

Metro Customer Satisfaction Survey Results

May 2012

Presented by Research & Development

How did you get to the station or stop?



Bus Riders

walked

84%



drove or
dropped off

10%



biked

3%



Train Riders

66%



25%



4%



2012 survey

How long did it take you to get to the station/stop and how long did you wait?

**BUS
RIDERS**



traveling to
station/stop



+

waiting at
station/stop



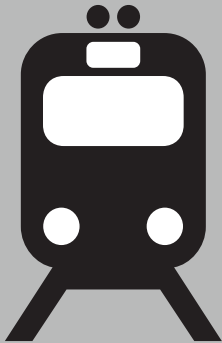
=

total time before
boarding bus/train



**20
min**

**TRAIN
RIDERS**



+



=



**19
min**

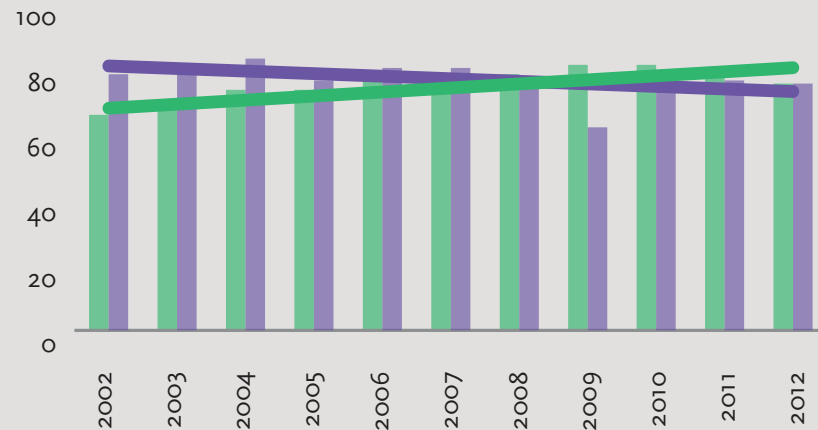
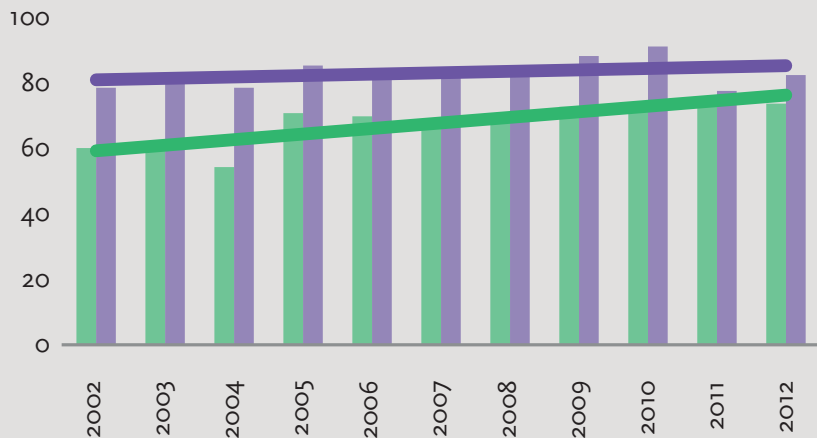


Yes, my bus/train is generally on time.



Yes, I normally have a seat for this trip.

BUS **TRAIN**





Yes, this bus/train is clean.



Yes, this station/stop is clean.

100

100

76%



70%

78%



84%

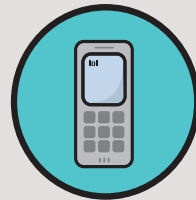
10 year average

I transferred to complete this trip.





Yes, I have a cell phone.



Yes, I have a smart phone.

100

100

76%



58%

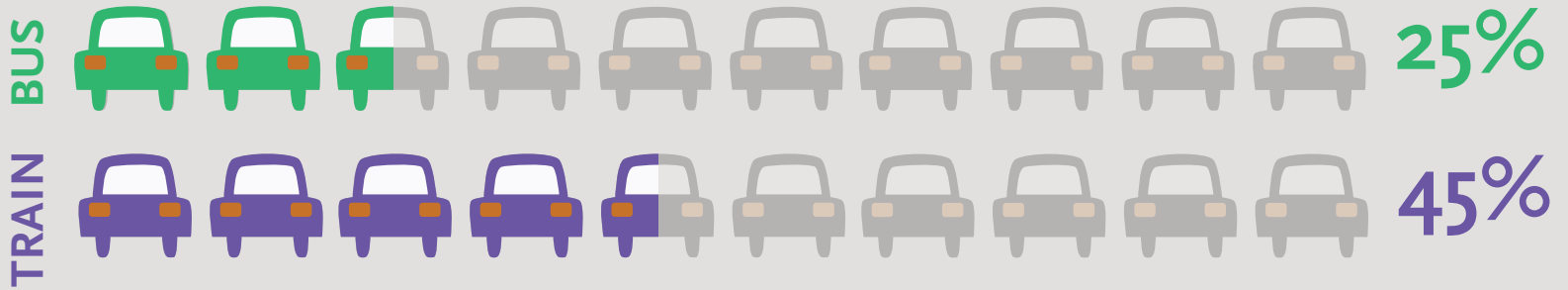
69%



52%

2012 survey

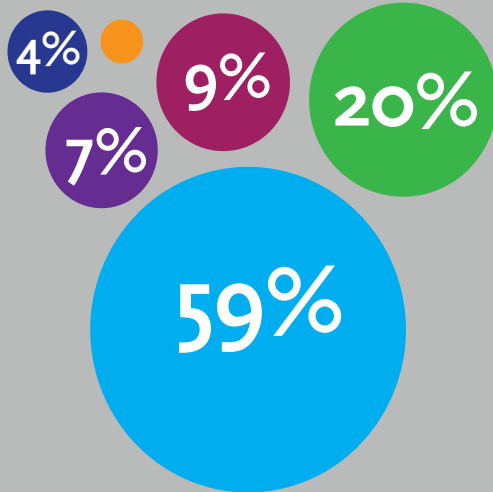
Yes, I had a car available to make this trip.



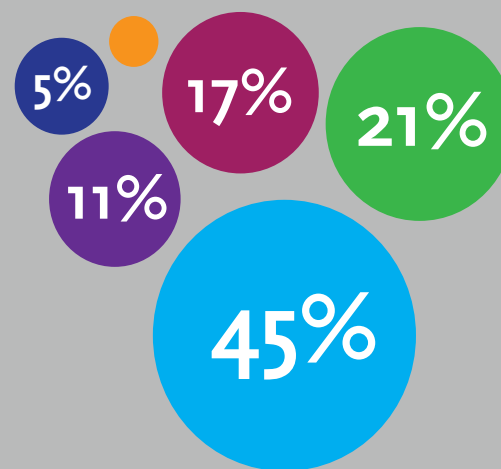
10 year average

What is your ethnicity?

BUS



TRAIN



- Latino
- Black
- White
- Asian/Pacific Islander
- American Indian (1%)
- Other

average from 2004-2012

Gender?



10 year average

Income?

BUS



\$14,423

\$\$\$\$\$\$

TRAIN



\$26,250

\$\$\$\$\$\$\$\$\$\$\$\$

LA COUNTY

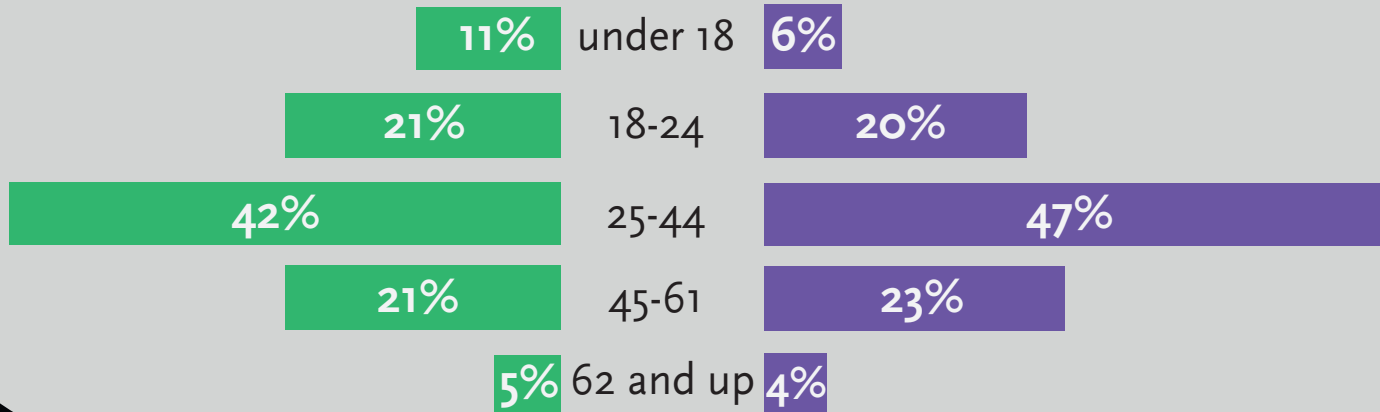
\$55,476

\$

median household income of riders in 2012
LA County US Census (ACS) 2006-2010



Age?



average numbers from 2002-2012

Yes, I am generally satisfied with Metro Service.

