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Press Release

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[MTA Headquarters](#)

IMMEDIATE

Late or Canceled Train Info Now Available on MTA Web Site

LIRR and Metro-North Data Available for First Time

MTA Metro-North Railroad and MTA Long Island Rail Road today announced that detailed information on late or cancelled trains is now available on the MTA website.

Metro-North and LIRR customers can now go to the MTA Home Page www.mta.info and click on Accountability/Transparency to obtain a listing of late or cancelled trains posted 7 to 10 days after their run. The data base will include train information back to July 1 of this year. This information is designed to increase transparency and assist customers who need information for personal or job-related reasons.

LIRR President Helena Williams said: "We know that getting to their destinations on time is our customers No.1 priority. This new web page will allow customers to obtain details on late and canceled trains and is part of our ongoing effort to keep customers informed. We will continue our efforts to reduce customer train delays."

Metro-North Rail Road President Howard Permut said: "This initiative will improve the transparency and accountability of our train reliability which is the cornerstone of our service. Making late train information readily available to all on our website is just the latest in a string of initiatives to provide customers timely and effective communication."

William Henderson, Executive Director of the Permanent Citizens Advisory Committee to the MTA said: "We are very pleased that MTA Long Island Rail Road and MTA Metro-North Railroad have followed up on the PCAC's suggestions and created new web pages to provide improved metrics that better reflect the passenger experience."

For many years, Metro-North and the LIRR have provided "late letters" confirming cancellations and train delays to customers who requested such information by letter or Email. The "Late and Canceled Trains" information can be a convenient way for customers to track past performance, but if you can't wait 7 to 10 days, both Metro-North and the LIRR will continue to answer "late letter" requests via email and in-person at the Metro-North Customer Service Office at Grand Central Terminal and at the LIRR Customer Service Office in Penn Station.

By national industry standard, a commuter train is considered on time if it arrives within 5:59 seconds of its scheduled arrival time. So, the trains listed on the website are canceled trains or trains that arrive 6 or more minutes late.