




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

May 2024

All Tracks   

Subway 

Vending Machines

OUR JOURNEY  
STAYS HERE



On May 10, Governor Hochul announced the completion of upgrades to Metro-North's maintenance and operations hub at Croton-on Hudson. The brand-new, 400,000 square-foot facility, which employs 1,200 people, will be able to maintain train reliability and meet the maintenance needs of Metro-North operations for decades to come.

Croton-Harmon Shop Upgrades =  
Better Service  
MTA Metro-North Railroad

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

2 Broadway • New York, NY 10004  
May 20, 2024

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



Visit [metrics.mta.info](https://metrics.mta.info) or scan the QR code to access a comprehensive dashboard of Long Island Rail Road and Metro-North Railroad metrics.



↑ All Trains



# LONG ISLAND RAIL ROAD

**Ticket Vending  
Machine**



# Long Island Rail Road

## MESSAGE FROM THE PRESIDENT



**Rob Free**  
President, Long Island Rail Road

### On Ridership & OTP

LIRR ridership remained strong in April with the weather starting to warm up and the summer travel season inching closer:

- April 2024 ridership increased 18.8% compared to April 2023.
- Non-commutation ridership surpassed the same month in 2019 for the 8th consecutive month – this time by 11.4%
- We achieved our highest one-day post-COVID ridership on Tuesday, May 14 with 260,745 customers, and our load weight data shows that we're doing very well during the so-called "shoulder" periods – which are just before the AM and PM peak. In fact, during the AM Peak shoulder, we're actually exceeding 2019 customer count numbers and are just about right at 2019 levels during the PM shoulder.
- LIRR customers continue to take advantage of Grand Central Madison service. April's total GCM ridership of almost 1.58 million customers (based on load weigh data), was the highest monthly ridership since the terminal opened. Also, May 14th's one-day ridership record coincided with a 41/59 split with Penn Station, a new high for GCM.
- April total OTP came in at 96.85% - the best non-pandemic April in our recorded history and the 4th straight month over 95%. Again, such an amazing job by our Operations teams!

### Your Ticket to the Wicket

From June 3rd through the 12th, the International Cricket Council will be holding the T20 Men's Cricket World Cup at Eisenhower Park. There will be eight international matches – one per day - including USA vs. India and India vs. Pakistan and we expect that this will be a very popular event, once



again putting Nassau County on the world stage.

We are also gearing up for increased match day ridership to Westbury - our official station for the tournament - where eventgoers will transfer from our trains onto NICE buses that'll take them to the park in the morning, and then back to Westbury after the match.

- An incident command structure is being set-up to maximize communication and ensure an all-around smooth operation, and platforms at Westbury will be monitored for crowded conditions throughout the tournament.
- We ask everyone taking the train to the event to be sure to download the TrainTime app for schedules and LIRR tickets, and to purchase your NICE bus tickets in advance as well.

### Summer Savings

With congestion pricing set to begin on June 30, The Long Island Rail Road is bringing back their Summer Saturdays discount program to incentivize taking the train instead of driving into New York City.

Each Saturday throughout July and August, customers with a monthly ticket can travel anywhere in LIRR service territory and also bring along up to two people of any age who need only purchase a \$1.00 Family Fare for each leg of the trip. It's a great way to reconnect with family and friends, visit some of your favorite local destinations or discover something brand new.

### Building a Better Railroad

The Long Island Rail Road moved one step closer to having accessibility at all 126 of our stations with the grand debut of the new elevator at Copiague Station on May 16. That day, I joined MTA Chairman & CEO Janno Lieber and Chief Accessibility Officer Quemuel Arroyo to officially introduce

# 260,745

one-day, post-COVID  
ridership record for  
LIRR on May 14

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# 96.85%

total OTP for April —  
best non-pandemic  
April since dawn of OTP  
record-keeping

---

# \$1.00

one-way fare for up to  
two people traveling  
with monthly ticket  
holders on LIRR  
"Summer Saturdays"

# Long Island Rail Road

## MESSAGE FROM THE PRESIDENT

the beautiful new elevator and many of the associated new accessibility enhancements around the station.

We have two separate ADA station project bundles currently underway and Copiague is the first of four stations to be completed in 2024. Amityville and Lindenhurst will follow very soon and we anticipate that Massapequa Park will debut later in the summer. Once all active ADA station projects are done, we will then have only seven more to go until every Long Island Rail Road station is fully accessible.

And continuing the “Building a Better Railroad” theme, we just completed our latest grade crossing renewal - this time at Commack Road on the Main Line just west of Deer Park Station.

The project spanned two weekends and will lead to a smoother ride for both trains and cars traversing this heavily-traveled crossing.









# FINANCIAL RESULTS

## 2024 Revenues & Expenses, April Year-to-Date

\$ in millions

	Budget	Actual	Variance
<b>Total Non-Reimbursable Revenues</b>	<b>\$207.0</b>	<b>\$207.7</b>	<b>\$0.6</b>
Farebox Revenues	\$197.4	\$194.8	(\$2.6)
Other Revenues	\$9.7	\$12.9	\$3.2
<b>Total Non-Reimbursable Expenses</b>	<b>\$639.9</b>	<b>\$626.2</b>	<b>\$13.7</b>
Labor Expenses	\$478.6	\$479.2	(\$0.5)
Non-Labor Expenses	\$161.3	\$147.0	\$14.2
<b>Non Cash Liabilities</b>	<b>\$165.7</b>	<b>\$183.2</b>	<b>(\$17.4)</b>
<b>Net Surplus /(Deficit) - Accrued</b>	<b>(\$598.6)</b>	<b>(\$601.8)</b>	<b>(\$3.1)</b>

## Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,911	6,811	101
Reimbursable	1,156	1,060	96
<b>Total Positions</b>	<b>8,067</b>	<b>7,870</b>	<b>197</b>

## Data Review

Through April, farebox revenue was \$2.6 million lower than the budget due to lower yield per passenger, partially offset by higher-than-expected ridership.

Labor expenses are higher than the budget by \$0.5 million due to higher overtime and timing of pension, partially offset by lower payroll, OPEB, and health and welfare. At the end of April, there were 197 vacancies compared to the budget.

Non-labor expenses are lower than the budget by \$14.2 million, driven by the timing of material usage, maintenance and other operating contracts, lower electric expenses, fuel expenses, and insurance, partially offset by professional service contracts and other business expenses.

## Moving Forward

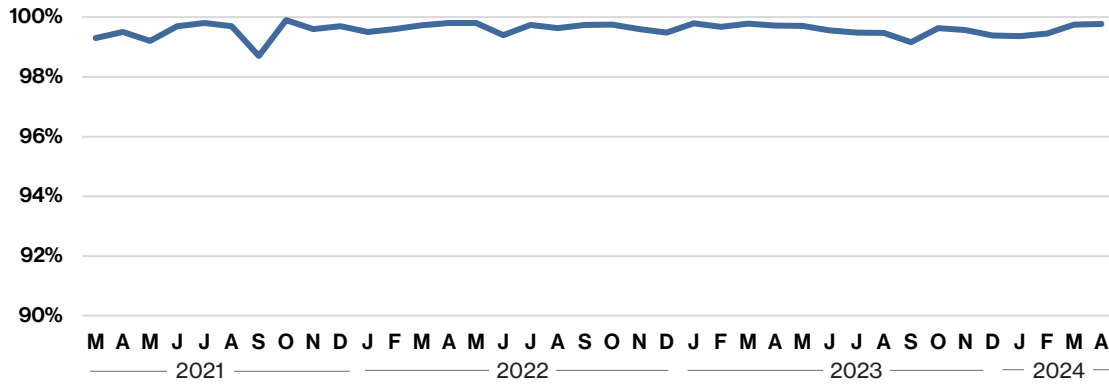
We are aggressively moving forward to fill all vacancies at LIRR. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

# Long Island Rail Road

## PERFORMANCE

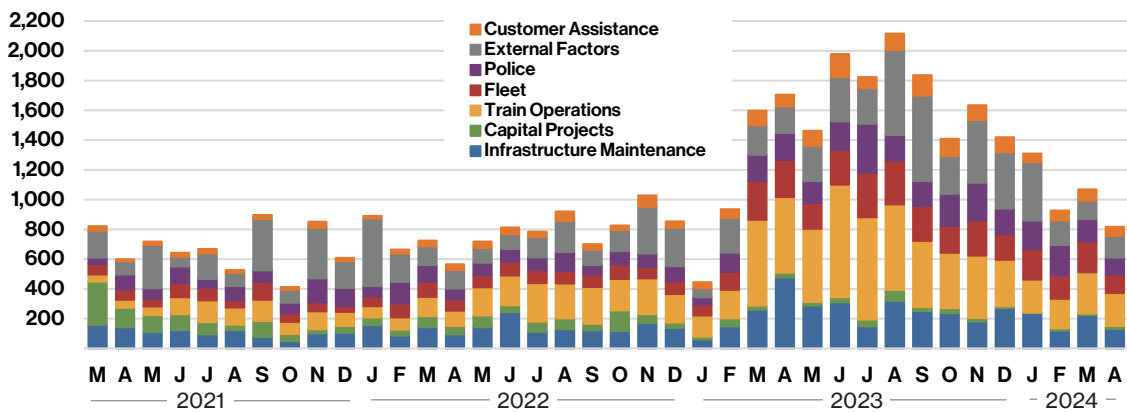
### Service Delivered

The share of scheduled train trips completed



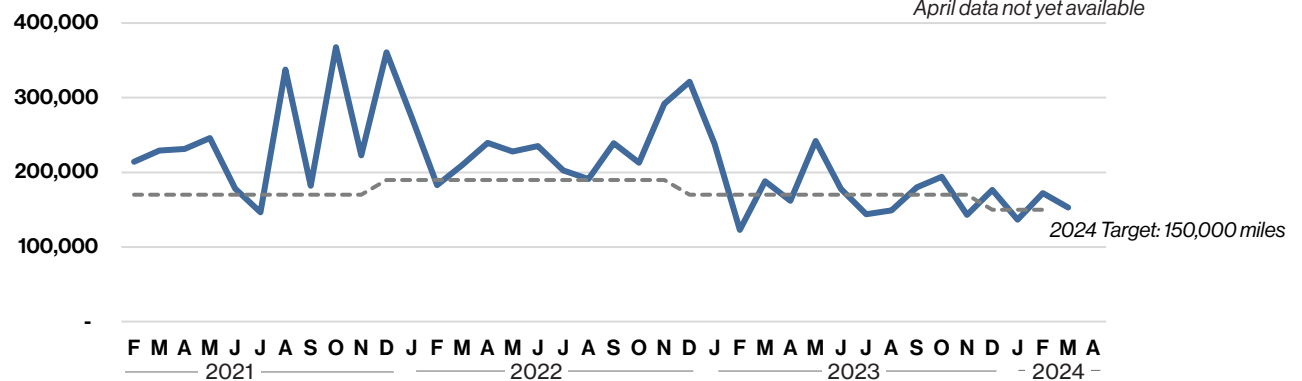
### Delays by Type

The number of delayed trains by type of delay



### Mean Distance Between Failures

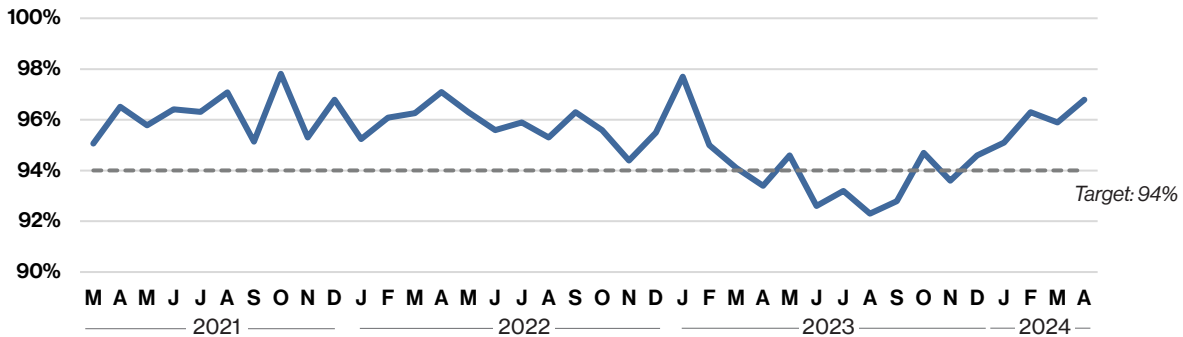
The average number of miles a railcar or locomotive travels before failing and causing a delay



# PERFORMANCE

## On-Time Performance

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



## On-Time Performance, by Branch

Atlantic	99.4%	Montauk	95.4%
Babylon	96.5%	Oyster Bay	96.8%
Far Rockaway	98.2%	Port Jefferson	96.1%
Hempstead	97.0%	Port Washington	98.6%
Huntington	93.8%	Ronkonkoma	96.3%
Long Beach	95.4%	West Hempstead	97.9%

## Data Review

In April, on-time performance (OTP) was 96.8%, above the goal of 94%, while 2024 year-to-date OTP is 96.0%, which is above goal. Eleven out of twelve branches operated at or above the OTP goal: Babylon, Atlantic, Far Rockaway, Huntington, Hempstead, Montauk, Oyster Bay, Port Jefferson, Port Washington, Ronkonkoma, and West Hempstead. Year to date, ten branches have met the OTP goal: Babylon, Atlantic, Far Rockaway, Huntington, Montauk, Oyster Bay, Port Jefferson, Port Washington, Ronkonkoma, and West Hempstead.

Seven incidents this month resulted in ten or more late, cancelled, or terminated trains. The most significant event occurred on April 18 caused by a switch issue at Nassau Interlocking. The event caused 28 late trains and reduced our monthly OTP by less than 1 percent.

The fleet mean distance between failures (MDBF), a metric that measures the average number of miles a railcar or locomotive travels before failing and causing a delay, operated at 152,931 miles in March, exceeding the target of 150,000 miles.

## Moving Forward

With warm weather almost here and Grand Central Madison still connecting Long Island with new parts of New York, the Long Island Rail Road is getting ready to bring passengers to their summer festivities. There will be holiday weekend service, Friday Cannonball express train to Montauk, and service for events including the 2024 International Cricket Council World Cup which be hosting some games in Eisenhower Park conveniently located next to Westbury station.

### Repairs to West Side Storage Yard Underway



*Repairs to West Side Storage Yard started this month, which was damaged during Superstorm Sandy*

The Long Island Rail Road and MTA Construction and Development recently completed the rehabilitation of the West Side Storage Yard, which sustained extensive damage as a result of the flooding during Superstorm Sandy. The electrical equipment was especially affected by the flood of salt water, which makes electrical conduits much more vulnerable to corrosion. The project encompasses the replacement of several of the yard's old heavy rail systems with new equipment at the modern standards as well as general repairs to the yard's operating systems such as CCTV recording systems, Public Announcement machinery, radio base stations, fire alarm components, and fiber optic cable panels.

The West Side Storage Yard is the biggest storage yard on the West side of Manhattan, containing 30 tracks and serving as a critical terminal point for commuter rail road trains. During construction, Long Island Rail Road force account had to carefully schedule work to stay within available track outages to fully replace tracks as well as the switches and the many components of signal infrastructure. During these outages, trains used Penn Station as a temporary turning point while the West Side Yard was out of service.

Other components that were replaced during this project are third rail infrastructure, including disconnect switches, the protective boards that cover the live rail, and the electric feeder cables. Much of the equipment used in the replacements were significantly modern upgrades from the old technology, some of which dated back to the 1980s.

# CUSTOMERS & COMMUNITIES

## LIRR Announces Student Safety Sticker Contest Winner

Each year, Together Railroads And Communities Keeping Safe (T.R.A.C.K.S.), a joint venture between LIRR Corporate Safety and the MTA Police Department, sponsors a safety contest for students across LIRR's service territory. This year we challenged students to create a picture, slogan, or both about staying safe near trains and tracks. Winning entries were made into stickers to be used as giveaways during our training and community outreach events. The winning stickers are designed to foster student engagement and are an effective tool for getting young people thinking about safety.

On May 14th, LIRR President Rob Free, members of the LIRR's Corporate Safety Department, and our MTA Police partners thanked the winners and their teachers in person and presented their awards.

Congratulations to 5th grader Yuvraj Saini from Sachem School District's Wenonah Elementary and to our middle school champ, Erin O'Sullivan from St. Aidan School. We appreciate their outstanding entries and commitment to keeping themselves and others safe.

T.R.A.C.K.S. is a free safety community education and outreach program the Long Island Rail Road offers to the communities we serve. The program started in 1985—almost 40 years ago. Last year we 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.

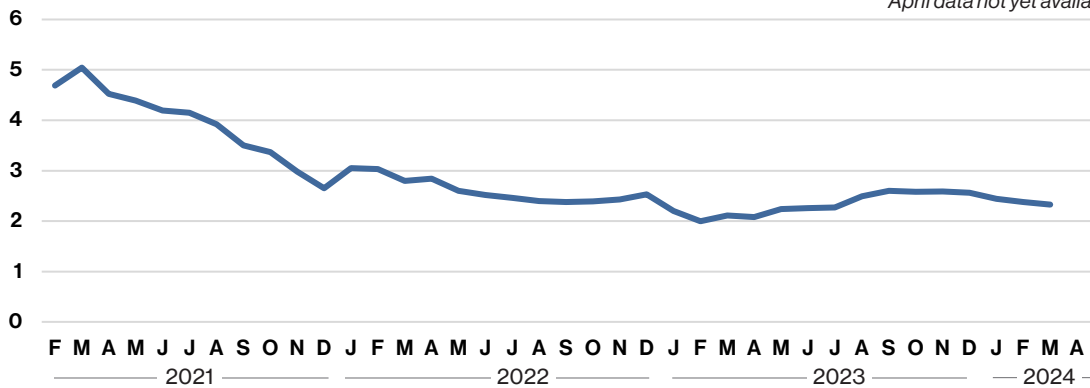


*LIRR President Rob Free, LIRR Corporate Safety, and MTA Police Department celebrate the winners of the T.R.A.C.K.S. safety sticker contest.*

### Customer Accident Rate

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

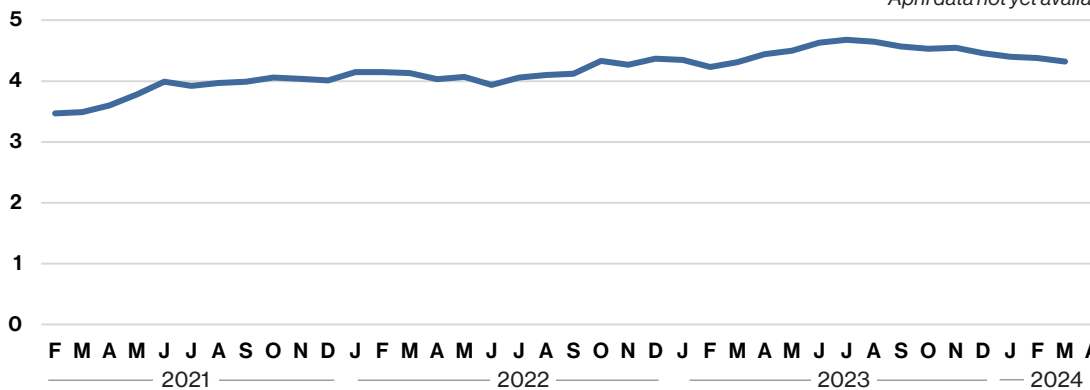
April data not yet available



### Employee Lost Time Accident Rate

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

April data not yet available



### Data Review

The reportable customer injury rate increased from 2.11 to 2.33 per one million customers in the current 12-month reporting period, April 2023 through March 2024, compared to the prior 12 months. The reportable employee lost time injury rate increased from 4.31 to 4.32 per 200,000 working hours, compared to the prior 12 months.

### Moving Forward

Since 1985, the LIRR TRACKS Program mission is to raise awareness of hazards around railroad tracks and at grade crossings. Since 2015, TRACKS has conducted an annual school safety contest to encourage students to help us promote safe decisions and behaviors. This year we received 42 elementary and 120 middle school entries. The winning entries were made into stickers, to be distributed during training and community events. Congratulations to Yuvraj Saini from Wenonah Elementary School in the Sachem School District and Erin O'Sullivan from St. Aidan Middle School in Williston Park, who were recognized during ceremonies held at their schools.

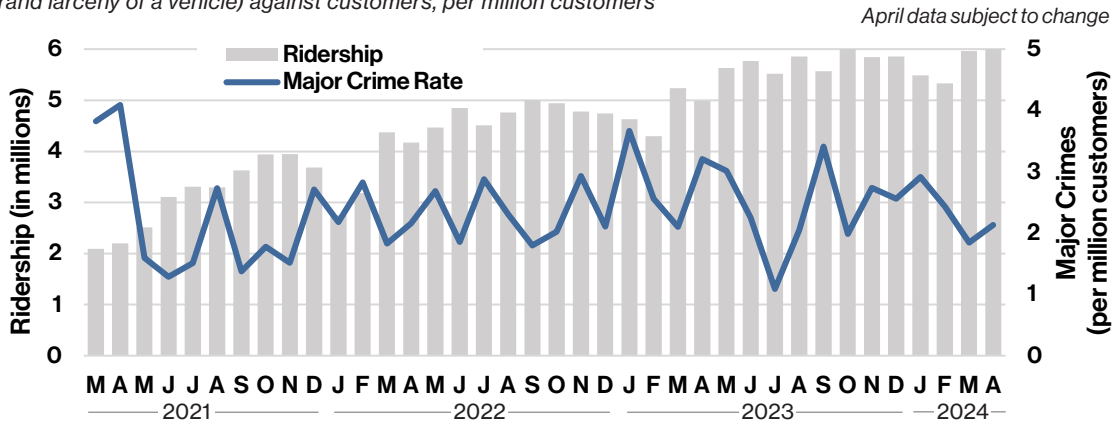




# SAFETY & SECURITY

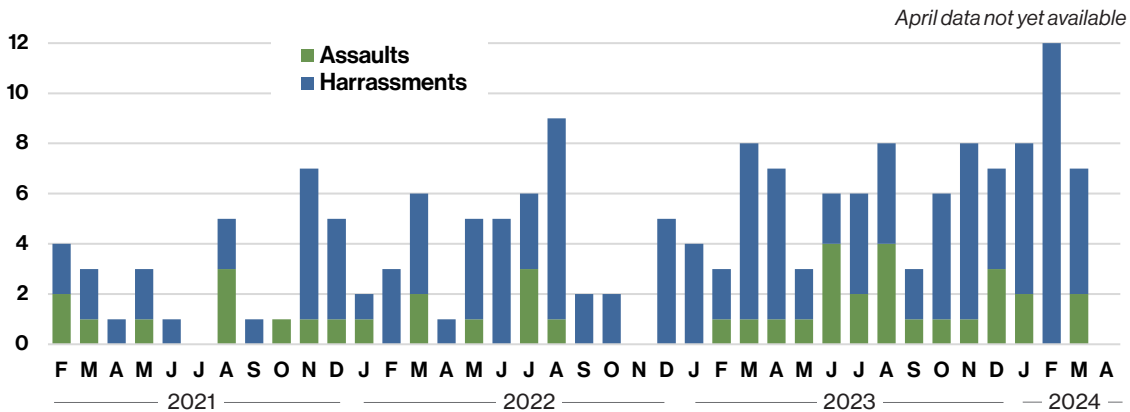
## Major Crimes Against Customers

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



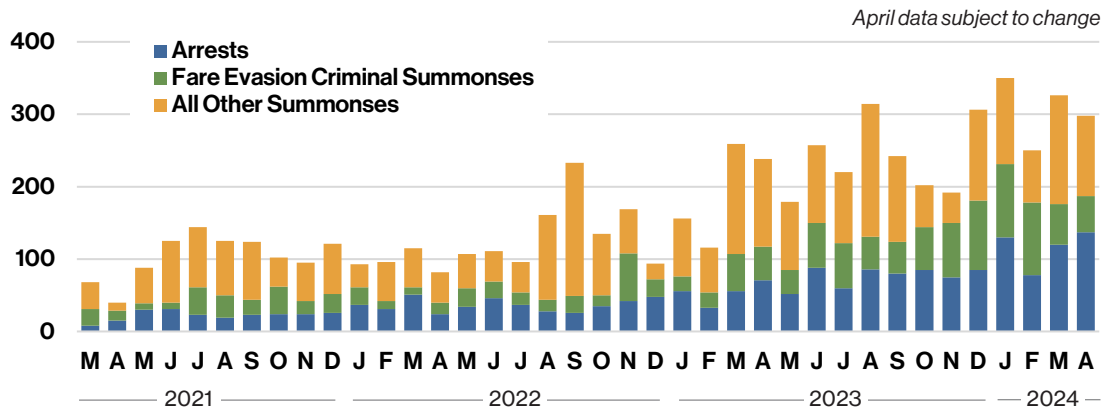
## Assaults and Harassments Against Employees

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



# METRO-NORTH RAILROAD





# Metro-North Railroad

## MESSAGE FROM THE PRESIDENT



**Cathy Rinaldi**  
President, Metro-North Railroad

### Ridership

In April 2024, Metro-North served 5.59 million customers, an increase of 17.7% from April 2023 and representing 75.1% of April 2019 ridership. Although April is a shorter month than March, total ridership increased 5.5% over March 2024, and ridership using commutation and other peak tickets rose nearly 7%.

Ridership growth appears to be continuing into May. Metro-North set two new post-COVID records the week of May 6th, with average weekday ridership at 212,466 and average Tuesday-Thursday ridership at 222,244. Monday May 13th was our best post-COVID Monday yet with nearly 210,000 trips.

Although monthly growth has slowed recently, it still continues at faster rate (1 percent per month since December) than typical pre-pandemic average monthly growth, and we would not be surprised to see more records broken before the start of summer vacation season.

### Fire Incidents in Connecticut

Earlier this month, Metro-North commuters encountered two incidents in Connecticut within a week that could have caused significant service disruptions – a fiery highway crash on I-95 and a freight train fire. However, delays were minimized due to crews who worked tirelessly around the clock, staffed nearby stations, and worked closely with emergency responders.

On Thursday morning, May 2, a fiery crash shut down travel on a section of I-95 in Norwalk, Connecticut. The incident, which involved a tractor-trailer, a fuel truck, and another vehicle, occurred under the Fairfield Avenue overpass. The damage to the overpass was so severe that it was determined that it would need to be demolished, and demolition work commenced the following day. Because I-95 was completely closed in this location, Metro-North responded proactively to accommodate additional customers by increasing train service on the New Haven Line over the weekend of May 4 and 5, deploying additional staff at key locations, and adding extra cars to several trains to accommodate increased

demand. Station Ambassadors were stationed at New Haven, Bridgeport, South Norwalk, and Stamford Stations to provide additional customer service to affected travelers. I-95 was reopened in time for the Monday morning commute.

Days later, on Tuesday night, May 8, a freight train engine operated by Providence and Worcester Railroad Company caught fire east of the Stamford Station, causing damage to Metro-North catenary wires and temporarily suspending Metro-North service on the New Haven Line. Although all New Haven Line service north of Stamford was temporarily suspended, we were able to open up one track quickly and safely, providing late-night service, and by early the following morning, an additional two tracks had been restored to service, as well as New Canaan track 5, allowing us to provide normal service.

. A big thank you to our amazing employees who worked through the night to restore service for the morning rush.

### Grand Opening – Harmon Shop

On May 10, I participated in a ceremony commemorating the completion of our new Harmon Shop alongside MTA Chair Lieber, MTA C & D President Jamie Torres Springer, and elected officials. Metro-North's Croton-Harmon Yard upgrades are now complete, significantly enhancing our railroad operations. This major capital project, which commenced in 2001 to address inadequate facilities for train maintenance, was executed in five phases, culminating in the opening of a state-of-the-art facility featuring repair and support shops. The facility enables our railroad to effectively perform a Reliability-Centered Maintenance program, equipped with a dozen car hoists, four pedestal tracks, and multiple door-level and roof-level platforms for preventive maintenance. The second floor optimizes parts distribution and connectivity between the new electric shop, support shops, and consistent maintenance areas.

# 5.59M

Metro-North  
customers served in  
April

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# 3

ridership records  
achieved in April

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# 5

phase Harmon Yard  
project completed

# Metro-North Railroad

## MESSAGE FROM THE PRESIDENT

Completing this major capital project is a testament to our the dedication and hard work of our employees and of our partners at MTA Construction and Development.

### **Pilot Programs Proposed**

Metro-North will introduce a pilot of weekend service on the Haverstraw-Ossining ferry providing greater public transit options for customers West of Hudson. Between Memorial Day and Veterans Day, the Haverstraw-Ossining Ferry will operate continuously on weekends from 9:30 a.m. to 9:30 p.m., extending beyond its usual weekday rush-hour schedule.

Additionally, we are implementing a pilot program that will provide significant discounts on monthly UniTickets for the Haverstraw-Ossining Ferry, the Newburgh-Beacon Ferry, the Newburgh-Beacon bus, and the Hudson Link bus, along with reduced parking rates for Orange and Rockland residents at our North White Plains Station. By integrating discounted ferry and bus services into monthly rail passes, this initiative will significantly reduce the costs associated with multi-modal commuting, providing commuters with greater flexibility and affordability each month and positioning the railroad as a viable alternative to driving.

Next, both railroads are launching an additional pilot program known as “Summer Saturdays” that is designed to promote weekend travel. This program, which will run on Saturdays between July 6 and August 31, 2024, allows monthly pass holders, to travel to any destination on the railroad that issued their monthly pass, with up to two additional people, for \$1 per person.

We are excited about this initiative, which is intended to encourage more people to take the railroads to access destinations throughout our region throughout the summer months.



# 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 April 2024 ridership of 5.59 million increased 5% from March even though April was one day shorter than March. This marks the first year since 2021 that ridership has not decreased from March to April. Average daily ridership increased 8.4% to 186,186; average weekday ridership increased 5.5% to 212,234; and average weekend ridership increased 12.8% to 104,885, courtesy of four weekend Yankees games.

Metro-North’s total ridership in April increased 17.7% compared to April 2023, and represents 75.1% of April 2019 ridership. Average weekday ridership of 212,234 was 13.5% higher than April 2023 and represented 72% of April 2019 ridership. Estimated average Tuesday-Thursday ridership was 12.9% higher than April 2023 and stands at 72.1% of an average weekday in April 2019. Finally, average weekend ridership was 20.8% higher than in April 2023, and represented 86.1% of April 2019.

With one more weekday in the month, total commutation ticket ridership was up 6% from March. Commutation and peak single ticket trips increased 6.7% since last month, and commutation’s share of total rides rose gently from 39.3% to 39.7%.

### Moving Forward

As noted earlier, we managed to buck the recent trend of recording decreased ridership from March to April, and May has never failed to yield higher ridership than April in the post-pandemic era. We saw increases of 19.8%, 4.4%, and 12.8% in 2021, 2022, and 2023 respectively as the calendar turned from April to May. Taking the foregoing into consideration, we expect further increased ridership for May 2024.





# FINANCIAL RESULTS

## 2024 Revenues & Expenses, April Year-to-Date

\$ in millions

	Budget	Actual	Variance
<b>Total Non-Reimbursable Revenues</b>	<b>\$187.9</b>	<b>\$207.0</b>	<b>\$19.1</b>
Farebox Revenues	\$176.0	\$190.2	\$14.2
Other Revenues	\$11.9	\$16.8	\$4.9
<b>Total Non-Reimbursable Expenses</b>	<b>\$502.3</b>	<b>\$537.4</b>	<b>(\$35.1)</b>
Labor Expenses	\$347.5	\$388.9	(\$41.4)
Non-Labor Expenses	\$154.8	\$148.5	\$6.3
<b>Non Cash Liabilities</b>	<b>\$98.7</b>	<b>\$102.1</b>	<b>(\$3.4)</b>
<b>Net Surplus /(Deficit) - Accrued</b>	<b>(\$413.2)</b>	<b>(\$432.5)</b>	<b>(\$19.4)</b>

## Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	5,798	6,112	(314)
Reimbursable	746	522	224
<b>Total Positions</b>	<b>6,544</b>	<b>6,634</b>	<b>(90)</b>

## Data Review

Through April, farebox revenue was \$14.2 million higher than the budget due to higher ridership across all East of Hudson lines. Metro-North Railroad ridership through year-to-date April is 25.3% 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 \$41.4 million due primarily to higher payroll, lower capital overhead recoveries, higher overtime, and higher other fringe benefits. At the end of April, the paid headcount was 90 higher than budgeted and reflects 493 vacancies against the year-end authorized headcount.

Non-labor expenses are favorable to the budget by \$6.3 million, driven primarily by lower electric expenses.

## Moving Forward

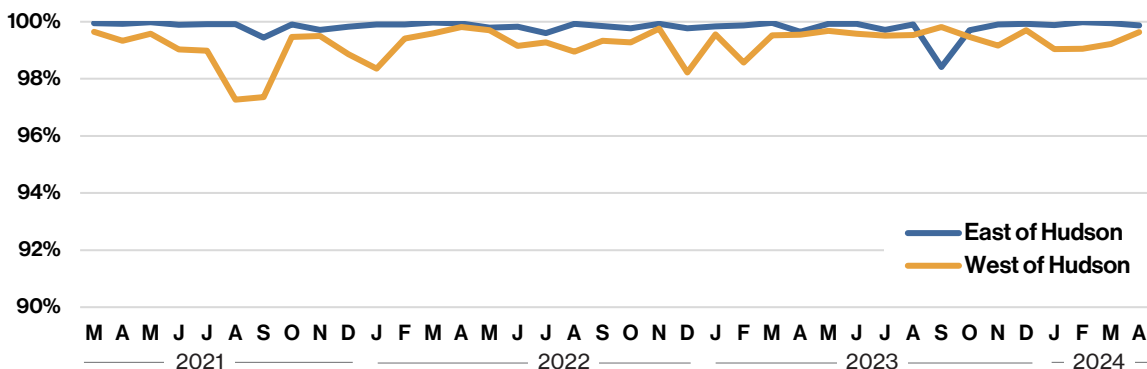
We are focused on growing staff to budgeted targets across all crafts. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

# Metro-North Railroad

## PERFORMANCE

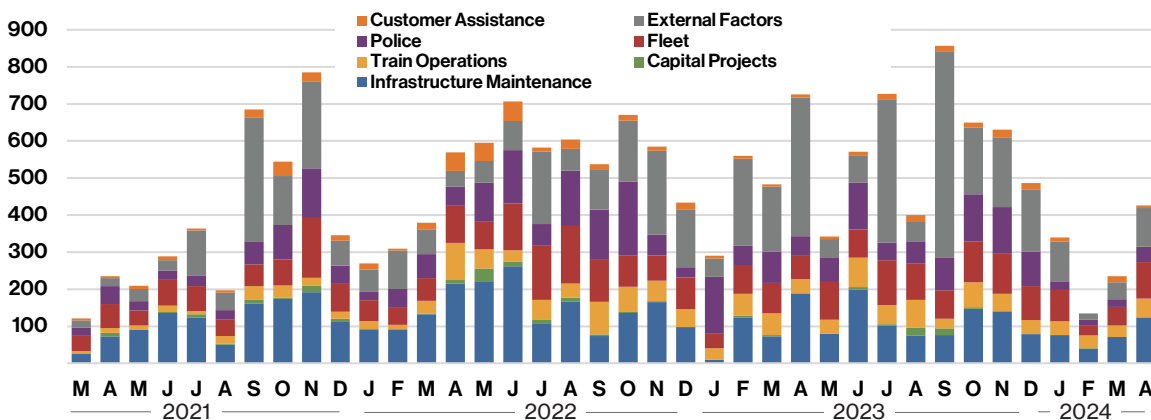
### Service Delivered

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



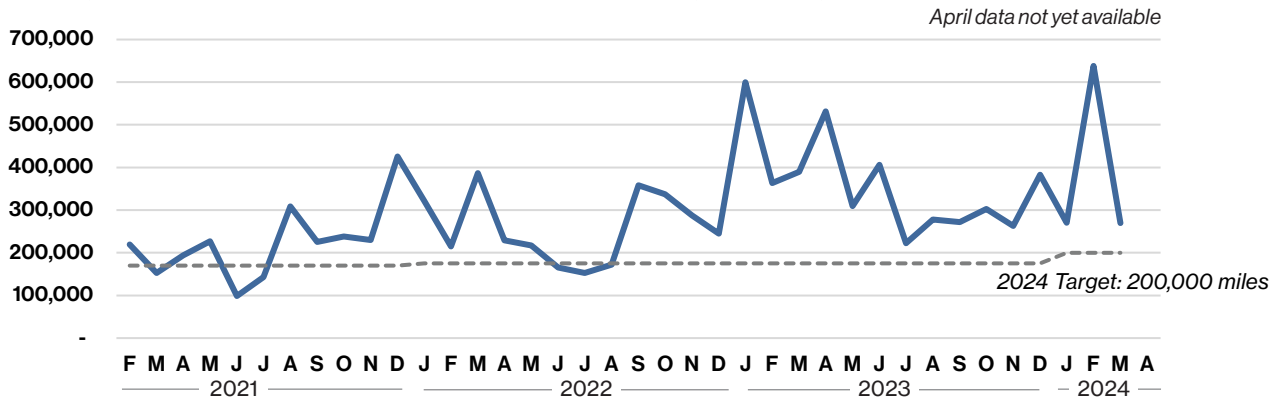
### Delays by Type

The number of delayed trains by type of delay



### Mean Distance Between Failures

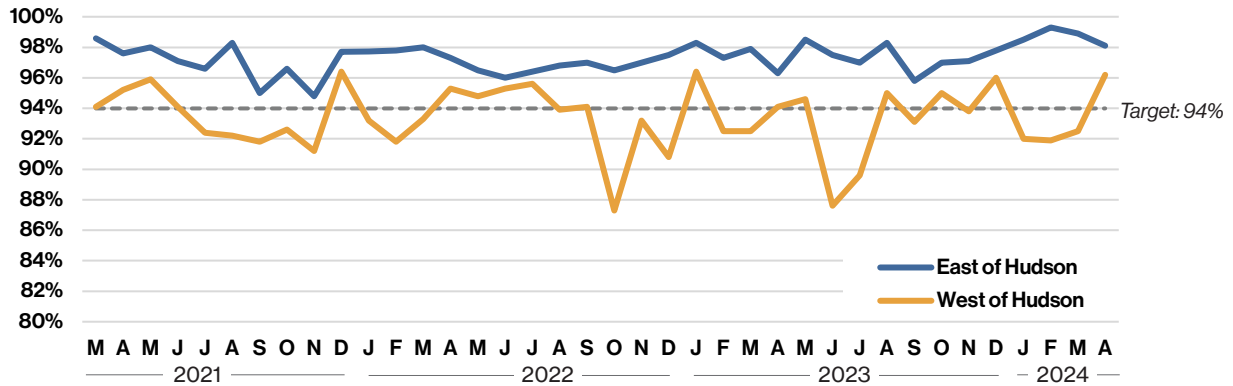
The average number of miles a railcar or locomotive travels before failing and causing a delay



# 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

<b>Hudson</b>	99.0%	<b>Pascack Valley</b>	97.3%
<b>Harlem</b>	97.4%	<b>Port Jervis</b>	94.8%
<b>New Haven</b>	98.0%		

## Data Review

Metro-North’s April service-delivered rate, a measure of service reliability, was 99.9%. Systemwide OTP for April was 98.1%, above our goal of 94%. Year-to-date OTP was also above goal at 98.7%. Four major incidents negatively affected April’s OTP:

- On April 3, multiple downed trees on our right-of-way caused delays throughout the operating territory, impacting 45 trains.
- On April 8, a train was unable to take power affecting our morning rush hour service, affecting 18 trains.
- On April 19, a trespasser near the Appalachian Trail station affected service on the upper Harlem Line, impacting 10 trains.
- On April 25, a switch failure at CP109 delayed trains between CP106 and CP112, affecting 24 trains.

MDBF for the fleet was 269,871 miles in March, above the goal of 200,000 miles. Year-to-date MBDF performance also remains above goal at 330,167 miles.

## Moving Forward

This summer, Metro-North will be making improvements on our branches. Necessary closures on the Wassaic Branch will begin in late July through early September, and alternate bus service will be provided. Alternate bus service will also replace service on the New Canaan Branch for mid-day off-peak weekday trains between July 1 and August 23, with full service resuming on August 26. Additionally, alternate service plans on the Danbury Branch will likely go into effect in August. This work will ensure service on these branches remains safe and reliable.



### Improvements Coming to Brewster Yard



*Rendering of the transformed Brewster Yard, which serves the Harlem Line*

This month, MTA Construction & Development is transforming the Brewster Yard into an efficient and modern maintenance facility as well as a contemporary transportation hub. Currently, the yard is over capacity, and these investments are critical to increasing its capacity to serve current and future service on the busy Harlem Line for decades to come. The project is divided into three phases: Southeast Station Parking and Access Improvements, Northward Yard Expansion, and Existing Yard Reconfiguration.

The project is currently in the first phase, which requires the relocation of the current Southeast Station customer surface parking to make room for the facility expansion and construction in future phases. A new state-of-the-art five-level 1,320 space parking garage will replace the surface lot, and the new facility features many amenities that will improve the customer experience. Infrastructure upgrades include a rooftop solar power system, and customer circulation improvements include a new waiting room situated on the eastern side of Brewster Yard Campus, new intermodal areas to facilitate better connection between other transportation services, including bus shelters and kiss-and-ride drop-off and pick-up zones.

Phase 1 also includes the construction of two bridges for separate pedestrian and vehicular connections. A fly-over bridge spanning the entire main line tracks will connect vehicles from street level via Independent Way to the new parking garage. To alleviate congestion and prevent a bottleneck of vehicles entering and exiting the facility, a second means of egress is being constructed. Pedestrians will be able to access the garage through a new overpass from the existing station.

## MTA Announces Weekend Ferry Pilot

Thanks to support from Governor Kathy Hochul and the State Legislature, MTA secured funding to enhance the reach of Metro-North Railroad to Orange and Rockland Counties as an alternative to driving into New York City. The pilot program includes fare pilots for connecting services to Metro-North, including beginning weekend service on the Haverstraw-Ossining ferries for the first time ever,



*MTA and local leaders celebrate new fare promotions for West of Hudson commuters*

creating monthly UniTicket discounts of 78-90% on the ferries and buses that cross the Hudson River, and slashing parking rates by 25% for Orange and Rockland residents using Metro-North's parking garage in North White Plains.

Leadership from both Ossining and Haverstraw were elated with the announcement, as this service has been a longstanding request. The concept of weekend service between the two villages has been viewed as a potential economic driver and was featured in a joint Downtown Revitalization Grant application. In addition, the local communities are working to prove the concept of weekend service works by promoting use throughout the pilot with the local business community.

With Congestion Pricing going live on June 30, these fare pilot programs will make traveling into New York City by rail more convenient and more affordable.

## Metro-North Joins Senator Harckham's Job Fair

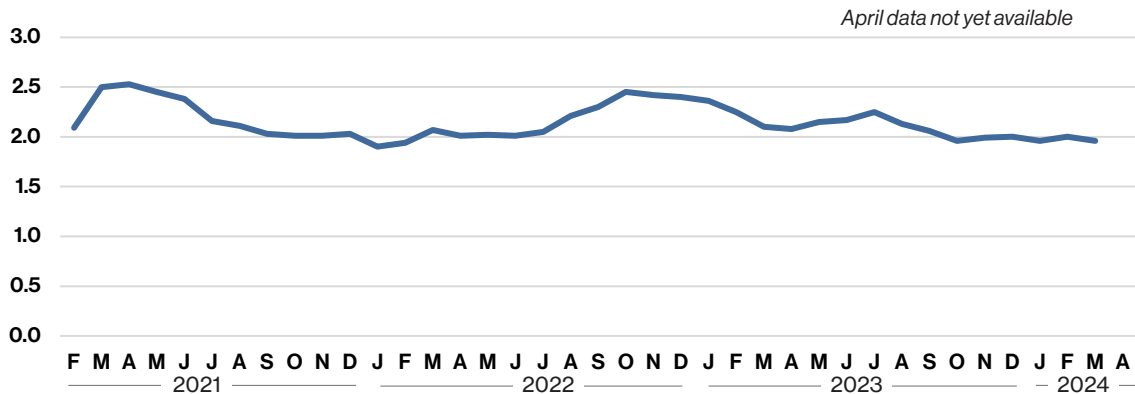
Mae Patel, Asst. Director of Government & Community Relations and Megan Reiff, Sr Manager Talent Acquisition attended Senator Harckham's Career & Union Expo at Peekskill High School on Wednesday, May 1. The event was for current and recently graduated Peekskill High School students, as well as their parents and guardians to learn about career pathways in local and state government, union apprenticeship programs, and careers with nonprofits.

# Metro-North Railroad

## SAFETY & SECURITY

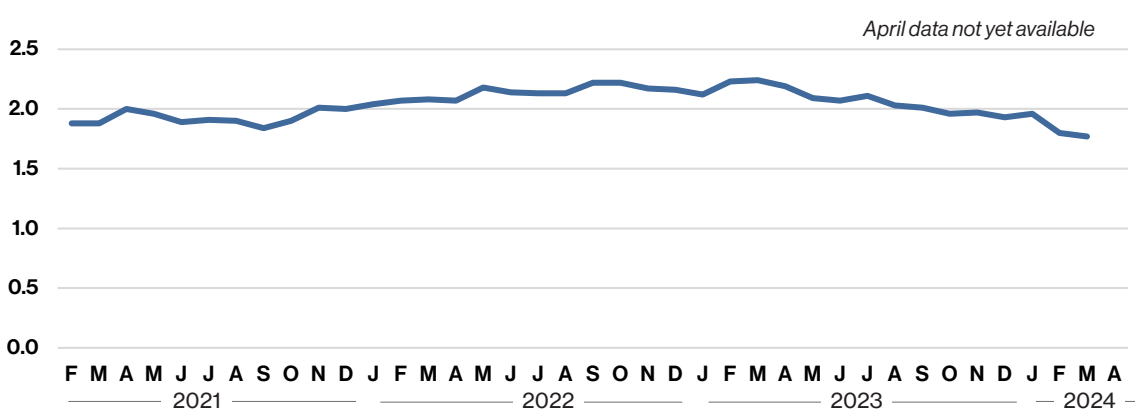
### Customer Accident Rate

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



### Employee Lost Time Accident Rate

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



### Data Review

The reportable customer injury rate decreased from 2.10 to 1.96 per one million customers in the current 12-month reporting period, April 2023 through March 2024, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 2.24 to 1.77 per 200,000 working hours, compared to the prior 12 months.

### Moving Forward

Metro-North will be participating in two worldwide initiatives next month to promote rail safety awareness. Trespass Awareness Day (TRESPAD) is a new event set for June 5, and International Level Crossing Awareness Day (ILCAD) is June 6. On these dates, Metro-North staff, in partnership with the MTA Police Department and other stakeholders such as Operation Lifesaver, will be performing in-person outreach at stations and grade crossings across the Metro-North territory to promote safe behaviors around trains and tracks.



# SAFETY & SECURITY

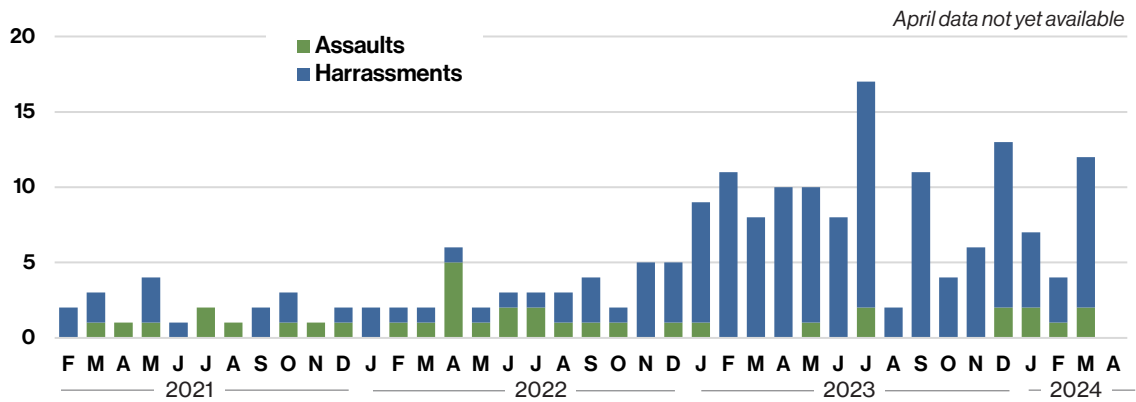
## Major Crimes Against Customers

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



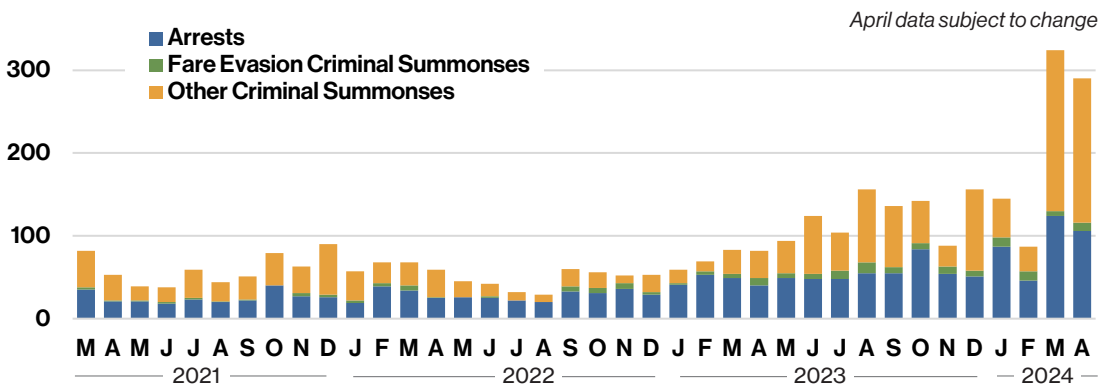
## Assaults and Harassments Against Employees

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





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## **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:

- Marc Herbst, Co-Chair
- Blanca Lopez, Co-Chair
- Gerard Bringmann
- Norman Brown
- Samuel Chu
- Michael Fleischer
- Daniel Garodnick
- Randolph Glucksman
- David Mack
- Lisa Sorin
- Vinnie Tessitore
- Midori Valdivia
- Neal Zuckerman