



**Fall 2024**

**Customers Count Survey**

The Long Island Rail Road  
Metro-North Railroad



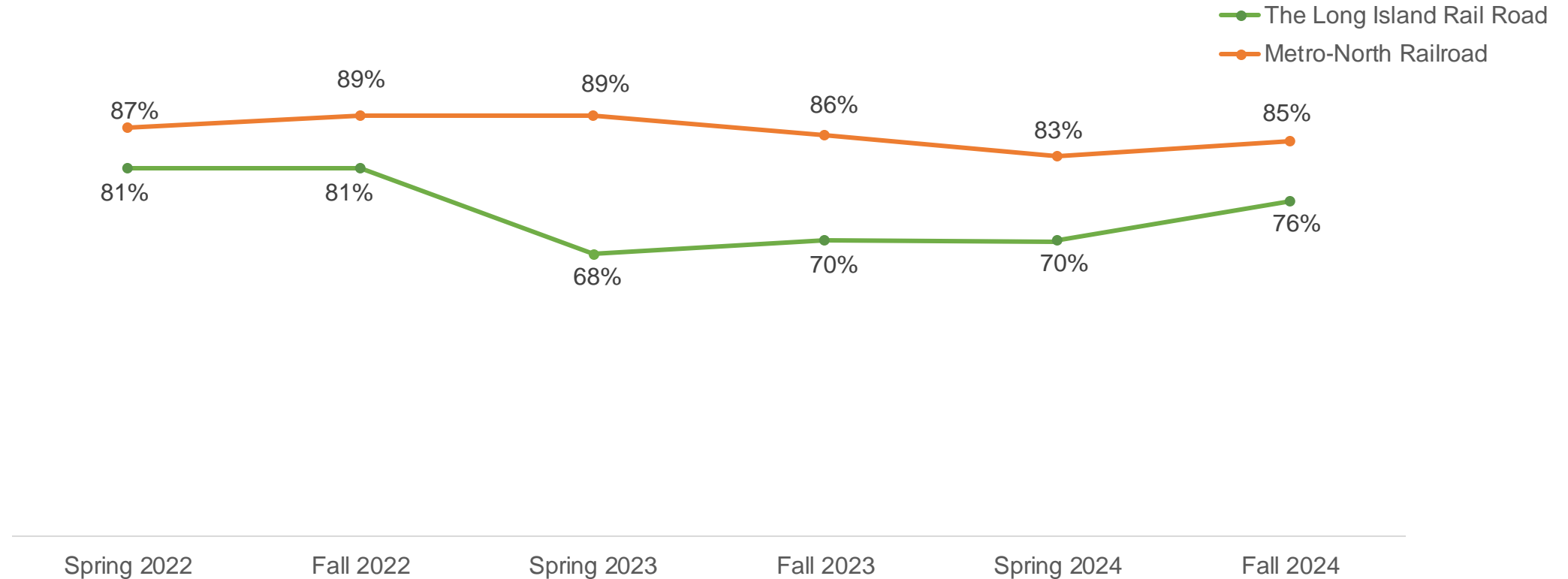
# Commuter Railroads: Executive Summary

- The Fall 2024 bi-annual Customer Satisfaction survey was conducted October 14 - 31, 2024 and was offered online in nine languages and on the phone.
  - LIRR had 21,854 respondents and MNR had 13,867 respondents. The sample is weighted by ridership and relevant respondent demographics using ACS 1-Year 2022 Estimates.
- **Overall satisfaction with the Long Island Rail Road was 76%, a 6-point increase from Spring and the highest it has been since opening of Grand Central Madison.**
  - Improvement in scores were seen in all service criteria, with a sharp increase in satisfaction with transfer experience. Overall satisfaction for passengers that 'always' have to transfer were up from 56% to 63%, partially reflecting recent success improving on-time performance overall and into Jamaica, the main transfer hub.
- **Metro-North overall satisfaction increased 2 points, from 83% in Spring to 85% in Fall.**
  - All lines had improved satisfaction, with the Hudson line up 3 points to 86%.
- The top drivers of satisfaction for both LIRR and Metro-North remain primarily service-related: ***Peak service frequency*** and ***Service reliability***.
  - ***Seat availability and On-time performance*** are also top drivers for Metro-North.
  - ***Transfer experience*** is the top driver for LIRR, particularly for the 22% of respondents whose trips always involve a transfer.



# Commuter Rail: Overall Satisfaction Trends

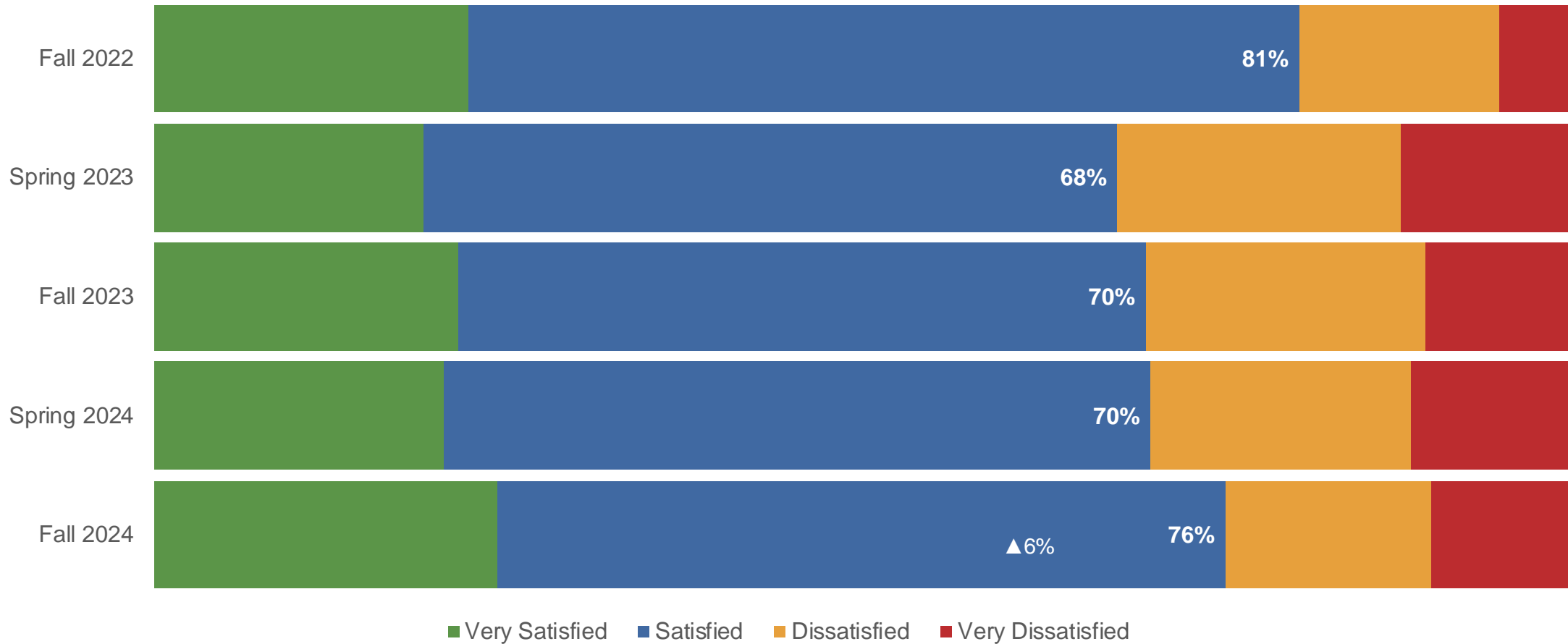
Percentage satisfied with each railroad (rated 6-10)



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



# LIRR: Overall Satisfaction



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

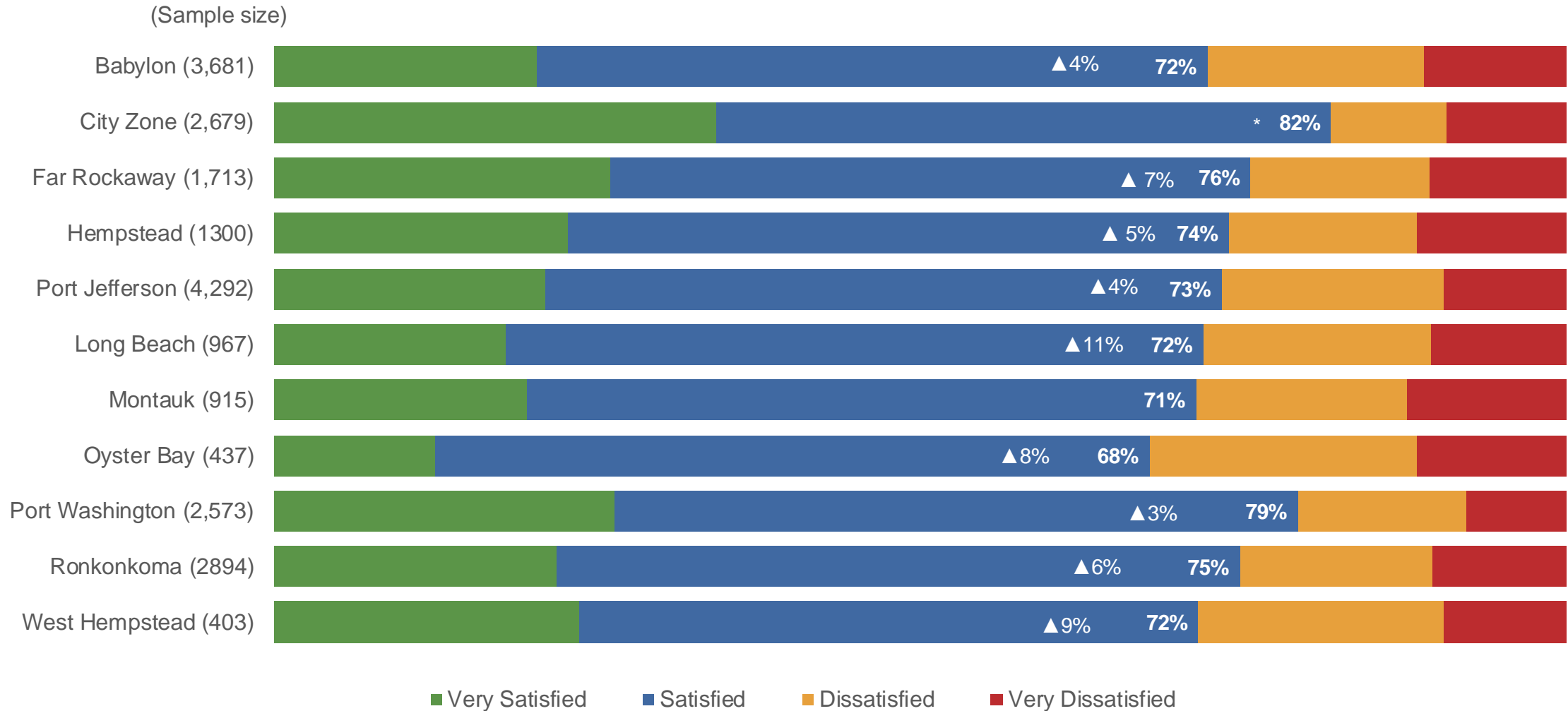
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Spring 2024

Fall 2024

Customers Count Survey



# LIRR: Overall Satisfaction by Branch



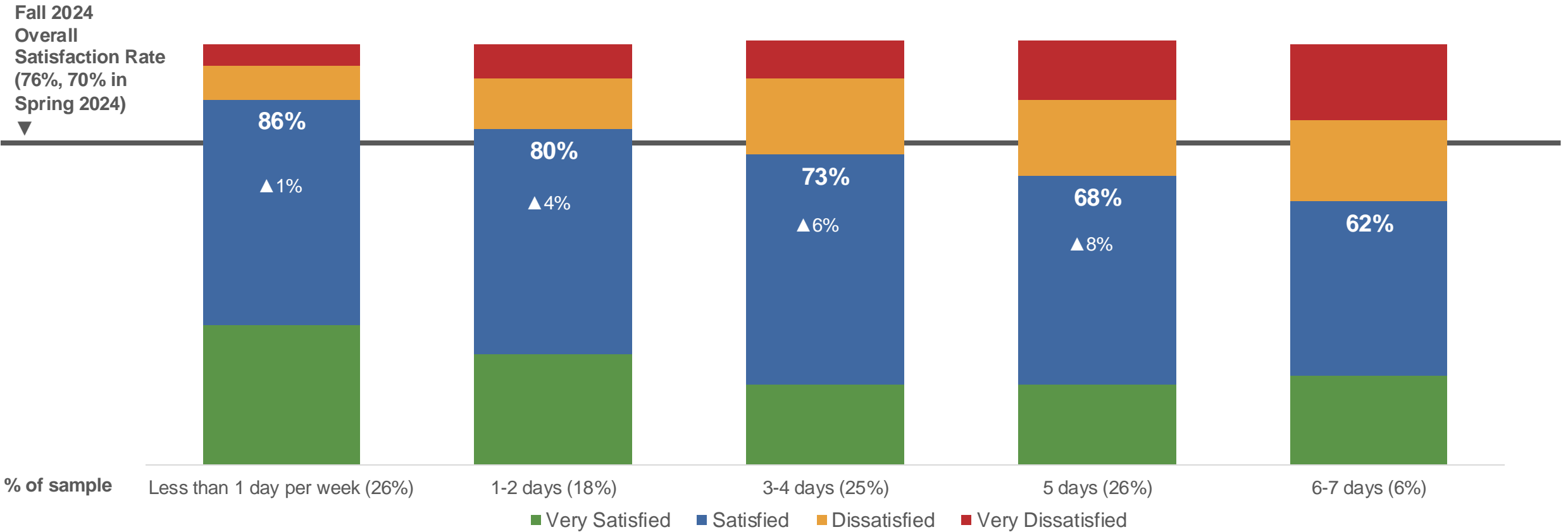
Question(s): How satisfied are you with the Long Island Rail Road?

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 Spring 2024

\* City Zone assignment was adjusted to match ticketing definition, this changed the Spring 2024 satisfaction to 80%, trending is to adjusted numbers throughout

# Overall Satisfaction by Travel Frequency

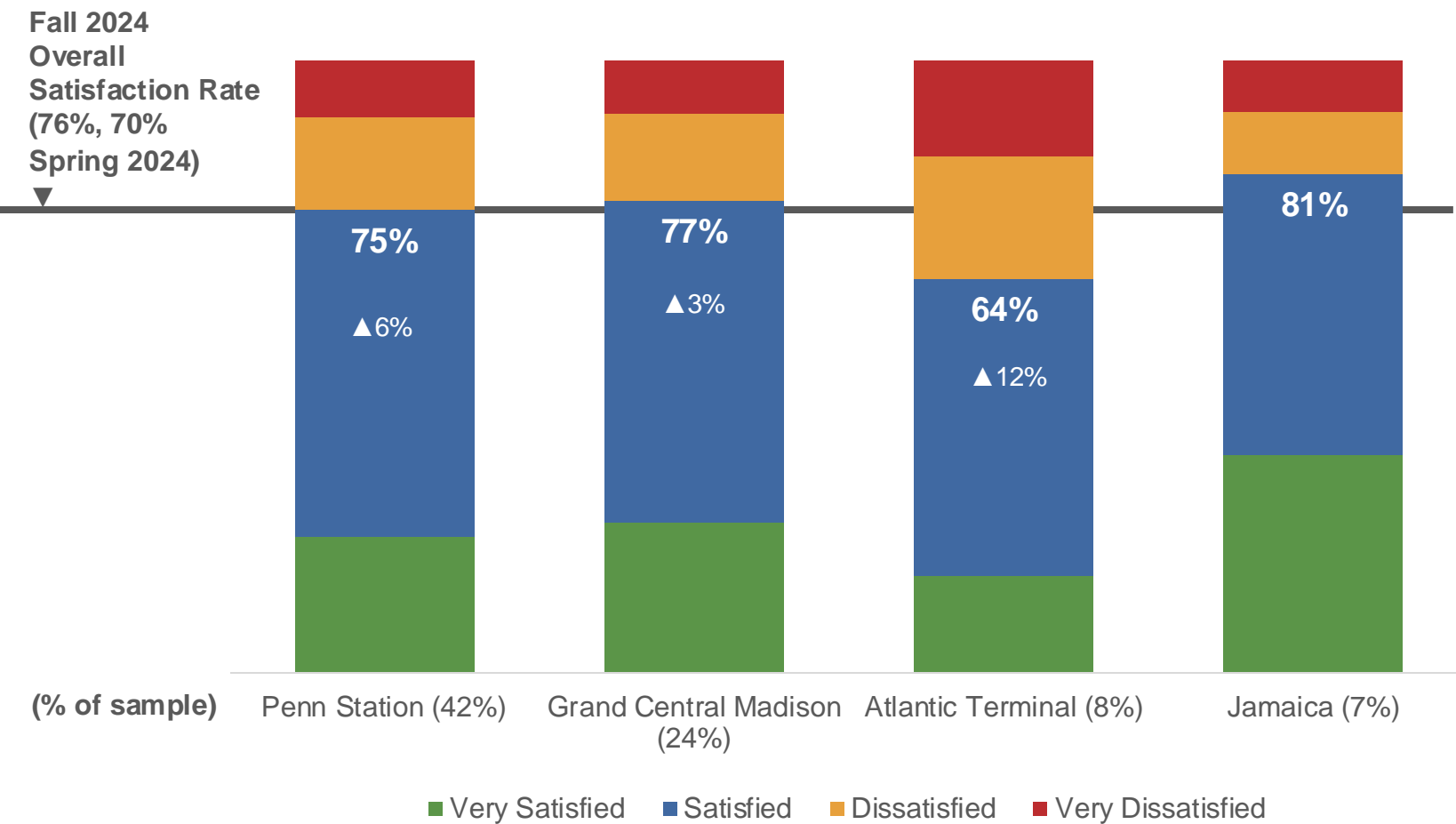


Question(s): In general, how satisfied are you with The Long Island Rail Road? In the last 6 months, how many days in a typical week did you use the Long Island Rail Road?

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 since Spring 2024

# LIRR: Overall Satisfaction by Western Terminal Destination



## Biggest branch improvements, by western terminal

### Penn Station

- +14 Long Beach
- +10 Far Rockaway
- +9 Ronkonkoma

### Grand Central Madison

- +8 Long Beach
- +5 Far Rockaway

### Atlantic Terminal

- +16 Ronkonkoma
- +12 Far Rockaway
- +11 City Zone

### Jamaica

- +13 Babylon

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 Spring 2024

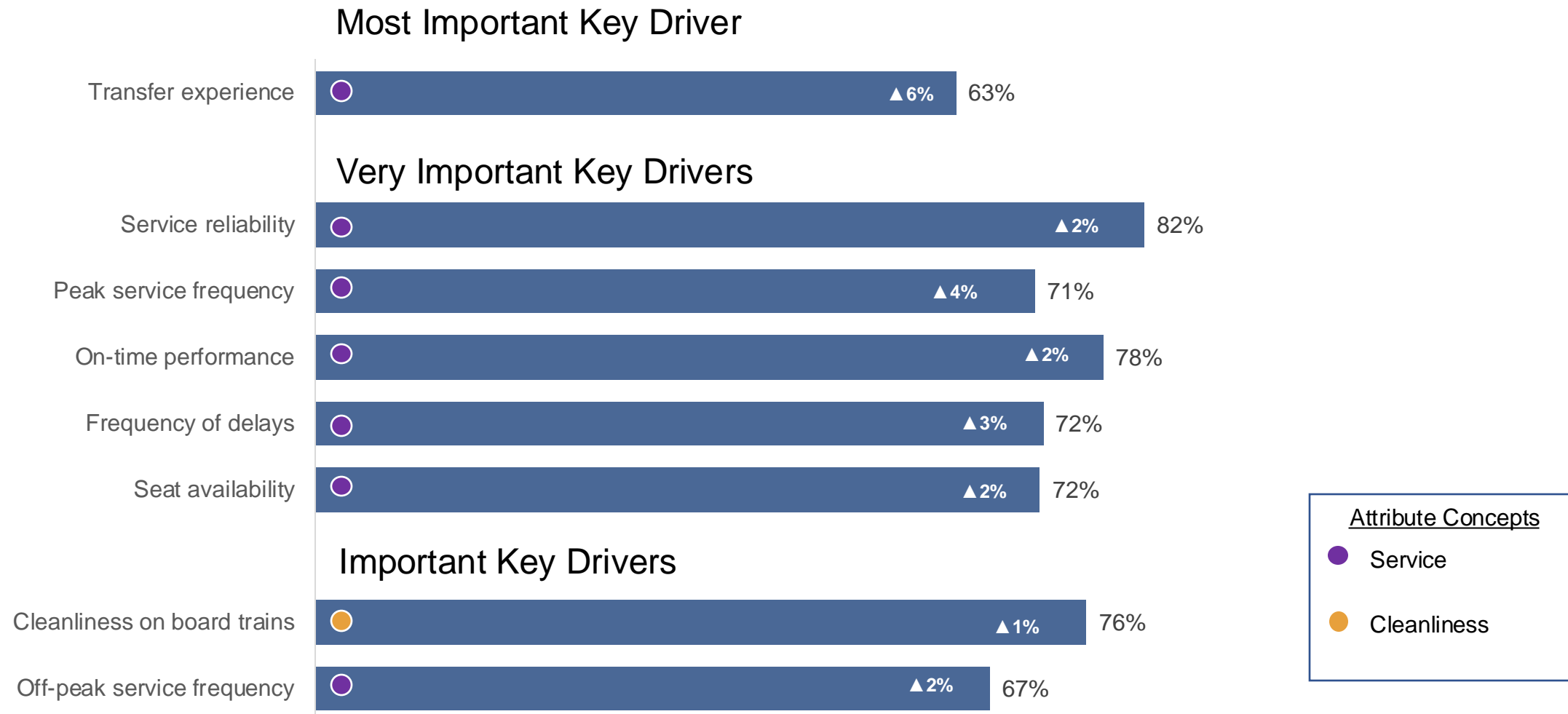
Fall 2024

Customers Count Survey



# LIRR Key Drivers: Attribute Satisfaction

## In Order of Attribute Importance



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 Spring 2024

Fall 2024

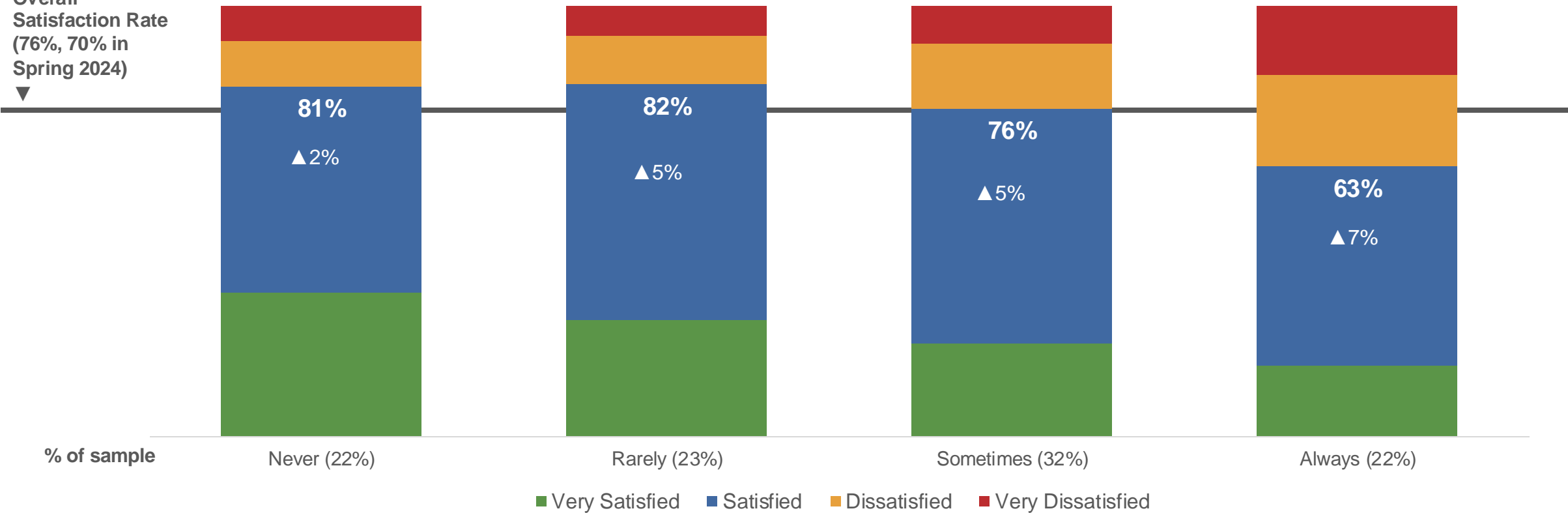
Customers Count Survey





# Overall Satisfaction by Transfer Frequency

Fall 2024  
Overall  
Satisfaction Rate  
(76%, 70% in  
Spring 2024)  
▼



■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied



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 Spring 2024

# LIRR: Key Drivers by Transfer Frequency

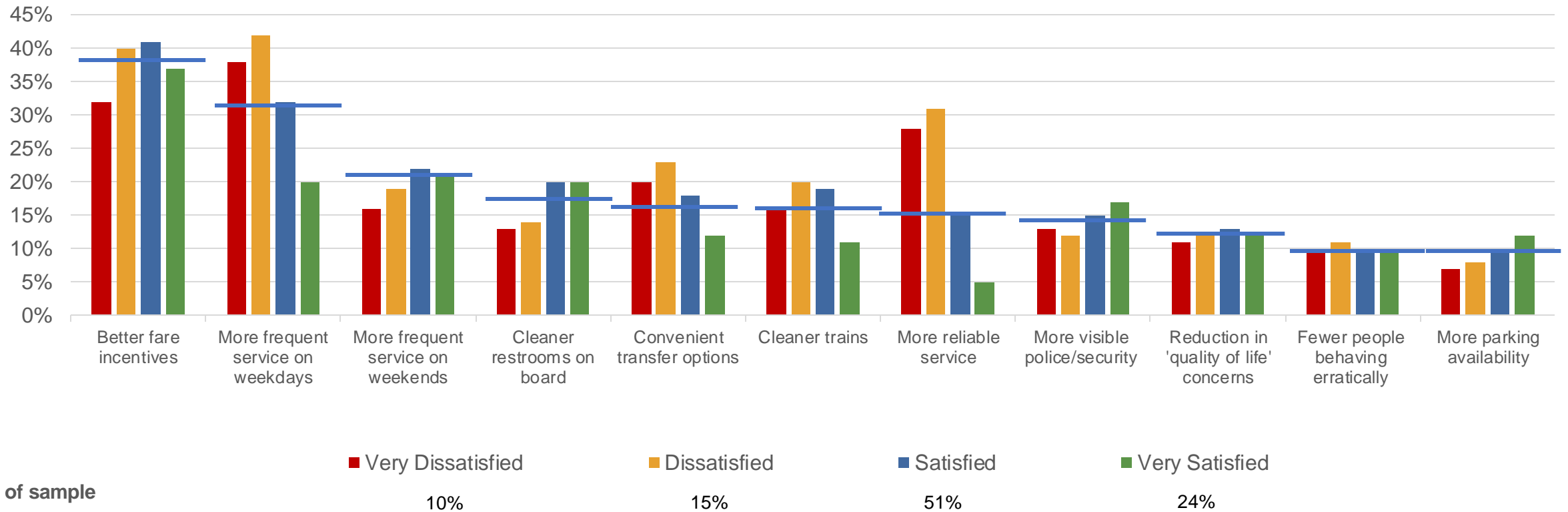
Most important attributes by transfer frequency				
<u>Top 5 Drivers</u>	<u>Never transfer</u>	<u>Rarely</u>	<u>Sometimes</u>	<u>Always transfer</u>
1	Peak service frequency	Transfer experience	Transfer experience	Transfer experience
2	Seat availability	Service reliability	Service reliability	Service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



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: Top Items To Improve To Increase Overall Satisfaction

Dissatisfied customers want more frequent service on weekdays, more reliable service and more convenient transfer options



Question(s): Which of the following needs to improve to increase your Long Island Rail Road satisfaction? Select up to three.

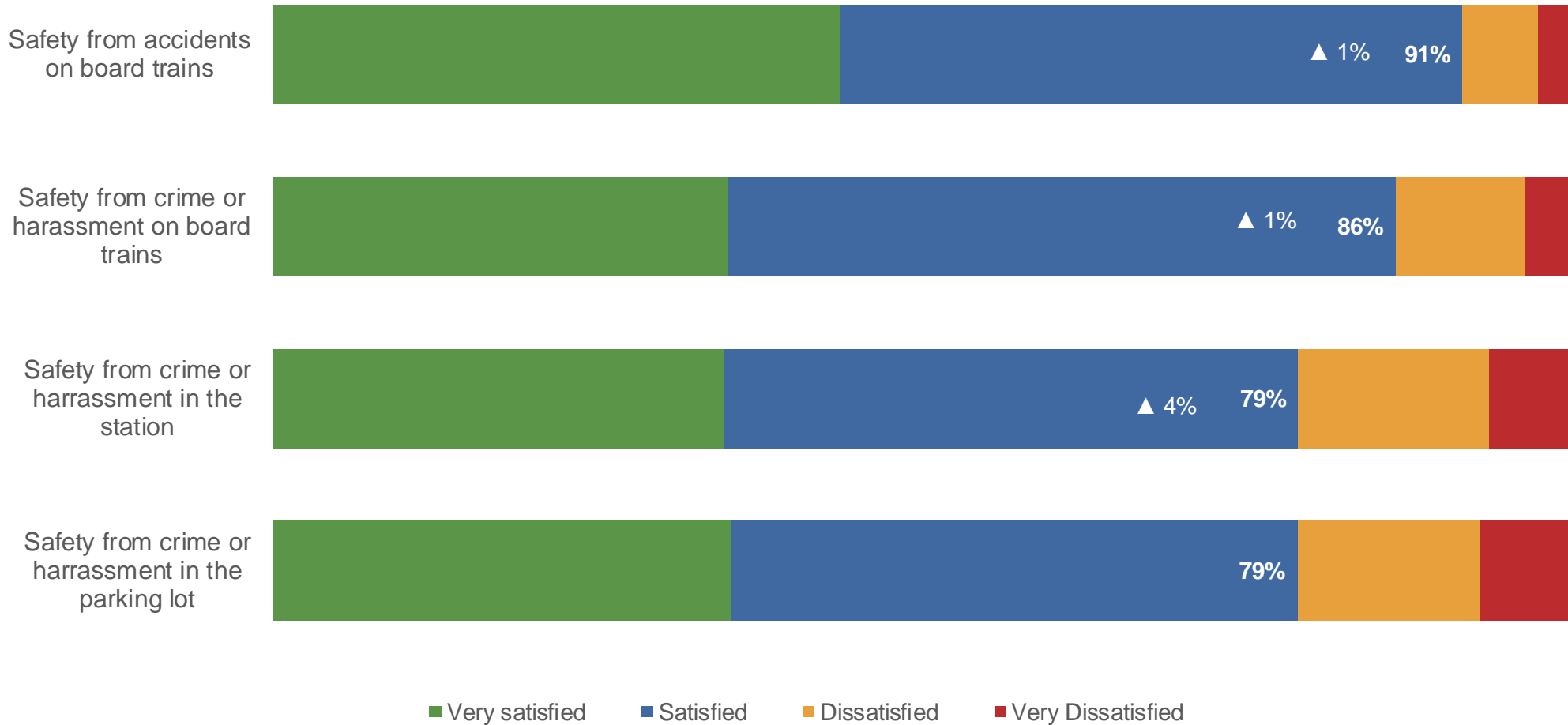
In general, how satisfied are you with the Long Island Rail Road?

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

— Indicates % chose answer among Total



# LIRR: Safety On Board and At Stations



Question(s): How satisfied are you with safety from crime and harassment on board? How satisfied are you with safety from crime and harassment in the station/ in the parking lot?

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 2024

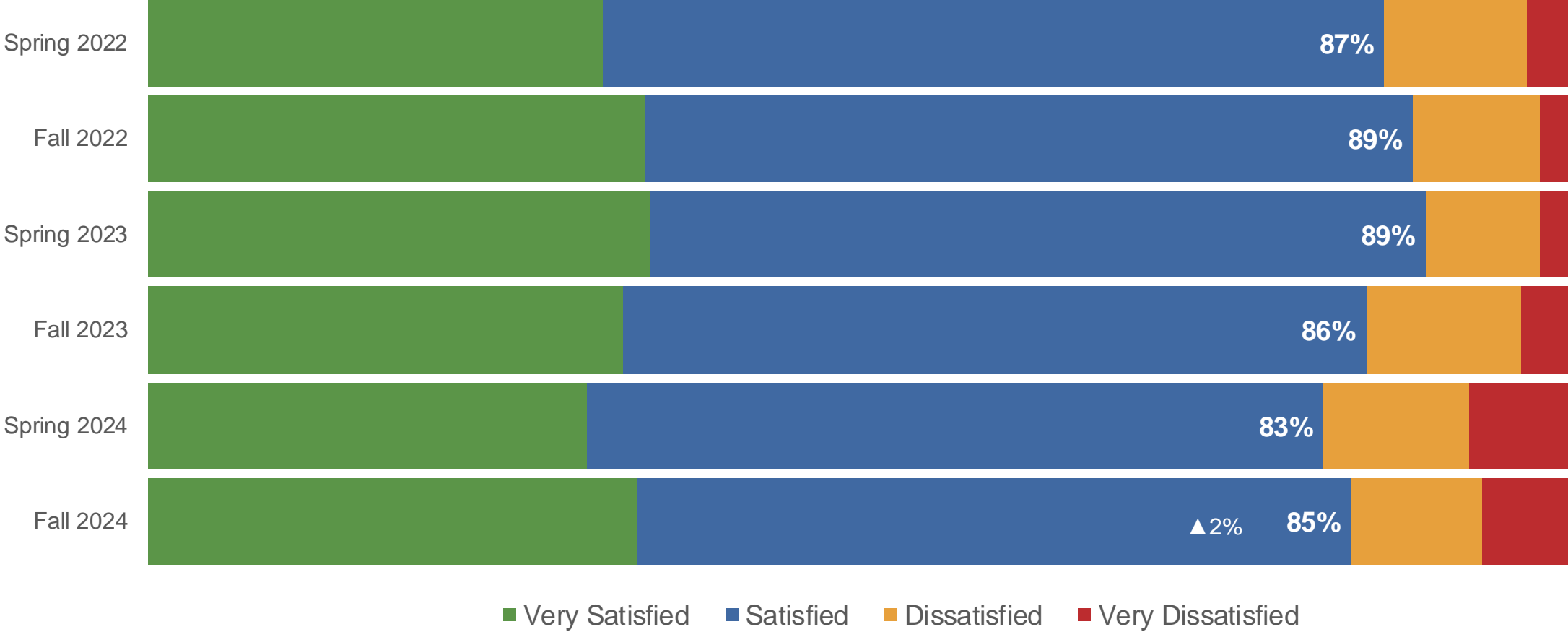
Parking lot safety was updated as an attribute in Fall 2024 so is not trended

Fall 2024

Customers Count Survey 12



# Metro-North: Overall Satisfaction Trend

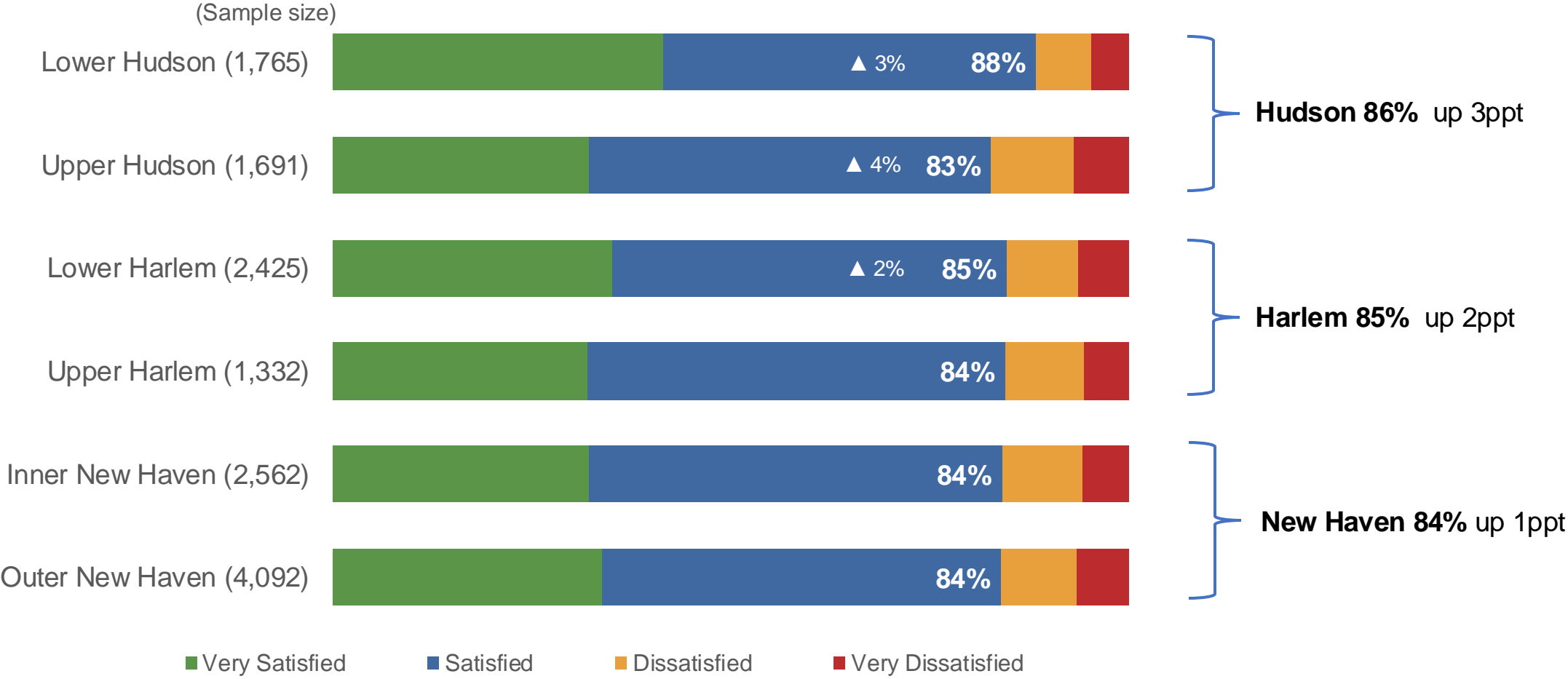


Question(s): In general, how satisfied are you with Metro-North Railroad?

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 Spring 2024

# Overall Satisfaction for Metro-North by Line Segment



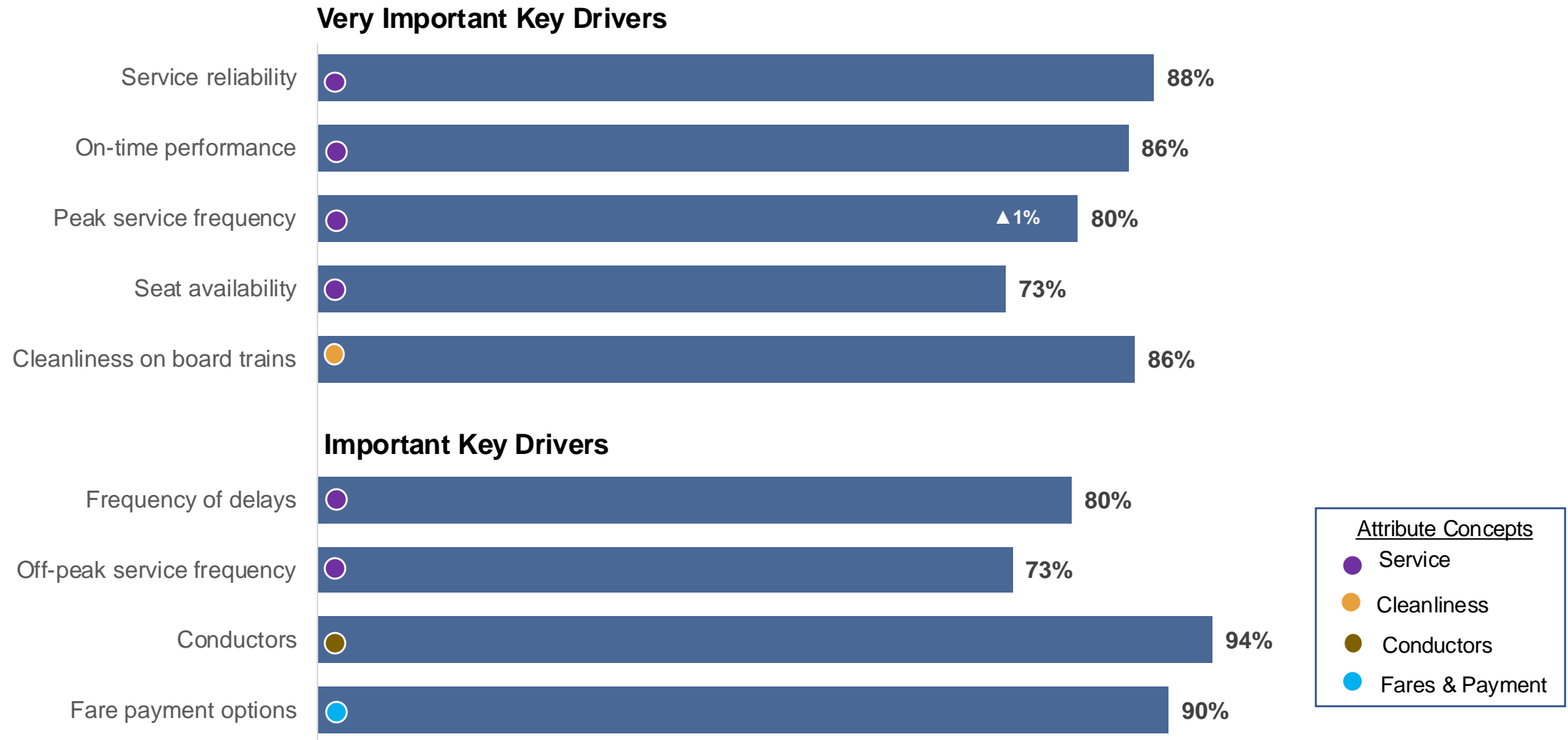
Question(s): How satisfied are you with Metro-North Railroad?  
 Base: Customers who used Metro-North Railroad at least once in the last 6 months  
 Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Spring 2024

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



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

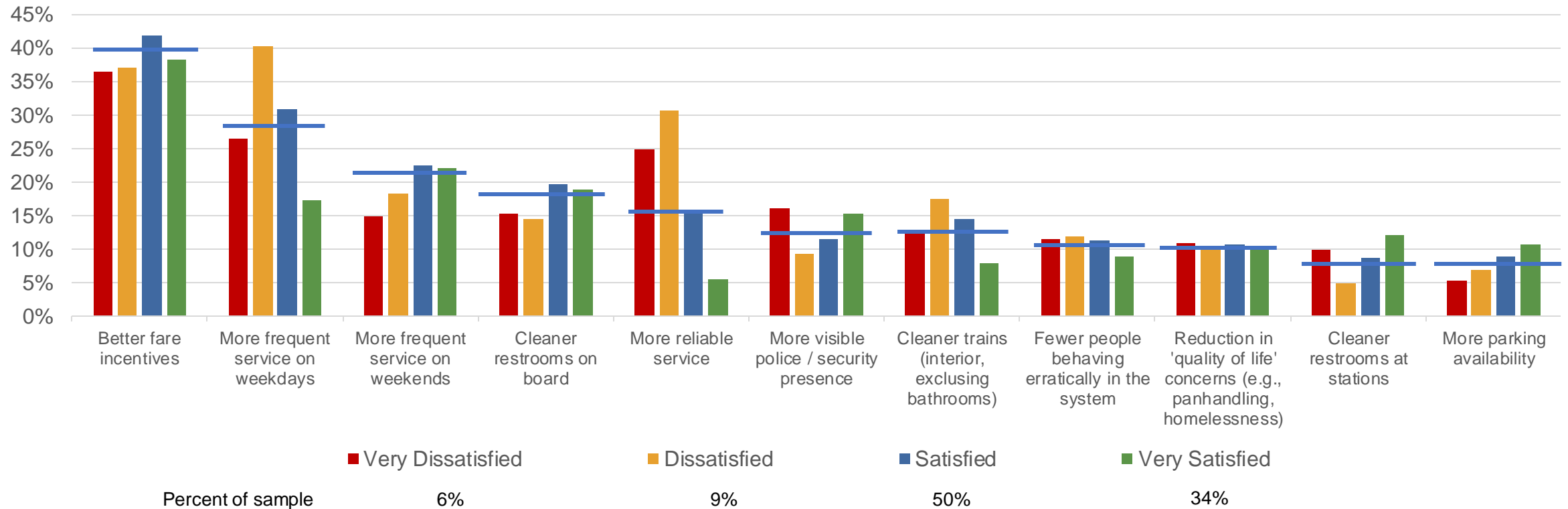
Base: Customers who used Metro-North at least once in the last 6 months

Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Spring 2024



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

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



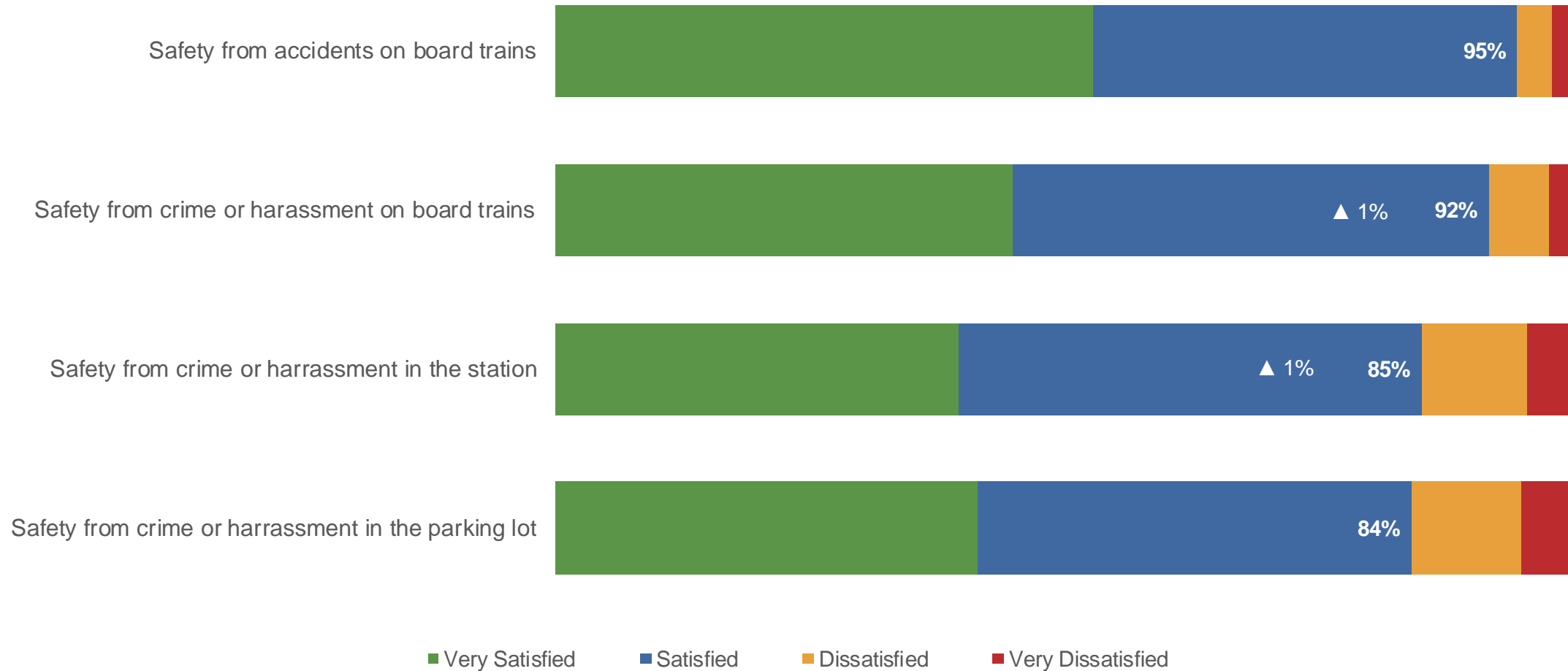
Question(s): In general, how satisfied are you with Metro-North Railroad? Which of the following needs to improve to increase your Metro-North satisfaction? Select up to three.

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

— Indicates % chose answer among Total.



# Metro-North: Safety On Board and At Stations



Question(s): How satisfied are you with your safety from accidents on board? How satisfied are you with safety from crime and harassment on board? How satisfied are you with safety from crime and harassment in the station/in the parking lot?  
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 Spring 2024

