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Press Release

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[MTA Headquarters](#)

IMMEDIATE

Customer Satisfaction Survey Results Show Value of Service Information

Standard Format Allows Comparison Among Agencies for First Time

The Metropolitan Transportation Authority (MTA) today announced that results of its first agency-wide standardized customer satisfaction surveys show that MTA customers value real-time service information, including countdown clocks and email and text message service alerts. Levels of satisfaction also correlate to on-time performance measures. Customers provided high marks for safety and security and for front-line employees.

The newly activated subway countdown clocks were one of the highest rated attributes of the system, with 95% of customers who reported viewing them stating they were satisfied with them, including 55% reporting that they were very satisfied. Similarly, 83% of subway customers reported being satisfied or very satisfied by service-related email alerts. MTA Metro-North Railroad was given the highest marks by its customers, with 93% of respondents saying they were either satisfied or very satisfied with the service. On the Long Island Rail Road, 89% of respondents reported being satisfied or very satisfied with the service.

Using the new format for the first time that transcends agency boundaries to show comparable statistics across the MTA family, customers were asked about service quality, MTA employees, on-board conditions, information and communications, comfort and convenience, safety and security, home stations, and overall satisfaction. The MTA's agencies used this data to formulate priority areas for improvement.

"This has obviously been an extremely tough year for our transit system and for our customers, but the survey results show that our customers appreciate the improvements we have been able to put into place, like countdown clocks," said MTA Chairman Jay H. Walder. "This survey demonstrates the importance of improving service where we can in cost-effective ways."

Separate surveys asking similar questions were completed by customers of the subway, local buses operated by New York City Transit and the MTA Bus Company, the Long Island Rail Road, Metro-North Railroad, and MTA Bridges and Tunnels. In total, more than 18,000 people responded to the surveys, which have margins of error ranging between +/- 1% to +/- 4%.

Presentations showing more complete results of each of the surveys can be found at this link: <http://bit.ly/MTACSS>.