

APPENDIX D

Selected Customer Comments

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The following comments have been selected from the 312 written responses to the final survey question that asks participants for comments and suggestions. Written responses are grouped by theme and type of comment (likes and compliments, dislikes and complaints, and suggestions). The nature of these comments are discussed thematically systemwide and by branch in the customer written comments section.

A selection of the comments received for each category and branch are presented below. A comment was selected if it reflected sentiments expressed in more than one comment. The absence within a category of comments from a particular branch indicates that not enough comments were received from that branch for that category. The categories have been organized in six broad groups for ease of reference: 1) Service delivery, 2) Communications, 3) Customer comfort and safety, 4) Capital facilities and equipment, 5) Western terminals and hub stations, and 6) Management. Comments have been minimally edited for clarity.

1. SERVICE DELIVERY

Service Requirements (77 Comments Systemwide)

BABYLON BRANCH

Like: “The improvements made this past year since the new administration are phenomenal. Keep up the good work.”

Dislike: “Do not close off the cars when remaining cars are SRO. Train crews sit in these cars while we stand.” (Babylon)

“I hate that the 5:27 has been cancelled. (Freeport)

Suggestion: “More trains during peak times.”

FAR ROCKAWAY BRANCH

Dislike: “More frequent train service peak and off peak”

Suggestion: “ Get more train connections at Jamaica for Far Rockaway Line”

HEMPSTEAD BRANCH

Dislike: “Too many stops on Hempstead Line”

Suggestion: “More frequent peak morning trains from 6 am”

HUNTINGTON BRANCH

Like: “Mail and Ride is wonderful”

Dislike: “Handicapped people should not have to ask people to move from designated seats.”

Suggestion: “The 6:08 train to NHP is always delayed and is often 2 cars short.”

LONG BEACH BRANCH

Suggestion: “More frequent peak service”

MONTAUK BRANCH

Dislike: “Stop screwing the Montauk Branch re: after 5pm HP service. Port Jeff gets plenty of service.

Suggestion: “5:55 am to 6:40 am 45 minutes too long to wait for peak service (Patchogue)”

OYSTER BAY BRANCH

Suggestion: “Oyster Bay should have direct trains and express trains to Penn station.”

PORT JEFFERSON BRANCH

Like: From Northport nice train! Overall LIRR is very clean and have nice service.”

Dislike: “Stop giving priority of tracks to electric trains-we constantly let them pass.”

Suggestion: “Direct trains from Port Jefferson to Flatbush Station- also elevate and electrify rail to Port Jefferson.”

PORT WASHINGTON BRANCH

Like: “I think LIRR is great-Improvements have been great!

Suggestion: “Additional peak train service in PM, add train between 7:20 and 8:07”

RONKONKOMA BRANCH

Like: “Service has improved and Penn Station is much cleaner & safer, but it could be better.”

Dislike: “Train reliability is awful. Something is always broken...doors, lights, whatever. Can’t wait for new cars, 2 cars short should never happen on peak hour trains.”

Suggestion: “No short trains (especially 5:41 pm to Ronkonkoma!!).

Scheduling of Trains (44 Comments Systemwide)

MONTAUK BRANCH

Suggestion: “More trains after evening rush hour to Islip, better regulated air conditioning, more security in parking lots. If bus service needs to be provided from Babylon have them there when train pulls in.”

OYSTER BAY BRANCH

Suggestion: “Schedule of 6:08 and 6:10 rush hour, express cannot go after local.

“Train from Jamaica to Oyster Bay leaves before the connecting 5:33 train from Penn station to Hicksville.”

Port Jefferson Branch

Like: “Service has improved dramatically in the last 10 years, thank you.”

Dislike: “Ronkonkoma line is seriously overcrowded. Major reason is commuters that should be utilizing the Port Jeff. line drive to the main line for direct and more frequent trains to Penn. More direct Port Jefferson to Penn Station would alleviate this problem.”

Suggestion: “More trains during peak but especially off-peak (currently large gaps in schedule)”

PORT WASHINGTON BRANCH

Suggestion: “On Port Washington line need an AM train between Manhasset’s 6:33 and 7:28. Longest train free period other than midnight, but peak travel time.”

RONKONKOMA BRANCH

Suggestion: “An additional train between 5:23 and 6:04 pm at Flatbush Avenue or between 5:23 and 5:53 at Penn Station.”

“Better service on Port Jeff. Line”

“I live in Smithtown, but cannot take the train from there due to almost non-existent service”

“Increase number of off-peak trains”

WEST HEMPSTEAD BRANCH

Suggestion: “5:33 is too crowded, too many stations grouped in that time.”

On-Time Performance (7 Comments Systemwide)

BABYLON BRANCH

Dislike: “The 5:59 on time is a big lie” (Freeport)

“The 5:59 am does not arrive or leave on time. (Freeport)

FAR ROCKAWAY BRANCH

Like: “On-time performance has been better since last year”

HEMPSTEAD BRANCH

Dislike: “Some things like security/announcements are improving but on time performance and comfort are very important, work on it!”

PORT JEFFERSON BRANCH

Dislike: “LIRR’s on time accuracy has a 9 minute variance on a 1 hour ride, that’s a big variable (especially if its both ways 18 minutes).

RONKONKOMA BRANCH

Suggestion: “LIRR added more trains in am-that’s an improvement. Too many delays still on PM rush hour trains.”

WEST HEMPSTEAD BRANCH

Suggestion: “Forget the clean car campaign that’s why you have cleaning crews, on time performance with A/C that works is most important.

2. COMMUNICATIONS (19 Comments Systemwide)

BABYLON BRANCH

Suggestion: “On board announcements should be heard in all cars, usually the car the conductor is making the announcement from does not hear it.”

HUNTINGTON BRANCH

Suggestion: “On time announcements of delays and more parking.”

“Provide objective reports on train and track condition and maintenance.”

MONTAUK BRANCH

Suggestion: “Better PA communications-can’t understand announcements.”

OYSTER BAY BRANCH

Like: “I like the announcement at Port Washington branch stations.”

Dislike: “It appears that conductors are not announcing train destinations as frequently as previous years.”

“Too much noise pollution, let the conductors do their job, this is a railroad not a subway.”

Suggestion: “Make the announcements on the train before the train departs.”

PORT JEFFERSON BRANCH

Suggestion: “Better communication” (Huntington)

PORT WASHINGTON BRANCH

Dislike: “Please stop the pamphlets on the seats it only adds clutter and garbage.”

Suggestion: “More announcements”

“What purpose to the TV monitors in the stations serve, could they have pertinent travel information?” (Great Neck)

RONKONKOMA BRANCH

Dislike: “I was on a train that caught fire 5/29/02 5:51) with little to no communication or instruction.”

Suggestion: “Better PA systems and better English speaking announcers” (Ronkonkoma)

“If the intercom is not working the conductor should go around each car and tell us what is going on.” (Ronkonkoma)

“Teach your conductors engineers now to talk properly and clearly over the intercom.” (Ronkonkoma)

3. CUSTOMER COMFORT AND SAFETY

Heating, Ventilation, and Air-Conditioning

(21 Comments Systemwide)

BABYLON BRANCH

Dislike: “If a car is too cold or hot why can’t this be adjusted for comfort of all riders?” (Freeport)

“Better A/C too cold”

FAR ROCKAWAY BRANCH

Dislike: “Far Rockaway line is too cold in spring, summer and fall.”

HUNTINGTON BRANCH

Dislike: “Air conditioning is sometimes too cold. Need a temperature regulator.” (New Hyde Park)

MONTAUK BRANCH

Dislike: “The air conditioning blasts freezing cold air when it’s on—makes for a truly uncomfortable commute.” (Islip)

“AC too high and no one around to lower it.” (Patchogue)

Suggestion: “Someone should teach the conductors how to operate the gear.” (Islip)

OYSTER BAY BRANCH

Dislike: “AC on new trains is too cold”

PORT JEFFERSON BRANCH

Dislike: “The AC on the bi levels is terrible” (Greenlawn)

Suggestion: “I’d like to see more crew availability during the ride. They disappear after they collect tickets. Sometimes the trains are sooo cold in the summer even the men put on their coats-but no one is around for us to ask to fix it.” (Northport)

RONKONKOMA BRANCH

Dislike: “More consistent air temperature. (it’s too cold in summer/too hot in winter)”. (Ronkonkoma)

Suggestion: “Adjustable air control” (Central Islip)

More Comfortable Seating (5 Comments Systemwide)

FAR ROCKAWAY BRANCH

Suggestion: “More comfortable seating like the double deck train and a smoother ride.” (Valley Stream)

RONKONKOMA BRANCH

Suggestion: “Better seat condition.” (Ronkonkoma)

OYSTER BAY BRANCH

Suggestion: “Improve the conditions of the non-diesel trains. Chairs, leaks, windows. (Glen Street)

On-Board Cleanliness (20 Comments Systemwide)

BABYLON BRANCH

Dislike: “Late night trains should be cleaner” (Rockville Center)

“Better services in cleaning the cars.” (Babylon)

Suggestion: “Need to have the maintenance crew make sure the seats and floors are clean.” (Baldwin)

FAR ROCKAWAY BRANCH

Dislike: “Bathrooms often dirty and they sorely need improvements.” (Cedarhurst)

MONTAUK BRANCH

Like: “Clean train program is good. More garbage cans at station would be a plus.” (Sayville)

PORT JEFFERSON BRANCH

Like: “Double decker trains are more clean and pleasurable to ride than the older trains.” (Northport)

PORT WASHINGTON BRANCH

Dislike: “The am train is always dirty” (Douglaston)

Suggestion: “No food should be allowed on the trains” (Port Washington)

RONKONKOMA BRANCH

Dislike: “The 7:38 train from Central Islip is disgusting everyday. (Ronkonkoma)

Suggestion: “Improve the cleanliness of the bathroom.” (Brentwood)

Station Cleanliness and Condition (7 Comments Systemwide)

BABYLON BRANCH

Dislike: “Improve the condition of the platform and staircases, the waiting area has a fowl odor to it, keep the vagrants out.” (Freeport)

Suggestion: “Brighten up the platforms with plants and new paint job.” (Freeport)

MONTAUK BRANCH

Suggestion: “Provide better service for reverse commute, and local inter-station service.” (Oakdale)

PORT JEFFERSON BRANCH

Dislike: “Rude cleaning attendants at Greenlawn Station” (Greenlawn)

PORT WASHINGTON BRANCH

Dislike: “Murray Hill Station needs to be cleaned, people use the station as a bathroom.” (Murray Hill)

Cell Phones (11 Comments Systemwide)

BABYLON BRANCH

Like: “Great announcements re: cell phone. Next...” “People who talk loud.” (Baldwin)

Dislike: “Limit long cell phone conversations.” (Massapequa)

Suggestion: “Provide “no cell phone cars” so that passengers are not annoyed by those conducting business on trains.” (Baldwin)

“Cell phone free cars and alcohol free cars.” (Baldwin)

HEMPSTEAD BRANCH

Suggestion: “Less noise by people with cell phones”

HUNTINGTON BRANCH

Like: “Thank you for the “Cell phone courtesy” announcements!” (Syosset)

Dislike: “Have quiet cars/ cell phone free cars.” (Hicksville)

PORT WASHINGTON BRANCH

Suggestion: “Designated “quiet cars” no phones no radios.” (Bayside)

Alcohol Policy (3 Comments Systemwide)

MONTAUK BRANCH

Dislike: “Stop alcohol use on trains! It’s filthy, smelly and drunks are obnoxious!!”
(Great River)

“Bring back the bar car on Fridays” (Great River)

Security at Local Stations and Parking (17 Comments Systemwide)

BABYLON BRANCH

Dislike: “Police patrol,. Parking lot fixed and cleaned of beer bottles and garbage.”
(Baldwin)

MONTAUK BRANCH

Dislike: “Regular patrols at night, broken beer bottles all over the station.” (Great River)

Suggestion: “Let all police and peace officers ride trains free for more security.” (Oakdale)

RONKONKOMA BRANCH

Dislike: “Wyandanch is awful, always cars broken into, always windows broken, no safety in the parking lot. (Wyandanch)

“Security in parking lots, my car has been broken into 2 times. I have replaced 5 windows.” (Ronkonkoma)

Suggestion: “Better security in Ronkonkoma parking lot/ and better trash removal.”
(Ronkonkoma)

4. CAPITAL FACILITIES AND EQUIPMENT

Station and Parking Improvements (11 Comments Systemwide)

BABYLON BRANCH

Dislike: “Parking meters are broken (rec’d a couple of tickets).” (Amityville)

Suggestion: “Need more parking stalls.” (Baldwin)

HUNTINGTON BRANCH

Suggestion: “Not enough parking at home station.” (Syosset)

OYSTER BAY BRANCH

Suggestion: “We need a parking lot in Albertson.” (Albertson)

PORT JEFFERSON BRANCH

Suggestion: “Is there any way the Stony Brook bathroom can be open evenings? It’s a terrible inconvenience. Thanks” (Stony Brook)

RONKONKOMA BRANCH

Dislike: “It seems to be taking a long time renovating our station at Syosset.” (Syosset)

Suggestion: “More parking space at Ronkonkoma.” (Ronkonkoma)

“Need an overpass at the other end of Ronkonkoma station.
(Ronkonkoma)

WEST HEMPSTEAD BRANCH

Suggestion: “West Hempstead is a short platform and I’m not always sure what car I’m in.”
(West Hempstead)

5. WESTERN TERMINALS AND HUB STATIONS

Penn Station (5 Comments Systemwide)

BABYLON BRANCH

Dislike: “Penn station is an embarrassment, it should be redone now!” (Babylon)

Suggestion: “Air conditioning or fans on platforms at Penn Station” (Massapequa)

HEMPSTEAD BRANCH

Suggestion: “Why can’t we have a waiting area like Amtrak?” (Garden City)

RONKONKOMA BRANCH

Suggestion: “Two fully loaded trains should not pull into tracks 13 & 14 at the same time in the morning at 8:15 – 8:25.” (Ronkonkoma)

Jamaica Station (1 Comment Systemwide)

HEMPSTEAD BRANCH

Dislike: “Staff at Jamaica are not helpful. They need to be able to advise on actual train status!” (Floral Park)

6. MANAGEMENT

Employee Conduct (16 Comments Systemwide)

BABYLON BRANCH

Suggestion: “Conductors should embrace the courtesy rules.” (Baldwin)

FAR ROCKAWAY BRANCH

Like: “Conductors #7351 and #20790 are great conductors”

MONTAUK BRANCH

Suggestion: “Have conductors tell commuters to remove their feet from the seats.” (Oakdale)

OYSTER BAY BRANCH

Dislike: “The clean train campaign is not working, people still use seats as footrests, they are not told by crew to get feet down.” (E. Williston)

PORT JEFFERSON BRANCH

Dislike: “I understand that equipment breaks down but there does not seem to be a plan in place to accommodate the riders. Staff is also clueless on what to do, sending a school bus after riders are standing around for an hour stinks.” (Kings Park)

Suggestion: “There should be a program for conductors on public relations.” (Greenlawn)

“Encourage the use of racks not seats for packages” (St. James)

PORT WASHINGTON

Like: “Collectors on PW line are excellent.”

Suggestion: “Conductors should remind people that there should be 1 seat per customer.”
(Little Neck)

RONKONKOMA

Suggestion: “Don’t stop for passengers on the wrong train.” (Ronkonkoma)

Equipment (30 Comments Systemwide)

BABYLON BRANCH

Suggestion: “Get new trains.” (Rockville Center)

FAR ROCKAWAY BRANCH

Dislike: “Although staff apologizes for difficulties with equipment these problems are recurrent. How are they collected and addressed?” (Lawrence)

HUNTINGTON BRANCH

Suggestion: “Need newer modern trains and more of them.” (Syosset)

MONTAUK

Suggestion: “Improve the tracks, improve the switches, whatever must be done to run the trains at higher speeds.” (Mastic Shirley)

PORT WASHINGTON

Suggestion: “New or rehab cars.” (Murray Hill)

RONKONKOMA

Dislike: “Where are the trains you promised us years ago?” (Ronkonkoma)

Suggestion: “The Ronkonkoma line is one of the busiest, we need new trains.”
(Ronkonkoma)

Fares (10 Comments Systemwide)

BABYLON BRANCH

Suggestion: “Reduce fare to accommodate service” (Copiague)

FAR ROCKAWAY BRANCH

Suggestion: “No peak fare for senior citizens” (Rosedale)

HUNTINGTON BRANCH

Dislike: “Too expensive to ride the railroad.” (New Hyde Park)

Suggestion: “LIRR should offer discounts.” (Merillon)

MONTAUK BRANCH

Suggestion: “Incentives for riders, computerized # for free monthly, scanned on purchase 1st of month.” (Patchogue)

RONKONKOMA

Dislike: “Cost of tickets has risen too high” (Ronkonkoma)

Suggestion: “Please keep the monthly charge the same when the new trains come in.”
(Ronkonkoma)

Miscellaneous (5 Comments Systemwide)

BABYLON BRANCH

Suggestion: “Have a breakfast tray in the morning.” (Freeport)

“Why can’t train location CRT in ticket office be placed so we can see it?”
(Rockville Center)

FAR ROCKAWAY BRANCH

Suggestion: “On local trains – “no” repeat ticketed requests.” (Valley Stream)

HEMPSTEAD BRANCH

Suggestion: “Hire me to help get things the way they should go. Frank” (Nassau Blvd.)

MONTAUK BRANCH

Suggestion: “As in the subways a LIRR map with connections etc. would be helpful in each train.” (Patchogue)