



LONG ISLAND RAIL ROAD & METRO-NORTH RAILROAD KEY PERFORMANCE METRICS

November 2022

GRAND CENTRAL HOLIDAY FAIR



Metro-North Railroad President and Interim Long Island Rail Road President Cathy Rinaldi presided over a ribbon cutting for the Grand Central Holiday Fair in Vanderbilt Hall. The Holiday Fair is back after a two-year hiatus caused by the COVID-19 pandemic. This year's fair features 36 unique local vendors and small businesses with a focus on quality craftsmanship and products made in New York and the United States.

This performance metrics document was prepared for the November 2022 meeting of the Joint Long Island Rail Road & Metro-North Railroad Committees.

2 Broadway • New York, NY 10004
November 29, 2022

Table of Contents

Message from the President 4

Metro-North Railroad

Ridership 10
Financial Results 11
Performance 12
Major Projects 14
Customers and Communities 15
Safety and Security 16

Long Island Rail Road

Ridership 20
Financial Results 21
Performance 22
Major Projects 24
Customers and Communities 25
Safety and Security 26



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Visit metrics.mta.info or scan the QR code to access a comprehensive dashboard of Long Island Rail Road and Metro-North Railroad metrics.



MESSAGE FROM THE PRESIDENT



Cathy Rinaldi
President, Metro-North Railroad
Interim President, Long Island Rail Road

Continued Readiness on All Fronts

Get ready, get set...

As we all know, Grand Central Madison (GCM) opening day is almost upon us and the anticipation is unlike anything we've ever seen. While the finishing touches are being applied at the bright, beautiful new terminal, our comprehensive orientation and training exercises for employees are moving right along in lockstep. While we know that GCM will be full of amazing surprises for Long Island Rail Road (LIRR) customers, we don't want our employees surprised by anything. We want them ready to provide service to and from GCM from day one and be completely familiar with the ins and outs of the new space.

As I mentioned last month, our locomotive engineers are receiving ongoing training on the physical characteristics of the new track and station infrastructure, tunnel grades, and other infrastructure elements. Plus, over three weekends in October and November, cross-agency safety and preparedness drills took place at GCM for customer-facing, incident response, and behind-the-scenes employees. Weekend one featured "situational readiness drills" in the tunnels, while weekend two prepared crews for various response scenarios within the station proper. On Sunday, November 13, some 200 volunteers tested the functionality of GCM as part of a station operations exercise, in which they navigated the concourse and made notes on travel paths throughout the terminal, signage, and general wayfinding elements. It also gave our employees practice on how to best direct customers within their new space.

We've also been working on preparing and finalizing all public information messaging at GCM, from platform and station announcements, wayfinding, and digital messaging to help customers navigate a place they've never seen and keep them informed every step of the way.

Track Infrastructure Improvements Continue in Earnest

As I'm sure you've guessed by now, the theme of this month is "readiness." It would be near-impossible to provide the level of service we plan to provide into two Manhattan terminals without years of planning across Long Island and Queens. Of course, Ronkonkoma Double Track and Main

Line Third Track expansions have received plenty of attention, as have new storage areas like Mid-Suffolk Yard and Midday Storage Yard in Sunnyside – and we’re not done expanding yet. Work on the Great Neck Pocket Track roared along in October towards its scheduled November signal cutover. The new track is a GCM readiness project designed to provide much-needed additional train storage and operational flexibility in support of the new service.

And it’s now even easier for Long Islanders to get to the Elmont/UBS Station thanks to the 15-month Bellerose Ladder installation project, culminating with the October 29 and 30 signal cutover and subsequent testing. In layman’s terms, a “ladder” is basically a series of switches that enables trains to cross quickly, or “climb,” over several tracks. Now, westbound Hempstead Branch trains can cross over Queens Interlocking and make regular station stops at Elmont’s new north platform. Islander fans and concert-goers now have the option of three LIRR branches - Hempstead, Port Jefferson/Huntington and Ronkonkoma - to take them directly to and from Elmont-UBS Station; and once LIRR service to GCM begins at the end of the year, these new signals will make it possible for us to turn Elmont-UBS into a full-time station with service on the Hempstead Branch 365 days a year.

Daily Ridership Continues Upward Trend

LIRR ridership saw continued weekday gains – October average weekday ridership was up 1.2% over September, with increasing numbers of people returning to the office. We’re beyond thrilled to see our stations and terminals taking on more and more of that pre-pandemic level of activity. Weekend LIRR ridership tailed-off slightly in October, but we expect those numbers to pick back up again with the holidays now upon us combined with the advent of the aforementioned bi-directional service to Elmont-UBS Arena for concerts, events, and Islanders hockey games.

Weekend Metro-North ridership also had a strong October, with our popular “Leaf Peeper” weekend fall foliage trains and Yankee

96

new switches installed at Harold Interlocking as part of GCM modernization work

36

unique local vendors at the Grand Central Holiday Market

4.9

star App Store rating for the new TrainTime app



MESSAGE FROM THE PRESIDENT

playoff games leading to solid ridership gains, including a new COVID-era weekend ridership record of 103,300 average trips on October 22 and 23. Average weekday ridership grew as well – up 2.5% compared to September.

Use our New TrainTime App This Holiday Season

If you plan on using Metro-North or LIRR during the holidays, be sure to use the new TrainTime app to plan trips and buy tickets quickly and easily. Since we debuted the new app back in August, our user numbers have been very impressive - and with 53,000 reviews so far, the app currently boasts a 4.9-star rating in the App Store.

Our numbers also tell us that 60% of ticket purchases on any given day are made using one of our new login types, proving how many people like logging in via Google, Apple, or SMS.

If you've taken the time to comment on the new app, we thank you and we've heard you. We've added back some features in response to customer input, such as restoring favorites and a feature that makes it easier to display tickets.

The Beloved Holiday Fair at Grand Central Terminal is Back!

With a ribbon cutting ceremony that took place on November 14, we announced the return of New York City's longest-running indoor holiday fair to Grand Central Terminal after a two-year hiatus. The Holiday Fair will run for six weeks in Vanderbilt Hall and features 36 unique local vendors and small businesses with a focus on products made in New York and the United States.

The holiday season is always so special in New York and we're absolutely thrilled to bring back this wonderful New York holiday tradition. Our customers and tourists have been steadily coming back all fall, and we love seeing the bustle in our terminal once again. With foot traffic and ridership on the upswing, a number of new retailers – such as the well-known City Winery – have come aboard in recent months beside our existing vendors who weathered the pandemic alongside us, and there's even more to come in the very near future.

Building Innovation with Transit Tech Lab

I'd like to end my message this month by sharing with you a project that we're just so proud of. The Transit Tech Lab, a public-private initiative created by the MTA and Partnership for New York City to bring private sector innovation to improve public transit, recently announced winners of the COVID-19 Recovery and Sustainability Challenge that will deploy technologies to address safety and meet clean energy goals at both railroads over a one-year pilot. They will leverage emerging technologies, including LiDAR, artificial intelligence, and computer vision to deter unsafe behavior and mitigate the adverse impacts of climate change.

Winners include Quanergy of Sunnyvale, California, which proposed to use LiDAR hardware on Metro-North paired with analytic software to report unsafe behavior, offer object detection, and measure passenger flows; Stormsensor of Seattle, which proposed to provide cost-effective stormwater/climate-data and analytics for Metro-North to mitigate flooding, simplify monitoring, streamline maintenance and better deploy emergency resources; and Runwise of New York City, which proposed the use of wireless technology and web-based software to provide the LIRR and Metro-North with actionable opportunities to reduce energy consumption and optimize heating in buildings. Congratulations to all the winners!

METRO-NORTH RAILROAD

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11

9508





WARNING
Watch the Gap

Break Glass
Pull Handle
Slide Door

TO OPEN
DOOR IN
EMERGENCY
BREAK
GLASS
HANDLE

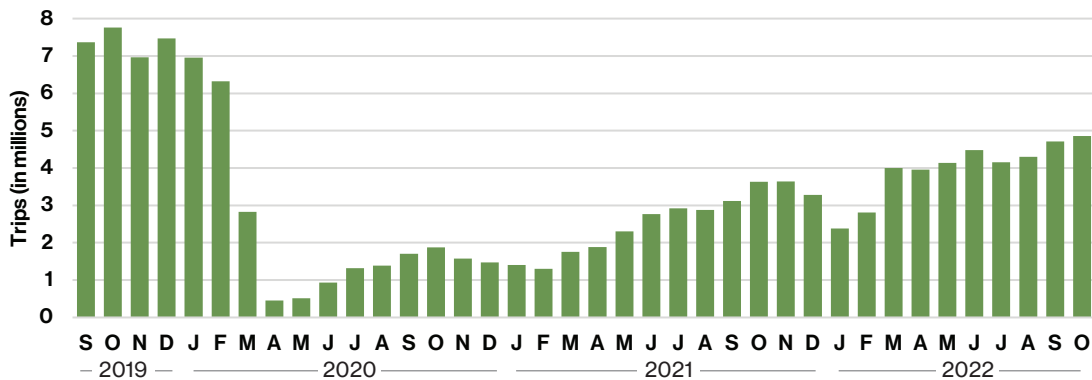
10

Metro-North Railroad

RIDERSHIP

Monthly Ridership

Estimated number of monthly trips taken. Ridership is based on ticket sales data.



Data Review

Metro-North enjoyed the strongest ridership results in October 2022 since March 2020, with over 4.8 million riders traveling by rail. This month saw record ridership on weekdays and weekends, and three of the five highest COVID-era ridership weeks occurred in October.

Metro-North ridership has been trending positively since July 2022, with growth every month since the summer. Average weekday ridership grew 7.9% compared to June, 16.7% compared to July and August, and 2.5% compared to September. This upward trend reflects a more robust commuting and return to office environment, which is also evidenced by the nearly 104% increase in commutation ridership (those who regularly use Metro-North for commuting purposes) compared to October 2021. Average weekend ridership ticked up less than 1% compared to last month and is 12% higher than October weekends last year.

During the weekend of October 22, a combination of glorious autumnal weather and the Yankee playoff games led to COVID-era record ridership levels. Metro-North achieved a 10.1% share of total attendance for the Yankees vs. Houston Astros game on October 22, the highest share for the 2022 baseball season.

Moving Forward

A busy month for sports and events at New York venues brought riders to Metro-North this month. Concerts and WWE wrestling generated increased ridership. Metro North’s “Yankee Clipper” service to Yankee Stadium performed strongly in October, serving seven home games, including two for the regular season, five for the post season, and Aaron Judge’s successful quest for the home-run record. October also means peak fall foliage in the Hudson Valley and Metro-North’s “Leaf Peeper” weekend service transported customers to see the colorful landscapes. As we move from the end of fall and into winter, Metro-North anticipates that many of these positive ridership trends will continue.



FINANCIAL RESULTS

2022 Revenues & Expenses, October Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$358.6	\$384.9	\$26.2
Farebox Revenues	\$334.4	\$362.0	\$27.7
Other Revenues	\$24.3	\$22.9	(\$1.4)
Total Non-Reimbursable Expenses	\$1,201.4	\$1,186.6	\$14.8
Labor Expenses	\$798.9	\$835.8	(\$36.9)
Non-Labor Expenses	\$402.5	\$350.8	\$51.7
Non Cash Liabilities	\$266.7	\$250.5	\$16.2
Net Surplus /(Deficit) - Accrued	(\$1,109.5)	(\$1,052.3)	\$57.2

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	5,709	5,776	(67)
Reimbursable	819	418	400
Total Positions	6,528	6,194	333

Data Review

Through October, farebox revenue was \$27.7 million higher than the mid-year forecast due to more non-work trips. The mid-year forecast for revenue is based on January through April actual data and the revised McKinsey & Co. ridership projection.

Labor expenses are higher than the mid-year forecast by \$36.9 million due to vacancy coverage requirements and lower reimbursable recoveries. At the end of October, there were 333 vacancies compared to the mid-year forecast and 886 vacancies against the year-end authorized headcount.

Non-labor expenses are favorable to the mid-year forecast by \$51.7 million, primarily driven by lower material and energy usage as well as delayed maintenance and professional service contracts.

Moving Forward

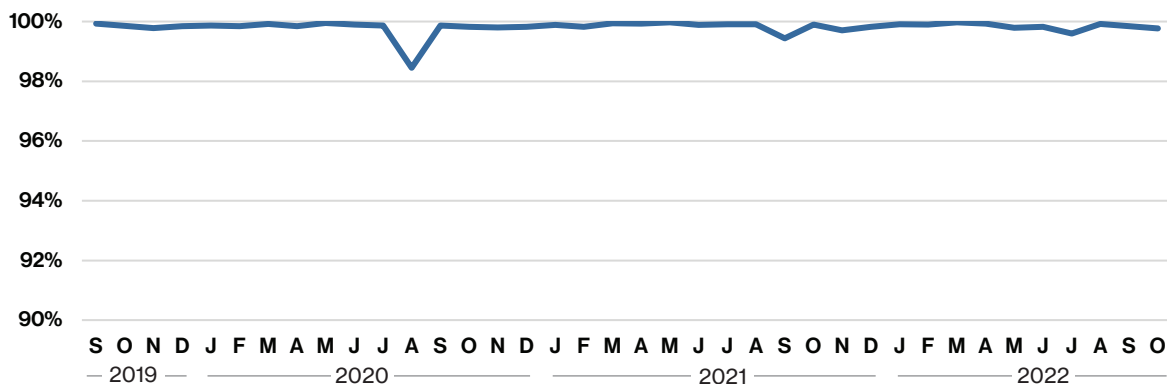
We are focused on growing staff to budgeted targets across all crafts, and on October 15, Metro-North held a job fair in New Haven. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

Metro-North Railroad

PERFORMANCE

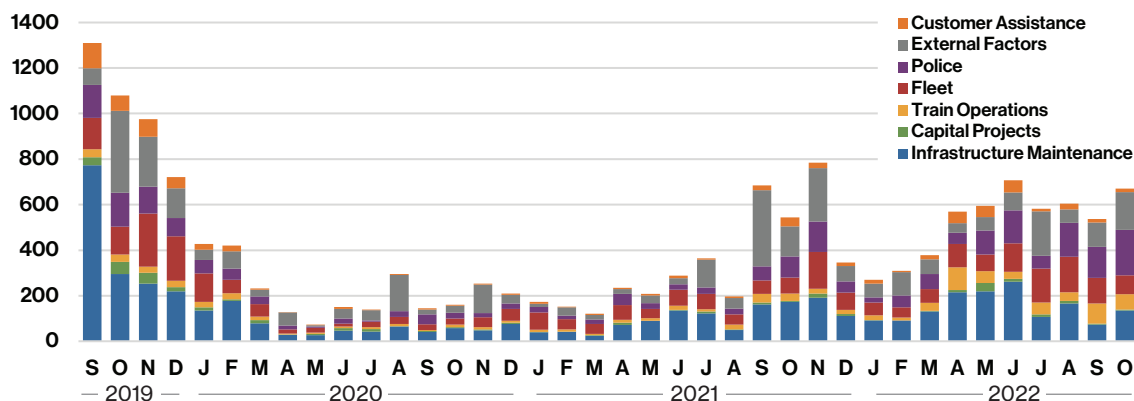
Service Delivered

The share of scheduled train trips completed



Delays by Type

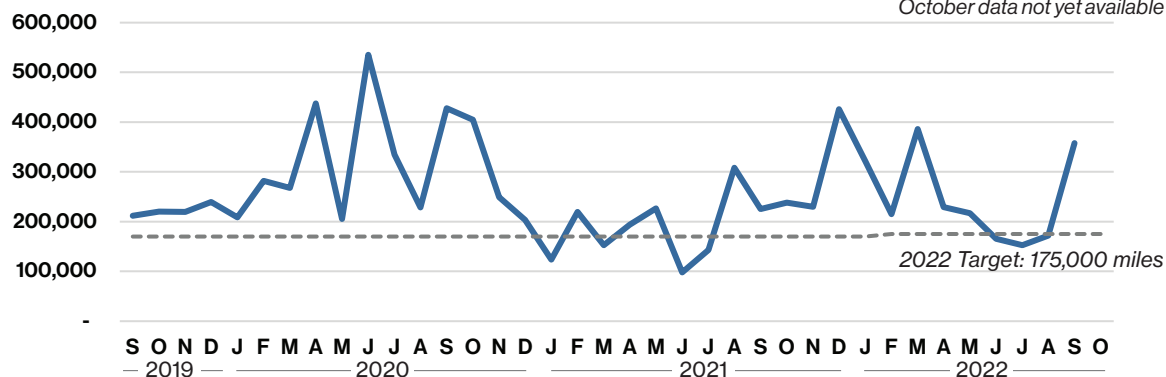
The number of delayed trains by type of delay



Mean Distance Between Failures

The average number of miles a railcar or locomotive travels before failing and causing a delay

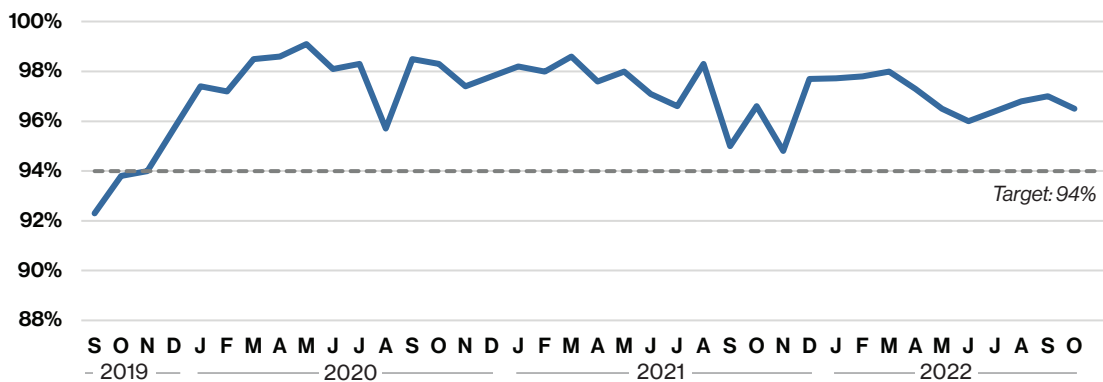
October data not yet available



PERFORMANCE

On-Time Performance

The share of trains that arrive at their terminus station within 5:59 minutes of schedule



On-Time Performance, by Line

Hudson	96.2%	Port Jervis	86.1%
Harlem	97.1%	Pascack Valley	88.8%
New Haven	95.7%		

Data Review

In October, Metro-North’s service delivered, which measures the reliability of service, was 99.8%. Systemwide on-time performance was above target at 96.5%, and the year-to-date on-time performance remains above the goal at 97.0%. Six major incidents, including two trespasser incidents and a weather-related incident impacted October’s on-time performance.

The mean distance between failures for the Metro-North fleet was 357,946 miles in September, above the goal of 175,000 miles. Year-to-date performance remains above goal at 220,740 miles.

Moving Forward

Metro-North has begun its annual winter preparation, including positioning of snow fighting equipment, testing third rail heaters, deploying snowplow trucks, stocking salt bins, and inspecting all yards and facilities. Employees participated in Metro-North’s annual Winter Preparation Tabletop exercise in October.



Metro-North Underway with Major Station Accessibility Upgrades

The MTA is committed to making our transit system accessible to all New Yorkers. More than \$5 billion in the current Capital Plan is earmarked for Americans with Disabilities Act (ADA) accessibility upgrade projects at stations, with \$500 million of that dedicated for the commuter railroads.

Retrofitting an existing Metro-North station for accessibility requires design, engineering, and construction techniques that vary with the station's specific geography and layout. For example, there are often fewer constraints to designing and constructing accessibility improvements at the at-grade stations found in suburban areas, compared to stations in urban neighborhoods, which are often elevated and in more densely developed neighborhoods with less available real estate for ramps and elevators.

While these challenges are real, the MTA is committed to accessibility throughout the transit system, and MTA Construction & Development is moving forward with two procurement and construction packages for ADA upgrades at six Metro-North stations along the busy Harlem Line. One package, which is already under construction, will enhance accessibility at Hartsdale, Scarsdale, and Purdy's Station by constructing elevators, with project completion by next spring.

The second package includes making the Woodlawn and Williams Bridge Stations fully accessible and improving existing accessibility features at the Botanical Gardens Station. By bundling the six stations into two packages, the project teams and contractors gain efficiencies of scale and repetition and deliver projects better, faster, and cheaper.



Crews prepare Hartsdale Station for a new elevator and accessibility improvements

CUSTOMERS & COMMUNITIES

Event Connects East Harlem With Park Avenue Viaduct Jobs

Metro-North partnered with the Building and Construction Trades Council of Greater New York and the Apprenticeship Readiness Collective to host a job fair at Tito Puente Educational Complex in East Harlem for the Park Avenue Viaduct project. The event connected members of the East Harlem community with project-related construction jobs. Job seekers learned of opportunities that provide pathways to good paying, unionized construction jobs, information on how to qualify for construction industry pre-apprenticeship training, direct entry access to unionized apprenticeship programs, and Civil Service opportunities.



Job seekers connecting with the Park Avenue Viaduct team

The Park Avenue Viaduct carries all of Metro-North's Grand Central Terminal trains, which comprise 98% of the service the railroad operates, but is a single point of failure. If the viaduct were to fail, Metro-North would not be able to provide service into and out of Manhattan. This state-of-good-repair effort will ensure the safety of the public and the railroad, improve commuter rail reliability, build more resilient infrastructure, and reduce noise and vibration levels by using modern materials. In the fall of 2023, major construction is expected to begin, and the repaired viaduct is anticipated to be in service in 2027.

Metro-North Commemorates Veteran's Day



Metro-North honors our veterans

Metro-North Railroad commemorated Veteran's Day at its annual ceremony at Grand Central Terminal. President Cathy Rinaldi joined the MTA Police Department Pipe & Drum Band and members of the American Legion Commodore Vanderbilt Post 1158 to pay homage to all those who have served. Veteran Board Members Neal Zuckerman, Michael Fleischer, and Randy Glucksman attended the event along with Board Member Norman Brown.

This day has a special meaning to Metro-North as there are close to 450 veterans at the railroad. Many of these employees have skills in areas that are critical in operating trains and maintaining our tracks and equipment.

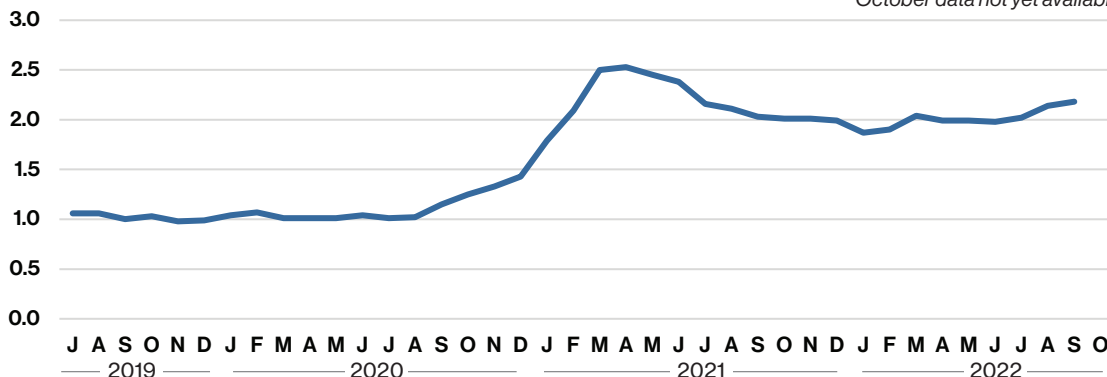
Metro-North Railroad

SAFETY & SECURITY

Customer Accident Rate

The number of reportable customer accidents per million customers (12-month rolling average)

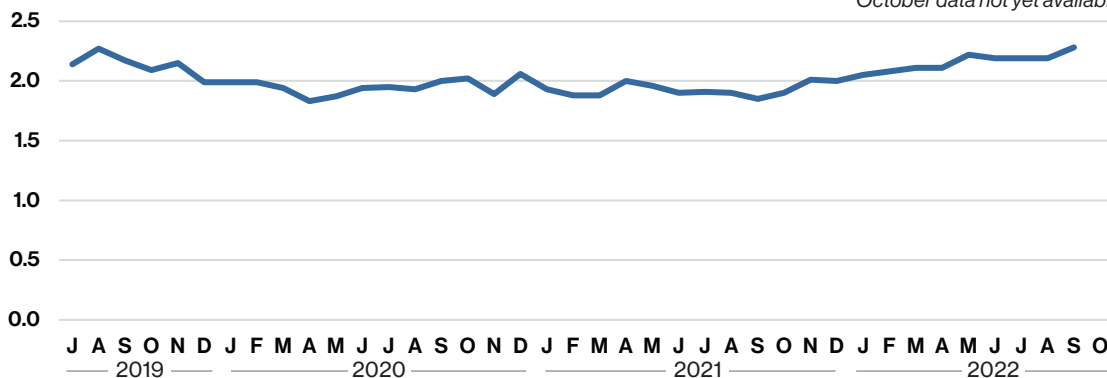
October data not yet available



Employee Lost Time Injury Rate

The number of reportable employee lost time accidents per 200,000 hours worked (12-month rolling average)

October data not yet available



Data Review

From October 2021 through September 2022, the reportable customer injury rate increased from 2.03 to 2.18 per one million customers, compared to the prior 12 months. The reportable employee lost time injury rate increased, from 1.85 to 2.28 per 200,000 working hours.

Moving Forward

On November 5, Metro-North conducted its federally-mandated annual emergency preparedness exercise in New Haven. The exercise simulated a fire scenario on Amtrak Acela equipment operating through Metro-North territory. The objectives included familiarization with Metro-North's Passenger Train Emergency Preparedness Plan, evaluation of communications and coordination between the railroad and external first responders, and familiarization with passenger relocation operations and equipment on the Acela. Metro-North thanks all stakeholders who supported the exercise, including Amtrak, the New Haven Fire Department, MTA Police Department, and Metro-North's Transportation, Maintenance of Equipment, Maintenance of Way, and Operations Training departments.

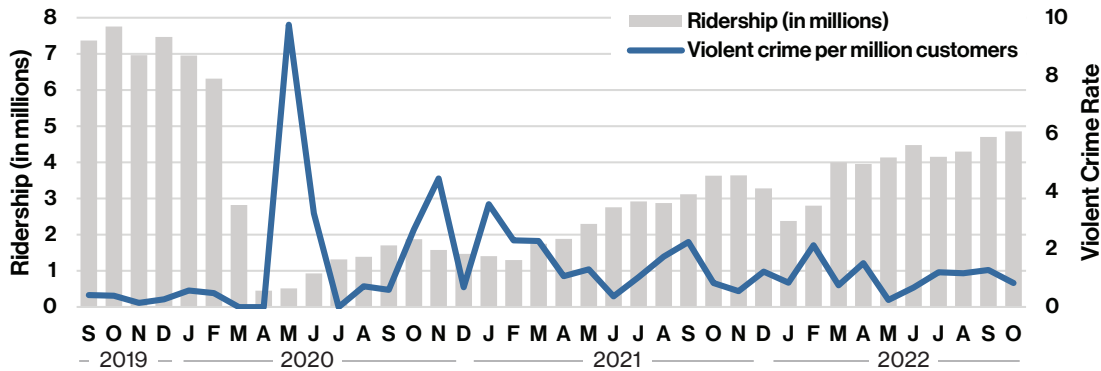


SAFETY & SECURITY

Major Crimes Against Customers

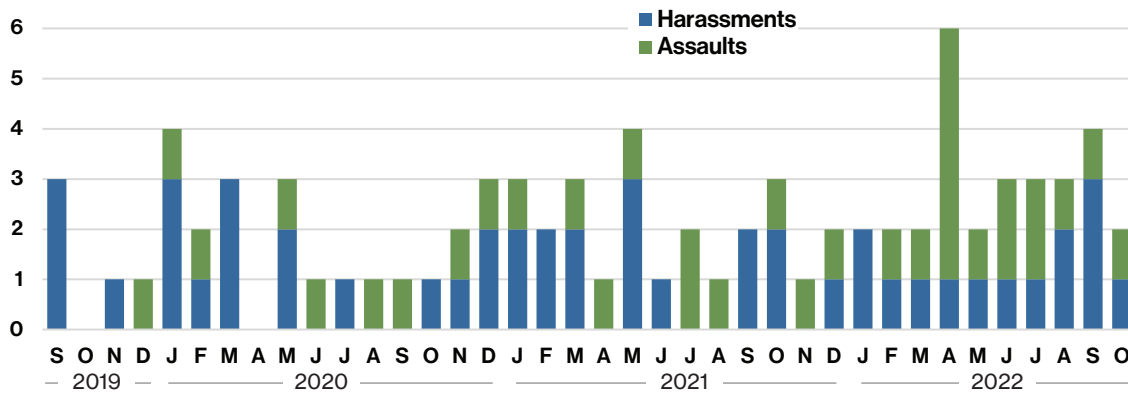
The rate of all violent crimes (murder, rape, robbery, felony assault, grand larceny) against customers, per million customers

October data subject to change



Assaults and Harassments Against Employees

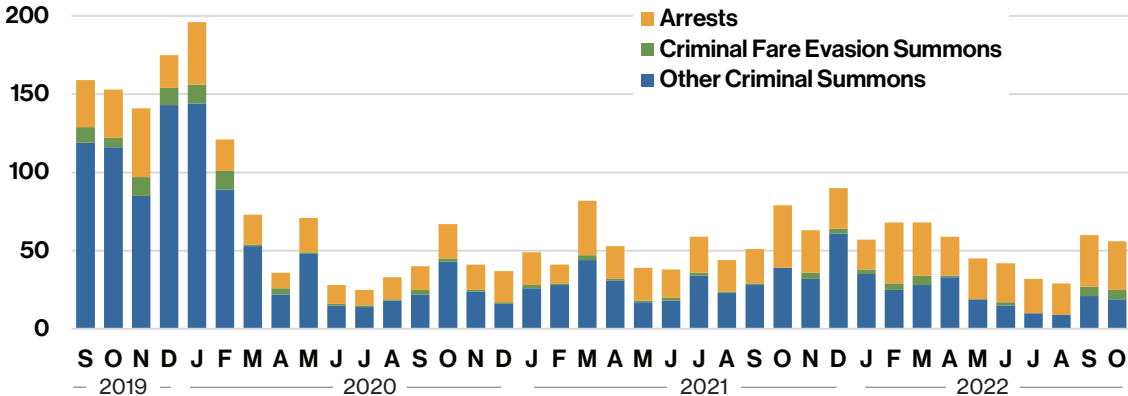
The number of assaults and harassments against Metro-North employees, per NYS criminal law



Summonses and Arrests

The number of criminal summonses issued for fare evasion, the number of criminal summonses issued for other infractions, and the number of arrests made by MTA Police Department

October data subject to change





3:29 Huntington Boarding
Seat availability 12 cars

LONG ISLAND RAIL ROAD



Waiting Room



JFK Airpo
at Opposi

ain
Platform

Track
7

Track
7

Track
7

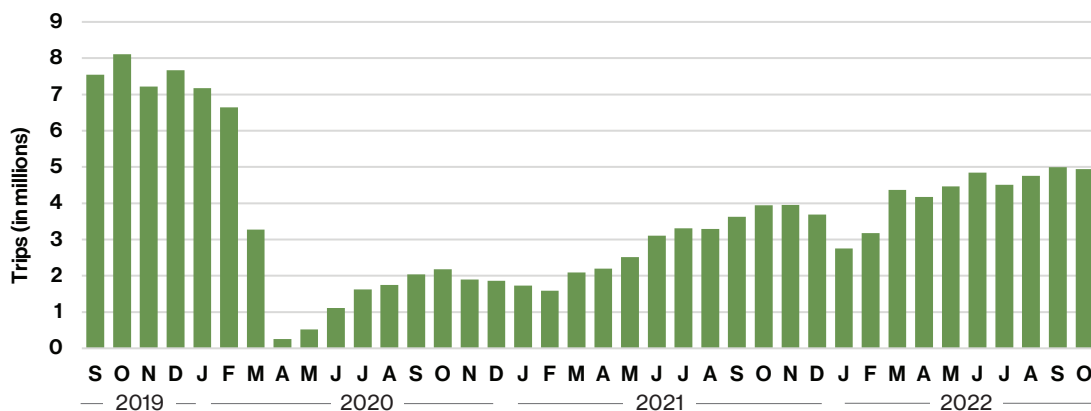
Track
6



Long Island Rail Road RIDERSHIP

Monthly Ridership

Estimated number of monthly trips taken, per million trips. Ridership is based on ticket sales data.



Data Review

The month of October marked new weekday and weekend ridership records on the LIRR. On October 7, LIRR experienced its second highest post-COVID ridership day since March 2020 with 204,261 trips. An additional seven weekdays exceeded 200,000 trips throughout October. While overall October weekend ridership declined 11% compared to last month, LIRR experienced record weekend ridership on Saturday, October 8 and Sunday, October 9.

Average weekday ridership increased 1.2% compared to last month, reflecting additional trips during the week from more commuters returning to the office. Commutation ridership (those who regularly use LIRR for commuting purposes) continues to grow when compared to October 2021 and jumped a whopping 126% from last year. The introduction of special promotions, such as 10% off the Monthly pass and the 20-Trip ticket, also contributed to the growth in commutation ridership.

Moving Forward

Non-commutation ridership (those who use LIRR for non-commuting purposes) leveled off during October. This month, both the Yom Kippur holiday and several days of measurable rainfall accumulation affected discretionary travel on the LIRR.

Even as non-commutation ridership stabilizes, sporting events in New York City and Long Island continue to bring riders to the railroad. The NYC Marathon brought record high Sunday ridership on November 6, exceeding 90,000 customers. Additionally, Hempstead Branch trains now provide bi-directional service to the Elmont-UBS Arena Station before, during, and after all NY Islanders games and other events, which is bringing additional ridership.

FINANCIAL RESULTS

2022 Revenues & Expenses, October Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$383.5	\$400.6	\$17.2
Farebox Revenues	\$359.2	\$374.9	\$15.7
Other Revenues	\$24.3	\$25.7	\$1.5
Total Non-Reimbursable Expenses	\$1,447.6	\$1,342.8	\$104.7
Labor Expenses	\$1,063.0	\$996.0	\$67.0
Non-Labor Expenses	\$384.6	\$346.8	\$37.8
Non Cash Liabilities	\$392.2	\$402.7	(\$10.5)
Net Surplus /(Deficit) - Accrued	(\$1,456.3)	(\$1,344.9)	\$111.4

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,476	6,369	107
Reimbursable	1,298	1,157	141
Total Positions	7,774	7,526	248

Data Review

Through October, farebox revenue was \$15.7 million higher than the mid-year forecast due to higher-than-expected ridership and yield per passenger. The mid-year forecast for revenue is based on January through April actual data and the revised McKinsey & Co. ridership projection.

Labor expenses are lower than the mid-year forecast by \$67.0 million due to the existing vacant positions and their associated fringe costs, lower overtime costs from decreased maintenance requirements, and lower needs of vacancy and absentee coverage. At the end of October, there were 248 vacancies compared to the mid-year forecast.

Non-labor expenses are also lower than the mid-year forecast by \$37.8 million, driven by the timing of various maintenance contracts and material usage.

Moving Forward

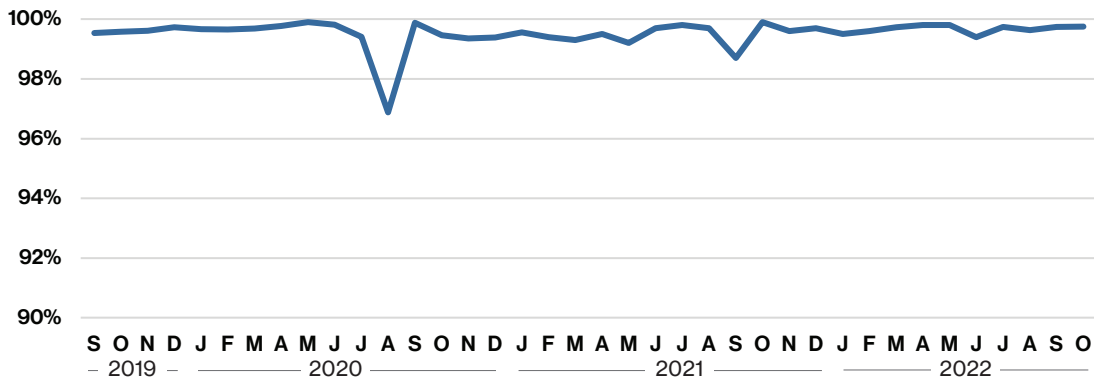
We are aggressively moving forward to fill all vacancies as LIRR prepares to launch service to Grand Central Madison. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

Long Island Rail Road

PERFORMANCE

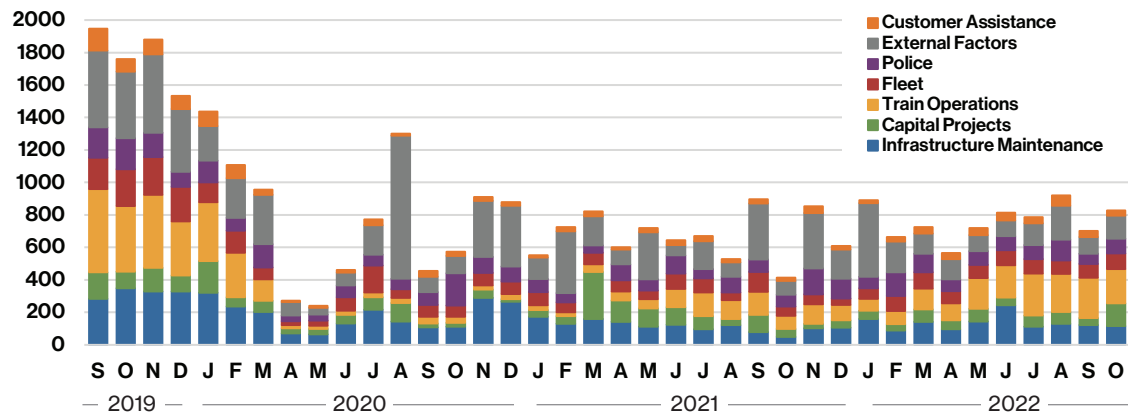
Service Delivered

The share of scheduled train trips completed



Delays by Type

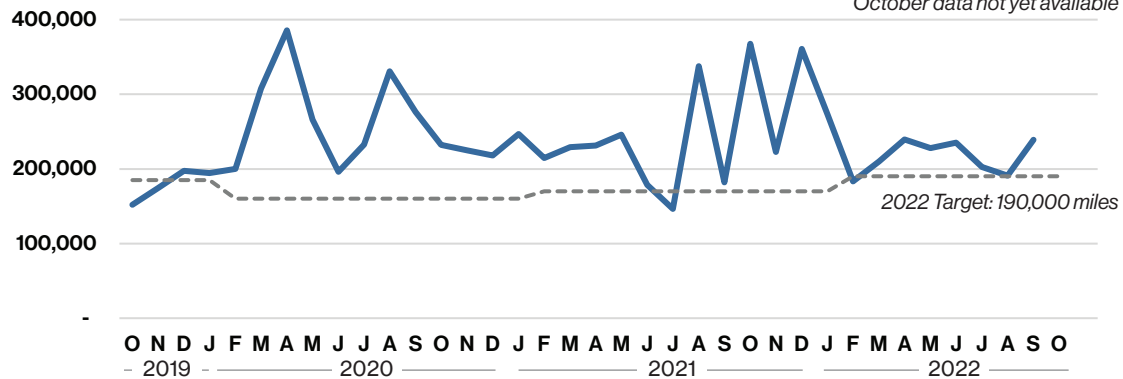
The number of delayed trains by type of delay



Mean Distance Between Failures

The average number of miles a railcar or locomotive travels before failing and causing a delay

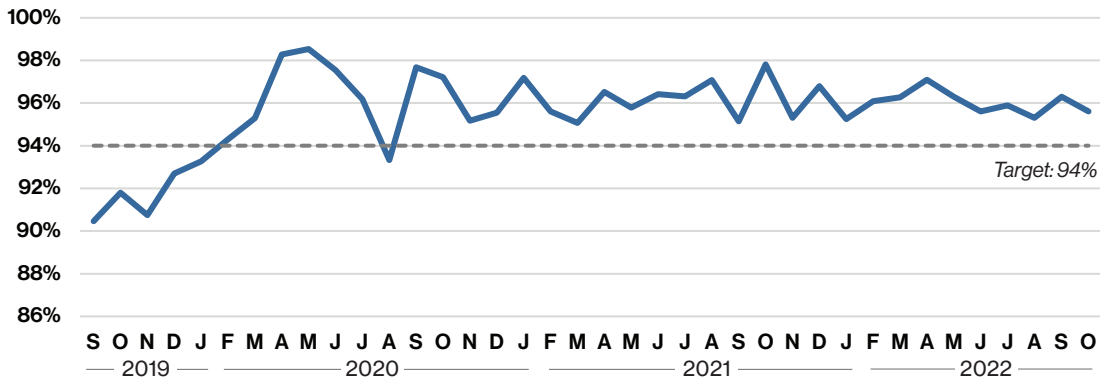
October data not yet available



PERFORMANCE

On-Time Performance

The share of trains that arrive at their terminus station within 5:59 minutes of schedule



On-Time Performance, by Branch

Babylon	97.5%	Oyster Bay	91.1%
Far Rockaway	98.3%	Port Jefferson	89.7%
Hempstead	95.7%	Port Washington	96.5%
Huntington	92.5%	Ronkonkoma	94.5%
Long Beach	97.4%	West Hempstead	98.4%
Montauk	94.4%		

Data Review

For the month of October, on-time performance was 95.6%, exceeding the goal of 94%. Eight branches met their goals for October, while the Hempstead, Oyster Bay, and Port Jefferson Branches fell short of the on-time performance target.

There were five incidents this month that resulted in ten or more late, cancelled, or terminated trains. The Queens Interlocking cutover track work caused the most significant delays, which occurred on October 16, October 22, and October 23. These three events caused 91 late trains, delaying LIRR customers an average of 10 minutes and reducing total monthly OTP by less than 1%.

LIRR's mean distance between failures, a metric that measures the average number of miles a railcar or locomotive travels before failing or causing a delay, operated at 239,092 in September and exceeded the target of 190,000 miles.

Moving Forward

Although the temperatures this fall have been relatively mild, winter will be upon us next month. LIRR is preparing the commuter rail system by positioning snow fighting equipment, testing third rail heaters, distributing snowplow trucks, and stocking salt bins. These preparatory measures ensure LIRR can continue operating safe and reliable service even during inclement winter weather conditions.

Major Accessibility Upgrades Moving Forward at LIRR Stations



Illustrative rendering of the accessibility upgrades at Locust Manor Station

The MTA is committed to making our transit system accessible to all New Yorkers. More than \$5 billion in the current Capital Plan is earmarked for ADA accessibility upgrades, with \$500 million of that dedicated for the commuter railroads.

Retrofitting an existing LIRR station for accessibility requires design, engineering, and construction techniques that vary with the station's specific geography and layout. For example, at-grade stations found in suburban areas often present fewer design and construction constraints. On the other hand, the stations in urban neighborhoods are in densely developed neighborhoods and there is less room for ramps and elevators.

While these challenges are real, the MTA is committed to accessibility throughout the transit system, and MTA Construction & Development is moving forward with ADA upgrades at nine LIRR stations. New elevators and upgrades are scheduled to be installed at Locust Manor, St. Albans, Laurelton, Amityville, Copiague, Lindenhurst, Massapequa Park. The existing ADA components are being upgraded at Auburndale and Valley Stream. The upgrades will provide new elevators between the street and platform level, modification of canopies, new sidewalks and curb ramps that are compliant with the ADA.

Building on the success of other recent awards for LIRR stations, Construction & Development is bundling all nine stations into a single design-build contract. This enables the project team and contractors to gain efficiencies of scale and repetition, ultimately delivering the accessibility upgrades better, faster, and cheaper. We are also preparing for future upgrades by initiating design to make for 4 stations fully accessible: Forest Hills, Hollis, Douglaston and Cold Spring Harbor.

CUSTOMERS & COMMUNITIES

Grand Central Madison Hosts Volunteers in Wayfinding Exercise

On Sunday, November 13, MTA held a station operations exercise at Grand Central Madison, the new LIRR terminal set to debut this year. Two hundred volunteers consisting of MTA employees, friends, and family participated in an exercise to navigate the concourse and make notes on travel paths throughout the terminal, signage, and general wayfinding elements. Functionality is a key component of any new rail terminal, and this exercise was an important step in preparing to welcome our customers to Grand Central Madison.

Volunteers located specific destinations throughout the concourse and provided feedback and suggestions. The event included finding exits, platforms, elevators, the Ticket Office, ticket vending machines, and the office of the MTA Police Department. It also included external locations, such as subway connections, taxi stands, connections to Metro-North Railroad, Citi Bike locations, and other key destinations.

Prior to this wayfinding exercise, two other station exercises were successfully completed at Grand Central Madison to ensure proper safety measures and procedures were ready for opening day. The project team directed a tunnel evacuation drill with first responders, and a second emergency response drill was conducted within the terminal.

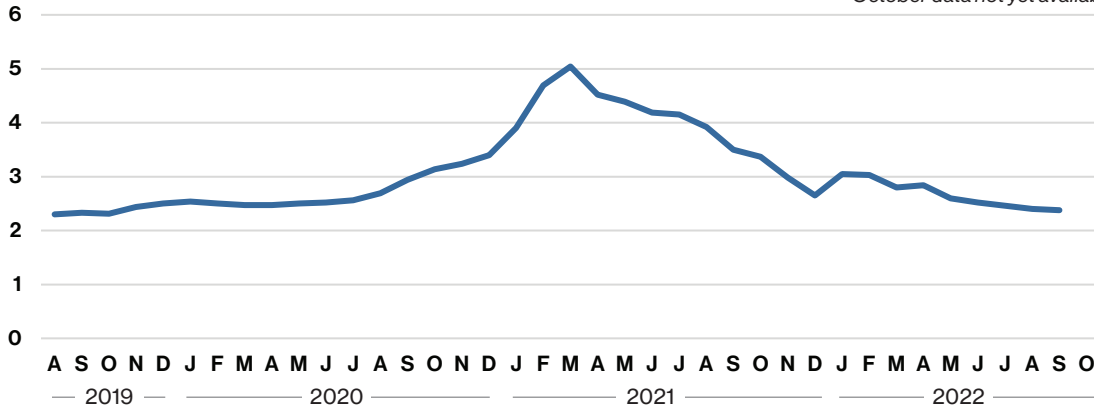


Volunteers complete the wayfinding exercise at Grand Central Madison

Customer Accident Rate

The number of reportable customer accidents per million customers (12-month rolling average)

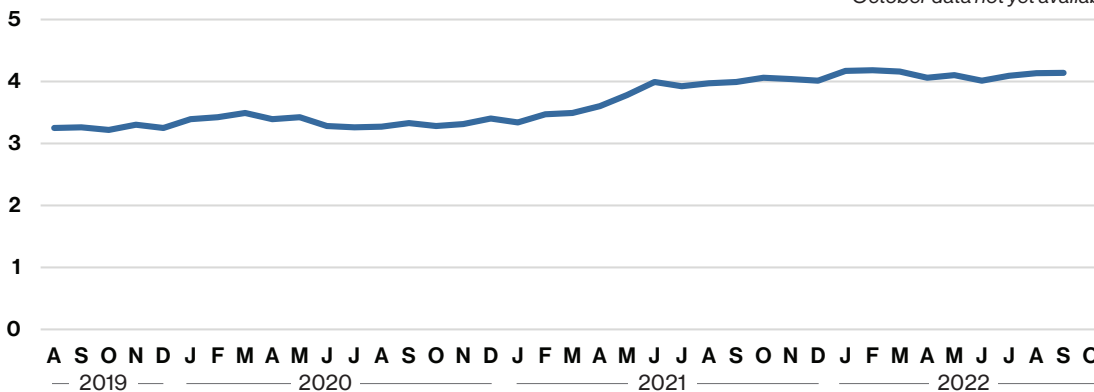
October data not yet available



Employee Lost Time Injury Rate

The number of reportable employee lost time accidents per 200,000 hours worked (12-month rolling average)

October data not yet available



Data Review

From October 2021 through September 2022, the reportable customer injury rate decreased from 3.50 to 2.38 per one million customers, compared to the prior 12 months. The reportable employee lost time injury rate increased from 3.99 to 4.14 per 200,000 working hours.

Moving Forward

National Escalator Safety Week started November 14 and LIRR was at stations engaging with customers. To promote escalator safety, LIRR, New York City Transit, Amtrak, and NJ TRANSIT spoke with customers in Penn Station.

LIRR is also conducting safety inspections at seven yards, including Morris Park, Richmond Hill, Hillside, Upper Holban, Johnson Avenue, D Yard, and Montauk. These walks identify hazards and the team develops corrective actions to ensure the safety of our employees working in the yards.

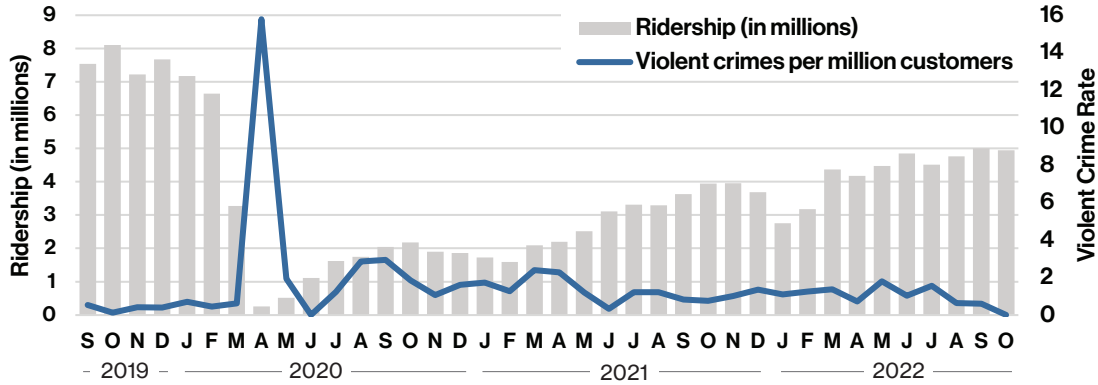


SAFETY & SECURITY

Major Crimes Against Customers

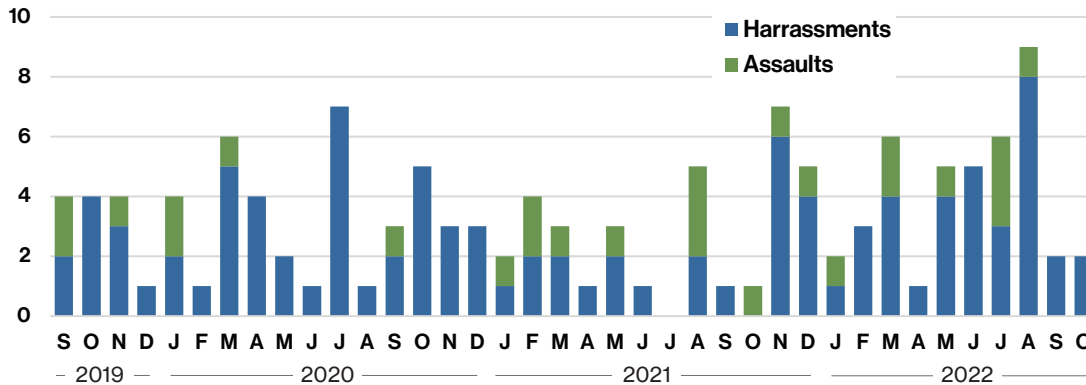
The rate of all violent crimes (murder, rape, robbery, felony assault, grand larceny) against customers, per million customers

October data subject to change



Assaults and Harassments Against Employees

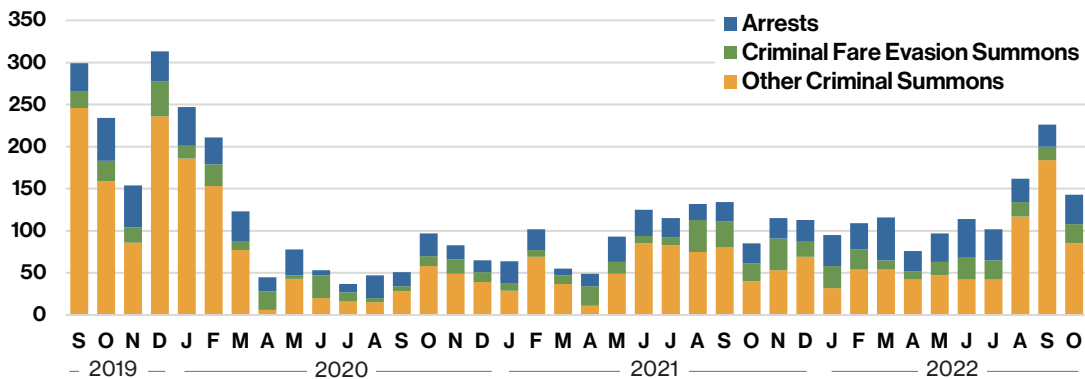
The number of assaults and harassments against LIRR employees, per NYS criminal law



Summonses and Arrests

The number of criminal summonses issued for fare evasion, the number of criminal summonses issued for other infractions, and the number of arrests made by MTA Police Department

October data subject to change



1:00 Train
Book, Springfield, 10.1mc

New Canaan



ABOUT THE METROPOLITAN TRANSPORTATION AUTHORITY, THE LONG ISLAND RAIL ROAD, AND METRO-NORTH RAILROAD

The Metropolitan Transportation Authority is North America's largest transportation network, serving a population of 15.3 million people across a 5,000 square-mile travel area surrounding New York City through Long Island, southeastern New York State, and Connecticut.

Long Island Rail Road is comprised of over 7,000 employees serving over 150,000 passengers a day. We operate 700 trains daily and maintain 125 stations, nearly 700 miles of track, and 27 shops and yards.

Metro-North Railroad is comprised of nearly 6,000 employees serving over 150,000 passengers a day. We operate 700 trains daily and maintain 124 stations, nearly 900 miles of track, and 19 shops and yards.

The MTA is governed by a 23-member Board, organized in eight committees. Members of the Joint Long Island Rail Road and Metro-North Railroad Committee include:

- Samuel Chu, Co-Chair
- Blanca Lopez, Co-Chair
- Frank Borelli
- Gerard Bringmann
- Norman Brown
- Michael Fleischer
- Randy Glucksman
- David Mack
- Harold Porr III
- Vinnie Tessitore
- Midori Valdivia
- Neal Zuckerman