



**Fall 2022
Customers Count Survey**

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

Executive Summary

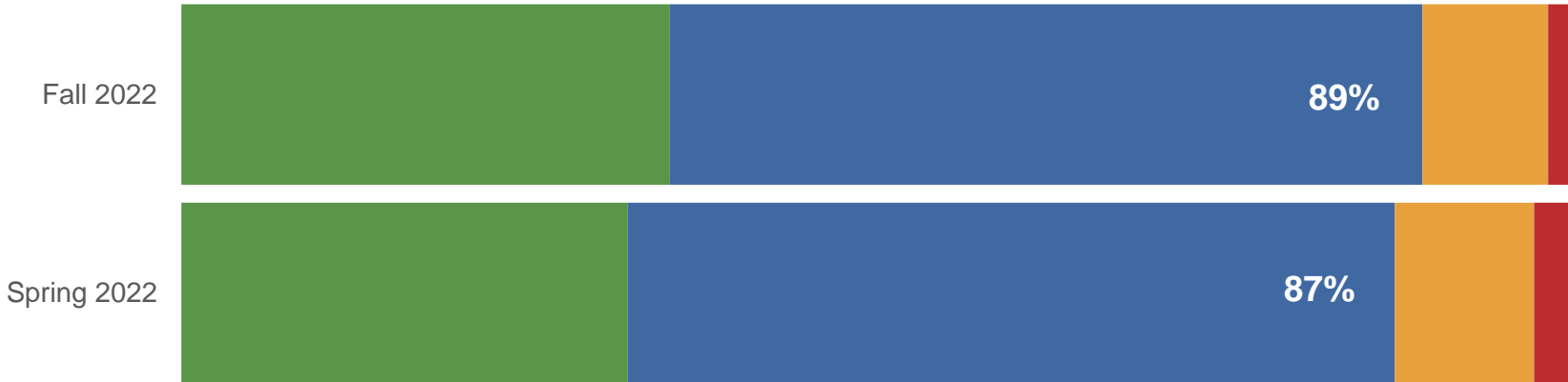
- The Fall 2022 bi-annual Customer Satisfaction survey was conducted from November 21 through December 5, 2022 with approximately 16,000 LIRR and 17,000 Metro-North current customers responding.
- Since the Spring 2022 survey, overall satisfaction with the Long Island Rail Road has remained at 81%.
 - 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



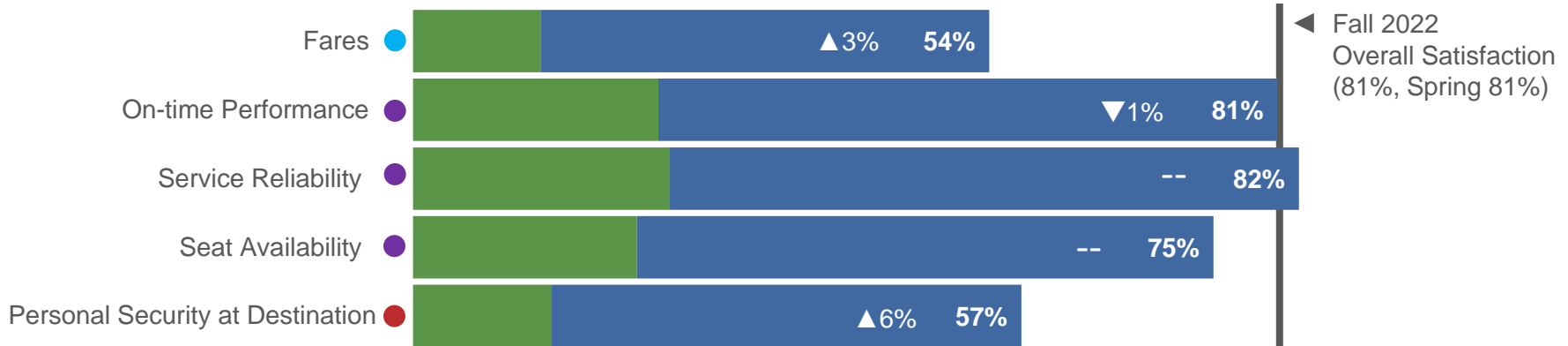
Metro-North



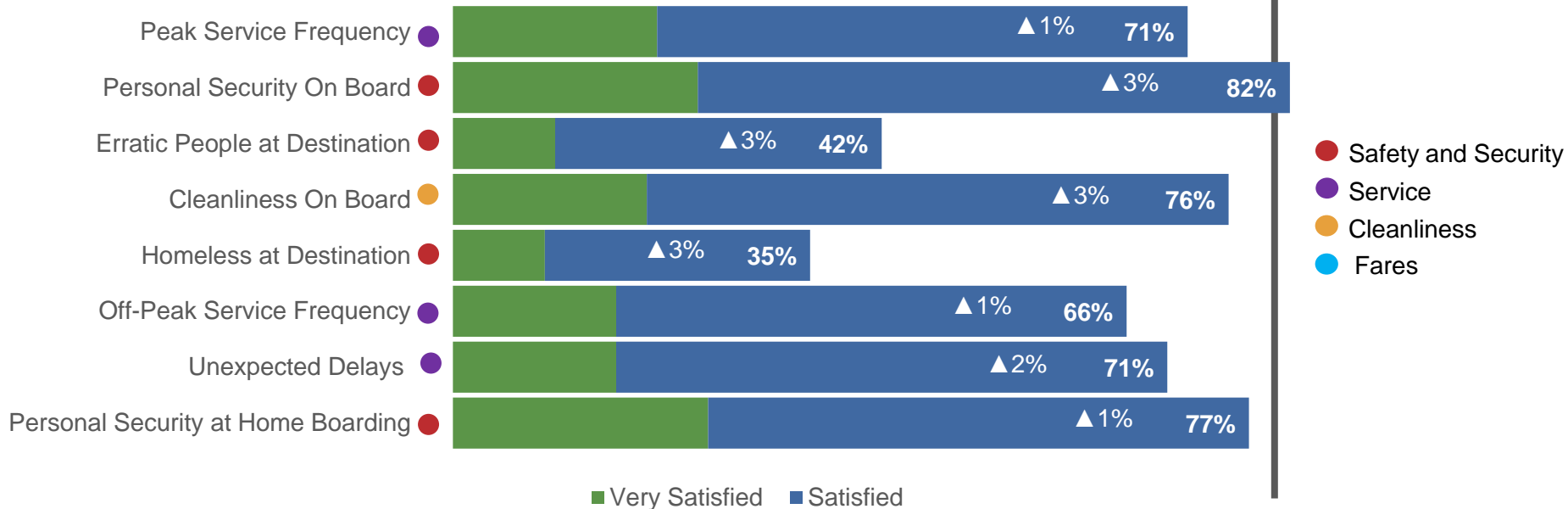
■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

Long Island Rail Road Key Drivers

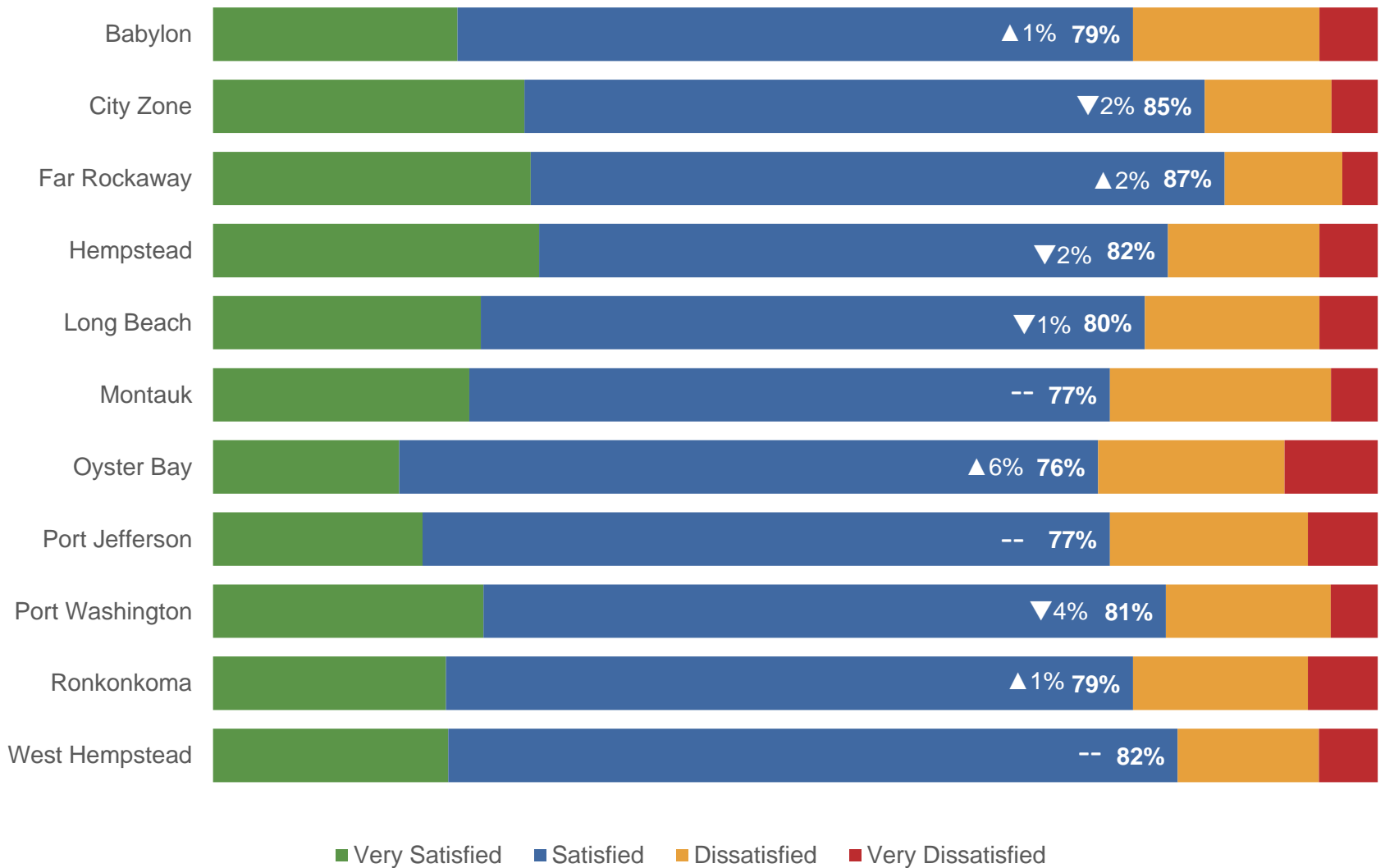
Very Important Key Drivers



Important 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

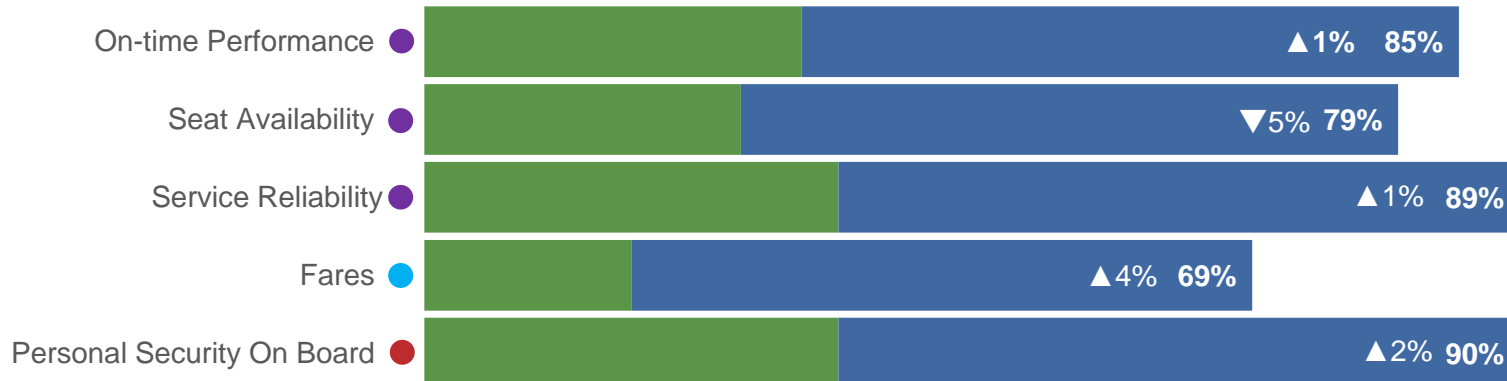
Percentage of satisfied + very satisfied customers for stations with a sample size of 100 or more

| 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

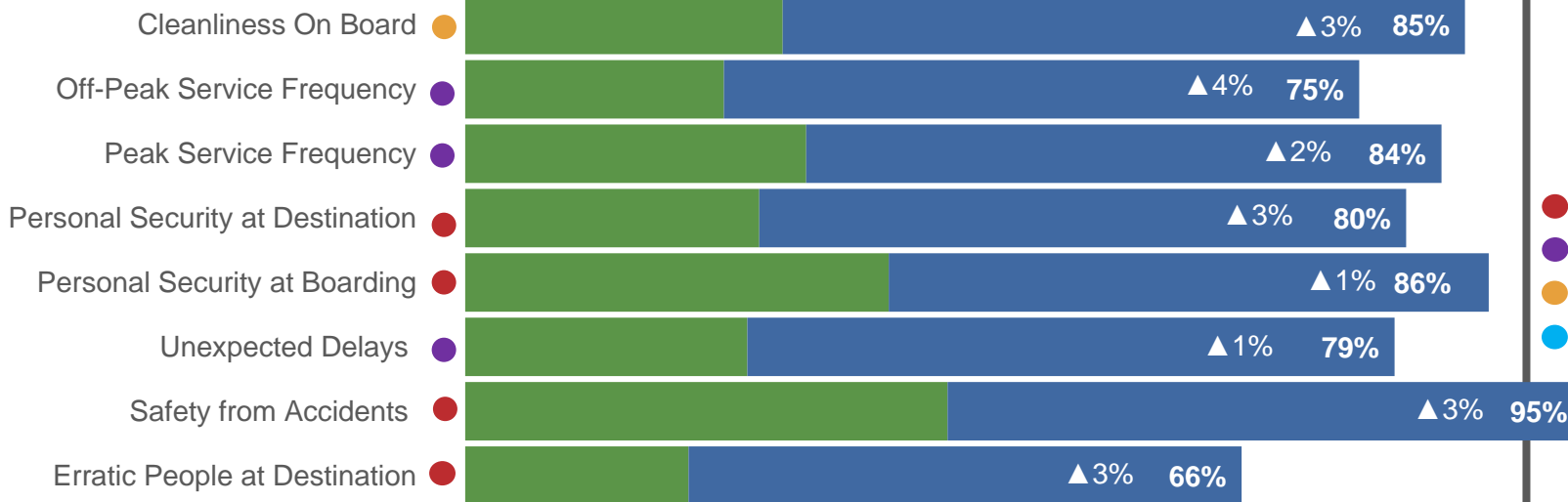
Percentage of satisfied + very satisfied customers (in order of importance)

Very Important Key Drivers



◀ Fall 2022
Overall Satisfaction
(89%, Spring 87%)

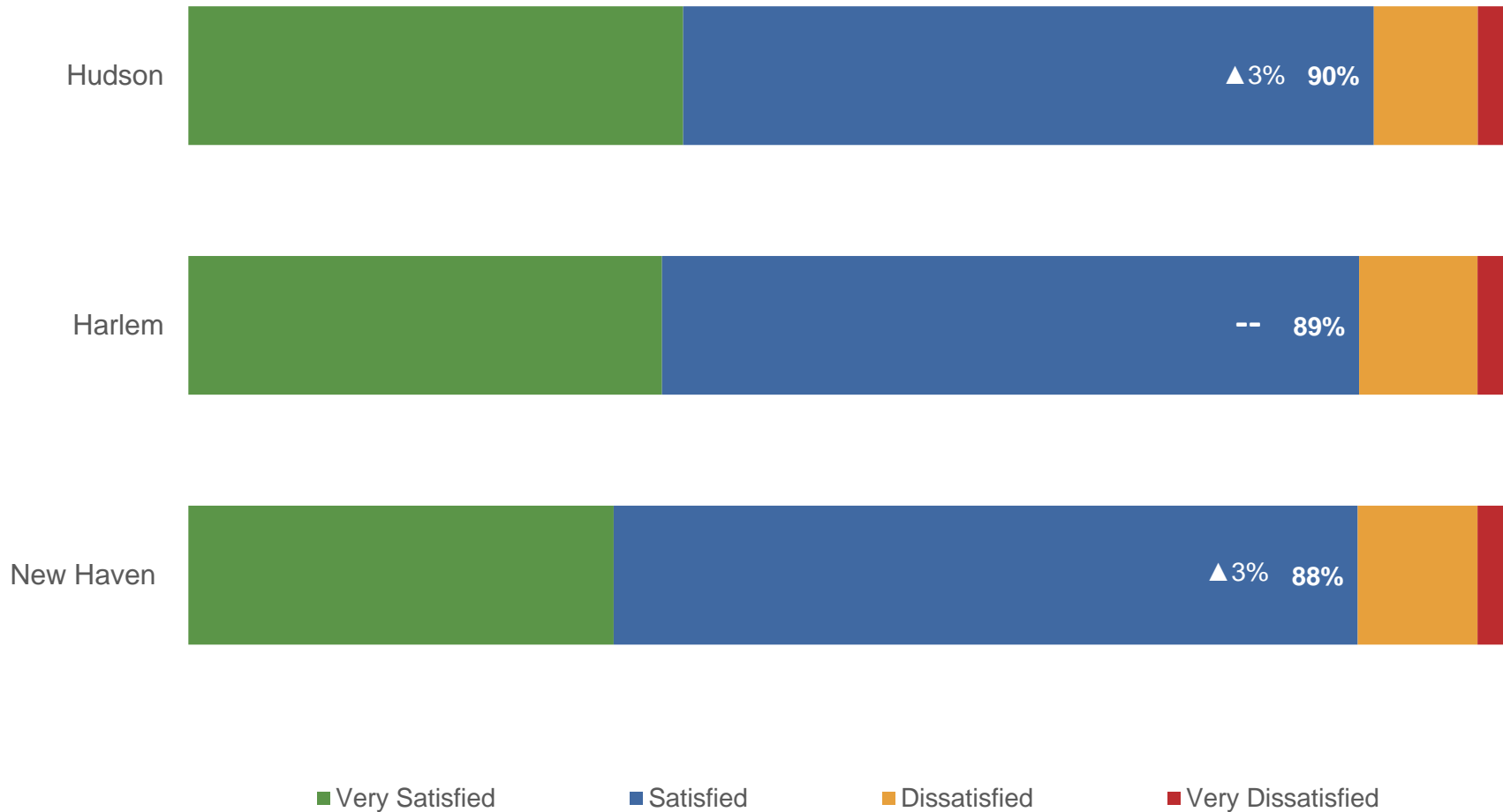
Important Key Drivers



● Safety and Security
● Service
● Cleanliness
● Fares

■ Very Satisfied ■ Satisfied

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 th 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