

An in person meeting of the Long Island Rail Road Commuter Council (LIRRCC) was held at 4:30 pm on Thursday, February 8, 2024 at One West Street Mineola, NY. The public and members unable to attend in person joined via Zoom.

Member Attendance

Gerard P. Bringmann (Chair)	Present
Bryan Peranzo	Present
Larry Rubinstein (Vice-Chair)	Present
Christy Tolbert	Present
Peter Gorry	Absent

Staff Attendance

Lisa Daglian (Executive Director)	Present – virtual
Kara Gurl (Planning & Advocacy Manager)	Present
Jack Connors (Research & Comm. Assoc.)	Present
Jessica Spezio (Administrative Assistant)	Present – virtual

Non-member Attendance

Name	Affiliation
Anabel Frias	LIRR
Samantha Hawkins	MTA
Tatyana Levina	MTA
Matty Buchys-Hyland	Concerned Citizen
Adam Wittenstein	Concerned Citizen
Debra Greif	Concerned Citizen
Christopher Greif	NYCTRC Member
Jesse Figueroa	Concerned Citizen

**Approved Minutes for October 12, 2023 meeting.
Approved Agenda for February 8, 2024 meeting.**

Chair's Report:

- The LIRR released their most recent customer satisfaction survey at the January MTA Board Meeting and while it does show a slight improvement on the prior survey, customer satisfaction is still considerably below the pre-Grand Central Madison percentages. We will have a guest speaker later in today's meeting to provide further details of this survey.
- Speaking of Grand Central Madison, the MTA/LIRR recently celebrated the first anniversary of the start of service to this terminal. It was also announced that GCM is finally starting to attain the 40% of Manhattan-bound ridership that was originally projected.
- The LIRR also announced that the systemwide on-time performance for 2023 was just slightly below the OTP target of 94%. However, it is the position of this Chair that OTP should now be considered only as a LIRR performance metric and NOT an indication of customer satisfaction. The reasoning behind that position is that the LIRR has changed the standard by going from timed connections to "transfer opportunities".
- The NYS Comptroller's Office released a report last week analyzing transit needs in the coming decade for the MTA / LIRR. It is hoped that the MTA's 20 Year Needs Assessment and upcoming capital program will address many of the concerns raised in the report. One of the key items in the state of good repair category is the purchase of new rail cars. Needless to say, I will continue to monitor the delayed M-9a procurement, which is necessary so that we can finally retire the remaining M-3's (of which approximately 100 remain in the fleet). Within the next few years, the MTA is also going to need to start looking at the replacement of the diesel fleet, which is now over 20 years old.
- While upgrades (possible electrification) to the Port Jefferson branch are still in the discussion/planning stages, a promising sign is the LIRR is in the final stages of finalizing the acquisition of Lawrence Aviation property in Stony Brook that can be used for the construction of a new rail storage facility that will be critical to giving the LIRR the ability to provide additional service on that branch.

Nomination and election for MTA Board Member: Gerard Bringmann

Nominate and (re)elect LIRRCC 's MTA Board Member:

Gerard Bringmann

Christy made a motion and Bryan seconded the motion to vote for Gerry as LIRRCC's MTA Board representative. The vote was unanimous.

Executive Director/ Staff Update:

Lisa shared that the staff has been very busy and recently went to Albany to host a breakfast with Senator Comrie about our budget priorities. We also took the opportunity to share information about our legislation for voting membership for riders on the MTA board. We are still on the hunt for an Associate Director.

Budget Priorities:

- Morning peak fare discounts for seniors/disabled/Medicare-eligible riders
- Weekly CityTicket with transfers to subways and buses
- Fair Fares on commuter railroads within NYC

Jesse asked about ADA upgrades at LIRR stations.

Chris added that extending Senior and Disability discounts to AM peak is very important

Adam asked what the LIRR is doing to improve LIRR's response and communications with riders.

Social Media and Communications Update: by Kara Gurl

- Some riders reported overcrowding on trains, specifically those leaving events from Madison Square Garden like Rangers games and during peak hours. Many riders indicated that the TrainTime app showed multiple cars as being "crowded" or "completely full" on a regular basis.
- There have also been complaints about delays on trains that lead to riders missing connections, even when their arriving train is just a few minutes behind, emphasizing the need for timed connections.
- There were some suggestions about having more quiet cars on the LIRR, similar to suggestions we've heard on Metro-North.
- There have generally been fewer complaints about the LIRR schedules other than overcrowding on trains and missed connections.

Presentation: *LIRR Customer Service Survey- Samantha Hawkins, Assistant Director, Market and Customer Research*

View Here: <https://youtu.be/3WHLnhBRnH4?t=1472>

Takeaways:

Customer satisfaction is improving all lines except for Port Jefferson

- Shorter wait times, better service, reliability and more fare incentives would lead to more satisfaction.

Atlantic Terminal satisfaction went up 10%

Most important driver of satisfaction is peak service frequency and transfer experiences.

- East New York and Hunterspoint Ave. have lowest rated stations.

Gerry added that Hunterspoint Ave. is a horrific station. He also asked about the change in wording to the survey questions about safety and security over time.

Adam asked if they could add questions about satisfaction with Long Island Rail Road communications, including raw data and FOIL requests.

Samantha shared that they're always open to more questions but want to keep it short with standardized questions across all agencies.

Chris asked if there are any surveys about the Long Island Cares program.

Debra said the East NY is very dark and has bad lighting, and she also asked if these survey responses impact the Capital Plan.

Anabel responded yes, the input helps decide what the next Capital Plan projects will be.

LIRR Updates: by Anabel Frias

Anabel mentions an accessibility survey coming this summer

ADA improvements are finishing soon, totaling 9 stations in all. Package 2 is Forest Hills, Hollis and West Babylon.

Adam asks when the March timetable change is happening and Anabel replied that they are still finalizing it.

Larry asked if accessibility funding for package one is in the capital plan. Anabel responded yes, and that the contract has been awarded and will be finished by 2025.

Old Business:

Larry mentions Wage Works and asks if we should ask Senator Gillibrand to assist with moving that legislation. Gerry noted that he has reached out to the Senator's office and that we will continue to do so.

New Business:

None

Action items:

NONE

Adjourned

Meeting recording: <https://www.youtube.com/watch?v=3WHLnhBRnH4>

The meeting was adjourned at 6:00 PM.
Respectfully submitted,

Lisa Daglian
Executive Director