



2011: Metro Customer Satisfaction SYSTEM-WIDE Results

	Agree		Disagree		Mean	Trend
1. Generally speaking, I am satisfied with Metro bus/train service	45%	41% (86%)	9%	5% (14%)	1.74	same as 2010
2. THIS bus/train is generally on time (within 5 minutes)	38%	40% (78%)	15%	8% (22%)	1.92	up 3% from 2010
3. THIS bus's/train's schedule meets my needs	46%	38% (84%)	10%	5% (16%)	1.75	up 1% from 2010
4. I feel safe riding THIS bus/train	52%	38% (89%)	6%	4% (11%)	1.63	down 1% from 2010
5. -----						
6. -----						

	Yes	No	Trend
7. Is Metro bus/train service better now than last year?	78%	22%	down 1% from 2010
8. Do you normally have a seat for THIS trip?	83%	17%	down 2% from 2010
9. -----			
10. Has THIS bus/train broken down in the last month?	20%	80%	down 2% from 2010
11. Do you have a working cell phone with you on THIS bus/train?	75%	25%	up 5% from 2010
a. If yes, can you browse the Internet (i.e. a smart phone)?	72%	28%	up 1% from 2010
12. Do you use Metro Bus/Rail primarily to commute to/from work?	83%	17%	up 1% from 2010
13. Do you have a car available to make THIS trip?	25%	75%	same as 2010
14. Is it easy to find and purchase Metro passes?	79%	21%	up 1% from 2010
15. Do you prefer a pass that is good for 30 consecutive days?	69%	31%	N/A
16. Did you use a TAP card for THIS trip?	57%	43%	up 4% from 2010
a. Is TAP easy to use for paying your fair	83%	17%	N/A
17. Do you have to transfer to complete THIS one-way trip?	53%	47%	down 6% from 2010
a. If yes, do connecting buses/trains come within 15 minutes?	66%	34%	up 2% from 2010
18. Are your household's annual earnings more than \$26,000?	34%	66%	up 2% from 2010

19. Which service have you used to plan a transit trip in the last 6 months?
 None: 28% down 2% Metro.net: 31% down 10% Google Transit: 12% up 5% 1-800-COMMUTE: 7% N/A
 1-800-GOMETRO: 13% N/A Calling 511: 1% N/A Printed Timetables: 4% down 1% Other: 2% down 1%

20. What fare did you use on the **First Metro bus/train** of this one way trip? (**CHECK ONLY ONE**)

Day Pass: 15% down 4%	Reg. Weekly Pass: 11% up 1%	K-12 Student Pass: 7% up 1%
Token: 7% equal	EZ Transit Pass: 4% equal	Trans. From Muni: <1% equal
One-Way Cash 23% down 3%	Senior/Disabled Pass: 8% equal	Trans. From Metrolink.: <1% equal
Reg. Month Pass: 18% up 2%	College Student Pass: 5% up 2%	

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

22. How many years have you been riding Metro?
 Less than one: 12% down 1% 1-2 Years: 18% up 2% 3-4 Years: 17% same 5+ Years: 54% same

23. What statement best describes your transit use?
 Take same trip on transit: 27% up 1% Take about 3 different trips on transit: 20% down 1%
 Take transit to go everywhere: 54% up 1%

24. You are: Latino: 56% down 5% Black: 22% up 4% White: 10% up 1%
 Asian/Pac. Is.: 7% same Amer. Indian: 1% same Other: 4% same

25. You are: Male: 48% down 2% Female: 52% up 2%

26. What is your age? Younger than 18: 9% down 2% 18-22: 20% up 2% 23-49: 49% same
 50-64: 18% same 65 or older: 4% same

Survey Conducted Between April 25th, 2011 - September 29th 2011

Total Number of Surveys: 14,921
 Total Number of Bus Surveys: 14,181
 Total Number of Rail Surveys: 740

Total Number of English Language Surveys: 10,797 (72%)
 Total Number of Spanish Language Surveys: 4124 (28%)