Spring 2010: Metro BUS Customer Satisfaction Survey Results

1. Generally speaking, I am satisfied with Metro bus service
   Agree: 47%  Disagree: 38% (85%)  Mean: 1.74  Trend: from 2009

2. THIS bus is generally on time (within 5 minutes)
   Agree: 37%  Disagree: 37% (74%)  Mean: 1.99

3. THIS bus’s schedule meets my needs
   Agree: 47%  Disagree: 36% (83%)  Mean: 1.76  Trend: from 2008

4. I feel safe riding THIS bus
   Agree: 53%  Disagree: 36% (89%)  Mean: 1.63  Trend: from 2008

5. THIS bus’s drivers are generally courteous
   Agree: 44%  Disagree: 40% (84%)  Mean: 1.80  Trend: from 2009

6. THIS bus has adequate emergency information
   Agree: 43%  Disagree: 40% (84%)  Mean: 1.79  Trend: from 2009

7. Is Metro bus service better now than last year?
   Yes: 78%  No: 22%  Trend: N/A

8. Do you normally have a seat for THIS trip?
   Yes: 64%  No: 36%  Trend: from 2009

9. Has THIS bus passed you by at a stop in the last month?
   Yes: 38%  No: 62%  Trend: from 2009

10. Has THIS bus broken down in the last month?
    Yes: 23%  No: 78%  Trend: N/A

11. Do you use a TAP card for THIS trip?
    Yes: 54%  No: 46%  Trend: from 2009

12. Do you prefer the TAP card over paper passes?
    Yes: 72%  No: 28%  Trend: from 2009

13. Do you think Day Passes should be available on buses?
    Yes: 91%  No: 9%  Trend: N/A

14. Do you have to transfer to complete THIS one-way trip?
    Yes: 58%  No: 42%  Trend: from 2009

15. Is public transit your only means of transportation?
    Yes: 75%  No: 25%  Trend: N/A

16. Is it easy to find and purchase Metro passes?
    Yes: 78%  No: 22%  Trend: from 2009

17. Did you use a TAP card for THIS trip?
    Yes: 54%  No: 46%  Trend: N/A

18. Do you prefer using the TAP card over paper passes?
    Yes: 72%  No: 28%  Trend: from 2009

19. Do you think Day Passes should be available on buses?
    Yes: 91%  No: 9%  Trend: N/A

20. Do you have to transfer to complete THIS one-way trip?
    Yes: 58%  No: 42%  Trend: from 2009

21. Are your household’s annual earnings more than $26,000?
    Yes: 32%  No: 68%  Trend: from 2009

22. Which service have you used to plan a transit trip in the last 6 months?
    None: 31%  Metro.net: 41%  Google Transit: 7%  1-800-COMMUTE: 14%
    Printed Timetables: 5%  Other: 3%

23. What fare did you use on the First Metro bus/train of this one way trip? (CHECK ONLY ONE)

   Day Pass: 19%  Reg. Weekly Pass: 11%  K-12 Student Pass: 6%
   Token: 8%  EZ Transit Pass: 4%  Trans. From Muni: 1%
   One-Way Cash: 25%  Senior/Disabled Pass: 8%  Trans. From Metrolink: <1%
   Reg. Month Pass: 16%  College Student Pass: 3%

24. How many days a week do you usually ride Metro?
    5+ Days: 72%  3-4 Days: 18%  1-2 Days: 6%  <1 Day: 2%  First Time: 1%

25. How many years have you been riding Metro?
    Less than one: 12%  1-2 Years: 16%  3-4 Years: 17%  5+ Years: 56%

26. What statement best describes your transit use?
    Take same trip on transit: 25%  Take about 3 different trips on transit: 21%
    Take transit to go everywhere: 54%

27. You are:
    Latino: 60%  Black: 19%  White: 10%
    Asian/Pac. Is.: 7%  Amer. Indian: 1%  Other: 4%

28. You are:
    Male: 49%  Female: 51%

29. What is your age?
    Younger than 18: 18%  18-22: 18%  23-49: 50%
    50-64: 18%  65 or older: 5%

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Total Number of Bus Surveys: 17,193
Total Number of English Language Surveys: 11,065 (64%)
Total Number of Spanish Language Surveys: 6,128 (36%)