



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

March 2023



Governor Kathy Hochul, Senate Majority Leader Charles Schumer and MTA Chair and CEO Janno Lieber, along with federal and local elected officials today celebrated the official opening of Grand Central Madison with full Long Island Rail Road service, which began Monday, February 27. The new schedules provide increased service levels by a historic 41 percent and offer direct access to Midtown East, the biggest job hub in the country, provide more frequent, reliable service, including in Queens and Brooklyn, and true reverse-peak service on the Port Jefferson and Ronkonkoma Branches for the first time.

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

2 Broadway • New York, NY 10004
March 27, 2023

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



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

Full Schedule Debut & Month One Takeaways

Well, there's no doubt it's been an eventful month. Like March, it came in like a lion but saw conditions improve as the month went on. The new LIRR service plan was introduced on February 27 as the final act to years of planning and construction of Grand Central Madison and all the associated expansion projects. Never before have we offered this much service, and to this many places. The benefits to the region are many, we look forward to seeing this project reach its full potential. That said, the roll-out of the new schedules came with some growing pains.

Despite past surveys and estimates, we anticipated that some adjustments were going to have to be made once we had a firsthand look at where customers were going - and on what trains. In short order we realized that the new Grand Central Madison service was going to take some time to fully take hold and that customers were opting for Penn over GCM by an approximate 70%/30% split at first. Though an increasing number of customers are beginning to opt for GCM, some trains to Penn were initially extremely crowded.

The new schedules and the elimination of scheduled transfers at Jamaica – especially during the morning peak – were a big change for our customers, and for many, an unwelcome one. Though overall service increased exponentially, customers used to one-seat rides at the same basic time for years, sometimes decades, now had transfers at Jamaica – many of which were the up-and-over kind. Our Brooklyn-bound riders struggled with the new shuttle service on tracks 11 and 12 as well as the initial frequency of service. Since the roll-out, we've been monitoring ridership, keeping a close eye on conditions at stations, and listening to your feedback. Based on what we've seen and heard, the following adjustments have been made so far:

On day 1, it was evident that certain trains needed relief ASAP and the very next day, February 28, we were able to add a pair of cars to three morning peak trains with very high day 1 ridership. We spent that first week laser focused on what was going on when it comes to train loading, early and emerging travel patterns, and how customers were navigating their new commutes at our stations, especially Jamaica.

Using the data we gathered, we added three Atlantic Terminal shuttle



trains the following Monday, March 6, bringing AM peak Jamaica-to-Brooklyn service intervals from twelve minutes down to ten. We also added cars to 15 high-ridership peak trains that day.

The next day, those 10-minute peak Brooklyn service intervals were reduced to less than 8. In addition, we've added dedicated platform controllers to assist customers on Tracks 11 and 12, from which most Brooklyn shuttle trains depart.

The goal for morning rush, when conditions allow, is to have another train already platformed and open to customers once one train closes its doors and departs Jamaica for Brooklyn. Trains are expected to hold up to two additional minutes for connecting customers transferring from other platforms. We're satisfied with where we are currently trending with our Brooklyn ridership, and will continue to monitor and review our findings.

Beginning Monday, March 13, we diverted four daily peak Grand Central Madison trains over to Penn...a Ronkonkoma train and a Long Beach train in the AM and a Hempstead and Babylon train in the PM peak. We also added Ronkonkoma and Central Islip stops to 4 AM and 4 PM peak trains that initially originated or terminated at Brentwood – further increasing one-seat options for our very popular mid-Suffolk hub.

That same day, we also lengthened 4 additional trains, and introduced adjusted stopping patterns at Queens Main Line stations as well as Mineola, Deer Park, Wyandanch and some Hempstead Branch stations based on ridership data and implemented operational improvements.

Last Monday, March 20, we added a 7:11 AM Mineola stop to a westbound Huntington-to-Penn Station train, thereby closing a large gap in direct Penn service from this popular Main Line station.

On top of adding trains, diverting trains, or adding cars to trains, we've also:

- Maximized the number of Customer Ambassadors, Transportation supervisors, MTAPD officers, and

213,026

one-day, post-COVID ridership record for LIRR on March 21

83

trash bags of small, common debris collected during a recent clean-up of GCT Train Shed

1,133

fire and EMS callouts handled by Grand Central Fire Brigade in 2022

MESSAGE FROM THE PRESIDENT

management staff at key stations to answer questions and help smooth the transition for customers as much as possible.

- Established more predictable platform tracks at Jamaica, maximizing the number of cross-platform transfers we can offer within operational constraints.
- Directed train crews to make targeted and helpful onboard announcements encouraging use of all available seats.
- Made full use of our Jamaica Central Control Center to closely monitor and evaluate ridership conditions and operations via real time passenger loading data. In the past, we'd have to wait for a much slower system of manual, in-person train counts to gather info.
- Maximized our social media reach and use of all digital screens, posting all sorts of helpful travel tips advising customers, for example, that Jamaica trains don't dwell as long as they used to and to look into the possibility of transferring at stations east of Jamaica. Our Service Information Office has kept customers informed and up-to-date with service changes and other important messaging.

As a result of all of the aforementioned changes, service delivery has stabilized and OTP is regularly back in the 90s. Some trains are still more crowded than others but only on rare occasions do we now have trains exceeding 90% capacity.

I am so incredibly proud of our employees who recognized the gravity of the situation and responded – especially to our Transportation and Service Planning employees who have been working very long hours and weekends towards providing immediate relief whenever possible. We've been nimble in spite of all the operational challenges we face and adapted, when possible, to address concerns from the public as quickly as possible.

Certainly, adding a second track to the Ronkonkoma Branch and a third Main Line track between Hicksville and Floral Park provides all kinds of flexibility and the ability to expand service to never-before-dreamed-of levels. However, trains must all clear the same blocks in a timely fashion in order for the schedule to work and we can't just pick up and move, or add, stops to a train without affecting the timing of all the trains around it.

Bottom line, in spite of the initial challenges we faced, we are thrilled to see that people are using the new service. The average weekday ridership increased in each of the first three weeks of the new schedule, as did total systemwide OTP. And, while increases in total ridership have been modest but steady so far, we did see the highest one-day ridership total of the year on Thursday, March 16th with almost 210,000 customers. That record was short-lived, though, as we then topped 213,000 on Tuesday, March 21 – the highest weekday ridership count since the start of the pandemic.

We appreciate the patience of our customers and the adjustments so many of them had to make in order to expand our service the way we did. Though we're seeing customers adapt to their new schedules to a much greater degree than earlier in the month, our work is not done. This is a dynamic process, and we will continue to monitor our service and boarding patterns, making whatever adjustments we feel are necessary along the way and updating our ridership at every turn.

Bridge Over Troubled Truck Route No Longer

After being whacked by trucks a whopping 110 times since the start of 2018, by far the most bridge strikes of any LIRR span, the Cherry Valley Avenue bridge in Garden City is getting a lift and a new life. The 152-year-old bridge was raised 12 inches per weekend over 3 consecutive weekends earlier in the month. This past weekend (March 24-26), Cathedral Avenue crossing at the west end of Garden City Station was replaced as well. The new precast steel bridge will sit higher than the state DOT 14-foot minimum for clearance signage and be moved into place this coming weekend, the fifth and final of the project.

Projects such as these are instrumental in maintaining the system to a state of good repair, cutting down maintenance costs and improving on-time performance as Hempstead Branch service would have to come to a halt every time the bridge was struck to await inspection.

And, it's important to note that this is the first major trackwork program performed in compliance with the new enhanced schedules.

Bessie & Roxey Stand Tall

In early March, we unveiled the "all new" Mineola Station, a popular Main Line stop and transit hub and one of the last stations to be renovated under the LIRR Expansion Project. MTA Construction and Development Chief Jamie Torres-Springer and his team worked closely with the community to usher this key station into the 21st century; introducing widened platforms, new pedestrian overpasses, improved accessibility, and modern amenities for residents to enjoy - including a new and visually stunning art installation just in time for Women's History Month.

While folks around the world celebrate the heroism of Amelia Earhart, and rightfully so, not nearly as many people know the name Bessica "Bessie" Raiche, who started it all for female aviators as the first woman in the United States credited with piloting an airplane solo. The flight took place on the Hempstead Plains back in 1910 in a plane she and her husband built at their Mineola home, and her achievement will henceforth be forever immortalized by a Donald Lipsky statue alongside the westbound Mineola platform.

Looking at the statue, you'll notice that Bessie is holding a special little pal, and his name is Roxey - himself a Long Island pioneer. In 1901, Roxey wandered into our Garden City station to escape a



MESSAGE FROM THE PRESIDENT

thunderstorm and the station master adopted him as his station dog...however, the adventurous pup kept boarding all the trains. His wandering spirit led to his eventually becoming the beloved 4-legged mascot of the LIRR, making friends wherever he went including President Teddy Roosevelt, with whom Roxey traveled up to Oyster Bay in his private car.

With all of the new regional connectivity and travel options brought on by the new Combo Ticket and a common terminal at Grand Central, it's a whole lot easier to use the LIRR and Metro-North to discover the best of our region and we hope our customers will channel their inner-Roxey and let their spirit of adventure soar. Special thanks to MTA Arts and Design Director Sandra Bloodworth and team for allowing Bessie and Roxey's story to be told in such a prominent and lasting way.

On Ridership

In February 2023, LIRR served 4.3 million customers, a ridership increase of +35.1% from last February and representing 65.7% of February 2019's ridership. St. Patrick's Day ridership gave us a 9% bump over normal Friday ridership. Metro-North served 3.95 million customers in February 2023, a ridership increase of 43.7% from last February and representing 63.6% of February 2019's ridership. St. Patrick's Day ridership was robust with an estimated 11,000 additional customers using Metro-North to get them to and from the festivities, a 21% increase above normal Friday ridership.

Couple of upcoming service notes...with the arrival of spring comes, of course, the return of Yankees and Mets baseball. Opening Day at Yankee Stadium is Thursday, March 30, and Metro-North is ready with its popular Trains to the Game, extra stops on Hudson Line trains and shuttle trains from Grand Central Terminal. We also have similar service for fans of NYCFC soccer for all 32 of their remaining home games at the Stadium. Mets-Willets Point service will resume once again with the Mets home opener at Citi Field on April 6, and LIRR will operate early release trains on April 5 and 7, respectively, for Passover and Good Friday.

A Tidier Train Shed

Maintaining the safety and cleanliness of our right-of-way is of the utmost importance, and the expansive Grand Central Terminal Train Shed is one of those places where debris can pile-up quickly if not for regular maintenance. That's why our crews regularly assess the priority areas and perform semiannual cleanings to eliminate potential hazards and prevent track fires.

One such cleaning took place recently over some two dozen of the neediest Train Shed tracks, an effort coordinated by the Metro-North Office of System Safety and various operating departments including Transportation and both Maintenance of Way & Maintenance of Equipment. Using the safest methods possible, 23 volunteers cleaned along the roadbeds and adjacent third rails all the way up to the bumping posts. All in all, the team collected 83 trash bags worth of common

debris plus two, one-ton containers and an additional 550 lbs. worth of construction debris. Big thanks go out to all participants for their commendable collaboration and dedication to safety.

GCT + GCM = One Formidable Fire Brigade

It's not necessarily a bad thing if you're unfamiliar with the Grand Central Terminal Fire Brigade – this battle-tested team of emergency response professionals is happy to work behind-the-scenes to ensure the safety of the terminal, train shed and every customer and employee therein. However, when there's a problem - be it a fire alarm, medical aid case, you name it – they are out front and very often first on the scene. In fact, they did it over eleven hundred times last year alone.

The 24/7 operation handles fire prevention – things like fire/life system inspection and code compliance, evac training and system maintenance. They're also the keepers of the Command Center during all alarms big and small and, if needed, they provide fire response capability. Every member of the team is a certified New York State EMT.

This brave squad of heroes just doubled in size, because it's now going to cover Grand Central Madison as well. It made little sense to start a new GCM fire/life response team from scratch and perfect sense to expand the team that's already in place, knows the drill and knows the players, having responded to 1,133 fire and EMS callouts in 2022 with an average response time of only 2 minutes 28 seconds. Impressive work by an impressive group of pros!

Celebrating Our Women of Transportation

Few things in life give me greater personal satisfaction than to see my fellow women in transportation hitting new heights and blazing trails never before possible – whether they're in crew uniforms, executive suites or hard hats, I'm honored to call them my trusted colleagues.

At Metro-North and Long Island Rail Road, we work hard to attract and promote the best and brightest from all backgrounds to leadership positions, and I'm proud to say that the top spots at the HR, Diversity, and Law departments at both railroads are currently held down by women. Between my two staffs, I also boast a female Chief Transportation Officer, Chief Stations Officer, Chief Administrative Officer, two Vice Presidents of System Safety, and Labor Relations Chief.

Before we wrap-up Women's History Month, I want to salute the excellence of our own ladies of transportation and express my undying gratitude for the vital and incredible work they do each and every day. Our region is much the richer for their efforts and I'm so proud of each and every one of them...

METRO-NORTH RAILROAD





GRAND CENTRAL

Metro-North
Railroad

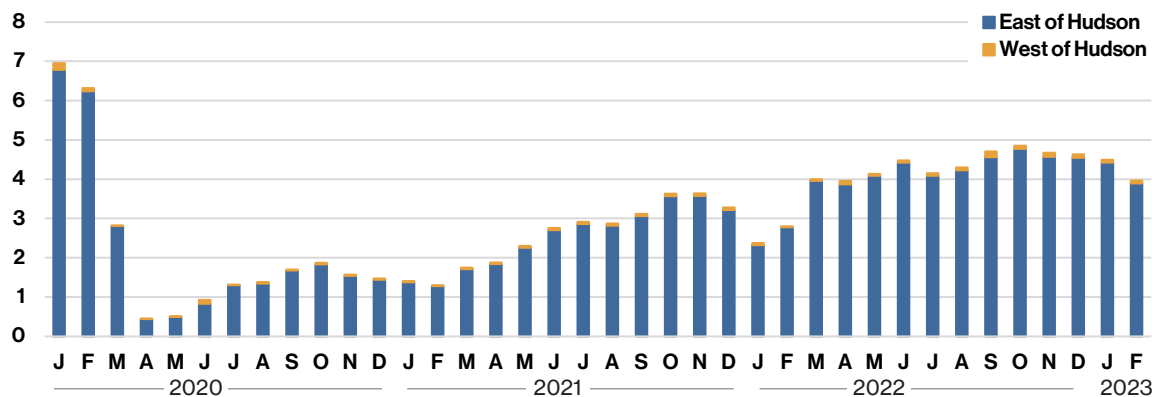
DOOR DISABLED
WHEN FLASHING

Metro-North Railroad

RIDERSHIP

Monthly Ridership

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



Data Review

Metro-North’s February 2023 ridership of approximately 3.9 million dropped 11.8% from January 2023, as is typical due to vacations occurring around Presidents’ Day. This was a slightly steeper decline than in the last “normal” 2019-2020 post-holiday season, when ridership fell by just under 10% from January to February.

This month’s ridership is up 44% compared to last February and represents approximately 64% of ridership compared to the same time in 2019. Weekday average ridership was down 2.3%, and its share of February 2019 was down slightly standing at 61.3% compared to January’s 62.9%. Tuesday through Thursday ridership against February 2019 dropped similarly, from 65.0% in January to 63.8% in February. Average weekend ridership remained essentially the same as in January, reflecting the normal winter pattern.

Ridership on commutation tickets (Monthly and 20-trip) took back the 15% increase it experienced from December to January, erasing the apparent growth in baseline ridership noted last month. Rides on commutation tickets stayed steady at 41% of total sales, down only 1% from January. When One-Way Peak ticket rides are added to commutation to represent total peak ridership, these peak rides remained at the 67% share of total ridership they showed in January; this pattern matches that in January to February 2019, when the share held steady at 77%.

Moving Forward

Although February’s ridership lost some of the apparent baseline gains shown in January, early indications hint that March will come in like a lion, which is typical for the spring season.



FINANCIAL RESULTS

2023 Revenues & Expenses, February Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$78.2	\$80.9	\$2.7
Farebox Revenues	\$71.6	\$78.3	\$6.6
Other Revenues	\$6.5	\$2.6	(\$3.9)
Total Non-Reimbursable Expenses	\$244.5	\$240.1	\$4.4
Labor Expenses	\$166.5	\$166.1	\$0.4
Non-Labor Expenses	\$78.0	\$74.0	\$4.0
Non Cash Liabilities	\$51.2	\$54.2	(\$3.0)
Net Surplus /(Deficit) - Accrued	(\$217.6)	(\$213.4)	\$4.1

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	5,967	5,867	100
Reimbursable	704	393	311
Total Positions	6,671	6,260	411

Data Review

Through February, farebox revenue was \$6.6 million higher than the adopted budget due to higher ridership across all East of Hudson lines. Metro-North Railroad ridership through year-to-date February is 35.5% lower than 2019 ridership for the same time frame. The budget for revenue is based on the revised McKinsey & Co. ridership projection.

Labor expenses are lower than the adopted budget by \$400,000 due to delayed hiring and lower fringe benefits partially offset by lower reimbursable overhead and higher overtime. At the end of February, there were 411 vacancies compared to the budget and 884 vacancies against the year-end authorized headcount.

Non-labor expenses are favorable to the adopted budget by \$4.0 million, primarily driven by delayed maintenance contracts.

Moving Forward

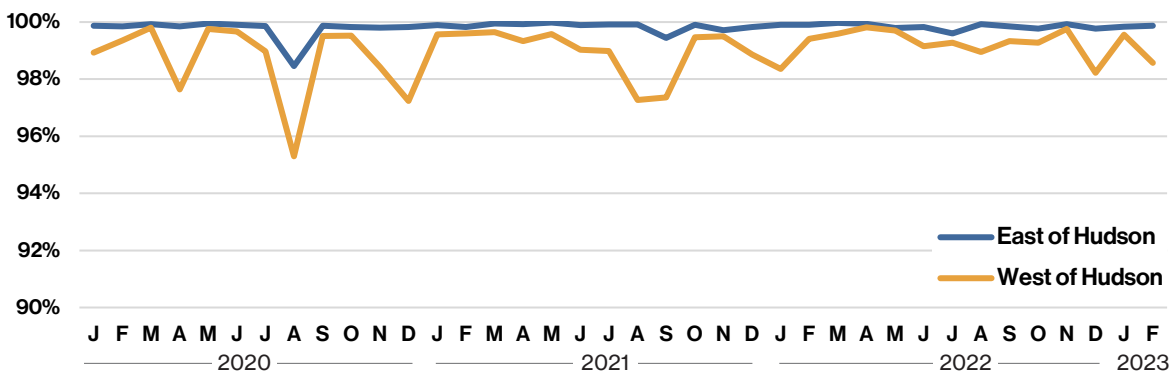
We are focused on growing staff to budgeted targets across all crafts. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

Metro-North Railroad

PERFORMANCE

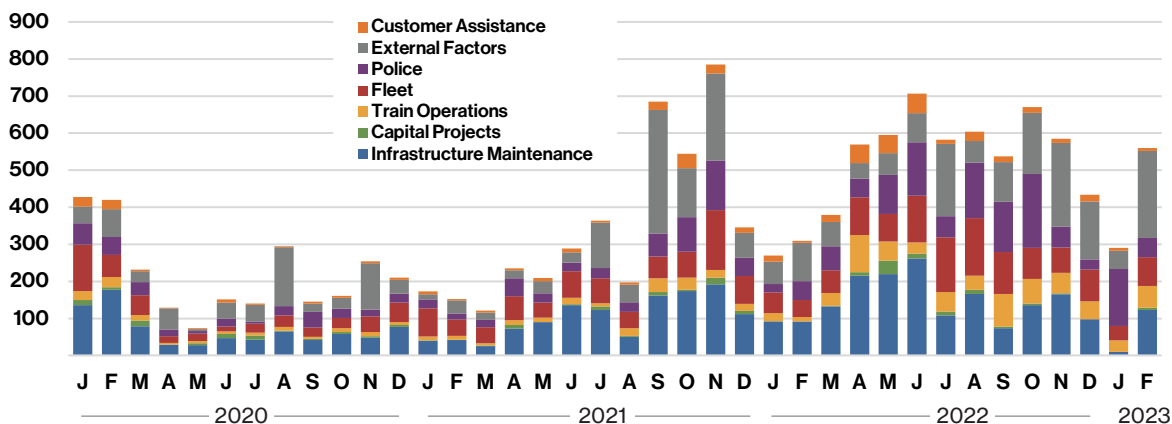
Service Delivered

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



Delays by Type

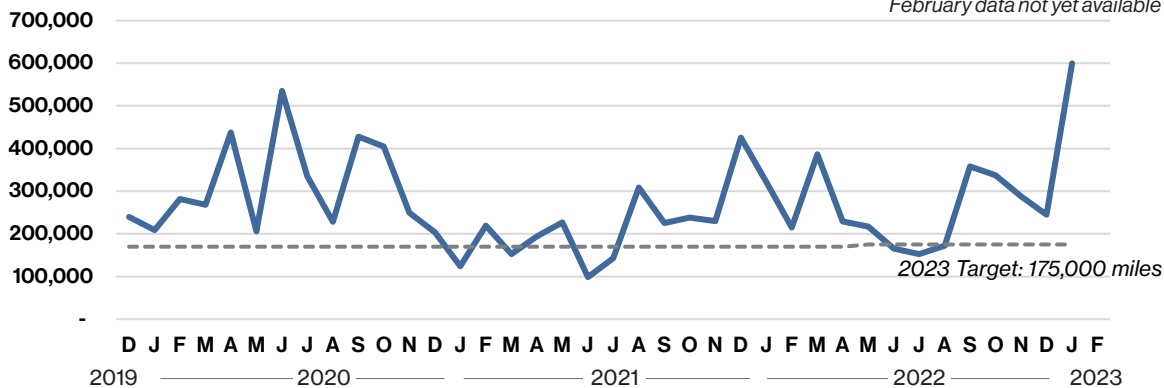
The number of delayed trains by type of delay



Mean Distance Between Failures

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

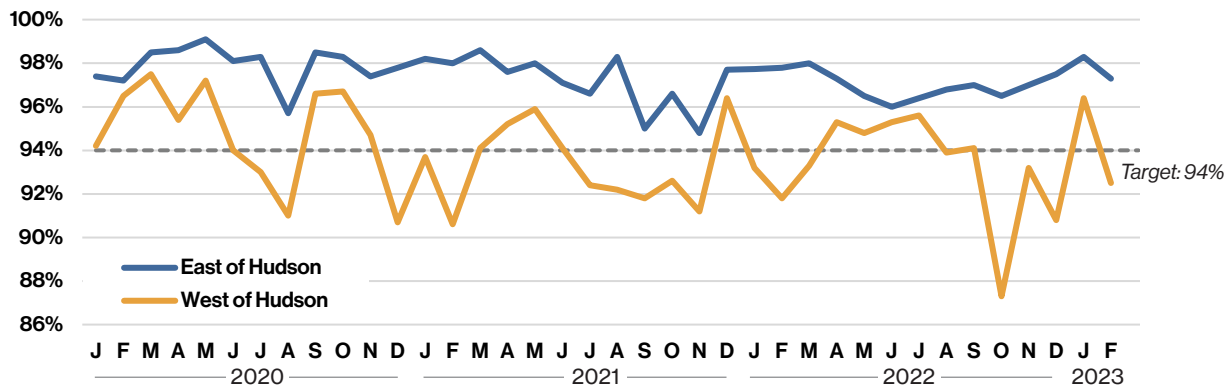
February data not yet available



PERFORMANCE

On-Time Performance

The share of trains that arrive at their terminus station within 5:59 minutes of schedule. NJ Transit operates West of Hudson trains.



On-Time Performance, by Line

Hudson	97.4%	Port Jervis	95.2%
Harlem	97.2%	Pascack Valley	89.0%
New Haven	97.3%		

Data Review

In February 2023, Metro-North’s service-delivered rate, which measures the reliability of service, was 99.8%. Systemwide on-time performance (OTP) for February was at 97.3%, above our goal of 94%. Year-to-date OTP was also above goal at 97.8%. Two major incidents affected February’s OTP. On February 9, a disabled peak train due to a mechanical issues at Harlem-125 Street resulted in 33 late trains. On February 17, 102 trains were delayed due to track defects found as part of scheduled track inspections. The mean distance between failures for the fleet in January was 599,545 miles, above the monthly goal of 175,000 miles.

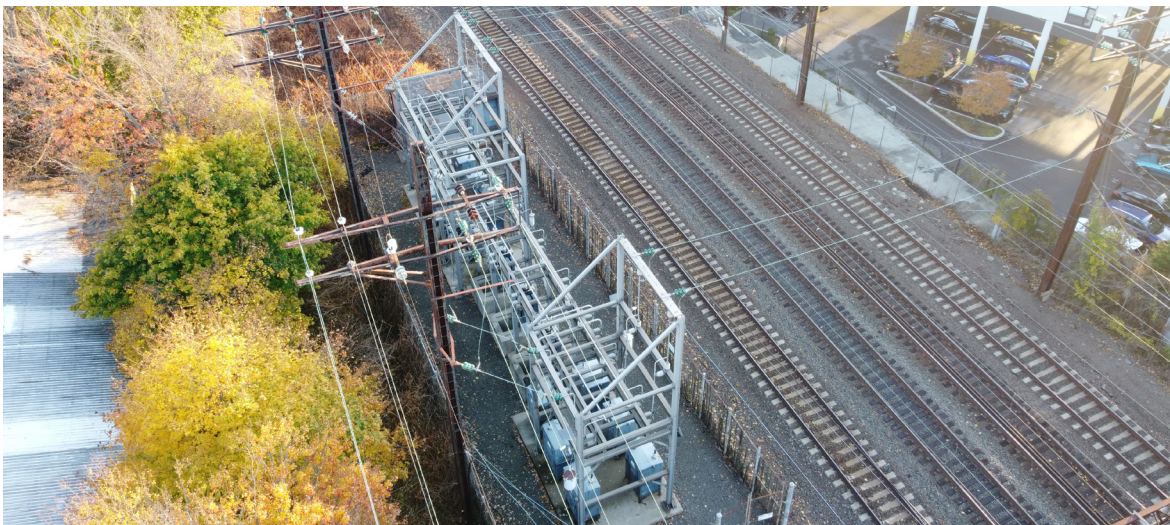
Moving Forward

To accommodate the replacement of critical track switches near Morris Heights and Marble Hill, a schedule change will go into effect Sunday, March 26. Weekend Hudson Line trains will operate hourly in each Hudson Line zone, with one Poughkeepsie express train hourly in each direction and one Croton-Harmon local train hourly in each direction. Normal weekend service will resume on June 11.

March 30 is the day we shout, “Play Ball!” *Trains To the Game* service will resume for Opening Day at Yankee Stadium. Increased service for all home games will include additional stops on several Hudson Line trains along with shuttle trains from Grand Central Terminal and Harlem-125 Street. Evening and weekend game service will also include additional trains with direct service to Yankee Stadium from all three lines.



Metro-North to Replace Two New Haven Line Substations



Aerial view of the Harrison substation

Metro-North is replacing substations in Mamaroneck and Harrison on the New Haven Line. The existing substations, which are critical components of rail infrastructure by providing electrical power to trains, were originally installed in the 1980s and are outdoor switchyards with overhead wire. This design is not weatherproof and is not aligned with today's standards. The project replaces the existing substations with a walk-in metal clad switchgear enclosure connected to the railroad overhead catenary by medium voltage insulated cables, with all necessary switchgear, control equipment, and other circuitry to improve power supply capacity, resiliency, safety, while meeting all operational safety requirements.

Replacing this obsolete rail infrastructure is essential to improving the power supply capacity and resiliency of the railroad. At each of these substations, AC voltage is converted to DC voltage and safely fed to the third rail out on the tracks. This electrical power then energizes each train's traction motor, propelling the train. Failing substations can cause delays and service disruptions; therefore, replacing this infrastructure is necessary to ensure smooth operation of Metro-North trains.

A design-build construction contract was awarded to Rizzo Electric in December 2022, who will be working with engineering firm Gannet Fleming. The project is anticipated to be completed in early 2027.

CUSTOMERS & COMMUNITIES

Train to Table Campaign Brings Metro-North to Westchester Businesses

This month, Metro-North joined Westchester County Executive George Latimer, the Westchester County's Office of Tourism and Film and Valley Table Magazine at Maria Restaurant in New Rochelle to celebrate the start of Spring Hudson Valley Restaurant Week presented by The Valley Table. Hudson Valley Restaurant Week runs from March 20 to April 2 and features over 150 restaurants throughout the Metro-North service area including over 50 restaurants in the immediate vicinity of Metro-North Stations on all five lines. This year, MTA Away and Valley Table Magazine have developed a *Train to Table* campaign to promote the ease of taking Metro-North to these great establishments.

The MTA Away program is successfully bringing more riders into the system up and down the line for Metro-North with current promotions range from partnerships with Dia Beacon in the Hudson Valley to Bronx Zoo in New York City.

While the *Train to Table* campaign has an impact across the Metro-North service territory, a new partnership in Westchester is particularly exciting. MTA Away has partnered Westchester Tourism as a content partner for MTAaway.com, featuring destination articles highlighting restaurants, shopping, events attractions and more. The first installments featured points along the Hudson River to eagle watch in the winter and visiting historic sites in Yonkers. Future collaborations will showcase Pleasantville, White Plains and other Westchester destinations. Additionally, announcements of promotions with Westchester Wine & Food Festival and Hudson River Sweep on the horizon as MTA Away features.



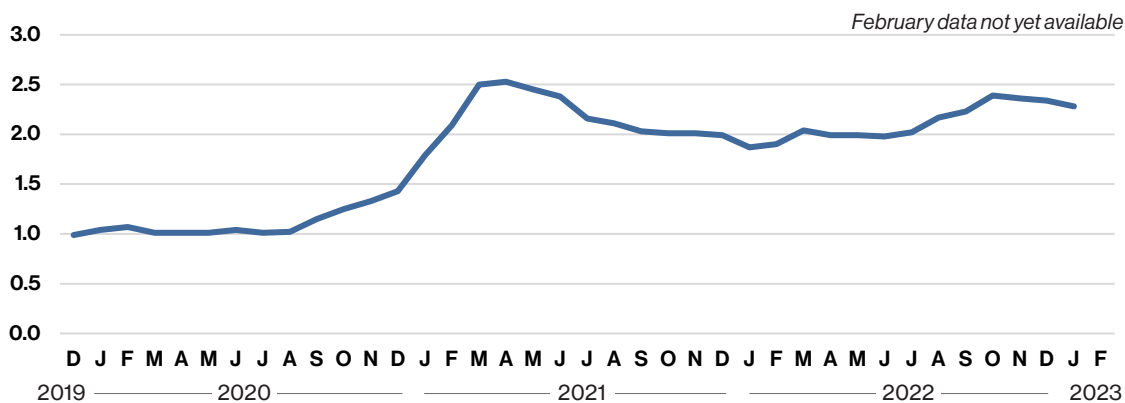
Metro-North President Cathy Rinaldi joined Westchester County Executive George Latimer to celebrate the start of Spring Hudson Valley Restaurant Week

Metro-North Railroad

SAFETY & SECURITY

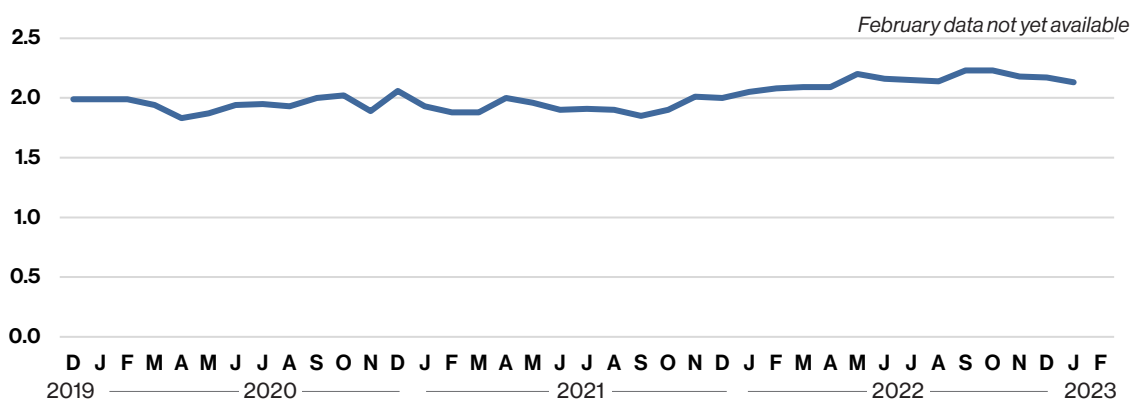
Customer Accident Rate

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 1.87 to 2.28 per one million customers in the current 12-month reporting period, February 2022 through January 2023, compared to the prior 12 months. The reportable employee lost time injury rate increased from 2.05 to 2.11 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

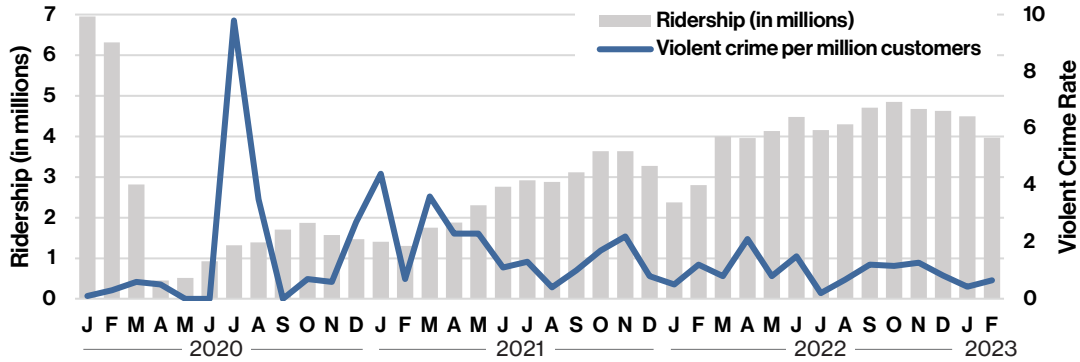
Metro-North’s First Quarter Safety Focus Week was held March 6 through 12. Throughout the week, managers held interactive discussions with employees on the SLAM (Stop-Look-Assess-Manage) technique to prevent workplace incidents and injuries, recent operational incidents with a focus on situational awareness, and Reasonable Suspicion Drug & Alcohol Testing reminders. Outreach through the TRACKS public safety education program in March focused on safe behaviors when boarding and detraining as well as grade crossing safety awareness. Outreach was conducted at Milford, Peekskill, and Valhalla Stations and at Hudson Avenue grade crossing in Peekskill.



SAFETY & SECURITY

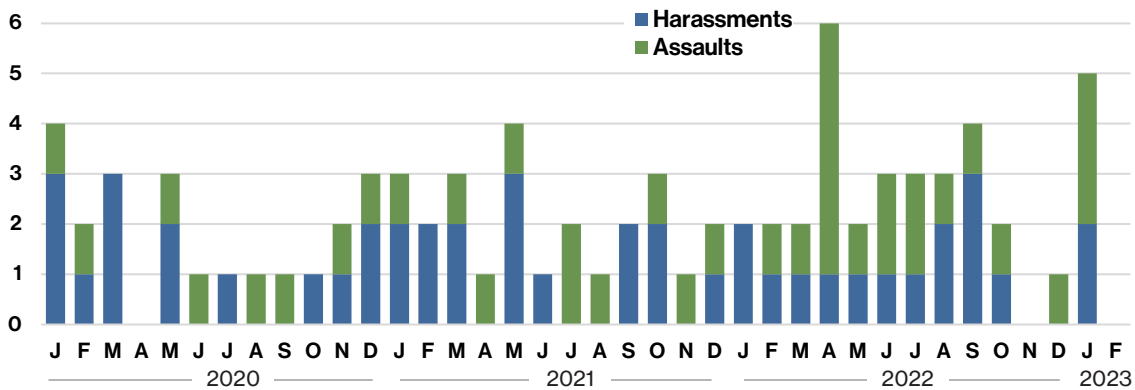
Major Crimes Against Customers

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



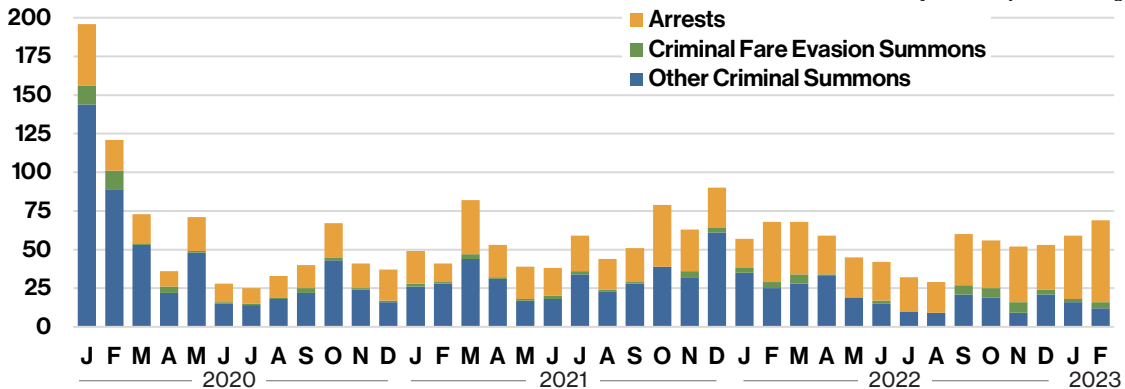
Assaults and Harassments Against Employees

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
 February data subject to change





LONG ISLAND RAIL ROAD

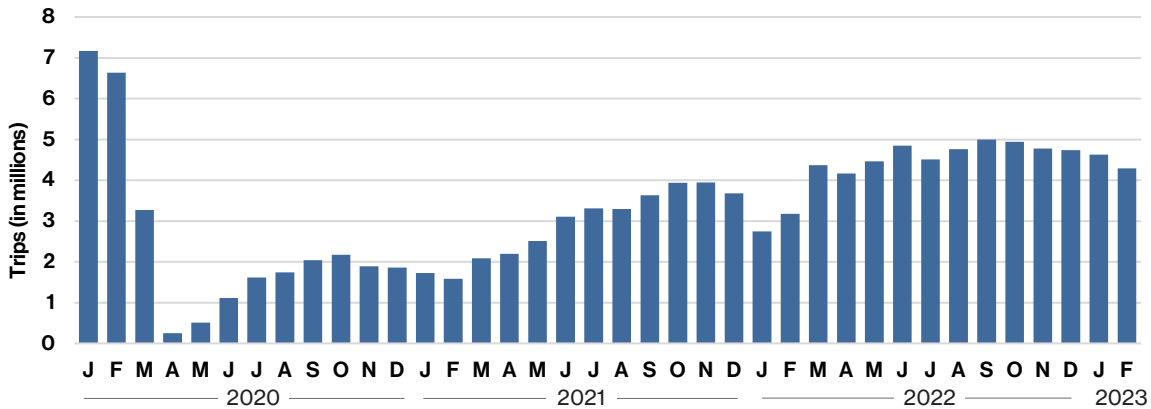


Long Island Rail Road

RIDERSHIP

Monthly Ridership

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



Data Review

While February total ridership declined compared to last month, we continue to see significant ridership gains compared to the same period last year. Commutation ridership is growing at a faster pace than non-commutation ridership: commutation ridership has grown a whopping 105% compared to February of 2022. The introduction of fare promotions, including 10% off Monthly tickets and the 20-trip ticket, along with more people returning to the office (full and part-time) contributed to the rise in commutation ridership. While non-commutation ridership is not growing as quickly, LIRR saw an increase in non-work trips during February due to the unseasonably warm weather conditions.

This month, average weekday ridership increased over 4% compared to last month, attributed primarily to more people returning to the office. Average weekend ridership also increased compared to last month: Saturday ridership decreased nearly 5%, while Sundays increased over 3%.

Moving Forward

The historic opening of full service to Grand Central Madison on February 27, 2023 brought Long Islanders to the heart of Manhattan’s East Side, offering the most transformative change of LIRR service in over a century and adding 41% overall service to New York City. Customers have taken advantage of the new service options, with about 30-35% of customers traveling into Grand Central and 65-70% traveling into Penn Station. LIRR is continuously monitoring and improving train schedules based on customer feedback and load data, which are expected to optimize travel choices and assist in ridership recovery efforts.



FINANCIAL RESULTS

2023 Revenues & Expenses, February Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$82.3	\$83.7	\$1.4
Farebox Revenues	\$78.2	\$78.2	\$0.0
Other Revenues	\$4.1	\$5.4	\$1.4
Total Non-Reimbursable Expenses	\$316.0	\$299.3	\$16.6
Labor Expenses	\$239.6	\$221.3	\$18.2
Non-Labor Expenses	\$76.4	\$78.0	(\$1.6)
Non Cash Liabilities	\$75.7	\$77.6	(\$1.9)
Net Surplus /(Deficit) - Accrued	(\$309.5)	(\$293.3)	\$16.2

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	7,067	6,579	488
Reimbursable	971	1,041	-70
Total Positions	8,038	7,620	418

Data Review

Through February, farebox revenue was on budget due to higher-than-expected ridership, 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 \$18.2 million due to the existing vacant positions and their associated fringe costs. At the end of February, there were 418 vacancies compared to the budget.

Non-labor expenses are higher than the budget by \$1.6 million, driven by the timing of maintenance and professional service contract expenses.

Moving Forward

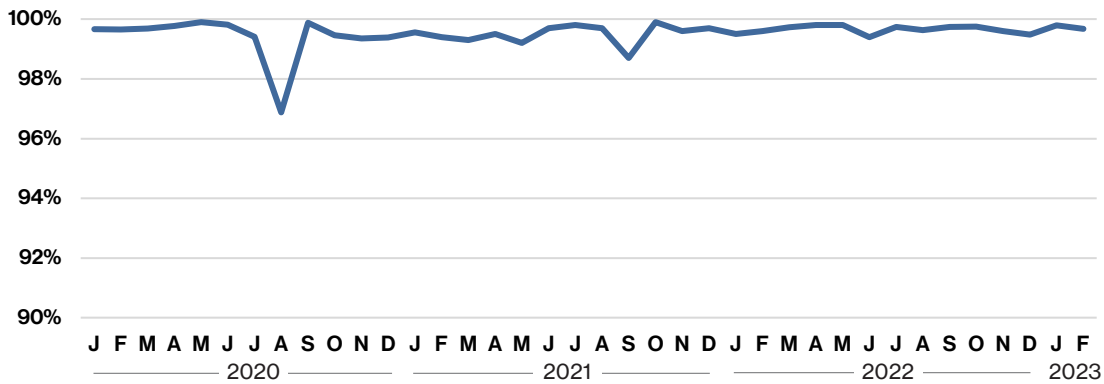
We are aggressively moving forward to fill all vacancies at LIRR. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

Long Island Rail Road

PERFORMANCE

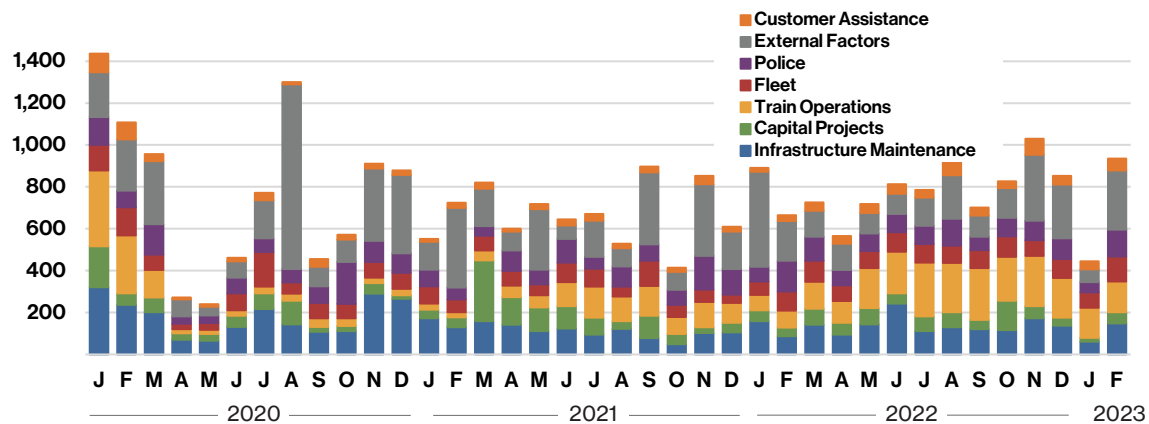
Service Delivered

The share of scheduled train trips completed



Delays by Type

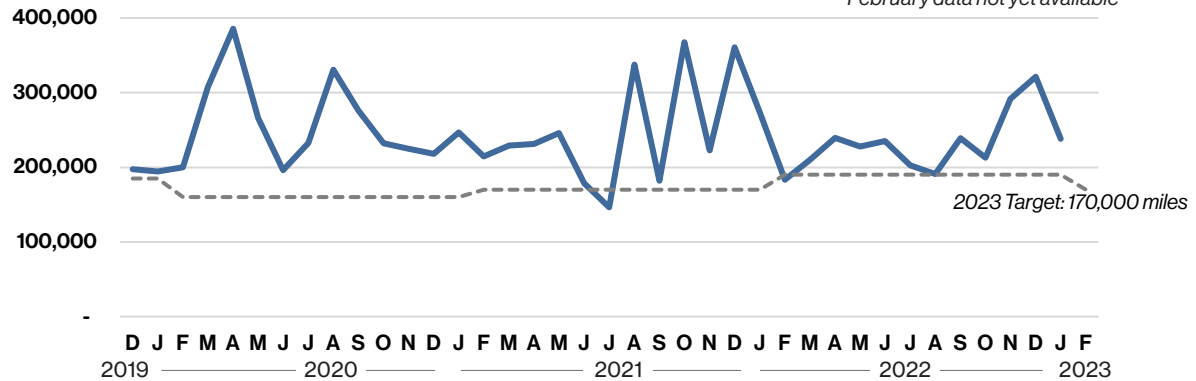
The number of delayed trains by type of delay



Mean Distance Between Failures

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

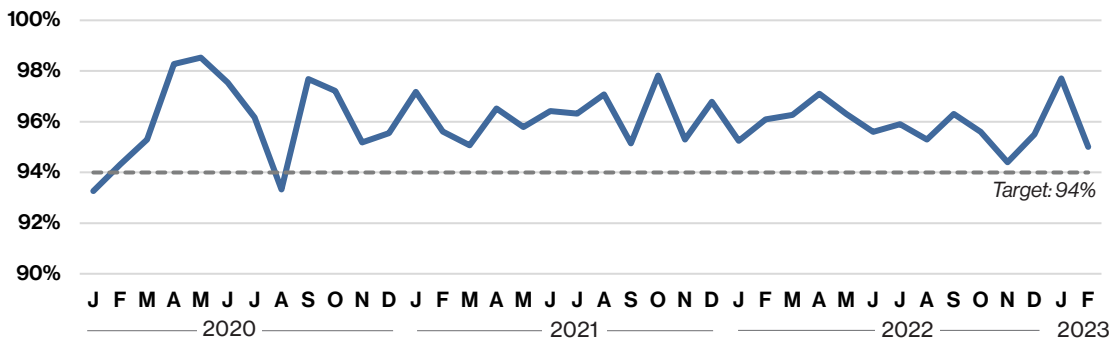
February data not yet available



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

Atlantic	97.4%	Montauk	94.3%
Babylon	94.5%	Oyster Bay	95.6%
Far Rockaway	96.7%	Port Jefferson	90.2%
Grand Central Direct	98.7%	Port Washington	96.0%
Hempstead	95.9%	Ronkonkoma	93.6%
Huntington	92.2%	West Hempstead	96.9%
Long Beach	95.9%		

Data Review

During February, on-time performance (OTP) was 95.0%, above the goal of 94%. 2023 year-to-date OTP is 96.4%, also above goal. All twelve LIRR branches operated at or above their goals year to date. Huntington, Hempstead, and Port Jefferson branches fell just short of their goals for the month of February.

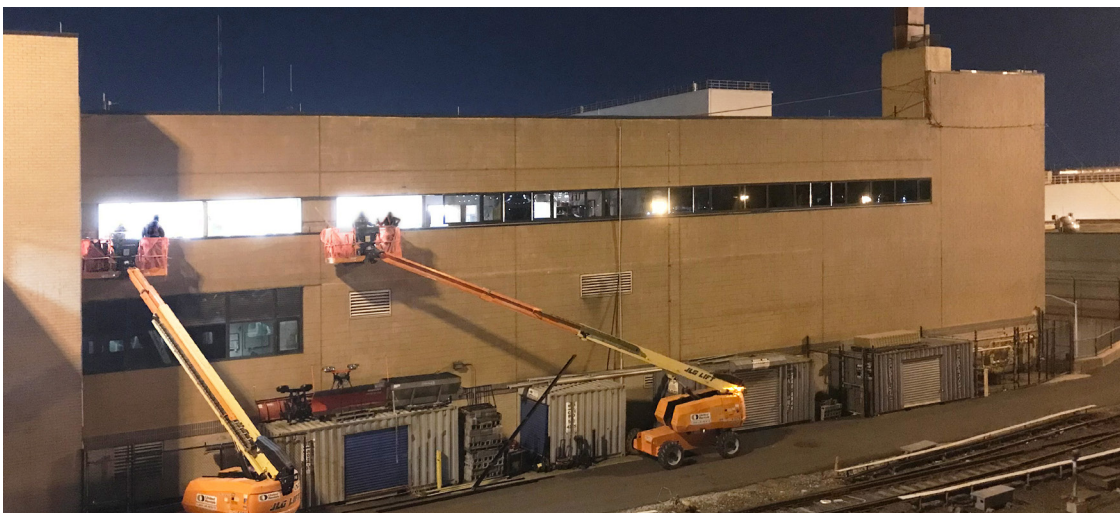
There were eleven incidents this month that resulted in ten or more late, cancelled, or terminated trains. The most significant was on February 27, when the system used to display signals and throw switches at Jay and Hall Interlockings went down, causing 60 late trains. Customers were delayed an average of 9.8 minutes and monthly OTP was reduced by less than one percent.

The fleet 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 238,279 miles in January, exceeding the target of 170,000 miles.

Moving Forward

Throughout four weekends in March and the first weekend in April, LIRR will be replacing the Cherry Valley Road Bridge in Garden City. The bridge replacement will raise the structure to avoid truck strikes that cause delays on the Hempstead Branch by providing a higher clearance and allowing trucks to pass safely underneath it.

LIRR Completes Improvements to Hillside Support Facility



Crews conduct repair work overnight at the Hillside Support Facility in Queens

LIRR is nearing completion of improvements to the Hillside Support Facility, a maintenance yard in Queens. 244 deteriorating windows and frames were replaced on the fourth floor of the building, which contains employee training facilities and office space. Crews also repaired 7,176 square feet of the spray foam roofing system to address active roof leaks in several locations. LIRR in-house forces removed and reinstalled window blinds, drywall work and interior painting.

Supply chain delays, fabrication and windows delivery caused project delays early on; however, the project team maintained the contract schedule by increasing productivity. Crews also worked on weekends and overnight to further minimize impact on railroad operations and staff in the building, which was fully occupied during the project.

The project leveraged the MTA's Small Business Mentor Program (SBMP) to replace the windows at Hillside. The SBMP was created to engage growing New York State-certified Minority and Women Business Enterprises, Disadvantaged Business Enterprises and Service-Disabled Veteran-Owned Businesses. The goal of the program is to cultivate emerging contractors through classroom, on-the-job training and technical assistance in prime contracts with MTA agencies. In turn, this creates a larger pool of diverse, qualified contractors who can compete for and complete MTA construction projects.

Improvements to Hillside Support Facility began at the end of 2021 and is now 99 percent complete. Work was phased to ensure that removed windows were promptly replaced during the same shift and impact on staff and operations were minimized.

CUSTOMERS & COMMUNITIES

LIRR Deploys Customer Assistance Program at Major Hubs

On Monday, February 27, when the new Grand Central Madison schedules went into effect, LIRR deployed hundreds of management staff as part of its Customer Assistance Program (CAP). This program is used during major events and service changes to assist passengers with real time information, wayfinding and to answer any other questions they have. You couldn't miss LIRR managers and represented employees in orange vests helping customers at Atlantic Terminal, Grand Central Madison, Jamaica, Penn Station and other key stations.

With the implementation of the new Brooklyn Service Plan, and the option to go to either Grand Central Madison or Penn Station, we had an increase in customers transferring at Jamaica. Riders saw additional customer service staff on platforms and pedestrian overpasses throughout the station to assist them and ease the transfer experience. The first-hand observations and direct customer feedback has been invaluable as we closely monitor ridership conditions and operations. This allowed us to make several adjustments to improve service after opening day, including:

- Increased rush hour service to Atlantic Terminal to reduce wait times.
- Installed additional signage and screens to advertise Atlantic Terminal-bound trains.
- Added cars to Penn Station-bound trains that were over capacity.
- Rerouted four Grand Central Madison-bound trains to Penn Station.

The roll-out of the new schedules has been a dynamic process and we are continuing to adjust based on ridership and loading data.

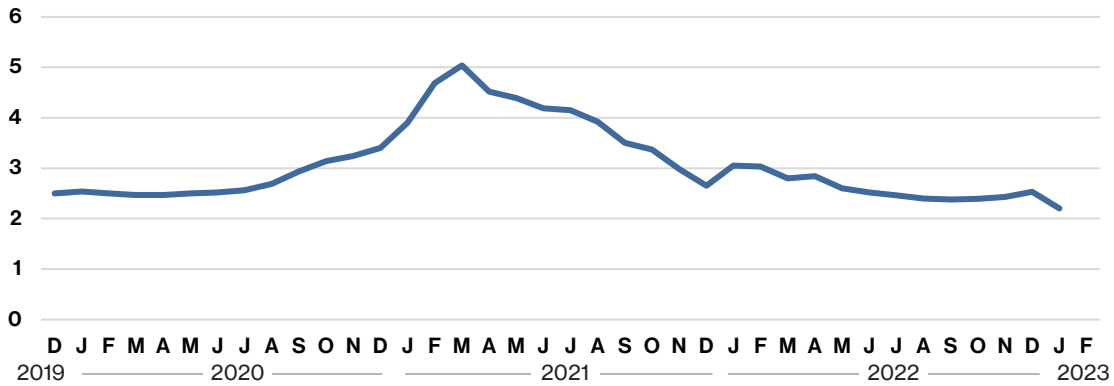


Long Island Rail Road

SAFETY & SECURITY

Customer Accident Rate

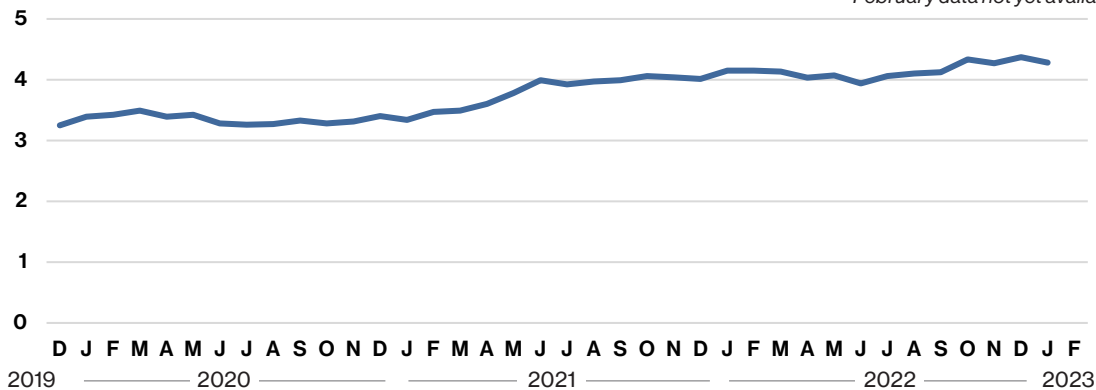
The number of reportable customer accidents per million customers (12-month rolling average)



Employee Lost Time Injury Rate

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

February data not yet available



Data Review

The reportable customer injury rate decreased from 3.05 to 2.20 per one million customers in the current 12-month reporting period, February 2022 through January 2023, compared to the prior 12 months. The reportable employee lost time injury rate increased from 4.15 to 4.28 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

During March, the LIRR TRACKS program was presented to students at Ronkonkoma, Brentwood and Ridge school districts, and two Operation Lifesaver events were held at Merrick and Jamaica Stations. This month, LIRR held its quarterly Safety Focus Day, engaging employees in conversations about how they are experiencing safety at the LIRR. The meeting emphasized the importance of job briefings and educated employees about the job task hazard analysis process.

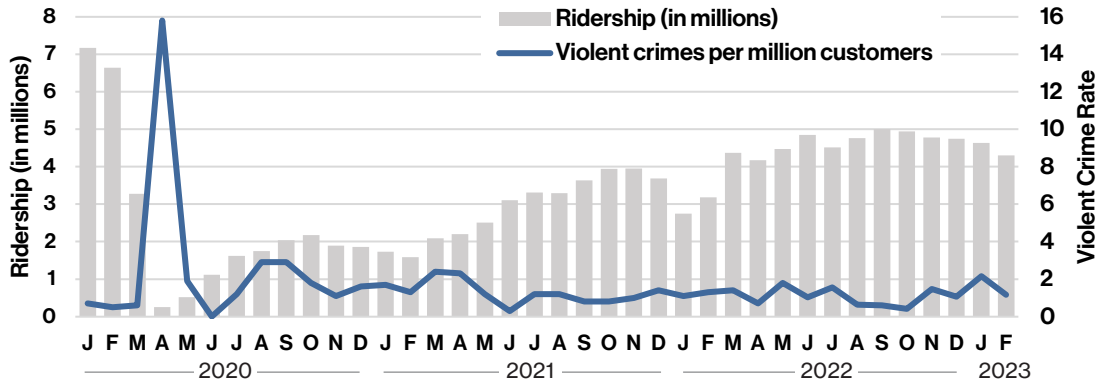


SAFETY & SECURITY

Major Crimes Against Customers

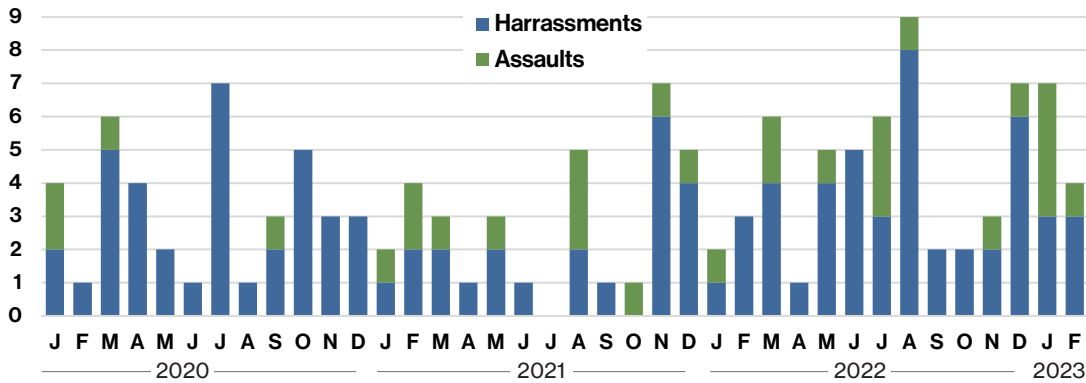
The rate of all violent crimes (murder, rape, robbery, felony assault, grand larceny) against customers, per million customers

February data subject to change



Assaults and Harassments Against Employees

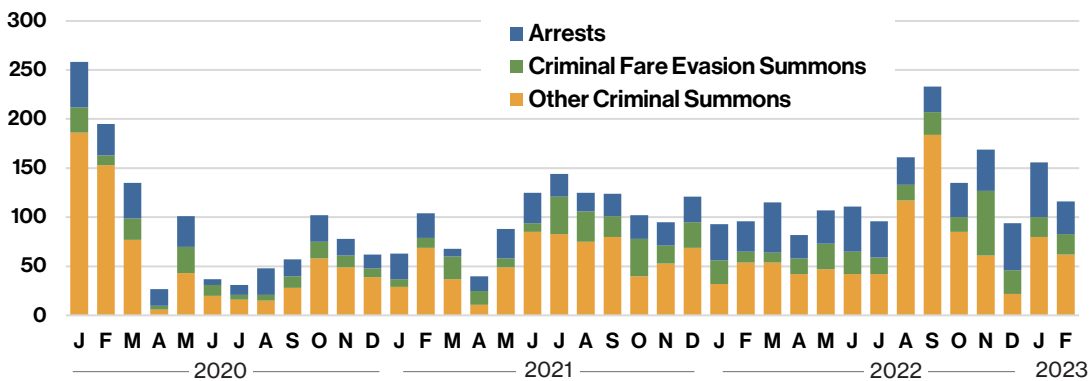
The number of assaults and harassments against LIRR employees, per NYS criminal law



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

February data subject to change





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
- Vinnie Tessitore
- Midori Valdivia
- Neal Zuckerman