



Spring 2008: Metro Customer Satisfaction Survey SYSTEM-WIDE Results

	Agree		Disagree	
1. Generally speaking, I am satisfied with Metro Service	50%	33%	9%	7%
2. THIS bus/train is generally on time (within 5 mins)	39%	33%	15%	14%
3. THIS bus's/train's schedule meets my needs	49%	32%	12%	8%
4. I feel safe while waiting for THIS bus/train	49%	33%	11%	7%
5. I feel safe while riding THIS bus/train	55%	33%	8%	4%
.....				
	Yes		No	
7. Is Metro Bus/Rail service better now than last year?	79%		21%	
8. Is Metro's image improving?	83%		17%	
9. Is Metro's bus/rail service convenient for you to use?	93%		7%	
10. Do you normally have a seat for THIS trip?	81%		19%	
.....				
12. Have you called 1-800-COMMUTE in the last 6 months?	30%		70%	
a. If yes, were you satisfied with the service?	80%		20%	
13. In the last six months, have you reported a bus/train service problem to Metro Customer Relations?	44%		56%	
a. If yes, were you satisfied with the service?	59%		41%	
14. Do you have access to the Internet?	60%		40%	
15. Have you visited Metro.net in the last six months?	39%		61%	
16. Have you used the Metro Trip Planner in the last six months?	39%		61%	
17. Do you use Metro Bus/Rail primarily to commute to/from work?	79%		21%	
18. Did you have a car available to make THIS trip?	30%		70%	
19. Is it easy to find and purchase Metro passes?	83%		17%	
.....				
21. Are you aware of the new re-loadable TAP card?	31%		69%	
22. Did you use a TAP card for THIS trip?	15%		85%	
23. What fare did you use on the FIRST METRO BUS/TRAIN of this one-way trip? (Check only one)				
Day Pass: 24%			College Student Pass: 3%	
Token: 6%	Reg. Weekly Pass: 11%		K-12 Student Pass: 6%	
One-Way Cash: 20%	EZ Transit Pass: 4%		Trans. From Muni: 1%	
Reg. Month Pass: 18%	Senior/Disabled Pass: 7%		Trans. From Metrolink.: 1%	
24. How many days a week do you usually ride Metro?				
5+ Days: 72%	3-4 Days: 16%	1-2 Days: 8%	<1 Day: 2%	First Time: 1%
25. How many years have you been riding Metro?				
Less than one: 13%	1-2 Years: 19%	3-4 Years: 18%	5+ Years: 50%	
	Yes		No	
26. Do you have to transfer to complete THIS one-way trip?	59%		41%	
27. You are:	Latino: 58%	Black: 19%	White: 10%	
	Asian/Pac. Is.: 8%	Amer. Indian: 1%	Other: 4%	
28. You are:	Male: 50%	Female: 50%		
29. What is your age?	Younger than 18: 11%	18-24: 22%	25-44: 38%	
	45-61: 23%	62 or older: 6%		

Survey Conducted Between April 6, 2008 -- June 30, 2008

Total Number of Surveys Completed: 18,356

Total Number of Bus Surveys: 16,825

Total Number of Rail Surveys: 1,531

Total Number of English Language Surveys: 11,734 (64%)

Total Number of Spanish Language Surveys: 6,622 (36%)