



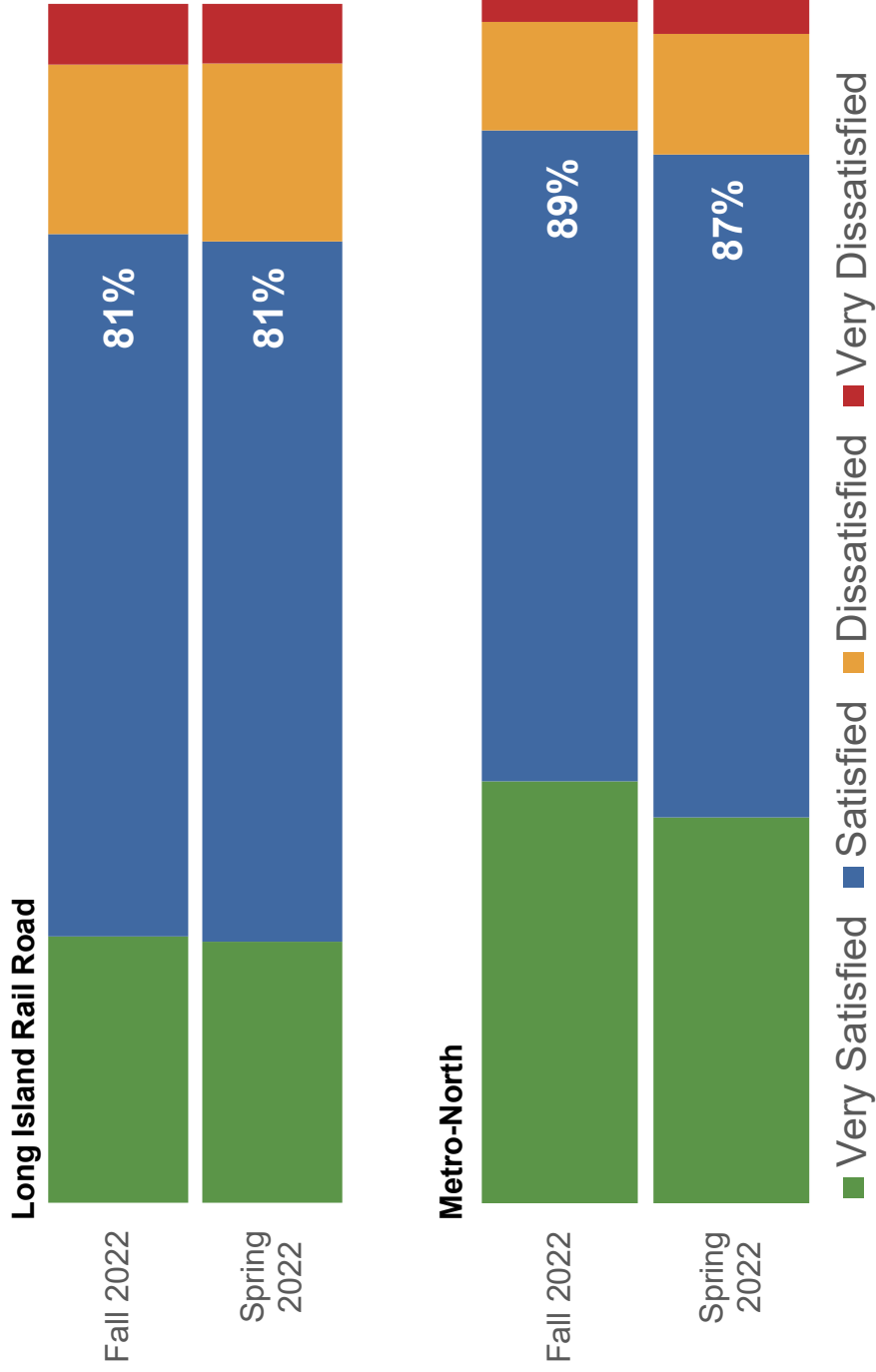
**Fall 2022  
Customers Count Survey**

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

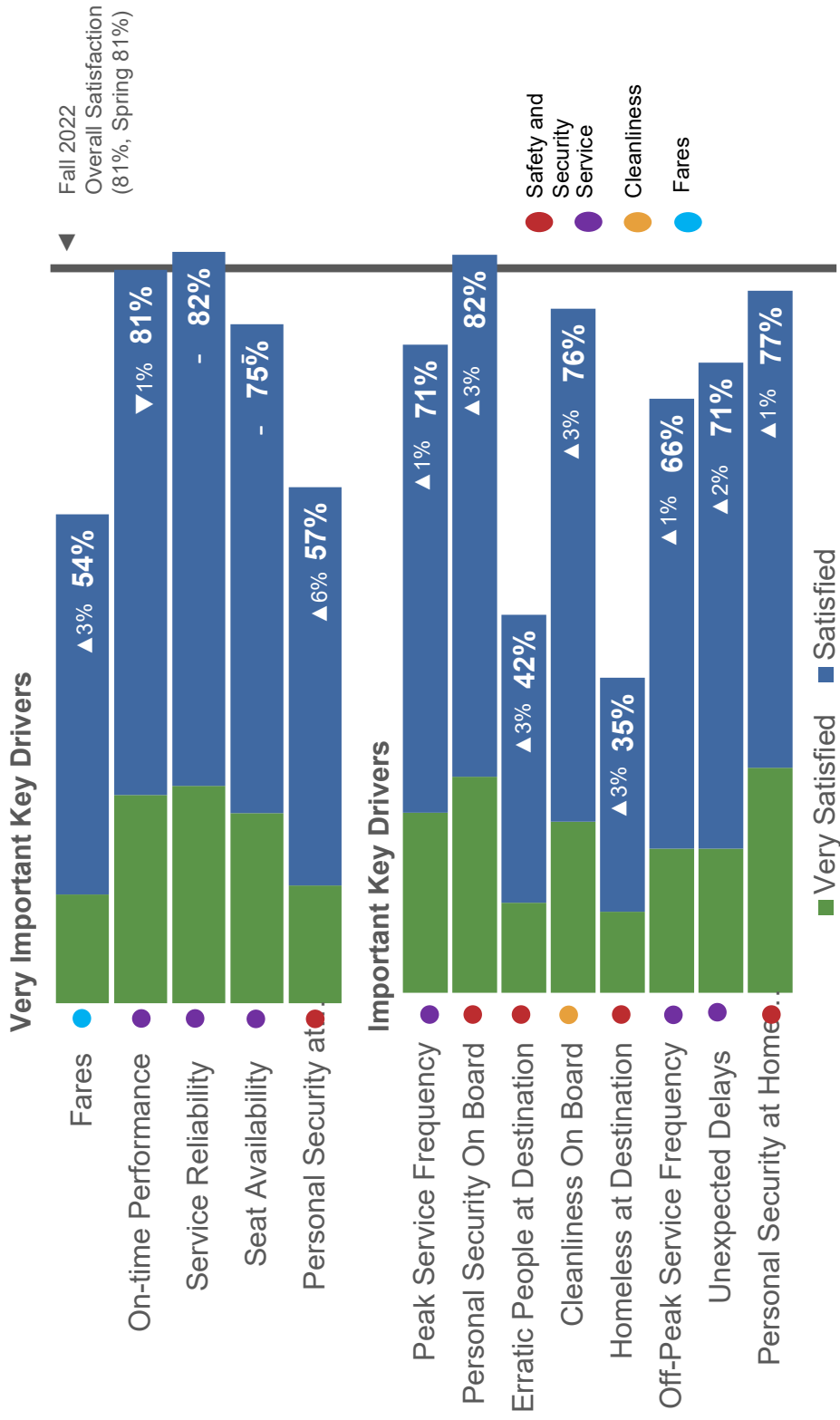
## Executive Summary

- The Fall 2022 bi-annual Customer Satisfaction survey was conducted from November 21 through December 5, 2022 with approximately 16,000 LIRR and 17,000 Metro-North current customers responding.
- Since the Spring 2022 survey, overall satisfaction with the Long Island Rail Road has remained at 81%.
  - Oyster Bay (76%) had the largest increase of 6 percentage points in customer satisfaction while Port Washington had the largest decrease of 4 percentage points but scores continue to be high at 81%.
- Metro-North overall satisfaction increased by 2-percentage points, with 89% of customers saying they were satisfied or very satisfied.
  - The Hudson (90%) and New Haven (88%) lines each had an overall satisfaction increase of 3 percentage points, while the Harlem line remained constant at 89%.
- Key drivers of satisfaction for both LIRR and Metro-North are primarily service related: *Service Reliability, On-time Performance and Seat Availability*.
- *Fares* are the most important key driver of satisfaction for LIRR and the fourth most important for Metro-North customers.
- Nearly two-thirds of Long Island Rail Road and Metro-North customers who are riding less frequently, continue to cite their top reason as their *Ability to work from home*.

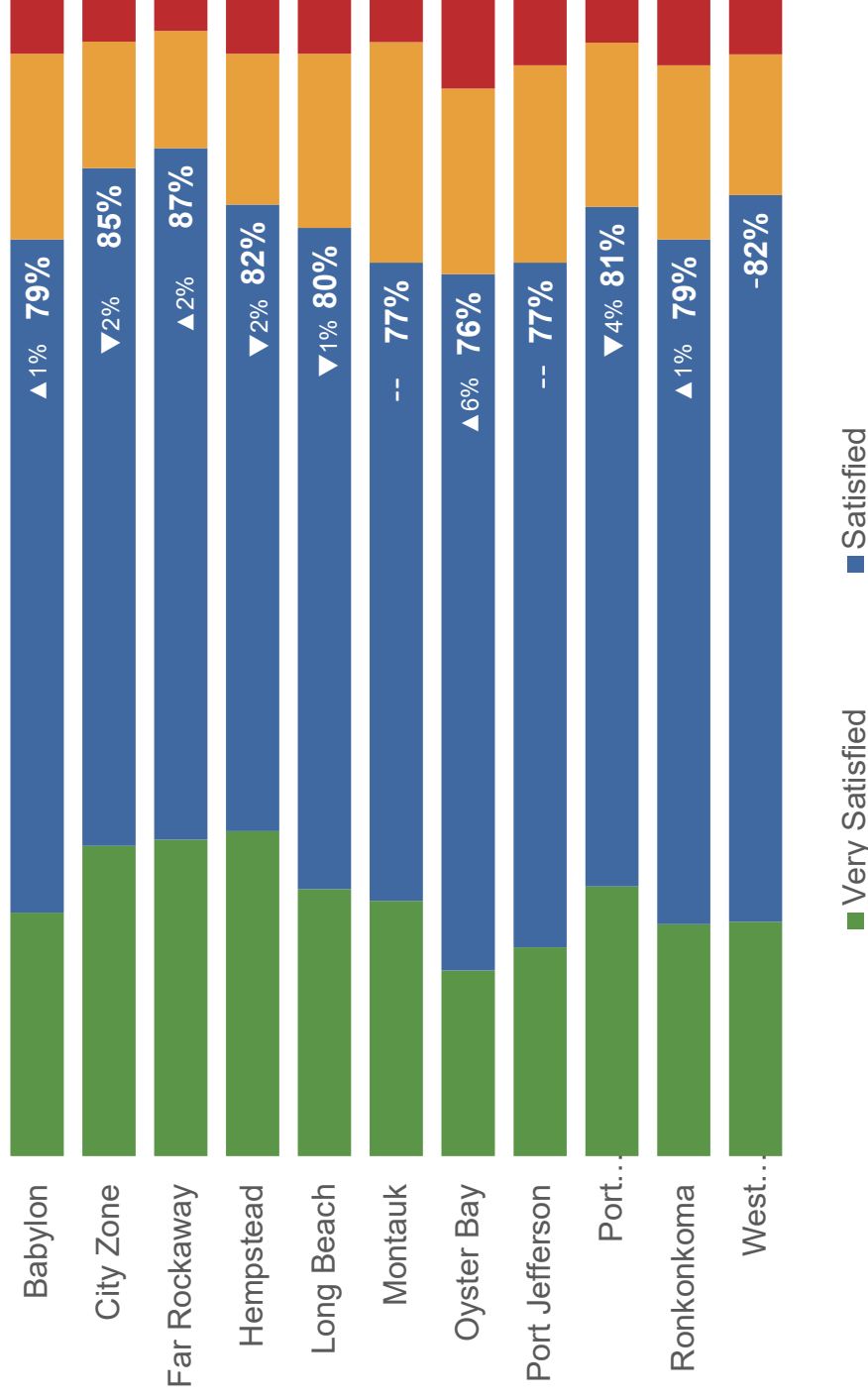
# Commuter Rail: Overall Customer Satisfaction Trend



# Long Island Rail Road Key Drivers



## LIRR Overall Customer Satisfaction by Branch



# Highest Rated Long Island Rail Road Stations

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

Five Highest Rated Stations for the Long Island Rail Road	Branch	October 2022 Average Weekday Ridership by Branch	Overall Station Satisfaction Rating Spring 2022	Overall Station Satisfaction Rating Fall 2022	Highest Scoring Station Key Drivers
Sayville	Montauk	2,453	94%	94%	People behaving erratically (91%), People experiencing homelessness (89%), Personal security (89%)
New Hyde Park	Port Jefferson	17,521	85%	94%	People experiencing homelessness (87%), Personal security (87%), People behaving erratically (86%),
Oceanside	Long Beach	4,834	94%	94%	People behaving erratically (86%), Personal security (84%), People experiencing homelessness (80%)
Manhasset	Port Washington	15,052	94%	94%	Personal security (94%), People behaving erratically (91%), People experiencing homelessness (87%)
Douglaston	Port Washington	15,052	93%	93%	People behaving erratically (91%), Personal security (91%), People experiencing homelessness (88%)

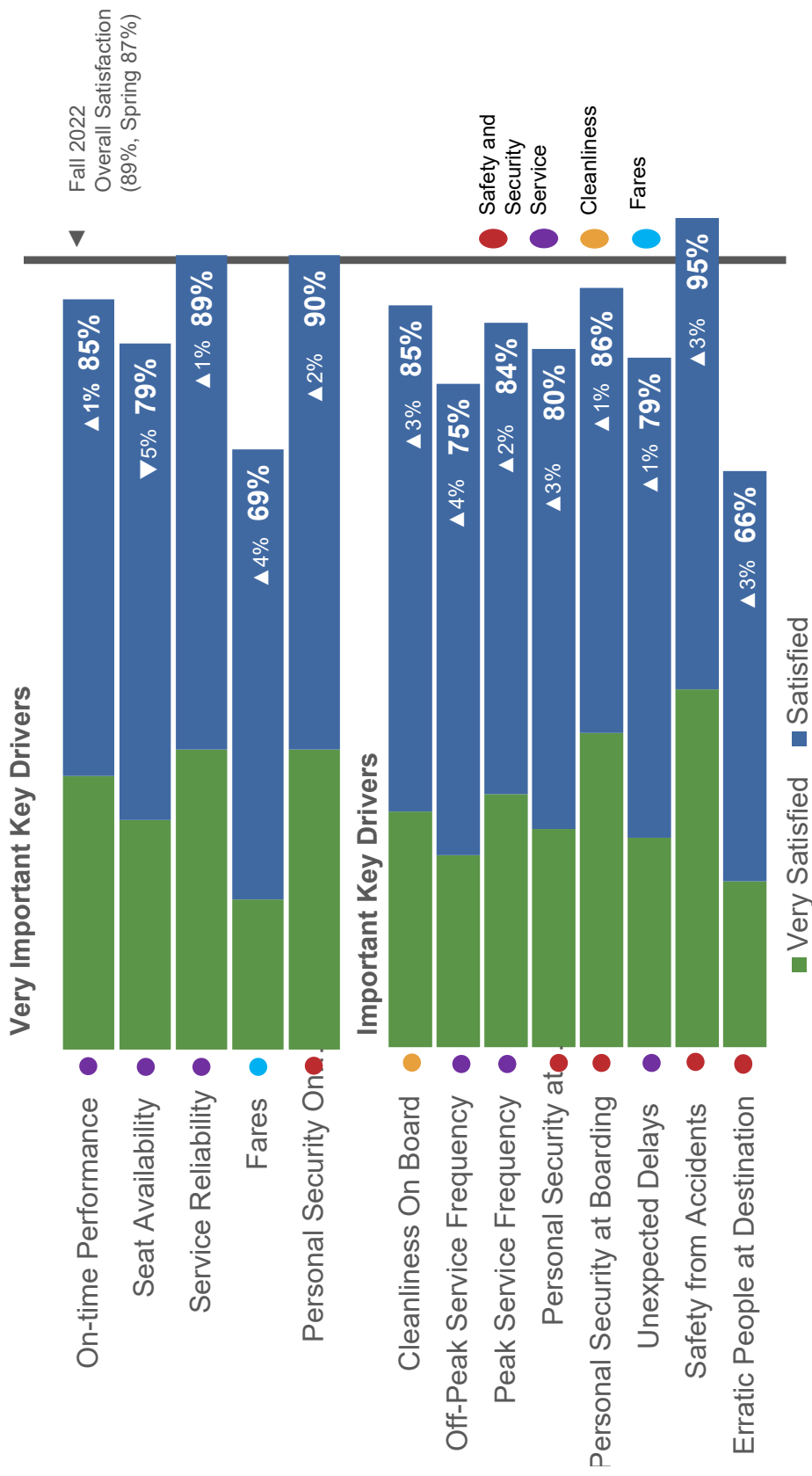
## Lowest Rated Long Island Rail Road Stations

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

Five Lowest Rated Stations for Long Island Rail Road	Branch	October 2022 Average Weekday Ridership by Branch	Overall Station Satisfaction Rating Spring 2022	Overall Station Satisfaction Rating Fall 2022	Lowest Scoring Station Key Drivers
East New York	City Zone	10,266	41%	48%	People behaving erratically (44%), Personal security (43%), People experiencing homelessness (41%)
Hunterspoint Ave	City Zone	10,266	54%	56%	Personal security (62%)
NY- Penn Station	City Zone	10,266	46%	58%	Personal security (54%), People behaving erratically (35%), People experiencing homelessness (28%)
Wyandanch	Ronkonkoma	10,699	70%	69%	Personal security (59%), People behaving erratically (44%), People experiencing homelessness (38%)
Freeport	Babylon	19,070	75%	73%	Personal security (56%), People experiencing homelessness (48%)

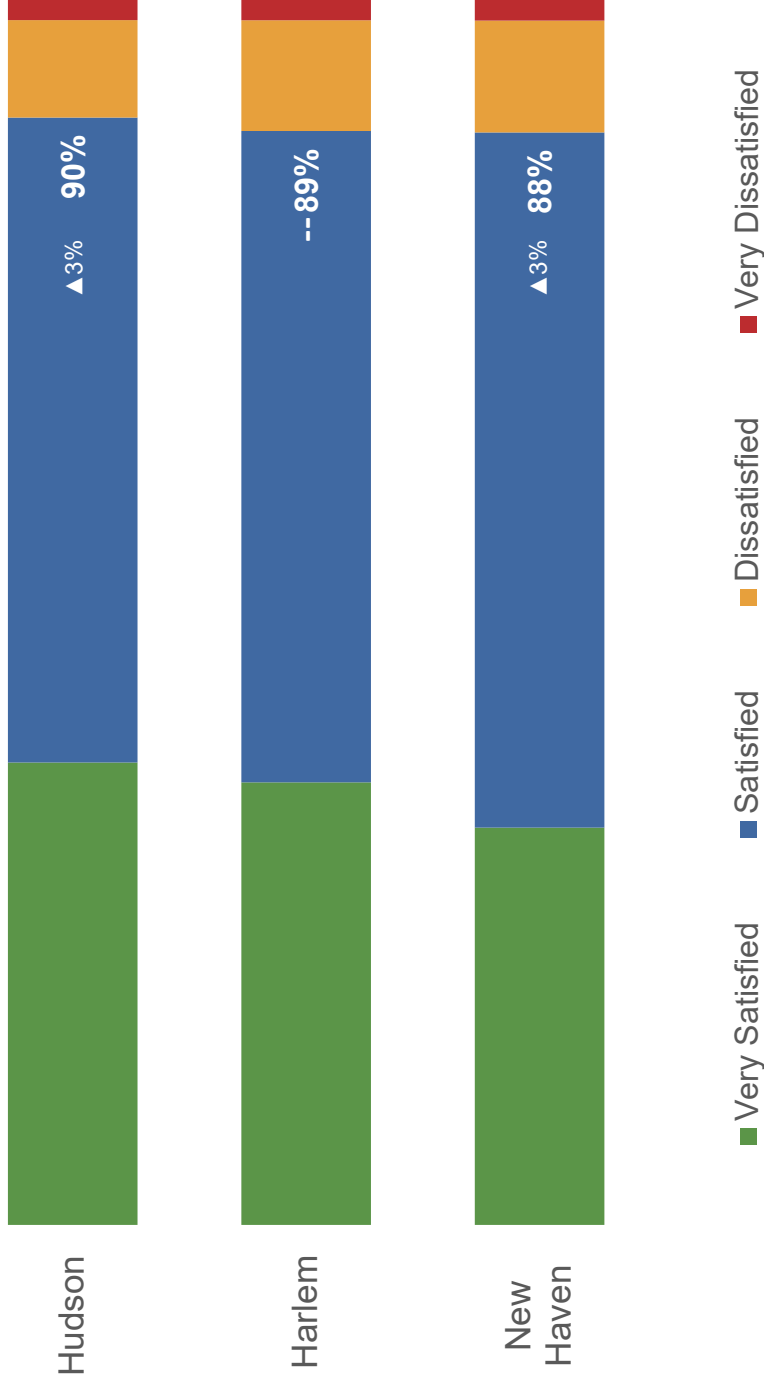
# Metro-North Key Drivers

Percentage of satisfied + very satisfied customers (in order of importance)





# Metro-North Overall Customer Satisfaction by Line



## Highest Rated Metro-North Stations

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

Five Highest Rated Stations for Metro-North Railroad	Line Segment	October 2022 Average Weekday Ridership by Line	Overall Station Satisfaction Rating Spring 2022	Overall Station Satisfaction Rating Fall 2022	Highest Scoring Station Key Drivers
Pleasantville	Harlem Upper	55,739	97%	98%	Personal security (95%), People behaving erratically (90%)
Irvington	Hudson Lower	38,610	97%	98%	Personal security (97%), People behaving erratically (95%)
Bronxville	Harlem Lower	55,739	97%	98%	Personal security (95%), People behaving erratically (92%)
West Haven	New Haven Outer	84,492	99%	98%	Personal security (94%), People behaving erratically (94%)
New Canaan	New Haven Outer	84,492	99%	98%	Personal security (97%), People behaving erratically (95%)

## 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 for Metro-North Railroad	Line Segment	October 2022 Average Weekday Ridership by Line	Overall Station Satisfaction Rating Spring 2022	Overall Station Satisfaction Rating Fall 2022	Lowest Scoring Station Key Drivers
Harlem-125 <sup>th</sup> Street	Hudson Lower	38,610	56%	63%	Personal security (58%), People behaving erratically (44%)
Marble Hill	Hudson Lower	38,610	80%	75%	Personal security (73%), People behaving erratically (72%)
Mount Vernon East	New Haven Inner	84,492	80%	75%	Personal security (65%), People behaving erratically (61%)
Bridgeport	New Haven Outer	84,492	82%	82%	Personal security (75%), People behaving erratically (64%)
Fordham	Harlem Lower	55,739	79%	83%	Personal security (74%), People behaving erratically (65%)

# Top Reasons Using Less Frequently

Among those who are decreased continuous customers

Long Island Rail Road 33% Fall customers		Metro-North 33% Fall customers	
<u>Spring 2022</u>	<u>Fall 2022</u>	<u>Spring 2022</u>	<u>Fall 2022</u>
Able to work from home (63%)	Able to work from home (60%)	Able to work from home (66%)	Able to work from home (65%)
COVID concerns (30%)	Cost (18%)	COVID concerns (28%)	COVID concerns (14%)
Cost (25%)	Personal security concerns (14%)	Cost (18%)	Cost (13%)

**Notes:**

- Up to two responses were permitted – percentages do not sum to 100%.
- Decreased continuous customers refer to current customers who indicated they use MTA services less frequently than they did prior to March 2020

