



## Spring 2010: Metro Rail Customer Satisfaction Survey Results

	Agree		Disagree		Mean	Trend
1. Generally speaking, I am satisfied with Metro bus service	54%	40% (93%)	3%	4% (7%)	1.58	↑ from 2009
2. <b>THIS</b> train is generally on time (within 5 minutes)	62%	32% (93%)	5%	2% (7%)	1.47	↑ from 2009
3. <b>THIS</b> train's schedule meets my needs	58%	33% (91%)	6%	3% (9%)	1.53	↑ from 2008
4. I feel safe riding <b>THIS</b> bus	48%	40% (88%)	9%	4% (12%)	1.68	↓ from 2008
5. The Ticket Vending Machines are easy to use	55%	38% (93%)	4%	3% (7%)	1.54	↓ from 2009
6. <b>THIS</b> train has adequate emergency information	45%	43% (89%)	8%	3% (11%)	1.69	↑ from 2009

	Yes	No	Trend
7. Is Metro rail service better now than last year?	84%	16%	↑ from 2009
8. Do you normally have a seat for <b>THIS</b> trip?	79%	22%	↑ from 2009
9. Were you asked to show proof of fare payment last month?	64%	36%	↓ from 2009
10. Has <b>THIS</b> train broken down in the last month?	21%	79%	↓ from 2009
11. Do you have a working cell phone with you on <b>THIS</b> bus?	48%	52%	↓ from 2009
a. If yes, can you browse the Internet (i.e. a smart phone)?	34%	67%	↓ from 2009
12. Will you take a Metro bus to complete <b>THIS</b> one-way trip?	68%	32%	N/A
13. Do you use Metro Bus/Rail primarily to commute to/from work?	86%	14%	↑ from 2009
14. Do you have a car available to make <b>THIS</b> trip?	36%	64%	↓ from 2009
15. Is public transit your only means of transportation?	58%	42%	N/A
16. Is it easy to find and purchase Metro passes?	83%	17%	=
17. Did you use a TAP card for <b>THIS</b> trip?	49%	52%	↓ from 2009
18. Do you prefer using the TAP card over paper passes?	64%	36%	↑ from 2009
19. Do you think Day Passes should be available on buses?	95%	5%	N/A
20. Do you have to transfer to complete <b>THIS</b> one-way trip?	66%	34%	↑ from 2009
a. If yes, do connecting buses/trains come within 15 minutes?	72%	28%	↓ from 2009
21. Are your household's annual earnings more than \$26,000?	43%	57%	↓ from 2009

22. Which service have you used to plan a transit trip in the last 6 months?  
 None: 27%    Metro.net: 46%    Google Transit: 5%    1-800-COMMUTE: 15%  
 Printed Timetables: 4%    Other: 3%

23. What fare did you use on the **First Metro bus/train** of this one way trip? (**CHECK ONLY ONE**)  
 Day Pass: 27%    Reg. Weekly Pass: 9%    K-12 Student Pass: 6%  
 Token: 5%    EZ Transit Pass: 4%    Trans. From Muni: 1%  
 One-Way Cash: 16%    Senior/Disabled Pass: 4%    Trans. From Metrolink.: 3%  
 Reg. Month Pass: 25%    College Student Pass: 1%

24. How many days a week do you usually ride Metro?  
 5+ Days: 67%    3-4 Days: 23%    1-2 Days: 6%    <1 Day: 3%    First Time: 2%

25. How many years have you been riding Metro?  
 Less than one: 18%    1-2 Years: 22%    3-4 Years: 18%    5+ Years: 42%

26. What statement best describes your transit use?  
 Take same trip on transit: 41%    Take about 3 different trips on transit: 19%  
 Take transit to go everywhere: 40%

27. You are:    Latino: 46%    Black: 22%    White: 16%  
                   Asian/Pac. Is.: 10%    Amer. Indian: 1%    Other: 5%

28. You are:    Male: 55%    Female: 45%

29. What is your age?    Younger than 18: 9%    18-22: 20%    23-49: 51%  
                                   50-64: 17%    65 or older: 3%

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 Total Number of Rail Surveys: 602

Total Number of English Language Surveys: 465 (77%)  
 Total Number of Spanish Language Surveys: 137 (23%)