



Spring 2007: Metro Customer Satisfaction Survey BUS Results

	Agree		Disagree	
1. Generally speaking, I am satisfied with Metro Service	44%	39%	10%	8%
2. THIS bus is generally on time (within 5 mins)	33%	36%	18%	13%
3. THIS bus's schedule meets my needs	43%	38%	11%	8%
4. THIS bus is generally clean	36%	38%	16%	10%
5. THIS bus's stops are generally clean	32%	37%	20%	11%
6. THIS bus's drivers are generally courteous	40%	40%	12%	8%
		Yes	No	
7. Is Metro Bus service better now than last year?		78%	22%	
8. Is Metro's image improving?		80%	20%	
9. Is graffiti usually a problem on THIS bus?		48%	52%	
10. Do you normally have a seat for THIS trip?		80%	20%	
11. Have you called 1-800-COMMUTE in the last 6 months?		34%	66%	
a. If yes, were you satisfied with the service?		81%	19%	
12. Do you have access to the Internet?		57%	43%	
13. Have you visited METRO.NET in the last six months?		38%	62%	
a. If yes, did you use the trip planner?		83%	17%	
14. If it were available, would you use a rechargeable Metro card (similar to a gift card)		63%	37%	
15. Has THIS bus passed you by at a stop in the last month?		40%	60%	
16. Will you use the bike rack in front of the bus on THIS trip?		31%	69%	
17. Did you have a car available to make THIS trip?		26%	74%	
18. Is there a Park and Ride lot that serves your neighborhood?		46%	54%	
19. Do you have to transfer to complete THIS one-way trip?		61%	39%	
a. If yes, are all your connecting buses scheduled to come within 15 minutes of each other (THIS trip only)		75%	25%	
20. Did you use Metro Bus more than 4 days last week?		85%	15%	
21. What fare did you use on the FIRST METRO BUS/TRAIN of this trip? (check only one)				
Day Pass: 33%	Reg. Semi-Monthly pass: 6%	K-12 Student Pass: 7%		
Token: 5%	Reg. Weekly Pass: 7%	College Student Pass: 3%		
One-Way Cash: 11%	EZ Transit Pass: 4%	Trans. From Metrolink: <1%		
Reg. Month Pass: 18%	Senior/Disabled Pass: 5%	Trans. From Muni.: 1%		
22. How many days a week do you usually ride Metro?				
5+ Days: 69%	3-4 Days: 19%	1-2 Days: 8%	<1 Day: 2%	First Time: 2%
23. How many years have you been riding Metro?				
Less than one: 14%	1-2 Years: 18%	3-4 Years: 18%	5+ Years: 50%	
24. You are:	Latino: 57%	Black: 20%	White: 10%	
	Asian/Pac. Is.: 7%	American Indian: 2%	Other: 4%	
25. You are:	Male: 48%	Female: 52%		
26. What is your age?	Younger than 18: 14%	18-24: 23%	25-44: 37%	
	45-61: 20%	62 or older: 6%		
27. What is your home zip code?	90011 (3.1%), 90044 (2.6%), 90003 (2.4%), 90006 (2.4%)			

Language: English 65% Spanish 35%