

# 2014 Customer Satisfaction Survey Long Island Rail Road



# Overall Context

- **Survey fieldwork was conducted in June 2014, one month prior to the LIRR strike settlement, which had dominated media coverage.**
- **Heavy weather conditions during winter months adversely affected train service and OTP.**
- **Additional service was added to the Montauk Branch.**



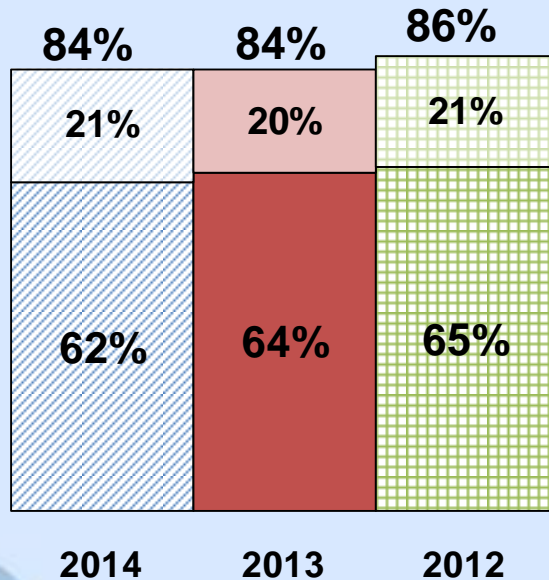
# Key Findings

- Overall customer satisfaction remained the same in 2014 at 84% as in 2013.
- The highest scoring satisfaction attributes “ Safety from Train Accidents and “Courtesy and Responsiveness of Conductors” achieved a satisfaction score of 92% (unchanged from 2013).
- “Usefulness of Facebook” experienced the highest percent increase from 2013 rebounding to the 2012 satisfaction score. Users of social media were more satisfied with Facebook and Twitter in 2014 (78% and 77%, respectively) compared to 75% for both in 2013.
- “Communication During Service Disruptions” through both Customer Service Representatives and the Automated Phone System increased by two percentage points to 86% satisfied in 2014.
- Overall satisfaction with Penn Station continues to decline to 81% in 2014 from 82% in 2013. However, Atlantic Terminal shows an increase to 86% in 2014 from 79% in 2013.
- Train service attributes related to OTP and Availability of Seats show a declining trend in satisfaction.
- Montauk Branch satisfaction continues to benefit from additional train service provided.

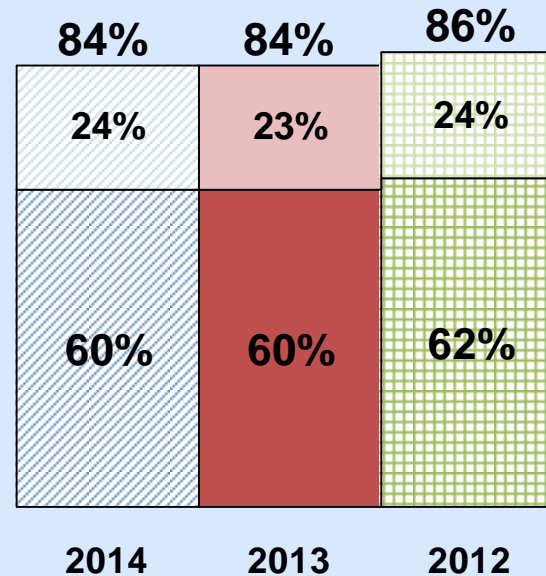


# LIRR Overall Customer Satisfaction

## LIRR Overall



## Train Service Overall



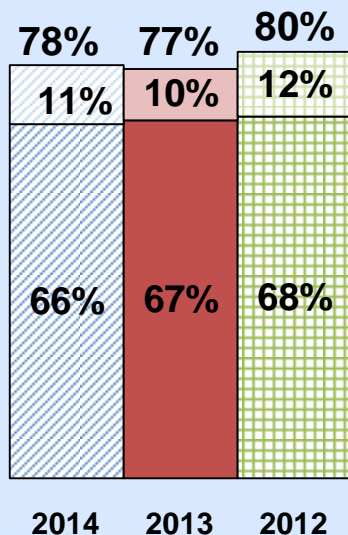
Top Area = Very Satisfied    Bottom Area = Satisfied



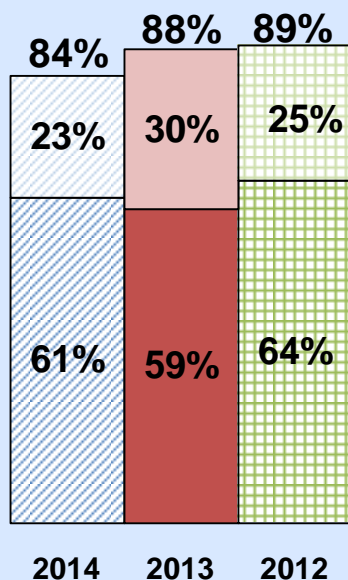
# LIRR Overall Customer Satisfaction

## By Time Period

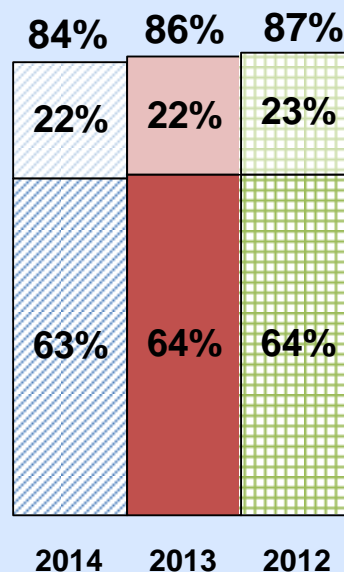
### Peak



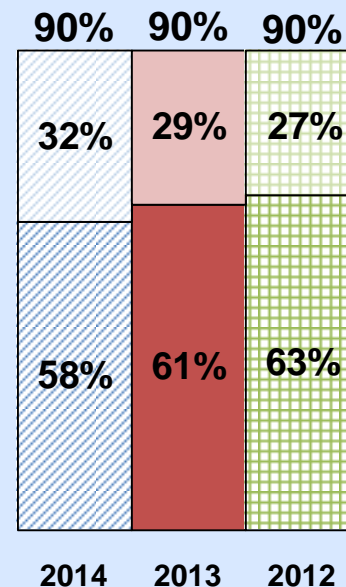
### Reverse Peak



### Weekday Off-Peak



### Weekend Off-Peak



Top Area = Very Satisfied    Bottom Area = Satisfied



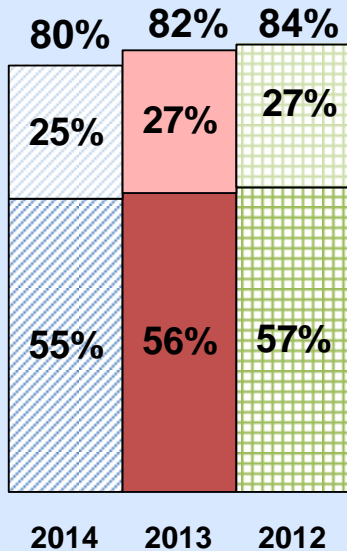
# Overall Satisfaction By Branch

	2014	2013	2012
Port Washington	87%	88%	90%
Montauk	87%	84%	89%
Oyster Bay	86%	87%	79%
West Hempstead	86%	86%	84%
Far Rockaway	86%	81%	87%
Hempstead	84%	87%	87%
Long Beach	84%	83%	90%
Huntington	83%	82%	86%
Babylon	82%	82%	84%
Ronkonkoma (Electric)	81%	83%	80%
Port Jefferson	79%	73%	90%

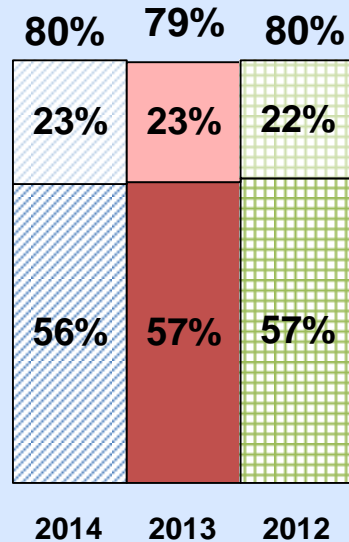


# LIRR Train Service

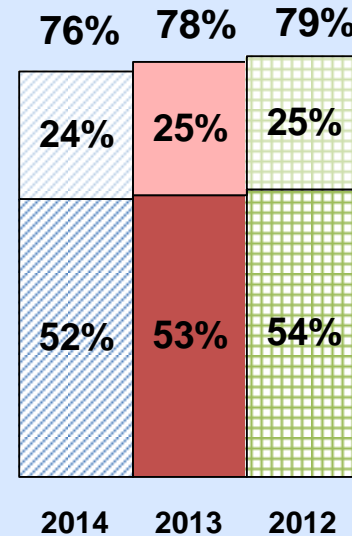
## On-Time Performance



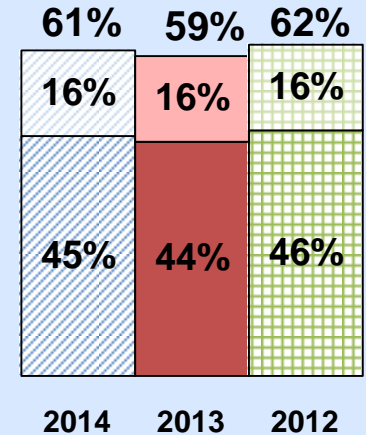
## Overall Schedule Of Trains



## Availability of Seats



## Value for the Money Using the Railroad

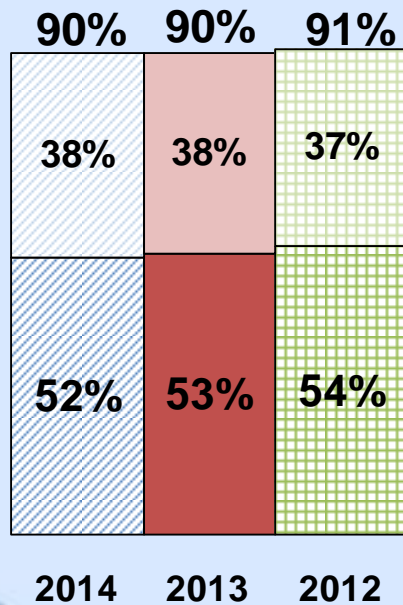


Top Area = Very Satisfied    Bottom Area = Satisfied

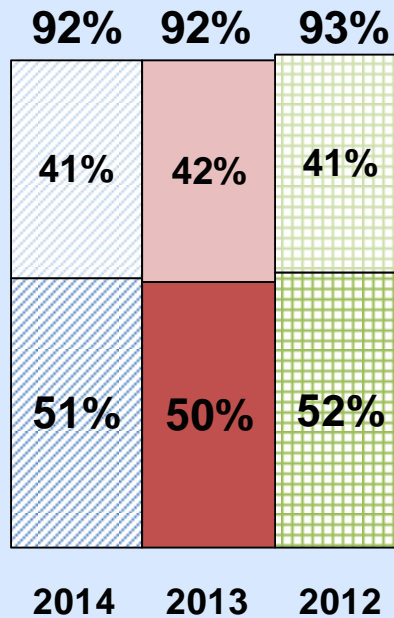


# LIRR Employees

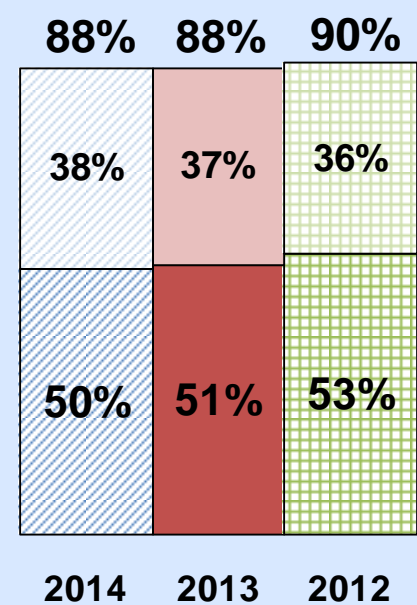
## Overall Courtesy and Responsiveness



## Train Conductors



## Ticket Sellers



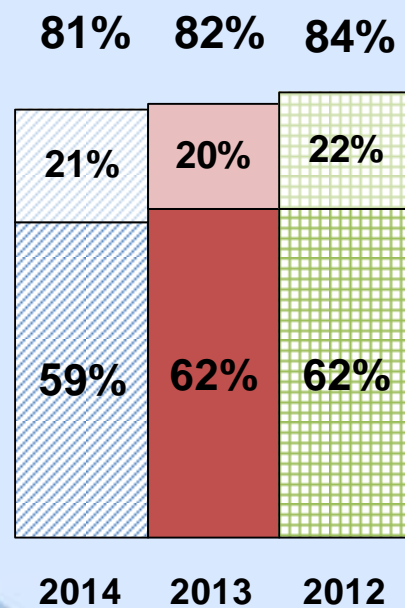
Top Area = Very Satisfied    Bottom Area = Satisfied



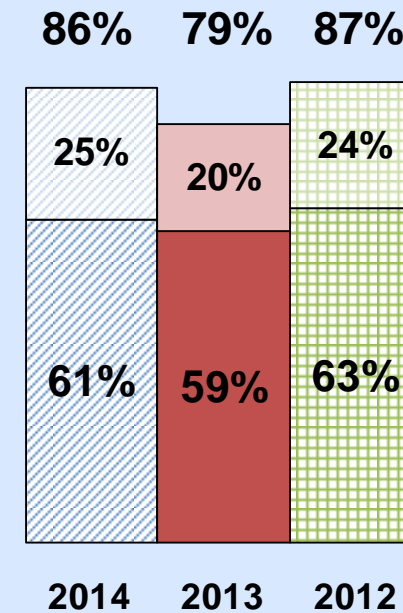


# Penn Station / Atlantic Terminal and Boarding Stations

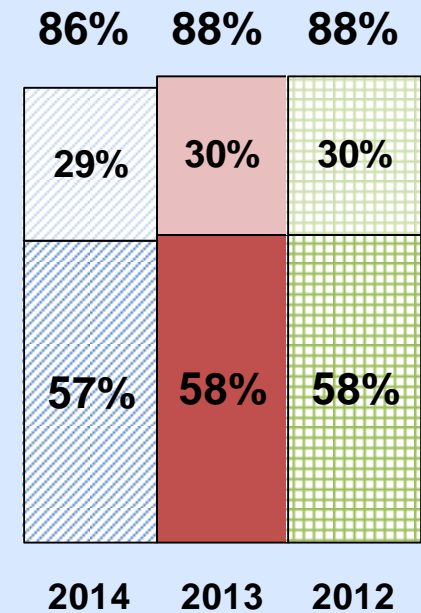
**Overall  
Penn Station**



**Overall  
Atlantic Terminal**



**Overall  
Home Boarding  
Station**

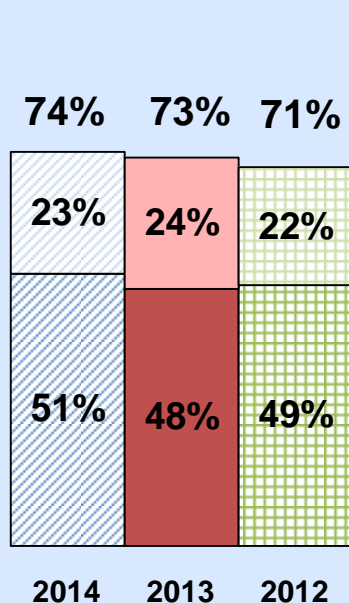


Top Area = Very Satisfied    Bottom Area = Satisfied

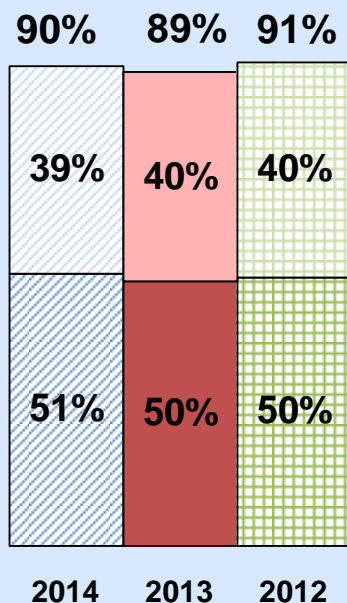


# LIRR Boarding Station

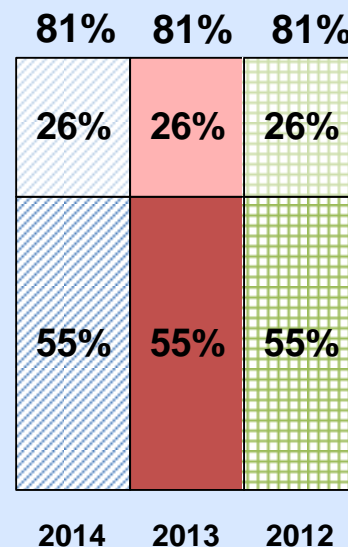
## Audio Announcements During Service Disruptions



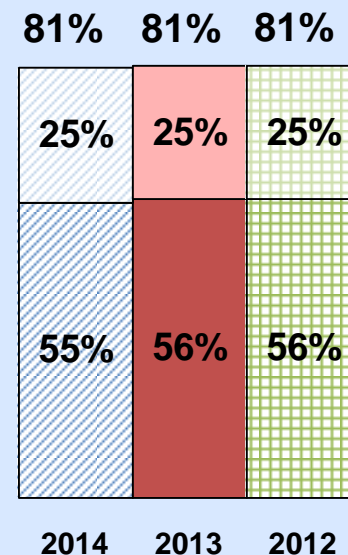
## Electronic/LED Signs with Train Schedules



## Cleanliness of Platforms & Shelters



## Cleanliness of Track Area Around the Station

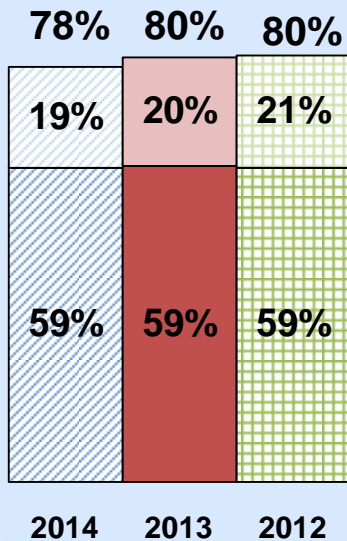


Top Area = Very Satisfied    Bottom Area = Satisfied

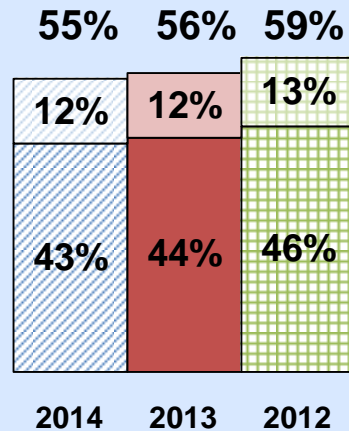


# LIRR On-Board Conditions

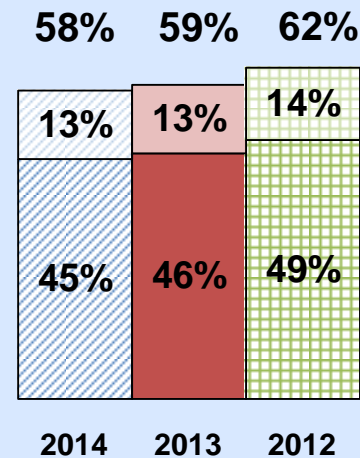
**Train Interior Cleanliness**



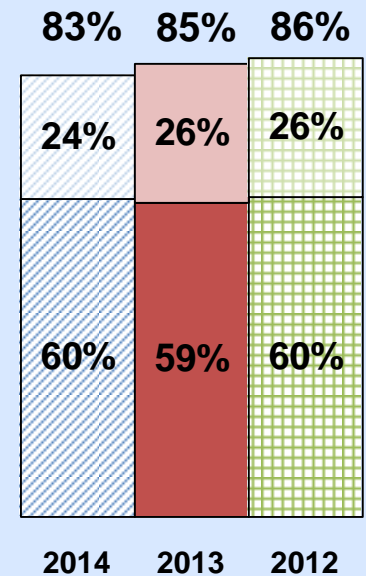
**Cleanliness of Restrooms**



**Physical Condition of Restrooms**



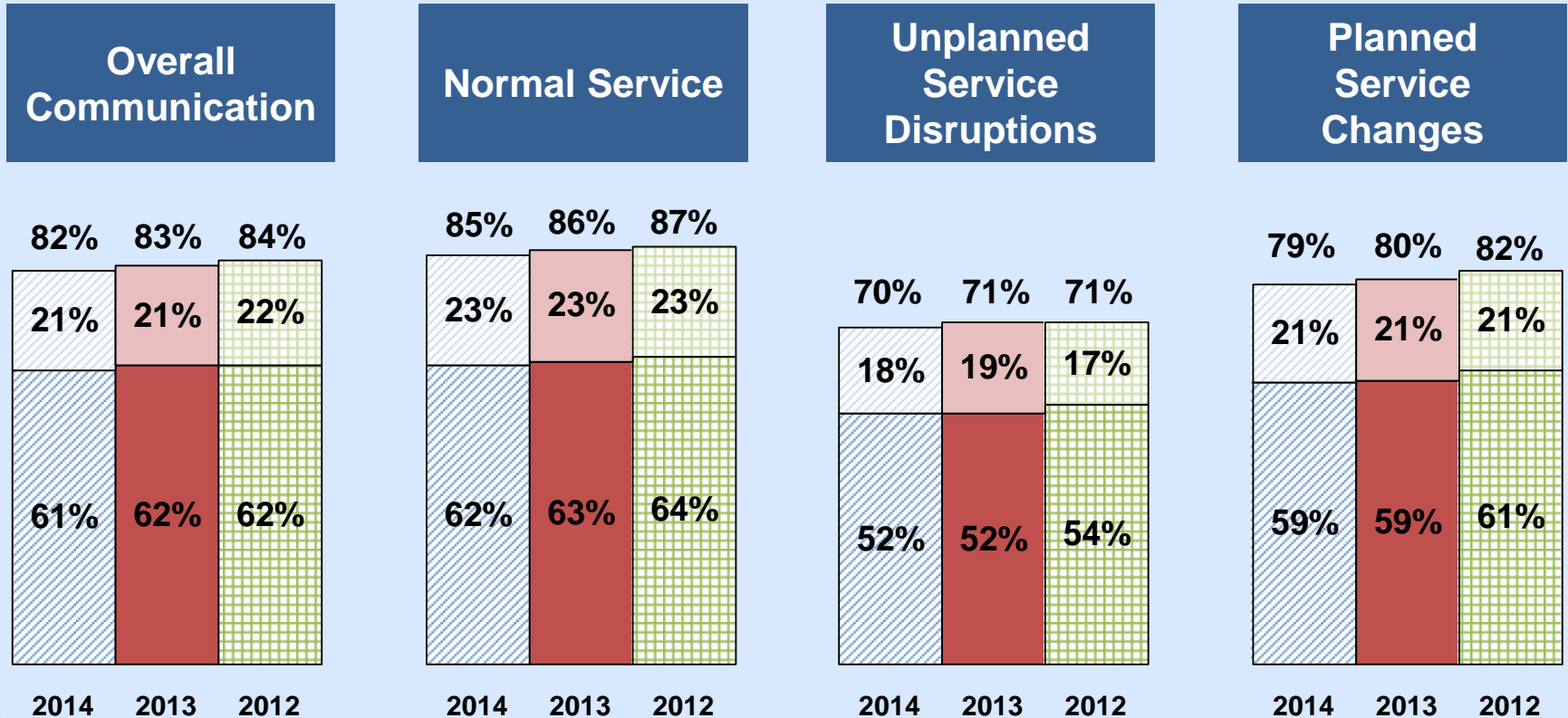
**Train Interior Maintenance**



Top Area = Very Satisfied    Bottom Area = Satisfied



# LIRR Customer Communication



Top Area = Very Satisfied    Bottom Area = Satisfied



# Appendix

- Methodology
- Full Set of Attribute Ratings



# Methodology

- The LIRR survey used an onboard distribution methodology among a sample of trains
- A total of 15,496 surveys were completed and tabulated, as follows:

	LIRR Survey			
	Total	AM Peak	Off-Peak	Reverse Peak
Completed Surveys	15,496	10,180	4,623	693
Survey dates	6/2-5, 6/9-14, 6/15-19, 6/23-24	6/2-5, 6/9-12, 6/16-19, 6/23-24	6/10, 6/14-15	6/3, 6/19, 6/23
Trains sampled	110	80	22	8

- The sample selection allowed for maximum representation of lines while keeping data collection as cost efficient as possible.
- In 2014, the sample size was increased to allow for further data analysis at the station level.
- Survey data were first weighted to actual ridership levels within line segments by time period. Weighting survey data helps ensure representativeness of results.
- Margin of error:  $\pm 1\%$  at the 95% level of statistical confidence for a total satisfaction rating of 84% overall. At a 50% total satisfaction level, the margin of error is  $\pm 2\%$ .



# **SERVICE ATTRIBUTE RATINGS 2010-2014**



	TOTAL SATISFIED				
	2014	2013	2012	2011	2010
	%	%	%	%	%
1. Long Island Rail Road overall	84	84	86	78	89
Home Boarding Station					
2. Your boarding station overall	86	88	88	86	90
3. Personal security	85	85	85	82	85
4. Cleanliness inside the station building (excluding restrooms)	78	79	81	80	84
5. Maintenance of station	80	82	82	81	85
6. Station signage	88	88	89	87	90
7. Cleanliness of restroom	60	60	61	61	68
8. Physical condition of restroom	63	63	65	64	70
9. Sound quality of audio announcements	80	80	81	79	81
10. Audio announcements under normal conditions	85	84	85	84	85
11. Audio announcements during service disruptions	74	73	71	69	74
12. Electronic or LED signs with train schedules	90	89	91	89	91
13. Availability of parking on weekdays	61	62	62	60	62
14. Security of your car while parked at the station	80	79	79	77	77
15. Cleanliness of platforms and outdoor shelters	81	81	81	81	82
16. Cleanliness of the track area around the station	81	81	81	79	82





	TOTAL SATISFIED				
	2014	2013	2012	2011	2010
	%	%	%	%	%
<b>Your Train (AM &amp; PM)</b>					
17. LIRR train service overall	84	84	86	79	89
18. On-time performance	80	82	84	79	86
19. Availability of seats	76	78	79	76	80
20. Condition of seats	79	82	84	83	88
21. Train interior maintenance – lights, floors, windows, etc. (excluding seats)	83	85	86	85	89
22. The temperature on the train	88	87	88	88	89
23. Personal security	89	90	90	88	90
24. Cleanliness of restroom	55	56	59	57	64
25. Physical condition of restroom	58	59	62	62	69
26. Cleanliness of train's interior (excluding restrooms)	78	80	80	79	83
27. Safety from train accidents	92	92	93	93	93
28. Value for the money using the railroad	61	59	62	56	67
29. Sound quality of audio announcements	78	79	81	78	81
30. Audio announcements under normal conditions	82	83	84	82	85
31. Audio announcements during service disruptions	73	73	74	70	75



	TOTAL SATISFIED				
	2014	2013	2012	2011	2010
	%	%	%	%	%
<b>Courtesy and Responsiveness of Our Employees</b>					
<b>32. The overall courtesy and responsiveness of our employees</b>	<b>90</b>	<b>90</b>	<b>91</b>	<b>90</b>	<b>91</b>
<b>33. Conductors</b>	<b>92</b>	<b>92</b>	<b>93</b>	<b>92</b>	<b>93</b>
<b>34. Ticket Sellers</b>	<b>88</b>	<b>88</b>	<b>90</b>	<b>87</b>	<b>90</b>
<b>35. Overall schedule of trains</b>	<b>80</b>	<b>79</b>	<b>80</b>	<b>75</b>	<b>81</b>
<b>36. The weekday AM and PM peak schedule to and from your station</b>	<b>81</b>	<b>81</b>	<b>82</b>	<b>79</b>	<b>82</b>
<b>37. The weekday off-peak schedule to and from your station (including late night train service)</b>	<b>76</b>	<b>75</b>	<b>75</b>	<b>70</b>	<b>77</b>
<b>38. The weekend schedule to and from your station</b>	<b>77</b>	<b>75</b>	<b>75</b>	<b>71</b>	<b>78</b>



	TOTAL SATISFIED				
	2014	2013	2012	2011	2010
	%	%	%	%	%
<b>Communication (During Normal Service Conditions)</b>					
39. Overall communication to you	82	83	84	79	85
40. Overall communications during normal service conditions	85	86	87	84	NA
41. Overall communications during unplanned service disruptions	70	71	71	66	NA
42. Overall communications during planned service disruptions (track work, etc.)	79	80	82	79	NA
43. At your boarding station	86	87	88	85	89
44. On board your trains	86	87	87	86	89
45. At your destination station	87	88	88	87	90
46. At our website (www.mta.info)	86	86	89	85	89
47. With the Automated Phone System (Schedules, Fares, etc.)	83	82	84	81	83
48. With Customer Service Center representatives	83	83	86	84	88



	TOTAL SATISFIED				
	2014	2013	2012	2011	2010
	%	%	%	%	%
<b>Communication (During Unplanned Service Disruptions)</b>					
49. At your boarding station	69	69	70	65	74
50. On board your trains	71	71	72	67	73
51. At your destination station	73	73	73	69	77
52. At our website (www.mta.info)	75	74	76	72	79
53. Through e-mail alerts (if you subscribe)	76	75	78	73	81
54. With the Automated Phone System (Schedules, Fares, etc.)	75	73	76	71	79
55. With Customer Service Center representatives	76	74	77	74	82
56. LIRR Train Time App	84	NA	NA	NA	NA
57. Facebook page (MTALIRR)	78	75	78	NA	NA
58. Twitter feed(@LIRRScoop)	77	75	81	NA	NA



	TOTAL SATISFIED				
	2014	2013	2012	2011	2010
	%	%	%	%	%
<b>Destination Station</b>					
59. LIRR destination station overall	81	82	84	84	88
60. Cleanliness of restroom	61	62	64	64	71
61. Physical condition of restroom	63	65	67	68	74
62. Cleanliness of destination station/waiting room (excluding restrooms)	72	72	76	75	78
63. Personal security	80	80	83	82	85
64. Signs providing directions to and from LIRR trains	86	87	88	87	88
65. Signs providing directions to and from connecting buses or subways	83	83	85	83	85
66. Presence of MTA Police	80	82	84	83	81
67. Sound quality of audio announcements	79	80	81	80	82
68. Audio announcements under normal conditions	82	83	84	82	84
69. Audio announcements during service disruptions	73	73	74	72	78
70. Electronic or LED signs with train schedules	86	87	89	87	90





## Long Island Rail Road

### 2014 CUSTOMER SATISFACTION SURVEY

Dear Customer:

Please take a few minutes to fill out the Long Island Rail Road Customer Satisfaction Survey. Your answers to the survey will guide our efforts to provide better service to you.

Please answer each question based upon your experience with the Long Island Rail Road. Your responses will be tabulated and reported back to you.

Several survey specialists will be assigned to your train for today's trip. They are there to distribute and collect your completed questionnaire. If they miss you, or if you need more time, the questionnaire can also be returned by mail - no postage necessary.

Thank you for helping us serve you better and for riding the Long Island Rail Road.

#### INSTRUCTIONS:

In the first portion of this survey, please tell us how satisfied you have been with various aspects of our services **over the past 12 months**, beginning with the overall rating, then environment of your home station and ending when you leave the train.

Please circle one of the numbers in the scale on the next page that best reflects your opinion of our service. **Circle 9 or 10** to indicate you are "very satisfied" with our services and performance. **Circle numbers 6, 7 or 8** if you are generally "satisfied" with our services and performance. **Circle numbers 3, 4, or 5** to indicate you are generally "dissatisfied" with our services and performance. **Circle numbers 1 or 2** if you are "very dissatisfied" with our services and performance.

If you are not familiar with a particular aspect, please circle NA.

#### 2014 CUSTOMER SATISFACTION SURVEY

OVER THE PAST 12 MONTHS, HOW SATISFIED ARE YOU WITH:

##### LONG ISLAND RAIL ROAD OVERALL

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	NA						
1. Long Island Rail Road overall	1	2	3	4	5	6	7	8	9	10	NA

##### YOUR HOME BOARDING STATION

How satisfied are you with:	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	NA						
2. Your boarding station overall	1	2	3	4	5	6	7	8	9	10	NA
3. Personal security	1	2	3	4	5	6	7	8	9	10	NA
4. Cleanliness inside the station building (excluding restrooms)	1	2	3	4	5	6	7	8	9	10	NA
5. Maintenance of station	1	2	3	4	5	6	7	8	9	10	NA
6. Station signage	1	2	3	4	5	6	7	8	9	10	NA
7. Cleanliness of restroom	1	2	3	4	5	6	7	8	9	10	NA
8. Physical condition of restroom	1	2	3	4	5	6	7	8	9	10	NA
9. Sound quality of audio announcements	1	2	3	4	5	6	7	8	9	10	NA
10. Audio announcements under normal conditions	1	2	3	4	5	6	7	8	9	10	NA
11. Audio announcements during service disruptions	1	2	3	4	5	6	7	8	9	10	NA
12. Electronic or LED signs with train schedules	1	2	3	4	5	6	7	8	9	10	NA
13. Availability of parking on weekdays	1	2	3	4	5	6	7	8	9	10	NA
14. Security of your car while parked at the station	1	2	3	4	5	6	7	8	9	10	NA
15. Cleanliness of platforms and outdoor shelters	1	2	3	4	5	6	7	8	9	10	NA
16. Cleanliness of the track area around the station	1	2	3	4	5	6	7	8	9	10	NA

##### YOUR TRAIN (AM & PM)

How satisfied are you with:	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	NA						
17. LIRR train service overall	1	2	3	4	5	6	7	8	9	10	NA
18. On-time performance	1	2	3	4	5	6	7	8	9	10	NA
19. Availability of seats	1	2	3	4	5	6	7	8	9	10	NA
20. Condition of seats	1	2	3	4	5	6	7	8	9	10	NA
21. Train interior maintenance – lights, floors, windows, etc. (excluding seats)	1	2	3	4	5	6	7	8	9	10	NA
22. The temperature on the train	1	2	3	4	5	6	7	8	9	10	NA
23. Personal security	1	2	3	4	5	6	7	8	9	10	NA
24. Cleanliness of restroom	1	2	3	4	5	6	7	8	9	10	NA
25. Physical condition of restroom	1	2	3	4	5	6	7	8	9	10	NA
26. Cleanliness of train's interior (excluding restrooms)	1	2	3	4	5	6	7	8	9	10	NA
27. Safety from train accidents	1	2	3	4	5	6	7	8	9	10	NA
28. Value for the money using the railroad	1	2	3	4	5	6	7	8	9	10	NA
29. Sound quality of audio announcements	1	2	3	4	5	6	7	8	9	10	NA
30. Audio announcements under normal conditions	1	2	3	4	5	6	7	8	9	10	NA
31. Audio announcements during service disruptions	1	2	3	4	5	6	7	8	9	10	NA

##### COURTESY AND RESPONSIVENESS OF EMPLOYEES

How satisfied are you with:		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	NA						
32.	The overall courtesy and responsiveness of our employees . . . . .	1	2	3	4	5	6	7	8	9	10	NA
33.	Conductors . . . . .	1	2	3	4	5	6	7	8	9	10	NA
34.	Ticket Sellers . . . . .	1	2	3	4	5	6	7	8	9	10	NA

##### TRAIN SCHEDULING

How satisfied are you with:	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	NA						
35. Overall schedule of trains	1	2	3	4	5	6	7	8	9	10	NA
36. The weekday AM and PM peak schedule to and from your station	1	2	3	4	5	6	7	8	9	10	NA
37. The weekday off-peak schedule to and from your station (including late night train service)	1	2	3	4	5	6	7	8	9	10	NA
38. The weekend schedule to and from your station	1	2	3	4	5	6	7	8	9	10	NA

##### COMMUNICATION

How satisfied are you with:		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	NA						
39.	Overall communication to you	1	2	3	4	5	6	7	8	9	10	NA
40.	Overall communications during normal service conditions	1	2	3	4	5	6	7	8	9	10	NA
41.	Overall communications during unplanned service disruptions	1	2	3	4	5	6	7	8	9	10	NA
42.	Overall communications during planned service disruptions (track work, etc.)	1	2	3	4	5	6	7	8	9	10	NA

##### Communication during normal service conditions

How satisfied are you with the information we give to you:											Dissatisfied	Unsatisfied	Satisfied	Very Satisfied	NA
43.	At your boarding station	.....	1	2	3	4	5	6	7	8	9	10	NA		
44.	On board your trains	.....	1	2	3	4	5	6	7	8	9	10	NA		
45.	At your destination station	.....	1	2	3	4	5	6	7	8	9	10	NA		
46.	At our website (www.mta.info)	.....	1	2	3	4	5	6	7	8	9	10	NA		
47.	With the Automated Phone System (Schedules, Fares, etc.)	.....	1	2	3	4	5	6	7	8	9	10	NA		
48.	With Customer Service Center representatives	.....	1	2	3	4	5	6	7	8	9	10	NA		

##### Communication during unplanned service disruptions

How satisfied are you with the information we give you about the length and cause of the unplanned service disruption:	Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	NA						
49. At your boarding station .....	1	2	3	4	5	6	7	8	9	10	NA
50. On board your trains .....	1	2	3	4	5	6	7	8	9	10	NA
51. At your destination station .....	1	2	3	4	5	6	7	8	9	10	NA
52. At our website (www.mta.info) .....	1	2	3	4	5	6	7	8	9	10	NA
53. Through e-mail alerts (if you subscribe) .....	1	2	3	4	5	6	7	8	9	10	NA
54. With the Automated Phone System (Schedules, Fares, etc.) .....	1	2	3	4	5	6	7	8	9	10	NA
55. With Customer Service Center representatives .....	1	2	3	4	5	6	7	8	9	10	NA

##### TrainTime App, Facebook and Twitter

If you have visited them in the past year, how satisfied are you with the usefulness of LIRR's:

56.	LIRR TrainTime App	1	2	3	4	5	6	7	8	9	10	NA	24
57.	Facebook page (MTAILRR)	1	2	3	4	5	6	7	8	9	10	NA	26
58.	Twitter feed (@LIRRScoop)	1	2	3	4	5	6	7	8	9	10	NA	28

##### YOUR DESTINATION STATION

How satisfied are you with:	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	NA						
59. LIRR destination station overall	1	2	3	4	5	6	7	8	9	10	NA
60. Cleanliness of restroom	1	2	3	4	5	6	7	8	9	10	NA
61. Physical condition of restroom	1	2	3	4	5	6	7	8	9	10	NA
62. Cleanliness of destination station/waiting room (excluding restrooms)	1	2	3	4	5	6	7	8	9	10	NA
63. Personal security	1	2	3	4	5	6	7	8	9	10	NA
64. Signs providing directions to and from LIRR trains	1	2	3	4	5	6	7	8	9	10	NA
65. Signs providing directions to and from connecting buses or subways	1	2	3	4	5	6	7	8	9	10	NA
66. Presence of MTA Police	1	2	3	4	5	6	7	8	9	10	NA
67. Sound quality of audio announcements	1	2	3	4	5	6	7	8	9	10	NA
68. Audio announcements under normal conditions	1	2	3	4	5	6	7	8	9	10	NA
69. Audio announcements during service disruptions	1	2	3	4	5	6	7	8	9	10	NA
70. Electronic or LED signs with train schedules	1	2	3	4	5	6	7	8	9	10	NA

##### IMPORTANCE OF SERVICE FACTORS

71. Please tell us which are the 5 most important aspects of the LIRR service in rank order with item 1 being most important.	
1. _____	55
2. _____	58
3. _____	61
4. _____	64
5. _____	67

##### ABOUT YOUR TRIP

72. At what station did you board this train today?	911
(Please write in station name)	
73. At what time is your train scheduled to depart from your boarding station today? (Please circle AM or PM) _____ AM / PM	1214
74. On this one-way trip, have you already transferred or will you transfer between two different LIRR trains?	
201 <input type="checkbox"/> Yes	2 <input type="checkbox"/> No
75. How frequently do you travel on the LIRR?	
201 <input type="checkbox"/> 6-7 days per week	4 <input type="checkbox"/> 1-2 days per week
2 <input type="checkbox"/> 5 days per week	4 <input type="checkbox"/> <1 day per week
3 <input type="checkbox"/> 3-4 days per week	4 <input type="checkbox"/> Other: _____
(Please write in)	

76. What type of LIRR ticket are you using today? (Check one box only) 40 41
- |   |   |
|---|---|
| 1 <input type="checkbox"/> Monthly (purchased at station) | 7 <input type="checkbox"/> Ten-Trip Peak                            |
| 2 <input type="checkbox"/> Monthly (Mail & Ride)          | 8 <input type="checkbox"/> One-Way Off-Peak                         |
| 3 <input type="checkbox"/> Monthly Unilticket             | 9 <input type="checkbox"/> Ten-Trip Off-Peak                        |
| 4 <input type="checkbox"/> Weekly                         | 10 <input type="checkbox"/> Senior Citizen/People with Disabilities |
| 5 <input type="checkbox"/> Weekly Unilticket              | 11 <input type="checkbox"/> Employee Pass                           |
| 6 <input type="checkbox"/> One-Way Peak                   | 12 <input type="checkbox"/> Other: _____                            |
- (Please write in)

77. At which station will you end this trip today? (Check one box only) 42 44
- |   |   |
|---|---|
| 1 <input type="checkbox"/> Penn Station                 | 6 <input type="checkbox"/> Jamaica      |
| 2 <input type="checkbox"/> Atlantic Terminal (Brooklyn) | 7 <input type="checkbox"/> Other: _____ |
| 3 <input type="checkbox"/> Hunterspoint Avenue          |   |
- (Please write in station name)

78. In minutes, how long, including transfers, is this train trip scheduled to take?
- 45 47 \_\_\_\_\_ (min.)

79. Which of the following have you used in the past 30 days?
- |   | Have Used                     | Have Not Used               |
|---|-------------------------------|-----------------------------|
| Desktop computer                                    | 48 1 <input type="checkbox"/> | 2 <input type="checkbox"/>  |
| Laptop computer                                     | 49 1 <input type="checkbox"/> | 3 <input type="checkbox"/>  |
| Tablet (e.g. iPad)                                  | 50 1 <input type="checkbox"/> | 4 <input type="checkbox"/>  |
| Landline telephone in own home                      | 51 1 <input type="checkbox"/> | 5 <input type="checkbox"/>  |
| Cell phone without internet access                  | 52 1 <input type="checkbox"/> | 6 <input type="checkbox"/>  |
| Smartphone, cell phone, or PDA with internet access | 53 1 <input type="checkbox"/> | 7 <input type="checkbox"/>  |
| Text messaging (sent or received)                   | 54 1 <input type="checkbox"/> | 8 <input type="checkbox"/>  |
| Email (sent or received at work or home)            | 55 1 <input type="checkbox"/> | 9 <input type="checkbox"/>  |
| Any transit app or widget                           | 56 1 <input type="checkbox"/> | 10 <input type="checkbox"/> |

80. Do you subscribe to LIRR e-mail alerts? 57 1 ☐ Yes 2 ☐ No 3 ☐ Not aware of

#### ABOUT YOU

81. Which of the following categories includes your age? (Check one box only)
- |  |  |                                  |
|--|--|----------------------------------|
| 58 1 <input type="checkbox"/> Under 18 | 3 <input type="checkbox"/> 25-34       | 5 <input type="checkbox"/> 45-54 |
| 2 <input type="checkbox"/> 18-24       | 4 <input type="checkbox"/> 35-44       | 6 <input type="checkbox"/> 55-64 |
|  | 7 <input type="checkbox"/> 65 and over |                                  |

82. Are you? 59 1 ☐ Male 2 ☐ Female

83. What is your home zip code? 60 64 \_\_\_\_\_

84. What county or borough do you reside in? (Check one box only)

- |                                      |  |
|--------------------------------------|--|
| 61 1 <input type="checkbox"/> Nassau | 5 <input type="checkbox"/> Manhattan     |
| 2 <input type="checkbox"/> Suffolk   | 6 <input type="checkbox"/> Bronx         |
| 3 <input type="checkbox"/> Queens    | 7 <input type="checkbox"/> Staten Island |
| 4 <input type="checkbox"/> Brooklyn  | 8 <input type="checkbox"/> Other: _____  |
- (Please write in)

85. What is the last grade of school you completed? (Check one box only)

- |   |   |
|---|---|
| 62 1 <input type="checkbox"/> Less than high school graduate    | 4 <input type="checkbox"/> Some college     |
| 2 <input type="checkbox"/> High school graduate                 | 5 <input type="checkbox"/> College graduate |
| 3 <input type="checkbox"/> Technical/vocational business school | 6 <input type="checkbox"/> Post graduate    |

86. Are you of Hispanic origin? 63 1 ☐ Yes 2 ☐ No

87. Are you:
- |  |  |
|--|--|
| 70 1 <input type="checkbox"/> White                  | 4 <input type="checkbox"/> American Indian and Alaska Native |
| 2 <input type="checkbox"/> Black or African American | 5 <input type="checkbox"/> Other: _____                      |
| 3 <input type="checkbox"/> Asian                     |  |
- (Please write in)

88. In what country/countries were...?
- You born: 71 1 ☐ USA 2 ☐ Other: \_\_\_\_\_
- You parents/ancestors born: 72 1 ☐ USA 2 ☐ Other: \_\_\_\_\_

89. What is your preferred language for...?
- |  |         |                  |
|--|---------|------------------|
| English  | Spanish | Other (write in) |
| Receiving written communication from LIRR 73 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 _____ |         |                  |
| Receiving verbal communication from LIRR 74 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 _____  |         |                  |

90. What is the primary language spoken in your home?
- 75 1 ☐ English 2 ☐ Spanish 3 ☐ Other: \_\_\_\_\_

91. How well do you speak English?
- 76 1 ☐ Very well 2 ☐ Well 3 ☐ Not well 4 ☐ Not at all

92. Including yourself, how many people lived in your household in 2013?
- 77 1 ☐ 1-2 3 ☐ 5-6 5 ☐ 9 or more
- 2 ☐ 3-4 4 ☐ 7-8

93. What is your approximate annual household income? (Check one box only)
- |  |  |
|--|--|
| 78 1 <input type="checkbox"/> Under \$12,500 | 6 <input type="checkbox"/> \$75,000-\$99,999   |
| 2 <input type="checkbox"/> \$12,500-\$24,999 | 7 <input type="checkbox"/> \$100,000-\$199,999 |
| 3 <input type="checkbox"/> \$25,000-\$37,499 | 8 <input type="checkbox"/> \$200,000-\$299,999 |
| 4 <input type="checkbox"/> \$37,500-\$49,999 | 9 <input type="checkbox"/> \$300,000 or more   |
| 5 <input type="checkbox"/> \$50,000-\$74,999 |  |

94. The Long Island Rail Road wants your input on what we can do to improve. If you are not satisfied with our performance in any of the areas in questions 1 through 70, please explain why below. Please also include any other comments or service suggestions.

51 53 \_\_\_\_\_

54 56 \_\_\_\_\_

If you would be interested in participating in future LIRR market research projects, please write your name, address and day or evening phone numbers below. All information will be kept confidential. 66

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

Town or City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_\_

Business Phone: (\_\_\_\_) \_\_\_\_\_

E-mail Address: \_\_\_\_\_

THANK YOU FOR PARTICIPATING



BUSINESS REPLY MAIL  
FIRST-CLASS MAIL PERMIT NO. 193 JAMAICA NY

POSTAGE WILL BE PAID BY ADDRESSEE

MARKET RESEARCH DEPT 1995  
MTA LONG ISLAND RAIL ROAD  
144-41 94TH AVE  
JAMAICA NY 11435-4401



Study #30065

## 2014 CUSTOMER SATISFACTION SURVEY



Si Ud. prefiere completar una version de esta encuesta en Español, por favor llame a Long Island Rail Road al 511.

Se la haremos llegar a Ud. por correo.