



## Spring 2003: Metro Rail Customer Satisfaction Survey

	Yes	No
1. Generally speaking, are you satisfied with Metro Rail service?	94%	6%
2. Is Metro Rail service better than last year?	83%	17%
3. Is your train generally on time (within 5 minutes)?	85%	15%
4. Do you feel safe while waiting for Metro Rail trains?	85%	15%
5. Do you feel safe while riding Metro Rail Trains?	90%	10%
6. Does your train's schedule meet your needs?	89%	11%
7. Are the Metro Rail trains generally clean?	76%	24%
8. Do you normally have a seat for your trip?	85%	15%
9. Have you experienced a train breaking down in the last month?	42%	59%
10. Have you called 1-800-COMMUTE in the last six months?	23%	77%
10a. If yes, was 1-800-COMMUTE helpful to you?	55%	45%
11. Is Metro Bus service convenient for you to use?	96%	4%
12. Were you asked to show proof of payment last month?	78%	23%
12a. If you paid cash was the Ticket Vending machine easy to use?	79%	21%
13. Are Metro Rail schedules easy to read and understand?	88%	12%
14. Did you use Metro Rail more than 4 days last week?	90%	10%
15. Do you use Metro Rail primarily to commute to/from work?	93%	7%
16. Do you have a car available to you to make this trip?	50%	50%
17. Do you ride the rail primarily during rush hours?	87%	13%
18. Is it easy to find and purchase Metro passes?	83%	17%
19. Do you think MTA should offer a one-day pass?	76%	25%
20. Are you aware of MTA's new Sector management structure?	21%	79%
21. Do you have to transfer to complete your trip?	66%	34%
21a. If yes, are your transfers/connections generally on time?	80%	20%
21b. How many transfers will you make to complete this one-way trip?		
<sub>1</sub> One Transfer: 38%		<sub>2</sub> Three transfers: 19%
<sub>2</sub> Two transfers: 34%		<sub>3</sub> Other: 9%
22. How did you pay for <b>THIS</b> trip?		
<sub>1</sub> Cash: 21%		<sub>4</sub> Pass(Monthly, Weekly, Express Stamps, Etc): 46%
<sub>2</sub> Token: 24%		<sub>5</sub> Senior/Disabled: 5%
<sub>3</sub> Student Pass: 2%		<sub>6</sub> Interagency, Non-MTA, Other: 2%
23. You are:	<sub>1</sub> Male: 57%	<sub>2</sub> Female: 43%
24. You are:	<sub>1</sub> Single: 56%	<sub>2</sub> Married: 44%
25. What is your age?		
<sub>1</sub> Younger than 18: 4%	<sub>2</sub> 18-24: 17%	<sub>3</sub> 25-44: 48%
<sub>4</sub> 45-64: 29%	<sub>5</sub> 65 or older: 2%	
26. What is your home zip code? _____		

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 Total Number of Rail Surveys: 580  
 Total Number of English Language Surveys: 400 (69%)  
 Total Number of Spanish Language Surveys: 180 (31%)