



Spring 2013: Metro BUS Customer Satisfaction Survey Results (May 2013)

	Agree		Disagree		Mean	Trend
1. Generally speaking, I am satisfied with Metro bus service	41%	44% (85%)	10%	5% (15%)	1.80	↓ 1% from 2012
2. THIS bus is generally on time (within 5 minutes)	35%	43% (78%)	15%	7% (22%)	1.93	↑ 2% from 2012
3. I feel safe while waiting for THIS bus	40%	43% (83%)	11%	5% (17%)	1.81	↑ 1% from 2012
4. THIS bus's drivers are generally courteous	41%	42% (83%)	12%	5% (17%)	1.81	same as 2012
5. THIS bus is generally clean	37%	45% (82%)	13%	5% (18%)	1.87	↑ 2% from 2012
6. THIS bus's stops are generally clean	32%	43% (75%)	18%	7% (25%)	2.01	↑ 3% from 2012
7. I have seen Metro ads in the last month	36%	42% (78%)	15%	7% (22%)	1.92	N/A
8. Metro provides me with timely and useful information for my travel	41%	44% (85%)	10%	5% (15%)	1.79	N/A
9. I am proud to travel with Metro	43%	43% (86%)	9%	5% (14%)	1.75	N/A
10. Has THIS bus passed you by at a stop in the last month?			28%	72%		↓ 10% from 2012
11. Has THIS bus broken down in the last month?			15%	85%		↓ 9% from 2012
12. Do you have a cell phone with you on THIS bus?			75%	25%		↓ 1% from 2012
a. If yes, can you browse the Internet (i.e. a smart phone)?			71% (53% of total)	29%		↓ 5% from 2012
13. How did you get to the first bus or train of this trip?	Walked: 82% Dropped Off: 8% Drove: 3% Biked or Skated: 3.6% (up 1%) Other: 3%					
14. How many minutes did it take you to get to the first bus or train of this one-way trip?	mean: 10.9 minutes median: 9 minutes 10 min or less: 72% 5 min or less: 44%					
a. How many minutes did you wait for that first bus or train?	mean: 9.8 minutes median: 8 minutes 10 min or less: 75% 5 min or less: 45%					
15. Do you have a car available to make THIS trip?			20%	80%		↑ 2% from 2012
16. Do you have to transfer to complete THIS one-way trip?			50%	50%		↑ 4% from 2012
a. If yes, do connecting buses/trains come within 15 minutes?			78%	22%		↓ 4% from 2012
17. Are you making THIS one-way trip to or/from work?			61%	39%		N/A
18. Your household's total annual earnings:	Median income \$16,250		Mean: \$24,565			
18a. mean people per household: 3.47						
Under \$5,000:	29%	\$5,000-\$9,999: 8%	\$10,000-\$14,999: 8%	\$15,000-\$19,999: 19%	\$20,000-\$24,999: 9%	
\$25,000-\$34,999: 6%	\$35,000-\$49,999: 9%	\$50,000-\$99,999: 8%	\$100,000 or more: 3%			
19. Did you use a TAP card for the FIRST Metro bus/train THIS trip?			69%	31%		↑ 5% from 2012
a. If yes, is TAP easy to use for paying for your fare?			94%	6%		↑ 4% from 2012
20. What fare did you use on the First Metro bus/train of this one way trip? (CHECK ONLY ONE)	Day Pass: 19% down 2% Reg. Weekly Pass: 10% down 3% K-12 Student Pass: 4% down 1%					
	Token: 8% up 2% EZ Transit Pass: 3% down 1% Trans. From Muni: <1% same					
	One-Way Cash: 23% same Senior/Disabled Pass: 9% same Trans. From Metrolink.: <1% same					
	Reg. Month Pass: 19% up 5% College Student Pass: 4% same					
21. How do you get Metro information?	Brochures: 28% Posters on buses and trains: 18% Metro.net: 20% Radio Ads: 3%					
	Internet ads: 9% Newspaper Ads 3% Billboards: 7% 323-GO-METRO: 9%					
	Go Metro mobile app: 10% 511: 3% Google Maps 17%					
22. How many days a week do you usually ride Metro?	5+ Days: 67% same 3-4 Days: 22% same 1-2 Days: 7% same <1 Day: 3% up 1% First Time: 1% same					
23. How many years have you been riding Metro?	Less than one: 13% same 1-2 Years: 20% up 2% 3-4 Years: 16% same 5+ Years: 52% down 1%					
24. You are:	Latino: 58% up 2%		Black: 19% down 4%		White: 9% same	
	Asian/Pac. Is.: 8% same		Amer. Indian: 1% same		Other: 4% up 1%	
25. You are:	Male: 49% up 1%		Female: 51% down 1%			
26. What is your age?	Younger than 18: 10% up 3%		18-22: 20% down 1%		23-49: 47% down 1%	
	50-64: 18% same		65 or older: 5% same			

Total Number of Bus Surveys: **17,377**
 Total Number of English Language Surveys: **12,168(71%) down 1%**
 Total Number of Spanish Language Surveys: **5019 (29%) up 1%**
 Total Number of Armenian Language Surveys: **7 (<1%)**
 Total Number of Cambodian Language Surveys: **7 (<1%)**

*The survey was distributed online via language cards in the following languages: Chinese (Mandarin), Russian, Armenian, Japanese, Vietnamese, Tagalog, Cambodian, Korean and Thai

Percent of riders below poverty Level: 61%