



Spring 2025
Customers Count Survey
The Long Island Rail Road
Metro-North Railroad



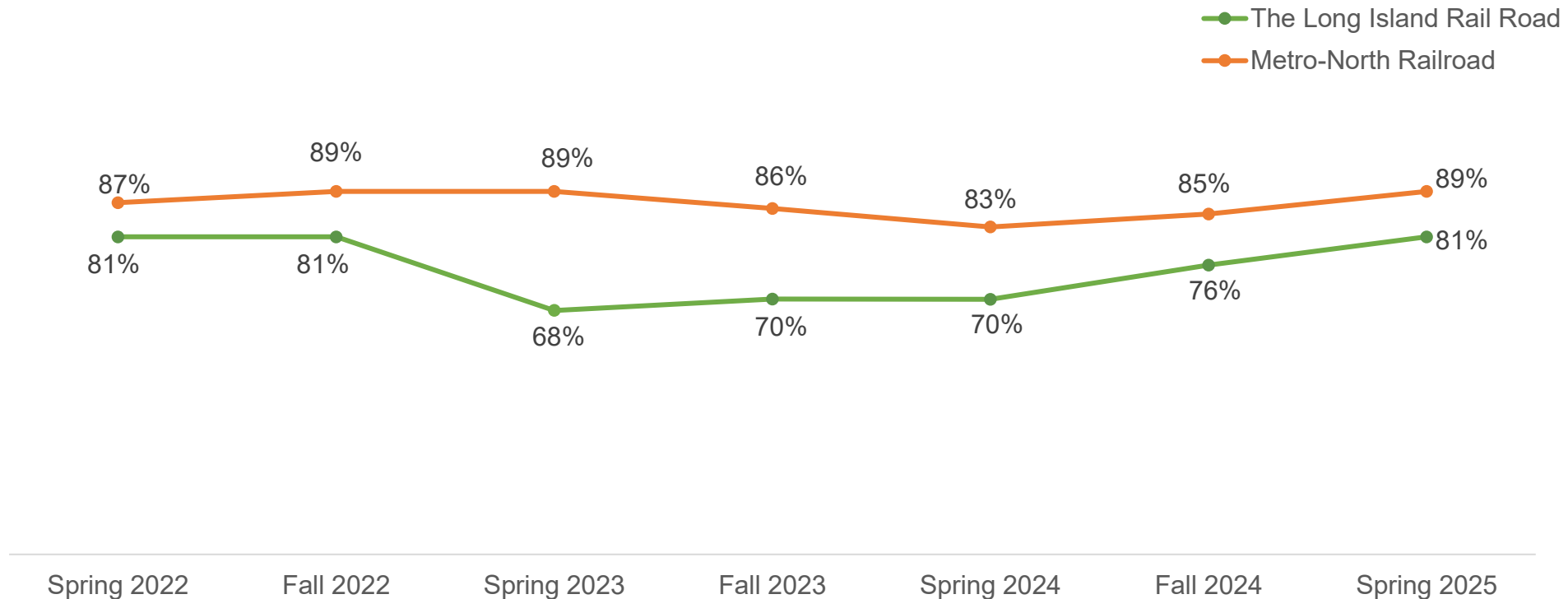
Commuter Railroads: Executive Summary

- The Spring 2025 bi-annual Customer Satisfaction survey was conducted April 21- May 4, 2025, and was offered online in nine languages and on the phone.
 - LIRR had 17,536 respondents and Metro-North had 17,262 respondents. The sample is weighted by ridership and relevant respondent demographics using ACS 1-Year 2023 estimates.
- **Overall satisfaction with the Long Island Rail Road was 81%, a 5-point increase from Fall and equal to the satisfaction level in Fall 2022 prior to the opening of GCM.**
 - Most key attributes saw increases, particularly satisfaction with Peak service frequency (77%, up 6 pts), Off-peak service frequency (73%, up 6pts), Frequency of delays (77%, up 5 pts), Satisfaction with service reliability (87%, 5 pts) and with On-time performance (83%, up 5 pts).
- **Metro-North overall satisfaction increased 4 points, from 85% in Spring to 89% in Spring.**
 - All lines had improved satisfaction, with the New Haven Line up 5 points to 89%.
- The top drivers of satisfaction for both LIRR and Metro-North remain primarily service-related: ***On-time performance*** and ***Service reliability*** at the top.
 - ***Transfer experience*** is the top driver for LIRR, particularly for the 20% of respondents whose trips always involve a transfer.



Commuter Rail: Overall Satisfaction Trends

Percentage total satisfied with each railroad (those rating a 6-10)

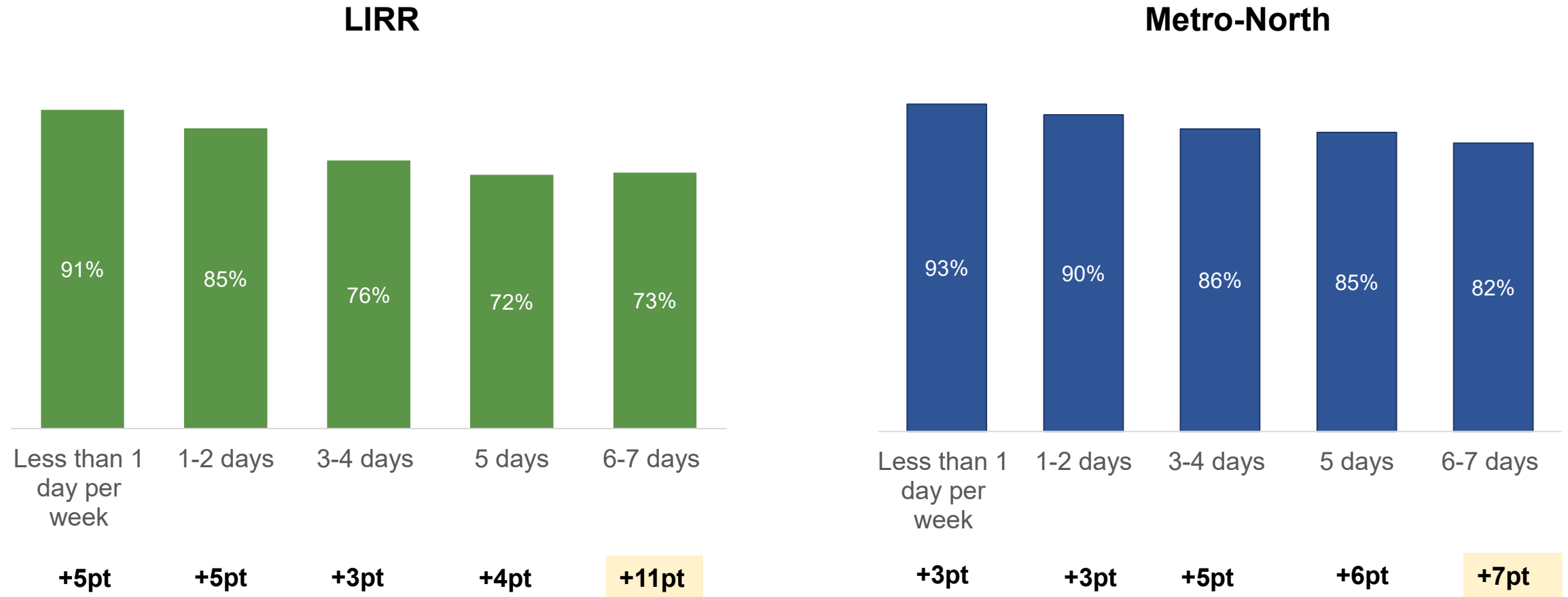


Question: In general, how satisfied are you with the Long Island Rail Road/Metro-North Railroad?
Base: Customers who used the railroad at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10)



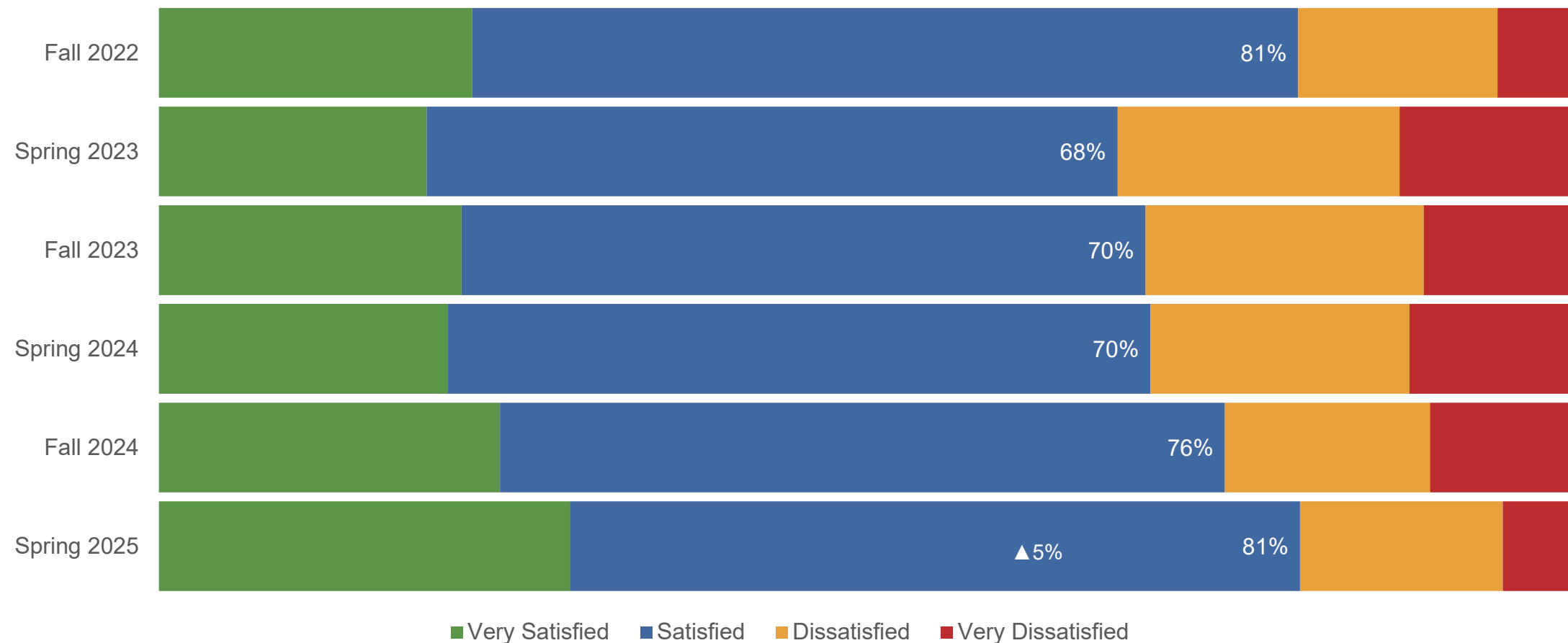
Commuter Rail: Overall Satisfaction by Frequency of Travel

Customers that travel most frequently have the largest increases in overall satisfaction.



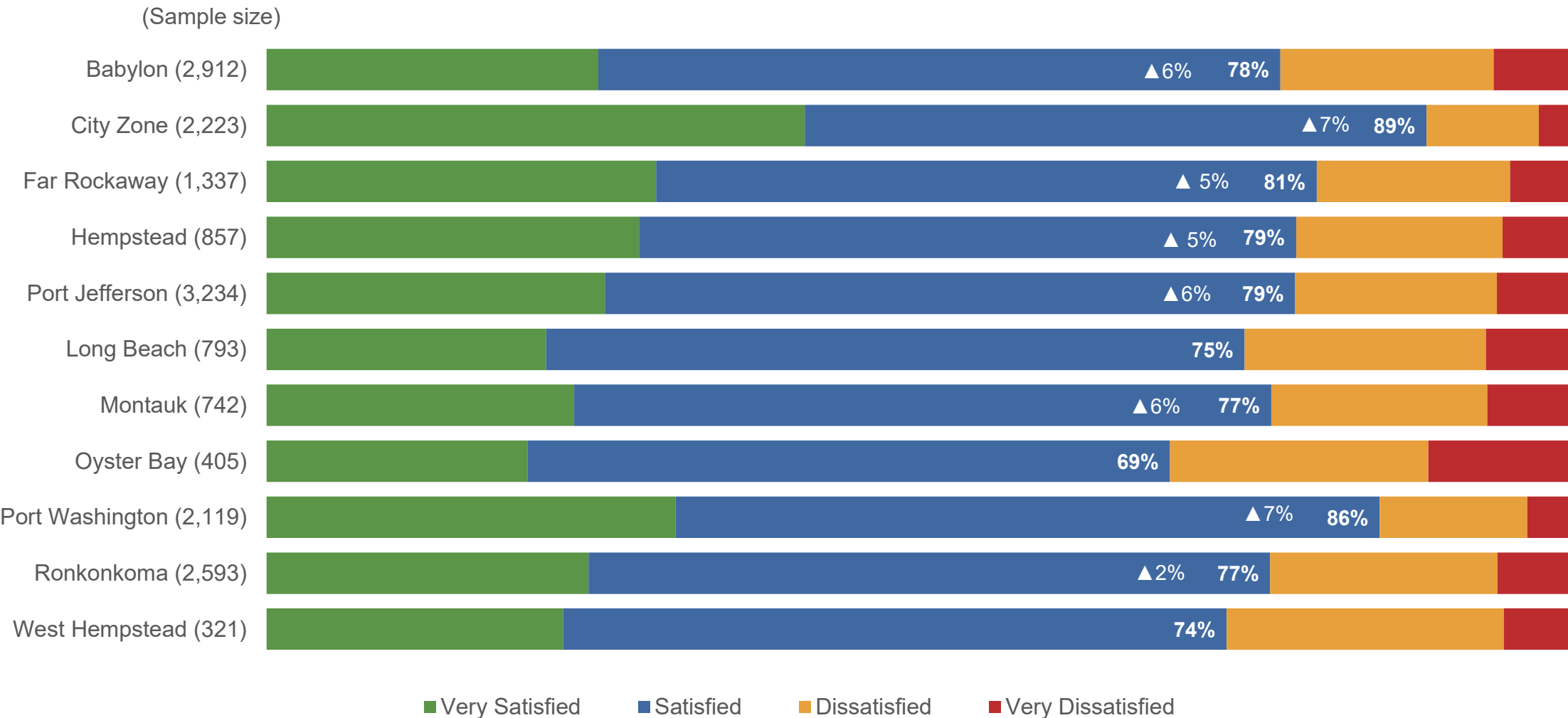
Question(s): In general, how satisfied are you with The Long Island Rail Road/Metro North? In the last 6 months, how many days in a typical week did you use The Long Island Rail Road/Metro North?
Percentage shown is total satisfied (rated 6-10); **+pt** indicate significant increase/decrease since Fall 2024

LIRR: Overall Satisfaction



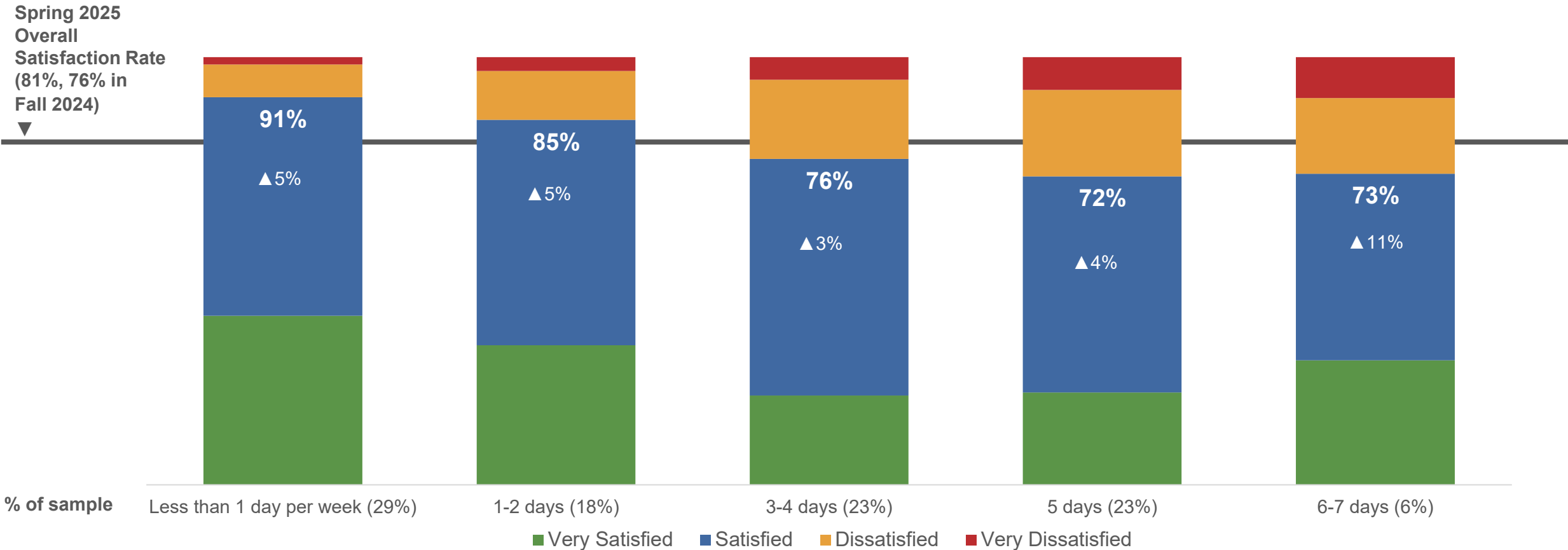
Question(s): How satisfied are you with the Long Island Rail Road
Base: Customers who used the Long Island Rail Road at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Fall 2024

LIRR: Overall Satisfaction by Branch



Question(s): How satisfied are you with the Long Island Rail Road?
Base: Customers who used The Long Island Rail Road at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Fall 2024

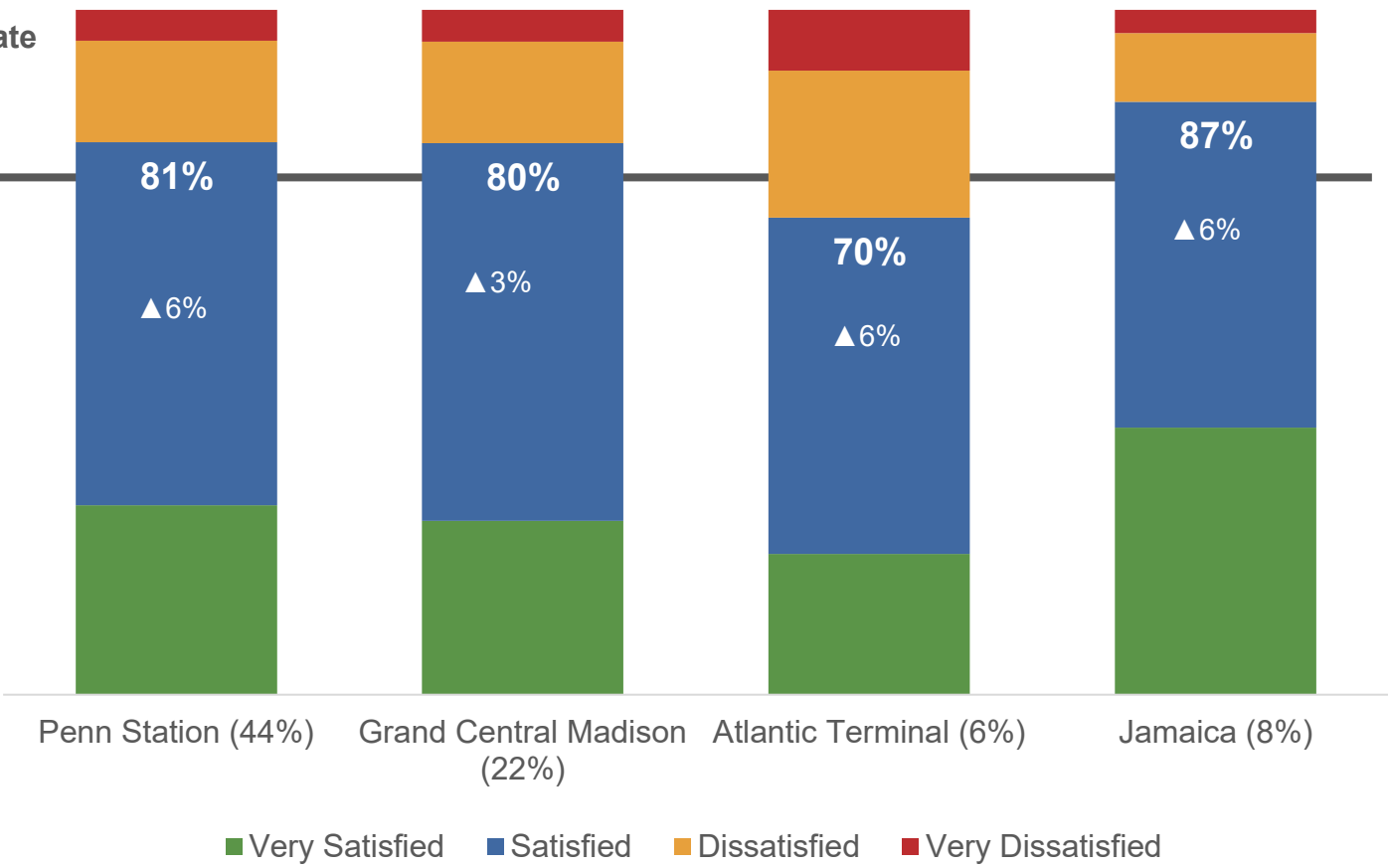
LIRR: Overall Satisfaction by Travel Frequency



Question(s): In general, how satisfied are you with The Long Island Rail Road? In the last 6 months, how many days in a typical week did you use the Long Island Rail Road?
Base: Customers who used The Long Island Rail Road at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease since Fall 2024

LIRR: Overall Satisfaction by Western Terminal Destination

Spring 2025
Overall
Satisfaction Rate
(81%,
Fall 2024 76%)
▼



The percentage of customers who are satisfied with the Long Island Rail Road increased for all destination stations. Those whose destination is GCM or Jamaica are the most satisfied with LIRR.

Penn Station

- +8 City Zone
- +7 Hempstead

Grand Central Madison

- +5 City Zone
- +5 Far Rockaway
- +5 Port Washington

Atlantic Terminal

- +9 Babylon

Jamaica

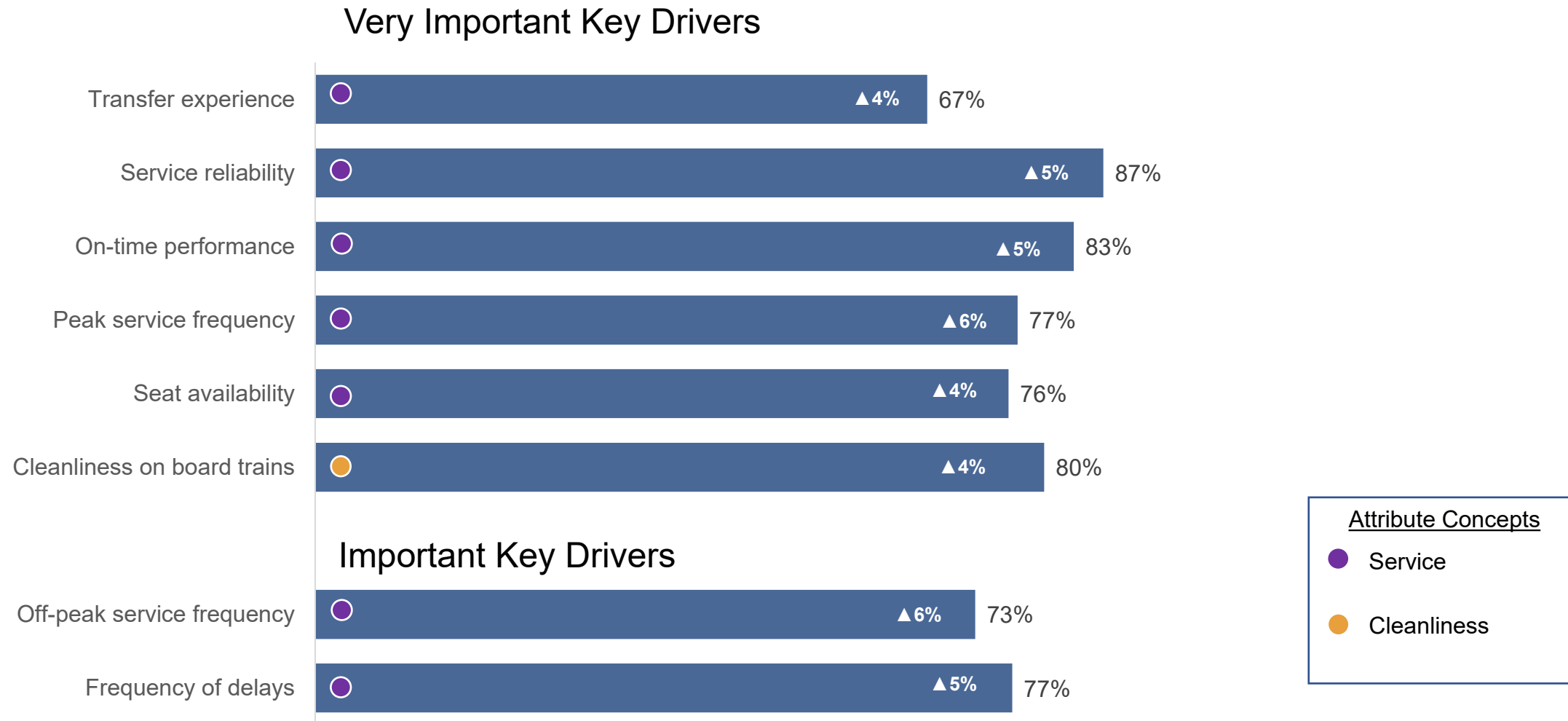
- +6 City Zone



Question(s):How satisfied are you with the Long Island Rail Road? What is your typical destination station?
Base: Customers who used The Long Island Rail Road at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Fall 2024

LIRR: Key Drivers: Attribute Satisfaction

In Order of Attribute Importance



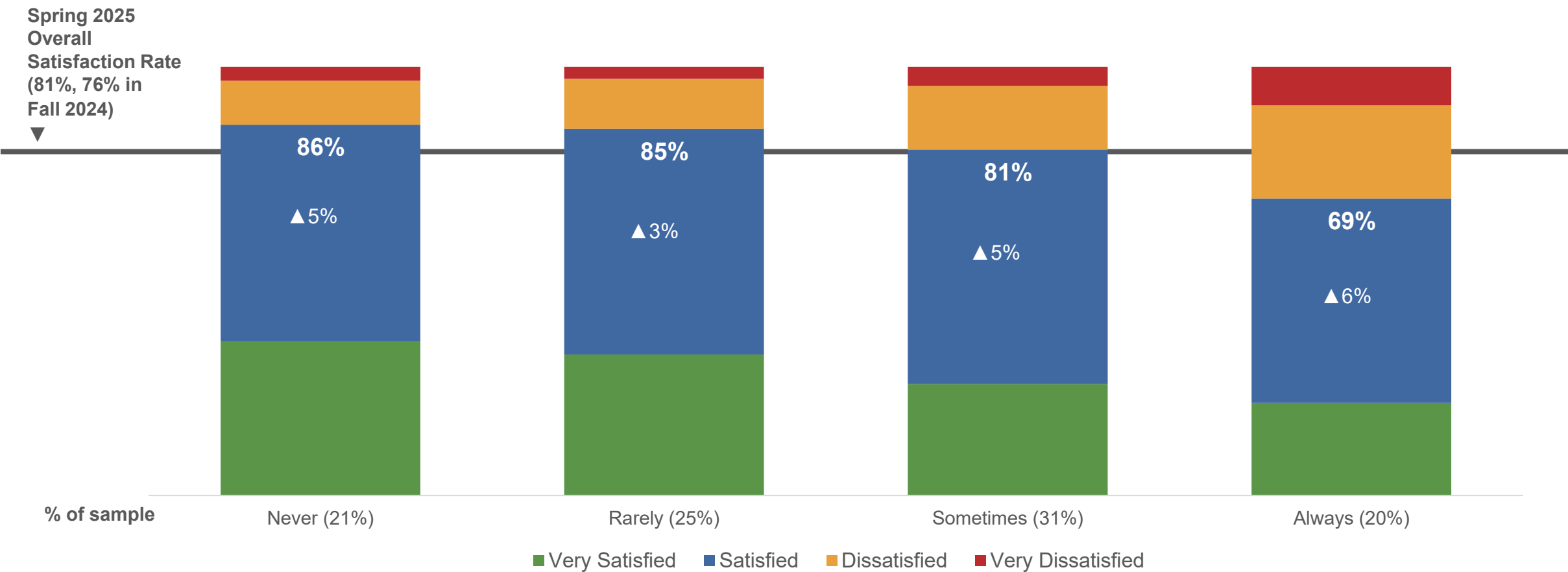
Question(s): How satisfied are you with each of the following attributes?

Base: Customers who used the Long Island Rail Road at least once in the last 6 months

Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Fall 2024



LIRR: Overall Satisfaction by Transfer Frequency



Question(s): In general, how satisfied are you with The Long Island Rail Road? How often do you transfer to another LIRR train to get to your destination?
Base: Customers who used The Long Island Rail Road at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease since Fall 2024

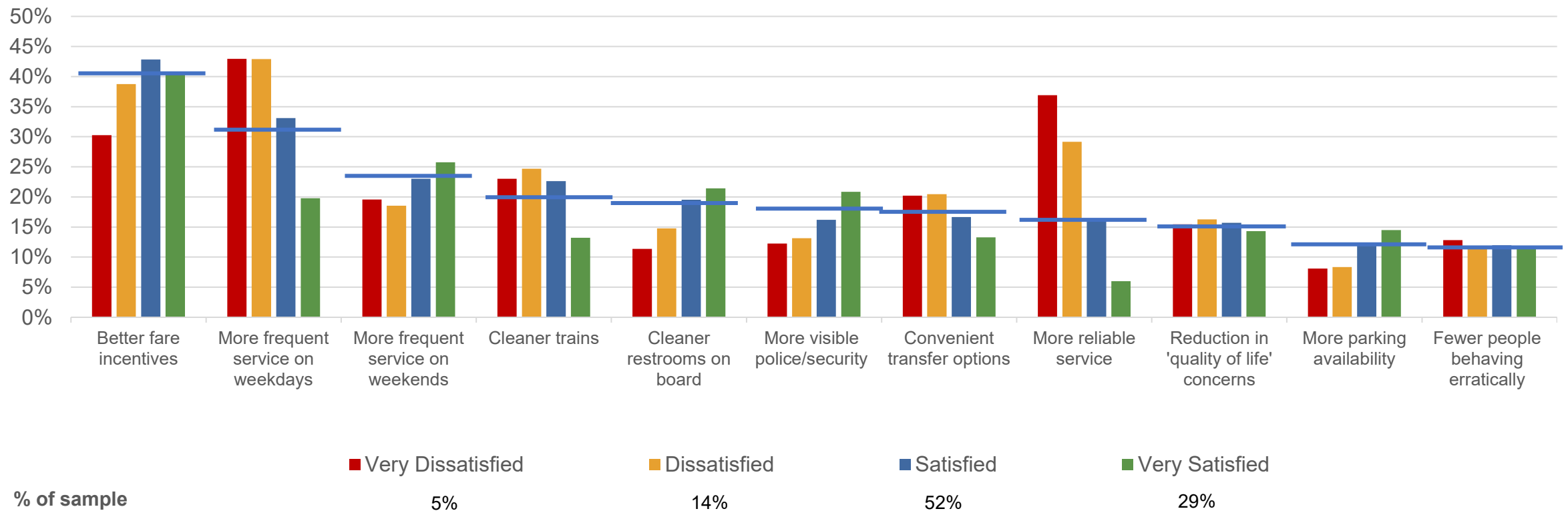
LIRR: Key Drivers by Transfer Frequency

Most important attributes by transfer frequency				
<u>Top 5 Drivers</u>	<u>Never</u>	<u>Rarely</u>	<u>Sometimes</u>	<u>Always</u>
1	Seat availability	Transfer experience	Transfer experience	Transfer experience
2	On-time performance	Cleanliness on board trains	Service reliability	Service reliability
3	Service reliability	On-time performance	On-time performance	Peak service frequency
4	Cleanliness on board	Service reliability	Peak service frequency	On-time performance
5	Peak service frequency	Peak service frequency	Cleanliness on board trains	Seat availability



Question(s): How often do you transfer to another LIRR train to get to your destination? How satisfied are you with each of the following attributes?
 Base: Customers who used The Long Island Rail Road at least once in the last 6 months

LIRR: Top Items To Improve To Increase Overall Satisfaction



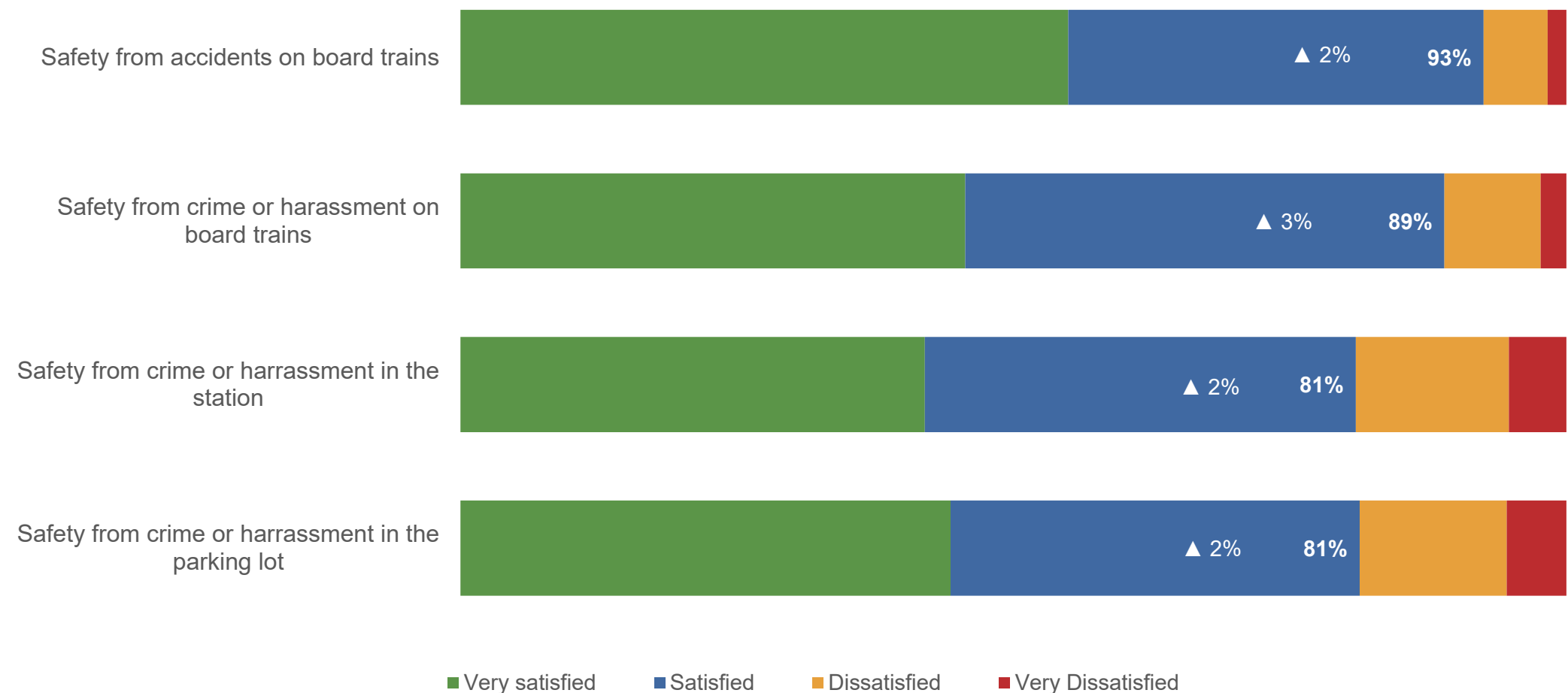
Question(s): Which of the following needs to improve to increase your Long Island Rail Road satisfaction? Select up to three.

In general, how satisfied are you with the Long Island Rail Road?

Base: Customers who used the Long Island Rail Road at least once in the last 6 months

— Indicates % chose answer among Total

LIRR: Safety On Board and At Stations



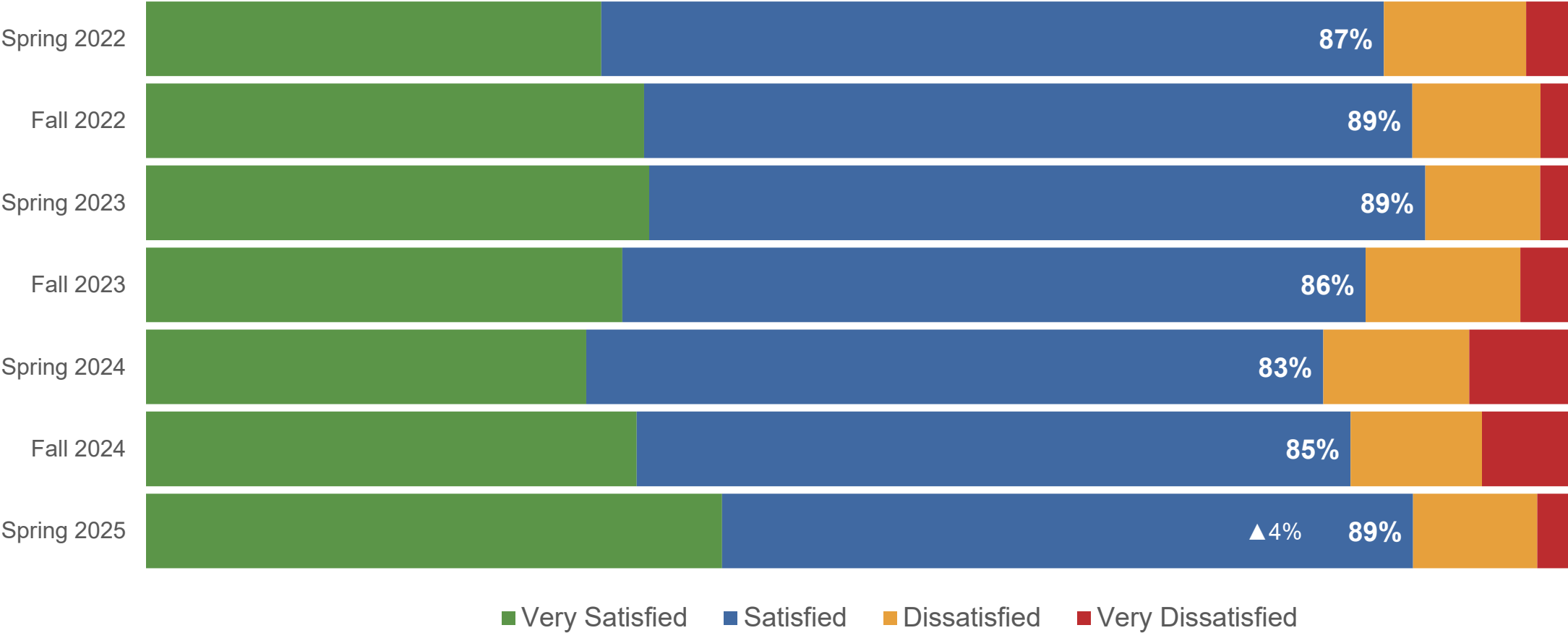
Question(s): How satisfied are you with safety from crime and harassment on board? How satisfied are you with safety from crime and harassment in the station/ in the parking lot?

Base: Customers who used the Long Island Rail Road at least once in the last 6 months

Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Fall 2024

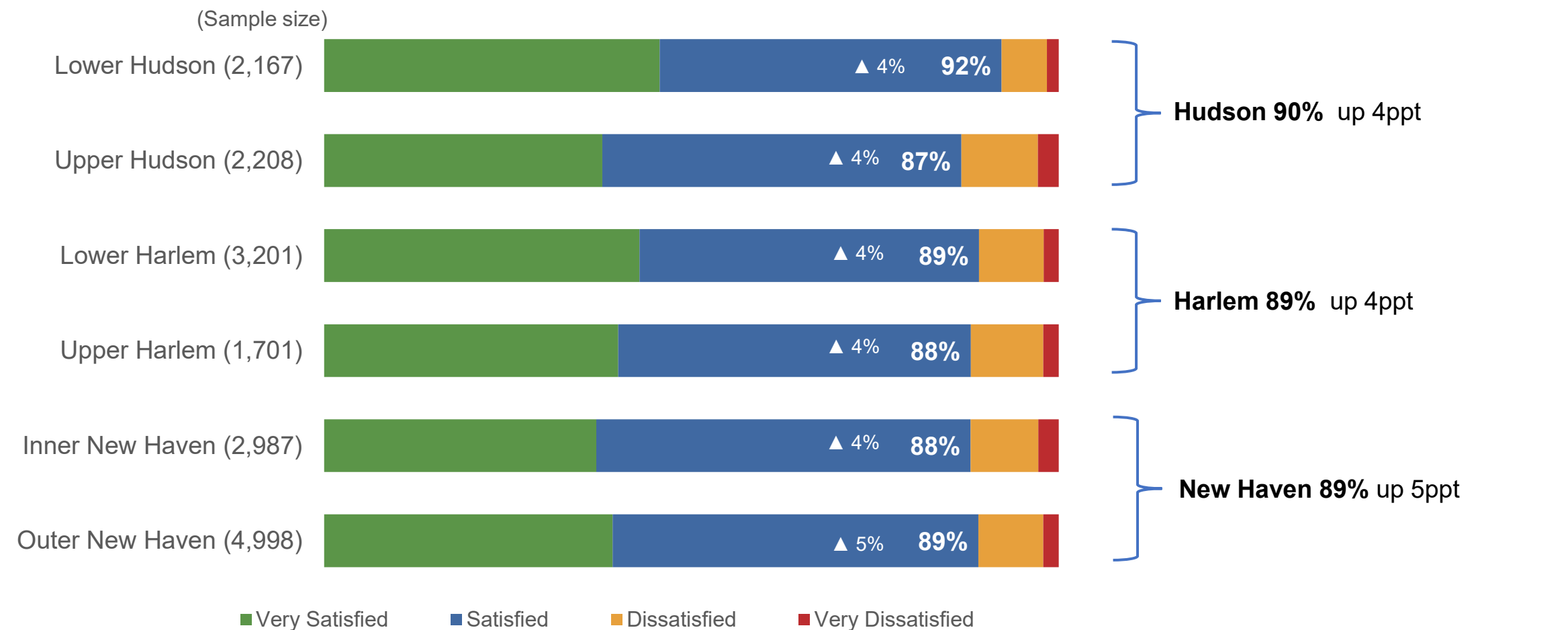


Metro-North: Overall Satisfaction Trend



Question(s): In general, how satisfied are you with Metro-North Railroad?
Base: Customers who used Metro-North Railroad at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Fall 2024

Metro-North: Overall Satisfaction by Line and Line Segment



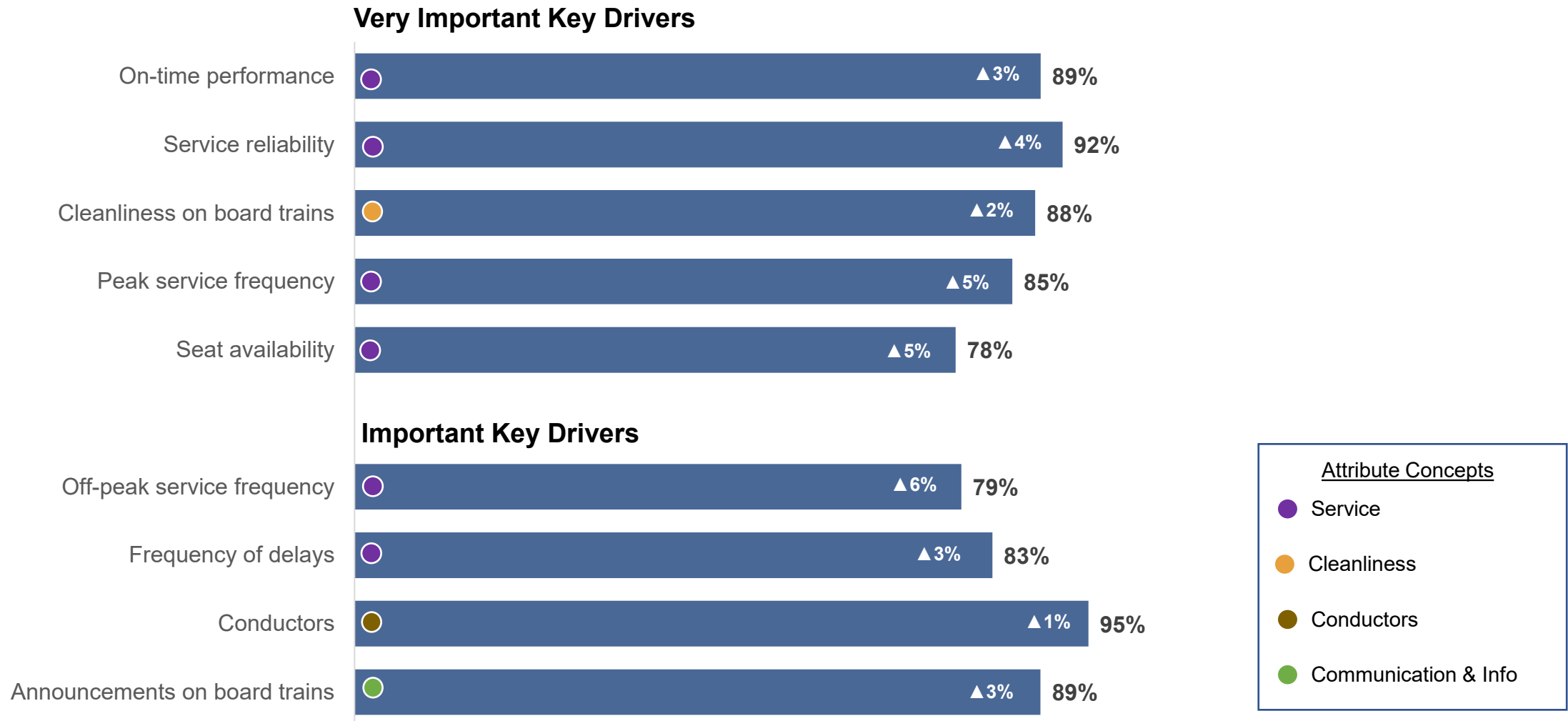
Question(s): How satisfied are you with Metro-North Railroad?
Base: Customers who used Metro-North Railroad at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Fall 2024

Hudson Lower: GCT- Croton Harmon; Hudson Upper: Cortlandt to Poughkeepsie; Harlem Lower: GCT to N. White Plains; Harlem Upper: Valhalla to Wassaic; New Haven Inner: GCT to Stamford; New Haven Outer: Noroton Heights to New Haven State-Street (incl. branch lines)



Metro-North: Key Drivers: Attribute Satisfaction

In Order of Attribute Importance



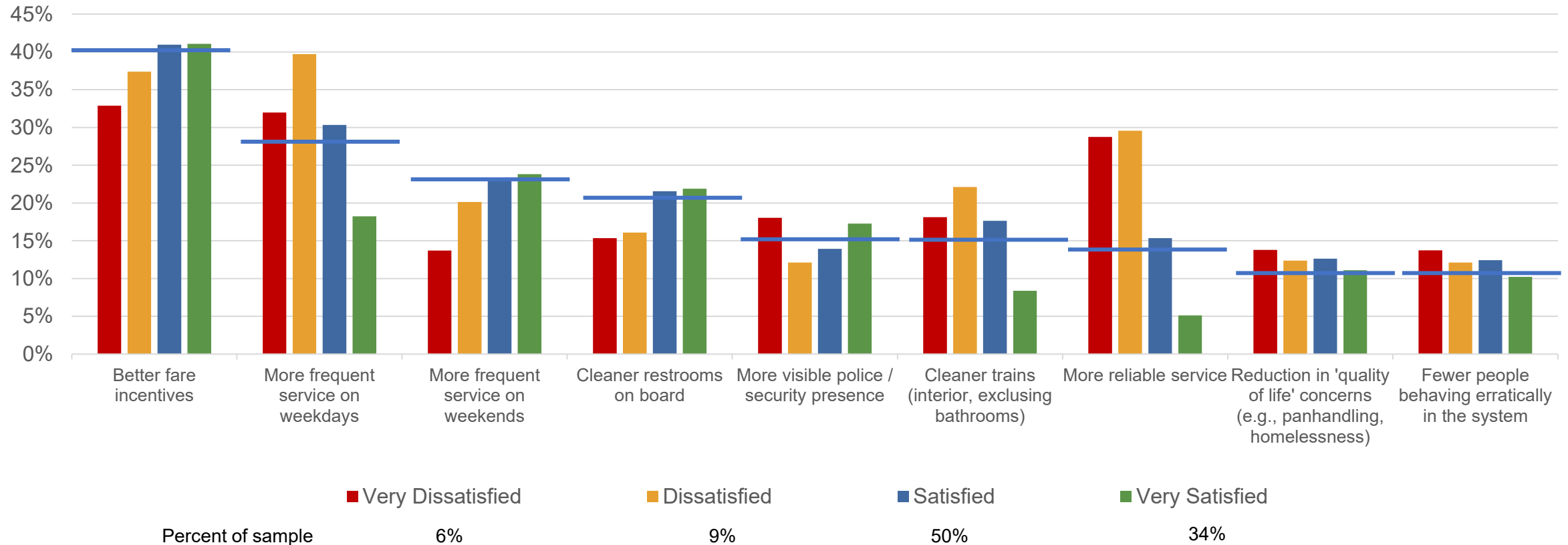
Question(s): How satisfied are you with each of the following attributes?

Base: Customers who used Metro-North at least once in the last 6 months

Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Fall 2024



Metro-North: Top Items To Improve To Increase Overall Satisfaction



Question(s): In general, how satisfied are you with Metro-North Railroad? Which of the following needs to improve to increase your Metro-North satisfaction?

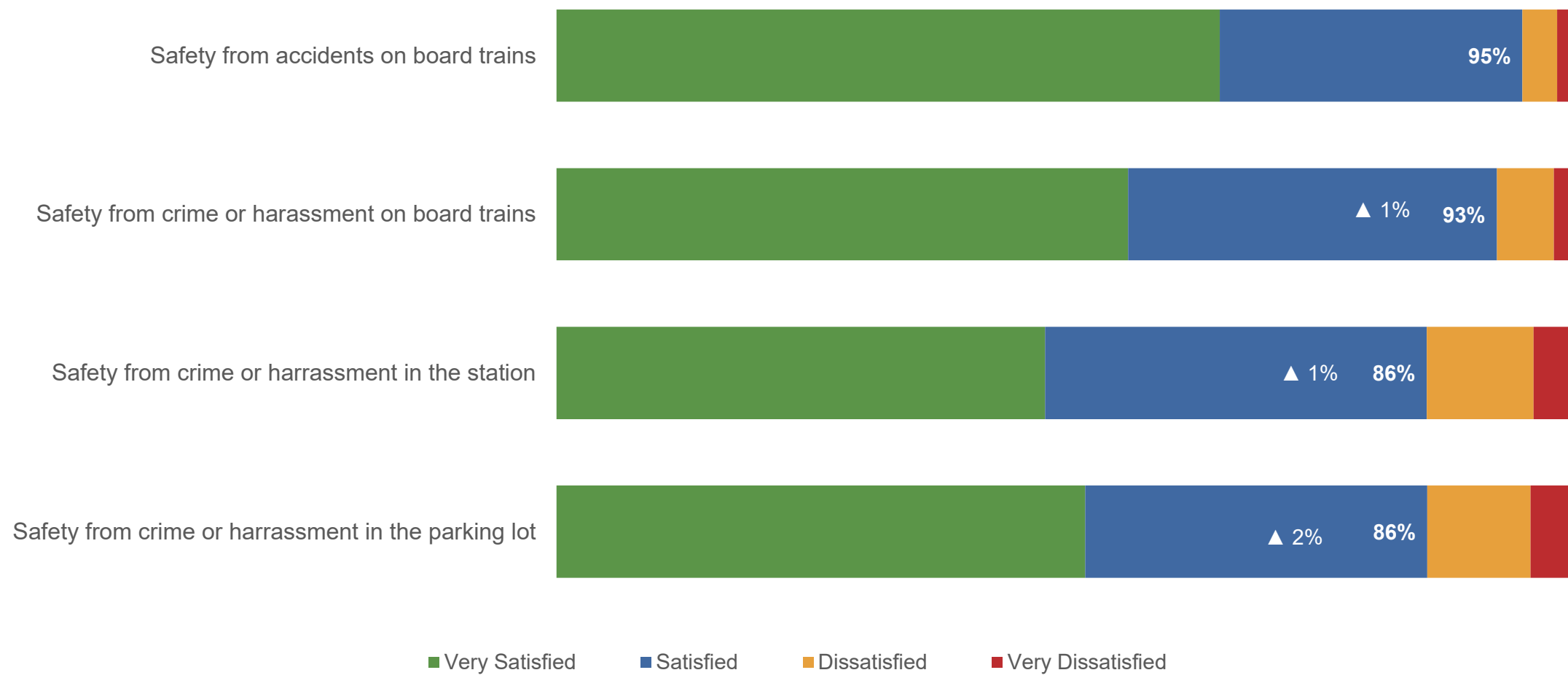
Select up to three.

Base: Customers who used Metro-North at least once in the last 6 months.

— Indicates % chose answer among Total.



Metro-North: Safety On Board and At Stations





Thank You

