



**Spring 2022
Customers Count
Survey**

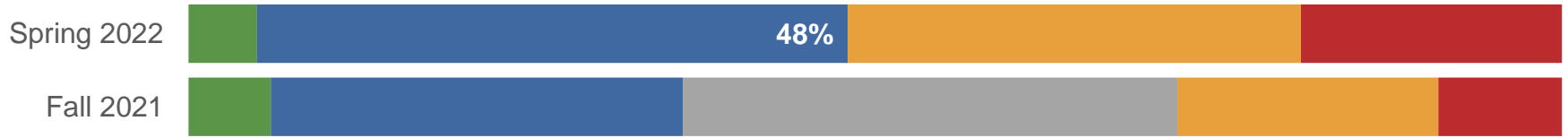
New York City Transit and MTA Bus
Subway • Bus • Access-A-Ride

Executive Summary

- Online survey was open from June 14 to 27, offered in 8 languages, and also by phone.
- We received about 175,000 subway line, 47,000 bus route and 3,500 AAR evaluations.
- Of subway respondents, **Subway satisfaction rates came in at 48%**. The L, G, Q and 7 lines showed the highest satisfaction rates.
 - Safety and security were indicated as extremely important to subway customers, and satisfaction scores in that area remain low.
 - Service attributes also show as very important, with higher satisfaction scores.
 - Among those using the subway less now than they did before COVID, *personal security* was the most mentioned reason for the reduction in use.
- **Local, Limited and Select Bus customers provided 63% satisfaction rate.**
 - Bus customers are more concerned and less satisfied with service than they are with safety and security.
 - **Express Bus customers are more satisfied at 76% overall.**
 - For those reducing use of Local, Limited and Select Buses, *Service quality* and *COVID concerns* were the most mentioned reason. *Able to work from home* was the most mentioned reason for Express Bus customers.
- **Access-A-Ride customers provided 61% satisfaction rates.** Among the attributes measured on the survey for AAR service, *on time pick up* and *the ride shows up* were the most important, and both are rated lower by customers than their overall experience.

Overall Transit Experience

Subway



Local, Limited and Select Bus



Express Bus



Access-A-Ride



0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

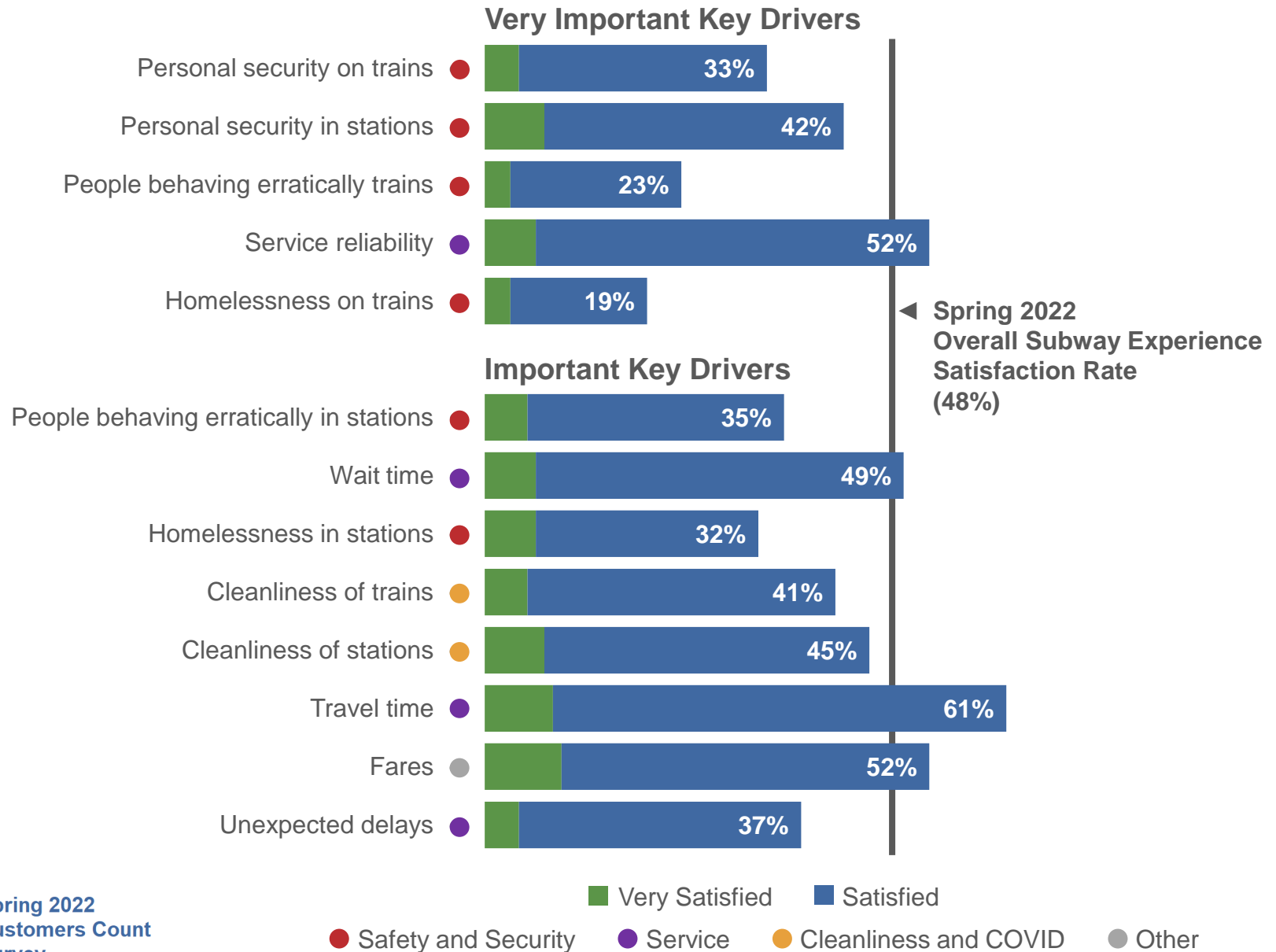
■ Very Satisfied
 ■ Satisfied
 ■ Neutral
 ■ Dissatisfied
 ■ Very Dissatisfied

Notes:

- In Fall 2021, 1 was *very dissatisfied*, 2 was *dissatisfied*, 3 was *neutral*, 4 was *satisfied*, and 5 was *very satisfied*.
- In Spring 2022, 1 to 2 were *very dissatisfied*, 3 to 5 were *dissatisfied*, 6 to 8 were *satisfied*, and 9 to 10 were *very satisfied*.

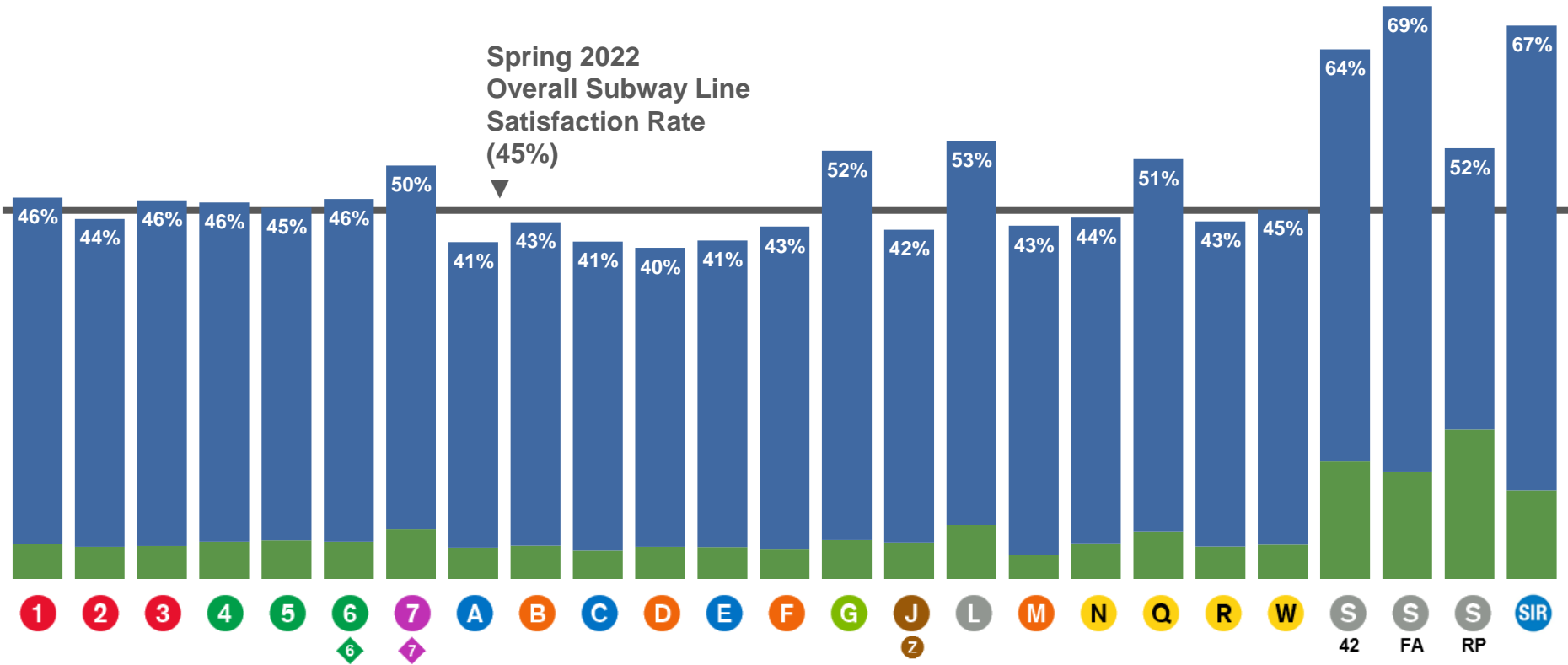
Key Drivers of Overall Subway Experience

Percentage of satisfied + very satisfied customers (in order of importance)



Subway Line Overall Satisfaction Rates

Percentage of satisfied + very satisfied customers



Highest Rated Subway Stations

Percentage of satisfied + very satisfied customers for stations with a sample size of 50 or more

Five Highest Rated Stations	GSM Zone	June 2022 Average Weekday Ridership	Overall Station Rating	Key Drivers Raising Overall Station Rating
Eastern Pkwy-Bklyn Museum 2 3	11	2,722	91%	Personal security (79%), People behaving erratically (72%), Cleanliness (87%)
Wilson Av L	18	2,917	88%	Cleanliness (65%)
Gun Hill Rd 5	3	3,191	86%	Cleanliness (85%)
96 St Q	8	11,539	85%	Personal security (71%), Cleanliness (89%)
Beverley Rd Q	15	2,449	85%	Cleanliness (82%)

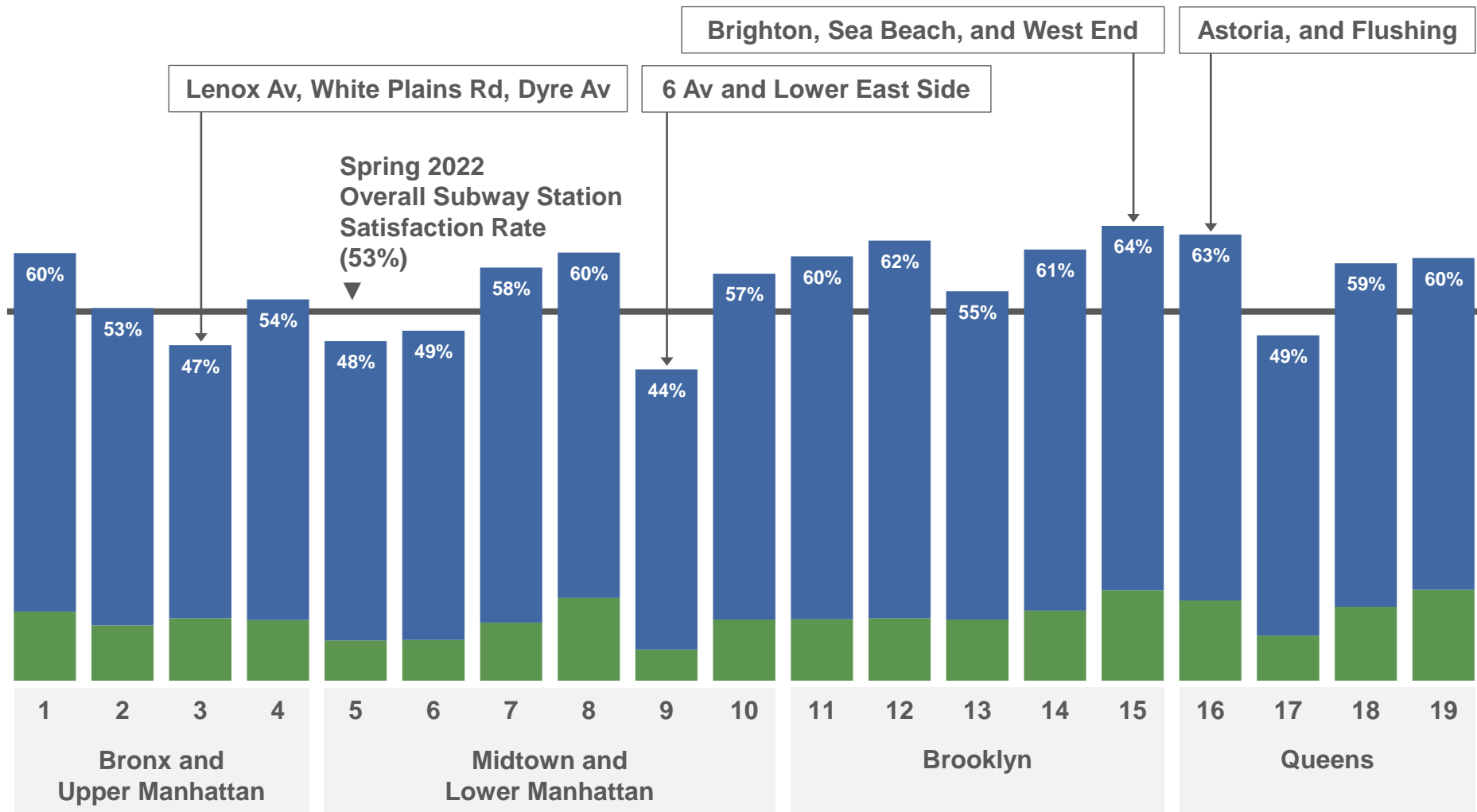
Lowest Rated Subway Stations

Percentage of satisfied + very satisfied customers for stations with a sample size of 50 or more

Five Lowest Rated Stations	GSM Zone	June 2022 Average Weekday Ridership	Overall Station Rating	Key Drivers Lowering Overall Station Rating
Central Park North (110 St) ②③	3	4,748	19%	Personal security (14%), People behaving erratically (12%), Homelessness (11%), Cleanliness (15%)
116 St ⑥	4	8,883	29%	Personal security (25%), People behaving erratically (20%), Homelessness (17%), Cleanliness (28%)
3 Av-149 St ②⑤	3	11,480	29%	Personal security (23%), People behaving erratically (15%), Homelessness (12%), Cleanliness (24%)
125 St ②③	3	8,201	29%	Personal security (25%), People behaving erratically (18%), Homelessness (16%), Cleanliness (25%)
191 St ①	1	4,823	29%	Personal security (26%), People behaving erratically (17%), Homelessness (16%), Cleanliness (23%)

Subway Group Station Manager Zone Overall Satisfaction Rates

Percentage of satisfied + very satisfied customers



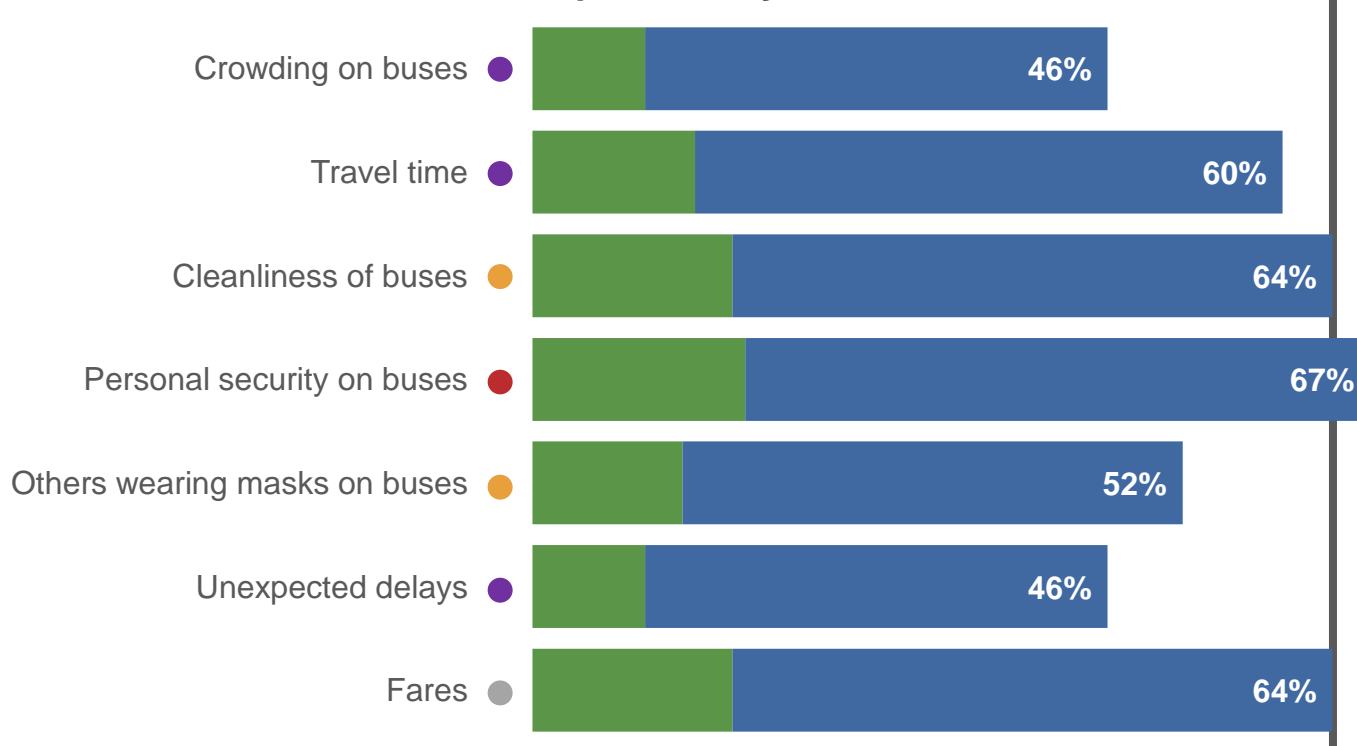
Key Drivers of Overall Local, Limited and Select Bus Experience

Percentage of satisfied + very satisfied customers (in order of importance)

Very Important Key Drivers



Important Key Drivers

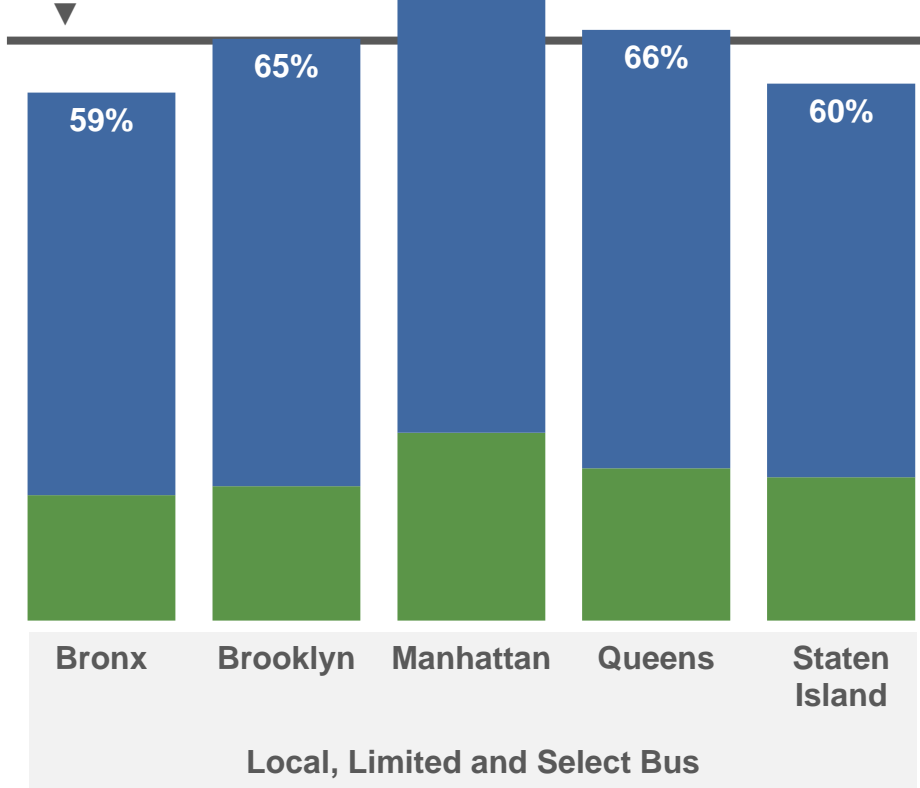


◀ Spring 2022
Overall Local, Limited and
Select Bus Experience
Satisfaction Rate
(64%)

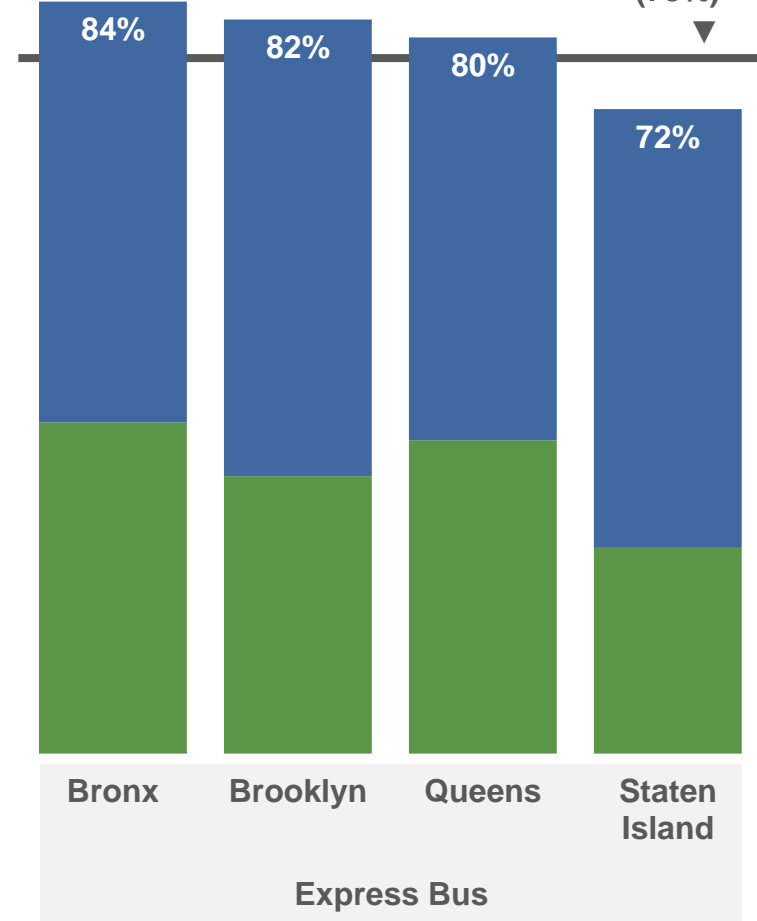
Bus Route Overall Satisfaction Rates By Borough

Percentage of satisfied + very satisfied customers

Spring 2022
Overall Local, Limited and Select Bus Route
Satisfaction Rate
(65%)



Spring 2022
Overall Express Bus Route
Satisfaction Rate
(78%)



Highest Rated Local, Limited and Select Bus Routes

Percentage of satisfied + very satisfied customers for routes with a sample size of 50 or more

Five Highest Rated Routes	June 2022 Average Weekday Ridership	Overall Route Rating	Key Drivers Raising Overall Route Rating
M86 SBS	13,198	91%	Wait times (68%), Service reliability (78%), Crowding (71%), Travel times (82%), Cleanliness (86%), Personal security (84%), Unexpected delays (75%)
M79 SBS	7,624	90%	Wait times (65%), Service reliability (75%), Crowding (72%), Travel times (80%), Cleanliness (82%), Personal security (84%), Unexpected delays (68%)
M104	5,673	84%	Travel times (74%), Cleanliness (81%), Personal security (86%), Unexpected delays (64%)
Q70 SBS	5,899	82%	Wait times (64%), Service reliability (79%), Travel times (78%), Cleanliness (92%), Personal security (92%), Unexpected delays (74%)
M31	4,768	81%	Service reliability (69%), Crowding (72%), Travel times (75%), Cleanliness (84%), Personal security (84%)

Lowest Rated Local, Limited and Select Bus Routes

Percentage of satisfied + very satisfied customers for routes with a sample size of 50 or more

Five Lowest Rated Routes	June 2022 Average Weekday Ridership	Overall Route Rating	Key Drivers Lowering Overall Route Rating
B7	4,886	48%	Wait times (34%)
Bx40	9,898	48%	Wait times (28%), Crowding (24%), Travel times (43%), Cleanliness (37%), Personal security (48%), Others wearing masks (35%)
S40/90	3,800	47%	Wait times (28%), Service reliability (35%), Crowding (22%), Travel times (38%), Cleanliness (44%), Others wearing masks (35%)
B14	4,992	45%	Wait times (31%), Unexpected delays (26%)
Q55	5,802	44%	Wait times (29%), Service reliability (34%), Travel times (43%), Unexpected delays (30%)

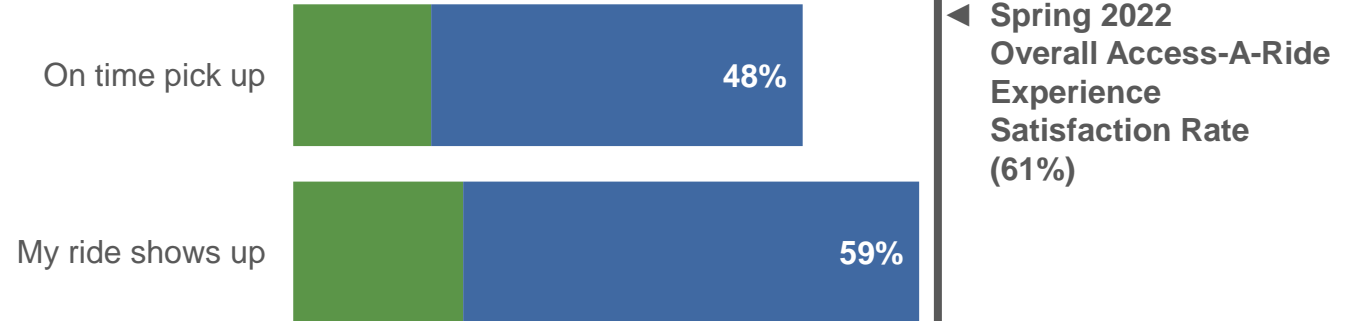
Note:

- In June 2022, the Bx40 had alignment and bus stop changes.

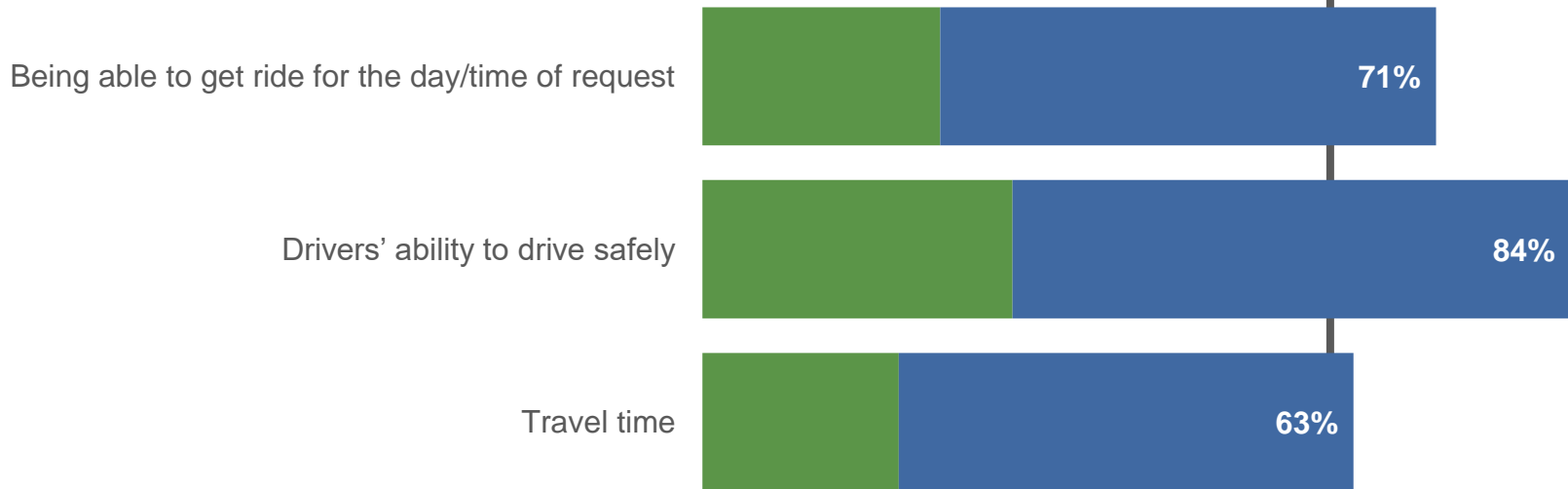
Key Drivers of Overall Access-A-Ride Experience

Percentage of satisfied + very satisfied customers (in order of importance)

Very Important Key Drivers



Important Key Drivers



■ Very Satisfied ■ Satisfied

Top Reasons Using Less Frequently Since March 2020 By Mode

Among those who are continuous – reduced customers

Subway	Local, Limited and Select Bus	Express Bus	Access-A-Ride Paratransit
Personal security (61%)	Service quality (39%)	Able to work from home (48%)	Service quality (52%)
Able to work from home (47%)	COVID concerns (37%)	Service quality (24%)	COVID concerns (36%)
COVID concerns (37%)	Personal security (29%)	Cost (23%)	Personal security (15%)
Service quality (37%)			

Notes:

- Multiple responses were permitted – percentages do not sum to 100%.

Next Steps

- Next steps for my team are to continue engaging more deeply within NYC Transit / MTA Bus to share the results throughout the organization and discuss the key drivers that our customers indicated would increase their satisfaction and use.
- Our aim is to meet with teams involved in service delivery, customer journey and experience, accessibility, communications, OMNY, etc., to help define and support improvement initiatives to meet their goals.