Spring 2004: Metro Bus Customer Satisfaction Survey

1. Generally speaking, are you satisfied with Metro Bus service? 80% 20%
2. Do you think that Metro’s image is improving? 80% 20%
3. Is Metro Bus service better now than last year? 78% 22%
4. Is your bus generally on time (within 5 minutes)? 56% 44%
5. Does your bus’s schedule meet your needs? 72% 28%
6. Are Metro Buses generally clean? 75% 25%
7. Are the Metro Bus stops generally clean? 58% 42%
8. Is graffiti usually a problem on your bus? 54% 46%
9. Do you normally have a seat for your trip? 77% 23%
10. Are Metro Bus drivers generally courteous? 73% 27%
11. Have you called 1-800-COMMUTE in the last six months? 45% 55%
a. If yes, was 1-800-COMMUTE helpful to you? 86% 14%
12. Have you visited METRO.NET in the last six months? 33% 67%
13. Is Metro Bus service convenient to use? 91% 10%
14. Has a Metro Bus passed you by at a stop in the last month? 55% 45%
15. Are Metro Bus schedules easy to read and understand? 84% 16%
16. Did you use Metro Bus more than 4 days last week? 87% 13%
17. Do you use Metro Bus primarily to commute to/from work? 85% 15%
18. Did you have a car available to make THIS trip? 26% 74%
19. Do you use Metro Bus primarily during rush hours? 78% 22%
20. Is it easy to find and purchase Metro passes? 83% 17%
21. Is the Metro Day Pass convenient to use? 85% 15%
22. Are you aware of Metro’s Service Sectors? (San Fernando Valley, San Gabriel Valley, Gateway Cities, South Bay, Westside/Central) 38% 62%
23. How many buses/trains will you use to complete THIS one-way trip? _______ Buses _______ Trains
24. What fare did you use for THIS trip?
   1 Day Pass: 36%  2 Regular Weekly Pass: 12%
   2 Token: 9%  7 Discount Pass (Student, College, Senior/Disabled): 8%
   3 One-Way Cash Fare: 11%  8 EZ Transit Pass: 2%
   4 Regular Monthly Pass: 16%  9 Transferred from Other Service: 1%
   5 Regular Semi-Monthly pass: 5%
25. You are: 1 Male: 45%  2 Female: 55%
26. You are: 1 Latino: 61%  3 White: 10%  5 Other: 3%
   2 Black: 20%  4 Asian/Pac. Is.: 6%
27. What is your age?
   1 Younger than 18: 10%  2 18-24: 24%  3 25-44: 39%
   4 45-64: 23%  5 65 or older: 4%
28. What is your home zip code? ___________

Total Number of Bus Surveys: 13,046
Total Number of English Language Surveys: 7,983 (61%)
Total Number of Spanish Language Surveys: 5,063 (39%)