



The 2000 LIRR Report Card

Results of the Annual, Independent Rider Survey
from the Long Island Rail Road Commuters' Council

Michael T. Doyle
Associate Director

Joshua Schank
Transportation Planner

October 2000



Long Island Rail Road Commuters' Council
347 Madison Avenue, New York, NY 10017
(212) 878-7087 • www.lirrcc.org

© 2000 LIRRCC

Acknowledgements

The authors would like to thank the members of the LIRRCC for their invaluable efforts in performing survey research in the field, and the Long Island Rail Road for its cooperation during survey activities.

The authors also gratefully acknowledge technical assistance provided by former PCAC Associate Director Alan Foster.

The Long Island Rail Road Commuters' Council (LIRRCC) is the legislatively mandated representative of the ridership of MTA Long Island Rail Road. Our 12 volunteer members are regular users of the LIRR system and are appointed by the Governor upon the recommendation of the Nassau and Suffolk County Executives, and Brooklyn and Queens Borough Presidents. The Council is an affiliate of the Permanent Citizens Advisory Committee to the MTA (PCAC). For more information, please visit our website: www.lirrcc.org.

Table of Contents

Executive Summary	1
Methodology	3
Results for Performance Indicators	5
Systemwide Results	5
Results by Branch	10
Results for Customer Comments	17
Systemwide Results	17
Results by Branch	20
Representative Customer Comments	25
Service Delivery	25
Service Requirements	25
Scheduling	28
On-Time Performance	31
Operations	32
Maintenance of Service During Severe Weather Conditions	33
Communications	33
Customer Comfort and Safety	36
Heating, Ventilation, and Air Conditioning	36
Cleanliness/Availability of On-Board Rest Rooms	37
Cleanliness of Trains and Stations	37
Alcohol and Smoking Policy	39
Security and Emergencies	40

Capital Facilities and Equipment	41
Local Stations and Parking	41
Western Terminals and Hub Stations	43
Equipment and Maintenance	45
Capital Projects and Electrification	46
Fares and Tickets	47
Fares	47
Ticket Types, Sales, and Policy	48
Management	49
Employee Conduct	50
Suggested Improvements	52
General/Miscellaneous	53

List of Tables

Table 1: Sample Size and Spreads for Branch Data (Given 95 Percent Confidence Interval)	4
Table 2: Results for Performance Indicators, Systemwide	5
Table 3: Perception of Change, Systemwide	6
Table 4: Most-Liked Aspects of Bi-Level Coaches, Systemwide	7
Table 5: Least-Liked Aspects of Bi-Level Coaches, Systemwide	7
Table 6: Desired Cell-Phone Policy, Systemwide	8
Table 7: Most-Wanted Improvements, Systemwide	9
Table 8: Results for Performance Indicators, By Branch	11
Table 9: Perception of Change, By Branch	12

Table 10: Top Most- And Least-Liked Aspects of Bi-Level Coaches, By Branch	13
Table 11: Desired Cell-Phone Policy, By Branch	14
Table 12: Top Three Most-Wanted Improvements, By Branch	15
Table 13: Systemwide Positive Comments by Category	17
Table 14: Systemwide Positive Comments by Branch	17
Table 15: Systemwide Negative Comments by Category	18
Table 16: Systemwide Negative Comments by Branch	18
Table 17: Systemwide Suggestion Comments by Category	19
Table 18: Systemwide Suggestion Comments by Branch	19
Table 19: Babylon Rider Concerns	20
Table 20: Far Rockaway Rider Concerns	20
Table 21: Hempstead Rider Concerns	21
Table 22: Huntington Rider Concerns	21
Table 23: Long Beach Rider Concerns	22
Table 24: Montauk Rider Concerns	22
Table 25: Oyster Bay Rider Concerns	22
Table 26: Port Jefferson Rider Concerns	23
Table 27: Port Washington Rider Concerns	23
Table 28: Ronkonkoma Rider Concerns	24
Table 29: West Hempstead Rider Concerns	24

Executive Summary

Each year since 1987, the Long Island Rail Road Commuters' Council has undertaken a ridership survey to determine the issues of importance to LIRR riders necessitating the attention of the Council. More than 2,000 commuters are given "Report Card" forms and asked to give a letter grade to various aspects of railroad service.

The results of the 2000 Report Card show statistically significant improvement in almost all categories, and stand in stark contrast to the results of the 1999 Report Card when most grades declined markedly. Out of 46 performance indicators, 38 exhibited significant improvements, while grades for the remaining eight did not change appreciably. Riders gave railroad service a **C+** overall, a significant improvement over the C received by the railroad in 1999. Many of the indicators showing significant gains in 2000 are the same indicators that dropped significantly in the previous year. Moreover, no statistically significant declines were recorded in any category. Among the categories with significant improvements in 2000 are air conditioning (C), heating (C+), morning on-time performance (B-), morning seating availability (B-), and management performance (C+).

While the 38 statistically significant improvements recorded on the 2000 Report Card were modest, given the nature of statistical surveys we would not expect large jumps in any single grade. The fact remains that in 2000, most categories were graded at or above average. This year, the majority of grades in most categories fell in a range between C and B-. This is in contrast to 1999, when scores for most categories ranged just below average, falling generally between D and C.

The three highest grades, in the 2000 survey went to the new bi-level coach fleet (B+), followed by morning train crews (B), and perceived security at Penn Station (B-). These grades represent the first time since 1994 that any attribute has received a higher score than morning train crews. Lowest grades went to Flatbush Avenue restroom cleanliness (C-), On-board restroom cleanliness (C), and Jamaica Station restroom cleanliness (C). It should be noted that of each of these indicators showed a statistically significant increase in 2000 except for perceived security at Penn Station.

Riders were also asked questions regarding the perception of service improvement, satisfaction with the new bi-level coach fleet, possible strategies to deal with cell-phone abuse aboard trains, and improvements they would most like to see. Almost half of all electric-territory riders said that they did not feel service to be getting better or worse. However, more than half of all diesel-territory riders on the Montauk (55.6%), Oyster Bay (58.0%), and Port Jefferson (54.2%) branches identified the railroad as getting better. These results represent an enormous improvement over 1999 when far smaller percentages of Montauk riders(33.3%), Oyster Bay riders(7.9%), and Port Jefferson riders (17.2%) perceived service to be improving, and are likely due to the replacement of the old, problematic diesel coach fleet with modern bi-level coaches, a task completed in early 2000.

In terms of the bi-level coaches, themselves, riders by a wide margin identified comfortable seats and cleaner car interiors as their favorite features of the new cars, each attribute receiving more than one-quarter of total responses to this question (27.5 percent and 25.5 percent, respectively). Interestingly, seats also evoked strong negative sentiment from riders, also being identified as the least-liked aspect of the coaches, being called uncomfortable by more than 12

percent of respondents. Riders also expressed a desire for more through service to Penn Station from diesel territory on the bi-levels (i.e. without a change at Jamaica).

Regarding the growing problem of onboard cell-phone abuse, 80.7 percent of riders told the Council that the railroad should educate riders about considerate cell-phone usage. However, riders equally overwhelmingly rejected ideas to limit cell-phone usage to car vestibules (63.6% No) or designated cars (71.1% No) or to prohibit cell phones entirely (66.1% No).

The top three improvements desired by riders in 2000 were better on-time performance, identified by 11.1 percent of respondents, followed by increases in seat availability (7.9%), and the elimination of short trains (6.9%). Of these three desired improvements, elimination of short trains was the only one not appearing in the top three desired improvements identified in 1999. In addition, a desire for better or more reliable air conditioning was identified by 6.3 percent of respondents, a sharp drop from the 14.7 percent of respondents desiring improved air conditioning in 1999.

In terms of performance by branch, continuing a several-years-long trend, once again the Port Washington branch was graded highest by riders, receiving a B- for overall service. Three branches—Huntington, Port Jefferson, and Ronkonkoma—shared the lowest grade, C, with Ronkonkoma performing worst when analyzed by raw grading data. However, for the first time in four years Montauk did not appear among the three lowest ranking branches.

Port Washington riders almost uniformly gave grades of B- or better in many categories, including schedule adequacy (B-), train crews (B+), home station waiting areas (B) and maintenance (B-), Jamaica Station and Flatbush Avenue restrooms (A- and B+, respectively), and on-board and station security (A- and B+, respectively). The Oyster Bay branch was also a strong performer, with strong grades in on-board cleanliness (B+), on-board and station restroom cleanliness (B- and B, respectively), on-board and station security (B and B-, respectively), and home station maintenance (B-).

On the whole, the Council is pleased to see such wide-ranging, statistically significant improvements in grades in the 2000 LIRR Report Card. We are aware that the railroad took great pains to address formerly prominent and chronic complaints about air conditioning and old diesel coaches, items that consumed much of the Council's attention in 1999 and scored poorly on that year's Report Card. We commend the railroad for its efforts in these areas.

However, it remains to be seen whether this improvement trend will continue into 2001. It is our hope that the railroad will give similar attention to remaining problem areas—including items raised in this year's survey and customer comments, such as on-time performance, availability of cars and seats, and home-station parking—so that these issues will not have negative impacts on customer satisfaction. As is our legislative responsibility, the Council will continue to monitor the LIRR to help insure that all areas of service and policy remain squarely in the interests of riders.

Methodology

Council members collected a total of 2,073 "report card" rider surveys aboard peak-hour, peak-direction LIRR trains during May and June 2000. Respondents were asked to grade the railroad on 46 performance indicators (please see **Table Two: Results for Performance Indicators, Systemwide**), and provide demographic data. In addition, open-ended comments were solicited.

Riders were asked to grade the performance indicators on the following scale:

- A—Excellent
- B—Good
- C—Average
- D—Below Standard
- F—Failing
- NA—Not Applicable.

Graded data was analyzed and checked for statistically significant changes occurring since the Council's 1999 survey.¹ In order to facilitate analysis, grades were converted to numerical values as follows: A=4; B=3; C=2; D=1; F=0.

Originally, as is standard in statistical analysis, a confidence level of 95 percent was selected, with a spread of \pm three percentage points. The appropriate sample size based upon the railroad's approximate ridership² was determined to be one percent.

However, owing to the total number of surveys collected and the differing proportions of surveys collected for each branch, a 1.22 percent sample size was used. Due to this change, the spread decreased slightly (from 0.030 to 0.027), marginally increasing precision, however the 95 percent confidence level was maintained. This confidence level and spread apply only to systemwide results. Confidence levels and spreads for branch results may be found in **Table One: Sample Size and Spreads for Branch Data**.

In total, 1,308 completed surveys, selected proportionally and at random from the completed surveys for each branch, were used in the statistical sample. In the sample, survey data from each branch was weighted to ensure that the proportions of each branch's data in the sample matched the proportions of each branch's ridership to overall system ridership.

Finally, out of the 2,073 surveys collected, 1,347 comments were recorded. These comments were categorized and numerically tabulated, systemwide and by branch.

¹ Sigall, Jonathan, (October 1999), *Long Island Rail Road Commuters Council 1999 LIRR Report Card*. Available in print upon request and in PDF format on the Council's website, www.lirrcc.org.

² Ridership figures from the *LIRR Fall 1998 Ridership Book* were used, as they were the most current when 2000 Report Card activities began. As of fall 1998, the average number of weekday LIRR riders stood at 107,200.

Table 1: Sample Size and Spreads for Branch Data (Given 95 Percent Confidence Interval)

Branch	Sample Size	Sample Size as % of Branch Ridership	Spread
Babylon	288	01%	0.06
Far Rockaway	75	02%	0.11
Hempstead	75	02%	0.11
Long Beach	87	01%	0.11
Montauk	75	01%	0.11
Oyster Bay	56	02%	0.13
Port Jefferson	75	04%	0.11
Huntington	156	04%	0.08
Port Washington	166	01%	0.08
Ronkonkoma	180	01%	0.07
West Hempstead	75	04%	0.11

Results for Performance Indicators

Systemwide Results

As shown in **Table 2**, this year riders awarded higher grades to the overwhelming majority of performance indicators as compared to 1999. Out of 46 performance indicators³, 38 exhibited statistically significant improvements, while grades for the remaining eight did not change appreciably. Riders gave railroad service a C+ overall, a significant improvement over the C received by the railroad in 1999.

Table 2: Results for Performance Indicators, Systemwide⁴

Indicator	1999	2000	Indicator	1999	2000
Overall Service	C	C+	Management Performance	C	C+
On-Time Performance AM	C+	B-	Escalator Reliability	C	C+
On-Time Performance PM	C	C+	Winter Heating	C+	C+
Seating Availability AM	C+	B-	Summer A/C	C-	C
Seating Availability PM	C-	C+	Seat Condition	C	C+
Schedule Adequacy AM	C+	B-	Security:		
Schedule Adequacy PM	C+	C+	On-Board	B-	B-
Train Crews AM	B	B	Penn Sta.	B-	B-
Train Crews PM	B-	B	Jamaica Sta.	C+	C+
Announcements:			Flatbush Av.	C+	C+
On-Board AM	C+	C+	Home Sta.	B-	B-
On-Board PM	C	C+	Parking	C	C+
Penn Sta. PM	B-	B-	Home Sta. Hours	C+	C+
Jamaica Sta. AM	C+	B-	Ticket-Selling Hours	C	C+
Jamaica Sta. PM	C+	C+	Home Sta. Maintenance	C+	C+
Flatbush Av. PM	C	C+	Peak-Hour Service AM	C+	C+
Home Sta. AM	C	C+	Peak-Hour Service PM	C	C
Home Sta. PM	C	C+	Midday Service	C	C+
Cleanliness			Late-Night Service	C	C
On-Board	C	C+	Weekend Service	C	C+
On-Board Restroom	D+	C	Bi-Level Coach	B+	B+
Home Sta. Wait Area	B-	B-			
Home Sta. Restroom	C+	C+			
Penn Sta. Wait Area	B-	B-			
Penn Sta. Restroom	C+	C+			
Jamaica Sta. Wait Area	C	C+			
Jamaica Sta. Restroom	C-	C			
Flatbush Av. Wait Area	C	C			
Flatbush Av. Restroom	C-	C-			

³ The Bi-Level Coaches indicator was not tested for statistically significant changes because the bi-level fleet was only partially in service in 1999.

⁴ A bolded grade denotes a statistically significant change has occurred since 1999. The arrow symbol denotes the direction of the change. In 2000, all significant grade changes were improvements.

This year's wide-ranging improvements stand in sharp contrast to the Council's 1999 survey when grades for most performance indicators were seen to drop significantly as compared to 1998. Many indicators showing significant gains in 2000 are the same indicators that dropped significantly in the previous year, including on-time performance, seating availability, management performance, winter heating, and summer air conditioning.

Based upon the raw grade point averages used to determine the final letter grades (please see **Methodology**), the three highest grades in the 2000 survey went to the new bi-level coach fleet (B+, GPA 10.01), followed by morning train crews (B, GPA 9.01) and perceived security at Penn Station (B-, GPA 8.90). These grades represent the first time since 1994 that any attribute has received a higher score than morning train crews. Lowest grades went to Flatbush Avenue restroom cleanliness (C-, GPA 5.45), On-board restroom cleanliness (C, GPA 5.57), and Jamaica Station restroom cleanliness (C, GPA 5.89). It should be noted that of all six of these indicators, only perceived security at Penn Station did not show a statistically significant increase in 2000.

However, although the 2000 Report Card recorded 38 statistically significant improvements, none of the improvements were more than modest. Of the eight indicators which remained unchanged, most pertained to rider perception of on-board and station security.

As well, as noted in **Table 3**, a higher percentage of riders believe that the railroad is improving, and a smaller percentage believe that the railroad is getting worse, when compared with figures from 1999.

Table 3: Perception of Change, Systemwide

	The LIRR Is Getting Better	The LIRR Is Getting Worse	No Change Is Occurring
2000	25.3%	24.6%	49.8%
(1999)	(20.4%)	(30.0%)	(49.6%)

Satisfaction with the railroad's new bi-level diesel coaches was also graded. However, because the new fleet was fully implemented only in 2000, this year's grade, B+, was not analyzed for statistically significant change over 1999's figure. Riders were, however, asked to identify what they felt to be the best and worst aspects of the new bi-level fleet. These results are given in **Table 4** and **Table 5**, below.

By a wide margin, comfortable seats and cleanliness were the top-rated attributes of the bi-level fleet, each receiving more than one-quarter of total responses to this question (27.5 percent and 25.5 percent, respectively). Riders also liked the quieter ride offered by the new coaches (9.3%), roomier interiors (6.0%) and better seat availability (5.8%) as compared to the old diesel fleet.

Table 4: Most-Liked Aspects of Bi-Level Coaches, Systemwide⁵

Most-Liked Aspects	% of Total Responses To This Question
Comfortable Seats	27.5%
Cleanliness	25.3%
Quieter Ride	9.3%
Roomy Interiors	6.0%
Better Seat Availability	5.8%
Overall Comfort	5.8%
Newness	5.1%
Smoother Ride	4.6%
Greater Capacity	1.4%
Better Bathrooms	1.3%
Aesthetically Pleasant Design	1.3%
Good Lighting	1.3%
Better Air Conditioning	1.2%

Table 5: Least-Liked Aspects of Bi-Level Coaches, Systemwide⁶

Least-Liked Aspects	% of Total Responses To This Question
Uncomfortable Seats	12.3%
Inadequate Thru-Service to Penn Station	10.0%
Small Overhead Racks	8.2%
Unreliable Overall HVAC	7.6%
Inadequate Leg Room	5.3%
Trains Too Short	5.1%
Low Ceilings	4.7%
Repetitive Automated Announcements	4.0%
Crowding	3.7%
Technical Problems Too Frequent Overall	3.7%
PA Too Loud	3.3%
Air Conditioning Too Cold	3.2%
Strong Smell of Plastic/Vinyl	3.2%
Narrow Aisle	2.2%
Cramped Overall Interior	2.0%
Interior Stairs	1.8%
Door Warning Sound Too Loud	1.7%
Inadequate Seating Availability	1.6%
Bumpy Ride	1.4%
Unreliable PA Systems	1.4%
Inadequate Speed	1.2%
Difficult to Get By Armrest	1.0%

⁵ Only responses which account for 1.0% of total responses for this question are listed.

⁶ Only responses which account for 1.0% of total responses for this question are listed.

However, seats were also identified as the single worst-liked aspect of the coaches, being called uncomfortable by more than 12 percent of respondents. Other disliked aspects of the new coaches included inadequate through-service to Penn Station (10.0%), small overhead racks (8.2%), and unreliable overall HVAC (Heating, Ventilation, and Air Conditioning) (7.6%).

Next, riders were asked whether and how the railroad should respond to the growing and controversial trend of on-board cell-phone usage. As shown in **Table 6**, more than 80 percent of riders responded that the railroad should educate riders about considerate cell-phone usage. However, riders overwhelmingly rejected ideas to limit cell-phone usage to car vestibules or designated cars or to prohibit cell-phone usage entirely.

Table 6: Desired Cell-Phone Policy, Systemwide

Educate Riders on Considerate Usage	Limit Usage to Vestibules	Limit Usage to Designated Cars	Prohibit Usage	Do Nothing
<u>80.7% Yes</u> 19.3% No	36.9% Yes <u>63.1% No</u>	28.9% Yes <u>71.1% No</u>	12.7% Yes <u>87.3% No</u>	33.9% Yes <u>66.1% No</u>

Finally, riders were asked to identify their most-wanted improvements to undertaken or implemented by the railroad. The top three desired improvements, noted in **Table 7**, above, were better on-time performance, identified by 11.1 percent of respondents, followed by increased in seat availability (7.9%), and the elimination of short trains (6.9%). Of these three desired improvements, elimination of short trains was the only one not appearing in the top three desired improvements identified in 1999. In addition, a desire for better or more reliable air conditioning was identified by 6.3 percent of respondents, a sharp drop from the 14.7 percent of respondents desiring improved air conditioning in 1999. In fact, this year responses were far more evenly distributed than in 1999, when the top three responses accounted for more than 50 percent of total answers to this question.

Table 7: Most-Wanted Improvements, Systemwide⁷

Most-Wanted Improvement	% of Total Responses To This Question
On-Time Performance	11.1%
Seat Availability	7.9%
Eliminate Short Trains	6.9%
Air Conditioning	6.3%
Overall Peak and Off-Peak Service	5.8%
On-Board Cleanliness	5.4%
Overall HVAC	4.0%
Newer Trains	3.6%
Overall Peak Express Service	3.5%
Overall (On-Board and Station) Delay Announcements	2.9%
Evening Peak Service	2.5%
Overall Peak Service	2.1%
Overall Cleanliness	2.0%
Thru-Service to Penn Station	2.0%
Parking	1.8%
Better Seats	1.8%
Morning Peak Service	1.7%
On-Board Restrooms	1.6%
Speedier Service	1.5%
Car Maintenance	1.4%
Crew Conduct and Courtesy	1.3%
Evening Peak Express Service	1.2%
Overall (On-Board and Station) Restrooms	1.1%
Ban or Restrict Cell Phone Usage	1.1%
On-Board PA Systems	1.0%

⁷ Only responses which account for 1.0% of total responses for this question are listed.

Results By Branch

Continuing a several-years-long trend, once again the Port Washington branch was graded highest by riders, receiving a B- for overall service and a raw GPA of 7.77. Three branches—Huntington, Port Jefferson, and Ronkonkoma—shared the lowest grade, C, with the raw GPA lowest for Ronkonkoma (5.76). However, for the first time in four years Montauk did not appear among the lowest-ranking three branches.

As indicated in **Table 8**, Port Washington riders almost uniformly gave grades of B- or better for many categories, including schedule adequacy, train crews, home station waiting areas and maintenance, Jamaica Station and Flatbush Avenue restrooms, and on-board and station security. The Oyster Bay branch was also a strong performer, with strong grades in on-board cleanliness, on-board and station restroom cleanliness, on-board and station security, and home station maintenance.

By category, riders from most branches, both diesel and electric, gave above-average grades to evening Jamaica announcements, diesel seat condition, home station maintenance, and morning peak service. However, interestingly, riders in electric territory gave the new bi-level diesel coach fleet uniformly higher grades than riders in diesel territory, itself. A dichotomy was also shown in the grades received by the three diesel branches. While Oyster Bay riders gave the railroad good scores in several categories, as noted above, Montauk and Port Jefferson riders were less satisfied, grading most categories C or C+.

While the overall majority of grades in most categories did not rise above a range falling between C and B-, it is notable that branch scores for 2000 show a systematic improvement over 1999, when scores in the range of D to C were far more prominent. However, as previously noted for systemwide results, no improvements in grade were more than modest changes for 2000.

For electric-territory riders, results for perception of change by branch were mostly consistent with systemwide results. **Table 9** shows that about half of all respondents for each electric branch stated that no change is occurring, either for better or for worse. In second place for Far Rockway, Huntington, and Ronkonkoma riders was the perception that the railroad is getting worse. The second-place response for Hempstead, Long Beach, and Port Washington riders was the perception of an improving railroad. The remainder of Babylon and West Hempstead riders were split between the two answers.

Table 8: Results for Performance Indicators, By Branch

Indicator	Bab.	F.R.	Hem.	L.B.	Mon.	O.B.	P.J.	Hun.	P.W.	Ron.	W.H.
Overall Service	C+	C+	C+	C+	C+	C+	C	C	B-	C	C+
On-Time Performance	B- am C+ pm	B- am B- pm	B am C+ pm	B am B- pm	B- am C+ pm	B- am B- pm	B- am C+ pm	C+ am C+ pm	B am B- pm	B- am C pm	B- am C+ pm
Seating Availability	B- am C+ pm	B- am C+ pm	C+ am C pm	B- am C+ pm	B am C+ pm	B- am C+ pm	B- am B- pm	C+ am C pm	B am C+ pm	C am C- pm	B am C pm
Schedule Adequacy	B- am C+ pm	C+ am B- pm	C+ am C+ pm	B- am C+ pm	C+ am C pm	C am C- pm	C+ am C pm	C+ am C+ pm	B- am B- pm	B- am C+ pm	C am C pm
Train Crews	B am B pm	B am B pm	B am B pm	B am B pm	B am B pm	B am B pm	B am B pm	B- am B- pm	B+ am B+ pm	B- am B- pm	B am B- pm
Announcements: On-Board	B- am C+ pm	B- am C+ pm	B- am C+ pm	C+ am C+ pm	C+ am C+ pm	C+ am B- pm	B- am B- pm	C+ am C+ pm	B- am B- pm	C+ am C pm	C+ am C+ pm
Penn Sta.	B- pm	B- pm	B- pm	C+ pm	B- pm	B pm	B pm	B- pm	B- pm	C+ pm	B- pm
Jamaica Sta.	C+ am C+ pm	B am B- pm	B- am B- pm	C+ am B- pm	B- am B- pm	B- am B- pm	B- am C+ pm	C+ am B- pm	B- am B- pm	C+ am C+ pm	B- am C+ pm
Flatbush Av.	C+ pm	B- pm	B- pm	C+ pm	C+ pm	C pm	B- pm	C+ pm	B pm	C+ pm	B- pm
Home Sta.	C+ am C+ pm	C+ am B- pm	C+ am C+ pm	C am C+ pm	C+ am C+ pm	C am C pm	C am C pm	C+ am C+ pm	C+ am C+ pm	C+ am C+ pm	C am C pm
Cleanliness On-Board	C+	C	C	C	B	B+	B-	C	C+	C	C+
On-Board Restroom	C	C-	C-	C-	C+	B-	C+	C-	C	C-	C-
Home Sta. Wait Area	C+	C+	B-	B-	B-	B	B-	B-	B	B	B-
Home Sta. Restroom	C+	C	C+	C+	C+	B	C	C	B-	B	B-
Penn Sta. Wait Area	B-	B-	B-	B-	B-	B-	C+	C+	B-	C+	B-
Penn Sta. Restroom	C+	C+	C+	C+	C+	B-	C	C	C+	C	C+
Jamaca Sta. Wait Area	C	C	C+	C+	C	C+	C	C	B	C	C+
Jamaica Sta. Restroom	C	C	C	C	C	C	C	C	A-	C	C
Flatbush Av. Wait Area	C	C-	C+	C	C-	C	D+	C	B+	C	C+
Flatbush Av. Restroom	C-	D+	C	C	D	C-	D+	C-	A	C	C
Management Performance	C-	C+	C+	C+	C	C+	C	C	B-	C	C+
Escalator Reliability	C+	C+	B-	C	C+	C+	C	C+	B-	C+	C+
Winter Heating	C+	B-	C+	B-	C+	B-	C+	C+	B-	C	C+
Summer A/C	C	C+	C	C	C+	C+	C+	C	C+	C-	C
Seat Condition	C+	C+	C	C+	B	B	B	C	C+	C	C+
Security: On-Board	B-	B-	B-	B	B	B	B-	B-	B	C+	B-
Penn Sta.	B-	B	B-	B-	B-	B	B-	B-	B	C+	B-
Jamaica Sta.	C+	C+	C+	C+	C+	B-	C	C+	B-	C	C+
Flatbush Av.	C+	B-	B-	C	C	B-	C	C+	B-	C	C+
Home Sta.	C+	B-	B-	B-	C+	B-	B-	C+	B	C+	B-
Parking	C	C+	B-	B-	C+	B-	C+	C+	B-	C	B-
Home Sta. Hours	C+	C	C+	C	C	C	C-	C+	B-	C+	C
Ticket-Selling Hours	C	C	C+	C	C	C-	C-	C+	C+	C+	C-
Home Sta. Maintenance	C+	C	B-	C+	C+	B-	C	C+	B-	B-	B-
Peak-Hour Service	B- am C pm	B- am C+ pm	C+ am C pm	C+ am C+ pm	B- am C pm	C+ am C pm	C+ am C pm	C+ am C+ pm	B am C+ pm	C+ am C- pm	C+ am C pm
Midday Service	C+	C+	C+	C+	C+	C	C	C+	B-	C	C
Late-Night Service	C+	C	C	C	C	C-	C-	C+	C+	C-	C-
Weekend Service	C+	C+	C+	C+	C+	C	C	C+	C+	C	C
Bi-Level Coach	B	B+	A-	A	B	B+	B-	B+	A-	A-	A-

What is remarkable is that more than half of diesel-territory riders on the Montauk (55.6%), Oyster Bay (58.0%), and Port Jefferson (54.2%) branches believe that the railroad is getting better, by a wide margin, with the perception of worsening service only the third-place response. These results represent an enormous improvement over 1999 when far smaller percentages of Montauk, Oyster Bay, and Port Jefferson riders perceived service to be improving (33.3%, 7.9%, and 17.2% respectively). These improved results can be assumed to stem from the full implementation of the new bi-level coach fleet, completed in early 2000, replacing an aged and problematic previous fleet of diesel-territory coaches.

Table 9: Perception of Change, By Branch

Branch	The LIRR Is Getting Better	The LIRR Is Getting Worse	No Change Is Occurring
Babylon	23.7%	23.7%	51.9%
Far Rockaway	24.3%	32.9%	42.9%
Hempstead	30.9%	20.6%	48.5%
Long Beach	27.5%	17.5%	55.0%
Montauk	55.6%	13.9%	30.6%
Oyster Bay	58.0%	20.0%	22.0%
Port Jefferson	54.2%	16.7%	29.2%
Huntington	19.3%	31.3%	49.3%
Port Washington	27.0%	17.1%	55.9%
Ronkonkoma	15.9%	33.5%	50.6%
West Hempstead	20.9%	19.4%	59.7%

In terms of satisfaction with individual aspects of the new bi-level coaches, comfortable seats were by far the most popular feature of the coaches for the majority of branches. As shown in **Table 10**, out of eleven branches, more than 25 percent of riders on the Babylon, Far Rockaway, Long Beach, Montauk, Port Jefferson, Huntington, and Ronkonkoma branches chose comfortable seats as their most-liked feature. Of the remaining branches, Hempstead, Oyster Bay, and Port Washington riders identified cleanliness as the best feature of the bi-level fleet, while West Hempstead riders preferred the overall comfort of the cars.

Conversely, seats were also identified as uncomfortable and the least-liked aspect of the bi-level coaches by riders on the Babylon, Hempstead, Huntington, and Port Washington branches. However, diesel territory riders were least happy with other aspects of the coaches, including small overhead racks (Montauk), repetitive automated announcements (Oyster Bay), and unreliable overall HVAC (Port Jefferson). These

results are in keeping with ongoing problems with the new fleet regarding automated systems, including announcements and air conditioning.

Table 10: Top Most- And Least-Liked Aspects of Bi-Level Coaches, By Branch

Branch	Most-Liked Aspect	Least-Liked Aspect	% of Total Responses To This Question
Babylon	Comfortable Seats		26.4%
		Uncomfortable Seats	14.5%
Far Rockaway	Comfortable Seats		26.5%
		Inadequate Seating	19.0%
Hempstead	Cleanliness		35.5%
		Uncomfortable Seats	15.8%
Long Beach	Comfortable Seats		27.3%
		Trains Too Short	25.0%
Montauk	Comfortable Seats		27.8%
		Small Overhead Racks	20.6%
Oyster Bay	Cleanliness		29.2%
		Repetitive Automated Announcements	18.9%
Port Jefferson	Comfortable Seats		31.0%
		Unreliable Overall HVAC	12.1%
Huntington	Comfortable Seats		27.0%
		Uncomfortable Seats	17.4%
Port Washington	Cleanliness		28.6%
		Uncomfortable Seats	22.2%
Ronkonkoma	Comfortable Seats		33.3%
		Inadequate Thru-Service to Penn Station	25.0%
West Hempstead	Overall Comfort		28.6%
		Bumpy Ride	22.2%

Desired cell-phone policy, analyzed by branch in **Table 11**, strongly mirrored systemwide results. Respondents from all branches strongly favored education efforts regarding considerate cell-phone usage, while equally strongly rejecting ideas to limit usage to vestibules or designated cars or to prohibit on-board cell-phone use entirely. Only one branch, Far Rockaway, favored the idea that the railroad do nothing regarding the problem, and this only by a slim margin.

Table 11: Desired Cell-Phone Policy, By Branch⁸

Branch	Educate Riders on Considerate Usage	Limit Usage to Vestibules	Limit Usage to Designated Cars	Prohibit Usage	Do Nothing
Babylon	<u>80.6% Yes</u> 19.4% No	27.8% Yes <u>72.2% No</u>	24.7% Yes <u>75.3% No</u>	13.6% Yes <u>86.4% No</u>	30.7% Yes <u>69.3% No</u>
Far Rockaway	<u>74.6% Yes</u> 25.4% No	30.6% Yes <u>69.4% No</u>	30.2% Yes <u>69.8% No</u>	5.9% Yes <u>94.1% No</u>	<u>51.0% Yes</u> 49.0% No
Hempstead	<u>81.2% Yes</u> 18.8% No	26.2% Yes <u>73.8% No</u>	20.6% Yes <u>79.4% No</u>	4.6% Yes <u>95.4% No</u>	32.2% Yes <u>67.8% No</u>
Long Beach	<u>74.3% Yes</u> 25.7% No	31.3% Yes <u>68.7% No</u>	38.8% Yes <u>61.2% No</u>	19.4% Yes <u>80.6% No</u>	45.5% Yes <u>54.5% No</u>
Montauk	<u>82.9% Yes</u> 17.1% No	48.4% Yes <u>51.6% No</u>	28.1% Yes <u>71.9% No</u>	4.8% Yes <u>95.2% No</u>	25.8% Yes <u>74.2% No</u>
Oyster Bay	<u>87.5% Yes</u> 12.5% No	47.6% Yes <u>52.4% No</u>	40.9% Yes <u>59.1% No</u>	18.2% Yes <u>81.8% No</u>	27.8% Yes <u>72.2% No</u>
Port Jefferson	<u>87.5% Yes</u> 12.5% No	42.4% Yes <u>57.6% No</u>	29.8% Yes <u>70.2% No</u>	11.9% Yes <u>88.1% No</u>	25.5% Yes <u>74.5% No</u>
Huntington	<u>80.7% Yes</u> 9.3% No	39.5% Yes <u>60.5% No</u>	29.5% Yes <u>70.5% No</u>	14.5% Yes <u>85.5% No</u>	30.0% Yes <u>70.0% No</u>
Port Washington	<u>81.8% Yes</u> 8.2% No	41.5% Yes <u>58.5% No</u>	34.4% Yes <u>65.6% No</u>	14.7% Yes <u>85.3% No</u>	34.8% Yes <u>65.2% No</u>
Ronkonkoma	<u>80.9% Yes</u> 9.1% No	35.0% Yes <u>65.0% No</u>	27.1% Yes <u>72.9% No</u>	9.5% Yes <u>90.5% No</u>	36.1% Yes <u>63.9% No</u>
West Hempstead	<u>86.2% Yes</u> 13.8% No	29.1% Yes <u>70.9% No</u>	24.1% Yes <u>75.9% No</u>	7.1% Yes <u>92.9% No</u>	38.5% Yes <u>61.5% No</u>

Finally, there was no great variation among the top three most-wanted improvements identified by each branch. As noted in **Table 12**, requests for improvements in on-time performance predominated, with requests for improvements in seat availability, air conditioning, and overall peak service also prominent. This represents a small change from 1999, when requests for improved service were predominant. However, it is notable that better peak service represented the top most-wanted improvement on both the Oyster Bay and Port Jefferson branches, by sizeable percentages, with a desire for more through-service to Penn Station figuring equally prominently for Oyster Bay branch riders. The results on these branches most likely represent a desire by diesel-territory riders to remain on newer bi-level coaches for as much of their trips as

⁸ Percentages given are of total number of responses received, by branch, for each question.

possible, instead of transferring to or from older electric trains at Huntington or Jamaica, as is often necessary due to scheduling and infrastructure constraints.

Table 12: Top Three Most-Wanted Improvements, By Branch

Branch	Most-Wanted Improvement	% of Total Responses To This Question
Babylon	On-Time Performance	9.8%
	Seat Availability	8.0%
	Air Conditioning	7.1%
Far Rockaway	On-Board Cleanliness	13.8%
	Seat Availability	10.3%
	On-Time Performance	8.6%
Hempstead	Eliminate Short Trains	15.9%
	On-Board Cleanliness	14.3%
	Seat Availability	12.7%
Long Beach	Air Conditioning	12.5%
	Eliminate Short Trains	10.9%
	On-Time Performance	9.4%
Montauk	Evening Peak Service	11.1%
	On-Time Performance	9.7%
	Air Conditioning	9.7%
Oyster Bay	Overall Peak and Off-Peak Service	22.0%
	Thru-Service to Penn Station	19.5%
	Eliminate Short Trains	9.8%
Port Jefferson	Overall Peak and Off-Peak Service	22.8%
	Seat Availability	8.8%
	Eliminate Short Trains	7.0%
Huntington	On-Time Performance	16.9%
	Air Conditioning	7.7%
	Overall HVAC	7.7%
Port Washington	Eliminate Short Trains	10.4%
	Overall Peak and Off-Peak Service	9.6%
	Air Conditioning	7.8%
Ronkonkoma	On-Time Performance	15.8%
	Seat Availability	9.9%
	Overall Peak and Off-Peak Service	6.6%
West Hempstead	Overall Peak and Off-Peak Service	16.9%
	On-Time Performance	11.9%
	Overall Cleanliness	11.9%

Results for Customer Comments

Customer concerns are also apparent from the customer comments submitted by riders. In order to develop a clearer picture of these concerns and enable comparison, comments are presented below in tabular form, grouped by category and by branch. Categories were created for positive comments, negative comments, and suggestions.

Systemwide Results

Positive Comments

Of all three categories of comments, positive comments were least numerous. Out of 1,347 total comments, only 66, or about 5 percent, were positive comments. The branches with the greatest percentage of positive comments were Port Washington, Hempstead, and Montauk with 11, 10, and 9 percent respectively.

Table 13: Systemwide Positive Comments by Category

Category	# of Comments	% of Total Positive Comments
General/Miscellaneous	33	50%
Employee Conduct	14	21%
Equipment and Maintenance	6	9%
Service Requirements	5	8%
Ticket Types/Sales/Policy	3	5%
On-Time Performance	2	3%
Local Stations and Parking	2	3%
Cleanliness	1	2%

Table 14: Systemwide Positive Comments by Branch

Branch	Pos. Comments	Total Comments	% Pos.
Port Washington	13	122	11%
Hempstead	6	62	10%
Montauk	7	78	9%
Babylon	13	206	6%
Long Beach	7	122	6%
Port Jefferson	5	107	5%
Huntington	8	249	3%
West Hempstead	1	35	3%
Oyster Bay	1	40	3%
Ronkonkoma	3	193	2%
Far Rockaway	2	133	2%
Overall	66	1347	5%

Table 14 shows the comment categories receiving positive comments. About half of all positive comments fell into the “General/Miscellaneous” category. Most of these

comments simply complimented the LIRR on a job well done. The second most popular category for positive comments was for employees, where conductors were usually the ones recognized for good service.

Negative Comments

There were a total of 303 negative comments, accounting for 22 percent of all comments. The branches with the greatest percentage of negative comments were Oyster Bay, Ronkonkoma, and Port Jefferson, with 43, 32, and 31 percent respectively.

Table 15: Systemwide Negative Comments by Category

Category	# of Comments	% of Total Negative Comments
Heating/Ventilation/Air Conditioning	49	15%
Service Requirements	38	12%
Cleanliness	29	9%
On-Time Performance	24	8%
Equipment and Maintenance	23	7%
Local Stations and Parking	21	7%
Scheduling	17	5%
General/Miscellaneous	17	5%
Employee Conduct	17	5%
Communications	17	5%

Table 16: Systemwide Negative Comments by Branch

Branch	Neg. Comments	Total Comments	% Neg.
Oyster Bay	17	40	43%
Ronkonkoma	62	193	32%
Port Jefferson	33	107	31%
Long Beach	31	122	25%
Huntington	57	249	23%
Babylon	46	206	22%
Port Washington	24	122	20%
Far Rockaway	24	133	18%
Hempstead	9	62	15%
West Hempstead	5	35	14%
Montauk	10	78	13%
Overall	303	1347	22%

As Table 15 shows, there were more negative comments about “Heating Ventilation and Air Conditioning” than any other category. It is possible that since comfortable climate conditions are expected by passengers, people chose to vent their frustration in this category with a negative comment rather than a suggestion.

Suggestions

Suggestions were by far the most numerous type of customer comment. Many suggestions were merely negative comments phrased in the form of suggestions, but some of them were truly neutral. There were 941 suggestions in total, accounting for 70 percent of all comments. The branches with the greatest percentage of suggestions were West Hempstead with 83 percent, Far Rockaway with 80 percent, and Montauk with 78 percent.

Table 17: Systemwide Suggestion Comments by Category

Category	# of Suggestions	% of Total Suggestions
Scheduling	149	15%
Service Requirements	138	14%
General/Miscellaneous	72	7%
Cleanliness	69	7%
Local Stations and Parking	61	6%
Communications	61	6%
Suggested Improvements	52	5%
Equipment and Maintenance	52	5%

Table 18: Systemwide Suggestion Comments by Branch

Branch	Suggestions	Total Comments	% Sug.
West Hempstead	29	35	83%
Far Rockaway	107	133	80%
Montauk	61	78	78%
Hempstead	47	62	76%
Huntington	184	249	74%
Babylon	147	206	71%
Port Washington	85	122	70%
Long Beach	84	122	69%
Ronkonkoma	128	193	66%
Port Jefferson	69	107	64%
Oyster Bay	22	40	55%
Overall	941	1347	70%

As Table 17 shows, the “Scheduling” and “Service Requirements” categories received the greatest percentage of suggestions. Most “Scheduling” suggestions were requests for more frequent service or express service. Most “Service Requirements” suggestions were requests for more seats, more cars, or other issues related to crowding.

Results By Branch

Babylon

Riders on the Babylon branch are most concerned with “Service Requirements” (11% of comments). Their main concern is that trains are too crowded, and they suggest adding more cars as a potential solution. They are also very concerned with “Equipment and Maintenance” issues (10% of comments), particularly the use of older equipment on the line. Many riders are also concerned about regulation of cell-phone users, and this is why there are several comments in the “General/Miscellaneous” category (9% of comments).

Table 19: Babylon Rider Concerns

Category	Negatives	Suggestions	Combined	Percentage
Service Requirements	5	16	21	11%
Equipment and Maintenance	7	12	19	10%
General/Miscellaneous	3	14	17	9%
Heating/Ventilation/Air Conditioning	10	6	16	8%
Communications	1	13	14	7%
Cleanliness	5	8	13	7%
Local Stations and Parking	3	9	12	6%
Employee Conduct	1	10	11	6%

Far Rockaway

Far Rockaway riders, more than riders on any other branch, were concerned with cleanliness of their trains. The “Cleanliness of Trains and Stations” category accounts for 18% of their comments. They are also very concerned with “Scheduling” (17% of comments), as many of them suggest more frequent service, and “Service Requirements” (16% of comments). Service-related concerns focus on the need for more seats, more trains, more legroom, and the desire for the newer bi-level trains.

Table 20: Far Rockaway Rider Concerns

Category	Negatives	Suggestions	Combined	Percentage
Cleanliness	3	20	23	18%
Scheduling	1	21	22	17%
Service Requirements	5	16	21	16%
Heating/Ventilation/Air Conditioning	4	4	8	6%
On-Time Performance	1	6	7	5%
Communications	1	6	7	5%
General/Miscellaneous	3	4	7	5%
Local Stations and Parking	1	5	6	5%
Suggested Improvements	0	6	6	5%

Hempstead

Riders on the Hempstead branch are most concerned with “Service Requirements” (16% of comments) and “Scheduling” (16% of comments). They desire more seats or cars to relieve overcrowding, as well as express trains.

Table 21: Hempstead Rider Concerns

Category	Negatives	Suggestions	Combined	Percentage
Service Requirements	0	9	9	16%
Scheduling	1	8	9	16%
General/Miscellaneous	1	7	8	14%
Heating/Ventilation/Air Conditioning	2	2	4	7%
Ticket Types/Sales/Policy	2	2	4	7%
Communications	0	3	3	5%
Equipment and Maintenance	1	2	3	5%

Huntington

Riders on the Huntington branch are most concerned with “Service Requirements” (12% of comments) and “Scheduling” (11% of comments). These concerns focus on their desire for more cars and more frequent trains. Huntington riders are also very concerned with “Stations and Parking” (10% of comments). Their concerns in this area focus on the Huntington Station itself, where more parking and better cleanliness is requested.

Table 22: Huntington Rider Concerns

Category	Negatives	Suggestions	Combined	Percentage
Service Requirements	9	20	29	12%
Scheduling	3	23	26	11%
Local Stations and Parking	10	15	25	10%
Cleanliness	8	11	19	8%
General/Miscellaneous	0	19	19	8%
Equipment and Maintenance	2	14	16	7%
On-Time Performance	6	9	15	6%
Suggested Improvements	1	14	15	6%

Long Beach

Long Beach riders are most concerned with the cleanliness of their trains (11% of comments). They are also quite concerned with “Service Requirements” (10% of comments), wanting additional trains, and “Communications” (9% of comments), generally desiring more information when en route.

Table 23: Long Beach Rider Concerns

Category	Negatives	Suggestions	Combined	Percentage
Cleanliness	6	7	13	11%
Service Requirements	2	9	11	10%
Communications	3	7	10	9%
Local Stations and Parking	2	6	8	7%
Equipment and Maintenance	2	6	8	7%
Heating/Ventilation/Air Conditioning	6	1	7	6%
General/Miscellaneous	1	6	7	6%

Montauk

Montauk branch riders are very concerned with “Scheduling” (20% of comments). They want more frequent service, especially to handle weekend riders during the summer. The desire for better handling of the additional riders during these times is evident throughout comments in all categories, including “Service Requirements” (11%).

Table 24: Montauk Rider Concerns

Category	Negatives	Suggestions	Combined	Percentage
Scheduling	1	13	14	20%
Service Requirements	0	8	8	11%
Operations	2	4	6	8%
General/Miscellaneous	0	6	6	8%
On-Time Performance	1	4	5	7%
Communications	2	3	5	7%
Heating/Ventilation/Air Conditioning	1	3	4	6%
Employee Conduct	1	3	4	6%
Suggested Improvements	0	4	4	6%

Oyster Bay

Riders on the Oyster Bay branch are most concerned with “Service Requirements” (18% of comments) and “Scheduling” (15% of comments). These concerns focus on crowding and the provision of direct service to Penn Station.

Table 25: Oyster Bay Rider Concerns

Category	Negatives	Suggestions	Combined	Percentage
Service Requirements	2	5	7	18%
Scheduling	1	5	6	15%
Equipment and Maintenance	3	2	5	13%
Heating/Ventilation/Air Conditioning	4	0	4	10%
Communications	1	2	3	8%
Local Stations and Parking	1	2	3	8%
Capital Projects and Electrification	0	3	3	8%

Port Jefferson

Port Jefferson riders are more concerned with “Scheduling” than riders on any other branch (22% of comments). Most of their comments center around the need for more frequent service and more express service. Port Jefferson riders are also quite concerned with “Communications” (13% of comments) and “Operations” (12% of comments). Their communications concerns revolve around poor announcement audibility and content, while their operations concerns are mostly about improving the speed of their branch.

Table 26: Port Jefferson Rider Concerns

Category	Negatives	Suggestions	Combined	Percentage
Scheduling	4	18	22	22%
Communications	4	9	13	13%
Operations	7	5	12	12%
Alcohol and Smoking Policy	2	5	7	7%
Management	2	3	5	5%
Employee Conduct	1	4	5	5%
Suggested Improvements	0	5	5	5%

Port Washington

Port Washington riders are also very concerned with “Scheduling” (20% of comments) and “Service Requirements” (18% of comments). These concerns have to do with the severe overcrowding experienced by many riders on the branch. Cleanliness of trains is also a major concern for these riders, and 12% of their comments are in the “Cleanliness of Trains and Stations” category.

Table 27: Port Washington Rider Concerns

Category	Negatives	Suggestions	Combined	Percentage
Scheduling	1	21	22	20%
Service Requirements	5	15	20	18%
Cleanliness	2	11	13	12%
Penn Station	5	3	8	7%
General/Miscellaneous	1	7	8	7%
Equipment and Maintenance	0	5	5	5%

Ronkonkoma

Riders on this branch are overwhelmingly concerned with “Service Requirements” (23% of comments) and “Scheduling” (13% of comments). Their concerns in both of these areas focus mostly on the difficulty of getting a seat during rush hours. These riders are also concerned about “Local Stations and Parking” (11% of comments); most of the comments in this category pertain to a lack of adequate parking at Ronkonkoma Station.

Table 28: Ronkonkoma Rider Concerns

Category	Negatives	Suggestions	Combined	Percentage
Service Requirements	9	34	43	23%
Scheduling	2	22	24	13%
Local Stations and Parking	3	17	20	11%
Heating/Ventilation/Air Conditioning	16	2	18	9%
Capital Projects and Electrification	0	10	10	5%
General/Miscellaneous	5	5	10	5%
Cleanliness	4	5	9	5%
Equipment and Maintenance	5	4	9	5%

West Hempstead

Like riders on other branches, West Hempstead riders are very concerned with “Scheduling” (18% of comments) and “Service Requirements” (9% of comments). But they are also inordinately concerned with “Heating, Ventilation and Air Conditioning” (15% of comments).

Table 29: West Hempstead Rider Concerns

Category	Negatives	Suggestions	Combined	Percentage
Scheduling	1	5	6	18%
Heating/Ventilation/Air Conditioning	1	4	5	15%
Service Requirements	0	3	3	9%
Communications	0	3	3	9%
Cleanliness	1	2	3	9%
General/Miscellaneous	1	2	3	9%

Representative Customer Comments

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. A comment was generally taken to be "representative" if it reflected sentiments expressed in more than one other comment. The absence within a category of representative comments from a particular branch indicates that no "representative" 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.

Service Delivery

Service Requirements

Total number of comments: 181

positive: 5

negative: 38

suggestions/requests: 138

Babylon Branch

Do something about Friday summertime commuters with tons of luggage - add extra cars on the trains. (Babylon)

Take notice on the riders coming home, we need more cars, especially from Flatbush to Babylon. (Babylon)

Do not shorten trains, especially in the evening. It is a huge inconvenience to everyone. (Babylon)

Trains are overcrowded! We need more seats/cars during rush hours! Standing on the way to work for 60 minutes is unacceptable! (Amityville)

Far Rockaway Branch

More seating or more trains during rush hours. (Valley Stream)

Put the diesel trains on the Far Rockaway line. (Woodmere)

At 6 feet tall, I have no room for my knees. More leg room would be appreciated.
(Inwood)

Hempstead Branch

There should be more train cars during rush hours to avoid people standing.
(Hempstead)

Overall the LIRR offers good service to their riders. Keep up the good work!
(Hempstead)

With all the money we pay for monthly tickets, all trains should look like the new bi-level coaches, which I have only had the pleasure of riding once. (Stewart Manor)

Huntington Branch

Add more trains. Long Island population has risen 60% over last year. (Huntington)

There should be more seats to accommodate all commuters. (Syosset)

More cars on rush hour trains. Inbound the seats are all taken by the second stop. Not fair to others. Outbound never enough. Standing for one hour is not good commuting.
(Huntington)

More cars on trains at night. I stand all the time. (Huntington)

The ride to Huntington should be 45 minutes from Penn Station. Change switches, work rules, tracks, etc... Thought we were in 21st Century not 19th Century.
(Huntington)

Long Beach Branch

Please run additional trains from Oceanside to Penn Station. (Oceanside)

Montauk Branch

On Fridays during the summer there should be more staff, as many people use the seats for their bags - this should not be allowed. (Oakdale)

More cars in the summer for Fire Island and Hampton riders. I am a yearly commuter and should not be inconvenienced. (Bay Shore)

Oyster Bay Branch

Rush hour trains are still overcrowded. (East Williston)

Port Jefferson Branch

More coaches on trains and bar car. (Port Jefferson)

Seat availability is not so favorable. (Smithtown)

Stop shorting trains - crowded trains like the evening 8:44 from Penn Station to Port Jefferson have no seats available until Hicksville, running two cars short. (Greenlawn)

The double-deckers on the Port Jefferson branch have improved the commute dramatically for the better. (Kings Park)

Port Washington Branch

It is disgusting to stand 4 out of 5 days each week. Something must be done. (Great Neck)

Extend rush hour service on Port Washington Line in evenings. Trains after 6:27 are overcrowded beyond belief. (Manhasset)

Everyone should pretty much be guaranteed a seat. Forty minutes is a long time to stand. (Port Washington)

Either bring in double-decker trains or add more cars to the Port Washington Line. (Port Washington)

Ronkonkoma Branch

More trains on Ronkonkoma Line. Double-decker trains with more cars. (Ronkonkoma)

Seating is absolutely a major problem. (Ronkonkoma)

Bring the bi-level diesel coaches to Ronkonkoma. (Ronkonkoma)

There are never enough seats. If you don't arrive early for the peak PM trains, you stand. (Ronkonkoma)

Use double-decker trains at night. Trains from Penn Station are too crowded. (Ronkonkoma)

Population/usage has increased - more trains and more cars needed especially during rush hours. (Brentwood)

Better service on Montauk branch would help to eliminate crowds at Ronkonkoma. A lot of East End people go to Ronkonkoma. (Ronkonkoma)

Scheduling

Total number of comments: 166

positive: 0

negative: 17

suggestions/requests: 149

Babylon Branch

I find that there are not enough trains to choose from to come home in the evening hours. There should be one or two more added for convenience. (Babylon)

More AM rush hour express trains at more timely intervals. (Babylon)

Far Rockaway Branch

I wish more trains would run in the morning from Far Rockaway between the hours of 7:30 and 9:30. (Cedarhurst)

More midday and late-night trains. After midnight there should be a train every 30-45 minutes. No large gaps like an hour or more between trains. (Valley Stream)

The Far Rockaway line has been treated like a stepchild. After 7pm there is only one train per hour and no direct trains. Morning schedule also needs adjusting. (Woodmere)

Hempstead Branch

It would be nice to have two express trains during the rush hour to the Hempstead train station. There are none. (Hempstead)

Huntington Branch

More trains in the AM. (Cold Spring Harbor)

More trains at 6 and 7 p.m. for those who work late. (Huntington)

More trains in the evening. (Syosset)

Run more trains to limit overcrowding. More express trains in the evening rush. (Huntington)

Long Beach Branch

Long Beach seems to be the only line without express trains. There are too many stops to Long Beach. We need an Long Beach, Island Park, and Oceanside Express during AM and PM rush hours. (Island Park)

Montauk Branch

More frequent off hour service. (Islip)

With minor exceptions, schedule hasn't changed in twenty years. Need to increase frequency of trains to East, especially for the Montauk/Fire Island crowd on Friday night. (Islip)

Better, more frequent trains to/from Bay Shore during rush hour. (Bay Shore)

Additional Friday summer trains to accommodate Hampton and Fire Island traffic - maybe one extra for Montauk and one extra for Patchogue. (Patchogue)

Oyster Bay Branch

More direct service. (Albertson)

More Oyster Bay trains directly to and from Penn Station. (Roslyn)

Port Jefferson Branch

I wish there were more late and weekend service on the Port Jefferson Line. (Northport)

More frequent service East of Huntington. (Northport)

More express to Port Jefferson in the evenings. (Kings Park)

Need more off-peak express trains especially at night. (Northport)

Off-peak hours have bi-levels go all the way from Penn Station to Port Jefferson to eliminate transfer at Huntington. (Northport)

Early AM and late PM trains to and from Hunterspoint Avenue. (Northport)

Since we pay for the mileage we travel, the least you can do is not make us stop everywhere. It's the Port Jefferson Line not the "stop everywhere" line. After decades of service you should be able to make this a quicker commute, not 1.5 hours each way. (Kings Park)

Port Washington Branch

Morning trains are too crowded. Provide more cars or more frequent service. (Great Neck)

Manhasset is very crowded. We need more express morning trains to Penn Station. (Manhasset)

Your weekend schedule makes it clear you don't want us using mass transit. Weekend schedule stinks! (Manhasset)

Improve the frequency of trains out of Penn Station for late night service. Currently, the next train after 1:19am is two hours later. (Bayside)

Add an express morning train on the Port Washington branch. The 6:26 out of Manhasset is packed and many commuters need to be in New York City earlier. Express it! (Manhasset)

Ronkonkoma Branch

More direct trains to Ronkonkoma in the evening from Penn Station. (Ronkonkoma)

The 4:50am train out of Long Island is a full train with many, many construction workers on it. Why can't I go straight into Penn Station? Why must we get off at Hicksville and board another train? (Central Islip)

I would commute from the Port Jefferson Line if they had express trains and a better schedule in the evening. I have come to hate the Ronkonkoma Line due to overcrowding. (Ronkonkoma)

More trains from Penn Station after 6pm to 8pm - increase frequency. (Ronkonkoma)

West Hempstead Branch

Have trains for West Hempstead run more frequently. (West Hempstead)

On-Time Performance

Total number of comments: 58

positive: 2

negative: 24

suggestions/requests: 32

Huntington Branch

On numerous occasions, morning trains leaving Huntington at 7:12 or 7:17 have either malfunctioned or been slow to get me to the city. Switching problems seem to be the favorite excuse. To me there is no excuse. Please give me a chance to make the opening bell at the stock exchange. (Huntington)

I'd like to see statistics on actual on-time performance to the minute - not within 5 minutes and 59 seconds. (Huntington)

The LIRR needs to be more dependable. I cannot count on the LIRR to get me to work or home on time. (Huntington)

Long Beach Branch

Some compensation for failure of service. Rebates if more than 10 minutes late. (Long Beach)

Montauk Branch

The railroad should rethink its mission. Getting riders to their destinations safely is a given. They would be out of business if they didn't do that. Their mission should be getting riders to their destinations on time. (Great River)

Port Jefferson Branch

On-time evening performance needs to improve. (Greenlawn)

Late night service between Huntington and Port Jefferson going East - should be more on-time. Why start out five minutes late? (Northport)

Port Washington Branch

The LIRR considering a train on-time if it is 5 minutes and 59 seconds late is ridiculous - missing a connecting Nassau County bus results. Need better coordination between train and Nassau County buses.

Ronkonkoma Branch

I have often had the experience of being delayed only to hear local radio stations saying “no reported delays” - very aggravating because others rely on the reports to know if I’m going to be on time. (Ronkonkoma)

On-time service should be number one priority of LIRR. Percentage should be 99%. (Ronkonkoma)

I personally bought a cell-phone for railroad delays. (Ronkonkoma)

Operations

Total number of comments: 39

positive: 0

negative: 13

suggestions/requests: 26

Far Rockaway Branch

We should not have to switch on most trains at Jamaica. (Inwood)

The majority of the bi-level coaches should go directly into Penn Station. It would help ease the congestion at such stations as Ronkonkoma. (Sayville)

Port Jefferson

Train coming through Greenlawn at 3:30am blares horn uncontrollably. No need for train whistles to be louder than old diesels. (Greenlawn)

Consider safety in defining where trains hit the platforms.

Service could be much quicker than it is. Trains run at a reduced speed throughout many trips. (Greenlawn)

Dispatching and movement of trains is terrible. Need to research your operation problems. Too much slack time between stations. (Kings Park)

Eastbound trains in evening should take priority over Westbound trains in the morning when having two trains using one track. (Port Jefferson)

Ronkonkoma Branch

The 4:24 should pull in on track C in Ronkonkoma because most riders park on that side. (Ronkonkoma)

The Ronkonkoma train line is by far the slowest - always stopping and going very slow at the same spots every day. (Ronkonkoma)

Maintenance of Service during Severe Weather Conditions

Total number of comments: 2

positive: 0

negative: 1

suggestions/requests: 1

Far Rockaway Branch

I pay to use this railroad, therefore, I should be able to rely on it in rain, snow, and hot or cold weather. (Valley Stream)

Communications

Total number of comments: 78

positive: 0

negative: 17

suggestions/requests: 61

Babylon Branch

Need to improve communications from crew to passengers. Eliminate communications between crew members. (Babylon)

Make better, clearer announcements. (Babylon)

Conductors should announce destinations before, not after train departs. (Bellmore)

Far Rockaway Branch

Please comment on local stops more clearly. I can't understand what is being said on speakers, especially if the train is late. (Valley Stream)

Hempstead Branch

Announcements on train should be made before a stop and loud enough to be heard. Sometimes conductors say the stop as the doors are opening. I see elderly riders scramble for their belongings and try to make it out before the doors close. Very sad. Announcements, especially at Jamaica, are garbled at best. New speaker systems that aren't so old and tinny is needed. It's 2000 let's invest in some new equipment. (Nassau Blvd)

Huntington Branch

When train en route is having mechanical problems, customers must be informed! We are never told why delays are occurring - frequent updates over the intercom are a must. (Huntington)

Long Beach Branch

When a car does not have heat in the winter, it should be announced. (East Rockaway)

The more information for passengers, the better. (Long Beach)

Make announcements and post signs regarding passengers who leave garbage, talk on cell phones, and put their feet on seats (Lynbrook).

Issue train location reports at all stations (as is the case with the Babylon line) including Penn Station (Oceanside).

Montauk Branch

As soon as a problem is realized, the passengers should be informed, no matter how trivial or partial the usually inept management seems to think it is. Communication, communication, communication. (Oakdale)

Oyster Bay Branch

Eliminate electronic gongs, reduce announcements, lower volume; sound is ruining otherwise good service! (Glen Cove)

Port Jefferson Branch

If the LIRR could organize their central communications more efficiently so that conductors are informed of the nature of a given problem, there would be less unrest in passengers who must wait through delays. (Stony Brook)

Make announcements in the evening for the stations. I'm tired and sleeping and don't know if I'm at my station. (Northport)

When late we should hear more specific announcements as to why and what is being done to rectify the lateness. Doors should open at stations so passengers can go out. (Port Jefferson)

Announcements for am city-bound delays are horrible - trains cancelled without so much as a hint. Very frustrating because riders cannot act. (Kings Park)

Volume too high on PA system of train. (Port Jefferson)

Please make sure all speakers in each car are working. If train is stopped on tracks for whatever reason, please make a special announcement to passengers informing them of the cause of the delay. (Northport)

Please turn the computer announcement off. (Port Jefferson)

Port Washington Branch

Improve announcements. If train is late in morning announce by P.A. system. (Great Neck)

Ronkonkoma Branch

Be honest - tell commuters what is going on! If trains are going to pass us for a legitimate reason, say so! (Ronkonkoma)

When train has stopped en-route please give adequate announcements to inform passengers of reasons why. (Ronkonkoma)

West Hempstead Branch

More announcements during delays. (Westwood)

Customer Comfort And Safety

Heating, Ventilation, and Air Conditioning

Total number of comments: 81

positive: 0

negative: 49

suggestions/requests: 32

Babylon Branch

The climate is definitely in need of fixing. The A/C is not as good as it should be. (Babylon)

Air conditioning too cold in summer time. (Babylon)

Far Rockaway Branch

Temperature control needs to be monitored according to temperature outdoors always too cold or too hot. (Valley Stream)

Huntington Branch

Make sure cars have air conditioning and heat. (Huntington)

Long Beach Branch

In the summer, AC temperature is extremely low, therefore one needs a winter jacket to wear. Is it possible to regulate the temperature? (Long Beach)

Port Jefferson Branch

Teach crews how to operate new trains. A/C and heat were never designed to be on at the same time. Only _ of the crews know how to turn off heating. (Stony Brook)

Air too cold. (Port Jefferson)

Ronkonkoma Branch

There is no excuse for not having air conditioning on overcrowded cars in the summer. It is inhuman. Someone should lose their job for each occurrence. (Ronkonkoma)

Air conditioning should be checked and serviced on a more regular basis. (Central Islip)

West Hempstead

Keep air conditioning and heating in working order. (Malverne)

Cleanliness/Availability of On-Board Rest Rooms

Total number of comments: 20

positive: 0

negative: 8

suggestions/requests: 12

Port Jefferson Branch

Fix the bathrooms on the new bi-level cars. (Northport)

Bathrooms on trains from Brooklyn to Far Rockaway are not cleaned which in turn makes the smell unbearable. (Northport)

Port Washington Branch

Improve bathrooms on trains. (Manhasset)

Cleanliness of Trains and Stations

Total number of comments: 99

positive: 1

negative: 29

suggestions/requests: 69

Babylon Branch

I believe the LIRR should institute a program that gets people to not throw papers/cups on trains. Perhaps a media campaign stressing cleanliness would be beneficial. (Babylon)

Cleanliness has gone way down in the last year. Many times in the morning cars coming from "the yard" have garbage on the floor and seats and bathroom smell throughout car. (Babylon)

Far Rockaway Branch

The trains should be swept and garbage should be picked up in between usage. I shouldn't have to ride with garbage from the morning on the evening train. (Valley Stream)

Perhaps garbage pails on trains would help. Evening trains are especially filthy. (Valley Stream)

The cars look as though they have not been cleaned in 20 years - if ever. (Cedarhurst)

Clean up the cars. Floors are sticky, there is refuse all over seats and floors. (Cedarhurst)

Don't allow eating or drinking on the trains and maybe they wouldn't get so dirty. (Valley Stream)

Huntington Branch

Monitor slobs on trains (beer drinkers, kids, etc...). Put trash bins on trains to encourage throwing out of garbage. People are too lazy to take it off the train. (Cold Spring Harbor)

Have trains cleaned better. Trains going out of Penn Station in the evening are dirty and there is garbage all over the place. (Cold Spring Harbor)

Long Beach Branch

The cleanliness of trains is really poor. Also, the ventilation system often emits air which smells bad enough to make me nauseous. (Long Beach)

My home station is a mess. Please fix. (Lynbrook)

Cleaner cars and bathrooms. Put garbage bins on trains for trash. (Oceanside)

Prohibit food on trains. (East Rockaway)

Recycle bins on station platforms. People toss their garbage on the floor and papers in trash cans. More recycling! (Island Park)

Port Jefferson Branch

Clean the trains. (Northport)

Port Washington Branch

Evening trains could be cleaner. (Manhasset)

Educate riders to take their trash with them. (Port Washington)

Port Washington Line is very dirty with garbage and wet floors in the evening. (Little Neck)

Fine people for littering on the train. (Port Washington)

Ronkonkoma Branch

I see roaches on the trains. (Ronkonkoma)

Need to develop better ways to encourage passengers to clean up after themselves - by setting example of having cleaner cars when customers board the train, maybe they will be compelled to clean after their own trash. (Ronkonkoma)

Better cleaning and trash removal required at Bethpage station. (Bethpage)

When station is cleaned, all stairwells should be covered and not just platforms. (Ronkonkoma)

More timely cleanup of parking lot. (Ronkonkoma)

Alcohol and Smoking Policy

Total number of comments: 27

positive: 0

negative: 3

suggestions/requests: 24

Babylon Branch

Fines should be levied against beer drinking commuters that are rude and vulgar and especially those that leave half empty beer cans around that tip and create a mess. (Babylon)

Hempstead Branch

Beer/Alcohol drinkers should be confined to one car. They become raucous, spread out all over seating, smell of beer. (Garden City)

Huntington Branch

Stop the consumption of beer, and prohibit food on board trains. (Huntington)

Long Beach Branch

Ban smoking on station platforms - a person allergic to cigarette smoke at Long Beach Station is completely abused exiting the train. (Long Beach)

No alcohol allowed on train. (Lynbrook)

Port Jefferson Branch

Address the problem of loud drinking groups on evening trains. A few people take the drinking too far and spoil it for everyone else. (Northport)

Bar cars should be on all trains, not only serving beverages but food as well. (Port Jefferson)

Need a separate bar car so as not to disturb the commuters and keeping train cleaner. (Port Jefferson)

Ronkonkoma Branch

Stop beer, alcohol sales and consumption on trains. (Ronkonkoma)

Alcohol should be banned on trains. Too many people abuse and then drive cars home. (Ronkonkoma)

Security and Emergencies

Total number of comments: 14

positive: 0

negative: 4

suggestions/requests: 10

Port Jefferson Branch

Improve security at stations. (Kings Park)

Ronkonkoma Branch

Police Central Islip station better - too many vehicle break-ins. (Central Islip)

Capital Facilities And Equipment

Local Stations and Parking

Total number of comments: 84

positive: 2

negative: 21

suggestions/requests: 61

Babylon Branch

The Babylon station is a very important hub. Please update it and make more parking available. I have to pay \$52 a month for parking because I am not from Babylon. (Babylon)

Far Rockaway Branch

Installation of escalator at Valley Stream station is recommended. (Valley Stream)

Huntington Branch

We need the ticket office and station house at Cold Spring Harbor train station opened. We need a newspaper stand and additional coffee/refreshment services. (Cold Spring Harbor)

More parking. Enforce stickers in lots for non-residents. (Syosset)

At Huntington Station, pigeons should be eliminated if possible (Huntington).

I commute from Huntington. Recently, a north side parking lot was closed. Now I have to drive across route 110, park and walk back to the train. This adds another five minutes onto an already long commute. (Huntington)

Pigeons at Huntington - the new overhead makes a great nest and incubator - how can we get rid of them. Parking is now very bad - what's up? (Huntington)

Better lighting in parking lots, more parking at Huntington Station, access to bathroom at station for later hours. (Huntington)

Long Beach

By 7:45 am, all parking lots at the Oceanside Station are full. Could local town ordinance be changed to allow parking in streets closer to station? I now park 5 to 6 blocks from station. Homeowners are often hostile when I park in front of their homes. I have had flat tires and been cursed at! (Oceanside)

East Rockaway station could use a facelift, more parking, more payphones on platforms, and a ticket machine. (East Rockaway)

Montauk Branch

I would like to know why so many stations are locked and therefore lavatories are not available to homeward bound commuters on peak trains. (Sayville)

Port Jefferson Branch

Parking in Huntington is terrible and I would like to commute from Northport more often but schedules and direct trains to and from are not convenient. (Northport)

Either increase parking at Huntington or increase direct service to/from stations East of Huntington. Cars with permits should be allowed to park at any LIRR parking lots. (Greenlawn)

Ronkonkoma Branch

Construct an East End overpass. Improve and level north side dirt parking lot. (Ronkonkoma)

Better, or consistent lighting in South parking lot. (Ronkonkoma)

Build a stairway at East end of Ronkonkoma station over the tracks. (Ronkonkoma)

Some of the parking lots have cars parking in the middle blocking in legally parked vehicles. Those cars should be towed. (Ronkonkoma)

Build a parking garage or increase spaces at Farmingdale and/or Bethpage. (Bethpage)

Provide more parking garage availability for monthly riders. (Ronkonkoma)

Parking in Ronkonkoma is 120% of capacity. Ticketing by the Town of Islip is predatory since there is no alternative. (Ronkonkoma)

Western Terminals and Hub Stations:

Flatbush Avenue

Total number of comments: 6

positive: 0
negative: 3
suggestions/requests: 3

Montauk Branch

Fix up Flatbush terminal. (Bay Shore)

Hunterspoint Avenue

Total number of comments: 7

positive: 0
negative: 1
suggestions/requests: 6

Port Jefferson Branch

Improve Hunterspoint Station. (Greenlawn)

Give more attention to Hunterspoint service/station, etc... (Northport)

Jamaica Station

Total number of comments: 3

positive: 0
negative: 0
suggestions/requests: 3

Far Rockaway Branch

Improve announcements of delays and track changes at Jamaica. (Valley Stream)

Penn Station

Total number of comments: 26

positive: 0

negative: 9

suggestions/requests: 17

Babylon Branch

Try to put heavy use commuter trains on wide platforms instead of narrow ones at Penn Station. (Wantagh)

Huntington Branch

Penn Station needs to be a bit more orderly. If track announcements are made as soon as possible, this might eliminate some of the extreme congestion. (Huntington)

Need another bathroom at Penn Station. (Huntington)

Long Beach Branch

More ticket machines in Penn Station. (Island Park)

Port Washington Branch

Track 17 is very dangerous - too narrow - to be used during rush hours. (Port Washington)

Track 17 should not be used, it is too narrow. (Port Washington)

Ronkonkoma

The "gap" on track 15 at Penn Station is very dangerous. (Deer Park)

More track space at Penn Station. (Ronkonkoma)

Penn Station platforms are extremely crowded during rush hour. (Ronkonkoma)

West Hempstead Branch

Penn Station platforms need to be renovated. Escalators have to be in working order. For example, platform 15 escalator never operates during the evening rush hour. (Lakeview)

Woodside Station

Total number of comments: 1

positive: 0

negative: 0

suggestions/requests: 1

Huntington

In Woodside, how could they have finished the improvements without adding a Penn Station coordinated clock. They leave early from Woodside, how dare they?! (Hicksville)

Equipment and Maintenance

Total number of comments: 81

positive: 6

negative: 23

suggestions/requests: 52

Babylon Branch

If the new bi-level coaches will be the train of the future then you need to make more legroom. Eliminate one row of seats and readjust others. I do work on my laptop computer and I cannot even fully open it. (Babylon)

Get rid of the old dilapidated cars. (Merrick)

Huntington Branch

More new bi-level coaches. (Huntington)

Have more new bi-level coaches running from Huntington to Penn Station. (Huntington)

Long Beach Branch

Fix all lights. (Long Beach)

I would like to see the new bi-level diesel coaches on the Long Beach line. (Oceanside)

Montauk Branch

The new bi-level cars are very comfortable. (Islip)

Port Jefferson Branch

The poor maintenance record of the LIRR does not bode well for the new equipment with the all to apparent problems, i.e.; doors, bathrooms. (Greenlawn)

The new trains are not being maintained properly. We have to live with them for the next 50 years. (Northport)

Full-blown analysis needed to address contingency plans for equipment failures that cause delays (trains, switches, etc...) Delays greater than 30-45 minutes should never occur. (Northport)

Port Washington Branch

Want newer and faster cars. (Little Neck)

Ronkonkoma Branch

Delays are caused by switch and signal problems - need better maintenance. (Ronkonkoma)

West Hempstead Branch

Need to introduce new cars - the current fleet is old and falling apart. (Malverne)

Capital Projects and Electrification

Total number of comments: 32

positive: 0

negative: 0

suggestions/requests: 32

Huntington Branch

Cross island tracks! If I want to get from Lynbrook to Cold Spring Harbor, I have to backtrack to Jamaica. A cross island train would shave at least _ hour off of that ride home (Cold Spring Harbor).

Reconsider high-speed through track through Jamaica. (Huntington)

East side access to Grand Central Station would be a welcome addition. (Huntington)

Oyster Bay Branch

LIRR should electrify the Oyster Bay branch from Williston to Roslyn. (Glen Street)

Port Jefferson Branch

Bring trains into Grand Central Station. (Northport)

Port Washington Branch

East Side station. It will offer more job opportunities with easier access and LIRR will gain riders and commuters. (Auburndale)

Add tracks on the Port Washington Line so trains don't have to wait for others to pass. (Port Washington)

Ronkonkoma Branch

Install second track for Ronkonkoma to avoid frequent delays. (Ronkonkoma)

Electrify the Port Jefferson line, and extend electric service further East on the Ronkonkoma branch. (Ronkonkoma)

New stairwell at East Side of platform at Ronkonkoma connecting platforms. (Ronkonkoma)

Add another platform at Ronkonkoma. (Ronkonkoma)

Build east end crossover at Ronkonkoma. (Ronkonkoma)

Fares And Tickets

Fares

Total number of comments: 36

positive: 0

negative: 6

suggestions/requests: 30

Babylon Branch

Hold the line on commuter fares. Offer discounts for quarterly or semi-annual purchases. (Babylon)

Hempstead Branch

It is very difficult to purchase a return trip at Penn Station during rush hour - I have either missed trains or paid a \$2 penalty because of this issue. (Bellerose)

Long Beach Branch

Give students, i.e. college students a discount. (Oceanside)

Montauk Branch

Need a step between full commuter fares and telecommuters. Currently, if you travel two to three days a week, full fare (\$19 per day) is only option and I often wind up taking the car because the price is the same or close. (Sayville)

Port Jefferson Branch

Do away with extra fare to purchase ticket on train. (Kings Park)

I find it unbelievable that a commuter can travel cheaper alone in an auto than by train. Your fares are way too high. (Smithtown)

For \$9.50 per one-way ticket, coffee or juice should be included. (Kings Park)

Ticket Types, Sales, and Policy

Total number of comments: 38

positive: 3

negative: 7

suggestions/requests: 28

Far Rockaway Branch

Would like to see new system in future for ticket collection. Let monthly people scan in - having to show the ticket multiple times is a hassle - more chances to lose the ticket during the ride. Replacing or refunding of ticket is a huge inconvenience and rip-off! (Valley Stream)

Hempstead Branch

Have train man check tickets more quickly. Its frustrating to fall asleep only to be woken up 20 minutes later to see a ticket. (Garden City)

The mail and ride is excellent! (Stewart Manor)

Huntington Branch

Get new trains. (Huntington)

Long Beach Branch

Oceanside ticket office should offer longer hours of operation. Station opens at 6:10 am, the train comes at 6:08 am (Oceanside).

A ticket machine should be installed in Island Park. (Island Park)

Port Washington Branch

Most peak customers have monthly tickets. When the train is so crowded and there is barely room to stand, do not collect tickets by pushing through the crowd. (Manhasset)

Ronkonkoma Branch

All ticket clerks should accept credit cards. Get up to date! (Ronkonkoma)

I like the discount monthly package - good thinking. (Ronkonkoma)

More vending machines to purchase tickets. (Ronkonkoma)

Management

Total number of comments: 27

positive: 0

negative: 10

suggestions/requests: 17

Hempstead Branch

Make senior LIRR management commute by LIRR daily as part of their jobs. (Floral Park)

Port Jefferson Branch

Split LIRR management away from the MTA with a president elected by Long Islanders including Queens and Brooklyn. (Northport)

LIRR management is failing. Attitude of conductors and station employees, especially at Huntington, is unconscionable. (Smithtown)

Get management that is accountable for LIRR. (Northport)

Crews and management should be more customer service oriented. (Greenlawn)

Ronkonkoma Branch

The other day my train was late (6/19/00) and trains behind us were allowed to pass so they would not be late. That is poor management.

Employee Conduct

Total number of comments: 66

positive: 14

negative: 17

suggestions/requests: 35

Babylon Branch

Educate conductors and engineers on courtesy. Always hearing them complain about their jobs. I would love to have their jobs! Why all the complaining? (Babylon)

Huntington Branch

Train crew should wear a name tag. (Huntington)

Many ticket takers are surly and angry at passengers. We help pay their salaries and they should be more helpful and respectful. (Syosset)

High marks to your employees who as a rule are nice, polite people. (Huntington)

I would like ticket collectors to take/represent ownership of LIRR, instead of saying things like "I don't know what's going on" or it's not me or my job." (Huntington)

Educate employees on how to inform commuters on tardiness. (Huntington)

There seems to be a protocol that the crews follow when problems arise and this protocol is always followed in lieu of practicality. Make practical decisions! (Huntington)

Long Beach Branch

Conductors are generally helpful and polite. A great resource! (Long Beach)

Dress code for LIRR employees. Some are slobs. (Oceanside)
Port Jefferson Branch

Link employee compensation to conduct. (Northport)

Crew is usually very good. (Kings Park)

Teach some of the conductors about customer relations. (Greenlawn)

Train men should constantly move through trains - not disappear when there is a problem. (Port Jefferson)

Hire people who want to work for the LIRR. Get tough and strict. Teach conductors to use PA intercom system properly - no gibberish. More caring and professionalism. (Kings Park)

Port Washington Branch

The crew are always excellent, including the ticket sellers and the people who man the phones. Management is another story. I don't think they ride the trains on a regular basis. (Little Neck)

Ronkonkoma Branch

LIRR employees do not get up out of their seats for paying customers - they seem to think they have the right to sit all the time. This needs to be monitored and controlled. (Wyandanch)

Surveys are done repeatedly and nothing is done to improve service - start with the conductors. (Ronkonkoma)

Most personnel do not act professionally leaving me with no confidence in them should an emergency arise. (Ronkonkoma)

Suggested Improvements

Total number of comments: 53

positive: 0

negative: 1

suggestions/requests: 52

Far Rockaway Branch

When train is full and people are crushed, do not ask for the ticket. (Valley Stream)

Huntington Branch

Have a website feedback system with answers. (Cold Spring Harbor)

Long Beach Branch

Have a parlor car with more expensive tickets and luxurious conditions including coffee in the morning. Also add a well-ventilated smoking car. (Island Park)

Have a sleeping car like a library - quiet! Too many yappers on the train. (Lynbrook)

Limit the amount of people allowed on an overcrowded train. (Oceanside)

Port Jefferson Branch

Cell-phones are an issue - hope to see something done. (Port Jefferson)

Education of riders on considerate usage of "walkmen" is much needed. I find "walkmen" to be more of a problem than cell-phones. Maybe an emergency campaign would work. (Northport)

Please cut the noise. (Stony Brook)

Cup holders at the seat would be great! (Northport)

Put more space between seats. (Kings Park)

Ronkonkoma Branch

Instead of a News 12 feed, we should have Bloomberg for stockbrokers. (Ronkonkoma)

Offer concessions. (Ronkonkoma)

Offer credits when trains are delayed. (Ronkonkoma)

General/Miscellaneous

Total number of comments: 122

positive: 33

negative: 17

suggestions/requests: 72

Babylon Branch

Have police ticket people who put feet on seats. (Central Islip)

After traveling by car for the last three years I have returned to the LIRR. I feel the service has improved a lot compared to my prior experience with the LIRR. (Wantagh)

Regulating cell-phone usage is a great idea. (Babylon)

Start treating riders with the respect a customer deserves. We do pay the bills after all. (Babylon)

Far Rockaway Branch

Designate dark cars for sleepers. (Inwood)

Hempstead Branch

I rode Metro-North for a few years before moving to Long Island. It was a much better run train, more train times during rush hour, more seats, a cleaner station, friendlier service. LIRR pales by comparison. (Garden City)

Huntington Branch

Need some cell-phone regulations. (Huntington)

I am happy for the most part with the LIRR. (Huntington)

Its time for the LIRR to get into the 21st Century. (Huntington)

I'm glad you're addressing the cell-phone issue - its very annoying. Please designate areas of the train for cell-phone usage. (Huntington)

Limit horn-blowing after 10pm - very noisy at night. B & N in Chicago is quiet, no excessive horn usage. (Huntington)

Educate people on train etiquette (no talking loudly on AM rush hour train). On-board water or soda would be great! (Syosset)

Long Beach Branch

I like the LIRR. You guys do a good job. Thanks. (Island Park)

Montauk Branch

Train crew should tell commuters to keep feet off seats and lower radios. (Patchogue)

I think the LIRR has done well lately, however, I would re-emphasize the need to continue to maintain public areas, particularly the yards, which give an impression of an organizational shortcoming regarding cleanliness. (Islip)

Port Jefferson Branch

People using cell-phones to have useless conversations are most annoying. (Port Jefferson)

I like the train. Commute is favorable. (Smithtown)

It is convenient when you can't drive. (Greenlawn)

Study New Jersey Transit train system. They are fabulous. Fastidiously clean, pleasant and professional crew. Great on-time performance with more schedule options. (Northport)

Port Washington Branch

Overall performance good. (Manhasset)

Port Washington Line is the best. I have no complaint in general. (Great Neck)

Get rid of cell-phones - users are generally loud and rude. (Port Washington)

Ronkonkoma Branch

Seats do not accommodate larger riders. (Central Islip)

Put a LIRR manager on a crowded hot car dressed like a piñata and allow commuters to beat him - morale booster. (Central Islip)

The LIRR needs competition to see how inadequate they are. (Ronkonkoma)

More space between seats. (Ronkonkoma)

I don't appreciate leaking cars and water pouring down on my head. I don't like using my umbrella inside the train. (Ronkonkoma)

Have the president of the LIRR ride the train to work for a month. (Ronkonkoma)

Be as good as Metro-North. (Ronkonkoma)