

2012 Customer Satisfaction Survey
Subway

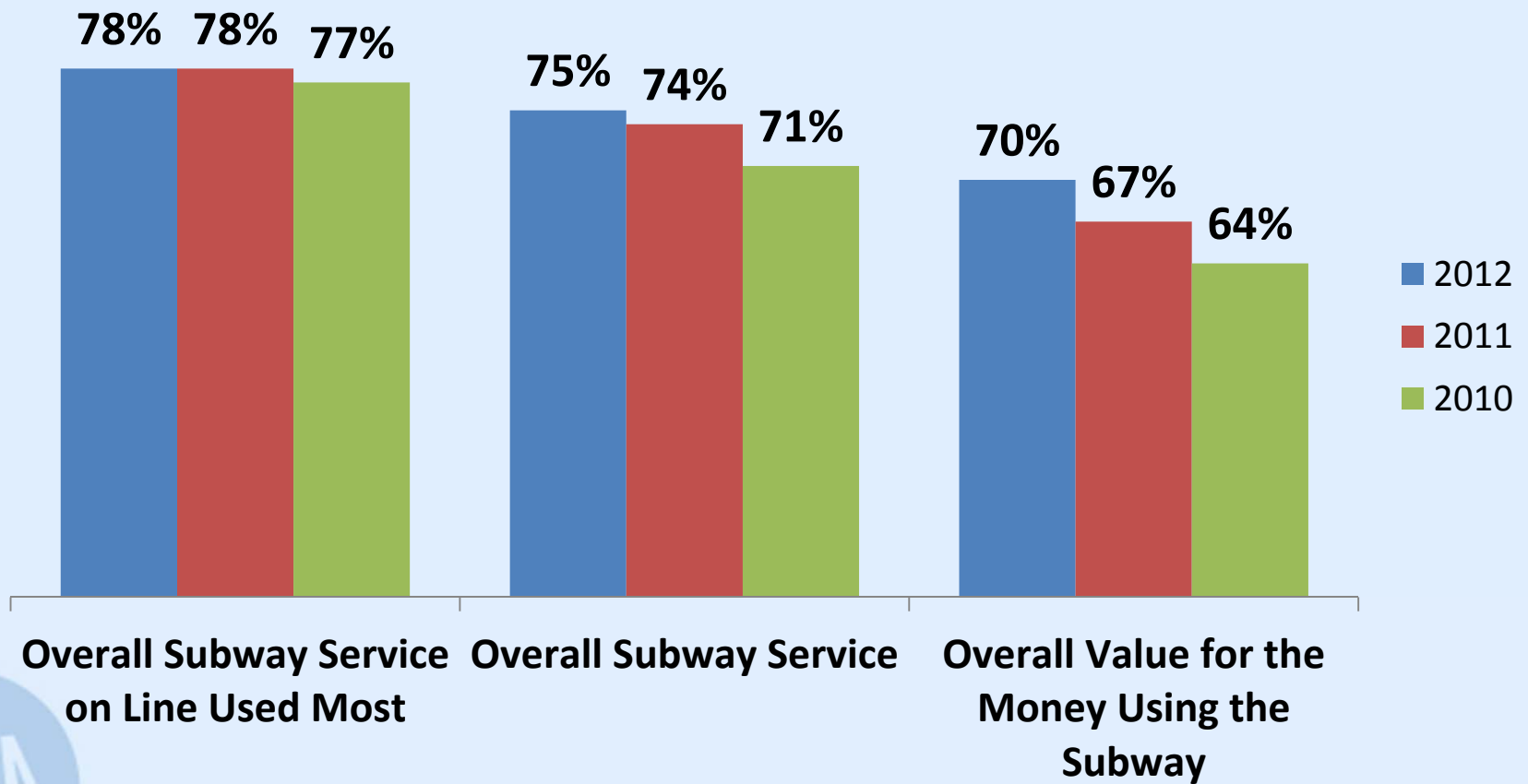


Methodology

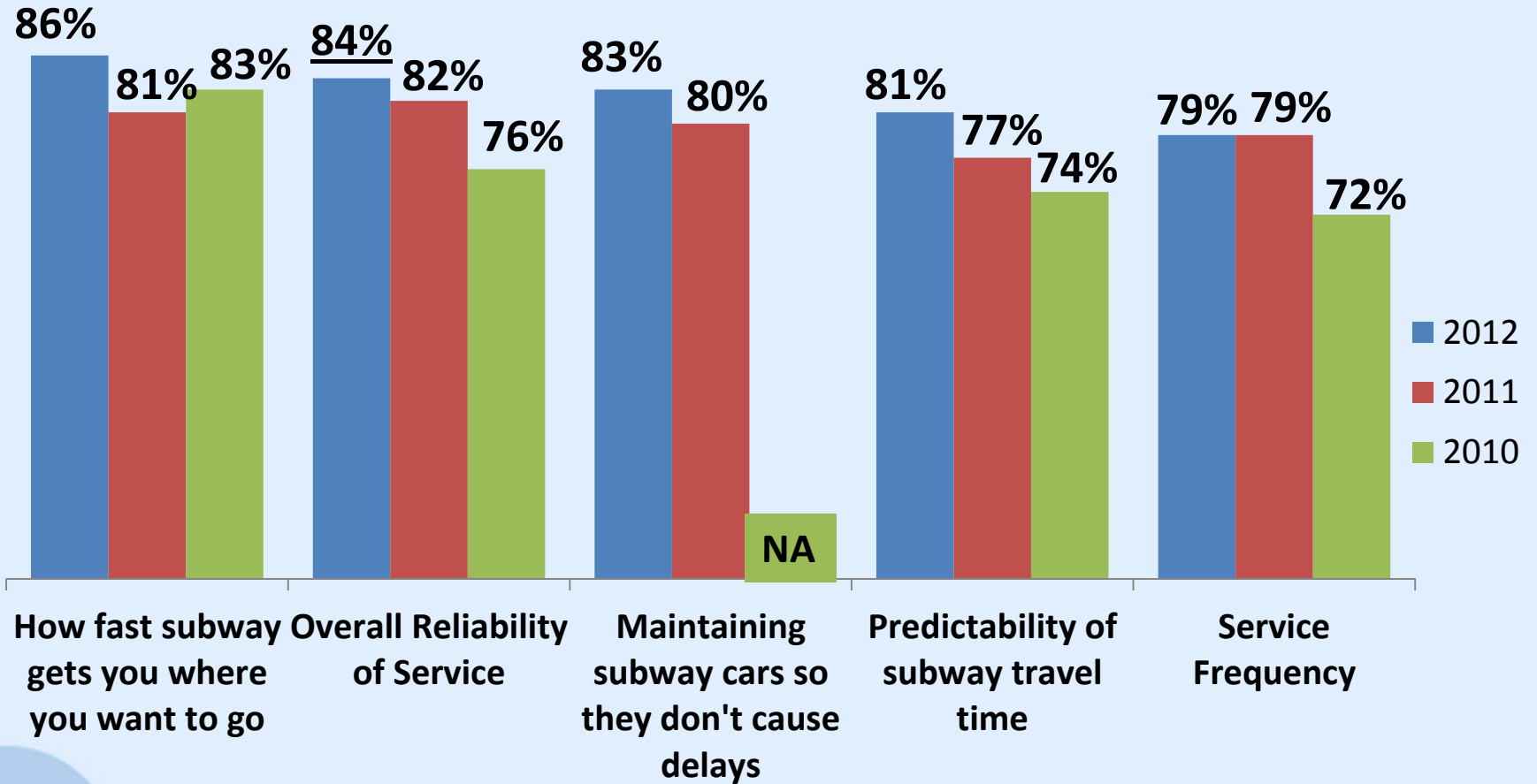
- Citywide Survey conducted by telephone
- Random landline and cell phone samples
- Interviewed 1829 persons
 - 1200 qualified for full survey: At least one subway and/or local bus trip in past 30 days
 - Other 629 asked only demographic questions for purpose of weighting results to latest census
- Survey averaged 27 minutes
- Margin of error: ± 3.8 percentage points



Subway Service Satisfaction Trend 2010-2012



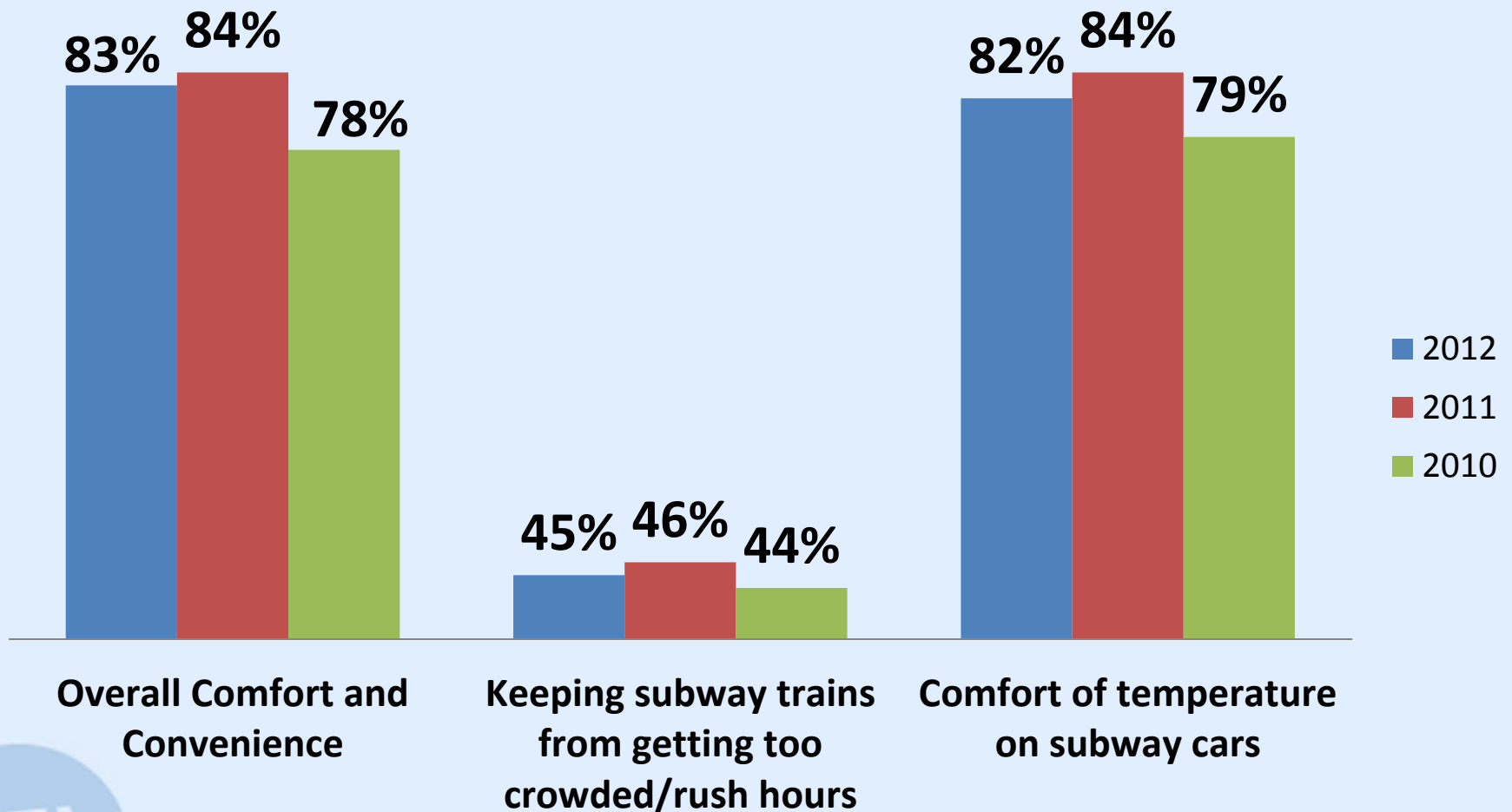
Customer Satisfaction with Basic Train Service Quality



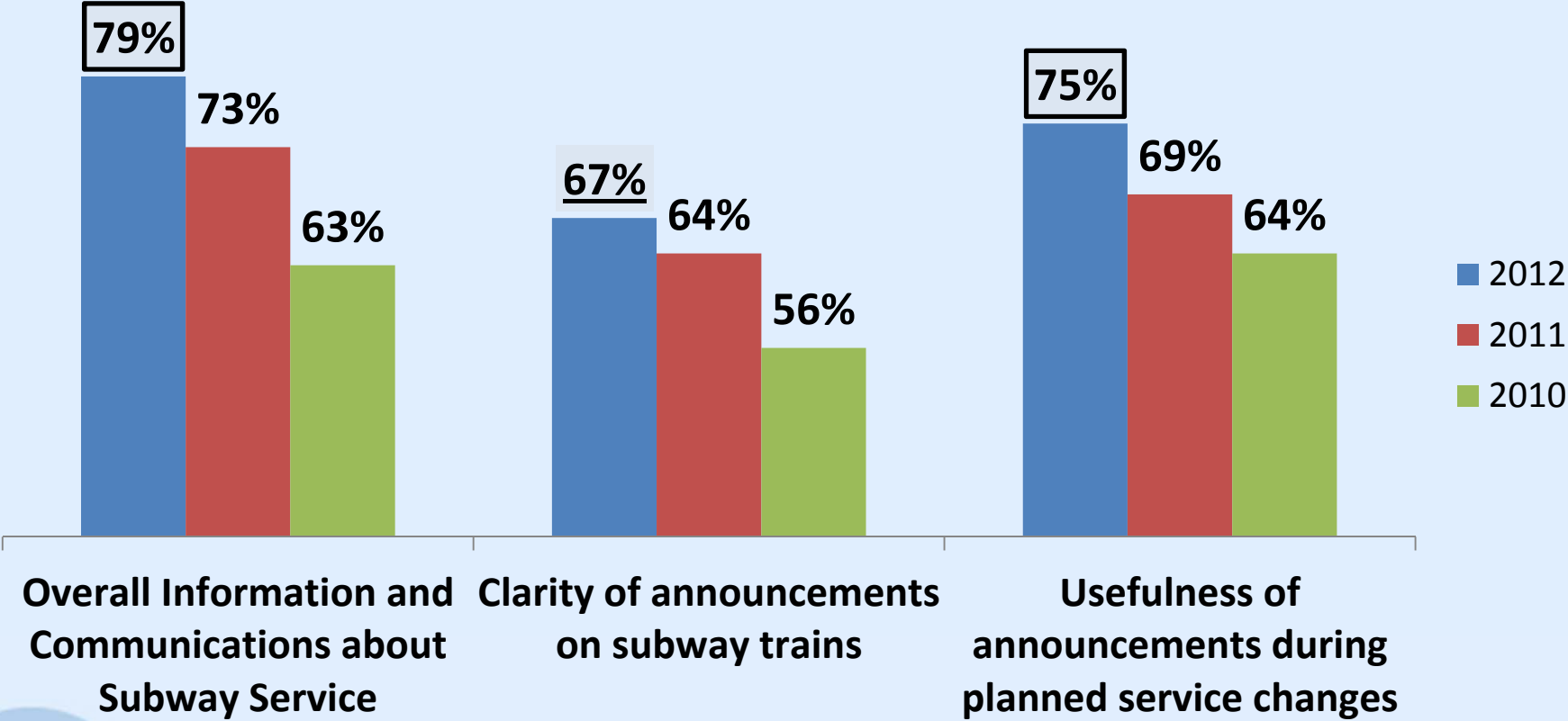
Underlined number indicates statistical increase in 2012 vs. 2010



Overall Comfort and Convenience



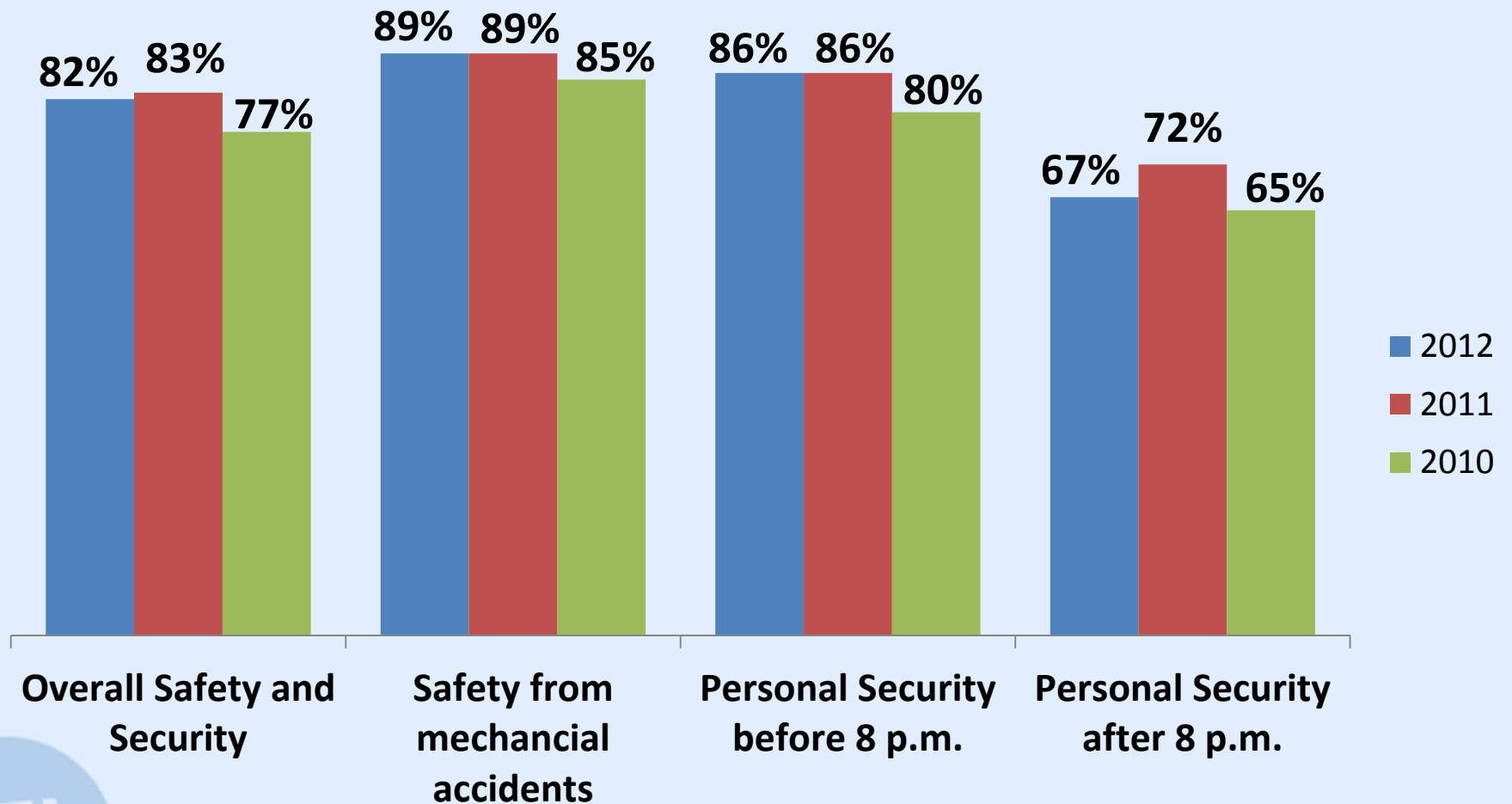
Overall Information and Communications



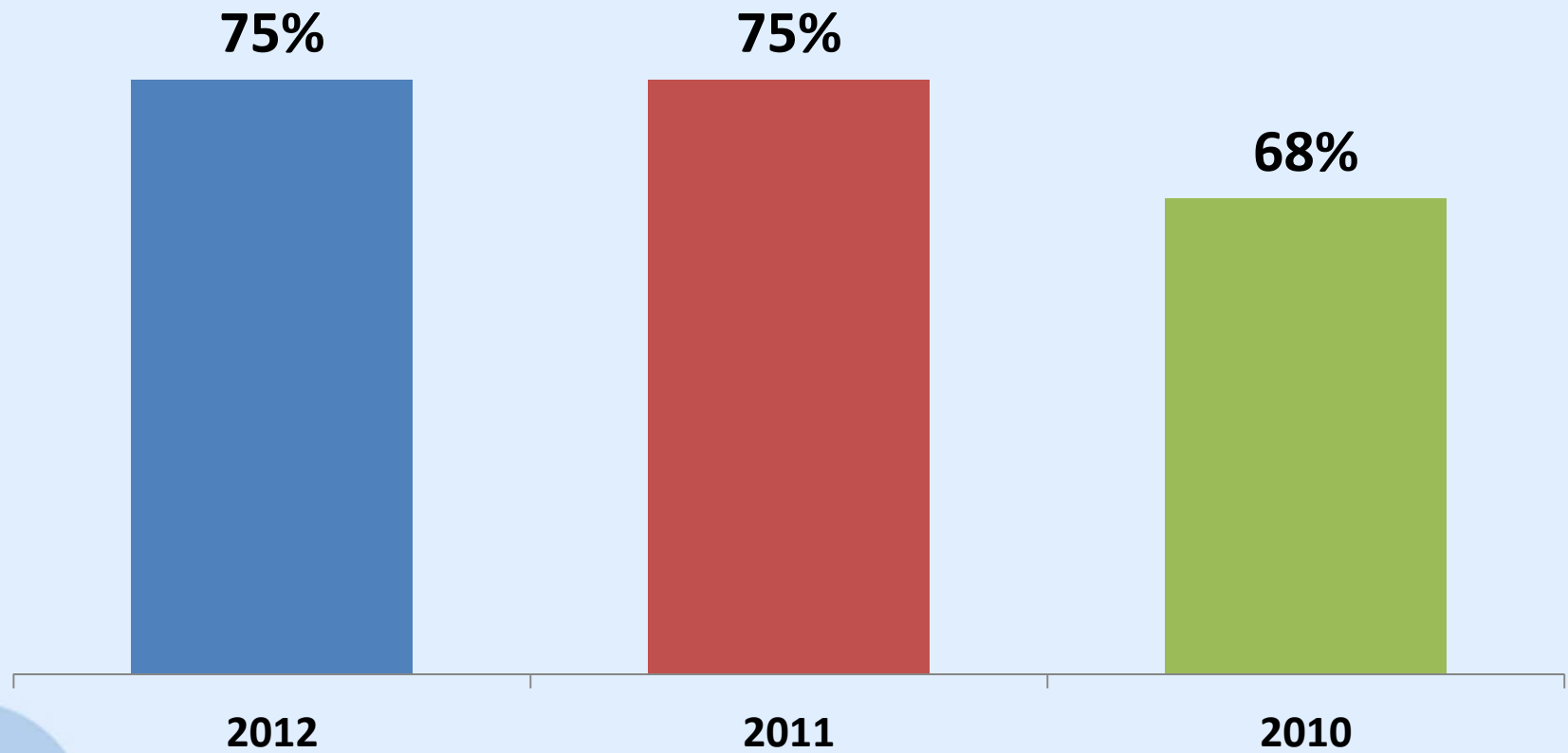
Boxed number indicates statistical increase in 2012 vs. 2011
Underlined number indicates statistical increase in 2012 vs. 2010



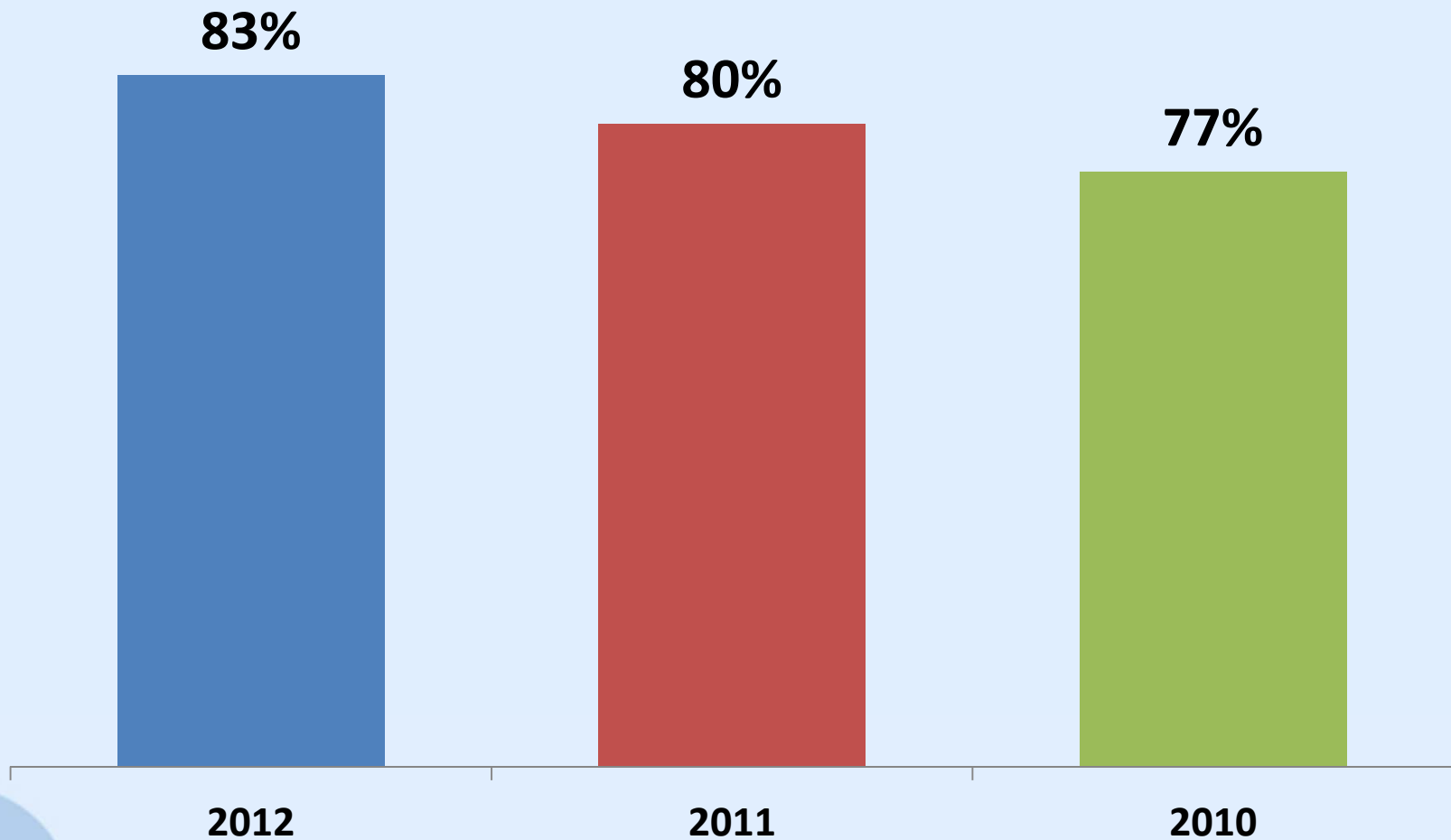
Overall Safety and Security In Subway



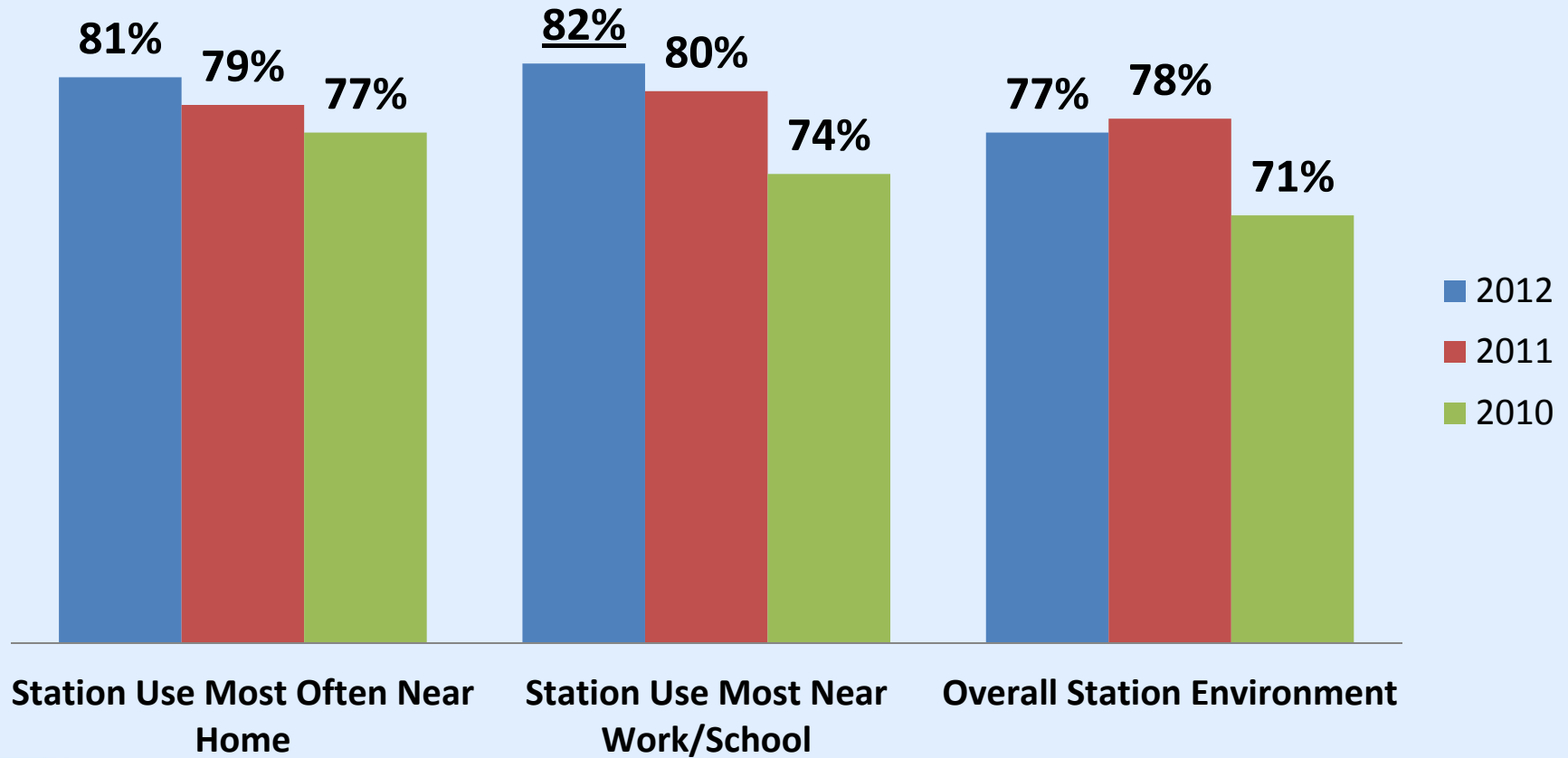
Subway Car Cleanliness



Overall Courtesy and Helpfulness of Subway Conductors



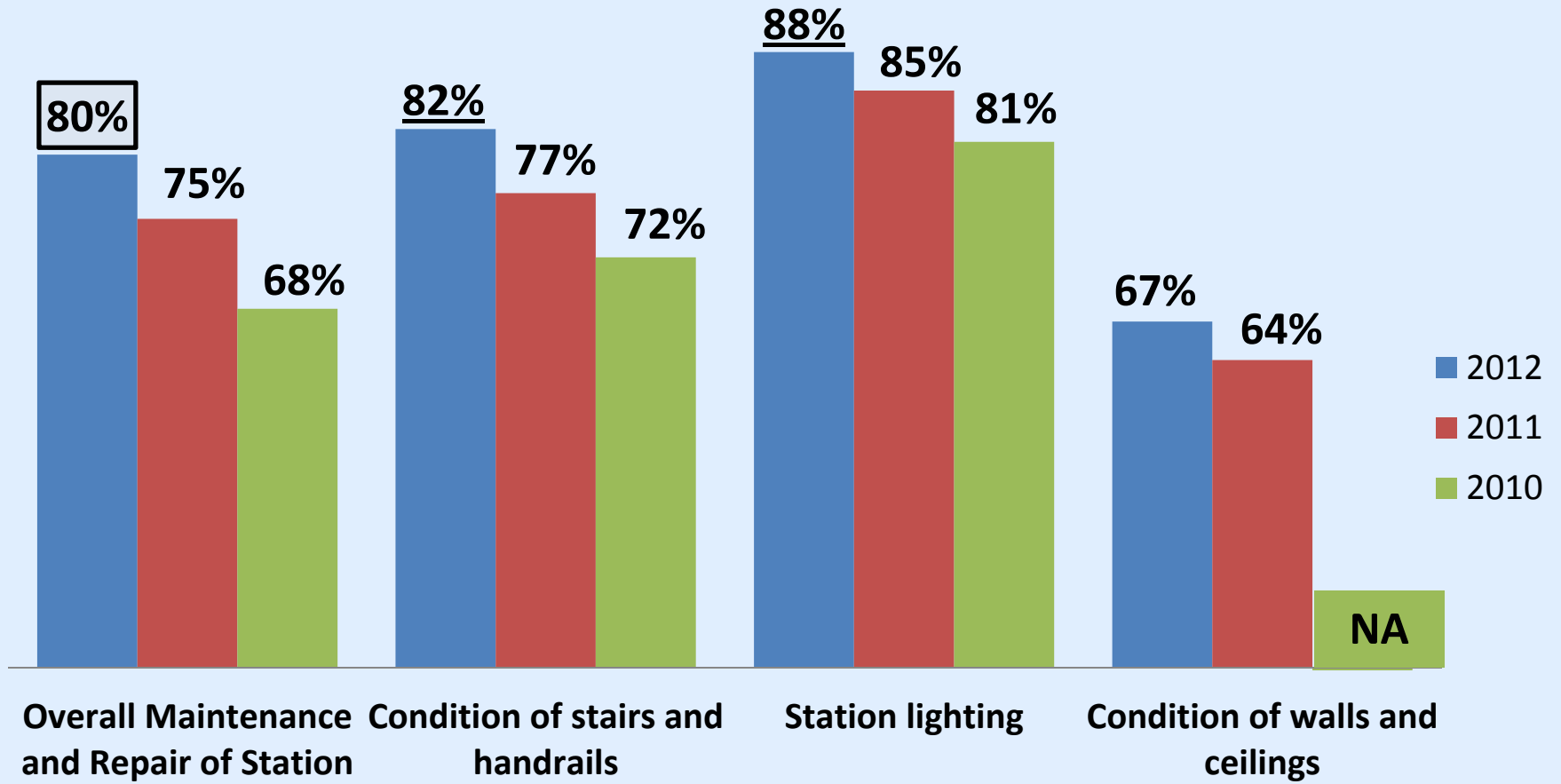
Overall Satisfaction With Stations



Underlined number indicates statistical increase in 2012 vs. 2010



Station Maintenance and Repair

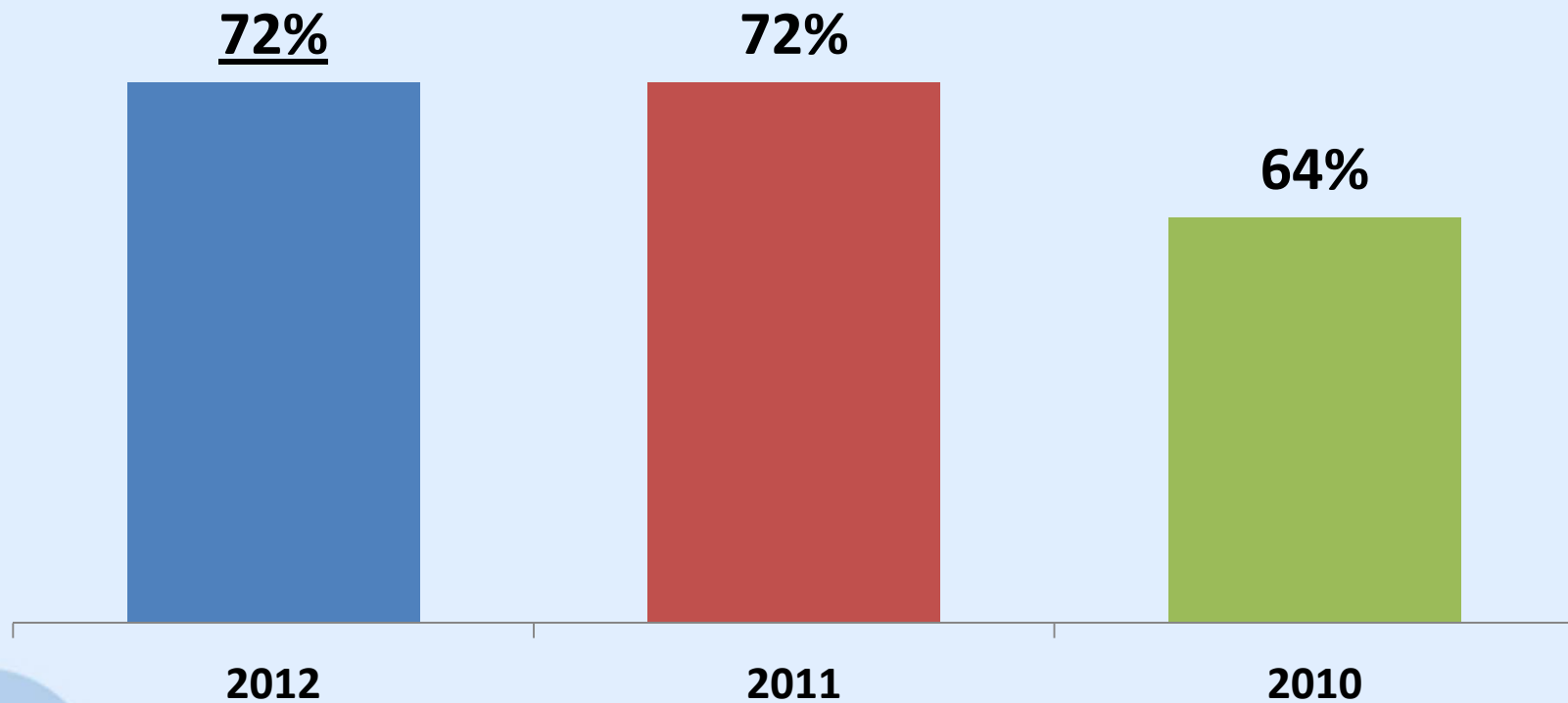


Boxed number indicates statistical increase in 2012 vs. 2011

Underlined number indicates statistical increase in 2012 vs. 2010



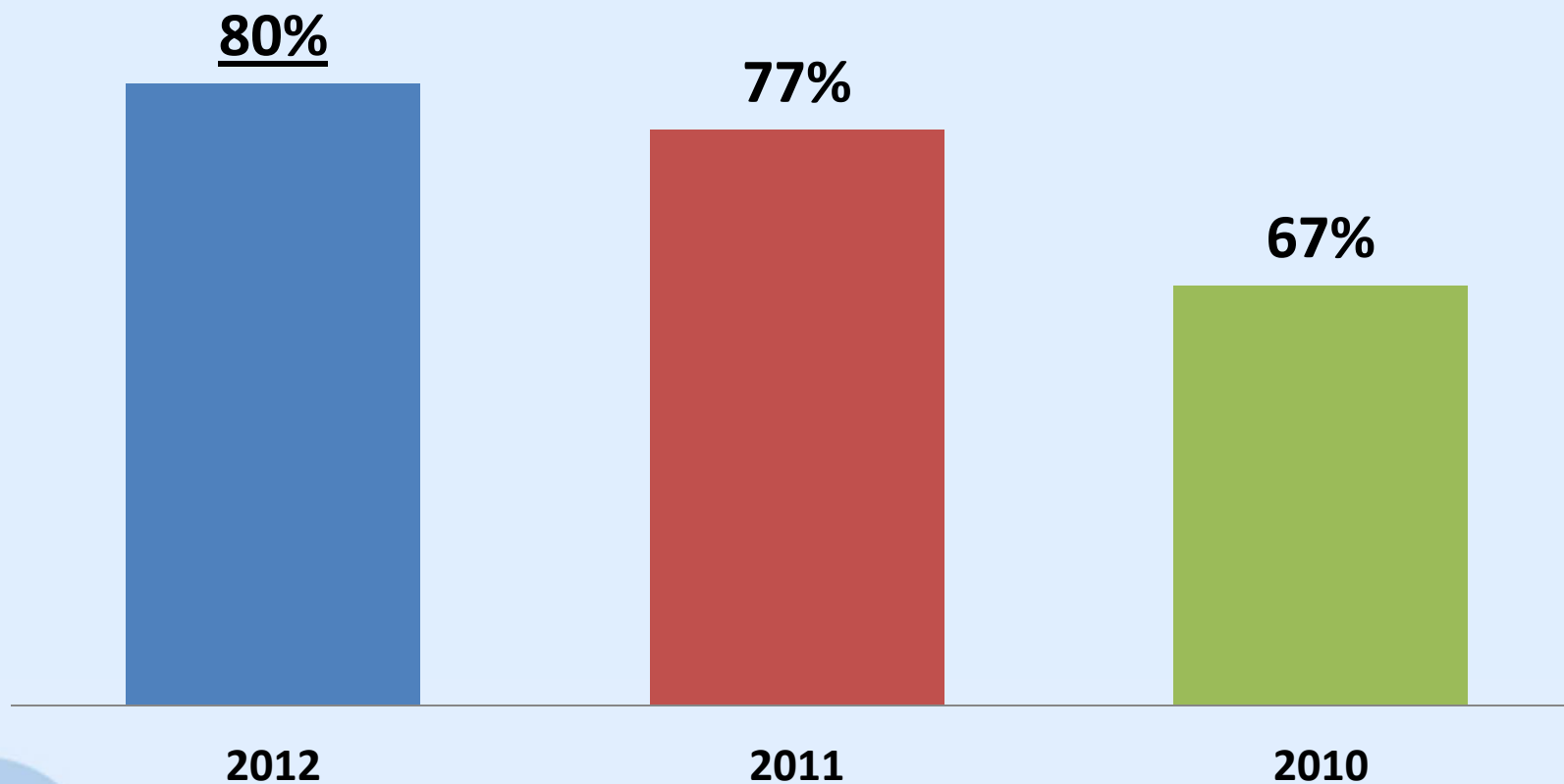
Overall Station Cleanliness



Underlined number indicates statistical increase in 2012 vs. 2010



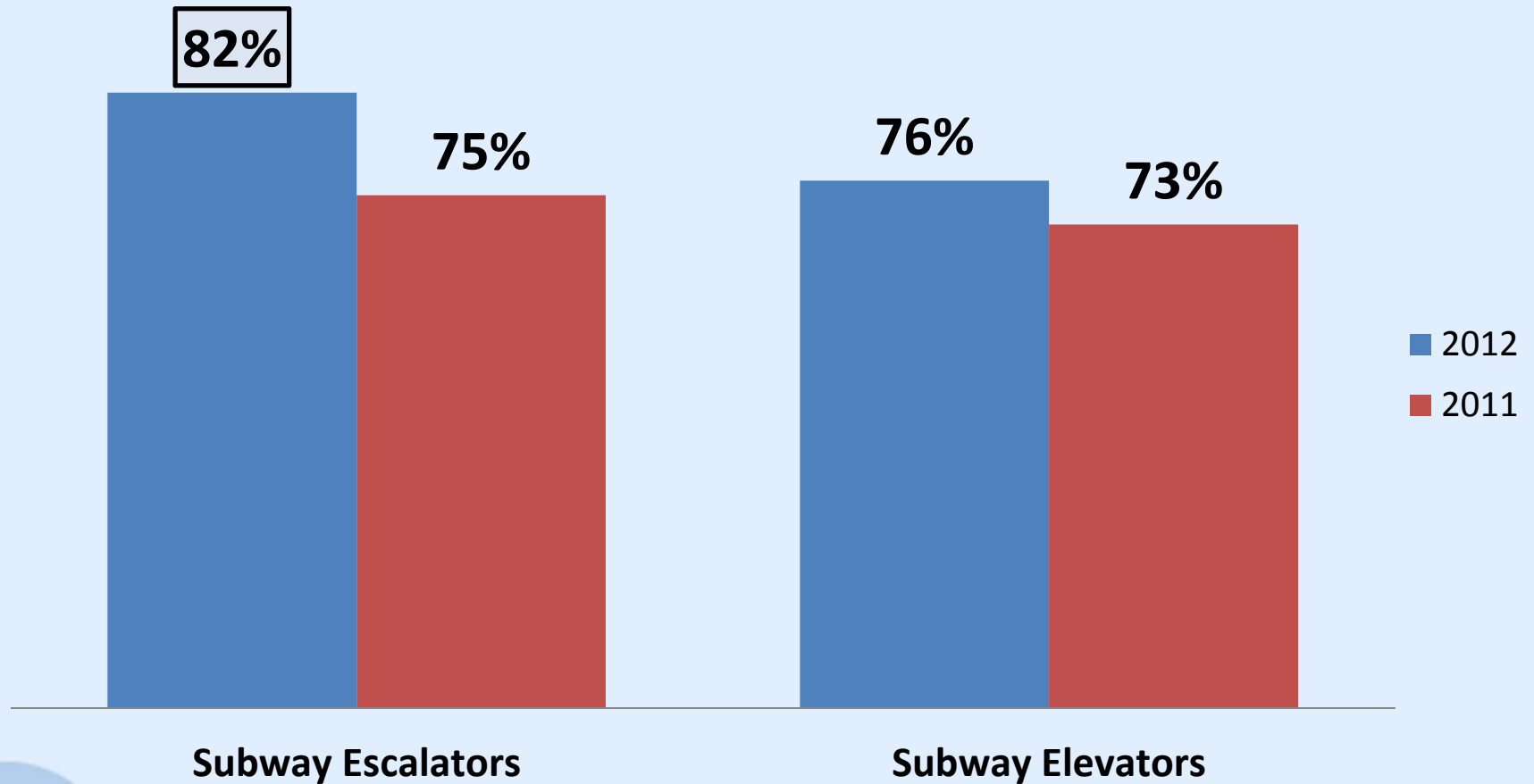
Overall Availability of Information in Station



Underlined number indicates statistical increase in 2012 vs. 2010

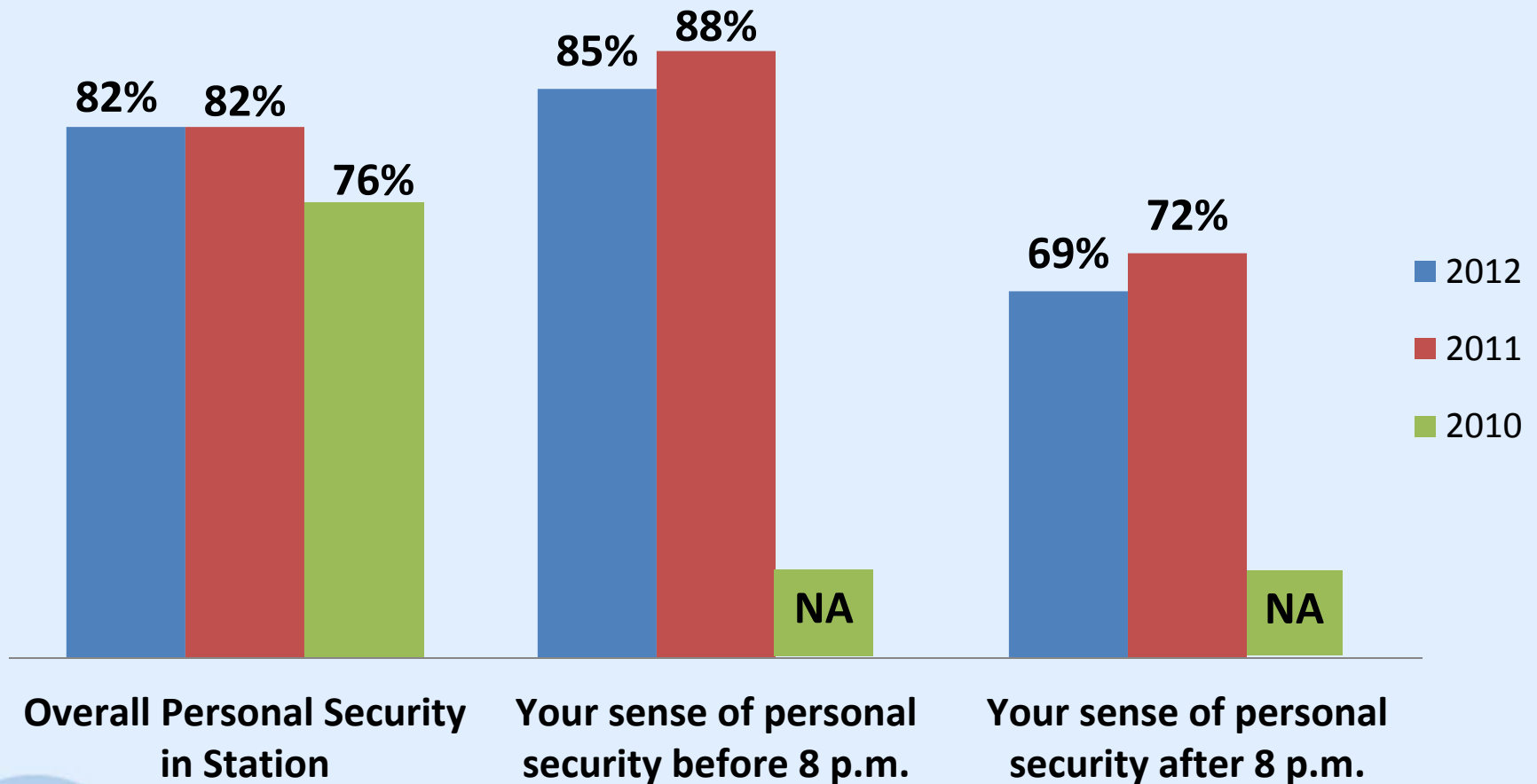


Escalators and Elevators

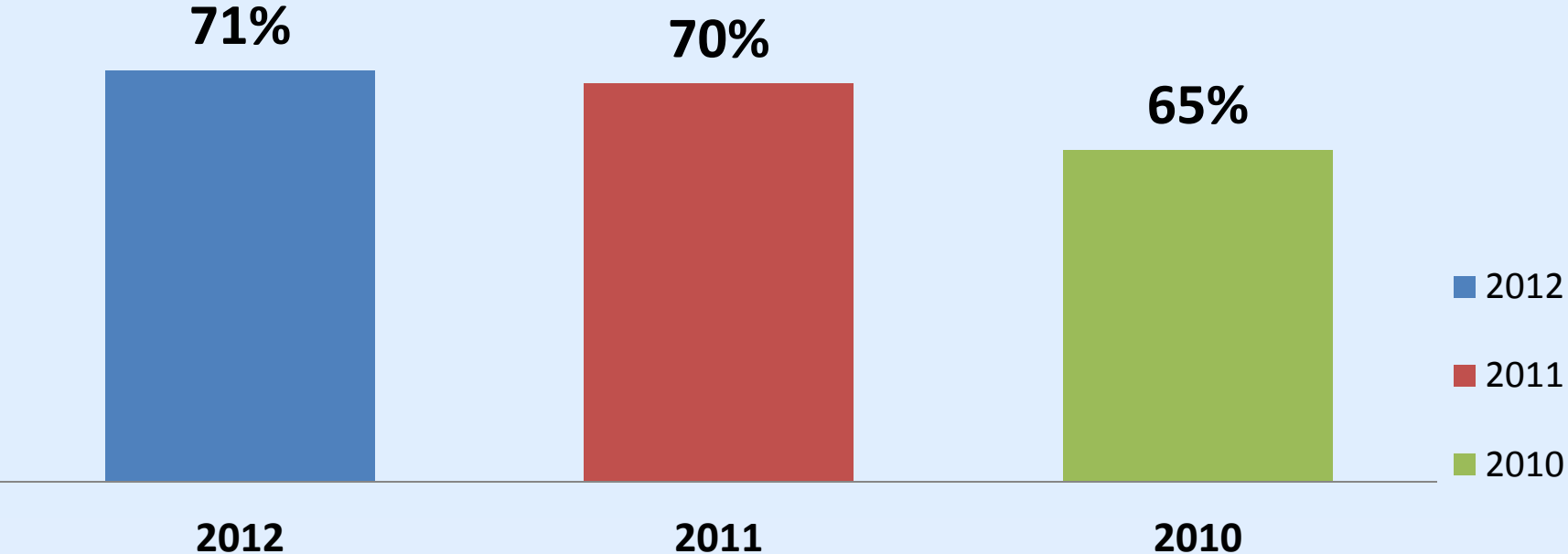


***Boxed number indicates statistical increase in 2012 vs. 2011
Attributes not Rated in 2010***

Overall Personal Security in Stations



Keeping Station Platforms from Getting too Crowded during Rush Hours



	TOTAL SATISFIED			2012	
	2010	2011	2012	Very Satisfied	Satisfied
	1082	1009	1018		
	%	%	%	%	%
OVERALL SUBWAY SERVICE	71	74	<u>75</u>	16	59
OVERALL SUBWAY SERVICE ON LINE USE MOST	77	78	78	20	58
SERVICE FREQUENCY	72	<u>79</u>	79	20	59
OVERALL RELIABILITY OF SERVICE	76	<u>82</u>	84	23	61
The predictability of subway travel time	74	77	81	21	59
Maintaining subway cars so they do not break down and cause delays	NA	80	83	23	60
How fast the subway gets you where you want to go	83	81	86	27	59
OVERALL SAFETY AND SECURITY	77	<u>83</u>	82	18	64
Safety from mechanical accidents	85	89	89	33	56
Overall personal security in the subway BEFORE 8 p.m.	80	<u>86</u>	86	28	58
Overall personal security in the subway AFTER 8 p.m.	65	<u>72</u>	67	14	53
OVERALL INFORMATION AND COMMUNICATIONS ABOUT SUBWAY SERVICE	63	<u>73</u>	79	20	58
Knowing how long you have to wait for the next train to arrive	NA	68	72	31	41
Clarity of announcements on subway trains	56	<u>64</u>	67	21	46
Usefulness of announcements on trains during normal service	67	74	<u>76</u>	24	52
Usefulness of announcements on trains during unplanned delays	64	67	67	21	46
Usefulness of announcements on trains during planned service changes	NA	69	75	23	52



	TOTAL SATISFIED			2012	
	2010	2011	2012	Very Satisfied	Satisfied
	1082	1009	1018		
	%	%	%	%	%
OVERALL COMFORT AND CONVENIENCE OF USING THE SUBWAY	78	84	83	21	62
Keeping subway trains from getting too crowded during rush hours	44	46	45	6	39
Comfort of temperature on subway cars	79	84	82	27	55
OVERALL CLEANLINESS OF SUBWAY CARS	68	<u>75</u>	75	20	55
Keeping floors and seats clean	NA	68	71	19	51
Keeping subway car windows clean with no scratchiti	NA	77	74	23	50
Having no litter in subway cars	NA	67	69	16	53
Keeping graffiti off subway car walls	NA	82	82	30	52
OVERALL COURTESY AND HELPFULNESS OF SUBWAY CONDUCTORS	77	80	<u>83</u>	27	56
OVERALL VALUE FOR THE MONEY USING THE SUBWAY	64	67	<u>70</u>	23	47

Boxed numbers in 2012 column are statistically greater than corresponding number for 2011. Boxed numbers in 2011 column are statistically greater than corresponding number for 2012. Underlined numbers in 2011 column are statistically greater than corresponding number for 2010. Underlined numbers in 2012 column are statistically greater than corresponding number for 2010 when no statistical increase recorded from 2010 to 2011.



Order of Sets Randomized. Overall Station Environment Always Asked Last.	TOTAL SATISFIED			2012	
	2010	2011	2012	Very Satisfied	Satisfied
	1048	1006	1007		
	%	%	%	%	%
STATION USE MOST OFTEN NEAR HOME	77	79	<u>81</u>	25	56
STATION USE MOST OFTEN NEAR WORK/SCHOOL	74	<u>80</u>	82	20	61
OVERALL STATION ENVIRONMENT	71	<u>78</u>	77	17	60
OVERALL STATION CLEANLINESS	64	<u>72</u>	72	21	52
Keeping station litter free	NA	73	75	21	54
Keeping station clean from dirt and grime	NA	67	67	18	49
Keeping graffiti off walls, signs, etc.	NA	78	82	27	55
OVERALL MAINTENANCE AND REPAIR OF STATION	68	<u>75</u>	80	20	60
Condition of stairs and handrails	72	<u>77</u>	82	27	55
Station lighting	81	<u>85</u>	88	30	58
Working condition of MetroCard vending machines	NA	81	82	29	53
Working condition of MetroCard swipe readers at turnstiles	NA	80	83	29	54
Condition of walls and ceilings	NA	64	67	17	50



	TOTAL SATISFIED			2012`	
	2010	2011	2012	Very	
	1048	1006	1007	Satisfied	Satisfied
	%	%	%	%	%
OVERALL AVAILABILITY OF INFORMATION IN STATION	67	<u>77</u>	80	22	58
Signs directing you to exits and transfer locations	82	85	<u>87</u>	30	57
Clarity of announcements on station platforms	59	<u>67</u>	71	23	48
Information in station about unscheduled delays	56	<u>64</u>	67	17	50
Having large subway maps available throughout the station	NA	75	77	27	49
Information in station about planned service changes	69	<u>76</u>	78	22	55
OVERALL PERSONAL SECURITY IN STATION	76	<u>82</u>	82	20	61
Your sense of personal security in the station BEFORE 8 p.m.	NA	88	85	29	56
Your sense of personal security in the station AFTER 8 p.m.	NA	72	69	17	53
KEEPING STATION PLATFORMS FROM GETTING TOO CROWDED DURING RUSH HOURS	65	<u>70</u>	71	17	53
Countdown clocks	95	96	96	67	29
Escalators in subway	NA	75	82	30	52
Elevators in subway	NA	73	76	24	52
Courtesy and helpfulness of station agents	NA	81	85	37	48

