

## **January Sees Historic Low in Metro Bus Service Complaints**

(Feb. 24) For only the third time in 15 years, passengers had fewer complaints about Metro Bus service in 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 figures reflect the impressive downward trend in complaints that has now been going on for 17 months.

### **Reaffirms service improvements**

In a Feb. 17 report, Warren Morse, deputy executive officer, Marketing & Customer Relations, said there were 1,136 complaints in January, 32 fewer than in December. "Although the month-to-month decline...is slight," he said, "it is another significant reaffirmation that both service and customer satisfaction are getting better on the bus."

The report also noted that a 29 percent reduction in schedule-related complaints during 1999 helped to fuel a 14 percent decline in the long-term average of complaints overall.

In the area of accessible service for the disabled, the report said the already impressive low number of 37 complaints registered in December fell to just 27 in January. That was the lowest number of accessibility complaints since the 21 reported in July, 1989.

[Back to MTA Report](#)