

# Spring 2008 Customer Satisfaction Survey Results



**Metro**

# Survey Methodology

**Conduct annually with on-board surveyors in Spring**

**Sample all directly-operated Metro Bus & Rail lines**

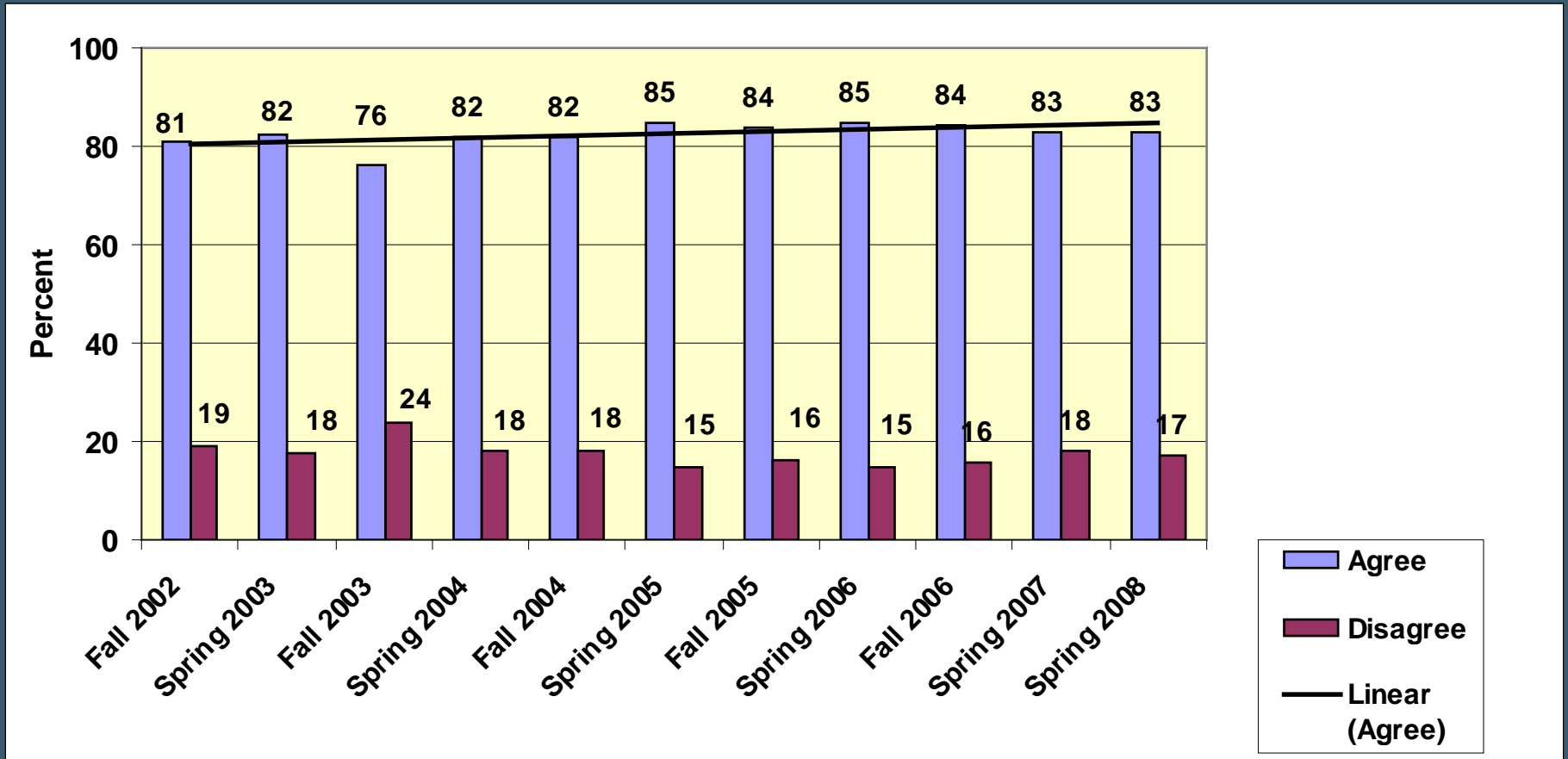
**Surveyed between 5 am – 8 pm on weekdays**

**About 15,000 surveys returned = 60% response rate**

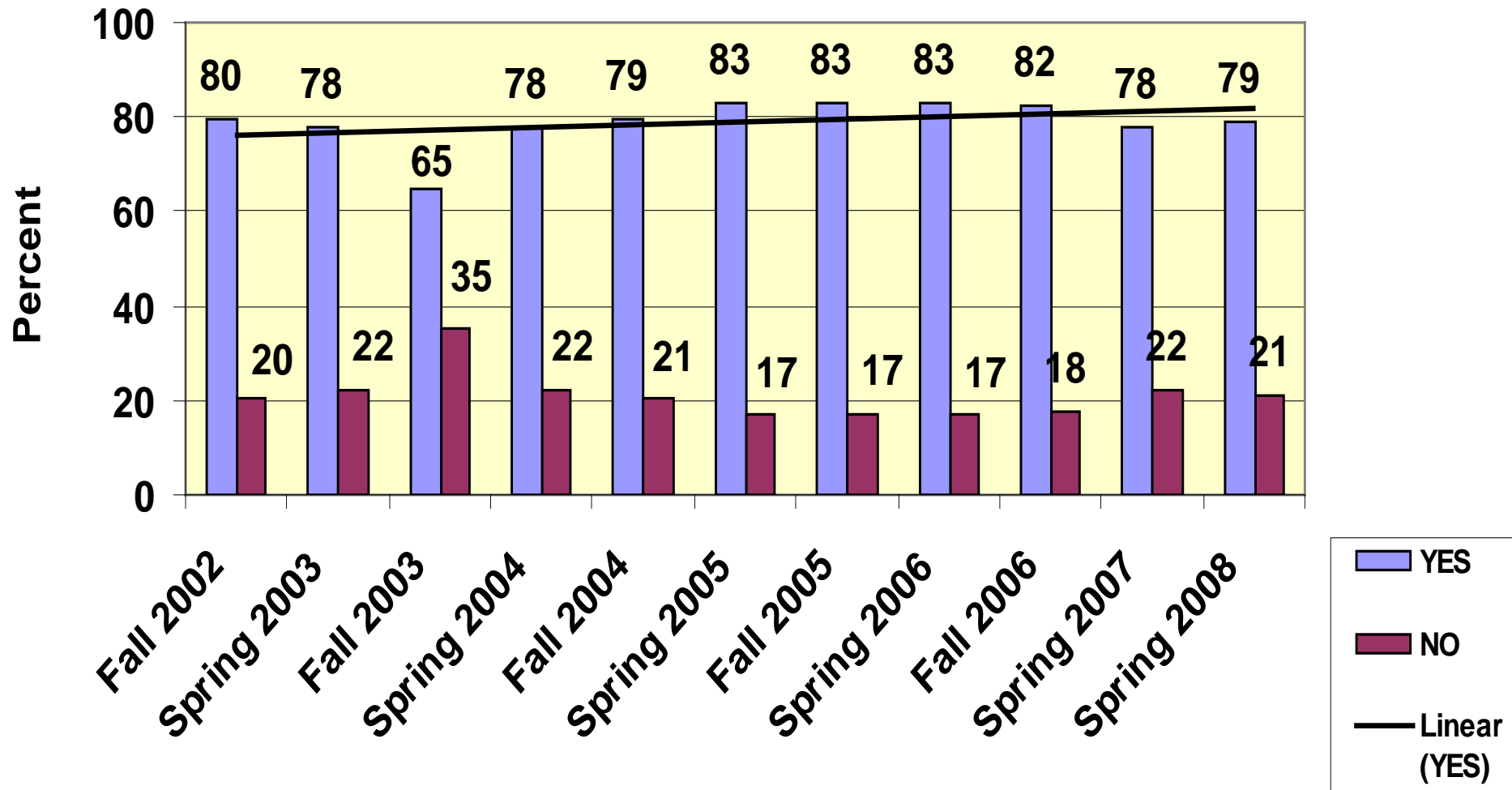
**Surveyed mostly in April and May 2008**



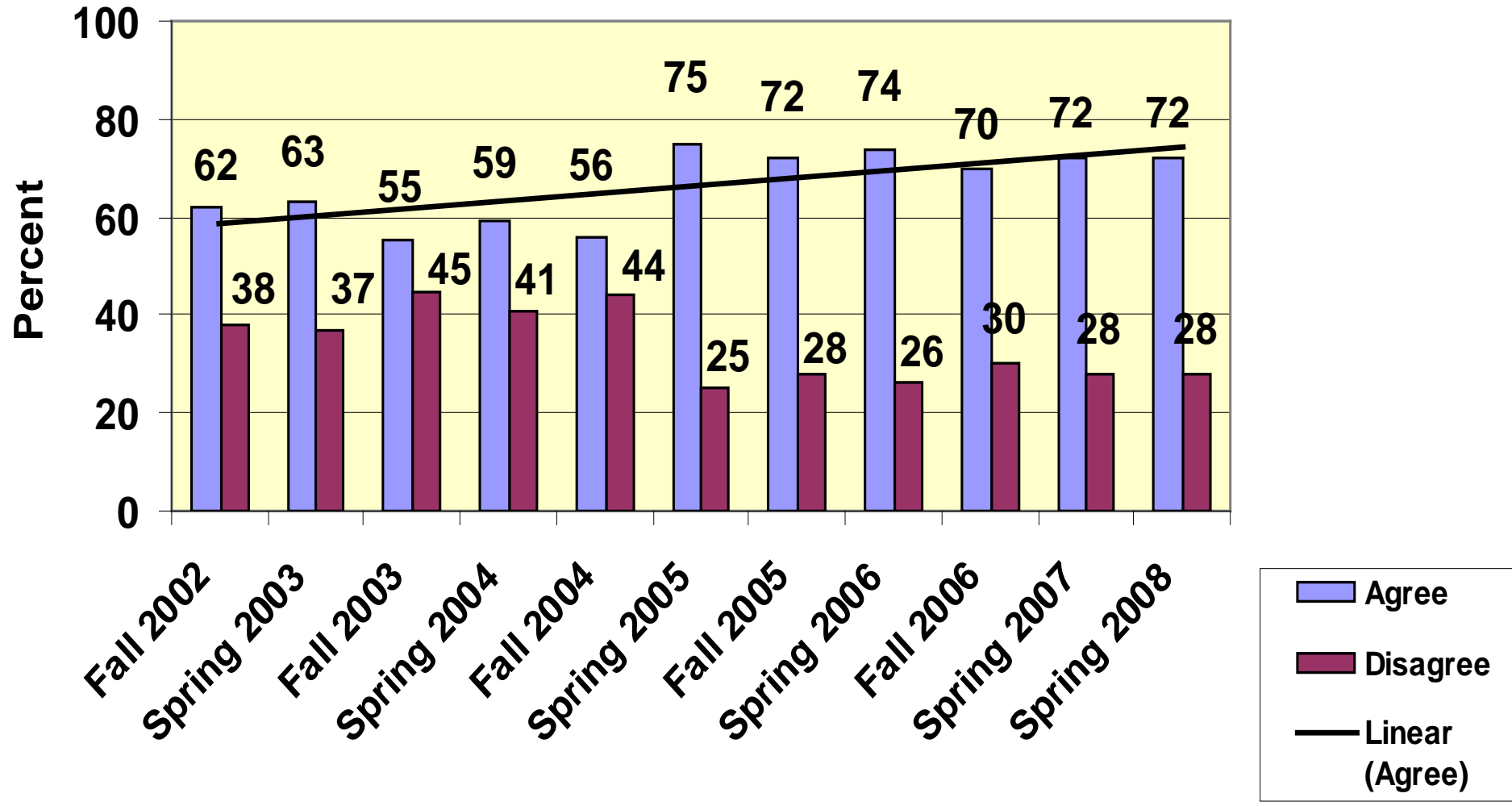
# Generally speaking, I am satisfied with Metro Service\*



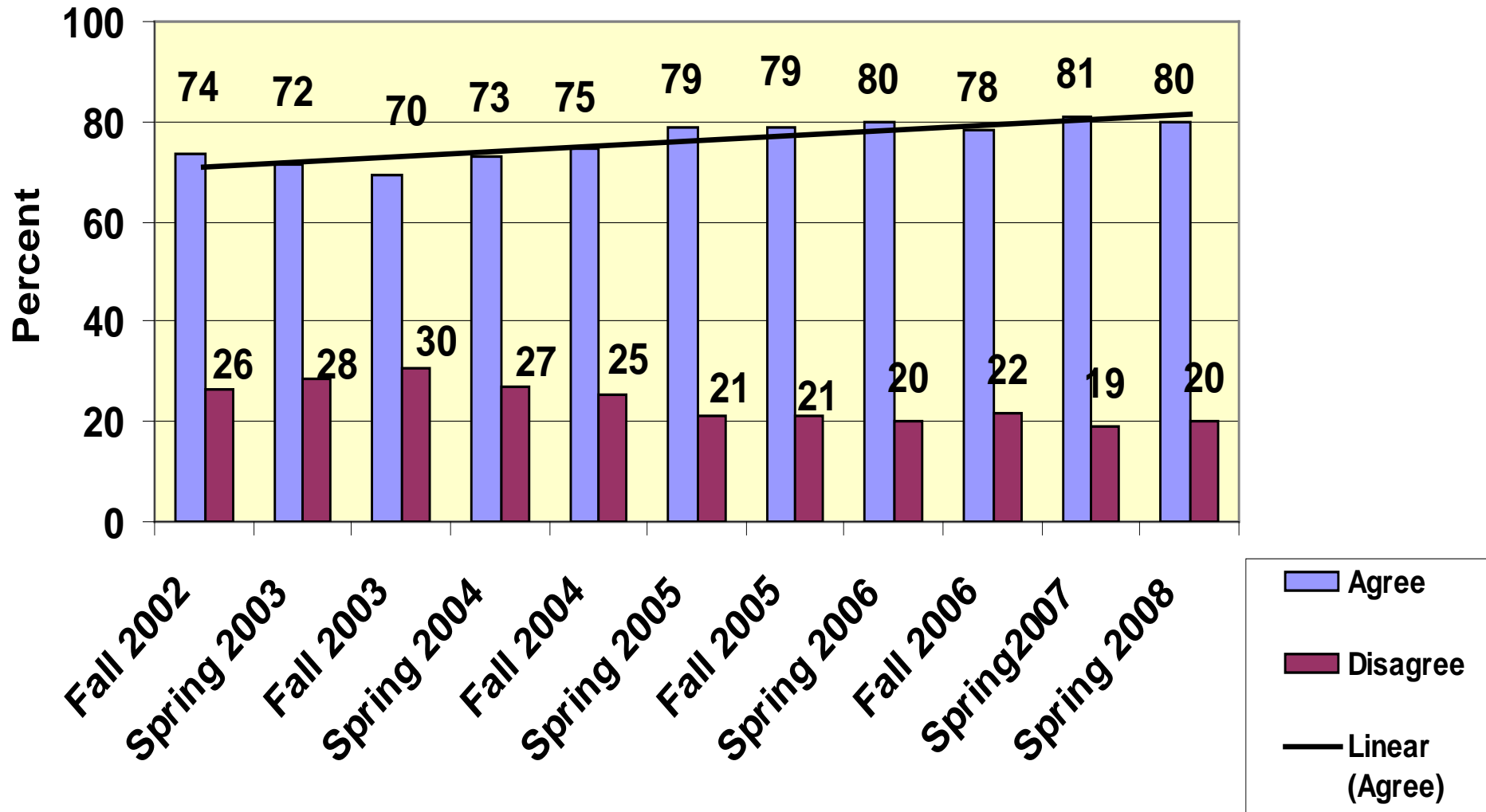
# Is Metro service better now than last year?



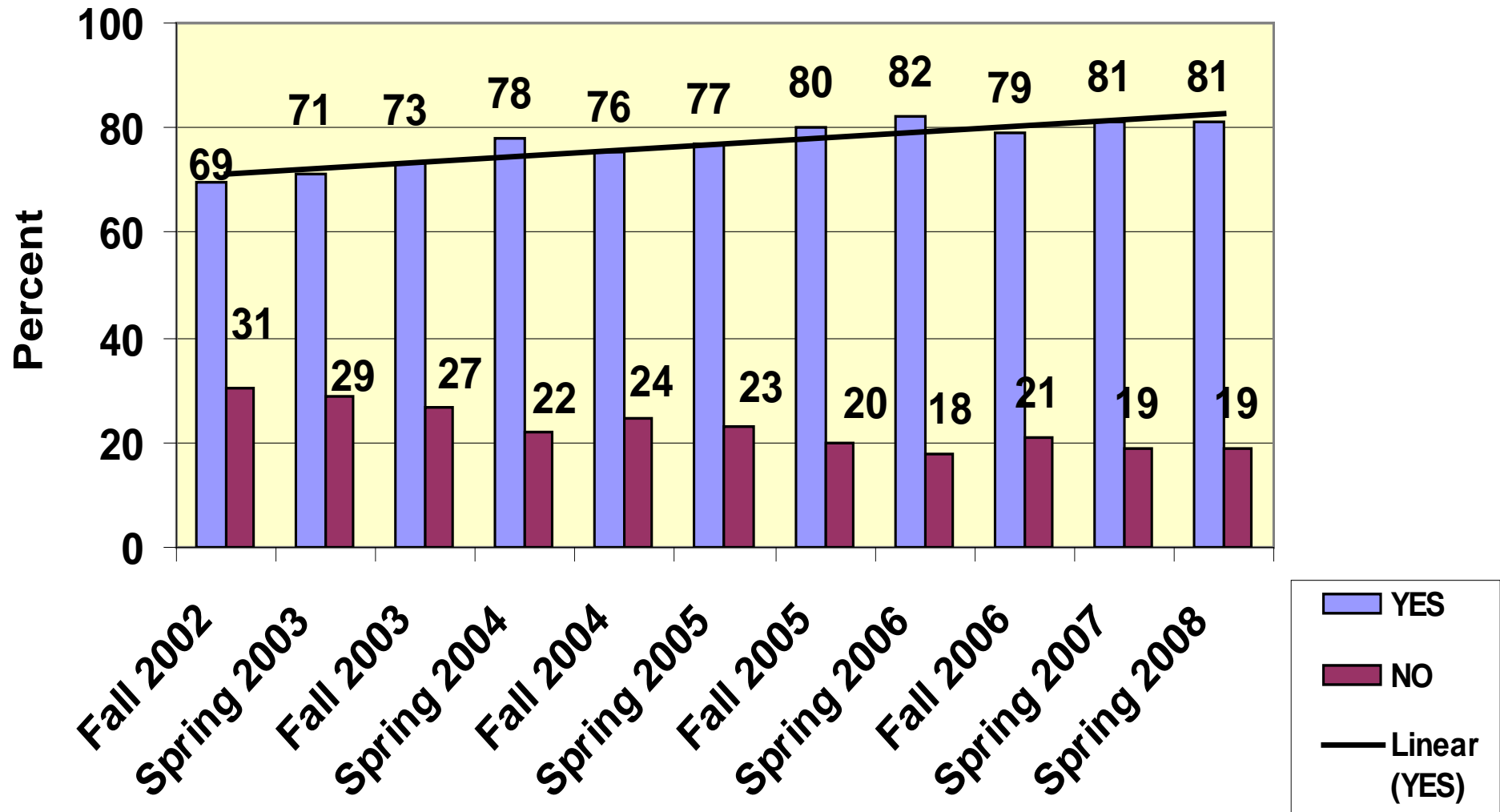
# THIS bus/train is generally on time (within 5 minutes)\*



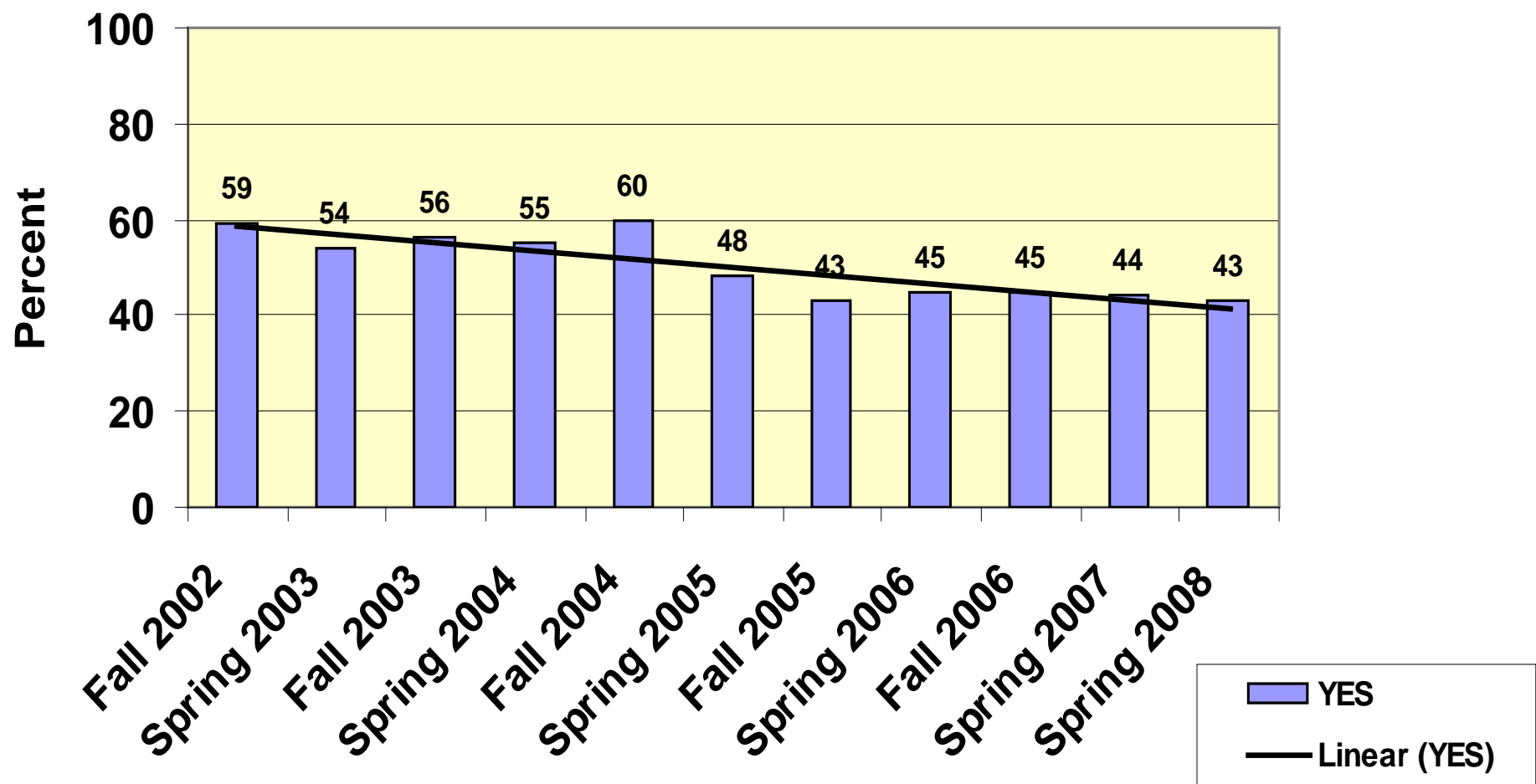
# THIS Metro bus's drivers are generally courteous\*



# Do you normally have a seat for this trip?

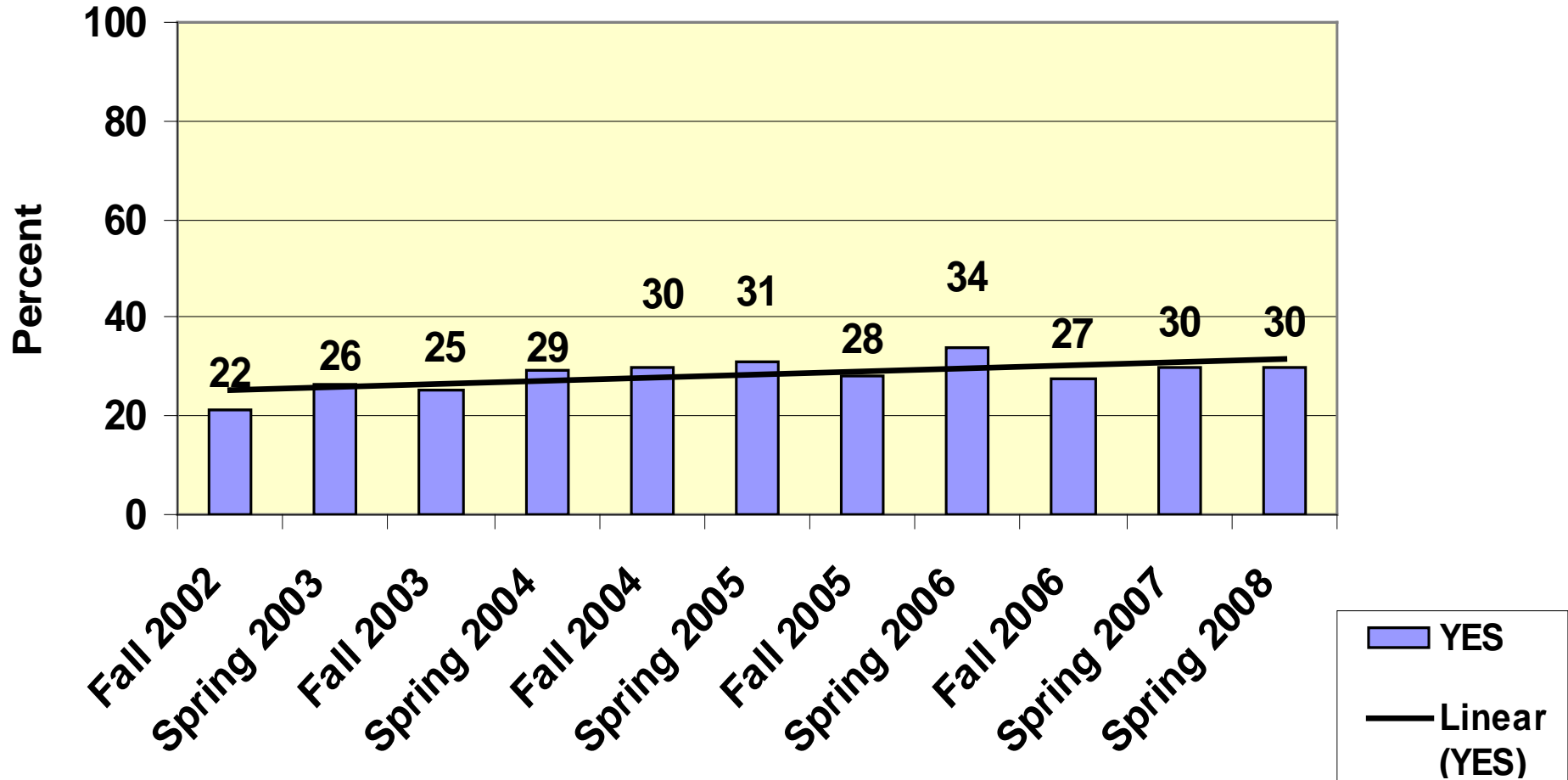


# Has THIS bus passed you by at a stop in the last month?





# Do you have a car available to make THIS trip?



# Line by Line Results

Microsoft Excel - Line by Line S08.xls

File Edit View Insert Format Tools Data Window Help Adobe PDF

21. Are you aware of the new re-loadable TAP card?

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
1	Sector	LINE	FY2008 03 Riders	1. Generally speaking, I am satisfied with Metro	2. THIS bus is generally on time (within 5 minutes)	3. THIS bus's schedule meets my needs	4. I feel safe while waiting for THIS bus	5. I feel safe while riding THIS bus	6. THIS bus's drivers are generally courteous	7. Is Metro bus service better now than last year?	8. Is Metro's image improving?	9. Is Metro's bus service convenient for you to use?	10. Do you normally have a seat for THIS trip?	11. Has THIS bus passed you by at a stop in the last month?	12. Have you called 1-800-COMMUTE in the last six months?	12a. If yes, were you satisfied with the service?	13. In the last 6 months, have you reported a bus service problem to Metro Customer Relations?	13a. If yes, were you satisfied with the service?	14. Do you have access to the Internet?	15. Have you visited Metro the last month?
95	SGV	84	12,295	88%	63%	63%	90%	95%	96%	78%	84%	96%	84%	52%	28%	81%	53%	50%	53%	
96	SGV	175	864	83%	61%	61%	86%	88%	86%	53%	66%	90%	81%	53%	25%	57%	45%	70%	73%	
97	SGV	176	1,160	80%	77%	71%	87%	96%	90%	84%	88%	83%	96%	66%	38%	86%	44%	59%	68%	
98	SGV	180	12,033	96%	80%	86%	84%	93%	90%	77%	82%	83%	88%	61%	33%	75%	52%	73%	73%	
99	SGV	201	1,091	93%	80%	83%	97%	98%	94%	73%	83%	94%	94%	67%	31%	78%	52%	47%	64%	
100	SGV	251	12,329	88%	68%	90%	86%	93%	84%	83%	87%	93%	80%	50%	23%	81%	62%	57%	62%	
101	SGV	252	3,271	73%	58%	73%	77%	87%	84%	62%	63%	94%	94%	46%	25%	77%	41%	64%	52%	
102	SGV	258	1,804	95%	92%	86%	93%	97%	95%	87%	83%	97%	91%	84%	26%	100%	44%	33%	48%	
103	SGV	260	18,005	83%	73%	84%	89%	93%	90%	86%	88%	92%	73%	57%	29%	77%	48%	69%	62%	
104	SGV	267	3,583	83%	80%	85%	92%	95%	88%	82%	82%	90%	83%	67%	30%	88%	50%	76%	63%	
105	SGV	268	2,677	82%	64%	61%	78%	89%	83%	80%	81%	93%	92%	67%	23%	88%	56%	61%	68%	
106	SGV	287	1,625	98%	86%	91%	93%	100%	98%	88%	88%	97%	96%	63%	1%	82%	46%	58%	43%	
107	SGV	484	8,576	84%	84%	90%	86%	90%	84%	82%	85%	94%	88%	60%	28%	78%	50%	42%	48%	
108	SGV	485	3,303	82%	84%	80%	89%	95%	83%	74%	80%	93%	90%	65%	31%	88%	48%	68%	63%	
109	SGV	487	2,063	83%	83%	83%	95%	96%	93%	83%	86%	96%	83%	73%	33%	80%	41%	78%	73%	
110	SGV	489	657	81%	74%	77%	87%	88%	84%	73%	75%	90%	71%	53%	23%	67%	58%	58%	80%	
111	SGV	490	5,643	87%	72%	89%	89%	98%	83%	73%	83%	91%	83%	73%	1%	100%	53%	56%	53%	
112	SGV	665	882	93%	81%	87%	91%	92%	85%	72%	75%	95%	88%	57%	18%	87%	31%	80%	51%	
113	SGV	685	601	87%	81%	88%	88%	96%	93%	72%	77%	90%	92%	66%	25%	88%	54%	85%	76%	
114	SGV	687	2,183	88%	72%	86%	91%	93%	93%	75%	81%	86%	88%	64%	33%	83%	58%	100%	62%	
115	SGV	751	7,153	98%	78%	93%	90%	93%	77%	87%	87%	97%	98%	57%	24%	71%	50%	47%	41%	
116	SGV	770	6,536	83%	78%	89%	88%	94%	89%	89%	90%	97%	92%	62%	24%	87%	54%	56%	54%	
117	SGV	780	11,961	85%	82%	88%	93%	95%	86%	77%	81%	90%	85%	67%	30%	85%	51%	63%	76%	
118	West	2	24,787	73%	72%	78%	73%	85%	83%	73%	82%	83%	82%	54%	23%	63%	43%	65%	61%	
119	West	4	25,736	83%	72%	78%	77%	83%	78%	80%	77%	86%	86%	48%	38%	58%	55%	67%	68%	
120	West	10	14,873	73%	55%	62%	68%	75%	64%	74%	78%	94%	82%	45%	26%	91%	51%	61%	60%	
121	West	14	20,625	80%	64%	76%	79%	91%	84%	71%	74%	94%	86%	54%	24%	76%	57%	50%	58%	
122	West	16	30,631	80%	55%	73%	77%	87%	70%	76%	81%	96%	75%	53%	22%	81%	47%	41%	47%	
123	West	20	19,308	72%	73%	77%	80%	84%	74%	74%	76%	92%	83%	59%	36%	84%	50%	59%	68%	
124	West	33	26,612	78%	63%	75%	71%	74%	75%	75%	78%	92%	74%	40%	24%	73%	47%	45%	45%	
125	West	35	10,113	77%	66%	75%	81%	83%	77%	73%	80%	91%	88%	58%	33%	77%	58%	61%	54%	
126	West	38	6,266	77%	87%	76%	85%	89%	87%	71%	80%	92%	89%	48%	28%	84%	57%	67%	66%	
127	West	217	12,102	63%	63%	75%	79%	80%	78%	70%	77%	96%	81%	43%	31%	88%	60%	57%	68%	
128	West	220	476	81%	75%	82%	85%	87%	83%	75%	76%	85%	95%	70%	24%	63%	56%	73%	67%	
129	West	534	3,136	71%	55%	73%	84%	92%	84%	64%	66%	94%	73%	61%	21%	50%	47%	30%	43%	
130	West	577	975	97%	93%	92%	99%	99%	91%	90%	86%	91%	92%	73%	45%	71%	64%	76%	75%	
131	West	620	948	77%	63%	63%	70%	73%	82%	73%	78%	95%	91%	59%	20%	86%	36%	40%	26%	
132	West	704	13,839	81%	62%	76%	84%	89%	77%	83%	87%	92%	82%	43%	23%	82%	45%	64%	67%	
133	West	714	1,716	73%	59%	59%	77%	78%	72%	74%	86%	91%	87%	68%	33%	63%	66%	59%	70%	
134	West	720	41,476	77%	61%	79%	80%	86%	72%	76%	79%	91%	67%	48%	28%	87%	34%	67%	60%	
135	West	728	8,749	88%	75%	85%	90%	95%	77%	86%	90%	92%	87%	48%	23%	76%	47%	50%	51%	
136	West	920	4,053	83%	80%	89%	90%	86%	78%	84%	83%	94%	75%	68%	23%	88%	35%	59%	65%	

Sum=39.12

Ready

All Q by Sector / Mean of Means by Question / All Questions / General Satisfaction / On Time / Schedule Meets Needs / Safe While Waiting / Safe While Riding

