

In the following pages, the results of the Fall 2005 Customer Satisfaction are presented in three distinct formats. The valid responses for the overall Metro system, Metro Rail system, and Metro Bus can be viewed in the context of the survey instrument. Additionally, a line-by-line analysis highlights the results for each of the 120 bus lines surveyed. The individual worksheets focus on the survey questions that solicited respondents' opinions about Metro services and amenities. The worksheets offer a snapshot of the 20 top and 20 bottom-rated bus lines according to passengers' responses. Finally, a composite report shows the trends over the past several surveys.

Key findings derived from the system-wide results include the following:

- Customer satisfaction with Metro service remains high.
- Metro's image is continuing to improve.
- Four out of five respondents agree that Metro service is better than last year.
- On time performance appears to have improved markedly since last fall.
- The percentage of passengers who have been passed by at a bus stop in the past six months is at an all time low.
- Customers continue to perceive Metro as a safe system.
- Transit TV has been well received by Metro bus passengers.
- Customer response to the new timetables has been favorable among those who have noticed the changes. However, less than half of bus and rail customers are aware of the recent format changes.
- The percentage of customers who primarily use Metro as a commute mode is around 85%, which is in line with survey results for the past three years.
- About one in three passengers is still a choice rider.



## Fall 2005: Metro Customer Satisfaction Survey System Results

	Agree	Slightly Agree	Slightly Disagree	Disagree
1. Generally speaking, I am satisfied with Metro Service	63%	21%	8%	8%
2. <b>THIS</b> bus/train is generally on time (within 5 minutes)	47%	24%	13%	16%
3. <b>THIS</b> bus's/train's schedule meets my needs	60%	21%	10%	9%
4. <b>THIS</b> bus/train is generally clean	51%	26%	13%	10%
5. <b>THIS</b> bus's/train's stops are generally clean	44%	26%	16%	14%
6. I feel safe while waiting for <b>THIS</b> bus/train	56%	25%	11%	9%
7. I feel safe while riding on <b>THIS</b> bus/train	65%	22%	8%	5%

	Yes	No
9. Is Metro Bus service better now than last year?	83%	17%
10. Do you think that Metro's image is improving?	85%	15%
11. Is graffiti usually a problem on THIS bus/train?	46%	54%
12. Do you normally have a seat for THIS trip?	80%	20%
13. Have you called 1-800-COMMUTE in the last six months?	35%	65%
a. If yes, was it better service now than last year?	72%	28%
14. Do you have access to the Internet?	50%	50%
15. Have you visited METRO.NET in the last six months?	37%	63%
18. Have you noticed any changes to the bus/train timetables?	47%	53%
a. If yes, do the changes make the timetables more usable?	76%	24%
19. Do you use Metro Bus/train primarily to commute to/from work?	86%	14%
20. Did you have a car available to make THIS trip?	27%	73%
21. Are you aware of Metro's Service Sectors? <small>(San Fernando Valley, San Gabriel Valley, Gateway Cities, South Bay, Westside/Central)</small>	44%	56%
22. Do you have to transfer to complete THIS one-way trip?	64%	36%

23. What fare did you use on the **FIRST METRO BUS/TRAIN** of this trip? (check only one)

Day Pass: 35%	Reg. Semi-Monthly pass: 5%	College Student Pass: 3%
Token: 7%	Reg. Weekly Pass: 7%	K-12 Student Pass: 4%
One-Way Cash: 12%	EZ Transit Pass: 3%	Trans. From Muni.: <1%
Reg. Month Pass: 18%	Senior/Disabled Pass: 5%	Trans. From Metrolink: <1%

24. How many years have you been riding Metro?

Less than one: 15%	1-2 Years: 19%	3-4 Years: 17%	5+ Years: 50%
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25. Does your employer help pay for some or all of your pass? Yes: 14% No: 86%

26. You are: Latino: 62% Black: 18% White: 9%  
Asian/Pac. Is. : 7% Other: 4%

27. What is your age? Younger than 18: 12% 18-24: 22% 25-44: 40%  
45-61: 21% 62 or older: 5%

28. What is your home zip code? \_\_\_\_\_

Survey conducted between September 25, 2005 and December 18, 2005.

Total Number of Surveys Completed: 19,254

Total Number of Bus Surveys: 17,481

Total Number of Rail Surveys: 1,773

Total Number of English Language Surveys: 12,134

Total Number of Spanish Language Surveys: 7,120



## Fall 2005: Metro Bus Customer Satisfaction Survey

	Agree	Slightly Agree	Slightly Disagree	Disagree
1. Generally speaking, I am satisfied with Metro Bus Service	62%	21%	9%	9%
2. <b>THIS</b> bus is generally on time (within 5 minutes)	46%	24%	13%	17%
3. <b>THIS</b> bus's schedule meets my needs	60%	21%	10%	10%
4. <b>THIS</b> bus is generally clean	51%	26%	12%	16%
5. <b>THIS</b> bus's stops are generally clean	43%	26%	16%	15%
6. I feel safe while waiting for <b>THIS</b> bus	55%	24%	11%	9%
7. I feel safe while riding on <b>THIS</b> bus	66%	22%	8%	5%
8. <b>THIS</b> bus's drivers are generally courteous	54%	25%	12%	10%

	Yes	No
9. Is Metro Bus service better now than last year?	83%	17%
10. Do you think that Metro's image is improving?	85%	15%
11. Is graffiti usually a problem on THIS bus?	46%	54%
12. Do you normally have a seat for THIS trip?	80%	20%
13. Have you called 1-800-COMMUTE in the last six months?	35%	65%
a. If yes, was it better service now than last year?	72%	28%
14. Do you have access to the Internet?	49%	51%
15. Have you visited METRO.NET in the last six months?	36%	64%
16. Have you noticed new TVs on the bus?	83%	17%
a. If yes, do you prefer having a TV on the bus?	86%	14%
17. Has <b>THIS</b> Bus passed you by at a stop in the last month?	43%	57%
18. Have you noticed any changes to the bus timetables?	47%	53%
a. If yes, do the changes make the timetables more usable?	76%	24%
19. Do you use Metro Bus primarily to commute to/from work?	87%	13%
20. Did you have a car available to make <b>THIS</b> trip?	25%	75%
21. Are you aware of Metro's Service Sectors? <small>(San Fernando Valley, San Gabriel Valley, Gateway Cities, South Bay, Westside/Central)</small>	44%	56%
22. Do you have to transfer to complete THIS one-way trip?	64%	36%

23. What fare did you use on the **FIRST METRO BUS/TRAIN** of this trip? (check only one)

Day Pass: 34%	Reg. Semi-Monthly pass: 5%	College Student Pass: 3%
Token: 7%	Reg. Weekly Pass: 7%	K-12 Student Pass: 5%
One-Way Cash: 12%	EZ Transit Pass: 3%	Trans. From Muni.: <1%
Reg. Month Pass: 17%	Senior/Disabled Pass: 5%	Trans. From Metrolink: <1%

24. How many years have you been riding Metro?

Less than one: 14%	1-2 Years: 18%	3-4 Years: 17%	5+ Years: 52%
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25. Does your employer help pay for some or all of your pass? Yes: 12.8% No: 87.2%

26. You are:

Latino: 64%	Black: 18%	White: 7%
Asian/Pac. Is.: 7%	Other: 4%	

27. What is your age?

Younger than 18: 13%	18-24: 22%	25-44: 40%
45-61: 20%	62 or older: 6%	

28. What is your home zip code? \_\_\_\_\_



## Fall 2005: Metro Rail Customer Satisfaction Survey

	Agree	Slightly Agree	Slightly Disagree	Disagree
1. Generally speaking, I am satisfied with Metro Rail Service	70%	21%	7%	3%
2. <b>THIS</b> train is generally on time (within 5 minutes)	61%	25%	9%	6%
3. <b>THIS</b> train's schedule meets my needs	68%	21%	7%	5%
4. <b>THIS</b> train is generally clean	50%	27%	14%	9%
5. <b>THIS</b> train's stations are generally clean	56%	27%	11%	6%
6. I feel safe while waiting for <b>THIS</b> train	59%	26%	9%	7%
7. I feel safe while riding on <b>THIS</b> train	60%	26%	9%	5%
8. The Ticket Vending Machines are easy to use	57%	21%	13%	8%
		<b>Yes</b>	<b>No</b>	
9. Is Metro Rail service better now than last year?		85%	15%	
10. Do you think that Metro's image is improving?		86%	14%	
11. Is graffiti usually a problem on <b>THIS</b> train?		42%	58%	
12. Do you normally have a seat for <b>THIS</b> trip?		82%	18%	
13. Have you called 1-800-COMMUTE in the last six months?		34%	66%	
a. If yes, was it better service now than last year?		72%	28%	
14. Do you have access to the Internet?		63%	37%	
15. Have you visited METRO.NET in the last six months?		46%	54%	
16. Were you asked to show proof of payment last month?		67%	33%	
17. Have you experienced a train breaking down in the last month?		39%	61%	
18. Have you noticed any changes to the bus timetables?		42%	58%	
a. If yes, do the changes make the timetables more usable?		76%	24%	
19. Do you use Metro Rail primarily to commute to/from work?		84%	16%	
20. Did you have a car available to make <b>THIS</b> trip?		45%	55%	
21. Are you aware of Metro's Service Sectors? <small>(San Fernando Valley, San Gabriel Valley, Gateway Cities, South Bay, Westside/Central)</small>		50%	50%	
22. Do you have to transfer to complete <b>THIS</b> one-way trip?		69%	31%	
23. What fare did you use on the <b>FIRST METRO BUS/TRAIN</b> of this trip? (Check only one)				
Day Pass: 38%	Reg. Semi-Monthly pass: 4%	College Student Pass: 4%		
Token: 5%	Reg. Weekly Pass: 6%	K-12 Student Pass: 1%		
One-Way Cash: 7%	EZ Transit Pass: 5%	Trans. From Muni.: <1%		
Reg. Month Pass: 22%	Senior/Disabled Pass: 5%	Metrolink Transfer: 3%		
24. How many years have you been riding Metro?				
Less than one: 22%	1-2 Years: 25%	3-4 Years: 19%	5+ Years: 33%	
25. Does your employer help pay for some or all of your pass?	Yes: 21%	No: 79%		
26. You are:	Latino: 45%	Black: 18%	White: 19%	
	Asian/Pac. Is.: 13%	Other: 5%		
27. What is your age?	Younger than 18: 5%	18-24: 19%	25-44: 45%	
		45-61: 26%	62 or older: 5%	
28. What is your home zip code? _____				

Fall 2005 Customer Satisfaction On-Board Survey

Line	Q1. Generally speaking, I am satisfied with Metro Service	Q2. THIS bus is generally on time (within 5 minutes)	Q3. THIS bus's schedule meets my needs	Q4. THIS bus is generally clean	Q5. THIS bus's stops are generally clean	Q6. I feel safe while waiting for THIS bus	Q7. I feel safe while riding on THIS bus	Q8. THIS bus's drivers are generally courteous	Q9. Is Metro Bus service better now than last year?	Q10. Do you think that Metro's image is improving?	Q11. Is graffiti usually a problem on THIS bus? ("No" responses)	Q12. Do you normally have a seat for THIS trip?	Q13. Have you called 1-800-COMMUTE in the last six months?	Q13a. If yes, was it better service now than last year?	Q14. Do you have access to the Internet?	Q15. Have you visited METRO.NET in the last six months?	Q16. Have you noticed new TVs on the bus?	Q16a. If yes, do you prefer having a TV on the bus?	Q17. Has THIS Bus passed you by at a stop in the last month? ("No" responses)	Q18. Have you noticed any changes to the bus timetables?	Q18a. If yes, do the changes make the timetables more usable?	Q19. Do you use Metro Bus primarily to commute to/from work?	Q20. Did you have a car available to make THIS trip?	Q21. Are you aware of Metro's Service Sectors?	Q22. Do you have to transfer to complete THIS one-way trip?	Q25. Does your employer help pay for some or all of your pass?	2005 Weekday Ridership	Service Sector
2	87%	83%	84%	79%	71%	80%	80%	72%	86%	75%	47%	71%	40%	68%	58%	41%	81%	76%	63%	46%	68%	81%	34%	48%	66%	21%	24,460	West
4	82%	73%	80%	76%	69%	60%	68%	78%	71%	80%	78%	47%	75%	35%	78%	51%	42%	85%	75%	42%	48%	34%	45%	58%	48%	33,321	West	
10	82%	56%	77%	78%	70%	79%	90%	75%	80%	84%	52%	79%	26%	74%	41%	32%	86%	82%	56%	48%	83%	89%	15%	40%	57%	10%	14,944	West
14	87%	54%	70%	73%	62%	77%	77%	75%	76%	78%	80%	81%	37%	74%	45%	36%	80%	83%	69%	44%	60%	28%	44%	63%	12%	20,595	West	
16	81%	67%	82%	70%	60%	81%	89%	72%	76%	83%	43%	68%	30%	67%	47%	32%	95%	87%	45%	48%	77%	89%	19%	44%	64%	12%	29,124	West
18	82%	68%	79%	66%	69%	76%	85%	76%	86%	81%	43%	76%	29%	73%	36%	23%	74%	89%	53%	48%	80%	84%	23%	38%	45%	17%	27,699	Gate
20	78%	72%	77%	72%	73%	80%	86%	76%	82%	83%	59%	81%	34%	59%	50%	47%	87%	84%	60%	40%	73%	90%	22%	43%	66%	19%	22,002	Gate
26	85%	75%	87%	82%	71%	83%	91%	85%	90%	90%	47%	82%	37%	78%	45%	28%	83%	88%	57%	46%	83%	89%	25%	44%	66%	12%	27,882	West
28	85%	67%	83%	72%	66%	82%	88%	78%	85%	86%	44%	75%	34%	75%	49%	37%	76%	87%	54%	49%	74%	83%	27%	45%	66%	14%	33,228	SGV
30	80%	61%	73%	65%	43%	70%	86%	73%	74%	82%	43%	78%	25%	79%	37%	30%	86%	85%	61%	46%	71%	87%	28%	37%	61%	17%	29,994	Gate
33	79%	66%	82%	65%	60%	77%	88%	75%	81%	83%	48%	71%	26%	72%	46%	35%	83%	88%	53%	49%	80%	88%	23%	39%	61%	9%	25,623	West
38	72%	46%	65%	65%	62%	70%	85%	71%	80%	83%	44%	83%	70%	76%	55%	38%	85%	91%	38%	37%	88%	91%	25%	41%	63%	3%	10,581	West
40	77%	63%	77%	75%	63%	77%	83%	71%	78%	89%	50%	78%	42%	72%	48%	27%	82%	89%	52%	42%	82%	88%	29%	52%	71%	16%	19,203	SBay
42	83%	80%	84%	71%	73%	72%	83%	86%	85%	83%	58%	86%	23%	78%	63%	45%	83%	90%	71%	53%	80%	85%	26%	56%	68%	14%	4,747	SBay
45	78%	70%	79%	70%	62%	65%	82%	89%	78%	89%	78%	89%	32%	78%	39%	29%	76%	82%	80%	57%	80%	89%	29%	43%	69%	9%	20,799	Gate
53	89%	72%	76%	69%	65%	69%	91%	79%	86%	91%	40%	87%	48%	90%	63%	32%	85%	94%	57%	44%	80%	83%	26%	46%	66%	15%	13,851	SBay
55	90%	79%	89%	80%	84%	74%	80%	85%	81%	87%	47%	84%	35%	84%	33%	23%	73%	92%	62%	42%	82%	81%	21%	42%	71%	10%	12,381	SBay
60	86%	76%	90%	80%	71%	80%	89%	81%	89%	90%	41%	75%	29%	88%	37%	28%	77%	82%	55%	51%	83%	91%	24%	38%	74%	15%	28,859	SBay
65	84%	71%	76%	87%	78%	81%	87%	78%	84%	87%	47%	88%	29%	85%	43%	26%	76%	84%	68%	45%	76%	88%	19%	38%	62%	9%	2,443	Gate
66	88%	71%	87%	78%	68%	80%	88%	78%	87%	89%	44%	80%	28%	68%	36%	30%	82%	90%	53%	49%	80%	94%	22%	37%	67%	4%	27,380	Gate
68	87%	70%	82%	75%	70%	85%	90%	81%	85%	90%	47%	79%	39%	79%	48%	35%	92%	86%	51%	41%	81%	83%	28%	43%	62%	14%	24,150	West
70	85%	75%	88%	81%	71%	82%	90%	86%	89%	93%	51%	81%	32%	82%	47%	36%	89%	89%	54%	46%	87%	91%	28%	38%	67%	10%	16,244	SGV
76	84%	71%	80%	77%	72%	75%	83%	82%	80%	76%	52%	75%	46%	58%	44%	44%	70%	72%	51%	49%	71%	77%	30%	70%	56%	46%	10,894	SGV
78	84%	70%	77%	74%	70%	80%	87%	77%	87%	86%	64%	76%	36%	72%	51%	35%	82%	85%	61%	46%	72%	82%	32%	46%	60%	23%	11,853	SGV
81	89%	73%	85%	81%	71%	88%	98%	80%	84%	86%	60%	80%	38%	86%	34%	26%	86%	86%	58%	40%	77%	86%	26%	34%	65%	12%	20,982	SFV
90	79%	73%	86%	82%	66%	81%	92%	81%	84%	85%	60%	83%	29%	71%	57%	32%	84%	86%	60%	51%	80%	79%	23%	38%	52%	15%	6,825	SFV
92	79%	76%	81%	81%	75%	81%	83%	84%	87%	83%	70%	94%	37%	84%	62%	47%	88%	83%	26%	67%	80%	90%	30%	45%	70%	17%	7,385	SFV
94	87%	80%	89%	80%	78%	85%	95%	87%	88%	89%	53%	87%	39%	71%	48%	46%	94%	94%	55%	45%	82%	90%	26%	39%	66%	19%	16,349	SFV
102	83%	75%	77%	83%	77%	83%	96%	82%	85%	77%	66%	92%	37%	77%	37%	32%	83%	88%	71%	45%	72%	79%	22%	38%	54%	13%	907	Gate
105	72%	66%	66%	76%	59%	70%	83%	76%	74%	79%	62%	82%	37%	61%	50%	38%	83%	88%	61%	47%	68%	89%	22%	51%	72%	13%	11,639	Gate
108	80%	65%	74%	68%	64%	75%	88%	82%	79%	82%	49%	84%	32%	83%	51%	31%	79%	86%	65%	45%	80%	93%	21%	39%	62%	5%	18,039	SBay
110	86%	67%	81%	82%	77%	76%	87%	86%	84%	84%	64%	89%	35%	74%	46%	34%	72%	88%	59%	45%	78%	86%	25%	41%	62%	9%	11,157	SBay
111	85%	60%	76%	69%	66%	76%	87%	84%	78%	87%	56%	88%	38%	83%	46%	26%	70%	84%	82%	48%	77%	85%	21%	35%	62%	9%	17,173	SBay
115	84%	64%	76%	78%	69%	74%	89%	84%	82%	81%	59%	82%	38%	68%	49%	33%	76%	85%	61%	46%	75%	85%	27%	45%	64%	7%	17,387	SBay
117	74%	60%	69%	70%	61%	65%	76%	69%	73%	73%	49%	71%	43%	70%	48%	40%	85%	87%	49%	45%	80%	77%	22%	43%	61%	13%	10,386	SBay
119	87%	78%	81%	93%	83%	83%	96%	87%	90%	90%	68%	93%	48%	89%	39%	19%	81%	94%	76%	24%	84%	95%	14%	45%	55%	24%	411	SBay
120	77%	67%	72%	71%	70%	75%	86%	78%	78%	85%	53%	86%	43%	72%	56%	37%	88%	89%	58%	44%	79%	85%	27%	40%	62%	17%	5,869	SBay
124	92%	77%	91%	84%	90%	94%	91%	87%	87%	91%	55%	96%	36%	89%	57%	45%	91%	87%	63%	56%	78%	88%	34%	50%	56%	15%	1,120	SBay
127	91%	90%	93%	85%	83%	86%	94%	91%	87%	91%	65%	91%	31%	80%	51%	33%	85%	88%	79%	24%	74%	87%	18%	39%	57%	7%	757	SBay
150	81%	70%	75%	81%	83%	87%	89%	79%	84%	83%	67%	87%	25%	43%	44%	39%	84%	80%	63%	58%	72%	80%	15%	47%	66%	15%	14,883	SFV
152	83%	73%	71%	91%	80%	90%	97%	87%	85%	87%	62%	87%	39%	64%	53%	32%	88%	81%	64%	56%	83%	88%	18%	41%	79%	7%	13,227	SFV
154	81%	84%	68%	90%	94%	90%	97%	90%	87%	90%	77%	94%	42%	55%	43%	46%	86%	89%	66%	43%	70%	60%	23%	52%	56%	15%	1,415	SFV
156	82%	55%	69%	80%	61%	83%	83%	76%	81%	82%	77%	85%	37%	63%	64%	35%	98%	84%	51%	60%	52%	88%	15%	41%	66%	3%	14,952	SFV
158	78%	68%	65%	89%	71%	86%	92%	82%	86%	80%	68%	92%	42%	65%	63%	39%	93%	83%	79%	54%	57%	92%	10%	42%	72%	7%	2,348	SFV
161	80%	82%	82%	93%	86%	87%	89%	82%	89%	91%	68%	88%	32%	76%	44%	41%	90%	86%	71%	51%	77%	93%	23%	44%	68%	9%	1,408	SFV
163	78%	60%	82%	82%	85%	82%	95%	98%	83%	91%	67%	82%	44%	83%	47%	44%	93%	95%	58%	44%	62%	96%	21%	35%	69%	7%	13,409	SFV
165	83%	66%	81%	82%	67%	78%	90%	79%	92%	93%	59%	82%	25%	68%	52%	34%	86%	88%	67%	56%	84%	84%	13%	47%	63%	11%	20,001	SFV
166	92%	75%	85%	90%	80%	87%	89%	83%	81%	89%	46%	89%	31%	55%	46%	39%	91%	86%	39%	26%	74%	86%	26%	39%	62%	12%	14,421	SFV
168	82%	62%	74%	88%	81%	88%	91%	93%	66%	84%	62%	90%	34%	70%	65%	49%	88%	86%	70%	71%	58%	78%	33%	51%	56%	18%	353	SFV
169	78%	69%	71%	86%	81%	89%	86%	78%	83%	86%	56%	83%	39%	65%	51%	39%	86%	84%	39%	21%	54%	84%	21%	54%	58%	9%	2,254	SFV
170	87%	70%	74%	93%	92%	91%	96%	90%	86%	84%	63%	96%	29%	62%	42%	32%	67%	71%	68%	54%	63%	72%	17%	46%	54%	4%	984	SGV
175	84%	66%	72%	80%	79%	86%	90%	86%	78%	85%	79%	93%	25%	69%	45%	45%	79%	87%	53%	49%	71%	73%	34%	48%	55%	16%	1,016	SGV
176	85%	80%	76%	85%	83%	93%	96%	89%	85%	86%	55%	92%	41%	74%	53%	42%	49%	87%	73%	53%	75%	84%	21%	57%	66%	12%	1,175	SGV
180	93%	81%	68%	88%	88%	91%	96%	91%	91%	94%	54%	86%	83%	79%	65%	71%	87%	83%	57%	43%	83%	84%	34%	56%	61%	20%	13,198	SGV
200	89%	85%	90%	80%	65%	86%	92%	87%	89%	89%	55%	90%	23%	74%	42%	28%	86%	86%	57%	41%	77%	88%	21%	39%	72%	14%	15,458	Gate
201	86%	88%	84%	73%	91%	89%	96%	98%	84%	90%	75%	99%	36%	60%	39%	78%	70%	80%	63									

Fall 2005 Customer Satisfaction On-Board Survey

Line	Q1. Generally speaking, I am satisfied with Metro Service	Q2. THIS bus is generally on time (within 5 minutes)	Q3. THIS bus's schedule meets my needs	Q4. THIS bus is generally clean	Q5. THIS bus's stops are generally clean	Q6. I feel safe while waiting for THIS bus	Q7. I feel safe while riding on THIS bus	Q8. THIS bus's drivers are generally courteous	Q9. Is Metro Bus service better now than last year?	Q10. Do you think that Metro's image is improving?	Q11. Is graffiti usually a problem on THIS bus? ("No" responses)	Q12. Do you normally have a seat for THIS trip?	Q13. Have you called 1-800-COMMUTE in the last six months?	Q13a. If yes, was it better service now than last year?	Q14. Do you have access to the Internet?	Q15. Have you visited METRO.NET in the last six months?	Q16. Have you noticed new TVs on the bus?	Q16a. If yes, do you prefer having a TV on the bus?	Q17. Has THIS Bus passed you by at a stop in the last month? ("No" responses)	Q18. Have you noticed any changes to the bus timetables?	Q18a. If yes, do the changes make the timetables more usable?	Q19. Do you use Metro Bus primarily to commute to/from work?	Q20. Did you have a car available to make THIS trip?	Q21. Are you aware of Metro's Service Sectors?	Q22. Do you have to transfer to complete THIS one-way trip?	Q25. Does your employer help pay for some or all of your pass?	2005 Weekday Ridership	Service Sector	
220	76%	87%	60%	90%	89%	92%	96%	86%	77%	81%	77%	84%	39%	67%	64%	41%	83%	81%	71%	67%	80%	19%	34%	50%	12%	773	West		
230	84%	76%	78%	88%	80%	87%	93%	87%	87%	92%	63%	94%	28%	61%	56%	43%	88%	81%	69%	54%	69%	85%	17%	41%	62%	9%	6,538	SFV	
233	85%	73%	81%	81%	70%	78%	92%	82%	73%	89%	53%	78%	35%	73%	82%	48%	93%	88%	55%	79%	82%	29%	49%	69%	10%	12,500	SFV		
234	82%	68%	78%	84%	79%	87%	90%	85%	82%	87%	63%	87%	40%	62%	54%	46%	93%	89%	65%	43%	70%	88%	22%	47%	62%	8%	13,182	SFV	
236	76%	63%	66%	87%	72%	85%	92%	81%	71%	82%	66%	88%	35%	58%	51%	39%	83%	86%	68%	48%	62%	77%	16%	42%	58%	8%	2,113	SFV	
243	87%	79%	72%	89%	72%	87%	91%	84%	84%	90%	70%	92%	37%	60%	65%	51%	90%	84%	80%	51%	87%	84%	23%	49%	70%	11%	2,087	SFV	
244	84%	71%	86%	81%	87%	89%	93%	88%	84%	91%	64%	75%	33%	76%	58%	47%	91%	84%	63%	74%	83%	24%	49%	55%	12%	900	SFV		
245	90%	70%	79%	87%	82%	82%	92%	93%	85%	90%	64%	85%	41%	68%	67%	50%	84%	93%	67%	56%	68%	85%	30%	53%	66%	10%	4,234	SFV	
251	86%	74%	81%	85%	71%	83%	88%	78%	83%	91%	85%	83%	24%	75%	78%	43%	89%	81%	85%	60%	44%	85%	20%	41%	60%	18%	12,485	SGV	
252	87%	74%	78%	85%	85%	83%	91%	84%	89%	91%	51%	74%	24%	79%	43%	29%	88%	81%	55%	43%	87%	81%	27%	45%	54%	24%	2,586	SGV	
255	90%	89%	91%	92%	96%	94%	96%	92%	90%	90%	60%	95%	40%	84%	96%	39%	42%	70%	84%	89%	80%	85%	42%	49%	69%	7%	966	SGV	
259	86%	88%	88%	96%	92%	93%	96%	94%	88%	88%	62%	90%	39%	68%	38%	23%	67%	83%	78%	50%	75%	84%	30%	42%	56%	14%	1,704	SGV	
260	88%	69%	83%	89%	78%	91%	88%	83%	86%	91%	60%	91%	36%	47%	79%	31%	73%	87%	71%	40%	75%	83%	21%	41%	67%	13%	19,068	SGV	
264	85%	65%	67%	92%	96%	92%	93%	88%	91%	91%	83%	96%	16%	100%	52%	39%	50%	83%	84%	42%	78%	65%	21%	55%	50%	18%	903	SGV	
265	84%	82%	76%	90%	89%	91%	98%	94%	94%	90%	68%	98%	50%	76%	48%	38%	48%	83%	80%	44%	71%	84%	22%	38%	67%	0%	2,174	SBay	
267	81%	79%	83%	86%	87%	85%	91%	83%	83%	91%	62%	82%	31%	82%	66%	54%	86%	67%	60%	44%	75%	88%	20%	48%	43%	11%	3,296	SGV	
268	83%	72%	76%	83%	78%	82%	88%	84%	73%	80%	61%	78%	30%	59%	58%	38%	40%	78%	69%	47%	58%	89%	27%	41%	47%	20%	2,245	SGV	
305	84%	85%	73%	80%	68%	74%	94%	82%	79%	83%	60%	81%	36%	73%	52%	31%	94%	86%	72%	64%	86%	28%	44%	52%	8%	2,585	SBay		
353	87%	73%	79%	83%	72%	83%	89%	83%	84%	88%	62%	76%	33%	63%	52%	35%	80%	89%	61%	52%	80%	83%	24%	44%	66%	10%	3,024	SFV	
362	82%	63%	76%	79%	90%	78%	90%	83%	80%	87%	48%	86%	34%	64%	43%	29%	76%	83%	60%	60%	90%	22%	50%	60%	20%	3,597	Gate		
434	75%	65%	84%	71%	68%	74%	85%	69%	72%	78%	49%	72%	24%	54%	40%	25%	98%	94%	56%	49%	65%	93%	25%	29%	81%	15%	2,768	West	
439	82%	76%	81%	73%	74%	73%	96%	83%	80%	85%	62%	93%	39%	64%	61%	33%	86%	87%	80%	41%	72%	85%	33%	47%	61%	29%	1,573	SBay	
442	90%	86%	93%	98%	86%	90%	95%	88%	83%	93%	75%	100%	42%	88%	68%	49%	98%	74%	73%	45%	85%	90%	27%	49%	49%	30%	474	SBay	
444	80%	73%	84%	89%	82%	89%	94%	83%	84%	89%	51%	83%	35%	59%	41%	39%	94%	93%	70%	54%	78%	91%	23%	37%	67%	14%	2,775	SBay	
445	84%	84%	85%	83%	80%	89%	92%	92%	82%	82%	71%	94%	44%	61%	66%	57%	92%	83%	75%	38%	74%	90%	54%	49%	43%	38%	967	SBay	
446	86%	77%	85%	85%	80%	82%	94%	88%	85%	86%	54%	95%	36%	72%	88%	43%	89%	89%	68%	49%	72%	92%	35%	46%	53%	24%	4,256	SBay	
450	86%	80%	91%	95%	91%	95%	98%	92%	90%	86%	92%	96%	41%	53%	90%	75%	97%	74%	87%	30%	75%	99%	84%	58%	43%	61%	247	Gate	
460	80%	57%	75%	70%	69%	78%	94%	78%	78%	76%	69%	87%	43%	63%	78%	40%	61%	83%	66%	54%	63%	84%	31%	55%	65%	26%	3,633	Gate	
484	91%	84%	86%	88%	82%	85%	94%	80%	89%	88%	60%	86%	33%	73%	50%	34%	50%	76%	65%	45%	75%	89%	28%	45%	58%	15%	7,637	SGV	
485	83%	85%	85%	88%	83%	81%	78%	85%	87%	85%	67%	84%	27%	59%	76%	55%	50%	67%	71%	37%	66%	77%	40%	48%	57%	27%	3,690	SGV	
487	87%	72%	86%	80%	68%	80%	90%	79%	90%	93%	41%	79%	55%	71%	39%	30%	93%	75%	63%	47%	62%	82%	21%	44%	59%	18%	3,009	SGV	
489	75%	81%	75%	88%	71%	76%	88%	88%	84%	88%	71%	76%	31%	40%	71%	59%	84%	57%	76%	47%	50%	100%	65%	24%	47%	38%	43%	436	SGV
490	88%	76%	80%	96%	90%	90%	92%	88%	88%	82%	72%	94%	41%	74%	42%	41%	88%	86%	76%	33%	67%	67%	23%	60%	53%	9%	5,084	SGV	
550	83%	68%	70%	81%	68%	82%	94%	86%	74%	73%	65%	82%	31%	73%	68%	37%	88%	76%	63%	59%	62%	85%	29%	38%	52%	20%	3,032	SBay	
611	80%	64%	81%	87%	80%	80%	95%	78%	76%	83%	59%	89%	31%	80%	31%	29%	58%	86%	57%	56%	72%	90%	23%	37%	68%	15%	2,907	Gate	
612	93%	82%	92%	90%	83%	93%	95%	88%	91%	94%	61%	83%	39%	82%	88%	49%	34%	75%	92%	61%	46%	88%	30%	45%	63%	15%	2,959	Gate	
620	86%	74%	60%	88%	83%	89%	96%	86%	84%	82%	37%	90%	34%	70%	44%	33%	72%	78%	54%	61%	66%	80%	26%	53%	57%	26%	909	West	
645	83%	66%	67%	85%	72%	82%	83%	80%	48%	83%	79%	79%	50%	45%	62%	45%	86%	80%	82%	45%	86%	82%	38%	65%	71%	12%	470	SFV	
681	84%	66%	86%	89%	83%	85%	95%	87%	87%	93%	65%	87%	23%	93%	25%	14%	59%	81%	60%	43%	78%	88%	15%	26%	52%	2%	2,282	SGV	
684	87%	80%	72%	94%	87%	91%	96%	85%	87%	89%	67%	80%	31%	73%	68%	35%	31%	68%	71%	43%	81%	76%	33%	43%	62%	12%	684	SGV	
686	87%	90%	81%	83%	81%	91%	93%	84%	95%	85%	66%	92%	32%	85%	60%	38%	48%	82%	83%	41%	75%	83%	24%	36%	39%	7%	1,105	SGV	
687	77%	77%	81%	86%	74%	85%	91%	78%	85%	84%	64%	88%	34%	81%	56%	38%	57%	74%	70%	44%	70%	84%	27%	46%	58%	13%	1,230	SGV	
705	78%	84%	75%	79%	61%	71%	89%	75%	88%	92%	61%	73%	23%	87%	44%	30%	83%	88%	57%	48%	71%	95%	24%	43%	65%	9%	7,602	Gate	
710	79%	73%	84%	77%	64%	77%	86%	69%	81%	80%	65%	81%	45%	85%	62%	44%	90%	81%	63%	40%	83%	87%	29%	45%	65%	11%	9,677	SBay	
711	89%	76%	89%	91%	77%	81%	90%	78%	78%	93%	92%	86%	36%	78%	44%	33%	74%	84%	62%	48%	81%	87%	28%	42%	72%	13%	6,361	SBay	
714	89%	77%	85%	87%	75%	91%	91%	86%	90%	93%	47%	86%	28%	87%	51%	37%	92%	87%	68%	49%	70%	86%	20%	44%	60%	15%	1,670	West	
717	83%	76%	83%	85%	72%	83%	91%	80%	96%	87%	59%	87%	41%	68%	53%	38%	92%	81%	61%	37%	70%	87%	14%	48%	69%	13%	5,262	West	
720	79%	76%	89%	88%	72%	88%	93%	82%	81%	90%	67%	76%	30%	61%	50%	40%	85%	84%	57%	46%	71%	91%	24%	40%	63%	17%	41,321	West	
740	84%	84%	82%	81%	62%	77%	87%	81%	87%	88%	63%	83%	43%	67%	81%	49%	34%	92%	90%	62%	45%	75%	66%	46%	40%	66%	8%	9,835	SBay
745	90%	80%	91%	77%	66%	77%	88%	78%	91%	91%	55%	84%	35%	85%	41%	39%	87%	92%	62%	46%	80%	88%	30%	45%	68%	11%	8,578	Gate	
750	84%	78%	83%	84%	79%	85%	91%	75%	75%	78%	66%	82%	25%	71%	53%	78%	96%	81%	63%	51%	68%	89%	30%	55%	78%	12%	10,189	SFV	
751	89%	77%	88%	86%	80%	84%	92%	86%	92%	91%	53%	87%	38%	77%	46%	36%	89%	84%	62%	48%	75%	88%	27%	38%	67%	10%	7,823	SGV	
754	84%	75%	83%	71%	65%	74%	82%	83%	82%	81%	66%	87%	37%	73%	72%	33%	89%	83%	51%	48%	69%	89%	28%	42%	69%	11%	29,300	SBay	
761	89%	77%	87%	85%	80%	90%	91%	76%	89%	90%	53%	76%	44%	79%	54%	44%	96%	84%	60%	48%	74%	87%	27%	45%	74%	10%	11,111	SFV	
780	85%	77%	90%	87%	83%	96%	91%	82%	86%	87%	64%	90%	33%	81%	69%	42%	71%	87%	70%	44%	67%	88%	30%	45%	63%	8%	6,299	SGV	

Fall 2005 Customer Satisfaction On-Board Survey

Line		Q1. Generally speaking, I am satisfied with Metro Service	Q2. THIS bus is generally on time (within 5 minutes)	Q3. THIS bus's schedule meets my needs	Q4. THIS bus is generally clean	Q5. THIS bus's stops are generally clean	Q6. I feel safe while waiting for THIS bus	Q7. I feel safe while riding on THIS bus	Q8. THIS bus's drivers are generally courteous	Q9. Is Metro Bus service better now than last year?	Q10. Do you think that Metro's image is improving?	Q11. Is graffiti usually a problem on THIS bus? ("No" responses)	Q12. Do you normally have a seat for THIS trip?	Q16. Have you noticed new TVs on the bus?	Q16a. If yes, do you prefer having a TV on the bus?	Q17. Has THIS Bus passed you by at a stop in the last month? ("No" responses)	Q18. Have you noticed any changes to the bus timetables?	Q18a. If yes, do the changes make the timetables more usable?	2005 Weekday Ridership	Service Sector
n																				
TOP 20 BUS LINES																				
180	87	93%	81%	88%	88%	78%	91%	96%	83%	91%	94%	55%	91%	71%	87%	51%	45%	83%	13,198	SGV
612	169	93%	82%	92%	90%	83%	83%	95%	88%	91%	94%	61%	93%	75%	92%	61%	46%	85%	2,959	Gate
166	106	92%	75%	85%	90%	80%	87%	89%	83%	89%	91%	43%	81%	91%	87%	58%	63%	75%	14,421	SFV
124	147	92%	77%	75%	91%	84%	90%	94%	91%	87%	91%	55%	95%	91%	87%	63%	56%	78%	1,120	SBay
484	199	91%	84%	86%	88%	82%	85%	94%	80%	89%	88%	60%	86%	50%	76%	65%	45%	75%	7,637	SGV
267	58	91%	79%	83%	86%	87%	95%	91%	88%	83%	91%	62%	92%	36%	67%	60%	44%	75%	3,296	SGV
127	128	91%	90%	93%	85%	83%	86%	94%	91%	87%	91%	65%	91%	85%	88%	79%	24%	74%	757	SBay
745	261	90%	80%	91%	77%	66%	77%	88%	78%	91%	91%	55%	84%	87%	92%	62%	46%	80%	8,578	Gate
442	40	90%	86%	93%	98%	86%	90%	95%	88%	83%	93%	75%	100%	98%	74%	73%	45%	65%	474	SBay
255	148	90%	89%	91%	92%	88%	94%	96%	96%	92%	90%	60%	95%	70%	84%	69%	40%	80%	966	SGV
245	69	90%	70%	79%	87%	82%	82%	92%	93%	85%	90%	64%	92%	84%	93%	67%	56%	68%	4,234	SFV
161	106	90%	82%	82%	93%	86%	87%	89%	82%	89%	91%	68%	88%	90%	86%	71%	51%	77%	1,408	SFV
55	125	90%	79%	89%	84%	74%	80%	85%	81%	88%	91%	47%	84%	73%	92%	62%	52%	92%	12,381	SBay
751	259	89%	77%	88%	86%	80%	84%	92%	86%	92%	91%	53%	87%	69%	84%	62%	48%	75%	7,823	SGV
209	55	89%	78%	77%	81%	79%	82%	90%	85%	75%	80%	60%	96%	76%	80%	67%	37%	65%	853	SBay
200	137	89%	85%	90%	80%	65%	86%	92%	87%	89%	89%	55%	80%	86%	86%	57%	41%	77%	15,458	Gate
711	228	89%	76%	89%	91%	77%	81%	90%	78%	93%	92%	55%	81%	78%	84%	62%	48%	81%	6,361	SBay
81	171	89%	73%	85%	81%	71%	88%	88%	81%	84%	86%	50%	80%	66%	86%	58%	40%	77%	20,982	SFV
761	54	89%	77%	87%	85%	80%	90%	91%	76%	89%	90%	53%	76%	96%	84%	60%	48%	74%	11,111	SFV
714	140	89%	77%	85%	87%	75%	91%	91%	86%	90%	93%	47%	86%	92%	87%	68%	49%	70%	1,670	West
53	96	89%	72%	76%	69%	65%	69%	81%	79%	86%	91%	40%	87%	85%	94%	57%	44%	80%	13,851	SBay
BOTTOM 20 BUS LINES																				
163	55	78%	60%	82%	85%	82%	95%	98%	91%	83%	84%	67%	82%	93%	95%	58%	44%	62%	13,409	SFV
158	73	78%	58%	65%	89%	71%	86%	96%	76%	89%	80%	68%	92%	93%	83%	79%	54%	57%	2,348	SFV
45	123	78%	70%	79%	70%	62%	62%	82%	69%	78%	75%	52%	65%	76%	88%	46%	57%	80%	20,799	Gate
20	127	78%	72%	77%	72%	73%	80%	86%	76%	82%	83%	59%	81%	87%	84%	60%	40%	73%	22,002	West
207	249	78%	66%	71%	61%	50%	66%	81%	72%	80%	83%	48%	71%	92%	87%	51%	52%	79%	38,143	SBay
169	72	78%	69%	71%	86%	78%	81%	89%	86%	83%	86%	55%	93%	86%	83%	58%	52%	68%	2,254	SFV
705	107	78%	64%	75%	79%	61%	71%	89%	75%	88%	92%	61%	73%	93%	88%	57%	48%	71%	7,602	Gate
687	180	77%	77%	81%	86%	74%	85%	91%	85%	78%	86%	64%	88%	57%	74%	68%	48%	70%	1,230	SGV
40	131	77%	63%	77%	75%	63%	77%	83%	71%	78%	89%	50%	83%	92%	89%	52%	42%	82%	19,203	SBay
120	239	77%	57%	72%	71%	70%	75%	86%	78%	78%	85%	53%	86%	88%	89%	58%	44%	79%	5,869	SBay
220	92	76%	67%	60%	90%	89%	92%	96%	86%	77%	81%	77%	94%	83%	81%	71%	25%	67%	773	West
236	154	76%	63%	66%	87%	72%	85%	92%	81%	71%	82%	66%	88%	83%	84%	68%	48%	62%	2,113	SFV
210	334	75%	59%	78%	71%	61%	74%	83%	76%	77%	82%	59%	78%	92%	84%	56%	43%	76%	13,210	SBay
434	61	75%	65%	84%	71%	68%	74%	85%	69%	72%	78%	49%	72%	98%	94%	56%	49%	65%	2,768	West
489	16	75%	81%	75%	88%	71%	88%	88%	94%	41%	67%	71%	76%	24%	67%	76%	47%	50%	436	SGV
217	279	75%	64%	76%	75%	68%	81%	88%	77%	76%	82%	61%	81%	90%	80%	59%	44%	65%	11,592	West
117	196	74%	50%	68%	70%	61%	65%	76%	69%	73%	73%	49%	71%	85%	87%	49%	45%	80%	10,386	SBay
38	68	72%	46%	65%	66%	62%	70%	85%	71%	80%	85%	44%	83%	91%	100%	53%	47%	88%	10,581	West
105	207	72%	58%	66%	76%	59%	70%	83%	74%	78%	79%	62%	82%	93%	88%	61%	47%	68%	11,639	Gate
14	85	67%	54%	70%	73%	62%	77%	77%	75%	76%	78%	50%	81%	90%	83%	69%	60%	80%	20,595	West
645	30	63%	68%	67%	85%	72%	80%	83%	79%	62%	67%	73%	92%	96%	84%	60%	80%	86%	470	SFV
362	47	62%	63%	76%	79%	90%	78%	90%	80%	65%	77%	48%	90%	53%	76%	61%	50%	60%	3,597	Gate



Fall 2005 Customer Satisfaction On-Board Survey

Line	Q1. Generally speaking, I am satisfied with Metro Service	Q2. THIS bus is generally on time (within 5 minutes)	Q3. THIS bus's schedule meets my needs	Q4. THIS bus is generally clean	Q5. THIS bus's stops are generally clean	Q6. I feel safe while waiting for THIS bus	Q7. I feel safe while riding on THIS bus	Q8. THIS bus's drivers are generally courteous	Q9. Is Metro Bus service better now than last year?	Q10. Do you think that Metro's image is improving?	Q11. Is graffiti usually a problem on THIS bus? ("No" responses)	Q12. Do you normally have a seat for THIS trip?	Q16. Have you noticed new TVs on the bus?	Q16a. If yes, do you prefer having a TV on the bus?	Q17. Has THIS Bus passed you by at a stop in the last month? ("No" responses)	Q18. Have you noticed any changes to the bus timetables?	Q18a. If yes, do the changes make the timetables more usable?	2005 Weekday Ridership	Service Sector	
<b>TOP 20 BUS LINES</b>																				
127	91%	124	90%	93%	85%	83%	86%	94%	91%	87%	91%	65%	91%	85%	88%	79%	24%	74%	757	SBay
255	90%	146	89%	91%	92%	88%	94%	96%	96%	90%	90%	60%	95%	70%	84%	69%	40%	80%	966	SGV
201	86%	73	88%	73%	91%	89%	96%	98%	85%	84%	90%	75%	99%	78%	70%	80%	64%	63%	826	SGV
259	86%	97	88%	88%	96%	92%	93%	96%	94%	88%	82%	62%	90%	67%	83%	78%	50%	75%	1,704	SGV
442	90%	42	86%	93%	98%	86%	90%	95%	88%	83%	93%	75%	100%	98%	74%	73%	45%	65%	474	SBay
485	83%	126	85%	88%	81%	78%	87%	95%	85%	75%	83%	67%	84%	50%	75%	71%	37%	66%	3,690	SGV
200	89%	139	85%	90%	80%	85%	86%	92%	87%	89%	89%	55%	80%	86%	86%	57%	41%	77%	15,458	Gate
154	81%	32	84%	68%	90%	94%	90%	97%	90%	67%	83%	77%	97%	86%	89%	66%	43%	70%	1,415	SFV
740	84%	155	84%	82%	81%	82%	77%	87%	81%	87%	88%	84%	83%	92%	90%	62%	45%	75%	9,835	SBay
484	91%	197	84%	86%	88%	82%	85%	94%	80%	89%	88%	60%	86%	50%	76%	65%	45%	75%	7,637	SGV
445	84%	159	84%	85%	83%	80%	89%	92%	82%	82%	71%	94%	92%	83%	75%	38%	74%	967	SBay	
2	87%	183	83%	84%	79%	71%	80%	80%	72%	86%	75%	47%	71%	81%	76%	63%	46%	68%	24,460	West
612	93%	168	82%	92%	90%	83%	83%	95%	82%	91%	94%	61%	93%	75%	92%	61%	46%	85%	2,959	Gate
265	84%	71	82%	76%	90%	91%	96%	97%	94%	94%	89%	68%	98%	48%	83%	80%	44%	71%	2,174	SBay
168	82%	109	82%	74%	88%	81%	88%	91%	93%	66%	84%	62%	90%	88%	86%	70%	71%	58%	353	SFV
161	90%	103	82%	82%	93%	86%	87%	89%	82%	89%	91%	68%	88%	90%	86%	71%	51%	77%	1,408	SFV
489	75%	16	81%	75%	88%	71%	88%	88%	94%	41%	67%	71%	76%	24%	67%	76%	47%	50%	436	SGV
180	93%	90	88%	88%	88%	78%	91%	96%	83%	91%	94%	55%	91%	71%	87%	51%	45%	83%	13,198	SGV
686	87%	128	80%	81%	83%	81%	91%	93%	84%	85%	85%	66%	92%	48%	82%	68%	41%	75%	1,105	SGV
42	83%	46	80%	84%	71%	73%	72%	83%	86%	85%	83%	58%	86%	93%	90%	71%	33%	80%	4,747	SBay
94	87%	137	80%	89%	90%	78%	85%	89%	87%	89%	89%	53%	87%	94%	94%	55%	45%	82%	16,349	SFV
684	87%	81	80%	72%	94%	87%	91%	96%	89%	85%	80%	66%	92%	31%	91%	71%	43%	81%	684	SGV
176	85%	201	80%	76%	85%	83%	93%	96%	89%	85%	86%	55%	92%	49%	87%	73%	53%	75%	1,175	SGV
450	86%	149	80%	91%	95%	91%	95%	98%	92%	90%	86%	92%	96%	97%	74%	87%	30%	75%	247	Gate
745	90%	259	80%	91%	77%	86%	77%	88%	78%	91%	91%	55%	84%	87%	92%	62%	46%	80%	8,578	Gate
<b>BOTTOM 20 BUS LINES</b>																				
217	75%	277	64%	76%	75%	68%	81%	88%	77%	76%	82%	61%	81%	90%	80%	59%	44%	65%	11,592	West
204	85%	198	64%	76%	71%	59%	73%	80%	77%	82%	82%	50%	74%	88%	91%	57%	53%	80%	28,788	SBay
611	80%	138	64%	81%	87%	80%	80%	95%	78%	76%	83%	59%	89%	58%	86%	57%	56%	72%	2,907	Gate
115	84%	218	64%	76%	78%	69%	74%	89%	84%	82%	81%	59%	82%	76%	85%	61%	46%	75%	17,387	SBay
705	78%	107	64%	75%	79%	81%	71%	89%	75%	88%	92%	61%	73%	93%	88%	57%	48%	71%	7,602	Gate
362	82%	52	63%	76%	79%	90%	78%	90%	80%	65%	77%	48%	90%	53%	76%	61%	50%	60%	3,597	Gate
236	76%	160	63%	66%	87%	72%	85%	92%	81%	71%	82%	66%	88%	83%	84%	68%	48%	62%	2,113	SFV
40	77%	126	63%	77%	75%	63%	77%	83%	71%	78%	89%	50%	78%	92%	89%	52%	42%	82%	19,203	SBay
30	80%	59	61%	73%	66%	70%	77%	86%	74%	74%	82%	43%	78%	96%	85%	51%	46%	71%	29,994	Gate
163	78%	55	60%	82%	85%	82%	95%	98%	91%	83%	84%	67%	82%	93%	95%	58%	44%	62%	13,409	SFV
111	85%	172	60%	76%	89%	66%	76%	87%	76%	84%	89%	56%	89%	70%	84%	62%	38%	77%	17,173	SBay
210	75%	333	78%	78%	71%	61%	74%	83%	76%	77%	82%	59%	78%	92%	84%	56%	43%	76%	13,210	SBay
105	72%	209	58%	66%	76%	59%	70%	83%	76%	74%	79%	62%	82%	93%	88%	61%	47%	68%	11,639	Gate
550	83%	48	58%	70%	81%	68%	82%	94%	86%	74%	79%	43%	85%	88%	76%	63%	59%	62%	3,032	SBay
158	78%	76	58%	65%	89%	71%	86%	96%	76%	68%	80%	68%	92%	93%	83%	79%	54%	57%	2,348	SFV
120	77%	237	57%	72%	71%	70%	75%	86%	78%	78%	85%	53%	86%	88%	89%	58%	44%	79%	5,869	SBay
460	80%	68	57%	75%	70%	69%	78%	94%	78%	78%	76%	59%	87%	61%	83%	66%	54%	75%	3,633	Gate
10	82%	175	56%	77%	78%	70%	79%	90%	75%	80%	84%	52%	79%	86%	82%	56%	48%	83%	14,944	West
156	82%	44	55%	69%	80%	61%	83%	83%	76%	81%	82%	77%	85%	98%	84%	51%	60%	52%	14,952	SFV
14	67%	82	54%	70%	73%	62%	77%	77%	75%	76%	82%	50%	81%	90%	83%	69%	60%	80%	20,595	West
117	74%	201	50%	68%	70%	61%	65%	76%	69%	73%	73%	49%	71%	85%	87%	49%	45%	80%	10,386	SBay
38	72%	69	46%	65%	66%	62%	70%	85%	71%	80%	85%	44%	83%	91%	100%	53%	47%	88%	10,581	West



Fall 2005 Customer Satisfaction On-Board Survey

Line	Q1. Generally speaking, I am satisfied with Metro Service	Q2. THIS bus is generally on time (within 5 minutes)	Q3. THIS bus's schedule meets my needs	Q4. THIS bus is generally clean	Q5. THIS bus's stops are generally clean	Q6. I feel safe while waiting for THIS bus	Q7. I feel safe while riding on THIS bus	Q8. THIS bus's drivers are generally courteous	Q9. Is Metro Bus service better now than last year?	Q10. Do you think that Metro's image is improving?	Q11. Is graffiti usually a problem on THIS bus? ("No" responses)	Q12. Do you normally have a seat for THIS trip?	Q16. Have you noticed new TVs on the bus?	Q16a. If yes, do you prefer having a TV on the bus?	Q17. Has THIS Bus passed you by at a stop in the last month? ("No" responses)	Q18. Have you noticed any changes to the bus timetables?	Q18a. If yes, do the changes make the timetables more usable?	2005 Weekday Ridership	Service Sector	
n																				
<b>TOP 20 BUS LINES</b>																				
442	90%	86%	41	93%	98%	86%	90%	95%	88%	83%	93%	75%	100%	98%	74%	73%	45%	65%	474	SBay
127	91%	90%	123	93%	85%	83%	86%	94%	91%	87%	91%	65%	91%	85%	88%	79%	24%	74%	757	SBay
612	93%	82%	160	92%	90%	83%	83%	95%	88%	91%	94%	61%	93%	75%	92%	61%	46%	85%	2,959	Gate
450	86%	80%	150	91%	95%	91%	95%	92%	92%	90%	86%	92%	96%	97%	74%	87%	30%	75%	247	Gate
745	90%	80%	259	91%	77%	66%	77%	88%	78%	91%	91%	55%	84%	87%	92%	62%	46%	80%	8,578	Gate
255	90%	89%	146	91%	92%	88%	94%	96%	96%	92%	90%	60%	95%	70%	84%	69%	40%	80%	966	SGV
780	85%	77%	105	90%	87%	83%	96%	82%	86%	87%	64%	90%	71%	87%	70%	44%	67%	6,299	SGV	
200	89%	85%	135	90%	80%	65%	86%	92%	87%	89%	89%	55%	80%	86%	86%	57%	41%	77%	15,458	Gate
620	86%	74%	78	90%	88%	83%	89%	96%	86%	84%	82%	37%	90%	72%	78%	54%	61%	66%	909	West
60	86%	76%	212	90%	80%	71%	80%	89%	81%	89%	90%	41%	75%	77%	82%	55%	51%	83%	28,859	SBay
55	90%	79%	122	89%	84%	74%	80%	85%	81%	88%	91%	47%	84%	73%	92%	62%	52%	92%	12,381	SBay
711	89%	76%	234	89%	91%	77%	81%	90%	78%	93%	92%	55%	81%	74%	84%	62%	48%	81%	6,361	SBay
720	79%	76%	143	89%	88%	72%	88%	93%	82%	81%	90%	67%	76%	85%	84%	57%	46%	71%	41,321	West
94	87%	80%	132	89%	90%	78%	85%	95%	87%	88%	89%	53%	87%	94%	94%	55%	45%	82%	16,349	SFV
485	83%	85%	127	88%	81%	78%	87%	95%	85%	75%	83%	67%	84%	50%	75%	71%	37%	66%	3,690	SGV
70	85%	75%	189	88%	81%	71%	82%	90%	86%	89%	93%	51%	81%	69%	89%	54%	46%	87%	16,244	SGV
180	93%	81%	90	88%	88%	78%	91%	96%	83%	91%	94%	55%	91%	71%	87%	51%	45%	83%	13,198	SGV
259	86%	88%	97	88%	96%	92%	93%	96%	94%	88%	88%	62%	90%	67%	83%	78%	50%	75%	1,704	SGV
751	89%	77%	258	88%	86%	80%	84%	92%	86%	92%	91%	53%	87%	69%	84%	62%	48%	75%	7,823	SGV
26	85%	75%	237	87%	82%	71%	83%	91%	85%	90%	90%	47%	82%	83%	88%	57%	46%	83%	27,882	Gate
761	89%	77%	54	87%	85%	80%	90%	91%	76%	89%	90%	53%	76%	96%	84%	60%	48%	74%	11,111	SFV
66	88%	71%	217	87%	78%	68%	80%	88%	78%	87%	89%	47%	80%	82%	90%	53%	49%	80%	27,380	Gate
<b>BOTTOM 20 BUS LINES</b>																				
175	84%	66%	145	72%	80%	79%	86%	90%	78%	85%	82%	50%	73%	79%	87%	53%	39%	71%	1,016	SGV
120	77%	57%	239	72%	71%	70%	75%	86%	78%	78%	85%	53%	86%	88%	89%	58%	44%	79%	5,869	SBay
243	87%	79%	143	72%	89%	72%	87%	91%	84%	84%	90%	70%	92%	90%	84%	80%	51%	87%	2,087	SFV
684	87%	80%	81	72%	94%	87%	91%	89%	89%	85%	80%	66%	92%	31%	91%	71%	43%	81%	684	SGV
169	78%	69%	77	71%	86%	78%	81%	89%	86%	83%	86%	55%	93%	86%	83%	58%	52%	68%	2,254	SFV
211	82%	68%	268	71%	83%	79%	78%	90%	80%	76%	81%	55%	82%	83%	83%	67%	56%	67%	809	SBay
207	78%	66%	239	71%	61%	50%	66%	81%	72%	80%	83%	48%	71%	92%	87%	51%	52%	79%	38,143	SBay
152	83%	73%	90	71%	91%	80%	90%	97%	87%	85%	87%	62%	87%	88%	81%	64%	56%	63%	13,227	SFV
14	67%	54%	80	70%	73%	62%	77%	77%	75%	76%	78%	50%	81%	90%	83%	69%	60%	80%	20,595	West
550	83%	58%	50	70%	81%	68%	82%	94%	86%	74%	79%	43%	85%	88%	76%	63%	59%	62%	3,032	SBay
156	82%	55%	45	69%	80%	61%	83%	83%	76%	81%	82%	77%	65%	98%	84%	51%	60%	52%	14,952	SFV
202	81%	74%	175	69%	89%	75%	75%	90%	89%	66%	76%	57%	93%	90%	85%	74%	62%	53%	503	SBay
117	74%	50%	207	68%	70%	61%	65%	76%	69%	73%	73%	49%	71%	85%	87%	49%	45%	80%	10,386	SBay
154	81%	84%	31	68%	90%	94%	90%	97%	90%	67%	83%	77%	97%	86%	89%	66%	43%	70%	1,415	SFV
645	63%	68%	27	67%	85%	72%	80%	83%	79%	62%	67%	73%	92%	96%	84%	60%	80%	86%	470	SFV
264	85%	65%	27	67%	92%	96%	92%	93%	88%	91%	91%	83%	96%	50%	83%	64%	42%	78%	903	SGV
236	76%	63%	159	66%	87%	72%	85%	92%	81%	71%	82%	66%	88%	83%	84%	68%	48%	62%	2,113	SFV
105	72%	58%	214	66%	76%	59%	70%	83%	76%	74%	79%	62%	82%	93%	88%	61%	47%	68%	11,639	Gate
158	78%	58%	72	65%	89%	71%	86%	96%	76%	68%	80%	68%	92%	93%	83%	79%	54%	57%	2,348	SFV
38	72%	46%	63	65%	66%	62%	70%	85%	71%	80%	85%	44%	83%	91%	100%	53%	47%	88%	10,581	West
220	76%	67%	96	60%	90%	89%	92%	96%	86%	77%	81%	77%	94%	83%	81%	71%	25%	67%	773	West

Fall 2005 Customer Satisfaction On-Board Survey

Line	Q1. Generally speaking, I am satisfied with Metro Service	Q2. THIS bus is generally on time (within 5 minutes)	Q3. THIS bus's schedule meets my needs	Q4. THIS bus is generally clean	Q5. THIS bus's stops are generally clean	Q6. I feel safe while waiting for THIS bus	Q7. I feel safe while riding on THIS bus	Q8. THIS bus's drivers are generally courteous	Q9. Is Metro Bus service better now than last year?	Q10. Do you think that Metro's image is improving?	Q11. Is graffiti usually a problem on THIS bus? ("No" responses)	Q12. Do you normally have a seat for THIS trip?	Q16. Have you noticed new TVs on the bus?	Q16a. If yes, do you prefer having a TV on the bus?	Q17. Has THIS Bus passed you by at a stop in the last month? ("No" responses)	Q18. Have you noticed any changes to the bus timetables?	Q18a. If yes, do the changes make the timetables more usable?	2005 Weekday Ridership	Service Sector		
<b>TOP 20 BUS LINES</b>																					
442	90%	86%	93%	42	98%	86%	90%	95%	88%	83%	93%	75%	100%	98%	74%	73%	45%	65%	474	SBay	
490	88%	76%	80%	49	96%	90%	90%	92%	88%	88%	82%	72%	94%	88%	82%	76%	33%	67%	5,084	SGV	
259	86%	88%	88%	96	96%	92%	93%	96%	94%	88%	88%	62%	90%	67%	83%	78%	50%	75%	1,704	SGV	
450	86%	80%	91%	151	95%	91%	95%	98%	92%	90%	86%	92%	96%	97%	74%	87%	30%	75%	247	Gate	
684	87%	80%	72%	80	94%	87%	91%	96%	89%	85%	80%	66%	92%	31%	91%	71%	43%	81%	684	SGV	
170	87%	70%	74%	76	93%	92%	91%	96%	90%	86%	84%	63%	96%	57%	71%	68%	54%	63%	984	SGV	
119	87%	78%	81%	30	93%	86%	83%	93%	87%	90%	90%	68%	93%	91%	94%	76%	63%	64%	411	SBay	
161	90%	82%	82%	105	93%	86%	87%	89%	82%	89%	91%	68%	88%	90%	86%	71%	51%	77%	1,408	SFV	
255	90%	89%	91%	146	92%	88%	94%	96%	96%	92%	90%	60%	95%	70%	84%	69%	40%	80%	966	SGV	
264	85%	65%	67%	26	92%	96%	92%	93%	88%	91%	96%	83%	96%	50%	83%	64%	42%	78%	903	SGV	
201	86%	88%	73%	78	91%	89%	96%	98%	85%	84%	90%	75%	99%	78%	70%	80%	64%	63%	826	SGV	
152	83%	73%	71%	89	91%	80%	90%	97%	87%	85%	87%	62%	87%	88%	81%	64%	56%	63%	13,227	SFV	
124	92%	77%	75%	141	91%	84%	90%	94%	91%	87%	91%	55%	95%	91%	87%	63%	56%	78%	1,120	SFV	
711	89%	76%	89%	238	91%	77%	81%	90%	78%	93%	92%	55%	81%	74%	84%	62%	48%	81%	6,361	SBay	
166	92%	75%	85%	105	90%	80%	87%	89%	83%	89%	91%	43%	81%	91%	87%	58%	63%	75%	14,421	SFV	
612	93%	82%	92%	168	90%	83%	83%	95%	88%	91%	94%	61%	93%	75%	92%	61%	46%	85%	2,959	Gate	
154	81%	84%	68%	31	90%	94%	90%	97%	90%	67%	83%	77%	97%	86%	89%	66%	43%	70%	1,415	SFV	
94	87%	80%	89%	136	90%	78%	90%	95%	87%	88%	85%	53%	87%	94%	89%	55%	45%	82%	16,349	SFV	
220	76%	67%	60%	96	90%	89%	92%	96%	86%	77%	81%	77%	94%	83%	81%	71%	25%	67%	773	West	
265	84%	82%	76%	67	90%	91%	96%	97%	94%	89%	89%	68%	98%	48%	83%	80%	44%	71%	2,174	SBay	
<b>BOTTOM 20 BUS LINES</b>																					
754	84%	75%	83%	242	71%	65%	74%	82%	72%	82%	81%	57%	66%	86%	82%	84%	51%	45%	72%	29,300	SBay
204	85%	64%	76%	196	71%	59%	73%	80%	77%	82%	82%	50%	74%	88%	91%	57%	53%	80%	28,788	SBay	
434	75%	65%	84%	56	71%	68%	74%	85%	69%	72%	78%	49%	72%	98%	94%	56%	49%	65%	2,768	West	
120	77%	57%	72%	246	71%	70%	75%	86%	78%	85%	85%	53%	86%	88%	89%	58%	44%	79%	5,869	SBay	
42	83%	80%	84%	45	71%	73%	72%	83%	86%	85%	83%	58%	86%	93%	90%	71%	33%	80%	4,747	SBay	
210	75%	59%	78%	326	71%	61%	74%	83%	76%	77%	82%	59%	78%	92%	84%	56%	43%	76%	13,210	SBay	
45	78%	70%	79%	119	70%	62%	62%	82%	69%	78%	75%	52%	65%	76%	88%	46%	57%	80%	20,799	Gate	
16	81%	67%	82%	228	70%	60%	81%	89%	72%	76%	83%	43%	68%	95%	87%	45%	48%	77%	29,124	West	
460	80%	57%	75%	69	70%	69%	78%	94%	78%	78%	76%	59%	87%	61%	83%	66%	54%	75%	3,633	Gate	
117	74%	50%	68%	200	70%	61%	65%	76%	69%	73%	73%	49%	71%	85%	87%	49%	45%	80%	10,386	SBay	
53	89%	72%	76%	88	69%	65%	69%	81%	79%	86%	91%	40%	87%	85%	94%	57%	44%	80%	13,851	SBay	
4	82%	73%	76%	182	69%	60%	68%	78%	71%	80%	75%	47%	75%	85%	78%	42%	48%	78%	33,321	West	
111	85%	60%	76%	175	69%	66%	76%	87%	76%	84%	89%	56%	89%	70%	84%	62%	38%	77%	17,173	SBay	
108	80%	65%	74%	141	68%	64%	75%	88%	79%	82%	83%	49%	84%	79%	86%	65%	45%	80%	18,039	SBay	
38	72%	46%	65%	65	66%	62%	70%	85%	71%	80%	85%	44%	83%	91%	100%	53%	47%	88%	10,581	West	
18	82%	68%	79%	127	66%	69%	81%	85%	76%	86%	81%	43%	76%	74%	86%	48%	53%	80%	27,699	Gate	
30	80%	61%	73%	59	66%	70%	77%	86%	73%	74%	82%	43%	78%	96%	85%	51%	46%	71%	29,994	Gate	
212	84%	73%	78%	82	65%	59%	78%	86%	71%	75%	83%	64%	76%	83%	83%	56%	34%	100%	14,259	SBay	
33	79%	66%	82%	251	65%	60%	77%	88%	75%	81%	83%	48%	71%	93%	88%	53%	39%	80%	25,623	West	
207	78%	66%	71%	242	61%	50%	66%	81%	72%	80%	83%	48%	71%	92%	87%	51%	52%	79%	38,143	SBay	

Fall 2005 Customer Satisfaction On-Board Survey

Line	Q1. Generally speaking, I am satisfied with Metro Service	Q2. THIS bus is generally on time (within 5 minutes)	Q3. THIS bus's schedule meets my needs	Q4. THIS bus is generally clean	Q5. THIS bus's stops are generally clean	Q6. I feel safe while waiting for THIS bus	Q7. I feel safe while riding on THIS bus	Q8. THIS bus's drivers are generally courteous	Q9. Is Metro Bus service better now than last year?	Q10. Do you think that Metro's image is improving?	Q11. Is graffiti usually a problem on THIS bus? ("No" responses)	Q12. Do you normally have a seat for THIS trip?	Q16. Have you noticed new TVs on the bus?	Q16a. If yes, do you prefer having a TV on the bus?	Q17. Has THIS Bus passed you by at a stop in the last month? ("No" responses)	Q18. Have you noticed any changes to the bus timetables?	Q18a. If yes, do the changes make the timetables more usable?	2005 Weekday Ridership	Service Sector	
<b>TOP 20 BUS LINES</b>																				
264	85%	65%	67%	92%	26	96%	92%	93%	88%	91%	91%	83%	96%	50%	83%	64%	42%	78%	903	SGV
154	81%	84%	68%	90%	31	94%	90%	97%	90%	67%	83%	77%	97%	86%	89%	66%	43%	70%	1,415	SFV
170	87%	70%	74%	93%	77	92%	91%	96%	90%	86%	84%	63%	96%	57%	71%	68%	54%	63%	984	SGV
259	86%	88%	92%	88%	96	92%	93%	96%	94%	88%	88%	82%	90%	67%	83%	78%	50%	75%	1,704	SGV
265	84%	82%	76%	90%	67	91%	96%	97%	94%	94%	89%	68%	98%	48%	83%	80%	44%	71%	2,174	SBay
450	86%	80%	91%	95%	152	91%	95%	98%	92%	90%	86%	92%	96%	97%	74%	87%	30%	75%	247	Gate
362	82%	63%	76%	79%	50	90%	78%	90%	80%	65%	77%	48%	90%	53%	76%	61%	50%	60%	3,597	Gate
490	88%	76%	80%	96%	49	90%	90%	92%	88%	88%	82%	72%	94%	38%	88%	76%	33%	67%	5,084	SGV
220	76%	67%	60%	90%	91	89%	92%	96%	86%	77%	81%	77%	94%	83%	81%	71%	25%	67%	773	West
201	86%	86%	73%	91%	79	89%	96%	96%	85%	84%	90%	75%	99%	78%	70%	80%	64%	63%	826	SGV
255	90%	89%	91%	92%	138	88%	94%	96%	96%	92%	90%	60%	95%	70%	84%	69%	40%	80%	966	SGV
684	87%	80%	72%	94%	78	87%	91%	96%	89%	85%	80%	66%	92%	31%	91%	71%	43%	81%	684	SGV
267	91%	79%	83%	86%	54	87%	95%	91%	88%	86%	91%	62%	92%	36%	67%	60%	44%	75%	3,296	SGV
161	90%	82%	82%	93%	102	86%	87%	89%	82%	89%	91%	68%	88%	90%	86%	71%	51%	77%	1,408	SFV
119	87%	78%	81%	93%	29	86%	83%	93%	87%	90%	90%	68%	93%	91%	94%	76%	63%	64%	411	SBay
442	90%	86%	93%	98%	42	86%	90%	95%	88%	83%	93%	75%	100%	98%	74%	73%	45%	65%	474	SBay
252	87%	74%	78%	85%	82	85%	83%	91%	84%	89%	91%	51%	74%	68%	81%	55%	43%	87%	2,586	SGV
124	92%	77%	75%	91%	136	84%	90%	94%	91%	84%	91%	55%	95%	91%	87%	63%	78%	78%	1,120	SBay
620	86%	74%	90%	88%	78	83%	89%	96%	86%	84%	82%	37%	90%	72%	78%	54%	61%	66%	909	West
681	84%	66%	86%	89%	77	83%	85%	95%	87%	87%	93%	65%	87%	59%	81%	60%	43%	78%	2,282	SGV
150	81%	70%	75%	81%	65	83%	87%	89%	79%	84%	83%	67%	87%	94%	85%	55%	72%	72%	14,883	SFV
127	91%	90%	93%	85%	124	83%	86%	94%	91%	87%	91%	65%	91%	85%	88%	79%	24%	74%	757	SBay
612	93%	82%	92%	90%	164	83%	83%	95%	88%	91%	94%	61%	93%	75%	92%	61%	46%	85%	2,959	Gate
176	85%	80%	76%	85%	192	83%	93%	96%	88%	85%	86%	55%	92%	49%	87%	73%	53%	75%	1,175	SGV
780	85%	77%	90%	87%	103	83%	96%	91%	82%	86%	87%	64%	90%	71%	87%	70%	44%	67%	6,299	SGV
<b>BOTTOM 20 BUS LINES</b>																				
76	84%	71%	80%	77%	162	65%	79%	83%	82%	70%	76%	52%	75%	70%	72%	51%	49%	71%	10,894	SGV
53	89%	72%	76%	69%	89	65%	69%	81%	79%	86%	91%	40%	87%	85%	94%	57%	44%	80%	13,851	SBay
754	84%	75%	83%	71%	244	65%	74%	82%	72%	82%	81%	57%	66%	86%	84%	51%	45%	72%	29,300	SBay
200	89%	85%	90%	80%	132	65%	86%	92%	87%	89%	89%	55%	80%	86%	86%	57%	41%	77%	15,458	Gate
305	84%	65%	73%	80%	117	65%	74%	84%	82%	79%	83%	60%	81%	94%	86%	72%	47%	64%	2,585	SBay
710	79%	73%	84%	77%	239	64%	77%	86%	69%	81%	80%	65%	81%	90%	81%	63%	40%	83%	9,677	SBay
108	80%	65%	74%	68%	140	64%	75%	88%	79%	82%	83%	49%	84%	79%	86%	65%	45%	80%	18,039	SBay
40	77%	63%	77%	75%	120	63%	77%	83%	71%	78%	89%	50%	78%	92%	89%	52%	42%	82%	19,203	SBay
14	87%	54%	70%	73%	77	62%	77%	75%	75%	76%	78%	50%	81%	90%	83%	60%	80%	20,595	West	
740	84%	84%	82%	81%	155	62%	77%	87%	81%	87%	88%	64%	83%	92%	90%	62%	45%	75%	9,835	SBay
45	78%	70%	79%	70%	120	62%	62%	82%	69%	78%	75%	52%	65%	76%	88%	46%	57%	80%	20,799	Gate
38	72%	46%	65%	66%	65	62%	70%	85%	71%	80%	85%	44%	83%	91%	100%	53%	47%	88%	10,581	West
210	75%	59%	78%	71%	319	61%	74%	83%	76%	77%	82%	59%	78%	92%	84%	56%	43%	76%	13,210	SBay
705	78%	64%	75%	79%	105	61%	71%	89%	75%	88%	92%	61%	73%	93%	88%	57%	48%	71%	7,602	Gate
117	74%	50%	70%	69%	197	61%	76%	76%	65%	73%	73%	49%	71%	85%	87%	49%	45%	80%	10,386	SBay
156	82%	55%	69%	80%	46	61%	83%	83%	76%	81%	82%	77%	65%	98%	84%	51%	60%	52%	14,952	SFV
33	79%	66%	82%	65%	248	60%	77%	88%	75%	81%	83%	48%	71%	93%	88%	53%	39%	80%	25,623	West
16	81%	67%	82%	70%	223	60%	81%	89%	72%	76%	83%	43%	68%	95%	87%	45%	48%	77%	29,124	West
4	82%	73%	76%	69%	174	60%	68%	78%	71%	80%	78%	47%	75%	85%	85%	42%	48%	78%	33,321	West
105	72%	58%	66%	76%	216	59%	70%	83%	70%	74%	79%	62%	82%	93%	88%	61%	47%	68%	11,639	Gate
212	84%	73%	78%	65%	80	59%	78%	86%	71%	75%	83%	64%	76%	83%	83%	56%	34%	100%	14,259	SBay
204	85%	64%	76%	71%	191	59%	73%	80%	77%	82%	82%	50%	74%	88%	91%	57%	53%	80%	28,788	SBay
207	78%	66%	71%	61%	238	50%	66%	81%	72%	80%	83%	48%	71%	92%	87%	51%	52%	79%	38,143	SBay

Fall 2005 Customer Satisfaction On-Board Survey

Line	Q1. Generally speaking, I am satisfied with Metro Service	Q2. THIS bus is generally on time (within 5 minutes)	Q3. THIS bus's schedule meets my needs	Q4. THIS bus is generally clean	Q5. THIS bus's stops are generally clean	Q6. I feel safe while waiting for THIS bus	Q7. I feel safe while riding on THIS bus	Q8. THIS bus's drivers are generally courteous	Q9. Is Metro Bus service better now than last year?	Q10. Do you think that Metro's image is improving?	Q11. Is graffiti usually a problem on THIS bus? ("No" responses)	Q12. Do you normally have a seat for THIS trip?	Q16. Have you noticed new TVs on the bus?	Q16a. If yes, do you prefer having a TV on the bus?	Q17. Has THIS Bus passed you by at a stop in the last month? ("No" responses)	Q18. Have you noticed any changes to the bus timetables?	Q18a. If yes, do the changes make the timetables more usable?	2005 Weekday Ridership	Service Sector	
<b>TOP 20 BUS LINES</b>																				
780	85%	77%	90%	87%	83%	106	96%	91%	82%	86%	87%	64%	90%	71%	87%	70%	44%	57%	6,299	SGV
201	86%	88%	73%	91%	89%	79	96%	98%	85%	84%	90%	75%	99%	78%	70%	80%	64%	63%	826	SGV
265	84%	82%	76%	90%	91%	67	96%	97%	94%	94%	89%	68%	98%	48%	83%	80%	44%	71%	2,174	SBay
267	91%	79%	83%	86%	87%	57	95%	91%	88%	83%	91%	62%	92%	36%	67%	60%	44%	75%	3,296	SGV
450	86%	80%	91%	95%	91%	152	95%	98%	92%	90%	86%	92%	96%	97%	74%	87%	30%	75%	247	Gate
163	78%	60%	82%	85%	82%	56	95%	98%	91%	83%	84%	67%	82%	93%	95%	58%	44%	62%	13,409	SFV
255	90%	89%	91%	92%	88%	142	94%	96%	96%	92%	90%	60%	95%	70%	84%	69%	40%	80%	966	SGV
176	85%	80%	76%	85%	83%	198	93%	96%	89%	85%	86%	55%	92%	49%	67%	73%	53%	75%	1,175	SGV
259	86%	88%	88%	96%	92%	94	93%	96%	94%	88%	88%	62%	90%	67%	83%	78%	50%	75%	1,704	SGV
220	76%	67%	60%	90%	89%	92	92%	96%	86%	77%	81%	77%	94%	83%	81%	71%	25%	67%	773	West
264	85%	65%	67%	92%	96%	25	92%	93%	88%	91%	91%	83%	96%	50%	83%	64%	42%	78%	903	SGV
714	89%	77%	85%	87%	75%	139	91%	91%	86%	90%	93%	47%	86%	92%	87%	68%	49%	70%	1,670	West
686	87%	80%	81%	83%	81%	126	91%	93%	84%	85%	85%	66%	92%	48%	82%	68%	41%	75%	1,105	SGV
684	87%	80%	72%	94%	87%	79	91%	96%	89%	85%	80%	66%	92%	31%	91%	71%	43%	81%	684	SGV
180	93%	81%	88%	78%	90%	90	91%	96%	83%	88%	91%	55%	87%	71%	87%	51%	45%	83%	13,198	SGV
244	84%	71%	81%	89%	80%	146	91%	93%	88%	86%	87%	64%	75%	91%	84%	64%	60%	74%	900	SFV
170	87%	70%	74%	92%	83%	78	91%	96%	90%	86%	84%	63%	91%	57%	71%	68%	54%	63%	984	SGV
442	90%	86%	93%	98%	86%	42	90%	95%	88%	83%	93%	75%	100%	98%	74%	73%	45%	65%	474	SBay
152	83%	73%	71%	91%	80%	90	90%	97%	87%	85%	87%	62%	87%	88%	81%	84%	56%	63%	13,227	SFV
490	88%	76%	80%	96%	90%	50	90%	92%	88%	88%	82%	72%	94%	38%	88%	76%	33%	67%	5,084	SGV
761	89%	77%	87%	85%	80%	49	90%	91%	76%	89%	90%	53%	76%	96%	84%	60%	48%	74%	11,111	SFV
124	92%	77%	84%	91%	84%	136	90%	94%	91%	87%	91%	55%	95%	91%	87%	63%	56%	78%	1,120	SBay
154	81%	84%	68%	90%	94%	29	90%	97%	90%	67%	83%	77%	97%	86%	89%	66%	43%	70%	1,415	SFV
<b>BOTTOM 20 BUS LINES</b>																				
111	85%	60%	76%	69%	66%	173	76%	87%	76%	84%	89%	56%	89%	70%	84%	62%	38%	77%	17,173	SBay
18	82%	68%	79%	66%	69%	127	76%	85%	76%	86%	81%	43%	76%	74%	89%	48%	53%	80%	27,699	Gate
110	86%	67%	81%	82%	77%	188	76%	87%	86%	84%	84%	64%	89%	72%	88%	59%	45%	78%	11,157	SBay
202	81%	74%	69%	69%	75%	171	75%	90%	89%	86%	76%	57%	93%	90%	85%	74%	62%	53%	503	SBay
108	80%	65%	74%	68%	64%	142	75%	88%	79%	82%	83%	49%	84%	79%	86%	65%	45%	80%	18,039	SBay
206	80%	67%	77%	77%	71%	100	75%	85%	82%	78%	80%	48%	78%	80%	79%	47%	54%	83%	17,290	SBay
120	77%	57%	72%	71%	70%	241	75%	86%	78%	78%	85%	53%	86%	88%	89%	58%	44%	79%	5,869	SBay
115	84%	64%	76%	78%	69%	219	74%	89%	84%	82%	81%	59%	82%	76%	85%	61%	46%	75%	17,387	SBay
305	84%	65%	73%	80%	65%	117	74%	84%	82%	79%	83%	60%	81%	94%	86%	72%	47%	64%	2,585	SBay
434	75%	65%	84%	71%	68%	58	74%	85%	69%	72%	78%	49%	72%	98%	94%	56%	49%	65%	2,768	West
210	75%	59%	78%	71%	61%	327	74%	83%	76%	77%	82%	59%	78%	92%	84%	56%	43%	76%	13,210	SBay
754	84%	75%	83%	71%	65%	242	74%	82%	72%	82%	81%	57%	66%	86%	84%	51%	45%	72%	29,300	SBay
204	85%	64%	76%	71%	59%	197	73%	80%	77%	82%	82%	50%	74%	88%	91%	57%	53%	80%	28,788	SBay
42	83%	80%	84%	71%	73%	43	72%	83%	86%	85%	83%	58%	86%	93%	90%	71%	33%	80%	4,747	SBay
705	78%	64%	75%	79%	61%	104	71%	89%	75%	88%	92%	61%	73%	93%	88%	57%	48%	71%	7,602	Gate
38	72%	46%	65%	66%	62%	61	70%	85%	71%	80%	85%	44%	83%	91%	100%	53%	47%	88%	10,581	West
105	72%	58%	66%	76%	59%	212	70%	83%	76%	74%	79%	62%	82%	93%	88%	61%	47%	68%	11,639	Gate
53	89%	72%	76%	69%	65%	87	69%	81%	79%	86%	91%	40%	87%	85%	94%	57%	44%	85%	13,851	SBay
4	82%	73%	76%	69%	60%	176	68%	78%	71%	80%	78%	47%	75%	85%	85%	42%	48%	78%	33,321	West
207	78%	66%	71%	80%	50%	242	66%	81%	72%	80%	83%	48%	71%	92%	87%	51%	52%	79%	38,143	SBay
117	74%	50%	68%	70%	61%	198	65%	76%	69%	73%	73%	49%	71%	85%	87%	49%	45%	80%	10,386	SBay
45	78%	70%	79%	70%	62%	119	62%	82%	69%	78%	75%	52%	65%	76%	88%	46%	57%	80%	20,799	Gate

Fall 2005 Customer Satisfaction On-Board Survey

Line	Q1. Generally speaking, I am satisfied with Metro Service	Q2. THIS bus is generally on time (within 5 minutes)	Q3. THIS bus's schedule meets my needs	Q4. THIS bus is generally clean	Q5. THIS bus's stops are generally clean	Q6. I feel safe while waiting for THIS bus	Q7. I feel safe while riding on THIS bus	Q8. THIS bus's drivers are generally courteous	Q9. Is Metro Bus service better now than last year?	Q10. Do you think that Metro's image is improving?	Q11. Is graffiti usually a problem on THIS bus? ("No" responses)	Q12. Do you normally have a seat for THIS trip?	Q16. Have you noticed new TVs on the bus?	Q16a. If yes, do you prefer having a TV on the bus?	Q17. Has THIS Bus passed you by at a stop in the last month? ("No" responses)	Q18. Have you noticed any changes to the bus timetables?	Q18a. If yes, do the changes make the timetables more usable?	2005 Weekday Ridership	Service Sector	
n																				
<b>TOP 20 BUS LINES</b>																				
163	78%	60%	82%	85%	82%	95%	56	98%	91%	83%	84%	67%	82%	93%	95%	58%	44%	62%	13,409	SFV
450	86%	80%	91%	95%	91%	95%	151	98%	92%	90%	86%	92%	96%	97%	74%	87%	30%	75%	247	Gate
201	86%	88%	73%	91%	89%	96%	80	98%	85%	84%	90%	75%	99%	78%	70%	80%	64%	63%	826	SGV
265	84%	82%	76%	90%	91%	96%	67	97%	94%	94%	89%	68%	98%	48%	83%	80%	44%	71%	2,174	SBay
154	81%	84%	68%	90%	94%	90%	30	97%	90%	67%	83%	77%	97%	86%	89%	66%	43%	70%	1,415	SFV
152	83%	73%	71%	91%	80%	90%	87	97%	87%	85%	87%	62%	87%	88%	81%	64%	56%	63%	13,227	SFV
102	83%	75%	79%	83%	77%	83%	109	96%	85%	77%	82%	66%	92%	83%	88%	71%	45%	78%	907	Gate
439	82%	76%	81%	95%	73%	74%	105	96%	81%	80%	85%	62%	93%	86%	87%	80%	41%	72%	1,573	SBay
684	87%	80%	72%	94%	87%	91%	78	96%	89%	85%	80%	66%	92%	31%	91%	71%	43%	81%	684	SGV
170	87%	70%	74%	93%	92%	91%	77	96%	90%	86%	84%	63%	96%	57%	71%	68%	54%	63%	984	SGV
176	85%	80%	74%	83%	85%	83%	195	96%	76%	89%	85%	55%	92%	49%	87%	73%	53%	75%	1,175	SGV
158	78%	58%	65%	89%	71%	86%	72	96%	76%	68%	80%	68%	92%	93%	83%	79%	54%	57%	2,348	SFV
620	86%	74%	90%	88%	83%	89%	71	96%	86%	84%	82%	37%	90%	72%	78%	54%	61%	66%	909	West
255	90%	89%	91%	96%	88%	94%	142	96%	92%	92%	90%	60%	95%	70%	84%	69%	40%	80%	966	SGV
259	86%	88%	88%	96%	92%	93%	94	96%	94%	88%	88%	62%	90%	67%	83%	78%	50%	75%	1,704	SGV
220	76%	67%	60%	90%	89%	92%	92	96%	86%	77%	81%	77%	94%	83%	81%	71%	25%	67%	773	West
180	93%	81%	88%	88%	78%	91%	89	96%	88%	91%	94%	55%	91%	71%	87%	51%	45%	83%	13,198	SGV
485	83%	85%	88%	81%	78%	87%	130	95%	85%	75%	83%	67%	84%	50%	75%	71%	37%	66%	3,690	SGV
611	80%	64%	81%	87%	80%	80%	129	95%	78%	76%	83%	59%	89%	58%	86%	57%	56%	72%	2,907	Gate
442	90%	86%	81%	98%	86%	90%	42	95%	93%	83%	93%	75%	100%	98%	74%	73%	45%	65%	474	SBay
94	87%	80%	89%	90%	78%	85%	136	95%	87%	88%	89%	53%	87%	94%	94%	55%	45%	82%	16,349	SFV
612	93%	82%	92%	90%	83%	83%	167	95%	88%	91%	94%	61%	93%	75%	92%	61%	46%	85%	2,959	Gate
681	84%	66%	86%	89%	83%	85%	73	95%	87%	87%	93%	65%	87%	59%	81%	60%	43%	78%	2,282	SGV
<b>BOTTOM 20 BUS LINES</b>																				
206	80%	67%	77%	77%	71%	75%	103	85%	82%	78%	80%	48%	78%	80%	79%	47%	54%	83%	17,290	SBay
55	90%	79%	89%	84%	74%	80%	122	85%	81%	88%	91%	47%	84%	73%	92%	62%	52%	92%	12,381	SBay
38	72%	46%	65%	66%	62%	70%	61	85%	71%	80%	85%	44%	83%	91%	100%	53%	47%	88%	10,581	West
434	75%	65%	84%	71%	68%	74%	61	85%	69%	72%	78%	49%	72%	98%	94%	56%	49%	65%	2,768	West
18	82%	68%	79%	66%	66%	76%	125	85%	76%	86%	81%	43%	76%	74%	89%	48%	53%	80%	27,699	Gate
305	84%	65%	73%	80%	65%	74%	116	84%	82%	79%	83%	60%	81%	94%	86%	72%	47%	64%	2,585	SBay
105	72%	58%	66%	76%	59%	70%	211	83%	76%	74%	79%	62%	82%	93%	88%	61%	47%	68%	11,639	Gate
42	83%	80%	84%	71%	73%	72%	42	83%	86%	85%	83%	58%	86%	93%	90%	71%	33%	80%	4,747	SBay
645	63%	68%	67%	85%	72%	80%	24	83%	79%	62%	67%	73%	92%	96%	84%	60%	80%	86%	470	SFV
92	79%	76%	81%	81%	75%	81%	78	83%	84%	77%	83%	70%	94%	88%	83%	66%	26%	67%	7,385	SFV
156	82%	55%	69%	61%	80%	83%	47	83%	76%	81%	82%	77%	65%	98%	84%	51%	60%	52%	14,952	SFV
210	75%	59%	78%	71%	61%	74%	324	83%	76%	77%	82%	59%	78%	92%	84%	56%	43%	76%	13,210	SBay
40	77%	63%	77%	75%	63%	77%	126	83%	71%	78%	89%	50%	78%	92%	89%	52%	42%	82%	19,203	SBay
76	84%	71%	80%	77%	70%	79%	166	83%	82%	70%	76%	52%	75%	70%	72%	51%	49%	71%	10,894	SGV
754	84%	75%	83%	71%	65%	74%	241	82%	72%	82%	81%	57%	66%	86%	84%	51%	45%	72%	29,300	SBay
45	78%	70%	79%	70%	62%	62%	112	82%	69%	78%	75%	52%	65%	76%	88%	46%	57%	80%	20,799	Gate
207	78%	66%	71%	61%	80%	66%	241	81%	72%	80%	83%	48%	71%	92%	87%	51%	52%	79%	38,143	SBay
53	89%	72%	76%	69%	65%	69%	85	81%	79%	86%	91%	40%	87%	85%	94%	57%	44%	80%	13,851	SBay
204	85%	64%	76%	71%	59%	73%	197	80%	77%	82%	82%	50%	74%	88%	91%	57%	53%	80%	28,788	SBay
2	87%	83%	76%	79%	71%	80%	186	80%	84%	72%	86%	47%	71%	81%	76%	63%	46%	68%	24,460	West
4	82%	73%	76%	69%	60%	68%	175	78%	71%	80%	78%	47%	75%	85%	85%	42%	48%	78%	33,321	West
14	67%	54%	70%	73%	62%	77%	77	77%	75%	76%	78%	50%	81%	90%	83%	69%	60%	80%	20,595	West
117	74%	50%	68%	70%	61%	65%	198	76%	69%	73%	73%	49%	71%	85%	87%	49%	45%	80%	10,386	SBay

Fall 2005 Customer Satisfaction On-Board Survey

Line	Q1. Generally speaking, I am satisfied with Metro Service	Q2. THIS bus is generally on time (within 5 minutes)	Q3. THIS bus's schedule meets my needs	Q4. THIS bus is generally clean	Q5. THIS bus's stops are generally clean	Q6. I feel safe while waiting for THIS bus	Q7. I feel safe while riding on THIS bus	Q8. THIS bus's drivers are generally courteous	Q9. Is Metro Bus service better now than last year?	Q10. Do you think that Metro's image is improving?	Q11. Is graffiti usually a problem on THIS bus? ("No" responses)	Q12. Do you normally have a seat for THIS trip?	Q16. Have you noticed new TVs on the bus?	Q16a. If yes, do you prefer having a TV on the bus?	Q17. Has THIS Bus passed you by at a stop in the last month? ("No" responses)	Q18. Have you noticed any changes to the bus timetables?	Q18a. If yes, do the changes make the timetables more usable?	2005 Weekday Ridership	Service Sector	
<b>TOP 20 BUS LINES</b>																				
255	90%	89%	91%	92%	88%	94%	96%	145	96%	92%	90%	60%	95%	70%	84%	69%	40%	80%	966	SGV
439	82%	76%	81%	73%	74%	89%	96%	104	95%	80%	85%	62%	93%	86%	87%	80%	41%	72%	1,573	SBay
489	75%	81%	75%	88%	71%	88%	88%	17	94%	41%	67%	71%	76%	24%	67%	76%	47%	50%	436	SGV
265	84%	82%	76%	90%	91%	96%	97%	66	94%	94%	89%	68%	98%	48%	83%	80%	44%	71%	2,174	SBay
259	86%	88%	88%	96%	92%	93%	96%	95	94%	88%	88%	62%	90%	67%	83%	78%	50%	75%	1,704	SGV
245	90%	70%	79%	82%	82%	82%	92%	68	93%	85%	90%	64%	85%	84%	93%	67%	56%	68%	4,234	SFV
168	82%	82%	74%	88%	81%	88%	91%	107	93%	66%	84%	62%	90%	88%	86%	70%	71%	58%	353	SFV
450	86%	80%	91%	95%	91%	95%	98%	150	92%	90%	86%	92%	96%	97%	87%	87%	30%	75%	247	Gate
445	84%	84%	85%	83%	80%	89%	92%	160	92%	82%	82%	71%	94%	92%	83%	75%	38%	74%	967	SBay
127	91%	90%	93%	85%	83%	86%	94%	127	91%	87%	91%	65%	91%	85%	88%	79%	24%	74%	757	SBay
163	78%	80%	82%	85%	82%	85%	98%	56	91%	83%	84%	67%	82%	93%	95%	58%	44%	62%	13,409	SFV
124	92%	77%	75%	91%	84%	90%	94%	139	91%	87%	91%	55%	95%	91%	87%	63%	56%	78%	1,120	SBay
154	81%	84%	68%	90%	94%	90%	97%	31	90%	67%	83%	77%	97%	86%	89%	66%	43%	70%	1,415	SFV
170	87%	70%	74%	93%	92%	91%	96%	77	90%	86%	84%	63%	96%	57%	71%	68%	54%	63%	984	SGV
202	81%	74%	69%	89%	75%	75%	90%	175	89%	66%	76%	57%	93%	90%	85%	74%	62%	53%	503	SBay
176	85%	80%	76%	85%	83%	93%	96%	197	89%	85%	86%	55%	75%	49%	87%	73%	75%	1,175	SGV	
684	87%	80%	72%	94%	87%	91%	96%	80	89%	85%	80%	66%	92%	31%	91%	71%	43%	81%	684	SGV
264	85%	85%	67%	92%	96%	92%	93%	25	88%	91%	91%	83%	96%	50%	83%	84%	42%	78%	903	SGV
490	88%	80%	80%	96%	90%	90%	92%	50	88%	88%	82%	72%	94%	38%	88%	76%	33%	67%	5,084	SGV
267	91%	79%	83%	86%	87%	95%	91%	58	88%	83%	91%	62%	92%	36%	67%	60%	44%	75%	3,296	SGV
244	84%	71%	81%	89%	80%	91%	93%	149	88%	86%	87%	64%	75%	91%	88%	64%	60%	74%	900	SFV
442	90%	86%	93%	98%	86%	90%	95%	41	88%	83%	93%	75%	100%	98%	74%	73%	45%	65%	474	SBay
612	93%	82%	92%	90%	83%	83%	95%	172	88%	91%	94%	61%	93%	75%	92%	61%	46%	85%	2,959	Gate
446	86%	77%	85%	85%	80%	82%	94%	179	88%	88%	89%	54%	95%	90%	89%	68%	49%	72%	4,256	SBay
<b>BOTTOM 20 BUS LINES</b>																				
111	85%	60%	76%	69%	66%	76%	87%	170	76%	84%	89%	56%	89%	70%	84%	62%	38%	77%	17,173	SBay
761	89%	77%	87%	85%	80%	90%	91%	51	76%	89%	90%	53%	76%	96%	84%	60%	48%	74%	11,111	SFV
156	82%	55%	69%	80%	61%	83%	83%	46	76%	81%	82%	77%	65%	98%	84%	51%	60%	52%	14,952	SFV
18	82%	88%	79%	66%	69%	76%	85%	125	76%	86%	81%	43%	76%	74%	89%	48%	80%	27,699	Gate	
158	78%	58%	65%	89%	71%	86%	96%	75	76%	68%	80%	68%	92%	93%	83%	79%	54%	57%	2,348	SFV
210	75%	59%	78%	71%	61%	74%	83%	324	76%	77%	82%	59%	78%	92%	84%	56%	43%	76%	13,210	SBay
105	72%	58%	66%	76%	59%	70%	83%	214	76%	74%	79%	62%	82%	93%	88%	61%	47%	68%	11,639	Gate
20	78%	72%	77%	72%	73%	80%	86%	127	76%	82%	83%	59%	81%	87%	84%	60%	40%	73%	22,002	West
750	84%	78%	83%	87%	91%	85%	91%	105	75%	78%	84%	66%	82%	96%	81%	63%	51%	68%	10,189	SFV
14	67%	54%	70%	73%	62%	77%	77%	80	75%	76%	78%	50%	81%	90%	83%	69%	60%	80%	20,595	West
10	82%	56%	77%	78%	70%	79%	90%	171	75%	80%	84%	52%	79%	86%	82%	56%	48%	83%	14,944	West
33	79%	66%	82%	65%	60%	77%	88%	250	75%	81%	83%	48%	71%	93%	88%	53%	39%	80%	25,623	West
705	78%	64%	75%	79%	61%	71%	89%	106	75%	88%	92%	61%	73%	93%	88%	57%	48%	71%	7,602	Gate
30	80%	61%	73%	66%	70%	77%	86%	59	73%	74%	82%	43%	78%	96%	85%	51%	46%	71%	29,994	Gate
16	81%	67%	82%	70%	60%	81%	89%	223	72%	76%	83%	43%	68%	95%	87%	45%	48%	77%	29,124	West
207	78%	66%	71%	61%	50%	66%	81%	242	72%	80%	83%	48%	71%	92%	87%	51%	52%	79%	38,143	SBay
754	84%	75%	83%	74%	65%	74%	82%	247	72%	82%	81%	57%	72%	86%	84%	51%	45%	72%	29,300	SBay
2	87%	83%	84%	79%	71%	80%	80%	187	72%	86%	75%	47%	71%	81%	76%	63%	46%	68%	24,460	West
212	84%	73%	78%	65%	59%	78%	86%	80	71%	75%	83%	64%	76%	83%	83%	56%	34%	100%	14,259	SBay
4	82%	73%	76%	69%	60%	68%	78%	176	71%	80%	78%	47%	75%	85%	85%	42%	48%	78%	33,321	West
38	72%	46%	65%	66%	62%	70%	85%	62	71%	80%	85%	44%	83%	91%	100%	53%	47%	88%	10,581	West
40	77%	83%	77%	75%	63%	77%	83%	123	71%	78%	89%	42%	78%	92%	89%	52%	42%	82%	19,203	SBay
434	75%	65%	84%	71%	68%	74%	85%	59	69%	72%	78%	49%	72%	98%	94%	56%	49%	65%	2,768	West
117	74%	50%	68%	70%	61%	65%	76%	193	69%	73%	73%	49%	71%	85%	87%	49%	45%	80%	10,386	SBay
710	79%	73%	84%	77%	64%	77%	86%	240	69%	81%	80%	65%	83%	81%	90%	63%	40%	83%	9,677	SBay
45	78%	70%	79%	70%	62%	62%	82%	116	69%	78%	75%	52%	65%	76%	88%	46%	57%	80%	20,799	Gate



Fall 2005 Customer Satisfaction On-Board Survey

Line	Q1. Generally speaking, I am satisfied with Metro Service	Q2. THIS bus is generally on time (within 5 minutes)	Q3. THIS bus's schedule meets my needs	Q4. THIS bus is generally clean	Q5. THIS bus's stops are generally clean	Q6. I feel safe while waiting for THIS bus	Q7. I feel safe while riding on THIS bus	Q8. THIS bus's drivers are generally courteous	Q9. Is Metro Bus service better now than last year?	Q10. Do you think that Metro's image is improving?	Q11. Is graffiti usually a problem on THIS bus? ("No" responses)	Q12. Do you normally have a seat for THIS trip?	Q16. Have you noticed new TVs on the bus?	Q16a. If yes, do you prefer having a TV on the bus?	Q17. Has THIS Bus passed you by at a stop in the last month? ("No" responses)	Q18. Have you noticed any changes to the bus timetables?	Q18a. If yes, do the changes make the timetables more usable?	2005 Weekday Ridership	Service Sector		
<b>TOP 20 BUS LINES</b>																					
265	84%	82%	76%	90%	91%	96%	97%	94%	63	94%	89%	68%	98%	48%	83%	80%	44%	71%	2,174	SBay	
711	89%	76%	89%	91%	77%	81%	90%	78%	241	93%	92%	55%	81%	74%	84%	62%	48%	81%	6,361	SBay	
255	90%	89%	91%	92%	88%	94%	96%	96%	144	92%	90%	60%	95%	70%	84%	69%	40%	80%	966	SGV	
165	83%	66%	81%	82%	67%	78%	90%	79%	100	92%	93%	59%	82%	86%	88%	67%	56%	84%	20,001	SFV	
751	89%	77%	88%	86%	80%	84%	92%	86%	255	92%	91%	53%	87%	69%	84%	62%	48%	75%	7,823	SGV	
612	93%	82%	92%	90%	83%	83%	95%	88%	161	91%	94%	61%	93%	75%	92%	61%	46%	85%	2,959	Gate	
180	93%	81%	88%	88%	78%	91%	96%	83%	88	91%	94%	55%	91%	83%	87%	51%	45%	83%	13,198	SGV	
264	85%	65%	67%	92%	96%	92%	93%	88%	22	91%	91%	83%	96%	50%	83%	64%	42%	78%	903	SGV	
745	90%	80%	91%	77%	66%	77%	88%	78%	253	91%	91%	55%	84%	87%	92%	62%	46%	80%	8,578	Gate	
450	86%	80%	91%	95%	90%	95%	98%	92%	136	90%	86%	92%	96%	97%	74%	87%	30%	75%	247	Gate	
714	89%	77%	85%	87%	75%	91%	91%	86%	142	90%	93%	47%	86%	92%	87%	68%	49%	70%	1,670	West	
119	87%	78%	81%	93%	86%	83%	93%	87%	30	90%	90%	68%	93%	91%	94%	76%	63%	64%	411	SBay	
26	85%	75%	87%	82%	71%	83%	91%	85%	235	90%	90%	47%	82%	83%	88%	57%	46%	83%	27,882	Gate	
487	87%	72%	86%	80%	68%	80%	90%	79%	29	90%	93%	41%	79%	93%	75%	63%	47%	62%	3,009	SGV	
70	85%	75%	88%	81%	71%	82%	90%	86%	199	89%	93%	51%	81%	69%	89%	54%	46%	87%	16,244	SGV	
233	85%	73%	81%	81%	70%	78%	92%	82%	235	89%	89%	53%	78%	93%	88%	55%	55%	79%	12,500	SFV	
761	89%	77%	87%	85%	80%	90%	91%	76%	47	89%	90%	53%	76%	96%	84%	60%	48%	74%	11,111	SFV	
60	86%	76%	90%	80%	71%	80%	89%	81%	216	89%	90%	41%	75%	77%	82%	55%	51%	83%	28,859	SBay	
484	91%	84%	86%	88%	82%	85%	94%	80%	193	89%	88%	60%	86%	50%	76%	65%	45%	75%	7,637	SGV	
166	92%	75%	85%	90%	80%	87%	89%	83%	109	89%	91%	43%	81%	91%	87%	58%	63%	75%	14,421	SFV	
200	89%	85%	90%	80%	65%	86%	92%	87%	135	89%	89%	55%	80%	86%	89%	57%	41%	77%	15,458	Gate	
252	87%	74%	78%	85%	85%	83%	91%	84%	81	89%	91%	51%	74%	68%	81%	55%	43%	87%	2,586	SGV	
161	90%	82%	82%	93%	86%	87%	89%	82%	106	89%	91%	68%	88%	90%	86%	71%	51%	77%	1,408	SFV	
251	86%	74%	81%	85%	71%	85%	88%	78%	97	89%	91%	45%	83%	66%	85%	60%	44%	78%	12,485	SGV	
<b>BOTTOM 20 BUS LINES</b>																					
611	80%	64%	81%	87%	80%	80%	95%	78%	136	76%	83%	59%	89%	58%	86%	57%	56%	72%	2,907	Gate	
211	82%	68%	71%	83%	79%	78%	90%	80%	257	76%	81%	55%	82%	83%	83%	67%	56%	67%	809	SBay	
14	67%	54%	70%	73%	62%	77%	77%	75%	80	76%	78%	50%	81%	90%	83%	69%	60%	80%	20,595	West	
217	75%	64%	76%	75%	68%	81%	88%	77%	264	76%	82%	61%	81%	90%	80%	59%	44%	65%	11,592	West	
16	81%	67%	82%	70%	60%	81%	89%	72%	226	76%	83%	43%	68%	95%	87%	45%	48%	77%	29,124	West	
212	84%	73%	78%	65%	59%	78%	86%	71%	81	75%	83%	64%	76%	83%	83%	56%	34%	100%	14,259	SBay	
485	83%	85%	88%	81%	78%	87%	95%	85%	117	75%	83%	67%	84%	50%	75%	71%	37%	66%	3,690	SGV	
209	89%	78%	77%	81%	79%	82%	90%	85%	51	75%	80%	60%	96%	76%	80%	67%	37%	65%	853	SBay	
550	83%	58%	70%	81%	68%	82%	94%	86%	47	74%	79%	43%	85%	88%	76%	63%	59%	62%	3,032	SBay	
105	72%	58%	66%	76%	59%	83%	79%	62%	211	74%	79%	62%	82%	93%	88%	61%	47%	68%	11,639	Gate	
30	80%	61%	73%	66%	70%	77%	86%	73%	58	74%	82%	43%	78%	96%	85%	51%	46%	71%	29,994	Gate	
117	74%	50%	68%	70%	61%	65%	76%	89%	195	73%	73%	49%	71%	85%	87%	49%	45%	80%	10,386	SBay	
268	83%	72%	76%	83%	78%	82%	88%	84%	136	73%	80%	61%	78%	84%	40%	78%	59%	47%	58%	2,245	SGV
434	75%	65%	84%	71%	68%	74%	85%	69%	57	72%	78%	49%	72%	98%	94%	56%	49%	65%	2,768	West	
236	76%	63%	66%	87%	72%	85%	92%	81%	159	71%	82%	66%	88%	83%	84%	68%	48%	62%	2,113	SFV	
76	84%	71%	80%	77%	65%	79%	83%	82%	181	70%	76%	52%	82%	70%	72%	51%	49%	71%	10,894	SGV	
158	78%	58%	65%	89%	71%	86%	96%	76%	75	68%	80%	68%	92%	93%	83%	79%	54%	57%	2,348	SFV	
154	81%	84%	68%	90%	94%	90%	97%	90%	30	67%	83%	77%	97%	86%	89%	66%	43%	70%	1,415	SFV	
168	82%	82%	74%	88%	81%	84%	88%	91%	103	66%	84%	62%	90%	88%	86%	70%	71%	58%	353	SFV	
202	81%	74%	69%	89%	75%	75%	90%	89%	174	66%	76%	57%	93%	90%	85%	74%	62%	53%	503	SBay	
362	82%	63%	76%	79%	90%	77%	88%	80%	49	65%	77%	48%	90%	53%	76%	61%	50%	60%	3,597	Gate	
645	83%	68%	67%	85%	72%	80%	83%	79%	26	62%	67%	73%	92%	96%	84%	60%	80%	86%	470	SFV	
489	75%	81%	75%	88%	71%	88%	88%	94%	17	41%	67%	71%	76%	24%	67%	76%	47%	50%	436	SGV	



Fall 2005 Customer Satisfaction On-Board Survey

Line	Q1. Generally speaking, I am satisfied with Metro Service	Q2. THIS bus is generally on time (within 5 minutes)	Q3. THIS bus's schedule meets my needs	Q4. THIS bus is generally clean	Q5. THIS bus's stops are generally clean	Q6. I feel safe while waiting for THIS bus	Q7. I feel safe while riding on THIS bus	Q8. THIS bus's drivers are generally courteous	Q9. Is Metro Bus service better now than last year?	Q10. Do you think that Metro's image is improving?	Q11. Is graffiti usually a problem on THIS bus? ("No" responses)	Q12. Do you normally have a seat for THIS trip?	Q16. Have you noticed new TVs on the bus?	Q16a. If yes, do you prefer having a TV on the bus?	Q17. Has THIS Bus passed you by at a stop in the last month? ("No" responses)	Q18. Have you noticed any changes to the bus timetables?	Q18a. If yes, do the changes make the timetables more usable?	2005 Weekday Ridership	Service Sector	
<b>TOP 20 BUS LINES</b>																				
180	93%	81%	88%	88%	78%	91%	96%	83%	91%	90	94%	55%	91%	71%	87%	51%	45%	83%	13,198	SGV
612	93%	82%	92%	90%	83%	83%	95%	88%	91%	167	94%	61%	93%	75%	92%	61%	46%	85%	2,959	Gate
70	85%	75%	88%	81%	71%	82%	90%	86%	89%	198	93%	51%	81%	69%	89%	54%	46%	87%	16,244	SGV
165	83%	66%	81%	82%	67%	78%	90%	79%	92%	96	93%	59%	82%	86%	88%	67%	56%	84%	20,001	SFV
714	89%	77%	85%	87%	75%	91%	91%	86%	90%	137	93%	47%	86%	92%	87%	68%	49%	70%	1,670	West
681	84%	66%	86%	89%	83%	85%	85%	87%	87%	68	93%	65%	87%	59%	81%	60%	43%	78%	2,282	SGV
487	87%	72%	86%	80%	68%	80%	90%	79%	90%	27	93%	41%	79%	93%	75%	63%	47%	62%	3,009	SGV
442	90%	86%	93%	98%	86%	90%	95%	88%	83%	40	93%	75%	100%	98%	74%	73%	45%	65%	474	SBay
705	78%	64%	75%	79%	61%	71%	61%	75%	89%	105	92%	61%	73%	93%	88%	57%	48%	71%	7,602	Gate
230	84%	76%	78%	88%	80%	87%	93%	87%	87%	166	92%	63%	94%	88%	81%	69%	54%	69%	6,538	SFV
711	89%	76%	89%	91%	77%	81%	90%	78%	93%	239	92%	55%	81%	74%	84%	62%	48%	81%	6,361	SBay
264	85%	65%	67%	92%	96%	92%	93%	96%	88%	23	91%	83%	96%	50%	83%	64%	42%	78%	903	SGV
124	92%	77%	75%	91%	84%	90%	94%	91%	87%	136	91%	55%	95%	91%	87%	63%	56%	78%	1,120	SBay
260	88%	69%	83%	89%	78%	88%	94%	86%	88%	158	91%	60%	91%	73%	87%	71%	40%	75%	19,068	SGV
127	91%	90%	93%	85%	83%	86%	94%	91%	87%	123	91%	65%	91%	85%	88%	79%	74%	74%	757	SBay
745	90%	80%	91%	77%	66%	77%	88%	78%	91%	245	91%	55%	84%	87%	92%	62%	46%	80%	8,578	Gate
166	92%	75%	85%	90%	80%	87%	89%	83%	89%	111	91%	43%	81%	91%	87%	58%	63%	75%	14,421	SFV
267	91%	79%	83%	86%	87%	95%	91%	88%	83%	55	91%	62%	92%	36%	67%	60%	44%	75%	3,296	SGV
55	90%	79%	89%	84%	74%	80%	85%	81%	88%	119	91%	47%	84%	73%	92%	62%	52%	92%	12,381	SBay
53	89%	72%	76%	69%	65%	69%	81%	79%	86%	86	91%	40%	87%	85%	94%	57%	44%	80%	13,851	SBay
161	90%	82%	82%	93%	86%	87%	89%	82%	89%	107	91%	68%	88%	90%	86%	71%	51%	77%	1,408	SFV
252	87%	74%	78%	85%	85%	83%	91%	84%	89%	85	91%	51%	74%	68%	81%	55%	43%	87%	2,586	SGV
751	89%	77%	88%	86%	80%	84%	92%	86%	92%	255	91%	53%	87%	69%	84%	62%	48%	75%	7,823	SGV
251	86%	74%	81%	85%	71%	85%	88%	78%	89%	95	91%	45%	83%	66%	85%	60%	44%	78%	12,485	SGV
<b>BOTTOM 20 BUS LINES</b>																				
158	78%	58%	65%	89%	71%	86%	96%	76%	68%	71	80%	68%	92%	93%	83%	79%	54%	57%	2,348	SFV
268	83%	72%	76%	83%	78%	82%	88%	84%	73%	141	80%	61%	78%	40%	78%	59%	47%	58%	2,245	SGV
710	79%	73%	84%	77%	64%	77%	86%	81%	69%	237	80%	65%	81%	90%	81%	63%	40%	83%	9,677	SBay
684	87%	80%	72%	94%	87%	91%	96%	89%	85%	79	80%	66%	92%	31%	91%	71%	43%	81%	684	SGV
209	89%	78%	77%	81%	79%	82%	90%	85%	75%	54	80%	60%	96%	76%	80%	67%	37%	65%	853	SBay
206	80%	67%	77%	77%	71%	75%	85%	82%	78%	103	80%	48%	85%	80%	79%	47%	54%	83%	17,290	SBay
105	72%	58%	66%	76%	59%	70%	83%	76%	74%	208	79%	62%	82%	93%	88%	61%	47%	68%	11,639	Gate
550	83%	58%	70%	81%	68%	82%	94%	86%	74%	47	79%	43%	85%	88%	76%	63%	59%	62%	3,032	SBay
4	82%	73%	76%	69%	60%	68%	78%	71%	80%	174	78%	47%	75%	85%	85%	42%	48%	78%	33,321	West
14	67%	54%	70%	73%	62%	77%	81%	75%	76%	82	78%	50%	81%	90%	83%	69%	80%	80%	20,595	West
434	75%	65%	84%	71%	68%	74%	85%	69%	72%	54	78%	49%	72%	98%	94%	56%	49%	65%	2,768	West
362	62%	63%	76%	79%	90%	78%	90%	80%	65%	52	77%	48%	90%	53%	76%	61%	50%	60%	3,597	Gate
460	80%	57%	75%	70%	69%	78%	94%	87%	78%	68	76%	59%	81%	78%	83%	66%	54%	75%	3,633	Gate
76	84%	71%	80%	77%	65%	79%	83%	82%	70%	174	76%	52%	75%	70%	72%	51%	49%	71%	10,894	SGV
202	81%	74%	69%	89%	75%	75%	90%	89%	66%	177	76%	57%	93%	90%	85%	74%	62%	53%	503	SBay
45	78%	70%	79%	70%	62%	62%	82%	69%	78%	120	75%	52%	65%	76%	88%	46%	57%	80%	20,799	Gate
2	87%	83%	84%	79%	71%	80%	80%	72%	86%	179	75%	47%	71%	81%	76%	63%	46%	68%	24,460	West
117	74%	50%	68%	70%	61%	65%	76%	69%	73%	192	73%	49%	71%	85%	87%	49%	45%	80%	10,386	SBay
489	75%	81%	75%	88%	71%	88%	88%	94%	41%	15	67%	71%	76%	24%	67%	76%	47%	50%	436	SGV
645	63%	68%	67%	85%	72%	80%	83%	79%	62%	24	67%	73%	92%	96%	84%	60%	80%	86%	470	SFV

Fall 2005 Customer Satisfaction On-Board Survey

Line	Q1. Generally speaking, I am satisfied with Metro Service	Q2. THIS bus is generally on time (within 5 minutes)	Q3. THIS bus's schedule meets my needs	Q4. THIS bus is generally clean	Q5. THIS bus's stops are generally clean	Q6. I feel safe while waiting for THIS bus	Q7. I feel safe while riding on THIS bus	Q8. THIS bus's drivers are generally courteous	Q9. Is Metro Bus service better now than last year?	Q10. Do you think that Metro's image is improving?	Q11. Is graffiti usually a problem on THIS bus? ("No" responses)	Q12. Do you normally have a seat for THIS trip?	Q16. Have you noticed new TVs on the bus?	Q16a. If yes, do you prefer having a TV on the bus?	Q17. Has THIS Bus passed you by at a stop in the last month? ("No" responses)	Q18. Have you noticed any changes to the bus timetables?	Q18a. If yes, do the changes make the timetables more usable?	2005 Weekday Ridership	Service Sector	
<b>TOP 20 BUS LINES</b>																				
450	88%	80%	91%	95%	91%	95%	98%	92%	90%	86%	148	92%	96%	97%	74%	87%	75%	247	Gate	
264	85%	65%	67%	92%	96%	92%	93%	88%	91%	91%	23	83%	96%	50%	83%	64%	42%	78%	903	SGV
220	76%	67%	60%	90%	89%	92%	96%	86%	77%	81%	86	77%	94%	83%	81%	71%	25%	67%	773	West
156	82%	55%	69%	80%	61%	83%	76%	76%	81%	82%	43	77%	65%	98%	84%	51%	60%	52%	14,952	SFV
154	81%	84%	68%	90%	94%	90%	97%	90%	67%	83%	30	77%	97%	86%	89%	66%	43%	70%	1,415	SFV
442	90%	86%	93%	98%	86%	90%	95%	88%	83%	93%	40	75%	100%	98%	74%	73%	45%	65%	474	SBay
201	88%	88%	73%	91%	89%	96%	98%	85%	84%	90%	75	75%	99%	78%	70%	80%	64%	63%	826	SGV
645	63%	68%	67%	85%	72%	80%	83%	79%	62%	67%	22	73%	92%	96%	84%	60%	80%	86%	470	SFV
490	88%	76%	80%	96%	90%	90%	92%	88%	88%	82%	50	72%	94%	38%	88%	76%	33%	67%	5,084	SGV
445	84%	84%	85%	83%	80%	89%	92%	92%	82%	82%	161	71%	94%	92%	83%	75%	38%	74%	967	SBay
489	75%	81%	75%	88%	71%	88%	88%	94%	41%	67%	17	71%	76%	24%	67%	76%	47%	56%	436	SGV
243	87%	79%	72%	89%	72%	87%	91%	84%	84%	90%	137	70%	92%	90%	84%	80%	51%	87%	2,087	SFV
92	79%	76%	81%	81%	75%	81%	83%	84%	77%	83%	76	70%	94%	88%	83%	68%	26%	67%	7,385	SFV
158	78%	58%	65%	89%	71%	86%	96%	76%	68%	80%	72	68%	92%	93%	83%	79%	54%	57%	2,348	SFV
161	90%	82%	82%	86%	87%	82%	82%	88%	89%	91%	97	68%	88%	90%	86%	71%	51%	77%	1,408	SFV
119	87%	78%	81%	93%	86%	83%	93%	87%	90%	90%	28	68%	93%	91%	94%	76%	63%	64%	411	SBay
265	84%	82%	76%	91%	96%	97%	94%	94%	89%	89%	62	68%	98%	48%	83%	80%	44%	71%	2,174	SBay
163	78%	60%	82%	85%	82%	95%	98%	91%	83%	84%	55	67%	82%	93%	95%	58%	44%	62%	13,409	SFV
485	83%	85%	88%	91%	78%	87%	85%	85%	75%	83%	125	67%	94%	50%	75%	71%	37%	66%	3,690	SGV
720	79%	76%	89%	85%	72%	88%	93%	82%	81%	90%	146	67%	76%	85%	84%	57%	46%	71%	41,321	West
150	81%	70%	75%	81%	83%	87%	89%	79%	84%	83%	60	67%	87%	94%	85%	63%	55%	72%	14,883	SFV
<b>BOTTOM 20 BUS LINES</b>																				
206	80%	67%	77%	77%	71%	75%	85%	82%	78%	80%	104	48%	78%	80%	79%	47%	54%	83%	17,290	SBay
33	79%	66%	82%	65%	60%	77%	88%	75%	81%	83%	244	48%	71%	93%	88%	53%	39%	80%	25,623	West
362	62%	63%	76%	79%	90%	78%	90%	80%	65%	77%	48	48%	90%	53%	76%	61%	50%	60%	3,597	Gate
207	78%	66%	71%	61%	50%	81%	72%	80%	83%	83%	223	48%	71%	92%	87%	51%	52%	79%	38,143	SBay
26	85%	75%	87%	82%	71%	83%	91%	85%	90%	90%	232	47%	82%	83%	88%	57%	46%	83%	27,882	Gate
4	82%	73%	76%	69%	60%	68%	78%	71%	80%	78%	165	47%	75%	85%	85%	42%	48%	78%	33,321	West
66	88%	71%	87%	78%	69%	80%	88%	78%	87%	89%	199	47%	90%	82%	90%	53%	49%	80%	27,380	Gate
714	89%	77%	85%	87%	75%	91%	91%	86%	90%	93%	135	47%	86%	92%	87%	68%	49%	70%	1,670	West
2	87%	83%	84%	79%	71%	80%	80%	72%	86%	75%	178	47%	71%	81%	76%	68%	46%	68%	24,460	West
55	90%	79%	89%	84%	74%	80%	85%	81%	88%	91%	116	47%	84%	73%	92%	62%	52%	92%	12,381	SBay
251	86%	74%	81%	85%	71%	85%	88%	78%	89%	91%	93	45%	83%	66%	85%	60%	44%	78%	12,485	SGV
38	72%	46%	65%	66%	62%	70%	85%	71%	80%	85%	59	44%	83%	91%	100%	53%	47%	88%	10,581	West
28	85%	67%	83%	72%	66%	82%	78%	78%	85%	86%	198	44%	75%	76%	87%	54%	49%	74%	33,228	SGV
68	87%	70%	82%	75%	70%	85%	90%	81%	85%	90%	337	44%	79%	92%	86%	51%	51%	81%	24,150	West
16	81%	67%	82%	70%	60%	81%	88%	72%	76%	83%	214	43%	68%	95%	87%	45%	48%	77%	29,124	West
18	82%	68%	79%	66%	69%	76%	85%	76%	86%	81%	118	43%	76%	74%	89%	48%	53%	80%	27,699	Gate
30	80%	61%	73%	68%	70%	77%	86%	73%	74%	82%	49	43%	78%	96%	85%	51%	46%	71%	29,994	Gate
550	83%	58%	70%	81%	82%	84%	86%	74%	79%	79%	49	43%	85%	88%	76%	63%	59%	62%	3,032	SBay
166	92%	75%	85%	90%	80%	87%	89%	83%	89%	91%	103	43%	81%	91%	87%	58%	63%	75%	14,421	SFV
487	87%	72%	86%	80%	68%	80%	90%	79%	89%	93%	27	41%	79%	93%	75%	63%	47%	62%	3,009	SGV
60	86%	76%	90%	80%	71%	80%	89%	81%	89%	90%	204	41%	75%	77%	82%	55%	51%	83%	28,859	SBay
53	89%	72%	69%	65%	69%	81%	79%	79%	86%	91%	81	40%	87%	85%	94%	44%	80%	44%	13,851	SBay
620	86%	74%	90%	88%	83%	89%	96%	86%	84%	82%	67	37%	90%	72%	78%	54%	61%	66%	909	West

Fall 2005 Customer Satisfaction On-Board Survey

Line	Q1. Generally speaking, I am satisfied with Metro Service	Q2. THIS bus is generally on time (within 5 minutes)	Q3. THIS bus's schedule meets my needs	Q4. THIS bus is generally clean	Q5. THIS bus's stops are generally clean	Q6. I feel safe while waiting for THIS bus	Q7. I feel safe while riding on THIS bus	Q8. THIS bus's drivers are generally courteous	Q9. Is Metro Bus service better now than last year?	Q10. Do you think that Metro's image is improving?	Q11. Is graffiti usually a problem on THIS bus? ("No" responses)	Q12. Do you normally have a seat for THIS trip?	Q16. Have you noticed new TVs on the bus?	Q16a. If yes, do you prefer having a TV on the bus?	Q17. Has THIS Bus passed you by at a stop in the last month? ("No" responses)	Q18. Have you noticed any changes to the bus timetables?	Q18a. If yes, do the changes make the timetables more usable?	2005 Weekday Ridership	Service Sector	
<b>TOP 20 BUS LINES</b>																				
442	90%	86%	93%	98%	86%	90%	95%	88%	83%	93%	75%	41	100%	98%	74%	73%	45%	65%	474	SBay
201	86%	88%	73%	91%	89%	96%	98%	85%	84%	90%	75%	74	99%	78%	70%	80%	64%	63%	826	SGV
265	84%	82%	76%	90%	91%	96%	97%	94%	94%	89%	68%	64	98%	48%	83%	80%	44%	71%	2,174	SBay
154	81%	84%	68%	90%	94%	90%	97%	90%	67%	83%	77%	30	97%	86%	89%	66%	70%	1,415	SFV	
450	86%	80%	91%	95%	91%	95%	98%	92%	90%	86%	92%	152	96%	97%	74%	87%	30%	75%	247	Gate
170	87%	70%	74%	93%	92%	91%	96%	90%	86%	84%	63%	75	96%	57%	71%	68%	54%	63%	984	SGV
209	89%	78%	77%	81%	79%	82%	90%	85%	75%	80%	60%	50	96%	76%	80%	67%	37%	65%	853	SBay
264	85%	65%	67%	92%	96%	92%	93%	88%	91%	91%	83%	24	96%	50%	83%	64%	42%	78%	903	SGV
446	86%	77%	85%	85%	80%	82%	94%	88%	88%	89%	54%	176	95%	90%	89%	68%	49%	72%	4,256	SBay
255	90%	89%	91%	92%	88%	94%	96%	96%	92%	90%	60%	132	95%	70%	84%	69%	40%	80%	966	SGV
124	92%	77%	75%	91%	84%	90%	94%	91%	87%	91%	55%	130	95%	91%	87%	63%	56%	78%	1,120	SBay
490	88%	76%	80%	96%	90%	90%	92%	88%	88%	82%	72%	51	94%	38%	88%	76%	33%	67%	5,084	SGV
230	84%	76%	78%	88%	80%	87%	93%	87%	87%	92%	63%	165	94%	88%	81%	69%	54%	69%	6,538	SFV
445	84%	84%	85%	83%	80%	89%	92%	92%	82%	82%	71%	157	94%	92%	83%	75%	38%	74%	967	SBay
92	79%	76%	81%	81%	75%	81%	83%	83%	84%	77%	83%	77	94%	88%	83%	66%	26%	67%	7,385	SFV
220	76%	67%	60%	90%	89%	92%	96%	86%	77%	81%	77%	93	94%	83%	81%	71%	25%	67%	773	West
439	82%	76%	81%	73%	74%	89%	96%	95%	80%	85%	62%	106	93%	86%	87%	80%	41%	72%	1,573	SBay
612	93%	82%	92%	90%	83%	83%	95%	88%	91%	94%	61%	164	93%	75%	92%	61%	46%	85%	2,959	Gate
202	81%	74%	69%	89%	75%	75%	90%	89%	66%	76%	57%	173	93%	90%	85%	74%	62%	53%	503	SBay
169	78%	69%	71%	86%	78%	81%	89%	86%	83%	86%	55%	71	93%	86%	83%	58%	52%	68%	2,254	SFV
444	80%	73%	84%	89%	82%	89%	94%	88%	86%	86%	51%	95	93%	80%	93%	70%	54%	78%	2,775	SBay
119	87%	78%	81%	93%	86%	83%	93%	87%	90%	90%	68%	27	93%	91%	94%	76%	63%	64%	411	SBay
<b>BOTTOM 20 BUS LINES</b>																				
353	87%	73%	79%	83%	72%	83%	89%	83%	84%	88%	62%	221	76%	90%	89%	61%	52%	80%	3,024	SFV
489	75%	81%	75%	88%	71%	88%	88%	94%	41%	67%	71%	17	76%	24%	67%	76%	47%	50%	436	SGV
761	89%	77%	87%	85%	80%	90%	91%	76%	89%	90%	53%	50	76%	96%	84%	60%	48%	74%	11,111	SFV
212	84%	73%	78%	65%	59%	78%	86%	71%	75%	83%	64%	79	76%	83%	83%	56%	34%	100%	14,259	SBay
78	84%	70%	77%	74%	70%	80%	87%	77%	87%	86%	64%	199	76%	62%	85%	61%	46%	72%	11,853	SGV
18	82%	68%	79%	66%	69%	76%	85%	76%	86%	81%	43%	124	76%	74%	89%	48%	53%	80%	27,699	Gate
720	79%	76%	89%	88%	72%	88%	93%	82%	81%	90%	67%	147	76%	85%	84%	57%	46%	71%	41,321	West
60	86%	76%	90%	80%	71%	80%	89%	81%	89%	90%	41%	207	75%	77%	82%	55%	51%	83%	28,859	SBay
28	85%	67%	83%	72%	66%	82%	88%	78%	85%	86%	44%	195	75%	76%	87%	54%	49%	74%	33,228	SGV
244	84%	71%	81%	89%	80%	91%	93%	88%	86%	87%	64%	143	75%	91%	84%	64%	60%	74%	900	SFV
76	84%	71%	80%	77%	65%	79%	83%	82%	70%	76%	52%	173	75%	70%	72%	51%	49%	71%	10,894	SGV
4	82%	73%	76%	69%	60%	68%	78%	71%	80%	78%	47%	169	75%	85%	85%	42%	48%	78%	33,321	West
204	85%	64%	76%	71%	59%	73%	80%	77%	82%	82%	50%	196	74%	88%	91%	57%	53%	80%	28,788	SBay
252	87%	74%	78%	85%	85%	83%	91%	84%	89%	91%	51%	80	74%	88%	81%	55%	43%	87%	2,586	SGV
175	84%	66%	72%	80%	79%	86%	90%	78%	85%	82%	50%	141	73%	79%	87%	53%	39%	71%	1,016	SGV
705	78%	64%	75%	79%	81%	71%	89%	75%	88%	92%	61%	100	73%	93%	88%	57%	48%	71%	7,602	Gate
434	75%	65%	84%	71%	68%	74%	85%	69%	72%	78%	49%	60	72%	98%	94%	56%	49%	65%	2,768	West
2	87%	83%	84%	79%	71%	80%	80%	72%	86%	75%	47%	184	71%	81%	86%	63%	46%	68%	24,460	West
33	79%	66%	82%	65%	60%	77%	88%	75%	81%	83%	48%	250	71%	93%	88%	53%	39%	80%	25,623	West
207	78%	66%	71%	61%	50%	66%	81%	72%	80%	83%	48%	226	71%	92%	87%	51%	52%	79%	38,143	SBay
117	74%	50%	68%	70%	61%	85%	76%	69%	73%	73%	49%	191	71%	85%	87%	49%	45%	80%	10,386	SBay
16	81%	67%	82%	70%	60%	81%	89%	72%	76%	83%	43%	224	68%	95%	87%	45%	48%	77%	29,124	West
754	84%	75%	83%	71%	65%	74%	82%	72%	82%	81%	57%	239	66%	86%	84%	51%	45%	72%	29,300	SBay
45	78%	70%	79%	70%	62%	62%	82%	69%	78%	75%	52%	115	65%	76%	88%	46%	57%	80%	20,799	Gate
156	82%	55%	69%	80%	61%	83%	83%	76%	81%	82%	77%	40	65%	98%	84%	51%	60%	52%	14,952	SFV

Fall 2005 Customer Satisfaction On-Board Survey

Line	Q1. Generally speaking, I am satisfied with Metro Service	Q2. THIS bus is generally on time (within 5 minutes)	Q3. THIS bus's schedule meets my needs	Q4. THIS bus is generally clean	Q5. THIS bus's stops are generally clean	Q6. I feel safe while waiting for THIS bus	Q7. I feel safe while riding on THIS bus	Q8. THIS bus's drivers are generally courteous	Q9. Is Metro Bus service better now than last year?	Q10. Do you think that Metro's image is improving?	Q11. Is graffiti usually a problem on THIS bus? ("No" responses)	Q12. Do you normally have a seat for THIS trip?	Q13. Have you called 1-800-COMMUTE in the last six months?	Q13a. If yes, was it better service now than last year?	Q16. Have you noticed new TVs on the bus?	Q16a. If yes, do you prefer having a TV on the bus?	Q17. Has THIS Bus passed you by at a stop in the last month? ("No" responses)	Q18. Have you noticed any changes to the bus timetables?	Q18a. If yes, do the changes make the timetables more usable?	2005 Weekday Ridership	Service Sector	
<b>TOP 20 BUS LINES</b>																						
264	85%	65%	67%	92%	96%	92%	93%	88%	91%	91%	83%	96%	16%	3	100%	50%	83%	64%	42%	78%	903	SGV
681	84%	66%	86%	89%	83%	85%	95%	87%	87%	93%	65%	87%	23%	15	93%	59%	81%	60%	43%	78%	2,282	SGV
53	89%	72%	76%	69%	65%	69%	81%	79%	86%	91%	40%	87%	48%	39	90%	85%	94%	57%	44%	80%	13,851	SBay
611	80%	64%	81%	87%	80%	80%	95%	78%	76%	83%	59%	89%	31%	39	90%	58%	86%	57%	56%	72%	2,907	Gate
60	86%	76%	90%	80%	71%	80%	89%	81%	89%	90%	41%	75%	29%	52	88%	77%	82%	55%	51%	83%	28,859	SBay
442	90%	86%	93%	98%	86%	90%	95%	88%	83%	93%	75%	100%	42%	16	88%	98%	74%	73%	45%	65%	474	SBay
81	89%	73%	85%	81%	71%	88%	88%	81%	84%	86%	50%	80%	30%	44	86%	66%	86%	58%	40%	77%	20,982	SFV
180	93%	81%	88%	88%	78%	91%	96%	83%	91%	94%	55%	91%	54%	48	85%	71%	87%	51%	45%	83%	13,198	SGV
65	84%	71%	76%	82%	78%	81%	87%	84%	79%	86%	57%	88%	29%	34	85%	76%	84%	68%	45%	76%	2,443	Gate
745	90%	80%	91%	77%	66%	77%	88%	78%	91%	91%	55%	84%	35%	78	85%	87%	92%	62%	46%	80%	8,578	Gate
255	90%	89%	91%	92%	88%	94%	96%	96%	92%	90%	60%	95%	40%	55	84%	70%	84%	69%	40%	80%	966	SGV
163	78%	60%	82%	85%	82%	95%	98%	91%	83%	84%	67%	82%	44%	24	83%	93%	85%	58%	44%	62%	13,409	SFV
212	84%	73%	78%	65%	59%	78%	86%	71%	75%	83%	64%	76%	39%	30	83%	83%	83%	56%	34%	100%	14,259	SBay
209	89%	78%	77%	81%	79%	82%	90%	85%	75%	80%	60%	96%	36%	17	82%	76%	80%	67%	37%	65%	853	SBay
267	91%	79%	83%	86%	87%	95%	91%	88%	83%	91%	62%	92%	31%	17	82%	86%	67%	60%	44%	75%	3,296	SGV
612	93%	82%	92%	90%	83%	83%	95%	88%	91%	94%	61%	93%	39%	62	82%	75%	92%	61%	46%	85%	2,959	Gate
70	85%	75%	88%	81%	71%	82%	90%	86%	89%	93%	51%	81%	32%	56	82%	69%	89%	54%	46%	87%	16,244	SGV
687	77%	77%	81%	86%	74%	85%	91%	85%	78%	86%	64%	88%	34%	58	81%	57%	74%	68%	48%	70%	1,230	SGV
780	85%	77%	90%	87%	83%	96%	91%	82%	86%	87%	64%	90%	33%	31	81%	87%	70%	44%	44%	67%	6,299	SGV
127	91%	90%	93%	85%	83%	86%	94%	91%	87%	91%	65%	91%	31%	35	80%	85%	88%	79%	24%	74%	757	SBay
<b>BOTTOM 20 BUS LINES</b>																						
105	72%	58%	66%	76%	59%	70%	83%	76%	74%	79%	62%	82%	37%	67	61%	93%	88%	61%	47%	68%	11,639	Gate
230	84%	76%	78%	88%	80%	87%	93%	87%	87%	92%	63%	94%	28%	41	61%	88%	81%	69%	54%	69%	6,538	SFV
720	79%	76%	89%	88%	72%	88%	93%	82%	81%	90%	67%	76%	30%	41	61%	85%	84%	57%	46%	71%	41,321	West
243	87%	79%	72%	89%	72%	87%	91%	84%	84%	90%	70%	92%	37%	48	60%	90%	84%	80%	51%	87%	2,087	SFV
201	86%	88%	73%	91%	89%	96%	98%	85%	84%	90%	75%	99%	36%	25	60%	78%	70%	80%	64%	63%	826	SGV
444	80%	73%	84%	89%	82%	89%	94%	80%	88%	86%	51%	93%	35%	32	59%	94%	93%	70%	54%	78%	2,775	SBay
485	83%	85%	88%	81%	78%	87%	95%	85%	75%	83%	67%	84%	27%	29	59%	50%	75%	71%	37%	66%	3,690	SGV
20	78%	72%	77%	72%	73%	80%	86%	76%	82%	83%	59%	81%	34%	41	59%	87%	84%	60%	40%	73%	22,002	West
4	82%	73%	76%	69%	60%	68%	78%	71%	80%	78%	47%	75%	35%	55	58%	85%	85%	42%	48%	78%	33,321	West
76	84%	71%	80%	77%	65%	79%	83%	82%	70%	76%	70%	52%	46%	81	58%	70%	72%	51%	49%	71%	10,894	SGV
236	76%	63%	66%	87%	72%	85%	92%	81%	71%	82%	66%	88%	35%	50	58%	83%	84%	68%	48%	62%	2,113	SFV
268	83%	72%	76%	83%	78%	82%	88%	84%	73%	80%	61%	78%	30%	38	55%	40%	78%	59%	47%	58%	2,245	SGV
154	81%	84%	68%	90%	94%	90%	97%	90%	67%	83%	77%	97%	42%	11	55%	86%	89%	66%	43%	70%	1,415	SFV
166	92%	75%	85%	90%	80%	87%	89%	83%	89%	91%	43%	81%	31%	33	55%	91%	87%	58%	63%	75%	14,421	SFV
92	79%	76%	81%	81%	75%	81%	83%	84%	77%	83%	70%	94%	37%	26	54%	88%	83%	66%	26%	67%	7,385	SFV
434	75%	65%	84%	71%	68%	74%	85%	69%	72%	78%	49%	72%	24%	13	54%	98%	94%	56%	49%	65%	2,768	West
450	86%	80%	91%	95%	91%	95%	98%	92%	90%	96%	92%	96%	41%	57	53%	97%	74%	87%	30%	75%	247	Gate
445	84%	84%	85%	83%	80%	89%	92%	92%	82%	82%	71%	94%	44%	61	51%	92%	83%	75%	38%	74%	967	SBay
150	81%	70%	75%	81%	83%	87%	89%	79%	84%	83%	67%	87%	25%	14	43%	94%	85%	63%	55%	72%	14,883	SFV
489	75%	81%	75%	88%	71%	88%	88%	94%	41%	67%	71%	76%	31%	5	40%	24%	67%	76%	47%	50%	436	SGV

Fall 2005 Customer Satisfaction On-Board Survey

Line	Q1. Generally speaking, I am satisfied with Metro Service	Q2. THIS bus is generally on time (within 5 minutes)	Q3. THIS bus's schedule meets my needs	Q4. THIS bus is generally clean	Q5. THIS bus's stops are generally clean	Q6. I feel safe while waiting for THIS bus	Q7. I feel safe while riding on THIS bus	Q8. THIS bus's drivers are generally courteous	Q9. Is Metro Bus service better now than last year?	Q10. Do you think that Metro's image is improving?	Q11. Is graffiti usually a problem on THIS bus? ("No" responses)	Q12. Do you normally have a seat for THIS trip?	Q16. Have you noticed new TVs on the bus?	Q16a. If yes, do you prefer having a TV on the bus?	Q17. Has THIS Bus passed you by at a stop in the last month? ("No" responses)	Q18. Have you noticed any changes to the bus timetables?	Q18a. If yes, do the changes make the timetables more usable?	2005 Weekday Ridership	Service Sector	
<b>TOP 20 BUS LINES</b>																				
434	75%	65%	84%	71%	68%	74%	85%	69%	72%	78%	49%	72%	62	98%	94%	56%	49%	65%	2,768	West
156	82%	55%	69%	80%	61%	83%	83%	76%	81%	82%	77%	65%	42	98%	84%	51%	60%	52%	14,952	SFV
442	90%	86%	93%	98%	86%	90%	95%	88%	83%	93%	75%	100%	40	98%	74%	73%	45%	65%	474	SBay
450	86%	80%	91%	95%	91%	95%	98%	92%	90%	86%	92%	96%	153	97%	74%	87%	30%	75%	247	Gate
30	80%	61%	73%	66%	70%	77%	86%	73%	74%	82%	43%	78%	56	96%	85%	51%	46%	71%	29,994	Gate
750	84%	78%	83%	87%	79%	85%	91%	75%	78%	84%	68%	82%	108	96%	81%	63%	51%	68%	10,189	SFV
761	89%	77%	87%	85%	80%	90%	91%	76%	89%	90%	53%	76%	49	96%	84%	60%	48%	74%	11,111	SFV
645	63%	68%	67%	85%	72%	80%	83%	79%	62%	67%	73%	92%	23	96%	84%	60%	80%	86%	470	SFV
16	81%	67%	82%	70%	60%	81%	89%	72%	76%	83%	43%	68%	223	95%	87%	45%	48%	77%	29,124	West
94	87%	80%	89%	90%	78%	85%	95%	87%	88%	89%	53%	87%	134	94%	94%	55%	45%	82%	16,349	SFV
444	80%	73%	84%	89%	82%	89%	88%	80%	88%	86%	89%	93%	98	94%	93%	70%	54%	78%	2,775	SBay
150	81%	70%	75%	81%	83%	87%	89%	79%	84%	83%	67%	87%	65	94%	85%	63%	55%	72%	14,883	SFV
305	84%	65%	73%	80%	65%	74%	84%	82%	79%	83%	60%	81%	112	94%	86%	72%	47%	64%	2,585	SBay
487	87%	72%	86%	80%	68%	80%	90%	79%	90%	93%	41%	79%	30	93%	75%	63%	47%	62%	3,009	SGV
233	85%	73%	81%	81%	70%	78%	82%	89%	89%	89%	53%	78%	225	93%	88%	55%	55%	79%	12,500	SFV
234	82%	68%	78%	84%	79%	87%	90%	85%	82%	87%	63%	87%	172	93%	89%	65%	43%	70%	13,182	SFV
158	78%	58%	65%	89%	71%	86%	96%	76%	68%	80%	68%	92%	70	93%	83%	79%	54%	57%	2,348	SFV
705	78%	64%	75%	79%	61%	71%	89%	75%	88%	92%	61%	73%	98	93%	88%	57%	48%	71%	7,602	Gate
105	72%	58%	66%	76%	59%	70%	83%	76%	74%	79%	62%	82%	194	93%	88%	61%	47%	68%	11,639	Gate
163	78%	60%	82%	85%	82%	95%	98%	91%	83%	84%	67%	82%	55	93%	95%	58%	44%	62%	13,409	SFV
33	79%	66%	82%	65%	60%	77%	88%	75%	81%	83%	48%	71%	254	93%	88%	53%	39%	80%	25,623	West
42	83%	80%	84%	71%	73%	72%	83%	86%	85%	83%	58%	86%	40	93%	90%	71%	33%	80%	4,747	SBay
<b>BOTTOM 20 BUS LINES</b>																				
251	86%	74%	81%	85%	71%	85%	88%	78%	89%	91%	45%	83%	91	66%	85%	60%	44%	78%	12,485	SGV
81	89%	73%	85%	81%	71%	88%	88%	81%	84%	86%	50%	80%	164	66%	86%	58%	40%	77%	20,982	SFV
78	84%	70%	77%	74%	70%	80%	87%	77%	87%	86%	64%	76%	206	62%	85%	61%	46%	72%	11,853	SGV
460	80%	57%	75%	70%	69%	78%	94%	78%	78%	76%	59%	87%	69	61%	83%	66%	54%	75%	3,633	Gate
681	84%	66%	86%	89%	83%	85%	95%	87%	87%	93%	65%	87%	61	59%	81%	60%	43%	78%	2,282	SGV
611	80%	64%	81%	87%	80%	80%	95%	78%	76%	83%	80%	89%	120	58%	86%	57%	56%	72%	2,907	Gate
170	87%	70%	74%	93%	92%	91%	96%	90%	86%	84%	63%	96%	75	57%	71%	68%	54%	63%	984	SGV
687	77%	77%	81%	86%	74%	85%	91%	85%	78%	86%	64%	88%	170	57%	74%	68%	48%	70%	1,230	SGV
362	62%	63%	76%	79%	90%	78%	90%	80%	65%	77%	48%	90%	49	53%	76%	61%	50%	60%	3,597	Gate
485	83%	85%	88%	81%	78%	87%	95%	85%	75%	83%	67%	84%	123	50%	75%	71%	37%	66%	3,690	SGV
264	85%	65%	67%	92%	96%	92%	93%	88%	91%	91%	83%	96%	24	50%	83%	64%	42%	78%	903	SGV
484	91%	84%	86%	88%	82%	85%	94%	80%	89%	88%	60%	86%	196	50%	76%	65%	45%	75%	7,637	SGV
176	85%	80%	76%	85%	83%	83%	93%	89%	85%	86%	93%	92%	190	49%	87%	73%	53%	75%	1,175	SGV
265	84%	82%	76%	90%	91%	96%	97%	94%	94%	89%	68%	98%	64	48%	83%	80%	44%	71%	2,174	SBay
686	87%	80%	81%	83%	81%	91%	93%	84%	85%	86%	66%	92%	120	48%	82%	68%	41%	75%	1,105	SGV
268	83%	72%	76%	83%	78%	82%	88%	84%	73%	80%	61%	78%	141	40%	78%	59%	47%	58%	2,245	SGV
490	88%	76%	80%	96%	90%	90%	92%	88%	88%	82%	72%	94%	47	38%	88%	76%	33%	67%	5,084	SGV
267	91%	79%	83%	86%	87%	95%	91%	88%	83%	91%	62%	92%	53	36%	67%	60%	44%	75%	3,296	SGV
684	87%	80%	72%	94%	87%	91%	96%	89%	85%	80%	66%	92%	81	31%	91%	71%	43%	81%	684	SGV
489	75%	81%	75%	88%	71%	88%	88%	94%	41%	67%	71%	76%	17	24%	67%	76%	47%	50%	436	SGV

Fall 2005 Customer Satisfaction On-Board Survey

Line	Q1. Generally speaking, I am satisfied with Metro Service	Q2. THIS bus is generally on time (within 5 minutes)	Q3. THIS bus's schedule meets my needs	Q4. THIS bus is generally clean	Q5. THIS bus's stops are generally clean	Q6. I feel safe while waiting for THIS bus	Q7. I feel safe while riding on THIS bus	Q8. THIS bus's drivers are generally courteous	Q9. Is Metro Bus service better now than last year?	Q10. Do you think that Metro's image is improving?	Q11. Is graffiti usually a problem on THIS bus? ("No" responses)	Q12. Do you normally have a seat for THIS trip?	Q16. Have you noticed new TVs on the bus?	Q16a. If yes, do you prefer having a TV on the bus?	Q17. Has THIS Bus passed you by at a stop in the last month? ("No" responses)	Q18. Have you noticed any changes to the bus timetables?	Q18a. If yes, do the changes make the timetables more usable?	2005 Weekday Ridership	Service Sector	
<b>TOP 20 BUS LINES</b>																				
38	72%	46%	65%	66%	62%	70%	85%	71%	80%	85%	44%	83%	91%	51	100%	53%	47%	88%	10,581	West
163	78%	60%	82%	85%	82%	95%	98%	91%	83%	84%	87%	82%	93%	44	95%	58%	44%	62%	13,409	SFV
434	75%	65%	84%	71%	68%	74%	85%	85%	72%	78%	49%	72%	98%	54	94%	56%	49%	65%	2,768	West
119	87%	78%	81%	93%	86%	83%	93%	87%	90%	90%	68%	93%	91%	17	94%	76%	83%	64%	411	SBay
53	89%	72%	76%	82%	65%	89%	81%	79%	86%	91%	40%	87%	85%	63	94%	57%	44%	80%	13,851	SBay
94	87%	80%	89%	90%	78%	85%	95%	87%	88%	89%	53%	87%	94%	110	94%	55%	45%	82%	16,349	SFV
444	80%	73%	84%	89%	82%	89%	94%	80%	88%	86%	51%	93%	94%	83	93%	70%	54%	78%	2,775	SBay
245	90%	70%	79%	87%	82%	85%	92%	93%	85%	90%	64%	82%	84%	54	93%	67%	56%	68%	4,234	SFV
612	93%	82%	92%	90%	83%	83%	95%	88%	91%	94%	61%	93%	75%	103	92%	61%	46%	85%	2,959	Gate
745	90%	80%	91%	77%	66%	77%	88%	78%	91%	91%	55%	84%	87%	192	92%	62%	46%	80%	8,578	Gate
55	90%	79%	89%	84%	74%	80%	85%	81%	88%	91%	47%	84%	73%	73	92%	62%	52%	92%	12,381	SBay
684	87%	80%	72%	94%	87%	91%	96%	89%	85%	80%	86%	92%	31%	23	91%	71%	43%	81%	684	SGV
204	85%	64%	76%	71%	59%	73%	80%	77%	82%	80%	50%	74%	88%	148	91%	57%	53%	80%	28,788	SBay
42	83%	80%	84%	71%	73%	83%	86%	85%	83%	83%	58%	72%	86%	31	90%	71%	33%	80%	4,747	SBay
740	84%	84%	82%	81%	62%	77%	87%	81%	87%	83%	84%	83%	92%	128	90%	62%	45%	75%	9,835	SBay
66	88%	71%	87%	78%	68%	80%	88%	78%	87%	89%	47%	80%	82%	143	90%	53%	49%	80%	27,380	Gate
154	81%	84%	68%	90%	94%	90%	97%	90%	87%	83%	77%	97%	86%	19	89%	66%	43%	70%	1,415	SFV
18	82%	68%	79%	66%	69%	76%	85%	74%	76%	81%	43%	76%	85%	83	89%	48%	53%	80%	27,699	Gate
120	77%	57%	72%	71%	70%	75%	86%	78%	78%	85%	53%	86%	88%	188	89%	58%	44%	79%	5,869	SBay
353	87%	73%	79%	83%	72%	83%	89%	83%	84%	88%	62%	76%	90%	179	89%	61%	52%	80%	3,024	SFV
234	82%	68%	78%	84%	79%	87%	90%	85%	82%	87%	63%	87%	93%	143	89%	65%	43%	70%	13,182	SFV
70	85%	75%	88%	81%	71%	82%	90%	86%	89%	93%	51%	81%	89%	116	89%	54%	46%	87%	16,244	SGV
40	77%	63%	77%	75%	63%	77%	83%	71%	78%	89%	50%	78%	92%	97	89%	52%	42%	82%	19,203	SBay
446	86%	77%	85%	85%	80%	82%	94%	88%	88%	89%	54%	95%	90%	148	89%	68%	49%	72%	4,256	SBay
<b>BOTTOM 20 BUS LINES</b>																				
252	87%	74%	78%	85%	85%	83%	91%	84%	89%	91%	51%	74%	88%	54	81%	55%	43%	87%	2,586	SGV
681	84%	66%	86%	89%	83%	85%	95%	87%	87%	93%	65%	87%	59%	32	81%	60%	43%	78%	2,282	SGV
717	83%	76%	83%	85%	72%	83%	91%	80%	85%	87%	59%	83%	92%	116	81%	61%	37%	70%	5,262	West
710	79%	73%	84%	77%	64%	77%	86%	69%	81%	80%	65%	81%	90%	195	81%	63%	40%	83%	9,677	SBay
750	84%	78%	83%	87%	79%	85%	91%	75%	78%	84%	66%	82%	96%	89	81%	63%	51%	68%	10,189	SFV
220	76%	67%	80%	90%	89%	92%	96%	86%	77%	81%	77%	94%	83%	68	81%	71%	25%	67%	773	West
230	84%	76%	78%	88%	80%	87%	93%	87%	87%	92%	63%	94%	88%	125	81%	69%	54%	69%	6,538	SFV
152	83%	73%	71%	91%	80%	90%	97%	85%	87%	87%	62%	90%	88%	72	81%	64%	56%	63%	13,227	SFV
217	75%	64%	76%	75%	68%	81%	88%	77%	76%	82%	61%	81%	90%	215	80%	59%	44%	65%	11,592	West
209	89%	78%	77%	81%	79%	82%	90%	85%	75%	80%	60%	96%	76%	35	80%	67%	37%	65%	853	SBay
206	80%	67%	77%	77%	71%	78%	85%	82%	78%	77%	80%	48%	78%	67	79%	47%	54%	83%	17,290	SBay
268	83%	72%	76%	83%	78%	82%	88%	84%	73%	80%	61%	78%	40%	54	78%	59%	47%	58%	2,245	SGV
620	86%	74%	90%	88%	83%	89%	96%	86%	84%	89%	37%	89%	72%	45	78%	54%	61%	66%	909	West
2	87%	83%	84%	79%	71%	80%	80%	72%	86%	75%	47%	71%	81%	135	76%	63%	46%	68%	24,460	West
362	62%	63%	76%	79%	90%	78%	90%	80%	65%	77%	48%	90%	53%	25	76%	61%	50%	60%	3,597	Gate
484	91%	84%	86%	82%	85%	88%	94%	80%	88%	88%	60%	86%	50%	91	76%	65%	45%	75%	7,637	SGV
550	83%	58%	70%	81%	68%	82%	94%	86%	74%	79%	43%	85%	88%	41	76%	63%	59%	62%	3,032	SBay
485	83%	85%	88%	81%	78%	75%	85%	87%	84%	85%	67%	87%	50%	53	75%	71%	37%	66%	3,690	SGV
487	87%	72%	86%	80%	68%	80%	90%	79%	90%	93%	41%	79%	93%	28	75%	63%	47%	62%	3,009	SGV
687	77%	77%	81%	86%	74%	85%	91%	85%	78%	86%	64%	88%	57%	82	74%	68%	48%	70%	1,230	SGV
442	90%	86%	93%	96%	86%	90%	98%	88%	83%	93%	75%	100%	98%	35	74%	73%	45%	65%	474	SBay
450	86%	80%	91%	95%	91%	95%	98%	92%	90%	86%	92%	96%	97%	136	74%	87%	30%	75%	247	Gate
76	84%	71%	80%	77%	65%	79%	83%	70%	82%	76%	52%	75%	83%	110	72%	51%	49%	71%	10,894	SGV
170	87%	70%	74%	93%	92%	91%	96%	90%	86%	84%	63%	96%	57%	38	71%	68%	54%	63%	984	SGV
201	86%	88%	73%	91%	89%	96%	98%	85%	84%	90%	75%	99%	78%	53	70%	80%	64%	63%	826	SGV
489	75%	81%	75%	88%	71%	88%	88%	94%	41%	67%	71%	76%	24%	3	67%	76%	47%	50%	436	SGV
267	91%	79%	83%	86%	87%	95%	91%	88%	83%	91%	62%	92%	36%	18	67%	60%	44%	75%	3,296	SGV



Fall 2005 Customer Satisfaction On-Board Survey

Line	Q1. Generally speaking, I am satisfied with Metro Service	Q2. THIS bus is generally on time (within 5 minutes)	Q3. THIS bus's schedule meets my needs	Q4. THIS bus is generally clean	Q5. THIS bus's stops are generally clean	Q6. I feel safe while waiting for THIS bus	Q7. I feel safe while riding on THIS bus	Q8. THIS bus's drivers are generally courteous	Q9. Is Metro Bus service better now than last year?	Q10. Do you think that Metro's image is improving?	Q11. Is graffiti usually a problem on THIS bus? ("No" responses)	Q12. Do you normally have a seat for THIS trip?	Q16. Have you noticed new TVs on the bus?	Q16a. If yes, do you prefer having a TV on the bus?	Q17. Has THIS Bus passed you by at a stop in the last month? ("No" responses)	Q18. Have you noticed any changes to the bus timetables?	Q18a. If yes, do the changes make the timetables more usable?	2005 Weekday Ridership	Service Sector	
<b>TOP 20 BUS LINES</b>																				
450	86%	80%	91%	95%	91%	95%	98%	92%	90%	86%	92%	96%	97%	74%	149	87%	30%	75%	247	Gate
439	82%	76%	81%	73%	74%	89%	96%	95%	80%	85%	62%	93%	86%	87%	107	80%	41%	72%	1,573	SBay
201	86%	88%	73%	91%	89%	96%	98%	85%	84%	90%	75%	99%	78%	70%	71	80%	64%	63%	826	SGV
243	87%	79%	72%	89%	72%	87%	91%	84%	84%	90%	70%	92%	90%	84%	125	80%	51%	87%	2,087	SFV
265	84%	82%	76%	90%	91%	96%	97%	94%	94%	89%	68%	98%	48%	83%	59	80%	44%	71%	2,174	SBay
127	91%	90%	93%	85%	83%	86%	94%	91%	87%	91%	65%	91%	88%	112	79%	24%	74%	757	SBay	
158	78%	58%	65%	89%	71%	86%	96%	76%	68%	80%	68%	92%	93%	83%	66	79%	54%	57%	2,348	SFV
259	86%	88%	88%	96%	92%	93%	96%	94%	88%	88%	62%	90%	67%	83%	82	78%	50%	75%	1,704	SGV
489	75%	81%	75%	88%	71%	88%	88%	94%	41%	67%	71%	76%	67%	17	76%	47%	50%	436	SGV	
119	87%	78%	81%	93%	86%	83%	93%	87%	90%	90%	68%	93%	91%	94%	21	76%	63%	64%	411	SBay
490	88%	76%	80%	96%	90%	90%	92%	88%	88%	82%	72%	94%	38%	88%	46	76%	33%	67%	5,084	SGV
445	84%	84%	85%	83%	80%	89%	92%	92%	82%	82%	71%	94%	92%	83%	150	75%	38%	74%	967	SBay
202	81%	74%	69%	89%	75%	75%	90%	89%	66%	76%	57%	93%	90%	85%	163	74%	62%	53%	503	SBay
176	85%	80%	76%	85%	83%	93%	96%	89%	85%	86%	55%	92%	49%	87%	183	73%	53%	75%	1,175	SGV
442	90%	86%	93%	98%	86%	90%	95%	88%	83%	93%	75%	100%	98%	74%	40	73%	45%	65%	474	SBay
305	84%	65%	73%	80%	65%	74%	84%	82%	79%	83%	60%	81%	94%	86%	104	72%	47%	64%	2,585	SBay
220	76%	67%	60%	90%	89%	92%	96%	86%	77%	81%	77%	94%	83%	81%	84	71%	25%	67%	773	West
102	83%	75%	79%	83%	77%	83%	96%	85%	77%	82%	66%	92%	83%	88%	91	71%	45%	78%	907	Gate
485	83%	85%	88%	81%	78%	87%	95%	85%	75%	83%	67%	84%	50%	75%	126	71%	37%	66%	3,690	SGV
42	83%	80%	84%	71%	73%	72%	83%	86%	85%	83%	58%	86%	93%	90%	38	71%	33%	80%	4,747	SBay
684	87%	80%	72%	94%	87%	91%	96%	89%	85%	80%	66%	92%	31%	91%	75	71%	43%	81%	684	SGV
161	90%	82%	82%	93%	86%	87%	89%	82%	89%	91%	68%	88%	77%	86%	102	71%	51%	77%	1,408	SFV
260	88%	69%	83%	89%	78%	88%	94%	86%	88%	91%	60%	91%	73%	87%	136	71%	40%	75%	19,068	SGV
<b>BOTTOM 20 BUS LINES</b>																				
620	86%	74%	90%	88%	83%	89%	96%	86%	84%	82%	37%	90%	72%	78%	61	54%	61%	66%	909	West
70	85%	75%	88%	81%	71%	82%	90%	86%	89%	93%	51%	81%	69%	89%	184	54%	46%	87%	16,244	SGV
28	85%	67%	83%	72%	66%	82%	88%	78%	85%	86%	44%	75%	76%	87%	181	54%	49%	74%	33,228	SGV
33	79%	66%	82%	65%	60%	77%	88%	75%	81%	83%	48%	71%	93%	88%	231	53%	39%	80%	25,623	West
66	88%	71%	87%	78%	68%	80%	88%	78%	87%	89%	47%	80%	82%	90%	188	53%	49%	80%	27,380	Gate
38	72%	46%	65%	66%	62%	70%	85%	71%	80%	85%	44%	83%	91%	100%	57	53%	47%	88%	10,581	West
175	84%	66%	72%	80%	79%	86%	90%	78%	85%	82%	50%	73%	79%	79%	133	53%	39%	71%	1,016	SGV
40	77%	63%	77%	75%	63%	77%	83%	71%	78%	89%	50%	78%	92%	89%	110	52%	42%	82%	19,203	SBay
156	82%	55%	69%	80%	61%	83%	83%	76%	81%	82%	77%	65%	98%	84%	41	51%	60%	52%	14,952	SFV
754	84%	75%	83%	71%	65%	74%	82%	72%	81%	81%	57%	66%	86%	84%	227	51%	45%	72%	29,300	SBay
76	84%	71%	80%	77%	65%	79%	83%	82%	70%	76%	52%	75%	70%	72%	157	51%	49%	71%	10,894	SGV
30	80%	61%	73%	66%	70%	77%	86%	73%	74%	82%	43%	78%	96%	85%	55	51%	46%	71%	29,994	Gate
207	78%	66%	71%	61%	50%	66%	81%	72%	80%	83%	48%	71%	92%	87%	211	51%	52%	79%	38,143	SBay
68	87%	70%	82%	75%	70%	85%	90%	81%	85%	90%	44%	79%	92%	86%	320	51%	51%	81%	24,150	West
180	93%	81%	88%	88%	78%	91%	96%	83%	91%	94%	55%	91%	71%	87%	85	51%	45%	83%	13,198	SGV
117	74%	50%	68%	70%	61%	65%	76%	69%	73%	73%	49%	71%	85%	87%	177	49%	45%	80%	10,386	SBay
18	82%	68%	79%	66%	69%	76%	85%	76%	86%	81%	43%	76%	74%	89%	109	48%	53%	80%	27,699	Gate
206	80%	67%	77%	77%	71%	75%	85%	82%	78%	80%	48%	78%	80%	79%	91	47%	54%	83%	17,290	SBay
45	78%	70%	79%	70%	62%	82%	69%	78%	75%	52%	65%	76%	88%	106	46%	57%	80%	20,799	Gate	
16	81%	67%	82%	70%	60%	81%	89%	72%	76%	83%	43%	68%	95%	87%	203	45%	48%	77%	29,124	West
4	82%	73%	76%	69%	60%	68%	78%	71%	80%	78%	47%	75%	85%	85%	157	42%	48%	78%	33,321	West



Fall 2005 Customer Satisfaction On-Board Survey

Line	Q1. Generally speaking, I am satisfied with Metro Service	Q2. THIS bus is generally on time (within 5 minutes)	Q3. THIS bus's schedule meets my needs	Q4. THIS bus is generally clean	Q5. THIS bus's stops are generally clean	Q6. I feel safe while waiting for THIS bus	Q7. I feel safe while riding on THIS bus	Q8. THIS bus's drivers are generally courteous	Q9. Is Metro Bus service better now than last year?	Q10. Do you think that Metro's image is improving?	Q11. Is graffiti usually a problem on THIS bus? ("No" responses)	Q12. Do you normally have a seat for THIS trip?	Q16. Have you noticed new TVs on the bus?	Q16a. If yes, do you prefer having a TV on the bus?	Q17. Has THIS Bus passed you by at a stop in the last month? ("No" responses)	Q18. Have you noticed any changes to the bus timetables?	Q18a. If yes, do the changes make the timetables more usable?	2005 Weekday Ridership	Service Sector		
<b>TOP 20 BUS LINES</b>																					
645	63%	68%	67%	85%	72%	80%	83%	79%	62%	67%	73%	92%	96%	84%	60%	20	80%	86%	470	SFV	
168	82%	82%	74%	88%	81%	88%	91%	93%	66%	84%	62%	90%	88%	86%	70%	102	71%	58%	353	SFV	
201	86%	88%	73%	91%	89%	96%	98%	85%	84%	90%	75%	99%	78%	70%	80%	72	64%	83%	826	SGV	
119	87%	78%	81%	93%	86%	83%	93%	87%	90%	86%	68%	93%	91%	94%	76%	19	63%	64%	411	SBay	
166	92%	75%	85%	90%	80%	87%	89%	83%	89%	91%	43%	81%	91%	87%	58%	99	63%	75%	14,421	SFV	
202	81%	74%	69%	89%	75%	75%	90%	89%	66%	76%	57%	93%	90%	85%	74%	164	62%	53%	503	SBay	
620	86%	74%	90%	88%	83%	89%	96%	86%	84%	82%	37%	90%	72%	78%	54%	61	61%	66%	909	West	
14	67%	54%	70%	73%	62%	77%	77%	75%	76%	78%	50%	81%	90%	83%	69%	77	60%	80%	20,595	West	
244	84%	71%	81%	89%	80%	91%	93%	88%	86%	87%	64%	75%	91%	84%	64%	144	60%	74%	900	SFV	
156	82%	55%	69%	80%	61%	83%	83%	76%	81%	82%	77%	85%	98%	84%	51%	42	60%	52%	14,952	SFV	
550	83%	58%	70%	81%	81%	82%	94%	86%	74%	79%	43%	85%	88%	76%	63%	49	59%	62%	3,032	SBay	
45	78%	70%	79%	70%	62%	62%	82%	69%	78%	75%	52%	65%	76%	88%	46%	113	57%	80%	20,799	Gate	
611	80%	64%	81%	87%	80%	80%	95%	78%	76%	83%	59%	89%	58%	86%	57%	112	56%	72%	2,907	Gate	
211	82%	68%	71%	83%	79%	78%	90%	80%	76%	81%	55%	82%	83%	83%	67%	249	56%	67%	809	SBay	
245	90%	79%	79%	83%	82%	82%	92%	85%	82%	90%	64%	85%	84%	93%	67%	66	56%	88%	4,234	SFV	
124	92%	77%	75%	91%	84%	90%	94%	91%	87%	91%	55%	95%	91%	87%	63%	125	56%	78%	1,120	SBay	
165	83%	66%	81%	82%	67%	78%	90%	79%	92%	93%	59%	82%	86%	88%	67%	95	56%	84%	20,001	SFV	
152	83%	73%	71%	91%	80%	90%	97%	87%	85%	87%	62%	87%	88%	81%	64%	88	56%	63%	13,227	SFV	
150	81%	70%	75%	81%	83%	87%	89%	79%	84%	83%	67%	87%	94%	85%	83%	60	55%	72%	14,883	SFV	
233	85%	73%	81%	81%	70%	78%	92%	82%	89%	89%	53%	78%	93%	88%	55%	217	55%	79%	12,500	SFV	
<b>BOTTOM 20 BUS LINES</b>																					
200	89%	85%	90%	80%	65%	86%	92%	87%	89%	89%	55%	80%	86%	86%	57%	117	41%	77%	15,458	Gate	
439	82%	76%	81%	73%	74%	89%	96%	95%	80%	85%	62%	93%	86%	87%	80%	105	41%	72%	1,573	SBay	
686	87%	80%	81%	83%	81%	91%	93%	84%	85%	85%	66%	92%	48%	82%	68%	120	41%	75%	1,105	SGV	
20	78%	72%	77%	72%	73%	80%	86%	76%	82%	83%	59%	81%	87%	84%	60%	121	40%	73%	22,002	West	
81	89%	73%	85%	81%	71%	88%	88%	81%	84%	86%	50%	80%	66%	86%	58%	156	40%	77%	20,982	SFV	
260	88%	69%	83%	89%	78%	88%	94%	86%	88%	91%	60%	91%	73%	87%	71%	148	40%	75%	19,068	SGV	
710	79%	73%	84%	77%	64%	77%	86%	69%	81%	80%	65%	81%	90%	81%	63%	231	40%	83%	9,677	SBay	
255	90%	89%	91%	92%	92%	94%	96%	92%	88%	90%	60%	95%	96%	70%	84%	69%	126	40%	80%	966	SGV
33	79%	66%	82%	65%	60%	77%	88%	75%	81%	83%	48%	71%	93%	88%	53%	237	39%	80%	25,623	West	
175	84%	66%	72%	80%	79%	86%	90%	78%	85%	82%	50%	73%	79%	87%	53%	132	39%	71%	1,016	SGV	
111	85%	60%	76%	69%	66%	76%	87%	76%	84%	66%	56%	89%	70%	84%	82%	160	38%	77%	17,173	SBay	
445	84%	84%	85%	83%	80%	89%	92%	92%	82%	82%	71%	94%	92%	83%	75%	155	38%	74%	967	SBay	
717	83%	76%	83%	85%	72%	83%	91%	80%	86%	87%	59%	87%	92%	81%	61%	134	37%	70%	5,262	West	
209	89%	78%	77%	81%	79%	82%	90%	85%	75%	80%	60%	96%	76%	80%	67%	51	37%	65%	853	SBay	
485	83%	85%	88%	81%	78%	87%	95%	85%	75%	78%	67%	84%	50%	75%	71%	122	37%	66%	3,690	SGV	
212	84%	73%	78%	65%	59%	78%	86%	71%	75%	83%	64%	76%	83%	83%	56%	76	34%	100%	14,259	SBay	
42	83%	80%	84%	71%	73%	72%	83%	86%	85%	83%	58%	86%	93%	90%	71%	39	33%	80%	4,747	SBay	
490	88%	76%	80%	96%	90%	92%	94%	88%	90%	82%	72%	94%	88%	88%	76%	45	33%	67%	5,084	SGV	
450	86%	80%	91%	95%	91%	95%	98%	92%	90%	86%	92%	96%	97%	74%	87%	148	30%	75%	247	Gate	
92	79%	76%	81%	81%	75%	81%	83%	84%	77%	83%	70%	94%	88%	83%	66%	72	26%	67%	7,385	SFV	
220	76%	67%	60%	90%	89%	92%	96%	86%	77%	81%	77%	94%	83%	81%	71%	85	25%	67%	773	West	
127	91%	90%	93%	85%	83%	86%	94%	91%	87%	91%	65%	91%	85%	88%	79%	110	24%	74%	757	SBay	

