



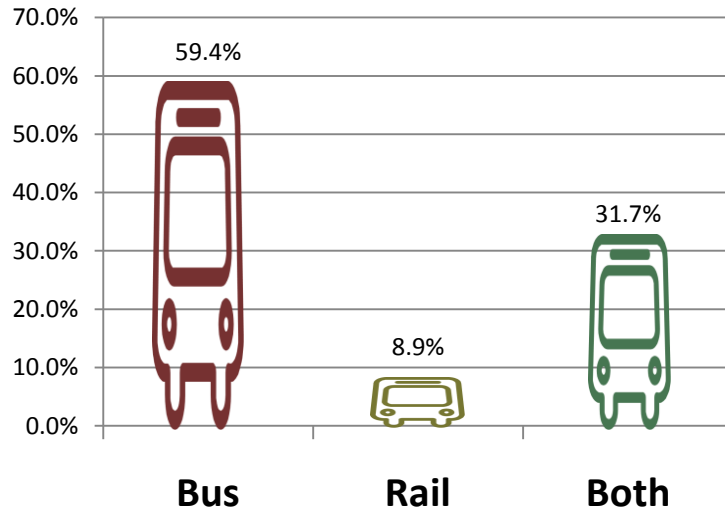
Customer Satisfaction Survey

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**

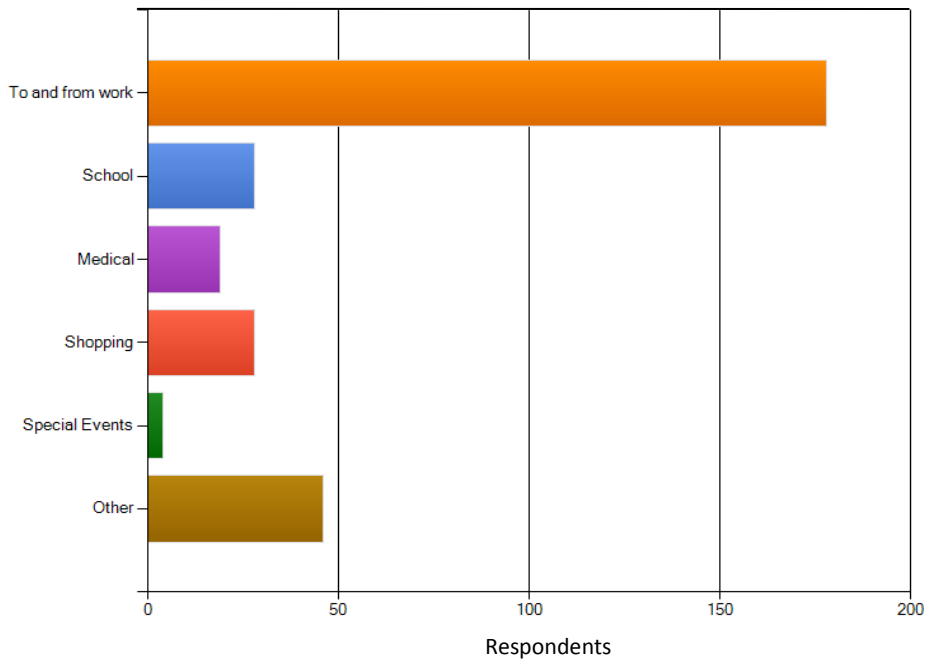
On your most recent Metro trip, did you use Bus or Rail...

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



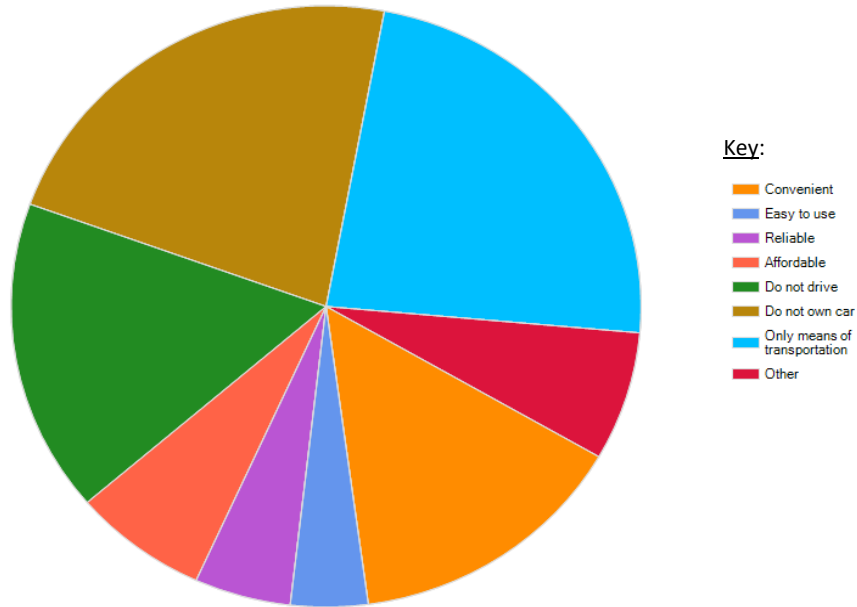
What was your primary purpose for using Metro on your recent trip...

| | | | |
|---------|-------------|----------------|------------|
| 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) |



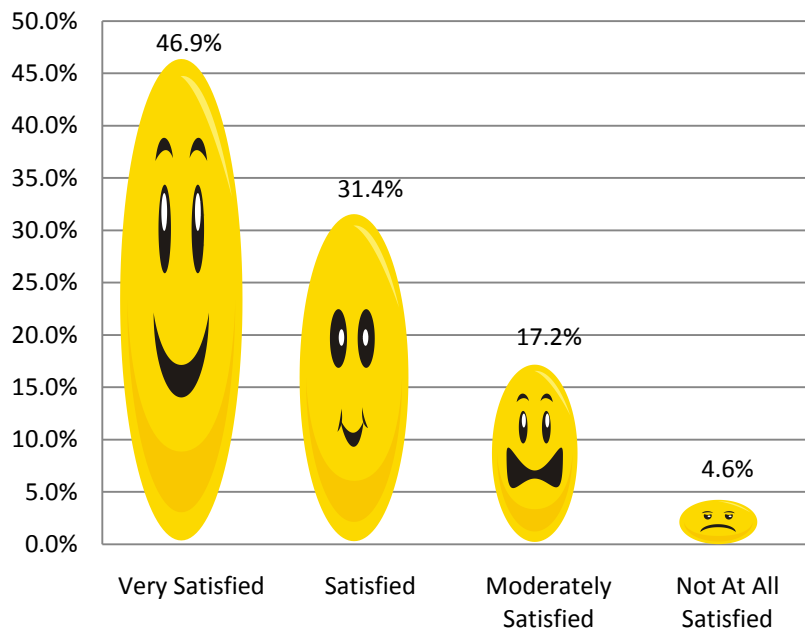
What was the primary reason you recently chose Metro...

| | | | |
|-------------|------------|---------------------|------------|
| 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) |

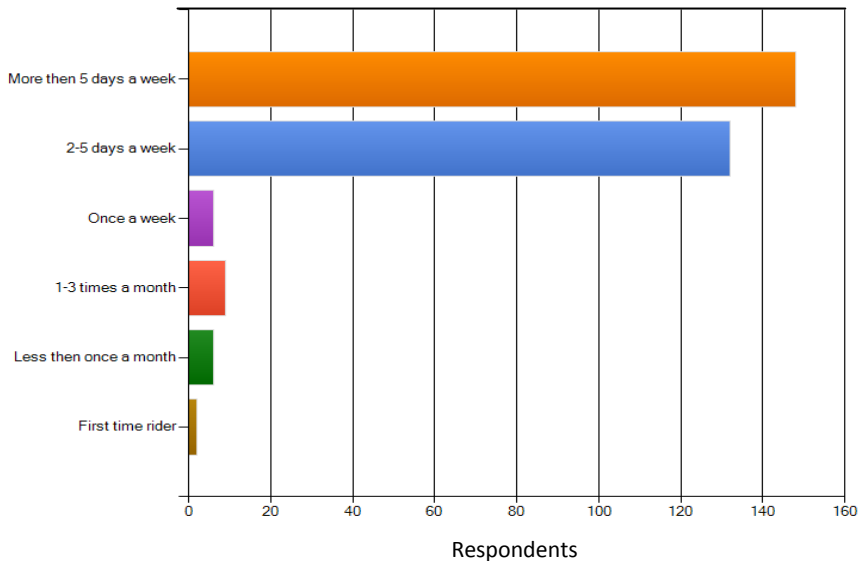


How would you rate your most recent trip on Metro...

| 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) |

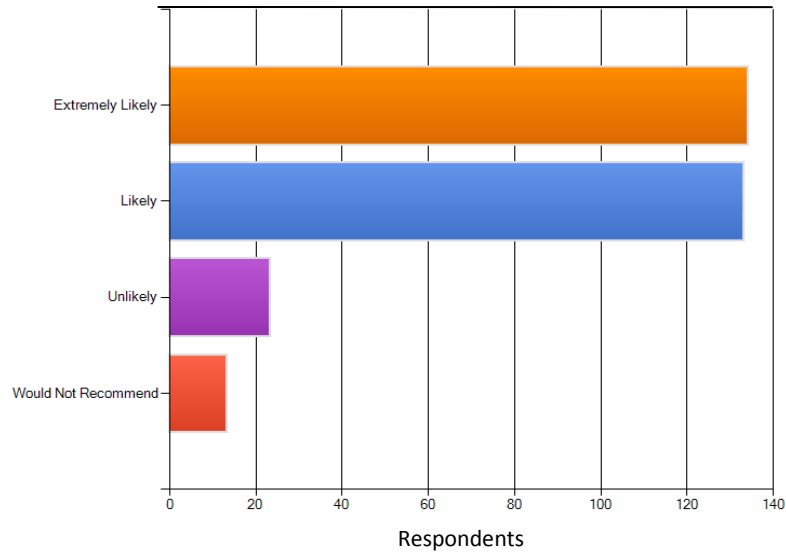
How often do you use Metro services...

| | | | |
|-------------------------|-------------|------------------------|----------|
| 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