



Spring 2003: Metro Bus Customer Satisfaction Survey

	Yes	No
1. Generally speaking, are you satisfied with Metro Bus service?	82%	18%
2. Is Metro Bus service better than last year?	78%	22%
3. Is your bus generally on time (within 5 minutes)?	62%	38%
4. Do you feel safe while waiting for Metro Buses?	74%	26%
5. Do you feel safe while riding Metro Buses?	85%	15%
6. Does your bus' schedule meet your needs?	76%	24%
7. Are the Metro Buses generally clean?	72%	28%
8. Do you normally have a seat for your trip?	70%	30%
9. Are Metro Bus drivers generally courteous?	72%	28%
10. Have you called 1-800-COMMUTE in the last six months?	36%	64%
10a. If yes, was 1-800-COMMUTE helpful to you?	61%	39%
11. Is Metro Bus service convenient for you to use?	91%	9%
12. Has a Metro Bus passed you by at a stop in the last month?	54%	46%
13. Are Metro Bus schedules easy to read and understand?	84%	16%
14. Did you use Metro Bus more than 4 days last week?	87%	13%
15. Do you use Metro Bus primarily to commute to/from work?	86%	14%
16. Do you have a car available to you to make this trip?	26%	74%
17. Do you ride the bus primarily during rush hours?	77%	23%
18. Is it easy to find and purchase Metro passes?	82%	18%
19. Do you think MTA should offer a one-day pass?	69%	31%
20. Are you aware of MTA's new Sector management structure?	25%	75%
21. Do you have to transfer to complete your trip?	67%	33%
21a. If yes, are your transfers/connections generally on time?	68%	32%
21b. How many transfers will you make to complete this one-way trip?		
₁ One Transfer: 33%		₂ Three transfers: 16%
₂ Two transfers: 41%		₃ Other: 10%
22. How did you pay for THIS trip?		
₁ Cash: 23%		₄ Pass(Monthly, Weekly, Express Stamps, Etc): 39%
₂ Token: 26%		₅ Senior/Disabled: 7%
₃ Student Pass: 4%		₆ Interagency, Non-MTA, Other: <1%
23. You are:	₁ Male: 47%	₂ Female: 53%
24. You are:	₁ Single: 60%	₂ Married: 40%
25. What is your age?		
₁ Younger than 18: 8%	₂ 18-24: 19%	₃ 25-44: 43%
₄ 45-64: 24%	₅ 65 or older: 6%	
26. What is your home zip code? _____		

 Total Number of Bus Surveys: 9,318
 Total Number of English Language Surveys: 5,522 (59%)
 Total Number of Spanish Language Surveys: 3,795 (41%)