



Spring 2008: Metro BUS Customer Satisfaction Survey Results

	Agree	Disagree		
1. Generally speaking, I am satisfied with Metro Service	50%	32%	10%	8%
2. THIS bus/train is generally on time (within 5 mins)	39%	31%	16%	15%
3. THIS bus's/train's schedule meets my needs	49%	31%	12%	8%
4. I feel safe while waiting for THIS bus/train	49%	32%	11%	7%
5. I feel safe while riding THIS bus/train	56%	31%	8%	5%
6. THIS bus's operators are generally courteous	47%	33%	12%	9%
	Yes		No	
7. Is Metro Bus service better now than last year?	78%		22%	
8. Is Metro's image improving?	82%		18%	
9. Is Metro's bus service convenient for you to use?	93%		7%	
10. Do you normally have a seat for THIS trip?	82%		18%	
11. Has THIS bus passed you by at a stop in the last month?	43%		57%	
12. Have you called 1-800-COMMUTE in the last 6 months?	30%		70%	
a. If yes, were you satisfied with the service?	80%		20%	
13. In the last six months, have you reported a bus/train problem to Metro Customer Relations?	51%		49%	
a. If yes, were you satisfied with the service?	58%		42%	
14. Do you have access to the Internet?	58%		42%	
15. Have you visited METRO.NET in the last six months?	38%		62%	
16. Have you used the Metro Trip Planner in the last six months?	39%		61%	
17. Do you use Metro Bus/Rail primarily to commute to/from work?	79%		21%	
18. Did you have a car available to make THIS trip?	28%		72%	
19. Is it easy to find and purchase Metro passes?	83%		17%	
20. Do you prefer having a TV on the bus?	82%		18%	
21. Are you aware of the new re-loadable TAP card?	30%		70%	
22. Did you use a TAP card for THIS trip?	14%		86%	
23. What fare did you use on the FIRST METRO BUS/TRAIN of this trip? (check only one)				
Day Pass: 23%			College Student Pass: 3%	
Token: 6%		Reg. Weekly Pass: 12%	K-12 Student Pass: 7%	
One-Way Cash: 20%		EZ Transit Pass: 4%	Trans. From Muni: 1%	
Reg. Month Pass: 18%		Senior/Disabled Pass: 7%	Trans. From Metrolink.: 1%	
24. How many days a week do you usually ride Metro?				
5+ Days: 74%	3-4 Days: 16%	1-2 Days: 7%	<1 Day: 2%	First Time: 1%
25. How many years have you been riding Metro?				
Less than one: 13%	1-2 Years: 18%	3-4 Years: 17%	5+ Years: 52%	
		Yes		No
26. Do you have to transfer to complete THIS one-way trip?		60%		40%
27. You are:	Latino: 60%	Black: 19%	White: 9%	
	Asian/Pac. Is.: 8%	American Indian: 1%	Other: 4%	
28. You are:	Male: 49%	Female: 51%		
29. What is your age?	Younger than 18: 12%	18-24: 23%	25-44: 37%	
	45-61: 23%	62 or older: 6%		

 Total Number of Bus Surveys: **16,825**

Total Number of English Language Surveys: **10,548 (63%)**

Total Number of Spanish Language Surveys: **6,277 (37%)**