



Spring 2009: Metro RAIL Customer Satisfaction Survey Results

	Agree		Disagree	
1. Generally speaking, I am satisfied with Metro Rail Service	54%	38%	5%	3%
2. THIS train is generally on time (within 5 mins)	53%	39%	7%	2%
3. THIS train is generally clean	36%	40%	17%	6%
4. THIS train's stops are generally clean	40%	46%	9%	5%
5. The Ticket Vending Machines are easy to use	50%	38%	9%	4%
6. THIS train has adequate emergency info available	44%	40%	13%	3%
			Yes	No
7. Is Metro Rail service better now than last year?			75%	25%
8. Do you normally have a seat for THIS trip?			65%	35%
9. Were you asked to show proof of fare payment last month?			75%	25%
10. Has THIS train broken down in the last month?			33%	67%
11. Is graffiti usually a problem on THIS train?			42%	58%
12. Do you have a working cell phone with you on this train?			55%	45%
a. If yes, can you browse the internet?			47%(26%)	53%(29%)
13. Have you visited Metro.net in the last six months?			53%	47%
14. Do you use Metro Bus/Rail primarily to commute to/form work?			86%	14%
15. Did you have a car available to make THIS trip?			54%	46%
16. Is it easy to find and purchase Metro passes?			79%	21%
17. Are you aware of the new re-loadable TAP card?			81%	19%
18. Did you use a TAP card for THIS trip?			56%	44%
19. Do you prefer using TAP card over paper passes and token fare types?			66%	34%
20. What fare did you use on the FIRST METRO BUS/TRAIN of this one-way trip? (Check only one)				
Day Pass: 24%			College Student Pass: 4%	
Token: 6%		Reg. Weekly Pass: 9%	K-12 Student Pass: 3%	
One-Way Cash: 14%		EZ Transit Pass: 4%	Trans. From Muni: 1%	
Reg. Month Pass: 30%		Senior/Disabled Pass: 4%	Trans. From Metrolink: 1%	
21. How many days a week do you usually ride Metro?				
5+ Days: 69%	3-4 Days: 20%	1-2 Days: 8%	<1 Day: 2%	First Time: <1
22. How many years have you been riding Metro?				
Less than one: 10%	1-2 Years: 24%	3-4 Years: 21%	5+ Years: 45%	
			Yes	No
23. Do you have to transfer to complete THIS one-way trip?			62%	38%
a. If yes, are you connecting buses/train scheduled to come within 15 minutes?			84%(52%)	16%(10%)
24. Are your household's annual earnings more than \$26,000?			54%	46%
25. You are:	Latino: 45%	Black: 22%	White: 19%	
	Asian/Pac. Is.: 9%	Amer. Indian: 1%	Other: 4%	
26. You are:	Male: 52%	Female: 48%		
27. What is your age?	Younger than 18: 4%	18-22: 15%	23-49: 62%	
	50-64: 16%	65 or older: 3%		

Total Number of Rail Surveys: 584

Total Number of English Language Surveys: 483 (84%)

Total Number of Spanish Language Surveys: 101 (16%)