

Metropolitan Transportation Authority (MTA) Customer Feedback (Right Now) Data

Overview

General Description

The Metropolitan Transportation Authority is North America's largest transportation network, serving a population of 15.2 million people in the 5,000-square-mile area fanning out from New York City through Long Island, southeastern New York State, and Connecticut. The MTA drives the New York regional economy by opening up countless job opportunities for millions – jobs that are miles from home are easy to get to with our subways, buses, and commuter trains. And after work, the network enables them to get to leisure activities: music, theater, cultural events, sports, and shopping more varied than anywhere in the country.

MTA subways, buses, and railroads provide 2.73 billion trips each year to New Yorkers – the equivalent of about one in every three users of mass transit in the United States and two-thirds of the nation's rail riders. MTA bridges and tunnels carry more than 285 million vehicles a year – more than any bridge and tunnel authority in the nation.

- When the subway opened in 1904, it launched an unprecedented era of growth and prosperity for the newly unified New York City. One hundred years later, the city's reliance on its underground rapid transit system is greater than ever. NYC Transit keeps New York moving 24 hours a day, seven days a week, as its subways speed through underground tunnels and elevated structures in the boroughs of Manhattan, Brooklyn, Queens, and the Bronx. On Staten Island, the MTA Staten Island Railway links 22 communities.
- Motor-bus service on the streets of Manhattan began in 1905. Today, NYC Transit's buses run in all five boroughs, on more than 200 local and 30 express routes. They account for 80 percent of the city's surface mass transportation.
- The MTA Bus Company was created in September 2004 to assume the operations of seven bus companies that operated under franchises granted by the New York City Department of Transportation. The takeover of the lines began in 2005 and was completed early in 2006. MTA Bus is responsible for both the local and express bus operations of the seven companies, consolidating operations, maintaining current buses, and purchasing new buses to replace the aging fleet currently in service. MTA Bus operates 47 local routes in the Bronx, Brooklyn, and Queens, and 35 express bus routes between Manhattan and the Bronx, Brooklyn, or Queens. It has a fleet of more than 1,200 buses, the 11th largest bus fleet in the United States and Canada.
- The Long Island Rail Road is both the largest commuter railroad and the oldest railroad in America operating under its original name. Chartered in 1834, it extends from three major New York City terminals — Penn Station, Flatbush Avenue, and Hunterspoint Avenue — through a major transfer hub at Jamaica to the easternmost tip of Long Island. Traditionally serving a Manhattan-bound market, the LIRR has undertaken extensive efforts to augment its reverse-commute and off-peak service to meet the needs of businesses in Nassau and Suffolk counties. The railroad has replaced many of its oldest electric cars with state-of-the-art M-7 rail cars and has modernized its entire diesel fleet with new locomotives, bilevel coaches, and "dual-mode" locomotives that operate in both diesel and electrified territory, enabling many customers to travel between Long Island and Manhattan without changing trains.

- Metro-North Railroad is second largest commuter railroad in the nation. Its main lines — the Hudson, Harlem, and New Haven — run northward out of Grand Central Terminal, a Beaux-Arts Manhattan landmark, into suburban New York and Connecticut. Grand Central has been completely restored and redeveloped as a retail hub — a destination in its own right. West of the Hudson River, Metro-North's Port Jervis and Pascack Valley lines operate from NJ Transit's Hoboken terminal and provide service to Rockland and Orange counties. With the opening of Secaucus Junction, West-of-Hudson customers can now transfer to trains that will carry them directly to Newark or New York's Penn Station, and the Pascack Valley Line has introduced weekend service for the first time in 60 years. The railroad upgraded its rolling stock through the acquisition of M-7 rail cars for Harlem and Hudson Line service and is introducing M-8 cars - in partnership with the State of Connecticut - to replace the aging New Haven Line fleet. These high-tech cars are more comfortable and more reliable, especially in winter weather. The railroad is also completing a 21st century fiber-optic system to provide more reliable communication with staff and customers.

The MTA preserves and enhances the quality of life and economic health of the region we serve through the cost-efficient provision of safe, on-time, reliable and clean transportation services.

The MTA manages customer complaints through an all-agency Customer Relationship Management System, which provides customers with a tracking number to monitor the status of a complaint and comply with recording requirements. MTA customers are those who ride our trains and buses or cross our bridges and tunnels. They include residents in our region as well as the tourists and visiting business persons. Our customers expect service that is safe, on-time, reliable and provides good value for their money.

In order to provide the public a forum to notify the MTA of its successes and areas for improvement in meeting its goals for customers, customers can contact the MTA customer support team via the web on any device at <http://mta-nyc.custhelp.com/app/ask>. Customers can specify their name, email address, MTA service accessed, and comments they wish to submit; the ability to upload pictures and videos is also included.

Data Collection Methodology

Data submitted via the web at <http://mta-nyc.custhelp.com/app/ask> is grouped according to subject matter type and associated details by MTA service and year/quarter of notification.

Data is updated quarterly; since some feedback data may be in process at the time of file generation, there may be a 90 day lag in reporting for this dataset.

Statistical and Analytic Issues

None

Limitations of Data Use

None