



Spring 2010: Metro Customer Satisfaction SYSTEM-WIDE Results

	Agree		Disagree		Mean	Trend
1. Generally speaking, I am satisfied with Metro bus/train service	47%	38% (85%)	9%	6% (15%)	1.74	↑ from 2009
2. THIS bus/train is generally on time (within 5 minutes)	38%	37% (75%)	16%	9% (25%)	1.97	↑ from 2009
3. THIS bus's/train's schedule meets my needs	48%	36% (83%)	11%	6% (17%)	1.75	↑ from 2008
4. I feel safe riding THIS bus/train	53%	36% (89%)	7%	4% (11%)	1.63	↑ from 2008
5. -----						
6. THIS bus/train has adequate emergency information	44%	40% (84%)	11%	6% (16%)	1.78	↑ from 2009

	Yes	No	Trend
7. Is Metro bus/train service better now than last year?	78%	22%	=
8. Do you normally have a seat for THIS trip?	83%	17%	↑ from 2009
9. -----			
10. Has THIS bus/train broken down in the last month?	23%	78%	↓ from 2009
11. Do you have a working cell phone with you on THIS bus/train?	70%	30%	↑ from 2009
a. If yes, can you browse the Internet (i.e. a smart phone)?	64%	36%	↑ from 2009
12. -----			
13. Do you use Metro Bus/Rail primarily to commute to/from work?	85%	15%	↑ from 2009
14. Do you have a car available to make THIS trip?	25%	75%	↓ from 2009
15. Is public transit your only means of transportation?	75%	25%	N/A
16. Is it easy to find and purchase Metro passes?	78%	22%	↓ from 2009
17. Did you use a TAP card for THIS trip?	54%	46%	=
18. Do you prefer using the TAP card over paper passes?	72%	28%	↑ from 2009
19. Do you think Day Passes should be available on buses?	91%	9%	N/A
20. Do you have to transfer to complete THIS one-way trip?	59%	42%	↑ from 2009
a. If yes, do connecting buses/trains come within 15 minutes?	65%	35%	↓ from 2009
21. Are your household's annual earnings more than \$26,000?	32%	68%	↑ from 2009

22. Which service have you used to plan a transit trip in the last 6 months?
 None: 31% Metro.net: 41% Google Transit: 7% 1-800-COMMUTE: 14%
 Printed Timetables: 5% Other: 3%

23. What fare did you use on the **First Metro bus/train** of this one way trip? (**CHECK ONLY ONE**)
 Day Pass: 19% Reg. Weekly Pass: 11% K-12 Student Pass: 6%
 Token: 8% EZ Transit Pass: 4% Trans. From Muni: <1%
 One-Way Cash: 24% Senior/Disabled Pass: 8% Trans. From Metrolink.: <1%
 Reg. Month Pass: 16% College Student Pass: 3%

24. How many days a week do you usually ride Metro?
 5+ Days: 71% 3-4 Days: 19% 1-2 Days: 6% <1 Day: 2% First Time: 1%

25. How many years have you been riding Metro?
 Less than one: 12% 1-2 Years: 16% 3-4 Years: 17% 5+ Years: 56%

26. What statement best describes your transit use?
 Take same trip on transit: 25% Take about 3 different trips on transit: 21%
 Take transit to go everywhere: 54%

27. You are: Latino: 60% Black: 19% White: 10%
 Asian/Pac. Is.: 7% Amer. Indian: 1% Other: 4%

28. You are: Male: 50% Female: 50%

29. What is your age? Younger than 18: 10% 18-22: 18% 23-49: 50%
 50-64: 18% 65 or older: 5%

 Survey Conducted Between June 4th, 2010 - July 16th 2010

Total Number of Surveys: 17,795
 Total Number of Bus Surveys: 17,193
 Total Number of Rail Surveys: 602

Total Number of English Language Surveys: 11,530 (65%)
 Total Number of Spanish Language Surveys: 6,265 (35%)