



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

# Commuter Rail: Customers Count Executive Summary

- The Spring 2022 bi-annual Customer Satisfaction survey was conducted in June with ~22,000 LIRR and ~21,000 Metro-North customers responding
- Key observations:
  - Since the Fall 2021 survey, overall satisfaction with the Long Island Rail Road increased by 2 percentage points to 81% since the Fall 2021 survey.
    - LIRR line level satisfaction has increased for nearly all lines. Port Washington scores are up significantly by 7 percentage points to 85%.
  - Metro-North overall satisfaction remained extremely high with 87% of customers saying they were satisfied or very satisfied
  - 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 second most important for Metro-North customers.
  - Destination station satisfaction scores have declined; however, satisfaction with personal security on board has increased for both railroads.
  - For railroad customers who are riding less frequently, nearly two-thirds listed their top reason as their ability to work from home.

# Commuter Rail: Overall Customer Satisfaction Trend

## Long Island Rail Road



## Metro-North



■ Very Satisfied   ■ Satisfied   ■ Dissatisfied   ■ Very Dissatisfied

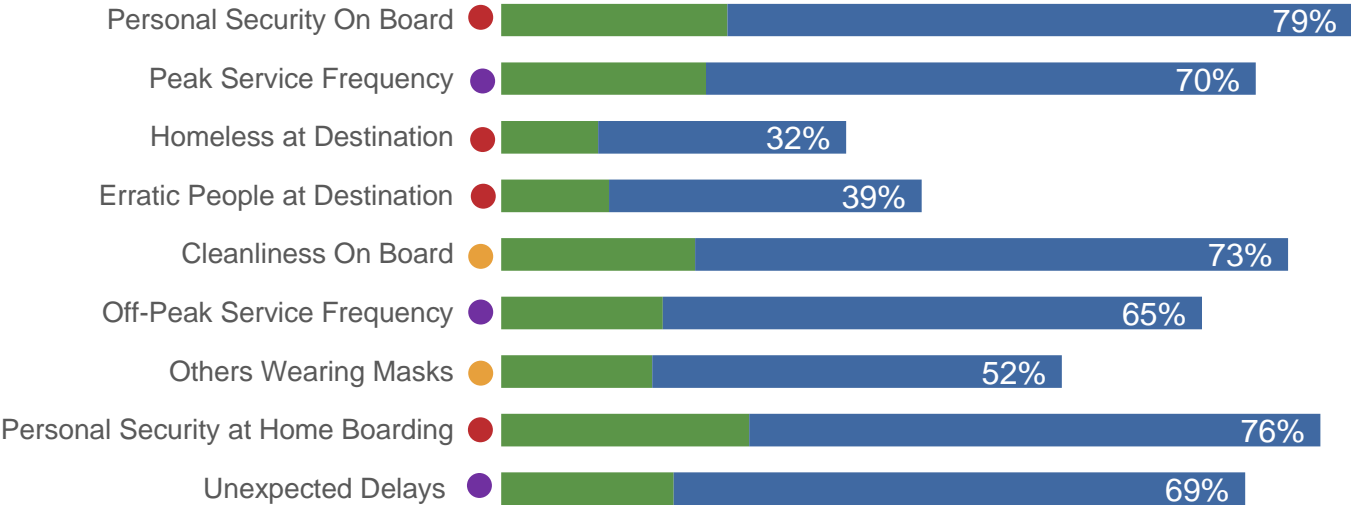
# Long Island Rail Road Key Drivers

## Very Important Key Drivers



◀ Spring 2022 Overall Satisfaction (81%)

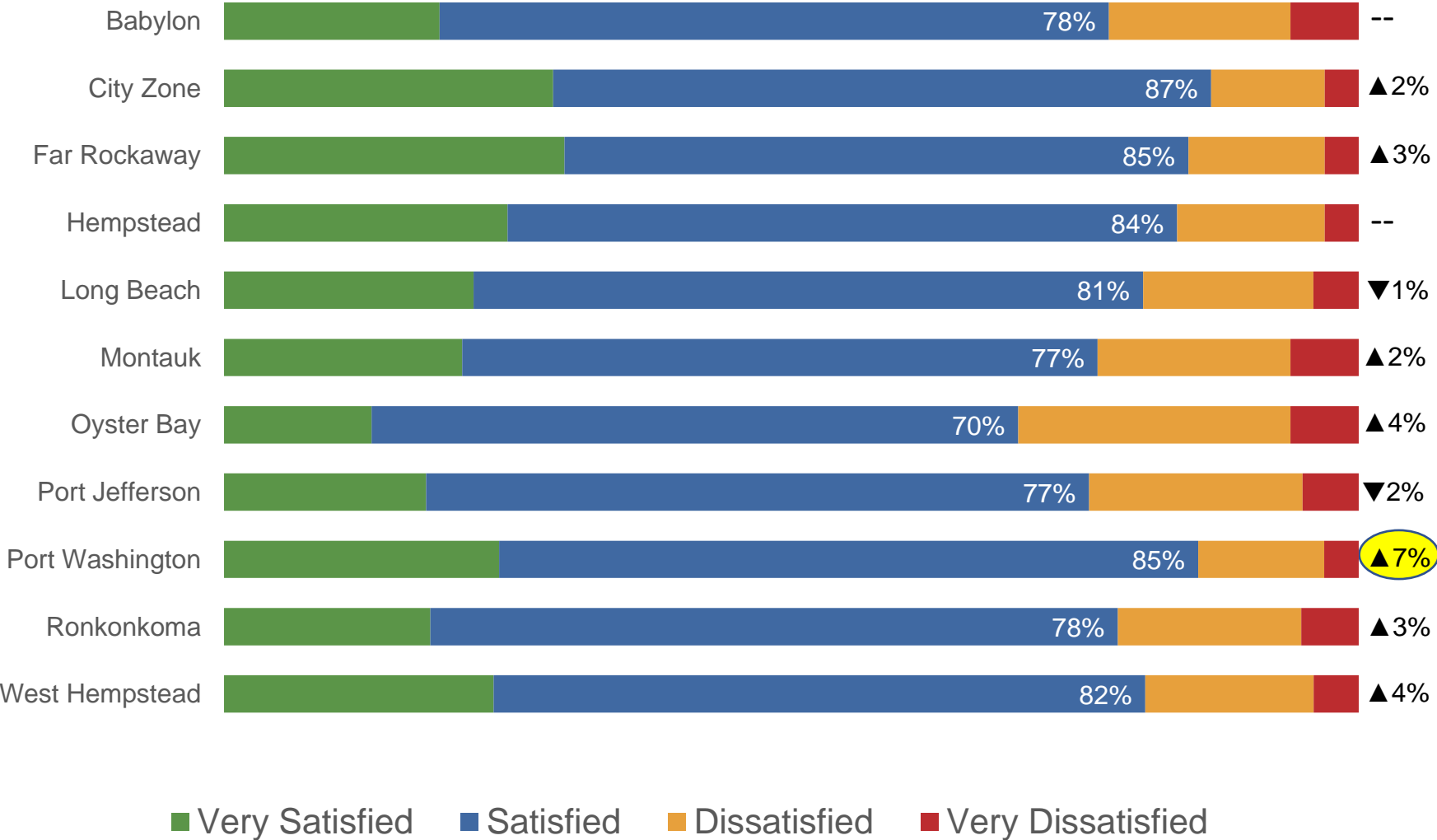
## Important Key Drivers



- Safety and Security
- Service
- Cleanliness and COVID
- Other

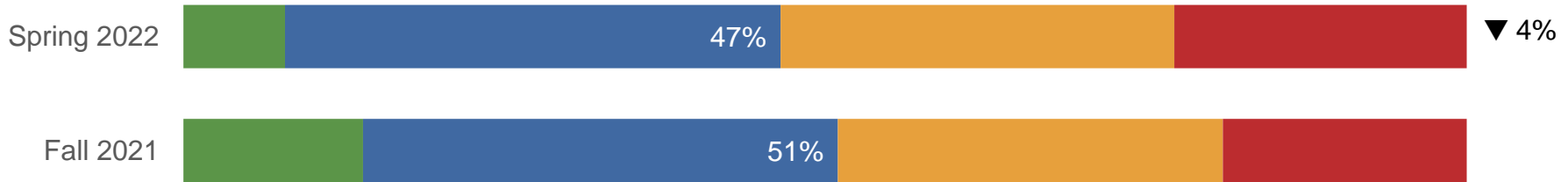
■ Very Satisfied ■ Satisfied

# LIRR Overall Customer Satisfaction by Branch



# LIRR Customer Satisfaction with Destination Station

## Penn Station



## Atlantic Terminal



## Jamaica



■ Very Satisfied   
 ■ Satisfied   
 ■ Dissatisfied   
 ■ Very Dissatisfied

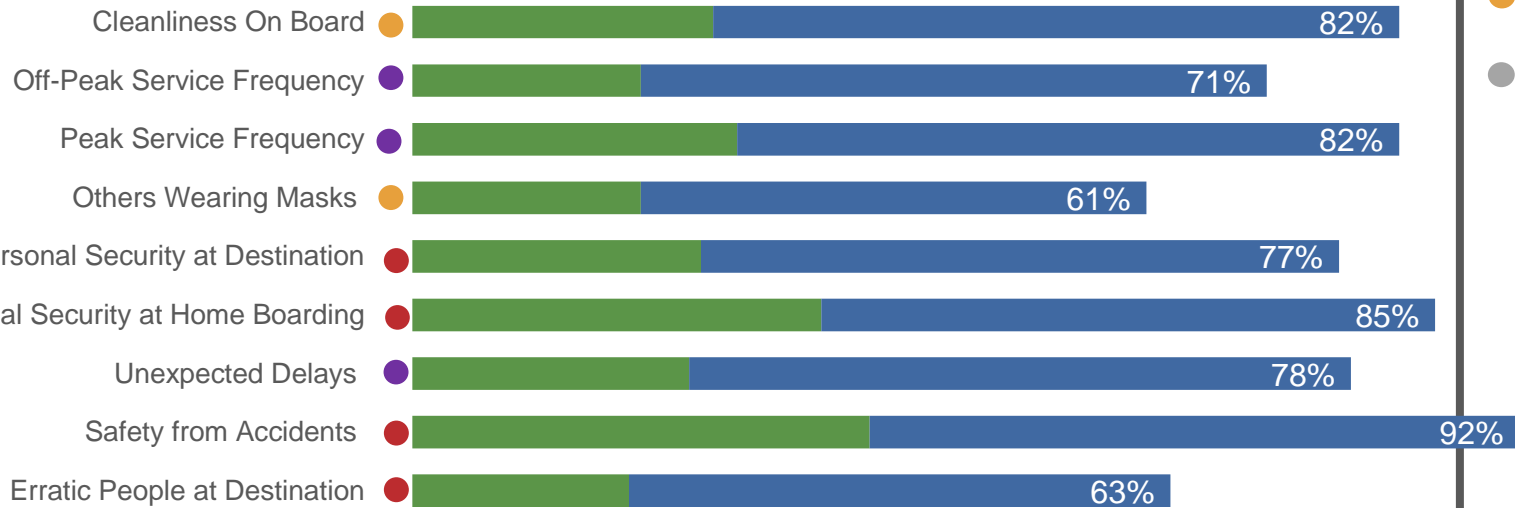
# Metro-North Key Drivers

## Very Important Key Drivers



Spring 2022  
Overall Satisfaction  
(87%)

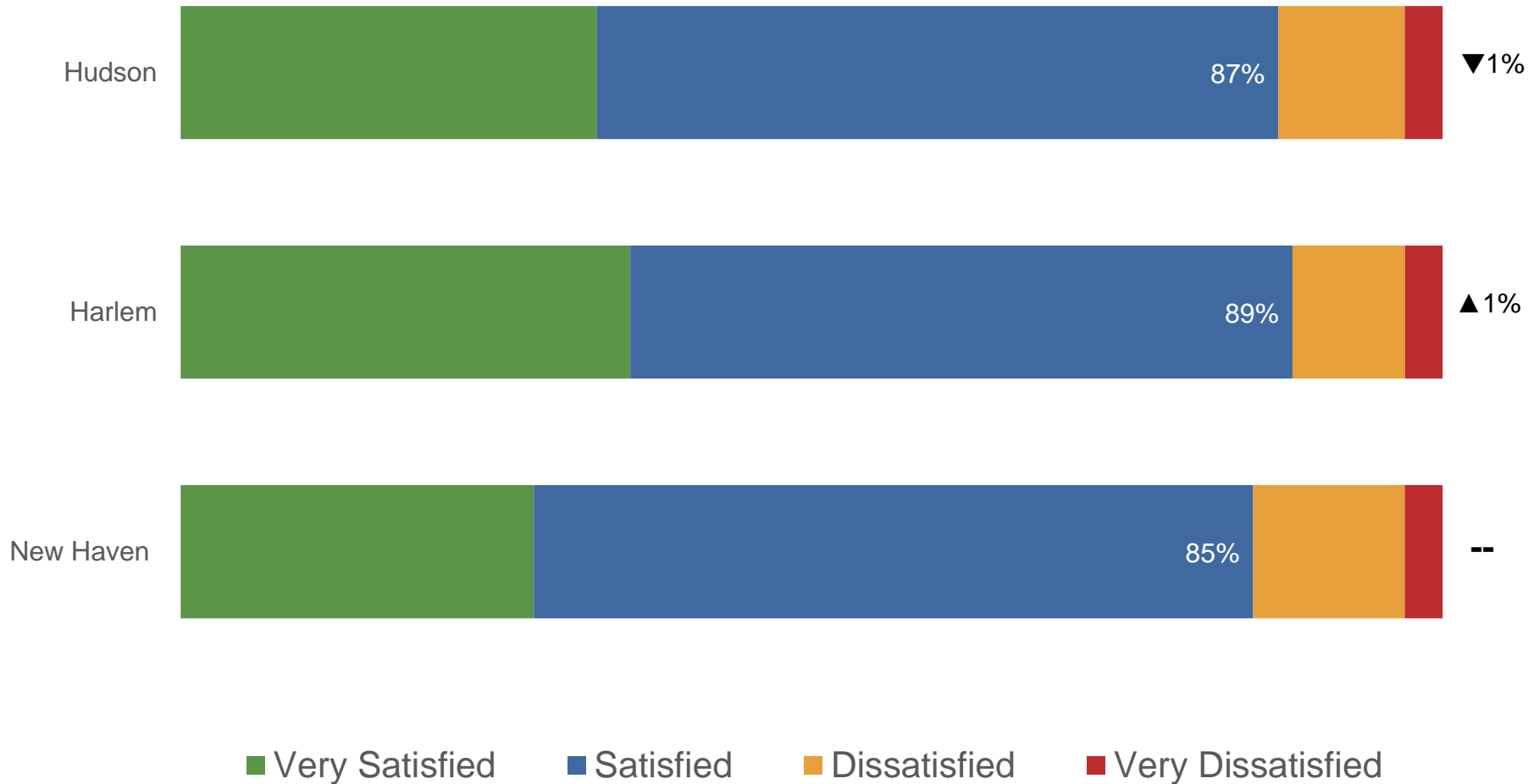
## Important Key Drivers



- Safety and Security
- Service
- Cleanliness and COVID
- Other

■ Very Satisfied ■ Satisfied

# Metro-North Overall Customer Satisfaction by Line



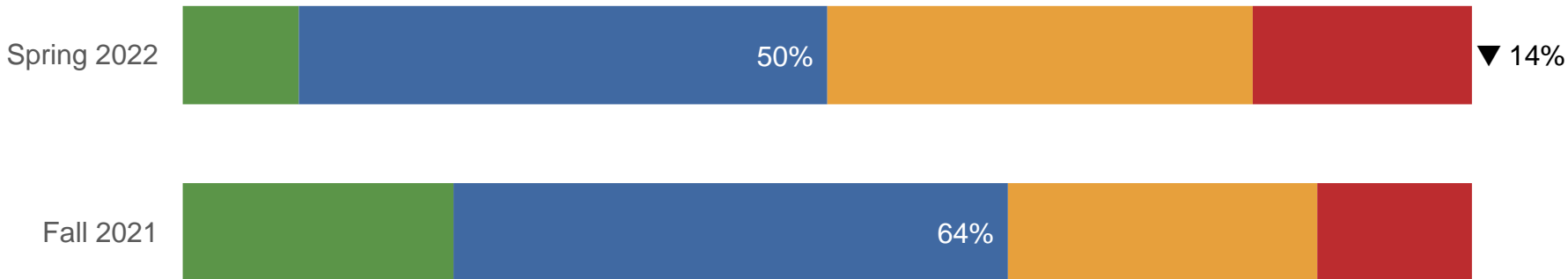


# Metro-North Customer Satisfaction with Destination Station

## Grand Central Terminal



## Harlem – 125<sup>th</sup> Street



■ Very Satisfied   ■ Satisfied   ■ Dissatisfied   ■ Very Dissatisfied

# Top Reasons Why Using Less Frequently

Among those who are still riding, but less frequently

Long Island Rail Road	Metro-North
Able to work from home (63%)	Able to work from home (66%)
COVID concerns (30%)	COVID concerns (28%)
Cost (25%)	Cost (18%)



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