



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

February 2024



With more than a foot of snow falling throughout the MTA service region in mid-February, employees were deployed throughout the region spreading salt and clearing surfaces of snow, keeping signals, switches, and third rails operating, and attending to any weather-related challenges to keep customers and employees safe while delivering as much service as possible.

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

2 Broadway • New York, NY 10004
February 26, 2024

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Visit <https://new.mta.info/transparency/board-and-committee-meetings/february-2024> or scan the QR code for Board action staff summaries, administrative items, and information items.

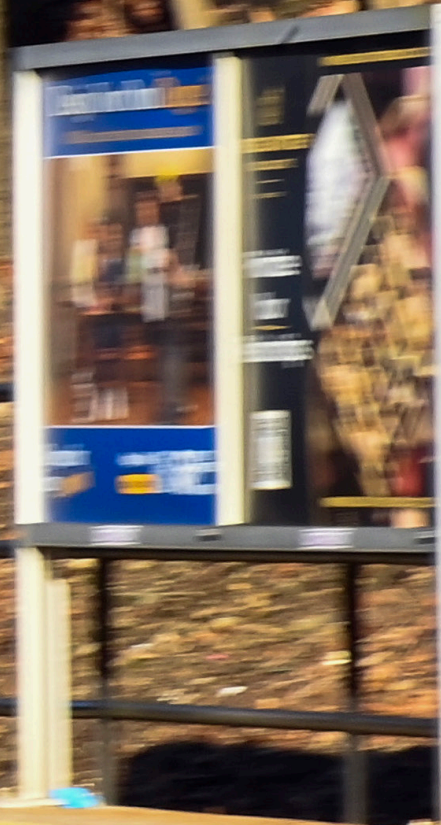


Visit metrics.mta.info or scan the QR code to access a comprehensive dashboard of Long Island Rail Road and Metro-North Railroad metrics.



METRO-NORTH RAILROAD





Metro-North Railroad

MESSAGE FROM THE PRESIDENT



Cathy Rinaldi
President, Metro-North Railroad

Engineer in Training Participants Graduate

Thursday, February 15, 2024, marked the graduation of the ten Metro-North engineers and forty-four MTA C&D engineers from the Engineer, Architect & Project/Construction Management Trainee Program.

This program to acquire and train young engineers was developed at Metro-North in 2004. Last week's graduating class was the ninth cohort of graduates from the program, which used to be called the Junior Engineer program. It is now being overseen by the People Tower and has been extended to engineers, architects and project managers at C & D.

This 18-month program offers recent college graduates an opportunity to develop their management and technical skills through a number of challenging assignments and projects in Metro-North operating departments or at C & D. It includes on-the-job technical and professional development training, with an expectation of an additional one (1) year in the role to apply one's learning within the department. Engineer Trainees have recently contributed and presented on key railroad projects including the Maintenance of Equipment M7 Standard Work Time Study, BL20 Air Compressor Temperature Study and Hudson Line Track 1 Electrification, among others.

These ten Metro-North engineers who graduated on February 15 now hold full-time operations positions in the Maintenance of Way and Maintenance of Equipment departments of Metro-North. The tenth cohort – the Class of 2023 – has thirty-one trainees expected to graduate next year.

Happy 111th Birthday Grand Central Terminal

This month, Grand Central Terminal celebrated its 111th anniversary, marking another year as New York City's iconic transportation hub. It is more than just a symbol of the city's past but a beacon for its future, emphasizing the importance of sustainable and efficient infrastructure for commuters and visitors.

Since its establishment in 1913, Grand Central Terminal has significantly shaped the city's dynamic energy and commitment to progress. The anniversary is a reminder of Grand Central Terminal's lasting legacy and its continued impact on shaping New York.

OMNY on Hudson Rail Link

This month, MTA expanded the OMNY contactless payment system to the Hudson Rail Link. This development allows users to benefit from the same weekly fare-capping advantage available to NYC Transit's subway and bus customers. The fare-capping feature is a highlight of this rollout, enabling customers to enjoy unlimited rides for a maximum weekly expense of \$34, mirroring the cost of an unlimited weekly MetroCard. This integration is particularly significant for the Riverdale and Spuyten Duyvil communities, where access to Metro-North stations can be challenging. This latest enhancement underscores the MTA's dedication to improving the commuting experience by offering convenient, contactless fare payment options.

Accessibility Projects Completed

Last week, Metro-North Railroad proudly announced the inauguration of a third elevator at Purdy's Station on the Harlem Line. The construction of Purdy's elevator is part of a broader initiative that includes accessibility projects at Hartsdale and Scarsdale stations. With the addition of the Purdy's elevator, Metro-North has significantly advanced its accessibility agenda. Overall, over 80% of Metro-North's stations in Westchester County have achieved full accessibility, marking a substantial stride towards inclusivity and convenience for all commuters. And this important work will continue -- an additional three ADA projects at Williams Bridge, Woodlawn and Botanic Garden in the Bronx are funded in the current Metro-North capital program.

10

MNR engineers graduated from the Management Trainee Program

80%

of Westchester Metro-North stations now fully accessible

111th

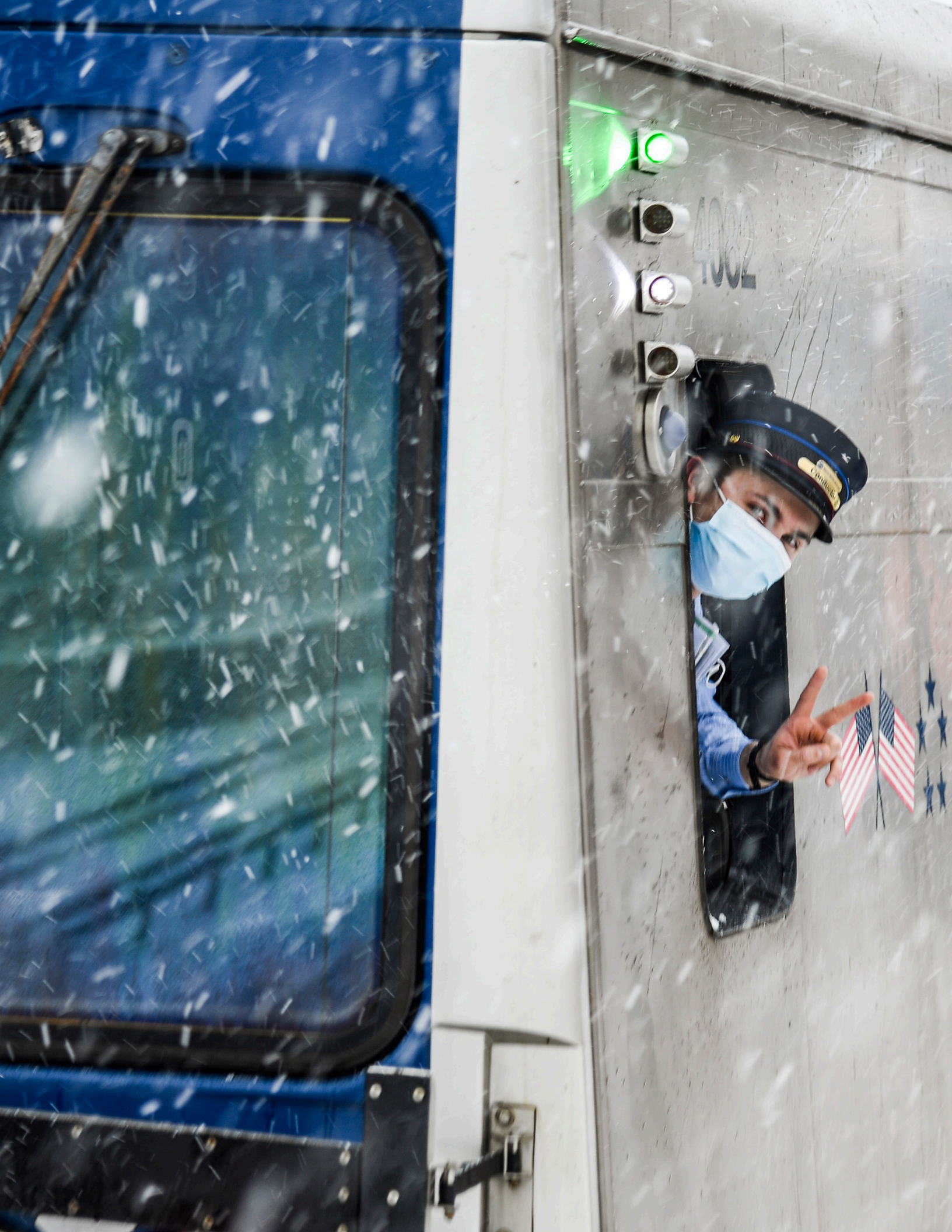
anniversary of Grand Central Terminal

East Norwalk Station Work Begins

While work is underway on the \$1 billion Walk Bridge replacement project, shovels will also break ground in East Norwalk in an effort to improve the overall connectivity and rail service in Norwalk.

This closure is the first of two that will be taking place at East Norwalk. During this three-week closure, CDOT will install an underground retention system in the north parking lot and doing utility work connected to the larger Walk Bridge project. These staggered closures are designed to allow for the safe replacement of aging railroad infrastructure and will result in reducing trip durations on the New Haven line.

When completed, the project will result in the replacement of the railroad bridge over Fort Point Street, the realignment of Fort Point Street, replacing the super structure of the railroad bridge on Osbourne Avenue, replacing the railroad bridge over East Avenue, replacing the super structure for the railroad bridge over Strawberry Hill Avenue, and the improvements to and replacement of the East Norwalk Railroad Station. Later this summer the station will be closed again for three weeks to begin the work on the north platform.

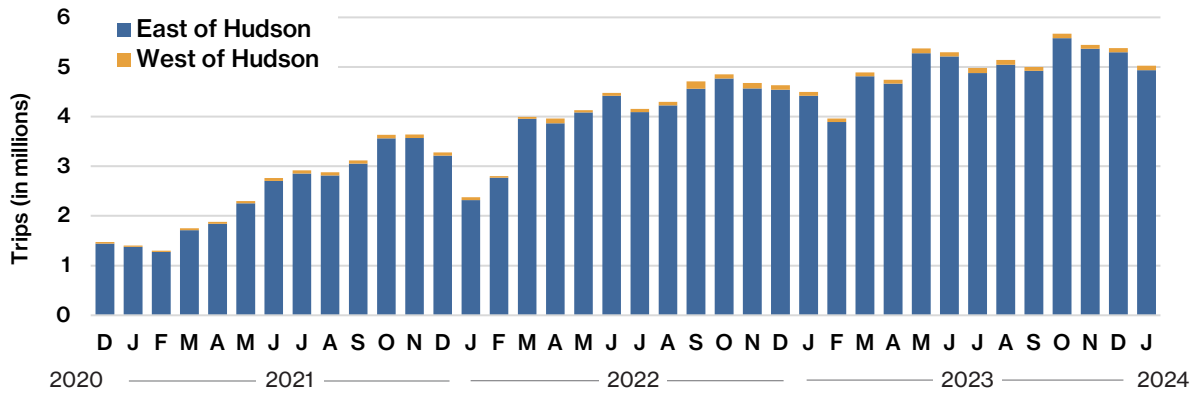


Metro-North Railroad

RIDERSHIP

Monthly Ridership

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



Data Review

Metro-North’s total January 2024 ridership of 5.00 million was down 6.7% from December. Average weekday ridership was down 5.3% because of vacations and poor weather, and average weekend ridership dropped 27.1% from December due to the end of a strong holiday shopping and tourism season.

Metro-North ridership in January was 11.8% higher than in January 2023, a little more than half of the 19.7% increase from December 2022 to December 2023; January ridership represented 72.9% of January 2019 ridership. Average weekday ridership of 191,139 was 14.6% higher than January 2022, and stood at 71.0% of January 2019 weekday ridership; Tuesday-Thursday ridership was 12.1% higher than January 2022 and its share of January 2019 ridership was 72.8%. Average weekend ridership was 6.3% higher and represented 72.0% of 2019.

Total ridership on commutation tickets rose 17.3% from December as commuters returned from Christmas week vacations; trips with commutation and peak single tickets increased 12.1%. Commutation’s share of total rides rose to 40.3% from 32.1%, also likely due to the end of Christmas week vacations.

Moving Forward

January average daily ridership is historically the lowest of the year with the end of holiday shopping and sightseeing traffic. Although February is likely to have lower total ridership due to fewer weekdays, average daily ridership appears to be creeping up despite weekday ice and snowstorms that have continued into the middle of the month, resulting in school closures and increased work from home.



FINANCIAL RESULTS

2024 Revenues & Expenses, January Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$46.5	\$48.5	\$1.9
Farebox Revenues	\$43.6	\$46.2	\$2.7
Other Revenues	\$3.0	\$2.2	(\$0.7)
Total Non-Reimbursable Expenses	\$133.7	\$132.6	\$1.1
Labor Expenses	\$95.0	\$103.1	(\$8.0)
Non-Labor Expenses	\$38.7	\$29.5	\$9.2
Non Cash Liabilities	\$24.7	\$25.9	(\$1.2)
Net Surplus /(Deficit) - Accrued	(\$111.9)	(\$110.0)	\$1.9

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	5,875	6,092	(217)
Reimbursable	609	455	154
Total Positions	6,484	6,547	(63)

Data Review

Through January, farebox revenue was \$2.7 million higher than the budget due to higher ridership across all East of Hudson lines. Metro-North Railroad ridership through year-to-date January is 27.1% 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 budget by \$8.0 million due to lower reimbursable overhead and higher overtime. At the end of January, the paid headcount was 63 higher than forecasted and reflects 581 vacancies against the year-end authorized headcount.

Non-labor expenses are favorable to the budget by \$9.2 million, driven primarily by lower energy and maintenance and other operating contracts expense.

Moving Forward

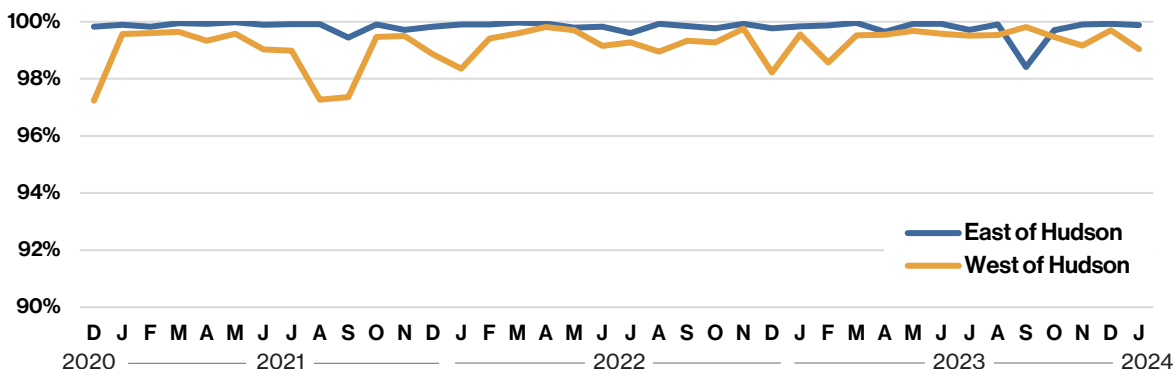
We are focused on growing staff to budgeted targets across all crafts. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

Metro-North Railroad

PERFORMANCE

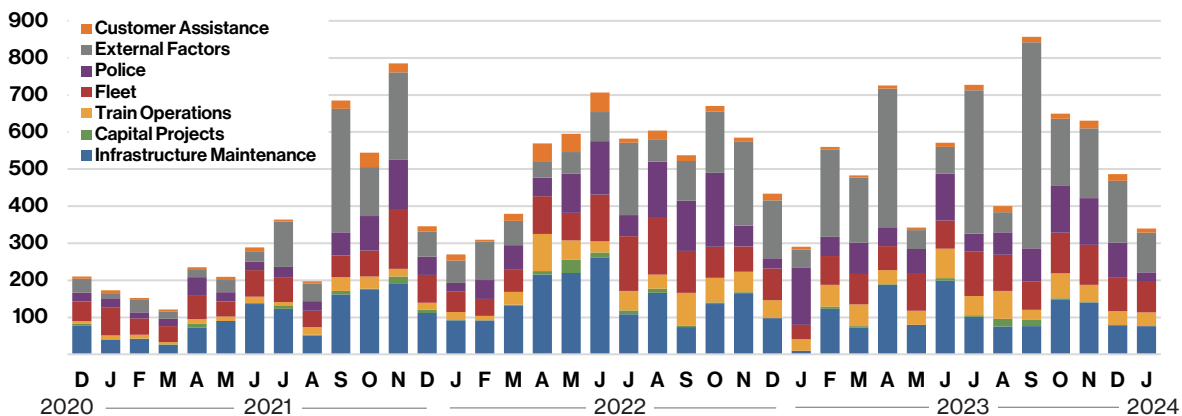
Service Delivered

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



Delays by Type

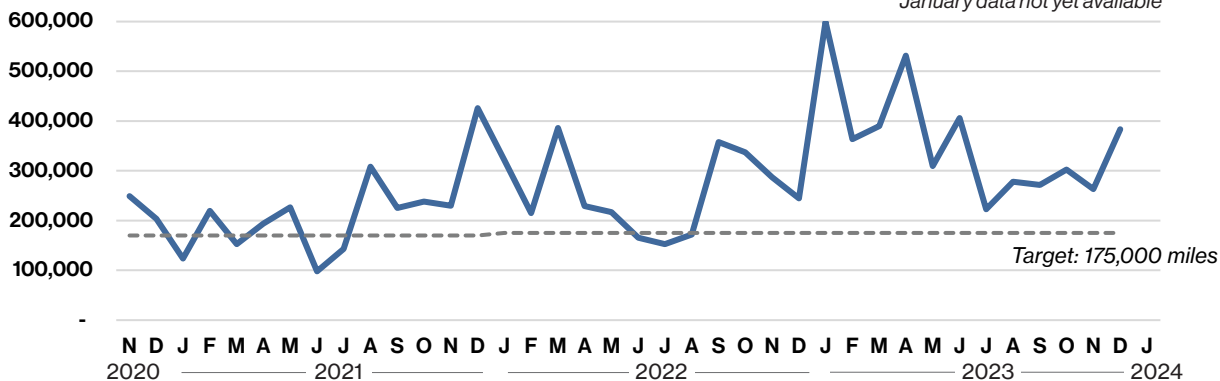
The number of delayed trains by type of delay



Mean Distance Between Failures

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

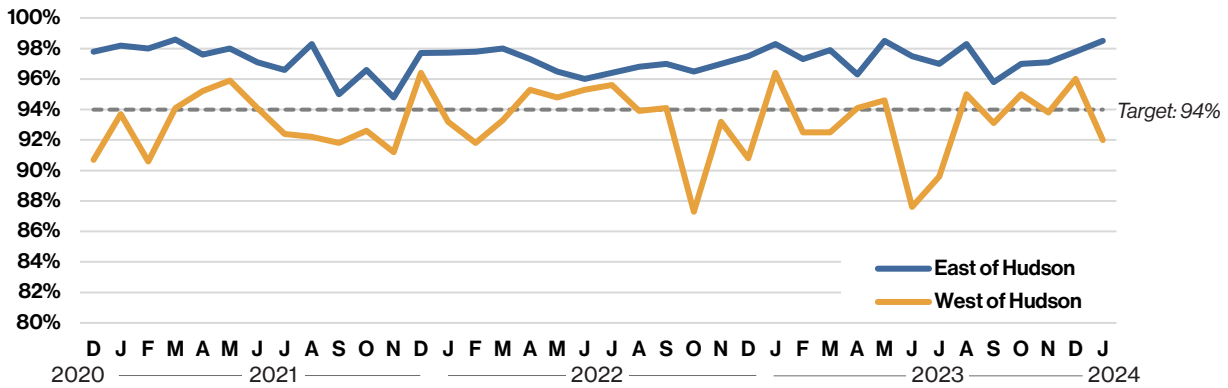
January data not yet available



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	98.5%	Port Jervis	92.1%
Harlem	98.6%	Pascack Valley	92.0%
New Haven	98.4%		

Data Review

In January, Metro-North’s service-delivered rate, a measure service reliability, was 99.9%. Systemwide on-time performance (OTP) for January was 98.5%, above our goal of 94%. Three major incidents negatively affected January’s OTP: on January 9, broken equipment on a switch forced trains to operate at 10 mph, impacting 12 trains; on January 10, a high water condition from a rainstorm delayed trains on all East of Hudson lines, impacting 15 trains; and on January 25, broken train equipment impacted 10 trains.

The mean distance between failures (MDBF) for the fleet was 383,000 miles in December, above the goal of 175,000 miles. In 2023, Metro-North’s year-end MDBF was 331,964 miles, well above goal.

Moving Forward

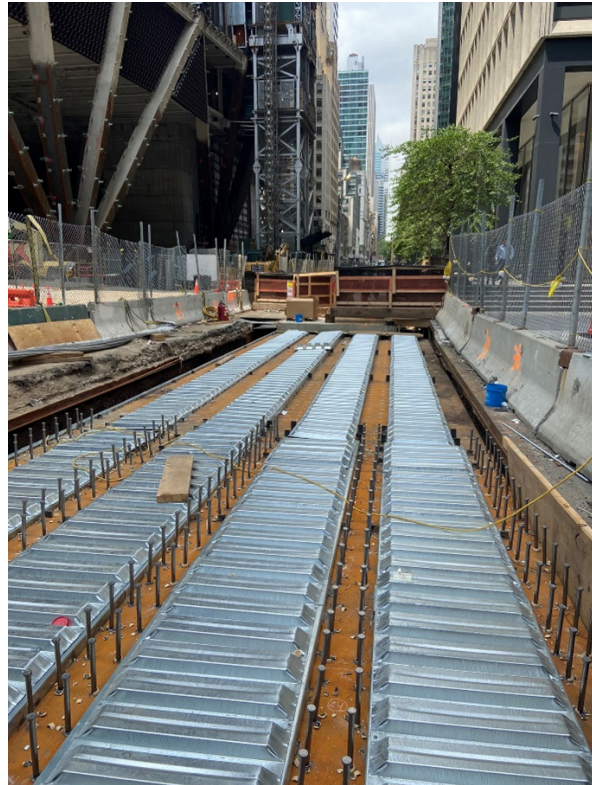
Metro-North is hosting the C³RS@GCT Symposium at Grand Central Terminal in New York City on March 12 – 13, 2024. This two-day gathering goes beyond the usual C³RS User Group meetings, focusing on strategic and senior-managerial discussions with senior support teams from participating passenger railroads while including key team members. The event’s primary objectives encompass reviewing past corrective actions from participating passenger railroads, collaborating on innovative strategies, showcasing new C³RS tools and procedures, paths forward with C³RS, and facilitating direct interaction with policymakers.

MTA Advances Critical Repairs to Grand Central Train Shed

This month, Metro-North and MTA Construction & Development is performing repairs to the roof of the Grand Central Terminal Train Shed. The Train Shed serves not only as the railroad yard north of the train tracks, but its roof also supports the roadways and sidewalks spanning dozens of blocks at street level. This infrastructure helps to facilitate all commuter railroad service that passes through Grand Central, and it is critical to ensure that this important Metro-North asset is brought to a state of good repair.

The Train Shed main structural framing is composed of steel columns, steel cap beams, steel filler beams, a reinforced concrete deck, a waterproofing membrane, and roadway pavement. It is currently in poor condition, and it requires significant capital investment. The aging waterproofing membrane has rapidly deteriorated, and water intrusion has eroded and weakened the Train Shed's concrete and metal structure, and the first phase of the project focuses on priority repairs.

The Train Shed roof will ultimately be replaced in sections over a number of MTA Capital Programs one block at a time. Sector 1 is currently underway, which includes the replacement of approximately 70,000 square feet of roof structure over the Upper Level of the Train Shed located around 270 Park Avenue – JP Morgan Chase's new headquarters. This includes the demolition of the roadway above and installation of nearly 1,600 tons of steel superstructure below-street, including the removal of the steel supports, and the repair of the steel girders and columns that support the stringers and the deck.



Street-level construction of the Grand Central Train Shed

Beautification in Yonkers Takes Center Stage

MTA Government and Community Relations, Yonkers Arts, and the City of Yonkers were able to partner together in order to activate a section of retaining wall in the City of Yonkers with a new mural. The mural titled "We The People," by renowned artist CJ Priester showcases Yonkers, now the third most populous city in the state, as a proud community featuring a diverse melting pot in the current metropolitan area. The City of Yonkers, considered to be a 'transient city,' serves as a gateway to NYC and the greater Hudson Valley. The mural is part of Yonkers Arts' ongoing vision of beautifying the City of Yonkers via the arts and culture.



Ribbon-cutting at the "We the People" mural unveiling

MTA and Metro-North Railroad graciously provided the space for the installation. The installation is one of the many artistic endeavors that aims to transform the community via the arts, while also creating a welcoming and engaging art experience for commuters and visitors alike.

Major Accessibility Upgrades Come Online at Harlem Line Stations

Since the start of 2024, Harlem Line riders have seen MTA's commitment to accessibility throughout transit come alive firsthand with the completion of new elevators at Scarsdale, Hartsdale, and Purdys Stations. With the completion of these stations, over 80% Harlem Line Metro-North Stations are now fully accessible.

Providing the best customer experience to everyone is always the goal and increased accessibility creates opportunities for more people to travel throughout the region. Riders young and old benefit from these improvements, which allow those with mobility challenges, strollers or luggage easier access to our system, making it clear that transit is for everyone.

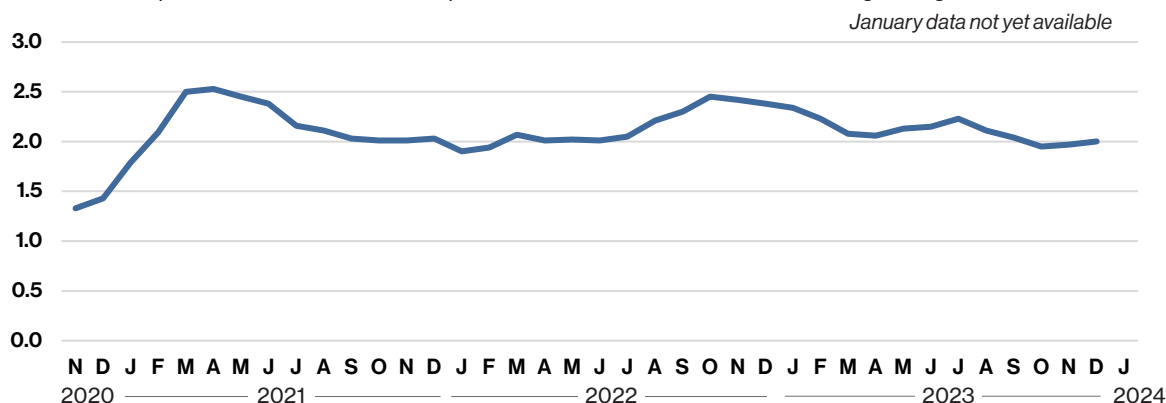
To commemorate these openings that benefit so many of our riders on a daily basis, MTA and Metro-North leadership were joined by New York Senate Majority Leader Andrea Stewart-Cousins, Senator Shelley Mayer, Senator Pete Harckham, Assemblymember Amy Paulin, Assemblymember MaryJane Shimsky, Assemblymember Chris Burdick and County Executive George Latimer along with numerous local leaders at the ribbon cutting events commemorating these openings.

Metro-North Railroad

SAFETY & SECURITY

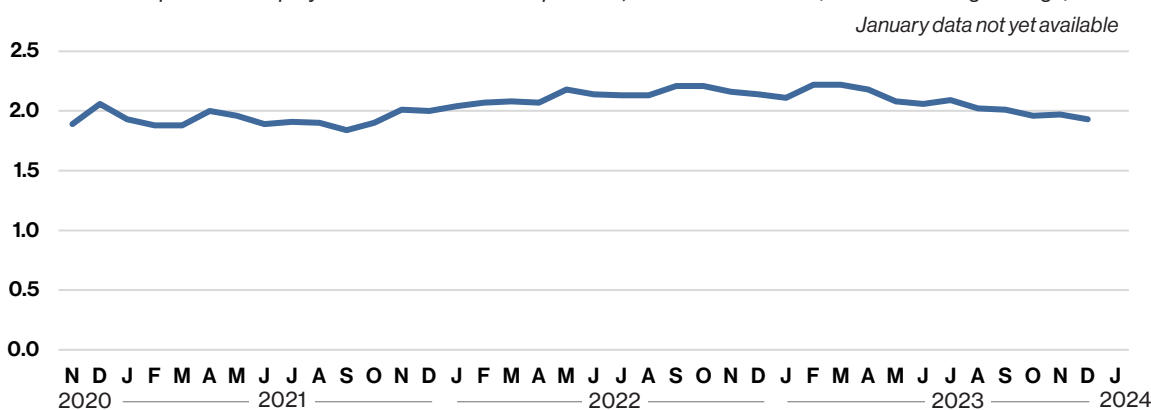
Customer Accident Rate

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 2.38 to 2.00 per one million customers in the current 12-month reporting period, January 2023 through December 2023, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 2.14 to 1.93 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

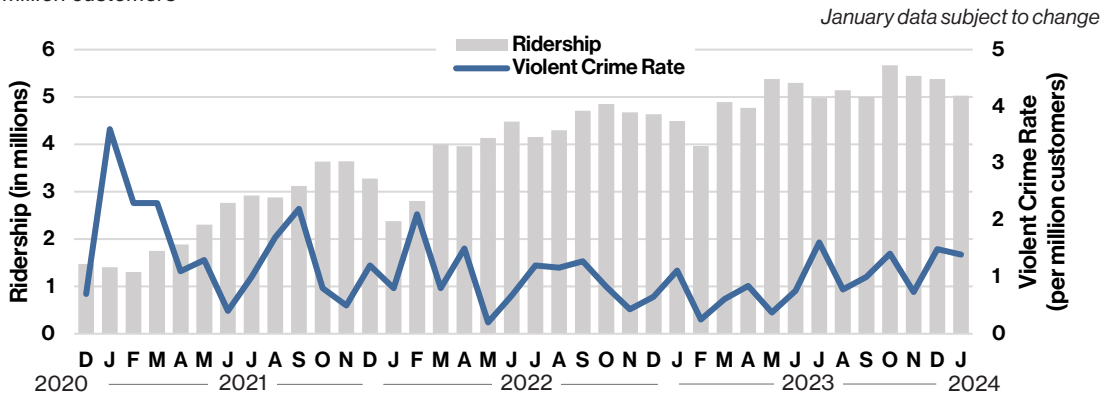
Customer and community outreach through Metro-North Railroad's Together Railroads and Communities Keeping Safe (TRACKS) program totaled 69,984 in-person contacts in 2023. Rail safety outreach was conducted at 84 stations and 18 grade crossings on the Harlem, Hudson, New Haven and West of Hudson lines. The suicide prevention awareness campaign, with the national 988 dialing code, is displayed on station platform monitors and trains operating throughout our territory in both English and Spanish.



SAFETY & SECURITY

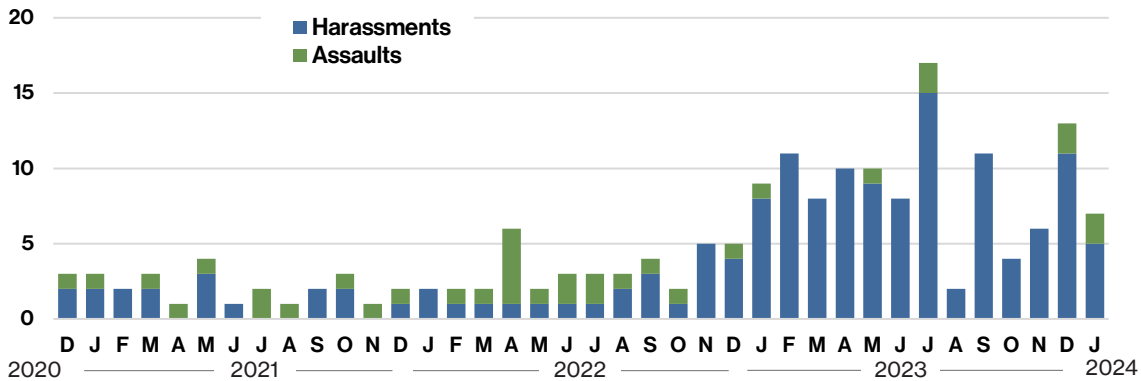
Major Crimes Against Customers

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



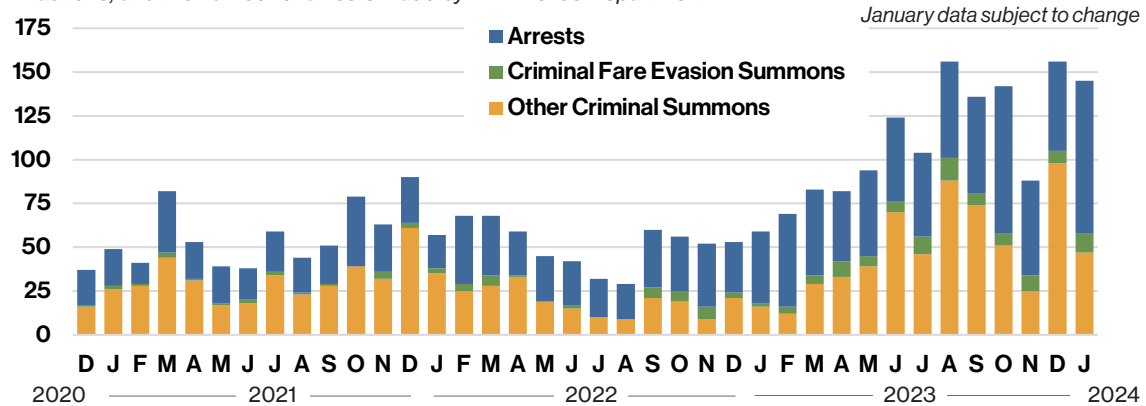
Assaults and Harassments Against Employees

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



Summonses and Arrests

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





LONG ISLAND RAIL ROAD



Long Island Rail Road

MESSAGE FROM THE PRESIDENT



Rob Free
Acting President, Long Island Rail Road

On Ridership & Frozen Valentines

We began the year on a high note with a 17% total ridership increase compared to January 2023 and now for the 5th straight month, non-commutation ridership surpassed the same month in 2019 - exceeding it by 10.4%.

Weekday ridership was stronger during the second half of January and we're once again starting to meet the highs of early-to-mid December. January OTP came in above goal at over 95% - a testament to the hard work of our operating departments to minimize the effects of all the curveballs that came their way throughout what's traditionally the coldest month of the year.

It's also clear that more and more people are embracing Grand Central Madison. On February 14, we reached a new high of 39% in the GCM/Penn ridership split during the PM peak, and it also marked the very first time that the percentage of PM peak GCM riders surpassed that of the AM peak.

The previous day, Mother Nature presented our system with an early Valentine's Day present in the form of the first real snowstorm of the last two years across our coverage area. As always, our employees came through and the storm-related effects on our service were kept to a minimum.

You will find a more detailed breakdown of January ridership a little later on in this book.

When It's Time to Change

We have new timetables coming out March 4, which will both accommodate trackwork throughout the system and address customer feedback in a few different areas:

- We're allocating the equipment from some eliminated low-ridership trains to create two additional trains from Penn Station following Madison Square Garden events – one to Babylon and one to Ronkonkoma. These trains supplement the added late-night service implemented in the fall of 2023.

- We're adding another Long Beach Branch train to Brooklyn, departing Island Park at 7:48 AM and making all stops to Atlantic Terminal.
- Due to trackwork, weeknight service between Jamaica and Brooklyn will be temporarily reduced from three to two trains per hour beginning 9 PM westbound and 10 PM eastbound. However we'll be providing additional trains following select Barclays Center events to make sure their eventgoers have a comfortable ride home as well.
- Due to Amtrak trackwork, we're also adding some more PM Peak through service from Atlantic Terminal as both the 6:47 PM from Grand Central Madison to Wantagh and the 5:36 PM from Grand Central Madison to West Hempstead will be diverted to originate from Brooklyn.

Prior to all that - on February 20th, we added a Great Neck stop to the train originating from Little Neck at 8:20 AM in order to alleviate conditions on the 7:53 AM from Port Washington to Penn - another example of how real-time analysis can pay dividends for customers as long as the change is operationally feasible.

Again, these updated timetables come as the result of customer requests and the extensive analysis of ridership patterns we've been conducting since the opening of Grand Central Madison. The new schedules meet both operational and ridership needs and will result in additional through service to Brooklyn and more comfortable trips home following MSG events.

Here Comes Spring (Trackwork)

One of the main reasons we always cross our fingers that March weather will be more lamb than lion is that March is the month when much of our yearly state-of-good-repair proactive maintenance programs kick into gear once again – and next month is no exception.

With winter coming to an end, our Track Department has a full slate of grade crossing renewals scheduled for next month.

6

LIRR grade crossings to undergo rehab work in March

95.1%

total LIRR OTP in January

225

LIRR ticket buyers per qualifying UBS Arena event to win food/ beverage vouchers as part of new sweepstakes pilot



Long Island Rail Road

MESSAGE FROM THE PRESIDENT

The plan is to completely replace five crossings and begin work on a sixth. We will be replacing the crossing at Jackson Avenue in Syosset as well as two on the Montauk Branch and three east of Ronkonkoma.

Focus on Accessibility

Making our system 100% accessible one day is a vision shared by everyone at the Long Island Rail Road, and I recently had the pleasure of meeting with the LIRR ADA Task Force to discuss where we stand with projects and programs of particular interest to the ADA community.

At the February 6 meeting, Task Force advocates were given updates on the LIRR Care program as well as current and upcoming ADA station construction programs. In progress is the 9-station ADA improvements package whereby another 7 LIRR stations will receive elevators for the first time and 2 will receive replacements.

I also want to express my appreciation to MTA Chief Accessibility Officer Quemuel Arroyo, who announced to the group plans for an upcoming survey which, for the first time, will focus on the accessibility needs of our commuter rail passengers - all with the goal of improving our customer experience.

We want to ensure that the amazing system we're building is readily accessible to all, and we will continue to welcome an open dialogue with everyone who shares that focus.

Ride and Win with MTA & UBS

As if the savings, comfort and convenience wasn't incentive enough to take the Long Island Rail Road to a game or concert at UBS Arena, now there's another one...

The MTA and UBS Arena are piloting a program in the TrainTime app that rewards customers for taking the train to Elmont-UBS Station. For each qualifying event, UBS will randomly award \$20 electronic food and beverage vouchers to 225 lucky winners. The pilot phase of this opt-in sweepstakes began with the Stevie Nicks concert on February 14.

Good luck and, remember, the LIRR is the best way to get to UBS!



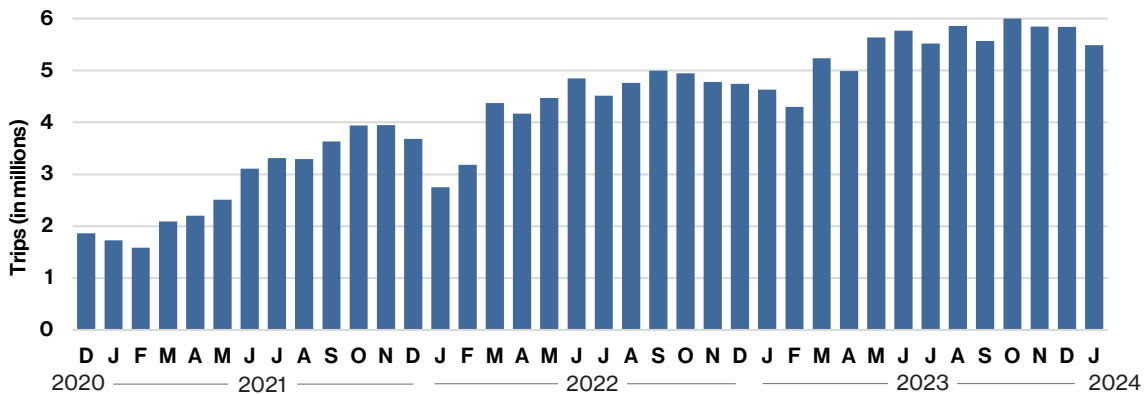


Long Island Rail Road

RIDERSHIP

Monthly Ridership

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



Data Review

The LIRR started the year with ridership growth, continuing the increasing trends of 2023. LIRR ridership grew when compared to the same month of the prior year. January 2024 ridership increased 16.8% compared to January 2023, representing 76.6% of January 2019. Commutation ridership increased 7.5% and Non-Commutation ridership increased 24.4%, marking the 5th consecutive month that Non-Commutation ridership surpassed the same month in 2019, exceeding it by 10.4%. Non-Commutation trips continue to drive the overall LIRR ridership growth indicating higher demand for off-peak travel. Year-to-date, ridership is 16.8% above 2023, representing 76.6% of the ridership compared to the same period in 2019.

The average weekday ridership in January 2024 decreased -7.1% compared to December 2023, which is expected as historically January ridership slows down following the holiday/leisure travel. The average weekend ridership decreased -22.5% with Saturdays decreasing -26.5% and Sundays decreasing -16.6% compared to last month, reflecting fewer people travelling on weekends following the December holidays.

Moving Forward

LIRR customers continue to take advantage of the GCM service. In January, GCM ridership reached 1,468,690 customers (based on load weigh data). Customers are shifting toward 34% share for trips to GCM and 66% share to Penn Station on weekdays, with higher concentration to GCM during Peak periods (37% GCM and 63% Penn). On weekends, 31% of the trips arrive at GCM and 69% arrive at Penn Station. Looking ahead, the overall LIRR ridership growth is expected to continue compared to the prior year with the Non-Commutation growth outpacing the Commutation growth.



FINANCIAL RESULTS

2024 Revenues & Expenses, January Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$50.3	\$48.7	(\$1.6)
Farebox Revenues	\$48.1	\$47.1	(\$1.0)
Other Revenues	\$2.2	\$1.6	(\$0.7)
Total Non-Reimbursable Expenses	\$163.8	\$163.2	\$0.6
Labor Expenses	\$125.5	\$126.8	(\$1.3)
Non-Labor Expenses	\$38.3	\$36.4	\$1.9
Non Cash Liabilities	\$41.4	\$44.1	(\$2.7)
Net Surplus /(Deficit) - Accrued	(\$155.0)	(\$158.6)	(\$3.7)

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,946	6,987	(41)
Reimbursable	1,077	819	259
Total Positions	8,024	7,806	218

Data Review

In January, farebox revenue was \$1.0 million lower than the forecast due to lower yield per passenger, partially offset by higher-than-expected ridership.

Labor expenses are higher than the forecast by \$1.3 million due to higher overtime and the timing of pension, partially offset by lower payroll and associated fringe. At the end of January, there were 218 vacancies compared to the forecast.

Non-labor expenses are lower than the forecast by \$1.9 million, driven by the timing of material usage, partially offset by professional service contracts.

Moving Forward

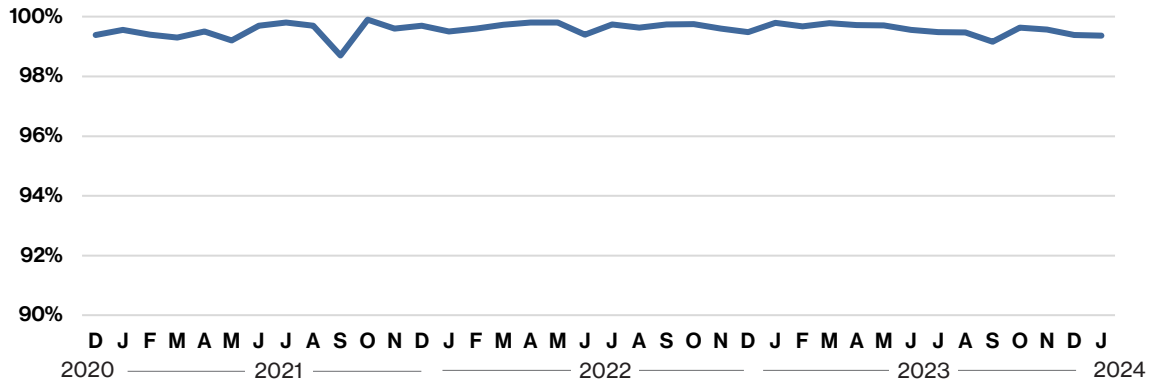
We are aggressively moving forward to fill all vacancies at LIRR. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

Long Island Rail Road

PERFORMANCE

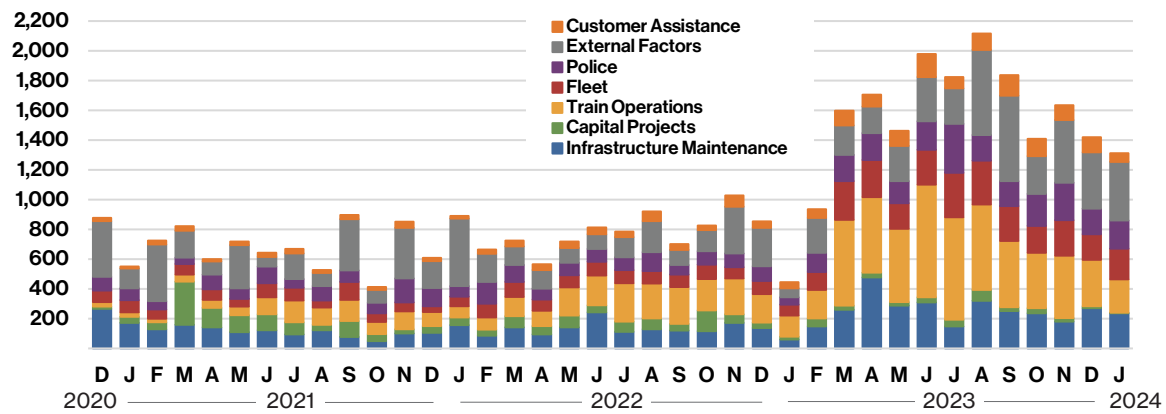
Service Delivered

The share of scheduled train trips completed



Delays by Type

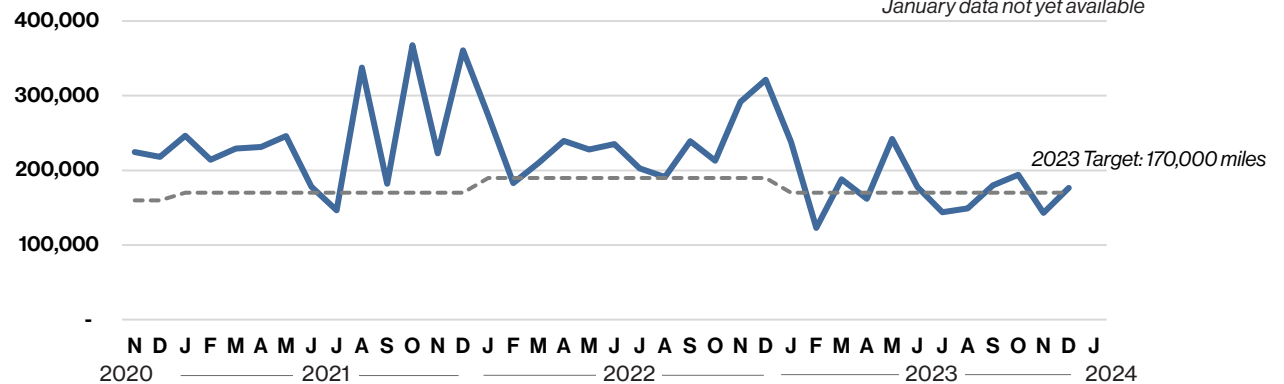
The number of delayed trains by type of delay



Mean Distance Between Failures

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

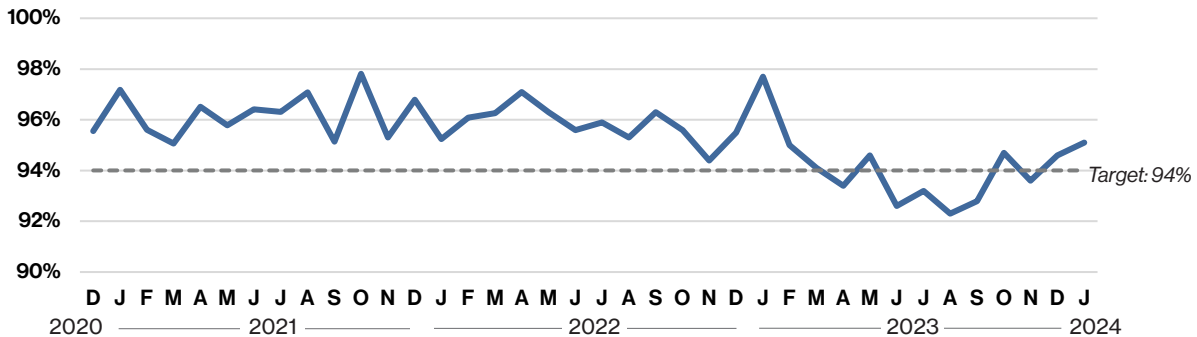
January data not yet available



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	99.1%	Montauk	94.0%
Babylon	93.4%	Oyster Bay	94.5%
Far Rockaway	96.5%	Port Jefferson	92.0%
Hempstead	95.2%	Port Washington	99.1%
Huntington	92.4%	Ronkonkoma	94.5%
Long Beach	91.4%	West Hempstead	96.0%

Data Review

In January, OTP was 95.1%, above the goal of 94%. 7 out of 12 branches operated at or above goal: Atlantic, Montauk, Oyster Bay, Port Jefferson, Port Washington, Ronkonkoma, and West Hempstead.

Twenty-one incidents this month resulted in ten or more late, cancelled, or terminated trains. The most significant event was a snowstorm that occurred January 17 and caused 67 late trains, delayed our customers an average of 22 minutes, and reduced monthly OTP by less than 1 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 176,622 miles in December, exceeding the target of 170,000 miles.

Moving Forward

In March, LIRR will implement schedule changes, some of which support LIRR's ongoing operational changes. An additional Long Beach train in the morning peak will provide though service to Atlantic Terminal. Plus, following sporting events and concerts at Madison Square Garden, Penn Station will have an additional Ronkonkoma Branch and Babylon Branch train to account for the extra customers leaving Manhattan.

Phase 2 of Jamaica Capacity Improvements Underway



Crews prepare the area around Jamaica Station to make way for capacity improvements.

This month, LIRR and MTA Construction & Development are working to complete Phase 2 of the Jamaica Capacity Improvements (JCI) project, which is expanding capacity at Hall Interlocking next to Jamaica Station.

The first stage of Phase 2 facilitates a new connection between two tracks that currently terminate immediately east of Jamaica Station. LIRR Force Account and the Design-Build team will perform structural, civil, and track construction to prepare for the extension of the two new parallel through-tracks east of Jamaica Station, ultimately connecting them to the Montauk and Main Line Branches via a new rail bridge over 150 Street. The new bridge will be fabricated and delivered in segments that will be stitched together onsite over several weeks. Constructing the new bridge is a complicated effort, as the site of the new bridge runs through a narrow corridor with multiple active LIRR tracks on either sides with varying elevations.

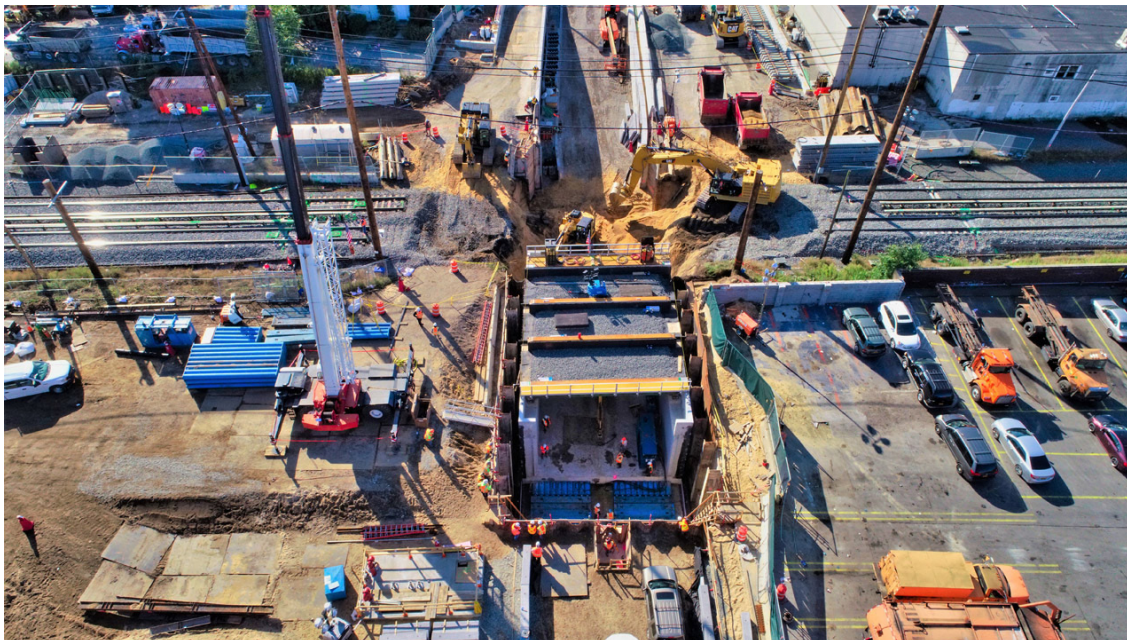
Once Phase 2 and future JCI stages are completed, passengers will benefit from greater operational flexibility, with more platforms that are available for both eastbound and westbound Main Line tracks. Additionally, JCI will create more direct routes from Main Line tracks to Jamaica platforms with fewer switches, resulting in less train traffic. This work will also eliminate conflicts between the Main Line and Atlantic Branch, further increasing train speed and capacity.

CUSTOMERS & COMMUNITIES

Working With Our Partners On or Near LIRR Property

Construction projects are tricky and there are many different things which can occur over a project's lifespan that lead to unforeseen consequences or expenses. This is, however, even more true when working adjacent to LIRR right-of-way. Because of the many regulations which govern safe train movement and operations, working adjacent to or on our property can be a complicated endeavor. For that reason, we strongly encourage municipalities, contractors and developers who are seeking to initiate projects near or on our property to reach out to us as early as possible in their process to determine what impacts there may be to their work and allow us to provide comments on their designs or plans. This can help prevent costs increasing later in a project and unnecessary delays.

As part of our review, we will ensure that our operations, infrastructure and underground utilities are not disturbed or compromised and that our employees and the riding public are safe. You can visit our website, which has all the relevant details and will help streamline the process. The website also provides comprehensive information to facilitate efficient coordination between municipalities and the LIRR, ensuring compliance with safety regulations and minimizing potential disruptions to project and railway operations. By leveraging these resources, municipalities can simplify the permitting process, enhance safety compliance, foster productive partnerships with the LIRR and ensure the successful execution of construction projects.



Overhead view of construction at the School Street underpass on the LIRR Main Line.

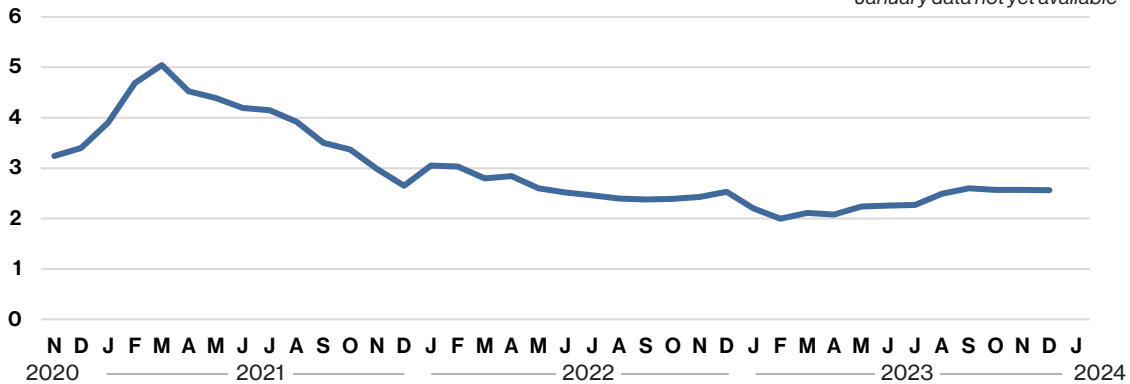
Long Island Rail Road

SAFETY & SECURITY

Customer Accident Rate

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

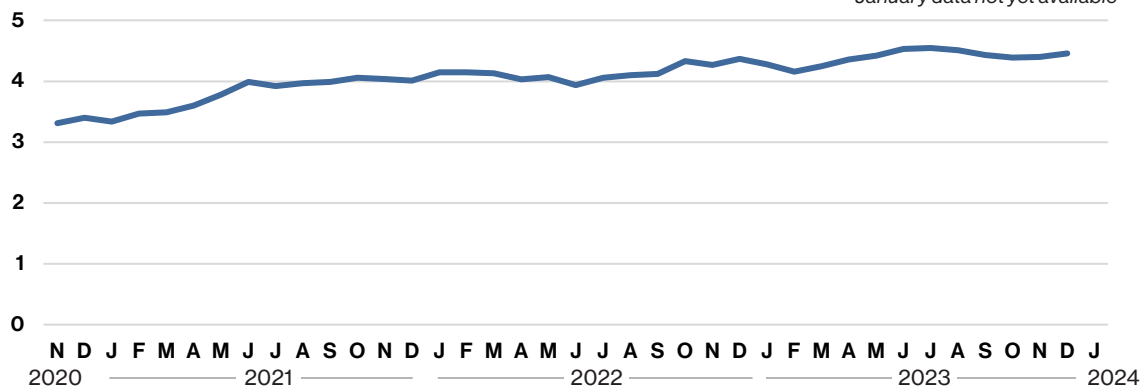
January data not yet available



Employee Lost Time Accident Rate

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

January data not yet available



Data Review

The reportable customer injury rate increased from 2.53 to 2.56 per one million customers in the current 12-month reporting period, January 2023 through December 2023, compared to the prior 12 months. The reportable employee lost time injury rate increased from 4.37 to 4.46 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

For over 20 years, LIRR Corporate Safety and Employee Training Departments have attended the Long Island Fire/EMS Expo, highlighting our free emergency responder training and TRACKS Community Education and Outreach Program. Held at the beginning of February, we reached over 6,100 participants. On the employee front, soft tissue injuries are the largest category of injury sustained by LIRR employees. With the goal of identifying strategies to reduce the risk of injuries, Corporate Safety's Occupational Safety Division, working in partnership with the Transportation Department and Labor, engaged a third party ergonomist to complete a study of eleven tasks performed by Conductors and Engineers.

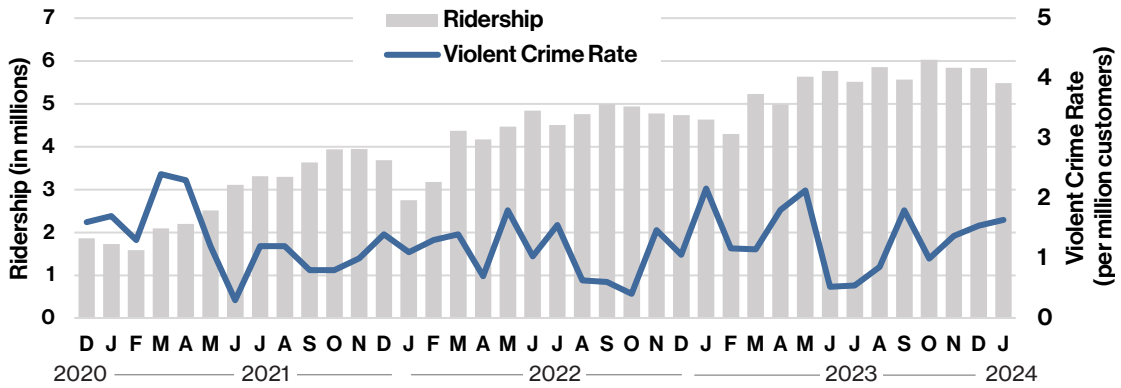


SAFETY & SECURITY

Major Crimes Against Customers

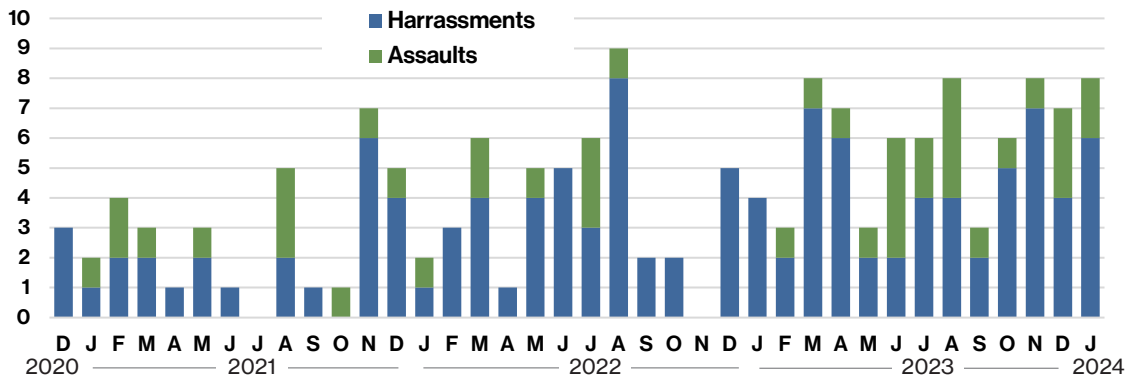
The rate of all violent crimes (murder, rape, robbery, felony assault, grand larceny) against customers, per million customers

January data subject to change



Assaults and Harassments Against Employees

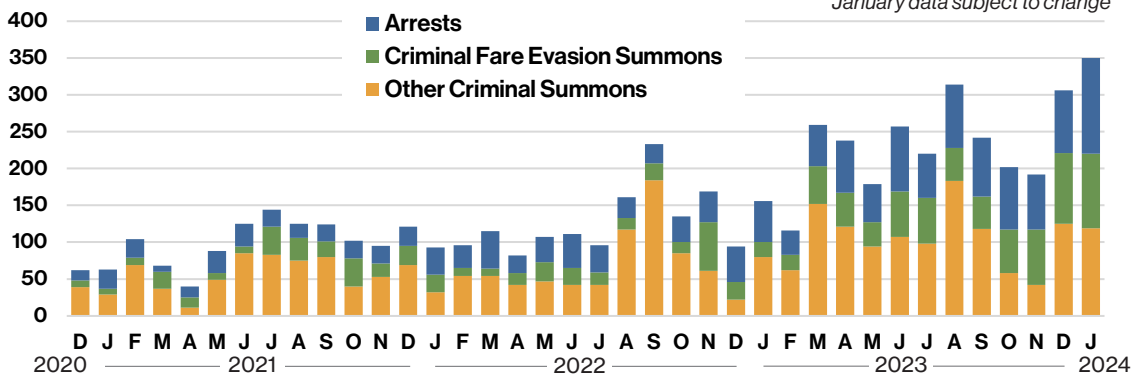
The number of assaults and harassments against LIRR and MTA Police Department employees, per NYS criminal law



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

January 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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