

Catherine Rinaldi
President, MTA MNR
Interim President, MTA LIRR
June 26, 2023



Long Island Rail Road & Metro-North Railroad 2023 Progress to Date



MTA 2023 Strategic Priorities

Keep bringing customers back to mass transit

1. Better service

- Sustained high operational performance levels
- Improved performance on targeted low-performing lines/routes
- Modified schedules to better meet customer demand, including weekends

2. Safety and respect

- Continued effective collaboration with police to reduce crime and disorder
- Reduced fare evasion
- Cameras on trains
- Renewed approaches to homeless and erratic behavior in system

3. Increased appeal for customers

- Customer service centers and roaming station agents
- More OMNY function/benefits
- Increased systemwide accessibility
- Sharpened customer info and communications
- Cleaner cars and stations

4. 21st Century bus systems

- Dramatically increased bus speeds (with City DOT)
- Queens and Brooklyn bus network redesign underway
- Acceleration of electrification, zero-emission bus fleet
- Fast-track depot electrical upgrades

5. Financial stability and viability

- Secured long-term, recurring funding sources
- Increased employee availability
- Realized efficiencies in operating agencies and HQ
- Maximized federal funding support
- Implemented CBD tolling

6. Strengthening and expanding our system

- Dynamic, prioritized management of crucial SOGR needs
- Enhanced long-range planning, releasing robust 20-year Needs Assessment
- Progress on Megaprojects (New Penn, Penn Station Access, SAS2)
- Expanded MWBE and DBE pools
- Integrated resiliency planning

7. Revived talent and culture

- Stronger partnership with labor
- Compensation system redesigned, with more compelling career pathways
- Engaged employees
- Diversity supported across the MTA
- Magnet for new talent

8. Stronger administrative support

- Consolidated functions reliably delivering crucial services for operating agencies and MTA staff (IT, HR, Procurement, Legal)
- Hiring processes accelerated
- Resilient payroll and accounting services
- Improved handling of workers' compensation claims and benefits administration



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Railroad Progress

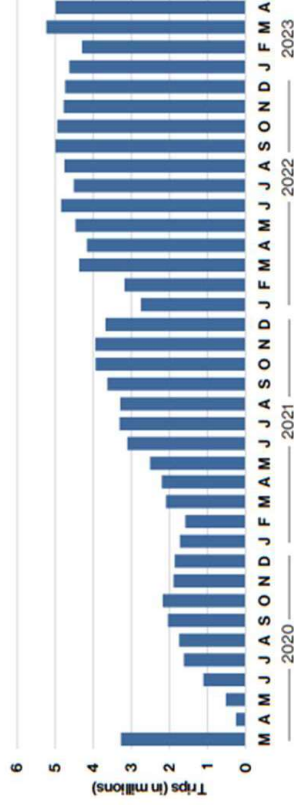
2023

Keep Bringing Customers Back to Mass Transit – Ridership Recovery

LIRR

Monthly Ridership

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



21.7%

Growth since Jan 2023

235.8K

One-day post-COVID

ridership record for

Long Island Rail Road

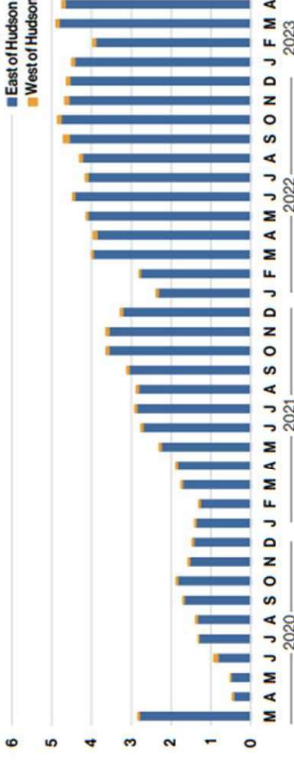
on June 20th



MNR

Monthly Ridership

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



17.8%

Growth since Jan 2023

224.3K

One-day post-COVID

ridership record for

Metro-North Railroad

on June 20th

Railroad Progress

Deliver Better Service

94.9%

LIRR OTP 2023 YTD

97.7%

MNR OTP 2023 YTD



2023

41%

Increase in overall LIRR service with the introduction of full GCM schedule

42%

Reduction in slip/slide events at LIRR

40%

Reduction in slip/slide events at MNR



Welcome to

Grand Central Madison

Find your way
around the station.

Grand Central **Madison**

new.mta.info/grandcentralmadison



Railroad Progress

Stay off the tracks

Trains may come at any time
from either direction

2023

Safety and Respect

Right of Way Task Forces

TRACKS Safety Education and
Outreach Program

Train Patrol (MTAPD)

Reportable Customer
Injury Rates

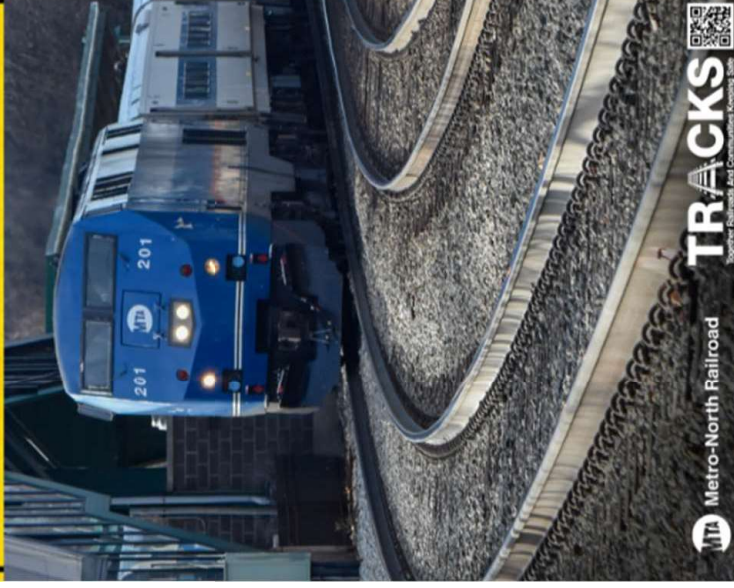
2.11

Per one million
customers at LIRR



2.04

Per one million
customers at MNR



Railroad Progress

From the Hudson to the Hamptons

2023

Increased Appeal For Customers

22.8K

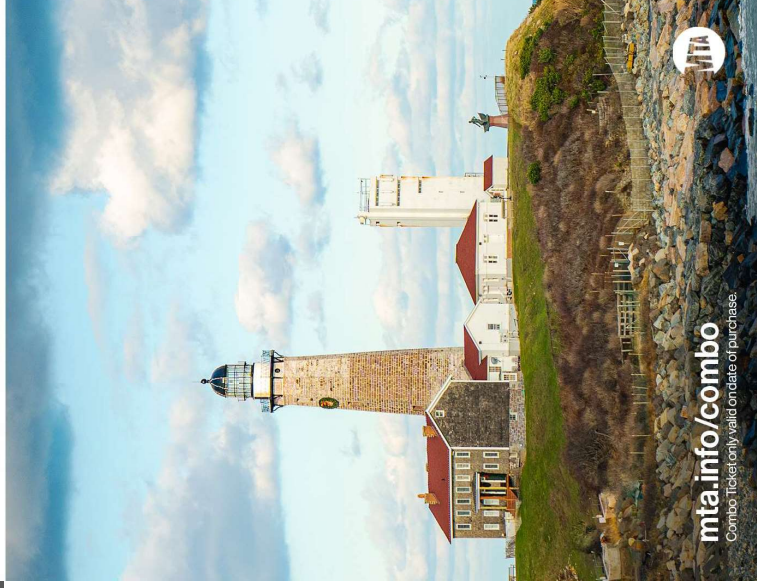
Combo Tickets sold since February 2023

22%

Of the gate attendance for Blink 182 event (UBS Arena) were LIRR transported



Ride Metro-North and the LIRR on one trip with Combo Ticket.



94%

Of daily customers use TrainTime

60+%

Of all Railroad ticket sales are mobile

Railroad Progress

Revived Talent & Culture – Hiring & Retention

- Day in the Life Videos
- Open Houses
- Connecting with Trade Schools
- Internship Program with CUNY (MTA)
- Engineer Trainee Program (MNR)



Join the team that moves millions

2023

267

New hires onboarded at LIRR

188

New hires onboarded at MNR



Financial Stability & Viability

Four strategies to reduce operating costs

Harness technology
and data to
improve productivity

Develop common standards
and best practices

Sharpen management focus
on cost drivers

Invest capital
to reduce operating
expenses



**Operating the Railroad of Today...
Planning for the Railroad of Tomorrow...**

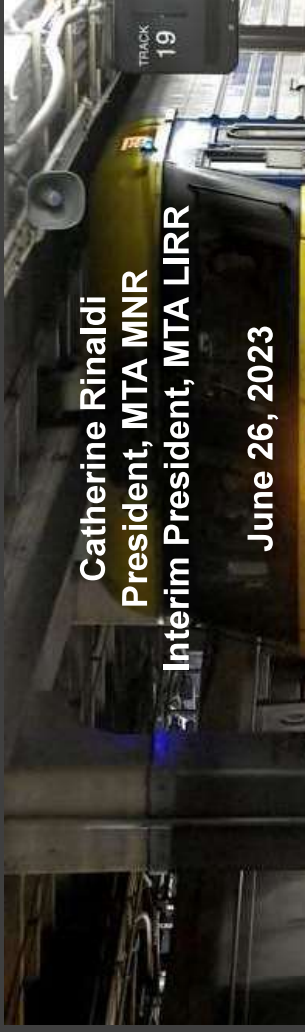
Ridership recovery and economic vitality of region
Safe, reliable and environmentally sustainable transportation
Provide excellent customer service
Stewardship of taxpayer finances

Next Generation Workforce

Innovation and sharing best practices across Railroads

Inquiry Based - Data Informed - Better Decisions





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