



**Fall 2025**

**Customers Count Survey**

The Long Island Rail Road  
Metro-North Railroad



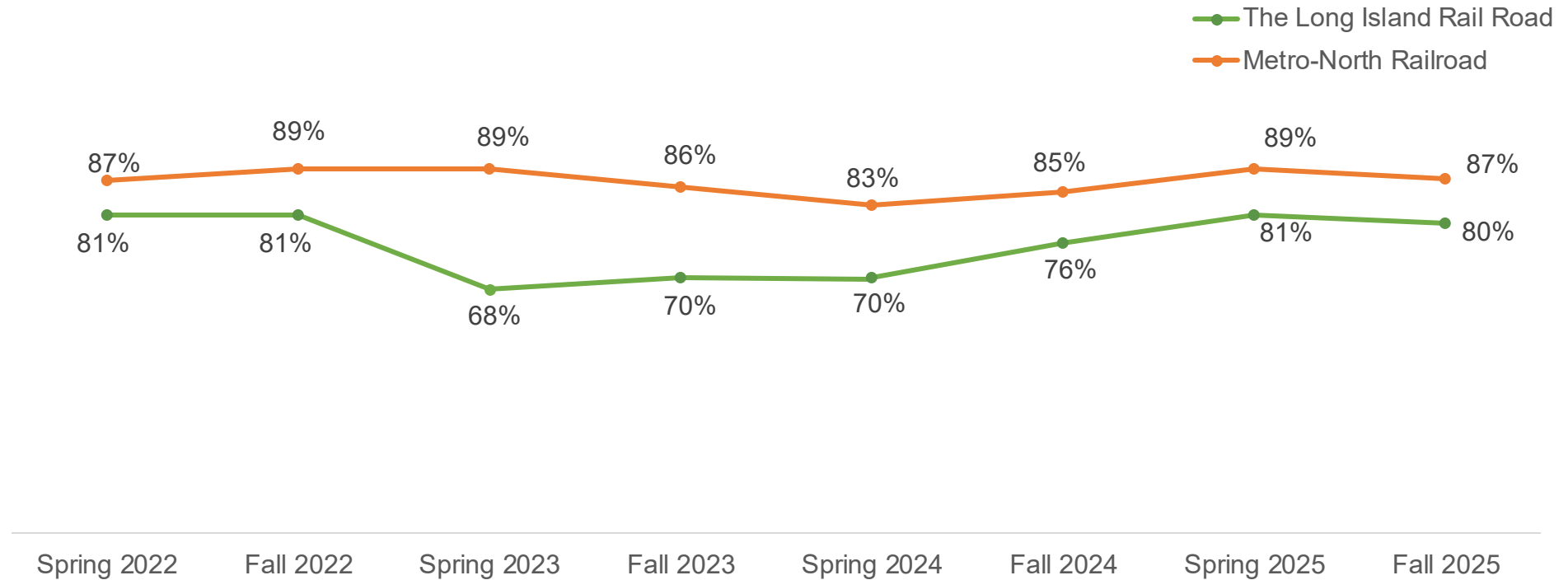
# Commuter Railroads: Executive Summary

- The Fall 2025 bi-annual Customer Satisfaction survey was conducted October 14<sup>th</sup> – November 2<sup>nd</sup>, 2025 and was offered online in nine languages and on the phone.
  - LIRR had 19,612 respondents and Metro-North had 17,975 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 80%, a 1 pt decrease from Spring 2025, but showing that the improvements seen in the Spring reflected real momentum.**
  - All respondents' satisfaction with transfer experience is 69%, up 2 pts from Spring. Among those 'always' transferring, satisfaction is up 3 points to 56%.
  - All branches have overall satisfaction scores above 70%, with most in the mid-70s or higher. City Zone, Port Washington and Far Rockaway all have scores above 80%.
- **Metro-North overall satisfaction decreased from 89% to 87% of customers giving a satisfied or very satisfied rating.**
- The Hudson and Harlem Lines were tied for the highest performing lines, with satisfaction at 89%.
  - The New Haven Line decreased (3 pts) to 86% satisfied, driven by drops in overall satisfaction for both the Inner (86%) and Outer segments (86%). The largest drop was for Outer New Haven Line, which dropped 4pts.
- The top driver of satisfaction for both LIRR and Metro-North is ***Service reliability***.



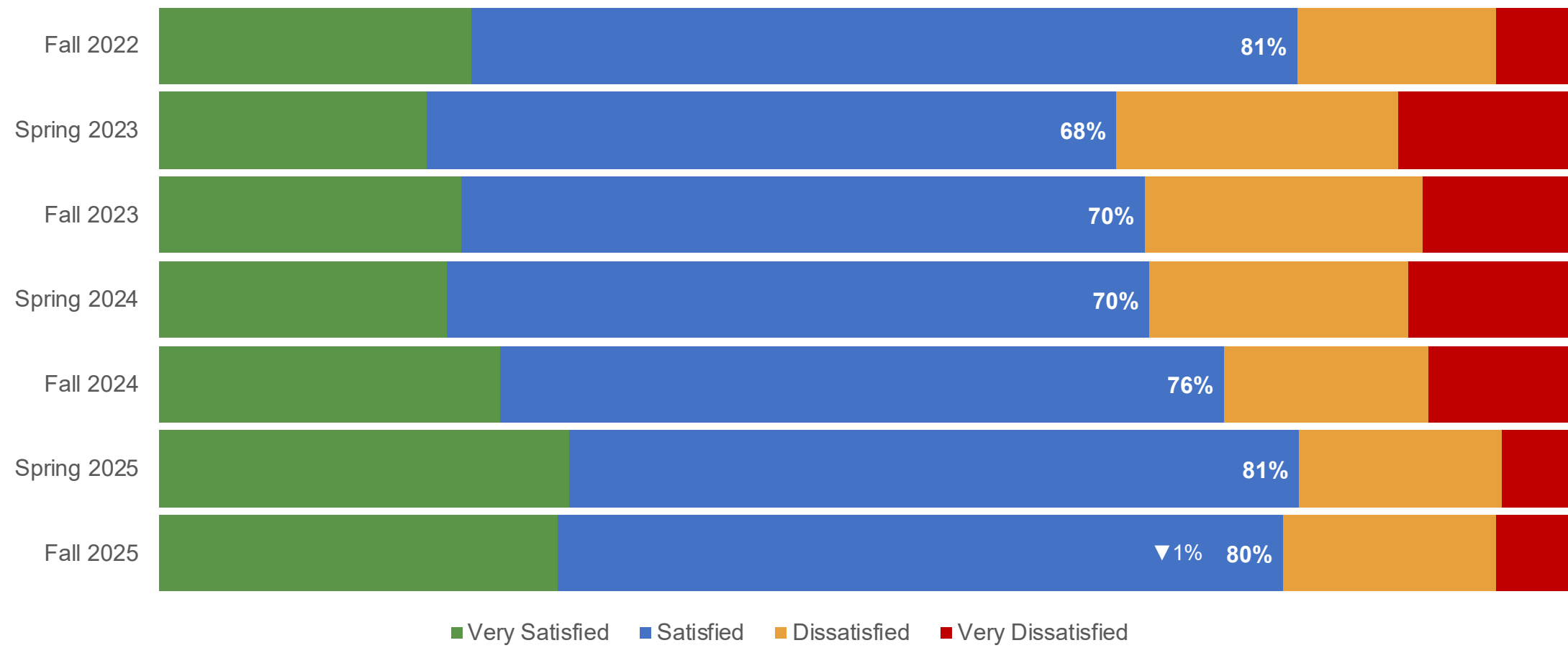
# Commuter Rail: Overall Satisfaction Trends

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



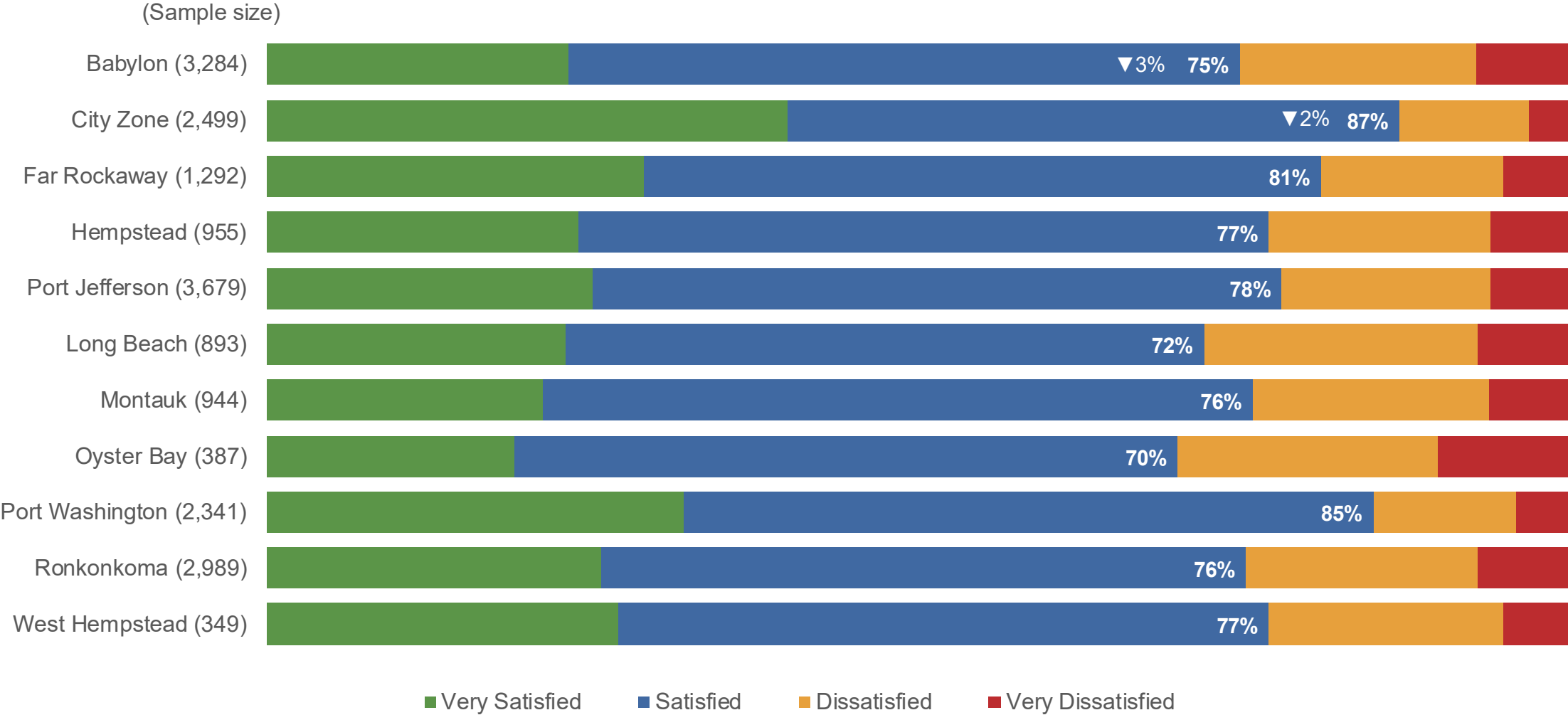
Question: In general, how satisfied are you with the Long Island Rail Road/Metro-North Railroad?  
Base: Customers who used the railroad at least once in the last 6 months  
Percentage shown is total satisfied (rated 6-10)

# LIRR: Overall Satisfaction Trend



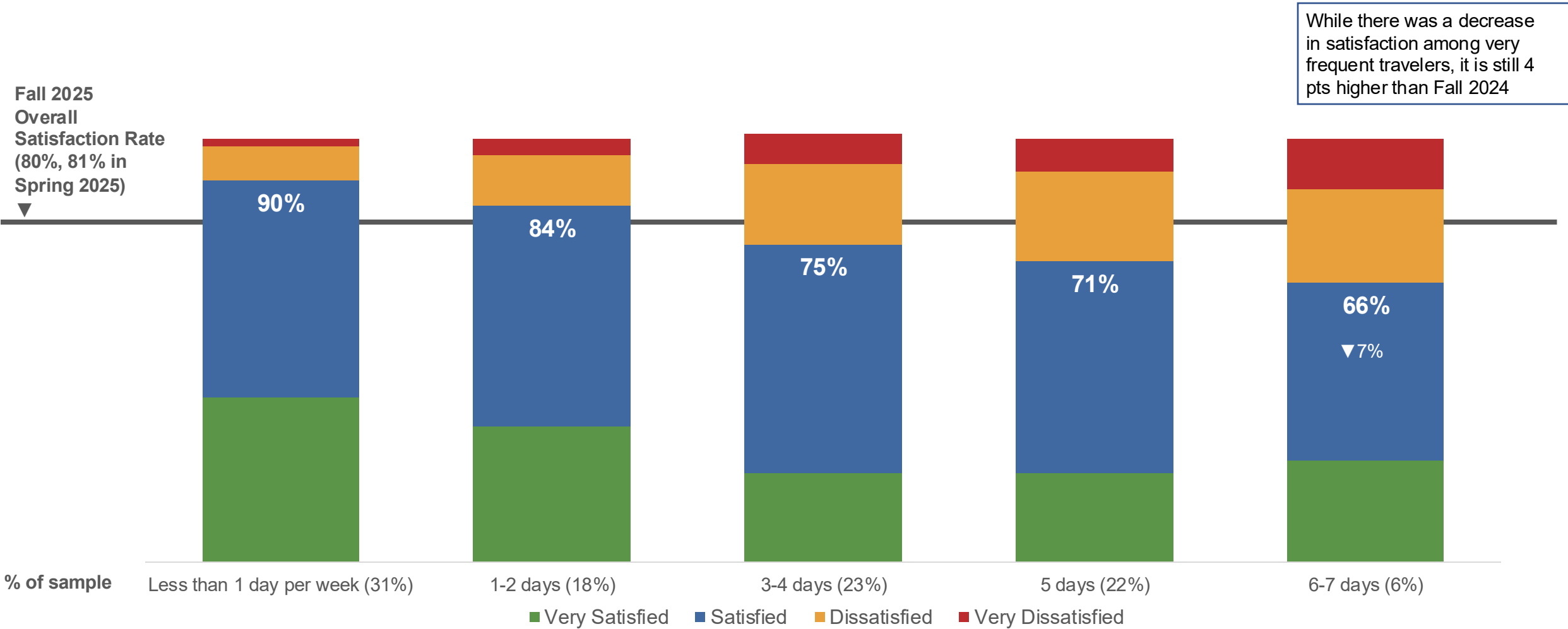
Question(s): How satisfied are you with the Long Island Rail Road  
Base: Customers who used the Long Island Rail Road at least once in the last 6 months  
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Spring 2025

# 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 Spring 2025

# LIRR: Overall Satisfaction by Travel Frequency



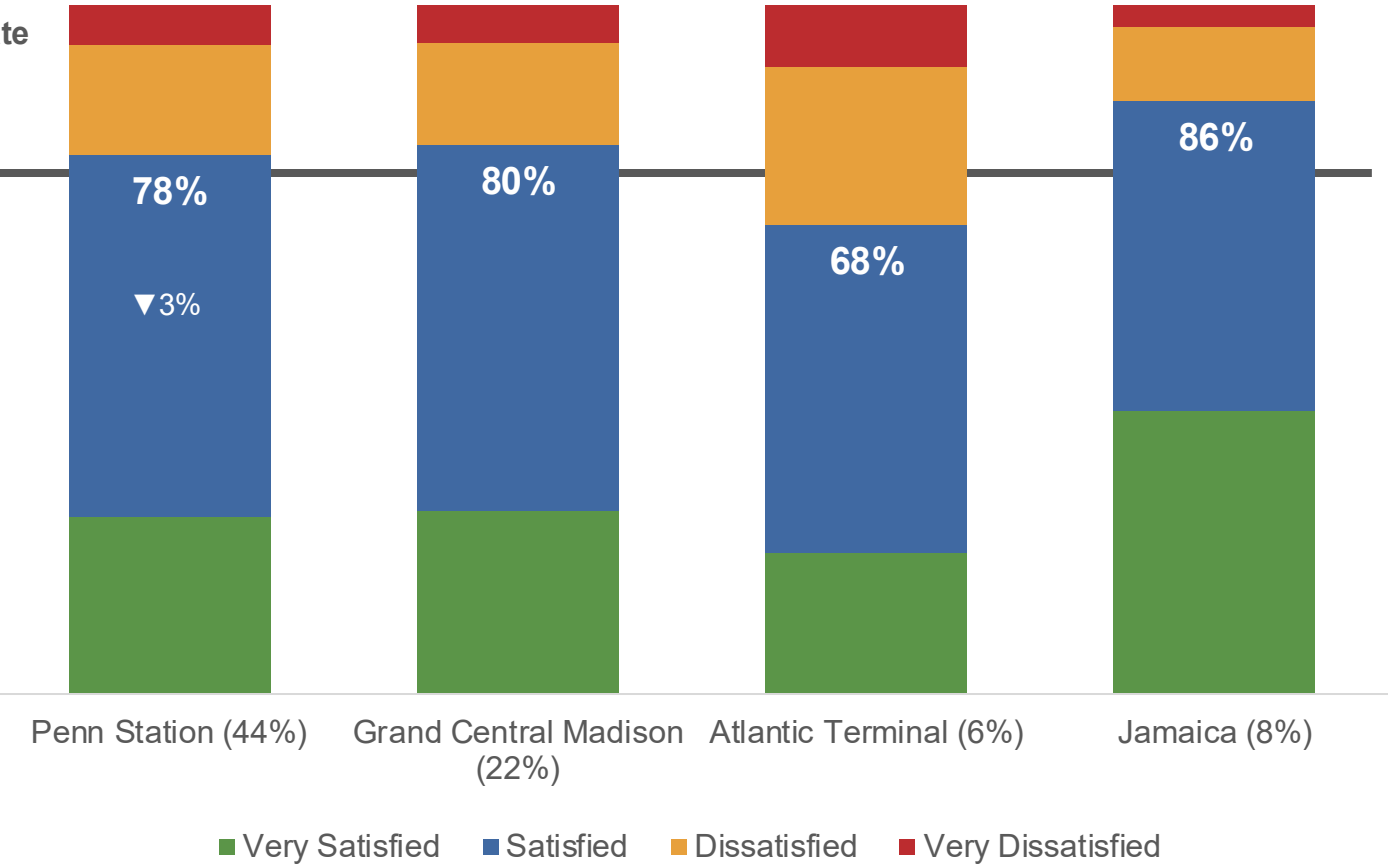
Question(s): In general, how satisfied are you with The Long Island Rail Road? In the last 6 months, how many days in a typical week did you use the Long Island Rail Road?

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 Spring 2025

# LIRR: Overall Satisfaction by Western Terminal Destination

Fall 2025  
Overall  
Satisfaction Rate  
(80%, 81%  
Spring 2025)  
▼



The percentage of customers who are satisfied with the Long Island Rail Road decreased for those traveling to Penn. Those whose destination is GCM or Jamaica are the most satisfied with LIRR.

**Penn Station**

- Babylon -3pts
- City Zone -4pts
- Ronkonkoma -3pts

**Grand Central Madison**

- No change

**Atlantic Terminal**

- Babylon -9pts
- Far Rockaway +7pts

**Jamaica**

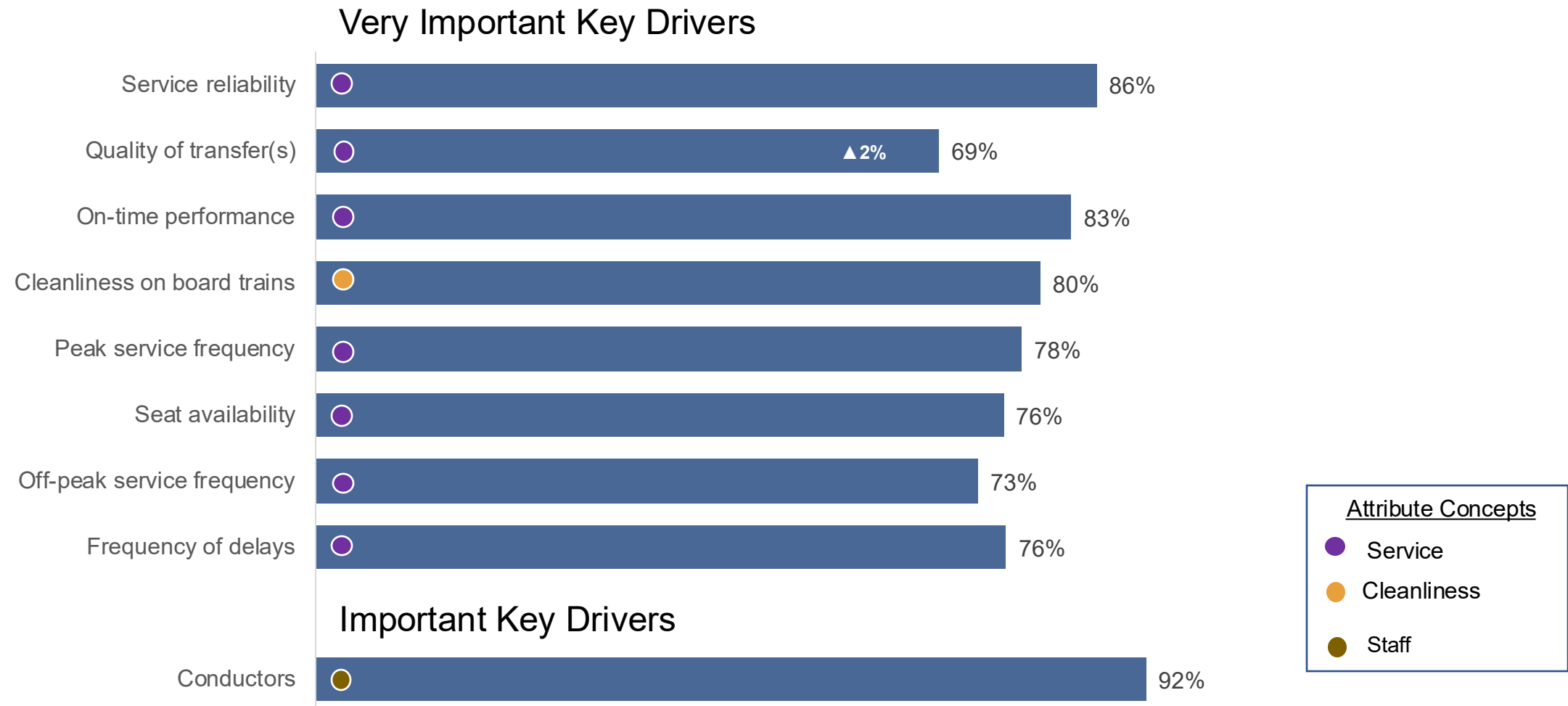
- Far Rockaway +13pts



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 Spring 2025

# LIRR: Key Drivers: Attribute Satisfaction

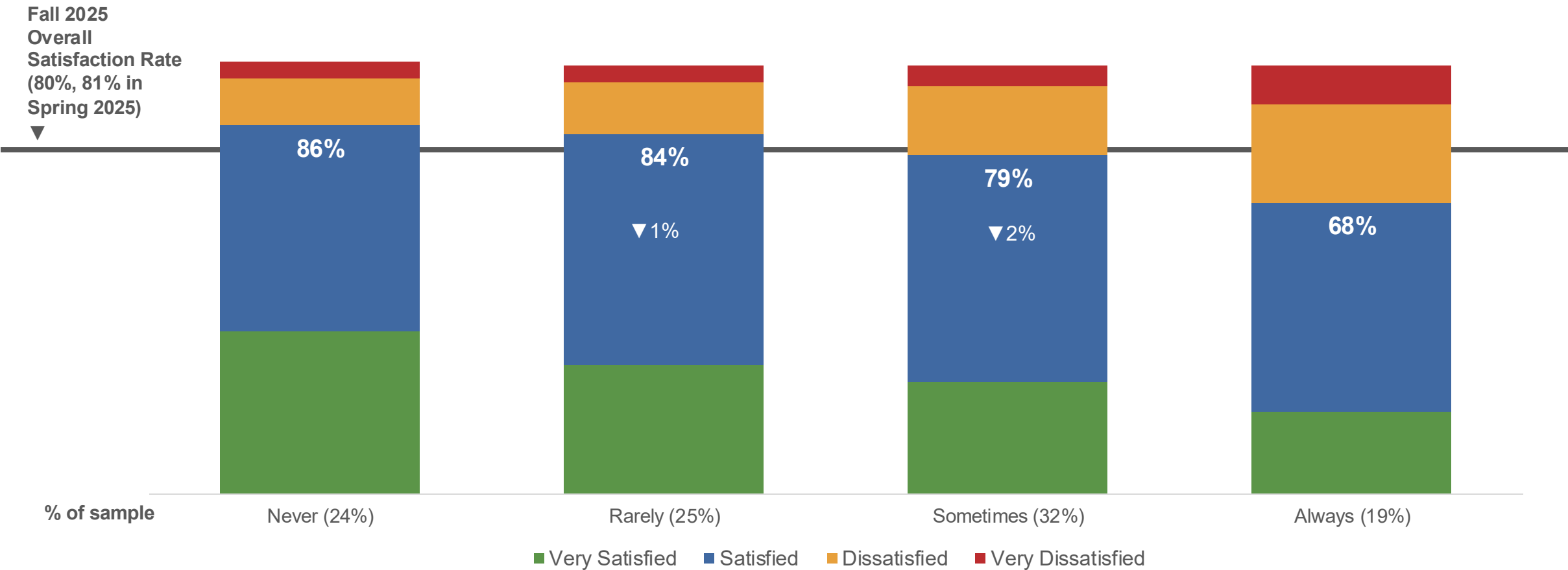
## In Order of Attribute Importance



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 Spring 2025



# 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 Spring 2025

# LIRR: Key Drivers by Transfer Frequency

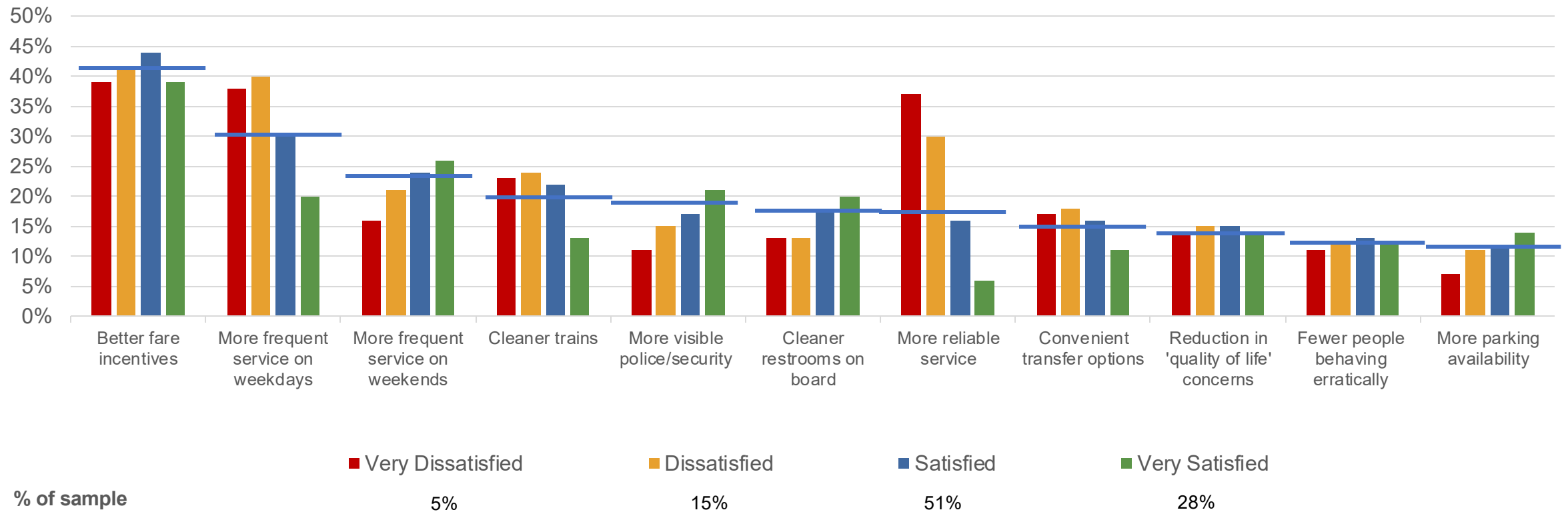
Most important attributes by transfer frequency				
<u>Top 5 Drivers</u>	<u>Never</u>	<u>Rarely</u>	<u>Sometimes</u>	<u>Always</u>
1	Service reliability	Service reliability	<b>Transfer experience</b>	<b><u>Transfer experience</u></b>
2	Cleanliness on board	Transfer experience	Seat availability	Service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

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  
 Attributes above 1 standard deviation from mean importance included (very important), attributes 2 standard deviations from mean **bolded** (most important), attributes 3 standard deviations from mean **bolded and underlined** (vital importance)



# LIRR: Top Items To Improve To Increase Overall Satisfaction

Dissatisfied customers want more frequent service on weekdays, more reliable service and more convenient transfer options



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

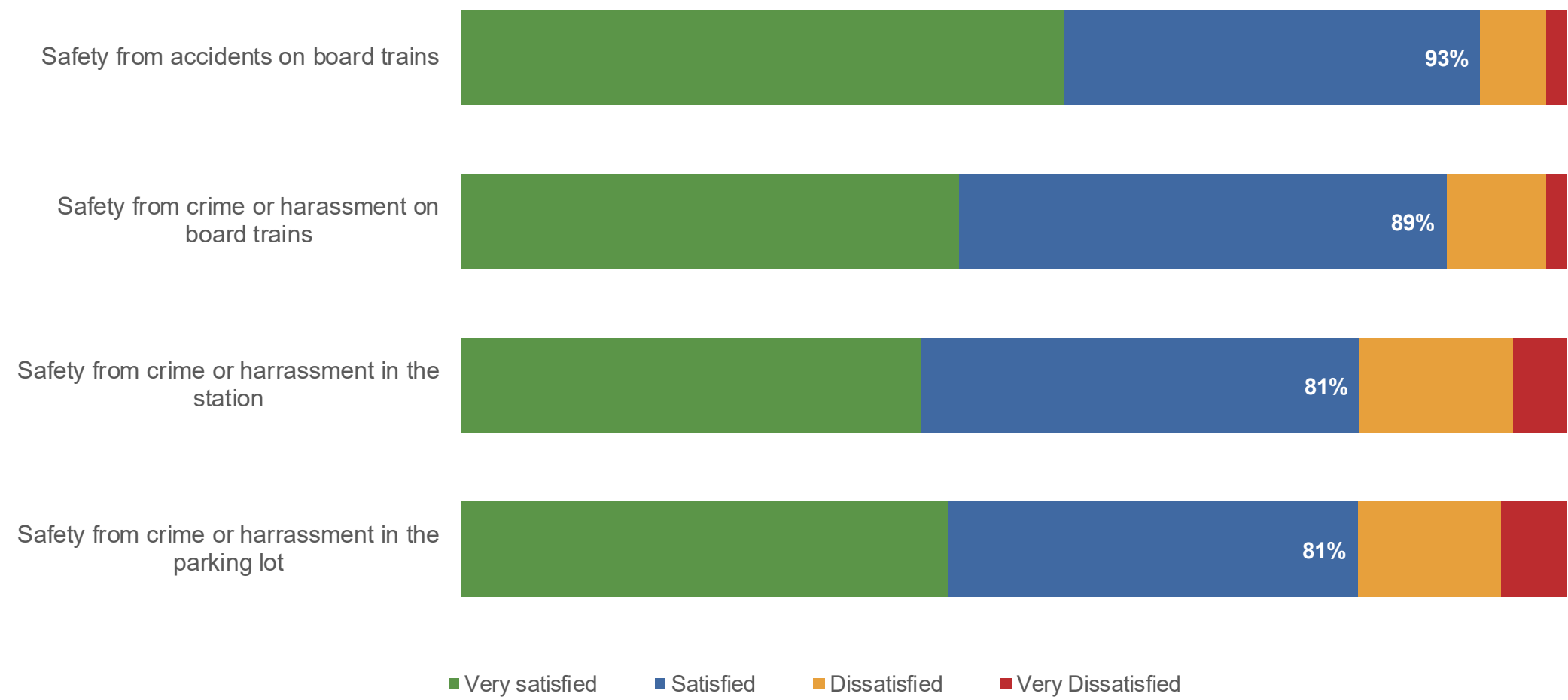
In general, how satisfied are you with the Long Island Rail Road?

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

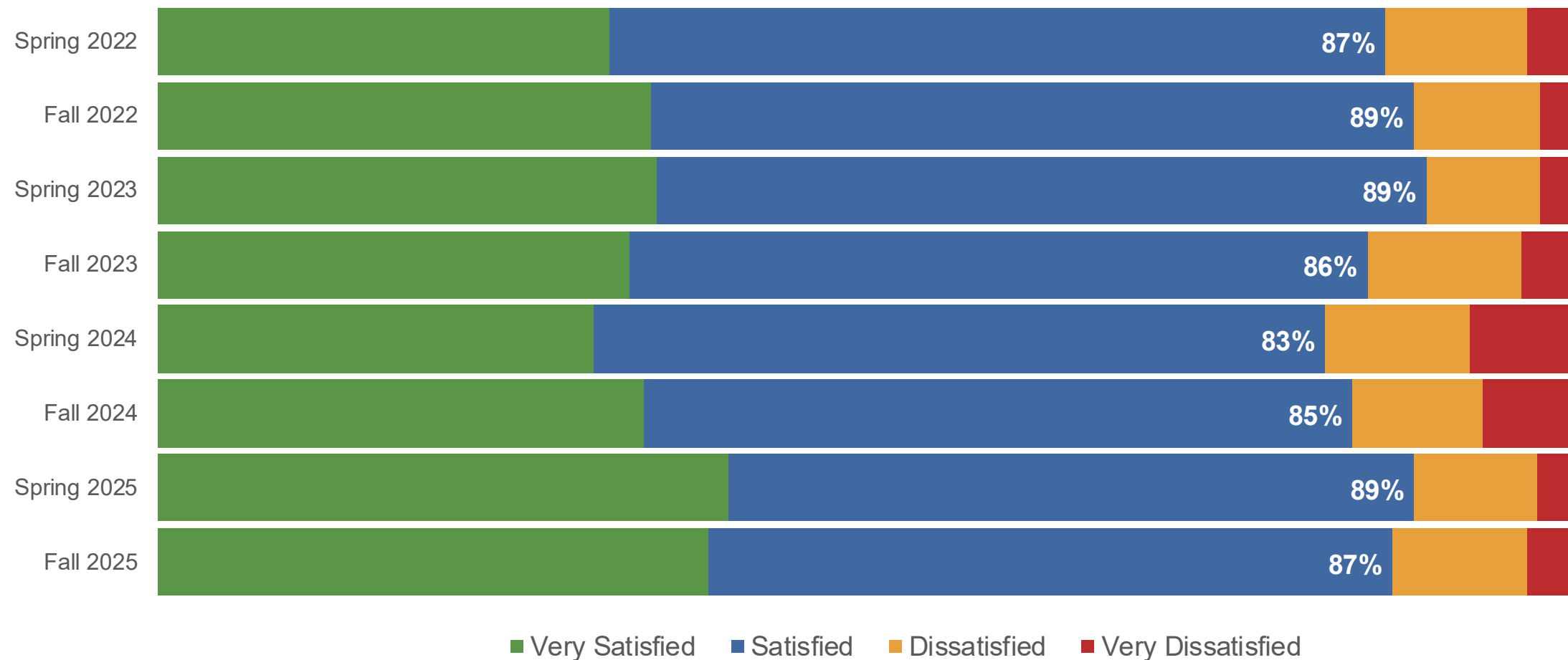
Indicates % chose answer among Total



# LIRR: Safety On Board and At Stations



# Metro-North: Overall Satisfaction Trend



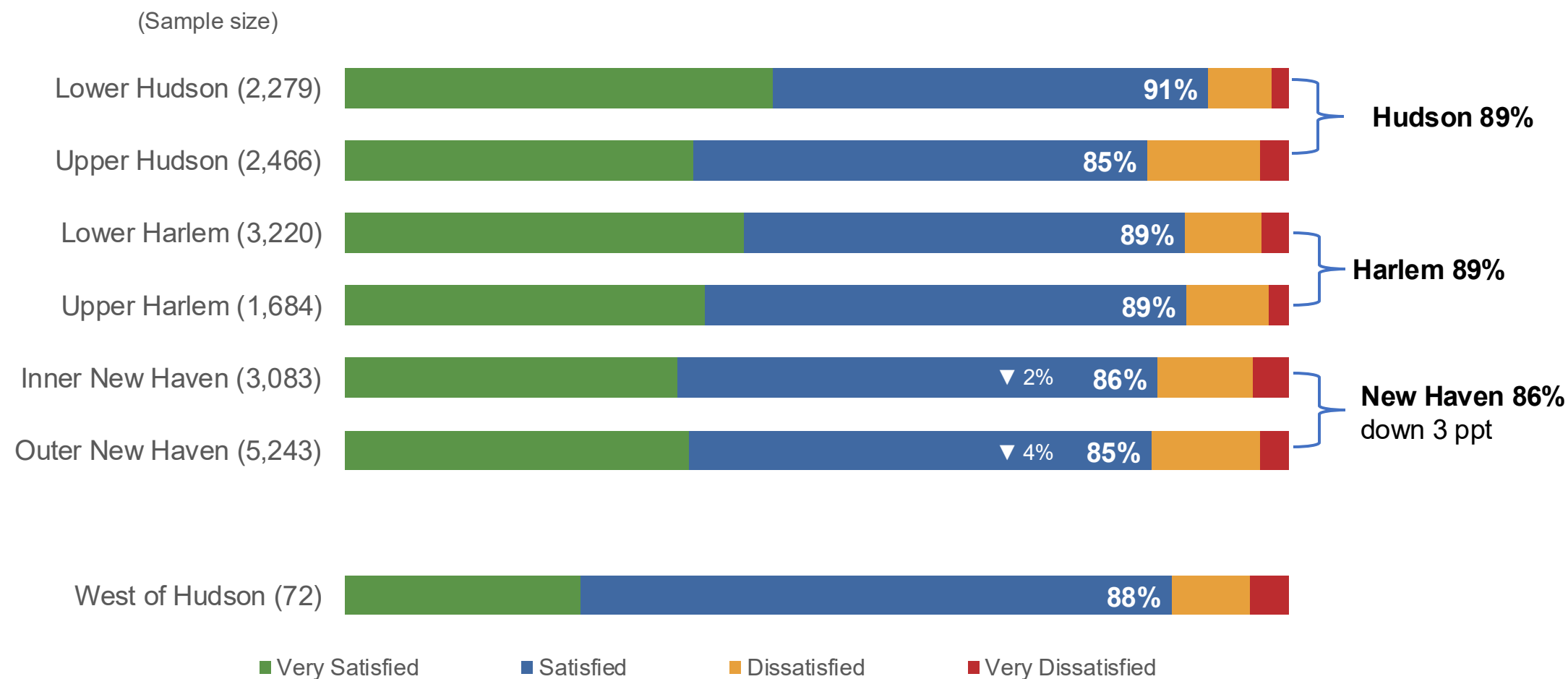
Question(s): In general, how satisfied are you with Metro-North Railroad?

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 Spring 2025



# Metro-North: Overall Satisfaction by Line and Line Segment

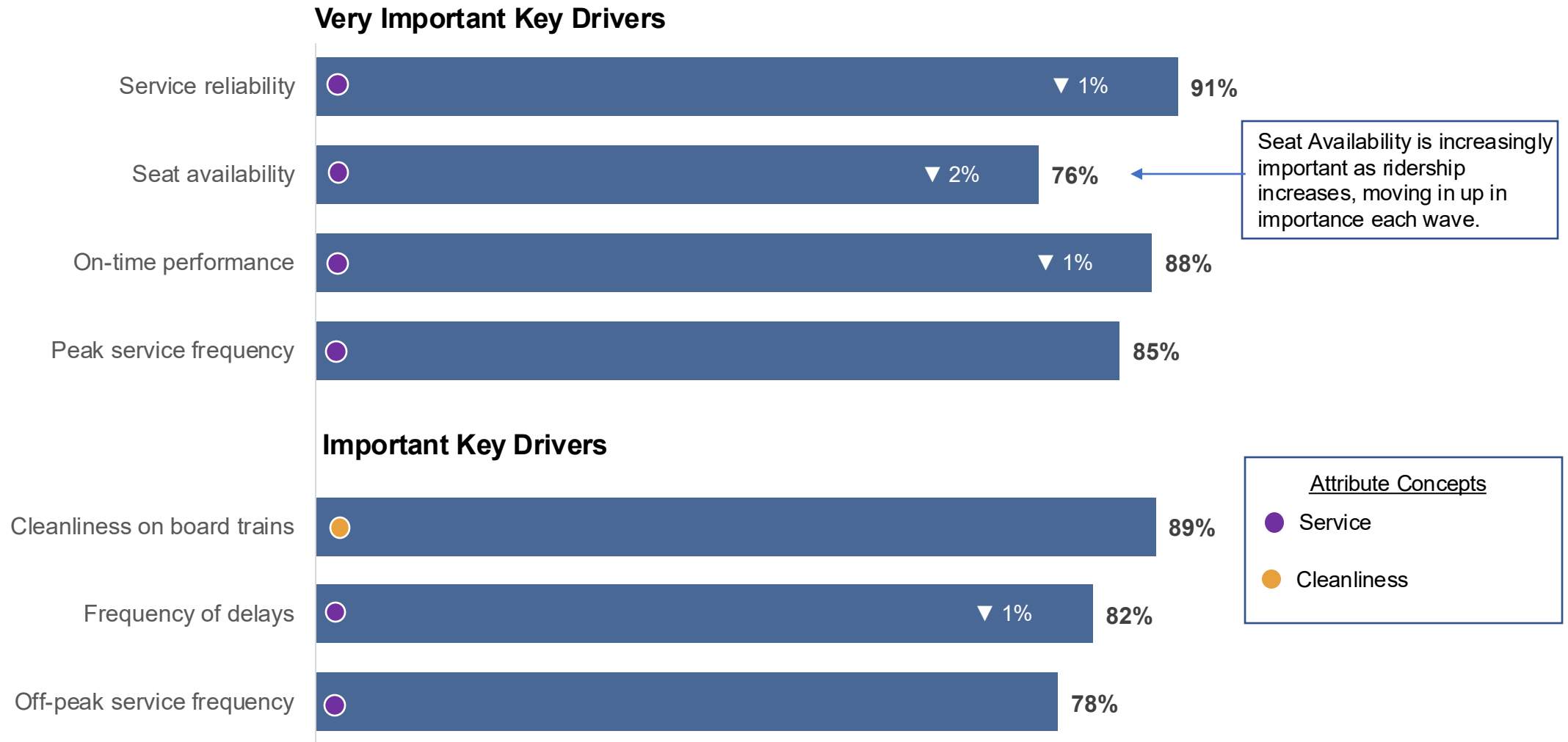


Question(s): How satisfied are you with Metro-North Railroad?  
Base: Customers who used Metro-North Railroad at least once in the last 6 months  
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Spring 2025  
West of Hudson sample size is small, use with caution

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 Spring 2025



# Metro-North: Line and Line Segment Key Drivers

Most Important Attributes by Line and Line Segment									
Top 5 Drivers	HUDSON			HARLEM			NEW HAVEN		
	TOTAL	LOWER	UPPER	TOTAL	LOWER	UPPER	TOTAL	INNER	OUTER
1	<b>Cleanliness on board</b>	Seat availability	<b>Cleanliness on board</b>	Service reliability	On-time performance	Service reliability	Service reliability	Seat availability	Service reliability
2	Service reliability	Peak service frequency	Service reliability	On-time performance	Seat Availability	<b>On-time performance</b>	<b>Seat availability</b>	<b>Service reliability</b>	Seat availability
3	Peak service frequency	Service reliability	On-time performance	<b>Cleanliness on board</b>	Service reliability	<b>Cleanliness on board</b>	Peak service frequency	On-time performance	Peak service frequency
4	On-time performance	<b>Cleanliness on board</b>	Peak service frequency	Seat availability	<b>Cleanliness on board</b>	Frequency of delays	On-time performance	Peak service frequency	On-time performance
5	Seat availability	On-time performance	Frequency of delays		Peak service frequency		Frequency of delays		Frequency of delays

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.

Attributes shown are 1 standard deviation above the average importance. Attributes in bold are 2 standard deviations above the average importance.

West of Hudson is not included due to small base size

Fall 2025

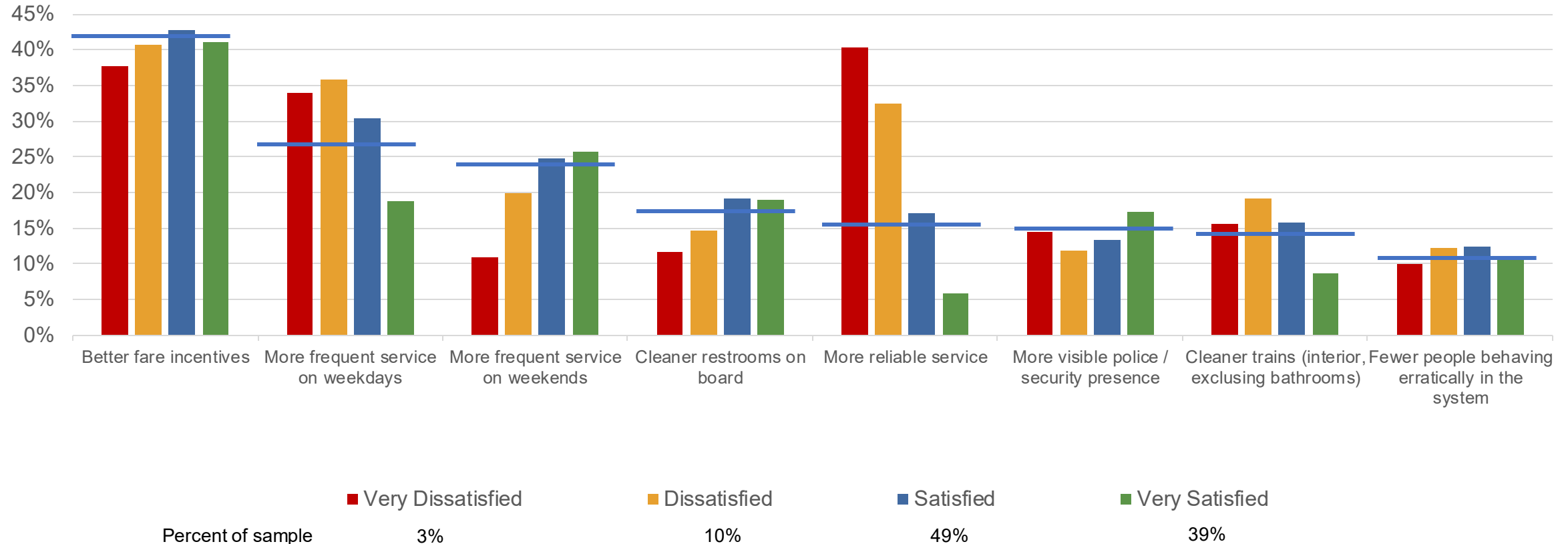
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# Metro-North: Top Items To Improve To Increase Overall Satisfaction

Dissatisfied customers care more about more frequent service on weekdays and more reliable service



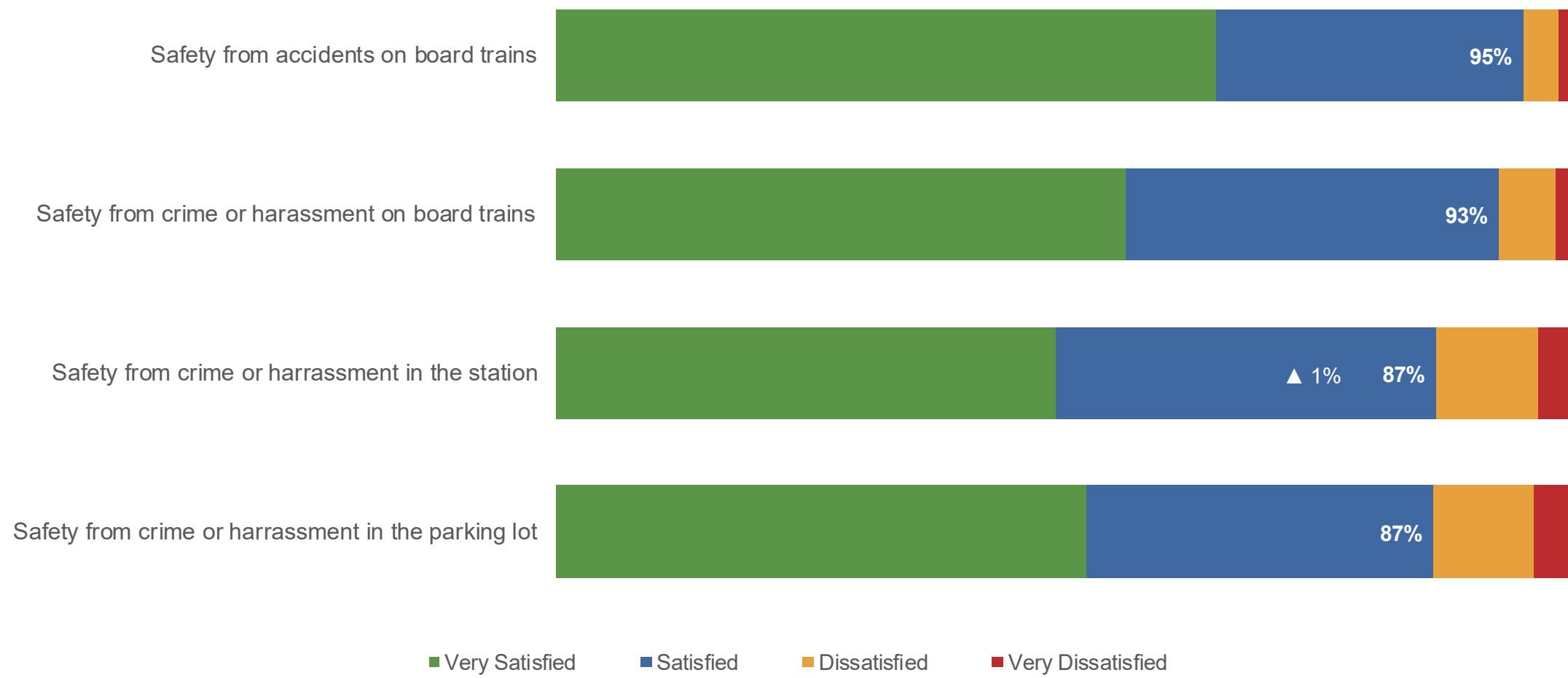
Question(s): In general, how satisfied are you with Metro-North Railroad? Which of the following needs to improve to increase your Metro-North satisfaction? Select up to three.

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

