



## **2023 ANNUAL RIDERSHIP REPORT**

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## LONG ISLAND RAIL ROAD

### EXECUTIVE SUMMARY

The Long Island Rail Road finished 2023 with increased ridership, continuing the upward trend since the end of the pandemic. Total ridership was 65.2 million customers, increasing +24.2% above 2022's 52.5 million ridership. When compared to 2019, total ridership represented 71.6% of 2019's ridership, decreasing -28.4% from 2019. 2023 Non-Commutation ridership increased +25.6% with 39.5 million customers, outperforming Commutation ridership that increased +22.0% with 25.7 million customers.

### 2023 Ridership Summary

- 2023 has made history for the Long Island Rail Road with the opening of Grand Central Madison on February 27. This major improvement presented new travel opportunities for all customers.
- 2023 Commutation ridership reached 25.7 million customers increasing +22.0% from last year (adjusted for calendar/workday differences). The gradual return to work in the office (part/full-time) and improved on-time performance contributed to the Commutation growth.
  - Reverse Commute ridership increased +15.7% in the AM period and +25.2% in the PM Peak Period compared to 2022
- 2023 Non-Commutation ridership reached 39.5 million customers. Non-Commutation ridership increased +25.6% contributing to the recovery for the ridership come-back, indicating the higher demand for LIRR off-peak travel. Non-Commutation ridership surpassed pre-pandemic/2019 levels towards the end of the year.
  - Saturday ridership increased 17.5% and Sunday ridership increased 25.6%, while Off-peak weekday travel increased 14.9%. Off-peak and weekends have returned stronger primarily driven by discretionary trips to concerts, sporting events (especially to UBS Arena) and discretionary/leisure trips.

#### Annual Ridership (in millions)\* 2023 vs 2022

	2023	2022	% Change vs 2022
<b>Total Ridership</b>	<b>65.239</b>	<b>52.541</b>	<b>24.2% ▲</b>

\* Annual ridership is based on a calendar adjustment to reflect same workdays in 2023 and 2022.

▲ Increase     
 ▼ Decrease     
 ● No Change

# Major Factors and Initiatives Affecting Ridership

## 1. REGIONAL ECONOMY

- 2023 employment figures showed that NYC jobs experienced gains during CY 2023 vs. 2022 (123,800 more jobs vs. 2022)
- NYC Non-Agricultural employment increased 2.7%
- Education and Health employment increased 7.7%
- Business and Professional Services employment increased 1.6%
- Leisure and Hospitality employment increased 8.8%
- Financial Activities employment increased 1.8%
- Information employment decreased 6.0%
- Trade employment decreased 0.8%
- Transportation & Utilities employment decreased 3.2%

## 2. ON-TIME PERFORMANCE AND SERVICE RELIABILITY

- **On-Time Performance (OTP):** One of the most reliable predictors of customer satisfaction is the ability to deliver customers to their intended destinations on time. For 2023, the LIRR's OTP was almost at the 94% goal level with 93.95% performance. Later in the year, OTP reached 95% for several months, while more recently in early 2024 the LIRR enjoyed its best February in 12 years with 96.3% of trains arriving on time.
- Key service improvements included the 41% overall service increase, along with the 56% increase in reverse commute service and enhanced travel opportunities through the opening of Grand Central Madison.
- **Equipment Performance:** The 2023 annual fleet MDBF Mean Distance Between Failures (MDBF) for the entire fleet was 170,752 miles, exceeding the 2023 goal of 170,000 miles by 0.4%.
- The M9 fleet, with an MDBF of 402,589 miles, was the strongest contributor in the LIRR's fleet reliability achievements. In addition, LIRR's RCM program and rigorous maintenance strategies contributed to sustain outstanding reliability performance.
- The Maintenance of Equipment Department's strategic efforts helped to sustain more than 25 years old diesel fleet reliability, with C3 fleet achieving MDBF of 109,388—trailing the goal by 9%. The combined diesel fleet achieved an MDBF of 49,186 miles, which trailed the goal by 11%.

## 3. RIDERSHIP TRENDS AND OTHER BUSINESS SEGMENTS

- Based on LIRR's 2023 Ridership Book, some key highlights of ridership trends include:
  - With the opening of Grand Central Madison, there were many positive changes. AM Peak service to Manhattan increased by 57%, and Manhattan service was split between Penn Station and Grand Central Madison on an approximately 60/40 basis. Weekday and weekend service levels increased with the addition of 275 trains that were added to the weekday schedule, bringing us to a total of 943 daily trains, almost 300 of which operated to or from Grand Central Madison. There was also reverse-peak service on the Port Jefferson and Ronkonkoma branches for the very first time, and a doubling of off-peak service on the Ronkonkoma branch, taking full advantage of Main Line 3rd track.
  - With increased service and more trains through Jamaica, the Brooklyn Shuttle was implemented, providing more service to and from Atlantic Terminal using the new Platform F in Jamaica. As the

year progressed, additional improvements were made, including giving customers at Queens Village, Hollis, Rosedale, Laurelton, and Locust Manor more one-seat ride opportunities to Brooklyn. With an increase in service to Brooklyn of over 30%, trains ran every 12 minutes during peak and reverse-peak times (every 8 minutes during the peak of the peak), and every 20 minutes during middays, nights, and weekends. Furthermore, earlier morning service to Brooklyn was added to address customer requests.

- With all these monumental changes, schedules were continually adjusted to match the changing ridership patterns. Some key changes included:
  - More express service between Jamaica and Manhattan during the AM Peak service, as well as more express service on the Main Line.
  - Changes to the Oyster Bay branch to shorten travel time, including making Train 509 a semi-flyer to provide faster service to Jamaica.
  - Targeted Brooklyn through service opportunities in the Peak periods.
  - Improvements to diesel transfer opportunities in Jamaica.
  - Additional opportunities for Kew Gardens and Forest Hills, by adding stops on trains in the off-peak periods.
  - Improved experience for customers on the Ronkonkoma branch by making 15 of the 19 westbound AM peak trains more “express,” by eliminating Main Line Corridor stops after Hicksville or Bethpage. A late evening Ronkonkoma train from Grand Central to Penn Station was diverted to provide a new one-seat ride opportunity for customers attending concerts and sporting events at MSG. Additionally, a holiday-eve only Ronkonkoma train operated Monday-Friday.
  - Train 614 from Hicksville to Port Jefferson moved earlier to accommodate the faculty and students at Stony Brook University.
  - Port Washington schedules were adjusted, by customer requests, with several diversions from Grand Central to Penn Station, and adjusted stopping patterns. In addition, two late evening Port Washington trains were diverted from Grand Central to Penn Station to provide half hourly service from Penn Station between 10:15 pm and 11:45 pm for those attending events.
- Some other key highlights of ridership trends during 2023:
  - The traditional travel peak hours, 8:00 AM (westbound) and 5:00 PM (eastbound), for most branches have been consistent.
  - Ridership for the South Fork Commuter Connection continued to rebound and surpass pre-pandemic levels by 56%.
- LIRR Deals and Escorted Tours experienced summer/fall seasonal growth

- The expansion of the City Ticket to Peak hours, along with the Monthly ticket discount increase contributed to ridership growth
- New technology applications continued to offer better service to customers:
  - Digital screen network at stations and rolling stock improved customer communications
  - TrainTime App shows available seating capacity in each car and digital platform screens display car crowding. Train Time also offers the ability to purchase mobile tickets, along with accessibility information by locating elevators, escalators, and ramps.

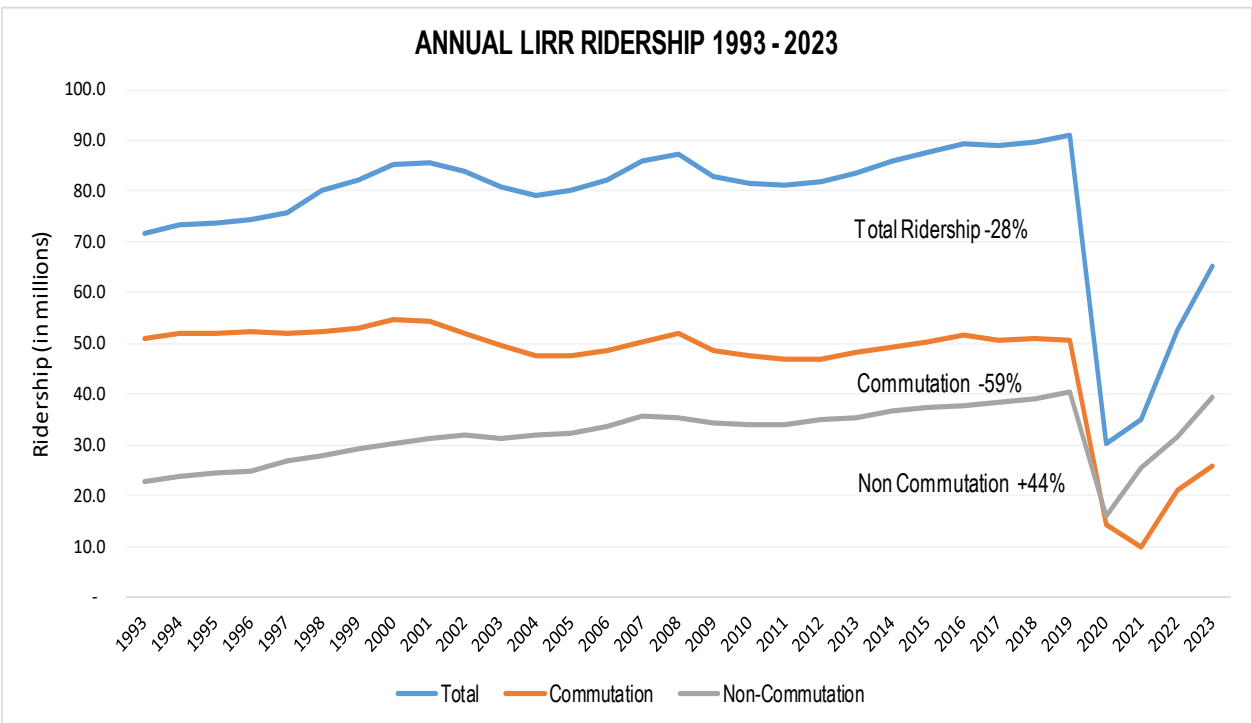
#### 4. CUSTOMERS COUNT SURVEY

- The 2023 Fall overall LIRR satisfaction increased to 70% (up from 68% in Spring 2023).
- The City Zone had the highest satisfaction score, at 78% (up from 73%). Far Rockway followed with 77% score (remained unchanged) and Montauk with 76% (remained unchanged).
- The key drivers of satisfaction remain primarily service-related:
  - Transfer experience, Peak service frequency, On-time Performance, and Service Reliability
- Customer satisfaction scores increased reflecting improvements implemented throughout the year:
  - Overall satisfaction with LIRR stations increased to 85% (from 78%)
  - Overall On-board satisfaction increased to 83% (from 79%)
  - On-time Performance increased to 76% (from 71%)
  - Service Reliability increased to 79% (from 75%)
  - Seat Availability increased to 71% (from 67%)
  - Peak service frequency increased to 66% (from 63%)
  - Cleanliness On-board increased to 80% (from 74%); Restrooms On-board declined to 47% (from 52%)
  - Significant improvements were seen for those whose destination is Penn Station or Atlantic Terminal
  - Customers who regularly transfer are also more satisfied, but significantly lag those who do not transfer
  - When asking those dissatisfied what would increase their satisfaction, the top 3 areas mentioned were: “Shorter wait times on the weekdays”, “More reliable service”, “Better fare incentives”
- Several LIRR initiatives contributed to the satisfaction increases above, such as (to name a few):
  - Schedule optimization through data analysis and consist adjustment adding trains to meet new demand trends, seat availability enhancements
  - OTP task force targeting problem patterns, improved announcements, in-person communication helping travel pattern changes, routing strategies and track utilization constant monitoring
  - Intense yard cleaning, equipment data daily investigation, preemptive component replacement
  - Station cleaning has been intensified and inspections resulted in expedited cleaning
- Looking ahead, along with rising ridership, and improved on-time performance and train service, customer satisfaction is expected to increase, as well.

# Long-Term Ridership Trends

## Ridership Trends

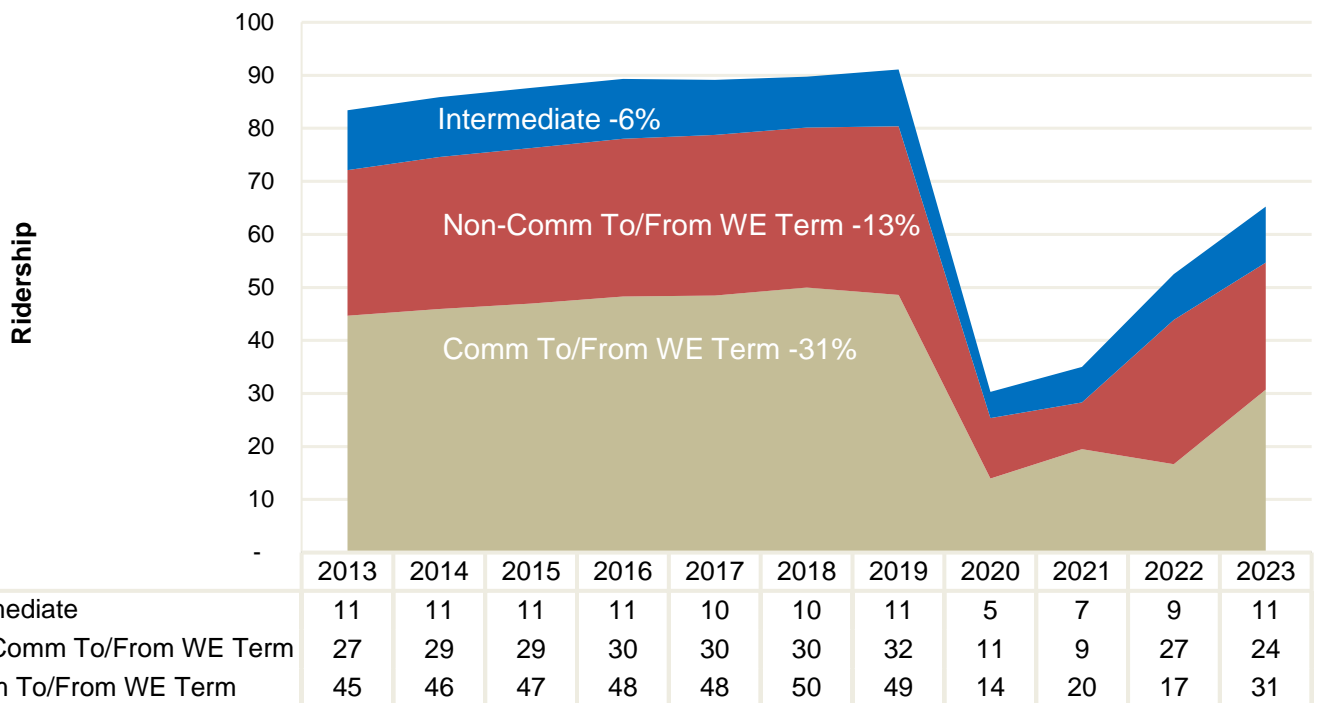
- The Long Island Rail Road was experiencing overall ridership growth trends until the recent pandemic-driven declines that caused a 28% decrease over the past 30 years system-wide total ridership
- Non-Commutation ridership showed an increase of 44%, while Commutation ridership showed a decrease of 59% over the 30-year span



## Ridership Trends by Market

- Over the past 10 years (2013-2023) ridership changed as follows (considering the unusual recent declines due to the pandemic):
- Commutation ridership to western terminals decreased by 31%
- Non-Commutation ridership to western terminals decreased by 13%
- Intermediate ridership outside of western terminals decreased by 6%

### ANNUAL RIDERSHIP BY MARKET: 2013-2023 (in Millions)



#### Notes

**Intermediate:** customers traveling outside of the Western Terminals (Penn Station, Atlantic Terminal, and Hunters Point/LIC)

**Non-Comm. to/from the Western Terminals:** customers traveling to/from Western Terminals with ticket types other than Weekly & Monthly tickets

**Comm. to/from Western Terminals:** customers traveling to/from Western Terminals with Weekly & Monthly tickets

## 2023 vs. 2022 Branch Comparisons

- All LIRR Branches experienced significant ridership gains in 2023. The Port Jefferson branch (which includes the Huntington customers) leads with 11.9 million customers, followed by the Babylon branch with 11.6 million customers and the Port Washington branch with 9.9 million customers.

### RIDERSHIP BY BRANCH

Branch	ANNUAL RIDERSHIP		
	2023	2022	% Change
Babylon	11,606,943	10,514,026	10.4% ▲
City Zone	9,554,530	5,672,913	68.4% ▲
Far Rockaway	4,904,415	4,095,562	19.7% ▲
Greenport	87,690	66,287	32.3% ▲
Hempstead	3,271,387	2,778,998	17.7% ▲
Long Beach	3,117,606	2,749,871	13.4% ▲
Montauk	1,762,578	1,662,936	6.0% ▲
Oyster Bay	1,023,159	854,728	19.7% ▲
Port Jefferson	11,934,009	9,428,532	26.6% ▲
Port Washington	9,928,915	8,321,271	19.3% ▲
Ronkonkoma	7,151,722	5,783,041	23.7% ▲
West Hempstead	895,877	612,358	46.3% ▲
<b>Total</b>	<b>65,238,830</b>	<b>52,540,522</b>	<b>24.2%</b>

▲ Increase

▼ Decrease

● No Change

\* Ridership data is based on ticket sales.

\*\* Port Jefferson branch includes ridership from Huntington Branch.



## 2024 Outlook

- The historic opening of the Grand Central Madison (GCM) service will continue offering enhanced travel options to LIRR customers benefiting from the 41% overall service increase to New York City.
- Service reliability and never-before-seen flexibility will excel after the completion of the Main Line Expansion and the new GCM service.
- Customers will continue taking advantage of the new service options, increasing the share of trips to GCM vs. Penn Station (currently approaching 40% share for trips to GCM vs. 60% share to Penn Station).
- Ridership continues to increase, with weekdays routinely carrying more than 230,000 customers, as is On-time performance, which has been above 95% for several months. Recently the LIRR enjoyed its best February in 12 years with 96.3% of trains arriving on time, which is also the sixth-best month in LIRR history. As a result of the rising ridership and improved on-time performance, customer satisfaction is expected to increase, as well.
- New fare offerings such as the City Ticket availability during peak hours will continue providing incentives for ridership growth, coupled with cross-travel opportunities between Metro-North and Long Island stations via Grand Central.
- New business opportunities are expected to bring incremental ridership as local events, such as the 2024 T20 Cricket World Cup hosted at Nassau County and the Copa America soccer games hosted at MetLife stadium in June 2024. Also, the UBS Arena will continue hosting not only NY Islanders games, but multiple shows & entertainment.
- Non-Commutation ridership has been consistently surpassing 2019's pre-pandemic levels and is expected to follow increasing trends outpacing the Commutation market. The LIRR and MTA will continue introducing attractive value-added packages and escorted tours to grow leisure travel between New York City and Long Island.
- Ridership recovery is expected to grow as local sports teams (Mets, NY Islanders, Rangers, Knicks, Nets, etc.) and local venues (MSG, Barclays, UBS Arena, Forest Hills Stadium, Citi Field, MetLife, etc.) continue to offer a great selection of games, events, concerts, and entertainment. Also, air travel will continue to increase bringing incremental ridership to reach local metro-area airports via the LIRR.