

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

November 2023



Metro-North Railroad has rebranded a third locomotive with special colors and designs as a Heritage Series to highlight the railroad's 40 years of service to the public. Skilled craft workers at Metro-North's North White Plains Shop applied a vinyl wrap to Metro-North's locomotive No. 211. The wrap pays tribute to New York Central, the predecessor railroad that operated on the Hudson and Harlem lines. The train made its debut run on the Hudson Line on November 14.

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

2 Broadway • New York, NY 10004  
November 29, 2023

# Table of Contents

## Long Island Rail Road

- Message from the President ..... 6
- Ridership ..... 10
- Financial Results ..... 11
- Performance ..... 12
- Major Projects ..... 14
- Customers and Communities ..... 15
- Safety and Security ..... 16

## Metro-North Railroad

- Message from the President ..... 20
- Ridership ..... 24
- Financial Results ..... 25
- Performance ..... 26
- Major Projects ..... 28
- Customers and Communities ..... 29
- Safety and Security ..... 30



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



Visit [metrics.mta.info](https://metrics.mta.info) or scan the QR code to access a comprehensive dashboard of Long Island Rail Road and Metro-North Railroad metrics.





409

409



Long Island  
Rail Road

PRIDE

F

# LONG ISLAND RAIL ROAD



# Long Island Rail Road

## MESSAGE FROM THE PRESIDENT



**Rob Free**  
Acting President, Long Island Rail Road

### On Ridership

Customers are continuing to come back to the Long Island Rail Road since the end of the summer. October ridership continued to grow, and the 6.0 million customers we served gave us our highest monthly ridership total since the pandemic. Overall ridership was up 20.4% over last October and 8.3% over the previous month. Aside from our highest one-day, post-COVID total (248,974) of October 12, we saw our highest Monday-to-Friday weekday average of 234,464 customers from October 23-27, a week that also gave us our best post-COVID Friday. It also marked the first post-pandemic month in which we surpassed the 200,000 ridership mark on every weekday.

Weekend and off-peak trips continue to grow as well, indicating that riders prefer to use the LIRR for off-peak and discretionary travel. October marked the second month in a row whereby non-Commutation ridership surpassed that of the same month in 2019, this time besting it by +6.6%.

On the topic of reliability, we ended October with an above-goal, on-time performance of 94.7% - a nearly 2% improvement over the previous month and further proof that the strategic and methodical updates we have made to our schedules have stabilized service and improved the customer experience.

### Staying Connected

The Long Island Rail Road has been connecting people for almost 190 years but you cannot have a modern, 21st century operation without wireless connectivity in as many places as possible. After successfully introducing wi-fi and cellular service at Atlantic Terminal in 2021 and Jamaica Station last year, the tunnels between the two now have enhanced cellular service as well, so Brooklyn customers can stay connected while in transit.

Designed, installed and managed by Boingo Wireless, the expanded cellular service features 5G and LTE coverage allowing Atlantic Branch customers to retain access to friends, family or co-workers and/or the TrainTime app for timely info on train



schedules and platform changes.

Grand Central Madison, too, is equipped with wi-fi in the terminal as well as Verizon, AT&T and T-Mobile cellular throughout the complex, including the tunnels.

Boingo's networks for the LIRR are built and managed at no cost to the MTA and are designed to generate long term revenue with maximum cell carrier participation.

### A Safe Step...

Acting safely while reinforcing safe behaviors is a major part of our operation and among the initiatives to be discussed in the Long Island Rail Road Safety report is our customer outreach conducted from November 13 through 17 as part of Escalator Safety Week.

That week, Corporate Safety, Stations and Engineering employees distributed escalator safety fliers to approaching customers at seven high-volume LIRR stations plus, for the first time, Grand Central Madison. The fliers provided necessary reminders of escalator dos and don'ts – including what **doesn't** belong on an escalator, like large luggage and strollers.

Using good judgement keeps everyone safe – ourselves, our fellow travelers, children and, yes, we want all service animals traveling with us to be safe, too.

### Prepping for Winter's Worst

With the holiday season now in full gear and temperatures continuing to drop, our Engineering crews have already completed their winter season prep work because, let's face it, a snow and ice event can affect safety, reliability AND the customer experience and mid-January isn't the time to start preparing.

This annual, multi-discipline effort starts with the heavy stuff: Plow trucks are staged, our salt & sand supply is replenished and all station platform salt bins are inspected and stocked. We maintain and test our snowblowers, salt spreaders and electric

# 6 million

customers served in October, the highest of any post-COVID month

---

# 6.6%

increase in October 2023 non-commutation ridership compared to October 2019

---

# 84

pieces of motorized snow-moving equipment ready to serve the LIRR's eight major Level 1 stations

# Long Island Rail Road

## MESSAGE FROM THE PRESIDENT

brooms and verify that all command centers are operational.

Collectively, our Signal, Track and Power Departments test and maintain all switches and switch heaters along the right-of-way (including yards and interlockings), test third rail heaters, maintain and stage all rail-bound snow fighting equipment, and winterize substations.

At our buildings and facilities, Structures Department personnel test and inspect all portable generators and emergency fire pumps; inspect all HVAC systems and ensure that the roofs on all facilities are clear of debris and that the drains are also clear.

Station-wise, we have 84 pieces of snow equipment (snow blowers, snow brooms and bobcat) between all eight of our major, Level 1 stations. All units have been serviced, as have all support vehicles.

To make sure everyone's on the same page, we conduct an all-party, yearly drill of our Winter Storm Operating Procedures. And customers at newly-remodeled Main Line stations between New Hyde Park and Westbury have heated platforms that are now fully operational.

### Great Strides, Indeed

Of course, October was Breast Cancer Awareness Month, and I'm thrilled to report that our employees once again went to bat against this horrible disease that affects far too many in our region. On Sunday, October 15th, employees from both Long Island Rail Road and Metro-North joined others in the MTA family for the 4-mile, American Cancer Society "Making Strides Against Breast Cancer" Walk through Central Park, raising thousands of life-supporting dollars in the process.

The movement raises vital funds to support breast cancer patients, survivors, and caregivers throughout their journey. This is yet another example of how the MTA is part of the communities it serves. Kudos also to the MTA's Empowering Women in Transit ERG for promoting this event.

### Remembering Ray

I'd like to end this month with a story that really hits home with many at the Long Island Rail Road, especially myself. There's a brand new exhibit at the Riverhead branch of The Railroad Museum of Long Island devoted to the late Raymond Kenny, our beloved former Senior VP and Acting President. If you had the good fortune to have known him or worked with him, then you know why Ray's influence is museum-worthy.

Aside from being a walking encyclopedia and scholar, Ray was a mentor, friend, leader and the consummate gentleman. A student of railroading and lover of knowledge, Ray could've run a railroad in 2023 or 1823. Whether you were a 30-year railroad veteran or a new hire, Ray treated





you the same and made sure you knew that you were a valued member of the organization.

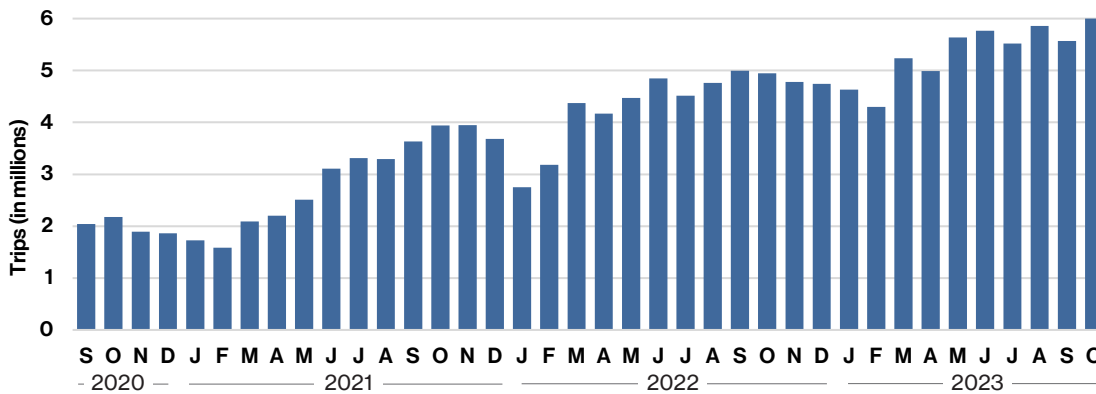
His is a legacy that lasts until this day—one of service, professionalism, and progress. Thank you to The Railroad Museum of Long Island for celebrating that legacy and honoring a man all of us cherish and miss.

# 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. October 2023 ridership increased 20.4% compared to October 2022, representing 74.4 % of October 2019. Commutation ridership increased 10.6% and Non-Commutation ridership increased 27.9%, marking the 2nd month that Non-Commutation ridership surpassed the same month in 2019 (or pre- COVID ridership), exceeding it by 6.6%. Non-Commutation trips continue to drive the overall ridership growth indicating that riders prefer to use the LIRR for off-peak and leisure travel. Year-to-date, ridership is 24.4% above 2022, representing 70.2% of the ridership compared to the same time in 2019.

The average weekday ridership in October 2023 increased +4.9% compared to September 2023, reflecting more people returning to work in the office. The average weekend ridership decreased -5.1% with Saturdays decreasing -1.7% and Sundays decreasing -5.7% compared to last month, mostly due to extensive rainfall during weekends.

### Moving Forward

LIRR customers continue to take advantage of the Grand Central Madison (GCM) service. In October GCM ridership reached 1,430,477 customers (based on load weigh data). Also, October brought new average weekday ridership records. October 12th reached the highest weekday ridership since the beginning of the pandemic with 248,974 customers, while Friday, October 27th was the highest Friday with 229,895 customers. Also, October was the first month since the pandemic that the LIRR exceeded the 200,000+ ridership threshold for each weekday during the whole month. NYC sports games (hockey, football, basketball) and events at local venues (Comic Con, concerts, expos) brought additional ridership.



# FINANCIAL RESULTS

## 2023 Revenues & Expenses, October Year-to-Date

\$ in millions

	Budget	Actual	Variance
<b>Total Non-Reimbursable Revenues</b>	<b>\$482.6</b>	<b>\$494.0</b>	<b>\$11.4</b>
Farebox Revenues	\$458.1	\$466.1	\$8.0
Other Revenues	\$24.5	\$27.9	\$3.4
<b>Total Non-Reimbursable Expenses</b>	<b>\$1,598.8</b>	<b>\$1,486.1</b>	<b>\$112.7</b>
Labor Expenses	\$1,169.9	\$1,120.1	\$49.8
Non-Labor Expenses	\$428.9	\$366.0	\$62.9
<b>Non Cash Liabilities</b>	<b>\$442.4</b>	<b>\$452.5</b>	<b>(\$10.1)</b>
<b>Net Surplus /(Deficit) - Accrued</b>	<b>(\$1,558.6)</b>	<b>(\$1,444.5)</b>	<b>\$114.0</b>

## Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,763	6,771	(8)
Reimbursable	1,105	977	128
<b>Total Positions</b>	<b>7,868</b>	<b>7,748</b>	<b>120</b>

## Data Review

Through October, farebox revenue was \$8.0 million higher than the forecast due to higher-than-expected ridership, partially offset by lower yield per passenger.

Labor expenses are lower than the forecast by \$49.8 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 October, there were 120 vacancies compared to the forecast.

Non-labor expenses are lower than the forecast by \$62.9 million, driven by the timing of material usage, maintenance service contracts, professional service contracts, and lower electric power.

## Moving Forward

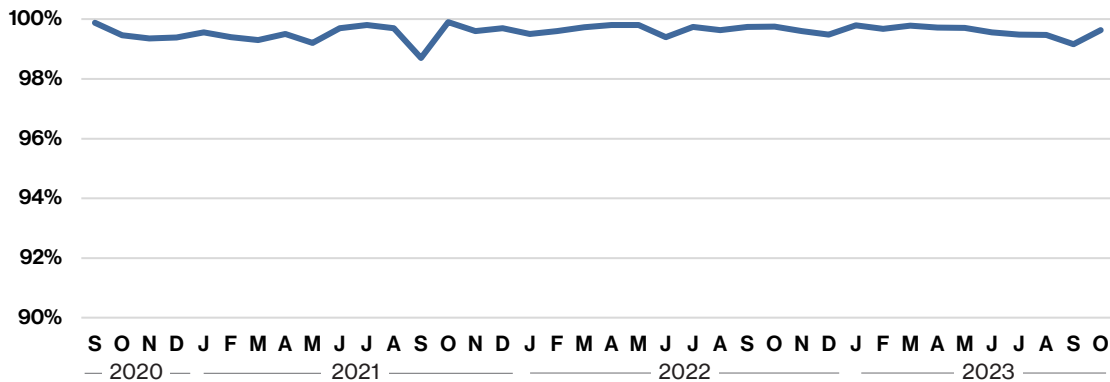
We are aggressively moving forward to fill all vacancies at LIRR. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

# Long Island Rail Road

## PERFORMANCE

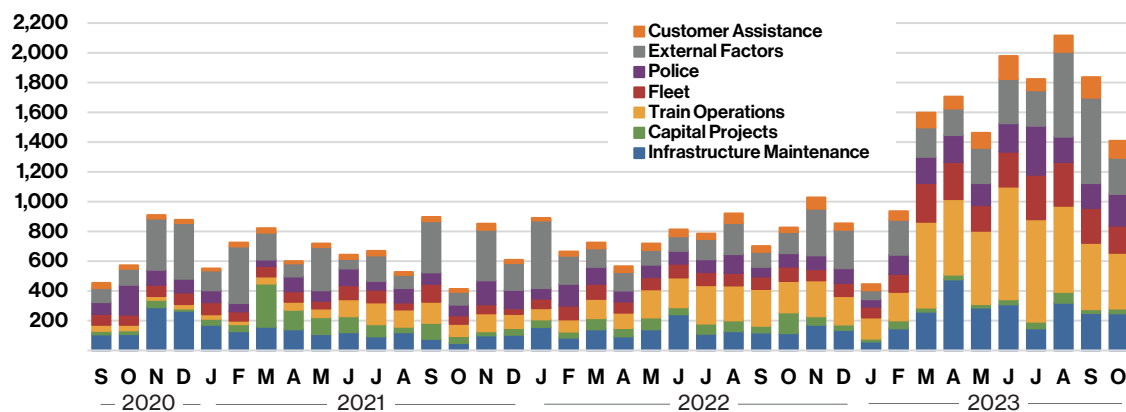
### Service Delivered

The share of scheduled train trips completed



### Delays by Type

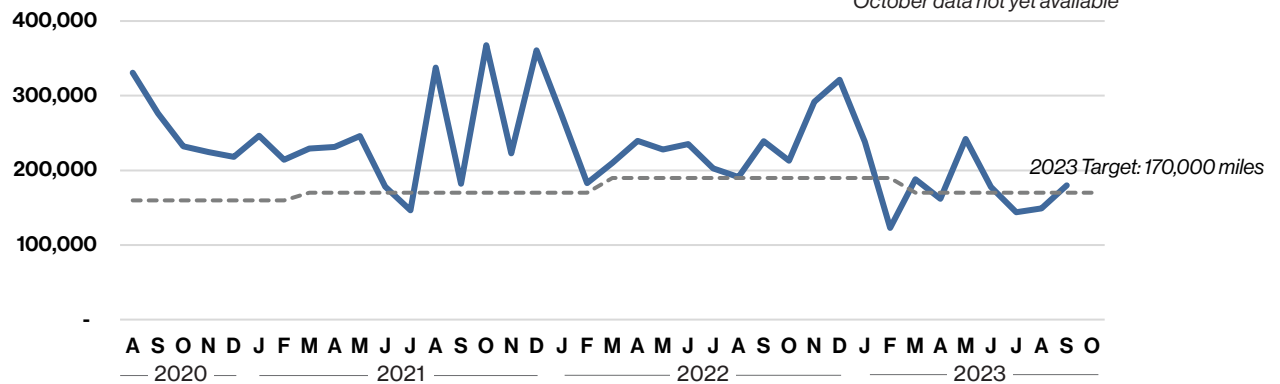
The number of delayed trains by type of delay



### Mean Distance Between Failures

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

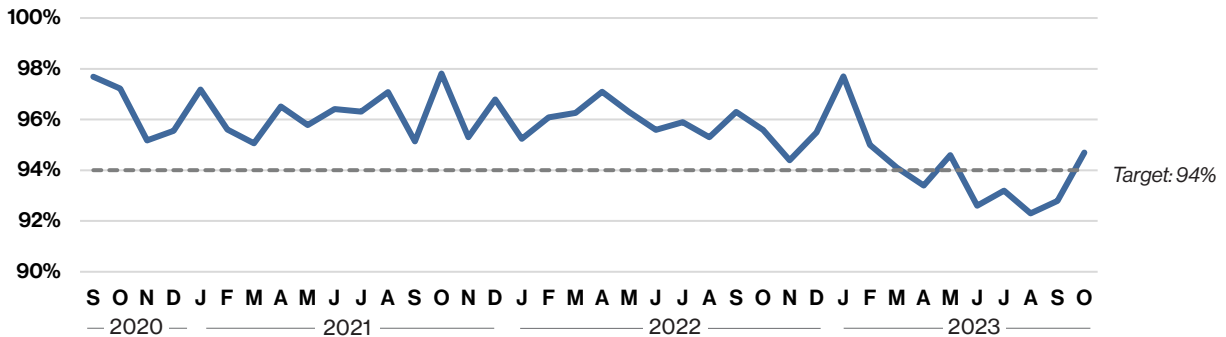
October data not yet available



# 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	98.7%	Montauk	94.1%
Babylon	94.7%	Oyster Bay	94.9%
Far Rockaway	95.9%	Port Jefferson	90.1%
Hempstead	95.3%	Port Washington	96.8%
Huntington	91.0%	Ronkonkoma	93.4%
Long Beach	94.1%	West Hempstead	94.2%

## Data Review

During October, on-time performance (OTP) was 94.7%, above the goal of 94%. 2023 Year-to-date OTP is 93.9% which is slightly below goal. Six out of twelve branches operated at or above goal: Babylon, Atlantic, Montauk, Oyster Bay, Port Washington, and Ronkonkoma. Year to date, there were five branches that met the OTP goal: Atlantic, Montauk, Oyster Bay, Port Washington, and Ronkonkoma.

Twelve incidents this month resulted in ten or more late, cancelled, or terminated trains. The most significant event occurred on October 1, when a track condition at Neck 3 Interlocking, caused 43 late trains, delayed our customers an average of 14 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 179,921 miles in September, exceeding the target of 170,000 miles.

## Moving Forward

With winter almost here, LIRR has continued to make improvements to help combat the effects of cold weather. As part of the 3rd Track Project, platform heating systems have been installed at New Hyde Park, Merillon Ave, Mineola, Carle Place, and Westbury. The new systems make clearing snow and ice easier if we experience any severe winter weather this season.

### LIRR Replaces and Rehabilitates Bridges Over Van Wyck Expressway



*Crews look on as a new bridge over the Van Wyck Expressway is rolled into place.*

This month, the LIRR and MTA Construction & Development are supporting the New York State Department of Transportation's widening of the Van Wyck Expressway, which is a highly congested major transportation corridor providing access to and from JFK Airport as well as a major route for commercial truck traffic. This expansion project will not only provide an additional vehicular travel lane in each direction between the Kew Gardens Interchange and JFK Airport, but it also includes a myriad of infrastructure improvements. In total, the project encompasses the replacement or rehabilitation of 22 existing bridges, three of which belong to LIRR, the creation of a new high occupancy vehicle lane, and the construction of a new vehicular bridge.

Ensuring that the bridges are in a state of good repair is critical to sustaining LIRR service into and out of Manhattan, as these bridges carry 13 LIRR tracks serving multiple lines over and across the Van Wyck Expressway. Of the three LIRR bridges, one bridge carrying the mainline tracks was fully replaced at the end of October this year. The new bridge was constructed off-site and the bridge infrastructure fully prepared; the project crew deconstructed the old bridge and carefully rolled in the replacement in two pieces over two weekends. The two additional bridges slated for rehabilitation and retrofitting are both levels of the double decker bridge, which carries multiple heavily trafficked LIRR tracks over the expressway. LIRR crews are providing project management and other services to support this essential project for commuter railroad riders.

# CUSTOMERS & COMMUNITIES

## Permanent Citizens Advisory Committee Tours LIRR Facilities

On Tuesday, October 24, LIRR hosted Lisa Daglian, Executive Director of the Permanent Citizens Advisory Committee (PCAC) and staff for a tour of LIRR facilities. The first stop was at the Jamaica Control Center, where operators control and monitor train movement throughout the LIRR system, and where the public service information office coordinates customer messaging and announcements. Then they took a short train ride to the Hillside Support Facility in Hollis where train cars are serviced and maintained.

As a trusted advisor to the MTA, PCAC regularly researches issues, recommends viable solutions, and advocates on behalf of the region's riders and commuters. The PCAC strives to hold the MTA Board and leadership accountable to users of Long Island Rail Road, Metro-North Railroad, and New York City Transit subways and buses and the Staten Island Railway, by providing informed and timely advice on such matters as service, finance, capital investments, communications, and management.



*Staff from PCAC joined LIRR for a tour of Hillside Support Facility (pictured) and the Jamaica Control Center.*

## 20-Year Needs Assessment Outreach to Long Island Stakeholders

Over the last several weeks, MTA staff has been conducting targeted virtual briefings on the recently released 20-Year Needs Assessment. Each meeting focuses on one of the proposed expansion projects that were comparatively evaluated and is targeted to the elected officials and stakeholders from the project areas, including on Long Island. This is the beginning of our public outreach process for the development of the next capital program. The 20-Year Needs Assessment can be viewed at [future.mta.info](http://future.mta.info).

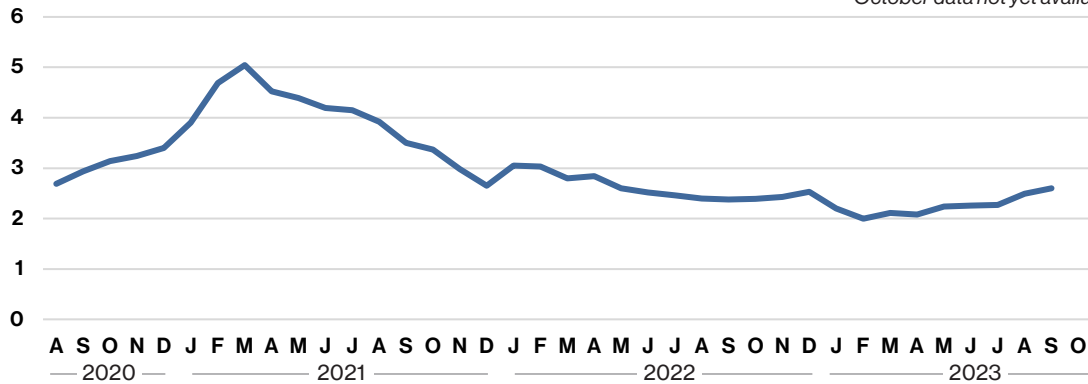
# Long Island Rail Road

## SAFETY & SECURITY

### Customer Accident Rate

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

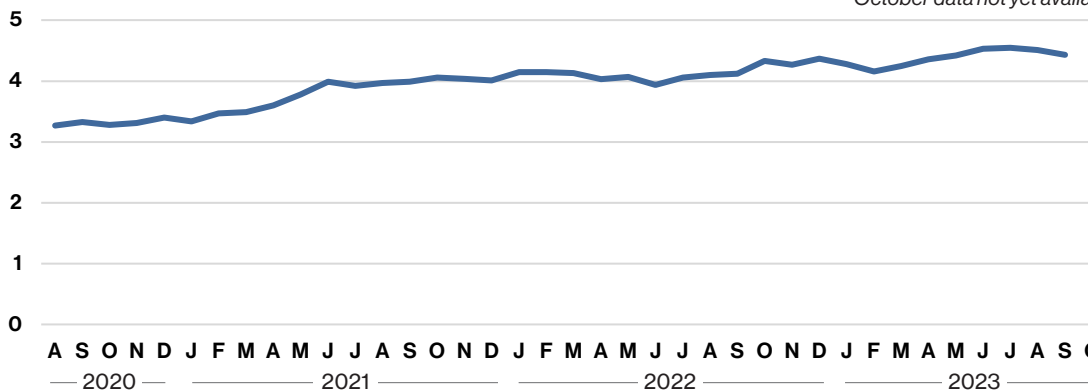
October data not yet available



### Employee Lost Time Accident Rate

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

October data not yet available



### Data Review

The reportable customer injury rate increased from 2.38 to 2.60 per one million customers in the current 12-month reporting period, October 2022 through September 2023, compared to the prior 12 months. The reportable employee lost time injury rate increased from 4.12 to 4.43 per 200,000 working hours, compared to the prior 12 months.

### Moving Forward

During National Escalator Safety Week from November 13-17, Corporate Safety with Engineering and Stations raised awareness about escalator safety at seven stations and, for the first time, at Grand Central Madison. With MTA Police, LIRR also conducted Operation Lifesaver events at Farmingdale and Deer Park stations. In November, management labor teams conducted safety inspections at eight yards and shops. Our SAFER Observation Program Campaign continued its focus on safety footwear, with staff conversations designed to assess and increase awareness of the importance of wearing proper safety footwear.



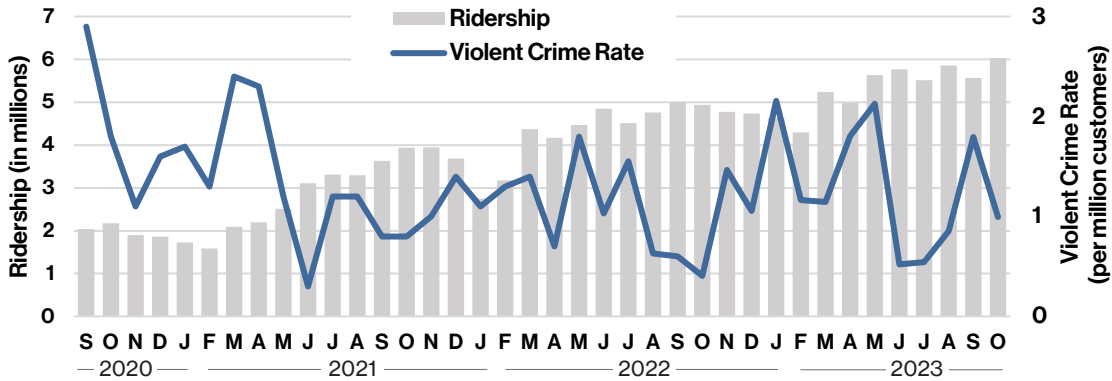


# SAFETY & SECURITY

## Major Crimes Against Customers

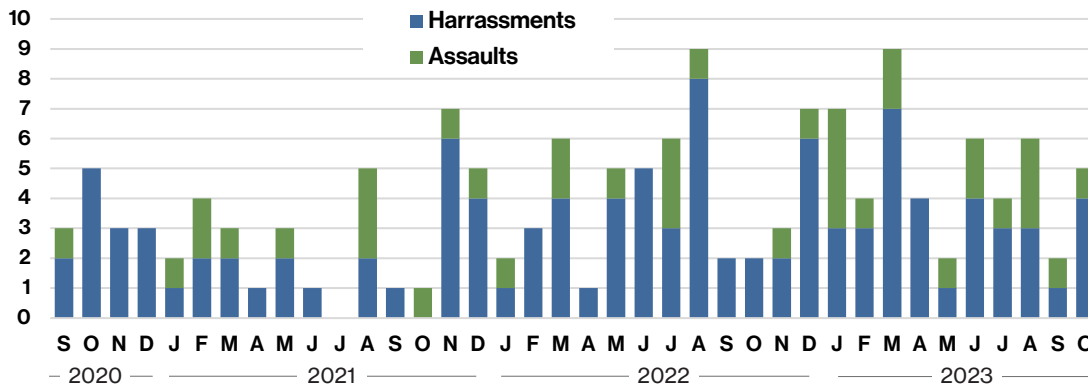
The rate of all violent crimes (murder, rape, robbery, felony assault, grand larceny) against customers, per million customers

October data subject to change



## Assaults and Harassments Against Employees

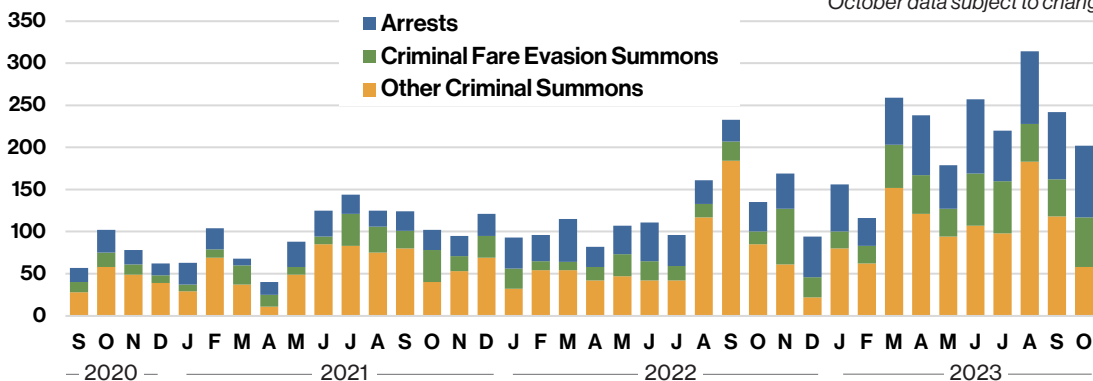
The number of assaults and harassments against LIRR and MTA Police Department employees, per NYS criminal law



## 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

October data subject to change



# METRO-NORTH RAILROAD



To New York

Track 4



6466

 Metro-North  
Railroad



Break Glass  
Pull Handle  
Side Door

# Metro-North Railroad

## MESSAGE FROM THE PRESIDENT



**Cathy Rinaldi**  
President, Metro-North Railroad

### Hudson Line Update

As we reported last month, on Saturday, October 21, tiered retaining walls belonging to a private property in Briarcliff Manor gave way and the retained soil and other material buried a portion of our right-of-way along the Hudson under several tons of earth, trees and rock. Through the amazing efforts of our crews, service was restored to the two tracks closest to the river (tracks 2 & 4) in time to accommodate AM peak service on Monday, October 23. Together with our outside engineering firm, Metro-North and C & D personnel worked closely with the third-party contractors retained by the homeowner on slope stability improvements that allowed service to be restored on the tracks below.

The remaining tracks (1 & 3) remained out for some time, with track 3 getting the worst of it as it was closest to the home. Track 1 was placed back into revenue service on the morning of November 3 after having served as the continuous work platform for equipment necessary to excavate the fallen material and uncover track 3, which (as of November 21) remains out of service, but which is expected to be returned to service by the end of November.

### On Ridership

October ridership remained strong and the total ridership of 5.64 million was our best post-pandemic month yet. We also saw several other pandemic-era records broken, including best 7-day average during the week of October 23 – October 29; the best 5-day weekday average that same week; and the final weekend of our popular Leaf Peeper service contributed to our best weekend average on November 4 and 5.

As we all know, sundown comes earlier now, making day-trips shorter. As such, mid-November produced the expected seasonal lull in weekend ridership before the holidays. However, we saw a bump due to the extra service we provided to the centennial Syracuse-Pitt game at Yankee Stadium on the 11th; and the following Saturday, we carried large numbers of riders to the biennial playing of the Yale-Harvard game in New Haven. As a Yale graduate, I am happy to report that Yale came out on top, 23-18, depriving Harvard



of sole possession of this year's Ivy League title. With strong ridership coming to Manhattan for a day trip the following day, it's safe to say that holiday leisure travel has started to rev-up.

### All's "Fair" at GCT

Short of the North Pole, there's no more iconic setting for the holiday season than New York City, and Grand Central is one of the places you're going to want to be to get your festive fix...

On November 13, I was joined by LIRR Acting President Rob Free and representatives from lead sponsor AmericanGreetings.com as we officially opened the annual Grand Central Holiday Fair.

It's the time of year we love and one of the events we love most. This year, the popular holiday retail wonderland brings together 36 small businesses and artisan merchants all in one place.

The Grand Central Holiday Fair is open daily except Thanksgiving from 10 AM to 7 PM (Sundays 11 to 6) through Christmas Eve, and all gifts purchased from a Grand Central Terminal tenant are eligible for a free gift wrapping service in the Biltmore Room daily from noon to 6 PM December 8th through the 22nd. And why is it the perfect wrap for that perfect gift? Because the wrapping paper itself depicts the stunning grandeur of the Main Concourse's ceiling, a thing of beauty if there ever was one.

And for the first time since the pandemic, the New York Transit Museum's Grand Central Gallery is presenting its holiday model train show now through February...the perfect topper to a holiday experience that's uniquely New York!

### When Winter Blasts, We're Ready

Metro-North's Winter Preparedness Plan for the 2023-2024 season is a comprehensive strategy that combines meticulous decision-making, staffing and staging to ensure the safety and functionality of our system during the frigid calendar months. As we gear up to face potential snowstorms, our Engineering Department takes a proactive approach to decision-making and command structure assessment.

**36**

local vendors taking part in the Grand Central Holiday Fair

---

**> 200**

small snow throwers, blowers, and other heavy equipment at the ready for Metro-North snow season

---

**5.64**

million total riders for October, a post-COVID Metro-North record

# Metro-North Railroad

## MESSAGE FROM THE PRESIDENT

Of course, when preparing for big weather events, communication is the key to success. Upon receiving reports of impending snowfall, our MOW leadership team meticulously scrutinizes up-to-the-minute...and oftentimes changing...weather data to ensure the effective dispatch of crews. They communicate directly with snow contractors to ensure their readiness and know that they, themselves, will have to be as flexible as possible with crew assignments as conditions can often change rapidly.

Management personnel are strategically placed in field locations as needed, allowing immediate workforce shifts to areas of priority with any changes affecting train service promptly communicated to the Office Control Center. Field employees call in to promptly update station and yard conditions and report the status of snow-fighting equipment. This ensures a streamlined flow of information and quick adaptation to evolving circumstances. This winter, as part of a pilot, field crews will report current conditions on a recently developed internal app for quicker, more efficient info sharing and faster response times.

Our MOW Snow Plan actually begins in the fall of each year. Proactive measures include testing over 200 small snow throwers and blowers, 20-25 pieces of heavy equipment for severe snowstorms and maintaining all other snow fighting equipment. Testing continues throughout the winter. Gangs inspect fences and guardrails for security, while Stations & Facilities ensures the operational status of platform amenities, specifically the "Push for Heat" system to keep customers warm.

This multi-faceted approach ensures that our infrastructure—including shops, yards, switches, signals, and equipment storage—remains clear and operational during challenging winter conditions.

### Ready Those Resumes

If you're a skilled tradesperson looking for an exciting and rewarding career in railroading, then we want to hear from you. Metro-North is holding an open house for skilled tradespeople on December 2 at our North White Plains offices – 525 North Broadway - from 10 AM to 12:30 PM. Bring your resume and chat with our hiring experts. As we like to say, come join the team that moves millions!

### Honoring Our Veterans

With November 11 falling on a Saturday this year, we held our Veterans Day ceremony and wreath laying on Friday, November 10 in the Main Concourse of GCT. The annual event draws many MTA employees, veterans, families and passersby and the sense of gratitude for the men and women of our armed forces always matches the enormity of the room itself.

This year, MTAPD Pipe and Drum once again set the atmosphere with their fine playing and the Police Department's own Officer James Volpe delivered heartfelt versions of the Star Spangled Banner and God Bless America. It's an event that brings out the patriot in all of us and I want to once again reiterate our thanks to all armed forces personnel, past and present, for their brave and dedicated service.





ELEVATOR  
MACHINE  
ROOM

MTA  
Metro-North  
Railroad

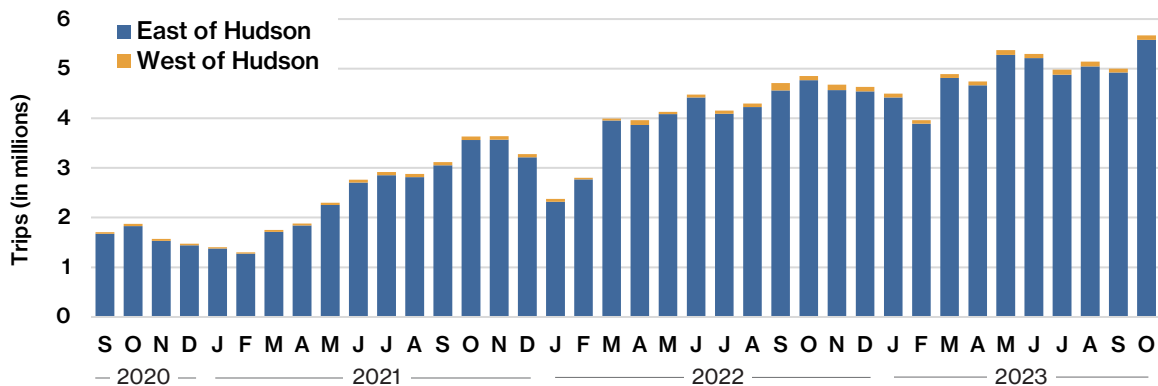
6117

# Metro-North Railroad

## RIDERSHIP

### Monthly Ridership

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



### Data Review

Metro-North’s October 2023 ridership of 5.64 million was our best post-pandemic month yet. Ridership surged approximately 13.2% from the 4.98 million recorded in September 2023, with two more weekdays in October, slight strengthening in Mondays and Fridays, and a Saturday record on the 28th. Metro-North recorded 15 days of ridership over 200,000. Average daily and weekday ridership in October both set records, rising 9.6% to 181,854 and 22.1% to 206,400 respectively from September.

Metro-North ridership in October was 15.4% higher than in October 2022, representing approximately 72.1% of October 2019 ridership. Weekday average ridership stood at 71.1% of October 2019. Average Tuesday through Thursday ridership rose 0.5% from September to 214,214, at 73.7% of October 2019. Average weekend ridership rose 5.8% to 100,677, with the release of pent-up demand from the rainy weekends on the 28th, and the share of 2019 rose to 78.1%.

Total ridership on commutation tickets rose 22.7% from September, and trips with commutation and peak single tickets rose 5.5%. Commutation’s share of total rides rose 8.4% to 37.7%. This is likely due to a combination of the fade-out of 20-trip use and stronger return to office policies.

### Moving Forward

October is typically the peak of fall ridership due to its 31 days, the ridership boost from fall foliage trains, and lack of major holidays. Daily ridership for the first half of November has increased only modestly from October’s average, helped by better weekend weather, and weekday ridership has leveled off. This leveling will likely continue for the rest of the month.





# FINANCIAL RESULTS

## 2023 Revenues & Expenses, October Year-to-Date

\$ in millions

	Budget	Actual	Variance
<b>Total Non-Reimbursable Revenues</b>	<b>\$483.7</b>	<b>\$522.3</b>	<b>\$38.5</b>
Farebox Revenues	\$423.8	\$454.3	\$30.5
Other Revenues	\$60.0	\$68.0	\$8.1
<b>Total Non-Reimbursable Expenses</b>	<b>\$1,235.1</b>	<b>\$1,248.0</b>	<b>(\$12.9)</b>
Labor Expenses	\$858.8	\$878.0	(\$19.2)
Non-Labor Expenses	\$376.3	\$370.1	\$6.3
<b>Non Cash Liabilities</b>	<b>\$255.2</b>	<b>\$261.9</b>	<b>(\$6.7)</b>
<b>Net Surplus /(Deficit) - Accrued</b>	<b>(\$1,006.5)</b>	<b>(\$987.6)</b>	<b>\$18.9</b>

## Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	5,548	5,975	(427)
Reimbursable	889	500	389
<b>Total Positions</b>	<b>6,437</b>	<b>6,475</b>	<b>(38)</b>

## Data Review

Through October, farebox revenue was \$30.5 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 October is 31.8% 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 \$19.2 million due to higher payroll, overtime, and health and welfare costs. At the end of October, the paid headcount was 38 higher than forecasted and reflects 670 vacancies against the year-end authorized headcount.

Non-labor expenses are favorable to the mid-year forecast by \$6.3 million, driven primarily by lower energy and professional service contracts expense partially offset by higher materials expense.

## Moving Forward

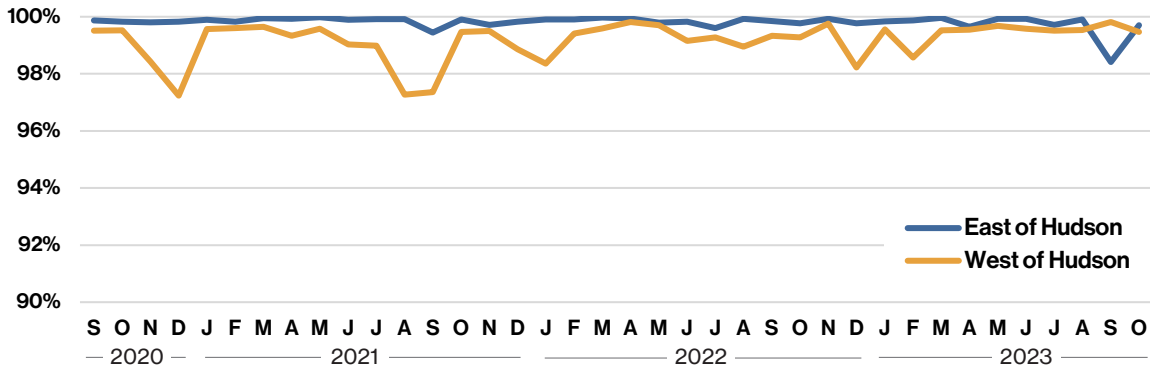
We are focused on growing staff to budgeted targets across all crafts. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

# Metro-North Railroad

## PERFORMANCE

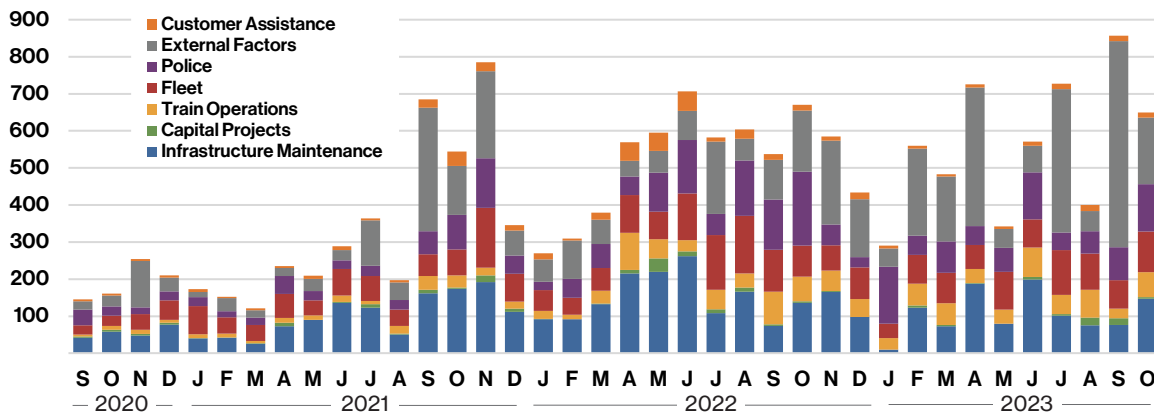
### Service Delivered

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



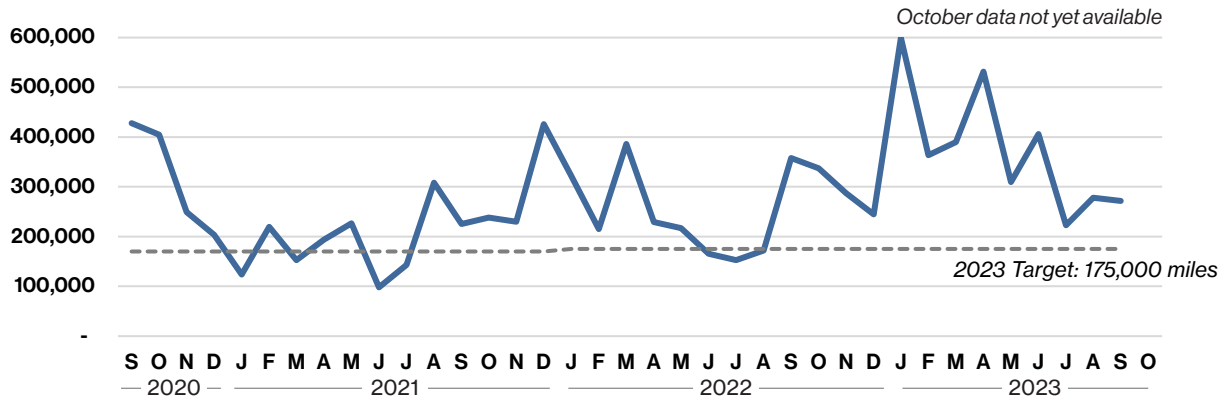
### Delays by Type

The number of delayed trains by type of delay



### Mean Distance Between Failures

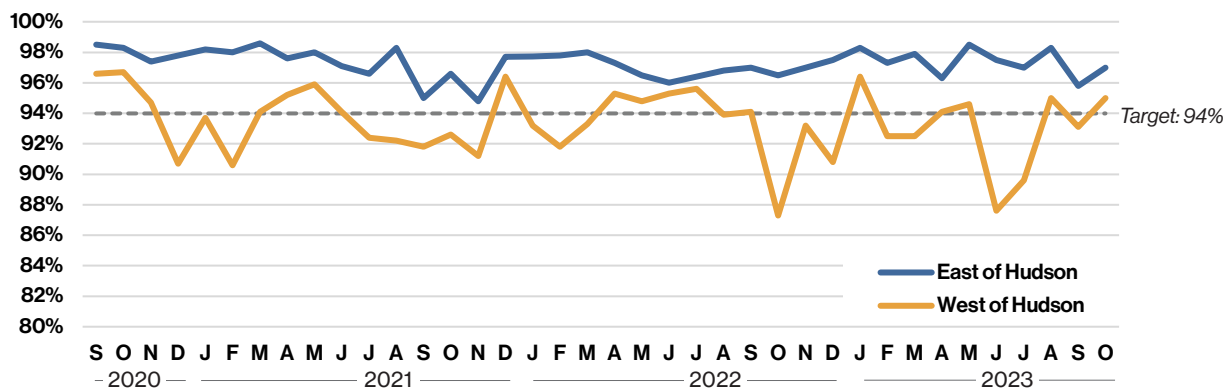
The average number of miles a railcar or locomotive travels before failing and causing a delay



# 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	97.4%	Port Jervis	94.4%
Harlem	96.1%	Pascack Valley	95.4%
New Haven	97.4%		

## Data Review

Metro-North’s service-delivered rate, a service reliability measure, for October was 99.7%. Systemwide OTP for October was at 97.0%, above our goal of 94%, while year-to-date OTP was also above goal at 97.5%. Several major incidents negatively affected October’s OTP. On October 7, multiple trees downed power lines leading to loss of signal power on the New Haven Line, impacting 55 trees. On the same day, an Amtrak trespasser incident delayed 23 trains on the Hudson Line. On October 18, a trespasser strike at Port Chester impacted 51 trains on the New Haven Line. A significant mudslide on October 21 suspended service between Croton-Harmon and Tarrytown, affecting 21 trains. A disabled train at Harlem-125 Street disrupted 17 trains during the afternoon rush. And on October 31, a broken rail south of Valhalla interrupted 21 trains during the morning rush.

The mean distance between failures for the fleet was 271,601 miles in August, above the goal of 175,000 miles, and year-to-date performance remains above goal at 340,690 miles.

## Moving Forward

For the Thanksgiving holiday, Metro-North will run extra getaway services on November 22, a special holiday schedule on Thanksgiving Day, and a modified Saturday schedule on November 24. The regular schedule will resume on November 25th. Metro-North has also begun its annual winter preparation, including strategic positioning of snow fighting equipment, testing third rail heaters, deploying snowplow trucks, stocking salt bins and inspecting all yards and facilities. Metro-North will also hold its annual winter preparation exercise for staff.

### Metro-North Replacing Vehicular Bridges Over Tracks



*Replacement work is beginning on the now-closed Fulton Street Bridge and South Street Bridge, which carry car traffic over Metro-North New Haven Line tracks.*

This month, Metro North and MTA Construction & Development are beginning to replace the superstructures and rehabilitate the substructures of two vehicular bridges that cross over the New Haven Line tracks in Mount Vernon. The Fulton Avenue Bridge crosses over the New Haven Line, and the bridge carries two lanes of vehicular traffic and two sidewalks between East First Street and Elm Street over the four electrified tracks. The existing bridge is a single span, 160-foot-long Pratt through-truss structure erected in 1892. Due to the bridge's deteriorated condition and low load rating, it was closed to traffic in 2022.

In similarly poor condition, the South Street Bridge, which was built in 1893, crosses over the four tracks of the New Haven Line and is located approximately one mile west of the Mount Vernon East Station. The single-span bridge carries two lanes of traffic and two sidewalks. The bridge has since fallen in a state of disrepair and like the Fulton Avenue Bridge, was also closed to traffic last year.

To restore these two bridges to acceptable carrying capacity, the design-build project will completely replace the superstructures of both bridges with more robust supportive superstructures consisting of steel girders and a cast-in-place concrete deck. Work also includes replacing a 200-foot-long segment of the retaining wall separating the street from the tracks, and the installation of new stairs to allow easier access to the tracks for Metro-North maintenance personnel, which lie 20 feet below the street level. Cables and duct lines inside the existing substation located under the Fulton Avenue Bridge will also be relocated. In addition, this project includes a MTA Arts & Design commissioned fence, which will be installed on both bridges.

# CUSTOMERS & COMMUNITIES

## **New York State Elected Officials Tour Grand Central Terminal**

This month, Metro-North welcomed guests from the State Senate and Assembly to for a tour of Grand Central Terminal and an overview of the connecting services throughout the entire Grand Central Complex.

The tour began with an overview of rail service in and out of Grand Central Terminal, along with the connecting options provided many stories below ground. This includes Grand Central Madison, serving LIRR and providing connections to Long Island and JFK Airport via Jamaica and the Air Train, as well as the Grand Central-42nd Street subway station, which is MTA's third busiest station in the system. We also provided context on the Grand Central Artery and the state-of-good-repair projects that are a cornerstone of the recently released Twenty Year Needs Assessment.

During the tour, we were able to show our elected partners Phase 1 of the Grand Central Train Shed project from the street, provided context about the integration of Grand Central Madison into our footprint, and gave a behind the scenes look into the complex including the history of our majestic station.



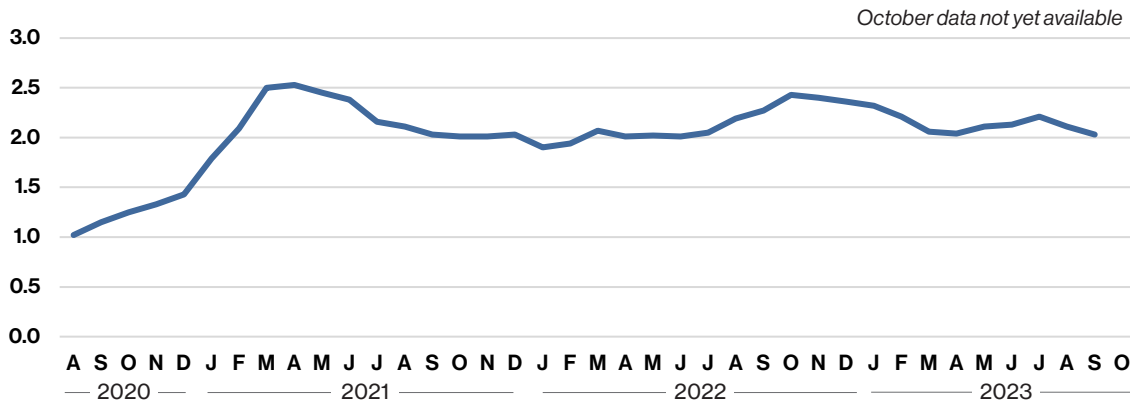
*New York State Senate and Assembly members joined MTA and Metro-North staff for a tour of Grand Central Terminal and its connecting services.*

# Metro-North Railroad

## SAFETY & SECURITY

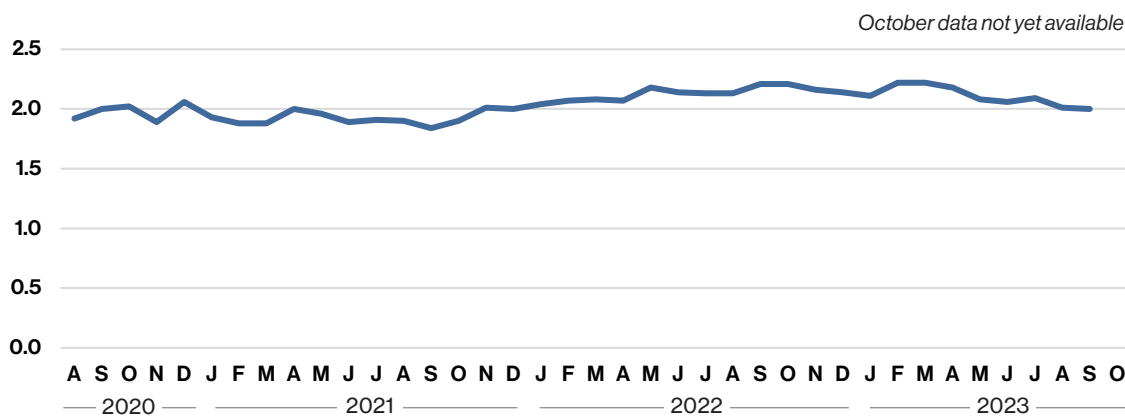
### Customer Accident Rate

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 2.27 to 2.03 per one million customers in the current 12-month reporting period, October 2022 through September 2023, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 2.21 to 2.00 per 200,000 working hours, compared to the prior 12 months.

### Moving Forward

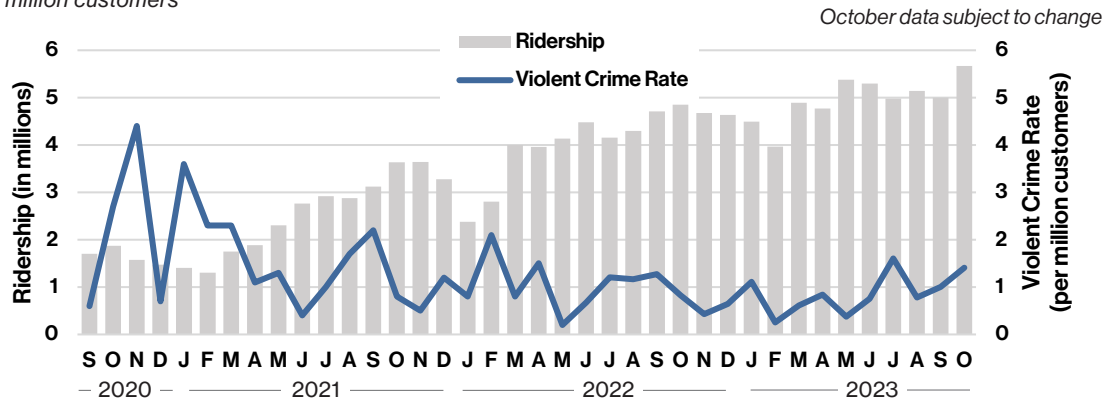
The Metro-North TRACKS safety outreach and education program has launched its 6th annual rail safety contest. This year's contest asks children in grades pre-K through high school to create rail safety images and/or slogans that can be designed as a sticker to raise awareness and promote safety around trains, tracks, and grade crossings. Stickers will be created based on the winning designs from each age group and will be distributed at school presentations and public events throughout our territory.



# SAFETY & SECURITY

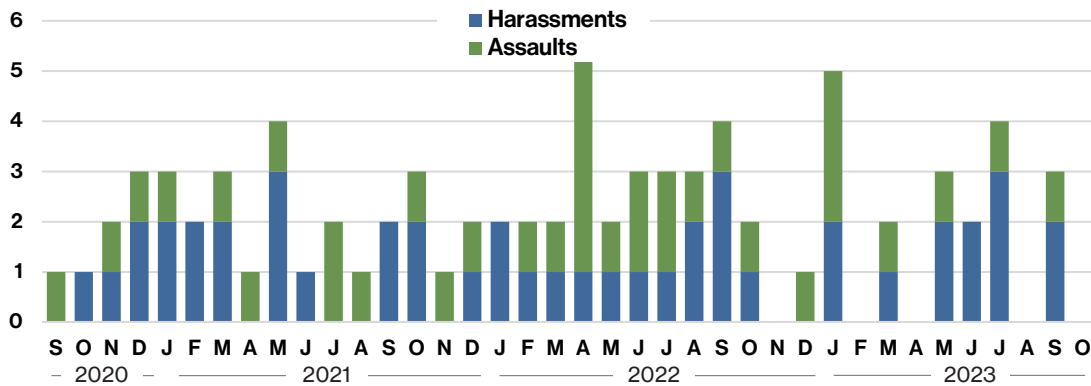
## Major Crimes Against Customers

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



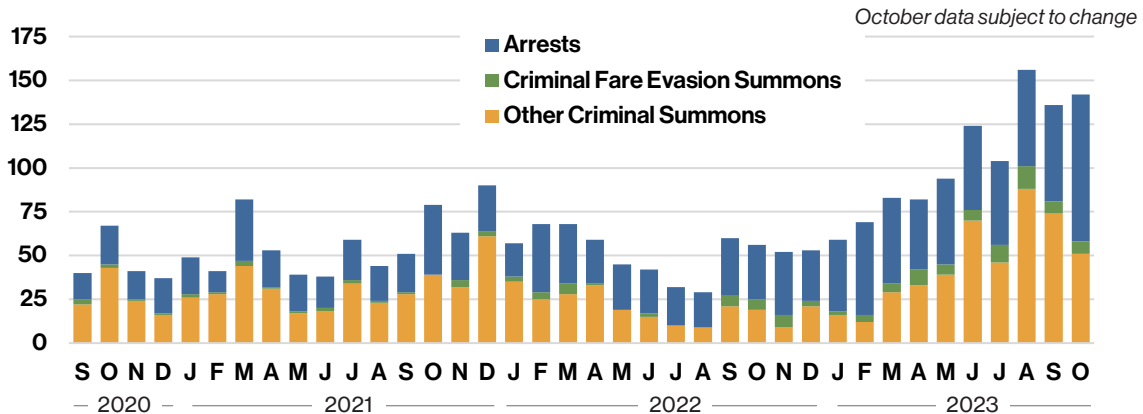
## Assaults and Harassments Against Employees

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



7451



  
**WE SERVE WITH PRIDE**

F





## **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

[new.mta.info](http://new.mta.info)

