



**Fall 2022
Customers Count Survey**

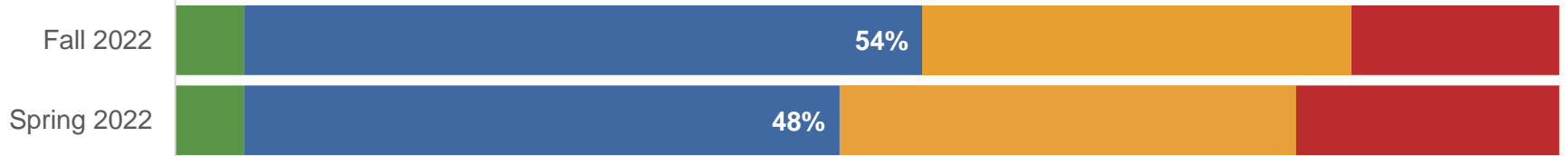
**New York City Transit and MTA Bus
Subway • Bus • Access-A-Ride**

Executive Summary - NYCT

- The Fall bi-annual online survey was open November 21 through December 5, 2022 and was offered in English, Spanish and by telephone. We received more than 93,000 subway line, 21,000 bus route and 3,000 AAR evaluations.
- **Subway customer satisfaction increased to 54%** (up six percentage points from the Spring survey)
 - Meaningful gains were seen in the most important attributes – *Service Reliability* (+4%), *Personal Security* (+7% in stations, and +9% on trains), reduced *People Behaving Erratically On Trains* (+7%)
 - January 2023 Pulse survey results shows further gains in safety scores
 - All lines had improved satisfaction scores, with strongest showing by the G, 7, L and Q lines.
 - Among those using the subway less now than pre-COVID, *Personal Security* (44%, down from 61%) and *The Ability to Work From Home* (40%, down from 47%) were the most frequently mentioned reasons
- **Local, Limited and Select Bus customer satisfaction levels were 64%**, a marginal increase from Spring (63%). Bronx customers indicated a 2-point gain to 61%.
 - Scores on the most important attributes of *Wait Time* and *Service Reliability* were flat. *Bus cleanliness* rose 4% to 70%.
 - Express Bus customer satisfaction bumped 3 points to 79%
- **Access-A-Ride customer satisfaction scores increased from 61% to 65%**.
 - Satisfaction with the two highest importance attributes rose: *On Time Pick Up* (+8%) and *My Ride Shows Up* (+6%)

Overall Satisfaction (Very Satisfied and Satisfied)

Subway



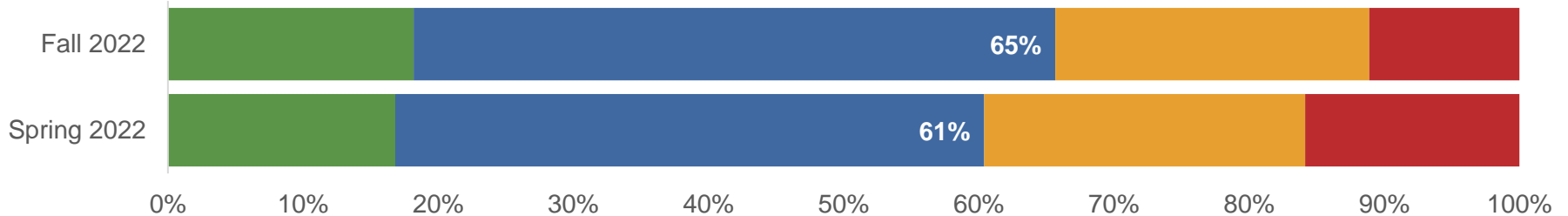
Local, Limited and Select Bus



Express Bus



Access-A-Ride

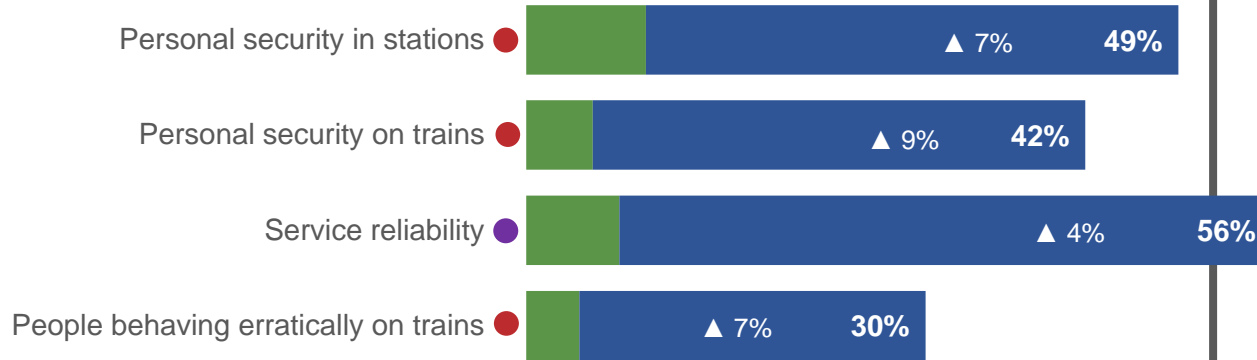


Very Satisfied Satisfied Dissatisfied Very Dissatisfied

Key Drivers of Overall Subway Satisfaction

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

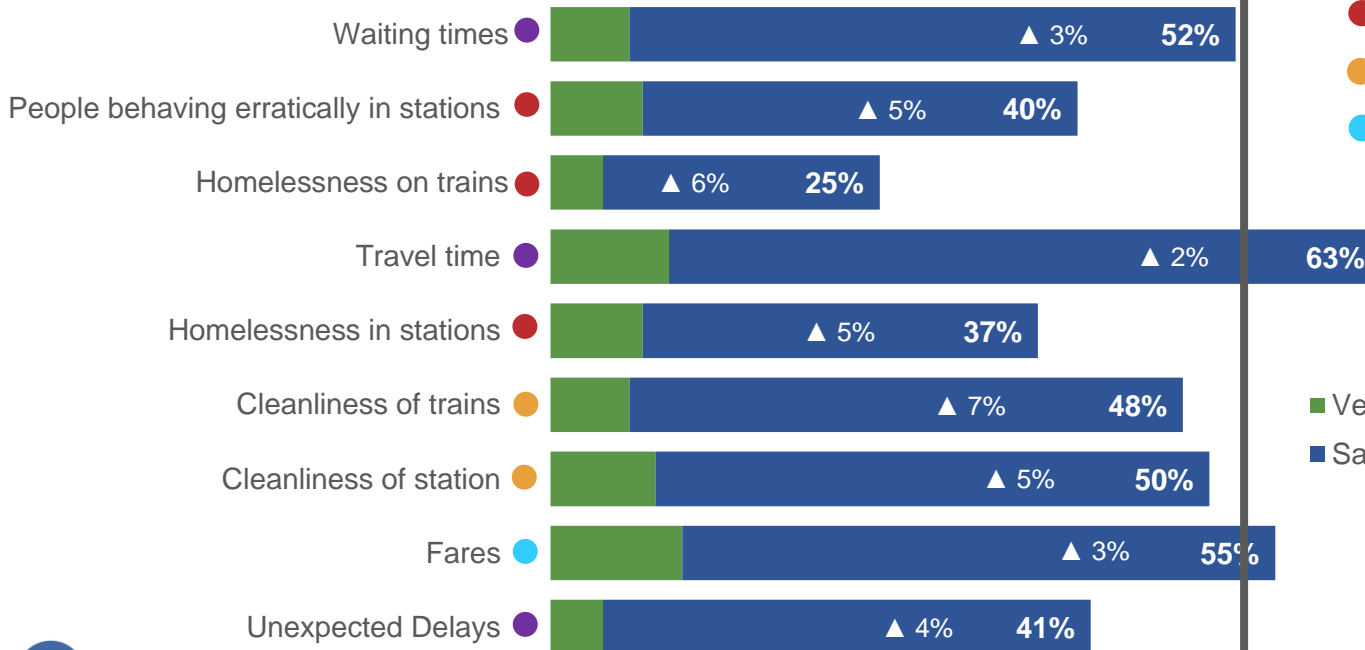
Very Important Key Drivers



◀ Fall 2022 Overall Satisfaction (54%, 48% in Spring)

Dec/Jan Pulse survey shows continued gains for personal security

Important Key Drivers



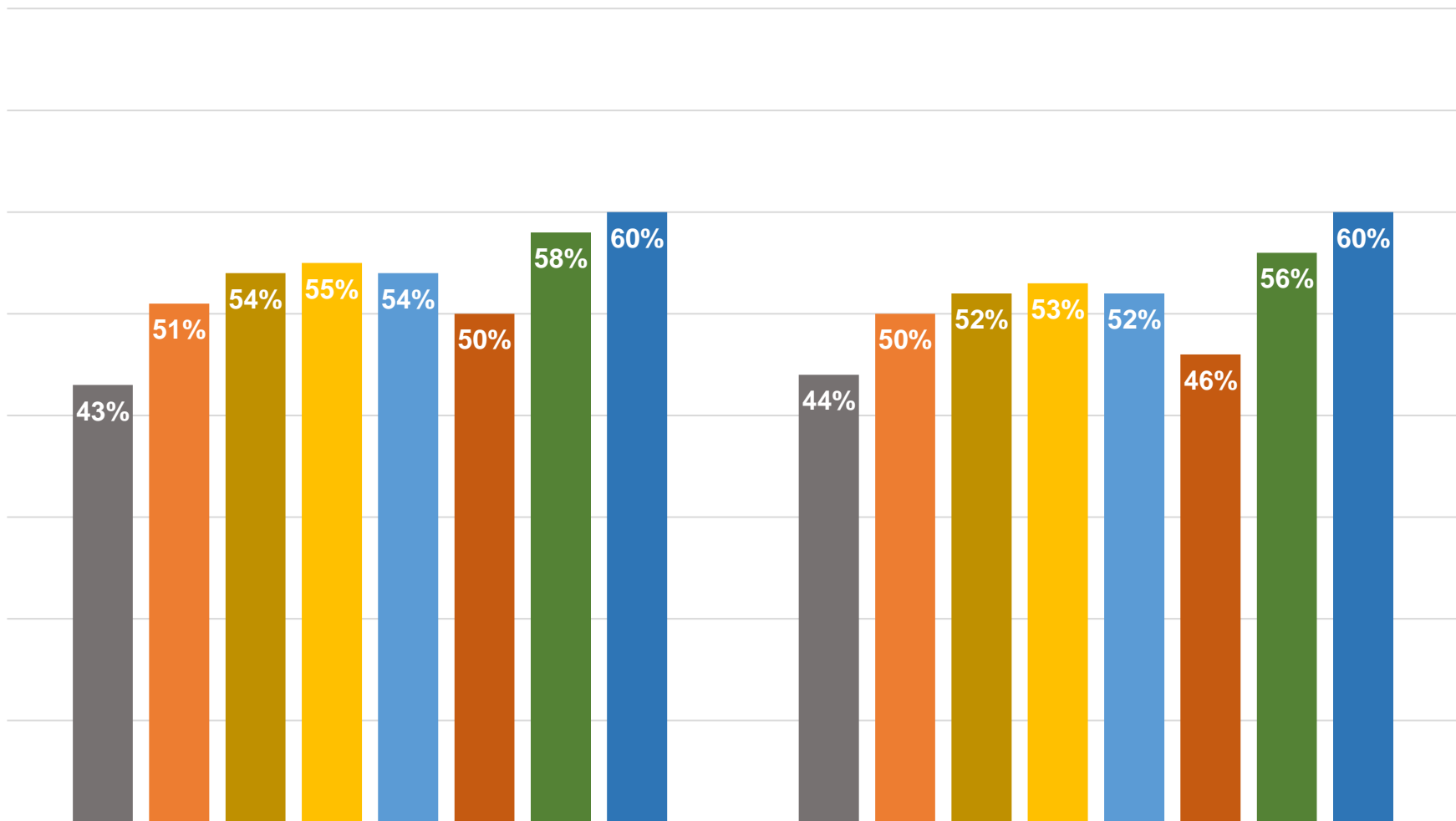
- Service
- Safety and Security
- Cleanliness
- Fares & Payment

■ Very Satisfied
■ Satisfied

Among Current Customers using at least once per year; Percentage of Total Satisfied (Rated 6-10)
▲/▼ indicate a percentage point increase/decrease since Spring; -- indicates no percentage point change

Monthly Pulse Survey: Safety and Security Satisfaction

Percentage of safe + very safe customers since June 2022



Personal Security On Trains

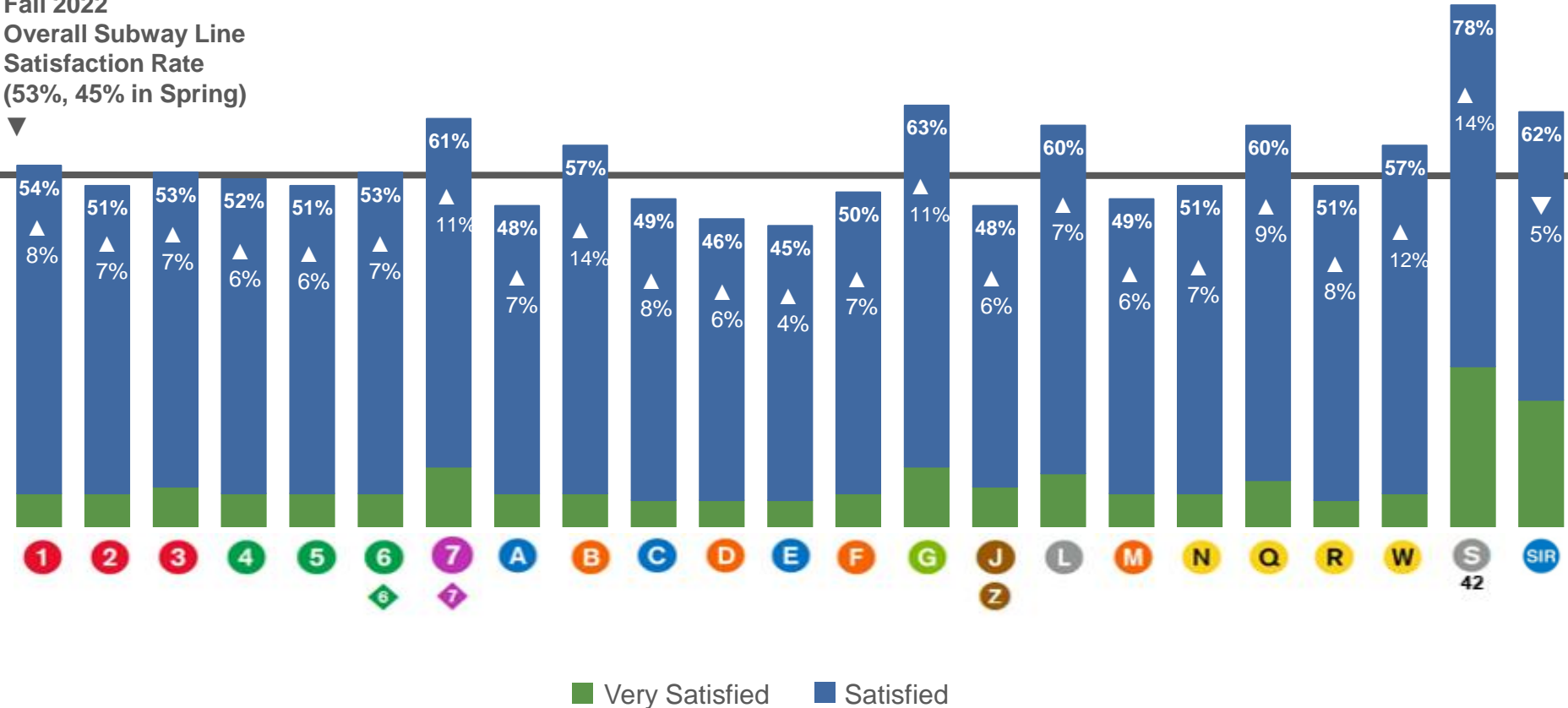
Personal Security In Stations

■ Jun 2022 ■ Jul 2022 ■ Aug 2022 ■ Sep 2022 ■ Oct 2022 ■ Nov 2022 ■ Dec 2022 ■ Jan 2023

Subway Line Overall Satisfaction Rates

Percentage of satisfied + very satisfied customers

Fall 2022
Overall Subway Line
Satisfaction Rate
(53%, 45% in Spring)



Very Satisfied Satisfied

Highest Rated Subway Stations

Percentage of satisfied + very satisfied customers for stations with a sample size of 100 or more

Five Highest Rated Stations	GSM Zone	October 2022 Average Weekday Ridership	Overall Station Rating Spring 2022	Overall Station Rating Fall 2022	Highest Scoring Station Key Drivers
34 St-Hudson Yards 7	5	15,865	78%	86%	Cleanliness (86%), Personal security (75%)
96 St Q	8	12,409	85%	84%	Cleanliness (87%), Personal security (72%)
Eastern Pkwy-Brooklyn Museum 23	11	2,909	91%	84%	Cleanliness (78%), Personal security (75%)
72 St Q	8	21,191	78%	83%	Cleanliness (86%)
Fort Hamilton Pkwy FG	12	4,243	75%	83%	People behaving erratically (76%), Personal security (75%)

Lowest Rated Subway Stations

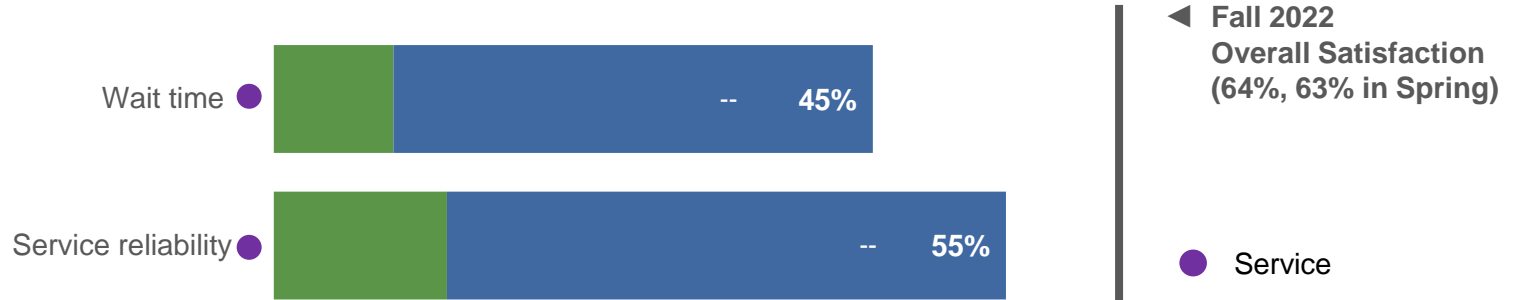
Percentage of satisfied + very satisfied customers for stations with a sample size of 100 or more

Five Lowest Rated Stations	GSM Zone	October 2022 Average Weekday Ridership	Overall Station Rating Spring 2022	Overall Station Rating Fall 2022	Lowest Scoring Station Key Drivers
3 Av- 149 St 25	3	11,523	29%	34%	Homelessness in station (19%), People behaving erratically (21%)
125 St 23	3	8,142	29%	34%	Homelessness in station (19%), People behaving erratically (22%)
125 St 456	4	15,653	31%	35%	Homelessness in station (17%), People behaving erratically (18%)
116 St 6	4	9,247	29%	35%	People behaving erratically (16%), Personal security (28%)
East Broadway F	9	9,356	39%	36%	Homelessness in station (24%), Cleanliness (26%)

Key Drivers of Overall Local, Limited and Select Bus Experience

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

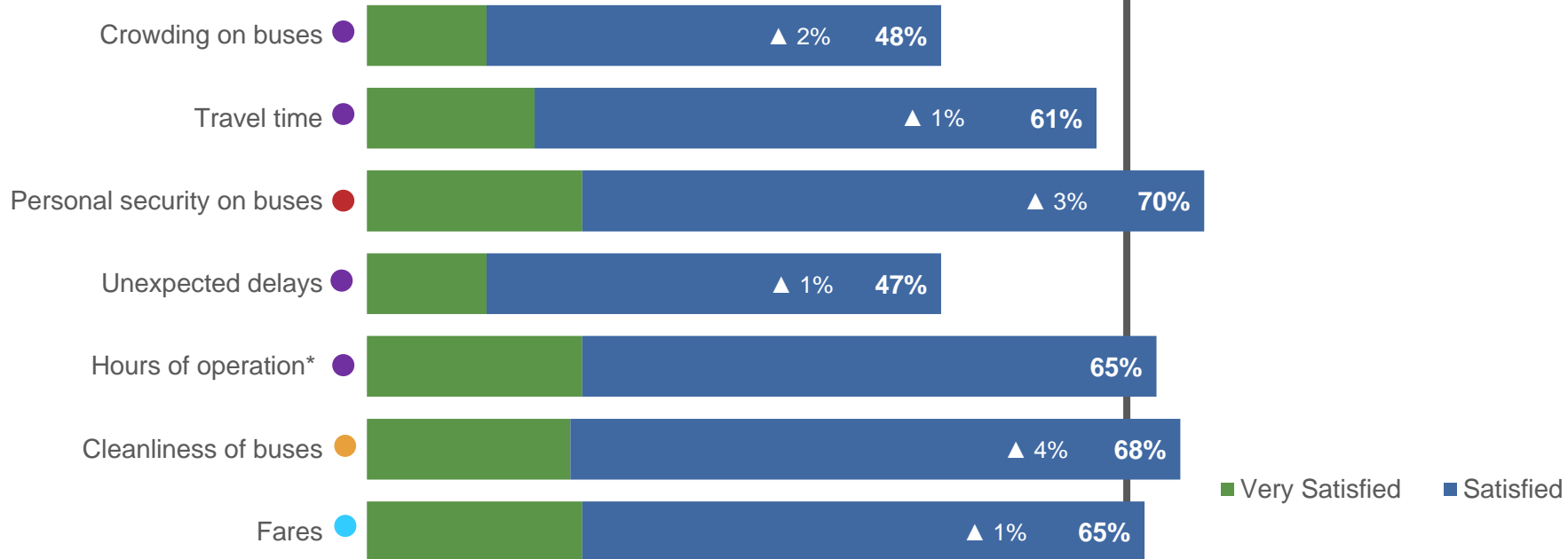
Very Important Key Drivers



◀ Fall 2022 Overall Satisfaction (64%, 63% in Spring)

- Service
- Safety and Security
- Cleanliness
- Fares & Payment

Important Key Drivers



■ Very Satisfied ■ Satisfied

*Note: Hours of operation is a new Important Key Driver for Fall 2022

Among Current Customers using at least once per year; Percentage of Total Satisfied (Rated 6-10)

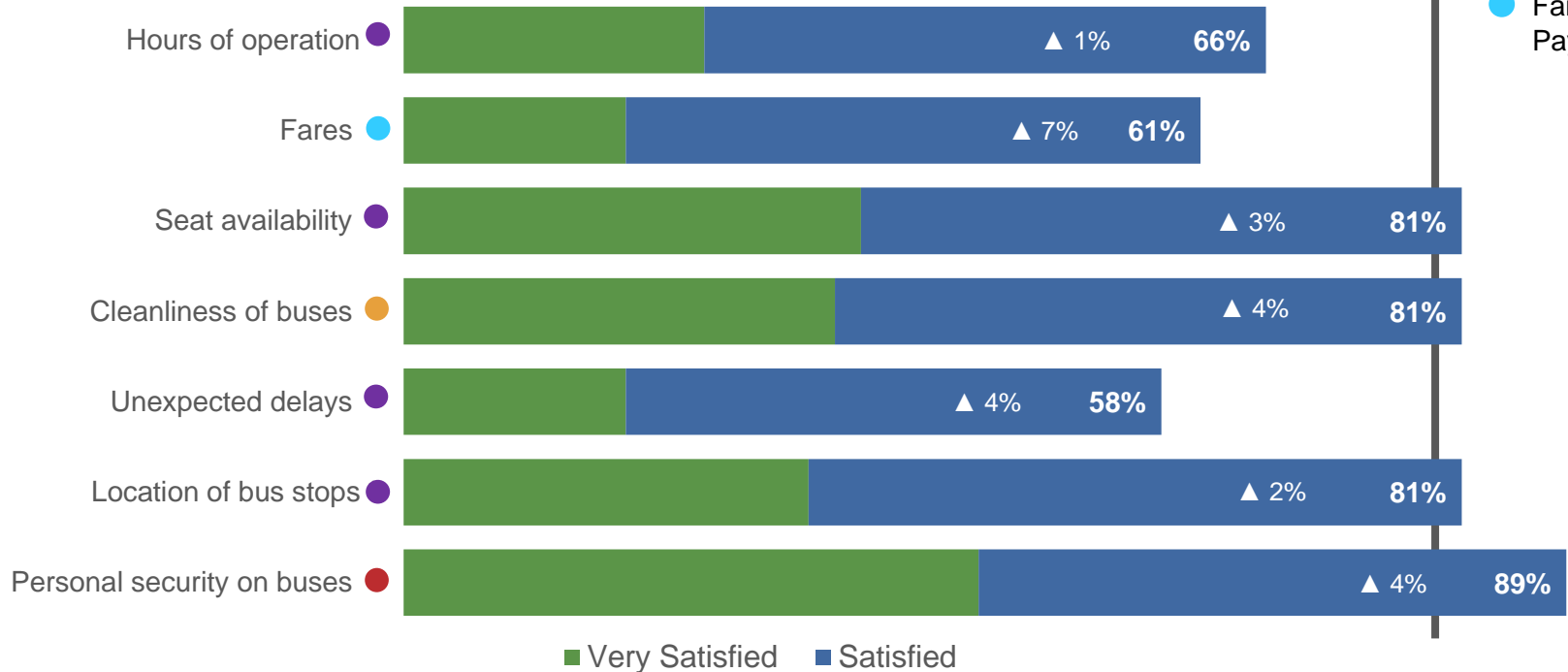
Key Drivers of Overall Express Bus Experience

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

Very Important Key Drivers



Important Key Drivers



◀ Fall 2022 Overall Satisfaction (79%, 76% in Spring)

- Service
- Safety/Security
- Cleanliness
- Fares & Payment

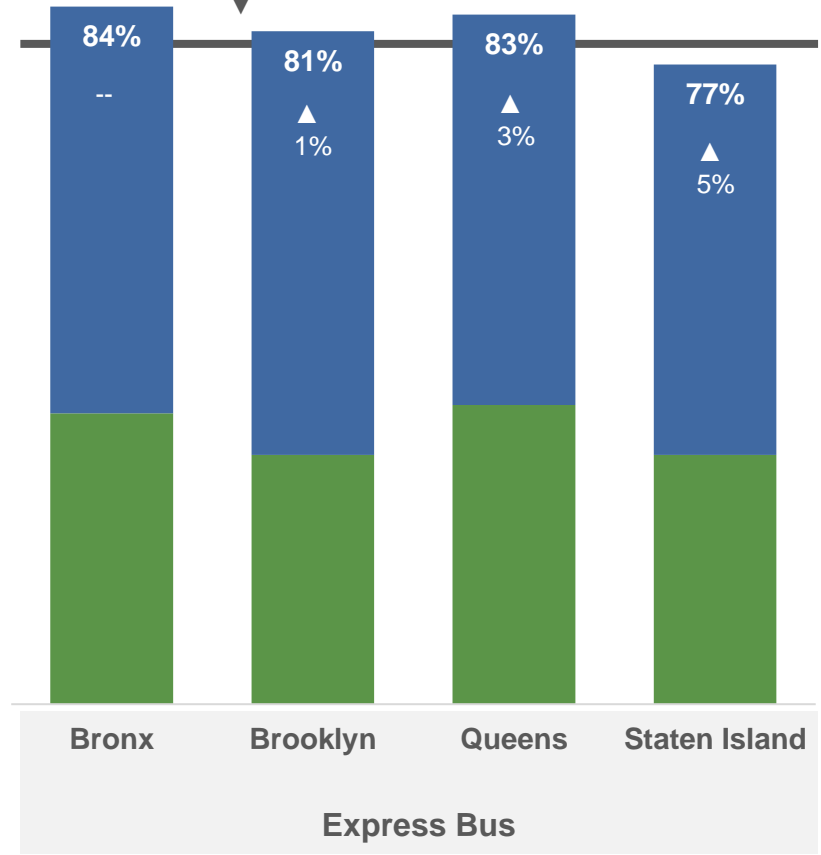
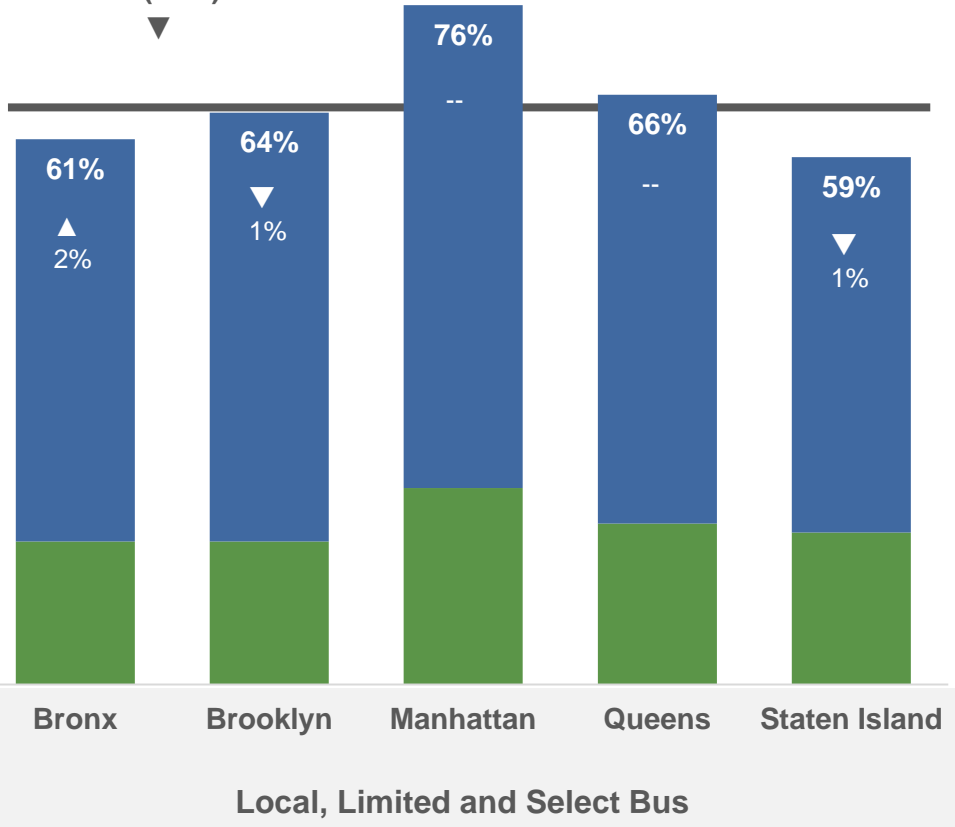
■ Very Satisfied ■ Satisfied

Bus Route Overall Satisfaction Rates By Borough

Percentage of satisfied + very satisfied customers

Fall 2022
Overall Local, Limited and Select Bus Route
Satisfaction Rate
(66%)

Fall 2022
Overall Express Bus Route
Satisfaction Rate
(80%)



Very Satisfied Satisfied

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	October 2022 Average Weekday Ridership	Overall Route Rating Spring 2022	Overall Route Rating Fall 2022	Highest Scoring Route Key Drivers
Q70 SBS	5,899	82%	95%	Fares (98%), Cleanliness (93%), Personal security (93%)
M79 SBS	7,825	90%	92%	Personal security (90%), Cleanliness (88%)
M66	5,999	83%	92%	Cleanliness (91%), Personal security (91%)
M86 SBS	12,631	91%	88%	Cleanliness (87%), Personal security (87%)
M15 SBS	20,860	80%	85%	Hours of operation (84%), Personal security (78%)

Lowest Rated Local, Limited and Select Bus Routes

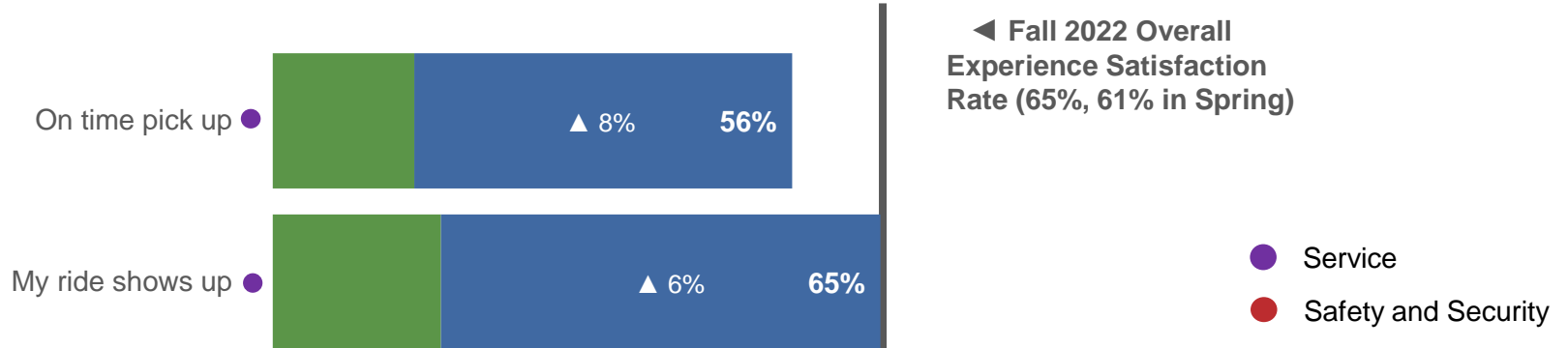
Percentage of satisfied + very satisfied customers for routes with a sample size of 50 or more

Five Lowest Rated Routes	October 2022 Average Weekday Ridership	Overall Route Rating Spring 2022	Overall Route Rating Fall 2022	Lowest Scoring Route Key Drivers
B15	10,035	57%	45%	Crowding (27%), Unexpected delays (29%)
Bx15	5,157	54%	45%	Crowding (27%), Wait times (32%)
Q54	8,237	53%	49%	Wait times (28%), Unexpected delays (33%)
Bx21	6,489	48%	50%	Crowding (30%), Unexpected delays (32%)
Bx19	11,381	48%	50%	Crowding (23%), Wait times (31%)

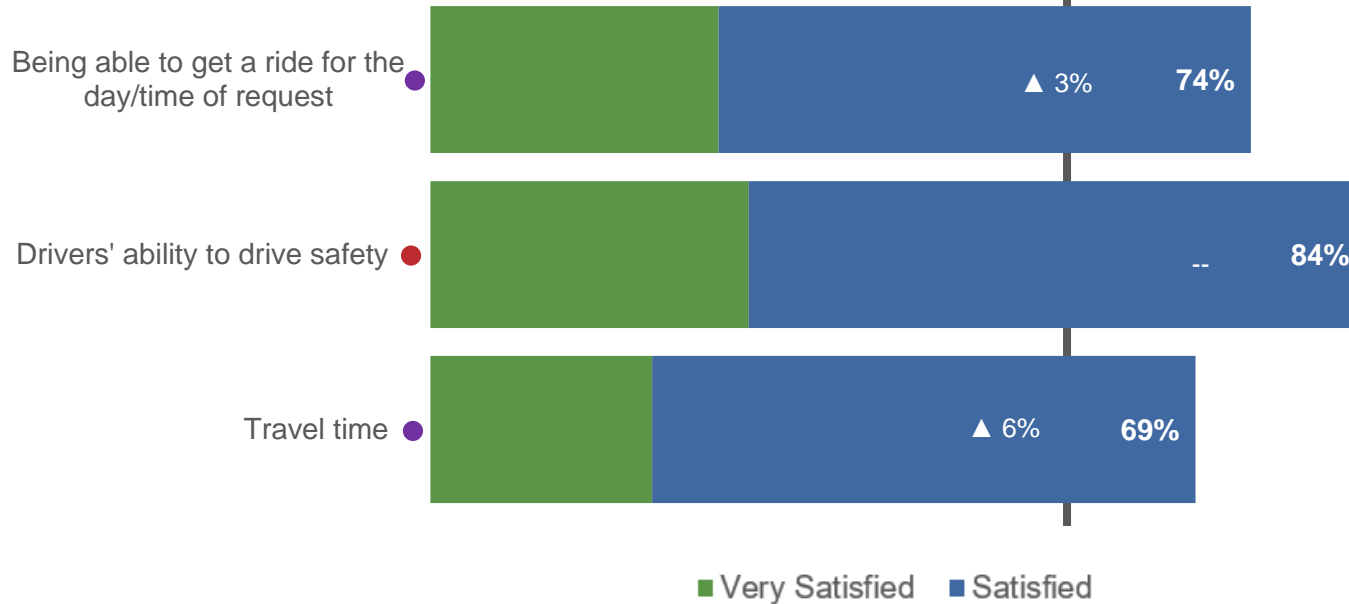
Key Drivers of Overall Access-A-Ride Experience

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

Among continuous decreased customers

Subway 41% of Fall customers			Local, Limited and Select Bus 29% of Fall customers			Express Bus 30% of Fall customers			Access-A-Ride 21% of Fall customers		
Reason	Spring 2022	Fall 2022	Reason	Spring 2022	Fall 2022	Reason	Spring 2022	Fall 2022	Reason	Spring 2022	Fall 2022
Personal security	61%	44%	Service quality	39%	35%	Able to work from home	48%	49%	Service quality	52%	44%
Able to work from home	47%	40%	Personal security	29%	23%	Service quality	24%	17%	COVID concerns	36%	28%
Service quality	37%	22%	COVID concerns	37%	18%	Cost	23%	13%	Personal security	15%	8%
COVID concerns	37%	15%									

Notes:

- Continuous decreased customers refer to current customers who indicated they use this MTA service less frequently than they did prior to March 2020
- Up to two responses were permitted – percentages do not sum to 100%.