

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

September 2024

new.mta.info





Metro-North President Cathy Rinaldi and Connecticut Department of Transportation Commissioner Garrett T. Eucalitto survey damage to the railroad's Waterbury Branch near Seymour on August 22, 2024 after heavy rains the weekend before caused a washout of right-of-way adjacent to the Naugatuck River.

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

2 Broadway • New York, NY 10004
September 23, 2024

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



TICKET MACHINES

SUBWAY • 42ND ST
SUBWAY SHUTTLE

WEST BALCONY

DINING CONCOURSE

TO VANDERBILT
THE CAMPBELL

DESTINATION	PLACES
ROCKAWAY	WEDNES- 6:59P
PALMERS	THURSD- 5:59P
ROCKAWAY	WEDNES- 5:59P
PALMERS	THURSD- 4:59P
ROCKAWAY	WEDNES- 4:59P
PALMERS	THURSD- 3:59P
ROCKAWAY	WEDNES- 3:59P
PALMERS	THURSD- 2:59P

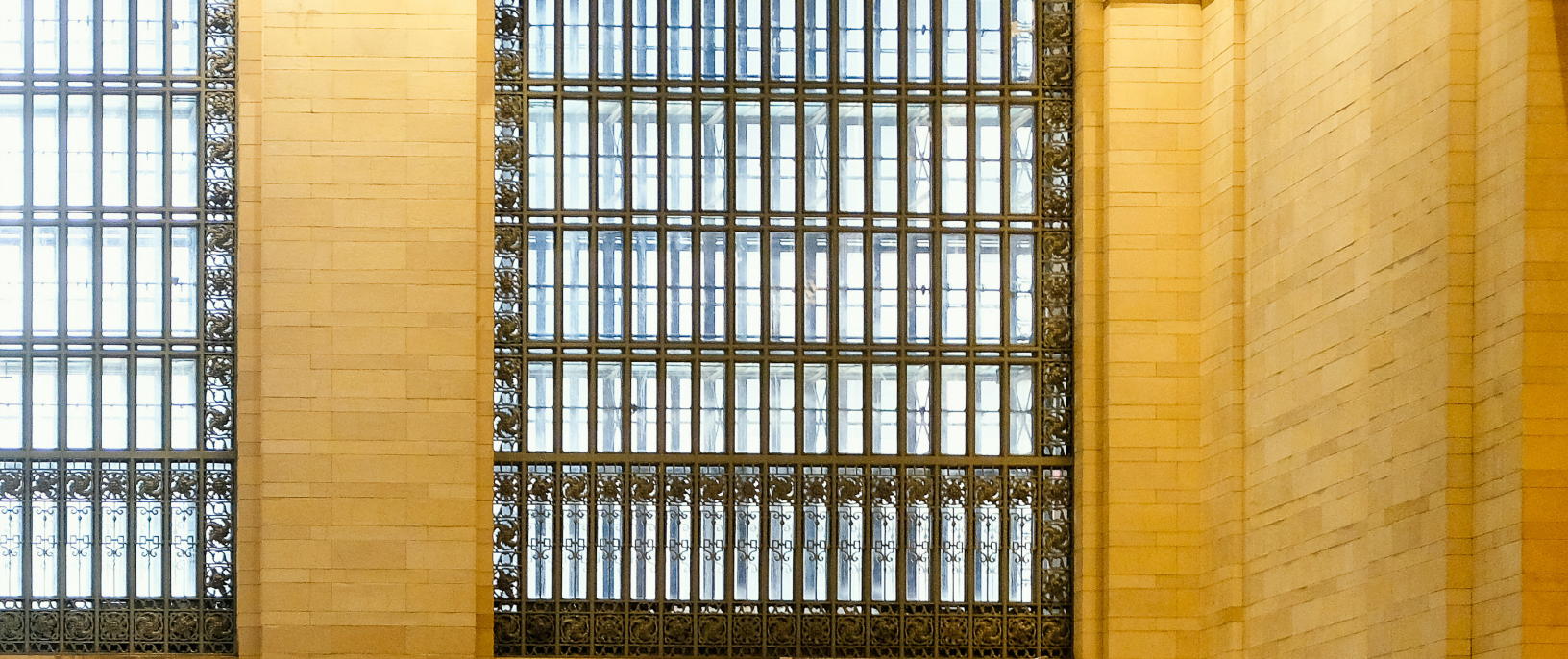
MTA METRO-NORTH TRAIN INFORMATION

MTA METRO-NORTH TICKETS

MTA METRO-NORTH

ARR

How to Purchase Starts July 10



AVENUE
ARTMENT

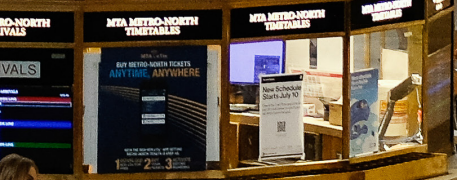


WEST BALCONY

TICKET MACHINES

WAITING ROOM

TRACKS 31 TO 42



Metro-North Railroad

MESSAGE FROM THE PRESIDENT



Cathy Rinaldi
President, Metro-North Railroad

Ridership

August was another strong month for ridership, even taking into account the normal August lull and the month's severe weather events. The post-Labor Day season is off to a good start in September, with robust return-to-work ridership and numerous days of logging nearly 10,000 rides to and from Yankee Stadium to see the Division-leading Yankees.

Metro-North served 5.45 million customers in August, an increase of 6.5% from August 2023 and representing 74.7% of 2019 pre-COVID ridership. Average weekday ridership decreased 6.4% from July and represented 71.5% of August 2019 levels, the typical dog-days-of-August decrease. Weekend ridership remains strong, standing at 83.5% of August 2019 pre-COVID levels.

Return-to-work is really a thing; we're seeing clear evidence of it in early September. The week ending Sunday, September 15, was a post-COVID record-setting week for Metro-North ridership. The first full week after the end of the summer vacation season produced the following records, which represent highs in terms of both trips and recovery against 2019:

- Average weekday ridership rose to a record 224,932; weekday ridership stood at 78.0% of September 2019.
- Tuesday-Thursday ridership rose similarly to a new record of 230,176, the first time this metric has topped 230,000, at approximately 79.8% of September 2019.
- Weekend ridership, boosted by beautiful weather and an average of just over 10,000 trips each day to and from the Yankees' always-popular series against the archrival Boston Red Sox, for which we operated extra service, was up 24.6% over the previous wetter, Yankee-free weekend, setting a new record average of 127,584 per day, up 5% over the previous post-COVID record weekend of June 8-9
- New post-COVID day-of-week records were also set for Thursday, Friday, and Sunday

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

August Storms

August was a difficult month for weather events, with storms on August 3 and August 18 having detrimental effects on our railroad's service.

The August 18 storm dropped between 6-8 inches of rain across Connecticut, leading to significant flooding and downed trees across the state.

- The New Haven Line main line incurred a small washout on one of the four tracks at Riverside, CT, which was quickly repaired by track-maintenance crews.
- The New Canaan Branch had a washout blocking the two yard tracks at New Canaan but not the main line. Service was not affected as we utilize a single set of equipment between Stamford and New Canaan on weekends, and the washout was repaired in time for full branch-line service on Monday morning, August 19
- The Danbury Branch had water above the rails and dozens of downed trees at several locations by early Sunday evening. We attempted to arrange for substitute busing but the neighboring roads were also blocked by high water and downed trees and power lines, so service was suspended from Sunday evening through early Monday afternoon while our crews inspected the high-water locations and removed the dozens of fallen trees. We could not provide a substitute bus service on Monday morning because of the numerous blocked roads and downed power lines in the region. We operated a normal PM Peak service on the Danbury Branch on Monday afternoon.

98.3%

year-to-date on-time performance for Metro-North

4,500+

Yankees game attendees take Metro-North to the ballpark

October 6

is the return of the Metro-North Leaf Peeper service to view fall foliage

Metro-North Railroad

MESSAGE FROM THE PRESIDENT

- The Waterbury Branch incurred the most damage and remains out of service for the next several weeks. There were washouts and track damage at Seymour and Beacon Falls, CT. The washout at Seymour, alongside the Naugatuck River at Kinneytown Dam, was particularly damaging. The Connecticut Department of Transportation, which owns the trackage in Connecticut, has engaged a contractor to restore and harden the embankment, and Metro-North will begin restoration of the trackbed and signals in the third week of October, with service estimated to resume by early November. In the meantime, we are operating a full-schedule substitute bus service for the Waterbury Branch customers.

I am so proud of how our teams responded to these service disruptions. We opened our Emergency Management Task Force meetings with internal teams and external stakeholders to gather information on the conditions and to manage the response, dispatched crews to the affected locations and made quick and effective repairs to restore service, and communicated frequently and thoroughly with our customers to inform them of what service we could provide and when full service would be restored.

Customer Survey on the Hudson & Harlem Lines

We are in the process of performing a customer survey on the Hudson & Harlem Lines to ascertain the root cause of slightly-lower scores during the Spring customer-satisfaction survey regarding perceptions of capacity concerns on the trains and also a stated desire for more frequent peak and off-peak services.

Metro-North has some of the highest customer-satisfactions scores of any commuter railroad in the nation, and is a firm believer in the maxim that Frequency Builds Ridership. We've seen evidence of it, since the railroad's ridership grew consistently after we implemented increased frequencies in the 2000s, making it more convenient for the region's constituents to take one of our frequent trains instead of driving. We take seriously the slight dip in satisfaction about capacity and service-frequency, and will report to the Committee the results of our survey.

October 6 Schedule Change

Metro-North's fall schedule change will occur on Sunday, Oct. 6.

Many trains will feature a 1-to-2 minute reduction in scheduled run times, and several Hudson & Harlem Line trains that depart Grand Central Terminal (GCT) during the later hours of the PM Peak period will see minor departure-time adjustments to allow for more effective train-spacing on the Park Avenue Viaduct during its rebuilding. Check the TrainTime app, the Metro-North website or QR codes for details.



The popular Hudson Line Leaf Peeper fall-foliage trains will return on Saturday, Oct. 6, with two round-trips each Saturday and Sunday between GCT and Poughkeepsie. These well-loved trains provide extra capacity to our regular Hudson Line service for the thousands of Hudson River fans who travel upstate to enjoy outdoor activities at Bear Mountain and Breakneck Ridge during the cooler, crisper seasons, as well as visiting the lovely towns along the line such as Peekskill, Cold Spring, Beacon and Poughkeepsie, with the incomparable views from the world-famous Walkway Over The Hudson. There's no better way to visit and enjoy the Hudson Valley attractions than by safe, frequent, affordable Metro-North trains. Let us show you!

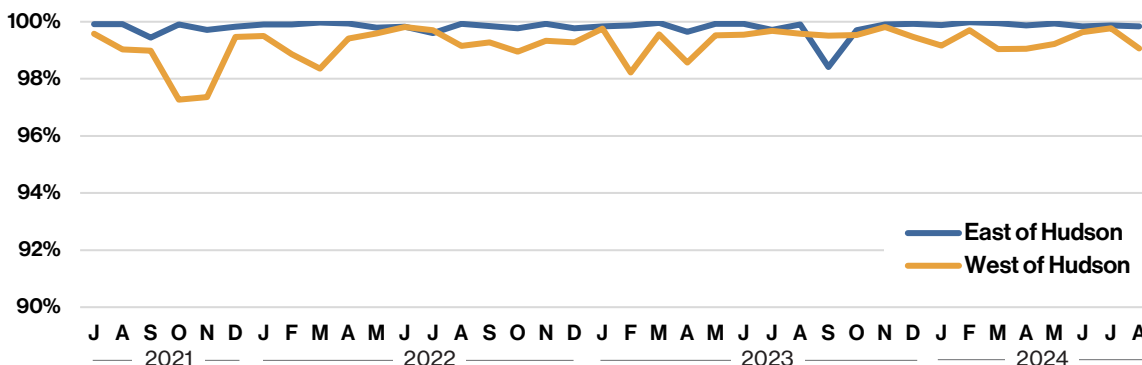
There are only six games remaining in the season for the division-leading New York Yankees, all of them at home in Yankee Stadium this week, right across the street from our Yankees/E 153rd St station on the Hudson Line. For every Yankees game, whether regular-season, playoff or World Series, Metro-North offers special schedules to the games, featuring our popular Yankee Clipper direct trains to the game from the Harlem and New Haven Lines, extra stops at the stadium on Hudson Line trains and Shuttle trains from GCT for fans coming from Long Island via Grand Central Madison. Metro-North has frequently carried more than 5,000 fans to Yankee Stadium this year and in past years for playoff and Series games, more than 10% of the gate. Come join the fun!

Metro-North Railroad

SERVICE PERFORMANCE

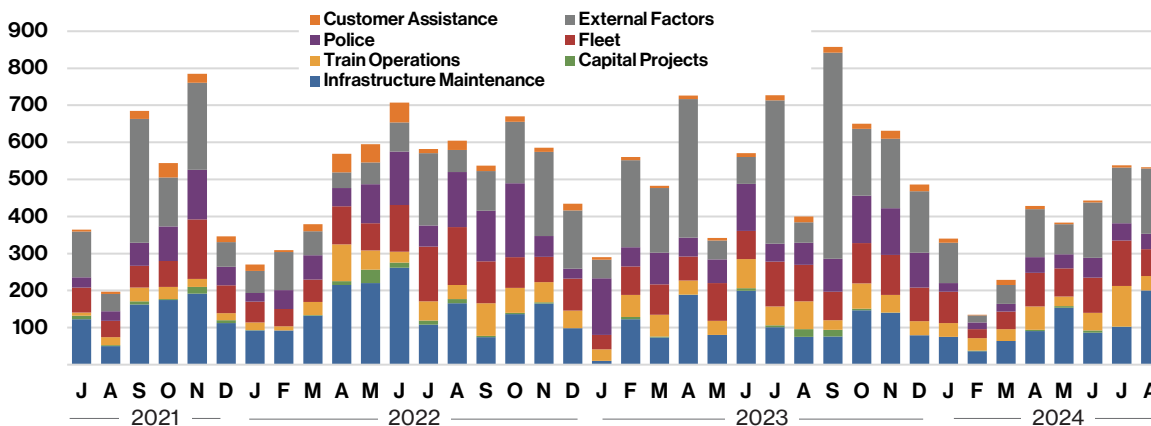
Service Delivered

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



Delays by Type

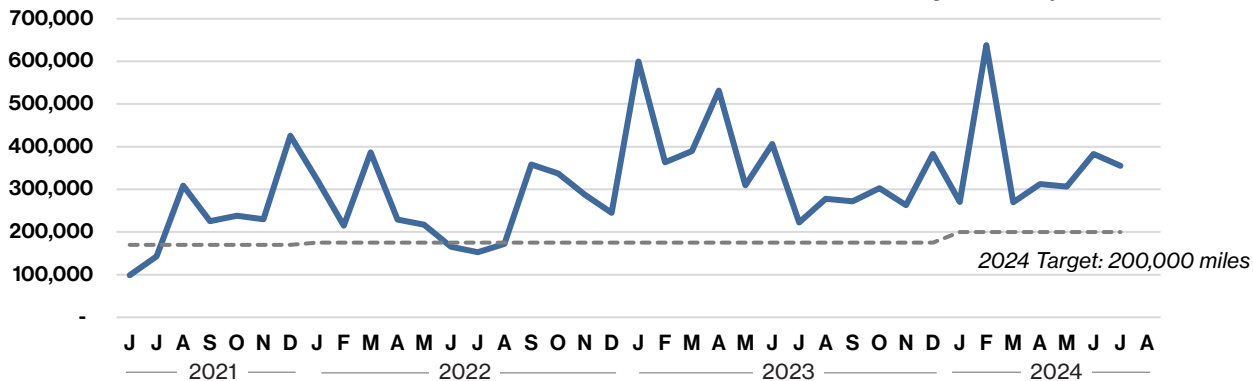
The number of delayed trains by type of delay



Mean Distance Between Failures

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

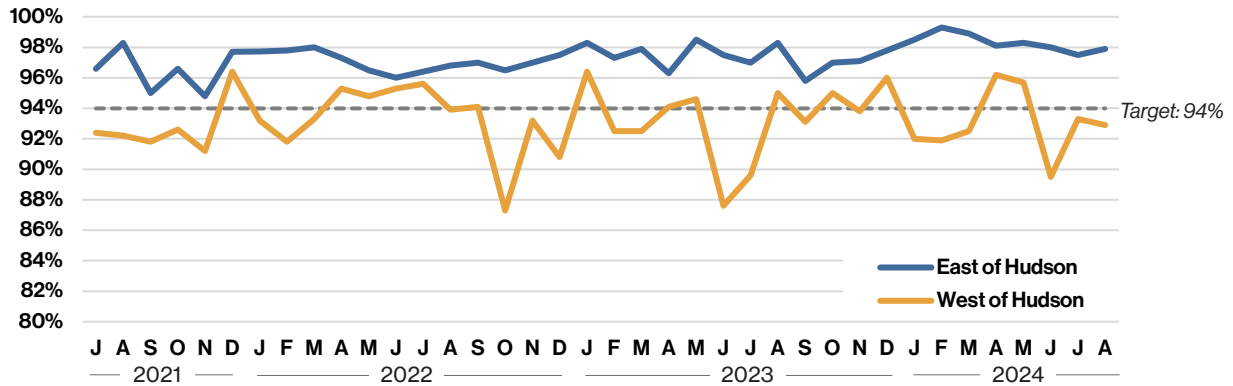
August data not yet available



SERVICE 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

	July	August		July	August
Hudson	98.7%	98.6%	Port Jervis	92.9%	92.5%
Harlem	97.2%	98.2%	Pascack Valley	93.6%	93.3%
New Haven	97.1%	97.4%			

Data Review

In August, Metro-North’s service-delivered rate, a measure of service reliability, was 99.8%. Systemwide on-time performance (OTP) for August was 97.9%, above goal of 94%, while year-to-date OTP was also above goal at 98.3%. Seven major incidents negatively affected August’s OTP, with the most significant occurring on August 18 when severe thunderstorms caused multiple delays on the Connecticut branch lines, impacting 57 delays.

Mean distance between failures (MDBF) for the fleet was 354,788 miles in July 2024, above the goal of 200,000 miles. Year-to-date MBDF performance also remains above goal at 333,382 miles.

Moving Forward

Schedule changes on the Hudson, Harlem, and New Haven lines go into effect on Sunday, October 6, 2024. Schedules continue to support major MTA Construction & Development, Connecticut DOT, and Maintenance of Way projects that require extensive track outages. Morning and afternoon rush hour and all weekend trains on the New Haven Line will see a 1-2 minute reduction in trip time, reflecting recent improvements in the signal system. The October schedule will also support the return of fall foliage on the Hudson Line, Shopper Schedule Trains on the New Haven Line, and modified schedules for fall and winter holidays, including Thanksgiving, Christmas, New Year, Martin Luther King Jr. Day, and Presidents’ Day.



Metro-North Railroad

RIDERSHIP

Monthly Ridership

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



Data Review

Metro-North’s monthly ridership was flat in July, rising only 0.3% from June’s 5.76 million to 5.77 million; it decreased 5.6% to 5.45 million in August. July appears stable because it has three more weekdays – excluding the 4th – than June, masking a 2.9% decrease in average daily ridership to 186,238. August’s daily ridership dropped 5.6% to 175,735 in August. These decreases are typical for summer months.

Average weekday ridership of 208,573 was down 5.6% in July, decreasing another 6.4% to 195,171 in August. Estimated average Tuesday-Thursday ridership dropped 5.8% to July’s 215,525 and another 6.8% in August to 200,845. Average weekend ridership dropped 2.5% to 110,092 in July and 3.1% to 106,685 in August.

Monthly ridership for July and August improved 16.4% and 6.5% respectively over 2023. July 2024 represented 76.5% of July 2019; August 2024 stood at 74.7% of August 2019. Weekday ridership was at 73.6% of 2019 in July and 71.5% in August; weekend ridership was at 84.5% of 2019 in July and 83.5% in August.

Total commutation ridership increased 1.6% in July and dropped 9.1% in August. Commutation plus peak single ridership increased 2.4% in July and fell 7.0% in August. Commutation’s share of 36% for July saw a 0.5% improvement from June, followed by a 1.3% fall to 34.7% for August.

Moving Forward

Early September ridership indicates the traditional post-Labor Day rebound to June ridership levels is underway. With workers back in the office and school back in session, growth is likely to continue this month.



FINANCIAL RESULTS

2024 Revenues & Expenses, August Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$419.2	\$438.0	\$18.8
Farebox Revenues	\$388.9	\$402.9	\$13.9
Other Revenues	\$30.2	\$35.1	\$4.9
Total Non-Reimbursable Expenses	\$1,050.3	\$1,075.2	(\$24.9)
Labor Expenses	\$747.7	\$767.1	(\$19.4)
Non-Labor Expenses	\$302.6	\$308.1	(\$5.5)
Non Cash Liabilities	\$216.2	\$225.8	(\$9.5)
Net Surplus /(Deficit) - Accrued	(\$847.3)	(\$863.0)	(\$15.7)

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	5,947	6,168	(221)
Reimbursable	755	482	273
Total Positions	6,702	6,650	52

Data Review

Through August, farebox revenue was \$13.9 million higher than the forecast due to higher non-commutation ridership across all East of Hudson lines. Metro-North Railroad ridership through year-to-date August is 24.2% 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 forecast by \$19.4 million due primarily to higher payroll expense, lower capital overhead recoveries and higher overtime and health and welfare expenses. At the end of August, the paid headcount was 52 lower than forecasted and reflects 483 vacancies against the year-end authorized headcount.

Non-labor expenses are unfavorable to the forecast by \$5.5 million, driven primarily by higher claims expense.

Moving Forward

We are focused on growing staff to Forecasted 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.

Upgraded Fueling Facilities at Yards Support Metro-North Operations



Crews work to replace Underground Storage Tanks to support Metro-North operations

MTA Construction & Development and Metro-North are working to replace Underground Storage Tanks (USTs) at Automotive Fueling Facilities at both Harmon and Brewster Yards.

The current fueling facilities were originally designed for construction in 1989 and have reached the end of their useful life. Each fueling facility consists of USTs for diesel and gasoline, as well as commercial-type delivery systems, including pump islands, canopy structures, and below-grade piping at each dispenser. Their age poses a potential hazard of petroleum leaking into the soil and nearby water sources. Utilizing an Environmental Management Plan, the Design-Builder is decommissioning the old systems, and required soil & water sampling,

waste collection, transportation, and disposal is conducted in conformance with all federal and state regulations.

To address this aging infrastructure, Metro-North is replacing old fueling facilities with Aboveground Storage Tanks (ASTs) and modern fueling equipment that meets current commercial, industry, and federal and state regulatory standards. This includes leak and level monitoring system, emergency fueling shut-down switches, and fuel safety interlocks. This infrastructure is critical to ensuring Metro-North operations can continue to provide necessary operations support and reliable service for riders.

The design for the new ASTs, Diesel Exhaust Fluid tank, fuel management system, emergency generators, and air stations at Harmon and Brewster Yards is 100% complete, with Harmon Automotive fueling facility reaching substantial design completion on September 13. Construction at Brewster Yard began on September 10.

CUSTOMERS & COMMUNITIES

Majority Leader Stewart-Cousins Tours Critical Needs in Capital Plan

On September 18, Metro-North President Cathy Rinaldi and New York State Senate Majority Leader Andrea Stewart-Cousins met to discuss Metro-North's critical state of good repair and resiliency needs that are set to be addressed in the 2025-2029 Capital Plan, which was released earlier that day.

First, they toured Crestwood Station and discussed the hollow-core platforms along the Harlem Line and the critical need for replacement, a project that is featured in the 2025-2029 Capital Plan. The tour included viewing the closed portion of the Crestwood Station, where the hollow-core platform has partially failed.



Majority Leader Stewart-Cousins and President Rinaldi tour Crestwood Station

Next, President Rinaldi and Majority Leader Stewart-Cousins visited Wickers Creek in Dobbs Ferry, where Metro-North has replaced a failed culvert. The discussion shifted to the importance of taking proactive steps in building climate resilient infrastructure, another major investment area in the 2025-2029 Capital Plan. President Rinaldi and the Majority Leader viewed photos of the washout and viewed the new culvert. The rebuilt culvert is a model of what is needed throughout the Metro-North territory to prevent service disruptions cause by climate events, and Metro-North is looking to proactively protect Hudson Line operations in the future.

Metro North attends Senator Harckham's Senior Resource Fair

Metro-North joined over 40 organizations to provide information and services to seniors in the Hudson Valley region.

Safety Education Program Manager Caroline Kim, Manager of Station Operations Support Angela Piscitelli and Assistant Director of Government and Community Relations Mae Patel attended a Senior Resource Fair sponsored by Senator Pete Harckham at the Cortlandt Community Center in Cortlandt.

Metro North staff provided information on reduced fares for seniors, OMNY, Metro-North CARES Program, and free giveaways.

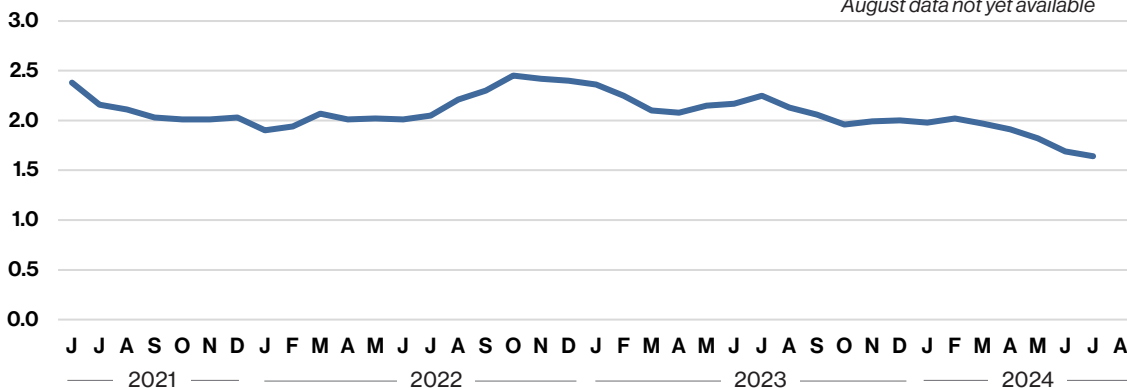
Metro-North Railroad

SAFETY & SECURITY

Customer Accident Rate

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

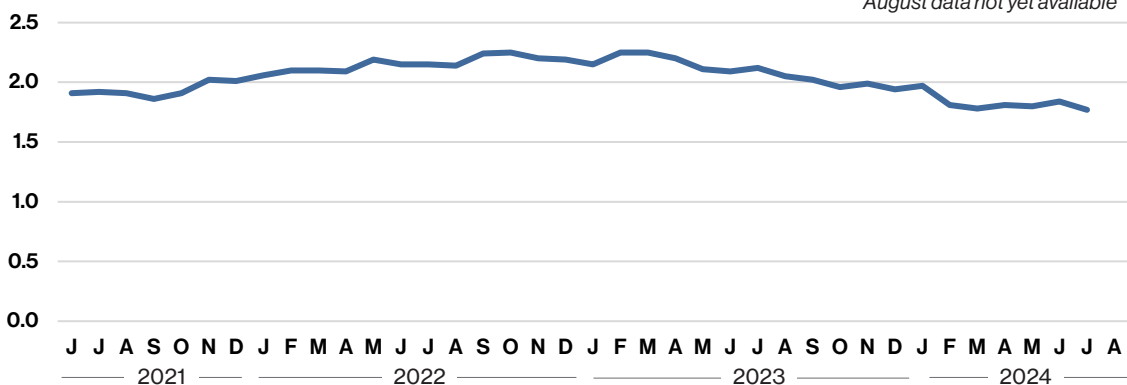
August data not yet available



Employee Lost Time Accident Rate

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

August data not yet available



Data Review

The reportable customer injury rate decreased from 2.25 to 1.64 per one million customers in the current 12-month reporting period, August 2023 through July 2024, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 2.12 to 1.77 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

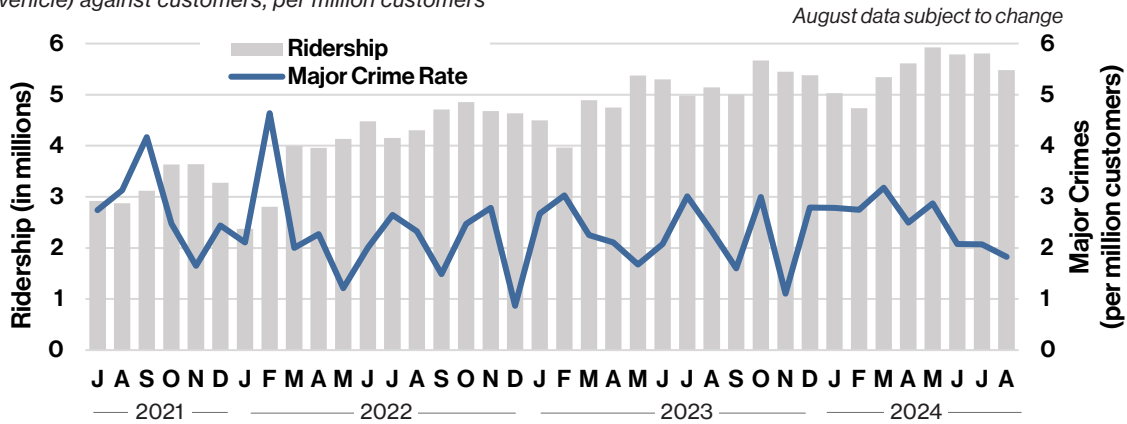
Metro-North is supporting Operation Lifesaver's "See Tracks? Think Train" Week, September 23-29. Throughout the week, Metro-North staff will conduct station and grade crossing outreach with the support of the MTA Police Department, Connecticut DOT, and the FRA. Additional safety outreach to customers and the public will take place on Thursday, September 29, with interactive safety-related activities offered at Stamford Station and Grand Central Terminal.



SAFETY & SECURITY

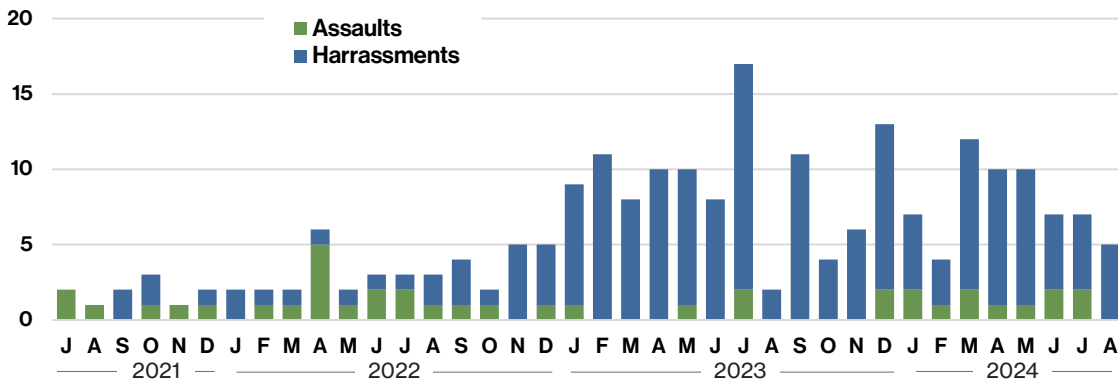
Major Crimes Against Customers

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



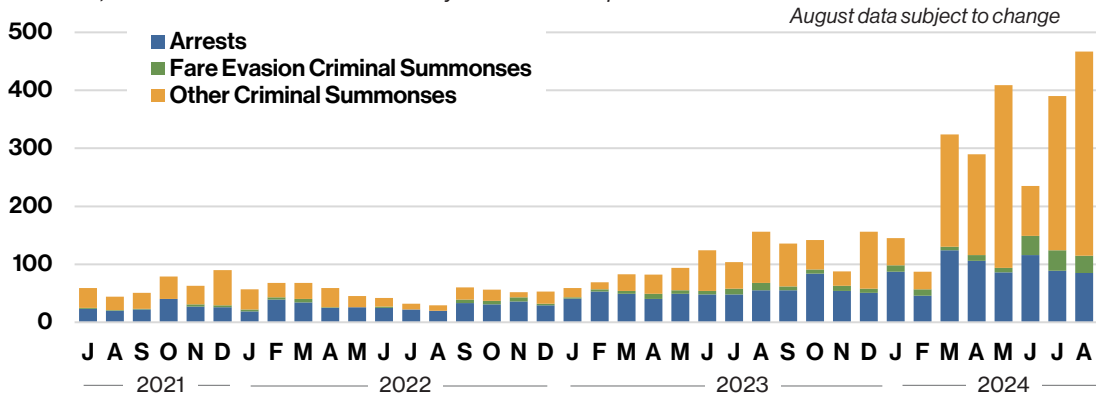
Assaults and Harassments Against Employees

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



AREA | TRACK
A | 304

12:33 PM

Passage

WE SERVE WITH PRIDE

EMERGENCY ACCESS
WINDOW
KNOCK IN AT CORNER



LONG ISLAND RAIL ROAD



←EXIT

EXIT



WATCH YOUR STEP



DOOR DISABLED
WHEN FLASHING



Long Island
Rail Road

Long Island Rail Road

MESSAGE FROM THE PRESIDENT



Rob Free
President, Long Island Rail Road

On Ridership & OTP

Summers just always seem to fly by, and both July and August ridership remained strong compared to last year.

- July ridership increased 14.9% and August was up 12% over the same month in 2023.
- July (+17.8%) and August's (+12.7%) non-commutation ridership both exceeded the same month in 2019, which makes 12 straight months that that's happened.
- Year-to-date at the end of August, ridership is 16.3% above 2023 and represents 80.6% of the ridership compared to the same period in 2019.
- Now that September is here, we're starting to break some records again - most notably the total one-day, post-COVID ridership mark, which was shattered by almost 10,000 on Wednesday, September 18 with 281,624 customers.

OTP for July and August both came in over goal, with July's total OTP of 95.6% and 94.5% for August. Thus far, September's total OTP is trending above the 96% mark which means that the new timetables we introduced on September 3 are doing what they were intended to do, and that's leading to an overall reduction in the amount of time that people have to wait to transfer in Jamaica - and in many cases, eliminating the need to transfer altogether. This is especially true in the weekend and off-peak periods, where a bulk of the scheduling changes occurred.

As Summer Sets...

Taking a deeper dive into summer ridership...from Memorial Day weekend through Labor Day, the Long Island Rail Road transported a total of 20,806,503 customers, and that's a 13% increase over the same period in 2023.

Of course, travel to the East End gives us our annual warm-weather spikes and this summer, diesel-only Montauk



Branch ridership was up 19% overall. It was up 10% on Fridays but a whopping 44% on Thursdays – proof that the shifting seasonal ridership patterns we were seeing early-on held throughout the hot weather months.

Ridership numbers to the US Open flourished this year, surpassing last year's tournament ridership by a healthy 24%.

Babylonian Renaissance

On September 20, I joined C&D President Jamie Torres-Springer and local officials as we broke ground on the two-year total renovation of Babylon Station. This long-awaited project will bring that heavy-use station into the 21st Century.

The beautiful, fresh and modern new transit facility will feature two new 12-car center island platforms with automated snow and ice melt technology; new canopies, stairs, handrails, escalators and brand-new ADA-compliant elevators – replacements on the east end and brand-new elevators on the west end for the very first time.

You'll also see much improved LED lighting, new benches and other platform amenities.

- The work will occur in two stages...now through next May we'll be replacing the western portions of the station as part of stage 1.
- While that work is performed, the eastern portion of platforms A and B will remain open to accommodate 6 train cars.
- Once stage 1 is complete, we're going to leave the entire 12-car platform open through Labor Day to accommodate the increased summer East End ridership...and then we do it all over again – September '25 through May '26 - only this time to the eastern half of the station while the new western half remains open to customers.

281,624

one-day, post-COVID
ridership record for
LIRR on Sept. 18

24%

increase in ridership to
the US Open over 2023

44%

increase in Thursday
Montauk Branch
ridership from Memorial
to Labor Day, evidence
of earlier-in-week
seasonal travel trend

The station is going to look beautiful when all is said and done. On top of the above-mentioned improvements, the waiting rooms and bathrooms will be upgraded; there will be a number of accessibility enhancements and even some wonderful plaza level artwork. The station will remain accessible throughout the entirety of the work as there will be elevators available to whichever part of the station remains open as the other part is renovated.

As the eastern terminus of the Babylon Branch and transfer spot to points east along the Montauk Branch, Babylon Station is so vital to our operation. It's also a community focal point and thanks to the essential funding of the Capital Program, the whole region wins when the LIRR tackles projects of this nature.

We are extremely excited about this major improvement for one of our busiest stations on Long Island. I can't wait to see the results and thank the C&D team for their partnership.

Sign(s) of the Times

In July, we detailed plans to improve OTP through Jamaica by minimizing overall transfer times and improving train throughput at the station. At the end of August, we also introduced changes that we feel will make it easier to physically get around the station as well.

If you've been on the Jamaica Portal Mezzanine recently, you've noticed that we've installed four large new LED track posting boards and placed them in the side alcoves above the platforms as opposed to having the one 4-screen "quad" display right in the center of the mezzanine where everyone walks...which made it very difficult to pass by or change platforms if there was a large crowd gathered in front of it.

We have also increased the number of Ticket Machines on the Portal Mezzanine from three to six. The added machines plus a clearer main walking area has led to a noticeable improvement in customer flow and, we feel, a better overall customer experience.

LIRR Drone Program

We've all seen drone footage in one form or another in recent times...from beautiful movie landscape shots to aerial photography. However, the use of drones, also known as Unmanned Aerial Systems (UAS), play a crucial role in emergency response operations as well.

The LIRR has capitalized on this technology and launched its own drone program earlier in the year. Our drones are operated by three FAA-certified, licensed pilots within the Office of Security - and though our primary objective is emergency response, the drones are also there to provide operational support to various LIRR departments in the form of, for example, aerial surveys and assessments of the right of way, structures, yards, stations, elevated equipment and utility pole lines.

The footage also identifies debris and other hazards that could damage tracks or rolling stock, homeless encampments and unauthorized ingress & egress areas that could result in a trespasser strike or other delays in train movement.

This helps us to better direct force account efforts and position security assets such as fencing or closed circuit TV cameras.

Real-time drone footage can be viewed on electronic devices at remote LIRR locations so that department personnel can direct the flight team, ensuring that nothing gets overlooked. All drone flights are recorded and preserved for future use.

Recently, our Engineering Department requested a survey of vegetation growth along the 55-mile stretch of track between Ronkonkoma and Greenport. Using the drone, this took approximately 16 hours (down from approximately 40 hours the conventional way) while always maintaining a safe distance from the right-of-way.

By utilizing drones, we're not only gaining a new aerial perspective, but we're also limiting the impact to operations by reducing the need for track out of service time, which reduces costs. We're very excited about this new weapon in our security and maintenance arsenals.

Hicksville High-Tension Heroes

Another month, another tale of heroism on the part of our employees – and this one could've had a very different outcome if not for the actions of six members of one of our high-tension crews.

While working in Hicksville on the morning of June 4th, members of the crew noticed black smoke coming from a nearby house. It turned out to be a working house fire on Keats Place and the foreman immediately yelled out to call 911 as he and another crewmember ran to the front door of the house. They banged on the front door and told a young woman and small child to get out immediately. The woman mentioned that people also lived in the rear of the house, so the entire crew ran to the back to investigate.

Luckily no one was inside at the time, but while that was going on, the crew pulled debris away from the house and used a garden hose to slow down the spread of the fire until the fire department was able to get there. That day, Brendan DiThomas, Chris Flood, James Bove, Shaun Cavanaugh, Steven Munday and Foreman Craig Laucella took quick action and bravely prevented what could've been a horrible tragedy if they looked the other way.

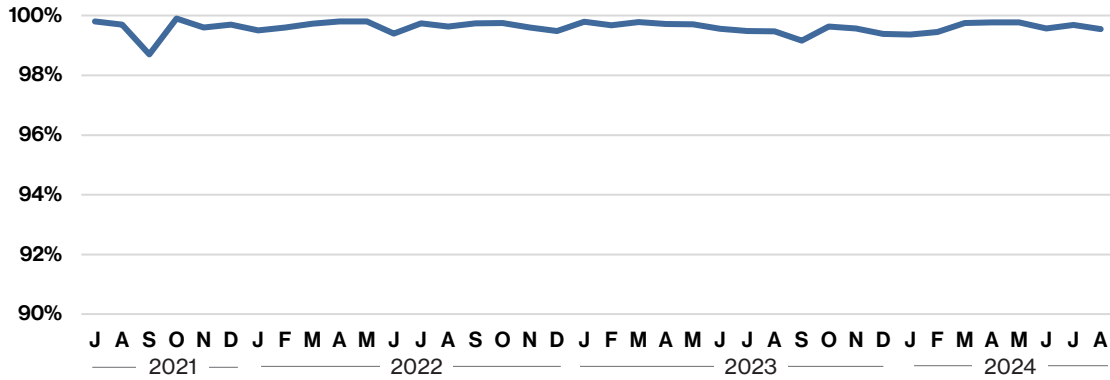
Though we had a private commendation ceremony over the summer, I wanted to publicly acknowledge the bravery of these employees and thank them for making the Long Island Rail Road extremely proud.

Long Island Rail Road

SERVICE PERFORMANCE

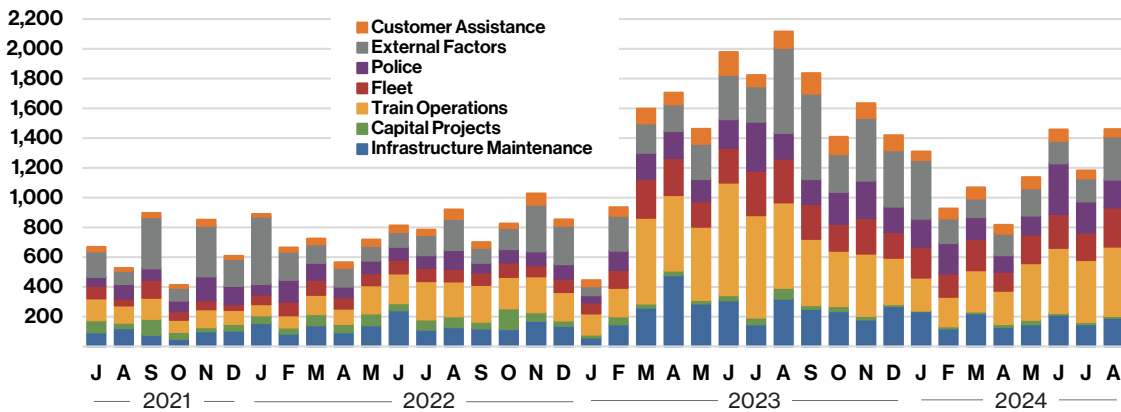
Service Delivered

The share of scheduled train trips completed



Delays by Type

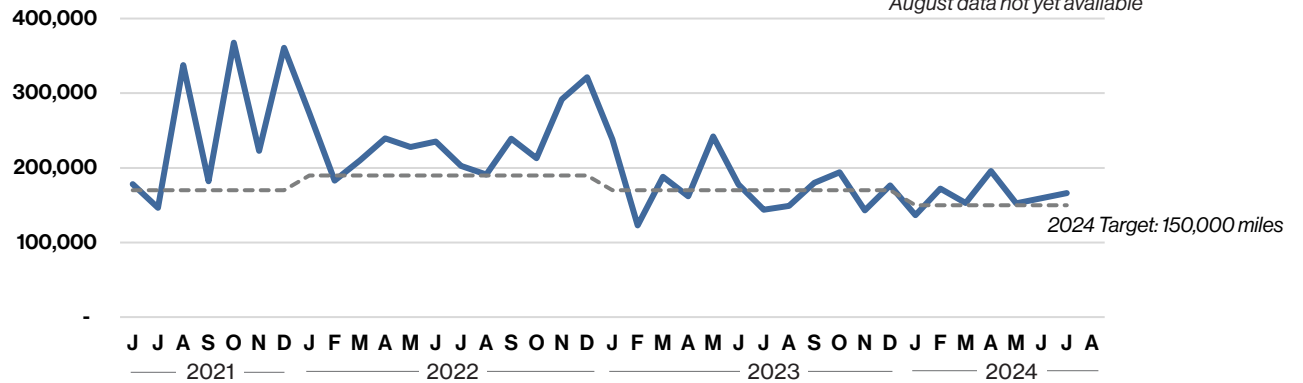
The number of delayed trains by type of delay



Mean Distance Between Failures

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

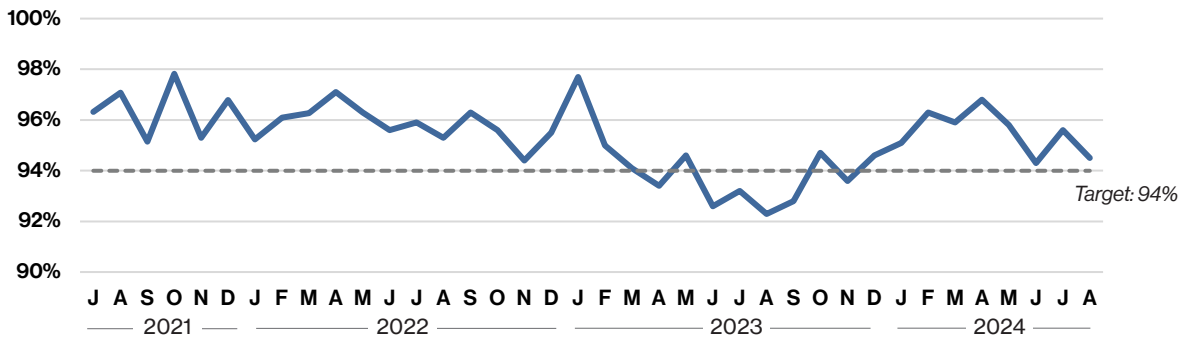
August data not yet available



SERVICE 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

	July	August		July	August
Atlantic	98.3%	99.0%	Montauk	90.2%	88.2%
Babylon	95.9%	93.5%	Oyster Bay	94.3%	94.5%
Far Rockaway	97.3%	96.8%	Port Jefferson	91.3%	88.3%
Hempstead	96.7%	96.3%	Port Washington	97.4%	96.2%
Huntington	93.5%	93.2%	Ronkonkoma	95.2%	94.3%
Long Beach	94.7%	93.1%	West Hempstead	97.5%	96.2%

Data Review

In August, OTP was 94.5%, above the goal of 94%, and 2024 year-to-date OTP was also above goal at 95.5%. 7 of 12 branches operated at or above goal, while year-to-date, 10 branches met the OTP goal.

In August, 17 incidents resulted in ten or more late, cancelled, or terminated trains. The most significant event occurred on August 6, when a rain storm hit the area. The event caused 37 late trains, delayed our customers an average of 17 minutes, and reduced our 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 166,391 miles in July, exceeding the target of 150,000 miles.

Moving Forward

Starting October 5-6, all main tracks on the Montauk Branch between Babylon and Montauk will be out of service to support bridge maintenance at the South County Road Bridge in Brookhaven. Additionally, LIRR Engineering will be performing mud remediation, thermite welding, and track surfacing between Sayville and Patchogue. On the weekend of October 26-27, both main tracks on the Atlantic Branch between Jamaica and Atlantic Terminal will be out of service to support switch installation near East New York.

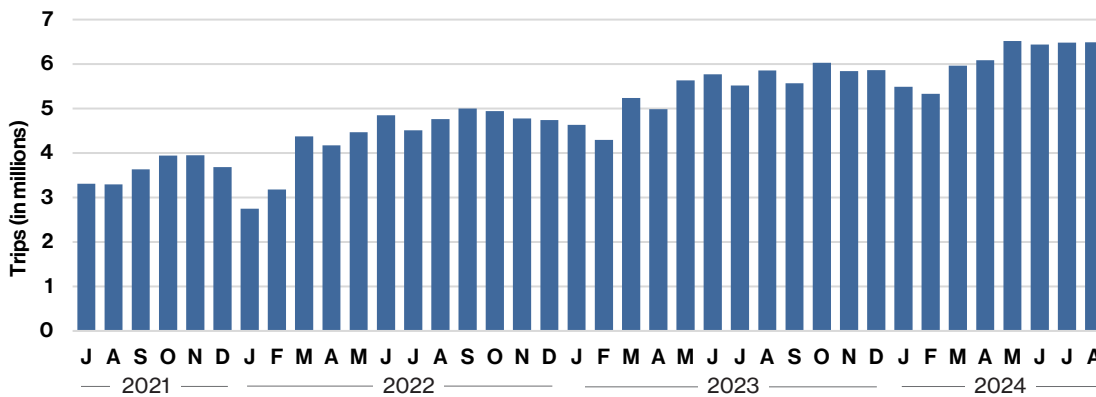


Long Island Rail Road

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. July 2024 ridership increased 14.9% compared to July 2023, representing 81.2% of July 2019. July’s Commutation ridership increased 9.8% and Non-Commutation ridership increased 17.8% above July 2023. August 2024 ridership increased 12% compared to August 2023, representing 81.9% of August 2019. August’s Commutation ridership increased 5.2% and Non-Commutation ridership increased 15.7% above August 2023, marking the 12th consecutive month that Non-Commutation ridership surpassed the same month in 2019, exceeding it by 12.7%. Non-Commutation trips continue to drive the overall ridership growth supported by higher growth in the off-peak market, which increased 26% above last August. Year-to-date, ridership is 16.3% above 2023, representing 80.6% of the ridership compared to the same period in 2019.

The average weekday ridership in August 2024 increased 2.2% compared to July 2024. The average weekend ridership increased 2.8% with Saturdays increasing 7.5% and Sundays decreasing -4.1% (mainly due to heavy rainfall on Sunday, August 18th) compared to last month. Seven days were placed among the top highest ridership records for this month, while post-Labor Day ridership experienced high records with the 2nd highest weekday (Wednesday, September 4th) and the highest Friday (September 6th) since the pandemic.

Moving Forward

LIRR customers continue to take advantage of GCM service. In August, GCM ridership reached 1,618,136 customers (based on load weigh data). Extra summer service to the East End, favorable weather and Long Island escorted tours & packages led to a 13% increase in summer ridership (with 19% increase of ridership to Montauk), while special events, such as the US Open brought additional ridership, which increased 32% above last year’s event.



FINANCIAL RESULTS

2024 Revenues & Expenses, August Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$430.0	\$452.9	\$22.9
Farebox Revenues	\$406.9	\$421.3	\$14.4
Other Revenues	\$23.1	\$31.6	\$8.5
Total Non-Reimbursable Expenses	\$1,294.2	\$1,245.6	\$48.6
Labor Expenses	\$968.1	\$930.0	\$38.1
Non-Labor Expenses	\$326.1	\$315.6	\$10.5
Non Cash Liabilities	\$371.0	\$387.9	(\$16.8)
Net Surplus /(Deficit) - Accrued	(\$1,235.3)	(\$1,180.6)	\$54.7

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,761	6,884	(123)
Reimbursable	1,228	998	230
Total Positions	7,989	7,881	108

Data Review

Through August, farebox revenue was \$14.4 million higher than the forecast due to higher-than-expected ridership, partially offset by lower yield per passenger.

Labor expenses are lower than the forecast by \$38.1 million due to lower payroll and associated fringe costs, partially offset by overtime. At the end of August, there were 108 vacancies compared to the forecast.

Non-labor expenses are lower than the forecast by \$10.5 million, primarily driven by electric power and the timing of maintenance contracts, partially offset by the timing of material usage.

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.

Main Line Track and Signal Upgrades On the Way



Crossovers and signals on LIRR tracks

This month, LIRR and MTA Construction & Development are continuing work on major improvements to track and signal infrastructure in and around Jamaica and the Main Line. Crews are modifying and replacing obsolete track and signal infrastructure within the Queens and Hollis interlockings to support increased train traffic from Elmont Station and Grand Central Madison. Other major improvements include new track infrastructure in New Hyde Park to minimize conflicting train movements from nearby Floral Park Station. Additionally, Belmont Yard will be upgraded from a manual switching location to a remote-controlled signal system operated from LIRR's Jamaica Central Control.

Track work includes surfacing and realigning Main Line tracks in Queens and Floral Park to prepare for new crossovers, which help trains cross from one track to another. The project includes installing and relocating new crossovers, removing obsolete crossovers, realigning and replacing yard switches, installing and modifying third rail systems, and upgrading controls. For the signal work, crews continue to update the signal system that has supported the opening of the new Elmont Station / UBS Arena and allows for eastbound mainline access to the station. In a later phase of the project, new signal systems will be installed between Jamaica and Floral Park.

In all, these track and signal upgrades address critical LIRR state-of-good-repair needs. New interlockings, crossovers, and signal systems will dramatically improve commuter railroad service, ensure more reliable service, and support new service plans.

CUSTOMERS & COMMUNITIES

LIRR and Village of Babylon Coordinate Ahead of Station Upgrades

LIRR train stations are often times cornerstones and gateways to the communities they serve and Babylon is no exception. With this in mind, LIRR is moving the Babylon Station project into its next major phase.

Over the last several months, LIRR has met with the Village of Babylon, elected officials, residents, Suffolk County Bus, the Babylon School District and others to build awareness for this project. Particular attention has been paid to ensuring local businesses, residents, and commuters are aware of the changes and associated changes this work will cause at the station.

Starting on Friday, September 13, MTA Construction & Development, in conjunction with the LIRR, will be closing the western half of the station. This phase includes the demolition of the existing platform and its complete reconstruction and is the culmination of months of outreach between the LIRR and the community.

This phase will last until May 2025 and will result in the opening of a brand new western half of the platform, with new canopies, automated snow and ice melting systems, a new station plaza, new platform lighting and upgraded communications and security system. In September 2025, the eastern half of the platform will be closed to perform this same scope of work there.

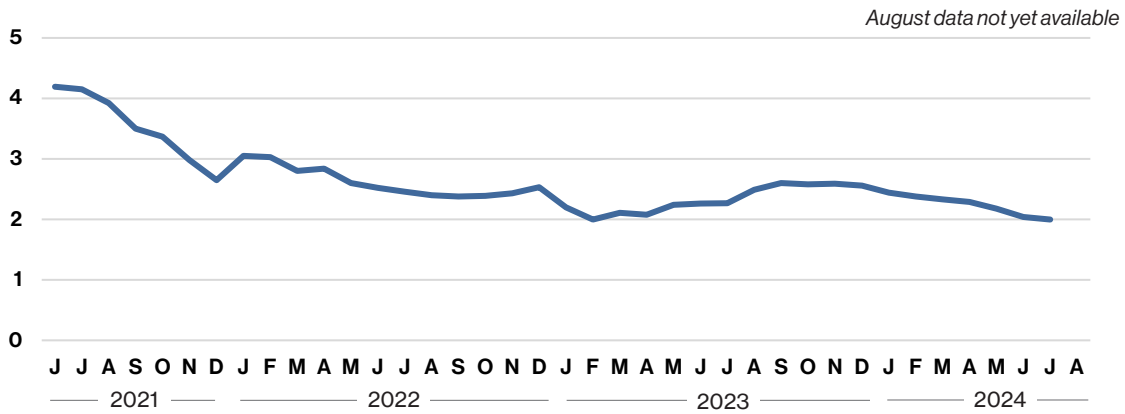
This will culminate in the fully reconstructed station in May 2026, with substantial completion by the end of 2026.



Renderings of the reconstructed Babylon Station

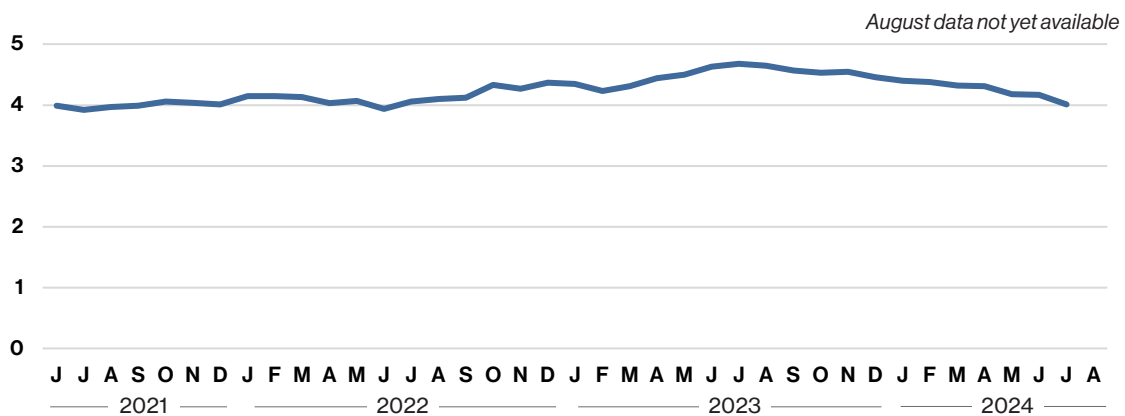
Customer Accident Rate

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 2.27 to 2.00 per one million customers in the current 12-month reporting period, August 2023 through July 2024, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 4.68 to 4.01 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

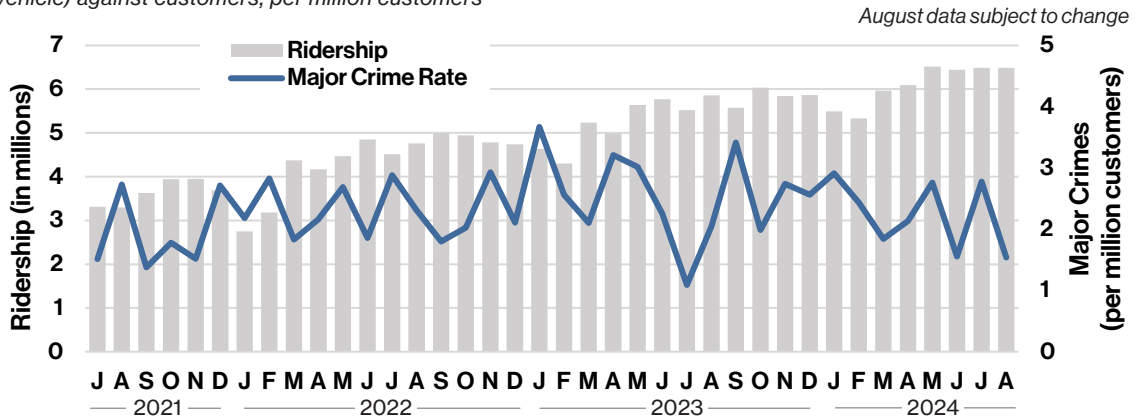
Corporate Safety was joined the week of September 23 at our "See Tracks? Think Trains", formerly Rail Safety Week Event, by our partners from MTA Police, Federal Railroad Administration, NYS Department of Transportation, and other LIRR departments. In addition to getting feedback on customer and community safety, these events showcase behaviors and best practices for customers while they traverse LIRR property and board/exit trains. LIRR will also be conducting a Customer Safety Day Event on September 30 in Grand Central Madison.



SAFETY & SECURITY

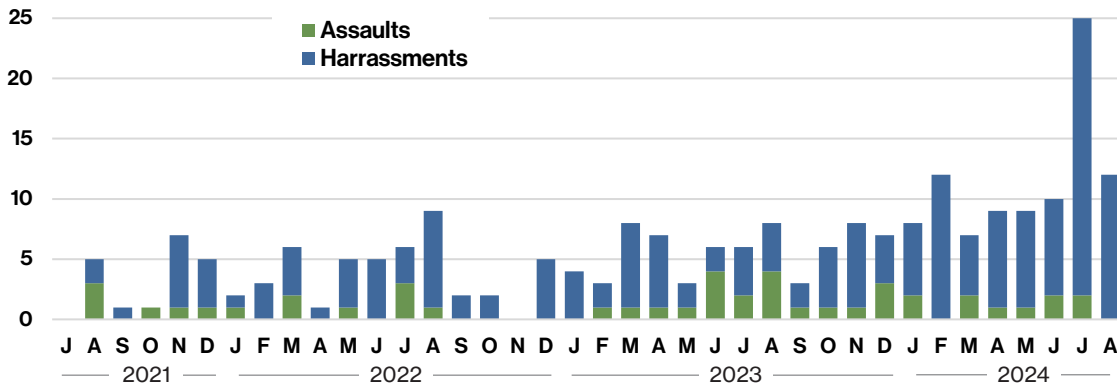
Major Crimes Against Customers

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



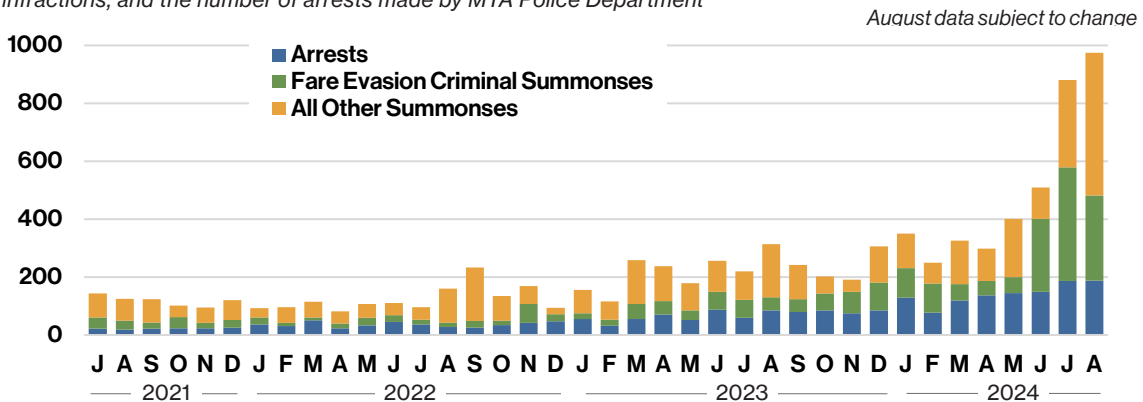
Assaults and Harassments Against Employees

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





TRACK
16

Oceanside

CA

Track 16
Monday, September 12
2:52 PM
AMTRAK



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