



Spring 2010: Metro Rail Customer Satisfaction Survey Results

	Agree	Disagree	Mean	Trend
1. Generally speaking, I am satisfied with Metro bus service	52% 41% (93%)	3% 4% (7%)	1.59	↑ from 2009
2. THIS train is generally on time (within 5 minutes)	61% 34% (95%)	3% 2% (5%)	1.47	↑ from 2009
3. THIS train's schedule meets my needs	58% 32% (90%)	7% 3% (10%)	1.54	↑ from 2008
4. I feel safe riding THIS bus	47% 40% (87%)	10% 3% (13%)	1.69	↓ from 2008
5. The Ticket Vending Machines are easy to use	55% 37% (92%)	5% 3% (8%)	1.55	↓ from 2009
6. THIS train has adequate emergency information	46% 42% (88%)	9% 3% (12%)	1.68	↑ from 2009
	Yes	No	Trend	
7. Is Metro rail service better now than last year?	83%	17%	↑ from 2009	
8. Do you normally have a seat for THIS trip?	80%	20%	↑ from 2009	
9. Were you asked to show proof of fare payment last month?	64%	36%	↓ from 2009	
10. Has THIS train broken down in the last month?	22%	78%	↓ from 2009	
11. Do you have a working cell phone with you on THIS bus?	46%	54%	↓ from 2009	
a. If yes, can you browse the Internet (i.e. a smart phone)?	35%	65%	↓ from 2009	
12. Will you take a Metro bus to complete THIS one-way trip?	64%	36%	N/A	
13. Do you use Metro Bus/Rail primarily to commute to/from work?	86%	14%	↑ from 2009	
14. Do you have a car available to make THIS trip?	38%	62%	↓ from 2009	
15. Is public transit your only means of transportation?	60%	40%	N/A	
16. Is it easy to find and purchase Metro passes?	84%	16%	=	
17. Did you use a TAP card for THIS trip?	51%	49%	↓ from 2009	
18. Do you prefer using the TAP card over paper passes?	68%	32%	↑ from 2009	
19. Do you think Day Passes should be available on buses?	95%	5%	N/A	
20. Do you have to transfer to complete THIS one-way trip?	65%	35%	↑ from 2009	
a. If yes, do connecting buses/trains come within 15 minutes?	70%	30%	↓ from 2009	
21. Are your household's annual earnings more than \$26,000?	44%	56%	↓ from 2009	
22. Which service have you used to plan a transit trip in the last 6 months?	None: 25% Metro.net: 47% Google Transit: 7% 1-800-COMMUTE: 14% Printed Timetables: 4% Other: 3%			
23. What fare did you use on the First Metro bus/train of this one way trip? (CHECK ONLY ONE)	Day Pass: 27% Reg. Weekly Pass: 11% K-12 Student Pass: 5% Token: 4% EZ Transit Pass: 4% Trans. From Muni: <1% One-Way Cash: 16% Senior/Disabled Pass: 4% Trans. From Metrolink.: 3% Reg. Month Pass: 24% College Student Pass: 2%			
24. How many days a week do you usually ride Metro?	5+ Days: 66% 3-4 Days: 23% 1-2 Days: 6% <1 Day: 3% First Time: 2%			
25. How many years have you been riding Metro?	Less than one: 19% 1-2 Years: 22% 3-4 Years: 19% 5+ Years: 40%			
26. What statement best describes your transit use?	Take same trip on transit: 41% Take about 3 different trips on transit: 22% Take transit to go everywhere: 37%			
27. You are:	Latino: 49% Black: 19% White: 16% Asian/Pac. Is.: 11% Amer. Indian: 1% Other: 4%			
28. You are:	Male: 55% Female: 45%			
29. What is your age?	Younger than 18: 6% 18-22: 26% 23-49: 51% 50-64: 15% 65 or older: 2%			

Total Number of Rail Surveys: **602**

Total Number of English Language Surveys: **465 (77%)**
Total Number of Spanish Language Surveys: **137 (23%)**