



Spring 2013: Metro System-wide Customer Satisfaction Survey Results (May and June 2013)

	Agree		Disagree		Mean	Trend
1. Generally speaking, I am satisfied with Metro bus service	41%	44% (85%)	10%	5% (15%)	1.80	same as 2012
2. THIS bus/train is generally on time (within 5 minutes)	36%	43% (79%)	15%	6% (21%)	1.92	↑ 2% from 2012
3. I feel safe while waiting for THIS bus/train	40%	43% (83%)	11%	5% (17%)	1.82	↓ 1% from 2012
4. -----						
5. THIS bus/train is generally clean	36%	45% (81%)	14%	5% (19%)	1.89	same as 2012
6. THIS bus/train's stops/stations are generally clean	32%	43% (75%)	18%	7% (25%)	2.01	↑ 3% from 2012
7. I have seen Metro ads in the last month	37%	42% (78%)	15%	7% (22%)	1.92	N/A
8. Metro provides me with timely and useful information for my travel	41%	44% (85%)	11%	4% (15%)	1.79	N/A
9. I am proud to travel with Metro	43%	43% (86%)	9%	5% (14%)	1.75	N/A
10. -----						
11. Has THIS bus/train broken down in the last month?			16%	84%		↓ 9% from 2012
12. Do you have a cell phone with you on THIS bus/train?			76%	24%		same as 2012
a. If yes, can you browse the Internet (i.e. a smart phone)?			70% (53% of total)	30%		↓ 5% from 2012
13. How did you get to the first bus or train of this trip?						
Walked: 80% Dropped Off: 9% Drove: 4% Biked or Skated: 3.8% Other: 3%						
14. How many minutes did it take you to get to the first bus or train of this one-way trip?						
mean: 10.9 minutes median: 9 minutes 10 min or less: 72% 5 min or less: 43%						
a. How many minutes did you wait for that first bus or train?						
mean: 9.6 minutes median: 7 minutes 10 min or less: 76% 5 min or less: 46%						
15. Do you have a car available to make THIS trip?			21%	79%		↑ 2% from 2012
16. Do you have to transfer to complete THIS one-way trip?			51%	49%		↑ 5% from 2012
a. If yes, do connecting buses/trains come within 15 minutes?			79%	21%		↑ 1% from 2012
17. Are you making THIS one-way trip to or/from work?			62%	38%		N/A
18. Your household's total annual earnings: Median income \$16,316 Mean: \$25,540						
18a. mean people per household: 3.44						
Under \$5,000: 29% \$5,000-\$9,999: 8% \$10,000-\$14,999: 8% \$15,000-\$19,999: 19% \$20,000-\$24,999: 10%						
\$25,000-\$34,999: 6% \$35,000-\$49,999: 9% \$50,000-\$99,999: 9% \$100,000 or more: 3%						
19. Did you use a TAP card for the FIRST Metro bus/train THIS trip?			71%	29%		↑ 7% from 2012
a. If yes, is TAP easy to use for paying for your fare?			94%	6%		↑ 4% from 2012
20. What fare did you use on the First Metro bus/train of this one way trip? (CHECK ONLY ONE)						
Day Pass: 20% down 1% Reg. Weekly Pass: 10% down 3% K-12 Student Pass: 4% down 1%						
Token: 8% up 2% EZ Transit Pass: 3% down 1% Trans. From Muni: <1% same						
One-Way Cash: 23% same Senior/Disabled Pass: 9% same Trans. From Metrolink: <1% same						
Reg. Month Pass: 19% up 4% College Student Pass: 4% same						
21. How do you get Metro information?						
Brochures: 27% Posters on buses and trains: 18% Metro.net: 20% Radio Ads: 3%						
Internet ads: 9% Newspaper Ads 3% Billboards: 7% 323-GO-METRO: 9%						
Go Metro mobile app: 10% 511: 3% Google Maps 18%						
22. How many days a week do you usually ride Metro?						
5+ Days: 67% same 3-4 Days: 22% same 1-2 Days: 7% same <1 Day: 3% up 1% First Time: 1% same						
23. How many years have you been riding Metro?						
Less than one: 13% same 1-2 Years: 20% up 2% 3-4 Years: 16% same 5+ Years: 52% down 1%						
24. You are:						
Latino: 56% up 1% Black: 20% down 3% White: 10% up 1%						
Asian/Pac. Is.: 8% same Amer. Indian: 1% same Other: 5% up 1%						
25. You are:						
Male: 50% up 2% Female: 50% down 2%						
26. What is your age?						
Younger than 18: 10% up 3% 18-22: 20% down 1% 23-49: 47% down 1%						
50-64: 18% same 65 or older: 5% same						

Total Number of Bus Surveys: **17,377** Total Number of Rail Surveys: **1,627** Total System Surveys: **19,004**
Total Number of English Language Surveys: **13,587(72%)**
Total Number of Spanish Language Surveys: **5,203 (28%)**
Total Number of Armenian Language Surveys: **7 (<1%)**
Total Number of Cambodian Language Surveys: **7 (<1%)**

*The survey was distributed online via language cards in the following languages: Chinese (Mandarin), Russian, Armenian, Japanese, Vietnamese, Tagalog, Cambodian, Korean and Thai

Percent of riders below poverty Level: 60%