

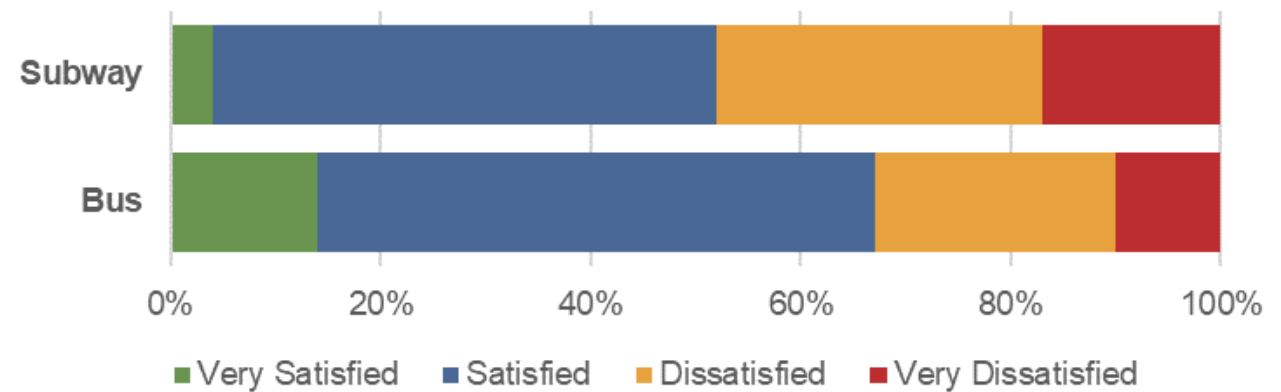


Monthly Pulse Survey: Subways and Buses



A new Monthly Pulse Survey for subway and bus customers

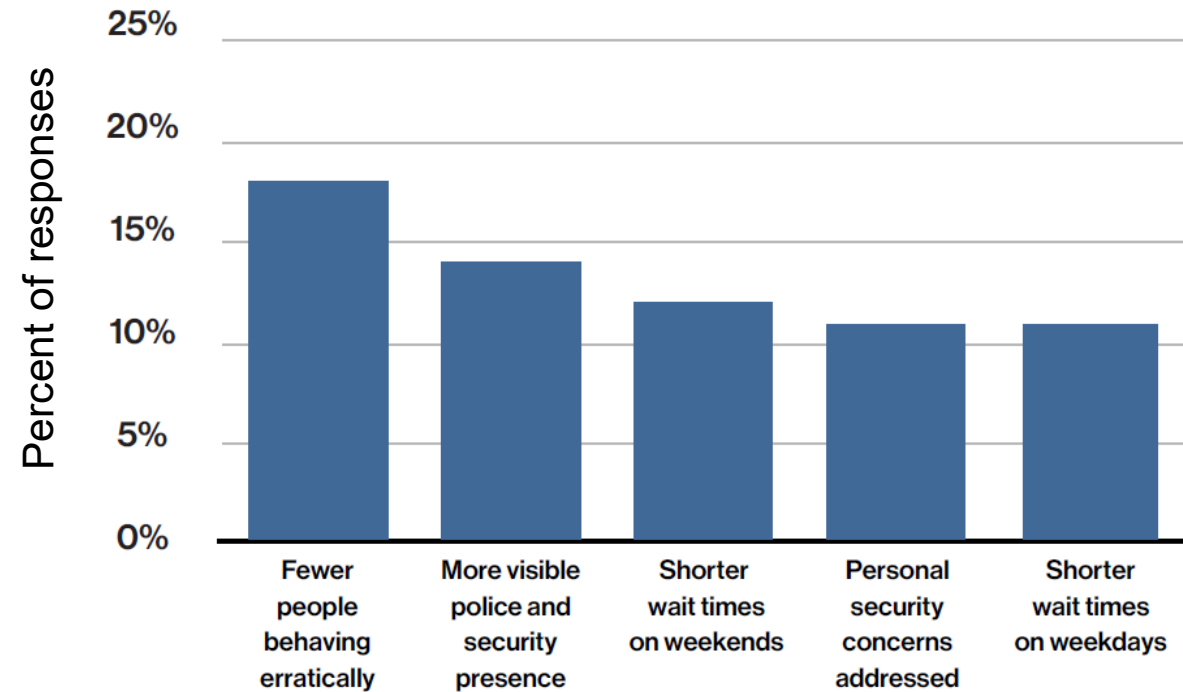
Customer Satisfaction Rates, June 2022



In June, ~52% of subway survey respondents indicated they were satisfied or very satisfied. Bus satisfaction ran higher, at 67%



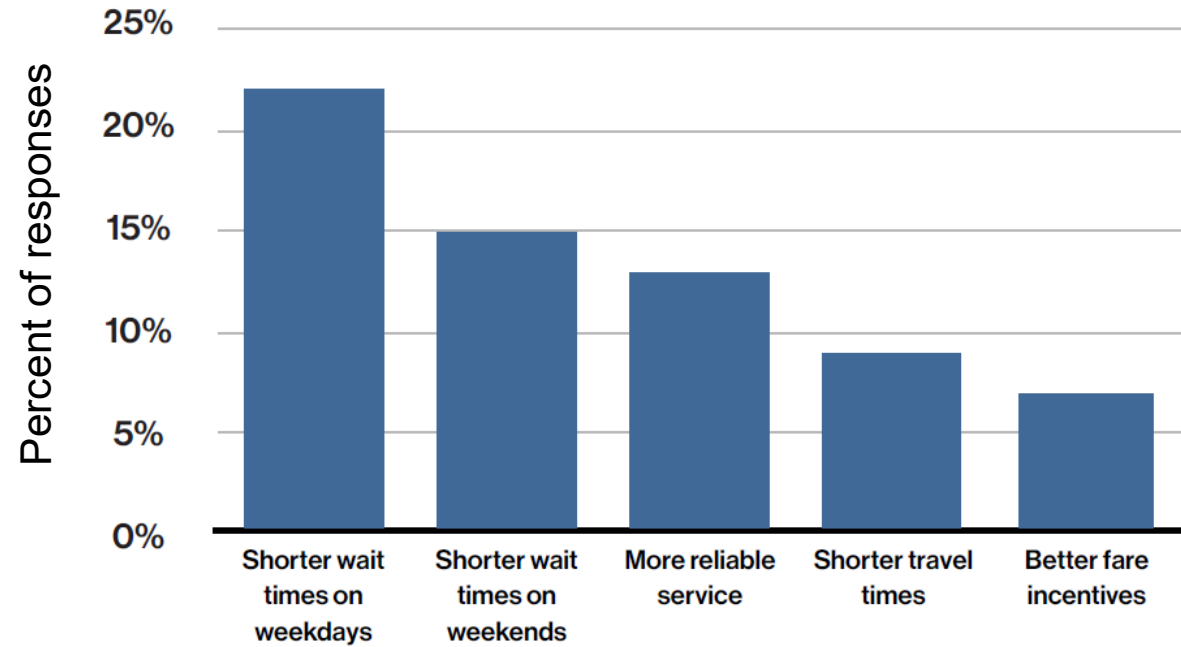
What would encourage you to use the subway more often?



Three of the top five interventions that would encourage more subway use are related to safety and security.



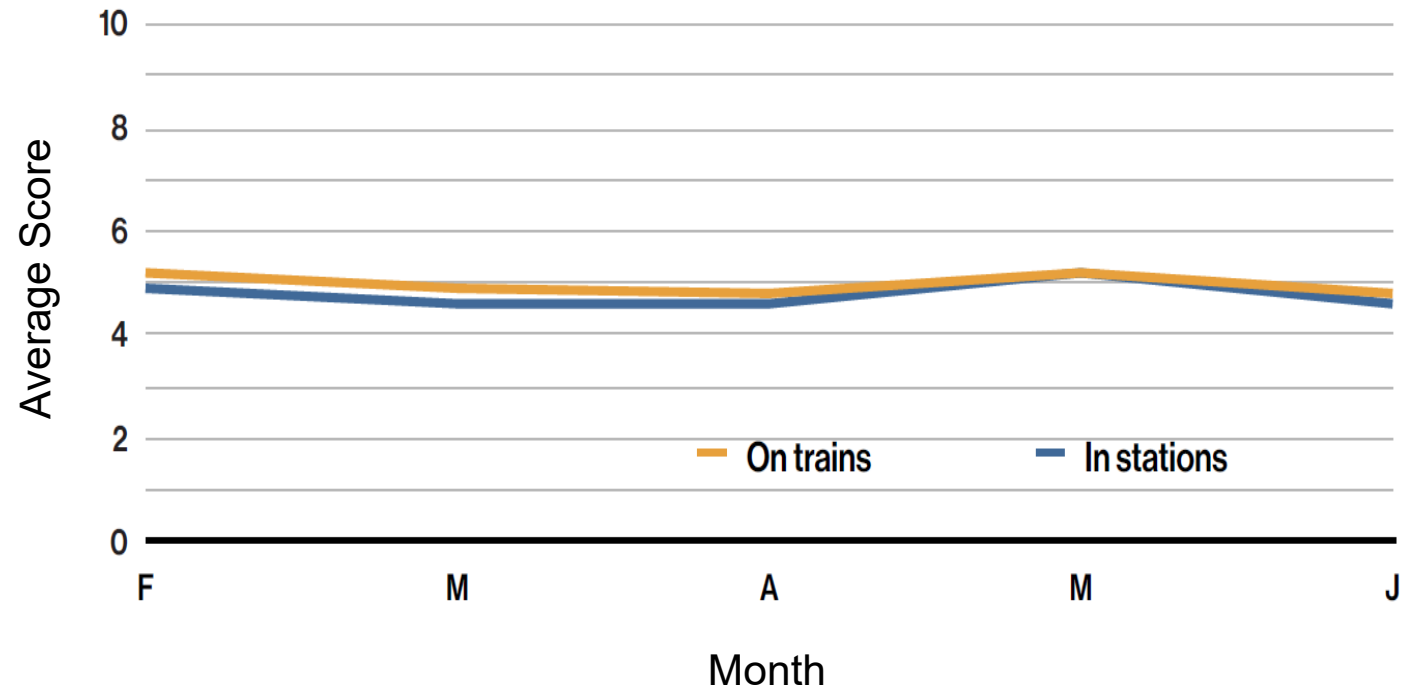
What would encourage you to use the bus more often?



Safety and security are not major concerns on buses – shorter wait times and more reliable service will encourage more ridership



On a scale of 1-10, how safe do you feel using the subway?

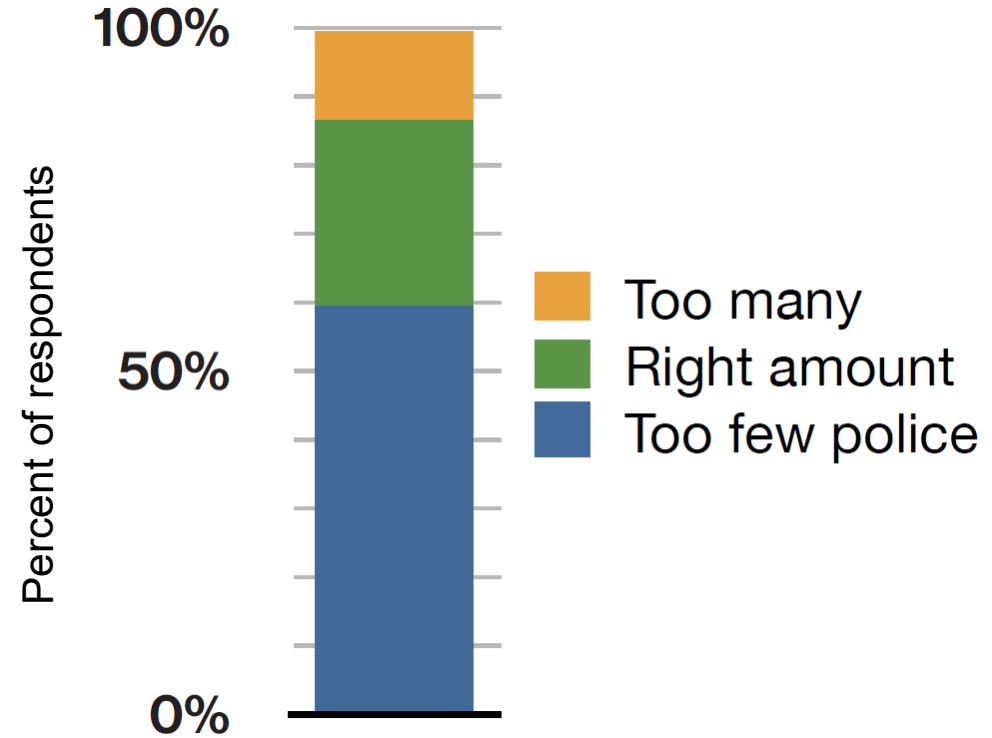


Customer perception of safety has been largely unchanged since we began tracking monthly in February





How do you feel about the number of uniformed police officers you've seen in the subway?



When asked directly about the perceived NYPD presence in our system, the sentiment has also been fairly consistent – nearly 60% of riders feel there are too few officers