



Bus Survey Results—Spring 05

	Agree	Slightly Agree	Slightly Disagree	Disagree
1. Generally speaking, I am satisfied with Metro Bus Service	62%	22%	8%	8%
2. THIS bus is generally on time (within 5 minutes)	48%	25%	12%	16%
3. THIS bus's schedule meets my needs	60%	21%	10%	9%
4. THIS bus is generally clean	53%	27%	11%	9%
5. THIS bus's stops are generally clean	45%	27%	15%	14%
6. I feel safe while waiting for THIS bus	56%	24%	11%	9%
7. I feel safe while riding on THIS bus	66%	21%	8%	5%
8. THIS bus's drivers are generally courteous	55%	24%	11%	10%

	Yes	No
9. Is Metro Bus service better now than last year?	82%	18%
10. Do you think that Metro's image is improving?	84%	16%
11. Is graffiti usually a problem on your bus?	53%	47%
12. Do you normally have a seat for your trip?	77%	23%
13. Have you called 1-800-COMMUTE in the last six months?	35%	65%
a. If yes, was 1-800-COMMUTE helpful to you?	81%	19%
14. Do you have access to the Internet?	50%	50%
15. Have you visited METRO.NET in the last six months?	35%	65%
16. Is Metro Bus service convenient to use?	90%	10%
17. Has THIS Bus passed you by at a stop in the last month?	48%	52%
18. Did you use Metro Bus more than 4 days last week?	88%	12%
19. Do you use Metro Bus primarily to commute to/from work?	84%	16%
20. Did you have a car available to make THIS trip?	27%	73%
21. Is it easy to find and purchase Metro passes?	84%	16%
22. Is the Metro Day Pass convenient to use?	88%	12%
23. Does your employer help pay for some or all of your pass?	21%	79%
24. Are you aware of Metro's Service Sectors?	38%	62%

(San Fernando Valley, San Gabriel Valley, Gateway Cities, South Bay, Westside/Central)

25. How many buses/trains will you use to complete **THIS** one-way trip?

Buses	Trains
One: 52%	Zero: 7%
Two: 33%	One: 60%
Three: 10%	Two: 26%
Four: 4%	Three: 5%
Five or more: 1%	Four: 3%

26. What fare did you use on the **FIRST BUS/TRAIN** of this trip?

Day Pass: 33%	Reg. Semi-Monthly pass: 8%	College Student Pass: 4%
Token: 12%	Reg. Weekly Pass: 5%	K-12 Student Pass: 5%
One-Way Cash: 9%	EZ Transit Pass: 8%	Trans. From Muni.: <1%
Reg. Month Pass: 11%	Senior/Disabled Pass: 5%	Trans. From Metrolink: <1%

27. How many years have you been riding Metro?

Less than one: 12%	1-2 Years: 18%	3-4 Years: 18%	5+ Years: 52%
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28. You are:

Latino: 64%	Black: 18%	White: 8%
Asian/Pac. Is.: 7%	Other: 4%	

29. What is your age?

Younger than 18: 14%	18-24: 24%	25-44: 36%
45-61: 21%	62 or older: 6%	

30. What is your home zip code? _____



EARN A CHANCE TO WIN A MONTHLY METRO PASS!

Just complete this Metro Bus
Customer Satisfaction Survey*
Español al lado opuesto

- | | <i>Agree</i> | <i>Disagree</i> |
|---|---|--|
| 1. Generally speaking, I am satisfied with Metro Bus Service | Ⓐ ₁ Ⓑ ₂ Ⓒ ₃ Ⓓ ₄ | |
| 2. THIS bus is generally on time (within 5 minutes) | Ⓐ ₁ Ⓑ ₂ Ⓒ ₃ Ⓓ ₄ | |
| 3. THIS bus's schedule meets my needs | Ⓐ ₁ Ⓑ ₂ Ⓒ ₃ Ⓓ ₄ | |
| 4. THIS bus is generally clean | Ⓐ ₁ Ⓑ ₂ Ⓒ ₃ Ⓓ ₄ | |
| 5. THIS bus's stops are generally clean | Ⓐ ₁ Ⓑ ₂ Ⓒ ₃ Ⓓ ₄ | |
| 6. I feel safe while waiting for THIS bus | Ⓐ ₁ Ⓑ ₂ Ⓒ ₃ Ⓓ ₄ | |
| 7. I feel safe while riding on THIS bus | Ⓐ ₁ Ⓑ ₂ Ⓒ ₃ Ⓓ ₄ | |
| 8. THIS bus's drivers are generally courteous | Ⓐ ₁ Ⓑ ₂ Ⓒ ₃ Ⓓ ₄ | |
| | Yes | No |
| 9. Is Metro Bus service better now than last year? | Ⓐ | Ⓑ |
| 10. Do you think that Metro's image is improving? | Ⓐ | Ⓑ |
| 11. Is graffiti usually a problem on your bus? | Ⓐ | Ⓑ |
| 12. Do you normally have a seat for your trip? | Ⓐ | Ⓑ |
| 13. Have you called 1-800-COMMUTE in the last six months? | Ⓐ | Ⓑ |
| a. If yes, was 1-800-COMMUTE helpful to you? | Ⓐ | Ⓑ |
| 14. Do you have access to the Internet? | Ⓐ | Ⓑ |
| 15. Have you visited METRO.NET in the last six months? | Ⓐ | Ⓑ |
| 16. Is Metro Bus service convenient to use? | Ⓐ | Ⓑ |
| 17. Has THIS Bus passed you by at a stop in the last month? | Ⓐ | Ⓑ |
| 18. Did you use Metro Bus more than 4 days last week? | Ⓐ | Ⓑ |
| 19. Do you use Metro Bus primarily to commute to/from work? | Ⓐ | Ⓑ |
| 20. Did you have a car available to make THIS trip? | Ⓐ | Ⓑ |
| 21. Is it easy to find and purchase Metro passes? | Ⓐ | Ⓑ |
| 22. Is the Metro Day Pass convenient to use? | Ⓐ | Ⓑ |
| 23. Does your employer help pay for some or all of your pass? | Ⓐ | Ⓑ |
| 24. Are you aware of Metro's Service Sectors? | Ⓐ | Ⓑ |
| <small>(San Fernando Valley, San Gabriel Valley, Gateway Cities, South Bay, Westside/Central)</small> | | |
| 25. How many buses/trains will you use to complete THIS one-way trip? | | |
| _____ buses and or _____ trains | | |
| 26. What fare did you use on the FIRST BUS/TRAIN of this trip? | | |
| Ⓐ ₁ Day Pass Ⓐ ₅ Reg. Semi-Monthly pass Ⓐ ₉ College Student Pass | | |
| Ⓐ ₂ Token Ⓐ ₆ Reg. Weekly Pass Ⓐ ₁₀ K-12 Student Pass | | |
| Ⓐ ₃ One-Way Cash Ⓐ ₇ EZ Transit Pass Ⓐ ₁₁ Trans. From Muni. | | |
| Ⓐ ₄ Reg. Month Pass Ⓐ ₈ Senior/Disabled Pass Ⓐ ₁₂ Trans. From Metrolink | | |
| 27. How many years have you been riding Metro? | | |
| Ⓐ ₁ Less than one Ⓐ ₂ 1-2 Years Ⓐ ₃ 3-4 Years Ⓐ ₄ 5+ Years | | |
| 28. You are: | Ⓐ ₁ Latino | Ⓐ ₂ Black Ⓐ ₃ White |
| | Ⓐ ₄ Asian/Pac. Is. | Ⓐ ₅ Other |
| 29. What is your age? | Ⓐ ₁ Younger than 18 | Ⓐ ₂ 18-24 Ⓐ ₃ 25-44 |
| | Ⓐ ₄ 45-61 | Ⓐ ₅ 62 or older |
| 30. What is your home zip code? _____ | | |

All information will be kept confidential.

Name (Optional*) _____

Phone (Optional*) _____

Provide your E-mail address if you wish to receive information from Metro:

E-mail address (optional) _____

(*Name and phone number needed to contact the winners) 4/05