



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

April 2023

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In April, Mr. and Mrs. Met joined MTA leadership to remind New York Mets fans that no matter where you're coming from, public transit is the fastest way to Citi Field. Ahead of the home opener, a group of 25 lucky Mets ticket holders rode the first Long Island Rail Road train from Grand Central Madison to Mets-Willets Point with Mr. and Mrs. Met.

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

2 Broadway • New York, NY 10004
April 24, 2023

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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

Building a Better Schedule – Chapter Two

Month two of the Grand Central Madison full service rollout brought calmer seas than the first month of the new schedules. The program stabilized considerably compared to month one and, as promised, we continued our comprehensive ridership and performance analysis with a focus on improving the overall customer experience through enhanced wayfinding in key areas as well as adjustments to schedules and consist sizes where they made the most sense.

That said - beginning April 10, the LIRR made schedule adjustments on five branches based on ridership data. The changes ranged from moving station stops from one train to another to ease crowding to altering the run times of certain trains to help with overall logistics.

Notable amongst the new adjustments:

The 5:07 PM train from Penn Station was made to run express from Bayside to Great Neck and the Douglaston & Little Neck stops were added to a train leaving Penn three minutes later. We also added cars to a morning peak Ronkonkoma train in need of relief.

The following Monday, we removed the Hicksville stop from a pair of Montauk Branch trains, added a pair of cars to a Babylon train in the early PM rush and added a Seaford stop to the 5:30 PM from Grand Central Madison.

Beginning April 24, we're adding cars to the 5:46 PM peak train from Penn to Huntington.

With all these adjustments, the incidence of trains operating beyond 90% seating capacity is way down from what it was during the first days of the new schedules, and there's certainly much less overall crowding than there was pre-pandemic.

We want customers to know that we hear them, and that we **never** stop analyzing our service. However, thanks to modern technology, we don't need a crystal ball or have to wait weeks to conduct in-person train counts to get our train loading info. Real-time train capacity data is right at our fingertips, which means we can get down to the business of analyzing the data and finding solutions quicker than ever, relieving crowded trains when we have the available equipment to do so.



The customers are indeed using the new service and the ridership is inching ever upward. Grand Central Madison welcomed its 1 millionth customer on April 7, and the LIRR regularly surpasses the 200,000 daily customer mark, especially on Tuesday, Wednesday and Thursday. After reaching that mark only twice between the first of the year and the February 27 new schedule rollout, we've done it 19 times since (as of April 20)! In the week ending April 16, the LIRR saw its highest 7-day average since March 2020, topping the previous record set just the week before. In fact, the 4 best post-pandemic weeks we've had (as of April 16) have all taken place since March 13.

I want to again thank our frontline employees who have been helpful, compassionate, and patient throughout the rollout and a source of strength for both customers and executive staff alike. Those behind the scenes have been equally inspiring and more than up to the task of quickly turning ridership data and customer feedback into immediate and long-term fixes...not an easy task when you consider how tight our train choreography has to be in order to get the system to run on time.

With summer fast approaching, it'll be interesting to see how the usual warm weather travel trends affect ridership and the Penn/GCM splits. But, true to theme...we'll be watching.

Got You Covered, Freeport

Freeport is about to get a spiffy new canopy roof. Work to demolish and replace the roof began on April 3. Construction activity will be performed primarily during off-peak hours and is expected to last through this summer. As part of the same contract, the canopy roof at Massapequa Park Station will also be replaced. That work is scheduled to begin in July and continue through the end of the year, and we're very pleased to note that the lead contractor on both projects is a graduate of the MTA Small Business Mentoring Program, which aims to develop and grow New York State-certified Minority and Women Business Enterprises, Disadvantaged Business Enterprises and Service-Disabled Veteran Owned Businesses, creating a larger pool of

195,086

one-day, post-COVID ridership record for Metro-North on April 18

1 M

customer mark reached at Grand Central Madison on April 7

5.2 M

customers served by LIRR in March 2023

MESSAGE FROM THE PRESIDENT

diverse, qualified contractors who can compete for MTA construction projects.

Northport on Solid Footing

Northport Station is also getting ready for its close-up as construction work on a new, 12-car platform is well underway. Dating back to 1873, Northport featured a platform that, while not quite that old, was deteriorating nonetheless.

The project will blend the old with the new as a new ADA ramp, aluminum railings, platform shelters and boiler house are also part of the new amenities customers will enjoy. So, why a boiler house? Because the new platform will come equipped with an automatic snow and ice melting system that'll be a winter weather friend for Northport customers for years to come. Substantial completion is scheduled for 3rd quarter this year.

A Grand Train to the Game

Opening Day normally has a special place in the hearts of every baseball fan, but the Mets' home opener on Friday, April 7 was anything but ordinary, as fans of the Amazins from across the region got a taste of LIRR service to Citi Field from Grand Central Madison for the very first time...Fans on the inaugural train were treated to commemorative golden tickets, t-shirts, and some even got a chance to pal around with Mr. and Mrs. Met en route to Mets-Willets Point.

We really hope that both Mets and Yankees fans make LIRR and Metro-North "Train to the Game" options their "go-to" when they want to catch a ballgame...it's a cheaper, more convenient and comfortable option to the traffic, tolls, parking fees and anxiety often involved with getting to the ballpark.

Our Government & Community Relations team will have more on Yankee Opening Day festivities a little later on in this book. Of course, we certainly hope to provide service to both stadiums well into October and even November for a Subway Series, which we might just have to rename given all the new train options available to fans. Just kidding. Well, sort of.

On Ridership

In March 2023, LIRR served 5.2 million customers, a ridership increase of 19.8% from last March and representing 69.7% of March 2019's ridership. That's the closest we've come to 70% of a corresponding pre-pandemic month. Metro-North served 4.87 million customers in March 2023, a ridership increase of 22.3% from last March and representing 68.6% of March 2019's ridership.

Just like it's sister agency, Metro-North has also been hitting high water marks in Covid-era ridership with the weekend average record set April 15 and 16 and the highest Tuesday through Thursday average set just last week (April 18 - 20), surpassing the previous mark broken only

the week before. That 3-day average is almost 74% of the pre-pandemic baseline.

Total ridership on Wednesday, April 19 was 195,086, the biggest daily number on Metro-North since the dawn of COVID – breaking the previous record set just the day before.

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

Triumph Over Freight Train's Toll

Metro-North personnel did some mighty heavy lifting to keep trains and customers moving after a northbound, debris-hauling CSX train suffered severe mechanical issues in the wee hours of Thursday, March 30. A broken truck frame and axle on one of the freight carrier's cars caused more than two miles of track damage along the Hudson Line north of Beacon Station.

Crews from multiple departments sprang into action after receiving the initial alert at 2:30 AM, working tirelessly around the clock to replace damaged ties, rails, clips and switches and minimize customer impact. Thankfully, we never suspended service but were forced into a single-track operation for 14 miles and modified Upper Hudson service for Thursday and Friday. The damage began on the middle line of a three-track segment, extended through an interlocking a couple of miles north of Beacon, and then for another mile in two-track territory.

Unexpected track outages affecting service are never a good thing - but in this case, the timing was uncanny as we had reopened the Track 3 platform at Beacon only three days before. Therefore, once the damaged switch within that interlocking was repaired over the weekend, we were able to restore a two-track operation through Beacon, nearly eliminating the service effects to our customers. After roughly two decades of non-use, the Beacon Track 3 platform was restored to support the coming Upper Hudson platform-edge replacement project and other state-of-good repair and/or emergency track outages. It took virtually no time at all to start bearing dividends and normal service resumed on Monday April 10.

With the most significant damage occurring along the middle of the three tracks south of the affected interlocking, approximately 8/10 of a mile worth of damaged ties still needs to be replaced. However, in the true spirit of teamwork that I just love, Metro-North will be using the LIRR's Track Laying Machine (TLM) to install some 2,200 new concrete ties at the location to restore the track and expedite its return to service. The teams are currently coordinating with CSX and the vendor from whom the TLM is leased to move it up to Metro-North territory for the replacement program expected to take place over the weekend of April 29 & 30. Once the ties are replaced, track ballast, surfacing and commissioning will be required to restore the track to service by Mid-May. While the incident itself was beyond our control, I couldn't be happier with the response and kudos to all involved for their hard work and swift reaction.

MESSAGE FROM THE PRESIDENT

Thank You, Anthony...

This month marks the final Board cycle for retiring Assistant Deputy Chief Procurement Officer, Anthony Gardner, who leaves us after 34+ years - all of which have been spent at Metro-North Procurement. A past President's Award winner, Anthony has been a Metro-North fixture for so long and has done amazing work for us not just in program administration, but in policy and strategy as well. His trademark professionalism and affable manner will be missed by all and we wish him a long and healthy retirement filled with all the world travel that I know is on his to-do list!

Metro-North to the Rescue

I'd like to end this month with a story of bravery and a very positive outcome to an incident that could've very easily ended in tragedy.

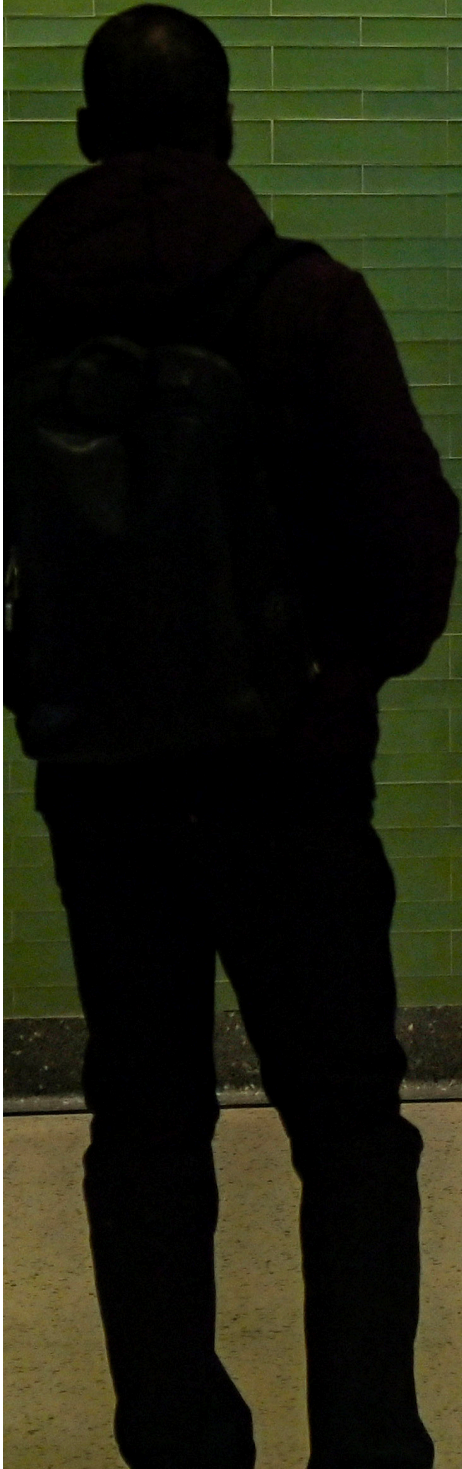
In the mid-afternoon hours of April 6, Locomotive Engineer William Kennedy was operating southbound Hudson Line train 2766 north of Tarrytown when he noticed an object on the right of way that didn't belong there. As he got closer, he realized that it was actually a very young boy on a parallel track and immediately sent out an emergency radio communication to all crews in the vicinity. Receiving that alert was Locomotive Engineer Shawn Loughran, who at the time was aboard northbound train 737 fast approaching the vicinity on that same track alongside an Engineer trainee. He proceeded at restricted speed until the child was spotted on the track area in very close proximity to the third rail. Once the train came to a stop, Assistant Conductor Marcus Higgins climbed down to track level, picked up the child and carried him to safety onboard the equipment. The crew of train 737 was then instructed to proceed back to Tarrytown Station where they were met by MTAPD and EMS.

As this was going on, Signal Maintainers Max Chong and Christopher Fraina were heading to the area to see if they could help. En route, they happened upon what turned out to be the boy's mother and sister crying on a street corner. They stopped to ask if they needed help and realized that they only spoke Spanish. One of the maintainers also spoke Spanish and - after a Sleepy Hollow police officer pulled up and spoke of a missing child report - it didn't take long to put two and two together that they were all looking for the same child. They drove back to Tarrytown with the police officer and family behind them, and took the family to the platform where they were reunited.

The boy's very relieved mother tells us that her son has autism and is only 3 years old. She is grateful beyond words for the actions of everyone involved. These fine team members embodied the qualities we want our employees to exhibit while on duty...alert, responsive, knowledgeable and helpful. For removing the child from imminent peril and assisting his worried family, they are true Metro-North superheroes. We salute their efforts and compassion, and heartily thank them for their dedication to the region and the people we serve.

Next train to... 1:53:44

Destination	Departing Trains	Track	Destination	Departing Trains	Track	Destination	Departing Trains	Track
A - B - C			C - D - E			G		
Alberton	2:41	Huntington J	Copague	2:13	Babylon	Great Neck	2:01	Ronkonkoma T 301
Amegansett	4:25	Ronkonkoma [D] J	Country Life Pr	2:37	Hempstead	Great River	2:41	Huntington J
Amityville	2:13	Babylon	Deer Park	2:01	Ronkonkoma 301	Greenlawn	2:01	Ronkonkoma J 301
Auburndale	2:01	Ronkonkoma T 301	Douglaston	2:01	Ronkonkoma T 301	Greenport	4:54	Ronkonkoma [D] T
Babylon	2:13	Babylon	East Hampton	4:25	Ronkonkoma [D] J	Greenvale	2:41	Huntington J
Baldwin	2:13	Babylon	East Rockaway	2:41	Huntington J	H - I - J		
Bay Shore	2:41	Huntington J	East Williston	2:41	Huntington J	Hampton Bays	4:25	Ronkonkoma [D] J
Beyside	2:01	Ronkonkoma T 301	Elmont-UBS Arena	2:37	Hempstead	Hempstead	2:37	Hempstead
Bellerose	2:37	Hempstead	F - G			Hempstead Gd		Hempstead J
Belmore	2:13	Babylon	Far Rockaway	2:23	Far Rockaway			
Bellport	4:03	Huntington [D] J	Farmingdale	2:01	Ronkonkoma			
Belmont Park	Special Events Only		Floral Park	2:01	Ronkonkoma			
Bethpage	2:01	Ronkonkoma 301	Flushing-Main St	2:01	Ronkonkoma			
Brentwood	2:01	Ronkonkoma 301	Forest Hills	2:13	Babylon			
Bridgehampton	4:25	Ronkonkoma [D] J	Freeport	2:13	Babylon			
Broadway	2:01	Ronkonkoma T 301	Garden City	2:37	Hempstead			
Carle Place	2:01	Ronkonkoma J 301	Gibson	2:23	Far Rockaway			
Cedarhurst	2:23	Far Rockaway	Glen Cove	2:41	Huntington			
Central Islip	2:01	Ronkonkoma 301	Glen Head	2:41	Huntington			
Centre Ave	2:41	Huntington J	Glen Street	2:41	Huntington J			
Cold Spring Hbr	2:01	Ronkonkoma J 301	<small>J: Change at Jamaica T: Other Transfer Required [D]: Peak Fare</small>					







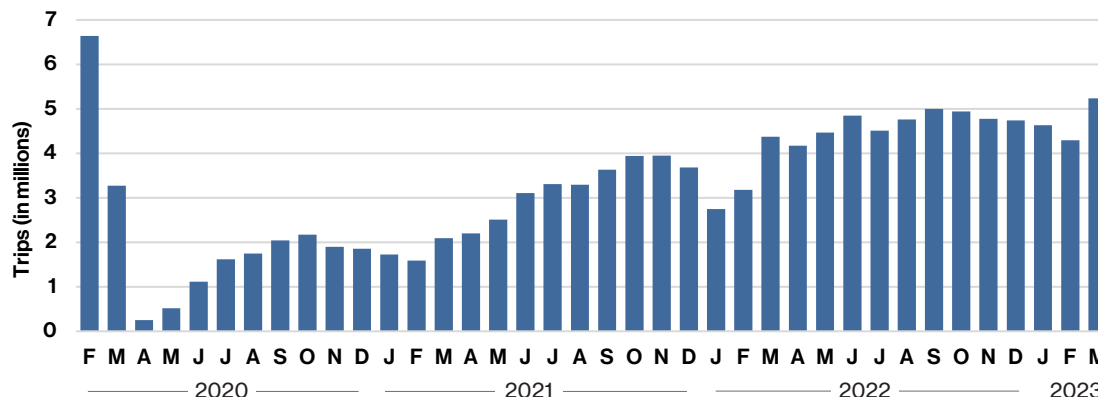
LONG ISLAND RAIL ROAD

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

After the cold winter months brought lower LIRR ridership, average weekday ridership in March increased significantly – 8% – compared to last month. Average weekend ridership also showed higher growth, increasing 7% on Saturdays and 12% on Sundays compared to last month. March excelled with eleven weekdays exceeding 200,000 daily riders. March 21 saw the highest daily record since the beginning of the pandemic, with 213,026 customers taking LIRR on a single weekday. Year-to-date ridership is also up nearly 50% above 2022 figures.

Total ridership continues to grow when compared to the same month of last year, with commutation ridership (i.e., those using LIRR for work trips) increasing almost 18% and non-commutation ridership (i.e., those using LIRR for non-work trips) increasing over 21%. Year-to-year ridership comparisons remain consistent, as this March marked the end of the COVID-era policy allowing customers to use non-peak tickets during peak hours and new fare promotions went into full effect.

Moving Forward

The historic opening of full service to Grand Central Madison on February 27 played a major role in March’s impressive ridership growth. Customers have taken advantage of the new service, with approximately 30 – 35% of customers traveling to Grand Central and the remaining 65 – 70% of customers traveling to Penn Station. Slowly over the last month and a half, a growing share of customers have been traveling into Grand Central. Adjustments to train schedules have improved the customer experience and crowding has subsided on individual trains.



FINANCIAL RESULTS

2023 Revenues & Expenses, March Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$126.7	\$127.9	\$1.2
Farebox Revenues	\$120.0	\$121.7	\$1.7
Other Revenues	\$6.7	\$6.1	(\$0.5)
Total Non-Reimbursable Expenses	\$482.4	\$451.6	\$30.8
Labor Expenses	\$363.0	\$336.4	\$26.6
Non-Labor Expenses	\$119.4	\$115.2	\$4.2
Non Cash Liabilities	\$113.6	\$122.4	(\$8.8)
Net Surplus /(Deficit) - Accrued	(\$469.3)	(\$446.2)	\$23.2

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,820	6,639	182
Reimbursable	1,254	976	278
Total Positions	8,075	7,615	460

Data Review

Through March, farebox revenue was \$1.7 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 \$26.6 million due to the existing vacant positions and their associated fringe costs, as well as the timing of pension payments. At the end of March, there were 460 vacancies compared to the budget.

Non-labor expenses are lower than the budget by \$4.2 million, driven by the timing of maintenance service contracts and material usage, partially offset by electric power.

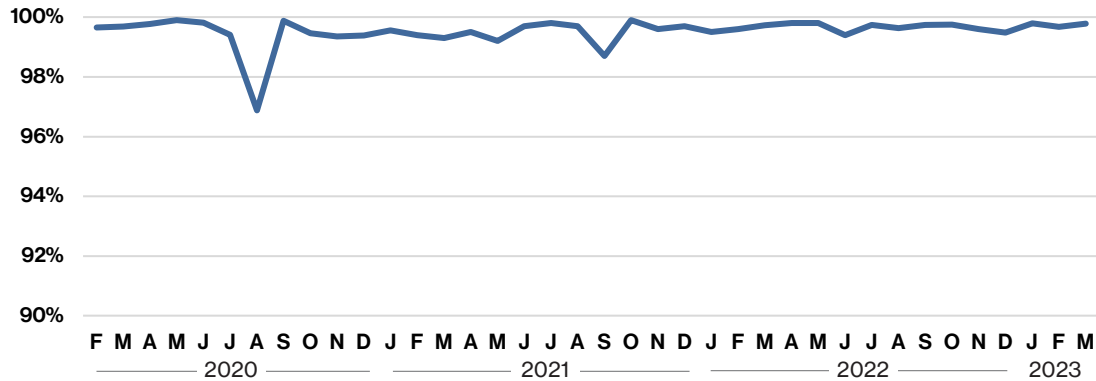
Moving Forward

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

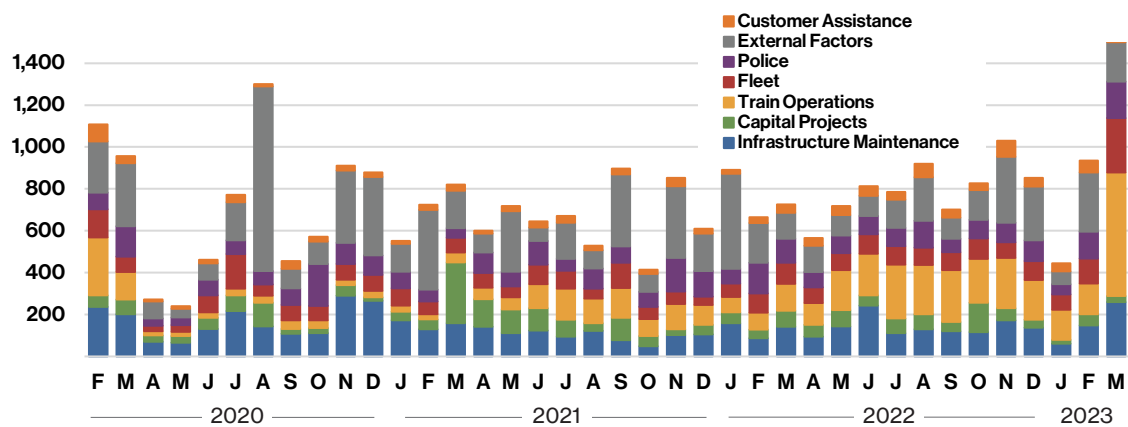
Service Delivered

The share of scheduled train trips completed



Delays by Type

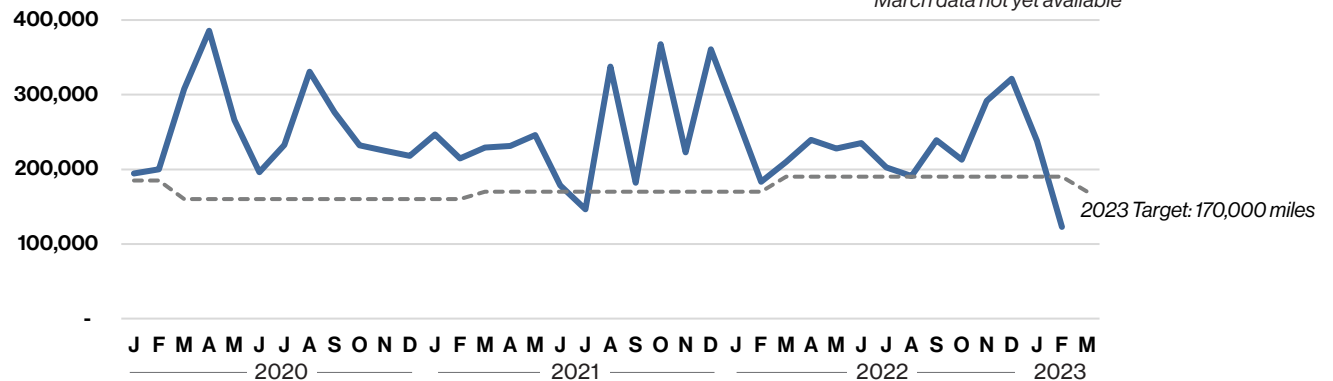
The number of delayed trains by type of delay



Mean Distance Between Failures

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

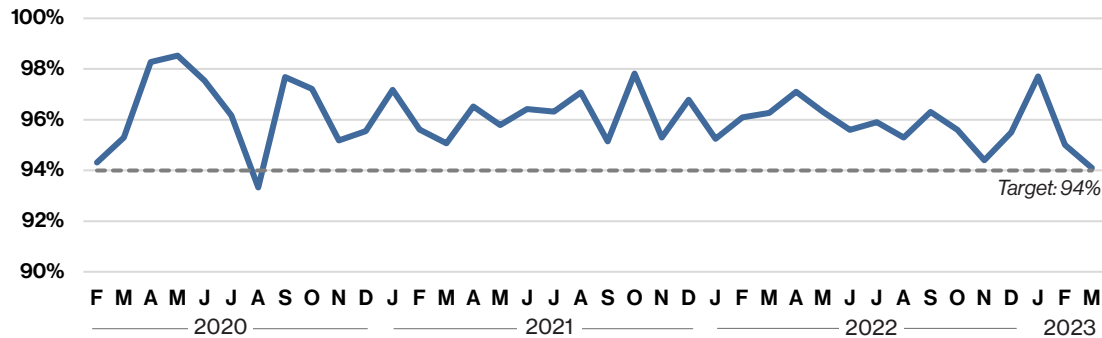
March data not yet available



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	98.5%	Montauk	91.9%
Babylon	92.6%	Oyster Bay	95.1%
Far Rockaway	96.0%	Port Jefferson	89.9%
Hempstead	94.5%	Port Washington	99.0%
Huntington	91.7%	Ronkonkoma	93.2%
Long Beach	90.2%	West Hempstead	92.0%

Data Review

For the month of March, on-time performance (OTP) was 94.1%, above the goal of 94%, and 2023 year-to-date OTP is also above the goal at 95.4%. Five of the twelve LIRR branches operated above their goals in March: Atlantic, Montauk, Oyster Bay, Port Washington, and Ronkonkoma. Year to date, nine branches were at or above their goals.

There were twenty-three incidents this month that resulted in ten or more late, cancelled, or terminated trains. The most significant event was a disabled train west of Jamaica on March 30 that caused 37 late trains, delayed our customers an average of eighteen minutes and reduced our monthly OTP 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 122,948 miles in February, missing the target of 170,000 miles.

Moving Forward

Spring has arrived and so has baseball season. Over the next couple of months, LIRR will be providing extra service for customers traveling to and from Citi Field for New York Mets games. In addition, with the opening of Grand Central Madison, LIRR riders can now reach Yankee Stadium by transferring to Metro-North.

Long Island Rail Road

MAJOR PROJECTS

Cherry Valley Avenue Bridge Gets a Lift



Crews prepare to install the new Cherry Valley Avenue Bridge in Garden City

When an oversize truck meets an 1870s rail bridge, bad things can happen. With a clearance of 10' 4", the Cherry Valley bridge on the Hempstead Branch has been the victim of overheight vehicle strikes hundreds of times since 2010. These bridge strikes pose a threat to road safety and railroad timetables; whenever the bridge sustained damage, trains operated at restricted speeds until LIRR bridge inspectors arrived on the scene to ensure trains were able to operate normally. Implementation of restricted speeds has lasting impacts that adversely affect ridership, generating customer complaints, and lowering customer confidence that LIRR can maintain safe infrastructure. Customers would be forced to investigate alternative means of transportation including driving over already congested roads. This would be a tremendous hardship for the region's economy and quality of life, and would severely hamper travel between Queens, Long Island and Manhattan.

To solve the problem, LIRR workers raised the existing track elevation at the trouble-prone overpass 12" per weekend (36" in total) over three consecutive weekends, only requiring service to be shut down on the Hempstead Branch. At the same time, the new bridge was assembled on an adjacent property. On the final weekend, the crews removed the old bridge and installed the new bridge at a higher elevation with a vertical roadway clearance of 14'-5", which adheres to NYS DOT height compliance and contributes to a more reliable and resilient railroad system.

The MTA has raised the heights of seven bridges in Nassau County through funding of \$17.7 billion investment in the transformation of the LIRR, which includes the LIRR 3rd Track Project between Floral Park and Hicksville and the opening of service to Grand Central Madison.

CUSTOMERS & COMMUNITIES

Community Engagement Key to Successful LIRR Bridge Replacements

On April 2, the 152-year-old bridge at Cherry Valley Avenue was replaced by a new 14'-5" bridge to significantly decrease train delays and increase safety along the railroad right-of-way. The right-of-way at Cathedral Avenue was also rebuilt and brought to a state of good repair as part of this project. In the last 12 years, Cherry Valley Avenue Bridge was struck over 150 times, endangering both train crew, passengers, and vehicles as well as creating delays for riders on the Hempstead Branch. Replacing the bridge with a new, raised structure will reduce collisions from over-height trucks, improving the reliability of LIRR infrastructure and enhancing rider safety.

Beginning in the summer of 2022 and continuing to the end of the project in April 2023, LIRR held several meetings with Village of Garden City and Nassau County officials. The working relationship with the Village was especially important for the success of the project, and LIRR was in constant contact with a number of Village staff members, including the Mayor, Village Administrator, Police Commissioner and Village Engineer. Discussions typically included the method of the bridge replacement, coordination for road closures, replacement of the Cathedral Avenue grade crossing and other critical aspects of construction.

This coordination is part of the LIRR's commitment to being a good neighbor and working with communities when undertaking projects both big and small. Proactively working with the Village helped LIRR deliver this project on time and prevented any unnecessary delays.



LIRR worked closely with the Village of Garden City and Nassau County to ensure replacement of the Cherry Valley Avenue Bridge replacement proceeded smoothly

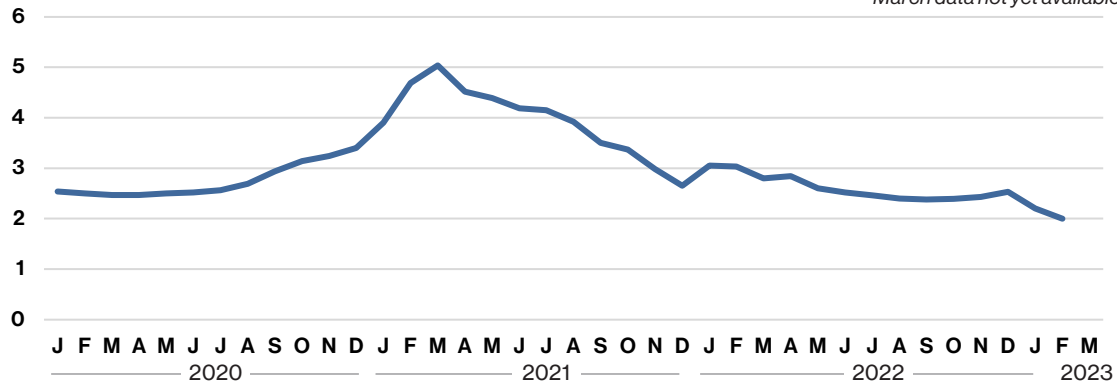
Long Island Rail Road

SAFETY & SECURITY

Customer Accident Rate

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

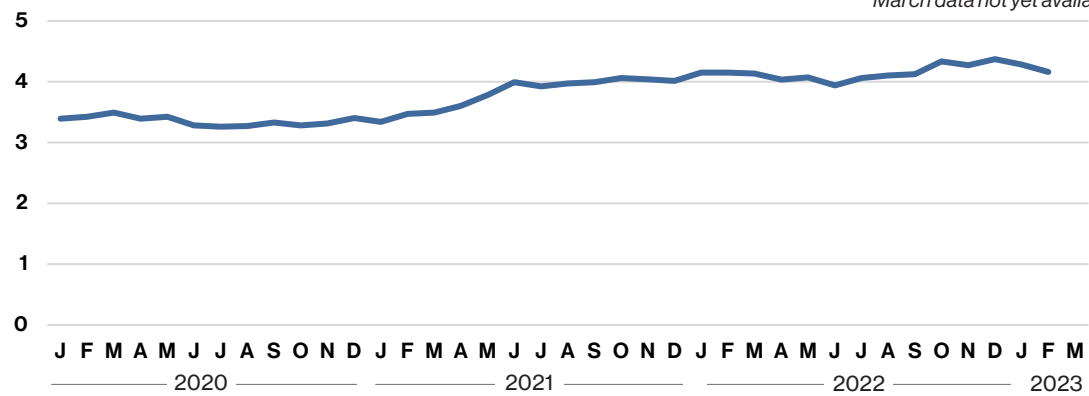
March data not yet available



Employee Lost Time Injury Rate

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

March data not yet available



Data Review

The reportable customer injury rate decreased from 3.03 to 2.00 per one million customers in the current 12-month reporting period, March 2022 through February 2023, compared to the prior 12 months. The reportable employee lost time injury rate increased slightly from 4.15 to 4.16 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

To prepare for emergencies and comply with Federal Railroad Administration mandates, the Office of the Fire Marshal conducts training with FDNY and various police departments, local volunteer fire and ambulance departments, and sister agencies. In April, LIRR trained three Suffolk County Fire Departments and one FDNY Command. Additionally, LIRR conducted an Amtrak Joint Reunification Exercise and staffed the Citi Field Command Post for Mets Opening Day.

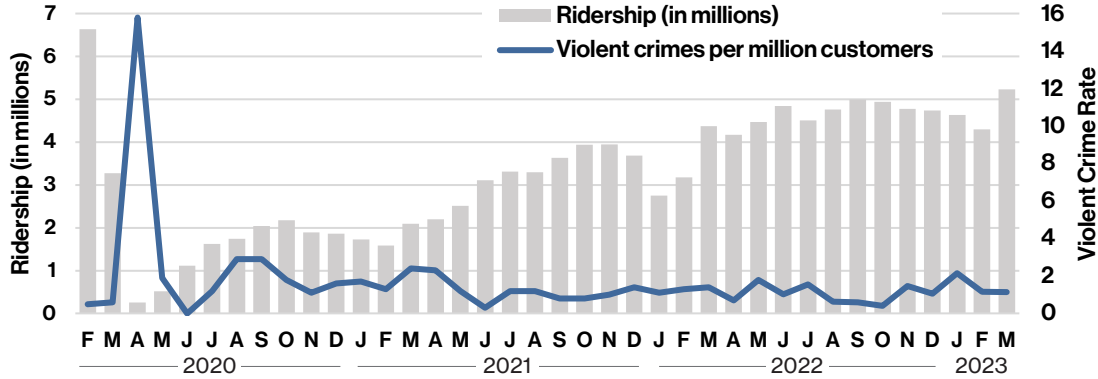


SAFETY & SECURITY

Major Crimes Against Customers

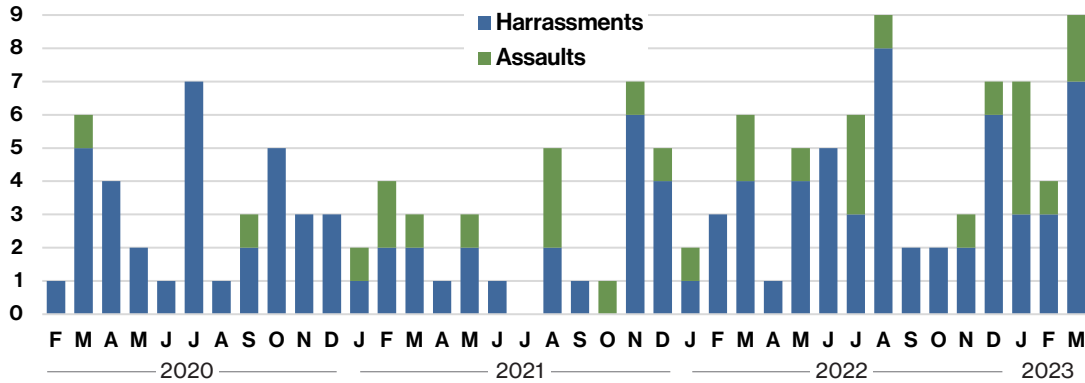
The rate of all violent crimes (murder, rape, robbery, felony assault, grand larceny) against customers, per million customers

March data subject to change



Assaults and Harassments Against Employees

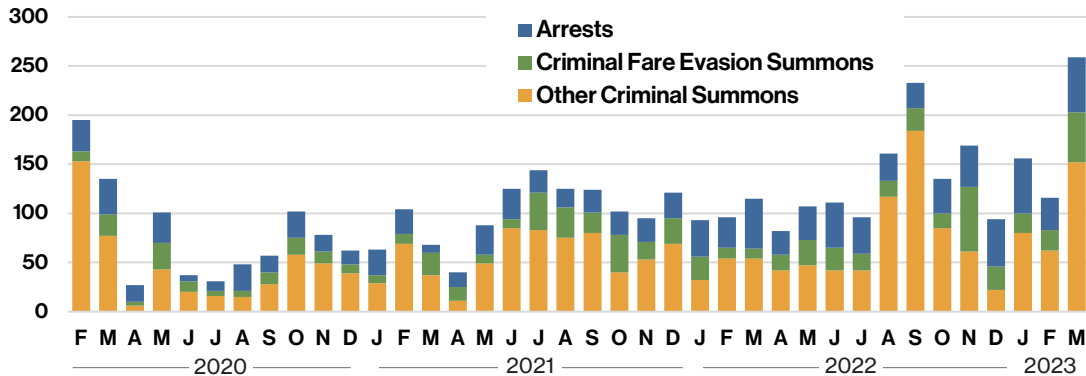
The number of assaults and harassments against LIRR and MTA Police Department employees, per NYS criminal law



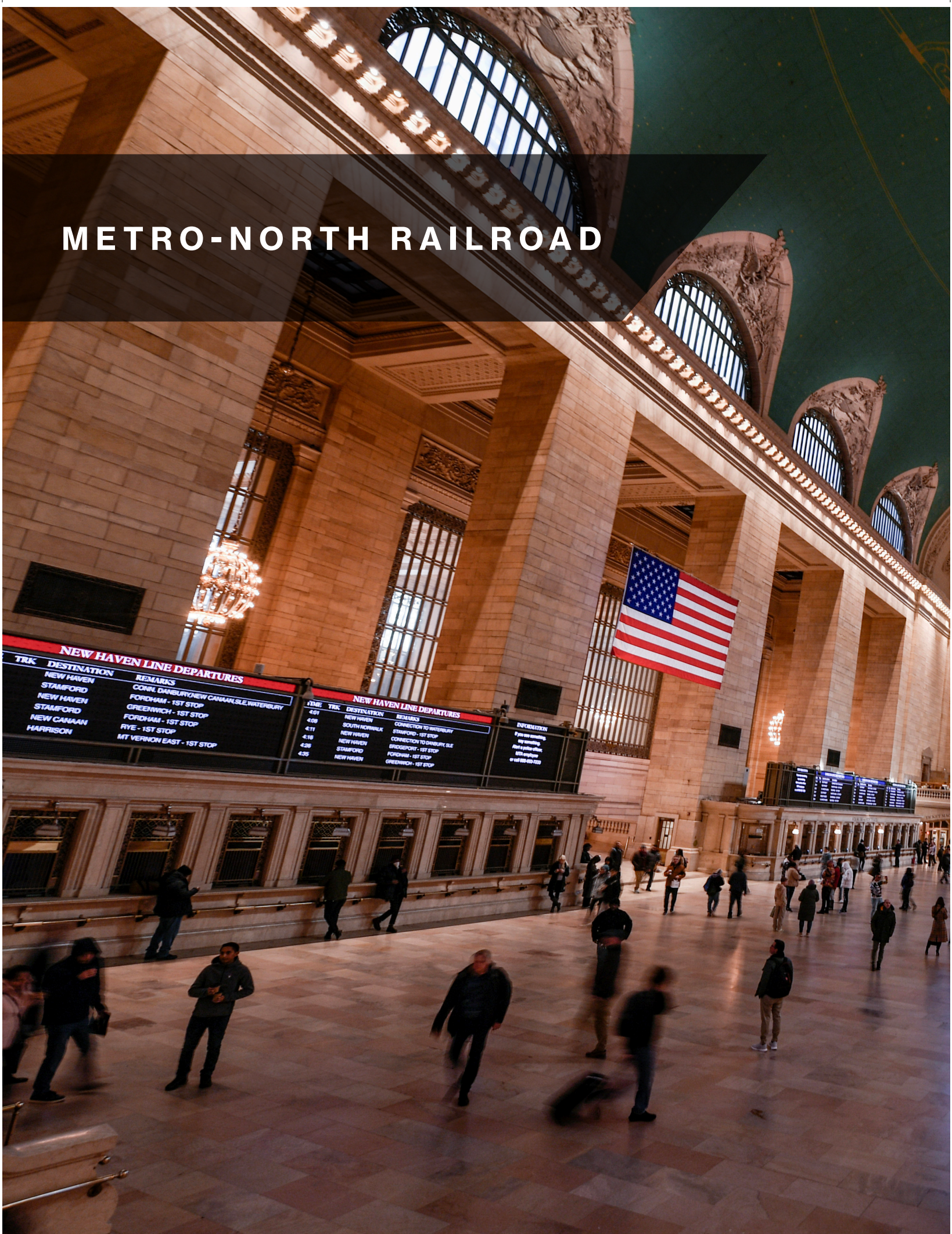
Summonses and Arrests

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

March data subject to change



METRO-NORTH RAILROAD



TRK	DESTINATION	REMARKS
NEW HAVEN		
STAMFORD		CONN. DANBURY/NEW CANAAN/LE. WINTERBURY
NEW HAVEN		FORDHAM - 1ST STOP
STAMFORD		GREENWICH - 1ST STOP
NEW CANAAN		FORDHAM - 1ST STOP
HARRISON		RYE - 1ST STOP
		MT VERNON EAST - 1ST STOP

TIME	TRK	DESTINATION	REMARKS
4:01		NEW HAVEN	
4:08		SOUTH NORWALK	CONNECTION TO WINTERBURY
4:11		NEW HAVEN	STAMFORD - 1ST STOP
4:18		NEW HAVEN	CONNECTION TO DANBURY/LE
4:26		STAMFORD	BRIDGEPORT - 1ST STOP
4:30		NEW HAVEN	FORDHAM - 1ST STOP
			GREENWICH - 1ST STOP

INFORMATION
For more information
on train service,
visit mtr.com
or call 800-456-7890

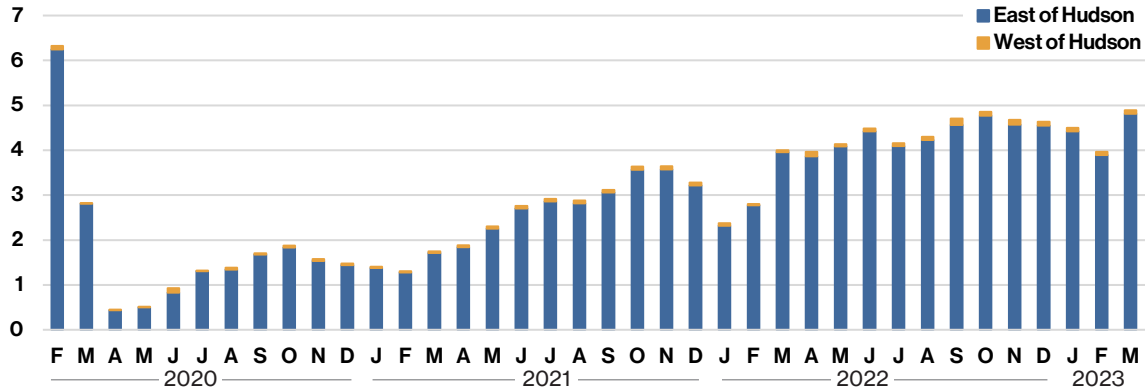


Metro-North Railroad

RIDERSHIP

Monthly Ridership

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



Data Review

Metro-North’s March 2023 ridership of approximately 4.9 million rose 23.4% from the 3.9 million recorded in February 2023, typical for the end of winter. Notably, this 1 million-trip February to March increase is higher in real and percentage terms than the 14% increase of 900,000 trips from February to March in pre-COVID 2019.

This month’s ridership rose 22% compared to last March, representing approximately 69% of March 2019 ridership, up from 64% for February. Weekday average ridership rose 5.9% to approximately 175,000, with a 63.4% share of March 2019, up 2.1% compared to February’s 61.3%. Tuesday through Thursday ridership against March 2019 rose more strongly, from 63.8% in February to 66.4% in March. Average weekend ridership rose 10% as winter temperatures began to ease their grip and the region ventured outside.

Ridership on commutation tickets (Monthly and 20-Trip) continued its seesaw trajectory from January and February, erasing its February loss with a 30% increase. Rides on commutation tickets rose slightly from 41% to 42% of total sales. When other peak ticket rides are added to commutation to represent total peak ridership, these peak rides rose about 1.5% to a 68.5% share; this pattern improves on that of February to March 2019, when the share dropped 1% to 76%.

Moving Forward

Ridership normally grows in the spring, but the growth this March is especially encouraging as it has accelerated beyond 2019 performance. This trend appears likely to continue, with the second week of April marking our best ridership yet in raw and 2019 terms.



FINANCIAL RESULTS

2023 Revenues & Expenses, March Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$148.5	\$134.7	(\$13.8)
Farebox Revenues	\$110.9	\$121.7	\$10.9
Other Revenues	\$37.6	\$12.9	(\$24.7)
Total Non-Reimbursable Expenses	\$368.6	\$378.4	(\$9.8)
Labor Expenses	\$251.8	\$260.3	(\$8.5)
Non-Labor Expenses	\$116.7	\$118.1	(\$1.4)
Non Cash Liabilities	\$76.9	\$83.9	(\$7.1)
Net Surplus /(Deficit) - Accrued	(\$297.0)	(\$327.7)	(\$30.7)

Staffing Levels

Positions (Full-Time Equivalent)	Budget	Actual	Variance
Non-Reimbursable	6,006	5,756	251
Reimbursable	746	505	240
Total Positions	6,752	6,261	491

Data Review

Through March, farebox revenue was \$10.9 million higher than the adopted budget due to higher ridership across all East of Hudson lines. Year-to-date, Metro-North ridership is 34.1% lower than 2019 ridership for the same time frame. The revenue budget is based on the revised McKinsey & Co. ridership projection.

Labor expenses are higher than the adopted budget by \$8.5 million due to lower reimbursable overhead and higher healthcare and welfare costs. At the end of March, there were 491 vacancies compared to the budget and 883 vacancies against the year-end authorized headcount.

Non-labor expenses are unfavorable to the adopted budget by \$1.4 million, driven by higher materials and electric expense partially offset by the lower fuel costs and delayed maintenance contracts.

Moving Forward

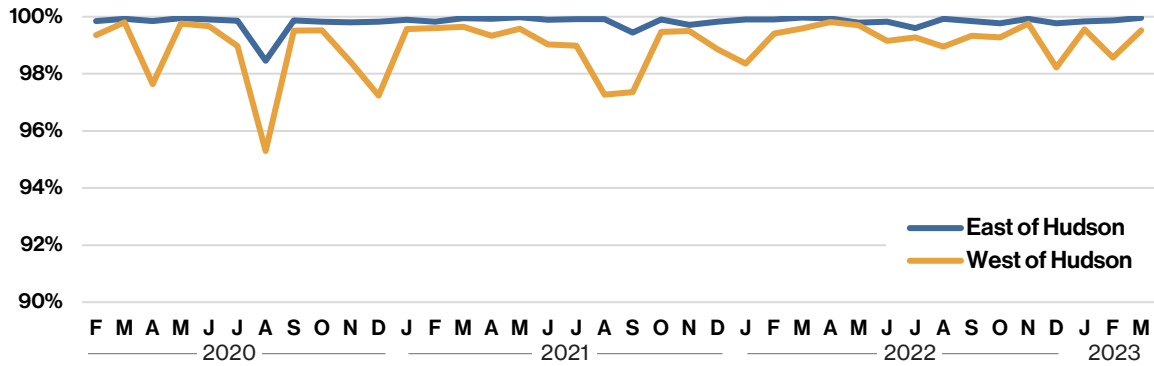
We are focused on growing staff to budgeted targets across all crafts. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

Metro-North Railroad

PERFORMANCE

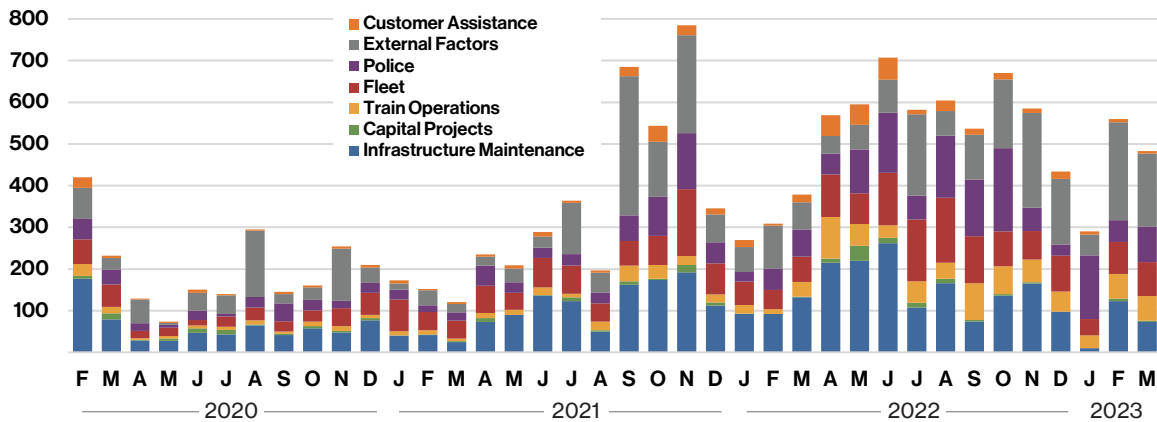
Service Delivered

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



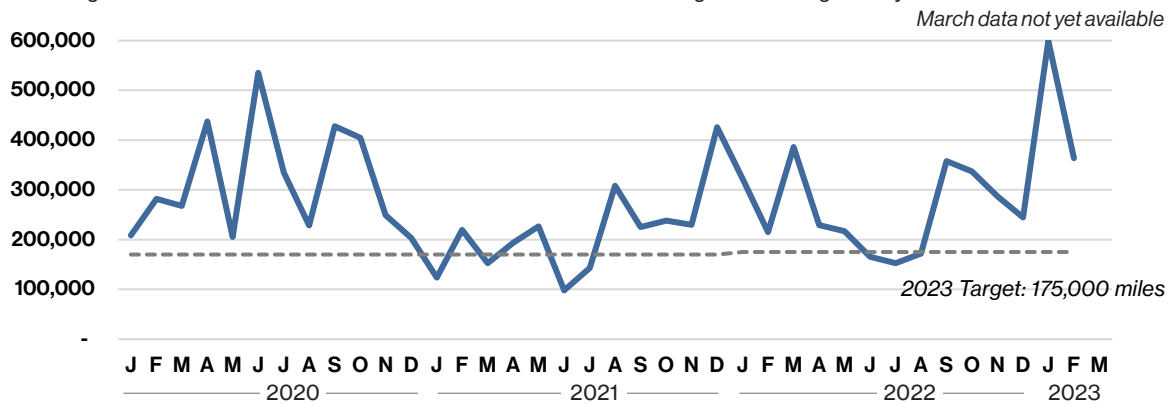
Delays by Type

The number of delayed trains by type of delay



Mean Distance Between Failures

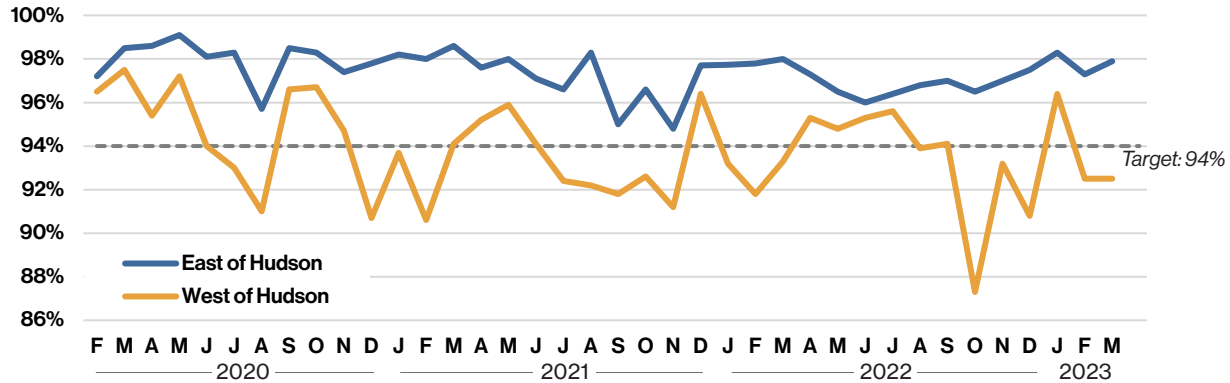
The average number of miles a railcar or locomotive travels before failing and causing a delay



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	96.9%	Port Jervis	95.2%
Harlem	98.7%	Pascack Valley	89.0%
New Haven	98.0%		

Data Review

In March, Metro-North's service delivered rate, measuring the reliability of service, was 99.9% and systemwide OTP was 97.9%, above our goal of 94%. Year-to-date OTP was also above goal at 97.8%. Three major incidents affected March OTP. On March 4, a tree fell on overhead wires, resulting in 41 late trains on the New Haven Line. On March 16, a smoldering condition impacted trains arriving and departing Grand Central Terminal, causing 35 late trains. Finally on March 31, a CSX freight train derailed on the Hudson Line, resulting in severe track damage that led to 37 delays. Due to extended track outages to facilitate repairs, train delays from this event will also affect April's performance. The mean distance between failures for the fleet was 363,356 miles in February, above the goal of 175,000 miles. Year-to-date MDBF performance remains above goal at 457,831 miles.

Moving Forward

With spring upon us, Metro-North is leveraging the favorable weather conditions to maximize its infrastructure state of good repair, reduce existing speed restrictions, and increase service reliability. Over the next few months, Metro-North will perform repairs and improvements on all three lines to maintain the most reliable train service for our customers. In April, rail installation will start on the New Haven Line between Stamford and South Norwalk, and switch installation will occur at Devon Bridge. In May, rail tie installation will commence on the Hudson and New Haven Lines, and on the Harlem line, crews will kick-off grade crossing renewals at Commerce Street and Cleveland Street in Valhalla. Finally in June, new switch installation will occur in New Rochelle on the New Haven Line.

Metro-North Railroad

MAJOR PROJECTS

Accessibility Improvements Underway at 5 Metro-North Stations



Elevator installation on the Harlem Line

As part of the MTA's unprecedented \$5.2 billion investment in systemwide accessibility, Metro-North is moving forward with design and construction of Americans with Disability Act (ADA) upgrades at five stations, with three in Westchester and two in the Bronx. 26 out of the 38 stations on the Harlem Line are currently ADA-compliant, and adding an additional five stations will be a big step forward in creating a fully accessible transit system for all customers.

Metro-North is utilizing innovative contract bundling to get the best value for our dollars and to complete projects faster, with Westchester-area station completion slated for fall 2023. Design for the Bronx stations is expected to be completed in the second quarter of 2023, with the award of a Design-Build contract in the fourth quarter of next year and construction beginning soon afterward.

MTA Construction & Development contractors are installing elevators to both platforms at Hartsdale, one elevator at Scarsdale and one elevator at Purdy's station. In the Bronx, Woodlawn and Williams Bridge stations will be replaced and made fully accessible with new ramps, a new entry canopy, and construction of elevators, heated platforms, and staircases. Major improvements will also be made at the Botanical Gardens station to bring it to a state of good repair.

Additional improvements to stations in the Bronx include digital displays, public address system, bike racks, benches, shelters, Help Point stations, and security cameras. These new and modern elements will improve not only the physical structure, but also contribute to a more welcoming atmosphere overall.

CUSTOMERS & COMMUNITIES

Thousands of Baseball Fans Take the Train to the Game

This month, Metro-North welcomed the return of the baseball season with new options to Take the Train to the Game for Yankees and Mets fans alike.

Metro-North ushered in baseball season with the Yankee Clipper, which offers a one-seat ride to the stadium for Hudson Valley and Connecticut customers. Throughout the baseball season, gameday shuttles and Hudson Line trains will provide additional connectivity to Yankee Stadium on game days. Metro-North also welcomed fans from Long Island traveling to the Bronx with seamless connections at Grand Central Madison. On opening day alone, Metro-North was proud to provide easy train access to Yankee Stadium for over 4,100 fans from New Haven to Ronkonkoma.

Opening day was also accompanied by added excitement in Grand Central Terminal as the New York Transit Museum's 1917 IRT Lo-V Nostalgia Train made a special trip to Yankee Stadium for the home opener. Fans boarded the train at Grand Central for an express train unlike any other to Yankee Stadium.

The following week, Metro-North-riding Met Fans were given a new option to get to Citi Field with connecting service from Grand Central Madison, providing the quickest ride from Midtown to Citi Field. MTA leadership was joined by Mr. and Mrs. Met to commemorate the brand new service option on opening day.

Throughout the baseball season, the MTA is the best way for fans to get to the stands. With the opening of the LIRR terminal at Grand Central, Yankees and Mets fans anywhere in the MTA region have easy transit access to Yankee Stadium and Citi Field for the first time ever.



Metro-North President and Interim LIRR President Cathy Rinaldi encourages customers to take the train to the game on Yankees opening day

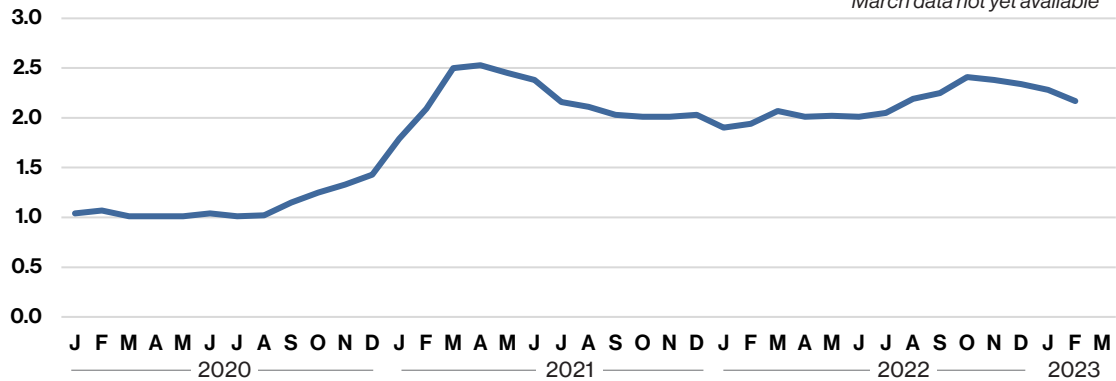
Metro-North Railroad

SAFETY & SECURITY

Customer Accident Rate

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

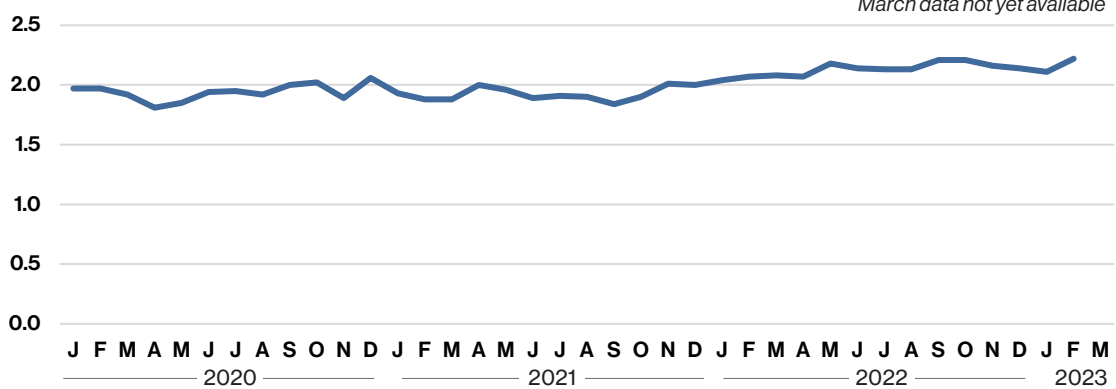
March data not yet available



Employee Lost Time Injury Rate

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

March data not yet available



Data Review

The reportable customer injury rate increased from 1.94 to 2.17 per one million customers in the current 12-month reporting period, March 2022 through February 2023, compared to the prior 12 months. The reportable employee lost time injury rate increased from 2.07 to 2.22 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

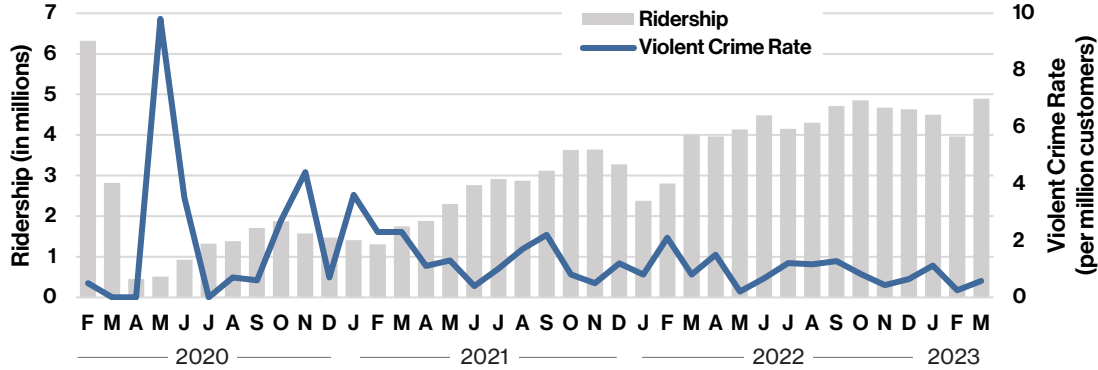
To address customer and employee incident and injury trends, the Metro-North Office of System Safety (OSS) continues to investigate each incident in partnership with the operating departments. Investigations may include interviews, site/equipment inspections, and procedural reviews. Root causes and contributing factors are identified and corrective actions implemented. OSS also reviews cases for patterns, meets with operating departments bi-weekly to review selected cases in depth, and shares information with Operations Training for incorporation into course materials.



SAFETY & SECURITY

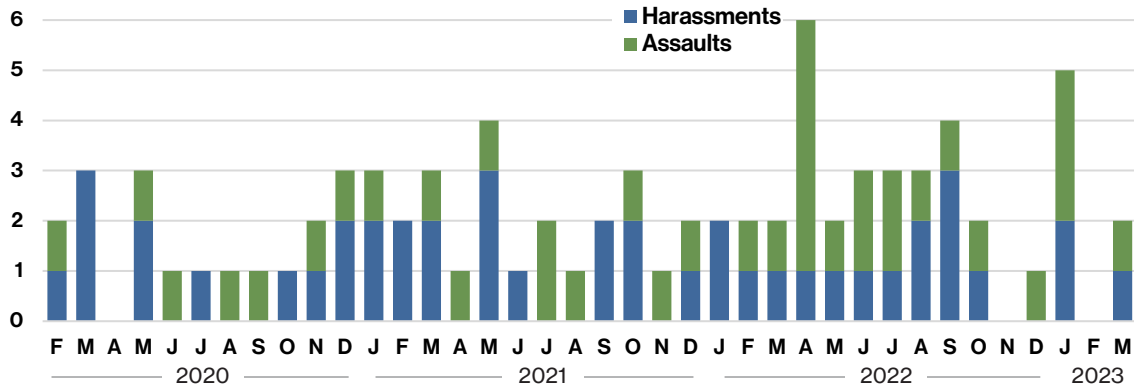
Major Crimes Against Customers

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



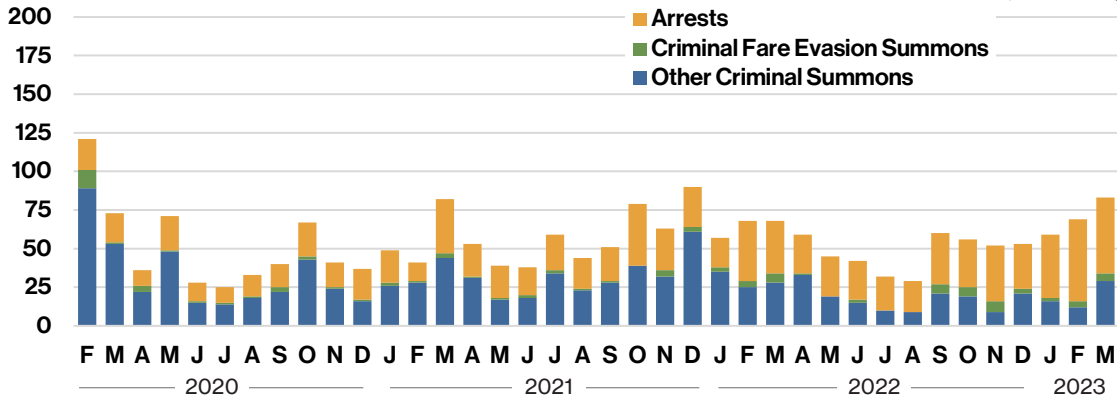
Assaults and Harassments Against Employees

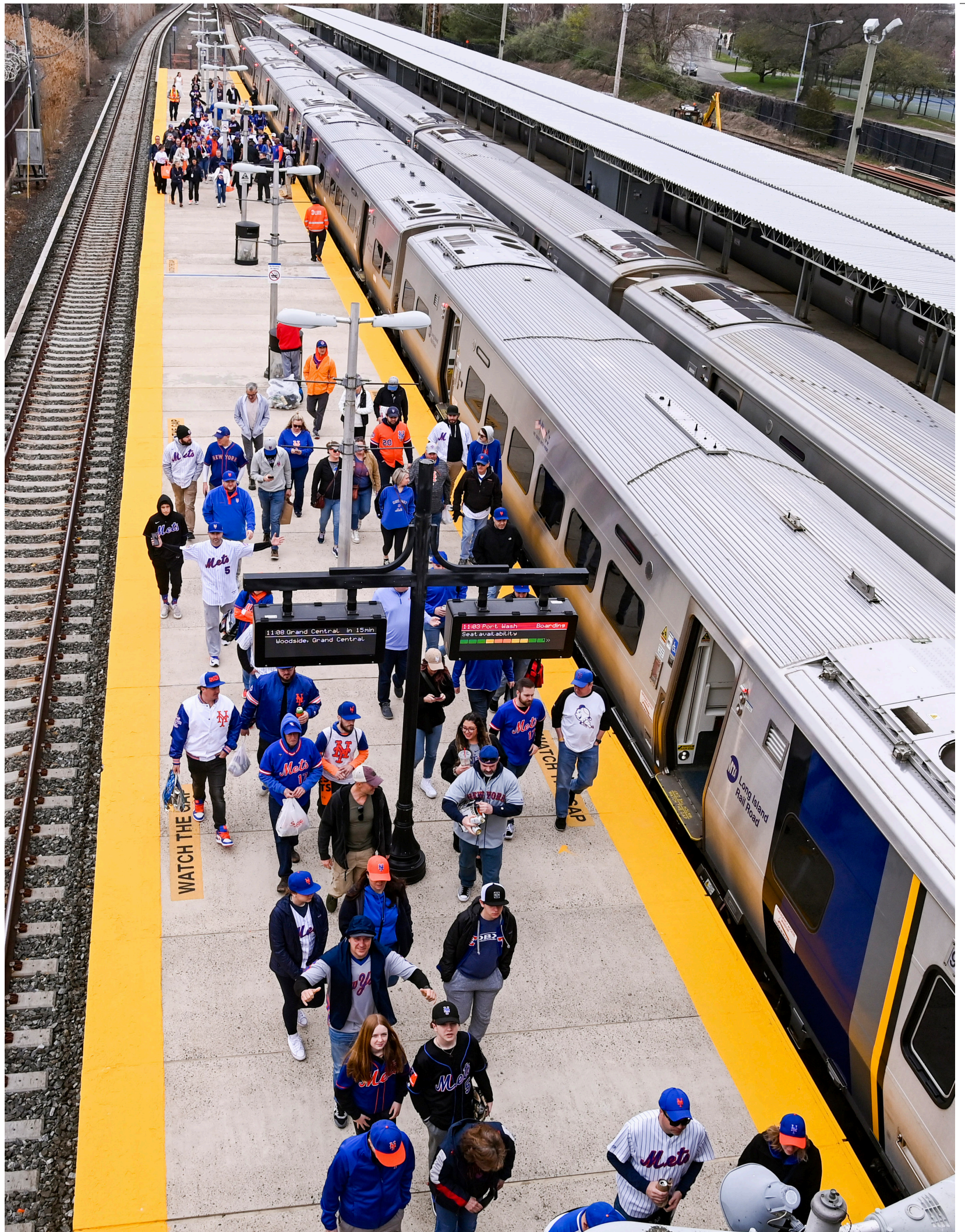
The number of assaults and harassments against Metro-North and MTA Police Department employees, per NYS criminal law



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 March data subject to change





11:08 Grand Central. In 15min
Woodside, Grand Central

11:05 Port. Wash. Boarding
Seat availability

WATCH THE GUY

Long Island
Rail Road



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

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