



## Spring 2007: Metro RAIL Customer Satisfaction Survey

|   | Agree                      |                           | Disagree      |                |
|---|----------------------------|---------------------------|---------------|----------------|
| 1. Generally speaking, I am satisfied with Metro Rail Service   | 47%                        | 41%                       | 7%            | 4%             |
| 2. <b>THIS</b> train is generally on time (within 5 minutes)  | 43%                        | 43%                       | 10%           | 5%             |
| 3. <b>THIS</b> train's schedule meets my needs  | 50%                        | 37%                       | 9%            | 4%             |
| 4. <b>THIS</b> train is generally clean   | 38%                        | 43%                       | 12%           | 7%             |
| 5. <b>THIS</b> train's stations are generally clean   | 41%                        | 43%                       | 10%           | 6%             |
| 6. The Ticket Vending Machines are easy to use  | 50%                        | 38%                       | 7%            | 4%             |
|   |                            |                           | <b>Yes</b>    | <b>No</b>      |
| 7. Is Metro Rail service better now than last year?   |                            |                           | 78%           | 22%            |
| 8. Is Metro's image improving?  |                            |                           | 78%           | 22%            |
| 9. Is graffiti usually a problem on <b>THIS</b> train?  |                            |                           | 37%           | 63%            |
| 10. Do you normally have a seat for <b>THIS</b> trip?   |                            |                           | 84%           | 16%            |
| 11. Have you called 1-800-COMMUTE in the last six months?   |                            |                           | 31%           | 69%            |
| a. If yes, were you satisfied with the service?   |                            |                           | 62%           | 38%            |
| 12. Do you have access to the Internet?   |                            |                           | 65%           | 35%            |
| 13. Have you visited METRO.NET in the last six months?  |                            |                           | 49%           | 51%            |
| a. If yes, did you use the Trip Planner?  |                            |                           | 81%           | 19%            |
| 14. If it were available, would you use a rechargeable debit type Metro card (similar to a gift card)?              |                            |                           | 65%           | 35%            |
| 15. Were you asked to show proof of fare payment last month?  |                            |                           | 70%           | 30%            |
| 16. Have you experienced a train breaking down in the last month?   |                            |                           | 29%           | 71%            |
| 17. Did you have a car available to make <b>THIS</b> trip?  |                            |                           | 44%           | 56%            |
| 18. Is there a Park and Ride lot that serves your neighborhood?   |                            |                           | 57%           | 43%            |
| 19. Do you have to transfer to complete <b>THIS</b> one-way trip?   |                            |                           | 67%           | 33%            |
| a. If yes, are all your connecting buses scheduled to come within 15 minutes of each other ( <b>THIS</b> trip only) |                            |                           | 77%           | 23%            |
| 20. Did you ride Metro Rail more than 4 days last week?   |                            |                           | 78%           | 22%            |
| 21. What fare did you use on the <b>FIRST METRO BUS/TRAIN</b> of this trip? (Check only one)                        |                            |                           |               |                |
| Day Pass: 32%   | Reg. Semi-Monthly pass: 2% | K-12 Student Pass: 3%     |               |                |
| Token: 4%   | Reg. Weekly Pass: 6%       | College Student Pass: 2%  |               |                |
| One-Way Cash: 13%   | EZ Transit Pass: 5%        | Trans. From Metrolink: 3% |               |                |
| Reg. Month Pass: 25%  | Senior/Disabled Pass: 6%   | Trans. From Muni.: <1%    |               |                |
| 22. How many days a week do you usually ride Metro?   |                            |                           |               |                |
| 5+ Days: 62%  | 3-4 Days: 21%              | 1-2 Days: 10%             | <1 Day: 4%    | First Time: 3% |
| 23. How many years have you been riding Metro?  |                            |                           |               |                |
| Less than one: 20%  | 1-2 Years: 22%             | 3-4 Years: 20%            | 5+ Years: 38% |                |
| 24. You are:  | Latino: 45%                | Black: 22%                | White: 17%    |                |
|   | Asian/Pac. Is.: 10%        | American Indian: 2%       | Other: 5%     |                |
| 25. You are:  | Male: 55%                  | Female: 45%               |               |                |
| 26. What is your age?   | Younger than 18: 8%        | 18-24: 20%                | 25-44: 42%    |                |
|   | 45-61: 24%                 | 62 or older: 7%           |               |                |
| 27. What is your home zip code?   | 90020 (2.5%)               |                           |               |                |
|   | 90813 (2.4%)               |                           |               |                |
|   | 90255 (2.2%)               |                           |               |                |
| English: 77%  | Spanish: 23%               |                           |               |                |