



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

April 2024



TIME	DESTINATION
7:58	Grand
8:27	Grand
8:41	Grand

Metro-North Railroad has rebranded a fourth locomotive with special colors and designs as part of a Heritage Series to highlight the railroad's 40 years of service to the public. Skilled craft workers at Metro-North's North White Plains Shop applied a vinyl wrap to locomotive No. 217 paying tribute to the Penn Central, one of Metro-North's predecessor railroads providing service to the region.

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

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

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



  Elevator to Track 2, to Grand Central



10

Scarsdale

Small white sign with illegible text.

Maverick

PORT DRIVES
IS A TEAM SPORT

Metro-North Railroad

MESSAGE FROM THE PRESIDENT



Cathy Rinaldi
President, Metro-North Railroad

Ridership continues to be strong for Metro-North. On April 9th, for the first time, Metro-North and LIRR – upstairs at Grand Central Terminal and downstairs in Grand Central Madison -- combined to serve over a quarter million customers in a single day. In March 2024, Metro-North served 5.3 million customers, a ridership increase of 9.3% from last March and representing 75% of March 2019's ridership. Baseball season has resumed, and our overall ridership figures are being boosted by Yankees home games, as thousands of fans know that Metro-North is the best way to the game.

Another boost to discretionary ridership is travel to the world-class dining destinations in our territory, and we are proud to continue our partnership with Hudson Valley Restaurant Week. So many restaurants in our region are easy walking distance from Metro-North stations, and from April 8 through 21, diners were able to order from special Restaurant Week menus that highlighted all the Hudson Valley has to offer. Hudson Valley Restaurant Week kicked off with a press event at Goosefeather, restaurant in Tarrytown, where I joined Westchester County Executive George Latimer and other restaurant enthusiasts in reaffirming Hudson Valley's reputation as a culinary destination.

Climate Resiliency

Last week's celebration of Earth Day provided us with a significant opportunity to reiterate our dedication to environmental stewardship, emphasizing the pivotal role of public transportation. In pursuit of this objective, MTA has embarked on initiatives such as implementing our new Climate Resilience Roadmap. This comprehensive strategy will necessitate a \$6 billion investment over the next decade to fortify our infrastructure against the challenges posed by climate change. From upgrading train yards to enhancing signal systems, these measures are designed to ensure a speedier recovery from extreme weather events and uphold consistent service standards. I was happy to join Chairman Lieber, MTA Construction & Development President Jamie Torres-Springer, and local officials at an event at Metro-North's Mott Haven facility in the Bronx last week highlighting the vulnerability



of that location and the importance of future investments to fortify our system.

But Metro-North is also taking action now to improve the ability of our system to withstand the effects of climate change. One notable example of our proactive approach is the Harlem Line Signal Box elevation at MP 25.7, situated within the grade crossing starting at Cleveland St and Lakeview Ave. This elevation initiative addresses recurring flooding issues, which have become more frequent and severe. By elevating the box with additional standard 4' signal foundations and repurposing available materials, such as reclaimed concrete ties and recycled ballast, we minimize waste and maximize sustainability. This commitment underscores our dedication to fostering a more resilient transportation network.

Park Avenue Viaduct

We are currently in the midst of a large-scale replacement project for the Park Avenue Viaduct, which dates back to the late 1800s and carries approximately 750 trains and thousands of customers to and from Grand Central Terminal every week day. Phase 1 of the construction spans from 115 to 123 Streets.

Substantial progress has already been achieved, including completing 28 out of 33 pier lines, replacing 2,200 feet of steel third rail with new aluminum third rail, and relocating signal power feeder and communication cables to support Track 3 and Track 1 bridge replacements. One of two gantry systems, specialized overhead structures utilized for lifting and positioning heavy materials during construction, has been erected. The first weekend bridge replacement outage will commence in the coming weeks, and we have developed a special schedule in conjunction with our colleagues at MTA Construction & Development to support this critical state of good repair project.

585

prospective job applicants attended Metro-North's skilled craft open house

250K+

riders used Grand Central on April 9

\$6 billion

Climate Resilience Roadmap released

Open House – Croton-Harmon

On Saturday, April 20, we held a recruitment Open House at Croton-Harmon to highlight opportunities for skilled craft opportunities at the railroad. The event was a resounding success. We had anticipated that approximately 300 people would attend, but we actually welcomed 585 potential job applicants to this event.

Thanks to our talent acquisition team from the People Department as well as the Metro-North departmental teams that worked so hard to make this event a success.

N TK ETA
Control 11:54
Pass 12:08
File 12:38

K ETA
11:54
12:08
12:38

11:54
12:08
12:38

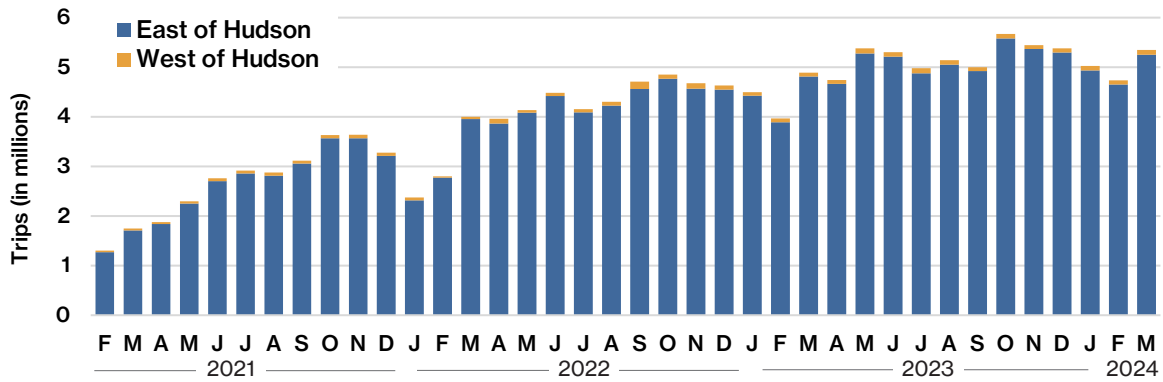


Metro-North Railroad

RIDERSHIP

Monthly Ridership

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



Data Review

Metro-North’s total March 2024 ridership of 5.32 million increased 13.0% from February as daily ridership grew over a longer month. Average daily ridership rose 5.7% to 171,681, with average weekday ridership increasing 2.2% to 201,205 and average weekend ridership up 27.7% to 109,681, boosted by the St. Patrick’s Day Parade and Big East Final, both occurring on the 16th.

Metro-North total ridership in March rose 9.3% compared to March 2023. Average weekday ridership of 201,205 was 11.8% higher than March 2023, standing at 70.9% of March 2019 weekday ridership; estimated Tuesday-Thursday ridership was 2.1% higher than March 2023 with a 73.4% share of February 2019. Average weekend ridership was 20.1% higher than in March 2023 and represented 98.3% of February 2019. (Note: previous-year ridership comparisons are now based on actual rather than restated numbers for 2023.)

With one more weekday in the month, total commutation ticket ridership was up 12.7% from February, with 5.4% growth in average daily ridership; commutation and peak single ticket trips rose 11.2% for the month and 4.1% on a daily basis. Commutation’s share of total rides dropped marginally, from 39.4% to 39.3%.

Moving Forward

Last month’s Moving Forward noted that pre- and post-pandemic March patterns diverged due to significant return-to-work surges occurring in March of 2021, 2022, and 2023 versus more modest gains before 2020. March’s 5.7% daily ridership increase from February followed the pre-pandemic pattern. If this pattern holds, we should see similarly modest but real increases in April.



FINANCIAL RESULTS

2024 Revenues & Expenses, March Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$138.1	\$152.6	\$14.5
Farebox Revenues	\$129.2	\$139.6	\$10.4
Other Revenues	\$8.9	\$12.9	\$4.0
Total Non-Reimbursable Expenses	\$379.2	\$405.3	(\$26.2)
Labor Expenses	\$262.7	\$297.7	(\$35.0)
Non-Labor Expenses	\$116.5	\$107.7	\$8.8
Non Cash Liabilities	\$74.0	\$75.4	(\$1.4)
Net Surplus /(Deficit) - Accrued	(\$315.1)	(\$328.2)	(\$13.1)

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	5,868	6,135	(267)
Reimbursable	656	459	197
Total Positions	6,524	6,594	(70)

Data Review

Through March, farebox revenue was \$10.4 million higher than the budget due to higher ridership across all East of Hudson lines. Metro-North Railroad ridership through year-to-date March is 25.4% 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 \$35.0 million due to higher payroll and other fringe benefits, lower capital overhead recoveries, and higher overtime. At the end of March, the paid headcount was 70 higher than budgeted and reflects 534 vacancies against the year-end authorized headcount.

Non-labor expenses are favorable to the budget by \$8.8 million, driven primarily by lower energy expenses.

Moving Forward

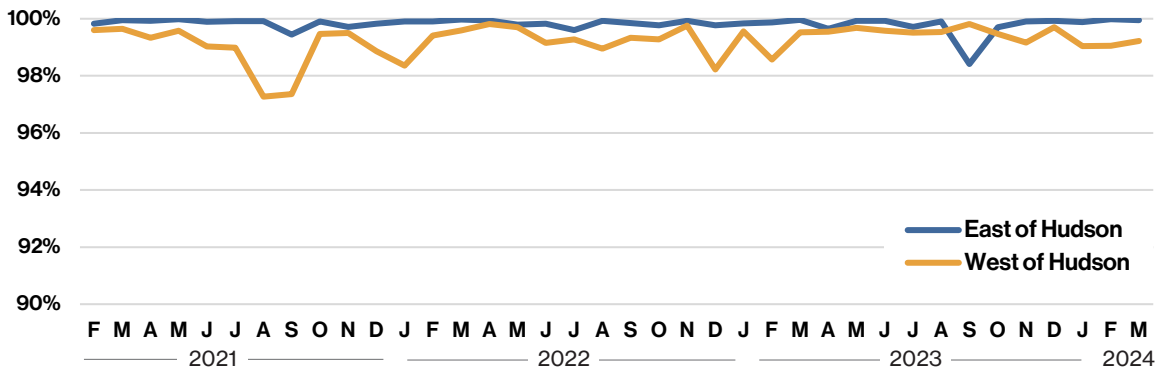
We are focused on growing staff to budgeted targets across all crafts. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

Metro-North Railroad

PERFORMANCE

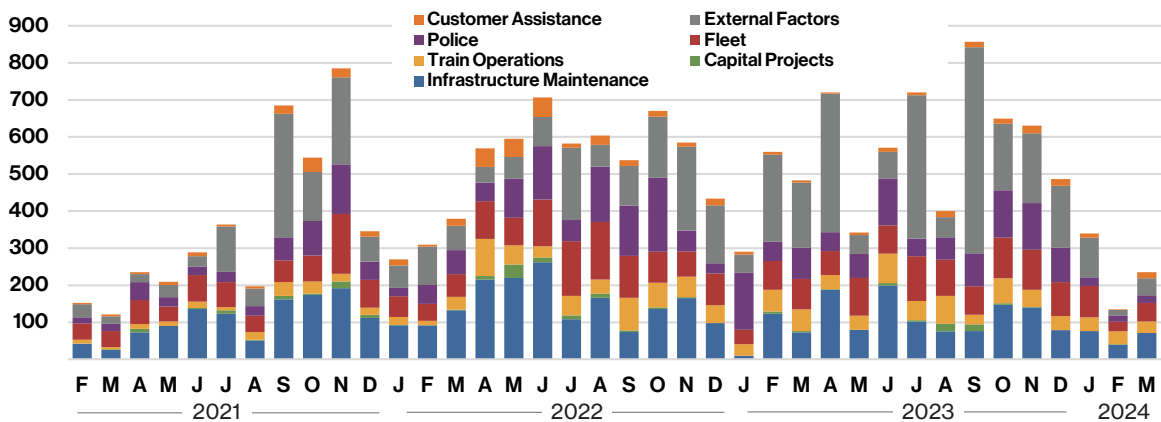
Service Delivered

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



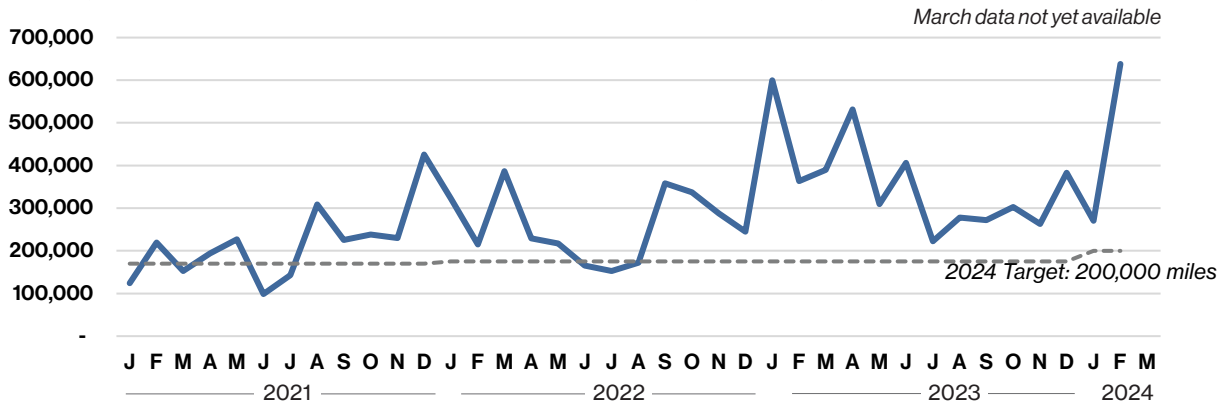
Delays by Type

The number of delayed trains by type of delay



Mean Distance Between Failures

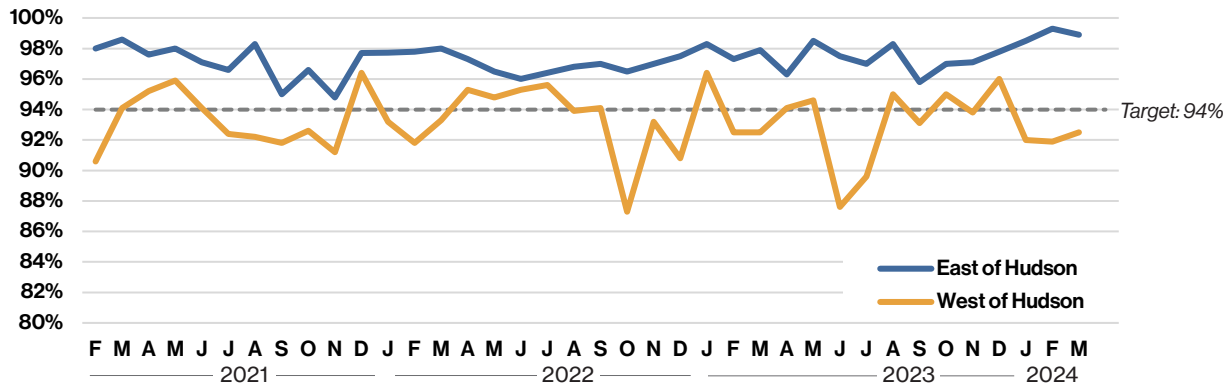
The average number of miles a railcar or locomotive travels before failing and causing a delay



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	98.9%	Pascack Valley	9.4%
Harlem	99.0%	Port Jervis	91.2%
New Haven	98.9%		

Data Review

Metro-North’s March service-delivered rate, a measure of service reliability, was 99.9%. Systemwide on-time performance (OTP) for March was at 98.9%, above our goal of 94%. Year-to-date OTP was also above goal at 98.9%. The OTP through the first three months was the best ever in the Metro-North history.

The mean distance between failures for the fleet was 637,602 miles in February 2024, above the goal of 200,000 miles.

Moving Forward

The Yankees’ Opening Day took place on Friday, April 5, and Metro-North was ready to play ball with the thousands of fans who ride our trains to and from Yankees/E 153rd St station, directly across the street from Yankee Stadium. Metro-North provides a variety of extra services, including our popular “Yankee Clipper” Trains to the Game, which provide a one-seat ride to and from the stadium for the Hudson, Harlem and New Haven Lines for weekday evening games and for all games on weekends. We operate shuttle trains between Grand Central Terminal, Harlem/125th St and Yankees/E 153rd St stations for all games, providing transfers at Grand Central for Long Island Rail Road customers and at Harlem/125th St station for Harlem and New Haven Line riders connecting with regularly scheduled trains. We also add several extra Hudson Line trains at Yankees/E153rd St before and after games to provide even more travel options for fans.

Grand Central Terminal Signage Updated for ADA & Safety Compliance



Updated signage at Grand Central will make navigating the train terminal more accessible and easier to navigate.

This month, MTA Construction & Development is updating signage on multiple Grand Central Terminal station platforms to meet ADA and safety code compliance. Much of the MTA signage system was installed before the 1990 Americans with Disabilities Act was adopted and needs extensive construction work to meet ADA compliance. Similarly, signage and wayfinding located within stations must also be updated so that all New Yorkers can safely navigate the system regardless of physical ability.

The existing signage in Grand Central Terminal is outdated and the current signs do not comply with the standards set by the Americans with Disabilities Act and other regulatory codes. Because of the large volume of New Yorkers and tourists alike traveling through Grand Central Terminal, this station is prioritized for signage upgrades to provide customers with a smoother experience. The project team is implementing a comprehensive signage improvement program to adhere to regulatory code compliance and ensure safe wayfinding for the public.

First, the project team removes existing signage, repaints signage areas and installs new static signs. The project is concentrated in specific Terminal locations, which includes the exterior entrances, the Upper and Lower Platforms, including associated Halls, the Northeast Passage, the Northwest Passage, the 45th Street Cross Passage, and the 47th Street Cross Passage. The entire replacement is slated for completion in Q4 2025.

CUSTOMERS & COMMUNITIES

Overlaps of Civics and Transit Highlighted to New Rochelle High School

Metro North's Director of Government and Community Relations Andy Buder returned to his alma mater this month as an invited expert during New Rochelle High School's Civics Fair. He joined a panel including Mayor Yadira Ramos-Herbert and Professor Samantha White for two sessions moderated by Professor Amy Bass where students from Model Congress, Junior Statesmen of America, Social Studies Honor Society, NAACP Club, AP US Government and Politics, AP Macroeconomics, and AP US History asked questions.

Conversation centered on overlapping policy and how policy on the State and Federal levels have impacts locally. With New Rochelle being a leader in transit-oriented development (TOD), Andy was able to highlight many of the benefits that TOD offers and why it is a focus beyond just New Rochelle and how lessons from New Rochelle are being highlighted elsewhere.



Metro-North Director of Government and Community Relations spoke at New Rochelle High School to talk about transit-oriented development in the city.

Children's Art Posters On Display at Poughkeepsie

Since 2022, Metro-North has been granting permission to the Poughkeepsie Kiwanis Charitable Foundation to display children's poster art exhibit at the Poughkeepsie station. This is made possible by inter-departmental work including Government & Community Relations, Stations and Legal. Posters are displayed for a month at the station

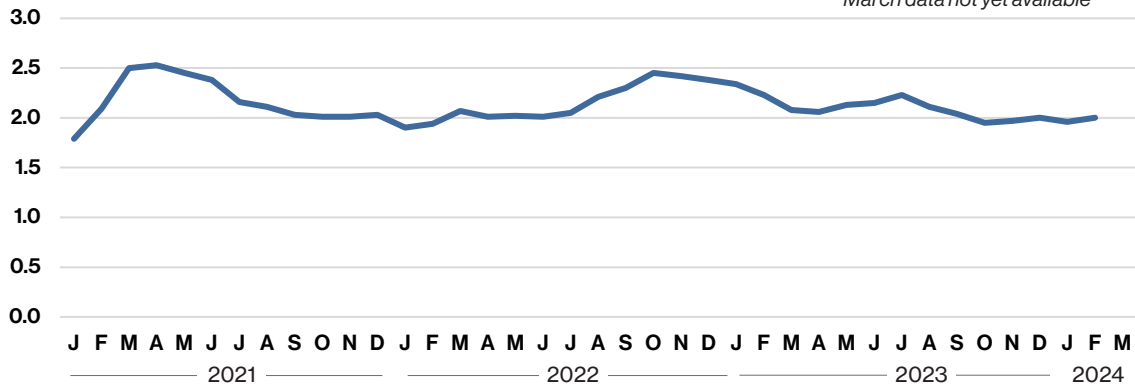
Metro-North Railroad

SAFETY & SECURITY

Customer Accident Rate

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

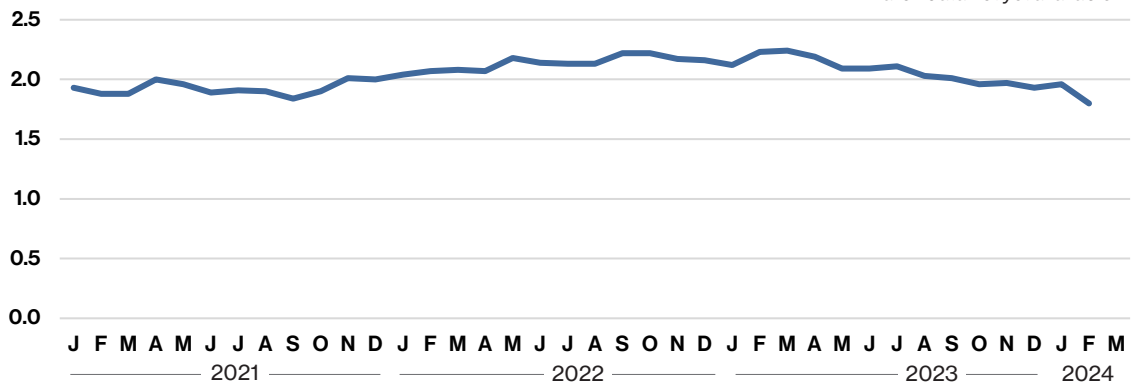
March data not yet available



Employee Lost Time Accident Rate

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

March data not yet available



Data Review

The reportable customer injury rate decreased from 2.23 to 2.00 per one million customers in the current 12-month reporting period, March 2023 through February 2024, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 2.23 to 1.80 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

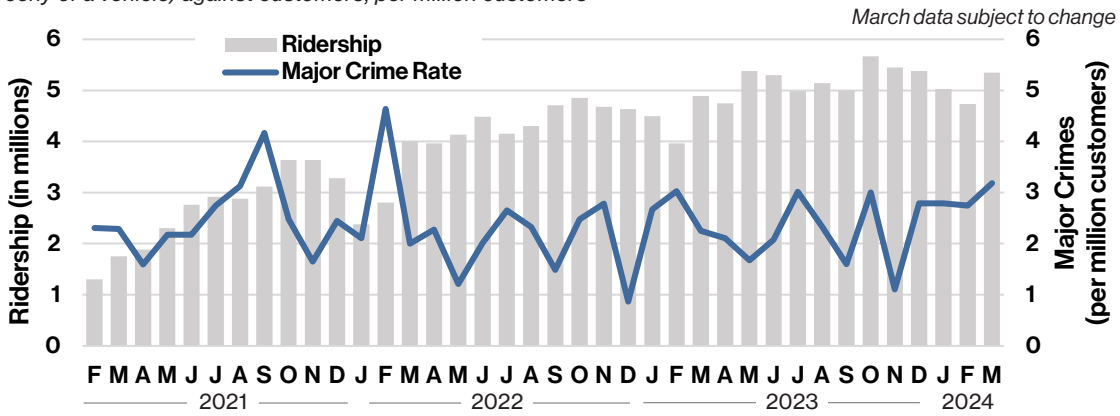
In-person customer and community outreach through Metro-North’s Together Railroads and Communities Keeping Safe (TRACKS) program reached over 7,000 individuals January - March 2024. The program’s goal is to promote safe behaviors among those who live, work, and travel in the communities Metro-North serves. Activities included educational presentations at schools and community events and outreach at stations and grade crossings along all lines: Harlem, Hudson, New Haven, and West of Hudson. Locations included grade crossings in Peekskill and Katonah as well as Port Chester and Greystone Stations.



SAFETY & SECURITY

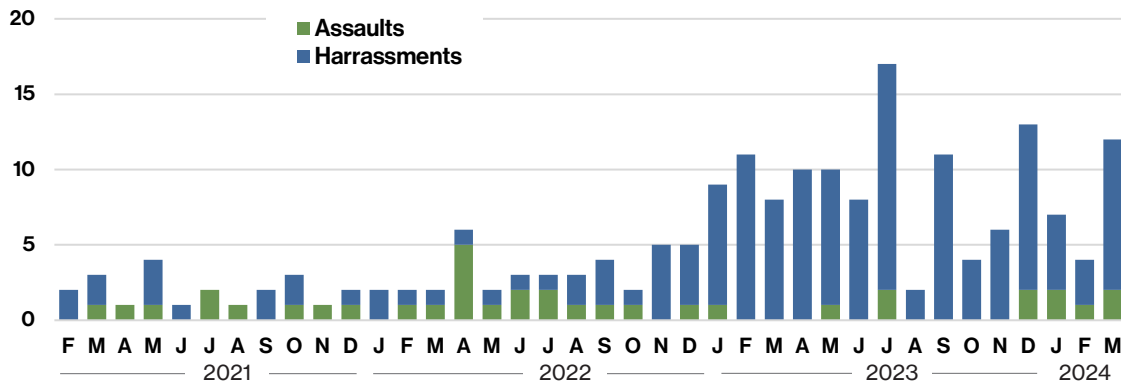
Major Crimes Against Customers

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



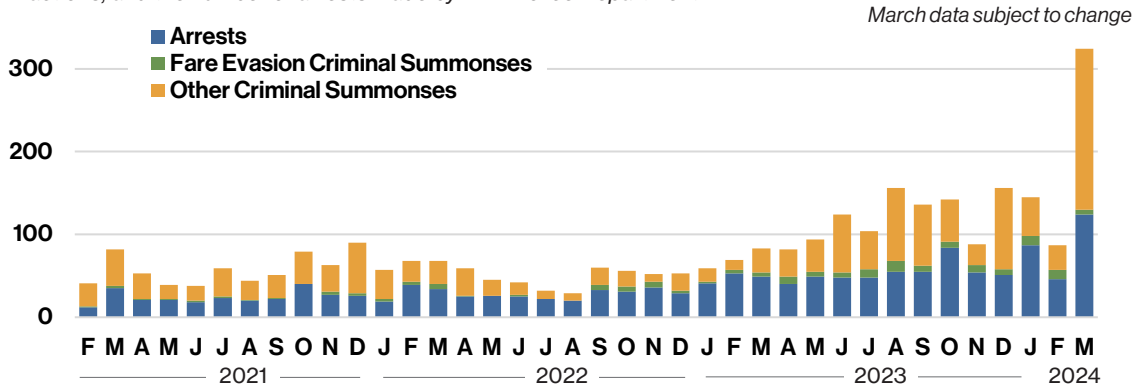
Assaults and Harassments Against Employees

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



**"THERE IS
SIMPLY
NOTHING ELSE
LIKE IT."**
THE NEW YORK TIMES

TO TICKETING AND CUSTOMER SERVICE
TO TICKETING AND CUSTOMER SERVICE



LONG ISLAND RAIL ROAD



Long Island Rail Road

MESSAGE FROM THE PRESIDENT



Rob Free
President, Long Island Rail Road

190 Candles!

On April 24, 1834, the Long Island Rail Road was chartered as the soon-to-be-built first leg in a New York-to-Boston service whereby you'd take a train from Brooklyn out to Greenport and then hop on a ferry across the Long Island Sound. You can say a lot has changed since then and we paid homage to it all at our 190th Anniversary celebration at Grand Central Madison on the 24th. That day, we:

- heard from two of our preeminent historians, one of whom is a former employee
- displayed dozens of historical photos of the LIRR through the years, which will also be on display on the big digital wall along the GCM concourse between 47th and 48th Streets
- celebrated with labor leaders, customers, former employees and, of course, former LIRR Interim President/ current Metro-North President Cathy Rinaldi
- debuted a special anniversary display of historical artifacts including our original 1834 charter and other great items for the serious and casual railfan alike
- also debuted our incredible 190th Anniversary video - and I want to give a big shoutout to our talented MTA video team for all their hard work in producing it

It was an incredible celebration and I want to thank everyone who made it possible. As I said in my remarks that day - while we are so proud of everything the railroad had done to modernize and expand over the last several years, we are equally proud of our rich and colorful history...and what the Long Island Rail Road has done to build and expand a region. Here's to another 190 years and beyond...

On Ridership & Performance

LIRR ridership continues its upward trend:



- March 2024 total ridership increased 17.2% compared to March 2023, representing 79.4% of March 2019.
- March Non-Commutation ridership once again surpassed the same month in 2019 (by 13.9%).
- LIRR customers continue to take advantage of Grand Central Madison service. In March, GCM ridership reached over 1.56 million customers (based on load weight data), which was the highest monthly ridership since the terminal opened.
- Overall LIRR ridership growth is expected to continue as indicated by the 2nd highest post-COVID weekday ridership total on Tuesday, April 9th with 251,964 customers.
- March total OTP came in above 95% for the third straight month – at 95.95%, it was our third best March since we began keeping on-time performance records in 1979. What a job by our operations personnel!

Scheduling for Summer Sun

Well, we're right on the doorstep of the summer travel season and, of course, that means that our summer timetables will be introduced in advance of Memorial Day Weekend. The May 20th timetable change will feature the usual extra service to the East End - but this year, we are extending the 5:13 PM train from Penn to Speonk all the way to Montauk on summer Thursdays and Fridays. In the past this train ran to Montauk on summer Fridays only.

The move comes as the result of the ridership analysis I've talked so much about showing a trend whereby more people are leaving for the East End earlier in the week than they have in the past.

This month, our data also led us to add a new Port Washington Branch train to the daily schedule on April 15th. This new 7:53 AM train from Great Neck to Grand Central is meant to help alleviate crowding on the existing Penn train departing Port Washington at 7:53 AM.

As always, we'll be watching and analyzing the results on these

1834

year of LIRR charter;
the oldest railroad in U.S.
still operating under its
original name

95.95%

total on-time
performance for March
— third best March
since dawn of OTP
record-keeping

32

available retail units at
GCM as master tenant
RFP is released



Long Island Rail Road

MESSAGE FROM THE PRESIDENT

and all other trains, making adjustments when necessary and feasible.

Building a Better Railroad

The Long Island Rail Road recently completed seven planned grade crossing rehabilitations between Ronkonkoma and Greenport, and four others between the Montauk and Port Jefferson Branches.

I'm happy to report that we completed our Ronkonkoma-to-Greenport state of good repair program and are, therefore, able to restore train service on April 29, three weeks earlier than planned.

We are also in the middle of a four-weekend project to waterproof and repair eleven leaky joints along the Valley Stream viaduct. We trust that those who walk and park below the viaduct will notice the positive change once the work is complete.

Also, on the weekend of April 27 & 28, we ran substitute buses to St. Albans to support ADA station work there - and on the Hempstead Branch east of Floral Park in support of Edgemere Road Bridge repairs.

More From GCM...

Grand Central Madison has been quite busy lately even beyond our big anniversary celebration and the increasing daily ridership.

April is World Autism Month and to help bring attention to this very worthy cause, GCM is being lit-up in blue all month long. We hope it will play a role in fostering support for the autistic community...with the ultimate goal of creating a better world for those with autism.

On April 2nd, MTA Chairman & CEO Janno Lieber held an event announcing that the MTA has released a Request for Proposals (RFP) seeking a developer to bring retail and dining to GCM. This master tenant would curate and manage a diverse assortment of proprietors across 32 available units spread over 25,000 square feet of retail space.

And on April 10th, GCM was a fitting venue for the MTA Arts and Design event celebrating the April 24th release of its new book, entitled Contemporary Art Underground - written by Arts and Design's own Sandra Bloodworth and Cheryl Hageman. Whether you can't get enough of contemporary art or just have a passing interest, you will absolutely love this book. It features 103 artworks completed between 2015 and 2023 across the MTA system, including our own commuter rails, and provides both a feast for the eyes and the stories behind these amazing permanent works.





7523

MASSACHUSETTS
-1E

MASSACHUSETTS
-1E

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 continued to grow when compared to the same month of the prior year. March 2024 ridership increased 17.2% compared to March 2023, representing 79.4% of March 2019. Commutation ridership increased 4.8% and Non-Commutation ridership increased 27.1%, marking the 7th consecutive month that Non-Commutation ridership surpassed the same month in 2019, exceeding it by 13.9%. Non-Commutation trips continue to drive the overall ridership growth indicating higher demand for off-peak travel. Year-to-date, ridership is 18.5% above 2023, representing 79.1% of the ridership compared to the same period in 2019.

The average weekday ridership in March 2024 increased +7.0% compared to February 2024. The average weekend ridership increased +10.1% with Saturdays increasing +5.2% and Sundays increasing +16.2% compared to last month. Many weekdays and weekend days were placed among the top ten highest ridership records, including the highest Friday on March 29th with 241,583 customers.

Moving Forward

LIRR customers continue to take advantage of the GCM service. In March, GCM ridership reached 1,562,822 customers (based on load weigh data), which was the highest ridership recorded. Customers are shifting toward 35% share for trips to GCM and 65% 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. Local sports games (i.e., Mets Opening day, NY Islanders games) and events (St. Patrick's parade) continue to bring additional ridership. The overall LIRR ridership growth is expected to continue, as indicated by the 2nd highest weekday ridership on Tuesday, April 9th with 251,964 customers since the pandemic.



FINANCIAL RESULTS

2024 Revenues & Expenses, March Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$153.4	\$154.2	\$0.9
Farebox Revenues	\$146.0	\$143.9	(\$2.2)
Other Revenues	\$7.3	\$10.4	\$3.0
Total Non-Reimbursable Expenses	\$486.1	\$471.3	\$14.8
Labor Expenses	\$364.7	\$363.1	\$1.6
Non-Labor Expenses	\$121.4	\$108.2	\$13.2
Non Cash Liabilities	\$124.3	\$139.9	(\$15.6)
Net Surplus /(Deficit) - Accrued	(\$457.1)	(\$457.0)	\$0.1

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,945	6,983	(38)
Reimbursable	1,126	892	234
Total Positions	8,072	7,875	197

Data Review

Through March, farebox revenue was \$2.2 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 \$1.6 million due to lower payroll and associated fringe, partially offset by higher overtime and the timing of pension. At the end of March, there were 197 vacancies compared to the budget.

Non-labor expenses are lower than the budget by \$13.2 million, driven by the timing of material usage, maintenance and other operating contracts, professional service contracts, and lower electric expenses, partially offset by other business expenses.

Moving Forward

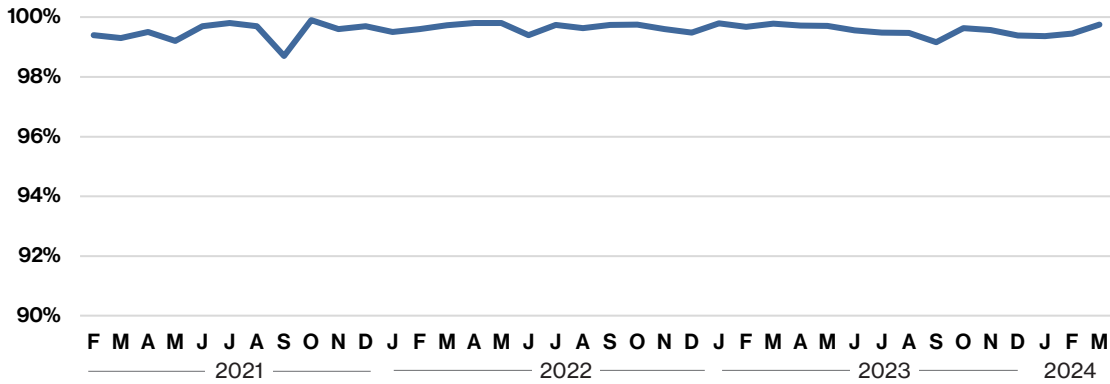
We are aggressively moving forward to fill all vacancies at LIRR. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

Long Island Rail Road

PERFORMANCE

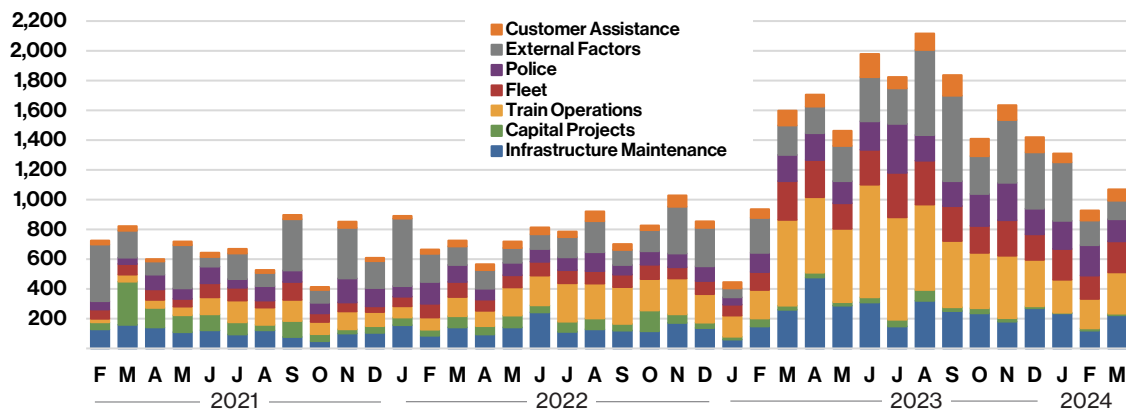
Service Delivered

The share of scheduled train trips completed



Delays by Type

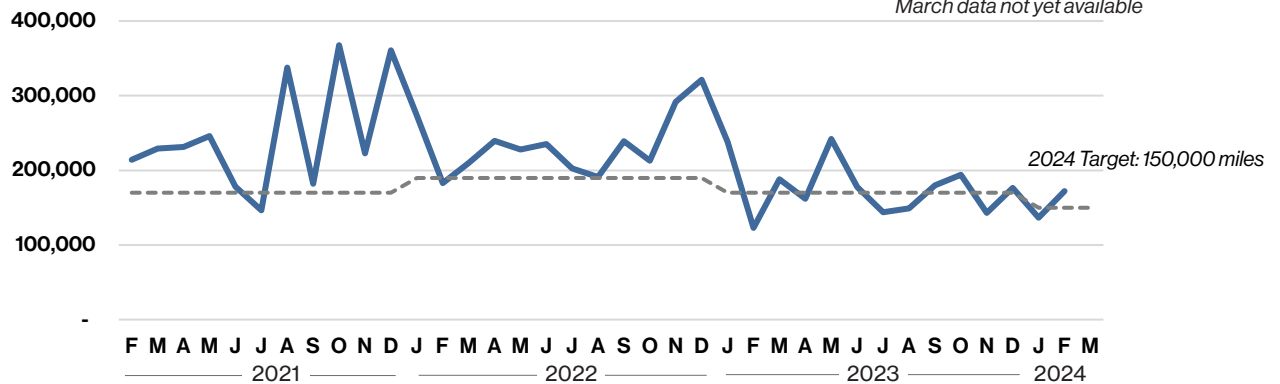
The number of delayed trains by type of delay



Mean Distance Between Failures

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

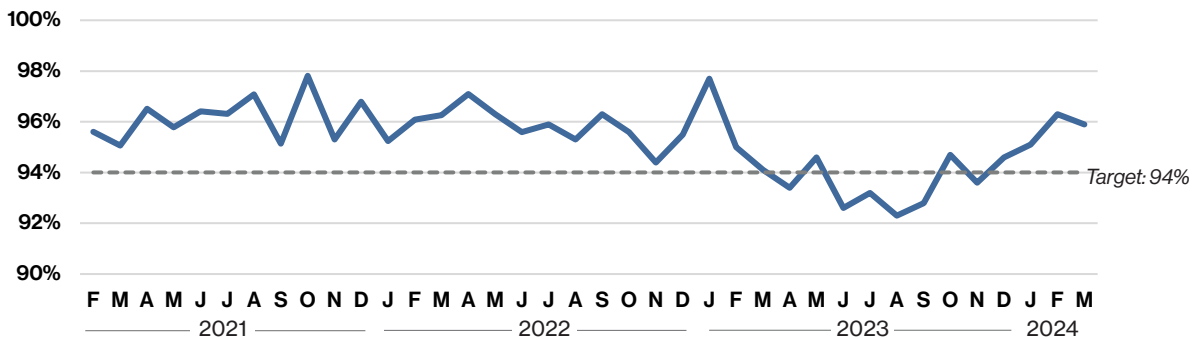
March data not yet available



PERFORMANCE

On-Time Performance

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



On-Time Performance, by Branch

Atlantic	98.7%	Montauk	93.7%
Babylon	95.4%	Oyster Bay	96.8%
Far Rockaway	96.9%	Port Jefferson	94.4%
Hempstead	95.6%	Port Washington	98.6%
Huntington	92.8%	Ronkonkoma	96.1%
Long Beach	94.5%	West Hempstead	95.7%

Data Review

In March, on-time performance was 95.9%, above the goal of 94%. 2024 year-to-date OTP is 95.8% which is above goal. Nine out of twelve branches operated at or above goal: Babylon, Atlantic, Far Rockaway, Huntington, Montauk, Oyster Bay, Port Jefferson, Port Washington, and Ronkonkoma. Year to date ten branches met the OTP goal: Babylon, Atlantic, Far Rockaway, Huntington, Montauk, Oyster Bay, Port Jefferson, Port Washington, Ronkonkoma, and West Hempstead. Nine incidents this month caused ten late, cancelled, or terminated trains. The most significant event occurred on March 6, with switch trouble at Harold Interlocking causing 25 late trains and reduced 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 172,398 miles in February, exceeding the target of 150,000 miles. Moving Forward

Moving Forward

LIRR will implement a new timetable in May. The adjusted schedules will facilitate progress on several projects that include Grand Central Madison Contractor Maintenance and Wireless Cellular Installation, Rail Replacement and Maintenance on the Atlantic Branch, Atlantic Tunnel Lighting, ADA Station Rehabilitation, West Side Yard Track Construction, and Valley Stream Station Rehabilitation.

Demolition of Hempstead Substation Completed



Demolition of the Hempstead Substation

This month, LIRR and MTA Construction and Development closed out the demolition of the old Hempstead Substation. This outdated infrastructure was decommissioned in 2009 following the construction of a new modular replacement system. While demolition was completed in 2023, there were time consuming and challenging punch list items that were recently completed to conclude the project.

To maintain LIRR service throughout construction, demolition of the original substation's brick building, adjacent transformer yard, and racks could only begin after the new substation was placed in service. Project crews had to take several precautions to safely demolish the old building, as Asbestos Containing Material (ACM) and lead-based paint had been identified within the building and transformer rack.

The project had to proceed incrementally in multiple phases to ensure the proper environmental precautions were in place and to confine debris within the footprint of the building. In advance of demolition, environmental cleanup contractors carefully removed and disposed of dielectric oil contained within multiple transformers. Then, cleanup contractors perform ACM abatement, the lead removal, and then proceeded with demolition. Once this was completed and debris was cleared, the property was then graded, and the surface restored with new ballast stone and secured with the addition of new high security fencing.

Besides environmental protocols, the project team navigated site access constraints due to the proximity of the building to active LIRR tracks, and the need to maintain service throughout the duration of the project. The work zone also closely bordered residential properties and required entry permits to ensure construction could proceed in a safe manner. This project required several layers of coordination between the local municipality, LIRR force account, and MTA contractors to get the work done properly and safely.

CUSTOMERS & COMMUNITIES

LIRR Corporate Safety Recognized for Community Engagement in Hicksville

On Saturday, April 13, the Long Island Rail Road's Community Relations Specialist, Chrisann Fabio, was recognized by Nassau County Councilman Tom Muscarella and Joel Berse, of Trainville Hobby Depot, for her involvement with the community and the Corporate Safety Department's T.R.A.C.K.S. program.

T.R.A.C.K.S. (Together Railroads And Communities Keeping Safe) is a free safety community education and outreach program the Long Island Rail Road offers to the communities we serve. This program started in 1985, almost 40 years ago. Last year it reached over 78,000 people.

A joint venture between the LIRR Corporate Safety Department and the MTA Police Department, T.R.A.C.K.S. offers age appropriate, customizable, and scalable training. Chrisann works closely with MTAPD Officers John Matarazzo and Tom Merkle to connect with students as well as adults about being safe around trains and tracks. They stress the importance of safety at crossings and the dangers of being on the tracks. The program reaches out to public and private schools grades K through 12, as well as community groups, home school groups, special needs populations, Boy Scouts and Girl Scouts, libraries, driver education, and summer camps. They have different programs for different grade levels. They also attend various community events such as Trainville Train Shows, community festivals, fire department events, and safety fairs. When going to events they are often accompanied by their mascot, Safety Sam, who helps get the message out about how to be safe around trains and tracks.



LIRR Corporate Safety at a TRACKS event.

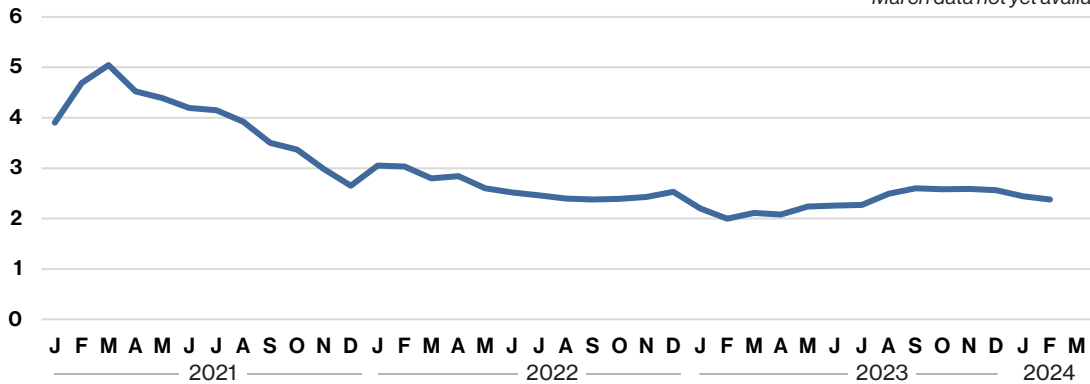
Long Island Rail Road

SAFETY & SECURITY

Customer Accident Rate

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

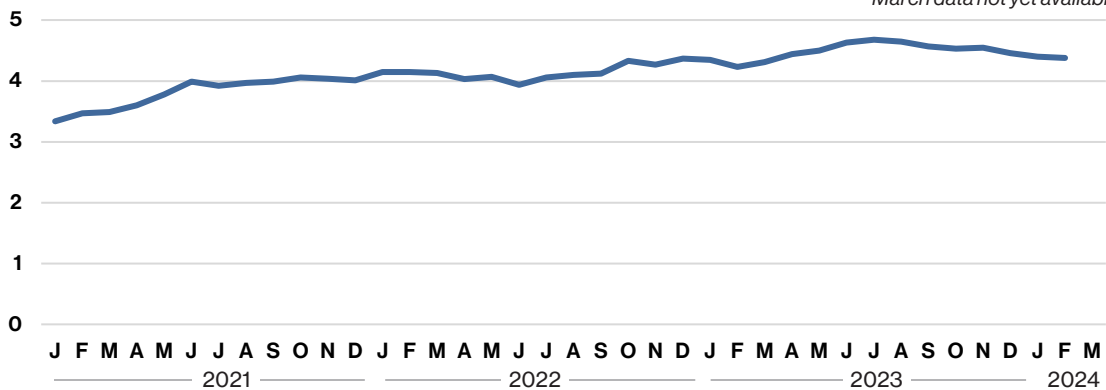
March data not yet available



Employee Lost Time Accident Rate

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

March data not yet available



Data Review

The reportable customer injury rate increased from 2.20 to 2.38 per one million customers in the current 12-month reporting period, March 2023 through February 2024, compared to the prior 12 months. The reportable employee lost time injury rate increased from 4.23 to 4.38 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

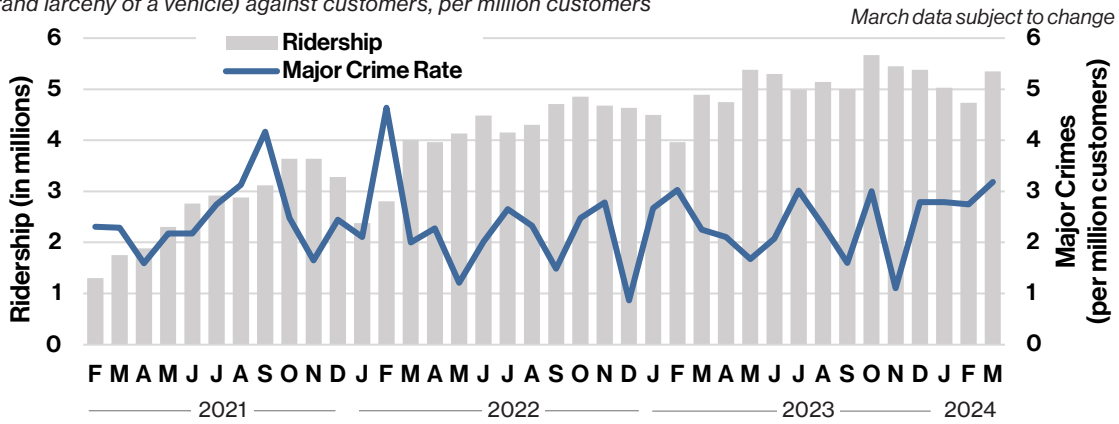
On April 10, LIRR leadership met with Karl Alexy, Federal Railroad Administration Associate Administrator for Railroad Safety and Chief Safety Officer, as well as the FRA Safety Management Team Region 1, to discuss LIRR operations, capital projects, maintenance of way, and safety. They visited the LIRR Incident Command Center and viewed our Jamaica Central Control Operations Theater. Additionally, Corporate Safety and MTA Police Right-of-Way Task Force (ROWTF) partnership recently expanded to four dedicated MTA Police Officers. The ROWTF responds to complaints, proactively inspects the ROW, and addresses concerns with trespassers, encroachments, and homeless encampments.



SAFETY & SECURITY

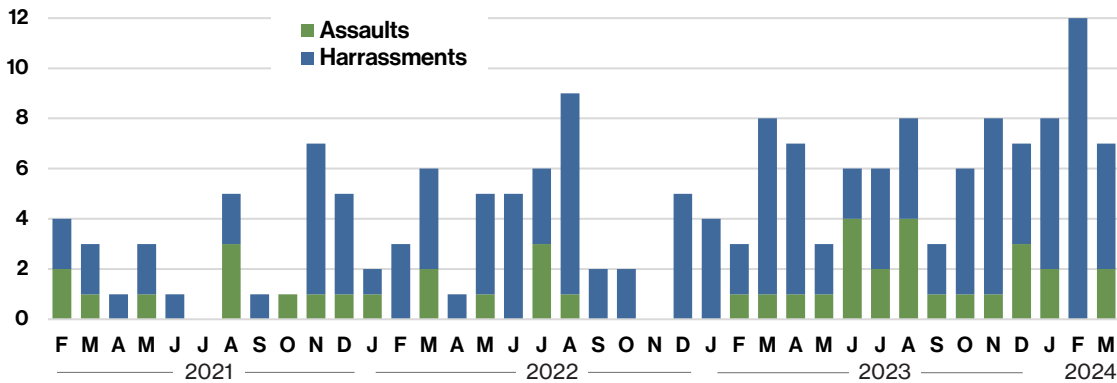
Major Crimes Against Customers

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



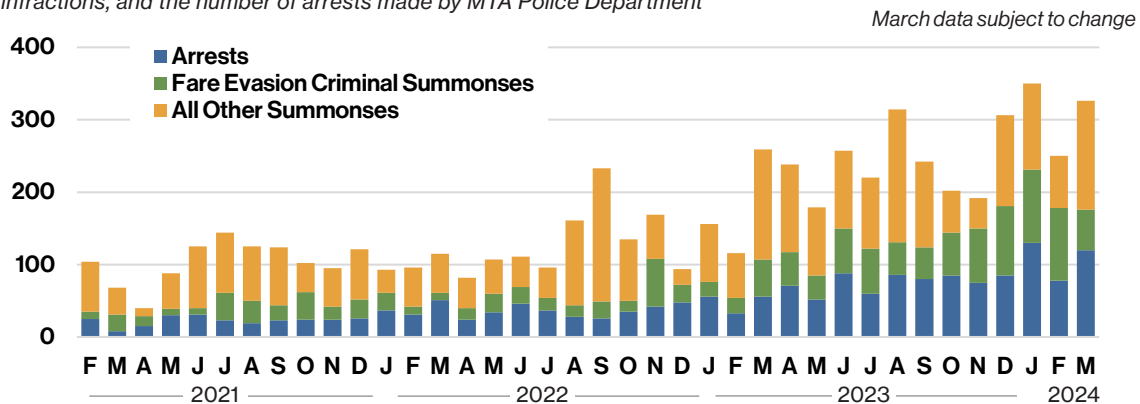
Assaults and Harassments Against Employees

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





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
- Daniel Garodnick
- Randolph Glucksman
- Marc Herbst
- David Mack
- Vinnie Tessitore
- Midori Valdivia
- Neal Zuckerman