



MTA Press Releases

[Select Language](#) ▼

Press Release

December 13, 2010

LIRR

IMMEDIATE

Customers Give LIRR High Ratings In New 2010 Satisfaction Survey

LIRR Front-Line Employees and Use of New Information and Communication Technology Receive High Ratings

Nearly 90 percent of all MTA Long Island Rail Road customers were satisfied with their overall riding experience, according to the just released 2010 LIRR Customer Satisfaction Survey.

Customers gave some of their highest ratings to their interaction with LIRR's frontline employees - including train conductors, ticket sellers and other employees. All three of those categories rated between 90 and 93 percent.

Off-peak and reverse peak customers generally tended to be more satisfied than the LIRR's regular commuters. Overall customer satisfaction came in at 89 percent. Cleanliness of on-board restrooms continues to be a challenge with a 64 percent satisfaction rating, an improvement over past years but still below targets.

"We try to keep the customer at the center of everything we do," said LIRR President Helena E. Williams. "I am especially pleased that customers gave high marks to their interactions with our frontline employees. The LIRR workforce is a dedicated group that responds in all kinds of weather, 24 hours a day, 7 days a week, 365 days a year. They deserve a lot of credit.. I know our employees want to do even better than 89 percent and we will work hard together in the coming year to address the areas where the survey indicates we need improvement."

Among the key drivers for the high satisfaction scores are: employee performance, personal security and safety, boarding stations overall rating, and the use of technology for customer information & communications in the form of electronic/LED station signage offering the status of the next three trains at the station.

Of the LIRR's eleven branches, the Hempstead Branch received the highest rating for overall customer satisfaction, followed by Far Rockaway and Montauk branches. The two lowest scoring branches were Oyster Bay and Port Jefferson from the diesel territory.

The LIRR's front line employees have historically ranked very high in customer satisfaction, and the same holds true in the 2010 survey.

The highest rated attribute in the survey was the overall courtesy and responsiveness of our frontline employees with a 93% satisfaction score. The lowest rated attribute was on-board restroom cleanliness at 64 percent.

Customer information and communications has been one of the LIRR's priorities and it's been noticed by customers with an 85 percent satisfaction level. Customers have recognized the LIRR's efforts at Penn Station where message boards have been installed to provide train time updates. Currently, almost all of LIRR's boarding stations (98 out of 124) now have electronic signs that provide train time updates.

In analyzing the results of the 2010 Customer Satisfaction Survey, the LIRR is implementing a series of service initiatives that respond to customer priorities. They include:

- Development of an On-Time Performance enhancement plan for improvement of current performance.
- Use of technology applications to provide more timely train information.
- Supporting parking expansion initiatives at several stations (Hicksville, Kew Gardens, Locust Valley and Stony Brook)
- The LIRR's mechanical division is reviewing toilet-servicing opportunities to identify where they can be expanded and performance improved.
- Close monitoring and evaluation of customer demand for train service through train counts; and where feasible, trains will be added.

The LIRR's 2010 Customer Satisfaction Survey was conducted in the first two weeks of June - shortly after the implementation of budget-related service reductions in May. The surveys were distributed on-board trains on all LIRR branches covering all travel segments - Peak, Reverse Peak and Off-Peak. More than 7,500 surveys were completed and returned.