



MTA Press Releases

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Metro-North

IMMEDIATE

Customers Again Give High Marks to MTA Metro-North Railroad

In its 2007 annual customer satisfaction survey, overall satisfaction with Metro-North rose for the third consecutive year and established a new record high of 93%, up one point over 2006.

Extremely high satisfaction scores for the Hudson and Harlem Lines were maintained in 2007, with 99% of Harlem line customers reporting they were satisfied with Metro-North and 97% of Hudson Line customers.

And for the second consecutive year New Haven Line customers' satisfaction with the railroad overall increased to 88%, up from 85% in 2006. For the Outer New Haven service, from Stamford east to New Haven, the jump in overall satisfaction jumped was more pronounced from 81% in 2006 to 88%.

"Metro-North employees constantly strive to improve the customer experience from the track to the parking lot to the station, on-board the trains and at Grand Central," said Metro-North President Peter A. Cannito. "We measure all these categories and more. We are now carrying more people than ever, 80.7 million last year, and operating more trains than ever, currently 652 each weekday. It is gratifying that as we grow, we also improve our service."

Among the factors that explain the favorable responses include a strong on-time performance level of 97.7% systemwide from January through August, just before the September survey, introduction of new and rehabilitated rail cars, completion of numerous station and parking improvement projects and expanded train service.

With a choice of not satisfied, satisfied and very satisfied, close to half of all customers (46%) reported themselves to be very satisfied with Metro-North overall. And 88% rated Metro-North as the same or better than a year ago. A larger percentage of customers felt the railroad had improved than thought it had gotten worse.

In the separate West of Hudson survey, 2007 marked the first time off-peak and weekend customers were surveyed on the Pascack Valley Line. Before October, there was no off-peak or weekend service.

Overall, 87% of West of Hudson customers in all time periods were satisfied with Metro-North. Pascack Valley Line customers were more satisfied with the railroad (95% said they were satisfied) than their counterparts on the Port Jervis Line (85% satisfied).

Among AM Peak customers on both lines, the only time period for which survey data is available from 2006, total satisfaction with the railroad was down 7 points to 84% satisfied. Among Pascack Valley AM Peak customers, satisfaction with Metro-North overall rose 2 points to 93% while satisfaction among AM Peak Port Jervis Line riders fell 11 points from 2006 to 80%.

Metro-North plans to undertake qualitative research among Port Jervis Line AM Peak customers to identify the reasons for this decline.