



LONG ISLAND RAIL ROAD & METRO-NORTH RAILROAD KEY PERFORMANCE METRICS

October 2023





On September 29, heavy rainfall and flash floods throughout the New York metropolitan region snarled commuter rail service. While Metro-North service to and from Grand Central was suspended during the afternoon hours, crews worked quickly to restore limited service by the end of the evening rush on all East of Hudson lines. By that evening, full service resumed on the New Haven Line and by the next morning, the Hudson and Harlem lines were back to providing full service.

This performance metrics document was prepared for the October 2023 meeting of the Joint Long Island Rail Road & Metro-North Railroad Committees.

2 Broadway • New York, NY 10004
October 23, 2023

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Visit <https://new.mta.info/transparency/board-and-committee-meetings/october-2023> or scan the QR code for Board action staff summaries, administrative items, and information items.



Visit metrics.mta.info or scan the QR code to access a comprehensive dashboard of Long Island Rail Road and Metro-North Railroad metrics.



Track 2

METRO-NORTH RAILROAD

VILLAGE OF
COLD SPRING
↑ MAIN STREET / BUSINESS DISTRICT
(VIA UNDERPASS)
↑ River Front
↑ Trail
West Foun
sserve





A person with a backpack is walking away from the camera on the platform.

Metro-North
Railroad

Metro-North
Railroad

Metro-North Railroad

MESSAGE FROM THE PRESIDENT



Cathy Rinaldi
President, Metro-North Railroad

The philosopher Heraclitus said, “The only constant in life is change,” and so after my 19-month stint as LIRR Interim President, we are now back to two separate agency presidents. I look at my time back at the LIRR with great fondness and gratitude and I’m proud to have led the agency during such a transformational time in its long history. Long Island Rail Road customers can rest assured that in Acting President Rob Free, the agency is in the hands of someone with not only second-to-none operational knowledge, but a true passion for both the Railroad and for Long Island itself. I wish Rob nothing but the best in his new role and pledge my support in any way possible.

On Ridership

Post-Labor Day Metro-North ridership bounced back from the traditional summer slowdown as per usual, with a COVID-era one-day ridership record on Tuesday, September 19. Ridership dipped in the last two weeks of September with the untimely end of the Yankees season and the torrential rains of the 29th that resulted in a half-day of suspended service in and out of Grand Central Terminal. Justin Vonashek will recap the service issues caused by the remnants of Tropical Storm Ophelia in his Operations Report.

Ridership rebounded nicely during the first two weeks of October. More rain on October 7 and 14 tamped down ridership for the first Saturday “Leaf Peeper” trains of the year, but brisk and seasonal autumn weather on both Sundays led to strong ridership on the extra Hudson Line trains and our second-busiest Sunday of the COVID era on October 8.

The upward trend continued the following week with the best Monday through Wednesday (October 16-18) average since the pandemic, including the first Monday above 200,000 riders.

On October 29, Metro-North will restore several half-hourly weekend morning trains and afternoon and early-evening trains between Poughkeepsie and Grand Central—the result of the completion of Upper Hudson Line trackwork.

Also effective October 29 will be changes to New Haven Line trains



serving Connecticut. As you will recall, earlier this year, as part of the Connecticut state budget process, Connecticut DOT asked Metro-North to reduce the number of trains serving the state on the New Haven Line in a way that would minimize inconvenience to their constituents and our customers. We agreed on a schedule that suspends one round-trip between Grand Central and New Haven on Mondays through Fridays, along with one midday round-trip on the New Canaan Branch and one late-evening/nighttime round-trip on the Danbury Branch. In addition, there will be 10 train suspensions on Fridays, with alternate service provided by a mixture of combo trains and diversions to existing trains which operate ahead of, or after, the suspended trains. Once again, this service adjustment in Connecticut has no effect on New Haven Line service within New York State.

Take a Peep

For those lovers of sweaters and all things pumpkin spice, the aforementioned “Leaf Peeper” trains have become one of our signature extra offerings. As of Saturday, October 7, five Leaf Peeper trains operate on Saturdays and four on Sundays to take New York City metro area riders to fall fun along the scenic Hudson River Valley. These extra trains run through Sunday, November 5 or until the end of the fall foliage season.

The popular fall service makes it easy for customers to hop on a Hudson Line train to take in the exquisite autumn foliage, grab a bite at one of the Hudson Valley’s premier restaurants, or both. On the topic of good food, I was happy to participate in a press event in White Plains last week with Westchester County Executive George Latimer celebrating the return of Hudson Valley Restaurant Week, which runs for two weeks between October 30 and November 12. Of the 142 participating restaurants, approximately 50 are within walking distance of Metro-North stations, with many on the Hudson Line, making Metro-North the best way for foodies everywhere to get to some of the region’s best restaurants.

203,627

Metro-North riders on October 16, the first COVID-era Monday above 200,000

50

colorful QR codes installed at White Plains Station for NaviLens pilot

142

restaurants participating in Hudson Valley Restaurant Week and 50 of them are near Metro-North stations

Metro-North Railroad

MESSAGE FROM THE PRESIDENTS

Color Us More Accessible

Over the past few years, our two commuter railroads have undergone something of a technological renaissance...case in point, the TrainTime app allows you to buy tickets, check for available seating and track your train all in one place. This month, we're taking it to the next level for our visually-impaired customers. It's called NaviLens and it's a new system of intelligent digital markers that, when scanned, will read signs out loud and provide audible train arrival info to help blind and low-vision riders navigate the station.

Some 50 colorful QR-type codes have already been installed at our White Plains station, the site of a 6-month pilot program. Our Stations Department has worked collaboratively with NaviLens to develop the markers and then run internal testing from October 12 – 18, after which external testing was conducted with the help of Guiding Eyes for the Blind and the Westchester & Dutchess County Accessibility Task Force.

We eagerly await the findings of the pilot and thank all of our partners and advocates for helping us test this promising new technology.

Doing Battle for Breast Health

On October 5, I joined Chairman Janno Lieber and executive leadership at Grand Central Madison to announce that front line employees throughout the various MTA agencies would be wearing pink ribbons all October to support the fight against breast cancer.

4,000 ribbons were distributed evenly between Metro-North and the Long Island Rail Road and our employees have been wearing them proudly as they serve customers, some of whom may even be battling the disease themselves.

Sadly, we've lost members of our own railroad family far too young to this disease, but their memory remains alive and energizes us to keep fighting. We want the communities we serve to know that we stand with them in this fight and, like them, will do whatever possible to advocate for lifesaving research in search of a cure.

Two brave Long Island Rail Road survivors shared their stories of hope at the event and, of course, we want to reiterate to all women that—in many cases—there is a genetic link to breast cancer, which is why it's so very important for ladies to know their family health history in addition to getting screened regularly.

20-Year Needs (Metro-North)

Earlier this month, the MTA released the most rigorous and transparent 20-Year Needs Assessment in its history, outlining the Authority's long-term vision when it comes to rebuilding, improving and expanding the region's \$1.5 trillion transit system over the next two decades.



This assessment provides a comprehensive, unconstrained view of the system's needs, rather than restricting it to meet an arbitrary budget target. The resulting document will serve as a strong foundation in determining how to prioritize capital spending in developing the 2025-2029 Capital Plan.

Among the major capital investments identified by the study for Metro-North are the reconstruction of Grand Central Train Shed, Park Avenue Tunnel and Park Avenue Viaduct, as well as flood mitigation and resiliency measures on the Hudson line and structural maintenance at 19 Harlem Line stations.

The Envelope, Please...

On October 12, Metro-North held its annual President's and Team Excellence Awards. After an exhaustive vetting of all the nominees, we were proud to honor three individual employees and four outstanding employee teams for their pride, superb performance and dedication to excellence. We were happy that Chairman Lieber, HQ Executive Staff, LIRR Acting President Rob Free and Board Members Randy Glucksman and Mike Fleischer were able to join the festivities. This year's President's Award winners were:

- April Hickey - Assistant Superintendent, Project Support & Field Administration
- Jacqueline Martinez – Manager of Track Maintenance, New Haven Line
- Evan Zucarelli - Senior Director, Operating Rules and Regulatory Practices

And the four outstanding groups that took home the Team Excellence Award were:

- Heroes of the Hudson Line
- The Metro-North Laser Train team
- The Poughkeepsie Building renovation team
- The GCT Stationmaster's Office / Fire Command Center renovation team

Congratulations to all of the 2023 honorees...you make our customers and employees proud each and every day!

That's Good Thinking

Earlier this month, at the APTA TRANSFORM conference in Orlando, Metro-North was recognized with a 2023 APTA Innovation award for our use of 3D printers to create tools and replacement parts, thereby reducing costs and increasing efficiency.

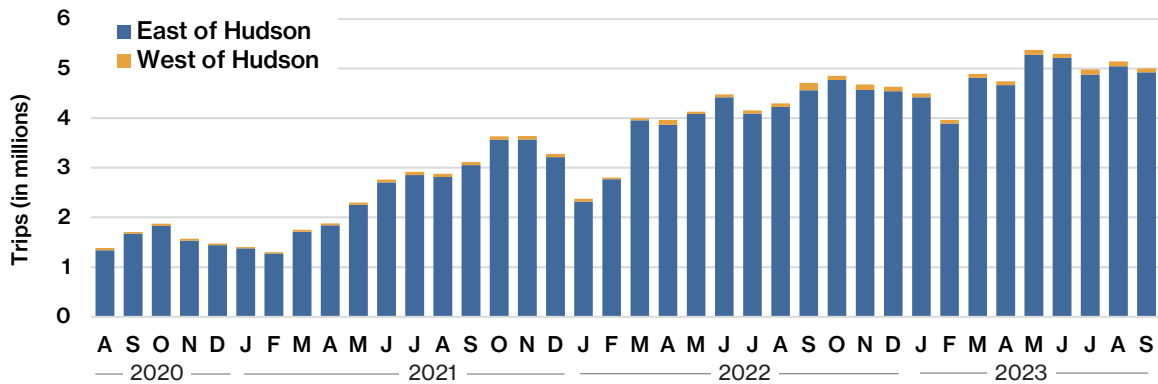
Justin and I were pleased to accept the award on behalf of the amazing Metro-North team.

Metro-North Railroad

RIDERSHIP

Monthly Ridership

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



Data Review

Metro-North’s September 2023 ridership of 4.98 million dropped approximately 2.7% from the 5.18 million recorded in August 2023, primarily because there were three fewer weekdays in September and persistent rain dampened ridership on the 25th and suspended service on the 29th. Metro-North recorded 12 days of ridership over 200,000 including a post-pandemic high on September 19. Average daily ridership in September rose 0.5% and average weekday ridership was approximately 198,500, up 9.4% from August.

Metro-North ridership in September was 7.4% higher than in September 2022, representing approximately 69.5% of September 2019 ridership. Weekday average ridership stood at 68.8% of September 2019. Average Tuesday-Thursday ridership rose 13% to 213,251, at 73.9% of September 2019. Average weekend ridership dropped 7.0% to 95,141, thanks to a string of rainy weekends, and the share of 2019 dropped to 73.8%.

Total ridership on commutation tickets dropped 4.2% from August, and trips with commutation and peak single tickets were essentially flat at -0.2% of August. Commutation’s share of total rides dropped 1.5% to 34.8%. This is due to higher ridership using other tickets.

Moving Forward

Daily ridership continued to improve steadily in September when not dampened by rain, with day-of-week records set Monday, Tuesday, Thursday, and Friday of the week of the 18th; with drier weather, this might have been our best post-pandemic month yet. The first half of October has shown a return of ridership from the last two weeks of September, and its share of 2019 is up compared to September – a good sign.



FINANCIAL RESULTS

2023 Revenues & Expenses, September Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$387.5	\$391.0	\$3.5
Farebox Revenues	\$332.6	\$356.5	\$23.9
Other Revenues	\$54.9	\$34.6	(\$20.4)
Total Non-Reimbursable Expenses	\$991.7	\$1,000.7	(\$9.0)
Labor Expenses	\$690.1	\$706.5	(\$16.4)
Non-Labor Expenses	\$301.6	\$294.2	\$7.4
Non Cash Liabilities	\$206.6	\$209.3	(\$2.7)
Net Surplus /(Deficit) - Accrued	(\$810.8)	(\$819.0)	(\$8.2)

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	5,493	5,842	(348)
Reimbursable	902	558	343
Total Positions	6,395	6,400	(5)

Data Review

Through September, farebox revenue was \$27.4 million higher than the mid-year forecast due to higher ridership across all East of Hudson lines. Metro-North Railroad ridership through year-to-date September is 32.3% lower than 2019 ridership for the same time frame. The forecast for revenue is based on the revised McKinsey & Co. ridership projection.

Labor expenses are higher than the mid-year forecast by \$23.4 million due to higher payroll, overtime, and health and welfare costs. At the end of September, there were 21 fewer vacancies as compared to the forecast and 708 vacancies against the year-end authorized headcount.

Non-labor expenses are favorable to the mid-year forecast by \$6.1 million, driven primarily by lower energy and professional service contracts expense partially offset by higher materials expense.

Moving Forward

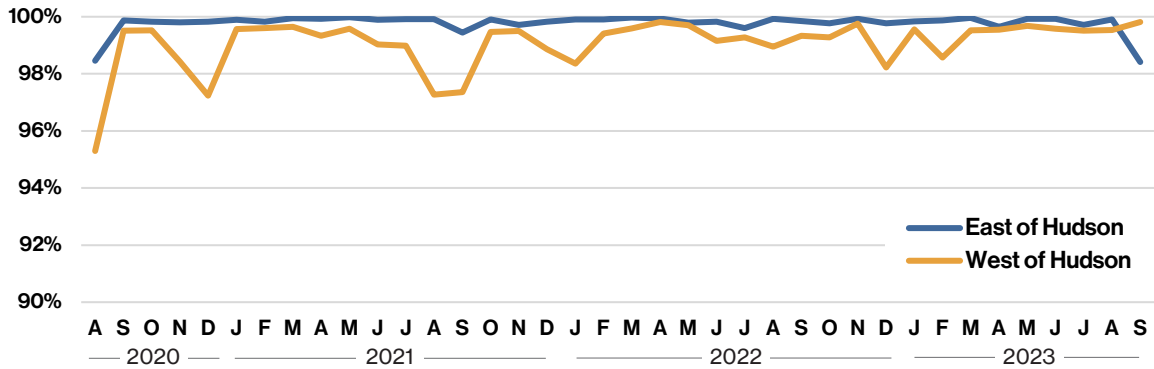
We are focused on growing staff to budgeted targets across all crafts. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

Metro-North Railroad

PERFORMANCE

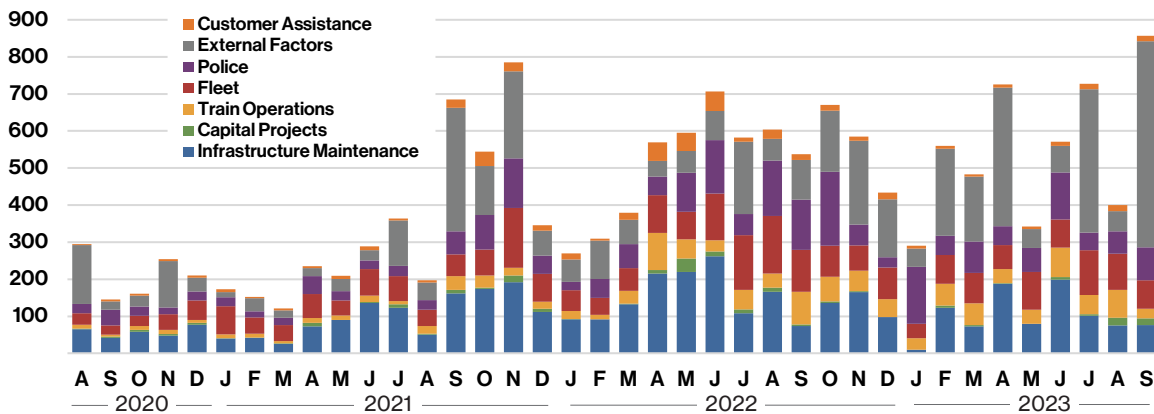
Service Delivered

The share of scheduled train trips completed. NJ Transit operates West of Hudson trains.



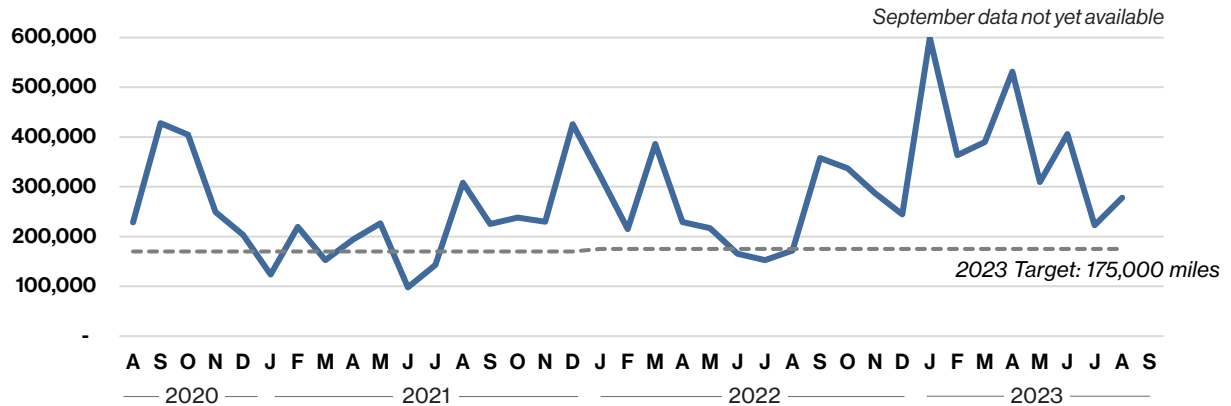
Delays by Type

The number of delayed trains by type of delay



Mean Distance Between Failures

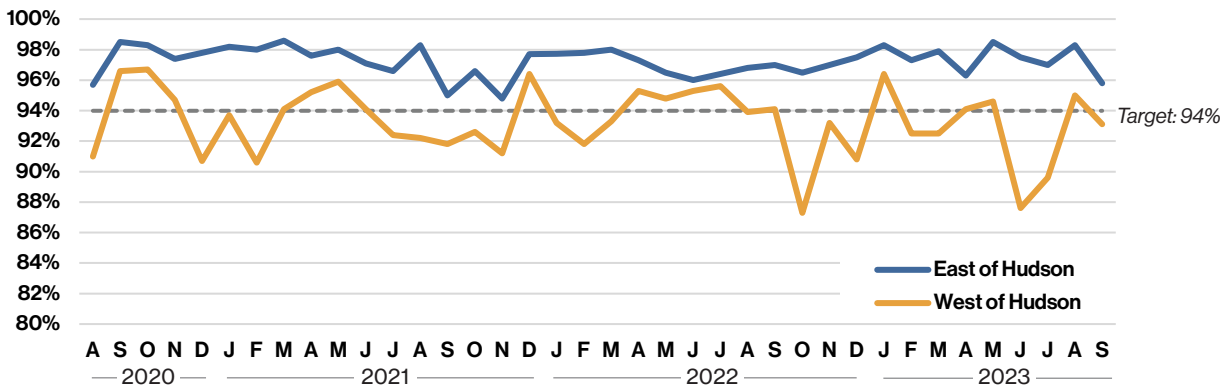
The average number of miles a railcar or locomotive travels before failing and causing a delay



PERFORMANCE

On-Time Performance

The share of trains that arrive at their terminus station within 5:59 minutes of schedule. NJ Transit operates West of Hudson trains.



On-Time Performance, by Line

Hudson	96.2%	Port Jervis	90.3%
Harlem	95.4%	Pascack Valley	95.2%
New Haven	95.9%		

Data Review

During September, Metro-North’s service-delivered rate, a measure of service reliability, was 98.4%. Systemwide on-time performance (OTP) for September was at 95.8%, above our goal of 94%. Year-to-date OTP was also above goal at 97.5%. Three major incidents hurt September’s OTP. A bridge strike at Steamboat Road in Greenwich on September 27 resulted in speed restrictions between Cos Cob and Harrison, delaying 13 trains. A loss of third rail power disrupted morning rush hour service on September 28, delaying 53 trains. On September 29 and 30, a significant rain storm caused flooding and service disruptions systems, impacting 384 trains across the two days.

The mean distance between failures (MDBF) for the fleet was 277,753 miles in August, above the goal of 175,000 miles. Year-to-date MDBF performance remains above goal at 351,785 miles.

Moving Forward

Schedule changes are planned throughout the Metro-North territory. With the completion of trackwork between Beacon and Poughkeepsie on the Hudson Line, weekend half-hourly trains to Grand Central will be restored. Trackwork between Pleasantville and Chappaqua has caused schedule adjustments on the Harlem Line, which will continue into early December. On the New Haven Line, Connecticut Department of Transportation has requested one round-trip will be suspended on both the New Canaan and Danbury branches. Fridays will also see ten train suspensions on those branches, and alternative service will be provided by combining trains and diverting customers to already scheduled trains.

Moodna Viaduct in Orange County Gets Needed Structural Repairs



Up close of the timber ties on the Moodna Viaduct in Orange County, which are being replaced.

This month, Metro-North and MTA Construction & Development are replacing critical infrastructure components on the Moodna Viaduct to repair deteriorated timber ties that have fallen into a state of disrepair. Located on Metro-North's Port Jervis Line in the Town of Cornwall in Orange County, this structure is a 53-span riveted steel deck girder bridge supported by steel bents, stretching 3,201 feet long and standing 200 feet high at its highest point. The span lengths alternate between 40 and 80 feet long. Originally built between 1906 and 1908, the Moodna Viaduct is over 110 years old and requires significant attention to remain in service for Metro-North riders.

Timber rail ties play a critical role in providing a stable base for the rails by maintaining the spacing of the rails, distributing the weight of trains, dampening vibrations, and facilitating the safe and efficient movement of trains across the viaduct. Proper maintenance and replacement of these ties are essential to the safety and longevity of the railway infrastructure on bridges. To add to the complexity of the project, the timber ties need to be individually trimmed to fit the tops of the bridge girders to avoid interference with existing rivets, cover plates, and cross members.

Previous rehabilitation work by Metro-North forces replaced ties on Spans 1 through 12 on the Moodna Viaduct. The current project includes replacement of the timber ties from Spans 13 through 53. The contractor will schedule a maximum of 16 weekend outages to perform the work, during which Metro-North will provide buses to accommodate brief service interruptions caused by construction.

CUSTOMERS & COMMUNITIES

Travel to Dinner on Metro-North

This month, Metro-North joined Westchester Tourism and Valley Table for the kickoff of Hudson Valley Restaurant Week. Hudson Valley Restaurant Week features over 140 restaurants with fixed price lunches and dinners. This partnership continues as a way to highlight everything the Hudson Valley has to offer, either by visiting local spot by your Metro-North station or rounding out a weekend getaway itinerary with a can't-miss culinary experience. As part of this partnership, Valley Table has curated a list of restaurants within walking distance of Metro-North stations and features a filter on their website. Fall's Hudson Valley Restaurant Week runs from October 30 to November 12.



Metro-North President Cathy Rinaldi joined Westchester Tourism and Valley Table to kick off Hudson Valley Restaurant Week

MTA and Metro-North Visit Rockland Leaders

On Friday October 6th, MTA Chair and CEO Janno Lieber and Metro-North Railroad President Cathy Rinaldi along with Government and Community Relations staff met with Rockland County Executive Ed Day and his staff as well as NYS Assemblyman and Chair of the Assembly Corporations Committee Ken Zebrowski. Meeting with each of them in their Rockland offices, Chair Lieber and President Rinaldi were able to discuss the challenges and opportunities that transit through Metro-North and the MTA face West of Hudson and in Rockland County.



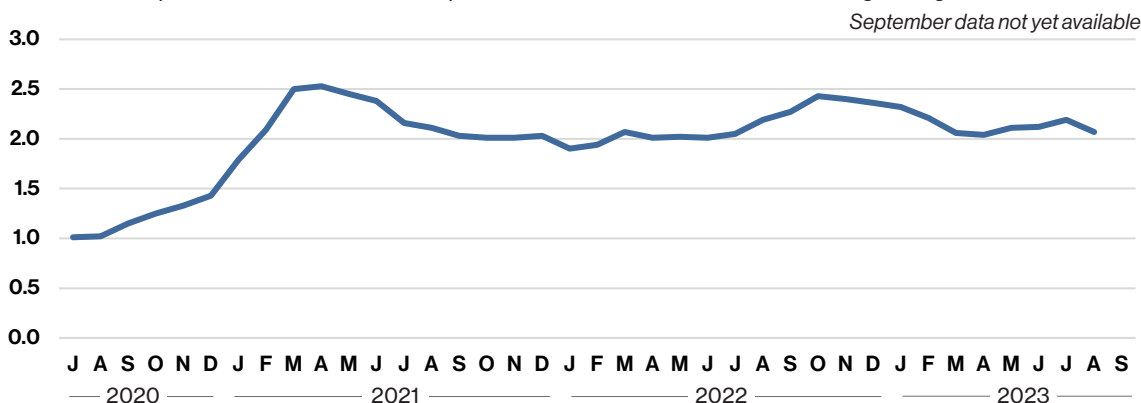
MTA Chair Janno Lieber, Metro-North President Cathy Rinaldi, and Rockland County Executive Ed Day met to discuss West of Hudson service.

Metro-North Railroad

SAFETY & SECURITY

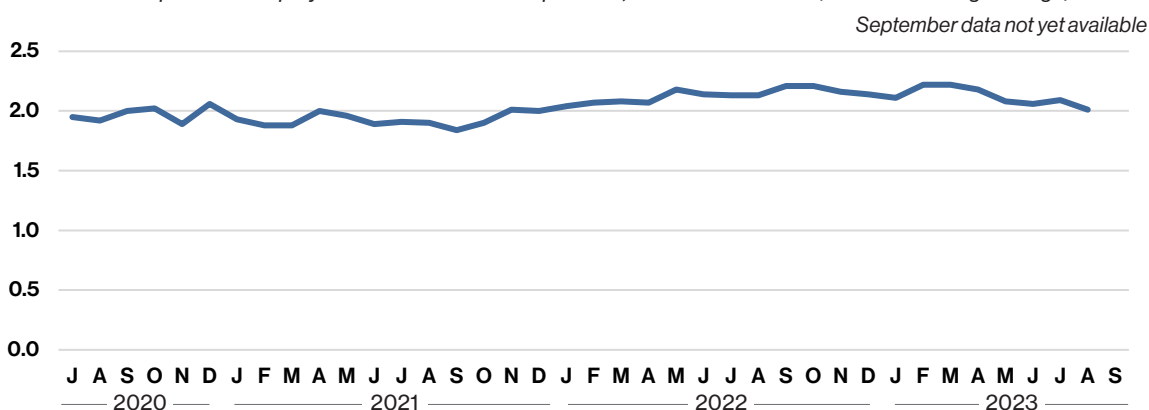
Customer Accident Rate

The number of reportable customer accidents per one million customers (12-month rolling average)



Employee Lost Time Accident Rate

The number of reportable employee lost time accidents per 200,000 hours worked (12-month rolling average)



Data Review

The reportable customer injury rate decreased from 2.19 to 2.07 per one million customers in the current 12-month reporting period, September 2022 through August 2023, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 2.13 to 2.01 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

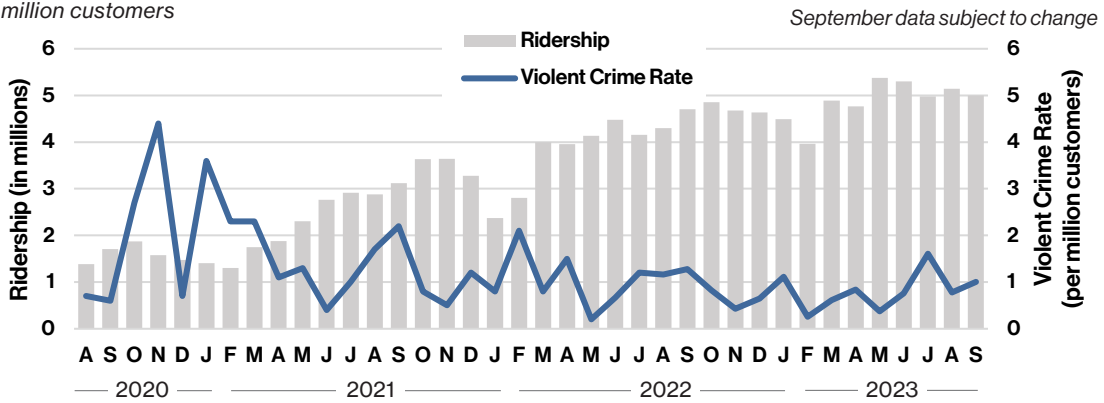
Earlier this month, Metro-North walk teams participated in the American Foundation for Suicide Prevention Out of the Darkness walks held at Harbor Island Park in Mamaroneck, and Sherwood Island State Park in Westport. These walks raise awareness for suicide prevention and promote mental health. On September 29, representatives of Metro-North’s Office of System Safety and other MTA colleagues participated in the Transportation for Life Summit in Poughkeepsie. This summit, sponsored by NYS Bridge Authority and NYS Office of Mental Health, focused on building a coordinated approach to suicide prevention among transportation and public health agencies.



SAFETY & SECURITY

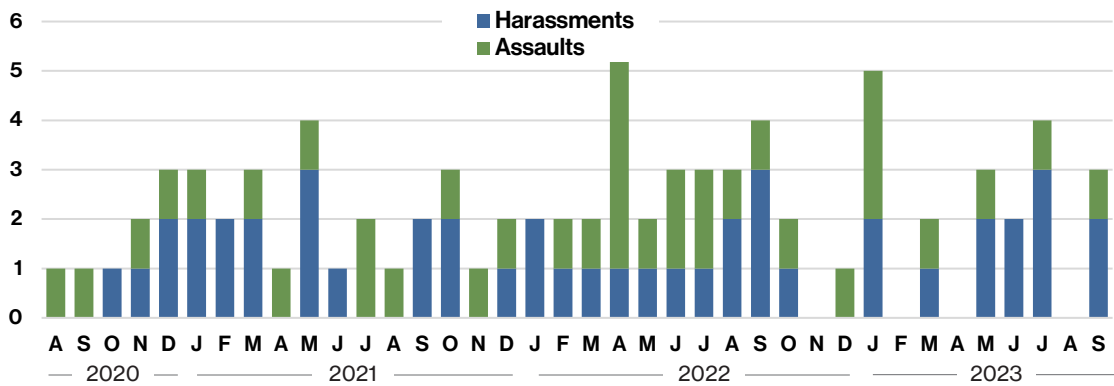
Major Crimes Against Customers

The rate of all violent crimes (murder, rape, robbery, felony assault, grand larceny) against customers, per million customers



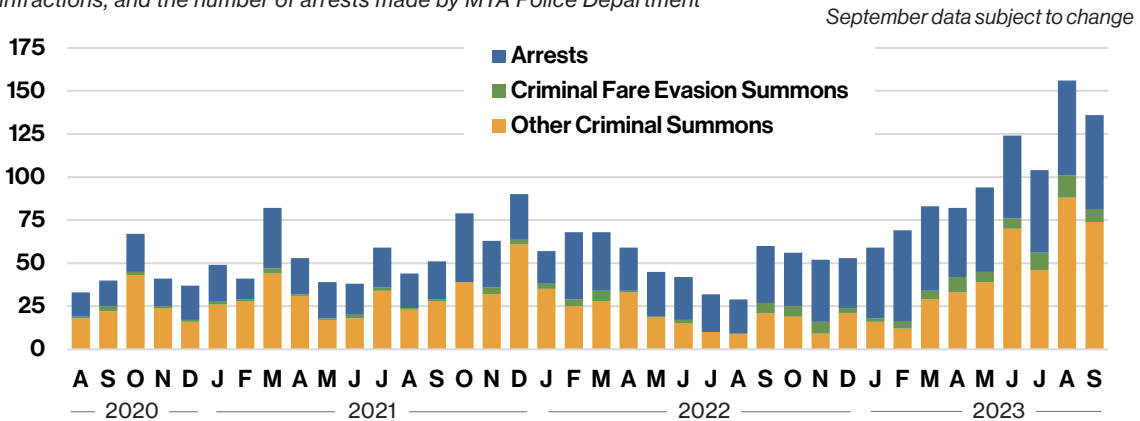
Assaults and Harassments Against Employees

The number of assaults and harassments against Metro-North and MTA Police Department employees, per NYS criminal law



Summonses and Arrests

The number of criminal summonses issued for fare evasion, the number of criminal summonses issued for other infractions, and the number of arrests made by MTA Police Department





LONG ISLAND RAIL ROAD



Long Island Rail Road

MESSAGE FROM THE PRESIDENT



Rob Free
Acting President, Long Island Rail Road

On Ridership

Before I begin, I'd like to express my sincerest gratitude to Cathy Rinaldi for her steady leadership at the helm of the Long Island Rail Road over the last 19 months. I am personally grateful for her guidance, dedication and friendship and look forward to partnering closely with her on matters that affect both of our agencies.

I'm happy to begin my debut report as Acting Long Island Rail Road President with some positive trends that have been taking place of late. Overall September ridership was up 13% over last September and we've seen nice ridership growth since we rolled-out our current timetables on September 5, hampered only by the work train derailment in Queens Interlocking on September 7 and the torrential rains of the 29th which led to delays and temporary service suspensions on the Far Rockaway and Long Beach branches.

In fact, the past month has produced a slew of post pandemic records – we set a new mark for best one-day total on September 20, and then again on October 12 with almost 249,000 customers. We broke our record for best weekday average twice (as of 10/19)...most recently the week of October 9 through 13. We had our two best Fridays on September 15 and October 13 and, based on load weight, the highest number of AM peak customers to Grand Central Madison...and best total AM and PM peak...on October 17.

By that measure, the top 5 post-COVID AM peaks have all occurred since Labor Day, as have the 10 best AM peaks to GCM.

Perhaps even more impressive is the fact that September marked the very first time that non-commutation ridership actually surpassed that of the same month in 2019, besting it by 4.4%.

As you recall, ridership was robust throughout the spring with pandemic-era records being broken left and right — and post-Labor Day ridership has been even stronger than it was before the start of summer. So what does all of this mean? We feel it's a combination of nonstop ridership analysis and all of the methodical scheduling adjustments...big and small...that we've made since the



unprecedented 41% service increase we introduced in February to produce schedules that make the most sense for riders. Boosting OTP certainly doesn't hurt, either...

It all goes together...if you don't have reliable service and convenient scheduling, then the customer experience suffers. From Monday, September 11 to the end of the month, our average weekday OTP was 94% (93.94%). This figure incorporates the torrential rains and flooding of September 29, which brought widespread outages to many areas of the MTA system including, for a time, our own Far Rockaway and Long Beach branches. October OTP to date is looking even better and we certainly hope to continue this upward trend.

I'm also happy to report that we had a perfect AM peak on September 21, and that was during the week of our second highest post-COVID average weekday ridership—further proof that the schedule adjustments we've been making for almost eight months now are really leading to some positive results for customers.

Our upcoming November 13 schedule changes continue that practice. Highlights include two additional through trains to Atlantic Terminal in the AM peak, more AM peak express Port Washington Branch service, and one afternoon Babylon Branch train that normally operates only on early release days will now operate Monday through Friday every week. We're also removing a small handful of extremely low-ridership peak trains, which benefits all the other trains in the same vicinity and frees-up equipment for use as needed.

Bridge Over Widened Highway

In the early morning hours of October 23, we wrapped-up the first of two consecutive weekends of power, signal and track support for the DOT project to replace the Main Line 1 and 3 bridge over the Van Wyck Expressway. To accommodate the work, several branches ran on adjusted schedules both weekends.

DOT work to widen the Van Wyck is ongoing and this is the second and final phase of this particular bridge replacement,

248,974

LIRR customers on October 12, a one-day COVID-era record

4.4%

higher non-commutation ridership in September over September 2019, another first

48%

increase in trains stopping at Mineola since GCM schedule rollout

Long Island Rail Road

MESSAGE FROM THE PRESIDENTS

with activities centered on the eastern half of the span. As you may recall, the western half was already replaced back in April.

Autumn Leaves

Just like our sister agency to the north, the LIRR commenced its annual leaf-fighting program this month. Beginning the week of October 16, we've been combating low adhesion with two special laser-outfitted cars to burn pectin from the top of the rail and we'll compliment them with high pressure wash cars and also wayside sandite applicators for extra traction.

We have four wheel truing machines ready to be pressed into service throughout the season.

A Pooch, a Pioneer and a Primo New Place

On September 22, The Long Island Rail Road and MTA C&D celebrated several achievements at the "all new" Mineola Station. It was a day to officially christen the new facility, with its 21st century look and amenities. One of the last stations to be renovated under the Main Line Expansion Project, Mineola now boasts widened platforms, new pedestrian overpasses, improved ADA accessibility, modern amenities and stunning new art for residents to enjoy.

It was also a day to commemorate the station building itself. Now newly remodeled, the building first opened its doors exactly 100 years ago to the day on September 22nd, 1923—and our volunteer historians even arranged for the grandson of the man who purchased the first ticket sold at the then-new station to be on hand for the celebration.

Also honored that day were acclaimed American artist Donald Lipski and his remarkable sculpture that'll forever stand watch over Mineola Station. It pays tribute to two Long Island pioneers—the first being Bessie Raiche, the Mineola resident who started it all for female aviators as the first American woman credited with piloting an airplane. Atop Bessie's outstretched arm is Roxey, the adorable early-20th century stray puppy who, after being adopted by the Garden City Stationmaster, decided he was going to board as many trains as he could; ultimately becoming the mascot of the Long Island Rail Road with an official collar that allowed him to sit wherever he wanted, including alongside frequent customer President Teddy Roosevelt.

The new, modern Mineola Station is all part of the broader LIRR initiative to strengthen the reliability and resiliency of our infrastructure—and the expanded Grand Central Madison scheduling led to a 48% increase in the number of trains that make Mineola stops and the kind of greatly expanded reverse-peak train options that'll boost communities and businesses up and down the Main Line.



Westbury By Westly

Another newly modernized and amenity-packed station is Westbury, which had its close-up on September 28, when the Village of Westbury hosted an event with MTA Arts & Design to unveil a series of gorgeous illustrations by New York City artist Darryl Westly. The series, entitled “Illuminations,” vividly portrays the past and present histories of the village in 782 square feet of painted glass.

That, combined with 140 square feet of exquisite metal railings will amaze, delight and uplift the spirits of Westbury customers as they await their trains...and provide a colorful, larger-than-life connection to the richness of their hometown.

20 Year Needs (LIRR)

In the Long Island Rail Road portion of the MTA 20-Year Needs Assessment, several elements of our system and infrastructure were also mentioned—including the need to rehabilitate the aging Atlantic Avenue Tunnel along with the replacement or rehabilitation of several bridges and trestles, rolling stock upgrades, completion of our Centralized Train Control location and upgrades to signal systems along some 50 miles of right-of-way.

We value the contributions of all the staff involved with the assessment and know exactly how important state-of-good-repair work is to a system our age. Closer to the here and now, we are currently working on immediate upgrades to some stations along the South Shore. As you may recall, ground was broken a few months back on the first four of a nine-station package that will deliver significant accessibility upgrades to stations that need them.

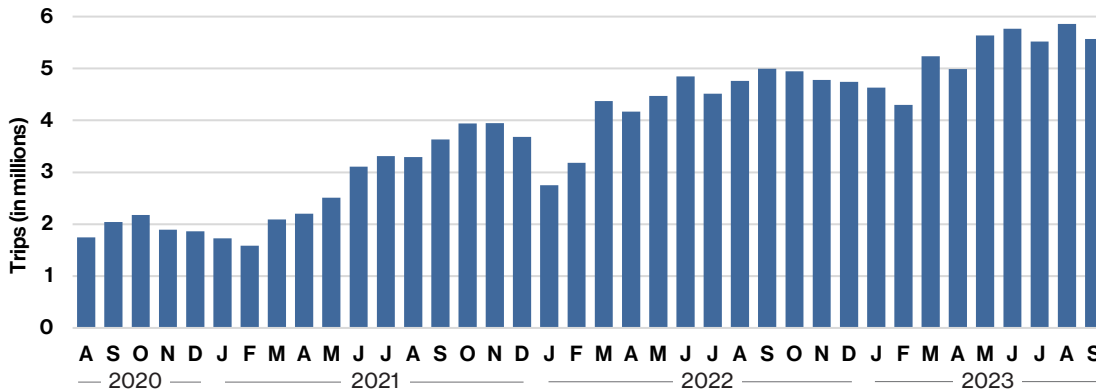
Valley Stream is part of this package and, while work to replace its elevator and escalator won't begin until later next year, several capital improvements are either in planning, or already underway, at or around the station. These include abating and painting 36 structural columns and 3 railroad bridges within the village and replacement of the station canopy roof. Work in progress includes enhanced pigeon proofing and localized structural viaduct repairs. Also ongoing is a systemwide bridge assessment that includes preliminary design of the Valley Stream viaduct.

Long Island Rail Road

RIDERSHIP

Monthly Ridership

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



Data Review

LIRR ridership continues to grow steadily when compared to the same month of the prior year. September 2023 ridership increased 13% compared to September 2022, representing 73.9% of September 2019. Commutation ridership increased 2.2% and non-commutation ridership increased 20%, marking the first month that non-commutation ridership surpassed the same month in 2019 (or pre-COVID ridership), exceeding it by 4.4%. Non-commutation trips continue to drive the overall ridership growth indicating that riders prefer to use the LIRR for off-peak and discretionary travel. Year-to-date, ridership is 24.9% above 2022, representing 69.7% of the ridership compared to the same time in 2019.

The average weekday ridership in September 2023 increased 3.5% compared to August 2023, reflecting more people returning to work in the office. The average weekend ridership decreased 7.9% with Saturdays declining 11.5% and Sundays declining 5.0% compared to last month, mostly due to extensive rainfall reaching 10 inches of water-equivalent precipitation above the normal level for the month.

Moving Forward

LIRR customers continue to take advantage of Grand Central Madison (GCM) service. In September, GCM ridership reached 1,340,381 customers (based on load weigh data). September also brought new average weekday ridership records. September 20 reached the highest weekday ridership since the beginning of the pandemic with 242,202 customers, while Friday, September 15 was the highest Friday with 225,905 customers. The weekend prior to Monday's Labor Day marked the fifth highest Saturday ridership and third highest Sunday ridership post-COVID. NYC sports (pre-season hockey, baseball, US Open Tennis) and events at local venues (concerts, expos) brought additional ridership.



FINANCIAL RESULTS

2023 Revenues & Expenses, September Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$427.1	\$439.7	\$12.7
Farebox Revenues	\$405.5	\$414.4	\$8.9
Other Revenues	\$21.6	\$25.3	\$3.8
Total Non-Reimbursable Expenses	\$1,436.1	\$1,340.6	\$95.5
Labor Expenses	\$1,051.5	\$1,005.3	\$46.2
Non-Labor Expenses	\$384.6	\$335.3	\$49.3
Non Cash Liabilities	\$395.2	\$411.2	(\$16.0)
Net Surplus /(Deficit) - Accrued	(\$1,404.2)	(\$1,312.0)	\$92.1

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,741	6,704	37
Reimbursable	1,151	1,040	111
Total Positions	7,892	7,744	148

Data Review

Through September, farebox revenue was \$8.9 million higher than the forecast due to higher-than-expected ridership and yield per passenger.

Labor expenses are lower than the forecast by \$46.2 million due to the existing vacant positions and their associated fringe costs and the timing of pension, partially offset by higher overtime. At the end of September, there were 148 vacancies compared to the forecast.

Non-labor expenses are lower than the forecast by \$49.3 million, driven by the timing of material usage, maintenance service contracts, professional service contracts, and lower electric power.

Moving Forward

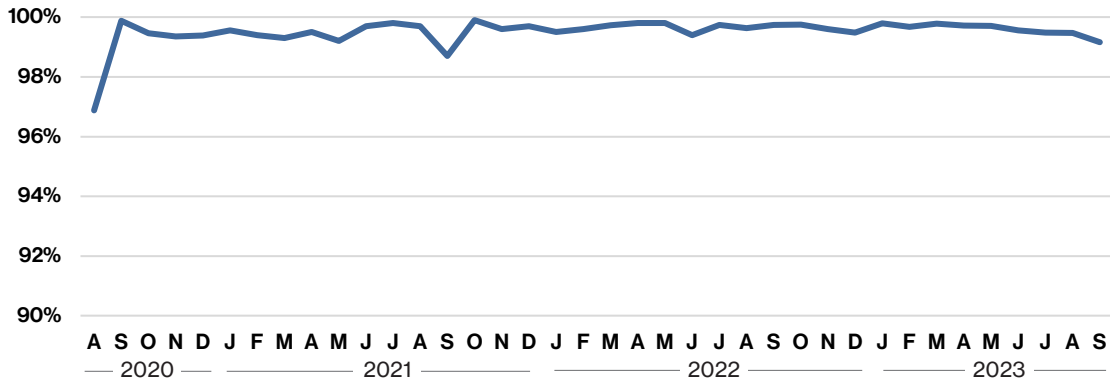
We are aggressively moving forward to fill all vacancies at LIRR. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

Long Island Rail Road

PERFORMANCE

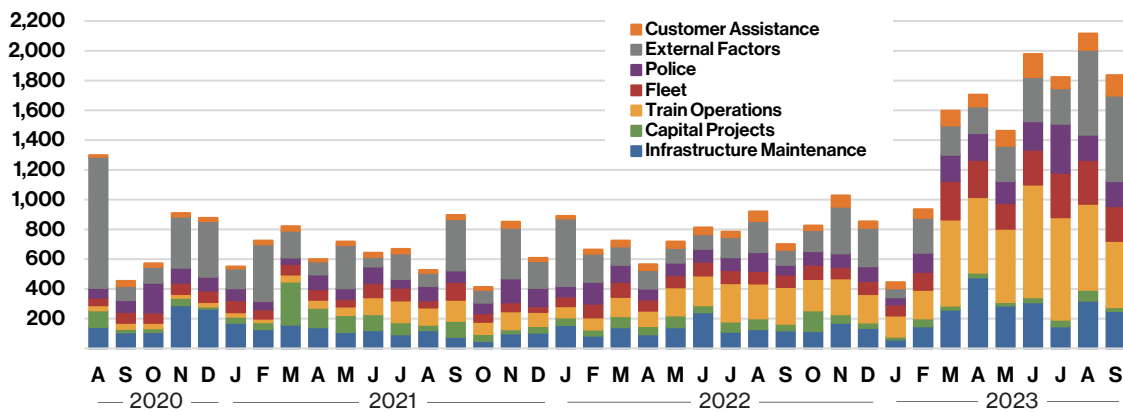
Service Delivered

The share of scheduled train trips completed



Delays by Type

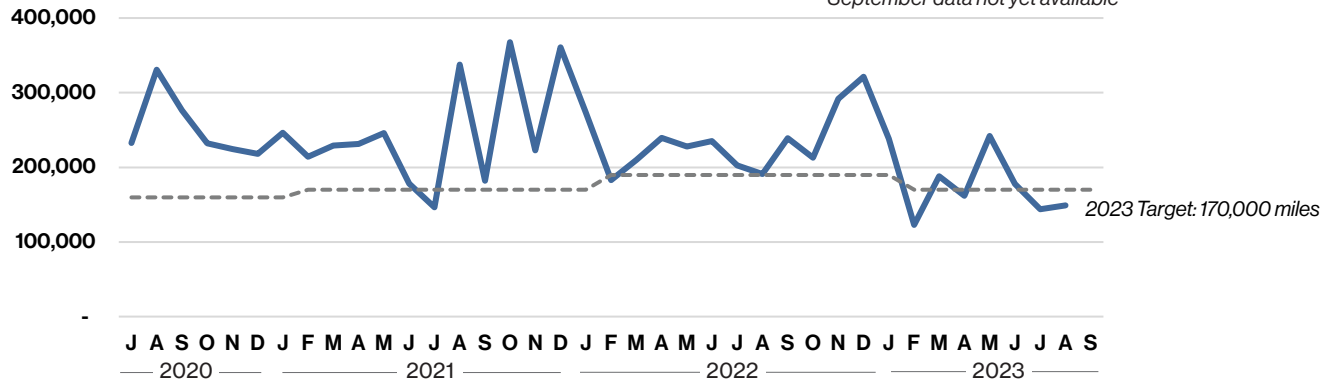
The number of delayed trains by type of delay



Mean Distance Between Failures

The average number of miles a railcar or locomotive travels before failing and causing a delay

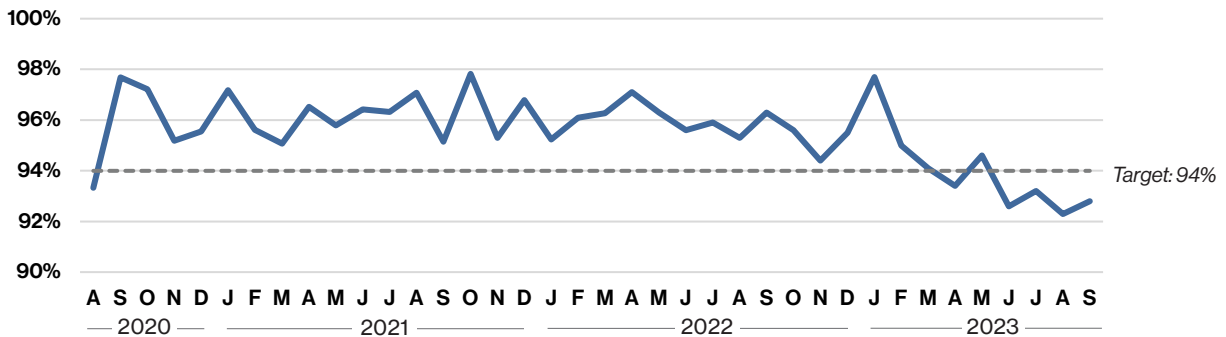
September data not yet available



PERFORMANCE

On-Time Performance

The share of trains that arrive at their terminus station within 5:59 minutes of schedule



On-Time Performance, by Branch

Atlantic	98.1%	Montauk	90.8%
Babylon	93.4%	Oyster Bay	91.3%
Far Rockaway	94.4%	Port Jefferson	89.0%
Hempstead	92.7%	Port Washington	95.9%
Huntington	87.2%	Ronkonkoma	90.9%
Long Beach	91.2%	West Hempstead	94.2%

Data Review

For the month of September, on-time performance (OTP) was 92.8%, below the goal of 94%. Year-to-date, OTP is 93.8%, which is slightly below goal. Three out of twelve LIRR branches operated at or above the OTP goal, including Atlantic, Montauk, and Port Washington branches. Year to date, five branches met the goal: Atlantic, Montauk, Port Jefferson, Port Washington, and Ronkonkoma branches.

Twenty-three incidents this month resulted in ten or more late, cancelled, or terminated trains. On September 7, a work train derailment at Queens Interlocking caused the most significant delays. The event led to 229 late trains, delaying our customers an average of 19 minutes and reduced our monthly OTP by less than one percent.

The fleet mean distance between failures, a metric that measures the average number of miles a railcar or locomotive travels before failing and causing a delay, operated at 149,131 miles in August, trailing the target of 170,000 miles.

Moving Forward

To support continued effort to improve accessibility on the LIRR, service will be adjusted during several weekends in October and November to support accessibility projects at Amityville, Copiague, and Lindenhurst stations. These stations are receiving elevators to make them fully accessible for our customers.

LIRR Makes Structural Repairs to Atlantic Avenue Tunnel

This month, LIRR and MTA Construction & Development are replacing emergency exit hatchways in the Atlantic Avenue tunnel and performing localized structural repairs at these points of exits. The tunnel is part of LIRR's Atlantic Avenue Branch, which runs through Brooklyn and Queens. This section of the Atlantic Avenue tunnel was built in the late 1930s, making the current hatchways over 80 years old.

The five-foot wide hatchways utilize ship ladders for access, and many of the fifteen emergency exits along the Atlantic Avenue tunnel that have been prioritized for replacement are in a severe state of disrepair. Three have been replaced, four are currently in progress and four more are planned for replacement in 2025 and 2026. These emergency exit hatchways provide access to the tunnel's track level located 14 to 25 feet below the surface and serve as a safe and reliable means of egress to the surface in the event of emergency for both passengers and LIRR employees.

The new hatchways are manufactured from aluminum and feature a hydraulic lift system, making them easier to open and operate, and the replacements include new staircases and a new double leaf hatchway door. This project work will not only rehabilitate the hatchways' structural and mechanical elements, but also improve lighting and signage. The project team is phasing work that allows normal railroad operations to proceed with minimal impacts to the traveling public and adjacent roadways.



An open hatchway under street level used for access and emergency egress.

CUSTOMERS & COMMUNITIES

New Artwork by Darryl Westly Unveiled at LIRR Westbury Station

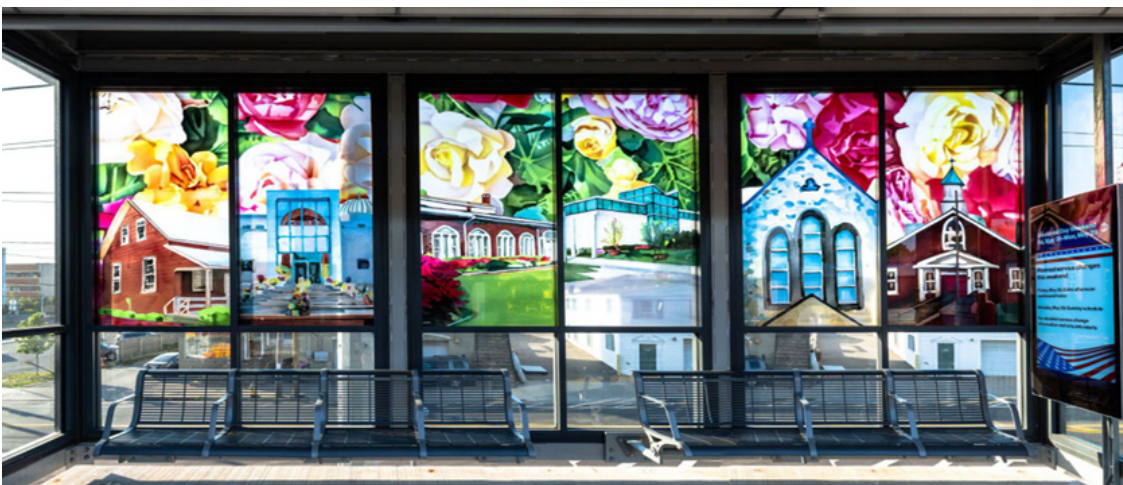
MTA Arts & Design has unveiled a new public art commission at the Long Island Rail Road (LIRR) Westbury Station by New York visual artist Darryl Westly titled *Illuminations*. Spanning the station's ticket office to the overpass towers, the work blends divergent narratives, archival imagery, and motifs from Westbury's past into hyper-realistic dreamscapes.

"Darryl Westly's stunning work is a welcome tribute to the cultural legacy of Long Island and Westbury specifically," said MTA Arts & Design Director Sandra Bloodworth. "Westly's vibrant paintings have been translated into shimmering glass windows and elegant railing that will greet locals and visitors alike for years to come. This artwork acts as a beacon, announcing commuters' arrival to Westbury."



Darryl Westly talks about his art installation at Westbury's LIRR Station

On Thursday, September 28, Westbury Village Mayor Peter Cavallaro hosted a "Meet & Greet" reception at the Westbury station to celebrate the art and the artist. It was a wonderful event attended by village residents, elected officials, art organizations and friends and family of the artist. Darryl spoke about the research and inspiration that went into his work, answered questions and gave a narrated walking tour of the station.



Thanks to MTA Arts & Design, Darryl Westly's artwork is now on display at Westbury Station

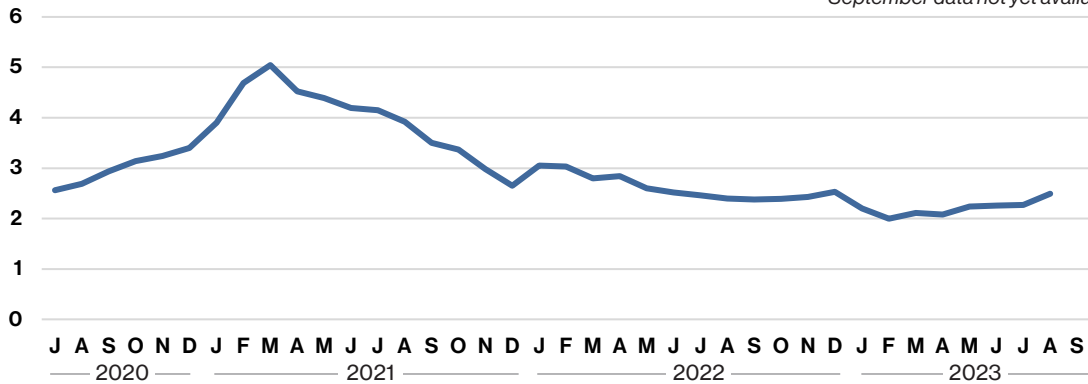
Long Island Rail Road

SAFETY & SECURITY

Customer Accident Rate

The number of reportable customer accidents per one million customers (12-month rolling average)

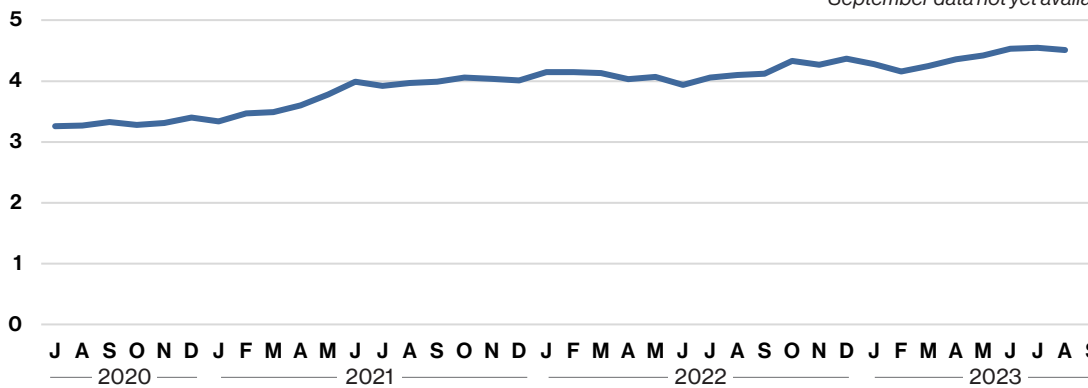
September data not yet available



Employee Lost Time Accident Rate

The number of reportable employee lost time accidents per 200,000 hours worked (12-month rolling average)

September data not yet available



Data Review

The reportable customer injury rate increased from 2.40 to 2.49 per one million customers in the current 12-month reporting period, September 2022 through August 2023, compared to the prior 12 months. The reportable employee lost time injury rate increased from 4.10 to 4.51 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

During October, the LIRR Safety team participated in several customer events, including speaking to students at Lindenhurst, West Babylon, and Stewart Manor about the T.R.A.C.K.S. program; joining in the Suicide Awareness Walk and Town of Islip Applefest; and conducting Operation Lifesaver events with MTA Police at Syosset and Little Neck stations. Employees also took part in eight interdepartmental site inspections at rail yards. These walks are part of an ongoing collaborative effort with management and represented employees working together as a team to identify workplace hazards and find corrective solutions.

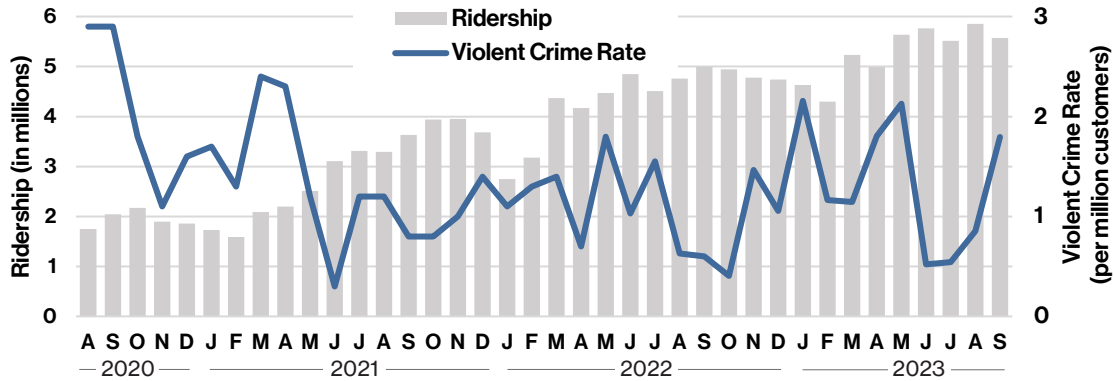


SAFETY & SECURITY

Major Crimes Against Customers

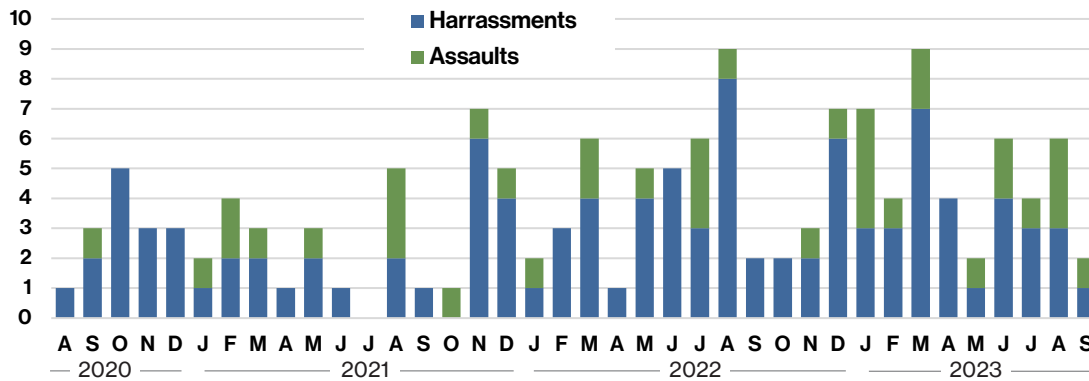
The rate of all violent crimes (murder, rape, robbery, felony assault, grand larceny) against customers, per million customers

September data subject to change



Assaults and Harassments Against Employees

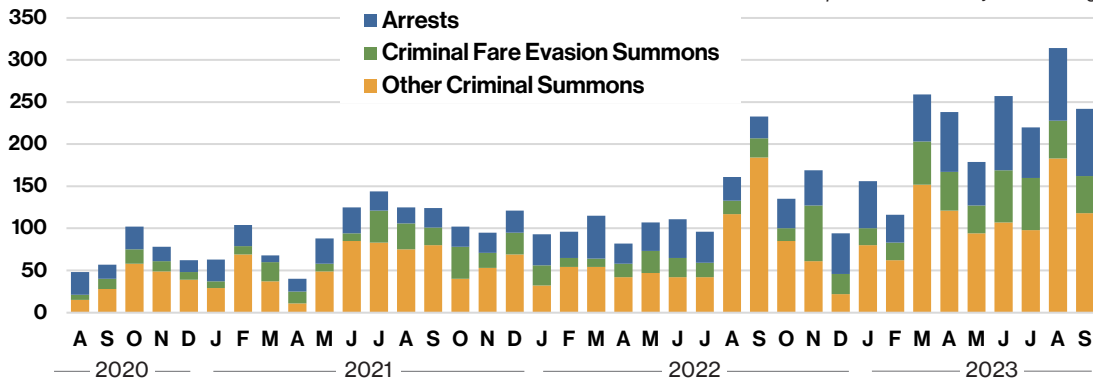
The number of assaults and harassments against LIRR and MTA Police Department employees, per NYS criminal law



Summonses and Arrests

The number of criminal summonses issued for fare evasion, the number of criminal summonses issued for other infractions, and the number of arrests made by MTA Police Department

September data subject to change





Information

MTA METRO-NORTH TRAIN INFORMATION

MTA METRO-NORTH TRAIN INFORMATION	MTA METRO-NORTH TIMETABLES	MTA METRO-NORTH ARRIVALS	MTA METRO-NORTH TIMETABLES	MTA METRO-NORTH TIMETABLES
MTA METRO-NORTH TRAIN INFORMATION	MTA METRO-NORTH TIMETABLES	ARRIVALS	MTA METRO-NORTH TIMETABLES	MTA METRO-NORTH TIMETABLES

MTA METRO-NORTH TRAIN INFORMATION

TICKET MACHINES

SUBWAY • 42ND ST

SUBWAY SHUTTLE PASS

WEST BALCONY

WEST BALCONY

TICKET MACHINES

TRACKS 31-42 • LIRR

WAITING ROOM

ABOUT THE METROPOLITAN TRANSPORTATION AUTHORITY, THE LONG ISLAND RAIL ROAD, AND METRO-NORTH RAILROAD

The Metropolitan Transportation Authority is North America's largest transportation network, serving a population of 15.3 million people across a 5,000 square-mile travel area surrounding New York City through Long Island, southeastern New York State, and Connecticut.

Long Island Rail Road is comprised of over 7,000 employees serving over 200,000 passengers a day. We operate 700 trains daily and maintain 125 stations, nearly 700 miles of track, and 27 shops and yards.

Metro-North Railroad is comprised of nearly 6,000 employees serving over 200,000 passengers a day. We operate 700 trains daily and maintain 124 stations, nearly 900 miles of track, and 19 shops and yards.

The MTA is governed by a 23-member Board, organized in eight committees. Members of the Joint Long Island Rail Road and Metro-North Railroad Committee include:

- Samuel Chu, Co-Chair
- Blanca Lopez, Co-Chair
- Gerard Bringmann
- Norman Brown
- Michael Fleischer
- Randolph Glucksman
- David Mack
- Vinnie Tessitore
- Midori Valdivia
- Neal Zuckerman

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