

[Home](#)[CEO Hotline](#)[Viewpoint](#)[Classified Ads](#)[Archives](#)[Metro.net \(web\)](#)

Resources

[► Safety](#)[► Pressroom \(web\)](#)[► Ask the CEO](#)[► CEO Forum](#)[► Employee Recognition](#)[► Employee Activities](#)[► Metro Projects](#)[► Facts at a Glance \(web\)](#)[► Archives](#)[► Events Calendar](#)[► Research Center/Library](#)[► Metro Classifieds](#)[► Bazaar](#)

Metro Info

[► 30/10 Initiative](#)[► Policies](#)[► Training](#)[► Help Desk](#)[► Intranet Policy](#)

Need e-Help?

Call the Help Desk
at 2-4357

[Contact myMetro.net](#)

Survey Says: Rider Satisfaction With Metro Remains High

- 15,000 riders surveyed said bus, rail service is better now

(Oct. 5, 2007) A newly released survey of Metro riders indicates that satisfaction with bus and rail service has remained high – in the mid-80 percentile – for the past two years.

The survey of more than 15,000 riders was conducted between May 5 and July 26, 2007. Of that number, 13,196 bus riders and 1,933 rail riders completed surveys.

Satisfaction with Metro has experienced a slightly rising trend line since it stood at 81 percent in a survey conducted in the fall of 2002.

Seventy-eight percent of the spring survey respondents said Metro bus and rail service is better now than last year, and 80 percent said the agency's image is improving.

"Overall, satisfaction with Metro service runs high, tempered somewhat by the recent fare increase," said Chief Communications Officer Matt Raymond. "We survey our riders every six months to gauge their overall satisfaction and to look at specific areas of service. The proof will come in future surveys to see if our trends improve."

Buses, trains 'generally clean'

Seventy-five percent agreed that their bus or train was "generally clean" and only 46 percent said graffiti was a problem, down from 52 percent in spring 2004. Eighty-one percent of respondents – the majority of whom ride Metro five or more days a week – said they normally have a seat on their ride.

On specific bus service questions, 69 percent of riders said their bus is generally on time, while 41 percent of riders said they had been passed up in the last month, down from 60 percent in fall 2004. Seventy-four percent said they did not have a car available to make the trip on the day of the survey.

On specific rail service questions, 86 percent of riders said their train is generally on time. Seventy percent said they had been asked to show proof of fare payment in the last month. Fifty-six percent said they did not have a car available to make the trip on the day of the survey.

The survey's demographics indicate that 52 percent of riders are female and 48 percent male. Thirty-eight percent are between the ages of 25 and 44, while 22 percent are 45 to 61 years old and 21 percent are 18 to 24. Thirteen percent are younger than 18 and 6 percent are 62 or older.

Of the survey's respondents, Latinos made up the largest number of riders at 55 percent; blacks constituted 20 percent; whites 11 percent;

and Asian/Pacific Islanders, 9 percent.

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)