

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

January 2023





On New Year's Day, Metro-North President and LIRR Interim President Cathy Rinaldi marked the 40th anniversary of the founding of Metro-North Railroad, which began operation on January 1, 1983. "To see how far Metro-North has come in 40 years gives me, and every Metro-North employee, a deep sense of pride," President Rinaldi said at the event. Since its founding, Metro-North has made dramatic advances in service, safety, and accessibility, and anticipates continuing to maintain and expand the railroad's footprint to serve the region in the years ahead.

This performance metrics document was prepared for the January 2023 meeting of the Joint Long Island Rail Road & Metro-North Railroad Committees.

2 Broadway • New York, NY 10004
January 30, 2023

Table of Contents

Message from the President 4

Metro-North Railroad

Ridership 12
Financial Results 13
Performance 14
Major Projects 16
Customers and Communities 17
Safety and Security 18

Long Island Rail Road

Ridership 22
Financial Results 23
Performance 24
Major Projects 26
Customers and Communities 27
Safety and Security 28



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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**

Welcome to the World, Grand Central Madison!

Grand Central Madison received customers for the very first time on Wednesday, January 25, when shuttle service from Jamaica kicked off with the 10:45 AM *Grand Central Direct* train from Jamaica – representing the first extension of LIRR service since our first train to Penn Station in 1910. At around 11:07 AM, those first customers de-trained at their new terminal “with their eyes all aglow” as they took in Grand Central Madison for the first time.

Now that Grand Central Madison is open for business, I want to once again thank each and every person, past and present, who had a hand in bringing it to life. And a special shout out to all of the LIRR departments who have been working so hard to get the railroad ready for this major milestone in LIRR history. I am so proud to be leading the LIRR team as we bring this transformational new service to our customers.

For at least three weeks prior to the start of full service, LIRR will operate limited *Grand Central Direct* shuttle service between Jamaica and Grand Central Madison. *Grand Central Direct* trains will operate weekdays between 6:15 AM and 8:00 PM and from 7:00 AM to 11:00 PM on weekends. They’ll run once per hour during the AM and PM peak and roughly every 30 minutes in both directions during weekday midday periods and on weekends.

We will have customer ambassadors at Jamaica and on the Grand Central Madison concourse to greet customers and answer questions about the new space. LIRR customers heading to Grand Central Madison can use Penn Station tickets for the *Grand Central Direct* service as Penn and Grand Central Madison are in the same fare zone.

The special *Grand Central Direct* service will conclude with the initiation of full train service mirroring what was previewed in draft schedules published last June. These new schedules represent a whopping 41% overall service increase, and we will certainly let customers know when they are set to go into effect.

Those schedules – along with the initial *Grand Central Direct* trains - will be available on new.mta.info/GrandCentralMadison and in the TrainTime app.



Come see what all the buzz has been about and keep an eye out for a forthcoming "Combo Ticket" fare structure that will allow LIRR and Metro-North customers to explore the service territory of their sister railroad – perhaps for the first time – using one convenient ticket.

40 Candles for Metro-North!

On January 10, it was such a thrill and honor to celebrate 40 years of Metro-North in Grand Central's Vanderbilt Hall in the presence of employees past and present, including four of our first five presidents. The anniversary gathering featured a retrospective of our rich and colorful history - from a system comprised of antiquated parts we inherited from Conrail in 1983 to the dynamic and proud service organization we are today. Each of my predecessors navigated the challenges of their time with a distinct vision for the railroad and how to maximize the use of capital program funds to, first, build and then set up the system for continued and sustained success.

Our employees helped keep this region moving during the pandemic and I feel it's because of them that our ridership steadily continues to return and why I truly believe that our finest days still lie ahead.

Grand Central "Connect With Us" Event

On Tuesday, January 17, we held our first "Connect With Us" session of 2023 at Grand Central Terminal which, incidentally, has a big birthday of its own coming up – turning 110 years young on February 2.

The session was well-received, and customers sent many topics our way. As always, we loved meeting with them and hearing all about their experiences. It is so important to provide customers with an opportunity to discuss ways of improving service directly with railroad executive staff. We very much value and appreciate their input and plan to hold the next event sometime in March, this time for LIRR customers.

11:07am

arrival time of the first LIRR revenue train to Grand Central Madison on January 25

117%

yearly increase in LIRR commutation ridership

97.1%

Metro-North on-time performance rate for 2022

MESSAGE FROM THE PRESIDENT

Accessibility Improvements

We are now moving into the design phase of the latest LIRR Americans with Disabilities Act (ADA) station improvements bundle in which nine stations (Massapequa Park, Amityville, Copiague, Lindenhurst, Laurelton, Locust Manor, St. Albans, Valley Stream, and Auburndale) will receive accessibility and state-of-good repair upgrades with little to no impact on customers and operations. All will receive architectural and electrical improvements, new signage and lighting, ADA travel path and other site upgrades, as well as brand new elevators at seven of the nine stations and replacement elevators for the other two. We anticipate work to begin this summer and once all nine stations are completed roughly three years from now, 93% of our 126 stations will be fully ADA-accessible.

Design work has already progressed on a separate four-station ADA bundle to make Forest Hills, Douglaston, Hollis and Cold Spring Harbor stations fully accessible as well.

Jamaica Capacity Improvements

Of course, train routing flexibility at stations is very important, but so is ensuring a state of good repair and providing for capacity improvements to accommodate future ridership growth, especially through the mega hub that is Jamaica. To that end, the Jamaica Capacity Improvements (JCI) project will streamline train routing, enhance service, and increase train throughput capacity as well as train speeds - greatly reducing travel time through the Jamaica complex upon completion.

JCI Phase 1 included the construction of Platform “F” at Jamaica, with its welcoming and colorful glass entryway leading down to Tracks 11 and 12, which will primarily handle the new Brooklyn shuttle service once the full GCM schedule goes into effect.

JCI Phase 2 will involve a full and varied array of projects that will provide stage-by-stage, incremental improvements and, upon completion, produce a sea change in terms moving trains more efficiently through Jamaica. The full program will include state-of-good-repair work on all Jamaica railroad infrastructure, replacing critical power and signal systems, extending all existing platforms to accommodate 12-car trains, and strategically installing higher speed switches both east and west of the station – thereby reducing the “Jamaica Crawl.”

Now that Phase 2 design is almost finished, it’s time to start construction on the first part of this phase, the result of which will be a new rail bridge through the center of Jamaica’s Hall Interlocking to accommodate two new parallel train routes to increase capacity east of the station. The design-build contract for the Hall Interlocking Expansion Project was just awarded and construction is expected to be completed in the fall of 2026 with minimal customer impacts anticipated.

On Viaducts & Train Sheds

While we’re on the topic of major work taking place without service effects, two major and long-term Metro-North infrastructure projects are about to really start revving-up.

The Park Avenue Viaduct is the main artery that serves the heart of the Metro-North system, Grand Central Terminal. Last month, we received board approval of the design-build contract award for Phase 1 partial replacement and repair of the viaduct. The overall project will involve replacing major segments of the East Harlem elevated steel structure, nearly half of which dates back to 1893. It's an investment in the future of Metro-North, especially when you consider that 98 percent of all Metro-North trains must utilize the Park Avenue Viaduct when traveling to or from Grand Central. Phase 1 work will involve replacing the existing structure, tracks, power, communications, and signal system from the north side of East 115th Street to the south side of East 123rd Street. Metro-North simply could not serve its customers without it, and the utilization of modern materials and design will also cut down on noise and vibration levels for area residents when compared to the existing viaduct. Major construction is expected to begin in the third quarter of 2023, with phase 1 project completion anticipated in 2026.

So, as this major project kicks into gear, another equally vital project enters another phase. While Park Avenue Viaduct supports all Metro-North trains as they traverse Upper Manhattan, the Grand Central Terminal Train Shed is a railroad yard located north of the Grand Central Terminal bumping posts. The roof of the Train Shed supports roadways and sidewalks of a large section of Park Avenue between East 43rd Street and East 57th Street and the crossing streets roughly between Lexington and Madison Avenues. The Train Shed structural framing is over 100 years old and has deteriorated due to street water intrusion issues. Needless to say, it's not a structure to be ignored, and so Metro-North has developed a plan to gradually replace the Train Shed roof.

The first area to be replaced, called "Sector 1", is located near JP Morgan Chase (JPMC) headquarters building at 270 Park Avenue. The roof of the Train Shed below the streets surrounding the building – East 47th and 48th and southbound Park Avenue between the two – was deteriorating and in need of replacement. Once JPMC commenced replacement of their 270 Park Avenue tower, it made logistical sense to run the Sector 1 project simultaneously, as these two projects share street access routes. Sector 1 is a collaborative project between MTA and JPMC, sharing management, force account support responsibilities, and costs.

Construction of Sector 1 commenced in January 2022 with underground repairs. The next phase of the project kicked-off on January 17 of this year when street level demolition work began at three Park Avenue malls between East 46th Street and East 49th Street. Once the structural framing below the 47-48 Street mall is replaced, this mall will be widened with significant improvements. The malls located between 46th and 47th St and 48th to 49th St will be removed to allow for traffic rerouting during construction, and these malls will be replaced in-kind without widening.

MESSAGE FROM THE PRESIDENT

Currently, the project team is coordinating with NYCDOT for closures on East 47th and East 48th Street to allow for replacement of the structural framing.

Ridership Climbed but Steadied in 2022

Of course, we'd love nothing more than to wave a magic wand and have ridership revert back to pre-pandemic levels, but it appears as though that is going to take some time. Total LIRR ridership for 2022 came-in at 52.5 million customers, which is 50.1% higher than 2021's total of 35 million and 57.6% of 2019's year-end tally. 2022 commutation ridership increased 117% over 2021, outpacing 2022 non-commutation ridership, which rose 24% compared to 2021.

LIRR December average weekday ridership was down 3% compared to November 2022, which can be attributed primarily to holiday season vacations, and average Saturday and Sunday ridership declined between 7 and 8% compared to November.

Despite the lower ridership trends in December, the month still produced the 4th highest, post-pandemic one-day ridership total for a Saturday and 7th highest for a Sunday.

LIRR ridership to New York City on New Year's Eve rose significantly from last year, and ridership to Elmont-UBS Arena for NY Islanders games has been increasing steadily with an average of 3,000+ ridership per game.

In December, Metro-North served 4.61 million customers, a ridership increase of 42% from last December and representing 62% of December 2019's ridership.

Total Metro-North ridership for 2022 was 48.9 million, which was 58.8% higher than 2021's total of 30.8 million and 56.4% of 2019's total. Commutation was responsible for more than half of the overall growth in 2022. Commutation rose 125.1% over 2021 levels, almost four times the 34.9% growth in non-commutation ridership from 2021 to 2022.

Like the LIRR, the return to offices was a large reason for the increase in commutation ridership. Also, the railroads restored peak fares in March 2022 along with the 20-Trip Peak tickets and discounted Monthly fares, and the requirement of peak fares for peak travel made commutation tickets much more attractive. One-Way Peak tickets still remain popular as well for those whose travel patterns don't fit well with Monthlies or 20-Trips.

Signal Upgrades in the Bronx

On December 4 in the Mott Haven section of the Bronx, we completed the signal cutover for the first of four critical interlockings in the area that are receiving major communications upgrades. This resiliency program occurs at the convergence of the Hudson and Harlem Lines – of course, a major choke point. Until now, all four interlockings were controlled by 50-year-old analog

technology at a central control location. However, we anticipate that by the end of this year, all four interlockings will be upgraded to state of the art fiber optic and microprocessor driven control systems, greatly improving the reliability, availability, and maintainability of the system.

Once upgraded, each interlocking will function independently. This eliminates the current control location as a single point of failure and reduces operating failures and downtime due to obsolete communications equipment.

City Ticket Expands Even Further

As part of an effort to expand rail use in the city and accelerate New York's comeback, Governor Kathy Hochul announced that City Ticket, the low-cost, flat-fare intracity option for Metro-North and LIRR customers will be expanded to include peak hours. This expansion of City Ticket to peak hour trains will greatly assist commuters and tourists to New York City and will benefit more than 10,000 trips on an average weekday. The pricing of the peak hour City Ticket, which the Governor described as a "modest premium," is being determined.

We're so happy to be working with the Governor on this initiative as current, peak hour rail travel can cost as much as \$10.75, a relatively expensive price for what is often a significantly shorter commute than the buses and/or subway.

This expansion will significantly reduce this cost for the residents of Wakefield and Woodlawn in the Northern Bronx, as well as the residents of Hunts Point, Parkchester/Van Nest, Morris Park, and Co-Op City, where ground was broken last month on new Metro-North stations to be built in these locations as part of the Penn Access Project. It'll also benefit the residents of Southeast Queens and help us continue to grow outer-borough centers in Fordham, Jamaica and Flushing.

METRO-NORTH RAILROAD

HARLEM LINE DEPARTURES

TIME	TRK	DESTINATION	REMARKS
2:22	105	N. WHITE PLAINS	MELROSE - 1ST STOP
2:47		SOUTHEAST	WHITE PLAINS - 1ST STOP
2:53		MOUNT KISCO	SCARSDALE - 1ST STOP
2:54		N. WHITE PLAINS	MELROSE - 1ST STOP
3:16		SOUTHEAST	WHITE PLAINS - 1ST STOP
3:19		N. WHITE PLAINS	MT VERNON WEST - 1ST STOP

TIME	TRK
3:22	
3:43	
3:52	
3:55	
3:57	
4:18	

MTA METRO





HARLEM LINE DEPARTURES

HUDSON LINE DEP

DESTINATION	REMARKS
N. WHITE PLAINS	MELROSE - 1ST STOP
WASSAIC	WHITE PLAINS - 1ST STOP
SOUTHEAST	WHITE PLAINS - 1ST STOP
N. WHITE PLAINS	CRESTWOOD - 1ST STOP
N. WHITE PLAINS	MELROSE - 1ST STOP
SOUTHEAST	CHAPPAQUA - 1ST STOP

TIME	TRK	DESTINATION	REMARKS
2:20	41	CROTON-HARMON	YANKEES-E15
2:43	37	POUGHKEEPSIE	TARRYTOWN
2:51		CROTON-HARMON	MARBLE HILL
3:18		POUGHKEEPSIE	CROTON-HAR
3:21		CROTON-HARMON	YANKEES-E15
3:43		CROTON-HARMON	MARBLE HILL

NORTH TICKETS

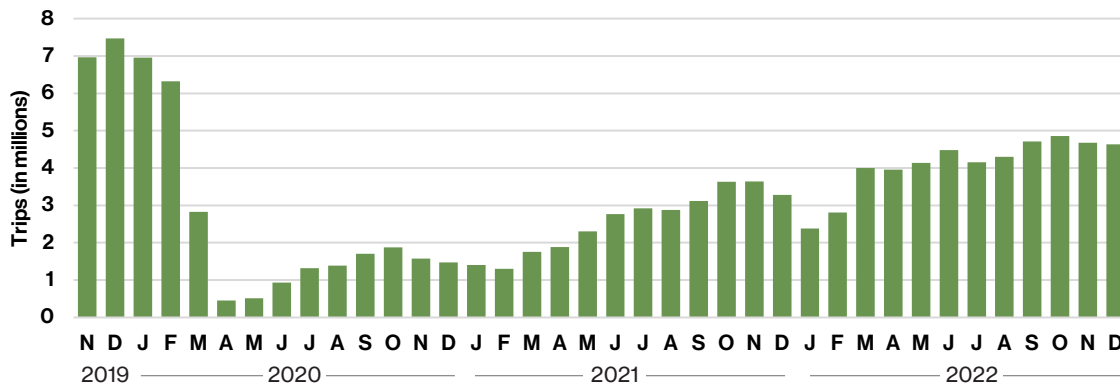


Metro-North Railroad

RIDERSHIP

Monthly Ridership

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



Data Review

With total ridership of approximately 4.6 million in December, the 4.2% ridership decline from October to November improved considerably from November to December. Overall, monthly ridership was up 42% from last December, representing 62% of ridership in December 2019. December marks the fourth-highest ridership month since the pandemic began in March 2020.

The average weekday ridership of 169,397 dropped 8.2% from November, a reflection of traditional vacation patterns during the holiday season. Still, ridership was up 59.2% of weekday ridership in December 2019 – also the fourth best weekday average since the pandemic began. The average weekend ridership of 84,891 dropped 9.1% from November.

Moving Forward

Traditional commutation ridership (i.e., those who use Metro-North for work trips and purchase Monthly, Weekly, and 20-Trip tickets) dropped over 7% due to vacations and holidays; however, non-commutation ridership (i.e., those who use Metro-North for non-work trips) was up over 3%. We're seeing that peak riders are using a hybrid of commutation and non-commutation tickets; sales of One-Way Peak and intermediate tickets remain strong as commutation patterns rebounds.

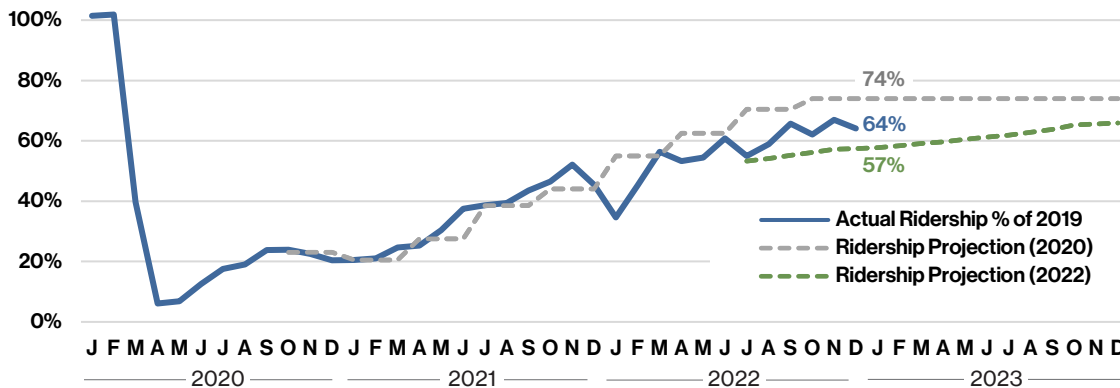
Looking ahead to 2023, the news and forecasts are mixed: workplace occupancy rates appear to be rising but job cutbacks also loom. It appears that ridership will grow modestly in early 2023 against 2019 benchmarks.



FINANCIAL RESULTS

Actual Monthly Ridership Compared to Recovery Projections

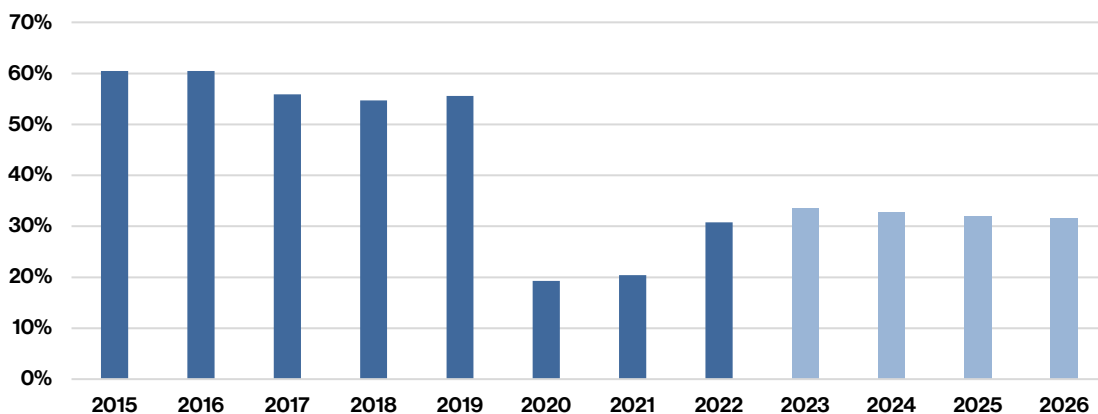
Actual monthly ridership as a percent of 2019, compared to ridership recovery projections developed in 2020 and updated in 2022 after the Omicron variant



At the onset of the pandemic in 2020, MTA commissioned McKinsey to develop ridership recovery projections, which have been critical to informing agency budgetary constraints and forecasts. Actual ridership recovery across the MTA and at Metro-North was trending to the forecasts until the Omicron variant emerged in late 2021, leading to long-term changes in remote work and travel patterns. The MTA updated those ridership forecasts in July 2022 to account for the new trends. Through the end of 2022, Metro-North’s actual ridership recovery figures are tracking slightly above the new estimates.

Farebox Operating Ratios

The share of Metro-North’s farebox revenue that covers the agency’s operating expenses



For years, Metro-North’s farebox operating ratio was stable, well above 50% and higher than comparable commuter rail agencies in the United States. Since the pandemic, Metro-North’s ridership has dropped and farebox revenues have decreased. In 2022, as ridership has continued to recover, Metro-North’s farebox operating ratio was 31%. While it is expected to increase over the next few years, it will remain far below its pre-COVID levels for the foreseeable future, resulting in a long-term, structural deficit that must be addressed in MTA’s budget.

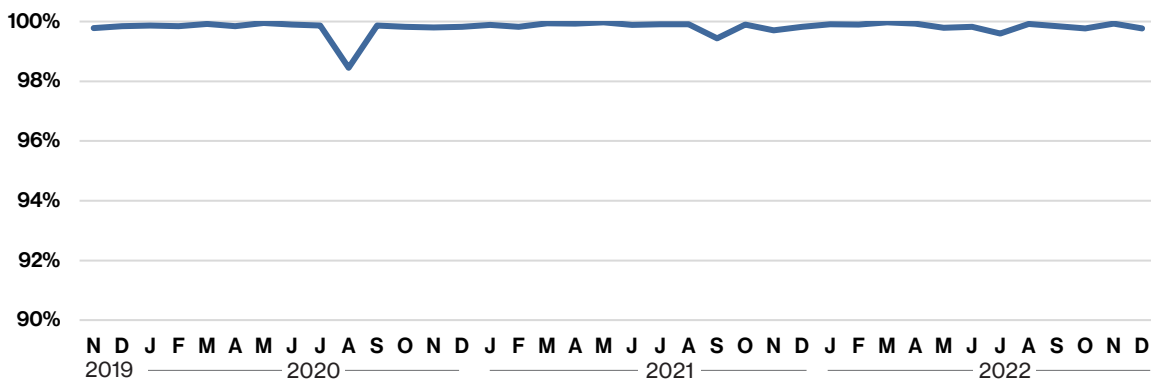


Metro-North Railroad

PERFORMANCE

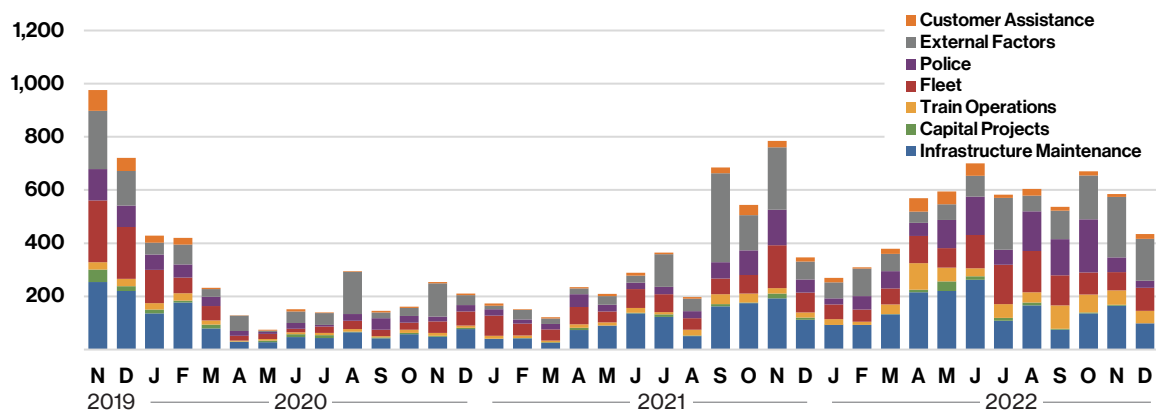
Service Delivered

The share of scheduled train trips completed



Delays by Type

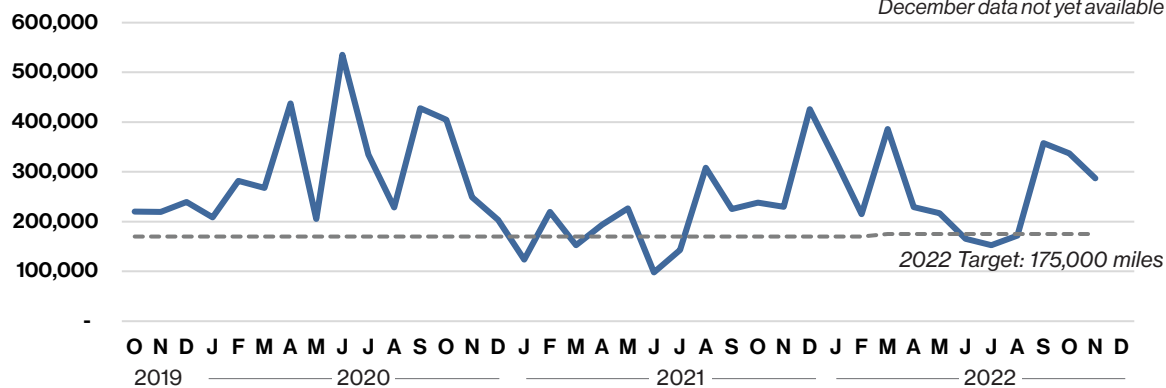
The number of delayed trains by type of delay



Mean Distance Between Failures

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

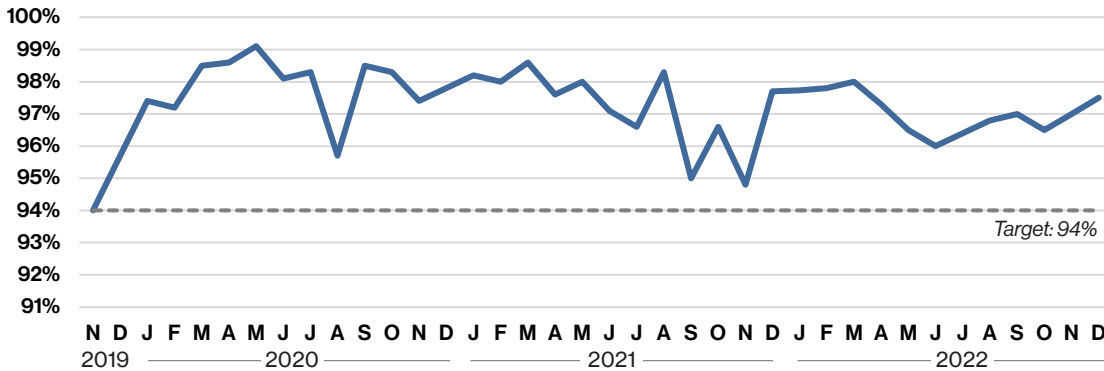
December data not yet available



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	98.2%	Port Jervis	92.0%
Harlem	97.5%	Pascack Valley	89.2%
New Haven	97.0%		

Data Review

In December, Metro-North’s service delivered rate, which measures the reliability of service, was 99.8%. Systemwide, on-time performance was 97.5% and above the goal of 94%. For the year 2022, on-time performance was above goal at 97.1%. Two major incidents affected December’s on-time performance. On December 19, a local utility issue resulted in an electrical fire at Mount Vernon East causing 67 delays. On December 23, winter storm Elliott disrupted service on all operating territories and caused 83 delays. Since 2020, Metro-North Railroad has surpassed our goal with 97% on-time performance.

The mean distance between failures for the fleet was 287,188 miles in November, 64% above the 2022 goal of 175,000 miles. Year-to-date performance at the end of November was 33% above goal at 232,666 miles between failures.

Moving Forward

As we celebrate Metro-North’s 40th anniversary, we look back on all we have accomplished. Thousands of dedicated employees throughout the MTA have worked tirelessly to transform the railroad into an internationally-recognized agency. Our mission has never wavered – to be a safe, reliable, and efficient railroad providing regional mobility and excellent service to our customers. In a rapidly evolving world, relentless pursuit of excellence is imperative. Our mission remains at the heart of our decisions as we explore new ways to better serve our customers.

Critical Upgrades to Harlem Line Communications & Signals



Construction of communications and signal infrastructure along the Harlem Line

MTA Construction & Development and Metro-North have been hard at work improving behind-the-scenes communications and signal infrastructure on the Harlem Line. From Woodlawn Station to Southeast Station – a nearly 42-mile project corridor – the Harlem Express Cable Project replaces communication cables that have reached the end of their useful life.

The project is part of a multi-phase replacement of the signal, signal power, and communications infrastructure on Metro-North's Harlem Line. Crews completed many significant infrastructure upgrades, including installing and testing more modern fiber optic and copper cables, aerial cables and support poles, underground cables, and additional ancillary infrastructure. Additionally, new cables have been installed along the railroad right-of-way to service future communication and signal equipment.

Communications and signaling assets are essential elements of rail infrastructure and among its most critical safety elements. As communications and signal assets age, equipment fails more frequently and can require time-consuming repairs, leading to delays in train service. Therefore, improving this infrastructure is essential to meeting Metro-North's safety and on-time performance goals, as well as providing improved customer service, information, and security. The Harlem Express Cable Project addresses this by bringing these important systems on the Harlem Line into a state of good repair, improving railroad reliability, and enhancing safety for customers and workers.

The project will reach substantial completion at the end of January.

CUSTOMERS & COMMUNITIES

Connecting with Community Partners: NY Botanical Garden

In December, Metro-North's Government and Community Relations team visited the New York Botanical Garden in the Bronx to view the grounds and annual train show with the Garden's Vice President for Government and Community Relations, Aaron Bourska.

Metro-North and the New York Botanical Garden share a special relationship, as hundreds of thousands of people use the railroad and pass through the Botanical Garden Station to visit the site each year. This time of year, the holiday train show was on full display and attracted over 270,000 visitors. Metro-North and the Botanical Garden's relationship was on full display at the holiday train show, with a full plant constructed replica of Grand Central Terminal.



Plant replica of Grand Central Terminal

As Metro-North works to improve Grand Central Terminal and the broader system, working alongside the New York Botanical Garden remains a priority for the agency to ensure the best outcome for our riders and their patrons.

"Connect With Us" Outreach Event in Grand Central Terminal



"Connect With Us" event at Grand Central Terminal

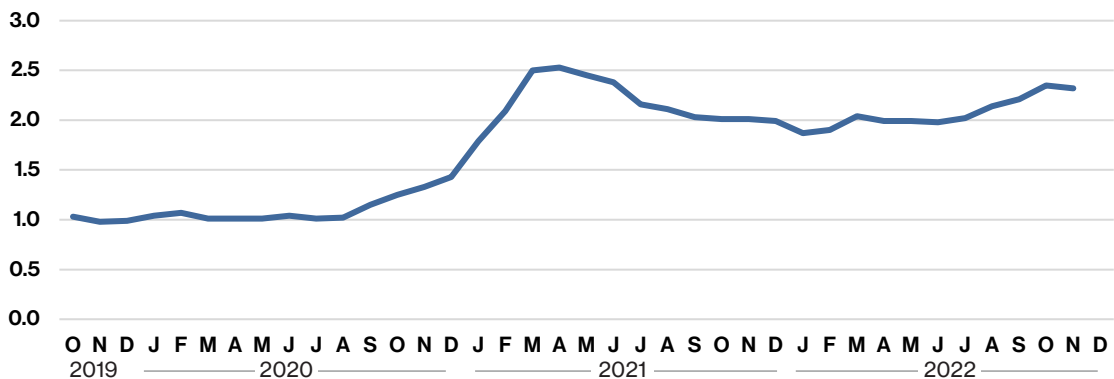
Leadership from Metro-North once again were out to meet our riders and answer questions in the latest installment of the "Connect With Us" series. This month, Metro-North was in Grand Central Terminal, allowing the riding public commuting into the city and reverse commuting to our outlying stations to connect with railroad officials.

These forums provide a unique opportunity for riders to directly engage in discussion with senior Metro-North leaders who are available to answer questions and hear any concerns. It extends the opportunity for daily, occasional commuters, leisure travelers, community members and stakeholders to participate in constructive dialogue with Metro-North leadership. The railroad initiated the program in 2014, hosting these forums at various locations across its service territory to hear directly from customers and to foster an open dialogue about service and progress on major issues.

Customer Accident Rate

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

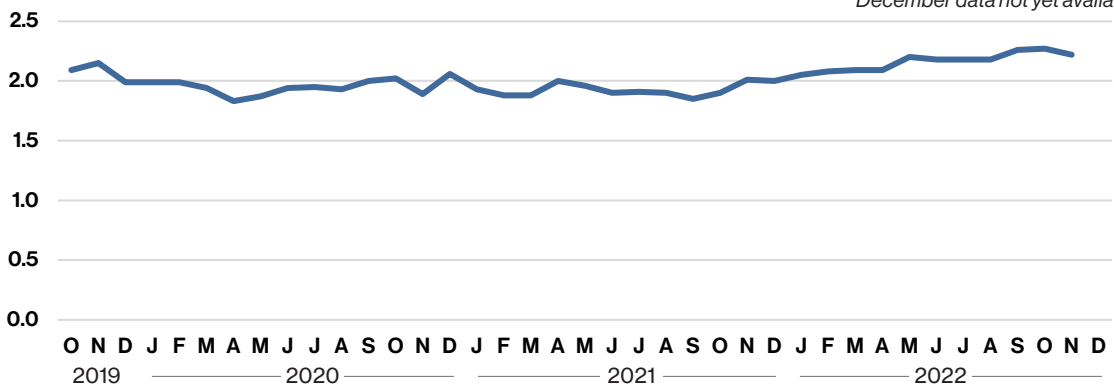
December data not yet available



Employee Lost Time Injury Rate

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

December data not yet available



Data Review

The reportable customer injury rate increased from 2.01 to 2.32 per one million customers in the current 12-month reporting period, December 2021 through November 2022, compared to the prior 12 months. The reportable employee lost time injury rate increased from 2.01 to 2.22 per 200,000 working hours, compared to the prior 12 months.

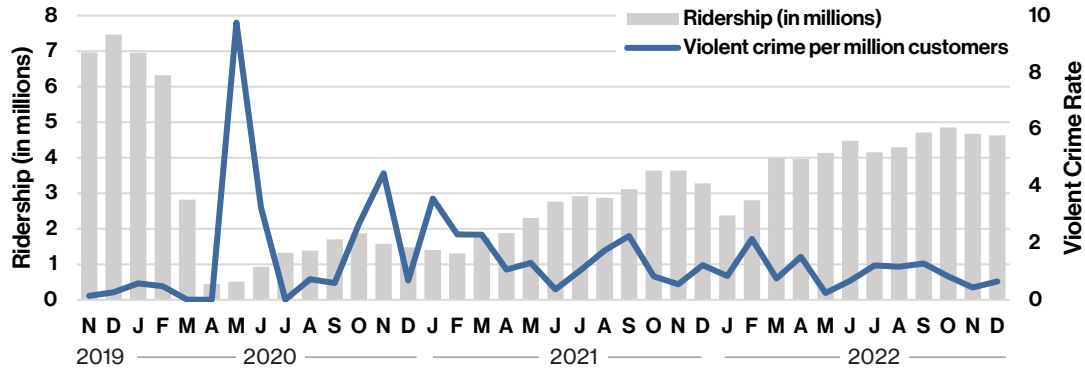
Moving Forward

Suicide prevention awareness posters in Spanish and English are in rotation on trains and in stations across Metro-North, offering multiple options for those in need to reach assistance. Under Metro-North's Roadway Worker Protection Audit program, qualified operations managers schedule a full shift to audit work on or about the tracks, to ensure compliance with operating and safety rules. The audits include interactive conversations with field employees.

SAFETY & SECURITY

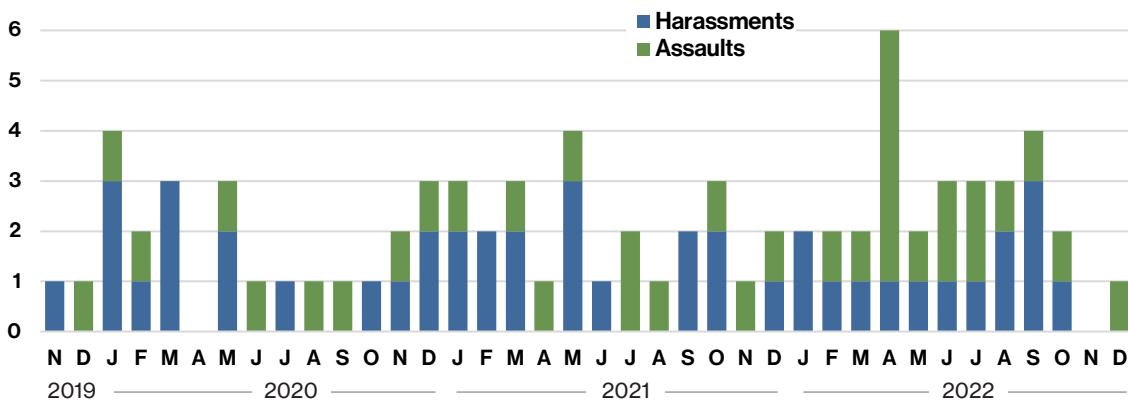
Major Crimes Against Customers

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



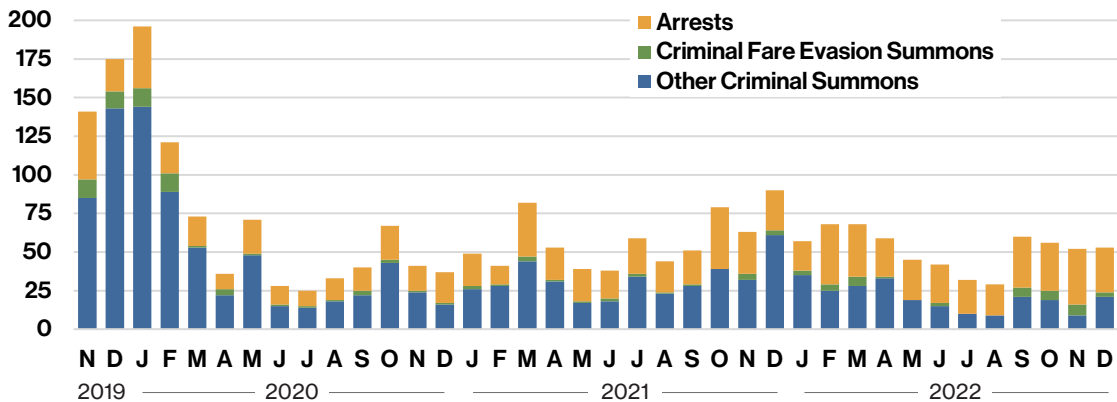
Assaults and Harassments Against Employees

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 December data subject to change





LONG ISLAND RAIL ROAD



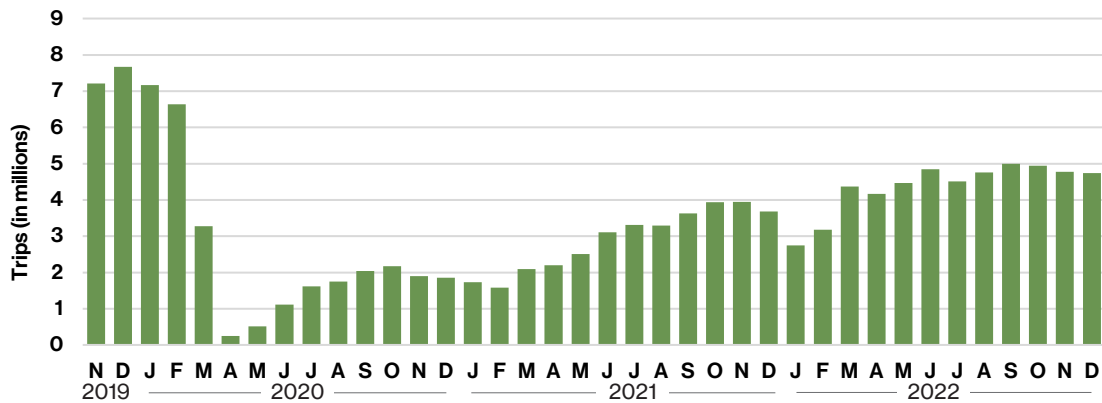
**Long Island
Rail Road**

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

LIRR finished 2022 with strong ridership growth, rebounding from the declines brought on by the COVID-19 pandemic. In 2022, total ridership increased 50% compared to the previous year. Commutation ridership (i.e., those who use LIRR for work trips) significantly outpaced non-commutation ridership (i.e., those who use LIRR for non-work trips): commutation ridership grew 117%, while non-commutation ridership grew just 24%. This can be attributed to the special fares, including 10% off Monthly tickets and the 20-Trip ticket, along with more New Yorkers returning to the office. Non-commutation ridership started the year strong but grew at a slower pace as the year progressed and Off-Peak tickets were no longer accepted during peak hours.

Average weekday ridership in December 2022 decreased 3% compared to November 2022, attributed primarily to vacations during the holiday season. On Saturdays and Sundays, average weekend ridership declined 7 to 8% compared to the November weekend ridership figures.

Moving Forward

Despite the lower ridership trends in December, LIRR continued to see record weekend ridership since before the pandemic. Saturday, December 17 saw high weekend ridership with 114,272 customers, which was the fourth highest Saturday ridership since March 2020. Ridership on Sunday, December 18 reached 87,146 customers and was the seventh highest Sunday ridership since March 2020. Ridership to NYC on New Year’s Eve also increased significantly from last year, indicating more New Yorkers and visitors ushered in the new year from the city.

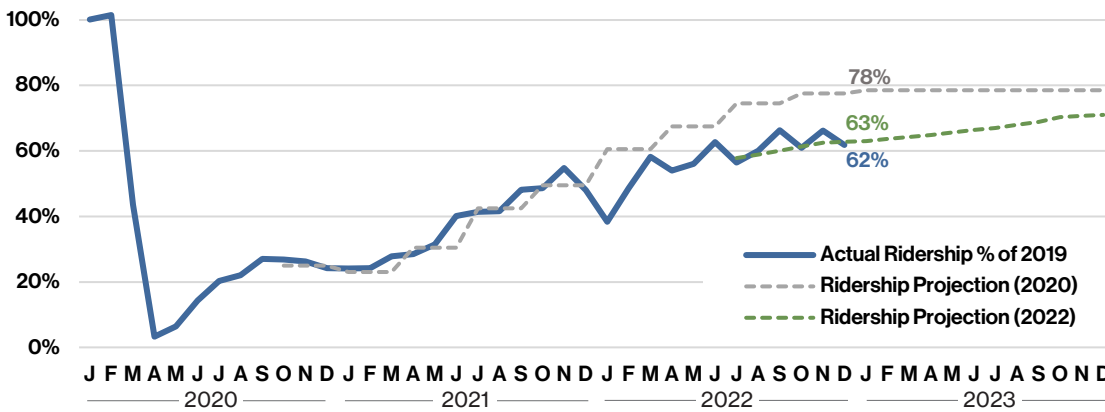
Ridership to the Elmont-UBS Arena for NY Islanders games has been increasing steadily, with an average of over 3,000 riders per game (based on load weight data), which can be attributed to increased service into the newly opened Elmont Station. Ridership related to sports and concerts is expected to increase in the future, adding commutation trips when Elmont Station becomes a full-time station once Grand Central Madison service begins.



FINANCIAL RESULTS

Actual Monthly Ridership Compared to Recovery Projections

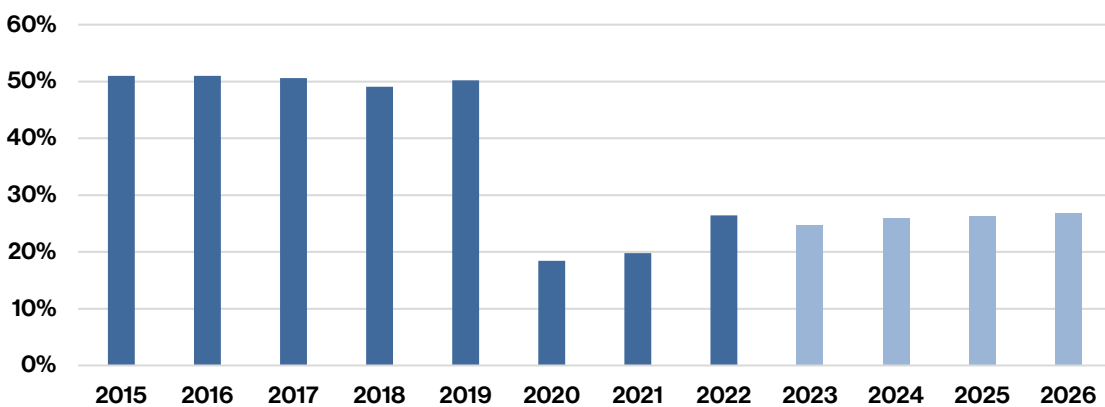
Actual monthly ridership as a percent of 2019, compared to ridership recovery projections developed in 2020 and updated in 2022 after the Omicron variant



At the onset of the pandemic in 2020, MTA commissioned McKinsey to develop ridership recovery projections, which have been critical to informing agency budgetary constraints and forecasts. Actual ridership recovery across the MTA and at LIRR was trending to the forecasts until the Omicron variant emerged in late 2021, leading to long-term changes in remote work and travel patterns. The MTA updated those ridership forecasts in July 2022 to account for the new trends. Through the end of 2022, LIRR's actual ridership recovery figures are tracking slightly above the new estimates.

Farebox Operating Ratios

The share of LIRR's farebox revenue that covers the agency's operating expenses



For years, LIRR farebox operating ratio was stable, hovering around 50% and higher than comparable commuter rail agencies in the United States. Since the pandemic, LIRR's ridership has dropped and farebox revenues have decreased. In 2022, as ridership has continued to recover, LIRR's farebox operating ratio was 26%. While it is expected to increase over the next few years, it will remain far below its pre-COVID levels for the foreseeable future, resulting in a long-term, structural deficit that must be addressed in MTA's budget.

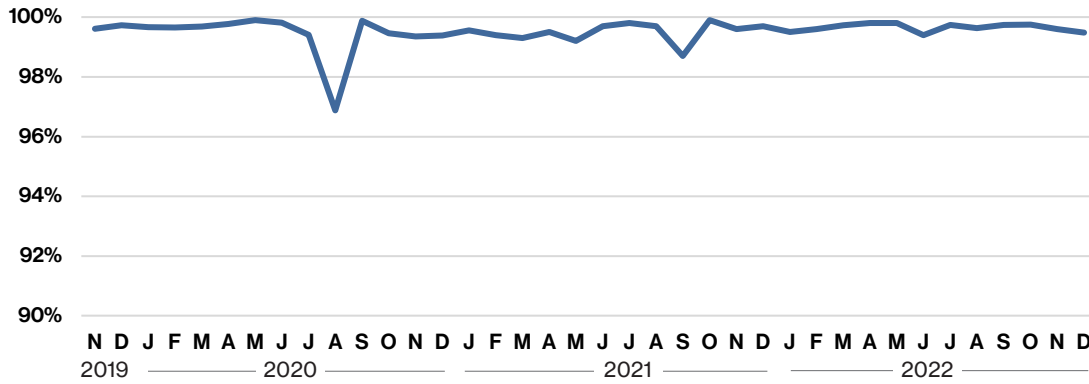


Long Island Rail Road

PERFORMANCE

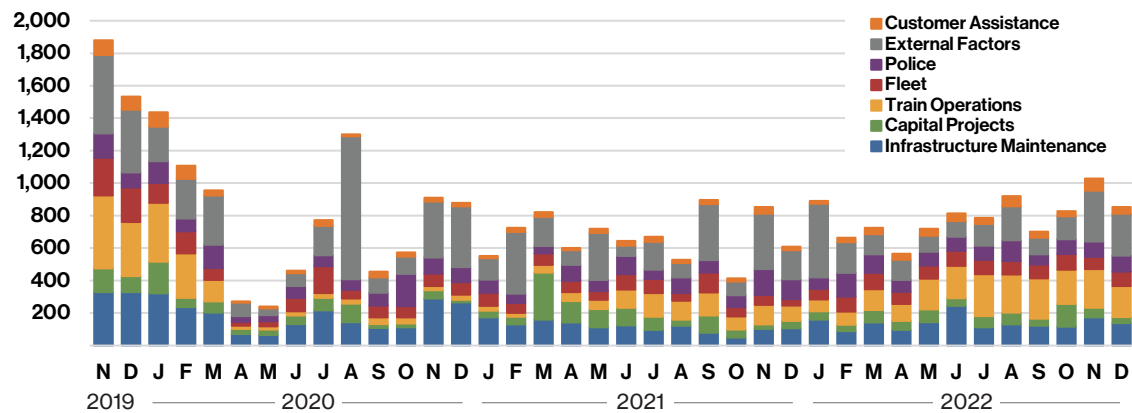
Service Delivered

The share of scheduled train trips completed



Delays by Type

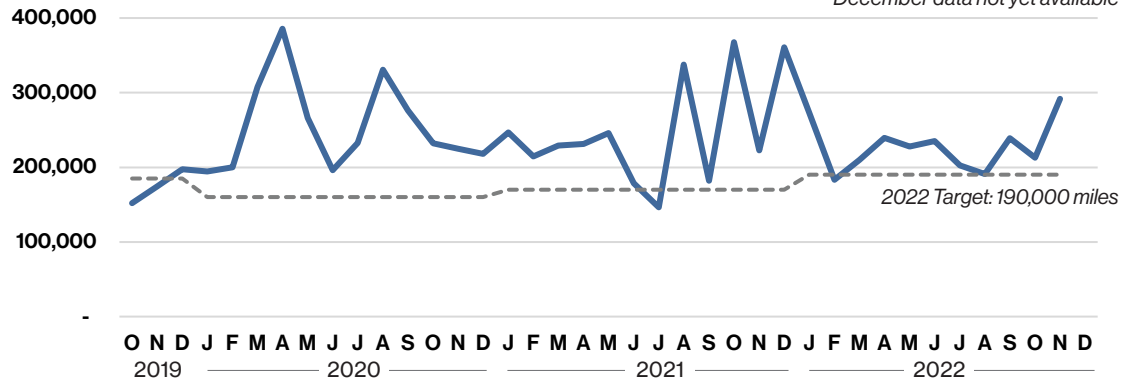
The number of delayed trains by type of delay



Mean Distance Between Failures

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

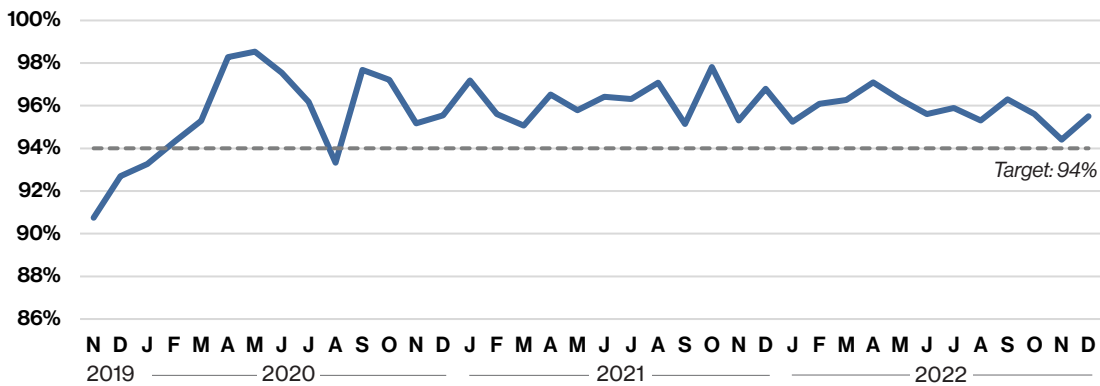
December data not yet available



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	96.8%	Oyster Bay	95.6%
Far Rockaway	97.9%	Port Jefferson	91.4%
Hempstead	95.2%	Port Washington	96.2%
Huntington	93.9%	Ronkonkoma	93.9%
Long Beach	94.0%	West Hempstead	97.6%
Montauk	96.1%		

Data Review

For the month of December, on-time performance was 95.5%, above the goal of 94%. 2022 year-to-date on-time performance is 95.8%, which is above the goal and less than one percent lower than last year. Ten out of eleven branches, excluding the Hempstead Branch, operated at or above their goal year to date. Nine branches met their goals for the month of December.

December saw six incidents that resulted in ten or more late, cancelled, or terminated trains. The most significant delays were due to a flooding condition at Long Beach on December 23. The event caused 58 late trains, delayed our customers an average of 11 minutes, and reduced our total monthly on-time performance by less than one percent.

The fleet mean distance between failures operated at 291,693 miles in November, exceeding the target of 190,000 miles. Year-to-date performance also remains above the target.

Moving Forward

As the new year begins, LIRR is putting the finishing touches on its state-of-good-repair plan. We will be replacing ties and switch timbers at various yards, resurfacing tracks, renewing crossings, and replacing switches and rail. These state-of-good-repair improvements are some of the many efforts planned for 2023 to maintain our infrastructure and make our system more reliable.

MTA Replacing the Cherry Valley Road Bridge in Garden City

More reliability improvements are coming to the LIRR. MTA Construction & Development and LIRR are replacing the existing 10'-4" Cherry Valley Road Bridge in Garden City along the Hempstead Branch, which will have greater vertical clearance, reduce maintenance needs, and bring the structure into a state-of-good-repair.

When the bridge was built in 1871, vehicular traffic below was significantly different than what it is today. With a vertical clearance of only 10'-4", bridge strikes by vehicles have been a common occurrence at this location. When these strikes occur, LIRR must put a temporary hold on train operations over the bridge until crews can inspect and authorize the resumption of rail operations. This leads to lengthy delays for LIRR customers and unplanned detours for drivers.



Truck strike at Cherry Valley Road Bridge

The age of the bridge and frequency of bridge strikes have made replacement a priority for both LIRR and the Town of Hempstead. The new bridge will raise the LIRR

tracks and bridge structure to 14 feet above the roadway, meeting current NYS Department of Transportation standards and ensuring a useful life of 75 years. The increased clearance will virtually eliminate bridge strikes by trucks, thus ensuring more reliable and safe railroad operations for both passengers and drivers. Key remaining elements of the project include development of a final design for a new bridge, removal of the existing bridge superstructure, fabrication and installation of a new steel thru-girder bridge, modification of abutments, and other alterations to support a new higher elevation track profile.



MTA crews work on the Cherry Valley Rd. Bridge

Construction on the \$40.8 million project began in November of 2021 and is scheduled to be complete

by the end of this year. Work on both abutments, the sidewalk, and the curb are complete, and major construction elements are currently underway.

CUSTOMERS & COMMUNITIES

Robust Outreach Continues as LIRR Third Track Winds Down



Mineola Mayor Pereira tours the Mineola Station construction progress

On Thursday, January 12, LIRR Third Track Project Executive Anthony Tufano and LIRR Sr. Director of External Affairs Hector Garcia conducted a site visit of the Mineola LIRR Station with Mineola Mayor Park Pereira. The Mayor was briefed on the status of Mineola Station construction and discussed open issues.

Improvements to Mineola Station include new platforms to accommodate 12-car trains, new pedestrian overpass, refurbished station building, platform canopies, new platform furnishings and accoutrements, CCTV security cameras, Wi-Fi, USB charging stations, and digital information displays. Modernizing the Mineola Station is critical, as it is one of LIRR's busiest stations and provides access to three LIRR branches, including Port Jefferson, Ronkonkoma, and Oyster Bay, as well as the Nassau Inter-County Express Bus.

This meeting exemplifies the spirit of the unprecedented community outreach that was promised during the early stages of the project. Throughout construction, the MTA Construction & Development project team, LIRR External Affairs, and our design build contractor, 3rd Track Constructors, coordinated and conducted public outreach to keep commuters and local stakeholders updated on construction impacts. We also worked together to resolve issues with local villages, businesses, and adjacent property owners. As the project nears completion, we are making sure that all our commitments are met and that our working relationships with these communities remain strong for future projects.

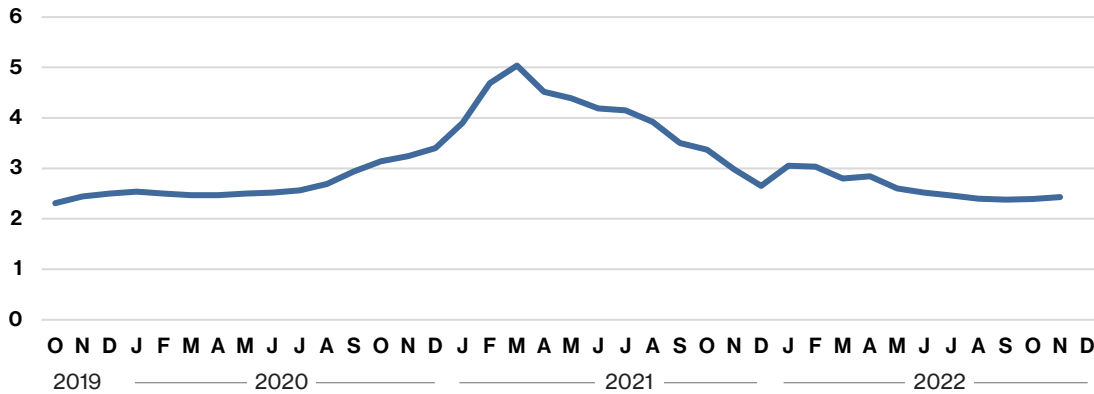


Construction progressing at Mineola Station

Customer Accident Rate

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

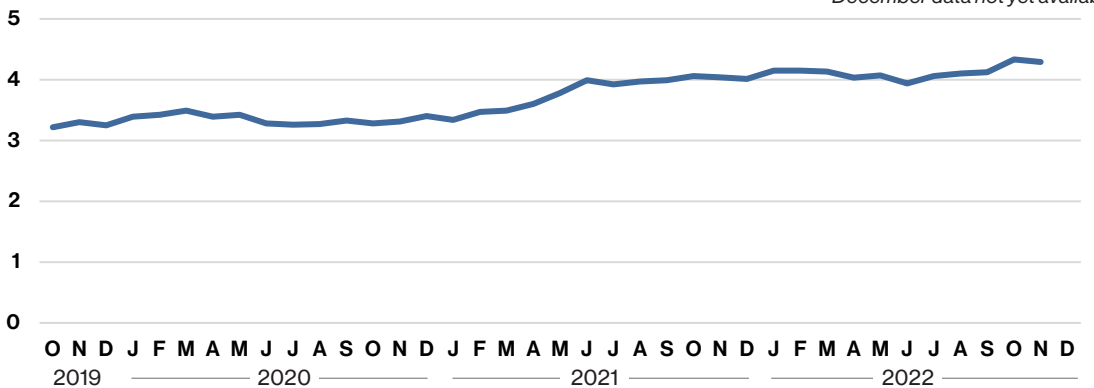
December data not yet available



Employee Lost Time Injury Rate

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

December data not yet available



Data Review

The reportable customer injury rate decreased from 2.98 to 2.43 per one million customers in the current 12-month reporting period, December 2021 through November 2022, compared to the prior 12 months. The reportable employee lost time injury rate increased from 4.04 to 4.29 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

LIRR continues to engage customers and employees with a variety of safety education events. Students at Lindenhurst and Sayville schools attended TRACKS program events, and an Operation Lifesaver event was held at Bethpage Station. On January 11, LIRR held its quarterly Safety Focus Day engaging employees in conversations about how they are practicing railroad safety. We also awarded 74 winners of our Housekeeping Contest, recognizing employees who eliminate potential workplace hazards that can lead to slips and trips, and other injuries.

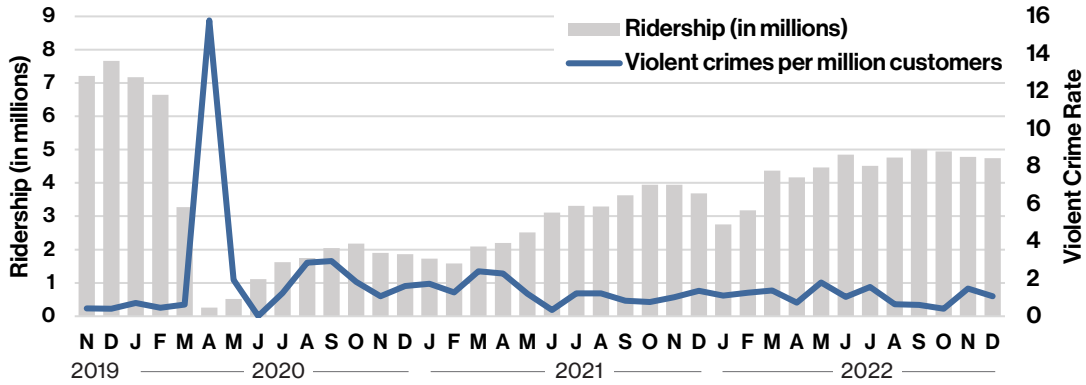


SAFETY & SECURITY

Major Crimes Against Customers

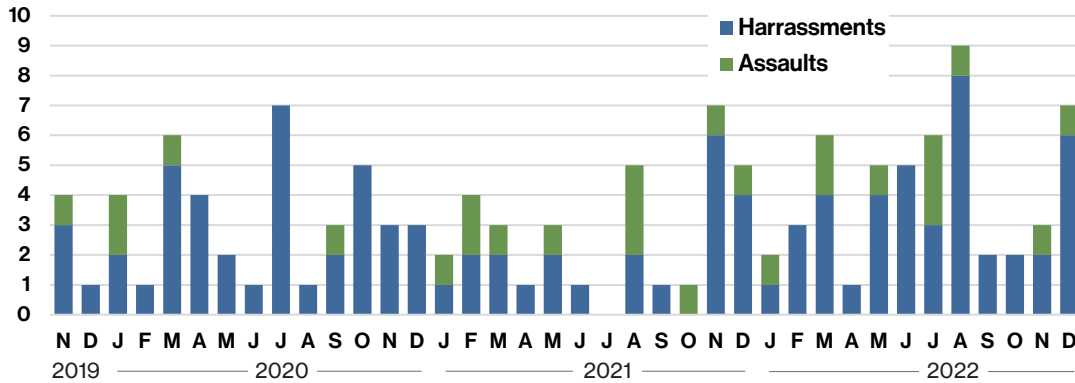
The rate of all violent crimes (murder, rape, robbery, felony assault, grand larceny) against customers, per million customers

December data subject to change



Assaults and Harassments Against Employees

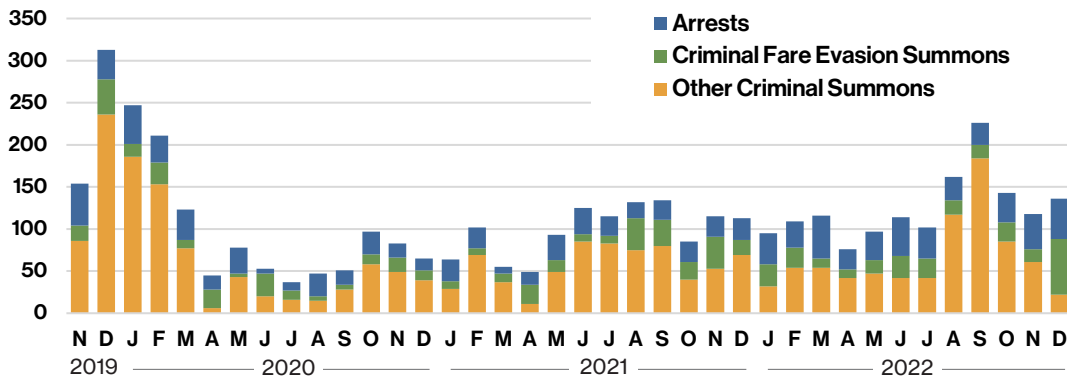
The number of assaults and harassments against LIRR employees, per NYS criminal law



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

December data subject to change



30

30

8:03 AM

 Metro-North Railroad



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
- Randolph Glucksman
- David Mack
- Harold Porr III
- Vinnie Tessitore
- Midori Valdivia
- Neal Zuckerman