



# NEWS

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## **MTA CUSTOMERS GIVE METRO SERVICE HIGH MARKS ....BUT ITEMIZE WAYS TO IMPROVE IN EXTENSIVE RIDER SURVEY**

Nearly two-thirds of Metro Bus riders and almost 90% of Metro Rail riders rate MTA service as generally 'good' or 'very good.'

They also list specific areas for improvement, and a majority (53%) indicate they think the overall quality of service will improve over the next two years.

Further, more than two-thirds of Metro Rail riders are minorities.

That is according to a preliminary report from an extensive MTA survey of 55,000 riders and non-riders compiled from May through December last year. The survey covered all Metro Bus and Metro Rail lines, 103 municipal bus lines, as well as telephone home surveys. In addition, the MTA rider questionnaires were prepared in Spanish, Chinese and Korean as well as English, resulting in an important input from those communities.

Metro Bus riders were generally pleased with the convenience of their routes, the courtesy of the operators, and sense of personal security.

They were more critical of time spent waiting for a bus, cleanliness, crowding, and the cost of the fare. When asked what improvements they would like to see, Metro Bus riders asked for faster, more frequent service, more vehicles, more buses on time, and buses that were cleaner inside.

Biggest complaints from Metro Rail riders were the clarity of the public address announcements and crowding on the Metro Blue Line. When asked how they would like to improve the Metro Rail System, riders mentioned more comfort and expanded service. More...

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Metro Rail riders gave high marks to cleanliness on the trains, as well as convenience, security, and the travel time compared to using a car.

More than half (59%) of the Metro Bus riders who responded to the on-board survey indicated they had no other way to travel. But Metro Rail riders are more likely to be riders of choice. Sixty percent said they used the trains because they were convenient.

A survey of former riders indicated most (88%) of them stopped using public transit because they started driving themselves.

"The results of this survey will help us to examine our policies and to look for ways to form a better match between our services and the needs of our customers," said Interim MTA CEO Linda Bohlinger. "We are pleased that the majority of Metro riders give good overall marks to our service, but we are always working on ways to improve it."

Besides compiling the opinions of riders, the survey also sought information on what routes they took throughout the city when they used public transit.

"This survey provides us with up to date information on how people actually use public transit, what routes they take, and what detours they may have to make," said Ellen Levine, Executive Officer for Operations. "The needs of customers constantly evolve, whether it's because their jobs move, new shopping areas are built, or schools change their operations. We always try to keep on top of those changes, and the results of this survey will allow us to more finely tune the schedules and routes to match the real time needs of our customers."

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