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Press Release

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[Metro-North](#)

IMMEDIATE

Metro-North Railroad Customer Satisfaction Rebounds in 2012

93% Satisfied Ties Highest Rating Ever

Metro-North customers gave the railroad a 93% overall satisfaction rating in its annual survey, tying the highest level the railroad has ever received. This represents a return to the 2010 performance following a disappointing 2011 (89% satisfaction) caused by the severe winter weather that year.

The high mark was in both the East of Hudson and West of Hudson markets.

"We are gratified that the 2011 drop in satisfaction has been reversed," said Metro-North President Howard Permut. "What is especially gratifying is the high percentage of customers who are very satisfied with our service. It is up to 40% in 2012, even better than 2010."

In the category of on-time performance, satisfaction increased to 91% in 2012 from 88% in 2011.

Satisfaction among peak customers returned to its 2010 level of 92%, and the percentage of customers who are very satisfied with Metro-North's peak service grew to 38%.

Among weekend customers, 96% were satisfied and 44% were very satisfied, both figures higher than in 2010.

Although satisfaction among weekday off-peak customers is down minimally to 94% compared to 2010, the percent who are very satisfied climbed to 43%.

Overall satisfaction on the Hudson Line was 96%, on the Harlem Line 97% and on the New Haven Line 88%, each rebounding to 2010 levels.

Results in the reverse peak market were disappointing, however. Satisfaction improved over 2011 but did not come back to its 2010 level, despite a higher percentage of very satisfied customers. Metro-North plans to conduct research in this very important and growing market to assess why this occurred.

On the West of Hudson lines, the Pascack Valley rebounded to 93% satisfaction and on the Port Jervis Line, 92% of customers were satisfied overall, up from 84% in 2010 and 2011, its highest level ever. This improvement is attributable to goodwill generated by Metro-North's swift rebuilding of the Port Jervis Line following Tropical Storm Irene.

The surveys were conducted in June of this year and covered the East of Hudson market, the Reverse Peak market and the West of Hudson market.