



Spring 2011: Metro BUS Customer Satisfaction Survey Results

	Agree		Disagree		Mean	Trend
1. Generally speaking, I am satisfied with Metro bus service	46%	40% (86%)	9%	5% (14%)	1.74	↑ 1% from 2010
2. THIS bus is generally on time (within 5 minutes)	38%	40% (78%)	15%	8% (23%)	1.92	↑ 3% from 2010
3. THIS bus's schedule meets my needs	46%	38% (84%)	10%	6% (16%)	1.75	↑ 1% from 2010
4. I feel safe riding THIS bus	53%	38% (90%)	6%	4% (10%)	1.61	= to 2010
5. THIS bus's drivers are generally courteous	45%	40% (85%)	10%	5% (15%)	1.75	↑ 1% from 2010
6. THIS bus is generally clean	40%	43% (83%)	12%	6% (18%)	1.83	↓ 1% from 2010
			Yes	No		Trend
7. Is Metro bus service better now than last year?			78%	22%		↓ 1% from 2010
8. Do you normally have a seat for THIS trip?			83%	17%		↓ 2% from 2010
9. Has THIS bus passed you by at a stop in the last month?			35%	65%		= to 2010
10. Has THIS bus broken down in the last month?			19%	81%		↓ 3% from 2010
11. Do you have a working cell phone with you on THIS bus?			75%	25%		↑ 4% from 2010
a. If yes, can you browse the Internet (i.e. a smart phone)?			63%	37%		↓ 1% from 2010
12. Do you use Metro Bus/Rail primarily to commute to/from work?			83%	17%		↓ 1% from 2010
13. Do you have a car available to make THIS trip?			25%	75%		↓ 1% from 2010
14. Is it easy to find and purchase Metro passes?			79%	21%		↑ 2% from 2010
15. Do you prefer a pass that is good for 30 consecutive days?			69%	31%		N/A
16. Did you use a TAP card for THIS trip?			57%	43%		↑ 4% from 2010
17. Do you have to transfer to complete THIS one-way trip?			52%	48%		↓ 6% from 2010
a. If yes, do connecting buses/trains come within 15 minutes?			65%	35%		↑ 1% from 2010
18. Are your household's annual earnings more than \$26,000?			33%	67%		↑ 1% from 2010
19. Which service have you used to plan a transit trip in the last 6 months?						
None: 29% down 1%	Metro.net: 31% down 10%		Google Transit: 12% up 5%		1-800-GOMETRO 13% N/A	
1-800-COMMUTE: 7% N/A	Printed Timetables: 5% same		Calling 511: 1.5% N/A		Other: 2% down 1%	
20. What fare did you use on the First Metro bus/train of this one way trip? (CHECK ONLY ONE)						
Day Pass: 15% down 3%	Reg. Weekly Pass: 11% up 1%		K-12 Student Pass: 7% up 1%			
Token: 7% down 1%	EZ Transit Pass: 4% same		Trans. From Muni: <1% same			
One-Way Cash: 24% down 2%	Senior/Disabled Pass: 8% same		Trans. From Metrolink.: <1% same			
Reg. Month Pass: 18% down 2%	College Student Pass: 6% up 3%					
21. How many days a week do you usually ride Metro?						
5+ Days: 71% up 1%	3-4 Days: 19% same	1-2 Days: 6% down 1%	<1 Day: 2% down 1%	First Time: 1% same		
22. How many years have you been riding Metro?						
Less than one: 12% same	1-2 Years: 18% down 2%	3-4 Years: 17% same	5+ Years: 55% same			
23. What statement best describes your transit use?						
Take same trip on transit: 26% same	Take about 3 different trips on transit: 20% down 1%					
Take transit to go everywhere: 55% up 2%						
24. You are:	Latino: 57% down 3%		Black: 22% up 5%		White: 9% down 1%	
	Asian/Pac. Is.: 7% same		Amer. Indian: 1% same		Other: 4% same	
25. You are:	Male: 48% down 1%		Female: 52% up 1%			
26. What is your age?	Younger than 18: 9% up 2%		18-22: 20% up 2%		23-49: 49% up 1%	
	50-64: 18% same		65 or older: 4% up 1%			

Total Number of Bus Surveys: 14,181

Total Number of English Language Surveys: 10,171 (72%) down 8%

Total Number of Spanish Language Surveys: 4010 (28%) up 8%