



**Metro-North Railroad  
West of Hudson Customer Satisfaction  
Fall 2023**

## Research Objectives, Methodology and Response

- ❑ The Customer Satisfaction Survey was launched online from November 14 through December 9, 2023, to NJ TRANSIT Bus, Rail, Light Rail, and Access Link customers.
- ❑ Customers were asked to rate their satisfaction with NJ TRANSIT on a scale of 0 to 10 where 0 was Unacceptable, 5 was Acceptable and 10 was Excellent. Note that the MTA Metro-North Fall 2023 Customer Satisfaction Survey used a rating scale of 1 to 10, where 1-2 was very dissatisfied, 3-5 was dissatisfied, 6-8 was satisfied and 9-10 was very satisfied.
- ❑ Customers rated over 40 attributes of NJ TRANSIT's service and provided basic origin, destination and demographic information.
- ❑ Over 600 West of Hudson customers that board or alight at a Metro-North Station completed the survey.
- ❑ The raw dataset was provided by NJ TRANSIT market research to the MTA market research team and this West of Hudson detailed report was prepared.
- ❑ The data in this report can not be statistically compared to results of MTA's Metro-North line level results from the Fall 2023 Customers Count survey as the rating scale and attribute listings are not standardized. However, general trends can be reported.

## Key Findings (November 2023 NJ TRANSIT Customer Survey)

- NJ TRANSIT New York West of Hudson line customers rated overall satisfaction 89%.
  - NJ TRANSIT Port Jervis customers were slightly less satisfied (88%) than Pascack Valley customers (89%).
  - While the question scales vary somewhat, this is comparable to the 86% satisfaction score for the rest of Metro-North customers in the Fall 2023 Customers Count survey.
- Broadly speaking the West of Hudson attribute scores were also quite high. Below are the few attributes that came in slightly lower than average – though all at 60% satisfaction or higher:
  - Scheduling: *Midday, Late Night, Weekend/Holiday schedules.*
  - Communications: *Station Announcements and Service Disruption Announcements/Info*
  - The *Weekend/Holiday Schedule* was the lowest scoring attribute received for the combined Port Jervis/Pascack Valley NY State customers.

# Overall Satisfaction of Metro-North West of Hudson Customers with NJT

	Fall 2022 % Satisfied (rated 5-10)	Fall 2023 % Satisfied (rated 5-10)
<b><u>Overall Satisfaction with NJTransit</u></b>	<b>85%</b>	<b>89%</b>
Port Jervis Line	84%	89%
Pascack Valley Line	88%	88%
<b><u>Overall Value for Your Money</u></b>	<b>82%</b>	<b>83%</b>
Port Jervis Line	80%	84%
Pascack Valley Line	85%	82%

## Satisfaction with Station Facilities Attributes\*

	Total West of Hudson		Port Jervis		Pascack Valley	
	Fall 2022 % Satisfied	Fall 2023 % Satisfied	Fall 2022 % Satisfied	Fall 2023 % Satisfied	Fall 2022 % Satisfied	Fall 2023 % Satisfied
<b><u>FACILITIES: PARKING</u></b>						
Boarding Station Parking Availability	96%	92%	96%	93%	96%	90%
Boarding Station Parking Fee	90%	86%	88%	86%	93%	89%
Ease of Access and Exit from the Parking Lot	95%	91%	94%	95%	96%	75%
Safety of the Parking Lot	93%	92%	93%	94%	91%	86%
Security of Parking Lot	95%	90%	96%	90%	93%	89%
<b><u>FACILITIES: STATIONS</u></b>						
Boarding Station/Stop/Shelter Condition	95%	92%	94%	92%	99%	94%
Boarding Station/Stop/Shelter Cleanliness	95%	92%	95%	91%	95%	93%
Arrival Station/Stop/Shelter Condition	87%	87%	87%	88%	88%	84%
Arrival Station/Stop/Shelter Cleanliness	86%	87%	86%	89%	87%	81%

\*Note: These station scores are similar to the high Overall boarding station score (91%) received on the MTA's Fall 2023 Metro-North Customer Satisfaction survey.



## Satisfaction with Communications

	Total West of Hudson		Port Jervis		Pascack Valley	
	Fall 2022 % Satisfied	Fall 2023 % Satisfied	Fall 2022 % Satisfied	Fall 2023 % Satisfied	Fall 2022 % Satisfied	Fall 2023 % Satisfied
<b>COMMUNICATIONS</b>						
Availability of NJ TRANSIT Information	79%	85%	77%	85%	84%	87%
Signage/Information Availability	80%	84%	80%	83%	81%	86%
NJ TRANSIT Mobile App	89%	91%	87%	91%	94%	92%
My Transit	82%	82%	82%	82%	80%	83%
STATION Announcements	64%	77%	65%	77%	63%	77%
ONBOARD Announcements	79%	76%	81%	77%	73%	71%
Availability of Information about Accessible Services	88%	85%	90%	85%	82%	84%
Service Disruption Announcements/Info	66%	68%	64%	68%	71%	66%

\*Note: MTA Metro-North Fall 2023 scores for these attributes are higher: *Announcements both (on board) 88%, (stations) 86%; Signs and Wayfinding (boarding station) 92%*.

## Satisfaction with On Board and Scheduling Attributes\*

	Total West of Hudson		Port Jervis		Pascack Valley	
	Fall 2022 % Satisfied	Fall 2023 % Satisfied	Fall 2022 % Satisfied	Fall 2023 % Satisfied	Fall 2022 % Satisfied	Fall 2023 % Satisfied
<b>ON BOARD TRAIN</b>						
Seating Availability	94%	91%	96%	93%	91%	84%
Comfort On-board	88%	86%	88%	87%	87%	83%
Train Interior Conditions other than cleanliness	83%	81%	84%	82%	81%	79%
Cleanliness On-board	86%	87%	88%	88%	82%	85%
<b>SCHEDULING</b>						
Weekday AM Peak Schedule (6 AM - 10 AM)	85%	86%	88%	88%	79%	81%
Weekday Midday Schedule (10 AM - 4 PM)	69%	75%	70%	76%	66%	73%
Weekday PM Peak Schedule (4 PM - 7 PM)	77%	81%	80%	83%	72%	75%
Weekday Evening/Night Schedule (after 7 PM)	60%	69%	60%	69%	60%	72%
Weekend/Holiday Schedule	65%	74%	63%	72%	71%	80%

\*Note: These on board scores are similar to the high Overall on board score (92%) received on the MTA's Fall 2023 Metro-North Customer Satisfaction survey. The scheduling attributes measured by the MTA's Fall 2023 Metro-North survey also showed similar scores with overall Peak service frequency at 81% and Off-peak service frequency at 76%.



## Satisfaction with Overall Attributes

	Total West of Hudson		Port Jervis		Pascack Valley	
	Fall 2022 % Satisfied	Fall 2023 % Satisfied	Fall 2022 % Satisfied	Fall 2023 % Satisfied	Fall 2022 % Satisfied	Fall 2023 % Satisfied
<b>OVERALL</b>						
On Time Performance - Boarding Station/Stop	88%	90%	86%	89%	93%	92%
On Time Performance - Arrival Station/Stop	83%	86%	84%	87%	83%	82%
Trip Time	83%	86%	87%	86%	75%	84%
Quality of Transfer	84%	89%	84%	91%	82%	83%
Handling of Service Disruptions	63%	75%	62%	76%	66%	73%
Employee Performance	94%	95%	92%	95%	98%	96%
Customer Service	92%	90%	92%	90%	93%	92%
Payment Options	99%	96%	99%	97%	99%	95%
Safety	94%	94%	94%	95%	96%	93%
Security	92%	93%	91%	93%	94%	93%
Reliability of Accessible Features	87%	90%	88%	91%	86%	88%

\*Note: MTA Metro-North Fall 2023 score for *On-Time Performance* was very similar at 84%. For MTA Metro-North the attribute *Fare Payment Options* was also high, at 92%.