

2013 Customer Satisfaction Survey
Metro-North Railroad



Overall Context

- **First Customer Satisfaction Survey taken since 243 new trains per week were added to the schedule**
 - **Includes 187 new trains added in April 2013, the largest service expansion in Metro-North history**
 - **56 new trains per week added in October 2012**
 - **Provided increased off-peak and weekend service**
- **The Customer Satisfaction Survey was distributed in June, approximately 5 weeks after a derailment near Bridgeport caused delays along the New Haven Line**



KEY FINDINGS

- **Customer satisfaction with Metro-North remained high in 2013**
- **New Haven Line customers on M-8s were more satisfied with Metro-North than those riding older equipment on the line**
 - **As more M-8s are put into service, satisfaction will continue to rise**
- **Satisfaction with On Time Performance declined a bit from 2012**
 - **The result of the challenging operating environment the railroad experienced just before the survey was conducted**



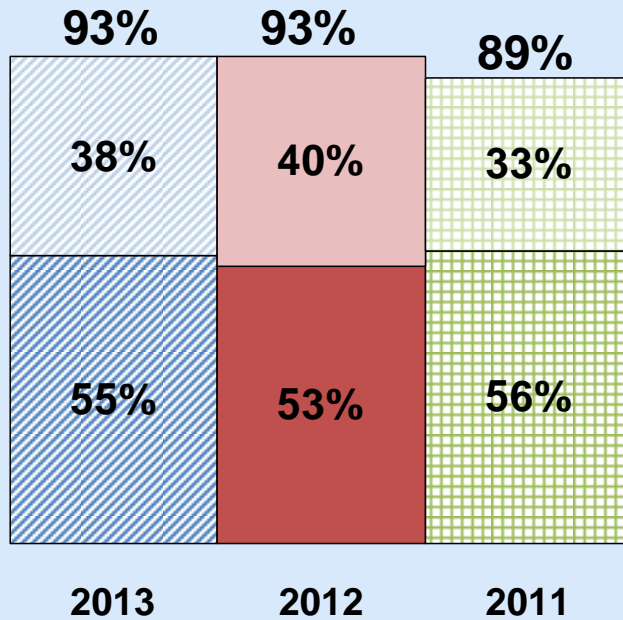
METRO-NORTH EAST OF HUDSON SURVEY RESULTS



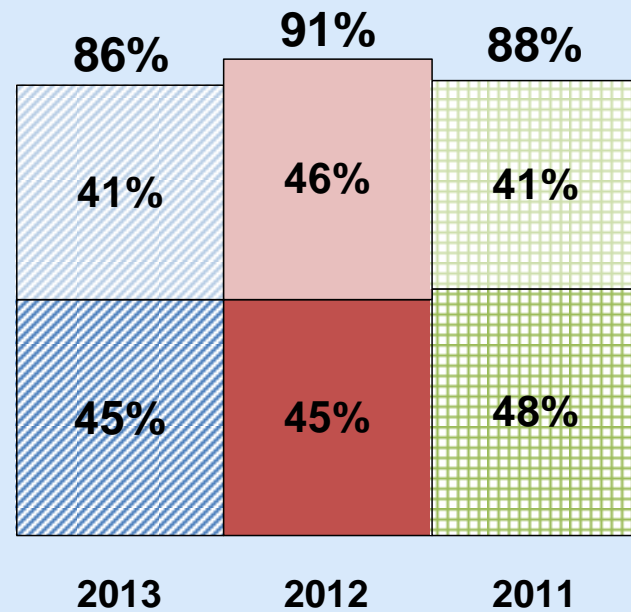
Overall Customer Satisfaction

East of Hudson

Metro-North Overall



On-Time Performance

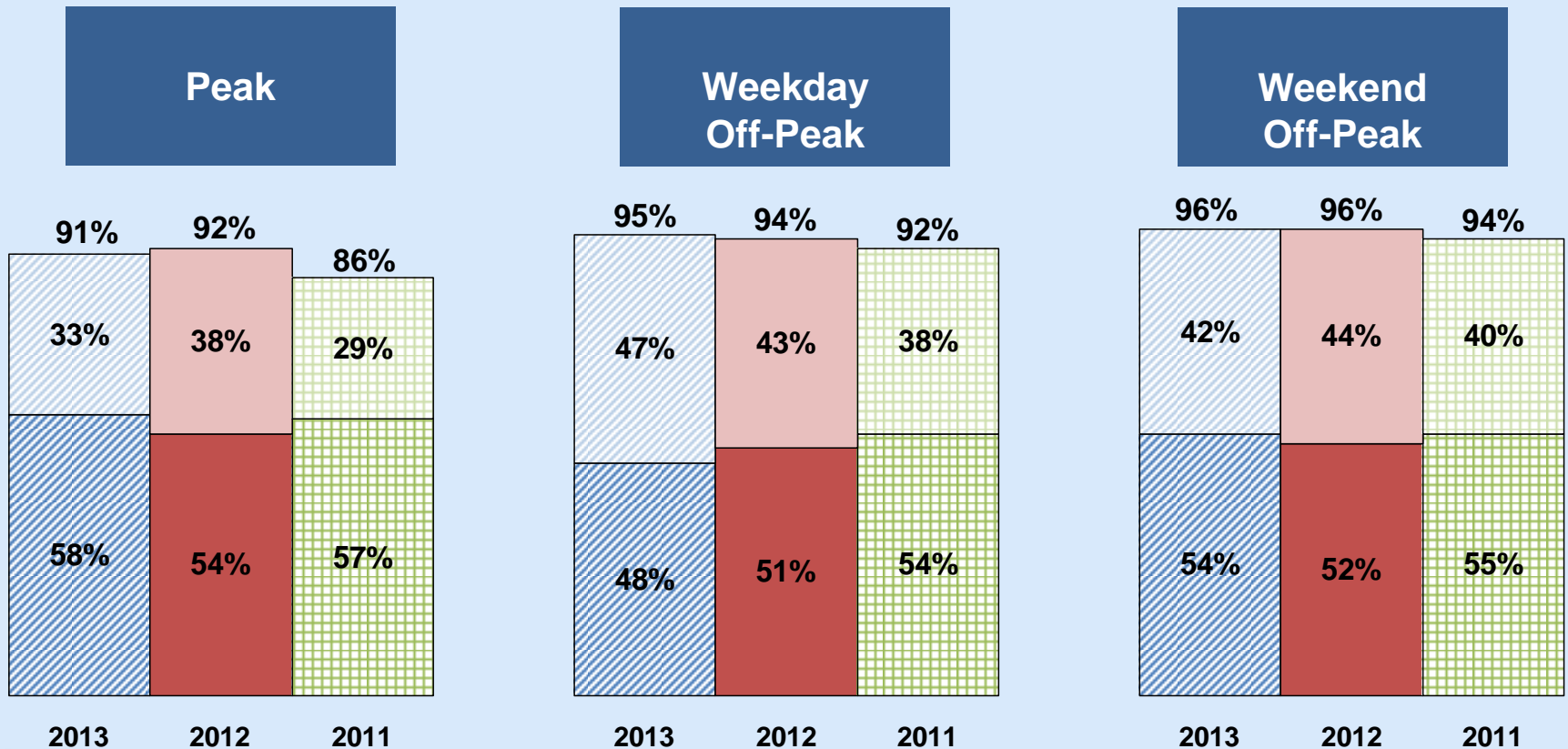


Top Area = Very Satisfied Bottom Area = Satisfied



Overall Customer Satisfaction By Time Period

East of Hudson

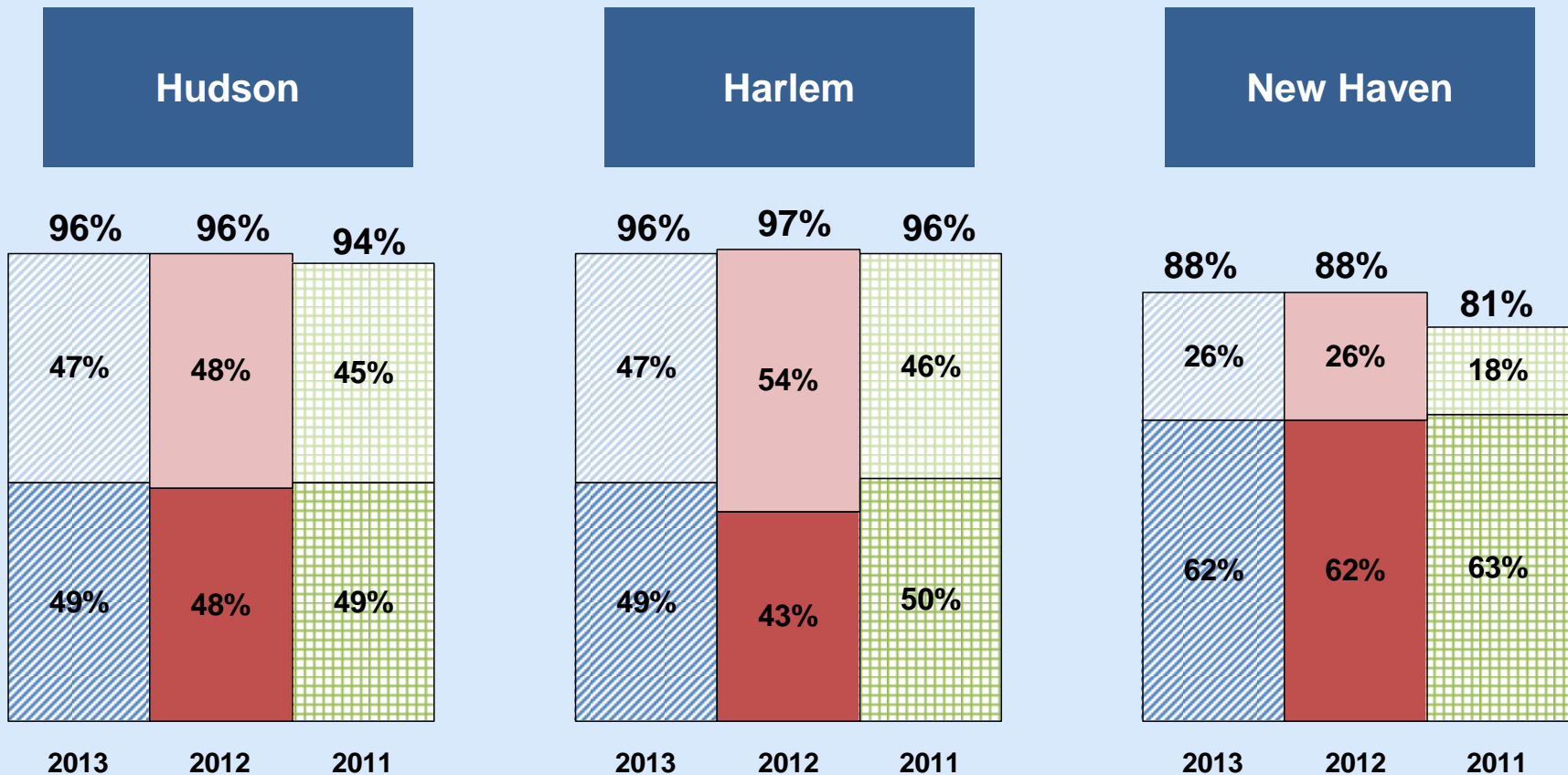


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Overall Satisfaction By Line

East of Hudson



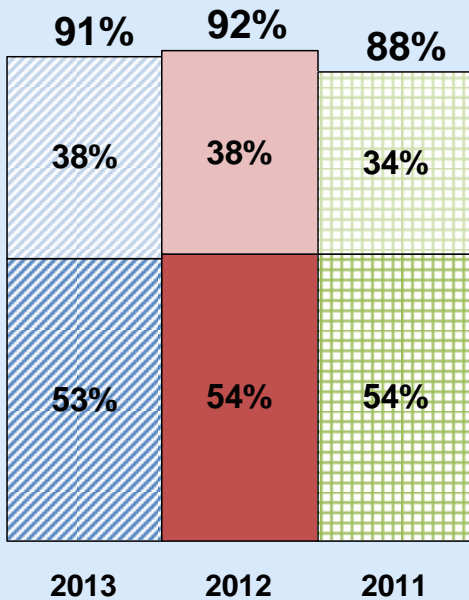
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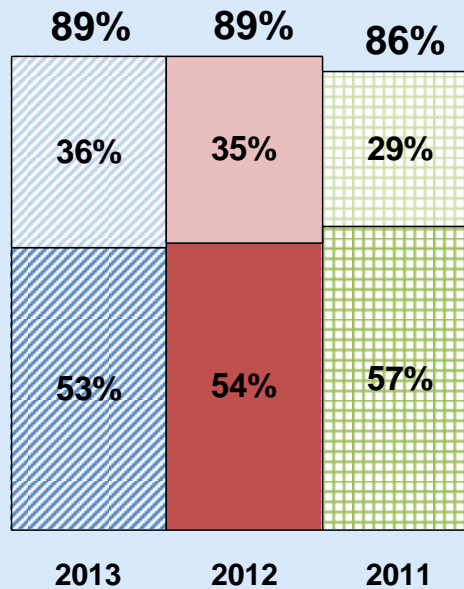
Metro-North Train Service Overall

East of Hudson

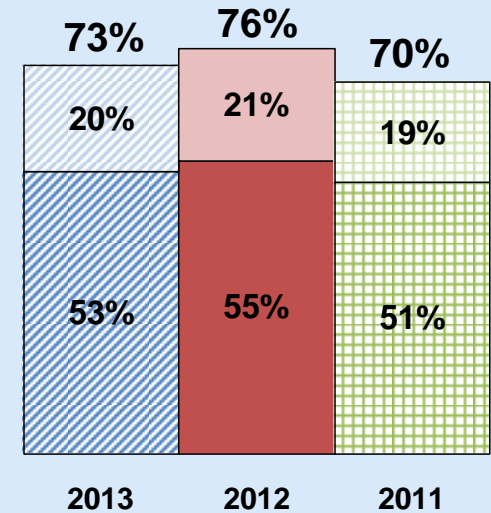
MNR Train Service Overall



Overall Train Schedules



Value For The Money Using The Railroad

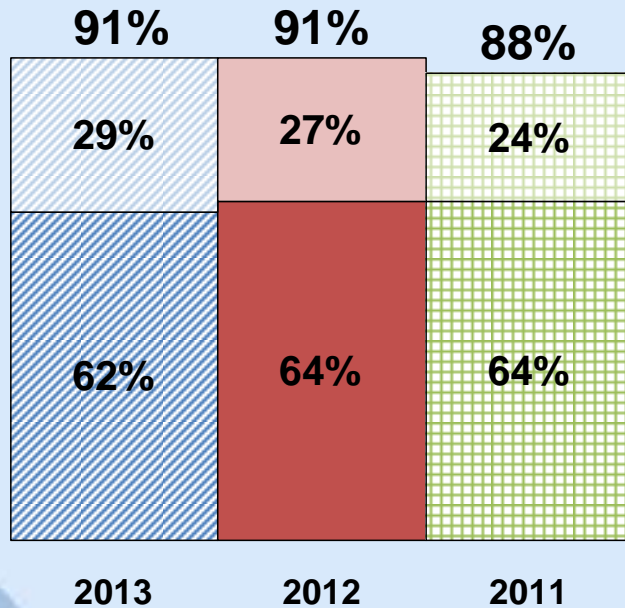


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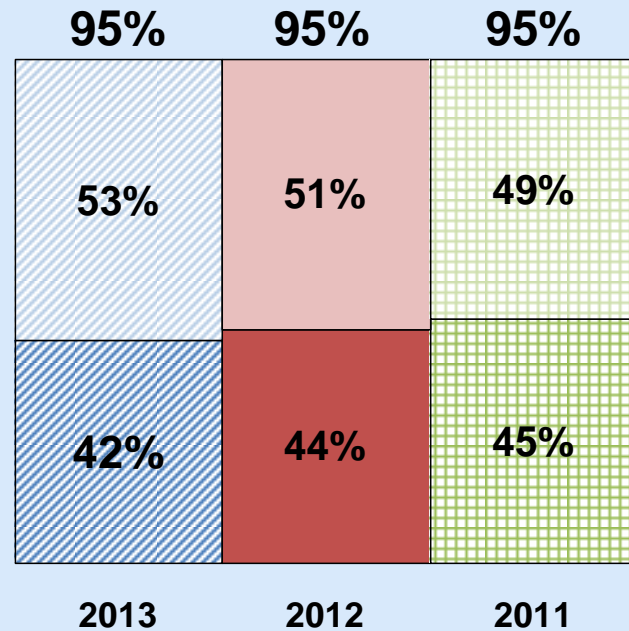


Overall Communication and Employee Courtesy and Responsiveness East of Hudson

Overall Communication



Courtesy and Responsiveness of Employees

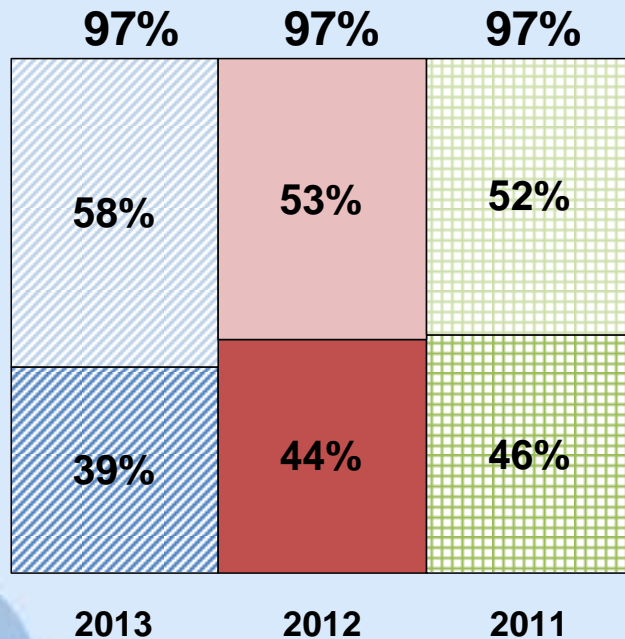


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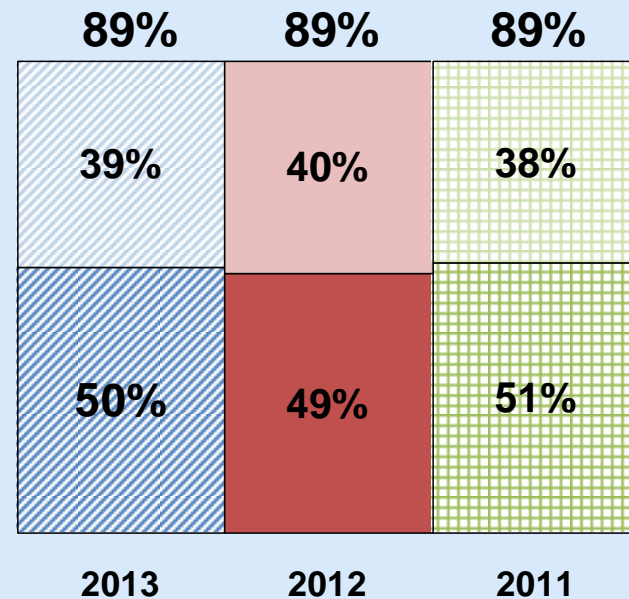


Grand Central Terminal and Boarding Stations East of Hudson

GCT Overall



Home Boarding Station Overall

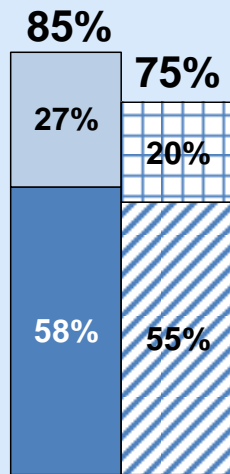


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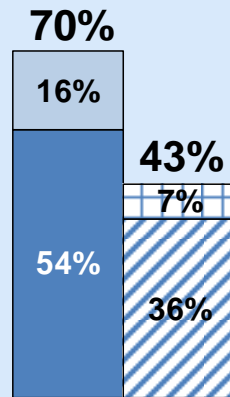
M-8 Vs. Non M-8 In 2013 (New Haven Line)

Temperature on
the Train



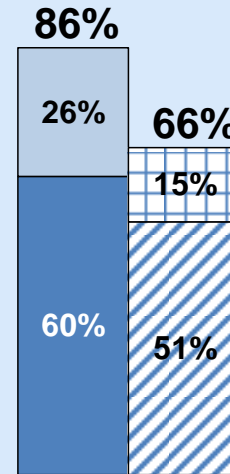
M-8 Non
M-8

Cleanliness of the
Rest Rooms



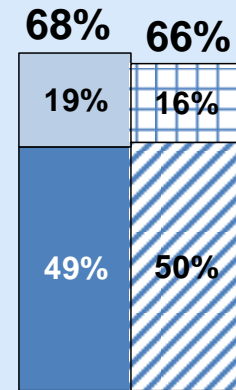
M-8 Non
M-8

Cleanliness of
the Train's
Interior



M-8 Non
M-8

Availability of
Seats



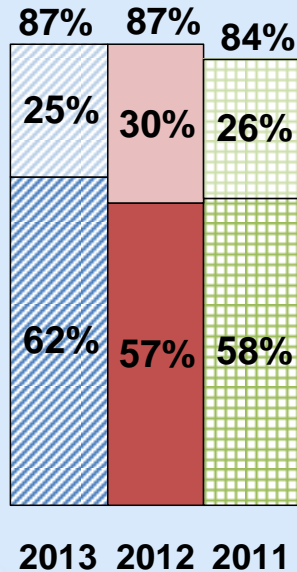
M-8 Non
M-8

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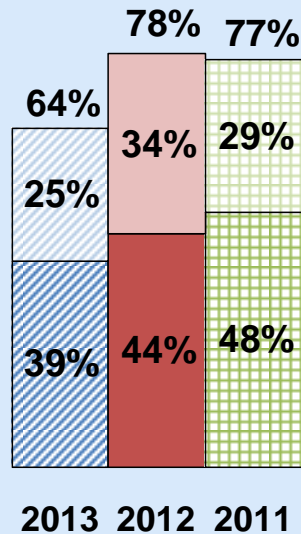


Reverse Peak Major Categories East of Hudson

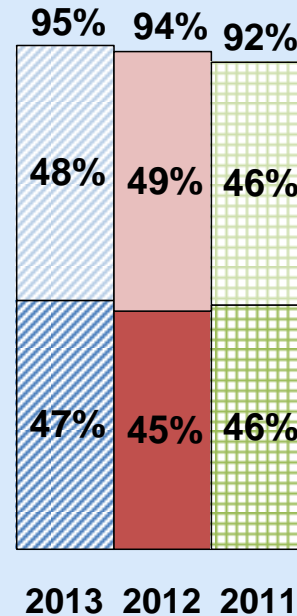
**Metro-North
Overall**



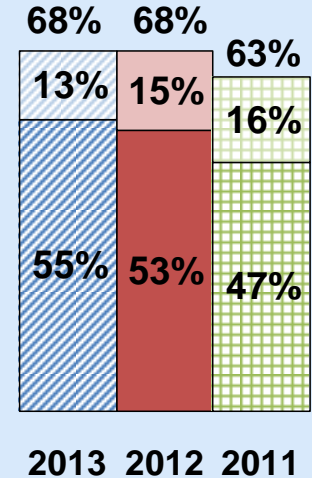
**On-time
Performance**



**Courtesy &
Responsiveness
Of Employees**



**Value For The
Money Using
The Railroad**



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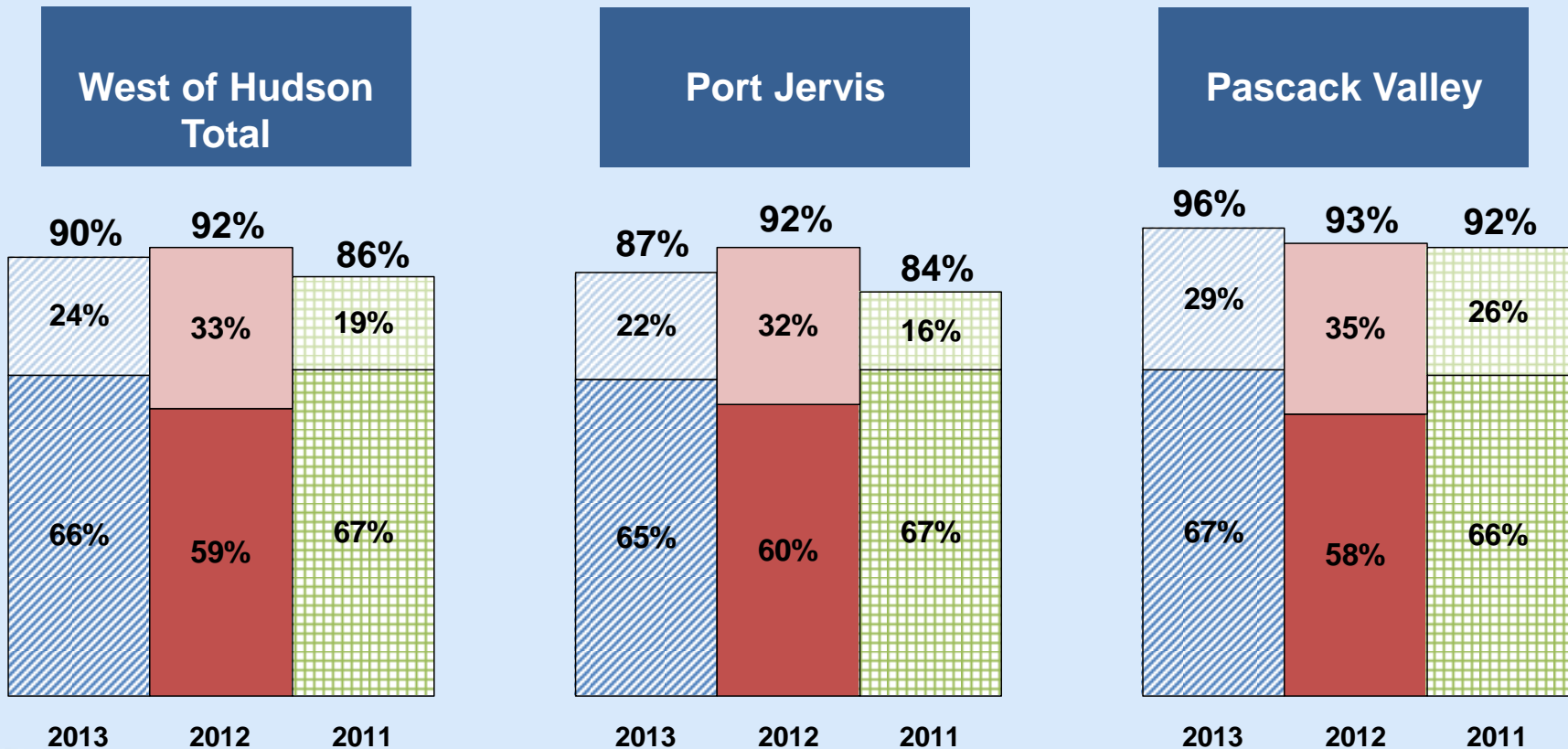


WEST OF HUDSON SURVEY RESULTS



Overall Customer Satisfaction

West of Hudson

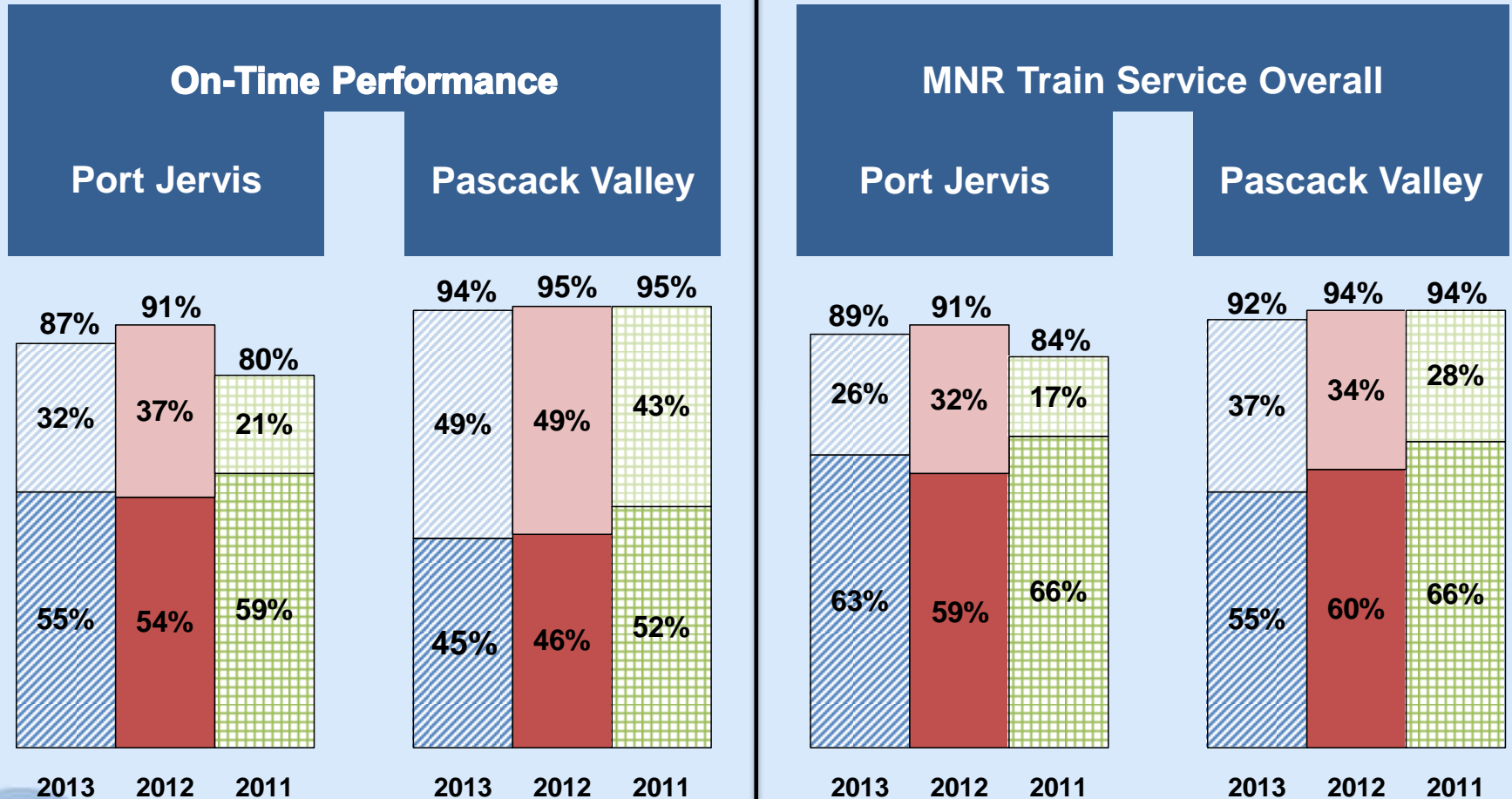


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Metro-North Train Service By Line

West of Hudson

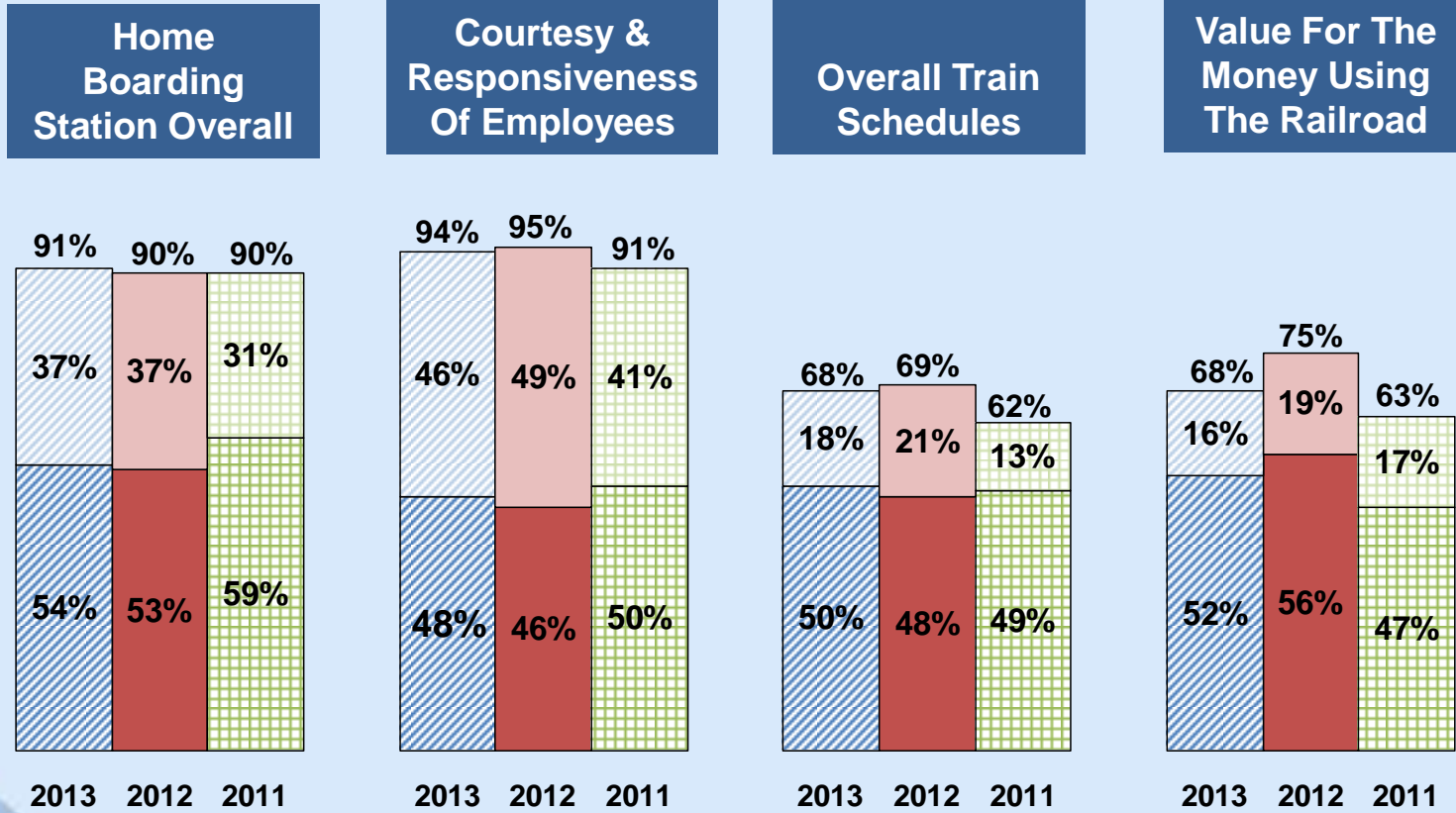


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Satisfaction With Other Major Service Categories

West of Hudson



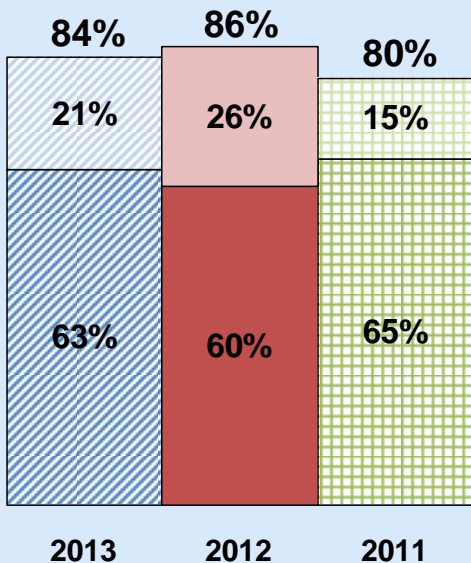
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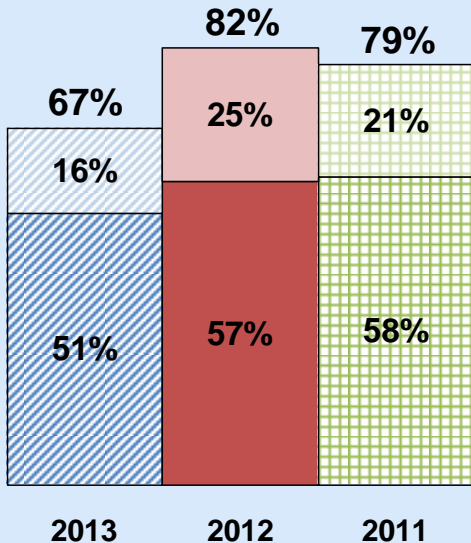
Satisfaction With Other Major Service Categories

West of Hudson

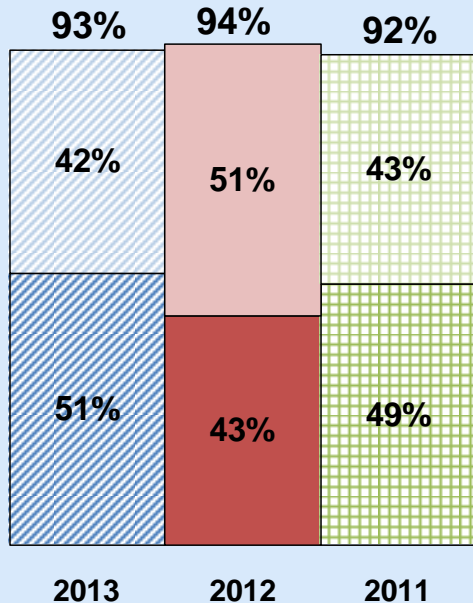
Overall Communications



Hoboken Terminal



Secaucus Junction



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APPENDIX

- Methodology
- Full Set of Attribute Ratings



Methodology

- The MNR survey used an onboard distribution methodology among a sample of trains
- A total of 5,925 surveys were completed and tabulated, as follows:

	MNR East of Hudson Survey			
	Total	AM Peak	Off-Peak	Reverse Peak
Completed Surveys	5,186	1,750	2,919	517
Survey dates	6/26-7/02/13			
Trains sampled	93	52	30	11
	MNR West of Hudson Survey			
	Total	AM Peak	Off-Peak	No Reverse Peak
Completed Surveys	739	409	330	
Survey dates	6/12-6/25/13	06/19-06/25/13	06/12 - 6/16/13	
Trains sampled	11	9	2	

- The Customer Satisfaction Survey was conducted approximately 5 weeks after the major derailment in May.



SERVICE ATTRIBUTE RATINGS 2010-2013



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



EAST OF HUDSON	Total Satisfied			
	2013	2012	2011	2010
Courtesy and Responsiveness of Employees	%	%	%	%
21. The overall courtesy and responsiveness of our employees	95	95	95	94
22. Conductors	96	95	96	95
23. Ticket Sellers	91	91	90	91
24. Customer Service Representatives (ushers) in GCT	92	92	92	92
25. Information Booth and Station Master's Office Personnel at GCT	92	93	92	91
26. Information Center Representatives (In NY: 511, In CT: 877-690-5114)	91	NA	NA	NA
27. Professional Appearance of Conductors	96	NA	NA	NA
Train Scheduling				
28. Overall train schedules	89	89	86	88
29. The weekday AM and PM peak schedule to and from your station	88	88	86	87
30. The weekday off-peak schedule to and from your station including late night service	84	83	80	81
31. The weekend schedule to and from your station	85	82	79	80



EAST OF HUDSON	Total Satisfied			
	2013	2012	2011	2010
Communication	%	%	%	%
32. Our overall communication to you	91	91	88	91
33. Our overall communications during normal service conditions	93	93	91	NA
34. Our overall communications during <u>unplanned</u> service disruptions	76	76	71	NA
35. Overall communications during <u>planned</u> service disruptions (track work, etc.)	84	88	84	NA
Communication during normal service conditions				
36. At your boarding station	86	86	82	87
37. On board our trains	90	90	89	90
38. At GCT	92	92	89	93
39. On our website (www.mta.info)	90	92	91	92
40. With the automated phone system for schedules, fares, etc.)	88	87	86	87
41. With Travel Information Phone Center Representatives	87	86	87	91
Communication (During Unplanned Service Disruptions)				
42. At your boarding station	71	73	67	76
43. On board our trains	78	80	75	81
44. At Grand Central Terminal	79	81	76	83
45. On our website (www.mta.info)	80	83	80	82
46. Through the "Service Status" box on our website	81	85	81	NA
47. Through e-mail alerts (if you subscribe)	85	86	82	83
48. With the automated phone system for schedules, fares, etc.	84	83	80	82
49. With Travel Information Center representatives	84	84	80	87
Grand Central Terminal (GCT)				
50. Grand Central Terminal overall	97	97	97	97
51. The Station Master's Office, including the customer waiting area	93	94	94	94
52. Cleanliness of GCT (excluding restrooms)	94	94	94	94
53. Personal security	96	95	95	95
54. Presence of MTA Police	95	94	94	93
55. Signs providing direction to/from connecting buses or subways	94	93	90	92
56. Sound quality of audio announcements	86	87	85	89
57. Have you used any of the restrooms in GCT during the past 12 months? (% Yes)	78	77	78	NA
58. Cleanliness of rest rooms	70	65	65	76



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



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



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



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

