Spring 2003: Metro Rail Customer Satisfaction Survey

1. Generally speaking, are you satisfied with Metro Rail service?  
   Yes: 94%  No: 6%

2. Is Metro Rail service better than last year?  
   Yes: 83%  No: 17%

3. Is your train generally on time (within 5 minutes)?  
   Yes: 85%  No: 15%

4. Do you feel safe while waiting for Metro Rail trains?  
   Yes: 85%  No: 15%

5. Do you feel safe while riding Metro Rail Trains?  
   Yes: 90%  No: 10%

6. Does your train's schedule meet your needs?  
   Yes: 89%  No: 11%

7. Are the Metro Rail trains generally clean?  
   Yes: 76%  No: 24%

8. Do you normally have a seat for your trip?  
   Yes: 85%  No: 15%

9. Have you experienced a train breaking down in the last month?  
   Yes: 42%  No: 59%

10. Have you called 1-800-COMMUTE in the last six months?  
    Yes: 23%  No: 77%

10a. If yes, was 1-800-COMMUTE helpful to you?  
    Yes: 55%  No: 45%

11. Is Metro Bus service convenient for you to use?  
    Yes: 96%  No: 4%

12. Were you asked to show proof of payment last month?  
    Yes: 78%  No: 23%

12a. If you paid cash was the Ticket Vending machine easy to use?  
    Yes: 79%  No: 21%

13. Are Metro Rail schedules easy to read and understand?  
    Yes: 88%  No: 12%

14. Did you use Metro Rail more than 4 days last week?  
    Yes: 90%  No: 10%

15. Do you use Metro Rail primarily to commute to/from work?  
    Yes: 93%  No: 7%

16. Do you have a car available to you to make this trip?  
    Yes: 50%  No: 50%

17. Do you ride the rail primarily during rush hours?  
    Yes: 87%  No: 13%

18. Is it easy to find and purchase Metro passes?  
    Yes: 83%  No: 17%

19. Do you think MTA should offer a one-day pass?  
    Yes: 76%  No: 25%

20. Are you aware of MTA’s new Sector management structure?  
    Yes: 21%  No: 79%

21. Do you have to transfer to complete your trip?  
    Yes: 66%  No: 34%

21a. If yes, are your transfers/connections generally on time?  
    Yes: 80%  No: 20%

21b. How many transfers will you make to complete this one-way trip?  
    1. One Transfer: 38%  2. Three transfers: 19%  3. Two transfers: 34%  4. Other: 9%

22. How did you pay for THIS trip?  

23. You are:  
    1. Male: 57%  2. Female: 43%

24. You are:  

25. What is your age?  
    1. Younger than 18: 4%  2. 18-24: 17%  3. 25-44: 48%  4. 45-64: 29%  5. 65 or older: 2%

26. What is your home zip code? ___________

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