Spring 2023
Customers Count Survey

The Long Island Rail Road
Metro-North Railroad

Executive Summary - Railroads

- The Spring 2023 bi-annual Customer Satisfaction survey was conducted May 15 - 30, 2023, with 9 languages offered online and on the phone.

    - LIRR had 20,759 respondents (up 29%) and MNR had 17,791 respondents (up 4%).

- Key drivers of satisfaction for both LIRR and Metro-North remain primarily service-related: *Service Reliability*, *On-time Performance* and *Seat Availability*.

- Overall satisfaction with the Long Island Rail Road declined to 68% (from 81% in Fall 2022).

    - This decline may be attributed to decreases in satisfaction for Atlantic Terminal customers, who have had to largely transfer at Jamaica since the February schedule change.

    - The LIRR leadership team continues to make adjustments to its operation and is further adjusting its fall schedule to address customer concerns.

- Metro-North overall satisfaction remained very high with 89% of customers giving a satisfied or very satisfied rating.

    - All three branch satisfaction scores and key driver scores remain high.

- Customers in both railroads indicate they would be encouraged to travel more with shorter wait times and fare incentives. A shift in 'work from home' policies is also regularly indicated as a driver of more regular travel.

Commuter Rail: Overall Customer Satisfaction Trend

Long Island Rail Road

Spring 2022	81%
Fall 2022	81%
Spring 2023	68%

Metro-North

Spring 2022	87%
Fall 2022	89%
Spring 2023	89%
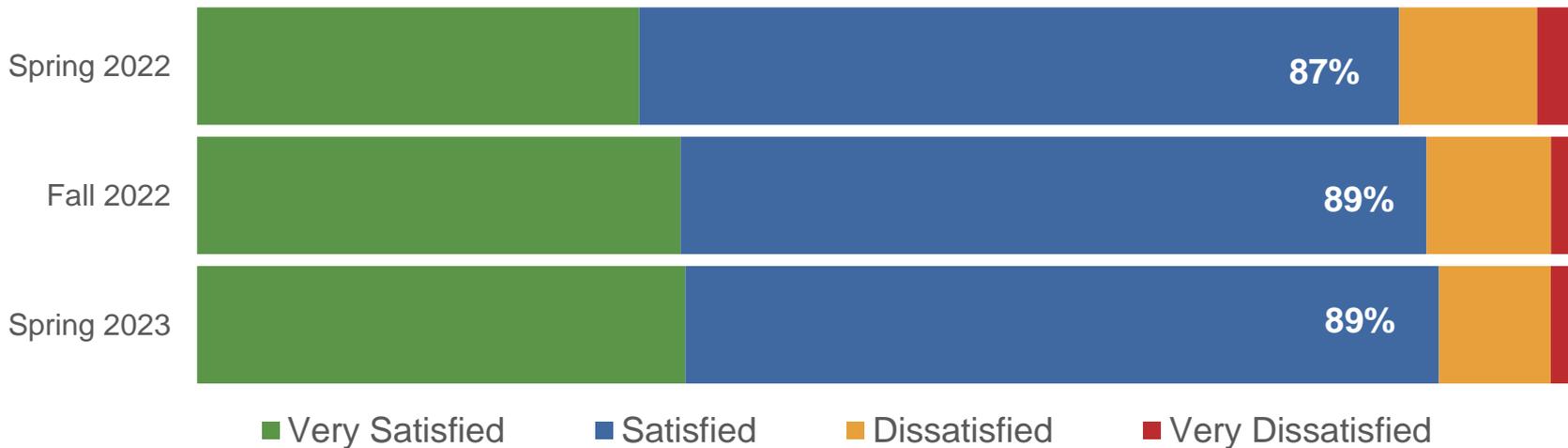
■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

LIRR: Overall Customer Satisfaction by Branch

Branch		
Babylon	▼15%	64%
City Zone	▼12%	73%
Far Rockaway	▼11%	76%
Hempstead	▼14%	68%
Port Jefferson	▼10%	67%
Long Beach	▼17%	63%
Montauk	▼4%	73%
Oyster Bay	▼24%	52%
Port Washington	▼9%	68%
Ronkonkoma	▼13%	66%
West Hempstead	▼10%	72%

■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

LIRR: Overall Satisfaction by Transfer Frequency*

Overall Satisfaction (68%)

73%
▲10%

77%
▲9%

69%
▲9%

50%
▲15%

Never (n=4649, 23%)   Rarely (n=5042, 24%)   Sometimes (n=6398, 31%)   Always (n=4542, 22%)

■ Very Satisfied   ■ Satisfied   ■ Dissatisfied   ■ Very Dissatisfied
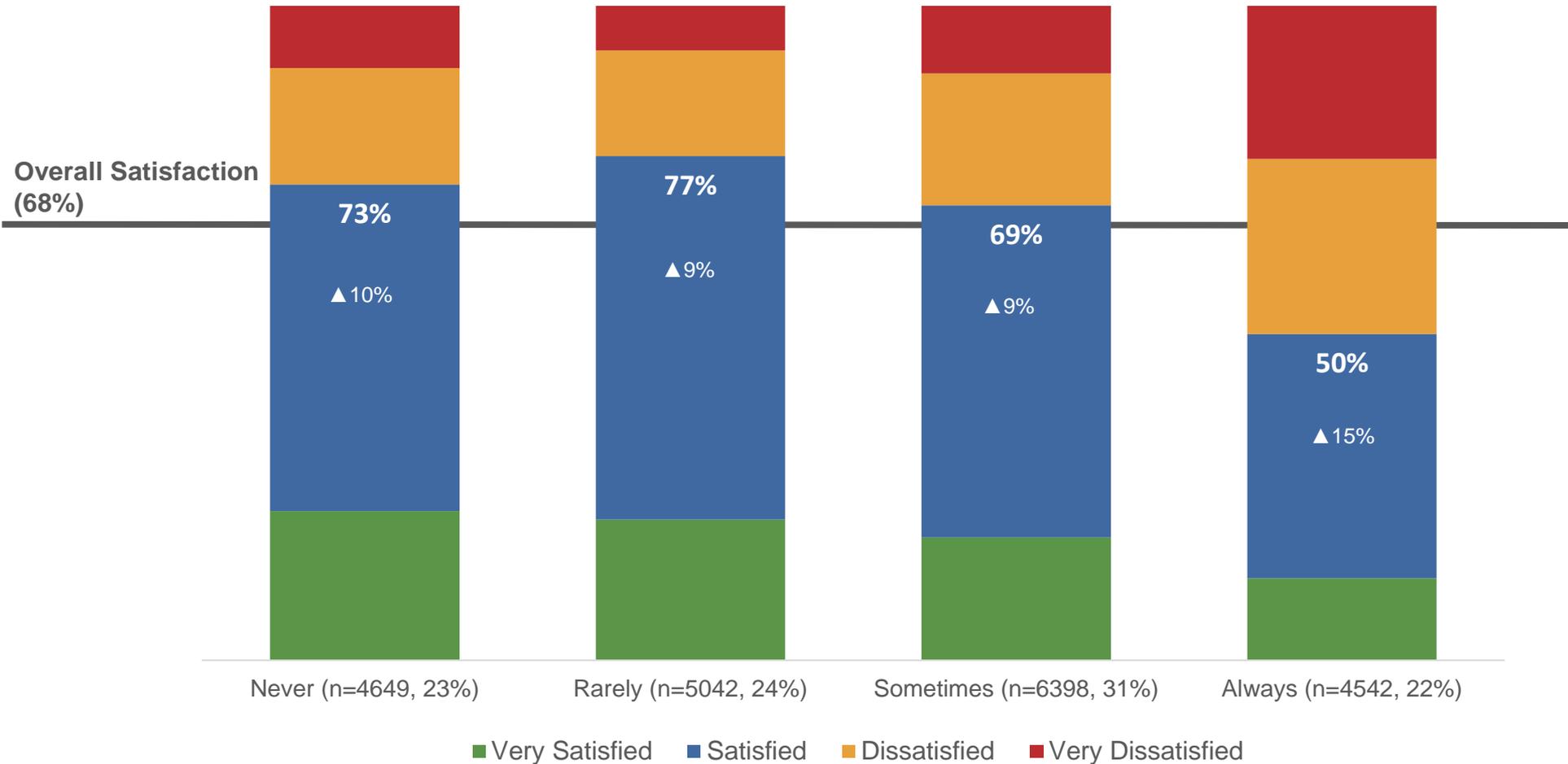
*Trending arrows shown are from LIRR April Survey

▲/▼ indicate a percentage point increase/decrease; -- indicates no change

LIRR: Overall Satisfaction by Major Western Terminal Destinations
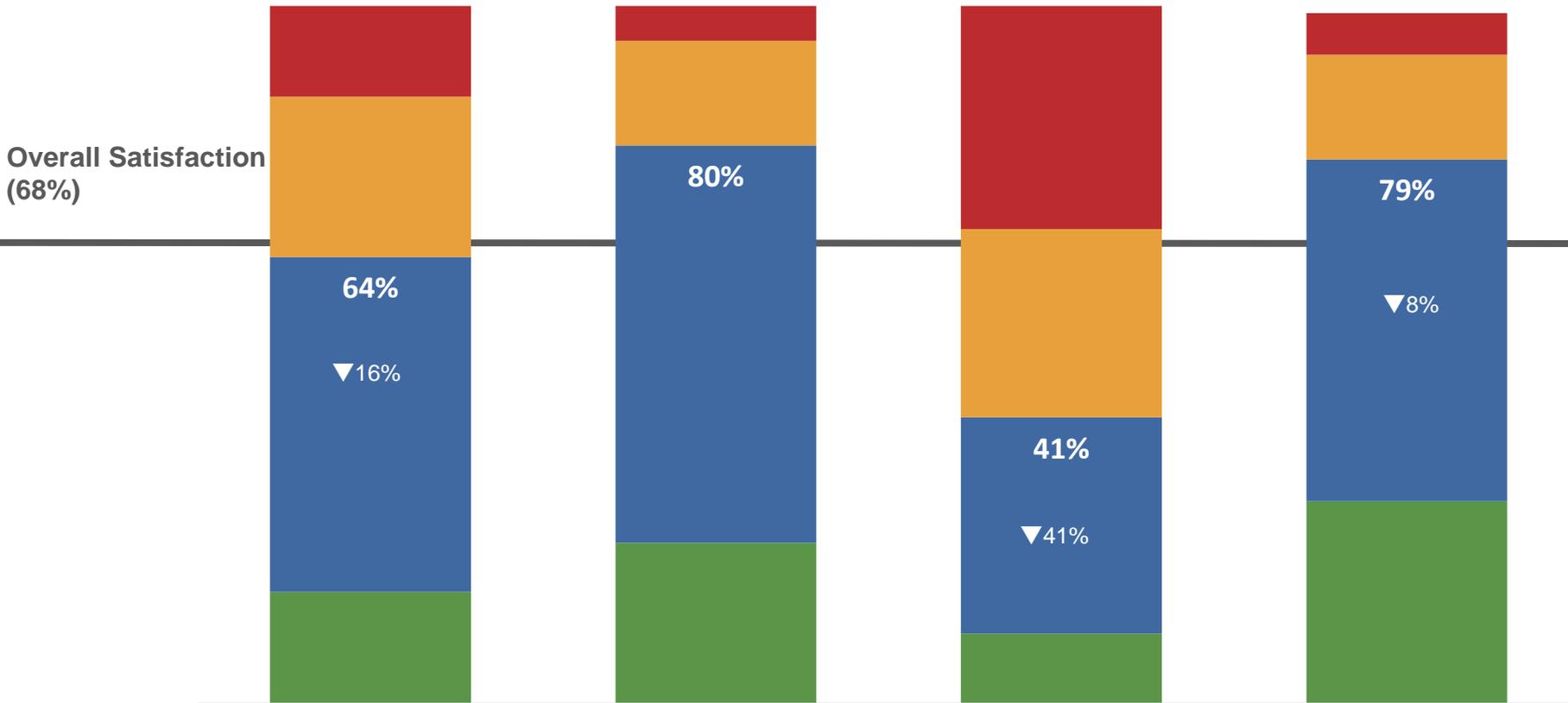
Overall Satisfaction (68%)

	Penn Station	Grand Central Madison	Atlantic Terminal	Jamaica
	64% ▼16%	80%	41% ▼41%	79% ▼8%
Sample %	66%	18%	9%	7%
Estimated May Ridership (eTix/paper)	66%	19%	8%	7%

■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

▲/▼ indicate a percentage point increase/decrease; -- indicates no change

Long Island Rail Road Key Drivers
Percentage of satisfied + very satisfied customers (attributes ranked in order of importance)

Very Important Key Drivers

◄ **Average Attribute Satisfaction**

Attribute	Change	Satisfaction
Fares (28%)	▼4%	**50%**
Seat availability (26%)	▼8%	**67%**
On-time performance (25%)	▼10%	**71%**
Service reliability (24%)	▼7%	**75%**
Peak service frequency (22%)	▼8%	**63%**

Important Key Drivers

Attribute	Change	Satisfaction
Personal security in stations (16%)	▲1%	**69%**
Off-Peak service frequency (15%)	▼3%	**63%**
Erratic people in stations (12%)	▲3%	**63%**
Personal security on board (12%)	▼3%	**78%**
Cleanliness on board (11%)	▼2%	**74%**
Homeless in stations (11%)	▲3%	**57%**
Quality of transfer* (9%)		**53%**
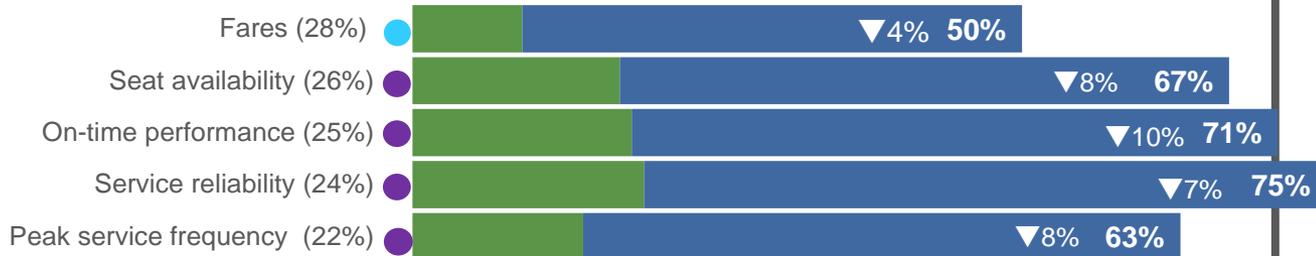
Attribute Type
- ● Service
- ● Safety and Security
- ● Cleanliness
- ● Fares & Payment

■ 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; -- indicates no change
* *Quality of transfer* is a new attribute

Highest Rated Long Island Rail Road Stations/Terminals

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

Five Highest Rated Stations	Branch	Station Satisfaction Rating Spring 2022	Station Satisfaction Rating Fall 2022	Station Satisfaction Rating Spring 2023
Grand Central Madison	City Terminal Zone	---	---	96%
Stewart Manor	Hempstead	98%	97%	95%
Manhasset	Port Washington	94%	94%	94%
Broadway	Port Washington	91%	91%	93%
Syosset	Port Jefferson	94%	93%	92%

Lowest Rated Long Island Rail Road Stations/Terminals

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

Five Lowest Rated Stations*	Branch	Station Satisfaction Rating Spring 2022	Station Satisfaction Rating Fall 2022	Station Satisfaction Rating Spring 2023
East New York	City Terminal Zone	41%	48%	41%
Hunterspoint Ave	City Terminal Zone	54%	56%	57%
Copiague	Babylon	66%	66%	63%
Atlantic Terminal	City Terminal Zone	69%	75%	64%
Hempstead	Hempstead	69%	71%	65%
Penn Station	City Terminal Zone	46%	58%	65%

*Hempstead and Penn Station are tied for 5th, both are shown

Long Island Rail Road: Penn Station
### Attributes of service with the largest increase from Fall 2022
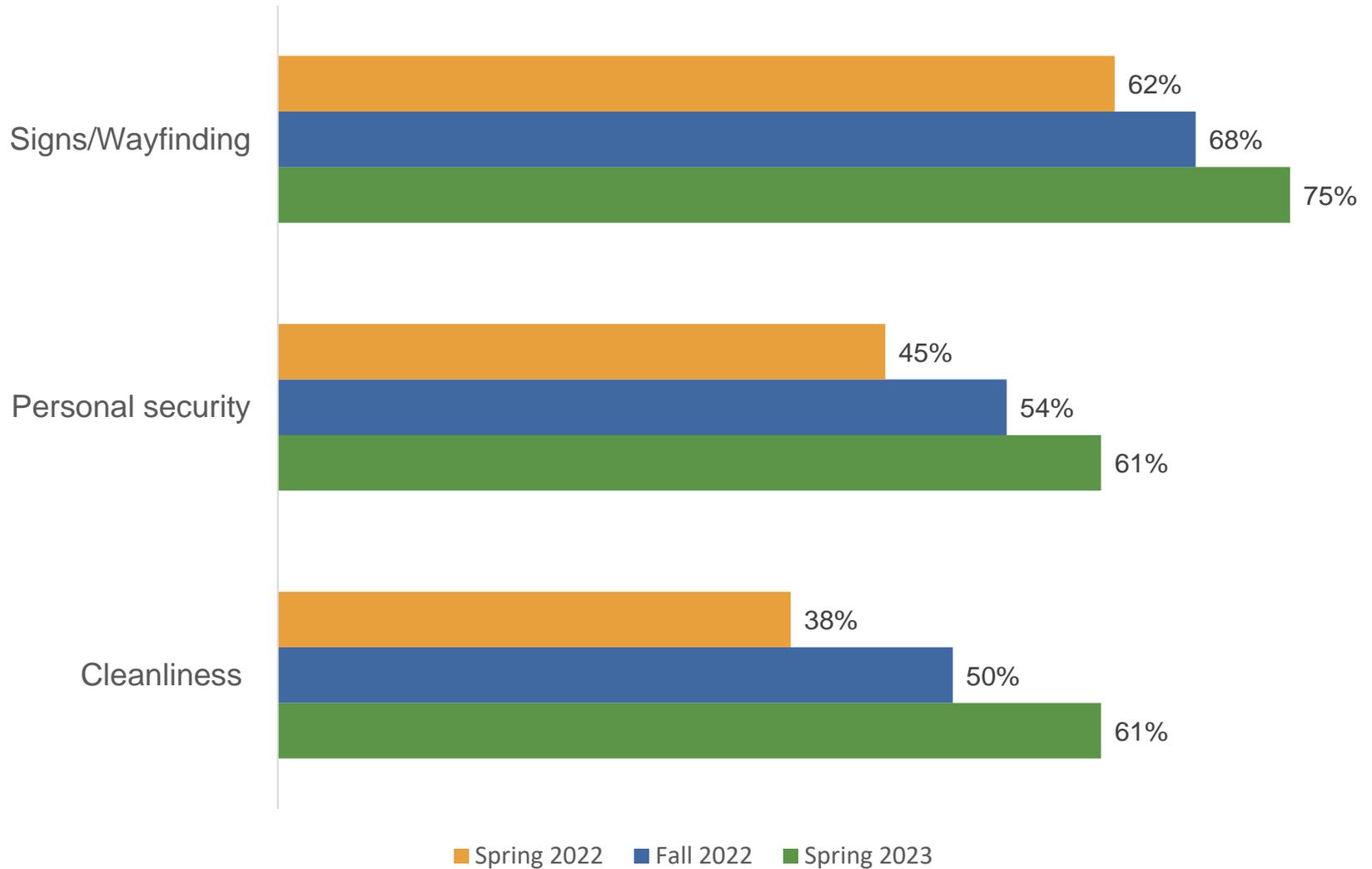
Signs/Wayfinding
- 62%
- 68%
- 75%

Personal security
- 45%
- 54%
- 61%

Cleanliness
- 38%
- 50%
- 61%

Spring 2022   Fall 2022   Spring 2023

Commuter Rail: Overall Customer Satisfaction Trend

Long Island Rail Road

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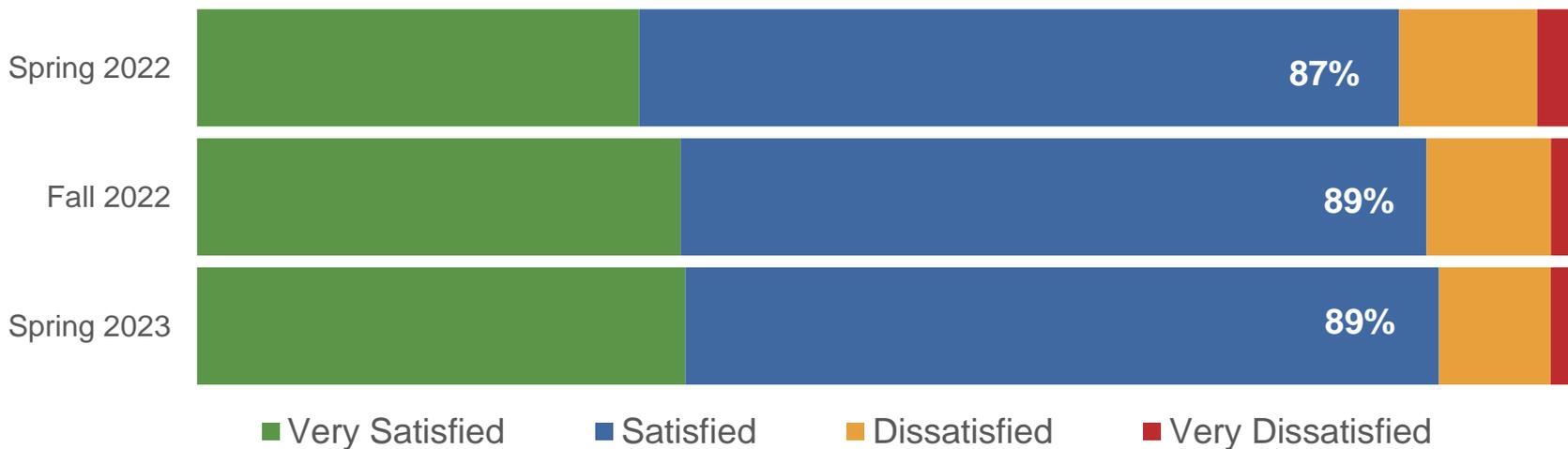
■ Very Satisfied   ■ Satisfied   ■ Dissatisfied   ■ Very Dissatisfied

Metro-North Overall Customer Satisfaction by Line
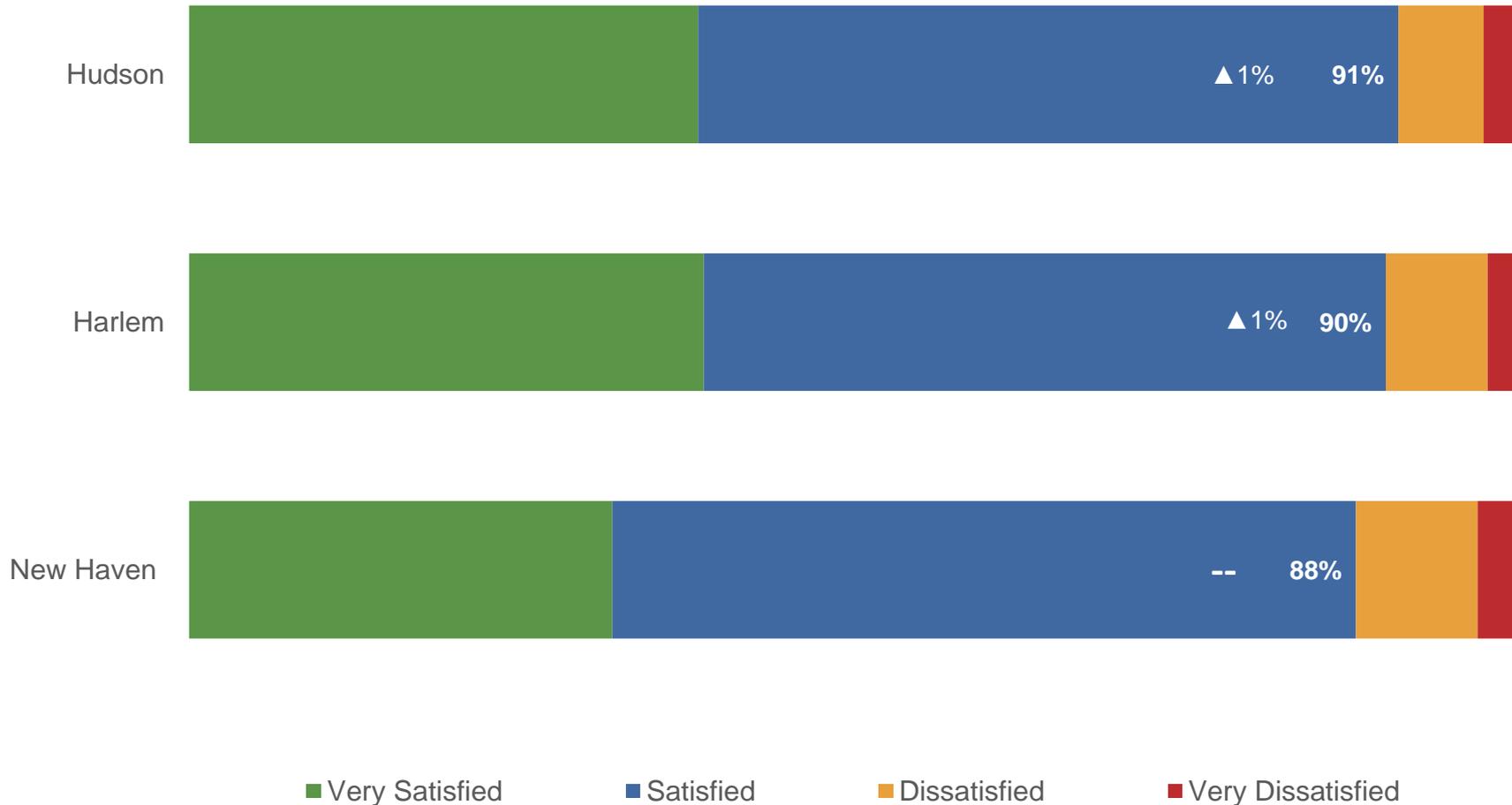
Hudson ▲1% 91%

Harlem ▲1% 90%

New Haven -- 88%

■ Very Satisfied   ■ Satisfied   ■ Dissatisfied   ■ Very Dissatisfied

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

Metro-North Railroad Key Drivers
Percentage of satisfied + very satisfied customers (attributes ranked in order of importance)

◄ **Average Attribute Satisfaction**

Very Important Key Drivers

Attribute	Change	Satisfaction
On-time performance (28%) 🟣	▲1%	86%
Fares (28%) 🔵	▼2%	67%
Seat availability (27%) 🟣	▼1%	78%
Service reliability (26%) 🟣	--	89%

Important Key Drivers

Attribute	Change	Satisfaction
Personal security in stations (17%) 🔴	▼2%	82%
Off-peak service frequency (17%) 🟣	▼2%	73%
Personal security on board (15%) 🔴	▼1%	89%
Cleanliness on board (15%) 🟠	▲2%	87%
Peak service frequency (14%) 🟣	▼2%	82%
Erratic people in stations (10%) 🔴	▼1%	75%
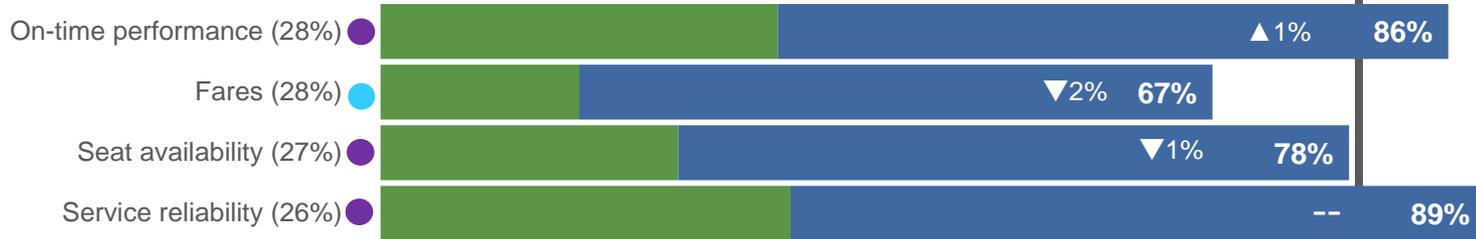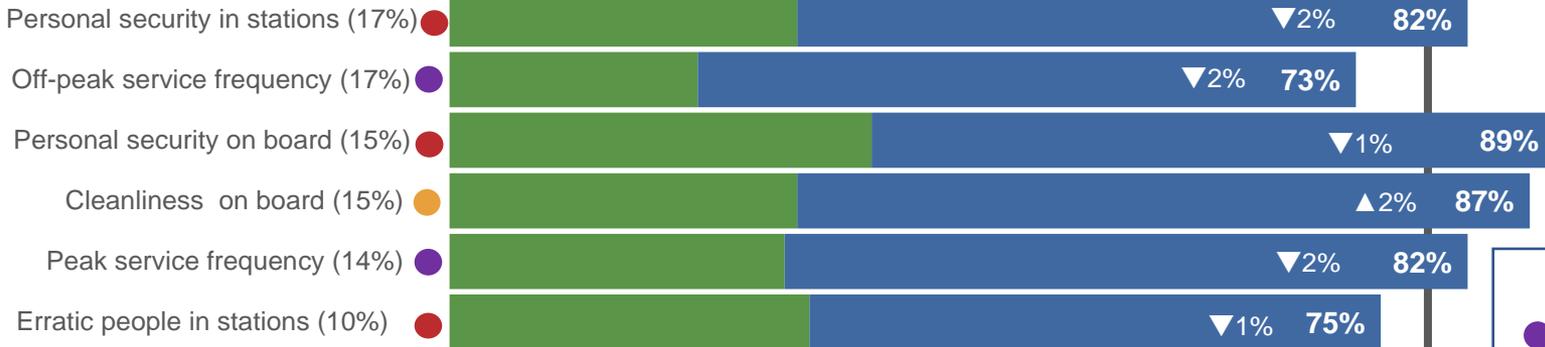
🟩 Very Satisfied 🟦 Satisfied

Attribute Concepts
- 🟣 Service
- 🔴 Safety and Security
- 🟠 Cleanliness
- 🔵 Fares & Payment

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

▲/▼ indicate a percentage point increase/decrease; -- indicates no change

Highest Rated Metro-North Stations
Percentage of satisfied + very satisfied customers for stations with a sample size of 100 or more

	Line Segment	Station Satisfaction Rating Spring 2022	Station Satisfaction Rating Fall 2022	Station Satisfaction Rating Spring 2023
Katonah	Harlem Upper	97%	96%	99%
Irvington	Hudson Lower	97%	98%	98%
Bronxville	Harlem Lower	97%	98%	97%
Chappaqua	Harlem Upper	97%	97%	97%
Dobbs Ferry	Hudson Lower	93%	95%	97%

Lowest Rated Metro-North Stations

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

Five Lowest Rated Stations	Line Segment	Station Satisfaction Rating Spring 2022	Station Satisfaction Rating Fall 2022	Station Satisfaction Rating Spring 2023
Harlem-125th Street	Hudson Lower	56%	63%	64%
Marble Hill	Hudson Lower	80%	75%	75%
Mt. Vernon East	New Haven Inner	80%	75%	75%
Stamford	New Haven Inner	84%	86%	76%
Bridgeport	New Haven Outer	82%	82%	83%

Encouragement to Use More Often
Percentage of respondents by Railroad

Long Island Rail Road	%	Metro-North Railroad	%
Shorter wait times (more frequent service) on weekdays	40%	Better fare incentives	34%
Better fare incentives	34%	Shorter wait times (more frequent service) on weekdays	28%
Shorter wait times (more frequent service) on weekends	17%	Shorter wait times (more frequent service) on weekends	19%
More reliable service	17%	A change in work from home policy from my employer	13%
A change in work from home policy from my employer	10%	More reliable service	10%

Note: Up to two responses were permitted – percentages will not equal 100%.