



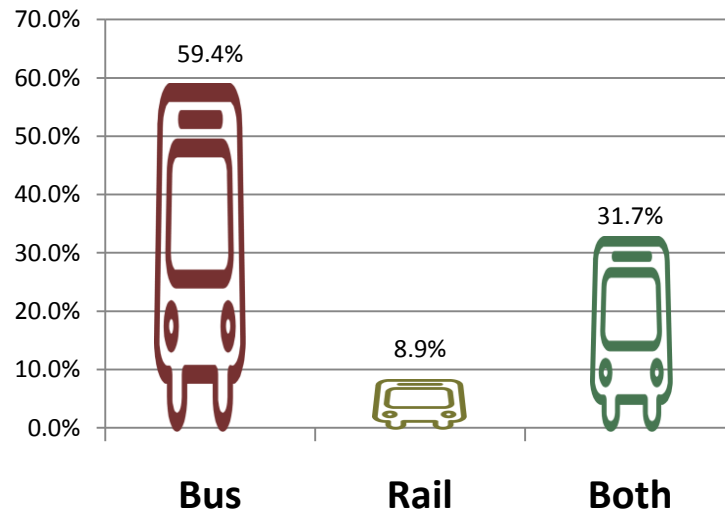
Customer Satisfaction Survey

As part of NFTA-Metro's commitment to continuous improvement, we conducted a marketing survey to obtain feedback from customers. Survey respondents were able to enter a random drawing to win one of five Metro monthly passes. The components of the survey are listed below:

- **Survey dates: January 15 – 24, 2013**
- **Online version only (nfta.com)**
- **Promotion through Rider Alerts and Instant Updates**
- **Received 303 responses**

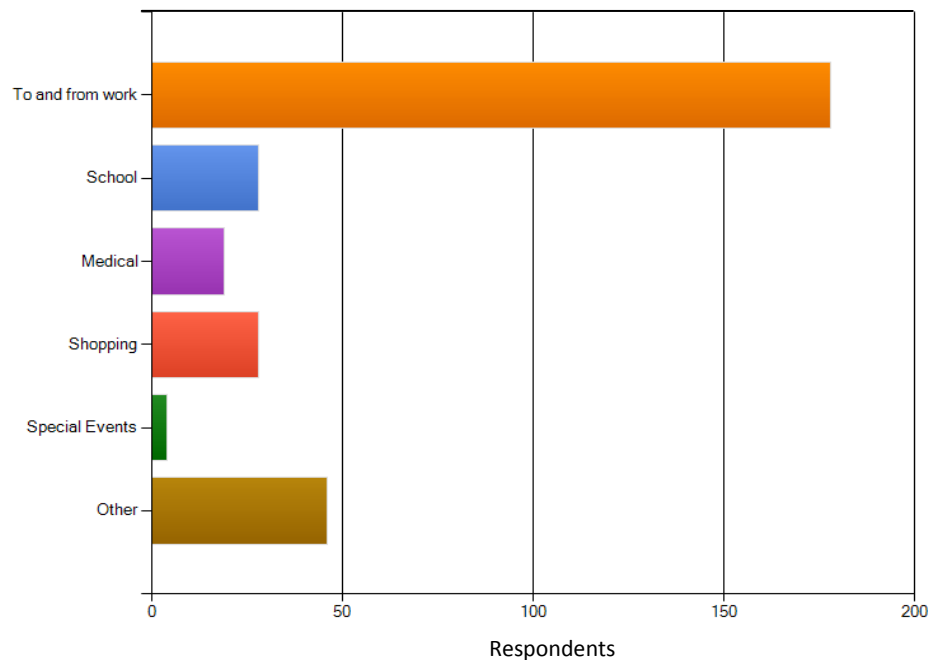
On your most recent Metro trip, did you use Bus or Rail...

Bus	59.4%	(180 respondents)
Rail	8.9%	(27)
Both	31.7%	(96)



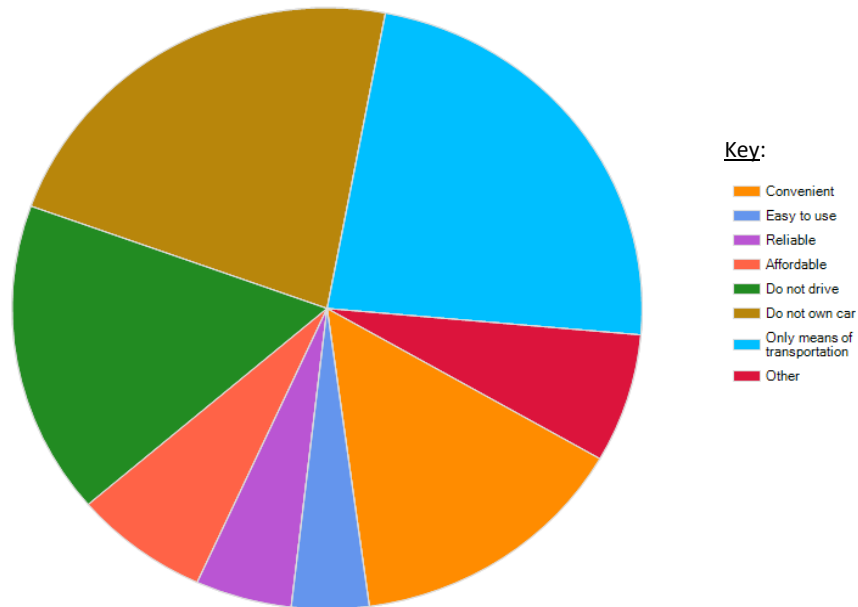
What was your primary purpose for using Metro on your recent trip...

Work	58.7% (178)	Shopping	9.2 % (28)
School	9.2% (28)	Special Events	1.3% (4)
Medical	6.3% (19)	Other	15.2% (46)



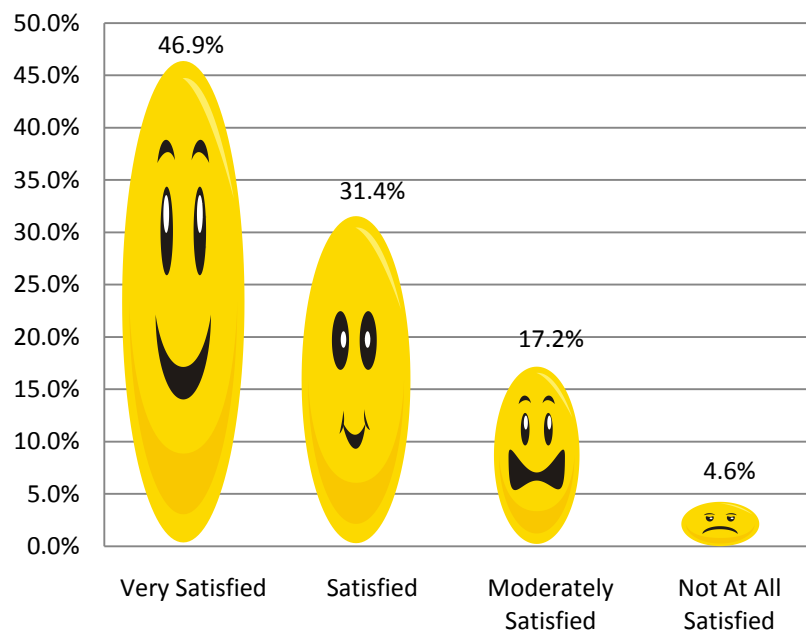
What was the primary reason you recently chose Metro...

Convenient	14.5% (44)	Do not drive	16.8% (51)
Easy to use	4.0% (12)	Do not own a car	22.4% (68)
Reliable	5.0% (15)	Only transportation	23.4% (71)
Affordable	6.9% (21)	Other	6.9% (21)



How satisfied were you with the services provided by Metro on you most recent trip...

Very satisfied	46.9% (142)	Moderately satisfied	17.2% (52)
Satisfied	31.4% (95)	Not at all satisfied	4.6% (14)

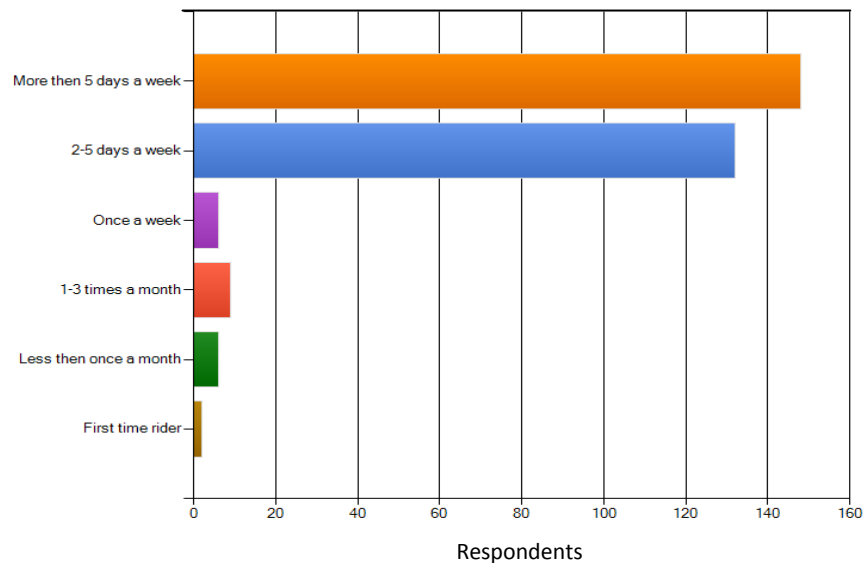


How would you rate your most recent trip on Metro...

Category	10 Excellent	9	8	7	6	5	4	3	2	1 Poor
Reliability of Service	40.7% (122)	22.7% (68)	12.3% (37)	8.3% (25)	3.7% (11)	3.7% (11)	2.7% (8)	1.7% (5)	1.0% (3)	3.3% (10)
Operator Professionalism	46.3% (139)	20.7% (62)	13.0% (39)	7.3% (22)	3.7% (11)	3.0% (9)	1.7% (5)	0.3% (1)	1.0% (3)	3.0% (9)
Cleanliness of vehicles EXTERIOR	24.6% (74)	20.9% (63)	20.9% (63)	11.3% (34)	7.3% (22)	6.3% (19)	3.0% (9)	2.7% (8)	0.7% (2)	2.3% (7)
Condition of vehicles INTERIOR	19.8% (60)	19.5% (59)	16.2% (49)	12.2% (37)	9.6% (29)	8.3% (25)	6.6% (20)	2.6% (8)	3.0% (9)	2.3% (7)
State of bus shelters and/or rail stations	17.2% (52)	13.6% (41)	14.9% (45)	10.9% (33)	8.9% (27)	11.6% (35)	6.0% (18)	4.0% (12)	4.3% (13)	8.6% (26)
Personal safety while riding	41.5% (125)	20.9% (63)	16.9% (51)	6.0% (18)	2.3% (7)	5.0% (15)	2.7% (8)	1.0% (3)	1.3% (4)	2.3% (7)
Overall quality of Metro service	31.1% (93)	19.4% (58)	18.4% (55)	10.4% (31)	7.0% (21)	6.7% (20)	1.3% (4)	1.7% (5)	1.0% (3)	3.0% (9)

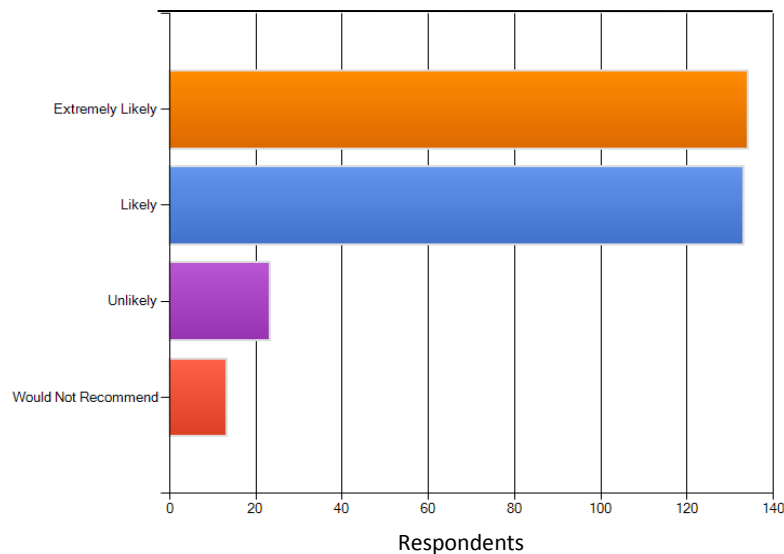
How often do you use Metro services...

More than 5 days a week	48.8% (148)	1-3 times a month	3.0% (9)
2-5 days a week	43.6% (132)	Less than once a month	2.0% (6)
Once a week	2.0% (6)	First time rider	0.7% (2)



Based on your most recent trip, how likely are you to recommend Metro to a friend/family member...

Extremely Likely	44.2% (134)	Unlikely	7.6% (23)
Likely	43.9% (133)	Would not recommend	4.3% (13)



NFTA-Metro Customer Satisfaction Survey Polled Responses

Positive Comments:

- Metro system provides reliable transportation accompanied by dependable customer care
- Operators are professional and courteous
- Many customers have been using Metro for years with very few complaints

Negative Comments:

- Schedule/Timetables:
 - Bus arrivals/departures are not accurately reflected on time points listed on schedule, buses sometimes early or late
- Conditions of stations and vehicles:
 - Interior of some buses need to be cleaned
 - Shelters and stations need upgrades; escalators do not work consistently at rail stations
- Snow removal:
 - Bus stops and shelters not always shoveled properly; sometimes hazardous
- Express Services:
 - Complaints about .50 cents express surcharge; customers choosing other route options
 - Request for more express service in early evenings, weekends and holidays for people who work at these times