



Spring 2006: Metro BUS Customer Satisfaction Survey

	Agree		Disagree	
1. Generally speaking, I am satisfied with Metro Bus Service	46%	38%	9%	7%
2. THIS bus is generally on time (within 5 minutes)	34%	38%	16%	12%
3. THIS bus's schedule meets my needs	44%	37%	11%	8%
4. THIS bus is generally clean	38%	40%	14%	8%
5. THIS bus's stops are generally clean	33%	38%	18%	11%
6. I feel safe while waiting for THIS bus	41%	41%	11%	7%
7. I feel safe while riding on THIS bus	48%	41%	7%	4%
8. THIS bus's drivers are generally courteous	40%	41%	11%	8%
		Yes	No	
9. Is Metro Bus service better now than last year?		82%	18%	
10. Is Metro's image improving?		86%	14%	
11. Is graffiti usually a problem on THIS bus?		48%	52%	
12. Do you normally have a seat for THIS trip?		82%	18%	
13. Is Metro Bus service convenient to use?		91%	9%	
14. Do you have access to the Internet?		55%	45%	
15. Have you visited METRO.NET in the last six months?		40%	60%	
16. Have you noticed new TVs on the bus?		89%	11%	
a. If yes, do you prefer having a TV on the bus?		84%	16%	
17. Has THIS Bus passed you by at a stop in the last month?		45%	55%	
18. Are Metro schedules easy to understand?		84%	16%	
19. Did you use Metro Bus more than 4 days last week?		85%	15%	
20. Did you have a car available to make THIS trip?		31%	69%	
21. Is it easy to find and purchase Metro passes?		85%	15%	
22. Do you have to transfer to complete THIS one-way trip?		67%	33%	
a. If yes, are all your connecting buses scheduled to come within 15 minutes of each other (THIS trip only)		69%	31%	
23. What fare did you use on the FIRST METRO BUS/TRAIN of this trip? (check only one)				
Day Pass: 36%	Reg. Semi-Monthly pass: 4%	College Student Pass: 3%		
Token: 6%	Reg. Weekly Pass: 7%	K-12 Student Pass: 5%		
One-Way Cash: 11%	EZ Transit Pass: 2%	Trans. From Muni.: 1%		
Reg. Month Pass: 18%	Senior/Disabled Pass: 6%	Trans. From Metrolink: 1%		
24. Does your employer help pay for some or all of your pass? Yes: 12.8% No: 87.2%				
25. How many years have you been riding Metro?				
Less than one: 14%	1-2 Years: 17%	3-4 Years: 17%	5+ Years: 52%	
26. You are:	Latino: 61%	Black: 20%	White: 9%	
	Asian/Pac. Is.: 6%	Other: 4%		
27. You are:	Male: 47%	Female: 53%		
28. What is your age?	Younger than 18: 12%	18-24: 23%	25-44: 37%	
	45-61: 22%	62 or older: 6%		
29. What is your home zip code? _____				

May 9 – June 16, 2006
14,197 surveys returned