2011: Metro Customer Satisfaction SYSTEM-WIDE Results

1. Generally speaking, I am satisfied with Metro bus/train service: Agree 45% 41% (86%) Disagree 9% 5% (14%) Mean 1.74 Trend same as 2010
2. THIS bus/train is generally on time (within 5 minutes): Agree 38% 40% (78%) Disagree 15% 8% (22%) Mean 1.92 Trend up 3% from 2010
3. THIS bus/train's schedule meets my needs: Agree 46% 38% (84%) Disagree 10% 5% (16%) Mean 1.75 Trend up 1% from 2010
4. I feel safe riding THIS bus/train: Agree 52% 38% (89%) Disagree 6% 4% (11%) Mean 1.63 Trend down 1% from 2010
5. 
6. 
7. Is Metro bus/train service better now than last year? Yes 78% No 22% Trend down 1% from 2010
8. Do you usually have a seat for THIS trip? Yes 83% No 17% Trend down 2% from 2010
9. 
10. Has THIS bus/train broken down in the last month? Yes 20% No 80% Trend down 2% from 2010
11. Do you have a working cell phone with you on THIS bus/train? Yes 75% No 25% Trend up 5% from 2010
   a. If yes, can you browse the Internet (i.e. a smart phone)? Yes 72% No 28% Trend up 1% from 2010
12. Do you use Metro Bus/Rail primarily to commute to/from work? Yes 83% No 17% Trend up 1% from 2010
13. Do you have a car available to make THIS trip? Yes 25% No 75% Trend same as 2010
14. Is it easy to find and purchase Metro passes? Yes 79% No 21% Trend up 1% from 2010
15. Do you prefer a pass that is good for 30 consecutive days? Yes 69% No 31% Trend N/A
16. Did you use a TAP card for THIS trip? Yes 57% No 43% Trend up 4% from 2010
   a. Is TAP easy to use for paying your fair? Yes 83% No 17% Trend N/A
17. Do you have to transfer to complete THIS one-way trip? Yes 53% No 47% Trend down 6% from 2010
   a. If yes, do connecting buses/trains come within 15 minutes? Yes 66% No 34% Trend up 2% from 2010
18. Are your household’s annual earnings more than $26,000? Yes 34% No 66% Trend 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%)