

# 2012 Customer Satisfaction Survey Metro-North Railroad



# Overall Context

- Two factors had major influences on the results of the East of Hudson surveys, conducted in June:
  - Record 1<sup>st</sup> quarter on-time performance (98.8%) Year-to-date prior to the survey, OTP stood at 98.4%.
  - Mild winter weather.
- New Haven Line customers surveyed while riding in new M8 cars were more satisfied with Metro-North than customers riding in other car types on the New Haven Line.
- The single biggest impact for West of Hudson customers was the swift rebuilding of the Port Jervis Line following hurricane Irene.



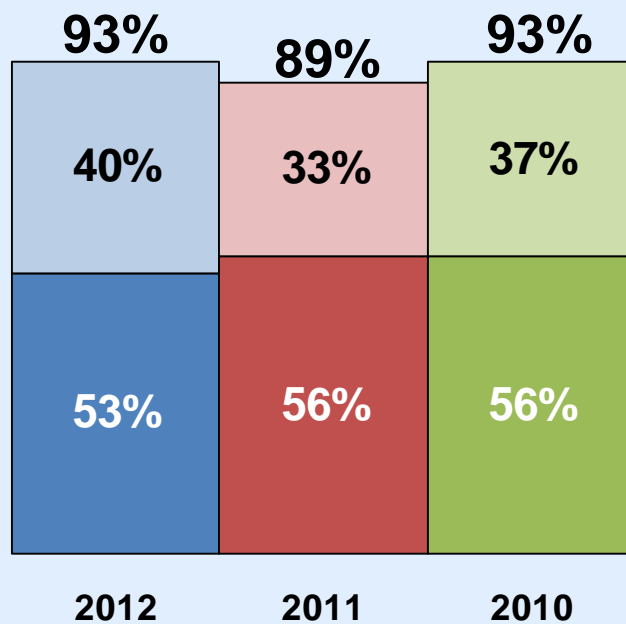
# **METRO-NORTH EAST OF HUDSON SURVEY RESULTS**



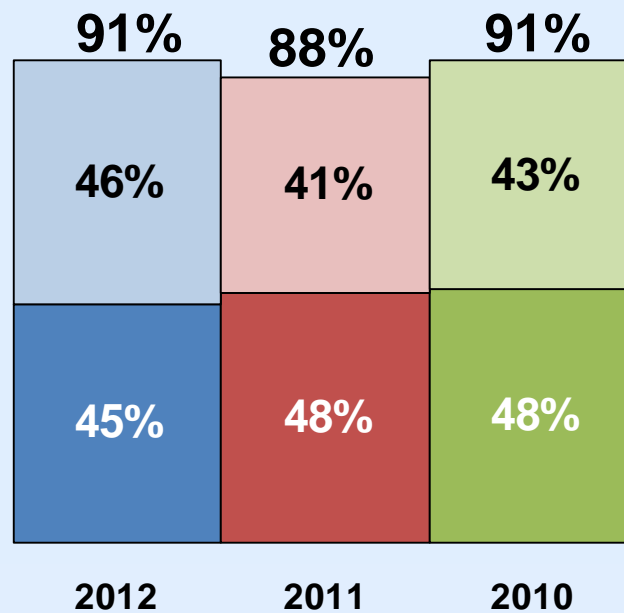
# Overall Customer Satisfaction

## East of Hudson

### Metro-North Overall



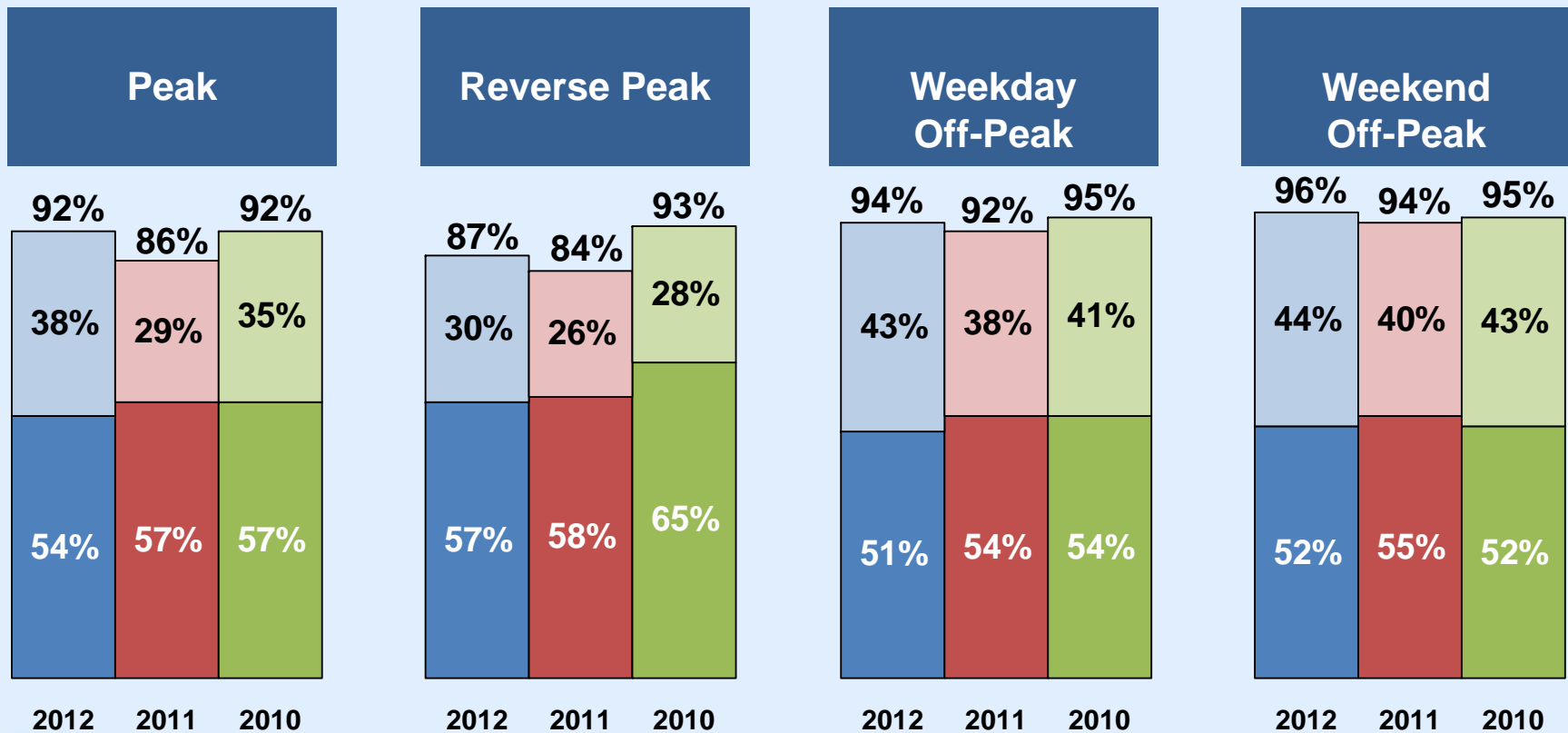
### On-Time Performance



Top Area = Very Satisfied    Bottom Area = Satisfied



# Overall Customer Satisfaction By Time Period East of Hudson

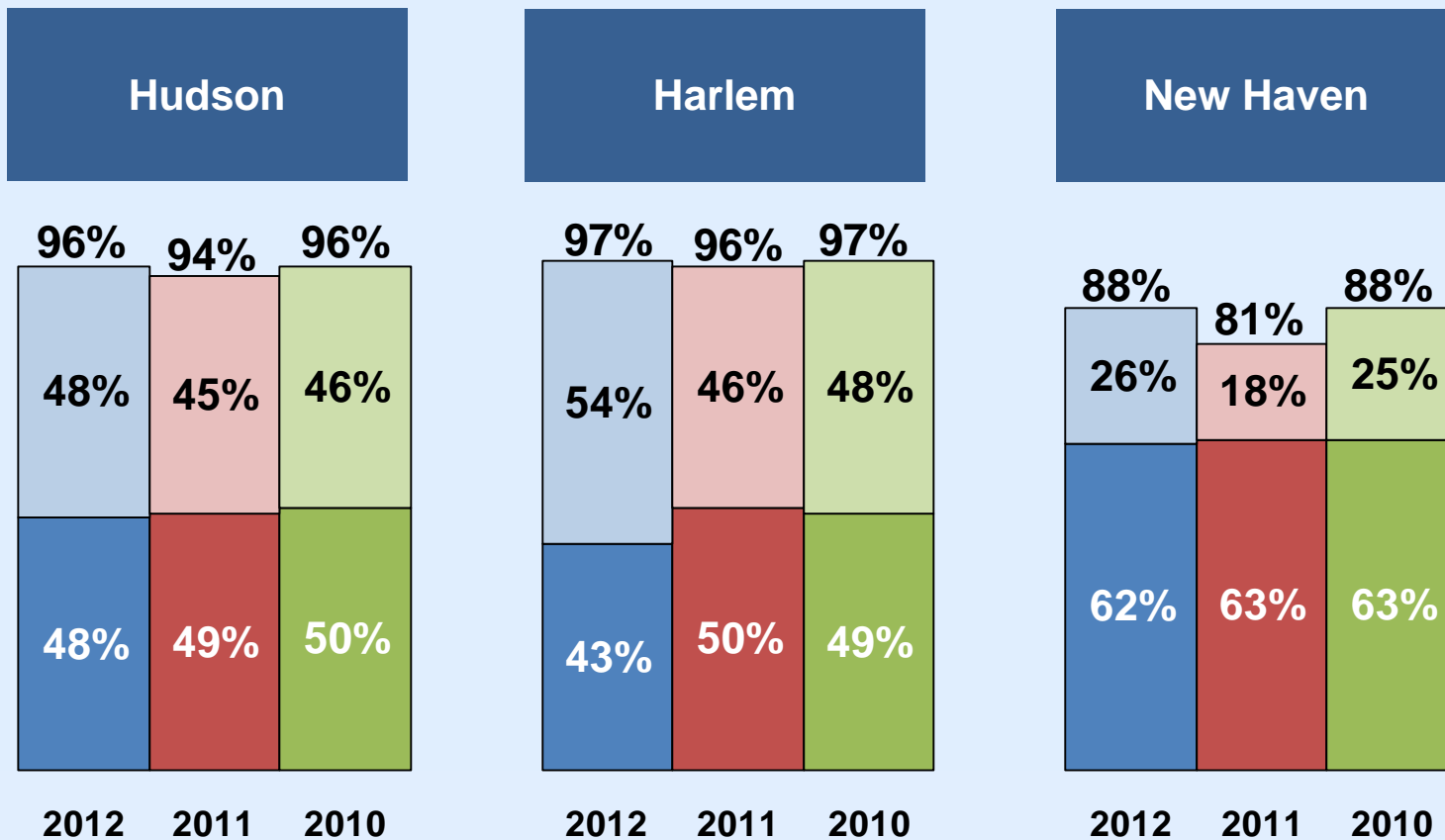


Top Area = Very Satisfied    Bottom Area = Satisfied



# Overall Satisfaction By Line

## East of Hudson

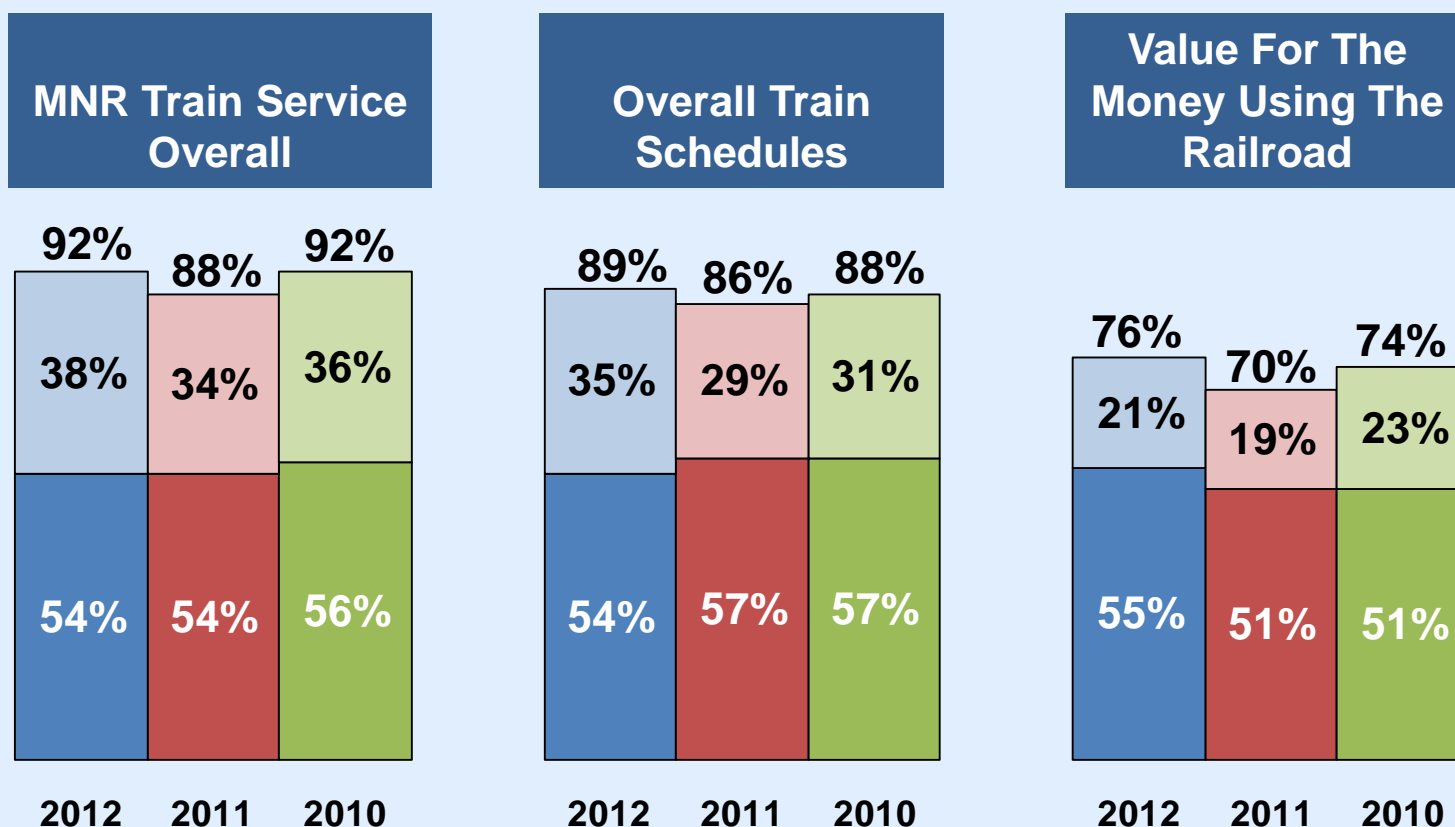


Top Area = Very Satisfied    Bottom Area = Satisfied



# Metro-North Train Service Overall

## East of Hudson

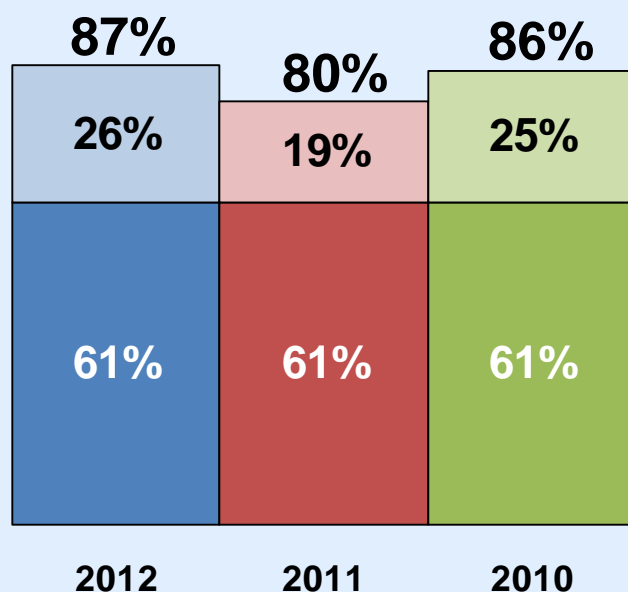


Top Area = Very Satisfied    Bottom Area = Satisfied

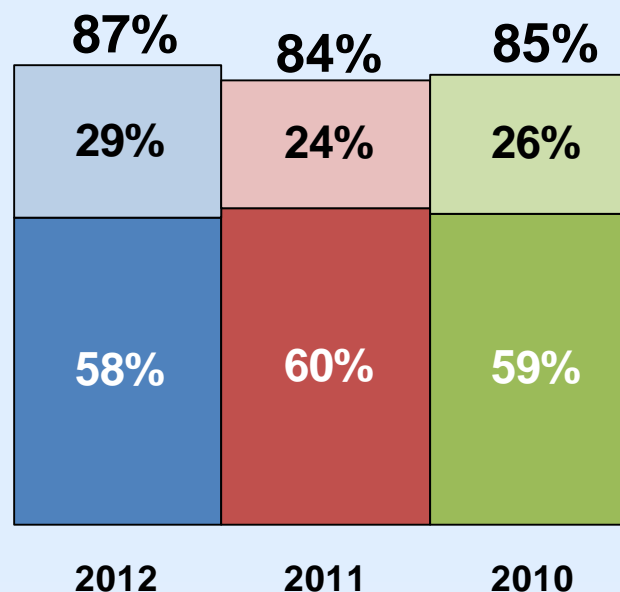


# New Haven Line Train Service And Schedules

**MNR Train Service Overall**



**Overall Train Schedules**



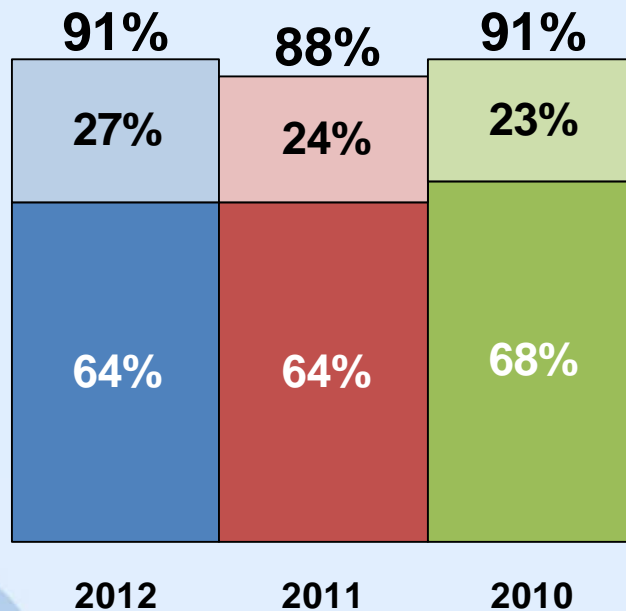
Top Area = Very Satisfied    Bottom Area = Satisfied



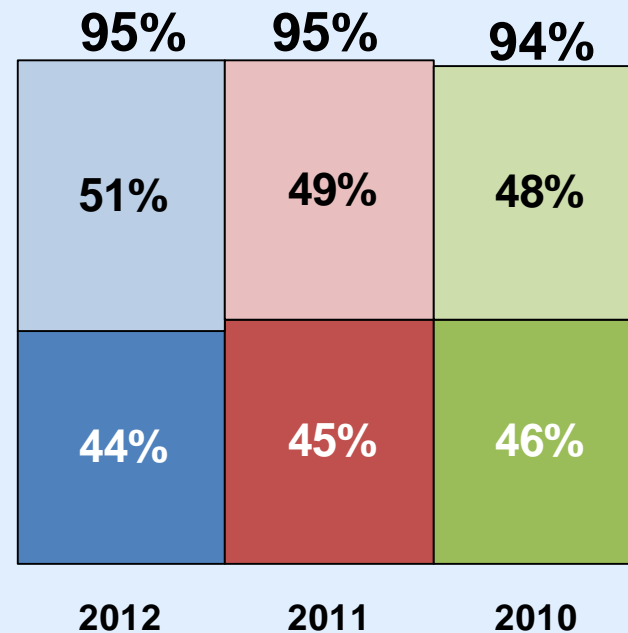


# Overall Communication and Employee Courtesy and Responsiveness East of Hudson

## Overall Communication



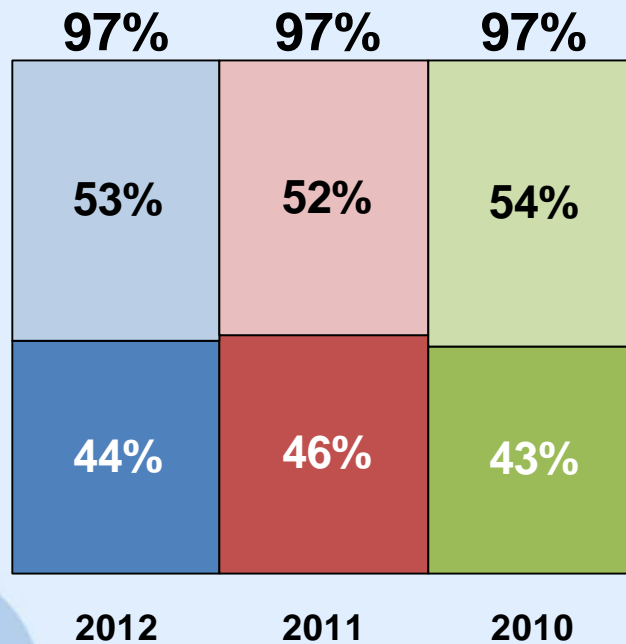
## Courtesy and Responsiveness of Employees



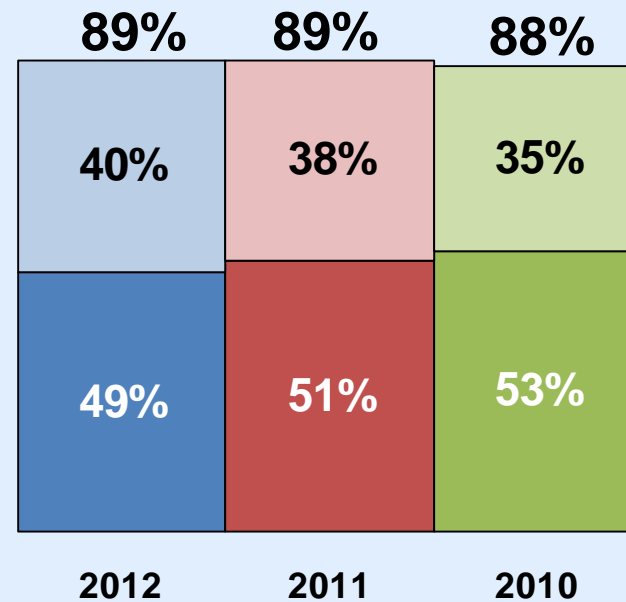
Top Area = Very Satisfied    Bottom Area = Satisfied

# Grand Central Terminal and Boarding Stations East of Hudson

## GCT Overall



## Home Boarding Station Overall



Top Area = Very Satisfied    Bottom Area = Satisfied



# CALMmute PROGRAM

- Quiet cars were introduced on all inbound AM and outbound PM Peak trains in April 2012.
- 91% of peak customers were aware of the program when surveyed in June.
- 83% of peak customers were satisfied with the program, including 43% who were very satisfied.

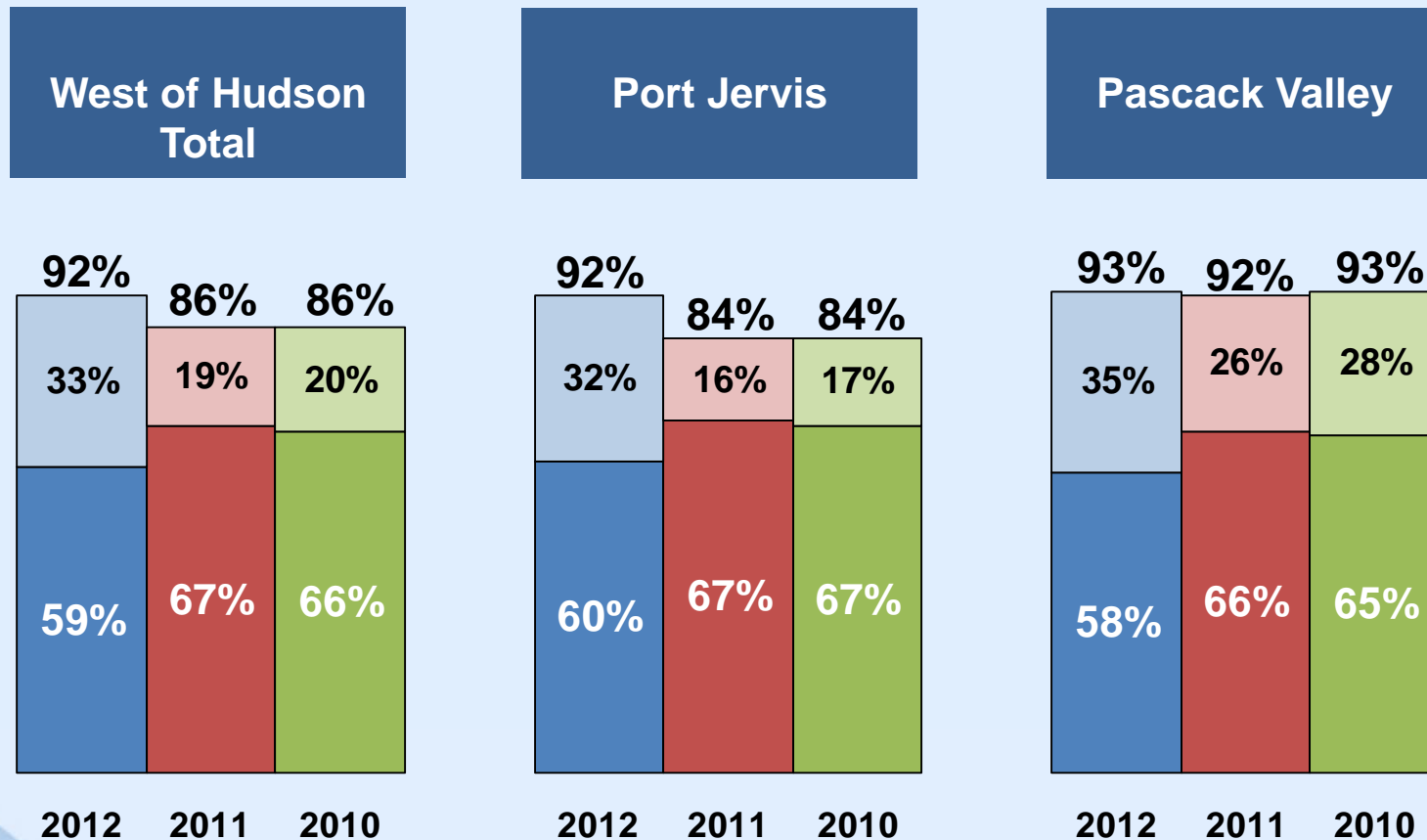


# **WEST OF HUDSON SURVEY RESULTS**



# Overall Customer Satisfaction

## West of Hudson

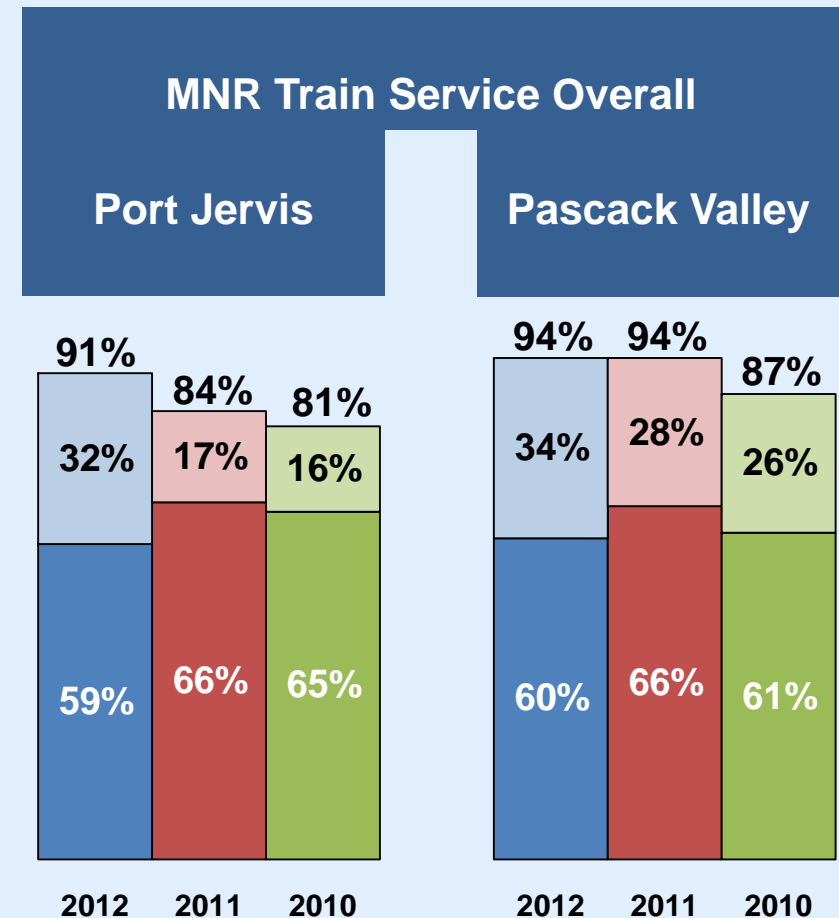
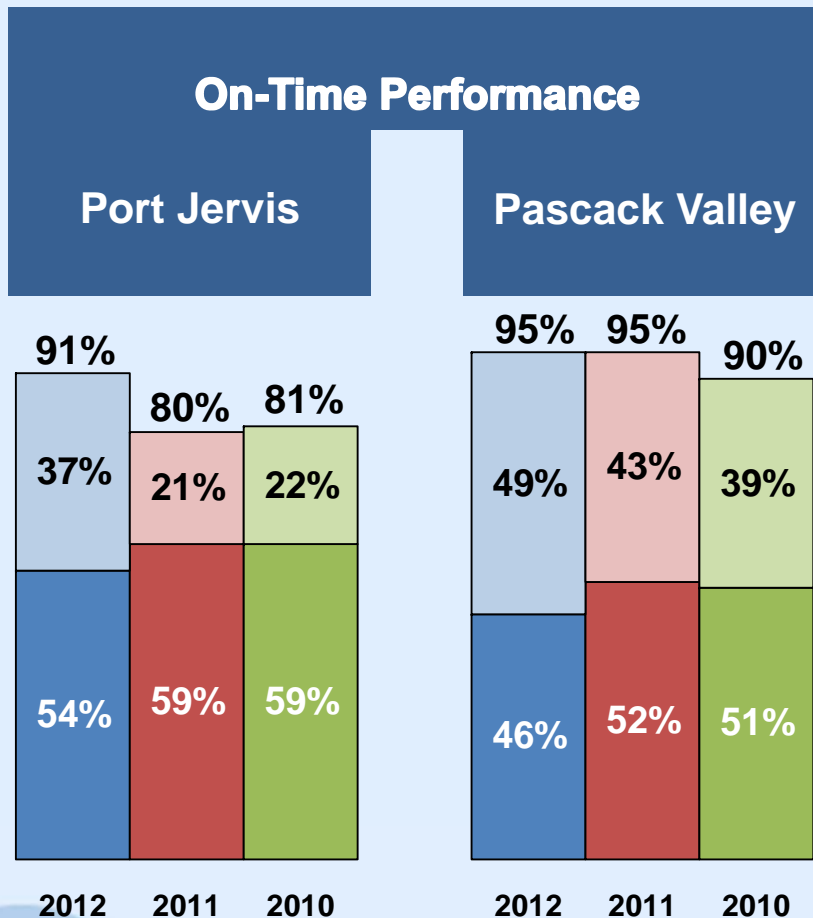


Top Area = Very Satisfied    Bottom Area = Satisfied



# Metro-North Train Service By Line

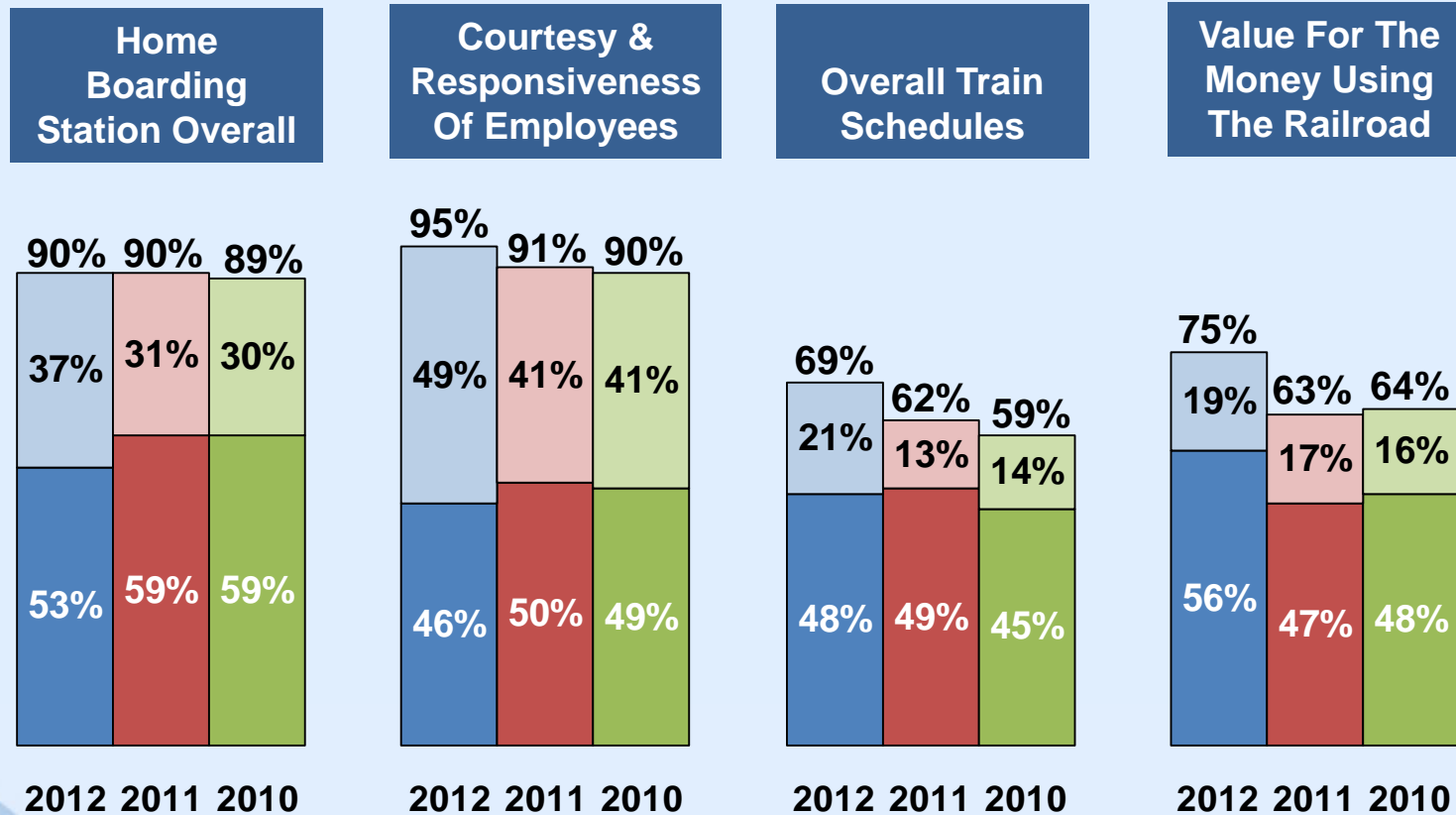
## West of Hudson



Top Area = Very Satisfied    Bottom Area = Satisfied

# Satisfaction With Other Major Service Categories

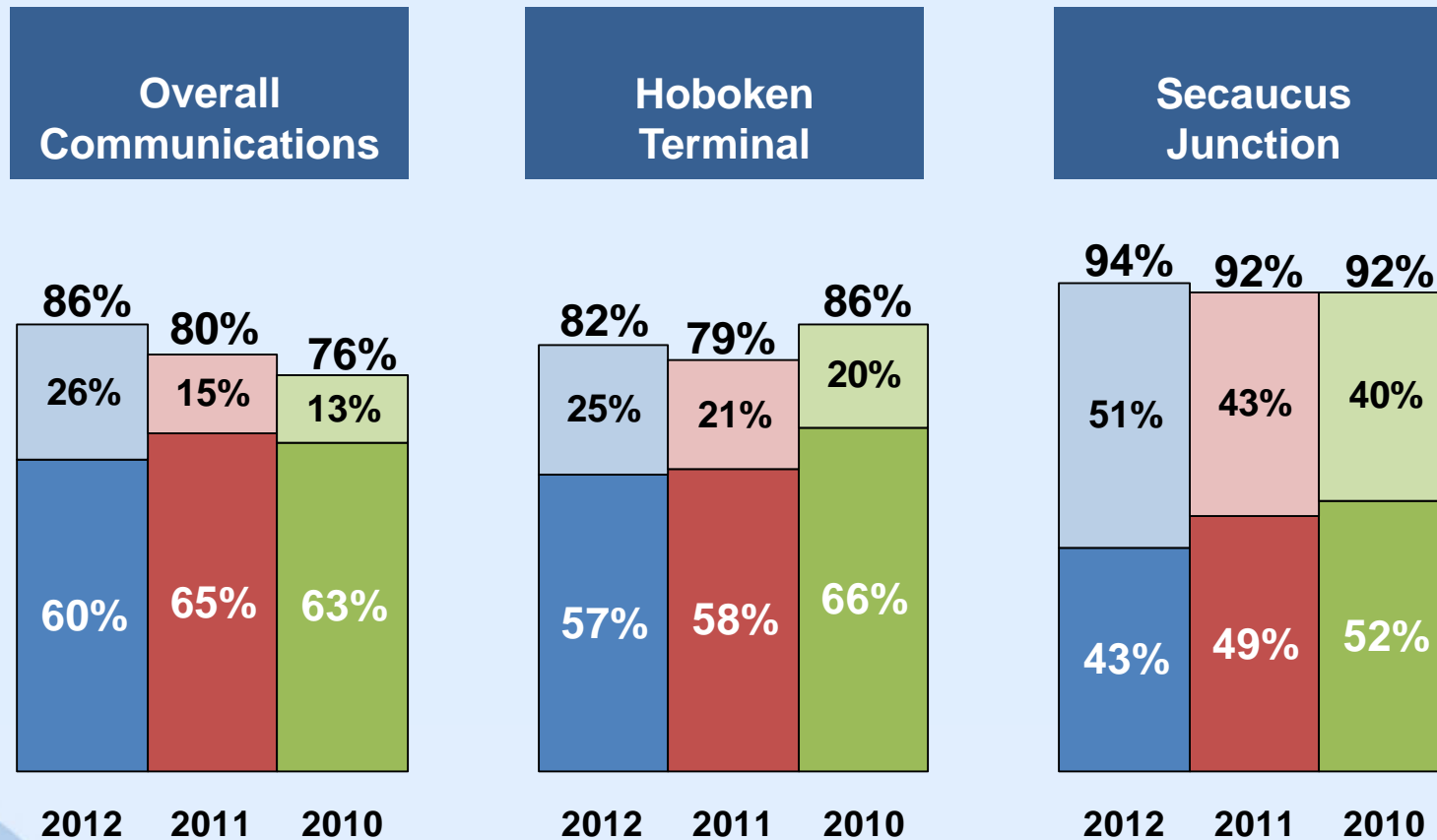
## West of Hudson



Top Area = Very Satisfied    Bottom Area = Satisfied

# Satisfaction With Other Major Service Categories

## West of Hudson



Top Area = Very Satisfied    Bottom Area = Satisfied





# APPENDIX

- Methodology
- Questionnaire
- Full Set of Attribute Ratings



# Methodology

- The MNR survey used an onboard distribution methodology among a sample of trains
- A total of 5,855 surveys were completed and tabulated, as follows:

	MNR East of Hudson Survey			
	Total	AM Peak	Off-Peak	Reverse Peak
Completed Surveys	5,855	2,895	2,668	292
Survey dates		6/13-27	6/13-24	6/13-20
Trains sampled	96	35	50	11
	MNR West of Hudson Survey			
	Total	AM Peak	Off-Peak	No Reverse Peak
Completed Surveys	730	416	314	
Survey dates		6/20	6/23-7/12	
Trains sampled	25	11	14	

- The sample selection allowed for maximum representation of lines while keeping data collection as cost efficient as possible. Survey data were first weighted to actual ridership levels within line segments by time period. Weighting survey data helps ensure representativeness of results.
- Margin of error:  $\pm 1\%$  at the 95% level of statistical confidence for a total satisfaction rating of 93% overall. At a 50% total satisfaction level, the margin of error is  $\pm 2\%$ .

# Questionnaire



## EAST OF HUDSON

### Dear MTA Metro-North Customer:

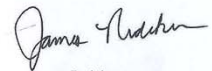
Thank you for riding Metro-North today. To help us find out if your recent travel on Metro-North has been as convenient and comfortable as we would like it to be, please take some time to complete this survey. Your input will let us know what we need to do to improve your experience on our trains and at our stations.


When you have completed the survey, please return it to our representative on your train today or the one who will meet this train in Grand Central Terminal. If you prefer, you may mail it back to us within the next three days. The postage has already been paid. Please use only tape to seal it - not staples.


Thank you for your time and cooperation.

Sincerely,

  
Howard Permut  
President, MTA Metro-North Railroad

  
James Redeker  
Commissioner, Connecticut Department of Transportation

  
David Buchwald  
Chair, Metro-North Rail Commuter Council

  
James Cameron  
Chairman, Connecticut Metro-North Rail  
New Haven Commuter Council

### Instructions

In the first portion of this survey, please tell us how satisfied you have been with various aspects of our services over the past 12 months, beginning with your overall rating, then the environment of your home station and ending when you leave the train.

Please circle one of the numbers in the scale below that best reflects your opinion of our service. Circle numbers 1 or 2 if you are "very dissatisfied" with our performance on a regular basis. Circle numbers 3, 4, or 5 to indicate you are generally "dissatisfied" with our service levels and delivery. Circle numbers 6, 7 or 8 if you are generally "satisfied" with our service. Circle 9 or 10 to indicate you are "very satisfied" with aspects of our service.

If you are not familiar with a particular aspect, please circle NA.

#### OVER THE PAST 12 MONTHS:

### Metro-North Overall

How satisfied are you with:

- |   | Disatisfied | Very Dissatisfied | Satisfied | Very Satisfied |   |   |   |   |   |    |    |
|---|-------------|-------------------|-----------|----------------|---|---|---|---|---|----|----|
| 1. Metro-North overall                    | 1           | 2                 | 3         | 4              | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 2. Value for the money using the railroad | 1           | 2                 | 3         | 4              | 5 | 6 | 7 | 8 | 9 | 10 | NA |

### Your Home Boarding Station

How satisfied are you with:

- |   |   |   |   |   |   |   |   |   |   |    |    |
|---|---|---|---|---|---|---|---|---|---|----|----|
| 3. Your home boarding station overall                             | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 4. Directional signage to the station                             | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 5. Personal security  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 6. Cleanliness inside the station building (excluding rest rooms) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 7. Maintenance of station   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 8. Sound quality of audio announcements                           | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 9. Availability of parking on weekdays                            | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 10. Security of your car while parked at the station              | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 11. Cleanliness of platforms and outdoor shelters                 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 12. Cleanliness of the track area around the station              | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |

### On Trains (AM & PM)

How satisfied are you with:

- |  | Disatisfied | Very Dissatisfied | Satisfied | Very Satisfied |   |   |   |   |   |    |    |
|--|-------------|-------------------|-----------|----------------|---|---|---|---|---|----|----|
| 13. MNR train service overall                              | 1           | 2                 | 3         | 4              | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 14. On-time performance                                    | 1           | 2                 | 3         | 4              | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 15. Availability of seats on trains                        | 1           | 2                 | 3         | 4              | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 16. The temperature on the train                           | 1           | 2                 | 3         | 4              | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 17. Personal security                                      | 1           | 2                 | 3         | 4              | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 18. Cleanliness of the rest rooms                          | 1           | 2                 | 3         | 4              | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 19. Cleanliness of train's interior (excluding rest rooms) | 1           | 2                 | 3         | 4              | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 20. Sound quality of audio announcements                   | 1           | 2                 | 3         | 4              | 5 | 6 | 7 | 8 | 9 | 10 | NA |

### Courtesy and Responsiveness of Employees

How satisfied are you with:

- |   |   |   |   |   |   |   |   |   |   |    |    |
|---|---|---|---|---|---|---|---|---|---|----|----|
| 21. The overall courtesy and responsiveness of our employees                          | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 22. Conductors  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 23. Ticket Sellers  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 24. Customer Service Representatives (Ushers) in Grand Central Terminal               | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 25. Information Booth and Station Master's Office Personnel at Grand Central Terminal | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |

### Train Scheduling

How satisfied are you with:

- |   |   |   |   |   |   |   |   |   |   |    |    |
|---|---|---|---|---|---|---|---|---|---|----|----|
| 26. Overall train schedules   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 27. The weekday AM and PM peak schedule to or from your station                         | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 28. The weekday off-peak schedule to and from your station including late night service | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
| 29. The weekend schedule to and from your station                                       | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |

## EAST OF HUDSON

### Communication

How satisfied are you with:

	Dissatisfied	Very Dissatisfied	Satisfied	Very Satisfied	
30. Our overall communications to you	1	2	3	4	5 6 7 8 9 10 NA
31. Our overall communications during normal service conditions	1	2	3	4	5 6 7 8 9 10 NA
32. Our overall communications during <u>unplanned</u> service disruptions	1	2	3	4	5 6 7 8 9 10 NA
33. Our overall communications during <u>planned</u> service disruptions (scheduled track work, etc.)	1	2	3	4	5 6 7 8 9 10 NA

#### Communication during normal service conditions

How satisfied are you with the information we give to you:

34. At your home boarding station	1	2	3	4	5 6 7 8 9 10 NA
35. On board our trains	1	2	3	4	5 6 7 8 9 10 NA
36. At Grand Central Terminal	1	2	3	4	5 6 7 8 9 10 NA
37. On our website (www.mta.info)	1	2	3	4	5 6 7 8 9 10 NA
38. With the automated phone system for schedules, fares, etc.	1	2	3	4	5 6 7 8 9 10 NA
39. With Travel Information Phone Center Representatives (in NYC at 511, In CT at 877-690-5114)	1	2	3	4	5 6 7 8 9 10 NA

#### Communication during unplanned service disruptions

How satisfied are you with the information we give you about the length and cause of the delay :

40. At your home boarding station	1	2	3	4	5 6 7 8 9 10 NA
41. On board our trains	1	2	3	4	5 6 7 8 9 10 NA
42. At Grand Central Terminal	1	2	3	4	5 6 7 8 9 10 NA
43. On our website (www.mta.info)	1	2	3	4	5 6 7 8 9 10 NA
44. Through the "Service Status" box on our website	1	2	3	4	5 6 7 8 9 10 NA
45. Through e-mail alerts (if you subscribe)	1	2	3	4	5 6 7 8 9 10 NA
46. With the automated phone system for schedules, fares, etc.	1	2	3	4	5 6 7 8 9 10 NA
47. With Travel Information Phone Center Representatives (in NYC at 511, In CT at 877-690-5114)	1	2	3	4	5 6 7 8 9 10 NA

### Grand Central Terminal (GCT)

How satisfied are you with:

	Dissatisfied	Very Dissatisfied	Satisfied	Very Satisfied	
48. Grand Central Terminal overall	1	2	3	4	5 6 7 8 9 10 NA
49. The Station Master's Office, including the customer waiting area	1	2	3	4	5 6 7 8 9 10 NA
50. Cleanliness of GCT (excluding restrooms)	1	2	3	4	5 6 7 8 9 10 NA
51. Personal security	1	2	3	4	5 6 7 8 9 10 NA
52. Presence of MTA Police	1	2	3	4	5 6 7 8 9 10 NA
53. Signs providing direction to/from connecting buses or subways	1	2	3	4	5 6 7 8 9 10 NA
54. Sound quality of audio announcements	1	2	3	4	5 6 7 8 9 10 NA
55. Have you used any of the restrooms in GCT during the past 12 months? <input type="checkbox"/> Yes <input type="checkbox"/> No					
56. Cleanliness of rest rooms	1	2	3	4	5 6 7 8 9 10 NA

### About Your Trip

57. a. At what station did you board this train today? (Please Print)

b. Is this your home boarding station?

☐ Yes ☐ No

c. If no, please print your home boarding station.

58. How do you usually travel to your home station?

☐ Dropped off at station ☐ Walk  
☐ Drive and park ☐ Taxi  
☐ Carpool/Vanpool ☐ Bicycle  
☐ Public Bus (Route No. \_\_\_\_\_ Operator: \_\_\_\_\_)  
☐ Other (Please specify) \_\_\_\_\_

59. How frequently do you travel on Metro-North?

☐ 6-7 days per week ☐ 1 - 2 days a month  
☐ 5 days per week ☐ Other (Specify frequency) \_\_\_\_\_  
☐ 3 - 4 days per week \_\_\_\_\_  
☐ 1 - 2 days per week \_\_\_\_\_





## EAST OF HUDSON

### About Your Trip *(continued)*

60. What type of ticket are you using today?  
☐ Monthly ☐ Weekly ☐ 10 Trip  
☐ One Way ☐ Round Trip  
☐ UniTicket (Combined MNR & Bus ticket)  
☐ UniRail (Combined MNR & Shore Line East ticket)
61. At which station will you end this trip today?  
☐ Grand Central Terminal ☐ Harlem-125th St.  
☐ Stamford ☐ White Plains  
☐ Other (Specify) \_\_\_\_\_
62. When you leave the train, how will you get to your final destination?  
☐ Subway ☐ Walk  
☐ Public Bus (Route No. \_\_\_\_\_ Operator: \_\_\_\_\_)  
☐ Taxi ☐ Bicycle  
☐ Other \_\_\_\_\_
63. What is the purpose of your trip today?  
☐ Commute to/from work  
☐ Commute to/from school  
☐ For business reasons (but not for commuting)  
☐ Personal reasons  
☐ Shopping  
☐ Entertainment  
☐ Other \_\_\_\_\_
64. What is the zip code of your final destination today? \_\_\_\_\_

### About You

65. Do you subscribe to email alerts from Metro-North?  
☐ Yes ☐ No ☐ Not aware of email alerts
- 66 a. Do you use Facebook?  
☐ Yes (Continue) ☐ No (Please go to Q. 67)
- b. Have you visited our Facebook page (MTAMetro-North Railroad) in the past year?  
☐ Yes (Continue) ☐ No (Please go to Q. 67)
- c. If yes, please rate your satisfaction with the usefulness of our Facebook page, using the same 1-10 scale used in questions 1-56  
**1 2 3 4 5 6 7 8 9 10 NA**
- 67 a. Do you use Twitter?  
☐ Yes (Continue) ☐ No (Please go to Q. 68)
- b. Have you used our Twitter feed (@MetroNorthTweet) in the past year?  
☐ Yes (Continue) ☐ No (Please go to Q. 68)

### About You *(continued)*

- c. If yes, please rate your satisfaction with the usefulness of our Twitter feed, using the same 1-10 scale used in questions 1-56  
**1 2 3 4 5 6 7 8 9 10 NA**
68. a. Are you aware of Train Time, Metro-North's real-time train status and scheduling tool available via computers and SmartPhones?  
☐ Yes (Continue) ☐ No (Please go to Q. 69)
- b. Have you ever used Train Time?  
☐ Yes (Continue) ☐ No (Please go to Q. 69)
- c. If yes, please rate your satisfaction with Train Time, using the same 1-10 scale used in questions 1-56.  
**1 2 3 4 5 6 7 8 9 10 NA**
69. On April 1, 2012, Metro-North introduced a quiet car program called CALMute on all inbound AM Peak and outbound PM peak trains.
- a. Are you aware of this program?  
☐ Yes (Continue) ☐ No (Please go to Q. 70)
- b. Have you ridden on a Metro-North peak train with a quiet car on it?  
☐ Yes (Continue) ☐ No (Please go to Q. 70)
- c. When you ride on a train with a quiet car, do you usually sit in the quiet car itself?  
☐ Yes ☐ No
- d. Please rate your satisfaction with the quiet car program, using the same 1-10 scale used in questions 1-56)  
**1 2 3 4 5 6 7 8 9 10 NA**
70. Which of the following categories includes your age?  
☐ Under 18 years old ☐ 45-54 years old  
☐ 18-24 years old ☐ 55-64 years old  
☐ 25-34 years old ☐ 65 years old or more  
☐ 35-44 years old
71. Are you: ☐ Male ☐ Female
72. How long have you been riding Metro-North?  
☐ Less than one year  
☐ 1-3 years  
☐ 3-5 years  
☐ 5-10 years  
☐ 10 years or more
73. What is your home zip code? \_\_\_\_\_
74. In which county or borough do you reside? \_\_\_\_\_
75. Are you of Hispanic origin?  
☐ Yes ☐ No

### About You *(continued)*

76. Are you:  
☐ White  
☐ Black or African American  
☐ American Indian and Alaska Native  
☐ Asian  
☐ Other (Please specify) \_\_\_\_\_
77. Including yourself, how many people lived in your household in 2011?  
☐ 1-2 ☐ 5-6 ☐ 9 or more  
☐ 3-4 ☐ 7-8
78. What was your approximate annual 2011 household income before taxes and other deductions?  
☐ Under \$12,500 ☐ \$75,000 to \$99,999  
☐ \$12,500 - \$24,999 ☐ \$100,000 to \$199,999  
☐ \$25,000 - \$37,499 ☐ \$200,000 to \$299,999  
☐ \$37,500 - \$49,999 ☐ \$300,000 or more  
☐ \$50,000 - \$74,999
79. Do you regularly use email?  
☐ Yes ☐ No
80. Metro-North wants your input on what we can do to improve. If you are not satisfied with our performance in any of the areas in questions 1 through 56, please explain why below. Please also include any other comments or service suggestions.

If you are interested in participating in future Metro-North market research projects, please write your name, address and day or evening phone numbers below. All information will be kept confidential.

Name: \_\_\_\_\_  
 Street: \_\_\_\_\_  
 Phone (H) \_\_\_\_\_ (W) \_\_\_\_\_  
 City/Town \_\_\_\_\_ Zip Code \_\_\_\_\_  
 E-mail Address \_\_\_\_\_

**Thank you for taking the time to complete this survey.**

## EAST OF HUDSON

### About You *(continued)*

76. Are you:

- ☐ White  
☐ Black or African American  
☐ American Indian and Alaska Native  
☐ Asian  
☐ Other (Please specify) \_\_\_\_\_

77. Including yourself, how many people lived in your household in 2011?

- ☐ 1-2                      ☐ 5-6                      ☐ 9 or more  
☐ 3-4                      ☐ 7-8

78. What was your approximate annual 2011 household income before taxes and other deductions?

- ☐ Under \$12,500                      ☐ \$75,000 to \$99,999  
☐ \$12,500 - \$24,999                      ☐ \$100,000 to \$199,999  
☐ \$25,000 - \$37,499                      ☐ \$200,000 to \$299,999  
☐ \$37,500 - \$49,999                      ☐ \$300,000 or more  
☐ \$50,000 - \$74,999

79. Do you regularly use email?

- ☐ Yes                      ☐ No

80. Metro-North wants your input on what we can do to improve. If you are not satisfied with our performance in any of the areas in questions 1 through 56, please explain why below. Please also include any other comments or service suggestions.

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If you are interested in participating in future Metro-North market research projects, please write your name, address and day or evening phone numbers below. All information will be kept confidential.

Name: \_\_\_\_\_  
 Street: \_\_\_\_\_  
 Phone (H) \_\_\_\_\_ (W) \_\_\_\_\_  
 City/Town \_\_\_\_\_ Zip Code \_\_\_\_\_  
 E-mail Address \_\_\_\_\_

**Thank you for taking the time to complete this survey.**

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO. 1519 NEW YORK, NY

POSTAGE WILL BE PAID BY ADDRESSEE

**MTA Metro-North Railroad**  
**Attn: Operations Planning and Analysis -20th fl.**  
**347 Madison Avenue**  
**New York, New York 10164-0709**

## Customer Satisfaction Survey 2012

Si Ud. prefiere completar una version de esta encuesta en Espanol, por favor llame a Metro-North Railroad al 511. En Connecticut: 877-690-5114. Se la haremos llegar a Ud. por correo.

**MTA Metro-North Railroad**

0024692



## WEST OF HUDSON

### Dear MTA Metro-North Customer:


Thank you for riding Metro-North today. To help us find out if your recent travel on Metro-North has been as convenient and comfortable as we would like it to be, please take some time to complete this survey. Your input will allow us to discuss ways to improve with NJ TRANSIT.

When you have completed the survey, please return it to our representative on your train today or the one who will meet this train in Hoboken Terminal or Secaucus Junction. If you prefer, you may mail it back to us within the next three days. The postage has already been paid. Please use only tape to seal it - not staples.

Thank you for your time and cooperation.

Sincerely,

  
Howard Permut  
President, MTA Metro-North Railroad

  
David Buchwald  
Chair, Metro-North Rail Commuter Council

### Instructions

In the first portion of this survey, please tell us how satisfied you have been with various aspects of our services over the past 12 months, beginning with your overall rating, then the environment of your home station and ending when you leave the train.

Please circle one of the numbers in the scale that best reflects your opinion of our service. Circle numbers 1 or 2 if you are "very dissatisfied" with our performance on a regular basis. Circle numbers 3, 4, or 5 to indicate you are generally "dissatisfied" with our service levels and delivery. Circle numbers 6, 7 or 8 if you are generally "satisfied" with our service. Circle 9 or 10 to indicate you are "very satisfied" with aspects of our service.

If you are not familiar with a particular aspect, please circle NA.

OVER THE PAST 12 MONTHS:

### Metro-North Overall

How satisfied are you with:

- |   | Dis-<br>satisfied | Very<br>Dis-<br>satisfied | Satisfied | Very<br>Satisfied |                 |
|---|-------------------|---------------------------|-----------|-------------------|-----------------|
| 1. Metro-North overall                    | 1                 | 2                         | 3         | 4                 | 5 6 7 8 9 10 NA |
| 2. Value for the money using the railroad | 1                 | 2                         | 3         | 4                 | 5 6 7 8 9 10 NA |

### Your Home Boarding Station

How satisfied are you with:

- |   |   |   |   |   |                 |
|---|---|---|---|---|-----------------|
| 3. Your home boarding station overall                             | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 4. Directional signage to the station                             | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 5. Personal security  | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 6. Cleanliness inside the station building (excluding rest rooms) | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 7. Maintenance of station   | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 8. Sound quality of audio announcements                           | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 9. Availability of parking on weekdays                            | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 10. Security of your car while parked at the station              | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 11. Cleanliness of platforms and outdoor shelters                 | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 12. Cleanliness of the track area around the station              | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |

### On Trains (AM & PM)

How satisfied are you with:

- |  |   |   |   |   |                 |
|--|---|---|---|---|-----------------|
| 13. MNR train service overall                              | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 14. On-time performance                                    | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 15. Availability of seats on trains                        | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 16. The temperature on the train                           | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 17. Personal security                                      | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 18. Cleanliness of the rest rooms                          | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 19. Cleanliness of train's interior (excluding rest rooms) | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 20. Sound quality of audio announcements                   | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |

### Courtesy and Responsiveness of Railroad Employees

How satisfied are you with:

- |   | Dis-<br>satisfied | Very<br>Dis-<br>satisfied | Satisfied | Very<br>Satisfied |                 |
|---|-------------------|---------------------------|-----------|-------------------|-----------------|
| 21. The overall courtesy and responsiveness of railroad employees | 1                 | 2                         | 3         | 4                 | 5 6 7 8 9 10 NA |
| 22. Conductors  | 1                 | 2                         | 3         | 4                 | 5 6 7 8 9 10 NA |
| 23. Ticket Sellers  | 1                 | 2                         | 3         | 4                 | 5 6 7 8 9 10 NA |

### Train Scheduling

How satisfied are you with:

- |  |   |   |   |   |                 |
|--|---|---|---|---|-----------------|
| 24. Overall train schedules  | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 25. The weekday AM and PM peak schedule to or from your home station | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 26. The weekday off-peak schedule to and from your home station      | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 27. The weekend schedule to and from your home station               | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |

### Communication

How satisfied are you with:

- |  |   |   |   |   |                 |
|--|---|---|---|---|-----------------|
| 28. Our overall communications to you                                      | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 29. Our overall communications during normal service conditions            | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 30. Our overall communications during <u>unplanned</u> service disruptions | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |

### Communication during normal service conditions

How satisfied are you with the information we give to you:

- |   |   |   |   |   |                 |
|---|---|---|---|---|-----------------|
| 31. At your home boarding station                 | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 32. On board our trains                           | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 33. At Hoboken Terminal                           | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 34. At Secaucus Junction                          | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 35. At Penn Station New York                      | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 36. On the Metro-North website (www.mta.info)     | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 37. On the NJ TRANSIT website (www.njtransit.com) | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |



## WEST OF HUDSON

### Communication (cont.)

	Disatisfied	Very	Satisfied	Very	
38. With Metro-North's automated phone system for schedules, fares, etc. (In NY, 511)	12	345	678	910	NA
39. With Metro-North's Travel Information Center Representatives (In NY, 511)	12	345	678	910	NA
40. With NJ TRANSIT's automated phone system for schedules, fares, etc. (973-275-5555)	12	345	678	910	NA
41. With NJ TRANSIT's Travel Information Center Representatives (973-275-5555)	12	345	678	910	NA

#### Communication during unplanned service disruptions

How satisfied are you with the information we give you about the length and cause of the delay :

42. At your home boarding station	12	345	678	910	NA
43. On board our trains	12	345	678	910	NA
44. At Hoboken Terminal	12	345	678	910	NA
45. At Secaucus Junction	12	345	678	910	NA
46. At Penn Station New York	12	345	678	910	NA
47. On the Metro-North website (mta.info)	12	345	678	910	NA
48. With Metro-North's automated phone system for schedules, fares, etc. (In NY, 511)	12	345	678	910	NA
49. With Metro-North's Travel Information Center Representatives (In NY, 511)	12	345	678	910	NA
50. On the NJ TRANSIT website (www.njtransit.com)	12	345	678	910	NA
51. With NJ TRANSIT's automated phone system for schedules, fares, etc. (973-275-5555)	12	345	678	910	NA
52. With NJ TRANSIT'S Travel Information Center Representatives (973-275-5555)	12	345	678	910	NA

### Hoboken Terminal

How satisfied are you with:

53. Hoboken Terminal overall	12	345	678	910	NA
54. Cleanliness of the Terminal (excluding restrooms)	12	345	678	910	NA

### Hoboken Terminal

(cont.)

55. Personal security	12	345	678	910	NA
56. Have you used any of the restrooms in Hoboken Terminal during the past 12 months?					
___ Yes      ___ No					
57. Cleanliness of rest rooms	12	345	678	910	NA

### Secaucus Junction

How satisfied are you with:

58. Secaucus Junction overall	12	345	678	910	NA
59. Personal security	12	345	678	910	NA

### About Your Trip

60. a. At what station did you board this train today? (Please Print)

    b. Is this your home boarding station?

    \_\_\_ Yes      \_\_\_ No

    c. If no, please print your home boarding station.

61. How do you usually travel to your home station?

    \_\_\_ Dropped off at station      \_\_\_ Taxi  
 \_\_\_ Drive and park      \_\_\_ Walk  
 \_\_\_ Carpool/Vanpool      \_\_\_ Bicycle  
 \_\_\_ Public Bus (Route No. \_\_\_ Operator: \_\_\_)  
 \_\_\_ Other (Please specify) \_\_\_\_\_

62. How frequently do you travel on Metro-North?

    \_\_\_ 6-7 days per week  
 \_\_\_ 5 days per week  
 \_\_\_ 1 - 2 days per week  
 \_\_\_ 3 - 4 days per week  
 \_\_\_ 1 - 2 days a month  
 \_\_\_ Other (Specify frequency) \_\_\_\_\_

63. What type of ticket are you using today?

    \_\_\_ Monthly      \_\_\_ Weekly      \_\_\_ 10 Trip  
 \_\_\_ One Way      \_\_\_ Round Trip

64. At which station will you end this trip today?

    \_\_\_ Hoboken Terminal      \_\_\_ Secaucus Junction  
 Other (Specify) \_\_\_\_\_

## WEST OF HUDSON

### About Your Trip (Cont.)

65. When you leave the train, how will you get to your final destination?
- ☐ NYC subway or bus      ☐ Walk  
☐ Ferry to midtown Manhattan      ☐ PATH  
☐ Ferry to downtown Manhattan      ☐ Bicycle  
☐ Other \_\_\_\_\_

66. On June 1 of last year, Metro-North and NJTRANSIT introduced a quiet car program called Quiet Commute on all Hoboken-bound AM Peak trains and outbound PM peak trains from Hoboken.

- a. Are you aware of this program?

☐ Yes (Continue)      ☐ No (Please go to Q. 67)

- b. Have you ridden on a Metro-North peak train with a quiet car on it?

☐ Yes (Continue)      ☐ No (Please go to Q. 67)

- c. When you ride on a train with a quiet car, do you usually sit in the quiet car itself?

☐ Yes      ☐ No

- d. Please rate your satisfaction with the quiet car program, using the same 1-10 scale used in questions 1-59

1 2 3 4 5 6 7 8 9 10 NA

67. (MANHATTAN-BOUND CUSTOMERS ONLY) Which of the following areas of Manhattan will be your final destination today?

☐ Above 60th Street  
☐ 34th-60th Streets, 5th Avenue and EAST  
☐ 34th-60th Streets WEST of 5th Avenue  
☐ 14th-33rd Streets  
☐ Canal Street to 13th Street  
☐ Below Canal Street

68. What is the purpose of your trip today?

☐ Commute to/from work  
☐ Commute to/from school  
☐ For business reasons (but not for commuting)  
☐ Personal reasons  
☐ Shopping  
☐ Entertainment  
☐ Other \_\_\_\_\_

69. What is the zip code of your final destination today?

\_\_\_\_\_

### About You

70. a. Do you use Facebook?

☐ Yes (Continue)      ☐ No (Please go to Q. 71)

- b. Have you visited our Facebook page (MTAMetro-North Railroad) in the past year?

☐ Yes (Continue)      ☐ No (Please go to Q. 71)

- c. If yes, please rate your satisfaction with the usefulness of our Facebook page, using the same 1-10 scale used in questions 1-59

1 2 3 4 5 6 7 8 9 10 NA

71. a. Do you use Twitter?

☐ Yes (Continue)      ☐ No (Please go to Q. 72)

- b. Have you used our Twitter feed (@MetroNorthTweet) in the past year?

☐ Yes (Continue)      ☐ No (Please go to Q. 72)

- c. If yes, please rate your satisfaction with the usefulness of our Twitter feed, using the same 1-10 scale used in questions 1-59

1 2 3 4 5 6 7 8 9 10 NA

72. Which of the following categories includes your age?

☐ Under 18 years old  
☐ 18-24 years old  
☐ 25-34 years old  
☐ 35-44 years old  
☐ 45-54 years old  
☐ 55-64 years old  
☐ 65 years old or more

73. Are you: ☐ Male      ☐ Female

74. How long have you been riding Metro-North?

☐ Less than one year  
☐ 1 - 3 years  
☐ 3 - 5 years  
☐ 5 - 10 years  
☐ 10 years or more

75. What is your home zip code? \_\_\_\_\_

76. In which county do you reside?

☐ Orange  
☐ Rockland  
☐ Other (Specify: \_\_\_\_\_)

77. Are you of Hispanic origin?

☐ Yes      ☐ No

### About You (Cont.)

78. Are you:

☐ White  
☐ Black or African American  
☐ American Indian and Alaska Native  
☐ Asian  
☐ Other (Please specify) \_\_\_\_\_

79. Including yourself, how many people lived in your household in 2011?

☐ 1-2      ☐ 5-6      ☐ 9 or more  
☐ 3-4      ☐ 7-8

80. What was your approximate annual 2011 household income before taxes and other deductions?

☐ Under \$12,500      ☐ \$75,000 to \$99,999  
☐ \$12,500 - \$24,999      ☐ \$100,000 to \$199,999  
☐ \$25,000 - \$37,499      ☐ \$200,000 to \$299,999  
☐ \$37,500 - \$49,999      ☐ \$300,000 or more  
☐ \$50,000 - \$74,999

81. Do you regularly use email?

☐ Yes      ☐ No

82. Metro-North wants your input on what we can do to improve. If you are not satisfied with our performance in any of the areas in questions 1 through 59, please explain why below. Please also include any other comments or service suggestions.

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

If you are interested in participating in future Metro-North market research projects, please write your name, address and day or evening phone numbers below. All information will be kept confidential.

Name: \_\_\_\_\_

Street: \_\_\_\_\_

Phone (H) \_\_\_\_\_ (W) \_\_\_\_\_

City/Town \_\_\_\_\_ Zip Code \_\_\_\_\_

E-mail Address \_\_\_\_\_

**Thank you for taking the time to complete this survey.**

## WEST OF HUDSON

### About You (Cont.)

78. Are you:

- ☐ White  
☐ Black or African American  
☐ American Indian and Alaska Native  
☐ Asian  
☐ Other (Please specify)

79. Including yourself, how many people lived in your household in 2011?

- ☐ 1-2      ☐ 5-6      ☐ 9 or more  
☐ 3-4      ☐ 7-8

80. What was your approximate annual 2011 household income before taxes and other deductions?

- |  |   |
|--|---|
| <input type="checkbox"/> Under \$12,500      | <input type="checkbox"/> \$75,000 to \$99,999   |
| <input type="checkbox"/> \$12,500 - \$24,999 | <input type="checkbox"/> \$100,000 to \$199,999 |
| <input type="checkbox"/> \$25,000 - \$37,499 | <input type="checkbox"/> \$200,000 to \$299,999 |
| <input type="checkbox"/> \$37,500 - \$49,999 | <input type="checkbox"/> \$300,000 or more      |
| <input type="checkbox"/> \$50,000 - \$74,999 |   |

81. Do you regularly use email?

- ☐ Yes      ☐ No

82. Metro-North wants your input on what we can do to improve. If you are not satisfied with our performance in any of the areas in questions 1 through 59, please explain why below. Please also include any other comments or service suggestions.

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If you are interested in participating in future Metro-North market research projects, please write your name, address and day or evening phone numbers below. All information will be kept confidential.

Name: \_\_\_\_\_

Street: \_\_\_\_\_

Phone (H) \_\_\_\_\_ (W) \_\_\_\_\_

City/Town \_\_\_\_\_ Zip Code \_\_\_\_\_

E-mail Address \_\_\_\_\_

**Thank you for taking the time to complete this survey.**

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

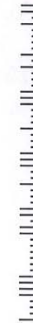


**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO. 1519 NEW YORK, NY

POSTAGE WILL BE PAID BY ADDRESSEE

**MTA Metro-North Railroad**  
**Attn: Operations Planning and Analysis -20th fl.**  
**347 Madison Avenue**  
**New York, New York 10164-0709**



# Customer Satisfaction Survey 2012

Si Ud. prefiere completar una version de esta encuesta en Espanol, por favor llame a Metro-North Railroad al 511. Se la haremos llegar a Ud. por correo.



0040151

# **SERVICE ATTRIBUTE RATINGS 2010-2012**





EAST OF HUDSON	Total Satisfied			2012	
	2010	2011	2012	Very Satisfied	Satisfied
	%	%	%	%	%
<b>1. Metro-North Railroad overall</b>	<b>93</b>	<b>89</b>	<b>93</b>	<b>40</b>	<b>53</b>
2. Value for the money using the railroad	74	70	76	21	55
<b>Home Boarding Station</b>					
3. Your home boarding station overall	88	89	89	40	49
4. Directional signage to the station	88	87	89	41	48
5. Personal security	87	87	87	40	47
6. Cleanliness inside the station building (excluding restrooms)	83	84	85	37	48
7. Maintenance of station	84	85	87	35	52
8. Sound quality of audio announcements	75	74	77	28	49
9. Availability of parking on weekdays	65	62	68	32	36
10. Security of your car while parked at the station	87	86	88	40	48
11. Cleanliness of platforms and outdoor shelters	85	86	87	35	52
12. Cleanliness of the track area around the station	81	81	82	31	51
<b>On Trains (AM &amp; PM)</b>					
13. MNR train service overall	92	88	92	38	54
14. On-time performance	91	88	91	46	45
15. Availability of seats on train	73	72	77	27	50
16. The temperature on the train	81	81	87	34	53
17. Personal security	94	94	95	48	47
18. Cleanliness of the restrooms	56	55	61	15	46
19. Cleanliness of train's interior (excluding rest rooms)	76	75	80	26	54
20. Sound quality of audio announcements	78	77	80	30	50



EAST OF HUDSON	Total Satisfied			2012	
	2010	2011	2012	Very Satisfied	Satisfied
<b>Courtesy and Responsiveness of Employees</b>	%	%	%	%	%
21. The overall courtesy and responsiveness of our employees	94	95	95	51	44
22. Conductors	95	96	95	56	39
23. Ticket Sellers	91	90	91	45	46
24. Customer Service Representatives (ushers) in GCT	92	92	92	45	47
25. Information Booth and Station Master's Office Personnel at GCT	91	92	93	45	48
<b>Train Scheduling</b>					
26. Overall train schedules	88	86	89	35	54
27. The weekday AM and PM peak schedule to and from your station	87	86	88	38	50
28. The weekday off-peak schedule to and from your station including late night service	81	80	83	30	53
29. The weekend schedule to and from your station	80	79	82	29	53



EAST OF HUDSON	Total Satisfied			2012	
	2010	2011	2012	Very Satisfied	Satisfied
<b>Communication</b>	%	%	%	%	%
30. Our overall communication to you	91	88	91	27	64
31. Our overall communications during normal service conditions	NA	91	93	29	64
32. Our overall communications during <u>unplanned</u> service disruptions	NA	71	76	22	54
33. Overall communications during <u>planned</u> service disruptions (track work, etc.)	NA	84	88	28	60
Communication during normal service conditions					
34. At your boarding station	87	82	86	29	57
35. On board our trains	90	89	90	32	58
36. At GCT	93	89	92	35	57
37. On our website (www.mta.info)	92	91	92	40	52
38. With the automated phone system for schedules, fares, etc.)	87	86	87	34	53
39. With Travel Information Phone Center Representatives	91	87	86	32	54
<b>Communication (During Unplanned Service Disruptions)</b>					
40. At your boarding station	76	67	73	20	53
41. On board our trains	81	75	80	24	56
42. At Grand Central Terminal	83	76	81	25	56
43. On our website (www.mta.info)	82	80	83	29	54
44. Through the "Service Status" box on our website	NA	81	85	29	56
45. Through e-mail alerts (if you subscribe)	83	82	86	35	51
46. With the automated phone system for schedules, fares, etc.	82	80	83	29	54
47. With Travel Information Center representatives	87	80	84	29	55
<b>Grand Central Terminal (GCT)</b>					
48. Grand Central Terminal overall	97	97	97	53	44
49. The Station Master's Office, including the customer waiting area	94	94	94	41	53
50. Cleanliness of GCT (excluding restrooms)	94	94	94	44	50
51. Personal security	95	95	95	47	48
52. Presence of MTA Police	93	94	94	50	44
53. Signs providing direction to/from connecting buses or subways	92	90	93	44	49
54. Sound quality of audio announcements	89	85	87	34	53
55. Have you used any of the restrooms in GCT during the past 12 months? (% Yes)	NA	78	77	NA	NA
56. Cleanliness of rest rooms	76	65	65	12	53

WEST OF HUDSON	Total Satisfied			2012	
	2010	2011	2012	Very Satisfied	Satisfied
	%	%	%	%	%
<b>1. Metro-North Railroad overall</b>	<b>86</b>	<b>86</b>	<b>92</b>	<b>33</b>	<b>59</b>
2. Value for the money using the railroad	63	63	75	19	56
<b>Home Boarding Station</b>					
3. Your home boarding station overall	89	90	90	37	53
4. Directional signage to the station	86	87	87	38	49
5. Personal security	77	81	82	30	52
6. Cleanliness inside the station building (excluding restrooms)	80	82	81	35	46
7. Maintenance of station	84	83	85	35	50
8. Sound quality of audio announcements	60	58	67	21	46
9. Availability of parking on weekdays	91	91	94	57	37
10. Security of your car while parked at the station	80	85	89	36	53
11. Cleanliness of platforms and outdoor shelters	85	85	86	32	54
12. Cleanliness of the track area around the station	82	85	86	30	56
<b>On Trains (AM &amp; PM)</b>					
13. MNR train service overall	83	87	92	32	60
14. On-time performance	84	84	92	40	52
15. Availability of seats on train	80	84	93	42	51
16. The temperature on the train	79	74	82	31	51
17. Personal security	93	94	97	47	50
18. Cleanliness of the restrooms	62	59	75	18	57
19. Cleanliness of train's interior (excluding rest rooms)	83	83	89	36	53
20. Sound quality of audio announcements	68	63	78	27	51





WEST OF HUDSON	Total Satisfied			2012	
	2010	2011	2012	Very Satisfied	Satisfied
<b>Courtesy and Responsiveness of Employees</b>	%	%	%	%	%
21. The overall courtesy and responsiveness of our employees	90	91	95	49	46
22. Conductors	91	92	96	53	43
23. Ticket Sellers	86	90	92	42	50
<b>Train Scheduling</b>					
24. Overall train schedules	59	62	69	21	48
25. The weekday AM and PM peak schedule to and from your station	64	67	74	24	50
26. The weekday off-peak schedule to and from your station including late night service	49	48	56	16	40
27. The weekend schedule to and from your station	52	54	59	15	44



WEST OF HUDSON	Total Satisfied			2012	
	2010	2011	2012	Very Satisfied	Satisfied
<b>Communication</b>	%	%	%	%	%
28. Our overall communication to you	76	80	86	26	60
29. Our overall communications during normal service conditions	NA	86	88	29	59
30. Our overall communications during <u>unplanned</u> service disruptions	NA	55	74	21	53
<b>Communication during normal service conditions</b>					
31. At your boarding station	70	70	78	23	55
32. On board our trains	83	81	87	31	56
33. At Hoboken Terminal	84	83	88	29	59
34. At Secaucus Junction	84	83	91	37	54
35. At Penn Station New York	NA	73	83	31	52
36. On the Metro-North website	85	83	90	31	59
37. On the NJ TRANSIT website ( <a href="http://www.njtransit.com">www.njtransit.com</a> )	85	83	91	34	57
38. With Metro-North's automated phone system for schedules, fares, etc.	73	77	81	27	54
39. With Metro-North's Travel Information Center Representatives	73	77	87	24	63
40. With NJ TRANSIT's automated phone system for schedules, fares, etc.	70	73	82	23	59
41. With NJ TRANSIT's Travel Information Center Representatives	73	74	84	23	61
<b>Communication (During Unplanned Service Disruptions)</b>					
42. At your boarding station	54	50	65	16	49
43. On board our trains	72	67	80	25	55
44. At Hoboken Terminal	71	66	77	20	57
45. At Secaucus Junction	76	71	80	24	56
46. At Penn Station New York	NA	64	75	21	54
47. On the Metro-North website	72	66	83	24	59
48. With Metro-North's automated phone system for schedules, fares, etc.	66	65	74	23	51
49. With Metro-North's Travel Information Center Representatives	70	64	77	22	55
50. On the NJ TRANSIT website ( <a href="http://www.njtransit.com">www.njtransit.com</a> )	74	72	80	23	57
51. With NJ TRANSIT's automated phone system for schedules, fares, etc.	68	63	79	23	56
52. With NY TRANSIT'S Travel Information Center Representatives	67	64	77	21	56



WEST OF HUDSON	Total Satisfied			2012	
	2010	2011	2012	Very Satisfied	Satisfied
	%	%	%	%	%
<b>53. Hoboken Terminal overall</b>	<b>86</b>	<b>79</b>	<b>82</b>	<b>25</b>	<b>57</b>
54. Cleanliness of the Terminal (excluding restrooms)	87	77	79	24	55
55. Personal security	89	87	90	32	58
56. Have you used any of the restrooms in Hoboken Terminal during the past 12 months? (% Yes)	NA	77	68	NA	NA
57. Cleanliness of restrooms	73	66	59	14	45
<b>Secaucus Junction</b>					
58. Secaucus Junction overall	92	92	94	51	43
59. Personal security	NA	95	97	54	43

