



## **2022 ANNUAL RIDERSHIP REPORT**

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## LONG ISLAND RAIL ROAD

### EXECUTIVE SUMMARY

The LIRR finished 2022 with ridership growth, rebounding from previous declining trends due to the COVID-19 pandemic. 2022 Total ridership was 52.5 million customers, increasing +50.0% above 2021's 35.0 million ridership. When compared to 2019, total ridership decreased -42.4%. 2022 Commutation ridership increased +117.8% with 21.1 million passengers, outperforming 2022 Non-Commutation ridership that increased +24.2% with 31.5 million passengers.

### 2021 Ridership Summary

- In 2022, the pandemic continued to have an impact on the way people live, work and travel. However, there was a steady ridership increase through 2022 reaching 57.6% of the pre-COVID ridership by the end of the year.
- 2022 Commutation ridership reached 21.1 million passengers increasing +117.8% from last year (adjusted for calendar/workday differences). The introduction of special fares (10% off monthlies, 20-Trip tickets), along with more people returning to the office (part/full-time) contributed to the Commutation growth.
  - Reverse Commute ridership increased +35.9% in the AM period and +33.2% in the PM Peak Period compared to 2021
- 2022 Non-Commutation ridership reached 31.5 million passengers. Non-Commutation ridership increased +24.2% contributing to the recovery for the ridership come-back.
  - Saturday ridership increased 30.2% and Sunday ridership increased 21.0%, while Off-peak weekday travel increased 34.5%. Off-peak and weekends have returned stronger primarily driven by discretionary trips to concerts, sporting events (especially to UBS Arena) and discretionary/leisure trips.

#### Annual Ridership (in millions)\* 2022 vs 2021

	2022	2021	% Change vs 2021
<b>Total Ridership</b>	<b>52.541</b>	<b>35.037</b>	<b>50.0% ▲</b>

\* Annual ridership is based on a calendar adjustment to reflect same workdays in 2022 and 2021.

▲ Increase

▼ Decrease

● No Change

## Major Factors and Initiatives Affecting Ridership

### 1. REGIONAL ECONOMY

- 2022 employment figures showed that NYC jobs experienced gains during CY 2022 vs. 2021 (272,700 more jobs vs. 2021)
- NYC Non-Agricultural employment increased 6.4%
- Education and Health employment increased 5.0%
- Business and Professional Services employment increased 7.7%
- Leisure and Hospitality employment increased 29.4%
- Financial Activities employment increased 1.7%
- Information employment increased 8.5%
- Trade employment increased 4.4%
- Transportation & Utilities employment increased 8.0%

### 2. ON-TIME PERFORMANCE AND SERVICE RELIABILITY

- **On-Time Performance (OTP):** One of the most reliable predictors of customer satisfaction is the ability to deliver passengers to their intended destinations on time. For 2022, the LIRR's OTP was 95.8%, which was the 3<sup>rd</sup> highest OTP the railroad has ever seen (1<sup>st</sup> place was 2021 with 96.3% and 2<sup>nd</sup> place was 2020 with 95.9%). There was a 4.7% increase in the number of scheduled trains from 215,837 in 2021 to 226,066 in 2022.
- While there was an increase in the overall number of delays, decreases did occur in the categories of Capital (305) and External Factors (97). Capital project delays improved with progress being made with the Jamaica Capacity Improvement Project, Concrete Tie Project, and Main Line Expansion. An improved low adhesion season led to a reduction in External Factors delays.
- **Branch Performances:** At year end, ten out of eleven branches of the Long Island Rail Road operated at or above goal. There was a 22.5% reduction in the number of trains cancelled or terminated as compared to last year.
- **Equipment Performance:** The 2022 annual fleet MDBF Mean Distance Between Failures (MDBF) for the entire fleet was 229,824 miles, exceeding the 2022 goal of 190,000 miles by 21%, which represents a 0.7% decrease from 2021.
- The M7 fleet, with an MDBF of 404,532 miles, continued to be the strongest contributor in the LIRR's fleet reliability achievements. The RCM program and rigorous maintenance strategies contributed to this outstanding reliability performance.
- The Maintenance of Equipment Department's strategic maintenance efforts also helped to sustain a high C3 fleet reliability, which reached an MDBF of 164,051 – exceeding the goal by 59%. The combined diesel fleet achieved an MDBF of 71,693 miles, which exceeded the goal by 40%.

### 3. RIDERSHIP TRENDS AND OTHER BUSINESS SEGMENTS

- Based on LIRR's 2022 Ridership Book, some key highlights of ridership trends include:
  - Weekday service levels remained consistent throughout 2022. However, weekend service was significantly impacted by outages for the Main Line Expansion project. For 19 weekends, service between Hicksville and New Hyde Park was suspended. During these ongoing hourly service disruptions, service was available to Hempstead. Passengers travelling to Oyster Bay had to board Hempstead trains and transfer to buses to Mineola and East Williston. From there, two hourly service was provided between East Williston and Oyster Bay.
  - Passengers travelling on the Port Jefferson or Ronkonkoma, or Huntington branches had to board a train from Penn Station to Babylon and transfer in Babylon for a diesel shuttle to Bethpage and Hicksville. At Hicksville, passengers were able to board an hourly train to Huntington/Ronkonkoma or a two hourly Port Jefferson train.
  - The traditional travel peak hours, 8:00 AM (westbound) and 5:00 PM (eastbound), for most branches have been consistent.
  - Off-peak and weekends have returned stronger primarily driven by discretionary trips to concerts, sporting events, plays and similar.
  - Ridership for the South Fork Commuter Connection continued to rebound and surpass pre-pandemic levels by 40%.
- In late 2021 the UBS Arena opened adjacent to Belmont racetrack. It is the home of the New York Islanders hockey team and hosts more than 150 major events annually. Coinciding with this, a new station was built to serve the UBS Arena. Initially, only the eastbound platform of the Elmont-UBS Arena Station was opened. The westbound platform was completed on October 6, 2022. Once both platforms were opened, select trains in both directions on the Hempstead, Huntington and Ronkonkoma Branches added stops for events.
- The UBS Arena hosts a mix of events. NY Islanders hockey games are the Arena's anchor, but concerts, college basketball games, wrestling matches, Monster Jams, Sesame Street and Disney on Ice are interspersed through the year. NY Islanders games attract the most LIRR riders, averaging 1,889 arrivals and departures. This compares to the total average of 1,291 arrivals and departures for all events. Ridership for non-Islanders events averaged 824 arrivals and departures per event. The event with the highest LIRR ridership was an Islanders vs Rangers game on 10/26/22, with 5,183 total arrivals and departures.
- The percentage of LIRR arrivals to total gate attendance was another measure taken. Using this metric, 19.2 % of the Islanders vs Rangers game's total gate attendance took the LIRR. The average LIRR ridership/Total attendance for Islanders games was 8.8%, compared to 5.3 % for non-Islanders events and 5.9% for all events.
- LIRR Leisure Getaways/Packages and Escorted Tours experienced summer/fall seasonal growth
- Off-Peak fares were offered during Peak times throughout 2022
- New technology applications continued to offer better service to customers:
  - Digital screen network at stations and rolling stock improved customer communications
  - TrainTime App revamped to show available seating capacity in each car, as well as the observer's relative position along the platform along with accessibility information for a specific station by locating elevators, escalators, and ramps
  - New TrainTime App introduced enhanced features, including the ability to purchase mobile tickets transitioning successfully from the MTA eTix app
  - Digital platform screens displayed car crowding

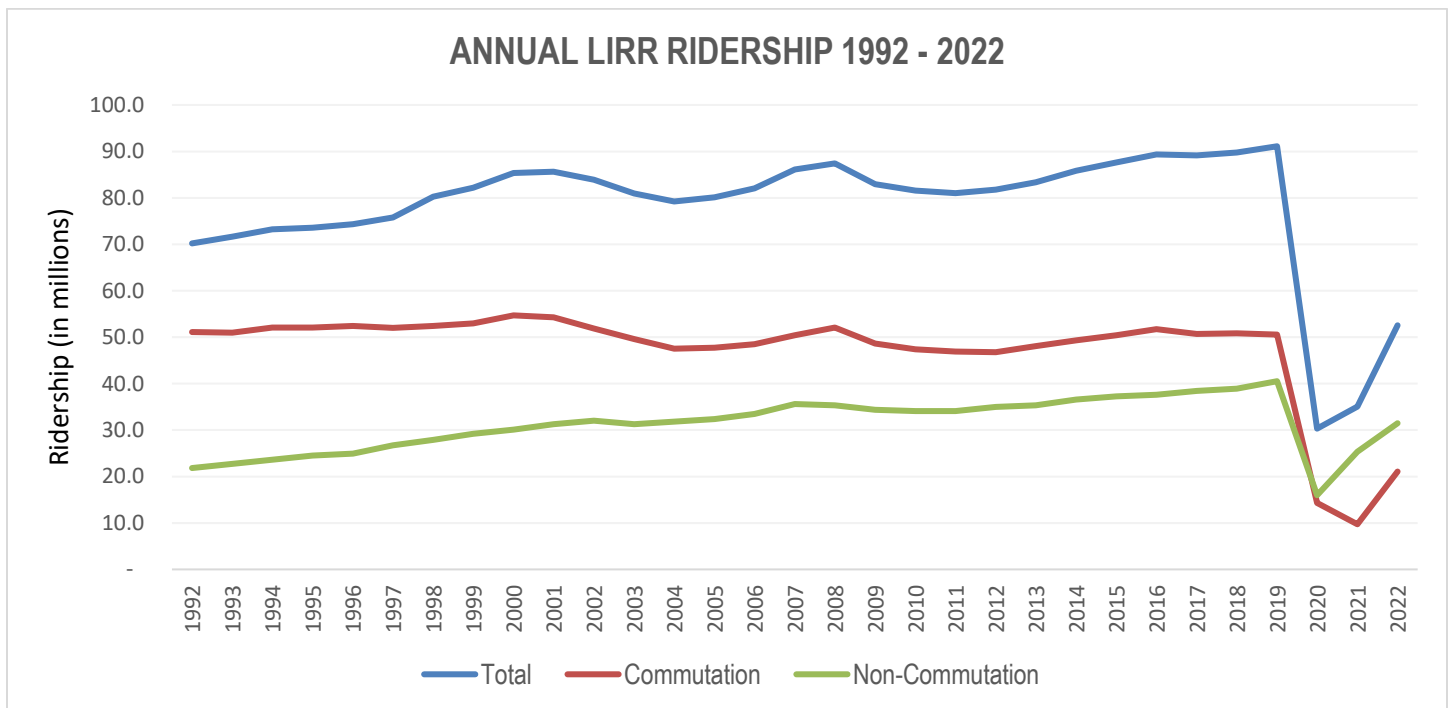
#### 4. CUSTOMERS COUNT SURVEY

- The 2022 Fall overall satisfaction remained unchanged from the Spring survey, at 81%. Very little significant change was seen across lines or across main attributes.
- Far Rockaway had the highest satisfaction scores, at 87% (up 2 pts). Oyster Bay increased 6 pts to 76%.
- The top five key drivers of satisfaction are:
  - Fares, Service Reliability, On-time Performance, Seat Availability and Personal Security at Destination.
- Major shifts since the Spring survey:
  - Overall Personal Security at Destination Station increased 6 pts to 57%. Long Beach and West Hempstead both scored below 50%. However Long Beach was up 9 pts while West Hempstead was down 8 pts.
  - For On-time performance, Oyster Bay satisfied respondents dropped 10 pts to 67%, and West Hempstead dropped 11 pts to 76%.
  - For Seat availability, Babylon had the fewest satisfied respondents, 67% (down 4 pts). Far Rockaway and Huntington/Port Jefferson both increased 8 pts to 78%.

## Long-Term Ridership Trends

### Ridership Trends

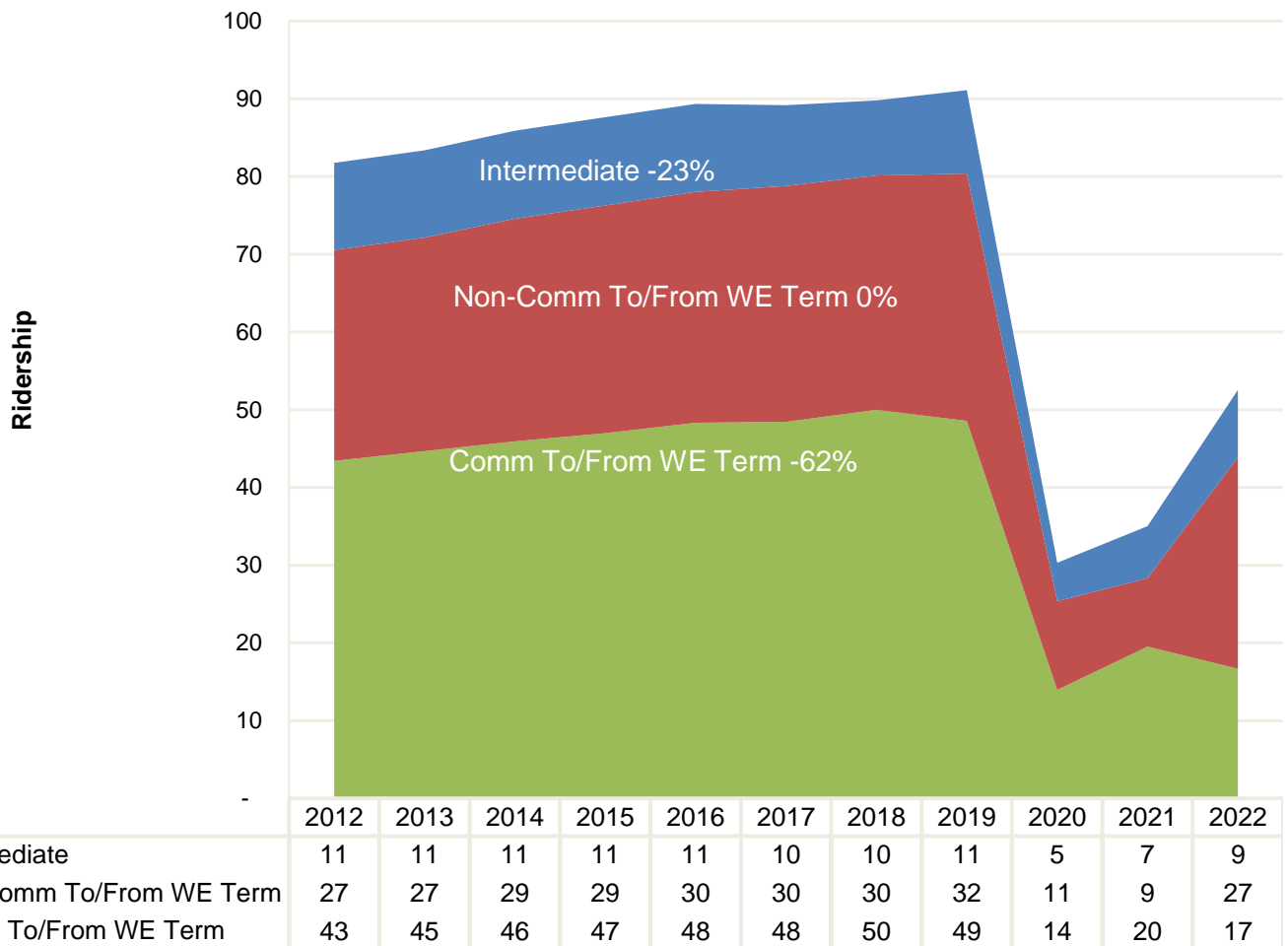
- The Long Island Rail Road was experiencing overall ridership growth trends until the recent pandemic-driven declines that caused a 25% decrease over the past 30 years system-wide total ridership
- Non-Commutation ridership showed an increase of 44%, while Commutation ridership showed a decrease of 59% over the 30-year span



## Ridership Trends by Market

- Over the past 10 years (2012-2022) ridership changed as follows (considering the unusual recent declines):
- Commutation ridership to western terminals decreased by 62%
- Non-Commutation ridership to western terminals showed 0% change
- Intermediate ridership outside of western terminals has decreased by 23%

### ANNUAL RIDERSHIP BY MARKET: 2012-2022 (in Millions)



#### Notes

**Intermediate:** passengers traveling outside of the Western Terminals (Penn Station, Atlantic Terminal, and Hunters Point/LIC)

**Non-Comm. to/from the Western Terminals:** passengers traveling to/from Western Terminals with ticket types other than Weekly & Monthly tickets

**Comm. to/from Western Terminals:** passengers traveling to/from Western Terminals with Weekly & Monthly tickets

## 2022 vs. 2021 Branch Comparisons

- All LIRR Branches experienced significant ridership gains in 2022. The Babylon branch leads with 10.5 million customers, followed by the Port Jefferson branch with 9.4 million customers and the Port Washington branch with 8.3 million customers.

### RIDERSHIP BY BRANCH

Branch	ANNUAL RIDERSHIP		
	2022	2021	% Change
Babylon	10,514,026	7,034,569	49.5% ▲
City Zone	5,672,913	4,010,110	41.5% ▲
Far Rockaway	4,095,562	2,794,801	46.5% ▲
Greenport	66,287	50,365	31.6% ▲
Hempstead	2,778,998	1,751,358	58.7% ▲
Long Beach	2,749,871	1,848,569	48.8% ▲
Montauk	1,662,936	1,128,803	47.3% ▲
Oyster Bay	854,728	514,605	66.1% ▲
Port Jefferson	9,428,532	6,271,150	50.3% ▲
Port Washington	8,321,271	5,229,282	59.1% ▲
Ronkonkoma	5,783,041	4,024,559	43.7% ▲
West Hempstead	612,358	378,577	61.8% ▲
<b>Total</b>	<b>52,540,522</b>	<b>35,036,746</b>	<b>50.0%</b>

▲ Increase

▼ Decrease

● No Change

\* Ridership data is based on ticket sales.

\*\* Port Jefferson branch includes ridership from Huntington Branch.



## 2023 Outlook

- The historic opening of the Grand Central Madison (GCM) service will continue bringing Long Islanders to the heart of Manhattan's East Side, offering the most transformative change of Long Island Rail Road service in over a century adding 41% overall service to New York City
- The opening of GCM coupled with the completion of the Main Line Expansion resulted in a more modern system well-suited to meet future transportation needs, which is expected to bring never-before-seen flexibility and options for customers.
- Customers will continue taking advantage of the new service options, increasing the share of trips to GCM vs. Penn Station (currently showing 30-35% share for trips to GCM vs. 70-65% share to Penn Station)
- Continuous monitoring and ongoing adjustments of train schedules will improve the customer experience and assist in recovery efforts, while crowding will continue subsiding due to reassigning cars to heavier trains.
- Weekly weekday ridership records exceeding the threshold of 200,000 ridership strongly suggest that the recovery trends will continue
- New business opportunities are expected to continue at the UBS Arena hosting all NY Islanders home games and major events including shows & entertainment. The Arena is served by the UBS Arena-Elmont station which has become a full-time station.
- As the re-opening of local tourism takes place, the MTA will continue introducing attractive NYC & LI value-added packages and capitalize on cross marketing opportunities with regional partners and venues to increase non-commutation ridership and grow leisure travel between New York City and Long Island.
- Ridership recovery is expected to grow as local events (US Tennis Open), sports teams (Mets, Rangers, Knicks, etc.) and local venues (MSG, Forest Hills Stadium, etc.) continue to come back and people feel more comfortable with attending various activities. Also, air travel is expected to increase bringing incremental ridership to reach local airports via the LIRR.
- Significant new ridership gains are expected to become a reality as cross-travel opportunities between Metro-North and Long Island stations via Grand Central will be growing. The new joint LIRR/MNR Combo Ticket is expected to encourage regional travel between Metro-North and Long Island stations via Grand Central for only \$8 more than the customer's ticket to New York.