Spring 2007: Metro Customer Satisfaction Survey SYSTEM-WIDE Results

1. Generally speaking, I am satisfied with Metro Service
   Agree 44%  Disagree 39%
2. THIS bus/train is generally on time (within 5 mins)
   Agree 35%  Disagree 37%
3. THIS bus/train's schedule meets my needs
   Agree 43%  Disagree 38%
4. THIS bus/train is generally clean
   Agree 36%  Disagree 39%
5. THIS bus/train's stops are generally clean
   Agree 33%  Disagree 37%

7. Is Metro Bus/Rail service better now than last year?
   Yes 78%  No 22%
8. Is Metro’s image improving?
   Yes 80%  No 20%
9. Is graffiti usually a problem on THIS bus/train?
   Yes 46%  No 54%
10. Do you normally have a seat for THIS trip?
    Yes 81%  No 19%
11. Have you called 1-800-COMMUTE in the last 6 months?
    a. If yes, were you satisfied with the service?
       Yes 80%  No 20%
12. Do you have access to the Internet?
    Yes 58%  No 42%
13. Have you visited METRO.NET in the last six months?
    a. If yes, did you use the trip planner?
       Yes 83%  No 17%
14. If it were available, would you use a rechargeable Metro card (similar to a gift card)
    Yes 63%  No 37%

17. Did you have a car available to make THIS trip?
    Yes 28%  No 72%
18. Is there a Park and Ride lot that serves your neighborhood?
    Yes 48%  No 52%
19. Do you have to transfer to complete THIS one-way trip?
    a. If yes, are all your connecting buses/trains scheduled to come within 15 minutes of each other (THIS trip only)
       Yes 75%  No 25%
20. Did you use Metro Bus/Rail more than 4 days last week?
    Yes 84%  No 16%

Day Pass: 33%  Reg. Semi-Monthly pass: 5%  K-12 Student Pass: 6%
Token: 5%  Reg. Weekly Pass: 7%  College Student Pass: 3%
One-Way Cash: 11%  EZ Transit Pass: 4%  Trans. From Metrolink: 1%
Reg. Month Pass: 19%  Senior/Disabled Pass: 5%  Trans. From Muni.: 1%

22. How many days a week do you usually ride Metro?
    5+ Days: 68%  3-4 Days: 19%  1-2 Days: 8%  <1 Day: 3%  First Time: 2%

23. How many years have you been riding Metro?
    Less than one: 14%  1-2 Years: 19%  3-4 Years: 18%  5+ Years: 48%

24. You are: Latino: 56%  Black: 20%  White: 11%
    Asian/Pac. Is.: 8%  American Indian: 1%  Other: 4%
25. You are: Male: 49%  Female: 51%
26. What is your age?
    Younger than 18: 13%  18-24: 22%  25-44: 38%
    45-61: 21%  62 or older: 6%
27. What is your home zip code?
    90011 (3.1%), 90044 (2.6%), 90003 (2.4%), 90006 (2.4%)

Survey Conducted Between May 5, 2007 -- July 26, 2007

Total Number of Surveys Completed: 15,114
Total Number of Bus Surveys: 13,183
Total Number of Rail Surveys: 1,931
Total Number of English Language Surveys: 10,056 (66%)
Total Number of Spanish Language Surveys: 5,058 (34%)