILDREN OR OTHER INDIVIDUALS IN MY CARE
- 6. OTHER

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67. WHY NOT TRAVEL WITH CHILD(REN) [OTHER]

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68. DO YOU TRAVEL ON TRANSIT WITH INDIVIDUAL(S) WHO NEED ASSISTANCE?

- 1. YES
- 2. NO

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69. DID YOU TRAVEL ON TRANSIT WITH INDIVIDUAL(S) WHO NEED ASSISTANCE?

- 1. YES
- 2. NO

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70. WHY DO YOU NOT TRAVEL WITH AN INDIVIDUAL(S) WHO NEED ASSISTANCE ON TRANSIT?  
(MULTIPLE RESPONSE)

- 1. TOO DIFFICULT
- 2. TOO EXPENSIVE
- 3. NEED TO CARRY PACKAGES
- 4. PUBLIC TRANSIT MAY NOT BE SAFE
- 5. DON'T HAVE CHILDREN OR OTHER INDIVIDUALS IN MY CARE
- 6. OTHER

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71. WHY NOT TRAVEL WITH INDIVIDUAL WHO NEED ASSISTANCE [OTHER]

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72. WHY DID YOU NOT TRAVEL WITH AN INDIVIDUAL(S) WHO NEED ASSISTANCE ON TRANSIT? (MULTIPLE RESPONSE)

- 1. TOO DIFFICULT
- 2. TOO EXPENSIVE
- 3. NEED TO CARRY PACKAGES
- 4. PUBLIC TRANSIT MAY NOT BE SAFE
- 5. DON'T HAVE CHILDREN OR OTHER INDIVIDUALS IN MY CARE
- 6. OTHER

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73. WHY NOT TRAVEL WITH INDIVIDUAL WHO NEED ASSISTANCE [OTHER]

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74. IN A TYPICAL MONTH, HOW MUCH MONEY DO YOU SPEND ON PUBLIC TRANSIT FOR YOURSELF?

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75. IN A TYPICAL MONTH, HOW MUCH MONEY DO YOU SPEND ON PUBLIC TRANSIT FOR YOUR CHILD OR OTHER DEPENDENT?

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76. HOW MUCH MONEY DID YOU SPEND ON PUBLIC TRANSIT FOR YOURSELF?

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77. HOW MUCH MONEY DID YOU SPEND ON PUBLIC TRANSIT FOR CHILDREN OR DEPENDENTS?

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78. HOW OFTEN DO YOU CARRY PACKAGES, BAGS, CARTS, AND/OR TRAVEL WITH A STROLLER?

- 1. MOST OF THE TIME
- 2. SOMETIMES
- 3. INFREQUENTLY
- 4. ALMOST NEVER

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79. HOW OFTEN DID YOU CARRY PACKAGES, BAGS, CARTS, AND/OR TRAVEL WITH A STROLLER?

- 1. MOST OF THE TIME
- 2. SOMETIMES
- 3. INFREQUENTLY
- 4. ALMOST NEVER

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80. ARE THREE MOST IMPORTANT ITEMS THAT MAKE YOU FEEL SAFE WHEN RIDING OR WAITING FOR PUBLIC TRANSIT? (MULTIPLE RESPONSE)

- 1. LIGHTING
- 2. OTHER PEOPLE NEARBY
- 3. OPEN BUSINESSES NEARBY
- 4. EMERGENCY INTERCOM NEARBY
- 5. SECURITY CAMERAS
- 6. TRANSIT EMPLOYEES OR REPS NEARBY
- 7. TRANSIT POLICE NEARBY
- 8. OTHER

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81. THREE MOST IMPORTANT ITEMS MAKE YOU FEEL SAFE [OTHER]

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82. WERE THREE MOST IMPORTANT ITEMS THAT MAKE YOU FEEL SAFE WHEN RIDING OR WAITING FOR PUBLIC TRANSIT? (MULTIPLE RESPONSE)

- 1. LIGHTING
- 2. OTHER PEOPLE NEARBY
- 3. OPEN BUSINESSES NEARBY
- 4. EMERGENCY INTERCOM NEARBY
- 5. SECURITY CAMERAS
- 6. TRANSIT EMPLOYEES OR REPS NEARBY
- 7. TRANSIT POLICE NEARBY
- 8. OTHER

\*\*\*\*\*

83. THREE MOST IMPORTANT ITEMS MAKE YOU FEEL SAFE [OTHER]

\*\*\*\*\*

84. ARE THREE MOST IMPORTANT ITEMS THAT MAKE YOU FEEL SAFE WHEN RIDING OR WAITING FOR PUBLIC TRANSIT? [RANK 1]

- 1. LIGHTING
- 2. OTHER PEOPLE NEARBY
- 3. OPEN BUSINESSES NEARBY
- 4. EMERGENCY INTERCOM NEARBY
- 5. SECURITY CAMERAS
- 6. TRANSIT EMPLOYEES OR REPS NEARBY
- 7. TRANSIT POLICE NEARBY
- 8. OTHER

\*\*\*\*\*

85. ARE THREE MOST IMPORTANT ITEMS THAT MAKE YOU FEEL SAFE WHEN RIDING OR WAITING FOR PUBLIC TRANSIT? [RANK 2]

- 1. LIGHTING
- 2. OTHER PEOPLE NEARBY
- 3. OPEN BUSINESSES NEARBY
- 4. EMERGENCY INTERCOM NEARBY
- 5. SECURITY CAMERAS
- 6. TRANSIT EMPLOYEES OR REPS NEARBY
- 7. TRANSIT POLICE NEARBY
- 8. OTHER

\*\*\*\*\*

86. ARE THREE MOST IMPORTANT ITEMS THAT MAKE YOU FEEL SAFE WHEN RIDING OR WAITING FOR PUBLIC TRANSIT? [RANK 3]

- 1. LIGHTING
- 2. OTHER PEOPLE NEARBY
- 3. OPEN BUSINESSES NEARBY
- 4. EMERGENCY INTERCOM NEARBY
- 5. SECURITY CAMERAS
- 6. TRANSIT EMPLOYEES OR REPS NEARBY
- 7. TRANSIT POLICE NEARBY
- 8. OTHER

\*\*\*\*\*

87. WERE THREE MOST IMPORTANT ITEMS THAT MAKE YOU FEEL SAFE WHEN RIDING OR WAITING FOR PUBLIC TRANSIT? [RANK 1]

- 1. LIGHTING
- 2. OTHER PEOPLE NEARBY
- 3. OPEN BUSINESSES NEARBY
- 4. EMERGENCY INTERCOM NEARBY
- 5. SECURITY CAMERAS
- 6. TRANSIT EMPLOYEES OR REPS NEARBY
- 7. TRANSIT POLICE NEARBY
- 8. OTHER

\*\*\*\*\*

88. WERE THREE MOST IMPORTANT ITEMS THAT MAKE YOU FEEL SAFE WHEN RIDING OR WAITING FOR PUBLIC TRANSIT? [RANK 2]

- 1. LIGHTING
- 2. OTHER PEOPLE NEARBY
- 3. OPEN BUSINESSES NEARBY
- 4. EMERGENCY INTERCOM NEARBY
- 5. SECURITY CAMERAS
- 6. TRANSIT EMPLOYEES OR REPS NEARBY
- 7. TRANSIT POLICE NEARBY
- 8. OTHER

\*\*\*\*\*

89. WERE THREE MOST IMPORTANT ITEMS THAT MAKE YOU FEEL SAFE WHEN RIDING OR WAITING FOR PUBLIC TRANSIT? [RANK 3]

- 1. LIGHTING
- 2. OTHER PEOPLE NEARBY
- 3. OPEN BUSINESSES NEARBY
- 4. EMERGENCY INTERCOM NEARBY
- 5. SECURITY CAMERAS
- 6. TRANSIT EMPLOYEES OR REPS NEARBY
- 7. TRANSIT POLICE NEARBY
- 8. OTHER

\*\*\*\*\*

90. POLICE OFFICERS YOU SEE ON TRANSIT VEHICLES, ARE THERE...?

- 1. FAR TOO FEW OFFICERS
- 2. TOO FEW OFFICERS
- 3. THE RIGHT AMOUNT
- 4. TOO MANY OFFICERS
- 5. FAR TOO MANY OFFICERS

\*\*\*\*\*

91. POLICE OFFICERS YOU SAW ON TRANSIT VEHICLES, WERE THERE...?

- 1. FAR TOO FEW OFFICERS
- 2. TOO FEW OFFICERS
- 3. THE RIGHT AMOUNT
- 4. TOO MANY OFFICERS
- 5. FAR TOO MANY OFFICERS

\*\*\*\*\*

92. POLICE OFFICERS YOU SEE AT PUBLIC TRANSIT STOPS/STATIONS, ARE THERE...?

- 1. FAR TOO FEW OFFICERS
- 2. TOO FEW OFFICERS
- 3. THE RIGHT AMOUNT
- 4. TOO MANY OFFICERS
- 5. FAR TOO MANY OFFICERS

\*\*\*\*\*

93. POLICE OFFICERS YOU SAW AT PUBLIC TRANSIT STOPS/STATIONS, WERE THERE...?

- 1. FAR TOO FEW OFFICERS
- 2. TOO FEW OFFICERS
- 3. THE RIGHT AMOUNT
- 4. TOO MANY OFFICERS
- 5. FAR TOO MANY OFFICERS

\*\*\*\*\*

**\*NOTE: ALL SERVICE AGREEMENT QUESTIONS BELOW IS ASKED TO CURRENT AND PREVIOUS RIDERS**

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94. SERVICE AGREEMENT: OTHER RIDERS ARE COURTEOUS

- 1. STRONGLY DISAGREE
- 2. DISAGREE
- 3. NEUTRAL
- 4. AGREE
- 5. STRONGLY AGREE
- 6. N/A

\*\*\*\*\*

95. SERVICE AGREEMENT: PUBLIC TRANSIT IS PHYSICALLY COMFORTABLE FOR ME

- 1. STRONGLY DISAGREE
- 2. DISAGREE
- 3. NEUTRAL
- 4. AGREE
- 5. STRONGLY AGREE
- 6. N/A

\*\*\*\*\*

96. SERVICE AGREEMENT: DURING THE DAY, I FEEL SAFE WHILE RIDING PUBLIC TRANSIT

- 1. STRONGLY DISAGREE
- 2. DISAGREE
- 3. NEUTRAL
- 4. AGREE
- 5. STRONGLY AGREE
- 6. N/A

\*\*\*\*\*

97. SERVICE AGREEMENT: DURING THE DAY, I FEEL SAFE WHILE WAITING FOR PUBLIC TRANSIT

- 1. STRONGLY DISAGREE
- 2. DISAGREE
- 3. NEUTRAL
- 4. AGREE
- 5. STRONGLY AGREE
- 6. N/A

\*\*\*\*\*

98. SERVICE AGREEMENT: DURING THE DAY, I FEEL SAFE WHILE TRAVELING TO THE STOP/STATION

- 1. STRONGLY DISAGREE
- 2. DISAGREE
- 3. NEUTRAL
- 4. AGREE
- 5. STRONGLY AGREE
- 6. N/A

\*\*\*\*\*

99. SERVICE AGREEMENT: AFTER DARK, I FEEL SAFE WHILE RIDING PUBLIC TRANSIT

- 1. STRONGLY DISAGREE
- 2. DISAGREE
- 3. NEUTRAL
- 4. AGREE
- 5. STRONGLY AGREE
- 6. N/A

\*\*\*\*\*

100. SERVICE AGREEMENT: AFTER DARK, I FEEL SAFE WHILE WAITING FOR PUBLIC TRANSIT

- 1. STRONGLY DISAGREE
- 2. DISAGREE
- 3. NEUTRAL
- 4. AGREE
- 5. STRONGLY AGREE
- 6. N/A

\*\*\*\*\*

101. SERVICE AGREEMENT: AFTER DARK, I FEEL SAFE WHILE TRAVELING TO STOP/STATION

- 1. STRONGLY DISAGREE
- 2. DISAGREE
- 3. NEUTRAL
- 4. AGREE
- 5. STRONGLY AGREE
- 6. N/A

\*\*\*\*\*

102. SERVICE AGREEMENT: PUBLIC TRANSIT OPERATORS ARE GENERALLY COURTEOUS AND HELPFUL

- 1. STRONGLY DISAGREE
- 2. DISAGREE
- 3. NEUTRAL
- 4. AGREE
- 5. STRONGLY AGREE
- 6. N/A

\*\*\*\*\*

103. SERVICE AGREEMENT: PUBLIC TRANSIT OPERATORS GENERALLY DRIVE SAFELY AND SMOOTHLY

- 1. STRONGLY DISAGREE
- 2. DISAGREE
- 3. NEUTRAL
- 4. AGREE
- 5. STRONGLY AGREE
- 6. N/A

\*\*\*\*\*

104. SERVICE AGREEMENT: PUBLIC TRANSIT OPERATORS RESPOND QUICKLY TO INCIDENTS ON BOARD

- 1. STRONGLY DISAGREE
- 2. DISAGREE
- 3. NEUTRAL
- 4. AGREE
- 5. STRONGLY AGREE
- 6. N/A

\*\*\*\*\*

105. SERVICE AGREEMENT: POLICE OR TRANSIT SECURITY RESPOND QUICKLY TO INCIDENTS ON BOARD

OR STOPS/STATIONS

- 1. STRONGLY DISAGREE
- 2. DISAGREE
- 3. NEUTRAL
- 4. AGREE
- 5. STRONGLY AGREE
- 6. N/A

\*\*\*\*\*

106. SERVICE AGREEMENT: I HAVE SPACE FOR ITEMS I CARRY ON THE BUS

- 1. STRONGLY DISAGREE
- 2. DISAGREE
- 3. NEUTRAL
- 4. AGREE
- 5. STRONGLY AGREE
- 6. N/A

\*\*\*\*\*

107. SERVICE AGREEMENT: RIDING ON THE BUS WITH PACKAGES AND STROLLERS IS EASY

- 1. STRONGLY DISAGREE
- 2. DISAGREE
- 3. NEUTRAL
- 4. AGREE
- 5. STRONGLY AGREE
- 6. N/A

\*\*\*\*\*

108. SERVICE AGREEMENT: RIDING ON THE BUS WITH CHILDREN IS EASY

- 1. STRONGLY DISAGREE
- 2. DISAGREE
- 3. NEUTRAL
- 4. AGREE
- 5. STRONGLY AGREE
- 6. N/A

\*\*\*\*\*

109. SERVICE AGREEMENT: I HAVE SPACE FOR ITEMS I CARRY ON THE TRAIN

- 1. STRONGLY DISAGREE
- 2. DISAGREE
- 3. NEUTRAL
- 4. AGREE
- 5. STRONGLY AGREE
- 6. N/A

\*\*\*\*\*

110. SERVICE AGREEMENT: RIDING ON THE TRAIN WITH PACKAGES AND STROLLERS IS EASY

- 1. STRONGLY DISAGREE
- 2. DISAGREE
- 3. NEUTRAL
- 4. AGREE
- 5. STRONGLY AGREE
- 6. N/A

\*\*\*\*\*

111. SERVICE AGREEMENT: RIDING ON THE TRAIN WITH CHILDREN IS EASY

- 1. STRONGLY DISAGREE
- 2. DISAGREE
- 3. NEUTRAL
- 4. AGREE
- 5. STRONGLY AGREE
- 6. N/A

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112. ADDITIONAL COMMENTS

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113. HAVE YOU EVER USED UBER/LYFT OR OTHER RIDE HAILING SERVICES?

- 1. YES
- 2. NO

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114. HOW HAS USE OF PUBLIC TRANSIT CHANGED DUE TO UBER/LYFT?

- 1. INCREASED
- 2. STAYED THE SAME
- 3. DECREASED

\*\*\*\*\*

115. HOW DID YOU USE OF PUBLIC TRANSIT CHANGE DUE TO UBER/LYFT?

- 1. INCREASED
- 2. STAYED THE SAME
- 3. DECREASED

\*\*\*\*\*

116. HOW DO YOU USE RIDE HAILING SERVICES IN RELATION TO PUBLIC TRANSIT?

- 1. TO REACH A PUBLIC TRANSIT STOP/STATION
- 2. TO REPLACE A PUBLIC TRANSIT SERVICE
- 3. FOR TRIPS THAT PUBLIC TRANSIT DOESN'T SERVE

\*\*\*\*\*

117. HOW DID YOU USE RIDE HAILING SERVICES IN RELATION TO PUBLIC TRANSIT?

- 1. TO REACH A PUBLIC TRANSIT STOP/STATION
- 2. TO REPLACE A PUBLIC TRANSIT SERVICE
- 3. FOR TRIPS THAT PUBLIC TRANSIT DOESN'T SERVE

\*\*\*\*\*

118. ARE TOP TWO REASONS YOU DECIDE TO USE UBER/LYFT INSTEAD OF PUBLIC TRANSIT?

- 1. FASTER THAN USING PUBLIC TRANSIT
- 2. PUBLIC TRANSIT DOESN'T RUN EARLY ENOUGH
- 3. PUBLIC TRANSIT DOESN'T RUN LATE ENOUGH
- 4. SAFER TO USE THAN PUBLIC TRANSIT DURING THE DAY
- 5. SAFER TO USE THAN PUBLIC TRANSIT AT NIGHT
- 6. EASIER TO USE THAN RIDING PUBLIC TRANSIT
- 7. BECAUSE I MISSED MY BUS/TRAIN
- 8. BECAUSE RUNNING LATE AND PUBLIC TRANSIT WON'T GET ME TO DESTINATION ON TIME
- 9. OTHER

\*\*\*\*\*

119. TOP TWO REASONS USE UBER/LYFT INSTEAD OF PUBLIC TRANSIT [OTHER]

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120. WERE TOP TWO REASONS YOU DECIDED TO USE UBER/LYFT INSTEAD OF PUBLIC TRANSIT?  
(MULTIPLE RESPONSE)

- 1. FASTER THAN USING PUBLIC TRANSIT
- 2. PUBLIC TRANSIT DOESN'T RUN EARLY ENOUGH
- 3. PUBLIC TRANSIT DOESN'T RUN LATE ENOUGH
- 4. SAFER TO USE THAN PUBLIC TRANSIT DURING THE DAY
- 5. SAFER TO USE THAN PUBLIC TRANSIT AT NIGHT
- 6. EASIER TO USE THAN RIDING PUBLIC TRANSIT
- 7. BECAUSE I MISSED MY BUS/TRAIN
- 8. BECAUSE RUNNING LATE AND PUBLIC TRANSIT WON'T GET ME TO DESTINATION ON TIME
- 9. OTHER

\*\*\*\*\*

121. TOP TWO REASONS USE UBER/LYFT INSTEAD OF PUBLIC TRANSIT [OTHER]

\*\*\*\*\*

122. IN A TYPICAL MONTH HOW MUCH DO YOU SPEND ON UBER/LYFT/TAXI?

\*\*\*\*\*

123. WHAT DID YOU DO BEFORE UBER/LYFT WERE AVAILABLE? (MULTIPLE RESPONSE)

- 1. TOOK A TAXI
- 2. TOOK TRANSIT
- 3. WALKED OR BIKED
- 4. ASKED FOR A RIDE FROM A FRIEND/FAMILY MEMBER
- 5. DID NOT MAKE THE TRIP

\*\*\*\*\*

124. EMPLOYMENT STATUS

- 1. FULL-TIME
- 2. PART-TIME
- 3. FULL-TIME STUDENT AND WORKING
- 4. FULL-TIME STUDENT NOT WORKING
- 5. UNEMPLOYED (SEEKING EMPLOYMENT)
- 6. UNEMPLOYED (NOT SEEKING EMPLOYMENT)
- 7. STAY AT HOME PARENT OR FULL-TIME CAREGIVER

\*\*\*\*\*

125. WHICH BEST DESCRIBERS HOUSEHOLD?

- 1. NO CHILDREN
- 2. SINGLE-PARENT HOUSEHOLD WITH OTHER ADULTS
- 3. SINGLE-PARENT HOUSEHOLD WITH NO OTHER ADULTS
- 4. TWO-PARENT HOUSEHOLD WITH OTHER ADULTS
- 5. TWO-PARENT HOUSEHOLD WITH NO OTHER ADULTS

\*\*\*\*\*

126. DISABILITY

- 1. YES
- 2. NO

\*\*\*\*\*



127. ETHNICITY

- 1. AFRICAN AMERICAN/BLACK
- 2. HISPANIC, LATINX, OR SPANISH ORIGIN
- 3. ASIAN
- 4. NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
- 5. AMERICAN INDIAN OR ALASKA NATIVE
- 6. CAUCASIAN/WHITE
- 7. OTHER

\*\*\*\*\*

128. OTHER

\*\*\*\*\*

129. HOUSEHOLD INCOME

- 1. UNDER \$10,000
- 2. \$10,000 - \$24,999
- 3. \$25,000 - \$34,999
- 4. \$35,000 - \$49,999
- 5. \$50,000 - \$74,999
- 6. \$75,000 - \$99,999
- 7. \$100,000 - \$149,999
- 8. \$150,000 OR MORE

\*\*\*\*\*

130. DATE

\*\*\*\*\*

131. SOURCE

- 1. SAMPLE
- 2. METRO

\*\*\*\*\*

132. COUNTY

- 1. LA
- 2. OC
- 3. SB
- 4. RIVERSIDE
- 5. OTHER

\*\*\*\*\*

133. AGE

\*\*\*\*\*

134. AGE GROUP

- 1. 18-29
- 2. 30-44
- 3. 45-59
- 4. 60+

\*\*\*\*\*

135. INCOME (RE)

- 1. LESS THAN \$50K
- 2. \$50K OR MORE

\*\*\*\*\*