



Spring 2013: Metro RAIL Customer Satisfaction Survey Results (June 5 & 6, 2013)

	Agree		Disagree		Mean	Trend
1. Generally speaking, I am satisfied with Metro rail service	42%	47% (89%)	8%	4% (11%)	1.74	↑ same as 2012
2. THIS train is generally on time (within 5 minutes)	42%	46% (88%)	10%	2% (12%)	1.74	↑ 3% from 2012
3. I feel safe while waiting for THIS train	35%	47% (82%)	13%	5% (18%)	1.89	↓ 1% from 2012
4. The fare gates at the stations should be locked	35%	32% (67%)	21%	12% (33%)	2.10	↑ 9% from 2012
5. THIS train is generally clean	28%	49% (76%)	18%	6% (24%)	2.02	= to 2012
6. THIS train's stations are generally clean	35%	47% (81%)	14%	5% (19%)	1.89	↓ 1% from 2012
7. I have seen Metro ads in the last month	36%	42% (79%)	16%	6% (21%)	1.91	N/A
8. Metro provides me with timely and useful Information for my travel	38%	45% (83%)	13%	4% (17%)	1.83	N/A
9. I am proud to travel with metro	43%	46% (89%)	8%	3% (11%)	1.71	N/A

	Yes	No	Trend	
10. Will you take a Metro bus to complete THIS one-way trip?	54%	46%	↓ 4% from 2012	
11. Has THIS train broken down in the last month?	23%	77%	↓ 12% from 2012	
12. Do you have a cell phone with you on THIS train?	84%	16%	↑ 13% from 2012	
a. If yes, can you browse the Internet (i.e. a smart phone)?	63% (53% of total)		↑ 3% from 2012	
13. How did you get to the first bus or train of this trip?				
Walked: 64%	Dropped Off: 10%	Drove: 17%	Biked or Skated: 6%	Other: 3%
14. How many minutes did it take you to get to the first bus or train of this one-way trip?				
mean: 11 minutes	median: 9.5 min	10 min or less: 70%	5 min or less: 37%	
14a. How many minutes did you wait for that first bus or train?				
mean: 7 minutes	median: 4.5 min	10 min or less: 88%	5 min or less: 57%	
15. Do you have a car available to make THIS trip?	37%	63%	same as 2012	
16. Do you have to transfer to complete THIS one-way trip?	59%	41%	↑ 4% from 2012	
a. If yes, do connecting buses/trains come within 15 minutes?	85%	15%	↑ 3% from 2011	
17. Are you making this trip to/from work?	69%	31%	N/A	
18. Your household's total annual earnings:	Median income: \$20,770	Mean Income: \$38,520		
18a. mean people per household:	3.12			

Under \$5,000: 22%	\$5,000-\$9,999: 6%	\$10,000-\$14,999: 4%	\$15,000-\$19,999: 16%	\$20,000-\$24,999: 13%
\$25,000-\$34,999: 7%	\$35,000-\$49,999: 9%	\$50,000-\$99,999: 13%	\$100,000 or more: 10%	

	Yes	No	Trend
19. Did you use a TAP car for the FIRST Metro bus/train of THIS trip?	89%	11%	
a. If yes, is TAP easy to use for paying your fare?	90%		
20. What fare did you use on the First Metro bus/train of this one way trip? (CHECK ONLY ONE)			
Day Pass: 29% up 4%	Reg. Weekly Pass: 8% down 2%	K-12 Student Pass: 2% down 1%	
Token: 4% same	EZ Transit Pass: 5% same	Trans. From Muni: <1% down 1%	
One-ride/ Cash: 16% down 4%	Senior/Disabled Pass: 8% same	Trans. From Metrolink.: 3% down 1%	
Reg. Month Pass: 23% up 6%	College Student Pass: 2% down 1%		

21. How do you get Metro information?

Brochures: 18%	Posters on buses and trains: 17%	Metro.net: 28%	Radio Ads: 3%
Internet ads: 8%	Newspaper Ads: 2%	Billboards: 5%	323-GO-METRO: 10%
Go Metro mobile app: 10%	511: 2%	Google Maps: 20%	

21. How many days a week do you usually ride Metro?

5+ Days: 63% down 1%	3-4 Days: 25% same	1-2 Days: 7% down 1%	<1 Day: 3% down 1%	First Time: 2% same
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22. How many years have you been riding Metro?

Less than one: 16% down 4%	1-2 Years: 24% up 4%	3-4 Years: 20% up 2%	5+ Years: 40% down 3%
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24. You are: Latino: 38% down 4% Black: 25% up 1% White: 19% up 1%
Asian/Pac. Is.: 12% up 1% Amer. Indian: 1% same Other: 6% up 1%

25. You are: Male: 57% up 1% Female: 43% down 1%

26. What is your age? Younger than 18: 4% up 1% 18-22: 19% up 1% 23-49: 53% down 3%
50-64: 20% same 65 or older: 4% up 1%

Total Number of Rail Surveys: 1599

Total Number of English Language Surveys: 1424 (89%) up 1%

Total Number of Spanish Language Surveys: **175 (11%)** down 1%

*The survey was distributed online via language cards in the following languages: Chinese (Mandarin), Russian, Armenian, Japanese, Vietnamese, Tagalog, Cambodian, Korean and Thai

Percent of riders below poverty Level: 46%