

2011
MTA CUSTOMER SATISFACTION
RESEARCH RESULTS FOR
Metro-North Railroad



OVERALL CONTEXT

- **2011 surveys provide the first year-to-year comparisons against baselines established in 2010 using the unified rating scale for all agencies**

Very Dissatisfied		Dissatisfied			Satisfied			Very Satisfied	
1	2	3	4	5	6	7	8	9	10

- **The 2011 surveys were conducted after a year that included:**
 - A fare increase, service cuts, and two severe snow storms that disrupted service throughout the region
 - Greater effort to communicate improvements to customers

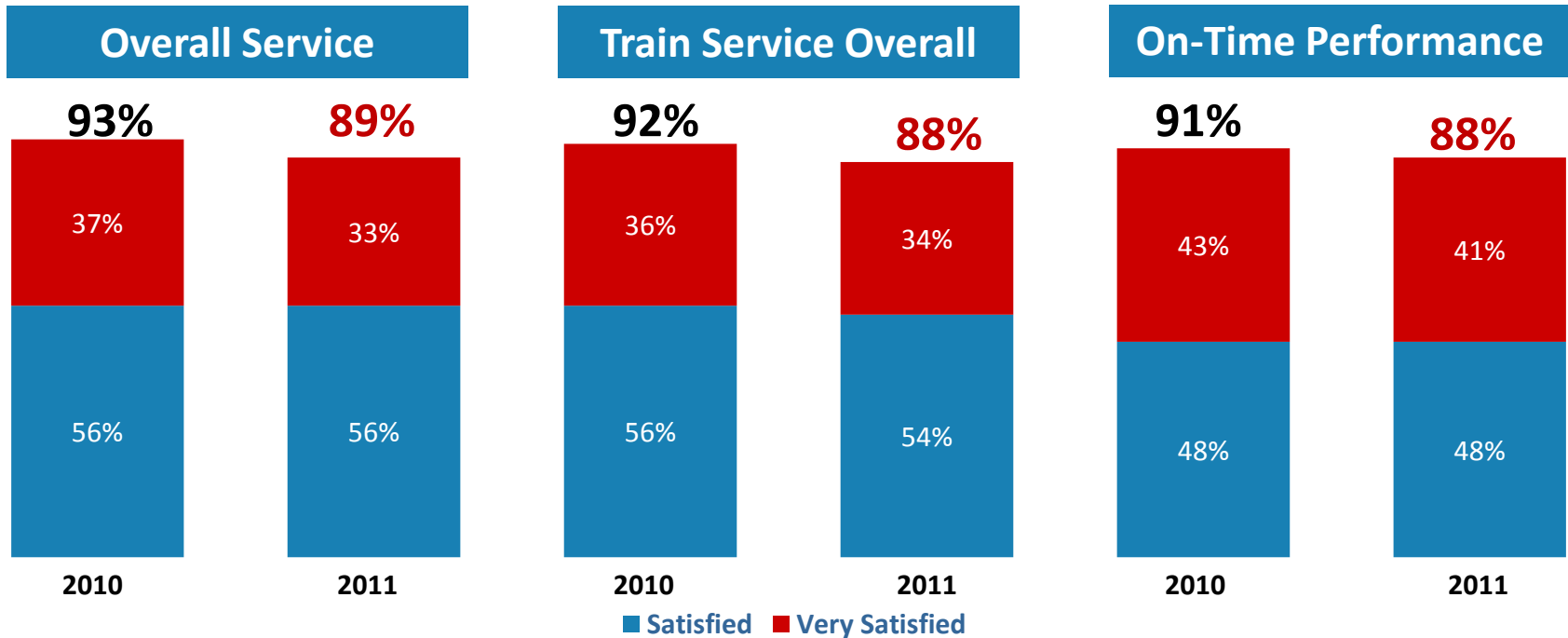
METRO-NORTH EAST OF HUDSON SURVEY RESULTS

METRO-NORTH CONTEXT

- **Overall customer satisfaction with Metro-North remained strong in 2011, particularly among Hudson and Harlem Line customers.**
- **Customers on these two lines continued to record very high levels of satisfaction with the railroad's overall performance.**
 - This is in response to the continued delivery of the highly reliable service they have come to expect.
 - Close to half rated themselves as being very satisfied with Metro-North overall in 2011.
- **There was a significant decrease among New Haven Line customers, which caused an overall decline in customer satisfaction.**
 - Their service was negatively impacted by equipment shortages caused by the effect of the severe winter weather on the aging fleet.
 - These shortages resulted in overcrowded trains, delays and a consolidated New Haven Line schedule operated during the month of February 2011.

OVERALL CUSTOMER SATISFACTION

EAST OF HUDSON

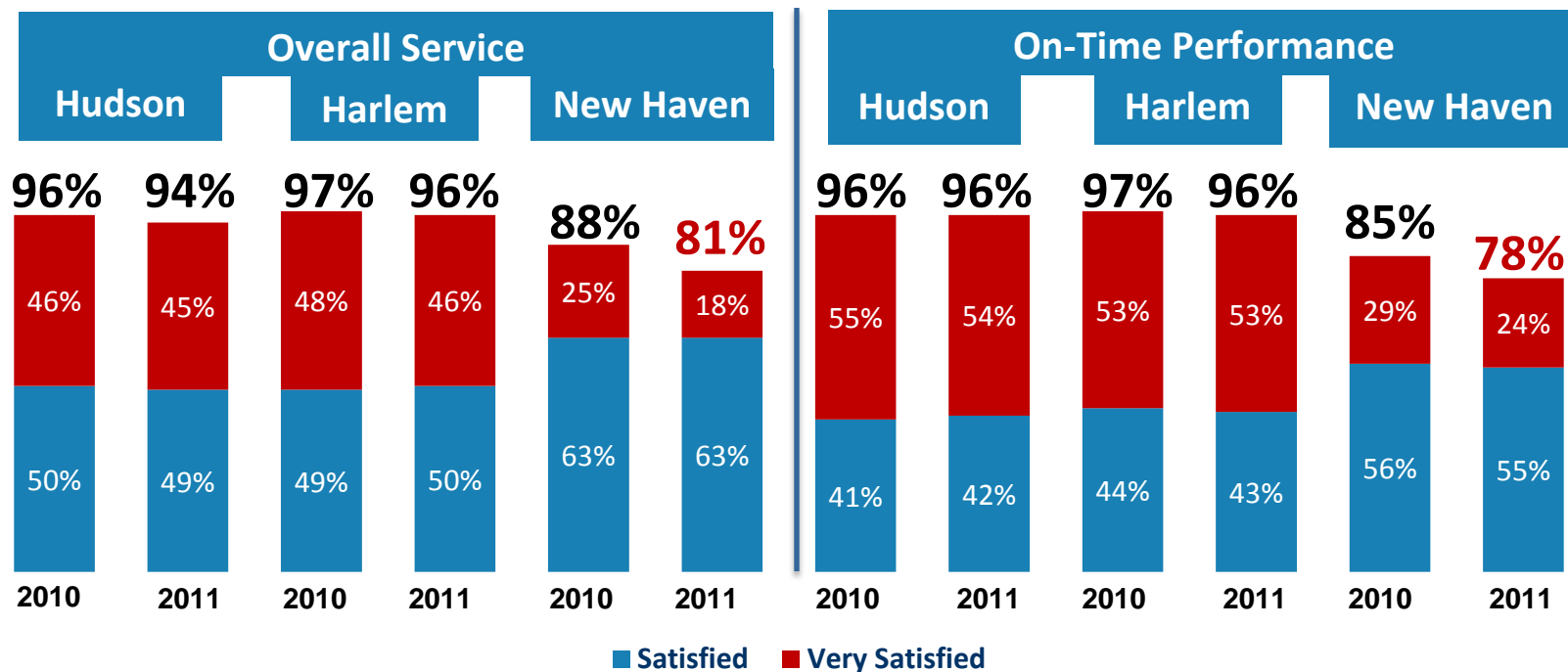


- Overall customer satisfaction decreased statistically to 89% in 2011 vs. 93% in 2010.
- Overall decrease driven by seven-point decline on New Haven Line. For Metro-North, the Hudson and Harlem Lines continued to record very high levels of satisfaction.
- Similar decreases in satisfaction with Train Service and On-Time Performance were also driven by decreases on New Haven Line.

Very satisfied + satisfied percentages may not equal Total Satisfied percentage due to rounding.

Highlighted numbers indicate statistical increase (green) or statistical decrease (red) compared to prior year .

CUSTOMER SATISFACTION WITH TRAIN SERVICE BY LINE EAST OF HUDSON

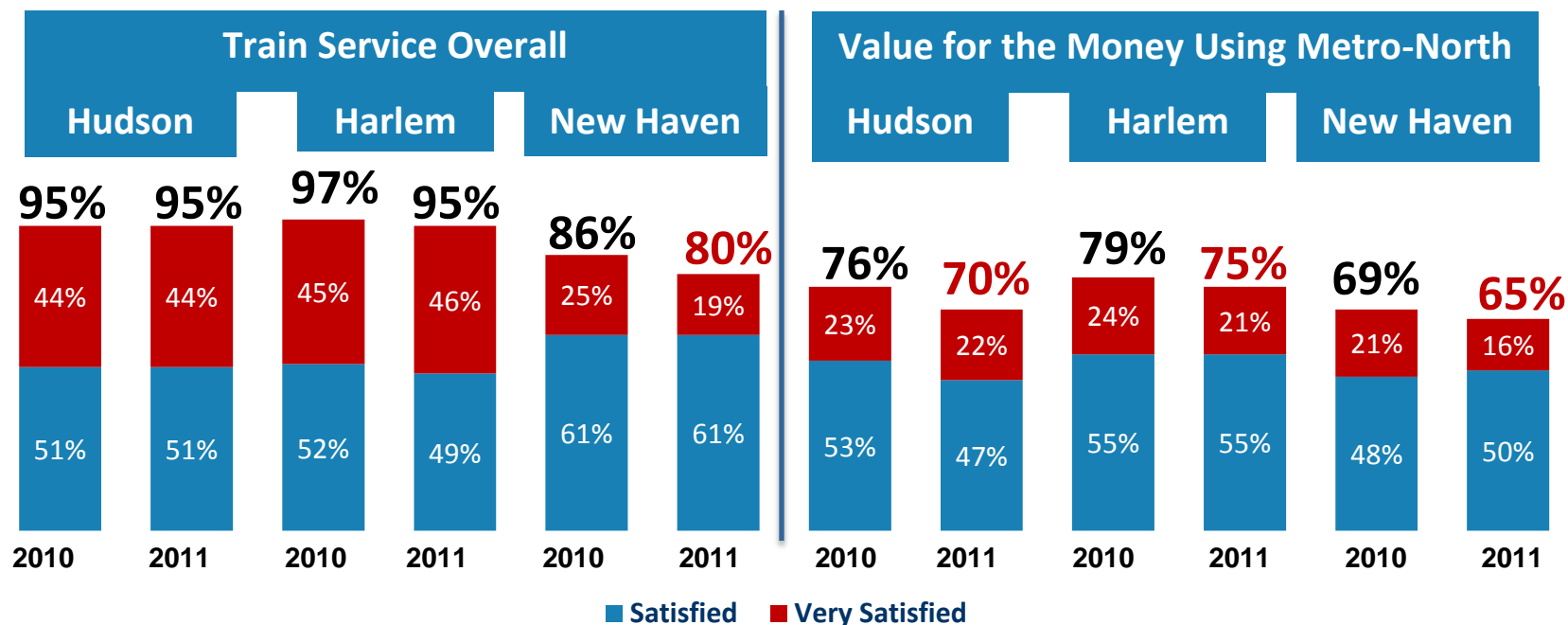


- This chart shows that for Overall Service and On-Time Service, customer satisfaction with the Hudson and Harlem Lines stayed about the same in 2010 and 2011, while the New Haven Line decreased statistically.

Very satisfied + satisfied percentages may not equal Total Satisfied percentage due to rounding.

Highlighted numbers indicate statistical increase (green) or statistical decrease (red) compared to prior year .

CUSTOMER SATISFACTION WITH TRAIN SERVICE BY LINE EAST OF HUDSON



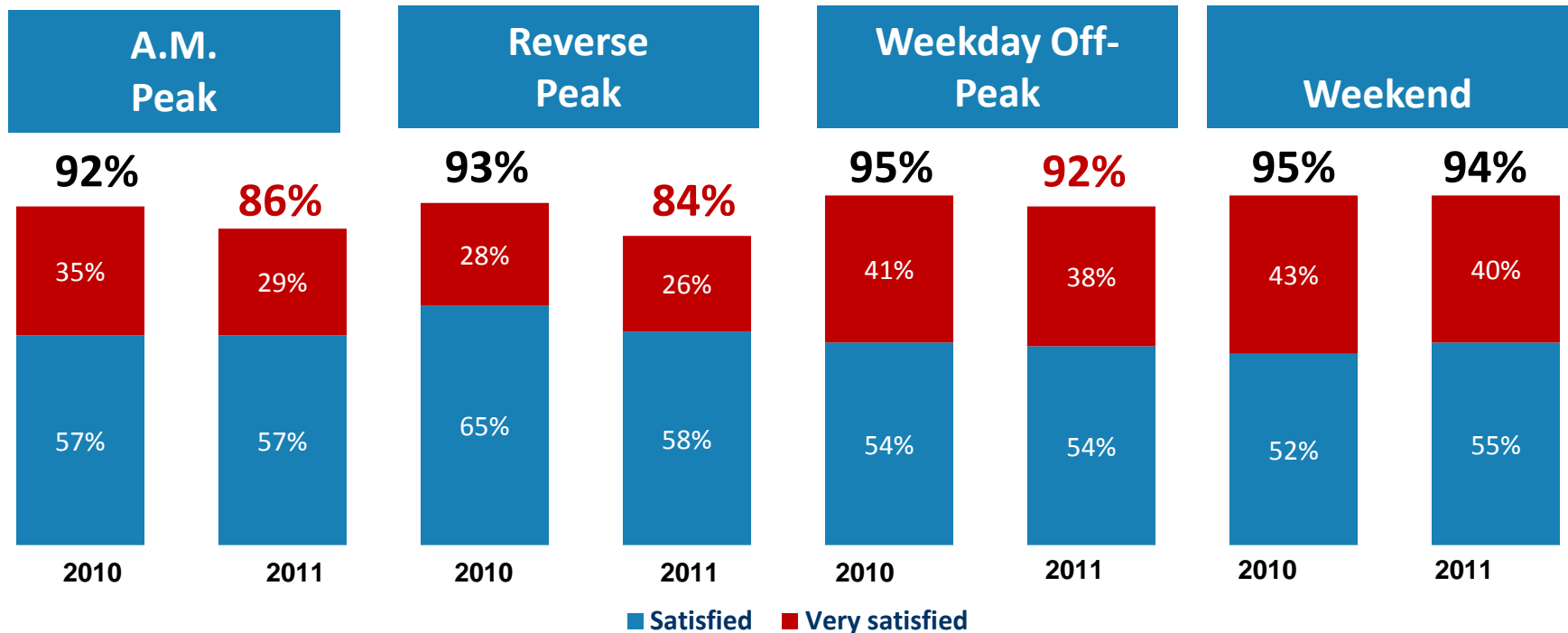
- For Train Service Overall, satisfaction with the Hudson and Harlem Lines remained in the mid-90s in 2011.
- For Metro-North as a whole, Value for the Money decreased to 70% in 2011 from 74% in 2010. Satisfaction with Value for the Money decreased statistically following the fare increase in December 2010.

Very satisfied + satisfied percentages may not equal Total Satisfied percentage due to rounding.

Highlighted numbers indicate statistical increase (green) or statistical decrease (red) compared to prior year .

OVERALL CUSTOMER SATISFACTION

EAST OF HUDSON

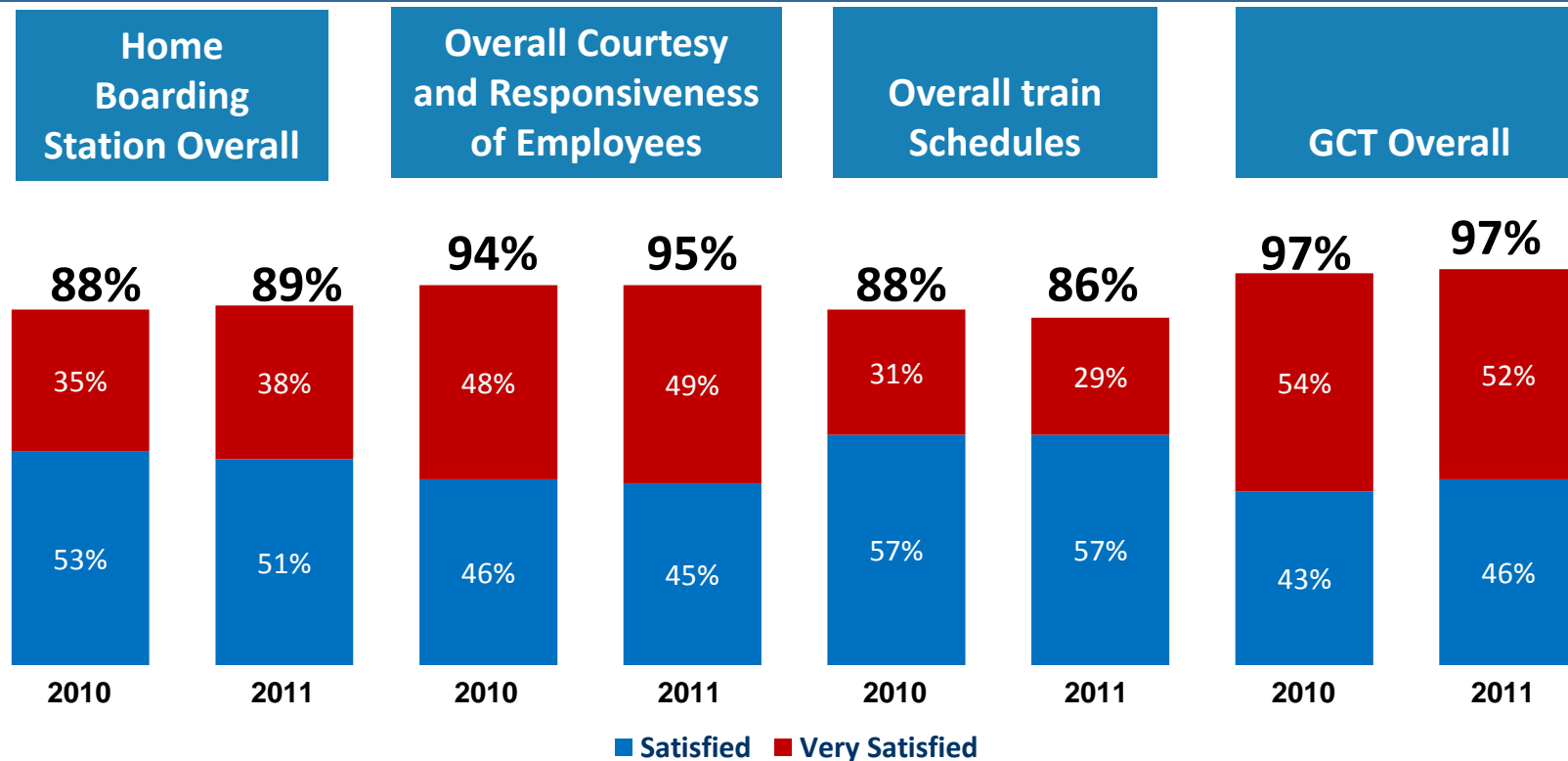


- Satisfaction ratings decreased primarily among peak period customers.
- Weekend customers continue to give Metro-North very high ratings.
- Satisfaction decreased statistically among weekday off-peak and reverse peak customers.

Very satisfied + satisfied percentages may not equal Total Satisfied percentage due to rounding.

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RATINGS OF OTHER MAJOR SERVICE CATEGORIES

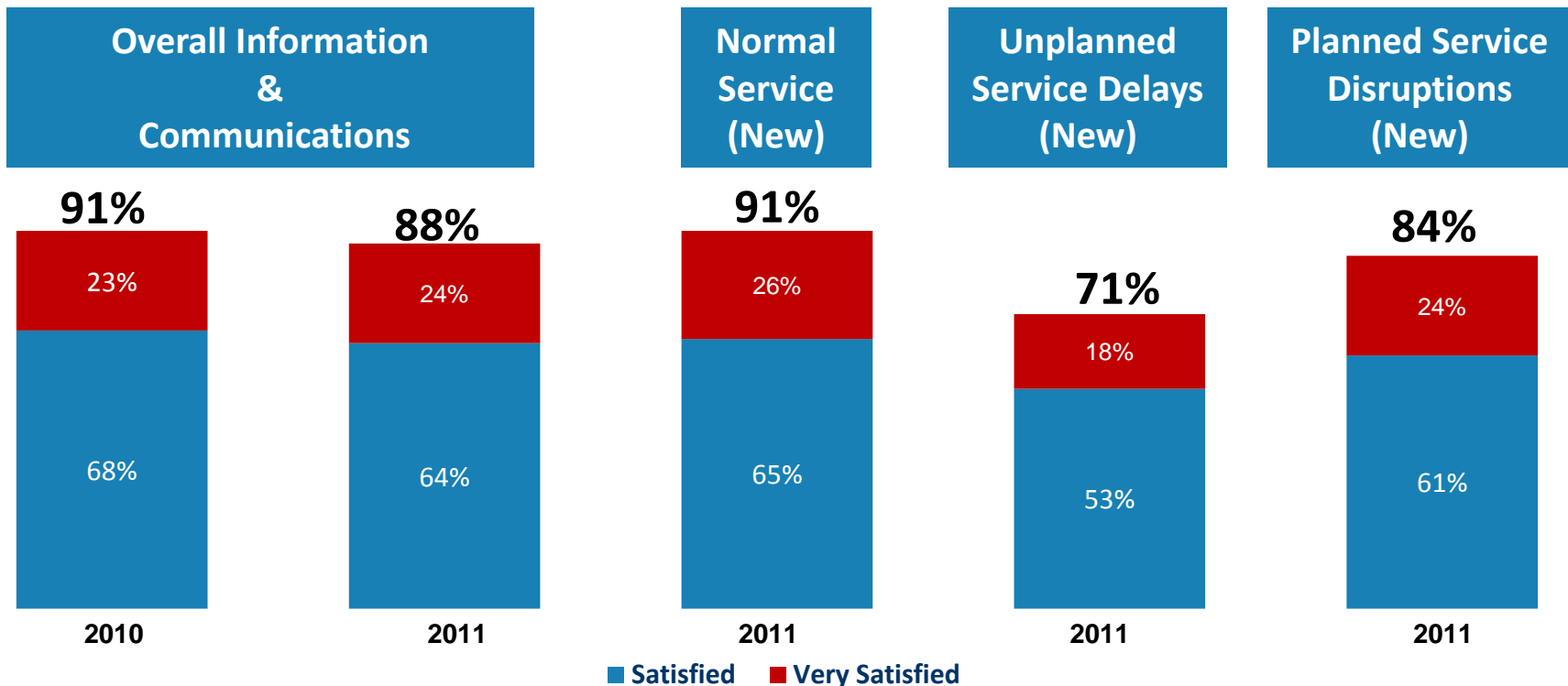


- Customer satisfaction with other major service categories remained steady at high levels in 2011.

Very satisfied + satisfied percentages may not equal Total Satisfied percentage due to rounding.

Highlighted numbers indicate statistical increase (green) or statistical decrease (red) compared to prior year .

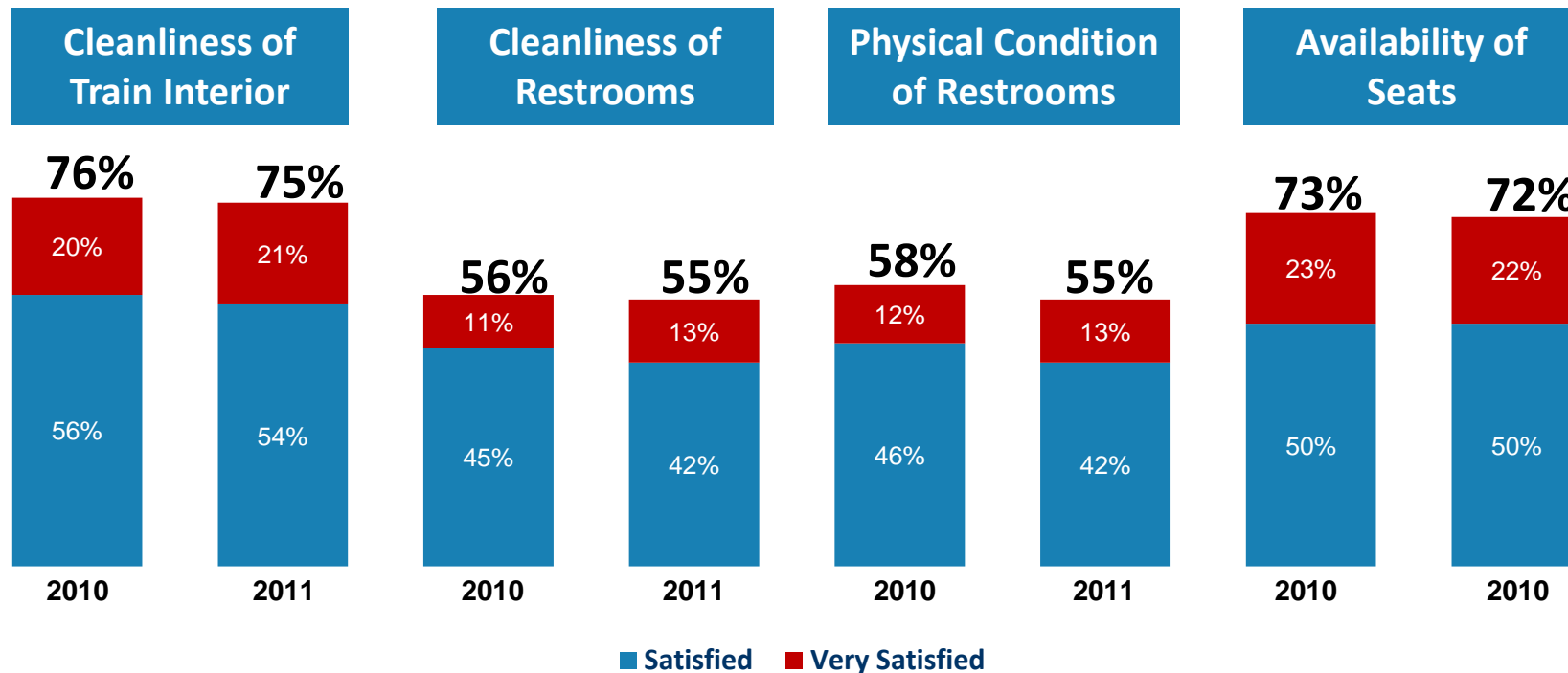
CUSTOMER INFORMATION & COMMUNICATIONS



- Customer satisfaction with Overall Information and Communications decreased slightly in 2011.
- A comprehensive plan to upgrade the delivery of information during unplanned delays is underway.

Very satisfied + satisfied percentages may not equal Total Satisfied percentage due to rounding.
Highlighted numbers indicate statistical increase (green) or statistical decrease (red) compared to prior year .

ON-BOARD CONDITIONS



- Customer satisfaction with on-board conditions held steady in 2011.

Very satisfied + satisfied percentages may not equal Total Satisfied percentage due to rounding.

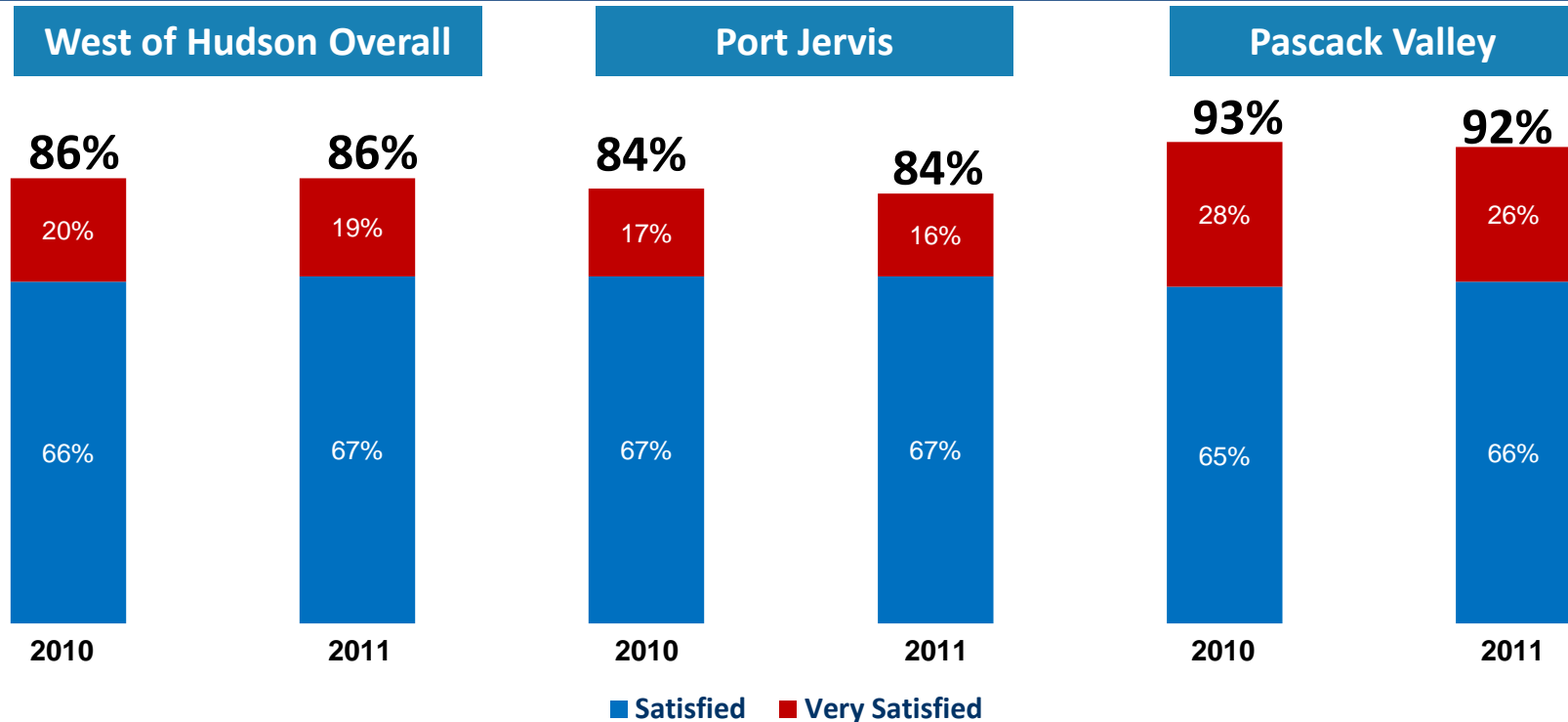
Highlighted numbers indicate statistical increase (green) or statistical decrease (red) compared to prior year .

WEST OF HUDSON

OVERALL CUSTOMER SATISFACTION

OVERALL SERVICE BY LINE

WEST OF HUDSON

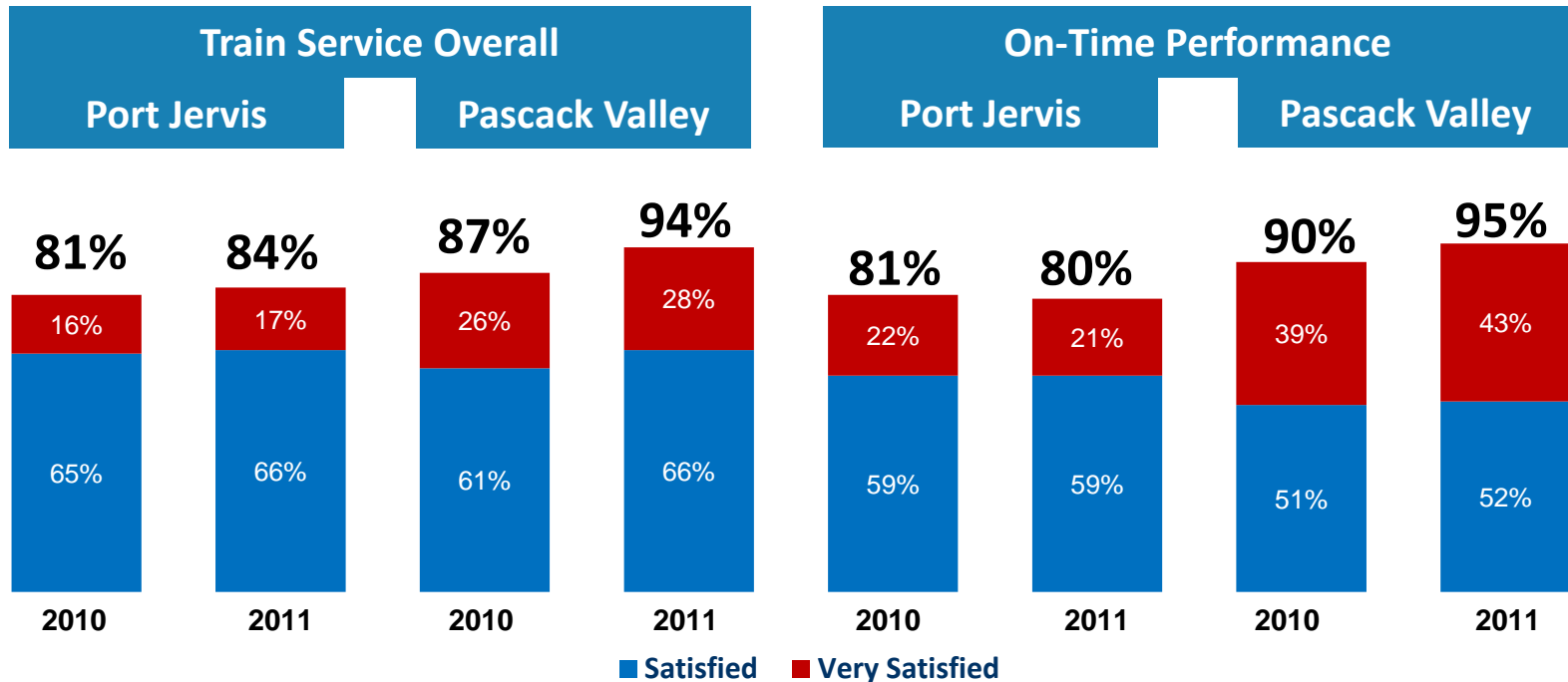


- Customer satisfaction with West of Hudson was almost identical to 2010.

Very satisfied + satisfied percentages may not equal Total Satisfied percentage due to rounding.

Highlighted numbers indicate statistical increase (green) or statistical decrease (red) compared to prior year .

CUSTOMER SATISFACTION WITH TRAIN SERVICE BY LINE WEST OF HUDSON

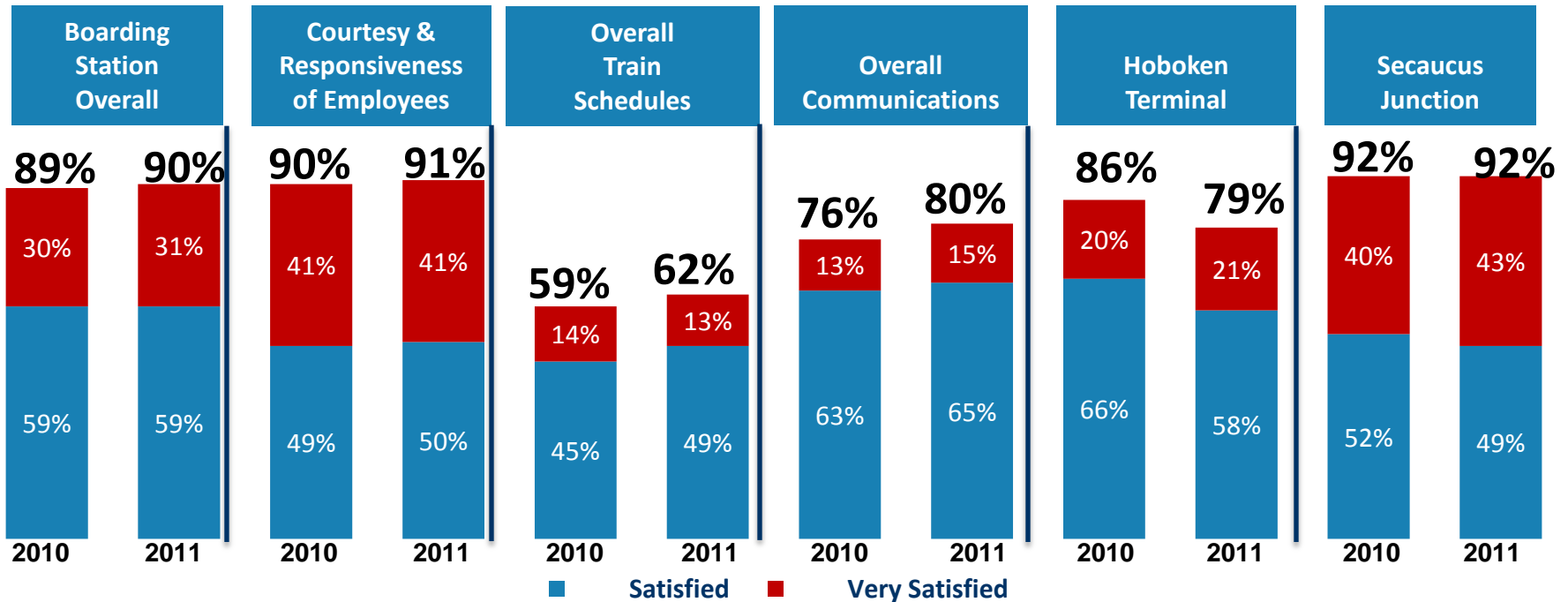


- Customer satisfaction with train service overall increased in 2011 for both West of Hudson Lines.
- On-Time Performance increased on the Pascack Valley Line and stayed about the same on the Port Jervis Line.

Very satisfied + satisfied percentages may not equal Total Satisfied percentage due to rounding.

Highlighted numbers indicate statistical increase (green) or statistical decrease (red) compared to prior year .

RATINGS OF OTHER MAJOR SERVICE CATEGORIES WEST OF HUDSON



- West of Hudson customers are highly satisfied with their home boarding station, courtesy and responsiveness of employees, and Secaucus Junction.
- WOH customers are far less satisfied with train schedules.

Very satisfied + satisfied percentages may not equal Total Satisfied percentage due to rounding.

Highlighted numbers indicate statistical increase (green) or statistical decrease (red) compared to prior year .

APPENDIX

2011 East of Hudson Survey

- Methodology
- Questionnaire
- Full set of service attribute ratings

2011 West of Hudson Survey

- Methodology
- Questionnaire
- Full set of service attribute ratings

METHODOLOGY

EAST OF HUDSON

- The MNR survey used an onboard distribution methodology among a sample of trains
- A total of 5,508 East of Hudson surveys were completed and tabulated, as follows:

	East of Hudson Survey			
	Total	AM Peak	Off-Peak	Reverse Peak
Completed surveys	5,508	2,063	2,945	500
Survey dates	June 8-12	June 8-12	June 8-12	June 8-12
Trains sampled	80	24	46	10

- The sample selection allowed for maximized 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. The margin of error is $< \pm 1\%$ at the 95% level of statistical confidence for a total satisfaction rating of 89%. At a 50% total satisfaction level, the margin of error is $\pm 2\%$.

QUESTIONNAIRE EAST OF HUDSON

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
Acting Commissioner, Connecticut Department of Transportation


David Buchwald
Acting 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:

1. Metro-North overall 1 2 3 4 5 6 7 8 9 10 NA

Your Home Boarding Station

How satisfied are you with:

2. Your home boarding station overall 1 2 3 4 5 6 7 8 9 10 NA
3. Directional signage to the station 1 2 3 4 5 6 7 8 9 10 NA
4. Personal security 1 2 3 4 5 6 7 8 9 10 NA
5. Cleanliness inside the station building (excluding rest rooms) 1 2 3 4 5 6 7 8 9 10 NA
6. Maintenance of station 1 2 3 4 5 6 7 8 9 10 NA
7. Sound quality of audio announcements 1 2 3 4 5 6 7 8 9 10 NA
8. Availability of ticket vending machines (TVMs) 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. Physical condition of rest rooms 1 2 3 4 5 6 7 8 9 10 NA
20. Cleanliness of train's interior (excluding rest rooms) 1 2 3 4 5 6 7 8 9 10 NA
21. Value for the money using the railroad 1 2 3 4 5 6 7 8 9 10 NA
22. 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:

23. The overall courtesy and responsiveness of our employees 1 2 3 4 5 6 7 8 9 10 NA
24. Conductors 1 2 3 4 5 6 7 8 9 10 NA
25. Ticket Sellers 1 2 3 4 5 6 7 8 9 10 NA
26. Customer Service Representatives (Ushers) in Grand Central Terminal 1 2 3 4 5 6 7 8 9 10 NA
27. 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:

28. Overall train schedules 1 2 3 4 5 6 7 8 9 10 NA
29. The weekday AM and PM peak schedule to or from your station 1 2 3 4 5 6 7 8 9 10 NA
30. 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
31. 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:

	<i>Dis</i>	<i>S</i>	<i>Very</i>	<i>S</i>	<i>Very</i>	
	<i>satisfied</i>	<i>atisfied</i>	<i>atisfied</i>	<i>atisfied</i>	<i>satisfied</i>	
32. Our overall communications to you	1	2	3	4	5	6 7 8 9 10 NA
33. Our overall communications during normal service conditions	1	2	3	4	5	6 7 8 9 10 NA
34. Our overall communications during <u>unplanned</u> service disruptions	1	2	3	4	5	6 7 8 9 10 NA
35. 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 you:

36. At your home boarding station	1	2	3	4	5	6 7 8 9 10 NA
37. On board our trains	1	2	3	4	5	6 7 8 9 10 NA
38. At Grand Central Terminal	1	2	3	4	5	6 7 8 9 10 NA
39. On our website (www.mta.info)	1	2	3	4	5	6 7 8 9 10 NA
40. With the automated phone system for schedules, fares, etc.	1	2	3	4	5	6 7 8 9 10 NA
41. With Travel Information Phone Center Representatives (212-532-4900)	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 :

42. At your home boarding station	1	2	3	4	5	6 7 8 9 10 NA
43. On board our trains	1	2	3	4	5	6 7 8 9 10 NA
44. At Grand Central Terminal	1	2	3	4	5	6 7 8 9 10 NA
45. On our website (www.mta.info)	1	2	3	4	5	6 7 8 9 10 NA
46. Through the "Service Status" box on our website	1	2	3	4	5	6 7 8 9 10 NA
47. Through e-mail alerts (if you subscribe)	1	2	3	4	5	6 7 8 9 10 NA
48. With the automated phone system for schedules, fares, etc.	1	2	3	4	5	6 7 8 9 10 NA
49. With Travel Information Phone Center Representatives (212-532-4900)	1	2	3	4	5	6 7 8 9 10 NA

Grand Central Terminal (GCT)

How satisfied are you with:

	<i>Dis</i>	<i>S</i>	<i>Very</i>	<i>S</i>	<i>Very</i>	
	<i>satisfied</i>	<i>atisfied</i>	<i>satisfied</i>	<i>atisfied</i>	<i>satisfied</i>	
50. Grand Central Terminal overall	1	2	3	4	5	6 7 8 9 10 NA
51. The Station Master's Office, including the customer waiting area	1	2	3	4	5	6 7 8 9 10 NA
52. Cleanliness of GCT (excluding restrooms)	1	2	3	4	5	6 7 8 9 10 NA
53. Personal security	1	2	3	4	5	6 7 8 9 10 NA
54. Presence of MTA Police	1	2	3	4	5	6 7 8 9 10 NA
55. Availability of ticket vending machines (TVMs)	1	2	3	4	5	6 7 8 9 10 NA
56. Signs providing direction to/from connecting buses or subways	1	2	3	4	5	6 7 8 9 10 NA
57. Sound quality of audio announcements	1	2	3	4	5	6 7 8 9 10 NA
58. Have you used any of the restrooms in GCT during the past 12 months? <input type="checkbox"/> Yes <input type="checkbox"/> No						
59. Cleanliness of rest rooms	1	2	3	4	5	6 7 8 9 10 NA
60. Physical condition of rest rooms	1	2	3	4	5	6 7 8 9 10 NA
61. Are you aware of the new Customer Service Center, which is in GCT across from Window 27 on the Main Concourse?						
<input type="checkbox"/> Yes (Continue) <input type="checkbox"/> No (Please go to Q. 62)						
b. Have you used the new Customer Service Center?						
<input type="checkbox"/> Yes (Continue) <input type="checkbox"/> No (Please go to Q. 62)						
c. If yes, please rate your satisfaction with the new Customer Service Center, using the same 1 -10 scale used in questions 1- 60.	1	2	3	4	5	6 7 8 9 10 NA



EAST OF HUDSON

About Your Trip

62. 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.

63. 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)

64. 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

65. What type of ticket are you using today?

Monthly Weekly 10 Trip
One Way Round Trip UniTicket
(Combined Train/Bus Ticket)

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

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

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

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

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. Do you subscribe to email alerts from Metro-North?

Yes No Not aware of email alerts

71. Have you visited the MTA website (www.mta.info) in the last 3 months?

Yes No

72. 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. 73)

b. Have you ever used Train Time?

Yes (Continue) No (Please go to Q. 73)

c. If yes, please rate your satisfaction with Train Time, using the same 1-10 scale used in questions 1-60.

1 2 3 4 5 6 7 8 9 10 NA

73. a. Are you aware of CooCoo, a new program which allows you to text a question about train schedules, fares, delays, etc. to Metro-North at 266266 and receive a reply via text message?

Yes (Continue) No (Please go to Q. 74)

b. Have you ever used CooCoo?

Yes (Continue) No (Please go to Q. 74)

c. If yes, please rate your satisfaction with CooCoo, using the same 1-10 scale used in questions 1-60.

1 2 3 4 5 6 7 8 9 10 NA

74. 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

75. Are you: Male Female

76. 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

77. What is your home zip code?

78. In which county do you reside?

79. Are you of Hispanic origin?

Yes No

80. Are you:

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

81. What is the last grade of school you completed?

Less than high school graduate
High school graduate
Technical/vocational business school
Some college
College graduate
Post graduate

82. What was your approximate annual 2010 household income before taxes and other deductions?

Under \$25,000 \$75,000 to \$99,999
\$25,000 to \$49,999 \$100,000 to \$199,999
\$50,000 to \$74,999 \$200,000 to \$299,999
\$300,000 or more

83. 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 61, 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, 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

EAST OF HUDSON

80. Are you:

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

81. What is the last grade of school you completed?

- ☐ Less than high school graduate
☐ High school graduate
☐ Technical/vocational business school
☐ Some college
☐ College graduate
☐ Post graduate

82. What was your approximate annual 2010 household income before taxes and other deductions?

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

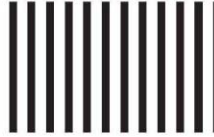
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Name: _____
 Street: _____
 Phone (H) _____ (W) _____
 City/Town _____ Zip Code _____
 E-mail Address _____

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

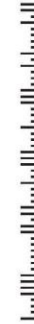


BUSINESS REPLY MAIL

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 2011

Si Ud. prefiere completar una version de esta encuesta en Espanol, por favor llame a Metro-North Railroad al 212-532-4900. Se la haremos llegar a Ud. por correo.

 **Metro-North Railroad**

EAST OF HUDSON PEAK & OFF-PEAK

	Overall rating of Metro-North		Boarding station overall		On-time performance		MNR train service overall		Overall courtesy and responsiveness of employees		Overall train schedules	
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
Satisfied	56%	56%	53%	51%↓	48%	48%	56%	54%	47%	45%	56%	57%
Very Satisfied	37%	33%↓	35%	38%↑	43%	41%	36%	34%	48%	49%	31%	29%
Total Satisfied	93%	89%↓	88%	89%	91%	88%↓	92%	88%↓	94%	95%	88%	86%

	Overall communication		Communication during normal service conditions		Communication during unplanned service conditions		Communication during planned service disruptions		Grand Central Terminal overall	
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
Satisfied	67%	64%↓	NA	65%	NA	53%	NA	61%	43%	46%
Very Satisfied	24%	24%	NA	26%	NA	18%	NA	24%	54%	52%
Total Satisfied	91%	88%↓	NA	91%	NA	71%	NA	84%	97%	97%

EAST OF HUDSON PEAK & OFF-PEAK																		
	Directional signage to the station		Personal security		Cleanliness inside station (excluding restrooms)		Maintenance of station		Sound quality of audio announcements		Availability of ticket vending machines		Availability of parking on weekdays		Security of your car parked at the station			
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
Satisfied	53%	50%↓	51%	48%	52%	52%	55%	54%	50%	51%	NA	46%	39%	35%↓	51%	50%		
Very Satisfied	35%	38%	36%	39%↑	31%	33%	29%	31%	25%	24%	NA	41%	26%	28%	36%	37%		
Total Satisfied	88%	87%	87%	87%	83%	84%	84%	85%	75%	74%	NA	87%	65%	62%	87%	86%		
	Cleanliness of the platforms and outdoor shelters		Cleanliness of the track area around the station		Availability of seats on trains		Temperature of the train		Personal security		Cleanliness of the rest rooms		Physical condition of the rest rooms		Cleanliness of the train's interior (excluding rest rooms)		Value for money using the railroad	
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
Satisfied	56%	56%	55%	55%	50%	50%	55%	53%↓	52%	50%	45%	42%	46%	42%↓	56%	54%	51%	51%
Very Satisfied	29%	31%	25%	26%	23%	22%	26%	29%↓	42%	44%	11%	13%	12%	13%	20%	21%	23%	19%↓
Total Satisfied	85%	86%	81%	81%	73%	72%	81%	81%	94%	94%	56%	55%	58%	55%	76%	75%	74%	70%↓
	Sound quality of audio announcements		Conductors		Ticket sellers		Customer service representatives (ushers in GCT)		Information booth and station master's office personnel at GCT		The weekday AM and PM peak schedule to or from your schedule		The weekday off-peak schedule to and from your station including late-night		The weekend schedule to and from your station			
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
Satisfied	54%	55%	42%	42%	51%	49%	50%	50%	50%	48%	53%	53%	56%	54%	56%	55%		
Very Satisfied	24%	23%	53%	54%	40%	41%	42%	42%	41%	44%	34%	33%	25%	26%	24%	25%		
Total Satisfied	78%	77%	95%	96%	91%	90%	92%	92%	91%	92%	87%	86%	81%	80%	80%	79%		
EAST OF HUDSON PEAK & OFF-PEAK (communication during normal service conditions)																		
	At your home boarding station		On board our trains		At GCT		On our website (www.mta.info)		With the automated phone system for schedules, fares, etc.		With travel information phone center representatives							
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
Satisfied	63%	58%↓	62%	60%↓	62%	58%↓	54%	53%	56%	55%	58%	57%						
Very Satisfied	24%	25%	28%	29%	31%	31%	38%	38%	31%	32%	33%	29%						
Total Satisfied	87%	82%↓	90%	89%↓	93%	89%↓	92%	91%	87%	86%	91%	87%↓						

EAST OF HUDSON PEAK & OFF-PEAK (communication during unplanned service disruptions)

	At your home boarding station		On board our trains		At GCT		On our website (www.mta.info)		Through the "Service Status" box on our website		Through E-mail alerts (If you subscribe)		With the automated phone system for schedules, fares, etc.		With travel information phone center representatives	
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
Satisfied	58%	52%↓	58%	55%	60%	56%↓	54%	54%	NA	55%	50%	50%	55%	55%	56%	55%
Very Satisfied	18%	15%↓	23%	20%↓	23%	20%↓	28%	26%	NA	27%	33%	32%	27%	26%	31%	25%↓
Total Satisfied	76%	67%↓	81%	75%↓	83%	76%↓	82%	80%↓	NA	81%	83%	82%	82%	80%	87%	80%↓

	Signs providing direction to/from connecting buses or subways		Sound quality of audio announcements		Cleanliness of rest rooms		Physical condition of rest rooms	
	2010	2011	2010	2011	2010	2011	2010	2011
Satisfied	55%	51%↓	55%	55%	55%	54%	55%	55%
Very Satisfied	37%	39%	34%	30%↓	21%	11%↓	22%	13%↓
Total Satisfied	92%	90%	89%	85%↓	76%	65%↓	77%	68%↓

	The station master's office including customer waiting area		Cleanliness of GCT (excluding rest rooms)		Personal security		Presence of MTA police		Availability of ticket vending machines	
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
Satisfied	51%	55%↑	57%	51%↓	52%	50%	48%	46%	NA	47%
Very Satisfied	43%	39%↓	37%	44%↑	43%	45%	45%	48%↑	NA	46%
Total Satisfied	94%	94%	94%	94%	95%	95%	93%	94%	NA	93%

METHODOLOGY

WEST OF HUDSON

- All surveys distributed by an outside firm
- Port Jervis: Surveys distributed on three of six AM peak trains by an outside firm
- Pascack Valley: Surveys distributed on platforms at all three stations throughout the AM peak period, two off-peak weekdays and two weekend days
- A total of 851 completed questionnaires were returned and tabulated by an outside firm
- All returns weighted by ridership/line segment and time period – based on MNR ridership statistics. Weighting survey data helps ensure representativeness of results. The margin of error is $\pm 4\%$.

QUESTIONNAIRE WEST OF HUDSON

WEST OF HUDSON

West_Of_H:Layout 1 5/4/11 12:33 PM Page 1

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 Seaucus 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
Acting 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 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:

1. Metro-North overall 1 2 3 4 5 6 7 8 9 10 NA

Your Home Boarding Station

How satisfied are you with:

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

- | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
|--|---|---|---|---|---|---|---|---|---|----|----|
| 12. MNR train service overall | | | | | | | | | | | |
| 13. On-time performance | | | | | | | | | | | |
| 14. Availability of seats on trains | | | | | | | | | | | |
| 15. The temperature on the train | | | | | | | | | | | |
| 16. Personal security | | | | | | | | | | | |
| 17. Cleanliness of the rest rooms | | | | | | | | | | | |
| 18. Physical condition of rest rooms | | | | | | | | | | | |
| 19. Cleanliness of train's interior (excluding rest rooms) | | | | | | | | | | | |
| 20. Value for the money using the railroad | | | | | | | | | | | |
| 21. Sound quality of audio announcements | | | | | | | | | | | |

Courtesy and Responsiveness of Railroad Employees

How satisfied are you with:

- | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
|---|---|---|---|---|---|---|---|---|---|----|----|
| 22. The overall courtesy and responsiveness of railroad employees | | | | | | | | | | | |
| 23. Conductors | | | | | | | | | | | |
| 24. Ticket Sellers | | | | | | | | | | | |

Train Scheduling

How satisfied are you with:

- | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
|--|---|---|---|---|---|---|---|---|---|----|----|
| 25. Overall train schedules | | | | | | | | | | | |
| 26. The weekday AM and PM peak schedule to or from your home station | | | | | | | | | | | |
| 27. The weekday off-peak schedule to and from your home station | | | | | | | | | | | |
| 28. The weekend schedule to and from your home station | | | | | | | | | | | |

WEST OF HUDSON

Communication

How satisfied are you with:

	Disatisfied	Very Disatisfied	Satisfied	Very Satisfied	
29. Our overall communications to you	1	2	3	4	5 6 7 8 9 10 NA
30. Our overall communications during normal service conditions	1	2	3	4	5 6 7 8 9 10 NA
31. 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:

32. At your home boarding station	1	2	3	4	5	6	7	8	9	10	NA
33. On board our trains	1	2	3	4	5	6	7	8	9	10	NA
34. At Hoboken Terminal	1	2	3	4	5	6	7	8	9	10	NA
35. At Secaucus Junction	1	2	3	4	5	6	7	8	9	10	NA
36. At Penn Station New York	1	2	3	4	5	6	7	8	9	10	NA
37. On the Metro-North website (www.mta.info)	1	2	3	4	5	6	7	8	9	10	NA
38. On the NJ TRANSIT website (www.njtransit.com)	1	2	3	4	5	6	7	8	9	10	NA
39. With Metro-North's automated phone system for schedules, fares, etc. (212-532-4900)	1	2	3	4	5	6	7	8	9	10	NA
40. With Metro-North's Travel Information Center Representatives (212-532-4900)	1	2	3	4	5	6	7	8	9	10	NA
41. With NJ TRANSIT's automated phone system for schedules, fares, etc. (973-275-5555)	1	2	3	4	5	6	7	8	9	10	NA
42. With NJ TRANSIT'S Travel Information Center Representatives (973-275-5555)	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 :

43. At your home boarding station	1	2	3	4	5	6	7	8	9	10	NA
44. On board our trains	1	2	3	4	5	6	7	8	9	10	NA
45. At Hoboken Terminal	1	2	3	4	5	6	7	8	9	10	NA
46. At Secaucus Junction	1	2	3	4	5	6	7	8	9	10	NA
47. At Penn Station New York	1	2	3	4	5	6	7	8	9	10	NA

Communication during service disruption

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

48. On the Metro-North website (www.mta.info)	1	2	3	4	5	6	7	8	9	10	NA
49. With Metro-North's automated phone system for schedules, fares, etc. (212-532-4900)	1	2	3	4	5	6	7	8	9	10	NA
50. With Metro-North's Travel Information Center Representatives (212-532-4900)	1	2	3	4	5	6	7	8	9	10	NA
51. On the NJ TRANSIT website (www.njtransit.com)	1	2	3	4	5	6	7	8	9	10	NA
52. With NJ TRANSIT's automated phone system for schedules, fares, etc. (973-275-5555)	1	2	3	4	5	6	7	8	9	10	NA
53. With NJ TRANSIT'S Travel Information Center Representatives (973-275-5555)	1	2	3	4	5	6	7	8	9	10	NA

Hoboken Terminal

How satisfied are you with:

54. Hoboken Terminal overall	1	2	3	4	5	6	7	8	9	10	NA
55. Cleanliness of the Terminal (excluding restrooms)	1	2	3	4	5	6	7	8	9	10	NA
56. Personal security	1	2	3	4	5	6	7	8	9	10	NA
57. Have you used any of the restrooms in Hoboken Terminal during the past 12 months? ____ Yes ____ No											
58. Cleanliness of rest rooms	1	2	3	4	5	6	7	8	9	10	NA
59. Physical condition of rest rooms	1	2	3	4	5	6	7	8	9	10	NA

Secaucus Junction

How satisfied are you with:

60. Secaucus Junction overall	1	2	3	4	5	6	7	8	9	10	NA
62. Personal security	1	2	3	4	5	6	7	8	9	10	NA

WEST OF HUDSON

About Your Trip

62. 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.

63. 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) _____

64. 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) _____

65. What type of ticket are you using today?

☐ Monthly ☐ Weekly ☐ 10 Trip
☐ One Way ☐ Round Trip

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

☐ Hoboken Terminal ☐ Secaucus Junction
☐ Other (Specify) _____

67. 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 _____

68. (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

69. 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 _____

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

About You

71. 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

72. Are you: ☐ Male ☐ Female

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

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

74. What is your home zip code? _____

75. In which county do you reside?

☐ Orange
☐ Rockland
☐ Other (Specify: _____)

76. Have you visited the MTA website (www.mta.info) in the last 3 months?

☐ Yes ☐ No

77. Are you of Hispanic origin?

☐ Yes ☐ No

78. Are you:

☐ White
☐ Black or African American

☐ American Indian and Alaska Native

☐ Asian

☐ Other (Please specify) _____

79. What is the last grade of school you completed?

☐ Less than high school graduate
☐ High school graduate
☐ Technical/vocational business school
☐ Some college
☐ College graduate
☐ Post graduate

80. What was your approximate annual 2010 household income before taxes and other deductions?

☐ Under \$25,000
☐ \$25,000 to \$49,999
☐ \$50,000 to \$74,999
☐ \$75,000 to \$99,999
☐ \$100,000 to \$199,999
☐ \$200,000 to \$299,999
☐ \$300,000 or more

81. 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 61, 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, address and day or evening phone numbers below. All information will be kept confidential.

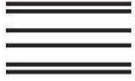
Name: _____

Street: _____

Phone (H) _____ (W) _____

City/Town _____ Zip Code _____

E-mail Address _____



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

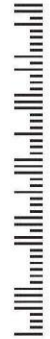


BUSINESS REPLY MAIL

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



Si Ud. prefiere completar una version de esta encuesta en Espanol, por favor llame a Metro-North Railroad al 212-532-4900. Se la haremos llegar a Ud. por correo.

**Customer
Satisfaction
Survey 2011**

SERVICE ATTRIBUTE RATINGS

WEST OF HUDSON

	Overall rating of Metro-North		Boarding station overall		On-time performance		MNR train service overall		Overall courtesy and responsiveness of employees		Overall train schedules	
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
Satisfied	66%	67%	59%	59%	57%	57%	64%	66%	48%	50%	45%	49%
Very Satisfied	20%	19%	30%	31%	26%	27%	19%	20%	41%	41%	14%	13%
Total Satisfied	86%	86%	89%	90%	84%	84%	83%	87%↑	90%	91%	59%	62%

	Overall Communication		Communication during normal service conditions		Communication during unplanned service disruptions		Hoboken Terminal Overall		Secaucus Junction Overall	
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
Satisfied	63%	65%	NA	69%	NA	44%	66%	58%↓	52%	49%
Very Satisfied	13%	15%	NA	17%	NA	11%	20%	21%	40%	43%
Total Satisfied	76%	80%↑	NA	86%	NA	55%	86%	79%↓	92%	92%

Very satisfied + satisfied percentages may not equal Total Satisfied percentage due to rounding.

SERVICE ATTRIBUTE RATINGS

WEST OF HUDSON

	Directional signage to the station		Personal security		Cleanliness inside station (excluding restrooms)		Maintenance of station		Sound quality of audio announcements		Availability of parking on weekdays		Security of your car parked at the station		Cleanliness of the platforms and outdoor shelters	
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
Satisfied	58%	56%	52%	52%	53%	51%	60%	56%	46%	44%	45%	41%	51%	51%	60%	57%
Very Satisfied	28%	31%	25%	29%	27%	32%	24%	27%	14%	14%	46%	51%	29%	34%	25%	29%
Total Satisfied	86%	87%	77%	81%↑	80%	82%	84%	83%	60%	58%	91%	91%	80%	85%↑	85%	85%

	Cleanliness of the track around the station		Availability of seats on trains		Temperature of the train		Personal security		Cleanliness of the rest rooms	
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
Satisfied	60%	58%	50%	55%	55%	53%	57%	58%	50%	47%
Very Satisfied	22%	27%	30%	29%	24%	21%	36%	36%	12%	12%
Total Satisfied	82%	85%	80%	84%↑	79%	74%↓	93%	94%	62%	59%

	Physical condition of the rest rooms		Cleanliness of the train's interior (excluding rest rooms)		Value for money using the railroad	
	2010	2011	2010	2011	2010	2011
Satisfied	51%	49%	61%	59%	48%	47%
Very Satisfied	14%	12%	22%	25%	16%	17%
Total Satisfied	65%	61%	83%	83%	64%	63%

Very satisfied + satisfied percentages may not equal Total Satisfied percentage due to rounding.

SERVICE ATTRIBUTE RATINGS

WEST OF HUDSON

	Sound quality of audio announcements		Conductors		Ticket sellers		The weekday AM and PM peak schedule to or from your station		The weekday off-peak schedule to and from your station including late-night		The weekend schedule to and from your station	
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
Satisfied	53%	48%	43%	46%	49%	52%	48%	50%	38%	38%	40%	43%
Very Satisfied	15%	15%	48%	46%	37%	38%	16%	17%	11%	10%	12%	11%
Total Satisfied	68%	63%	91%	92%	86%	90%	64%	67%	49%	48%	52%	54%

WEST OF HUDSON (communication during normal service conditions)

	At your home boarding station		On board our trains		At Hoboken Terminal		At Secaucus Junction		At Penn Station New York		On the website (www.mta.info)		On the NJ transit website	
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
Satisfied	56%	56%	63%	61%	62%	62%	58%	56%	NA	51%	61%	58%	61%	56%
Very Satisfied	14%	14%	20%	20%	22%	21%	26%	27%	NA	22%	24%	25%	24%	27%
Total Satisfied	70%	70%	83%	81%	84%	83%	84%	83%	NA	73%	85%	83%	85%	83%

WEST OF HUDSON (communication during normal service conditions)

	With Metro-North's automated phone system		With Metro-North's travel information phone center representatives		With NJ transit's automated phone system		With NJ transit's travel information phone center representatives	
	2010	2011	2010	2011	2010	2011	2010	2011
Satisfied	52%	57%	53%	54%	50%	55%	51%	54%
Very Satisfied	21%	20%	20%	23%	20%	19%	22%	20%
Total Satisfied	73%	77%	73%	77%	70%	73%	73%	74%

Very satisfied + satisfied percentages may not equal Total Satisfied percentage due to rounding.

SERVICE ATTRIBUTE RATINGS

WEST OF HUDSON

WEST OF HUDSON (communication during unplanned service disruption)

	At your home boarding station		On board our trains		At Hoboken Terminal		At Secaucus Junction		At Penn Station New York		On the website (www.mta. info)		With Metro-North's automated phone system	
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
Satisfied	43%	39%	56%	50%	54%	51%	56%	48%↓	NA	44%	54%	51%	50%	51%
Very Satisfied	11%	11%	16%	16%	17%	15%	20%	23%	NA	20%	19%	15%	16%	14%
Total Satisfied	54%	50%	72%	67%↓	71%	66%	76%	71%	NA	64%	73%	66%↓	66%	65%

WEST OF HUDSON (communication during unplanned service disruption)

	With Metro-North's travel information phone center representatives		On the NJ transit website		With NJ transit's automated phone system		With NJ transit's travel information phone center representatives	
	2010	2011	2010	2011	2010	2011	2010	2011
Satisfied	52%	48%	52%	55%	50%	49%	48%	47%
Very Satisfied	18%	16%	22%	17%	18%	14%	19%	17%
Total Satisfied	70%	64%	74%	72%	68%	63%	67%	64%

	Cleanliness of Hoboken Terminal (excluding rest rooms)		Personal security at Hoboken Terminal		Cleanliness of the rest rooms			Physical condition of the rest rooms			Personal security at Secaucus Junction	
	2010	2011	2010	2011	2010	2011*	2011	2010	2011*	2011	2010	2011
Satisfied	66%	56%↓	60%	59%	55%	54%	54%	55%	52%	48%↓	NA	51%
Very Satisfied	21%	21%	29%	28%	18%	12%	12%↓	18%	12%	18%	NA	45%
Total Satisfied	87%	77%↓	89%	87%	73%	66%	67%↓	73%	64%	66%↓	NA	95%

*2011 Base=Those who have used a restroom in GCT and answering