Rail Survey—Spring 05

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

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

<table>
<thead>
<tr>
<th>Buses</th>
<th>Trains</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zero: 0%</td>
<td>One: 65%</td>
</tr>
<tr>
<td>One: 46%</td>
<td>Two: 28%</td>
</tr>
<tr>
<td>Two: 43%</td>
<td>Three: 6%</td>
</tr>
<tr>
<td>Three: 9%</td>
<td>Four: 1%</td>
</tr>
<tr>
<td>Four: 2%</td>
<td>Five or more: 0%</td>
</tr>
</tbody>
</table>

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?
   Agree: 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

1. Generally speaking, I am satisfied with Metro Rail Service

   Agree | Disagree
   1 | 2 | 3 | 4

2. **THIS** train is generally on time (within 5 minutes)
   1 | 2 | 3 | 4

3. **THIS** train’s schedule meets my needs
   1 | 2 | 3 | 4

4. **THIS** train is generally clean
   1 | 2 | 3 | 4

5. **THIS** train’s stations are generally clean
   1 | 2 | 3 | 4

6. I feel safe while waiting for **THIS** train
   1 | 2 | 3 | 4

7. I feel safe while riding on **THIS** train
   1 | 2 | 3 | 4

8. The Ticket Vending Machines are easy to use
   Yes | No

9. Is Metro Rail service better now than last year?
   1 | 2

10. Do you think that Metro’s image is improving?
    1 | 2

11. Is graffiti usually a problem on your train?
    1 | 2

12. Do you normally have a seat for your trip?
    1 | 2

13. Have you called 1-800-COMMUTE in the last six months?
    1 | 2

   a. If yes, was 1-800-COMMUTE helpful to you?
      1 | 2

14. Do you have access to the Internet?
    1 | 2

15. Have you visited METRO.NET in the last six months?
    1 | 2

16. Is Metro Rail service convenient to use?
    1 | 2

17. Have you experienced a train breaking down in the last month?
    1 | 2

18. Did you use Metro Rail more than 4 days last week?
    1 | 2

19. Do you use Metro Rail primarily to commute to/from work?
    1 | 2

20. Did you have a car available to make **THIS** trip?
    1 | 2

21. Is it easy to find and purchase Metro passes?
    1 | 2

22. Is the Metro Day Pass convenient to use?
    1 | 2

23. Does your employer help pay for some or all of your pass?
    1 | 2

24. Are you aware of Metro’s Service Sectors?
    1 | 2

(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 and or __________ trains

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

   1. Day Pass
   2. Reg. Semi-Monthly pass
   3. College Student Pass
   4. Token
   5. Reg. Weekly Pass
   6. K-12 Student Pass
   7. One-Way Cash
   8. EZ Transit Pass
   10. Reg. Month Pass
   11. Senior/Disabled Pass
   12. 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?

   1. Less than one
   2. 1-2 Years
   3. 3-4 Years
   4. 5+ Years

28. You are:

   1. Latino
   2. Black
   3. White
   4. Asian/Pac. Is.
   5. Other

29. What is your age?

   1. Younger than 18
   2. 18-24
   3. 25-44
   4. 45-61
   5. 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)

(*Name and phone number needed to contact the winners) 4/05