



**Spring 2024
Customers Count Survey**

**The Long Island Rail Road
Metro-North Railroad**

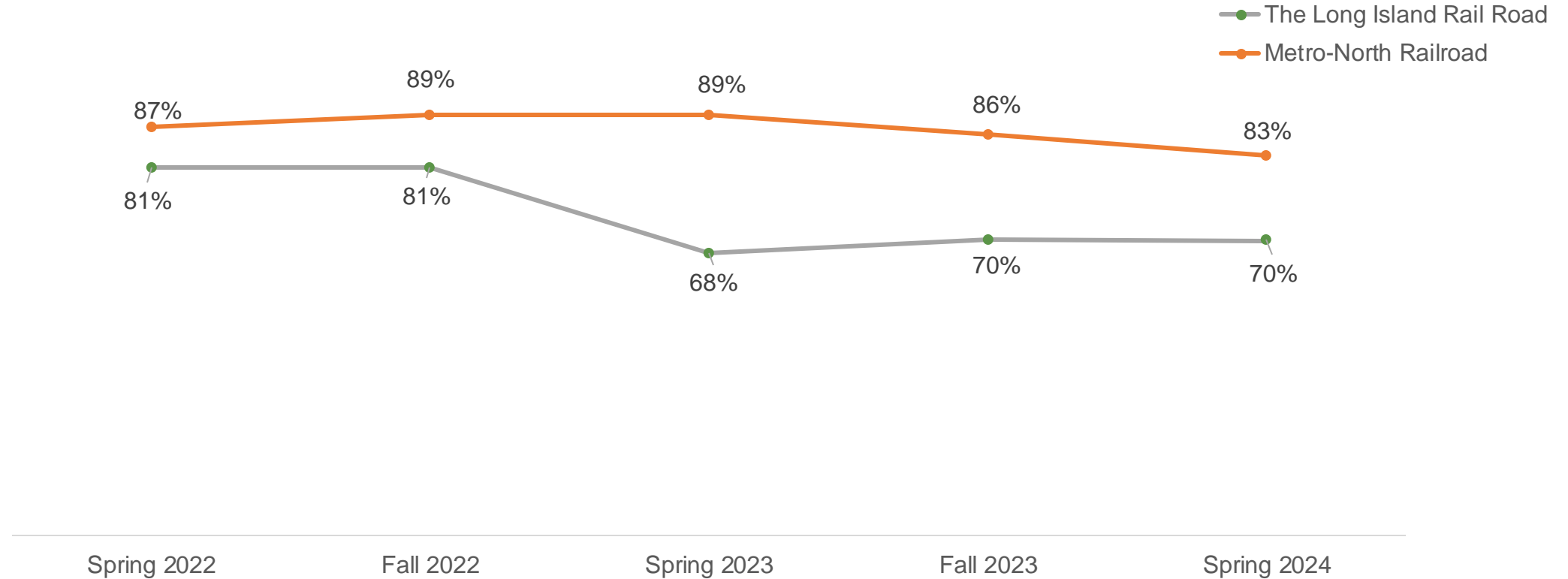
Commuter Railroads: Executive Summary

- The Spring 2024 bi-annual Customer Satisfaction survey was conducted April 18 - May 12, 2024, and was offered online in 9 languages and on the phone in English and Spanish.
 - LIRR had 17,179 respondents and MNR had 14,810 respondents. Our sample is weighted by ridership, and relevant respondent demographics using ACS 1-Year 2022 Estimates.
- **Overall satisfaction with the Long Island Rail Road was 70%, consistent with Fall 2023 results.**
 - Significant improvements were seen on the Port Washington branch, which saw a 16% increase from Fall 2023 to reach 76% overall satisfaction. This improvement resulted from increased customer engagement and schedule adjustments made late last fall.
- Despite a three-point decrease from Fall 2023, **Metro-North overall satisfaction remained very high with 83% of customers giving a satisfied or very satisfied rating.**
 - The Hudson Line is down 4 percentage points, and the Harlem Line is down 5 percentage points.
- The top drivers of satisfaction for both LIRR and Metro-North remain primarily service-related: *Peak service frequency*, *On-time performance*, and *Service reliability*. *Seat availability* is also a top driver for Metro-North.
- *Transfer experience* is a top driver for LIRR, particularly for the 22% of respondents whose trips always involve a transfer. Customers who transfer specifically ask for more connections leaving from across the platform, shorter wait times between connections and more announcement of platforms before arrival.



Commuter Rail: Overall Satisfaction trends

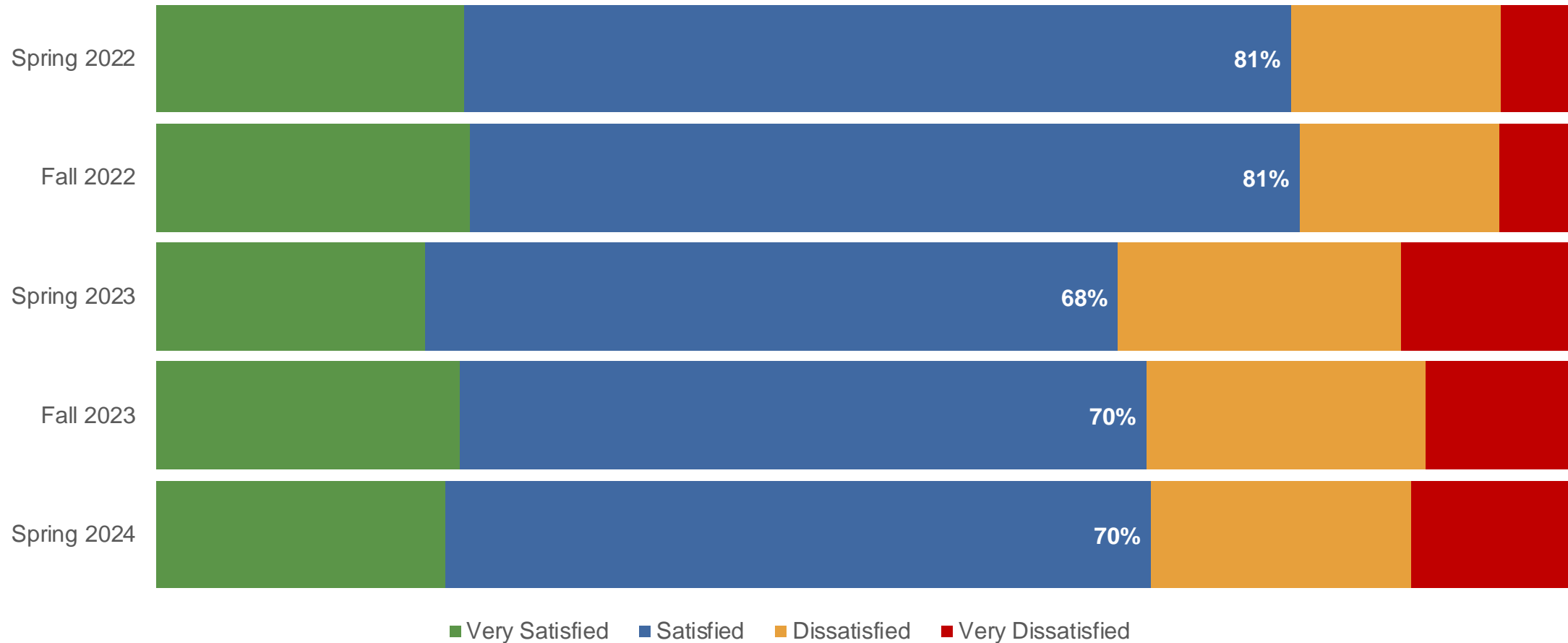
Percentage satisfied with each railroad (rated 6-10)



Question: In general, how satisfied are you with the Long Island Rail Road/Metro-North Railroad?
Base: Customers who use the railroad at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10)



LIRR: Overall Satisfaction Trend



Question(s): How satisfied are you with the Long Island Rail Road?

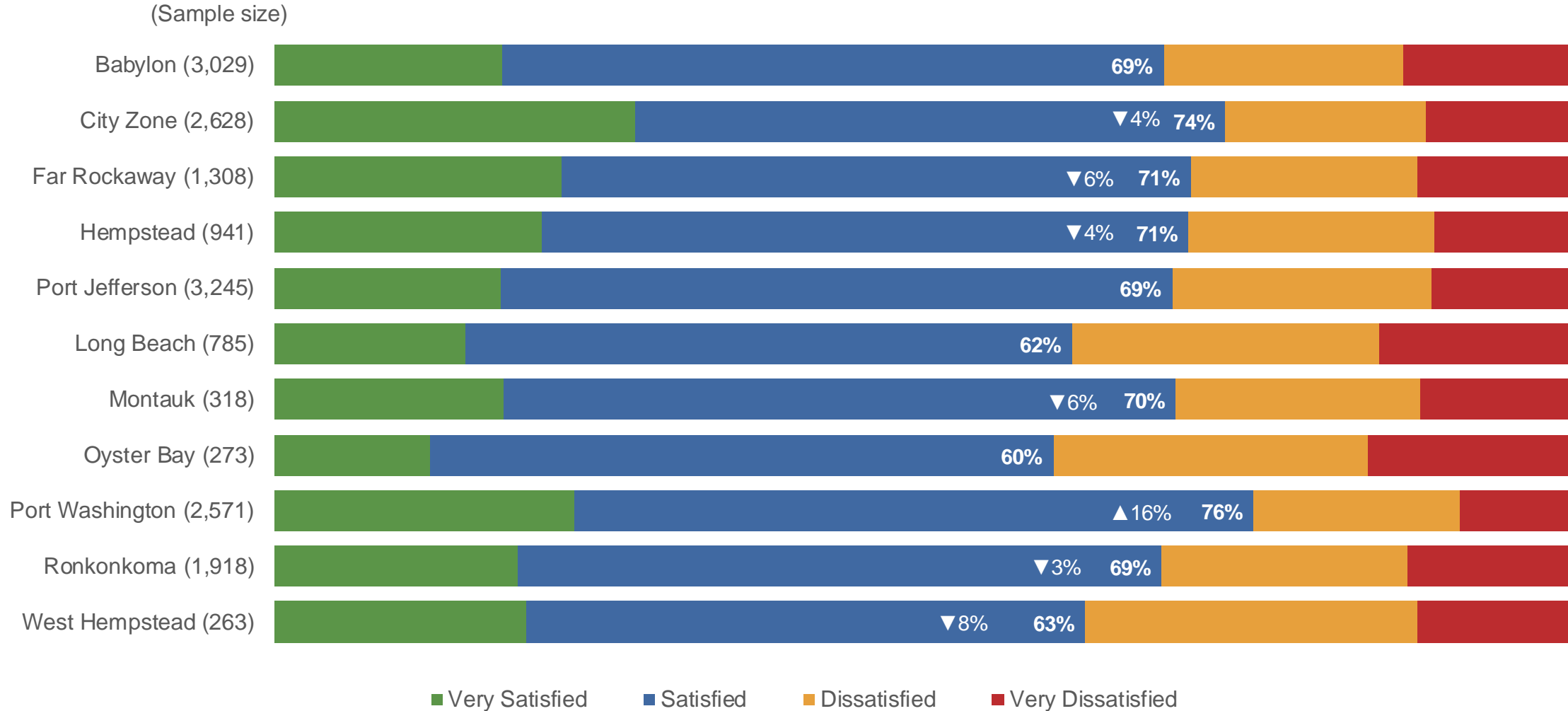
Base: Customers who used the Long Island Rail Road at least once in the last 6 months

Percentage shown is total satisfied (rated 6-10)

Note: Sample acquisition method (email vs. marketing pull in) yield different levels of Overall Satisfaction with pull ins scoring lower than the email list; Spring 2024 the sample balance was significantly shifted towards marketing pull in respondents resulting in a shift down in scores.



LIRR: Overall Satisfaction by Branch

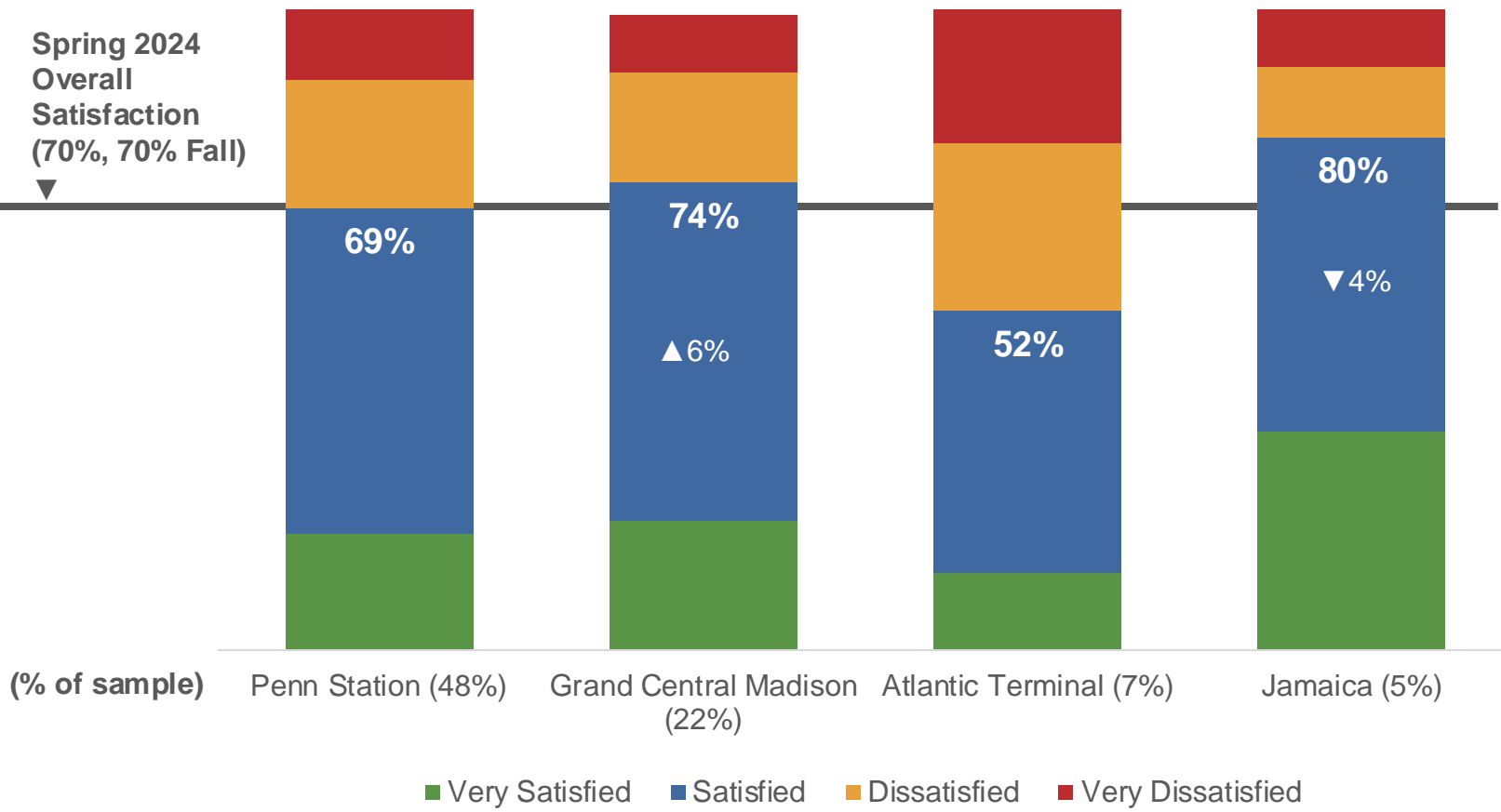


Question(s): How satisfied are you with the Long Island Rail Road?

Base: Customers who used The Long Island Rail Road at least once in the last 6 months

Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Fall 2023

LIRR: Overall Satisfaction by Western Terminal destination



The percentage of customers who are satisfied with the Long Island Rail Road increased for GCM. Those whose destination is GCM or Jamaica are the most satisfied with LIRR.

Penn Station

- Port Washington (+12 ppt)
- West Hempstead (-15 ppt)
- Far Rockaway (-12 ppt)
- Montauk (-13 ppt)

Grand Central Madison

- Port Washington (+27 ppt)
- City Zone (-10ppt)

Atlantic Terminal

- City Zone (-5ppt)

Jamaica

- Babylon (-11ppt)
- Ronkonkoma (-10ppt)

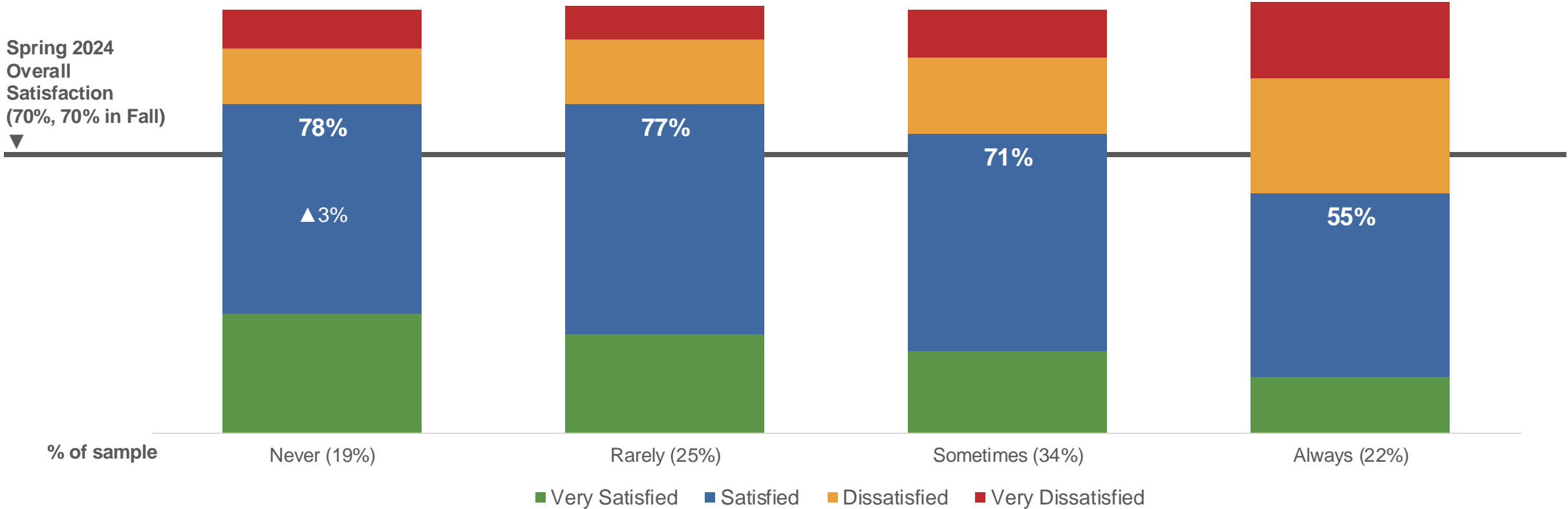
Question(s): How satisfied are you with the Long Island Rail Road? What is your typical destination station?

Base: Customers who used The Long Island Rail Road at least once in the last 6 months

Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Fall 2023



LIRR: Overall Satisfaction by Transfer Regularity



Question(s): In general, how satisfied are you with The Long Island Rail Road? How often do you transfer to another LIRR train to get to your destination?
 Base: Customers who used The Long Island Rail Road at least once in the last 6 months
 Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease since Fall 2023

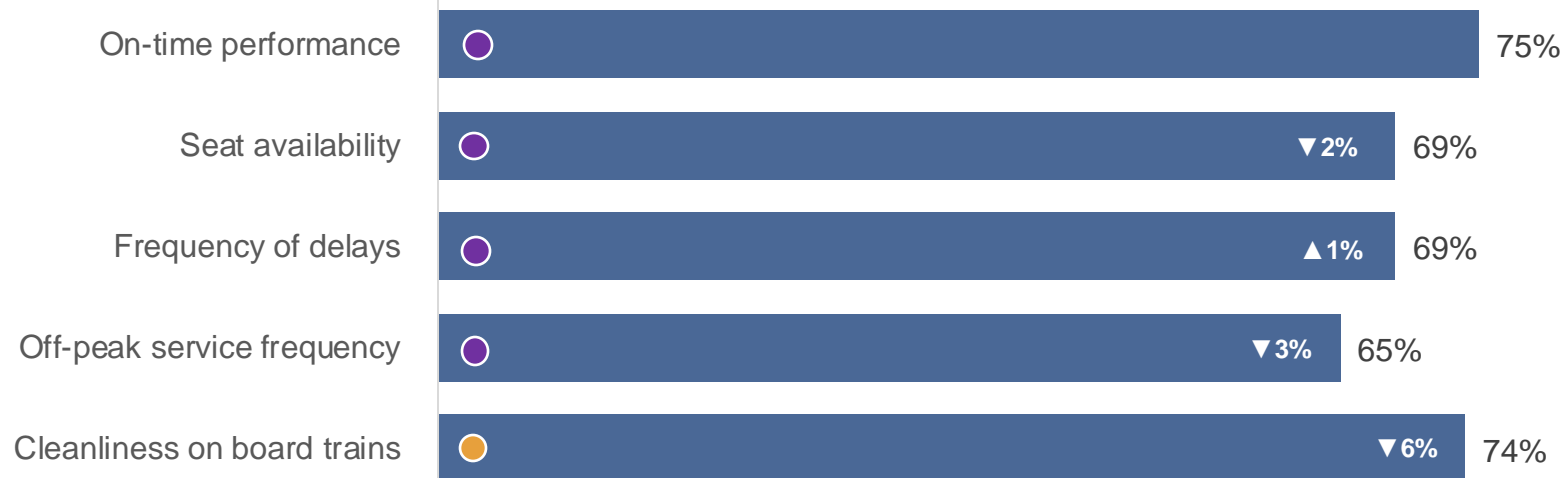
LIRR: Key Drivers Satisfaction

In Order of Driver Importance

Very Important Key Drivers



Important Key Drivers



Attribute Concepts

- Service
- Cleanliness

Question(s): How satisfied are you with each of the following attributes?

Base: Customers who used the Long Island Rail Road at least once in the last 6 months

Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Fall 2023



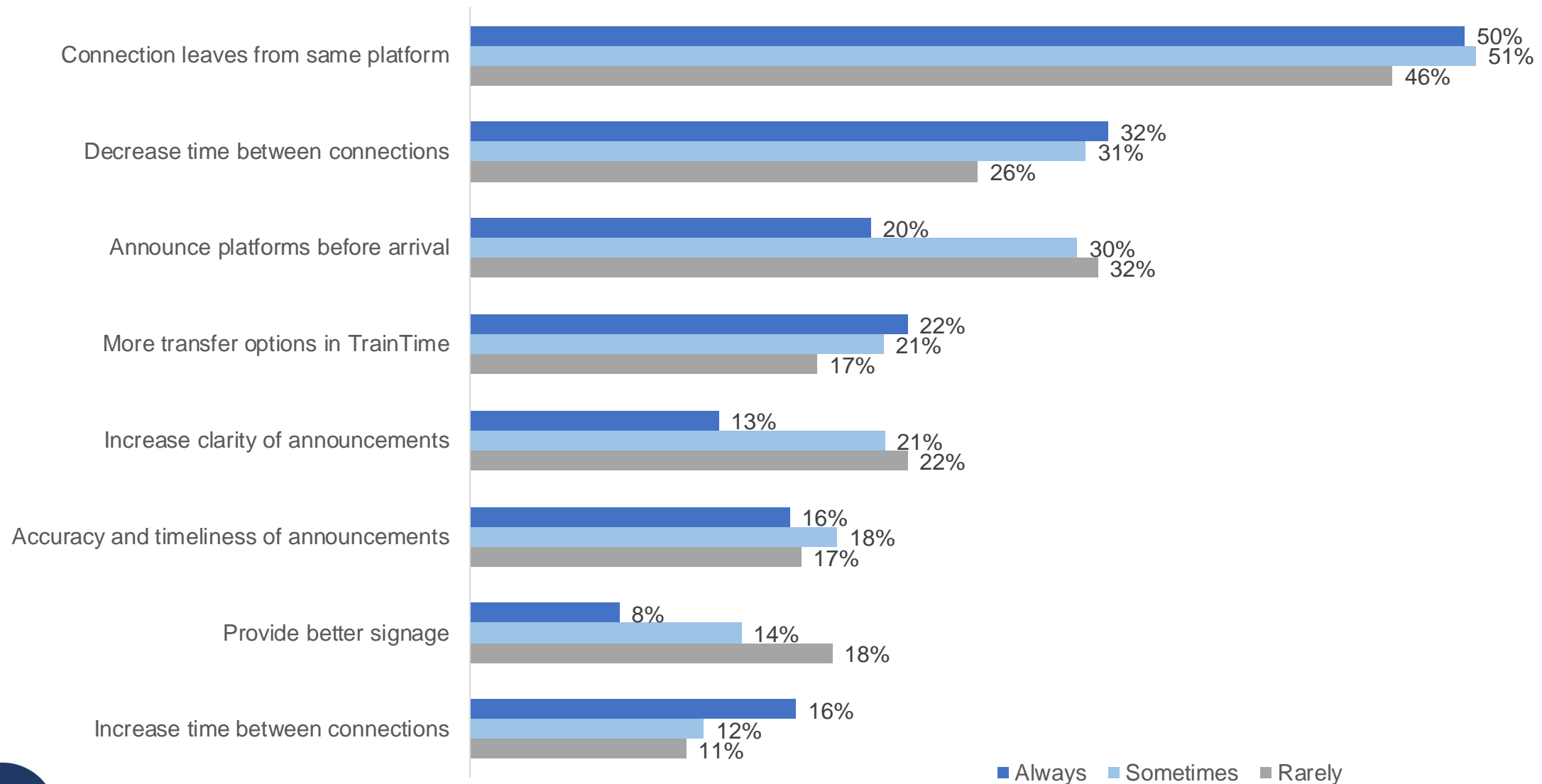
LIRR: Key Drivers by Transfer Frequency

Most important attributes by transfer frequency				
<u>Top 5 Drivers</u>	<u>Never</u>	<u>Rarely</u>	<u>Sometimes</u>	<u>Always</u>
1	Peak service frequency	Peak service frequency	Transfer experience	Transfer experience
2	Seat availability	Service reliability	Service reliability	Peak service frequency
3	On-time performance	Seat availability	Seat availability	Service reliability
4	Off-peak service frequency	On-time performance	Peak service frequency	On-time performance
5	Service reliability	Frequency of delays	On-time performance	Frequency of delays



Question(s): How often do you transfer to another LIRR train to get to your destination? How satisfied are you with each of the following attributes?
 Base: Customers who used The Long Island Rail Road at least once in the last 6 months

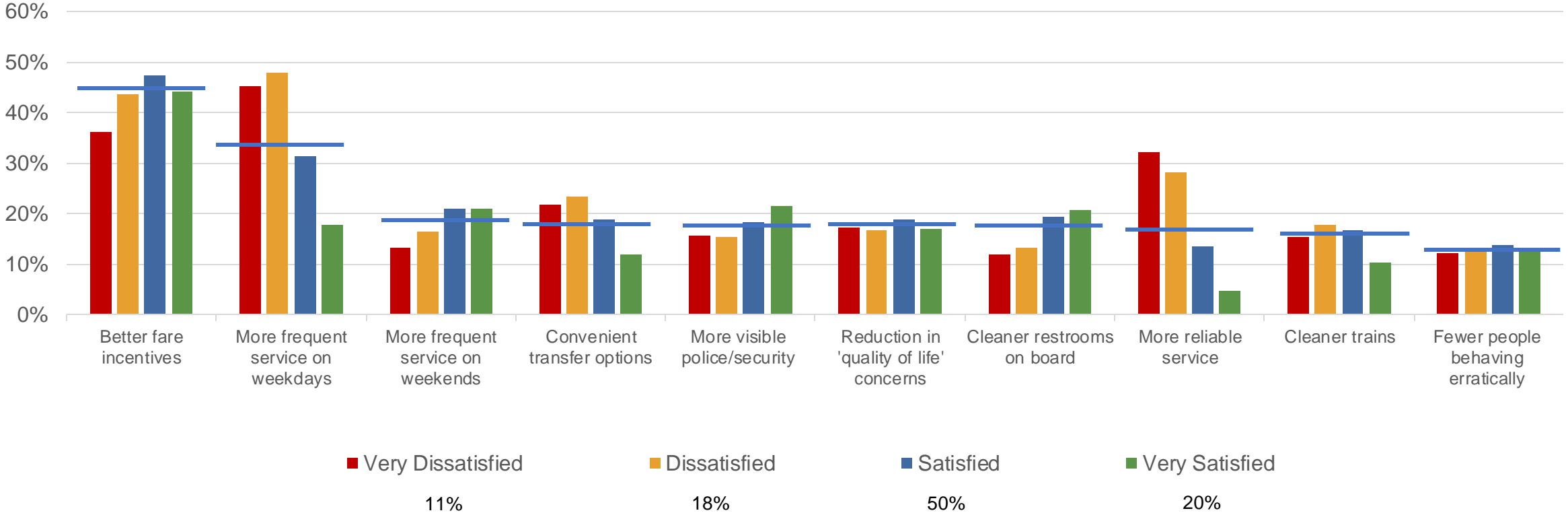
LIRR: What Could Improve Customers' Transfer Experience



Question (s): What could we do to improve your transfer experience?; How often do you transfer to another LIRR train to get to your destination?
 Base: LIRR customers whose LIRR Trip Requires a Transfer from One LIRR Train to Another
 Multiple responses allowed; percentages will not add to 100%; In order of total

LIRR: What Customers Say Will Increase Overall Satisfaction

Dissatisfied customers want more frequent service on weekdays and more reliable service



Question(s): Which of the following needs to improve to increase your Long Island Rail Road satisfaction? Select up to three.
 In general, how satisfied are you with the Long Island Rail Road?
 Base: Customers who used the Long Island Rail Road at least once in the last 6 months
 — Indicates % chose answer among Total



LIRR: Lowest Overall Station Satisfaction

Hunters Point Av and East New York are the two lowest rated LIRR stations – but East New York improved 11 points since Spring 2024

Hunterspoint Av		
Attribute	Fall 2023	Spring 2024
Overall station	54%	37%
Cleanliness of station	50%	32%
Lighting on platforms	52%	42%
Announcements at the station	58%	48%
Screens and digital displays in the station	59%	48%
Signs and wayfinding in the station	60%	55%
Safety from crime/harassment	64%	64%
Crowding on platforms	72%	69%

East New York		
Attribute	Fall 2023	Spring 2024
Overall station	43%	54%
Cleanliness of station	36%	43%
Safety from crime/harassment	37%	45%
Lighting on platforms	48%	52%
Announcements at the station	68%	60%
Signs and wayfinding in the station	60%	63%
Screens and digital displays in the station	65%	63%
Crowding on platforms	77%	75%

Question(s): What is your home boarding station? What s your typical destination station, the station that you exit your LIRR train? How satisfied are you with [STATION] on each of the following...?

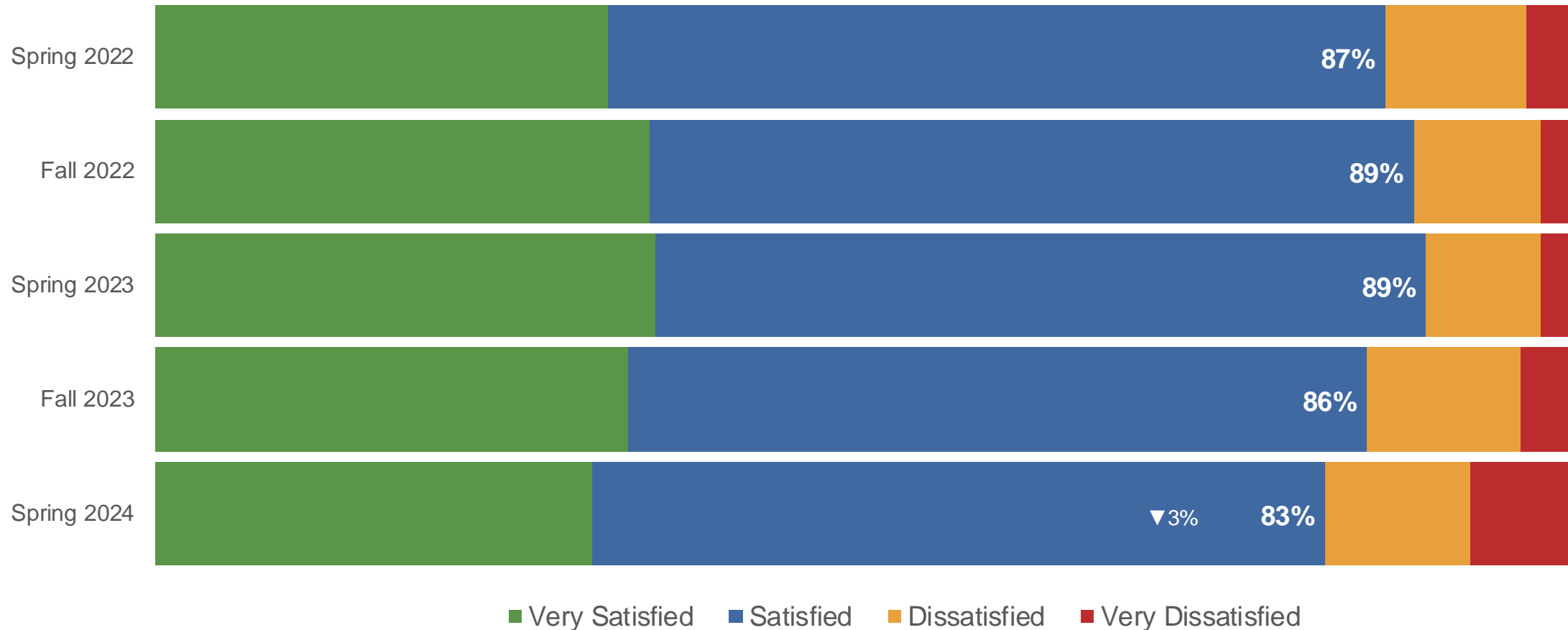
Base: Customers who used the Long Island Rail Road at least once in the last 6 months and board or alight at stations shown

Percentages shown are total satisfied (rated 6-10)

To determine the lowest rated stations, only stations with a minimum sample size of 100 respondents were analyzed



Metro-North: Overall Satisfaction Trend



Question(s): In general, how satisfied are you with Metro-North Railroad?

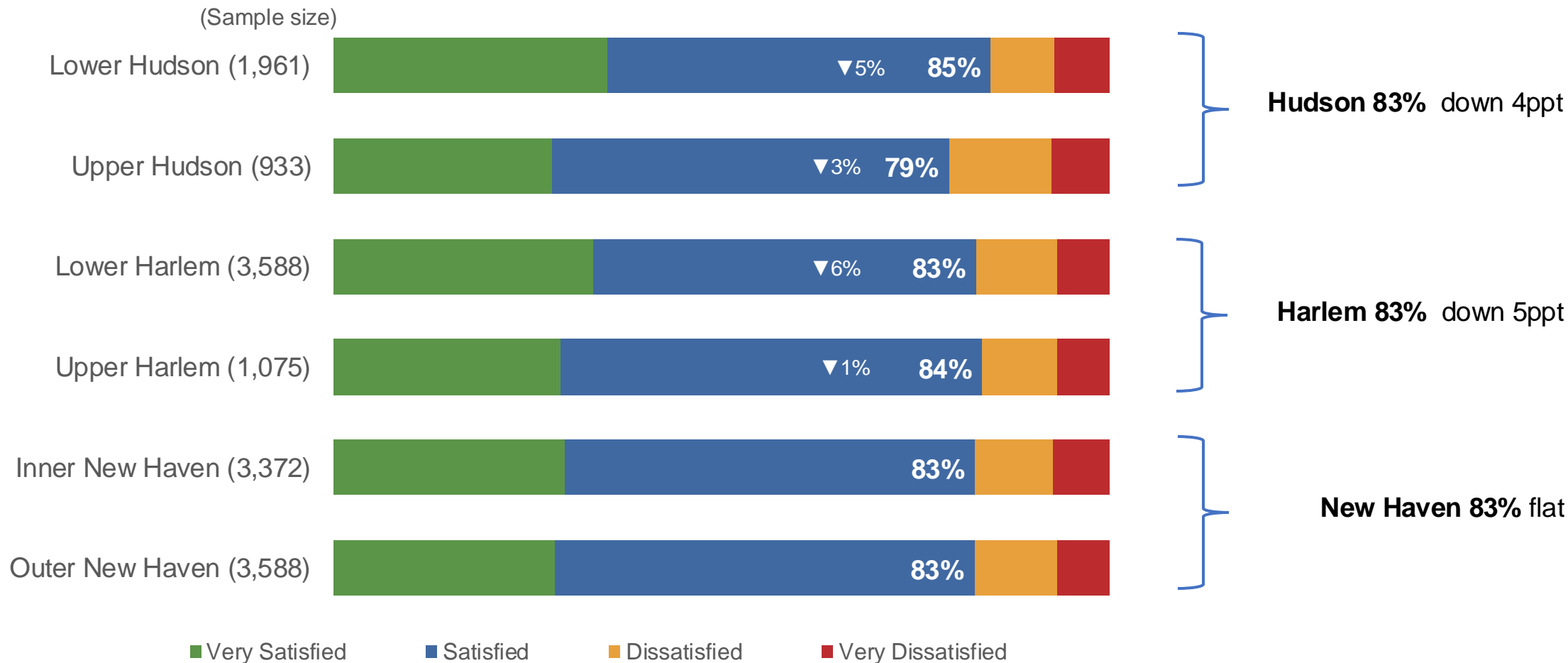
Base: Customers who used Metro-North Railroad at least once in the last 6 months

Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Fall 2023

Note: Sample acquisition method (email vs. marketing pull in) yield different levels of Overall Satisfaction with pull ins scoring lower than the email list; Spring 2024 the sample balance was significantly shifted towards marketing pull in respondents resulting in a shift down in scores.



Metro-North: Overall Satisfaction by Line Segment



Question(s): How satisfied are you with Metro-North Railroad?

Base: Customers who used Metro-North Railroad at least once in the last 6 months

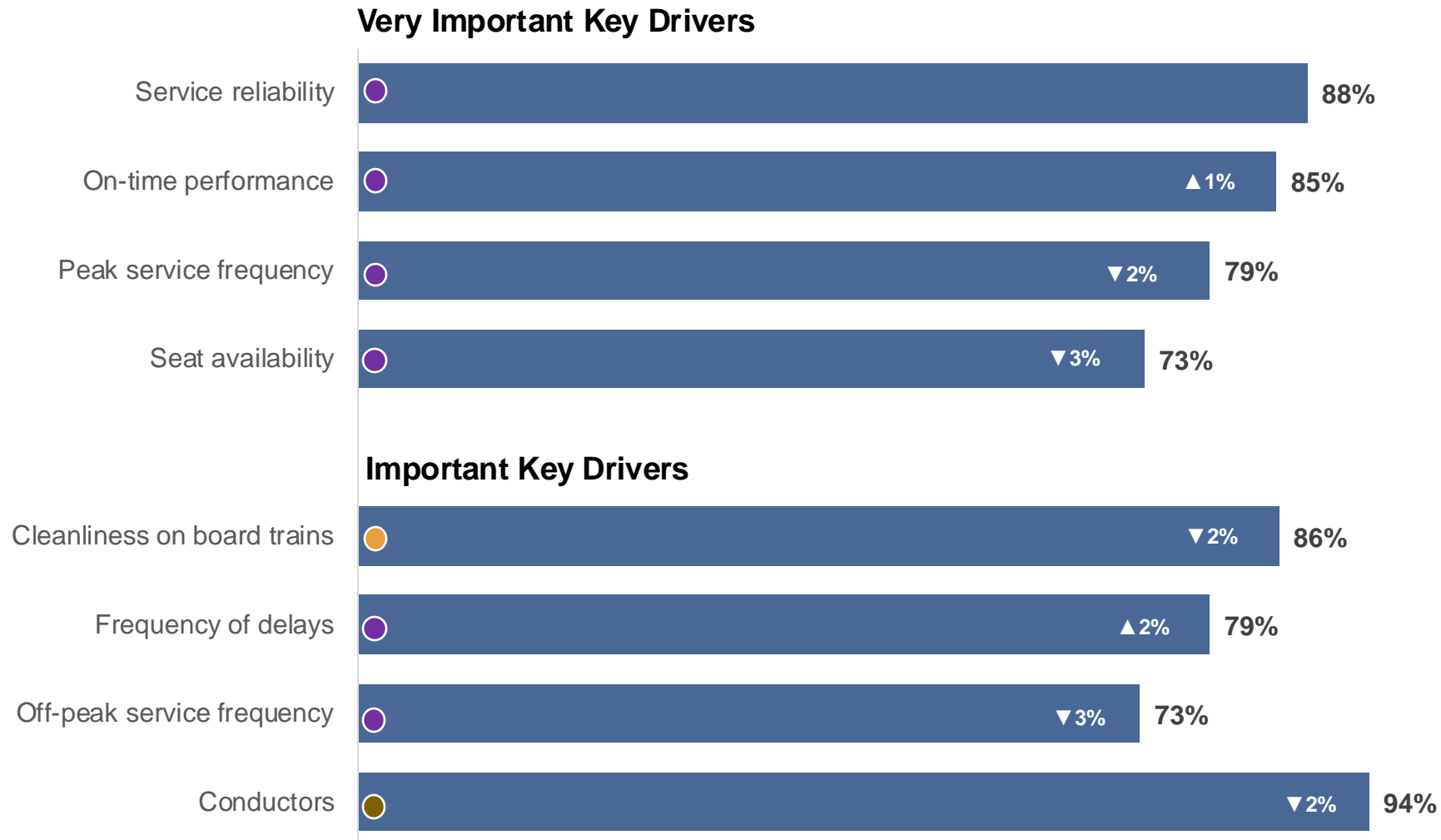
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Fall 2023

Hudson Lower: GCT- Croton Harmon; Hudson Upper: Cortlandt to Poughkeepsie; Harlem Lower: GCT to N. White Plains; Harlem Upper: Valhalla to Wassaic; New Haven Inner: GCT to Stamford; New Haven Outer: Noroton Heights to New Haven State-Street (incl. spurs)



Metro-North Key Drivers Satisfaction

In Order of Driver Importance



Attribute Concepts

- Service
- Cleanliness
- Conductors

Question(s): How satisfied are you with each of the following attributes?

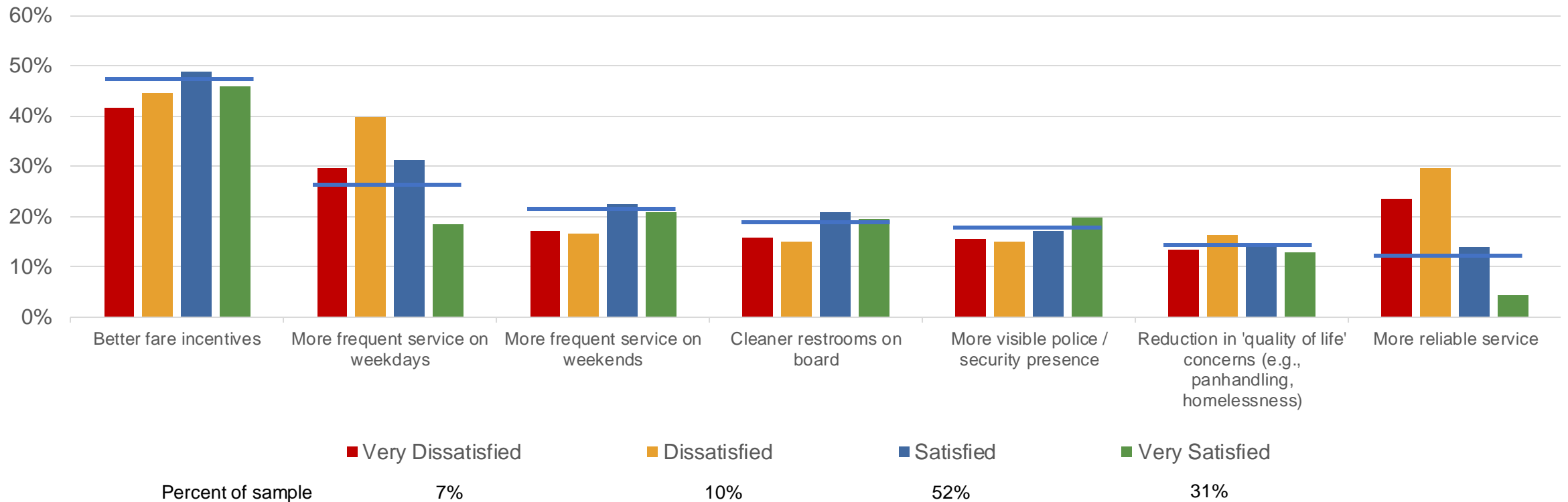
Base: Customers who used Metro-North at least once in the last 6 months

Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Fall 2023



Metro-North: What Customers Say Will Increase Overall Satisfaction

Dissatisfied customers care more about more frequent service on weekdays and more reliable service



Question(s): In general, how satisfied are you with Metro-North Railroad? Which of the following needs to improve to increase your Metro-North satisfaction? Select up to three.

Base: Customers who used Metro-North at least once in the last 6 months.

— Indicates % chose answer among Total.





Questions?

The Long Island Rail Road
Metro-North Railroad