



Spring 2009: Metro BUS Customer Satisfaction Survey Results

	Agree	Disagree	Mean	Trend
1. Generally speaking, I am satisfied with Metro bus Service	52%	37%	1.14	↑ from 2008
2. THIS bus is generally on time (within 5 mins)	37%	38%	1.23	↓ from 2008
3. THIS bus is generally clean	38%	39%	1.19	↑ from 2007
4. THIS bus's stops are generally clean	33%	38%	1.25	↑ from 2007
5. THIS bus's drivers are generally courteous	42%	39%	1.17	↓ from 2008
6. THIS bus has adequate emergency info available	40%	42%	1.17	N/A
	Yes	No		
7. Is Metro bus service better now than last year?	79%	21%		↑ from 2008
8. Do you normally have a seat for THIS trip?	85%	15%		↑ from 2008
9. Has THIS bus passed you by at a stop in the last month?	38%	62%		↓ from 2008
10. Has THIS bus broken down in the last month?	22%	78%		N/A
11. Is graffiti usually a problem on THIS bus?	38%	62%		↓ from 2007
12. Do you have a working cell phone with you on this bus?	68%	32%		N/A
a. If yes, can you browse the internet?	56%(38%)	44%(30%)		N/A
13. Have you visited Metro.net in the last six months?	42%	58%		↑ from 2008
14. Do you use Metro Bus/Rail primarily to commute to/form work?	80%	20%		↑ from 2008
15. Did you have a car available to make THIS trip?	27%	73%		↓ from 2008
16. Is it easy to find and purchase Metro passes?	80%	20%		↓ from 2008
17. Are you aware of the new re-loadable TAP card?	83%	17%		↑ from 2008
18. Did you use a TAP card for THIS trip?	53%	47%		↑ from 2008
19. Do you prefer using TAP card over paper passes and token fare types?	70%	30%		N/A
20. What fare did you use on the FIRST METRO BUS/TRAIN of this one-way trip? (Check only one)				
Day Pass: 20%		College Student Pass: 3%		
Token: 7%	Reg. Weekly Pass: 9%	K-12 Student Pass: 6%		
One-Way Cash: 25%	EZ Transit Pass: 5%	Trans. From Muni: 1%		
Reg. Month Pass: 15%	Senior/Disabled Pass: 8%	Trans. From Metrolink.: 1%		
21. How many days a week do you usually ride Metro?				
5+ Days: 71%	3-4 Days: 18%	1-2 Days: 7%	<1 Day: 2%	First Time: 2%
22. How many years have you been riding Metro?				
Less than one: 11%	1-2 Years: 17%	3-4 Years: 17%	5+ Years: 55%	
	Yes	No		
23. Do you have to transfer to complete THIS one-way trip?	56%	44%		
a. If yes, are you connecting buses/train scheduled to come within 15 minutes?	78%(44%)	22%(12%)		
24. Are your household's annual earnings more than \$26,000?	30%	70%		
25. You are:	Latino: 59%	Black: 19%	White: 8%	
	Asian/Pac. Is.: 8%	Amer. Indian: 1%	Other: 4%	
26. You are:	Male: 48%	Female: 52%		
27. What is your age?	Younger than 18: 9%	18-22: 17%	23-49: 51%	
	50-64: 18%	65 or older: 5%		

Total Number of Bus Surveys: 15,281

Total Number of English Language Surveys: 9,746 (64%)

Total Number of Spanish Language Surveys: 5,535 (36%)