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.

### Metro Customer Survey Results

#### How did you get to the station or stop?

- **Bus Riders**
  - Walked: 43%
  - Biked: 7%
  - Drove or dropped off: 49%

- **Train Riders**
  - Walked: 42%
  - Biked: 8%
  - Drove or dropped off: 40%

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

- **Bus Riders**
  - Traveling to station/stop: 10 min
  - Waiting at station/stop: 15 min

- **Train Riders**
  - Traveling to station/stop: 20 min
  - Waiting at station/stop: 10 min

#### Total time before boarding bus/train

- **Bus**
  - Total time: 25 min

- **Train**
  - Total time: 45 min

#### Yes, I am generally satisfied with Metro Service.

- **Bus Riders**
  - Yes: 84%
  - No: 16%

- **Train Riders**
  - Yes: 75%
  - No: 25%

#### 2012 survey

- **Average**
  - Bus: 25 min
  - Train: 45 min

#### What is your ethnicity?

- **Bus Riders**
  - Latino: 59%
  - Black: 17%
  - White: 11%
  - Asian/Pacific Islander: 7%
  - Other: 7%

- **Train Riders**
  - Latino: 59%
  - Black: 17%
  - White: 11%
  - Asian/Pacific Islander: 7%
  - Other: 7%

#### Gender?

- **Bus Riders**
  - Male: 58%
  - Female: 42%

- **Train Riders**
  - Male: 58%
  - Female: 42%

#### Income?

- **Bus Riders**
  - Less than $15,000: 10%
  - $15,000 to $24,999: 21%
  - $25,000 to $34,999: 21%
  - $35,000 to $44,999: 23%
  - $45,000 or more: 5%

- **Train Riders**
  - Less than $15,000: 10%
  - $15,000 to $24,999: 21%
  - $25,000 to $34,999: 21%
  - $35,000 to $44,999: 23%
  - $45,000 or more: 5%

#### Age?

- **Bus Riders**
  - Under 18: 11%
  - 18-24: 21%
  - 25-44: 42%
  - 45-61: 21%
  - 62 and up: 5%

- **Train Riders**
  - Under 18: 11%
  - 18-24: 21%
  - 25-44: 42%
  - 45-61: 21%
  - 62 and up: 5%

#### Yes, my bus/train is generally on time.

- **Bus Riders**
  - Yes: 84%
  - No: 16%

- **Train Riders**
  - Yes: 73%
  - No: 27%

#### Yes, I normally have a seat for this trip.

- **Bus Riders**
  - Yes: 45%
  - No: 55%

- **Train Riders**
  - Yes: 32%
  - No: 68%

#### Yes, I feel safe waiting. Yes, I feel safe riding.

- **Bus Riders**
  - Yes: 87%
  - No: 13%

- **Train Riders**
  - Yes: 87%
  - No: 13%

#### Median household income of riders in 2012

- **LA County**
  - Median household income: $55,476

- **LA County**
  - Median household income: $26,250

#### How did you get to the station or stop?

- **LAX**
  - Car: 45%
  - Ride: 31%
  - Bus: 4%
  - Walk: 9%
  - Other: 11%

#### Preceding survey

- **2002**
  - Bus: 55,476
  - Train: 48,149
  - LA County: $26,250

- **2012**
  - Bus: 55,476
  - Train: 48,149
  - LA County: $26,250

#### Averaged 2002-2012

- **Bus**
  - LAX: $46,923
  - LA County: $38,175

- **Train**
  - LAX: $52,890
  - LA County: $45,400

#### Average from 2002-2012

- **Bus**
  - LAX: $46,923
  - LA County: $38,175

- **Train**
  - LAX: $52,890
  - LA County: $45,400

#### Prepared by Metro Research & Development