



Board Chairman John Fasana addresses winners of the survey awards drawing who attended a ceremony, Thursday, at MTA Headquarters.

HQ Ceremony Honors Metro Patrons Who Responded to Survey

(March 29, 2002) The MTA thanked the 50,000 or so Metro patrons, Thursday, who participated in the largest passenger survey ever conducted in Southern California – a survey the agency will use to focus its service improvements.

Looking at the preliminary results, Board Chairman John Fasana told a small crowd gathered for a ceremony at MTA Headquarters that, “people rated the overall bus service as a 4 on a scale of 1

to 5.”

Most survey respondents believe bus routes are convenient and that bus operators are courteous, he said. “We can do better and will.” Assisting Fasana at the ceremony were two bus operators named “Best of the Best,” Frank Aguilar of Division 18 and Margaret Sifuentes of Division 3.

Six survey participants – winners of a random drawing for prizes – were on hand for Thursday’s event. After Fasana’s remarks, top prize winner Felipe Verdugo came to the microphone to say that “little by little the buses are getting better” and he encouraged more people to use the service.

Another winner and bus and rail patron, Daniel Walker, said, “An expansion of the light-rail system would be a benefit, as well as an expansion of the bus system.”

Noting that voters recently signaled their willingness to spend more public funds on transportation, Walker added, “They’re saying they want better roads, better bus service and better rail service.”

The MTA and five local transit agencies sponsored an on-board bus and rail passenger survey. The survey will provide MTA planners and marketing staff with invaluable insights into how transit patrons use the Metro system and how well it is meeting their needs.

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“Best of the Best:” Operator Frank Aguilar presents a certificate to Felipe Verdugo of Los Angeles, top prize winner in the passenger survey drawing. Below, Operator Margaret Sifuentes presents prize to winner Geraldo Martinez of Los Angeles.



Below, Board Chairman John Fasana introduced prize winner Daniel Walker who said feedback from the public is an important part of providing better service.



PHOTOS: BILL HEARD