Spring 2009: Metro Customer Satisfaction Survey SYSTEM-WIDE Results

1. Generally speaking, I am satisfied with Metro Service 48% 37% 9% 6%
2. THIS bus/train is generally on time (within 5 mins) 38% 38% 15% 9%
3. THIS bus/train is generally clean 38% 39% 16% 8%
4. THIS bus/train's stops are generally clean 33% 38% 19% 10%
5. THIS is a generally a pleasant place to ride 39% 40% 13% 8%
6. THIS bus/train has adequate emergency info available 40% 42% 13% 6%
7. Is Metro Bus/Rail service better now than last year? Yes 79% No 21%
8. Do you normally have a seat for THIS trip? Yes 84% No 16%
9. Is graffiti usually a problem on THIS bus/train? Yes 39% No 61%
10. Has THIS bus/train broken down in the last month? Yes 23% No 77%
11. Do you have a working cell phone with you on this bus/train? Yes 68% No 32%
   a. If yes, can you browse the internet? Yes 55% (37%) No 45% (31%)
12. Have you visited Metro.net in the last six months? Yes 42% No 58%
13. Do you use Metro Bus/Rail primarily to commute to/from work? Yes 80% No 20%
14. Did you have a car available to make THIS trip? Yes 28% No 72%
15. Is it easy to find and purchase Metro passes? Yes 80% No 20%
16. Are you aware of the new re-loadable TAP card? Yes 83% No 17%
17. Did you use a TAP card for THIS trip? Yes 53% No 47%
18. Do you prefer using TAP card over paper passes and token fare types? Yes 70% No 30%
19. What fare did you use on the FIRST METRO BUS/TRAIN of this one-way trip? (Check only one)
   a. Day Pass: 20% b. College Student Pass: 4%
   c. One-Way Cash: 25% d. Virtual Transit Pass: 5%
   d. Reg. Month Pass: 16% e. Senior/Disabled Pass: 7%
   e. EZ Transit Pass: 5% f. Trans. From Muni: 1%
   f. Trans. From Metrolink: 1%
20. 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%
21. How many years have you been riding Metro? Yes 55% No 45%
   a. Less than one: 11% 1-2 Years: 17% 3-4 Years: 17% 5+ Years: 55%
22. Do you have to transfer to complete THIS one-way trip? Yes 57% No 43%
   a. If yes, are you connecting buses/train scheduled to come within 15 minutes? Yes 78% (45%) No 22% (13%)
23. Are your household's annual earnings more than $26,000? Yes 31% No 69%
24. You are: Latino: 58% Male: 49% Black: 19% Female: 51% Asian/Pac. Is.: 9% White: 9%
   Amer. Indian: 1% Other: 4%
25. You are: Younger than 18: 9% 20-24: 18% 25-29: 17% 30-64: 18% 30-64: 18%
   30-64: 18% 65 or older: 5%
26. 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%)