



**Rail Survey—Spring 05**

	Agree	Slightly Agree	Slightly Disagree	Disagree
1. Generally speaking, I am satisfied with Metro Rail Service	70%	21%	7%	2%
2. <b>THIS</b> train is generally on time (within 5 minutes)	58%	30%	7%	6%
3. <b>THIS</b> train's schedule meets my needs	67%	27%	5%	2%
4. <b>THIS</b> train is generally clean	52%	30%	12%	7%
5. <b>THIS</b> train's stations are generally clean	56%	28%	11%	5%
6. I feel safe while waiting for <b>THIS</b> train	58%	24%	12%	6%
7. I feel safe while riding on <b>THIS</b> train	62%	23%	10%	4%
8. The Ticket Vending Machines are easy to use	60%	17%	13%	10%

	Yes	No
9. Is Metro Rail service better now than last year?	86%	14%
10. Do you think that Metro's image is improving?	84%	16%
11. Is graffiti usually a problem on your train?	47%	53%
12. Do you normally have a seat for your trip?	80%	20%
13. Have you called 1-800-COMMUTE in the last six months?	42%	58%
a. If yes, was 1-800-COMMUTE helpful to you?	60%	40%
14. Do you have access to the Internet?	61%	39%
15. Have you visited METRO.NET in the last six months?	44%	56%
16. Is Metro Rail service convenient to use?	89%	11%
17. Have you experienced a train breaking down in the last month?	46%	54%
18. Did you use Metro Rail more than 4 days last week?	84%	16%
19. Do you use Metro Rail primarily to commute to/from work?	83%	17%
20. Did you have a car available to make <b>THIS</b> trip?	50%	50%
21. Is it easy to find and purchase Metro passes?	81%	19%
22. Is the Metro Day Pass convenient to use?	89%	11%
23. Does your employer help pay for some or all of your pass?	33%	67%
24. Are you aware of Metro's Service Sectors?	48%	52%

(San Fernando Valley, San Gabriel Valley, Gateway Cities, South Bay, Westside/Central)

25. How many buses/trains will you use to complete **THIS** one-way trip?

Buses	Trains
Zero: 0%	One: 65%
One: 46%	Two: 28%
Two: 43%	Three: 6%
Three: 9%	Four: 1%
Four: 2%	
Five or more: 0%	

26. What fare did you use on the **FIRST BUS/TRAIN** of this trip?

Day Pass: 38%	Reg. Semi-Monthly pass: 5%	College Student Pass: 2%
Token: 12%	Reg. Weekly Pass: 4%	K-12 Student Pass: 2%
One-Way Cash: 8%	EZ Transit Pass: 5%	Trans. From Muni: <1%
Reg. Month Pass: 15%	Senior/Disabled Pass: 5%	Trans. From Metrolink: 2%

a. Were you asked to show proof of payment last month? Yes: 75% No: 25%

27. How many years have you been riding Metro?  
 Less than one: 17% 1-2 Years: 26% 3-4 Years: 25% 5+ Years: 32%

28. You are: Latino: 42% Black: 32% White: 10%  
 Asian/Pac. Is.: 11% Other: 5%

29. What is your age? Younger than 18: 12% 18-24: 21% 25-44: 40%  
 45-61: 24% 62 or older: 4%

30. What is your home zip code? \_\_\_\_\_



**EARN A CHANCE TO WIN  
A MONTHLY METRO PASS!  
Just complete this Metro Rail  
Customer Satisfaction Survey\*  
*Español al lado opuesto***

- |  | Agree          | Disagree       |                |                |
|--|----------------|----------------|----------------|----------------|
|  | Ⓔ <sub>1</sub> | Ⓔ <sub>2</sub> | Ⓔ <sub>3</sub> | Ⓔ <sub>4</sub> |
| 1. Generally speaking, I am satisfied with Metro Rail Service  | Ⓔ <sub>1</sub> | Ⓔ <sub>2</sub> | Ⓔ <sub>3</sub> | Ⓔ <sub>4</sub> |
| 2. <b>THIS</b> train is generally on time (within 5 minutes)   | Ⓔ <sub>1</sub> | Ⓔ <sub>2</sub> | Ⓔ <sub>3</sub> | Ⓔ <sub>4</sub> |
| 3. <b>THIS</b> train's schedule meets my needs   | Ⓔ <sub>1</sub> | Ⓔ <sub>2</sub> | Ⓔ <sub>3</sub> | Ⓔ <sub>4</sub> |
| 4. <b>THIS</b> train is generally clean  | Ⓔ <sub>1</sub> | Ⓔ <sub>2</sub> | Ⓔ <sub>3</sub> | Ⓔ <sub>4</sub> |
| 5. <b>THIS</b> train's stations are generally clean  | Ⓔ <sub>1</sub> | Ⓔ <sub>2</sub> | Ⓔ <sub>3</sub> | Ⓔ <sub>4</sub> |
| 6. I feel safe while waiting for <b>THIS</b> train   | Ⓔ <sub>1</sub> | Ⓔ <sub>2</sub> | Ⓔ <sub>3</sub> | Ⓔ <sub>4</sub> |
| 7. I feel safe while riding on <b>THIS</b> train   | Ⓔ <sub>1</sub> | Ⓔ <sub>2</sub> | Ⓔ <sub>3</sub> | Ⓔ <sub>4</sub> |
| 8. The Ticket Vending Machines are easy to use   | Ⓔ <sub>1</sub> | Ⓔ <sub>2</sub> | Ⓔ <sub>3</sub> | Ⓔ <sub>4</sub> |
|  |                | Yes No         |                |                |
| 9. Is Metro Rail service better now than last year?  |                | Ⓔ              | Ⓔ              |                |
| 10. Do you think that Metro's image is improving?  |                | Ⓔ              | Ⓔ              |                |
| 11. Is graffiti usually a problem on your train?   |                | Ⓔ              | Ⓔ              |                |
| 12. Do you normally have a seat for your trip?   |                | Ⓔ              | Ⓔ              |                |
| 13. Have you called 1-800-COMMUTE in the last six months?  |                | Ⓔ              | Ⓔ              |                |
| a. If yes, was 1-800-COMMUTE helpful to you?   |                | Ⓔ              | Ⓔ              |                |
| 14. Do you have access to the Internet?  |                | Ⓔ              | Ⓔ              |                |
| 15. Have you visited METRO.NET in the last six months?   |                | Ⓔ              | Ⓔ              |                |
| 16. Is Metro Rail service convenient to use?   |                | Ⓔ              | Ⓔ              |                |
| 17. Have you experienced a train breaking down in the last month?  |                | Ⓔ              | Ⓔ              |                |
| 18. Did you use Metro Rail more than 4 days last week?   |                | Ⓔ              | Ⓔ              |                |
| 19. Do you use Metro Rail primarily to commute to/from work?   |                | Ⓔ              | Ⓔ              |                |
| 20. Did you have a car available to make <b>THIS</b> trip?   |                | Ⓔ              | Ⓔ              |                |
| 21. Is it easy to find and purchase Metro passes?  |                | Ⓔ              | Ⓔ              |                |
| 22. Is the Metro Day Pass convenient to use?   |                | Ⓔ              | Ⓔ              |                |
| 23. Does your employer help pay for some or all of your pass?  |                | Ⓔ              | Ⓔ              |                |
| 24. Are you aware of Metro's Service Sectors?<br><small>(San Fernando Valley, San Gabriel Valley, Gateway Cities, South Bay, Westside/Central)</small> |                | Ⓔ              | Ⓔ              |                |
| 25. How many buses/trains will you use to complete <b>THIS</b> one-way trip?<br>_____ buses and or _____ trains  |                |                |                |                |
| 26. What fare did you use on the <b>FIRST BUS/TRAIN</b> of this trip?  |                |                |                |                |
| Ⓔ <sub>1</sub> Day Pass                      Ⓔ <sub>5</sub> Reg. Semi-Monthly pass      Ⓔ <sub>9</sub> College Student Pass                            |                |                |                |                |
| Ⓔ <sub>2</sub> Token                         Ⓔ <sub>6</sub> Reg. Weekly Pass                      Ⓔ <sub>10</sub> K-12 Student Pass                    |                |                |                |                |
| Ⓔ <sub>3</sub> One-Way Cash              Ⓔ <sub>7</sub> EZ Transit Pass                         Ⓔ <sub>11</sub> Trans. From Muni.                      |                |                |                |                |
| Ⓔ <sub>4</sub> Reg. Month Pass      Ⓔ <sub>8</sub> Senior/Disabled Pass                 Ⓔ <sub>12</sub> Trans. From Metrolink                          |                |                |                |                |
| a. Were you asked to show proof of payment last month?    Yes Ⓔ        No Ⓔ  |                |                |                |                |
| 27. How many years have you been riding Metro?   |                |                |                |                |
| Ⓔ <sub>1</sub> Less than one      Ⓔ <sub>2</sub> 1-2 Years      Ⓔ <sub>3</sub> 3-4 Years      Ⓔ <sub>4</sub> 5+ Years                                  |                |                |                |                |
| 28. You are:   |                |                |                |                |
| Ⓔ <sub>1</sub> Latino                      Ⓔ <sub>2</sub> Black                      Ⓔ <sub>3</sub> White  |                |                |                |                |
| Ⓔ <sub>4</sub> Asian/Pac. Is.              Ⓔ <sub>5</sub> Other  |                |                |                |                |
| 29. What is your age?  |                |                |                |                |
| Ⓔ <sub>1</sub> Younger than 18      Ⓔ <sub>2</sub> 18-24      Ⓔ <sub>3</sub> 25-44   |                |                |                |                |
| Ⓔ <sub>4</sub> 45-61      Ⓔ <sub>5</sub> 62 or older   |                |                |                |                |
| 30. What is your home zip code? _____  |                |                |                |                |

**All information will be kept confidential.**

Name (Optional*) _____
Phone (Optional*) _____
Provide your E-mail address if you wish to receive information from Metro:
E-mail address (optional) _____