



Spring 2026
Customers Count Survey
The Long Island Rail Road
Metro-North Railroad



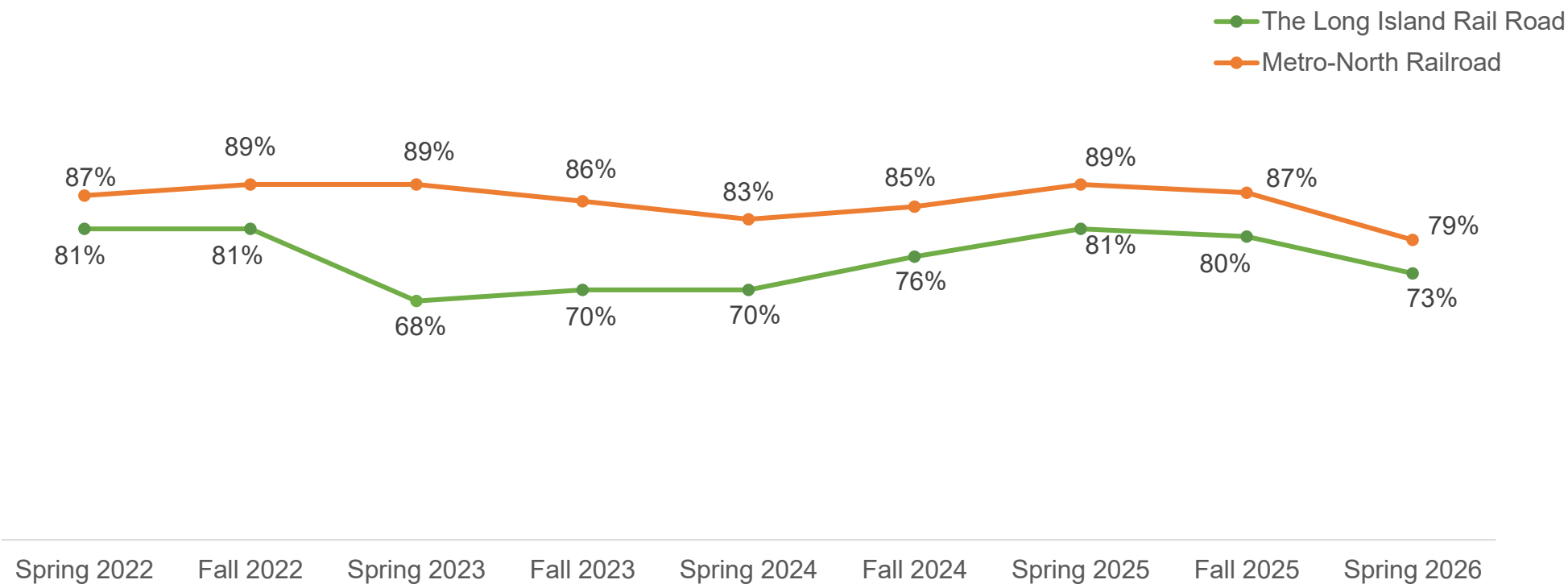
Commuter Railroads: Executive Summary

- The Spring 2026 bi-annual Customer Satisfaction survey was conducted April 13 – May 2, 2026 and was offered online in nine languages and on the phone.
 - LIRR had 17,150 respondents and Metro-North had 15,496 respondents. The sample is weighted by ridership and relevant respondent demographics using ACS 1-Year 2024 estimates.
- **Overall satisfaction with the Long Island Rail Road was 73%, down 7 pts from Fall 2025.**
 - A large portion of this decline can be attributed to customer dissatisfaction with the new ticketing policy that was started in January 2026 alongside a fare increase. Satisfaction with Fare payment options saw the largest drop (82%, down 5pts), and this attribute moved up in importance.
 - Nine out of eleven branches saw statistically significant decreases.
- **Overall Satisfaction with Metro-North is at 79% in Spring 2026, down 8 pts. from 87% in Fall 2025.**
 - Like LIRR, the newly implemented ticketing policies coupled with a fare increase in January 2026 are driving the drop.
 - The Hudson Line was the highest performing line, with satisfaction at 82%. The New Haven Line decreased to 78% (down 8pts) The Harlem Line decreased from 89% to 79% (down 10 pts), making it the line with the largest decline.
- The top driver of satisfaction for both LIRR and Metro-North is ***Service reliability***.



Commuter Rail: Overall Satisfaction Trends

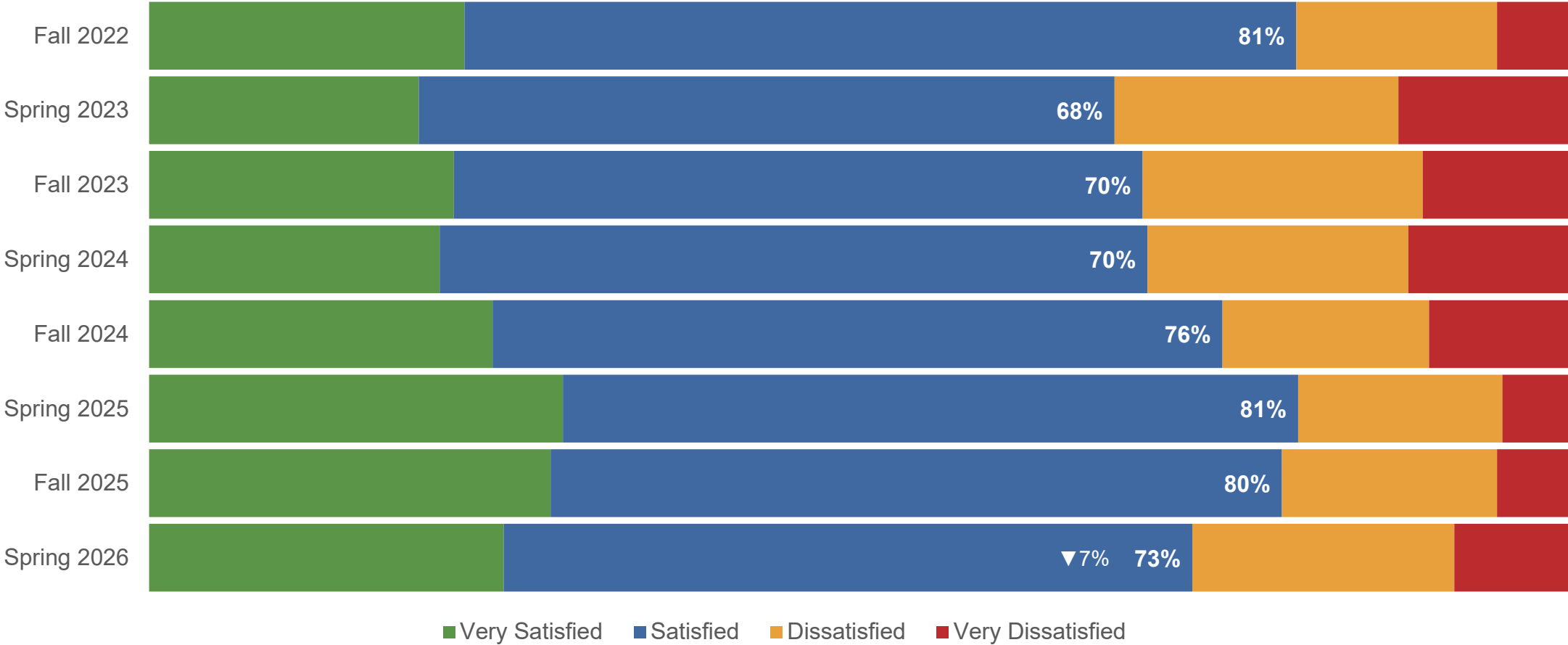
Percentage total satisfied with each railroad (those rating a 6-10)



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)

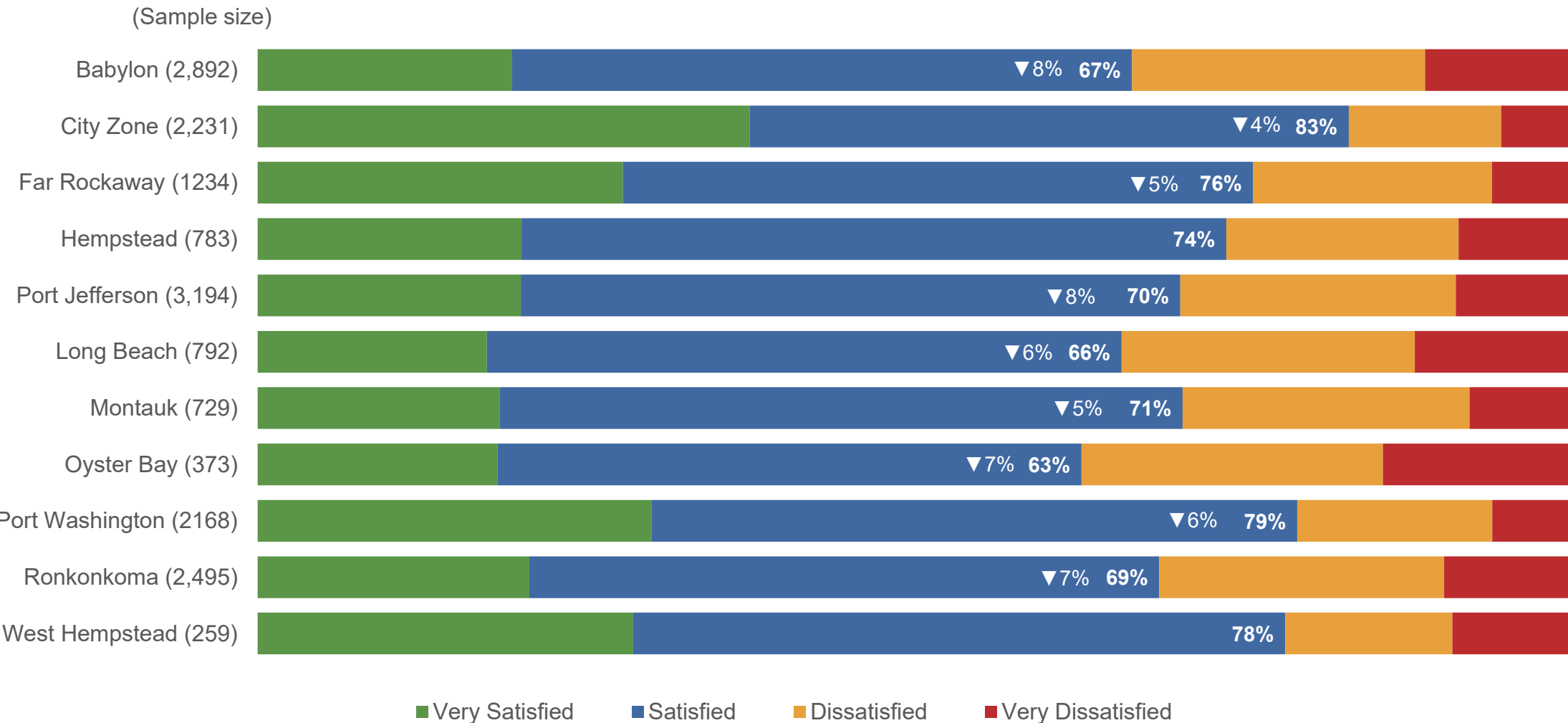


LIRR: Overall Satisfaction Trend



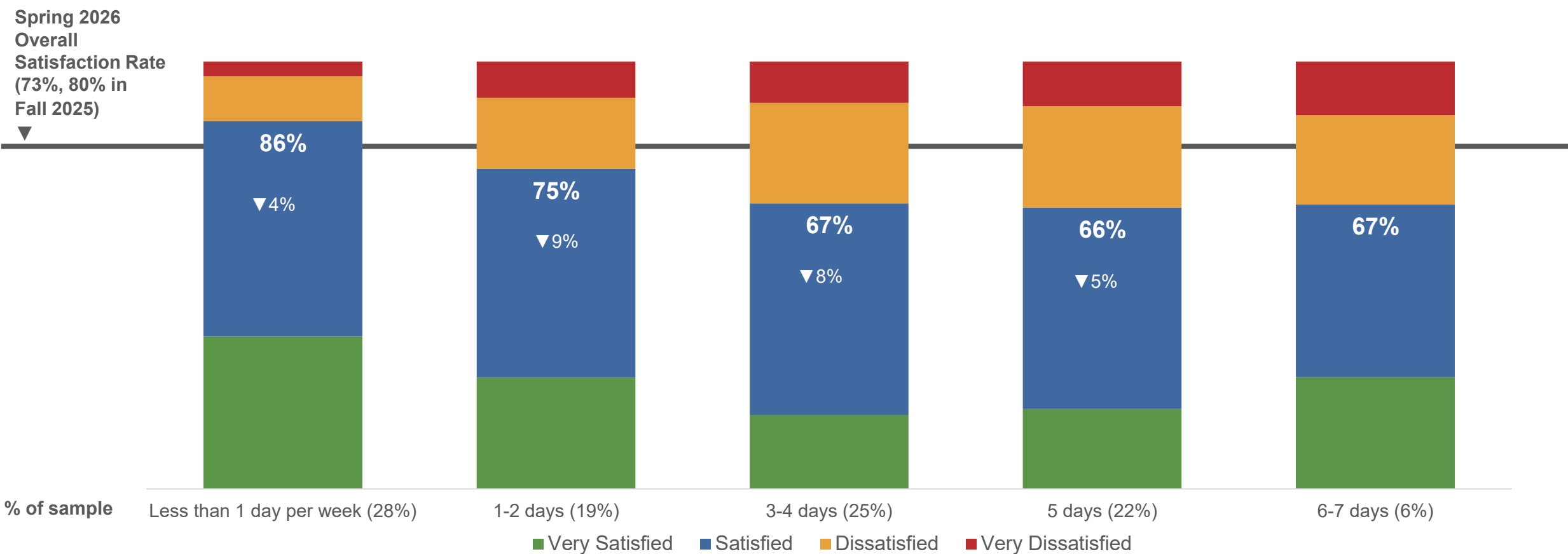
Question(s): How satisfied are you with the Long Island Rail Road
Base: Customers who used the Long Island Rail Road at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Fall 2025

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 Fall 2025

LIRR: Overall Satisfaction by Travel Frequency



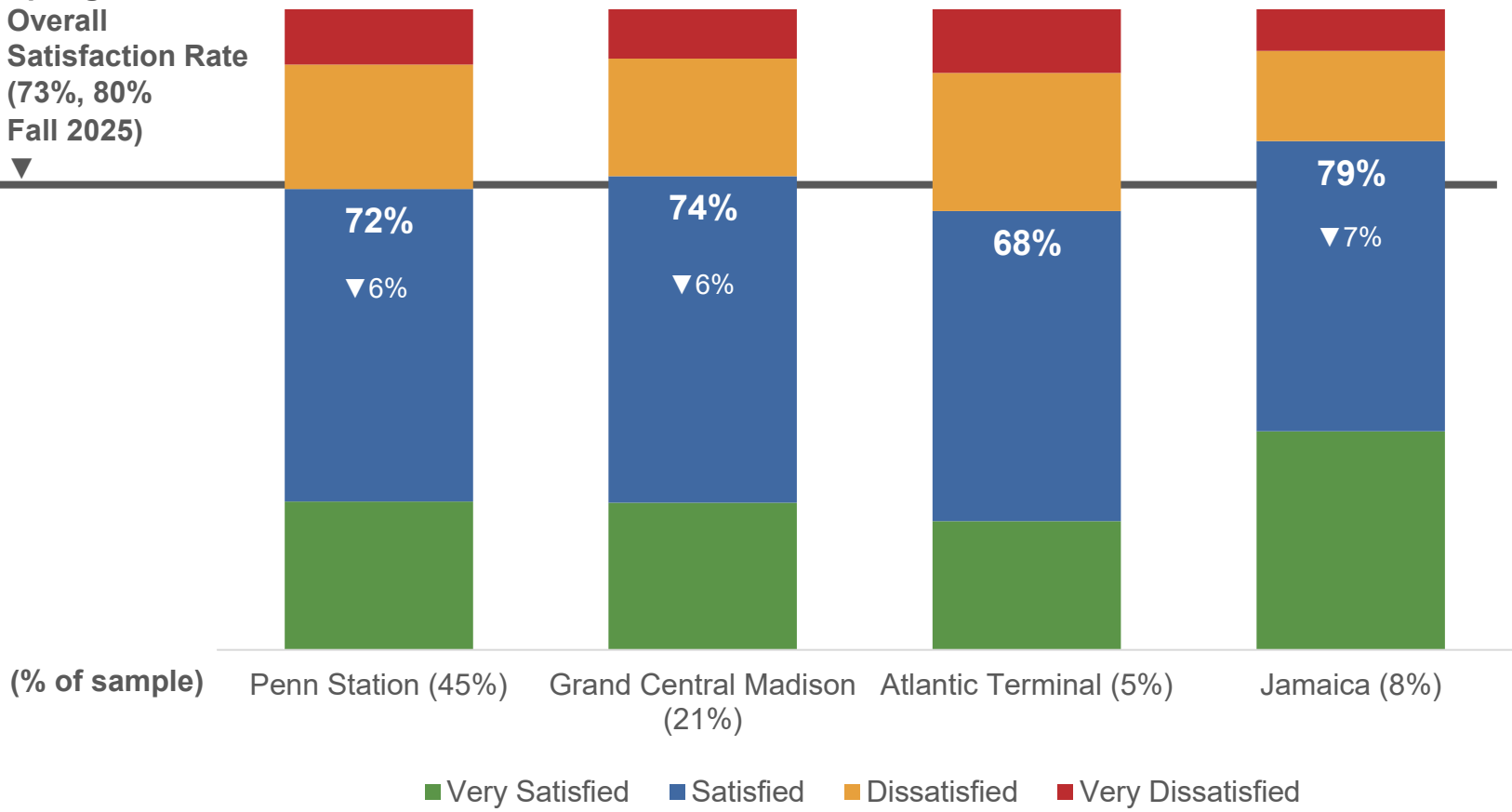
Question(s): In general, how satisfied are you with The Long Island Rail Road? In the last 6 months, how many days in a typical week did you use the Long Island Rail Road?

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 Fall 2025

LIRR: Overall Satisfaction by Western Terminal Destination

Spring 2026
Overall
Satisfaction Rate
(73%, 80%
Fall 2025)
▼



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

Penn Station

- Babylon -9pts
- Port Jefferson -9pts

Grand Central Madison

- Port Jefferson -9pts
- Long Beach -8pts

Atlantic Terminal

- Ronkonkoma -13pts

Jamaica

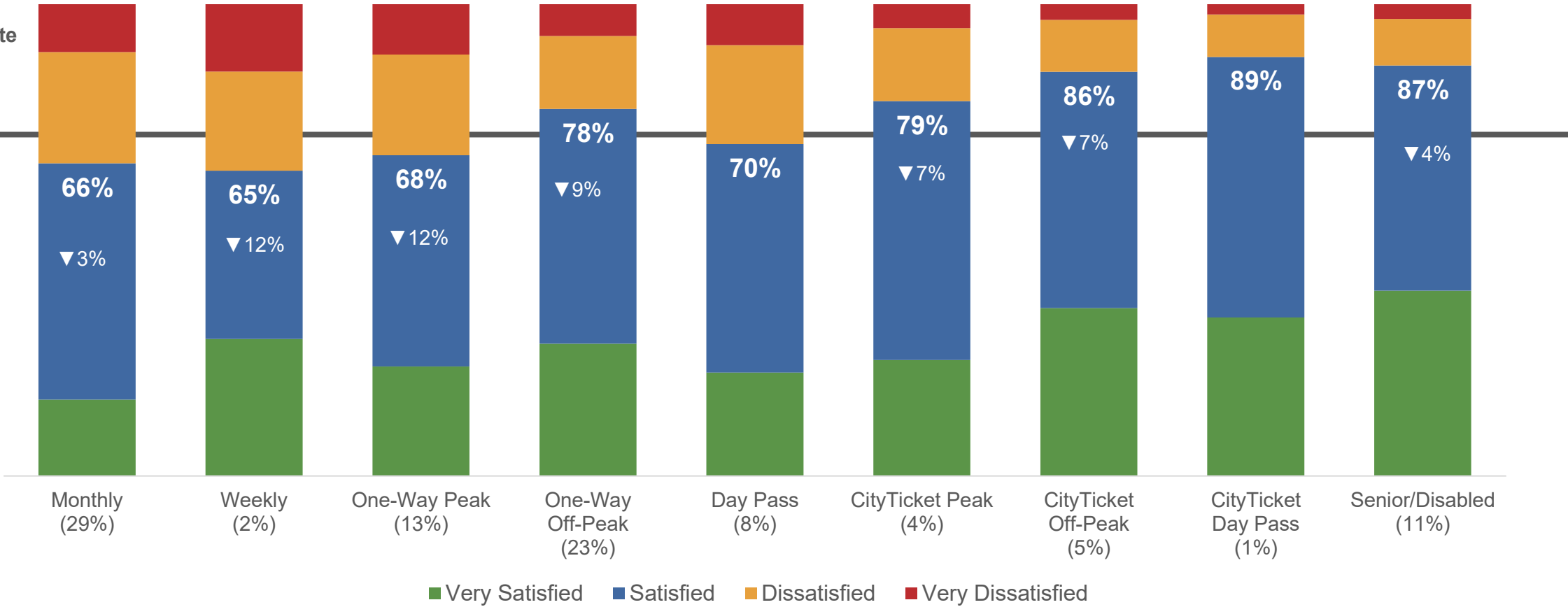
- Babylon -14pts



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 2025

LIRR: Overall Satisfaction by Ticket Type

Spring 2026
Overall
Satisfaction Rate
(73%, 80% in
Fall 2025)
▼



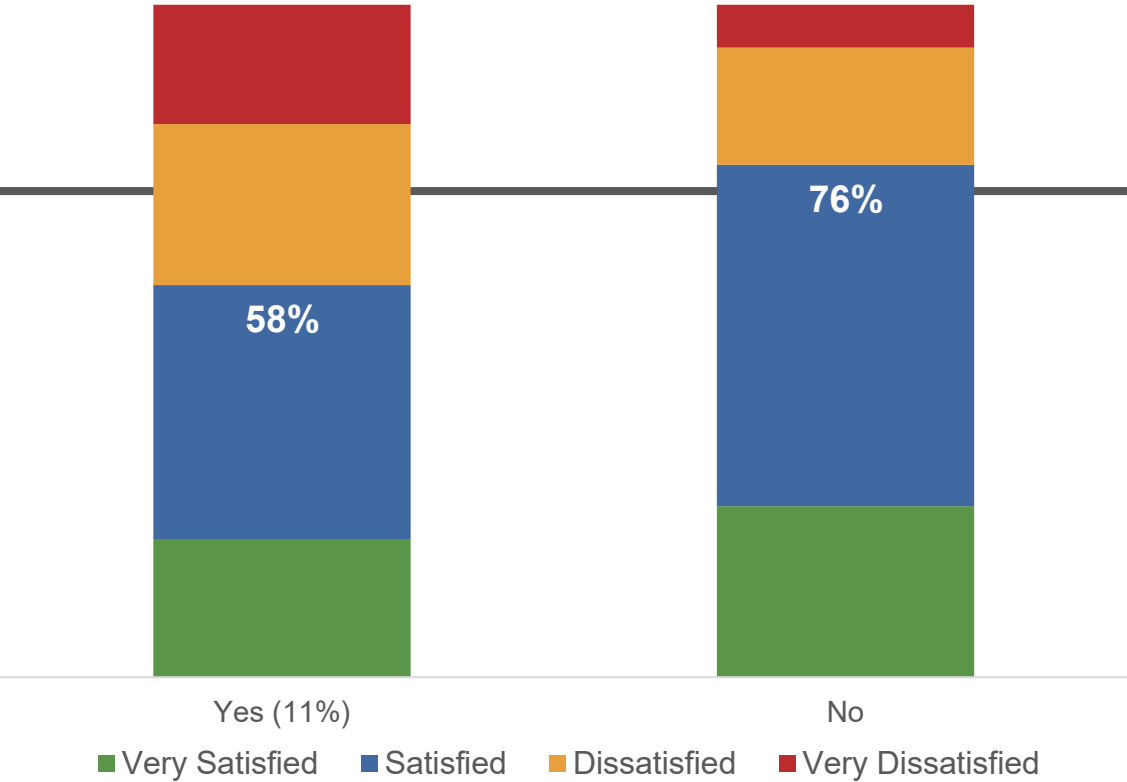
Question(s): In general, how satisfied are you with The Long Island Rail Road? In the last 6 months, What type of ticket do you usually use for your LIRR trips?

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 2025

Overall Satisfaction by Surcharge Status

Spring 2026
Overall
Satisfaction Rate
(73%, 80% in
Fall 2025)



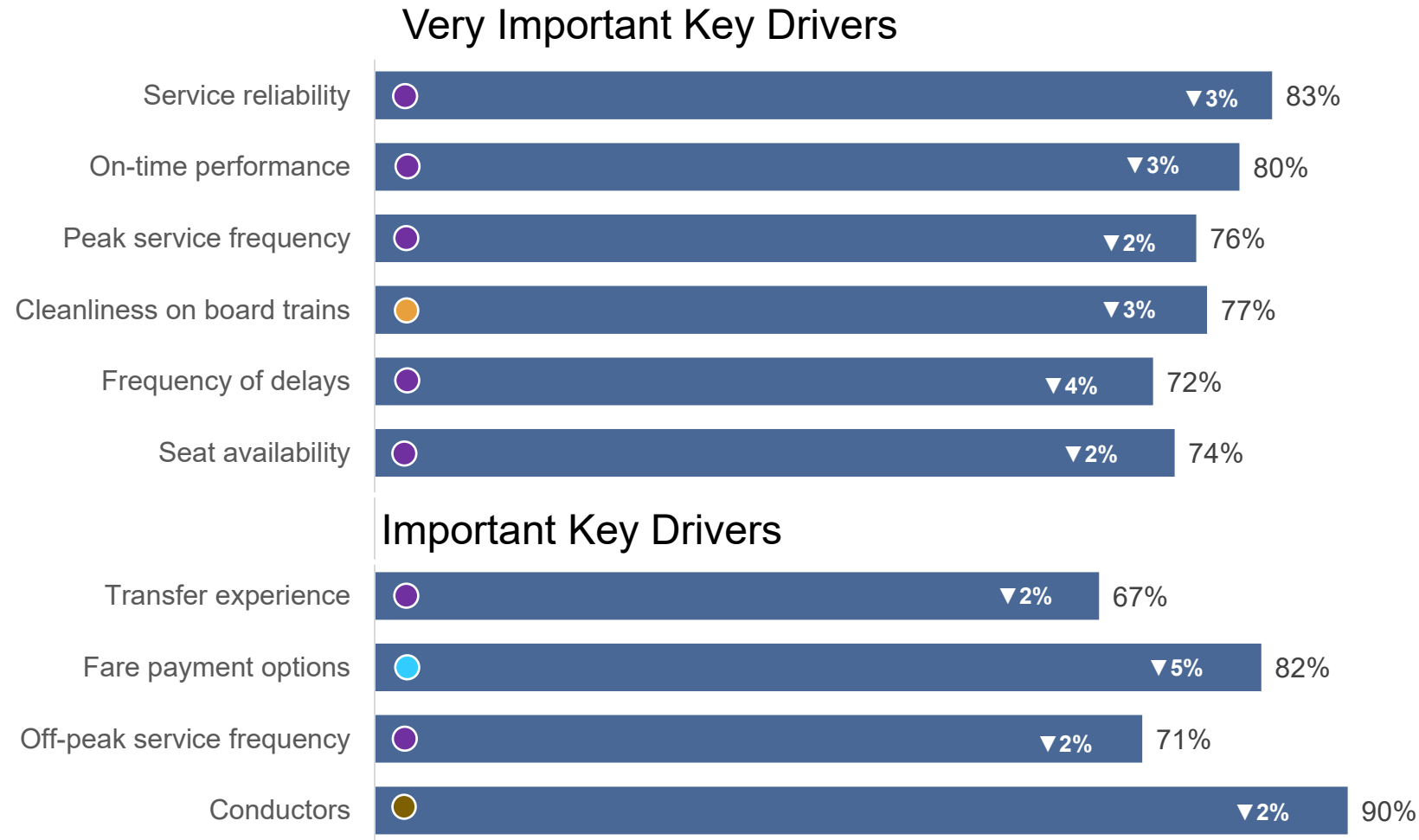
% of sample



Question(s): In general, how satisfied are you with The Long Island Rail Road? In January 2026, the surcharge for tickets purchased or activated on board via TrainTime increased to \$8. Have you been charged a surcharge for purchasing or activating on board?
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)

LIRR: Key Drivers: Attribute Satisfaction

In Order of Attribute Importance



Attribute Concepts

- Service
- Cleanliness
- Fares & Payment
- Staff

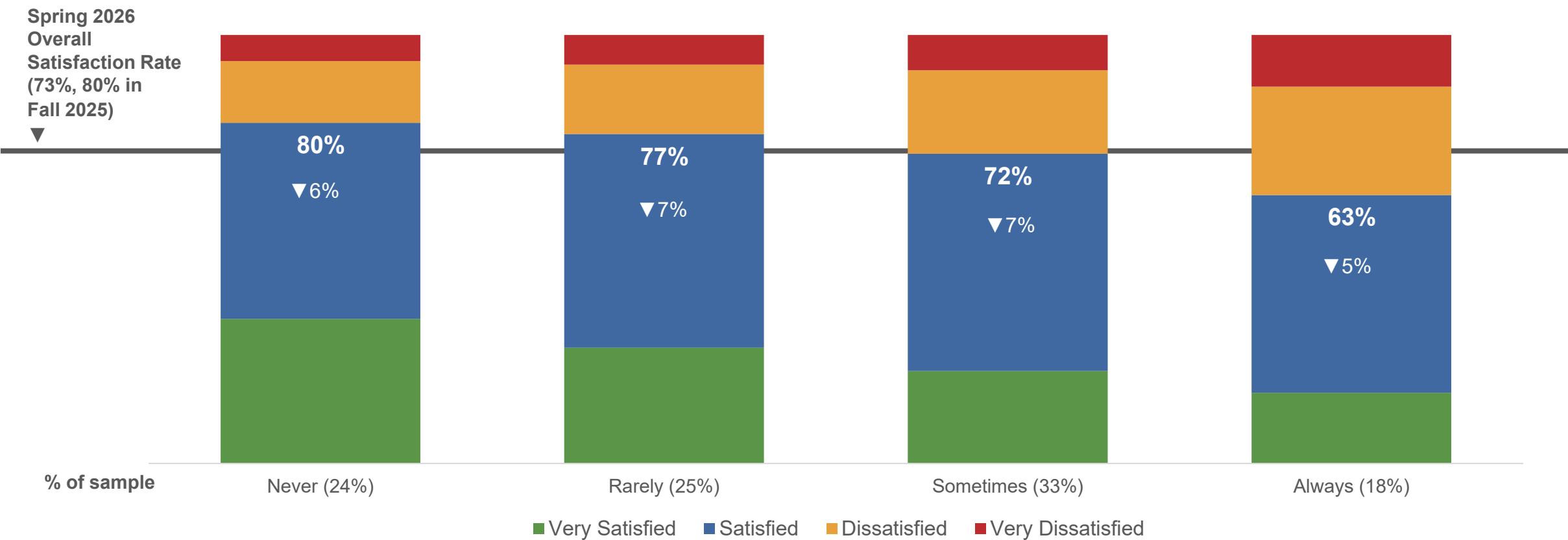
Question(s): How satisfied are you with each of the following attributes?

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 2025



LIRR: Overall Satisfaction by Transfer Frequency

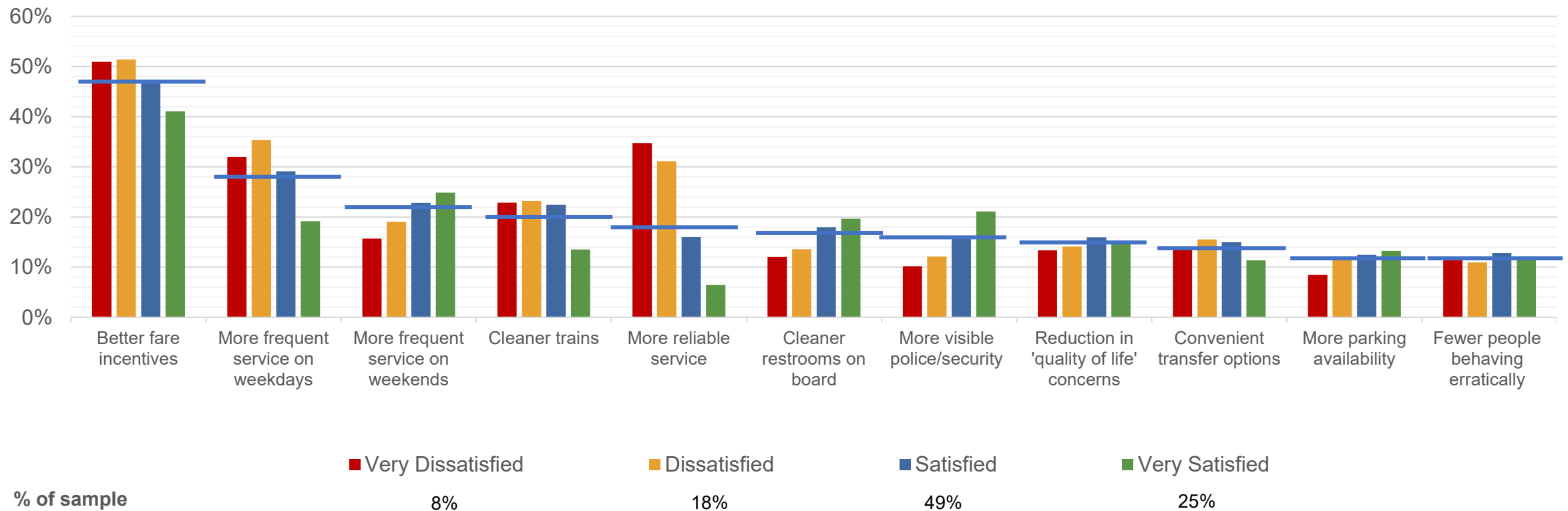


Question(s): In general, how satisfied are you with The Long Island Rail Road? How often do you transfer to another LIRR train to get to your destination?
Base: Customers who used The Long Island Rail Road at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease since Fall 2025



LIRR: Top Items To Improve To Increase Overall Satisfaction

Dissatisfied customers want better fare incentives, more frequent service on weekdays, and more reliable service. More customers selected better fare incentives in all groups compared to the Fall.



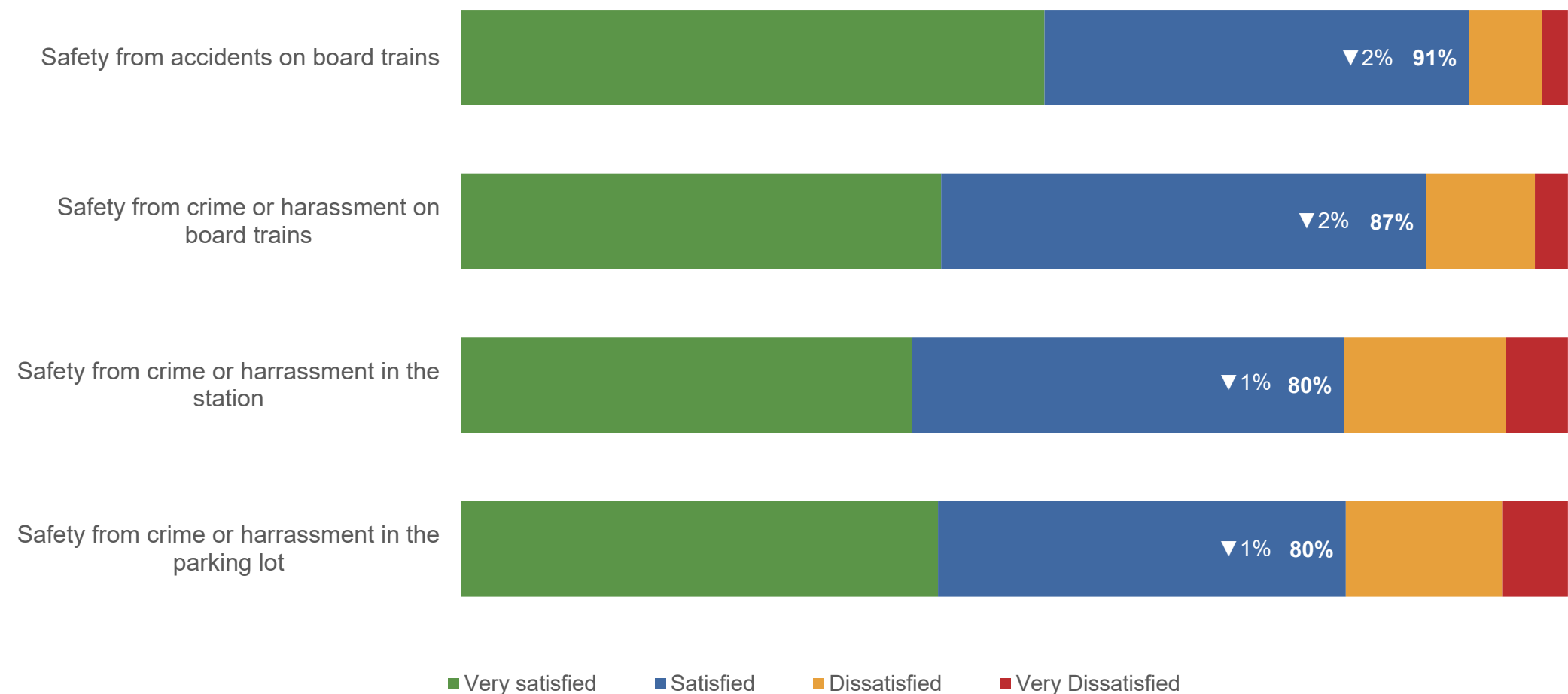
Question(s): Which of the following needs to improve to increase your Long Island Rail Road satisfaction? Select up to three.

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

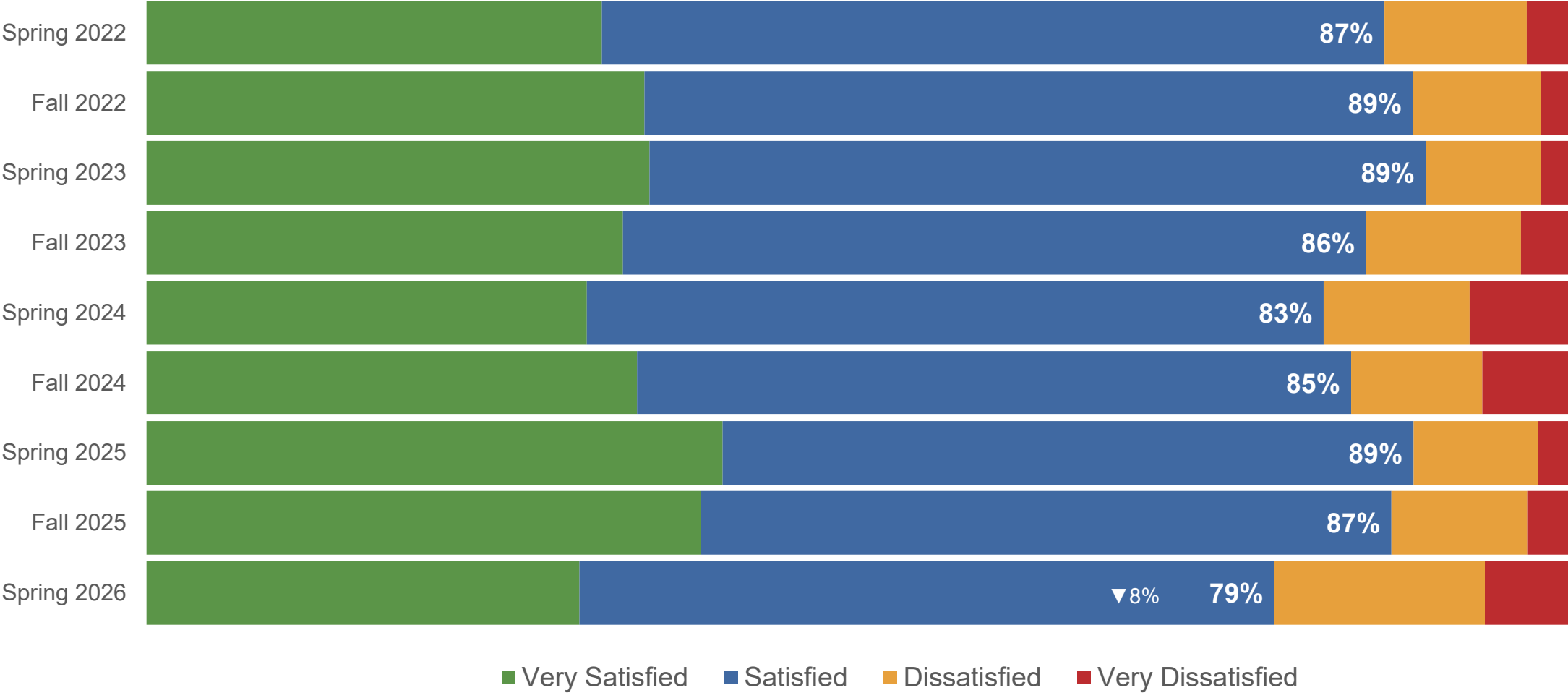
LIRR: Safety On Board and At Stations



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 2025

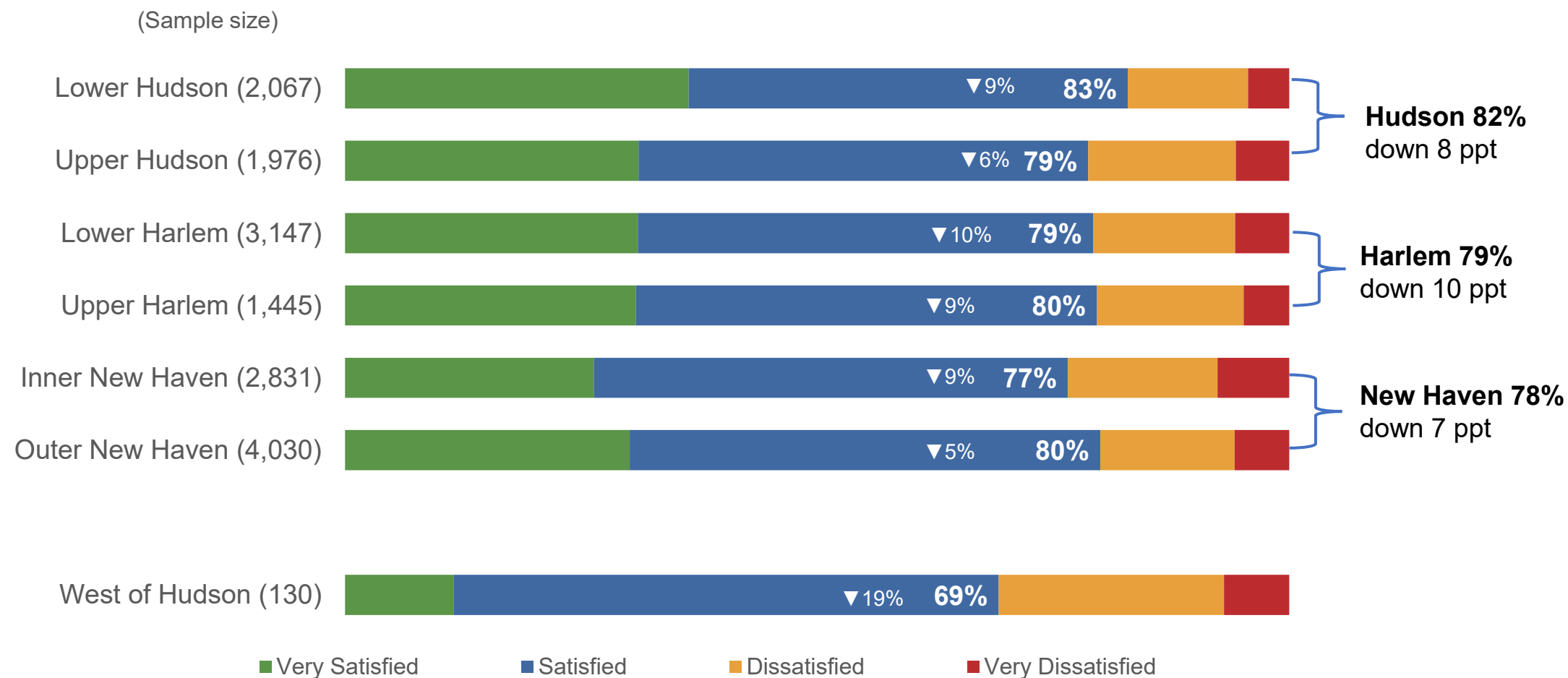


Metro-North: Overall Satisfaction Trend



Question(s): In general, how satisfied are you with Metro-North Railroad?
Base: Customers who used Metro-North Railroad East of Hudson 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 2025

Metro-North: Overall Satisfaction by Line and Line Segment

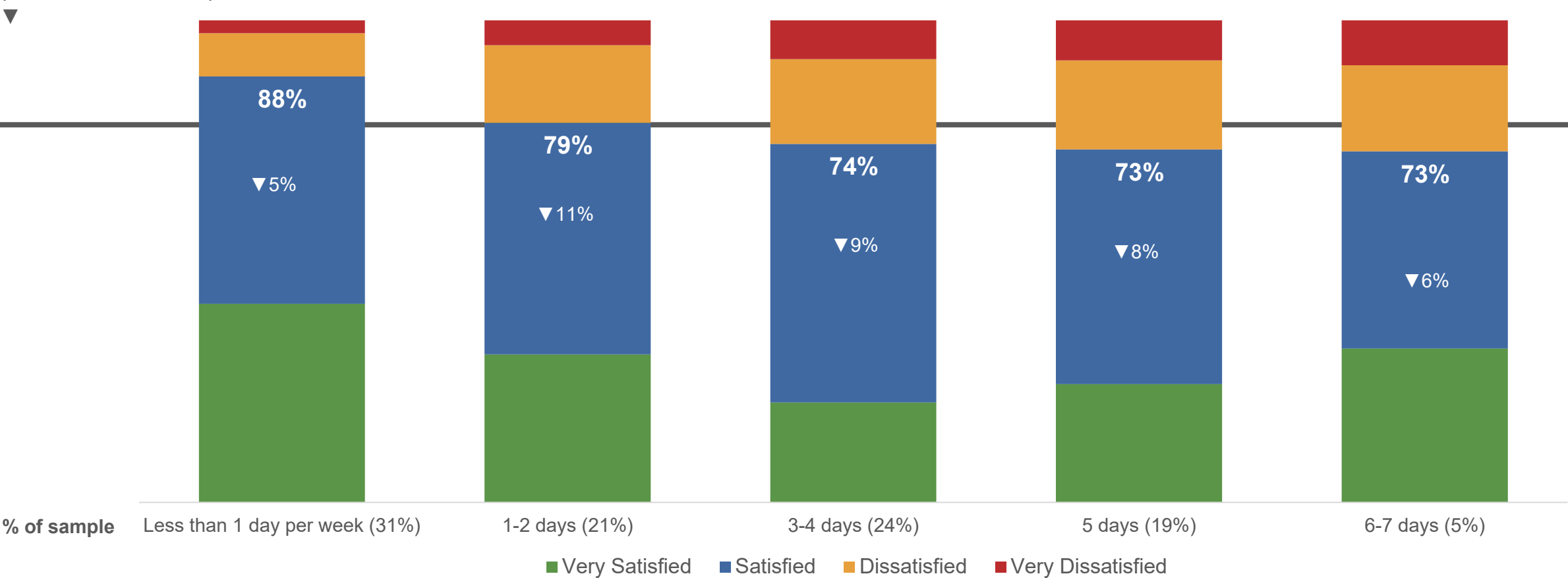


Question(s): How satisfied are you with Metro-North Railroad?
Base: Customers who used Metro-North Railroad at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Fall 2025
West of Hudson sample size is small, use with caution; **West of Hudson is not included in the Overall Metro-North numbers, which are East of Hudson only.**

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: Overall Satisfaction by Travel Frequency

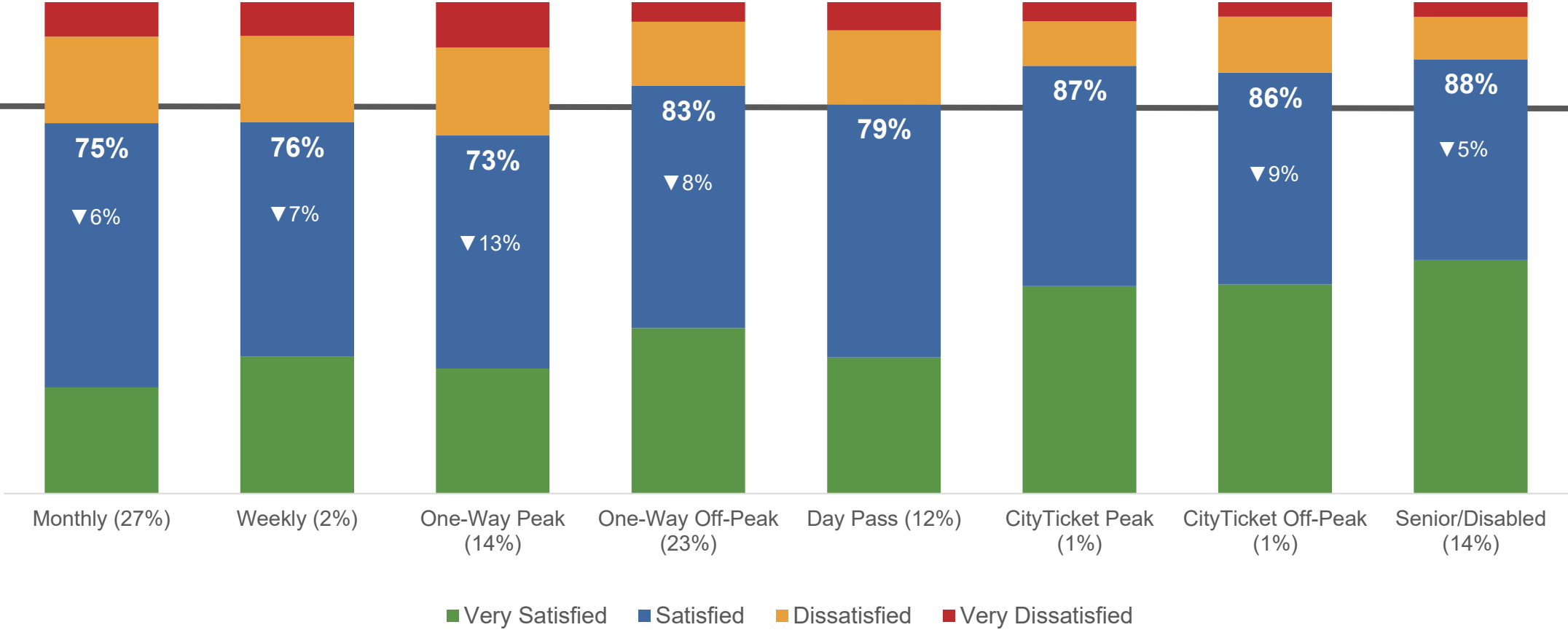
Spring 2026
Overall Satisfaction Rate
(79%, 87% in Fall 2025)



Question(s): In general, how satisfied are you with Metro-North? In the last 6 months, how many days in a typical week did you use Metro-North?
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 since Fall 2025

Metro-North: Overall Satisfaction by Ticket Type

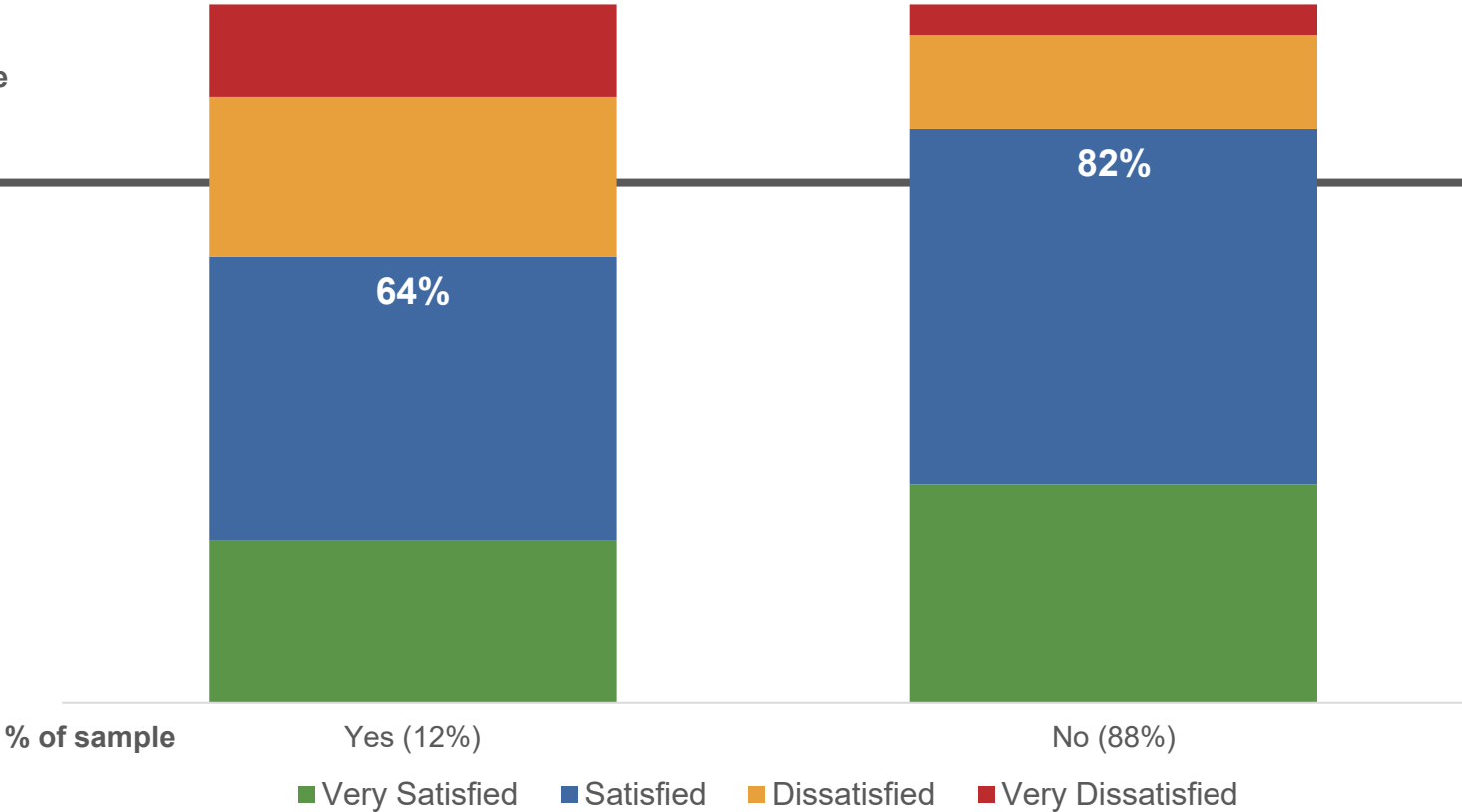
Spring 2026
Overall Metro-North Satisfaction Rate
(79%, 87% in Fall 2025)



Question(s): In general, how satisfied are you with Metro-North? In the last 6 months, What type of ticket do you usually use for your Metro-North trips?
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 since Fall 2025

Overall Satisfaction by Surcharge Status

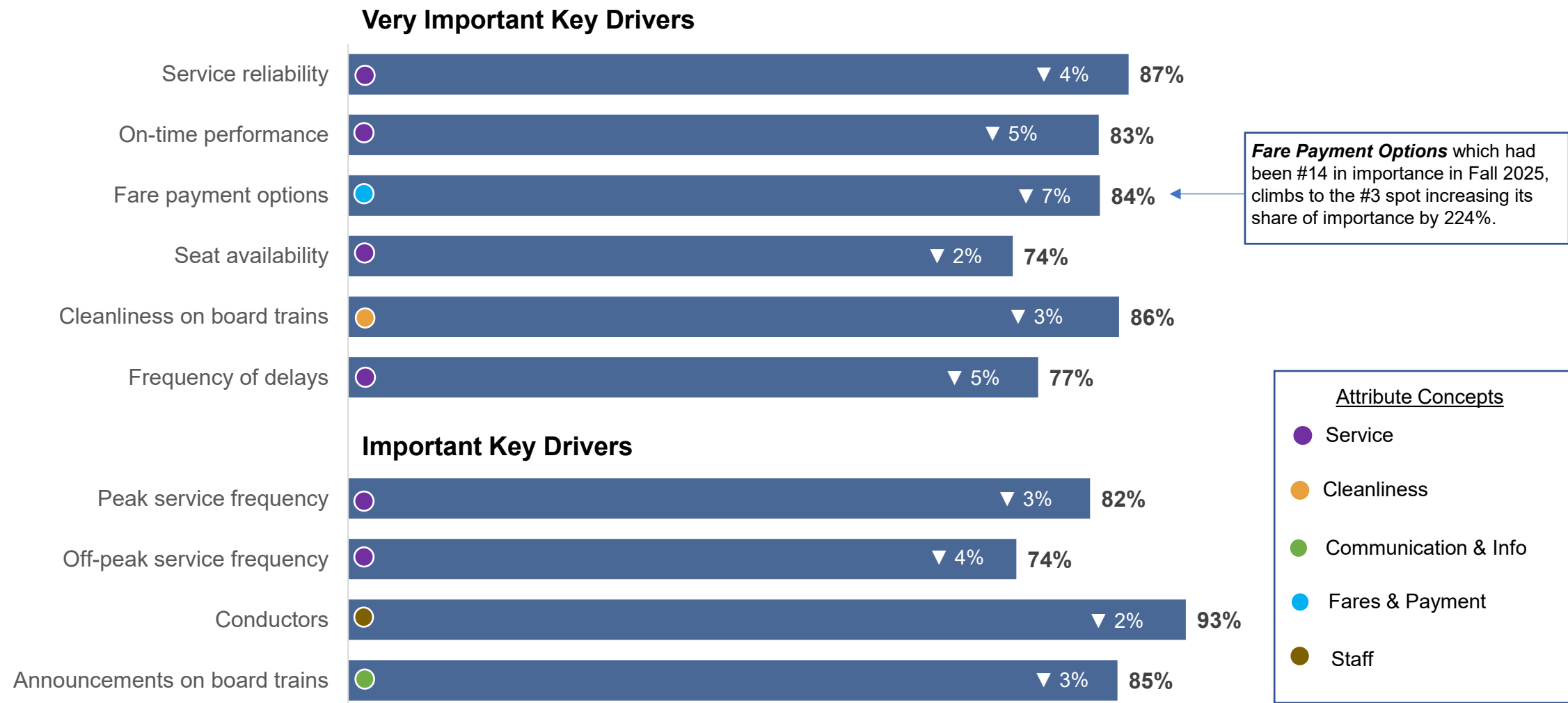
Spring 2026
Overall Metro-North Satisfaction Rate
(79%, 87% in Fall 2025)
▼



Question(s): In general, how satisfied are you with Metro-North? In January 2026, the surcharge for tickets purchased or activated on board via TrainTime increased to \$8. Have you been charged a surcharge for purchasing or activating on board?
Base: Customers who used Metro-North at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10)

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 2025

Metro-North: Line Segment Key Drivers

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

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

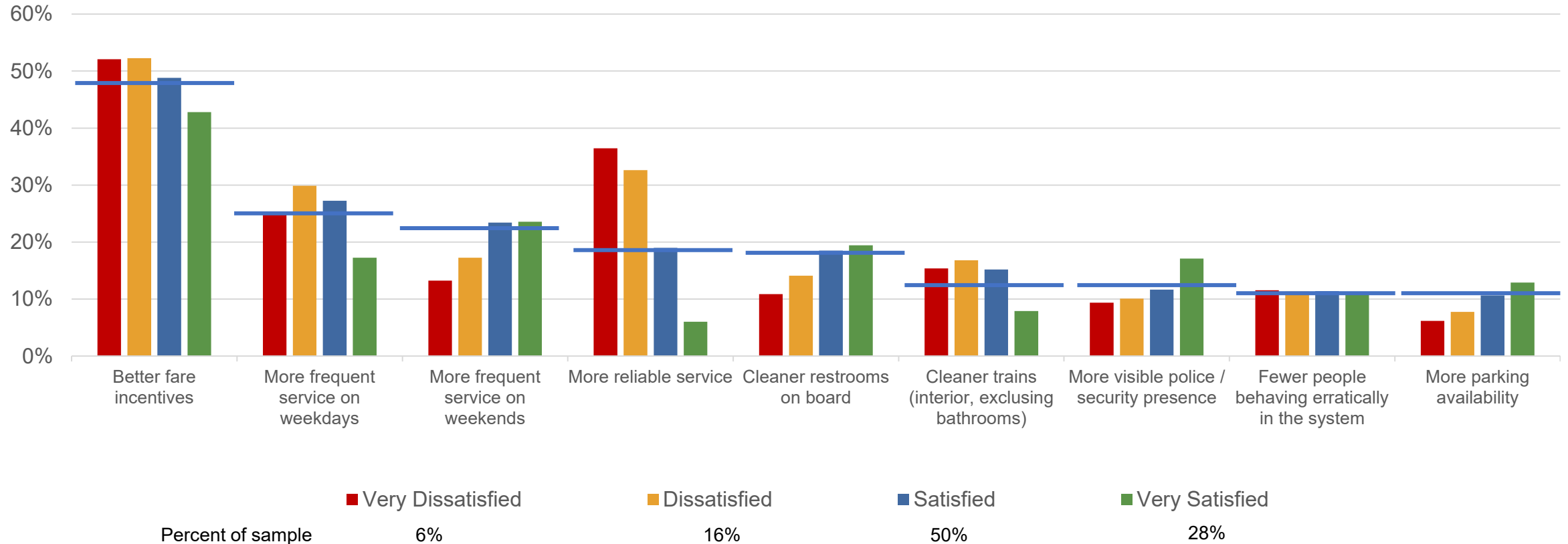
Base: Customers who used Metro-North at least once in the last 6 months.

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



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

Dissatisfied customers care more about better fare incentives 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?

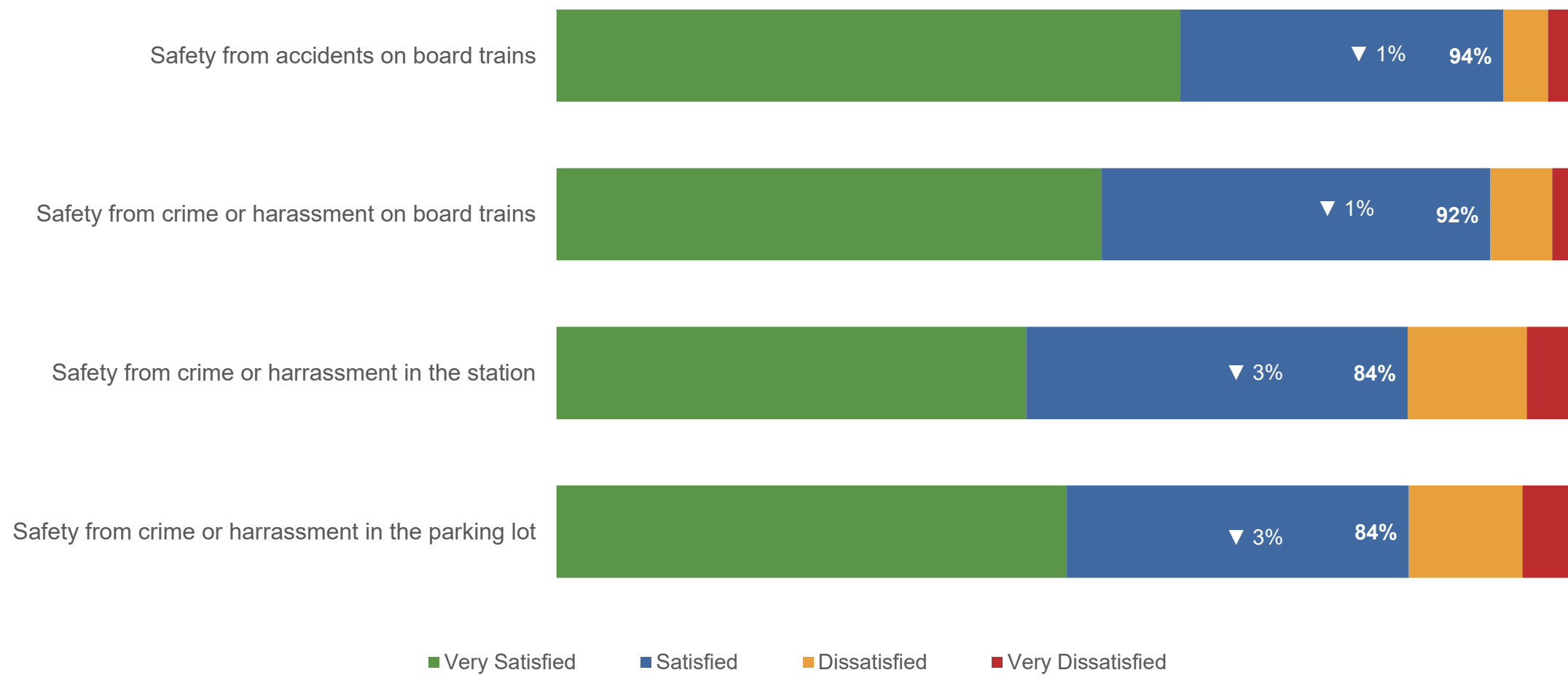
Select up to three.

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



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 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 2025

