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

January 2024
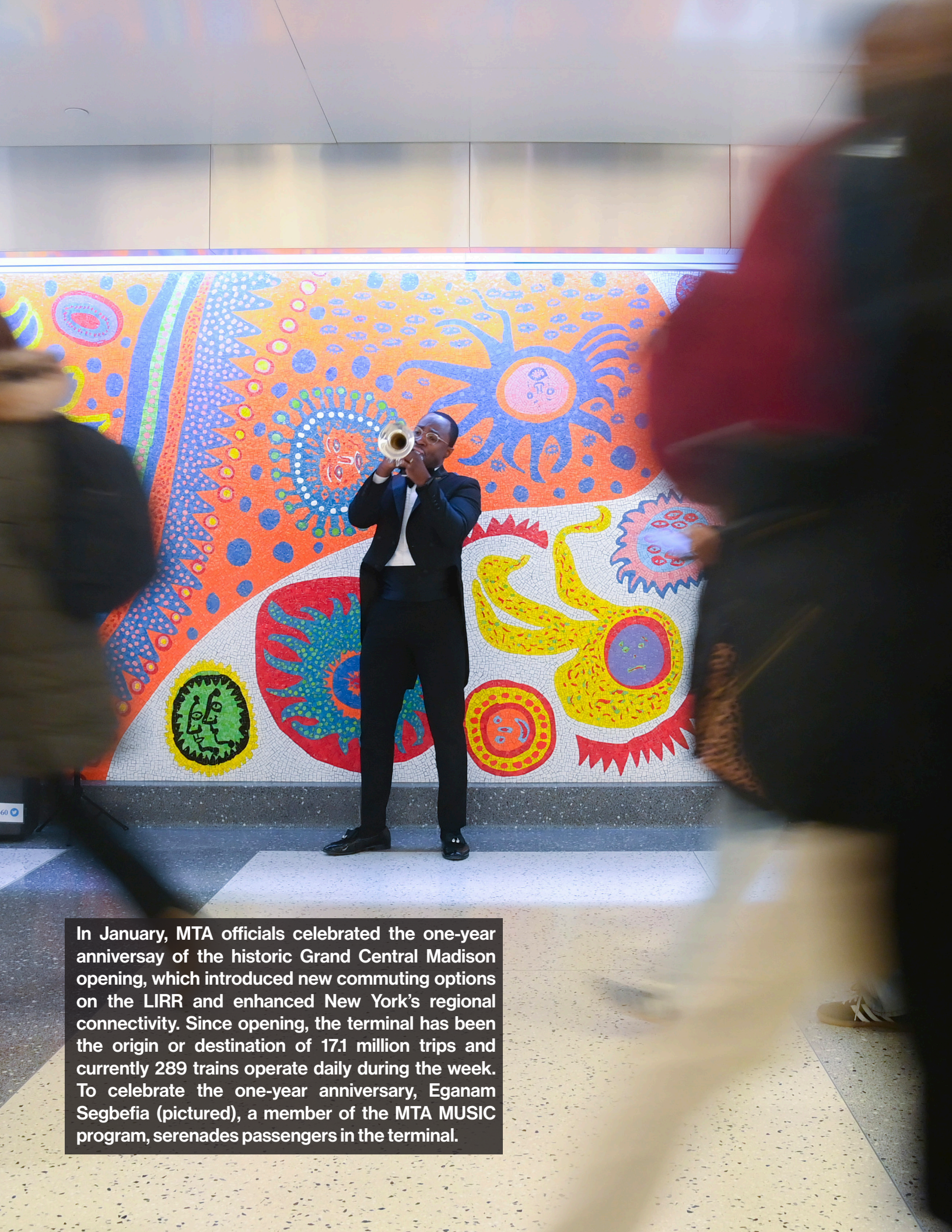
new.mta.info

In January, MTA officials celebrated the one-year anniversay of the historic Grand Central Madison opening, which introduced new commuting options on the LIRR and enhanced New York's regional connectivity. Since opening, the terminal has been the origin or destination of 17.1 million trips and currently 289 trains operate daily during the week. To celebrate the one-year anniversary, Eganam Segbefia (pictured), a member of the MTA MUSIC program, serenades passengers in the terminal.

This performance metrics document was prepared for the January 2024 meeting of the Joint Long Island Rail Road & Metro-North Railroad Committees.

2 Broadway • New York, NY 10004
January 29, 2024

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Visit https://new.mta.info/transparency/board-and-committee-meetings/january-2024 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.

Stephen Wilkes
Day to Night™

Exploring the temporal and circadian rhythms of daily life, Westport, CT-based artist Stephen Wilkes photographs views from around the world that evoke shared histories and collective memories. In his ongoing series *Day To Night*, fleeting moments of time and light are captured through durational photographic processes. Working from a fixed camera angle, he takes up to 1,500 images over the course of a day and then digitally blends these individual moments into a single photograph.

MTA Arts & Design presents a selection of photographs from *Day to Night* featuring New York landmarks, including Central Park, Rockefeller Center, and Washington Square. These iconic sights are rendered anew with the artist's unique approach, reminding us of New York City's unique ability to inspire awe and wonderment to residents and tourists alike.

Mta.info/art
#mtaarts
@mtaaartsdesign

https://stephenwilkes.com/
@stephenwilkes

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Rob Free
Acting President, Long Island Rail Road

On Ridership & 2023

As we all know, 2023 was a metamorphic year in the history of the Long Island Rail Road – ridership patterns are different, the schedules are different, and the infrastructure is both younger than it's been in a long, long time and more expansive than it's ever been.

Based on preliminary ticket sales figures, we transported 65,219,000 people in 2023, a 24.4% increase over 2022 and most of those customers experienced a transformed Long Island Rail Road with more options and flexibility than at any point in its long history.

The year was largely defined by the opening of Grand Central Madison and the 41% increase in service that came along with it, none of which would've been possible without the decades of planning and construction of beautiful new facilities for our customers to enjoy, an expanded right-of-way to accommodate this robust new service and - last but certainly not least - new places to store our trains when not in use.

What does 41% look like? Well, for starters, we operated over 77,000 more trains in the 10 months since GCM full service than we did in all of 2022 and increased reverse peak service by 56%, amounting to approximately 151 daily trains. All of this promotes intra-island travel and provides increased capacity for both the highly successful CityTicket and any increased ridership from Congestion Pricing.

After introducing this sea change in service, we spent the year analyzing ridership data and customer input – and put what we learned into effect immediately for rapid, positive change. As a result, this new and expanded service is normalizing and we're seeing consistent growth across many areas.

What I find amazing is the fact that the LIRR ended 2023 with a total OTP only five one-hundredths of a percent off its goal for the year. That, to me, represents the will and resolve of our incredible workforce. It is truly remarkable that just shy of 94% of all LIRR trains last year ran on time considering the hundreds

of additional daily trains and the brand new terminal.

In a year of firsts, we successfully ran our first New Year's Eve program operating out of two terminals – a success by all accounts. And it's become clear that customers are enjoying this new era of offerings far beyond their daily commute when you consider that December's non-commutation ridership once again surpassed the same month in 2019 – the 4th consecutive month that's happened and truly cause for optimism.

Overall, December ridership increased 24.4% compared to December 2022 and represented 76.2% of December 2019. The average weekday ridership last month decreased -2.9% compared to November 2023, mainly due to vacations taken during the holidays. You will find a more detailed breakdown of December ridership a little later on in this book.

GCM Turns 1!

On January 23rd, I joined MTA Chairman & CEO Janno Lieber and Metro-North President & former Interim LIRR President Cathy Rinaldi to greet customers at Grand Central Madison in celebration of the one-year anniversary of its opening day. As you recall, GCM saw its very first customers with the January 25, 2023 introduction of a month-long shuttle service in preparation for the introduction of full service on February 27.

There is no way to overstate how important the new terminal has been to the region, and this is only the beginning. With a second Manhattan terminal, New Yorkers are saving time and money, there's now redundancy getting in and out of Manhattan, and customers are loving both the terminal itself and the connectivity it offers them.

For millions of people, it's now easier than ever to get to JFK, to a Met or Yankee game, or to East Midtown Manhattan. Some 10.6 million customers traveled to or from Grand Central Madison in the past year. If GCM were a separate commuter rail system, it would be the sixth largest in the United States.

Roughly one out of every 25 commuter rail passenger trips

77,000
additional LIRR trains operated since debut of GCM full schedules

60%/40%
Penn to GCM ridership split first reached on January 18

56%
increase in reverse-peak LIRR service beginning February 2023

in the country passes through GCM and on January 18, for the first time ever, we reached the 60/40 split between trips to Penn Station and GCM that we had originally forecasted. Quite the birthday present, indeed.

With GCM and all of its companion capital investments – a third Main Line track, a second Ronkonkoma Branch track, major storage expansion at Sunnyside and Ronkonkoma Yards, new and extended pocket tracks, and so on - real reverse commuting options are now a thing of the present. The Long Island job market is now in play for everyone in Brooklyn, Queens, Manhattan, the Bronx and even farther into Metro-North territory. And Long Island businesses can now draw from a talent pool from throughout the entire metropolitan region. In fact, there are slightly more reverse commuters to Long Island now than there were in 2019. In so many ways, the opening of GCM strengthens the economic interdependency between New York City and Long Island.

To those employees, past or present, who contributed to the opening of the terminal...you are all a part of history. And I also want to thank those employees that are currently doing an incredible job keeping this magnificent terminal running, clean, and fed with reliable and consistent service.

As mentioned earlier, more and more people are realizing the benefits of GCM; embracing and enjoying the flexibility and convenience it provides. A recent study found that NYC provides one-third of all wages earned on Long Island and those wages generate real economic activity on Long Island – to the tune of $52.9 billion. Simply put, Grand Central Madison makes life on Long Island more livable. We need to retain our residents, and providing a convenient and reliable transportation system will go a long way towards having our children want to plant roots and start their own families on Long Island.

Projects like GCM are growth and sustainability in action...and when that happens, we all win!

Now Showing

Trains are not the only way to be transported at Grand Central Madison. We take the customer experience seriously and, in addition to the permanent works of world-class artists throughout the terminal and the five large LED screens that display a wide array of rotating digital art works, GCM is also home to a new venue for artistic expression. At the south end of the so-called "Cultural Corridor" it's a space where MTA Arts and Design houses their curated exhibits — and now showing is Stephen Wilkes's mesmerizing photographic series, entitled "Day and Light."

This evocative new exhibit from the Connecticut artist explores the circadian rhythms of iconic New York landmarks like Coney Island, Central Park, Rockefeller Center, and Washington Square by capturing the essence of a single place from dawn until dark. His unique approach to photography will amaze, delight, and be on display until spring.

9023

MTA
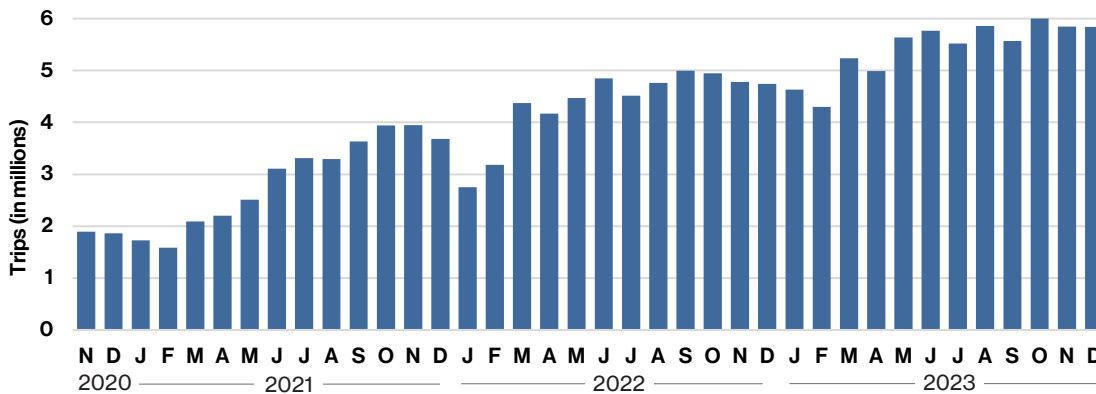Long Island
Rail Road

Monthly Ridership

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

Data Review

LIRR finished the year 2023 with ridership growth, continuing the increasing trend after the end of the pandemic. In 2023, total ridership increased 24.2% with 65.2 million customers compared to 2022's 52.5 million customers, representing 71.6% of 2019's ridership. Non-commutation ridership increased 25.6% with 39.5 million customers growing at a faster pace than the Commutation ridership, which increased 22.0% increase with 25.7 million customers. Non-Commutation's growth indicates that customers prefer to use the LIRR for off-peak and leisure travel, while Commutation grew as people were returning slower to work in the office.

December ridership grew compared to the same month of the prior year. December 2023 ridership increased 24.4% compared to December 2022, representing 76.2% of December 2019. Commutation ridership increased 8.1% and Non-Commutation ridership increased 34.8%, marking the 4th consecutive month that Non-Commutation ridership surpassed the same month in 2019 (or pre- COVID ridership), exceeding it by 6.5%.

The average weekday ridership in December 2023 decreased -2.9% compared to November 2023, mainly due to vacations during the holidays. The average weekend ridership increased 2.7% with Saturdays increasing +12.5% and Sundays decreasing -9.0% compared to last month.

Moving Forward

LIRR customers continue to take advantage of the GCM service. In December, GCM ridership reached 1,672,319 customers (based on load weigh data). Also, December brought new ridership records. December 9 was the highest Saturday with 156,237 customers and December 29 was the highest Friday since the pandemic, while other weekdays and weekend days scored among the top ten ridership records. Looking ahead, the increasing ridership trends are expected to continue, although January historically shows slower growth following the holiday season.

2023 Revenues & Expenses, December Year-to-Date

$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	**$599.6**	**$604.8**	**$5.2**
Farebox Revenues	$565.5	$568.8	$3.3
Other Revenues	$34.1	$36.0	$2.0
Total Non-Reimbursable Expenses	**$1,916.0**	**$1,826.9**	**$89.2**
Labor Expenses	$1,412.6	$1,357.3	$55.4
Non-Labor Expenses	$503.4	$469.6	$33.8
Non Cash Liabilities	**$702.3**	**$547.1**	**$155.2**
Net Surplus /(Deficit) - Accrued	**($2,018.7)**	**($1,769.1)**	**$249.6**

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,894	6,887	7
Reimbursable	1,011	907	105
Total Positions	**7,905**	**7,793**	**112**

Data Review

Through December, farebox revenue was $3.3 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 $55.4 million due to the existing vacant positions and their associated fringe costs, overtime, and the timing of pension. At the end of December, there were 112 vacancies compared to the forecast.

Non-labor expenses are lower than the forecast by $33.8 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.
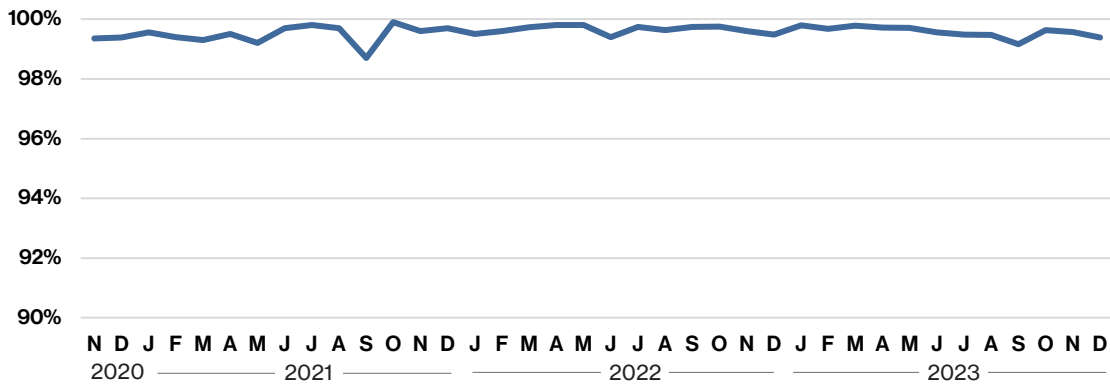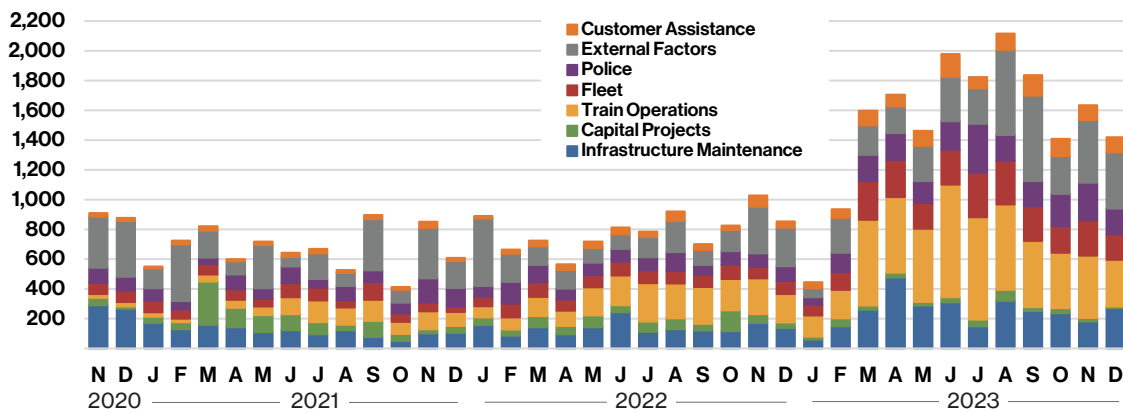
Service Delivered

The share of scheduled train trips completed

Delays by Type

The number of delayed trains by type of delay

Legend:
- Customer Assistance
- External Factors
- Police
- Fleet
- Train Operations
- Capital Projects
- Infrastructure Maintenance

Mean Distance Between Failures

The average number of miles a railcar or locomotive travels before failing and causing a delay
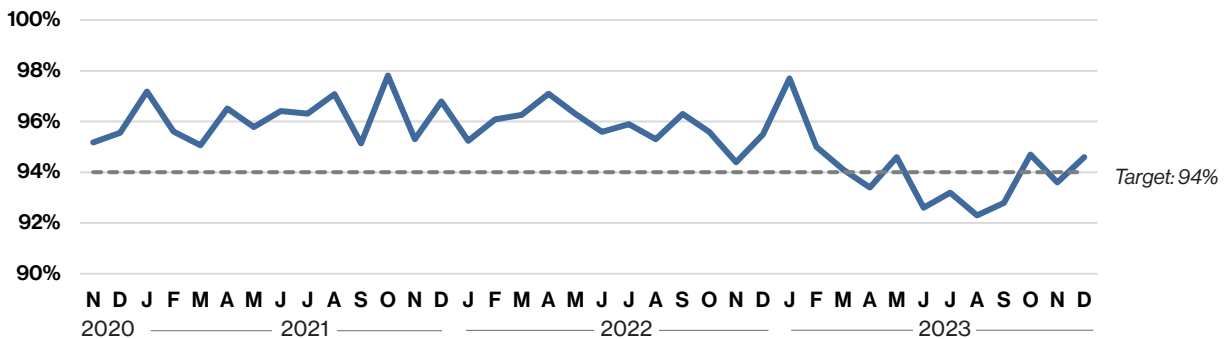
December data not yet available

2023 Target: 170,000 miles
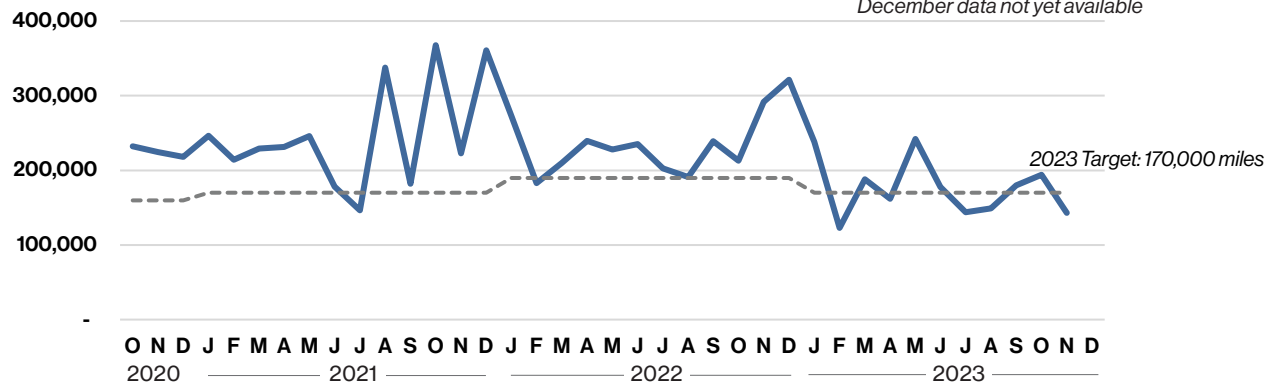
On-Time Performance

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

On-Time Performance, by Branch

Branch	OTP	Branch	OTP
Atlantic	98.2%	Montauk	96.5%
Babylon	93.1%	Oyster Bay	96.7%
Far Rockaway	94.7%	Port Jefferson	91.8%
Hempstead	93.5%	Port Washington	96.7%
Huntington	91.3%	Ronkonkoma	94.4%
Long Beach	92.9%	West Hempstead	95.8%

Data Review

In December, on-time performance (OTP) was 94.6%, above the goal of 94%. 2023 year-to-date OTP is 93.9%, which is slightly below target. 7 out of twelve branches operated at or above the OTP goal: Atlantic, Montauk, Oyster Bay, Port Jefferson, Port Washington, Ronkonkoma, and West Hempstead. Year to date, five branches met the OTP goal: Atlantic, Montauk, Oyster Bay, Port Washington, and Ronkonkoma.

Eighteen incidents resulted in ten or more late, cancelled, or terminated trains. The most significant event was on December 30, when there was a loss of supervisory system at Penn Station Central Control. The event caused 58 late trains, delayed our customers an average of 24 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 143,264 miles in November, trailing the target of 170,000 miles.

Moving Forward

In 2023, LIRR made significant progress improving accessibility on the Montaulk Branch. In 2024, LIRR will continue enhancing station accessibility and Laurelton Station is next to begin platform reconstruction. Over three weekends in February, service will be adjusted to accommodate construction of this important accessibility project.

New Signals Improve Reliability on Babylon and Montaulk Branches

Crews prepare the area around Babylon Interlocking for signal system modernization.

This month, LIRR and MTA Construction & Development are replacing signal equipment that is beyond its useful life at the Babylon Interlocking on the Babylon and Montauk branches with a new, modern signal system. The existing signal system was installed in the 1960s, and its old age frequently impacted service on the branches. Both on-time performance and customer satisfaction have been adversely impacted due to regular signal troubles through the area, so this modernization project will improve service reliability for customers traveling through the territory.

This project uses design-build contracting, which allows the scope to be designed collaboratively with the contractor earlier in the planning process, thereby incentivizing greater innovation and reducing risk later on in construction. LIRR Force Account efforts are also supporting the project in the replacement of switch machines, signals, and aerial signal cables, the wiring and pretesting of signal huts, and the installation of platform hand rails, staircases, and retaining walls.

Signal systems are a crucial piece of infrastructure, as they are responsible for governing train movements through the interlocking. Upgrading signals is one of the most important things MTA can do to improve service reliability, reduce delays, and run more train service in the future.

steMTA Comes to the Long Island Rail Road

This month marked a significant milestone for the LIRR's Government & Community Relations team, as they successfully hosted their first steMTA program at the Babylon Memorial Grade School in Suffolk County. steMTA stands as a pioneering educational initiative that places a spotlight on the integral role of STEM (Science, Technology, Engineering, and Math) in shaping the design, construction, and overall development within the MTA. Building upon the success of the initiative launched by the New York City Transit Government & Community Relations team last year, the steMTA programming has expanded its reach to communities served by the LIRR, collaborating with public schools and community-based organizations in the region.

The inaugural presentation delivered to the fourth grade class at Babylon Memorial Grade School focused on the pressing issue of climate change. It illustrated how the MTA utilizes STEM principles to innovate and safeguard critical transit infrastructure in the face of challenges posed by rising sea levels and escalating temperatures. As the program gains momentum, the steMTA initiative is set to extend its educational outreach, aiming to establish connections with public school communities across the state of New York in the months ahead. We hope that some of these students eventually pursue a career in STEM and become future MTA LIRR employees.

LIRR visited the Babylon Memorial Grade School in Suffolk County for the agency's first steMTA event.
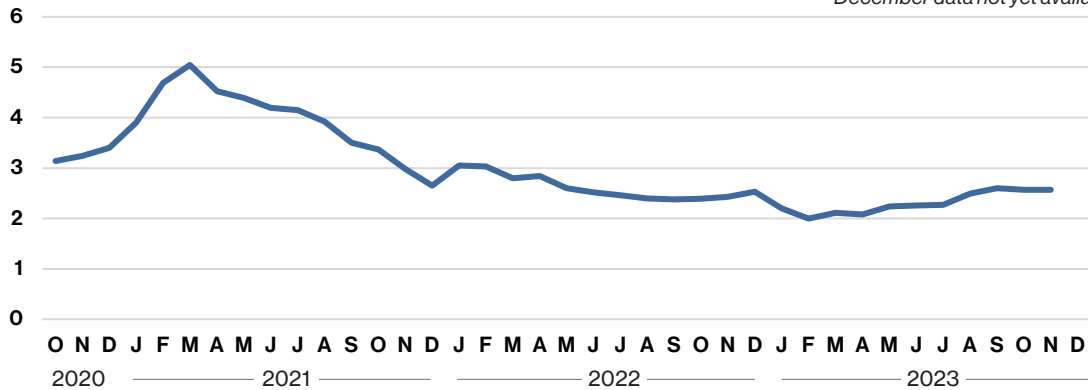
Customer Accident Rate

The number of reportable customer accidents per one million customers (12-month rolling average)
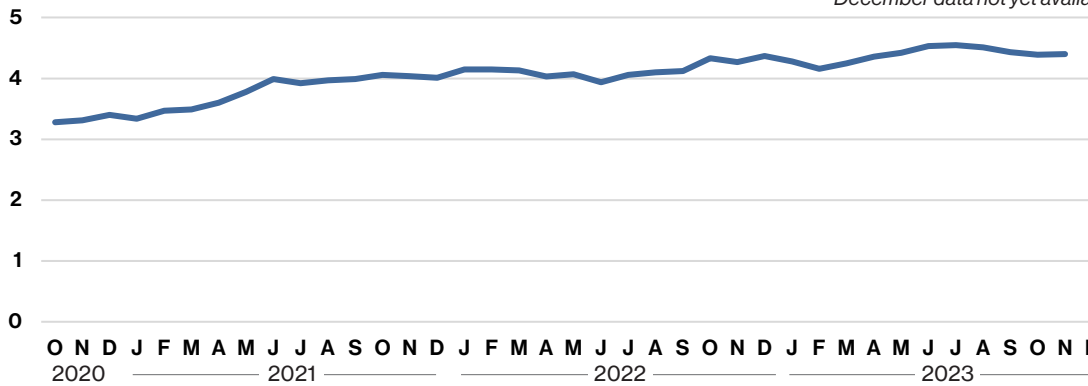
December data not yet available

Employee Lost Time Accident Rate

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

December data not yet available

Data Review

The reportable customer injury rate increased from 2.43 to 2.57 per one million customers in the current 12-month reporting period, December 2022 through November 2023, compared to the prior 12 months. The reportable employee lost time injury rate increased from 4.27 to 4.40 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

Since 2009, LIRR has partnered with the Long Island Crisis Center and Response Long Island to promote crisis intervention services, and this year, LIRR is updating crisis intervention signs throughout the system adding the national 988 phone number. Additionally, to promote grade crossing safety, the LIRR TRACKS program and LIRR Corporate Safety in partnership with MTA Police, is conducting targeted outreach at locations with grade crossing concerns. Finally, the LIRR "Why Be Safe?" employee safety contest started in December and encourages employees to share photos and videos of who and what motivates them to be safe at work.
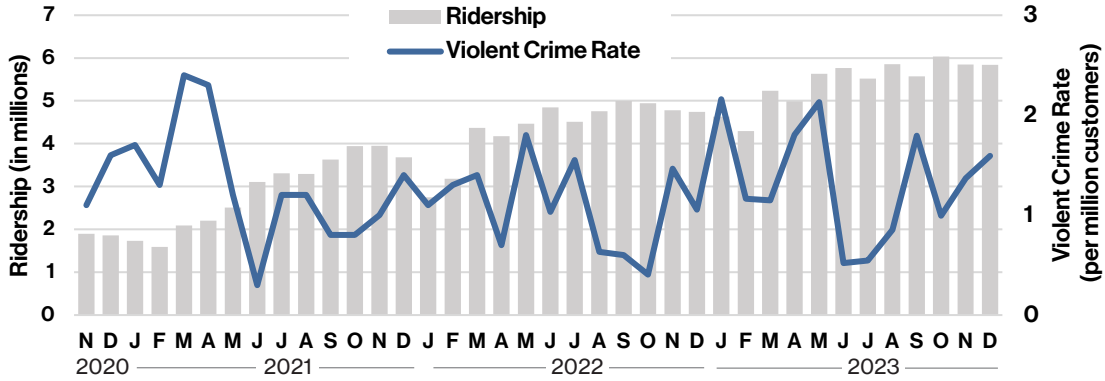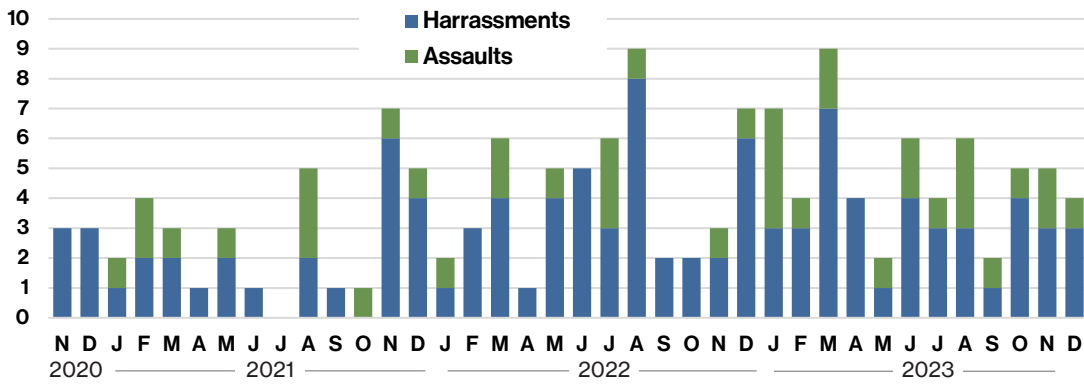
Major Crimes Against Customers

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

December 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
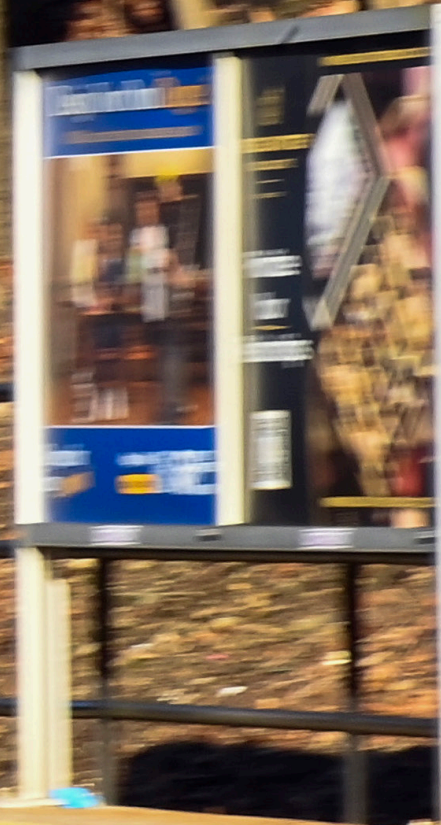
December data subject to change

Scarsdale
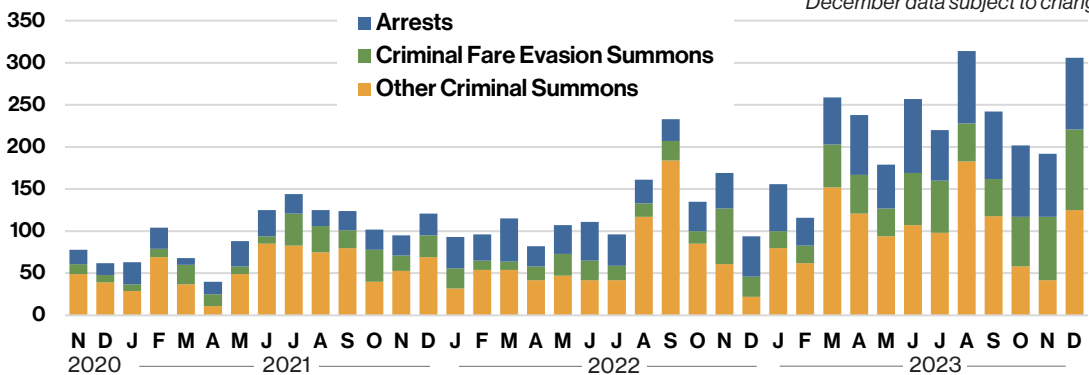
Cathy Rinaldi
President, Metro-North Railroad

On Ridership and 2023

What a year it was for Metro-North ridership, performance, and for regional connectivity with the debut of Grand Central Madison and a new Combo Ticket with Long Island Rail Road.

Metro-North's total 2023 ridership east and west of the Hudson was 60.1 million, 23.4% higher than 2022's total and roughly 69% of the total for 2019.

December ridership was 5.36 million and seasonal ridership was very encouraging in comparison to pre-pandemic ridership, boosted by recovering tourism and very strong pre-holiday travel. The first two weeks of the month reached 77% of the average ridership in December 2019 and weekday ridership during that span reached 75% of 2019 levels, a new high. Weekend ridership was also robust, with a new one-day record of 149,000 set on Saturday, December 15.

Christmas Eve ridership as counted at GCT was actually 22% higher than 2017, the last time Christmas Eve fell on a Sunday. And New Year's Eve inbound ridership counted at GCT from noon to midnight was 22% higher than the previous Sunday New Year's Eve in 2017. The 2023 OTP was above 97%, marking the fourth consecutive year Metro-North has exceeded its OTP goal. This is only the second time in the history of the railroad that we have accomplished this level of performance.

Yep, It's Winter Alright...

There's been a bit of a decline in ridership thus far in January, which is typical for what is traditionally the lowest ridership month of the year. Though the snow lovers among us might consider the month so far to be a bit of a letdown, there's been nothing "settled" about this January to date, with flooding, intense rainfalls, high winds pushing tides above Hudson Line rails, and snowfalls reaching 10-12 inches across the northern reaches of our territory on the 6th and 7th. Our ridership fluctuations reflect riders who are likely working from home while supervising their children who are home from closed schools and who also, perhaps, are dealing with downed trees and damaged property.

The good news thus far is that none of the above created any major or widespread delays. Our Maintenance of Way forces established weather coverage and handled several inclement weather days without issue this month, and also established cold weather coverage during the deep freeze of the 18th through the 21st.

Fingers crossed that Old Man Winter curls up with a good book and largely leaves us alone in February and March.

Diamond-Studded Replacement

On January 12, Metro-North began a replacement program focused on three critical double slip switches and a diamond switch that allows trains to operate from any track in the Park Avenue Tunnel to any platform within GCT. These switches have been in service since 2000 and are in need of replacement. Crews will work within the upper level Park Avenue Tunnel though late March and, as the work is going on, trains will be limited to specific platforms depending on their track assignments within the tunnel.

Metro-North has analyzed our operating plan and identified key trains to remove and reduce peak train traffic. This reduces significant tunnel congestion and delays while work is being performed. New train schedules have been developed and publicized and they include cancellations and combinations with added cars to handle ridership - so be sure to consult mta. info or the TrainTime app before heading out.

Lifts for the Harlem Line

The MTA has been adding accessible stations to its roster faster than ever these days, and the ribbon was cut earlier this month on the two latest success stories – both of which benefitted the Harlem Line. Both Scarsdale and Hartsdale Stations have been made fully accessible with Scarsdale receiving a second elevator serving the Grand Central-bound platform and Hartsdale getting two new lifts – one for each platform – serving street, platform and overpass levels.

5.36 M
Metro-North riders in December

97%
total OTP mark topped in 2023, the 4th consecutive year above goal

60.1 M
Metro-North riders east and west of the Hudson in 2023

Both of these exciting projects came with a host of new customer amenities like new ADA-compliant sidewalks and walkways as well as overpass enhancements including benches, leaning bars, new LED lighting, and heaters.

And the improvements don't end there...Purdy's Station, already accessible with two elevators, is scheduled to complete its accessibility improvements later this year. The MTA is also moving forward with ADA upgrades at three of our Bronx Metro-North stations as part of the current capital plan. New station platforms, new elevators and other amenities are in store for both Woodlawn and Williams Bridge. Botanical Garden Station will be rehabilitated, and station elevators will be upgraded.

True to Metro-North's core mission, these current and future projects help us deliver superb customer service while enhancing regional mobility. Our riders deserve nothing less.

Brains For Trains

Calling all innovators! The Transit Tech Lab, co-founded by the MTA and the Partnership Fund for New York City, is currently seeking submissions for its annual "Challenge" competition. The Lab is a program that allows transit agencies to source, evaluate and pilot new innovations from early to growth-stage companies to help solve public transportation challenges and needs across the MTA, including the commuter railroads.

Each year, the Transit Tech Lab publicly announces "Challenges" that address our regional transit agencies' most pressing issues and, in the process, further cement New York's place as a global leader in public transit. This year's competition seeks entries from companies around the world designed to improve the customer experience, build a more resilient and adaptive transit system and maximize the city's curb space.

Besides the MTA, Transit Tech Lab participants include the Port Authority of New York and New Jersey, New Jersey Transit, and the New York City Department of Transportation.

Applications are open until Wednesday, February 28 and we can't wait to see the great ideas that flow in. For more information or to apply, visit transitinnovation.org
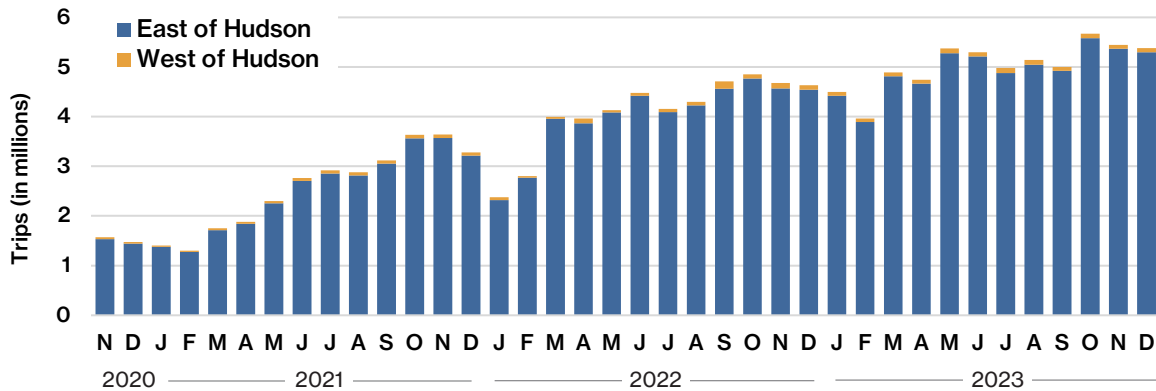
Monthly Ridership

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

Data Review

Metro-North's total December 2023 ridership of 5.36 million was down 1.2% from November. Average weekday ridership was down 2.9% because of holidays and vacations, a pattern similar to pre-COVID. Average weekend ridership dropped only 0.8% from November, compared to last year's decline of 9.1%, buoyed by strong holiday shopping and tourism.

Metro-North ridership in December rose 19.7% from December 2022 on both a monthly and daily basis, a 3.4% increase over the November 2022-2023 change, and representing 74.2% of December 2019 ridership. Weekday average ridership of 201,777 decreased 2.9% from November, a typical pre-COVID pattern, and stood at 72.9% of December 2019 weekday ridership, a post-pandemic record high; Tuesday-Thursday ridership's 76.0% share of 2019 was also a post-pandemic record. Average weekend ridership decreased 0.8% to 108,910 as noted above, 28.3% higher than December 2022 and represented 86.1% of 2019.

Total ridership on commutation tickets dropped 10.8% from November as commuters accounted for Christmas week vacations; trips with commutation and peak single tickets dropped 10.5%. Commutation's share of total rides dropped from 35.6% to 32.1%, also likely due to the impact of Christmas week.

Moving Forward

January ridership is historically the lowest of the year with the end of holiday shopping and sightseeing traffic, and early results indicate that this pattern is continuing in 2024, exacerbated by a series of storms that have continued into the middle of the month, resulting in school closures and increased work from home.

2023 Revenues & Expenses, December Year-to-Date

$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	**$602.0**	**$635.6**	**$33.6**
Farebox Revenues	$538.5	$558.1	$19.6
Other Revenues	$63.5	$77.5	$14.0
Total Non-Reimbursable Expenses	**$1,520.5**	**$1,509.9**	**$10.6**
Labor Expenses	$1,084.3	$1,065.4	$18.9
Non-Labor Expenses	$436.2	$444.5	($8.2)
Non Cash Liabilities	**$486.6**	**$317.5**	**$169.2**
Net Surplus /(Deficit) - Accrued	**($1,405.2)**	**($1,191.7)**	**$213.4**

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	5,841	6,072	(231)
Reimbursable	647	426	221
Total Positions	**6,488**	**6,498**	**(10)**

Data Review

Through December, farebox revenue was $19.6 million higher than the november forecast due to higher ridership across all East of Hudson lines. Metro-North Railroad ridership through year-to-date December is 30.5% 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 lower than the november forecast by $18.9 million due to lower payroll, and health and welfare costs, partially offset by higher overtime. At the end of December, the paid headcount was 10 higher than forecasted and reflects 646 vacancies against the year-end authorized headcount.

Non-labor expenses are unfavorable to the november forecast by $8.2 million, driven primarily by higher materials expenses.

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.
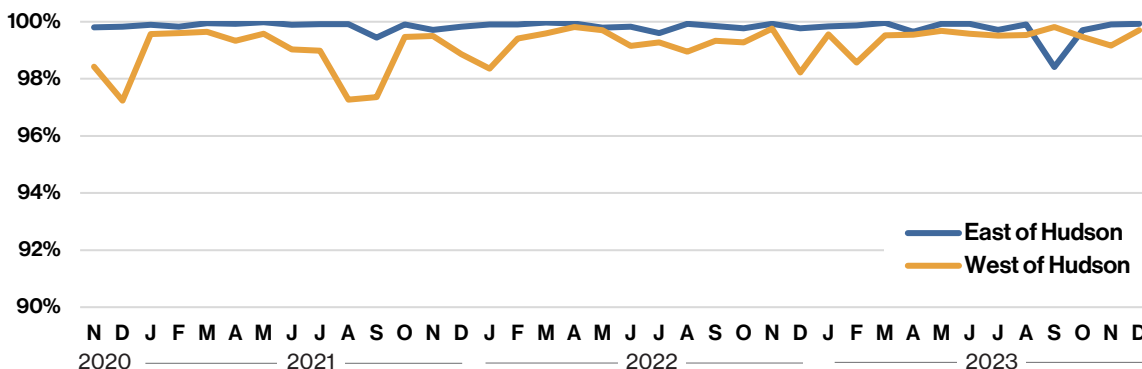
Service Delivered

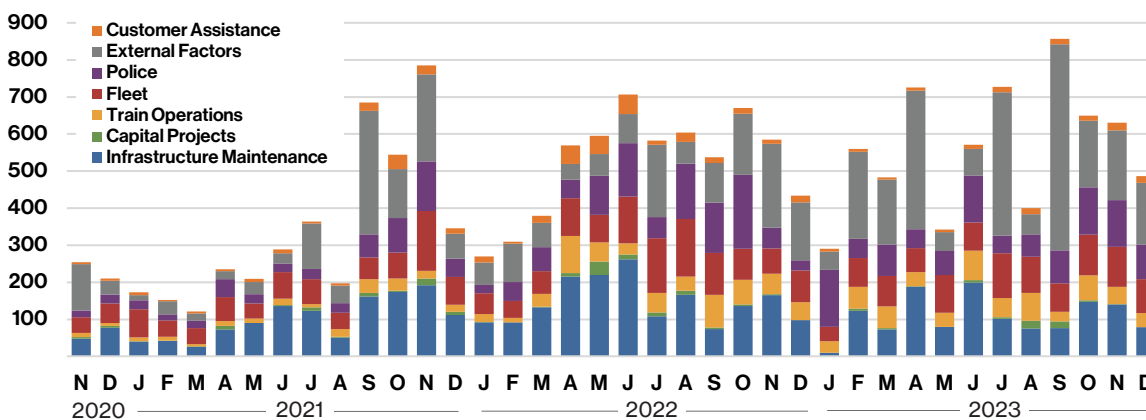*The share of scheduled train trips completed. NJ Transit operates West of Hudson trains.*

Legend: East of Hudson, West of Hudson

Delays by Type

The number of delayed trains by type of delay

Legend: Customer Assistance, External Factors, Police, Fleet, Train Operations, Capital Projects, Infrastructure Maintenance

Mean Distance Between Failures

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

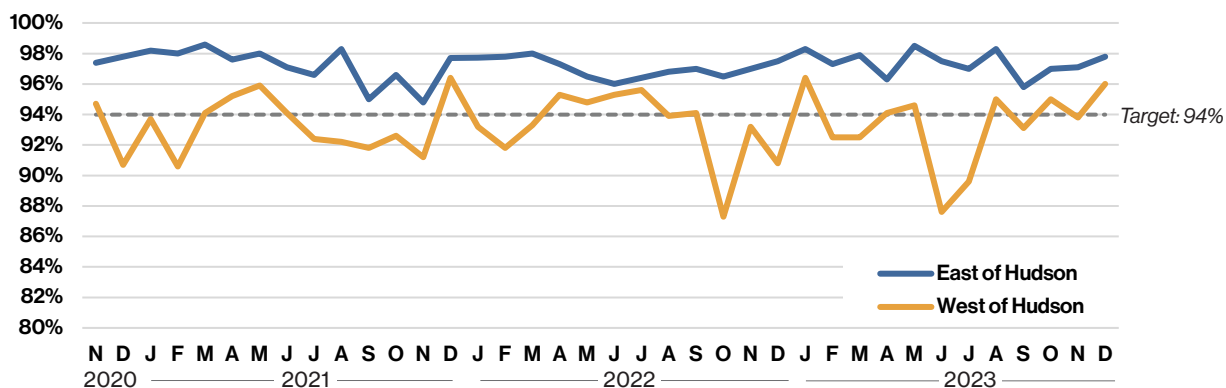*December data not yet available*

2023 Target: 175,000 miles
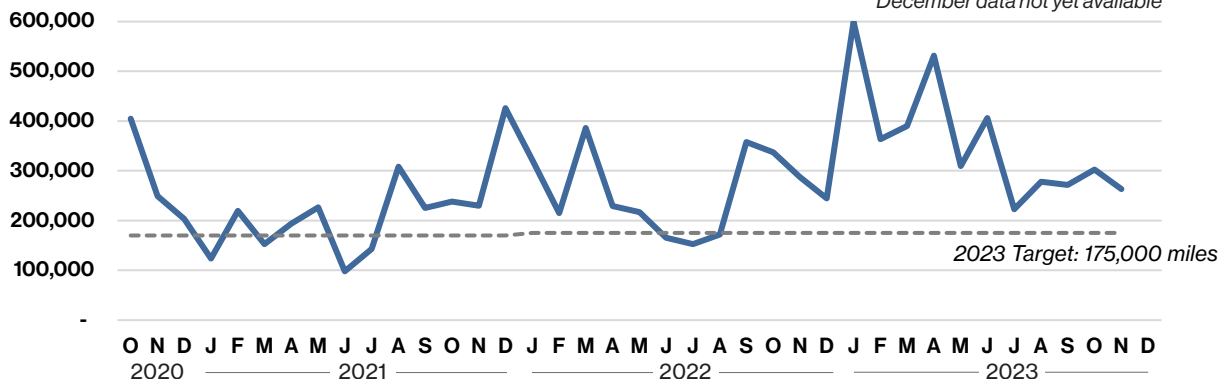
On-Time Performance

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	97.9%		Port Jervis	96.4%
Harlem	97.3%		Pascack Valley	95.8%
New Haven	98.0%			

Data Review

Metro-North's December service-delivered rate, a measure of service reliability, was 99.9% with a rate of 99.7% for the year. Systemwide OTP for December was 97.8%, above goal of 94%. Year-to-date OTP was also above goal at 97.4%. Four major incidents negatively affected December's OTP:

- On December 6, a trespasser at Grand Central impacted 24 trains
- On December 8, a disabled train disabled service into and out of Grand Central, delaying 15 trains
- On December 18, a tree strike near Fordham delayed 45 trains
- On December 19, loss of signal power on the New Haven Line impacted 12 trains.

The mean distance between failures (MDBF) for the fleet was 263,104 miles in November, above the goal of 175,000 miles. Year-to-date MDBF performance remains above goal at 327,936 miles.

Moving Forward

2023 OTP was above 97%, marking the fourth consecutive year Metro-North exceeded its OTP goal. This is only the second time in railroad history accomplishing this level of performance. Additionally, Metro-North began replacing a double slip switch, which enhances operational flexibility for trains between the Park Avenue tunnel and Grand Central. While work is performed, platform reassignments and schedules changes are in effect to reduce congestion and delays. Construction will conclude in the spring.

Roof Rehabilitation at Tuckahoe and Hastings Stations

Refreshed station roof in the original Spanish terracotta style

This month, Metro-North and MTA Construction & Development completed roof rehabilitations at two historic Metro-North station buildings, Tuckahoe Station and Hastings Station, located on the Metro-North Harlem and Hudson lines respectively, and serve as key access points for commuters. This project was critical to ensuring that these important railroad assets and structures remain in a state of good repair.

Both constructed in the early 1900s by the New York Central Railroad, the stations feature Spanish terracotta roofs. The age of the structures necessitated extensive repairs to the roofs, which were leaking and causing significant water damage to the building below it. Water intrusion was degrading the station facilities including bathrooms and commercial tenant spaces, and caused an overall uncomfortable customer experience in the station house..

To repair this station buildings and bring them back to their original condition, the project team fully replaced the tiles and material protecting the subfloor before waterproofing the roof and the structure supporting the tiles. Because water damage had rotted the wooden beams underneath, the damaged rafters were removed and replaced, and a new plywood timber decking on the roofs was installed along with new ice and water shield membranes. Plus, since both buildings are on the State and National Registry of Historical Places, all the materials, including tiles, copper gutters, masonry within the station building, and paint, were replaced in-kind to mimic the appearance of the original exterior.

The refreshed stations provide for a more comfortable customer experience, and bringing these stations to a state-of-good-repair ensures Metro-North can continue running reliable train service.

Government & Community Relations' 2023 Highlight Reel

Throughout 2023, Metro-North's Government and Community Relations (GCR) team continued its robust engagement programs, collaborating with local partners and driving awareness of MTA initiatives with a variety of events and programs. Over the year, the GCR team led site tours for elected officials and advocates, participated in local events, attended and presented at community meetings, promoted Science, Technology, Education, and Math (STEM) education with local students, and held safety awareness events. In 2023 alone, the team handled over 400 cases from residents, businesses, and elected officials on a range of topics, such as community concerns and requests for information.

STEM programming for local students in the Metro-North territory made exciting advancements this year. In June, GCR attended Democracy Prep School in Harlem as part of the Park Avenue Viaduct project's outreach program, working with students to learn about bridge building. In 2024, Metro-North is planning to launch the first "steMTA" outreach program in the territory. The steMTA program, which initially launched at New York City Transit and has been adopted by LIRR, collaborates with local public schools and community-based organizations to bring STEM education to local students.

In September, the GCR team was excited to lead a group of elected officials on a tour of Croton-Harmon Yard for a behind-the-scenes look at the service facilities for locomotives, coaches, and train power machinery. Advocates from Metro-North's Commuter Council toured the Car Appearance Facility at Highbridge Yard, which supports general train cleaning, exterior washes, and interior refreshes.

In October, GCR participated in the Senior Resource Fair organized by State Senior Peter Harckham. The Fair invites senior citizens to learn about various health and community services offered in the district. Government and Community Relations was joined by representatives from Metro-North's Safety and Stations departments, providing information to the community.

The Metro-North GCR team looks forward to continued collaboration with our local partners in 2024.

(Left) Students from Democracy Prep in Harlem build their own bridges. (Right) Representatives from the Metro-North Commuter Council tour the Highbridge Yard Car Appearance Facility.
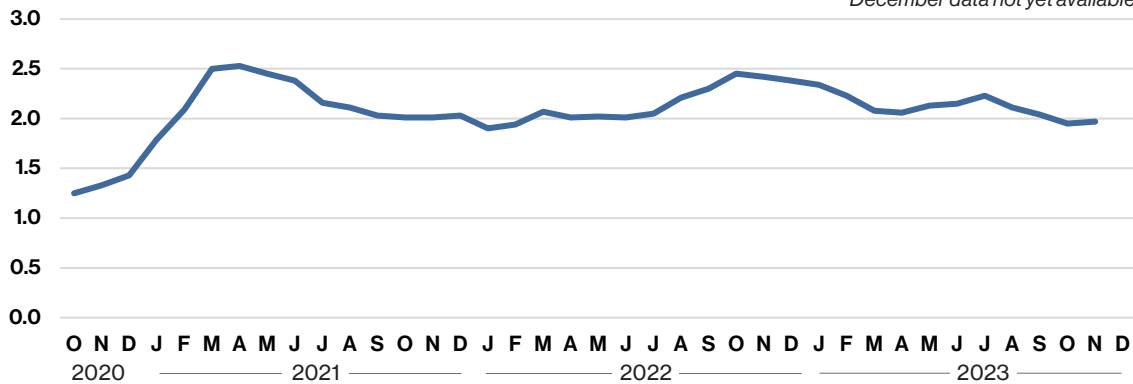
Customer Accident Rate

The number of reportable customer accidents per one million customers (12-month rolling average)
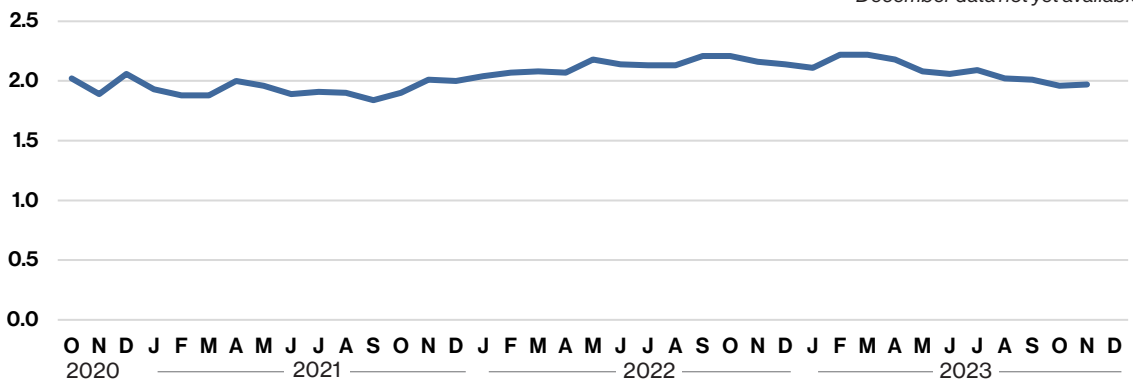
December data not yet available

Employee Lost Time Accident Rate

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

December data not yet available

Data Review

The reportable customer injury rate decreased from 2.42 to 1.97 per one million customers in the current 12-month reporting period, December 2022 through November 2023, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 2.16 to 1.97 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

Highlighting some of the environmental work completed in 2023, the Office of System Safety performed over 300 environmental field inspections and audits throughout the Metro-North territory. A key project entailed supporting the Power Department in removing 91 obsolete, oil-filled transformers throughout the system. Staff performed in-house sampling of transformers for polychlorinated biphenyl (PCB), a group of highly carcinogenic chemical compounds, and coordinated the safe removal of all equipment from Metro-North property to prevent potential environmental impacts, including recycling of non-PCB transformers.
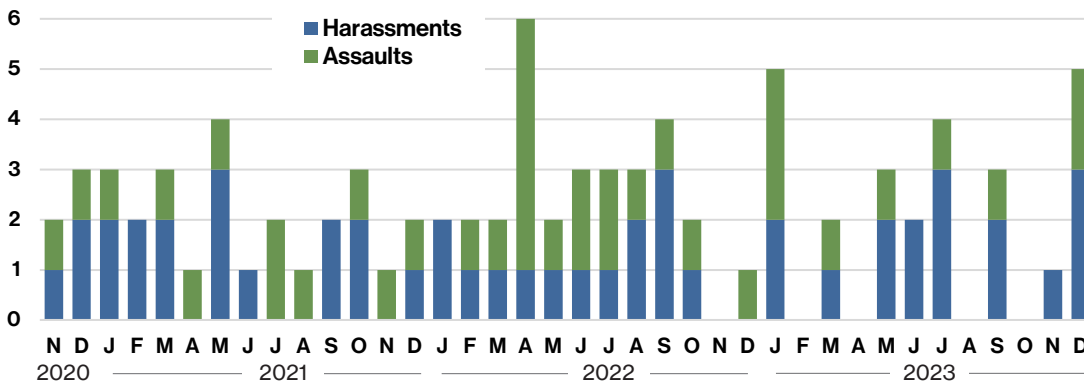
Major Crimes Against Customers

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

December data subject to change
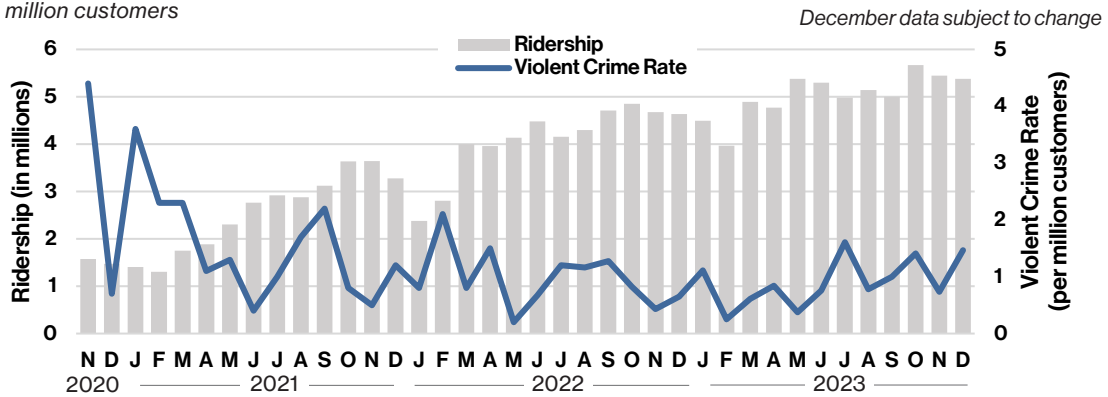
Assaults and Harassments Against Employees

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

December data subject to change
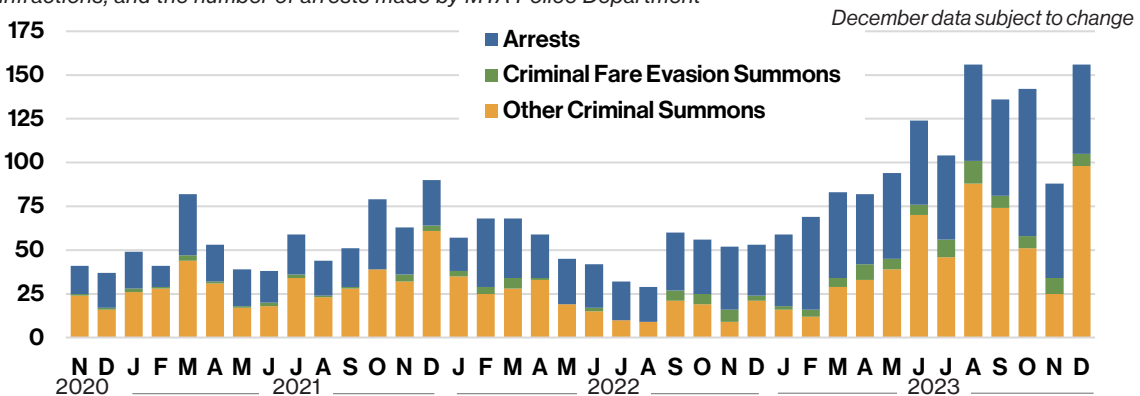
ABOUT THE METROPOLITAN TRANSPORTATION AUTHORITY, THE LONG ISLAND RAIL ROAD, AND METRO-NORTH RAILROAD

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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