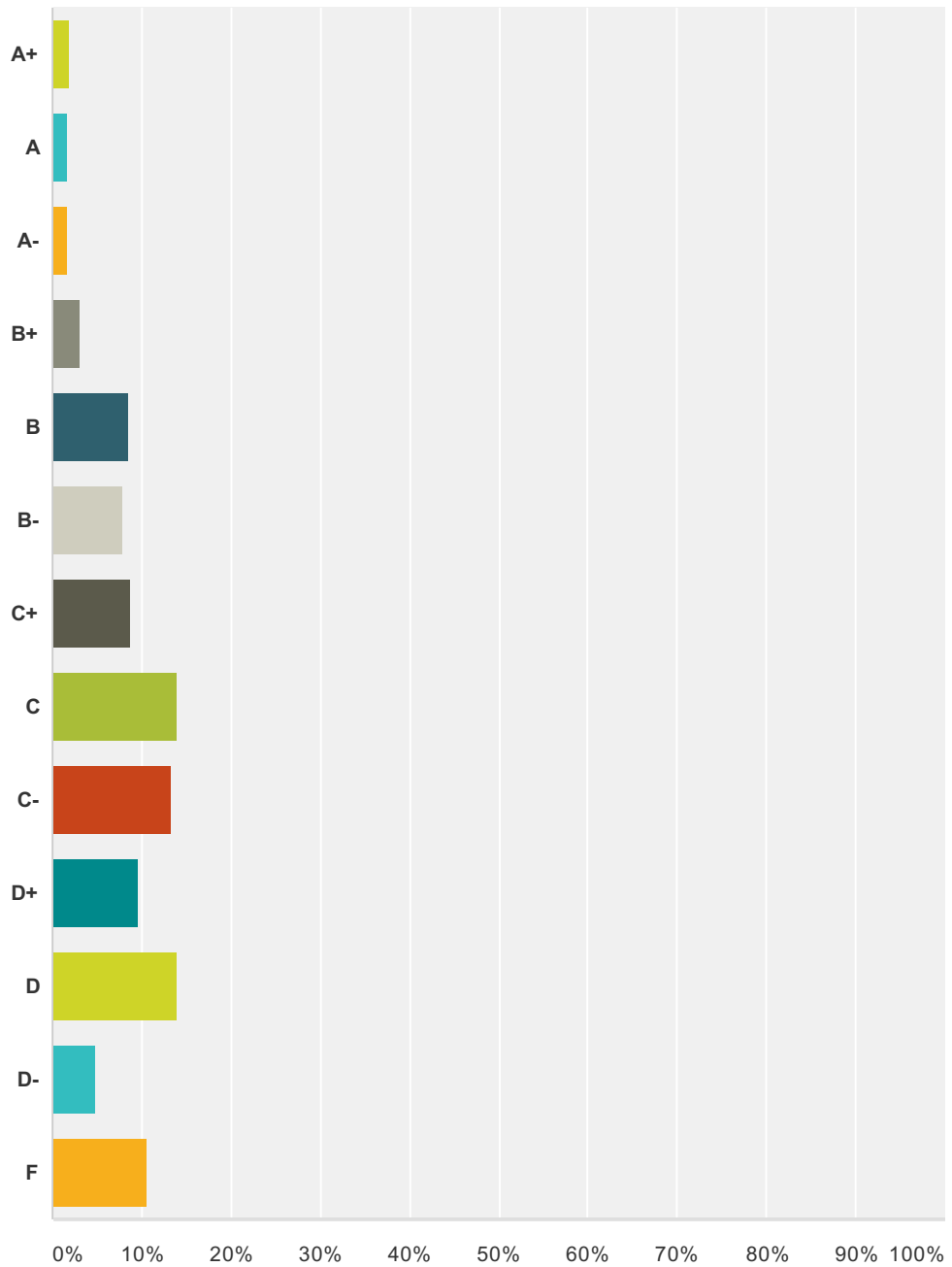


Q1 Based on your past few months commuting, how would you grade Metro-North?

Answered: 635 Skipped: 7



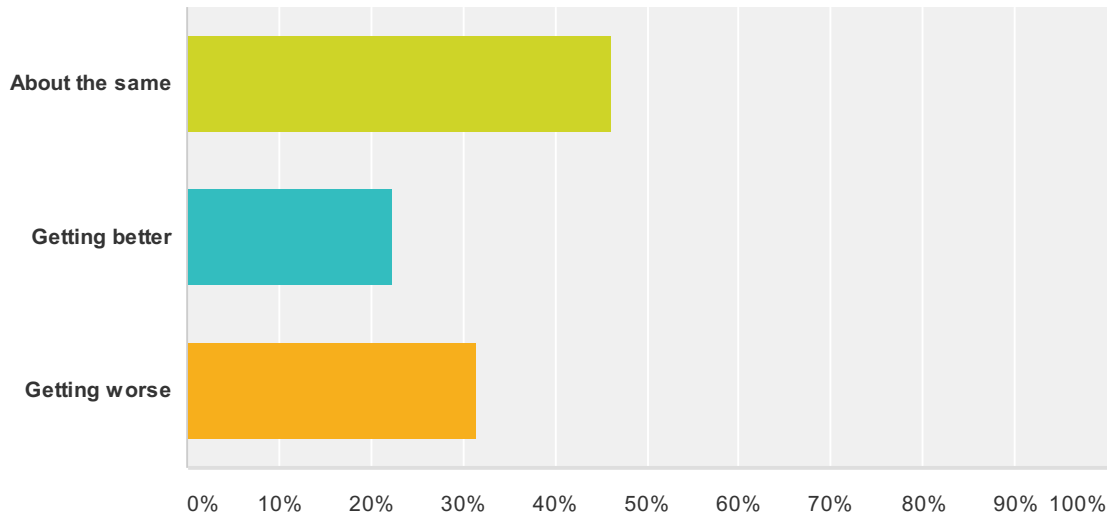
Answer Choices	Responses
A+	1.89% 12
A	1.57% 10
A-	1.57% 10
B+	3.15% 20

Commuter Action Group Survey - April 2014

B	8.66%	55
B-	7.87%	50
C+	8.82%	56
C	14.02%	89
C-	13.39%	85
D+	9.61%	61
D	14.02%	89
D-	4.72%	30
F	10.71%	68
Total		635

Q2 Compared to a few months ago, do you think Metro-North service is...

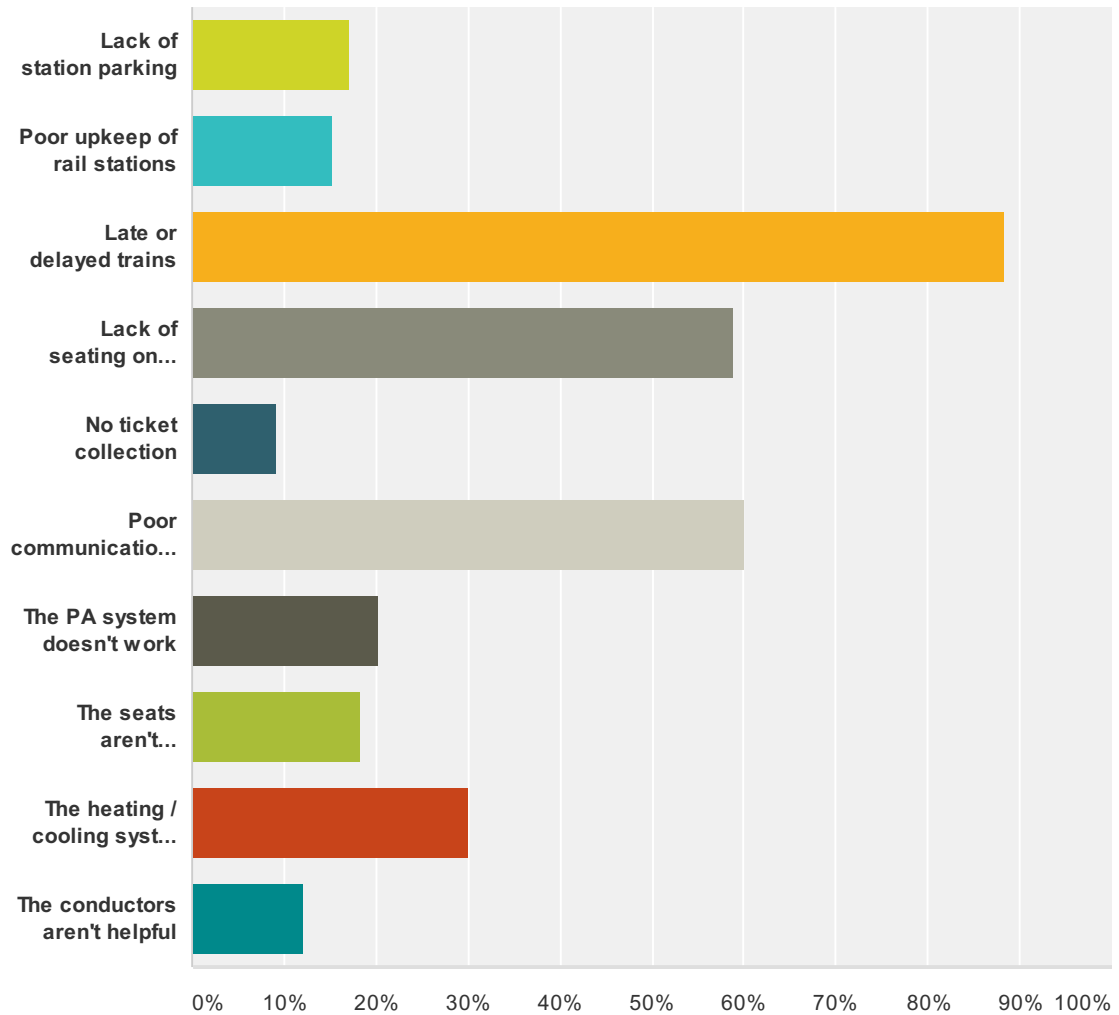
Answered: 638 Skipped: 4



Answer Choices	Responses
About the same	46.08% 294
Getting better	22.41% 143
Getting worse	31.50% 201
Total	638

Q3 What are the biggest problems you encounter when commuting?

Answered: 624 Skipped: 18



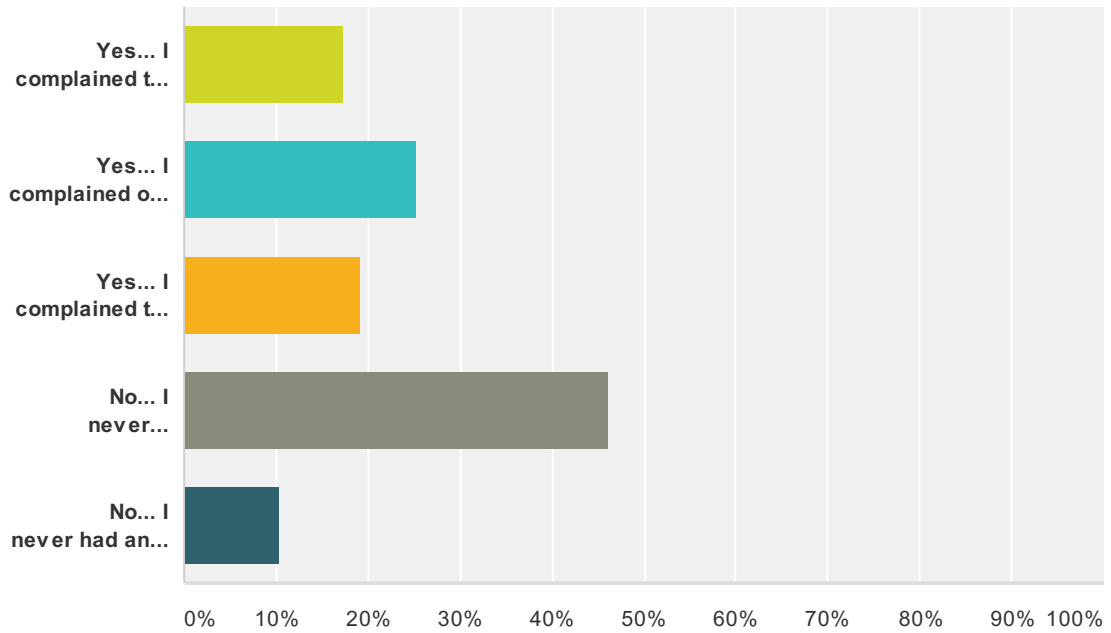
Answer Choices	Responses
Lack of station parking	17.15% 107
Poor upkeep of rail stations	15.22% 95
Late or delayed trains	88.30% 551
Lack of seating on trains	58.97% 368
No ticket collection	9.13% 57
Poor communications during delays	60.10% 375
The PA system doesn't work	20.19% 126
The seats aren't comfortable	18.43% 115
The heating / cooling system is uncomfortable	30.13% 188
The conductors aren't helpful	12.18% 76

Commuter Action Group Survey - April 2014

Total Respondents: 624

Q4 Have you ever filed a complaint about problems?

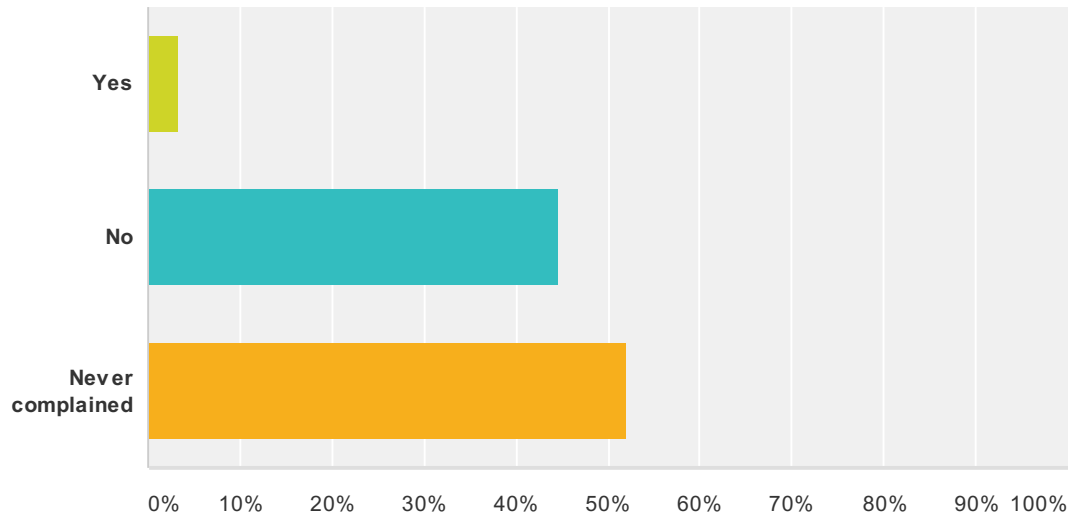
Answered: 635 Skipped: 7



Answer Choices	Responses	
Yes... I complained to the conductor.	17.32%	110
Yes... I complained on the Metro-North website.	25.35%	161
Yes... I complained to Metro-North by phone or e-mail.	19.21%	122
No... I never complained because it seemed useless.	46.14%	293
No... I never had any complaints.	10.39%	66
Total Respondents: 635		

Q5 If you DID complain, was the problem corrected?

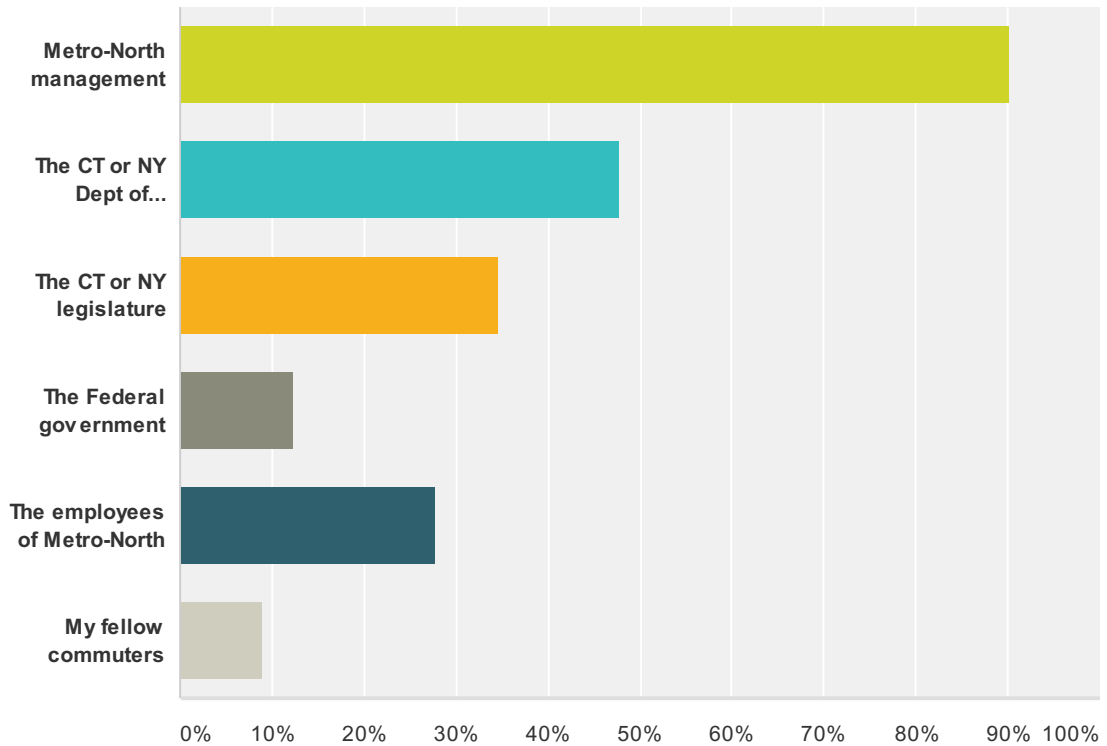
Answered: 599 Skipped: 43



Answer Choices	Responses	
Yes	3.34%	20
No	44.57%	267
Never complained	52.09%	312
Total		599

Q6 If you are unhappy with Metro-North service, who do you think is to blame?

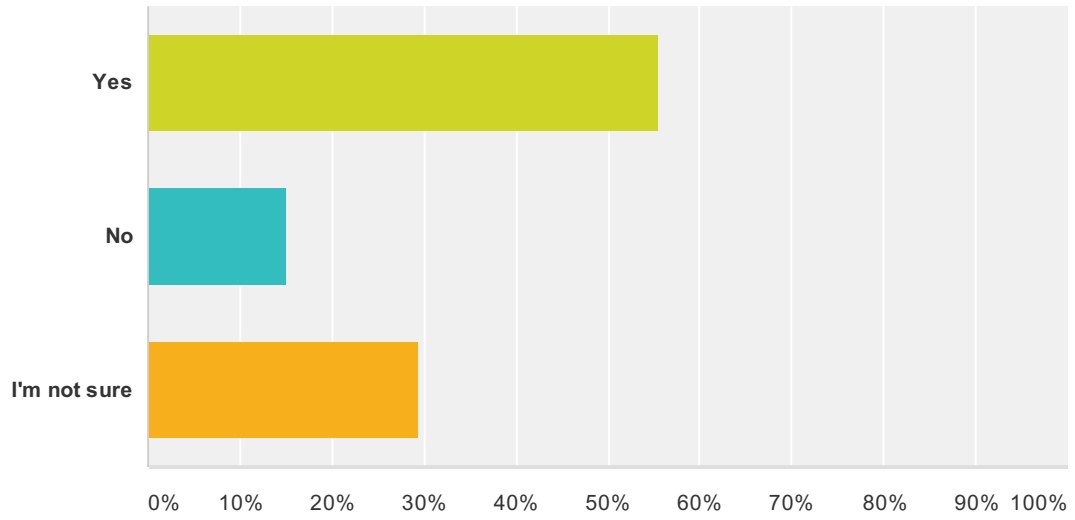
Answered: 622 Skipped: 20



Answer Choices	Responses
Metro-North management	90.19% 561
The CT or NY Dept of Transportation	47.91% 298
The CT or NY legislature	34.57% 215
The Federal government	12.38% 77
The employees of Metro-North	27.81% 173
My fellow commuters	9.00% 56
Total Respondents: 622	

Q7 Do you feel safe riding Metro-North?

Answered: 638 Skipped: 4



Answer Choices	Responses	
Yes	55.49%	354
No	15.05%	96
I'm not sure	29.47%	188
Total		638

Q8 Any additional comments?

Answered: 267 Skipped: 375