### Spring 2011: Metro Rail Customer Satisfaction Survey Results

<table>
<thead>
<tr>
<th>Agree</th>
<th>Disagree</th>
<th>Mean</th>
<th>Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Generally speaking, I am satisfied with Metro train service</td>
<td>41%</td>
<td>8%</td>
<td>(88%)</td>
</tr>
<tr>
<td>2. THIS train is generally on time (within 5 minutes)</td>
<td>35%</td>
<td>14%</td>
<td>44%</td>
</tr>
<tr>
<td>3. THIS train’s schedule meets my needs</td>
<td>43%</td>
<td>10%</td>
<td>43%</td>
</tr>
<tr>
<td>4. I feel safe riding THIS train</td>
<td>33%</td>
<td>16%</td>
<td>42%</td>
</tr>
<tr>
<td>5. The Ticket Vending Machines are easy to use</td>
<td>35%</td>
<td>18%</td>
<td>36%</td>
</tr>
<tr>
<td>6. THIS train has adequate emergency information</td>
<td>26%</td>
<td>21%</td>
<td>40%</td>
</tr>
</tbody>
</table>

### Trend Analysis
- **Generally speaking, I am satisfied with Metro train service**: Down 5% from 2010
- **THIS train is generally on time (within 5 minutes)**: Down 15% from 2010
- **THIS train’s schedule meets my needs**: Down 5% from 2010
- **I feel safe riding THIS train**: Down 13% from 2010
- **The Ticket Vending Machines are easy to use**: Down 22% from 2010
- **THIS train has adequate emergency information**: Down 23% from 2010

---

1. Is Metro rail service better now than last year? 73% Yes, 27% No, Trend: Down 10% from 2010
2. Do you normally have a seat for THIS trip? 80% Yes, 20% No, Trend: Equal to 2010
3. Were you asked to show proof of fare payment last month? 60% Yes, 40% No, Trend: Down 4% from 2010
4. Has THIS train broken down in the last month? 31% Yes, 69% No, Trend: Up 9% from 2010
5. Do you have a working cell phone with you on THIS train? 75% Yes, 25% No, Trend: Up 29% from 2010
6. If yes, can you browse the Internet (i.e. a smart phone)? 73% Yes, 27% No, Trend: Up 30% from 2010
7. Do you use Metro Bus/Rail primarily to commute to/from work? 85% Yes, 15% No, Trend: Down 1% from 2010
8. Do you have a car available to make THIS trip? 41% Yes, 59% No, Trend: Up 3% from 2010
9. Is it easy to find and purchase Metro passes? 70% Yes, 30% No, Trend: Down 14% from 2010
10. Do you prefer a pass that is good for 30 consecutive days? 68% Yes, 32% No, Trend: N/A
11. Did you use a TAP card for THIS trip? 55% Yes, 45% No, Trend: Up 4% from 2010
12. Do you have to transfer to complete THIS one-way trip? 56% Yes, 44% No, Trend: Down 9% from 2010
13. If yes, do connecting buses/trains come within 15 minutes? 68% Yes, 32% No, Trend: Down 2% from 2010
14. Are your household’s annual earnings more than $26,000? 48% Yes, 52% No, Trend: Up 4% from 2010
15. Which service have you used to plan a transit trip in the last 6 months?
   - None: 30% up 5%
   - Metro.net: 37% down 10%
   - Google Transit: 10% up 3%
   - 1-800-GOMETRO: 9% N/A
   - 1-800-COMMUTE: 7% N/A
   - Printed Timetables: 3% down 1%
   - Other: 2%
16. If you used Metro.net, how do you access the service?
   - Smart Phone: 39%
   - Home computer: 41%
   - Work/school computer: 11%
   - Other: 10%

---

17. What fare did you use on the First Metro bus/train of this one way trip? (CHECK ONLY)
   - Day Pass: 23% down 4%
   - Token: 4% same
   - One-Way Cash: 21% up 5%
   - Reg. Month Pass: 21% down 3%
   - Reg. Weekly Pass: 9% down 2%
   - EZ Transit Pass: 7% up 3%
   - Senior/Disabled Pass: 5% up 1%
   - College Student Pass: 5% up 3%
   - K-12 Student Pass: 2% down 2%
   - Trans. From Muni: 2% up 1%
   - Trans. From Metrolink: <1% down 2%

---

18. How many days a week do you usually ride Metro?
   - 5+ Days: 66% same
   - 3-4 Days: 21% down 2%
   - 1-2 Days: 8% up 2%
   - <1 Day: 3% same
   - First Time: 2% same
19. How many years have you been riding Metro?
   - Less than one: 18% down 1%
   - 1-2 Years: 23% up 1%
   - 3-4 Years: 17% down 2%
   - 5+ Years: 42% up 2%
20. What statement best describes your transit use?
   - Take same trip on transit: 43% up 2%
   - Take about 3 different trips on transit: 20% down 2%
   - Take transit to go everywhere: 37% same
21. What is your age?
   - Younger than 18: 5% down 1%
   - 18-22: 23% down 3%
   - 23-49: 50% down 1%
   - 50-64: 18% up 3%
   - 65 or older: 3% up 1%

---

Total Number of Rail Surveys: 740
Total Number of English Language Surveys: 626 (85%)
Total Number of Spanish Language Surveys: 114 (15%)