



Spring 2007: Metro Customer Satisfaction Survey SYSTEM-WIDE Results

	Agree		Disagree		
1. Generally speaking, I am satisfied with Metro Service	44%	39%	10%	8%	
2. THIS bus/train is generally on time (within 5 mins)	35%	37%	17%	12%	
3. THIS bus's/train's schedule meets my needs	43%	38%	11%	7%	
4. THIS bus/train is generally clean	36%	39%	16%	9%	
5. THIS bus's/train's stops are generally clean	33%	37%	19%	11%	
.....					
	Yes		No		
7. Is Metro Bus/Rail service better now than last year?	78%		22%		
8. Is Metro's image improving?	80%		20%		
9. Is graffiti usually a problem on THIS bus/train?	46%		54%		
10. Do you normally have a seat for THIS trip?	81%		19%		
11. Have you called 1-800-COMMUTE in the last 6 months?	34%		66%		
a. If yes, were you satisfied with the service?	80%		20%		
12. Do you have access to the Internet?	58%		42%		
13. Have you visited METRO.NET in the last six months?	39%		61%		
a. If yes, did you use the trip planner?	83%		17%		
14. If it were available, would you use a rechargeable Metro card (similar to a gift card)	63%		37%		
.....					
17. Did you have a car available to make THIS trip?	28%		72%		
18. Is there a Park and Ride lot that serves your neighborhood?	48%		52%		
19. Do you have to transfer to complete THIS one-way trip?	62%		38%		
a. If yes, are all your connecting buses/trains scheduled to come within 15 minutes of each other (THIS trip only)	75%		25%		
20. Did you use Metro Bus/Rail more than 4 days last week?	84%		16%		
21. What fare did you use on the FIRST METRO BUS/TRAIN of this trip? (check only one)					
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%)