



## Spring 2011: Metro Rail Customer Satisfaction Survey Results

	Agree		Disagree		Mean	Trend
1. Generally speaking, I am satisfied with Metro train service	41%	47% <b>(88%)</b>	8%	5% <b>(13%)</b>	1.77	↓ 5% from 2010
2. <b>THIS</b> train is generally on time (within 5 minutes)	35%	44% <b>(80%)</b>	14%	6% <b>(20%)</b>	1.91	↓ 15% from 2010
3. <b>THIS</b> train's schedule meets my needs	43%	43% <b>(85%)</b>	10%	5% <b>(15%)</b>	1.77	↓ 5% from 2010
4. I feel safe riding <b>THIS</b> train	33%	42% <b>(75%)</b>	16%	9% <b>(25%)</b>	2.01	↓ 13% from 2010
5. The Ticket Vending Machines are easy to use	35%	36% <b>(70%)</b>	18%	12% <b>(30%)</b>	2.07	↓ 22% from 2010
6. <b>THIS</b> train has adequate emergency information	26%	40% <b>(65%)</b>	21%	14% <b>(35%)</b>	2.22	↓ 23% from 2010
			<b>Yes</b>	<b>No</b>		<b>Trend</b>
7. Is Metro rail service better now than last year?			73%	27%		↓ 10% from 2010
8. Do you normally have a seat for <b>THIS</b> trip?			80%	20%		= to 2010
9. Were you asked to show proof of fare payment last month?			60%	40%		↓ 4% from 2010
10. Has <b>THIS</b> train broken down in the last month?			31%	69%		↑ 9% from 2010
11. Do you have a working cell phone with you on <b>THIS</b> train?			75%	25%		↑ 29% from 2010
a. If yes, can you browse the Internet (i.e. a smart phone)?			65%	35%		↑ 30% from 2010
12. Do you use Metro Bus/Rail primarily to commute to/from work?			85%	15%		↓ 1% from 2010
13. Do you have a car available to make <b>THIS</b> trip?			41%	59%		↑ 3% from 2010
14. Is it easy to find and purchase Metro passes?			70%	30%		↓ 14% from 2010
15. Do you prefer a pass that is good for 30 consecutive days?			68%	32%		N/A
16. Did you use a TAP card for <b>THIS</b> trip?			55%	45%		↑ 4% from 2010
17. Do you have to transfer to complete <b>THIS</b> one-way trip?			56%	44%		↓ 9% from 2010
a. If yes, do connecting buses/trains come within 15 minutes?			68%	32%		↓ 2% from 2010
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%						
Printed Timetables: 3% down 1%						
Google Transit: 10% up 3%						
1-800-GOMETRO: 9% N/A						
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 <b>First Metro bus/train</b> of this one way trip? ( <b>CHECK ONLY ONE</b> )						
Day Pass: 23% down 4%						
Token: 4% same						
One-Way Cash: 21% up 5%						
Reg. Month Pass: 21% down 3%						
Reg. Weekly Pass: 9% down 2%						
EZ Transit Pass: 7% up 3%						
Senior/Disabled Pass: 5% up 1%						
College Student Pass: 5% up 3%						
K-12 Student Pass: 2% down 2%						
Trans. From Muni: 2% up 1%						
Trans. From Metrolink.: <1% down 2%						
21. How many days a week do you usually ride Metro?						
5+ Days: 66% same						
3-4 Days: 21% down 2%						
1-2 Days: 8% up 2%						
<1 Day: 3% same						
First Time: 2% same						
22. How many years have you been riding Metro?						
Less than one: 18% down 1%						
1-2 Years: 23% up 1%						
3-4 Years: 17% down 2%						
5+ Years: 42% up 2%						
23. What statement best describes your transit use?						
Take same trip on transit: 43% 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%						
Black: 15% up 6%						
Amer. Indian: 2% up 1%						
White: 13% down 3%						
Other: 7% up 3%						
25. You are:						
Male: 54% down 1%						
Female: 46% up 1%						
26. What is your age?						
Younger than 18: 5% down 1%						
50-64: 18% up 3%						
18-22: 23% down 3%						
65 or older: 3% up 1%						
23-49: 50% down 1%						

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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%)