



Spring 2004: Metro Bus Customer Satisfaction Survey

	Yes	No	
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? <small>(San Fernando Valley, San Gabriel Valley, Gateway Cities, South Bay, Westside/Central)</small>	38%	62%	
23. How many buses/trains you will use to complete THIS one-way trip? _____ Buses _____ Trains			
24. What fare did you use for THIS trip?			
1 Day Pass: 36%	6 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%)