



MTA Press Releases

[Select Language](#) | ▼

Press Release

February 9, 2009

[Metro-North](#)

IMMEDIATE

For 2008, More Customers Than Ever Travel on Metro-North Trains, with the Added Bonus of 97.5% On-Time Performance

MTA Metro-North Railroad set a new record for ridership, exceeding 84 million rides in 2008, the railroad's 25th anniversary year.

In all, Metro-North provided 84,220,427 trips last year with 83,554,482 rides taken aboard Metro-North trains last year, representing a 3.9% increase over 2007, and includes ridership on the railroad's ferries and buses, which reached 665,945 in 2008, a one-year increase of 9%.

What's more, Metro-North's East-of-Hudson customers enjoyed on-time arrivals 97.5% of the time. This marks the fourth consecutive year on-time performance has been 97.5% or greater.

And in a third measure of the railroad's continued success, a record-breaking 94% of customers surveyed said they were satisfied with the service they received from Metro-North. On the Port Jervis and Pascack Valley lines, 89% of our customers reported being satisfied with the service they receive, a 3% increase over 2007.

"We are very proud that Metro-North's performance continues to reflect the MTA's core commitment to provide high quality customer service," said Elliot G. Sander, Executive Director and CEO of the MTA. "Metro-North's record-breaking ridership, stellar on-time-performance and all-time high customer satisfaction represent of what is happening across our network of railroads, subways and buses, and continue trends that have been in place since the MTA was created to manage the New York region's transportation system. These results reflect our belief that if you provide high quality service, customers will take notice and vote with their feet."

"These statistics are a testament to the hard work of Metro-North's employees, across all job categories from engineers and conductors, to planners, budget analysts, custodians, mechanics and track workers," said Metro-North President Howard Permut, "and we will continue to fulfill our reputation of providing excellent service to our customers."

"The consistent level of fine service that Metro-North employees provide is even more telling when you consider that the number of employees has remained virtually constant since Metro-North's inception in 1983 while the number of trains operated has increased by 31%. In addition, the additional train service has been met with rail ridership that has almost doubled since 1983," Permut added.

Metro-North scheduled 209,121 trains last year over 314 route miles and served 121 train stations through Manhattan, Bronx, Westchester, Putnam, and Dutchess Counties in New York, Fairfield and New Haven Counties in Connecticut.

Metro-North's West-of-Hudson train service, which is operated under contract by NJ TRANSIT, serves Orange and Rockland Counties on the Port Jervis and Pascack Valley Lines, with 12 stations and 71 route miles. There were 19,945 scheduled trains which operated a record 96% on time, a 1.3% increase over 2007. Individually, the Pascack Valley Line had an on time performance of 96.9%, and the Port Jervis Line was 94.7%.

In its East-of-Hudson service territory, the Hudson Line had a 97.6% on time performance. The Harlem Line came in with 98.2%, and the New Haven Line operated at 97% on-time performance.

All three east-of-Hudson Metro-North lines experienced their highest-ever ridership. The Hudson Line provided 16,180,173 rides, a 4.4% increase over 2007. The Harlem Line had 27,390,483 rides, representing a 3.3% increase. The New Haven Line boasted 37, 895, 826, a 3.9% increase.

The record-breaking ridership was boosted by on-time performance, more trains and better targeted scheduling of trains, which attracted ridership during this summer's higher gasoline prices, and will seek to minimize the effects of the current eroding economy and growing unemployment numbers.

Metro-North will be offering new services to generate new ridership with the anticipated opening this spring of the new station at Yankee Stadium, Metro-North will serve a new non-traditional market as well as provide regular train service to the West Bronx seven days a week, 365 days a year.

Another advancement expected this year will be the launching of a new pilot program for running trains from the New Haven Line to the New Jersey Meadowlands for this year's football season.