

2018 Customer Satisfaction Survey

Metro-North Railroad



Overall Context

- Metro-North's 2018 Customer Satisfaction Survey was conducted in June 2018. During the year since the previous customer survey, the railroad continued to follow its strategic vision to become a better railroad through the development and implementation of programs which focus on its employees, its customers and its infrastructure.
- The railroad informed the public about the elements of its strategic vision through the introduction of the Way Ahead program
- Prior research has demonstrated a strong connection between customer satisfaction and on-time performance. Although OTP through the first half of 2018 was only slightly below goal at 92.3%, the six week period just prior to the onboard distribution of the survey was a challenging one for the railroad.
- During that time, OTP was adversely impacted due to some weather-related incidents as well as an increased amount of infrastructure work across all 3 East of Hudson lines which resulted in reduced track capacity and longer running times. For example, construction on the Harlem Line which began in March necessitated a reduced off-peak and late night schedule, which affected customer satisfaction.



Key Findings

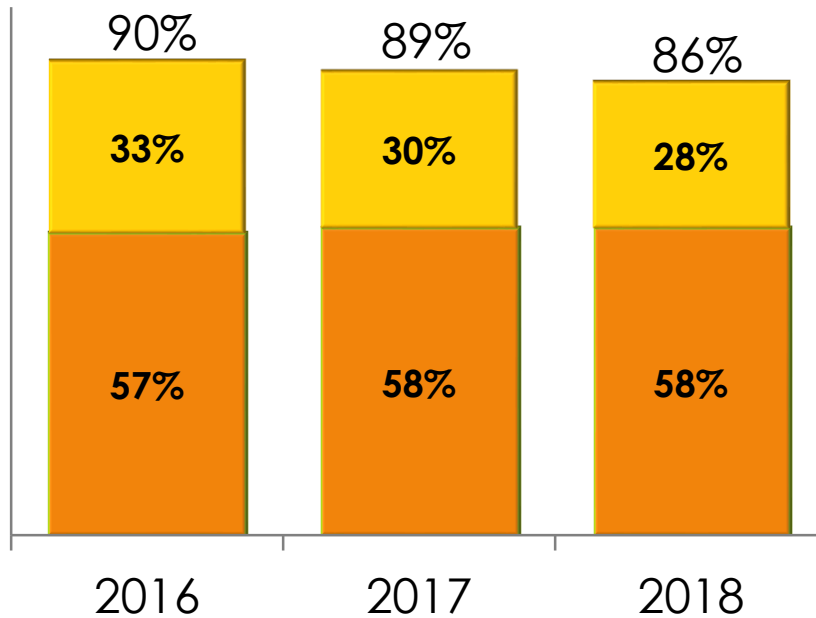
- 86% of East of Hudson customers were satisfied with the railroad overall in 2018, down from 89% the year before. Hudson and Harlem line satisfaction decreased compared to 2017 from 93% to 88% and 90% to 87% respectively. Satisfaction among New Haven Line customers remained the same at 85%.
- Overall satisfaction in all seven of the major service categories on the survey decreased, but in four of them (*Home Boarding Station, Courtesy and Responsiveness of Employees, Train Schedules* and *Grand Central Terminal*) the decline was only by a percentage point or two.
- Satisfaction with *Train Service Overall* fell by three points (84% satisfied versus 87% in 2017) predominantly due to a significant 5 point decline in customer satisfaction with *On-Time Performance* to 73%.
- Although the categories of *Courtesy and Responsiveness of Employees* and *Grand Central Terminal* marginally declined, the vast majority of customers continue to be pleased with them. 94% rated themselves as satisfied with these categories.
- 93% of customers were satisfied with MTA eTix, including 63% who were very satisfied with it.
- Satisfaction with the railroad among Reverse Peak customers remained the same at 88%.
- Among West of Hudson AM Peak customers, satisfaction fell to 64% in 2018 compared to 81% in 2017, principally due to a large decline in satisfaction among Pascack Valley Line customers. This decline was mainly attributable to issues with equipment and crew shortages.

METRO-NORTH EAST OF HUDSON SURVEY RESULTS

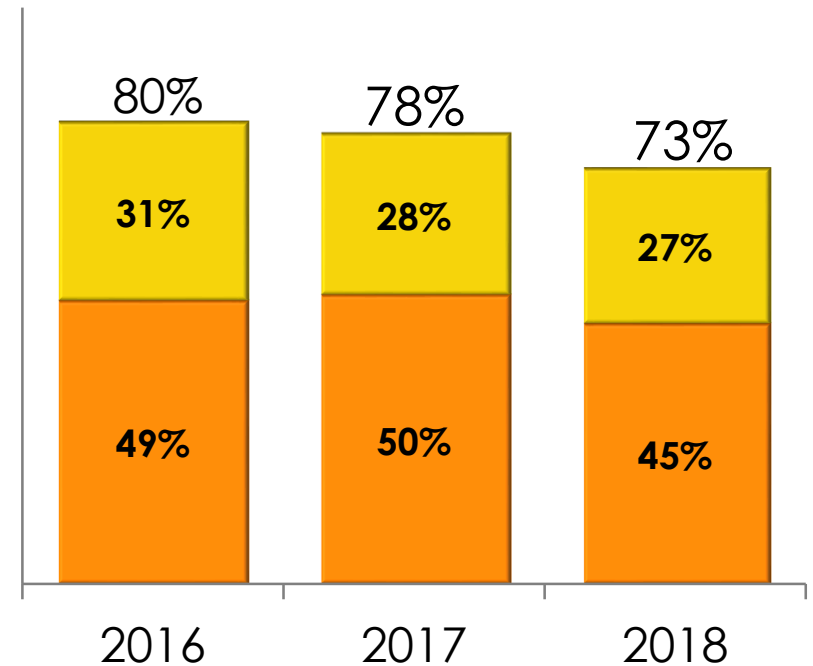


MNR Overall Customer Satisfaction

Metro-North Overall



On-Time Performance



Top Area = Very Satisfied

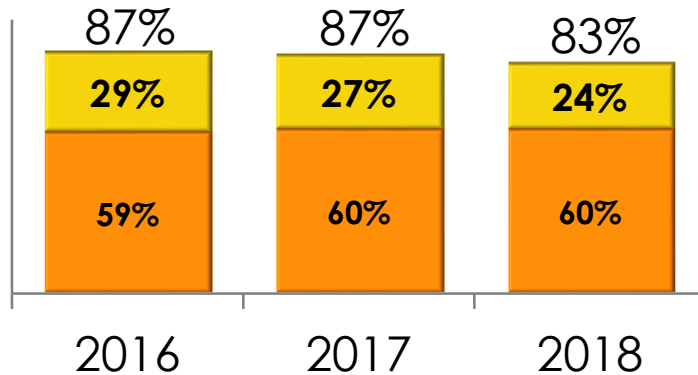
Bottom Area = Satisfied

Very Satisfied + Satisfied may not equal total due to rounding

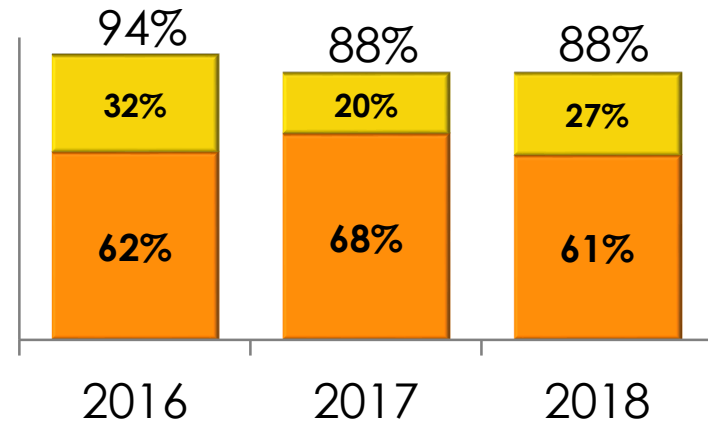


MNR Overall Customer Satisfaction by Time Period

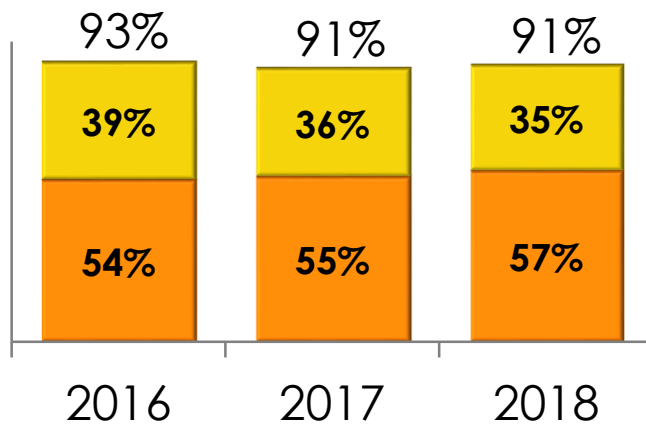
Peak



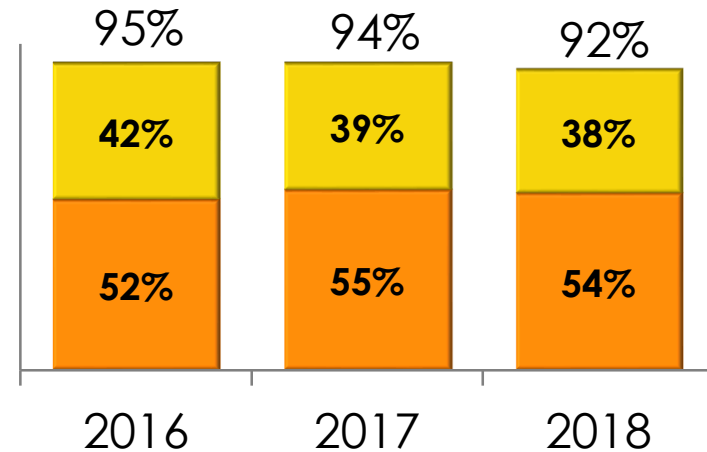
Reverse Peak



Weekday Off-Peak



Weekend Off-Peak



Top Area = Very Satisfied

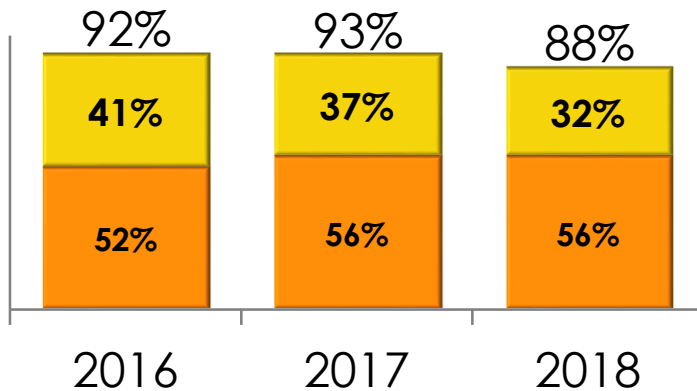
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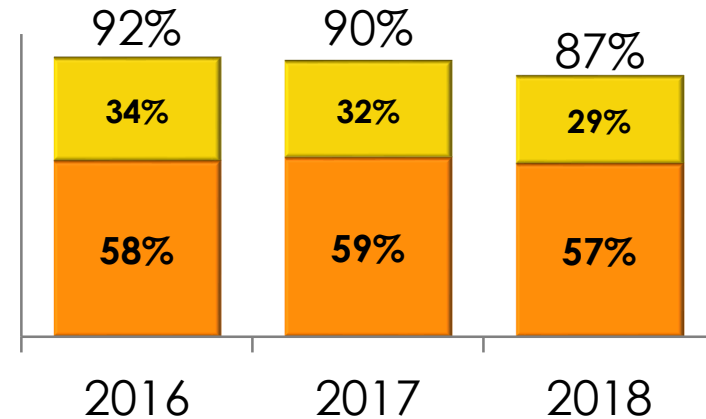


MNR Overall Customer Satisfaction By Line

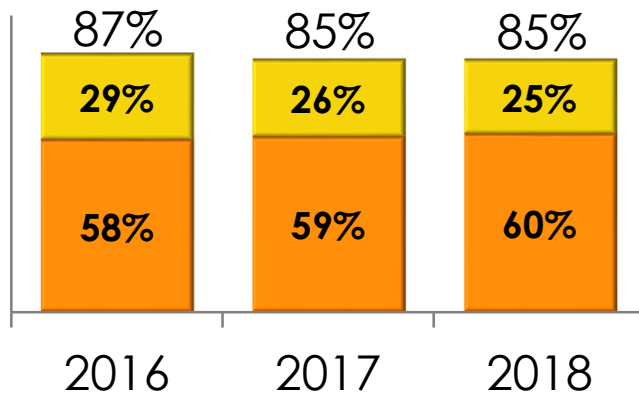
Hudson



Harlem



New Haven



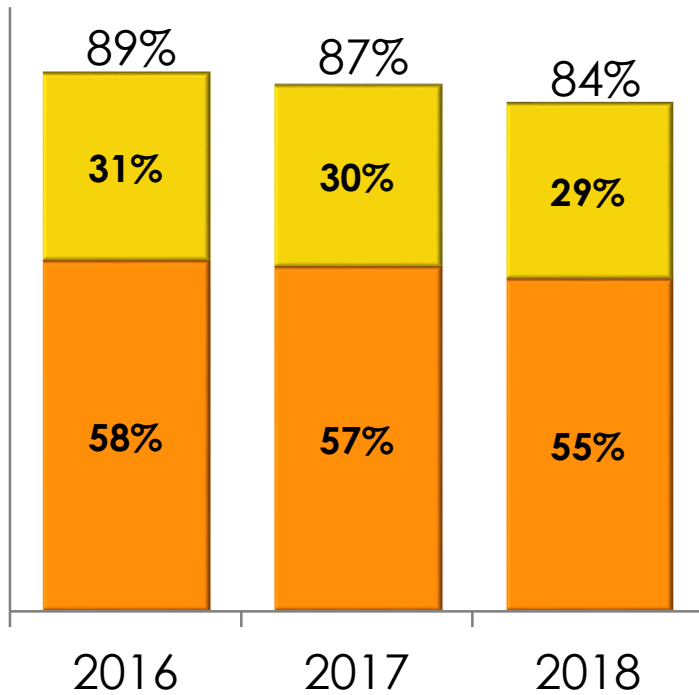
Top Area = Very Satisfied Bottom Area = Satisfied

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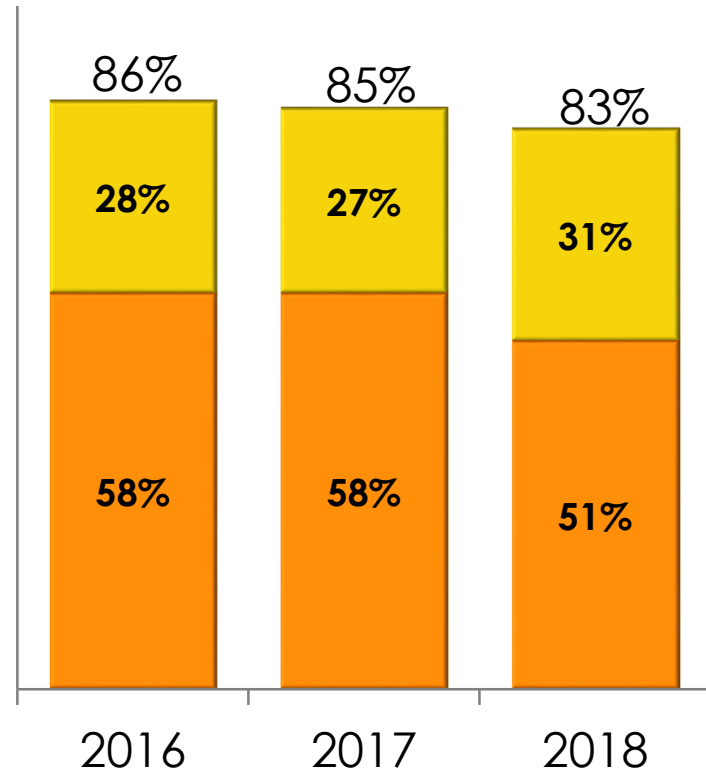


MNR Train Service and Scheduling

Train Service Overall



Overall Train Schedules



Top Area = Very Satisfied

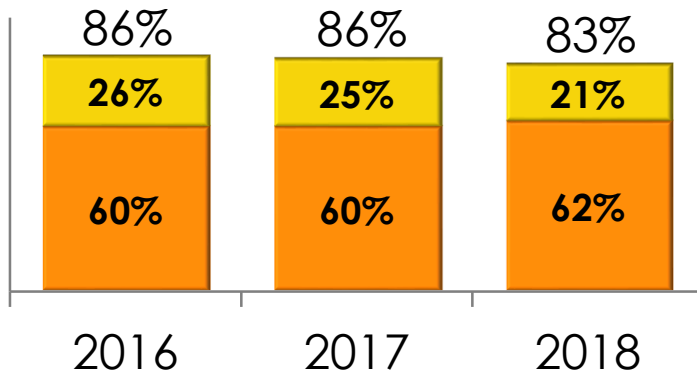
Bottom Area = Satisfied

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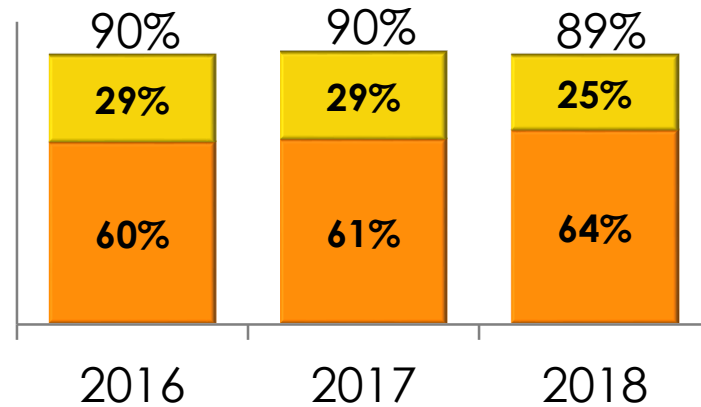


MNR Overall Communication

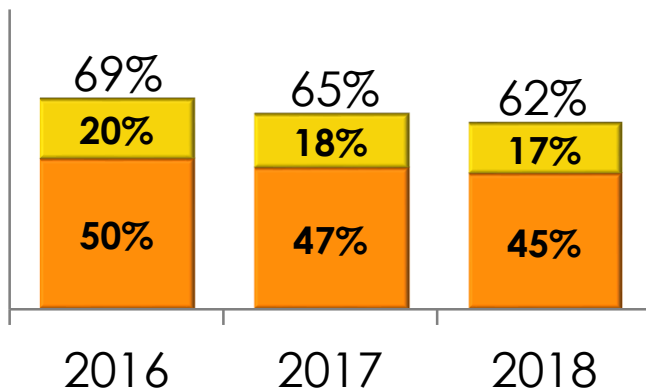
Overall Communication



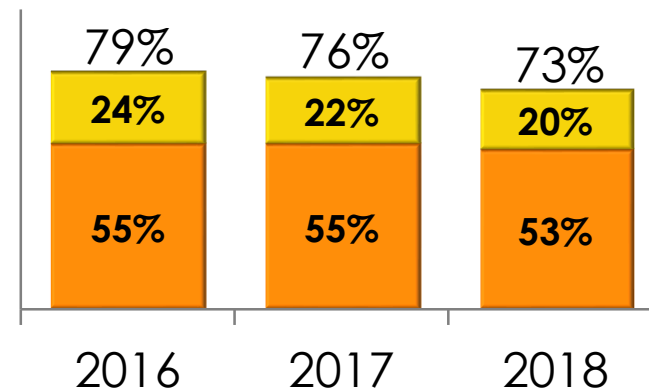
During Normal Service Conditions



During Unplanned Service Disruptions



During Scheduled (Planned) Service Disruptions



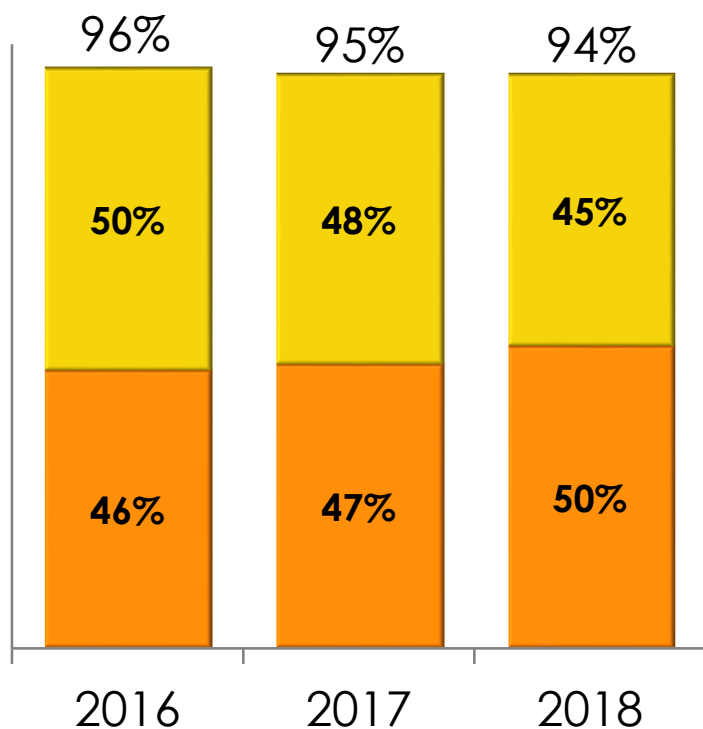
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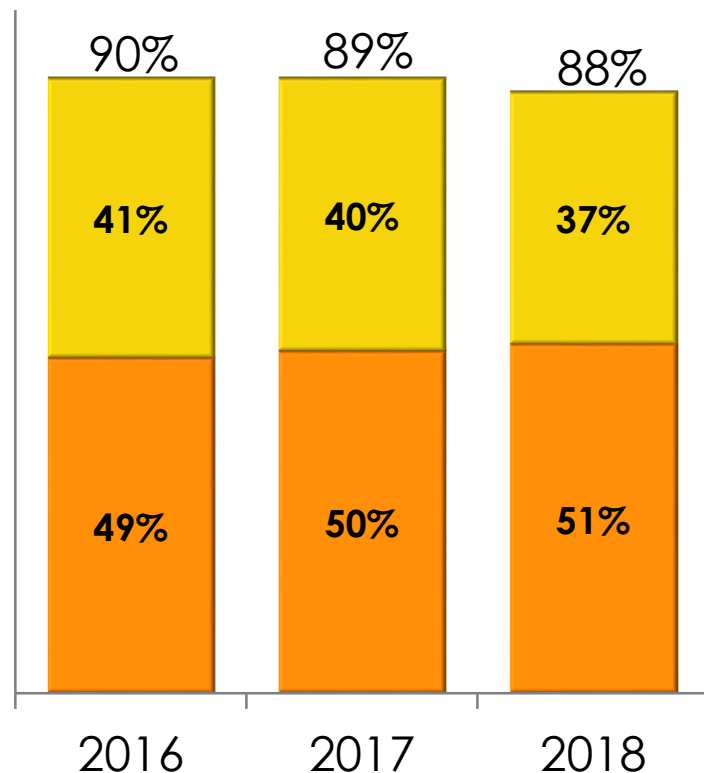


Grand Central Terminal and Boarding Stations

GCT Overall



Home Boarding Station Overall



Top Area = Very Satisfied

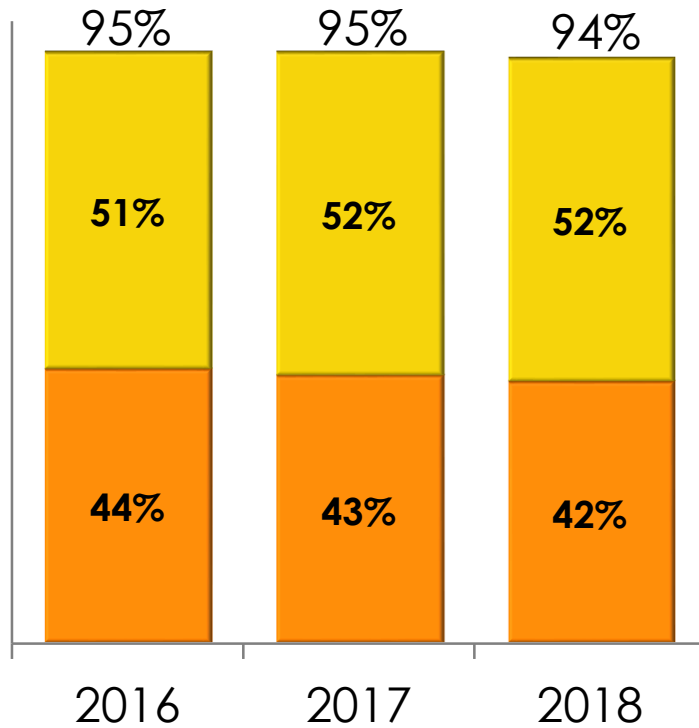
Bottom Area = Satisfied

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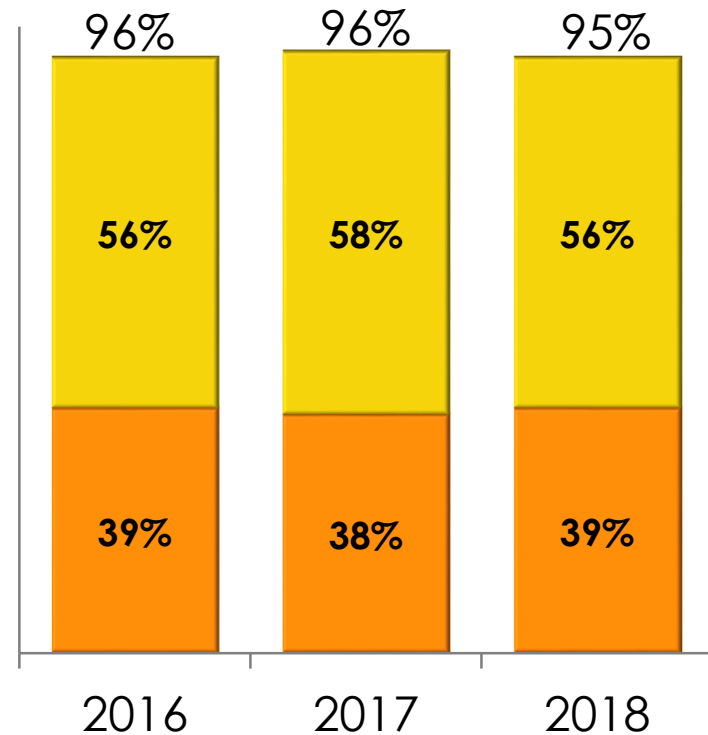


MNR Employees – Courtesy and Responsiveness

Overall Employees



Conductors



Top Area = Very Satisfied

Bottom Area = Satisfied

Very Satisfied + Satisfied may not equal total due to rounding



East of Hudson: Overview

In addition to the major categories (*Home Boarding Station, On Trains, On-Time Performance, Employees, Schedules, Communications, and Grand Central Terminal*), the 2018 Customer Satisfaction Survey asked customers to rate their satisfaction with specific attributes of service.

63 of these attributes were also included on the 2017 survey.

- ▣ 4 attributes improved.
- ▣ 13 attributes remained the same.
- ▣ 46 attributes declined.

Survey results for all attributes are contained in the Appendix.

EAST OF HUDSON REVERSE PEAK SURVEY RESULTS



Reverse Peak: Overview

In addition to the major categories (*Home Boarding Station, On Trains, On-Time Performance, Employees, Schedules, Communications, and Grand Central Terminal*), the 2018 Customer Satisfaction Survey asked customers to rate their satisfaction with specific attributes of service.

63 of these attributes were also included on the 2017 survey.

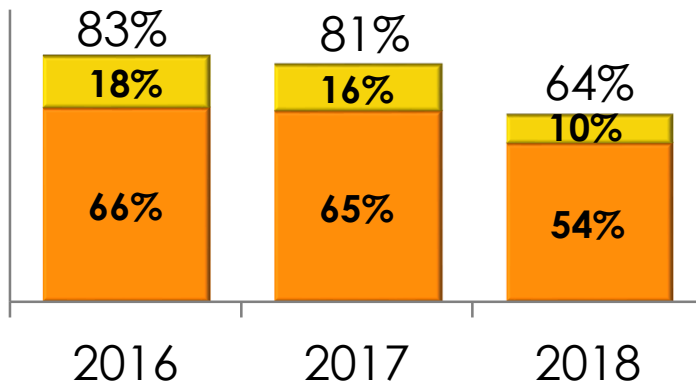
- 33 characteristics improved.
- 11 characteristics remained the same.
- 19 characteristics declined.

WEST OF HUDSON SURVEY RESULTS

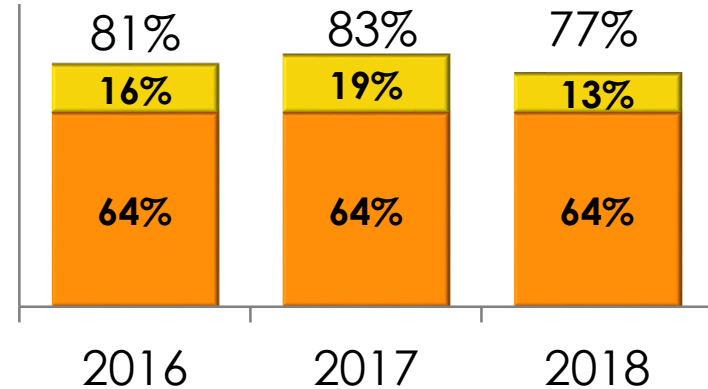
- The 2018 West of Hudson Customer Satisfaction Survey was conducted on October 10th and 11th 2018.
- Survey distribution was moved to the Fall to avoid surveying customers soon after the removal from the schedule of 2 NY Pascack Valley Line express trains in June 2018.
- The results are based on a representative sample of 358 AM Peak customers.

MNR Overall Customer Satisfaction

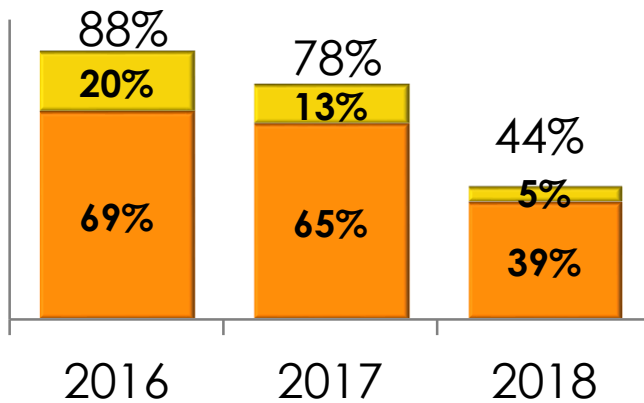
West of Hudson Total



Port Jervis



Pascack Valley



Top Area = Very Satisfied

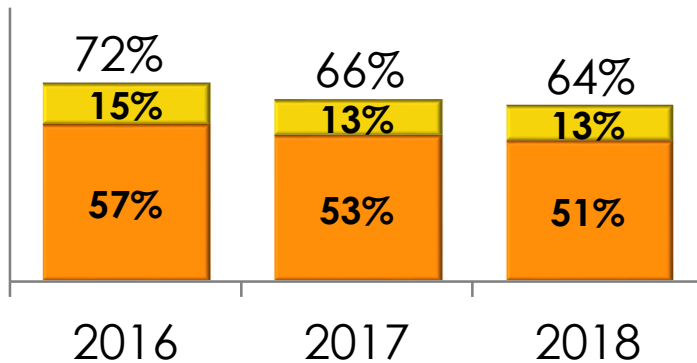
Bottom Area = Satisfied

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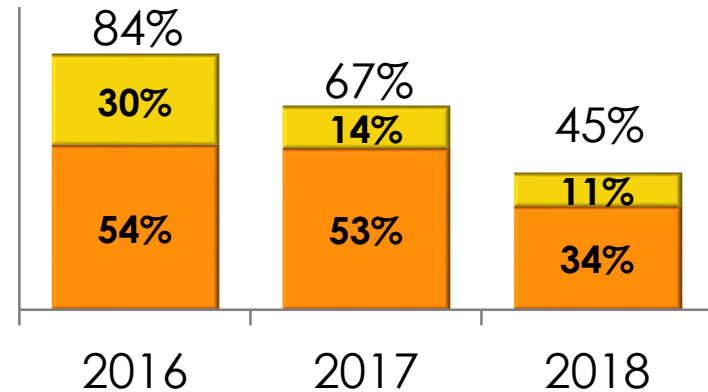


MNR Train Service By Line: West of Hudson

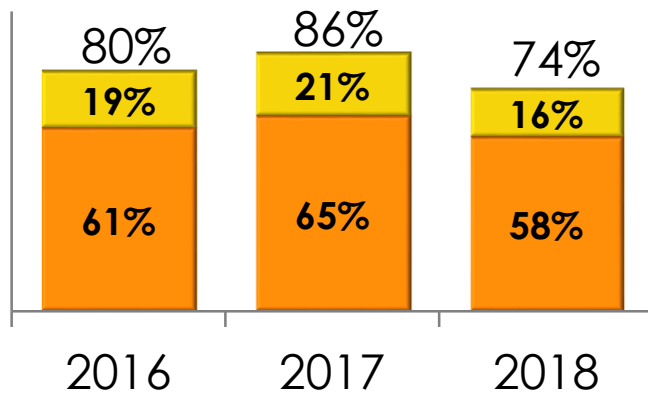
On-Time Performance – Port Jervis



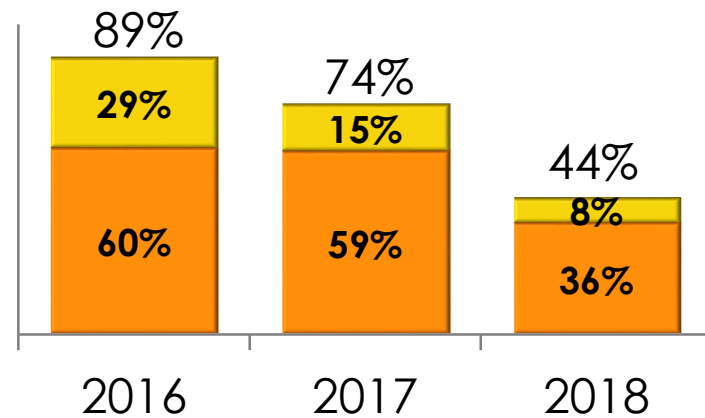
On-Time Performance – Pascack Valley



MNR Train Service Overall – Port Jervis



MNR Train Service Overall – Pascack Valley



Top Area = Very Satisfied

Bottom Area = Satisfied

Very Satisfied + Satisfied may not equal total due to rounding



West of Hudson: Overview

- Considerable differences in satisfaction levels existed between Port Jervis and Pascack Valley Line customers.
- Satisfaction with MNR overall declined 6 points to 77% among Port Jervis Line customers in 2018 but plummeted 34 points to just 44% satisfied among Pascack Valley Line customers, compared to 78% the year before.
- In 2018, Pascack Valley Line customers experienced the temporary elimination of 2 express trains, as well as various other train cancellations and short consists, which had a big negative impact on their satisfaction.

West of Hudson: Overview

In addition to the 8 major service categories (*Home Boarding Station, On Trains, On-Time Performance, Employees, Train Schedules, Communications, Hoboken Terminal and Secaucus Junction*), the 2018 Customer Satisfaction Survey asked customers to rate their satisfaction with specific characteristics of service.

58 of these characteristics were also included on the 2017 survey.

- 1 characteristic improved
- 2 characteristics remained the same
- 55 characteristics declined

Survey results for all characteristics are contained in the Appendix.



West of Hudson: Overview

Significant differences existed between the two lines.

Of the 58 characteristics which could be compared to their 2017 levels:

- On the Port Jervis Line:
 - 9 characteristics improved.
 - 6 characteristics remained the same
 - 43 characteristics declined.

- On the Pascack Valley Line:
 - 0 characteristics improved
 - 3 characteristics remained the same
 - 55 characteristics declined

Appendix

- Methodology
- Full Set of Attribute Ratings:
 - East of Hudson
 - West of Hudson
- Questionnaires

Methodology

- The MNR survey used an onboard distribution methodology among a sample of trains.
- A total of 5,607 East of Hudson and 358 West of Hudson surveys were completed and tabulated, as follows:

	East of Hudson Survey					West of Hudson
	Total	AM Peak	Off-Peak	Weekend	Reverse Peak	AM Peak
Completed Surveys	5,607	2,276	1,133	1,966	232	358
Survey dates		6/21 -6/28	6/21-6/28	6/24-6/25	6/21-6/28	10/11-12
Trains sampled	125	42	32	30	10	11



SERVICE ATTRIBUTE RATINGS
East of Hudson
2014-2018



EAST OF HUDSON

TOTAL SATISFIED

	2014	2015	2016	2017	2018
	%	%	%	%	%
1. Metro-North Railroad overall	73	83	90	89	86↓
2. Value for the money using the railroad	59	64	73	69	70↑
Home Boarding Station					
3. Your home boarding station overall	87	87	90	89	88↓
4. Directional signage to the station	87	88	89	89	89
5. Personal security	87	86	81	81	81
6. Cleanliness inside the station building (excluding restrooms)	84	84	85	85	83↓
7. Maintenance of the station	84	85	87	92	91↓
8. Sound quality of audio announcements	71	77	77	76	76
9. Availability of parking on weekdays	67	66	69	66	66
10. Security of your car while parked at the station	88	88	91	89	88↓
11. Maintenance of station and platforms during snow/ice events	N/A	N/A	89	86	85↓
12. Safety condition at station at all other times	N/A	N/A	N/A	92	91↓
13. Cleanliness of platforms and outdoor shelters	85	86	90	88	86↓
14. Cleanliness of the track area around the station	80	80	84	84	81↓
15. Homeless outreach at your home boarding station	N/A	N/A	N/A	N/A	66



EAST OF HUDSON

TOTAL SATISFIED

	TOTAL SATISFIED				
	2014	2015	2016	2017	2018
	%	%	%	%	%
On Trains (AM & PM)					
16. MNR train service overall	72	83	89	87	84↓
17. On-time performance	58	74	80	78	73↓
18. The safe operation of the train	N/A	78	91	96	95↓
19. Availability of seats on train	69	67	76	73	71↓
20. Condition of seats on train	N/A	82	87	86	85↓
21. The temperature on the train	84	85	89	89	89
22. Personal security	93	92	92	92	94↑
23. Cleanliness of the restrooms	68	66	68	66	64↓
24. Cleanliness of train's interior (excluding restrooms)	81	83	86	86	85↓
25. Sound quality of audio announcements	79	79	82	80	78↓
26. Train interior maintenance – lights, floors, windows, etc. (excluding seats)	N/A	88	91	91	91
27. Quiet Car Program	87	80	83	87	86↓

EAST OF HUDSON

TOTAL SATISFIED

	2014	2015	2016	2017	2018
	%	%	%	%	%
	Courtesy and Responsiveness of Our Employees				
28. The overall courtesy and responsiveness of our employees	92	93	95	95	94↓
29. Conductors	93	94	96	96	95↓
30. Ticket Sellers	89	90	93	92	93↑
31. Customer Service Representatives (ushers) in GCT	89	91	92	91	91
32. Information booth and Station Master's Office Personnel at GCT	90	91	93	92	91↓
33. Telephone Information Center Representatives	86	87	86	84	84
34. Professional Appearance of Conductors	94	94	97	97	96↓
35. MTA Police	N/A	92	94	94	94



EAST OF HUDSON

TOTAL SATISFIED

	2014	2015	2016	2017	2018
	%	%	%	%	%
	Train Scheduling				
36. Overall schedule of trains	77	81	86	85	83 ↓
37. The weekday AM and PM peak schedule to and from your station	76	79	85	85	83 ↓
38. The weekday off-peak schedule to and from your station (including late night train service)	78	81	83	82	81 ↓
39. The weekend schedule to and from your station	79	81	83	82	80 ↓
Communication					
40. Overall communication to you	78	84	86	86	83 ↓
41. Overall communication during normal service conditions	85	88	90	90	89 ↓
42. Our overall communications during <u>scheduled</u> service disruptions (alternative busing, etc.)	69	78	79	76	73 ↓
43. Overall communications during <u>unplanned</u> service disruptions	56	67	69	65	62 ↓



EAST OF HUDSON

TOTAL SATISFIED

	TOTAL SATISFIED				
	2014	2015	2016	2017	2018
	%	%	%	%	%
Communication (During Normal Service Conditions)					
44. Real time train information at your home boarding station	N/A	N/A	82	82	81↓
45. Other communication at your home boarding station	N/A	N/A	84	83	82↓
46. On board our trains	82	85	87	86	85↓
47. At GCT	84	86	89	88	86↓
48. On our website (www.mta.info)	81	86	87	82	82
49. Via our email alerts (if you subscribe)	81	85	87	86	83↓
50. Via our social media sites (on Facebook and Twitter)	79	82	82	80	78↓
51. Through the Train Time Mobile App. (if used)	79	85	86	83	83
52. With the Automated Phone System (Schedules, Fares, etc.)	78	82	83	83	83
53. With Customer Service Center Representatives	77	81	83	81	79↓



EAST OF HUDSON

TOTAL SATISFIED

	2014	2015	2016	2017	2018
	%	%	%	%	%
Communication (During Unplanned Service Disruptions)					
54. Real time train information at your home boarding station	N/A	N/A	70	68	65↓
55. Other communication at your home boarding station	N/A	N/A	73	71	69↓
56. On board our trains	63	71	78	75	73↓
57. At GCT	65	72	78	76	70↓
58. On our website (www.mta.info)	67	75	79	75	71↓
59. Through the "Service Status" box on our website	67	76	79	77	72↓
60. Via our e-mail alerts (if you subscribe)	69	79	80	80	75↓
61. Via our social media sites (on Facebook and Twitter)	68	75	77	74	72↓
62. Through the Train Time Mobile App (if used)	70	76	78	76	72↓
63. With the automated phone system for schedules, fares, etc.	71	76	79	79	75↓
64. With Customer Services Center representatives	70	75	78	77	72↓



EAST OF HUDSON

TOTAL SATISFIED

	2014	2015	2016	2017	2018
	%	%	%	%	%
Grand Central Terminal (GCT)					
65. Grand Central Terminal overall	96	95	96	95	94 ↓
66. The Station Master's Office, including the customer waiting area	91	91	93	92	90 ↓
67. Personal security	93	94	93	94	93 ↓
68. Presence of MTA police	91	94	94	94	95 ↑
69. Sound quality of audio announcements	81	78	83	83	82 ↓
70. Cleanliness of GCT (excluding restrooms)	92	90	90	91	90 ↓
71. Cleanliness of restrooms in GCT	64	63	65	64	64
72. Physical condition of restrooms	N/A	65	66	64	63 ↓



EAST OF HUDSON

TOTAL SATISFIED

	2014	2015	2016	2017	2018
	%	%	%	%	%
	MTA eTix				
73. MTA eTix overall	N/A	N/A	N/A	93	93
74. Ease of Use	N/A	N/A	N/A	94	92 ↓

SERVICE ATTRIBUTE RATINGS
West of Hudson
2014-2018



WEST OF HUDSON

TOTAL SATISFIED

	2014	2015	2016	2017	2018
	%	%	%	%	%
1. Metro-North Railroad overall	88	82	83	81	64↓
2. Value for the money using the railroad	73	66	71	59	49↓
Home Boarding Station					
3. Your home boarding station overall	90	89	92	90	84↓
4. Directional signage to the station	89	86	88	88	83↓
5. Personal security	86	83	84	79	79
6. Cleanliness inside the station building (excluding restrooms)	84	83	86	81	73↓
7. Maintenance of the station	84	84	88	89	81↓
8. Sound quality of audio announcements	54	51	49	47	31↓
9. Availability of parking on weekdays	95	93	96	93	90↓
10. Security of your car while parked at the station	92	89	92	92	88↓
11. Maintenance of station and platforms during snow/ice events	N/A	N/A	81	71	68↓
12. Cleanliness of platforms and outdoor shelters	88	88	89	85	82↓
13. Cleanliness of the track area around the station	88	85	88	85	83↓
14. Safety conditions at station at all other times	N/A	N/A	N/A	89	85↓
15. Homeless outreach at your home boarding station	N/A	N/A	N/A	N/A	63↓



WEST OF HUDSON

TOTAL SATISFIED

	2014	2015	2016	2017	2018
	%	%	%	%	%
On Trains (AM & PM)					
16. MNR train service overall	89	84	84	81	61↓
17. On-time performance	86	81	77	67	56↓
18. Safety from accidents	N/A	94	93	88	85↓
19. Availability of seats on train	85	86	83	76	73↓
20. Condition of seats on train	N/A	88	87	81	78↓
21. The temperature on the train	88	86	87	88	79↓
22. Personal security	97	95	96	93	90↓
23. Cleanliness of the restrooms	67	66	64	66	58↓
24. Cleanliness of train's interior (excluding restrooms)	89	90	90	87	79↓
25. Sound quality of audio announcements	75	74	75	65	53↓
26. Train interior maintenance – lights, floors, windows, etc. (excluding seats)	N/A	85	89	88	76↓
27. Quiet Commute Program	91	87	90	90	86↓



WEST OF HUDSON

TOTAL SATISFIED

	2014	2015	2016	2017	2018
	%	%	%	%	%
Courtesy and Responsiveness of Our Employees					
28. The overall courtesy and responsiveness of our employees	95	92	94	90	88↓
29. Conductors	96	94	94	94	88↓
30. Ticket Sellers	95	92	92	92	86↓
31. Metro-North Telephone Information Center representatives (In NY: 511)	81	78	82	79	76↓
32. MTA Police	N/A	93	92	90	92↑
Train Scheduling					
33. Overall train schedules	64	62	65	65	49↓
34. The weekday AM and PM peak schedule to and from your station	71	65	70	70	55↓
35. The weekday off-peak schedule to and from your station including late night service	51	49	51	51	40↓
36. The weekend schedule to and from your station	57	51	52	51	47↓
37. Connections to trains to/from NY Penn Station	N/A	N/A	N/A	70	61↓



WEST OF HUDSON

TOTAL SATISFIED

	2014	2015	2016	2017	2018
	%	%	%	%	%
Communication					
38. Overall communication to you	76	76	72	74	55 ↓
39. Overall communication during normal service conditions	82	83	80	80	66 ↓
40. Our overall communications during <u>scheduled</u> service disruptions (alternative busing, etc.)	N/A	N/A	N/A	N/A	45 ↓
41. Overall communications during <u>unplanned</u> service disruptions	58	57	54	54	33 ↓
Communication during normal service conditions					
42. At your boarding station	72	69	65	64	51 ↓
43. On board our trains	84	83	79	78	65 ↓
44. At Hoboken Terminal	81	78	77	77	62 ↓
45. At Secaucus Junction	84	83	80	79	69 ↓
46. At Penn Station New York	71	69	69	71	52 ↓
47. On the Metro-North website (www.mta.info)	82	82	82	83	67 ↓
48. On the NJ Transit website (www.njtransit.com)	83	83	82	82	66 ↓
49. Metro-North's social media sites (Facebook, Twitter)	78	75	76	71	54 ↓
50. With Metro-North's automated phone system for schedules, fares, etc.	77	71	70	71	69 ↓
51. With Metro-North's Customer Service Center Representatives	69	71	74	71	60 ↓
52. With NJ Transit's automated phone system for schedules, fares, etc.	70	66	73	65	53 ↓
53. With NJ Transit's Travel Information Center Representatives	70	72	77	67	55 ↓



WEST OF HUDSON

TOTAL SATISFIED

	2014	2015	2016	2017	2018
	%	%	%	%	%
Communication (During Unplanned Service Disruptions)					
54. At your boarding station	52	53	49	51	31↓
55. On board our trains	72	65	66	67	50↓
56. At Hoboken Terminal	68	65	66	66	47↓
57. At Secaucus Junction	68	71	72	69	47↓
58. At Penn Station New York	60	65	60	62	36↓
59. In the “Service Status” box on the Metro-North website	70	72	71	71	51↓
60. With Metro-North’s automated phone system for schedules, fares, etc.	69	77	67	65	48↓
61. With Metro-North’s Customer Service Center Representatives	69	78	71	67	47↓
62. On the NJ Transit website (www.njtransit.com)	75	79	78	68	48↓
63. With NJ Transit’s automated phone system for schedules, fares, etc.	67	71	71	64	43↓
64. With NJ Transit’s Telephone Information Center Representatives	69	74	68	62	41↓



WEST OF HUDSON

TOTAL SATISFIED

	TOTAL SATISFIED				
	2014	2015	2016	2017	2018
	%	%	%	%	%
Hoboken Terminal					
65. Hoboken Terminal Overall	83	80	75	74	62 ↓
66. Personal Security in Hoboken Terminal	90	84	85	82	76 ↓
67. Cleanliness of restrooms	72	72	57	53	49 ↓
68. Physical condition of restrooms	N/A	73	57	55	47 ↓
69. Cleanliness of the Terminal (excluding restrooms)	85	81	77	78	68 ↓
70. Connections to PATH/Ferry	N/A	N/A	N/A	85	80 ↓
Secaucus Junction					
71. Secaucus Junction Overall	94	84	89	89	83 ↓
72. Personal Security	99	92	95	92	92

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 our 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.

You can also complete the survey online. Just go to www.MNRSurveyEast.com. To access the survey, you will need the 5 digit code contained on the front cover of this questionnaire.

Thank you for your time and cooperation.

Sincerely,

Catherine A. Rinaldi
President, MTA Metro-North Railroad



Randolph Glucksman
Chair, Metro-North Rail
Commuter Council



James Redeker
Commissioner, Connecticut
Department of Transportation



Jim Gildea
Chair, Connecticut Metro-North
Commuter Rail Council



Instructions

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:

	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:

	Dissatisfied	Very Dissatisfied	Satisfied	Very Satisfied	NA
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 at the station	12	345	678	910	NA
6. Cleanliness inside the station building (excluding restrooms)	12	345	678	910	NA
7. Cleanliness of platforms and outdoor shelters	12	345	678	910	NA
8. Cleanliness of the area along the tracks (the right of way)	12	345	678	910	NA
9. Maintenance of station and platforms during snow/ice events	12	345	678	910	NA
10. Maintenance of station at all other times	12	345	678	910	NA
11. Safety conditions at station at all other times	12	345	678	910	NA
12. Sound quality of audio announcements	12	345	678	910	NA
13. Availability of parking on weekdays	12	345	678	910	NA
14. Security of your car while parked at the station	12	345	678	910	NA
15. Homeless outreach at your home boarding station	12	345	678	910	NA

On Trains (All time periods)

How satisfied are you with:

	Dissatisfied	Very Dissatisfied	Satisfied	Very Satisfied	NA
16. MNR train service overall	12	345	678	910	NA
17. On-time performance	12	345	678	910	NA
18. The safe operation of the train	12	345	678	910	NA
19. Availability of seats on trains	12	345	678	910	NA
20. Condition of seats on trains	12	345	678	910	NA

	Dissatisfied	Very Dissatisfied	Satisfied	Very Satisfied	NA
21. The temperature in the train	12	345	678	910	NA
22. Personal security on trains	12	345	678	910	NA
23. Cleanliness of the restrooms	12	345	678	910	NA
24. Cleanliness of train's interior (excluding restrooms)	12	345	678	910	NA
25. Sound quality of audio announcements	12	345	678	910	NA
26. Train interior maintenance - lights, floors, windows, etc (excluding seats)	12	345	678	910	NA
27. The Quiet Car program	12	345	678	910	NA

Courtesy and Responsiveness of Employees

How satisfied are you with:

	Dissatisfied	Very Dissatisfied	Satisfied	Very Satisfied	NA
28. The overall courtesy and responsiveness of our employees	12	345	678	910	NA
29. Conductors	12	345	678	910	NA
30. Ticket Sellers	12	345	678	910	NA
31. Customer Service Representatives (Ushers) in Grand Central Terminal	12	345	678	910	NA
32. Information Booth and Station Master's Office Personnel at Grand Central Terminal	12	345	678	910	NA
33. Telephone Information Center Representatives (in NY: 511; in CT: 877-690-5114)	12	345	678	910	NA
34. Professional appearance of conductors	12	345	678	910	NA
35. MTA Police	12	345	678	910	NA

Train Scheduling

How satisfied are you with:

	Dissatisfied	Very Dissatisfied	Satisfied	Very Satisfied	NA
36. Overall train schedules	12	345	678	910	NA
37. The weekday AM and PM peak schedule to or from your station	12	345	678	910	NA
38. The weekday off-peak schedule to and from your station including late night service	12	345	678	910	NA
39. The weekend schedule to and from your station	12	345	678	910	NA



Communication

How satisfied are you with:

	Disatisfied	Very Disatisfied	Satisfied	Very Satisfied	NA
40. a. Our overall communications to you	12	345	678	910	NA
b. Our overall communications during normal service conditions	12	345	678	910	NA
c. Our overall communications during <u>scheduled</u> service disruptions (alternative busing, etc.)	12	345	678	910	NA
d. Our overall communications during <u>unplanned</u> service disruptions	12	345	678	910	NA

Communication during normal service conditions

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

41. Real time train information at your home boarding station	12	345	678	910	NA
42. Other communication at your home boarding station	12	345	678	910	NA
43. On board our trains	12	345	678	910	NA
44. At Grand Central Terminal	12	345	678	910	NA
45. On our website (www.mta.info)	12	345	678	910	NA
46. Via our email alerts (if you subscribe)	12	345	678	910	NA
47. Via our social media sites (on Facebook and Twitter)	12	345	678	910	NA
48. Through the TrainTime Mobile App (if used)	12	345	678	910	NA
49. With the automated phone system for schedules, fares, etc.	12	345	678	910	NA
50. With Customer Service Center Representatives (in NYC: 511, In CT: 877-690-5114)	12	345	678	910	NA
51. Which one method do you use most frequently to get information about Metro-North service?					
___ MNR Website	___ email	___ Facebook			
___ Seat Notice	___ Train Time app	___ Twitter			
___ News Media	___ Instagram				
___ Other Social Media Site (Specify: _____)					
___ Other: _____					
___ I don't know how to contact Metro-North					

Communication during unplanned service disruptions

How satisfied are you with the information we give you about the length and cause of the unplanned service disruption :

	Disatisfied	Very Disatisfied	Satisfied	Very Satisfied	NA
52. Real time train information at your home boarding station	12	345	678	910	NA
53. Other communication at your home boarding station	12	345	678	910	NA
54. On board our trains	12	345	678	910	NA
55. At Grand Central Terminal	12	345	678	910	NA
56. On our website (www.mta.info)	12	345	678	910	NA
57. Through the "Service Status" box on our website	12	345	678	910	NA
58. Via our email alerts (if you subscribe)	12	345	678	910	NA
59. Via our social media sites (on Facebook and Twitter)	12	345	678	910	NA
60. Through the TrainTime Mobile App (if used)	12	345	678	910	NA
61. With the automated phone system for schedules, fares, etc.	12	345	678	910	NA
62. With Customer Service Center Representatives (in NYC: 511, In CT: 877-690-5114)	12	345	678	910	NA

Grand Central Terminal (GCT)

How satisfied are you with:

63. Grand Central Terminal overall	12	345	678	910	NA
64. The Station Master's Office in GCT, including the customer waiting area	12	345	678	910	NA
65. Personal security in GCT	12	345	678	910	NA
66. Presence of MTA Police in GCT	12	345	678	910	NA
67. Sound quality of audio announcements	12	345	678	910	NA
68. Cleanliness of GCT (excluding restrooms)	12	345	678	910	NA
69. Cleanliness of restrooms in GCT (if used)	12	345	678	910	NA
70. Physical condition of restrooms (if used)	12	345	678	910	NA

71. a. Please tell us if you are aware or unaware of the following Metro-North programs by checking the appropriate boxes below.

AWARE UNAWARE

___	___	ConnectWithUs – Monthly forums where MNR Senior Leadership meets with customers to answer questions and get feedback.
___	___	TRACKS -a freeway safety education community outreach program designed to promote safe behaviors at or around railroad grade crossings and tracks.
___	___	#BeThe1To Help Them Connect – Suicide Prevention Poster Campaign.
___	___	Homeless outreach at outlying stations (not including GCT)
___	___	STAR Program – Railroad management employees who volunteer to provide supplemental customer assistance during major service disruptions and planned events
___	___	Zipcar – an hourly car sharing service
___	___	Metro-North Deals & Getaways – Discount packages with rail fare
___	___	MTA eTix- a mobile ticketing app that lets you purchase and use Metro-North tickets directly on your smartphone or mobile device

b. If you use MTA eTix to purchase and use rail tickets, how satisfied are you with it overall? (Use the same scale as in Q. 1-70.)

12 345 678 910 NA

c. How satisfied are you with its ease of use?

12 345 678 910 NA

72 a. If you are aware of Metro-North Deals & Getaways, where did you find out about them?

___ MNR website	___ At a MNR station
___ Word of mouth	___ On Social Media
___ Other (Please specify): _____	

b. Have you ever purchased a Metro-North Deal or Getaway?

___ Yes ___ No



85. 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
86. Are you: Male Female Other
87. How long have you been riding Metro-North?
- Less than one year
 1 –3 years 5 – 10 years
 3 – 5 years 10 years or more
88. What is your home zip code? _____
89. In which county or borough do you reside? _____
90. Are you:
- White
 Black or African American
 Asian
 American Indian or Alaska Native
 Native Hawaiian and Other Pacific Islanders
 Other (Please specify) _____
91. Are you of Hispanic origin? Yes No
92. In which country were you born?
- United States Other (Specify: _____)
93. In which country or countries were your parents/ancestors born?
- United States Dominican Republic
 Mexico Jamaica
 China Other (Specify: _____)
94. Which language would be most helpful for you to receive Metro-North written or electronically displayed information in?
- English Another language (specify) _____
 Spanish No preference
95. Which language would be most helpful for you to understand Metro-North announcements or to converse in with Metro-North personnel (e.g. to ask for travel directions)?
- English Another language (specify) _____
 Spanish No preference
96. a. What is the primary language spoken in your home?
- English Another Language (specify: _____)
 Spanish
- b. How well do you speak English?
- Very well Not well
 Well Not at all

97. Including yourself, how many people lived in your household in 2017?
- 1 3 5-6 9 or more
 2 4 7-8
98. What was your approximate annual 2017 household income before taxes and other deductions?
- Under \$12,500 \$75,000 to \$99,999
 \$12,500 – \$24,999 \$100,000 to \$149,999
 \$25,000 - \$37,499 \$150,000 to \$199,999
 \$37,500 - \$49,999 \$200,000 to \$299,999
 \$50,000 - \$74,999 \$300,000 or more

If you are not satisfied with our performance in any of the areas in questions 1 through 71, please explain why below. Please also include any other comments you might have (service suggestions, safety-related comments, safety conditions, suggestions for railroad improvements, etc) .

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 _____

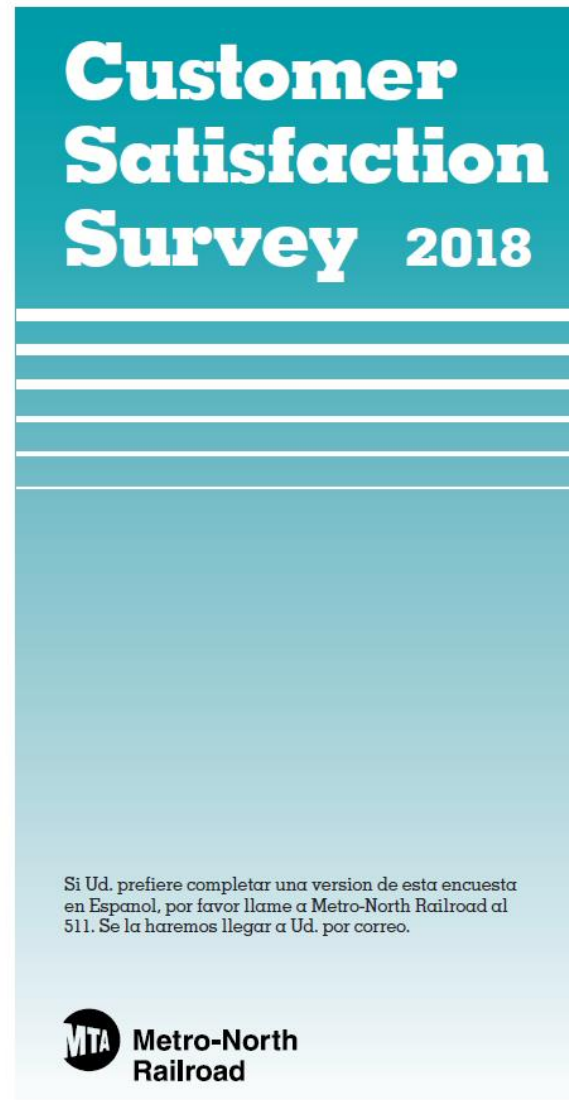
E-mail Address _____

Phone (H) _____ (W) _____

Thank you for taking the time to complete this survey.



West of Hudson Questionnaire



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.

You can also complete the survey online. Just go to www.MNRSurveyWest.com. To access the survey, you will need the 5 digit code contained on the front cover of this questionnaire.

Thank you for your time and cooperation.

Sincerely,



Catherine Rinaldi
President, MTA Metro-North Railroad



Randolph Glucksmann
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:

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

Your Home Boarding Station

How satisfied are you with:

- | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
|--|---|---|---|---|---|---|---|---|---|----|----|
| 3. Your home boarding station overall | | | | | | | | | | | |
| 4. Directional signage to the station | | | | | | | | | | | |
| 5. Personal security | | | | | | | | | | | |
| 6. Cleanliness inside the station building (excluding restrooms) | | | | | | | | | | | |
| 7. Cleanliness of platforms and outdoor shelters | | | | | | | | | | | |
| 8. Cleanliness of the track area along the tracks (the right of way) | | | | | | | | | | | |
| 9. Maintenance of station and platforms during snow/ice events | | | | | | | | | | | |
| 10. Safety conditions at station at all other times | | | | | | | | | | | |
| 11. Maintenance of station at all other times | | | | | | | | | | | |
| 12. Sound quality of audio announcements | | | | | | | | | | | |
| 13. Availability of parking on weekdays | | | | | | | | | | | |
| 14. Security of your car while parked at the station | | | | | | | | | | | |
| 15. Homeless outreach at your home boarding station | | | | | | | | | | | |

On Trains (All time periods)

How satisfied are you with:

- | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
|-------------------------------------|---|---|---|---|---|---|---|---|---|----|----|
| 16. MNR train service overall | | | | | | | | | | | |
| 17. On-time performance | | | | | | | | | | | |
| 18. The safe operation of the train | | | | | | | | | | | |
| 19. Availability of seats on trains | | | | | | | | | | | |

On Trains (continued)

- | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
|---|---|---|---|---|---|---|---|---|---|----|----|
| 20. Condition of seats on trains | | | | | | | | | | | |
| 21. The temperature in the train | | | | | | | | | | | |
| 22. Personal security on trains | | | | | | | | | | | |
| 23. Cleanliness of the restrooms | | | | | | | | | | | |
| 24. Cleanliness of train's interior (excluding restrooms) | | | | | | | | | | | |
| 25. Sound quality of audio announcements | | | | | | | | | | | |
| 26. Train interior maintenance- lights, floors, windows, etc. (excluding seats) | | | | | | | | | | | |
| 27. The Quiet Commute Program | | | | | | | | | | | |

Courtesy and Responsiveness of Railroad Employees

How satisfied are you with:

- | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
|---|---|---|---|---|---|---|---|---|---|----|----|
| 28. The overall courtesy and responsiveness of railroad employees | | | | | | | | | | | |
| 29. Conductors | | | | | | | | | | | |
| 30. Ticket Sellers | | | | | | | | | | | |
| 31. Metro-North Telephone Information Center representatives (in NY: 511) | | | | | | | | | | | |
| 32. MTA Police | | | | | | | | | | | |

Train Scheduling

How satisfied are you with:

- | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | NA |
|--|---|---|---|---|---|---|---|---|---|----|----|
| 33. Overall train schedules | | | | | | | | | | | |
| 34. The weekday AM and PM peak schedule to or from your home station | | | | | | | | | | | |
| 35. The weekday off-peak schedule to and from your home station | | | | | | | | | | | |
| 36. The weekend schedule to and from your home station | | | | | | | | | | | |
| 37. Connections to trains to/from NY Penn Station | | | | | | | | | | | |



Communication

Disatisfied Very Dissatisfied Satisfied Satisfied Very Satisfied

How satisfied are you with our overall communication:

38. a. To you in all service conditions 1 2 3 4 5 6 7 8 9 10 NA
 b. During normal service conditions 1 2 3 4 5 6 7 8 9 10 NA
 c. During scheduled service disruptions (alternative busing, etc.) 1 2 3 4 5 6 7 8 9 10 NA
 d. During unplanned 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:

39. At your home boarding station 1 2 3 4 5 6 7 8 9 10 NA
 40. On board our trains 1 2 3 4 5 6 7 8 9 10 NA
 41. At Hoboken Terminal 1 2 3 4 5 6 7 8 9 10 NA
 42. At Secaucus Junction 1 2 3 4 5 6 7 8 9 10 NA
 43. At Penn Station New York 1 2 3 4 5 6 7 8 9 10 NA
 44. On the Metro-North website (www.mta.info) 1 2 3 4 5 6 7 8 9 10 NA
 45. On the NJ TRANSIT website (www.njtransit.com) 1 2 3 4 5 6 7 8 9 10 NA
 46. With Metro-North's social media sites (Facebook, Twitter) 1 2 3 4 5 6 7 8 9 10 NA
 47. With Metro-North's automated phone system for schedules, fares, etc. (In NY: 511) 1 2 3 4 5 6 7 8 9 10 NA
 48. With Metro-North's Customer Service Center Representatives (In NY: 511) 1 2 3 4 5 6 7 8 9 10 NA
 49. 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
 50. With NJ TRANSIT's Travel Information Center Representatives (973-275-5555) 1 2 3 4 5 6 7 8 9 10 NA
 51. Which method do you use most frequently to get information about Metro-North service?
 ___ MNR Website ___ NJT Website ___ Facebook
 ___ Seat Notice ___ Twitter
 ___ News Media ___ Instagram
 ___ Other Social Media Site (Specify: _____)
 ___ Other method _____
 ___ I don't know how to contact Metro-North

Communication (cont.)

Disatisfied Very Dissatisfied Satisfied Satisfied Very Satisfied

Communication during unplanned service disruptions

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

52. At your home boarding station 1 2 3 4 5 6 7 8 9 10 NA
 53. On board our trains 1 2 3 4 5 6 7 8 9 10 NA
 54. At Hoboken Terminal 1 2 3 4 5 6 7 8 9 10 NA
 55. At Secaucus Junction 1 2 3 4 5 6 7 8 9 10 NA
 56. At Penn Station New York 1 2 3 4 5 6 7 8 9 10 NA
 57. In the "Service Status" box on the Metro-North website (www.mta.info) 1 2 3 4 5 6 7 8 9 10 NA
 58. With Metro-North's automated phone system for schedules, fares, etc. (In NY: 511) 1 2 3 4 5 6 7 8 9 10 NA
 59. With Metro-North's Customer Service Center Representatives (In NY: 511) 1 2 3 4 5 6 7 8 9 10 NA
 60. On the NJ TRANSIT website (www.njtransit.com) 1 2 3 4 5 6 7 8 9 10 NA
 61. 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
 62. With NJ TRANSIT'S Telephone Information Center Representatives (973-275-5555) 1 2 3 4 5 6 7 8 9 10 NA

Hoboken Terminal

How satisfied are you with:

63. Hoboken Terminal overall 1 2 3 4 5 6 7 8 9 10 NA
 64. Personal security in Hoboken Terminal 1 2 3 4 5 6 7 8 9 10 NA
 65. The connections to PATH/Ferry 1 2 3 4 5 6 7 8 9 10 NA
 66. Have you used any of the restrooms in Hoboken Terminal during the past 12 months?
 ___ Yes (continue) ___ No (Go to Q.69)
 67. Cleanliness of restrooms 1 2 3 4 5 6 7 8 9 10 NA
 68. Physical condition of the restroom 1 2 3 4 5 6 7 8 9 10 NA
 69. Cleanliness of the terminal (excluding restrooms) 1 2 3 4 5 6 7 8 9 10 NA

Secaucus Junction

Disatisfied Very Dissatisfied Satisfied Satisfied Very Satisfied

How satisfied are you with:

70. Secaucus Junction overall 1 2 3 4 5 6 7 8 9 10 NA
 71. Personal security in Secaucus Junction 1 2 3 4 5 6 7 8 9 10 NA

About Your Trip

72. 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. _____

73. During the 2017-2018 snow season, when you arrived at your home boarding station were the platforms, stairs and walkways usually:

Cleared ___ Yes ___ No
 Salted ___ Yes ___ No
 Snowed-covered ___ Yes ___ No
 Icy ___ Yes ___ No

74. The MTA promotes security awareness through slogans such as "If You See Something, Say Something" and "New Yorkers Keeping New York Safe". How likely are you to report suspicious items or behavior to Police or train crews?

___ Very likely ___ Not Very Likely
 ___ Somewhat Likely ___ Not At All Likely

75. Please tell us if you are aware or unaware of the following Metro-North programs by checking the appropriate boxes below.

Aware	Unaware	
___	___	ConnectWithUs – Social media communication with Metro-North
___	___	TRACKS -a free safety education community outreach program designed to promote safe behaviors at or around railroad grade crossings and tracks
___	___	#BeThe1To Help Them Connect – Suicide Prevention Program
___	___	Homeless outreach at outlying stations
___	___	Zipcar – an hourly car sharing service
___	___	Metro-North Deals & Getaways – Discount packages with rail fare



About Your Trip (cont.)

76. a. If you are aware of Metro-North Deals & Getaways, where did you find out about them?

- MNR website At a MNR station
 Word of mouth On Social Media
 Other (Please specify): _____

b. Have you ever purchased a Metro-North Deal or Getaway?

- Yes No

77. 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: _____)
 Ridesharing programs (e.g. UBER, Lyft)
 Rental car (e.g. Enterprise, Zipcar)
 Other (Please specify) _____

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

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

79. a. What type of ticket are you using today?

- Monthly Weekly 10 Trip
 One Way Off Peak Round Trip
 Seniors/Disabled Persons/Medicare Recipients

b. Where did you purchase this ticket?

- Ticket Vending Machine Mail & Ride
 Ticket Window Onboard the Train
 On a Mobile Device
 Other (Please Specify): _____

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

- Hoboken Terminal Secaucus Junction
 Other (Specify) _____

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

- NYC subway or bus PATH – WTC Line
 Ferry to midtown Manhattan PATH – 33rd St. Line
 Ferry to downtown Manhattan Walk
 Rental car (e.g. Enterprise, Zipcar)
 Transfer to another train to Penn Station
 Ridesharing programs (e.g. UBER, Lyft)
 Other (specify) _____

82. a. (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

b. During rail service disruptions to Manhattan, which alternative service do you primarily use?

- None, still use regular rail service
 Drive to the Hudson Line and use (specify which station: _____)
 Take Tappan Zee Express bus to Tarrytown station
 Take Ferry to Beacon station
 Take Express Bus to Manhattan (Operator: _____)
 Drive alone/with others to Manhattan
 Do not make the trip
 Other (Specify: _____)

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

84. What is the purpose of your trip today?

- Commute to or from work
 Travel to or from school
 For business reasons (but not for commuting)
 Shopping Personal reasons
 Entertainment Other

About You

85. Which types of recreational activities do you enjoy going to?

(Check as many as apply)

- Museums
 Family Attractions
 Expos
 Live Shows (theater, concerts, etc.)
 Sporting Events
 Sightseeing
 Cultural Events (parades, festivals, etc.)
 Tours
 Other (Please Specify): _____



86. 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

87. Are you: Male Female Other

88. 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

89. What is your home zip code?

90. In which county do you reside?
- Orange Rockland
 Other (Specify: _____)

Metro-North is required by the Federal Transit Administration to ask Questions 91-99 in order to retain federal funding for the railroad

91. Are you:
- White
 Black or African American
 American Indian or Alaska Native
 Native Hawaiian and Other Pacific Islanders
 Asian
 Other (Specify: _____)

92. Are you of Hispanic origin? Yes No

93. In which country were you born?

United States Other (Specify: _____)

94. In which country or countries were your parents/ancestors born?
- United States Dominican Republic
 Mexico Jamaica
 China Other (Specify: _____)

95. Which language would be most helpful for you to receive Metro-North written or electronically displayed information in?
- English Another language (specify) _____
 Spanish No preference

96. Which language would be most helpful for you to understand Metro-North announcements (or to converse in with railroad personnel, e.g., to ask for travel directions)?
- English Another language (specify) _____
 Spanish No preference

- 97 a. What is the primary language spoken in your home?
- English Another language (specify: _____)
 Spanish
- b. How well do you speak English?
- Very well Not well
 Well Not at all

98. Including yourself, how many people lived in your household in 2017?
- 1 3 5-6 9 or more
 2 4 7-8

99. What was your approximate annual 2017 household income before taxes and other deductions?
- Under \$12,500 \$75,000 to \$99,999
 \$12,500 – \$24,999 \$100,000 to \$149,999
 \$25,000 - \$37,499 \$150,000 to \$199,999
 \$37,500 - \$49,999 \$200,000 to \$299,999
 \$50,000 - \$74,999 \$300,000 or more

If you are not satisfied with our performance in any of the areas in questions 1 through 71, please explain why below. Please also include any other comments or service suggestions. (Safety-related comments, station conditions, suggestions for railroad improvements, etc.)

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.

