

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

March 2024

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In February, MTA announced that the Purdy's Metro-North Station, already accessible with two elevators, had been made fully accessible with the opening of a new elevator and connecting sidewalk. This is the third Metro-North station to be made accessible in 2024 alone. MTA officials were joined by transit advocates, elected officials, and Metro-North employees to celebrate this major milestone.

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

2 Broadway • New York, NY 10004
March 25, 2024

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





LONG ISLAND RAIL ROAD



Long Island Rail Road

MESSAGE FROM THE PRESIDENT



Rob Free
Acting President, Long Island Rail Road

On Ridership & Performance

Last month, I detailed our 2024 organizational goals for the Long Island Rail Road. They are, in short:

- Operate safe service
- Improve the customer experience
- Build a better railroad
- Run an efficient railroad
- Energize and develop our workforce

I'm happy to report that we're off to a flying start in those areas. Beginning with performance...

- February's OTP of 96.3% was the best mark the Railroad has posted for the month of February since 2012.
- Both total AM and PM peaks for the month topped 95% and our OTP on weekend trains hit 97% for the month.

The fact that we hit these marks after 6,400 more trains were added to the schedule each month is a source of pride for us.

On top of the historic level of service that accompanied the opening of Grand Central Madison, there was snow, ice, freezing temps and other wintertime variables with which you normally contend in February – including a major winter storm on February 13.

Our customers would be amazed at how much work and attention to detail goes into making sure that the hundreds of daily trains run on time – and all of the credit for these great numbers goes to our diligent and dedicated employees.

February ridership was up almost 22% compared to February 2023 and represented 18.5% of the same month in 2019. It's clear that our service territory is increasingly making the LIRR its choice for off peak travel as non-commutation trips continue to drive the overall ridership growth, once again surpassing the same month in 2019 - this time by 17.1%, the largest margin yet.

March ridership is looking strong at this point, again driven by solid off-peak boarding helped by St. Pat's extra service to



Manhattan for the big parade on the 16th, to Montauk for their parade, and a big sports month at our local arenas - including the Big East basketball tournament at MSG and the first two rounds of the NCAA Tournament at Barclays Center.

On March 19th, we saw the highest AM peak ridership to Grand Central Madison so far (based on load weight). It was also the first of two straight days with a 60/40 Penn/GCM ridership split.

Also, the annual report measuring systemwide elevator and escalator availability has been released. There's much detail in the document itself but I'm happy to report that the LIRR once again achieved high marks in this regard:

- A total overall 2023 escalator availability of 96.4% over the entire system
- Total 2023 elevator availability was 99.3%

Those numbers don't just happen – they are the result of timely and continuous maintenance on the part of our Engineering Department – especially on those units that are at, or approaching, the end of their useful life span. Kudos to all involved and keep up the fine work!

Celebrating our Workforce

Having started my LIRR career as a Station Cleaner almost 32 years ago, I'm no stranger to an orange safety coat. And on March 18th, I was afforded the chance to relive those days and tidy up around Jamaica Station. It felt great to put on the uniform once again and I look back at the time I spent in Stations all those years ago with great pride.

It was all in celebration of National Transit Employee Appreciation Day. Prior to an MTA-wide event at Grand Central, Chairman Janno Lieber and my fellow agency heads also commemorated the day in similar fashion - trying-out other jobs as a show of appreciation for the unending dedication of our workforce.

The Long Island Rail Road has over 7,800 employees - and though most of them perform their jobs away from the public

99.3%

total elevator availability for LIRR in 2023

96.3%

total on-time performance for February — the best February since 2012

17.1%

increase in February non-commutation ridership over the same month in 2019 — the largest such margin yet

Long Island Rail Road

MESSAGE FROM THE PRESIDENT

eye, their work is of vital and equal importance to our success as an organization.

Not only do our employees operate and maintain the busiest commuter railroad in North America, they are responsible for the safety of millions of people a year - and are also tasked with providing reliable, high-volume service and an excellent overall customer experience.

I want each and every Long Island Rail Road employee to know how much we honor and appreciate their hard work and can-do attitude – and also that their efforts have far-reaching effects on the economy of our vast region. Thank you one and all...not only today but every day.

FOCUS on Safety

One of the best ways to show employees how much you appreciate them is by helping to keep them safe - and so on March 14, I, along with senior leadership, met with Maintenance of Equipment and Engineering Department employees in the Morris Park Locomotive Shop.

The occasion was Safety FOCUS Day - a dedicated period of time for managers to engage with employees to learn more about the safety-related issues they experience in the field.

I loved meeting with our crews and conversations like these serve to remind our workforce that a commitment to safe practices is vital to their lives, those of their co-workers, and to their families.

SOGR on the West Side

A major state of good repair effort took place in Manhattan over the winter as the Engineering Department replaced six “slip” switches in West Side Yard. Overall, a total of nine new slip switches were installed in the Yard over the past three years. All of the new switches incorporate an updated design that replaced the moveable frog with a rigid frog, thus reducing the number of switch mechanisms on each slip switch from three to two.

In 2023, “switch trouble” was a leading cause of delays. Renewing these critical switches and reducing the number of mechanisms required to operate a slip switch is one example of what the LIRR is doing to reduce delays and improve OTP.

St. Albans ADA Work Begins

St. Albans customers have some major positive changes in store. For six weekends beginning April 6 and 7, we'll be conducting Phase 1 of a comprehensive ADA station upgrade program at this location. Phase 2 construction will begin in the fall.

Upon completion, St. Albans customers will enjoy a station elevator for the first time, along with:



- a reconstructed pedestrian tunnel
- new HelpPoint emergency kiosks
- enhanced security and communication systems
- upgrades to lighting, parking, sidewalks, staircases & more.

Busing will be in place during the weekend outages.

Also, on the last two weekends in April, buses will replace trains on the Hempstead Branch between Bellerose and Hempstead as we replace bridge timbers in Garden City.

All affected customers should check the TrainTime app or mta.info for schedules and travel info.

An Empowering Event

As the father of three daughters, the importance of Women's History Month really hits home with me and I was beyond proud to join agency and enterprise leadership at the MTA's Empower Women Event & Awards on March 20.

Just as I want my daughters to reach their fullest potential, we honored several women within our own MTA family for the leadership they exhibit in helping their fellow employees reach theirs.

That day, four dynamic women of the LIRR were honored for empowering their colleagues, and they are:

- Karlene Mayerhofer - Corporate Safety
- Nadia Pinheiro - Stations
- Christina Cosgriff - Transportation
- Sharda Kalladeen - Training

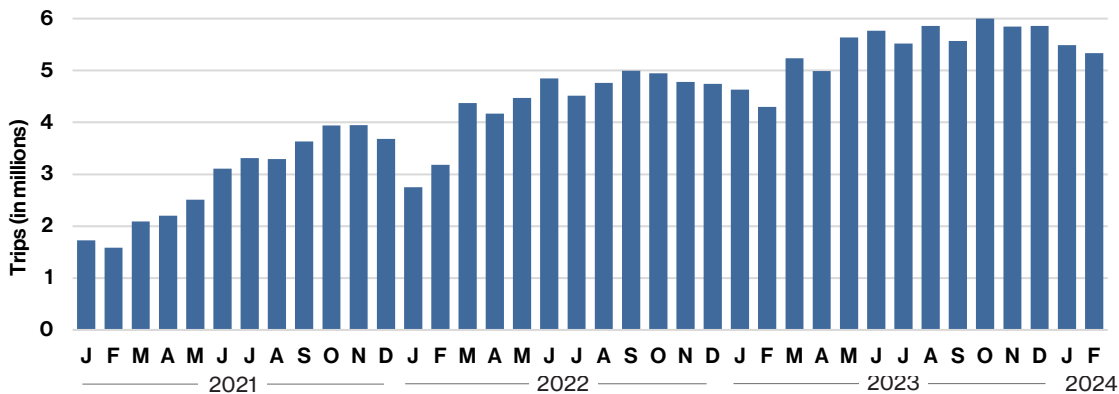
Congratulations to all the honorees and let's keep the spirit of Women's History Month alive all year long as we seek to empower the inspirational women of the MTA.

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 grew when compared to the same month of the prior year. February 2024 ridership increased 21.9% compared to February 2023, representing 81.5% of February 2019. Commutation ridership increased 10.1% and non-commutation ridership increased 31.7%, marking the sixth consecutive month that non-commutation ridership surpassed the same month in 2019, reaching the highest percentage of 17.1%. Non-commutation trips continue to drive the overall ridership growth indicating higher demand for off-peak travel. Year-to-date, ridership is 19.3% above 2023, representing 78.9% of the ridership compared to the same period in 2019.

The average weekday ridership in February 2024 increased +4.9% compared to January 2024. The average weekend ridership increased +9.8% with Saturdays increasing +8.3% and Sundays increasing +11.7% compared to last month, reflecting more people travelling on weekends following the first month of the year.

Moving Forward

LIRR customers continue to take advantage of the Grand Central Madison (GCM) service. In February, GCM ridership reached 1,421,278 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, 33% of the trips arrive at GCM and 67% arrive at Penn Station. NYC sports games (i.e., NY Rangers vs. NY Islanders at MetLife stadium) and events at local venues (concerts, expos) continue to bring additional ridership. The overall LIRR ridership growth is expected to continue with the non-commutation growth outpacing the commutation growth.



FINANCIAL RESULTS

2024 Revenues & Expenses, February Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$99.5	\$99.9	\$0.5
Farebox Revenues	\$94.9	\$93.2	(\$1.8)
Other Revenues	\$4.5	\$6.8	\$2.3
Total Non-Reimbursable Expenses	\$325.6	\$324.3	\$1.3
Labor Expenses	\$247.4	\$246.5	\$0.9
Non-Labor Expenses	\$78.2	\$77.9	\$0.4
Non Cash Liabilities	\$82.9	\$88.5	(\$5.6)
Net Surplus /(Deficit) - Accrued	(\$309.0)	(\$312.9)	(\$3.9)

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,964	7,032	(67)
Reimbursable	1,059	805	254
Total Positions	8,024	7,837	187

Data Review

Through February, farebox revenue was \$1.8 million lower than the budget due to lower yield per passenger, partially offset by higher-than-expected ridership.

Labor expenses are lower than the budget by \$0.9 million due to lower payroll and associated fringe, partially offset by higher overtime and the timing of pension. At the end of February, there were 187 vacancies compared to the budget.

Non-labor expenses are lower than the budget by \$0.4 million, driven by the timing of material usage, and electric expenses, partially offset by the timing of maintenance and other operating contracts and professional service contracts.

Moving Forward

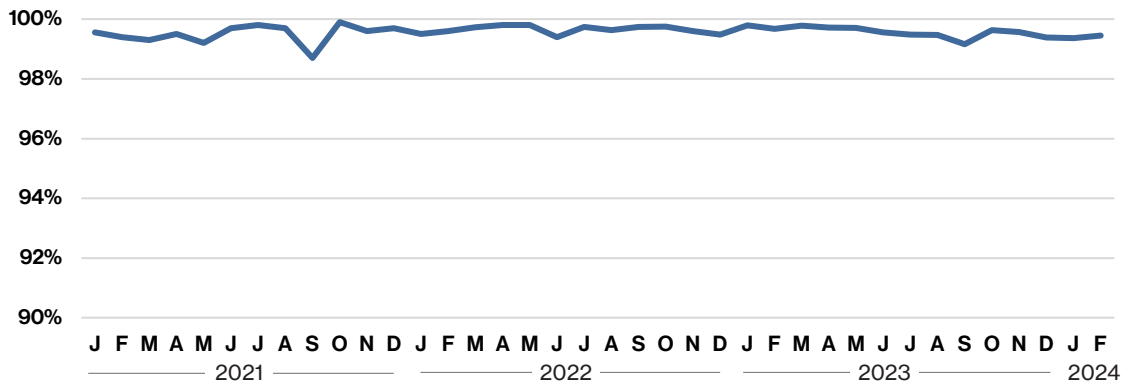
We are aggressively moving forward to fill all vacancies at LIRR. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

Long Island Rail Road

PERFORMANCE

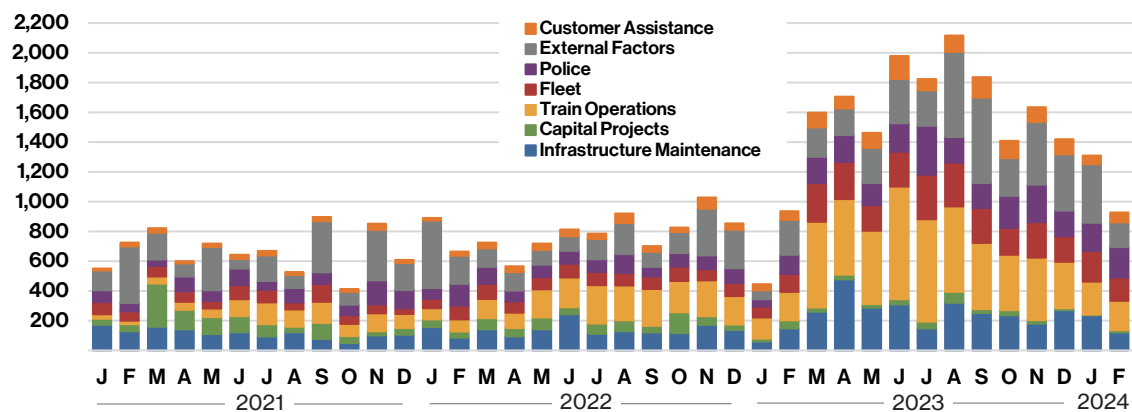
Service Delivered

The share of scheduled train trips completed



Delays by Type

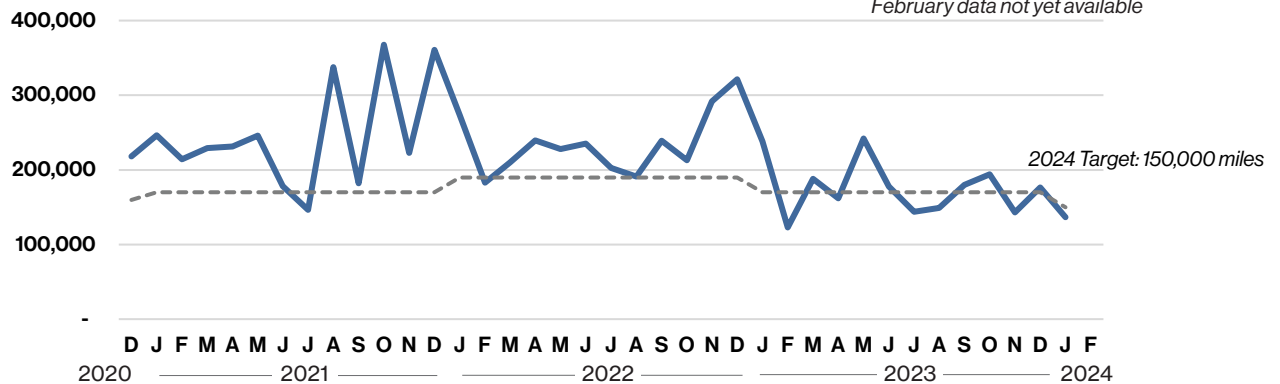
The number of delayed trains by type of delay



Mean Distance Between Failures

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

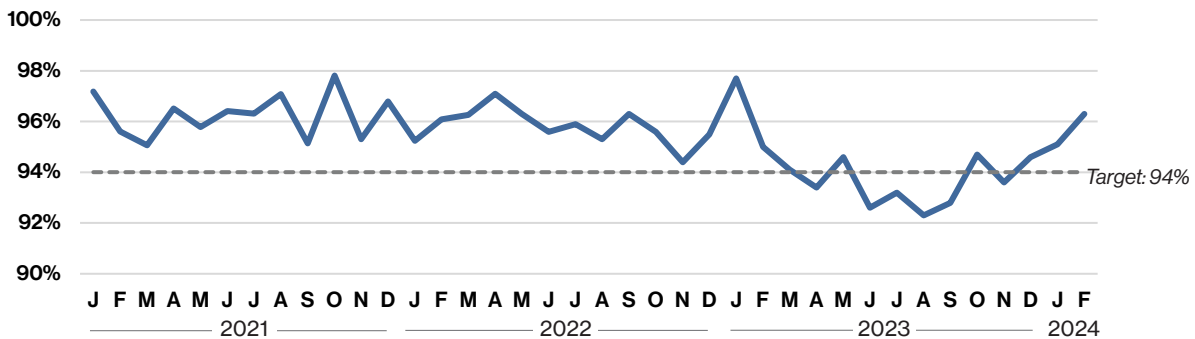
February data not yet available



PERFORMANCE

On-Time Performance

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



On-Time Performance, by Branch

Atlantic	98.0%	Montauk	94.2%
Babylon	95.5%	Oyster Bay	95.9%
Far Rockaway	96.7%	Port Jefferson	96.1%
Hempstead	96.0%	Port Washington	98.8%
Huntington	94.5%	Ronkonkoma	96.2%
Long Beach	94.6%	West Hempstead	97.5%

Data Review

In February, on-time performance (OTP) was 96.3%, above the goal of 94%. 2024 year-to-date OTP is 95.7% which is slightly below goal. Ten out of twelve branches operated at or above goal: Babylon, Atlantic, Far Rockaway, Huntington, Montauk, Oyster Bay, Port Jefferson, Port Washington, Ronkonkoma, and West Hempstead. Year to date, those same branches also met the OTP goal.

Ten incidents this month resulted in ten or more late, cancelled, or terminated trains. The most significant event occurred on February 22, caused by downed wires down west of East New York. The event caused 41 late trains 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 136,722 miles in January, trailing the target of 150,000 miles.

Moving Forward

For various weekends at the end of March through April, there will be schedule adjustments in effect between Ronkonkoma and Greenport and on the Montauk branch for railroad crossing renewals. These improvements provide a smoother transition for vehicle traffic and keeps our infrastructure in a state of good repair.

MTA Upgrades Critical Power Infrastructure in Jamaica



Illustrative rendering of the upgraded Jamaica Substation in Richmond Hill, NY

This month, LIRR and MTA Construction & Development is replacing and upgrading the existing Jamaica Substation in Richmond Hill, New York. This substation has reached the end of its useful life, and this state of good repair project is a top priority. The substation is located near Jamaica Station in an area of the LIRR system with dense volumes of train traffic that place a greater demand on the traction power system. This replacement will receive technological upgrades that will help it sustain the increased loads resulting from the opening of Grand Central Madison and Jamaica Capacity Improvements.

To expedite delivery and substation activation, the Design-Build firm will fabricate and deliver a new 3-story, 3-lineup prefabricated modular substation building in sections. These sections house pre-installed power components and equipment and will be assembled on new foundations near the old substation. In order to fully replace the substation, the project team must demolish and reconstruct a large retaining wall within the small yard. The access road within the yard will also be reconstructed to allow the delivery of the prefabricated building sections and construction materials.

To keep LIRR service running while construction is underway, the old substation will be demolished and removed only after the new substation has been fully tested and becomes operational. In addition to the substation building itself, the LIRR is also installing new transformers outside the modular buildings as well as adding a new Con Edison feeder cable and relocating two existing feeders. The project's Design-Build construction started in December 2022, and the project is slated for completion in October 2025.

CUSTOMERS & COMMUNITIES

Accessibility and Station Projects Begin in Seven Communities

Our stations are a reflection of the communities we serve and, in many cases, embody their unique character. When we have plans to modify our stations, whether the project is big or small, we dedicate a significant amount of time meeting with elected officials, municipalities, civic associations and other interested stakeholders. To name a few, this includes meetings with New York State Representatives, City Councilmembers, Community Boards, Town/City/County agencies and residents in the vicinity of our stations.

This kind of outreach is especially important in the early stages of these projects, so that we can gather input from the community and work to incorporate as many of their suggestions into the designs as possible. As we begin a series of ADA and station projects in Queens, Nassau and Suffolk Counties, we have been meeting with a number of the aforementioned groups in the communities surrounding the following stations:

- Forest Hills
- Hollis
- Laurelton
- Locust Manor
- St. Albans
- Mastic Shirley
- Valley Stream

Soliciting input from these communities' in our projects and keeping them informed is a testament to our commitment to create a transportation network that not only moves people safely and quickly from one point to another, but also reflects the individual character of the communities we serve.



Illustrative rendering of the upgraded St. Albans LIRR Station in Queens.

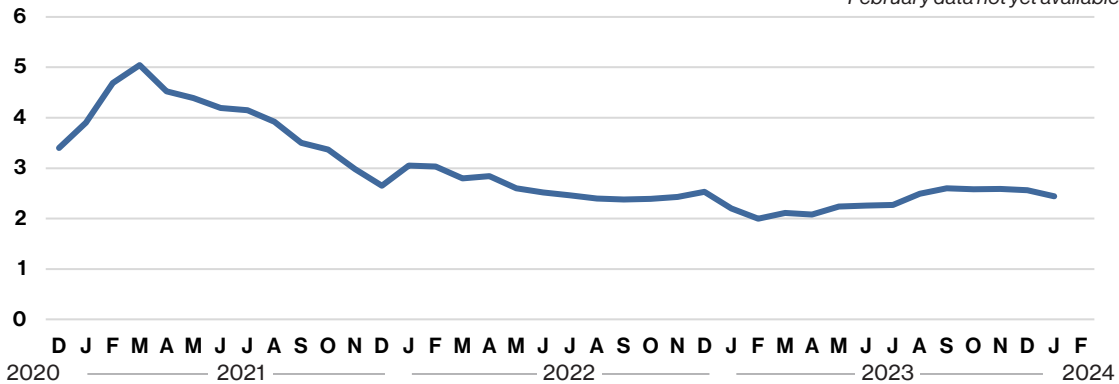
Long Island Rail Road

SAFETY & SECURITY

Customer Accident Rate

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

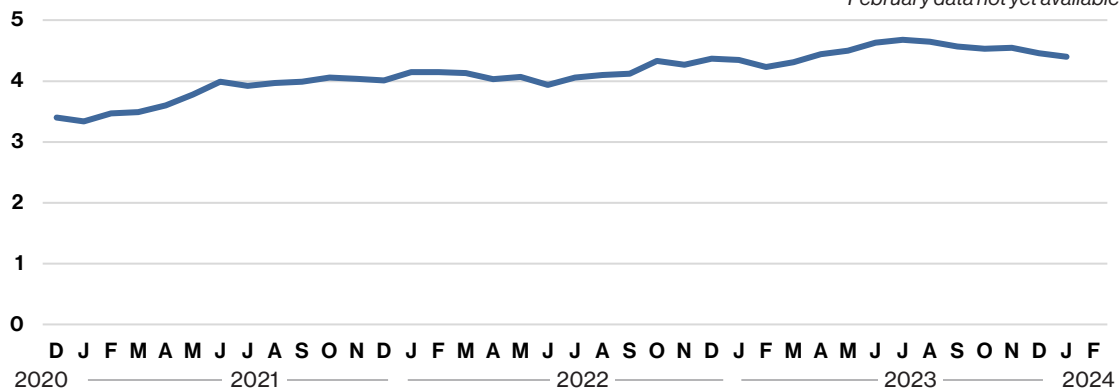
February data not yet available



Employee Lost Time Accident Rate

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

February data not yet available



Data Review

The reportable customer injury rate increased from 2.20 to 2.44 per one million customers in the current 12-month reporting period, February 2023 through January 2024, compared to the prior 12 months. The reportable employee lost time injury rate increased from 4.35 to 4.40 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

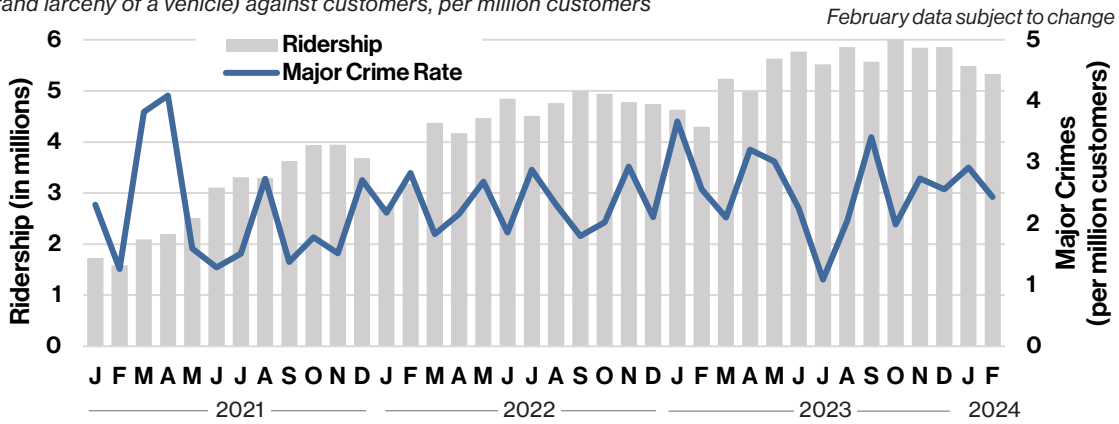
LIRR conducted our quarterly Safety Focus Day on March 14. Safety FOCUS is a designated period of time for supervisors and front-line employees to discuss the value of safety without distraction or competing priorities. LIRR President Rob Free met with field personnel in Morris Park Yard to gauge how they are experiencing safety. Also, LIRR conducted our first Customer Safety Day Event on Monday, March 25 in Grand Central Station. We were joined by our partners from Metro-North, NYC Transit, and other MTA groups. The event helps showcase behaviors and best practices for customers while they traverse LIRR property.



SAFETY & SECURITY

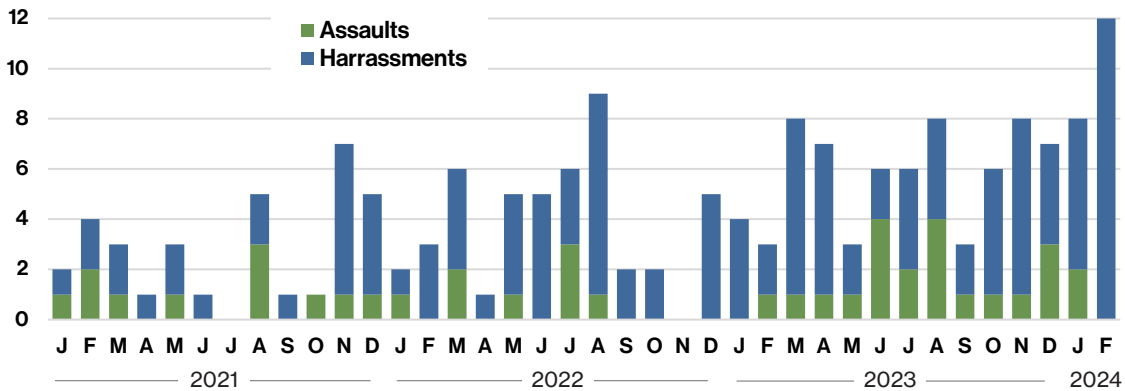
Major Crimes Against Customers

The rate of all major crimes (burglary, murder, rape, robbery, felony assault, grand larceny, grand larceny of a vehicle) against customers, per million customers



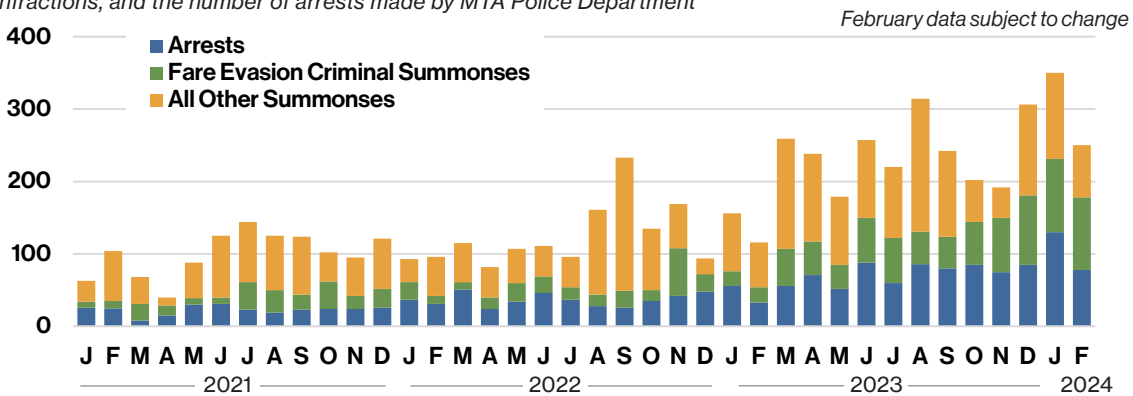
Assaults and Harassments Against Employees

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



TIME	DESTINATION	TK	ETA
11:54	Grand Central	3	11:54
12:08	Albany-Renss	13	12:08
12:38	Poughkeepsie	3	12:38

METRO-NORTH RAILROAD

TK	ETA
11:54	11:54
12:08	12:08
12:38	12:38





Metro-
Railroad

Sit Next
Lock Down

Metro-North Railroad

MESSAGE FROM THE PRESIDENT



Cathy Rinaldi
President, Metro-North Railroad

On Time Performance Shines as Work Gets Done

In February, Metro-North Railroad closed out the month with the highest on-time performance in our 41 year history, with 99.3% of trains arriving at their destination on time. In March, the success continued, as we delivered 100% on-time performance on Saturday, March 9, Sunday, March 10, and Sunday, March 17th. This level of service reliability was accomplished at the same time as the railroad was progressing complicated track and signal projects, including a diamond crossover replacement in the Terminal, CP 4, 5, and 6 signal work, and the Garrison track raising project, all of which are described in greater detail below.

February 2024 saw ridership improve by 15% over 2023. In March, ridership has started to rebound from the seasonal winter lull. Work week averages once again have been exceeding 200,000 riders daily, and numbers saw nice boosts from St. Patrick's Day and the Big East Basketball Tournament.

Diamond Crossover

In January, 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 (PAT) to any platform within GCT. These switches have been in service since 2000 and were in need of replacement. Crews are working around the clock weekends on the upper-level Park Avenue Tunnel, and the projected is expected to conclude by the end of the month

CP 4, 5, and 6 Upgrades

CP 4, CP 5 and CP 6 oversee critical junctions where the Harlem Line intersects with the Hudson Line. Previously, these control points were managed from a central location using a fifty-year-old outdated analog system known as "DATATRAN." A significant upgrade project was initiated to address reliability issues and modernize operations. The project included separating CPs 4, 5, 6, and 106 from the central control and introducing redundancy into the system to prevent single points of failure. This entails transitioning to a modern infrastructure featuring ethernet fiber optic-DWDM-based signal and



communication equipment alongside micro-processor-driven control systems. By decentralizing control and implementing autonomous operation for each CP, the upgrade aims to enhance system reliability and resilience.

Garrison Track Raise

To address the increasing challenges posed by tidal and storm surges on the Upper Hudson line, our Engineering Department has launched an ambitious project to elevate two tracks north of Garrison station. The project entails delivering over 400 tons of stone to the site, and utilizing work trains and high rail-equipped dump trucks to dump stone at the location. Our specialized track surfacing and stabilization process, which involves raising and stabilizing the track bed through meticulous efforts, has already made significant progress. We have been depositing between 9 to 12 trucks of ballast nightly, achieving an elevation increase of 10 to 12 inches for Track 2. Ultimately, we expect to be able to elevate the track by 18 inches above its original level.

The benefits of this proactive measure were demonstrated during the tidal surge event on the weekend of March 9th and 10th. Historically, such surges have resulted in service disruptions in this area, but thanks to our elevated infrastructure, we were able to maintain 100% on-time performance that weekend in part due to the work of the Engineering team and support from other operating departments.

Penn Central Pride: Metro-North's 4th Locomotive Rides the Hudson

On March 11, we launched the latest in our Heritage Wrap Series, unveiling our fourth locomotive train wrap, which is a tribute to the Penn Central Railroad Corporation.

Our heritage wrap series recognizes forty years of dedicated Metro-North service to our region. This latest addition, paying homage to Penn Central, displays our deep-rooted appreciation

99.3%

on-time performance
in February — an all-
time record

10 - 12 in

of track elevation
increase at Garrison

1st

C3RS symposium
hosted by Metro-
North

Metro-North Railroad

MESSAGE FROM THE PRESIDENT

for our history and the contributions of all who have been part of our journey.

Career Discovery Week

Metro-North recently participated in the Partnership for NYC's "Career Discovery Week," an event introducing young students to various career opportunities at the railroad. On Tuesday, March 5, we welcomed twenty-two 10th to 12th-grade students from the Bronx Design and Construction Academy.

These students are enrolled in the high school's career and technical education program, learning skills to pursue careers as electricians, HVAC system maintainers, and other technical positions.

The day kicked off with the students commuting to Grand Central Terminal via Metro-North, which, for many of them, was their first time on the train from the Melrose Station. They had the opportunity to ask questions of the Metro-North team as well as MTA Chairman and CEO Janno Lieber and gained a deeper understanding of potential career paths from the Metro-North Operations Training Department and the MTA People Organization/Talent Acquisition. The students toured Metro-North's facilities, including the sheet metal electrical shop, boiler room, and M7 rail car equipment.

The First C3Rs Symposium

Metro-North achieved a significant milestone in March by hosting the first Confidential Close Call Reporting System (C3RS) Symposium. A central objective of this event was to drive discussions on the evolution of C3RS, utilizing Metro-North's implementation and processes as a guiding framework for future initiatives.

At its core, the symposium facilitated the exchange of insights among reporting agencies, particularly emphasizing sharing best practices associated with C3RS. The primary objectives were clear:

- Foster collaboration and knowledge exchange within the transportation sector.
- Highlight the importance of clear communication, trust-building, standardized processes, and robust leadership support.
- Strengthen collaboration among C3RS Peer Review Teams.

Representatives from Amtrak, LIRR, NJT, Metra (Chicago), Coaster (North County Transit-San Diego), SEPTA, and Union Pacific Railroad attended this event. Participants also included the Volpe Center, FRA, NASA, the Short Line Safety Institute (SLSI), and Transportation Safety Institute (TSI). Additionally, union officials from the Association of Commuter Rail Employees, the Brotherhood of Locomotive Engineers, and Teamsters enriched the symposium's discussions.

The success of the inaugural symposium has laid the groundwork for its transformation into an annual event. With each subsequent symposium, we anticipate increased participation and deeper collaboration, solidifying the foundation for advancing the goals and efficacy of the C3RS program.





Ticket Office

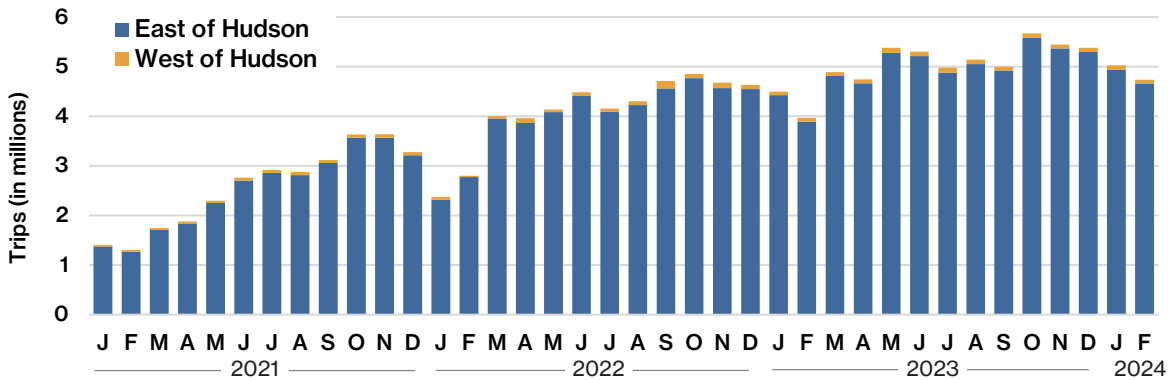
↑ Exit To Main St.
Hamilton A

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 February 2024 ridership of 4.71 million decreased 5.9% from January, the result of two fewer days in the month. Average weekday ridership was essentially flat, up 0.6%, but average weekend ridership rose 10.9% from January due to better weekend weather; as a result, last month’s ridership represented 76.0% of February 2019, the second-best recovery month since the pandemic.

Metro-North ridership in February rose 14.7% compared to February 2023, an increase of 2.9% from January’s 2023-2024 comparison. Average weekday ridership of 192,240 was 16.5% higher than February 2023, standing at 71.4% of February 2019 weekday ridership; Tuesday-Thursday ridership was 14.3% higher than February 2023 with a 72.9% share of February 2019. Average weekend ridership was 18.1% higher than in February 2023 and represented 79.2% of February 2019.

With fewer days in the month, total commutation ticket ridership was down 8.1 % from January; the drop on a daily basis was only 3.6%; trips on commutation and peak single tickets decreased slightly less, by 7.9% for the month and 3.3% on a weekday basis. Commutation’s share of total rides dropped slightly to 39.4% from 40.3%.

Moving Forward

February’s modest increase in daily ridership from January followed historical patterns but, looking ahead, the patterns diverge. In the pre-pandemic years, ridership would recover modestly in March but, since 2021, each March has seen significant ridership growth due to the arrival of vaccines, the waning of the Omicron variant, and increased return to work initiatives. At mid-month, March 2024 appears to be following the pre-pandemic pattern.



FINANCIAL RESULTS

2024 Revenues & Expenses, February Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$90.2	\$99.8	\$9.6
Farebox Revenues	\$84.3	\$90.6	\$6.3
Other Revenues	\$5.9	\$9.3	\$3.3
Total Non-Reimbursable Expenses	\$256.1	\$275.0	(\$18.9)
Labor Expenses	\$178.6	\$204.8	(\$26.2)
Non-Labor Expenses	\$77.5	\$70.2	\$7.2
Non Cash Liabilities	\$49.4	\$52.6	(\$3.2)
Net Surplus /(Deficit) - Accrued	(\$215.2)	(\$227.8)	(\$12.5)

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	5,848	6,113	(265)
Reimbursable	656	454	202
Total Positions	6,504	6,567	(63)

Data Review

Through February, farebox revenue was \$6.3 million higher than the budget due to higher ridership across all East of Hudson lines. Metro-North Railroad ridership through year-to-date February is 25.6% 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 \$26.2 million due to higher payroll, overtime, employee claims, and lower capital overhead recoveries. At the end of February, the paid headcount was 63 higher than forecasted and reflects 561 vacancies against the year-end authorized headcount.

Non-labor expenses are favorable to the budget by \$7.2 million, driven primarily by lower energy expenses.

Moving Forward

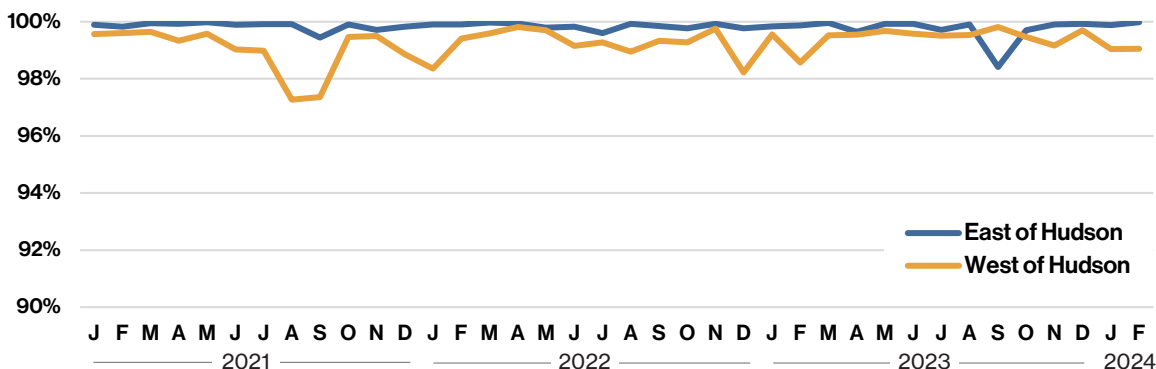
We are focused on growing staff to budgeted targets across all crafts. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

Metro-North Railroad

PERFORMANCE

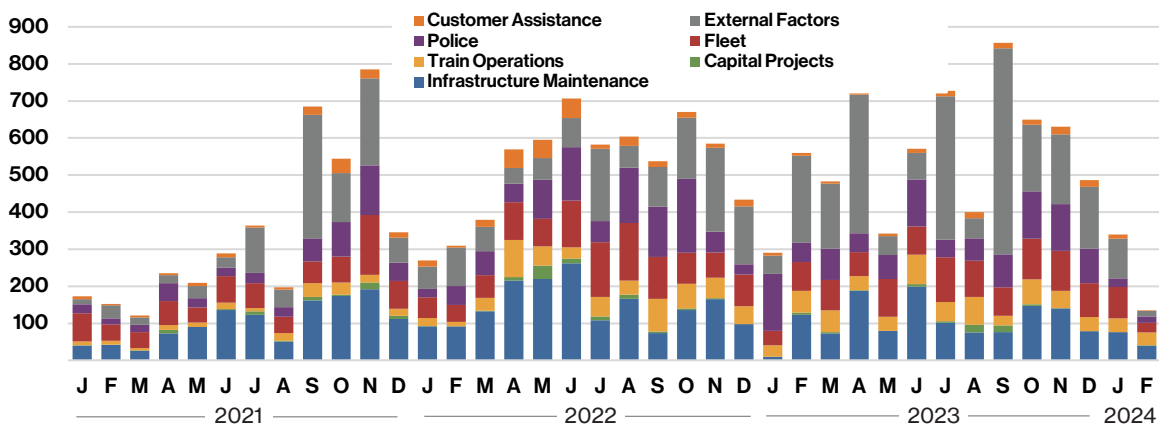
Service Delivered

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



Delays by Type

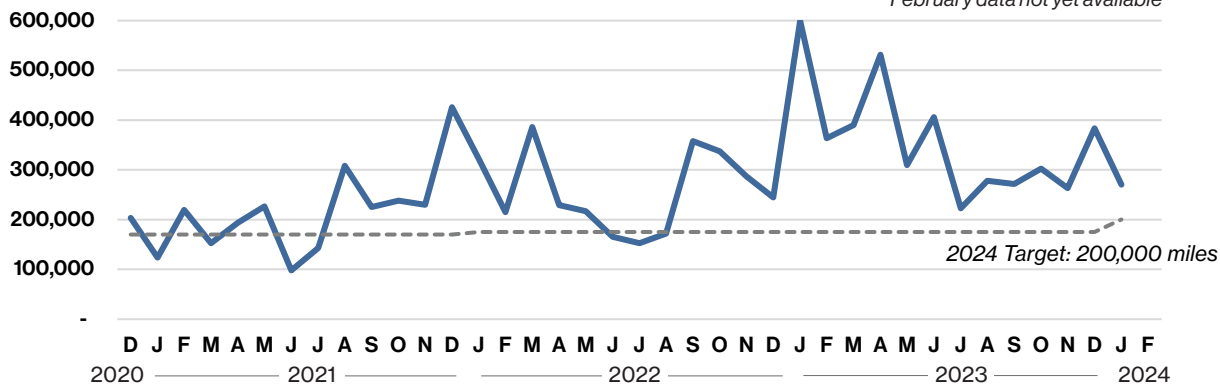
The number of delayed trains by type of delay



Mean Distance Between Failures

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

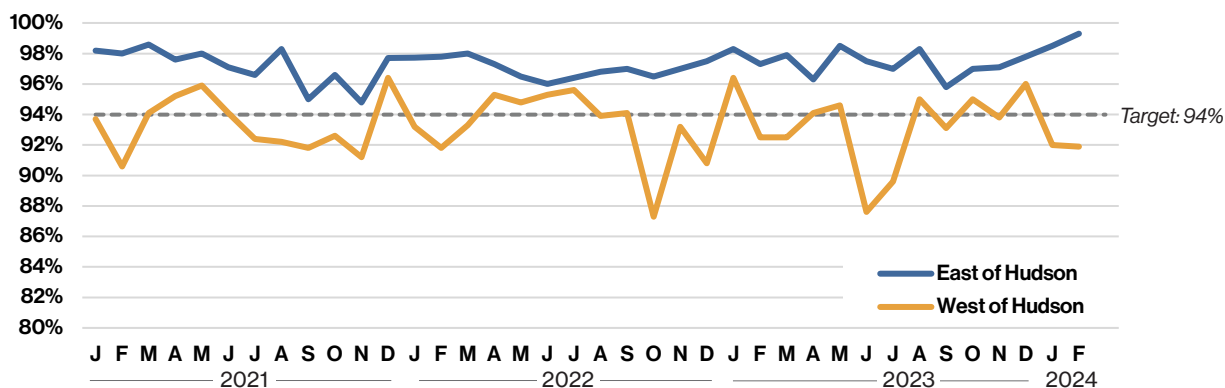
February data not yet available



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	99.2%	Pascack Valley	97.1%
Harlem	99.5%	Port Jervis	91.8%
New Haven	99.3%		

Data Review

Metro-North’s February service-delivered rate, a service reliability measure, was 99.9%. Systemwide OTP for February was at 99.3%, above our goal of 94%, while year-to-date OTP was also above goal at 98.8%. The OTP of 99.3% was our best February performance in Metro-North’s history, as well as only the third time that we reached 99% OTP in any given month. Only two major incidents negatively affected February’s OTP: on February 25, a possible rule violation resulted in switch damage, impacting 10 trains and on February 28, a switch out of correspondence held trains between CP19 and CP25, impacting 11 trains.

The mean distance between failures for the fleet was 270,162 miles in January 2024, above the goal of 200,000 miles.

Moving Forward

Metro-North schedules will change on the Hudson, Harlem, and New Haven lines effective Sunday, April 7, 2024. These adjustments support significant projects undertaken by C&D, Connecticut Department of Transportation, and Maintenance of Way, necessitating extensive track outages. These schedules were carefully evaluated to mitigate any disruptions for our customers and their daily commutes.

MTA Upgrades Station Cleaning Infrastructure



New dry line systems installed at Metro-North stations will make cleaning easier and more efficient.

This month, Metro North and MTA Construction & Development are installing dry line systems at select stations that either have outdated systems or none at all. Without these systems, station maintenance personnel are unable to implement high-quality cleaning effectively and efficiently due to relying on truck trailer-mounted hot water pressure washer equipment. Utilizing this method requires pulling of hoses up and down stairways, passenger walkways, overpasses, and platforms which are cumbersome and pose safety concerns.

This state-of-good-repair project will bring vast improvements to 25 Metro North stations. The project encompasses a complete replacement of dry line infrastructure, including removal of the outdated and deteriorated equipment, installation of new galvanized and upgraded high-pressure steel lines and an upgraded pipe support system with self-draining features that require minimal annual maintenance. In addition, historic Metro North stations receiving this work will have all newly installed pipes painted to match original features.

This new equipment will facilitate easier station cleaning and eliminate the complications of the current cleaning system, which requires significant staff time to set up and breakdown the long high-pressure hoses which pose tripping hazards for customers and whose structures are reaching the end of useful life due to constant wear and tear.

As the 25 stations receiving this upgrade span three major lines in the Metro North system – the New Haven line, the Harlem line, and the Hudson line – this project will have far-reaching benefits that affect much of the Metro North system. This project is being supported by three separate contracts facilitated through the MTA’s Small Business Mentoring Program.

CUSTOMERS & COMMUNITIES

Safety Sticker Contest Winners Announced

Metro North's rail safety education and outreach program, Together Railroads and Communities Keeping Safe (TRACKS), has announced the winners of the annual TRACKS rail safety sticker contest. This year's contest invited students in grades Pre-K through 12 to create rail safety images and/or slogans that can be designed as stickers to raise awareness and promote safety around trains, tracks, and grade crossings. Over 200 creative designs were submitted, and several winners were selected from each age group. The winning designs will be used to create stickers that will be distributed at school presentations and public events throughout the Metro-North territory. A few of the winning designs are shown below:



Kozo D
Pre-K Winner



Haley Z
Grades 1 - 5 Winner



Abby M
Grades 6-12 Winner



Tyler B
Grades 6-12 Winner

Resiliency Takes Center Stage with State Representatives

Resiliency has been front of mind during a series of meeting this month. First, representatives from the State Senate visited Mott Haven Yard as part of a series of tours providing legislative leadership first-hand information on areas of need that were highlighted in the 20-year needs assessment that was released last year. On the tour, the importance of the yard as potential failure point for the system was discussed as all three lines meet there and it hosts a substation that powers all lines for a stretch of the Bronx. Then, Metro-North met with Sen. Andrea Stewart-Cousins, the City of Yonkers, representatives from Sen. Chuck Schumer and Assemblymember MaryJane Shimsky and community members to discuss resiliency along the Hudson Line.

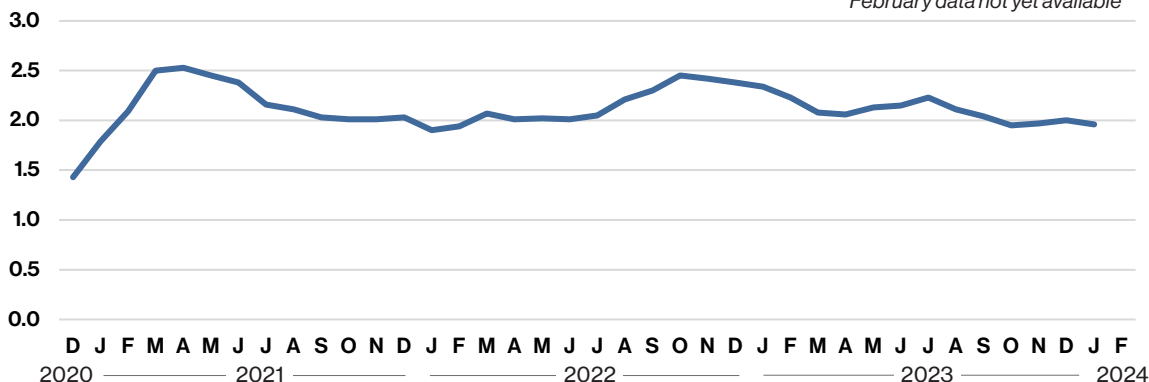
Metro-North Railroad

SAFETY & SECURITY

Customer Accident Rate

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

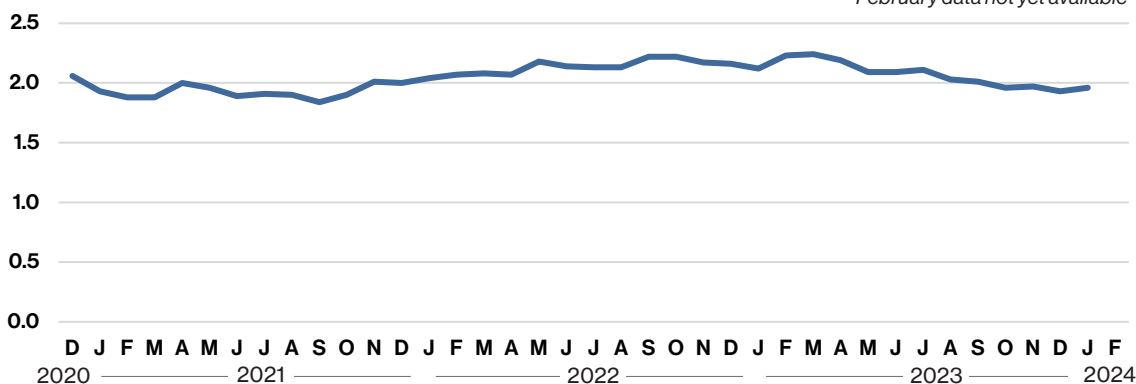
February data not yet available



Employee Lost Time Accident Rate

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

February data not yet available



Data Review

The reportable customer injury rate decreased from 2.34 to 1.96 per one million customers in the current 12-month reporting period, February 2023 through January 2024, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 2.12 to 1.96 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

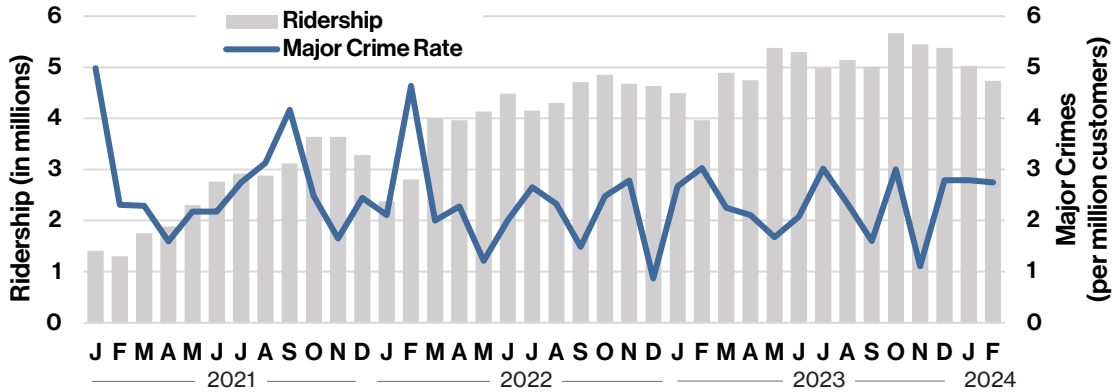
Metro-North’s annual rail safety sticker contest closed with over 200 entries submitted by students of all ages. Participants were asked to create rail safety images and/or slogans that can be designed as a sticker to raise awareness and promote safety around trains, tracks, and grade crossings. With so many creative submissions received, several designs were selected from each age group and will be created into stickers for distribution at school presentations and public events throughout our territory.



SAFETY & SECURITY

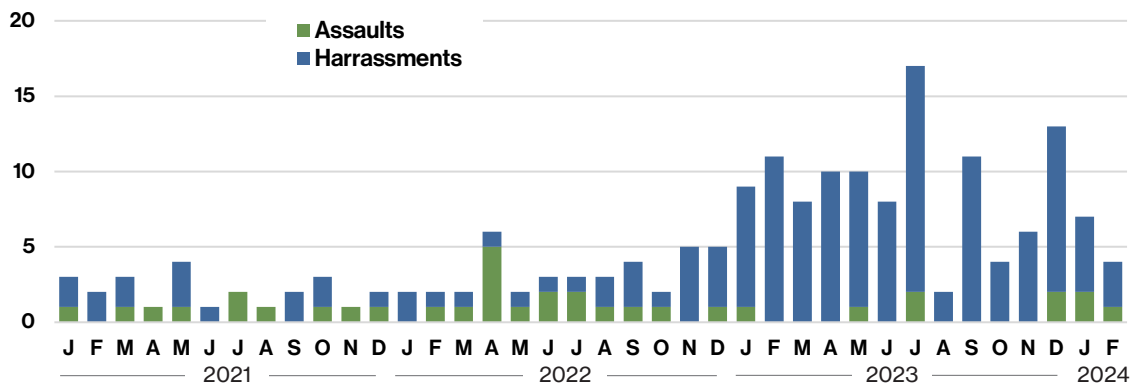
Major Crimes Against Customers

The rate of all major crimes (burglary, murder, rape, robbery, felony assault, grand larceny, grand larceny of a vehicle) against customers, per million customers



Assaults and Harassments Against Employees

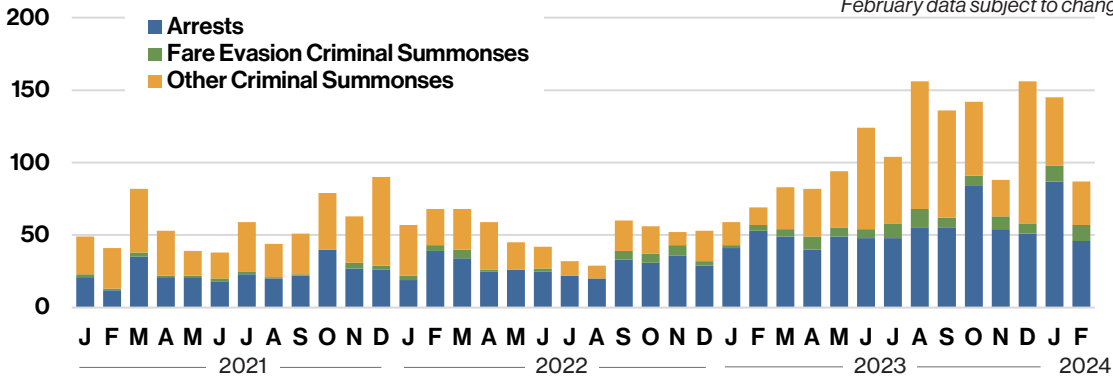
The number of assaults and harassments against Metro-North and MTA Police Department employees, per NYS criminal law



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

February data subject to change





Elevator to Track 2, to Grand Central



NYC Transit Authority
Elevators are not to be used

DO NOT
PUSH OR PULL
OR OPERATE
THESE CONTROLS
IF YOU ARE
IN AN EMERGENCY
CALL 911

EMERGENCY
STOP

EMERGENCY
STOP

EMERGENCY
STOP

EMERGENCY
STOP



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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