

2012 Customer Satisfaction Survey
Long Island Rail Road



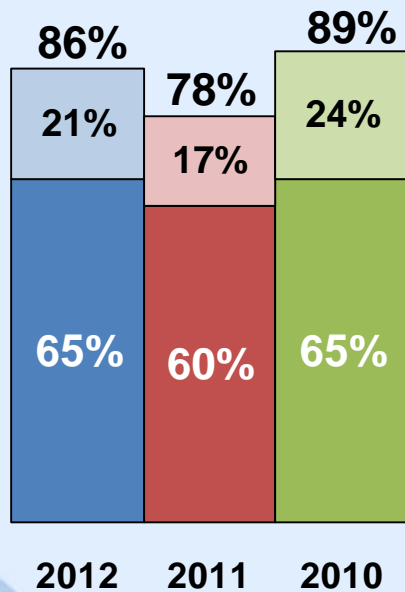
Overall Context

- Overall customer satisfaction increased in 2012 recovering from 2011 winter storms and service disruptions from Amtrak repairs/derailment.
- CSS Ratings, however, still lag behind 2010 as customers continue to feel the impact of the dramatic service reductions on the branches such as Port Washington, Long Beach, West Hempstead and Babylon.
- Port Washington customer satisfaction went up 12 points following the May 2012 service restoration.
- Ratings of on-time performance, highly correlated with customer satisfaction, increased in 2012 reflecting record levels in 2012.
- Performance of frontline employees continued to be rated highly by customers.

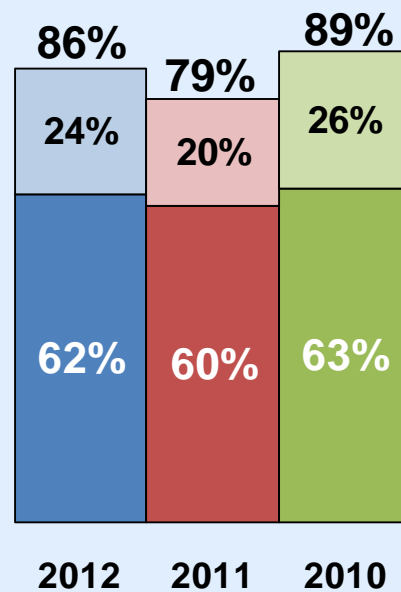


LIRR Overall Customer Satisfaction

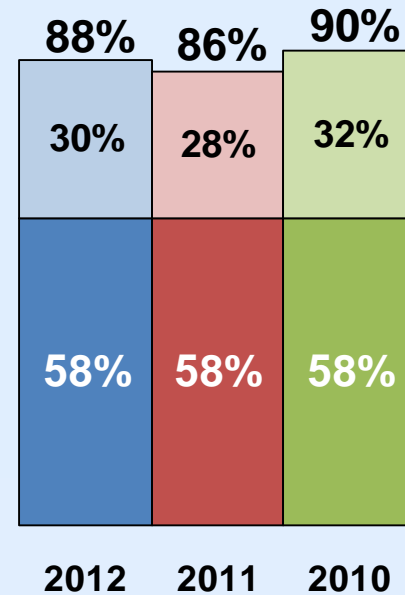
LIRR Overall



Train Service Overall



Home Boarding Station

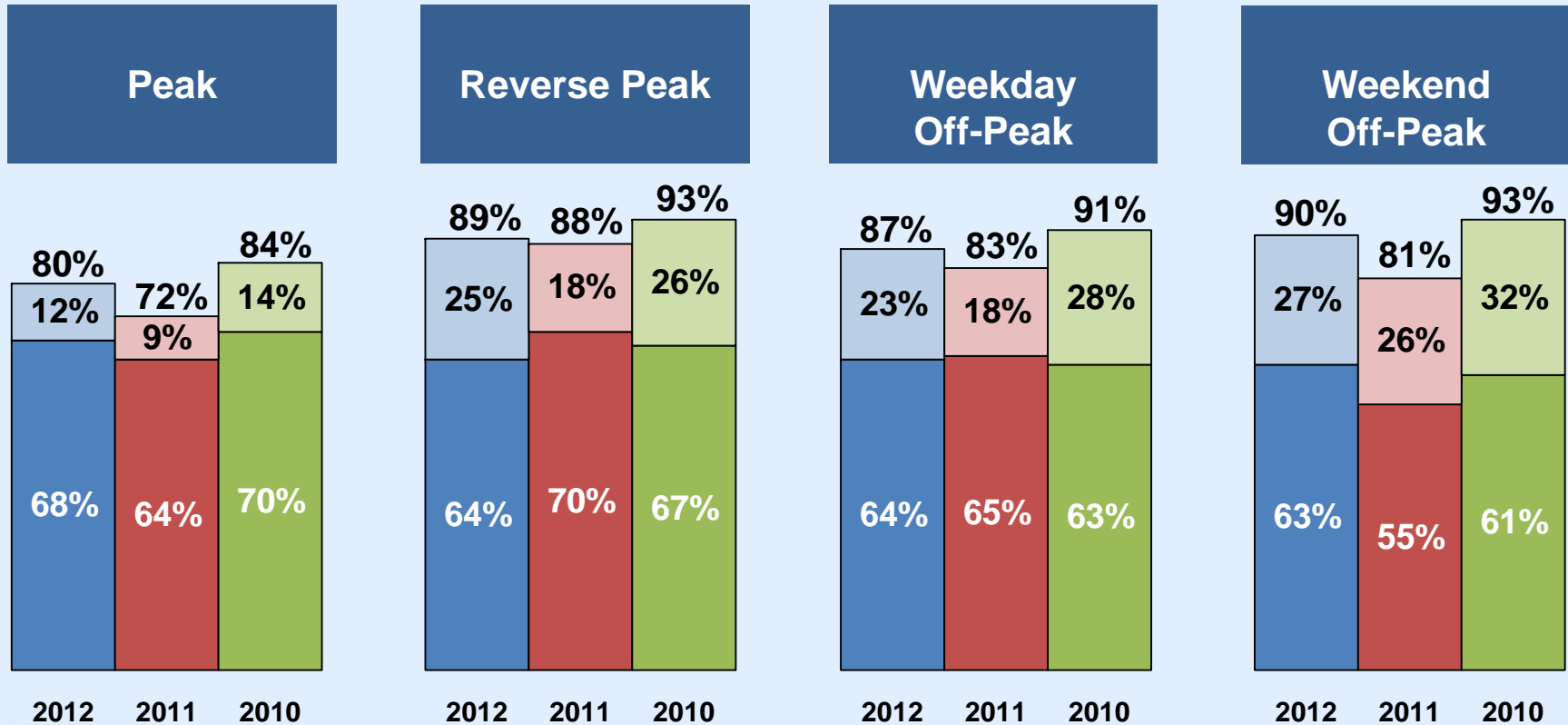


Top Area = Very Satisfied Bottom Area = Satisfied



LIRR Overall Customer Satisfaction

By Time Period



Top Area = Very Satisfied Bottom Area = Satisfied



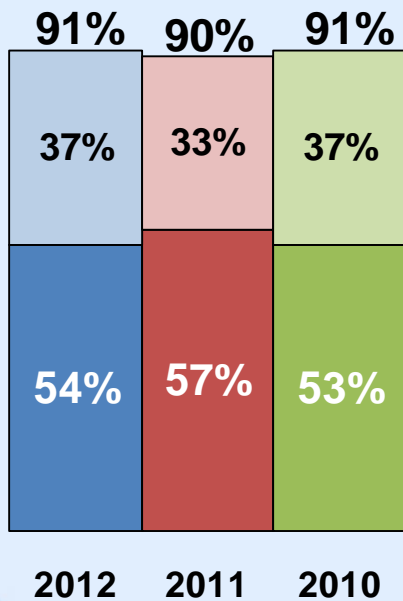
Overall Satisfaction By Branch

	2012	2011	2010
Port Jefferson	90%	85%	85%
Port Washington	90%	78%	89%
Long Beach	90%	59%	89%
Montauk	89%	81%	90%
Hempstead	87%	85%	92%
Far Rockaway	87%	80%	90%
West Hempstead	84%	67%	89%
Huntington	86%	79%	88%
Babylon	84%	77%	87%
Ronkonkoma (Electric)	80%	79%	86%
Oyster Bay	79%	80%	83%

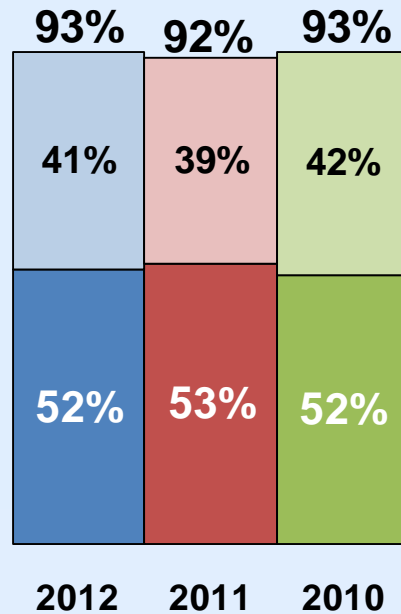


LIRR Employees

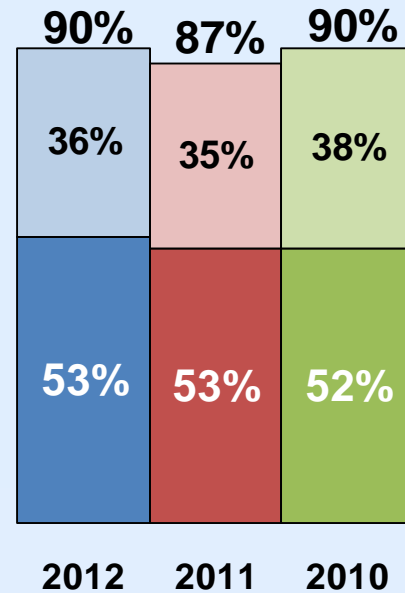
Overall Courtesy and Responsiveness



Train Conductors



Ticket Sellers

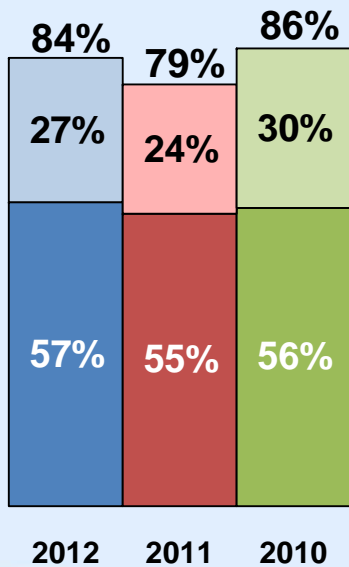


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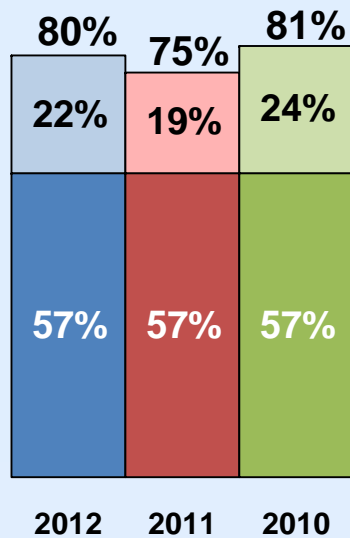


LIRR Train Service

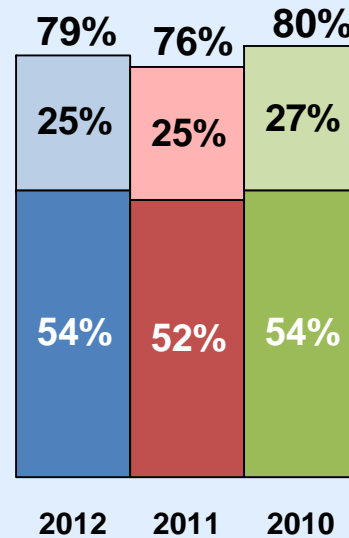
On-Time Performance



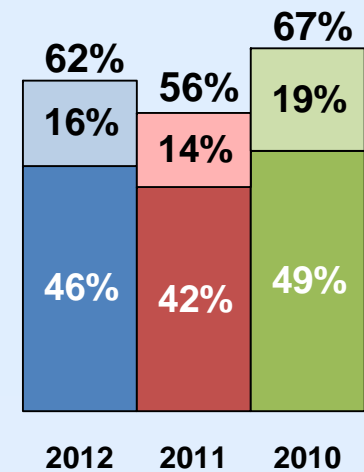
Overall Schedule Of Trains



Availability of Seats



Value for the Money Using the Railroad

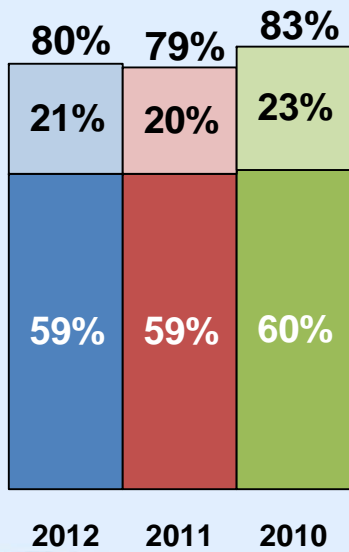


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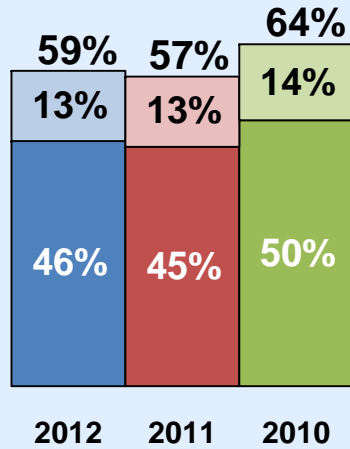


LIRR On-Board Conditions

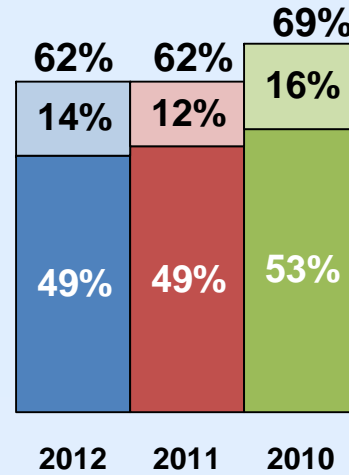
Train Interior Cleanliness



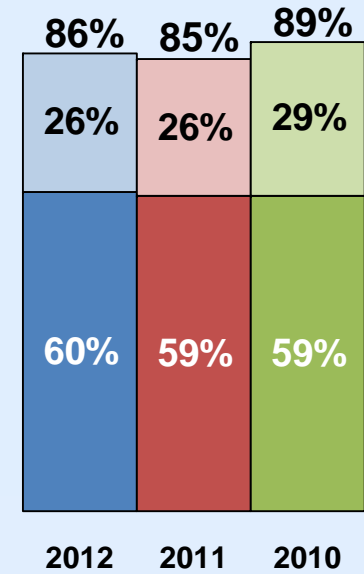
Cleanliness of Restrooms



Physical Condition of Restrooms



Train Interior Maintenance

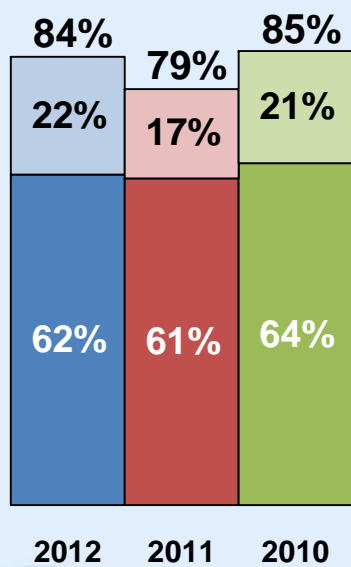


Top Area = Very Satisfied Bottom Area = Satisfied

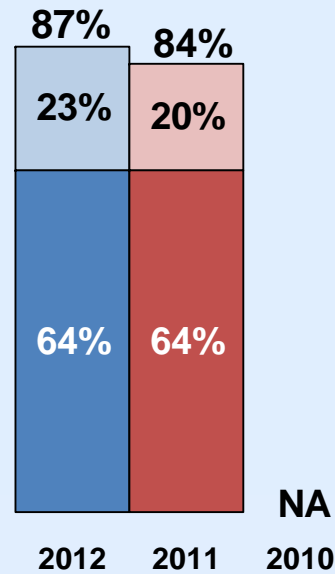


LIRR Customer Communication

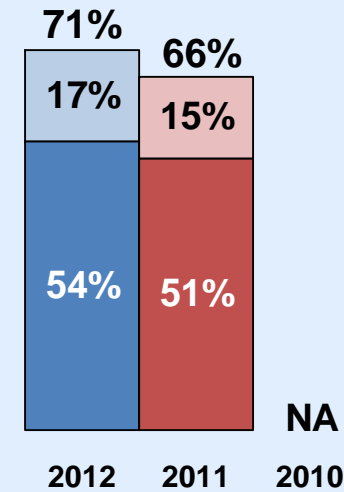
Overall Communication



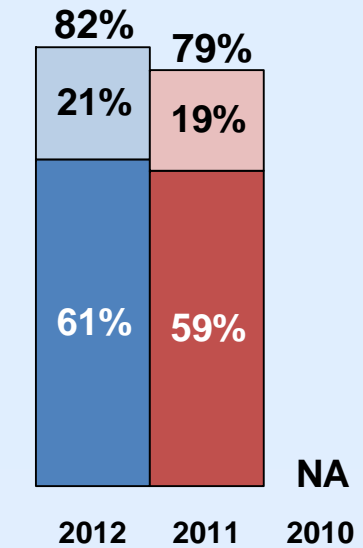
Normal Service



Unplanned Service Disruptions



Planned Service Changes



Top Area = Very Satisfied Bottom Area = Satisfied



Penn Station

Attributes	2012	2011	2010
Overall Rating Penn Station	84%	83%	88%
Electronic LED/Signs with Train Schedules	89%	87%	90%
Signs directing to and from LIRR trains	88%	87%	88%
Presence of MTA Police	86%	84%	83%
Signs for connecting buses/subway	85%	83%	85%
Personal Security	83%	83%	85%
Audio Announcements (normal conditions)	83%	82%	85%
Sound Quality of Audio Announcements	81%	80%	82%
Cleanliness of Penn Station	76%	74%	78%
Audio Announcements (service disruptions)	74%	71%	77%
Physical Condition of Restroom	67%	67%	73%
Cleanliness of Restroom	64%	63%	70%



APPENDIX

- Methodology
- Questionnaire
- Full Set of Attribute Ratings

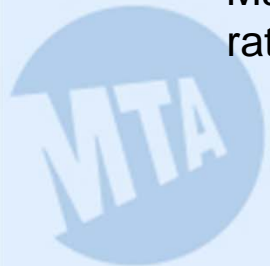


Methodology

- The LIRR survey used an onboard distribution methodology among a sample of trains
- A total of 7,182 surveys were completed and tabulated, as follows:

	LIRR Survey			
	Total	AM Peak	Off-Peak	Reverse Peak
Completed Surveys	7,182	3,998	2,729	455
Survey dates	5/14-5/24, 6/4 – 6/6, 6/9-10	5/14-5/24; 6/4 – 6/6	5/24, 6/9-10	5/21, 5/23, 6/5
Trains sampled	70	40	22	8

- The sample selection allowed for maximum representation of lines while keeping data collection as cost efficient as possible. 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 86% overall. At a 50% total satisfaction level, the margin of error is $\pm 2\%$.



Questionnaire





2012 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.

Sincerely,

Helena E. Williams
President

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.

2012 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:	Very Dissatisfied	Dissatisfied	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 Travel Information 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:	Very 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 Travel Information Center representatives	1	2	3	4	5	6	7	8	9	10	NA

Facebook and Twitter

If you have visited them in the past year, how satisfied are you with the usefulness of LIRR's:	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	NA						
56. Facebook page (@MTALIRR)	1	2	3	4	5	6	7	8	9	10	NA
57. Twitter feed (@LIRRScoop)	1	2	3	4	5	6	7	8	9	10	NA

YOUR DESTINATION STATION

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

IMPORTANCE OF SERVICE FACTORS

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

ABOUT YOUR TRIP

71. At what station did you board this train today?	911
(Please write in station name)	
72. At what time is your train scheduled to depart from your boarding station today? (Please circle AM or PM)	1216
73. How do you usually travel to your boarding station? (check one box only)	
171 <input type="checkbox"/> Drive alone and park	4 <input type="checkbox"/> Take the subway
2 <input type="checkbox"/> Carpool and park	7 <input type="checkbox"/> Take a taxi
3 <input type="checkbox"/> Get dropped off	8 <input type="checkbox"/> Ride a bicycle
4 <input type="checkbox"/> Walk	9 <input type="checkbox"/> Other: _____
5 <input type="checkbox"/> Take a bus	(Please write in)
74. How frequently do you travel on the LIRR?	
231 <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	5 <input type="checkbox"/> 1-2 days per month
3 <input type="checkbox"/> 3-4 days per week	6 <input type="checkbox"/> Other: _____
	(Please write in)

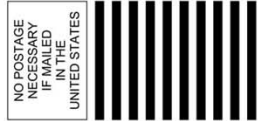
75. What is the purpose of your trip today? (Check one box only)
- 25 Commute to/from work 29 Shopping
 26 Commute to/from school 30 Entertainment
 27 For business reasons (but not for commuting) 31 Other: _____ (Please write in)
 28 Personal reasons
76. What type of LIRR ticket are you using today? (Check one box only) 40-41
- 1 Monthly (purchased at station) 7 Ten-Trip Peak
 2 Monthly (Mail & Ride) 8 One-Way Off-Peak
 3 Monthly Unitticket 9 Ten-Trip Off-Peak
 4 Weekly 10 Senior Citizen/People with Disabilities
 5 Weekly Unitticket 11 Employee Pass
 6 One-Way Peak 12 Other: _____ (Please write in)
77. At which station will you end this trip today? (Check one box only) 42-44
- 1 Penn Station 4 Jamaica
 3 Atlantic Terminal (Brooklyn) 997 Other: _____ (Please write in station name)
 4 Hunterspoint Avenue
78. When you leave the train, how will you get to your final destination? (check one box only)
- 451 Drive alone and park 4 Take the subway
 2 Carpool and park 7 Take a taxi
 3 Get dropped off 8 Ride a bicycle
 4 Walk 9 Other: _____ (Please write in)
 5 Take a bus
79. Which of the following areas of Manhattan will be your final destination today? (Manhattan-bound customers only)
- 471 Above 60th Street 4 14th - 33rd Streets
 3 34th - 60th St., 5th Ave. & EAST 5 Canal Street to 13th Street
 3 34th - 60th St., WEST of 5th Ave. 6 Below Canal Street
80. What is the zip code of your final destination today?
 _____ 49-53
81. Do you subscribe to LIRR e-mail alerts? 54:1 Yes No Not aware of
82. If yes to Q81, how useful is the e-mail alert information in making travel decisions?
 55:1 Very useful Useful Not very useful
83. If yes to Q81, how would you describe the amount of e-mail alerts you receive?
 56:1 Not enough The right amount Too many
- ABOUT YOU**
84. Which of the following categories includes your age? (Check one box only)
- 57:1 Under 18 3 25-34 5 45-54
 2 18-24 4 35-44 6 55-64
 7 65 and over
85. Are you? 59:1 Male Female
86. What is your home zip code? _____ 60-64

87. What county or borough do you reside in? (Check one box only)
- 65:1 Nassau 5 Manhattan
 3 Suffolk 6 Bronx
 3 Queens 7 Staten Island
 4 Brooklyn 8 Other: _____ (Please write in)
88. Have you visited the MTA website (www.mta.info) in the last 3 months?
 67:1 Yes No
89. What is the last grade of school you completed? (Check one box only)
- 68:1 Less than high school graduate 4 Some college
 3 High school graduate 5 College graduate
 3 Technical/vocational business school 6 Post graduate
90. Are you of Hispanic origin? 69:1 Yes No
91. Are you:
 70:1 White 4 American Indian and Alaska Native
 3 Black or African American 5 Other: _____ (Please write in)
 3 Asian
92. What is your approximate annual household income? (Check one box only)
- 72:1 Under \$25,000 5 \$100,000-\$199,999
 3 \$25,000-\$49,999 6 \$200,000-\$299,999
 3 \$50,000-\$74,999 7 \$300,000 or more
 4 \$75,000-\$99,999
93. 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 69, please explain why below. Please also include any other comments or service suggestions.
- _____ 51-53
 _____ 54-56
 _____ 57-59
 _____ 60-62
 _____ 63-65

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 1422
 MTA LONG ISLAND RAIL ROAD
 146-01 ARCHER AVE
 JAMAICA NY 11435-9810



Study #5613



SERVICE ATTRIBUTE RATINGS 2010-2012



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



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



	Total Satisfied		
	2010	2011	2012
Courtesy and Responsiveness of Our Employees			
32. The overall courtesy and responsiveness of our employees	91%	90%	91%
33. Conductors	93%	92%	93%
34. Ticket Sellers	90%	87%	90%
35. Overall schedule of trains	81%	75%	80%
36. The weekday AM and PM peak schedule to and from your station	82%	79%	82%
37. The weekday off-peak schedule to and from your station (including late night train service)	77%	70%	75%
38. The weekend schedule to and from your station	78%	71%	75%
Communication (During Normal Service Conditions)			
39. Overall communication to you	85%	79%	84%
40. Overall communications during normal service conditions	NA	84%	87%
41. Overall communications during unplanned service disruptions	NA	66%	71%
42. Overall communications during planned service disruptions (track work, etc.)	NA	79%	82%
43. At your boarding station	89%	85%	88%
44. On board your trains	89%	86%	87%
45. At your destination station	90%	87%	88%
46. At our website (www.mta.info)	89%	85%	89%
47. With the Automated Phone System (Schedules, Fares, etc.)	83%	81%	84%
48. With Travel Information Center representatives	88%	84%	86%



Communication (During Unplanned Service Disruptions)	Total Satisfied		
	2010	2011	2012
49. At your boarding station	74%	65%	70%
50. On board your trains	73%	67%	72%
51. At your destination station	77%	69%	73%
52. At our website (www.mta.info)	79%	72%	76%
53. Through e-mail alerts (if you subscribe)	81%	73%	78%
54. With the Automated Phone System (Schedules, Fares, etc.)	79%	71%	76%
55. With Travel Information Center representatives	82%	74%	77%
56. Facebook page (MTALIRR)	NA	NA	78%
57. Twitter feed(@LIRRScoop)	NA	NA	81%
Destination Station			
58. LIRR destination station overall	88%	84%	84%
59. Cleanliness of restroom	71%	64%	64%
60. Physical condition of restroom	74%	68%	67%
61. Cleanliness of destination station/waiting room (excluding restrooms)	78%	75%	76%
62. Personal security	85%	82%	83%
63. Signs providing directions to and from LIRR trains	88%	87%	88%
64. Signs providing directions to and from connecting buses or subways	85%	83%	85%
65. Presence of MTA Police	81%	83%	84%
66. Sound quality of audio announcements	82%	80%	81%
67. Audio announcements under normal conditions	84%	82%	84%
68. Audio announcements during service disruptions	78%	72%	74%
69. Electronic or LED signs with train schedules	90%	87%	89%

