Spring 2006: Metro SYSTEM-WIDE Customer Satisfaction Survey System Results

1. Generally speaking, I am satisfied with Metro Bus/Rail Service
   Agree: 49%   Disagree: 36%   Strongly Disagree: 9%   Very Strongly Disagree: 6%

2. THIS bus/train is generally on time (within 5 minutes)
   Agree: 37%   Disagree: 37%   Strongly Disagree: 15%   Very Strongly Disagree: 11%

3. THIS bus's/train's schedule meets my needs
   Agree: 47%   Disagree: 35%   Strongly Disagree: 11%   Very Strongly Disagree: 7%

4. THIS bus/train is generally clean
   Agree: 39%   Disagree: 39%   Strongly Disagree: 14%   Very Strongly Disagree: 8%

5. THIS bus's/train's stops are generally clean
   Agree: 36%   Disagree: 36%   Strongly Disagree: 17%   Very Strongly Disagree: 11%

6. I feel safe while waiting for THIS bus/train
   Agree: 43%   Disagree: 40%   Strongly Disagree: 11%   Very Strongly Disagree: 6%

7. I feel safe while riding on THIS bus/train
   Agree: 49%   Disagree: 39%   Strongly Disagree: 7%   Very Strongly Disagree: 5%

9. Is Metro Bus/Rail service better now than last year?
   Yes: 83%   No: 17%

10. Is Metro's image improving?
    Yes: 86%   No: 14%

11. Is graffiti usually a problem on THIS bus/train?
    Agree: 47%   Disagree: 53%

12. Do you normally have a seat for THIS trip?
    Agree: 82%   Disagree: 18%

13. Is Metro Bus/Rail service convenient to use?
    Agree: 91%   Disagree: 9%

14. Do you have access to the Internet?
    Agree: 57%   Disagree: 43%

15. Have you visited METRO.NET in the last six months?
    Agree: 40%   Disagree: 60%

18. Are Metro schedules easy to understand?
    Agree: 84%   Disagree: 16%

19. Did you use Metro Bus/Rail more than 4 days last week?
    Agree: 84%   Disagree: 16%

20. Did you have a car available to make THIS trip?
    Agree: 34%   Disagree: 66%

21. Is it easy to find and purchase Metro passes?
    Agree: 85%   Disagree: 15%

22. Do you have to transfer to complete THIS one-way trip?
    Agree: 67%   Disagree: 33%

23. What fare did you use on the FIRST METRO BUS/TRAIN of this trip? (check only one)
    Day Pass: 37%   Reg. Semi-Monthly pass: 4%   College Student Pass: 3%
    Token: 5%   Reg. Weekly Pass: 7%   K-12 Student Pass: 5%
    One-Way Cash: 11%   EZ Transit Pass: 3%   Trans. From Muni.: 1%
    Reg. Month Pass: 18%   Senior/Disabled Pass: 5%   Trans. From Metrolink: 1%

24. How many years have you been riding Metro?
    Less than one: 14%   1-2 Years: 18%   3-4 Years: 18%   5+ Years: 50%

25. Does your employer help pay for some or all of your pass?
    Yes: 15%   No: 85%

26. You are: Latino: 59%   Black: 20%   White: 10%
    Asian/Pac. Is.: 7%   Other: 4%

27. You are: Male: 47%   Female: 53%

28. What is your age?
    Younger than 18: 11%   18-24: 23%   25-44: 38%
    45-61: 22%   62 or older: 6%

29. What is your home zip code? ___________

May 9 – June 16, 2006
15,752 surveys returned