



Spring 2004: Metro Rail Customer Satisfaction Survey

	Yes	No
1. Generally speaking, are you satisfied with Metro Rail service?	94%	6%
2. Do you think that Metro's image is improving?	85%	15%
3. Is Metro Rail service better than last year?	80%	20%
4. Is your train generally on time (within 5 minutes)?	81%	19%
5. Does your train's schedule meet your needs?	88%	12%
6. Are Metro Rail trains generally clean?	78%	22%
7. Are the Metro Rail stations generally clean?	84%	16%
8. Is graffiti usually a problem on your train?	40%	60%
9. Do you normally have a seat for your trip?	87%	13%
10. Have you experienced a train breaking down in the last month?	32%	68%
11. Have you called 1-800-COMMUTE in the last six months?	38%	62%
a. If yes, was 1-800-COMMUTE helpful to you?	86%	14%
12. Have you visited METRO.NET in the last six months?	40%	60%
13. Is Metro Rail service convenient to use?	94%	6%
14. Were you asked to show proof of payment last month?	74%	26%
a. If you paid cash was the Ticket Vending Machine easy to use?	73%	27%
15. Are Metro Rail schedules easy to read and understand?	89%	11%
16. Did you use Metro Rail more than 4 days last week?	83%	17%
17. Do you use Metro Rail primarily to commute to/from work?	84%	16%
18. Do you have a car available to make THIS trip?	49%	51%
19. Do you use Metro Rail primarily during rush hours?	79%	21%
20. Is it easy to find and purchase Metro passes?	87%	13%
21. Is the Metro Day Pass convenient to use?	88%	12%
22. Are you aware of Metro's Service Sectors? <small>(San Fernando Valley, San Gabriel Valley, Gateway Cities, South Bay, Westside/Central)</small>	40%	60%
23. How many buses/trains you will use to complete THIS one-way trip? _____ Buses _____ Trains		
24. What fare did you use for THIS trip?		
1 Day Pass: 35%	6 Regular Weekly Pass: 9%	
2 Token: 6%	7 Discount Pass (Student, College, Senior/Disabled): 6%	
3 One-Way Cash Fare: 10%	8 EZ Transit Pass: 3%	
4 Regular Monthly Pass: 22%	9 Transferred from Other Service: 4%	
5 Regular Semi-Monthly pass: 5%		
25. You are:	1 Male: 55%	2 Female: 45%
26. You are:	1 Latino: 46%	3 White: 19%
	2 Black: 20%	4 Asian/Pac. Is.: 11%
27. What is your age?		
1 Younger than 18: 6%	2 18-24: 17%	3 25-44: 46%
4 45-64: 27%	5 65 or older: 4%	
28. What is your home zip code? _____		

Total Number of Rail Surveys: 1,854

Total Number of English Language Surveys: 1,465 (79%)

Total Number of Spanish Language Surveys: 389 (21%)