



# Spring 2014: Metro RAIL Customer Satisfaction Survey Results (July 9 – July 24, 2014)

	Agree		Disagree		Mean	Trend
1. Generally speaking, I am satisfied with Metro rail service	39%	50% (89%)	7%	4% (11%)	1.76	↓ 1% from 2013
2. <b>THIS</b> train is generally on time (within 5 minutes)	39%	46% (85%)	11%	4% (15%)	1.80	↓ 2% from 2013
3. I feel safe while riding <b>THIS</b> train	33%	51% (84%)	12%	5% (17%)	1.88	↓ 3% from 2013
4. <b>THIS</b> train is generally clean	32%	47% (79%)	15%	7% (22%)	1.97	↑ 2% from 2013
5. <b>THIS</b> train's stations are generally clean	34%	47% (81%)	13%	5% (18%)	1.90	↓ 2% from 2013
6. I have seen Metro ads in the last month	35%	43% (78%)	16%	7% (23%)	1.94	↓ 3% from 2013
7. Metro provides me with timely and useful Information for my travel	36%	48% (84%)	11%	5% (16%)	1.86	↓ 2% from 2013
8. I am proud to travel with Metro	39%	48% (87%)	9%	4% (13%)	1.78	↓ 3% from 2013
9. In the past six months, while riding Metro, have you experienced any unwanted sexual behavior including, but not limited to: touching, exposure, or inappropriate comments?	Yes: 22%		No: 78%			
10. Do you have a car available to make <b>THIS</b> trip?		42%		58%	↑ 7% from 2013	
11. Are you making <b>THIS</b> one-way trip to/from work?		63%		37%	↓ 5% from 2013	
12. Do you own a	Cell Phone: 38%	Smart Phone : 56%	I don't own a Cell Phone or a Smart Phone: 6%			
13. What is the <b>BEST</b> way to receive information about Metro?	Access a Website: 45%		Receive Email: 17%			
	Receive Text Message: 19%		Receive a Telephone Alert Message: 4%			
	Review Social Media Outlet Such as Facebook, Twitter, etc.: 6%		Other: 8%			
		<b>Very Often</b>	<b>Occasionally</b>	<b>Never</b>	<b>Never Heard of it</b>	
14. How often do you use mobile applications (On your phone or tablet) such as "Go Metro", "511", & "Google Maps" to get traffic information?		41%	34%	25%		
15. How often do you use Metro's trip planner on the website Metro.net?		21%	37%	31%	11%	
16. If available, often would you purchase a Metro ticket electronically Using a smart phone versus using a TAP card/cash?		38%	25%	38%		
17. Did you use a TAP card to board other transit agencies?	Yes	80%	No	20%		
18. How did you get to the first bus or train of this trip?	Walked: 65% ↑3% Dropped Off: 9% ↓2% Drove: 15% ↑1% Biked or Skated: 5% same Other: 6% ↓2%					
19. How many minutes did it take you to get to the first bus or train of this one-way trip?	mean: 12.21 minutes		median: 10 min		10 min or less: 65%	5 min or less: 35%
19a. How many minutes did you wait for that first bus or train?	mean: 7.59 minutes		median: 5 min		10 min or less: 85%	5 min or less: 58%
20. Your household's total annual earnings:	Median income: \$21,980		Mean Income: \$37,142			
20a. mean people per household: 3.21						
	Under \$5,000: 22%	\$5,000-\$9,999: 6%	\$10,000-\$14,999: 4%	\$15,000-\$19,999: 15%	\$20,000-\$24,999: 9%	\$25,000-\$34,999: 7%
		\$35,000-\$49,999: 12%		\$50,000-\$99,999: 16%	\$100,000 or more: 9%	
21. How many days a week do you usually ride Metro?	5+ Days: 66% ↑1% 3-4 Days: 22% ↓3% 1-2 Days: 7% ↑1% <1 Day: 3% same First Time: 2% ↑1%					
22. How many years have you been riding Metro?	Less than one: 17% ↑2% 1-2 Years: 21% ↓1% 3-4 Years: 17% ↓2% 5+ Years: 46% ↑2%					
23. You are:	Latino: 47% same		Black: 18% same		White: 17% ↓2%	
	Asian/Pac. Is.: 12% ↑1%		Amer. Indian: <1% same		Other: 6% ↑2%	
24. You are:	Male: 54% ↓2%		Female: 46% ↑2%			
25. What is your age?	Younger than 18: 5% same		18-22: 24% ↑5%		23-49: 51% ↓2%	
	50-64: 18% ↓2%		65 or older: 3% ↓1%			

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 Total Number of Rail Surveys: **1,459**  
 Total Number of English Language Surveys: **1,188 (81%) down 2%**  
 Total Number of Spanish Language Surveys: **271 (19%) up 2%**

\*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: 44% ↑2% from 2013**