



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

	Agree		Disagree	
1. Generally speaking, I am satisfied with Metro Bus/Rail Service	49%	36%	9%	6%
2. THIS bus/train is generally on time (within 5 minutes)	37%	37%	15%	11%
3. THIS bus's/train's schedule meets my needs	47%	35%	11%	7%
4. THIS bus/train is generally clean	39%	39%	14%	8%
5. THIS bus's/train's stops are generally clean	36%	36%	17%	11%
6. I feel safe while waiting for THIS bus/train	43%	40%	11%	6%
7. I feel safe while riding on THIS bus/train	49%	39%	7%	5%

	Yes	No
9. Is Metro Bus/Rail service better now than last year?	83%	17%
10. Is Metro's image improving?	86%	14%
11. Is graffiti usually a problem on THIS bus/train?	47%	53%
12. Do you normally have a seat for THIS trip?	82%	18%
13. Is Metro Bus/Rail service convenient to use?	91%	9%
14. Do you have access to the Internet?	57%	43%
15. Have you visited METRO.NET in the last six months?	40%	60%
18. Are Metro schedules easy to understand?	84%	16%
19. Did you use Metro Bus/Rail more than 4 days last week?	84%	16%
20. Did you have a car available to make THIS trip?	34%	66%
21. Is it easy to find and purchase Metro passes?	85%	15%
22. Do you have to transfer to complete THIS one-way trip?	67%	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%
	Asian/Pac. Is. : 7%	White: 10%
	Other: 4%	
27. You are:	Male: 47%	Female: 53%
28. What is your age?	Younger than 18: 11%	18-24: 23%
	45-61: 22%	25-44: 38%
		62 or older: 6%
29. What is your home zip code? _____		

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