

A photograph of a red and black train stopped at a station platform. The train has "Grand Central" written on its front in red. The platform has a yellow tactile strip along the edge. In the background, there is a modern building with a glass facade and a sign with a wheelchair icon and an upward arrow.

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

June 2024



Over the weekend of June 8 – 9, 2024, crews successfully replaced the first section of the aging 130-year-old Park Avenue Viaduct without disrupting Metro-North service. This represents a major step toward ensuring this critical transportation infrastructure remains in a state of good repair and enables Metro-North to continue safely delivering record on-time performance.

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

2 Broadway • New York, NY 10004
June 24, 2024

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



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



METRO-NORTH RAILROAD





Metro-North Railroad

MESSAGE FROM THE PRESIDENT



Cathy Rinaldi
President, Metro-North Railroad

Ridership

May 2024 was another strong month for ridership and the Summer is off to a good start in June, with several days setting post-pandemic records.

In May 2024, Metro-North served 5.89 million customers, an increase of 10.1% from May 2023 and representing 77.9% of May 2019 pre-COVID ridership. Average weekday ridership rose 4.7% from April and represented 75.7% of May 2019 levels. Weekend ridership is growing, too, with a 5.4% increase from May 2023, standing at 86.9% of May 2019 pre-COVID levels.

Ridership growth is continuing into June, with a new post-pandemic record of 242,116 customers on Tuesday, June 18, easily besting the previous high of 234,587 on Tuesday, May 21. We've also seen new records on metrics such as average Tuesday-Thursday ridership of 227,619 during the week of June 3, average weekend numbers of 121,318 riders on June 8-9, and average daily ridership of 191,028 for the week of June 3-9. Father's Day, Sunday, June 16, scored our highest Sunday ridership with 109,303 customers and June 13 was a lucky day for Metro-North, with the highest Thursday number of 221,855.

The rate of ridership growth compared to 2023 have slowed, to be expected as we climb closer to 2019 levels, but it continues to climb at a higher rate than pre-pandemic levels, at about 1% per month since December.

Park Avenue Viaduct

Over the weekend of June 8-9, MTA Construction & Development successfully replaced the first segment of the Park Avenue Viaduct, the 4-track elevated structure between the Harlem River and 97th Street that carries all of Metro-North's trains to and from Grand Central Terminal, about 750 trains each weekday carrying approximately 220,000 riders. The innovative approach of using two gantry systems which extend above two of the four tracks to remove the existing concrete and steel bridge decks and replace them with prefabricated bridge units while train traffic

continues unaffected on the adjacent two tracks helped MTA C&D and MNR to perform this work better, faster and cheaper, and without disruption to the railroad's riders. On-Time Performance for MNR's trains over the weekend was 96.6%, well above our 94.0% goal.

Phase 1 of the Park Avenue Viaduct replacement extends between 115 Street and 123 Street. These weekend outages will continue through 2026. The replacement of this structure is a priority state of good repair project that is critical to our ability to provide safe and reliable service. We are thrilled that the project is underway, and we will continue to work closely with MTA C&D to provide maximum productivity and to minimize the effects to our service and riders.

APTA Rail Safety, Security & Emergency Management Awards

I'm proud to advise you that Metro-North was a winner of two Gold Awards at the recent American Public Transportation Association (APTA) Rail conference in Cleveland. Metro-North won Gold Awards in two categories, for Rail Safety and for Rail Emergency Management.

In the Rail Safety category, Metro-North was cited for spearheading a transformation through the application of innovative data management principles to our Confidential Close-Call Reporting System (C³RS). Historically, the reporting system involved a manual and repetitive process that involved "double-handling" data—receiving it and then entering it multiple times into Excel sheets or even handwritten notes. We found the solution in automating data processing through Python scripting and making strategic use of the XML data from NASA. This innovation enabled rapid coding and categorization of C³RS reports, significantly enhancing analytical capacity and the ability to respond more rapidly. With these advanced tools, we've set a new standard for real-time C³RS data analysis. This initiative played a crucial role in improving the implementation of our Safety Management System.

242,116

post-pandemic MNR
ridership record on
June 18

2

APTA Gold Awards
for Rail Safety &
Rail Emergency
Management

1st

Park Avenue Viaduct
bridge segment
replaced

Metro-North Railroad

MESSAGE FROM THE PRESIDENT

In the Rail Emergency Management category, Metro-North has embarked on a comprehensive journey to redefine our Emergency Management Task Force processes and bolster system resilience. This initiative marries organizational changes, advanced technological solutions, strategic infrastructure enhancements, and broad collaborative efforts, setting a new standard for a safer, more reliable transit future. The Task Force enhancements and teamwork have already paid dividends, enabling the railroad to withstand significant weather-related incidents that had the impact of substantially disrupting operations, contributing to record On-Time Performance in 2023 and through February 2024. In February, Metro-North Railroad closed out the month with the highest on-time performance in our 41-year history, with 99.3% of trains arriving at their destination on time.

Update On Ferry Pilot Program

I noted last month that Metro-North introduced a pilot program to improve weekend service and tourism opportunities for the region's constituents on both sides of the Hudson River.

We introduced a new weekend ferry service between Haverstraw and Ossining on Memorial Day weekend, to operate each weekend between approximately 9 a.m.-9 p.m. through the Fall Foliage season in November. We carried about 280 riders on the first weekend, and ridership has increased to about 800 on the weekend of June 15-16. And, unlike commutation ridership on weekdays, empirical evidence indicates that the customers are coming to us from both sides of the river, with Rockland residents visiting Ossining or connecting to a Hudson Line train, while Westchester residents are visiting Haverstraw's attractions.

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

K ETA
11:54
12:08
12:38

11:54
12:08
12:38

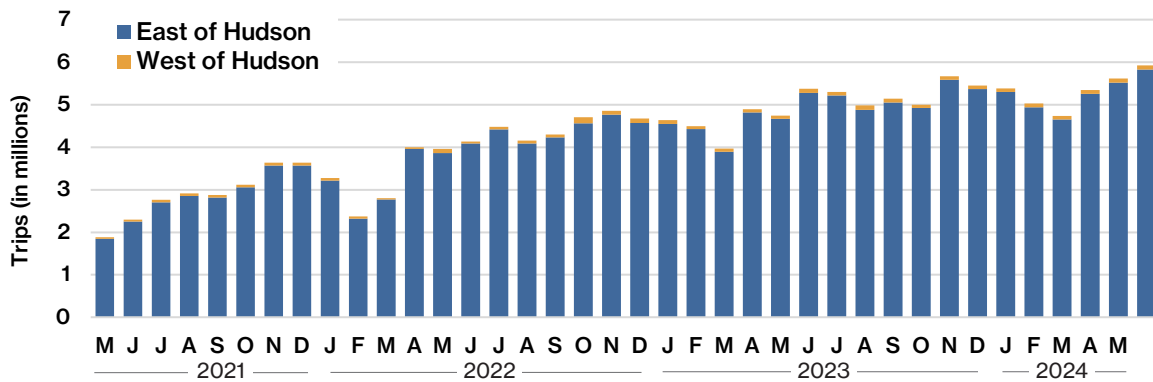


Metro-North Railroad

RIDERSHIP

Monthly Ridership

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



Data Review

Aided by new post-pandemic records, Metro-North’s total May 2024 ridership of 5.89 million increased 5.5% from April. Average daily ridership increased 2.1% to 190,121; estimated average weekday ridership as reported daily increased 4.7% to 216,554; and average weekend ridership increased 5.4% to 110,559, aided by commencement season and another four home Yankees games.

Metro-North’s total ridership in May increased 10.1% compared to May 2023, and represents 77.9% of May 2019 ridership. Average weekday ridership was 11.1% higher than May 2023 and represented 75.7% of May 2019 ridership. Estimated average Tuesday-Thursday ridership was 9% higher than May 2023 and stands at 77.4% of an average weekday in May 2019. Finally, average weekend ridership was 5.4% higher than in May 2023, and represented 86.9% of May 2019.

Total commutation ticket ridership mostly held steady with a 0.3% increase from April. Commutation and peak single ticket trips increased 3.0 % since last month, and commutation’s share of total rides dipped 2.0% from 39.7% to 37.7%.

Moving Forward

May shattered some pandemic-era ridership records. The 234,587 trips recorded Tuesday May 21 was a new single-day record, bracketed by the highest Monday and Wednesday ridership, creating an average weekday record for that week. Although June ridership decreased from May in 2023, early results for June 2024 point the other way, with four pandemic-era records already broken: highest Thursday ridership, highest average Tuesday-Thursday ridership, highest average weekend ridership, and highest average daily ridership. We may therefore reasonably assume that ridership increases will continue as we enter summer.



FINANCIAL RESULTS

2024 Revenues & Expenses, May Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$238.4	\$269.9	\$31.6
Farebox Revenues	\$223.5	\$244.2	\$20.8
Other Revenues	\$14.9	\$25.7	\$10.8
Total Non-Reimbursable Expenses	\$629.2	\$667.2	(\$38.0)
Labor Expenses	\$436.6	\$482.1	(\$45.5)
Non-Labor Expenses	\$192.6	\$185.1	\$7.5
Non Cash Liabilities	\$123.4	\$134.7	(\$11.3)
Net Surplus /(Deficit) - Accrued	(\$514.2)	(\$531.9)	(\$17.7)

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	5,811	6,139	(328)
Reimbursable	753	487	266
Total Positions	6,564	6,626	(62)

Data Review

Through May, farebox revenue was \$20.8 million higher than the budget due to higher ridership across all East of Hudson lines. Metro-North Railroad ridership through year-to-date May is 24.6% lower than 2019 ridership for the same time frame. The forecast for revenue is based on the revised McKinsey & Co. ridership projection.

Labor expenses are higher than the budget by \$45.5 million due primarily to higher payroll, higher overtime, lower capital overhead recoveries, and higher other fringe benefits. At the end of May, the paid headcount was 62 higher than budgeted and reflects 503 vacancies against the year-end authorized headcount.

Non-labor expenses are favorable to the budget by \$7.5 million, driven primarily by lower electric expense.

Moving Forward

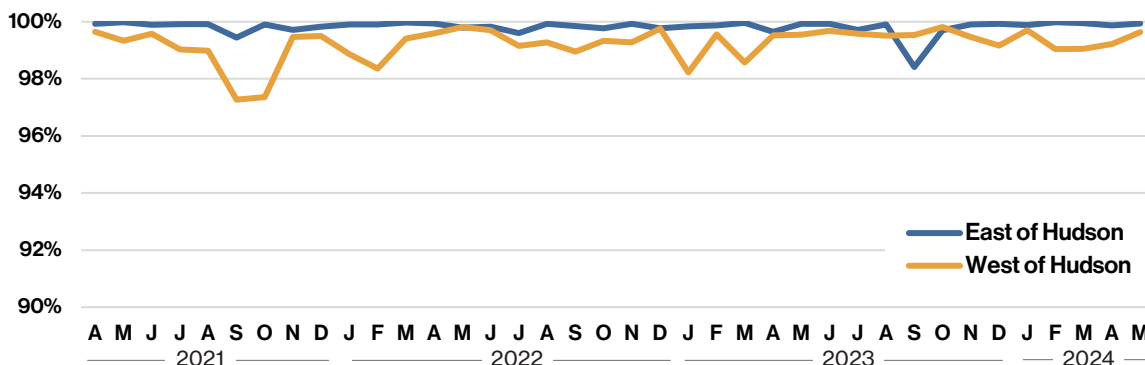
We are focused on growing staff to budgeted targets across all crafts. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

Metro-North Railroad

PERFORMANCE

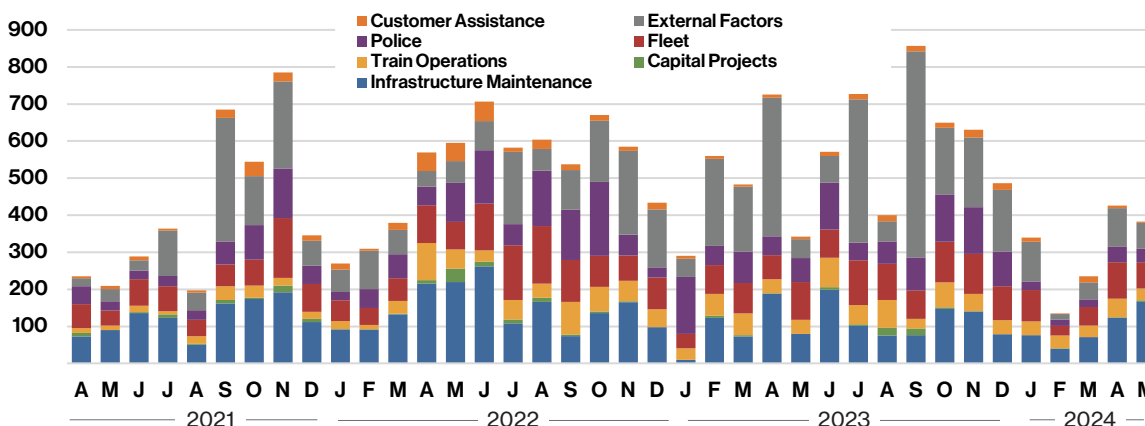
Service Delivered

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



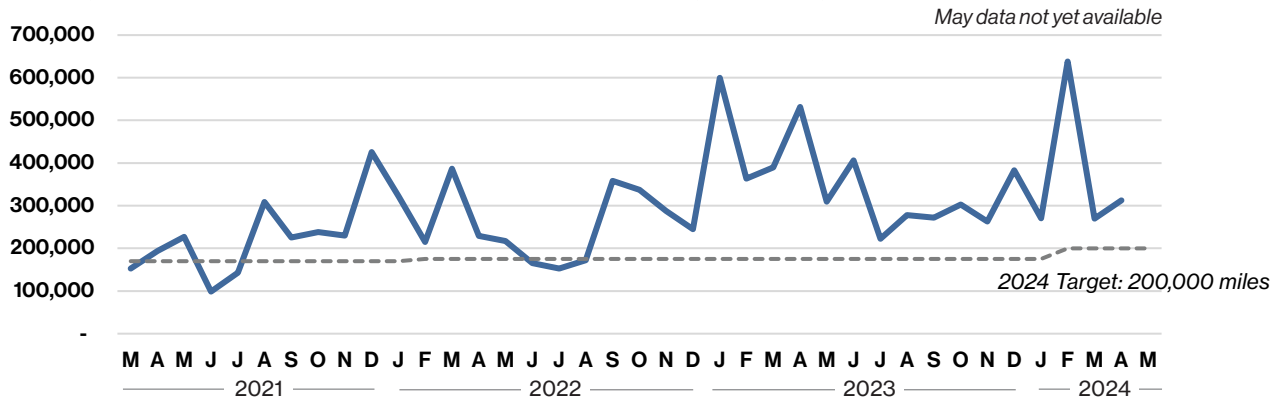
Delays by Type

The number of delayed trains by type of delay



Mean Distance Between Failures

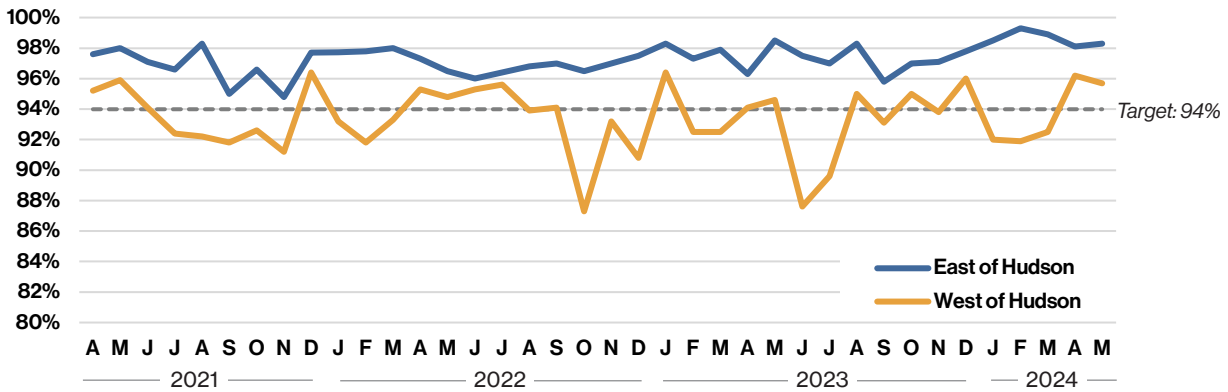
The average number of miles a railcar or locomotive travels before failing and causing a delay



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	98.8%	Pascack Valley	95.8%
Harlem	98.8%	Port Jervis	95.6%
New Haven	97.7%		

Data Review

Metro-North’s service delivered rate (a service reliability measure) for May was 99.9%. Systemwide May on-time performance (OTP) was 98.3%, above our goal of 94%, while year-to-date OTP was also above goal at 98.6%. Four major incidents negatively affected May’s OTP:

- On May 1, an animal under a train at Morris Heights prompted police activity, impacting 14 trains.
- On May 7, a freight train on the New Haven Line caught fire, impacting 12 trains.
- On May 20, downed overhead wires near South Norwalk affected 35 trains.
- On May 23, a disabled tamper disrupted service on the New Haven Line, affecting 43 trains.

The mean distance between failures (MDBF) for the fleet was 311,957 miles in April, above the goal of 200,000 miles. Year-to-date MDBF performance also remains above goal at 325,311 miles.

Moving Forward

For the second consecutive year, Metro-North is the recipient of two prestigious APTA Gold Awards, a testament to our commitment to safety and operational excellence. The APTA Safety Gold Award was presented for our innovative C³RS data optimization initiative. The APTA Emergency Management Gold Award was granted in recognition of Metro-North’s exceptional emergency management capabilities through our Emergency Management Task Force (EMTF). Acknowledging emerging and evolving threats to our operation, we’ve embraced an approach that enhanced the functionality and responsiveness of the EMTF, ensuring our services adapt to a variety of unexpected scenarios.

Critical Bronx Substation Replacement Underway



Inside look at the Mobile Substation, which provides consistent signal power while replacement work is underway.

Metro-North and MTA Construction & Development are replacing the S-5 Signal Substation located in Mott Haven Yard in Bronx, NY. This substation is reaching the end of its useful life and replacement is critical, as it provides power to signal systems to the Hudson, Harlem, and Manhattan lines.

This project will replace all the existing equipment inside the S-5 Signal Substation building, such as power systems and control equipment, as well as its associated outdoor equipment such as switchgears and transformers. The outdoor 60Hz and 100Hz switchgears will be replaced with walk-in prefabricated switchgear buildings, which are newer and more modern pieces of infrastructure which will enhance railroad

operations. The final cutover of the mobile substation is complete and is now feeding all three signal lines of the railroad with generator backup.

Due to space constraints in Mott Haven Yard, a portable substation unit, or Mobile Substation, was purchased so the S-5 building's equipment can be replaced while the Mobile Substation provides signal power to the railroad without interrupting service. The project was carefully phased so the new equipment can be safely installed and tested to provide signal power to the railroad before the old substation was decommissioned so that it can be reused in future capital projects with similar circumstances.

CUSTOMERS & COMMUNITIES

Middle Schoolers Tour Grand Central Terminal

On June 17, Mae Patel, Asst. Director of Government & Community Relations joined our Transportation and Stations team in hosting a group of 18 middle school ages students from Avenues – The World School. Students toured Grand Central Terminal.

Conductor John Weyhausen provided a brief history of Grand Central Terminal followed by tour of the main concourse, Vanderbilt Hall and the Whispering Gallery to the students. After, Michael Cunningham provided tour of a train car including the Engineer's cabin.



Metro-North hosted students from Avenues - The World School for a tour of Grand Central Terminal

Metro-North Meets with Neighborhood Partners

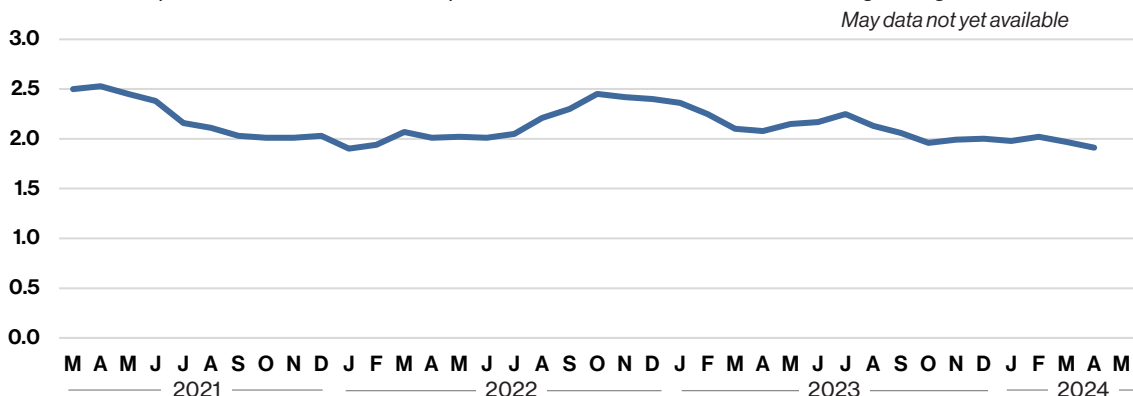
Director of Government & Community Relations Andy Buder joined the New Hamburg Neighbor Association at their monthly meeting in June. During the meeting he discussed the work that was completed at the New Hamburg Metro-North Station and what is left to be completed. There was also a discussion about station upkeep, station area conditions and the extra effort put into the parking area by Metro-North's parking operator. The meeting included a question-and-answer session so that all of the community concerns could be addressed.

Metro-North Railroad

SAFETY & SECURITY

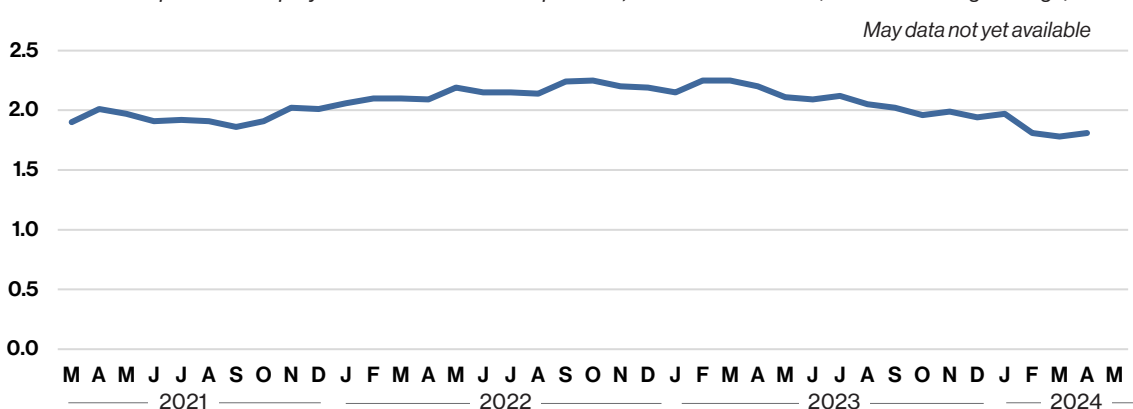
Customer Accident Rate

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 2.08 to 1.91 per one million customers in the current 12-month reporting period, May 2023 through April 2024, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 2.20 to 1.81 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

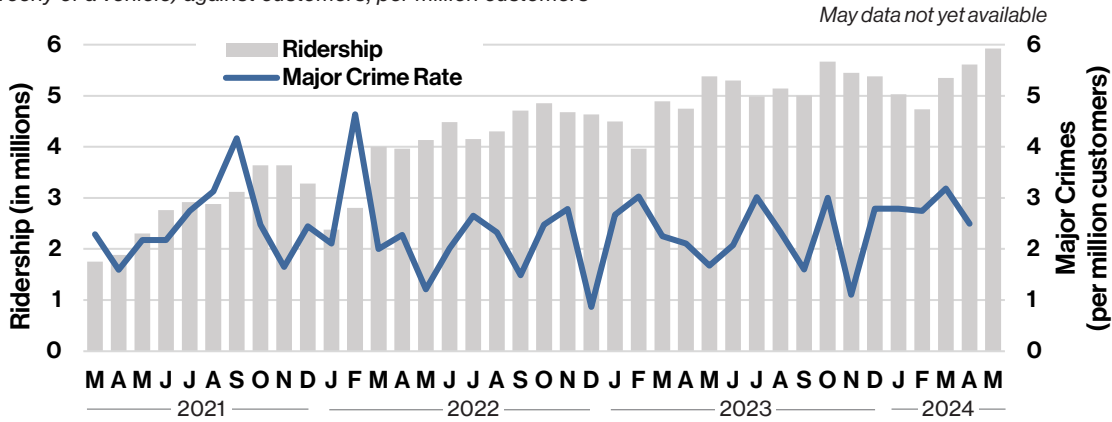
The OSS Environmental Compliance team regularly conducts environmental field inspections and audits in support of Metro-North’s compliance programs and initiatives. The team has conducted 156 of these inspections and audits across the Metro-North territory for the year to date. Additionally, as part of the waste minimization program, Metro-North has recycled over 1,900 gallons of hazardous chemicals this year alone, preventing their disposal.



SAFETY & SECURITY

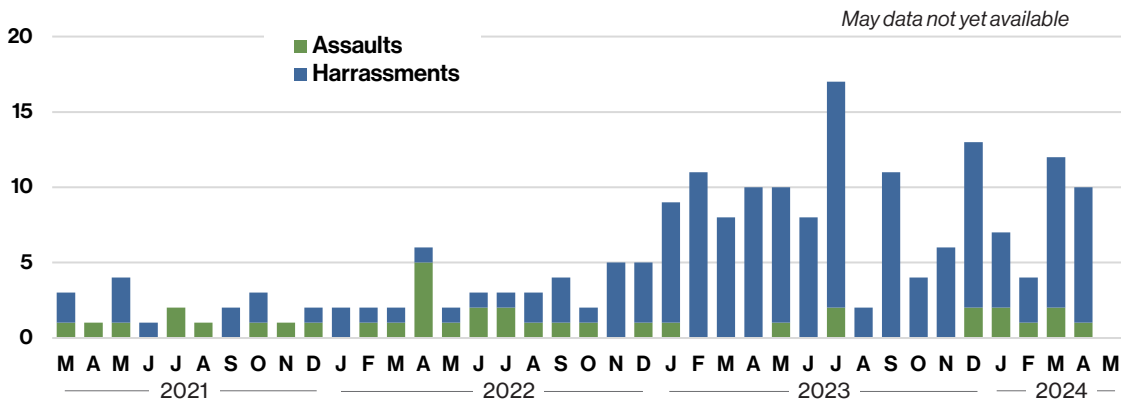
Major Crimes Against Customers

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



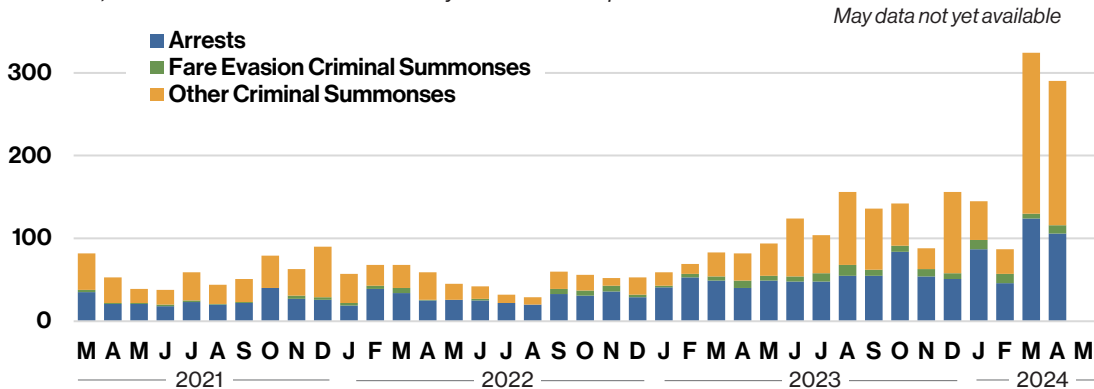
Assaults and Harassments Against Employees

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



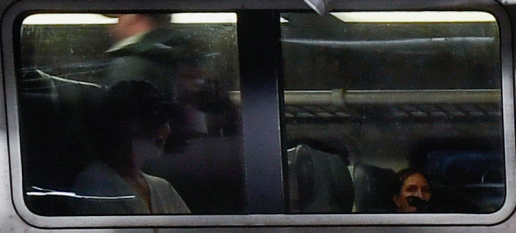
Summonses and Arrests

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





19 Front
Track



EMERGENCY ACCESS WINDOW
KNOCK IN

EMERGENCY ACCESS WINDOW
KNOCK IN



LONG ISLAND RAIL ROAD

Exit of LIRR train →



Long Island
Rail Road



WATCH THE GAP

Long Island Rail Road

MESSAGE FROM THE PRESIDENT



Rob Free
President, Long Island Rail Road

On Ridership & OTP

The annual pre-summer LIRR ridership surge took hold once again and the numbers took another step forward in May and the first part of June:

- May 2024 ridership increased 15.6% compared to last May and represented 81.7% of May 2019
- May was our highest post pandemic ridership with over 6.5 million customers
- Monthly ticket ridership was up 25.9% compared to May of 2023
- May total ridership increased by approximately 400,000 over April 2024
- Reverse peak ridership saw substantial gains in April and May over Q1 of 2024
- Non-commutation ridership increased by 23.2% vs May 2023 and surpassed the same month in 2019 for the 9th consecutive time – this time by almost 14%
- We broke another one-day post-COVID ridership record on Wednesday, June 5th with 264,512 customers. But what's even more impressive is the fact that 9 of our 10 highest post-COVID ridership days have all occurred between May 14 and June 20.

It's safe to say that the ICC T20 Men's World Cup contributed to these numbers to some extent. Between June 1 and June 12, cricket fans from all over the world journeyed to Eisenhower Park and the LIRR teamed with NICE Bus, MTAPD and the Nassau County PD on a successful gating and busing program to shuttle customers between Westbury Station and the park's 35,000-seat temporary stadium.

Together, we combined to deliver a smooth and convenient customer experience for the 31,062 total customers that used this service. Our 3rd Main Line track allows us to accommodate these types of programs without compromising regular service. Kudos and congratulations to all involved!



May's total OTP came in at 95.8% – a month in which we began our summer service and saw an increase in events requiring additional service. It was the 5th straight month over 95% and our Operations pros can take pride in the fact that year to date systemwide OTP hovered at 96% at the end of May.

Crowded Trains Heading Down

We're happy to report that April saw fewer trains at or above 90% capacity than the prior month. And in May, 65 out of 26,803 electric trains ran at or above 90% capacity. That amounts to one-fifth of one percent (0.2%) of all LIRR electric trains and, of the 65, some were post-event or the result of short cars.

See It, Scan It, Say It

If you see something, we want you to say something. That certainly goes for criminal or suspicious activity, but it also applies to the condition of our trains and stations. And we've just made it much easier for customers to report issues they encounter with our station bathrooms.

As you could imagine, they get a lot of daily use - so we want to know any and all problems in real time – that's why we're now enabling customers to report issues related to bathroom cleanliness or supplies directly to our station cleaning teams for quick attention.

This new and proactive approach will help us improve the overall customer experience

- It involves QR codes adhered to the interior doors of restrooms that, when scanned, will take the customer to a quick and easy survey regarding the condition of that particular bathroom
- There are convenient, pre-filled selection options that the customer can choose from...such as a bad odor, a dirty floor or missing soap...and also a section to add a comment if they wish

264,512

one-day, post-COVID
ridership for LIRR on
June 5

0.2%

out of May's 26,803
electric trains operated
over 90% capacity

31,062

total customers used
combo LIRR / NICE
Bus service to get to
ICC T20 Men's Cricket
World Cup

- The survey generates an email that is sent right to the Stations Department and, again, each QR code is unique to the bathroom in which it's placed
- Our intent is to debut the program by the end of the month and we'll be looking closely at the data we receive to identify any trends that would warrant adjustments to our cleaning operation

New Life for Well-Traveled Wheels

On Friday, June 14, the LIRR delivered a decommissioned M3 rail car to the Garden City Secondary tracks in Garden City. There, the Nassau County Police Department had a crane transfer it to a truck, which then transported it to their training facility on the nearby Nassau Community College campus.

This rail car will be featured in Nassau County PD's new mock village for real-world scenario drills. The village includes a train station that features the rail car, tracks and a platform where first responders and other law enforcement agencies can conduct joint exercises in a variety of simulated scenarios. We are always happy to assist our partners in law enforcement and hope the car serves the Nassau PD well. We're all in this together and never is that truer than during an emergency situation.

Wardens of the Ring

The LIRR is proud to boast yet another ABC7 MTA Hero of the Week.

On May 3rd, Grand Central Madison Ticket Clerk Nick Appel was down on the platforms working an extra station cleaner shift when he happened upon a customer in obvious distress, having just discovered that she had lost her engagement ring. Nick tried to help by searching the train she had just left but the ring was nowhere to be found.

Given the value of the \$17,000 ring, he took her to file a report with MTAPD. Along the way, it became clear that she had taken off her ring to apply hand lotion on her first train from Queens Village to Jamaica prior to transferring onto her train to GCM.

At the precinct, Officer Nyndak and Sergeant Dove questioned her and determined that her first train was currently laying up in VD yard in Brooklyn. They had officers dispatched to the yard and, thankfully, Officer Tongdon noticed something shiny, which of course turned out to be ring of the soon-to-be very relieved customer.

Congrats and job well done to Nick and his fellow heroes from the MTAPD...You certainly make us all proud!

More Accessible Than Ever

To quote the great Yogi Berra, it was “déjà vu all over again” this month as yet another Long Island Rail Road station became ADA accessible. On June 10th, we introduced the new elevator and related improvements at Amityville, the second LIRR stations that became accessible this year on the Babylon Branch.

You may recall that we debuted the new elevator at Copiague Station on May 16.

What a job our crews did with not only the elevator at Amityville but also the ADA-compliant path of travel improvements and accessible parking, closed-circuit TV, ADA-compliant signage and other enhancements. The results are truly stunning and I want to thank everyone who worked so hard to bring this vital project to fruition.

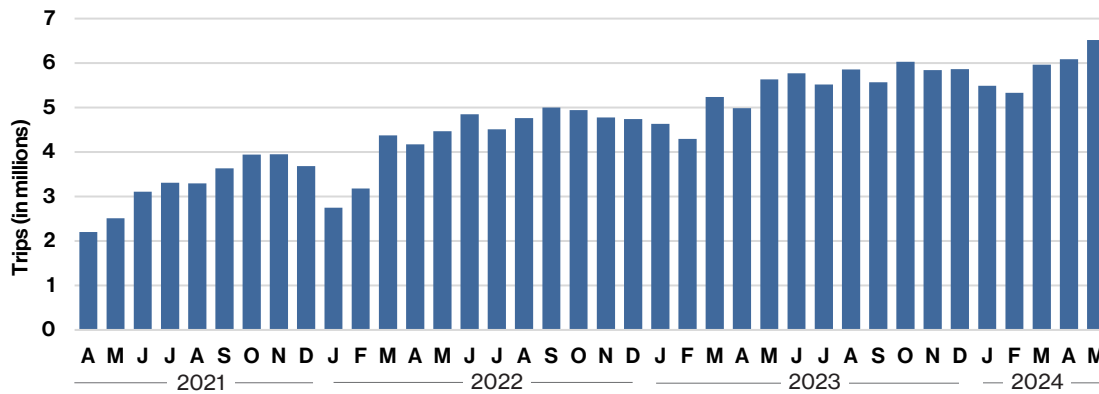
Thank you to all our partners at MTA Construction and Development and to the ADA advocates who join us in the goal of making all 126 of our stations accessible and championing the cause of public transportation for all.

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. May 2024 ridership increased 15.6% compared to May 2023, representing 81.7% of May 2019. Commutation ridership increased 5.2% and Non-Commutation ridership increased 23.2%, marking the 9th 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 17.9% above 2023, representing 79.6% of the ridership compared to the same period in 2019.

The average weekday ridership in May 2024 increased 2.8% compared to April 2024. The average weekend ridership increased 7.4% with Saturdays increasing 5.5% and Sundays increasing 9.6% compared to last month. Twelve weekdays were placed among the top ten highest ridership records, including the second highest weekday ridership on May 14 with 260,745 customers since the pandemic.

Moving Forward

LIRR customers continue to take advantage of the GCM service breaking new records. In May, GCM ridership reached 1,694,916 customers (based on load weigh data), which was the highest ridership recorded. Local sports games/playoffs (i.e., NY Rangers, NY Knicks, NY Mets) and events at local venues continued to bring additional ridership, including the most recent Cricket World Cup at the Eisenhower Park, in Nassau County.

Looking ahead, the LIRR expects a strong summer leisure travel to Long Island, offering extra summer service, including the popular Cannonball express to the Hamptons/Montauk and escorted tours & discounted packages to many popular attractions.



FINANCIAL RESULTS

2024 Revenues & Expenses, May Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$262.6	\$268.7	\$6.1
Farebox Revenues	\$250.6	\$250.2	(\$0.4)
Other Revenues	\$12.0	\$18.5	\$6.5
Total Non-Reimbursable Expenses	\$807.6	\$779.1	\$28.5
Labor Expenses	\$605.6	\$596.0	\$9.6
Non-Labor Expenses	\$202.0	\$183.0	\$19.0
Non Cash Liabilities	\$207.2	\$248.0	(\$40.9)
Net Surplus /(Deficit) - Accrued	(\$752.1)	(\$758.4)	(\$6.2)

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,881	6,847	34
Reimbursable	1,183	1,064	119
Total Positions	8,064	7,911	153

Data Review

Through May, farebox revenue was \$0.4 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 \$9.6 million due to lower payroll and associated fringe costs, and OPEB, partially offset by overtime and the timing of pension. At the end of May, there were 153 vacancies compared to the budget.

Non-labor expenses are lower than the budget by \$19.0 million, driven by lower material usage and electric power, partially offset by other business expenses.

Moving Forward

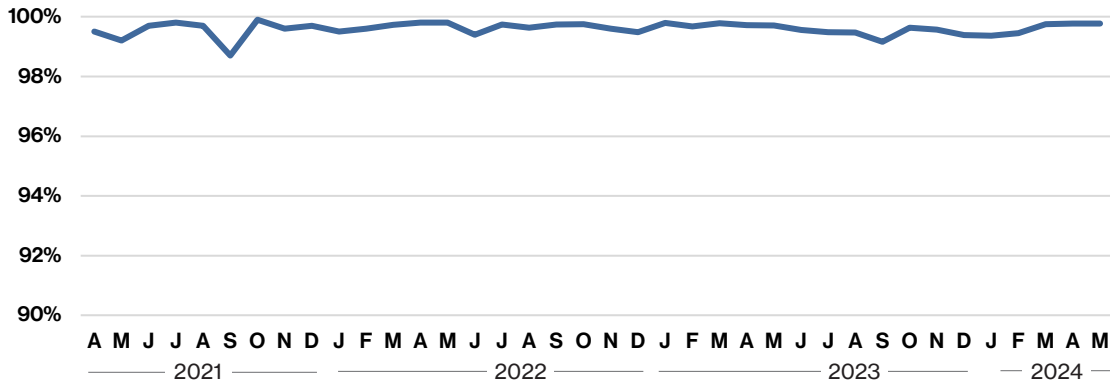
We are aggressively moving forward to fill all vacancies at LIRR. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

Long Island Rail Road

PERFORMANCE

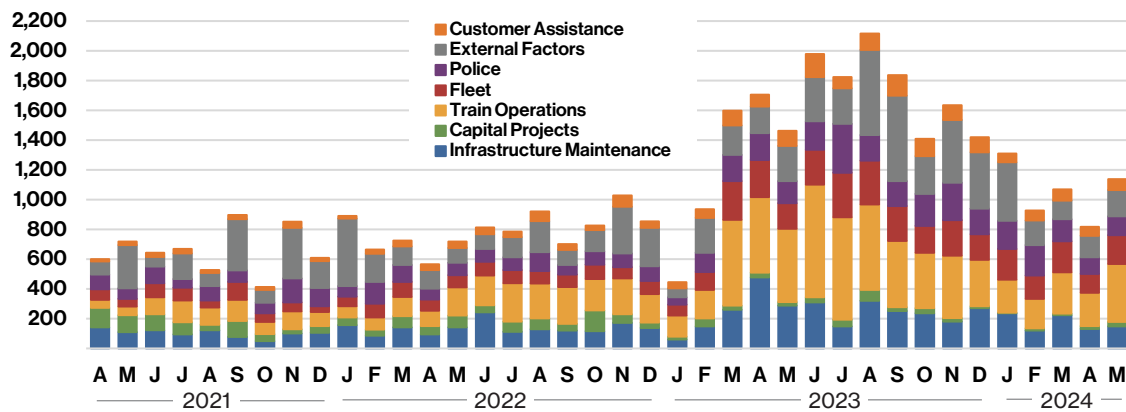
Service Delivered

The share of scheduled train trips completed



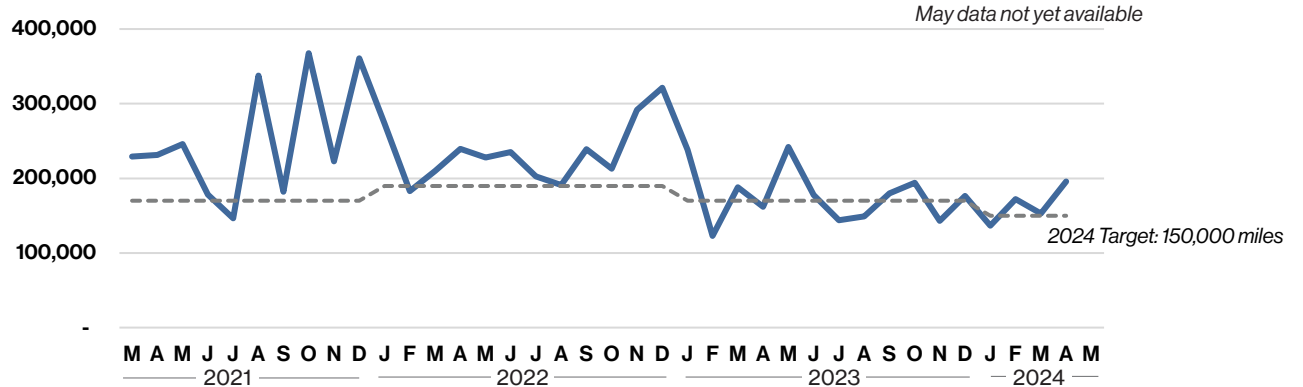
Delays by Type

The number of delayed trains by type of delay



Mean Distance Between Failures

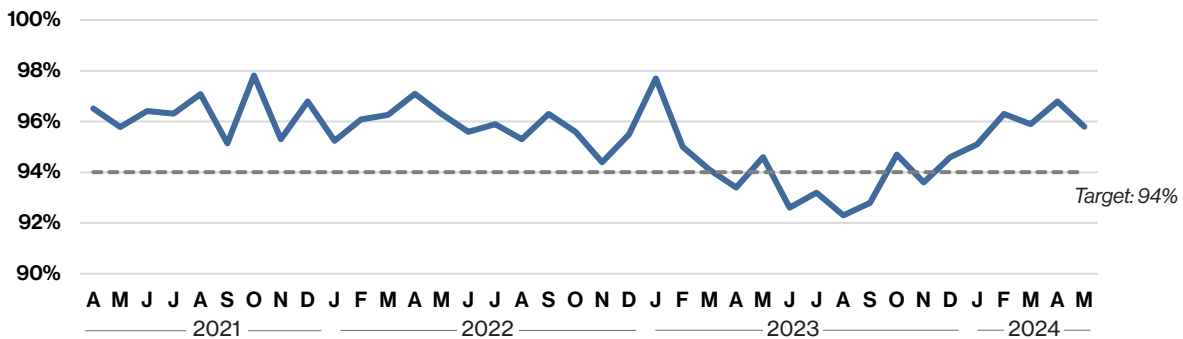
The average number of miles a railcar or locomotive travels before failing and causing a delay



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	98.6%	Montauk	91.9%
Babylon	95.9%	Oyster Bay	96.1%
Far Rockaway	97.1%	Port Jefferson	94.5%
Hempstead	95.3%	Port Washington	97.8%
Huntington	93.9%	Ronkonkoma	94.8%
Long Beach	94.9%	West Hempstead	95.8%

Data Review

In May, on-time performance was 95.8%, above the goal of 94%, while year-to-date OTP is also above goal at 96.0%. Ten out of twelve branches operated at or above goal; Babylon, Atlantic, Far Rockaway, Huntington, Montauk, Oyster Bay, Port Jefferson, Port Washington, Ronkonkoma, and West Hempstead. Year to date, the same ten branches have met the OTP goal.

Eleven incidents in May resulted in ten or more late, cancelled, or terminated trains. The most significant event was on May 24, a bridge strike at Continental Ave near Forest Hills Station caused 28 late trains, delayed our customers an average of 15 minute, and reduced monthly OTP by less than one percent.

The fleet MDBF, a metric that measures the average number of miles a railcar or locomotive travels before failing and causing a delay, operated at 195,656 miles in April, exceeding the target of 150,000 miles.

Moving Forward

While summer means fun travel plans, it also brings the start of hurricane season. Flooding, downed trees and infrastructure, and power outages could impact LIRR operations. All departments are preparing for the season by reviewing plans, ensuring equipment is ready, and stocking supplies. We also conduct tabletop drills and analyze past storms for lessons learned to improve and prepare for this season.

LIRR's "Extraordinary Cleaning Operation" Successfully Relocated



This month, LIRR completed relocation of the Extraordinary Interior Cleaning operation.

The LIRR and MTA Construction & Development completed the reconstruction of the Mets-Willets Point Station, which includes the relocation of the Extraordinary Interior Cleaning (EIC) operation from Mets-Willets Point Station to Ronkonkoma Yard, as well as the significant expansion of cleaning operations for LIRR cars. Located on the LIRR's Port Washington Branch, the Mets-Willets Point Station was built for the 1964 World's Fair and is used as a seasonal station to support sporting and entertainment events at Citi Field, Arthur Ashe Stadium, and Flushing Meadows Corona Park. Originally, the EIC operation at Mets-Willets was meant to be temporary, but the ongoing Hudson Yards overbuild platform construction prevented the operation from returning to the West Side Storage Yard. Fortunately, retaining the EIC facility at Ronkonkoma Yard has allowed the LIRR to satisfy railroad service guidelines.

The EIC project includes the construction of a 12-car-length concrete platform to clean the many components of LIRR train cars. LIRR force accounts installed six prefabricated EIC platform cleaning huts and transposed the electrified third rail underneath the new platform to allow for safe toilet servicing. The new cleaning facility allows cleaning operations to expand to three shifts per day. More frequent cleaning creates a more welcome environment for riders and has contributed to improvements in overall customer satisfaction.

CUSTOMERS & COMMUNITIES

Nassau County Police Department Training Village

On Friday, June 14, the LIRR delivered a decommissioned M3 rail car to the Garden City Secondary tracks in Garden City. There, the Nassau County Police Department had a crane transfer it to a truck and transported it to their training facility on the nearby Nassau Community College campus.

This rail car will be featured in Nassau County Police Department's new faux village for real-world scenario drills. The village includes model buildings, streets and a mock train station that features the rail car, tracks and a platform where first responders and other law enforcement agencies can train together in a variety of simulated roleplay scenarios in a controlled setting.



A decommissioned M3 railcar will support the Nassau County Police Department's training curriculum

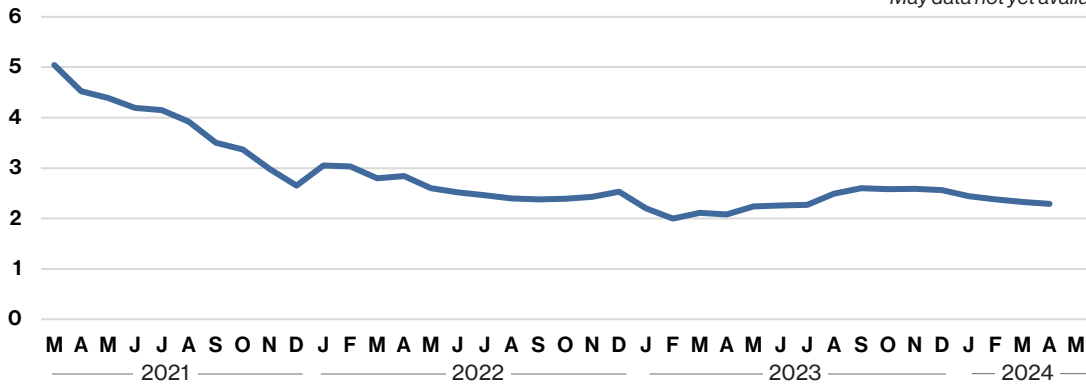
ICC T20 Men's World Cup at Eisenhower Park

Between June 1 and June 12, cricket fans from all over the world came to Long Island for the ICC T20 Men's World Cup in Eisenhower Park. The LIRR, in coordination with the MTA Police Department, NICE Bus and the Nassau County Police Department implemented a gating and busing program at Westbury station to shuttle customers to and from Eisenhower Park. Together, we delivered a world class customer experience and accommodated 31,062 customers for this event.

Customer Accident Rate

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

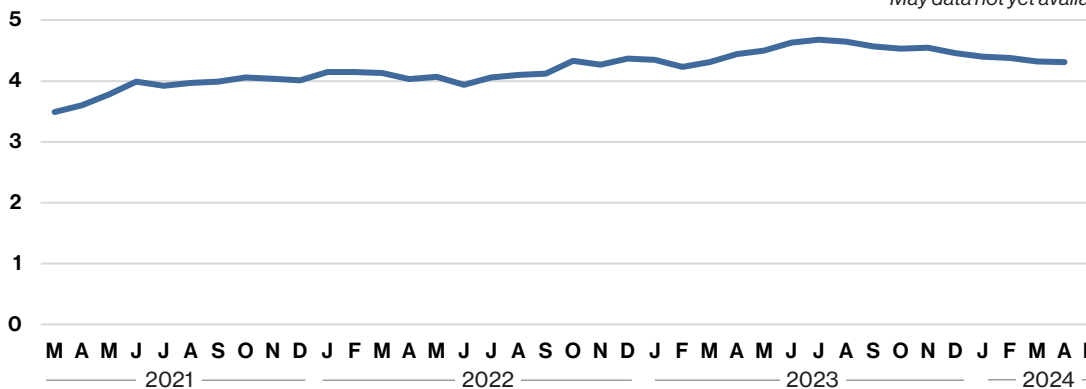
May data not yet available



Employee Lost Time Accident Rate

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

May data not yet available



Data Review

The reportable customer injury rate increased from 2.08 to 2.29 per one million customers in the current 12-month reporting period, May 2023 through April 2024, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 4.44 to 4.31 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

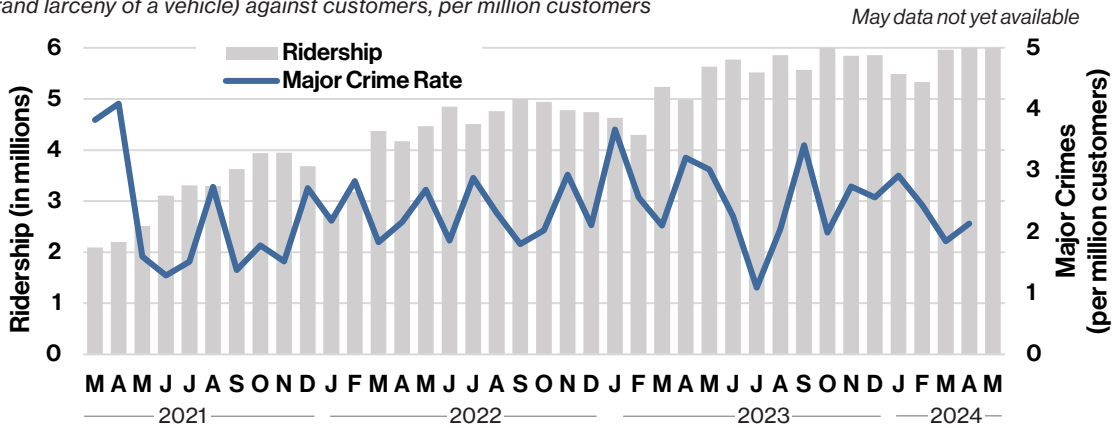
On May 23, LIRR held its annual Safety Incentive Award Ceremony. Management and labor leaders joined to recognize 30 employees nominated by their peers for performing an extraordinary act of safety in 2023. Additionally, on June 5, LIRR conducted a Customer Safety Day event in Jamaica Station in support of our Trespass Awareness Day initiative (TRESPAD). TRESPAD is a global initiative to raise awareness of the risks at and around railway tracks and premises to prevent accidents, incidents and casualties.



SAFETY & SECURITY

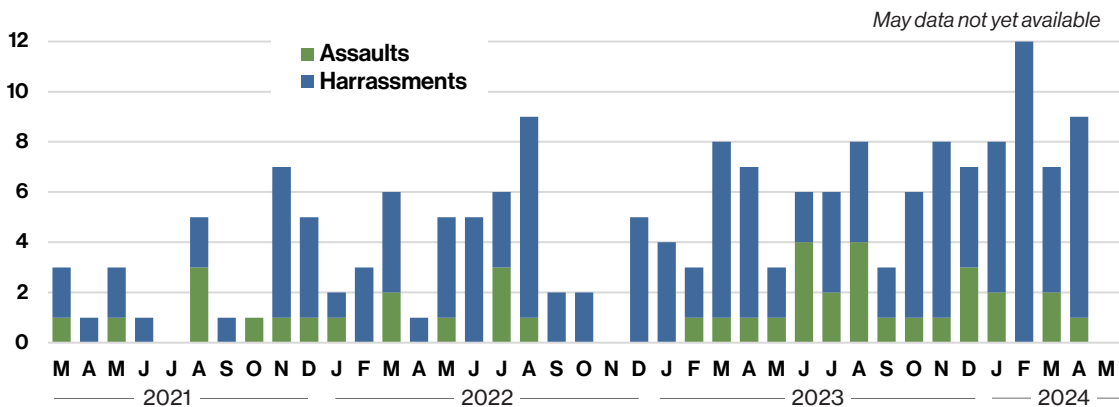
Major Crimes Against Customers

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



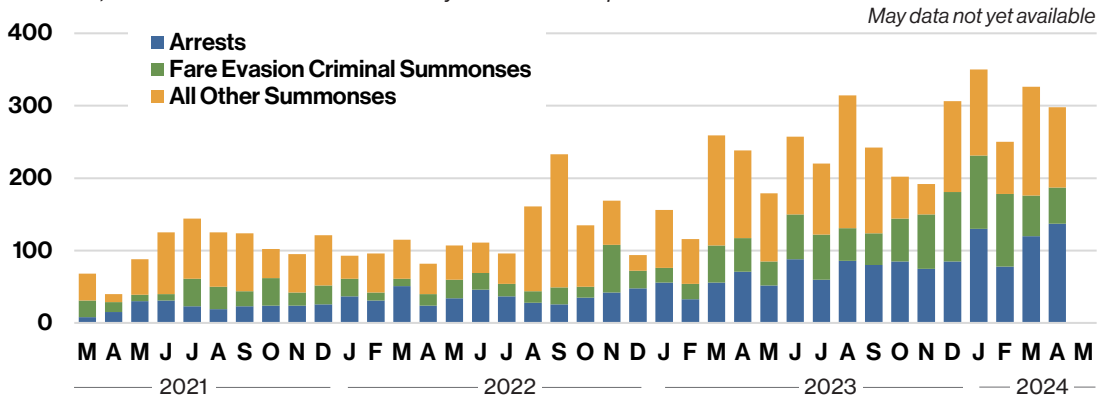
Assaults and Harassments Against Employees

The number of assaults and harassments against LIRR 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





Exit ↑ Great Neck Rd
Buses & Taxis
↓ Oak Street

7098

MTA
Long Island
Rail Road

Exit

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