



Combined Customer Satisfaction Survey—Spring 05

	Agree	Slightly Agree	Slightly Disagree	Disagree
1. Generally speaking, I am satisfied with Metro Service	63%	22%	8%	7%
2. THIS bus/train is generally on time (within 5 minutes)	49%	26%	11%	14%
3. THIS bus's/train's schedule meets my needs	61%	22%	9%	8%
4. THIS bus/train is generally clean	53%	27%	11%	9%
5. THIS bus's/train's stations are generally clean	47%	27%	14%	12%
6. I feel safe while waiting for THIS bus/train	57%	24%	11%	9%
7. I feel safe while riding on THIS bus/train	65%	22%	8%	5%

	Yes	No
9. Is Metro Service better now than last year?	83%	17%
10. Do you think that Metro's image is improving?	84%	16%
11. Is graffiti usually a problem on your bus/train?	52%	48%
12. Do you normally have a seat for your trip?	77%	23%
13. Have you called 1-800-COMMUTE in the last six months?	36%	64%
a. If yes, was 1-800-COMMUTE helpful to you?	74%	26%
14. Do you have access to the Internet?	52%	48%
15. Have you visited METRO.NET in the last six months?	36%	64%
16. Is Metro Service convenient to use?	90%	10%

18. Did you use Metro Service more than 4 days last week?	87%	13%
19. Do you use Metro Service primarily to commute to/from work?	84%	16%
20. Did you have a car available to make THIS trip?	31%	69%
21. Is it easy to find and purchase Metro passes?	83%	17%
22. Is the Metro Day Pass convenient to use?	88%	12%
23. Does your employer help pay for some or all of your pass?	23%	77%
24. Are you aware of Metro's Service Sectors?	40%	60%

(San Fernando Valley, San Gabriel Valley, Gateway Cities, South Bay, Westside/Central)

25. How many buses/trains will you use to complete **THIS** one-way trip?

Buses	Trains
Zero: 0%	Zero: 3%
One: 52%	One: 62%
Two: 34%	Two: 27%
Three: 10%	Three: 6%
Four: 4%	Four: 2%
Five or more: 1%	

26. What fare did you use on the **FIRST BUS/TRAIN** of this trip?

Day Pass: 34%	Reg. Semi-Monthly pass: 8%	College Student Pass: 4%
Token: 12%	Reg. Weekly Pass: 5%	K-12 Student Pass: 4%
One-Way Cash: 9%	EZ Transit Pass: 8%	Trans. From Muni: <1%
Reg. Month Pass: 11%	Senior/Disabled Pass: 5%	Trans. From Metrolink: 1%

27. How many years have you been riding Metro?

Less than one: 13%	1-2 Years: 19%	3-4 Years: 19%	5+ Years: 49%
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28. You are: Latino: 60% Black: 20% White: 8%
Asian/Pac. Is.: 7% Other: 4%

29. What is your age? Younger than 18: 14% 18-24: 23% 25-44: 37%
45-61: 21% 62 or older: 5%

Survey completed between April 5, 2005 and June 10, 2005.

Total Number of Surveys Completed: 16,827

Total Number of Bus Surveys: 13,972

Total Number of Rail Surveys: 2,856

Total Number of English Language Surveys: 10,829

Total Number of Spanish Language Surveys: 5,998