



Spring 2011: Metro Rail Customer Satisfaction Survey Results

	Agree		Disagree		Mean	Trend
1. Generally speaking, I am satisfied with Metro train service	41%	47% (88%)	8%	5% (13%)	1.77	↓ 5% from 2010
2. THIS train is generally on time (within 5 minutes)	35%	44% (80%)	14%	6% (20%)	1.91	↓ 15% from 2010
3. THIS train's schedule meets my needs	43%	43% (85%)	10%	5% (15%)	1.77	↓ 5% from 2010
4. I feel safe riding THIS train	33%	42% (75%)	16%	9% (25%)	2.01	↓ 13% from 2010
5. The Ticket Vending Machines are easy to use	35%	36% (70%)	18%	12% (30%)	2.07	↓ 22% from 2010
6. THIS train has adequate emergency information	26%	40% (65%)	21%	14% (35%)	2.22	↓ 23% from 2010

	Yes	No	Trend
7. Is Metro rail service better now than last year?	73%	27%	↓ 10% from 2010
8. Do you normally have a seat for THIS trip?	80%	20%	= to 2010
9. Were you asked to show proof of fare payment last month?	60%	40%	↓ 4% from 2010
10. Has THIS train broken down in the last month?	31%	69%	↑ 9% from 2010
11. Do you have a working cell phone with you on THIS train?	75%	25%	↑ 29% from 2010
a. If yes, can you browse the Internet (i.e. a smart phone)?	73%	27%	↑ 30% from 2010
12. Do you use Metro Bus/Rail primarily to commute to/from work?	85%	15%	↓ 1% from 2010
13. Do you have a car available to make THIS trip?	41%	59%	↑ 3% from 2010
14. Is it easy to find and purchase Metro passes?	70%	30%	↓ 14% from 2010
15. Do you prefer a pass that is good for 30 consecutive days?	68%	32%	N/A
16. Did you use a TAP card for THIS trip?	55%	45%	↑ 4% from 2010
17. Do you have to transfer to complete THIS one-way trip?	56%	44%	↓ 9% from 2010
a. If yes, do connecting buses/trains come within 15 minutes?	68%	32%	↓ 2% from 2010
18. Are your household's annual earnings more than \$26,000?	48%	52%	↑ 4% from 2010
19. 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%		

19a. If you used Metro.net, how do you access the service?
 Smart Phone: 39% Home computer: 41% Work/school computer: 11% Other: 10%

20. What fare did you use on the **First Metro bus/train** of this one way trip? (**CHECK ONLY ONE**)

Day Pass: 23% down 4%	Reg. Weekly Pass: 9% down 2%	K-12 Student Pass: 2% down 2%
Token: 4% same	EZ Transit Pass: 7% up 3%	Trans. From Muni: 2% up 1%
One-Way Cash: 21% up 5%	Senior/Disabled Pass: 5% up 1%	Trans. From Metrolink.: <1% down 2%
Reg. Month Pass: 21% down 3%	College Student Pass: 5% up 3%	

21. 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

22. 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%

23. 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

24. You are: Latino: 44% down 5% Black: 25% up 6% White: 13% down 3%
 Asian/Pac. Is.: 10% down 1% Amer. Indian: 2% up 1% Other: 7% up 3%

25. You are: Male: 54% down 1% Female: 46% up 1%

26. 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%)