

Exhibit Book  
Joint Metro-North and Long Island Committees Meeting  
11/12/2019

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## Long Island Rail Road Performance Metrics Report



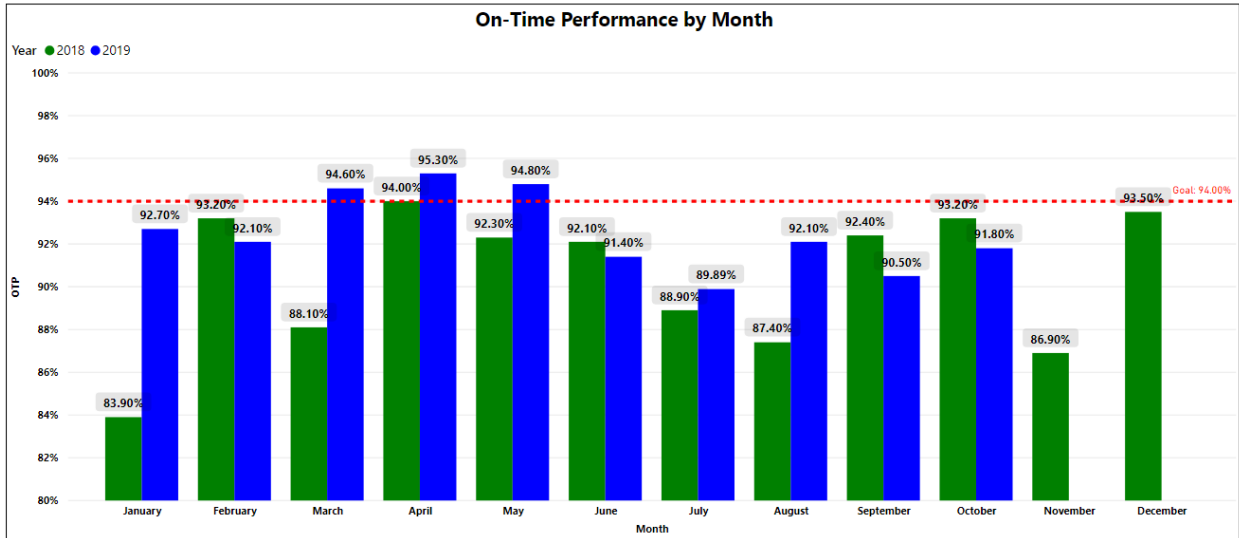
Through October, the LIRR has shown significant improvement in all three operational metrics and both on-board fare collection metrics.



### On Time Performance

The percentage of trains that arrive at their final destination within 5 minutes and 59 seconds of their scheduled arrival time.

Goal	2019		2018	
	October	YTD	October	YTD
94.0%	91.8%	92.5%	93.2%	90.5%

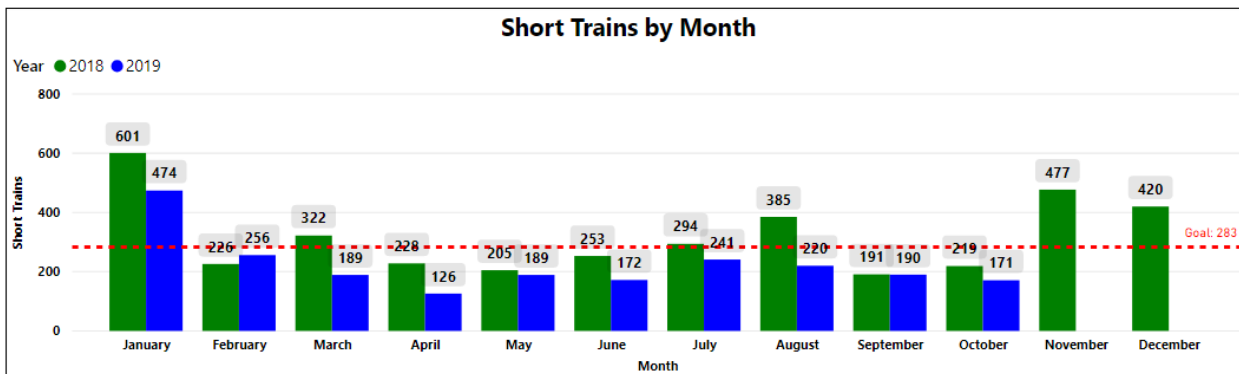


- OTP for October 2019 was 91.8%, which was a decline from October 2018’s OTP of 93.2%. Bridge Strikes at Continental Avenue near Forest Hills Station and a damaged crossing gate east of Mineola particularly hurt the LIRR in October 2019, causing 76 and 54 delays respectively.

### Number of Short Trains

The total number of AM and PM peak trains that operate with fewer cars than planned.

Goal	2019		2018	
	October	YTD	October	YTD
3,397 annually	171	2,228	219	2,924



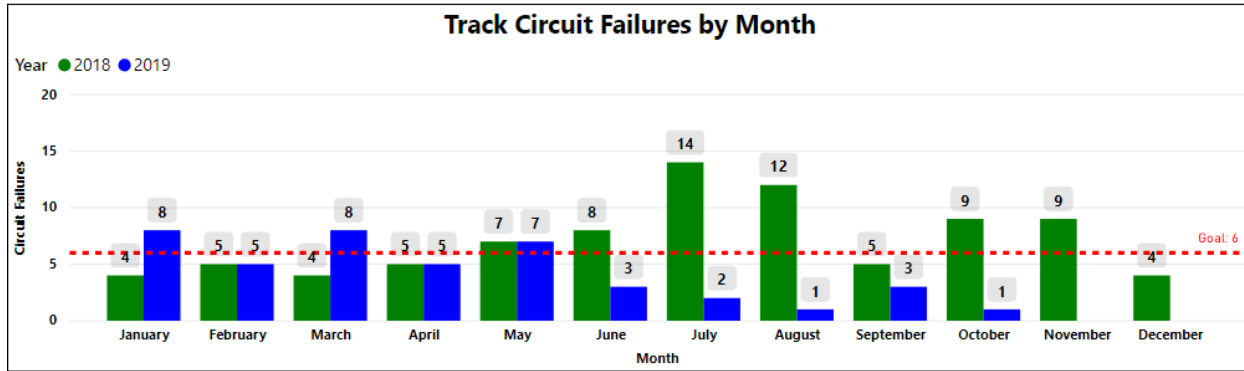
- YTD, the LIRR has reduced the number of short trains by 24%. Key factors have been increased wheel truing capacity and aggressive vegetation management.



## Number of Track Circuit Failures

The number of track circuit malfunctions that result in at least one train delay.

	2019		2018	
Goal	October	YTD	October	YTD
	1	43	9	73

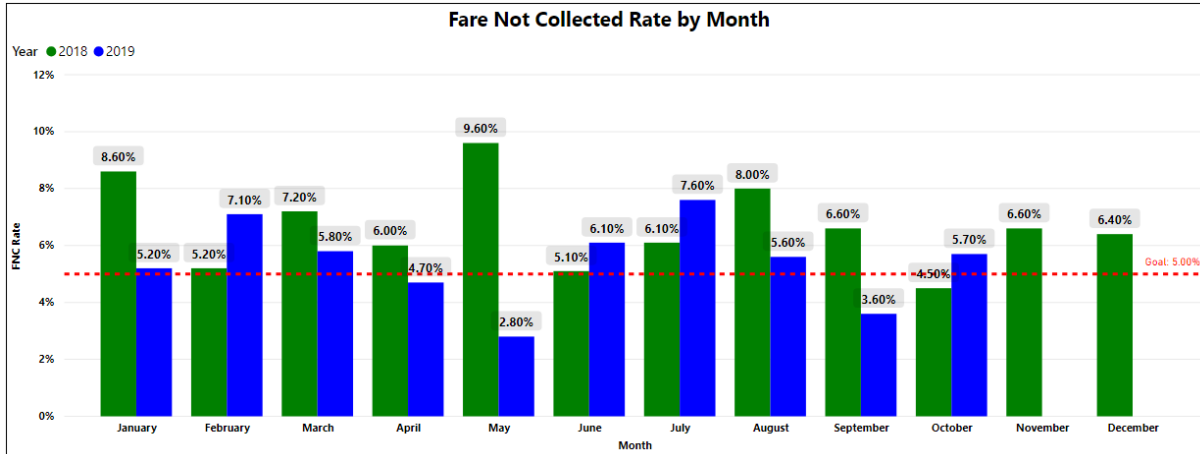


- Through October, the LIRR had experienced 43 track circuit failures causing at least one delay, which was a 41% reduction from the same period in 2018.

## Fare Not Collected Rate

The percent of instances that an MTA Auditor's ticket was not collected.

	2019		2018	
Goal	October	YTD	October	YTD
5.0%	5.7%	5.4%	4.5%	7.0%

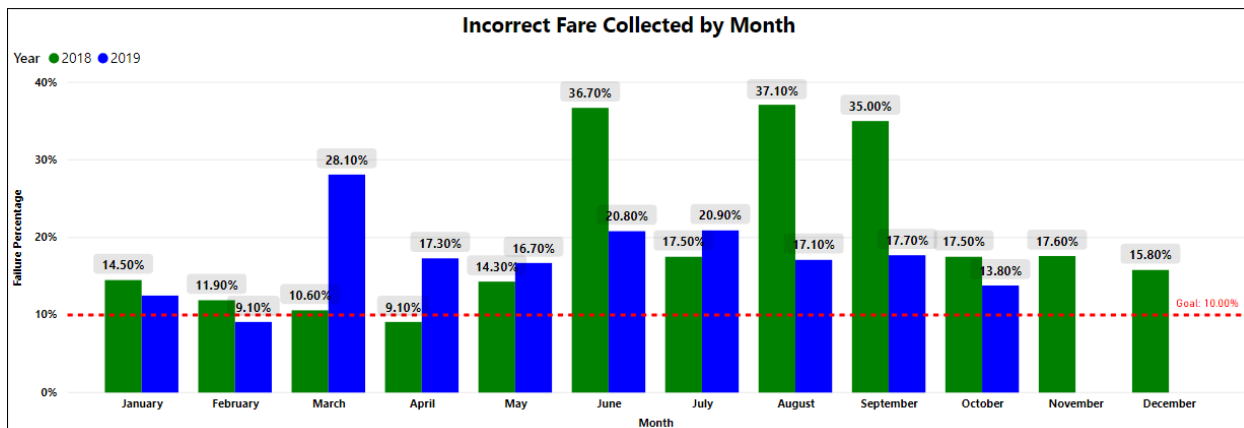


- The Fare Not Collected Rate was up compared to October 2018. YTD, the Fare Not Collected Rate is a significant improvement over 2018's numbers. The LIRR continues to employ enhanced management oversight and is strategically deploying train crews to address challenging trains.

## Incorrect Fare Collected Rate

The percent of instances that an MTA Auditor was encountered by a conductor who either sold an incorrect type of ticket or accepted the incorrect type of ticket.

	2019		2018	
Goal	October	YTD	October	YTD
10.0%	13.8%	17.4%	17.5%	19.3%

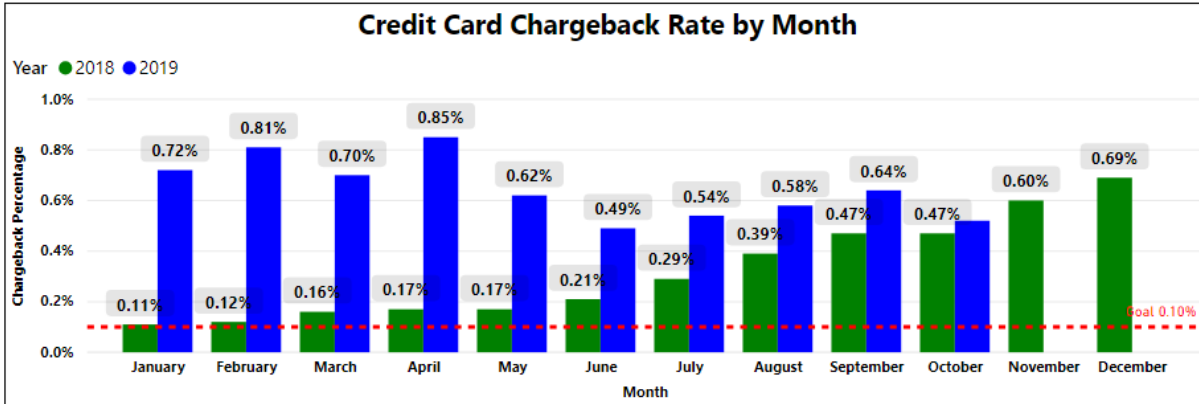


- In October 2019, the LIRR recorded one of its lowest Incorrect Fare Collected Rates this year at 13.8%. YTD, the IFC rate is also lower than through the same period in 2018.

## Credit Card Chargeback Rate

The percent of instances that a credit card transaction is disputed by the card holder including fraud.

	2019		2018	
Goal	October	YTD	October	YTD
0.10%	0.52%	0.64%	0.47%	0.26%

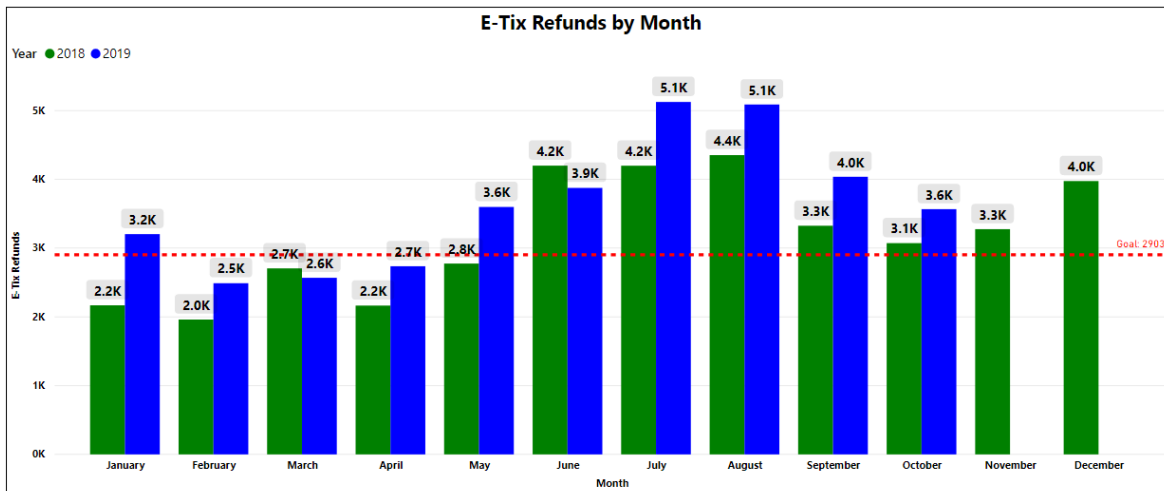


- The upcoming deployment of chip readers on ticket vending machines is expected to dramatically reduce the frequency of chargebacks.

## e-Tix Refunds Processed

The total number of e-Tix Refunds processed by the LIRR.

	2019		2018	
Goal	October	YTD	October	YTD
34,480 annually	3,566	36,285	3,072	30,919



- The increase in MTA e-Tix sales, now more than one third of all ticket sales, has been the main factor in the growth of refunds.

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**MTA LONG ISLAND RAIL ROAD**

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**MONTHLY RIDERSHIP REPORT**

**October 2019**



# Long Island Rail Road

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## Ridership Report Highlights

### **October 2019 vs. 2018**

- October 2019 total ridership decreased -0.8% compared to October 2018 (8,108,240 in October 2019 vs. 8,172,734 in October 2018)
- Commutation ridership decreased -2.1% compared to October 2018
- October 2019 Non-Commutation ridership increased +1.1% compared to October 2018
- The factors affecting Non-Commutation ridership this October are:
  - More rainfall (2.56 inches more rain) and considerable trackwork possibly contributed to lower than expected ridership gains

### **2019 vs. 2018 YTD**

- Total YTD ridership is +2.0% above 2018 and +0.4% above Mid-Year Forecast
- YTD Commutation ridership is -0.3% below last year
- YTD Non-Commutation ridership is +5.1% above 2018

*Mark Young*

Vice President

Management & Finance and Chief Financial Officer



**October 2019 RIDERSHIP & REVENUE REPORT  
MTA LONG ISLAND RAIL ROAD**

**EXECUTIVE SUMMARY**

**October Ridership and Revenue (millions)**

	<b>October 2019</b>	<b>% Change vs. 2018</b>
Total Rail Ridership	8.108	-0.8% ▼
Commutation Ridership	4.715	-2.1% ▼
Non-Commutation Ridership	3.393	1.1% ▲
Rail Revenue	\$65.7	3.0% ▲

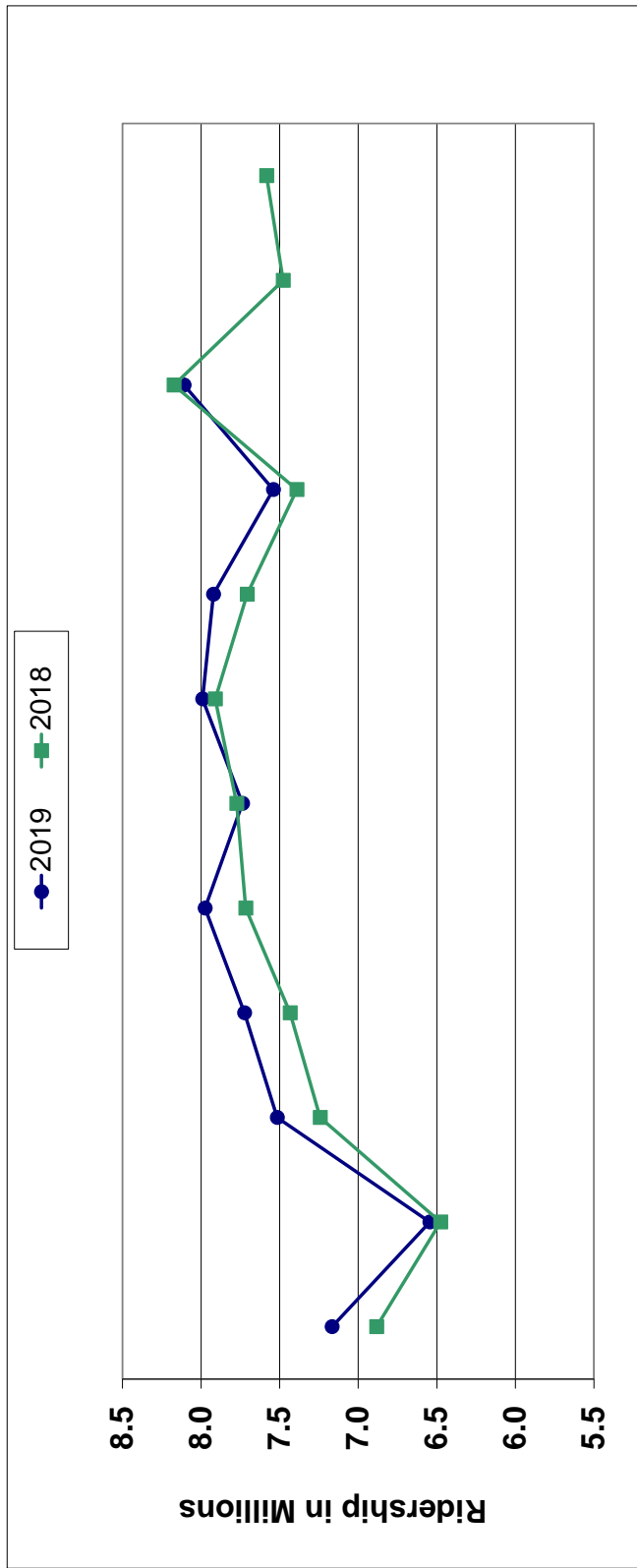
**Year-to-Date through October Prelim. Ridership and Revenue (millions)**

	<b>October 2019</b>	<b>% Change vs. 2018</b>	<b>Comparison to Mid-Year Forecast</b>
Total Rail Ridership	76.222	2.0% ▲	0.4% ▲
Commutation Ridership	42.622	-0.3% ▼	-0.8% ▼
Non-Commutation Ridership	33.600	5.1% ▲	1.8% ▲
Rail Revenue	\$639.4	4.1% ▲	0.0% ▼

Please Note: Ridership is based on ticket sales data.

# October Ridership

- October Total Ridership was -0.8% below '18 and -0.1% below 2019 Mid-Year Forecast.

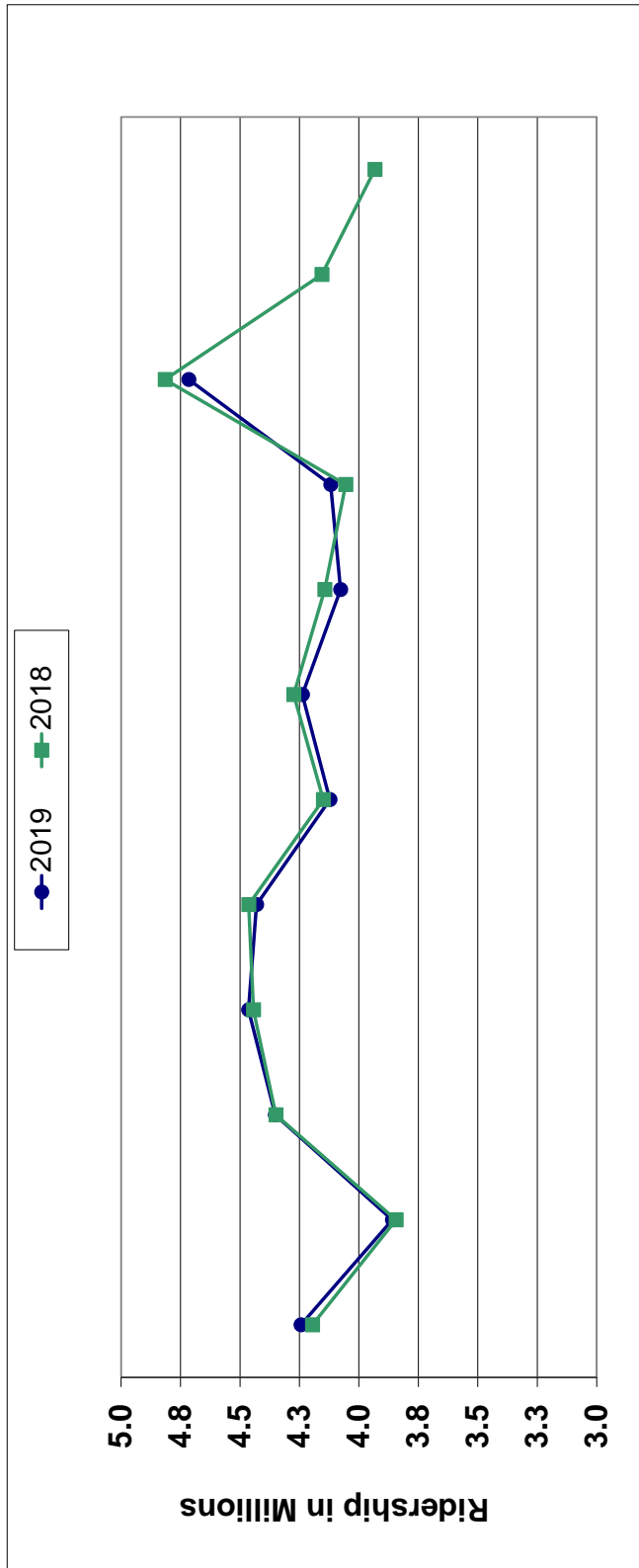


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Y-T-D Total
<b>2019</b>	7.2	6.5	7.5	7.7	8.0	7.7	8.0	7.9	7.5	8.1			76.2
<b>2018</b>	6.9	6.5	7.2	7.4	7.7	7.8	7.9	7.7	7.4	8.2	7.5	7.6	74.7
<b>PCT CHG.</b>	4.1%	1.1%	3.8%	3.9%	3.4%	-0.5%	1.0%	2.8%	2.0%	-0.8%			2.0%

Please Note: Ridership is based on ticket sales data.

# October Commutation Ridership

- October Commutation Ridership was -2.1% below '18 and -1.3% below 2019 Mid-Year Forecast.

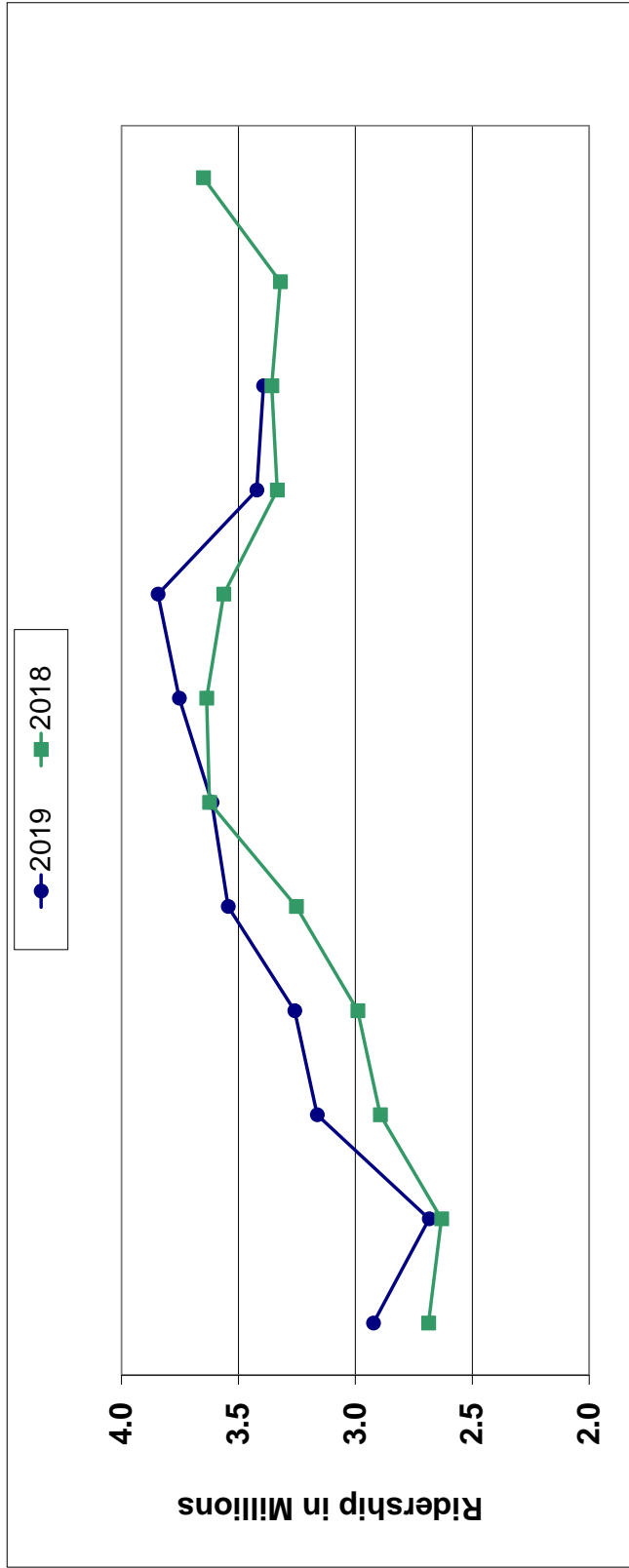


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Y-T-D Total
<b>2019</b>	4.2	3.9	4.4	4.5	4.4	4.1	4.2	4.1	4.1	4.7			42.6
<b>2018</b>	4.2	3.8	4.3	4.4	4.5	4.2	4.3	4.1	4.1	4.8	4.2	3.9	42.7
<b>PCT CHG.</b>	1.2%	0.4%	0.1%	0.5%	-0.7%	-0.7%	-0.8%	-1.6%	1.5%	-2.1%			-0.3%

Please Note: Ridership is based on ticket sales data.

# October Non-Commutation Ridership

- October Non-Commutation Ridership was 1.1% above '18 and 1.6% above 2019 Mid-Year Forecast.

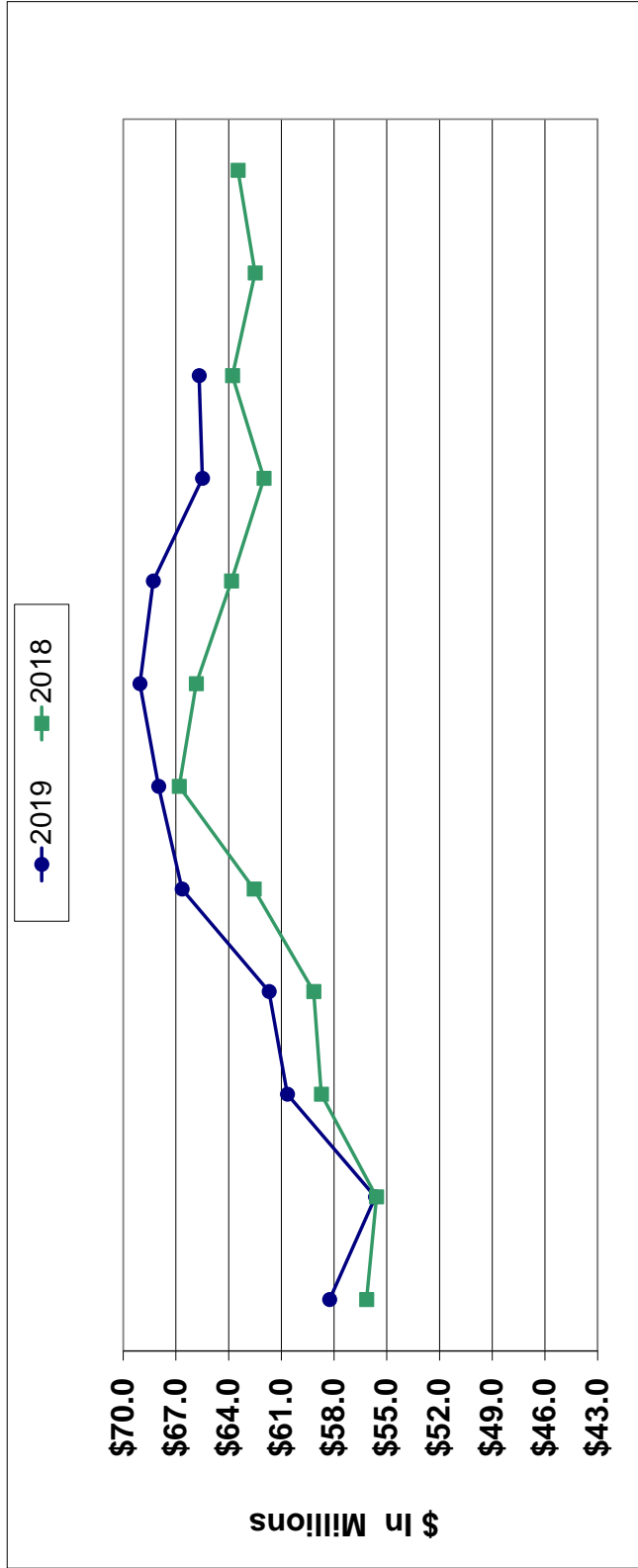


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Y-T-D Total
2019	2.9	2.7	3.2	3.3	3.5	3.6	3.8	3.8	3.4	3.4			33.6
2018	2.7	2.6	2.9	3.0	3.3	3.6	3.6	3.6	3.3	3.4	3.3	3.7	32.0
PCT CHG.	8.8%	2.0%	9.3%	9.0%	9.0%	-0.3%	3.2%	7.9%	2.6%	1.1%			5.1%

Please Note: Ridership is based on ticket sales data.

# October Revenue

- October Total Revenue was 3.0% above '18 and -0.2% below 2019 Mid-Year Forecast.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2019	\$58.3	\$55.7	\$60.7	\$61.7	\$66.7	\$68.0	\$69.1	\$68.3	\$65.5	\$65.7			\$639.4
2018	\$56.2	\$55.6	\$58.7	\$59.2	\$62.6	\$66.8	\$65.8	\$63.8	\$62.0	\$63.8	\$62.5	\$63.5	\$614.5
PCT CHG.	3.7%	0.1%	3.3%	4.3%	6.6%	1.8%	4.9%	7.0%	5.6%	3.0%			4.1%

**MTA LONG ISLAND RAIL ROAD  
RIDERSHIP SUMMARY  
October 2019**

TICKET TYPE/SERVICE	October 2019	October 2018	CHANGE VS. 2018	
			NUMBER	PERCENT
COMMUTATION RIDERSHIP	4,715,199	4,815,335	(100,136)	-2.1%
NON-COMMUTATION RIDERSHIP	3,393,041	3,357,399	35,642	1.1%
<b>TOTAL RIDERSHIP</b>	<b>8,108,240</b>	<b>8,172,734</b>	<b>(64,494)</b>	<b>-0.8%</b>

**MTA LONG ISLAND RAIL ROAD  
RIDERSHIP SUMMARY  
2019 YEAR-TO-DATE**

TICKET TYPE/SERVICE	October 2019	October 2018	CHANGE VS. 2018	
			NUMBER	PERCENT
COMMUTATION RIDERSHIP	42,622,224	42,735,145	(112,921)	-0.3%
NON-COMMUTATION RIDERSHIP	33,599,831	31,969,029	1,630,802	5.1%
<b>TOTAL RIDERSHIP</b>	<b>76,222,055</b>	<b>74,704,174</b>	<b>1,517,881</b>	<b>2.0%</b>

\* 2018 ridership numbers were adjusted using 2019 factors.

**MTA LONG ISLAND RAIL ROAD  
REVENUE SUMMARY  
October 2019**

REVENUE	October 2019	October 2018	CHANGE VS. 2018	
			AMOUNT	PERCENT
COMMUTATION REVENUE	\$33,074,345	\$32,694,774	\$379,571	1.2%
NON-COMMUTATION REVENUE	\$32,609,497	\$31,094,108	\$1,515,389	4.9%
<b>TOTAL REVENUE</b>	<b>\$65,683,842</b>	<b>\$63,788,882</b>	<b>\$1,894,959</b>	<b>3.0%</b>

**MTA LONG ISLAND RAIL ROAD  
REVENUE SUMMARY  
2019 YEAR-TO-DATE**

REVENUE	October 2019	October 2018	CHANGE VS. 2018	
			AMOUNT	PERCENT
COMMUTATION REVENUE	\$317,701,569	\$313,072,206	\$4,629,363	1.5%
NON-COMMUTATION REVENUE	\$321,737,680	\$301,383,486	\$20,354,194	6.8%
<b>TOTAL REVENUE</b>	<b>\$639,439,249</b>	<b>\$614,455,692</b>	<b>\$24,983,557</b>	<b>4.1%</b>