



Spring 2010: Metro BUS Customer Satisfaction Survey Results

	Agree		Disagree		Mean	Trend
1. Generally speaking, I am satisfied with Metro bus service	47%	38% (85%)	9%	6% (15%)	1.74	↓ from 2009
2. THIS bus is generally on time (within 5 minutes)	37%	37% (74%)	17%	10% (26%)	1.99	=
3. THIS bus's schedule meets my needs	47%	36% (83%)	11%	6% (17%)	1.76	↑ from 2008
4. I feel safe riding THIS bus	53%	36% (89%)	7%	5% (11%)	1.63	↑ from 2008
5. THIS bus's drivers are generally courteous	44%	40% (84%)	11%	6% (16%)	1.80	↑ from 2009
6. THIS bus has adequate emergency information	43%	40% (84%)	11%	6% (16%)	1.79	↑ from 2009
			Yes	No		Trend
7. Is Metro bus service better now than last year?			78%	22%		=
8. Do you normally have a seat for THIS trip?			83%	17%		=
9. Has THIS bus passed you by at a stop in the last month?			38%	62%		↓ from 2009
10. Has THIS bus broken down in the last month?			23%	78%		=
11. Do you have a working cell phone with you on THIS bus?			71%	29%		↑ from 2009
a. If yes, can you browse the Internet (i.e. a smart phone)?			65%	35%		↑ from 2009
12. Do you prefer having a TV on the bus?			79%	22%		↓ from 2008
13. Do you use Metro Bus/Rail primarily to commute to/from work?			85%	16%		↑ from 2009
14. Do you have a car available to make THIS trip?			24%	76%		↓ from 2009
15. Is public transit your only means of transportation?			75%	25%		N/A
16. Is it easy to find and purchase Metro passes?			78%	22%		↓ from 2009
17. Did you use a TAP card for THIS trip?			54%	46%		=
18. Do you prefer using the TAP card over paper passes?			72%	28%		↑ from 2009
19. Do you think Day Passes should be available on buses?			91%	9%		N/A
20. Do you have to transfer to complete THIS one-way trip?			58%	42%		↑ from 2009
a. If yes, do connecting buses/trains come within 15 minutes?			64%	36%		↑ from 2009
21. Are your household's annual earnings more than \$26,000?			32%	68%		↑ 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: 10% 18-22: 18% 23-49: 50% 50-64: 18% 65 or older: 5%					

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%)