

1999 LIRR Report Card

***An annual rider survey by the
Long Island Rail Road Commuters Council***

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EXECUTIVE SUMMARY

Long Island Rail Road (LIRR) riders graded the railroad harshly this year. The rating for overall service declined measurably for the second consecutive year and dropped to its lowest grade in five years (C). The last time the LIRR received a C was in 1995; in 1996, 1997, and 1998, the grade was a C+. Underscoring the decline this year are two dramatic trends. The grade point average dropped measurably for more than half (24) of the 46 performance indicators that riders use to rate the railroad. Only one category — home station ticket selling hours — showed a measurable improvement. Last year, scores rose in seven areas and declined in just five. There was also a substantial increase in the percentage of riders who feel that railroad service is getting worse. In 1997 and 1998, about 20% of respondents felt this way. This year, the figure grew to approximately 30%. The shift in the grades and perception of the LIRR illustrate a ridership that is becoming increasingly disenchanted with service.

That customers feel so negatively about the railroad is not surprising. Service quality in several critical areas was poor in 1998, especially during the summer, and continues to be below par in 1999. On-time performance (OTP) in the morning and evening rush hours through the first six months of 1999 hovered just around 90%, below the LIRR's goal of 94%. The LIRR also struggles almost every month to provide an adequate number of rail cars to accommodate ridership needs. On ten days this June, when the Council was collecting report cards, the railroad fell ten or more cars short of its AM car needs. Fewer cars means less available seats for riders. Inadequate summer air-conditioning was also a major problem. Council members were on many hot trains this summer and also received numerous complaints from riders about poor air-conditioning. The LIRR's own statistics bear out this trend. In June, 93% of cars inspected during the AM and PM peak were compliant with railroad standards, down from 98% in May. The numbers point to a railroad that is falling short in the most important areas.

Rider dissatisfaction was most pronounced in these and other key service categories. Notable areas in which the scores declined measurably include:

AM on-time performance	PM seating availability
PM on-time performance	Train interior cleanliness
AM rush service	Train rest room cleanliness
PM rush service	Seat condition
AM seating availability	Summer air-conditioning

Grades in these categories were among the lowest in the survey. Train rest room cleanliness and summer air-conditioning received the two poorest scores (D+ and C-, respectively). Train interior cleanliness and seat condition, two other categories that

reflect rider sentiment about the state of the railroad's cars, also garnered low marks (C and C-, respectively). Indicators that rated highly include am and pm train crews, which were the two highest scoring categories and gained a B and B-, respectively. Also earning high marks were home station cleanliness and waiting area cleanliness at Penn Station, both of which received a B-.

When asked what one aspect of railroad service they would most like improved, riders primarily focused on areas related to the condition of the LIRR's car fleet. More trains was the most frequent answer. Seating availability was second, climate control tied on-time performance for third, and car cleanliness was fourth. Respondents are telling the railroad not only that they are unhappy, but that it must direct its attention to the most basic areas of service before satisfaction will improve.

The most critical step the LIRR must take is upgrading the condition of its electric and diesel cars. Other planned measures will help, notably a new schedule in 2000 that should improve customer satisfaction with the frequency of service. Without better cars, though, dissatisfaction will remain high. Despite the age of the cars — diesel cars date back to the 1950s and many of the electric cars are nearing 30 years of age — fleet needs were not adequately addressed until the 1995-1999 MTA Capital Program. Car condition has suffered as a consequence. The interior of cars, including seats, windows, and rest rooms, has deteriorated. Most importantly, the railroad has struggled to keep cars in good working condition. A large number of cars are in for repair every day, and air-conditioning and climate control systems often fail. The problems naturally affect customer comfort. People ride trains that are sometimes too hot or cold, the interior of cars are not always pleasant, and the number of cars out of service constrains seating availability.

The LIRR has begun to address the shortcomings in its fleet. It has increased its maintenance activities to ensure that more cars are available for service and to keep such critical systems as air-conditioning in working order. The railroad has also begun to replace or overhaul its fleet of cars. Throughout 1999, it has been phasing out the older diesel cars and putting new bi-level cars into service. In addition, the LIRR is now upgrading a number of the aging electric cars and acquiring new ones. Over time these initiatives should make a substantial difference, but improvements have been and will continue to be slow in coming.

One of the most eagerly awaited improvements — the replacement of the diesel fleet with bi-level cars and dual-mode engines that can operate in electric territory — has been significantly delayed. All 134 bi-level coaches should have been in place by the end of March 1999. Unfortunately, the first train went into service a year behind schedule, and when the Council distributed the report cards in May and June, only a handful of trains had been put in service. Grades on the diesel branches likely would have improved this year if the trains were in operation as planned. Instead, indicators

such as train cleanliness, seat condition, and air-conditioning did not gain this year. The dual-mode engines also are delayed. They should have been in service by March 1999 and now will not start running until the end of the year. Diesel customers will remain dissatisfied until the new fleet is fully in operation.

The electric fleet strategy also will not benefit riders soon. The LIRR has 922 electric cars in its fleet, but presently has only contracted to replace 192 of them and committed to overhauling 132. In the MTA's next five-year Capital Program, the railroad plans to buy another 472 electric cars. It also plans a midlife overhaul of its M3 cars. Riders in electric territory nonetheless will have to make do with the older cars for several more years. Their satisfaction, too, will continue to languish unless the railroad can improve conditions in the interim.

The LIRR must do whatever it can to make short-term improvements until its long-term strategies began to yield results. Although the findings in this year's Report Card are a dramatic downward shift from prior years, they are also indicative of results in the past. The railroad has never received a grade better than C+. With the exception of the first Report Card in 1986, when the LIRR got a D+, the grade has always been in the C range. The trend will not change until conditions on the railroad improve appreciably. It is critical that the LIRR continue to upgrade its cars and that the railroad receive the money needed to replace the large portion of its electric fleet. Improvements in car equipment will help greatly. However, the LIRR cannot wait until then to try to better conditions. The railroad must continue to explore other avenues of improvement, as it has begun to do, and act aggressively to address its shortcomings. Otherwise, problems will persist, and riders will remain unhappy.

SURVEY METHODOLOGY

Long Island Rail Road Commuters Council members collected 2,326 report card surveys aboard peak-period LIRR trains. The survey was conducted from mid May until the end of June, as opposed to 1997 and 1998, when the cards were distributed from mid April to mid May. Early collection was necessary the previous two years because of the LIRR's mainline track rehabilitation program. This spring the railroad did not perform track rehabilitation work on the mainline.

The number of surveys completed by riders of each branch of the LIRR is shown in Table 1 (p. A-1). In order to ensure that the results are reflective of the railroad's ridership as a whole, the responses were weighted so that the effective sample size for each branch is proportional to the branch's ridership. (See Table 1.)

The respondents graded the railroad on the following 46 performance indicators:

- On-time performance (AM & PM)
- Seating availability (AM & PM)
- Schedule adequacy (AM & PM)
- Train crew performance (AM & PM)
- Announcements
 - On trains (AM & PM)
 - Penn Station (PM)
 - Jamaica (AM & PM)
 - Flatbush (PM)
 - Home station (AM & PM)
- Train cleanliness
 - Interior
 - Rest rooms
- Station cleanliness
 - Home station
 - Penn Station
 - Jamaica
 - Flatbush
- Rest room cleanliness
 - Home station
 - Penn Station
 - Jamaica
 - Flatbush
- Management performance
- Escalator reliability
- Winter heating
- Summer air-conditioning
- Seat condition
- Personal security
 - Trains
 - Penn Station
 - Jamaica
 - Flatbush
 - Home station
 - Parking lot
- Home station
 - Building access hours
 - Ticket selling hours
 - Station maintenance
- LIRR service
 - Overall
 - AM rush hour service
 - PM rush hour service
 - Midday service
 - Late night service
 - Weekend service

The indicators are the same categories used in 1998, though the language of two questions was changed. “Escalator maintenance” was reworded “escalator reliability;” the wording for the “safety” categories was modified to “personal security.” The latter change was made to clarify that riders are being asked how secure they feel from crime when using the railroad and its facilities. Some riders may have thought they were being asked whether they feel safe from accidents when they are on trains or LIRR property.

Two versions of the report card were distributed to determine whether the language changes affected the responses — one with the old questions and one with the new questions. The responses for each version were tabulated, and grade point averages (GPA) for both sets of responses were then calculated. The scores were then compared against each other in order to see whether they were different, and if they differed, by how much. A large difference means that riders interpreted and answered the new questions differently. The results between this year and past years in that case would not be comparable. The GPA for “escalator maintenance” and “escalator reliability” were essentially the same. In this case, the change in wording can be considered not to have affected how people interpreted the question. However, the scores for “safety” and “personal security” did differ by a significant margin. Respondents who were asked to grade “personal security” therefore responded differently than those who were asked about “safety.” Accordingly, the results for “escalator reliability” can be compared to past results, but the results for “personal security” cannot be compared to the results in prior years.

Riders graded the railroad using the following scale:

A = Excellent
B = Good
C = Average
D = Below Standard
F = Failing.

The grades circled by respondents were assigned numerical values (A = 4, B = 3, C = 2, D = 1, F = 0), and the results were averaged for each indicator. The average values were then assigned the nearest corresponding letter grade as follows:

A = 4.00
A- = 3.67
B+ = 3.33
B = 3.00
B- = 2.67
C+ = 2.33
C = 2.00
C- = 1.67
D+ = 1.33
D = 1.00
D- = 0.67

$$F = 0.00.$$

The survey also included three demographic questions: gender, age, and number of years riding the LIRR. Riders were also asked to name the one aspect of the railroad they would most like to see improved and whether they feel the LIRR is getting better, getting worse, or remaining the same. The frequency of each response to both questions was tabulated. Space was also given for respondents to write any suggestions or comments. These remarks were tabulated by category, and representative comments were transcribed. The results appear in Appendix B.

As it does every year, the report card included a series of questions designed to solicit input on current issues facing the railroad and its riders. Respondents were asked three topical questions this year. The first asked people who have ridden on the new bi-level coaches to grade the cars. Riders answering this question were then asked to name the one aspect of the coaches they like most and like least. The second question asked riders whether they have access to e-mail, and if they do, whether they would use it to contact LIRR customer service. The third question was a follow-up to the Council's "Happy Rails to You" customer courtesy campaign. It asked respondents how often they use a cellular phone on-board LIRR trains and what type of calls they make on their phone.

The 1999 LIRR Report Card

Your LIRR COMMUTERS COUNCIL would like you to grade the LIRR.

Please circle the grade you would give the LIRR for each of the following areas.

A = EXCELLENT B = GOOD C = AVERAGE D = BELOW STANDARD F = FAILING

	MORNING	EVENING	Management performance	A B C D F NA
On-time performance	A B C D F NA	A E C D F NA	Escalator reliability	A B C D F NA
Seating availability	A B C D F NA	A B C D F NA	Winter heating	A B C D F NA
Schedule adequacy	A B C D F NA	A B C D F NA	Summer air-conditioning	A B C D F NA
Train crew	A B C D F NA	A B C D F NA	Seat condition	A B C D F NA
			Personal security	
Announcements			Trains	A B C D F NA
On trains	A B C D F NA	A B C D F NA	Penn Station	A B C D F NA
Penn Station	--	A B C D F NA	Jamaica	A B C D F NA
Jamaica	A B C D F NA	A B C D F NA	Flatbush	A B C D F NA
Flatbush	--	A B C D F NA	Home station	A B C D F NA
Your home station	A B C D F NA	A B C D F NA	Parking lot	A B C D F NA
			Home station	
Cleanliness	INTERIOR	RESTROOM	Building access hours	A B C D F NA
Train cleanliness	A B C D F NA	A B C D F NA	Ticket selling hours	A B C D F NA
			Station maintenance	A B C D F NA
Station cleanliness	WAITING AREA	RESTROOM	LIRR Service	
Home station	A B C D F NA	A B C D F NA	Overall service	A B C D F NA
Penn Station	A B C D F NA	A B C D F NA	A.M. rush hour service	A B C D F NA
Jamaica	A B C D F NA	A B C D F NA	P.M. rush hour service	A B C D F NA
Flatbush	A B C D F NA	A B C D F NA	Midday service	A B C D F NA
			Late night service	A B C D F NA
			Weekend service	A B C D F NA

Is the LIRR getting (check one) •Better___ •Worse___ •No Change___ Your Sex: M or F Your Age:___

How many years have you been riding the LIRR? (check one) •0-5___ •6-10___ •11-15___ •16-20___ •20+___

Your station of origin is _____

(Very important. Please do not leave blank.)

MORE ON REVERSE SIDE ↓

If you have ridden on the new bi-level diesel coaches, please rate your overall satisfaction with them: A B C D F NA

What one aspect of the coaches do you:

Like Most: _____

Like Least: _____

Do you have access to e-mail? Yes No

If yes and the LIRR accepted customer service complaints or inquiries by e-mail, how likely is it that you would use this option?

Very Likely Likely Not Likely

How often do you use a cellular phone on board LIRR trains?

Very Often Often Occasionally Never Don't Have A Cell Phone

What types of calls do you make on your cellular phone?

Business Personal Both NA

The one thing I would most like to see improved is (please print):

SUGGESTIONS OR COMMENTS (please print neatly):

Thank you for your cooperation

The Long Island Rail Road Commuters Council (LIRCC) was created by the New York State Legislature in 1981 to study, investigate, monitor and make recommendations with respect to the maintenance and operation of the Long Island Rail Road. The 12 volunteer members of the LIRCC are regular users of the railroad and are appointed by the Governor upon the recommendation of local elected officials.

Long Island Rail Road Commuters Council

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MORE ON REVERSE SIDE

RESULTS

Systemwide Results

Overall Service. For the first time since 1995, when the score for overall service declined from a C+ to a C, the rating in this category declined measurably. The railroad received a C this year, compared to a C+ in each of the three previous years. The lower grade reflects an unequivocal expression of customer dissatisfaction with the LIRR. In 1998, scores in most of the categories remained unchanged, but this year, the ratings for more than half (24) of the indicators dropped measurably. Only one attribute — home station ticket selling hours — improved significantly. Also telling is the shift in riders' perception of the LIRR. Approximately 30% of the respondents this year said that the railroad is getting worse, which is a dramatic change from 1997 and 1998. In those two years, about 20% of the riders held this opinion. The change came at the expense of the percentage of riders who feel the LIRR is improving: 20.4% in 1999, compared to about 30% in 1997 and 1998.

Service by Time Period. The results this year reinforce and broaden a trend that began in 1998. Then, the scores for AM rush and midday service declined measurably; in 1999, there was a significant drop in these two areas as well as in PM rush and late night service. Only weekend service remained unchanged. Every indicator graded a C, with the exception of AM rush service, which received a C+.

On-Time Performance. Both the grade point average (GPA) and grade declined for AM and PM OTP in 1999. AM OTP received a C+, down from a B-. PM OTP dropped from a C+ to a C. OTP was the third most wanted improvement this year, tying with climate control. OTP was also third in 1997 and 1998. (See Table 7, p. A-11, and Figures 2 & 3, p. A-12 to A-13.)

The lower grades only partially correspond with the LIRR's performance in this area. AM OTP through June 1999 was worse than it was through June 1998: 92.1% compared to 89.8%. However, PM OTP for the first six months of the year rose from 89.8% in 1998 to 91.6% in 1999. The divergent results are not atypical for the Report Card. Riders, for example, rated AM OTP lower in 1998 than in 1997 even though AM OTP had improved.

Several factors could account for the difference between rider opinion and the railroad's performance. Passengers may be responding to the actual arrival time of trains, not to the LIRR's own statistics. The railroad considers a train to be on-time if it is less than six minutes late. PM trains may be on-time according to this standard, but they may be late according to the schedule and riders. Alternatively, Council members may have collected the report cards shortly after an incident, or riders may simply be growing more dissatisfied with the LIRR. Despite the improvement, a PM OTP of 91.6% is poor and below the railroad's goal of 94%.

Seating Availability. More seats was the second most requested improvement this year, as it was in 1998. Echoing rider dissatisfaction with standee conditions on trains, the score for both AM and PM seating availability declined measurably. The grade for PM seating availability dropped as well, from a C to a C-; however, the grade for AM seating availability remained a C+.

Schedule Adequacy. Although the grade for AM schedule adequacy declined from a B- to a C+, the GPA was unchanged. The score for PM schedule adequacy dropped measurably, but the grade remained a C+. More frequent service was the most requested improvement for the second consecutive year.

Train Crew Performance. AM train crews continue to post the best grade, having received a B for the fourth year in a row. The grade for PM train crew performance also remained the same (B-). In both cases, though, the GPA was measurably lower.

Announcements. Three of the eight announcement categories showed a measurable decline this year: AM and PM on-train announcements, and AM Jamaica announcements. The grade for AM on-train and AM Jamaica announcements remained a C+, while the grade for PM on-train announcements fell from a C+ to a C. PM Flatbush announcements was the only other indicator to receive a lower grade, dropping from a C+ to a C. Its score did not measurably change. PM Jamaica announcements earned a C+, and home station announcements graded a C in the morning and evening.

Cleanliness. Train rest room cleanliness again received a D+ and was the lowest ranked attribute for the fifth straight year. Its score also dropped measurably this year. Of the remaining nine cleanliness indicators, the scores declined measurably for three: train interior cleanliness and waiting area and rest room cleanliness at Penn Station. The grades for these categories remained the same, though, at C, B-, and C+, respectively. Home station waiting area and rest room cleanliness posted the same grades this year as they did last year: B- and C+. Jamaica waiting area and rest room cleanliness received the same scores, but the grades reversed. Waiting area cleanliness went from a C- to a C; rest room cleanliness fell from a C to a C-. The grade for waiting area cleanliness at Flatbush climbed from a C- to a C, though the GPA was unchanged. Rest room cleanliness at Flatbush graded a C-, as it did in 1998.

On the diesel branches (Montauk, Oyster Bay, and Port Jefferson), the introduction of the bi-level coaches did not have a positive impact on the grades for train interior and rest room cleanliness. These two categories received the same score and grade this year as they did in 1998. The results may improve next year when the full complement of coaches is in place and riders have had more exposure to them.

Management Performance. Not surprisingly, the growing dissatisfaction among riders had a negative impact in this area. Although the grade remained the same (C), the score declined measurably.

Escalator Reliability. The language of the question was changed this year, from "escalator maintenance" to "escalator reliability." Two different versions of the Report Card (one with the old wording and one with the new wording) were distributed in order to determine whether the change affected how riders responded. GPAs for each version were calculated and then compared to see whether they differed. If there was a significant difference between the scores for each version, changing the wording would be considered to have affected how riders interpreted and answered the question. The scores for both versions were basically the same, meaning that modifying the wording had no effect. Riders graded the LIRR lower this year (C) than they did in 1998 (C+).

Climate Control. For the first time in the history of the Report Card, climate control was among the top three most wanted improvements. It tied with OTP for third and moved up from fifth last year and sixth in 1997. Ratings in this area also declined measurably this year. Winter heating received the same grade as it did last year (C+), but the score dropped. Summer air-conditioning went from a C to a C-. Two factors could account for the drop in rider satisfaction with air-conditioning: the railroad's performance in this area or the timing of the report card distribution. The survey was conducted during relatively cool weather in April and May 1998 and during hotter than usual weather in May and June 1999. Riders were likely more sensitive to this issue this year than they were last year. However, the LIRR's performance did slip as the weather became warmer. In May, 98% of the cars during peak periods were in compliance with air-conditioning standards, but in June, this figure dropped to 93%.¹

Seat Condition. The GPA for seat condition declined measurably for the second consecutive year; the grade declined as well, from a C+ to a C. The three diesel branches (Montauk, Oyster Bay, and Port Jefferson) received the same score and grade in this category as they did last year. This result again illustrates that customers probably have not had enough exposure to the bi-level fleet for the coaches to have affected the perception of riders positively.

Personal Security: Personal security on trains, at Penn Station, and at home stations received a B-. Personal security at Jamaica and Flatbush posted a C+, and parking lot security rated a C. However, this year's scores cannot be compared to the results in prior years because the wording for this question was changed from "safety" to "personal security." The language was modified in order to clarify that riders are being asked whether they feel secure from crime on the LIRR, as opposed to whether they feel safe from accidents on trains and railroad property. As was the case with "escalator reliability," two versions of the Report Card were distributed (one with the old wording and one with the new wording). In this case, the scores for each version did differ enough for the change in language to be considered to have affected how riders responded. Rewording the question therefore had an effect on the results, making prior years' findings incomparable to those this year and in the future.

¹ Long Island Rail Road Monthly Operating Report, June 1999, p. 9.

Home Station. Ticket selling hours was the only indicator to improve measurably this year, though the grade remained a C. Station maintenance graded a C+, as it did in 1998. The grade for building access hours rose from a C to a C+, but the GPA for this attribute remained the same.

Demographics. Little changed in this area from last year to this year. The split between male and female riders was almost identical: 56.7% and 43.3% male and female in 1999, compared to 56.5% and 43.5% male and female in 1998. The largest percentage of the respondents has been riding the railroad for five years or less (36%); next is people who have been riding between six and ten years (23.2%). The results, including the age distribution of respondents, are shown in Tables 3 (pp. A-3 to A-4) and 4 (pp. A-5 to A-6).

Topical Questions. Three topical questions were included this year. The first question focused on rider sentiment about the new bi-level coaches. The second question asked respondents whether they have access to e-mail, and if so, would they use it to contact LIRR customer service. A question was also asked about cellular phone usage. The results, which are discussed below, provide valuable insight that the LIRR can use to develop or modify programs designed to address the concerns of riders.

Bi-level coaches: Respondents were asked to grade the new cars and to indicate their favorite and least favorite aspect of the coaches. (The full results appear on Tables 8 to 10 on pp. A-14 to A-16.) Rider sentiment was positive; the coaches rated a B+. The results by branch varied. Oyster Bay riders gave the cars a B+, but Montauk and Port Jefferson customers graded them a B-. Huntington and Babylon riders gave good marks to the coaches, each ranking the cars a B+, and customers in exclusively electric territory were satisfied as well. The small number of Long Beach and West Hempstead riders who answered the question gave the cars an A; the cars garnered a B+ among the handful of Port Washington commuters who responded.

The clean look and feel of the cars was the overwhelming choice for most liked feature. Almost 30% of the respondents to this question cited this attribute as their answer. The second most frequent response (seat availability) was far behind at 12.5%. Next was the smoothness of the ride (11.6% of respondents). Riders also said they like the comfort of the cars. Seat comfort was the fourth most frequent answer (10.5%), followed by roomy seats/interior (9.0%) and the overall comfort of the coaches (8.4%).

The least liked feature was the automated public address announcements. Of the people who answered this question, 18.2% named this aspect of the coaches. Riders disliked both the volume and frequency of the announcements. Next was the roominess of the seats and interior space (12.3% of respondents), which is surprising given that this feature was the fourth most liked attribute. Riders commented that they feel that there is insufficient leg room, that the seats are too close together, and that the aisles are too narrow. Many respondents said they are dissatisfied with the schedule of the bi-level fleet; it was the third most frequent answer at 10.4%. Respondents also disliked the reliability of the bi-level trains (9.9% gave this answer) and the amount of storage space

(6.7% cited this attribute). For the most part, riders were unhappy with the overhead luggage racks.

E-mail: Respondents were asked if they have access to e-mail, and if they do, whether they would use it to contact LIRR customer service. The results were overwhelming: almost 90% of riders have access to e-mail, and of this group, 80% said that they would be very likely or likely to use e-mail to contact railroad customer service. Several major mass transportation agencies in North America accept customer inquiries by e-mail, including New Jersey Transit, the Southeastern Pennsylvania Transportation Authority, and STCUM (the Montreal Transit Commission). The LIRR and other MTA agencies should follow suit, given the strong level of interest among riders.

Cellular phone usage: Respondents were asked how often they use a cellular phone on-board trains and whether they use a phone for personal or business reasons. Almost 60% of riders use a cellular phone when travelling on the LIRR, with 41% of people saying they use a phone occasionally. The remaining riders either do not have a cellular phone (20%) or said they do not use one on-board trains (21%). Almost two-thirds of people who use a phone said they use it for both personal and business calls. (The results appear in Figures 6 and 7 on pp. A-19 to A-20.)

Results By Branch

Results were also tabulated separately for each branch. (See Table 11, pp. A-21 to A-23.) For the purpose of determining which branches scored best and worst for each indicator, the actual GPAs were used instead of the letter grades. This approach allows finer distinction between results.

Overall Service. The Port Jefferson Branch replaced the Montauk Branch as the lowest-scoring branch, with a grade of C-. Montauk had rated lowest in the two previous surveys. Port Jefferson finished last in 12 of the remaining 31 branch-specific indicators.² Once again, Port Washington received the best mark, but its grade dropped from a B- to a C+. The branch placed first in 21 of the remaining 31 indicators.

Perception of Improvement. Underscoring the growing customer dissatisfaction with the LIRR, the percentage of riders who said that the railroad is getting worse ballooned from 21.9% to more than half (51.0%) on Port Jefferson. (Systemwide approximately 30% of riders said that the quality of service is declining.) Port Jefferson was first in this category; Oyster Bay was second, with 43.6% of the branch's riders holding this opinion. Customers on Oyster Bay were also the least likely to feel that the railroad is improving. Only 7.9% of riders on the branch felt this way. Hempstead and Port Jefferson customers were most likely to feel that service is getting better (26.7% and 25.8% of respondents, respectively, held this view).

² Excludes management performance and indicators related to Penn Station, Jamaica, and Flatbush.

Service by Time Period. As it did in 1998, Port Washington finished first in each of the five time periods: C+ for AM rush, C+ for PM rush, B- for midday, C+ for late night, and C+ for weekend. Port Jefferson was last in the AM rush (C-), midday (D+), and weekend (D+) periods. Ronkonkoma scored lowest for PM rush service (D+), and Oyster Bay rated lowest for late night service (D).

On-Time Performance. Long Beach, with a B- for AM OTP, and West Hempstead, with a B- for PM OTP, displaced Port Washington for best OTP grades. Port Washington was first in both categories last year. Ronkonkoma scored lowest for AM OTP (C+) and PM OTP (C-). Montauk and Port Jefferson, respectively, were last in 1998.

Seating Availability. Riders on Ronkonkoma continue to be the least satisfied with the amount of available seats. With a C- and D+ in the AM and PM periods, respectively, it finished last in both areas this year, as it did in 1998 and 1997. West Hempstead scored highest in both indicators (B- for AM seating and C+ for PM seating).

Schedule Adequacy. The best result for AM schedule adequacy was on Babylon, which earned a B-. With a B-, Port Washington scored highest for PM schedule adequacy. Oyster Bay riders gave the LIRR the lowest grades for these attributes (D+ for AM schedule adequacy, down from 1998's C-, and D+ for PM schedule adequacy, the same as last year). The branch was also last in these categories in 1998 and 1997.

Train Crew Performance. Babylon scored highest for AM train crew performance (B), and West Hempstead earned the best mark for PM train crew performance (B). Port Jefferson train crews received the lowest grades (B- in the AM, and C+ in the PM).

Announcements. Unlike last year, when it ranked last in most categories and first in none, Montauk earned a top grade this year. The branch gained a C+ for AM on-train announcements. West Hempstead received a C+ for PM on-train announcements, making it the highest-rated branch in this area. Port Jefferson earned the worst marks for AM and PM on-train announcements (D+ and C-, respectively). Best marks for home station announcements went to Babylon in the AM (C) and Port Washington in the PM (C). Montauk scored lowest for AM home station announcements (D+); Port Jefferson was last for PM home station announcements (D+).

Cleanliness. Port Washington riders were most satisfied with train interior and rest room cleanliness, as they were in 1998 and 1997. They gave these areas grades of C+ and C-, respectively. Montauk shed the distinction of finishing last in these categories. Oyster Bay received the lowest grade for train interior cleanliness (D), and train rest rooms fared worst on Port Jefferson (D).

Montauk did repeat as the lowest-scoring branch for both home station cleanliness (C) and station rest room cleanliness (C-). Port Washington did best in each area (B+ for home stations and B- for station rest rooms).

Escalator Reliability. The number one rated branch was Port Washington (B-), and the poorest scoring branch was Babylon (C-). The results are a change from 1998, when Port Jefferson and Montauk finished first and last, respectively.

Climate Control. The scores for winter heating and air-conditioning declined on Port Washington (from B to B- and from C+ to C, respectively), but the branch again ranked highest in both categories. Montauk was last in these two areas in 1998; this year, Port Jefferson graded lowest for winter heating (C-) and Ronkonkoma fared worst for air-conditioning (D).

Seat Condition. Port Washington earned the best mark for the condition of seats (C+), supplanting Far Rockaway. Last was Port Jefferson, with a D. Oyster Bay scored lowest in 1998.

Personal Security: Port Washington finished first in all three branch-specific indicators: B for on-train security, B for security at home stations, and B- for parking lot security. Port Jefferson received the lowest grade for on-train security (C+), and Montauk was last for home station and parking lot security (C+ and C, respectively).

Home Station. Port Washington was first in each home station category in 1998 and 1997; it finished on top again this year. The branch graded a B- for building access hours, a B- for ticket selling hours, and a B for station maintenance. Montauk rated lowest for building access hours (D+) and station maintenance (C-). Oyster Bay riders were least satisfied with ticket selling hours, giving the LIRR a grade of D.

Appendix A

Tables and Figures

TABLE 1: DISTRIBUTION OF RIDERSHIP BY BRANCH

BRANCH	FALL WESTBOUND AM PEAK RIDERSHIP			COMPLETED REPORT CARDS	CASES IN WEIGHTED SAMPLE
	1996	1997	1998		
BABYLON	28,190	28,170	28,840 26.9%	522	626 26.9%
RONKONKOMA	15,900	17,520	17,970 16.8%	281	390 16.8%
PORT WASHINGTON	16,920	16,660	16,570 15.5%	382	359 15.5%
HUNTINGTON	15,870	15,300	15,550 14.5%	348	337 14.5%
LONG BEACH	8,580	8,570	8,730 8.1%	185	189 8.1%
PORT JEFFERSON	5,000	4,820	4,310 4.0%	154	93 4.0%
HEMPSTEAD	5,210	4,780	4,910 4.6%	91	107 4.6%
FAR ROCKAWAY ROCKAWAY	4,640	4,660	4,560 4.3%	105	99 4.3%
MONTAUK	2,510	2,500	2,260 2.1%	72	49 2.1%
OYSTER BAY	1,820	1,990	1,800 1.7%	110	39 1.7%
WEST HEMPSTEAD	1,630	1,570	1,720 1.6%	76	37 1.6%
SYSTEMWIDE TOTAL	104,600	104,700	105,500	2,326	2,326

Source: Long Island Rail Road Fall 1998 Ridership Book, LIRR Customer Quality and Service Planning Department; Long Island Rail Road Fall 1997 Ridership Book, LIRR Customer Quality and Service Planning Department.

Note: Systemwide ridership totals have been adjusted to avoid double-counting passengers who transfer east of Jamaica. The ridership percentages reported for each branch are percentages of the unadjusted total. Ridership figures in this table exclude Main Line stations east of Ronkonkoma, which accounted for 30 AM peak riders in 1998. Report Card weighting for each branch was based on 1998 ridership.

TABLE 2: PEAK ON-TIME PERFORMANCE

		1997	1998	1999
JANUARY	AM	87.9%	90.3%	80.0%
	PM	94.6	89.3	85.4
FEBRUARY	AM	90.7	94.8	89.3
	PM	92.4	93.6	95.8
MARCH	AM	90.5	88.2	91.5
	PM	94.1	87.8	92.1
APRIL	AM	91.9	95.4	92.6
	PM	95.0	94.8	92.8
MAY	AM	93.7	92.6	93.5
	PM	94.8	87.4	94.6
JUNE	AM	92.6	91.4	91.1
	PM	89.3	85.9	88.8
JUNE YEAR TO DATE	AM	91.2	92.1	89.8
	PM	93.4	89.8	91.6
	AM & PM	91.1	88.8	90.0
	AM	90.9	89.9	
	PM	88.0	88.9	
AUGUST	AM	92.1	91.4	
	PM	92.7	88.6	
SEPTEMBER	AM	91.6	91.2	
	PM	92.5	92.4	
OCTOBER	AM	90.8	87.1	
	PM	93.0	88.7	
NOVEMBER	AM	88.6	83.7	
	PM	91.4	90.1	
DECEMBER	AM	87.6	83.0	
	PM	94.4	91.3	
YEARLY AVERAGE	AM	90.7	89.9	
	PM	92.7	89.9	
	AM & PM	91.7	89.9	

Source: LIRR Monthly Operating Report

TABLE 3: 1999 SYSTEMWIDE RESULTS

OVERALL SERVICE		C	↓
ON-TIME PERFORMANCE	am pm	C+ C	↓ ↓
SEATING AVAILABILITY	am pm	C+ C-	↓ ↓
SCHEDULE ADEQUACY	am pm	C+ C+	↓
TRAIN CREW	am pm	B B-	↓ ↓
<u>ANNOUNCEMENTS</u>			
On Trains	am pm	C+ C	↓ ↓
Penn Station	pm	B-	
Jamaica	am pm	C+ C+	↓
Flatbush	pm	C	
Home Station	am pm	C C	
<u>CLEANLINESS</u>			
Trains	interior	C	↓
	rest room	D+	↓
Home Station	waiting area	B-	
	rest room	C+	
Penn Station	waiting area	B-	↓
	rest room	C+	↓
Jamaica	waiting area	C	
	rest room	C-	
Flatbush	waiting area	C	
	rest room	C-	
MANAGEMENT PERFORMANCE		C	↓
ESCALATOR RELIABILITY		C	↓
WINTER HEATING		C+	↓
SUMMER AIR-CONDITIONING		C-	↓
SEAT CONDITION		C	↓

TABLE CONTINUES ON NEXT PAGE

↑ Grade point average is significantly higher than in 1998.
↓ Grade point average is significantly lower than in 1998.

TABLE 3: 1999 SYSTEMWIDE RESULTS (Cont'd)

<u>PERSONAL SECURITY</u> Trains Penn Station Jamaica Flatbush Home Station Parking Lot		B- B- C+ C+ B- C
<u>HOME STATION</u> Building Access Hours Ticket Selling Hours Station Maintenance		C+ C ↑ C+
<u>OVERALL SERVICE</u> AM Rush PM Rush Midday Late Night Weekend		C+ ↓ C ↓ C ↓ C ↓ C
<u>IS THE LIRR GETTING:</u> Better Worse No Change		20.4% 30.1 49.5
<u>AGE:</u> Under 20 20-29 30-39 40-49 50-59 60-69 70+		0.7% 18.0 33.5 27.9 14.6 4.6 0.6
<u>SEX:</u> Male Female		56.7% 43.3
<u>HOW MANY YEARS HAVE YOU BEEN RIDING THE LIRR?</u> 0-5 6-10 11-15 16-20 20+		36.0% 23.2 17.5 9.3 14.0

↑ Grade point average is significantly higher than in 1998.
↓ Grade point average is significantly lower than in 1998.

Note: The grades for personal security on trains, at Penn Station, at Jamaica Station, at riders' home station, and at parking lots are statistically lower this year. However, because the language for these questions was changed this year, the results cannot be compared to prior years. (See "Methodology," page iii.)

TABLE 4: COMPARISON OF SYSTEMWIDE RESULTS

		ANNUAL REPORT CARD					
		1994	1995	1996	1997	1998	1999
OVERALL SERVICE		C+	C	C+	C+	C+	C ↓
ON-TIME PERFORMANCE	am	B-	B-	C+	B-	B-	C+ ↓
	pm	B-	C+	C+	C+	C+	C ↓
SEATING AVAILABILITY	am	B-	B-	C+	C+	C+	C+ ↓
	pm	C+	C+	C	C	C	C- ↓
SCHEDULE ADEQUACY	am	B-	C+	B-	B-	B-	C+ ↓
	pm	C+	C+	C+	C+	C+	C+ ↓
TRAIN CREW	am	B	B-	B	B	B	B ↓
	pm	B	B-	B-	B-	B-	B- ↓
<u>ANNOUNCEMENTS</u>							
On Trains	am	C+	C	C+	C+	C+	C+ ↓
	pm	C+	C	C+	C+	C+	C ↓
Penn Station	pm	C+	C+	B-	B-	B-	B- ↓
Jamaica	am	C+	C	C+	C+	C+	C+ ↓
	pm	C+	C	C+	C+	C+	C+ ↓
Flatbush	pm	C	C	C+	C+	C+	C ↓
Home Station	am	C	C	C	C	C	C ↓
	pm	C	C	C	C	C	C ↓
<u>CLEANLINESS</u>							
Trains	interior	C	C-	C-	C	C	C ↓
	rest room	D+	D+	D+	D+	D+	D+ ↓
Home Stations	waiting area	B-	B-	B-	B-	B-	B- ↓
	rest room	C	C+	C+	C	C+	C+ ↓
Penn Station	waiting area	C+	B-	B-	B-	B-	B- ↓
	rest room	C	C+	C+	C+	C+	C+ ↓
Jamaica	waiting area	C-	C-	C	C	C-	C ↓
	rest room	D+	C-	C-	C	C	C- ↓
Flatbush	waiting area	C-	C-	C	C	C-	C ↓
	rest room				C-	C-	C- ↓
MANAGEMENT PERFORMANCE		C	C-	C	C	C	C ↓
ESCALATOR RELIABILITY		C-	C	C	C+	C+	C ↓
WINTER HEATING		C+	C+	C+	C+	C+	C+ ↓
SUMMER AIR-CONDITIONING		C	C	C	C	C	C- ↓
SEAT CONDITION			C-	C	C+	C+	C ↓



TABLE CONTINUES ON NEXT PAGE

↑ Grade point average is significantly higher than in 1998.
 ↓ Grade point average is significantly lower than in 1998.

Note: A significant change in grade point average does not necessarily result in a change in letter grade. A change in letter grade does not necessarily indicate a significant change in grade point average.

TABLE 4: COMPARISON OF SYSTEMWIDE RESULTS (Cont'd)

		ANNUAL REPORT CARD					
		1994	1995	1996	1997	1998	1999
<u>PERSONAL SECURITY</u>							
Trains		B-	B-	B-	B-	B	B-
Penn Station		C+	B-	B-	B-	B-	B-
Jamaica		C+	C	C+	C+	C+	C+
Flatbush		C+	C	C+	C+	C+	C+
Home Station		B-	B-	B-	B-	B-	B-
Parking Lot		C+	C+	C+	C+	C+	C
<u>HOME STATION</u>							
Building Access Hours		C	C	C	C	C	C+
Ticket Selling Hours		C	C	C	C	C	C
Station Maintenance		C+	C+	C+	C+	C+	C+
<u>OVERALL SERVICE</u>							
AM Rush		C+	C+	C+	C+	C+	C+
PM Rush		C+	C	C	C+	C	C
Midday		C+	C	C	C+	C+	C
Late Night		C	C	C	C	C	C
Weekend		C+	C	C	C	C	C
<u>IS THE LIRR GETTING:</u>							
Better		35%	22%	22%	30%	27.8%	20.4%
Worse		14	30	28	18	19.6	30.1%
No Change		51	48	50	52	52.6	49.5%
<u>AGE:</u>							
Under 20		0.0%	0.5%	0.3%	0.3%	0.6%	0.7%
20-29		21.8	24.1	18.3	16.4	17.1	18.0
30-39		32.0	35.5	32.4	33.1	34.5	33.5
40-49		25.2	24.3	29.4	28.2	27.3	27.9
50-59		14.6	11.8	13.5	16.6	15.0	14.6
60-69		5.5	3.5	4.9	4.4	4.6	4.6
70+		0.7	0.4	1.1	1.0	0.9	0.6
<u>SEX:</u>							
Male		60.0%	57.4%	58.2%	58.2%	56.5%	56.7%
Female		40.0	42.6	41.8	41.8	43.5	43.3%
<u>HOW MANY YEARS HAVE YOU BEEN RIDING THE LIRR?</u>							
0-5		36.1%	38.7%	34.0%	31.8%	35.3%	36.0%
6-10		25.9	27.2	25.6	23.7	24.3	23.2
11-15		16.2	14.9	16.8	16.7	16.7	17.5
16-20		9.2	8.2	10.1	11.9	10.2	9.3
20+		12.6	11.0	13.5	15.9	13.6	14.0

 Grade point average is significantly higher than in 1998.
 Grade point average is significantly lower than in 1998.

Note: A significant change in grade point average does not necessarily result in a change in letter grade. A change in letter grade does not necessarily indicate a significant change in grade point average. Because the language for the questions was changed, the results for personal security are not comparable to the results in prior years. (See "Methodology," page iii.)

**TABLE 5: COMPARISON OF 1998 & 1999
SYSTEMWIDE GRADE POINT AVERAGE**

		1998	1999
OVERALL SERVICE		2.30	2.03 u
ON-TIME PERFORMANCE	am	2.57	2.46 u
	pm	2.31	2.11 u
SEATING AVAILABILITY	am	2.49	2.35 u
	pm	2.00	1.77 u
SCHEDULE ADEQUACY	am	2.50	2.44
	pm	2.35	2.25 u
TRAIN CREW	am	2.99	2.88 u
	pm	2.83	2.74 u
<u>ANNOUNCEMENTS</u>			
On Trains	am	2.37	2.22 u
	pm	2.27	2.13 u
Penn Station	pm	2.53	2.50
	am	2.35	2.26 u
Jamaica	pm	2.26	2.19
	pm	2.18	2.09
Flatbush	pm	2.18	2.09
	am	1.89	1.84
Home Station	am	1.89	1.84
	pm	1.90	1.85
<u>CLEANLINESS</u>			
Trains	interior	2.04	1.85 u
	rest room	1.42	1.27 u
Home Stations	waiting area	2.62	2.57
	rest room	2.22	2.17
Penn Station	waiting area	2.72	2.60 u
	rest room	2.43	2.21 u
Jamaica	waiting area	1.97	2.02
	rest room	1.52	1.55
Flatbush	waiting area	1.92	1.86
	rest room	1.66	1.56

TABLE CONTINUES ON NEXT PAGE

^t Grade point average is significantly higher than in 1998.

^u Grade point average is significantly lower than in 1998.

Note: This table reflects actual grade point averages, on a scale of 0 to 4, with 0 representing an "F" and 4 representing an "A". The goal is to display more accurately the differences between last year's and this year's results.

**TABLE 5: COMPARISON OF 1998 & 1999
SYSTEMWIDE GRADE POINT AVERAGE (Cont'd)**

		1998	1999
MANAGEMENT PERFORMANCE		2.14	1.87 u
ESCALATOR RELIABILITY		2.37	2.04 u
WINTER HEATING		2.32	2.22 u
SUMMER AIR-CONDITIONING		1.86	1.54 u
SEAT CONDITION		2.26	2.08 u
<u>PERSONAL SECURITY</u>			
Trains		2.84	2.62
Penn Station		2.81	2.71
Jamaica		2.37	2.23
Flatbush		2.38	2.32
Home Station		2.71	2.54
Parking Lot		2.27	2.16
<u>HOME STATION</u>			
Building Access Hours		2.15	2.17
Ticket Selling Hours		1.97	2.06 t
Station Maintenance		2.41	2.39
<u>OVERALL SERVICE</u>			
AM Rush		2.40	2.23 u
PM Rush		2.14	1.89 u
Midday		2.21	2.11 u
Late Night		1.96	1.89 u
Weekend		2.09	2.07

^t Grade point average is significantly higher than in 1998.

^u Grade point average is significantly lower than in 1998.

Note: This table reflects actual grade point averages, on a scale of 0 to 4, with 0 representing an "F" and 4 representing an "A". The goal is to display more accurately the differences between last year's and this year's results. Because the language for the questions was changed, the results for personal security are not comparable to the results in prior years. (See "Methodology," page iii.)

TABLE 6: HIGHEST & LOWEST RATED ATTRIBUTES**THREE TOP RATED ATTRIBUTES**

CATEGORY	GPA
TRAIN CREW: AM	2.88
TRAIN CREW: PM	2.74
PERSONAL SECURITY: PENN STATION	2.71

THREE LOWEST RATED ATTRIBUTES

CATEGORY	GPA
TRAIN REST ROOM CLEANLINESS	1.27
SUMMER AIR- CONDITIONING	1.54
JAMAICA REST ROOM CLEANLINESS	1.55

Note: The GPA for the bi-level coaches was actually the highest score this year. However, it was excluded since it is a topical question and not included in the report card survey every year.

FIGURE 1: PERCEPTION OF CHANGE IN SERVICE

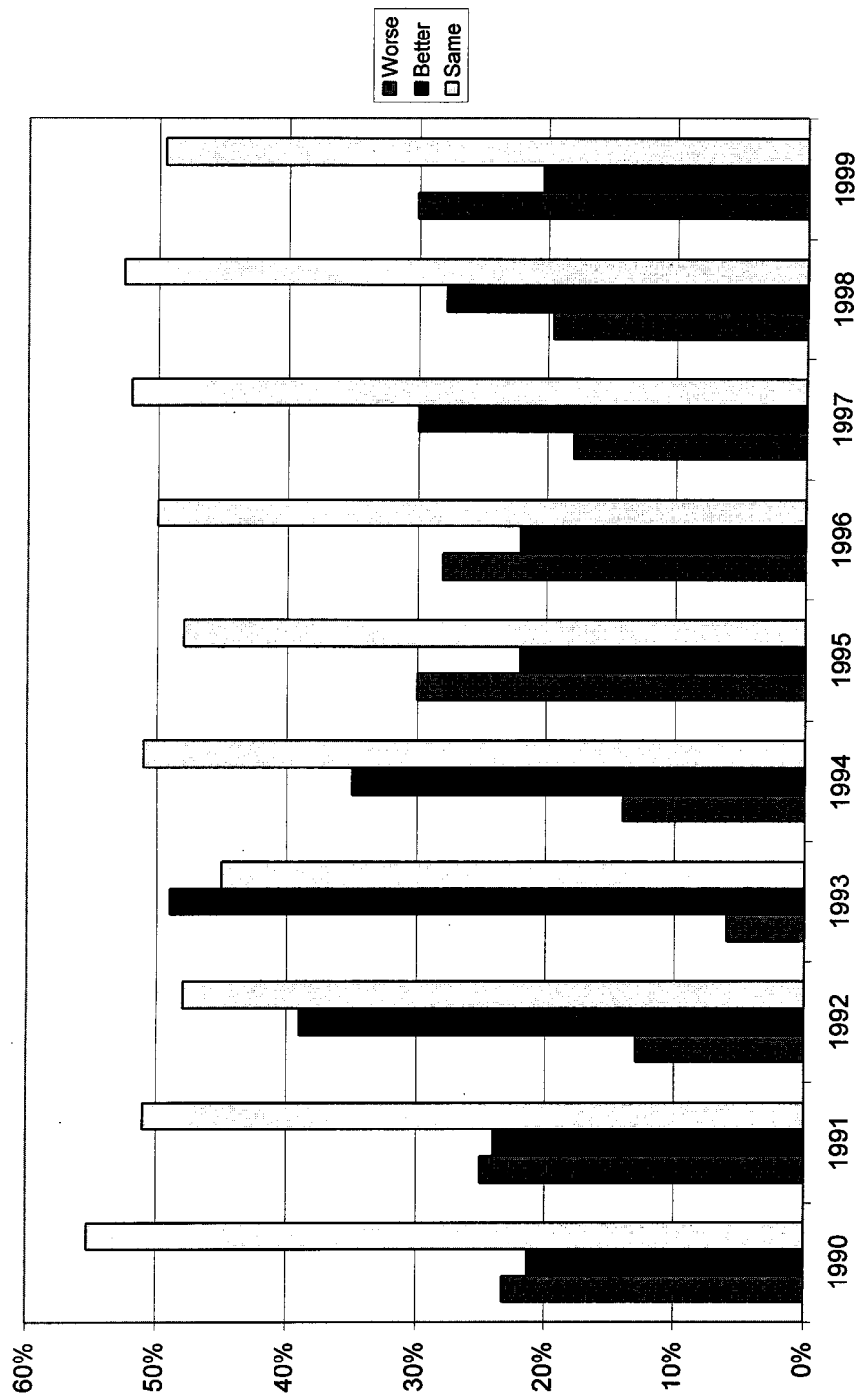


TABLE 7

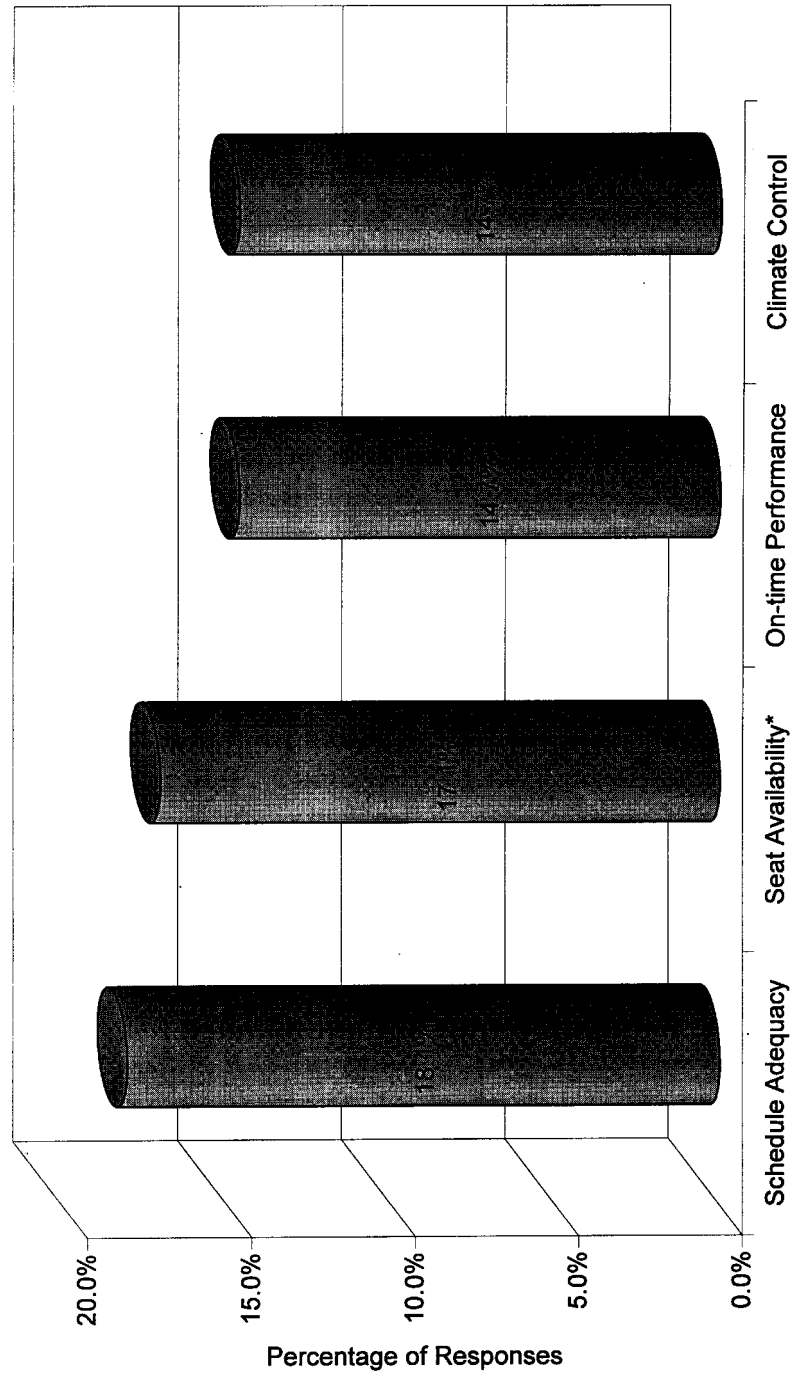
“THE ONE THING I WOULD MOST LIKE TO SEE IMPROVED IS. . .”

1. Schedule adequacy (18.1%)	28. Emergency handling (0.2%)
2. Seat availability (17.1%)	* Station rest room (0.2%)
3. On-time performance (14.7%)	* Ticket seller availability/Ticket sales (0.2%)
* Climate control (14.7%)	* Car windows (0.2%)
5. Car cleanliness (9.7%)	* Smoothness of ride (0.2%)
6. Quality of communications (3.7%)	* Employees giving up seats (0.2%)
7. Train rest room (2.3%)	34. Ticket clerk courtesy (0.1%)
8. Seat comfort/condition (2.1%)	* Exiting from Penn Station (0.1%)
9. Travel time (2.0%)	* Reliability/availability of ticket vending machines (0.1%)
10. Car maintenance/condition (1.6%)	* Station building access hours (0.1%)
11. Parking availability (1.1%)	* Availability of food and drink service (0.1%)
* Bi-level availability/reliability (1.1%)	* Penn Station (0.1%)
13. Station cleanliness (1.0%)	* Penn Station security/police presence (0.1%)
14. Commuter behavior (0.9%)	* Parking lot cleanliness/condition
* Fares/Fare policy (0.9%)	* Accessibility for persons with disabilities (0.1%)
* Penn Station operations (0.9%)	* Lost and found department (0.1%)
17. More direct service (0.8%)	* Car lighting (0.1%)
18. Crew attitude/courtesy (0.7%)	* Cell phone reception (0.1%)
* Service reliability (0.7%)	* Platform climate/conditions (0.1%)
* Security/police presence (0.7%)	* How riders are treated (0.1%)
21. Diesel fleet (0.6%)	
22. Operations (0.4%)	
* Escalator reliability (0.4%)	
* Connecting service (0.4%)	
* Management (0.4%)	
26. Station condition (0.3%)	
* Parking security (0.3%)	

* Tied with previous response

“Seat availability” and “No short trains” are reported together under “Seat availability”, since “No short trains” most likely reflects customer dissatisfaction with the amount of available seating. If the two categories were reported separately, “On-time performance” and “Climate control” would be tied for the second most requested improvement.

FIGURE 2: MOST WANTED IMPROVEMENTS (1999)



* Includes "No Short Trains." If "No Short Trains" was reported separately, "On-time Performance" and "Climate Control" would be tied for the second most requested improvement.

FIGURE 3: MOST WANTED IMPROVEMENTS (1995-1999)

	First	Second	Third
1995	Schedule Adequacy	On-time Performance	Car Cleanliness
1996	On-time Performance	Schedule Adequacy	Seat Availability
1997	Seat Availability	Schedule Adequacy	On-time Performance
1998	Schedule Adequacy	Seat Availability	On-time Performance
1999	Schedule Adequacy	Seat Availability	On-time Performance & Climate Control

Note: In 1998, "Seat Availability" and "No Short Trains" were combined. In prior years, they had been reported separately. If they were reported separately, "On-time Performance" would have been the second most requested improvement in 1998, and "On-time Performance" and "Climate Control" would be tied for the second most requested improvement this year.

TABLE 8

If you have ridden on the new bi-level diesel coaches, please rate your overall satisfaction with them and indicate the one aspect of the coaches you like most and like least.

BRANCH	GRADE (# OF RESPONSES)	MOST LIKED FEATURE OF COACH	LEAST LIKED FEATURE OF COACH
SYSTEMWIDE	B+ (401)	Cleanliness	Automated Announcements
BABYLON	B+ (84)	Cleanliness	Seats/Interior Not Roomy Enough
FAR ROCKAWAY	B (5)	Tie	Train too Noisy
HEMPSTEAD	A- (9)	Cleanliness	Seats/Interior Not Roomy Enough
HUNTINGTON	B+ (122)	Cleanliness	Seats/Interior Not Roomy Enough
LONG BEACH	A (8)	Cleanliness	Tie
MONTAUK	B- (43)	Cleanliness	Automated Announcements
OYSTER BAY	B+ (57)	Cleanliness	Automated Announcements
PORT JEFFERSON	B- (76)	Cleanliness	Automated Announcements
PORT WASHINGTON	B+ (14)	Cleanliness	Tie
RONKONKOMA	B+ (35)	Seat Availability	Schedule Adequacy
WEST HEMPSTEAD	A (3)	Ride is Smooth/Quiet	Tie

Note: Not everyone who answered the question asking for the favorite and least favorite feature of the coaches graded the cars. For this reason, there were more responses (759 and 626) to the former question than there were to the latter (401). Four responses tied for most-liked feature on Far Rockaway: "Newness," "Cleanliness," "Overall Comfort," and "Seat Availability." Two responses were tied for least-liked feature on Long Beach: "Automated Announcements" and "Ceilings too Low." On Port Washington three answers tied: "Ceilings too Low," "Seats/Interior Not Roomy Enough," and "Train Not Reliable." Six responses were tied on West Hempstead: "Step Up/Down," "Automated Announcements," "Schedule Adequacy," "Seats/Interior Not Roomy Enough," "No Direct Service to Penn Station," and "New Car Smell."

TABLE 9

What one aspect of the new bi-level coaches do you like most?

- | | |
|---|--|
| 1. Cleanliness (28.9%) | * Travel time (0.66%) |
| 2. Seat availability (12.5%) | 16. Digital signs (0.40%) |
| 3. Ride is smooth/quiet (11.6%) | 17. Bathroom is roomy (0.26%) |
| 4. Seats are comfortable (10.5%) | * Reliability (0.26%) |
| 5. Roomy seats/interior (9.0%) | * Public cell phone (0.26%) |
| 6. Comfortable (8.4%) | 20. Safety (0.13%) |
| 7. Newness (7.0%) | * Plenty of head room (0.13%) |
| 8. Climate control (2.4%) | * Padded overhead space (0.13%) |
| 9. 2x2 seating (2.1%) | * Lay out reduces conversational noise (0.13%) |
| 10. Public address announcements (1.7%) | * Schedule adequacy (0.13%) |
| 11. Interior appearance/lay out (0.8%) | * Bicycle rack (0.13%) |
| 12. Bathroom (0.79%) | * Doors between cars have push panel (0.13%) |
| * Interior lights (0.79%) | * Getting on or off train (0.13%) |
| 14. Sitting on upper level (0.66%) | |

* Tied with previous response

TABLE 10

What one aspect of the new bi-level coaches do you like least?

- | | |
|---|--|
| 1. Automated announcements (18.2%) | 19. A/C too strong (1.1%) |
| 2. Seats/interior not roomy enough (12.3%) | 20. Getting on or off train (0.96%) |
| 3. Schedule adequacy (10.4%) | 21. Brakes are noisy (0.80%) |
| 4. Train unreliable (9.9%) | 22. Ride is not smooth (0.64%) |
| 5. Not enough storage space (6.7%) | * Inadequate announcements/signage (0.64%) |
| 6. Ceilings too low (5.0%) | 24. Dull appearance (0.48%) |
| 7. Seats are uncomfortable (4.5%) | * Cleanliness (0.48%) |
| 8. No direct service to Penn Station (4.2%) | 26. Horn too loud (0.32%) |
| 9. Door/announcement chimes (4.0%) | * Bathrooms (0.32%) |
| 10. Poor climate control (2.6%) | * Lower level too low (0.32%) |
| 11. Seat availability (2.2%) | 29. No place to smoke (0.16%) |
| * New car smell (2.2%) | * Step from seat to aisle (0.16%) |
| 13. Train speed/Travel time (2.1%) | * Cannot sit with group of people (0.16%) |
| 14. Step up/down (1.8%) | * Seats are hard to get in or out of (0.16%) |
| * Too crowded (1.8%) | * No garbage cans (0.16%) |
| * Train noisy (1.8%) | * Arm rests too long (0.16%) |
| * Trains don't have enough cars (1.8%) | * Get motion sick on upper level (0.16%) |
| 18. Interior lights are too bright (1.3%) | * No place to plug in radio antenna (0.16%) |
| | * Ads posted in cars (0.16%) |

* Tied with previous response

FIGURE 4:
DO YOU HAVE ACCESS TO E-MAIL?

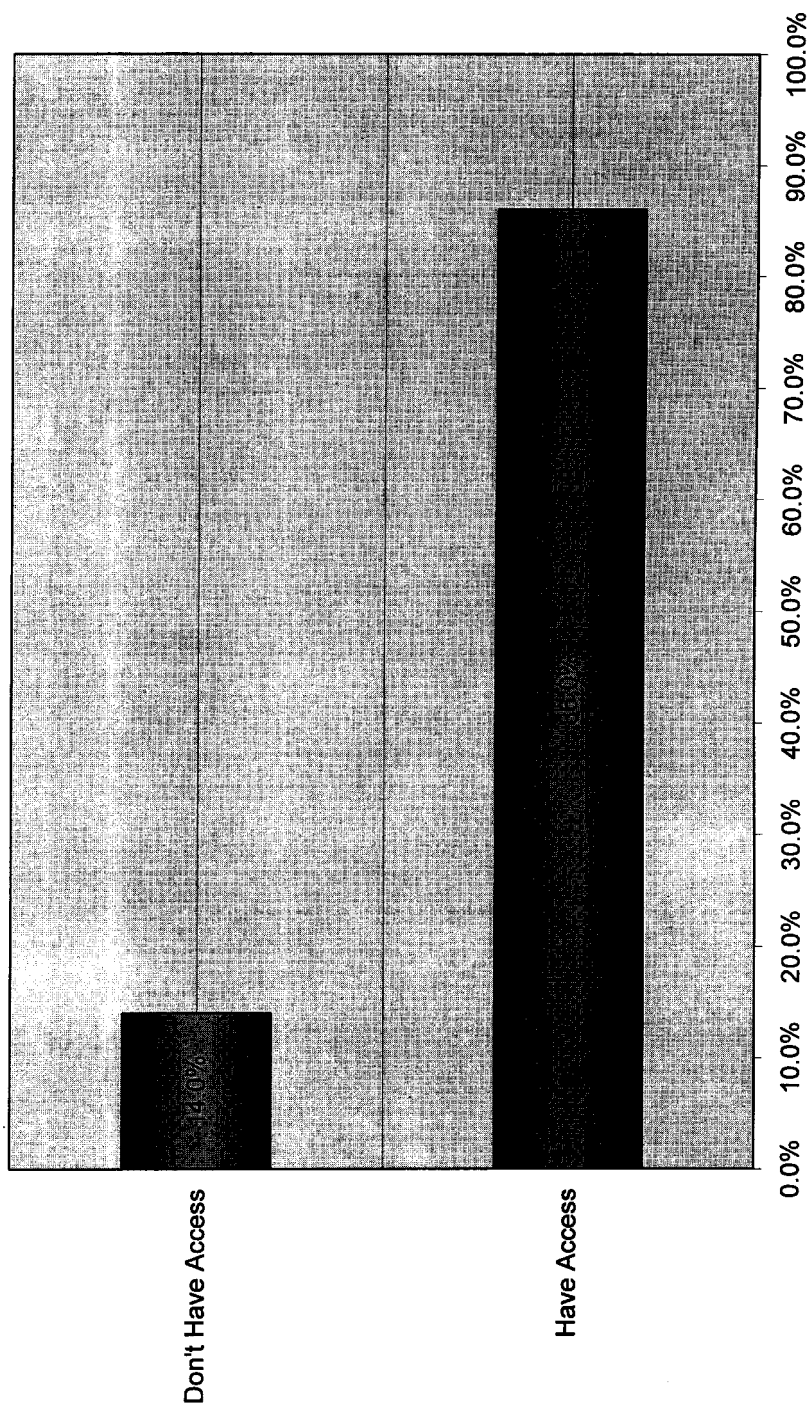


FIGURE 5:
IF YOU HAVE ACCESS TO E-MAIL, HOW LIKELY IS IT THAT
YOU WOULD USE IT TO CONTACT LIRR CUSTOMER SERVICE?

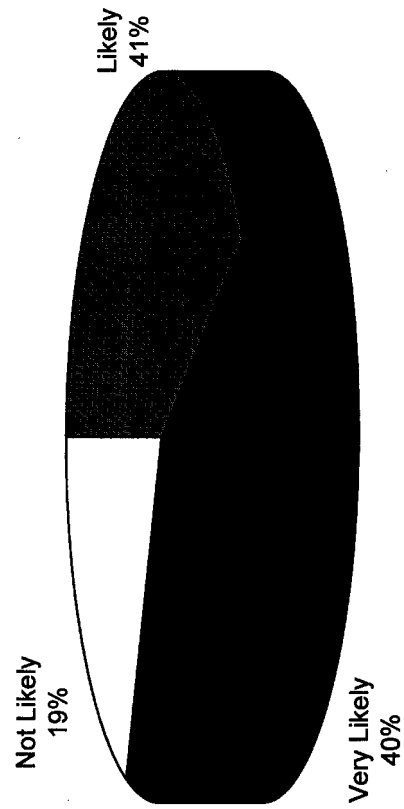


FIGURE 6:
HOW OFTEN DO YOU USE A CELLULAR PHONE ON BOARD LIRR TRAINS?

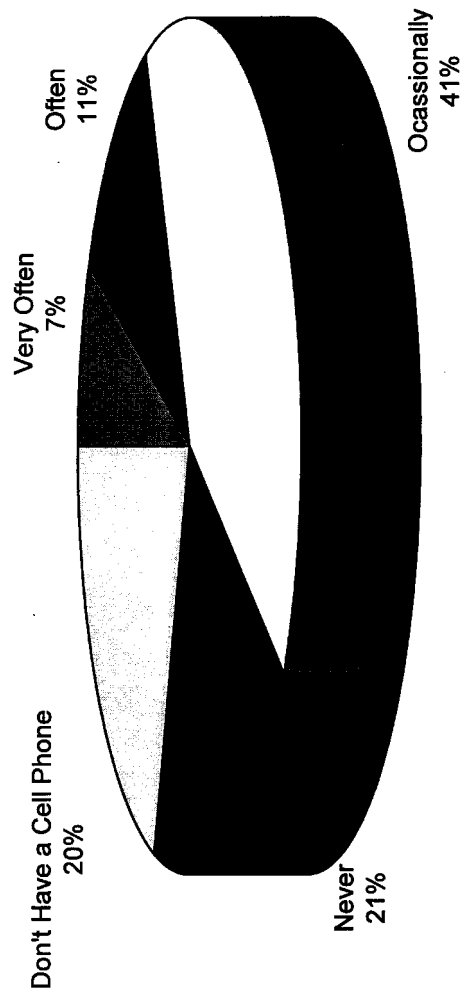
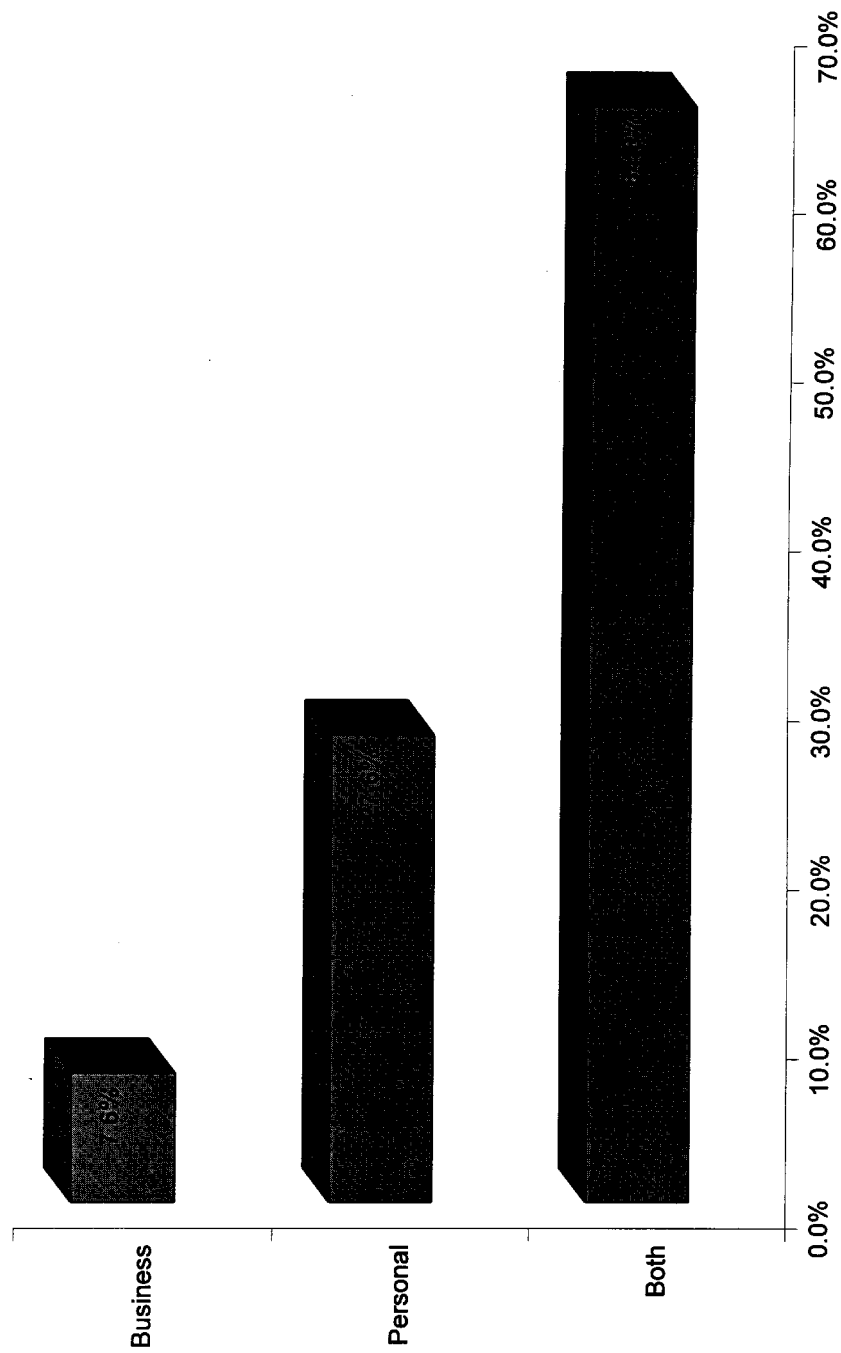


FIGURE 7:
WHAT TYPE OF CALLS DO YOU MAKE ON YOUR CELLULAR PHONE?



Percentages are based on the number of respondents who said they use a cellular phone on board LIRR trains.

TABLE 11: RESULTS BY SYSTEM AND BRANCH

		SYSTEM WIDE	SAB	FAIR ROCK	HEMPSTEAD	HUNT	LONG BEACH	MONTELEONE	OYSTER BAY	PORT JEFF	PORT WASH	RONK	W. HEMP
OVERALL SERVICE		C	C	C	C	C	C+	C-	C-	C-	C+	C-	C+
ON-TIME PERFORMANCE	AM PM	C+	B-	B-	B-	C+	B-	C+	C+	C+	C+	C+	C+
SEATING AVAILABILITY	AM PM	C+	B-	C+	C+	C-	B-	C+	C+	C	B-	C-	B-
SCHEDULE ADEQUACY	AM PM	C+	B-	C+	C+	C+	B-	C-	D+	C-	B-	C	C
TRAIN CREW	AM PM	B	B	B	B-	B-	B-	B	B	B	B	B	B
ANNOUNCEMENTS													
ON TRAINS	AM PM	C+	C+	C+	C+	C	C+	C+	C	D+	C+	C	C+
PENN STATION	AM PM	C+	C+	B-	B-	C+	B-	B-	B-	B-	B-	C+	B-
JAMAICA	AM PM	C+	C+	C	C	C	C+	C	C	C+	C	C+	C+
FLATBUSH	AM PM	C	C	C	C	C	C+	C	C	C	B-	C	B-
HOME STATION	AM PM	C	C	C	C	C	C	D+	D+	D+	C	C	D+
TRAIN CLEANLINESS	INT. REST.	C	C	C	C	C	C	C	D	D	C+	C	C
STATION CLEANLINESS													
HOME STATION	STA. REST.	B-	C+	C	B-	C+	C+	C	B	C+	B+	B	C+
PENN STATION	STA. REST.	B-	C+	B-	B-	B-	B-	B-	B-	B-	B-	B-	B-
JAMAICA	STA. REST.	C	C	C	C	C	C	C	C	C	C	C	C
FLATBUSH	STA. REST.	C	C	C	C	C	C	C	C	C	C	C	C
MANAGEMENT PERFORMANCE		C	C	C	C	C	C	C	D+	D	C+	C	C
ESCALATOR RELIABILITY		C	C	C+	C	C	C	C	C	C+	B-	C	C+

TABLE CONTINUES ON NEXT PAGE

TABLE 11: RESULTS BY SYSTEM AND BRANCH (Cont'd)

	SYSTEM WIDE	BAG	PAR ROCK	HEMP STEAD	HUNT	LONG BEACH	MGH TALK	OYSTER BAY	PORT JEFF	PORT WASH	PORT BUNK	W. HEMP
WINTER HEATING	C+	C+	C+	C+	C+	C+	C-	C-	C-	B-	C-	C+
SUMMER AIR-CONDITIONING	C-	C-	C	C-	D+	C-	D+	D+	D	C	D	C
SEAT CONDITION	C	C+	C	C+	C	C+	C-	C	D	C+	C	C+
PERSONAL SECURITY												
TRAINS	B-	B-	B-	B-	B-	B-	C+	C+	C+	B	C+	B
PENN STATION	C+	C+	C	C+	C+	C+	B-	B-	B-	B-	B-	B-
JAMAICA	C+	C+	C	C+	C+	C+	C+	C+	C+	C+	C+	C+
FLATBUSH	C+	C+	C	C+	C+	B-	C+	C+	C	B-	C+	C+
HOME STATION	B-	C+	C+	B-	C+	B-	C+	C+	B-	B-	C+	B-
PARKING LOT	C+	C	C	C+	C+	B-	C	C+	C+	B-	C	B-
HOME STATION												
BLDG ACCESS HRS	C+	C	C-	C-	C	C	D+	C-	C-	B-	C+	C
TKT SELLING HRS	C	C	C-	D+	C	C	D	D	D	B-	C+	D+
STATION MAINT.	C+	C	C	C+	C+	C+	C-	C+	C	B	B-	B-
OVERALL SERVICE												
AM RUSH	C+	C+	C+	C+	C	C+	C	C-	C-	C+	C	C+
PM RUSH	C	C	C	C	C-	C	C-	C-	C-	C+	D+	C+
MIDDAY	C	C+	C+	C	C	C+	C	D+	D+	B-	C	C-
LATE NIGHT	C	C	C-	C	C-	C	C-	D	D	C+	C	C-
WEEKEND	C	C+	C	C	C	C+	C-	C-	D+	C+	C	C-
IS THE LIRR GETTING BETTER OR WORSE?												
BETTER	20.4%	22.9%	16.2%	26.7%	16.0%	21.7%	33.3%	7.9%	17.2%	25.8%	14.8%	20.3%
WORSE	30.1	27.5	31.3	22.1	35.0	20.0	36.5	43.6	51.0	24.1	35.2	24.6
NO CHANGE	49.5	49.6	52.5	51.2	49.1	58.3	30.2	48.5	31.8	50.1	50.0	55.1
AGE:												
UNDER 20	0.7	0.9%	1.1%	0.0%	0.3%	0.0%	0.0%	1.0%	0.8%	1.6%	0.4%	1.5%
20-29	18.0	19.0	18.5	19.2	15.9	23.3	10.8	26.0	7.5	15.5	19.9	20.0
30-39	33.5	37.2	37.0	32.9	31.5	31.3	43.1	33.3	29.3	31.2	32.5	24.6
40-49	27.9	23.7	28.3	26.0	28.9	28.2	29.2	22.9	31.6	31.2	30.1	35.4
50-59	14.6	14.4	12.0	15.1	16.6	11.7	12.3	11.5	19.5	15.8	13.4	16.9
60-69	4.6	4.4	3.3	6.8	5.8	4.3	4.6	4.2	8.3	4.7	2.8	1.5
70+	0.6	0.4	0.0	0.0	1.0	1.2	0.0	1.0	3.0	0.0	0.8	0.0

TABLE CONTINUES ON NEXT PAGE

TABLE 11: RESULTS BY SYSTEM AND BRANCH (Cont'd)

	SYSTEM WIDE	BAB BAY	BAR ROCK	HEMP STEAD	HUNT	LONG BEACH	MON TAUK	OYSTER BAY	PORT JEFF	PORT WASH	ROCK WASH	W HEMP
SEX: MALE FEMALE	56.5% 43.5	52.6% 47.0	55.2% 44.8	53.8% 44.9	68.2% 31.8	48.5% 51.5	50.8% 49.2	61.2% 38.8	74.5% 25.5	54.8% 45.2	56.5% 43.5	45.7% 54.3
HOW MANY YEARS HAVE YOU BEEN RIDING THE LIRR:												
0-5	35.3%	34.0%	46.1%	34.8%	32.6%	37.5%	49.3%	43.0%	25.2%	35.0%	39.9%	41.3%
6-10	24.3	20.0	22.5	20.2	23.8	22.2	14.1	16.8	27.2	27.2	27.1	17.3
11-15	16.7	19.3	15.7	21.3	15.3	19.3	15.5	15.0	19.2	13.5	19.4	10.7
16-20	10.2	10.6	6.9	11.2	11.2	6.8	11.3	14.0	8.6	9.2	6.2	12.0
20+	13.6	16.1	8.8	12.4	17.1	14.2	9.9	11.2	19.9	15.1	7.3	18.7
MOST WANTED IMPROVEMENT	1 More service seats	Climate control More seats	More service seats* Climate control	More service seats Cleaner cars	More seats On-time perf. More service	More seats Cleaner cars Climate control	More service Climate control More seats	More service Diesel fleet More bi- levels	More service More bi- levels On-time perf.	More service On-time perf. More seats	More service Climate control More seats	More service On-time perf. Climate control

* "More service" and "More seats" tied for the top most wanted improvement on Far Rockaway.

Appendix B

Commuter Comments and Suggestions

Respondents' comments were categorized, and the number of comments for each category was tabulated. Within each category, the comments were further broken down into positive comments, negative comments, and suggestions or requests. For example, a positive comment might be "The new seats are great," a negative comment might be "A lot of seats are broken," and a suggestion or request might be "Install wider seats."

Representative comments from every branch of the railroad are included for each category below. The absence within a category of representative comments from a particular branch indicates that no comments were received from that branch for that category. The categories have been organized into eight related groups for ease of reference. Some of the comments have been edited for clarity.

1. SERVICE DELIVERY

Service Requirements

Total number of comments: 310

positive: 2

negative: 67

suggestions/requests: 241

Babylon Branch

Reduce crowding on the Babylon Branch. (Babylon)

Give us more cars and more express trains. (Babylon)

I think there are a lot more Brooklyn riders than you think. There are a lot of gaps in Brooklyn service. Why not have some express trains to Brooklyn? Most Lower Manhattan commuters would switch! (Babylon)

Don't run short trains. (Babylon)

Add more cars. (Bellmore)

Improve connections to Hunterspoint. (Copiague)

On Fridays during the summer there should be more trains for Fire Island service. (Lindenhurst)

More trains and seating during rush hour. (Merrick)

Our morning trains are sometimes two cars short—we are guaranteed not to have a seat. (Merrick)

Let's have fewer train delays during summer. (Wantagh)

Far Rockaway Branch

Trains should not be consistently short leaving Far Rockaway. (Cedarhurst)

We need improved seating. (Cedarhurst)

Many times there are closed cars that should be opened up. (Gibson)

Off-peak trains often have two to four cars closed because the crew doesn't want to open them. (Gibson)

We need more trains with fewer stops. (Gibson)

We need better service after 7:00 p.m. on the Far Rockaway Branch. (Hewlett)

After stopping at Jamaica in the morning, there is often no room on Far Rockaway trains for the conductor to pass through and collect tickets. (Inwood)

Run service more than once an hour during off-peak hours. (Lawrence)

Short trains should be announced more than just ten minutes prior. (Lawrence)

You must find a way to accommodate summer weekend commuters. The lines and crowds are unacceptable. This shouldn't be a surprise! Add more trains! (Lawrence)

We need more trains all day. (Lawrence)

Run fewer Lawrence trains to Brooklyn. (Lawrence)

The LIRR's average service isn't good enough to justify the fares. (Valley Stream)

You people are blind idiots to fail to accommodate every passenger with a seat. If you know how crowded these trains are, why don't you add more cars? (Valley Stream)

You should provide adequate seating on all trains. (Valley Stream)

The railroad's service is pretty consistent. (Valley Stream)

Why can't the bi-levels go to Penn Station? (Valley Stream)

We need more trains in the morning and more cars in the evening. (Valley Stream)

Attach one or two extra cars on morning trains for seats. (Valley Stream)

The wait is too long between trains going to Manhattan. (Woodmere)

Hempstead Branch

Please add more cars to peak Hempstead Branch trains. (Bellerose)

We need more convenient connections to and from Hunterspoint Avenue. (Country Life Press)

Short trains are the most annoying thing. (Floral Park)

When trains are crowded, or cars are closed for special parties and groups, add extra cars. (Floral Park)

There are too many short trains. (Floral Park)

There should be more direct service to Penn Station in the early rush hour. (Garden City)

Rush hour service to Hollis isn't frequent enough. (Hollis)

We need more peak express trains. (Nassau Blvd)

Provide more express service to Penn. (Nassau Blvd.)

Huntington Branch

Run additional evening expresses. (Cold Spring Harbor)

Put more cars in service. (Cold Spring Harbor)

We need more frequent Hunterspoint Avenue service. (Cold Spring Harbor)

People should not have to stand. (Hicksville)

Train speed is pitiful. I can almost walk faster. (Huntington)

Run more trains to Brooklyn. (Huntington)

We need better seating and better midday service. (Merillon Avenue)

There is no excuse for a shortage of seats. (Mineola)

Peak trains should never be short. (Syosset)

Get more seats and run high-speed service. (Westbury)

Improve evening rush-hour service. (Westbury)

Long Beach Branch

Evening trains out of Penn Station to Long Beach, such as the 6:33 p.m. and 6:56 p.m., are too crowded. (Centre Avenue)

Why does an express train have to go 15 m.p.h. for more than half the trip? (Long Beach)

You've got to add cars to the evening rush. (Long Beach)

Although I always get a seat in the morning, by Jamaica there are always people standing in the aisles and the doorways. It's not only dangerous, it's a terrible way to get to work! (Long Beach)

There are too many short trains and never enough seats during rush hour. (Long Beach)

We need better evening, late-night, and weekend service to Long Beach. (Long Beach)

Run more late-night trains. (Lynbrook)

There are too many short trains. (Lynbrook)

We need express service to Brooklyn. (Oceanside)

Restore midday service on the Long Beach Branch. (Oceanside)

Montauk Branch

East End service on Friday evenings and Monday mornings has too few cars. (Bay Shore)

Add more coaches on peak trains so people can get a seat, especially on Friday when so many people are going east for the weekend. (Bay Shore)

Have the bi-levels go from Zone 10 to Penn Station. (Bay Shore)

Train No. 2737 arrives early to Islip every morning and usually waits a couple of minutes before proceeding. This extra time could be used to stop at Great River, which the train currently bypasses. (Great River)

Add some cars in the morning so that it's not standing room, especially west of Jamaica. (Islip)

Add special summer trains to get the summer riders off of mine. (Islip)

It should not take one-and-a-half hours to get from Penn Station to Islip. We need less stops and more express service. (Islip)

Add more east-of-Babylon service. (Islip)

I would like to know when the new bi-level coaches will be able to take me directly into Penn Station. (Islip)

Run through bi-level service to Penn Station. (Mastic-Shirley)

Let's have more non-stop trains to Penn Station. (Patchogue)

Get rid of transfer at Babylon and Jamaica. (Patchogue)

Oyster Bay Branch

Why not run the bi-levels in rush-hour service? Instead, the only one I've seen is on the 7:30 p.m. to Oyster Bay that runs from Jamaica. (Glen Head)

The morning commute between Jamaica and Long Island City takes too long for no apparent reason. (Glen Head)

Put the new trains on the Oyster Bay Branch. (Glen Head)

In addition to infrequent trains, there is never enough seating from Jamaica to Penn Station. (Glen Street)

We should have at least two morning express trains to Penn Station. (Glen Street)

Why is there no bi-level service during rush hour? (Glen Street)

We need more trains at night and on weekends. (Glen Street)

We would like direct service to Penn Station. Changing at Jamaica costs us time and is a hassle. (Greenvale)

You need more frequent peak service. (Locust Valley)

Focus on providing the service each commuter is paying for and expects. Service that's timely, clean, and safe, with functioning ventilation and lavatories. (Roslyn)

You should be running more frequent service, with enough cars for people to sit, in well-maintained trains. Given how high fares are, we expect the service to be worth it. (Roslyn)

Run the bi-levels all the way into Penn Station. (Sea Cliff)

Although the LIRR had made many other improvements, service to Penn Station absolutely has to improve to justify increasing ticket prices. (Sea Cliff)

Let's get some express service on the Oyster Bay Branch. I'm very jealous of the Port Washington Branch—they've got it too good over there! (Sea Cliff)

Port Jefferson Branch

Bi-level service should run directly to Penn Station without a change at Jamaica. (Greenlawn)

We need more trains and enough seats on the Port Jefferson Branch, during all hours—especially rush hours. (Kings Park)

Add another car to the diesels that replace the bi-level trains. (Kings Park)

I want direct service to Penn Station, without transfers. (Kings Park)

We need better peak and off-peak service. (Northport)

Run direct service to Penn Station. (Northport)

Add more cars and trains on the weekend. (Northport)

The evening rush schedule needs more trains. (Northport)

Run more weekend service. (Port Jefferson)

Run more direct service from Smithtown to Penn Station. (Smithtown)

Run better service east of Huntington. (Stony Brook)

Add service to the Wall Street area. (Stony Brook)

Port Washington Branch

No more short trains. (Auburndale)

Emptier express trains should make local stops. (Auburndale)

Add more trains to the morning peak, including local service from Great Neck every 15 minutes. (Broadway)

Broadway station is becoming very busy and needs more service. Trains should always stop there. (Broadway)

Add more cars to the 7:30 a.m. out of Great Neck. (Great Neck)

We need more seats. (Great Neck)

Put more cars on popular evening peak trains such as the 5:26 p.m. or the 6:11 p.m. (Manhasset)

The LIRR used to be more reliable and less crowded. Now we pay an outrageous amount for horrendous service. (Manhasset)

The LIRR and LI Bus are both MTA entities. Coordinate their schedules! (Port Washington)

Ronkonkoma Branch

We need more seating. (Brentwood)

We need more seating. Why does Babylon get more trains than we do? We have just as many people. (Central Islip)

We need more seats and increased frequency of morning trains. (Central Islip)

We need more morning trains. There are never any seats available between 6:00 a.m. and 8:00 a.m. at Deer Park. (Deer Park)

Run a direct train from Deer Park or improve north shore service. Too many customers divert from the north shore to the mainline. (Deer Park)

There has to be more evening express service. (Ronkonkoma)

Too frequently cars are missing from the train. And even when they're all there, people still have to stand. (Ronkonkoma)

Run more express trains. (Ronkonkoma)

We need more cars on the rush hour Ronkonkoma trains, especially the 6:53 p.m. from Penn Station which is usually only eight cars. (Ronkonkoma)

I would like to see one-seat ride service from east of Babylon to Penn Station. Most of us drive to the Ronkonkoma Branch to have a one-seat ride. (Ronkonkoma)

West Hempstead Branch

We need more trains on weekends. (Hempstead Gardens)

Please offer more express service on the West Hempstead Branch. If I miss my train, there isn't another for an hour or two! (Hempstead Gardens)

We need more rush-hour seating. (Lakeview)

It's almost impossible to travel to or from Brooklyn outside of rush hour. (Malverne)

How can a train be four cars short? (Malverne)

We need more direct service to Penn Station. (West Hempstead)

We need more cars on rush hour trains. (Westwood)

Run more trains to Manhattan. (Westwood)

Scheduling

Total number of comments: 87

positive: 0

negative: 13

suggestions/requests: 74

Babylon Branch

I feel that a train should be added on the Babylon line in the evening peak because the trains, like at 6:15 p.m., are too congested. (Amityville)

Schedule another train between the 6:42 a.m. and the 7:09 a.m. from Babylon. (Babylon)

Don't cancel the 7:21 a.m. express from Babylon during the summer. (Babylon)

More late-night trains. (Babylon)

There should be a train that connects to the East Side of Manhattan from Long Island. (Babylon)

Make the 7:21 a.m. from Babylon an express to Penn Station with no stops. (Babylon)

Schedule a direct, 12-car train from Babylon to Penn Station with no stop at Jamaica which gets into Penn before 8:30 a.m. (Babylon)

Establish another train to Babylon between 5:00 p.m. and 5:30 p.m. (Babylon)

There needs to be more express service in the evening, such as a train to Lindenhurst between 5:59 p.m. and 6:33 p.m. (Lindenhurst)

The 7:43 a.m. commute from Merrick is the ideal one. (Merrick)

We need more express trains in the evening until 8:00 p.m. Not everyone gets out of work at 5:00 p.m. (Seaford)

Far Rockaway Branch

Schedule a 2:30 p.m. and a 3:30 p.m. train on weekdays from Penn Station to Far Rockaway. (Inwood)

Is it possible to schedule connections between eastbound and westbound trains for inter-branch trips? (Valley Stream)

I'd like an additional train between 6:57 a.m. and 7:19 a.m. from Valley Stream to Penn Station, without a change at Jamaica. (Valley Stream)

Hempstead Branch

We need more morning trains to New York City between 5:30 a.m. and 6:30 a.m. (Stewart Manor)

Huntington Branch

Make the 6:01 p.m. from Penn Station an express to Huntington. (Cold Spring Harbor)
Run a train to Penn Station between 7:06 a.m. and 7:29 a.m. (Hicksville)

I wish there were a 3:45 p.m. or 4:00 p.m. train from Penn Station to Hicksville. (Hicksville)

There should be another train to Penn Station between 6:15 a.m. and 7:12 a.m. (Huntington)

Run more holiday evening trains. (Huntington)

Allow more time for passengers to transfer between the 8:12 a.m. Northport train and the Flatbush Avenue-bound train at Jamaica in the morning. (Huntington)

There needs to be an additional morning express train from Huntington around 6:45 a.m., and an evening express train leaving Penn Station around 6:05 p.m. We also urgently need an evening train around 8:20 p.m. (Huntington)

A train between the 8:44 p.m. and the 9:44 p.m. to Huntington is urgently needed. (Syosset)

There definitely needs to be more morning service between 7:42 a.m. and 8:12 a.m. from Westbury. This gap in service is appalling. (Westbury)

Long Beach Branch

The Long Beach Branch would be better if all the trains ran every fifteen minutes. (Lynbrook)

Run more trains between 8:25 a.m. and 8:54 a.m. (Lynbrook)

Run another Long Beach train between 5:20 p.m. and 5:50 p.m. which doesn't change at Jamaica. (Oceanside)

Montauk Branch

Considering what we pay, why is there no morning train during the 44 minutes between the 6:25 a.m. and the 7:09 a.m.? (Bay Shore)

Midday service to Bay Shore has a one-and-one-half hour gap, from 11:52 a.m. to 1:29 p.m. We need a train in between. (Bay Shore)

We need better schedules. There are too few trains in the morning, and in the evening there's only 8:30 p.m., 10:30 p.m., and 12:30 a.m. Why nothing later? (Bay Shore)

The 5:31 p.m. and 5:51 p.m. out of Penn Station should not skip over Bellport. We have better service in the morning. (Bellport)

Let's have a later train to Oakdale than the 10:30 p.m. (Oakdale)

Let's have a 9:30 p.m. train to Oakdale. (Oakdale)

Put in a Patchogue morning express at about 8:00 a.m. (Patchogue)

There is a 45-minute gap in service at my station in the morning—6:25 a.m. to 7:10 a.m.—just when service should be more frequent. (Patchogue)

Oyster Bay Branch

Bring back the 3:07 p.m. from Penn Station. (Glen Street)

In order to be at work in Midtown by 9:00 a.m., I must take the 7:34 a.m. from Greenvale. It is supposed to get me in at 8:32 a.m., but it is frequently late. The next earlier train is at 6:54 a.m. This is unreasonably early for me. I would love to see more morning trains, especially between 6:54 a.m. and 7:34 a.m. (Greenvale)

Port Jefferson Branch

I'd like to see an additional evening express train to Port Jefferson, after the 4:49 p.m. (Port Jefferson)

Make the 6:53 a.m. from Stony brook a 6:40 a.m. train. (Stony Brook)

I'd like one or two more trains in the morning, between 5:05 a.m. and 5:55 a.m. (Stony Brook)

Port Washington Branch

Can Broadway station have an additional westbound train between 7:20 a.m. and 8:06 a.m.? (Broadway)

We need an express at 6:15 a.m or 6:30 a.m. (Manhasset)

Please add a late-night train between 1:20 a.m. and 3:20 a.m. (Port Washington)

The 8:08 a.m. train from Port Washington never leaves on time. Why was it changed from 8:11 a.m. to 8:08 a.m. if all it does is sit and wait for an eastbound train to arrive? (Port Washington)

When new train schedules are printed, they should be sent out in the mail to Mail & Ride customers with their monthly tickets. (Port Washington)

6:27 p.m. is too early for the last express train from Penn Station. (Port Washington)

Ronkonkoma Branch

I'd like a schedule of when train schedules are planned to be changed in the future. (Brentwood)

Schedule additional trains in the morning between 6:45 a.m. and 7:30 a.m. (Central Islip)

We need better frequency of trains in the evening after 7:44 p.m. An hour wait is too long. (Central Islip)

Some type of express train at approximately 7:00 p.m. would be very popular. (Ronkonkoma)

A 6:40 p.m. express train from Penn Station would be perfect. The 6:21 p.m. and 6:53 p.m. are tremendously crowded, and most people don't get off until after Deer Park and Brentwood. (Ronkonkoma)

I would like to see improvement in the convenience of train schedules. (Ronkonkoma)

Bring back the 9:08 a.m. and 10:08 a.m. trains. Getting in at the bottom of the hour on off-peak trains allows you to get to work at the top of the hour. With the current schedules, you just can't get to work on the hour anymore. (Ronkonoma)

West Hempstead Branch

We need better scheduling on our branch. (Lakeview)

The branch could use a train between the 5:40 a.m. and the 6:55 a.m. trains. A 6:30 a.m. train would be nice. (Lakeview)

I would like to see at least one more late-night train, especially on the weekend when people stay out later. I always have to go to Rockville Centre on the weekend and take a cab to Lakeview. (Lakeview)

The 8:37 a.m. out of Malverne is never on time. (Malverne)

The 5:33 p.m. out of Penn Station is much too crowded. Having nowhere to sit is one thing. But to be crowded even when standing is too much. (Westwood)

On-Time Performance

Total number of comments: 74

positive: 6

negative: 34

suggestions/requests: 34

Babylon Branch

Get us there on time! (Amityville)

For four years, on-time performance has not improved, despite "improvements" claimed by the railroad. If there were another method of transportation available I would use it. I don't know why you ask what we think, it doesn't seem to make a difference. (Babylon)

On-time performance is good on my two regular trains. (Babylon)

You need to improve on-time performance. I take the same train every morning and am consistently arriving late into Penn Station. Coming home is usually better. (Babylon)

Be on time! (Lindenhurst)

I feel the most important part of all is getting to and from your destination on time. The railroad has shown great improvement in that area over the past five years. (Lindenhurst)

Try to speed up pulling into terminal stations. (Lindenhurst)

Make the schedule work. On-time is on-time, not 5 minutes and 59 seconds late. (Merrick)

The 5:40 p.m. train to Merrick never leaves (Penn Station) on time and I always get home 15 minutes late. (Merrick)

Far Rockaway Branch

I wish we could arrive into Penn Station on time in the morning. (Hewlett)

The trains should run on time always! (Lawrence)

I want less delays. (Lawrence)

Eliminate defining on-time as within six minutes. You are either on time or you're not. (Lawrence)

When I look at my watch in the morning and evening rush, I always find that the train is five to ten minutes late, everyday. Yet they still have good on-time results when I read the monthly reports?

The 5:32 p.m. from Penn Station never arrives to Valley Stream on time. It's at least five to ten minutes late every day. (Valley Stream)

Huntington Branch

I haven't been delayed in quite awhile—a big improvement. (Huntington)

Trains are always late. (Mineola)

On-time performance is not as good as it used to be. (Syosset)

Improve on-time performance. (Westbury)

Long Beach Branch

Customers should receive better reports about on-time performance and the factors which affect it. (Oceanside)

Montauk Branch

I think on-time performance has improved. (Islip)

Oyster Bay Branch

I'd like better on-time performance, especially on the 7:31 a.m. train from Glen Head to Long Island City. (Glen Head)

I hate the unscheduled, unannounced delays while already en route. (Roslyn)

Be real when scheduling trains, because the statistical on-time performance data given out monthly is totally not reflective of the reality of what I, as a rider, experience: slow-moving, late-arriving trains due to mainline congestion. (Roslyn)

Port Jefferson Branch

You guys need better on-time performance. (Northport)

Port Washington Branch

I wish you'd run more on time. (Great Neck)

The 8:05 a.m. from Great Neck always waits until 8:07 a.m. before it leaves, thus it's always late. Why? (Great Neck)

The 8:08 a.m. from Port Washington is often late after waiting for the eastbound train. (Port Washington)

Being five minutes late for a 36-minute ride is not on time. (Port Washington)

Ronkonkoma Branch

Please be on time. If you can leave on time, then arrive on time. (Brentwood)

The railroad's on-time performance is magnificent. I hope they keep it up. (Central Islip)

On-time is not within five minutes of being outside the station. Measurements should be made when the doors actually open. (Deer Park)

On-time performance is in need of improvement. (Ronkonkoma)

I expect to see a better commitment to on-time service. If I were continuously late to work I would be fired. (Ronkonkoma)

West Hempstead Branch

We need improved on-time service. (Lakeview)

For the past six to nine months the morning trains have been on time, although before that they were late one or two times a week, by between 15 and 30 minutes.

(Malverne)

Operations

Total number of comments: 49

positive: 0

negative: 11

suggestions/requests: 38

Babylon Branch

I would like to have more than three minutes to board the train at Penn Station. Often, trains pull in, people rush the doors—it's terrible. (Amityville)

Bi-level coaches—why not for the Babylon Branch? (Amityville)

Why is the train always so slow pulling into Babylon station? (Babylon)

Idling trains at Babylon constitute a nuisance for the LIRR's neighbors. Move the car wash into the yard. (Babylon)

Run trains faster. (Bellmore)

Don't close the train doors if a train is late and still sitting in the station. (Copiague)

Morning service seems to much better than evening service, because short trains in the evening seems to be the norm. Also, the Jamaica bottleneck needs fixing. Getting to Jamaica from Penn Station takes half the time of my trip, but represents only a quarter of the distance. (Lindenhurst)

Improve service through Jamaica. (Wantagh)

Far Rockaway Branch

Trains move too slowly between Jamaica and Valley Stream. (Gibson)

I do not understand why, despite the switching capabilities that the LIRR has, trains are not switched to alternate tracks when there is trouble in the tunnels. (Inwood)

I think Brooklyn customers should have to change at Jamaica to let the majority of us stay on the train. (Valley Stream)

Hempstead Branch

Alternate the use of tracks 13 and 14 in Penn Station with other branches. The Hempstead Branch is always on these tracks. (Nassau Blvd.)

Huntington Branch

Make it so that we do not have to change at Jamaica. (Hicksville)

When there are delays, the trains that have departed first should have priority. (Huntington)

Why must trains always crawl so slowly between Jamaica and Mineola? (Huntington)

Weekend trains could wait 10-15 minutes at major stations before leaving. (Merillon Avenue)

Why do the trains always move so slowly? (Syosset)

Long Beach Branch

Trains should not have to cross each other at stations. (Island Park)

Oyster Bay Branch

It seems that the trains could go faster, especially in Queens. (Locust Valley)

Port Jefferson

Stop delaying the westbound 7:12 a.m. Kings Park train for the eastbound train. This delay always causes us to miss the connection at Huntington. (Kings Park)

Port Washington Branch

There's too much time spent waiting for a track when pulling into Penn Station. (Manhasset)

Get the 8:09 a.m. train out of Port Washington station before the eastbound train needs to get in! (Port Washington)

When a train is in the station late, leave the doors open until it pulls out. (Port Washington)

Please open all the doors on off-peak trains at the same time. (Port Jefferson)

Ronkonkoma Branch

Speed up the line. Too slow through the Jamaica logjam. (Deer Park)

When a train is running late it arrives at stations late. There are always already lots of people waiting at stations when trains are late. Trains shouldn't wait at stations when they're late to pick up even more passengers as if they were on time. (Ronkonkoma)

Bring the trains into Penn Station sooner. It is always such a pushing contest to get on. (Ronkonkoma)

West Hempstead Branch

Open all cars on a train or just run four-car trains. (Lakeview)

After pulling into a station, conductors continue to take tickets. They do not open the doors to let new passengers on until they are finished. This makes the train late getting into Penn Station every morning. (Malverne)

Cars should have destinations posted on their sides, like on the subway. (West Hempstead)

Maintenance of Service during Severe Weather Conditions

Total number of comments: 3

positive: 0

negative: 2

suggestions/requests: 1

Huntington Branch

In winter, customers should not be left outside of the train, freezing, until one minute before it leaves Huntington. (Huntington)

Long Beach Branch

Parking areas should be plowed immediately after snowfalls. (Oceanside)

Oyster Bay Branch

The Roslyn station platform and stairs are icy in winter. The LIRR should take greater steps to plow and sand the ice. (Roslyn)

Communications

Total number of comments: 103

positive: 4

negative: 14

suggestions/requests: 85

Babylon Branch

Make lots of announcements for every diversion from normal service. (Amityville)

I hate hearing the onboard public-address system used by conductors to talk about the same problems over and over again—get radios! (Amityville)

Discontinue crew communications over the public-address system. (Babylon)

Please have your crews order people to remove their feet from the seats. This is not being done. (Babylon)

Destination signs should be installed at all platforms so people will know which stops the train is making and where it's going. (Babylon)

The announcements on the 6:42 a.m. from Babylon are excellent. (Babylon)

Why can't crews make announcements about delays, even if they say that they have no current information but will tell us when they do? (Babylon)

Announce trains at all times, not just during the rush hour when everyone knows where they're going, anyway. (Babylon)

They never make announcements in the evening that a train is going to be short, like on the 5:10 p.m. from Penn Station to Babylon. Then people have to run along the platform to where it will stop. It would be the right thing to do to announce short trains

before they pull in, or perhaps indicate a train is short with a signal light on the front car. (Babylon)

Train cars need some form of emergency communication system for passengers to talk to the crew. (Bellmore)

Need more announcements regarding train delays, especially in the morning! (Massapequa)

There should be better announcements about delays. (Merrick)

Allow customers to register complaints via e-mail. (Merrick)

Far Rockaway Branch

Announcements at train stations should be clearer. And there should be better communication between train crews and the control center so that crews can disseminate accurate and timely information about problems. (Cedarhurst)

Announcements are always garbled and indifferent. (Gibson)

There should be some way of letting riders know about delays in advance at their home stations. (Hewlett)

Let us know what the problem is right away instead of letting us sit in the dark for 30 minutes. (Valley Stream)

Hempstead Branch

Sometimes it's hard to hear the public-address announcements onboard trains. Can there be an electronic message sign onboard, too? (Floral Park)

Make announcements telling us why we're late. (Floral Park)

Huntington Branch

Have conductors announce the car numbers of the cars which will not platform at certain stations. This would make it easier for passengers to know they have to change cars. (Cold Spring Harbor)

There needs to be a better vehicle for delivering complaints and suggestions to the railroad. (Cold Spring Harbor)

Make better station announcements during the morning commute. (Hicksville)

If there are delays, announcements should be made. (Hicksville)

Teach employees how to speak on station and onboard public-address systems. (Huntington)

Long Beach Branch

I enjoyed the “morning pick-me-up” campaign. It’s too bad most commuters are too jaded to read them. (Center Avenue)

The public-address systems are usually too loud. (Center Avenue)

Don’t announce tracks until trains are about to pull into the station. It’s dangerous to have people waiting at the same track for two different trains. Also, make announcements for people to keep shoes off of seats. (Long Beach)

Train schedules should be redesigned so that they’re easier to read, with better graphics and layout. Why not run a design contest with area design schools such as Fashion Institute of Technology? (Long Beach)

Penn Station needs announcements about when an arriving eastbound train will be short. (Lynbrook)

Make more announcements about delays and the reasons for them. (Lynbrook)

Montauk Branch

Let’s be told the real reason for delays. (Bay Shore)

Better announcements need to be made east of Babylon in the morning. If delay announcements came 10 or 15 minutes earlier, at least commuters would have the option of deciding between taking a Babylon or Ronkonkoma train. (Islip)

How about real-time updates on the LIRR website for delays, track assignments, and connections? (Islip)

Oyster Bay Branch

Make faster announcements about train problems. (Albertson)

The announcements on the trains are too loud. (East Williston)

Respond to our comment cards! (Glen Cove)

Port Jefferson Branch

Why won't the railroad tell us anything about the bi-level delivery schedule? They're two years late, and absolutely no communication. Where's the direction from Pataki or Conway? (Greenlawn)

Keep LIRR staff updated on issues in order for them to interface more intelligently with their customers. (Kings Park)

Ensure that passengers are notified of delays and service issues. (Kings Park)

Make more announcements at Smithtown. (Smithtown)

Announce stops more often and clearly. (Stony Brook)

Port Washington Branch

Give us better announcements regarding the reasons for delays. (Port Washington)

Send E-mail to me before I leave work to let me know if my train is on time. (Port Washington)

The public-address system in many cars cannot be heard. (Port Washington)

We still don't receive adequate explanations about delays. (Port Washington)

We need better avenues to report things like broken seats. (Port Washington)

Your current newsletter is nothing but railroad propaganda. How about explaining why trains are dirty or why bathrooms smell? (Port Washington)

Announce train destinations before the doors close, not after. (Port Washington)

Ronkonkoma Branch

The MTA should accept customer comments on its website. (Brentwood)

There ought to be better communication between train crews and commuters. (Central Islip)

Hearing the conductor's or operator's voice is more personable than hearing a computer voice, which makes you feel more like a cow in a herd of cattle. (Central Islip)

What happened to the digital platform displays at Penn Station? (Ronkonkoma)

How many comment cards do we have to fill out to see change? When I fill them out I feel like I'm wasting my time. (Ronkonkoma)

Make announcements before problems become obvious. (Ronkonkoma)

Let riders know what the problem is related to. It is frustrating to just sit there and not know what is going on. (Ronkonkoma)

West Hempstead Branch

When a train is late, don't wait 20 minutes before making an announcement. Tell us something! (Lakeview)

Announcements, both on platforms and on trains, must improve. (Lakeview)

You can't understand the announcements at the Malverne station. (Malverne)

Announce destinations, especially at night. (West Hempstead)

2. CUSTOMER COMFORT AND SAFETY

Heating, Ventilation, and Air Conditioning

Total number of comments: 121

positive: 0

negative: 39

suggestions/requests: 82

Babylon Branch

The railroad had plenty of time to prepare for this summer. The air conditioning should be working on all trains. (Babylon)

Trains very often have a car with no air conditioning (in summer) or heat (in winter) leading to overcrowding in other cars. (Babylon)

Get air conditioning to work. (Bellmore)

There shouldn't be hot cars. (Freeport)

Fix the air-conditioning problem so that trains don't run with hot cars, which forces the other cars to become dangerously overcrowded. (Massapequa)

Air conditioning is way below normal in the evening peak. (Lindenhurst)

Fix the air conditioning. (Lindenhurst)

There shouldn't be hot cars. (Merrick)

Have adequate heating and air conditioning. (Merrick)

Fix air conditioning! (Wantagh)

Far Rockaway Branch

We need improved air conditioning. (Cedarhurst)

Trains are often either too hot or too cold. (Cedarhurst)

I do not like the idea that the cars are either too hot or too cold. (Inwood)

Make sure there's air conditioning on 90-degree days more than 75 percent of the time. (Lawrence)

We need better air circulation in “hot” cars. (Valley Stream)

Fix the air conditioning. (Valley Stream)

Hempstead Branch

Improve summer air conditioning. (Hempstead)

Huntington Branch

It would be nice for the air conditioning not to leak on you and to actually work. (Hicksville)

It’s inexcusable for air conditioning not to be working. (Mineola)

Improve air conditioning. (Mineola)

Get better air conditioning in summer. (Westbury)

Long Beach Branch

Better test the air-conditioning systems before summer service. (Long Beach)

All the cars should be air conditioned. (Lynbrook)

Cars need fresh air. Recirculation is not enough. (Lynbrook)

It gets very stuffy and claustrophobic when the air conditioning is out. (Lynbrook)

Montauk Branch

Make sure air conditioning works when people are packed in like sardines on Friday nights. (Bay Shore)

I want more reliable air conditioning. (Islip)

The air conditioning is sometimes too strong. It’s unhealthy to go from 90 degrees to 65 degrees. Perhaps some cars could be kept a little warmer for those of us who don’t bring sweaters around on very hot days. (Oakdale)

Trains are often too cold in the summer. (Speonk)

Oyster Bay Branch

Do a better maintenance job to keep the air conditioners and heaters working. (Glen Head)

Port Jefferson Branch

The air conditioning is always on too high too early in the year. Fifty degrees outside is not warm enough for AC. (Greenlawn)

Why do they keep the air conditioning at 40 degrees when it's 60 degrees outside? (Kings Park)

Fix the air conditioning. (Kings Park)

Make sure air conditioning works for the summer. (Northport)

Port Washington Branch

Make sure the air conditioning is working in all cars. (Plandome)

Why doesn't the railroad ensure air-conditioning units are working before summer begins? (Port Washington)

Ronkonkoma Branch

Need to upgrade trains to have adequate heat and air conditioning. (Central Islip)

Do a better job on mechanical maintenance. Air conditioning doesn't always work in the summer, and this is a health hazard. (Central Islip)

Remember, it's air conditioning in summer and heat in winter. Not the other way around. (Ronkonkoma)

The cars temperature is never comfortable. We need ventilation for outside air. (Ronkonkoma)

Air conditioning is in need of improvement. (Ronkonkoma)

Make sure the air conditioning works during the summer. (Ronkonkoma)

Fix the heating and air conditioning. (Ronkonkoma)

West Hempstead Branch

Make sure air conditioning functions in every car. (Westwood)

Adequately air-condition the cars in summer and heat them in the winter. (Westwood)

We need air circulation even at times when heating or cooling isn't necessary.
(Westwood)

Cleanliness and Availability of On-Board Rest Rooms

Total number of comments: 20

positive: 0

negative: 7

suggestions/requests: 13

Babylon Branch

Occasionally the odor from the rest room is so bad that I have to move to another car.
(Amityville)

Gut and rebuild the bathrooms! (Babylon)

We need better rest rooms. (Babylon)

Clean up the bathrooms on trains! (Lindenhurst)

Hempstead Branch

Clean the bathrooms! (Garden City)

Huntington Branch

We need cleaner bathrooms since there are so many delays! (Huntington)

I suggest that air fresheners be used in each bathroom. And we definitely need baby wipes. (Westbury)

Montauk Branch

We need cleaner bathrooms. (Bay Shore)

Oyster Bay Branch

Clean up the bathrooms on trains. (Albertson)

Port Jefferson Branch

Clean the bathrooms on the trains. (Greenlawn)

I want cleaner rest rooms. (Northport)

Port Washington Branch

Clean bathrooms on trains. (Port Washington)

Ronkonkoma Branch

How about making the toilet seats woman-friendly by getting rid of the springs so that we don't have to touch them to put them down. (Ronkonkoma)

West Hempstead Branch

The bathrooms onboard trains are disgusting. (Malverne)

Cleanliness of Trains and Stations

Total number of comments: 99

positive: 1

negative: 31

suggestions/requests: 67

Babylon Branch

Clean up the grounds around Babylon station. They're filthy with garbage and smell of urine. Get rid of the bums; it's scary to walk around the station at night. (Babylon)

Clean the seats and windows! (Babylon)

Passengers are slobs—coffee cups, papers, soda all over the train. (Babylon)

A lot of train cleanliness depends on commuters. Ban food and drink on-board trains. (Baldwin)

Afternoon and evening trains are dirty. (Baldwin)

Hire cleaners. (Bellmore)

The enclosed platform waiting areas always smell like a toilet. Clean them at least once a week. (Bellmore)

Some seats are extremely filthy and should be cleaned. (Cold Spring Harbor)

Clean up the right-of-way. (Cold Spring Harbor)

Clean the trains. (Lindenhurst)

Cleanliness has improved. (Lindenhurst)

The trains are disgusting—floors wet and sticky, garbage all over the place and on the seats. (Massapequa)

Need cleaner cars. (Merrick)

Place garbage containers at the ends of each car. (Merrick)

Far Rockaway Branch

Clean the electric cars. (Cedarhurst)

I would like the cars to be cleaner. (Cedarhurst)

The electric cars are very often dirty. (Inwood)

You need to get cleaning crews to at least give the trains a bleach mopping and pick up the litter that riders leave behind. (Lawrence)

Improve cleanliness. Don't rely on riders to clean up after themselves. (Valley Stream)

I would like the trains to be cleaner than they are. (Valley Stream)

Huntington Branch

Trains are getting dirtier. (Syosset)

I would like to see beer spills cleaned up. (Syosset)

The trains are filthy. One morning there was a dead mouse in the car. (Westbury)

The Westbury Station always smells like urine. Can't the LIRR, with all its rider-generated revenue, find a way to improve its appearance and smell? (Westbury)

Long Beach Branch

Have garbage containers, sickness bags, and paper towels to wipe up spills. (Long Beach)

Make riders clean up after themselves. (Lynbrook)

Lynbrook station is never cleaned. Broken glass sits on the steps for three weeks before it's cleaned. (Lynbrook)

How about putting a garbage bin in every car, like on New Jersey Transit? (Lynbrook)

Montauk Branch

We should have cleaner waiting areas, in general. (Bay Shore)

Clean the trains after every round trip. (Bay Shore)

Clean the cars. (Bay Shore)

Clean the damned seats of people's sweat, gum, tape, dirt, dust, etc. (Islip)

I wouldn't mind the old trains if they were clean. I don't understand the reason for them to be so dirty. (Speonk)

Oyster Bay Branch

Enact stiffer penalties for litterers. (Albertson)

Clean seats, windows, and trains in general. (Albertson)

Track areas are unsightly. (Glen Cove)

The Oyster Bay Branch needs to be cleaned. (Glen Head)

I would like to see a train that is washed occasionally. Besides being slow, the Oyster Bay Branch is also extremely dirty. (Sea Cliff)

Port Jefferson Branch

Clean the trains. (Kings Park)

Clean the diesels, they are filthy! (Port Jefferson)

Port Washington Branch

Evening trains leaving Penn Station are usually dirty. Please clean them better. (Broadway)

You need cleaner conditions on trains. (Murray Hill)

Trains should be cleaned after every run. (Port Washington)

Bring back recycling bins at Port Washington. (Port Washington)

Bring the recycling bins back to Port Washington. (Port Washington)

Trains are filthy on the weekends. (Port Washington)

Ronkonkoma Branch

Why are there no wastebaskets on the trains? (Ronkonkoma)

Cleanliness of morning trains is in need of improvement. (Ronkonkoma)

Clean the cars. (Ronkonkoma)

Clean the trains. (Ronkonkoma)

West Hempstead Branch

Improve cleanliness. (Lakeview)

Have a porter on the train to sweep up. (Malverne)

Have a midday crew clean the trains. (West Hempstead)

Clean your cars. (Westwood)

Alcohol and Smoking Policy

Total number of comments: 28

positive: 0

negative: 5

suggestions/requests: 23

Babylon Branch

This is the third time I've complained about this with no changes—smoking in vestibules on diesel trains is disgusting but never challenged by the crews. Please review this—especially on Hunterspoint/Jamaica trains. (Amityville)

There's no need to sell liquor at Penn Station. (Babylon)

Why is alcohol allowed on trains? (Babylon)

Bring back smoking cars. (Babylon)

Alcohol should not be permitted on the train. People frequently drive home after drinking on the train, endangering themselves and others. (Copiague)

Discontinue the sale of alcoholic beverages and do not allow passengers to consume alcoholic beverages on board. (Lindenhurst)

On later evening trains people drink and get violent. (Wantagh)

Huntington Branch

Bring back bar cars. (Cold Spring Harbor)

Ban alcoholic beverages. (Huntington)

Long Beach Branch

No alcohol should be allowed on the trains. (Island Park)

Montauk Branch

Ban drinking alcoholic beverages on trains. (Patchogue)

Prohibit alcohol/beers on the train. People get sloppy and obnoxious—and then drive their cars! (Patchogue)

Bring back bar cars. (Sayville)

Port Jefferson Branch

If smoking isn't allowed, why do crews walk right by people smoking in vestibules between cars? (Kings Park)

Abolish bar cars. (Northport)

Port Washington Branch

Keep allowing drinking in all cars. (Broadway)

Ban drinking on the trains. It's disgusting. (Great Neck)

Ronkonkoma Branch

Bring back bar and smoking cars. (Ronkonkoma)

Bring back the bar car. (Ronkonkoma)

West Hempstead Branch

Do not limit drinking alcohol to a given car. I have maybe two beers a month on the train, but on those two nights I'm in no mood to be hassled by train crews. (Westwood)

Security and Emergencies

Total number of comments: 20

positive: 0

negative: 3

suggestions/requests: 17

Babylon Branch

You need more security on the trains with rowdy passengers—coming home from construction jobs, ball games, etc. Passengers are annoyed and made to feel uncomfortable. (Babylon)

There needs to be better security and maintenance of the bicycle area at Babylon. Too many bikes are vandalized and then left there. (Babylon)

We need more patrolling by MTA police to rid the station of drunks and hoodlums. (Baldwin)

Install more security in the parking lot at Copiague, and patrol behind the stairs more frequently. (Copiague)

Improve security on trains and at stations. (Lindenhurst)

Improve security at Merrick. I have seen several broken car windows in past weeks. (Merrick)

Far Rockaway Branch

Need better security on the trains. (Inwood)

Police presence should be around when people cross tracks when the gates are down. (Lawrence)

I think there should be a police officer on every train at all times. (Valley Stream)

Need better security in the Valley Stream parking lot, at Jamaica, and onboard trains. (Valley Stream)

Huntington Branch

Implement real patrols of stations and parking areas at night to prevent loitering and criminal activity. We've had rapes and robberies and vandalism to cars. The LIRR needs better coordination between the MTA police and local police. (Huntington)

Montauk Branch

Better supervise trains to watch for vandals. (Bay Shore)

Oyster Bay Branch

Put more police patrols in station houses to keep vagrants out. (Glen Street)

Port Jefferson Branch

Access ways are still a mess. (Greenlawn)

Ronkonkoma Branch

Improve security. (Ronkonkoma)

Two months ago I called about an incident in the Ronkonkoma parking garage where a man was going from car to car checking to see if doors were locked. I was even approached by this man in my own car. There were no security personnel at the station office at the time. Worse, no one from the railroad ever called me back about the incident. (Ronkonkoma)

3. CAPITAL FACILITIES AND EQUIPMENT

Local Stations and Parking

Total number of comments: 81

positive: 0

negative: 20

suggestions/requests: 61

Babylon Branch

Fix the crumbling, urine-damaged concrete steps to the platform at the Amityville station before you get sued to within an inch of your lives! (Amityville)

There should be more metered parking at Amityville and, most of all, at Farmingdale, where I am a student. I have too many parking tickets! (Amityville)

The stairs at Amityville are in need of repair. Steps are constantly loose. One day, someone is going to get seriously injured. (Amityville)

I'd like to see the LIRR provide parking. (Babylon)

Need more parking at Babylon for non-village residents. (Babylon)

Open Baldwin station on Saturdays. (Baldwin)

Have station hours and ticket-selling hours expanded. (Bellmore)

The upstairs waiting area/platform waiting room should be locked in the evening to prevent homeless people from sleeping and relieving their bodily functions there. (Copiague)

Parking should be LIRR controlled. (Copiague)

Fix the escalator in Lindenhurst. Out for three months twice in the same year. Shame. (Lindenhurst)

Far Rockaway Branch

All stations should have open waiting rooms during rush hour. (Far Rockaway)

Provide more parking at Five Towns stations. (Lawrence)

We need more parking at Valley Stream. And stop the people from the post office monopolizing our spaces. (Valley Stream)

Clean the Valley Stream elevator at least once a month—it stinks! (Valley Stream)

All parking lots should be first-come, first-served. Town residents are already \$300 ahead, anyway. (Valley Stream)

The stairs at Valley Stream are disgusting. (Valley Stream)

At my home station, it's hard to hear the warning bells ringing. (Woodmere)

Hempstead Branch

Provide more seating on platforms at Hempstead. (Hempstead)

The Hollis station is a disgrace. You could get killed there and the LIRR would never know. And there's never enough parking. (Hollis)

Huntington Branch

Please enforce the parking regulations at Cold Spring Harbor. People still park on the grass, over curbs, on the end of rows, and in driveways. All of this makes the parking lot look bad. It's being destroyed. (Cold Spring Harbor)

The overpass steps at Cold Spring Harbor are icy and slippery on most cold or wet days. They should be resurfaced and regularly deiced, or closed. (Cold Spring Harbor)

We need more parking in Huntington. (Huntington)

Get rid of the pigeons at Huntington station. There's pigeon guano everywhere, and that is certainly a health hazard. (Huntington)

New Hyde Park needs additional parking options, along with Stewart Manor and Nassau Blvd. (New Hyde Park)

Improve station parking. (Syosset)

More parking is needed at Syosset, and there needs to be better access to the north parking area. (Syosset)

Increase parking to keep up with population growth. (Syosset)

Montauk Branch

Pave the Bay Shore parking lot. (Bay Shore)

Clean and renovate the Bay Shore passageway. (Bay Shore)

Need a multi-level garage at Babylon station. (Bay Shore)

We need some sort of cross-tracks access at Islip. (Islip)

Reopen the station house at Mastic-Shirley 5:00 a.m. to 8:00 a.m. and 12:00 noon to 8:00 p.m. (Mastic-Shirley)

The pedestrian walkway at Oakdale station was moved east of the new platform, meaning that you now have to walk next to oncoming automobile traffic to get from the north to the south side. Autos have hit the guardrail next to the walkway twice. (Oakdale)

Bring the ticket agents back to the smaller stations. I have to travel just to get my monthly ticket, and the machines are horrible. (Sayville)

Oyster Bay Branch

Enclose the shelters at Albertson. (Albertson)

We need better light in the parking lot and a safer, cleaner station house at Glen Street. (Glen Street)

Will they ever finish one platform on the Oyster Bay Branch? (Locust Valley)

Restore the convenience of stations on the Oyster Bay Branch by providing properly designated and signalized crossing at locations where people actually need to cross. (Locust Valley)

The Sea Cliff station is never open to buy a monthly ticket. (Sea Cliff)

Port Jefferson Branch

There needs to be more parking at Deer Park. (Kings Park)

Improve the Northport parking lot. (Northport)

Port Washington Branch

There's insufficient parking at Manhasset station. (Manhasset)

You need to clean Murray Hill station and fix the steps. They're broken and extremely dangerous when wet and icy. (Murray Hill)

Work closer with towns to plan and improve parking facilities. (Port Washington)

Ronkonkoma Branch

Fix-up Smithtown station. (Central Islip)

We need more parking at Deer Park. (Deer Park)

Open more parking lots in the Stony Brook train station. (Ronkonkoma)

Improve parking. (Ronkonkoma)

The police post and restrooms at Ronkonkoma should be open 24 hours.
(Ronkonkoma)

A stairway crossover at the east end of the Ronkonkoma station is absolutely necessary. (Ronkonkoma)

Western Terminals and Hub Stations:

Flatbush Avenue

Total number of comments: 4

positive: 1

negative: 2

suggestions/requests: 1

Babylon Branch

The Brooklyn terminal is a total disgrace. (Babylon)

Long Beach Branch

Clean up Flatbush Terminal. (Center Avenue)

West Hempstead Branch

I work in Lower Manhattan and travel via Penn Station, which is ok in the morning. But crowding, lack of seats, and poor air conditioning prompted me to start to use Flatbush Avenue which is not crowded and a pleasure to use. (Hempstead Gardens)

Please fix Flatbush Avenue, it's an absolute mess. It leaks water if it so much as drizzles. (Westwood)

Hunterspoint Avenue

Total number of comments: 2

positive: 0
negative: 2
suggestions/requests: 0

Port Jefferson Branch

When you renovated, you left out Hunterspoint Avenue, which is devoid of a waiting room or any services. (Greenlawn)

Hunterspoint Avenue terminal is a joke. (Northport)

Jamaica Station

Total number of comments: 2

positive: 0
negative: 2
suggestions/requests: 0

Ronkonkoma Branch

There's no air in the waiting room at Jamaica. (Brentwood)

West Hempstead Branch

The train signs at Jamaica Station are very bad. They never show the West Hempstead trains. (West Hempstead)

Penn Station

Total number of comments: 18

positive: 0
negative: 8
suggestions/requests: 10

Babylon Branch

Penn Station should have a digital display board. (Babylon)

Need more bathrooms at Penn Station. (Bellmore)

The escalators at Penn Station are poorly and unevenly maintained. (Lindenhurst)

The rest rooms at Penn Station should be closed to vagrants; it's a horror to even attempt to utilize them. Admittance must be by ticket only. (Lindenhurst)

The platforms at Penn Station are dirty and hot. (Merrick)

Air on the Penn Station platforms is hot and stale. (Wantagh)

Far Rockaway Branch

Why were the escalators at Penn Station broken for two weeks? (Valley Stream)

Hempstead Branch

The Penn Station waiting area seats are broken and lice-infested. Fix up the waiting area like at Grand Central Terminal, and keep the homeless out. (Bellerose)

Huntington Branch

Air condition the Penn Station platforms. (Huntington)

How about ceiling fans on the platforms? (Merillon Avenue)

Long Beach Branch

The narrower platforms at Penn get dangerously overcrowded when two trains are scheduled to depart at the same time. (Long Beach)

Improve access to platforms at Penn Station. (Long Beach)

Port Jefferson Branch

Restrict the use of the bathrooms at Penn Station. (Smithtown)

Port Washington Branch

Don't use Track 17 at Penn Station. It's dangerous. (Great Neck)

Track 17 at Penn Station is hazardous when it is crowded, especially before a train pulls in. (Port Washington)

West Hempstead Branch

Install more seating at Penn Station. (Lakeview)

Woodside Station

Total number of comments: 0

positive: 0

negative: 0

suggestions/requests: 0

Equipment and Maintenance

Total number of comments: 163

positive: 3

negative: 52

suggestions/requests: 108

Babylon Branch

I'd like to see more bi-levels. (Babylon)

The new bi-levels are excellent. (Babylon)

Take cars out of service when not working. (Babylon)

The cars, for lack of a better word, suck. But you have no competition, so you have no reason to improve. (Babylon)

Install headrests on the aisle seats of three-seater benches. (Babylon)

Have new cars for the year 2000. (Merrick)

You people know before a train leaves the yard if it has no heat or air conditioning. There always seem to be (other) trains in the yard. Get them on the road. (Wantagh)

Way too much emphasis is put on the bi-levels and cleanliness. Cleanliness is great, but if the bi-levels can't go anywhere, who cares? There are way too many delayed trips. (Wantagh)

We need new trains on the Babylon Branch. (Wantagh)

Far Rockaway Branch

Upgrade electric equipment or purchase new cars. (Cedarhurst)

Improve equipment maintenance. (Cedarhurst)

Maintenance should be greatly improved. (Valley Stream)

Some newer trains would be nice. (Valley Stream)

Hempstead Branch

Upgrade your trains. (Bellerose)

The condition of diesel trains is deplorable. (Garden City)

Maintain cars better so they're always available. (Garden City)

You need newer coaches. (Stewart Manor)

I want more bi-level trains. (Stewart Manor)

Put bi-level coaches on more lines. (Stewart Manor)

Huntington Branch

Get new cars to improve reliability. (Huntington)

Get more bi-level coaches. (Mineola)

Get new cars. (Syosset)

Trains are not maintained. (Syosset)

Spend some money to maintain the old diesel coaches. (Syosset)

Long Beach Branch

Get new trains. (Center Avenue)

Montauk Branch

The announcements and warning beep on the new bi-level coaches are too loud. (Bay Shore)

I take the 4:01 p.m. from Penn Station to East Hampton on Fridays. It is terrible. If you are keeping the diesel coaches in service, they should be maintained. No air conditioning and it's always an adventure to get a seat. (East Hampton)

The old Montauk trains are terrible. (Hampton Bays)

Kill the warning beep on the bi-levels. (Islip)

In your new bi-level coaches, many of the rubber gaskets around the windows are coming loose. (Patchogue)

The LIRR is not well prepared for breakdowns. For example, there is never any replacement bus service available. (Speonk)

Oyster Bay Branch

Get rid of those old cars now before serious accidents occur. (Albertson)

Change that piercing warning sound for the closing doors on the bilevels, as well as the brake systems which smell of burning. (Albertson)

More new trains. I like the bi-levels. (East Williston)

The diesels on the Oyster Bay Branch should be in a museum, not on the tracks. They have no climate control and a high percentage of the doors don't work. (East Williston)

Fire the bi-level project manager and replace him with someone capable of anticipating the sorts of problems that have prevented the new trains from entering service. (Glen Head)

Replace the diesels now. (Glen Head)

The new bi-level trains are terrific. (Glen Head)

Implement the new trains and get them working to their maximum. (Greenvale)

We all thought the new trains were going to be able to run in electric territory and that some would run directly to Penn Station. (Locust Valley)

Fix the doors on the diesel trains, they don't stay closed. (Locust Valley)

It's outrageous that it's taking so long to replace the diesel coaches. (Roslyn)

Get rid of the old diesels. (Sea Cliff)

I'm irate that we still don't have the old diesels replaced and no communication on when and why. It's been a year since we were supposed to have started getting them. (Sea Cliff)

Port Jefferson Branch

I take the 6:23 a.m. bi-level and think there should be published results of its performance. It works only maybe 60 percent of the time. (Greenlawn)

The old bi-level is pulled out of service very often. We do not understand why.
(Greenlawn)

Scrap the diesel trains. The ride is awful, they're dirty, the doors don't open, and you can't see out the windows. (Greenlawn)

Get the bi-level trains back on the tracks. The trains being used are an utter disgrace.
(Kings Park)

I'd like to see the bi-levels run westbound in the morning, too. (Northport)

Retire the old coaches now and get rid of the prototype bi-level. (Northport)

I want bi-levels that work, running to Penn Station. (Northport)

Maintenance should be contracted out. (Northport)

I usually take the bi-level—when it runs. The conditions on its replacement train are horrendous and my results are based on that. (Port Jefferson)

In general the trains are well maintained but the diesels could be cleaner, especially the windows. (Port Jefferson)

I am very concerned that the railroad based a new fleet of trains on a pilot train that is very unreliable. (St. James)

Port Washington Branch

The diesel trains to the Hamptons are disgusting. They are filthy and loud and you cannot see out the windows. That is a disgrace. (Auburndale)

The seats are in bad condition. (Manhasset)

Run new cars. (Port Washington)

Ronkonkoma Branch

Get new trains. (Bethpage)

There ought to be better maintenance of trains and Ticket Vending Machines.
(Brentwood)

Why can't we get bi-level trains? (Central Islip)

Equipment breakdowns occur way too often. You need better maintenance of the trains. (Central Islip)

Run bi-levels on more branches. (Central Islip)

Run bi-levels on the Port Jefferson Branch. Bring the Branch into the 21st Century. (Ronkonkoma)

Get the bi-levels running on the Port Jefferson Branch. (Ronkonkoma)

The lights need to be fixed on some Ronkonkoma trains. (Ronkonkoma)

Bring on the bi-levels for the Ronkonkoma Branch. (Ronkonkoma)

West Hempstead Branch

Run more bi-levels. (Lakeview)

Let's have some more reliable equipment. Many times more than one car doesn't have air conditioning or lights and this causes over-crowding in other cars. (Westwood)

When are the new trains going into service? (Westwood)

Capital Projects and Electrification

Total number of comments: 41

positive: 0

negative: 5

suggestions/requests: 36

Babylon Branch

Bi-level coaches look interesting. I would like to see an all-electric version for the electric lines. (Merrick)

Hempstead Branch

Spend all that federal money on modernizing the LIRR, not on renovating Penn Station. (Nassau Blvd.)

Huntington Branch

Electrify past Huntington. (Huntington)

Build a bypass track at Jamaica to avoid stopping there. (Westbury)

Long Beach Branch

Get rid of the manual switch at Long Beach. (Long Beach)

Montauk Branch

Build grade-separated overpasses to increase the speed of trains. (Mastic-Shirley)

Electrify Zone 10 so that customers there can have less-crowded trains. (Sayville)

Oyster Bay Branch

The new platforms do not match the car doors. (Glen Cove)

Electrify the Oyster Bay Branch. (Glen Head)

Higher priority should be given to getting new trains and improving service before fixing stations! (Roslyn)

Electrify the Oyster Bay Branch. No more diesels! (Sea Cliff)

Port Jefferson Branch

Electrify and double-track the Port Jefferson Branch. (Greenlawn)

Electrify the Port Jefferson Branch; this is the 20th century. (Greenlawn)

More track work is needed to smooth out the ride. (Greenlawn)

Electrify out to Port Jefferson. (Kings Park)

Why did they spend all that money renovating Penn Station? It should have been spent on service. (Stony Brook)

Port Washington Branch

Get a new crew in to finish the Manhasset renovation. This job should have been finished a long time ago. (Manhasset)

Build another track east of Great Neck. (Port Washington)

The yard switch in Port Washington should be automated. (Port Washington)

Automate the Port Washington switch so that eastbound trains do not have to wait five minutes and stop several times for manual switching. (Port Washington)

Ronkonkoma Branch

I hate the Ronkonkoma Branch. Electrify the Port Jefferson Branch. (Central Islip)

Electrify the Port Jervis Branch. (Ronkonkoma)

Electrify the Montauk Branch to Patchogue. (Ronkonkoma)

4. FARES AND TICKETS

Fares

Total number of comments: 56

positive: 1

negative: 25

suggestions/requests: 30

Babylon Branch

Give commuters more discounts—we have a lot of aggravation to tolerate with the LIRR. (Amityville)

Why is the monthly ticket from Amityville to Woodside \$40 than the monthly ticket to Jamaica? (Amityville)

Monthly fares should be tied to on-time performance. This would give the LIRR some incentive to perform better. (Babylon)

It's not worth \$181 a month so far. (Copiague)

Lower the fares. (Copiague)

Ticket prices are too high, and there are increases all the time. Monopolistic service contributes to this. (Merrick)

Far Rockaway Branch

The fares are too expensive. (Gibson)

The one-way fare to Valley Stream from Penn Station is too expensive. I'd like to see a reduction. (Valley Stream)

Lower the fare or introduce promotional fares. (Valley Stream)

Hempstead Branch

So much to pay for a filthy ride. (Bellerose)

Huntington Branch

The prices for monthly tickets should be a lot cheaper! (Hicksville)

I pay too much for too little. (Huntington)

Reduce fares for standees. (Huntington)

Lower ticket prices. (Westbury)

Long Beach Branch

Children ages 5—12 should ride for less than \$3.50 on peak trains. (Centre Avenue)

Please don't raise monthly fares for awhile. (Long Beach)

Montauk Branch

When trains are late 15 or more minutes, I would like to have some sort of discount on my monthly ticket for that ride. (Bay Shore)

I travel four days a week. I find \$200 for a monthly to be quite a hardship. Can you lower the price, please? (Patchogue)

It is very expensive. Service should be efficient for the price we pay. (Speonk)

Oyster Bay Branch

Until East Side Access is completed, the MTA should provide a free transfer from the LIRR to the subway at Long Island City and Hunterspoint. (Glen Head)

Diesel train riders should get discounted fares. (Glen Head)

I find it irksome to pay the same monthly fare as other branches that have more frequent service on newer equipment. (Roslyn)

Port Jefferson Branch

Currently, I am not getting the value for my \$200 monthly expense. (Kings Park)

Port Washington Branch

Overall and considering the other options, the railroad is a good value for money. (Broadway)

Lower your ticket prices. (Great Neck)

Ronkonkoma Branch

There needs to be better ticket pricing. (Brentwood)

I want stable fares. (Central Islip)

Lower ticket prices, or improve your service and your crews. (Central Islip)

It's not worth the \$200 I pay every month, when the trains are often late, short, and I have to stand. (Ronkonkoma)

For the amount of money I spend, service is poor. (Ronkonkoma)

Run some form of second-class service for a reduced price. (Ronkonkoma)

West Hempstead Branch

Prices should be lowered. (Lakeview)

If service continues to decline, you should lower your fares. (Malverne)

Implement cheaper rates. (Westwood)

Rush-hour fares are too high! (Westwood)

Ticket Types, Sales, and Policy

Total number of comments: 49

positive: 2

negative: 16

suggestions/requests: 31

Babylon Branch

Collect tickets fairly. People get on at Kew Gardens and Forest Hills even though it triples the fare they would pay on the subway because they know their ticket will only be collected half the time. (Babylon)

Stop printing the cost of the card on TVM purchases. (Babylon)

Allow TVMs to vend monthly passes. (Bellmore)

Copague station should have a ticket seller. (Copiague)

The MetroCard portion of my joint-monthly ticket is always screwed up and I'm extremely disappointed at all the inconvenience it has caused me. (Lindenhurst)

Your refund policy stinks. (Lindenhurst)

Check all tickets during sporting events and on St. Patrick's Day. Kids are out of control during these events. (Wantagh)

Give discounts for standing-room-only trains. (Wantagh)

Far Rockaway Branch

Why should we have to pay for subway tokens? (Gibson)

It stinks that we cannot get reimbursed if we forget our monthly ticket on the first of the month. And so do the \$10 Mail & Ride late fee and the following month's suspension for a second late payment. (Gibson)

Collect fares from people getting on after Valley Stream in the evening. You rarely do. (Lawrence)

I want to be able to buy my monthly ticket at the end of the month during the weekend at my home station. (Valley Stream)

Hempstead Branch

The Ticket Vending Machines in Bellerose are unreliable. The \$2 penalty for buying a ticket on the train should be waived from this station. (Bellerose)

Huntington Branch

There shouldn't be a fee for buying tickets onboard. The ticket machines don't work well at local stations. (Mineola)

Develop a ticket-checking system like on NJ transit, where tickets only need to be checked once. (Westbury)

Long Beach Branch

TransitCheks should be accepted at Penn Station. I have to mail them in. They are supposed to be treated like cash, so why should I have to take the risk of sending them by mail? (Island Park)

It's wrong to not allow a husband and wife to use the same monthly ticket. They shouldn't be gender specific. They should also come printed with the date that you bought them. (Island Park)

Put more ticket agents at Penn Station evenings, weekends, and monthly-ticket sales days. (Island Park)

Need ticket centers at individual stations where you can buy a monthly ticket with a credit card! (Long Beach)

Build some sort of a family fare into monthly tickets for those of us who take our kids to daycare at our jobsites. (Oceanside)

Montauk Branch

How about offering some minimal type of compensation when trains are delayed. For example, discount coupons for your next ticket or for purchases at shops in Penn Station. Something similar to complimentary drinks offered by airlines during delays. (Islip)

The Ticket Vending Machine at Islip is hard to read and causes delays every morning. (Islip)

Oyster Bay Branch

Improve ticket-selling hours at local stations. (Glen Cove)

I would like to see ticket sellers at my station. (Glen Cove)

I would like to see ticket clerks rather than ticket machines. (Glen Street)

Port Jefferson Branch

Put in machines so we can buy MetroCards at home stations and avoid lines at subway stations, or reopen our ticket office. (Kings Park)

Increase the number of open ticket windows in the afternoon at Penn Station. (Northport)

Make ticket machines more reliable. (Stony Brook)

Port Washington Branch

Get Ticket Vending Machines that you don't need an engineering degree to operate. (Great Neck)

Improve ticket-collection procedures. (Great Neck)

One month my Mail & Ride ticket never arrived and when I reported it to the railroad I felt they treated me like I was a criminal. (Manhasset)

Install more Ticket Vending Machines that take credit/debit cards. (Plandome)

Ronkonkoma Branch

I like the new policy for when a person forgets their monthly ticket. (Brentwood)

Ticket-checking is archaic! (Central Islip)

I feel punching a ticket to denote male or female is discrimination. (Central Islip)

We need a live ticket seller. (Deer Park)

Do away with the outrageous Mail & Ride late-payment penalty. (Ronkonkoma)

We need a family-fare ticket. (Ronkonkoma)

5. MANAGEMENT

Total number of comments: 41

positive: 0

negative: 19

suggestions/requests: 22

Babylon Branch

Cease the harassment of non-problematic employees regarding time off. Don't you ever have family problems? (Babylon)

Management needs to be more responsive to suggestions. (Baldwin)

Long-term vision needed to update the entire railroad and cut commute time by at least one-half. (Copiague)

Far Rockaway Branch

Privatize the railroad so someone will be responsible for this mess. (Lawrence)

The overall attitude of management should be that riders are customers, not just cattle to be transported. (Valley Stream)

Hire some German railroad professionals for upper management. I lived in Germany and the trains were never delayed or late and never cancelled. (Valley Stream)

Hempstead Branch

Get better management. (Floral Park)

Huntington Branch

Get rid of current management and bring in professional railroad managers. (Hicksville)

How can LIRR management continue to have the same issues year after year go unresolved and still keep their jobs? (Huntington)

Long Beach Branch

Get new management. (Center Avenue)

Montauk Branch

You need better management training programs. The LIRR is the worst-run organization in America. You're damned lucky there's no competition. There are too many reasons given for delays, and your employees are never very helpful. (Bay Shore)

Spend the money and keep the trains in good condition, especially now when MTA has surplus funds caused by increased riders. These good times won't last. (Bay Shore)

Oyster Bay Branch

Listen to your trainmen. They know best. (Albertson)

Get new management. (Glen Head)

Replace all management with individuals who are realistic and attentive to the needs of commuters. Service is insulting! (Roslyn)

Port Jefferson Branch

LIRR management should ride the LIRR everyday, as we do. You have to be here to see what it's really like. (Kings Park)

Get new management that cares about the riders. (Northport)

The lack of management skills is astonishing. And it is evidenced by your poor service, overall I'd give you a failing grade. As more people begin to work at home, prepare to lose ridership. (Northport)

There are too many problems. Get rid of the LIRR president. (St. James)

Port Washington Branch

Make management accountable. (Port Washington)

Revamp your management. (Port Washington)

Ronkonkoma Branch

From a business point of view, the LIRR is an absolute joke. If you weren't the only service available you'd fall to nothing. There's no customer-service ideology, like on Metro-North. Your workers are rude to the public. (Ronkonkoma)

Find a manager for the railroad who can fix the problems. (Ronkonkoma)

If we ran our company like the LIRR, we would be out of business. Why can't you get it right? There seems to be no crisis management or "plan B" for service interruptions—is this any way to run a railroad? (Ronkonkoma)

West Hempstead Branch

Railroad staff are clearly disgruntled with management. There needs to be a meeting of the minds. (West Hempstead)

6. EMPLOYEE CONDUCT

Total number of comments: 77

positive: 15

negative: 32

suggestions/requests: 30

Babylon Branch

Conductors never check the tickets of people who get on the 7:21 a.m. train from Babylon at Jamaica, Kew Gardens, and Forest Hills. Why should they ride free while I pay? If the train is too crowded for the conductor to pass through, then don't stop at these stations anymore. (Babylon)

The conductors are very friendly and helpful. (Babylon)

Some of your ticket collectors could use training in customer relations and friendliness. (Babylon)

Have conductors be nicer. (Baldwin)

The conductor on the 6:42 a.m. from Babylon is excellent: he's very pleasant, friendly, and helpful. (Babylon)

Conductors are very pleasant for the most part. (Copiague)

Customer service is usually very good. For example: polite conductors. (Merrick)

Crews could be more pleasant, sometimes. (Wantagh)

Far Rockaway Branch

Visitors who aren't familiar with the system are almost never helped by conductors. (Gibson)

The conductors should be a little nicer and more supportive. I am a single female and had fallen asleep on the train. I woke up in Far Rockaway after the conductor turned off all the lights in my car and was closing up. When I asked him why he didn't wake me at my stop, he got vulgar and obnoxious. (Lawrence)

I would like to see conductors tell commuters to take their feet off the seats. They usually just turn the other way when they see this. (Valley Stream)

Hempstead Branch

I've noticed the newer, younger conductors are not as nice or friendly to passengers. (Country Life Press)

The staff has no pride in their appearance. (Garden City)

Conductor courtesy should be emphasized through additional training. (Garden City)

A lot of onboard personnel are not working on railroad business and need to be better supervised. (Nassau Blvd.)

You need to practice more considerate and polite customer service. (Nassau Blvd.)

Huntington Branch

Train crews are rude. (Cold Spring Harbor)

Conductors should always announce, "Tickets, please." (Hicksville)

Conductors should enforce the policy of not putting packages on seats; they don't. (Hicksville)

Most of the conductors are nice. (Huntington)

The operator and front conductor of the 7:36 a.m. express from Huntington to Penn Station are very hospitable, friendly, helpful, and professional. They deserve to be commended. (Huntington)

The conductor on the 7:13 a.m. from Huntington is one of the nicest, most helpful I have ever seen. (Huntington)

Train crews should troubleshoot trains before leaving in revenue service. You often see conductors chatting prior to departure and not using the time in a more valuable manner. Also, why must we hear so much behind-the-scenes chatter by trains crews over the public-address system? (Huntington)

Conductors should be consistent in telling people to keep their feet off the seats and lower their voices during cell-phone conversations. (Mineola)

Morning crews are nicer than evening crews. (Mineola)

Long Beach Branch

Get that great conductor, Vinnie, back on the 8:03 a.m. from Long Beach. (Island Park)

Encourage train crews to wear name tags. (Lynbrook)

Crews often have a bad attitude. (Lynbrook)

Conductors are courteous. (Lynbrook)

Montauk Branch

Educate your train conductors as to how to be much more congenial and customer-service oriented. (Islip)

Your conductors are sometimes courteous and helpful (such as George on the Greenpoint Branch in the morning). However, they are often flippant and unresponsive. (Speonk)

Oyster Bay Branch

Conductors in past years were more involved in dealing with problems such as people putting feet on seats, smoking between cars, etc. Now conductors appear to ignore all but major problems. (Albertson)

Port Jefferson Branch

Improve train crews. (Greenlawn)

Fire rude, unhelpful, lazy conductors! (Kings Park)

Get better crews. Most of them act like they are doing you a favor. (Port Jefferson)

You have excellent crews. (Smithtown)

Port Washington Branch

The clerk at Broadway station is very helpful. (Broadway)

You need more courteous train crews. (Broadway)

Conductor number 4273 is great—efficient, polite, and the most informative on the Branch. Too bad they're all not as pleasant as he is. (Port Washinton)

The conductor on the 7:20 a.m. out of Port Washington is wonderful. (Port Washington)

Train crews are arrogant, egotistical, and nasty. You should fire those who do not even try to get along with the public. Break the union. (Port Washington)

Whenever there's a problem, the crew hides. (Port Washington)

Send your conductors to charm school. (Port Washington)

Ronkonkoma Branch

Some staff members have extremely poor attitudes while some are great. But at times a lot of noise is created by crews. (Deer Park)

Crews should insist that employee passholders stand, and should help standing customers find seats. (Deer Park)

Your employees are the most incompetent people I have ever seen. (Ronkonkoma)

Assist your employees in understanding customer service. (Ronkonkoma)

Work on the attitude of your conductors. (Ronkonkoma)

I know ticket collectors have heard every story out there, but the condescending attitude happens with too much frequency. It is usually the same few LIRR employees, too. For the most part, the others are pleasant. (Ronkonkoma)

It really is unfair to blame the entire railroad because of a few bonehead employees. (Ronkonkoma)

Send your conductors to charm school. (Ronkonkoma)

West Hempstead Branch

Improve staff attitudes at Penn Station. (Hempstead Gardens)

7. SUGGESTED IMPROVEMENTS

Total number of comments: 162

positive: 3

negative: 18

suggestions/requests: 141

Babylon Branch

Cell-phone usage has increased for personal calls and its very frustrating and annoying to other passengers. (Babylon)

Forbid the use of cellular phones. It has gotten out of hand. The railroad should not be someone's office; it is very disruptive to all. (Babylon)

Have designated cell-phone cars. (Babylon)

Ban cell-phone use in seating areas of trains. (Babylon)

Look to improve in all areas. (Babylon)

Bring back smoking cars. (Babylon)

Keep your customer newsletter, *Keeping Track*. (Babylon)

Install emergency buttons on cars for the safety of light-night riders. (Babylon)

There should be cell-phone cars. (Baldwin)

Disallow cell phones on board. (Bellmore)

Free raffles on Fridays to make the weekly commute more interesting. (Copiague)

The railroad should do something about all the illegal betting that goes on on the 6:36 p.m. train from Penn Station to Babylon. (Copiague)

Stop people from speaking loudly on cell phones. I know this is rude and I speak softly. (Freeport)

I used to be annoyed by people complaining about the LIRR, but the last three years have seen a considerable drop in conditions. The equipment must be maintained, and sweating and standing on a late and dirty train for \$221 a month must stop. (Lindenhurst)

Conductors should enforce the no-radio-playing rule and should make people turn down their walkmans. It's incredibly irritating to be forced to listen to four or five different people playing different music at the same time. For \$181 a month, I shouldn't have to listen to this. The conductors do nothing about it. (Lindenhurst)

Have separate cell-phone cars. (Merrick)

Improve cellular phone reception in Penn Station and tunnels. (Merrick)

I'd like wider seating. (Wantagh)

We need enough seats to avoid crowding and we need more legroom—some of us are over 5'5" tall. (Massapequa)

Far Rockaway Branch

Sell newspapers and magazines on the trains. (Inwood)

Three-abreast seating is very narrow and uncomfortable. (Inwood)

Establish separate cars for cell-phone users. (Lawrence)

Stop the use of cellular phones onboard trains. (Valley Stream)

Publicize the social opportunities of riding the LIRR—I met my wife on the 6:24 p.m. to Huntington. (Woodmere)

Hempstead Branch

Please consider a cell-phone car so these idiots can broadcast their phone conversations to like-minded, self-important jerks and let the rest of us commute in peace. (Bellerose)

Get larger seats. (Bellerose)

Suggest a state commission made up of retired railroad executives to oversee the LIRR. (Country Life Press)

You ought to get rid of cellular phones, or create a cell-phone car. (Garden City)

You should do these surveys four times a year. (Hempstead)

Please limit cell-phone usage. (Hempstead)

Upgrade the seats. (Stewart Manor)

Huntington Branch

Add a coffee car in the morning, hopefully with Starbuck's coffee. (Carle Place)

Ban cell phones and designate quiet cars. (Carle Place)

Advancement within the LIRR should be based on meeting specified target performance goals. (Cold Spring Harbor)

Add an exercise car. I'd pay extra and sign a waiver. (Cold Spring Harbor)

How about a car for cell-phone passengers so they don't disturb the other passengers? (Hicksville)

No more cell phones to be used onboard. (Hicksville)

The LIRR would be best served by breaking up its employee unions, which are the cause of many of its problems. (Huntington)

Wire the tunnels for cell phones. (Huntington)

Make sure to check that everyone is off the train at the last stop. (Huntington)

Make better contingency plans for service disruptions. (Huntington)

Ban eating and cell phones. (Syosset)

Long Beach Branch

Limit cell-phone usage on trains to emergencies only. (Centre Avenue)

I have called customer relations several times about different complaints, but I get nowhere. (Long Beach)

For the money I spend on my monthly ticket, I should always be comfortable and always get a seat. Yet, I am always dissatisfied with overall service. It's not worth the money. (Long Beach)

People should keep their feet off the seats. (Lynbrook)

Walkmans should be prohibited. It's disconcerting to have to listen to someone else's music, even through headphones. (Lynbrook)

Have quiet, "no cell phone" cars, and only a few of them. People abuse cell phones on board. (Lynbrook)

Cell phones are annoying when you are not on one. Why not have all the cell phone users ride in the last car of the train? (Lynbrook)

Limit cell-phone usage to only one or two cars. (Oceanside)

Install a public phone in each car. (Oceanside)

Montauk Branch

Cup holders would be nice. (Islip)

Why are smokers discriminated against? Add one smoking car per train. (Islip)

Pay your employees more money. (Mastic-Shirley)

How can you only allow one suitcase per person to the Hamptons? (Oakdale)

Oyster Bay Branch

Pay more attention to the Oyster Bay Branch. It may help alleviate congestion on the Port Washington Branch and the main line.

Exert more control over inconsiderate passengers who play radios and loud walkmans and speak on cell phones too loudly. (East Williston)

Put turnstiles at station platforms for access to trains and eliminate the ticket punching staff. Redirect the workforce and resources to a preventive-maintenance program. (Glen Head)

Take customer complaints seriously. (Glen Street)

Add onboard lite music. (Locust Valley)

Close Sea Cliff and Glen Cove stations. (Locust Valley)

I expect the occasional breakdown or delay. However, nowadays businesses know customer service is essential. The railroad and its employees need to adopt a stronger attitude towards customer service which understands that success or failure is shared by both management and line employees. (Sea Cliff)

Enforce a ban on headphones, cell phones, eating, and drinking. Especially headphones and cell phones. People who use them are very inconsiderate to others. (Sea Cliff)

Run separate cars for cell-phone users. (Sea Cliff)

Port Jefferson Branch

Why not implement express bus routes from LIRR stations to NYC? That would shake up the LIRR! (Kings Park)

Put food-eaters and cell phones in special, marked cars. (Kings Park)

The seats are uncomfortable on both the old and the new trains. (Port Jefferson)

Crews should be authorized to cite litterers and smokers, and putting feet on seats should also not be tolerated. (Northport)

Plan with the commuter's needs in mind. (Northport)

Ban eating, drinking, and cell phones aboard trains. (Northport)

Improve accountability. (Northport)

Improve access to lavatories. (Stony Brook)

You need better organization and planning when service difficulties make buses necessary. (Stony Brook)

Port Washington Branch

Establish a separate car for cell-phone users. (Great Neck)

Have exclusive cell-phone and non cell-phone cars. (Port Washington)

Ban cell phones. (Port Washington)

How about cup holders and tray tables? (Port Washington)

Add cupholders! (Port Washington)

Put smoke detectors in rest rooms to stop people from smoking in them. (Port Washington)

Ban eating on-board trains. (Port Washington)

The gap between the platform and train is quite large at many stations. It ought to be as narrow as the gaps on the subway. Maybe wooden extenders could be used. (Port Washington)

Ronkonkoma Branch

Get overhead handholds like on the subway so we can hold on while we stand.
(Central Islip)

Fares keep going up, yet service keeps going down. (Deer Park)

Fixing the Port Jefferson Branch would relieve the Ronkonkoma Branch. But thanks for the dependability. (Ronkonkoma)

Implement cell-phone free cars. (Ronkonkoma)

Have a separate car for cell-phone users. (Ronkonkoma)

There should definitely be quiet cars for people who don't want to hear loud people or who just want to read or sleep. (Ronkonkoma)

Give us an exercise car! (Ronkonkoma)

West Hempstead Branch

Ban cell phones. They're used for lengthy, loud, long, boring calls. It's very intrusive for other riders. (Malverne)

How can it be that the subways improved but the LIRR cannot? Please study other cities' commuter rail systems to learn how to maintain the capabilities that you currently cannot. (Malverne)

You could save a lot of money by eliminating conductors. Then you could lower ticket prices. (Westwood)

Conductors should be responsible for the noise levels in cars, including loud walkmans and cell phones. (Westwood)

8. GENERAL/MISCELLANEOUS

Total number of comments: 89

positive: 11

negative: 57

suggestions/requests: 21

Babylon Branch

Breaking the unions is the only way to improve service. (Babylon)

Seating capacity is good on my two regular trains. (Babylon)

I think running a railroad is a very complex and challenging job. I, as a passenger, do not feel qualified to presume to know how to run it better. (Babylon)

Keep striving for excellence. I have seen much improvement in the last ten years. (Baldwin)

I'm glad I'm moving to New Jersey. The LIRR's ticket prices just keep going up while service gets worse. (Bellmore)

Keep up the good work. (Bellmore)

The LIRR stinks. (Lindenhurst)

Far Rockaway Branch

The LIRR stinks. (Valley Stream)

This week there was something wrong everyday, from no lights, to a leak in car No. 9755, to no air conditioning, to two days of delays. (Valley Stream)

Hempstead Branch

Just keeping trying to improve. (Floral Park)

Thank you for asking our opinion. (Garden City)

Huntington Branch

All in all, I have used the LIRR since 1954 and must admit the railroad does a pretty good job. (Hicksville)

I don't mind standing but when even the standees are so crowded that they can't find a place to hold onto, it becomes a safety hazard. (Hicksville)

Why do people have to speak so loudly when they sit in the seats which face each other? The whole car can hear them. (Huntington)

The LIRR is getting worse. (Mineola)

I can't understand why it takes so long to commute to the city. (Syosset)

Long Beach Branch

Stop lying about improvements. We are not stupid. Real commuters know that there has not been substantial improvement in about ten years. (Island Park)

Except for a few delays, I'm pretty satisfied with LIRR service. (Lynbrook)

Montauk Branch

The LIRR is great. I'm very satisfied, overall. (Oakdale)

Your service is worse. What's happening? (Oakdale)

No more roaches walking on me and my fellow passengers in the old diesel coaches. (Islip)

Don't hand out these questionnaires when the train is two cars short and the air conditioning is not sufficient, like it is today, June 8, 1999, on the 6:47 a.m. train from Islip. (Islip)

Stop these surveys and give us some service! (Sayville)

Oyster Bay Branch

Cell phone usage by increasing numbers of people conducting loud conversations is going to provoke arguments and altercations eventually. (Albertson)

The LIRR is horrible. (East Williston)

It doesn't matter what we say, things don't change. (Glen Cove)

I moved here from the Chicago area, where the Metra commuter trains were in excellent shape, schedules were frequent and on-time, and crews were professional and friendly. The Oyster Bay Branch of the LIRR is appalling by comparison. (Glen Street)
I know the LIRR is trying to improve, but you're concentrating on the wrong areas. (Greenvale)

Truly, I feel that the LIRR is making fun of passengers. Everyday, I ride the train and think of the letters I could write about filthy old seats, unreliable schedules, and phony attempts to portray a nicer, improved service. Commuters are stuck with the LIRR. There are no other choices. (Roslyn)

Please show more respect to the Oyster Bay Branch. We are always treated like we're least important. (Sea Cliff)

Why isn't the LIRR even half as good as Metro-North? (Sea Cliff)

Port Jefferson Branch

I am sitting in a dirty, hot (no air conditioning) train. My seat is broken and it is the 6:13 a.m. out of Kings Park which supposed to be a bi-level, which has been out of service for weeks. How happy am I? (Kings Park)

Port Jefferson has been underserved during my 20-years-plus riding the LIRR. (Kings Park)

Your railroad has caused great discomfort and inconvenience over the years. If you weren't a monopoly, you would have no customers. Competition breeds quality. (Northport)

Service has deteriorated over the past two or three years after a notable improvement. (Northport)

I have ridden as a commuter on NJ Transit and Metro-North, both of which win hands down for quality of service. I am amazed that such an extensive system like the LIRR is so horrible. It has been the worst part about my move to beautiful Long Island. (Northport)

Port Washington Branch

There ought to be better taxi service from Manhasset. (Manhasset)

The LIRR is run like a Third-World train line. There is no desire on the part of management or employees to achieve excellence. (Port Washington)

Great service. I'm satisfied, overall. (Port Washington)

I used to ride Metro-North. They seem to run more trains, they're rarely late, and crowding is better at Grand Central Terminal. (Port Washington)

The LIRR is a reason not to live on Long Island. (Port Washington)

Ronkonkoma Branch

The railroad will never get better. Unfortunately, we don't have any choice. (Central Islip)

For 18 years I rode the Port Washington Branch. I recently moved to Suffolk and began to take the Ronkonkoma Branch. Your own people refer to it as "the line from hell". Need I say more? (Deer Park)

You've got a long way to go yet. (Ronkonkoma)

Ronkonkoma is the worst run, most crowded branch. (Ronkonkoma)

The LIRR is the embarrassment of New York commuters. Get your act together. (Ronkonkoma)

The LIRR's performance has become a mirage of what it was 10 years ago. I think it's unfortunate that it has no real competition. (Ronkonkoma)

Overall, I think the LIRR does a good job. (Ronkonkoma)

West Hempstead Branch

It appears that since you are the only carrier you treat passengers like they'd be treated in Communist countries. They have to take it or lump it. (Lakeview)

Riders need to be nicer to each other. (Malverne)

Pay more attention to our branch. I feel as though it's treated like a stepchild. (Malverne)