

**Intent:**

The purpose of this survey was to evaluate current levels of cleanliness on Metro Bus and Rail, Bus Shelters, and Transit Centers.



**Framework:**

NFTA Metro's Cleanliness Survey was conducted online from December 3 - 31, 2013. Respondents were able to answer questions for Metro Bus, Metro Rail or both. There were 17 questions within the survey and three comment sections. A total of 605 responses were received and the breakdown for questions answered was 26% - Metro Bus, 33% - Metro Rail, and 42% - Both.

A four part rating scale was used for questions regarding the exteriors and interiors of vehicles as well as conditions in and around bus shelters and transit centers. Those individuals who answered *excellent* and *good* were classified as satisfied; those who answered with *needs improvement* and *poor* were considered unsatisfied.

The survey was promoted through the use of Metro system rider alerts, NFTA Instant Updates (text messages), in the "What's Hot" section on the NFTA website and through the Citizens Advisory Committee (CAC).

**Principal Findings:**

See attached.

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## Questions & Responses:

### 1. Do you regularly ride Metro Bus, Metro Rail or both?

Answer Options	Response Percent	Response Count
Metro Bus	26%	157
Metro Rail	33%	197
Both	42%	251
Answered question		605
Skipped question		0

### 2. In general, how would you rate the cleanliness of the EXTERIOR of Metro buses?

Answer Options	Response Percent	Response Count
Poor	8.5%	29
Needs Improvement	31.8%	109
Good	53.6%	184
Excellent	6.1%	21
Answered question		343
Skipped question		262

### 3. How would you rate the cleanliness of the following INTERIOR components of Metro buses?

Answer Options	Poor	Needs Improvement	Good	Excellent	Response Count
Windows	14 %	31.5%	47.2%	7.3%	343
Seats	15.7%	38.2%	40.2%	5.8%	343
Walls or overhead	9%	24.5%	58.3%	8.2%	343
Floors	21.3%	42.6%	32.6%	3.5%	343
Answered question					343
Skipped question					262

4. What conditions on Metro Buses do you observe regularly (check all that apply)?

Answer Options	Response Percent	Response Count
Litter	60.9%	209
Smears on windows	49.3%	169
Dust	22.4%	77
Waste food/drink	55.7%	191
Grit on floors	48.1%	165
Rips/tears on seats	46.4%	159
Graffiti/ Vandalism	34.7%	119
Cigarette butts	9.9%	34
Insects/ Other pests	8.7%	30
None of the above	8.7%	30
Other	15.2%	52
Answered question		343
Skipped question		262

5. How would you rate the cleanliness of the following components of Metro Bus Transit Centers?

Answer Options	Poor	Needs Improve-ment	Good	Excellent	Response Count
Benches and seats	8%	21%	45%	9%	343
Walls and ceilings	6%	21%	47%	9%	343
Windows	5%	26%	44%	8%	343
Floors	10%	24%	43%	6%	343
Restrooms	16%	19%	14%	3%	343
Grounds	8%	24%	41%	6%	343
Answered question					343
Skipped question					262

**6. What conditions at Metro Bus Transit Centers do you observe regularly (check all that apply)?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Litter	47.5%	163
Smears on windows	27.4%	94
Dust	18.4%	63
Waste food/drink	44.6%	153
Grit on floors	31.8%	109
Graffiti/ Vandalism	23.9%	82
Cigarette butts	30.9%	106
Insects/ other pests	9.3%	32
None of the above	10.8%	37
Not applicable	22.4%	77
Other	10.2%	35
Answered question		343
Skipped question		262

**7. What conditions at Metro Bus Transit Center Restrooms do you observe regularly (check all that apply)?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Litter	18.4%	63
Smears on mirrors	15.7%	54
Dirty stalls	30.6%	105
Dirty sinks	28.6%	98
Wet/dirty floors	27.1%	93
No toilet paper	21.6%	74
No soap	21.0%	72
Cigarette butts	9.9%	34

<b>Answer Options (cont'd)</b>	<b>Response Percent</b>	<b>Response Count</b>
Overfilled garbage cans	19.0%	65
Graffiti/ Other vandalism	15.7%	54
None of the above	5.2%	18
Not applicable	53.9%	185
Other	9.3%	32
Answered question		343
Skipped question		262

**8. In general, how would you rate the cleanliness of Metro Bus Shelters?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Poor	14.3%	49
Needs Improvement	35.6%	122
Good	38.2%	131
Excellent	5.0%	17
N/A	7.0%	24
answered question		343
skipped question		262

**9. What conditions do you regularly observe at Metro Bus Shelters (check all that apply)?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Litter	62.7%	215
Smears on windows	43.7%	150
Broken glass	20.1%	69
Waste food/drink	59.2%	203
Maintenance problems	21.6%	74
Graffiti/ Vandalism	46.6%	160
Cigarette butts	46.6%	160

<b>Answer Options (cont'd)</b>	<b>Response Percent</b>	<b>Response Count</b>
None of the above	5.5%	19
Not applicable	10.2%	35
Other	12.2%	42
Answered question		343
Skipped question		262

**10. How would you rate the overall cleanliness of the EXTERIOR of Metro Rail Cars?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Poor	4.9%	17
Needs Improvement	28.4%	99
Good	58.3%	203
Excellent	8.3%	29
Answered question		348
Skipped question		257

**11. How would you rate the cleanliness of the following INTERIOR components of Metro Rail Cars?**

<b>Answer Options</b>	<b>Poor</b>	<b>Needs Improve-ment</b>	<b>Good</b>	<b>Excellent</b>	<b>Response Count</b>
Windows	6%	25%	62%	7%	348
Seats	7%	23%	61%	9%	348
Walls or overhead	6%	23%	63%	9%	348
Floors	12%	40%	43%	5%	348
Answered question					348
Skipped question					257

12. What conditions on Metro Rail Cards do you observe regularly (check all that apply)?

Answer Options	Response Percent	Response Count
Litter	49.7%	173
Smears on windows	44.5%	155
Dust	24.7%	86
Waste food/drink	45.4%	158
Grit on floors	51.7%	180
Graffiti/Vandalism	19.3%	67
Cigarette butts	8.9%	31
Insects/ Other pests	3.4%	12
None of the above	14.9%	52
Other	6.9%	24
Answered question		348
Skipped question		257

13. How would you rate the cleanliness of the following components of Metro Rail Stations?

Answer Options	Poor	Needs Improvement	Good	Excellent	Response Count
Platforms	13%	27%	55%	5%	348
Benches and seats	10%	31%	52%	7%	348
Walls and ceilings	18%	31%	45%	6%	348
Floors	15%	36%	43%	5%	348
Stairs, escalators and handrails	26%	34%	34%	6%	348
Answered question					348
Skipped question					257

14. What conditions at Metro Rail Stations do you observe regularly (check all that apply)?

Answer Options	Response Percent	Response Count
Litter	58.3%	203
Smears on windows	27.9%	97
Dust	31.3%	109
Waste food/drink	51.1%	178
Grit on floors	51.1%	178
Graffiti/vandalism	33.9%	118
Cigarette butts	32.8%	114
Insects/ Other pests	7.5%	26
None of the above	13.2%	46
Other	14.1%	49
Answered question		348
Skipped question		257

15. Do you believe the general level of cleanliness of Metro vehicles and facilities to be:

Answer Options	Response Percent	Response Count
Getting better	28.5%	143
Staying the same	63.9%	321
Getting worse	7.6%	38
Answered question		502
Skipped question		103



**16. Do unclean vehicles or facilities affect your trip on Metro?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Yes	19.3%	97
It's annoying but it doesn't affect my trip	68.1%	342
No	12.5%	63
Answered question		502
Skipped question		103

**17. Overall, how would you rate the cleanliness of Metro vehicles and facilities?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
1 (poor)	2.8%	14
2	4.2%	21
3	10.4%	52
4	14.5%	73
5	18.1%	91
6	16.1%	81
7	17.1%	86
8	12.7%	64
9	3.2%	16
10 (outstanding)	0.8%	4
Answered question		502
Skipped question		103

**Note: Comments section is under separate cover and can be provided upon request.**