



Fall 2024

Long Beach Transit

Transit Safety Survey

Final Report

February 3, 2025



Contents

Section 1: Executive Summary	3
Section 2: Survey Results..	7
Section 3: Key Findings.....	40
Section 4: Tabular Data	45
Section 5: Survey Instrument	62

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Executive Summary

2024 LBT 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 ten transit agencies that were required by SB434 to conduct research are listed below:

- LA Metro
- San Francisco Municipal Transportation Agency (MUNI)
- Bay Area Rapid Transit (BART)
- San Diego Metropolitan Transit System (MTS)
- Alameda – Contra Costa Transit (AC Transit)
- Orange County Transportation Authority (OCTA)
- Long Beach Transit (LBT)
- Santa Clara Valley Transportation Authority (VTA)
- Sacramento Regional Transit (SacRT)
- Los Angeles Department of Transportation (LADOT)

The Mineta Transportation Institute created an initial instrument to conduct the survey. Transit operators were required to use or expand upon the instrument's list of questions. The final version of the survey instrument used by LBT is provided in Section 5 of this report.

Other agencies that have completed their SB434 requirements in partnership with ETC Institute include Metropolitan Transit System (MTS), Orange County Transportation Authority (OCTA), and Los Angeles County Metropolitan Transportation Authority (LA Metro). This report contains comparisons of survey results to these agencies' findings.

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 LBT buses, as well as at LBT 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, Spanish, and Khmer versions of the survey instrument.

While surveying onboard full buses, 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 LBT, 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 570 surveys completed. The sampling plan is included below.

LBT Safety Survey

Onboard Sampling Plan

Weekday Goal	500
Overall	500

Route	Average Weekday	Survey Goals
	Weekday	Weekday
1	356	3
2	216	2
4	424	4
8	175	2
21	949	8
22	2,448	21
23	1,033	9
41	3,210	28
46	2,029	18
51	3,567	31
61	6,028	52
71	1,453	13
91	3,081	27
92	1,864	16
93	2,523	22
94	34	0
101	1,340	12
102	635	6

103	1,518	13
104	614	5
111	945	8
112	1,164	10
121	2,161	19
131	922	8
141	1,536	13
151	456	4
171	2,330	20
172	2,740	24
173	3,746	33
174	37	0
175	851	7
181	365	3
182	365	3
191	3,087	27
192	3,369	29
Total	57570	500

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)
- Tabular data of survey results (Section 4)
- A copy of the survey instrument (Section 5)

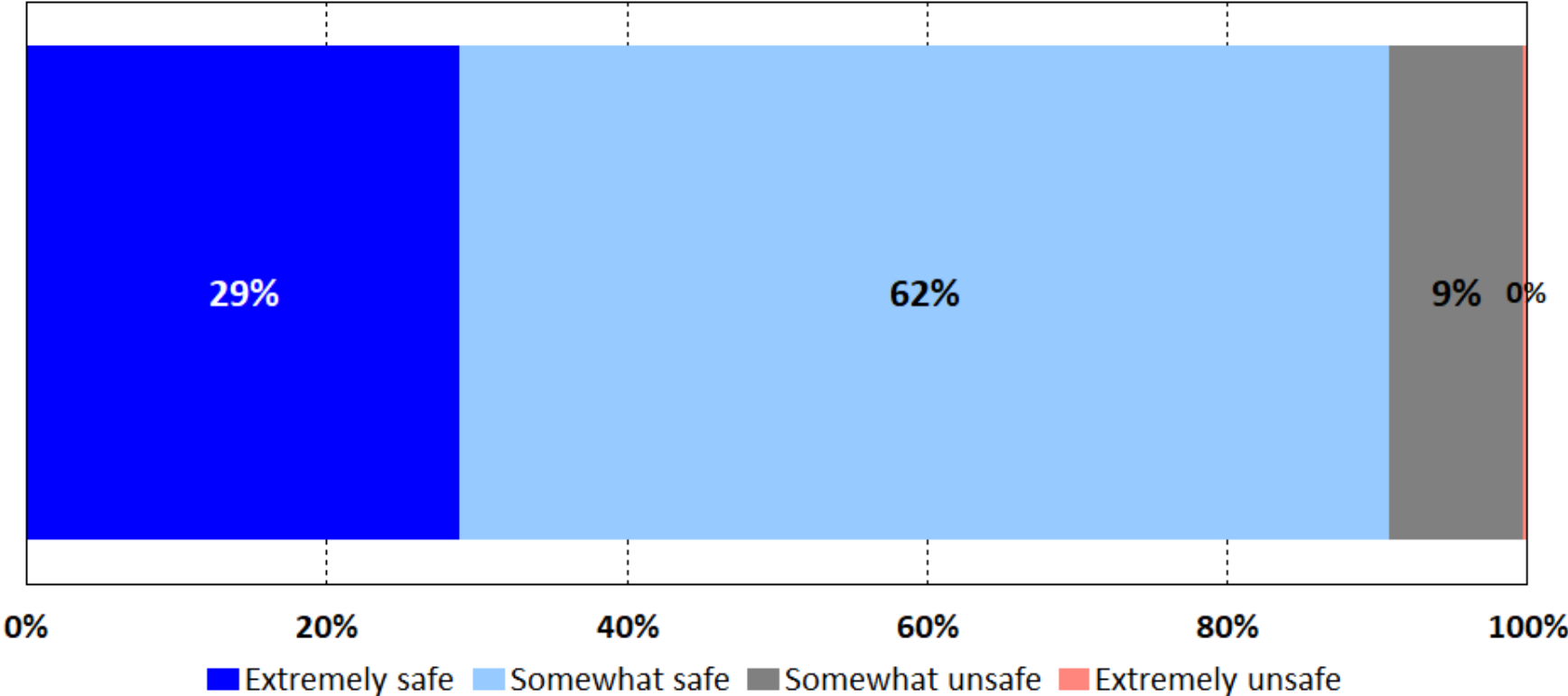
2 Charts & Graphs



RIDERS' PERCEPTION OF SAFETY

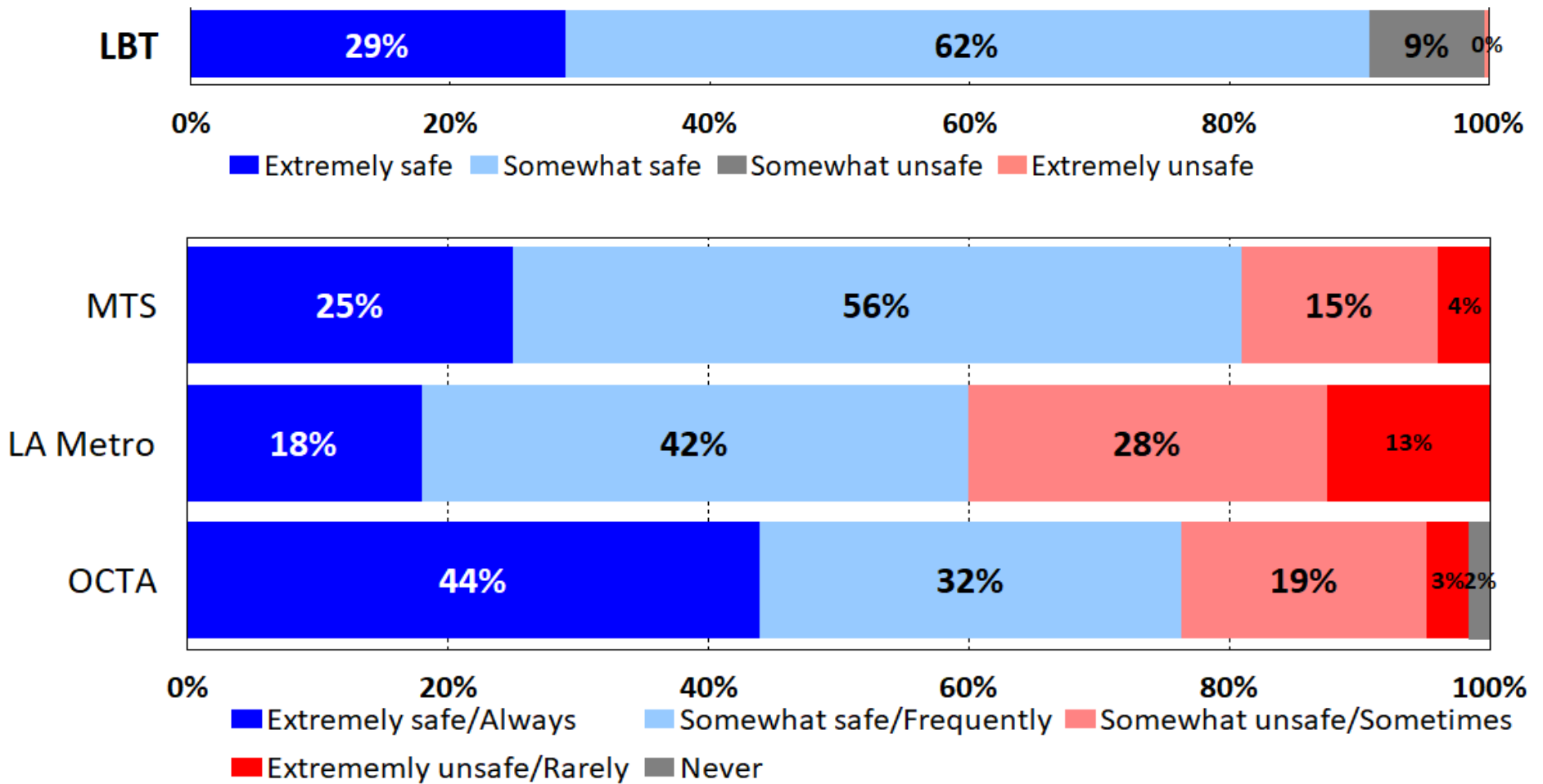
How safe do you feel using LBT?

by percentage of respondents (excluding "not provided")



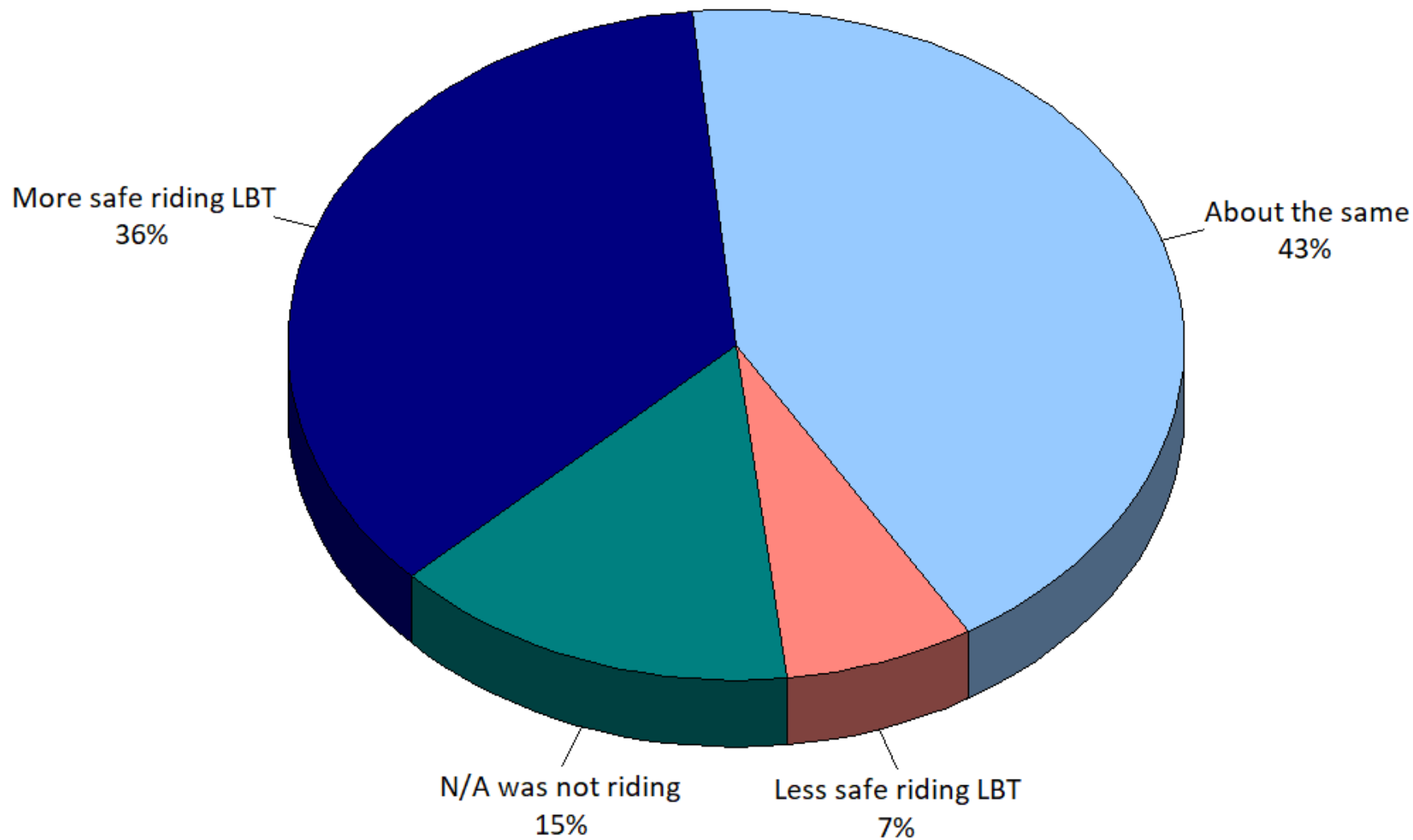
LBT Bus Riders' Safety Perception vs. Other Agencies' Level of Safety

By percentage of respondents (excluding not provided)



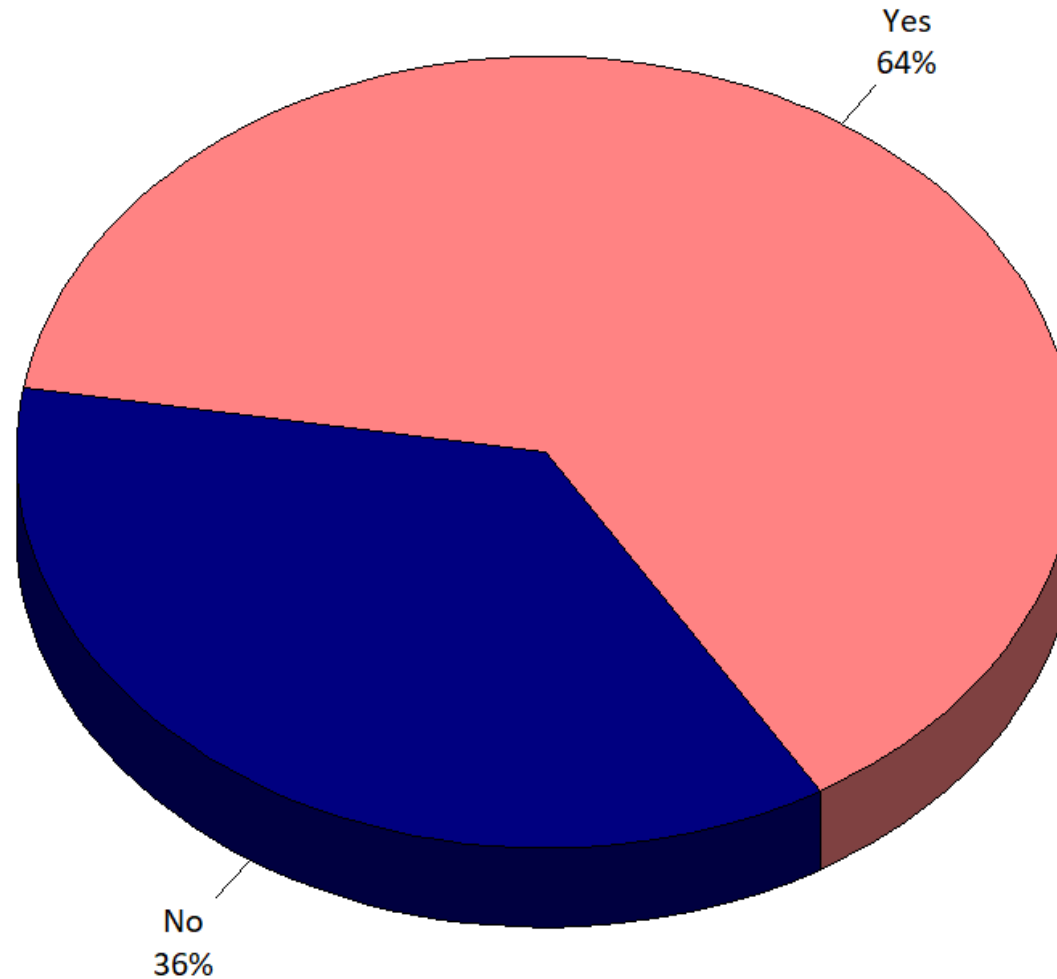
Compared to a year ago, do you feel...

by percentage of respondents (excluding "not provided")



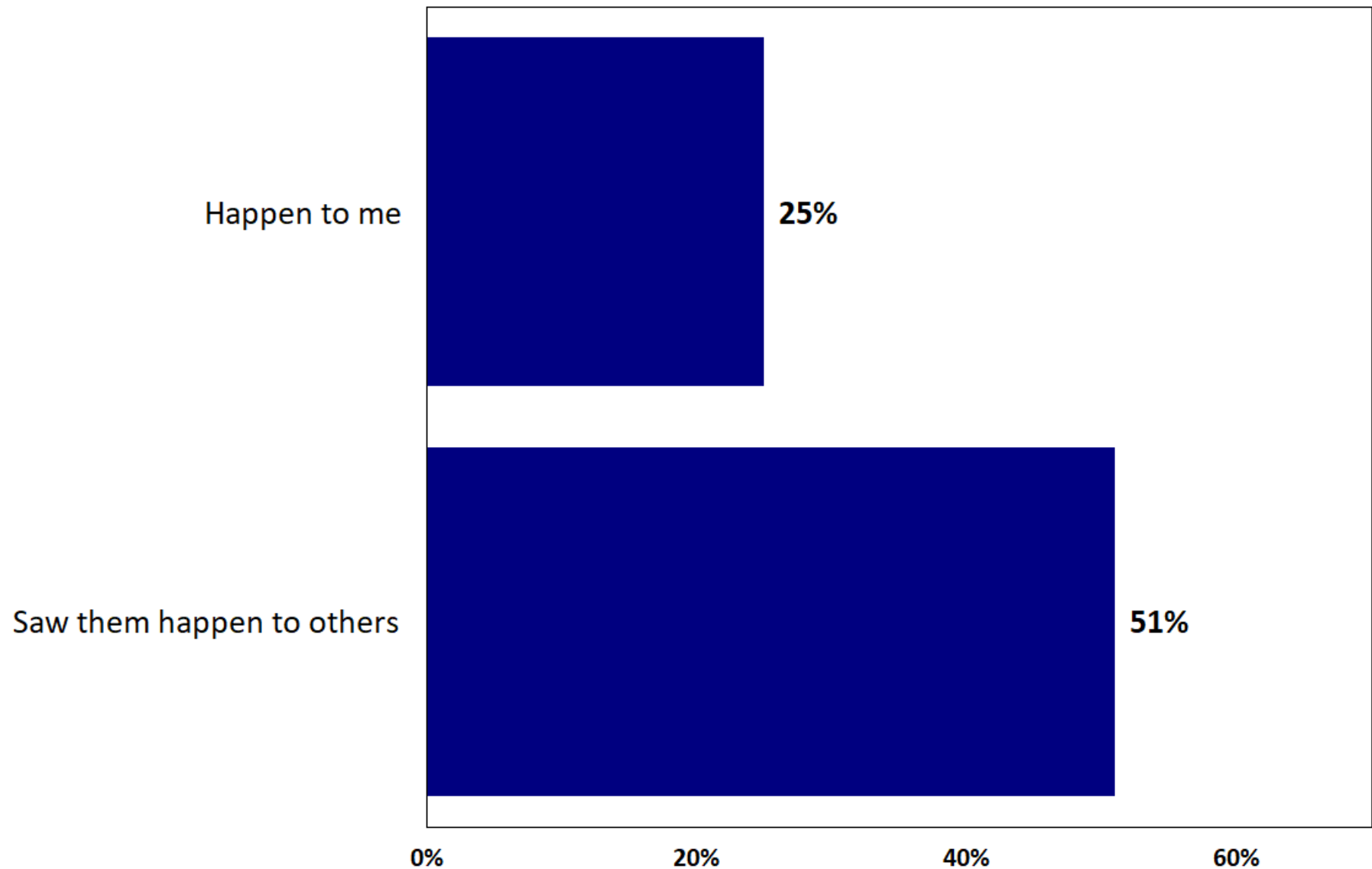
Have you experienced or seen any incidents of harassment while using LBT in the past year?

by percentage of respondents



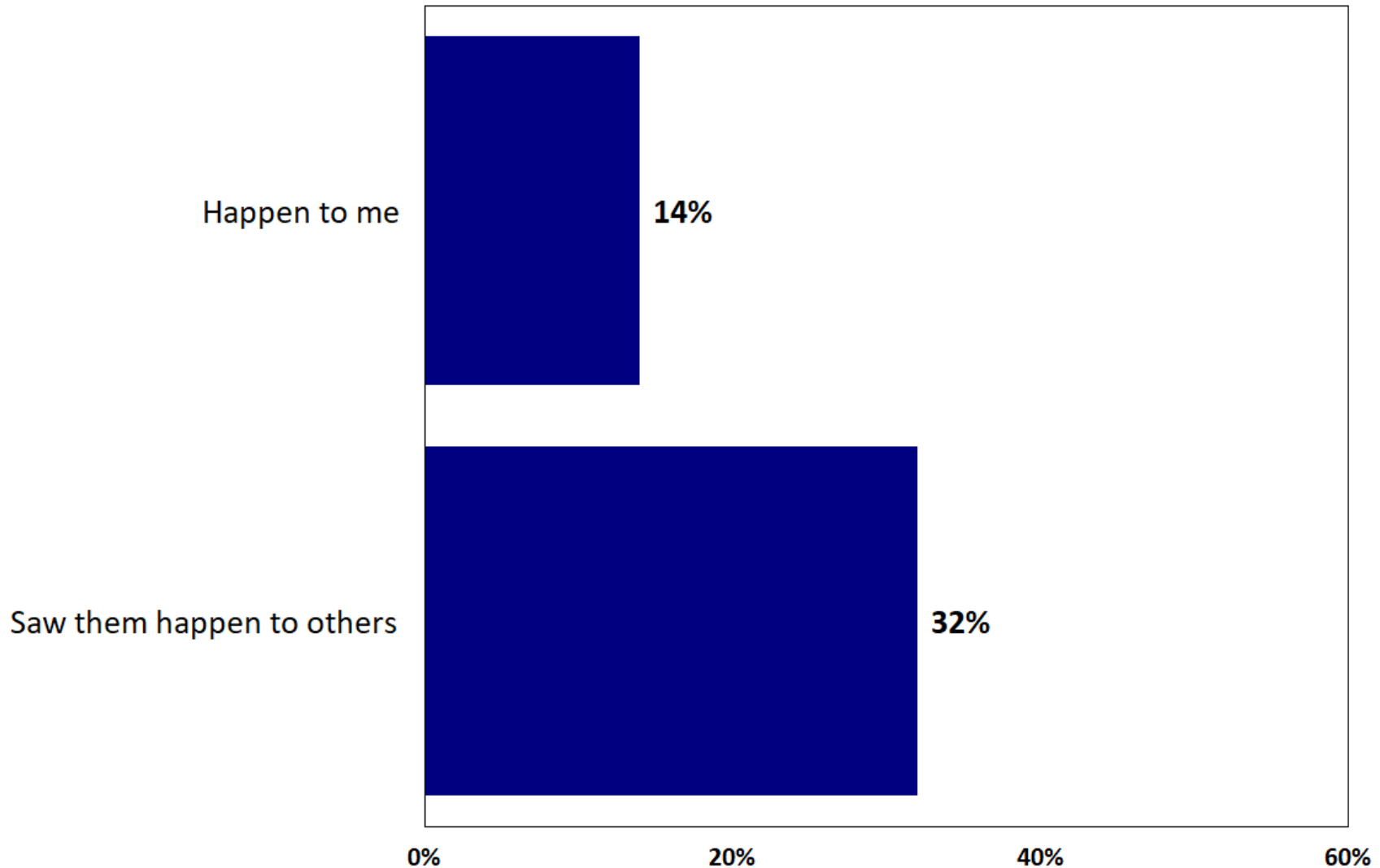
Experiences with hostile comments, sounds, or gestures

by percentage of respondents who saw or experienced at least one incident



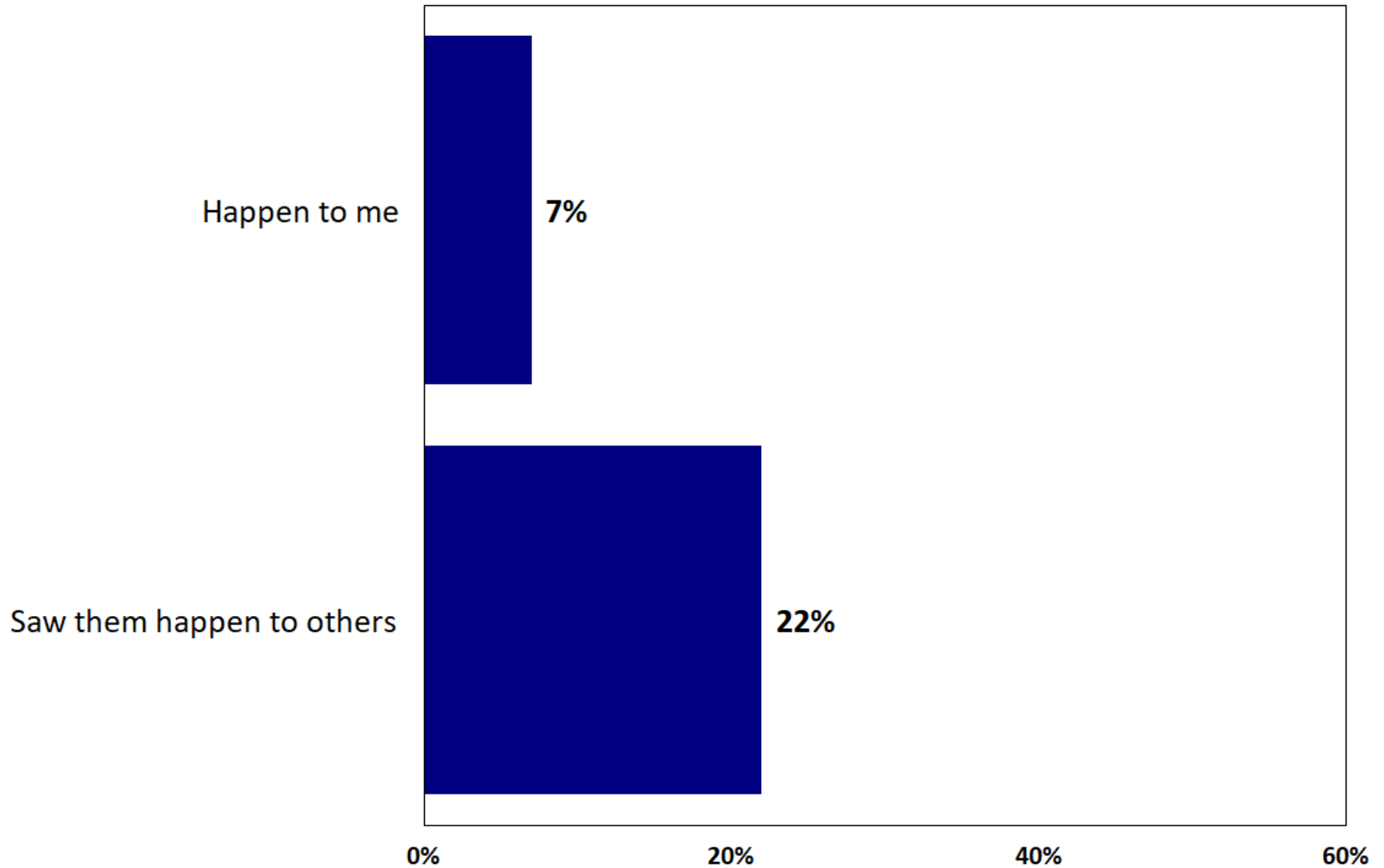
Experiences with sexual comments, sounds, looks, or gestures (asking you to have sex, using terms like “babe,” whistling, kissing noises, leering, etc.)

by percentage of respondents who saw or experienced at least one incident



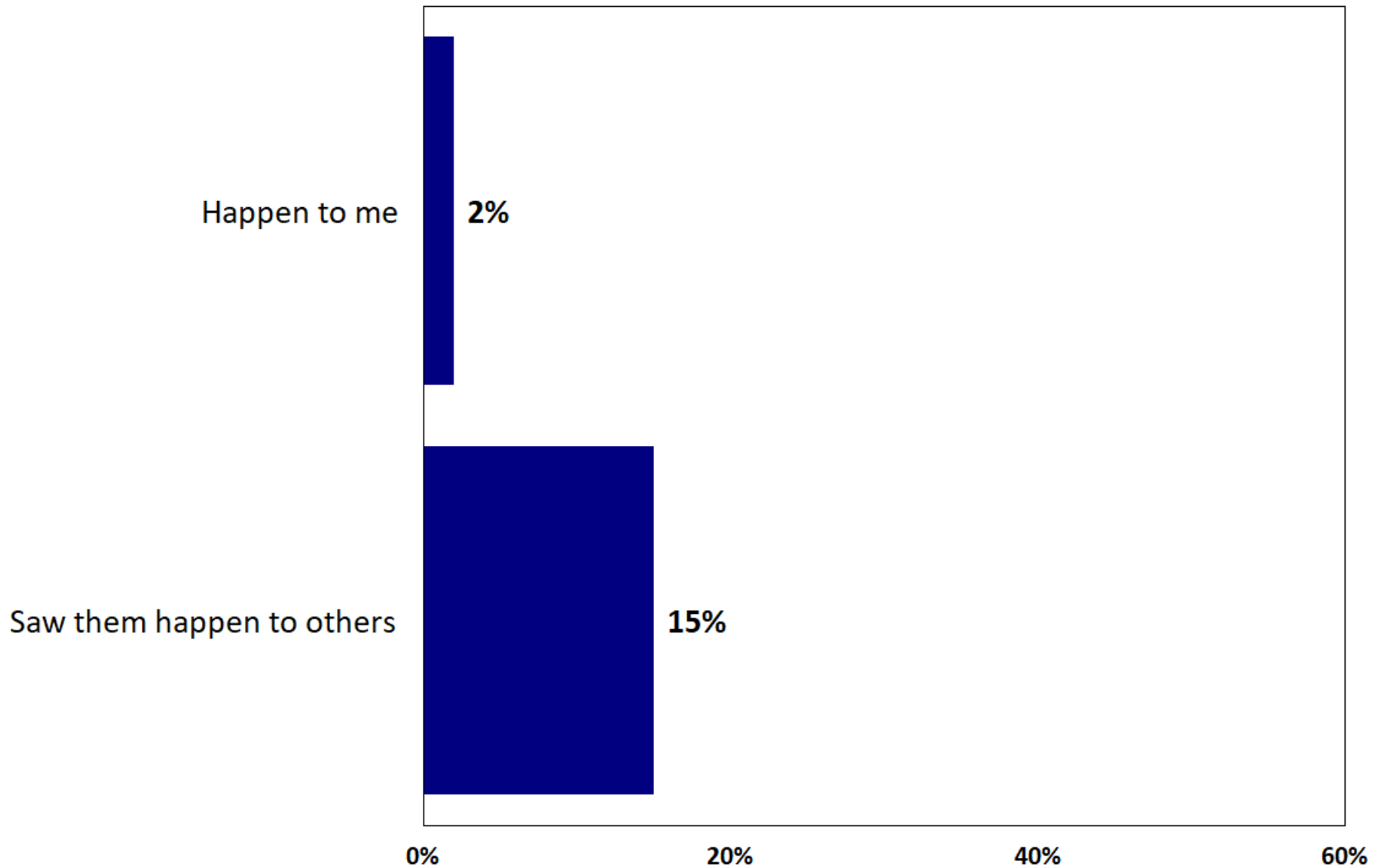
Experiences with following or stalking

by percentage of respondents who saw or experienced at least one incident



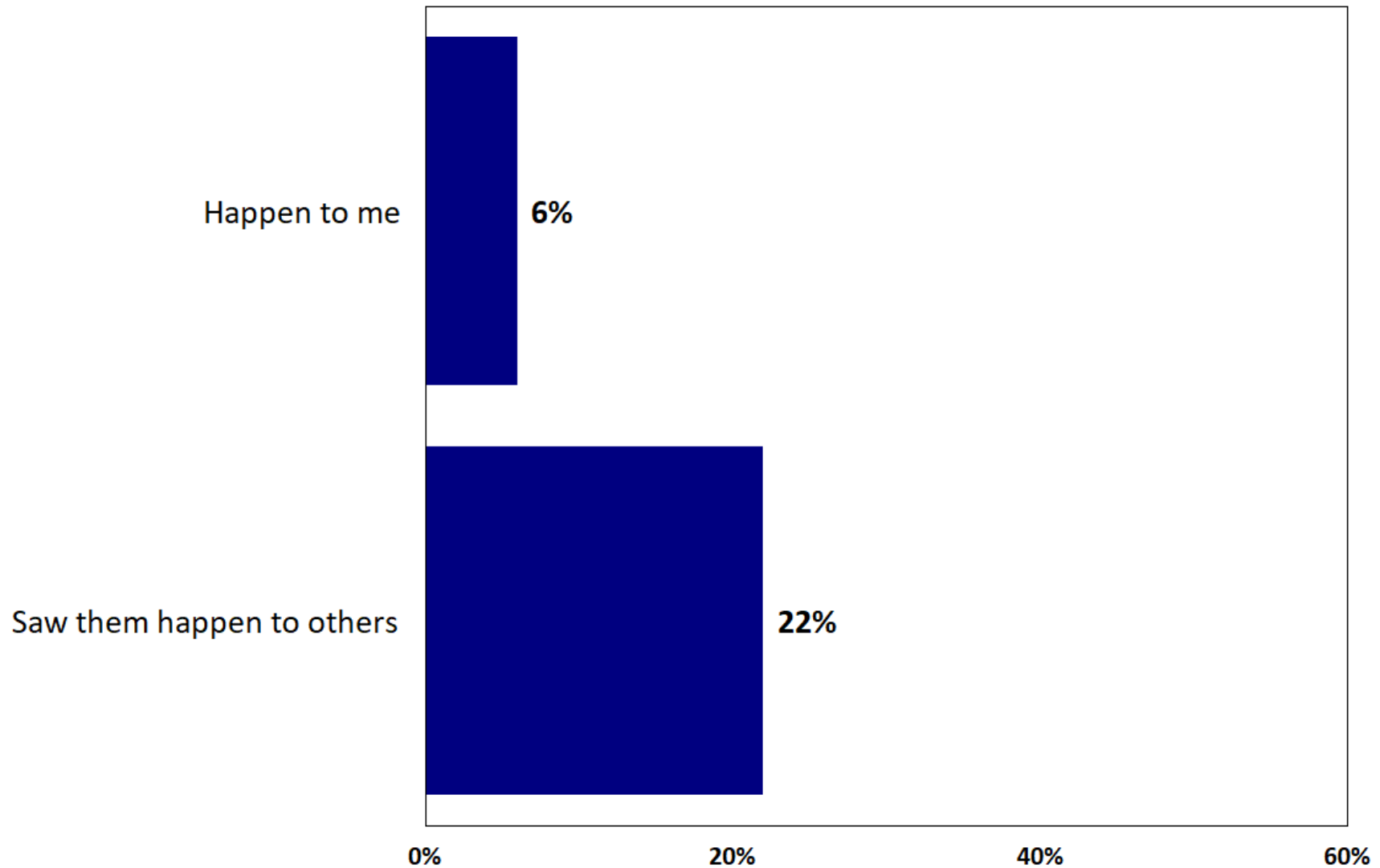
Experiences with unwanted groping, kissing, or other inappropriate touching

by percentage of respondents who saw or experienced at least one incident



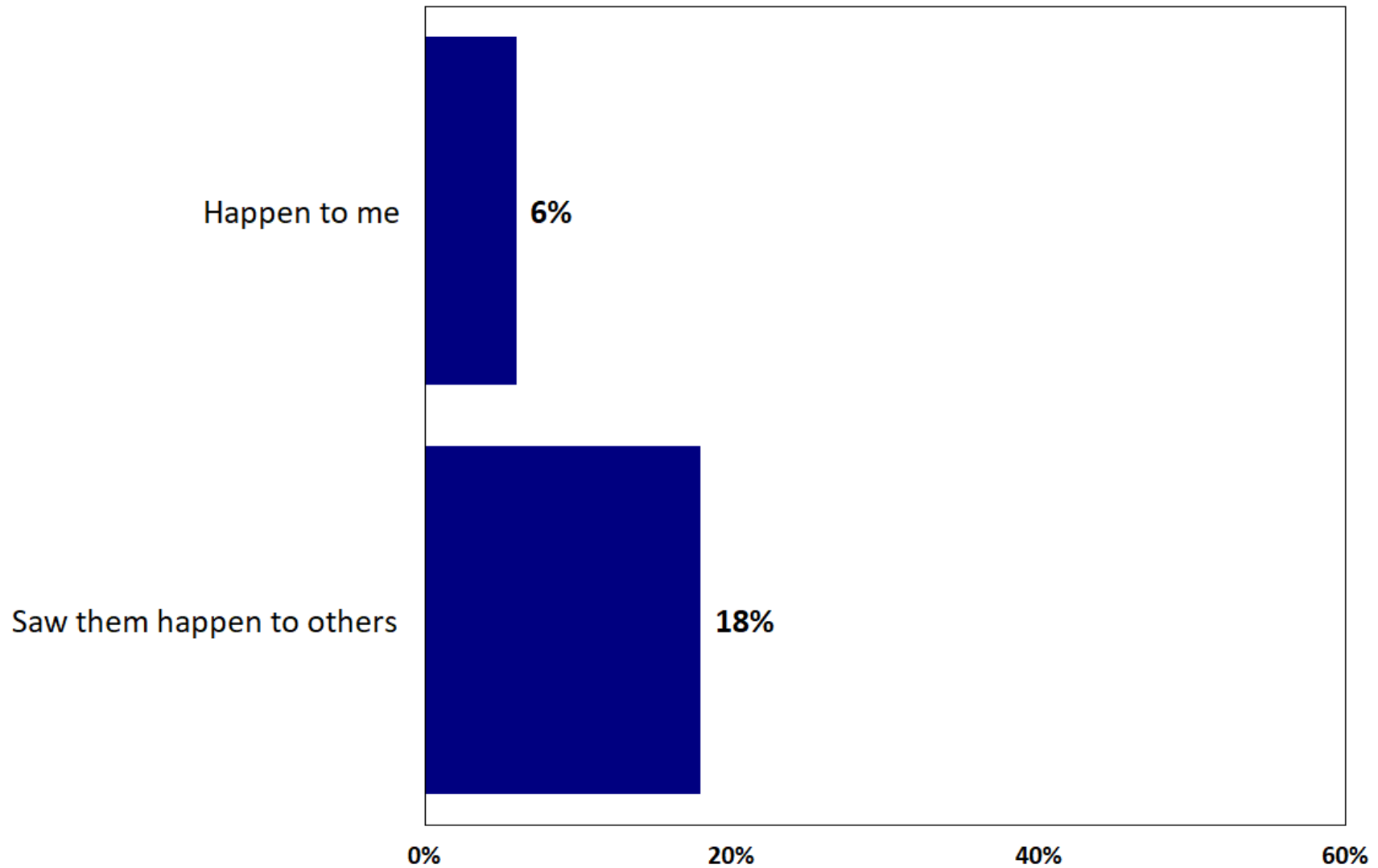
Experiences with intentional pushing, spitting, or other physical assault

by percentage of respondents who saw or experienced at least one incident



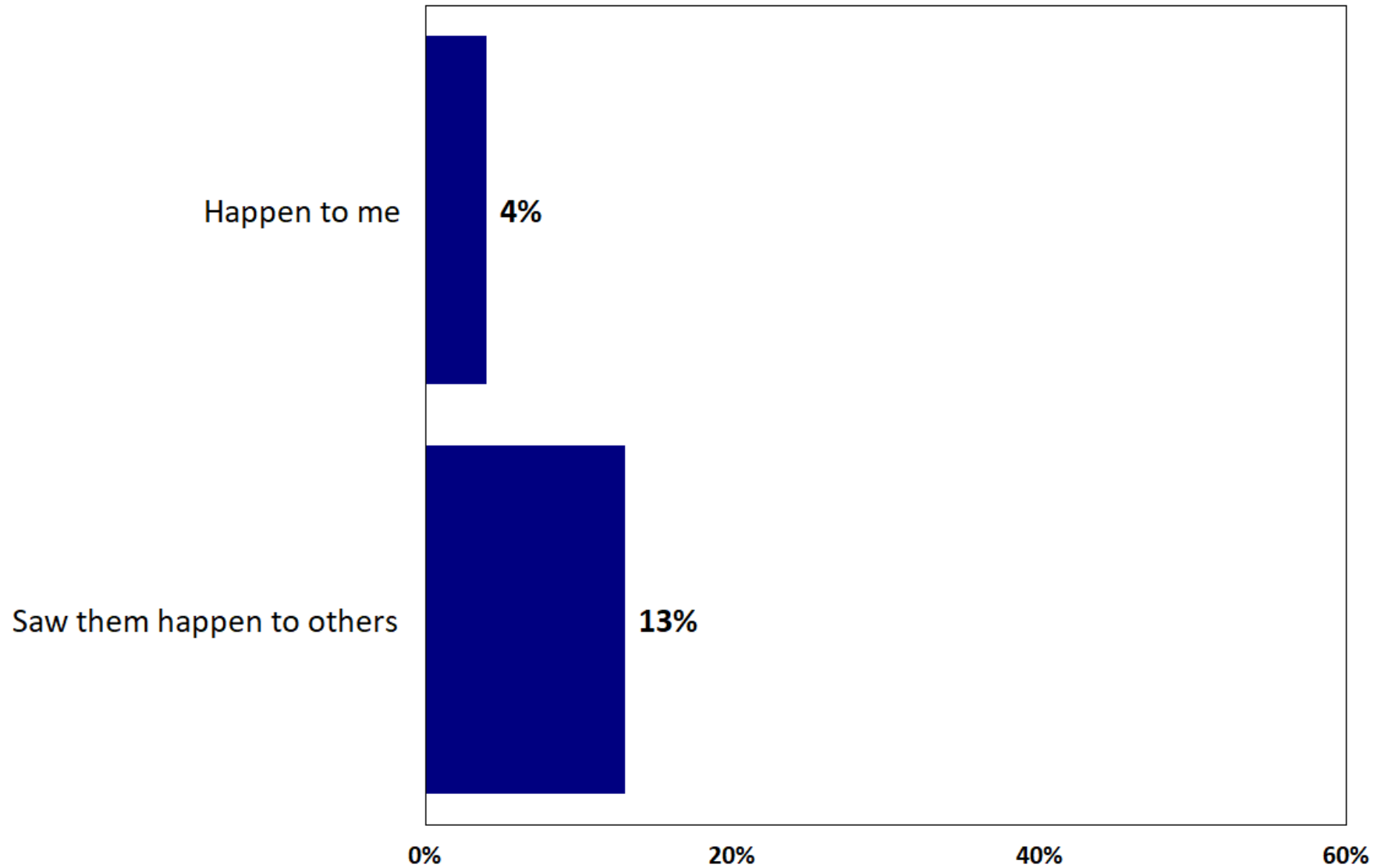
Experiences with personal property damaged or stolen

by percentage of respondents who saw or experienced at least one incident



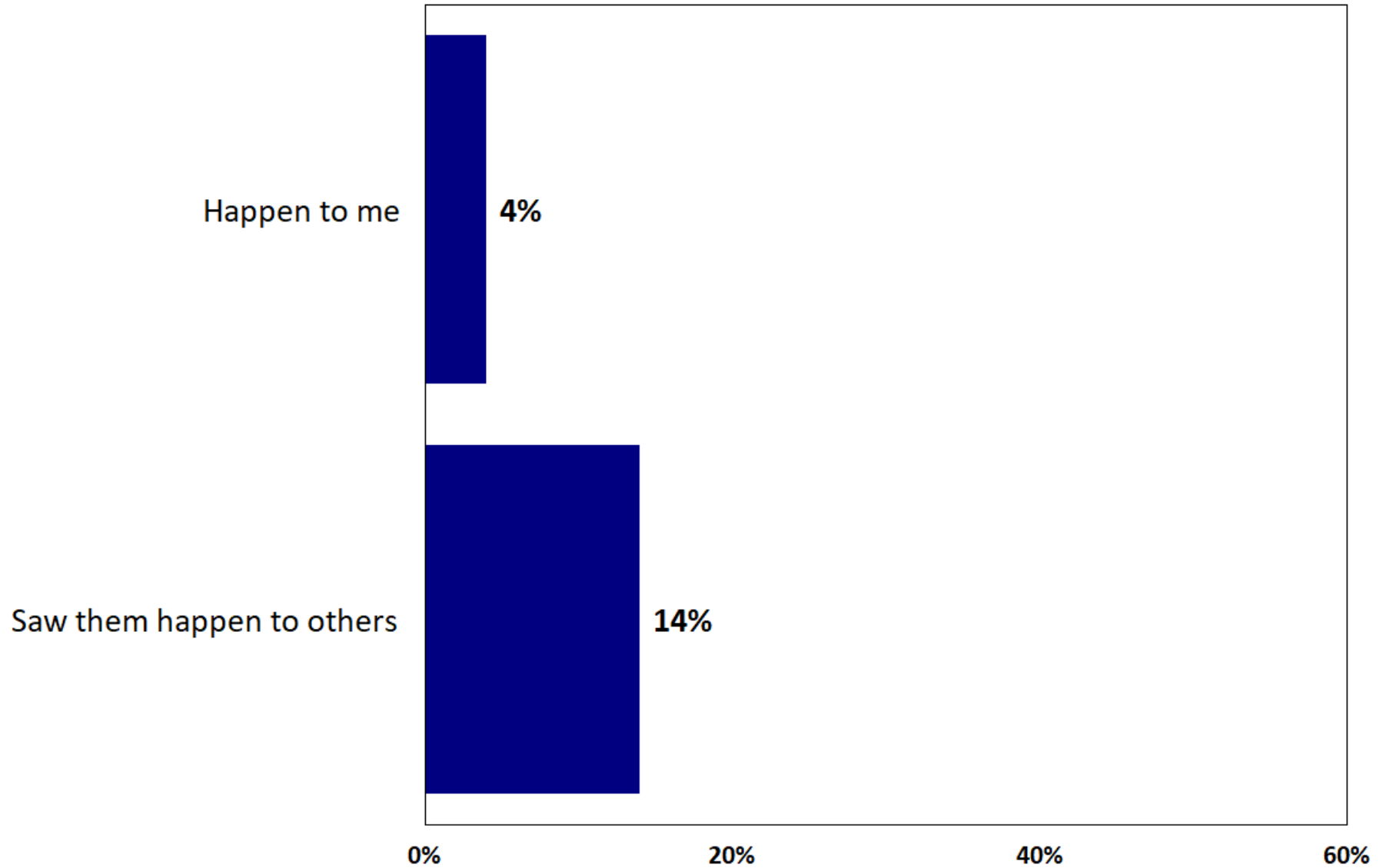
Experiences with an individual showing pornographic or offensive pictures or words

by percentage of respondents who saw or experienced at least one incident



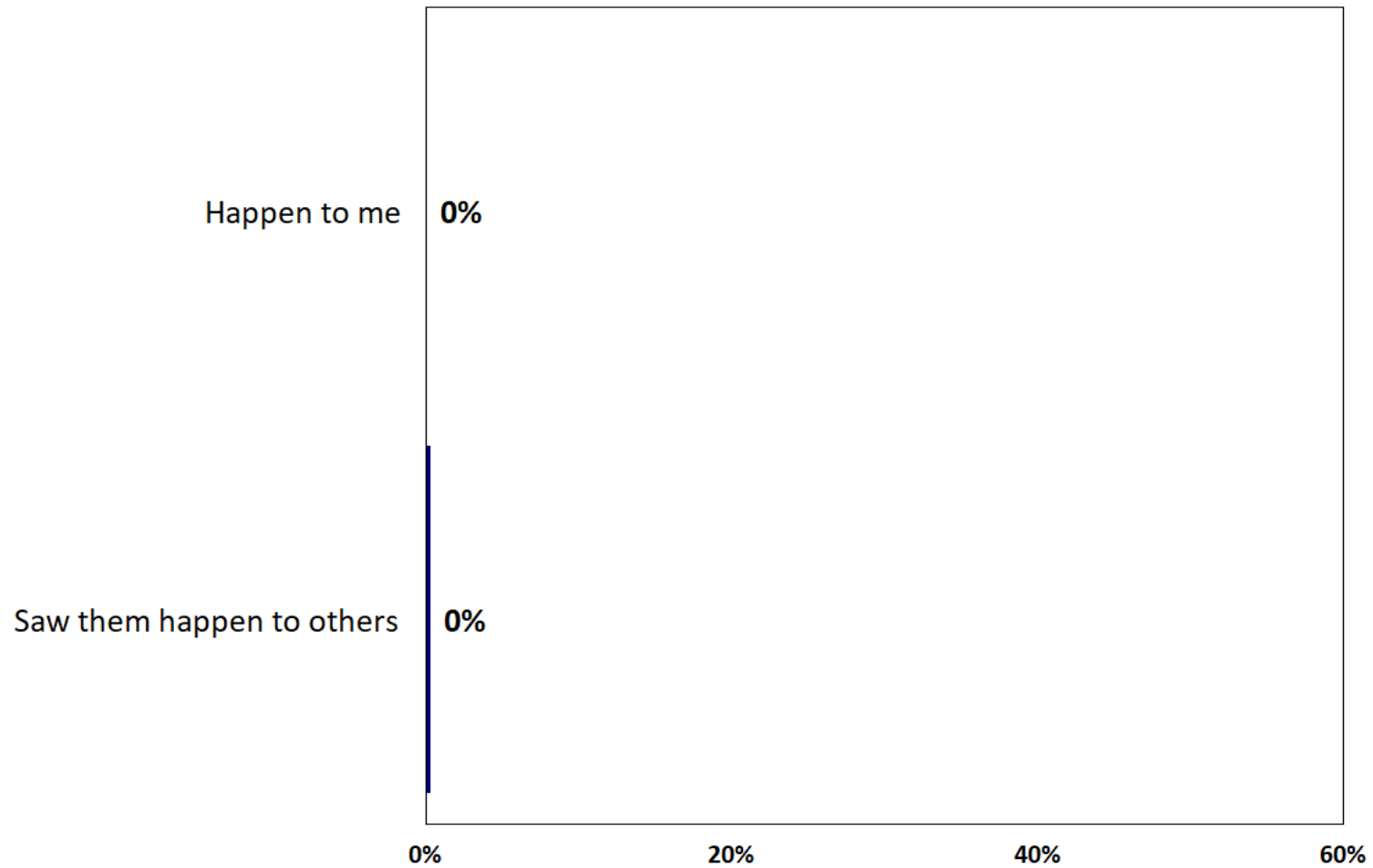
Experiences with an individual exposing private body parts

by percentage of respondents who saw or experienced at least one incident



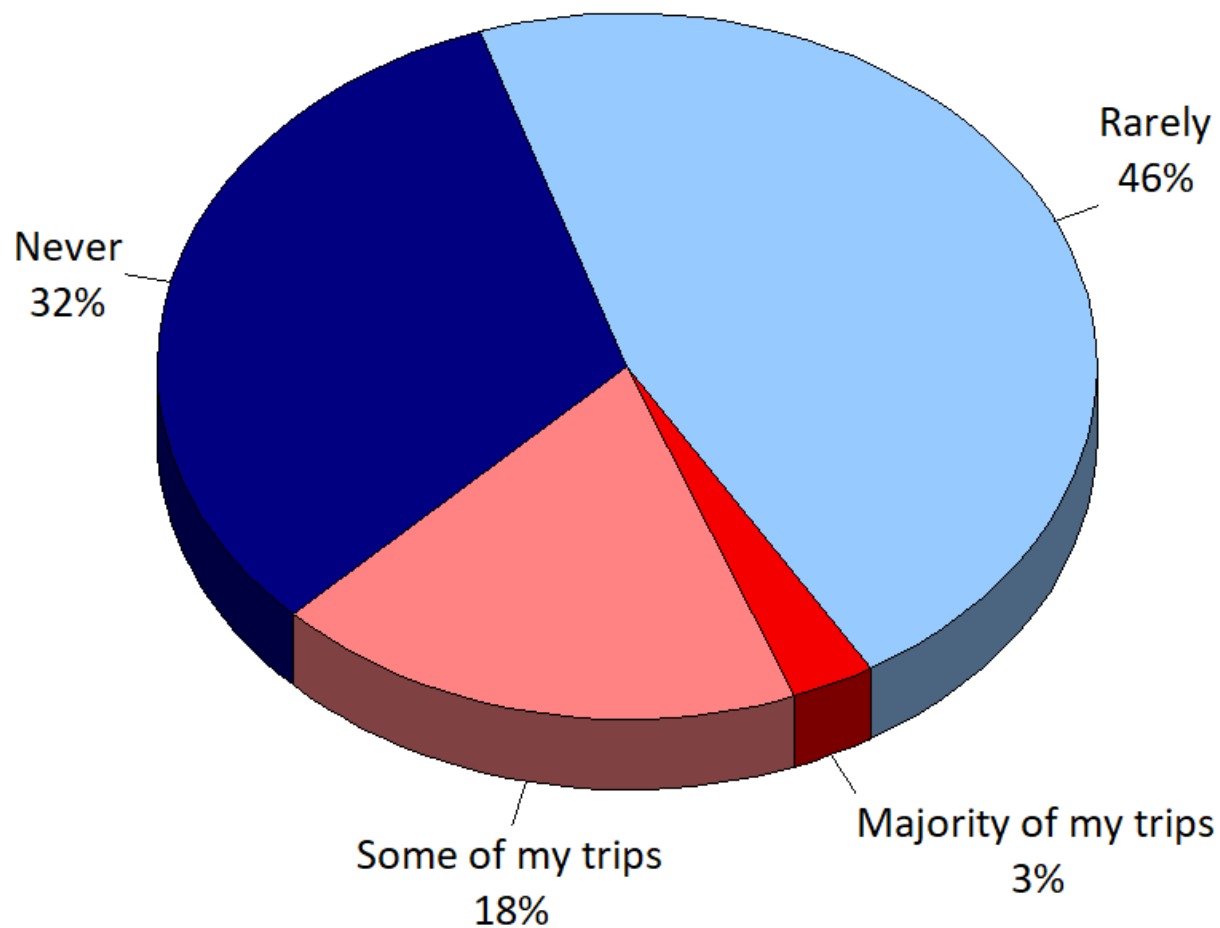
Experiences with sexual assault or rape

by percentage of respondents who saw or experienced at least one incident



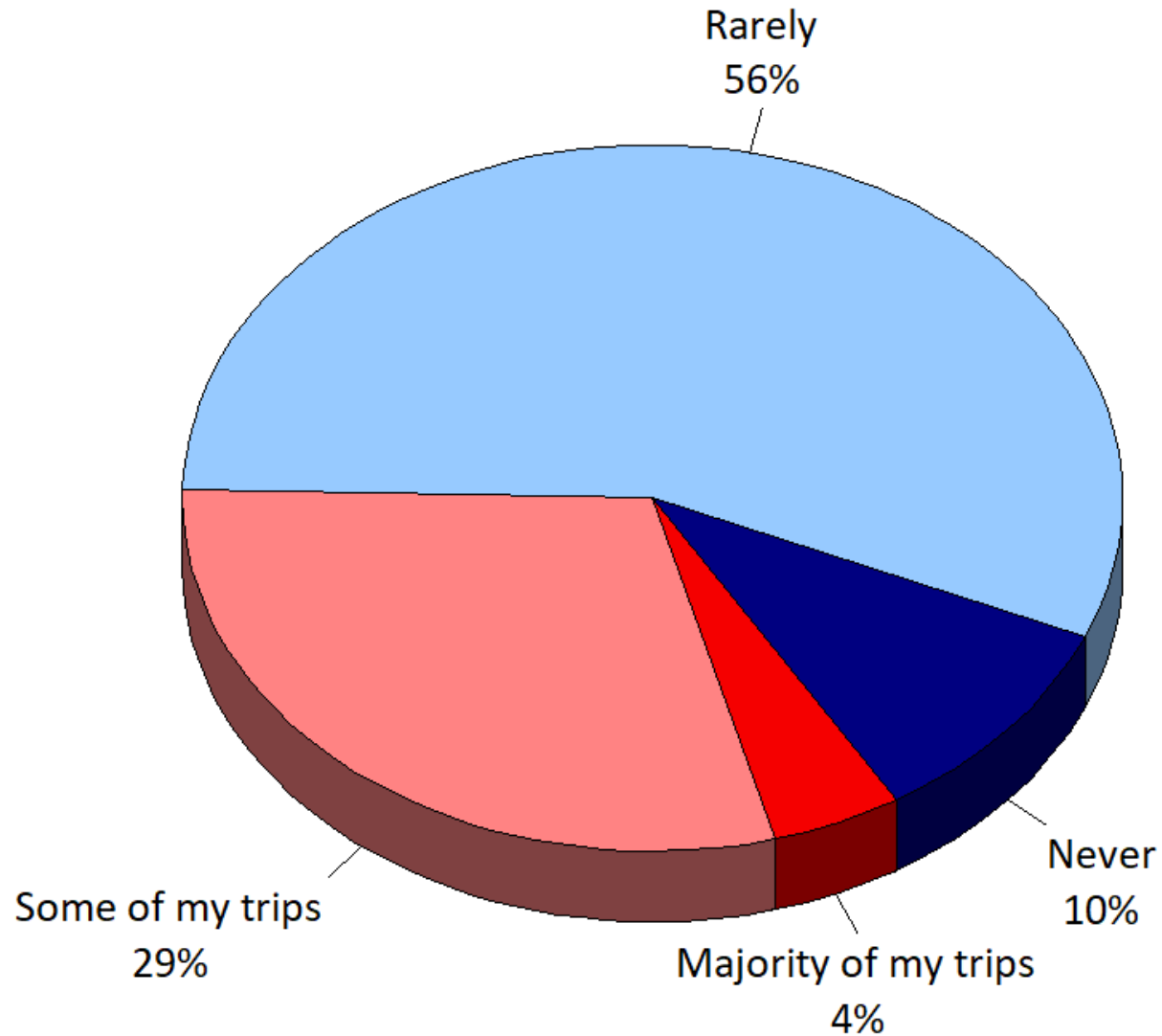
How often have you experienced these behaviors directed to you when using LBT in the past year?

by percentage of respondents who saw or experienced at least one incident (excluding “not provided”)



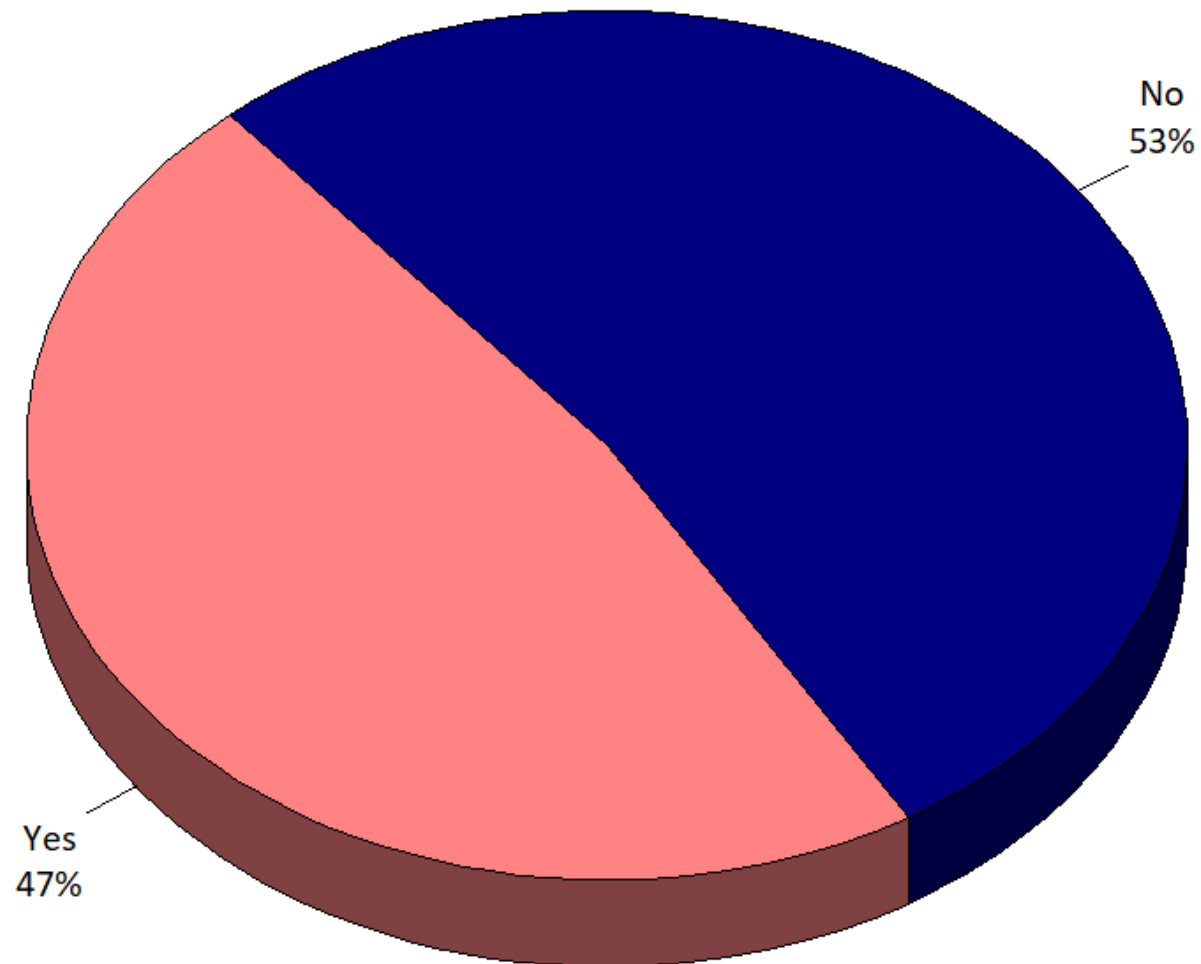
How often have you seen these behaviors directed to others when using LBT in the past year?

by percentage of respondents who saw or experienced at least one incident (excluding “not provided”)



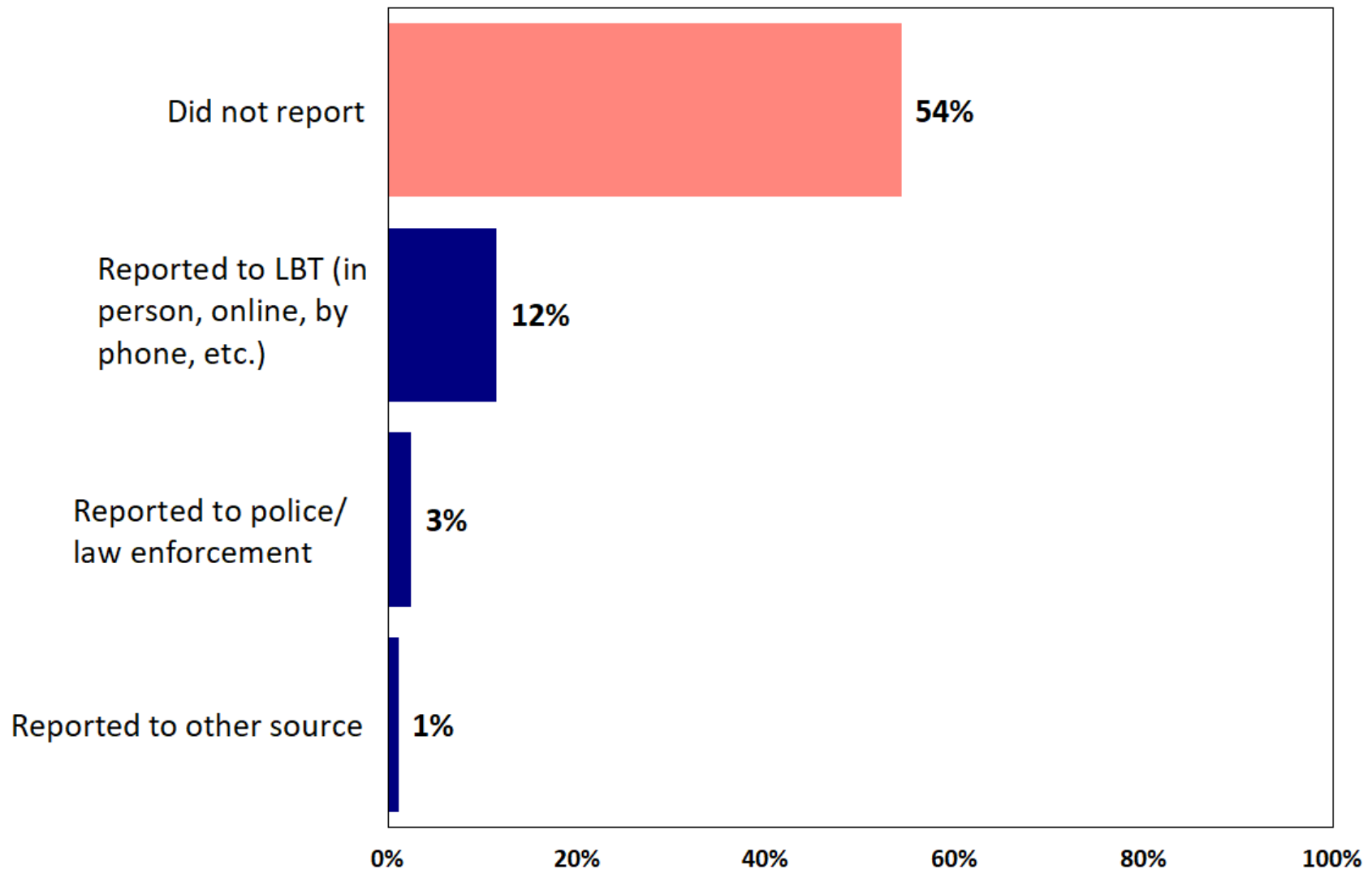
Did you know who to contact or how to get help when needed?

by percentage of respondents who saw or experienced at least one incident (excluding "not provided")



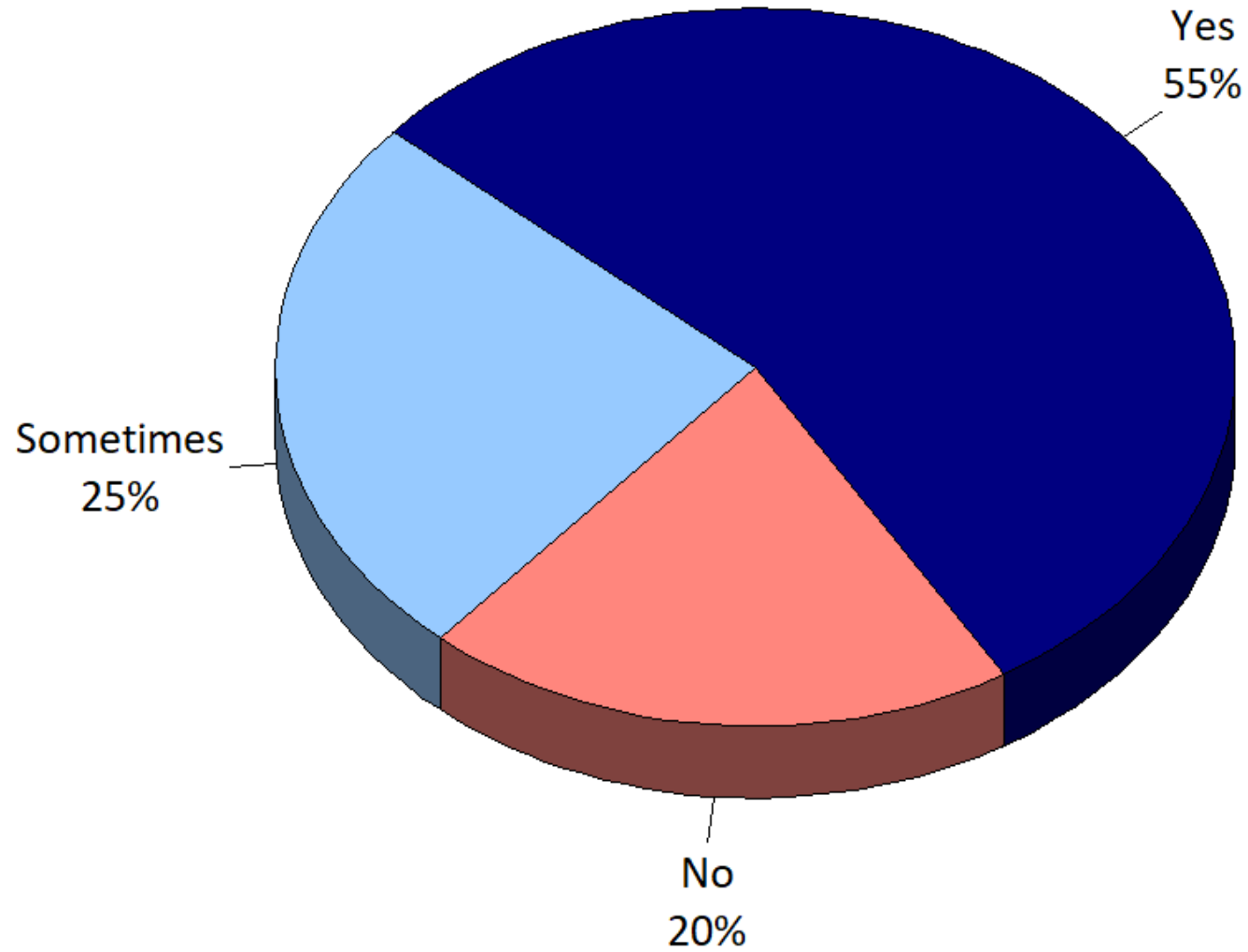
When these incidents happened, did you report any of them?

by percentage of respondents who saw or experienced at least one incident (excluding "not provided")



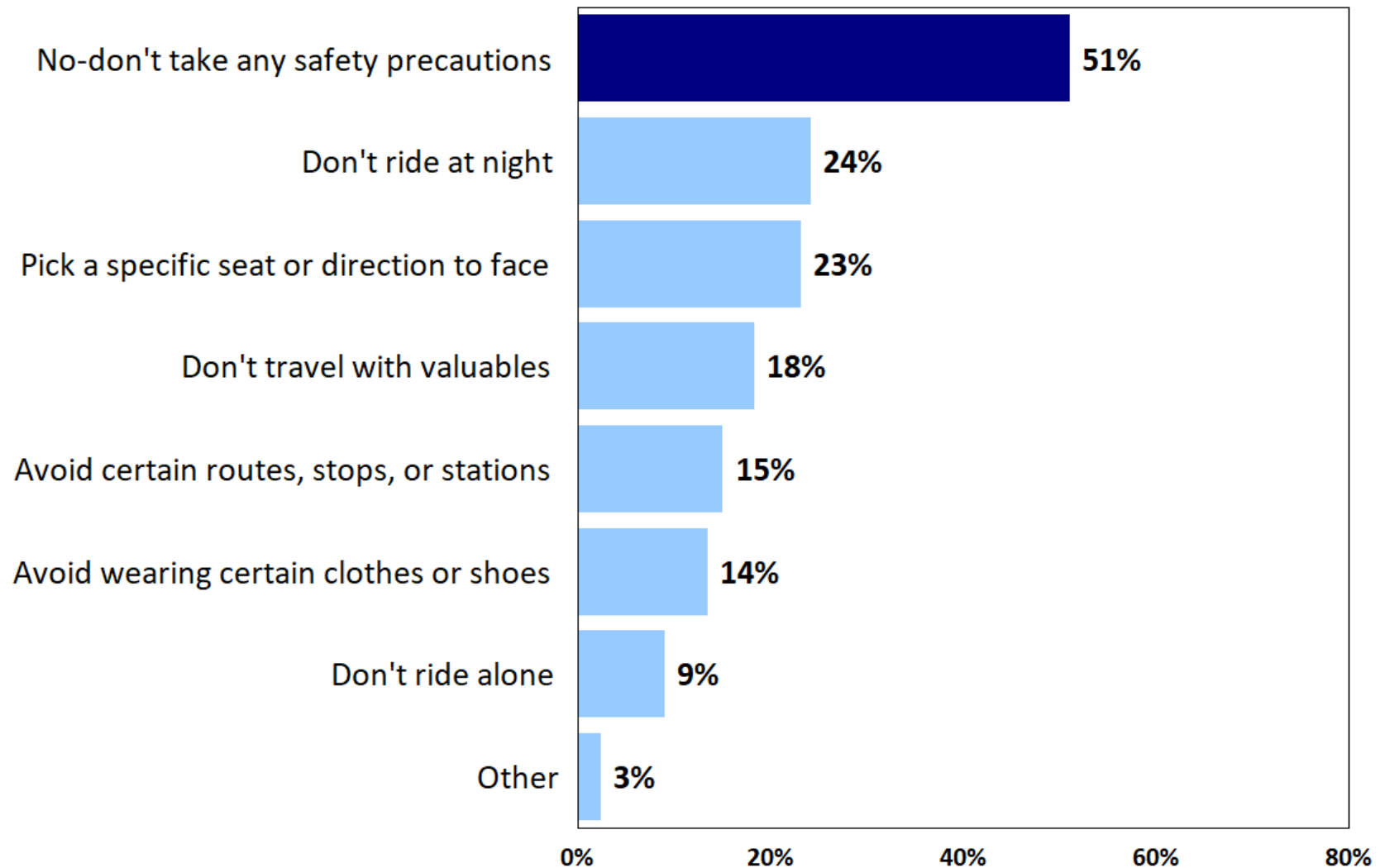
Did you receive an appropriate response?

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



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

by percentage of respondents (multiple items could be selected)

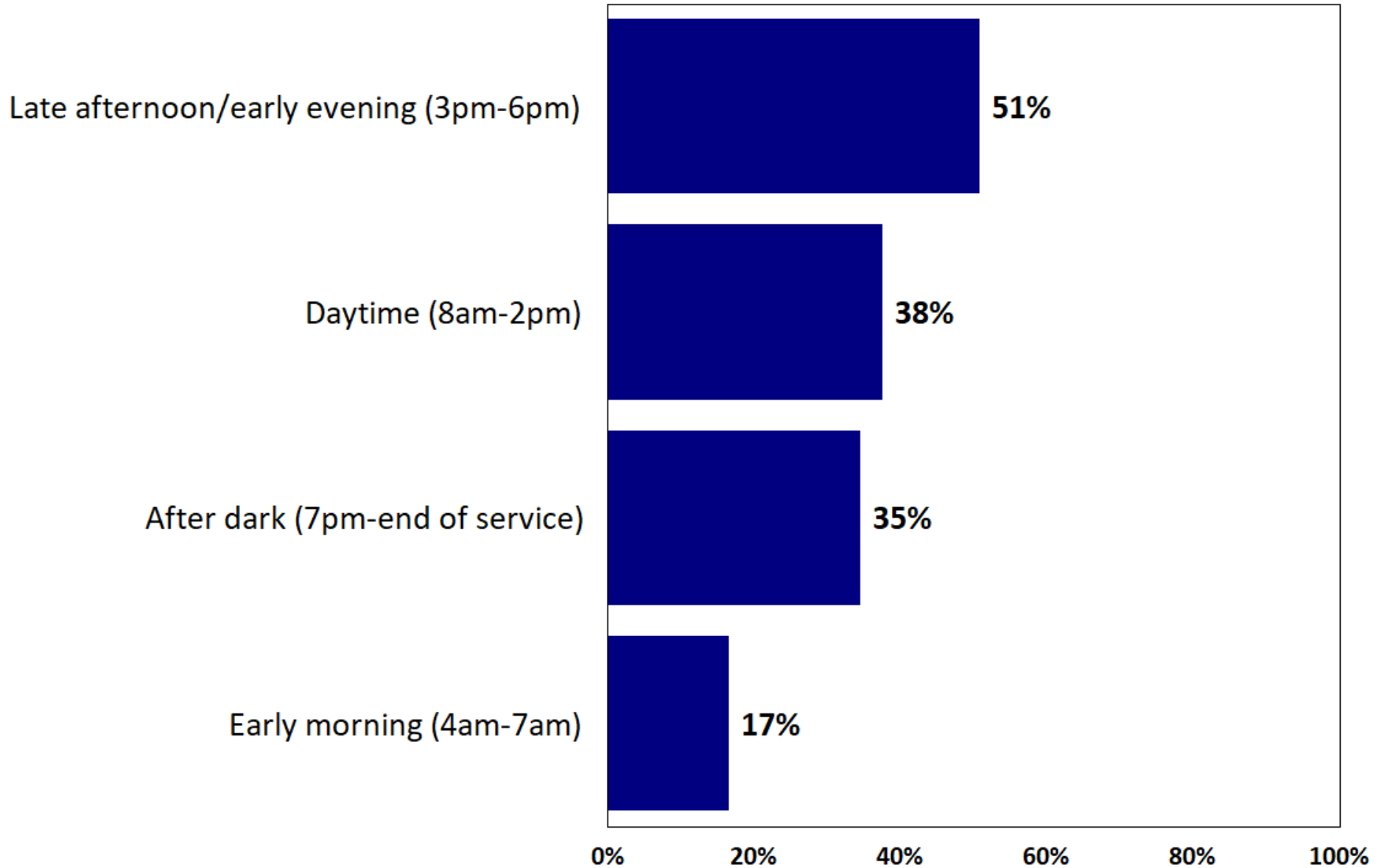




FACTORS OF SAFETY PERCEPTION

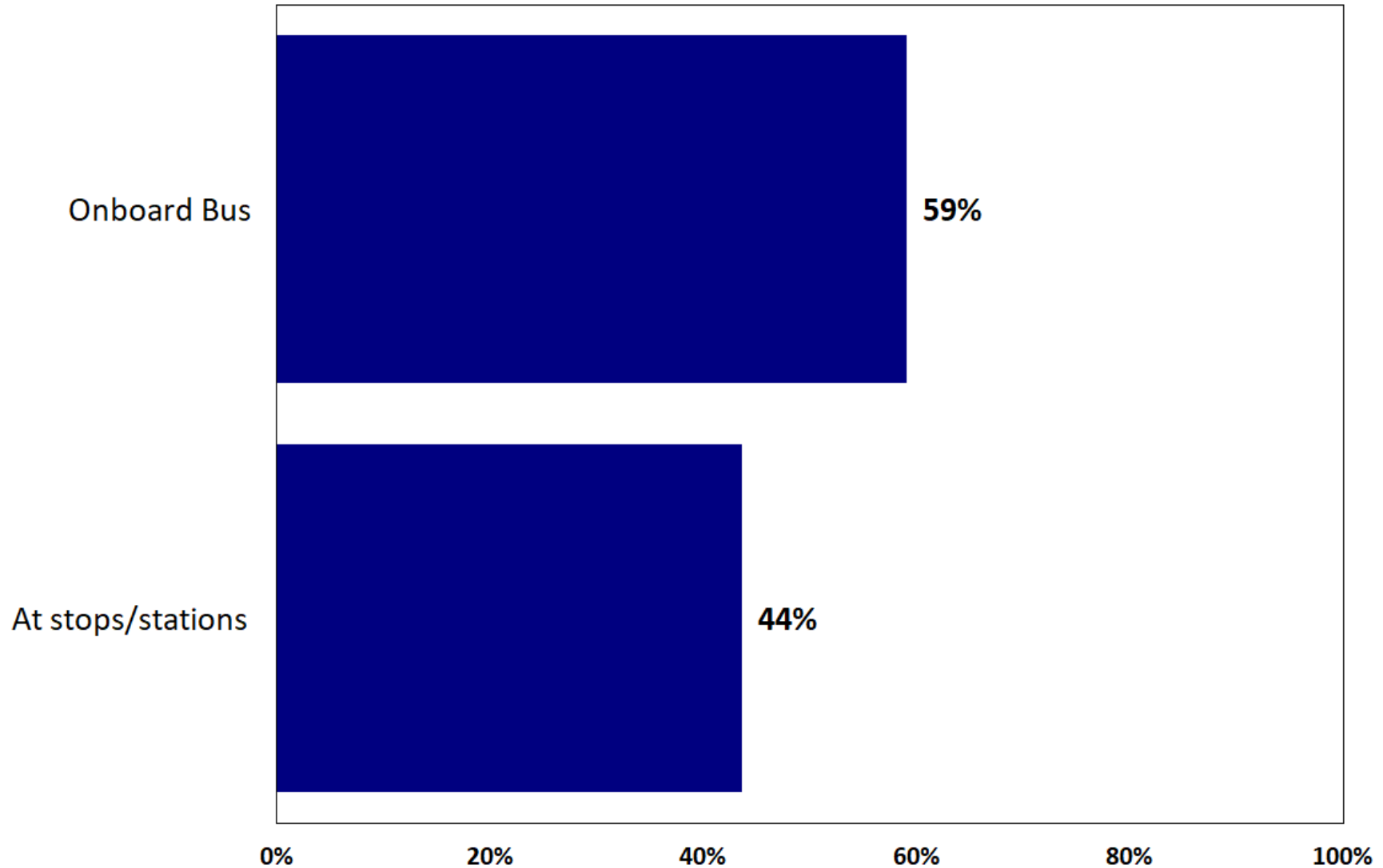
When did the harassment incidents you saw or experienced occur?

by percentage of respondents who saw or experienced at least one incident (excluding "not provided")



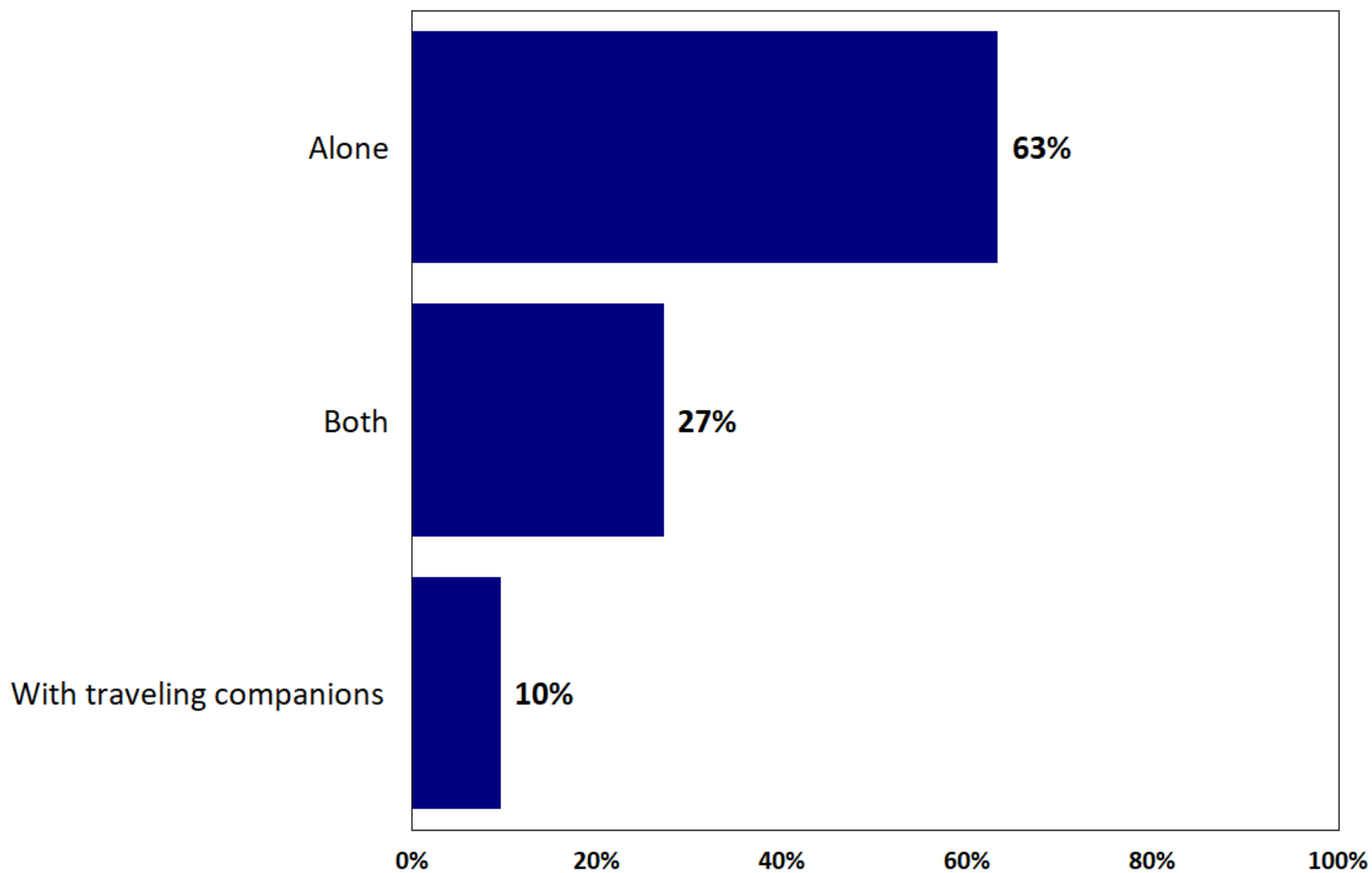
Where did the harassment incidents you saw or experienced occur?

by percentage of respondents who saw or experienced at least one incident (excluding "not provided")



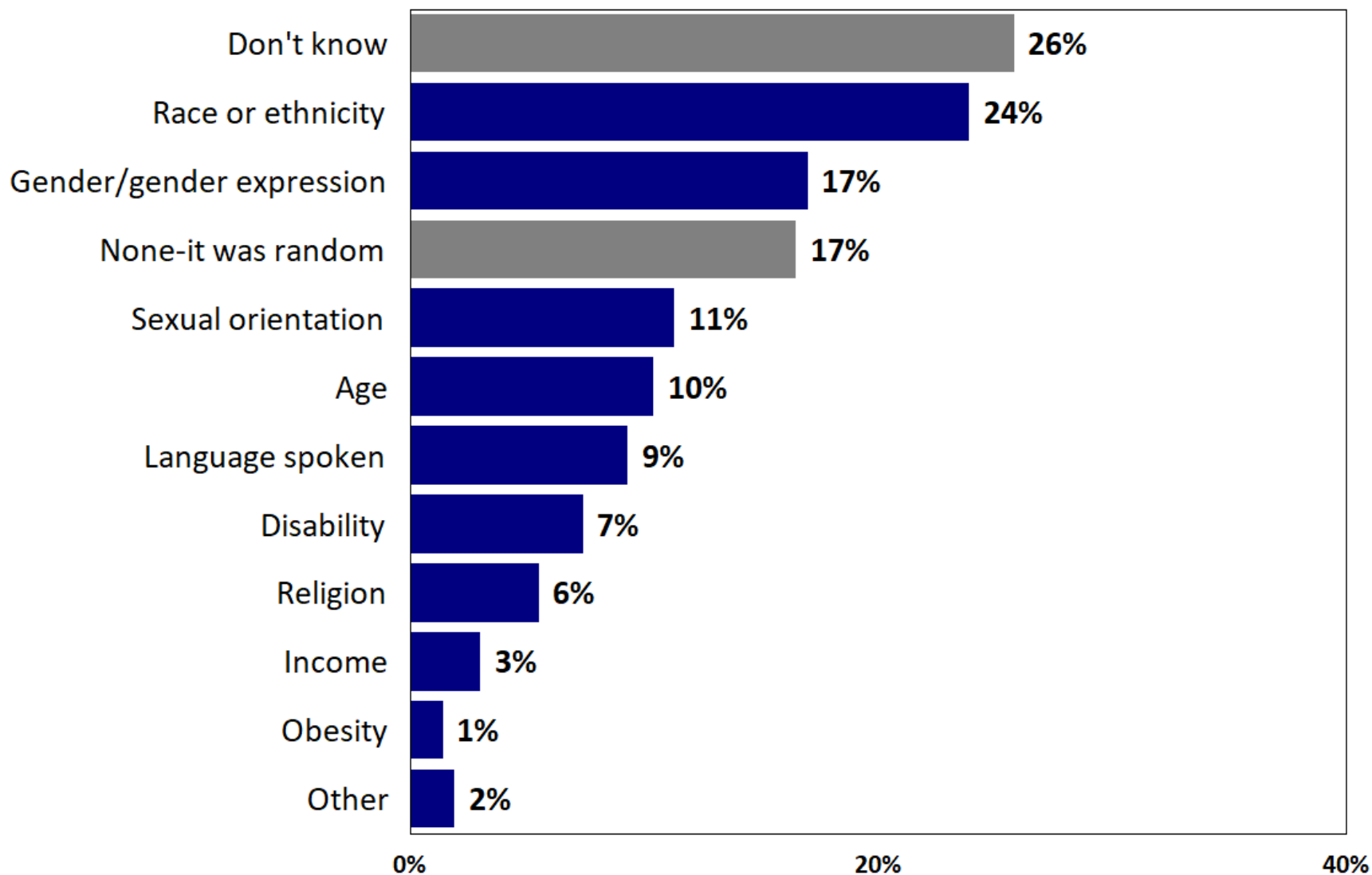
Thinking of the times you experienced or witnessed harassment, were you alone or with traveling companions?

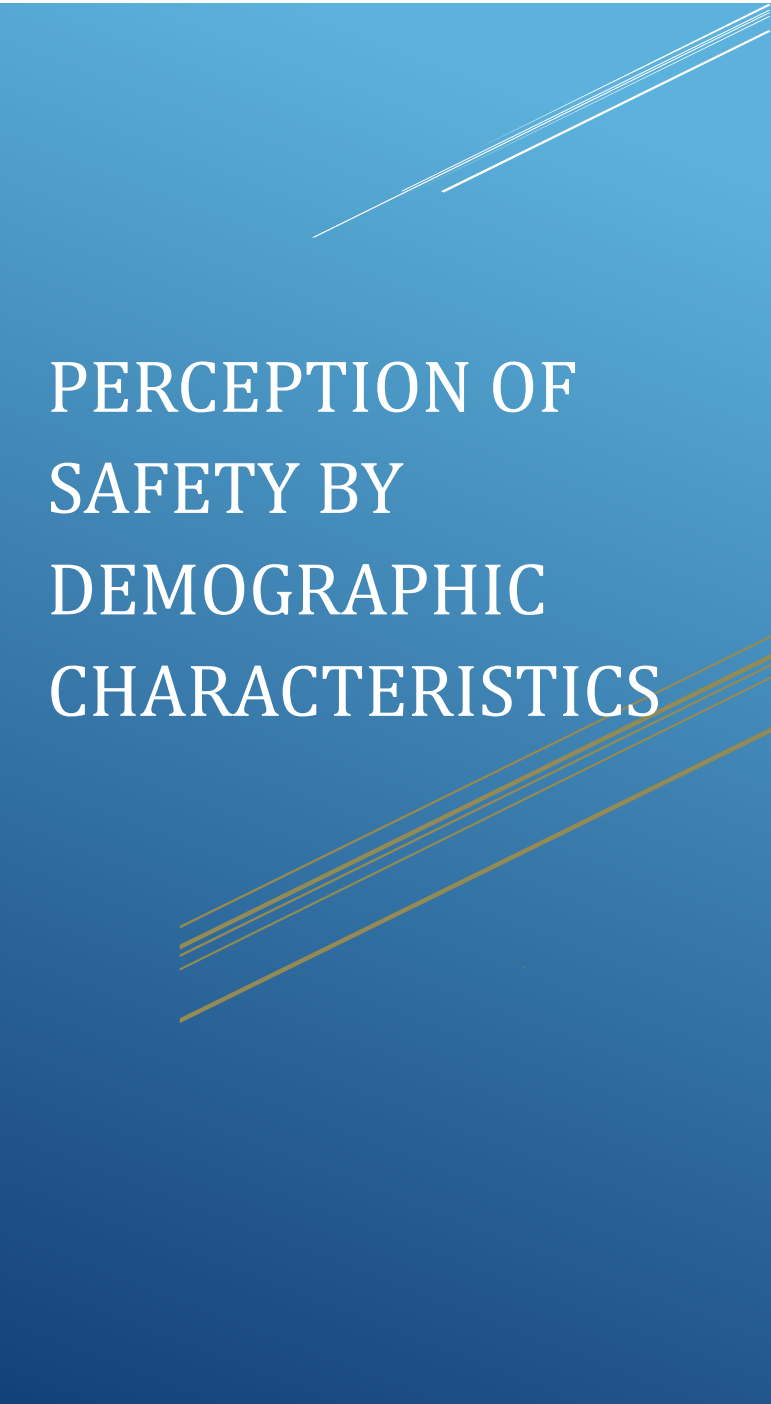
by percentage of respondents who saw or experienced at least one incident (excluding "not provided")



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

by percentage of respondents who saw or experienced at least one incident (multiple items could be selected)

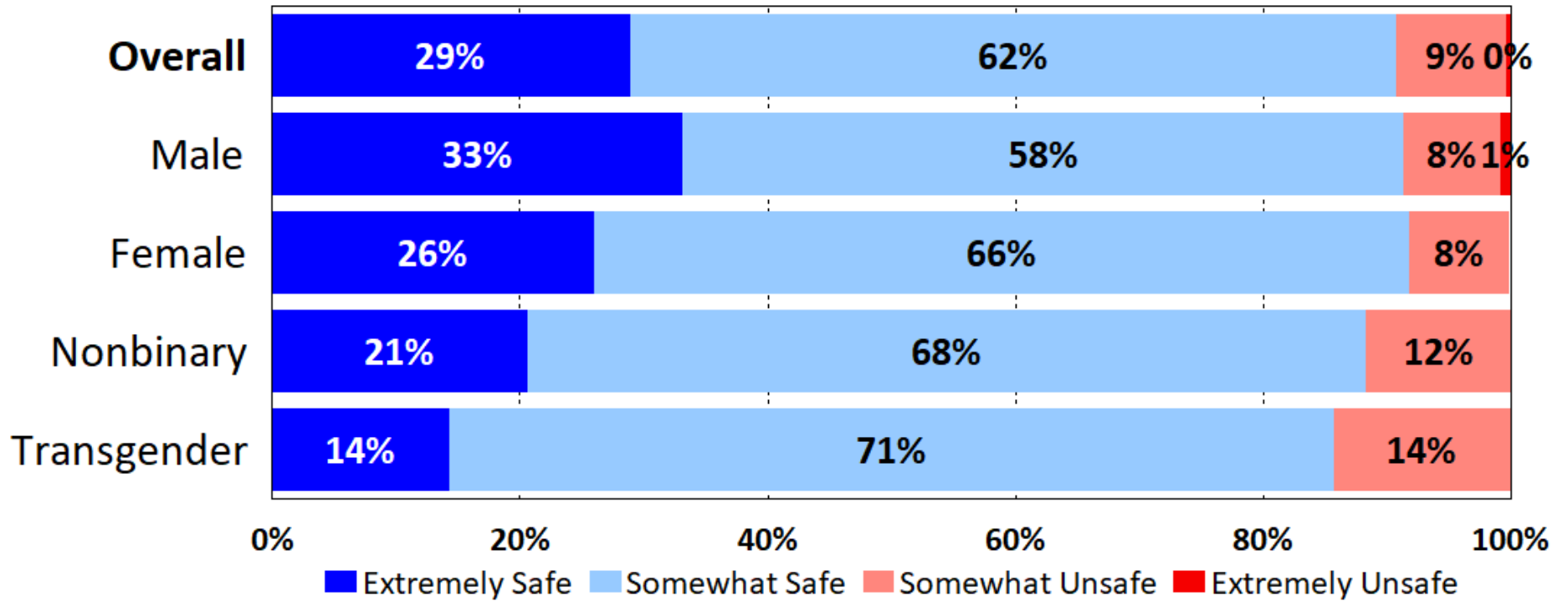




PERCEPTION OF SAFETY BY DEMOGRAPHIC CHARACTERISTICS

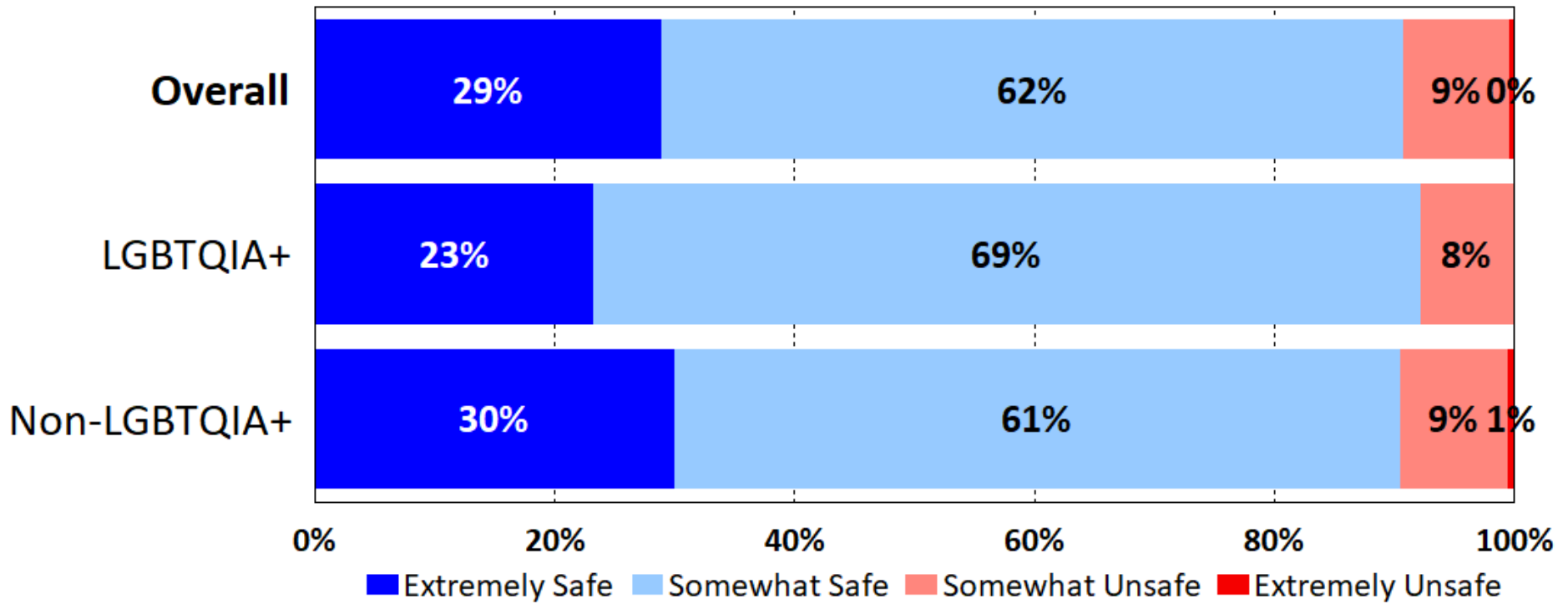
Perception of Safety by Gender

by percentage of respondents (excluding "not provided")



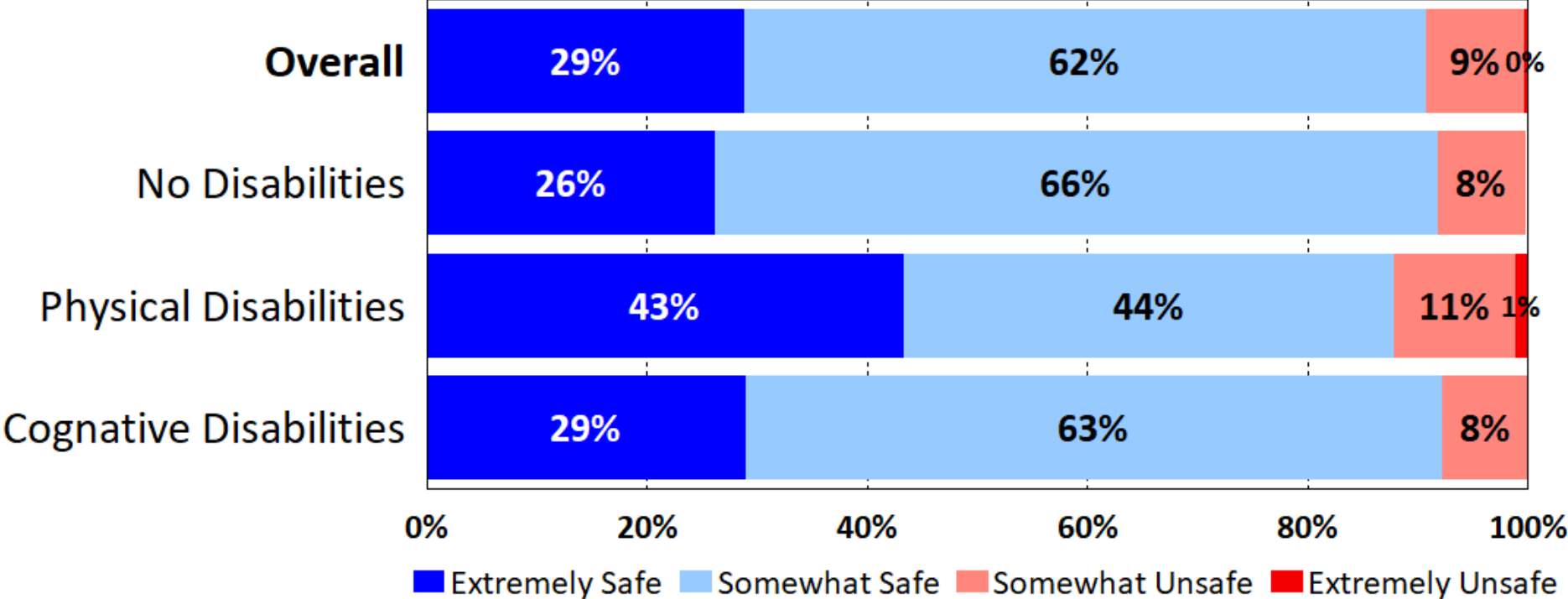
Perception of Safety by Sexual Orientation

by percentage of respondents (excluding "not provided")



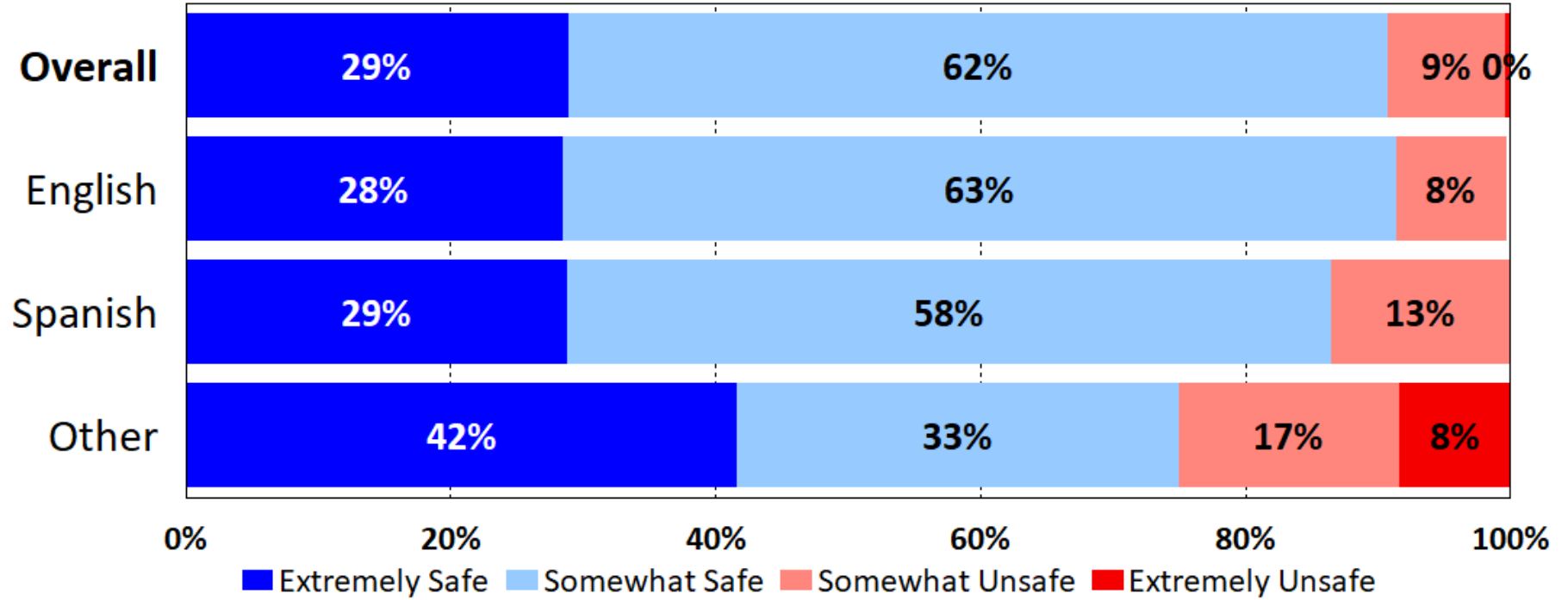
Perception of Safety by Ability

by percentage of respondents (excluding "not provided")



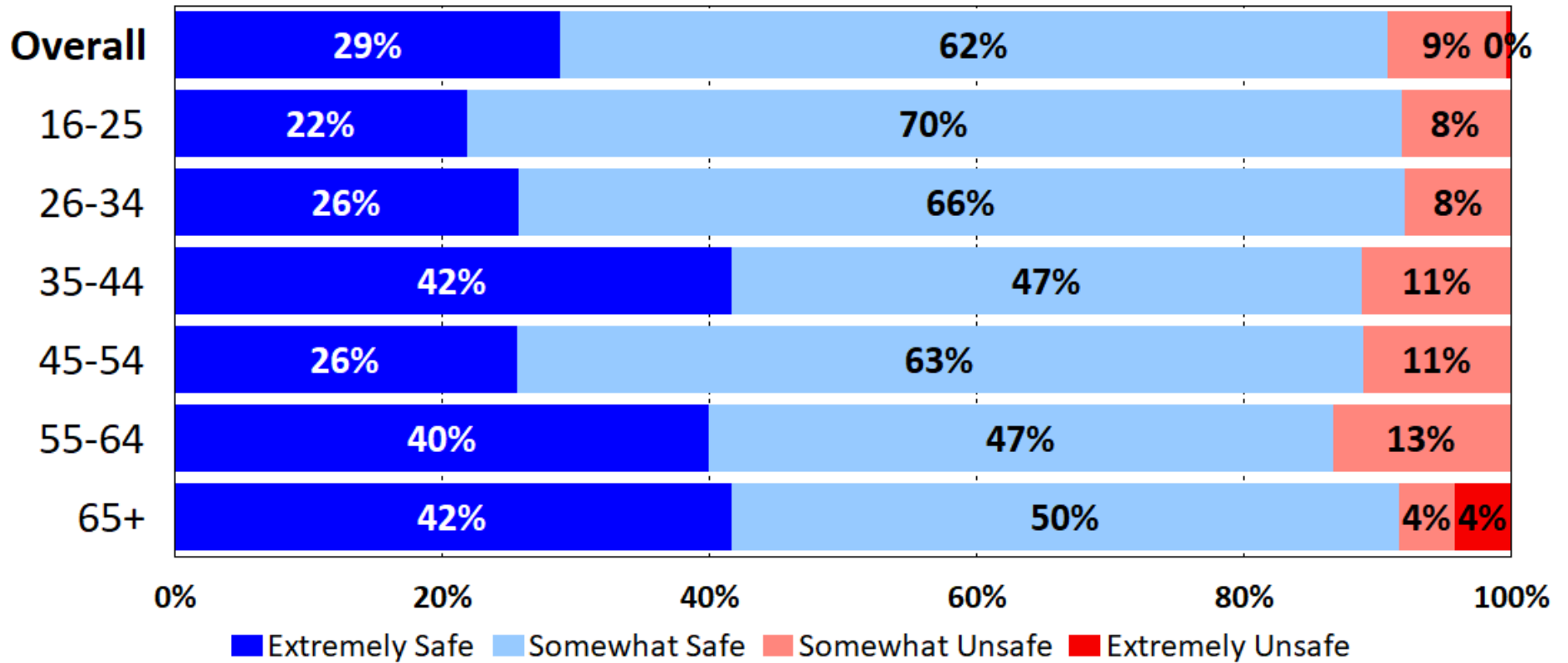
Perception of Safety by Primary Language

by percentage of respondents (excluding “not provided”)



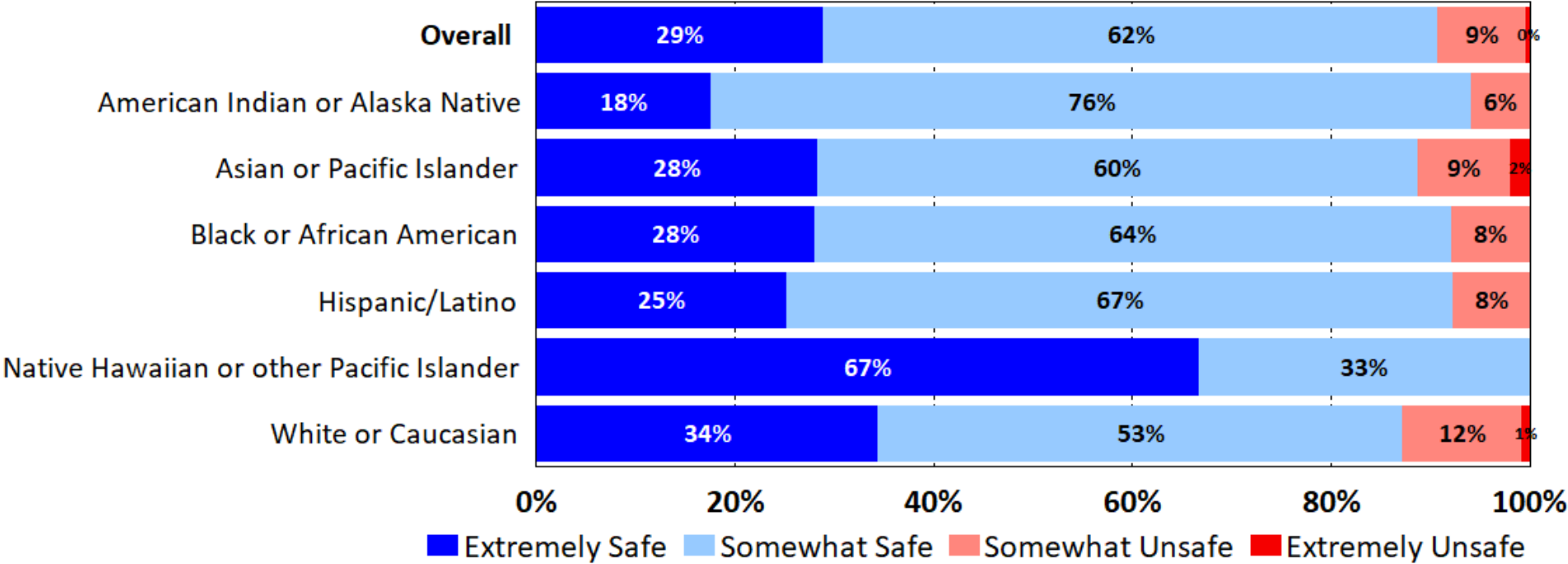
Perception of Safety by Age

by percentage of respondents (excluding "not provided")



Perception of Safety by Race or Ethnic Identification

by percentage of respondents (excluding “not provided”)





3 Key Findings

2024 LBT Transit Safety Survey Key Findings

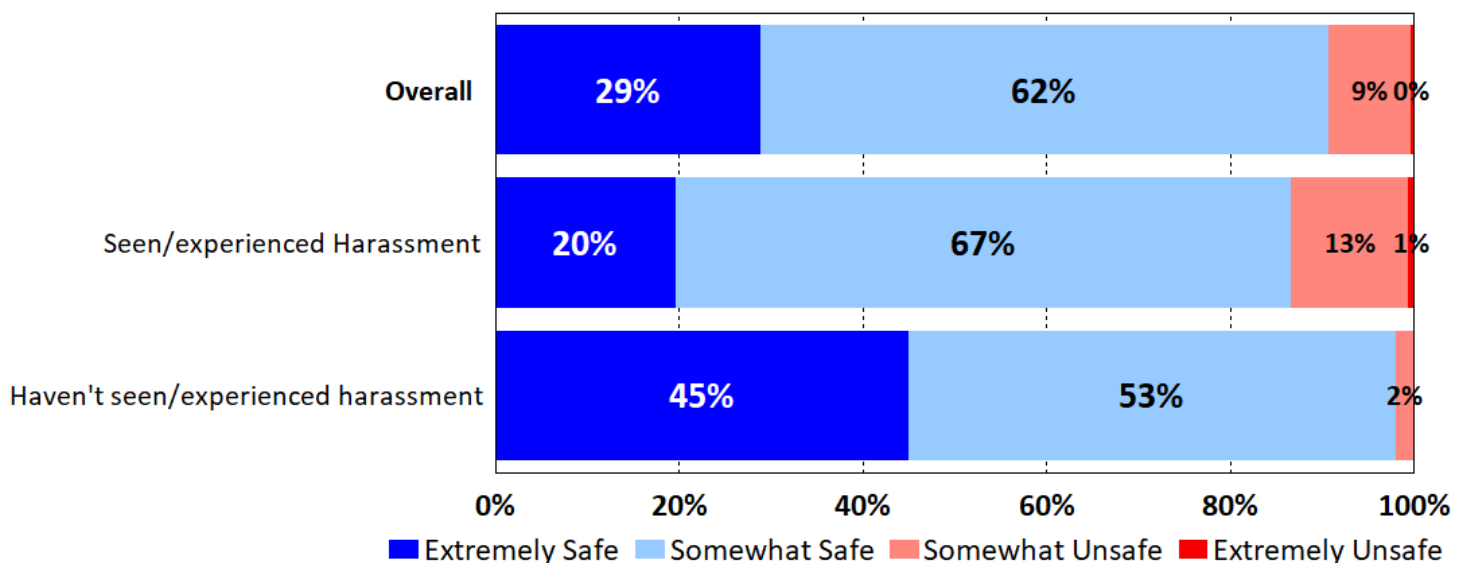
Profile of Survey Respondents

2024 LBT Transit Safety Survey Respondent Profile			
LBT Usage Frequency		Ethnicity/Race	
3+ days a week	72.0%	Hispanic/Latino	51.2%
1-2 times a week	17.1%	White or Caucasian	23.6%
A few times a month	7.9%	Black or African American	21.2%
Less than monthly	3.0%	Asian or Pacific Islander	9.9%
Age		American Indian or Alaska Native	3.2%
16-25	33.5%	Other	1.9%
26-34	18.4%	Primary Language	
35-44	13.1%	English	77.3%
45-54	14.9%	Spanish	20.3%
55-64	11.5%	Other	2.3%
65+	8.7%	Household Income	
Gender		\$150K+	2.4%
Male	48.7%	\$100K-\$149,999	6.2%
Female	44.7%	\$50K-\$99,999	21.8%
Non-Binary	6.6%	\$25K-\$49,999	23.8%
Transgender	1.3%	Under \$25K	45.9%
Do you identify as LGBTQIA+?		Do you have a disability?	
Yes	20.2%	No	75.3%
No	79.8%	Physical disability	19.2%
		Cognitive disability	7.3%

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

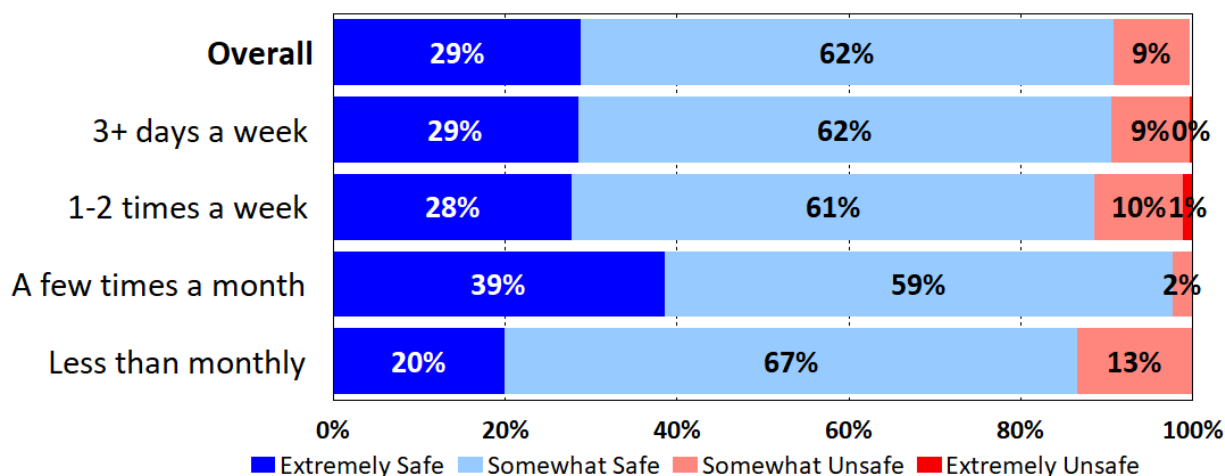
Perception of Safety

- Experiences.** The top indicator for riders' perception of safety is whether they have seen or experienced a harassment incident in the past year. Eighty-seven percent of riders (87%) who have seen or experienced a harassment incident in the past year indicated that they feel extremely safe or somewhat safe when riding compared to ninety-eight percent of riders (98%) who have not seen or experienced a harassment incident.



- Gender and Sexual Orientation.** Ninety-one percent of males indicated that they feel extremely or somewhat safe when riding the bus, compared to ninety-two percent of females (92%) who feel extremely safe or somewhat safe when riding which. There is no significant difference in the perception of safety between riders in the LGBTQIA+ community and other riders.
- Ethnicity and Primary Language.** Native Hawaiian or other pacific islander respondents feel significantly more safe than other groups with 57% feeling extremely safe and 33% feeling somewhat safe, although this was a very small sample size. Eighty-seven percent (87%) of riders whose primary language is Spanish feel extremely or somewhat safe compared to 91% of English speakers.
- Age.** Regarding age groups, there is little deviation of safety perception from the overall average. Ninety-two percent of respondents (92%) aged 16-25 feel extremely safe or somewhat safe, compared to respondents aged 55-64 at 87%. Both high and low extremes are within the margin of error.

- **Frequency of LBT Usage.** Frequency of LBT usage has little to no impact on the results for riders feeling somewhat or extremely unsafe. However, respondents who use LBT at least once per week are 6% less likely to feel extremely safe than those who ride less often.



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. Forty-two percent of respondents (42%) answered either “Don’t know” or “None-it was random.” Twenty-four percent of respondents (24%) indicated they believed it was due to race or ethnicity. Seventeen percent of respondents (17%) indicated that the harassment occurred due to gender/gender expression.
- **Circumstances Surrounding Harassment Incidents.** Of the respondents who experienced or witnessed at least one incident of harassment, 51% indicated that it happened between 3pm to 6pm., 38% at 8am to 2pm, 35% 7pm or later, and 17% between 4am and 7am. More respondents saw or experienced harassment on board the bus (59%) than at stops/stations (44%). Additionally, respondents reported that far more incidents occurred while they were traveling alone (91%) compared to traveling with others (37%).
- **Frequency of Harassment Incidents.** Of the respondents who experienced or witnessed at least one incident of harassment in the past year, 79% indicated that they experience harassment themselves “rarely” or “never.” 66% of respondents said they “rarely” or “never” witness other riders being harassed, while 30% said it happens on “some of their trips.”
- **Reporting.** Only 47% of respondents who saw or experienced harassment indicated that they knew who to contact or how to get help when needed. More than half of respondents (54%) that witnessed or experienced harassment did not report it. Twelve percent (12%) have reported an incident to LBT (in person, online, by phone, via social media, etc.), and 3% have reported an incident to police/law enforcement. When asked if they received an appropriate response, more than half (55%) said “yes,” 25% said “sometimes,” and 20% said “no.”

- **Safety Precautions.** Half of respondents (51%) take no extra safety precautions when using LBT. A quarter of respondents (24%) indicated that they don't ride at night, 23% pick a specific seat or direction to face, and 18% don't travel with valuables. Fifteen percent of respondents (15%) indicated that they avoid certain stops or stations.
- **Incidents.** Sixty-four percent (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.
- **Agency Comparisons.** LBT Riders have a significantly higher perception of safety than the three other agencies that have available comparisons. MTS (San Diego) received 81% top-two box scores, OCTA (Orange County) received 76% top-two box scores, and LA Metro (Los Angeles) received 60% top-two box score. 91% of LBT riders gave top-two box score answers.

The header for section 4 consists of a dark blue horizontal bar. On the left side of the bar, there is a white circle with a dark blue outline containing the number '4' in a dark blue font. To the right of the circle, the text 'Tabular Data' is written in a large, bold, white sans-serif font.

4 Tabular Data

Q1. How often do you typically use LBT?

<u>Q1. How often do you typically use LBT</u>	<u>Number</u>	<u>Percent</u>
3+ days a week	409	71.8 %
1-2 times a week	97	17.0 %
A few times a month	45	7.9 %
Less than monthly	17	3.0 %
No answer	2	0.4 %
Total	570	100.0 %

WITHOUT NO ANSWER**Q1. How often do you typically use LBT? (without "no answer")**

<u>Q1. How often do you typically use LBT</u>	<u>Number</u>	<u>Percent</u>
3+ days a week	409	72.0 %
1-2 times a week	97	17.1 %
A few times a month	45	7.9 %
Less than monthly	17	3.0 %
Total	568	100.0 %

Q3. How safe do you feel using LBT?

<u>Q3. How safe do you feel using LBT</u>	<u>Number</u>	<u>Percent</u>
Extremely safe	163	28.6 %
Somewhat safe	349	61.2 %
Somewhat unsafe	50	8.8 %
Extremely unsafe	2	0.4 %
No answer	6	1.1 %
Total	570	100.0 %

WITHOUT NO ANSWER**Q3. How safe do you feel using LBT? (without "no answer")**

<u>Q3. How safe do you feel using LBT</u>	<u>Number</u>	<u>Percent</u>
Extremely safe	163	28.9 %
Somewhat safe	349	61.9 %
Somewhat unsafe	50	8.9 %
Extremely unsafe	2	0.4 %
Total	564	100.0 %

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

Q4. What do you feel riding LBT compared to a year ago	Number	Percent
More safe riding LBT	197	34.6 %
About the same level of safety	237	41.6 %
Less safe riding LBT	38	6.7 %
Not applicable, was not riding a year ago	81	14.2 %
No answer	17	3.0 %
Total	570	100.0 %

WITHOUT NO ANSWER**Q4. Compared to a year ago, do you feel? (without "no answer")**

Q4. What do you feel riding LBT compared to a year ago	Number	Percent
More safe riding LBT	197	35.6 %
About the same level of safety	237	42.9 %
Less safe riding LBT	38	6.9 %
Not applicable, was not riding a year ago	81	14.6 %
Total	553	100.0 %

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

Q5. Have you experienced any following or saw them happen to others	Number	Percent
Yes	364	63.9 %
No	206	36.1 %
Total	570	100.0 %

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

Q5-1. Have you experienced hostile comments, sounds, or gestures or saw them happen to others	Number	Percent
Happen to me	142	39.0 %
Saw them happen to others	290	79.7 %
Total	432	

Q5-2. Have you experienced "sexual comments, sounds, looks, or gestures (asking you to have sex, using terms like "babe," whistling, kissing noises, leering, etc.)" yourself or seen them happen to other riders while using LBT in past year?

Q5-2. Have you experienced sexual comments, sounds, looks, or gestures or saw them happen to others

	Number	Percent
Happen to me	80	22.0 %
Saw them happen to others	185	50.8 %
Total	265	

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

Q5-3. Have you experienced following or stalking or saw them happen to others

	Number	Percent
Happen to me	42	11.5 %
Saw them happen to others	124	34.1 %
Total	166	

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

Q5-4. Have you experienced unwanted groping, kissing, or other inappropriate touching or saw them happen to others

	Number	Percent
Happen to me	14	3.8 %
Saw them happen to others	86	23.6 %
Total	100	

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

Q5-5. Have you experienced intentional pushing, spitting, or other physical assault or saw them happen to others

	Number	Percent
Happen to me	35	9.6 %
Saw them happen to others	127	34.9 %
Total	162	

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

Q5-6. Have you experienced personal property damaged or stolen or saw them happen to others	Number	Percent
Happen to me	37	10.2 %
Saw them happen to others	101	27.7 %
Total	138	

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

Q5-7. Have you experienced showing pornographic or offensive pictures or words or saw them happen to others	Number	Percent
Happen to me	23	6.3 %
Saw them happen to others	76	20.9 %
Total	99	

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

Q5-8. Have you experienced exposing private body parts or saw them happen to others	Number	Percent
Happen to me	23	6.3 %
Saw them happen to others	78	21.4 %
Total	101	

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

Q5-9. Have you experienced sexual assault or rape or saw them happen to others	Number	Percent
Happen to me	5	1.4 %
Saw them happen to others	47	12.9 %
Total	52	

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

Q5-10. Have you experienced other or saw them happen to others	Number	Percent
Happen to me	8	2.2 %
Saw them happen to others	17	4.7 %
Total	25	

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

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

	Number	Percent
Majority of my trips	10	2.7 %
Some of my trips	62	17.0 %
Rarely	157	43.1 %
Never	110	30.2 %
No answer	25	6.9 %
Total	364	100.0 %

WITHOUT NO ANSWER**Q6. How often have you experienced these behaviors directed to you when using LBT in the past year? (without "no answer")**

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

	Number	Percent
Majority of my trips	10	2.9 %
Some of my trips	62	18.3 %
Rarely	157	46.3 %
Never	110	32.4 %
Total	339	100.0 %

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

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

	Number	Percent
Majority of my trips	15	4.1 %
Some of my trips	99	27.2 %
Rarely	188	51.6 %
Never	34	9.3 %
No answer	28	7.7 %
Total	364	100.0 %

WITHOUT NO ANSWER**Q7. How often have you seen these behaviors directed to others when using LBT in the past year? (without "no answer")**

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

	Number	Percent
Majority of my trips	15	4.5 %
Some of my trips	99	29.5 %
Rarely	188	56.0 %
Never	34	10.1 %
Total	336	100.0 %

Q8. Where did these incidents happen?

Q8. Where did these incidents happen	Number	Percent
At stops/stations	159	43.7 %
Onboard bus	215	59.1 %
Total	374	

Q9. When did these incidents happen?

Q9. When did these incidents happen	Number	Percent
Early morning (4am-7am)	60	16.5 %
Daytime (8am-2pm)	137	37.6 %
Late afternoon/early evening (3pm-6pm)	185	50.8 %
After dark (7pm-end of service)	126	34.6 %
Total	508	

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

	Number	Percent
Alone	198	54.4 %
With travelling companions	30	8.2 %
Both	85	23.4 %
No answer	51	14.0 %
Total	364	100.0 %

WITHOUT NO ANSWER**Q10. Thinking of the times you have had the above experiences happen to you, were you alone or with traveling companions? (without "no answer")**

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

	Number	Percent
Alone	198	63.3 %
With travelling companions	30	9.6 %
Both	85	27.2 %
Total	313	100.0 %

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

	Number	Percent
Yes	153	42.0 %
No	170	46.7 %
No answer	41	11.3 %
Total	364	100.0 %

WITHOUT NO ANSWER**Q11. Did you know who to contact or how to get help when needed? (without "no answer")**

Q11. Did you know who to contact or how to get help when needed	Number	Percent
Yes	153	47.4 %
No	170	52.6 %
Total	323	100.0 %

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

Q12. Did you report any of them	Number	Percent
Reported to LBT (in person, online, by phone, via social media, etc.)	42	11.5 %
Reported to police/law enforcement	9	2.5 %
Reported to other source	4	1.1 %
Did not report	198	54.4 %
Total	253	

Q12-3. Which other source?

Q12-3. Other source	Number	Percent
BUS DRIVER	3	75.0 %
PARENTS	1	25.0 %
Total	4	100.0 %

Q12a. Did you receive an appropriate response?

Q12a. Did you receive an appropriate response	Number	Percent
Yes	22	44.0 %
No	10	20.0 %
Sometimes	8	16.0 %
No answer	10	20.0 %
Total	50	100.0 %

WITHOUT NO ANSWER**Q12a. Did you receive an appropriate response? (without "no answer")**

Q12a. Did you receive an appropriate response	Number	Percent
Yes	22	55.0 %
No	10	25.0 %
Sometimes	8	20.0 %
Total	40	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. Why were you or others targeted	Number	Percent
Race or ethnicity	87	23.9 %
Religion	20	5.5 %
Language spoken	34	9.3 %
Income	11	3.0 %
Gender/gender expression	62	17.0 %
Sexual orientation	41	11.3 %
Age	38	10.4 %
Disability	27	7.4 %
Obesity	5	1.4 %
None-it was random	60	16.5 %
Don't know	94	25.8 %
Other	7	1.9 %
Total	486	

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. Why were you or others targeted	Number	Percent
Race or ethnicity	73	27.0 %
None-it was random	60	22.2 %
Gender/gender expression	49	18.1 %
Age	36	13.3 %
Sexual orientation	35	13.0 %
Language spoken	30	11.1 %
Disability	22	8.1 %
Religion	19	7.0 %
Income	10	3.7 %
Other	6	2.2 %
Obesity	4	1.5 %
Total	344	

Q13-12. Other:

Q13-12. Other	Number	Percent
Homeless	3	42.9 %
GANG BANGERS	1	14.3 %
DRUGS	1	14.3 %
ATTENTION/ENTITLEMENT	1	14.3 %
Mental health	1	14.3 %
Total	7	100.0 %

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

Q14. What safety precautions do you take when using LBT to avoid being harassed	Number	Percent
Don't ride at night	138	24.2 %
Avoid certain routes, stops, or stations	86	15.1 %
Don't ride alone	52	9.1 %
Avoid wearing certain clothes or shoes	77	13.5 %
Don't travel with valuables	105	18.4 %
Pick a specific seat or direction to face	132	23.2 %
Other	14	2.5 %
<u>No-don't take any safety precautions</u>	<u>291</u>	<u>51.1 %</u>
Total	895	

WITHOUT NO**Q14. Do you currently take any safety precautions when using LBT to avoid being harassed? (without "no")**

Q14. What safety precautions do you take when using LBT to avoid being harassed	Number	Percent
Don't ride at night	138	49.5 %
Pick a specific seat or direction to face	132	47.3 %
Don't travel with valuables	105	37.6 %
Avoid certain routes, stops, or stations	86	30.8 %
Avoid wearing certain clothes or shoes	77	27.6 %
Don't ride alone	52	18.6 %
Other	14	5.0 %
Total	604	

Q14-7. Other:

Q14-7. Other	Number	Percent
CARRY PEPPER SPRAY	5	35.7 %
CARRY MACE	2	14.3 %
WILLING TO PROTECT MYSELF	1	7.1 %
CARRY PEPPER SPRAY, SITUATIONAL AWARENESS	1	7.1 %
HAVE TAZER AND MORE	1	7.1 %
CARRY PROTECTION LIKE PEPPER SPRAY, ETC	1	7.1 %
CARRY PROTECTION	1	7.1 %
Self defense objects	1	7.1 %
<u>Pepper spray, emergency siren</u>	<u>1</u>	<u>7.1 %</u>
Total	14	100.0 %

Q15. Your age:

<u>Q15. Your age</u>	<u>Number</u>	<u>Percent</u>
16-25	184	32.3 %
26-34	101	17.7 %
35-44	72	12.6 %
45-54	82	14.4 %
55-64	63	11.1 %
65+	48	8.4 %
<u>No answer</u>	<u>20</u>	<u>3.5 %</u>
Total	570	100.0 %

WITHOUT NO ANSWER**Q15. Your age: (without "no answer")**

<u>Q15. Your age</u>	<u>Number</u>	<u>Percent</u>
16-25	184	33.5 %
26-34	101	18.4 %
35-44	72	13.1 %
45-54	82	14.9 %
55-64	63	11.5 %
65+	48	8.7 %
Total	550	100.0 %

Q16. your home ZIP code:

<u>Q16. Your home zip code</u>	<u>Number</u>	<u>Percent</u>
90805	48	12.5 %
90813	47	12.2 %
90802	33	8.6 %
90810	32	8.3 %
90804	29	7.6 %
90806	25	6.5 %
90814	17	4.4 %
90706	15	3.9 %
90815	12	3.1 %
90807	10	2.6 %
90801	9	2.3 %
90808	7	1.8 %
90755	7	1.8 %
90712	6	1.6 %
90723	6	1.6 %
90803	6	1.6 %
90713	4	1.0 %
90740	4	1.0 %
90222	4	1.0 %
90262	3	0.8 %
90715	3	0.8 %
90744	3	0.8 %
90044	2	0.5 %
90817	2	0.5 %
90242	2	0.5 %
90037	2	0.5 %
90819	2	0.5 %
90202	2	0.5 %
90255	2	0.5 %
90809	2	0.5 %
90086	1	0.3 %
90703	1	0.3 %
90840	1	0.3 %
90001	1	0.3 %
90404	1	0.3 %
90708	1	0.3 %
90745	1	0.3 %
91028	1	0.3 %
90185	1	0.3 %
90059	1	0.3 %
90006	1	0.3 %
90788	1	0.3 %
90180	1	0.3 %
90727	1	0.3 %
90866	1	0.3 %
90047	1	0.3 %

Q16. your home ZIP code:

<u>Q16. Your home zip code</u>	<u>Number</u>	<u>Percent</u>
90626	1	0.3 %
90613	1	0.3 %
90480	1	0.3 %
90720	1	0.3 %
90241	1	0.3 %
90221	1	0.3 %
90705	1	0.3 %
90800	1	0.3 %
90898	1	0.3 %
90018	1	0.3 %
90057	1	0.3 %
90876	1	0.3 %
90003	1	0.3 %
90660	1	0.3 %
90280	1	0.3 %
90220	1	0.3 %
90011	1	0.3 %
90630	1	0.3 %
90440	1	0.3 %
90816	1	0.3 %
93060	1	0.3 %
90026	1	0.3 %
Total	384	100.0 %

Q17. What is your primary language?

<u>Q17. Your primary language</u>	<u>Number</u>	<u>Percent</u>
English	399	70.0 %
Spanish	105	18.4 %
Other	12	2.1 %
No answer	54	9.5 %
Total	570	100.0 %

WITHOUT NO ANSWER**Q17. What is your primary language? (without "no answer")**

<u>Q17. Your primary language</u>	<u>Number</u>	<u>Percent</u>
English	399	77.3 %
Spanish	105	20.3 %
Other	12	2.3 %
Total	516	100.0 %

Q17-3. Other primary language:

<u>Q17-3. Other</u>	<u>Number</u>	<u>Percent</u>
Vietnamese	5	41.7 %
JAPANESE	1	8.3 %
FRENCH	1	8.3 %
Tagalog	1	8.3 %
German	1	8.3 %
Phillipino	1	8.3 %
Italian	1	8.3 %
Polish	1	8.3 %
Total	12	100.0 %

Q18. Your race or ethnic identification:

<u>Q18. Race or ethnic identification</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	53	9.3 %
Black or African American	114	20.0 %
American Indian or Alaska Native	17	3.0 %
White or Caucasian	127	22.3 %
Native Hawaiian or other Pacific Islander	3	0.5 %
Hispanic, Spanish, or Latino/a/x	275	48.2 %
Other	7	1.2 %
No answer	33	5.8 %
Total	629	

WITHOUT NO ANSWER**Q18. Your race or ethnic identification: (without "no answer")**

<u>Q18. Race or ethnic identification</u>	<u>Number</u>	<u>Percent</u>
Hispanic, Spanish, or Latino/a/x	275	51.2 %
White or Caucasian	127	23.6 %
Black or African American	114	21.2 %
Asian or Asian Indian	53	9.9 %
American Indian or Alaska Native	17	3.2 %
Other	7	1.3 %
Native Hawaiian or other Pacific Islander	3	0.6 %
Total	596	

Q18. Self-describe your race/ethnicity:

<u>Q18-8. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
COLUMBIAN	1	14.3 %
CREOLE	1	14.3 %
FILIPINO	1	14.3 %
MIXED	1	14.3 %
MULTI-RACIAL	1	14.3 %
AFRICAN/EGYPTIAN	1	14.3 %
AFGHAN	1	14.3 %
Total	7	100.0 %

Q19. Do you have any disabilities?

<u>Q19. Do you have any disabilities</u>	<u>Number</u>	<u>Percent</u>
I have a physical disability	100	17.5 %
I have a cognitive disability	38	6.7 %
No	393	68.9 %
No answer	48	8.4 %
Total	579	

WITHOUT NO ANSWER**Q19. Do you have any disabilities? (without "no answer")**

<u>Q19. Do you have any disabilities</u>	<u>Number</u>	<u>Percent</u>
No	393	75.3 %
I have a physical disability	100	19.2 %
I have a cognitive disability	38	7.3 %
Total	531	

Q20. Your gender:

<u>Q20. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	258	45.3 %
Female	237	41.6 %
Nonbinary	35	6.1 %
Transgender	7	1.2 %
No answer	40	7.0 %
Total	577	

WITHOUT NO ANSWER**Q20. Your gender: (without "no answer")**

Q20. Your gender	Number	Percent
Male	258	48.7 %
Female	237	44.7 %
Nonbinary	35	6.6 %
Transgender	7	1.3 %
Total	537	

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

Q21. Do you identify as LGBQIA+	Number	Percent
Yes	91	16.0 %
No	359	63.0 %
No answer	120	21.1 %
Total	570	100.0 %

WITHOUT NO ANSWER**Q21. Do you identify as LGBTQIA+ (lesbian, gay, etc.)? (without "no answer")**

Q21. Do you identify as LGBQIA+	Number	Percent
Yes	91	20.2 %
No	359	79.8 %
Total	450	100.0 %

Q22. Your annual household income:

Q22. Your annual household income	Number	Percent
Under \$25K	156	27.4 %
\$25K-\$49,999	81	14.2 %
\$50K-\$99,999	74	13.0 %
\$100K-\$149,999	21	3.7 %
\$150K+	8	1.4 %
Don't know/prefer not to say	230	40.4 %
Total	570	100.0 %

WITHOUT DON'T KNOW/PREFER NOT TO SAY**Q22. Your annual household income: (without "don't know/prefer not to say")**

Q22. Your annual household income	Number	Percent
Under \$25K	156	45.9 %
\$25K-\$49,999	81	23.8 %
\$50K-\$99,999	74	21.8 %
\$100K-\$149,999	21	6.2 %
\$150K+	8	2.4 %
Total	340	100.0 %

Q23. What would you say is your religion?

<u>Q23. What is your religion</u>	<u>Number</u>	<u>Percent</u>
No Answer	301	52.8 %
Not Applicable	69	12.1 %
NONE	62	10.9 %
Catholic	60	10.5 %
Christian	51	8.9 %
Buddhist	5	0.9 %
AGNOSTIC	3	0.5 %
Protestant	2	0.4 %
Hindu	2	0.4 %
PENTECOSTAL	1	0.2 %
PAGAN	1	0.2 %
MESSIANIC	1	0.2 %
COPTIC ORTHODOX	1	0.2 %
SPIRIT	1	0.2 %
JEWISH	1	0.2 %
JESUS DISCIPLE	1	0.2 %
Religious	1	0.2 %
NON DENOMINATIONAL	1	0.2 %
NRP	1	0.2 %
MORMON	1	0.2 %
SDA	1	0.2 %
BELIEVER IN GOD	1	0.2 %
Muslim	1	0.2 %
Faith	1	0.2 %
Total	570	100.0 %

5

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

LBT is seeking to better understand how safe customers feel using the bus service. This survey will focus on safety as it relates to other customers' 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 LBT improve safety. Please fill out as many of the questions as you can. This survey is for customers aged 16 and older.

1. How often do you typically use LBT?

____(1) 3+ days a week ____ (2) 1-2 times a week ____ (3) A few times a month ____ (4) Less than monthly

2. What bus routes do you typically ride?

Bus Routes (List Up to the 3 most used routes): 1st: _____ 2nd: _____ 3rd: _____

The following questions ask about your experiences using LBT 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 LBT?

____ (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 LBT ____ (3) Less safe riding LBT
____ (2) About the same level of safety ____ (4) Not applicable, was not riding a year ago

5. Have you experienced any of the following yourself or seen them happen to other customers while using LBT in the past year? [Check all that apply, specifying whether you experienced and/or witnessed the incident.]

For each line below, check all to the right that apply - specifying whether: 1. Happened to You, and/or 2. Saw it Happen to Others.		Happened to Me	Saw Happen to Others
01.	Hostile comments, sounds, or gestures	1 <input type="checkbox"/>	2 <input type="checkbox"/>
02.	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"/>
03.	Following or stalking	1 <input type="checkbox"/>	2 <input type="checkbox"/>
04.	Unwanted groping, kissing, or other inappropriate touching	1 <input type="checkbox"/>	2 <input type="checkbox"/>
05.	Intentional pushing, spitting, or other physical assault	1 <input type="checkbox"/>	2 <input type="checkbox"/>
06.	Personal property damaged or stolen	1 <input type="checkbox"/>	2 <input type="checkbox"/>
07.	Showing pornographic or offensive pictures or words	1 <input type="checkbox"/>	2 <input type="checkbox"/>
08.	Exposing private body parts	1 <input type="checkbox"/>	2 <input type="checkbox"/>
09.	Sexual assault or rape	1 <input type="checkbox"/>	2 <input type="checkbox"/>
10.	Other (please specify): _____	1 <input type="checkbox"/>	2 <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 LBT 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 LBT 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

9. When did these incidents happen? [Check all that apply.]

____ (1) Early morning (4am-7am) ____ (3) Late afternoon/early evening (3pm-6pm)
____ (2) Daytime (8am-2pm) ____ (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?

____ (1) Alone ____ (2) With travelling companions ____ (3) Both

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 LBT (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 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 LBT 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 customers.

15. Age: (1) 16 – 25 (2) 26 – 34 (3) 35 – 44 (4) 45 – 54 (5) 55 – 64 (6) 65+

16. Home ZIP code: _____

17. What is your primary language? (1) English (2) Spanish (3) Other (specify): _____

18. Race or ethnic identification: [Check all that apply.]

- (01) Asian or Asian Indian
- (02) Black or African American
- (03) American Indian or Alaska Native
- (04) White or Caucasian
- (05) Native Hawaiian or other Pacific Islander
- (06) Hispanic, Spanish, or Latino/a/x
- (99) Other: _____

19. Do you have any disabilities? [Check all that apply.]

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

20. Gender: [Check all that apply.]

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

21. Do you identify as LGBTQIA+ (lesbian, gay, etc.)? (1) Yes (2) No

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

23. What would you say is your religion? [Please write "None" if N/A.] _____

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

- (1) Yes [Enter contact information.]
- (2) No

Name: _____ Phone: _____ Email: _____

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!