

# **NASSAU COUNTY NEW YORK**

## **Review of Long Island Rail Road (LIRR) Stations in Nassau County**

**Maintenance, Use & Operation**

**October 2025**



**ELAINE PHILLIPS**  
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# **Review of Long Island Rail Road (LIRR) Stations in Nassau County Station Maintenance, Use & Operation**

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## Table of Contents

<b>Executive Summary</b> .....	1
<b>Introduction</b> .....	2
<b>Survey Findings</b> .....	6
Amenities .....	7
Safety.....	8
Cleanliness .....	9
Infrastructure .....	10
Accessibility .....	11
<b>Summary of Riders’ Feedback</b> .....	13
<i>Table 1: LIRR Stations with more than 5 Comments, Thematic     Breakdown</i> .....	17
<b>Positive Highlights</b> .....	18
<b>Correlations</b> .....	20
<b>Summary</b> .....	21
<b>Conclusion</b> .....	27
<b>Recommendations</b> .....	27
<b>Appendix A: Nassau County Comptroller’s Request for Information     from the MTA</b> .....	29
<b>Appendix B: MTA’s Response to the Comptroller’s Request</b> .....	30
<b>Appendix C: List of Nassau County LIRR Stations</b> .....	35
<b>Appendix D: Physical Inspection Rubric</b> .....	36
<b>Appendix E: Rider Survey</b> .....	38
<b>Appendix F: Comptroller’s LIRR Station Inspection Findings</b> .....	40
<b>Appendix G: Sources of \$137 Million Nassau County Sends to     the MTA Annually</b> .....	43

# Comptroller’s Review of Long Island Rail Road (LIRR) Stations in Nassau County Station Maintenance, Use & Operation

## Executive Summary

As Nassau County Comptroller, I am focused on ensuring that taxpayer dollars are spent efficiently and effectively. Each week, I meet with community groups across Nassau to share information and listen to residents’ and business owners’ concerns. I often hear complaints from constituents about the Long Island Rail Road (LIRR), so early in 2025, I launched an informal inquiry into station conditions in light of the fact that Nassau County pays more than \$36 million to the Metropolitan Transportation Authority (MTA) for LIRR station maintenance, use and operation each year.

My team found major maintenance issues at multiple Nassau LIRR Stations, so on March 13, 2025 we sent a formal letter to the MTA<sup>1</sup> asking how the \$36.5 million payment in 2024 was spent. The annual fee, adjusted upward each year based on inflation, currently amounts to a staggering \$100,000 a day to maintain 58 train stations<sup>2</sup>.

On April 17 we received a response<sup>3</sup> full of interesting facts about the MTA, but which did not answer the question: How was the \$36.5 million for station maintenance, use and operation in 2024 spent?

I launched a full inspection of conditions at all 58 LIRR stations in Nassau. We found some stations in good condition, particularly those that benefited from renovation as part of the MTA’s Third Track Project<sup>4</sup>, but many others were egregiously neglected in terms of maintenance.

To get a sense of what LIRR riders think of their train stations, we released a LIRR Rider survey. In July, postcards with a QR Code to the online questionnaire were distributed at every LIRR station in Nassau County. We collected 935 responses in a two-week window.

This report details the findings of our physical inspections, the feedback we received from almost 1,000 Nassau County LIRR riders, an analysis of the aggregated data, and recommendations for the MTA LIRR.



Elaine Phillips

Nassau County Comptroller

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<sup>1</sup> Appendix A

<sup>2</sup> Appendix C

<sup>3</sup> Appendix B

<sup>4</sup> <https://www.mta.info/project/lirr-main-line-expansion>

## Introduction

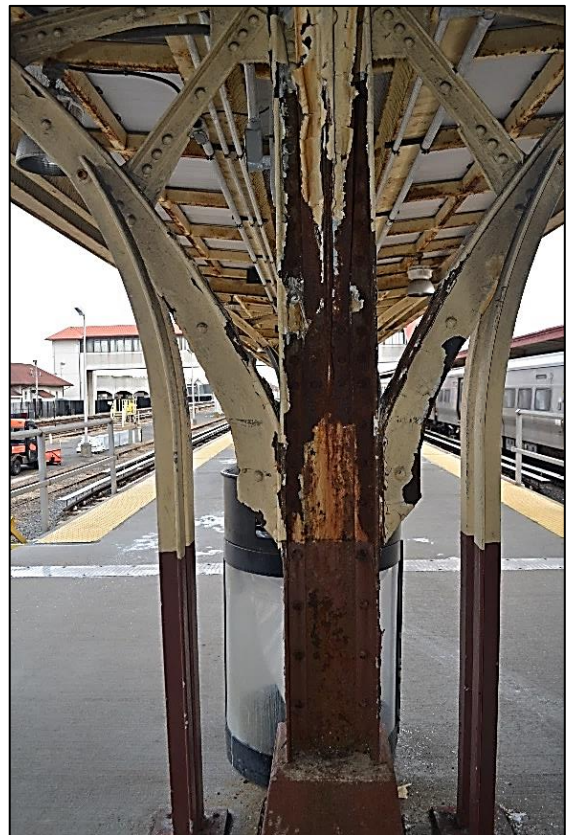
Each year, Nassau County makes a payment to the Metropolitan Transportation Authority (MTA) for Long Island Rail Road (LIRR) Station Maintenance, Use and Operation as mandated by Section 1277 of the New York State Public Authorities Law. Under this statute, Nassau County's obligation is determined by a fixed base amount of \$19.2 million set in 1999 and adjusted annually by the Consumer Price Index (CPI) for Urban Wage Earners and Clerical Workers in the New York-Northeastern New Jersey region. This **Annual Station Maintenance, Use & Operation Fee was \$36.5 million in 2024** and is up to **\$37.9 million in 2025**.

In addition, the MTA charges Nassau County residents taxes and fees every time they register a motor vehicle, renew a driver's license, record a mortgage and pay sales tax. These charges amount to **approximately \$100 million a year** in Nassau County.<sup>5</sup>

Without even counting train fares, Nassau County taxpayers are sending more than \$137 million per year to the MTA.

In response to constituent complaints about conditions at their local LIRR stations, the Nassau County Comptroller's Office sent a formal letter<sup>6</sup> to the MTA requesting a full accounting of how the LIRR is spending the millions of dollars that the County is mandated to pay for maintenance, use and operation of Nassau's 58 LIRR stations.

In the absence of a satisfactory response from the MTA, Comptroller Elaine Phillips' Office set out to evaluate the state of the 58 LIRR stations in Nassau County. **Site visits by the Comptroller's Office revealed crumbling concrete, pitted steel, dripping water, unsafe conditions and peeling paint at local stations, platforms and waiting areas.**



Long Beach LIRR Station Platform

Research and analysis conducted by Comptroller

Phillips also revealed that 15 of Nassau's LIRR stations fail to offer riders an enclosed waiting room or bathroom, and the stations that do have these facilities typically close by 7

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<sup>5</sup> Appendix G

<sup>6</sup> Appendix A

p.m. or earlier, leaving commuters and travelers out in the cold and dark with no facilities. Only 21 stations open their waiting rooms on weekends for an average of 4.6 hours a day.

For \$137 million each year *plus rider fares*, we believe the MTA should be providing well-maintained train stations and facilities in Nassau. The Office of the County Comptroller launched this review to determine whether Nassau County taxpayers are getting what they pay for from the MTA and LIRR.

### **Response from the MTA**

The MTA emailed a letter of response<sup>7</sup> to the Comptroller’s Office on April 17, 2025. The letter acknowledged the MTA’s responsibility to maintain Nassau County LIRR stations, right-of-way and infrastructure, but failed to provide the requested information – documentation for the billing period of April 1, 2023 to March 31, 2024 of:

- Actual services performed for station and/or bathroom cleaning and the cost incurred by the LIRR for such services,
- Actual services performed for maintenance of way and the cost incurred by the LIRR for such services, and
- Any other services performed which are associated with the operation, maintenance and use of the buildings, appurtenances, platforms, lands and approaches incidental or adjacent thereto and the cost incurred by the LIRR for such services.

The letter asserted that “the formula [for the Station Use, Maintenance and Operation Fee] is not based on the actual costs incurred by the LIRR” and that “actual investments by the MTA far outpace the Nassau County annual contribution,” but it did not contain quantification of that claim.

The response from the MTA also failed to differentiate between maintenance (operational) spending and capital spending. In a clear example between the difference, if metal bridges and pillars were properly maintained – scraped and painted periodically – they would not turn into capital projects to address deep pitting and corrosion.

### **Assessing the Conditions at Nassau County’s LIRR Stations**

The Comptroller’s Office assessed conditions at Nassau County’s LIRR stations via a two-pronged approach:

#### **1. Inspections of Nassau County LIRR Stations**

- Comptroller’s Office staff conducted physical inspections of each of Nassau County’s 58 LIRR Stations using a rubric that included 17

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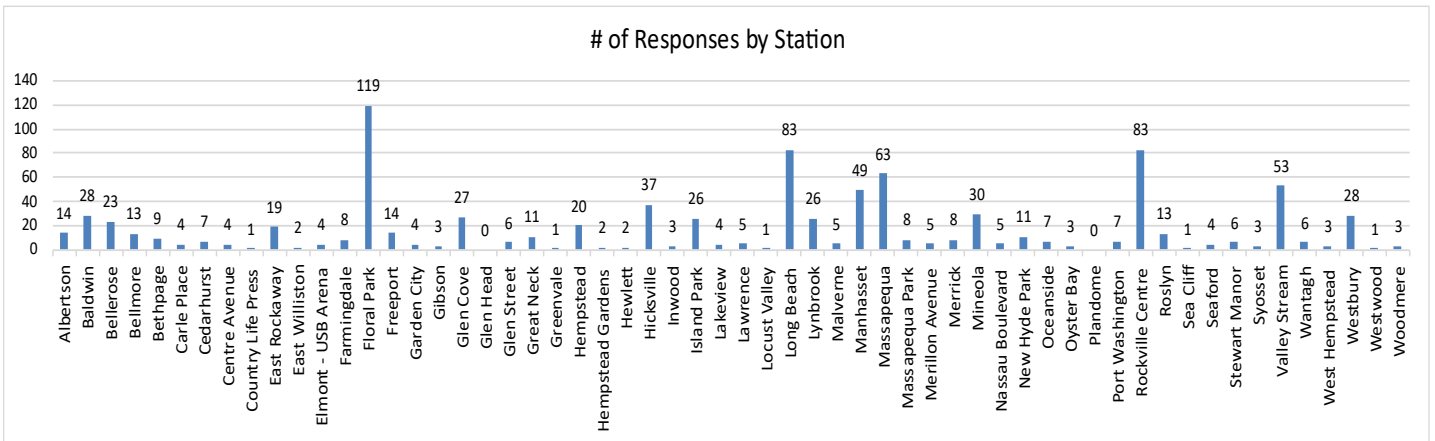
<sup>7</sup> Appendix B

factors<sup>8</sup> including presence and condition of waiting rooms and bathrooms; cleanliness of indoor and outdoor spaces; safety and accessibility.

- Questions were on a yes/no basis or judged on a scale of 1 – 3; Poor, Fair or Good, with an N/A (not applicable) option.

## 2. Survey of Nassau County LIRR Riders

- A Rider Survey<sup>9</sup> was developed using the same factors and rating scale as the inspections to allow for comparison of the two sets of results.
- Subjective questions were added to ascertain riders’ perceptions of the LIRR station they use most frequently.
- An open-text Comments field allowed riders to offer free form feedback.
- The survey was accessible online and a postcard with a QR code was distributed in-person on LIRR station platforms Monday through Friday during the morning rush hour so that riders could complete the survey while they rode the train to work.
- The postcard could be shared with other riders but responses were limited to one per IP address<sup>10</sup>, to prevent unlimited responses from users.
- A total of 935 unique responses were logged, representing all stations with the exceptions of Glen Head and Plandome.



<sup>8</sup> Appendix D

<sup>9</sup> Appendix E

<sup>10</sup> An IP address (Internet Protocol address) is a unique numerical label assigned to every device on a network, including the internet.

The majority of respondents were 25 – 64 years old (82%) and rode the LIRR weekly or daily (77%).

Age Group	Responses		
Under 25	86	9.26%	
25 – 44	353	38.00%	82.35%
45 – 64	412	44.35%	
65 or older	78	8.40%	
TOTAL	929	100%	

Rider Frequency	Responses		
5 days a week or more	86	9.26%	76.67%
1 – 4 times a week	353	38.00%	
1 – 4 times a month	412	44.35%	
1-10 times per year	78	8.40%	
TOTAL	929	100%	

The survey grouped the questions into five categories, most of which could be easily answered using a Likert Scale (Poor, Fair, Good, N/A). The categories were:

1. **Amenities:** Availability of indoor waiting space, bathrooms, sheltered outdoor waiting space (platform shelters), seating on the platform, LIRR parking.
2. **Safety:** Lighting in the station waiting area and platform, presence of security cameras, feeling safe.
3. **Cleanliness** of the LIRR stations: Cleanliness of indoor waiting space, bathrooms, platform shelters, and outdoor spaces other than the platform.
4. **Infrastructure:** Condition of the parking lot (pavement, potholes, markings), the sidewalks around the station (concrete, cracks, hazards), the train platform, availability of trash cans and availability of bicycle storage.
5. **Accessibility:** Presence of stairs to the platform, an escalator, an elevator, pedestrian ramp to platform, and condition of the accessibility features – functionality of the escalator(s) and elevators, cleanliness of the elevator(s), condition of stairs and ramps.

## Survey Findings

Respondents to the survey were asked to answer questions based on the station they use most frequently, choosing from a drop-down menu of all 58 stations.

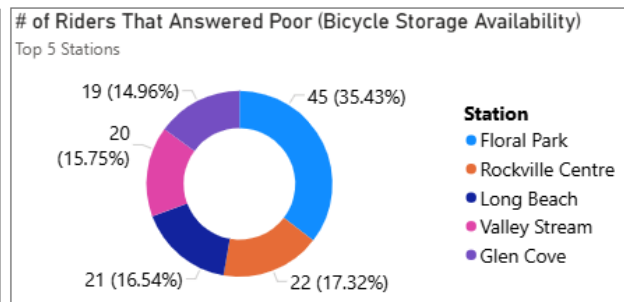
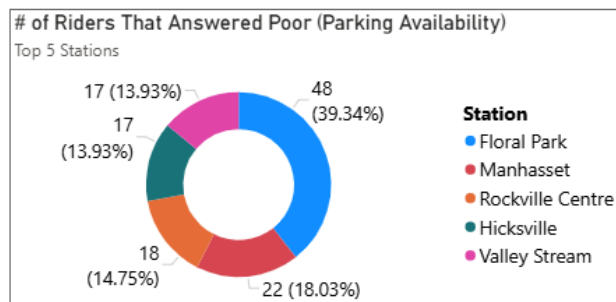
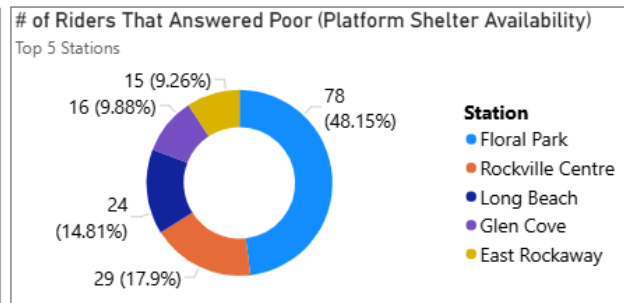
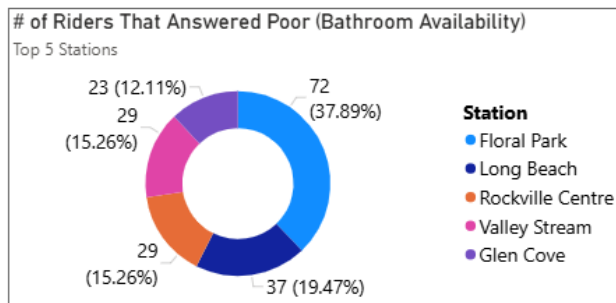
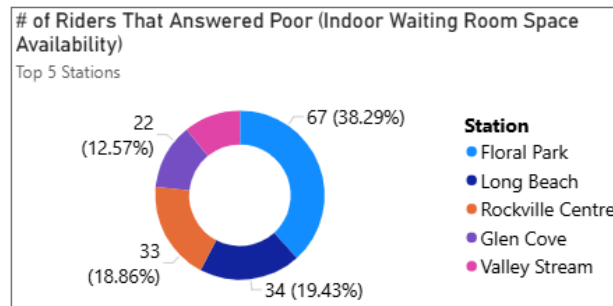
The stations with the highest number of survey responses were:

- Floral Park, 119
- Long Beach, 83
- Rockville Centre, 83
- Massapequa, 63
- Valley Stream, 53

The stations with the greatest percentage of “Poor” ratings overall from riders were:

- Floral Park
- Long Beach
- Rockville Center
- Valley Stream
- Glen Cove

For example, the charts below show which stations received the greatest number of “Poor” ratings for some basic amenities.



The next few pages will show a summary of our findings for each of the categories above and more.

# 1. AMENITIES

## Survey Responses

The majority of respondents rated the availability of basic amenities as Poor or Fair.

Availability of indoor waiting rooms and bathrooms dominated the Amenities feedback in the Comments field.

Of Nassau’s 58 LIRR stations, just 38 have indoor waiting rooms, which are open on weekdays for an average of 13.5 hours, from 5 or 6 a.m. to 6 or 7 p.m. Only 21 stations open their waiting rooms on the weekend for an average of 4.6 hours each.

	POOR	FAIR	GOOD	N/A	TOTAL
Availability of indoor waiting space	33.44% 310	34.20% 317	25.03% 232	7.34% 68	927
Availability of bathrooms at your station	38.82% 361	24.73% 230	16.77% 156	19.68% 183	930
Availability of sheltered outdoor waiting space (platform shelters)	33.05% 307	35.95% 334	29.28% 272	1.72% 16	929
Availability of seating on the platform	47.41% 440	32.11% 298	14.55% 135	5.93% 55	928
Availability of LIRR parking	29.88% 277	30.53% 283	34.41% 319	5.18% 48	927

## Sample Survey Comments:

“There are many times the inside waiting room where the bathrooms are is closed...” (Floral Park)

“No waiting room at all or bathrooms...” (Gibson)

“The indoor waiting room is an embarrassment to our city.” (Glen Cove)

“Indoor waiting area is often locked. So no bathrooms...” (Island Park)

“Why does the waiting room close so early in the afternoon?” (Lawrence)

“The waiting room closes way too early now and there is... NO BATHROOM ACCESS once it closes.” (Manhasset, emphasis in original comment)

“WAITING ROOM AND BATHROOMS ARENT OPEN ENOUGH HOURS ESPECIALLY IN BAD WEATHER” (Port Washington, emphasis in original comment)

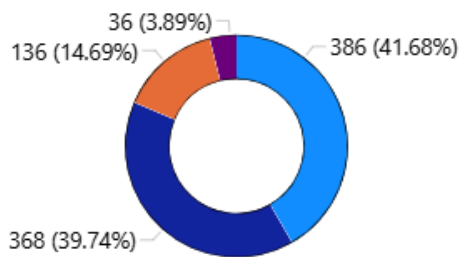
## 2. SAFETY

### Survey Responses

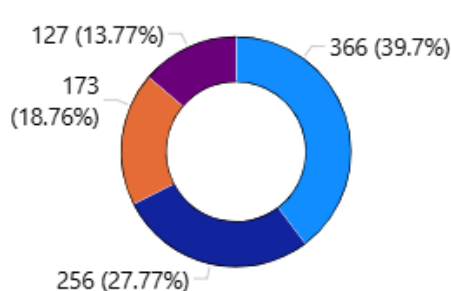
	POOR	FAIR	GOOD	N/A	TOTAL
▼ Safety of bicycles left at the station	19.65% 180	20.31% 186	14.63% 134	45.41% 416	916
▼ Lighting in the station waiting area	19.57% 181	36.00% 333	39.14% 362	5.30% 49	925
▼ Lighting on the platform	16.94% 156	35.40% 326	44.84% 413	2.82% 26	921
▼ Presence of security cameras	33.85% 307	19.85% 180	14.22% 129	32.08% 291	907

The survey included two perception questions about safety.

Do Riders Feel Safe During the Day?



Do Riders Feel Safe At Night?



While approximately 40 percent of respondents reported they *always feel safe* at their LIRR stations both day and night, we were surprised to see that 39 percent of respondents reported they *never feel safe* at their LIRR station during the day, while 27 percent never feel safe at night. On page 19 of this report, we explore correlations between feelings of safety and other factors.

#### Sample Comments Related to Safety

“I spent my life working in the Bronx and I never felt as unsafe as I do exiting that train at night and knowing that I’m alone in those stairwells, no panic [button], no lighting, no security.” – New Hyde Park

“In addition to inadequate lighting and the absence of security, we have encountered... people loitering, soliciting money, and even

sleeping on benches inside the station... these spaces feel unsafe, are poorly lit, and lack security.” – Roslyn

### 3. CLEANLINESS

#### Survey Responses

	POOR	FAIR	GOOD	N/A	TOTAL
Cleanliness of indoor waiting space	28.77% 267	31.14% 289	29.53% 274	10.56% 98	928
Cleanliness of the bathrooms at your station	26.68% 246	20.82% 192	17.03% 157	35.47% 327	922
Cleanliness of the platform shelters	31.28% 290	31.07% 288	30.53% 283	7.12% 66	927
Cleanliness of outdoor spaces other than the platform	31.29% 291	34.19% 318	33.55% 312	0.97% 9	930

Numerous comments cited pigeons and their excrement as major cleanliness problems and others referred to the smell of urine.

#### Sample Survey Comments:

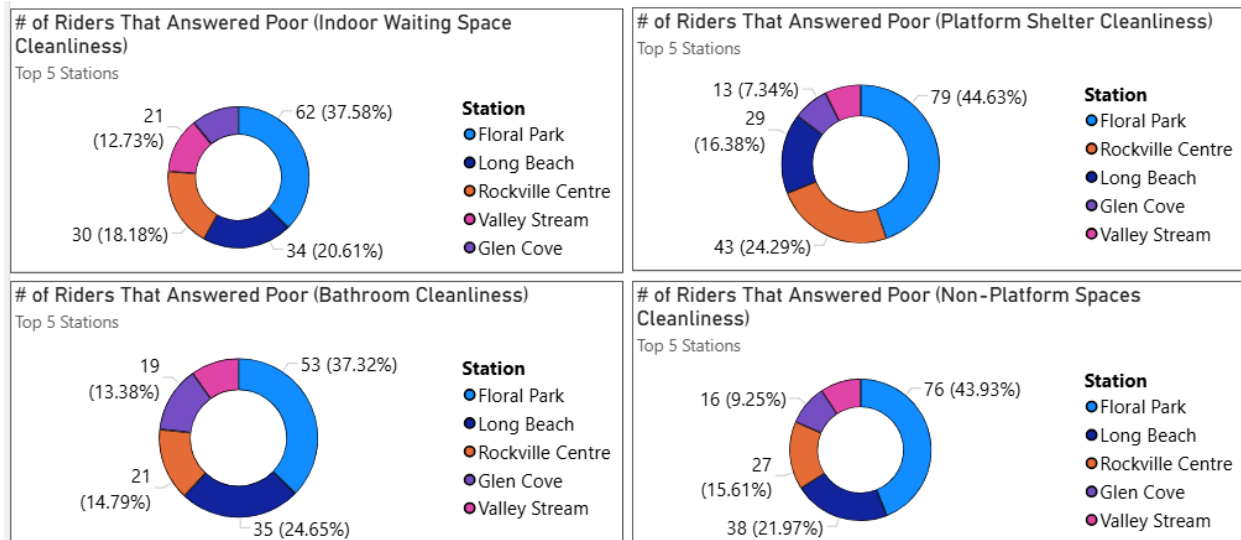
“The pigeon population is a problem. Too much waste from pigeons, dead birds and feathers make the station dirty.” – Franklin Square

“Steps up to the platform is always dirty with dead leaves, bird poop and just garbage. Hand rails have bird poop on them most of the time” – Lynbrook

“Cleanliness on of the platform and stairs could be improved as vomit and other unsanitary conditions will linger for days or weeks.” – Massapequa

“The stairs are always dirty and often smells like urine.” – Rockville Centre

#### Riders Who Rated Cleanliness As Poor

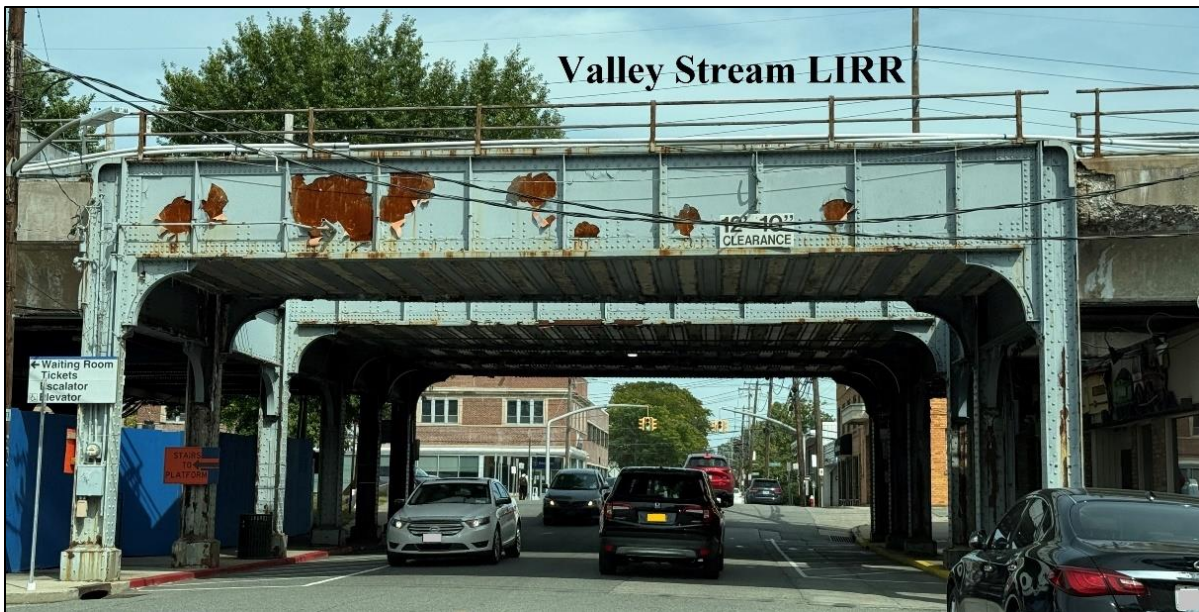


While the Comptroller’s inspections<sup>11</sup> found all bathrooms and waiting areas to be clean and in good repair at the time of the inspections, riders in some stations rated the cleanliness as Poor. This could be due to the time of day riders have accessed the bathrooms, or because waiting rooms and bathrooms are often locked, riders may assume the indoor conditions to be comparable to outdoor station conditions, which in many stations is poor.

## 4. INFRASTRUCTURE

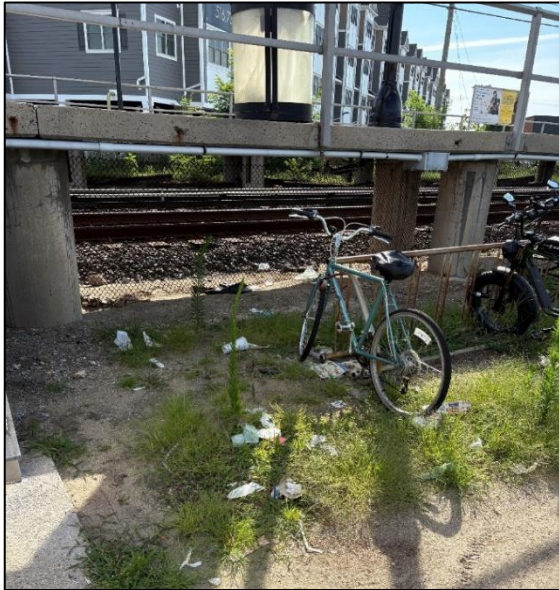
### Survey Responses

	POOR	FAIR	GOOD	N/A	TOTAL
Condition of the parking lot- pavement, potholes, markings	32.22% 299	29.85% 277	32.33% 300	5.60% 52	928
Condition of the sidewalks around the station- concrete, cracks, hazards	31.93% 296	31.61% 293	35.71% 331	0.76% 7	927
Condition of the train platform	26.19% 243	32.00% 297	41.59% 386	0.22% 2	928
Availability of trash cans at your station	15.03% 139	35.78% 331	48.54% 449	0.65% 6	925
Availability of bicycle storage at your station	26.30% 243	24.57% 227	15.69% 145	33.44% 309	924



<sup>11</sup> Appendix F

**Sample Survey Comments:**



East Rockaway LIRR

“Potholes, pothole coverups and exposed rebar... uneven pavement from potholes and their wooden fixes make me hyper conscious of walking across the platform.” – Floral Park

“The parking lot is horrendous. We are tired of the sinkhole and potholes. Its dangerous!” – Island Park

“I have to bring a winter shield to cover my car from acid droppings... I see concrete breaking down exposing rusted steel which also drips sediment and rust from above and bird droppings...” – Valley Stream

“The sidewalks beneath the platform are cracked, filled with garbage and never clean.” – Rockville Centre

**5. ACCESSIBILITY**

**Survey Results**

	YES	NO	NOT SURE	TOTAL
Does your LIRR station have STAIRS to the platform?	97.30% 902	1.51% 14	1.19% 11	927
Does your station have an ESCALATOR?	42.97% 397	53.90% 498	3.14% 29	924
Does your LIRR station have an ELEVATOR?	51.88% 482	40.69% 378	7.43% 69	929
Does your LIRR station have a pedestrian RAMP to the platform?	44.86% 415	33.95% 314	21.19% 196	925
Do you believe your station is ACCESSIBLE to people with physical disabilities?	66.20% 611	16.79% 155	17.01% 157	923

The survey included a perception question about accessibility:

*Do you believe your station is ACCESSIBLE to people with physical disabilities?*

Two-thirds of respondents believe their LIRR station to be accessible for people with disabilities.

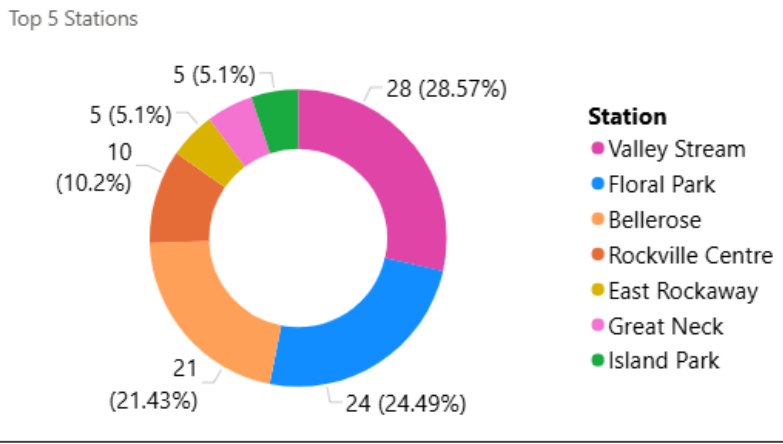
With regard to the condition of accessibility features such as escalators and elevators, the results were mixed, with many stations receiving a rating of N/A because the station lacks these features.

	POOR	FAIR	GOOD	N/A	TOTAL
▼ Functionality of the Escalator(s)	11.07% 102	19.87% 183	24.65% 227	44.41% 409	921
▼ Functionality of the Elevator(s)	9.24% 85	16.63% 153	25.33% 233	48.80% 449	920
▼ Cleanliness of the Elevator(s)	18.63% 171	15.25% 140	16.01% 147	50.11% 460	918
▼ Condition of Stairs	22.42% 206	34.60% 318	40.26% 370	2.72% 25	919
▼ Condition of Ramps	8.21% 75	15.43% 141	30.96% 283	45.40% 415	914
▼ Stability of Handrails	9.73% 89	31.04% 284	51.37% 470	7.87% 72	915

Sample Accessibility Comments:

- “Elevator smells like urine and dirty.” – Baldwin
- “Elevators or ramps should be a necessity, not a nice to have.” – Bellerose
- “Escalators and elevators are currently out of service for an extended period...” – Valley Stream

# of Riders That Answered No (Is Your Station Accessible to Riders with Physical Disabilities)



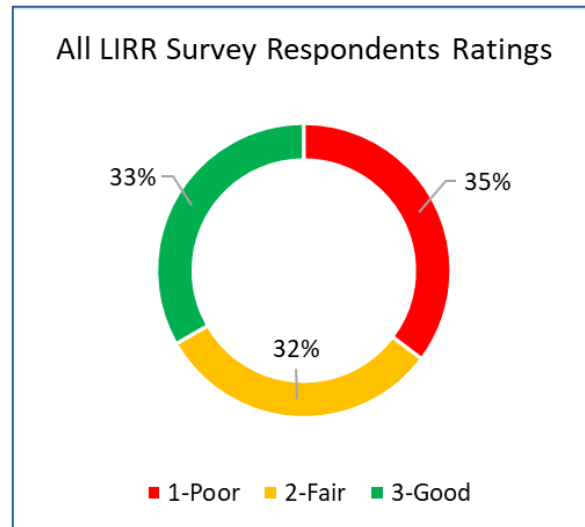
## SUMMARY OF ALL RIDER FEEDBACK

13,982 ratings of 1 (Poor).

12,486 ratings of 2 (Fair).

13,204 ratings of 3 (Good).

While this appears to be a fairly equal distribution of all rider scores across all categories, it indicates that 67% of ratings were Fair or Poor, while only 33% were Good.



## SUMMARY OF OPEN-TEXT COMMENTS

The Surveys yielded 457 optional open-text comments. An analysis of the comments was consistent with the Comptroller's Office impression of the comments.

### Overall Sentiment Summary

- **Negative:** ~85%
- **Neutral:** ~10%
- **Positive:** ~5%

Most comments expressed dissatisfaction, with recurring issues including:



- **Station cleanliness:** Frequent mentions of urine smells, garbage, pigeon droppings, and general filth.
- **Maintenance issues:** Crumbling platforms, broken escalators/elevators, poor lighting, and outdated infrastructure.
- **Safety concerns:** Reports of homeless individuals, drug use, and lack of security presence.
- **Parking frustrations:** Limited availability, poor conditions, and high costs.

### Sample Comments About Pigeons

“Excessive pigeon dropping on walkways and hand rails, it's disgusting...” – Floral Park

“Station is old and deteriorated the amount of pigeons poop looks like it has never been cleaned ever.” – Long Beach



“Too much waste from pigeons, dead birds and feathers make the station dirty.” – Lynbrook

“Pigeons and bird dropping everywhere, extremely dirty and rundown.” – Valley Stream

**Sample Comments About Vegetation**

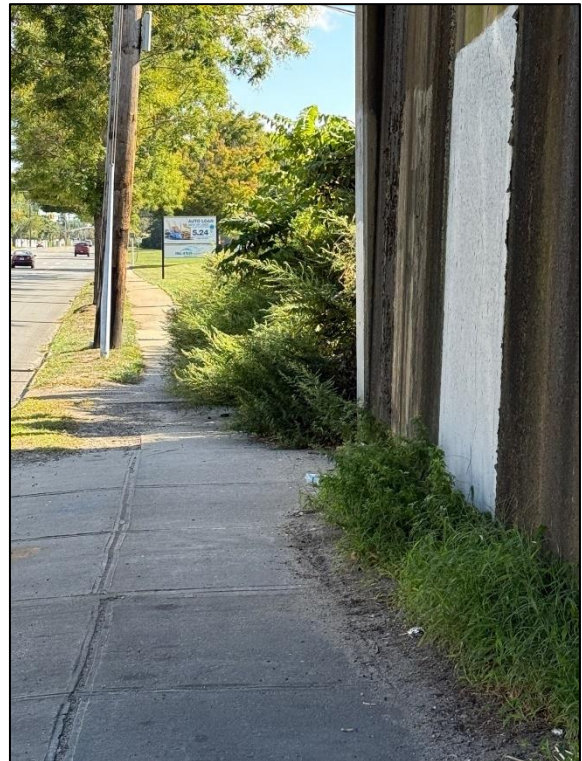
“The overgrowth of weeds at this station on the right of way and around the station on LIRR property makes it more of the eyesore it already is.” – Centre Avenue

“The station is disgustingly dirty weeds and garbage all over the station” – East Rockaway

“The landscaping is overgrown weeds that are occasionally killed, making

everything brown and dead. Really ugly.” – Manhasset

Over the course of the survey, constituents also called and emailed the Comptroller’s Office with comments. Landscape maintenance along the LIRR tracks came up repeatedly. Maintenance of the right of way surrounding the tracks is covered by Nassau County’s contributions to the MTA. Residents whose property is adjacent to LIRR tracks called or wrote to the Comptroller’s Office to say the conditions on the MTA property were not just unsightly, but they had contributed to infestations of vermin and mosquitos<sup>12</sup>, brush fires<sup>13</sup> and hazardous conditions – large dead



Hicksville LIRR Overpass & MTA right-of-way

<sup>12</sup> Albertson

<sup>13</sup> East Hills

trees falling on properties, and overgrown weeds that block sidewalks and force pedestrians to walk in the gutter of a busy road.<sup>14</sup>

In some cases, residents reported that when the MTA does come out to cut down overgrowth, they leave the debris in place rather than removing it, creating a buildup of rotting wood and leaves adjacent to residents' backyards.

### **LIRR Overpasses**

While the Comptroller's research was focused on maintenance of LIRR train stations, many comments, phone calls and emails concerned maintenance of LIRR overpasses. According to the MTA, the LIRR maintains 192 bridges in Nassau County<sup>15</sup>. Residents are appalled at the appearance of these bridges or overpasses, visible from virtually every main road Countywide. The Comptroller's Office is deeply concerned with the absence of routine scraping and painting, which leads to rusting and corrosion.

One constituent shared an email exchange he had with the MTA in which he wrote to their Customer Service to complain about the LIRR Overpass on Route 135 (the Seaford Oyster Bay Expressway) and Central Avenue in Bethpage (pictured below). In the MTA's reply<sup>16</sup> to the constituent, the MTA representative said, in part: "While some portions of our structures may

not be as aesthetically pleasing as we would like, they are maintained in a structurally sound condition. *We typically attend to aesthetics – such as painting or removal of rust – as resources permit.*"



Photo submitted by constituent, LIRR overpass on Route 135 northbound

<sup>14</sup> Hicksville

<sup>15</sup> Appendix X: Response from MTA

<sup>16</sup> MTA Case 06379769 - Blight

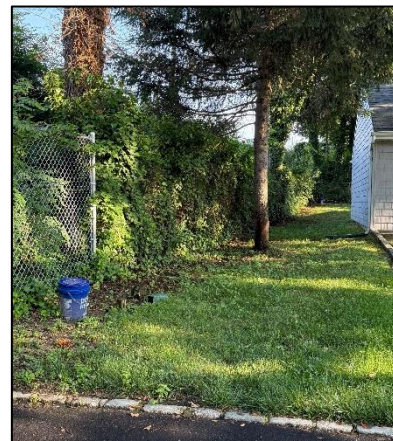
The Comptroller’s Office would argue that with \$36.5 million – that’s \$100,000 a day – in maintenance fees from Nassau County, there should be no question about resources.

The MTA representative goes on to say that the overpass in question has been “identified, prioritized and included in the 2026 Capital Program painting schedule.”

Painting is not generally considered a capital project, but rather maintenance.<sup>17</sup> New York State Office of the Comptroller says, “Routine maintenance [of capital assets] can help keep other, more expensive, problems from cropping up. For this reason, such maintenance should not be cut during difficult budget times. Routine maintenance can also extend the useful life of an asset.”<sup>18</sup>



**Above:** Inwood LIRR station, one of 20 Nassau County LIRR stations with no bathrooms or indoor waiting rooms. **Below:** Overgrowth of MTA right-of-way impacting residential properties.



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<sup>17</sup> [https://www.tax.ny.gov/pubs\\_and\\_bulls/tg\\_bulletins/st/capital\\_improvements.htm](https://www.tax.ny.gov/pubs_and_bulls/tg_bulletins/st/capital_improvements.htm)

<sup>18</sup> <https://www.osc.ny.gov/files/local-government/publications/pdf/capital-assets.pdf>

**Table 1: Stations with More Than 5 Comments – Thematic Breakdown**

Stations with More Than 5 Comments – Thematic Breakdown						
Station	# Comments	Amenities Issues	Cleanliness Issues	Infrastructure Issues	Accessibility Issues	Safety Issues
Floral Park	130+	Locked waiting rooms, no seating	Pigeon droppings, urine smells	Crumbling platforms, exposed rebar	Limited ADA access	Poor lighting, tripping hazards
Long Beach	80+	Closed bathrooms, no indoor space	Trash, graffiti, bird droppings	Rusted structures, leaks	No secure bike racks, limited seating	Homeless, drug activity, unsafe at night
Rockville Centre	60+	Smelly waiting rooms	Urine/feces in elevators	Cracked platforms, outdated	Poor ADA access	Homeless loitering, broken glass
Baldwin	40+	Closed waiting rooms	Trash, urine smells	Damaged stairs, mold	Elevator issues	Homeless, poor lighting
Valley Stream	35+	Waiting rooms closed	Bird droppings, trash	Crumbling concrete	Elevators/escalators out	Unsafe crossings, poor lighting
Mineola	20+	No benches	Dirty stairwells	Loose panels, outdated	Some ADA concerns	Homeless, panhandling
Lynbrook	20+	Waiting rooms dirty	Bird droppings, smells	Crumbling concrete	Elevator issues	Homeless, unsafe at night
Bethpage	10+	No covered platforms	Trash, littering	Outdated station	Limited ADA access	Some safety concerns
Bellmore	10+	Locked waiting rooms	Vomit, urine, trash	Poor maintenance	—	Friday night events cause issues
East Rockaway	10+	No shelter	Trash, needles, smells	Station neglected	Ramp needed	Traffic from train crossings
Hicksville	10+	Locked waiting rooms	Urine smells, dirty elevators	Poor signage, outdated	Escalator issues	Homeless, unsafe at night
Manhasset	10+	Locked bathrooms	Overgrown landscaping	Old infrastructure	No ADA access after hours	Unsafe stairwells
Westbury	10+	Locked waiting rooms	Trash, poor lighting	Needs maintenance	—	Unsafe crossings

## Positive Highlights



Floral Park LIRR Waiting Room

The Comptroller's inspections yielded good scores for all indoor waiting rooms and restrooms. We found them to be clean, in good repair and well lit.



Island Park LIRR Bathroom



*The LIRR's station-specific QR code driven Customer Survey appears to be paying off with cleaner bathrooms and waiting areas.*

## Positive Comments

The survey elicited positive comments from some riders. These included:

"It's a really nice station." – Massapequa

"They've done a good job with the Oyster Bay station, it seems to be kept clean & maintained on a regular basis." – Oyster Bay

"The Westbury Station is very nice." – Westbury

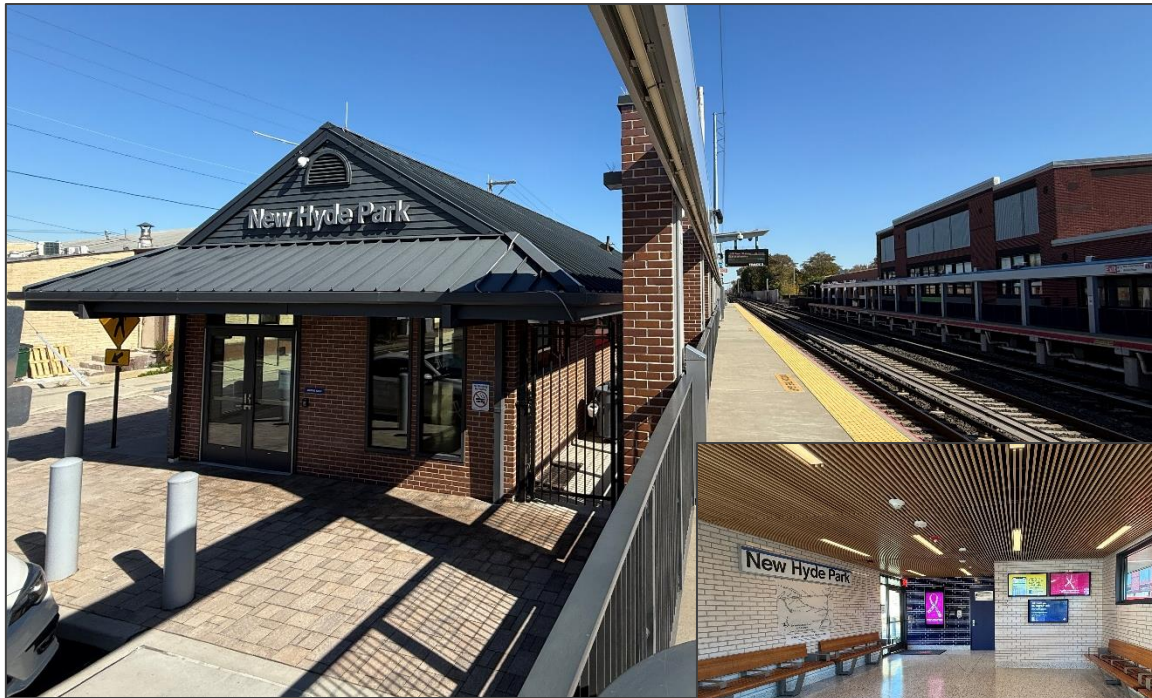
And while some of the comments were off the intended topic of LIRR Station Conditions, there were some positive tangential comments:

“The LIRR Staff on board of train always warm, friendly and helpful.” – Greenvale

“The LIRR does a great job. Service to Grand Central is a game changer.” – Malverne



The Carle Place LIRR station (above) and New Hyde Park (below) are among the stations that benefited from improvements as part of the MTA’s Third Track Project.



## CORRELATION BETWEEN SAFETY AND OTHER FACTORS

The Comptroller’s Office is acutely aware of the importance of safety for our residents. With this in mind, we looked at respondents’ perceptions of safety and factors that may influence them.

**Lighting:** Correlations between riders’ perceptions of safety and station lighting are positive and moderately strong, especially for nighttime safety. The strongest correlation is between platform lighting and feeling safe at night (0.68), suggesting that well-lit platforms significantly improve perceived nighttime safety. Waiting area lighting also plays a role, but slightly less than platform lighting.

**Security Cameras:** There is a moderate positive correlation between the observation of security cameras and perceived safety, especially at night. This indicates that visible security infrastructure contributes meaningfully to how safe riders feel, particularly in low-light or off-peak hours.

**Infrastructure:** There is also a moderate positive correlation between the riders’ perception of overall infrastructure and perceived safety, especially at night. A positive correlation between respondents’ answers to questions about the train stations’ condition and their sense of safety indicates that crumbling infrastructure undermines riders’ feeling of safety.

**Age:** There is a *weak negative correlation* between age and feelings of safety, suggesting that older respondents tend to feel slightly less safe, especially at night. However, the relationship is not strong, so age is not a major predictor of perceived safety in this dataset.

Correlation between Feeling of Safety and Lighting	
Lighting vs. Safety Question	Correlation Coefficient*
Lighting in waiting area vs. Safety during the day	0.52
Lighting in waiting area vs. Safety at night	0.61
Lighting on platform vs. Safety during the day	0.55
Lighting on platform vs. Safety at night	0.68
<b>*Pearson Correlation Coefficients</b>	
Correlation values range from -1 to 1	
0.5–0.7 = Moderate to strong positive correlation	
>0.7 = Strong correlation	

Correlation between Feeling of Safety and Presence of Cameras		
Feature	Safety During the Day	Safety at Night
Reported Seeing Security Cameras	0.47	0.58

Correlation between Feeling of Safety and Infrastructure		
Feature	Safety During the Day	Safety at Night
Composite Infrastructure Score	0.49	0.56

Correlation between Feeling of Safety and Age	
	Correlation Coefficient
Age vs. Safety during the day	-0.08
Age vs. Safety at night	-0.14

### **Additional Feedback from Constituents**

Following the distribution of the Comptroller’s LIRR Rider Survey, numerous constituents called and emailed the Comptroller’s Office. Their concerns were consistent with issues noted in the Comments section of the survey, including frustration at having no waiting room or restrooms or that those that do have them are often locked.

In addition, the Comptroller’s Office heard from homeowners whose property is adjacent to LIRR tracks, where maintenance of vegetation is inadequate.

The Comptroller’s Office also learned that some local municipalities maintain their own LIRR stations in order to keep them in a condition consistent with the neighborhood. For example, the Incorporated Village of Malverne maintains the landscaping and some infrastructure at both the Malverne and Westwood LIRR stations.

### **SUMMARY**

The results of both research methods – physical inspections and rider surveys – showed that maintenance of LIRR stations and MTA right of way properties in Nassau County is extremely inadequate. Many stations are dirty and deteriorating, with corrosion of steel and concrete apparent at many stations and pigeon infestations at several.



Lawrence LIRR Station Platform



Inwood LIRR Station Platform



Pigeon droppings at Lynbrook LIRR station.

**AMENITIES:** LIRR riders' appreciation for protection from the elements was reflected in their rankings and comments. Among 58 LIRR stations in Nassau, only 38 stations have indoor waiting rooms, which are routinely locked before the evening rush hour, and approximately half are not open at all on Saturday and Sunday.

Availability of bathrooms is directly correlated with indoor waiting rooms. Only stations with indoor waiting rooms have bathrooms, and those are inaccessible when the waiting room is closed.

LIRR customers – commuters, travelers, parents with children, people with disabilities – are left out in the cold during inclement weather, with no access to facilities.

**CLEANLINESS:** The Comptroller's inspections of indoor waiting spaces and bathrooms (when present and accessible) found them to be clean and in good repair. However platform shelters and other outdoor spaces at many stations did not appear to be cleaned regularly.

The abundance of pigeon excrement at Floral Park, Lynbrook, Valley Stream and other LIRR stations is not merely unsightly – it is a health hazard<sup>19</sup>. Pigeons carry a variety of diseases such as Ornithosis, Listeria and E-coli that can be transmitted to humans not only from pigeon droppings but also the birds themselves. Human diseases including histoplasmosis, cryptococcosis and psittacosis are linked to inhaling particles of pigeon droppings.

<sup>19</sup> <https://www.nbcenvironment.co.uk/about-us/articles/what-problems-do-pigeons-cause/>



Pigeon netting with feathers and other debris over a pedestrian walkway at Valley Stream station.

## INFRASTRUCTURE



Rockville Centre



Floral Park



Rockville Centre

**INFRASTRUCTURE** (continued)



TOP LEFT: Looking up, in the Floral Park LIRR Station

ABOVE: Lawrence LIRR Platform

BOTTOM LEFT: Crumbling concrete LIRR overpass in Valley Stream

Conditions of station platforms, stairs, parking lots and sidewalks are poor in many LIRR stations throughout Nassau.

Failure to conduct routine scheduled maintenance including painting has led to deep corrosion.



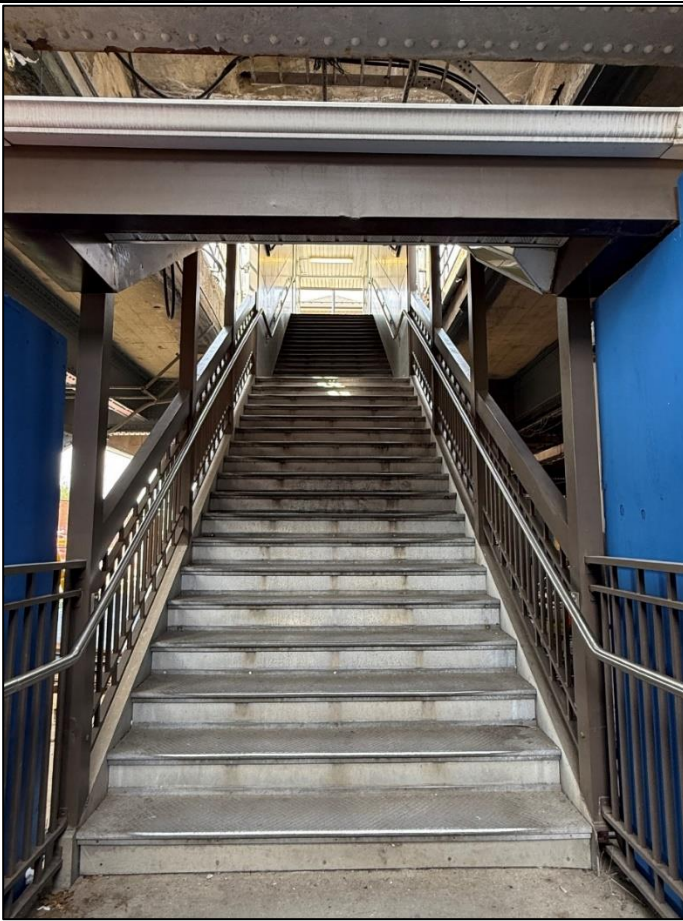
Hempstead Gardens LIRR Platform

## ACCESSIBILITY



Most of the LIRR stations in Nassau are accessible to people with physical limitations. Some require use of unusually long ramps, and others have escalator(s) and/or elevator(s). Some of the escalators and elevators were reportedly out of service. At the Valley Stream station, all escalators and the only elevator were out of service while work is done on the station, leaving riders to navigate a long staircase to reach the elevated platform.

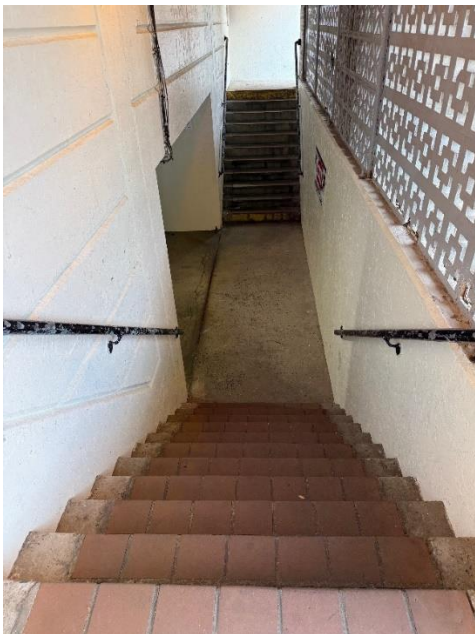
Left: handicapped accessibility ramp at the Plandome LIRR Station.



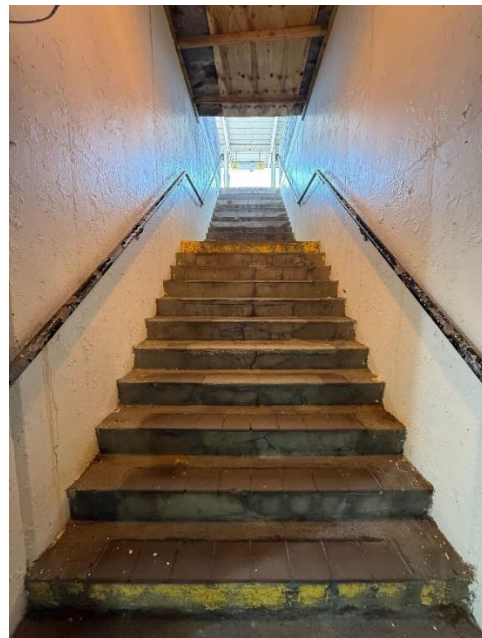
Access to Valley Stream LIRR platform (36 steps)

**ACCESSIBILITY (continued)**

Bellerose LIRR Station



Bellerose station, from LIRR parking on Superior Road (north of station) to tunnel under the tracks



From the pedestrian tunnel up to the Bellerose Platform

## CONCLUSION

For a county that is consistently ranked among the wealthiest counties in the United States,<sup>20</sup> and IS the wealthiest county in New York state<sup>21</sup>, the condition of LIRR infrastructure is not merely aesthetically deficient, it is unjustifiable. In addition to the \$37.9 million Nassau sent to the MTA for Station Maintenance, Use and Operation in 2025, Nassau County residents pay an estimated \$100 million more to the MTA each year in taxes and fees on vehicle registrations, drivers licenses, mortgage recordings, gasoline, sales tax and more – plus riders’ fares.

## RECOMMENDATIONS

- Create a maintenance schedule for painting and repair of overpasses.
- Employ humane pest control techniques to get the pigeon infestations, and the unsanitary conditions they create, under control.
- While cleaning of LIRR Stations’ indoor waiting rooms is good, routine cleaning of the outdoor areas should be scheduled.
- Increase hours that indoor waiting areas and bathrooms are accessible to riders.
- Inspect and improve lighting at LIRR stations as needed.
- Install cameras in more stations and communicate more effectively with riders about the safety features of their LIRR stations to improve riders’ confidence in their safety.

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<sup>20</sup> <https://www.usnews.com/news/healthiest-communities/slideshows/richest-counties-in-america?slide=9>

<sup>21</sup> <https://www.ny.gov/counties/nassau>

## **APPENDICES**

**Appendix A: Nassau County Comptroller's Request for Information from the MTA**

**Hon. Elaine Phillips**  
*Nassau County Comptroller*



**Jeffrey Schoen, Esq.**  
*Deputy Comptroller*

**OFFICE OF THE NASSAU COUNTY COMPTROLLER**  
240 Old Country Road  
Mineola, New York 11501  
[nccomptroller@nassaucountyny.gov](mailto:nccomptroller@nassaucountyny.gov)

Robert Free, President  
MTA Long Island Rail Road  
Jamaica Station  
Jamaica, NY 11435-4380

March 13, 2025

Dear President Free:


Pursuant to Section 1277 of the Public Authorities Law of the State of New York, the County of Nassau is billed yearly for the cost of the operation, maintenance and use of the Long Island Rail Road (LIRR) stations located in the County of Nassau, including the buildings, appurtenances, platforms, lands and approaches adjacent or incidental thereto.

Understanding that under the statute each year a change in the CPI is applied against the prior year's bill to arrive at the current year's billed amount, the County of Nassau hereby requests the following documentation or schedules.

With respect to the billing period of April 1, 2023 to March 31, 2024, for stations located in the County of Nassau, please provide documentation or a schedule of:

- actual services performed for station and/or bathroom cleaning and the cost incurred by the LIRR for such services,
- actual services performed for maintenance of way and the cost incurred by the LIRR for such services, and
- any other services performed which are associated with the operation, maintenance and use of the buildings, appurtenances, platforms, lands and approaches incidental or adjacent thereto and the cost incurred by the LIRR for such services.

Respectfully,

  
Jeffrey R. Schoen  
Deputy Comptroller

c. John McCarthy, Esq.  
Chief of Policy and External Relations  
David S. Mack  
Member of the Board

## Appendix B: MTA's Response to the Comptroller's Request

Jamaica Station  
Jamaica, NY 11435  
www.mta.info

Robert Free  
President



April 14, 2025

Mr. Jeffrey R. Schoen  
Deputy Comptroller  
Office of the Nassau County Comptroller  
240 Old Country Road  
Mineola, NY 11501

Dear Mr. Schoen:

We received your March 13, 2025 letter regarding the annual station maintenance billing for the period April 1, 2023 through March 31, 2024, and we appreciate the opportunity to provide information related to the MTA Long Island Rail Road's (LIRR) operations and investments in Nassau County.

LIRR has a substantial presence in Nassau County, with 59 stations serving over 38 million passenger trips in 2024 alone. The LIRR ran 316,000 trains in 2024, and operates service 24 hours a day, 7 days a week, 365 days a year. In Nassau County, LIRR trains made 1.4 million total stops at Nassau County stations, including 4,400 stops per day on weekdays and 2,500 stops per day on weekends. Delivering this level of service, which represents a 40% increase since the opening of Grand Central Madison, and maintaining supporting infrastructure requires significant and continuous investment in operations and capital improvements.

In response to your request, the following details Nassau County station services, right-of-way, and infrastructure maintenance in 2024. It also outlines recent capital investments in LIRR infrastructure, with billions of dollars in projects that expanded service, renovated stations, and made transit even more accessible to Nassau County riders.

### STATION BILLING AND MAINTENANCE METHODOLOGY

As noted in your letter, annual station maintenance charges are governed by Section 1277 of the New York State Public Authorities Law. Under this statute, Nassau County's obligation is determined by a fixed base amount—\$19.2 million—adjusted annually by the Consumer Price Index (CPI) for Urban Wage Earners and Clerical Workers in the New York-Northeastern New Jersey region. The CPI-based methodology was designed to provide predictability in budgeting and to reduce the administrative burden associated with itemized audits.

Under the statute, the expense information requested does not determine the station maintenance billing for Nassau County. Station maintenance bills are determined solely by the inflationary change since the base amounts in Section 1277 were determined. Accordingly, the formula is not based on the actual costs incurred by the LIRR for maintaining specific stations. The actual investments by the MTA far outpace the Nassau County annual contribution.

### STATION CLEANING AND MAINTENANCE

Each of the 59 stations in Nassau County receives daily cleaning, with high-ridership stations cleaned multiple times per day. The frequency and types of cleaning activities at each station is based on ridership and the station amenities. Cleaning services include trash collection, sweeping, graffiti removal, restroom upkeep, heavy duty cleaning, and seasonal power washing during warmer months. LIRR employs 39 full-time station cleaning personnel, supplemented by seasonal staff. LIRR is pleased to have received 87% customer satisfaction with Nassau County stations in its most recent Fall 2024 Customers Count survey.

MTA Long Island Rail Road is an agency of the Metropolitan Transportation Authority, State of New York  
Janno Lieber, MTA Chair & CEO

## Appendix B: MTA's Response to the Comptroller's Request (continued)

Jamaica Station  
Jamaica, NY 11435  
www.mta.info

Robert Free  
President



The LIRR Stations Department conducts 200 inspections at Nassau County stations annually. Each Nassau station building, structure, platform, and station area receives an annual inspection. These inspections identify safety-related concerns, repair needs, and assess the condition of signage, public address systems, restrooms and overall cleanliness, parking lots, elevators/escalators, platforms, staircases, shelters, ADA ramps, curbs, bike racks, salt bins, and other components. Anything within the station proper checked by the Stations Department is reported for prompt handling.

On average each day, there are 4 dedicated work gangs deployed to stations in Nassau County to conduct structural inspections, make repairs, replace components, and rehabilitate stations. In 2024, the LIRR's Station Spruce Up program performed state of good repair maintenance work at 3 Nassau stations, with 8 stations planned for 2025. Work will be specific to the needs at each station and includes station building and restroom renovation, painting, component replacement, LED lighting upgrades, platform shelter panel replacements, and new station signage.

In 2024, LIRR conducted the following maintenance and cleaning activities at Nassau stations:

- 28,340 routine cleanings
- 244 heavy-duty cleanings
- 171 power washes
- 151 instances of graffiti removal
- 200 station inspections
- 166 ticket selling machines serviced 12,348 times
- 350 structural inspections

### STATION SAFETY AND SECURITY

As part of LIRR station operations, the LIRR Office of Security provides security monitoring at stations, parking areas, grade crossings, and support facilities 24 hours a day, 7 days a week. The Security Command Center (SCC) monitors Nassau County cameras, intrusion alarms, and fire alarms at passenger stations, parking areas, grade crossings, and support facilities. This includes 2,000 cameras, including 300 newly deployed cameras, and 2,160 intrusion and fire alarms. The LIRR is pleased to have received 85% customer satisfaction with safety from crime or harassment at Nassau County stations in its most recent Fall 2024 Customers Count survey.

The MTA Police Department (MTAPD) is responsible for patrolling Nassau County stations and responding to incidents. In 2024, MTAPD conducted the following efforts in Nassau County:

- 32,628 Calls for Service
- 2,154 Train Patrols
- 3,180 Step On Trains
- Periodic "NY Secure Joint Ops", which are high visibility joint Department sweeps in partnership with Nassau County Police Department and other agencies at Nassau County stations.

LIRR's camera infrastructure also supports safety and security efforts. In 2024, LIRR provided footage to fulfill 475 video requests in Nassau County, 17 video requests from Nassau County Police Department, and 46 video requests from MTA Police Department. The MTA also provided 24/7 monitoring for special events, sporting events, political rallies, concerts, parades at UBS Arena, the Nassau Coliseum and other venues and locations.

### RIGHT-OF-WAY & INFRASTRUCTURE MAINTENANCE

In 2024 alone, thousands of work orders were completed across stations, platforms, and right-of-way infrastructure to maintain safety, accessibility, and reliability for our customers.

Platforms. Platform lighting is a key component of station safety and maintenance. The LIRR Power Department conducts semi-annual inspections of all lighting fixtures at LIRR stations. As bulbs burn out, they are replaced.

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Janno Lieber, MTA Chair & CEO

## Appendix B: MTA's Response to the Comptroller's Request (continued)

Jamaica Station  
Jamaica, NY 11435  
www.mta.info

Robert Free  
President



When fixtures are damaged, they are repaired. In total, the LIRR Power Department addressed 300 work orders and trouble tickets at Nassau County stations during the period identified in your letter.

In winter months, the LIRR deploys personnel during weather events to remove snow and ice from platforms and walkways. Weather conditions dictate the level of effort required. Similar to Nassau County's winter storm response to clear snow from roadways, the LIRR prides itself on promptly clearing platforms.

The LIRR Engineering Department regularly inspects and maintains a tremendous amount of infrastructure in Nassau County. That includes over 155 miles of LIRR Main Line track, 192 bridges, 69 culverts, and 9 miles of viaducts. These assets are subject to rigorous inspection and maintenance protocols, including federally mandated inspections, described as follows:

- Main Line Track. Per Federal Railroad Administration (FRA) regulations, Main Line tracks are inspected by qualified track inspectors each week by physically walking and inspecting every mile of track. LIRR track inspectors work in pairs and cover approximately 7 miles per day, inspecting up to two tracks during each inspection. LIRR rails are ultrasonically inspected 3 times per year using specialized equipment that detects internal and external rail defects that could lead to broken rails. LIRR also performs quarterly track geometry vehicle inspections to find track geometry anomalies. These efforts enable LIRR Track Department personnel to promptly respond to any conditions, flaws, or anomalies detected during these processes.
- Main Line Switches. There are 202 Main Line switches in Nassau County, which are inspected once every 30 days as required by the FRA. LIRR inspection teams comprised of Signal and Track Department inspectors ensure that switches operate as intended. In 2024, the LIRR performed over 2,400 switch inspections.
- Grade Crossings. There are 144 grade crossings within Nassau County. Each grade crossing must be inspected monthly, with enhanced inspections performed annually. In 2024, the LIRR performed 7,488 grade crossing inspections.
- Viaducts, Bridges, and Culverts. There are 9.1 miles of viaducts, 192 bridges, and 69 culverts within Nassau County, which all require inspection and maintenance. Maintenance work ranges in complexity from routine bridge painting to more intensive work like abutment repairs, bearing replacements, and comprehensive structural rehabilitations.
- Substations. LIRR also operates and maintains 45 substations within Nassau County. Except for the Oyster Bay branch, the vast majority of the 155 miles of track in Nassau County is electrified. The LIRR power distribution system is inspected regularly, including monthly substation inspections, semi-annual third rail inspections, and annual "meggering" of third rail feeder cables to ensure there are no shorts or faults in the third rail system.

The LIRR's Annual Track Program performs maintenance, replacement, and repairs to keep track, signals, power, and communications infrastructure in a state of good repair. The LIRR also conducts additional federally mandated inspections to ensure safe train operations, clears vegetation, and removes dumping and debris along the right of way. 89 maintenance facility personnel support Nassau County service from five train yards: Hempstead, West Hempstead, Long Beach, Oyster Bay, Far Rockaway. Work conducted in 2024 includes the following:

- 11,000 track, signal, power, and communications inspections
- 2,546 concrete ties installed in Hicksville
- 4.1 miles of rail replaced in Hicksville
- 1.1 miles of track surfacing in Hicksville
- 16.1 miles of surfacing at various Nassau County locations
- Hillside Ave grade crossing replaced in East Williston

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Janno Lieber, MTA Chair & CEO

## Appendix B: MTA's Response to the Comptroller's Request (continued)

Jamaica Station  
Jamaica, NY 11435  
www.mta.info

Robert Free  
President



- Jackson Ave grade crossing replaced in Syosset
- 2,158 ties replaced on the Far Rockaway Branch
- 366 ties replaced at various locations elsewhere in Nassau County
- Additional activities that include drainage work on the right-of-way, field welds (joint elimination), and rail grinding at locations in Nassau County.

The LIRR conducts these enormous inspection and maintenance efforts each and every day, week after week, month after month all while delivering an unprecedented level of service to Nassau County and its residents.

### CAPITAL INVESTMENT IN NASSAU COUNTY

It is worth noting that in addition to LIRR's ongoing commitment to operations and maintenance, the MTA has made billions of dollars in capital investment in Nassau County over the last several years. Direct service between Grand Central Madison and Nassau County is now an option thanks to massive investment that opened Manhattan's East Side to the LIRR, connecting to Metro-North Railroad, and saving riders valuable time on their commutes. With Grand Central Madison, LIRR riders now benefit from 40% more service.

In Nassau County, as part of the LIRR Expansion Project, the Carle Place, Merillon Ave, Mineola, New Hyde Park, and Westbury stations were fully reconstructed and made fully accessible with elevators and ramps, and elevators were also installed at the Floral Park Station. LIRR built and opened Elmont station, the first new LIRR station in fifty years, and eliminated 8 grade crossings. To end bridge strikes that caused significant train and traffic delays, LIRR also replaced 9 low bridges, including at Post Ave in Westbury, and Cherry Valley Road and Nassau Ave in Garden City.

Recent Nassau County capital investments include projects like:

- Full station reconstructions at Carle Place, Hicksville, Merillon Ave, Mineola, New Hyde Park, and Westbury.
- HVAC, canopy roofing, and lighting replacements and tactile warning strip installations at various Nassau stations.
- ADA accessibility upgrades (including installation of elevators and/or ramps at Cedarhurst, Floral Park, Massapequa Park, and Sea Cliff), and elevator/escalator replacement at Valley Stream.
- Extensive bridge work, including bridge painting at locations like Hempstead Turnpike, Merritts Road, South Shore, Valley Stream, and Wantagh Parkway, and bridge rehabilitations and replacements, including at Webster Ave, Wreck Lead, and low bridges indicated above.
- Viaduct rehabilitation at West Hempstead.
- Substation replacements at Carle Place, Hicksville, Merillon Ave, Mineola, New Castle, New Hyde Park, and Westbury.
- Motor generator replacement at Wantagh and West Hempstead.
- Parking lot paving at multiple locations, including Hicksville, Island Park, and Massapequa Park.
- Concrete tie installations, including on the Port Washington Branch and on the Main Line.
- Bicycle rack installations.
- Design work for Reynolds Channel Bridge, Scaford Oyster Bay, platform replacements, restroom renovations, substations (at West Hempstead).

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Janno Lieber, MTA Chair & CEO

## Appendix B: MTA's Response to the Comptroller's Request (continued)

Jamaica Station  
Jamaica, NY 11435  
www.mta.info

**Robert Free**  
President



The MTA and LIRR make substantial investments and operational commitments to Nassau County. We appreciate your interest in the efforts briefly described above to support that LIRR's ability to continually improve the station environment and provide frequent, on-time, and reliable service for Nassau County residents.

Sincerely,

A handwritten signature in blue ink that reads 'Michael Reilly'.

Michael Reilly  
Acting LIRR Financial Liaison  
Long Island Rail Road

MTA Long Island Rail Road is an agency of the Metropolitan Transportation Authority, State of New York  
**Janno Lieber**, MTA Chair & CEO

## Appendix C: List of Nassau County LIRR Stations

<b>Long Island Railroad (LIRR) Stations in Nassau County</b>		
Albertson	Glen Street	Mineola
Baldwin	Great Neck	Nassau Boulevard
Bellerose	Greenvale	New Hyde Park
Bellmore	Hempstead	Oceanside
Bethpage	Hempstead Gardens	Oyster Bay
Carle Place	Hewlett	Plandome
Cedarhurst	Hicksville	Port Washington
Centre Avenue	Inwood	Rockville Centre
Country Life Press	Island Park	Roslyn
East Rockaway	Lakeview	Sea Cliff
East Williston	Lawrence	Seaford
Elmont - USB Arena	Locust Valley	Stewart Manor
Farmingdale	Long Beach	Syosset
Floral Park	Lynbrook	Valley Stream
Freeport	Malverne	Wantagh
Garden City	Manhasset	West Hempstead
Gibson	Massapequa	Westbury
Glen Cove	Massapequa Park	Westwood
Glen Head	Merillon Avenue	Woodmere
	Merrick	

## **Appendix D: Nassau County Comptroller's Physical Inspection Rubric**

### **Inspection Rubric**

#### **Accessibility**

**Escalators** Yes/No, Functioning?

**Elevators** Yes/No, Functioning?

**Ramps:** Yes/No, Functioning?

**Bathrooms:** Yes/No, Hours, cleanliness

**Bicycle Storage:** Does the station have bike racks or lockers?

**Cleanliness:** Are platforms and waiting areas well-maintained?

- **Trash Levels:** Trash bins present? Platforms, waiting areas, and tracks free of litter?
- **Restroom Condition:** Are stalls clean, stocked with supplies, and free odors?
- **Floor & Seating Maintenance:** Are floors swept, and benches free of stains or debris?
- **Pest Control:** Any signs of rodents, insects, or bird nests in station areas?
- **Cleaning Schedule:** How often are bathrooms, floors, and common areas cleaned?
- **Air Quality:** Does the station smell clean, or are there odors from trash or sewage?
- **Dust & Pollution:** Are platforms and indoor areas free from excessive dust buildup?
- **Drainage Issues:** Any standing water or leaks causing slippery conditions?

**Customer service/ticket counter:** Yes/No, Hours

**Emergency Call Boxes:** Are help stations available in case of an emergency?

**Food & Retail:** Are there vending machines, etc. nearby?

**Graffiti & Vandalism:** Is there evidence of tagging or damage?

**Heating & Air Conditioning:** Are indoor waiting rooms climate-controlled?

**Indoor Waiting Area:** Yes/No, Waiting room hours, cleanliness

**Infrastructure Issues:** Any reports of crumbling concrete, broken escalators, or other disrepair?

**Lighting Conditions:** Well-lit platforms and waiting areas for safety?

**Appendix D: Nassau County Comptroller's Physical Inspection Rubric** (continued)

**Parking Lot, Sidewalks:** Is there a parking lot or nearby street parking? Condition? Are sidewalks in good condition? Availability of EV charging stations?

**Seating:** Are seats available on platforms?

**Leaning Ledges?** Yes/No

**Stairs, Handrails:** Yes/No, Condition

**Surveillance Cameras:** Are security cameras installed and active?

**Wi-Fi Access:** Is free Wi-Fi available at the station?

## Appendix E: Rider Survey

### 1. What is your age group?

Under 25, 25 – 44, 45 – 64, 65 or older

### 2. How often do you travel on the LIRR?

5 days a week or more, 1-4 times a week, 1-4 times a month, 1-10 times per year

### 3. Which LIRR station do you use most frequently? (Please select one.)\*

Response required; see Appendix C.

### 4. Availability of Amenities

Please rate the availability of the following AMENITIES at the LIRR station you selected above. (If the amenity does not exist at the LIRR station you selected, please select not applicable, N/A.) [Poor, Fair, Good, N/A]

Availability of indoor waiting space

Availability of bathrooms at your station

Availability of sheltered outdoor waiting space (platform shelters)

Availability of seating on the platform

Availability of LIRR parking

### 5. Conditions

Please rate the following CONDITIONS at the LIRR station you selected above.

[Poor, Fair, Good, N/A]

Cleanliness of indoor waiting space

Cleanliness of the bathrooms at your station

Cleanliness of the platform shelters

Cleanliness of outdoor spaces other than the platform

### 6. Infrastructure

Please rate the following INFRASTRUCTURE at the LIRR station you selected above.

[Poor, Fair, Good, N/A]

Condition of the parking lot– pavement, potholes, markings

Condition of the sidewalks around the station– concrete, cracks, hazards

Condition of the train platform

Availability of trash cans at your station

Availability of bicycle storage at your station

**7. If there was more bicycle storage** available at your station, would you be more inclined to ride a bike to the station? [Yes, No, Maybe]

## Appendix E: Rider Survey (continued)

### 8. Accessibility

Does your LIRR station have STAIRS to the platform? [Yes, No, Not Sure]

Does your station have an ESCALATOR?

Does your LIRR station have an ELEVATOR?

Does your LIRR station have a pedestrian RAMP to the platform?

Do you believe your station is ACCESSIBLE to people with physical disabilities?

### 9. Please rate the ACCESSIBILITY features of the LIRR station you named above.

[Poor, Fair, Good]

Functionality of the Escalator(s)

Functionality of the Elevator(s)

Cleanliness of the Elevator(s)

Condition of Stairs

Condition of Ramps

Stability of Handrails

### 10. Safety

Please rate the following: . [Poor, Fair, Good]

Safety of bicycles left at the station

Lighting in the station waiting area

Lighting on the platform

Presence of security cameras

### 11. Do you feel safe your LIRR station is SAFE? [Always, Usually, Sometimes, Never]

Do you feel safe at your LIRR station DURING THE DAY?

Do you feel safe at your LIRR station AT NIGHT?

### 12. Any additional observations you would like to share?

[Open text box]

## Appendix F: Comptroller's LIRR Station Inspection Findings

### Amenities

#### Indoor Waiting Rooms

- 43 Stations have an Indoor Waiting Room (74%), 5 of which were inaccessible at the time of inspection.
- 19 of the Indoor Waiting Rooms are closed on the weekend

#### Bathrooms

- 42 Stations have Bathrooms (72%)
  - All indoor waiting rooms have at least one bathroom, except for Gibson which has a trailer as a temporary waiting room.
  - Hours are limited; bathrooms are inaccessible when waiting rooms are locked.

#### Platform Shelters

- 47 Stations have at least one Platform Shelter (81%)
  - Of the 11 Stations that **don't have** one, 7 stations have an accessible Indoor Waiting Room
- 2 Stations have **neither** an Indoor Waiting Room nor Platform Shelter – Merillon Avenue and Elmont-UBS Arena (6.8%)

#### Parking Lot

- Centre Avenue, Hempstead Gardens, and Lakeview have **no** parking lot

#### Platform Seating

- 49 Stations have seating located on the Platform (84.5%)

#### Trash Cans

- All 58 Stations have trash cans present

#### Bicycle Storage

- 43 Stations have bicycle storage available (74.1%)

### Safety

#### Waiting Areas

- All 38 Stations with an Indoor Waiting Room that was open at the time of inspection received a lighting rating of 3 (Good Lighting)

#### Security Cameras

- 51 Stations have at least one security camera (87.9%)
- Stations **without** security cameras: Bethpage, Centre Avenue, East Williston, Glen Street, Greenvale, Inwood, Oyster Bay (No Help Points either)

#### Help Points

- 40 Stations **do not** have Help Points located somewhere at the station (68.9%)
  - 33 of these stations have at least one security camera (82.5%)
-

## Cleanliness

### Indoor Waiting Rooms

- All 38 Stations with an Indoor Waiting Room that was open at the time of inspection received a cleanliness rating of 3 (Good Condition)

### **Appendix F: Comptroller's LIRR Station Inspection Findings** (continued)

### Platform Shelters

- 46 of the 47 Stations with a Platform Shelter received an average cleanliness rating of 3 (Good Condition)
- Hempstead Gardens had a Platform Shelter that received a cleanliness rating of 2 (Fair Condition)

### Bathrooms

- The 37 Stations with bathrooms received an average cleanliness rating of 3 (Good Condition)
  - 5 Stations had bathrooms, but we were **unable** to provide a cleanliness rating (Out of order/locked)

### Cleanliness Level

- 54 Stations (93.1%) received a cleanliness rating of 3 (Good Condition)

### Elevators

- All Stations with at least one elevator received an average cleanliness rating of 3 (Good Condition)

## Infrastructure

### Parking Lot

- 46 Stations (83.6%) received a condition rating of 3 (Good Condition)
- 9 Stations (16.4%) received a condition rating of 2 (Fair Condition)
- 3 Stations had no parking lot: Centre Avenue, Hempstead Gardens, and Lakeview

### Stairs

- 51 stations (87.9%) had staircases that all received a condition rating of 3 (Good Condition)
- 7 Stations (12.1%) had at least one staircase that received a condition rating of 2 (Fair Condition)
- Hempstead was the only station to have a staircase that received a condition rating of 1 (Poor Condition)

### Sidewalks

- 53 Stations (91.4%) received a condition rating of 3 (Good Condition)
- 5 Stations (8.6%) received a condition rating of 2 (Fair Condition)

### Handrails

- 54 Stations (93.1%) had handrails that all received a condition rating of 3 (Good Condition)
- 4 Stations (6.9%) had at least one handrail that received a condition rating of 2 (Fair Condition)

## Appendix F: Comptroller's LIRR Station Inspection Findings (continued)

### Platform

- 46 Stations (79.3%) received a condition rating of 3 (Good Condition)
- 12 Stations (20.7%) received a condition rating of 2 (Fair Condition)

## Accessibility

### Escalators

- **11** Stations have an escalator; **9** of those stations have **working** escalators (81.8%)
  - Valley Stream and Freeport's escalators are currently under construction

### Elevators

- **18** Stations have an elevator; **17** of those stations have **working** elevators (94.4%)
  - Valley Stream's elevator is currently under construction

### Ramps

- According to our assessment, 44 Stations **need** a ramp; 43 of those stations *have one* (97.7%)

*\*Bellerose is the only station that has neither an elevator, escalator, nor ramp (MTA acknowledges this station is not ADA compliant)*

**Appendix G: Sources of \$138 Million Nassau County Sends to the MTA Annually**

<b>Nassau County Taxpayers Annual MTA Burden</b>			
	Fee Structure	Example of Fee	Nassau County --> MTA
Station Maintenance, Use & Operation (2025)			\$37,900,000
Vehicle Registration Fees	\$25/year	\$50 on a 2-year registration	\$25,000,000
Mortgage Recording Taxes	\$.30 cents on \$100 of mortgage value	\$1,500 on a \$500,000 mortgage	\$45,600,000
Sales Tax	0.375%	\$0.375 on \$100	\$11,820,000
NYS Mandated Local Operating Assistance	Nassau County is Responsible for 39.6% of Local Match		\$11,580,000
Metropolitan Commuter Transportation Mobility Tax (MCTMT) aka MTA Payroll Tax*			\$4,000,000
Drivers License Fees	\$1 per 6 months	\$16 on an 8-year license	\$2,580,000
<b>Annual Total</b>			<b>\$138,480,000</b>

\*Paid in 2024. Local government employers in Zone 2 were exempted from MCTMT in July 2025.

Zone 2 includes the counties of Rockland, Nassau, Suffolk, Orange, Putnam, Dutchess, and Westchester.