



Spring 2011: Metro BUS Customer Satisfaction Survey Results

| | Agree | | Disagree | | Mean | Trend |
|--|-------|------------------|----------|-----------------|------|----------------|
| 1. Generally speaking, I am satisfied with Metro bus service | 46% | 40% (86%) | 9% | 5% (14%) | 1.74 | ↑ 1% from 2010 |
| 2. THIS bus is generally on time (within 5 minutes) | 38% | 40% (78%) | 15% | 8% (23%) | 1.92 | ↑ 3% from 2010 |
| 3. THIS bus's schedule meets my needs | 46% | 38% (84%) | 10% | 6% (16%) | 1.75 | ↑ 1% from 2010 |
| 4. I feel safe riding THIS bus | 53% | 38% (90%) | 6% | 4% (10%) | 1.61 | = to 2010 |
| 5. THIS bus's drivers are generally courteous | 45% | 40% (85%) | 10% | 5% (15%) | 1.75 | ↑ 1% from 2010 |
| 6. THIS bus is generally clean | 40% | 43% (83%) | 12% | 6% (18%) | 1.83 | ↓ 1% from 2010 |

| | Yes | No | Trend |
|---|-----|-----|----------------|
| 7. Is Metro bus service better now than last year? | 78% | 22% | ↓ 1% from 2010 |
| 8. Do you normally have a seat for THIS trip? | 83% | 17% | ↓ 2% from 2010 |
| 9. Has THIS bus passed you by at a stop in the last month? | 35% | 65% | = to 2010 |
| 10. Has THIS bus broken down in the last month? | 19% | 81% | ↓ 3% from 2010 |
| 11. Do you have a working cell phone with you on THIS bus? | 75% | 25% | ↑ 4% from 2010 |
| a. If yes, can you browse the Internet (i.e. a smart phone)? | 71% | 29% | ↓ 1% from 2010 |
| 12. Do you use Metro Bus/Rail primarily to commute to/from work? | 83% | 17% | ↓ 1% from 2010 |
| 13. Do you have a car available to make THIS trip? | 25% | 75% | ↓ 1% from 2010 |
| 14. Is it easy to find and purchase Metro passes? | 79% | 21% | ↑ 2% from 2010 |
| 15. Do you prefer a pass that is good for 30 consecutive days? | 69% | 31% | N/A |
| 16. Did you use a TAP card for THIS trip? | 57% | 43% | ↑ 4% from 2010 |
| 17. Do you have to transfer to complete THIS one-way trip? | 52% | 48% | ↓ 6% from 2010 |
| a. If yes, do connecting buses/trains come within 15 minutes? | 65% | 35% | ↑ 1% from 2010 |
| 18. Are your household's annual earnings more than \$26,000? | 33% | 67% | ↑ 1% from 2010 |

19. Which service have you used to plan a transit trip in the last 6 months?

None: **29%** down 1% Metro.net: **31%** down 10% Google Transit: **12%** up 5% 1-800-GOMETRO **13%** N/A
 1-800-COMMUTE: **7%** N/A Printed Timetables: **5%** same Calling 511: **1.5%** N/A Other: **2%** down 1%

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

Day Pass: **15%** down 3% Reg. Weekly Pass: **11%** up 1% K-12 Student Pass: **7%** up 1%
 Token: **7%** down 1% EZ Transit Pass: **4%** same Trans. From Muni: **<1%** same
 One-Way Cash: **24%** down 2% Senior/Disabled Pass: **8%** same Trans. From Metrolink.: **<1%** same
 Reg. Month Pass: **18%** down 2% College Student Pass: **6%** up 3%

21. How many days a week do you usually ride Metro?

5+ Days: **71%** up 1% 3-4 Days: **19%** same 1-2 Days: **6%** down 1% <1 Day: **2%** down 1% First Time: **1%** same

22. How many years have you been riding Metro?

Less than one: **12%** same 1-2 Years: **18%** down 2% 3-4 Years: **17%** same 5+ Years: **55%** same

23. What statement best describes your transit use?

Take same trip on transit: **26%** same Take about 3 different trips on transit: **20%** down 1%
 Take transit to go everywhere: **55%** up 2%

24. You are: Latino: **57%** down 3% Black: **22%** up 5% White: **9%** down 1%
 Asian/Pac. Is.: **7%** same Amer. Indian: **1%** same Other: **4%** same

25. You are: Male: **48%** down 1% Female: **52%** up 1%

26. What is your age? Younger than 18: **9%** up 2% 18-22: **20%** up 2% 23-49: **49%** up 1%
 50-64: **18%** same 65 or older: **4%** up 1%

 Total Number of Bus Surveys: **14,181**

Total Number of English Language Surveys: **10,171 (72%)** down 8%

Total Number of Spanish Language Surveys: **4010 (28%)** up 8%