

# OCTA Rider Safety Perception Survey

NOVEMBER 2024



# Background

- Senate Bill 434 (Chapter 396, Section 99178)
  - Requires transit operators to collect and publish survey data on “street harassment”
  - Survey must reach limited-English-proficient riders
  - Outreach to rider subpopulations underrepresented in surveys
- Focus on Passengers’ Personal Safety
  - It IS: how riders feel comfortable on the bus without experiencing harassment
  - It IS NOT: bus operations, traffic accidents, etc.



# Background / Methodology

- Other participating agencies: San Diego MTS, Long Beach Transit, LA Metro
- Onboard Survey Collection (Sep. 2024)
  - Sampled from entire system by different routes and times
  - Available in English, Spanish, Vietnamese, Mandarin, and Korean
- Five Focus Groups (Oct. to Nov. 2024)
  - Women's Only, LGBTQIA+, Spanish Language, Vietnamese Language, Persons with Disabilities



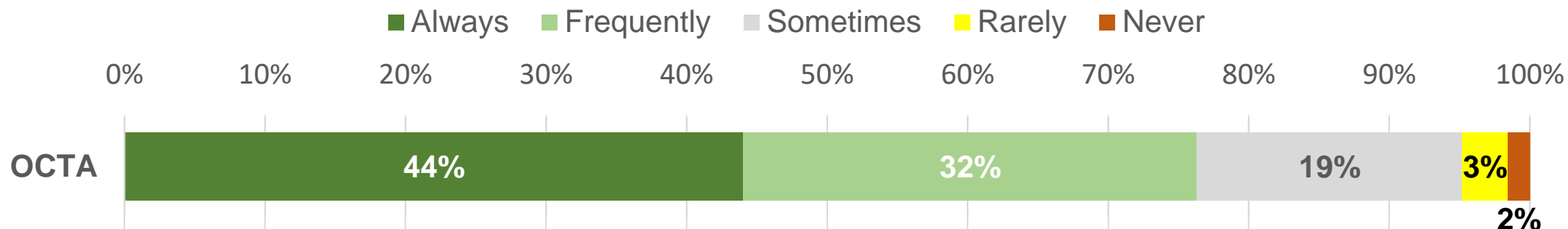


# Key Findings

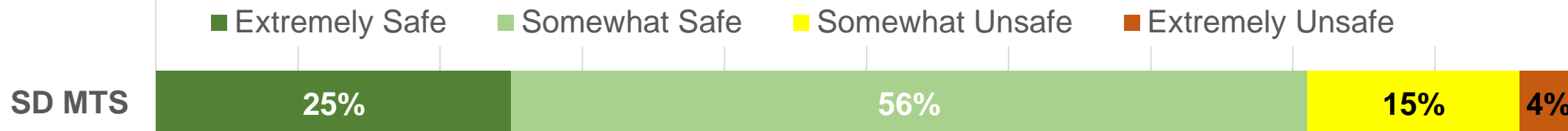
- More than three-quarters of OC Bus riders frequently or always felt safe using OC Bus during the past year
- Roughly half of OC Bus riders have seen and/or experienced some form of harassment on OC Bus but rarely report it
- Demographic characteristics play a role in the perception of safety on OC Bus
- Most riders feel safe and do not take any additional safety precautions when using OC Bus (60%), but some riders reported not traveling at night (26%)

# Riders' Current Safety Perception

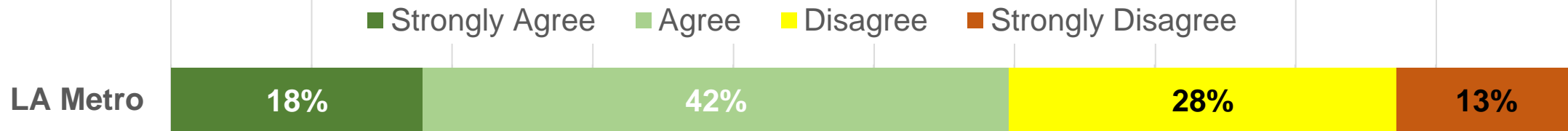
## How often do you feel safe using the bus?



## How safe do you feel using MTS?



## I consider the Metro system safe to ride



*n* = 6,980 respondents from Orange County Transportation Authority (OCTA); 8,080 respondents from LA Metro; 500 respondents from SD MTS.

\* LA Metro data from Spring 2024 Customer Satisfaction Survey (Mar. 2024); results are the average of the daytime and nighttime bus rider results for "I consider the Metro safe to ride..."

\* SD MTS data from Senate Bill 434 survey (Oct. 2024). Results for "How safe do you feel using MTS?"

# Safety Perception of Frequent Riders

73% of respondents are frequent riders (ride daily or weekly) and say they frequently or always feel safe on OC Bus during the past year.

% Respondents		Safety Perception				
Trip Frequency	Always	Frequently	Sometimes	Rarely	Never	Grand Total
Daily	33%	23%	14%	2%	1%	73%
Weekly	8%	9%	4%	1%	0%	21%
Monthly	1%	1%	1%	0%	0%	3%
Less than once a month	1%	1%	1%	0%	0%	3%
Grand Total	43%	33%	19%	3%	1%	100%

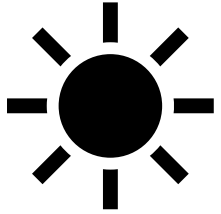
# Frequencies of Safety Incidents Noted

60% of respondents say they **frequently or always felt safe** on OC Bus and **rarely or never noticed incidents** within the past year (either experienced or observed).

Example incidents: unwanted comments, inappropriate comments

% Respondents		Safety Perception				
Saw / Experienced Incidents	Always	Frequently	Sometimes	Rarely	Never	Grand Total
Frequently	2%	1%	2%	1%	0%	6%
Sometimes	6%	8%	8%	1%	0%	24%
Rarely	10%	13%	5%	1%	0%	28%
Never	26%	11%	3%	1%	1%	42%
Grand Total	44%	32%	19%	3%	2%	100%

# Factors of Safety Perception



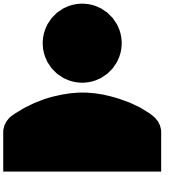
58% of respondents noticed safety incidents (either experienced or observed) primarily **in the daytime**.

---



55% of respondents noticed safety incidents primarily **onboard OC Bus**.

---



67% of respondents noticed safety incidents primarily when **traveling alone** on OC Bus.

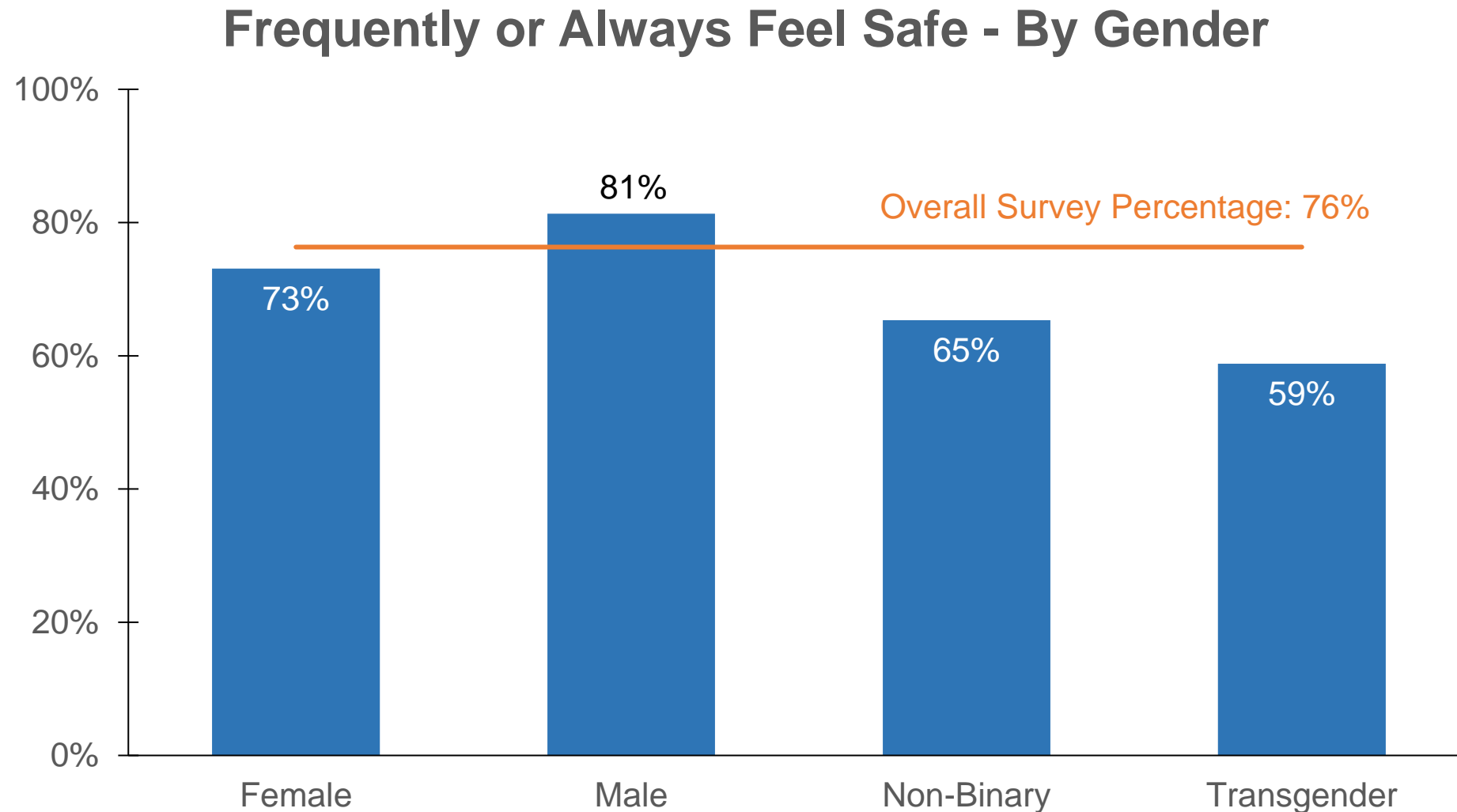
---



The most selected reason for why respondents believed they or the person was being targeted was “**None. It was random.**”



# Factors of Safety Perception - Demographics



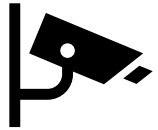
# Riders' Experience

- 60% of respondents noted they feel safe and do not have any additional safety precautions while using OC Bus
  - 26% do not ride at night
- 49% of respondents have witnessed at least one type of incident, and 30% have experienced it themselves
- 79% of respondents who noticed incident(s) did not report
  - 14% have reported to the coach operator
  - 5% have reported to OCTA
  - 3% have reported to police

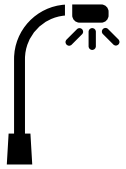


# Suggestions for Safety Enhancements

The most requested transit safety enhancements were:



Security cameras at stops / stations



Improved lighting at bus stops / stations



Police / law enforcement



Private security staff



Phone hotline / emergency call boxes

# Next Steps

- Customer Feedback shared with Transit Operations, Transit Police, and other groups
- Continued communications with other participating transit agencies
- Anonymized survey data will be publicly published on OCTA.net by end of calendar year 2024
- Notifying Governor and Legislature of results publication
- Final report available in December