

TO MAIN CONCOURSE ♦ METRO-NORTH ♦ SUBWAY  
ELEVATORS TO 44TH ST ♦ MAIN CONCOURSE ♦ METRO-NORTH

EXIT

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

February 2023

TRACK  
01

1:13AM



No train currently  
boarding on  
this track

CONCOURSE ♦ 48TH STREET

↑ TRACKS 201-202

TRACKS 203-204 AND

**Governor Kathy Hochul and MTA Chair & CEO Janno Lieber take in the sights of Grand Central Madison after disembarking from the inaugural train ride to the brand new concourse. "Grand Central Madison is a game changer for New Yorkers, and I look forward to welcoming Long Island commuters to our tremendous new terminal," Governor Hochul said. "Infrastructure is all about connections, and this project is an extraordinary step forward to better connect millions of New Yorkers with their homes, their families and their jobs."**

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

2 Broadway • New York, NY 10004  
February 21, 2023

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Visit <https://new.mta.info/transparency/board-and-committee-meetings/february-2023> or scan the QR code for Board action staff summaries, administrative items, and information items.



Visit [metrics.mta.info](https://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**

## **Grand Central Madison Month One / Full Service On Deck**

With almost one month in the books and an expansion to full service about to take place, the reviews for both Grand Central Madison (GCM) and the initial *Grand Central Direct* shuttle service have been overwhelmingly positive. We've loved showing off our new terminal to customers and watching them not only react to the big and beautiful space but utilize it in a way that suits their individual needs. It's a new era of flexibility for Long Island Rail Road customers, and we're confident that it'll be a place that they'll be proud to call home for generations to come.

As for GCM's first ever ridership figures – beginning with the grand opening on January 25 and through February 10, we transported an average of 4,817 daily customers (5,211 customers on an average weekday and 3,535 customers on an average weekend). We certainly expect those numbers to increase considerably in the coming weeks.

Full service to Grand Central Madison begins with our Monday, February 27 timetable change, and we want everyone to know that no matter where or when you ride, your trip will change.

On that date, rush hour service to Manhattan will increase and be split between Penn Station and Grand Central Madison. 271 trains will be added to the weekday schedule, bringing us to a total of 936 daily trains – almost 300 of which will operate to or from GCM. We're also providing greatly expanded reverse-peak service on the Port Jefferson and Ronkonkoma branches.

There will be more early morning, midday, evening, weekend, and reverse peak trains – and, with the exception of our Port Washington Branch trains, all trains will stop in Jamaica. There will also be more trains to and from Brooklyn - though most will either originate or terminate in Jamaica, where most customers will likely have to transfer to complete their trip. We're increasing service to or from Atlantic Terminal by 30% over current daily service levels. Trains will run every 12 minutes during peak and reverse-peak times and every 20 minutes during middays, nights and weekends. All Brooklyn trains will make stops at Nostrand Avenue and East New York, which provides a nice boost of service to those communities.

A 41% overall service increase will bring about a lot of newness and change so I strongly recommend that our customers download and use the TrainTime app or refer to our website at [new.mta.info/GrandCentralMadison](http://new.mta.info/GrandCentralMadison) for up-to-date scheduling info and trip planning information.

### Two Railroads, One Ticket

Now that Metro-North and LIRR share a common terminal, it's only fitting that they have a ticket in common – so, get ready for Combo Ticket! Combo Ticket makes traveling between LIRR and Metro-North stations easier, cheaper, and more accessible.

Start a trip on one railroad and transfer to the other railroad at Grand Central for a flat \$8 fee! From there, you can travel anywhere in that system – so, the farther you travel, the more you'll save. Beginning February 27 with the debut of full service to Grand Central Madison, Combo Ticket will be available for purchase from Ticket Machines, the TrainTime app, and all ticket offices outside of Manhattan.

In these final weeks leading up to full service, crews of both railroads have been busy with testing and maintenance of all ticketing systems, including Ticket Machines, to ensure a successful debut. For more information and helpful travel tips, visit our Combo Ticket webpage at [new.mta.info/fares/combo-ticket](http://new.mta.info/fares/combo-ticket)

See the best of both service territories and enjoy the freedom, convenience, and the savings!

### January Ridership Rundown

In January 2023, LIRR served 4.6 million customers, a ridership increase of 66.3% from last January and representing 64.6 % of January 2019's ridership.

Metro-North served 4.5 million customers in January 2023, a ridership increase of 86% from last January and representing 65.2% of January 2019's ridership.

# 41%

increase in overall LIRR service with the introduction of full GCM schedule

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# 4.5M

customers served by Metro-North in January 2023

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# 4,817

average daily ridership to and from Grand Central Madison between Jan 25 and Feb 10

# MESSAGE FROM THE PRESIDENT

More detailed analysis can be found in the ridership narratives for each railroad a little later on in this book.

## “OH”-T-P Record for LIRR

97.69% marks the best total on-time performance for a January at the Long Island Rail Road... ever.

Yes, the favorable weather conditions so far this winter certainly haven't hurt, but as our Senior Operations VP Rob Free would say, "You can't run an efficient railroad if you don't have a safe railroad." I couldn't agree more, and great OTP figures like these are proof that these two things are not mutually exclusive.

Congratulations to not only our front-line Transportation crews and train movement personnel, but also to our Equipment/Mechanical/Safety and Engineering professionals who make it all possible

On the Metro-North side, January's systemwide OTP was an also-impressive 98.3%, well above the 94% goal and once again reflective of a true team effort to ensure that our equipment, right-of-way, and customers are cared for and protected to the greatest extent possible as we aim to maximize timeliness and efficiency in our service.

Kudos and thanks to both teams!

## Hail to the Chief Along the West Side

It isn't every day that one of your yards gets a visit from the Commander-in-Chief, but that happened back on January 31. That day, the maintenance shop of the LIRR's West Side Yard was the site of President Joe Biden's announcement that the federal government is committing \$292 million towards a critical early phase of the Hudson Tunnel Project that, upon completion, will improve reliability on Amtrak's Northeast Corridor. Orange-vested LIRR employees, many of whom were involved in preparing for the visit, flanked the president as he spoke from the podium. Governor Kathy Hochul, Senator Chuck Schumer, and MTA Chair and CEO Janno Lieber were among the attendees. The allocation is one of nine projects nationwide helped as part of the Bipartisan Infrastructure Law's discretionary grant program.

## Sandy-Inspired Strengthening in Long Island City

More than ten years after Superstorm Sandy hit the region, there's still much work to be done to repair, strengthen and prevent. One such project is in full swing at Long Island City Yard, where we're in the process of constructing a perimeter flood wall with 9 flood gates, 3 pumping stations with backup generations, and a new electrified pair of tracks for equipment cleaning.

Crews have been busy throughout the winter, excavating and installing drilled shafts and placing concrete for footings. The scope of work also includes utility pole relocation and yard lighting restoration.

The contract for this work was awarded a little over a year ago, and we expect beneficial use in the spring of 2024.

### **Stamford Station Work & Metro-North Schedule Changes**

The Connecticut Department of Transportation (DOT) began work this past Monday, February 13, to replace platform elevators and escalators at Stamford station, Metro-North's busiest station outside of Grand Central Terminal. The project plan calls for the contractor to replace elevators on each platform one at a time. Connecticut DOT advised us that federal regulations stipulate that we are not allowed to board or detain any passengers on a platform while an elevator is being replaced, which reduces the capacity for handling customers and trains. As a result, we developed a service plan that maximizes utilization of the remaining two platforms at this busy station for passenger handling and train movements.

The adjusted service plan suspends the Stamford stop on four westbound and three eastbound AM Peak trains and on six eastbound PM Peak trains. We made the adjusted schedules available to the public and began displaying information on station video monitors three weeks before the platform closure; train crews made announcements on the affected trains for two weeks before the adjustment and Connecticut DOT issued a press release early last week. The DOT expects that the Track 2 platform outage will be completed in August 2023, with overall project completion anticipated for May 2024.

### **110 Candles for GCT**

There is no other building in the world that has such a rich and inspiring legacy than Grand Central Terminal and this month we celebrated its 110th birthday. MTA officials, including NYCT President Richard Davey, and I marked this occasion by greeting commuters arriving at the terminal with a small token commemorating the 110th anniversary of GCT. Grand Central Terminal, one of New York's iconic landmarks, opened its doors on February 2, 1913. Before becoming the home to Metro-North Railroad in 1983 and undergoing a complete renovation under the MTA between 1994 and 1998, the building was near destruction.

In 1975, the terminal was threatened by a redevelopment project but was rescued by the advocacy of former First Lady Jacqueline Kennedy Onassis and the approval of the United States Supreme Court – and added to the National Register of Historic Places the following year.

One hundred and ten years after opening, 44 years after being saved from the demolition, 24 years after its rededication by the MTA, and 16 months after the MTA completed a historic



# MESSAGE FROM THE PRESIDENT

upgrade to expand the capacity of the New York City Subway's 42 St Shuttle, Grand Central has begun a new chapter as the expanded house of the two busiest commuter railroads in the country.

## Beacon Track 3 Work Progresses

I'm excited to share some updates about the ongoing capital program for the Upper Hudson Line. As part of this program, we have included the restoration of the Track 3 Beacon Station platform, which has played a crucial role in providing customer service and efficient train operations while maintenance work takes place on the Upper Hudson.

Beacon is the only station with a third track and platform in the 35 miles between Cortlandt, just north of Croton-Harmon, and Poughkeepsie.

The line segment handles 64 Metro-North and 24 Amtrak weekday trains, as well as 46 Metro-North and 18 Amtrak weekend trains. Track 3 is an existing track that was built in the 1990s with a temporary platform to support a substantial infrastructure-renewal project. The temporary platform surface was removed when the projects were completed, but we left the base structure to support another temporary platform if it was needed in the future.

That foresight was rewarded during the current capital program when we restored the platform surface and built a new ADA-compliant ramp, allowing us to maintain our line capacity and provide better service during significant trackwork projects.

Now, whether we're working on the Beacon main platform refurbishment, the Hudson plow-train project, periodic tie and rail replacement, or whatever the project may be, we have a newly restored platform where two trains can pass each other instead of having to run a single-track operation on a busy main line. This would require a schedule rewrite for Metro-North and for New York State-supported Amtrak trains, and would likely require service reductions and lead to train delays.

The restored platform is also a place where we can turn around our weekday peak-hour Beacon Bullet express trains without causing congestion on the main line, and it will also prove its usefulness in the fall foliage season, when we can turn around some of our weekend Leaf Peeper trains there.

## A Collab with a Mission

Earlier this month, the LIRR and Metro-North Accessibility Task Force came together for their first joint meeting. The meeting was attended by the MTA Office of Accessibility and agencies representing people with disabilities along LIRR and Metro-North territories.



This was a great opportunity for our two railroads to discuss and exchange ideas about ADA best practices. The task force goal is to work together with other government organizations to create an accessible and inclusive transportation system for all.

The MTA Office of Accessibility provided a summary of recent initiatives, including employee training, TrainTime app, website accessibility, and increasing accessibility information.

The discussion also included Grand Central Madison accessible pathways and accommodations. In addition, LIRR and Metro-North Capital Projects shared campaigns that were focused on installing new elevators, accessible ramps, and platform repair improvements including tactile warning strips.

It was a productive meeting with feedback on various topics ranging from GCM wayfinding improvements to other accessibility initiatives.

### **Thank you, Dave!**

And I wouldn't want to wrap-up this month without bidding a fond farewell and congratulations to Metro-North's outgoing Vice President - Maintenance of Way, David Melillo, who leaves after 30 years. Dave, you were a champion of safety and took great care of our structures and right-of-way throughout your illustrious career. Enjoy a long, healthy and well-earned retirement!



1234 5678 9012

WE SERVE WITH PRIDE

1234

TRACK 3041 A

EMERGENCY ACCESS WINDOW  
KNOW IN ALL COUNTRIES

# LONG ISLAND RAIL ROAD

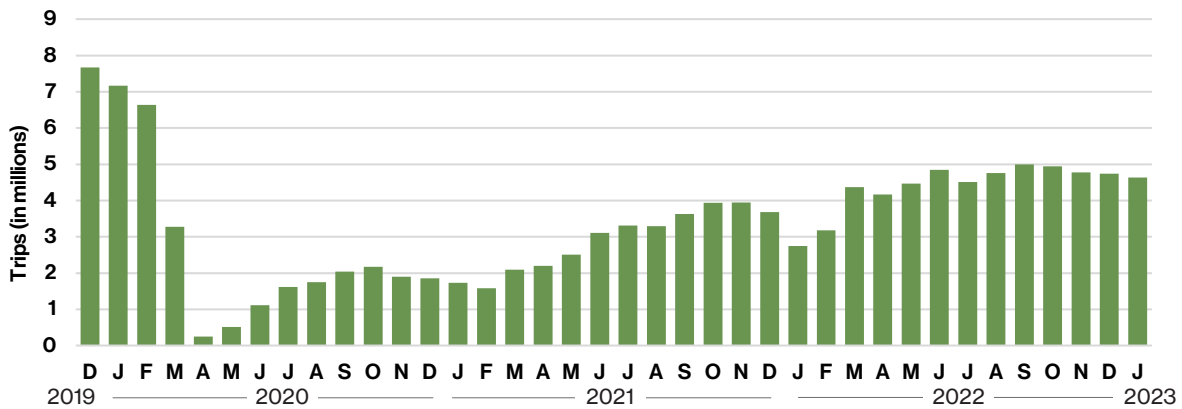


# Long Island Rail Road

## RIDERSHIP

### Monthly Ridership

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



### Data Review

Month-over-month ridership on the LIRR has been steadily declining throughout the past few months; however, January 2023 ridership saw substantial increases compared to the previous year. Specifically, January 2023 ridership increased 66.3% compared to last January, and commutation ridership (i.e., those who use LIRR for work trips) grew at a rapid pace compared to last year. The introduction of special fares, including the 10% discount off the Monthly ticket and the new 20-trip ticket, along with more people returning to offices contributed to the rise in commutation ridership. Additionally, non-commutation ridership (i.e., those who use LIRR for non-work trips) also increased in January, as customers took advantage of the warm and favorable weather conditions this time of year.

Average weekday ridership in January decreased nearly 4% compared to last month, attributed primarily to the two holidays observed during workdays this month. Conversely, average weekend ridership decreased nearly 2% on Saturdays and 7% on Sundays compared to last month, mainly due to weekend holiday travel.

### Moving Forward

The historic opening of LIRR's *Grand Central Direct* service between Jamaica and Grand Central Madison generated an average daily ridership of 4,760 customers during the first seven days of service. LIRR saw 5,230 customers on an average weekday and 3,580 customers on an average weekend. Year-to-date, GCM average daily ridership was 4,865 customers (5,308 customers on an average weekday and 3,535 customers on an average weekend). Full service into Grand Central Madison will officially begin on Monday, February 27, giving LIRR riders new options for reaching New York City.



# FINANCIAL RESULTS

## 2023 Revenues & Expenses, January Year-to-Date

\$ in millions

	Budget	Actual	Variance
<b>Total Non-Reimbursable Revenues</b>	<b>\$41.4</b>	<b>\$44.1</b>	<b>\$2.7</b>
Farebox Revenues	\$39.4	\$40.5	\$1.1
Other Revenues	\$2.0	\$3.6	\$1.6
<b>Total Non-Reimbursable Expenses</b>	<b>\$161.7</b>	<b>\$149.3</b>	<b>\$12.4</b>
Labor Expenses	\$122.4	\$113.1	\$9.3
Non-Labor Expenses	\$39.3	\$36.2	\$3.1
<b>Non Cash Liabilities</b>	<b>\$37.9</b>	<b>\$38.8</b>	<b>(\$0.9)</b>
<b>Net Surplus /(Deficit) - Accrued</b>	<b>(\$158.2)</b>	<b>(\$144.0)</b>	<b>\$14.1</b>

## Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	7,032	6,668	363
Reimbursable	1,007	925	82
<b>Total Positions</b>	<b>8,038</b>	<b>7,593</b>	<b>445</b>

## Data Review

Through January, farebox revenue was \$1.1 million higher than the budget due to higher-than-expected ridership, partially offset by lower yield per passenger. The budget for revenue is based on the revised McKinsey & Co. ridership projection.

Labor expenses are lower than the budget by \$9.3 million due to existing vacant positions and their associated fringe costs, and the timing of reimbursable overhead. At the end of January, there were 445 vacancies compared to the budget. Non-labor expenses are lower than the budget by \$3.1 million, driven by the timing of material usage and professional service contract expenses.

December 2022 year-to-date non-reimbursable operating results were favorable to the November forecast. Non-reimbursable revenues were favorable to the forecast primarily due to the receipt of Federal COVID funding. Non-reimbursable expenses before non-cash adjustments were favorable to the forecast primarily due to labor savings as a result of vacant positions and their associated fringe costs and less overtime.

## Moving Forward

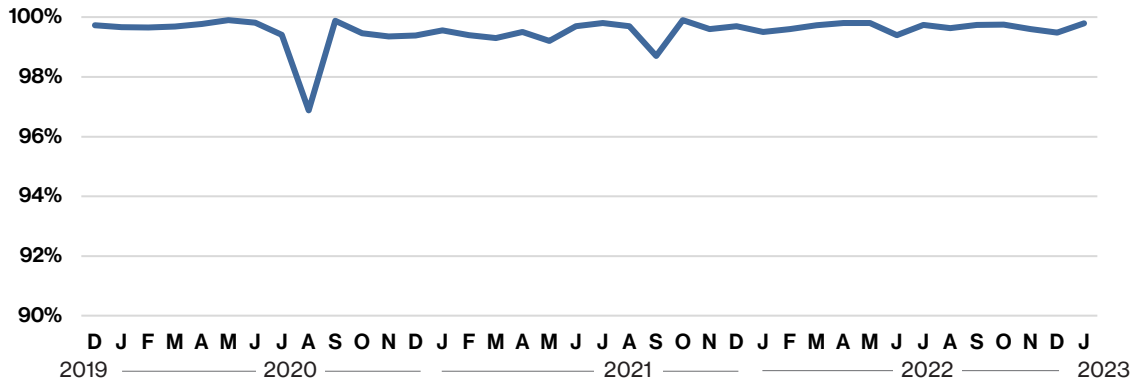
We are aggressively moving forward to fill all vacancies at LIRR. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

# Long Island Rail Road

## PERFORMANCE

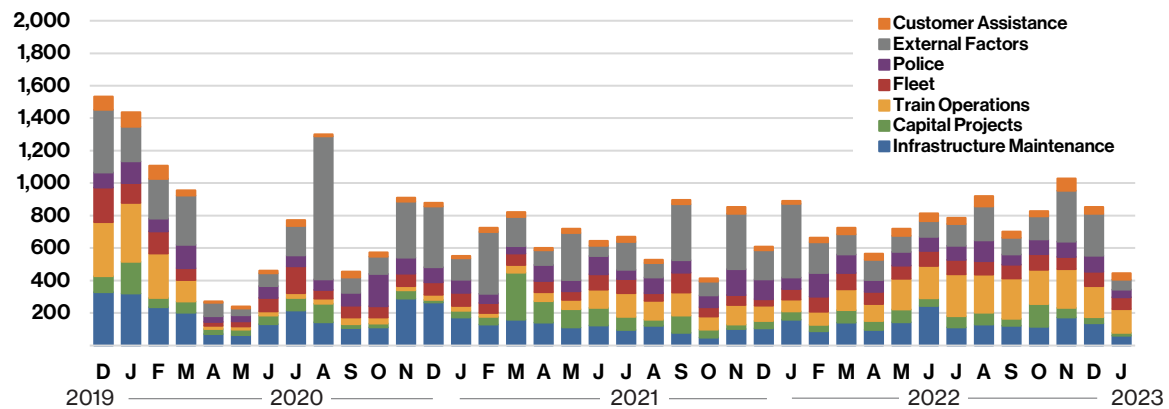
### Service Delivered

The share of scheduled train trips completed



### Delays by Type

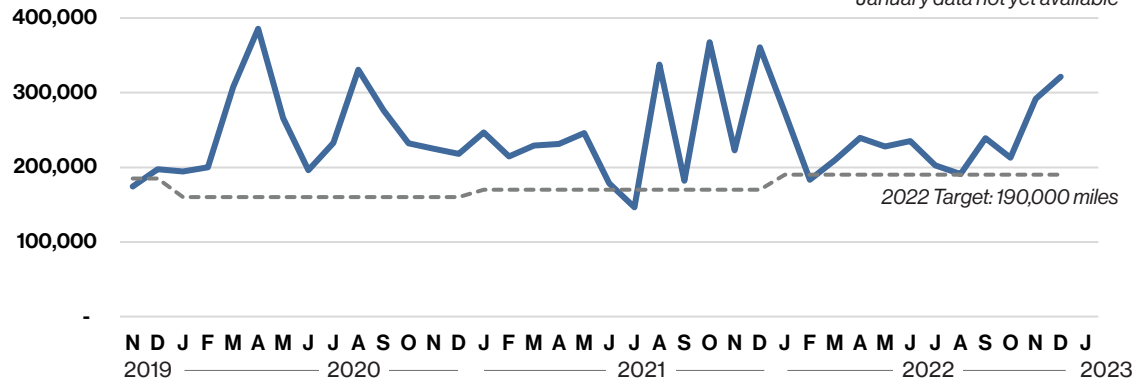
The number of delayed trains by type of delay



### Mean Distance Between Failures

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

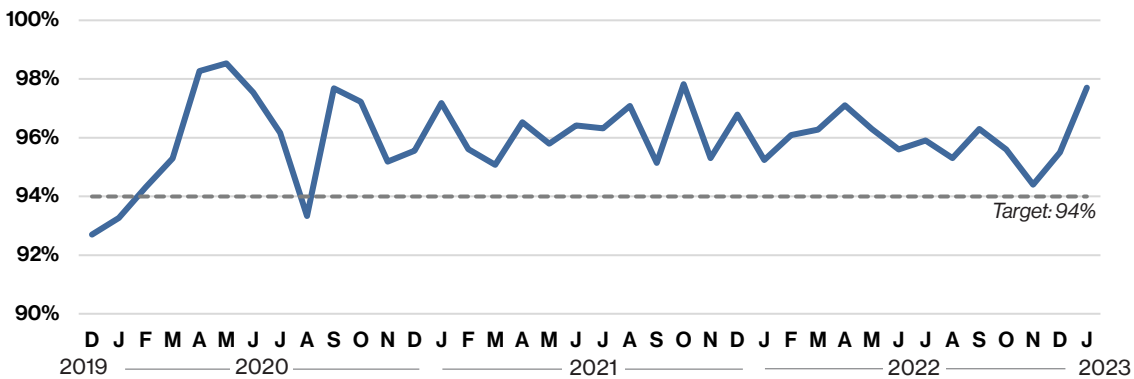
January data not yet available



# 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	98.2%	Montauk	97.3%
Far Rockaway	99.1%	Oyster Bay	98.2%
Grand Central Direct	100%	Port Jefferson	95.2%
Hempstead	97.4%	Port Washington	98.1%
Huntington	96.1%	Ronkonkoma	96.8%
Long Beach	98.3%	West Hempstead	98.7%

## Data Review

For the month of January, on-time performance (OTP) was 97.7%, above the goal of 94% and 2.5% higher than last year. Morning peak OTP was 97.3%, afternoon peak was 97.1%, and off peak was 97.8%. All 12 LIRR branches operated at or above their goal for January.

There were only two incidents this month that resulted in ten or more late, cancelled, or terminated trains. The most significant were delays caused by a deceased trespasser near Floral Park Station on January 13. The event caused 18 late trains, delayed our customers an average of 19 minutes, and reduced our total monthly OTP by less than one percent.

The fleet mean distance between failures (MDBF), a metric that measures the average number of miles a railcar or locomotive travels before failing or causing a delay, operated at 321,473 miles in December, exceeding the target of 190,000 miles. 2022 annual MDBF also finished well above the target.

## Moving Forward

After a successful launch in January with Grand Central Direct service between Jamaica and Manhattan’s East Side, Grand Central Madison will be opening for full service beginning on February 27. There will be major changes to the existing schedules, including a 41% increase in service levels.



### Northport Station and Platform is New and Improved



*Installation of concrete slabs at Northport Station*

LIRR is replacing the high-level platform and implementing other improvements at Northport Station on the Port Jefferson Branch to provide enhanced customer safety and comfort. Located 40 miles east of Penn Station, the station was originally built in 1873. Northport's existing platform can accommodate 12 train cars.

Northport serves approximately 2,300 weekday customers and is ADA accessible via a ramp. A pedestrian overpass connects

two large parking lots, one on each side of the track. Crews are replacing the deteriorating Northport Station platform with a new 12-car, high-level concrete platform, ADA ramp, aluminum railings, platform shelters, and boiler house. The new concrete platform will be equipped with an Automatic Snow and Ice Melting System that will make the platform safer during periods of inclement weather. The platform work will be phased to allow customers continuous use of the station to board LIRR trains.

Construction began in the spring of 2022 with a budget of \$18.8 million. All west end platform slabs have been fabricated and delivered, and LIRR forces have installed 95% of the west end slabs. Crews have also completed the boiler house walls and are continuing to install the exterior brick facade and prepping for concrete stair landings. The project is approximately 25% complete and is expected to be substantially completed in the third quarter of 2023.



*Construction of the new boiler house*



# CUSTOMERS & COMMUNITIES

## LIRR Awarded \$16.5 Million for Grade Crossing Safety Projects

The MTA, in partnership with the New York State Department of Transportation, has been awarded Federal Highway Administration funding to make \$16.5 million in safety improvements at ten LIRR highway-rail grade crossings, including:

- Merritt Rd., Farmingdale
- Little East Neck Rd., Wyandanch
- 18th St., Wyandanch
- Carlls Path, Deer Park
- 4th St., Brentwood
- Brentwood Rd/ Washington Ave., Brentwood
- Carlton Ave., Central Islip
- Woodfield Rd / Eagle Ave., Hempstead
- Wellwood Ave., Lindenhurst

On Monday, February 6, LIRR briefed the Town of Islip on this award, and MTA officials are in the process of informing other municipalities to ensure that we collaborate on this important safety initiative. We will continue to engage local municipalities, agencies, and community stakeholders to provide feedback throughout the process. At this time, it is anticipated that these projects will commence in Spring 2023 and be completed in 2027.



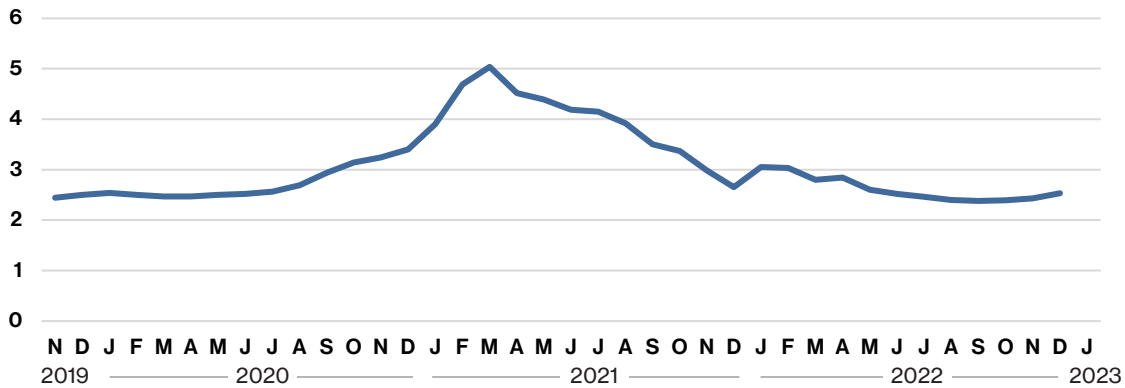
*LIRR grade crossing*

These improvements will help enhance safety for motor vehicles, pedestrians, and railroad operations at and around these grade crossings and will consist of: safety improvements to the crossings, upgrades to the traffic signal systems, interconnection of traffic signal systems to hybrid signal at the fire station; update railroad flashing-light signals and the installation of audible warning devices; the addition of enhanced pedestrian treatments and pathways; signage and pavement markings for vehicles approaching the grade crossings; roadway resurfacing and sidewalk expansion; and vegetation management.

### Customer Accident Rate

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

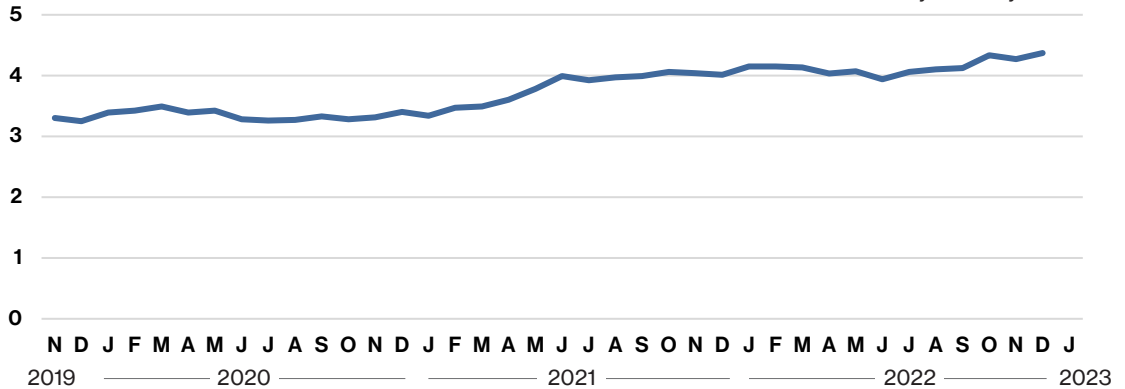
January data not yet available



### Employee Lost Time Injury Rate

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

January data not yet available



### Data Review

The reportable customer injury rate decreased from 2.65 to 2.53 per one million customers for the current 12-month reporting period, January 2022 through December 2022, compared to the prior 12 months. The reportable employee lost time injury rate increased from 4.01 to 4.37 per 200,000 working hours, compared to the prior 12 months.

### Moving Forward

During February, students from Syosset and Patchogue schools participated in LIRR's T.R.A.C.K.S. program. In partnership with MTA Police, LIRR also held two Operation Lifesaver events for customers and community members at Massapequa and Merrick Stations. Additionally, employees conducted six interdepartmental site inspections at rail yards throughout the system. These walks help identify workplace hazards and find solutions to ensure the safety of employees working in yards.

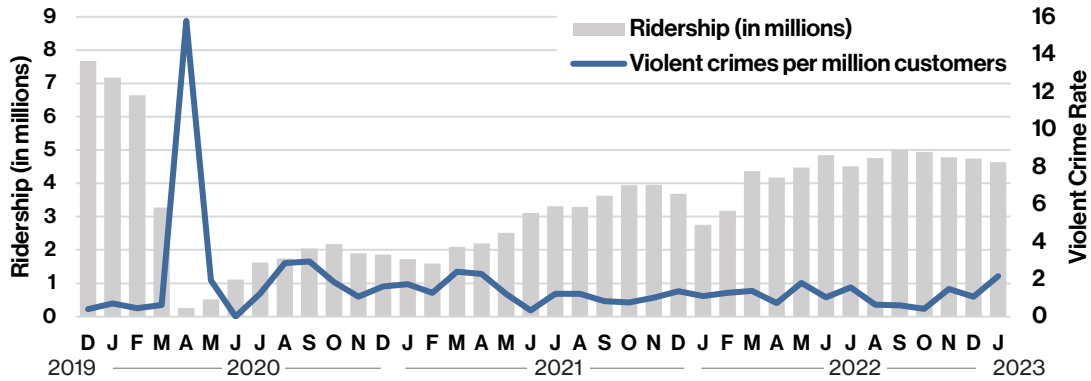


# SAFETY & SECURITY

## Major Crimes Against Customers

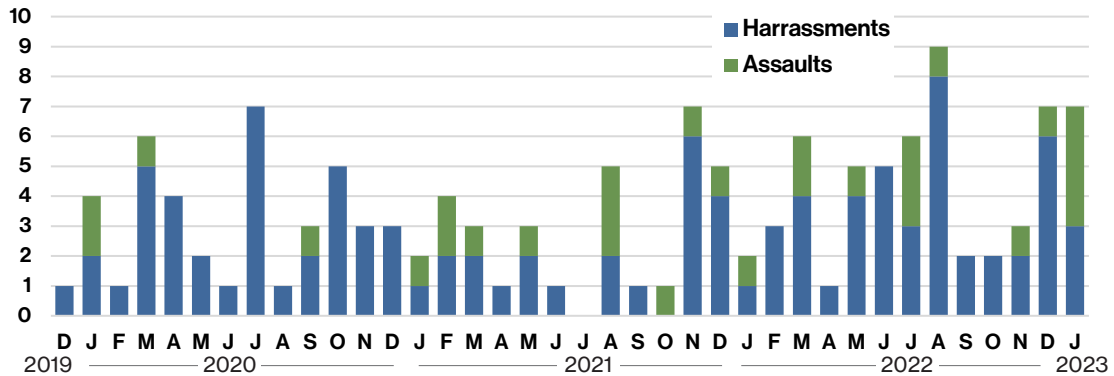
The rate of all violent crimes (murder, rape, robbery, felony assault, grand larceny) against customers, per million customers

January data subject to change



## Assaults and Harassments Against Employees

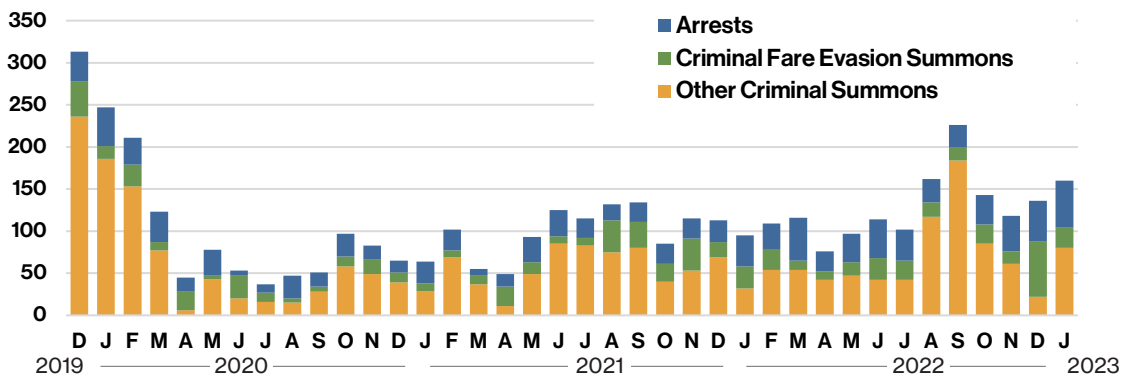
The number of assaults and harassments against LIRR employees, per NYS criminal law



## 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

January data subject to change



# METRO-NORTH RAILROAD

27

FORDHAM  
UNIVERSITY





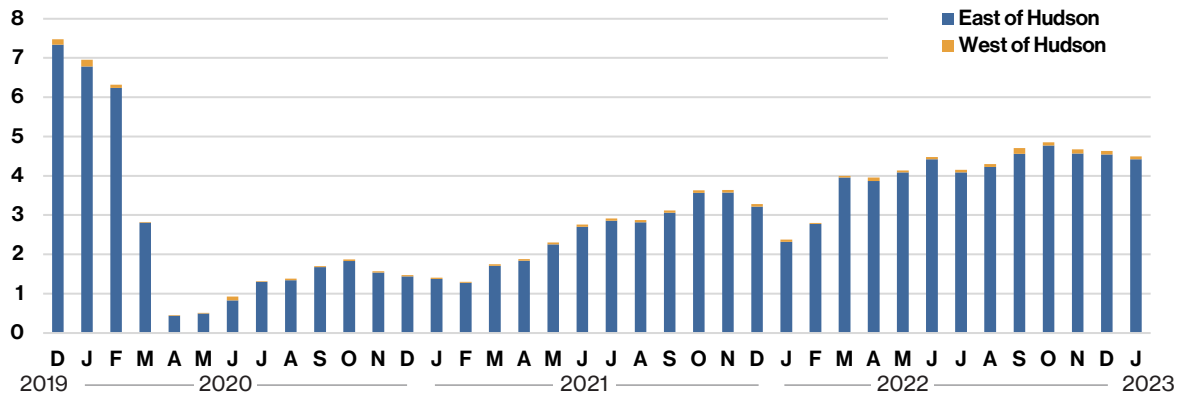
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# Metro-North Railroad

## RIDERSHIP

### Monthly Ridership

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



### Data Review

Metro-North’s January 2023 ridership of approximately 4.5 million dropped 3.0% from December 2022, as is typical in the winter, although it compares favorably with the decline experienced in the last “normal” 2019-2020 post-holiday season, when ridership fell by just over 4% from December to January.

This ridership is up 86% compared to last January, and represents approximately 65% of ridership in January 2019, up from 59% for December. Although weekday average ridership was essentially unchanged from December in real terms, it rose to 62% of January 2019, and January Tuesday through Thursday ridership against the same month in 2019 rose from 61% in December to 65% in January. Average weekend ridership declined as normal due to winter weather and the end of the holidays, dropping 12% from December.

Ridership on commutation tickets (Monthly and 20-trip) rose 15% from December, another positive sign when compared to the same period in 2019-2020, when commutation rose only 7%; this indicates growth in baseline ridership despite seasonal variations. Rides on commutation tickets now represent 42% of total sales, up from 36% in December. When One-Way Peak ticket rides are added to commutation to represent total peak ridership, these peak rides make up 67% of total ridership, up from 59% in December; for comparison, the share of total rides accounted for by these tickets in January 2019 was 77%.

### Moving Forward

The moderate seasonal ridership drop and increasing rides on peak and commutation tickets indicate that baseline ridership remains strong and appears to be growing.



# FINANCIAL RESULTS

## 2023 Revenues & Expenses, January Year-to-Date

\$ in millions

	Budget	Actual	Variance
<b>Total Non-Reimbursable Revenues</b>	<b>\$13.0</b>	<b>\$41.8</b>	<b>\$1.1</b>
Farebox Revenues	\$37.4	\$41.2	\$3.7
Other Revenues	\$3.3	\$0.6	(\$2.6)
<b>Total Non-Reimbursable Expenses</b>	<b>\$124.9</b>	<b>\$122.3</b>	<b>\$2.6</b>
Labor Expenses	\$86.4	\$87.0	(\$0.5)
Non-Labor Expenses	\$38.4	\$35.3	\$3.1
<b>Non Cash Liabilities</b>	<b>\$25.6</b>	<b>\$28.4</b>	<b>(\$2.8)</b>
<b>Net Surplus /(Deficit) - Accrued</b>	<b>(\$109.8)</b>	<b>(\$108.9)</b>	<b>\$0.9</b>

## Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	5,928	5,695	233
Reimbursable	700	593	107
<b>Total Positions</b>	<b>6,628</b>	<b>6,288</b>	<b>340</b>

## Data Review

January farebox revenue was \$3.7 million higher than the adopted budget due to higher ridership across all East of Hudson lines. Metro-North ridership through year-to-date January is 34.8% lower than 2019 ridership for the same time frame.

Labor expenses are higher than the adopted budget by \$0.5 million due to delayed hiring and lower fringe benefits partially offset by higher overtime. At the end of January, there were 396 vacancies compared to the budget and 912 vacancies against the year-end authorized headcount. Non-labor expenses are favorable to the adopted budget by \$3.1 million, primarily driven by delayed maintenance contracts.

December 2022 year-to-date non-reimbursable expenses were unfavorable to the final estimate primarily due to higher overtime costs and lower reimbursable overhead reimbursements. Partially offsetting this were favorable non-reimbursable revenues driven higher farebox revenue resulting from higher ridership and yield per passenger.

## Moving Forward

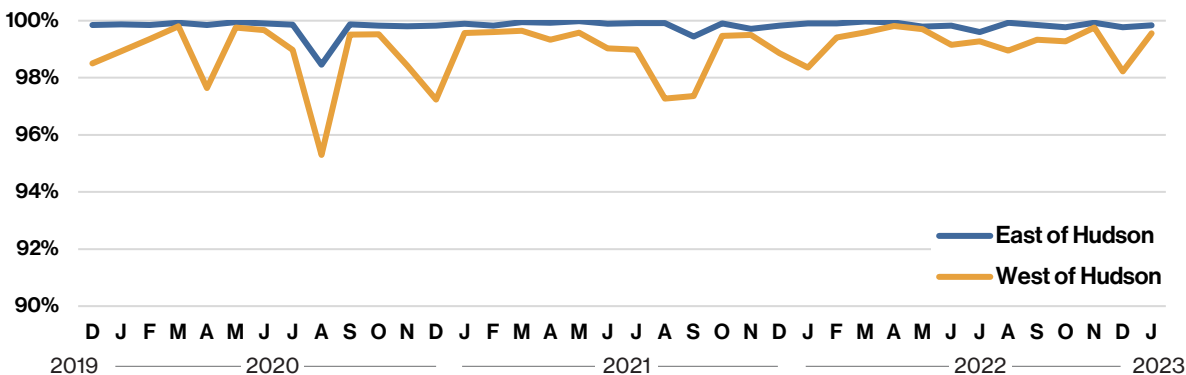
We are focused on growing staff to budgeted targets across all crafts. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

# Metro-North Railroad

## PERFORMANCE

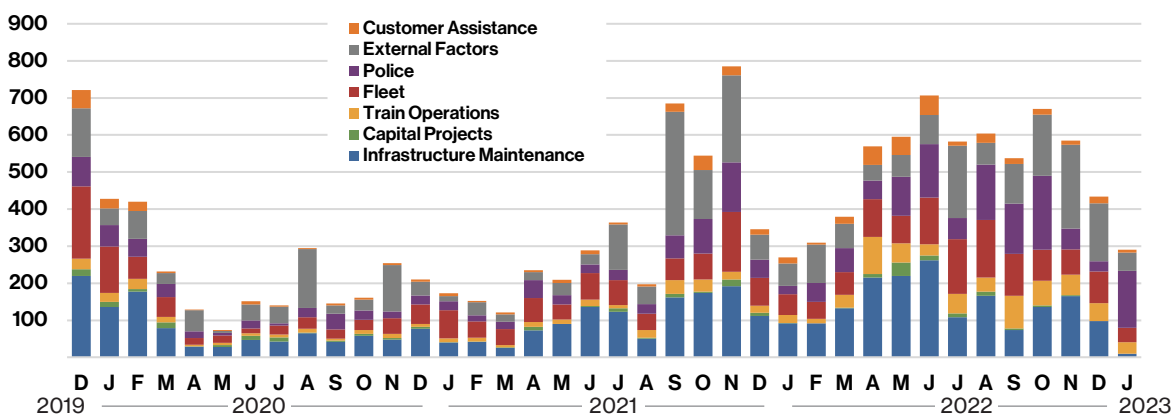
### Service Delivered

The share of scheduled train trips completed. NJ Transit operates West of Hudson trains.



### Delays by Type

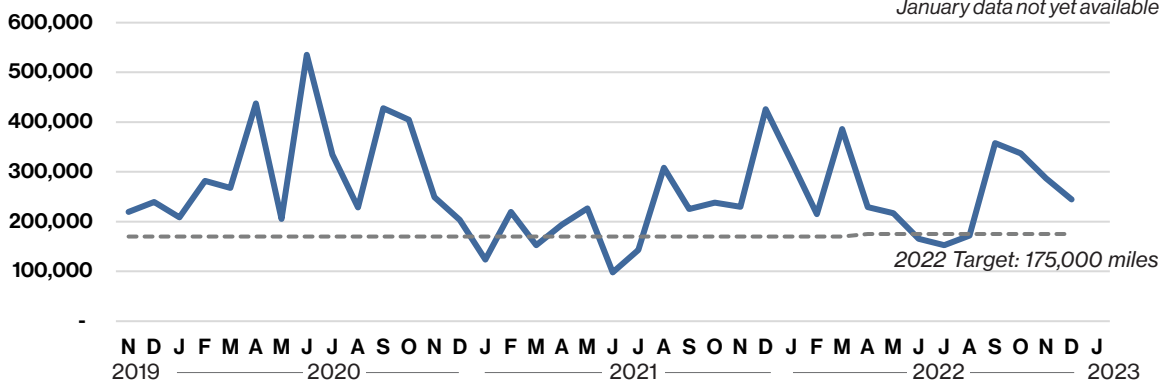
The number of delayed trains by type of delay



### Mean Distance Between Failures

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

January data not yet available

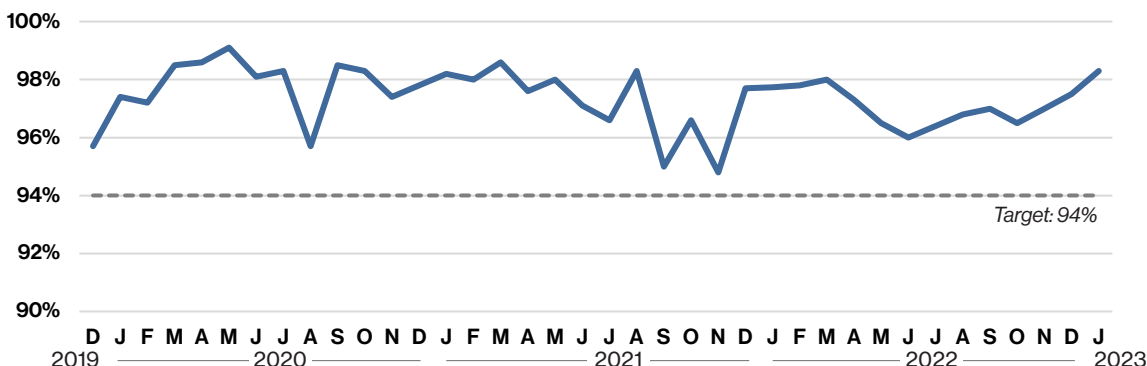




# PERFORMANCE

## On-Time Performance

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



## On-Time Performance, by Line

<b>Hudson</b>	99.1%	<b>Port Jervis</b>	96.3%
<b>Harlem</b>	97.7%	<b>Pascack Valley</b>	96.4%
<b>New Haven</b>	98.3%		

## Data Review

In January, Metro-North’s service-delivered rate, which measures the reliability of service, was 98.8%. Systemwide, OTP for January was 98.3%, above goal of 94%; since this is the first month of the year, it also represents year-to-date OTP.

One major incident negatively affected January’s on-time performance. On January 29, a trespasser incident near Melrose in the Bronx disrupted morning service and caused 124 late trains, 20 cancelled trains, and 2 terminated trains.

The MDBF for the fleet in December was 244,538 miles, 40% above the monthly goal of 175,000 miles. 2022 performance was 34% above goal at 233,617 miles between failures.

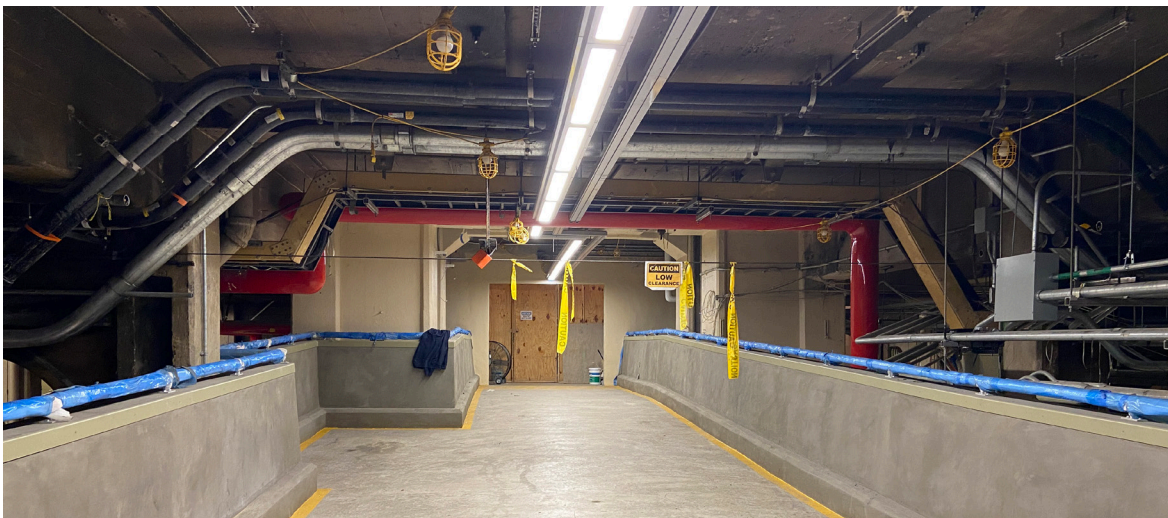
## Moving Forward

Metro-North has kicked off 2023 with strong service performance and is operating above targets. A major incident affecting service delivery was outside the railroad’s control.

Connecticut is beginning repairs to facilities at Stamford Station and requires closing select platforms. As a result, Metro-North has adjusted New Haven Line schedules to ensure service continues to operate as efficiently as possible given this significant constraint at our busiest station outside Manhattan.



### Metro-North and LIRR Unified Trash Facility Debuts at Grand Central



*MTA Construction & Development is building a unified trash facility for Metro-North and LIRR at Grand Central*

MTA Construction & Development is working with Metro-North and LIRR to develop a unified trash facility that would provide waste management for joint operation of Grand Central Terminal and the newly constructed Grand Central Madison in a more cost effective manner. This project supports the additional waste management needs that will develop due to the increase in foot traffic in both terminals.

The unified trash facility is located adjacent to Track 115 of Grand Central Terminal, and in proximity to the LIRR service corridor and South Transfer Station. Both railroads will use this facility to transport trash from Grand Central Terminal and Grand Central Madison to the Bronx North Yard.

To facilitate this operation, a new platform and direct fixation track was built along Track 115. A new bridge was also constructed to connect the Grand Central Terminal Dining Concourse level to the intermediate level of a new freight elevator, which will transport the waste to the facility. Additionally, to support Metro-North's Transportation Operations of the facility, track work was done to reconnect Grand Central Terminal track ladders to Track 115.

One of the new innovative features is the installation of Sonozaire odor neutralizer, used for odor control and air purification. The device produces ozone electronically from the oxygen in the air to oxidize odor molecules and reduce them to odorless compounds.

The construction contract has been substantially completed, and the project team is now working towards final completion in the second quarter of 2023.

# CUSTOMERS & COMMUNITIES

## Metro-North Awarded \$26 Million for Grade Crossing Safety Projects

The MTA, in partnership with the New York State Department of Transportation, has been awarded \$26.3 million in funding from the Federal Highway Administration to make safety improvements at 14 grade crossings along the Hudson and Harlem Lines on Metro-North.

The crossings are in six towns in Dutchess, Putnam, and Westchester Counties including:

- Bank Street in the Town of Wappinger;
- Old Pawling Road, Main Street, the Pedestrian crossing and South Street in the Town of Pawling;
- Dover Plains Station, Mill Street, Wheeler Road and Dover Furnace Road in the Town of Dover;
- Brewster Station, Corbin Road and Appalachian Train in the Town of Southeast;
- Manitou Station in the Town of Philipstown; and
- Virginia Road in the town of North Castle.

Metro-North has held briefings with the Towns of Dover, Pawling and North Castle and Villages of Brewster and Pawling, and are in the process of informing other municipalities to ensure that we are all working together. Additionally, Metro-North has already entered into an agreement with the Town of Dover to advance their grade crossing projects. The railroad strives to continuously engage our partners in local municipalities, agencies, and community stakeholders throughout the process. At this time, it is anticipated that these projects will commence in Spring 2023 and be completed in 2027.

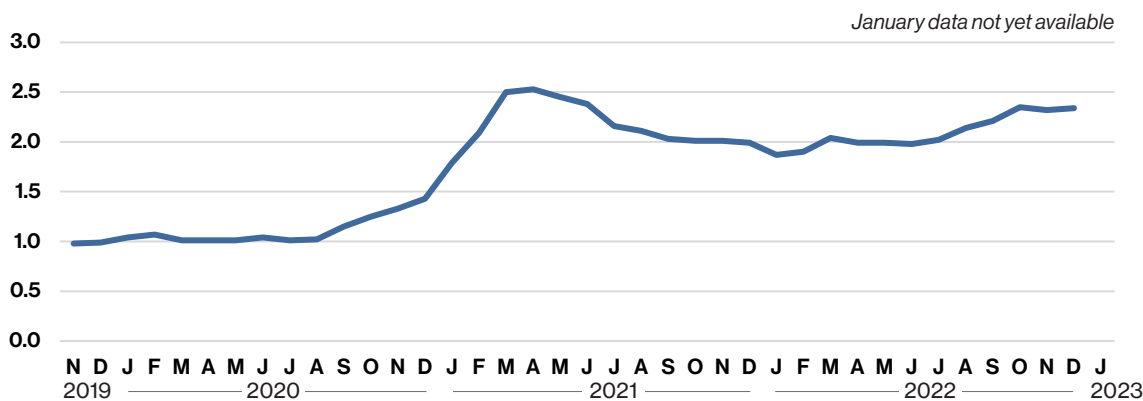
These improvements will help enhance safety for motor vehicles, pedestrians, and railroad operations at and around these grade crossings and will consist of: safety improvements to the crossings, upgrades to the traffic signal systems, interconnection of traffic signal systems; update railroad flashing-light signals and the installation of audible warning devices; the addition of enhanced pedestrian treatments and pathways; signage and pavement markings for vehicles approaching the grade crossings; roadway resurfacing and sidewalk expansion; and vegetation management.



*Metro-North grade crossing*

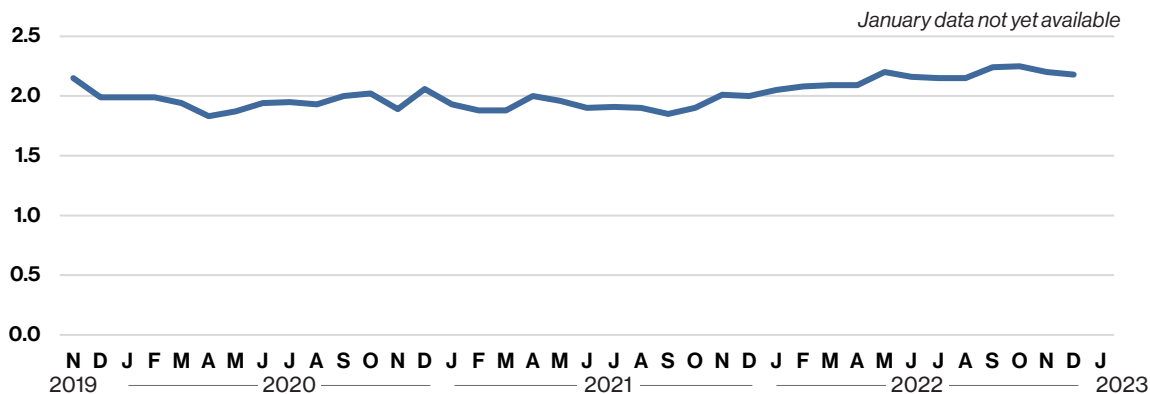
### Customer Accident Rate

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



### Employee Lost Time Injury Rate

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



### Data Review

The reportable customer injury rate increased from 1.99 to 2.34 per one million customers in the current 12-month reporting period, January 2022 through December 2022, compared to the prior 12 months. The reportable employee lost time injury rate increased from 2.00 to 2.18 per 200,000 working hours, compared to the prior 12 months.

### Moving Forward

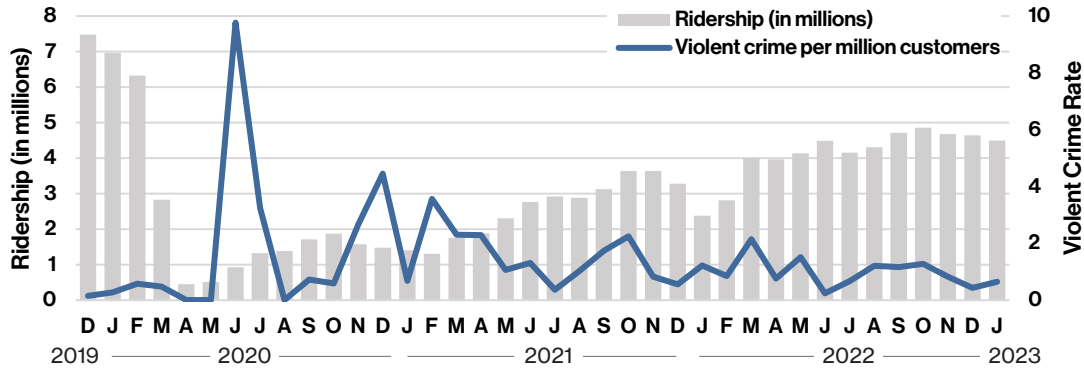
As part of the effort to reduce employee and customer injuries and help ensure a safe operation, the Metro-North Office of System Safety Field Safety team has completed 250 safety audits and inspections systemwide for the year to date at shops, yards, stations, and locations along the right-of-way. Over 1,200 were completed in 2022. Findings are shared with the Metro-North operating departments for corrective action. Examples include cleaning up yards to address issues such as slip/trip/fall hazards and coordinating with the Metro-North Right-of-Way Task Force regarding trespasser activity and access along the right-of-way.



# SAFETY & SECURITY

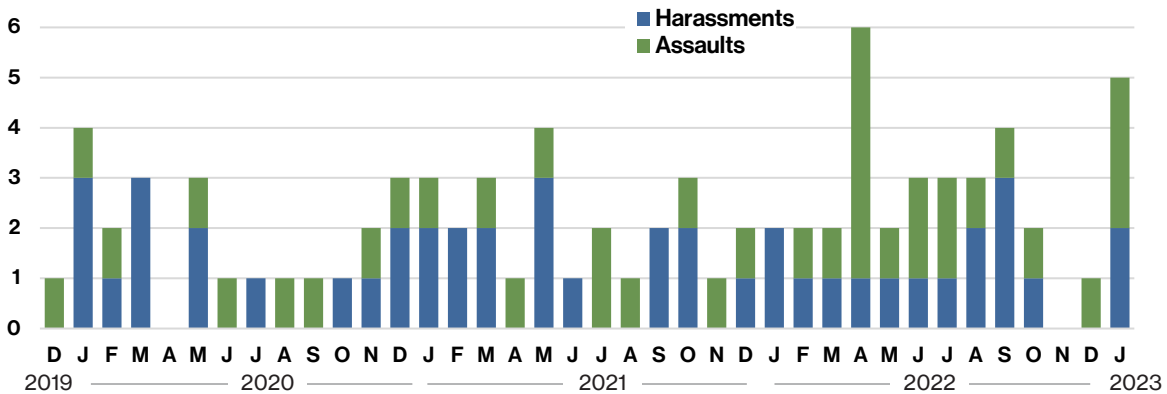
## Major Crimes Against Customers

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



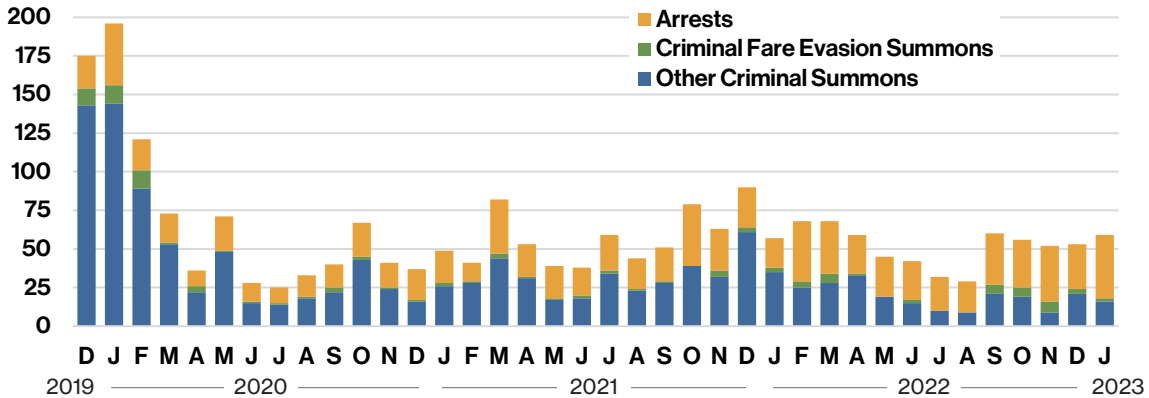
## Assaults and Harassments Against Employees

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 January data subject to change



EXIT

URSE ♦ METRO-NORT

EXIT

CONCOURSE ♦ METRO-NORTH ♦ SUBWAY

MS ♦ MAIN CONCOURSE ♦ METRO-NORTH ♦ SUBWAY

TO MAIN CONCOURSE ♦ METRO-NORTH ♦ SUBWAY

ELEVATORS TO 44TH ST ♦ MAIN CONCOURSE ♦ METRO-NORTH →





## **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