

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

December 2023

GRAND CENTRAL HOLIDAY FAIR

NATUREVSFUTURE

VICTORIA
BEKERMAN
STUDIO

AVIGAIL ADAM
JEWELRY

CRAFT
ADVISORY

HAPTIC
LAB

MPR JEWELRY
by MEGHAN PATRICE P...

MUMU

CRAFTS

ARZADES

GRAND CENTRAL
HOLIDAY FAIR

In November, Metro-North President Cathy Rinaldi and LIRR Acting President Rob Free announced the return of the Grand Central Holiday Fair with even more festivities and offerings this year. Shoppers traveling to the fair enjoy the convenience of region-wide mass transit and this season marks the inaugural year that Long Islanders can enjoy direct train service to the holiday festivities via Grand Central Madison.

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

2 Broadway • New York, NY 10004
December 18, 2023

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Visit <https://new.mta.info/transparency/board-and-committee-meetings/december-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.



METRO-NORTH RAILROAD

7:00 Grand C
7:12 Croton-H



Central 4 7:08
Harmon 3 7:17



Metro-North Railroad

MESSAGE FROM THE PRESIDENT



Cathy Rinaldi
President, Metro-North Railroad

Ridership & NYE/Holiday Schedules

November's total ridership of almost 5,340,000 represented a slight, yet predictable, dip from October given the Thanksgiving holiday. We rebounded nicely in early December and the combination of nice weather, holiday activities and SantaCon combined to give us a new post-COVID Saturday ridership mark of 147,745 on December 9. Nasty weather the following day doused many a holiday season plan but here's hoping for much clearer skies for the rest of the season so that folks in droves can enjoy the unofficial capital of the holidays, New York City.

Of course, Metro-North wants to be your ticket home for the holidays and whether you're gathering in front of your fireplace or someone else's, we'll have some holiday schedule adjustments on tap again this year. On Friday, December 22nd, there will be normal weekday service with some adjustments on the Pascack Valley and Port Jervis Lines; a normal Sunday schedule on Christmas Eve; and since Christmas Day has the lowest ridership of any holiday, we will operate a special schedule on Christmas Day with hourly service on the Hudson, Harlem and New Haven Lines and lengthier intervals on outlying branches.

Historically, commuter ridership decreases in the week between Christmas and New Year's. However, there is an increase in discretionary ridership and a shift in the periods of demand - so, from Tuesday the 26th through Friday the 29th, Metro-North will reallocate a select number of morning rush hour trains to the late morning and adjust train lengths.

We'll operate a regular Sunday schedule New Year's Eve with extra post-midnight & early morning service on the Hudson, Harlem and New Haven Lines for those who remained in Times Square through the ball drop. Pascack Valley and Port Jervis Lines will also have extra service after midnight and, as in previous years, customers heading home from Grand Central in the early morning hours of New Year's will have their tickets collected prior to boarding.

New Year's Day service will run off the same special schedule as Christmas Day and we urge all those who are traveling with us



between the 22nd and the first of the new year to check schedules for your line on either the website or the TrainTime app before heading out to your seasonal fun.

(North) Broadway Star Search

On December 2 at our North White Plains offices, we held our third and final job fair of the year. This one was for skilled tradespeople and was, by all accounts, an enormous success with a total of 290 registrants! Candidates are now being invited in for testing and interviews.

Many thanks to the Talent Acquisition professionals of the MTA People Department for making the arrangements and for keeping our roster filled with the best and the brightest.

When I Look Back at 2023...

“Teamwork makes the dream work.” “Chains are only as strong as their weakest link.” You’ve heard these and other platitudes ad nauseum, but clichéd as they may be, they’ve lasted for a reason and it’s that spirit of collaboration and of meeting all challenges that, for me, has defined 2023 at Metro-North - our 40th anniversary year and yet another 12-month period that concludes with my feeling prouder of this organization than I ever thought possible.

In spite of everything Mother Nature and the public transportation gods threw at us in 2023, we end the year with more consistently high marks from customers and, almost assuredly, an OTP of over 97%. That doesn’t just happen. That is the result of top professionals at the top of their game doing great things day-in and day-out for the region we serve.

To recap some of the more prominent obstacles sent our way:

On July 9, parts of the Hudson Valley were treated to a month’s worth of rain in just a few hours - causing washouts, fallen trees and high water conditions along our right of way and service suspensions on the Upper Harlem Line and the Hudson Line north of Croton-Harmon.

290

registrants for
December 2 job fair in
North White Plains

147,745

riders on Metro-North
on December 9, a
post-COVID Saturday
record

97.4%

year-to-date on-time
performance as of
December 14

Metro-North Railroad

MESSAGE FROM THE PRESIDENT

The biblical summer deluge led to destruction we haven't seen in our territory since Hurricane Ida, but our response crews proved more than up to the challenge in both restoring our right-of-way for full service and keeping customers informed throughout - with phone and electronic customer contacts totaling over a thousand the following day alone.

Less than two weeks later on July 22nd, as a State DOT maintenance crew affected overnight repairs to the portion of the Bronx River Parkway that crosses over our tracks, a large steel girder buckled and separated from the main structure. This led to partial suspensions along the New Haven and Harlem Lines in the Bronx and no Saturday Yankee Clipper service on those two lines. Thankfully no one was injured, albeit the initial images from the incident were pretty startling.

More problems from the sky accompanied the start of fall as the effects of the very-slow-to-depart Tropical Storm Ophelia brought torrential rains and temporary service suspensions on September 29; and on Saturday, October 21st, 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.

Our amazing crews worked round-the-clock to restore service to the two tracks closest to the river in time for AM peak service on Monday, October 23. One of the two remaining tracks was placed back into service on November 3 and the track closest to the home returned on November 22. As this was going on, Metro-North and C & D personnel teamed with our outside engineering firm and the homeowner's third-party contractors to improve the stability of the compromised slope prior to the restoration of service on the tracks immediately below.

For a regional railroad, the combination of reliable, customer-friendly service is king. All of the aforementioned challenges had the potential to distress service to a much greater degree were it not for the steady and expert hands of our fine employees who truly knocked it out of the park – and it's that flexibility and determination that allowed us to pivot at crucial times and achieve these lofty performance numbers once again.

Sprinkled among these defining moments were a pair of APTA Gold Awards in June; an APTA Innovation Award in October; and the story that captivated the region of a three-year-old little boy who, thankfully, will get to spend the holidays with his family after his daring rescue by eagle-eyed Metro-North employees after he found his way onto live train tracks on April 6 near Tarrytown Station.

I commend and thank our remarkable workforce for their continued excellence in 2023 and want them to know that the organizational achievements I mentioned earlier are the result of every assist, every smile and every extra mile you went for our grateful customer base.

May you bask in the warm glow of the holidays with those you hold dear, and may the new year bring you the abundant peace and joy you deserve.



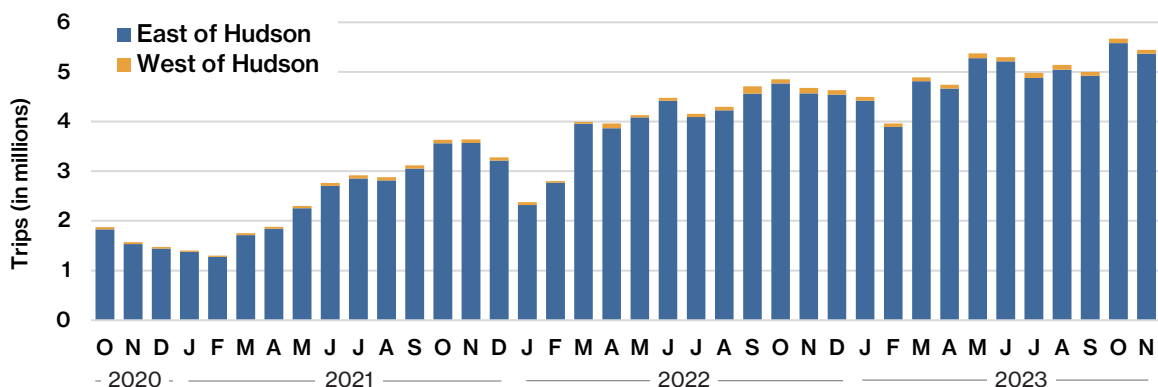


Metro-North Railroad

RIDERSHIP

Monthly Ridership

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



Data Review

Metro-North’s total November 2023 ridership of 5.42 million was down 3.8% from the record ridership of October. There were four fewer weekdays due both to the calendar and the Thursday-Friday Thanksgiving weekend. Day-by-day average data are notably better; although average daily ridership of 155,452 was down 0.6% from October, November average weekday ridership rose 0.7% to a new post-pandemic record of 207,804. Average weekend ridership excluding Thanksgiving and Black Friday rose 9.1% to a record 109,805; when those days are included, weekend ridership rises to 118,331.

Metro-North ridership in November was 16.3% higher than in November 2022, representing 77.7% of November 2019 ridership. Weekday average ridership stood at 72.6% of November 2019 although Tuesday-Thursday ridership’s share of 2019 dropped 0.8% from October to 212,565, at 74.3% of November 2019. Average weekend ridership rose 9.1% to 109,805, and the weekend share of 2019 rose sharply to 86.1%.

Total ridership on commutation tickets dropped 9.2% from October as the long Thanksgiving holiday made these tickets less economical; trips with commutation and peak single tickets dropped 3.4%. Commutation’s share of total rides dropped 2.1% to 35.6%, likely due to the impact of Thanksgiving week.

Moving Forward

Monthly ridership was lower in November but daily ridership measures were stronger. December typically tails off during the week between Christmas and New Year’s Day after a strong start, leading to a lower tally for the month, but steady overall daily ridership growth may moderate this pattern.



FINANCIAL RESULTS

2023 Revenues & Expenses, November Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$531.3	\$578.3	\$47.0
Farebox Revenues	\$468.8	\$506.3	\$37.5
Other Revenues	\$62.5	\$72.0	\$9.5
Total Non-Reimbursable Expenses	\$1,359.0	\$1,384.3	(\$25.3)
Labor Expenses	\$944.9	\$979.8	(\$34.9)
Non-Labor Expenses	\$414.1	\$404.5	\$9.6
Non Cash Liabilities	\$279.4	\$289.9	(\$10.5)
Net Surplus /(Deficit) - Accrued	(\$1,107.1)	(\$1,095.9)	\$11.2

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	5,594	5,994	(400)
Reimbursable	864	472	392
Total Positions	6,458	6,466	-8

Data Review

Through November, farebox revenue was \$37.5 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 November is 31.0% 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 \$34.9 million due to higher payroll, overtime, and health and welfare costs. At the end of November, the paid headcount was 8 higher than forecasted and reflects 679 vacancies against the year-end authorized headcount.

Non-labor expenses are favorable to the mid-year forecast by \$9.6 million, driven primarily by lower energy and professional service contracts expense partially offset by higher materials expense.

Moving Forward

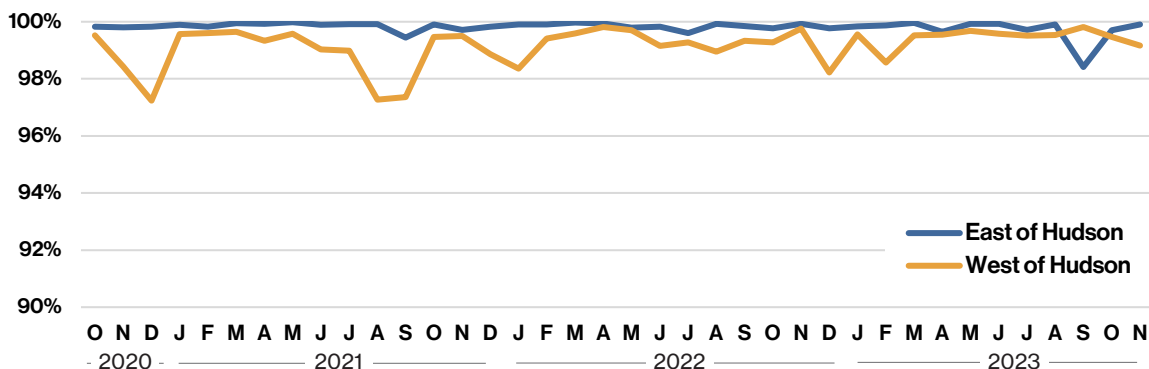
We are focused on growing staff to budgeted targets across all crafts. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

Metro-North Railroad

PERFORMANCE

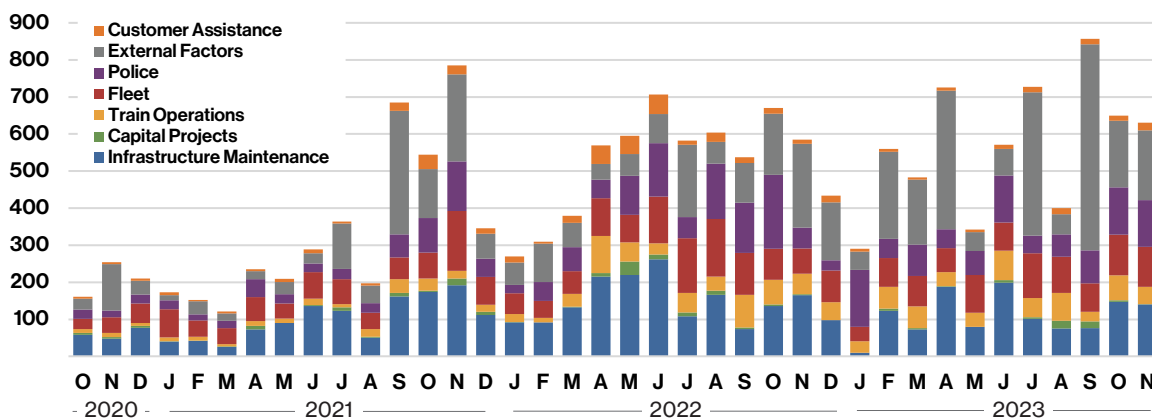
Service Delivered

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



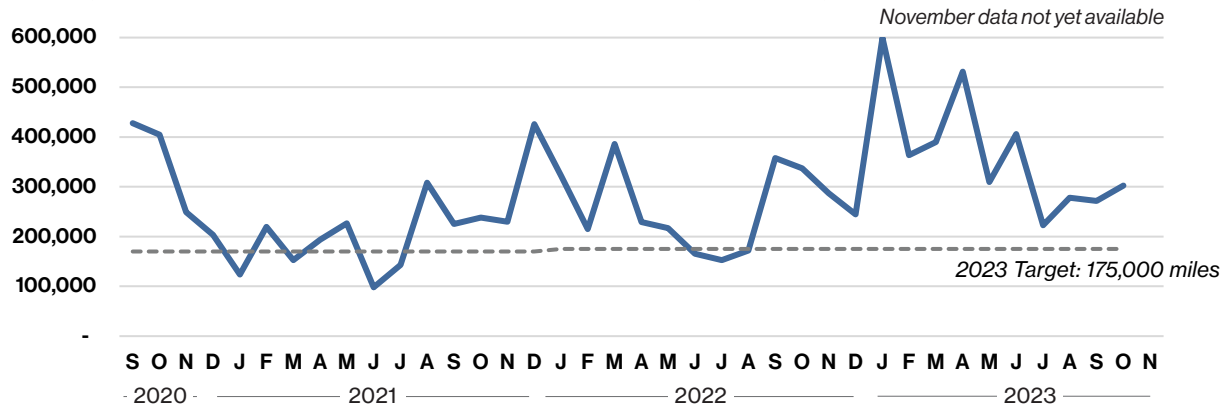
Delays by Type

The number of delayed trains by type of delay



Mean Distance Between Failures

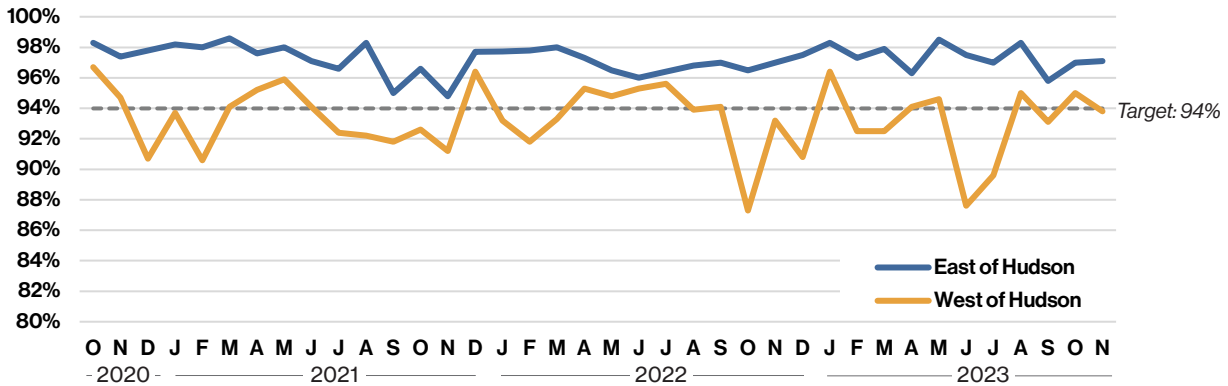
The average number of miles a railcar or locomotive travels before failing and causing a delay



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	98.3%	Port Jervis	93.6%
Harlem	95.5%	Pascack Valley	94.0%
New Haven	97.7%		

Data Review

Metro-North’s service-delivered rate, a service reliability measure, for November was 99.9%. Systemwide on-time performance (OTP) for November was at 97.1%, above our goal of 94%, while year-to-date OTP was also above goal at 97.4%. Six major incidents negatively affected November’s OTP:

- On November 1, metal debris dragged under a rail car causing sparks and requiring new equipment, impacting 13 trains.
- On November 2, a trespasser incident on the Harlem Line affected 55 trains.
- Broken rail near Virginia Road Crossing during the morning rush on November 13 delayed 21 trains.
- On both November 21 and 26, reduced wheel adhesion forced trains to reduce speeds, impacting 66 and 13 trains respectively.
- On November 21, a track circuit failure on the Harlem Line impacted 11 trains.

The mean distance between failures (MDBF) for the fleet was 302,369 miles in October, above the goal of 175,000 miles. Year-to-date MDBF performance remains above goal at 336,220 miles.

Moving Forward

For the upcoming holidays, Metro-North will run a normal Sunday schedule on Christmas Eve and hourly service on Christmas Day. On New Year’s Eve, Metro-North will add additional trains after midnight to accommodate extra passengers traveling out of the city.

Rock Slope Remediation Protects Metro-North Trains

This month, Metro North and MTA Construction & Development performed erosion mediation on a slope of rocks sitting above the tracks of the Harlem line. The Rock Slope Remediation Program was initiated in 1998 after falling rocks struck a train in Ossining, New York.

The program includes consultants who are responsible for annually inspecting over 200 rock slopes located on the Hudson, Harlem, and New Haven Lines in New York State and rock slope remediation by Contractors. Inspections are performed in the spring after the ice has melted and before the foliage has developed to give inspectors a clear view of the rocks.

Once inspected, the rock slopes are assigned an action rating ranging from No Action to Emergency Repairs depending on the degree of erosion. The work encompasses design, rock slope tree clearing, rock scaling and bolting, and installation of cable mesh to prevent debris falling on the tracks from overhead. Before crews can perform rock scaling, track protection consisting of a draped wire mesh fabric is placed on the rock slope to contain the loose rocks above and prevent damage to the tracks below. Any loose rocks identified during inspection are extracted with pry bars or removed by drilling the rock and splitting it with hydraulic splitters. After these hazards have been eliminated, rock bolts are installed in the rock bed and filled with grout to secure the cliff face.

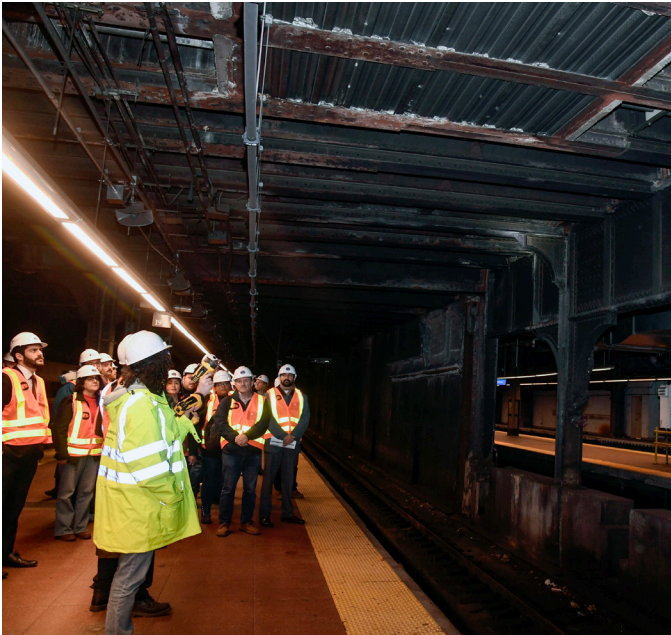


Erosion mediation in action next to Metro-North tracks.

To date, a total of seven construction contracts have been awarded which remediated approximately 40 priority rock slopes. Most recently, two rock slopes located North of the Croton Falls station on the Harlem Line were awarded and constructed during the summer of 2023.

CUSTOMERS & COMMUNITIES

Capital Needs of the Grand Central Artery in Full Focus



Legislators and MTA Board members tour the Grand Central Trainshed.

Metro-North welcomed members of the State Senate and Assembly, as well as the MTA Board, to tour the Grand Central Trainshed underneath Grand Central Terminal. Members engaged in conversations about the state-of-good-repair projects along the Grand Central Artery, which were featured prominently in the MTA's Twenty-Year Needs Assessment published earlier this year.

On one of our largest tours to date, members toured the Grand Central from above and below. After viewing the situation room and learning about investment needs, those needs were examined first-hand. Tour attendees also viewed temporary repairs

within the trainshed. The tour then moved to the area of Grand Central Trainshed Phase One near 270 Park Avenue. There, they saw what the trainshed looked like from underground. Finally, the tour went to street-level so attendees could see additional areas of need as well as the results of replacement.

Safety is Always at the Forefront with TRACKS

Metro-North's safety education and community outreach program, TRACKS (Together Railroads and Communities Keeping Safe), works throughout the territories we serve to promote safe behaviors at or around railroad tracks, trains, and grade crossings. The program offers free presentations and materials for groups of all ages and types: schools, camps, libraries, and community groups, as well as driving schools and bus and trucking companies. TRACKS also provides education and outreach at train stations and grade crossings. As examples, TRACKS held outreach events to observe International Level Crossing



A Metro-North employee speaks with a driver about safety at railroad crossings.

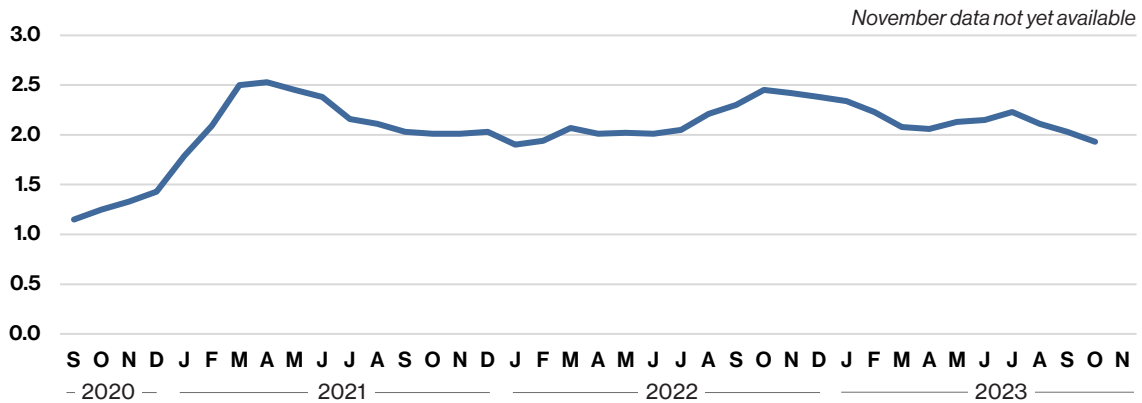
Awareness Day and National Rail Safety Week, and has partnered on events with the Danbury Railway Museum, Thomas and Friends- Day Out with Thomas, Party on the Park, the Norwalk and Milford Oyster Festivals, Beacon EMS Community Wellness and Safety Education, and many more.

Metro-North Railroad

SAFETY & SECURITY

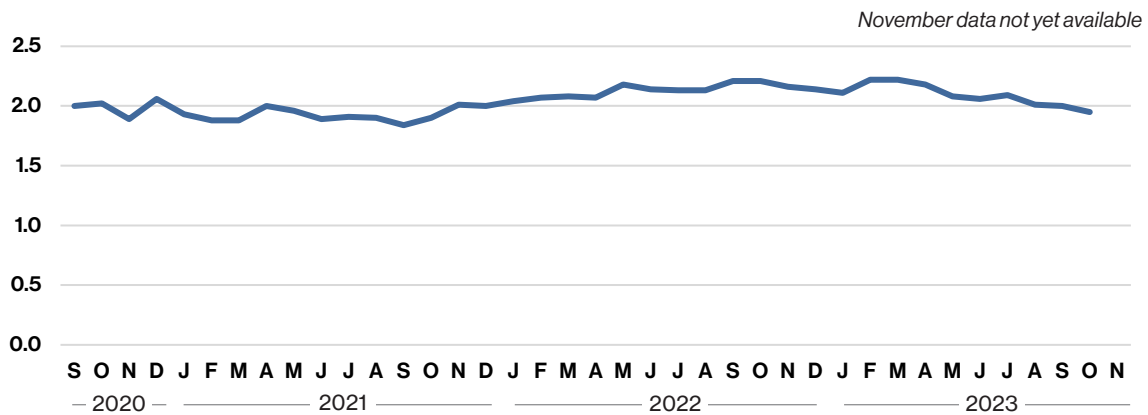
Customer Accident Rate

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 2.45 to 1.93 per one million customers in the current 12-month reporting period, November 2022 through October 2023, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 2.21 to 1.95 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

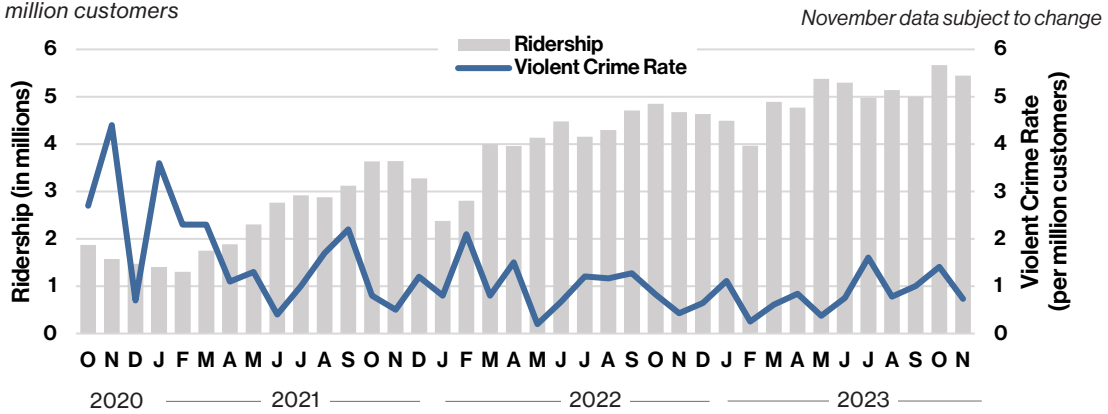
On December 11, Metro-North conducted its federally mandated annual emergency preparedness exercise in Norwalk, CT. The exercise simulated a technical rescue of an injured contractor inside the central pivot pier of the Norwalk River Railroad Bridge. Exercise objectives included familiarizing first responders with railroad infrastructure as well as evaluating internal and external notification, communication, and coordination procedures. Metro-North thanks all stakeholders who supported the exercise, including the Norwalk Fire, Police, and EMS Departments, Connecticut DOT, and FRA.



SAFETY & SECURITY

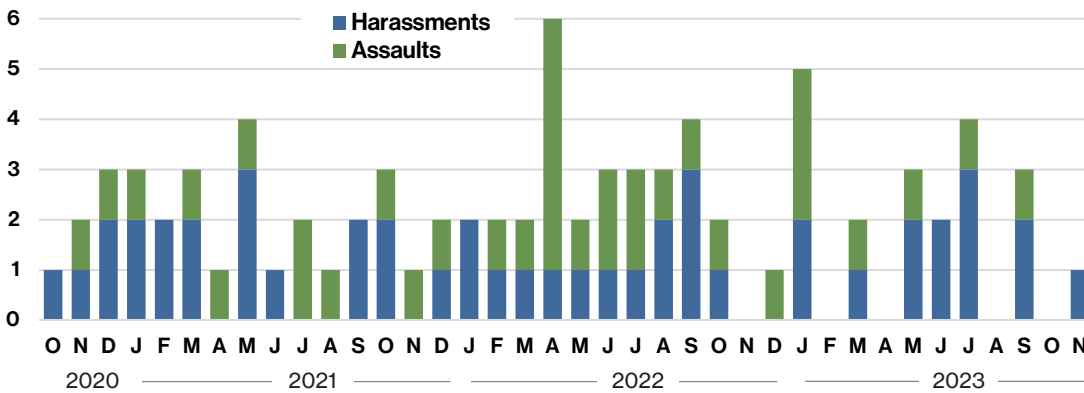
Major Crimes Against Customers

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



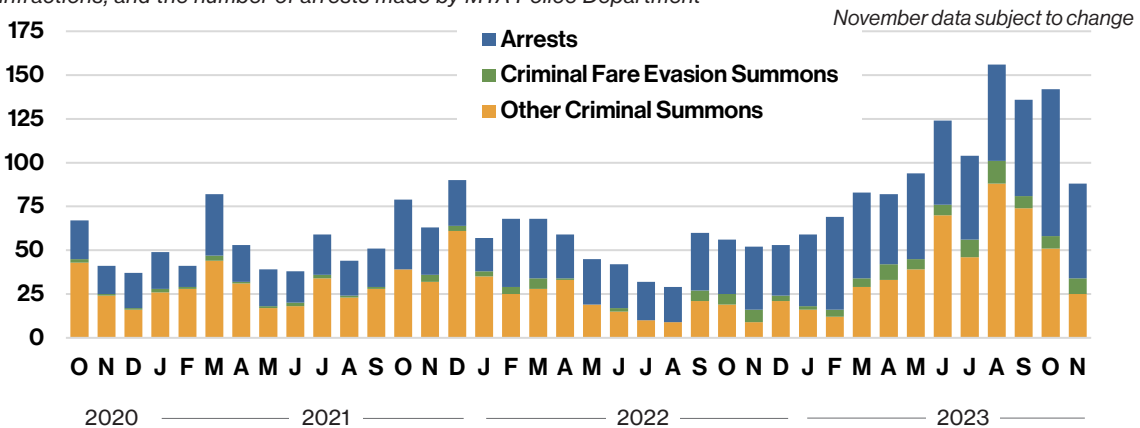
Assaults and Harassments Against Employees

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



TO MAIN CONC

EXIT

AIN CONCOURSE ♦ METRO-NORT

MAIN CONCOURSE • METRO-NORTH • SUB

CONCOURSE • METRO-NORTH • SUBWAY
100 4TH ST • MAIN CONCOURSE • METRO-NORTH



LONG ISLAND RAIL ROAD

H ♦ SUBWAY
AVENUE

WAY



Long Island Rail Road

MESSAGE FROM THE PRESIDENT



Rob Free
Acting President, Long Island Rail Road

On Ridership & Holiday Offerings

Long Island Rail Road ridership continues its steady growth. While November total ridership (5.8 million customers) was down 3.1% from October, which was expected due to the Thanksgiving holiday, it increased 22.3% compared to November 2022 and represented 81% of November 2019 - the very first time since the pandemic that the LIRR exceeded 80% of the same month in 2019. We're especially thrilled at just how robust our non-commutation ridership has been. November was the third consecutive month that non-commutation ridership surpassed the same month in 2019, this time exceeding it by a record 10.4%.

As Christmas Day falls on a Monday this year, the LIRR will operate on a weekend schedule on December 25. We'll also be on a weekend/holiday schedule on both New Year's Eve and New Year's Day with the addition of 12 extra evening westbound trains and 16 additional early morning eastbound trains to Long Island for everyone heading home. We're also providing extra eastbound service from Elmont-UBS after the Billy Joel New Year's Eve concert.

2023 - A Year to Remember

Historians and even casual fans of the Long Island Rail Road will look back at 2023 as arguably the most transformational year in our long history.

In a year filled with all kinds of firsts both big and small, on top of outstanding performance by our workforce, it's not hard to determine the defining event of the past 12 months – and that, of course was the introduction of our long-awaited second Manhattan terminal back in January.

Of course, the story of Grand Central Madison extends many years into the past and the efforts of all the trainers, Operations professionals, planners, schedulers, designers, skilled workers, project managers and associated personnel through the years are too numerous to mention, but appreciated beyond words.

2022 was a year that saw extensive hiring, training and the



testing of all assets and systems in preparation for opening day.

Grand Central Madison received customers for the very first time on Wednesday, January 25, when shuttle service kicked off with the departure of the 10:45 AM *Grand Central Direct* train from Jamaica – the first extension of LIRR service since our initial train to Penn Station way back in 1910.

On February 27, we introduced the new LIRR service plan - a revolutionary systemwide timetable that, in one day, added 271 trains to the weekday schedule for an unheard-of 41% increase in service. It was the culmination of years of planning and construction of not only Grand Central Madison, but all of the associated expansion projects like Main Line Third Track and Ronkonkoma Double Track. These new, built-in redundancies made our system more nimble, efficient and able to recover from unforeseen service problems faster than ever before.

The full GCM timetables incorporated the new terminal while introducing a 30% increase in Brooklyn service; half hour Main Line trains on the Ronkonkoma Branch; true reverse-peak service; more options to Elmont-UBS Station for events; and more early morning, off-peak, weekend and evening service. New reverse peak and intra-island travel opportunities offer untold benefits to local economies throughout Long Island.

Grand Central Madison welcomed its 1 millionth customer in April and ridership steadily inched higher and higher, with post-pandemic ridership marks broken left and right, especially during the spring months and again well into the fall.

Throughout the year, we've been laser-focused on taking real-time ridership data and turning it into schedules and train consists that most accurately reflect where our customers are actually going. Improvements were implemented through a series of strategic and methodical adjustments to our service plan alongside a targeted public outreach campaign featuring up-to-the-minute changes and all sorts of helpful travel tips for customers.

Over the course of the year, we've decreased Brooklyn service

2

additional PM peak trains from Atlantic Terminal to debut January 22

254,969

LIRR riders on November 22, a single-day, post-COVID record

10.4%

higher non-commutation LIRR ridership in November compared to November 2019

Long Island Rail Road

MESSAGE FROM THE PRESIDENT

intervals and provided more through trains for customers traveling to Brooklyn, especially from Southeast Queens. We've sought to maximize the number of cross-platform transfers at Jamaica and, through some diversions, establish the right service ratio between Grand Central Madison and Penn Station. We've lengthened trains when both necessary and feasible and adjusted stopping patterns on several branches to relieve whatever trains were most in need of it.

That work to improve overall service continues this day. In fact, on January 22, we'll roll out new timetables with adjustments to approximately 30 revenue trains and among the highlights is more Brooklyn through service via a net total of 2 new PM Peak trains from Atlantic Terminal – one to Far Rock and one to Hempstead.

We're also adding a brand new train in the AM Peak, departing Hicksville at 7:15 AM and making all stops to New Hyde Park, Queens Village, Hollis, Jamaica, then Grand Central Madison. This train will help provide more available seating on about 3 or 4 other trains - most especially the 6:57 AM from Huntington to GCM, which will now operate express from Syosset to Jamaica.

As I mentioned earlier, ridership remains robust. We had our highest post-COVID ridership total in October and the best weekday average during the last full week of that month. Our one-day, pandemic-era record was shattered on Thanksgiving Eve and, barring a major unforeseen event, we will end this metamorphic year either a whisker above or a whisker below our 94% OTP goal – no small feat, indeed, when you look back at the challenges we faced over the past 12 months.

I want to again thank each and every LIRR employee for their inspired performance this year in acting as "One Long Island Rail Road" to stabilize our new service and improve upon the customer experience at every opportunity.

There's a lot of good things happening at the LIRR and the MTA is absolutely delivering results for Long Island. In 2024, we will continue to build upon the successes of this year to further meet the needs of both present and future customers. Wishing everyone a warm and peaceful holiday season...





4:23 Penn Station in 76min
Next Stop:
JBS Pk - HSP - Jamaica
New Gardens - Forest Hills
TRACK 3

4-2 UNIT

STATION

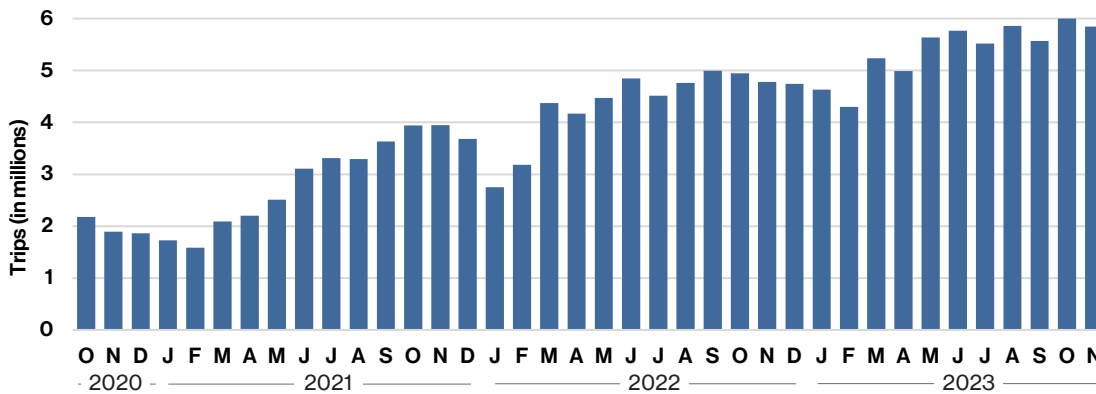
STATION

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. November 2023 ridership increased 22.3% compared to November 2022, representing 81% of November 2019. Commutation ridership increased 9.2% and Non-Commutation ridership increased 31.9%, marking the 3rd consecutive month that Non-Commutation ridership surpassed the same month in 2019 (or pre- COVID ridership), exceeding it by 10.4%. 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 24.2% above 2022, representing 71.2% of the ridership compared to the same time in 2019.

The average weekday ridership in November 2023 decreased -1.9% compared to October 2023, mainly due to vacations during the Thanksgiving holiday. The average weekend ridership increased 8.9% with Saturdays increasing 8.8% and Sundays increasing 6.9% compared to last month, reflecting more people travelling on weekends, benefiting from favorable weather.

Moving Forward

LIRR customers continue to take advantage of the GCM service. In November, GCM ridership reached 1,421,875 customers (based on load weigh data). Also, November brought new average weekday ridership records. November 22nd (Wednesday before Thanksgiving) reached the highest weekday ridership since the beginning of the pandemic with 254,969 customers, while many weekdays and weekend days scored among the top ten ridership records. In November, all weekdays (with the exception of Thursday, Thanksgiving Day) exceeded the 200,000+ ridership threshold during the month. Ridership for the NYC Thanksgiving Day Parade went up significantly, increasing 45.7% over 2022. NYC sports games (hockey, football, basketball) and events at local venues (concerts, expos, conferences) brought additional ridership.



FINANCIAL RESULTS

2023 Revenues & Expenses, November Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$536.4	\$546.9	\$10.5
Farebox Revenues	\$509.3	\$517.4	\$8.1
Other Revenues	\$27.1	\$29.5	\$2.4
Total Non-Reimbursable Expenses	\$1,773.4	\$1,644.4	\$129.0
Labor Expenses	\$1,296.8	\$1,238.8	\$58.0
Non-Labor Expenses	\$476.7	\$405.6	\$71.1
Non Cash Liabilities	\$489.5	\$496.0	(\$6.5)
Net Surplus /(Deficit) - Accrued	(\$1,726.5)	(\$1,593.5)	\$133.0

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,863	6,826	37
Reimbursable	1,033	988	45
Total Positions	7,896	7,814	82

Data Review

Through November, farebox revenue was \$8.1 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 \$58.0 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 November, there were 82 vacancies compared to the forecast.

Non-labor expenses are lower than the forecast by \$71.1 million, driven by the timing of material usage, maintenance service contracts, professional service contracts, and lower electric power.

Moving Forward

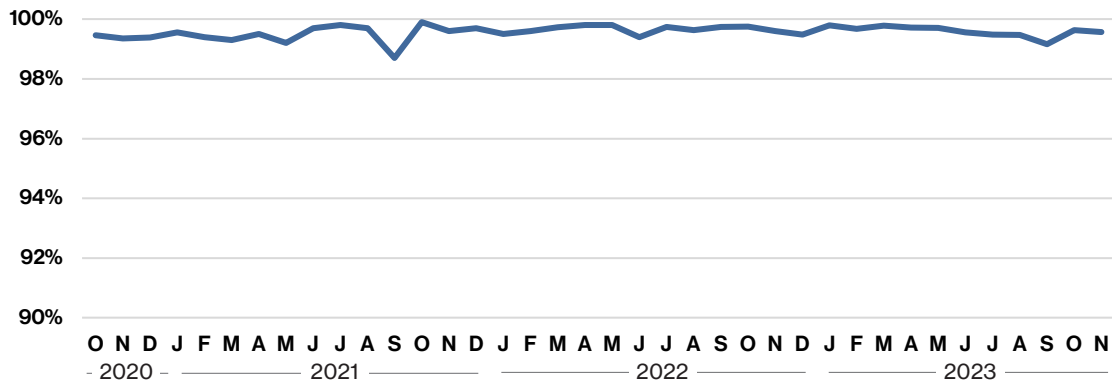
We are aggressively moving forward to fill all vacancies at LIRR. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

Long Island Rail Road

PERFORMANCE

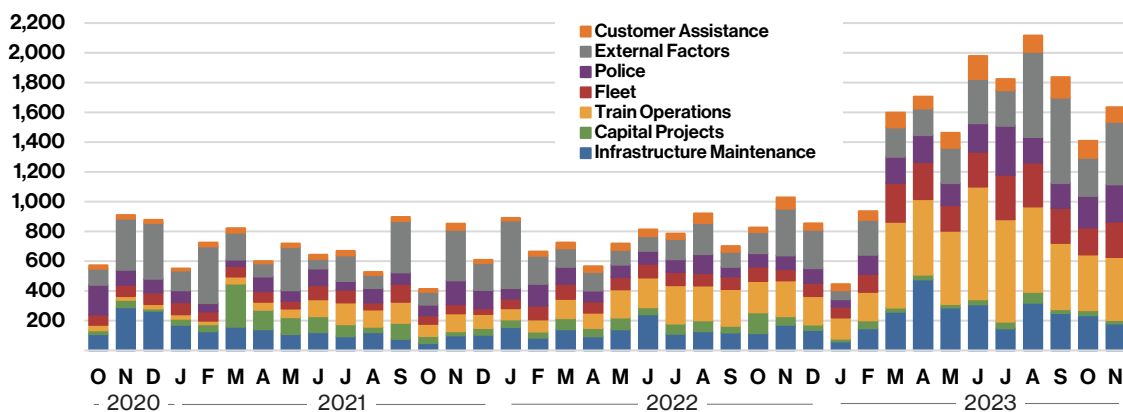
Service Delivered

The share of scheduled train trips completed



Delays by Type

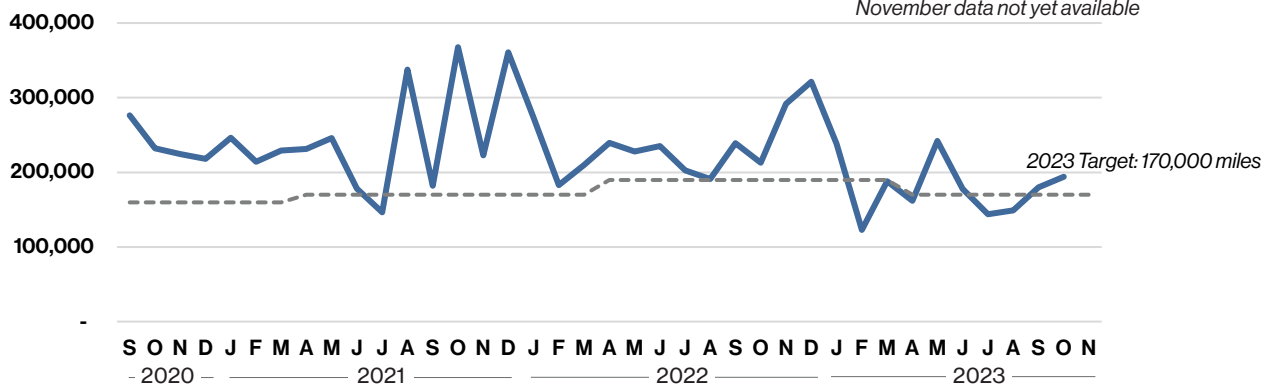
The number of delayed trains by type of delay



Mean Distance Between Failures

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

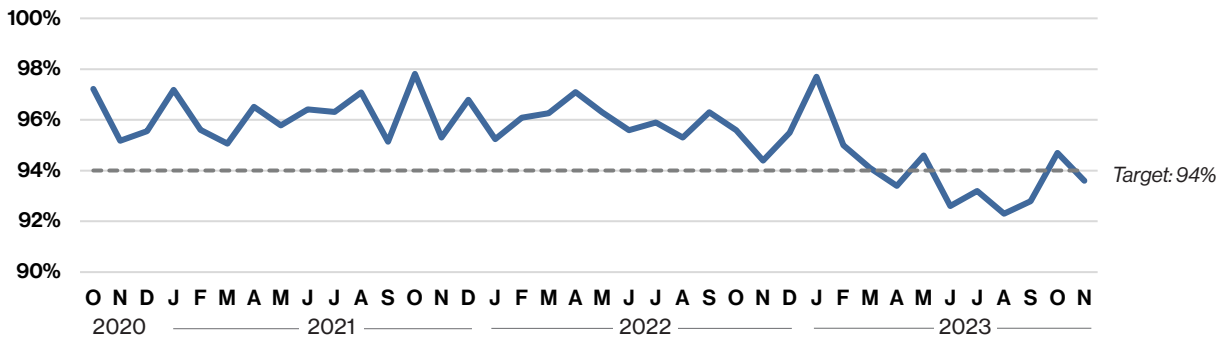
November data not yet available



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	99.0%	Montauk	93.1%
Babylon	92.8%	Oyster Bay	94.2%
Far Rockaway	94.2%	Port Jefferson	87.9%
Hempstead	93.7%	Port Washington	98.1%
Huntington	89.3%	Ronkonkoma	91.5%
Long Beach	91.5%	West Hempstead	94.8%

Data Review

For November, on-time performance (OTP) was 93.6%, below the goal of 94%, while 2023 year-to-date OTP is 93.9% which is slightly below goal. Four of twelve LIRR branches operated at or above goal: Atlantic, Montauk, Oyster Bay, and Port Washington. Year to date, there were five branches that met the OTP goal: Atlantic, Montauk, Oyster Bay, Port Washington, and Ronkonkoma. There were eighteen incidents this month that resulted in ten or more late, cancelled, or terminated trains. The most significant event occurred on November 21 when low adhesion conditions on the rails throughout the system caused excessive slip slide, which triggered speed restrictions. The event caused 131 late trains, delayed our customers an average of 12 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 193,968 miles in October, exceeding the target of 170,000 miles.

Moving Forward

New Year's Eve is almost here and this year, tLIRR has an additional terminal option for partygoers to choose from. Before the ball drops, there will be eight extra Penn Station trains and four extra Grand Central Madison trains. To accommodate everyone getting home safely, on New Year's Day there will be nine extra trains from Penn Station, six extra trains from Grand Central Madison and one extra train from Jamaica



LIRR Performs State-of-Good-Repair Work on Railroad Bridges



Merritts Avenue Bridge is one of eight LIRR bridges that has been repainted as part of state-of-good-repair efforts.

This month, Long Island Rail Road and MTA Construction & Development maintained and painted multiple railroad bridges through contracts with MTA Small Business Mentorship Program (SBMP). This critical construction on eight bridges encompasses several holistic measures to maintain the structural integrity of bridge structures, extend their useful life, and improve the aesthetics of these overhead structures. In order to prepare the steel surfaces for new paint, the contractors must perform lead abatement to ensure that any lead-based paint is removed and carefully containerized during the removal process. Once the old coating is stripped, workers will apply three new coats of epoxy-based paint, which slows weatherization and wear and tear on the bridge structures.

To prevent and detect any potential contamination to the surrounding areas, the team will also perform air monitoring throughout the project's life cycle. The refreshed surface is not only a functional improvement, but also an aesthetic improvement, as this work includes graffiti removal from metal, concrete, and masonry surfaces of the bridge abutments, piers, and any surface visible from the street.

The eight bridges are major traffic arterials in New York State and serve several high-volume Long Island Rail Road lines. Of the eight selected for this important state of good repair work, two are in Nassau County, three are in Suffolk County, and three are in Queens County. Construction commenced in December 2022, and substantial completion is slated for December 2026.

CUSTOMERS & COMMUNITIES

Floral Park Emergency Responder Exercise

Among the many safety-focused activities of the past month was an Emergency Responder Exercise on November 19 in Floral Park. That day, LIRR Corporate Safety officials and the Floral Park Fire Department simulated a train/vehicle strike between our station and Covert Avenue crossing, giving LIRR personnel and local first responders the opportunity to practice communication and procedures for operating safely on our right of way during an emergency. Responders worked to simultaneously extricate victims from the vehicle, extinguish the simulated fire, and evacuate passengers assessing them for various injuries. The exercise planning team and leadership from the Floral Park Fire Department will meet for an after-action review to discuss the lessons learned from this exercise. We thank the Federal Railroad Administration, NYS Department of Homeland Security and Emergency Services, Nassau County's Fire Marshal and Fire Service Academy, and elected officials for their support that day.



LIRR Corporate Safety and the Floral Park Fire Department participated in an Emergency Responder Exercise.

20-Year Needs Assessment Outreach to Long Island Stakeholders

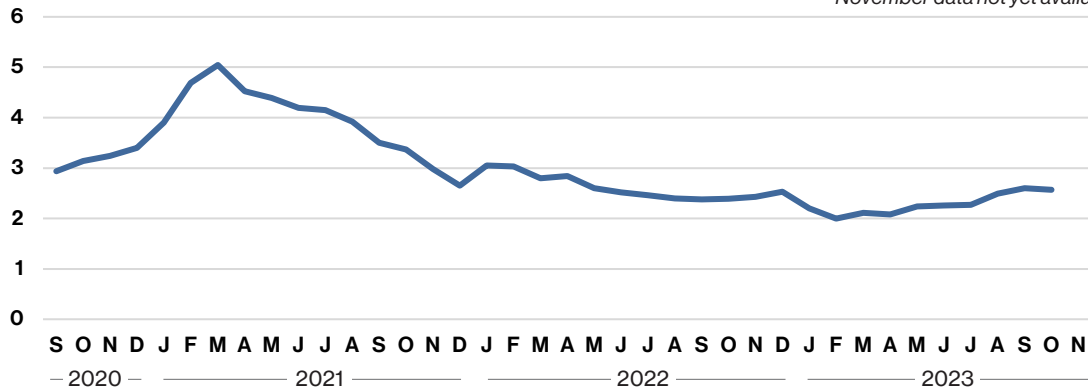
On Friday, December 1, Acting LIRR President Rob Free attended Vision Long Island's 22nd Annual Smart Growth Summit and participated in a Transportation panel with leaders from the NY Metropolitan Transportation Council, NICE Bus, Suffolk County Transit, NY Atlantic Railway and the LIRR Commuters Council. More than 1,000 local businesspeople, community leaders, government officials and area residents attended this year's Long Island Smart Growth Summit.

Panel discussion topics included clean energy and water infrastructure, pedestrian safety, human service needs, racial disparities, securing grants for the promotion of downtowns, affordable housing, transit-oriented development, commercial development and regional economic development projects.

Customer Accident Rate

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

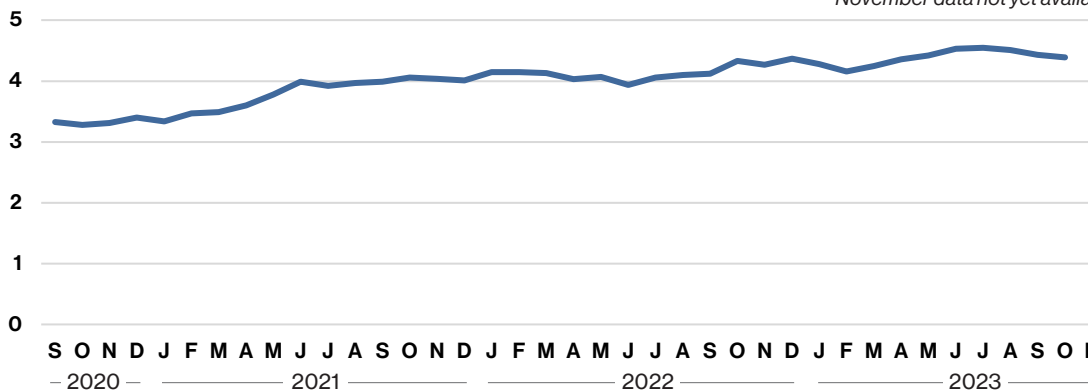
November data not yet available



Employee Lost Time Accident Rate

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

November data not yet available



Data Review

The reportable customer injury rate increased from 2.39 to 2.57 per one million customers in the current 12-month reporting period, November 2022 through October 2023, compared to the prior 12 months. The reportable employee lost time injury rate increased from 4.33 to 4.39 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

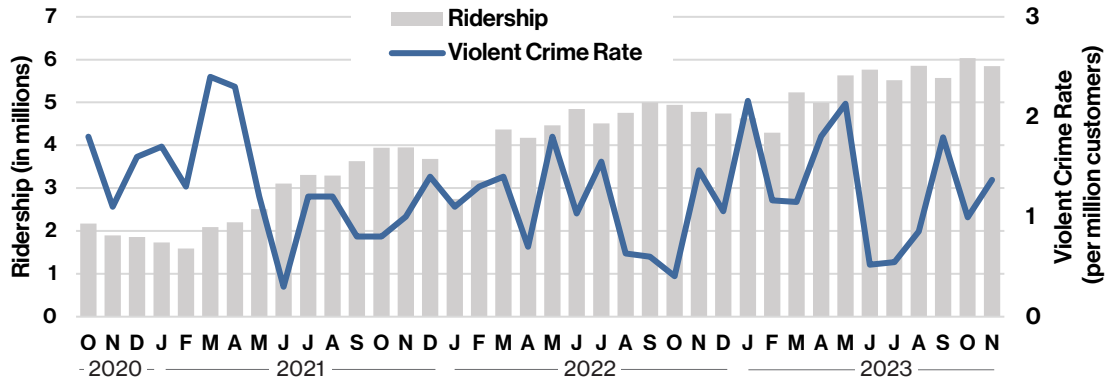
In December, we conducted our quarterly Safety FOCUS Day. Safety FOCUS is a designated period of time for supervisors and front-line employees to discuss the value of safety without distraction or competing priorities. During the meeting, employees were provided information regarding injuries and recent incidents, as well as how to prepare to work safely during the winter season. Acting President Rob Free visited Babylon Yard to engage in conversations with field personnel about how they are experiencing safety.

SAFETY & SECURITY

Major Crimes Against Customers

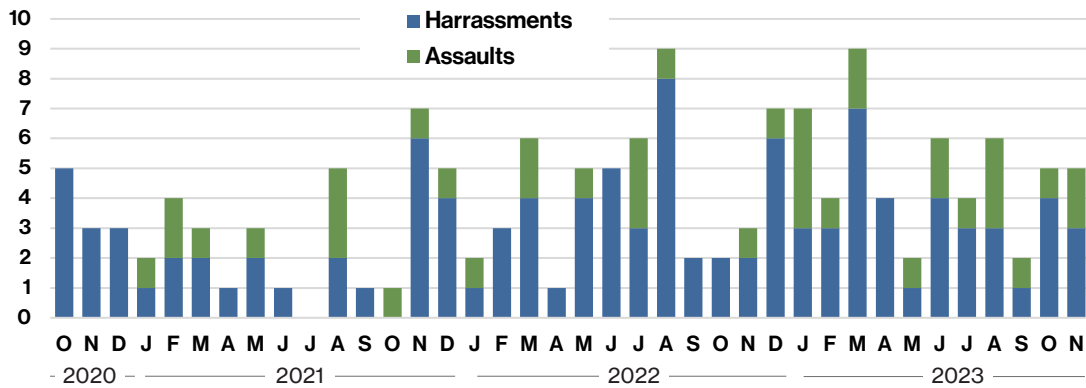
The rate of all violent crimes (murder, rape, robbery, felony assault, grand larceny) against customers, per million customers

November data subject to change



Assaults and Harassments Against Employees

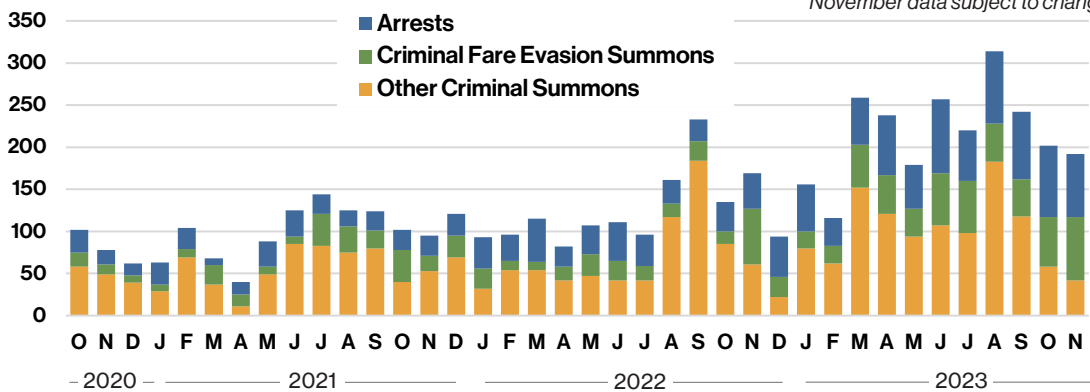
The number of assaults and harassments against LIRR and MTA Police Department employees, per NYS criminal law



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

November data subject to change





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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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