



## Spring 2012: Metro RAIL Customer Satisfaction Survey Results (May 15-24, 2012)

	Agree		Disagree		Mean	Trend
1. Generally speaking, I am satisfied with Metro rail service	40%	49% <b>(89%)</b>	6%	5% <b>(11%)</b>	1.75	↑ 1% from 2011
2. <b>THIS</b> train is generally on time (within 5 minutes)	43%	41% <b>(85%)</b>	11%	4% <b>(15%)</b>	1.76	↑ 5% from 2011
3. <b>THIS</b> train's schedule meets my needs	47%	41% <b>(88%)</b>	8%	4% <b>(12%)</b>	1.69	↑ 3% from 2011
4. I feel safe riding <b>THIS</b> train	36%	47% <b>(83%)</b>	11%	6% <b>(17%)</b>	1.86	↑ 7% from 2011
5. I feel safe while waiting for <b>THIS</b> train	33%	48% <b>(81%)</b>	13%	6% <b>(19%)</b>	1.92	↓ 6% from 2010
6. The fare gates at the stations should be locked	29%	28% <b>(58%)</b>	26%	15% <b>(42%)</b>	2.27	N/A
7. <b>THIS</b> train is generally clean	28%	49% <b>(76%)</b>	17%	6% <b>(24%)</b>	2.01	= to 2009
8. <b>THIS</b> train's stations are generally clean	32%	50% <b>(82%)</b>	13%	5% <b>(18%)</b>	1.91	↓ 2% from 2009
		<b>Yes</b>	<b>No</b>		<b>Trend</b>	
9. Is Metro rail service better now than last year?		81%	19%		↑ 9% from 2011	
10. Do you normally have a seat for <b>THIS</b> trip?		79%	21%		↓ 1% from 2011	
11. Will you take a Metro bus to complete <b>THIS</b> one-way trip?		58%	42%			
12. Has <b>THIS</b> train broken down in the last month?		35%	65%		↑ 4% from 2011	
13. Do you have a working cell phone with you on <b>THIS</b> train?		69%	31%		↓ 6% from 2011	
a. If yes, can you browse the Internet (i.e. a smart phone)?		72% (50% of total)	28%		↓ 1% from 2011	
14. How did you get to the first bus or train of this trip?						
Walked: 66%	Dropped Off: 12%	Drove: 15%	Biked: 4%	Other: 3%		
15. How many minutes did it take you to get to the first bus or train of this one-way trip?						
mean: 12 minutes	median: 9.5 min	10 min or less: 64%	5 min or less: 34%			
15a. How many minutes did you wait for that first bus or train?						
mean: 7 minutes	median: 4.5 min	10 min or less: 87%	5 min or less: 62%			
16. Do you have a car available to make <b>THIS</b> trip?		37%	63%		↓ 4% from 2011	
17. Is it easy to find and purchase Metro passes?		84%	16%		↑ 14% from 2011	
18. Did you use a TAP card for <b>THIS</b> trip?		58%	42%		↑ 3% from 2011	
a. If yes, is TAP easy to use for paying for your fare?		92%	8%		N/A	
19. Do you have to transfer to complete <b>THIS</b> one-way trip?		55%	36%		↑ 1% from 2011	
a. If yes, do connecting buses/trains come within 15 minutes?		82%	18%		↑ 14% from 2011	
20. Your household's total annual earnings:	Median income \$26,250	Mean Income: \$42,250				
Under \$15,000:	34%	\$15,000-\$24,999:	14%	\$25,000-\$34,999:	16%	
\$35,000-\$49,999:	10%	\$50,000-\$99,999:	16%	\$100,000 or more:	10%	
21. What fare did you use on the <b>First Metro</b> bus/train of this one way trip? ( <b>CHECK ONLY ONE</b> )						
Day Pass: 24% up 1%	Reg. Weekly Pass: 10% up 1%	K-12 Student Pass: 3% up 1%				
Token: 4% same	EZ Transit Pass: 5% down 2%	Trans. From Muni: 1% down 1%				
One-Way Cash: 20% down 1%	Senior/Disabled Pass: 8% up 3%	Trans. From Metrolink.: 4% up 3%				
Reg. Month Pass: 17% down 3%	College Student Pass: 3% down 2%					
21. How many days a week do you usually ride Metro?						
5+ Days: 62% down 4%	3-4 Days: 25% up 4%	1-2 Days: 8% same	<1 Day: 4% up 1%	First Time: 2% same		
22. How many years have you been riding Metro?						
Less than one: 20% up 2%	1-2 Years: 20% down 3%	3-4 Years: 18% up 1%	5+ Years: 43% up 1%			
24. You are:	Latino: 42% down 2%	Black: 24% down 1%	White: 18% up 5%			
	Asian/Pac. Is.: 11% up 1%	Amer. Indian: 1% down 1%	Other: 5% down 2%			
25. You are:	Male: 56% up 2%	Female: 44% down 2%				
26. What is your age?	Younger than 18: 3% down 2%	18-22: 18% down 5%	23-49: 56% up 6%			
	50-64: 20% up 2%	65 or older: 3% same				

Total Number of Rail Surveys: 1143

Total Number of English Language Surveys: 1009 (88%) up 3%

Total Number of Spanish Language Surveys: 134 (12%) down 3%