



**Los Angeles County
Metropolitan Transportation
Authority
FY 2002 On-Board Rail
Weekday Survey Report**

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Authority
FY 2002 On-Board Rail
Weekday Survey Report**

**Report to the Los Angeles County
Metropolitan Transportation
Authority
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Los Angeles, California 90012**

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EXECUTIVE SUMMARY

This report summarizes the results of the FY 2002 Rail On-Board (Weekday) Survey. The data being reviewed is from 12,182 completed surveys that were passed out during weekdays from August through December 2001. Two companion reports, one on a concurrent weekend survey and one on a subsequent telephone follow-up to both surveys, are also available. There are also three reports on bus riders that are analogous to the three rail rider reports.

Demographic Profile

- Weekday Metro Rail riders are 55% male and 45% female, with little difference by line.
- Median annual household income is \$22,000 per year. The Red Line demonstrates the highest income (\$25,000) and the Blue Line the lowest (\$17,000).
- Latinos are the largest ethnic group of riders (41%), with only small variations by line. White riders represent 24% of the ridership but 30% of the Red Line. African-American riders comprise 32% of the Blue Line and 28% of the Green Line, but only 22% overall owing to low Red Line ridership (16%).
- Median annual household income among White riders is \$50,000 and over. African-Americans average \$21,000 and Latinos \$14,000. Median income among Asian riders is \$34,000. All four ethnic groups demonstrate their lowest median income on the Blue Line. Latino and Asian incomes are highest on the Green Line.
- The mean age of Metro Rail riders is 39.0 years. Latino riders are notably younger than other groups (34.8 years) and White riders are the oldest (45.0 years).

Travel Characteristics

- A large majority of weekday Metro Rail riders (67%) use more than one bus or train in the course of their one-way trip.
- Riders access their first bus or train mostly by walking (70%). An even larger percentage (82%) walk to their final destination.
- Most riders (72%) use Metro Rail 5 or more days per week.
- The 7th Street/Metro station (26%) and Pershing Square (9%) attract the most work trips.
- The dominant trip purpose for frequent weekday Metro Rail riders is the home-work trip (71%); the second most prevalent trip purpose is home-school (9%).
- Riders indicate that their median one-way trip consumes 65 minutes, including 35 minutes on board buses and trains and 10 minutes each for getting to, getting from, and waiting.

- Most Metro Rail riders use passes to pay their boarding fare (58%), half of whom use the regular monthly pass. Red Line pass usage is particularly high (66%) because of Metrolink riders.

Satisfaction With Rail Service Features

- Metro Rail weekday riders are very satisfied with the overall service of the Metro Rail system (1.9 on a 5-point scale, with 1.0 reflecting very satisfied).
- Safety is rated most highly (1.8); travel time is next (1.9). The availability of seats and space (2.3) and the ability to hear stops announced (2.6) received the lowest scores.
- Although rated lower in satisfaction, hearing the operator announce stops has the least correlation with overall satisfaction among weekday riders ($r=.47$); cost of fare is also of lesser correlation ($r=.49$). Satisfaction with travel time has the greatest association with (i.e., the best indicator of) overall satisfaction among the six service features analyzed ($r=.65$).

INTRODUCTION

The Los Angeles County Metropolitan Transportation Authority (MTA) operates the Metro Rail system, consisting of three rail lines in the Los Angeles area.

The Metro Blue Line is a 21.4-mile light rail line that opened in 1990. It runs between Long Beach and Downtown Los Angeles, with a one-way running time of approximately 55 minutes northbound and 53 minutes southbound. Average weekly ridership on the Blue Line is more than 60,000, with over 40,000 passengers on Saturday and almost 35,000 riders on Sunday.

The Metro Red Line is a branch line. The first branch consists of a 5.0-mile heavy rail subway line between Union Station in Downtown Los Angeles and the intersection of Wilshire Boulevard and Western Avenue in the mid Wilshire area. The one-way running time for this segment is approximately 13 minutes. The second branch, also a heavy rail subway, covers 14.8 miles between Union Station and North Hollywood and consists of approximately 29 minutes of one-way travel time. The two branches share the same track between Union Station and Wilshire Boulevard/Vermont Avenue station. The Red Line carries over 130,000 weekday passengers, more than 70,000 Saturday passengers, and over 55,000 on Sunday.

The Metro Green Line is a light rail line operating between Norwalk and Redondo Beach, covering 19.6 miles in approximately 33 minutes. Approximately 30,000 passengers ride the Green Line on weekdays, with more than 16,000 on Saturday and more than 10,000 on Sunday.

Framework of Study

The MTA authorized a representative on-board survey of approximately 15,000 rail riders. Of fundamental interest were:

- origin and destination trip characteristics
- mode of access and egress to and from the train
- time of travel
- method of fare payment
- satisfaction with the rail system
- demographic characteristics of the rider

The goal of the survey was to provide accurate and representative baseline data to MTA regarding these ridership data. This report concentrates on weekday Metro rail riders. Separate reports have been prepared for weekend riders and geo-coded origin/destination data. Contained in Appendix A to this report is a complete explanation of the methodology employed in the course of this study.

DEMOGRAPHIC PROFILE

Table 1 depicts the demographic profile of the weekday 2001 On-Board Metro Rail riders. It shows that 55% of riders are male and 45% are female. This finding is fairly consistent across the three lines, with the highest percentage of males among Green Line riders (57%). The annual median household income for all weekday riders is \$22,000, with Blue Line riders having the lowest median income (\$17,000) and Red Line riders having the highest (\$25,000).

Table 1 also reports that the mean age of weekday Metro Rail riders is 39.0 years. Blue Line riders have the lowest mean age (37.6 years) while Green Line riders have the highest (39.8).

Table 1				
Demographic Profile				
	All Lines	Blue Line	Red Line	Green Line
Gender				
Male	55%	54%	55%	57%
Female	45	46	45	43
Median Household Income	\$22,000	\$17,000	\$25,000	\$22,000
Mean Age (Years)	39.0	37.6	39.8	38.6
Ethnicity				
Hispanic/Latino	41%	43%	39%	41%
White/Caucasian	24	15	30	18
African-American/Black	22	32	16	28
Asian Pacific Islander	9	7	11	10
Other (American Indian/ Multi-Racial)	4	3	4	3

Among all weekday rail riders, 41% are Hispanic/Latino, 24% are White/Caucasian, and 22% are African-American/Black. The Blue Line has the highest percentage of ethnic minorities, where 43% are Hispanic/Latino and 32% are African-American/Black.

Table 2 shows that the median income among weekday Metro Rail riders is \$50,000 or more for Whites/Caucasians. This is consistent for White riders of the Red and Green Lines, but for Blue Line riders, the median income is somewhat less (\$40,000). The lowest median incomes are found among Hispanic riders and particularly on the Blue Line where the median income is \$13,000.

Table 2				
Demographic Characteristics - Weekday by Ethnic Group by Rail Line				
	All Lines	Blue Line	Red Line	Green Line
Median Income				
White	\$50,000+	\$40,000	\$50,000+	\$50,000+
Black	21,000	18,000	24,000	20,000
Hispanic	14,000	13,000	14,000	15,000
Asian	34,000	26,000	37,000	38,000
Mean Age of Rail Riders (in years)				
White	45.0	45.6	44.6	46.3
Black	39.0	37.8	40.8	37.3
Hispanic	34.8	34.1	35.2	34.8
Asian	41.0	40.9	40.8	42.2
Percentage of Riders (25 Years of Age or Younger)				
White	8%	9%	8%	7%
Black	19%	24%	13%	24%
Hispanic	29%	31%	27%	29%
Asian	14%	16%	14%	11%
Percentage of Riders Over 50 Years of Age				
White	35%	37%	33%	41%
Black	18%	17%	21%	16%
Hispanic	13%	12%	13%	14%
Asian	25%	24%	25%	26%

Table 2 also reports that the mean age of White weekday riders is 45.0 years, and for Hispanic riders it is 34.8 years. Whites on the Green Line represent the highest mean age (46.3 years), while Hispanics on the Blue Line represent the lowest mean age (34.1 years).

Females are somewhat younger than male weekday riders (38.2 versus 39.7), and 23% of women are under the age of 25.

TRAVEL CHARACTERISTICS OF ONE-WAY TRIP

Number of Buses/Trains Used

Table 3 indicates that weekday Metro Rail riders typically ride more than one train or bus in the course of their one-way trip, with 67% of riders using more than one bus or train.

Among the buses and trains used by weekday Metro Rail patrons, the vast majority are MTA rail trips (60%) and MTA bus trips (33%), leaving only 7% for other bus/rail systems. Among these other systems, Metrolink and Long Beach Transit each carry 2% of weekday Metro Rail riders' trips.

Table 3				
Number of Buses/Trains Used on One-Way Trip (Weekday)				
	All Lines	Blue Line	Red Line	Green Line
One Bus/Train	33%	27%	37%	30%
Two Buses/Trains	33%	34%	35%	27%
Three Buses/Trains	21%	24%	18%	25%
Four or More Buses/Trains	13%	15%	10%	18%

Table 3 also shows that riders of each rail line typically ride more than one bus or train in the course of their one-way trip. Riders of the Red Line use one train (37%) to a much greater extent than Blue or Green Line riders (27% and 30%, respectively). Green Line riders (18%) use 4 or more trains and/or buses more than do riders on the other lines. Similar to the rail system as a whole, riders of the Blue, Red, and Green Lines primarily use MTA trains (58-63%) and buses (30-35%). Blue and Green

line riders also use the Long Beach Transit system (4% and 2%, respectively, of trip segments). Red Line riders also use Metrolink in the course of their one-way trip (4%).

Mode of Access and Egress

Figure 1 shows how weekday Metro Rail riders gain access to the first bus or train of their trip. Weekday riders indicated that they predominantly walk (70%) to the first train/bus of their one-way trip. Blue Line riders walk somewhat more (75%) and Green Line riders walk somewhat less (66%). This is consistent with the Green Line alignment along I-105 and the existence of parking lots at almost every station.

The following characteristics of the Metro Rail riders represent significant relationships regarding how riders get to their first train/bus:

- Males (72%) walk to their first mode of travel more than females (67%).
- Riders under the age of 25 walk more than riders over the age of 51 (80% versus 61%).
- Latinos (79%) and African-Americans (74%) walk more than Whites (57%) and Asians (54%).
- Riders who earn less than \$15,000 annually walk more than riders who earn more than \$35,000 (86% versus 48%).
- Riders who use rail everyday walk more than those who ride once per month (71% versus 55%). This latter group drove to their first train or bus 29% of the time.

Figure 2 indicates how weekday Metro Rail riders travel to their final destination after they get off their last train or bus. Rail riders generally walk to their first destination (82%), and Green Line riders walk less (76%) than riders of the two other Lines.

The following characteristics of the Metro Rail riders represent significant relationships regarding how riders travel to their final destination after they get off their last train or bus:

- Riders under the age of 25 are more likely to walk than those 51 years of age or over (87% versus 80%).
- Riders who earn less than \$35,000 per year tend to walk more than those who earn more than \$35,000 (86% versus 75%).
- Riders who use the rail 5 or more days per week walk more than riders who use the rail less than once per month (83% versus 73%).
- Latinos (85%), Blacks (83%), and Asians (82%) walk more than White riders (76%).

Figure 1
**Mode of Travel to First Bus/Train
of One-Way Trip--Weekday**

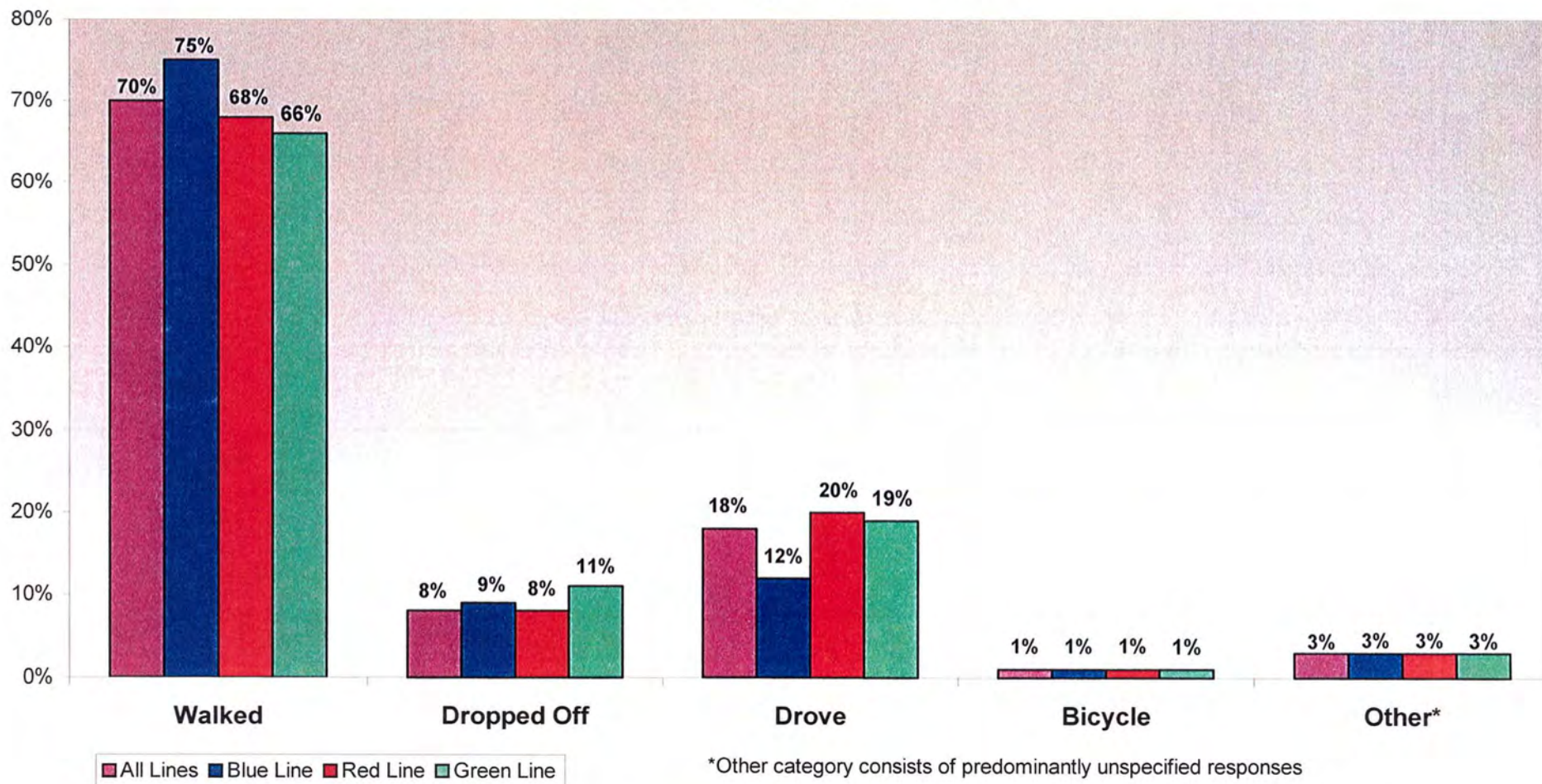


Figure 1: Mode of Travel to First Bus/Train of One-Way Trip

Figure 2
Mode of Travel to Destination After Getting Off
Last Train/Bus of One-Way Trip
Weekday

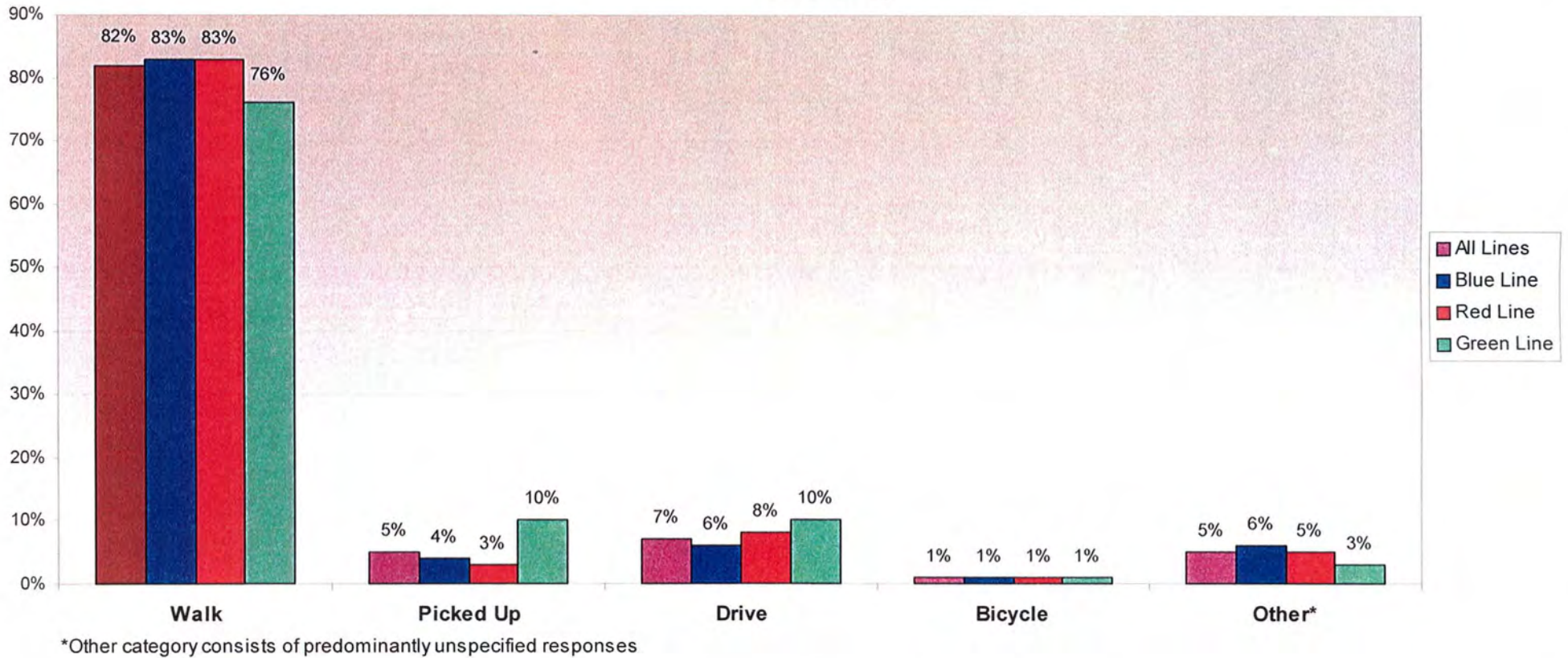


Figure 2: Mode of Travel to Destination After Getting Off Last Train/Bus of One-Way Trip

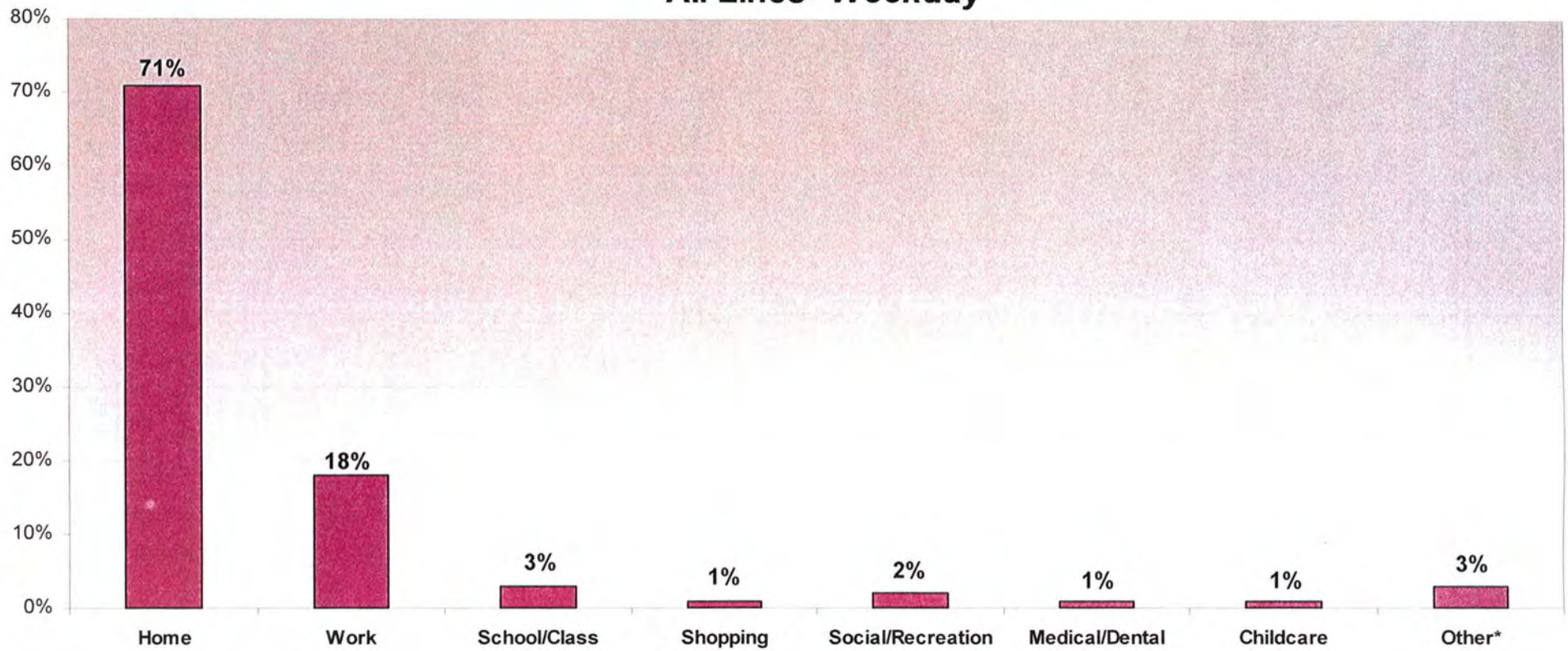
Origins and Destinations

Figures 3 to 6 indicate where weekday rail riders come from before they get on the first train or bus of their one-way trip. Figure 3 shows that weekday rail riders mostly come from home (71%) and this is consistent across the three lines.

Figures 7 to 10 indicate the most prevalent destination of weekday rail riders after they get off the last train or bus of their one-way trip. Figure 7 shows that rail riders mostly travel to work (46%). Fewer Blue Line riders identified work as their final destination (40%), but more Red Line riders identified work (49%). Home is the second most popular destination among all weekday rail riders (28%), and this is fairly consistent across the three lines. The lack of symmetry between home as an origin (71%) and as a destination (28%) indicates that, although the surveys were distributed throughout the day, the respondents tended to provide information about their first trip rather than their return trip. A likely contributor to this differential is the mail back option provided to riders, in that these riders, in particular, may have over-reported their first trip inasmuch as they were not on the train at the time of survey completion.

Figures 11 to 14 indicate the station pairs that are most frequently used by weekday riders on each of the three lines. On the Blue Line, riders largely use 7th Street/Metro and Imperial Stations (12%) as a pair; on the Red Line, Union Station and 7th/Metro is the most frequent pair (9%); and among weekday Green Line riders, Norwalk/I-605 and Imperial stations represent the most significant station pair (14%).

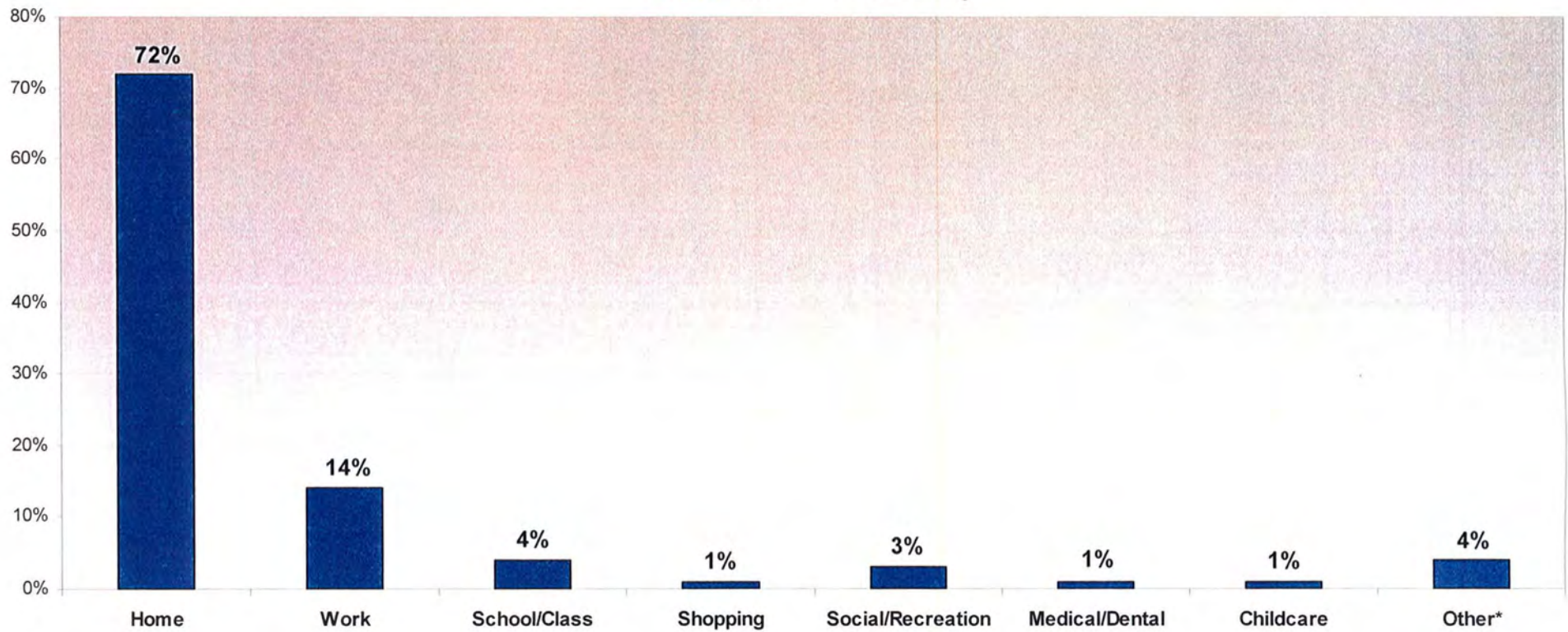
Figure 3
Place Coming From Before
Getting on First Train/Bus of One-Way Trip
All Lines--Weekday



*Other category includes airport, court/jury duty, and hotel, among others.

Figure 3: Place Coming From Before Getting on First Train/Bus of One-Way Trip- All Lines

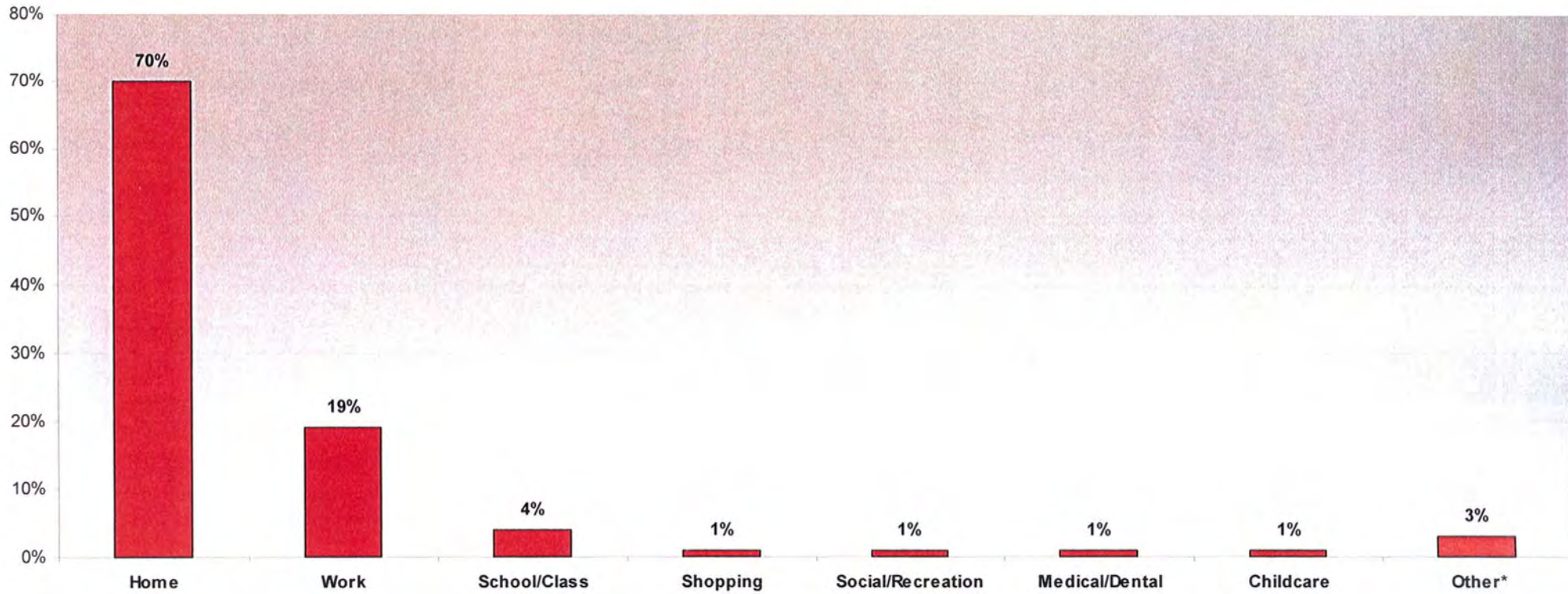
Figure 4
Place Coming From Before
Getting on First Train/Bus of One-Way Trip
Blue Line--Weekday



*Other category includes airport, court/jury duty, and hotel, among others.

Figure 4: Place Coming From Before Getting on First Train/Bus of One-Way Trip- Blue Line

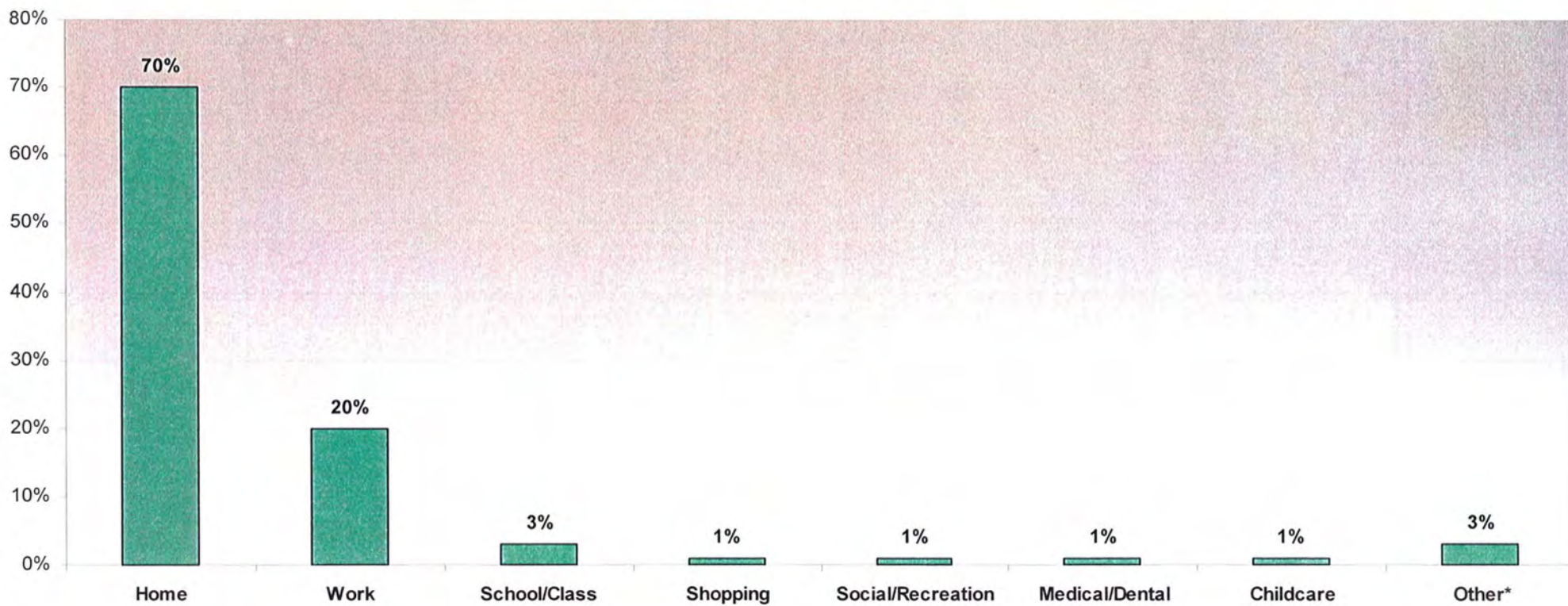
Figure 5
Place Coming From Before
Getting on First Train/Bus of One-Way Trip
Red Line--Weekday



*Other category includes airport, court/jury duty, and hotel, among others.

Figure 5: Place Coming From Before Getting on First Train/Bus of One-Way Trip- Red Line

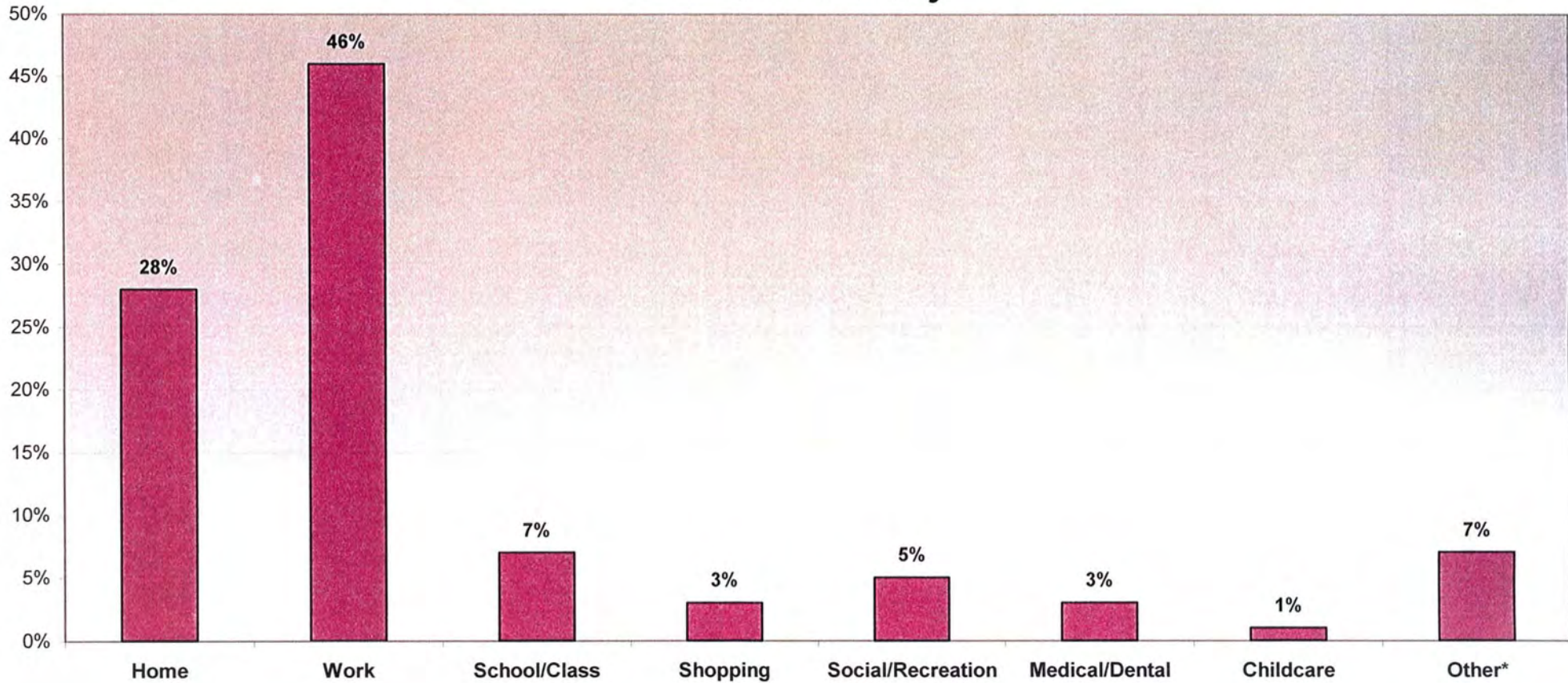
Figure 6
Place Coming From Before
Getting on First Train/Bus of One-Way Trip
Green Line--Weekday



*Other category includes airport, court/jury duty, and hotel, among others.

Figure 6: Place Coming From Before Getting on First Train/Bus of One-Way Trip- Green Line

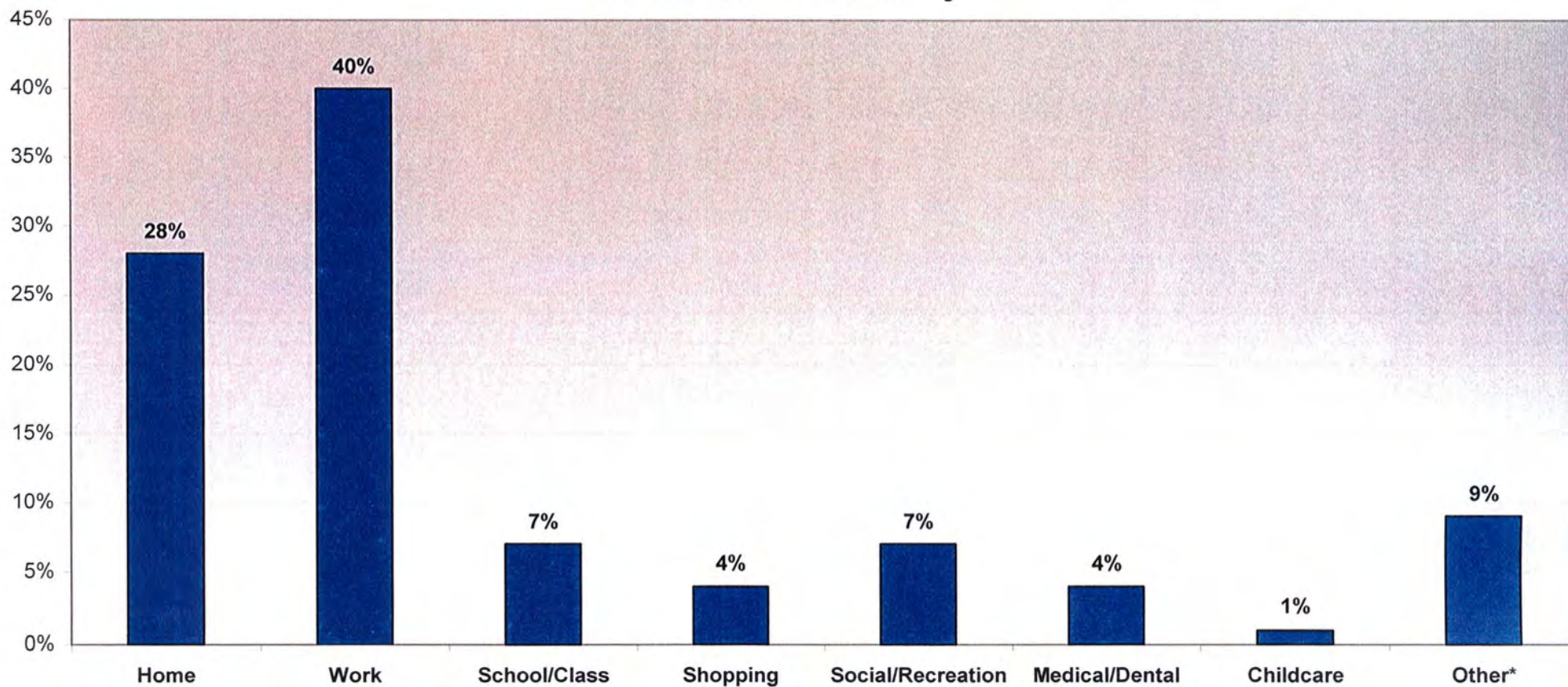
Figure 7
**Destination After Getting Off Last Train/Bus
of One-Way Trip
All Lines--Weekday**



*Other category includes airport, court/jury duty, and hotel, among others.

Figure 7: Destination After Getting Off Last Train/Bus of One-Way Trip- All Lines

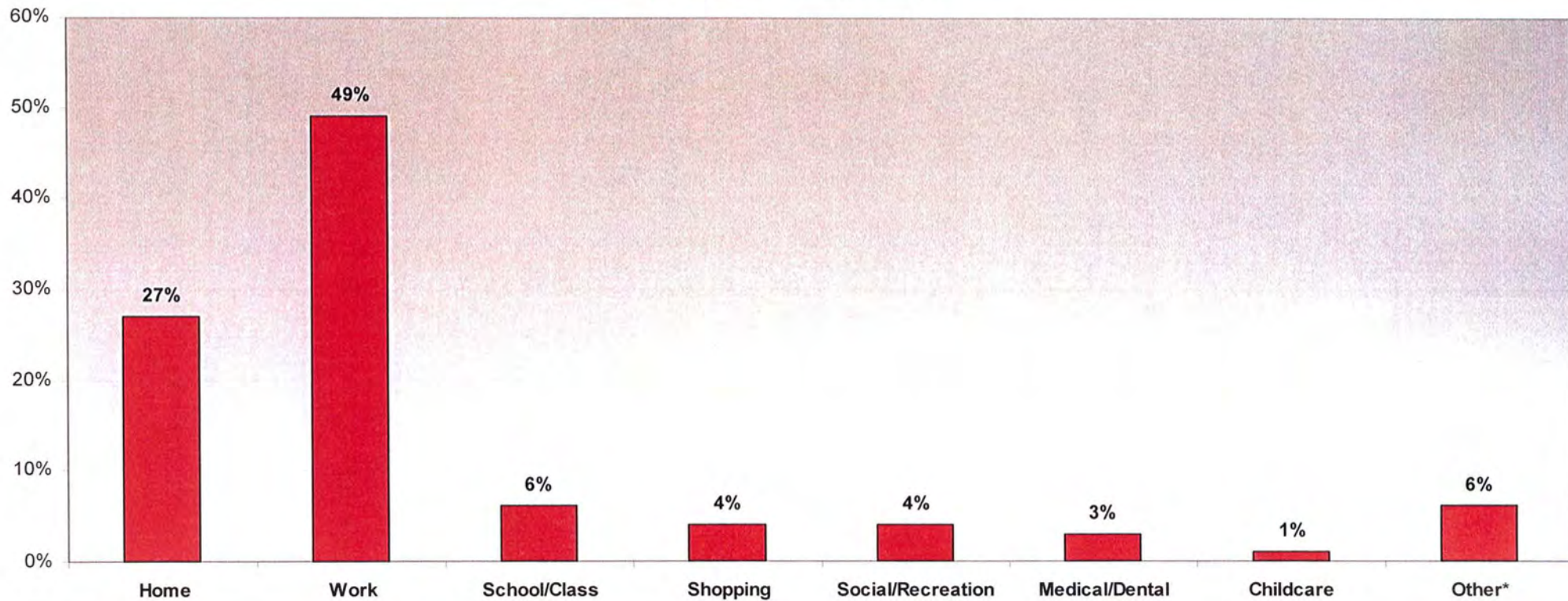
Figure 8
Destination After Getting Off Last Train/Bus
of One-Way Trip
Blue Line--Weekday



*Other category includes airport, court/jury duty, and hotel, among others.

Figure 8: Destination After Getting Off Last Train/ Bus of One-Way Trip- Blue Line

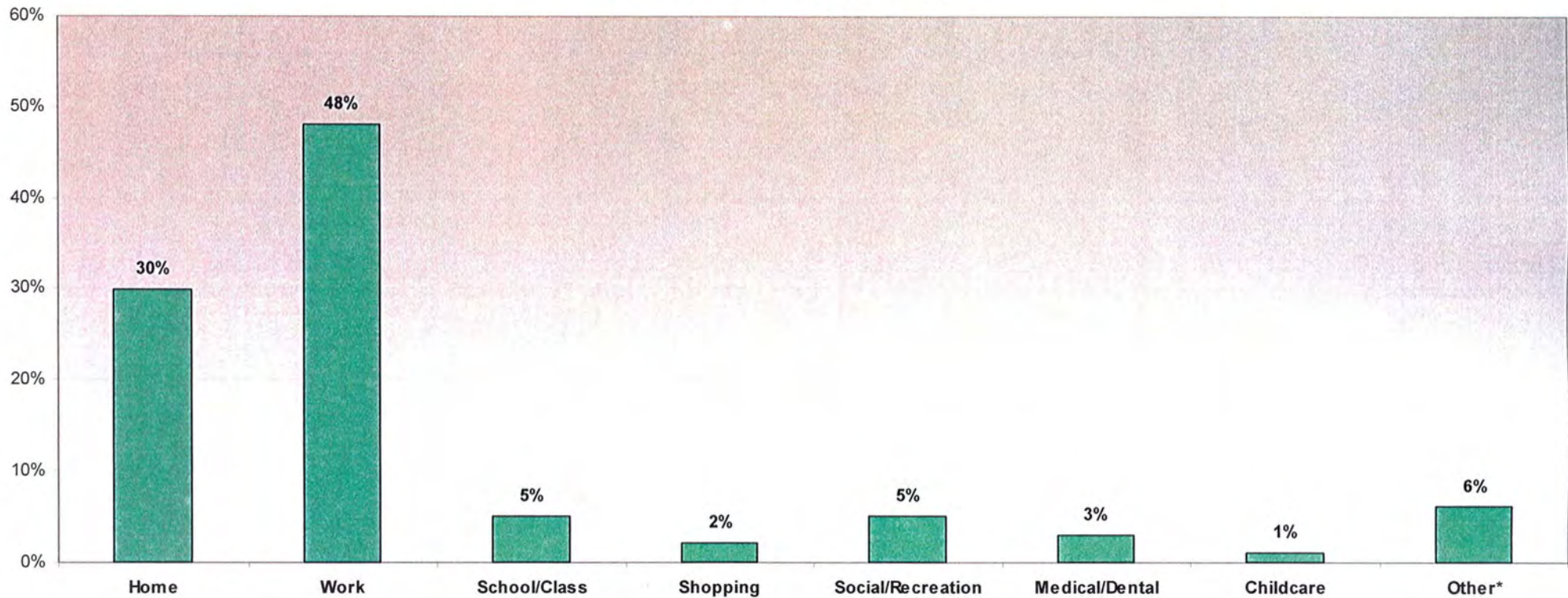
Figure 9
Destination After Getting Off Last Train/Bus
of One-Way Trip
Red Line--Weekday



*Other category includes airport, court/jury duty, and hotel, among others.

Figure 9: Destination After Getting Off Last Train/ Bus of One-Way Trip- Red Line

Figure 10
**Destination After Getting Off Last Train/Bus
of One-Way Trip
Green Line--Weekday**



*Other category includes airport, court/jury duty, and hotel, among others.

Figure 10: Destination After Getting Off Last Train/Bus of One-Way Trip- Green Line

Figure 11
Major Station Pairs
All Lines--Weekday

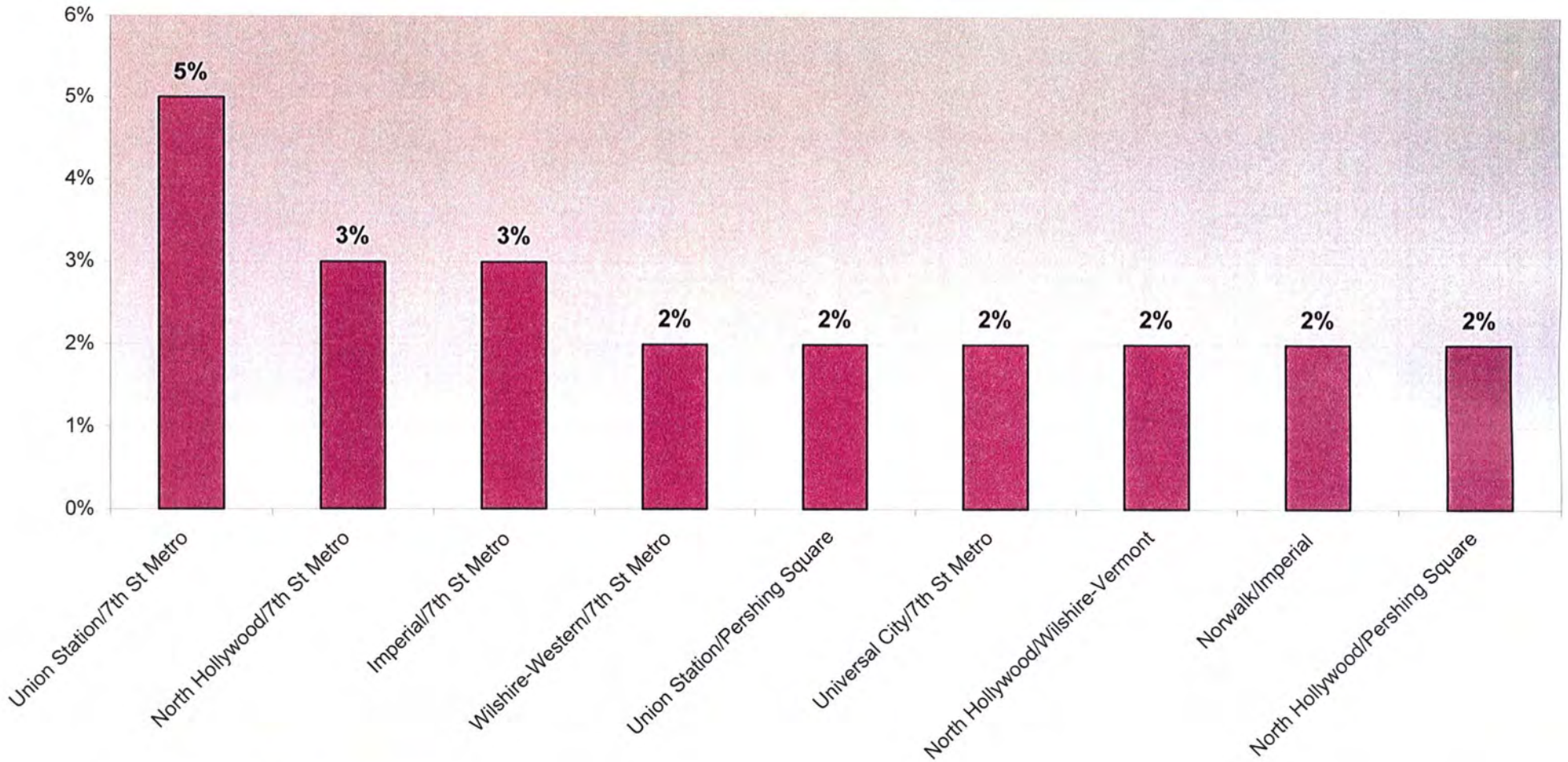


Figure 11: Major Station Pairs- All Lines

Figure 12
Major Station Pairs
Blue Line--Weekday

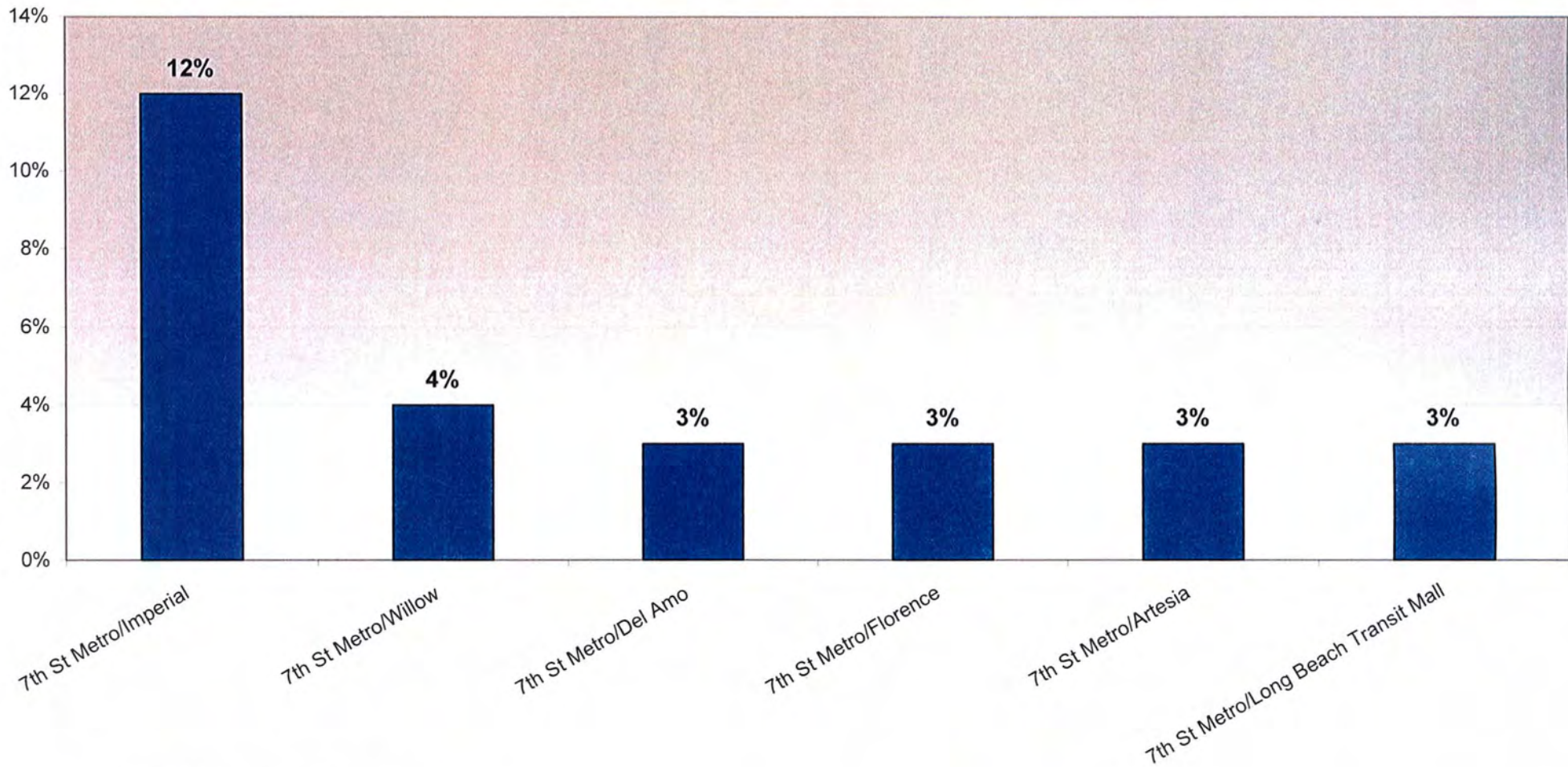


Figure 12: Major Station Pairs- Blue Line

Figure 13
Major Station Pairs
Red Line--Weekday

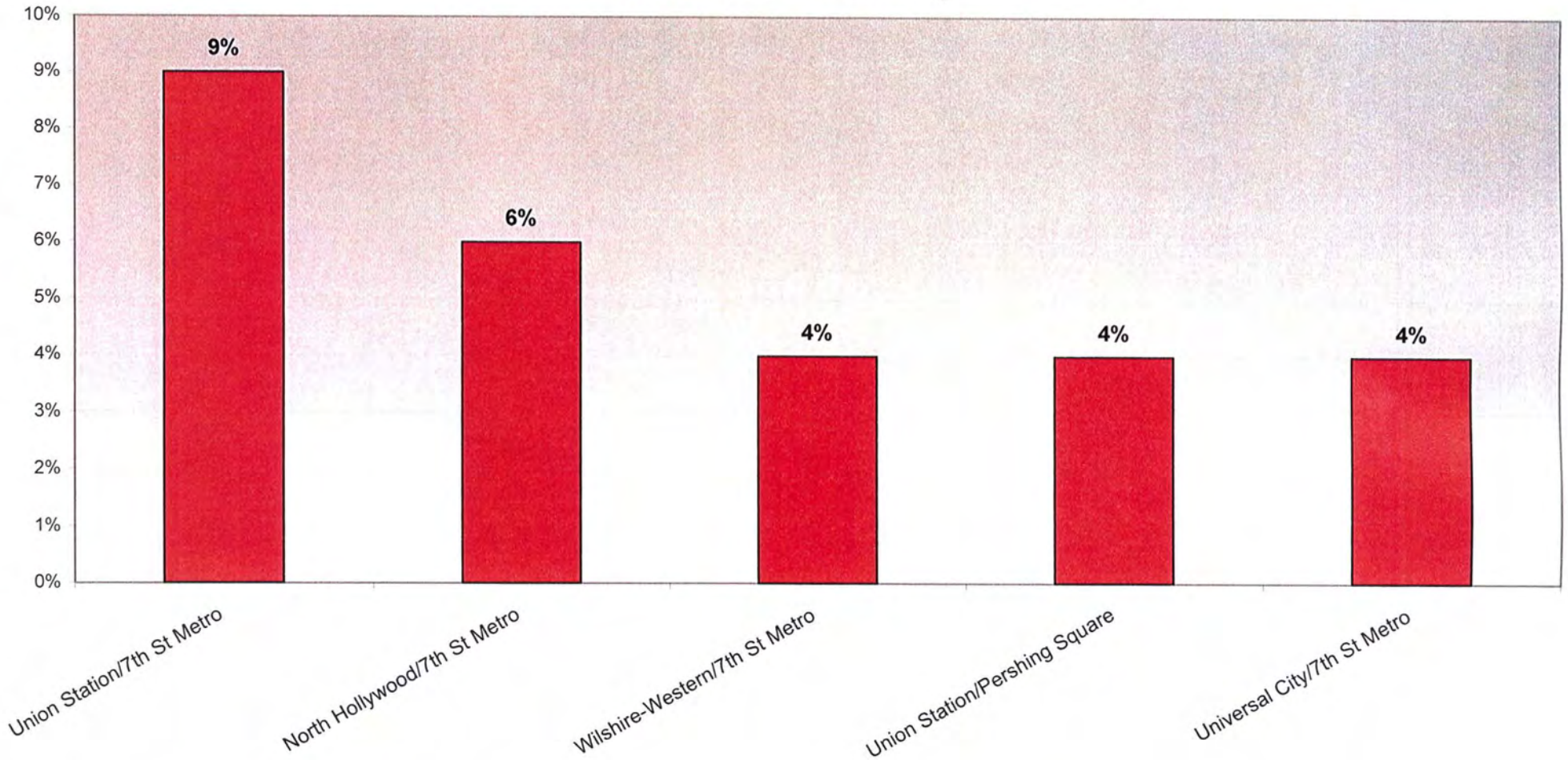


Figure 13: Major Station Pairs- Red Line

Figure 14
Major Station Pairs
Green Line--Weekday

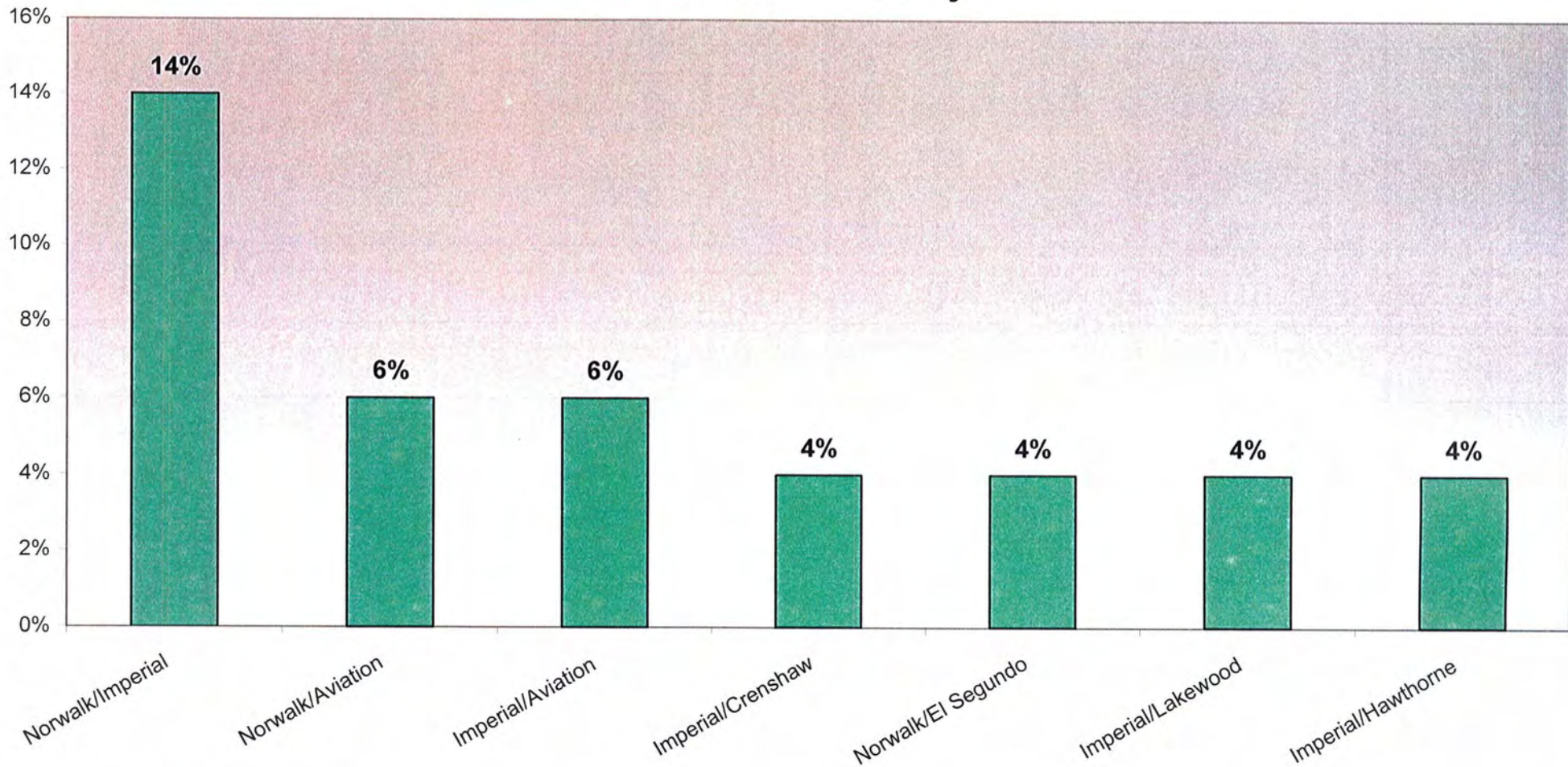


Figure 14: Major Station Pairs- Green Line

Production/Attraction

A transportation planning tool known as Production/Attraction Coding classifies any home-based or home-destination trip as a trip produced at home and attracted by the other end of the trip (e.g., work, school, shopping). All other trips (not involving home) are recorded strictly as being produced at the point of origin and attracted by the destination.

Figures 15 to 18 depict the major stations that produce weekday home-based trips. Two stations—Union Station (14%) and 7th Street/Metro (13%)—produce more home-based trips than any other stations. The stations on the Blue Line that produce the most home-based trips are 7th Street/Metro (17%) and Imperial (16%). Union Station produces the most home-based trips among Red Line stations (24%) as does Norwalk on the Green Line (32%).

Note that these stations may be part of a longer trip consisting of other trains or buses and that, although the 7th Street/Metro station shows home-based boardings of 13%, for example, this does not mean that 13% of riders live near that station—only that they boarded or alighted at this station on the way to or from home.

Figures 19-22 show the major stations that attract work trips. The 7th Street/Metro station (26%) and Pershing Square (9%) attract the most work trips. The 7th Street/Metro station attracts the most work trips on both the Blue Line and Red Line (39% and 27%, respectively). The Imperial station is the primary attractor on the Green Line (26%).

The dominant trip purpose for frequent (5 or more days per week) weekday Metro Rail riders, as expected, is the home-work trip that represents 71% of all trips. The second most prevalent trip purpose is home-school (9%), followed by home-other (e.g., medical, child care, airport, and court—7%). Home-work travel becomes less important as frequency of traveling declines ($r = -.22$ —a moderate inverse relationship). Among those who ride 3-4 days per week, the home-work trip is less important (52%), with home-other increasing to 15%. Home-shopping/recreation/social comprises 12% of 3-4 days per week rider trips.

Travel Time

Figure 23 depicts the median travel time components indicated by riders on all lines. Overall, riders state that their average one-way trip consumes 65 minutes, with the largest single component being travel time on board the trains and buses (35 minutes). Waiting time consumes 10 minutes. Getting to the first bus/train of the trip is also 10 minutes, and getting from the last stop is 10 minutes as well. Mean travel times are greater than the medians (74.5 total minutes versus 65 minutes) because there are some very long trips indicated that skew the mean upwards.

Blue Line riders demonstrate the longest trips (70 minutes overall and 40 minutes on board), which is consistent with the length of the Blue Line trip itself. Riders on each line report taking the same amount of time (10 minutes) to get to and from their transit trip and to wait for all trains and buses.

Frequency of Use

Figure 24 shows that most riders (72%) are regular (5 or more days per week) users of Metro Rail, with mean usage at 4.6 days per week that is consistent by rail line. The Blue Line has slightly fewer daily users (70% - Table 4), but again consistency by line is most evident. First time riders represent a relatively small 1% of the weekday ridership.

Frequent riders (5 or more days per week) have a median annual income of \$22,000, but rather than being distributed in a bell-shaped curve, the income distribution of these frequent riders is bi-modal. That is to say, two very distinct income groups contain the largest proportions of frequent riders—21% earn under \$7,500 per year and 23% earn \$50,000 or more. The importance of such a bi-modal distribution is that marketing and other programs aimed at a "typical" middle range will have less impact than if the distribution were more of a normal distribution.

Table 4 Everyday (5 or More Per Week) and First-Time Riders by Rail Line (Weekdays)		
Rail Line	Percentage Who Ride 5 or More Days Per Week	First Time Riders
Blue Line	70%	1%
Red Line	73%	1%
Green Line	73%	1%

Among Latino riders, 77% ride every day (5 or more days per week) in contrast to 65% of White riders. Latino riders in total average 4.8 days of Metro Rail use per week. White riders demonstrate the lowest frequency at 4.3 times per week. Frequent riders are 43% Latino, 22% Black, 22% White, and 10% Asian—a highly multi-cultural mix testifying to Metro Rail's wide ranging ridership.

Frequent riders have a median age of 38.0 years, with a very even distribution between younger and older frequent riders (20% are less than or equal to 25 years of age and 20% are over 50).

Method of Payment

Figures 25-29 show how most Metro Rail riders pay their boarding fare. Most riders use passes to pay their fare (58%—Figure 25), and the regular monthly pass is the most frequently used form of pass (approximately one-half of passholders—Figure 26). The Blue Line has the lowest percentage of regular monthly pass users (45%—Figure 27).

Figure 25 shows that the Red Line has the fewest cash and token users (34% in total); Figure 28 suggests that this is largely because of the use of Metrolink passes (10%). Figure 25 also shows that cash payers are more frequent on the Green and Blue Lines (30% each). Mean cash fare paid to ride is highest

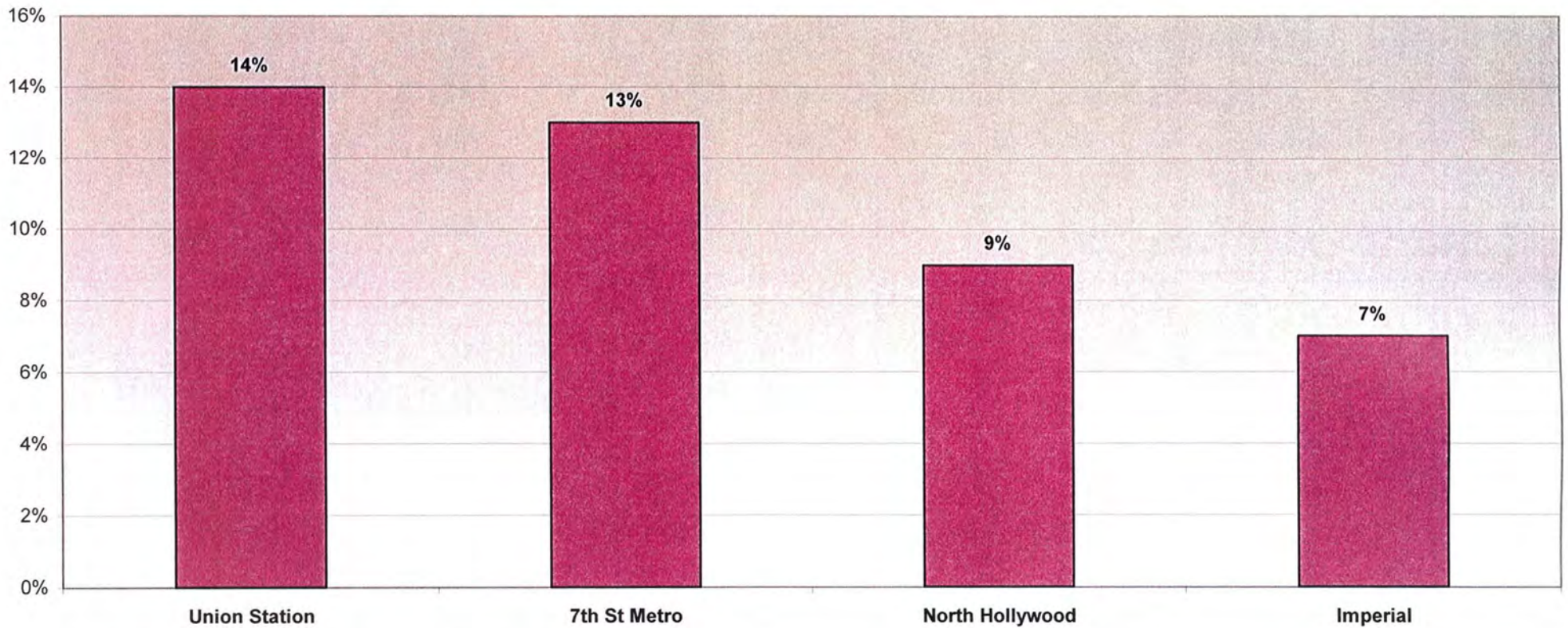
on the Red Line (\$1.76) and lowest on the Green Line (\$1.51). This is a reflection of the mix of transfers and discounted fares on each line. Median cash fares are precisely the same for all lines (\$1.60).¹

The following characteristics are significant relationships related to how weekday Metro Rail riders pay their fare:

- Whites and Asians (63%) tend to be passholders more than Blacks and Latinos (56%).
- Passes are held more by those who earn \$35,000 or more annually (64%) than those who earn less than \$35,000 (56%). Passholders earn a mean income of \$30,000, while cash customers earn \$25,000.
- Riders over the age of 50 hold passes more than riders under the age of 25 (68% versus 45%). The mean age of passholders is 40.9, where the mean ages of token users and cash customers are 36.0 and 36.5 years, respectively.
- Frequent riders (those who use the rail 5 or more days per week) tend to use passes quite substantially (69%). Only 48% of those who ride the rail 3-4 days per week use a pass to pay for their boarding. Those who pay their rail fare with cash ride an average of 4.0 days per week, while those who pay by pass ride 5.1 days per week, and those who pay by token ride 4.6 days per week. This compares to an average for all rail riders on weekdays of 4.6 days per week.

¹ The boarding fare on each line is \$1.35, with the cost of a transfer being \$0.25.

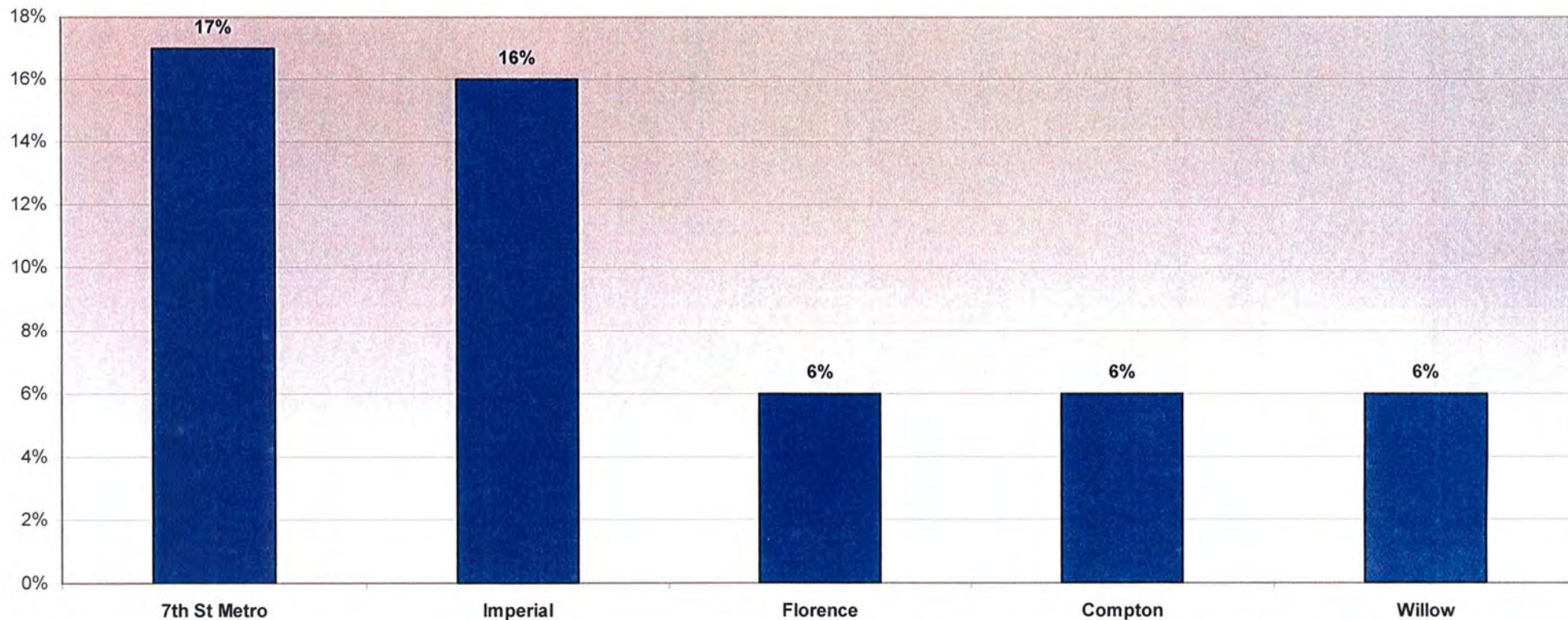
Figure 15
**Major Producers of Home-Based
Weekday Trips
All Lines***



*Data pertains to rail line trip segment only. Stations indicated are not necessarily indicative of locations proximate to riders' home, work, et al.--only where they boarded or alighted for the particular trip segment.

Figure 15: Major Producers of Home-Based Weekday Trips- All Lines

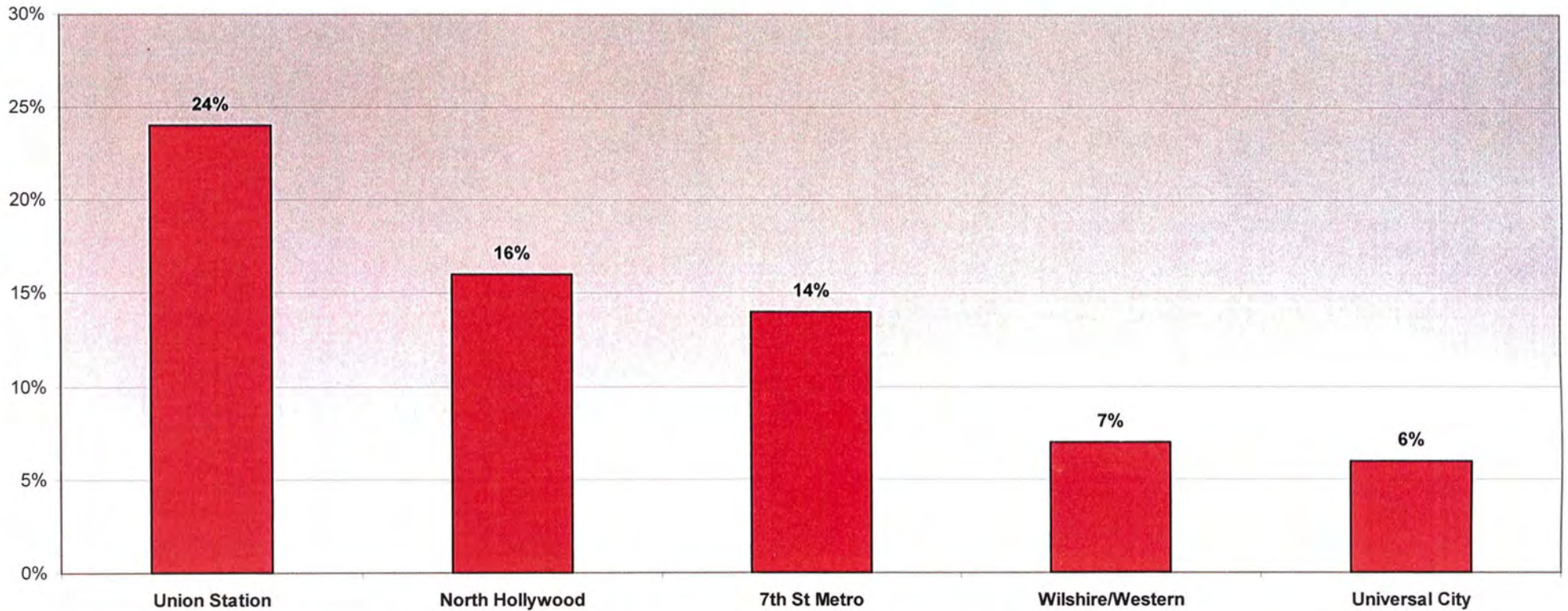
Figure 16
**Major Producers of Home-Based
 Weekday Trips
 Blue Line***



*Data pertains to rail line trip segment only. Stations indicated are not necessarily indicative of locations proximate to riders' home, work, et al.--only where they boarded or alighted for the particular trip segment.

Figure 16: Major Producers of Home-Based Weekday Trips- Blue Line

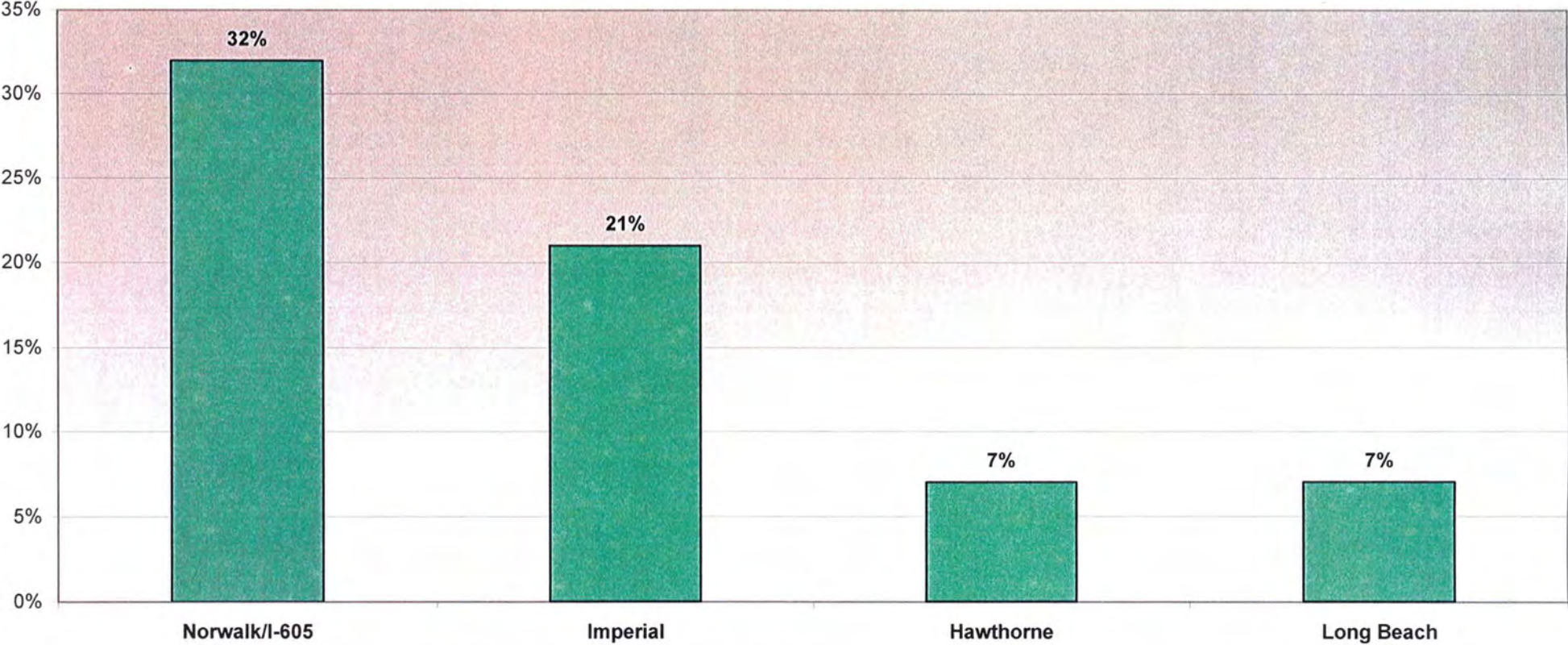
Figure 17
**Major Producers of Home-Based
Weekday Trips**
Red Line*



*Data pertains to rail line trip segment only. Stations indicated are not necessarily indicative of locations proximate to riders' home, work, et al.--only where they boarded or alighted for the particular trip segment.

Figure 17: Major Producers of Home-Based Weekday Trips- Red Line

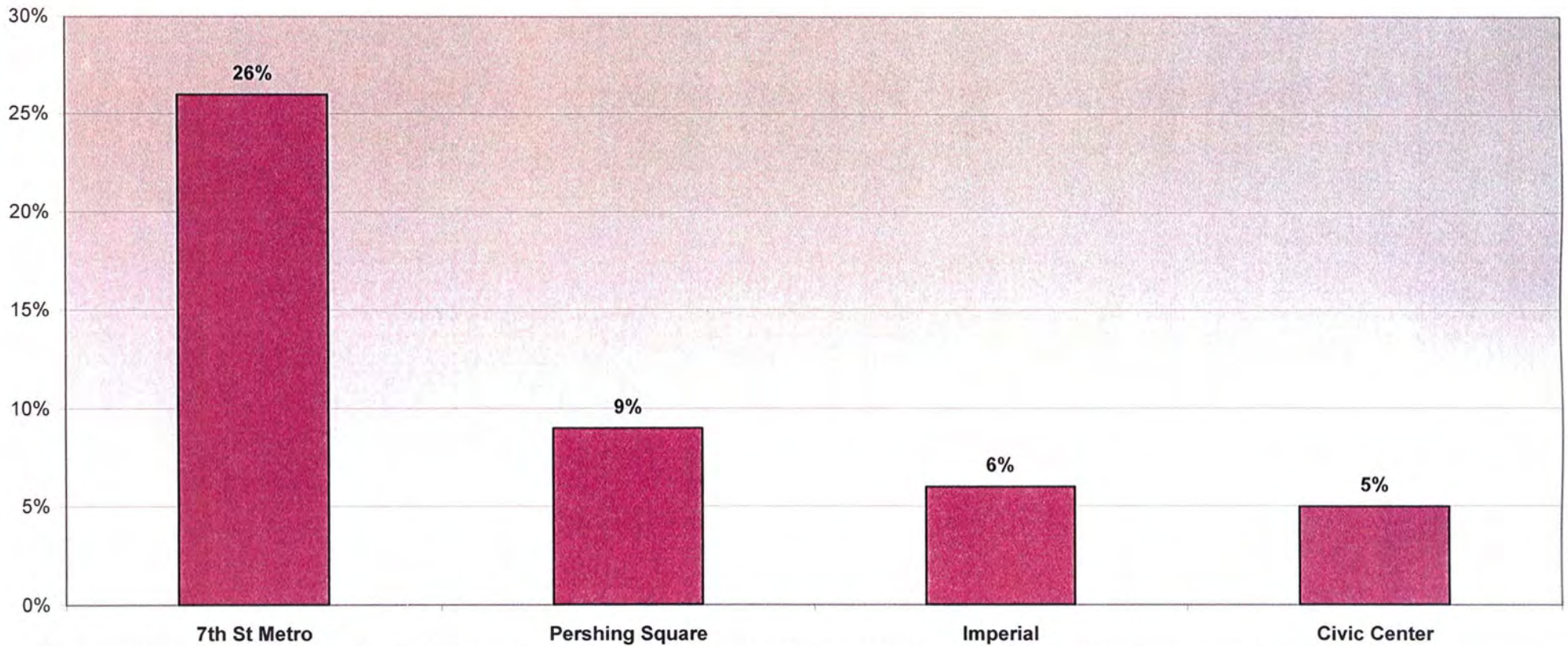
Figure 18
**Major Producers of Home-Based
 Weekday Trips**
 Green Line*



*Data pertains to rail line trip segment only. Stations indicated are not necessarily indicative of locations proximate to riders' home, work, et al.--only where they boarded or alighted for the particular trip segment.

Figure 18: Major Producers of Home-Based Weekday Trips- Green Line

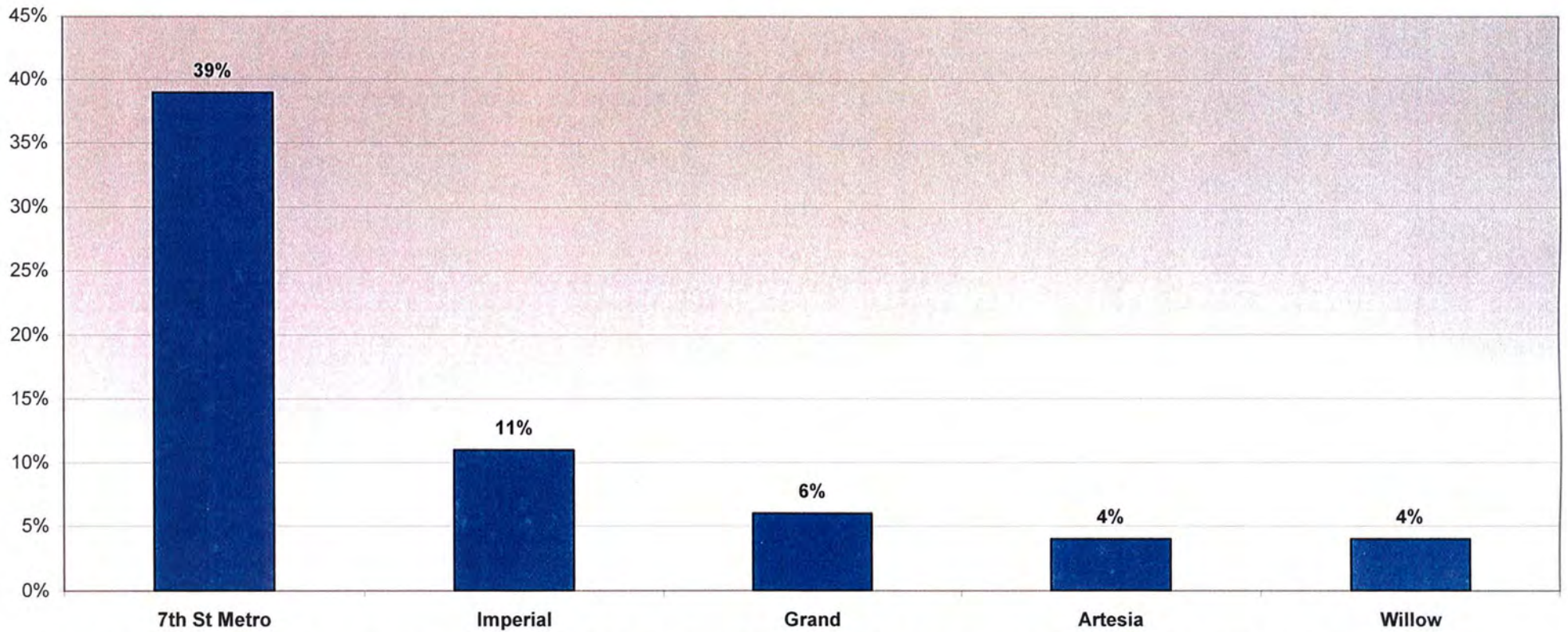
Figure 19
**Major Attractors of
Weekday Work Trips
All Lines***



*Data pertains to rail line trip segment only. Stations indicated are not necessarily indicative of locations proximate to riders' home, work, et al.--only where they boarded or alighted for the particular trip segment.

Figure 19: Major Attractors of Weekday Work Trips- All Lines

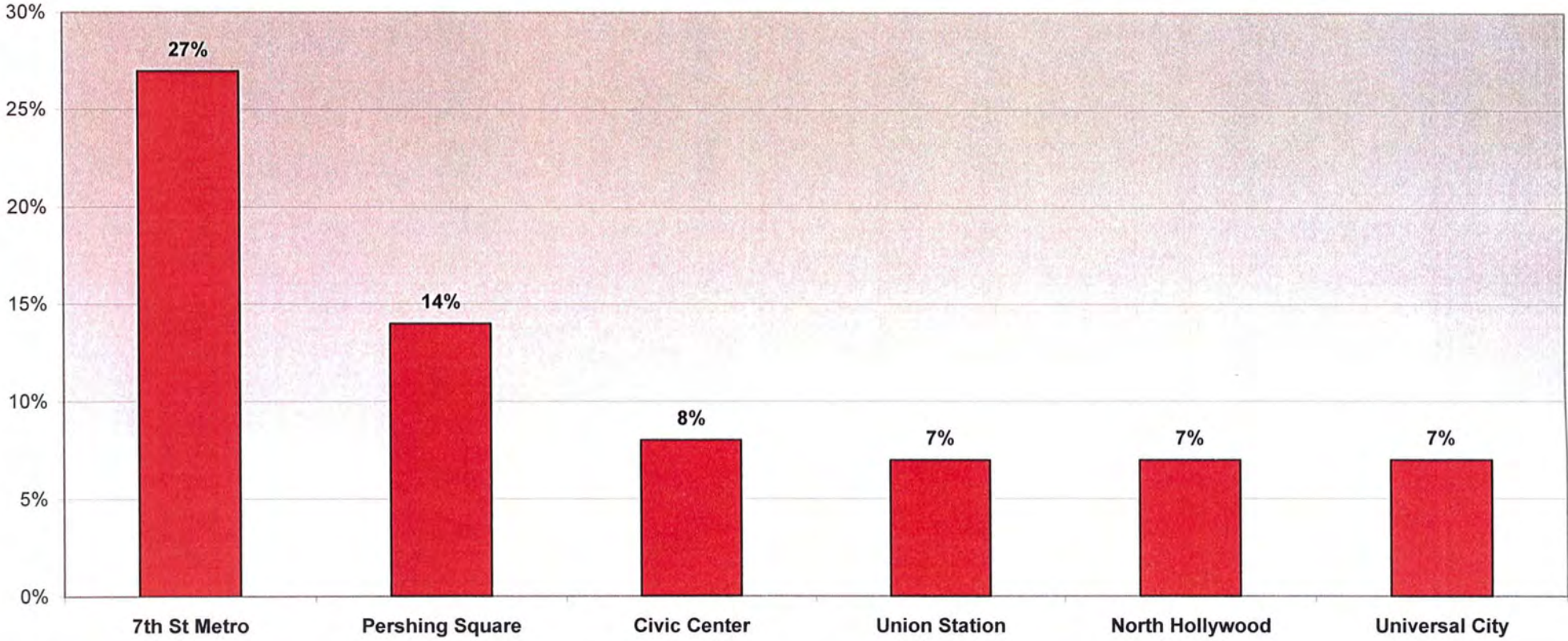
Figure 20
**Major Attractors of
Weekday Work Trips
Blue Line***



*Data pertains to rail line trip segment only. Stations indicated are not necessarily indicative of locations proximate to riders' home, work, et al.--only where they boarded or alighted for the particular trip segment.

Figure 20: Major Attractors of Weekday Work Trips- Blue Line

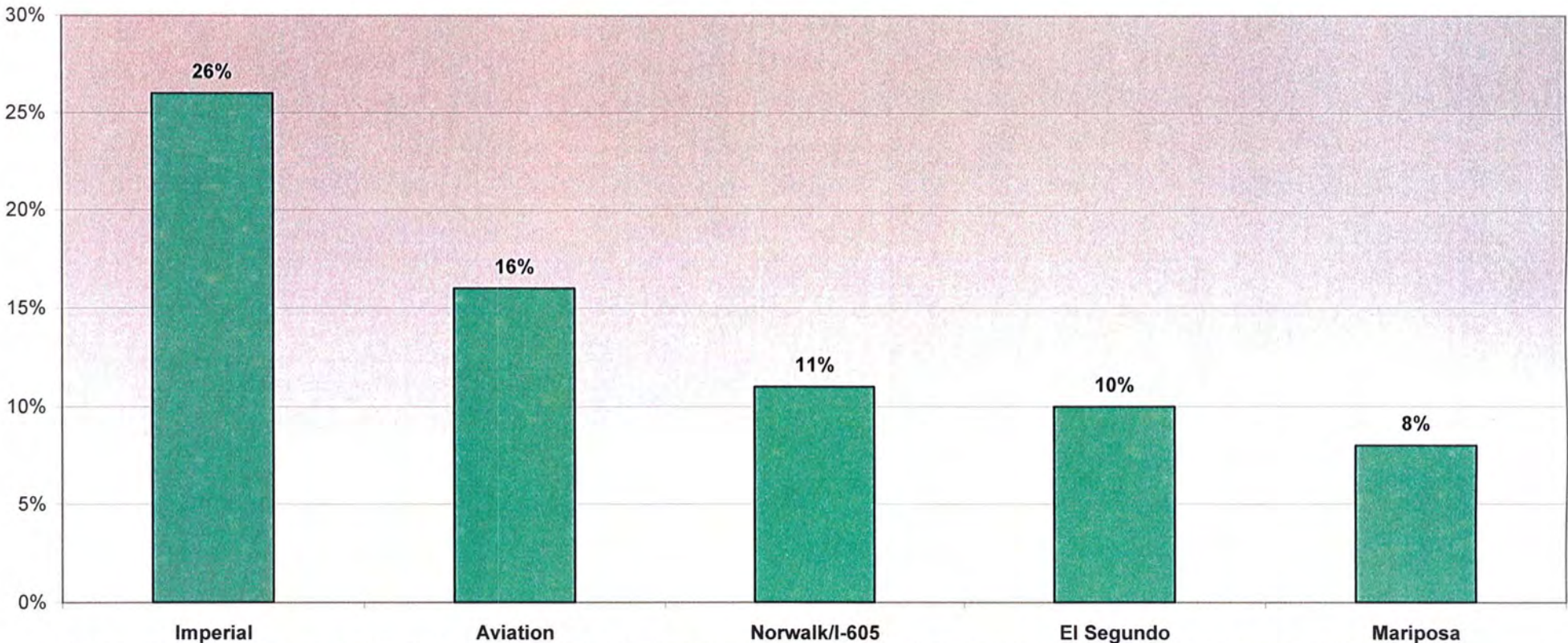
Figure 21
**Major Attractors of
Weekday Work Trips
Red Line**



*Data pertains to rail line trip segment only. Stations indicated are not necessarily indicative of locations proximate to riders' home, work, et al.--only where they boarded or alighted for the particular trip segment.

Figure 21: Major Attractors of Weekday Work Trips- Red Line

Figure 22
**Major Attractors of
 Weekday Work Trips**
 Green Line



*Data pertains to rail line trip segment only. Stations indicated are not necessarily indicative of locations proximate to riders' home, work, et al.--only where they boarded or alighted for the particular trip segment.

Figure 22: Major Attractors of Weekday Work Trips- Green Line

Figure 23
**Median Time Spent Traveling by Trip Component
 Weekday (in minutes)**

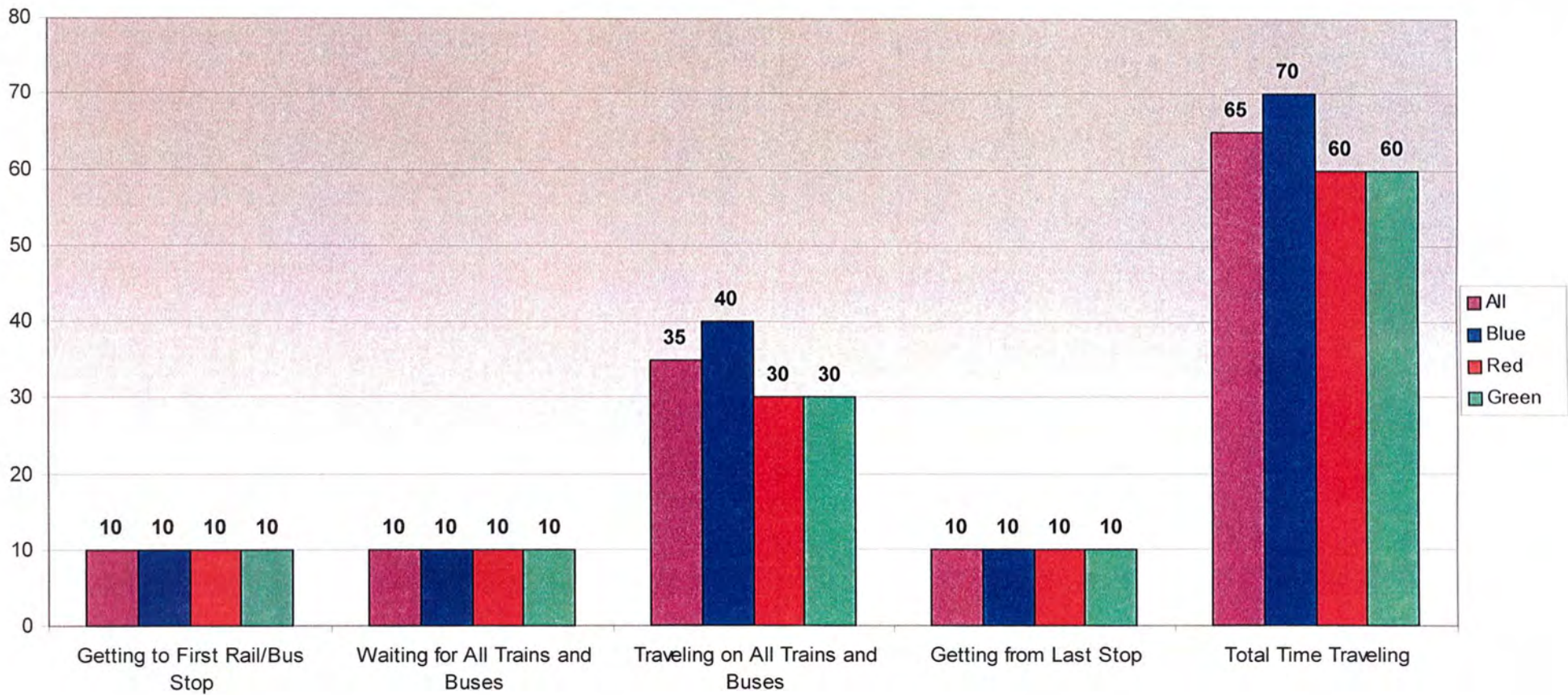


Figure 23: Median Time Spent Traveling by Trip Component

Figure 24
Frequency of Riding Metro Rail
All Lines--Weekday

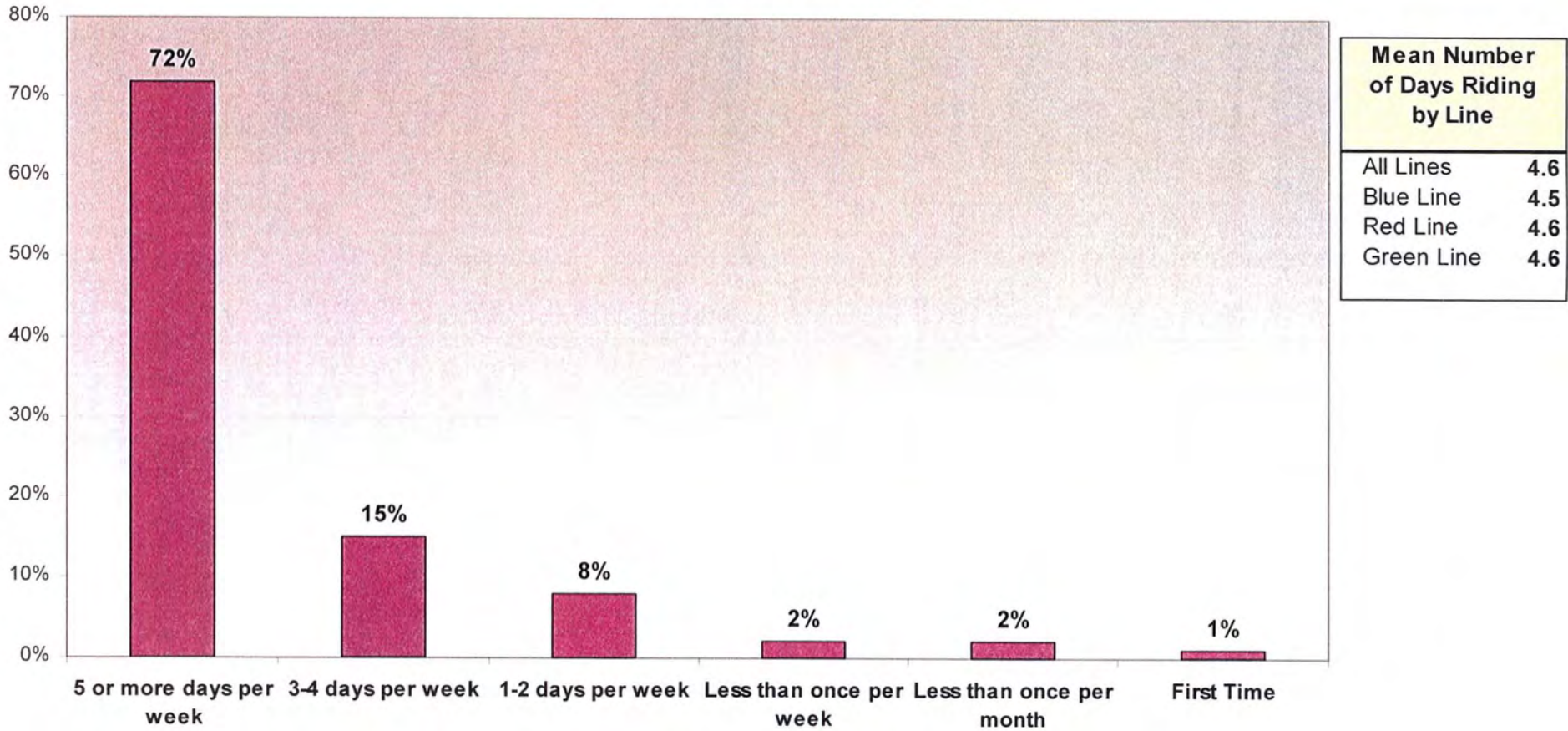


Figure 24: Frequency of Riding Metro Rail- All Lines

Figure 25
**Method of Payment Used to Board
 First Train/Bus of One-Way Trip--Weekday**

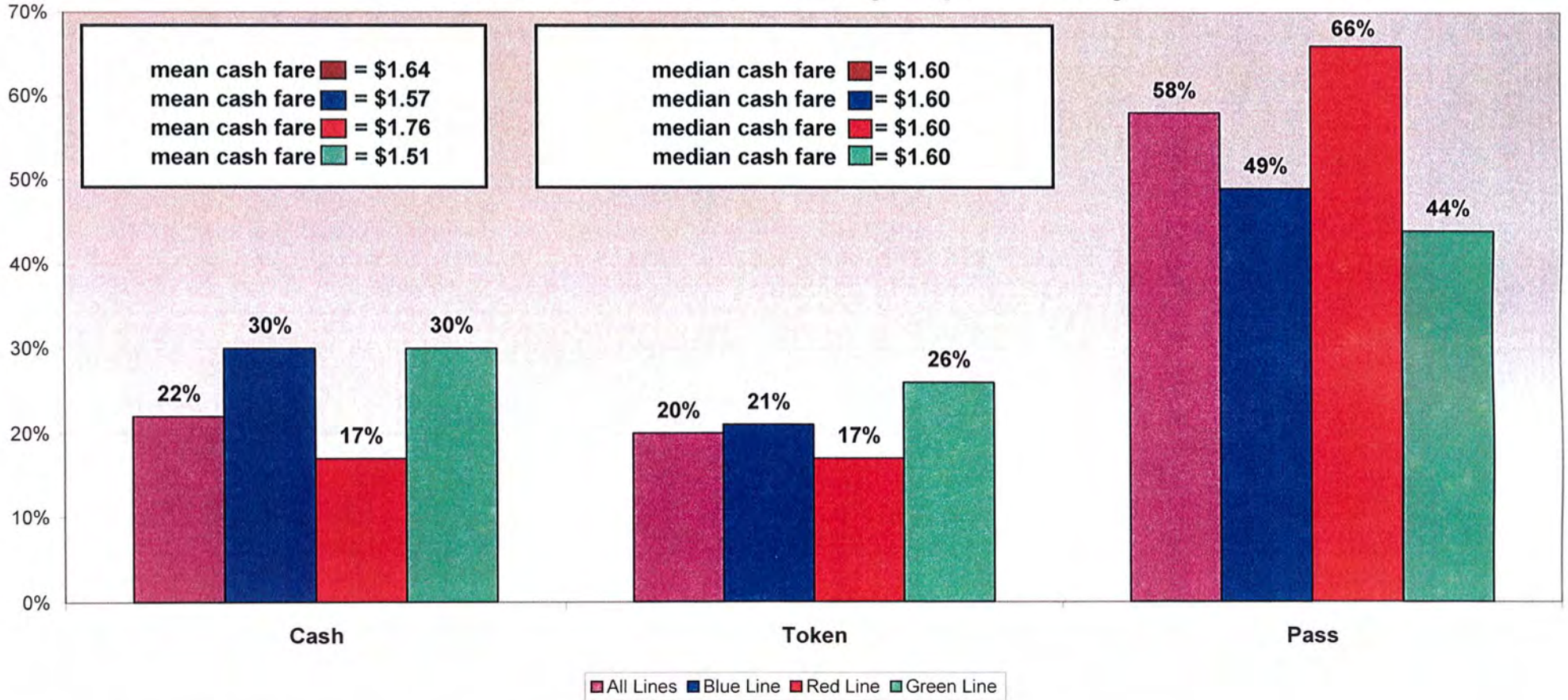


Figure 25: Method of Payment Used to Board First Train/Bus of One-Way Trip

Figure 26
Kind of Pass Used
All Lines--Weekday

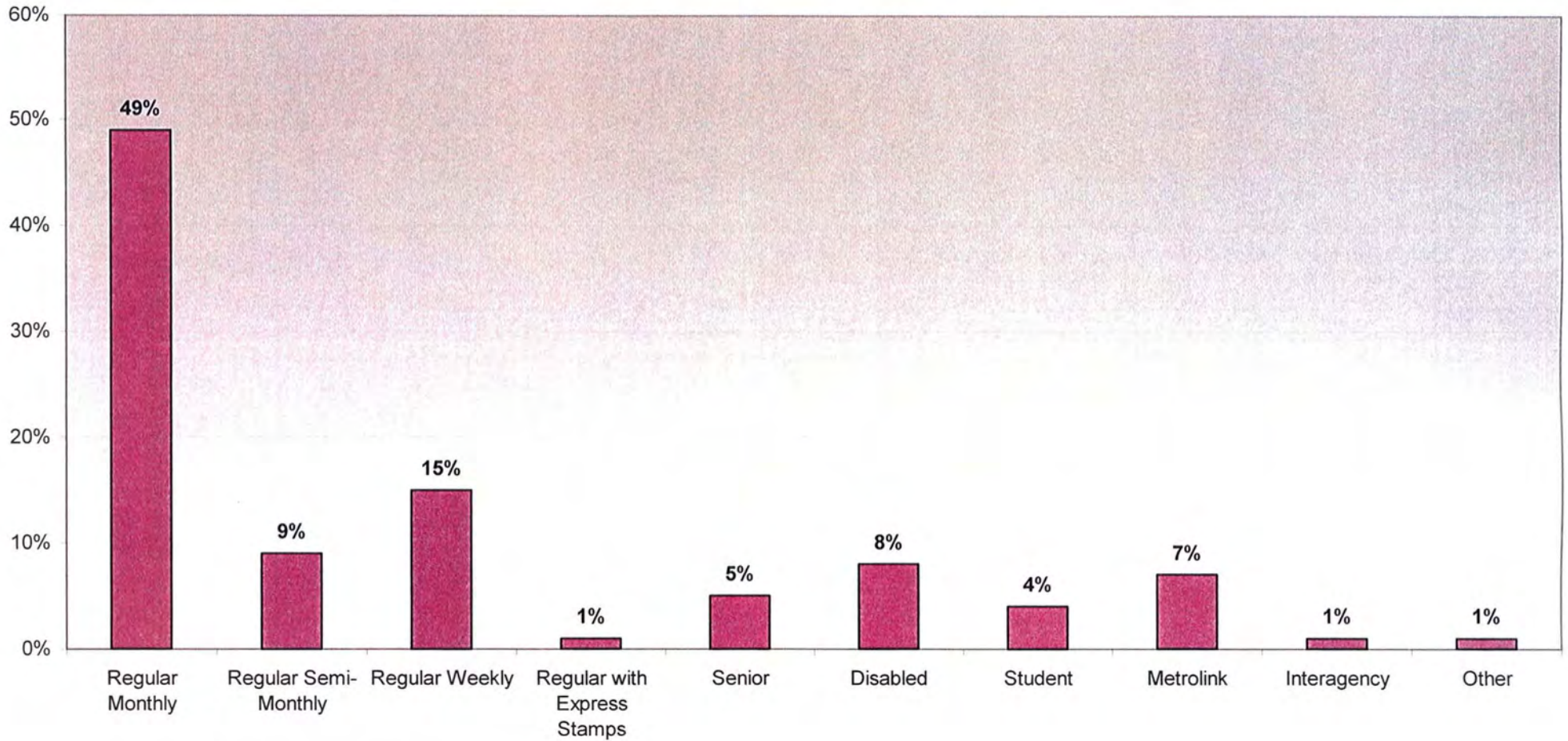


Figure 26: Kind of Pass Used- All Lines

Figure 27
Kind of Pass Used
Blue Line--Weekday

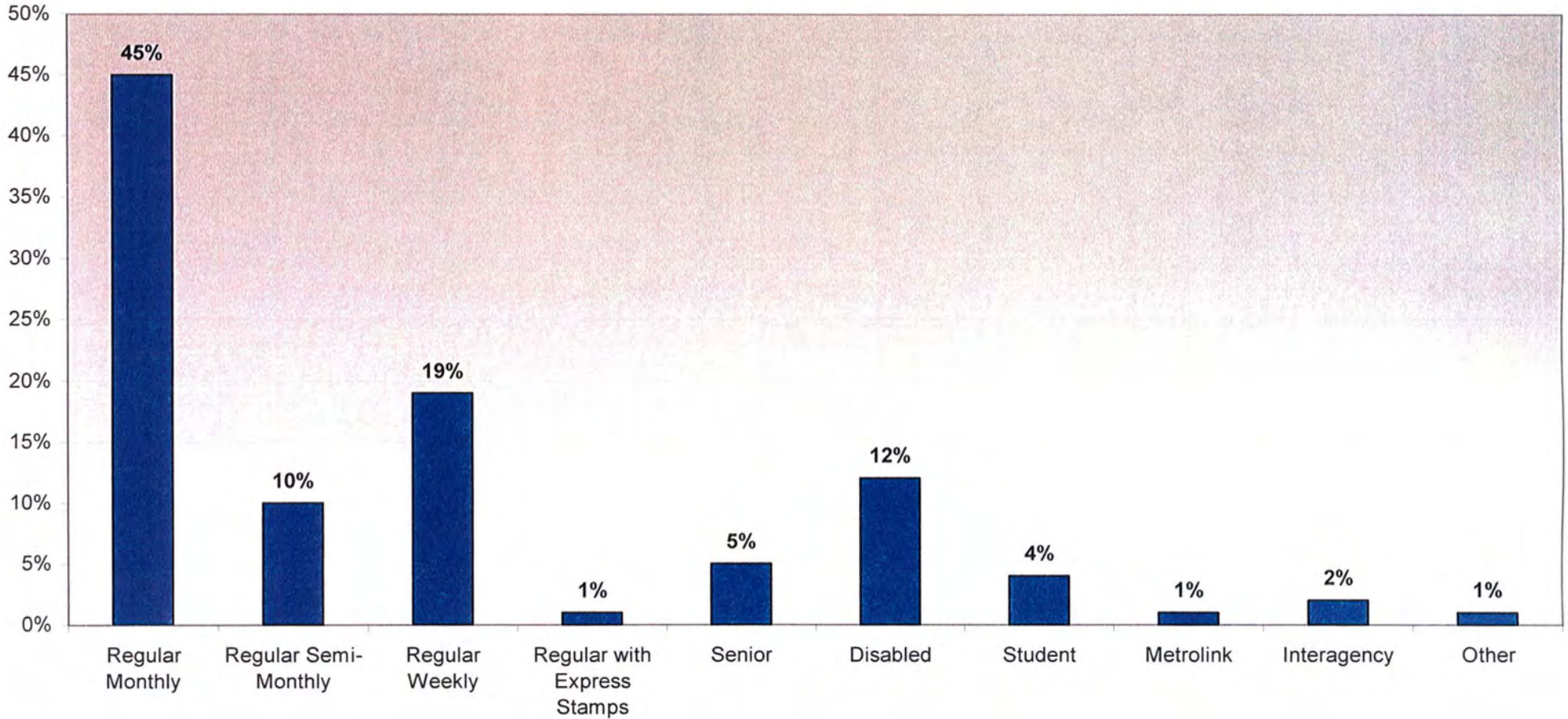


Figure 27: Kind of Pass Used- Blue Line

Figure 28
Kind of Pass Used
Red Line--Weekday

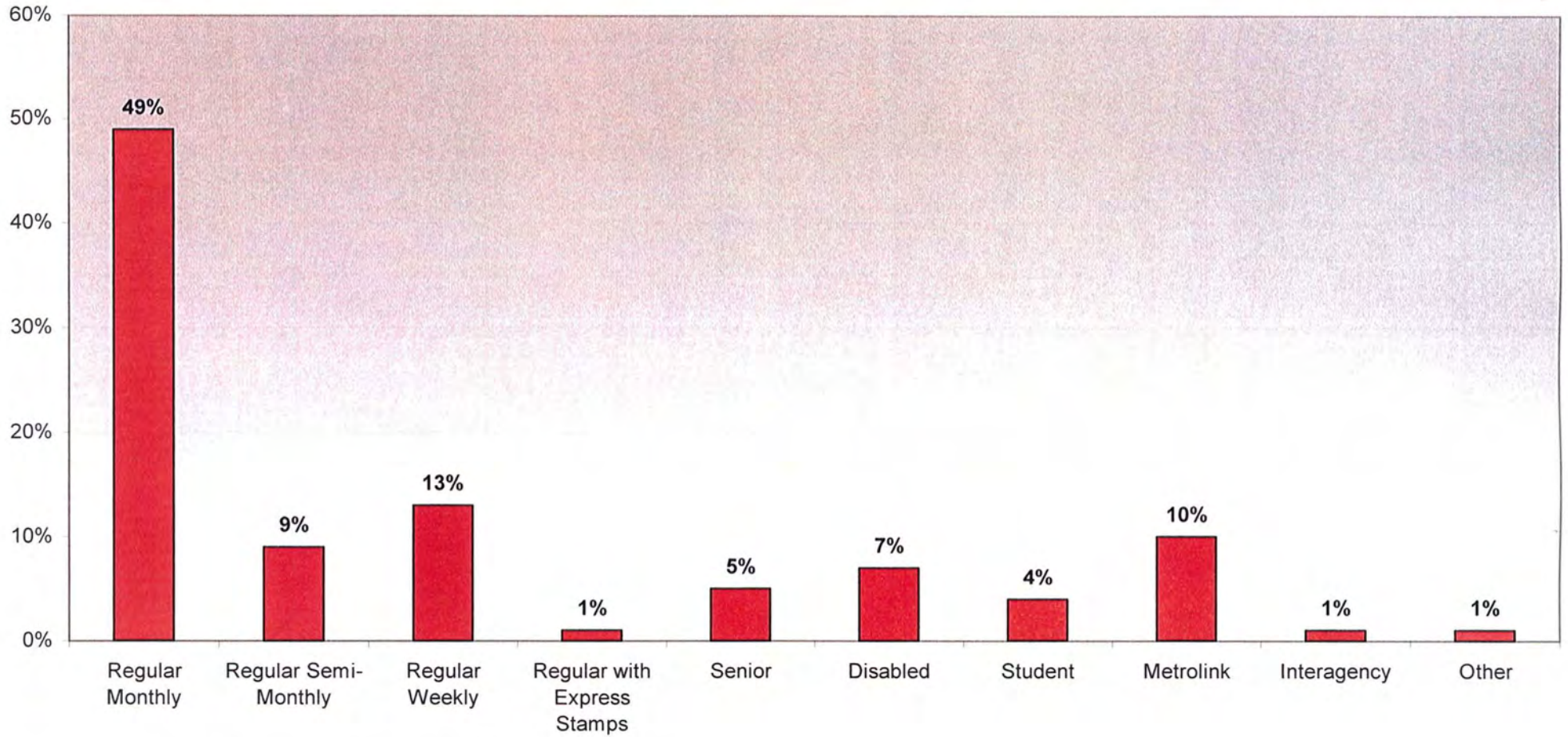


Figure 28: Kind of Pass Used- Red Line

Figure 29
Kind of Pass Used
Green Line--Weekday

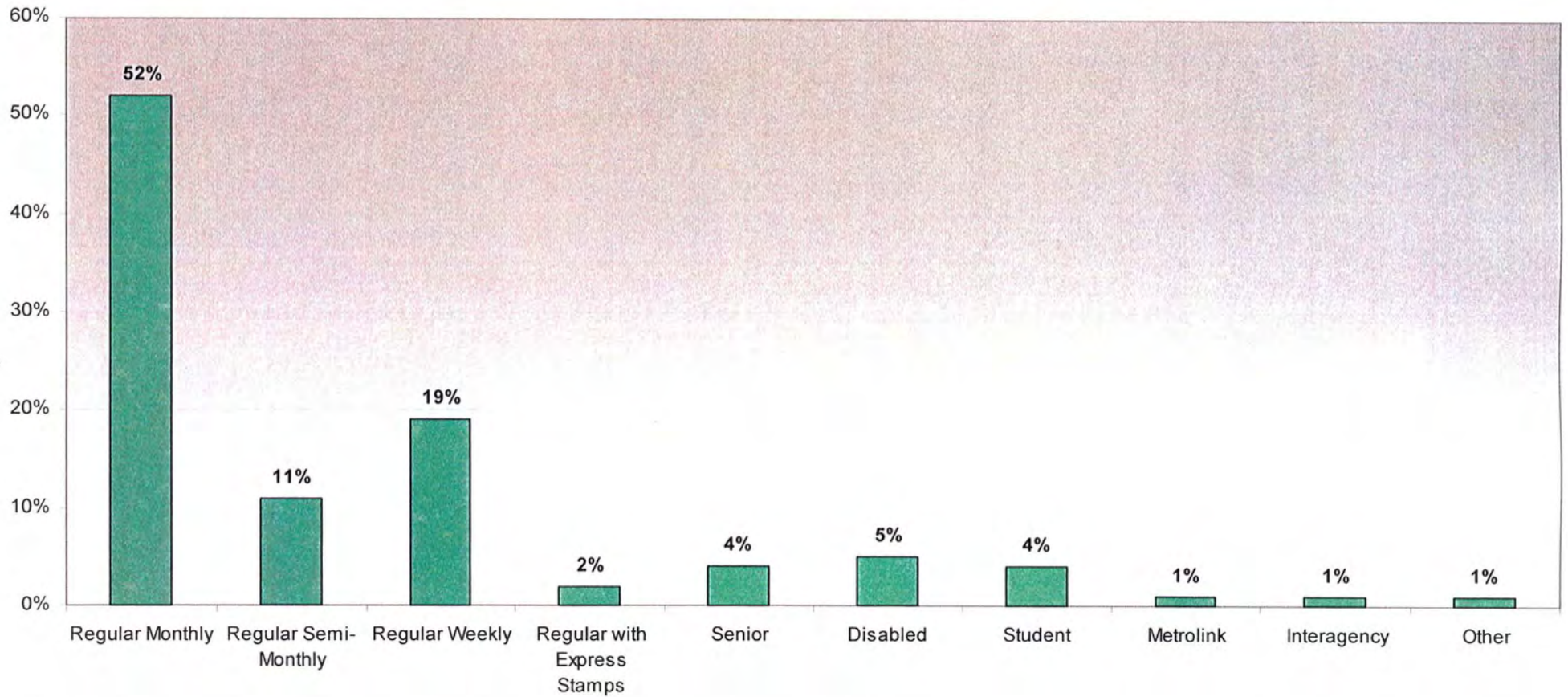


Figure 29: Kind of Pass Used- Green Line

SATISFACTION WITH METRO RAIL SERVICE FEATURES

Generally speaking, weekday Metro Rail riders are satisfied with the Metro Rail system. Figure 30 shows that overall satisfaction among all weekday riders is 1.9 on a scale of 1-5, with 1 being very good and 5 being very poor. More than three-fourths of weekday riders (78%) rate overall service either very good or good.

Figure 30 also shows, for all lines, that safety is the most satisfactory of all individual features (1.8). Next in order of satisfaction is travel time (1.9). The ability to hear the stops announced is least satisfactory (2.6), followed by availability of seats and space on the train (2.3).

Using Pearson's r measures of association, it is possible to identify those individual features that most impact overall satisfaction. Hearing the operator announce stops ($r = .47$) and cost of fare ($r = .49$) has the least impact on weekday satisfaction overall; travel time ($r = .65$) has, by far, the greatest impact. The balance of features all demonstrate correlations with overall satisfaction of .54 to .56. Taken together, all 6 features explain 59% of overall weekday satisfaction ($R^2 = .59$), leaving 41% to be explained by other features or characteristics. Income, frequency of travel, amount of fare paid, and age are not important contributors to explaining overall satisfaction.

Figures 31 to 33 demonstrate these satisfaction ratings by line. Red Line riders are the most satisfied (1.8) and Blue Line riders the least (2.1); however, even on the Blue Line, 70% of riders consider the overall service to be very good or good, with a very substantial percentage (82%) indicating the same on the Red Line. The greater satisfaction on the Red Line is consistent with its characteristic as a heavy rail line that moves at high speeds and is less prone to congestion delays.

Satisfaction with individual service features by line parallels the All Lines ratings, as indicated in Table 5, which is derived from Figures 30-33.

The Red Line and Blue Line are very similar with regard to the ranking of features, with the Red Line riders more satisfied than those on the Blue Line. The Green Line, however, does demonstrate

minor deviations, such as the availability of seats being the biggest drawback and cleanliness being relatively more satisfactory than on the other two lines.

Table 5				
Satisfaction Ratings of Selected Features by Rail Line (1 = very good and 5 = very poor)				
Ratings				
	All Lines	Blue Line	Red Line	Green Line
Most Satisfactory Features				
Safety While Waiting/Riding	1.8	1.9	1.7	1.8
Travel Time	1.9	2.2	1.8	2.0
Cost of Fare	2.1	2.2	2.0	2.1
Cleanliness Inside Trains	2.1	2.3	2.0	2.0
Least Satisfactory Features				
Ability to Hear Stops Announced	2.6	2.8	2.6	2.4
Availability of Seats/Space	2.3	2.7	2.1	2.5

Statistical tests of significance (Analysis of Variance, Independent Samples *t*-test, and Chi-Square) were performed upon the data in order to evaluate the possible existence of relationships between demographic/travel characteristics and satisfaction. Statistically significant relationships are listed below (only differences of .3 or greater are reported, although certain other differences are also statistically significant, indicative of real, but relatively inconsequential distinctions).

Age

- Older riders (over 50 years of age) are more satisfied with safety (1.7) than are riders 25 or younger (2.0).
- Cost is particularly satisfactory to those over age 50 (1.8) and is less satisfactory to riders 25 and younger (2.4).
- Seat availability is more satisfactory to riders over 50 (2.2) than it is to riders 25 and younger (2.5).
- Travel time is more satisfactory to riders over 50 (1.8) than it is to those 25 and younger (2.1).

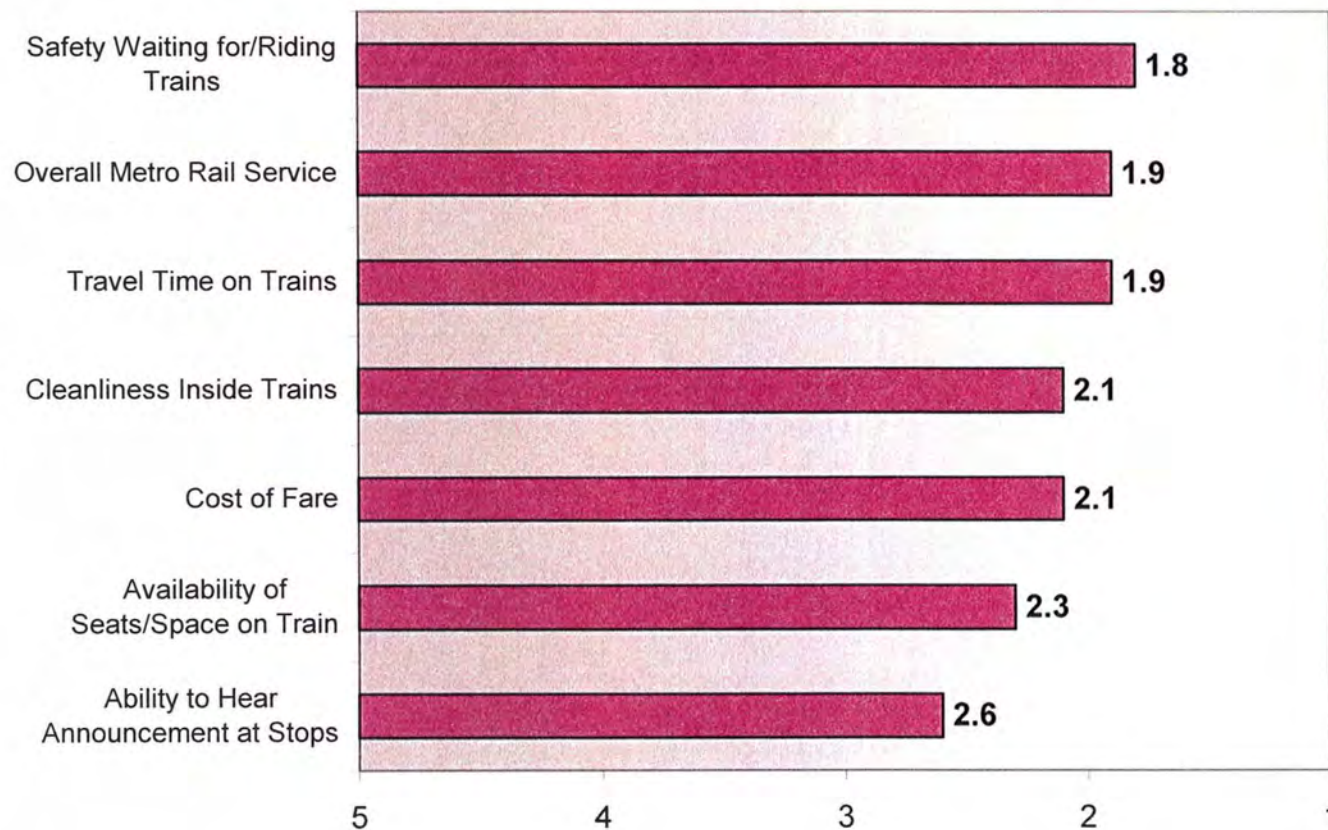
Ethnicity

- Whites are more satisfied with cost (1.8) than are Latinos (2.1) and African-Americans (2.2).
- Latinos are more satisfied with having stops announced (2.4) than are Whites (2.8). This finding is complicated by Latinos' lower tendency to hear announcements. A complete explanation has been presented in the rail telephone follow-up report.

Income

- Satisfaction with cost increases with income, as would be expected, with those earning \$50,000 per year or more registering a mean satisfaction rating of 1.9 versus those earning \$7,500 or less (2.2).
- Satisfaction with hearing stops announced decreases with income—those earning under \$25,000 indicate a 2.4 satisfaction rating while those earning more than \$25,000 register a rating of 2.8.

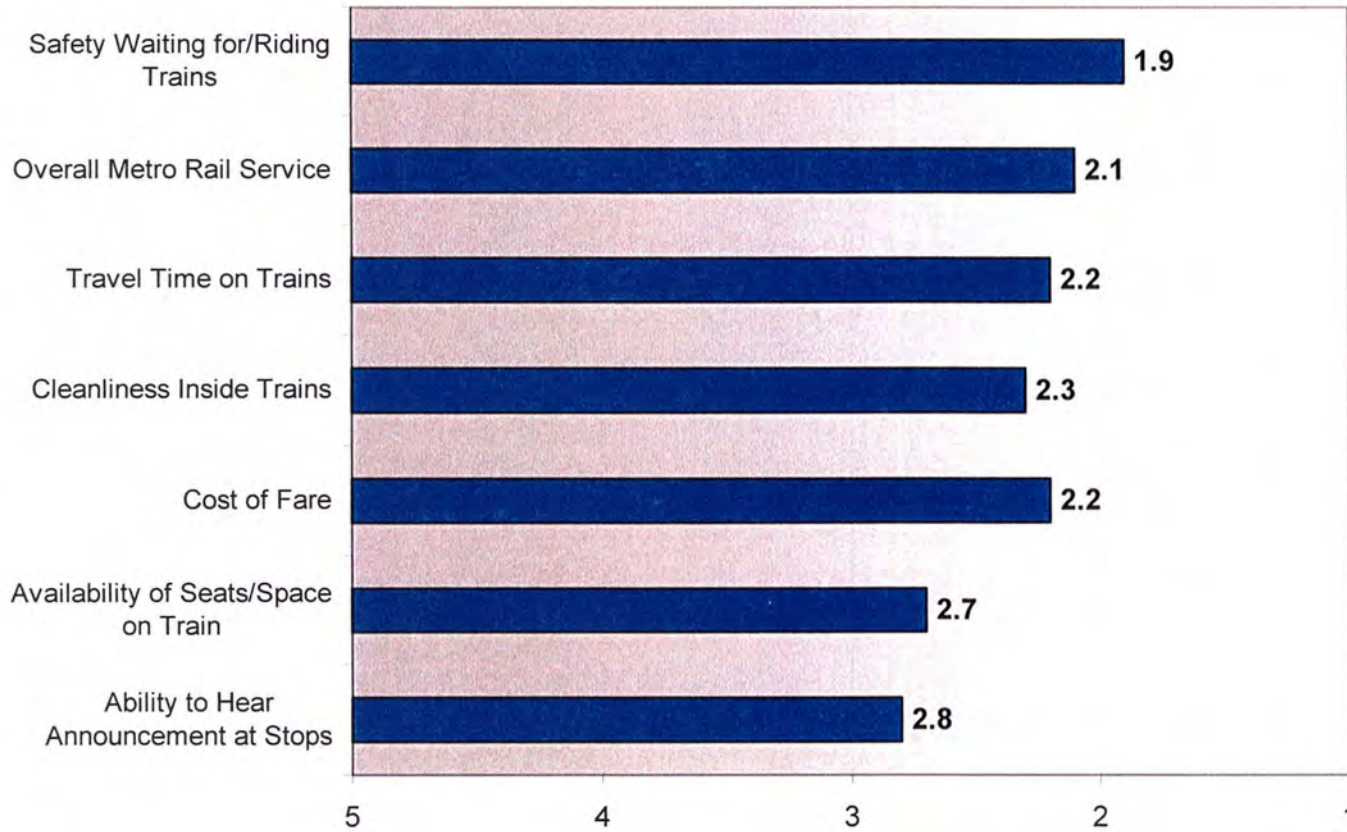
Figure 30
**Mean Satisfaction Ratings for
 Various Features of Rail Service
 All Lines--Weekday**
 (1=very good; 2=good; 3=fair; 4=poor; 5=very poor)



Rail Features	% Indicating Choices 1 & 2
Safety...	82%
Overall	78%
Travel Time	76%
Cleanliness...	70%
Cost of Fare	68%
Seats/Space	61%
Ability to Hear...	49%

Figure 30: Mean Satisfaction Ratings for Various Features of Rail Service- All Lines

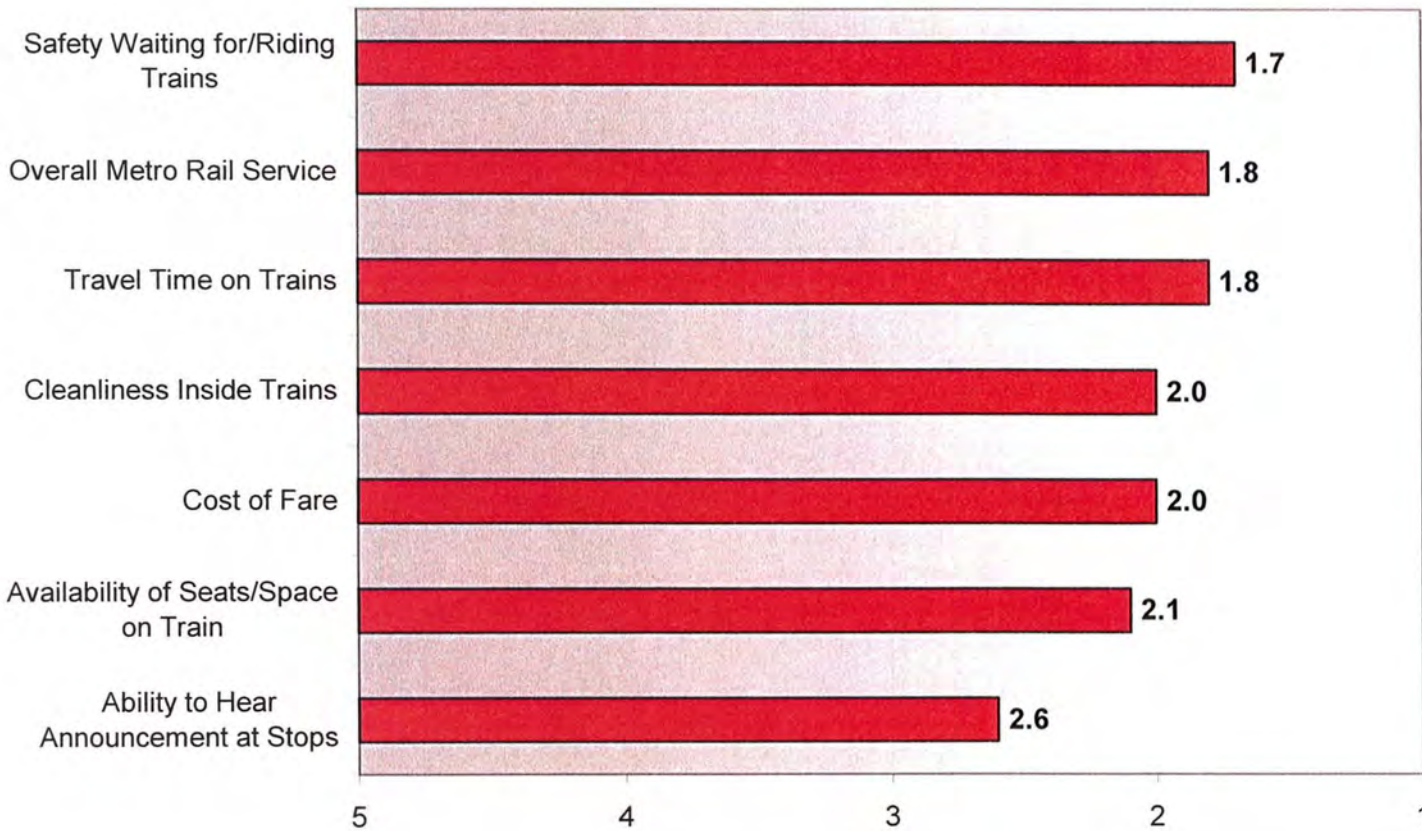
Figure 31
Mean Satisfaction Ratings for
Various Features of Rail Service
Blue Line--Weekday
 (1=very good; 2=good; 3=fair; 4=poor; 5=very poor)



Rail Features	% Indicating Choices 1 & 2
Safety...	77%
Overall...	70%
Travel Time	66%
Cleanliness	58%
Cost of Fare	62%
Seats/Space	43%
Ability to Hear...	43%

Figure 31: Mean Satisfaction Ratings for Various Features of Rail Service- Blue Line

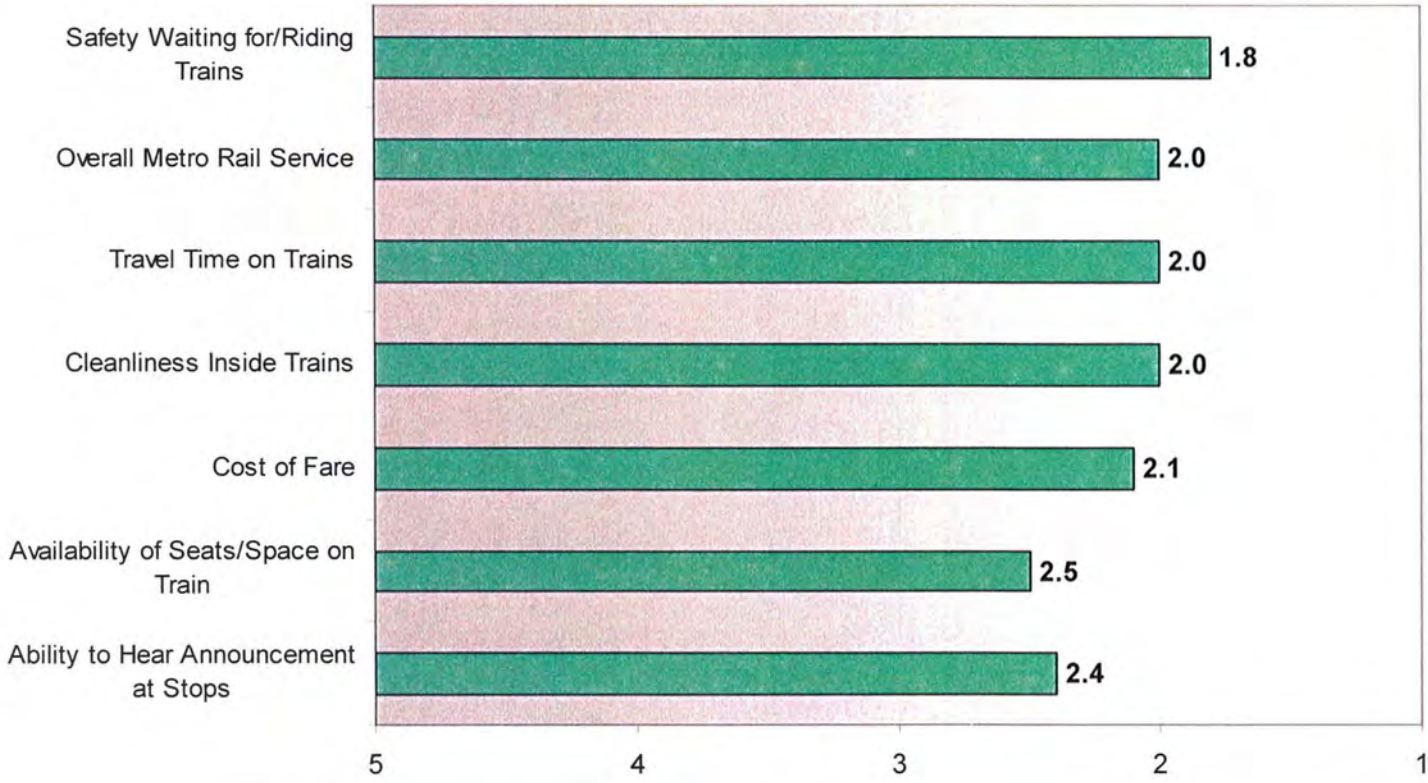
Figure 32
Mean Satisfaction Ratings for
Various Features of Rail Service
Red Line--Weekday
 (1=very good; 2=good; 3=fair; 4=poor; 5=very poor)



Rail Features	% Indicating Choices 1 & 2
Safety...	84%
Overall	82%
Travel Time..	83%
Cleanliness...	74%
Cost of Fare	70%
Seats/Space	71%
Ability to Hear...	50%

Figure 32: Mean Satisfaction Ratings for Various Features of Rail Service- Red Line

Figure 33
Mean Satisfaction Ratings for
Various Features of Rail Service
Green Line--Weekday
 (1=very good; 2=good; 3=fair; 4=poor; 5=very poor)



Rail Features	% Indicating Choices 1 & 2
Safety...	81%
Overall	75%
Travel Time	74%
Cleanliness..	75%
Cost of Fare	68%
Seats/Space	53%
Ability to Hear..	59%

Figure 33: Mean Satisfaction Ratings for Various Features of Rail Service- Green Line

APPENDIX A: METHODOLOGY

Survey Design

The on-board rail survey was designed by the combined efforts of the MTA staff and Rea & Parker Research. The process of survey design involved three focus groups in June and July, 2001—one among Metro Rail riders near the Imperial/Wilmington/Rosa Parks Station and two among riders in Huntington Park near the Florence Blue Line Station (one in Spanish). These focus groups served to test various proposed questions, their phrasing, and their comprehensibility and comprehensiveness.

Further, pretests of the preliminary survey instrument were conducted on the Blue Line and Red Line on August 9 and August 11, 2001. These pretests involved 364 respondents, 98 of whom (27%) completed their survey in Spanish. The pretest indicated a shortage of respondents who were making short trips along the Red Line, predominantly within the downtown Los Angeles area. It was decided to pursue supplemental surveys by distributing surveys on downtown station platforms, as had been the case in previous rail on-board surveys.

As such, another pretest (retest) was conducted on August 16 on the Red Line and on Red Line station platforms. A total of 123 surveys were returned—31 in Spanish (25%). Among the 31 surveys that came from platform distributions, 57% were from riders whose stations of departure and arrival were both within the downtown area. Platform survey distribution was determined to be of value and was incorporated into the Red Line On-Board survey process.

The final survey instruments for the Blue, Red, and Green Lines are attached to this report in Appendix B. The instrument is the same for each line, other than the listing of stations in questions 5 and 6. There are a total of 18 questions, including an unnumbered home address, totaling 37 individual items (variables).

Sample

A random sample of trains was selected in order to achieve a proportionate distribution among rail lines that would include a minimum 12,000 weekday respondents and 3,000 weekend respondents, 75% of whom (9,000 weekday and 2,250 weekend) will have completed their surveys with sufficient thoroughness to be considered "completed surveys," as defined by MTA below.

A "completed" survey shall have:

1. validated (logically ordered and reasonable) origin and destination x/y coordinates,
2. validated (logically ordered and reasonable) boarding stop and alighting stop x/y coordinates,
3. validated (reasonable) home address x/y coordinates,
4. trip purpose,
5. mode of access and mode of egress.

For a survey to be considered complete, it must also have a unique ID number, the line/route, direction, the time period ("peak" or "off-peak") and at least 75% of all other items completed (namely, demographics, trip characteristics, and customer-satisfaction ratings).

On each sampled train, every passenger of age 13 and over was offered a survey. The sample of trains was based upon passenger estimates provided to Rea & Parker Research by MTA and an assumed response rate of 15%, which was consistent with the rate experienced in the pretests. Platform survey distribution occurred on the Red Line at Union Station, Wilshire/Western, and 7th Street Metro immediately prior to or after selected random train trips.

Survey implementation began on August 24, 2001, and continued into early October, 2001. Once the surveys were tallied, it was determined by Rea & Parker Research that Red Line participation, especially on weekends, was notably low. Supplemental randomly selected trains were surveyed in December, 2001, with minor additional weekend follow-up required in February, 2002.

Ultimately, 15,452 respondents (an actual response rate of 9% of estimated MTA ridership on the selected trains) provided either "completed surveys," as defined above, or "acceptably incomplete" surveys that would contain "some missing address, trip purpose, or mode of access/egress data . . . and at least 50% of all other survey items completed." Manual post-coding of returned surveys indicated that

83% of the 15,452 surveys were "complete." At a later stage, survey address data were geo-coded. The geo-coding process successfully geo-coded 12,484 origin locations (82%), 11,682 destination locations (76%), and 12,761 home locations (83%). Distribution of the 15,452 respondents by weekday/weekend and by Line is indicated in Table A-1. The margins of error for the On Board sample (at 95% confidence) are shown in Table A-2.

Table A-3 contains the distribution provided by MTA of their estimated average boardings during the survey period, allocated in the same manner.

	Weekday		Saturday		Sunday	
	f	%	f	%	f	%
Blue Line	3,691	30.30	963	53.12	772	52.99
Red Line	6,735	55.29	420	23.16	273	18.74
Green Line	1,756	14.41	430	23.72	412	28.27
Total	12,182	100.00	1,813	100.00	1,457	100.00

It can be seen in Tables A-1 and A-3 that the weekday sample distribution was very representative by line but that the difficulty obtaining Red Line weekend respondents, as discussed above, is reflected in the Red Line samples being statistically less than MTA estimated proportions would indicate.

Within the weekend sample there are relatively minor differences between Saturday and Sunday totals and MTA estimates. Saturday respondents constitute 55.44% (1,813 riders out of a total weekend sample of 3,270) of the weekend sample and Sunday respondents 44.56% (1,457 riders out of 3,270). MTA estimates that 56.91% of weekend riders ride on Saturday and 43.09% on Sunday.

Table A-2				
Sample Margins of Error				
	Weekday	Saturday	Sunday	Weekend
Blue Line	±1.6%	±3.1%	±3.7%	±2.4%
Red Line	±1.2%	±4.8%	±5.9%	±3.7%
Green Line	±2.3%	±4.6%	±5.2%	±3.5%
Total	±0.9%	±2.3%	±2.7%	±1.8%

Table A-3				
MTA Estimated Rider Proportions by Line and Weekday/Weekend				
	Weekday	Saturday	Sunday	Weekend Overall
Blue Line	27.93%	32.08%	34.93%	33.31%
Red Line	58.58%	55.28%	54.32%	54.87%
Green Line	13.49%	12.64%	10.75%	11.82%
Total	100.00%	100.00%	100.00%	100.00%

In order to achieve rider proportions and ratios that match the MTA boarding statistics, weights were applied to these riders as follows:

Weight 1:	<u>Weekdays</u>	
	Blue Line	.92
	Red Line	1.06
	Green Line	.94
Weight 2:	<u>Saturday</u>	
	Blue Line	.60
	Red Line	2.38
	Green Line	.53
Weight 3:	<u>Sunday</u>	
	Blue Line	.66
	Red Line	2.90
	Green Line	.38
Weight 4:	<u>Weekend - Combined Saturday/Sunday</u>	
	Blue Line - Saturday	.62
	Sunday	.64
	Red Line - Saturday	2.46
	Sunday	2.79
	Green Line - Saturday	.55
	Sunday	.37
Weight 5:	<u>Weekend - Blue Line Combined Saturday/Sunday</u>	
	Saturday	.99
	Sunday	1.02
Weight 6:	<u>Weekend - Red Line Combined Saturday/Sunday</u>	
	Saturday	.95
	Sunday	1.08
Weight 7:	<u>Weekend - Green Line Combined Saturday and Sunday</u>	
	Saturday	1.19
	Sunday	.80

For further sample validation, Table A-4 depicts two important factors in validating the sample–time segment of travel and direction of travel. It can be seen in Figure A-4 that survey participants are relatively symmetrically distributed by time of day using the Metro Rail and also by direction of travel

(with some skewing of the Green Line toward westbound trips), thereby confirming that the sample is representative of Metro Rail riders regarding three core travel behavioral factors—rider volume (with weights), time segment, and directional symmetry.

Table A-4				
Sample Validation				
Weekday				
Time Period* Traveling When Surveyed On-Board	All Lines	Blue Line	Red Line	Green Line
AM Peak	36%	31%	38%	37%
Midday (Base)	30%	24%	32%	31%
PM Peak	34%	45%	30%	32%
Direction of Travel When Surveyed On-Board				
North	—	53%		
South	—	47%		
East	—		49%	45%
West	—		51%	55%
Weekend				
Time Period Traveling When Surveyed On-Board				
Saturday	56%	55%	61%	51%
Sunday	44%	45%	39%	49%
Direction of Travel When Surveyed On-Board				
North	—	51%		
South	—	49%		
East	—		50%	42%
West	—		50%	58%

*AM peak includes the 4-hour period of 5 a.m. to 9 a.m. Midday is comprised of the 6-hour span from 9 a.m. to 3 p.m.; PM peak covers the 4-hour period of 3 p.m. to 7 p.m.

One final sample validation was undertaken—boarding station consistency with MTA data. This is particularly important with regard to Red Line downtown stations, where pretests tended to indicate potential shortfalls in respondents that caused the need for station platform supplements to the survey process.

Table A-5 provides a summary of boarding station counts provided to Rea & Parker Research by MTA and compares these counts to boarding stations indicated on the surveys. Rather than station-by-station analyses, Table 5 further portrays the distribution by geographic agglomerations. The purpose of these agglomerations is to reflect the fact that the survey was not stratified station-by-station precisely and, as such, a station-level of precision is not as important as general geographic balance within the lines.

Table A-5 demonstrates a very representative sample distribution for the Blue Line weekday riders. The Red Line is somewhat over-represented by the Downtown segment, while the Hollywood segment is somewhat under-represented. The Downtown overage may have been an artifact of the platform sampling that was undertaken to make certain that short-trip riders were adequately represented. Lastly, the Green Line is skewed toward Norwalk and away from South Central - Los Angeles, due entirely to two stations—Norwalk/I-605 is greatly over-represented and Imperial/Rosa Parks is greatly under-represented. MTA indicates that the Norwalk station receives 14% of Green Line boardings, and the On-Board survey contained 27% for Norwalk—a difference of 13%. Similarly, the Imperial Green Line station is shown by MTA to have 24% of Green Line riders, yet only 11% of Green Line survey participants boarded at that station. These stations are quite different from others along the Green Line. Norwalk is the east terminus, serving a large park and ride clientele, and Imperial is the transfer station between the Blue and Green Lines serving patrons who may have already participated in the survey on the Blue Line. In general, however, the differences in participation by station are relatively minor compared to the overall breadth of participation and general balance of the sample by area, time segment, and direction of travel.

Table A-5

**Comparison of MTA Estimated Weekly Station Boardings
and On-Board Survey Distribution**

Station Sub-Region	MTA Estimated Placement of Riders	On-Board Survey Sample Distribution
Blue Line		
Downtown Los Angeles ¹ South Central Los Angeles ² Long Beach/Lakewood ³	34% 31% 35%	32% 31% 37%
¹ 7th Street Metro to Washington ² Vernon to Compton ³ Artesia to Long Beach Transit Mall		
Red Line		
Downtown Los Angeles ⁴ Mid-Wilshire ⁵ Hollywood ⁶ San Fernando Valley ⁷	40% 23% 23% 14%	47% 20% 14% 19%
⁴ Union Station to 7th Street Metro ⁵ Westlake/MacArthur Park to Wilshire/ Western ⁶ Vermont/Beverly to Hollywood/Highland ⁷ Universal City to North Hollywood		
Green Line		
Norwalk/Downey ⁸ South Central Los Angeles ⁹ Airport/Redondo Beach ¹⁰	20% 60% 20%	32% 46% 22%
⁸ Norwalk/I-605 to Lakewood Blvd. ⁹ Long Beach to Hawthorne Blvd. ¹⁰ Aviation Blvd. to Marine/Redondo Beach		

APPENDIX B: SURVEY INSTRUMENTS

Answer to win valuable prizes! Blue Line Survey

Español en el lado opuesto →

This one-way trip

1 Please list **ALL** train/bus lines you will use to complete **THIS ONE-WAY TRIP** from **WHERE YOU STARTED TO WHERE YOU ARE GOING:** (not round-trip, include the line # or line name and rail/bus/train company)

first rail/bus: LINE#: _____
 transfer to second rail/bus: LINE#: _____
 transfer to third rail/bus: LINE#: _____
 transfer to fourth rail/bus: LINE#: _____

2 How did you **GET TO** the **FIRST** train/bus of **THIS ONE-WAY TRIP?** (only one)

Walked Drove Other: _____
 Dropped off Bicycle

3 **WHERE** are you coming from **BEFORE** you **GOT ON** the first train/bus of **THIS ONE-WAY TRIP** (only one)

My home Shopping Childcare
 Work Social/Recreation Other: _____
 School/Class Medical/Dental

4 What is the **EXACT ADDRESS** of where you are **COMING FROM** (see question #3)? (complete address or nearest cross streets/intersection, plus city or neighborhood)

5 At what station did you **GET ON** the **BLUE LINE** during **THIS ONE-WAY TRIP?**

<input type="checkbox"/> 7th Street/Metro Center	<input type="checkbox"/> Firestone	<input type="checkbox"/> PCH
<input type="checkbox"/> Pico	<input type="checkbox"/> 103rd	<input type="checkbox"/> Anaheim
<input type="checkbox"/> Grand	<input type="checkbox"/> Imperial	<input type="checkbox"/> 5th Street (Long Beach)
<input type="checkbox"/> San Pedro	<input type="checkbox"/> Compton	<input type="checkbox"/> 1st Street (Long Beach)
<input type="checkbox"/> Washington	<input type="checkbox"/> Artesia	<input type="checkbox"/> Long Beach Transit Mall
<input type="checkbox"/> Vernon	<input type="checkbox"/> Del Amo	<input type="checkbox"/> Pacific
<input type="checkbox"/> Slauson	<input type="checkbox"/> Wardlow	
<input type="checkbox"/> Florence	<input type="checkbox"/> Willow	

6 At what station will you **GET OFF** the **BLUE LINE** during **THIS ONE-WAY TRIP?**

<input type="checkbox"/> 7th Street/Metro Center	<input type="checkbox"/> Firestone	<input type="checkbox"/> PCH
<input type="checkbox"/> Pico	<input type="checkbox"/> 103rd	<input type="checkbox"/> Anaheim
<input type="checkbox"/> Grand	<input type="checkbox"/> Imperial	<input type="checkbox"/> 5th Street (Long Beach)
<input type="checkbox"/> San Pedro	<input type="checkbox"/> Compton	<input type="checkbox"/> 1st Street (Long Beach)
<input type="checkbox"/> Washington	<input type="checkbox"/> Artesia	<input type="checkbox"/> Long Beach Transit Mall
<input type="checkbox"/> Vernon	<input type="checkbox"/> Del Amo	<input type="checkbox"/> Pacific
<input type="checkbox"/> Slauson	<input type="checkbox"/> Wardlow	
<input type="checkbox"/> Florence	<input type="checkbox"/> Willow	

7 How will you **GET TO** the place you are going **AFTER** you get off the last train/bus of **THIS ONE-WAY TRIP?** (only one)

Walk Drive Other: _____
 Be picked up Bicycle

8 Where are you **GOING AFTER** you **GET OFF** the **LAST** train/bus of **THIS ONE-WAY TRIP?** (only one)

My home Shopping Childcare
 Work Social/Recreation Other: _____
 School/Class Medical/Dental

9 What is the **EXACT ADDRESS** of where you are **GOING** (see question #8) **AFTER** you **GET OFF** the **LAST** train/bus of **THIS ONE-WAY TRIP?** (complete address or nearest cross streets/intersection, plus city or neighborhood)

10 How did you pay when boarding your **FIRST** train/bus of **THIS ONE-WAY TRIP?** (only one)

Cash / **How much?** \$ _____
 Token
 Pass / **What kind of pass was it?** (only one)
 Regular Monthly Disabled
 Regular Semi-Monthly Student
 Regular Weekly Metrolink
 Regular with Express Stamp(s) Interagency
 Senior Other: _____

11 How much time did you (or will you) spend on **THIS ONE-WAY TRIP?**

a) Getting to your first rail/bus stop (walking, driving, etc.): _____ minutes
 b) Waiting for **ALL** train(s) and bus(es): _____ minutes
 c) Traveling on **ALL** train(s) and bus(es): _____ minutes
 d) Getting from your last stop to your final destination: _____ minutes
 TOTAL (add a thru d) = _____ minutes

Your opinion of Metro Rail Blue Line Service

	very good	good	fair	poor	very poor
a) Safety while waiting for/riding trains	1	2	3	4	5
b) Cleanliness inside trains	1	2	3	4	5
c) Cost of fare	1	2	3	4	5
d) Ability to hear the train operator announce the stops	1	2	3	4	5
e) Availability of seats/space on train	1	2	3	4	5
f) Travel time on trains	1	2	3	4	5
g) Overall Metro Rail service	1	2	3	4	5

About you

13 How **OFTEN** do you ride Metro Rail (for all trips that you make)? (only one)
 5 or more days/wk 1-2 days/wk Less than once/month
 3-4 days/wk Less than once/wk First time

14 Are you: Male Female

15 Year you were born: 19 _____

16 Are you:
 Latino/Hispanic Asian/Pacific Islander
 Black/African American American Indian/Aleutian
 White/Caucasian Other: _____

17 What was the **TOTAL FAMILY INCOME** in 2000, before taxes, of **all** persons in your household? (only one)
 Under \$7,500 \$15,000-\$24,999 \$35,000-\$49,999
 \$7,500-\$14,999 \$25,000-\$34,999 \$50,000 or more

In order for you to win a prize, MTA must be able to contact you. Please provide the following information.



Name: _____
 Home Address: _____
 City: _____ Zip: _____
 Phone No: _____



Travel Smart...Take Metro

Thank you / All information will be kept confidential

Return this form **on the train**, near the ticket vending machines, or fold, seal, and mail (postage paid)

iResponda para ganar premios valiosos!

Encuesta a Los Usuarios del Blue Line

English on reverse side →

Ayúdenos a servirte mejor

En este viaje de ida

1 Por favor mencione **TODOS** los trenes/autobuses que Ud. usará para **ESTE VIAJE DE IDA** (o de vuelta) **DESDE DONDE EMPEZO HASTA SU DESTINO**. (Incluya el # o nombre de línea y la compañía de autobús)

primer tren/autobús: # DE LINEA: _____
 transbordo a segundo tren/autobús: # DE LINEA: _____
 transbordo a tercer tren/autobús: # DE LINEA: _____
 transbordo a cuarto tren/autobús: # DE LINEA: _____

2 ¿Cómo **LLEGO** al **PRIMER** tren/autobús en **ESTE VIAJE DE IDA**?

(☑ sólo una respuesta)
 Caminé Llegué en mi auto
 Me llevaron En bicicleta Otra respuesta: _____

3 ¿**DE DONDE** viene **ANTES** de **SUBIRSE** al primer tren/autobús en **ESTE VIAJE DE IDA**? (☑ sólo una respuesta)

Mi casa Compras Guardería
 Trabajo Social/Recreación Otro lugar: _____
 Escuela/Clases Cita médica/Dentista

4 ¿Cuál es el **DOMICILIO EXACTO** de donde Ud. **VIENE** (vea la pregunta #3)? (escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

5 ¿En qué estación estaba cuando se **SUBIO** al **BLUE LINE** en **ESTE VIAJE DE IDA**?

7th Street/Metro Center Firestone PCH
 Pico 103rd Anaheim
 Grand Imperial 5th Street (Long Beach)
 San Pedro Compton 1st Street (Long Beach)
 Washington Artesia Long Beach Transit Mall
 Vernon Del Amo Pacific
 Slauson Wardlow
 Florence Willow

6 ¿En qué estación se **BAJARA** del **BLUE LINE** que usará para **ESTE VIAJE DE IDA**?

7th Street/Metro Center Firestone PCH
 Pico 103rd Anaheim
 Grand Imperial 5th Street (Long Beach)
 San Pedro Compton 1st Street (Long Beach)
 Washington Artesia Long Beach Transit Mall
 Vernon Del Amo Pacific
 Slauson Wardlow
 Florence Willow

7 ¿Cómo **LLEGARA** a su destino **DESPUES** de que se baje del último tren/autobús de **ESTE VIAJE DE IDA**? (☑ sólo una respuesta)

Caminaré Llegaré en mi auto
 Me llevará alguien En bicicleta Otra respuesta: _____

8 ¿A dónde **VA A IR** **DESPUES** de que **BAJE** del **ULTIMO** tren/autobús de **ESTE VIAJE DE IDA**? (☑ sólo una respuesta)

Mi casa Compras Guardería
 Trabajo Social/Recreación Otro lugar: _____
 Escuela/Clases Cita médica/Dentista

9 ¿Cuál es el **DOMICILIO EXACTO** a donde Ud. (vea la pregunta #8)

VA DESPUES de que se **BAJE** de la **ULTIMA** parada de tren/autobús en **ESTE VIAJE DE IDA**?

(escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

10 ¿Cómo pagó al subir al **PRIMER** tren/autobús en **ESTE VIAJE DE IDA**?

(☑ sólo una respuesta)
 Dinero en efectivo / ¿Qué cantidad fue? \$ _____
 Fichas
 Pase / ¿Qué tipo de PASE? (☑ sólo una respuesta)
 Regular Mensual Para discapacitados
 Regular Semi-Mensual Para estudiantes
 Regular Semanal Metrolink
 Regular con "Express Stamps" De otras agencias
 Para personas mayores de 65 años Otra respuesta: _____

11 ¿Cuánto tiempo duró (o durará) en **ESTE VIAJE DE IDA**?

a) En llegar a la primer parada de tren/autobús: _____ minutos
 (caminando, manejando, etc.)
 b) Esperando **TODOS LOS** tren(es) y autobús(es): _____ minutos
 c) Viajando en **TODOS LOS** tren(es) y autobús(es): _____ minutos
 d) En llegar a su destino desde que bajó del último tren/autobús: _____ minutos
TOTAL (suma a + d) = _____ minutos

Su opinión del servicio del Blue Line

	muy bien	bien	ok	mal	muy mal
12 a) Su seguridad mientras espera/ viaja por tren	1	2	3	4	5
b) La limpieza dentro del tren	1	2	3	4	5
c) Costo del pasaje	1	2	3	4	5
d) Habilidad de escuchar al conductor del tren anunciar las paradas	1	2	3	4	5
e) Disponibilidad de asientos/ espacio en el tren	1	2	3	4	5
f) Tiempo que duró el viaje por tren	1	2	3	4	5
g) Servicio en general de Metro Rail	1	2	3	4	5

Sobre Ud.

13 ¿Qué tan **SEGUIDO** usa los Metro Rail (en todos sus viajes)?

(☑ sólo una respuesta)
 5 o más días por semana Menos de una vez por semana
 3-4 días por semana Menos de una vez al mes
 1-2 días por semana Es la primera vez

14 Es Ud.: Hombre Mujer

15 Año en que nació: 19 _____

16 Es Ud.:

Latino/Hispano Asiático/De las Islas del Pacífico
 Negro/Africano Americano Indio Nativo/Nativo de Alaska
 Blanco Otra respuesta: _____

17 ¿En **TOTAL**, cuál fue el **INGRESO FAMILIAR** antes de pagar impuestos en el año 2000 de todas las personas en su hogar? (☑ sólo una respuesta)

Menos de \$7,500 \$15,000-\$24,999 \$35,000-\$49,999
 \$7,500-\$14,999 \$25,000-\$34,999 \$50,000 o más

Para ganar un premio debe proporcionar su información y la MTA se comunicará con usted:



Nombre: _____

Domicilio: _____

Ciudad: _____ Código Postal: _____

Teléfono: _____



Travel Smart...Take Metro

Gracias / Toda la información será estrictamente confidencial.

Regrese esta forma en el tren, cerca de las vendedoras automáticas de boletos, o mándela por correo (no necesita estampilla)

This one-way trip

1 Please list **ALL** train/bus lines you will use to complete **THIS ONE-WAY TRIP** from **WHERE YOU STARTED TO WHERE YOU ARE GOING:**

(not round-trip, include the line # or line name and rail/bus/train company)

first rail/bus: LINE#: _____

transfer to second rail/bus: LINE#: _____

transfer to third rail/bus: LINE#: _____

transfer to fourth rail/bus: LINE#: _____

2 How did you **GET TO** the **FIRST** train/bus of **THIS ONE-WAY TRIP?**

(only one)

1 Walked 3 Drove 5 Other: _____

2 Dropped off 4 Bicycle

3 **WHERE** are you coming from **BEFORE** you **GOT ON** the first train/bus of **THIS ONE-WAY TRIP** *(only one)*

1 My home 4 Shopping 7 Childcare

2 Work 5 Social/Recreation 8 Other: _____

3 School/Class 6 Medical/Dental

4 What is the **EXACT ADDRESS** of where you are **COMING FROM** *(see question #3)?*
(complete address or nearest cross streets/intersection, plus city or neighborhood)

5 At what station did you **GET ON** the **GREEN LINE** during **THIS ONE-WAY TRIP?**

- | | | |
|--|---|--|
| <input type="checkbox"/> 1 Norwalk/I-605 | <input type="checkbox"/> 6 Harbor/I-110 | <input type="checkbox"/> 11 Mariposa |
| <input type="checkbox"/> 2 Lakewood | <input type="checkbox"/> 7 Vermont | <input type="checkbox"/> 12 El Segundo |
| <input type="checkbox"/> 3 Long Beach | <input type="checkbox"/> 8 Crenshaw | <input type="checkbox"/> 13 Douglas |
| <input type="checkbox"/> 4 Imperial | <input type="checkbox"/> 9 Hawthorne | <input type="checkbox"/> 14 Marine |
| <input type="checkbox"/> 5 Avalon | <input type="checkbox"/> 10 Aviation | |

6 At what station will you **GET OFF** the **GREEN LINE** during **THIS ONE-WAY TRIP?**

- | | | |
|--|---|--|
| <input type="checkbox"/> 1 Norwalk/I-605 | <input type="checkbox"/> 6 Harbor/I-110 | <input type="checkbox"/> 11 Mariposa |
| <input type="checkbox"/> 2 Lakewood | <input type="checkbox"/> 7 Vermont | <input type="checkbox"/> 12 El Segundo |
| <input type="checkbox"/> 3 Long Beach | <input type="checkbox"/> 8 Crenshaw | <input type="checkbox"/> 13 Douglas |
| <input type="checkbox"/> 4 Imperial | <input type="checkbox"/> 9 Hawthorne | <input type="checkbox"/> 14 Marine |
| <input type="checkbox"/> 5 Avalon | <input type="checkbox"/> 10 Aviation | |

7 How will you **GET TO** the place you are going **AFTER** you get off the last train/bus of **THIS ONE-WAY TRIP?** *(only one)*

1 Walk 3 Drive 3 Drive

2 Be picked up 4 Bicycle

8 Where are you **GOING AFTER** you **GET OFF** the **LAST** train/bus of **THIS ONE-WAY TRIP?** *(only one)*

1 My home 4 Shopping 7 Childcare

2 Work 5 Social/Recreation 8 Other: _____

3 School/Class 6 Medical/Dental

9 What is the **EXACT ADDRESS** of where you are **GOING** *(see question #8)*
AFTER you **GET OFF** the **LAST** train/bus of **THIS ONE-WAY TRIP?**
(complete address or nearest cross streets/intersection, plus city or neighborhood)

10 How did you pay when boarding your **FIRST** train/bus of **THIS ONE-WAY TRIP?** *(only one)*

1 Cash / **How much?** \$ _____

2 Token

3 Pass / **What kind of pass was it?** *(only one)*

1 Regular Monthly 6 Disabled

2 Regular Semi-Monthly 7 Student

3 Regular Weekly 8 Metrolink

4 Regular with Express Stamp(s) 9 Interagency

5 Senior 10 Other: _____

11 How much time did you *(or will you)* spend on **THIS ONE-WAY TRIP?**

a) Getting to your first rail/bus stop *(walking, driving, etc.):* _____ minutes

b) Waiting for **ALL** train(s) and bus(es): _____ minutes

c) Traveling on **ALL** train(s) and bus(es): _____ minutes

d) Getting from your last stop to your final destination: _____ minutes

TOTAL *(add a thru d)* = _____ minutes

Your opinion of Metro Rail Green Line Service

	very good	good	fair	poor	very poor
12 a) Safety while waiting for/riding trains	1	2	3	4	5
b) Cleanliness inside trains	1	2	3	4	5
c) Cost of fare	1	2	3	4	5
d) Ability to hear the train operator announce the stops	1	2	3	4	5
e) Availability of seats/space on train	1	2	3	4	5
f) Travel time on trains	1	2	3	4	5
g) Overall Metro Rail service	1	2	3	4	5

About you

13 How **OFTEN** do you ride Metro Rail *(for all trips that you make)?* *(only one)*

1 5 or more days/wk 3 1-2 days/wk 5 Less than once/month

2 3-4 days/wk 4 Less than once/wk 6 First time

14 Are you: 1 Male 2 Female

15 Year you were born: 19 _____

16 Are you:

1 Latino/Hispanic 4 Asian/Pacific Islander

2 Black/African American 5 American Indian/Aleutian

3 White/Caucasian 6 Other: _____

17 What was the **TOTAL FAMILY INCOME** in 2000, before taxes, of **all** persons in your household? *(only one)*

1 Under \$7,500 3 \$15,000-\$24,999 5 \$35,000-\$49,999

2 \$7,500-\$14,999 4 \$25,000-\$34,999 6 \$50,000 or more

In order for you to win a prize, MTA must be able to contact you. Please provide the following information.

Name: _____

Home Address: _____

City: _____ Zip: _____

Phone No: _____



Travel Smart...Take Metro

Thank you / All information will be kept confidential

Return this form **on the train**, near the ticket vending machines, or fold, seal, and mail (postage paid)

¡Responda para ganar premios valiosos!

Encuesta a Los Usuarios del Green Line

English on reverse side →

Ayúdenos a servirle mejor

En este viaje de ida

- 1** Por favor mencione **TODOS** los trenes/autobuses que Ud. usará para **ESTE VIAJE DE IDA** (de de vuelta) **DESDE DONDE EMPEZO HASTA SU DESTINO:** (Incluya el # o nombre de línea y la compañía de autobús)

primer tren/autobús: # DE LINEA: _____
 transbordo a segundo tren/autobús: # DE LINEA: _____
 transbordo a tercer tren/autobús: # DE LINEA: _____
 transbordo a cuarto tren/autobús: # DE LINEA: _____

- 2** ¿Cómo **LLEGO** al **PRIMER** tren/autobús en **ESTE VIAJE DE IDA?**

(☑ sólo una respuesta)
 Caminé Llegué en mi auto
 Me llevaron En bicicleta Otra respuesta: _____

- 3** ¿**DE DONDE** viene **ANTES** de **SUBIRSE** al primer tren/autobús en **ESTE VIAJE DE IDA?** (☑ sólo una respuesta)

Mi casa Compras Guardería
 Trabajo Social/Recreación Otro lugar: _____
 Escuela/Clases Cita médica/Dentista

- 4** ¿Cuál es el **DOMICILIO EXACTO** de donde Ud. **VIENE** (vea la pregunta #3)? (escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

- 5** ¿En qué estación estaba cuando se **SUBIO** al **GREEN LINE** en **ESTE VIAJE DE IDA?**

Norwalk/I-605 Harbor/I-110 Mariposa
 Lakewood Vermont El Segundo
 Long Beach Crenshaw Douglas
 Imperial Hawthorne Marine
 Avalon Aviation

- 6** ¿En qué estación se **BAJARA** del **GREEN LINE** que usará para **ESTE VIAJE DE IDA?**

Norwalk/I-605 Harbor/I-110 Mariposa
 Lakewood Vermont El Segundo
 Long Beach Crenshaw Douglas
 Imperial Hawthorne Marine
 Avalon Aviation

- 7** ¿Cómo **LLEGARA** a su destino **DESPUES** de que se baje del último tren/autobús de **ESTE VIAJE DE IDA?** (☑ sólo una respuesta)

Caminaré Llegaré en mi auto
 Me llevará alguien En bicicleta Otra respuesta: _____

- 8** ¿A dónde **VA A IR DESPUES** de que **BAJE** del **ULTIMO** tren/autobús de **ESTE VIAJE DE IDA?** (☑ sólo una respuesta)

Mi casa Compras Guardería
 Trabajo Social/Recreación Otro lugar: _____
 Escuela/Clases Cita médica/Dentista

- 9** ¿Cuál es el **DOMICILIO EXACTO** a donde Ud. (vea la pregunta #8) **VA DESPUES** de que se **BAJE** de la **ULTIMA** parada de tren/autobús en **ESTE VIAJE DE IDA?** (escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

- 10** ¿Cómo pagó al subir al **PRIMER** tren/autobús en **ESTE VIAJE DE IDA?**

(☑ sólo una respuesta)
 Dinero en efectivo / ¿Qué cantidad fue? \$ _____
 Fichas
 Pase / ¿Qué tipo de PASE? (☑ sólo una respuesta)
 Regular Mensual Para discapacitados
 Regular Semi-Mensual Para estudiantes
 Regular Semanal Metrolink
 Regular con "Express Stamps" De otras agencias
 Para personas mayores de 65 años Otra respuesta: _____

- 11** ¿Cuánto tiempo duró (o durará) en **ESTE VIAJE DE IDA?**

a) En llegar a la primera parada de tren/autobús: _____ minutos
 (caminando/manejando, etc.)
 b) Esperando **TODOS LOS** tren(es) y autobús(es): _____ minutos
 c) Viajando en **TODOS LOS** tren(es) y autobús(es): _____ minutos
 d) En llegar a su destino desde que bajó del último tren/autobús: _____ minutos
TOTAL (sume a - d) = _____ minutos

Su opinión del servicio del Green Line

- 12** muy bien bien ok mal muy mal
- a) Su seguridad mientras espera/
 viaja por tren 1 2 3 4 5
 b) La limpieza dentro del tren 1 2 3 4 5
 c) Costo del pasaje 1 2 3 4 5
 d) Abilidad de escuchar al conductor
 del tren anunciar las paradas 1 2 3 4 5
 e) Disponibilidad de asientos/
 espacio en el tren 1 2 3 4 5
 f) Tiempo que duró el viaje por tren 1 2 3 4 5
 g) Servicio en general de Metro Rail 1 2 3 4 5

Sobre Ud.

- 13** ¿Qué tan **SEGUIDO** usa los Metro Rail (en todos sus viajes)? (☑ sólo una respuesta)
- 5 o más días por semana Menos de una vez por semana
 3-4 días por semana Menos de una vez al mes
 1-2 días por semana Es la primera vez

- 14** Es Ud.: Hombre Mujer

- 15** Año en que nació: 19 _____

- 16** Es Ud.:
- Latíno/Hispano Asiático/De las Islas del Pacifico
 Negro/Africano Americano Indio Nativo/Nativo de Alaska
 Blanco Otra respuesta: _____

- 17** ¿En **TOTAL**, cuál fue el **INGRESO FAMILIAR** antes de pagar impuestos en el año 2000 de todas las personas en su hogar? (☑ sólo una respuesta)
- Menos de \$7,500 \$15,000-\$24,999 \$35,000-\$49,999
 \$7,500-\$14,999 \$25,000-\$34,999 \$50,000 o más

Para ganar un premio debe proporcionar su información y la MTA se comunicará con usted:

Nombre: _____
 Domicilio: _____
 Ciudad: _____ Código Postal: _____
 Teléfono: _____



Travel Smart...Take Metro

Gracias / Toda la información será estrictamente confidencial.

Regrese esta forma en el tren, cerca de las vendedoras automáticas de boletos, o mándela por correo (no necesita estampilla)

Answer to win valuable prizes! Red Line Survey Español en el lado opuesto

This one-way trip

1 Please list **ALL** train/bus lines you will use to complete **THIS ONE-WAY TRIP** from **WHERE YOU STARTED TO WHERE YOU ARE GOING:** (*not* round-trip, include the line # or line name *and* rail/bus/train company)

first rail/bus: LINE#: _____
 transfer to second rail/bus: LINE#: _____
 transfer to third rail/bus: LINE#: _____
 transfer to fourth rail/bus: LINE#: _____

2 How did you **GET TO** the **FIRST** train/bus of **THIS ONE-WAY TRIP?** (*only one*)

1 Walked 3 Drove 5 Other: _____
 2 Dropped off 4 Bicycle

3 **WHERE** are you coming from **BEFORE** you **GOT ON** the train/bus of **THIS ONE-WAY TRIP** (*only one*)

1 My home 4 Shopping 7 Childcare
 2 Work 5 Social/Recreation 8 Other: _____
 3 School/Class 6 Medical/Dental

4 What is the **EXACT ADDRESS** of where you are **COMING FROM** (see question #3)? (*complete address or nearest cross streets/intersection, plus city or neighborhood*)

5 At what station did you (*or will you*) **GET ON** the **RED LINE** during **THIS ONE-WAY TRIP?**

1 Union Station 7 Wilshire/Normandie 13 Hollywood/Vine
 2 Civic Center 8 Wilshire/Western 14 Hollywood/Highland
 3 Pershing Square 9 Vermont/Beverly 15 Universal City
 4 7th St./Metro Center 10 Vermont/LACC 16 North Hollywood
 5 Westlake/MacArthur Park 11 Vermont/Sunset
 6 Wilshire/Vermont 12 Hollywood/Western

6 At what station will you **GET OFF** the **RED LINE** during **THIS ONE-WAY TRIP?**

1 Union Station 7 Wilshire/Normandie 13 Hollywood/Vine
 2 Civic Center 8 Wilshire/Western 14 Hollywood/Highland
 3 Pershing Square 9 Vermont/Beverly 15 Universal City
 4 7th St./Metro Center 10 Vermont/LACC 16 North Hollywood
 5 Westlake/MacArthur Park 11 Vermont/Sunset
 6 Wilshire/Vermont 12 Hollywood/Western

7 How will you **GET TO** the place you are going **AFTER** you get off the last train/bus of **THIS ONE-WAY TRIP?** (*only one*)

1 Walk 3 Drive 5 Other: _____
 2 Be picked up 4 Bicycle

8 Where are you **GOING AFTER** you **GET OFF** the **LAST** train/bus of **THIS ONE-WAY TRIP?** (*only one*)

1 My home 4 Shopping 7 Childcare
 2 Work 5 Social/Recreation 8 Other: _____
 3 School/Class 6 Medical/Dental

9 What is the **EXACT ADDRESS** of where you are **GOING** (see question #8) **AFTER** you **GET OFF** the **LAST** train/bus of **THIS ONE-WAY TRIP?** (*complete address or nearest cross streets/intersection, plus city or neighborhood*)

10 How did you (*or will you*) pay when boarding your **FIRST** train/bus of **THIS ONE-WAY TRIP?** (*only one*)

1 Cash / **How much?** \$ _____
 2 Token
 3 Pass / **What kind of pass was it?** (*only one*)
 1 Regular Monthly 6 Disabled
 2 Regular Semi-Monthly 7 Student
 3 Regular Weekly 8 Metrolink
 4 Regular with Express Stamp(s) 9 Interagency
 5 Senior 10 Other: _____

11 How much time did you (*or will you*) spend on **THIS ONE-WAY TRIP?**

a) Getting to your first rail/bus stop (*walking, driving, etc.*): _____ minutes
 b) Waiting for **ALL** train(s) and bus(es): _____ minutes
 c) Traveling on **ALL** train(s) and bus(es): _____ minutes
 d) Getting from your last stop to your final destination: _____ minutes
 TOTAL (*add a thru d*) = _____ minutes

Your opinion of Metro Rail Red Line Service

	very good	good	fair	poor	very poor
a) Safety while waiting for/riding trains	1	2	3	4	5
b) Cleanliness inside trains	1	2	3	4	5
c) Cost of fare	1	2	3	4	5
d) Ability to hear the train operator announce the stops	1	2	3	4	5
e) Availability of seats/space on train	1	2	3	4	5
f) Travel time on trains	1	2	3	4	5
g) Overall Metro Rail service	1	2	3	4	5

About you

13 How **OFTEN** do you ride Metro Rail (*for all trips that you make*)? (*only one*)

1 5 or more days/wk 3 1-2 days/wk 5 Less than once/month
 2 3-4 days/wk 4 Less than once/wk 6 First time

14 Are you: 1 Male 2 Female

15 Year you were born: 19 _____

16 Are you:

1 Latino/Hispanic 4 Asian/Pacific Islander
 2 Black/African American 5 American Indian/Aleutian
 3 White/Caucasian 6 Other: _____

17 What was the **TOTAL FAMILY INCOME** in 2000, before taxes, of **all** persons in your household? (*only one*)

1 Under \$7,500 3 \$15,000-\$24,999 5 \$35,000-\$49,999
 2 \$7,500-\$14,999 4 \$25,000-\$34,999 6 \$50,000 or more

In order for you to win a prize, MTA must be able to contact you. Please provide the following information.

Name: _____

Home Address: _____

City: _____ Zip: _____

Phone No: _____



Travel Smart...Take Metro

Thank you / All information will be kept confidential

Return this form **on the train**, near the ticket vending machines, or fold, seal, and mail (postage paid)

iResponda para ganar premios valiosos!

Encuesta a Los Usuarios del Red Line

English on reverse side →

Ayúdenos a servirle mejor

En este viaje de ida

1 Por favor mencione **TODOS** los trenes/autobuses que Ud. usará para **ESTE VIAJE DE IDA** (de de vuelta) **DESDE DONDE EMPEZO HASTA SU DESTINO**; (incluya el # o nombre de línea y la compañía de autobús)

primer tren/autobús: # DE LINEA: _____
 transbordo a segundo tren/autobús: # DE LINEA: _____
 transbordo a tercer tren/autobús: # DE LINEA: _____
 transbordo a cuarto tren/autobús: # DE LINEA: _____

2 ¿Cómo **LLEGO** al **PRIMER** tren/autobús en **ESTE VIAJE DE IDA**?
 (☑ sólo una respuesta)

☐ Caminé ☐ Llegué en mi auto
 ☐ Me llevaron ☐ En bicicleta ☐ Otra respuesta: _____

3 ¿DE DONDE viene **ANTES** de **SUBIRSE** al primer tren/autobús en **ESTE VIAJE DE IDA**? (☑ sólo una respuesta)

☐ Mi casa ☐ Compras ☐ Guardería
 ☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
 ☐ Escuela/Clases ☐ Cita médica/Dentista

4 ¿Cuál es el **DOMICILIO EXACTO** de donde Ud. **VIENE** (vea la pregunta #3)?
 (escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

5 ¿En qué estación estaba (o durará) cuando se **SUBIO** al **RED LINE** en **ESTE VIAJE DE IDA**?

☐ Union Station ☐ Wilshire/Normandie ☐ Hollywood/Vine
 ☐ Civic Center ☐ Wilshire/Western ☐ Hollywood/Highland
 ☐ Pershing Square ☐ Vermont/Beverly ☐ Universal City
 ☐ 7th St./Metro Center ☐ Vermont/LACC ☐ North Hollywood
 ☐ Westlake/MacArthur Park ☐ Vermont/Sunset
 ☐ Wilshire/Vermont ☐ Hollywood/Western

6 ¿En qué estación se **BAJARA** del **RED LINE** que usará para **ESTE VIAJE DE IDA**?

☐ Union Station ☐ Wilshire/Normandie ☐ Hollywood/Vine
 ☐ Civic Center ☐ Wilshire/Western ☐ Hollywood/Highland
 ☐ Pershing Square ☐ Vermont/Beverly ☐ Universal City
 ☐ 7th St./Metro Center ☐ Vermont/LACC ☐ North Hollywood
 ☐ Westlake/MacArthur Park ☐ Vermont/Sunset
 ☐ Wilshire/Vermont ☐ Hollywood/Western

7 ¿Cómo **LLEGARA** a su destino **DESPUES** de que se baje del último tren/autobús de **ESTE VIAJE DE IDA**? (☑ sólo una respuesta)

☐ Caminaré ☐ Llegaré en mi auto
 ☐ Me llevará alguien ☐ En bicicleta ☐ Otra respuesta: _____

8 ¿A dónde **VA A IR** **DESPUES** de que **BAJE** del **ULTIMO** tren/autobús de **ESTE VIAJE DE IDA**? (☑ sólo una respuesta)

☐ Mi casa ☐ Compras ☐ Guardería
 ☐ Trabajo ☐ Social/Recreación ☐ Otro lugar: _____
 ☐ Escuela/Clases ☐ Cita médica/Dentista

9 ¿Cuál es el **DOMICILIO EXACTO** a donde Ud. (vea la pregunta #8) **VA** **DESPUES** de que se **BAJE** de la **ULTIMA** parada de tren/autobús en **ESTE VIAJE DE IDA**?
 (escriba el domicilio completo o las calles más cercanas, además de la ciudad o área)

10 ¿Cómo pagó (o durará) al subir al **PRIMER** tren/autobús en **ESTE VIAJE DE IDA**? (☑ sólo una respuesta)

☐ Dinero en efectivo / ¿Qué cantidad fue? \$ _____
 ☐ Fichas
 ☐ Pase / ¿Qué tipo de PASE? (☑ sólo una respuesta)
 ☐ Regular Mensual ☐ Para discapacitados
 ☐ Regular Semi-Mensual ☐ Para estudiantes
 ☐ Regular Semanal ☐ Metrolink
 ☐ Regular con "Express Stamps" ☐ De otras agencias
 ☐ Para personas mayores de 65 años ☐ Otra respuesta: _____

11 ¿Cuánto tiempo duró (o durará) en **ESTE VIAJE DE IDA**?

a) En llegar a la primera parada de tren/autobús: _____ minutos
 (caminando, manejando, etc.):
 b) Esperando **TODOS LOS** tren(es) y autobús(es): _____ minutos
 c) Viajando en **TODOS LOS** tren(es) y autobús(es): _____ minutos
 d) En llegar a su destino desde que bajó del último tren/autobús: _____ minutos
TOTAL (suma a - d) = _____ minutos

Su opinión del servicio del Red Line

12 muy bien bien ok mal muy mal

a) Su seguridad mientras espera/
 viaja por tren 1 2 3 4 5
 b) La limpieza dentro del tren 1 2 3 4 5
 c) Costo del pasaje 1 2 3 4 5
 d) Abilidad de escuchar al conductor
 del tren anunciar las paradas 1 2 3 4 5
 e) Disponibilidad de asientos/
 espacio en el tren 1 2 3 4 5
 f) Tiempo que duró el viaje por tren 1 2 3 4 5
 g) Servicio en general de Metro Rail 1 2 3 4 5

Sobre Ud.

13 ¿Qué tan **SEGUIDO** usa los Metro Rail (en todos sus viajes)?
 (☑ sólo una respuesta)

☐ 5 o más días por semana ☐ Menos de una vez por semana
 ☐ 3-4 días por semana ☐ Menos de una vez al mes
 ☐ 1-2 días por semana ☐ Es la primera vez

14 Es Ud.: ☐ Hombre ☐ Mujer

15 Año en que nació: 19 _____

16 Es Ud.:

☐ Latino/Hispano ☐ Asiático/De las Islas del Pacifico
 ☐ Negro/Africano Americano ☐ Indio Nativo/Nativo de Alaska
 ☐ Blanco ☐ Otra respuesta: _____

17 ¿En **TOTAL**, cuál fue el **INGRESO FAMILIAR** antes de pagar impuestos en el año 2000 de todas las personas en su hogar? (☑ sólo una respuesta)

☐ Menos de \$7,500 ☐ \$15,000-\$24,999 ☐ \$35,000-\$49,999
 ☐ \$7,500-\$14,999 ☐ \$25,000-\$34,999 ☐ \$50,000 o más

Para ganar un premio debe proporcionar su información y la MTA se comunicará con usted:

Nombre: _____
 Domicilio: _____
 Ciudad: _____ Código Postal: _____
 Teléfono: _____



Travel Smart...Take Metro

Gracias / Toda la información será estrictamente confidencial.

Regrese esta forma **en el tren**, cerca de las vendedoras automáticas de boletos, o mándela por correo (no necesita estampilla)



Metro Rail

