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Press Release

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[MTA Headquarters](#)

IMMEDIATE

### MTA Releases 2011 Customer Satisfaction Survey Results

#### *Customers Report Increased Satisfaction on Subways and Buses; Satisfaction Declines on Railroads in Wake of Service Disruptions; Customers Express Appreciation for New Innovations*

The Metropolitan Transportation Authority (MTA) today released results from its series of customer satisfaction surveys conducted annually for all MTA services. These surveys, the first to provide year-over-year comparisons using the MTA's unified 10-point ratings scale introduced last year, show that overall satisfaction trended upward on subways and buses. Satisfaction in the railroads was adversely impacted by weather-related disruptions and other external factors. This year's survey was conducted in June 2011.

#### **New York City Subways and Buses**

Customer satisfaction with subway and bus service increased over last year.

#### **New York City Subway**

84% of subway customers reported being satisfied with the overall comfort and convenience of using the subway, up six percentage points from last year. Satisfaction with temperatures onboard trains increased five percentage points to 84%.

Countdown clocks appear to be having a positive impact on the overall customer experience. Customers using stations with countdown clocks rated 54 attributes more highly than customers at stations without the clocks. 96% of customers reported being satisfied with the clocks themselves.

Customer satisfaction with information about planned service changes increased to 76% this year from 69% a year ago.

Ratings for six of the eight major categories increased significantly: comfort and convenience, safety and security, service reliability, service frequency, cleanliness of subway cars, and information and communications aboard trains.

#### **Local Buses**

Overall satisfaction with local bus service increased to 70% from 62% last year.

The year-to-year increase reflects shifts from slightly dissatisfied (e.g. rating of 5 on the 1-to-10 scale) to satisfied (e.g. rating of 6 and above). The average rating increased from 6.1 to 6.5.

Bus customers reported increased satisfaction in a host of areas: overall service availability, frequency of service, bus speeds, wait time, service reliability and predictability of travel time.

#### **Long Island Rail Road and Metro-North Railroad**

Customer satisfaction declined on the MTA's railroads. Overall declines for satisfaction with Metro-North reflected responses specific to the New Haven Line. Declines on the LIRR reflected service disruptions resulting from a series of weather-related events (unusually harsh winter storms, tornado, blizzard) and an Amtrak derailment in the East River Tunnel. Customer ratings for items unrelated to the service issues held steady, and customers continued to rate highly the performance of front line employees.

#### **Long Island Rail Road**

The survey was distributed a few weeks after train cancellations and standing-room-only conditions resulting from a May 7 Amtrak derailment occurred.

Overall customer satisfaction decreased to 78% from 89% last year.

Courtesy and responsiveness of LIRR employees retained a high rating of 90%, virtually identical to last year's 91%.

#### **Metro-North Railroad**

Customer satisfaction as a whole decreased to 89%, from 93% last year.

Overall decrease is driven by issues particular to the New Haven Line, including winter weather challenges, an aging car fleet and track outages. Satisfaction was virtually unchanged on the Hudson, Harlem, Port Jervis and Pascack Valley Lines.

#### **MTA Bridges and Tunnels**

Satisfaction with availability of information improved by 15 percentage points, to 82%.

Customer satisfaction with email alerts rose 12 percentage points, to 74%.

The MTA uses the information learned from the survey to focus resources on areas that need improvement.