



Spring 2012: Metro BUS Customer Satisfaction Survey Results (May 8-24, 2012)

	Agree		Disagree		Mean	Trend			
1. Generally speaking, I am satisfied with Metro bus service	41%	45% (86%)	10%	4% (14%)	1.80	↓ 1% from 2011			
2. THIS bus is generally on time (within 5 minutes)	33%	43% (76%)	16%	8% (24%)	1.98	↓ 2% from 2011			
3. THIS bus's schedule meets my needs	42%	42% (85%)	11%	5% (15%)	1.80	= to 2011			
4. I feel safe riding THIS bus	44%	43% (87%)	9%	4% (13%)	1.74	↓ 3% from 2011			
5. I feel safe while waiting for THIS bus	37%	45% (82%)	13%	5% (18%)	1.88	N/A			
6. THIS bus's drivers are generally courteous	39%	44% (83%)	12%	5% (17%)	1.84	↓ 2% from 2011			
7. THIS bus is generally clean	34%	46% (80%)	15%	5% (20%)	1.91	↓ 3% from 2011			
8. THIS bus's stops are generally clean	30%	42% (72%)	21%	7% (28%)	2.07	= to 2009			
		Yes	No		Trend				
9. Is Metro bus service better now than last year?		80%	20%		↑ 2% from 2011				
10. Do you normally have a seat for THIS trip?		79%	21%		↓ 4% from 2011				
11. Has THIS bus passed you by at a stop in the last month?		38%	62%		↑ 3% from 2011				
12. Has THIS bus broken down in the last month?		24%	76%		↑ 5% from 2011				
13. Do you have a working cell phone with you on THIS bus?		76%	25%		↑ 1% from 2011				
a. If yes, can you browse the Internet (i.e. a smart phone)?		76%(58% of total)	29%		↑ 5% from 2011				
14. How did you get to the first bus or train of this trip?									
Walked:	84%	Dropped Off:	8%	Drove:	2.4%	Biked:	2.6%	Other:	3%
15. How many minutes did it take you to get to the first bus or train of this one-way trip?									
mean:	10.5 minutes	median:	9 minutes	10 min or less:	73%	5 min or less:	45%		
15a. How many minutes did you wait for that first bus or train?									
mean:	10 minutes	median:	9 minutes	10 min or less:	73%	5 min or less:	43%		
16. Do you have a car available to make THIS trip?		18%	82%		↓ 7% from 2011				
17. Is it easy to find and purchase Metro passes?		80%	20%		↑ 1% from 2011				
18. Did you use a TAP card for THIS trip?		64%	36%		↑ 7% from 2011				
a. If yes, is TAP easy to use for paying for your fare?		90%	10%		N/A				
19. Do you have to transfer to complete THIS one-way trip?		46%	36%		↓ 6% from 2011				
a. If yes, do connecting buses/trains come within 15 minutes?		82%	18%		↑ 17% from 2011				
20. Your household's total annual earnings:		Median income	\$14,423	Mean:	\$23,875				
Under \$15,000:	52%	\$15,000-\$24,999:	17%	\$25,000-\$34,999:	16%				
\$35,000-\$49,999:	7%	\$50,000-\$99,999:	6%	\$100,000 or more:	2%				
21. What fare did you use on the First Metro bus/train of this one way trip? (CHECK ONLY ONE)									
Day Pass:	21% up 6%	Reg. Weekly Pass:	13% up 2%	K-12 Student Pass:	5% down 3%				
Token:	6% down 1%	EZ Transit Pass:	4% up 1%	Trans. From Muni:	1% same				
One-Way Cash:	23% down 1%	Senior/Disabled Pass:	9% same	Trans. From Metrolink.:	<1% same				
Reg. Month Pass:	14% down 4%	College Student Pass:	4% down 2%						
21. How many days a week do you usually ride Metro?									
5+ Days:	67% down 4%	3-4 Days:	22% up 4%	1-2 Days:	7% up 1%	<1 Day: 2% same	First Time: 1% same		
22. How many years have you been riding Metro?									
Less than one:	13% up 1%	1-2 Years:	18% same	3-4 Years:	16% down 1%	5+ Years: 53% down 2%			
24. You are:									
Latino:	56% down 1%	Black:	23% up 1%	White:	9% same				
Asian/Pac. Is.:	8% down 1%	Amer. Indian:	1% same	Other:	4% same				
25. You are:									
Male:	48% same	Female:	52% same						
26. What is your age?									
Younger than 18:	7% down 2%	18-22:	21% up 1%	23-49:	48% down 1%				
50-64:	18% same	65 or older:	5% up 1%						

Total Number of Bus Surveys: 20,730

Total Number of English Language Surveys: 14,977 (72%) same

Total Number of Spanish Language Surveys: 5753 (28%) same