



Spring 2006: Metro RAIL Customer Satisfaction Survey

	Agree			Disagree
1. Generally speaking, I am satisfied with Metro Rail Service	70%	20%	7%	3%
2. THIS train is generally on time (within 5 minutes)	60%	25%	10%	5%
3. THIS train's schedule meets my needs	67%	20%	8%	5%
4. THIS train is generally clean	48%	27%	15%	10%
5. THIS train's stations are generally clean	55%	26%	12%	7%
6. I feel safe while waiting for THIS train	57%	27%	10%	6%
7. I feel safe while riding on THIS train	58%	25%	12%	5%
8. The Ticket Vending Machines are easy to use	63%	21%	9%	7%
			Yes	No
9. Is Metro Rail service better now than last year?			84%	16%
10. Is Metro's image improving?			85%	15%
11. Is graffiti usually a problem on THIS train?			39%	61%
12. Do you normally have a seat for THIS trip?			84%	16%
13. Is Metro Rail service convenient to use?			95%	5%
14. Do you have access to the Internet?			67%	33%
15. Have you visited METRO.NET in the last six months?			46%	54%
16. Were you asked to show proof of payment last month?			69%	31%
17. Have you experienced THIS train breaking down in the last month?			32%	68%
18. Are Metro schedules easy to understand?			89%	11%
19. Did you use Metro Rail more than 4 days last week?			80%	20%
20. Did you have a car available to make THIS trip?			48%	52%
21. Is it easy to find and purchase Metro passes?			87%	13%
22. Do you have to transfer to complete THIS one-way trip?			71%	29%
23. What fare did you use on the FIRST METRO BUS/TRAIN of this trip? (Check only one)				
Day Pass: 44%	Reg. Semi-Monthly pass: 4%	College Student Pass: 2%		
Token: 4%	Reg. Weekly Pass: 4%	K-12 Student Pass: 2%		
One-Way Cash: 8%	EZ Transit Pass: 4%	Trans. From Muni.: 1%		
Reg. Month Pass: 19%	Senior/Disabled Pass: 5%	MetroLink Transfer: 3%		
24. How many years have you been riding Metro?				
Less than one: 18%	1-2 Years: 25%	3-4 Years: 21%	5+ Years: 36%	
25. Does your employer help pay for some or all of your pass?	Yes: 20%	No: 80%		
26. You are:	Latino: 47%	Black: 18%	White: 18%	
	Asian/Pac. Is.: 11%	Other: 6%		
27. You are:	Male: 52%	Female: 48%		
28. What is your age?	Younger than 18: 6%	18-24: 22%	25-44: 40%	
		45-61: 25%	62 or older: 7%	
29. What is your home zip code? _____				

June 3 – June 16, 2006

1,555 surveys returned