



NEWS

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FOR IMMEDIATE RELEASE

MTA CUSTOMER COMPLAINTS HIT LOW POINT FOR THE MONTH OF JANUARY

For only the third time in 15 years, passengers had fewer complaints about MTA's Metro Bus and Metro Rail service during the month of January than they did during the preceding December, which historically brings the lowest complaint totals of the year.

While complaint totals fluctuate for various reasons from month to month, the January 2000 figures reflect the impressive downward trend in complaints that has now been going on for the past 17 months.

MTA logged 1,136 complaints in January, compared to 1,168 customer complaints in December, down 2.7 percent. In addition, there was a 29 percent reduction in schedule-related complaints during 1999 that resulted in a 14 percent decline in the long-term average of complaints overall.

MTA's Metro Bus and Metro Rail system carried 31.7 million boarding passengers during the month of January.

In the area of accessible service for the disabled, there were just 27 customer complaints registered in the month of January, down from the 37 complaints logged in December.

In January 1999, MTA registered a total of 1,406 customer complaints, 270 more complaints than were filed in January 2000.

The low number of customer complaints is attributed to better fleet reliability with the arrival of new state-of-the-art compressed natural gas buses as well as more than 175 buses that have been added into service over the last year.

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