

Metro Customer Survey Results

Every year Metro conducts a customer satisfaction survey aboard their buses and trains. This year they got back over 20,000 paper surveys from riders like you! This is what you had to say.

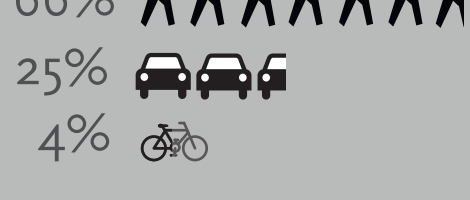
How did you get to the station or stop?



Bus Riders



Train Riders



2012 survey

How long did it take you to get to the station/stop and how long did you wait?

traveling to station/stop

waiting at station/stop

total time before boarding bus/train

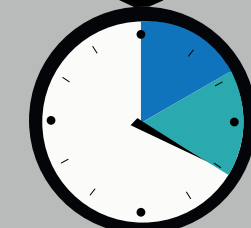
BUS RIDERS



+

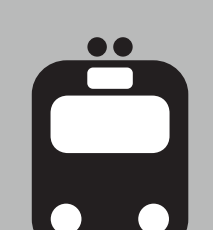


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20 min

TRAIN RIDERS



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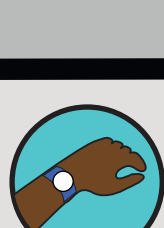


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19 min

2012 survey



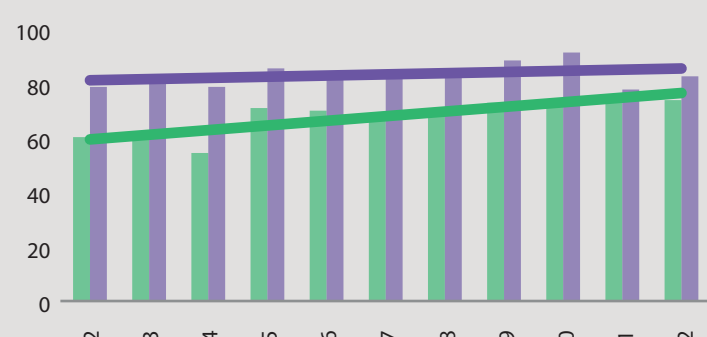
Yes, my bus/train is generally on time.



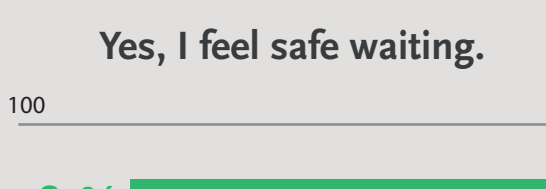
Yes, I normally have a seat for this trip.

BUS

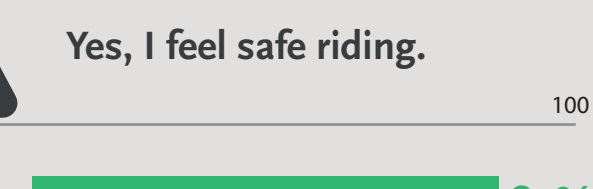
TRAIN



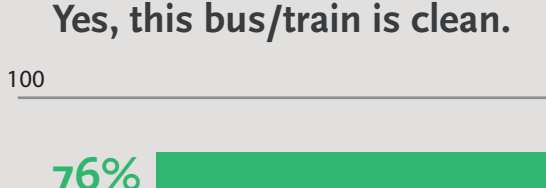
Yes, I feel safe waiting.



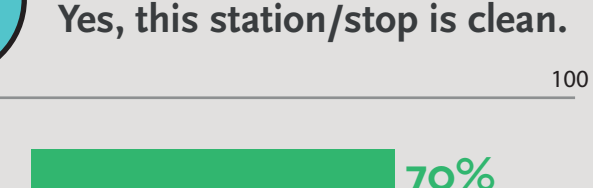
Yes, I feel safe riding.



Yes, this bus/train is clean.



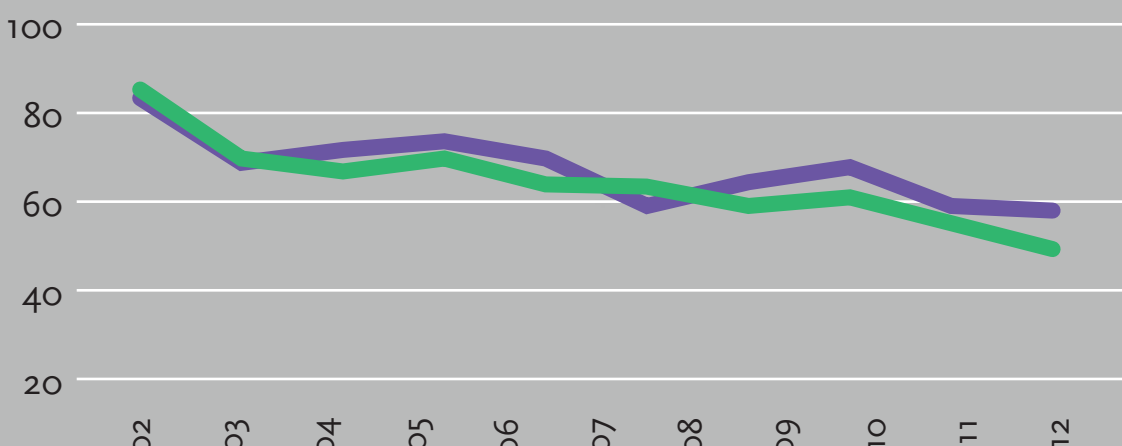
Yes, this station/stop is clean.



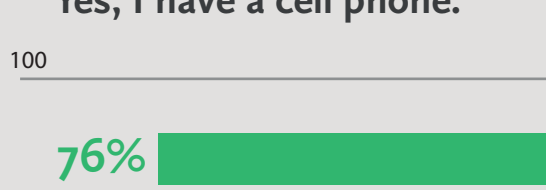
10 year average

I transferred to complete this trip.

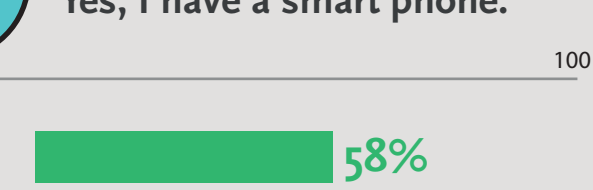
BUS TRAIN



Yes, I have a cell phone.



Yes, I have a smart phone.



2012 survey

Yes, I had a car available to make this trip.



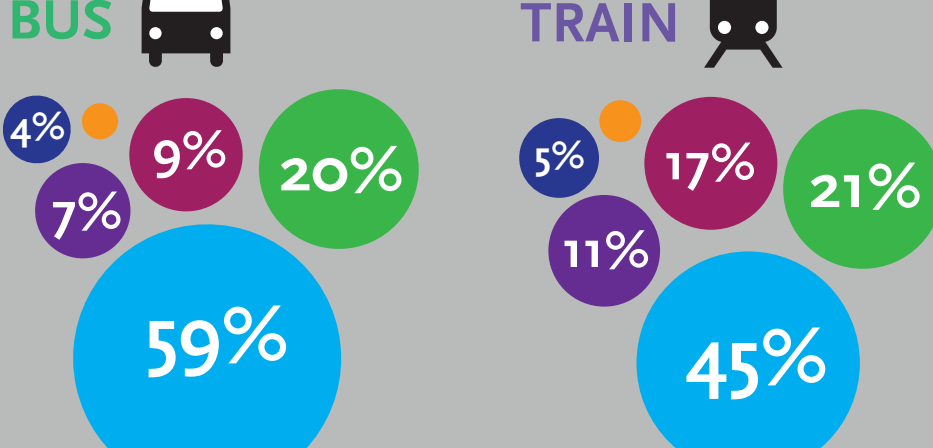
10 year average

What is your ethnicity?

BUS



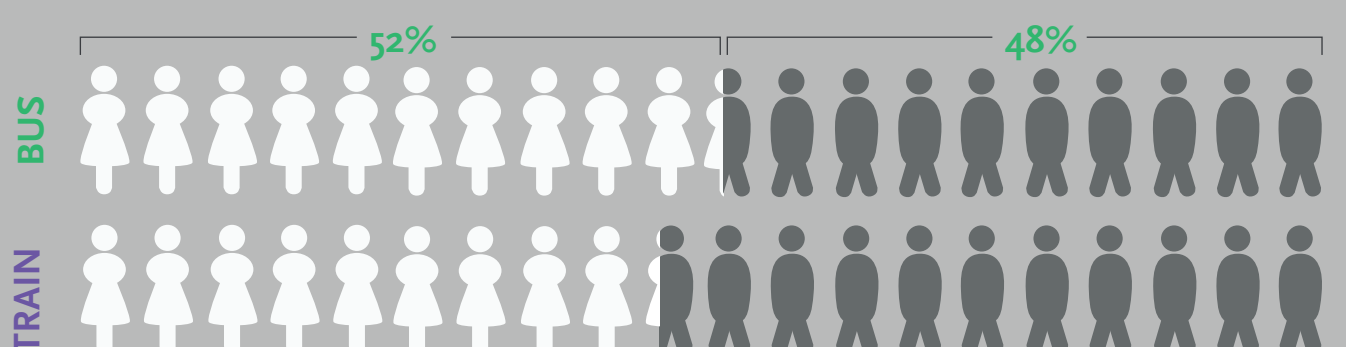
TRAIN



- Latino
- Black
- White
- Asian/Pacific Islander
- American Indian (1%)
- Other

average from 2004-2012

Gender?



10 year average

Income?

BUS



\$14,423 \$\$\$\$\$\$

TRAIN



\$26,250 \$\$\$\$\$\$\$\$\$\$\$\$\$\$

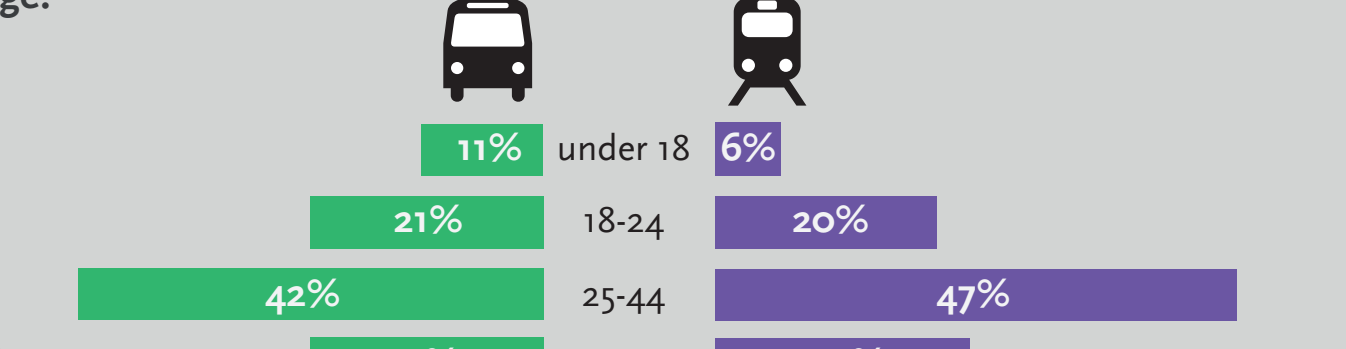
LA COUNTY

\$55,476

\$

median household income of riders in 2012
LA County US Census (ACS) 2006-2010

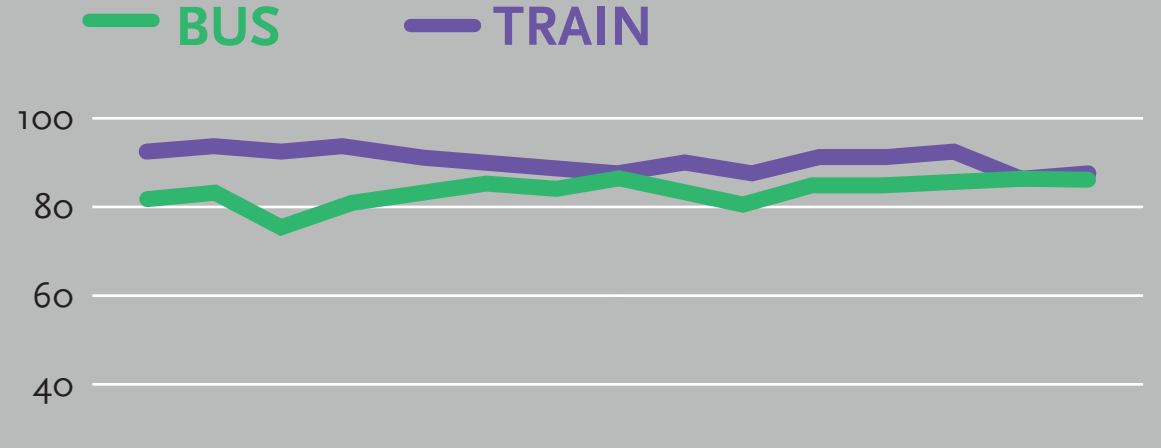
Age?



average numbers from 2002-2012

Yes, I am generally satisfied with Metro Service.

BUS TRAIN



Prepared by Metro Research & Development