

Spring 2011: Metro Rail Customer Satisfaction Survey Results

1. Generally speaking, I am satisfied with Metro 41% 47% (88%) 8% 5% (13%) 1.77 1. THIS train is generally on time (within 5 minutes) 35% 44% (80%) 14% 6% (20%) 1.91 1. THIS train is generally on time (within 5 minutes) 35% 44% (80%) 16% 5% (15%) 1.77 1. THIS train is generally on time (within 5 minutes) 35% 44% (80%) 16% 9% (25%) 2.01 1. THIS train is schedule meets my needs 43% 43% (85%) 10% 5% (15%) 2.01 1. The Ticket Vending Machines are easy to use 35% 36% (70%) 16% 9% (25%) 2.01 1. The Ticket Vending Machines are easy to use 35% 36% (70%) 16% 9% (25%) 2.07 1. The Ticket Vending Machines are easy to use 35% 36% (70%) 16% 9% (25%) 2.07 1. The Ticket Vending Machines are easy to use 35% 36% (70%) 16% 9% (25%) 2.07 1. The Ticket Vending Machines are easy to use 35% 36% (70%) 16% 9% (25%) 2.07 1. The Ticket Vending Machines are easy to use 35% 36% (70%) 16% 9% (25%) 2.07 1. Is Metro rail service better now than last year? 1. Is Metro rail service better now than last year? 2. Is Metro rail service better now than last year? 2. Is Metro rail service better now than last year? 3. Metro rail service better now than last year? 3. Metro rail service better now than last year? 3. Metro rail service better now than last year? 3. Metro rail service better now than last year? 3. Metro rail service better now than last year? 3. Metro rail service better now than last year? 3. Metro rail service better now than last year? 3. Metro rail service better now than last year? 3. Metro rail service better now than last year? 3. Metro rail service better now than last year? 3. Metro rail service better now than last year? 3. Metro rail service better now than last year? 3. Metro rail service better now than last year? 3. Metro rail service better now than last year? 3. Metro rail service better now than last year? 3. Metro rail service better now than last year? 3. Metro rail service better now than last year? 3. Metro rail service b			Agree		Disag	gree		Mean	Trend	
3. THIS train's schedule meets my needs			41% 47%	% (88%)	8%	5% (13%)		1.77	◆ 5% from 2010	
4. I feel safe riding THIS train 33% 42% (75%) 16% 9% (25%) 2.01	2.	THIS train is generally on time (within 5 minutes)	35% 44%	% (80%)	14%	6% (20 %	6)	1.91	↓ 15% from 2010	
5. The Ticket Vending Machines are easy to use 35% 36% (70%) 18% 12% (30%) 2.07	3.	THIS train's schedule meets my needs	43% 43%	% (85%)	10%	5% (15 %	6)	1.77	♦ 5% from 2010	
THIS train has adequate emergency information 26% 40% (65%) 21% 14% (35%) 2.22	4.	I feel safe riding THIS train	33% 42%	% (75%)	16%	9% (25%))	2.01	↓ 13% from 2010	
Very	5.	The Ticket Vending Machines are easy to use	35% 36%	% (70%)	18%	12% (30%	%)	2.07	↓ 22% from 2010	
7. Is Metro rail service better now than last year? 7.3% 27% ↓ 10% from 2010 8. Do you normally have a seat for THIS trip? 8. 80% 20% = to 2010 9. Were you asked to show proof of fare payment last month? 10. Has THIS trin broken down in the last month? 11. Do you have a working cell phone with you on THIS trin? 12. Do you have a working cell phone with you on THIS trin? 13. If yes, can you browse the Internet (i.e. a smart phone)? 13. Do you have a car available to make THIS trip? 14. Is it easy to find and purchase Metro passes? 70% 30% 15% ↓ 13% from 2010 15. Do you prefer a pass that is good for 30 consecutive days? 16. Did you use a TAP card for THIS trip? 17. Do you have to transfer to complete THIS one-way trip? 18. Are your household's annual earnings more than \$26,000? 19. Which service have you used to plan a transit trip in the last 6 months? None: 30% up 5% 19. Which service have you used to plan a transit trip in the last 6 months? None: 30% up 5% 19. Work/school computer: 11% None: 30% up 5% 19. Work/school computer: 11% None: 30% up 5% Token: 4% same One-Way Cash: 21% up 5% Senior/Disabled Pass: 5% up 1% Token: 4% same One-Way Cash: 21% up 5% Senior/Disabled Pass: 5% up 1% Token: 4% same 22. How many days a week do you usually ride Metro? 5 + Days: 68% same 34. Days: 12% down 1% Reg. Weekly Pass: 9% down 2% Trans. From Metrolink: <15% down 19% Senior/Disabled Pass: 5% up 1% Trans. From Metrolink: <15% down 2% Trans. From Metrolink: <15% down 2% Trans. From Metrolink: <15% down 19% Other: 7% up 3% Take transit to go everywhere: 37% same 24. You are: Latino: 44% down 5% Asian/Pac, Is: 10% down 1% Asian/Pac, Is: 10% down 1% Female: 46% up 1% Take about 3 different trips on transit: 20% down 2% Other: 7% up 3% Other: 7% up 3% Other: 7% up 3% Cherr. 7%	6.	THIS train has adequate emergency information	26% 40%	% (65%)	21%	14% (35	%)	2.22	◆ 23% from 2010	
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18. Are your household's annual earnings more than \$26,000? 48% 52% ↑ 4% from 2010 19. Which service have you used to plan a transit trip in the last 6 months? None: 30% up 5% 1-800-COMMUTE: 7% N/A Metro.net: 37% down 10% Google Transit: 10% up 3% 1-800-GOMETRO: 9% N/A Printed Timetables: 3% down 1% Other: 2% 19a. If you used Metro.net, how do you access the service? Smart Phone: 39% Home computer: 41% Work/school computer: 11% Other: 10% 20. What fare did you use on the First Metro bus/train of this one way trip? (CHECK ONLY ONE) Day Pass: 23% down 4% Token: 4% same EZ Transit Pass: 7% up 3% One-Way Cash: 21% up 5% Reg. Weekly Pass: 9% down 2% Trans. From Muni: 2% up 1% Trans. From Metrolink.: <1% down 2% Reg. Month Pass: 21% down 3% College Student Pass: 5% up 1% Trans. From Metrolink.: <1% down 2% 1-2 Days: 86% same 3-4 Days: 21% down 2% 1-2 Days: 8% up 2% Take about 3 different trips on transit: 20% down 2% Take transit to go everywhere: 37% same 24. You are: Latino: 44% down 5% Asian/Pac. Is.: 10% down 1% Female: 46% up 1% 26. What is your age? Younger than 18: 5% down 1% 18-22: 23% down 3% 23-49: 50% down 1%		a. If yes, do connecting buses/trains come withir	15 minutes	s?	68%		32%		↓ 2% from 2010	
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Total Number of Rail Surveys: 740

Total Number of English Language Surveys: 626 (85%) Total Number of Spanish Language Surveys: 114 (15%)