



Metrolink Wi-Fi Pilot Customer Survey



WI-FI PILOT CUSTOMER SURVEY

“This is a great step in making our ride more enjoyable. Thank you so much!”

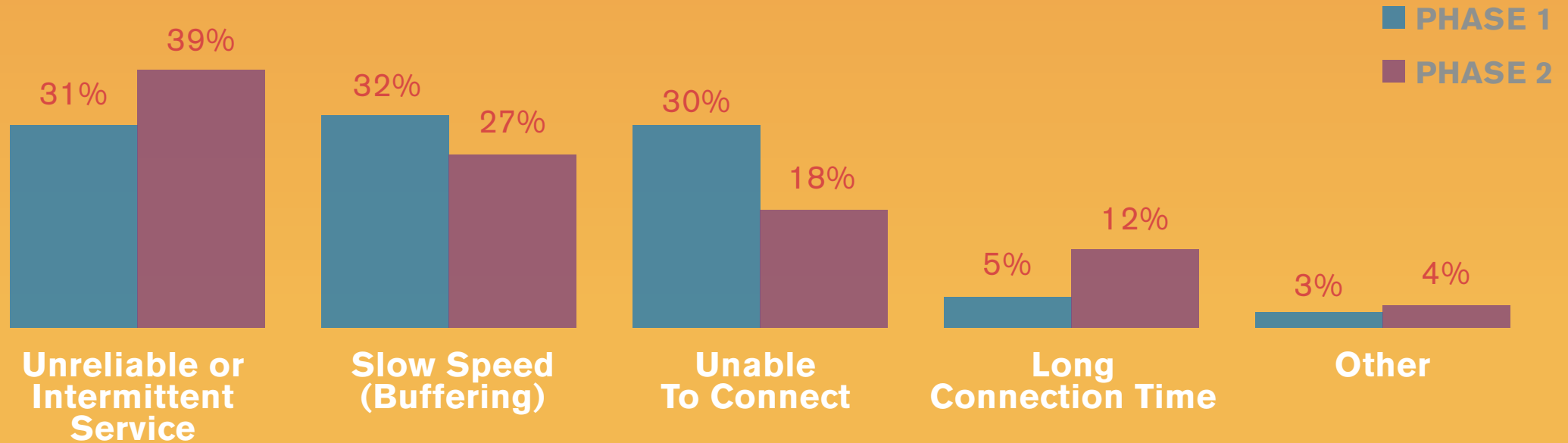
“Adding Wi-Fi is a game changer, Metrolink. Thank you!”

“It worked great. Now that I enjoyed it once, I want more!!! Thank you.”

WI-FI PILOT CUSTOMER SURVEY

57% of respondents indicated no problems

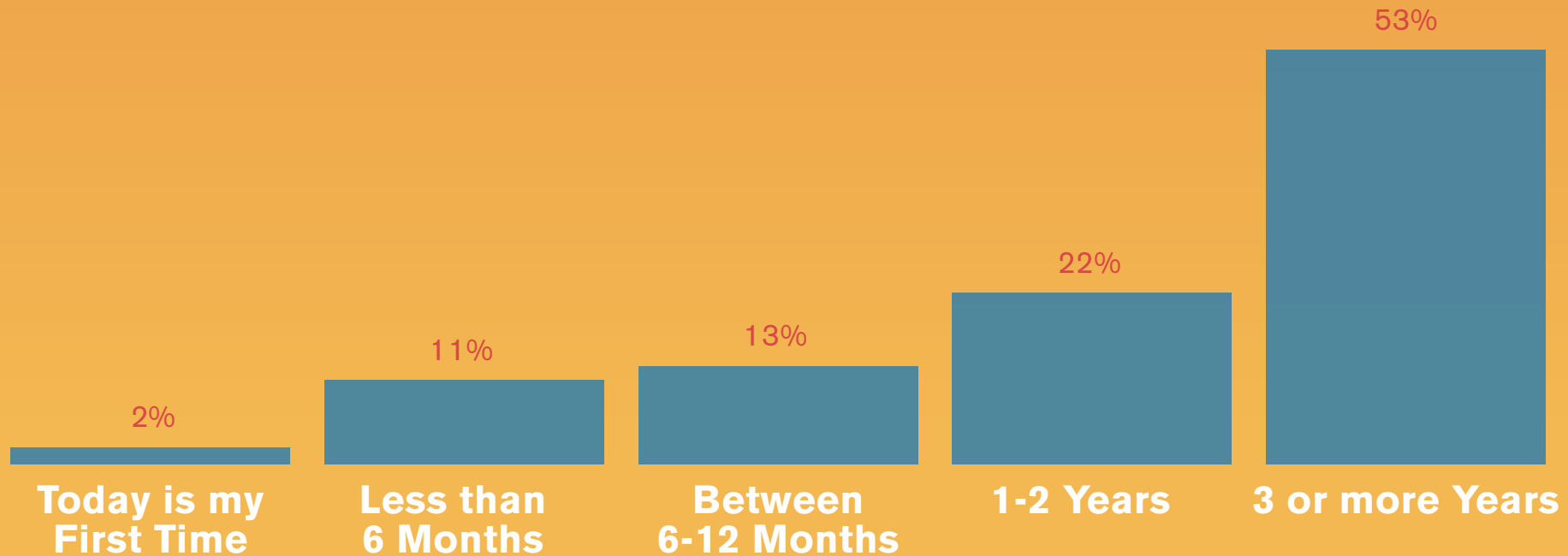
PLEASE DESCRIBE THE PROBLEM YOU WERE EXPERIENCING



Percent of respondents reporting problem. Multiple responses possible.

WI-FI PILOT CUSTOMER SURVEY

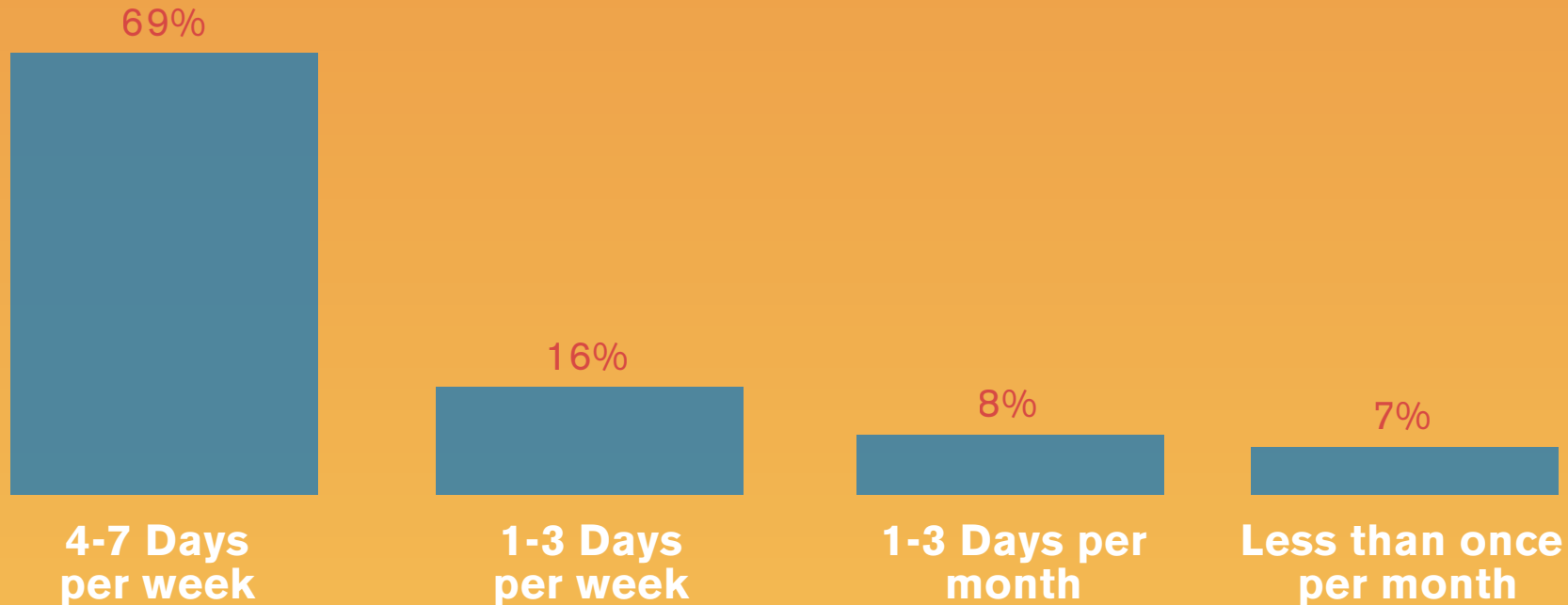
HOW LONG HAVE YOU BEEN RIDING METROLINK?



Percent of respondents

WI-FI PILOT CUSTOMER SURVEY

HOW OFTEN DO YOU RIDE METROLINK?

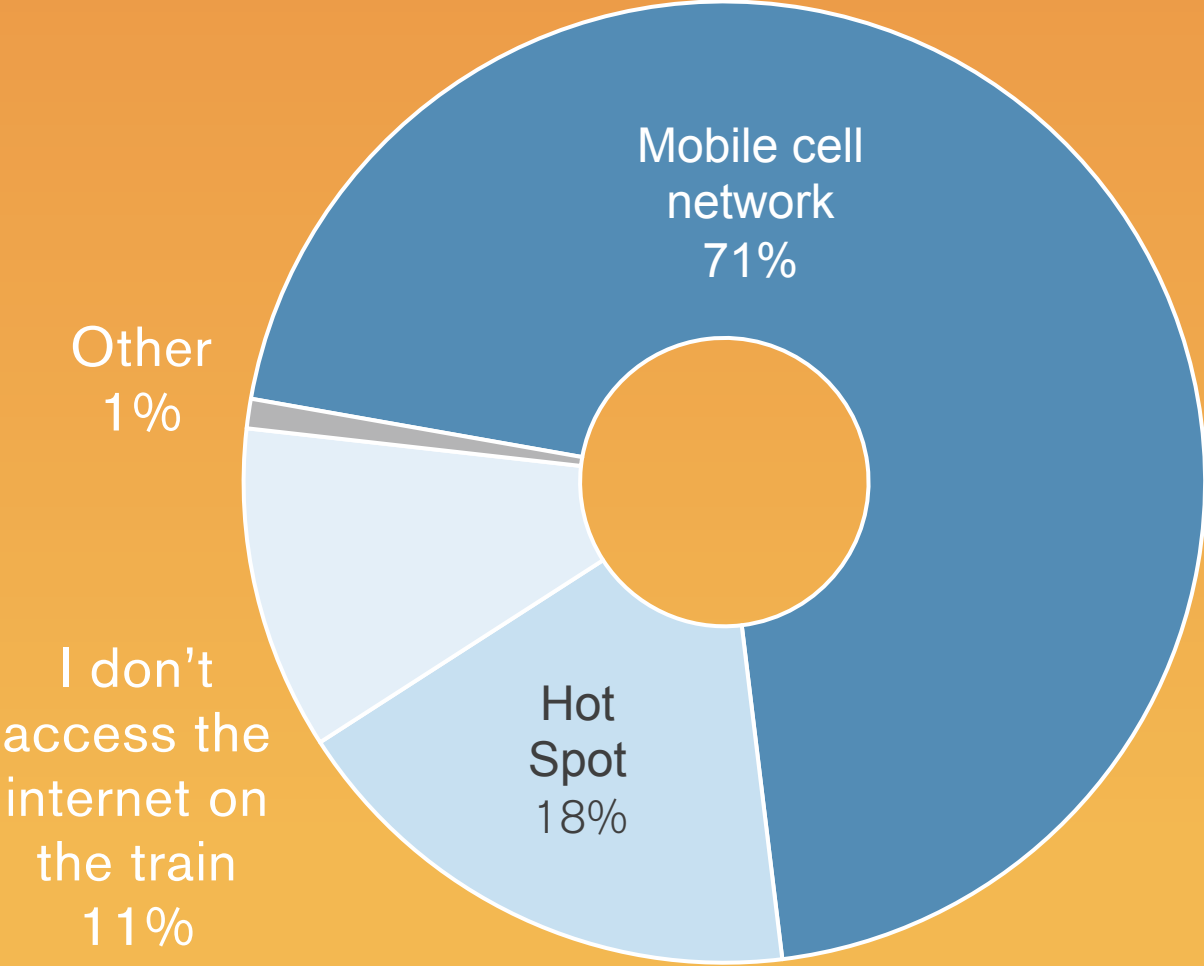


• 57% are Monthly or 7-Day Pass riders.

Percent of respondents

WI-FI PILOT CUSTOMER SURVEY

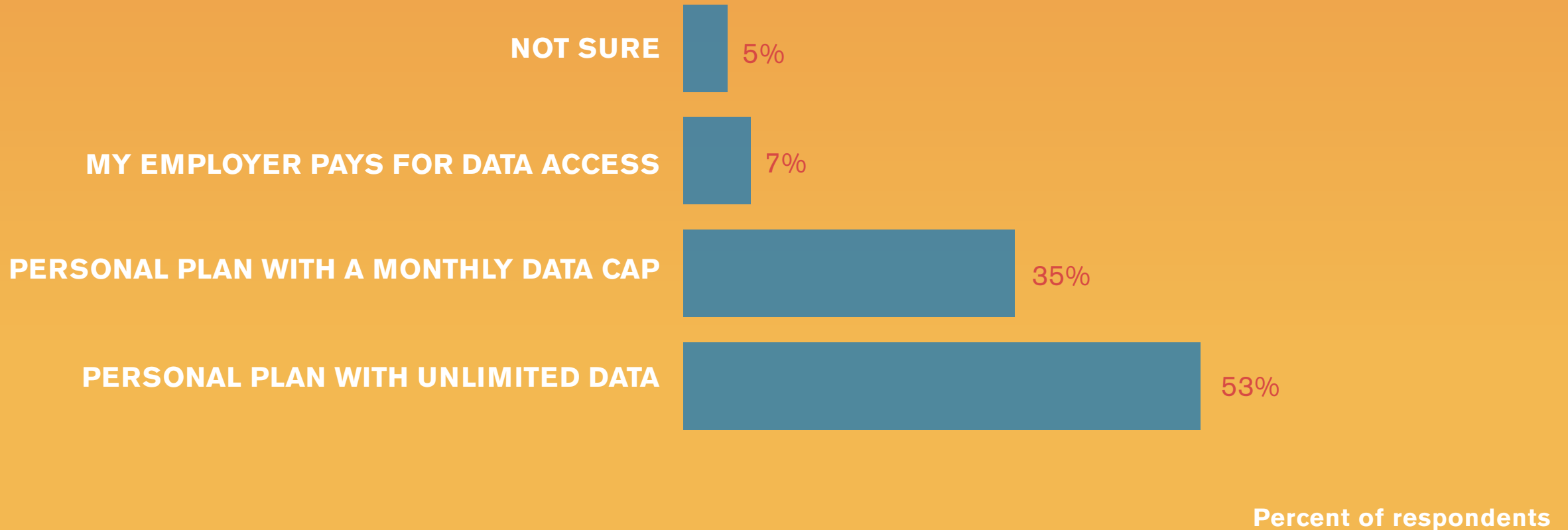
HOW DO YOU ACCESS THE INTERNET
WHEN YOU ARE RIDING ON A
METROLINK TRAIN WITHOUT WI-FI?

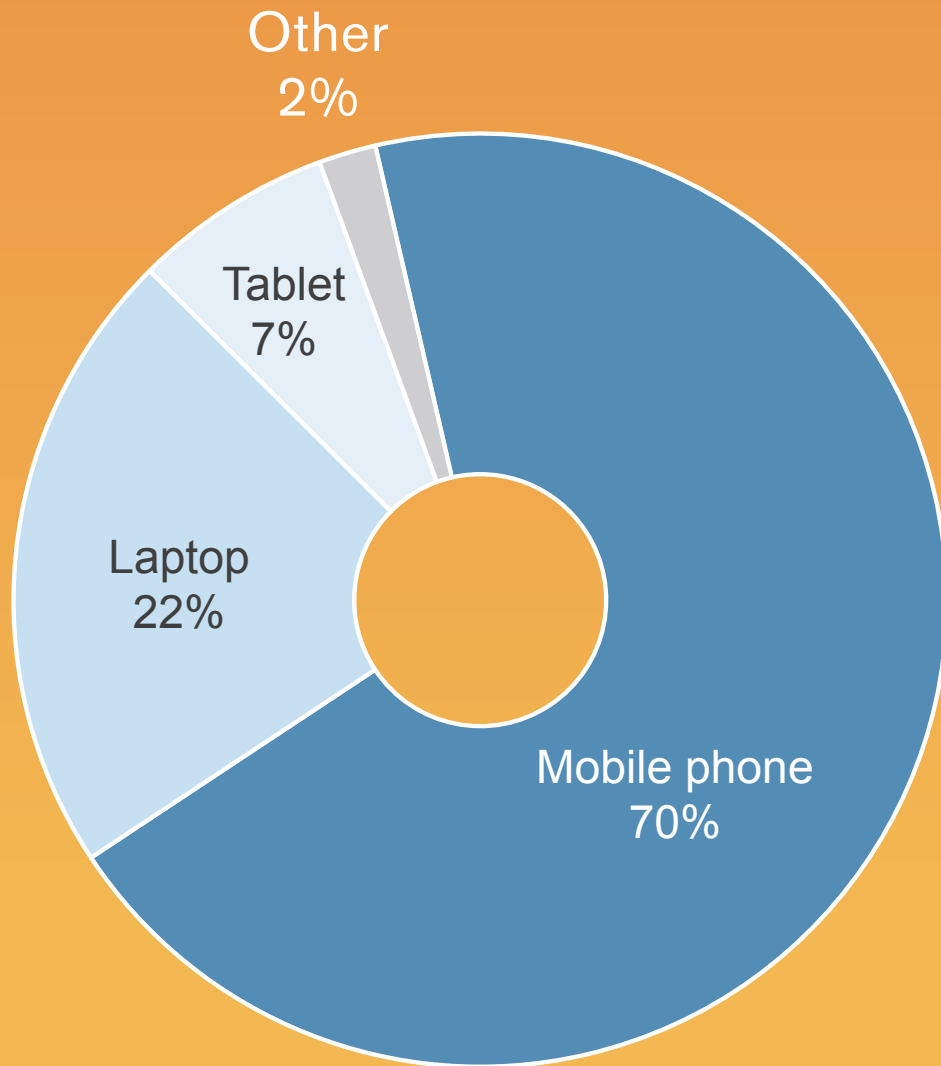


Percent of respondents

WI-FI PILOT CUSTOMER SURVEY

WHAT TYPE OF MOBILE DATA PLAN DO YOU HAVE FOR YOUR MOBILE DEVICE?





WI-FI PILOT CUSTOMER SURVEY

PLEASE THINK ABOUT THE LAST TIME
YOU USED METROLINK'S ONBOARD WI-FI.
WHAT DEVICE WERE YOU USING?

Percent of respondents

KEY FINDINGS FROM CUSTOMER SURVEY

- Riders depend on Internet access during their commute
 - Most have unlimited data plans
- Primary Wi-Fi problems include reliability and speed