



Fall 2023

Customers Count Survey

Joint Railroad Committee Meeting
January 2024

The Long Island Rail Road
Metro-North Railroad

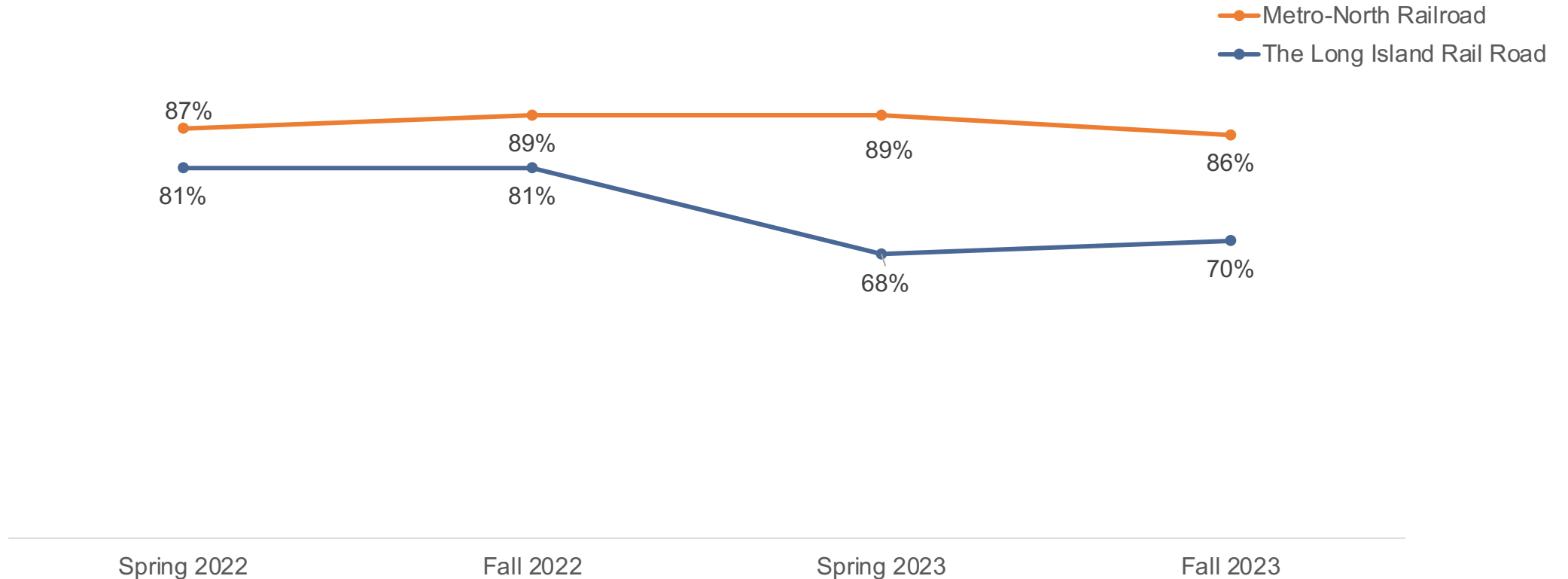
Commuter Railroads Customers Count: Executive Summary

- The Fall 2023 bi-annual Customer Satisfaction survey was conducted November 6-20, 2023, with English and Spanish offered online and on the phone.
 - LIRR had 23,027 respondents (up 11%) and MNR had 19,929 respondents (up 12%).
- **Overall satisfaction with the Long Island Rail Road increased to 70%** (up from 68% in Spring 2023).
 - Significant improvements were seen for those whose destination is Penn Station or Atlantic Terminal.
 - Passengers who regularly transfer are also more satisfied, but significantly lag those who do not transfer.
- Despite a three-point decrease, **Metro-North overall satisfaction remained very high with 86% of customers giving a satisfied or very satisfied rating.**
 - The New Haven Line (88%) is down 5 percentage points, Hudson Line is down 4 percentage points, and the Harlem Line is down 2 percentage points.
- Key drivers of satisfaction for both LIRR and Metro-North remain primarily service-related. This includes attributes such as *Peak service frequency*, *On-time performance*, and *Service reliability*.
- When asking those dissatisfied what would increase their overall satisfaction, the top 3 most mentioned areas were identical between the two railroads:
 - “Shorter wait times on the weekdays”, “Improve service reliability” and “Better fare incentives”.



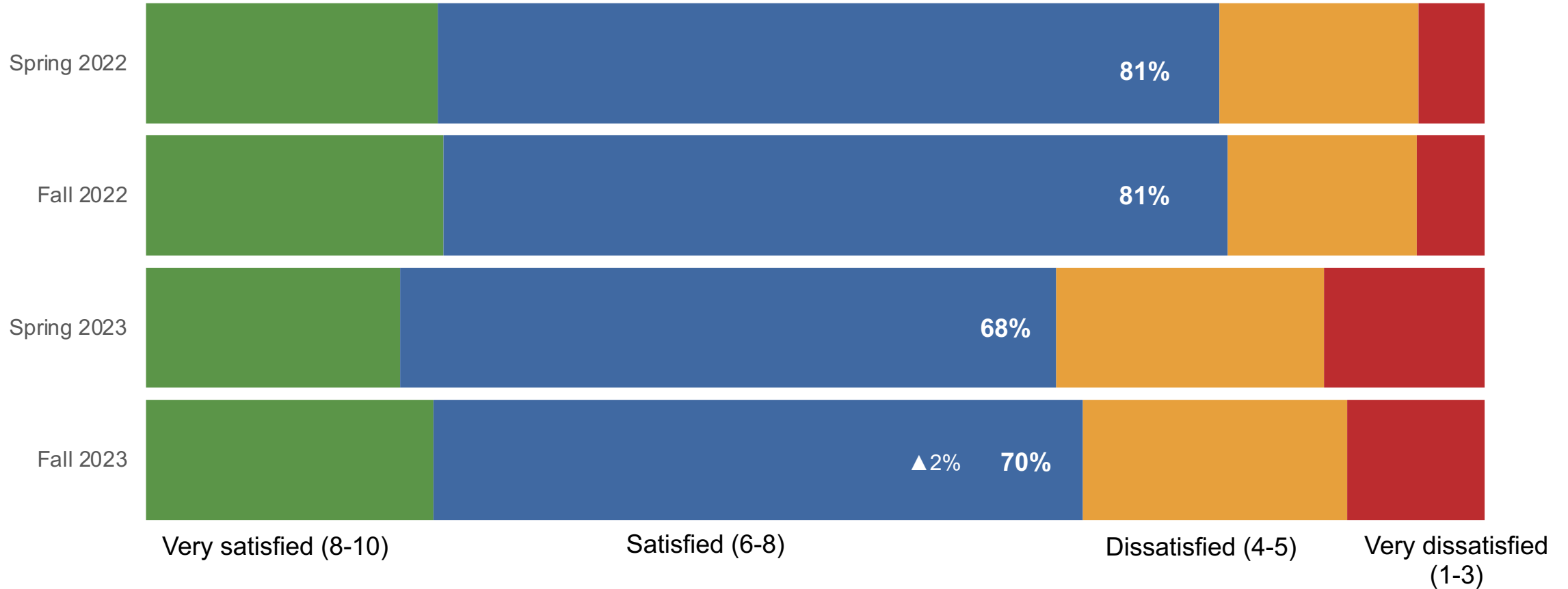
Commuter Rail: Overall Satisfaction Trends

Percentage satisfied with each railroad (rated 6-10)



Long Island Rail Road: Overall Satisfaction Trend

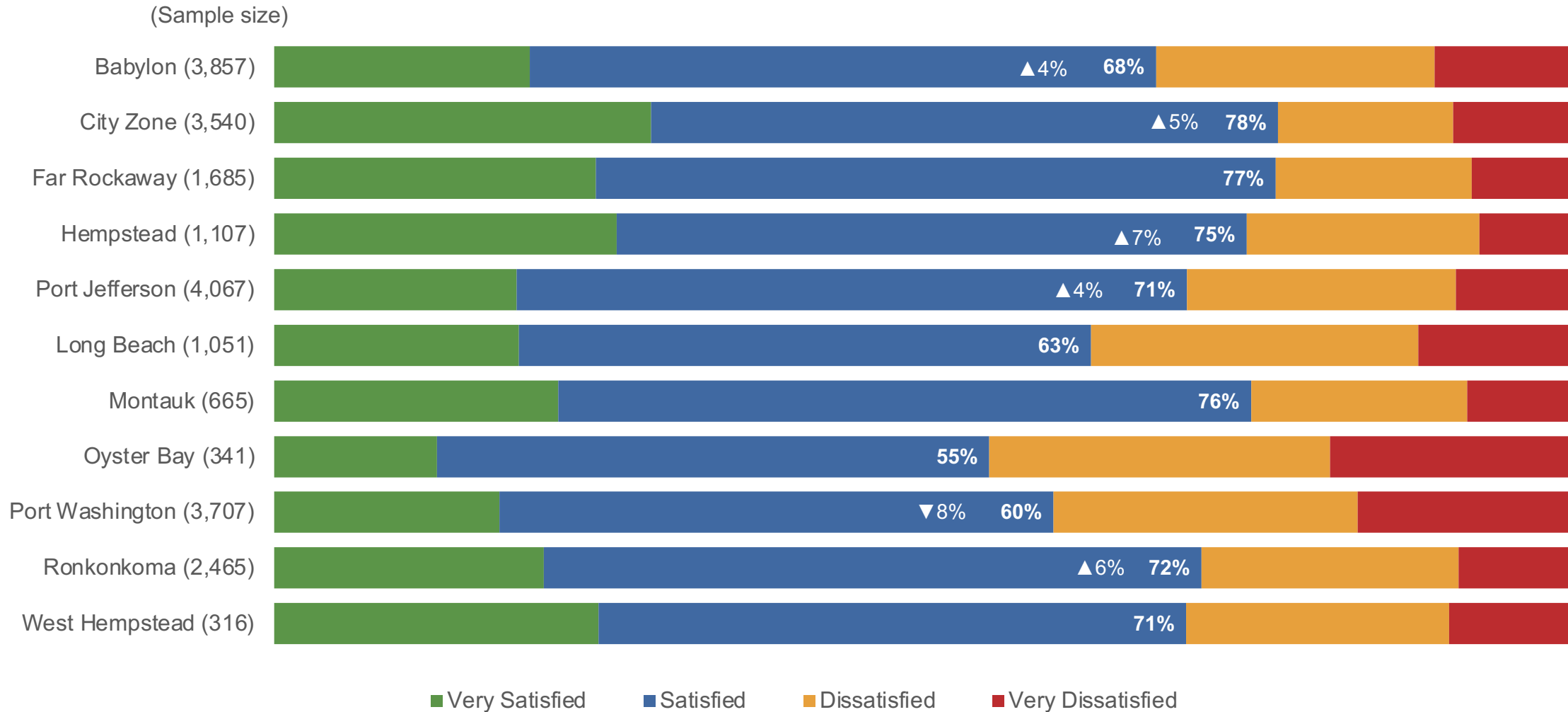
How satisfied are you with the Long Island Rail Road? (scale 1-10)



Fall 2023
Customers Count Survey

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 Spring 2023

Long Island Rail Road: Overall Customer Satisfaction by Branch



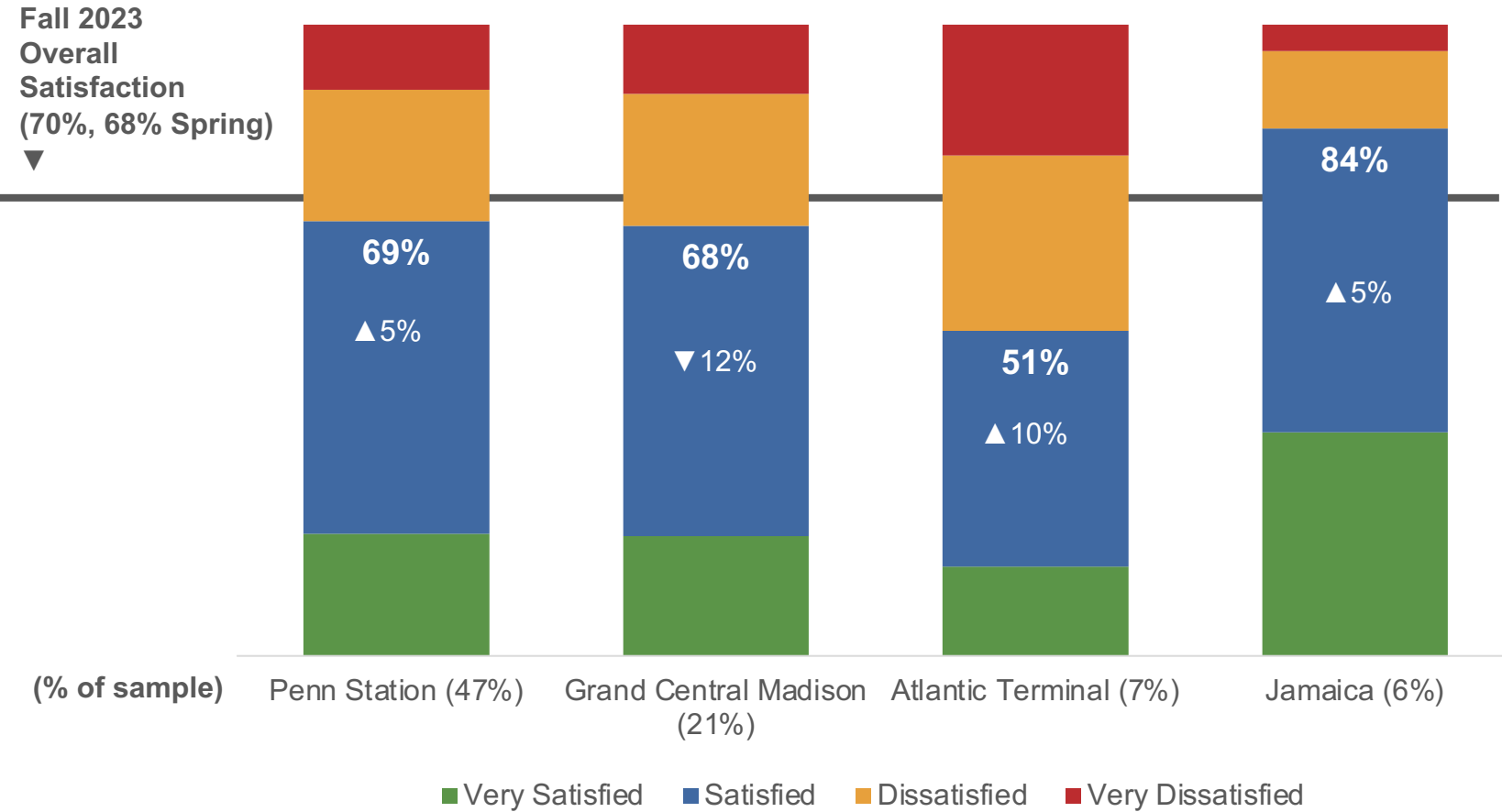
Fall 2023
Customers Count Survey

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 Spring 2023;

Overall Satisfaction by Western Terminal Destination



The percentage of customers who are satisfied with the Long Island Rail Road increased for all terminals except for GCM. The changes are largely driven by customers from these branches:

Penn Station

- Babylon (up 7 percentage points)
- Huntington/Port Jefferson (+7 ppt)

Grand Central Madison

- Huntington/Port Jefferson (-7 ppt)
- Montauk (-18 ppt)
- Port Washington (-27 ppt)

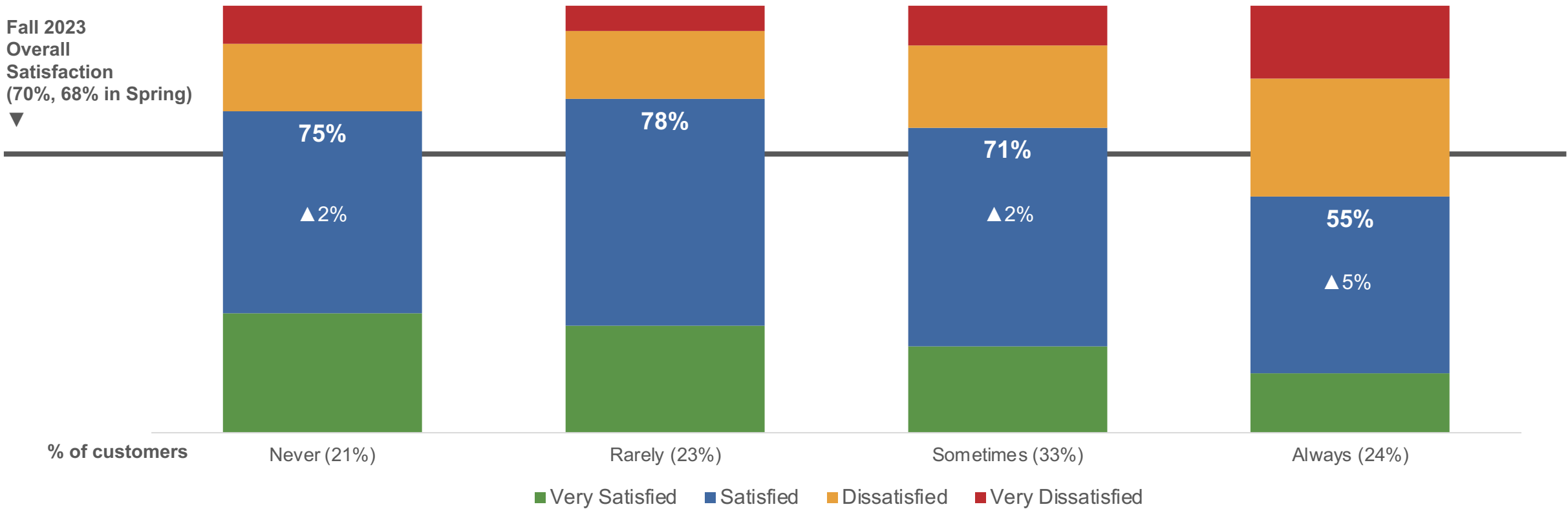
Atlantic Terminal

- Hempstead (+16 ppt)
- City Zone (+12 ppt)
- Babylon (+12 ppt)



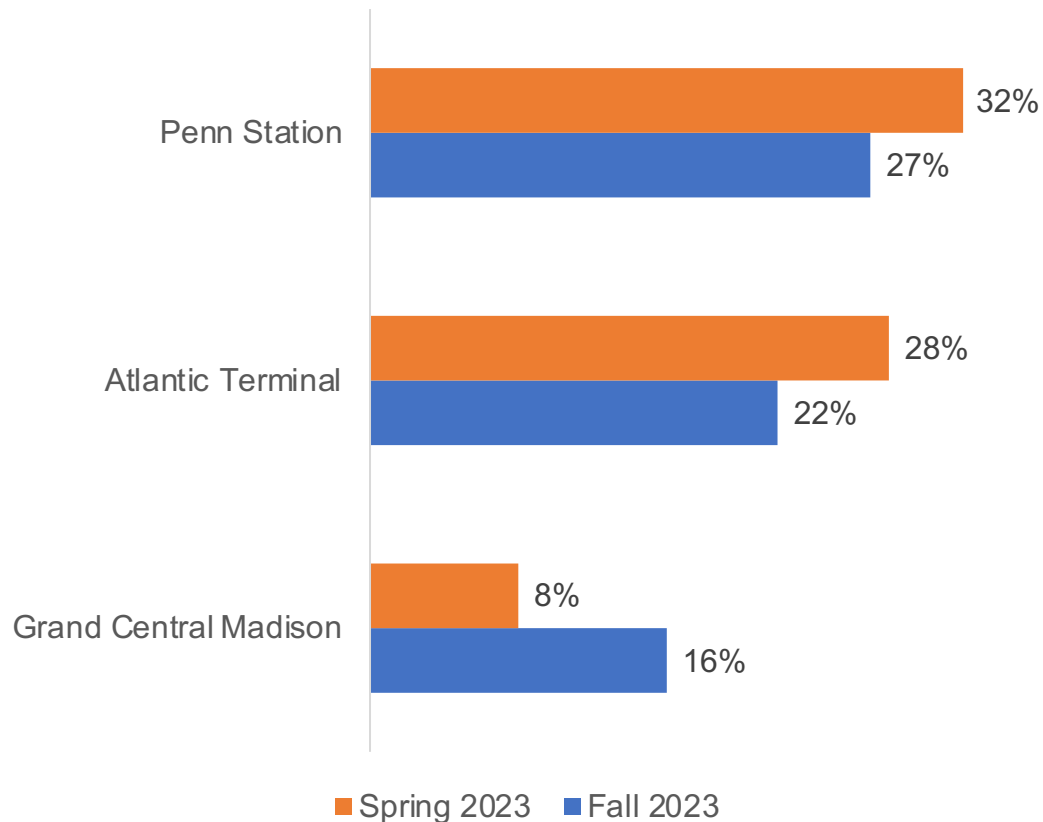
Overall Satisfaction with Long Island Rail Road by Transfer Frequency

Overall Satisfaction for Customers Who *Always* Transfer has increased by five percentage points



Deep Dive on Customers Who ‘Always Transfer’

Customers Who “Always” Transfer
Distribution of Terminal Destinations



Most important attributes by transfer frequency				
Top 5 Drivers	Never	Rarely	Sometimes	Always
1	Peak service frequency	Peak service frequency	Quality of transfer	Quality of transfer
2	Value for money	Quality of transfer	Peak service frequency	Peak service frequency
3	Service reliability	On-time performance	Value for money	Service reliability
4	Seat availability	Service reliability	Service reliability	Value for money
5	Off-peak service frequency	Value for money	On-time performance	On-time performance



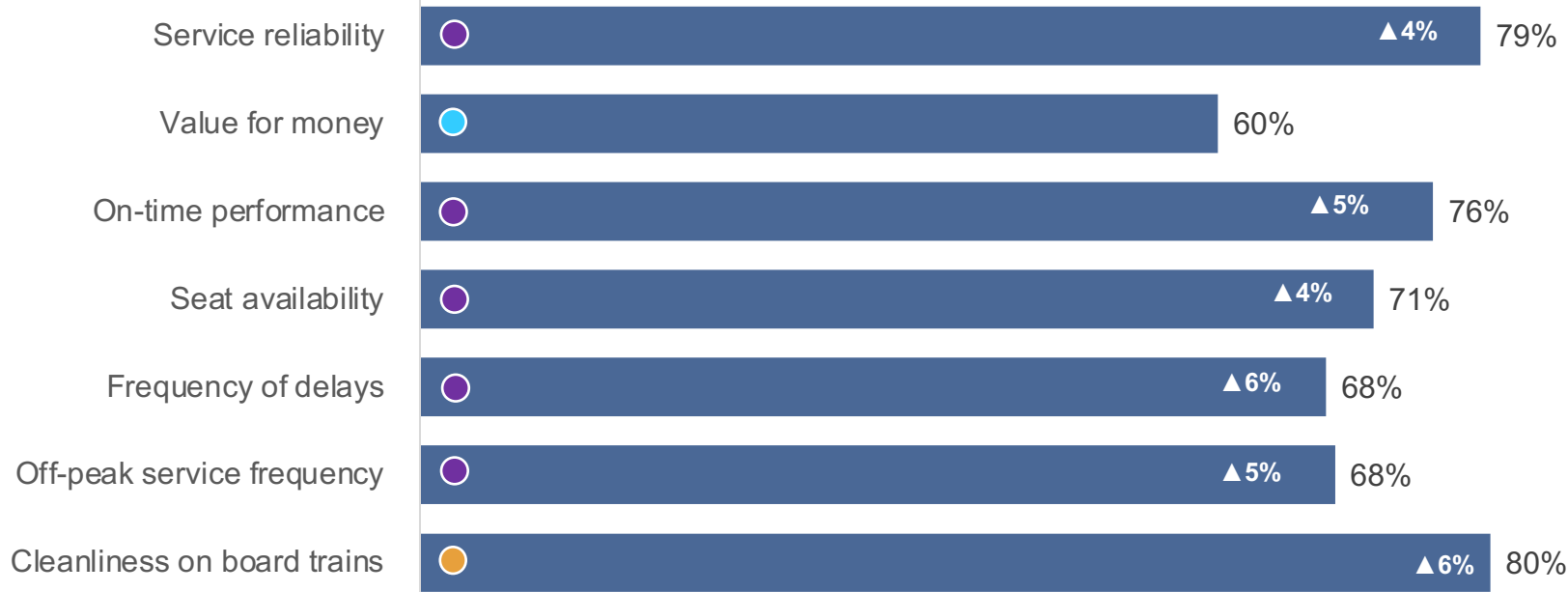
Long Island Rail Road Key Drivers: Attribute Satisfaction

In Order of Attribute Importance

Very Important Key Drivers



Important Key Drivers



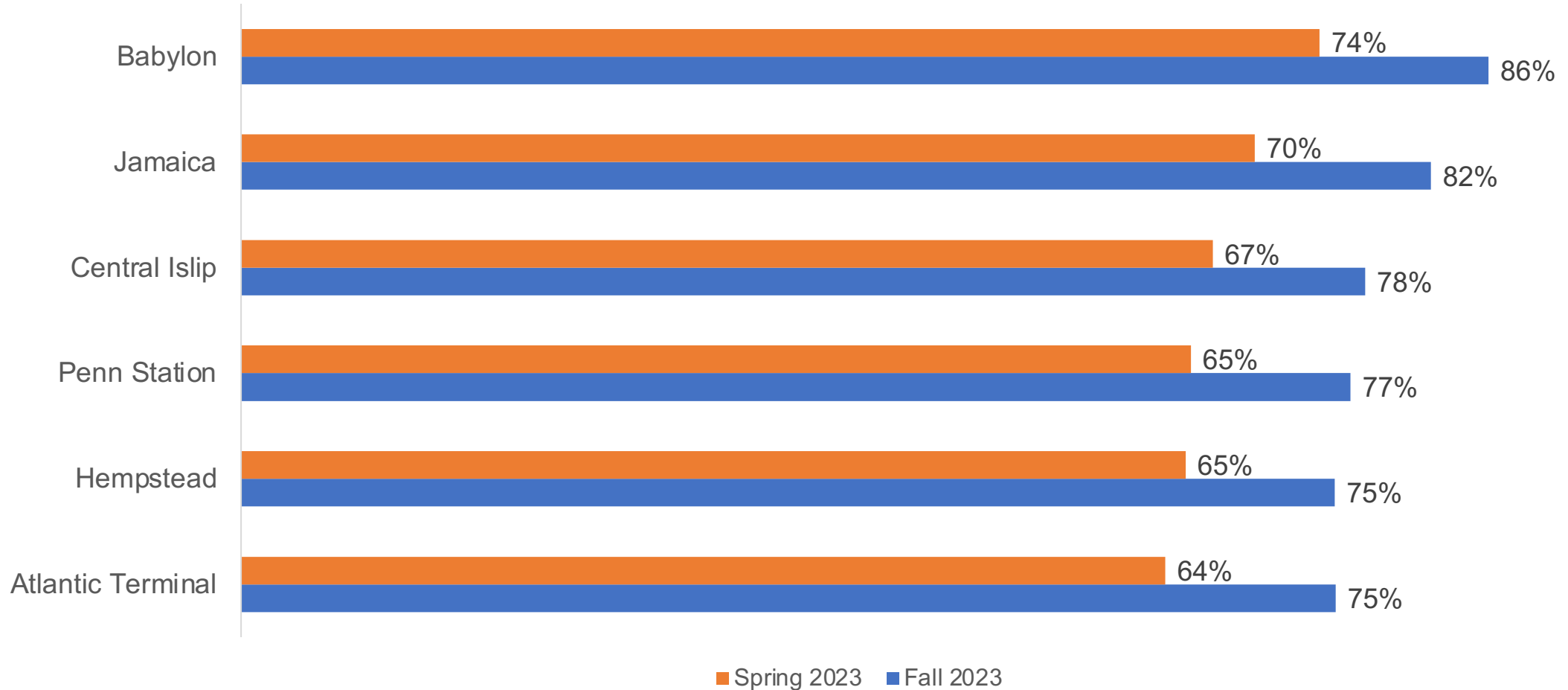
Attribute Concepts

- Service
- Cleanliness
- Value for Money



Long Island Rail Road: Most Improved Station Satisfaction

Those with the highest percentage-point increases from Spring 2023



■ Spring 2023 ■ Fall 2023



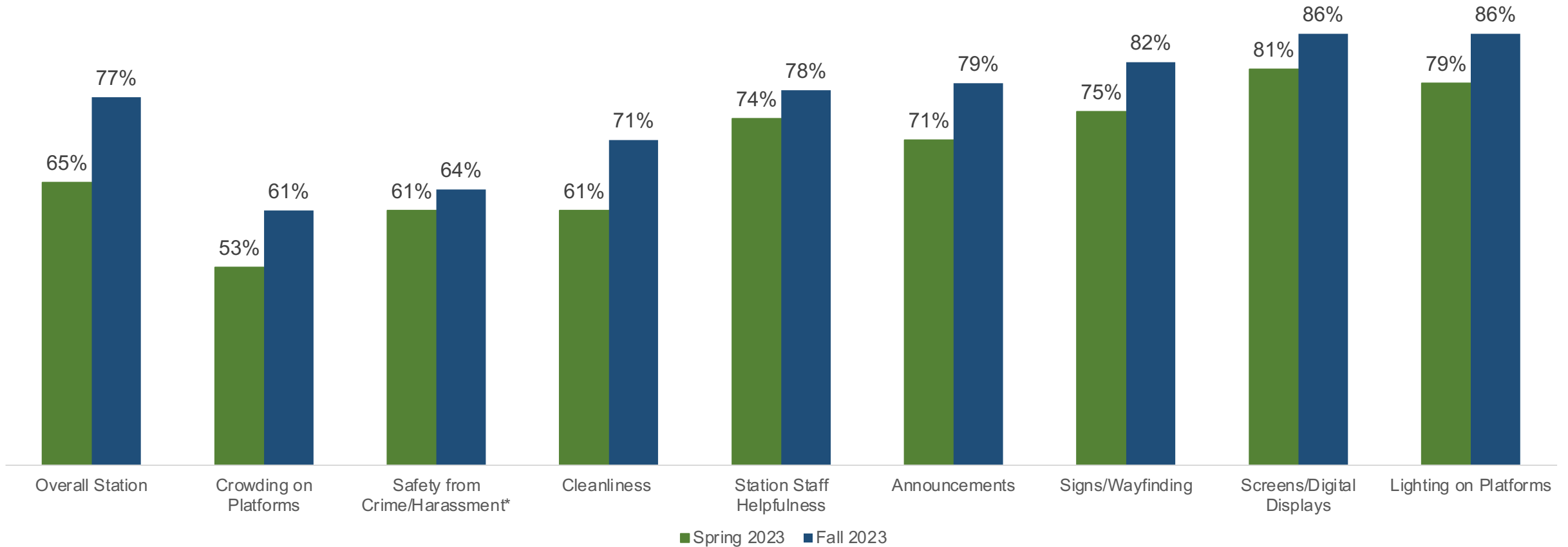
Fall 2023
Customers Count Survey

Question(s): What is your home boarding station? What is your typical destination station, the station that you exit your LIRR train? Please rate your overall satisfaction with [STATION].
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).

Long Island Rail Road: NY Penn Station

Attributes Trended from Spring 2023

For NY Penn Station all measured attributes have increased



Long Island Rail Road: Lowest Overall Station Satisfaction

East New York and Hunters Point Av are two of the lowest rated LIRR stations. The attributes with the lowest satisfaction scores are similar for both stations with *Station staff helpfulness*, and *Cleanliness of station* having the lowest levels of satisfaction. For East New York *Safety from crime or harassment* also has had steadily low safety-related scores.

East New York		
Attribute	Spring 2023	Fall 2023
Overall station	41%	43%
Station staff helpfulness	43%	31%
Cleanliness of station	38%	36%
Safety from crime/harassment	N/A	37%
Personal security at station	38%	N/A
Lighting on platforms	47%	48%
Signs and wayfinding in the station	56%	60%
Screens and digital displays in the station	61%	65%
Announcements at the station	65%	68%
Crowding on platforms	75%	77%

Hunters Point Av		
Attribute	Spring 2023	Fall 2023
Overall station	57%	54%
Station staff helpfulness	39%	46%
Cleanliness of station	50%	50%
Lighting on platforms	51%	52%
Announcements at the station	47%	58%
Screens and digital displays in the station	55%	59%
Signs and wayfinding in the station	59%	60%
Safety from crime/harassment	N/A	64%
Personal security at station	51%	N/A
Crowding on platforms	63%	72%

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...?

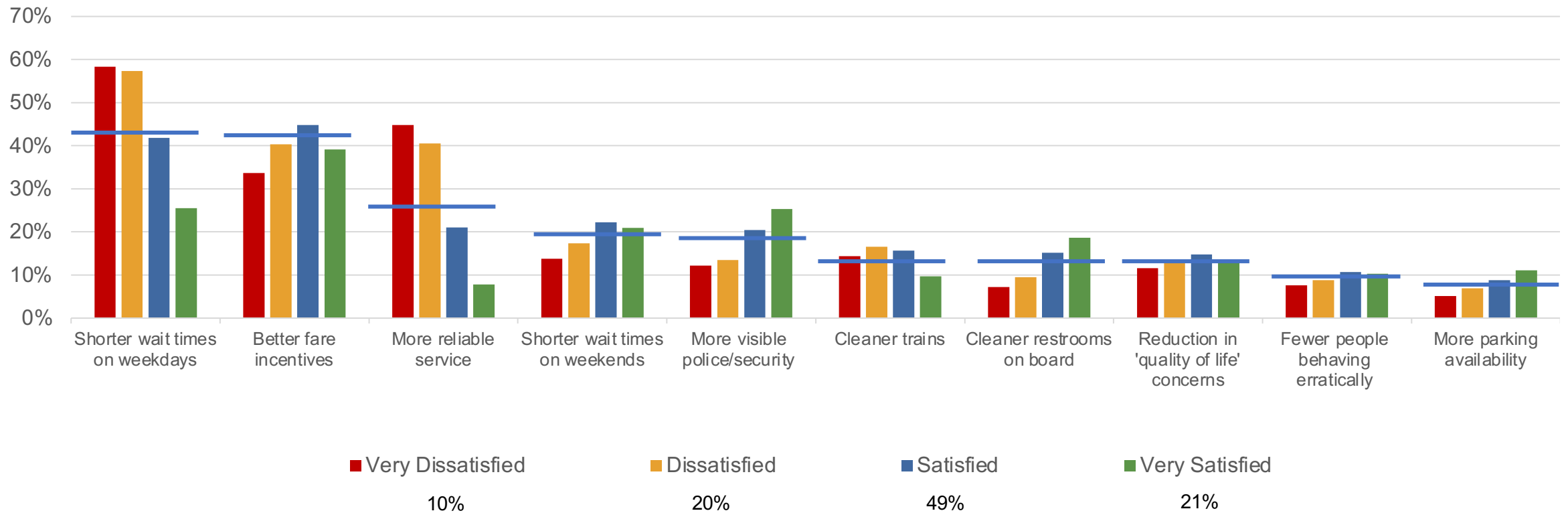
Base: Customers who used the Long Island Rail Road at least once in the last 6 months and board or alight at stations shown.

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.

Long Island Rail Road: What Customers Say Will Increase Overall Satisfaction

Dissatisfied customers want shorter wait times on weekdays and more reliable service

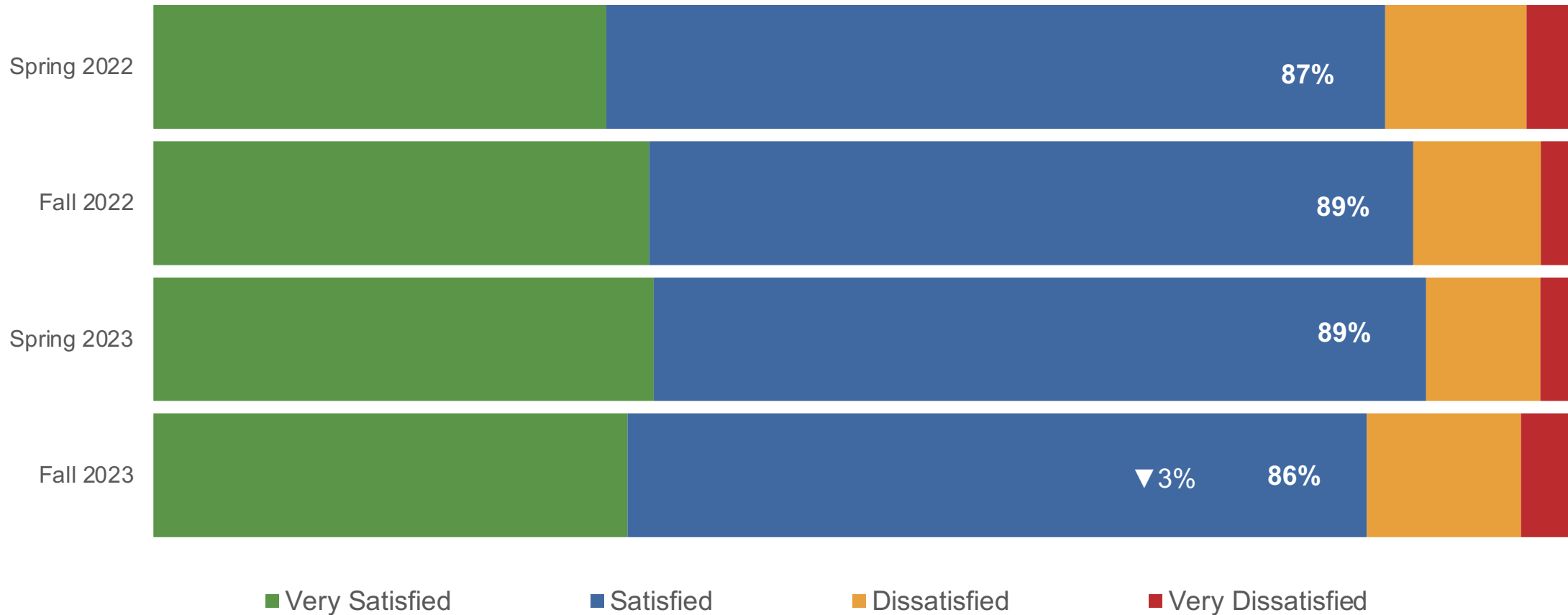


Question(s): Which of the following needs to improve to increase your subway satisfaction? Select up to three. In general, how satisfied are you with the Long Island Rail Road?

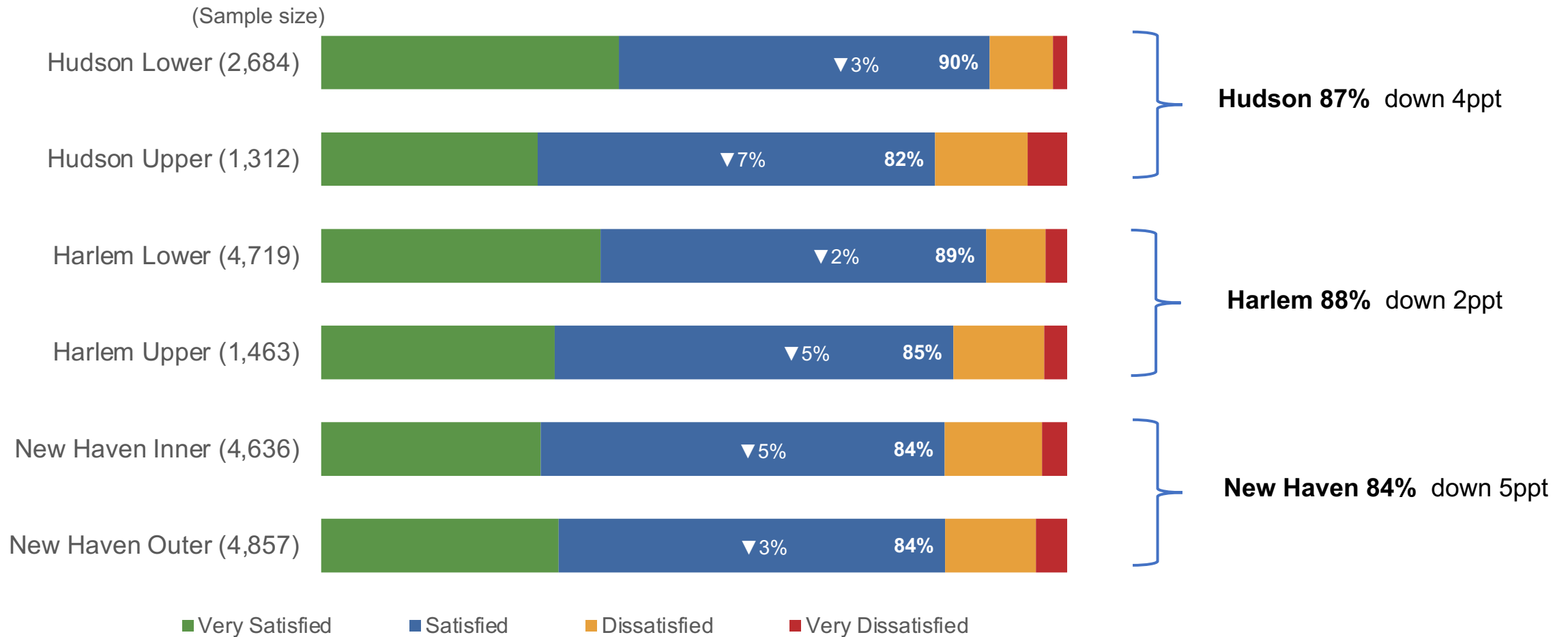
Base: Customers who used the Long Island Rail Road at least once in the last 6 months

— Indicates % chose answer among Total

Metro-North: Overall Satisfaction Trend



Overall Satisfaction for Metro-North 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

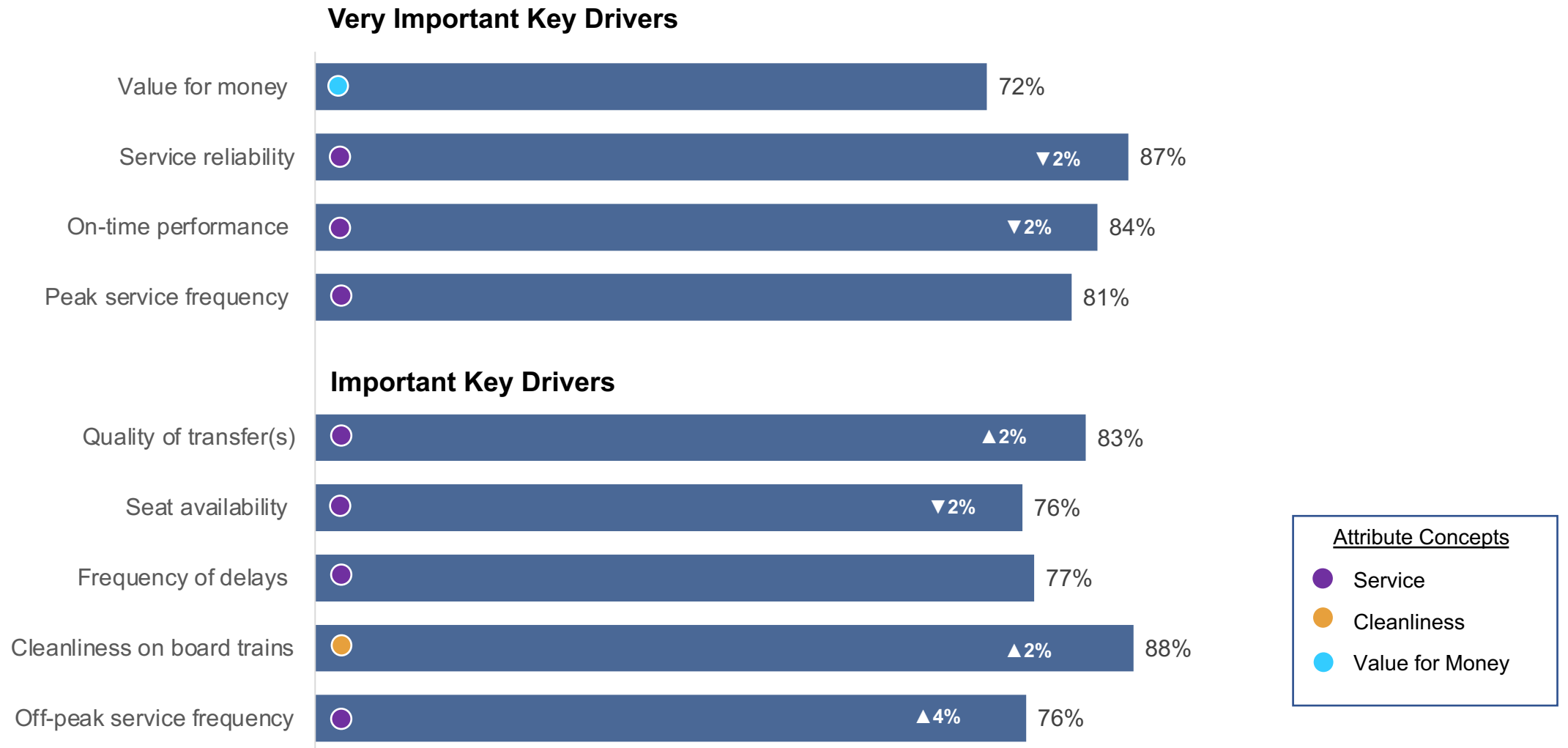
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Spring 2023;

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).



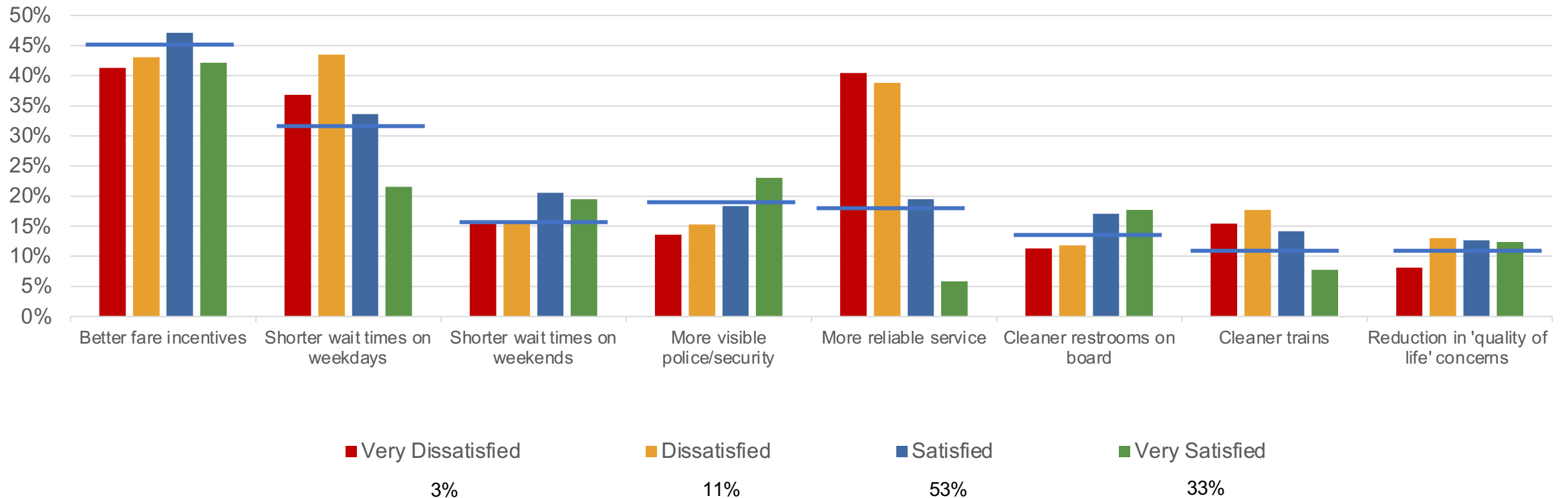
Metro-North Key Drivers: Attribute Satisfaction

In Order of Attribute Importance



Metro-North: Items To Improve That Will Increase Overall Satisfaction

Dissatisfied customers care more about shorter wait times on weekdays and more reliable service



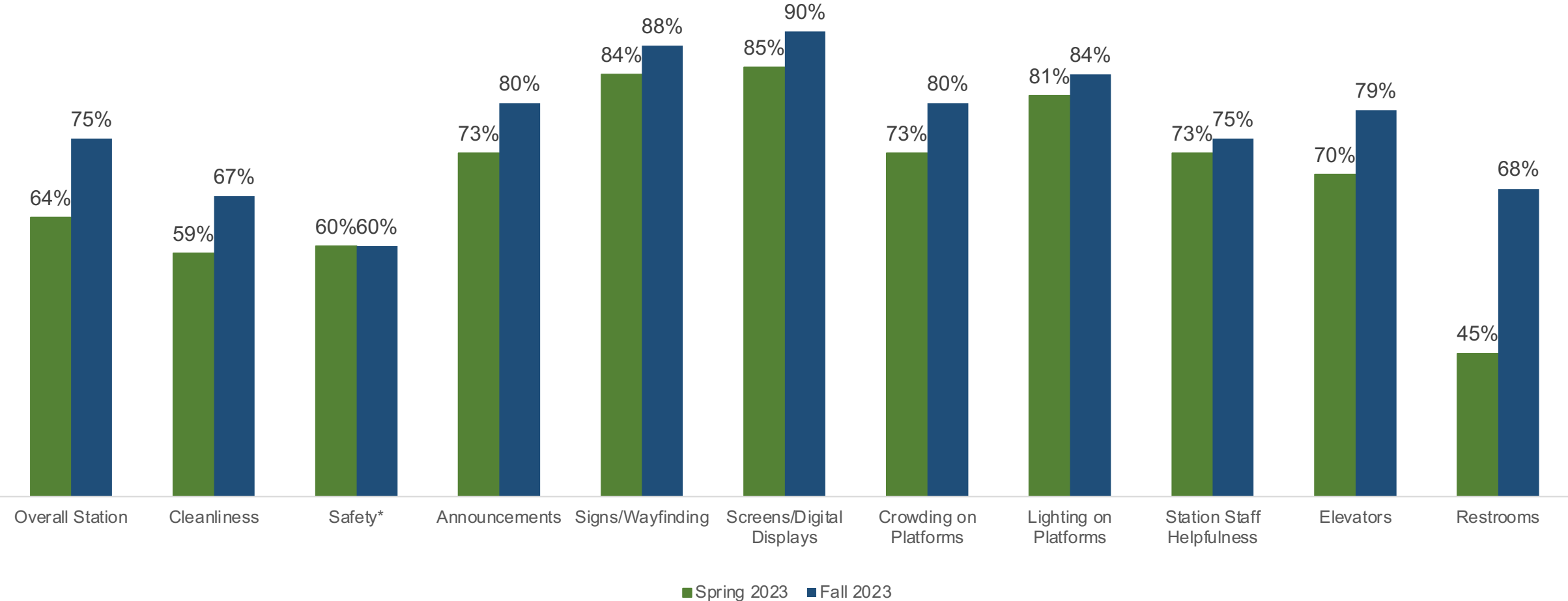
Question(s): In general, how satisfied are you with Metro-North Railroad? Which of the following needs to improve to increase your Metro-North satisfaction? Select up to three.

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

— Indicates % chose answer among Total



Metro-North: Station Ratings for Harlem-125th Street





Questions?

The Long Island Rail Road
Metro-North Railroad