

Average of Customer Complaints Continues Year-Long Decline



(May 26) The 12-month average of MTA customer complaints continued to decline in April - down 14.2 percent from April, 1999.

Passengers submitted 1,157 complaints during the month, but that was 229 fewer than were received in March. Only January, with 1,136, recorded fewer complaints.

"The long-term trend in complaints has been downward for a year and a half now - a great tribute to the efforts everyone in Transit Operations is making to improve service to our customers," said Warren Morse, deputy executive officer, Marketing and Customer Relations.

All four major types of complaints dipped in April. The "passed up" category dropped by 73 from 243 to 170; "operator discourtesy" was down by 47 to 106; "unsafe operation" dropped 39 to 149; and "schedule adherence" fell by 36 to 349.

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