



2011: Metro Customer Satisfaction SYSTEM-WIDE Results

	Agree		Disagree		Mean	Trend
1. Generally speaking, I am satisfied with Metro bus/train service	45%	41% (86%)	9%	5% (14%)	1.74	same as 2010
2. THIS bus/train is generally on time (within 5 minutes)	38%	40% (78%)	15%	8% (22%)	1.92	up 3% from 2010
3. THIS bus's/train's schedule meets my needs	46%	38% (84%)	10%	5% (16%)	1.75	up 1% from 2010
4. I feel safe riding THIS bus/train	52%	38% (89%)	6%	4% (11%)	1.63	down 1% from 2010
5. -----						
6. THIS bus/train is generally clean	39%	43% (82%)	12%	6% (18%)	1.85	N/A
		Yes	No		Trend	
7. Is Metro bus/train service better now than last year?		78%	22%		down 1% from 2010	
8. Do you normally have a seat for THIS trip?		83%	17%		down 2% from 2010	
9. -----						
10. Has THIS bus/train broken down in the last month?		20%	80%		down 2% from 2010	
11. Do you have a working cell phone with you on THIS bus/train?		75%	25%		up 5% from 2010	
a. If yes, can you browse the Internet (i.e. a smart phone)?		64%	36%		up 1% from 2010	
12. Do you use Metro Bus/Rail primarily to commute to/from work?		83%	17%		up 1% from 2010	
13. Do you have a car available to make THIS trip?		25%	75%		same as 2010	
14. Is it easy to find and purchase Metro passes?		79%	21%		up 1% 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%		up 4% from 2010	
a. Is TAP easy to use for paying your fair		83%	17%		N/A	
17. Do you have to transfer to complete THIS one-way trip?		53%	47%		down 6% from 2010	
a. If yes, do connecting buses/trains come within 15 minutes?		66%	34%		up 2% from 2010	
18. Are your household's annual earnings more than \$26,000?		34%	66%		up 2% from 2010	
19. Which service have you used to plan a transit trip in the last 6 months?						
None: 28% down 2%	Metro.net: 31% down 10%	Google Transit: 12% up 5%	1-800-COMMUTE: 7% N/A			
1-800-GOMETRO 13% N/A	Printed Timetables: 4% down 1%	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 4%	Reg. Weekly Pass: 11% up 1%	K-12 Student Pass: 7% up 1%				
Token: 7% equal	EZ Transit Pass: 4% equal	Trans. From Muni: <1% equal				
One-Way Cash 23% down 3%	Senior/Disabled Pass: 8% equal	Trans. From Metrolink.: <1% equal				
Reg. Month Pass: 18% up 2%	College Student Pass: 5% up 2%					
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% down 1%	1-2 Years: 18% up 2%	3-4 Years: 17% same	5+ Years: 54% same			
23. What statement best describes your transit use?						
Take same trip on transit: 27% up 1%	Take about 3 different trips on transit: 20% down 1%					
Take transit to go everywhere: 54% up 1%						
24. You are:	Latino: 56% down 5%	Black: 22% up 4%	White: 10% up 1%			
	Asian/Pac. Is.: 7% same	Amer. Indian: 1% same	Other: 4% same			
25. You are:	Male: 48% down 2%	Female: 52% up 2%				
26. What is your age?	Younger than 18: 9% down 2%	18-22: 20% up 2%	23-49: 49% same			
	50-64: 18% same	65 or older: 4% same				

Survey Conducted Between April 25th, 2011 - September 29th 2011

Total Number of Surveys: 14,921
 Total Number of Bus Surveys: 14,181
 Total Number of Rail Surveys: 740

Total Number of English Language Surveys: 10,797 (72%)
 Total Number of Spanish Language Surveys: 4,124 (28%)