

2014 Customer Satisfaction Survey  
Metro-North Railroad



# Overall Context

- **Metro-North's 2014 Customer Satisfaction Survey was conducted in June 2014, following a period which saw several incidents occur on the railroad which adversely impacted:**
  - **Perceptions of the safety of railroad operations, and**
  - **The railroad's on-time performance record**
- **Metro-North established a 100 Day Action Plan which called for a series of specific changes designed to enhance customer and employee safety and restore the railroad's reputation for reliability.**
- **It incorporated input received from elected and other public officials, national safety experts, customers and employees.**
- **In the months following the survey, the successful integration of much of the plan has led to improved safety and performance throughout the system.**



# KEY FINDINGS

- **There were dramatic decreases in satisfaction among all major categories compared to the 2013 results**
- **Satisfaction with Metro-North overall dropped by 20 points to just 73%**
- **On-Time Performance, a critical component of customer satisfaction, declined by 28 points in 2014 to 58% satisfied.**
- **New Haven Line customers were more dissatisfied than their counterparts on the Hudson and Harlem Lines. Their satisfaction with Metro-North plunged to 58%, 29 points below last year.**
- **Reverse Peak customer satisfaction dropped 11 points to 75%**
- **Customer satisfaction West of Hudson was stable at 89% satisfied.**



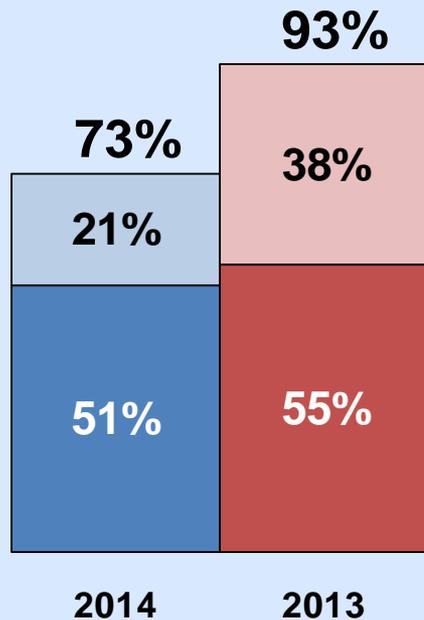
# METRO-NORTH EAST OF HUDSON SURVEY RESULTS



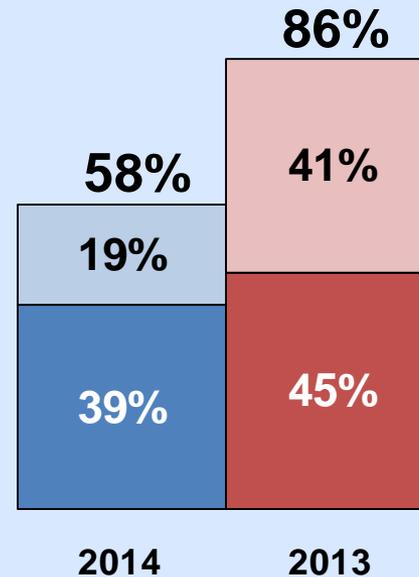
# Overall Customer Satisfaction

## East of Hudson

### Metro-North Overall



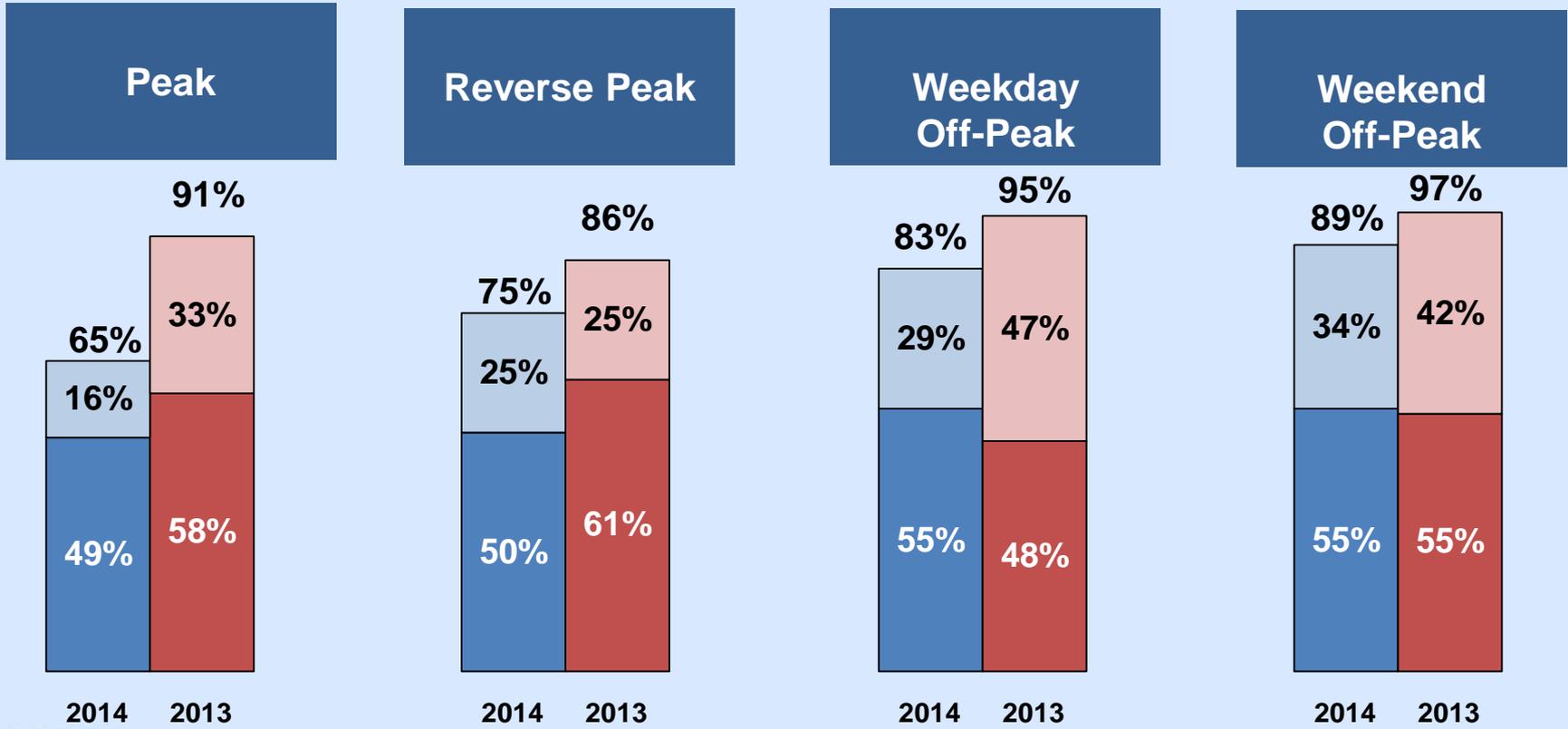
### On-Time Performance



Top Area = Very Satisfied Bottom Area = Satisfied

Percentages may not add to the total due to rounding.

# Overall Customer Satisfaction By Time Period East of Hudson



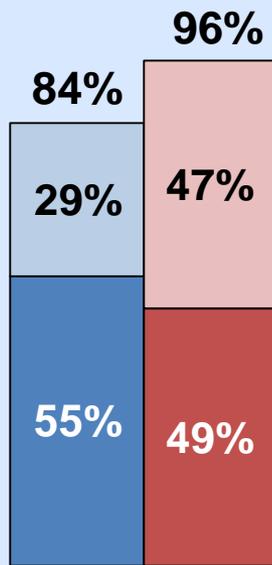
**Top Area = Very Satisfied    Bottom Area = Satisfied**

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# Overall Satisfaction By Line

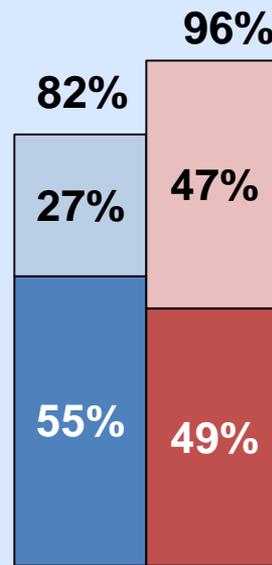
## East of Hudson

### Hudson



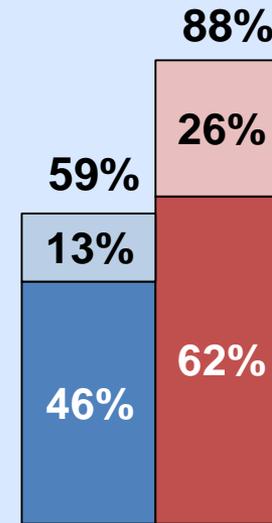
2014 2013

### Harlem



2014 2013

### New Haven



2014 2013

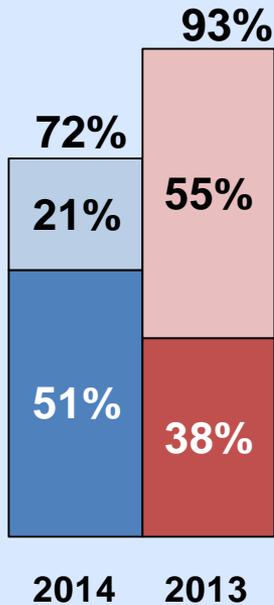
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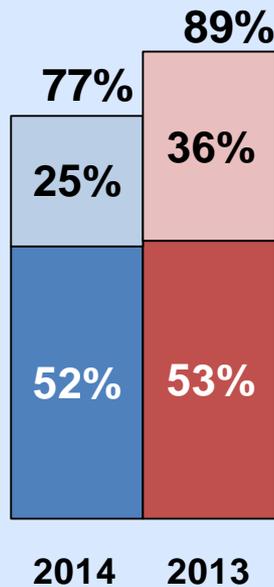
# Metro-North Train Service Overall

## East of Hudson

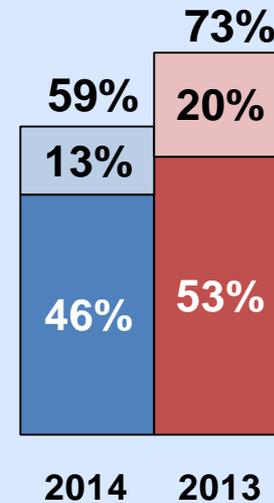
**MNR Train Service Overall**



**Overall Train Schedules**



**Value For The Money Using The Railroad**

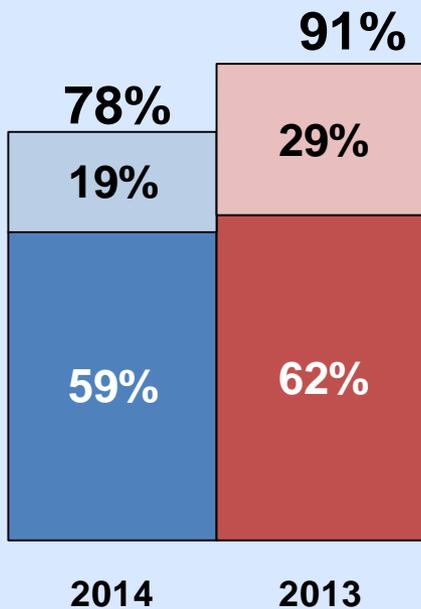


**Top Area = Very Satisfied    Bottom Area = Satisfied**

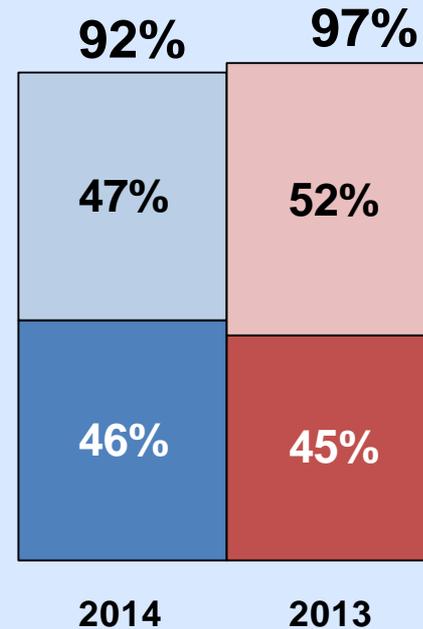
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# Overall Communication and Employee Courtesy and Responsiveness East of Hudson

## Overall Communication



## Courtesy and Responsiveness of Employees

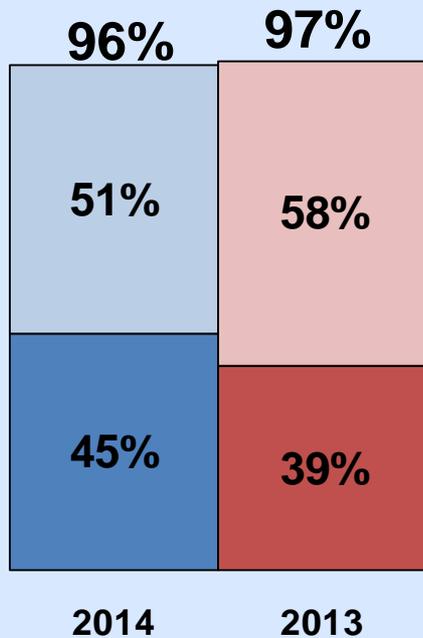


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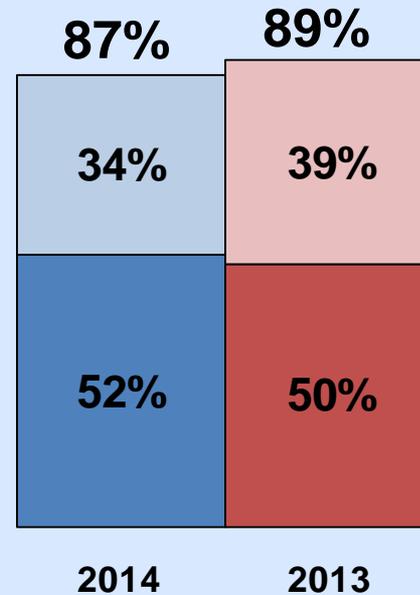
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# Grand Central Terminal and Boarding Stations East of Hudson

GCT Overall



Home Boarding Station Overall



Top Area = Very Satisfied Bottom Area = Satisfied

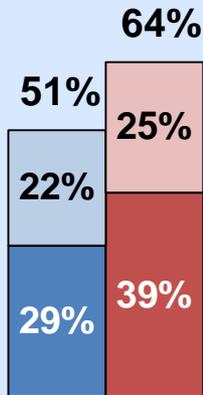
Percentages may not add to total due to rounding.

# EAST OF HUDSON REVERSE PEAK SURVEY RESULTS



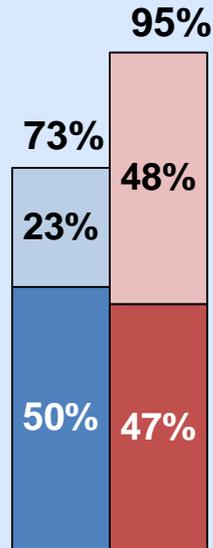
# Reverse Peak Major Categories East of Hudson

## On-time Performance



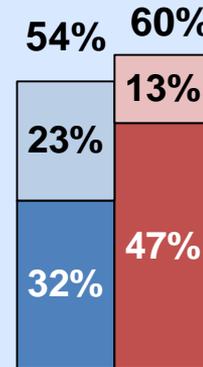
2014 2013

## Overall Train Service



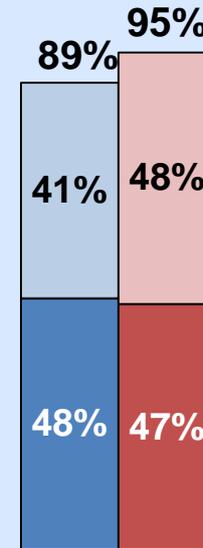
2014 2013

## Value For The Money Using The Railroad



2014 2013

## Overall Courtesy and Responsiveness of our Employees



2014 2013

Top Area = Very Satisfied Bottom Area = Satisfied

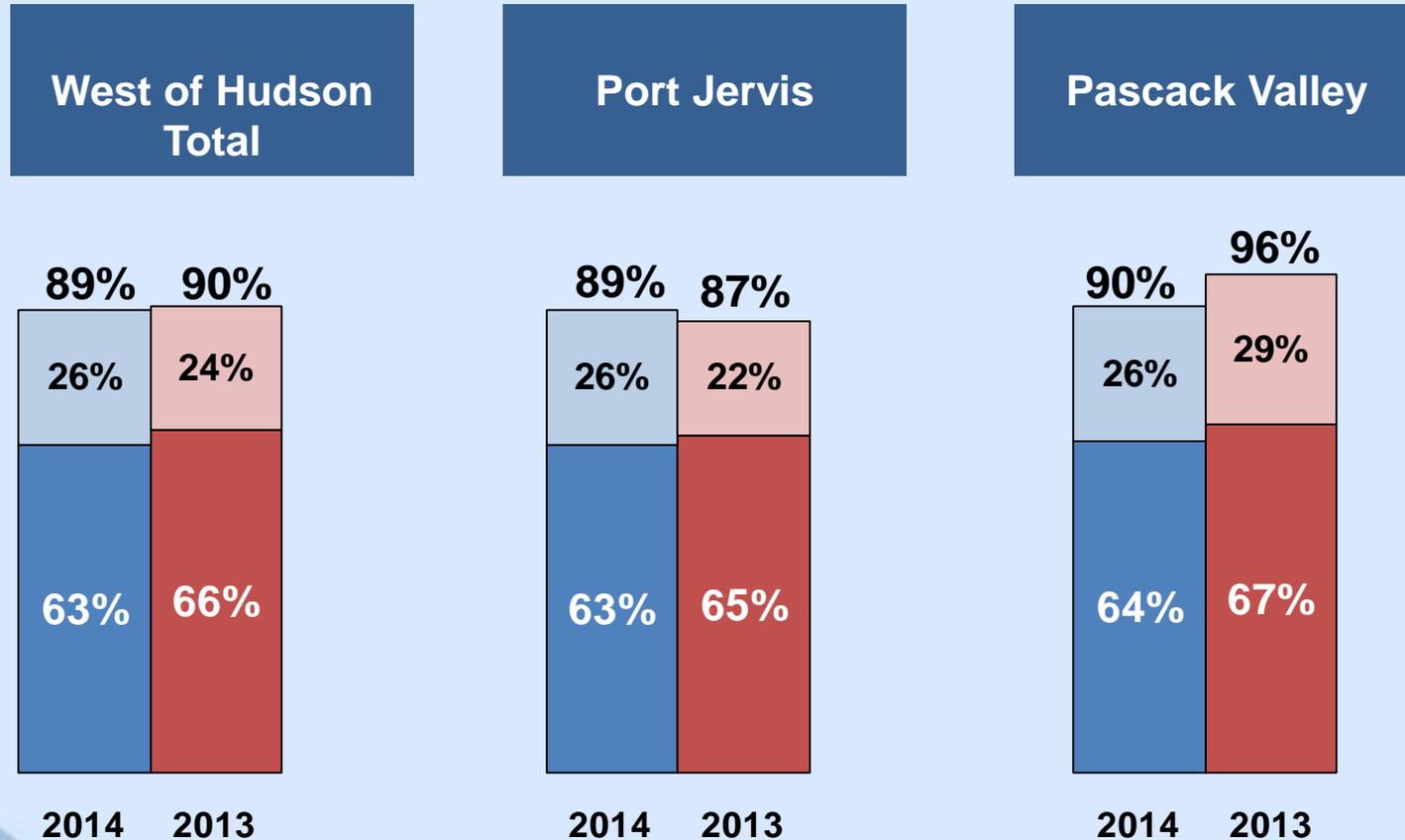
Percentages may not add to total due to rounding.

# WEST OF HUDSON SURVEY RESULTS



# Overall Customer Satisfaction

## West of Hudson



**Top Area = Very Satisfied    Bottom Area = Satisfied**

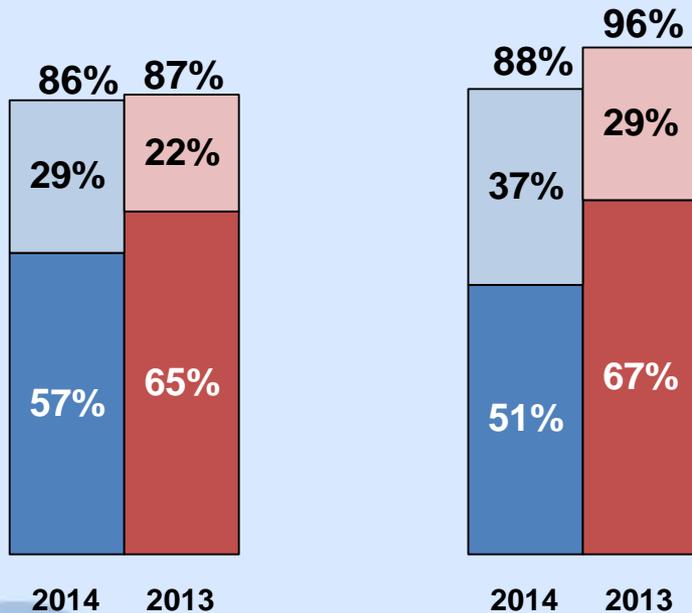
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# Metro-North Train Service By Line

## West of Hudson

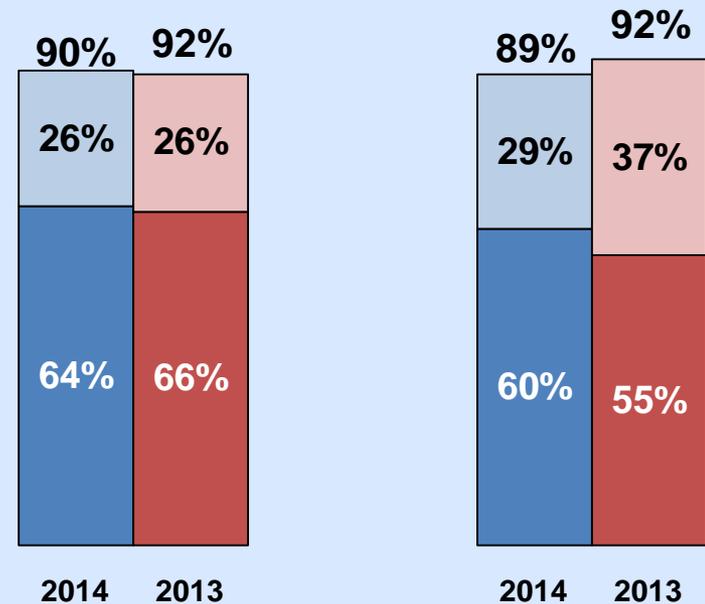
### On-Time Performance

Port Jervis      Pascack Valley



### MNR Train Service Overall

Port Jervis      Pascack Valley



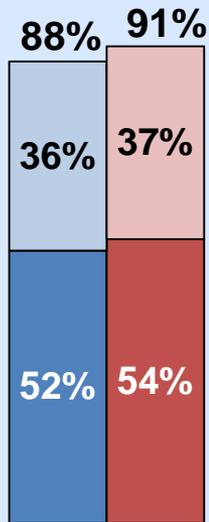
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# Satisfaction With Other Major Service Categories

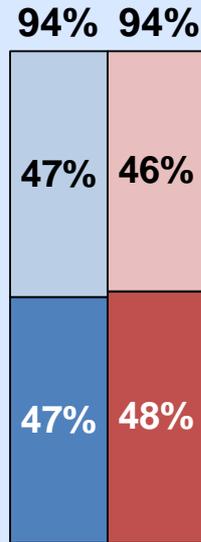
## West of Hudson

**Home Boarding Station Overall**



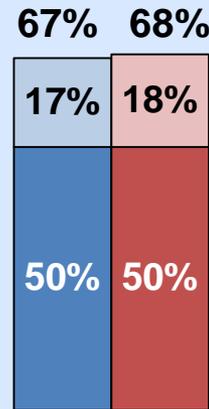
2014 2013

**Courtesy & Responsiveness Of Employees**



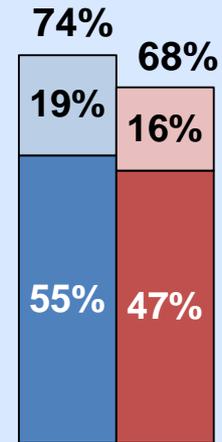
2014 2013

**Overall Train Schedules**



2014 2013

**Value For The Money Using The Railroad**



2014 2013

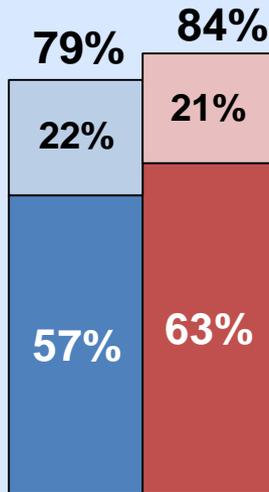
**Top Area = Very Satisfied    Bottom Area = Satisfied**

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# Satisfaction With Other Major Service Categories

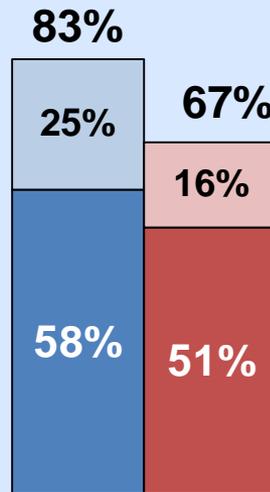
## West of Hudson

### Overall Communications



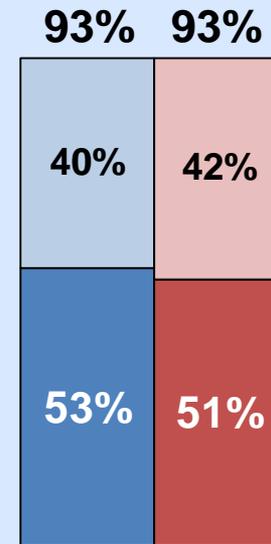
2014 2013

### Hoboken Terminal



2014 2013

### Secaucus Junction



2014 2013

Top Area = Very Satisfied Bottom Area = Satisfied

Percentages may not add to total due to rounding.

# APPENDIX

- Methodology
- Questionnaires
- Full Set of Attribute Ratings



# Methodology

- The MNR survey used an onboard distribution methodology among a sample of trains
- A total of 5,469 surveys were completed and tabulated, as follows:

	MNR East of Hudson Survey				Reverse Peak
	Total	AM Peak	Off-Peak	Weekend	
Completed Surveys	4,751	1803	1256	1554	138
Survey dates		6/25- 7/02	6/25-7/02	6/21-22	6/25-7/02
Trains sampled	104	34	42	18	10
	MNR West of Hudson Survey				No Reverse Peak
	Total	AM Peak	Off-Peak	Weekend	
Completed Surveys	718	326	167	225	
Survey dates		6/18-6/19	7/23-7/24	6/14-6/15	
Trains sampled	29	12	11	6	



# Questionnaires



# East of Hudson Questionnaire

## Customer Satisfaction Survey 2014

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.



Metro-North Railroad



## 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,



Joseph J. Giulietti  
President, MTA Metro-North Railroad



James Redeker  
Commissioner, Connecticut Department of Transportation



Randolph Glucksman  
Chair, Metro-North Rail Commuter Council



Terri Cronin  
Chair, 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:

- |   | Dissatisfied | Very Dissatisfied | Satisfied | Very Satisfied | NA |
|---|--------------|-------------------|-----------|----------------|----|
| 1. Metro-North overall                    | 12           | 345               | 678       | 910            | NA |
| 2. Value for the money using the railroad | 12           | 345               | 678       | 910            | NA |

## Your Home Boarding Station

How satisfied are you with:

- |   |    |     |     |     |    |
|---|----|-----|-----|-----|----|
| 3. Your home boarding station overall                             | 12 | 345 | 678 | 910 | NA |
| 4. Directional signage to the station                             | 12 | 345 | 678 | 910 | NA |
| 5. Personal security  | 12 | 345 | 678 | 910 | NA |
| 6. Cleanliness inside the station building (excluding rest rooms) | 12 | 345 | 678 | 910 | NA |
| 7. Maintenance of station   | 12 | 345 | 678 | 910 | NA |
| 8. Sound quality of audio announcements                           | 12 | 345 | 678 | 910 | NA |
| 9. Availability of parking on weekdays                            | 12 | 345 | 678 | 910 | NA |
| 10. Security of your car while parked at the station              | 12 | 345 | 678 | 910 | NA |
| 11. Cleanliness of platforms and outdoor shelters                 | 12 | 345 | 678 | 910 | NA |
| 12. Cleanliness of the track area around the station              | 12 | 345 | 678 | 910 | NA |

## On Trains (All time periods)

How satisfied are you with:

- |  | Dissatisfied | Very Dissatisfied | Satisfied | Very Satisfied | NA |
|--|--------------|-------------------|-----------|----------------|----|
| 13. MNR train service overall                              | 12           | 345               | 678       | 910            | NA |
| 14. On-time performance                                    | 12           | 345               | 678       | 910            | NA |
| 15. Availability of seats on trains                        | 12           | 345               | 678       | 910            | NA |
| 16. The temperature on the train                           | 12           | 345               | 678       | 910            | NA |
| 17. Personal security on trains                            | 12           | 345               | 678       | 910            | NA |
| 18. Cleanliness of the rest rooms                          | 12           | 345               | 678       | 910            | NA |
| 19. Cleanliness of train's interior (excluding rest rooms) | 12           | 345               | 678       | 910            | NA |
| 20. Sound quality of audio announcements                   | 12           | 345               | 678       | 910            | NA |
| 21. The Quiet Car Program (when available)                 | 12           | 345               | 678       | 910            | NA |

## Courtesy and Responsiveness of Employees

How satisfied are you with:

- |   |    |     |     |     |    |
|---|----|-----|-----|-----|----|
| 22. The overall courtesy and responsiveness of our employees                          | 12 | 345 | 678 | 910 | NA |
| 23. Conductors  | 12 | 345 | 678 | 910 | NA |
| 24. Ticket Sellers  | 12 | 345 | 678 | 910 | NA |
| 25. Customer Service Representatives (Ushers) in Grand Central Terminal               | 12 | 345 | 678 | 910 | NA |
| 26. Information Booth and Station Master's Office Personnel at Grand Central Terminal | 12 | 345 | 678 | 910 | NA |
| 27. Information Center Representatives (in NY: 511; In CT: 877-690-5114)              | 12 | 345 | 678 | 910 | NA |
| 28. Professional appearance of conductors   | 12 | 345 | 678 | 910 | NA |

## Train Scheduling

How satisfied are you with:

- |   |    |     |     |     |    |
|---|----|-----|-----|-----|----|
| 29. Overall train schedules   | 12 | 345 | 678 | 910 | NA |
| 30. The weekday AM and PM peak schedule to or from your station                         | 12 | 345 | 678 | 910 | NA |
| 31. The weekday off-peak schedule to and from your station including late night service | 12 | 345 | 678 | 910 | NA |
| 32. The weekend schedule to and from your station                                       | 12 | 345 | 678 | 910 | NA |

## Communication

Disatisfied  
Very  
Dissatisfied  
Satisfied  
Very  
Satisfied

How satisfied are you with:

33. Our overall communications to you **1 2 3 4 5 6 7 8 9 10 NA**
34. Our overall communications during normal service conditions **1 2 3 4 5 6 7 8 9 10 NA**
35. Our overall communications during scheduled service disruptions (alternative busing, etc.) **1 2 3 4 5 6 7 8 9 10 NA**
36. Our overall communications during unscheduled 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:

37. At your home boarding station **1 2 3 4 5 6 7 8 9 10 NA**
38. On board our trains **1 2 3 4 5 6 7 8 9 10 NA**
39. At Grand Central Terminal **1 2 3 4 5 6 7 8 9 10 NA**
40. On our website (www.mta.info) **1 2 3 4 5 6 7 8 9 10 NA**
41. Via our email alerts (if you subscribe) **1 2 3 4 5 6 7 8 9 10 NA**
42. Via our social media sites (on Facebook and Twitter) **1 2 3 4 5 6 7 8 9 10 NA**
43. Through the TrainTime Mobile App (if used) **1 2 3 4 5 6 7 8 9 10 NA**
44. With the automated phone system for schedules, fares, etc. **1 2 3 4 5 6 7 8 9 10 NA**
45. With Travel Information Phone Center Representatives (in NYC: 511, In CT: 877-690-5114) **1 2 3 4 5 6 7 8 9 10 NA**

### Communication during unscheduled service disruptions

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

46. At your home boarding station **1 2 3 4 5 6 7 8 9 10 NA**
47. On board our trains **1 2 3 4 5 6 7 8 9 10 NA**
48. At Grand Central Terminal **1 2 3 4 5 6 7 8 9 10 NA**
49. On our website (www.mta.info) **1 2 3 4 5 6 7 8 9 10 NA**
50. Through the "Service Status" box on our website **1 2 3 4 5 6 7 8 9 10 NA**
51. Via our email alerts (if you subscribe) **1 2 3 4 5 6 7 8 9 10 NA**
52. Via our social media sites (on Facebook and Twitter) **1 2 3 4 5 6 7 8 9 10 NA**

## Communication *(continued)*

Disatisfied  
Very  
Dissatisfied  
Satisfied  
Very  
Satisfied

53. Through the TrainTime Mobile App (if used) **1 2 3 4 5 6 7 8 9 10 NA**
54. With the automated phone system for schedules, fares, etc. **1 2 3 4 5 6 7 8 9 10 NA**
55. With Travel Information Phone Center Representatives (in NYC: 511, In CT: 877-690-5114) **1 2 3 4 5 6 7 8 9 10 NA**

## Grand Central Terminal (GCT)

How satisfied are you with:

56. Grand Central Terminal overall **1 2 3 4 5 6 7 8 9 10 NA**
57. The Station Master's Office, including the customer waiting area **1 2 3 4 5 6 7 8 9 10 NA**
58. Personal security in GCT **1 2 3 4 5 6 7 8 9 10 NA**
59. Customer information given on digital screens near MetLife escalators **1 2 3 4 5 6 7 8 9 10 NA**
60. Presence of MTA Police **1 2 3 4 5 6 7 8 9 10 NA**
61. Signs providing direction to/from connecting buses or subways **1 2 3 4 5 6 7 8 9 10 NA**
62. Sound quality of audio announcements **1 2 3 4 5 6 7 8 9 10 NA**
63. Have you used any of the restrooms in GCT during the past 12 months?  Yes  No
64. Cleanliness of rest rooms in GCT **1 2 3 4 5 6 7 8 9 10 NA**
65. Cleanliness of GCT (excluding restrooms) **1 2 3 4 5 6 7 8 9 10 NA**

## About Your Trip

66. 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.

## About Your Trip *(continued)*

67. 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) \_\_\_\_\_

68. 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 \_\_\_\_\_

69. 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)
- Other (Please specify) \_\_\_\_\_

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

- Grand Central Terminal  Harlem-125th St.
- Stamford  White Plains
- Other (Specify) \_\_\_\_\_

71. When you leave the train, how will you get to your final destination?

- Subway  Walk
- Public Bus (Route No. \_\_\_\_\_ Operator: \_\_\_\_\_)
- Taxi  Bicycle
- Other \_\_\_\_\_

72. 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 \_\_\_\_\_

## About Your Trip *(continued)*

73. What is the zip code of your final destination today? \_\_\_\_\_
74. Under normal service conditions, do you think the number of announcements, (other than station announcements) given on the train are:
- \_\_\_\_ too many  
\_\_\_\_ too few  
\_\_\_\_ just right

## About You

74. Do you subscribe to email alerts from Metro-North?  
\_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Not aware of email alerts
75. Are you aware of the Train Time mobile app, Metro-North's real-time train status and scheduling tool available via tablets and SmartPhones?  
\_\_\_\_ Yes \_\_\_\_ No
76. Would you be interested in any of the following potential customer amenities if they were offered in GCT? (Check as many as you want)
- \_\_\_\_ Discount coupon book for GCT stores and restaurants  
\_\_\_\_ GCT gift cards  
\_\_\_\_ Access to a privately-operated GCT Conference Center and lounge  
\_\_\_\_ Personal Shopper Service
77. 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
78. Are you: \_\_\_\_ Male      \_\_\_\_ Female
79. 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
80. What is your home zip code? \_\_\_\_\_
81. In which county or borough do you reside? \_\_\_\_\_

## About You *(continued)*

Metro-North is required by the Federal Transit Administration to ask Questions 82-86 in order to retain federal funding for the railroad

82. Are you:
- \_\_\_\_ White  
\_\_\_\_ Black or African American  
\_\_\_\_ American Indian or Alaska Native  
\_\_\_\_ Asian  
\_\_\_\_ Other (Please specify) \_\_\_\_\_
83. In which country were you born?  
\_\_\_\_ United States \_\_\_\_ Other (Specify: \_\_\_\_\_)
84. In which country or countries were your parents/ancestors born?  
\_\_\_\_ United States \_\_\_\_ Dominican Republic  
\_\_\_\_ Mexico \_\_\_\_ Jamaica  
\_\_\_\_ China \_\_\_\_ Other (Specify: \_\_\_\_\_)
85. In which language would you most prefer to receive written or electronically displayed information from Metro-North?  
\_\_\_\_ English \_\_\_\_ Another language (specify) \_\_\_\_\_  
\_\_\_\_ Spanish \_\_\_\_ No preference
86. In which language would you most prefer to hear announcements from Metro-North (or converse with Metro-North personnel e.g. to ask for travel directions)?  
\_\_\_\_ English \_\_\_\_ Another language (specify) \_\_\_\_\_  
\_\_\_\_ Spanish \_\_\_\_ No preference
87. Including yourself, how many people lived in your household in 2013?  
\_\_\_\_ 1      \_\_\_\_ 3      \_\_\_\_ 5-6      \_\_\_\_ 9 or more  
\_\_\_\_ 2      \_\_\_\_ 4      \_\_\_\_ 7-8
88. What was your approximate annual 2013 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

89. Which of the following have you used in the past 30 days?

	Have Used	Have Not Used
Desktop computer	____	____
Laptop computer	____	____
Tablet/iPad	____	____
Cell phone without internet access	____	____
Smartphone, cell phone or PDA with internet access	____	____
Text message (sent or received)	____	____
Used a transit app or widget	____	____

90. If you are not satisfied with our performance in any of the areas in questions 1 through 65, please explain why below. Please also include any other comments or service suggestions.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

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

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

# West of Hudson Questionnaire

## Customer Satisfaction Survey 2014

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.



## 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,



Joseph Giuliotti  
President, MTA Metro-North Railroad



Randolph Glucksman  
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>Dissatisfied | Satisfied | So<br>satisfied | Very<br>Satisfied | NA |
|---|-------------------|----------------------|-----------|-----------------|-------------------|----|
| 1. Metro-North overall                    | 12                | 345                  | 678       | 910             | NA                |    |
| 2. Value for the money using the railroad | 12                | 345                  | 678       | 910             | NA                |    |

## Your Home Boarding Station

How satisfied are you with:

- |  |    |     |     |     |    |  |
|--|----|-----|-----|-----|----|--|
| 3. Your home boarding station overall                            | 12 | 345 | 678 | 910 | NA |  |
| 4. Directional signage to the station                            | 12 | 345 | 678 | 910 | NA |  |
| 5. Personal security   | 12 | 345 | 678 | 910 | NA |  |
| 6. Cleanliness inside the station building (excluding restrooms) | 12 | 345 | 678 | 910 | NA |  |
| 7. Maintenance of station  | 12 | 345 | 678 | 910 | NA |  |
| 8. Sound quality of audio announcements                          | 12 | 345 | 678 | 910 | NA |  |
| 9. Availability of parking on weekdays                           | 12 | 345 | 678 | 910 | NA |  |
| 10. Security of your car while parked at the station             | 12 | 345 | 678 | 910 | NA |  |
| 11. Cleanliness of platforms and outdoor shelters                | 12 | 345 | 678 | 910 | NA |  |
| 12. Cleanliness of the track area around the station             | 12 | 345 | 678 | 910 | NA |  |

## On Trains (All time periods)

How satisfied are you with:

- |   |    |     |     |     |    |  |
|---|----|-----|-----|-----|----|--|
| 13. MNR train service overall                             | 12 | 345 | 678 | 910 | NA |  |
| 14. On-time performance                                   | 12 | 345 | 678 | 910 | NA |  |
| 15. Availability of seats on trains                       | 12 | 345 | 678 | 910 | NA |  |
| 16. The temperature on the train                          | 12 | 345 | 678 | 910 | NA |  |
| 17. Personal security on trains                           | 12 | 345 | 678 | 910 | NA |  |
| 18. Cleanliness of the restrooms                          | 12 | 345 | 678 | 910 | NA |  |
| 19. Cleanliness of train's interior (excluding restrooms) | 12 | 345 | 678 | 910 | NA |  |
| 20. Sound quality of audio announcements                  | 12 | 345 | 678 | 910 | NA |  |
| 21. The Quiet Car Program (when available)                | 12 | 345 | 678 | 910 | NA |  |

## Courtesy and Responsiveness of Railroad Employees

How satisfied are you with:

- |   | Dis-<br>satisfied | Very<br>Dissatisfied | Satisfied | So<br>satisfied | Very<br>Satisfied | NA |
|---|-------------------|----------------------|-----------|-----------------|-------------------|----|
| 22. The overall courtesy and responsiveness of railroad employees         | 12                | 345                  | 678       | 910             | NA                |    |
| 23. Conductors  | 12                | 345                  | 678       | 910             | NA                |    |
| 24. Ticket Sellers  | 12                | 345                  | 678       | 910             | NA                |    |
| 25. Metro-North Telephone Information Center representatives (in NY: 511) | 12                | 345                  | 678       | 910             | NA                |    |

## Train Scheduling

How satisfied are you with:

- |  |    |     |     |     |    |  |
|--|----|-----|-----|-----|----|--|
| 26. Overall train schedules  | 12 | 345 | 678 | 910 | NA |  |
| 27. The weekday AM and PM peak schedule to or from your home station | 12 | 345 | 678 | 910 | NA |  |
| 28. The weekday off-peak schedule to and from your home station      | 12 | 345 | 678 | 910 | NA |  |
| 29. The weekend schedule to and from your home station               | 12 | 345 | 678 | 910 | NA |  |

## Communication

How satisfied are you with:

- |  |    |     |     |     |    |  |
|--|----|-----|-----|-----|----|--|
| 30. Our overall communications to you  | 12 | 345 | 678 | 910 | NA |  |
| 31. Our overall communications during normal service conditions              | 12 | 345 | 678 | 910 | NA |  |
| 32. Our overall communications during <u>unscheduled</u> service disruptions | 12 | 345 | 678 | 910 | NA |  |

### Communication during normal service conditions

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

- |   |    |     |     |     |    |  |
|---|----|-----|-----|-----|----|--|
| 33. At your home boarding station                 | 12 | 345 | 678 | 910 | NA |  |
| 34. On board our trains                           | 12 | 345 | 678 | 910 | NA |  |
| 35. At Hoboken Terminal                           | 12 | 345 | 678 | 910 | NA |  |
| 36. At Secaucus Junction                          | 12 | 345 | 678 | 910 | NA |  |
| 37. At Penn Station New York                      | 12 | 345 | 678 | 910 | NA |  |
| 38. On the Metro-North website (www.mta.info)     | 12 | 345 | 678 | 910 | NA |  |
| 39. On the NJ TRANSIT website (www.njtransit.com) | 12 | 345 | 678 | 910 | NA |  |

## Communication (cont.)

	Disatisfied	Very	Satisfied	Very	NA
	2	3	4	5	
40. With Metro-North's social media sites (Facebook, Twitter)	12	345	678	910	NA
41. With Metro-North's automated phone system for schedules, fares, etc. (In NY: 511)	12	345	678	910	NA
42. With Metro-North's Telephone Information Center Representatives (In NY: 511)	12	345	678	910	NA
43. With NJ TRANSIT's automated phone system for schedules, fares, etc. (973-275-5555)	12	345	678	910	NA
44. With NJ TRANSIT's Travel Information Center Representatives (973-275-5555)	12	345	678	910	NA

### Communication during unscheduled service disruptions

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

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

## Hoboken Terminal

How satisfied are you with:

	Disatisfied	Very	Satisfied	Very	NA
	2	3	4	5	
56. Hoboken Terminal overall	12	345	678	910	NA
57. Personal security in Hoboken Terminal	12	345	678	910	NA
58. Have you used any of the restrooms in Hoboken Terminal during the past 12 months? ___ Yes (continue)      ___ No (Go to Q.59)					
59. Cleanliness of restrooms	12	345	678	910	NA
60. Cleanliness of the terminal (excluding restrooms)	12	345	678	910	NA

## Secaucus Junction

How satisfied are you with:

61. Secaucus Junction overall	12	345	678	910	NA
62. Personal security in Secaucus Junction	12	345	678	910	NA

## About Your Trip

63. 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.

64. 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) \_\_\_\_\_

65. 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) \_\_\_\_\_

66. What type of ticket are you using today?

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

## About Your Trip (cont.)

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

\_\_\_ Hoboken Terminal    \_\_\_ Secaucus Junction

Other (Specify) \_\_\_\_\_

68. 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 (specify) \_\_\_\_\_

69. (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

70. 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

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

\_\_\_\_\_

## About You

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



### About you (cont.)

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: \_\_\_\_\_)

Metro-North is required by the Federal Transit Administration to ask Questions 77-81 in order to retain federal funding for the railroad

77. Are you:

- White
- Black or African American
- American Indian or Alaska Native
- Asian
- Other (Specify: \_\_\_\_\_)

78. In which county were you born?

- United States
- Other (Specify: \_\_\_\_\_)

79. In which country or countries were your parents/ancestors born?

- United States
- Dominican Republic
- Mexico
- Jamaica
- China
- Other (Specify: \_\_\_\_\_)

80. In which language would you most prefer to receive written or electronically displayed information from Metro-North?

- English
- Another language (specify) \_\_\_\_\_
- Spanish
- No preference

81. In which language would you most prefer to hear announcements from Metro-North (or converse with Metro-North personnel e.g. to ask for travel directions)?

- English
- Another language (specify) \_\_\_\_\_
- Spanish
- No preference

82. Including yourself, how many people lived in your household in 2013?

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

83. What was your approximate annual 2013 household income before taxes and other deductions?

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

84. If you are not satisfied with our performance in any of the areas in questions 1 through 62, 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, street address, email address and day or evening phone numbers below. All information will be kept confidential.

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

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

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

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

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

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

# **SERVICE ATTRIBUTE RATINGS 2010-2014**



**CUSTOMER SATISFACTION RATINGS OF METRO-NORTH RAILROAD**

EAST OF HUDSON	TOTAL SATISFIED				
	2010	2011	2012	2013	2014
	%	%	%	%	%
<b>1. Metro-North Railroad overall</b>	<b>93</b>	<b>89</b>	<b>93</b>	<b>93</b>	<b>73</b>
2. Value for the money using the railroad	74	70	76	73	59
<b>Home Boarding Station</b>					
3. Your home boarding station overall	88	89	89	89	87
4. Directional signage to the station	88	87	89	89	87
5. Personal security	87	87	87	86	87
6. Cleanliness inside the station building (excluding restrooms)	83	84	85	86	84
7. Maintenance of station	84	85	87	87	84
8. Sound quality of audio announcements	75	74	77	75	71
9. Availability of parking on weekdays	65	62	68	70	67
10. Security of your car while parked at the station	87	86	88	88	88
11. Cleanliness of platforms and outdoor shelters	85	86	87	88	85
12. Cleanliness of the track area around the station	81	81	82	83	80
<b>On Trains (AM &amp; PM)</b>					
13. MNR train service overall	92	88	92	91	72
14. On-time performance	91	88	91	86	58
15. Availability of seats on train	73	72	77	77	69
16. The temperature on the train	81	81	87	87	84
17. Personal security	94	94	95	95	93
18. Cleanliness of the restrooms	56	55	61	66	68
19. Cleanliness of train's interior (excluding rest rooms)	76	75	80	83	81
20. Sound quality of audio announcements	78	77	80	81	79
21. The Quiet Car Program	NA	NA	NA	NA	87



Metro-North Railroad	TOTAL SATISFIED				
	2010	2011	2012	2013	2014
	%	%	%	%	%
<b>Communication</b>					
<b>Courtesy and Responsiveness of Employees</b>					
22. The overall courtesy and responsiveness of our employees	94	95	95	95	92
23. Conductors	95	96	95	96	93
24. Ticket Sellers	91	90	91	91	89
25. Customer Service Representatives (ushers) in GCT	92	92	92	92	89
26. Information Booth and Station Master's Office Personnel at GCT	91	92	93	92	90
27. Telephone Information Center Representatives	NA	NA	NA	91	86
28. Professional Appearance of Conductors	NA	NA	NA	96	94
<b>Train Scheduling</b>					
29. Overall train schedules	88	86	89	89	77
30. The weekday AM and PM peak schedule to and from your station	87	86	88	88	76
31. The weekday off-peak schedule to and from your station including late night service	81	80	83	84	78
32. The weekend schedule to and from your station	80	79	82	85	79
33. Our overall communication to you	91	88	91	91	78
34. Our overall communications during normal service conditions	NA	91	93	93	85
35. Our overall communications during unplanned service disruptions	NA	71	76	76	56
36. Overall communications during planned service disruptions (track work, etc.)	NA	84	88	84	69
<b>Communication during normal service conditions</b>					
37. At your home boarding station	87	82	86	86	76
38. On board our trains	90	89	90	90	82
39. At GCT	93	89	92	92	84
40. On our website (www.mta.info)	92	91	92	90	81
41. Via our email alerts (if you subscribe)	NA	NA	NA	NA	81
42. Via our social media sites (on Facebook and Twitter)	NA	NA	NA	NA	79
43. Through the TrainTime Mobile App (if used)	NA	NA	NA	NA	79
44. With the automated phone system for schedules, fares, etc.	87	86	87	88	78
45. With Travel Information Phone Center Representatives	91	87	86	87	77

Metro-North Railroad	TOTAL SATISFIED				
	2010	2011	2012	2013	2014
	%	%	%	%	%
<b>Communication</b>					
<b>Communication (During Unplanned Service Disruptions)</b>					
46. At your boarding station	76	67	73	71	55
47. On board our trains	81	75	80	78	63
48. At Grand Central Terminal	83	76	81	79	65
49. On our website (www.mta.info)	82	80	83	80	67
50. Through the "Service Status" box on our website	NA	81	85	81	67
51. Via our e-mail alerts (if you subscribe)	83	82	86	85	69
52. Via our social media sites (on Facebook and Twitter)	NA	NA	NA	NA	68
53. Through the TrainTime Mobile App (if used)	NA	NA	NA	NA	70
54. With the automated phone system for schedules, fares, etc.	82	80	83	84	71
55. With Travel Information Phone Center representatives	87	80	84	84	70
<b>Grand Central Terminal (GCT)</b>					
56. Grand Central Terminal overall	97	97	97	97	96
57. The Station Master's Office, including the customer waiting area	94	94	94	93	91
58. Personal security	95	95	95	96	93
59. Customer information given on digital screens near MetLife escalator	NA	NA	NA	NA	93
60. Presence of MTA Police	93	94	94	95	91
61. Signs providing direction to/from connecting buses or subways	92	90	93	94	90
62. Sound quality of audio announcements	89	85	87	86	81
63. Have you used any of the restrooms in GCT during the past 12 months? (% Yes)	NA	78	77	78	77
64. Cleanliness of rest rooms in GCT	76	65	65	70	64
65. Cleanliness of GCT (excluding restrooms)	94	94	94	94	92

WEST OF HUDSON	Total Satisfied				
	2010	2011	2012	2013	2014
	%	%	%	%	%
<b>1. Metro-North Railroad overall</b>	<b>86</b>	<b>86</b>	<b>92</b>	<b>90</b>	<b>89</b>
2. Value for the money using the railroad	64	63	90	68	74
<b>Home Boarding Station</b>					
3. Your home boarding station overall	89	90	90	91	88
4. Directional signage to the station	86	87	87	87	86
5. Personal security	77	81	82	85	84
6. Cleanliness inside the station building (excluding restrooms)	80	82	81	82	82
7. Maintenance of station	84	83	85	85	84
8. Sound quality of audio announcements	60	58	67	65	58
9. Availability of parking on weekdays	91	91	94	93	92
10. Security of your car while parked at the station	80	85	89	90	90
11. Cleanliness of platforms and outdoor shelters	85	85	86	87	87
12. Cleanliness of the track area around the station	82	85	86	87	87
<b>On Trains (AM &amp; PM)</b>					
13. MNR train service overall	83	87	92	90	89
14. On-time performance	84	84	92	89	87
15. Availability of seats on train	80	84	93	89	88
16. The temperature on the train	79	74	82	89	89
17. Personal security	93	94	97	94	95
18. Cleanliness of the restrooms	62	59	75	69	68
19. Cleanliness of train's interior (excluding rest rooms)	83	83	89	88	88
20. Sound quality of audio announcements	68	63	78	76	76

WEST OF HUDSON	Total Satisfied				
	2010	2011	2012	2013	2014
<b>Courtesy and Responsiveness of Employees</b>	%	%	%	%	
21. The overall courtesy and responsiveness of our employees	90	91	95	94	94
22. Conductors	91	92	96	96	95
23. Ticket Sellers	86	90	92	90	92
24. Information Center Representatives (In NY: 511)	NA	NA	NA	79	80
<b>Train Scheduling</b>					
25. Overall train schedules	59	62	69	68	67
26. The weekday AM and PM peak schedule to and from your station	64	67	74	71	72
27. The weekday off-peak schedule to and from your station including late night service	49	48	56	56	57
28 The weekend schedule to and from your station	52	54	59	61	60



WEST OF HUDSON	Total Satisfied				
	2010	2011	2012	2013	2014
<b>Communication</b>	%	%	%	%	%
29. Our overall communication to you	76	80	86	84	79
30. Our overall communications during normal service conditions	NA	86	88	88	82
31. Our overall communications during <u>unplanned</u> service disruptions	NA	55	74	72	63
<b>Communication during normal service conditions</b>					
32. At your boarding station	70	70	78	77	75
33. On board our trains	83	81	87	86	86
34. At Hoboken Terminal	84	83	88	82	84
35. At Secaucus Junction	84	83	91	90	87
36. At Penn Station New York	NA	73	83	81	75
37. On the Metro-North website	85	83	90	86	84
38. On the NJ TRANSIT website ( <a href="http://www.njtransit.com">www.njtransit.com</a> )	85	83	91	88	84
39. With Metro-North's automated phone system for schedules, fares, etc.	73	77	81	79	81
40. With Metro-North's Travel Information Center Representatives	73	77	87	75	76
41. With NJ TRANSIT's automated phone system for schedules, fares, etc.	70	73	82	76	75
42. With NJ TRANSIT's Travel Information Center Representatives	73	74	84	77	78
<b>Communication (During Unplanned Service Disruptions)</b>					
43. At your boarding station	54	50	65	63	57
44. On board our trains	72	67	80	76	74
45. At Hoboken Terminal	71	66	77	71	72
46. At Secaucus Junction	76	71	80	80	73
47. At Penn Station New York	NA	64	75	73	66
48. On the Metro-North website	73	66	83	79	75
49. With Metro-North's automated phone system for schedules, fares, etc.	66	65	74	71	75
50. With Metro-North's Travel Information Center Representatives	70	64	77	73	76
51. On the NJ TRANSIT website ( <a href="http://www.njtransit.com">www.njtransit.com</a> )	74	72	80	80	77
52. With NJ TRANSIT's automated phone system for schedules, fares, etc.	68	63	79	74	73
53. With NY TRANSIT'S Travel Information Center Representatives	67	64	77	73	74

WEST OF HUDSON	Total Satisfied				
	2010	2011	2012	2013	2014
	%	%	%	%	%
<b>54. Hoboken Terminal overall</b>	<b>86</b>	<b>79</b>	<b>82</b>	<b>67</b>	<b>83</b>
55. Cleanliness of the Terminal (excluding restrooms)	87	77	79	75	85
56. Personal security	89	87	90	89	90
57. Have you used any of the restrooms in Hoboken Terminal during the past 12 months? (% Yes)	NA	77	68	49	66
58. Cleanliness of restrooms	73	66	59	54	71
<b>Secaucus Junction</b>					
59. Secaucus Junction overall	92	92	94	93	93
60. Personal security	NA	95	97	96	97

