



Fall 2024

MTS

Transit Safety Survey

Findings Report



ETC
INSTITUTE

Contents

Section 1: Executive Summary.....	3
Section 2: Survey Results.. ..	8
Section 3: Key Findings.....	42
Section 4: Focus Group Results	47
Section 5: Tabular Data	63
Section 6: Survey Instrument.....	91



1

Executive Summary

2024 MTS Transit Safety Survey *Executive Summary*

SB434 Background

In October of 2023, Senator Dave Min authored Senate Bill No. 434 which required the ten largest transit agencies in the State of California to conduct a survey regarding safety perception and experiences with street harassment while using public transportation. The Bill specifies that rider safety should be defined as both freedom from physical harm and freedom to take public transit without experiencing street harassment. The purpose of the Bill is to collect information to better understand and mitigate street harassment incidents on public transit leading to an improved public perception of safety and increased public transit usage.

The initial survey was created by the Mineta Transportation Institute. Transit operators were required to use or expand upon the survey's list of questions. The final version of the survey instrument used by MTS is provided in Section 6 of this report.

Other agencies that have recently completed or are in the process of completing their SB434 requirements in partnership with ETC Institute include Orange County Transportation Authority (OCTA), Long Beach Transit (LBT), and Los Angeles County Metropolitan Transportation Authority (LA Metro).

Methodology

Onboard Survey

The 2024 Transit Safety Onboard Survey was administered by ETC Institute's team of trained surveyors. Survey collection was conducted via paper intercept onboard MTS buses and Trolleys, as well as at MTS stations and bus stops. Due to the sensitive nature of the topics, riders were required to be at least 16 years old to participate. Surveys were followed by a quick rider debrief to confirm that each question was answered to the best of the rider's ability. 100% of ETC's interview staff for this project were bilingual Spanish speakers, and each carried English and Spanish versions of the survey instrument.

While surveying onboard full buses and Trolleys, interview staff were instructed to approach every third rider. This was done to ensure sampling was at random. A detailed sampling plan was developed and closely followed based on each line's daily ridership numbers provided by MTS, so survey results were adequately proportionate with route usage. The overall goal for the effort was to collect a minimum of 500 surveys. The goal was met with a total of 507 surveys completed. The results for 507 completed surveys have a statistical significance of at least +/- 4.35% at the 95% level of confidence. The sampling plan is provided on the following pages.

MTS Transit Safety Survey Onboard Sampling Plan

Overall Goal	500
---------------------	-----

Route	Average Weekday (May) Weekday	Survey Goals Weekday	Adjusted Survey Goals Weekday
1	3215	6	10
2	2116	4	4
3	3983	8	8
4	2052	4	5
5	1780	4	5
6	775	2	2
7	6736	13	15
8	1780	4	4
9	697	2	2
10	3667	7	7
11	1705	4	4
12	3724	7	10
13	7009	13	15
14	222	0	0
18	76	0	0
20	1461	3	3
25	249	0	0
27	917	2	2
28	966	2	2
30	4233	8	8
31	367	0	0
35	1031	2	2
41	3461	7	7
43	1603	3	3
44	3068	6	6
60	239	0	0
83	83	0	0
84	61	0	0
88	296	0	0
105	841	2	2
110	90	0	0
115	810	2	2
120	1822	4	4
201	6438	12	16
202	5442	10	
204	366	0	0
215	4867	9	10
225	2107	4	4

227	2996	6	6
235	4222	8	8
237	859	2	2
280	238	0	0
290	243	0	0
Blue Line	84809	141	100
Orange Line	22461	41	40
Green Line	27109	49	40
Silver Line	0	0	0
701	1436	3	5
704	1486	3	5
705	709	2	5
707	434	0	0
709	2616	5	5
712	2153	4	5
815	1135	3	3
816	449	0	0
832	151	0	0
833	294	0	0
834	108	0	0
838	334	0	0
848	1009	2	2
851	306	0	0
852	878	2	2
854	244	0	0
855	903	2	2
856	1838	4	4
864	958	2	2
872	175	0	0
874	522	0	0
875	433	0	0
888	4	0	0
891	3	0	0
892	2	0	0
894	181	0	0
901	1979	4	6
904	41	0	0
905	989	2	6
906	1993	4	10
907	2155	4	10
909	202	0	0
916	251	0	0
917	265	0	0
921	769	2	5
923	646	2	5
928	583	2	5
929	5527	10	15
932	2836	6	10

933	2421	5	10
934	2518	5	
936	1056	2	5
944	207	0	0
945	456	0	0
946	52	0	0
955	3757	7	10
961	1756	4	5
962	1710	4	5
963	407	0	0
964	493	0	0
965	179	0	0
967	143	0	0
968	219	0	0
985	126	0	0
992	1036	2	5
Total	278025	498	500

Focus Groups

An additional component of Senate Bill No. 434 was the requirement of transit operators to conduct outreach activities with subpopulations of riders who are underrepresented. Several specific groups listed on the Bill were women riders, non-English-speaking riders, LGBTQ+ riders, riders with disabilities, immigrant riders, and youth riders.

In order to fulfill this requirement, MTS opted to have ETC Institute conduct five focus groups with individuals within these underrepresented populations. The five groups chosen by MTS were people of color, LGBTQIA+ riders, female riders, riders with disabilities, and Spanish speaking riders.

Near the end of the 2024 MTS Transit Safety Survey questionnaire riders were asked if they wanted to opt into participating in occasional MTS transportation studies. Riders who opted in and entered their contact information were sent email links to an additional survey with a set of qualifying demographic questions. For additional sample to recruit from, ETC used the 2024 MTS Origin-Destination database to send links to those who opted into future studies earlier in the year. Respondents within each of the five focus group pools were randomly selected to participate. To further incentivize participation, each focus group participant was given a \$100 Visa gift card.

The full Transit Safety Survey Report includes the following:

- Charts and graphs depicting the results of the survey (Section 2)
- Summary of the key findings from the survey (Section 3)
- Focus group results (Section 4)
- Tabular data of survey results (Section 5)
- A copy of the survey instrument (Section 6)

2

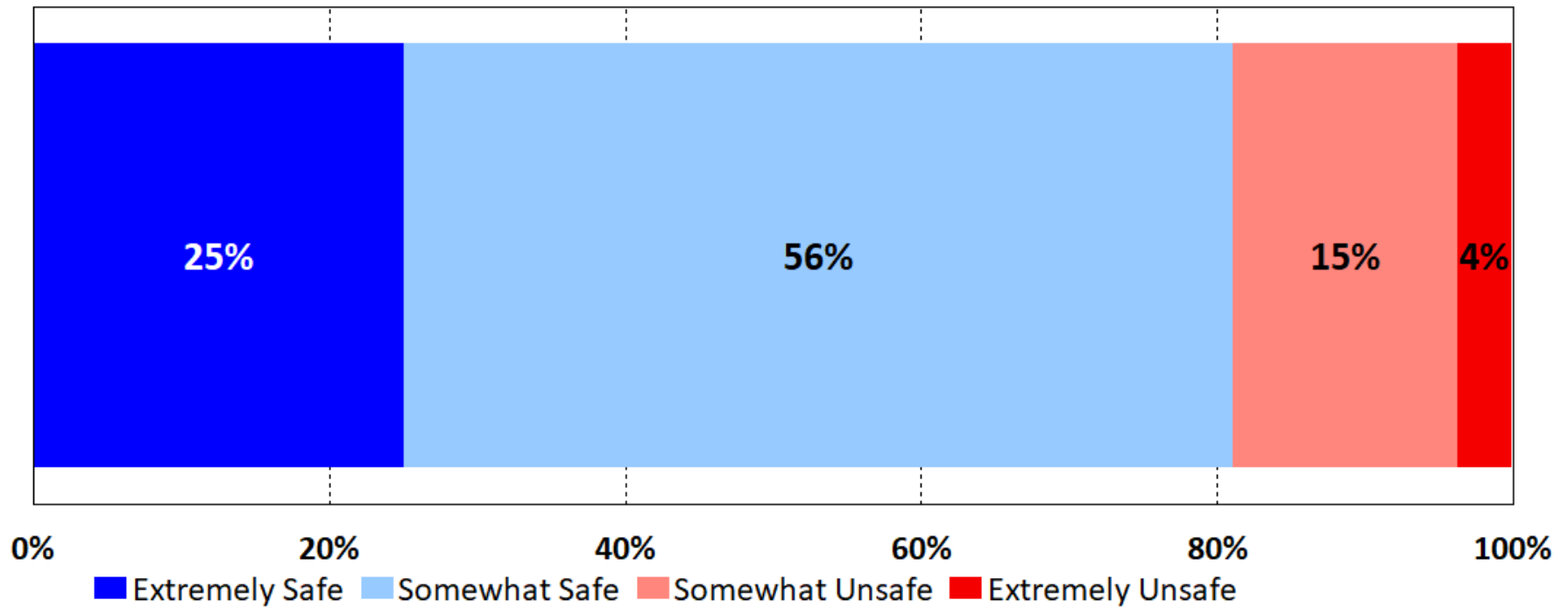
Charts & Graphs



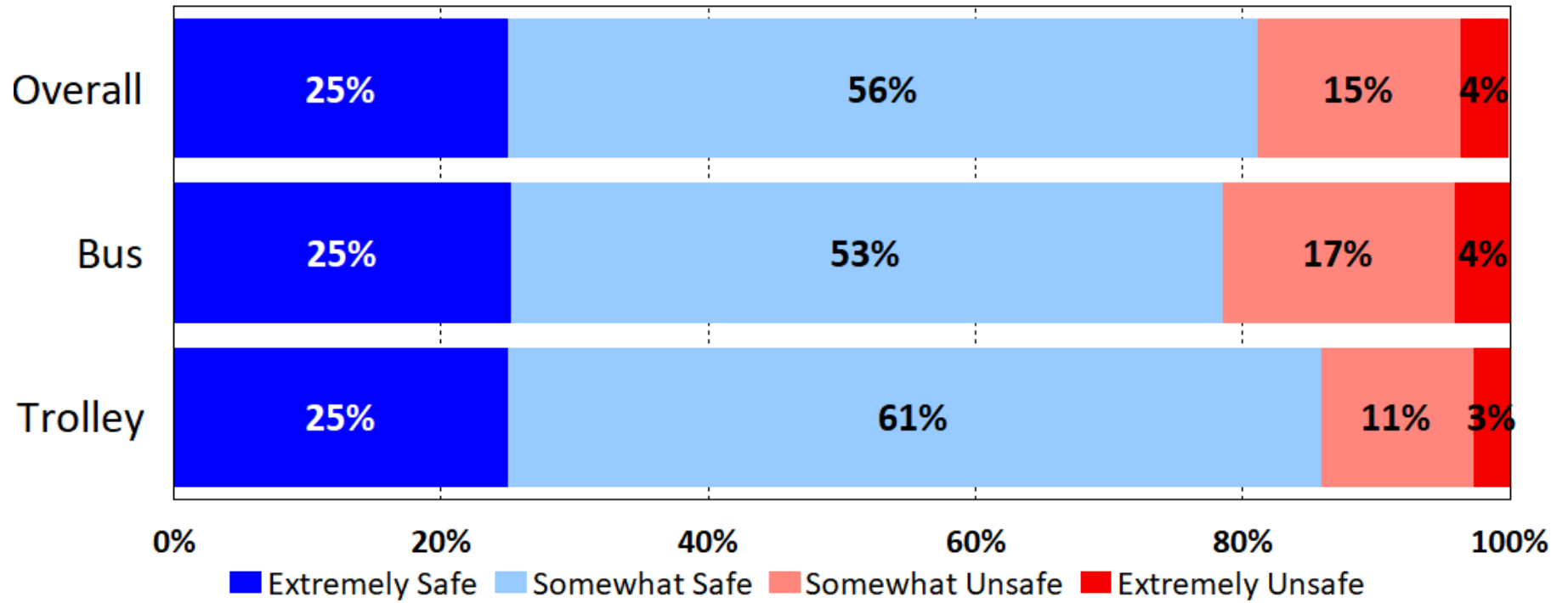
RIDERS' PERCEPTION OF SAFETY

How safe do you feel using MTS?

by percentage of respondents (excluding “not provided”)



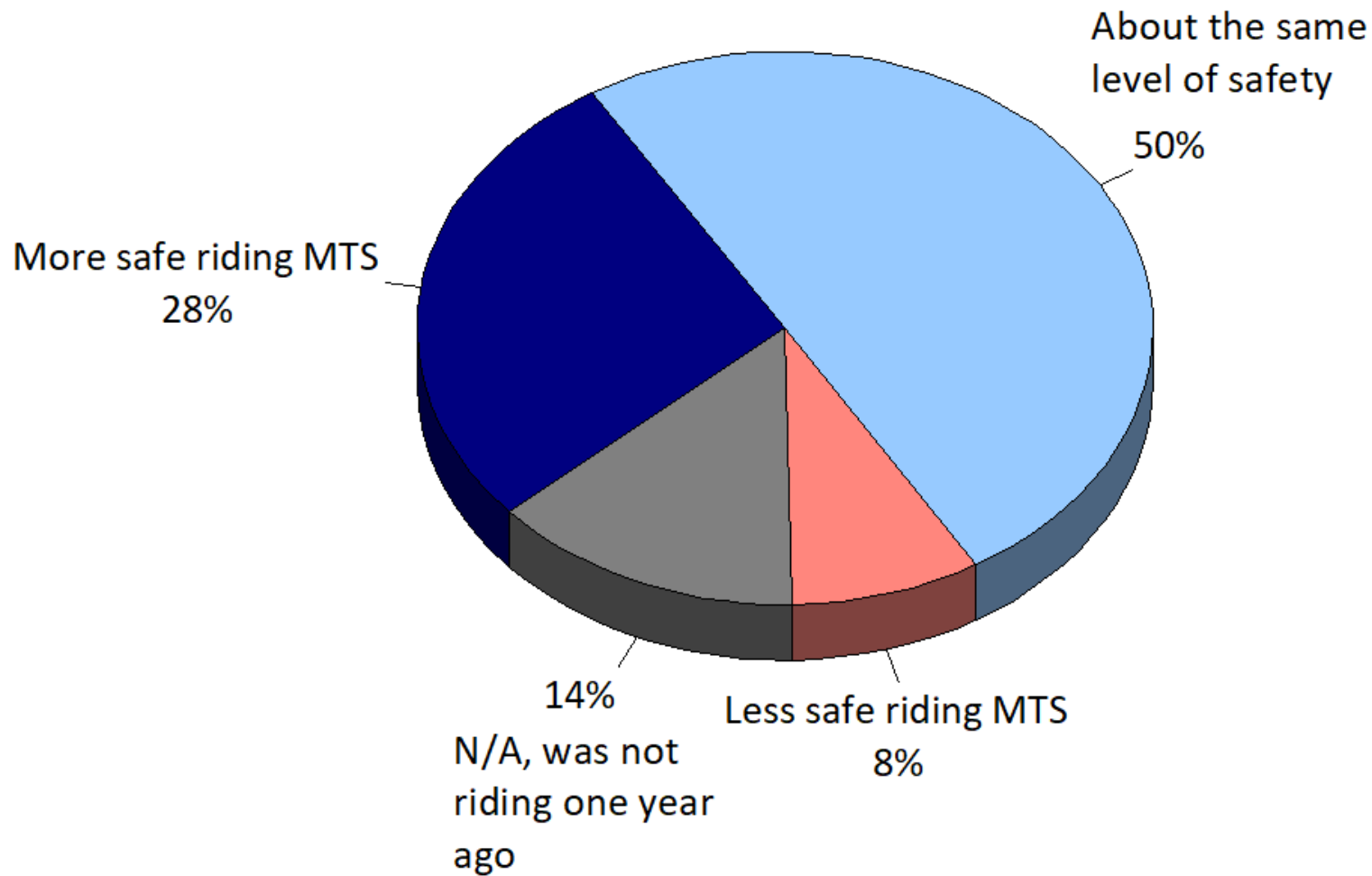
How safe do you feel using MTS? (By Mode)



Note: There was no significant difference found between Trolley Lines.

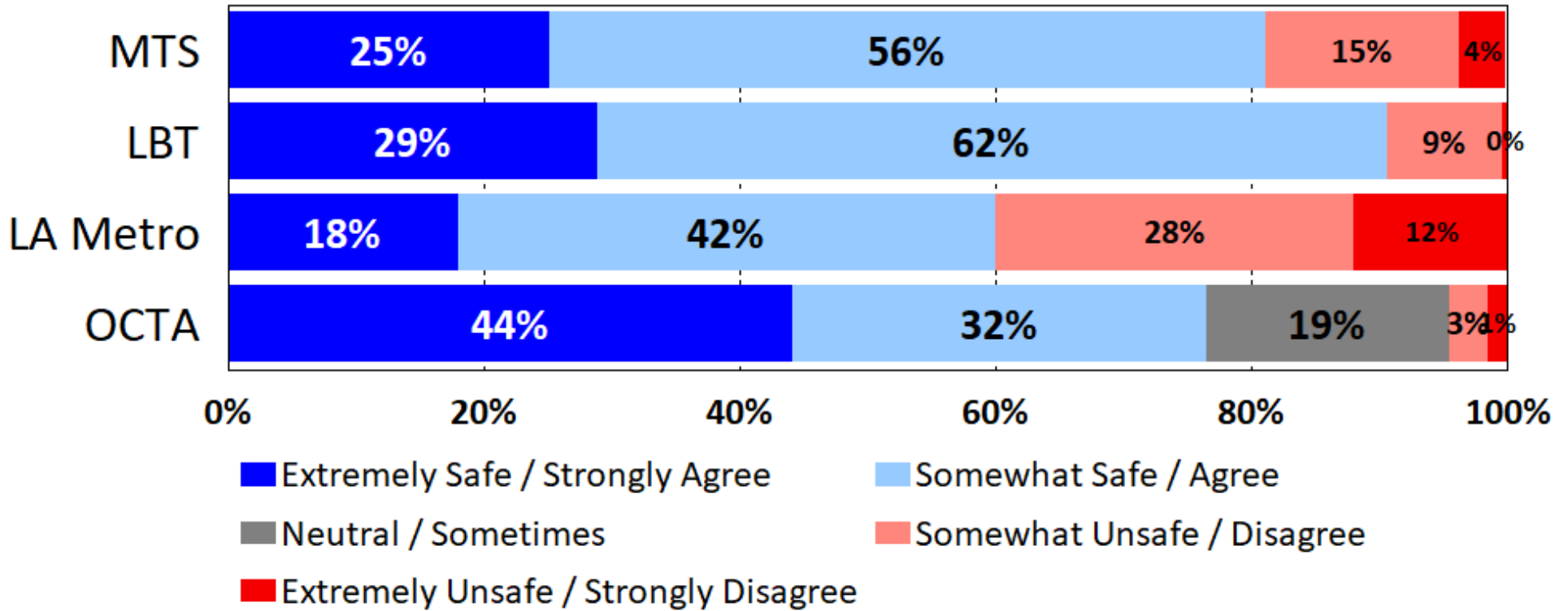
Compared to a year ago, do you feel...

by percentage of respondents (excluding “not provided”)



MTS Riders' Level of Safety Compared to Other Agencies

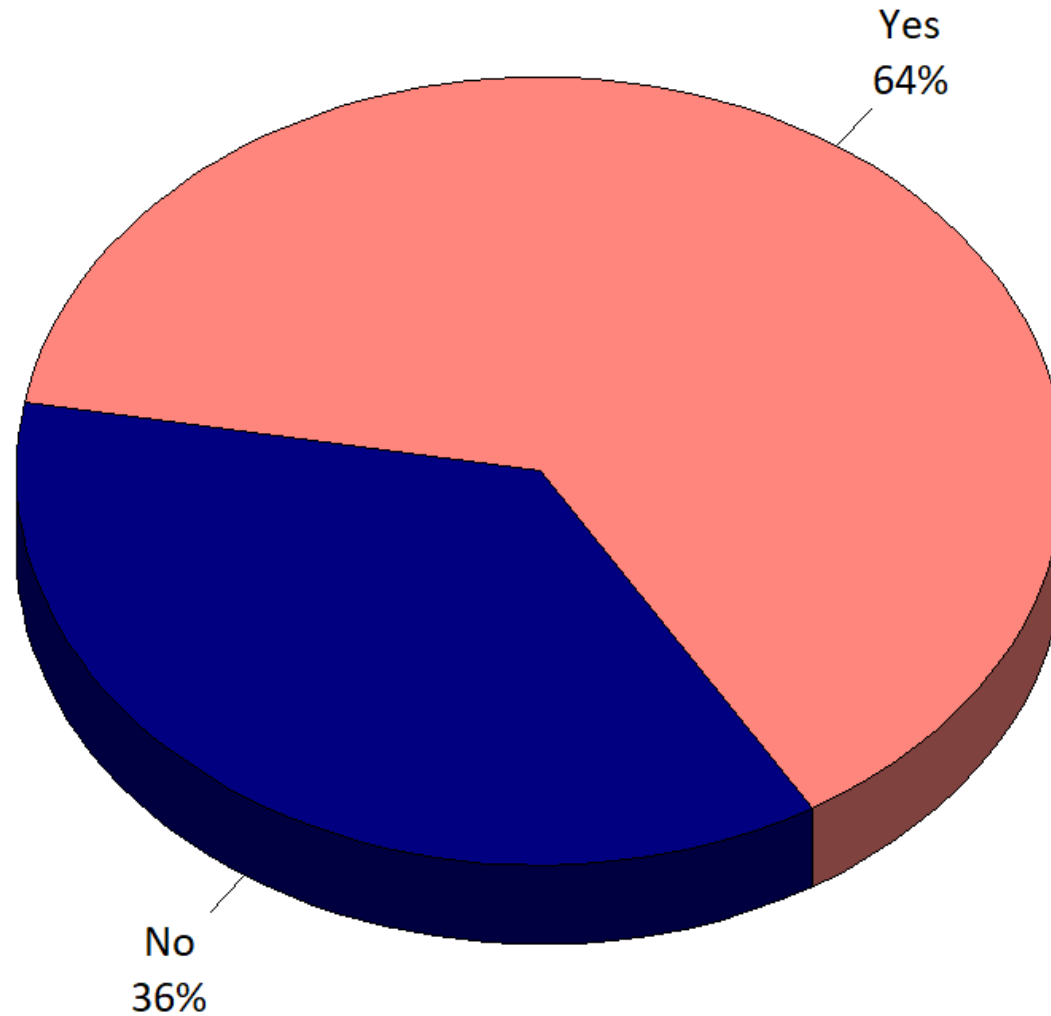
by percentage of respondents (excluding "not provided")



*LBT - direct comparison
 *LA Metro - "I feel safe while riding the bus/train"
 *OCTA - "How often do you feel safe while using OCTA?"

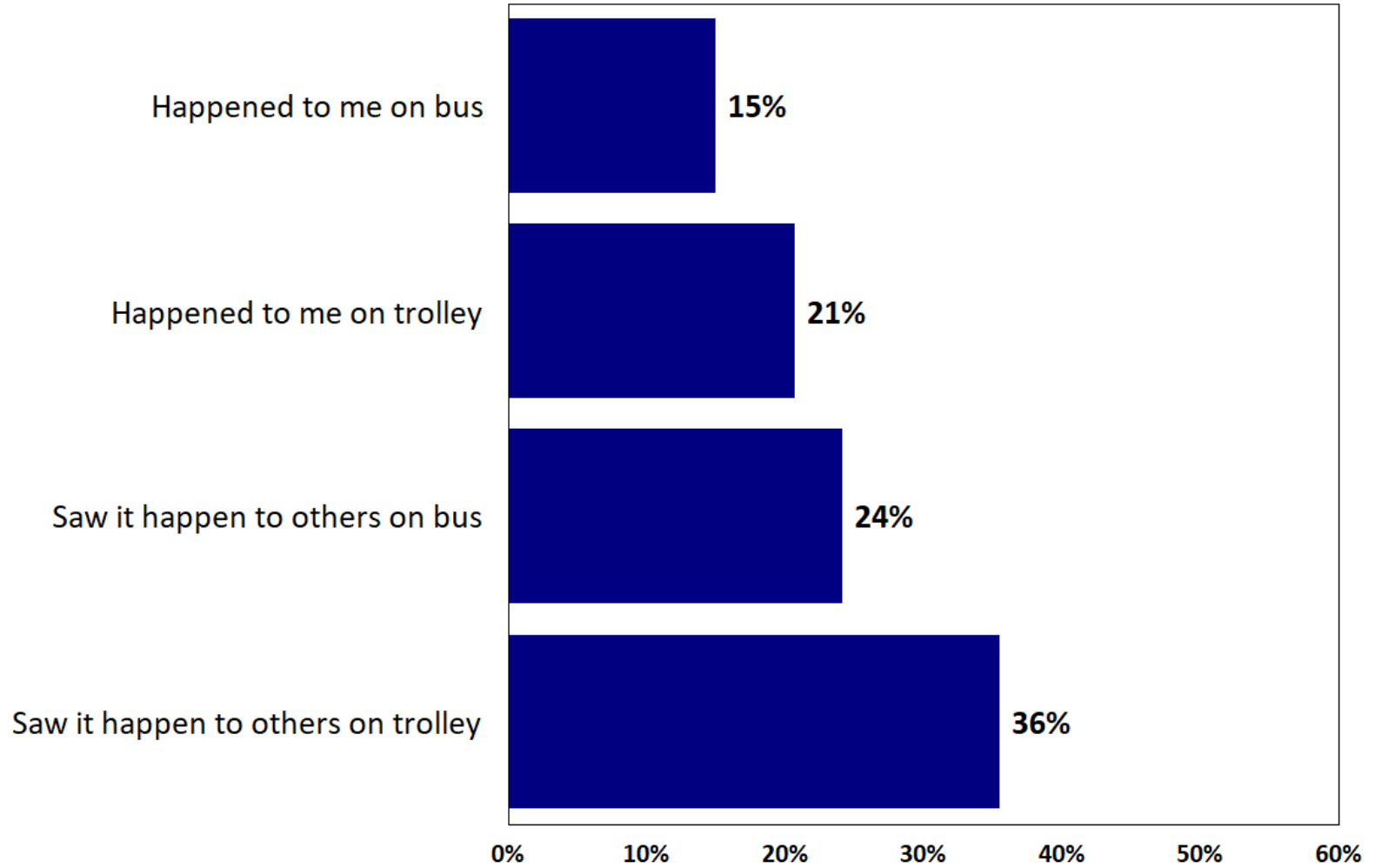
Have you experienced or seen any incidents of harassment while using MTS in the past year?

by percentage of respondents



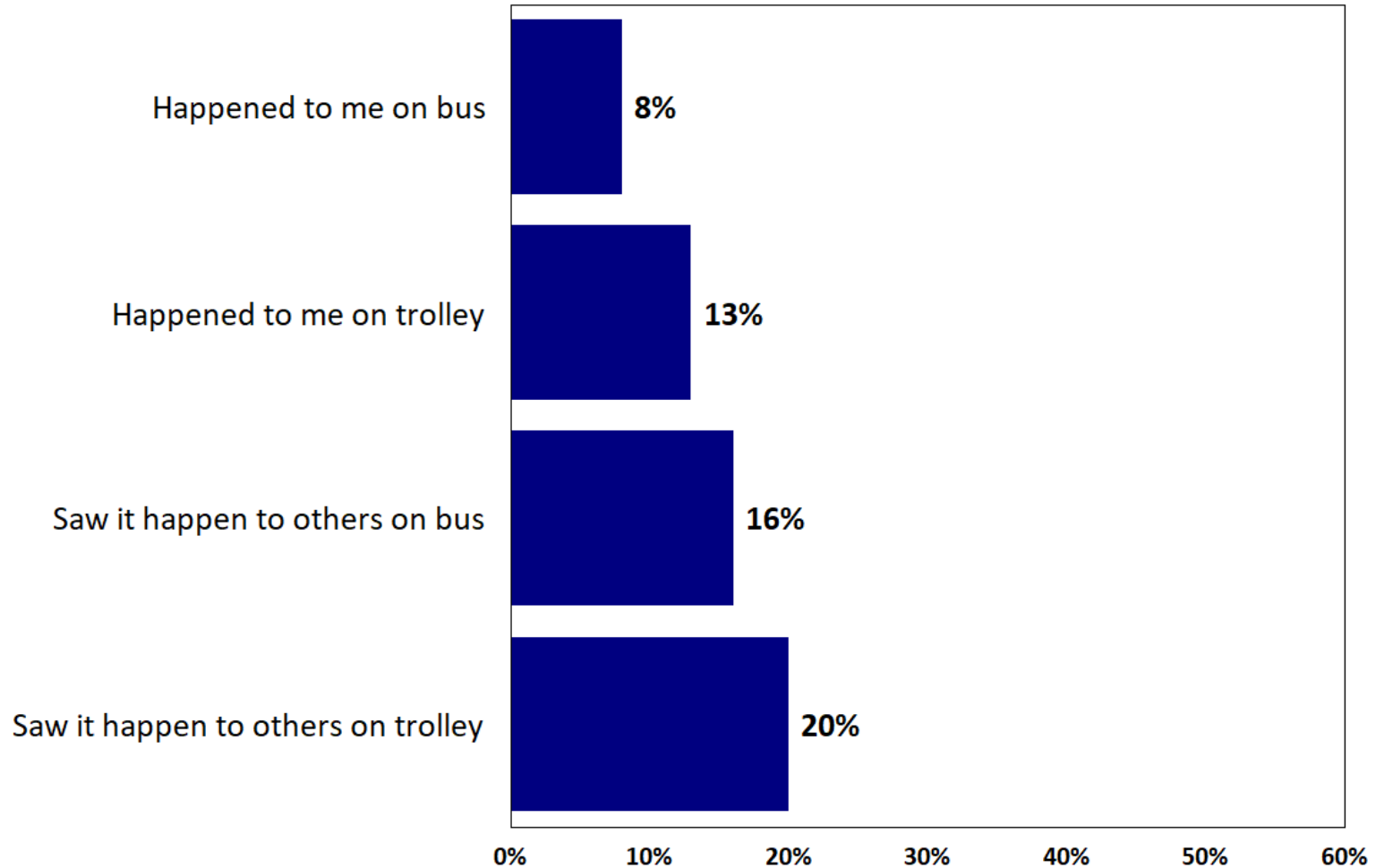
Experiences with hostile comments, sounds, or gestures

by percentage of respondents



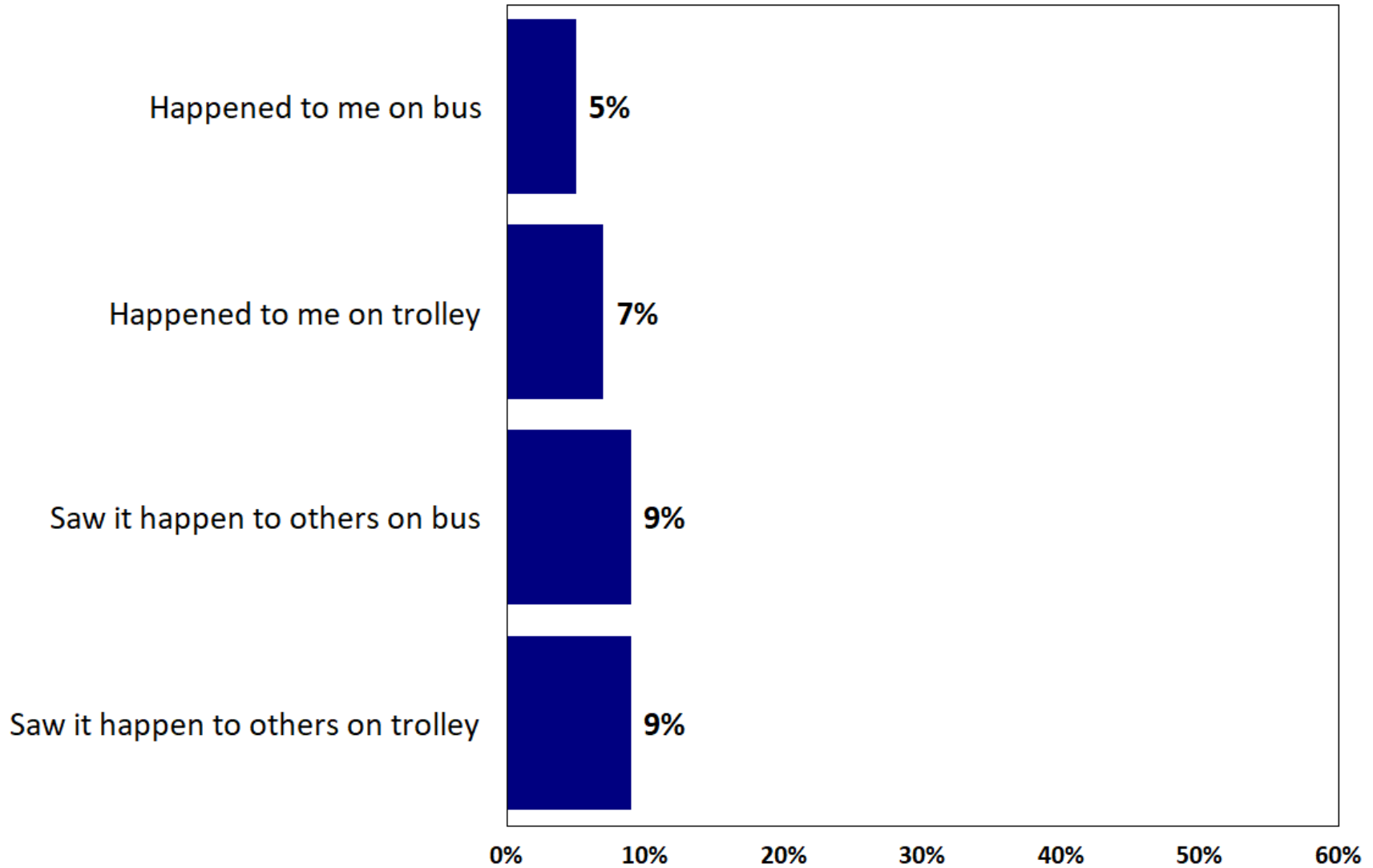
Experiences with sexual comments, sounds, looks, or gestures (asking you to have sex, using terms like “babe,” whistling, kissing noises, leering, etc.)

by percentage of respondents



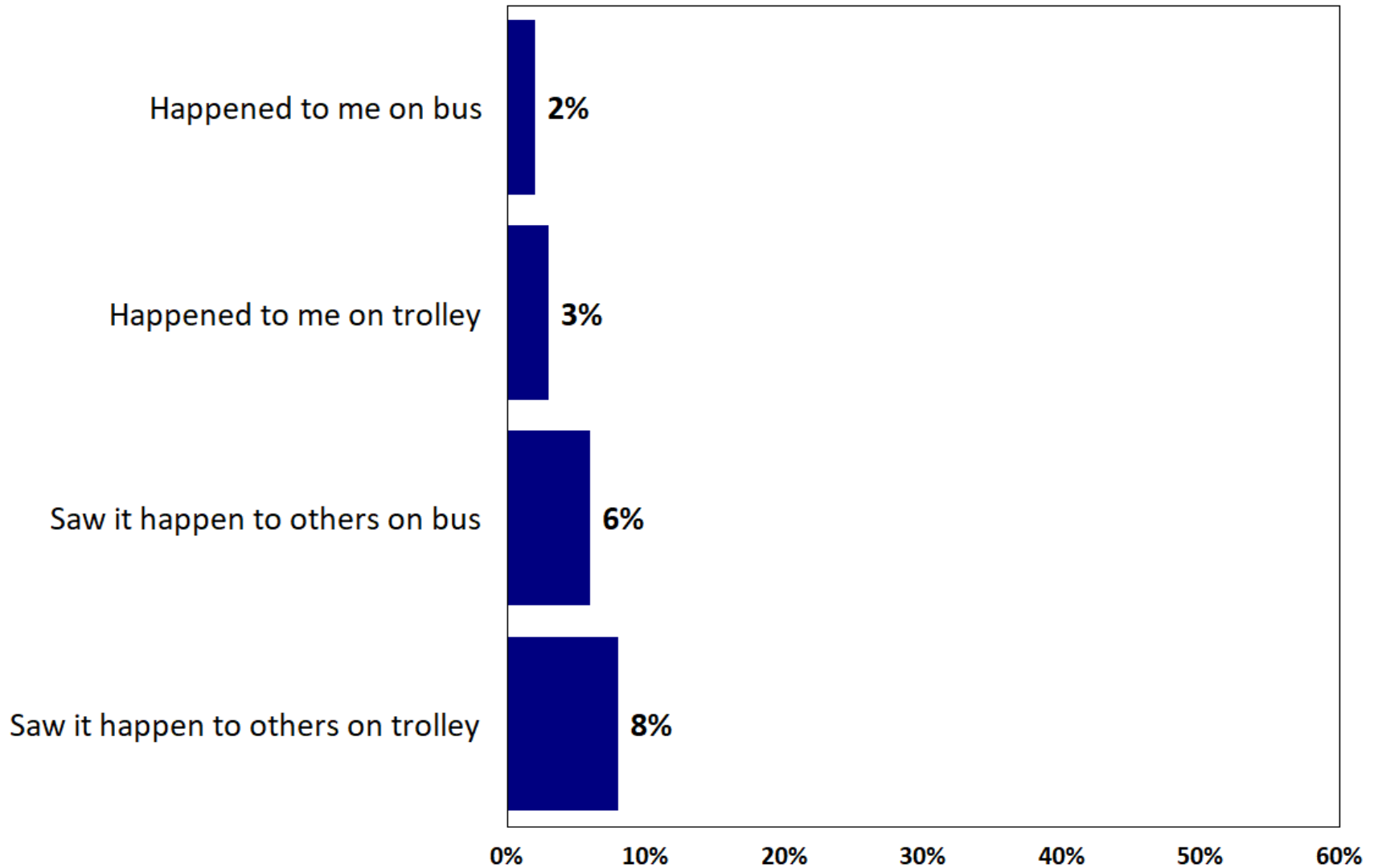
Experiences with following or stalking

by percentage of respondents



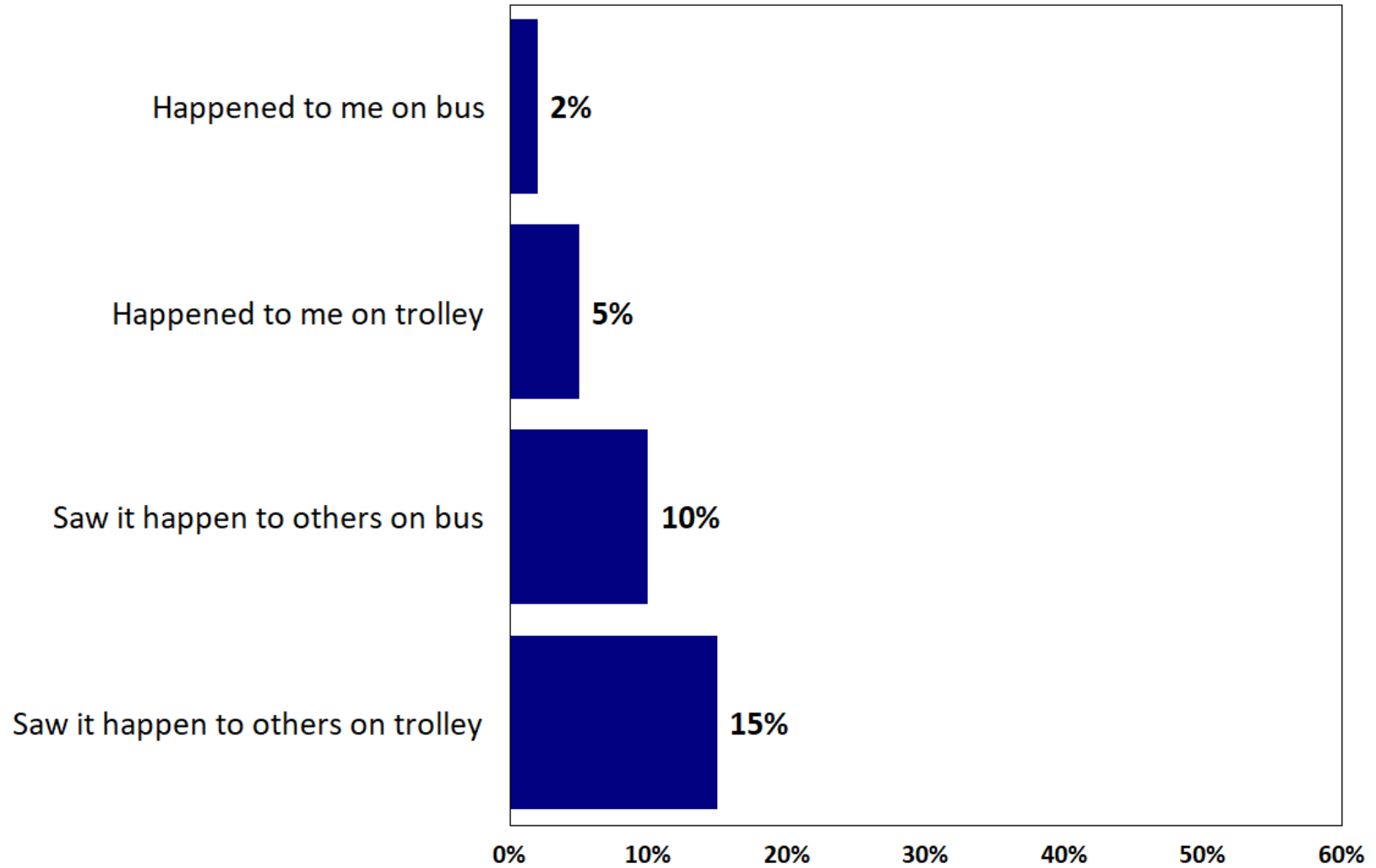
Experiences with unwanted groping, kissing, or other inappropriate touching

by percentage of respondents



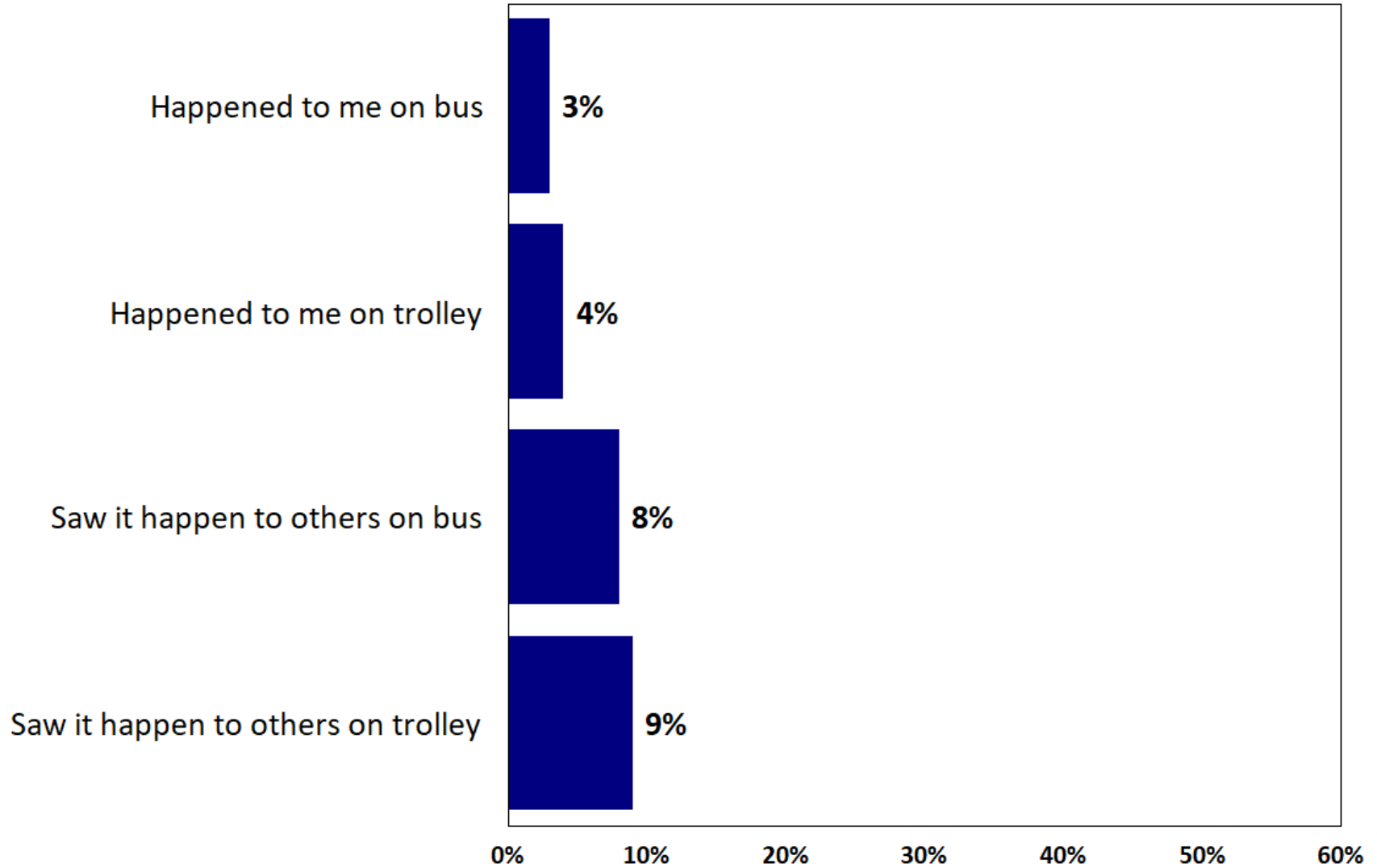
Experiences with intentional pushing, spitting, or other physical assault

by percentage of respondents



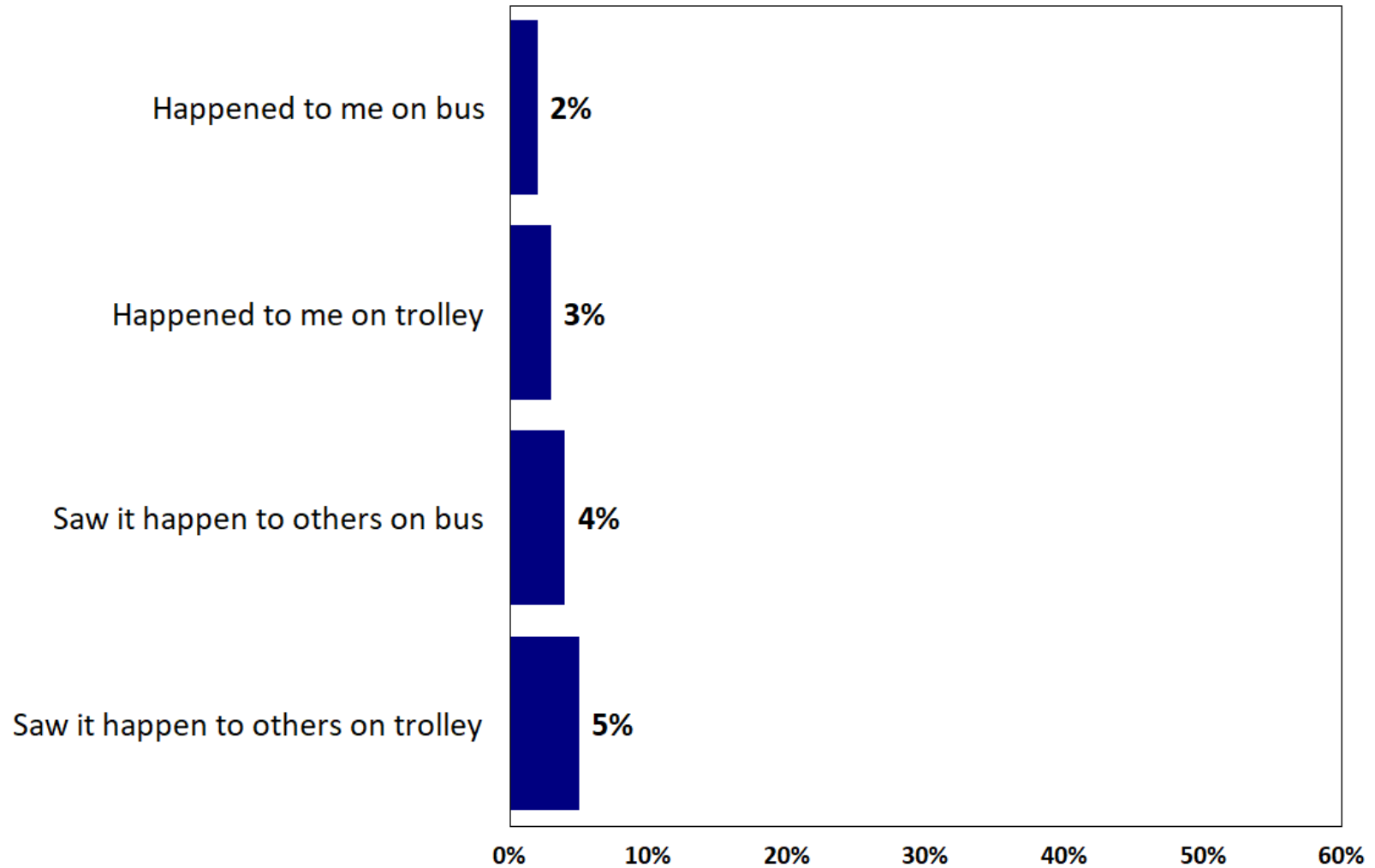
Experiences with personal property damaged or stolen

by percentage of respondents



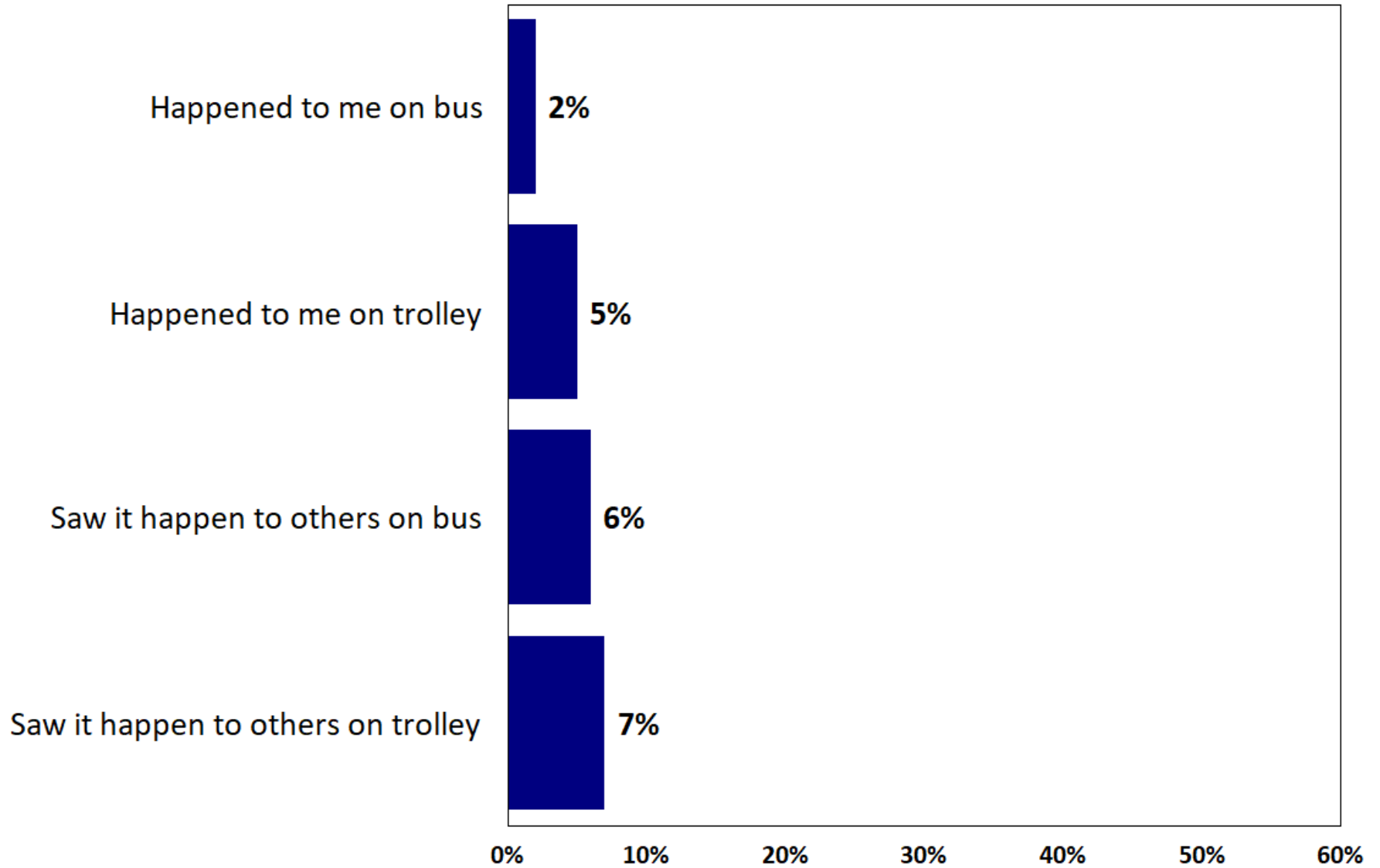
Experiences with an individual showing pornographic or offensive pictures or words

by percentage of respondents



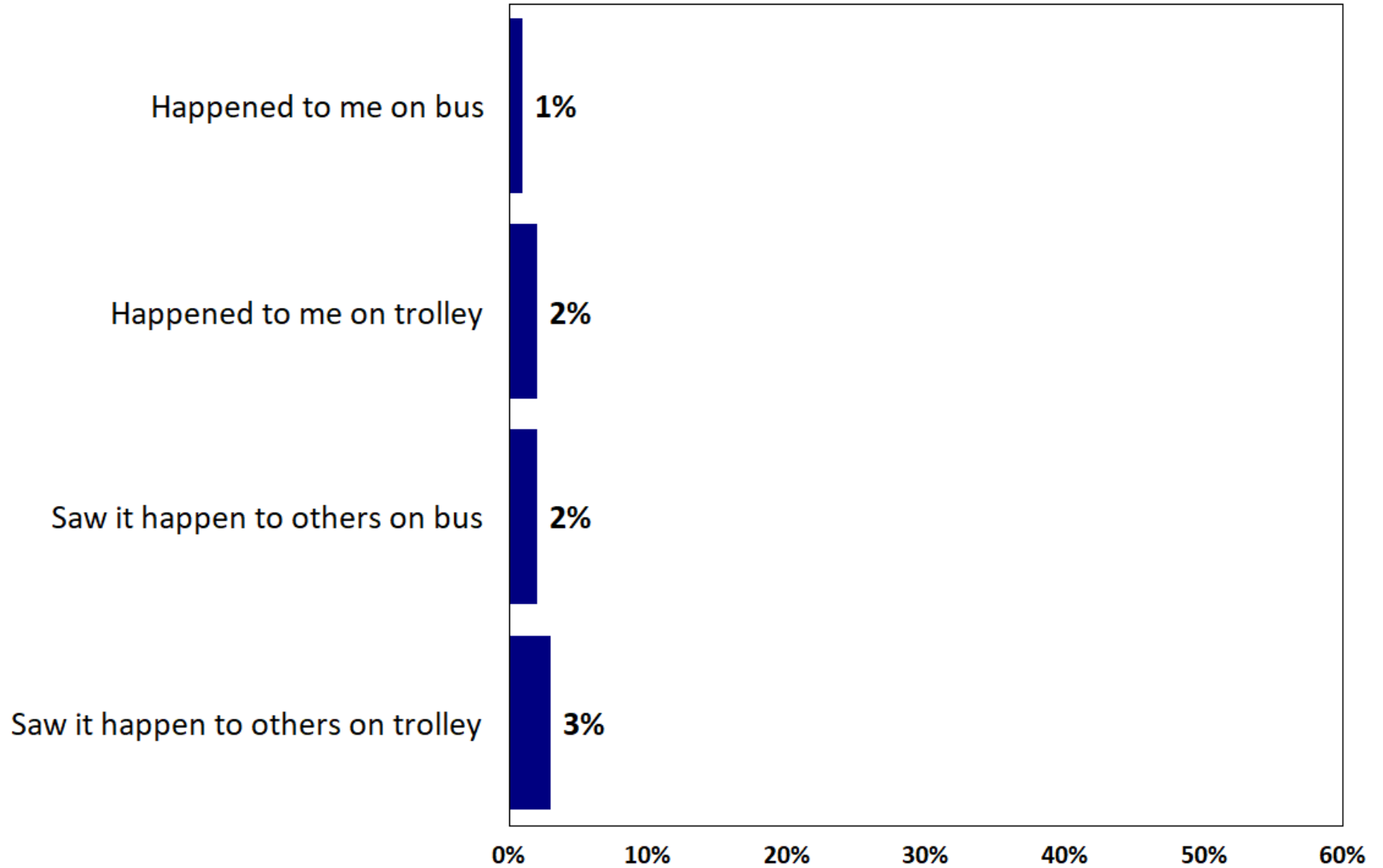
Experiences with an individual exposing private body parts

by percentage of respondents



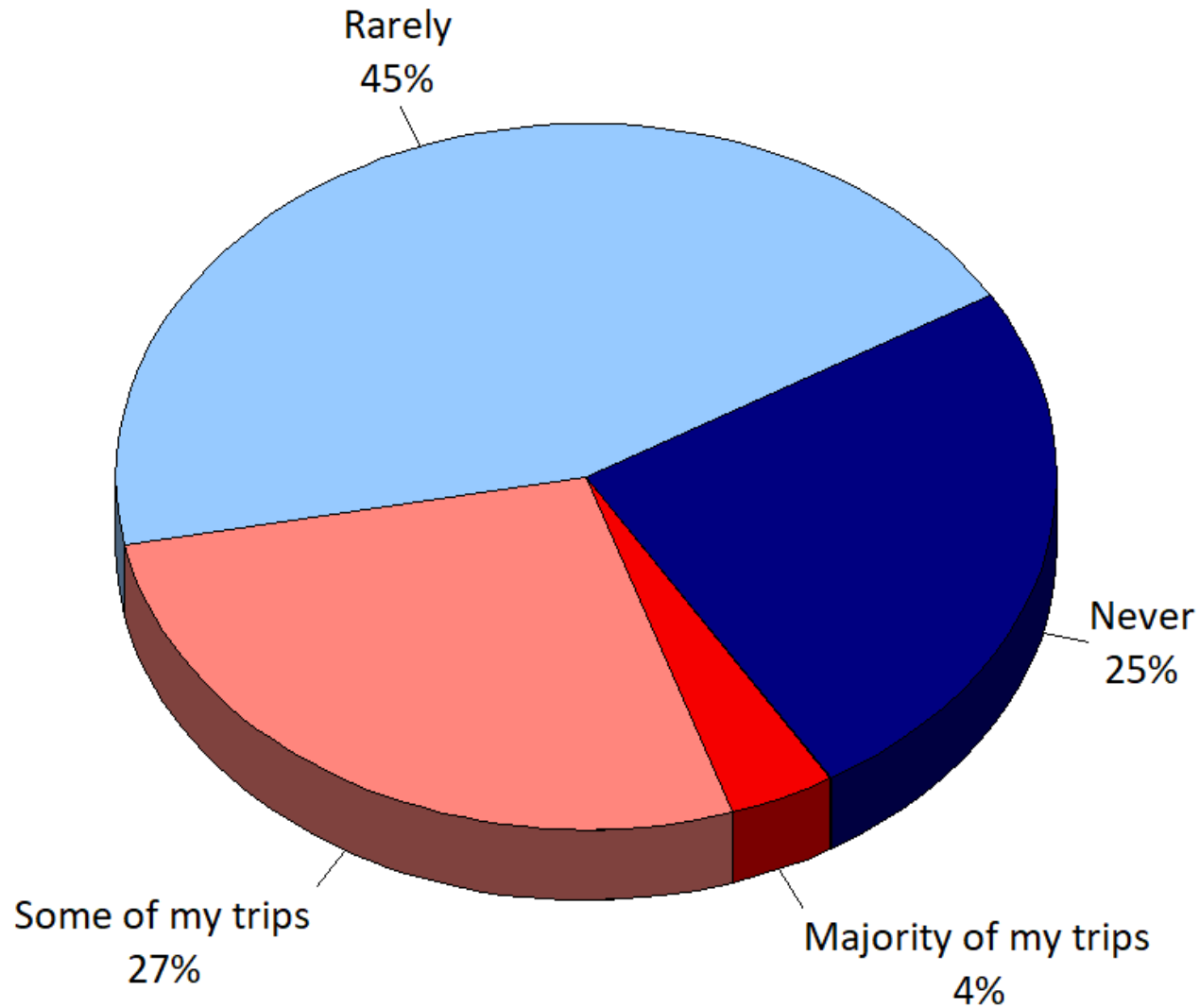
Experiences with sexual assault or rape

by percentage of respondents



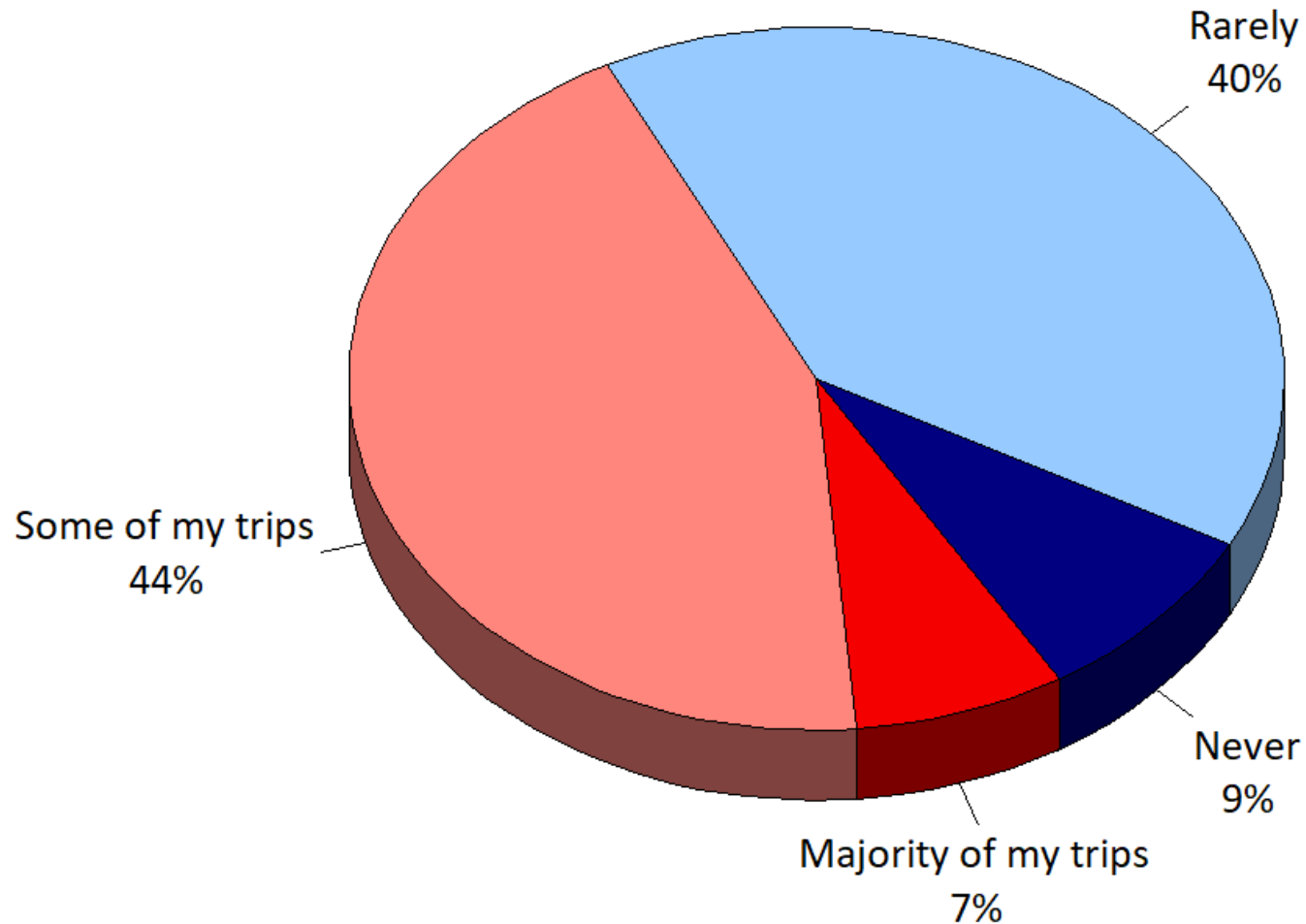
How often have you experienced these behaviors directed to you when using MTS in the past year?

by percentage of respondents (excluding “not provided”)



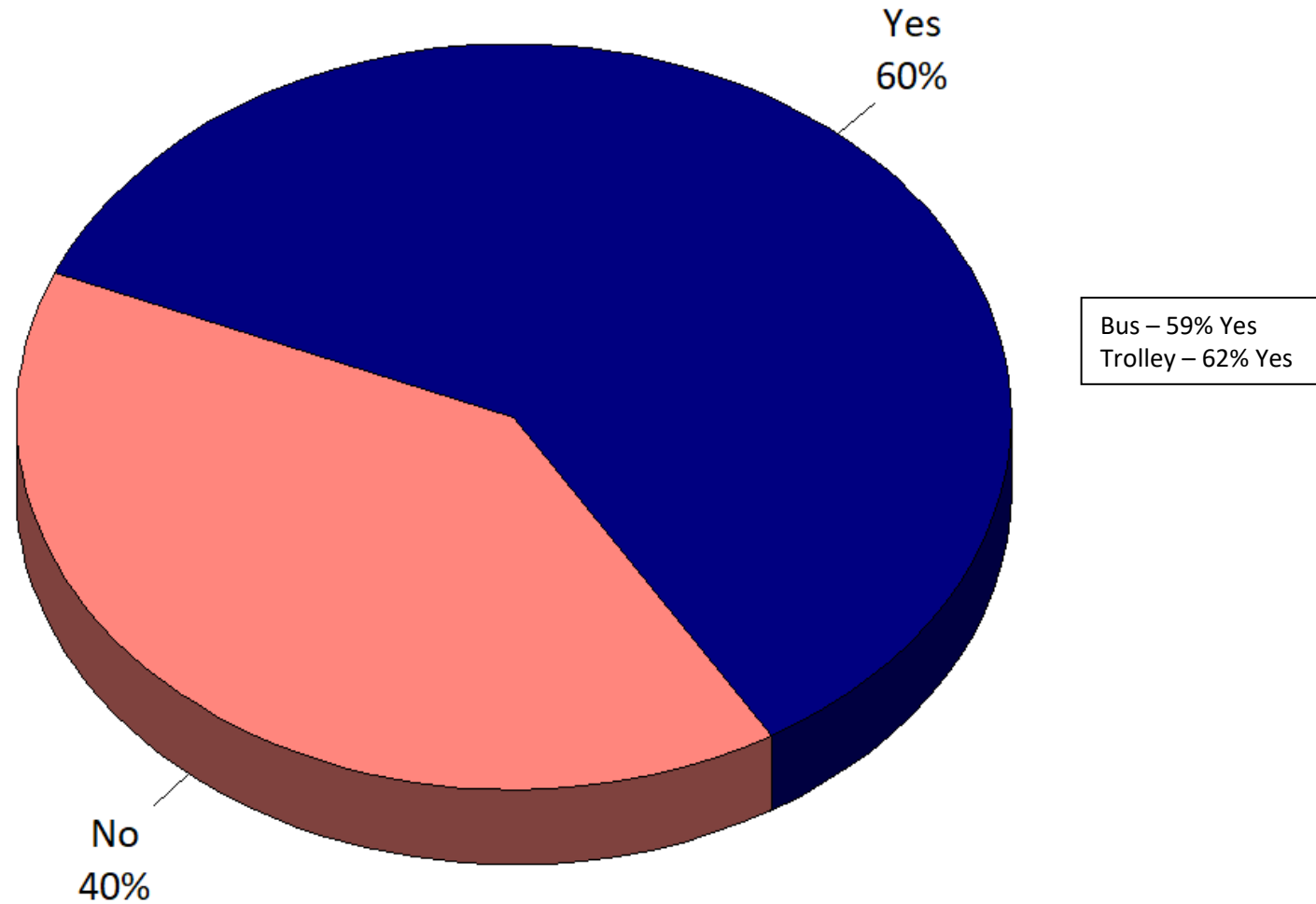
How often have you seen these behaviors directed to others when using MTS in the past year?

by percentage of respondents (excluding “not provided”)



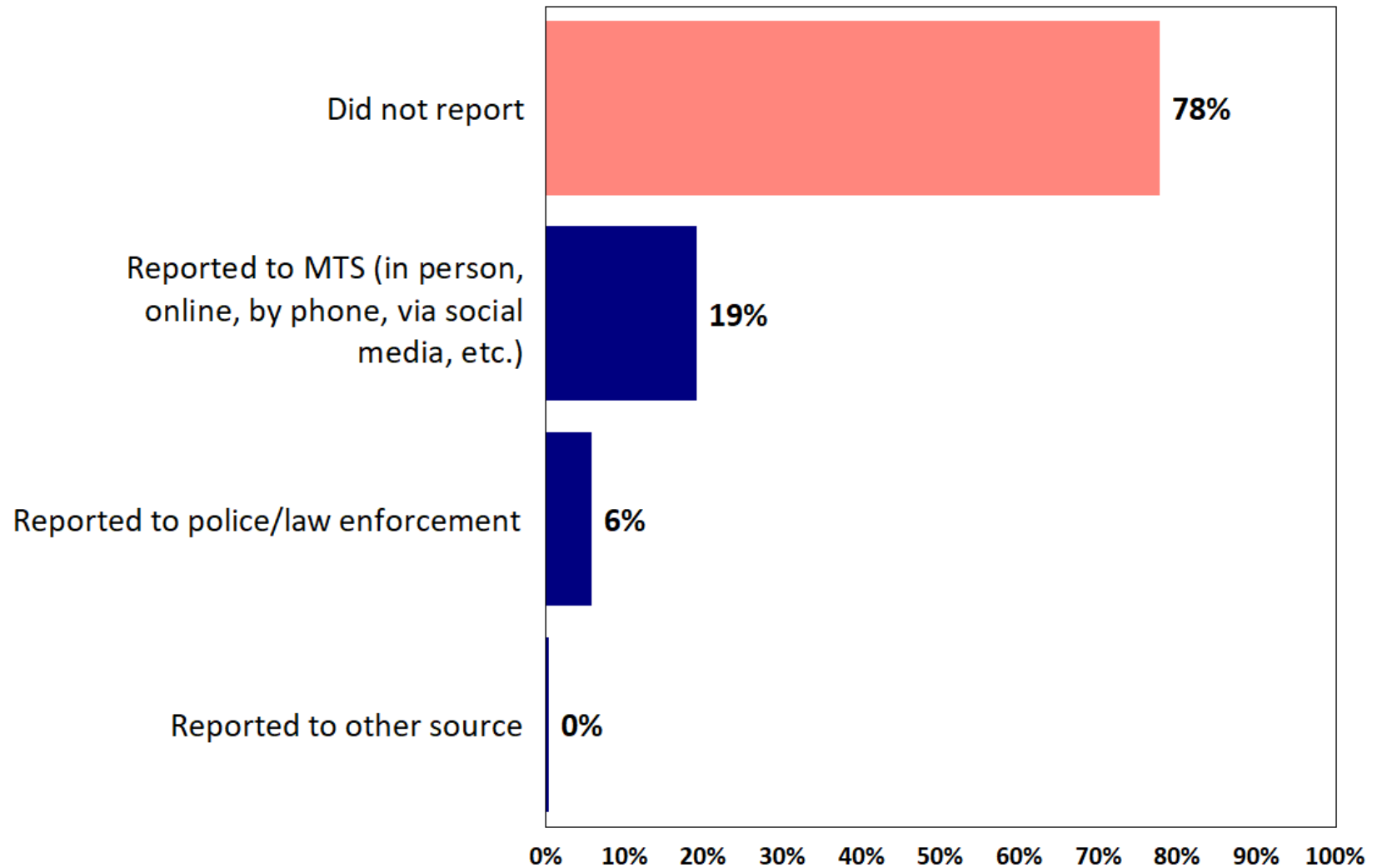
Did you know who to contact or how to get help when needed?

by percentage of respondents (excluding “not provided”)



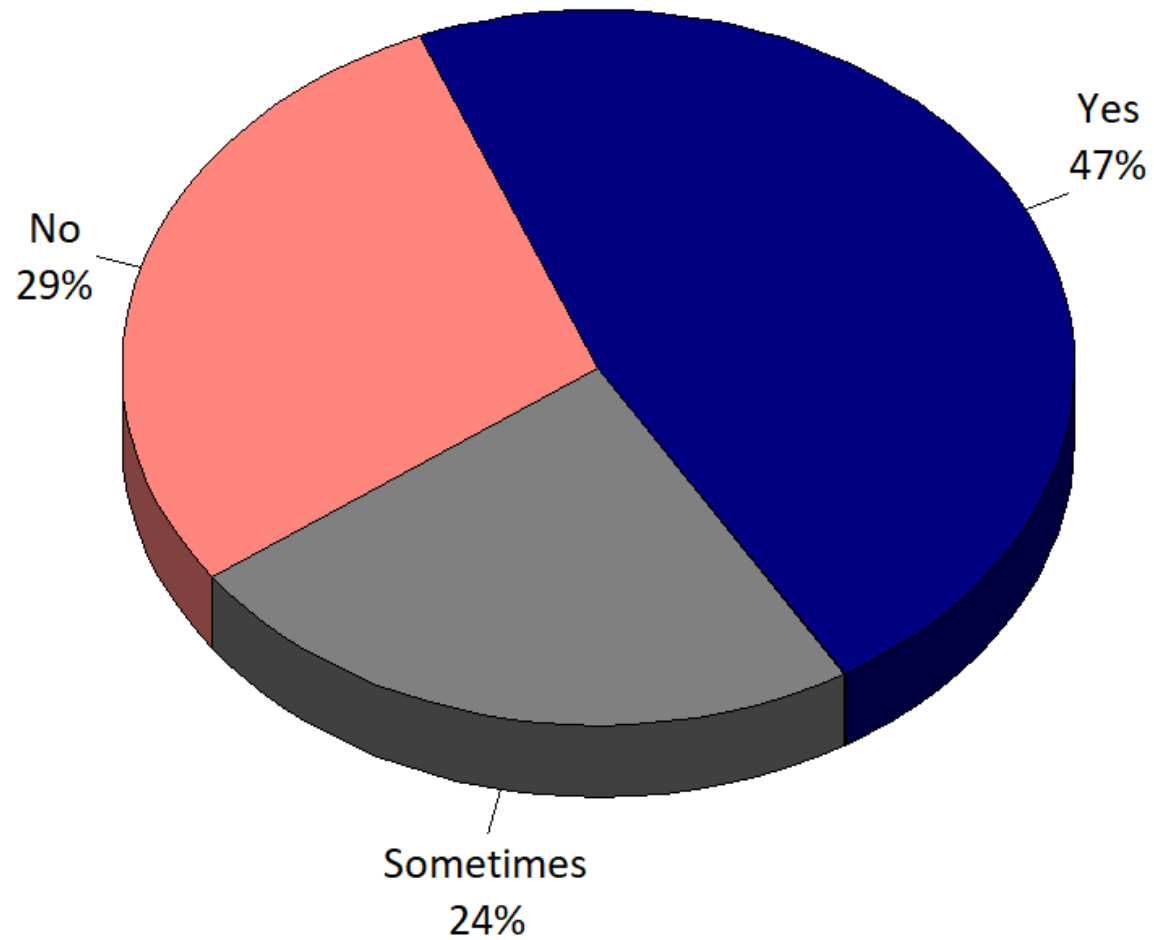
When these incidents happened, did you report any of them?

by percentage of respondents (excluding “not provided”)



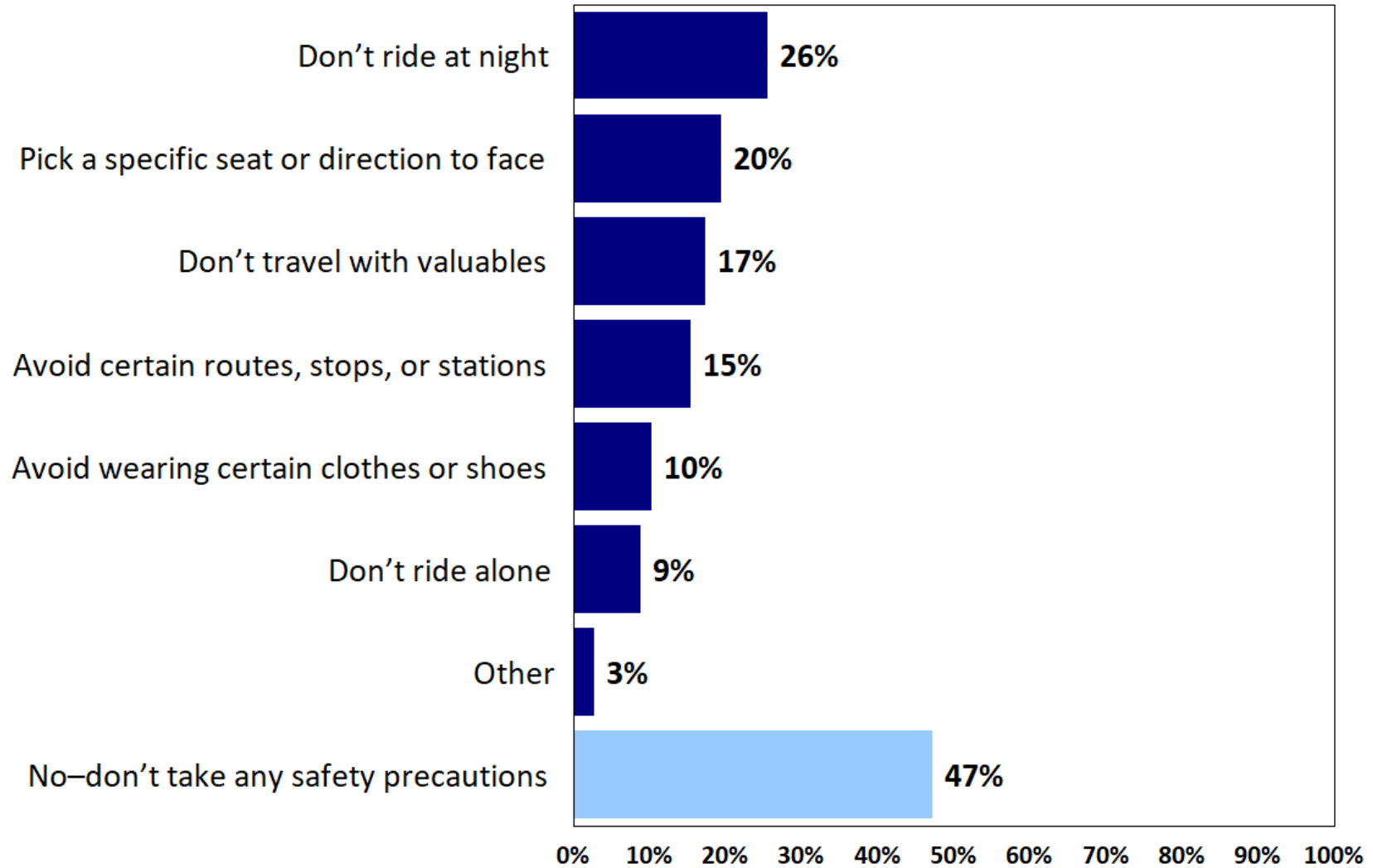
Did you receive an appropriate response?

by percentage of respondents who indicated that they reported a harassment incident (excluding “not provided”)



Do you currently take any safety precautions when using MTS to avoid being harassed?

by percentage of respondents (multiple items could be selected)

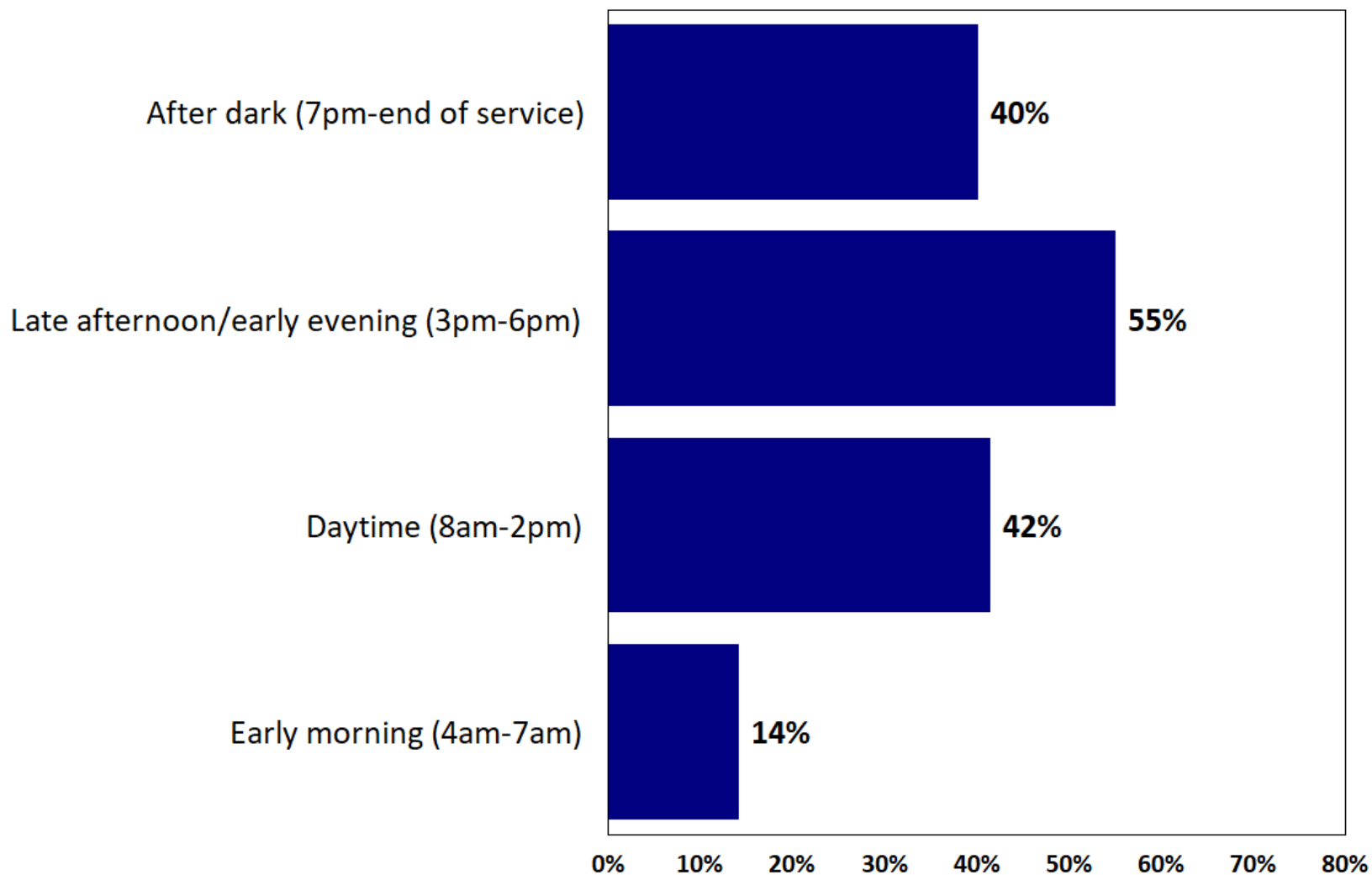




FACTORS OF SAFETY PERCEPTION

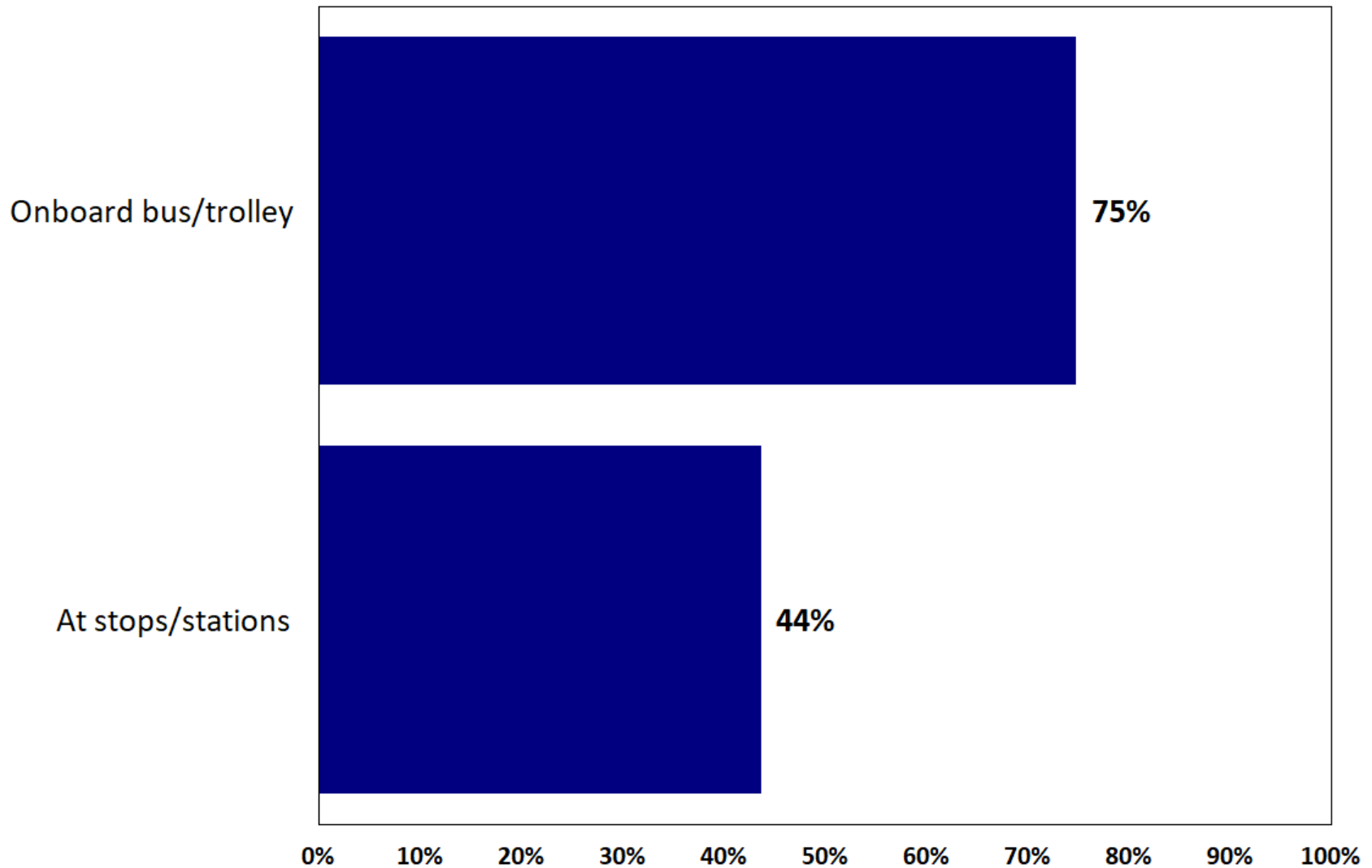
When did the harassment incidents you saw or experienced occur?

by percentage of respondents (excluding “not provided”)



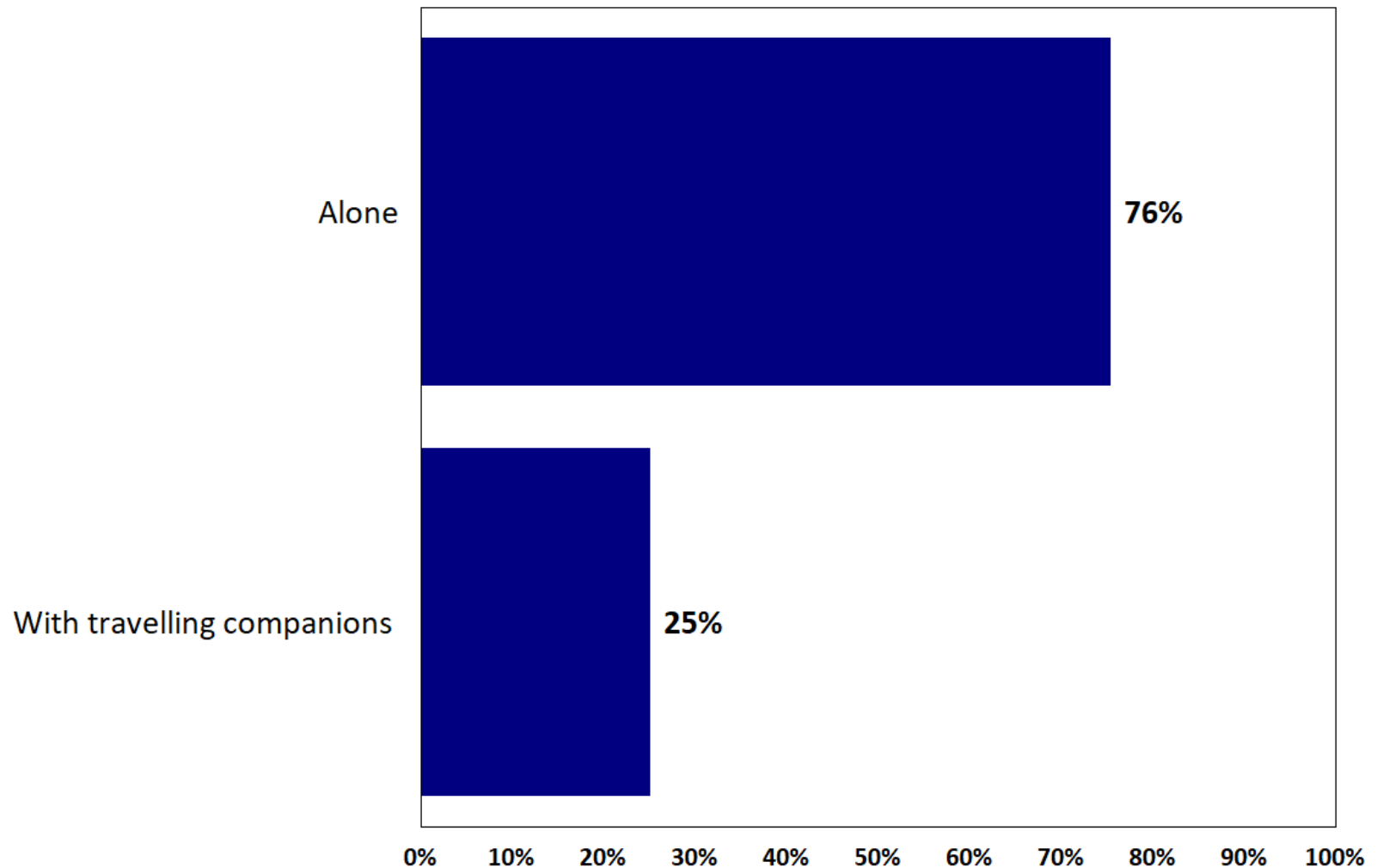
Where did the harassment incidents you saw or experienced occur?

by percentage of respondents (excluding “not provided”)



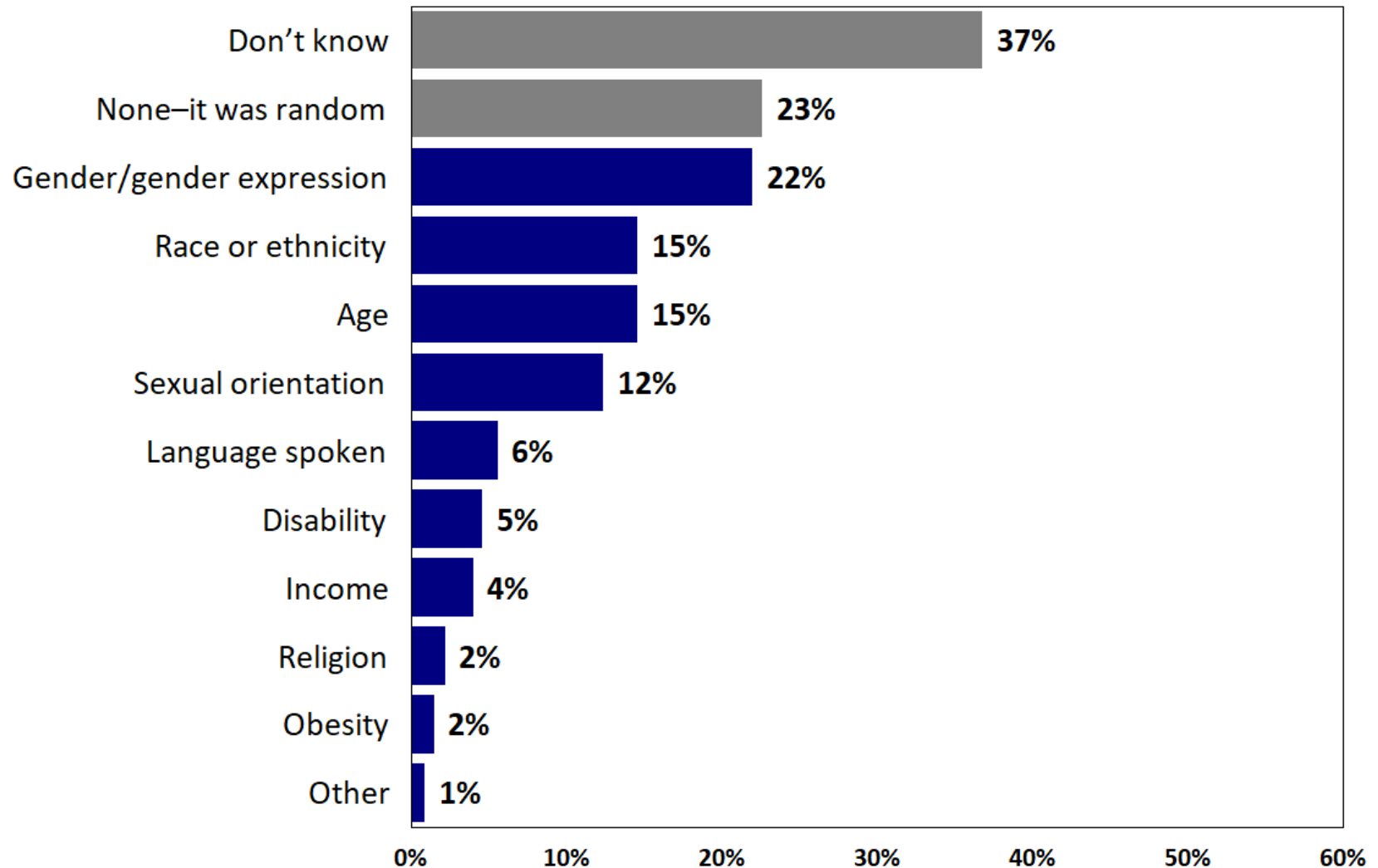
Thinking of the times you experienced or witnessed harassment, were you alone or with traveling companions?

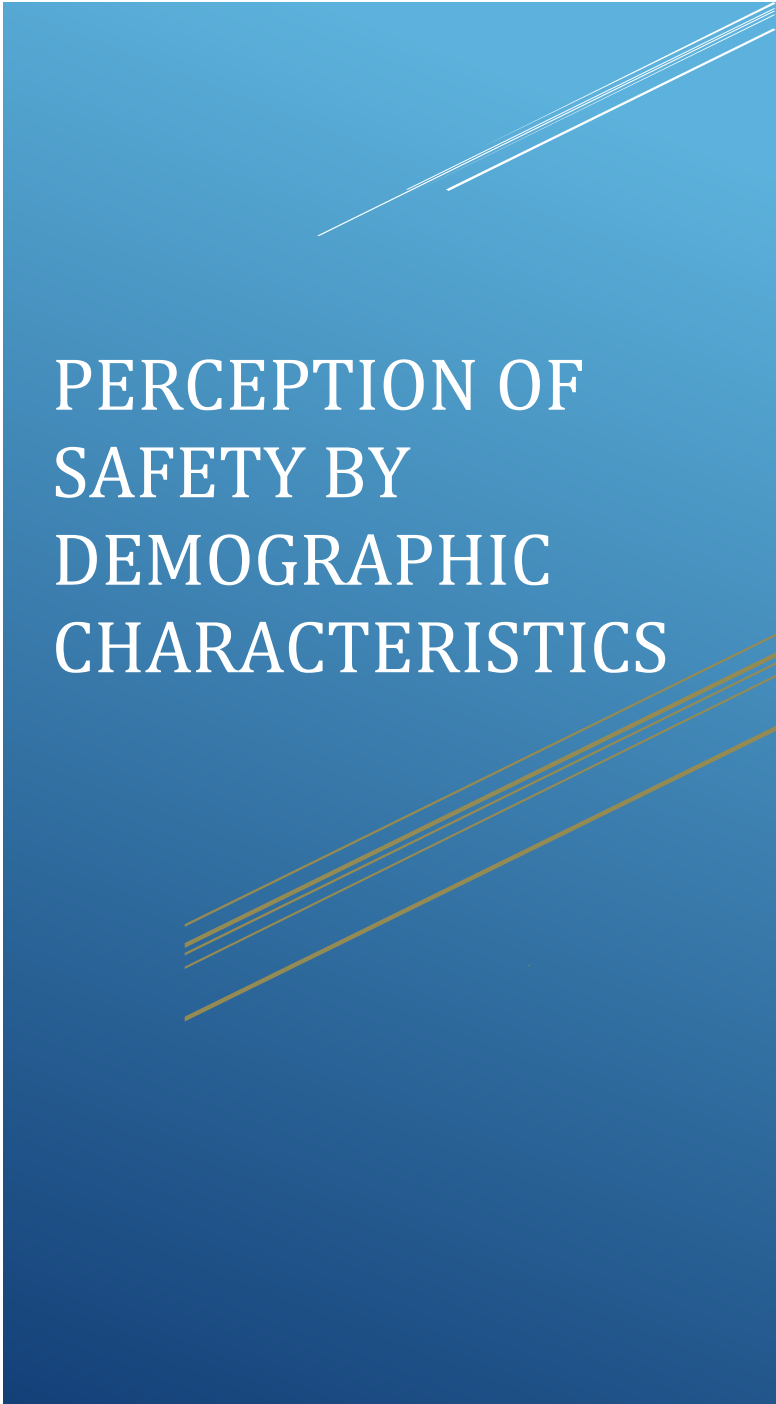
by percentage of respondents (excluding “not provided”)



Thinking of the times you experienced or witnessed harassment, do you think you and/or others were targeted because of...?

by percentage of respondents (multiple items could be selected, excluding “don’t know”)

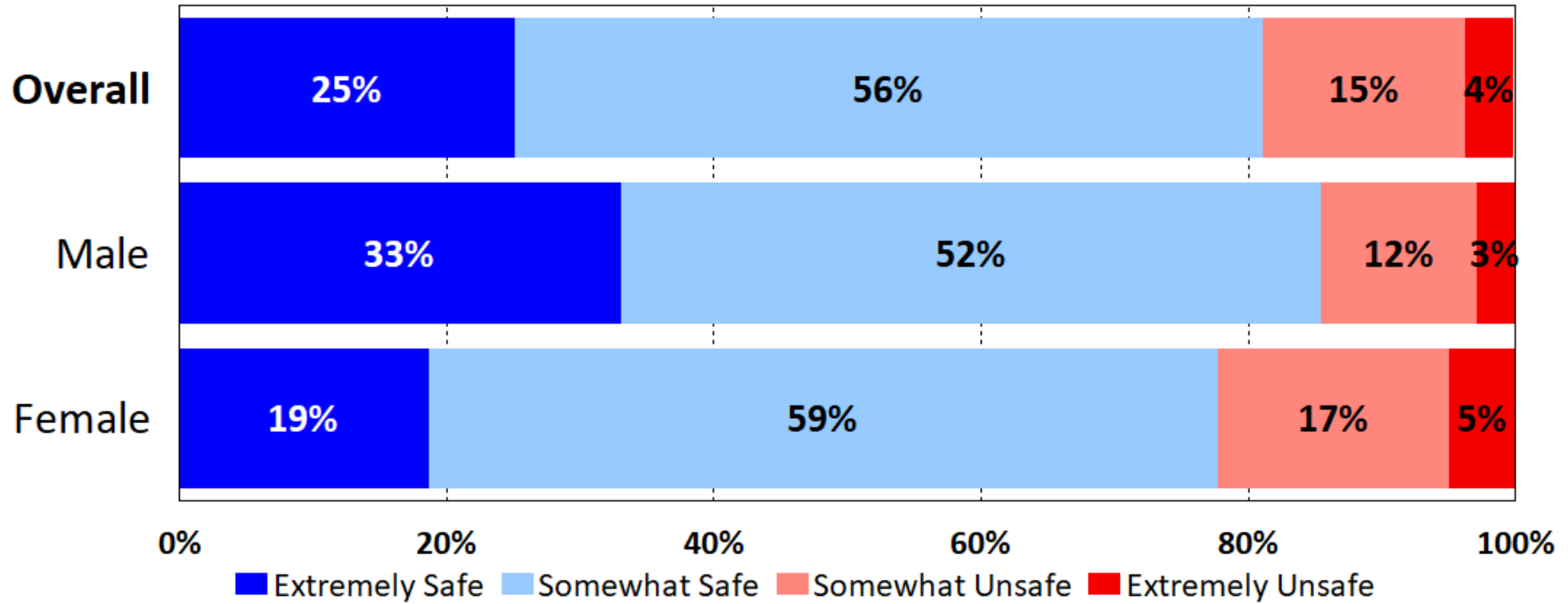




PERCEPTION OF SAFETY BY DEMOGRAPHIC CHARACTERISTICS

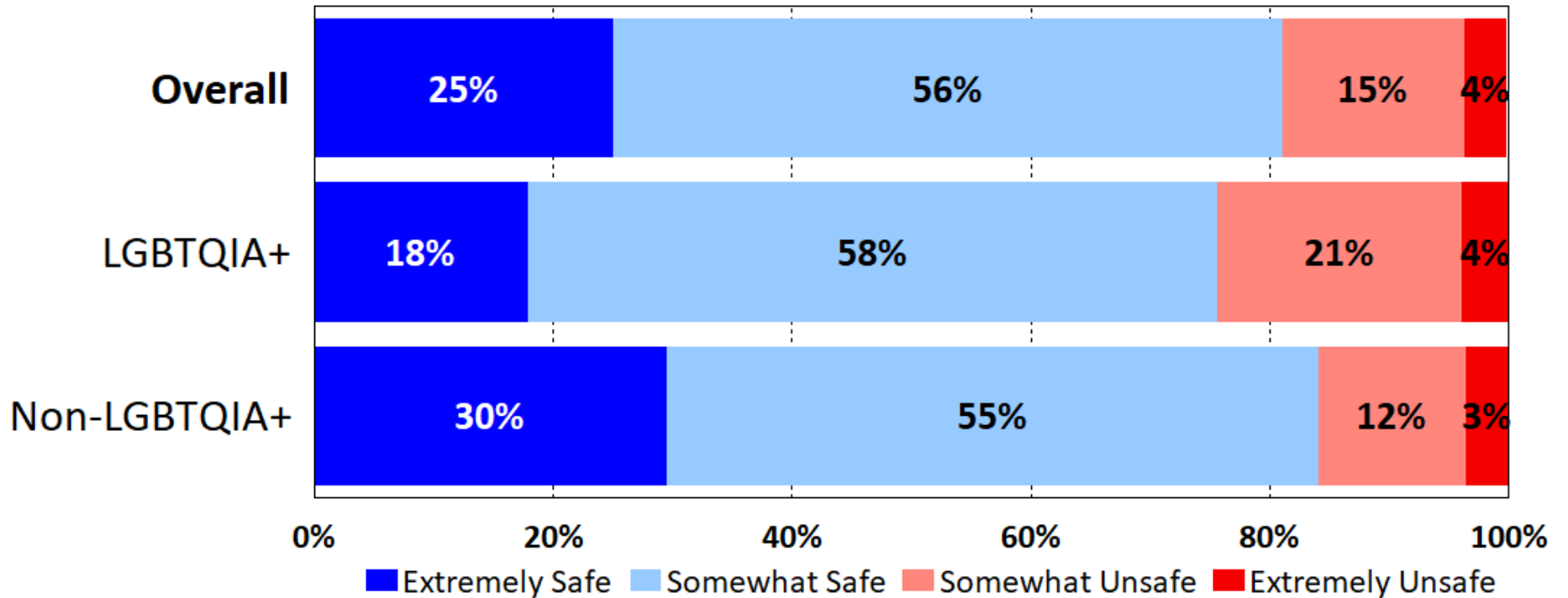
Perception of Safety by Gender

by percentage of respondents (excluding “not provided”)



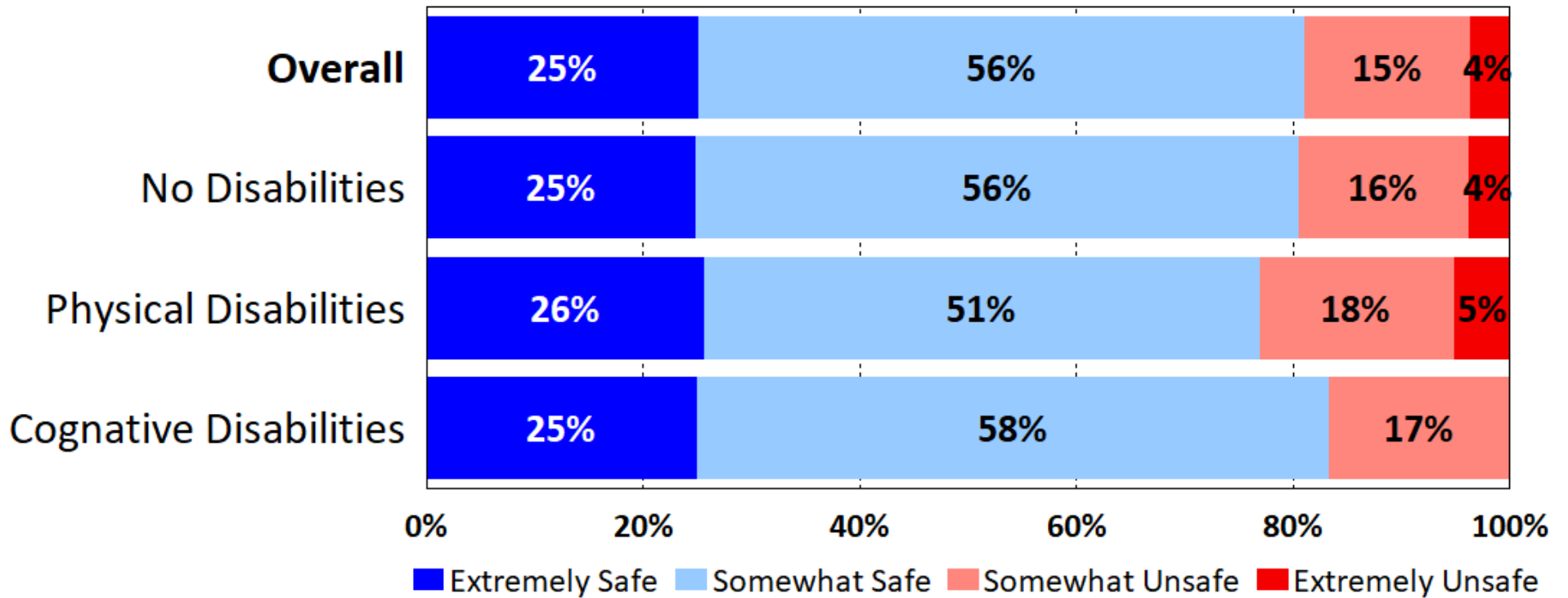
Perception of Safety by Sexual Orientation

by percentage of respondents (excluding “not provided”)



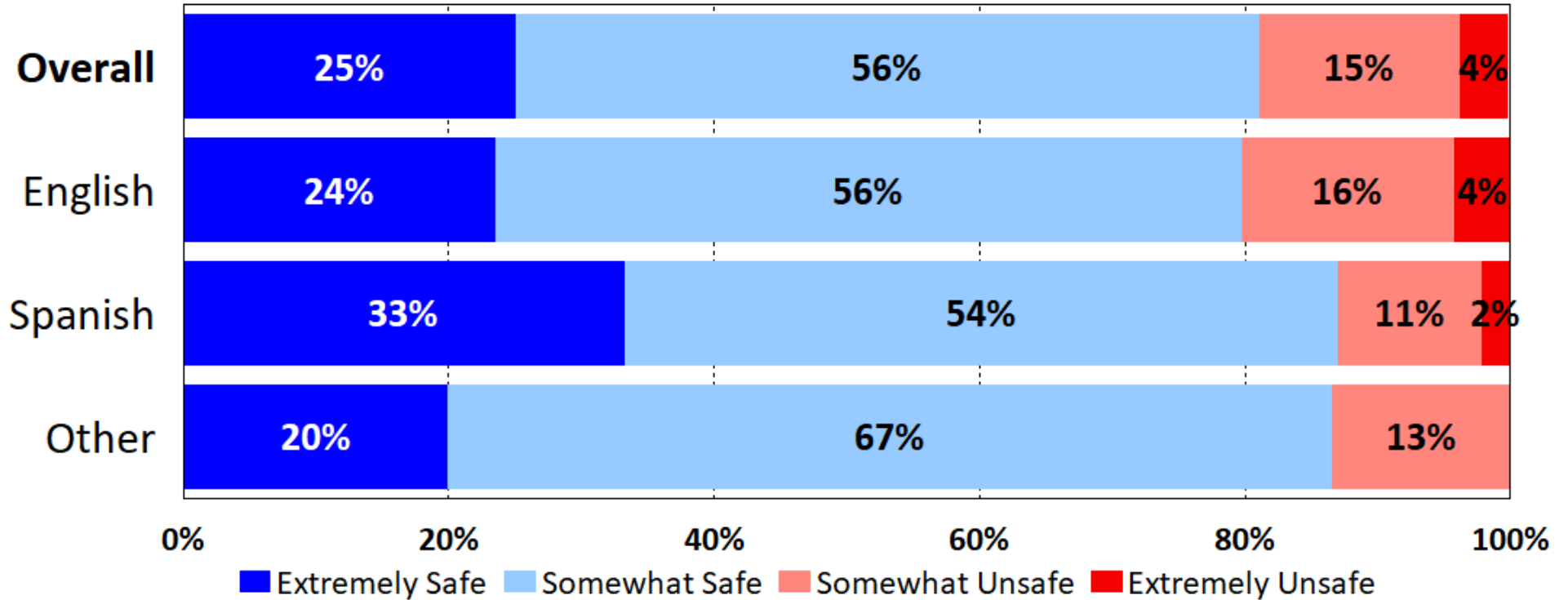
Perception of Safety by Ability

by percentage of respondents (excluding “not provided”)



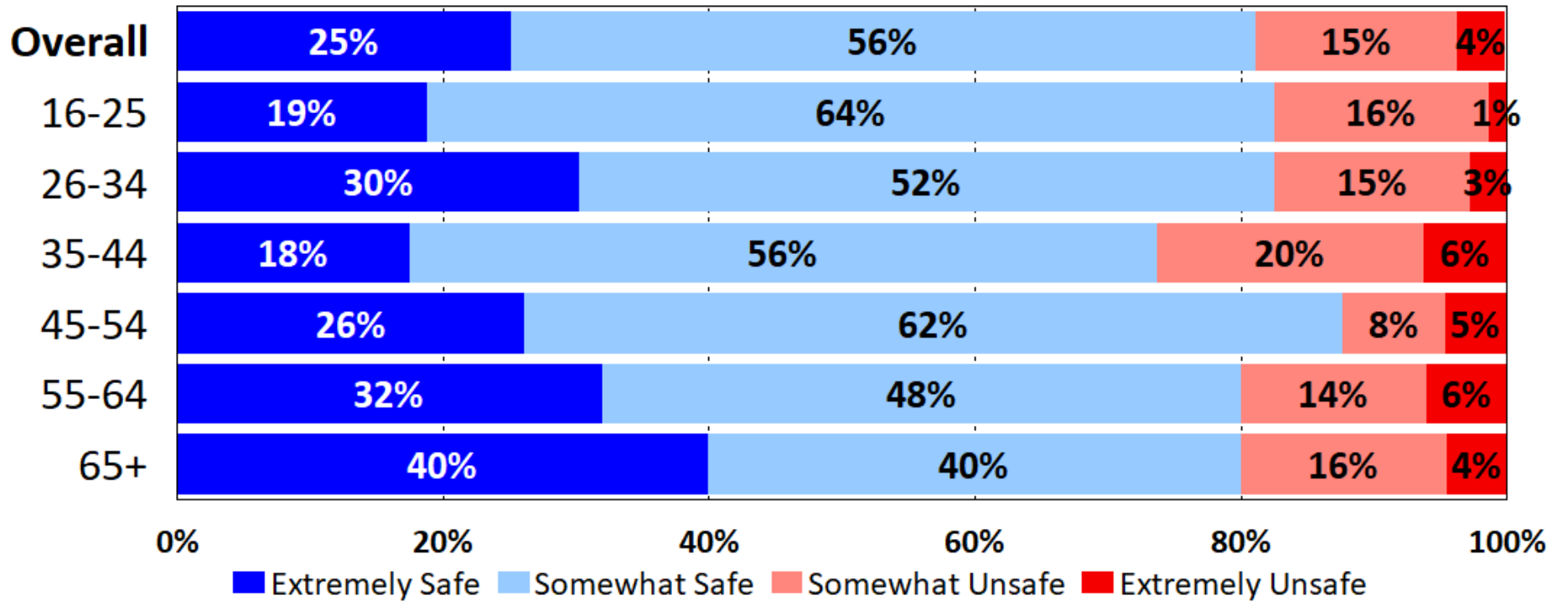
Perception of Safety by Primary Language

by percentage of respondents (excluding “not provided”)



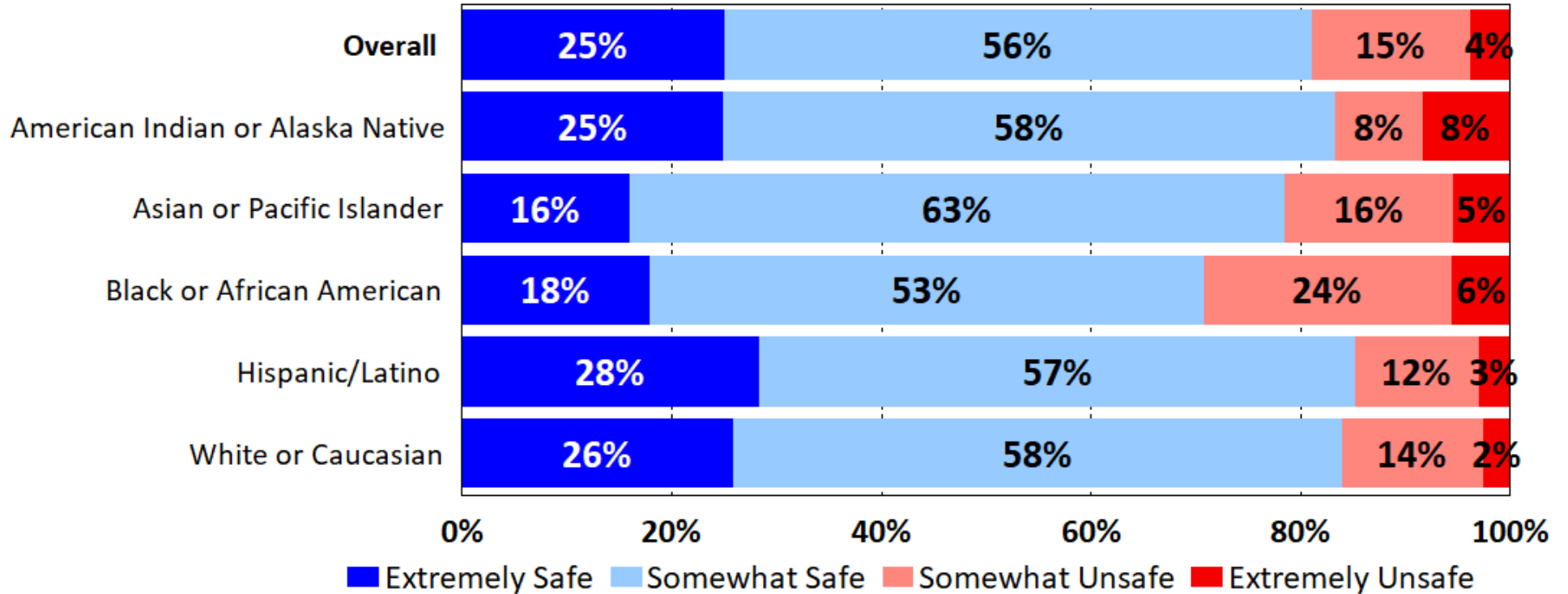
Perception of Safety by Age

by percentage of respondents (excluding “not provided”)



Perception of Safety by Race or Ethnic Identification

by percentage of respondents (excluding “not provided”)



A large, dark blue circle with a white outline, containing the number '3' in a bold, dark blue font.

Key Findings

2024 MTS Transit Safety Survey Key Findings

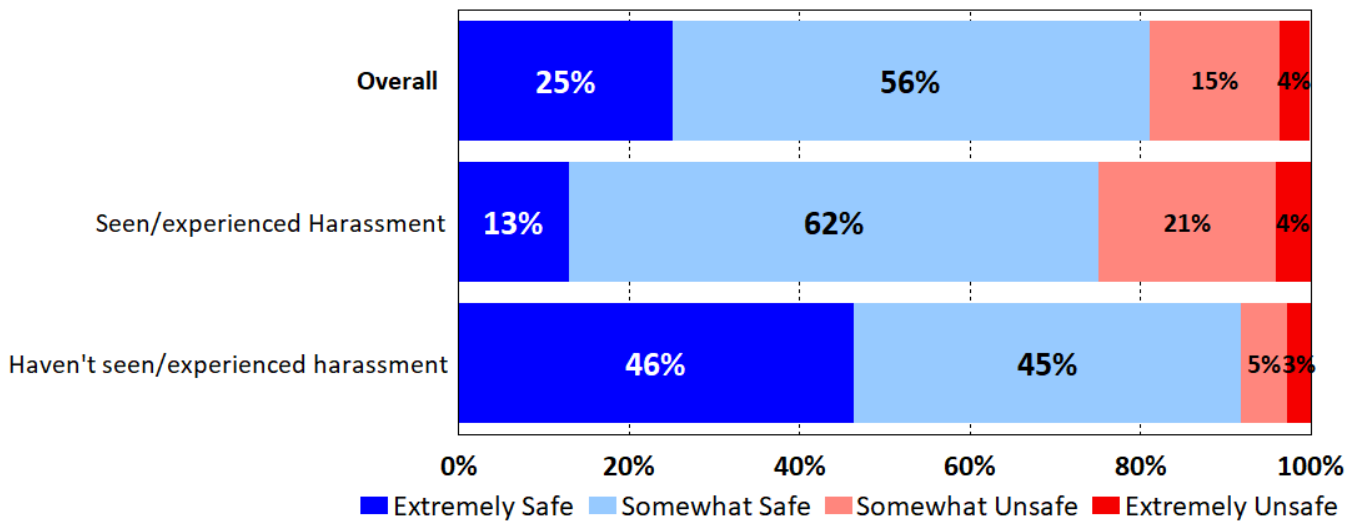
Profile of Survey Respondents

2024 MTS Transit Safety Survey Respondent Profile			
MTS Usage Frequency		Ethnicity/Race	
3+ days a week	69.2%	Hispanic/Latino	40.2%
1-2 times a week	15.0%	White or Caucasian	32.3%
A few times a month	8.1%	Black or African American	17.6%
Less than monthly	7.7%	Asian or Pacific Islander	11.2%
Age		American Indian or Alaska Native	2.4%
16-25	30.0%	Other	1.8%
26-34	22.0%	Primary Language	
35-44	16.0%	English	78.0%
45-54	13.0%	Spanish	18.9%
55-64	10.0%	Other	3.0%
65+	9.0%	Household Income	
Gender		\$150K+	4.8%
Male	49.5%	\$100K-\$149,999	6.8%
Female	46.4%	\$50K-\$99,999	31.2%
Transgender	1.2%	\$25K-\$49,999	30.1%
Other	2.9%	Under \$25K	27.1%
Do you identify as LGBTQIA+?		Do you have a disability?	
Yes	15.6%	No	86.2%
No	62.1%	Physical disability	7.9%
Not provided	22.3%	Cognitive disability	7.3%

- The above profile of survey respondents shows the diversity of MTS’ ridership. Nearly 7 out of 10 respondents use MTS for travel at least three days per week, and riders from all groups were well represented.

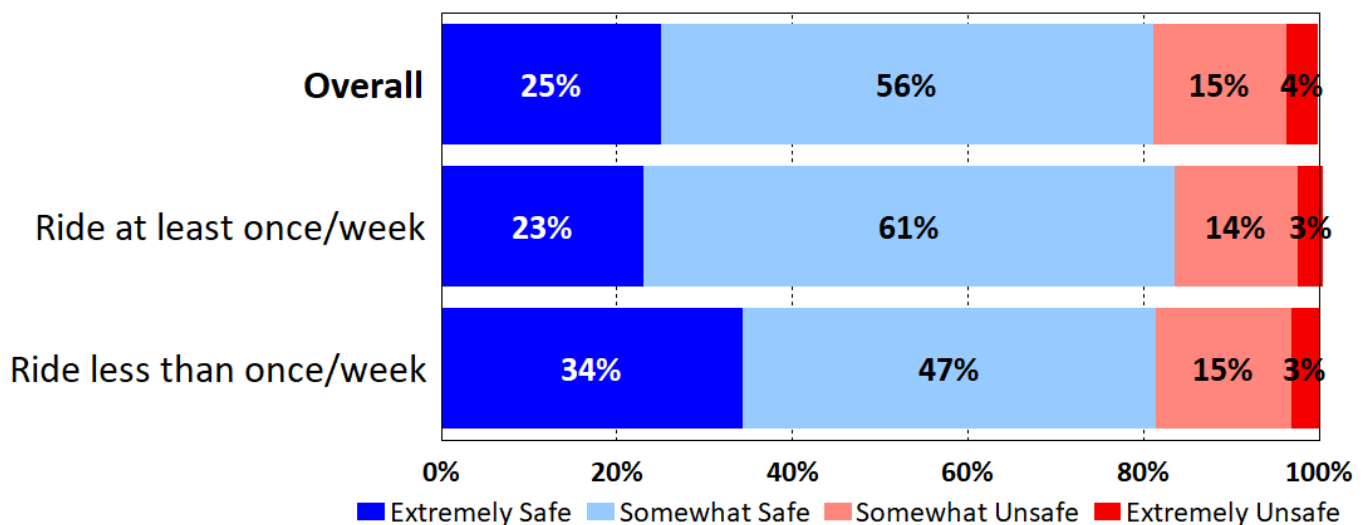
Perception of Safety

- Experiences.** The top indicator for riders’ perception of safety is whether they have seen or experienced a harassment incident in the past year. 64% of riders indicated that they have recently seen or experienced a harassment incident. These riders were 17% more likely to feel somewhat unsafe or extremely unsafe compared to the 36% of riders that haven’t seen or experienced a recent harassment incident. Additionally, only 13% of riders with recent harassment experiences feel extremely safe compared to 46% for the other group.



- Gender and Sexual Orientation.** Males feel significantly more safe than females with 85% of males feeling extremely safe or somewhat safe compared to 78% of females. In addition to the 7% difference in top-2 box scores, males are 17% more likely to feel extremely safe than women. Riders within the LGBTQIA+ community are also 10% more likely to feel somewhat unsafe or extremely unsafe than other riders. The difference in safety perception within the LGBTQIA+ community is more apparent with females than males. Only 65% of women in the LGBTQIA+ community feel extremely or somewhat safe compared to 81% of women not in the LGBTQIA+ community. There is only a 3% difference between males in the LGBTQIA+ community and males not in the community.
- Race/Ethnicity and Primary Language.** African American respondents felt significantly less safe than other groups with nearly one third indicating that they feel somewhat or extremely unsafe, although African American men are 4% more likely to feel safe than African American women. The two racial/ethnic groups with the highest perceptions of safety are Hispanic/Latino and white/Caucasian riders at 85% and 84% respectively (extremely or somewhat safe). 87% of riders whose primary language is Spanish indicated that they felt safe compared to 80% for English speakers.

- Age.** Regarding age groups, there is little deviation of safety perception from the overall average with the exception of two groups. Respondents aged 35-44 feel 7% less safe than the respondent average, and respondents aged 45-54 feel 7% more safe than the average. The gender of respondents in these groups does not seem to have an impact on these results, as they are roughly in line with the other age groups, meaning there could be other factors driving this.
- Frequency of MTS Usage.** Frequency of MTS usage has little to no impact on the results for riders feeling somewhat or extremely unsafe. However, respondents who use MTS at least once per week are less likely to feel extremely safe than those who ride less often as shown below.



Harassment Incidents and Perceived Factors

- Potential Targeting Factors.** Respondents were asked to indicate if they believed the victims of harassment incidents they saw or experienced were targeted due to certain characteristics. More than half of respondents selected “don’t know” (37%) or “none – it was random” (23%). The most selected characteristics that respondents believed were the cause of targeted harassment were gender/gender expression (22%), race/ethnicity (15%), age (15%), and sexual orientation (12%). No other choices were selected by more than 6% of respondents.

- Circumstances Surrounding Harassment Incidents.** Of the respondents who experienced or witnessed at least one incident of harassment, 55% said that it happened between 3pm to 6pm, 42% between 8am to 2pm, 40% 7pm or later, and 14% between 4am and 7am. Far more respondents experienced or saw incidents onboard the bus/Trolley (75%) than at stations/stops (44%). As noted in the following section, focus group respondents were split between feeling safer onboard and at stations/stops, especially regarding the Trolley due to limited access to the operators. Additionally, respondents reported that far more incidents occurred while they were travelling alone (76%) compared to travelling with others (25%).
- Frequency of Harassment Incidents.** Of the respondents who experienced or witnessed at least one incident of harassment in the past year, 70% indicated that they experience harassment “rarely” or “never.” Only 49% of respondents said they “rarely” or “never” witness other riders being harassed, while 44% said it happens on “some of their trips.” 7% of respondents said that they witness others being harassed “on the majority of their trips,” and 4% said they are harassed themselves “on the majority of their trips.”
- Reporting.** Only 60% of respondents who saw or experienced harassment indicated that they knew who to contact or how to get help when needed. Several focus group participants explained that they would like to see additional signage for this. More than three quarters of respondents (78%) that witnessed or experienced harassment did not report it. 19% have reported an incident to MTS (in person, online, by phone, via social media, etc.), and 6% have reported an incident to police/law enforcement. When asked if they received an appropriate response, roughly half (47%) said “yes,” 24% said “sometimes,” and 29% said “no.” Additionally, several focus group participants noted a lack of severity being the reason for not reporting incidents.
- Safety Precautions.** Roughly half of respondents (47%) take no extra safety precautions when using MTS. A quarter of respondents (26%) indicated that they don’t ride at night, 20% pick a specific seat or direction to face, and 17% don’t travel with valuables. 15% of respondents indicated that they avoid certain stops or stations, with Old Town Station being mentioned several times by focus group respondents.
- Incidents.** 64% of respondents indicated that they experienced or witnessed at least one type of harassment, but the vast majority of reports were regarding verbal harassment. Each type of incident was reported more often on the Trolley than on buses, likely due to the presence of bus operators.



Focus Group Results

Overview

ETC Institute conducted focus groups with five groups of MTS Riders regarding their perception of safety and harassment incidents while riding and waiting for MTS Buses and Trolleys. Some of the specific topics that were covered during the interviews included:

- Frequency of Transit Usage
- Experiences with Harassment Including Observations
- Locations and Timings of Incidents
- Companionship vs. Riding Alone
- Reporting of Incidents
- Perceptions of Targeting Based on Characteristics
- Safety Precautions Taken by Riders
- Suggestions for Improvement

The five focus groups were conducted during the week of November 18. Focus group participants were randomly selected from a pool of riders who participated in the 2024 Safety Survey or the 2024 Origin-Destination Survey and agreed to participate in additional studies. The five groups were:

- People of Color on Monday, November 18 (10 Participants)
- Female Community Riders on Monday, November 18 (11 Participants)
- Disabled Community Riders on Tuesday, November 19 (8 Participants)
- LGBTQIA+ Community Riders on Tuesday, November 19 (10 Participants)
- Spanish Primary Language Riders on Tuesday, November 19 (10 Participants)

This section contains a summary of the focus group discussions.

MAJOR TOPICS - COMMENTS BY GROUP

Introduction to Focus Group

Focus group participants were asked a series of brief questions about their usage of MTS services.

MTS Line Usage

People of Color

- The majority of participants frequently use MTS services with daily or weekly trips. Some routes mentioned include the Blue Line, Green Line, and routes 7, 10, and 235.

Female Riders

- Participants noted usage of buses and trolleys including the Blue Line, Orange Line, and routes 7, 44, and 12. Six participants mentioned that their primary use was for commuting to work or school, and the other five mentioned errands or leisure as their primary purpose.

Disabled Riders

- Participants mentioned usage of the Blue Line, and routes 1, 2, 15, 215, 10, and 709.

LGBTQIA+ Riders

- Participants mentioned typically using the Blue Line, and routes 11, 3, 120, and 921. The majority use transit daily for a variety of purposes including work and school.

Spanish Speaking Riders

- Nearly all participants noted riding at least 3 times a week on routes that include 235, 936, and Trolley lines.

Positive Aspects About MTS Services

People of Color

- Positive aspects about MTS mentioned include route convenience, accessibility to key locations (Old Town, SDSU, etc.), and the integration with other transit services.

Female Riders

- Participants noted their appreciation for MTS' affordability, particularly the free youth pass program as well as the punctuality of certain routes including routes 41 and 44 and the Green Line Trolley.

Disabled Riders

- Six participants mentioned the convenience of being able to connect to important destinations including malls hospitals, and downtown areas. Three participants highlighted the availability of late-running services including route 215.

LGBTQIA+ Riders

- Some positives mentioned include accessibility and familiarity with other riders.

Spanish Speaking Riders

- Six participants agreed on the reliability of the MTS app being a positive. Others mentioned their appreciation for the timeliness of buses and the variety of route options.

TOPIC 1 – Frequency of Use and Experiences with Harassment

Focus group participants were asked about their experiences with harassment with examples cited including unwanted advances, gestures, and acts of physical or verbal aggression.

Overall Findings**People of Color**

- Five participants reported that they witness harassment incidents on a weekly basis. Two cited personal experiences with verbal aggression from other riders.
- Harassment incidents were more commonly noted on trolley lines (especially the Orange Line) than on buses.
- Two participants mentioned that they felt the security presence is currently disengaged at times when needed.

Female Riders

- Nine participants said that they have witnessed or experienced harassment while using MTS in the past year. This includes four that mentioned that they witness it on a weekly basis with verbal abuse being the most common type of incident.
- Three participants noted that they have been followed by other passengers on The Trolley.

Disabled Riders

- Seven participants reported either witnessing or experiencing harassment. Specific incidents ranged from verbal abuse (e.g., shouting and threats) to witnessing drug use on trolleys.
- Four participants stated they encountered harassment "a few times a month," and three noted "weekly occurrences," especially at specific stops.

LGBTQIA+ Riders

- Six participants reported personal harassment experiences including verbal aggression and homophobic remarks.
- All participants had witnessed harassment incidents with frequencies varying from monthly to weekly.

Spanish Language Riders

- Four participants reported personal experiences with harassment. Three noted verbal aggression, and one mentioned being threatened with a knife.
- All ten participants said they frequently observe safety or harassment issues including drug use and aggressive behavior from homeless individuals.

Impact on Frequency**Female Riders**

- Six participants agreed that frequent exposure to harassment incidents due to frequently riding heightened their feelings of vulnerability.

Disables Riders

- Similarly, those who ride frequently agreed that due to repeated exposure to harassment incidents they had increased concerns about safety.

LGBTQIA+ Riders

- Participants often felt more vulnerability with more frequent usage, especially on the trolley where fares aren't often strictly enforced.
- Female-identifying participants noted heightened risks of harassment at night.

Spanish Speaking Riders

- 8 participants noted that their familiarity with the system due to their frequent usage positively impacted their feeling of safety by avoiding perceived high-risk areas and times.

Bus vs Trolley Safety**Female Riders**

- Buses were unanimously perceived by this group to be safer than trolleys due to the presence of drivers and the stricter enforcement of fares.

Disabled Riders

- Three participants felt safer on buses due to fewer incidents experienced. Five noted that trolleys had a more visible security presence however, they have witnessed more incidents of harassment on them.

Spanish Speaking Riders

- All ten participants agreed that buses felt safer due to driver presence and fare enforcement.
- Participants unanimously viewed trolleys as less safe at night due to witnessing drug and alcohol use and the smaller presence of security compared to during the day.

Other Specific Incidents

People of Color

- One participant described seeing a fight where a person was physically kicked out of a trolley without security present.
- Another participant shared a story of a friend being assaulted on the trolley resulting in legal action.

Female Riders

- One participant shared an incident on the Orange Line where an individual followed her across multiple trolley cars until she encountered security personnel.

Disabled Riders

- A participant using a wheelchair was not allowed to board using the ramp on one of the buses.
- Another participant witnessed drug users blowing smoke toward elderly passengers.
- One participant shared a story about being attacked during a robbery at a bus stop.

LGBTQIA+ Riders

- One participant was physically shoved at a trolley station without provocation.
- Another described an incident of being berated by a homeless individual unprovoked.
- Community intervention was highlighted by the group in positive moments where bystanders supported victims creating a sense of safety.

Spanish Speaking Riders

- Four participants shared stories involving verbal aggression from riders. Others mentioned feeling unsafe at times due hygiene/cleanliness conditions of other riders and seats.

TOPIC 2 – Location and Timing of Incidents

Focus group participants were asked to discuss where and when harassment incidents have been witnessed or experienced.

Location

People of Color

- Participants agreed that some of the high-incidence areas include major hubs like Old Town, Civic Center, and Park & Market Stations.
- Specific concerns were raised about open drug use and loitering at certain stops with Park & Market being specifically mentioned.

Female Riders

- Harassment was most frequently reported on trolleys (six participants) and at busier stations such as 12th & Imperial and Palomar.
- Three participants mentioned poorly lit stops as contributing to feelings of insecurity.

Disabled Riders

- Hazard Center, Old Town, Park & Market, and stops near high schools (e.g. Hoover High) were cited as hotspots for harassment and drug-related activities.

LGBTQIA+ Riders

- Harassment was reported more frequently on trolleys than buses due to differences in fare enforcement.
- Bus stops and trolley stations were identified as hotspots, particularly in areas with less security including Old Town.

Spanish Speaking Riders

- Eight participants mentioned trolleys and their stations, particularly 12th and Imperial, as having problematic individuals regularly.
- Six participants agreed that bus stops in the early morning and evening felt especially unsafe at times.

Timing**People of Color**

- Harassment and unsafe behaviors were mostly agreed upon as being common during late evening and early morning hours.

Female Riders

- Seven participants agreed that incidents were more likely to occur during evening hours, particularly later than 8 PM.

Disabled Riders

- Five participants spoke on nighttime being a high risk period, mostly relating to intoxicated individuals and less security being present.
- It was also noted that school dismissal times sometimes cause safety concerns due to disruptive behavior from students.

LGBTQIA+ Riders

- Participants unanimously agreed that incidents occur more often at night, partially due to reduced visibility and fewer other riders being present.
- Several participants spoke on the lack of security presence during late-night service causing uneasiness.

Spanish Speaking Riders

- All ten participants agreed that nighttime and early morning hours had the highest risk for safety issues.

Impact on Usage Patterns**People of Color**

- Six participants mentioned avoiding certain routes or stations altogether. Some mentioned opting to use buses over trolleys when possible due to perceived safety.
- One participant mentioned delays and service disruptions discouraged regular ridership due to the additional time spent having to wait at stops.

Female Riders

- Five participants stated that they avoid travelling at night completely due to safety concerns. This includes often altering schedules or plans to minimize risk.

LGBTQIA+ Riders

- Nearly half of the participants mentioned avoiding late-night transit usage. These individuals either choose alternative transportation methods during these times or do not travel.

Spanish Speaking Riders

- Two participants noted that they avoid using transit after it gets dark.
- The other eight participants have no other transportation alternatives, so they continue to use transit at all times needed with varying degrees of caution.

TOPIC 3 – Companionship and Reporting

Focus group participants were asked to discuss how being alone vs. being accompanied by others affects their perception of safety along with their experiences getting help and reporting various incidents.

Companionship Perceptions**People of Color**

- Seven participants clearly mentioned a heightened sense of safety when traveling with others.

Female Riders

- Six participants spoke about feeling safer when travelling with others. This was especially true during later hours.
- Four participants agreed that travelling alone made them more cautious and hyper-vigilant compared to when traveling with others.

Disabled Riders

- Seven participants mentioned feeling safer when traveling with companions. These individuals agreed that being alone created a heightened sense of vulnerability to harassment.

LGBTQIA+ Riders

- Most participants agreed that riding alone increased feelings of vulnerability, especially for women and smaller-statured individuals. One participant mentioned that it doesn't impact him, and he believes he hasn't experienced harassment partially due to his height.
- One participant shared that she felt more vulnerable to harassment when she is with her friends stating that problematic individuals feel it is more okay to approach groups of women. She also mentioned that when she is alone she typically wears headphones and is able to tune out other passengers.

Spanish Speaking Riders

- Six participants specifically mentioned feeling more vulnerable when alone.
- One participant mentioned an unsafe encounter with a problematic individual while she was with her underage sibling. She felt less safe in this instance due to her responsibility of looking after her sibling.

Reporting**People of Color**

- Only five participants were aware of the MTS hotline. Awareness mostly came from advertisements on the bus or trolley.
- One participant reported using the hotline to flag an incident involving a driver being harassed and found the reporting process easy. However, they expressed dissatisfaction due to a lack of follow-up response.
- Participants agreed on the need for more proactive engagement from security, specifically more regular drop-ins.
- Several participants spoke on the disparity between the security team's focus on fare enforcement vs. addressing safety concerns.

Female Riders

- Five participants mentioned that they were aware of the MTS hotline, but only two had used it.
- One participant noted that they reported an incident, but by the time security personnel arrived, the individual had already deboarded.
- A participant shared a positive story about the text hotline stopping helping catch a criminal on the Blue Line. She reported an individual behaving inappropriately in a sexual manor by texting the MTS messaging service. She appreciated the availability of this option and mentioned that security personnel were able to board the trolley and address the situation after about five stops.

Disabled Riders

- Only two participants of this focus group stated that they were aware of the hotline. One participant spoke about the need for a similar service before this topic began.
- One participant mentioned that he has used the text hotline several times but only received an effective response about a third of the time. One specific instance he shared was regarding reporting a passenger for smoking on the trolley. A security guard eventually “poked their head in” but walked away immediately without addressing anything.

LGBTQIA+ Riders

- Several participants mentioned that they have heard of the MTS security hotline, although only one had used it. This participant had a positive perception of the hotline, as there were multiple times he successfully got security to intervene when there was loud music and disruptive behavior.

TOPIC 4 – Perceptions of Targeting

Focus group participants were asked to discuss their view on targeting in harassment situations based on certain characteristics or qualities of victims.

Targeting Based on Characteristics

People of Color

- Most participants agreed that the many harassment incidents were linked to individuals experiencing mental health issues, rather than targeting based on specific characteristics. It was mentioned that such individuals often loiter at stations, and their interactions sometimes escalate into harassment. Several participants agreed that women and younger individuals were more frequent targets of verbal harassment.
- Some specific incidents where participants believe were the result of targeted harassment were mentioned. One involved a participant witnessing racial slurs being directed at a person of color. Another mentioned a situation where a man was called homophobic slurs and had a cart physically pushed into him at a trolley station.

Female Riders

- Seven participants mentioned that women and individuals of certain racial backgrounds were more likely to be targeted. Four participants mentioned that they themselves felt more vulnerable due to their gender.
- Roughly half of participants felt the majority of incidents were random and related to either mental health crises or intoxication.

Disabled Riders

- The consensus of the group was that harassment incidents were sometimes due to targeting and sometimes entirely random driven by either intoxicated or mentally unwell riders.
- One participant believes that her visible disability caused someone to try to force her to give them pain medication. Another participant noted once being called offensive names due to his disability.
- Several participants mentioned that visible vulnerabilities such as physical disabilities and age sometimes lead to harassment targeting.

LGBTQIA+ Riders

- The majority of participants believed that harassment was often related to people targeting specific traits such as gender and sexual orientation. However, most participants agreed that incidents are more often random than not with individuals specifically mentioning issues with mental health and substance abuse onboard transit vehicles.
- One participant shared an instance where homophobic remarks were directed at him. Two other participants mentioned times where they witnessed inappropriate comments being directed to women.

Spanish Speaking Riders

- One participant specifically mentioned that Mexicans are sometimes treated differently in the United States by Americans. Another participant agreed that this can often be the case but mentioned that she had not experienced that herself while using MTS.
- Overall, four participants mentioned gender and race increasing the potential for harassment. An additional two participants spoke about witnessing harassment that they believe was related to the victims weight.

TOPIC 5 – Safety Precautions

Focus group participants were asked to discuss additional precautions they currently take while using MTS to enhance their safety. Additionally, participants were asked to rate their overall perception of safety while using MTS.

Precautions Taken

People of Color

- Several precautions that participants said they take include sitting near bus drivers, avoiding riding late at night, and carrying pepper spray.
- Three participants deliberately alter their clothing to avoid appearing that they may have money on them.
- These precautions were often mentioned to be prompted by either personal experiences or observed incidents.

Female Riders

- Three participants referenced carrying self-defense tools (two carry pepper spray and one carries a multi-purpose hammer).
- One participant made a comment about seeing other people (likely workers) carrying pocket knives on the Trolley which made her feel uncomfortable.
- Several participants agreed that they feel safest while sitting closer to the bus drivers, and they often place items on the adjacent seats to avoid having others sit next to them.
- Two participants said that they usually attempt to avoid riding alone. Others mentioned avoiding certain bus stops or routes, especially those that are in dimly lit areas at night.
- One participant keeps the MTS security hotline ready on their phone for emergencies.

Disabled Riders

- Several participants mentioned that they try to avoid riding both late at night and between 2:30-3:30 PM when school is being dismissed.
- Two participants mentioned that they try to keep to themselves and not pay attention when there is a rider that is clearly mentally unwell.
- Four participants mentioned doing their best to avoid Park & Market, City College, and Hazard Center stations because they felt that criminal activity occurs there.
- Three participants mentioned that they try to sit close to the bus driver. One mentioned he does the same while on the Trolley but doesn't believe the operator would be able to intervene if needed.
- Two participants said that they carry pepper spray.

LGBTQIA+ Riders

- One participant mentioned that he always wears headphones to avoid being bothered by other riders.
- Two participants mentioned carrying pepper spray or mace.
- Four participants mentioned sitting near the driver/trolley operator, positioning themselves near exits, or avoiding having someone sit directly behind them.
- Two participants mentioned talking to someone on phone or video calls to both stay connected and deter others from approaching them.
- Three participants mentioned taking no extra precautions other than maintaining awareness of their surroundings.

Spanish Speaking Riders

- Two participants started carrying pepper spray after witnessing disruptive behavior.
- Two participants made changes to their schedules to avoid needing to ride after dark.
- One stopped bringing a backpack with him worrying that he might get robbed for being perceived to have valuable items.
- Four mentioned always staying alert or having their phone ready to report to MTS.

Overall Safety Rating (Respondents were asked to state whether they feel Safe, Neutral, or Unsafe while riding MTS)

People of Color

- 3 participants said “Safe,” 3 said “Neutral,” and 4 said “Unsafe.”

Female Riders

- 2 participants said “Safe,” 4 said “Neutral,” and 5 said “Unsafe.”

Disabled Riders

- 4 participants said “Safe,” and 4 said “Unsafe.”

LGBTQIA+ Riders

- 1 participant said “Safe,” 3 participants said “Neutral,” and 6 said “Unsafe.”

Spanish Speaking Riders

- 2 participants said “Safe,” 5 said “Neutral,” and 2 said “Unsafe.”

TOPIC 6 – Suggestions for Improvement

Focus group participants were asked to list any suggestions they had for MTS to improve the Bus and Trolley services.

People of Color

- Increased security presence with proactive engagement rather than passive monitoring.
- Enhance real-time updates on delays and route changes via the MTS app.
- Improve infrastructure at stops, specifically lighting and shelter.
- Stronger enforcement against loitering and substance abuse at busy stations.
- Greater public awareness campaigns about reporting mechanisms and available resources.
- Participants appreciated examples of existing safety campaigns elsewhere such as with LA Metro but stressed the importance of localized strategies tailored to MTS' unique challenges.

Female Riders

- Nine participants agreed that increasing the visibility and presence of security personnel on trolleys and at high-traffic stops would be beneficial.
- Several participants emphasized the importance of training for security staff to handle individuals experience mental health crises.
- Some mentioned better lightings at stops that currently have low visibility.
- Several recommended or agreed with installing more surveillance cameras.
- Four participants supported adopting a campaign similar to BART's "Not One More Girl" to address harassment.
- One participant suggested community workshops to educate riders on how to report incidents and use various safety tools effectively.

Disabled Riders

- All participants agreed that more security personnel, especially during early mornings, late evenings, and at high-risk stops would be beneficial.
- Three participants spoke about improved sensitivity training for drivers to handle passengers with disabilities.
- Two participants mentioned the need for higher quality cameras to capture incidents more effectively.
- One participant mentioned a neighborhood watch style program similar to "Blue Angels" would be effective.

LGBTQIA+ Riders

- Several participants noted the lack of visible transit officers at bus stops compared to trolley stations. They mentioned that increased patrol of bus stops, particularly at night, would improve the feeling of safety.
- One participant suggested advertising the presence of security cameras more effectively through signage or announcements to create awareness and deter poor behavior.
- Another participant suggested deploying targeted posters to educate and discourage harassment, especially against vulnerable groups such as LGBTQIA+, women, and elderly individuals.
- A participant thought it may be helpful to post reminders of penalties for inappropriate behavior like smoking, excessive noise, harassment, etc.
- One participant suggested extending operational hours and frequency on weekends to avoid safety concerns due to overcrowding.

Spanish Speaking Riders

- All participants agreed that homelessness is a major issue and any changes to address it would greatly improve their experience.
- Several participants agreed that the buses should be sanitized more often.
- Some participants mentioned that the presence of non-service animals made them feel unsafe. They suggested not allowing pets onboard that are not service animals.
- One mentioned replacing fabric seats with plastic for easier cleaning.
- Most participants agreed that having hand sanitizer at the entrance of buses and trolleys would be helpful.

CONCLUSION

The findings from the five focus groups highlight a range of experiences and concerns regarding safety and harassment on the MTS bus and trolley system. The discussions underscore common themes of vulnerability, specific incident hotspots, and the need for improved safety measures on both the Bus and Trolley system.

Key Observations:

1. **Harassment Incidents:** Harassment, including verbal aggression, unwanted advances, and physical threats, were commonly witnessed by all groups, particularly on trolley lines and at major stations such as Park & Market and 12th & Imperial. Late evening and early morning hours were consistently identified as high-risk times.
2. **Perception of Safety:** Participants indicated feeling safer on buses compared to trolleys due to the presence of drivers and stricter fare enforcement. However, overall safety ratings are lower than survey findings suggested, with the majority of participants in these groups expressing neutral or unsafe perceptions.
3. **Targeted Harassment:** Women, LGBTQIA+ individuals, and disabled participants frequently reported feeling more vulnerable due to gender, sexual orientation, or visible physical vulnerabilities. Substance abuse and mental health issues among other riders are also perceived as contributing factors to many random safety incidents.
4. **Safety Precautions:** Many participants have adopted safety measures such as traveling in groups, avoiding nighttime transit, carrying self-defense tools, and staying alert. However, limited alternatives force some riders to continue using transit despite not always feeling safe.
5. **Reporting Challenges:** Awareness of MTS safety reporting mechanisms was relatively low. While the security hotline and text services are valued by those aware of them, concerns about response times and follow-up slightly limit their perceived effectiveness.

Suggestions for Improvement: Participants across all groups advocated for increased security presence, particularly on trolleys and at high-traffic stops during later hours. Recommendations included better lighting at poorly lit stops, more proactive engagement by security personnel, enhanced sanitation, and increased security training for handling mentally unwell riders. Specific calls for public awareness campaigns and targeted initiatives, such as harassment-prevention posters and community workshops, were also noted.



5

Tabular Data

Q1. How often do you typically use MTS?

<u>Q1. How often do you typically use MTS</u>	<u>Number</u>	<u>Percent</u>
3+ days a week	351	69.2 %
1-2 times a week	76	15.0 %
A few times a month	41	8.1 %
<u>Less than monthly</u>	<u>39</u>	<u>7.7 %</u>
Total	507	100.0 %

Q2. What bus and/or Trolley routes do you typically ride?

<u>Q2. What bus/trolley routes do you typically ride</u>	<u>Number</u>	<u>Percent</u>
Blue Line Trolley	377	74.4 %
Green Line Trolley	308	60.7 %
Orange Line Trolley	146	28.8 %
<u>Bus Routes</u>	<u>319</u>	<u>62.9 %</u>
Total	1150	

Q2a. (If used Bus Routes) Please list up to 3 most used routes:

Q2a. Top choice	Number	Percent
1	11	3.4 %
2	4	1.3 %
3	7	2.2 %
4	4	1.3 %
5	2	0.6 %
6	1	0.3 %
7	12	3.8 %
8	10	3.1 %
9	6	1.9 %
10	9	2.8 %
12	4	1.3 %
13	5	1.6 %
20	1	0.3 %
27	3	0.9 %
28	3	0.9 %
30	15	4.7 %
35	6	1.9 %
41	4	1.3 %
43	1	0.3 %
44	18	5.6 %
105	3	0.9 %
115	1	0.3 %
120	3	0.9 %
201	5	1.6 %
202	3	0.9 %
215	13	4.1 %
225	7	2.2 %
227	4	1.3 %
235	6	1.9 %
237	2	0.6 %
701	5	1.6 %
704	3	0.9 %
709	1	0.3 %
712	2	0.6 %
815	3	0.9 %
848	2	0.6 %
855	1	0.3 %
864	3	0.9 %
901	2	0.6 %
905	4	1.3 %
906	3	0.9 %
907	2	0.6 %
921	2	0.6 %
923	5	1.6 %
929	11	3.4 %
932	9	2.8 %

Q2a. (If used Bus Routes) Please list up to 3 most used routes:

<u>Q2a. Top choice</u>	<u>Number</u>	<u>Percent</u>
933	7	2.2 %
934	3	0.9 %
936	4	1.3 %
955	9	2.8 %
961	3	0.9 %
962	2	0.6 %
None chosen	15	4.7 %
421	1	0.3 %
255	1	0.3 %
968	3	0.9 %
922	2	0.6 %
290	1	0.3 %
270	1	0.3 %
213	2	0.6 %
80	1	0.3 %
834	1	0.3 %
967	2	0.6 %
997	1	0.3 %
963	2	0.6 %
33	2	0.6 %
95	1	0.3 %
31	1	0.3 %
909	1	0.3 %
979	6	1.9 %
735	1	0.3 %
780	1	0.3 %
854	1	0.3 %
32	1	0.3 %
204	1	0.3 %
985	1	0.3 %
833	2	0.6 %
60	1	0.3 %
891	1	0.3 %
25	2	0.6 %
101	1	0.3 %
825	1	0.3 %
15	1	0.3 %
29	1	0.3 %
Total	319	100.0 %

Q2a. (If used Bus Routes) Please list up to 3 most used routes:

Q2a. 2nd choice	Number	Percent
1	1	0.3 %
2	4	1.3 %
3	1	0.3 %
4	4	1.3 %
5	2	0.6 %
6	1	0.3 %
7	17	5.3 %
8	4	1.3 %
9	8	2.5 %
10	6	1.9 %
11	3	0.9 %
12	9	2.8 %
13	9	2.8 %
20	2	0.6 %
28	3	0.9 %
30	2	0.6 %
35	2	0.6 %
41	4	1.3 %
43	1	0.3 %
44	2	0.6 %
105	4	1.3 %
115	3	0.9 %
120	2	0.6 %
201	1	0.3 %
202	6	1.9 %
215	9	2.8 %
225	3	0.9 %
227	3	0.9 %
235	5	1.6 %
237	3	0.9 %
701	5	1.6 %
704	7	2.2 %
705	2	0.6 %
709	6	1.9 %
712	4	1.3 %
815	1	0.3 %
848	2	0.6 %
852	2	0.6 %
855	1	0.3 %
856	2	0.6 %
901	3	0.9 %
905	2	0.6 %
906	3	0.9 %
907	3	0.9 %
921	2	0.6 %
923	5	1.6 %

Q2a. (If used Bus Routes) Please list up to 3 most used routes:

<u>Q2a. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
929	8	2.5 %
932	5	1.6 %
933	5	1.6 %
934	4	1.3 %
955	7	2.2 %
961	1	0.3 %
962	6	1.9 %
992	5	1.6 %
None chosen	68	21.3 %
492	1	0.3 %
22	1	0.3 %
123	1	0.3 %
23	1	0.3 %
430	1	0.3 %
29	2	0.6 %
967	2	0.6 %
875	1	0.3 %
939	1	0.3 %
101	3	0.9 %
125	1	0.3 %
963	2	0.6 %
277	2	0.6 %
909	3	0.9 %
914	1	0.3 %
979	3	0.9 %
790	1	0.3 %
763	1	0.3 %
968	1	0.3 %
719	1	0.3 %
88	1	0.3 %
14	1	0.3 %
985	1	0.3 %
874	1	0.3 %
898	1	0.3 %
872	1	0.3 %
Total	319	100.0 %

Q2a. (If used Bus Routes) Please list up to 3 most used routes:

Q2a. 3rd choice	Number	Percent
1	4	1.3 %
2	2	0.6 %
3	6	1.9 %
4	5	1.6 %
5	3	0.9 %
6	5	1.6 %
7	6	1.9 %
8	10	3.1 %
9	2	0.6 %
10	5	1.6 %
11	3	0.9 %
12	6	1.9 %
13	1	0.3 %
20	1	0.3 %
27	2	0.6 %
28	2	0.6 %
30	9	2.8 %
35	2	0.6 %
41	2	0.6 %
43	1	0.3 %
44	4	1.3 %
105	3	0.9 %
120	2	0.6 %
202	2	0.6 %
215	3	0.9 %
225	1	0.3 %
227	3	0.9 %
235	3	0.9 %
701	1	0.3 %
704	2	0.6 %
705	4	1.3 %
709	2	0.6 %
712	1	0.3 %
852	1	0.3 %
855	1	0.3 %
856	2	0.6 %
864	3	0.9 %
905	1	0.3 %
906	2	0.6 %
921	1	0.3 %
923	3	0.9 %
929	6	1.9 %
932	3	0.9 %
933	3	0.9 %
934	3	0.9 %
936	1	0.3 %

Q2a. (If used Bus Routes) Please list up to 3 most used routes:

<u>Q2a. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
955	3	0.9 %
961	2	0.6 %
962	1	0.3 %
992	3	0.9 %
None chosen	151	47.3 %
875	1	0.3 %
859	1	0.3 %
964	1	0.3 %
973	1	0.3 %
922	1	0.3 %
979	5	1.6 %
381	1	0.3 %
706	1	0.3 %
739	1	0.3 %
277	2	0.6 %
14	1	0.3 %
833	2	0.6 %
60	1	0.3 %
916	1	0.3 %
874	1	0.3 %
Total	319	100.0 %

Q2a. (If used Bus Routes) Please list up to 3 most used routes: (top 3)

<u>Q2a. Top choice</u>	<u>Number</u>	<u>Percent</u>
1	16	5.0 %
2	10	3.1 %
3	14	4.4 %
4	13	4.1 %
5	7	2.2 %
6	7	2.2 %
7	35	11.0 %
8	24	7.5 %
9	16	5.0 %
10	20	6.3 %
11	6	1.9 %
12	19	6.0 %
13	15	4.7 %
20	4	1.3 %
27	5	1.6 %
28	8	2.5 %
30	26	8.2 %
35	10	3.1 %
41	10	3.1 %
43	3	0.9 %
44	24	7.5 %
105	10	3.1 %
115	4	1.3 %
120	7	2.2 %
201	6	1.9 %
202	11	3.4 %
215	25	7.8 %
225	11	3.4 %
227	10	3.1 %
235	14	4.4 %
237	5	1.6 %
701	11	3.4 %
704	12	3.8 %
705	6	1.9 %
709	9	2.8 %
712	7	2.2 %
815	4	1.3 %
848	4	1.3 %
852	3	0.9 %
855	3	0.9 %
856	4	1.3 %
864	6	1.9 %
901	5	1.6 %
905	7	2.2 %
906	8	2.5 %
907	5	1.6 %

Q2a. (If used Bus Routes) Please list up to 3 most used routes: (top 3)

<u>Q2a. Top choice</u>	<u>Number</u>	<u>Percent</u>
921	5	1.6 %
923	13	4.1 %
929	25	7.8 %
932	17	5.3 %
933	15	4.7 %
934	10	3.1 %
936	5	1.6 %
955	19	6.0 %
961	6	1.9 %
962	9	2.8 %
992	8	2.5 %
None chosen	15	4.7 %
492	1	0.3 %
875	2	0.6 %
859	1	0.3 %
964	1	0.3 %
22	1	0.3 %
421	1	0.3 %
123	1	0.3 %
255	1	0.3 %
968	4	1.3 %
23	1	0.3 %
922	3	0.9 %
290	1	0.3 %
973	1	0.3 %
430	1	0.3 %
29	3	0.9 %
967	4	1.3 %
270	1	0.3 %
213	2	0.6 %
80	1	0.3 %
834	1	0.3 %
939	1	0.3 %
997	1	0.3 %
963	4	1.3 %
101	4	1.3 %
33	2	0.6 %
125	1	0.3 %
95	1	0.3 %
979	14	4.4 %
31	1	0.3 %
381	1	0.3 %
277	4	1.3 %
909	4	1.3 %
914	1	0.3 %
706	1	0.3 %

Q2a. (If used Bus Routes) Please list up to 3 most used routes: (top 3)

<u>Q2a. Top choice</u>	<u>Number</u>	<u>Percent</u>
739	1	0.3 %
735	1	0.3 %
790	1	0.3 %
763	1	0.3 %
719	1	0.3 %
780	1	0.3 %
88	1	0.3 %
854	1	0.3 %
14	2	0.6 %
32	1	0.3 %
204	1	0.3 %
985	2	0.6 %
874	2	0.6 %
833	4	1.3 %
60	2	0.6 %
916	1	0.3 %
891	1	0.3 %
898	1	0.3 %
25	2	0.6 %
825	1	0.3 %
872	1	0.3 %
15	1	0.3 %
Total	738	

Q3. How safe do you feel using MTS?

<u>Q3. How safe do you feel using MTS</u>	<u>Number</u>	<u>Percent</u>
Extremely safe	127	25.0 %
Somewhat safe	283	55.8 %
Somewhat unsafe	77	15.2 %
Extremely unsafe	18	3.6 %
Not provided	2	0.4 %
Total	507	100.0 %

WITHOUT NOT PROVIDED

Q3. How safe do you feel using MTS? (without "not provided")

Q3. How safe do you feel using MTS	Number	Percent
Extremely safe	127	25.1 %
Somewhat safe	283	56.0 %
Somewhat unsafe	77	15.2 %
Extremely unsafe	18	3.6 %
Total	505	100.0 %

Q4. Compared to a year ago, do you feel...?

Q4. What do you feel riding MTS compared to a year ago	Number	Percent
More safe riding MTS	137	27.0 %
About the same level of safety	246	48.5 %
Less safe riding MTS	41	8.1 %
Not applicable, was not riding a year ago	68	13.4 %
Not provided	15	3.0 %
Total	507	100.0 %

WITHOUT NOT PROVIDED

Q4. Compared to a year ago, do you feel...? (without "not provided")

Q4. What do you feel riding MTS compared to a year ago	Number	Percent
More safe riding MTS	137	27.8 %
About the same level of safety	246	50.0 %
Less safe riding MTS	41	8.3 %
Not applicable, was not riding a year ago	68	13.8 %
Total	492	100.0 %

Q5. Have you experienced any of the following incidents yourself or seen them happen to other riders while using MTS in the past year?

Q5 Have you experienced any following yourself or seen them happen to other riders while using MTS in past year	Number	Percent
Yes	323	63.7 %
No	184	36.3 %
Total	507	100.0 %

Q5a-1. Have you experienced hostile comments, sounds, or gestures yourself or seen them happen to other riders while using MTS in past year?

Q5-1. Have you experienced hostile comments, sounds, or gestures yourself or seen them happen to other riders while using MTS in past year

	Number	Percent
Happened to me on bus	76	15.0 %
Happened to me on trolley	105	20.7 %
Saw them happen to others on bus	122	24.1 %
Saw them happen to others on trolley	180	35.5 %
Total	483	

Q5a-2. Have you experienced sexual comments, sounds, looks, or gestures yourself or seen them happen to other riders while using MTS in past year?

Q5-2. Have you experienced sexual comments, sounds, looks, or gestures yourself or seen them happen to other riders while using MTS in past year

	Number	Percent
Happened to me on bus	39	7.7 %
Happened to me on trolley	66	13.0 %
Saw them happen to others on bus	79	15.6 %
Saw them happen to others on trolley	99	19.5 %
Total	283	

Q5a-3. Have you experienced following or stalking yourself or seen them happen to other riders while using MTS in past year?

Q5-3. Have you experienced following or stalking yourself or seen them happen to other riders while using MTS in past year

	Number	Percent
Happened to me on bus	27	5.3 %
Happened to me on trolley	38	7.5 %
Saw them happen to others on bus	44	8.7 %
Saw them happen to others on trolley	45	8.9 %
Total	154	

Q5a-4. Have you experienced unwanted groping, kissing, or other inappropriate touching yourself or seen them happen to other riders while using MTS in past year?

Q5-4. Have you experienced unwanted groping, kissing, or other inappropriate touching yourself or seen them happen to other riders while using MTS in past year

	Number	Percent
Happened to me on bus	11	2.2 %
Happened to me on trolley	15	3.0 %
Saw them happen to others on bus	28	5.5 %
Saw them happen to others on trolley	42	8.3 %
Total	96	

Q5a-5. Have you experienced intentional pushing, spitting, or other physical assault yourself or seen them happen to other riders while using MTS in past year?

Q5-5. Have you experienced intentional pushing, spitting, or other physical assault yourself or seen them happen to other riders while using MTS in past year

	Number	Percent
Happened to me on bus	11	2.2 %
Happened to me on trolley	24	4.7 %
Saw them happen to others on bus	49	9.7 %
Saw them happen to others on trolley	75	14.8 %
Total	159	

Q5a-6. Have you experienced personal property damaged or stolen yourself or seen them happen to other riders while using MTS in past year?

Q5-6. Have you experienced personal property damaged or stolen yourself or seen them happen to other riders while using MTS in past year

	Number	Percent
Happened to me on bus	13	2.6 %
Happened to me on trolley	19	3.7 %
Saw them happen to others on bus	39	7.7 %
Saw them happen to others on trolley	47	9.3 %
Total	118	

Q5a-7. Have you experienced showing pornographic or offensive pictures or words yourself or seen them happen to other riders while using MTS in past year?

Q5-7. Have you experienced showing pornographic or offensive pictures or words yourself or seen them happen to other riders while using MTS in past year

	Number	Percent
Happened to me on bus	12	2.4 %
Happened to me on trolley	17	3.4 %
Saw them happen to others on bus	21	4.1 %
Saw them happen to others on trolley	27	5.3 %
Total	77	

Q5a-8. Have you experienced exposing private body parts yourself or seen them happen to other riders while using MTS in past year?

Q5-8. Have you experienced exposing private body parts yourself or seen them happen to other riders while using MTS in past year

	Number	Percent
Happened to me on bus	9	1.8 %
Happened to me on trolley	27	5.3 %
Saw them happen to others on bus	28	5.5 %
Saw them happen to others on trolley	35	6.9 %
Total	99	

Q5a-9. Have you experienced sexual assault or rape yourself or seen them happen to other riders while using MTS in past year?

Q5-9. Have you experienced sexual assault or rape yourself or seen them happen to other riders while using MTS in past year

	Number	Percent
Happened to me on bus	7	1.4 %
Happened to me on trolley	8	1.6 %
Saw them happen to others on bus	12	2.4 %
Saw them happen to others on trolley	13	2.6 %
Total	40	

Q5a-10. Have you experienced other incidents yourself or seen them happen to other riders while using MTS in past year?

Q5-10. Have you experienced other incidents yourself or seen them happen to other riders while using MTS in past year

	Number	Percent
Happened to me on bus	4	0.8 %
Happened to me on trolley	7	1.4 %
Saw them happen to others on bus	4	0.8 %
Saw them happen to others on trolley	11	2.2 %
Total	26	

Q5a-10. Other:

Q5-10. Other	Number	Percent
Homeless or/smells	1	5.3 %
People using drugs	1	5.3 %
Annoying music	1	5.3 %
Drugs and disgusting	1	5.3 %
Urirating, agressive loud music,vomiting, etc.	1	5.3 %
Weapons	1	5.3 %
Loud music	1	5.3 %
Someone smoking crack/meth	1	5.3 %
People on drugs	1	5.3 %
Hostility of the station SDSU	1	5.3 %
Drugs	1	5.3 %
Smoking and loud music	1	5.3 %
Transit stops	1	5.3 %
Biological/sanitary needs	1	5.3 %
Obstruction	1	5.3 %
Smoke smell	1	5.3 %
Underage drinking and smoking	1	5.3 %
Racism	1	5.3 %
Abrupt bus movement	1	5.3 %
Total	19	100.0 %

Q6. How often have you experienced these behaviors directed to you when using MTS in the past year?

Q6. How often have you experienced these behaviors directed to you when using MTS in past year

	Number	Percent
Majority of my trips	11	3.4 %
Some of my trips	81	25.1 %
Rarely	134	41.5 %
Never	75	23.2 %
Not provided	22	6.8 %
Total	323	100.0 %

WITHOUT NOT PROVIDED

Q6. How often have you experienced these behaviors directed to you when using MTS in the past year? (without "not provided")

Q6. How often have you experienced these behaviors directed to you when using MTS in past year

	Number	Percent
Majority of my trips	11	3.7 %
Some of my trips	81	26.9 %
Rarely	134	44.5 %
Never	75	24.9 %
Total	301	100.0 %

Q7. How often have you seen these behaviors directed to others when using MTS in the past year?

Q7. How often have you seen these behaviors directed to others when using MTS in past year

	Number	Percent
Majority of my trips	22	6.8 %
Some of my trips	132	40.9 %
Rarely	120	37.2 %
Never	26	8.0 %
Not provided	23	7.1 %
Total	323	100.0 %

WITHOUT NOT PROVIDED

Q7. How often have you seen these behaviors directed to others when using MTS in the past year? (without "not provided")

Q7. How often have you seen these behaviors directed to others when using MTS in past year

	Number	Percent
Majority of my trips	22	7.3 %
Some of my trips	132	44.0 %
Rarely	120	40.0 %
Never	26	8.7 %
Total	300	100.0 %

Q8. Where did these incidents happen?

Q8. Where did these incidents happen

	Number	Percent
At stops/stations	141	43.7 %
Onboard bus/trolley	242	74.9 %
Total	383	

Q9. When did these incidents happen?

<u>Q9. When did these incidents happen</u>	<u>Number</u>	<u>Percent</u>
Early morning (4am-7am)	46	14.2 %
Daytime (8am-2pm)	134	41.5 %
Late afternoon/early evening (3pm-6pm)	178	55.1 %
After dark (7pm-end of service)	130	40.2 %
Total	488	

Q10. Thinking of the times you have had the above experiences happen to you, were you alone or with traveling companions?

Q10. Were you alone or with traveling companions when you have had above experiences happen to you

	<u>Number</u>	<u>Percent</u>
Alone	244	75.5 %
With travelling companions	81	25.1 %
Total	325	

Q11. Did you know who to contact or how to get help when needed?

Q11. Did you know who to contact or how to get help when needed

	<u>Number</u>	<u>Percent</u>
Yes	151	46.7 %
No	100	31.0 %
Not provided	72	22.3 %
Total	323	100.0 %

WITHOUT NOT PROVIDED

Q11. Did you know who to contact or how to get help when needed? (without "not provided")

Q11. Did you know who to contact or how to get help when needed

	<u>Number</u>	<u>Percent</u>
Yes	151	60.2 %
No	100	39.8 %
Total	251	100.0 %

Q12. When these incidents happened, did you report any of them?

<u>Q12. Did you report any of these incidents</u>	<u>Number</u>	<u>Percent</u>
Reported to MTS (in person, online, by phone, via social media, etc.)	50	15.5 %
Reported to police/law enforcement	15	4.6 %
Reported to other source	1	0.3 %
Did not report	202	62.5 %
No answer	63	19.5 %
Total	331	

WITHOUT NO ANSWER

Q12. When these incidents happened, did you report any of them? (without "no answer")

<u>Q12. Did you report any of these incidents</u>	<u>Number</u>	<u>Percent</u>
Did not report	202	77.7 %
Reported to MTS (in person, online, by phone, via social media, etc.)	50	19.2 %
Reported to police/law enforcement	15	5.8 %
Reported to other source	1	0.4 %
Total	268	

Q12-3. Which other sources?

<u>Q12-3. Other sources</u>	<u>Number</u>	<u>Percent</u>
Secretary	1	100.0 %
Total	1	100.0 %

Q12a. Did you receive an appropriate response?

<u>Q12a. Did you receive an appropriate response</u>	<u>Number</u>	<u>Percent</u>
Yes	18	31.0 %
No	11	19.0 %
Sometimes	9	15.5 %
Not provided	20	34.5 %
Total	58	100.0 %

WITHOUT NOT PROVIDED

Q12a. Did you receive an appropriate response? (without "not provided")

Q12a. Did you receive an appropriate response	Number	Percent
Yes	18	47.4 %
No	11	28.9 %
Sometimes	9	23.7 %
Total	38	100.0 %

Q13. Thinking of the times the above experiences happened to you and/or to others, do you think you and/or others were targeted because of?

Q13. Reasons why you or others were targeted	Number	Percent
Race or ethnicity	47	14.6 %
Religion	7	2.2 %
Language spoken	18	5.6 %
Income	13	4.0 %
Gender/gender expression	71	22.0 %
Sexual orientation	40	12.4 %
Age	47	14.6 %
Disability	15	4.6 %
Obesity	5	1.5 %
None—it was random	73	22.6 %
Don't know	119	36.8 %
Other	3	0.9 %
Total	458	

WITHOUT DON'T KNOW

Q13. Thinking of the times the above experiences happened to you and/or to others, do you think you and/or others were targeted because of? (without "don't know")

Q13. Reasons why you or others were targeted	Number	Percent
None—it was random	73	35.8 %
Gender/gender expression	71	34.8 %
Race or ethnicity	47	23.0 %
Age	47	23.0 %
Sexual orientation	40	19.6 %
Language spoken	18	8.8 %
Disability	15	7.4 %
Income	13	6.4 %
Religion	7	3.4 %
Obesity	5	2.5 %
Other	3	1.5 %
Total	339	

Q13-12. Other:

Q13-12. Other	Number	Percent
Attackers are high on drugs	1	50.0 %
Drugs of stations high on trollore	1	50.0 %
Total	2	100.0 %

Q14. Do you currently take any safety precautions when using MTS to avoid being harassed?

Q14. Safety precautions you currently take when using MTS to avoid being harassed

Q14. Safety precautions you currently take when using MTS to avoid being harassed	Number	Percent
Don't ride at night	130	25.6 %
Avoid certain routes, stops, or stations	78	15.4 %
Don't ride alone	45	8.9 %
Avoid wearing certain clothes or shoes	52	10.3 %
Don't travel with valuables	88	17.4 %
Pick a specific seat or direction to face	99	19.5 %
Other	14	2.8 %
No—don't take any safety precautions	240	47.3 %
Total	746	

Q14. Other:

Q14-7. Other	Number	Percent
Try to look male	1	7.7 %
Ignore everyone	1	7.7 %
Carry protection	1	7.7 %
Stay as far as I can from parandol	1	7.7 %
Carry meal	1	7.7 %
Headphones	1	7.7 %
Ride in first car	1	7.7 %
I have proper space	1	7.7 %
Sit in back	1	7.7 %
Protection	1	7.7 %
Weather	1	7.7 %
Self defense	1	7.7 %
Pepper spray	1	7.7 %
Total	13	100.0 %

Q15. Your age:

<u>Q15. Your age</u>	<u>Number</u>	<u>Percent</u>
16-25	150	29.6 %
26-34	110	21.7 %
35-44	80	15.8 %
45-54	65	12.8 %
55-64	50	9.9 %
65+	45	8.9 %
Not provided	7	1.4 %
Total	507	100.0 %

WITHOUT NOT PROVIDED

Q15. Your age: (without "not provided")

<u>Q15. Your age</u>	<u>Number</u>	<u>Percent</u>
16-25	150	30.0 %
26-34	110	22.0 %
35-44	80	16.0 %
45-54	65	13.0 %
55-64	50	10.0 %
65+	45	9.0 %
Total	500	100.0 %

Q16. your home ZIP code:

<u>Q16. Your home zip code</u>	<u>Number</u>	<u>Percent</u>
91911	16	8.9 %
92101	14	7.8 %
92111	8	4.5 %
92102	8	4.5 %
91942	6	3.4 %
92104	6	3.4 %
92020	5	2.8 %
91950	5	2.8 %
92115	5	2.8 %
92107	4	2.2 %
92108	4	2.2 %
92120	4	2.2 %
92123	4	2.2 %
91913	3	1.7 %
92092	3	1.7 %
92027	3	1.7 %
92117	3	1.7 %
92114	3	1.7 %
91945	3	1.7 %
92014	3	1.7 %
91932	3	1.7 %
92154	3	1.7 %
92113	3	1.7 %

92110	2	1.1 %
92128	2	1.1 %
92122	2	1.1 %
92116	2	1.1 %
92103	2	1.1 %
92105	2	1.1 %
97211	2	1.1 %
91611	2	1.1 %
92037	2	1.1 %
91910	2	1.1 %
92071	2	1.1 %
92039	2	1.1 %
92021	2	1.1 %
92173	1	0.6 %
92125	1	0.6 %
92097	1	0.6 %
93010	1	0.6 %
91190	1	0.6 %
91977	1	0.6 %
92009	1	0.6 %
91917	1	0.6 %
93101	1	0.6 %
92112	1	0.6 %

Q16. your home ZIP code:

<u>Q16. Your home zip code</u>	<u>Number</u>	<u>Percent</u>
92126	1	0.6 %
92164	1	0.6 %
92671	1	0.6 %
97201	1	0.6 %
91154	1	0.6 %
91402	1	0.6 %
91914	1	0.6 %
92139	1	0.6 %
91012	1	0.6 %
97911	1	0.6 %
90816	1	0.6 %
90277	1	0.6 %
92227	1	0.6 %
92119	1	0.6 %
92025	1	0.6 %
92911	1	0.6 %
92100	1	0.6 %
97011	1	0.6 %
92124	1	0.6 %
92070	1	0.6 %
90280	1	0.6 %
91107	1	0.6 %
91915	1	0.6 %
92134	1	0.6 %
Total	179	100.0 %

Q17. What is your primary language?

<u>Q17. Your primary language</u>	<u>Number</u>	<u>Percent</u>
English	384	75.7 %
Spanish	93	18.3 %
Other	15	3.0 %
Not provided	15	3.0 %
Total	507	100.0 %

WITHOUT NOT PROVIDED

Q17. What is your primary language? (without "not provided")

<u>Q17. Your primary language</u>	<u>Number</u>	<u>Percent</u>
English	384	78.0 %
Spanish	93	18.9 %
Other	15	3.0 %
Total	492	100.0 %

Q17-3. Other primary language:

<u>Q17-3. Other</u>	<u>Number</u>	<u>Percent</u>
Portuguese	3	20.0 %
Japanese	2	13.3 %
Chinese	2	13.3 %
French	1	6.7 %
Hindi	1	6.7 %
Italian	1	6.7 %
Arabic	1	6.7 %
German	1	6.7 %
Swedish	1	6.7 %
Hebrew	1	6.7 %
Korean	1	6.7 %
Total	15	100.0 %

Q18. Your race or ethnic identification:

<u>Q18. Your race or ethnic background</u>	<u>Number</u>	<u>Percent</u>
American Indian or Alaska Native	12	2.4 %
Asian or Pacific Islander	57	11.2 %
Black or African American	89	17.6 %
Hispanic/Latino	204	40.2 %
White or Caucasian	164	32.3 %
Other	9	1.8 %
Total	535	

Q18-6. Self-describe your race/ethnicity:

<u>Q18-6. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Persian	2	40.0 %
Jewish	1	20.0 %
Latin nature	1	20.0 %
Cuban, African	1	20.0 %
Total	5	100.0 %

Q19. Do you have any disabilities?

Q19. Do you have any disabilities	Number	Percent
I have a physical disability	39	7.7 %
I have a cognitive disability	36	7.1 %
No	423	83.4 %
No answer	16	3.2 %
Total	514	

WITHOUT NO ANSWER

Q19. Do you have any disabilities? (without "no answer")

Q19. Do you have any disabilities	Number	Percent
No	423	86.2 %
I have a physical disability	39	7.9 %
I have a cognitive disability	36	7.3 %
Total	498	

Q20. Your gender:

Q20. Your gender	Number	Percent
Male	242	47.7 %
Female	227	44.8 %
Nonbinary	13	2.6 %
Transgender	6	1.2 %
Other	1	0.2 %
No answer	18	3.6 %
Total	507	

WITHOUT NO ANSWER

Q20. Your gender: (without "no answer")

Q20. Your gender	Number	Percent
Male	242	49.5 %
Female	227	46.4 %
Nonbinary	13	2.7 %
Transgender	6	1.2 %
Other	1	0.2 %
Total	489	

Q20-5. Self-describe your gender:

<u>Q20-5. Self-describe your gender</u>	<u>Number</u>	<u>Percent</u>
Gender Fluid	1	100.0 %
Total	1	100.0 %

Q21. Do you identify as LGBTQIA+ (lesbian, gay, etc.)?

<u>Q21. Do you identify as LGBTQIA+</u>	<u>Number</u>	<u>Percent</u>
Yes	79	15.6 %
No	315	62.1 %
Not provided	113	22.3 %
Total	507	100.0 %

WITHOUT NOT PROVIDED

Q21. Do you identify as LGBTQIA+ (lesbian, gay, etc.)? (without "not provided")

<u>Q21. Do you identify as LGBTQIA+</u>	<u>Number</u>	<u>Percent</u>
Yes	79	20.1 %
No	315	79.9 %
Total	394	100.0 %

Q22. Your annual household income:

<u>Q22. Your annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	79	15.6 %
\$25K-\$49,999	88	17.4 %
\$50K-\$99,999	91	17.9 %
\$100K-\$149,999	20	3.9 %
\$150K+	14	2.8 %
Don't know/prefer not to say	215	42.4 %
Total	507	100.0 %

WITHOUT DON'T KNOW/PREFER NOT TO SAY

Q22. Your annual household income: (without "don't know/prefer not to say")

<u>Q22. Your annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	79	27.1 %
\$25K-\$49,999	88	30.1 %
\$50K-\$99,999	91	31.2 %
\$100K-\$149,999	20	6.8 %
\$150K+	14	4.8 %
Total	292	100.0 %

Q23. What would you say is your religion?

<u>Q23. What is your religion</u>	<u>Number</u>	<u>Percent</u>
Christian	32	43.8 %
Catholic	23	31.5 %
Agnostic	4	5.5 %
Islam	3	4.1 %
Atheist	3	4.1 %
Jehovah's Witness	2	2.7 %
Baptist	2	2.7 %
Christian Protestant	1	1.4 %
Hinduism	1	1.4 %
Jewish	1	1.4 %
Deist	1	1.4 %
Total	73	100.0 %

6 Survey Instrument



SUPERVISOR ONLY			
Date:	_____	Rt	_____
Survey Start Time:			
6-9a	9a-3p	3-7p	After 7p
Day of the Week:			
M	T	W	TH F

Transit Safety Survey

MTS is seeking to better understand how safe riders feel using bus and Trolley services. This survey will focus on safety as it relates to other riders' behavior and is being conducted as part of a statewide effort with other transit agencies. The following questions address sensitive topics. Your responses will be confidential, and help MTS improve safety. Please fill out as many of the questions as you can. This survey is for riders aged 16 and older.

1. How often do you typically use MTS?
 ___(1) 3+ days a week ___(2) 1-2 times a week ___(3) A few times a month ___(4) Less than monthly

2. What bus and/or Trolley routes do you typically ride? *(Select all that apply.)*
 ___(1) Blue Line Trolley ___(2) Green Line Trolley ___(3) Orange Line Trolley
 ___(4) Bus Routes (List Up to 3 most used routes): 1st ___ 2nd ___ 3rd ___

The following questions ask about your experiences using MTS over the past year or so. Think about all parts of a transit trip, both onboard and while waiting at stations or stops.

3. How safe do you feel using MTS?
 ___(4) Extremely Safe ___(3) Somewhat Safe ___(2) Somewhat Unsafe ___(1) Extremely Unsafe

4. Compared to a year ago, do you feel...? *(Select one.)*
 ___(1) More safe riding MTS ___(2) About the same level of safety ___(3) Less safe riding MTS
 ___(4) Not applicable, was not riding a year ago

5. Have you experienced any of the following yourself or seen them happen to other riders while using MTS in the past year? *(Check all that apply, specifying whether the incidents occurred on Bus or Trolley.)*

For each line below, check all to the right that apply - specifying whether 1. Happened to You on BUS, 2. Happened to You on TROLLEY, 3. Saw it Happen to Others on BUS, or 4. Saw it Happen to Others on TROLLEY.		Happened to Me on BUS	Happened to Me on TROLLEY	Saw Happen to Others on BUS	Saw Happen to Others on TROLLEY
1	Hostile comments, sounds, or gestures	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
2	Sexual comments, sounds, looks, or gestures (asking you to have sex, using terms like "babe," whistling, kissing noises, leering, etc.)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
3	Following or stalking	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
4	Unwanted groping, kissing, or other inappropriate touching	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
5	Intentional pushing, spitting, or other physical assault	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
6	Personal property damaged or stolen	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
7	Showing pornographic or offensive pictures or words	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
8	Exposing private body parts	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
9	Sexual assault or rape	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
10	Other (please specify below): _____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>

Skip to Q14 if you have not experienced or seen any of the behaviors listed above in the past year.

6. How often have you experienced these behaviors directed to you when using MTS in the past year?
 ___(1) Majority of my trips ___(2) Some of my trips ___(3) Rarely ___(4) Never

7. How often have you seen these behaviors directed to others when using MTS in the past year?
 ___(1) Majority of my trips ___(2) Some of my trips ___(3) Rarely ___(4) Never

8. Where did these incidents happen? *(Check all that apply.)* ___(1) At stops/stations ___(2) Onboard bus/Trolley

9. When did these incidents happen? *(Check all that apply.)*
 ___(1) Early morning (4am-7am) ___(2) Daytime (8am-2pm) ___(3) Late afternoon/early evening (3pm-6pm)
 ___(4) After dark (7pm-End of Service)

10. Thinking of the times you have had the above experiences happen to you, were you alone or with traveling companions? *(Check all that apply.)* ___(1) Alone ___(2) With travelling companions

11. Did you know who to contact or how to get help when needed? ___(1) Yes ___(2) No

12. When these incidents happened, did you report any of them? (Check all that apply.)

- ___(1) Reported to MTS (in person, online, by phone, via social media, etc.)
- ___(2) Reported to police/law enforcement
- ___(3) Reported to other source (Specify): _____
- ___(4) Did not report (Skip to Q13.)

12a. Did you receive an appropriate response?
 ___(1) Yes ___(2) No
 ___(3) Sometimes

13. Thinking of the times the above experiences happened to you and/or to others, do you think you and/or others were targeted because of? (Check all that apply.)

- ___(01) Race or ethnicity
- ___(02) Religion
- ___(03) Language spoken
- ___(04) Income
- ___(05) Gender/gender expression
- ___(06) Sexual orientation
- ___(07) Age
- ___(08) Disability
- ___(09) Obesity
- ___(10) None - it was random
- ___(11) Don't know
- ___(12) Other: _____

14. Do you currently take any safety precautions when using MTS to avoid being harassed? (Check all that apply.)

- ___(1) Don't ride at night
- ___(2) Avoid certain routes, stops, or stations
- ___(3) Don't ride alone
- ___(4) Avoid wearing certain clothes or shoes
- ___(5) Don't travel with valuables
- ___(6) Pick a specific seat or direction to face
- ___(7) Other: _____
- ___(8) No - don't take any safety precautions

ABOUT YOU

These questions are included to be sure we survey a mix of riders.

15. Age

- ___(1) 16-25 ___(4) 45-54
- ___(2) 26 - 34 ___(5) 55-64
- ___(3) 35 - 44 ___(6) 65+

20. Gender (Check all that apply.)

- ___(1) Male ___(4) Transgender
- ___(2) Female ___(5) Other: _____
- ___(3) Nonbinary

16. Home ZIP code: _____

17. What is your primary language?

- ___(1) English ___(2) Spanish
- ___(3) Other (specify): _____

21. Do you identify as LGBTQIA+ (lesbian, gay, etc.)?

- ___(1) Yes ___(2) No

18. Race or ethnic identification (Check all that apply.)

- ___(1) American Indian or Alaska Native
- ___(2) Asian or Pacific Islander
- ___(3) Black or African American
- ___(4) Hispanic/Latino
- ___(5) White or Caucasian
- ___(6) Other (specify): _____

22. Annual household income

- ___(1) Under \$25,000
- ___(2) \$25,000-\$49,999
- ___(3) \$50,000 -\$99,999
- ___(4) \$100,000 - \$149,999
- ___(5) 150,000+
- ___(6) Don't know/prefer not to say

19. Do you have any disabilities? (Select all that apply.)

- ___(1) I have a physical disability
- ___(2) I have a cognitive disability
- ___(3) No

23. What would you say is your religion?

(Please write "None" if N/A.)

24. Can we invite you to participate in occasional MTS transportation studies?

- ___(1) Yes (Enter contact information.) ___(2) No

25. Would you like to be entered into a drawing for a chance to win one of FIVE \$100 VISA Cash Cards? You must fully complete the survey to enter.

- ___(1) Yes (Enter contact information.) ___(2) No

Name: _____ Phone: _____ Email: _____

Thank you for completing the survey!