

Minutes of the Regular Meeting
Joint Long Island Rail Road and Metro-North Railroad Committees
Monday, July 29, 2024

Meeting held at
2 Broadway – 20th Floor
New York, New York 10004
1:00 p.m.

The following Committee Members were present in person:

Hon. Marc Herbst, Co-Chair
Hon. Blanca López, Co-Chair
Hon. Gerard Bringmann
Hon. Norman Brown
Hon. Samuel Chu
Hon. Randolph Glucksman
Hon. David Mack
Hon. Lisa Sorin

The following Committee Members were not present:

Hon. Michael Fleischer
Hon. Daniel Garodnick
Hon. Vincent Tessitore, Jr.
Hon. Midori Valdivia
Hon. Neal Zuckerman

The following Board Members were also present:

Hon. David Jones

Representing Metro-North Railroad:

Catherine Rinaldi – President
Susan Sarch – Vice President, General Counsel & Secretary
Nate Gilbertson – Vice President, Operations Support & Organizational Resiliency & Chief Strategy Officer
Shelley Prettyman – Vice President, System Safety
Michael Loney – Vice President, Maintenance of Way
Joseph Lagana – Chief Transportation Officer, Transportation
Michael Metz – Chief Security Officer, Security
Yvonne Hill-Donald – Chief Administrative Officer

Representing Long Island Rail Road:

Robert Free – President
Thomas Kost – Senior Vice President, Operations
Lori Ebbighausen – Vice President, Corporate Safety
Paul Dietlin – Vice President, Maintenance of Way

Beth Sullivan – Vice President, Operational Support and Organizational Planning
Haley Stein – Vice President, General Counsel & Secretary

Representing MTA Police Department:

John J. Mueller – Chief of Police

Representing MTA Construction and Development:

Jamie Torres-Springer – President

Anthony Tufano – Senior Vice President, Railroads Business Unit

Representing MTA Accessibility:

Quemuel Arroyo – Chief Accessibility Officer

Representing MTA Safety and Security Department:

Carl Hamann – Acting Chief Safety Officer

The members of the Metro-North Railroad (“Metro-North”) Committee met jointly with the members of the Long Island Rail Road (“LIRR”) Committee.

1. OPENING MEETING:

Co-Chair Herbst called the joint meeting to order.

2. PUBLIC COMMENTS:

The following public speakers commented:

Iris Kelley (in person) stated that LIRR shuttle buses during construction did not run properly on Saturday because the buses ended too early.

David Kupferberg, Passengers United (in person) complained that MTA placed a stop work order for LIRR renovations at the Forest Hills and Hollis stations.

Daniel Karpen (in person) read into the record a letter to the Commissioner of the NYS Department of Transportation regarding a possible land transfer near the Huntington Station between the LIRR and the Town of Huntington.

Christopher D. Greif (in person) stated that LIRR Care and Metro-North Care should have more advertisements to expand the customer base.

Jason Anthony, LIRR ADA Task Force (in person) stated LIRR Care is visible with workers in red vests at Penn Station and Grand Central Madison but failed to see any Metro-North Care personnel at Grand Central Terminal.

Kara Gurl, PCAC Planning and Advocacy Manager (in person) stated that capital improvements need to continue such as replacement of the M3 trains, that investments need to be made for increased ridership, and dedicated revenue is necessary for the next Capital Plan.

Matthew Buchys-Hyland (via video) is pleased with the accessibility improvements on the LIRR.

Charlton D'Souza, Passengers United President (via video) stated that the Summer Saturday Ticket program needs clarification for those who are monthly ticket holders, that the LIRR needs to clean up Hollis Station after stalled renovations, and that there have been too many delays due to M3 trains on the Atlantic Shuttle.

Elizabeth Valdez (in person) urged the MTA to find alternate funding in order to continue its work on accessibility projects throughout the system.

Cathy Collins (in person) thanked LIRR employees for their assistance during her recent travel on the system when there were no accessible buses available.

The video recording of the meeting produced by the MTA and maintained in the MTA records contains a complete record of the public comments.

3. APPROVAL OF MINUTES:

Upon motion duly made and seconded, the Committee approved the minutes of the June 24, 2024 Joint LIRR and Metro-North Committee meeting.

4. METRO-NORTH AND LIRR 2024 WORK PLANS:

There were no changes to the LIRR or Metro-North Work Plans. The 2024 Metro-North and LIRR Work Plans are filed with the records of this meeting.

5. LIRR PRESIDENT'S REPORT:

LIRR President Rob Free ("President Free") reported that June was another busy ridership month, bolstered by extra summer service to the East End, concerts, and sporting events, including the T20 Men's Cricket World Cup, contributing to strong off-peak ridership growth. June 2024 ridership increased 14.6% compared to June 2023 and represented 83.2% of June 2019. Year-to-date ("YTD"), ridership is 17.3% above 2023. Non-commutation ridership increased over 24%, (a 15.8% increase over 2023). LIRR broke another one-day post-COVID ridership record on Wednesday, June 25 with 271,784 customers. June 8 and 9 also gave the best post-Covid Saturday and Sunday. The total on-time performance ("OTP") for May was 94.3%.

President Free spoke about improving OTP at Jamaica Station to better the customer experience. Since the opening of Grand Central Madison, LIRR improved OTP through strategic and methodical adjustments, which is 95.7% YTD. Jamaica Station is crucial to operations because it serves five western terminals and ten eastern branches. The various branches converge with the main line at six major junction points, and, therefore, trains must operate as close to schedule as possible to maintain service on both the main line and the branches. The interconnectedness of the system also means that impacts to one branch could impact the entire system. The planning and operations group must consider many factors when adjusting the schedule, such as the schedule of

other trains on the branch, whether there is a single track, location of junction points, limitations of Jamaica infrastructure, timing of Jamaica transfers, availability of tunnel slots, coordination of station tracks with other railroads at Penn Station, need for equipment turns, and timing and need for track work.

President Free outlined steps to improve OTP at Jamaica Station including focusing on routing, assigning sufficient personnel at stations, increasing MTAPD patrolling station platforms, fine-tuning schedules, ensuring a state of good repair for the system, and prioritizing capital investments.

President Free announced that with the September 3 schedule changes, there will now be another direct train from Oyster Bay to Penn Station, an addition of another off-peak train to Atlantic Terminal, and the addition of another AM peak to Atlantic Terminal.

President Free stated that customer riding patterns show a 73% preference for Penn Station during off-peak hours. During peak times, there is a 60/40 split between Grand Central Madison and Penn Station as originally predicted when Grand Central Madison opened. LIRR continues to work to adjust the schedule based on these preferences and to improve the customer experience.

In response to a question from Co-Chair Herbst regarding the timeframe for changes at Jamaica, President Free stated that they will be monitoring and evaluating the changes at Jamaica once the September timetable goes into effect to see if further adjustments are needed.

The complete presentation is filed with the records of this meeting. The video recording of the meeting produced by the MTA and maintained in the MTA records contains a complete record of President Free's remarks.

6. METRO-NORTH PRESIDENT'S REPORT:

Metro-North President Catherine Rinaldi ("President Rinaldi") stated that like on Long Island, June 2024 was a very strong month for ridership. The summer is also off to a good start in July largely driven by robust discretionary ridership on the weekends and numerous days of nearly 10,000 rides to and from Yankee Stadium.

In June 2024, Metro-North served 5.76 million customers, an increase of 9.1% from June 2023 and representing 78.1% of June 2019 pre-COVID ridership. Average weekday ridership rose 1.7% from May and represented 72.2% of June 2019 levels. Weekend ridership is growing too, with an 8.0% increase from June 2023, standing at 87.7% of June 2019 pre-COVID levels. Again this month, the average weekday and average weekend ridership levels are a post-pandemic record. The last week of June brought the highest total ridership since the pandemic, with new records for average weekday and average Tuesday-Thursday ridership.

President Rinaldi noted that the Wassaic Branch has been taken out of service for track work for six weeks with service resuming on Monday, September 9. Work is being performed to

install cross ties and rails, replace track switches, elevate a portion of tracks, and remediate mud spots. Substitute bus service is available, and the schedule is on the MTA app and website.

President Rinaldi advised that in anticipation of the planned protest on Thursday, July 18 at Grand Central Terminal, Metro-North proactively restricted access to the Main Concourse beginning at 1pm but the railroad and Terminal remained fully operational. Thanks to the thorough planning and great execution by the MNR and MTAPD team, the protestors moved on to other locations without incident. There were no disruptions to Terminal operations. President Rinaldi thanked the Metro-North team and the MTAPD for their partnership throughout this incident.

President Rinaldi reported that Metro-North's weekend ferry pilot service between Haverstraw and Ossining has been fantastic and exceeded expectations. Sunday, July 21 saw a record day of 822 trips and this past Saturday broke a Saturday record with 481 trips.

President Rinaldi stated that two weeks ago, Assemblymember Mary Jane Shimsky and the District Director from Majority Leader Andrea Stewart-Cousins' office joined members of the MTA Board including Co-Chairs Blanca López and Mark Herbst, to visit Greystone station and tour the Hudson Line. This was intended to reinforce the importance of investments in resiliency along the Hudson Line, among other investments necessary to keep the Metro-North infrastructure in a state of good repair. President Rinaldi thanked both Co-Chairs Herbst and López for making the trip.

President Rinaldi stated that Metro-North has been celebrating its 40th year as a regional transportation provider and part of that effort has been the wrapping of Metro-North locomotives. The most recent effort, which launched two weeks ago was the fifth and last effort. This locomotive is wrapped with photos of past and present Metro-North employees as a tribute to Metro-North employees. Metro-North reached out to employees and retirees to submit photos of themselves and took photos of team members on the job. Metro-North collected about 2,000 photos, which were arranged graphically to display scenes from Metro-North's train lines.

One side of the locomotive has the employee photos arranged to show the original MTA logo along with depictions of the clock tower at White Plains Station symbolizing the Harlem Line and Grand Central Terminal. The other side of the locomotive has the current MTA logo along with a vista of the Hudson River valley as seen from Bear Mountain Bridge, symbolizing the Hudson Line, and the Black Rock lighthouse near Bridgeport, CT, symbolizing the New Haven Line. President Rinaldi stated that she is so proud that this was a project that was conceived and executed by their employees for their employees. This represents a wonderful tribute to the contributions of all their employees over the past 41 years. President Rinaldi stated that it was a team effort and specifically recognized the efforts of Emily Moser who is the brainchild behind the idea and who worked tirelessly to bring it to full fruition. President Rinaldi thanked Emily and the entire team for a job well done.

President Rinaldi spoke about the Safety Excellence Awards where individuals and teams were recognized for their efforts to promote safe practices for their peers and customers. These awards are a powerful reminder that safety excellence truly is a corporate commitment and a team

effort. Metro-North recognized four individuals and six teams for their achievements in enhancing safety. The individual winners were Arvindra Bunsee, Electrician – MofE, Patrick Harbolic, District Manager – Station Operations, John Klosowski, Assistant Deputy Director Compliance – Maintenance of Way (also a Progressive Railroading Rising Star), and Neil Sweeting, Systemwide Fire Chief – Office of System Safety. The team and group honorees were the Grand Central Terminal Station Master’s Office, Metro-North Security Department Video Operations Team, Grand Central Terminal Bumping Block Team, PTC New Canaan Bumping Block Enforcement Team, Grand Central Terminal Train Shed Appearance Team, and Roadway Worker Protection Audit Group. President Rinaldi congratulated and thanked the wonderful employees for all the jobs that they do every single day to keep employees, themselves, and customers safe.

President Rinaldi spoke of two employees who were recognized at the Accessibility Award ceremony last week held in honor of Disability Pride month. These two Metro-North employees represent the MTA’s mission to create an inclusive environment for all their customers. Jennifer Barry, Director of Accessibility and Historic Preservation received the Leaders Award. This honor acknowledges individuals who have pioneered innovative projects and initiatives that have significantly enhanced how we serve our customers and have redefined accessibility across operations. Jennifer has 27 years of experience at Metro-North where she collaborates with various agencies and departments to ensure regulatory compliance with federal and state accessibility and historic preservation laws. She leads our accessibility task force that involves Metro-North stakeholders and accessibility outreach. Caroline Kim has been with Metro-North since December 2021, and she was awarded the Hero Accessibility Award. This award celebrates everyday champions who ensure every customer has a safe and accommodating journey regardless of their needs. Caroline is a Safety Education Program Manager for our Office of System Safety, leading our TRACKS program through tailored outreach events. She educates communities about railroad safety, promoting safe behaviors around tracks and grade crossings.

President Rinaldi acknowledged the passing of George Godfrey known as the unofficial mayor of Brewster Station. He died on May 13, and was a figure who embodied the heart and soul of the Brewster community. He was an 84-year-old Korean War Veteran. He began greeting commuters at Brewster Station in 2004 after the passing of his wife. Each morning at 4:15 AM he would arrive at the station not to board a train but to greet our customers, transforming their commute every day into a warm and friendly daily ritual. His respect and devotion for the American flag was evident as he often placed American flags around our station, and George was instrumental in having a flagpole erected at our station in 2021. In early 2017, in recognition of his unwavering commitment to the community and their riders, the railroad presented George with the Metro-North Hall of Fame Certificate which still hangs in the station as a commitment to his legacy.

Looking to the end of August, President Rinaldi shared some magical news. For the first time ever, American fans will be invited to a special “Back to Hogwarts” pop-up event at Grand Central Terminal. On the weekend of August 30 through September 1, Vanderbilt Hall will be transformed into a hub of enchantment and wonder.

The complete presentation is filed with the records of this meeting. The video recording of the meeting produced by the MTA and maintained in the MTA records contains a complete record of President Rinaldi's remarks.

7. OPERATING REPORTS:

LIRR Senior Vice President of Operations Tom Kost ("Senior Vice President Kost") reported that LIRR's OTP for June was 94.3%, above the goal of 94%. YTD OTP, as of June, is 95.7%, also above goal of 94%. Six out of twelve branches operated at or above goal for June and YTD, ten branches operated at or above goal. There were 17 incidents which resulted in 10 or more late trains in June. The most significant was on June 5, due to a trespasser strike east of Mineola Station. The event caused 49 delays and reduced OTP by 0.2 percent.

Senior Vice President Kost reported that the mean-distance-between-failure ("MDBF") for May was 152,588 miles above the goal of 150,000 miles. MDBF YTD for May was 159,367 miles above the goal of 150,000 miles.

Senior Vice President Kost stated that LIRR completed 99.6% of its trips for the month of June and 99.6% of trips YTD. On the weekend of August 10 and 11, switch installation will take place between Queens Village and Merillon Avenue resulting in service adjustments on the Ronkonkoma, Huntington, Port Jeff Oyster Bay, Hempstead, Babylon, and Montauk branches. Senior Vice President Kost reminded everyone to check the website and TrainTime app for updated schedules.

Metro-North Chief Transportation Officer Joseph Lagana ("Chief Transportation Officer Lagana") stated that Metro-North's Operating Report begins on page 28 of the Key Performance Metrics report. Chief Transportation Officer Lagana reported that Metro-North's service delivery rate reached an impressive 99.8% in June. Systemwide OTP for June was 98%, which is above goal of 94%. YTD OTP through June also remains high at 98.5%. There were four incidents that negatively impacted OTP in June. The most significant event was on June 24, when multiple track circuits were down on the New Haven Line, which impacted 21 trains.

The MDBF was over 306,000 miles in April 2024, above goal of 200,000 miles. On July 19, there was a significant global disruption caused by the Crowd Strike incident. The Metro-North team responded promptly to address any challenges. As a result, there was no impact to the operation due to this incident. Chief Transportation Officer Lagana expressed gratitude to the entire team for their efforts.

The complete LIRR and Metro-North operating reports are filed with the records of this meeting. The video recording of the meeting produced by the MTA and maintained in the MTA records contains a complete record of the presentations.

8. SAFETY REPORT:

LIRR Vice President of Corporate Safety Lori Ebbighausen (“Vice President Ebbighausen”) said that LIRR’s safety report begins on page 16 of the Key Performance Metrics book.

Vice President Ebbighausen reported that LIRR’s Employee Compliance and Engagement Program, which lasts through the month of September, focuses on train approach warnings. Vice President Ebbighausen thanked the Federal Railroad Administration for providing a grant for LIRR to work with the New York State Office of Mental Health to customize a crisis intervention training for LIRR employees. There have been 29 classes held for 148 stations employees.

Metro-North Vice President of System Safety Shelley Prettyman (“Vice President Prettyman”) stated that Metro-North’s safety report is found on page 32 of the Key Performance Metrics book. The customer employee injury rate for the 12-month reporting period ending May 2024 compared to the prior twelve months ending May 2023 decreased from 2.15 to 1.82 per one million customers. The reportable employee lost time injury rate decreased from 2.11 to 1.80 per 200,000 hours worked compared to the prior twelve months.

Vice President Prettyman reported on Metro-North’s 2024 Safety Excellence Award ceremony held this past Thursday honoring colleagues who champion safety. Vice President Prettyman thanked all of those who contributed to the success of the event, including all those who worked to organize and deliver the overall event, from the call for nominations through the celebration. Special thanks to Barbara Sarcich, Brandon Tait, our colleagues in MTA Creative Services for their artwork and the materials they created to support the event, Analicia Espinosa, and Jami Spordone with the Office of System Safety, Linda Morris, Tony Greco, Maureen Taylor, Frank Colavito, Lauren Lee, Emily Moser, Fire Chief Andrew Seicol, and Frank Mesa of Operations Training. Vice President Prettyman thanked the coworkers who recognized the positive efforts of their colleagues and took the time to nominate them for this honor. Peer recognition is one of the things that makes these awards so special. Vice President Prettyman thanked and congratulated all the winners for the example they set in their commitment to the safety of our customers and employees.

The full LIRR and Metro-North safety reports are filed with the records of this meeting. The video recording of the meeting produced by the MTA and maintained in the MTA records contains a complete record of the presentations.

9. MTAPD REPORT:

MTAPD Chief of Police John Mueller (“Chief Mueller”) reported that for the month of June 2024 for major crimes, there were nine grand larcenies, eight felony assaults, three robberies, two burglaries and one grand larceny auto. For felony assaults, three out of eight were against members of the MTAPD and two were against MTA employees, leaving just three remaining. None of those three were commuters. Two people were joint combatants assaulting each other who work for the same restaurant, and one was a domestic violence incident.

The full MTAPD report is filed with the records of this meeting. The video recording of the meeting produced by the MTA and maintained in the MTA records contains a complete record of Chief Mueller's presentation.

10. SPECIAL PRESENTATION – LIRR MID-YEAR UPDATE

Senior Vice President Kost gave a special presentation for operations mid-year update. Senior Vice President Kost stated that the operations departments have focused on improving LIRR's OTP and reducing crowding on trains. YTD OTP increased in all four categories (AM Peak, PM Peak, Off Peak, and Overall) since 2023, increasing 2.8% in the AM Peak, 2.2% in the PM Peak, 0.9% in off peak, and 1.3% overall OTP. These increases are a direct result of the systematic schedule enhancements and processes put in place to better the operation.

Senior Vice President Kost stated that even with the trend going in the right direction, LIRR has been working to improve these numbers. One area of focus is addressing fleet door defects, which have seen a 79% increase in defects in diesel coaches and M3 fleet compared to 2023. Replacement door components for the diesel fleet are scheduled to arrive in 2025. In comparison, there has been a significant decrease in signal related delays since 2023. In particular, switch failures reduced by over 36%, far exceeding the LIRR goal of 5%. YTD overall signal failures reduced by 40% since 2023. Major events that have caused 16 or more late trains also decreased by 18% compared to 2023. Service delivery remains strong, between 99.4% and 99.8%.

LIRR also aimed to reduce crowded trains, defined as trains with 90% vehicle capacity or higher, by continuously monitoring and analyzing system data to adjust consist sizes and schedules. As overall ridership continues to trend upward in 2024, with over 35.8 million riders through June, representing a 17.3% increase over 2023 ridership, and a 24% increase in area events, YTD only 0.3% of trains have been deemed "crowded" and there was a 34% overall reduction in crowded trains since 2023.

MDBF continues to be high but slightly below goal for the M3 and M7 fleets. The M3 fleet experienced door trouble, which can only be identified by a crew member walking the train to the affected door. The M7 fleet has trouble with propulsion control units. Senior Vice President Kost thanked the entire operation team for their work.

The video recording of the meeting produced by the MTA and maintained in the MTA records contains a complete record of Senior Vice President Kost's presentation.

11. SPECIAL PRESENTATION – METRO-NORTH MID-YEAR UPDATE

President Rinaldi gave a special presentation for the Operations Mid-Year update. President Rinaldi thanked Metro-North operating employees for providing safe and reliable service for customers. YTD OTP is 98.6%, above the goal of 94%. The service delivered rate is 99.9%. The fare not collected rate is 2.1%, below the target of 4%. The MDBF through May is 325,000

miles, above goal of 200,000 miles. The rolling 12-month average of reportable customer injuries per one million customers was 1.82%, the lowest since January 2021.

President Rinaldi outlined Metro-North's accomplishments so far this year. On July 13, working closely with their partners at the MTAPD and a host of other governmental partners, they held their annual emergency preparedness exercise. The scenario was an active shooter incident in Grand Central Terminal, which occurred overnight, Friday night into Saturday morning. The exercise tested and evaluated the coordination and communication with emergency responders. The exercise provided the opportunity to implement and test their new Code Silver procedure, which is a new standardized response for train crews and rail traffic controllers during an active shooter incident. Metro-North recently coordinated the closure of the Main Concourse at GCT with the MTAPD, testing their modified terminal access procedures. Metro-North is always communicating and cooperating with their neighbor downstairs at GCM when they do these types of events just to make sure that the customers on both railroads are notified of these closures and can plan their travel accordingly.

Metro-North received two APTA awards, one in Emergency Management and one in Safety. The Safety Gold Award was presented for the innovative C³RS, the Confidential Close Call Reporting System Data Optimization Initiative. The Data Optimization Initiative for C³RS significantly enhances the effectiveness and efficiency of the reporting system. The data optimization efforts included advanced data analytics, streamlined reporting processes, enhanced data integrity measures, and in-depth root cause analysis. The Emergency Management Gold Award was granted in recognition of Metro-North's exceptional Emergency Management capabilities through the EMTF, the Emergency Management Task Force, which fortified the system's resiliency and response to climate change challenges and increased weather events. This initiative directly contributed to Metro-North's record on-time performance through February.

In 2023, Metro-North also hosted the first symposium of its kind on C³RS. This event brought together 75 industry leaders from organizations like METRA, Amtrak, SEPTA, NJT, LIRR, FRA, Volpe Center, NASA, TSI, and Union Pacific. This symposium was a success, fostering valuable discussions and collaboration on the evolution of this program. The Volpe Center recognizes Metro-North as a model case study in their upcoming report to the FRA highlighting Metro-North leadership in this field and setting a benchmark for other rail carriers.

President Rinaldi discussed the implementation of two key pilot programs. The Harlem 125th Street Universal Spotting pilot reduced close call incidents from four per month to zero since its implementation in March. The Fordham 3D Sign pilot brought down close call incidents from three per month to just one. These pilots were implemented by recommendations from our Peer Review Team (PRT) meetings and PRT-led interviews with employees involved with close call events.

President Rinaldi highlighted projects through the Continuous Improvement and EAM groups. Metro-North has partnered with Rutgers University for their Advanced Infrastructure and Transportation program where they are evaluating five new AI capabilities intending to enhance railroad safety and service, which positions us at the forefront of advancement in the industry. A

flood protection system at Brewster Yard was implemented to reduce operating costs and to maximize the protection of critical infrastructure in that location. The EAM Hexagon program was rolled out across various areas including Rolling Stock, Track, Communication, Signals, and Stations. User-tested electronic record keeping systems were deployed for the Signal Control Desk, the CDMI (calendar day mechanical inspections), signal inspections, and monthly track inspections, and trained nearly 300 personnel to use mobile devices to record maintenance actions enhancing the accuracy and efficiency of maintenance processes.

President Rinaldi reported that the Haverstraw - Ossining weekend ferry pilot that was implemented on Memorial Day and runs through November is continuing to outperform expectations. In Metro-North's Stations Operations department, they are using data to improve performance. All GCT and outlying groups are now providing monthly performance data to showcase the work being done throughout Station Operations. With the "Station Operations and Analysis Power BI Workspace" that has been in place and available for several months, Metro-North is unveiling a "Station Ops Power BI Dashboard" that provides user-friendly access to all the reports with easy navigation between the dashboard menu and reports.

President Rinaldi stated that they are undertaking a secure bike shelter pilot at Beacon, Mount Vernon East, and Irvington stations. The RFP for the pilot has been released with a proposal deadline of July and the expectation is that the contract will be awarded by the third quarter of 2024.

As for MofE operations, emergency ladders on Shoreliner fleet cab cars have been designed and installation on all 51 cab cars is expected by July of next year. Metro-North is supporting the Standardized Work Pilot that is part of its Financial Baseline Reset. President Rinaldi again highlighted the Heritage locomotive wraps. Regarding the Penn Station Access project, the MofE department is supporting efforts to outfit the M8 fleet as the opening day solution for the Penn Access Service. The last pair in the M8 66-car option procurement was delivered in the beginning of 2024. The M8 fleet is now 446 AB cars and 25 S cars for a total fleet size of 471 cars. President Rinaldi reported on the opening of Building 6 (the Harman Electric Shop) in Harmon Yard earlier this year.

President Rinaldi stated that Metro-North's partners at C&D just completed the latest phase of the Viaduct Replacement project, which is probably the single most important capital project currently underway in the Metro-North system.

President Rinaldi mentioned the resiliency efforts of the Garrison Track raise, and further track raise projects that are a part of the Wassaic outage that just started on Saturday. On the Harlem line, Metro-North elevated a problematic signal location by depositing 200 tons of ballast and rip rap from the Briarcliff mudslide as well as 100 recycled concrete ties. This is a homegrown effort using operating funding to be able to make resiliency investments now as the larger resiliency program is rolled out as part of the capital program.

President Rinaldi stated that Metro-North undertook a safety culture assessment in partnership with the Short Line Institute in July, which was one of the goals for the year and

expects that report in the coming weeks. They are working with union partners and other employees to be able to roll out recommended improvements. Finally, for the customer experience, Metro-North received \$6.2 million YTD in CityTicket revenue from 1.2 million tickets sold and with respect to the new combo ticket product between the two railroads, \$554,000 in 2024 YTD revenue from 27,500 tickets sold.

Metro-North will be receiving delivery of the Siemens Charger locomotives. Two such locomotives are currently undergoing dynamic testing at the Transportation Technology Center and are scheduled to begin testing in the service territory at the end of this year.

In response to a question from Board Member Bringmann regarding the definition of a “close call”, President Rinaldi advised that there is an FRA definition that she will provide.

Board Member Brown congratulated Metro-North on their resiliency preparations and commented that he appreciated the recycling of the concrete ties.

The video recording of the meeting produced by the MTA and maintained in the MTA records contains a complete record of President Rinaldi’s presentation.

12. SPECIAL PRESENTATION – JOINT LIRR/METRO-NORTH/MTAPD – FARE EVASION REPORT

Metro-North Vice President of Operations Support & Organizational Resiliency & Chief Strategy Officer Nate Gilbertson (“Vice President Gilbertson”) stated that fare evasion looks very different on the railroads than on the transit system. The customers are already on board the train before the conductors go around to collect fares. Over 70% of fares are purchased through the mobile app. The unintended consequence is “opportunistic fare evaders” who do not activate their mobile tickets, which was exacerbated during COVID. As the Blue-Ribbon Panel pointed out, and conductors have confirmed, this behavior in delaying ticket activation causes delays and conductors missing collecting other fares. The railroads have established joint working groups across all departments at both railroads. Vice President Gilbertson thanked the train crews for both railroads as they are the ones at the front lines every day and making a real difference. MTAPD has also stepped up and officers are riding many more trains. Officers are taking disputes off board, which will no longer delay thousands of customers. They have been instrumental in keeping the crews safe, which is a top priority.

Vice President Gilbertson stated that they have also been working closely with Shanifah Rieara and the Customer Messaging and Communications team. The Blue-Ribbon Panel customer education recommendations guided them to update public information campaigns to emphasize the importance of fare payment and the consequences of non-payment. They have also been using all available channels for communications, including onboard screens, stations and train announcements, and through the TrainTime app.

Vice President Gilbertson reported on Metro-North's improvements over the last eighteen months. The Blue-Ribbon Panel estimated that fare evasion was approximately a \$40-45 million loss using audit spotters. Fare Not Collected ("FNC") is calculated by a spotter riding the train and counting the number of times the conductor does not collect the ticket. However, the percentage of FNC does not equate to the actual revenue loss as there may be monthly ticket holders. Despite this, the goal is to drive down FNC. FNC decreased from 5.7% in 2022 to 2.8% in 2023 on Metro-North. The rate to date is 2.1% in 2024, under the 4% goal. There are three things that Metro-North has used to drive down these numbers. First is increased management focus and presence. Second is the use of onboard video. Train crews are pulled in to review the video and discuss the video with managers. Last is the increased partnership between management, union leadership, MTAPD, and train crews by communicating more.

Vice President Gilbertson reported on the piloting of pre-boarding ticket checking on the platform, which was done in the past during Yankees games and certain holidays. They have experimented with different times, frequencies, and locations. The feedback from customers has been positive.

LIRR Vice President of Operational Support and Organizational Planning Beth Sullivan ("Vice President Sullivan") reported on LIRR's progress. LIRR's June YTD FNC is 6%, slightly above its 5% goal. LIRR has beat the goal for the last three months due to management and union leadership collaboration and train crews doing a phenomenal job. As ridership patterns have changed, and having improved customer loading data, LIRR has adjusted over 90 ticket collector assignments to meet the shift in ridership. Although LIRR territory spreads all the way to the end of Long Island, many conductor interactions take place between Jamaica and City terminals where crews have a tight time frame to do their jobs. Accordingly, LIRR has strategically focused resources in this area. For months, conductors are gating at certain Penn Station platforms that experience loading challenges and for Madison Square Garden events. To date, they have gated over 44 evenings and 275,000 customers.

Vice President Sullivan stated that the railroads have historically offered a pay later option for those who may have forgotten their ticket or wallet at home. The Blue-Ribbon Panel suggested this program be reviewed. On June 17, both railroads launched a new policy requiring riders to provide a valid ID in order to be issued an onboard invoice. Keeping the safety of crew members a priority, the railroads reinforced policies on how to handle riders who do not pay. A customer messaging campaign was launched in anticipation of the new policy rollout, including crews handing out flyers to riders not providing ID, and an upfront message on the TrainTime app requiring customers to acknowledge the new policies. This message ran for three days and almost 600,000 customers acknowledged it. Since policy implementation, the onboard invoice issuance has decreased 30%.

Chief Mueller reported on the MTAPD efforts to combat fare evasion. There are four components to MTAPD's strategy to drive down fare evasion on the railroads. The first one is town halls with conductors and train crews. The town halls provide the opportunity to have conversations, which have occurred over the last two years, and provide valuable information. The second piece is to have the dispute removed off the train, so they don't inconvenience 3000 people

because one person decides not to pay the fare. The officers can still exercise discretion, including arresting an individual or issuing a summons, but at the end of the day the train moves on, and the paying customers get where they need to go on time. Removing fare evaders from the train also protects conductors from ongoing disputes with fare evaders. The third is real time train patrol coordination. There is now MTA police supervision at rail control centers that can specifically and very accurately pinpoint where officers are located on a platform so the train can stop where the officers are positioned. Chief Mueller stated that there is a dramatic increase in fare dispute calls by conductors and the train staff between 2023 to 2024, resulting in an increase in summonses and arrests. Officers have been instilling confidence and building trust with the train crews so that when called, crews know that officers will arrive quickly and will adjudicate the situation. Chief Mueller thanked the two railroad presidents, teams and their staff, the conductors' unions for giving input and all the support every day. This truly is a collaborative effort. The MTAPD has patrolled 25,000 trains and performed 87,000 station inspections so far in 2024.

Vice President Gilbertson stated that they are working with Finance and IT on some additional enhancements. To speed up their ability to go after the repeat offenders, they are reworking the actual printed document being handed out, calling it "A Commitment to Pay" and adding some stronger language warnings. Also, the Panel had some very specific recommendations focused on fares and ticketing. They are looking into ticket validity periods, mobile ticket activation, and ways to simplify fare collection on board. While not necessarily easy or quick fixes, Vice President Gilbertson thinks they can leverage a combination of policy and technology solutions to address those opportunistic fare evaders. Finally, the railroads are continuing to experiment with the pre-boarding pilots to make them as effective as possible. Vice President Gilbertson thanked Kim Grant who made sure the whole effort stays organized.

Board Member Bringmann commended the efforts of the team and the work that has been done and stated that those who knowingly fail to pay are committing "theft of service".

In response to a question from Co-Chair López regarding the form of acceptable IDs, Vice President Sullivan stated that there is a list of acceptable IDs, which are primarily government issued IDs, the majority of which have photos.

The video recording of the meeting produced by the MTA and maintained in the MTA records contains a complete record of the joint presentation.

13. INFORMATION ITEMS:

Co-Chair Herbst stated that the Customer Counts results are in the book.

President Free noted the following LIRR information items: (i) Mid-Year Update; and (ii) September Timetable Change & Trackwork Programs.

President Rinaldi noted the following Metro-North information items: (i) Mid-Year Update; (ii) West of Hudson Survey update; (iii) Grand Central Terminal Retail Development; (iv)

lease with Bagel Train Brewster LLC at the Brewster Station Building; and (v) acquisition of 3876-3880 Park Avenue in connection with MNR's Claremont Substation project in the Bronx.

The details of the information items are contained in reports filed with the records of this meeting.

14. FINANCE:

The finance reports for both railroads are contained in the meeting material.

15. PROCUREMENTS:

There were no procurement items for LIRR or Metro-North this month.

16. ADJOURNMENT:

Upon motion duly made and seconded, the Committee unanimously voted to adjourn the meeting.

Respectfully submitted,



Susan Sarch
Vice President, General Counsel & Secretary
Metro-North Commuter Railroad Company



Haley Stein
Vice President, General Counsel & Secretary
The Long Island Rail Road Company