



## MTA Press Releases

[Select Language](#) | ▼

Press Release

February 11, 2009

[LIRR](#)

IMMEDIATE

### MTA LIRR Scores High In Latest Customer Satisfaction Survey

#### *Courtesy And On Time Performance Are Key*

MTA Long Island Rail Road received high marks from thousands of customers who participated in the Railroad's 2008 Customer Satisfaction Survey, including a resounding 95% satisfaction rating for train crew courtesy.

On board service categories garnered the highest approval ratings with Courtesy of Crew leading the way, followed by Safety from Accidents (94%), Heating During Cold Weather (93%), Overall Comfort of Trip (93%) and Train Interior Maintenance (93%). Also, 90% expressed satisfaction with LIRR's on-time performance, which reached a best ever 95.14% in 2008 while the Railroad served a record number of passengers.

The results are based on a survey conducted by Abt SRBI Inc. in September and October of more than 9,000 peak and off-peak customers. Eighty nine percent of those customers said they were satisfied with the overall quality of service provided by the LIRR.

MTA Executive Director and CEO Elliot G. Sander said: "Improving customer service is one of the MTA's top strategic priorities, and I am pleased that MTA Long Island Rail Road is receiving such high marks from its customers. Along with record-breaking LIRR on-time performance, railroad and subway mechanical reliability that is 20 times better than it was two decades ago and significant ridership gains across all our agencies, these results show that our region's commitment to the MTA capital program is improving the quality of life for millions of our customers every day."

LIRR President Helena Williams said: "Our Customer Satisfaction Survey is an important barometer of what the riding public thinks about the Long Island Rail Road. I am delighted to see our train crews recognized for courteous service and that the hard work of our maintenance departments is clearly adding to the comfort and reliability of our trains. We have to keep up that good work and do better in those areas that the survey shows need improvement."

For example, many customers found fault with the cleanliness of the restrooms in Penn Station with only 58% of those surveyed finding them acceptable. Williams noted that a \$5 million renovation of the restrooms now underway should go a long way toward addressing valid customer complaints.