



## Spring 2009: Metro Customer Satisfaction Survey SYSTEM-WIDE Results

	Agree	Disagree	
1. Generally speaking, I am satisfied with Metro Service	48%	37%	9% 6%
2. <b>THIS</b> bus/train is generally on time (within 5 mins)	38%	38%	15% 9%
3. <b>THIS</b> bus/train is generally clean	38%	39%	16% 8%
4. <b>THIS</b> bus's/train's stops are generally clean	33%	38%	19% 10%
.....			
6. <b>THIS</b> bus/train has adequate emergency info available	40%	42%	13% 6%
	<b>Yes</b>	<b>No</b>	
7. Is Metro Bus/Rail service better now than last year?	79%	21%	
8. Do you normally have a seat for <b>THIS</b> trip?	84%	16%	
9. ....			
10. Has <b>THIS</b> bus/train broken down in the last month?	23%	77%	
11. Is graffiti usually a problem on <b>THIS</b> bus/train?	39%	61%	
12. Do you have a working cell phone with you on this bus/train?	68%	32%	
a. If yes, can you browse the internet?	55%(37%)	45%(31%)	
13. Have you visited Metro.net in the last six months?	42%	58%	
14. Do you use Metro Bus/Rail primarily to commute to/form work?	80%	20%	
15. Did you have a car available to make <b>THIS</b> trip?	28%	72%	
16. Is it easy to find and purchase Metro passes?	80%	20%	
17. Are you aware of the new re-loadable TAP card?	83%	17%	
18. Did you use a TAP card for <b>THIS</b> trip?	53%	47%	
19. Do you prefer using TAP card over paper passes and token fare types?	70%	30%	
20. What fare did you use on the <b>FIRST METRO BUS/TRAIN</b> of this one-way trip? ( <b>Check only one</b> )			
Day Pass: 20%			College Student Pass: 4%
Token: 7%			K-12 Student Pass: 6%
One-Way Cash: 25%			Trans. From Muni: 1%
Reg. Month Pass: 16%			Trans. From Metrolink.: 1%
Reg. Weekly Pass: 9%			
EZ Transit Pass: 5%			
Senior/Disabled Pass: 7%			
21. How many days a week do you usually ride Metro?			
5+ Days: 71%	3-4 Days: 18%	1-2 Days: 7%	<1 Day: 2%   First Time: 1%
22. How many years have you been riding Metro?			
Less than one: 11%	1-2 Years: 17%	3-4 Years: 17%	5+ Years: 55%
	<b>Yes</b>	<b>No</b>	
23. Do you have to transfer to complete <b>THIS</b> one-way trip?	57%	43%	
a. If yes, are you connecting buses/train scheduled to come within 15 minutes?	78%(45%)	22%(13%)	
24. Are your household's annual earnings more than \$26,000?	31%	69%	
25. You are:	Latino: 58%	Black: 19%	White: 9%
	Asian/Pac. Is.: 9%	Amer. Indian: 1%	Other: 4%
26. You are:	Male: 49%	Female: 51%	
27. What is your age?	Younger than 18: 9%	18-22: 17%	23-49: 52%
	50-64: 18%	65 or older: 5%	

Survey Conducted Between June 3, 2009 – June 25, 2009

Total Number of Surveys Completed: **15,895**

Total Number of Bus Surveys: **15,311**

Total Number of Rail Surveys: **584**

Total Number of English Language Surveys: **10,306 (65%)**

Total Number of Spanish Language Surveys: **5,589 (35%)**