

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

November 2024





STACEY LEE WEBBER

LOVETHYBEAST

SAVOR BEAUTY

ABBY MAY JEWELRY

EKOLOGIC

PERFORATEDFOLD

NDZIC  
OGRAPHY

BARRY GROSS  
FINE WRITING  
INSTRUMENTS

WICK  
GLASS ART

BLEECKER  
& PRINCE

On November 11, Metro-North President Cathy Rinaldi and LIRR President Rob Free announced the opening of the Grand Central Holiday Fair, showcasing 36 local small businesses and artisan merchants in the historic Vanderbilt Hall.

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

2 Broadway • New York, NY 10004  
November 18, 2024

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



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



A scenic view of a railway track curving through a lush forest with vibrant autumn foliage in shades of green and yellow. In the background, a body of water and distant hills are visible under a hazy sky. A dark, semi-transparent banner is overlaid on the top left, containing the text 'METRO-NORTH RAILROAD'.

# METRO-NORTH RAILROAD



# Metro-North Railroad

## MESSAGE FROM THE PRESIDENT



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

### Ridership

October was a strong month for Metro-North ridership, with a total of 6.5 million riders, an increase of 13% from September and a 16.2% increase from October 2023.

Metro-North's average weekday ridership of 230,449 is a post-pandemic record, at 79.2% of pre-COVID levels in October 2019, reflecting robust return-to-work ridership; average weekend ridership of 131,666 is 2.2% higher than pre-COVID levels in October 2019.

The Yankees World Series run was shorter than we would have liked, but Metro-North is clearly a fan favorite, as we set several days of record ridership to and from the Stadium, coaxing fans out of their cars and onto our trains. As good as the ridership performance was this year, our service-design team is already saying, "Wait til next year."

We've operated several additional Leaf Peeper trains on the Hudson Line in October to accommodate everyone who wants to explore the villages and scenic beauty of the Hudson Valley. We had planned to end the extra trains on Nov. 10, which is usually when the ridership tapers off, but large numbers continue to ride with us, so we operated additional trains this past weekend, too.

Holidays and vacations begin to affect ridership in November, so we expect a slight decrease this month.

### Delivery of New Siemens Dual-Mode Locomotives

On Friday, November 1, Metro-North unveiled the first two of our new Siemens SC-42 Charger locomotives at Harmon Shop.

These SC-42 Chargers are part of a 27-locomotive order that the Board approved in 2021, along with six locomotives being purchased by the Connecticut Department of Transportation, set to replace our aging fleet of 27 GE P32AC-DM Genesis locomotives, which have served our customers for over 25 years. These locomotives will enhance reliability and environmental

responsibility, seamlessly transitioning between electric and diesel power across our 102-mile third-rail territory—a substantial improvement over the existing fleet’s limited electric range.

Compliant with Tier 4 environmental specifications, the EPA’s strictest emissions standard, these locomotives significantly reduce pollutants, cutting airborne emissions by over 85 percent. The SC-42 Chargers align with our commitment to a cleaner rail system, reducing Metro-North’s carbon footprint by an estimated 25,000 metric tons of carbon dioxide annually. With advanced monitoring and diagnostics, these units empower our teams to quickly identify and address potential issues, helping us maintain reliable service.

We expect the remaining 31 units to arrive over three years as we continue our journey toward a cleaner, more efficient, more reliable future for Metro-North. I extend my deepest gratitude to the MTA employees—from procurement to operations—and our partners at Siemens Mobility, who have made this milestone possible. Their hard work and collaboration drive Metro-North forward as we invest in technology and innovation that serves our communities.

### Honoring Our Veterans

On Monday, November 11, we honored the nation’s veterans’ invaluable contributions and unwavering dedication, including Metro-North employees who have served in the United States Armed Forces, during our annual Veterans Day Wreath Hanging Ceremony at Grand Central Terminal. Attended by veterans, employees, commuters, and visitors, this ceremony was a heartfelt expression of our gratitude for the nearly 400 veterans in our workforce, whose commitment strengthens our railroad every day. A moving performance by the MTA PD Pipes and Drums Band and MTAPD Officer James

**6.5**

million riders in the month of October

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**85%**

reduction in airborne emissions thanks to new Metro-North locomotives

---

**375**

specialized pieces of snow-clearing equipment ready for deployment this winter

# Metro-North Railroad

## MESSAGE FROM THE PRESIDENT

Volpe made the event memorable. We can enjoy our liberties today through their bravery and sacrifice in safeguarding our freedoms.

Thank you to all our veterans for their service, to “our own” American Legion Commodore Vanderbilt Post #158 for organizing this meaningful event, and to the MTA PD Pipes and Drums and MTAPD Officer James Volpe for their contributions to a truly special ceremony.

### Grand Central Terminal Holiday Fair Opening

Short of the North Pole, there’s no more iconic setting for the holiday season than New York City, and no place ticks all the boxes for holiday activities more than Grand Central Terminal.

After the Veterans Day ceremony, I officiated the opening of the Holiday Fair in Grand Central Terminal’s Vanderbilt Hall alongside LIRR President Robert Free, Costa Rica Ambassador to the UN Maritza Chan, and representatives from the Costa Rica Tourism Board, this year’s sponsor. The event featured traditional Costa Rican dancers and showcased 36 local artisans and small businesses offering a diverse selection of gifts — from home décor and jewelry to handcrafted items — creating a memorable holiday shopping experience in the splendor of Grand Central, one of New York City’s most iconic landmarks. The Grand Central Holiday Fair is open daily except Thanksgiving between 10 AM-7 PM (Sundays 11 AM-6 PM). We’ll even gift-wrap your purchases for you in the Grand Gift Shop.

In addition to the Holiday Fair, Grand Central Terminal hosts several seasonal events; one of the favorites is in our sister agency’s New York Transit Museum Shop, hosting its famous Holiday Train Show. There’s also the Thanksgiving Market in the Biltmore Room, and a special Uncommon Goods pop-up store. Together with Grand Central’s vibrant selection of shops and dining options, these seasonal offerings create a festive and welcoming atmosphere for our passengers, city residents, and the hundreds of thousands of visitors to the City each holiday, supporting small businesses and celebrating the spirit of New York this holiday season.

### See Our New Holiday Lights Train

As a special treat for this holiday season, we’ll begin operation of a specially decorated train on Friday, November 29, the day after Thanksgiving. The train will be festooned with decorative holiday lights on the exterior to bring extra joy and magic to our riders, and we’ll feature special holiday-themed announcements in the interior. The specially decorated train will operate on regularly scheduled trains on electrified segments of all three East of Hudson lines until the New Year.

After the challenges of COVID, Metro-North sought to create something special for our community and bring back the sense of wonder, especially for children, and for children of all ages. It’s a way for us to connect with our passengers and constituents and create lasting





memories during this festive time. We hope these bright lights spark excitement and a sense of holiday cheer for all who come aboard and for those who see them as they pass through our towns.

### **Winter's Coming; We're Ready**

Metro-North's Winter Preparedness Plan is a comprehensive plan designed to ensure operational functionality and the safety of customers and employees, involving proactive planning, real-time monitoring, and collaboration across departments. The Maintenance of Way (MOW) department leads this year-round effort, analyzing past winters and performing critical maintenance on snow-fighting equipment during the summer, and focusing on infrastructure readiness by autumn. Equipped with more than 375 specialized pieces of snow-clearing equipment, including rail-bound throwers and cold air blowers, MOW is prepared to manage snow accumulation across tracks, platforms, parking lots, walkways and servicing yards.

MOW's preparation includes thorough track, signal, and power-system inspections, focusing on snow melters and switch heaters to keep lines clear. Real-time weather data from sources like the National Weather Service and private weather-forecasting companies allows MOW to deploy resources effectively. Complementing these efforts, the Maintenance of Equipment (MOE) team ensures that the railcars receive maintenance programs that allow the smooth operation of the trains during winter, with special attention given to power collectors, doors, couplers and HVAC systems. The goal is to ensure that train-servicing yards and interlockings along the lines remain operational while station platforms, shelters and heaters are carefully inspected and cleared to maintain safety and accessibility for all.

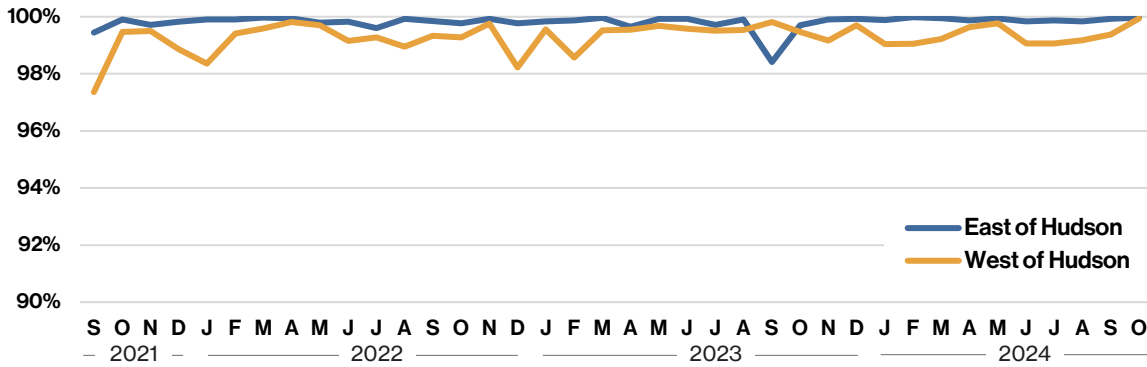
This coordinated approach, supported by external partners and MTA Headquarters, enables Metro-North to respond effectively to winter's challenges, ensuring safe and reliable service for customers throughout the season.

# Metro-North Railroad

## SERVICE PERFORMANCE

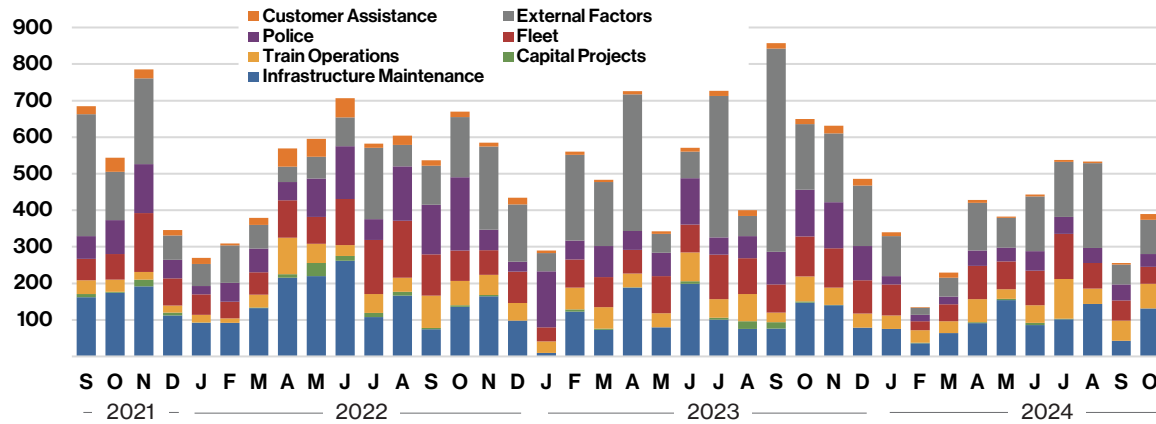
### Service Delivered

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



### Delays by Type

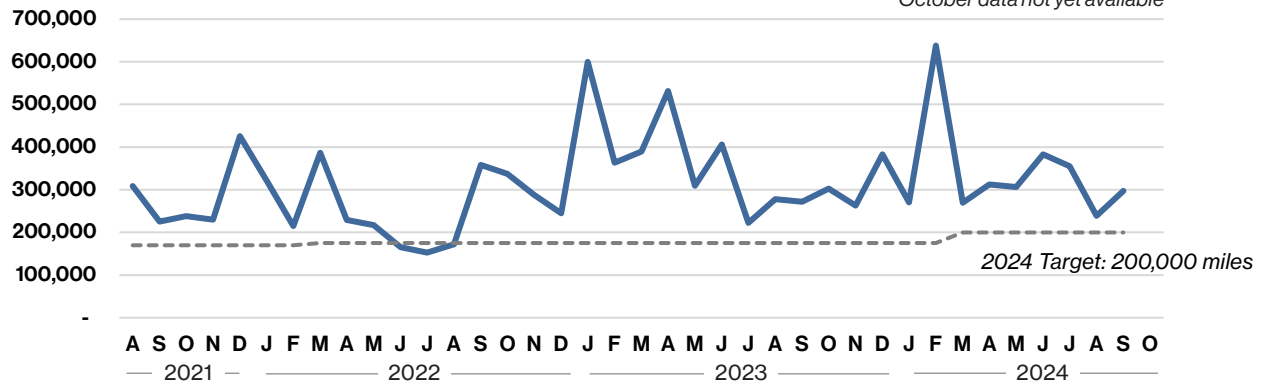
The number of delayed trains by type of delay



### Mean Distance Between Failures

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

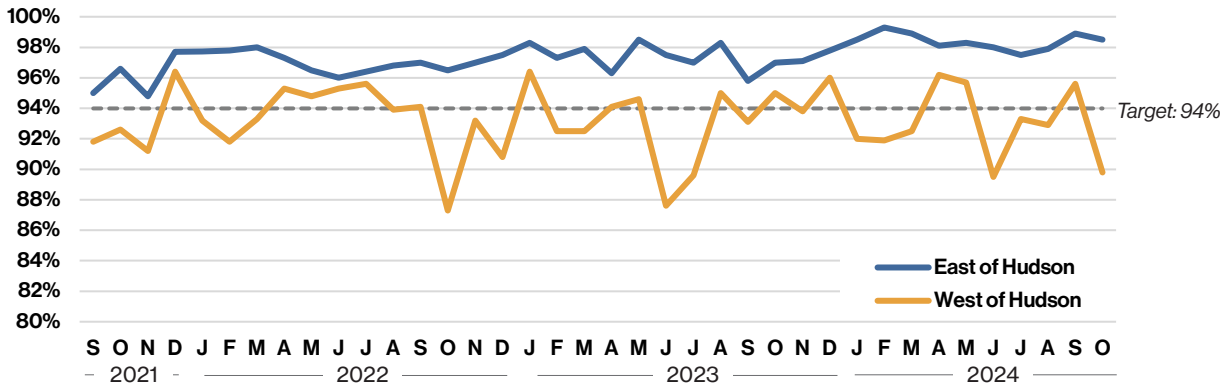
October data not yet available



# 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

<b>Hudson</b>	98.3%	<b>Pascack Valley</b>	96.5%
<b>Harlem</b>	98.5%	<b>Port Jervis</b>	76.0%
<b>New Haven</b>	98.6%		

## Data Review

Metro-North recorded the best October on-time performance ever, and it also achieved the highest year-to-date on-time performance in Metro-North's history. Systemwide on-time performance (OTP) for October was 98.5%, above our goal of 94%, while year-to-date OTP was also above goal at 98.4%. Seven major incidents negatively affected October's OTP. These incidents included heavy loading at stations, infrastructure issues, and slippery rail conditions.

Metro-North's service-delivered rate, a measure of service reliability, for October 2024 was 99.9%. Additionally, the Mean Distance Between Failures (MDBF) for the fleet was 297,411 miles in September 2024, above the goal of 200,000 miles. Year-to-date MBDF performance also remains above goal at 315,364 miles.

## Moving Forward

Looking ahead to Thanksgiving, Metro-North will adjust service to accommodate holiday travel and higher ridership. Adjusted schedules will run Wednesday, November 27 (the day before Thanksgiving) through Friday November 29 (the day after Thanksgiving) to reflect the varying travel patterns. Regular weekend service will resume on Saturday, November 30 and Sunday, December 1, including the Shoppers Special service.

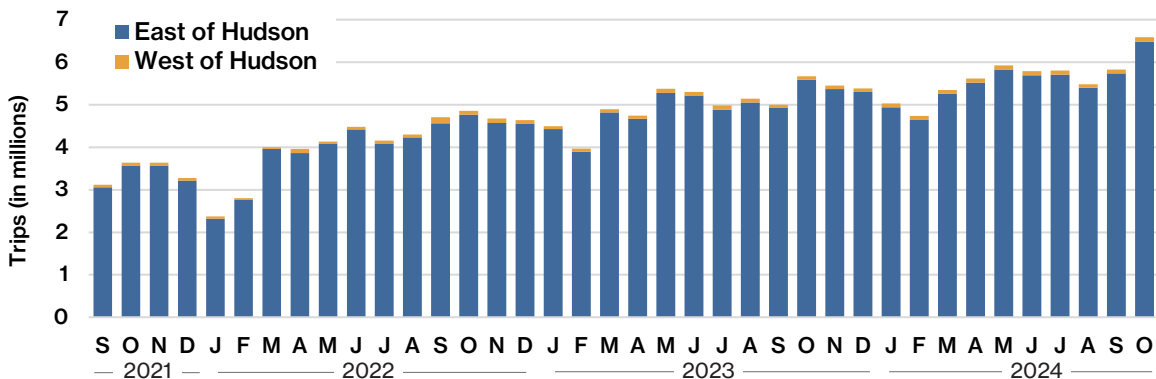


# Metro-North Railroad

## RIDERSHIP

### Monthly Ridership

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



### Data Review

Metro-North’s total October 2024 ridership increased 13.0% from September to a post-pandemic record of 6.5 million, boosted by the Yankees’ run at the World Series, surging ridership on Hudson Line weekend trains, and 23 weekdays in the month. Average daily ridership of 211,242 exceeded 200,000 for the first time since the pandemic and estimated average weekend ridership of 131,666 beat October 2019 levels; average weekday ridership of 230,449 was a post-pandemic record as well.

Metro-North’s total ridership in October increased 16.2% compared to October 2023 and represented 83.7% of October 2019 ridership. Average weekday ridership was 11.7% higher than October 2023 and represented 79.2% of October 2019 ridership. Estimated average Tuesday-Thursday ridership was 9.3% higher than October 2023 and stood at 80.5% of an average weekday in October 2019. Finally, average weekend ridership was 30.8% higher than in October 2023 and represented 103.5% of October 2019.

Total commutation ticket ridership rose 18.1% from September. Commutation and peak single ticket trips increased 13.9 % since last month, and commutation’s share of total rides rose from 36.9% to 38.6%.

### Moving Forward

October 2024 was a banner month for Metro-North, but the factors that made it so – a bumper crop of weekdays in a traditionally high-ridership month, an exciting post-season at the Stadium, and Hudson Line weekend travel – will not be present in November. Based on this and previous years, it is likely we will have a cooler November in terms of both total and average ridership.



# FINANCIAL RESULTS

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

\$ in millions

	Budget	Actual	Variance
<b>Total Non-Reimbursable Revenues</b>	<b>\$527.8</b>	<b>\$554.1</b>	<b>\$26.2</b>
Farebox Revenues	\$491.1	\$516.2	\$25.1
Other Revenues	\$36.7	\$37.9	\$1.1
<b>Total Non-Reimbursable Expenses</b>	<b>\$1,314.6</b>	<b>\$1,339.2</b>	<b>(\$24.5)</b>
Labor Expenses	\$934.2	\$943.7	(\$9.5)
Non-Labor Expenses	\$380.4	\$395.5	(\$15.0)
<b>Non Cash Liabilities</b>	<b>\$273.3</b>	<b>\$278.6</b>	<b>(\$5.4)</b>
<b>Net Surplus /(Deficit) - Accrued</b>	<b>(\$1,060.1)</b>	<b>(\$1,063.7)</b>	<b>(\$3.7)</b>

## Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	5,998	6,135	(137)
Reimbursable	754	544	210
<b>Total Positions</b>	<b>6,752</b>	<b>6,679</b>	<b>73</b>

## Data Review

Through October, farebox revenue was \$25.1 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 October is 22.9% 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 \$9.5 million due primarily to higher payroll expense. At the end of October, the paid headcount was 73 lower than forecasted and reflects 454 vacancies against the year-end authorized headcount.

Non-labor expenses are unfavorable to the Forecast by \$15.0 million, driven primarily by higher professional service contracts, claims, and materials and supplies costs.

## 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.

### Station and Accessibility Upgrades Slated for 3 Stations



*Illustrative rendering of Williams Bridge Station on the Harlem Line, which will receive several upgrades*

This month, MTA Construction & Development awarded a design-build contract for station rehabilitation and accessibility upgrades at 3 stations on the Harlem Line – Williams Bridge, Woodlawn, and Botanical Garden.

Work at the Botanical Garden station, which was originally constructed in the 1890s, focuses on state of good repair. The station features a historic wooden canopy structure which will be fully replaced with historic features, along with select piers and platform sections. There is a pedestrian overpass with staircases and elevators connecting the station's two platforms. Accessibility upgrades at this station will bring these ramps, staircases, and walkways to ADA code compliance, and the project also includes new inbound canopy shelters to improve the customer experience.

Construction at Williams Bridge and Woodlawn Stations encompasses full replacements of both platforms and foundations. The addition of 2 elevators at each station will render Williams Bridge and Woodlawn ADA compliant, and the station platforms will also be extended to make room for the elevators and associated equipment. In addition, the project includes a full replacement of the stairways to level stair tread and height, and both stations will also receive new platform canopies.

While these critical upgrades are underway, all 3 stations will also receive new amenities to enhance customers experience including new real-time customer information displays, public address systems, security cameras, platform shelters, benches, lean bars, and recycling centers, as well as new artwork coordinated by MTA Arts & Design.

# CUSTOMERS & COMMUNITIES

## Beacon Parking Request for Proposals Shared With City Council

Metro-North's Director of Government and Community Relations Andy Buder and MTA Construction & Development's Senior Manager of Transit-Oriented Development Nick Roberts presented to the Beacon City Council on a Request for Proposals (RFP) issued for the northern section of the Beacon Station Parking Lot, owned by Metro-North. After the City Council presentation, over 30 representatives from MTA and the local community, including the Mayor of Beacon, toured the site.

Metro-North has been a long-standing partner with Beacon in hopes of seeing transit-oriented development brought to the city near the station. Over a decade ago, an RFP was attempted for the Beacon lot, but the economic conditions in the city did not support a project at that time. As property values have increased in Beacon, transit-oriented development has become more of a reality.

In the intervening time, Beacon has also updated their zoning code, including the area where the Metro-North parking lot resides. This allows the lot to be developed in line with the current zoning code. The RFP, which was issued on November 1, 2024 requires responses by December 18, 2024.

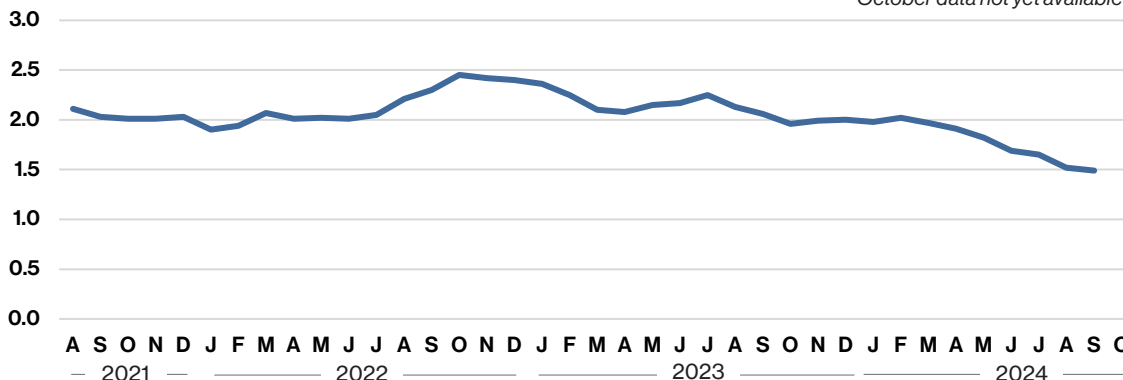


*Metro-North released an RFP for the northern section of Beacon Station Parking Lot to support transit-oriented development.*

### Customer Accident Rate

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

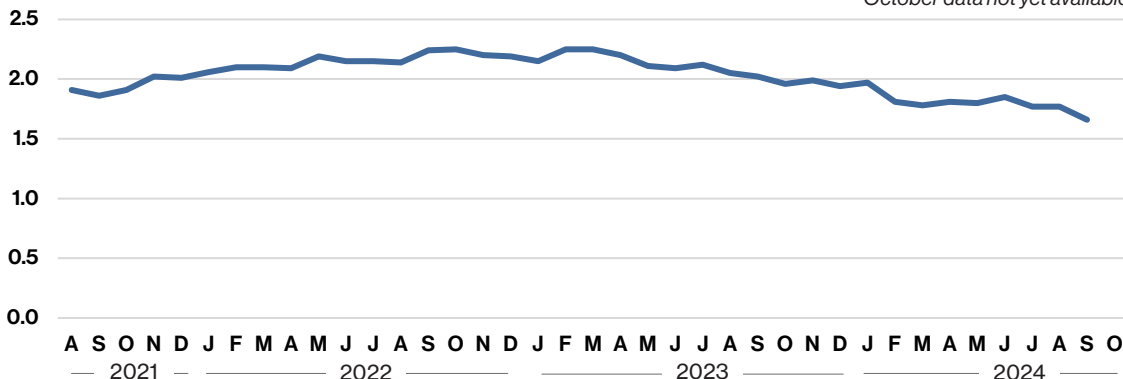
October data not yet available



### Employee Lost Time Accident Rate

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

October data not yet available



### Data Review

The reportable customer injury rate decreased from 2.06 to 1.49 per one million customers in the current 12-month reporting period, October 2023 through September 2024, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 2.02 to 1.66 per 200,000 working hours, compared to the prior 12 months.

### Moving Forward

To reduce employee injuries, the Office of System Safety continues to investigate each incident with the operating departments. Depending on the incident, investigations may include interviews, site inspections, equipment inspections, and procedural reviews. Root causes and contributing factors are identified and corrective actions established to prevent recurrence. OSS reviews cases for patterns and meets with operating departments bi-weekly to review selected cases in depth. Findings are shared with Operations Training for incorporation into course materials.

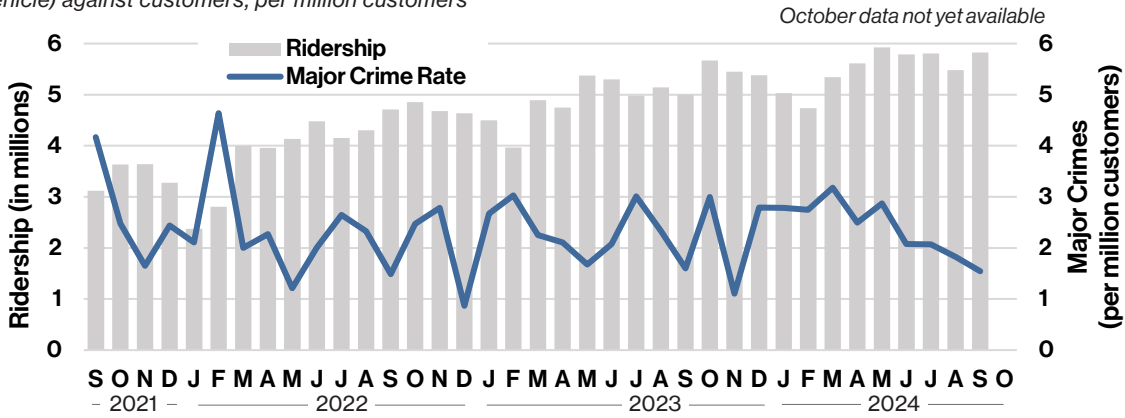




# SAFETY & SECURITY

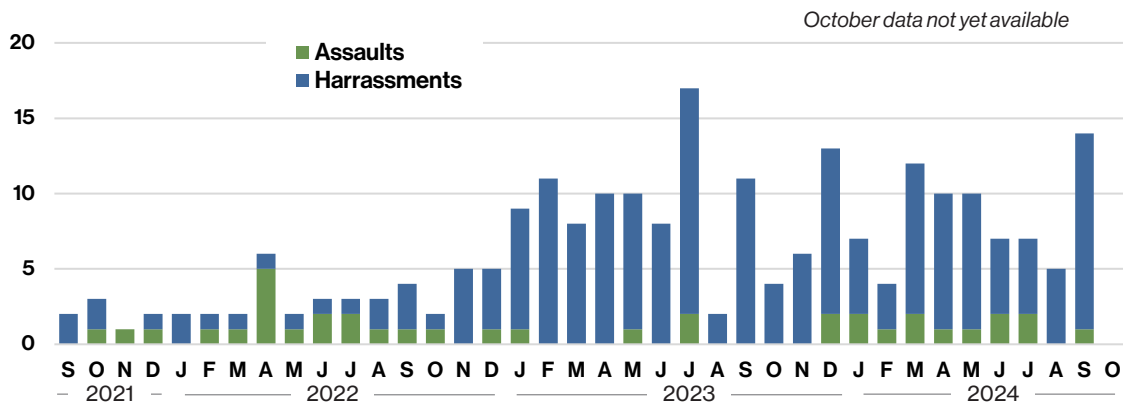
## Major Crimes Against Customers

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



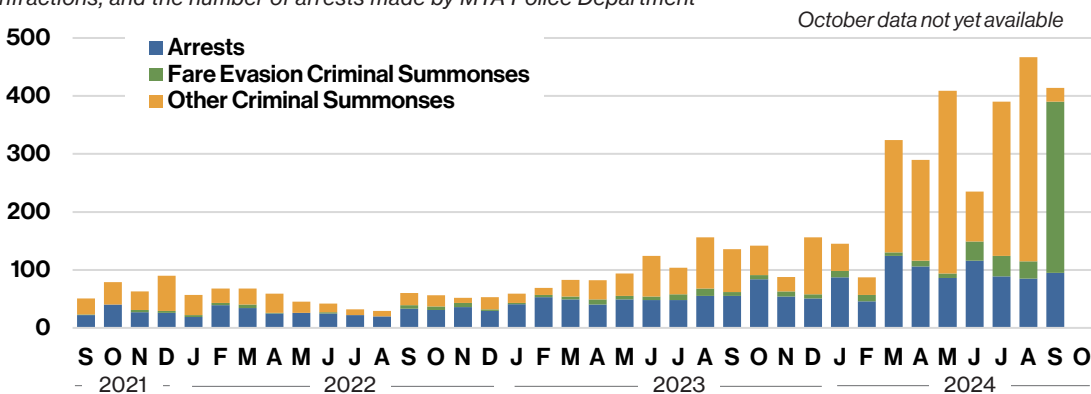
## Assaults and Harassments Against Employees

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





# LONG ISLAND RAIL ROAD



# Long Island Rail Road

## MESSAGE FROM THE PRESIDENT



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

### “Fall” Speed Ahead

We continue to see explosive ridership at the LIRR.

Total ridership for the month of October was 7.2 million customers - our highest monthly ridership since the pandemic, beating September by about 500,000 riders. It also represents 88.2% of October 2019 ridership.

October total ridership increased 16.8% over October 2023 and 16.7% vs. YTD 2023.

Monthly ticket ridership rose 16.3% compared to October 2023 and 17.2% vs. September.

Non-Commutation ridership increased by 20.9% vs October 2023, by 21.9% vs YTD 2023 and rose 28.6% vs. October 2019.

Our average weekday ridership for the month of October was 261,914 customers, the highest weekday average since the pandemic.

And we had the highest total monthly ridership to Grand Central Madison with almost 1.72 million customers, based on load weight.

The Long Island Rail Road will operate a holiday schedule on Thanksgiving Day with six extra westbound trains in the morning (four to Penn Station and two to GCM) for those attending the parade in Manhattan, and nine extra eastbound early-afternoon trains (four from Penn and five from GCM) for those heading home from the parade or to celebrate the holiday with loved ones.

### Green Giant

On November 4, the LIRR launched a pilot to test the use of renewable diesel fuel in one of our yard locomotives. This fuel presents an opportunity to reduce greenhouse emissions by up to 78% compared to traditional diesel and a lot of promise in terms of cold-weather performance, as it contains



no oxygen and doesn't have the freezing and storage challenges of biodiesel fuels.

The Railroad is constantly exploring new ways to operate an eco-friendly operation and this test will help us determine the benefits and scalability of renewable diesel.

We'll also be performing a cost assessment, analyzing impacts to performance and maintenance.

This pilot, in addition to our other investments in clean technology just further illustrates our commitment to a cleaner and more environmentally friendly service.

### A Sprucing Here, A Sprucing There

We're making tremendous progress in our efforts to improve the customer experience at the LIRR. As you know, it's one of our strategic priorities.

This year we rolled out our Station Spruce-Up program and set an ambitious goal to complete spruce-ups at eleven stations within our system, some big and some not so big.

Our in-house forces have completed ten of the eleven stations and we currently await delivery of a door that will allow us to complete the final one.

Depending on the needs of the station, these spruce-ups include repairs and improvements such as new paint, brighter and more energy-efficient lighting, bathroom facelifts, floor and wall tile replacements, signage, platform improvements and so on.

I want to thank our crews who have done an incredible job as always.

### To Repel the Sea in LIC

We all remember Tropical Storm Sandy and the devastating effect it had on our region. Our system, especially the West End, took on a devastating amount of water during the storm

# 9

flood gates in new fortification wall at Long Island City Yard and Station

# 78%

max. reduction in greenhouse gas emissions through new renewable diesel fuel tested by LIRR

# 261,914

average weekday LIRR customers in October - a new post-COVID high

surge; and since that time a number of waterproofing and system hardening projects have, and will continue to, take place.

One such project is the new Long Island City flood wall. Since the station and yard are so close to the East River and Newtown Creek, it was imperative to protect it from another destructive and costly weather event.

We're just about at substantial completion of this project, which included a perimeter flood wall with nine flood gates, three pumping stations, backup generators and relocated utilities. At the same time, we built a new car cleaning platform with electrified yard tracks.

This month, we performed a successful test of the wall. Thank you to Senator Schumer for securing critical funding to perform this work, our partners in Construction and Development and our amazing employees.

### **Farewell and Congratulations, Kara!**

I'd like to end this month with a note of congratulations to Kara Mercado, Executive Assistant to the LIRR President, who retires after an incredible 35-year run at the Railroad, the last 8 of which were spent in the President's Office.

Kara was a well-loved and invaluable member of our team who was instrumental in managing the Committee agenda and wrangling all the content for the meetings and the Board books every month, which is no small task...so if you don't know her personally, you certainly know her excellent work.

Best wishes for a long and healthy retirement, Kara... to say you'll be missed is an understatement and I want to thank you for all your amazing work and support. Enjoy all the newfound time with your family...

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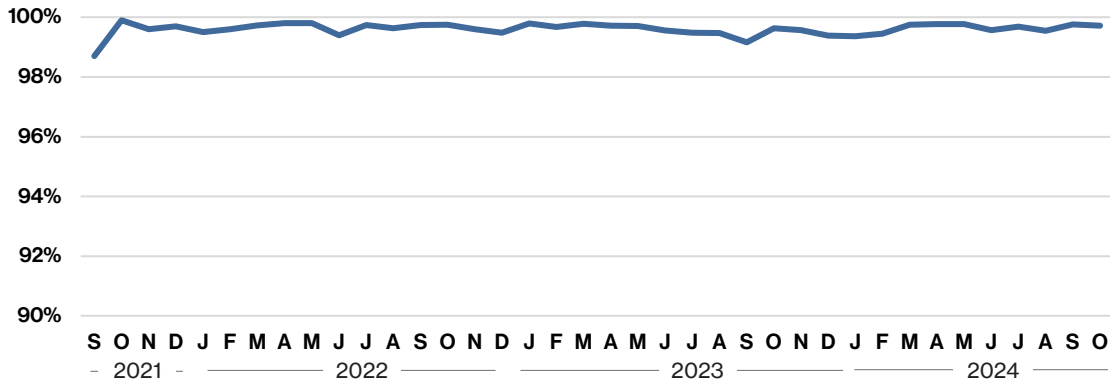


# Long Island Rail Road

## SERVICE PERFORMANCE

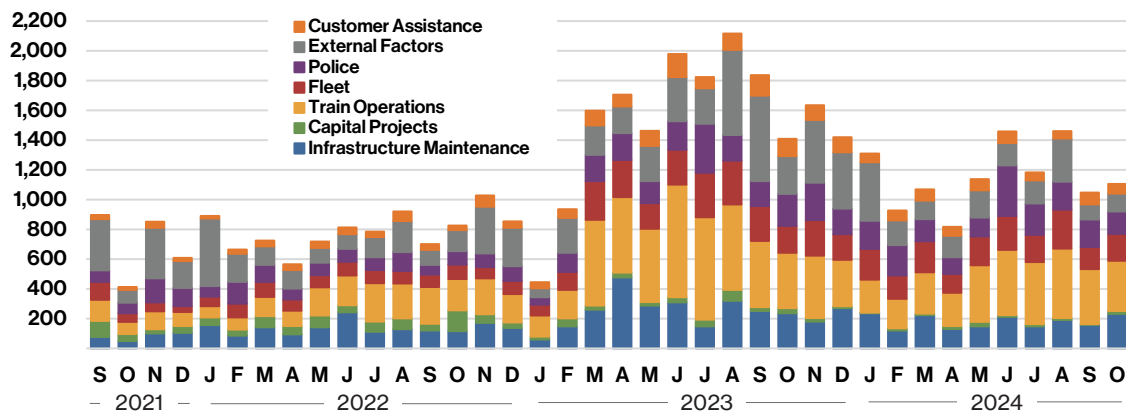
### Service Delivered

The share of scheduled train trips completed



### Delays by Type

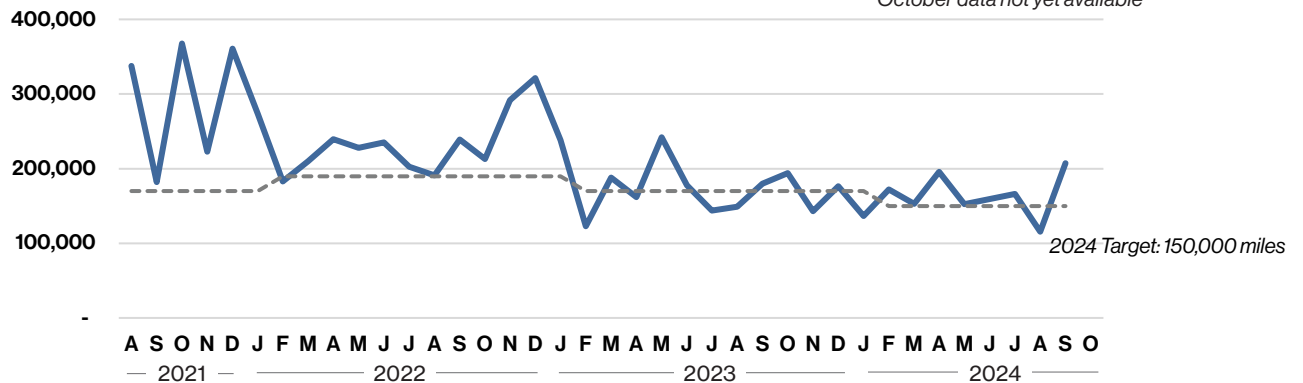
The number of delayed trains by type of delay



### Mean Distance Between Failures

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

October data not yet available

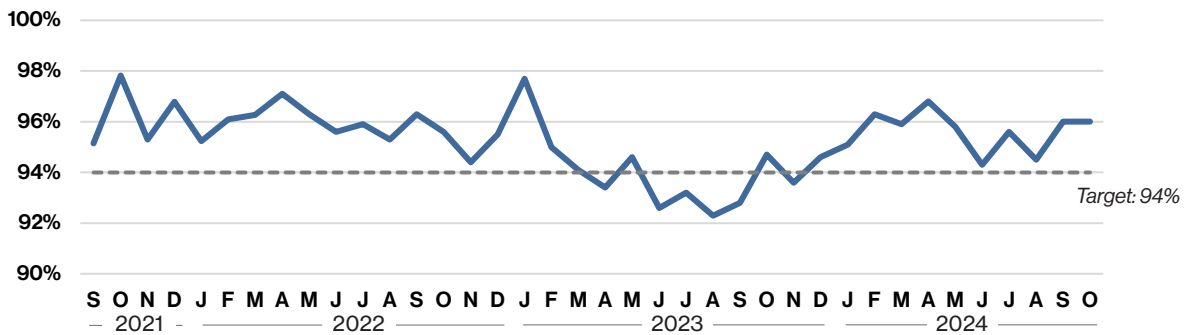




# SERVICE PERFORMANCE

## On-Time Performance

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



## On-Time Performance, by Branch

Atlantic	98.4%	Montauk	94.5%
Babylon	94.9%	Oyster Bay	96.0%
Far Rockaway	97.7%	Port Jefferson	91.3%
Hempstead	96.2%	Port Washington	97.4%
Huntington	94.5%	Ronkonkoma	95.5%
Long Beach	95.9%	West Hempstead	96.9%

## Data Review

In October, OTP was 96.0%, above the goal of 94%, while year-to-date OTP was also above goal at 95.6%. 11 branches operated at or above their goal, while year-to-date, ten branches met the OTP goal.

There were 12 incidents this month that resulted in ten or more late, cancelled, or terminated trains. The most significant event occurred on October 15, caused by a track circuit condition west of Forest Hills. The event caused 41 late trains, delayed our customers an average of 10 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 207,374 miles in September, exceeding the target of 150,000 miles.

## Moving Forward

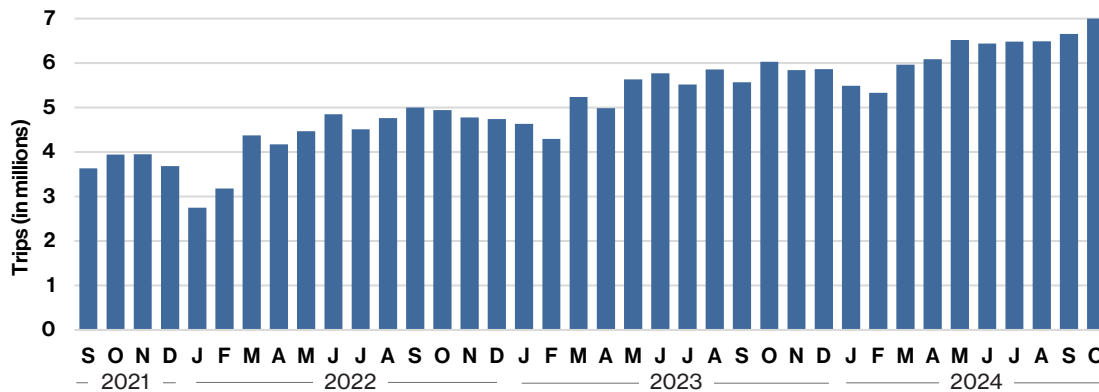
The holidays are almost here and LIRR is prepared to accommodate travelers. There will be a Thanksgiving Day program in effect that includes six extra westbound trains and nine early afternoon eastbound extra trains.

# 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 marked a new record with 7.2 million customers, reaching the highest monthly ridership since the beginning of the pandemic. October 2024 ridership increased 16.8% compared to October 2023, representing 88.2% of October 2019. October’s Commutation ridership increased 11.4% above October 2023 supported by more people returning to work in the office and non-commutation ridership increased 20.6% above October 2023 continuing to surpass the same month in 2019. Non-commutation ridership gains were sustained by strong growth in the off-peak market, which increased 26.6% above last October. Year-to-date, ridership is 16.7% above 2023, representing 82.1% of the ridership compared to the same period in 2019.

The average weekday ridership in October 2024 increased 1.9% compared to September 2024, marking the highest ridership of 261,914 trips since 2019. The average weekend ridership exceeded pre-pandemic levels as well, with an average of 134,781 trips per day, increasing 1.5% above last month. Saturdays increased 2.4% and Sundays decreased -1.5% compared to last month. Fourteen days were placed among the top highest ridership records for this month.

### Moving Forward

LIRR customers continue to take advantage of the GCM service reaching 1,715,788 customers (based on load weigh data), which was the highest ridership recorded (stabilizing at 39% share for GCM AM Peak trips vs. 61% of AM Peak trips to Penn Station). October’s post-pandemic record ridership included the highest Friday on October 18th with 272,133 customers. NYC sports (including the Mets playoff games with 39,231 customers) and events at local venues (concerts) contributed to the ridership gains. Looking ahead, the LIRR expects a strong November supported by favorable weather and the beginning of the holiday season.



# FINANCIAL RESULTS

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

\$ in millions

	Budget	Actual	Variance
<b>Total Non-Reimbursable Revenues</b>	<b>\$544.7</b>	<b>\$576.7</b>	<b>\$32.0</b>
Farebox Revenues	\$515.1	\$538.4	\$23.2
Other Revenues	\$29.6	\$38.3	\$8.8
<b>Total Non-Reimbursable Expenses</b>	<b>\$1,624.2</b>	<b>\$1,573.1</b>	<b>\$51.1</b>
Labor Expenses	\$1,202.6	\$1,162.5	\$40.0
Non-Labor Expenses	\$421.6	\$410.6	\$11.0
<b>Non Cash Liabilities</b>	<b>\$462.7</b>	<b>\$475.9</b>	<b>(\$13.2)</b>
<b>Net Surplus /(Deficit) - Accrued</b>	<b>(\$1,542.1)</b>	<b>(\$1,472.3)</b>	<b>\$69.8</b>

## Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,761	6,909	(149)
Reimbursable	1,206	991	216
<b>Total Positions</b>	<b>7,967</b>	<b>7,900</b>	<b>67</b>

## Data Review

Through October, farebox revenue was \$23.2 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 \$40.0 million due to lower payroll and associated fringe costs, partially offset by overtime. At the end of October, there were 67 vacancies compared to the forecast.

Non-labor expenses are lower than the forecast by \$11.0 million, primarily driven by electric power and the timing of maintenance contracts, partially offset by the timing of professional service contracts.

## 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.

### State of Good Repair Work Completed on LIRR Bridges

The LIRR and MTA Construction & Development completed critical state of good repair overcoating on three bridge structures in Nassau County, Montauk Branch's Valley Stream Station viaduct, Sunrise Highway Bridge on the Far Rockaway Branch, and the Merrick Road Bridge over the West Hempstead Branch.

Painting the bridges and viaducts protects the steel structure, which is constantly exposed to the elements. Overcoating reduces structural deterioration, extends the bridge's useful life, while also improving its overall aesthetic quality.

Before crews can apply a new coat of paint, the old paint system is carefully removed to prevent any contaminants from falling onto the road below. LIRR Force Account performed lead abatement at high traffic areas to remove the outdated paint system, and then applied three coats of a modern protective paint to protect the steel for the next decade.

The project team had to phase overcoating to account for the lanes of vehicular traffic passing over and under these viaduct structures and coordinate closely with the Department of Transportation to minimize impacts to traffic flow.

Abating and repainting Valley Stream Station columns, Merrick Road Bridge, and Sunrise Highway Bridge enhanced the appearance of the structures and protects the steel from potential failure due to weatherization. Should the steel corrode, bridge replacements would be extremely costly and disruptive to LIRR service, so it is essential to be proactive in ensuring infrastructure remains in a state of good repair. This work allows the Long Island Rail Road to safely operate trains for the thousands of customers who rely on this service.



*Sunrise Highway Bridge on the LIRR Far Rockaway Bridge with a fresh coat of paint*

## LIRR Expands Restroom Survey Program



*Signs are up in LIRR stations directing riders to fill out a survey if bathrooms need attention*

LIRR has taken a significant step to improve customer service with the expansion of its Restroom Survey Program. Originally launched in July, the program has been a useful tool for passengers, allowing riders to provide real-time feedback on the cleanliness and maintenance of station bathrooms. After the success of the station-based surveys, LIRR is now extending the program to include bathrooms on its rolling stock, with posters featuring a QR code placed in every LIRR train bathroom.

Once scanned, the QR code leads passengers to an easy-to-use survey where they can report on bathroom conditions, including cleanliness, availability of supplies, and odors. The initiative, which will be fully implemented by the end of 2024, gives customers an active role in maintaining a high standard of service across the LIRR network.

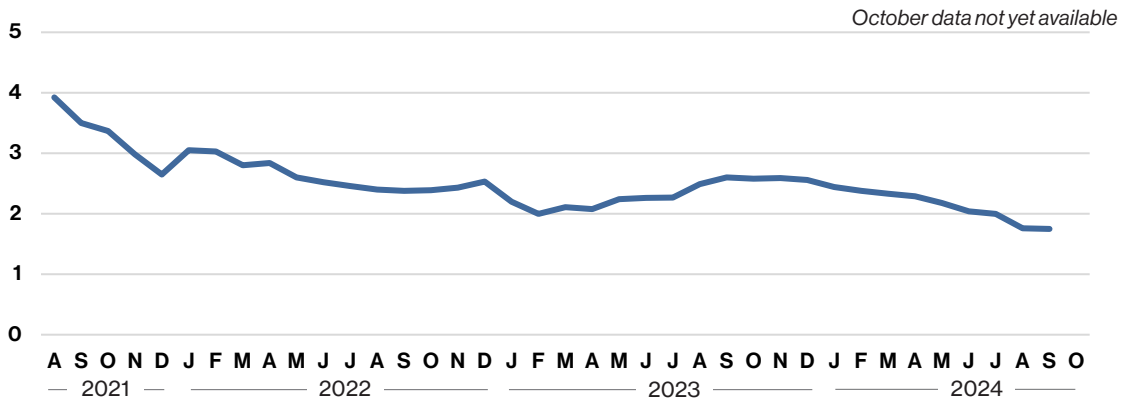
In its first few months, the program has received over 230 responses, which have allowed LIRR staff to respond quickly to maintenance needs and improve the customer experience. Positive feedback has poured in from stations like Lindenhurst, Farmingdale, and Manhasset, where passengers have praised the cleanliness and upkeep of the facilities.

In addition to pre-set survey choices such as "Toilet needs cleaning" or "Out of soap," the expanded version of the survey will soon include an option for passengers to add photos and more detailed comments. LIRR President Rob Free noted the success of the program, emphasizing how these surveys have helped the railroad quickly address issues, ensuring that the stations and rolling stock remain clean and comfortable for passengers. The railroad continues to analyze the data collected from these surveys to optimize cleaning schedules and staffing, ultimately improving the rider experience.

This program reflects the MTA's ongoing efforts to prioritize customer feedback and provide timely, responsive service that meets the riders' needs.

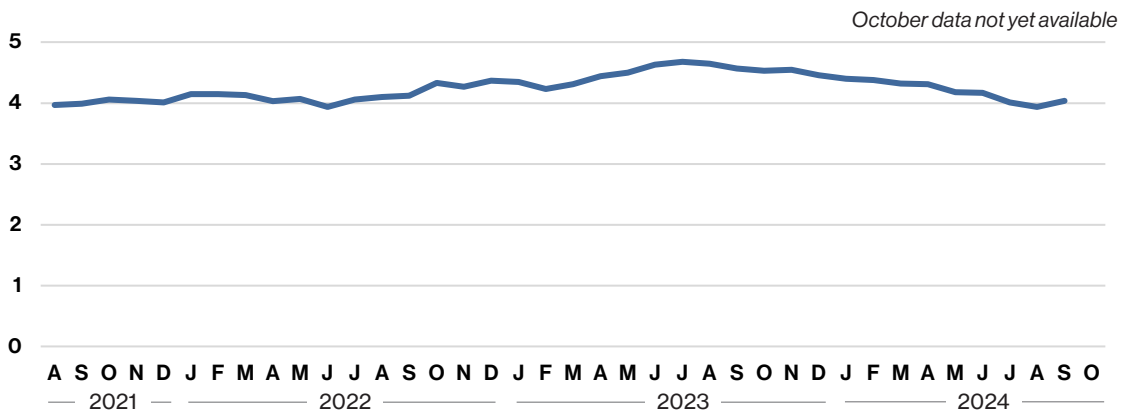
### Customer Accident Rate

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 2.49 to 1.76 per one million customers in the current 12-month reporting period, September 2023 through August 2024, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 4.65 to 3.94 per 200,000 working hours, compared to the prior 12 months.

### Moving Forward

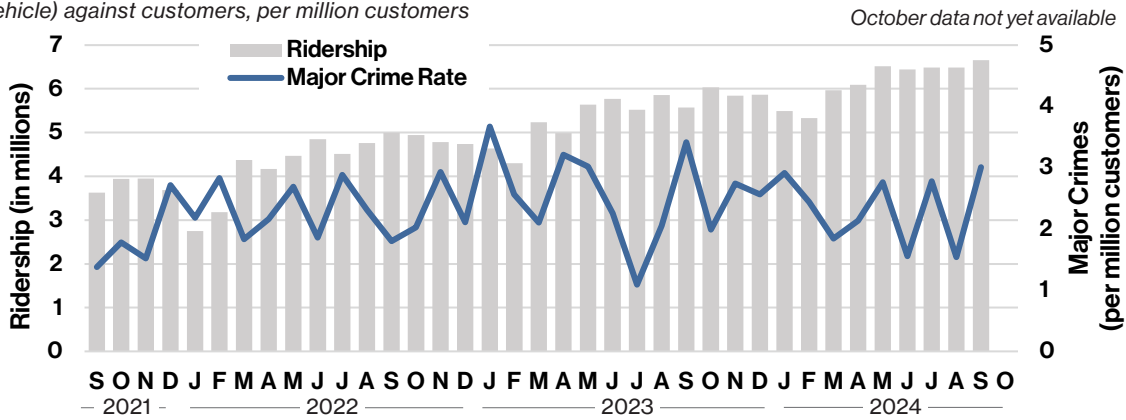
During the week of November 11, the Corporate Safety Department led the National Escalator Safety Week campaign at 7 stations (Rockville Centre, Freeport, Hicksville, Copiague, Baldwin, Penn Station and Grand Central Madison) to raise awareness with our riding public when using our escalators. We collaborated with NYCT, PATH and NJ Transit in Penn Station. We partnered with Grand Central Madison Operating Company and Metro North in Grand Central Madison.



# SAFETY & SECURITY

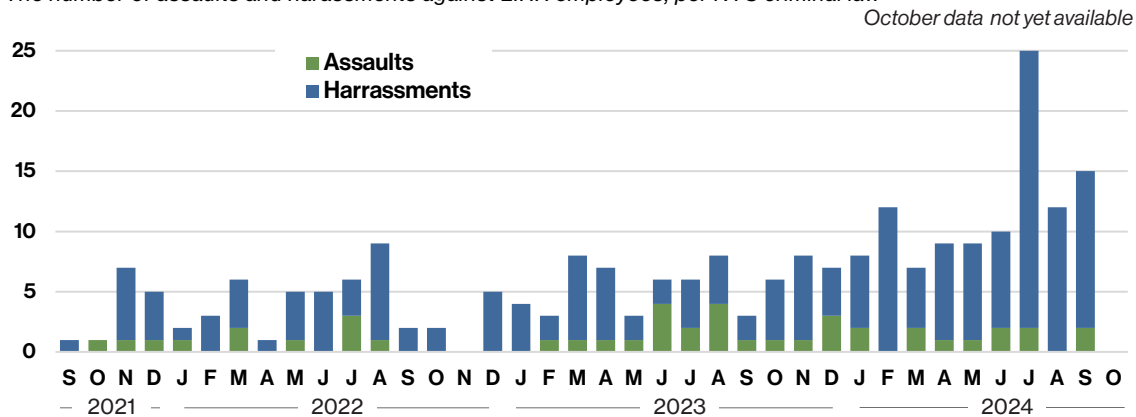
## Major Crimes Against Customers

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



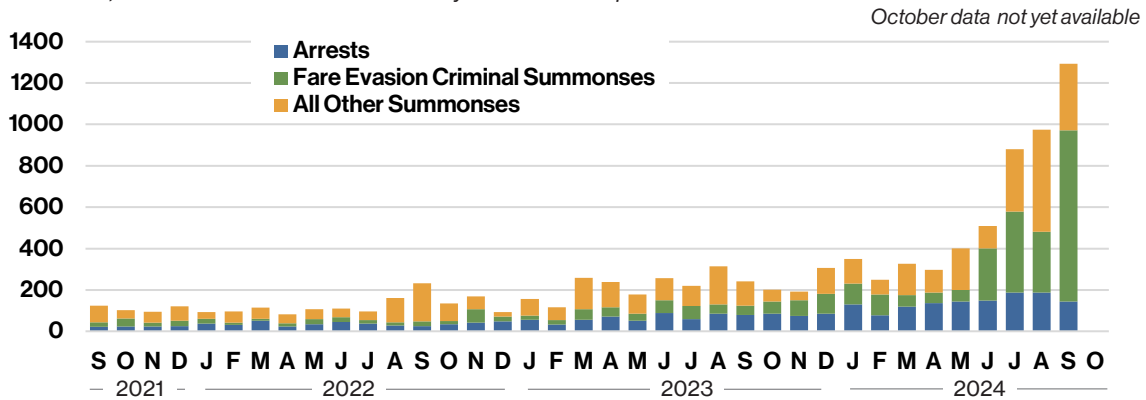
## Assaults and Harassments Against Employees

The number of assaults and harassments against LIRR employees, per NYS criminal law



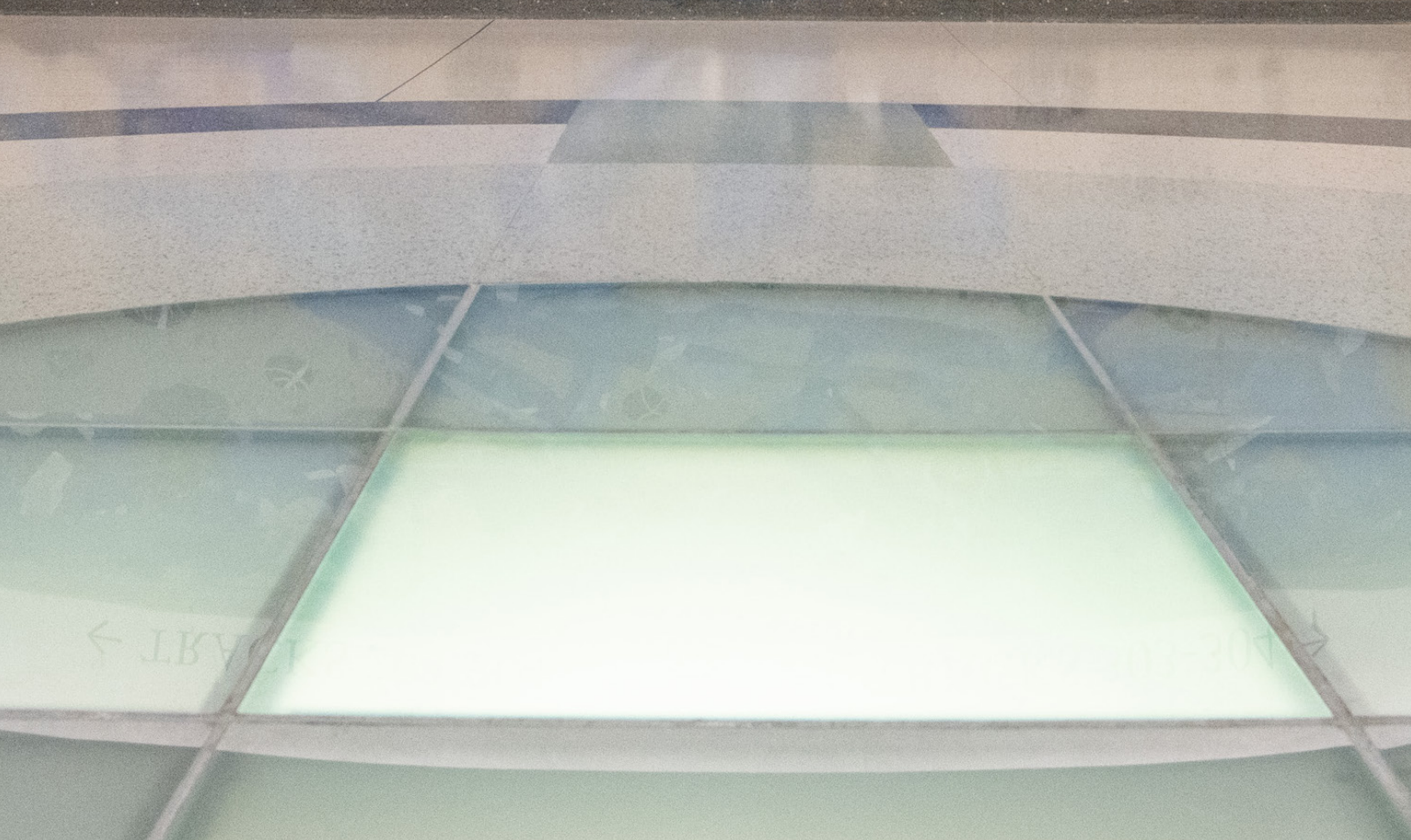
## Summonses and Arrests

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



← TRACKS 203-204

TRACKS 303-304 →



← TRACKS 203-204

TRACKS 303-304 →





## **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