



Spring 2008: Metro RAIL Customer Satisfaction Survey Results

	Agree		Disagree	
1. Generally speaking, I am satisfied with Metro Rail service	48%	44%	6%	2%
2. THIS train is generally on time (within 5 mins)	40%	48%	9%	3%
3. THIS train's schedule meets my needs	47%	41%	8%	4%
4. I feel safe while waiting for THIS train	43%	44%	9%	4%
5. I feel safe while riding THIS train	43%	47%	7%	3%
6. The Ticket Vending Machines are easy to use	47%	41%	8%	4%
	Yes		No	
7. Is Metro Rail service better now than last year?	81%		19%	
8. Is Metro's image improving?	86%		14%	
9. Is Metro's rail service convenient for you to use?	94%		6%	
10. Do you normally have a seat for THIS trip?	80%		20%	
11. Do you support having gates at the rail stations?	71%		29%	
12. Have you called 1-800-COMMUTE in the last 6 months?	34%		66%	
13. In the last six months, have you reported a bus/train problem to Metro Customer Relations?	16%		84%	
a. If yes, were you satisfied with the service?	75%		25%	
14. Do you have access to the Internet?	74%		26%	
15. Have you visited Metro.net in the last six months?	54%		46%	
16. Have you used the Metro Trip Planner in the last six months?	47%		53%	
17. Do you use Metro Rail primarily to commute to/from work?	78%		22%	
18. Did you have a car available to make THIS trip?	49%		51%	
19. Is it easy to find and purchase Metro passes?	82%		18%	
20. Were you asked to show proof of fare payment last month?	63%		37%	
a. Have you experienced a train breakdown in the last month?	38%		62%	
21. Are you aware of the new re-loadable TAP card?	40%		60%	
22. Did you use a TAP card for THIS trip?	17%		83%	
23. What fare did you use on the FIRST METRO BUS/TRAIN of this trip? (check only one)				
Day Pass: 31%			College Student Pass: 2%	
Token: 4%		Reg. Weekly Pass: 7%	K-12 Student Pass: 3%	
One-Way Cash: 18%		EZ Transit Pass: 4%	Trans. From Muni: 1%	
Reg. Month Pass: 20%		Senior/Disabled Pass: 8%	Trans. From Metrolink: 4%	
24. How many days a week do you usually ride Metro?				
5+ Days: 60%	3-4 Days: 21%	1-2 Days: 12%	<1 Day: 6%	First Time: 2%
25. How many years have you been riding Metro?				
Less than one: 21%	1-2 Years: 24%	3-4 Years: 20%	5+ Years: 36%	
26. Do you have to transfer to complete THIS one-way trip?			56%	44%
27. You are:	Latino: 43%	Black: 19%	White: 20%	
	Asian/Pac. Is.: 12%	American Indian: 1%	Other: 5%	
28. You are:	Male: 59%	Female: 41%		
29. What is your age?	Younger than 18: 7%	18-24: 21%	25-44: 43%	
	45-61: 23%	62 or older: 7%		

Total Number of Rail Surveys: 1,531

Total Number of English Language Surveys: 1,186 (78%)

Total Number of Spanish Language Surveys: 345 (22%)