



Metropolitan Transportation Authority

Joint Metro-North and Long Island Committees Meeting

March 2020

Members

K. Law

S. Metzger

D. Mack

R. Herman

N. Brown

R. Glucksman

R. Linn

V. Tessitore

N. Zuckerman

Joint Metro-North and Long Island Committees Meeting

2 Broadway
20th Floor Board Room
New York, NY

Wednesday, 3/25/2020
10:00 AM - 5:00 PM ET

1. Public Comments Period

2. Summary of Actions

MNR Summary of Actions

Summary of Actions - Page 5

LIRR Summary of Actions (None)

3. Approval of Minutes - February 24, 2020

MNR Minutes

MNR Minutes - Page 6

LIRR Minutes

LIRR Minutes - Page 13

4. 2020 Work Plans

MNR 2020 Work Plan

MNR Work Plan - Page 24

LIRR 2020 Work Plan

LIRR 2020 Work Plan - Page 31

5. AGENCY PRESIDENTS'/CHIEF'S REPORTS

MNR Report

- **MNR Safety Report**

MNR Safety Report - Page 38

LIRR Report

- **LIRR Safety Report**

LIRR Safety Report - Page 42

MTA C&D Report (None)

MTA Police Report

MTA Police Report - Page 45

6. AGENCY INFORMATION ITEMS

Joint Information Items

- **LIRR/MNR PTC Project Update**
LIRR-MNR PTC Project Update - Page 54

7. AGENCY INFORMATION ITEMS

MNR Information Items

- **Annual Elevator & Escalator Report**
Annual Elevator Escalator Report - Page 75
- **Customer Satisfaction Survey Report**
Customer Satisfaction Survey Report - Page 84
- **2019 Annual Ridership Report**
2019 Annual Ridership Report - Page 130

LIRR Information Items

- **Annual Elevator/Escalator Report**
Annual Elevator Escalator Report - Page 139
- **Spring Trackwork Programs**
Spring Trackwork Programs - Page 147
- **Customer Satisfaction Survey Report**
Customer Satisfaction Survey Report - Page 149
- **2019 Annual Ridership Report**
2019 LIRR Annual Ridership Report - Page 174

8. PROCUREMENTS

MNR Procurements

MNR Procurements - Page 182

- **MNR Non-Competitive (None)**
- **MNR Competitive**
MNR Competitive - Page 187
- **MNR Ratifications (None)**

LIRR Procurements (None)

MTA CC Procurements (None)

9. AGENCY REPORTS ON OPERATIONS, FINANCE, RIDERSHIP AND CAPITAL PROGRAM

MNR Reports

- **MNR Operations Report**
MNR Operations Report - Page 189
- **MNR Performance Metrics Report**
MNR Performance Metrics Report - Page 199

- **MNR Finance Report**
MNR Finance Report - Page 204
- **MNR Ridership Report**
MNR Ridership Report - Page 225
- **MNR Capital Program Report**
MNR Capital Program Report - Page 236

LIRR Performance Summaries

- **LIRR Operations Report**
LIRR Operations Report - Page 244
- **LIRR Performance Metrics Report**
LIRR Performance Metrics Report - Page 253
- **LIRR Financial Report**
LIRR Financial Report - Page 258
- **LIRR Ridership Report**
LIRR Ridership Report - Page 279
- **LIRR Capital Program Report**
LIRR Capital Program Report - Page 287

**METRO-NORTH RAILROAD
COMMITTEE ACTIONS and PRESENTATIONS
SUMMARY for March 2020**

Responsible Department	Vendor Name	Total Amount	Summary of action
Metro-North Procurements	Clearway Industries, LLC	\$2,000,000	Brush and Tree Cutting and Removal Services for Harlem and Hudson Lines

Minutes of the Regular Meeting
Metro-North Committee
Monday, February 24, 2020

Meeting held at
2 Broadway – 20th Floor
New York, New York 10004
8:30 a.m.

The following Board Members were present:

Hon. Susan Metzger
Hon. Kevin Law
Hon. Vincent Tessitore, Jr.
Hon. Randolph Glucksman
Hon. Norman Brown
Hon. Robert W. Linn
Hon. Neal Zuckerman

The following Board Members were not present:

Hon. Rhonda Herman
Hon. David Mack

Also Present:

Hon. Andrew Albert
Catherine Rinaldi – President
Susan J. Doering – Executive Vice President
Richard L. Gans – Vice President and General Counsel
Glen Hayden – Vice President, Engineering
Yvonne Hill-Donald – Vice President, Human Resources
John Kennard – Vice President, Capital Programs
John Kesich – Senior Vice President, Operations
Mark Mannix – Senior Director, Corporate and Public Affairs
Thomas Mitchell – Vice President, Customer Service and Stations
Joseph McGrann – Acting Chief, MTA Police Department
Michael Shiffer – Vice President, Planning
Justin Vonashek – Vice President, System Safety
Anthony Gardner – Acting Senior Director, Procurement
Steven Weiss – Executive Director Management and Budget
Andrew Paul – Vice President, Labor Relations
Janno Lieber – MTA Chief Development Officer

The members of the Metro-North Committee met jointly with the members of the Long Island Rail Road Committee. In addition to the Metro-North President and Metro-North staff noted above, President Eng and various staff of the Long Island Rail Road attended the joint committee meeting. The minutes of the Long Island Rail Road Committee for the meeting of February 24, 2020 should be consulted for matters addressed at the joint meeting relating to the Long Island Rail Road.

Kevin Law, as Chair of the Long Island Rail Road Committee, called the joint meeting to order.

SAFETY PROCEDURES:

The electronic recording of the emergency safety procedures was played.

PUBLIC COMMENT:

The following public speakers commented on matters related to Metro-North:

Jason Anthony, with Passengers United, commented on the New York City Outer Borough Rail Discount Pilot Program. He commented that tickets should cost \$45 per month and Metro-North trips between Harlem-125th Street Station and Grand Central Terminal should cost \$5.

Charlton D'Sousa, with Passengers United, also commented on the New York City Outer Borough Rail Discount Pilot Program.

Joe Germanotta, owner of the Art Bird & Whiskey Bar located in Grand Central Terminal, expressed his opinion that the homeless population in Grand Central Terminal was increasing. He asked that Metro-North create a designated area in Grand Central Terminal to allow the homeless population to congregate. He also expressed his opinion about the allegedly poor conditions of the restrooms and lack of common area maintenance and pest control. Additionally, he provided comments about the business impacts of the opening of East Side Access.

Lisa Daglian, Executive Director of the Permanent Citizen's Advisory Committee, commented on the New York City Outer Borough Rail Discount Pilot Program. She commented that she hopes increased ridership will be accompanied by increased service. She also commented that the program does not account for those trains with little to no capacity nor does it apply evenly to the Long Island Rail Road and Metro-North. She expressed support for an equitable fare structure that does not come at the expense of one rider over another.

Additional details of the comments made by the public speakers are contained in the minutes of the Long Island Rail Road Committee for the meeting of February 24, 2020. The video recording of the meeting produced by the MTA and maintained in the MTA records contains a complete record of the public comments.

APPROVAL OF MINUTES:

Upon motion duly made and seconded, the Committee approved the minutes of the January 21, 2020 joint Metro-North and Long Island Rail Road Committee Meeting.

METRO-NORTH 2020 WORK PLAN:

President Eng reported that there were no changes to the Long Island Rail Road or Metro-North Work Plans. The 2020 Work Plan is filed with the records of this meeting.

METRO-NORTH PRESIDENT'S REPORT:

President Rinaldi, together with Police Chief McGrann, recognized two Metro-North employees and two MTA Police Officers who assisted in reuniting a lost child with her family. On the night of January 14, 2020, Conductor Ninan Jacob noticed a young girl traveling alone during late night hours. The 10-year-old was confused, scared, and tired when she spoke with Conductor Jacob. He contacted the Operations Control Center and relayed the situation to Rail Traffic Controller Edwin Vargas, who instructed him to detrain with the child at the Mount Vernon

West Station. In turn, RTC Conductor Vargas quickly requested MTA Police support and assistance. When the train arrived at the Mount Vernon West Station, Assistant Conductor Rod Milhouse detrained with the child where they were shortly met by MTA Police Lieutenant Henry Lennon and Police Officer John Casiano. The child had been reported missing by her family since noon that day, and the Lieutenant and Officer took custody of the child and reunited her with her family in the Bronx. President Rinaldi and Police Chief McGrann presented the employees and Police Officers with certificates.

Reporting on Positive Train Control (“PTC”), President Rinaldi stated that Metro-North continues to move towards full PTC implementation this year. Since last summer, Metro-North has been running trains in PTC operations on the Danbury Line. Last fall, Metro-North extended PTC on the Hudson Line between Marble Hill and Croton Harmon to cover almost 90% of the Hudson Line to Poughkeepsie. In December, Metro-North began PTC operations on the Upper Harlem Line between Southeast and Wassaic. During the last weekend of January, Metro-North extended PTC from Mount Vernon West to Southeast. Metro-North now has 65% of its route miles in full PTC mode and 67% of its daily trains are operating in PTC. Metro-North expects to extend PTC to Grand Central Terminal completing both the Hudson and Harlem Lines. In March, Metro-North will commission PTC on the New Canaan Branch. Metro-North is also planning to move up the last cut-in segment for the new signal system on the Port Jervis line to March, which is needed to support PTC implementation. President Rinaldi commented that the steady progress on the safety front is due in large part to the hard work and dedication of Metro-North personnel.

Reporting on service delivery, President Rinaldi reported that improved performance trends continued in January when on-time performance (“OTP”) climbed to 97.4%; Metro-North’s best OTP in six years. The improvement marks the 14th consecutive month of improved OTP, an increase of 1.5 percentage points over this time last year and the best January since 2012. On the Hudson Line, trains operated at 97.6%, with 96.4% during the peak. On the Harlem Line, performance was at 97.8%, with 97.6% during the peak. On the New Haven Line, performance was at 97.0%, with 97.4% during the peak. This strong performance is a reflection of the hard work and dedication of the men and women of Metro-North. West of Hudson service also operated above goal at 94.2% with Port Jervis Line service improving at 91.3%, up 2.9% from December which was the best month since April 2018 (91.5%). Pascack Valley Line service stood at 96.4% in January. President Rinaldi commented that she attributes the improvements in West of Hudson service delivery to the schedule change made on December 8th to provide more reliable service for customers. Additionally, ridership on Metro-North’s trains and the connecting ferries and buses operated by the railroad was 6,957,330 in January of 2020, or 0.3% more than in January of 2019.

Reporting on progress made under the Way Ahead Plan, as part of raising awareness of the importance of rail safety, Metro-North's TRACKS public outreach program launched a Rail Safety Poster Contest in 2018. Metro-North launched the 2nd annual contest in the Fall of 2019 and encouraged students (Pre-K through 12th grade) who live or attend schools within the Metro-North territory to participate. Students were asked to illustrate what they know and believe are most important about rail safety. The TRACKS team received a total of 82 student poster entries from 13 different schools—a 24% increase in entries. The poster entries were divided into four groups for judging purposes:

- Pre-Kindergarten;
- Kindergarten through 3rd grade;
- 4th grade through 8th grade; and
- 9th grade through 12th grade.

The posters were evaluated based on the best representations of safety around trains and train tracks within the respective grade levels. Five school winners were selected. The five winning posters will be featured in Metro-North's TRACKS presentations throughout this year. President Rinaldi further reported that Metro-North plans to visit the schools with the winning posters, accompanied by the TRACKS ambassador, Metro-Man, to recognize the schools for their achievement. The five schools by class category (whose winning student posters were displayed) include:

- Pre-Kindergarten: PS 130M, the Hernando De Soto School in NYC;
- Kindergarten through 3rd grade: PS 130M, the Hernando De Soto School and P.723X at 338X School in the Bronx;
- 4th grade through 8th grade: Jonas Bronck Academy in the Bronx; and
- 9th grade through 12th grade: Saunders Trade School in Yonkers.

President Rinaldi also reported that Metro-North is continuing its monthly Customer "Connect with Us" forums with outreach at Poughkeepsie Station earlier this month. A forum will be held in Grand Central Terminal on Tuesday, March 10th from 7:30AM until 9AM to meet and greet customers. The forums are an excellent opportunity to speak directly with customers, listen and learn about what matters to them, and find ways to continue to enhance customer service.

President Rinaldi reported that Metro-North has completed the station entrance improvements at Crestwood and continues to advance work at the White Plains Station with the removal of the side platform, which will be replaced with a new heated platform and stairs to reduce injury risks in winter months. As work at the island platform level moves toward completion in the second quarter of 2020, Metro-North will continue work on expanding and improving the lobby, all of which will be completed later this year.

Metro-North is also focused on improving customer communications as part of Way Ahead and continues to rollout new digital screens in Grand Central Terminal. 178 new platform displays have been installed on the upper and lower levels of the Terminal. The entire lower level has been tested and is operational. The upper level is undergoing testing and is being powered up. The new screens display the next departing train from a track within 20 minutes of the train departure time. Most are double sided so customers can see train information from both directions on the platforms. Metro-North has further enhanced the area by installing new lighting along both sides of the platforms. New arrival/departure gate boards now appear on both the lower and upper levels of the Terminal and Metro-North is in the process of replacing these screens in the North End Access. At the end of this initiative, there will be over 300 screens in Grand Central Terminal, trainshed, platform areas, and North End Access, which enable Metro-North to provide train and customer information on a regular basis and improve communications, especially during service disruptions.

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.

METRO-NORTH CUSTOMER SERVICE REPORT:

Thomas Mitchell, Vice President, Customer Service and Stations reported on Metro-North's customer complaint metrics. Complaints associated with late or cancelled trains, crowded trains, and public communications decreased in 2019.

The video recording of the meeting produced by the MTA and maintained in the MTA records contains a complete record of Mr. Mitchell's remarks.

METRO-NORTH SAFETY REPORT:

Justin Vonashek, Vice President, System Safety, reported that customer reportable injuries continue to trend less than one injury per million customers and are down nearly 13% compared to the previous reporting period. Employee lost time injuries are down nearly 21% compared to the previous reporting period. The 1.95 employee lost time injury rate represents the lowest rate Metro-North has seen since 2012. The TRACKS Program ended in 2019 reaching over 110,000 individuals, a 10% increase over 2018.

The full safety report is filed with the records of this meeting, and the video recording of the meeting produced by the MTA and maintained in the MTA records, contains a complete record of Mr. Vonashek's remarks.

MTAPD REPORT:

Joseph McGrann, Acting Chief of the MTA Police Department ("MTAPD"), reported that overall crime remains low; however, systemwide for 2020, robberies have increased by three, five versus two. Reporting on the robberies in Metro-North territory specifically, Chief McGrann explained that an individual was robbed at gunpoint at the University Heights Station and two other robberies occurred in Grand Central Terminal.

Chief McGrann also reported on the MTAPD's plan to hire 500 police officers. He stated that the MTAPD hired 28 officers in October and November 2019 and has hired 138 "rollovers," or individuals previously employed by other law enforcement agencies. The next hiring class will be strictly civilian personnel. Chief McGrann also reported on MTA Real Estate efforts to provide a location near 125th Street to accommodate the additional officers, which will benefit Metro-North. The additional officers will also allow for increased train patrols.

Board Member Zuckerman acknowledged the public comments made about homelessness in Grand Central Terminal and commented on the need for the MTAPD to increase its efforts to address the problem. Board Member Brown commented on the challenges the homelessness issue presents to Metro-North employees and asked about the projected training schedule for the newly hired police officers. Chief McGrann responded that the MTAPD will double its efforts to address homelessness in Grand Central Terminal and that the police academy will last six months. Board Member Linn remarked that numerous rationales have been provided to justify the additional police officers and asked for a detailed presentation about deployment and supervision plans with achievement projections. Board Member Tessitore expressed his support for increased patrols on trains to help address employee assaults.

The full MTAPD report is filed with the records of this meeting, and the video recording of the meeting produced by the MTA and maintained in the MTA records, contains a complete record of Chief McGrann's remarks and Board Members' comments.

JOINT INFORMATION ITEMS:

Two joint information items were presented to the Committee:

- New York City Outer Borough Rail Discount Pilot

Mark Young, CFO and Vice President, Management and Finance, Long Island Rail Road, presented a summary of the program. Pursuant to Section 1270-i(3) of the Public Authorities Law, the Outer Borough Transportation Account was established to set aside up to \$50 million per year to subsidize a variety of discount transit programs. Generally, funds will be used to provide a 20% discount on eligible Long Island Rail Road monthly tickets, a 10% discount on other eligible Long Island Rail Road ticket types, and a 10% discount on eligible Metro-North ticket types. The pilot will run for six months.

Board Member Law noted that the program is legislatively mandated. Board Member Glucksman asked for additional funding information. David Keller, Senior Deputy Budget Director, MTA, explained that the cost of the program is being borne by the annual \$50 million in the Outer Borough Transportation Account. Board Member Linn asked for additional information about why the discounts are different between the railroads and asked for ridership and cost projections prior to implementation. Mark Young commented that for Long Island Rail Road, the impact is preliminarily anticipated to be a \$16 million revenue loss. Michael Shiffer, Vice President, Planning, commented that Metro-North anticipates customer travel changes and the impact is preliminarily anticipated to be a \$4 million revenue loss. Board Member Zuckerman stated that the discounts are not equitable because they are not similarly distributed to those customers who pay the most in Putnam, Dutchess, and Suffolk Counties. Board Member Albert expressed concern over the pilot and commented on the need for a full analysis of the results. Board Member Brown commented that the impacts are value judgments and will not be precisely measurable.

- Long Island Rail Road/Metro-North PTC Status Report

President Eng reported on the status of PTC during his President's Report including recent developments with Amtrak software delays needed to support Harold Interlocking inoperability. Board Members Zuckerman, Law, and Metzger questioned the impact of Amtrak's issues on the Long Island Rail Road's successful implementation of PTC by the December 2020 deadline. President Eng said that Amtrak's issues will not impact the Long Island Rail Road's trains or achievement of the implementation deadline. President Eng also stated that the Long Island Rail Road remains committed to working with Amtrak to help it achieve the December 2020 deadline.

The details of the joint information items are contained in reports filed with the records of this meeting, and the video recording of the meeting produced by the MTA and maintained in the MTA records, contains a complete record of comments made by Board Members and staff.

METRO-NORTH INFORMATION ITEMS:

Four Metro-North information items were presented to the Committee:

- Metro-North Adopted Budget/Financial Plan 2020
- Metro-North 2019 Annual Operating Results
- Metro-North Diversity-EEO Report (4th Quarter 2019)
- 2020 Spring/Summer Schedule Change

President Rinaldi presented highlights of the Metro-North Diversity – EEO Report (4th Quarter 2019) and Metro-North's efforts to recruit more female and minority employees. Between January 1, 2019 and December 31, 2019, female employees were hired at a rate of 16%, which is higher than Metro-North's current rate of representation (13%). Minority employees were hired at

a rate of 46%, which is higher than Metro-North's current rate of representation (38%). Metro-North's strategic outreach plan going forward includes focusing on all-female high-schools, female universities and colleges, creative advertising, and increased community outreach.

Board Member Law asked to discuss and focus on different reports during future Committee meetings. President Rinaldi offered to highlight areas of interest in her President's Report. Board Member Metzger expressed her approval of Metro-North's efforts to recruit female employees.

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

LONG ISLAND RAIL ROAD PROCUREMENTS:

The Committee was presented with the following competitive procurement that relates to Metro-North:

- Board approval to award a two-year original equipment manufacturer non-competitive contract to Mitsubishi Electric Power Products, Inc. ("MEPPI") in the amount of \$85,000,000 (Long Island Rail Road \$45,000,000/Metro-North \$40,000,000).

Upon motion duly made and seconded, the Committee approved the foregoing procurement. Board Member Zuckerman was not present for the vote. The details of the procurement are contained in reports filed with the records of this meeting.

OPERATIONS, PERFORMANCE METRICS, RIDERSHIP, FINANCIAL, AND CAPITAL PROGRAM REPORTS:

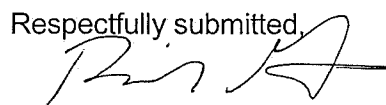
President Rinaldi reported that through the end of January, Metro-North generated \$89 million in revenue and spent \$139 million, resulting in a net operating loss of \$50 million. Due to higher than expected revenues that are partially offset by lower than expected expenditures, the net operating loss through January is lower than what was assumed in the adopted budget.

The details of the Operations, Performance Metrics, Ridership, Financial, and Capital Program Reports are contained in reports filed with the records of the 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.

ADJOURNMENT:

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

Respectfully submitted,



Richard L. Gans
Vice President, General Counsel and
Secretary

**Minutes of the Regular Meeting
Long Island Rail Road Committee
Tuesday, February 24, 2020**

**Meeting held at
2 Broadway – 20th Floor
New York, New York 10004
8:30 a.m.**

The following Board Members were present:

Hon. Kevin Law, Chair, Long Island Rail Road Committee
Hon. Susan G. Metzger, Chair, Metro-North Committee
Hon. Norman Brown
Hon. Randolph Glucksman
Hon. Robert Linn
Hon. Vincent Tessitore, Jr.
Hon. Neal Zuckerman

The following Board Members were absent:

Hon. David Mack, Vice Chair, Long Island Rail Road Committee
Hon. Rhonda Herman, Vice Chair, Metro-North Committee

Also present:

Hon. Andrew Albert

Representing Long Island Rail Road: Phillip Eng, Rod Brooks, Robert Free, Loretta Ebbighausen, Mark Young, Dennis Mahon, and Paige Graves

Representing MTA Construction & Development Company: Janno Lieber, Evan Eisland, David Cannon and Peter Kohner

Representing MTA Police: Chief of Operations Joseph McGrann

The members of the Long Island Rail Road Committee met jointly with the members of the Metro-North Committee. In addition to MTA Long Island Rail Road (“LIRR”) President Phillip Eng and members of the LIRR staff noted above, MTA Metro-North Railroad (“Metro-North”) President Catherine Rinaldi and members of the Metro-North staff attended the Joint Committee meeting. The minutes of the Metro-North Committee meeting of February 24, 2020 should be consulted for matters addressed at the Joint Committee meeting relating to Metro-North.

Long Island Committee Chair Kevin Law called the joint meeting to order. A pre-recorded safety public address announcement reviewed emergency safety procedures.

PUBLIC COMMENTS

Paige Graves, LIRR Vice President - General Counsel & Secretary, introduced the six public speakers. She requested each speaker to limit their comments to two minutes and to only address matters on the agenda for the meeting.

The following public speakers commented on matters related to LIRR:

Jason Anthony, Passengers United, spoke about Atlantic tickets and reducing monthly fares and commended the direct and time-saving route LIRR offers between Brooklyn and Jamaica.

Charlton DeSousa, Passengers United, spoke about incentivizing riders to ride to Atlantic Terminal over Penn Station, said there is a need for deeper discounts and suggested options to lower fares.

Murray Bodin spoke about safety concerns at train crossings.

Lisa Daglian, Executive Director, PCAC, spoke about the pilot discount program for LIRR and Metro-North paid for by Phase 1 of congestion pricing funds. She commented that increases in ridership brought on by these incentives and new forms of access should be matched by increases in service and that there should be a more equitable fare structure.

Additional details of the comments made by the public speakers are contained in the minutes of the Joint Committee meeting of this day. The video recording of the meeting produced by the MTA and maintained in the MTA minutes contains a complete record of the public comments.

APPROVAL OF MINUTES AND 2020 WORK PLAN

Upon motion duly made and seconded, the Committee approved the minutes of the January 21, 2020 Joint Metro-North and Long Island Rail Road Committee Meeting. There were no reported changes to the 2020 Work Plan.

MTA LONG ISLAND RAIL ROAD PRESIDENT'S REPORT

President Eng stated that the Long Island Rail Road is picking up where we left off in 2019, with unprecedented levels of essential maintenance and construction, setting modern-record ridership and delivering performance gains that are meaningful to our riders. He credited our dedicated workforce and our managers who have developed a work plan that enables us to safely accomplish this work while still running trains to accommodate a growing ridership.

President Eng then acknowledged two senior members of his executive staff on their upcoming retirements, Senior Vice President - Operations, James "Rod" Brooks and Chief Procurement Officer Dennis Mahon.

President Eng stated that Senior Vice President Brooks joined the Rail Road in 1988 after serving in the U.S. Marine Corps and dedicated himself to public service for the next 32 years. He

worked in many different departments, including Engineering and Transportation, and on major projects, with increasing levels of responsibility. Rod was Executive Director of East Side Access and Harold Interlocking Operations when President Eng came to the LIRR; soon after, he appointed Rod as Senior Vice President – Operations. President Eng thanked Rod for his tireless efforts, deep knowledge and professionalism in helping LIRR move in the right direction, upward and forward.

President Eng also recognized Chief Procurement Officer Mahon. An armed forces veteran who served in the U.S. Army and spent the last 20 years with the Rail Road, President Eng stated that Dennis worked his way up through the Procurement and Logistics Department. President Eng stated that with Dennis' leadership and steady hand as Chief Procurement Officer, we are continuously streamlining the procurement process and embracing alternative means that are needed to help set us up for success in delivering all of the essential Capital work and improved services for our ridership. From steering major efforts like the Third Track procurement process using Design-build, to enabling us to introduce new technology like the use of lasers to combat low adhesion, Dennis displayed his good-hearted nature and positive "let's get it done" attitude in leading his staff.

President Eng thanked Rod and Dennis on behalf of himself, the Long Island Rail Road, the entire MTA family, and the millions of riders who use the Railroad each year, for their service to this country and to their years of dedicated service to LIRR. President Eng wished them both the best in their retirements and asked for a round of applause to show our appreciation, noting that this was their last Committee meeting.

President Eng then reported on Positive Train Control ("PTC"). While some recent developments regarding Amtrak and the delay in software they need for interoperability within Harold Interlocking have raised questions, President Eng stated that LIRR remains on schedule to meet the December 2020 deadline for compliance.

He reported that Amtrak has proposed an alternative solution to provide for back-to-back functionality on LIRR territory through Harold and that we are committed to working on it with them to ensure that any solution we accept does not impact LIRR riders or our operations. He noted that that any solution must ultimately be approved by the Federal Railroad Administration ("FRA"). President Eng said that he has spoken to the FRA and they are committed to helping resolve this matter. LIRR is meeting this week with Amtrak and the FRA to address the software needed by Amtrak and Amtrak's interim solution.

President Eng reported that this month we have recorded the highest success rate to date, successfully completing the factory acceptance testing of the software needed for us to operate in PTC with back-to-back functionality through Harold. Further, we have successfully started to run trains in PTC on Amtrak territory through the East River Tunnels into Penn Station, meeting our requirements for PTC interoperability. Combined with these significant accomplishments, we are running PTC on over 37% of our territory. During the next few months, we will be adding many more segments as we include this extra layer of safety. We remain on schedule to meet the December 2020 deadline for compliance.

Board Member Zuckerman asked President Eng about the impact of this Amtrak announcement on our trains versus Amtrak's trains.

President Eng responded that we have developed factory acceptance testing on our software needed for our train to operate in PTC through our own Harold Interlocking and into Penn Station on Amtrak territory. Regarding Amtrak and their own designs for software to operate their trains,

through Harold Interlocking which the Railroad owns, their software has been pushed back to July 2021. President Eng stated that we are going to meeting with Amtrak to try to accelerate that date, but what needs to be done is that Amtrak needs to develop software or a solution that affects their trains and doesn't affect ours.

President Eng reported that this past January, we recorded an On-Time Performance ("OTP") of 93.3%, slightly up from 2019's figure of 92.7% and a dramatic increase over 2018's number of 83.9%. Comparing January of this year to January 2018, LIRR ran more than 570 additional trains and almost 1,900 more scheduled trains arrived on time.

President Eng noted that that performance is not limited to OTP. With an open system such as ours, we know that we cannot control everything, but we are working hard to mitigate incidents when they do occur. Through his extensive conversations with customers, both at planned events and in more impromptu settings, President Eng said that he has learned how important our incident response time is. He stated that a metric that addresses this is our average delay per late train, which this January was 10.1 minutes. This number was the lowest since we began modern recordkeeping of this statistic in 1996 -- and significantly better than January 2019's figure of 12.0 minutes and January 2018's number of 15.3 minutes.

President Eng reported that the number of trains delayed by 15 or more minutes has also been steadily declining. In January 2018, we recorded 808 trains that were delayed more than 15 minutes; last year we improved and reduced that number to 249 trains. This January, the number of trains delayed 15 minutes or more was 133 trains, that is an 84% reduction from 2018.

President Eng stated that these reductions in delay time signify that the effects of our aggressive tactics toward maintenance and responsiveness during disruptions is tangible. Our customer-centric focus has seeped into everything we do every single day and President Eng thanked our workforce for embracing it. He noted that we are making these kinds of improvements happen at a time when not only more and more customers are using our system but when we are accomplishing more and more track work programs and capital work than we've seen in our entire history.

President Eng stated that to put this in context, the last time our monthly OTP exceeded 93.3% in January was in 2012. Our ridership for the month was 6.4 million passengers, and we had zero track work programs. In January 2020, we had a ridership of 7.1 million customers and executed 10 track work programs. That means we're carrying more customers, renewing and strengthening our system, and improving performance, all at the same time. That was our challenge in 2019 and that remains our challenge over the next few years as we seek to deliver on our commitments and build a rail road that will better meet the needs of our riders and Long Island.

President Eng reported that this past weekend, we proactively addressed the root cause of a broken rail that occurred last week near Woodside Station, which was poor drainage and the resulting fouled ballast, which if left unattended would ultimately lessen the durability of the rail repair. We went in, addressed the drainage, replaced ties as necessary, placed new ballast and resurfaced the area. President Eng stated that this work will improve the long-term reliability of the track and improve our service through this critical and heavily traveled location.

President Eng stated that this is especially important because last year we experienced many delays due to broken rails: in January 2018 and 2019 combined, broken rails caused a total of 246 late trains. Last year we promised to take measures to mitigate this and in 2019, we increased the

frequency of Sperry testing to 4 times a year, which is quadruple the FRA requirement. In lower speed areas where the FRA does not require Sperry testing, we are performing 2 cycles. With this increased frequency we are identifying and proactively repairing defects not easily detected during visual inspections, reducing the likeliness of broken rails and in many cases, avoiding them all together. President Eng stated that he is proud to say that this has been effective and we have reduced the number of delays due to broken rail in January of 2020 to only 27 trains, an 81% reduction from January 2019. To build on this success, the program we put together for 2020-24 has over a billion dollars allocated to restore our track to a state of good repair and we are just getting started.

President Eng showed a slide concerning some of the major infrastructure renewal projects that we will be undertaking in 2020, stating that he continues to stress the importance of a balanced program, one that addresses the needs of today's riders but builds for the future. President Eng stated that the success of these projects demonstrates how the LIRR workforce is seamlessly working alongside our partners at the MTA Construction & Development Company ("C&D") and third-party contractors to achieve a common goal in delivering our modernization and expansion efforts.

President Eng reported that during the first six weeks of this year, we've accomplished significant work during a typically nonproductive time, including:

- Installing seven new switches with the completion of the work at Nassau Interlocking. This vital component of infrastructure will allow for safe and high-speed connectivity to the new Third Track. It also demonstrates the importance of LIRR forces working in concert with the Design build contractor 3TC.
- Resurfacing four miles of track;
- Constructing north track siding in Hicksville;
- Installing, on the Atlantic Branch, approximately 20,000 feet of continuously welded rail.

President Eng noted that our forces are continually supporting the LIRR Expansion Project with daily single tracking, East Side Access, Moynihan Train Hall, and Amtrak's improvements at Penn Station. He stated that we are also celebrating the completion of Nostrand Avenue Station as we challenge ourselves towards making the LIRR fully accessible to all. We are looking forward to the 20-24 Capital Program as we challenge industry to think outside of the box, deliver more and make better use of our dollars in the most cost-efficient way possible.

President Eng stated that the recently completed Platform F will give us much-needed operational flexibility. Last week, we began running a select number of Hempstead Branch trains on the newly opened Track 11, as work at Jamaica Station continues. Service here will only continue to increase as we move forward with other Jamaica Capacity Improvement efforts.

President Eng stated that with Penn Station undergoing a complete transformation thanks to the bold vision of the Governor, we are paying close attention to customer feedback as construction is in full swing. With many new construction zones and barricades to navigate, we've installed a host of new digital displays to ensure that our customers have the train information they need, where they need it and when they need it, as they make their way to our platforms.

President Eng reported that our LIRR Care program is thriving and going strong. Since we launched the program in July 2018, our teams have assisted more than 4,800 customers. Our

ambassadors and train crews have made this a model program as they go above and beyond to assist our customers, especially those with mobility limitations. President Eng stated that he is happy to see a steady stream of positive feedback, but it is the growing usage that tells me how invaluable this service has been to so many of our customers.

President Eng concluded his remarks by stating that as our focus remains on providing our customers with a service that is both robust and reliable, having a creative thought process to accomplish this amount of work is essential when balancing the needs of our customers and the need to fortify and expand a system that hundreds of thousands of people rely on every single day. He noted that these projects will help us reach our common goal: delivering world-class rail service to the people of the New York region.

Regarding PTC, Chair Law asked if the Siemens team consulting for LIRR is the same as the Siemens consultants for Amtrak and referred to correspondence he had seen between MTA Chairman & CEO Patrick Foye and Amtrak.

President Eng responded that he has been speaking with Siemens and they're fully committed to delivering our PTC in collaboration with their partner Bombardier. The team that Siemens will need to help deliver and support Amtrak is being developed. President Eng stated that Siemens has assured him that anything they do to support Amtrak will not hurt our schedule/work, and we will continue to work with Siemens and we're all committed to work with Amtrak and the FRA and whomever they bring on board to deliver the back-to back functionality they need for their software.

In response to Chair Metzger's question about PTC, President Eng responded that Amtrak has the same back-to-back need on other properties but he doesn't know whether they have the functionality designed. He stated that Amtrak proposed an alternative solution which we will review, but we've also committed to working with them to try to help them still get the design they need for December 2020.

In response to Chair Metzger's question about the MOU from Empire State Development, President Eng said that the revised version was received yesterday and is under review and that he was optimistic it would be signed this week. He stated that he would keep the Joint Committee informed of the status.

The video recording of the meeting produced by the MTA and maintained in MTA records contains a complete record of President Eng's remarks and Board members' comments.

LIRR SAFETY REPORT

Vice President - Corporate Safety Lori Ebbighausen stated that LIRR's Safety Report appears on Page 39 of the Committee Book, reporting through the end of December 2019.

For the reporting period ending December 2019, the average Reportable Customer Accident Rate per million customers was 2.34 injuries per million customers as compared to 2.18 injuries per million customers over the same period last year. Slips, trips and falls generate the most injury reports.

During the reporting period, the average Reportable Employee Lost Time Injury Rate increased from 2.85 injuries per 200,000 hours worked to 3.22 injuries per 200,000 hours worked. Soft tissue injuries are the greatest type of injury sustained.

In partnership with the MTA Police, Together Railroads and Communities Keeping Safe ("TRACKS") program YTD reached 124,924 participants through the end of December 2019, a 9 ½ % increase over the same period last year.

The details of the Safety Report are contained in the Safety Report filed with the records of this meeting, and in the video recording of the meeting produced by MTA and maintained in MTA records, which recording includes discussion regarding the Safety Report.

MTA CONSTRUCTION & DEVELOPMENT COMPANY

There was no MTA Construction & Development presentation to the Board this month.

MTA CONSTRUCTION & DEVELOPMENT COMPANY ACTION ITEMS

MTA Construction & Development presented one Action Item, as follows:

1. A modification to Contract CS179 (Systems Facilities Package No. 1) to establish a Power Director team that will be responsible for overseeing and coordinating the operation of all high-voltage electrical equipment within the East Side Access territory. This modification is for a not-to-exceed Amount of \$5,287,635.

Upon motion duly made and seconded, this procurement item was approved for recommendation to the Board.

MTA POLICE DEPARTMENT

Chief Joseph McGrann reported that although overall crime remains low, we're still plagued by a number of robberies, 5 this year system-wide as opposed to 2 last year. We take each of these very seriously. Regarding LIRR, we had a 14-year-old who had his cell phone taken away from him at the Flatbush Avenue Station; and at the Wantagh Station, there was a knife point robbery where an arrest was made by Nassau County.

Chief McGrann then reviewed the hiring plan for the 500 police officers. He stated that the addition of these additional officers will also provide more train patrols, particularly in the evening at the change of shifts. Officers coming on duty at 1900 Hours will be taking the train from their location in Jamaica and they will ride east a short distance before coming back west into the city limits for their homeless outreach program on the overnight and underlying stations.

Chief McGrann responded to comments by Board Members Zuckerman, Brown, Linn and Tessitore regarding the hiring and deployment of new police officers, including on board trains.

The details of Chief McGrann's report are contained in the MTAPD Report filed with the records of this meeting, and in the video recording of the meeting produced by the MTA and maintained in the MTA records, which recording includes Board Members' comments and discussion regarding the MTAPD Report.

JOINT INFORMATION ITEM

One Joint Information Item was presented to the Committee:

- NYC Outer Borough Rail Discount Pilot – To obtain Board approval to conduct the NYC Outer Borough Discount pilot. During the pilot the MTA will lower the cost of travel within New York City for customers of both the Long Island Rail Road (“LIRR”) and Metro-North Rail Road (“Metro-North”) on certain eligible ticket types.

Mark Young, Vice President - Management & Finance and Chief Financial Officer, gave an executive summary of the pilot program. Pursuant to the 2018 congestion pricing legislation, the outer borough transportation account was established which set aside up to \$50 Million per year to subsidize a variety of discount programs within the City affecting several MTA agencies, two of which were the commuter railroads. Per the agreement between the Governor and the State Legislature, this discount program would include 10% discounts on all travel within the City on the two railroads for non-previously discounted tickets and special types of tickets. There would also be a 20% discount on LIRR Monthly tickets within the City stations. The requested authorization is for a pilot for 6-12 months, during which time we'll assess the financial, operational, capacity impacts of the program and report back. The ticket will be available through all sales channels; the only exclusions are tickets that are already discounted, special types of tickets, getaway packages, etc.

In response to Chair Law's question, Vice President Young confirmed that this program has been directed by the legislature.

Board Member Linn commented that there should be an explanation of why the LIRR and Metro-North discounts are different and that this would be a topic again at the Finance Committee meeting.

David Keller, MTA Finance, provided information about the state legislature's funding of the outer borough transportation account and the cost of the program. His comments included that

at the present time, we assume at LIRR that the impact would be a \$16 Million revenue loss due on an annual basis due to the discount program.

President Eng responded that one of the things that we will be monitoring during this pilot program is operationally how does the ridership change. We want to encourage more people to use mass transportation, at the same time we need to monitor the travel patterns west of Jamaica. As we see more riders take advantage of this program, we want to watch how people load and unload; we want to see where we have potential crowding issues and then we need to monitor for people who now travel from Nassau County and live near the Queens zone who may start using stations in Queens. We also have to manage, from the perspective of fare collection, the ability to walk through the trains and to collect those fares, one of the areas where we have most of the challenges is west of Jamaica. These are all things that we will look to see in addition to capacity for the increased ridership and how this affects our riders throughout the system from further points east.

In response to Board Member Albert's question regarding the Atlantic Ticket, President Eng responded that Far Rockaway's inclusion in this pilot is being discussed. The same challenges that exist with Atlantic Ticket exist here with outer borough fares.

The details of the discussion of this Joint Information item are contained in the reports filed with the records of this meeting, and the video recording of the meeting produced by the MTA and maintained in the MTA records, contains a complete record of the discussion by Board Members and staff.

MTA LONG ISLAND RAIL ROAD INFORMATION ITEMS

- **LIRR Adopted Budget/Financial Plan 2020**
A full report is on Page 84 of the Committee Book.
- **LIRR 2019 Annual Operating Results**
A full report is on Page 107 of the Committee Book.
- **LIRR Diversity – EEO Report – 4th Quarter 2019**
A full report is on Page 115 of the Committee Book.

Regarding the 4th Quarter LIRR Diversity-EEO Report, President Eng stated that LIRR makes every effort to attract, develop, and retain a workforce that demonstrates and reflects the diversity of the region's labor pool. Between January 1 and December 31 of 2019, the Railroad's workforce increased by only 23 employees. Despite the challenges with hiring in managing budget, total female head count percentage representation remained unchanged at approximately 14.8%. President Eng stated that he was pleased to report that the minority head count percentage representation increased from 36.3% to 37.1%.

President Eng stated that in 2019, we hired a total of 256 new employees, 43% were minority and 17% were female; the highest concentration of minority hiring was in service maintenance and officials in administrative jobs, 58% and 50%, respectively. The highest concentration of female hires occurred in the administrative support category, 74%. President Eng stated that while we are making steady progress, we know there's much more work to be done. We are continuing to do diversity cultural events, EEO training, community job fairs, and seeking collaboration with all the agency recruitment task forces to continue to maximize opportunities.

- **March Timetable/Spring Trackwork Programs**

A full report is on Page 131 of the Committee Book.

MTA LONG ISLAND RAIL ROAD

Procurement

LIRR Chief Procurement & Logistics Officer Dennis Mahon presented one procurement item to the Committee:

Non-competitive:

- **Mitsubishi Electric Power Products Inc. – OEM Purchase Agreements for Spare Parts – LIRR/MNR.** The Long Island Rail Road, on behalf of itself and Metro-North Railroad (the “Railroads”) requests Board approval to award a two (2) year Original Equipment Manufacturer (OEM) non-competitive contract to Mitsubishi Electric Power Products, Inc. (MEPPI) in the amount of \$85,000,000 (LIRR \$45,000,000 / MNR \$40,000,000).

MEPPI is the OEM and sole responsible source for propulsion system spare parts and systems utilized on the LIRR's M-7 electric railcars and MNR's M-7 and M-8 electric railcars. No other vendors have access to the proprietary designs, specifications, and drawings for these systems or materials and therefore cannot readily provide these parts and services. This two-year contract will provide the Railroads the support they need with ongoing maintenance, repair and upgrades on each fleet's propulsion systems.

Upon motion duly made and seconded, the procurement item described above was recommended for approval by the Board.

The details of this procurement are contained in reports filed with the records of this meeting and in the video recording of the meeting produced by the MTA and maintained in the MTA records, contains a complete record of the comments made by Board Members and staff.

**OPERATIONS, PERFORMANCE METRICS, RIDERSHIP AND CAPITAL
PROGRAM REPORTS:**

President Eng stated that the LIRR Operations Report is in the Committee Book. He reported that through the end of January, LIRR generated \$92 Million in revenue and spent \$176 Million, resulting in a net operating loss of \$84 Million. Due to higher than expected revenues and lower than expected expenditures, this net operating loss through January is lower than what was assumed in the adopted budget.

The details of this report are contained in the reports filed with the records of the meeting and in the video recording of the meeting produced by the MTA and maintained in the MTA records.

Retirements of Senior LIRR Staff

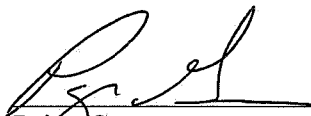
Chair Law thanked Senior Vice President Rod Brooks and Chief Procurement Officer Dennis Mahon for their service to the country and their years of service to LIRR. He wished them well in retirement.

Senior Vice President Brooks and Chief Procurement Officer Mahon thanked the Board Members, President Eng, their colleagues and their staffs for their support.

Adjournment

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

Respectfully submitted,



Paige Graves
Secretary

2020 Metro-North Railroad Committee Work Plan

<u>I. RECURRING AGENDA ITEMS</u>	<u>Responsibility</u>
Approval of Minutes	Committee Chairs & Members
2020 Committee Work Plan	Committee Chairs & Members
President's Report	President/Senior Staff
Safety Report	
MTA Police Report	
Information Items (if any)	
Action Items (if any)	
Procurements	
Agency Reports	Senior Staff
Operations	
Finance	
Ridership	
Capital Program	
<u>II. SPECIFIC AGENDA ITEMS</u>	<u>Responsibility</u>
<u>March 2020</u>	
Annual Elevator & Escalator Report	Engineering
Customer Satisfaction Survey Report	Operations Planning & Analysis
2019 Annual Ridership Report	Operations Planning & Analysis
PTC Status Report	Engineering
<u>April 2020</u>	
Final Review of 2019 Operating Budget Results	Finance
Track Program Quarterly Update	Engineering
LIRR/MNR PTC Project Update	President
<u>May 2020</u>	
PTC Status Report	Engineering
Progress on Way Ahead Strategic Plan	Strategic Initiatives
<u>June 2020</u>	
LIRR/MNR PTC Project Update	President
Diversity/EEO Report – 1 st Quarter 2020	Diversity and EEO
<u>July 2020</u>	
Grand Central Terminal Retail Development	MTA Real Estate
Track Program Quarterly Update	Engineering
PTC Status Report	Engineering
<u>September 2020</u>	
2021 Preliminary Budget (Public Comment)	Finance
2020 Mid-Year Forecast	Finance
2020 Fall Schedule Change	Operations Planning & Analysis

PTC Status Report
Diversity/EEO Report – 2nd Quarter 2020

Engineering
Diversity and EEO

October 2020

2021 Preliminary Budget (Public Comment)
LIRR/MNR PTC Project Update
Track Program Quarterly Update
Holiday Schedule

Finance
President
Engineering
Operations Planning & Analysis

November 2020

Review of Committee Charter
PTC Status Report
Progress on Way Ahead Strategic Plan

Committee Chair & Members
Engineering
Strategic Initiatives

December 2020

2021 Final Proposed Budget
2021 Proposed Committee Work Plan
Diversity/EEO Report – 3rd Quarter 2020
LIRR/MNR PTC Project Update

Finance
Committee Chairs & Members
Diversity and EEO
President

January 2021

Approval of 2021 Committee Work Plan
Track Program Quarterly Update
PTC Status Report

Committee Chairs & Members
Engineering
Engineering

February 2021

Adopted Budget/Financial Plan 2021
2020 Annual Operating Results
LIRR/MNR PTC Project Update
Diversity/EEO Report – 4th Quarter 2020
2021 Spring/Summer Schedule Change

Finance
Operations
President
Diversity and EEO
Operations Planning & Analysis

METRO-NORTH RAIL ROAD COMMITTEE WORK PLAN

DETAILED SUMMARY

I. RECURRING AGENDA ITEMS

Approval of Minutes

The Committee Chair will request a motion to approve the minutes of the prior month's meeting.

2019 Work Plan

The Work Plan will list, by month, the topics scheduled for review. The Committee will be advised if any changes have been made to the plan.

President's Report

A monthly report will be provided highlighting major accomplishments and progress on key initiatives and performance indicators.

Safety

A monthly report will be provided highlighting key safety performance statistics and indicators.

Police Activity Report

MTA Police will highlight the significant police activities incurred during the month reported.

Information Items (if any)

Materials presented to the Committee for review pertaining to certain agency initiatives and functions.

Action Items (if any)

Staff summary documents presented to the Board for approval of items affecting business standards and practices.

Procurements

List of procurement action items requiring Board approval. The Non-Competitive items will be first, followed by the Competitive items and then the Ratifications. The list will include items that need a 2/3 vote of the Board for approval.

Operations

A monthly report will be provided highlighting key operating and performance statistics and indicators.

Finance

A monthly report will be provided that compares the Railroad's actual financial performance against its budget and/or forecast both on an accrual and cash basis.

Ridership

A monthly report will be provided that includes a comparison of actual monthly ticket sales, ridership and revenues with the budget and prior year results.

Capital Program

A monthly report will be provided highlighting significant capital program accomplishments in the month reported.

II. SPECIFIC AGENDA ITEMS

MARCH 2020

Annual Elevator/Escalator Report

Annual report to the Committee on system-wide reliability and availability for elevators and escalators throughout the system.

Customer Satisfaction Survey Report

The committee will be informed on the results of the 2019 survey distributed to customers on the Hudson, Harlem and New Haven Lines and West of Hudson service.

2019 Annual Ridership Report

A report will be presented to the Committee on Metro-North's ridership trends during 2019 based on monthly ticket sales data and the results of train ridership counts conducted by Metro-North.

PTC Status Report

A monthly status report will be provided that highlights the accomplishments, schedule, challenges and risks associated with the PTC implementation.

APRIL 2020

Final Review of 2019 Operating Results

A review of the prior year's budget results and their implications for current and future budget performance will be presented to the Committee.

Track Program Quarterly Update

A quarterly report will be provided that highlights the progress made on track maintenance work to bring the infrastructure to a state of good repair.

LIRR/MNR PTC Project Update

The Committee will be briefed on the status of PTC, including activities to date and the current strategy to meet critical milestones identified in the Rail Safety Improvement Act of 2008. Highlights to include cost of PTC along with operation and implementation risks.

MAY 2020

PTC Status Report

A monthly status report will be provided that highlights the accomplishments, schedule, challenges and risks associated with the PTC implementation.

Progress on Way Ahead Strategic Plan

A biannual report to the Committee on Metro-North's progress in setting the standard for safety, reliability and innovation in the delivery of excellent customer service.

JUNE 2020

LIRR/MNR PTC Project Update

The Committee will be briefed on the status of PTC, including activities to date and the current strategy to meet critical milestones identified in the Rail Safety Improvement Act of 2008. Highlights to include cost of PTC along with operation and implementation risks.

Diversity & EEO Report– 1st Quarter 2020

A quarterly report to the Committee providing data on key Equal Employment Opportunity (EEO) and Human Resources indicators relating to MNR's EEO and Diversity efforts, such as composition of the agency's workforce, new hires, and discrimination complaints. In alternating quarters, the report will include additional information on diversity initiatives.

JULY 2020

Grand Central Terminal Retail Development

MTA Real Estate will provide an annual report on leasing and construction opportunities and financial and marketing information related to retail development in Grand Central Terminal.

Track Program Quarterly Update

A quarterly report will be provided that highlights the progress made on track maintenance work to bring the infrastructure to a state of good repair.

PTC Status Report

A monthly status report will be provided that highlights the accomplishments, schedule, challenges and risks associated with the PTC implementation.

SEPTEMBER 2020

2021 Preliminary Budget

Public comment will be accepted on the 2021 Budget.

2020 Mid-Year Forecast

The agency will provide the 2020 Mid-Year Forecast financial information for revenue and expense by month.

2020 Fall Schedule Change

The Committee will be informed of the schedule changes taking effect for train service on the Hudson, Harlem, New Haven, Pascack and Port Jervis lines for the Fall of 2020.

PTC Status Report

A monthly status report will be provided that highlights the accomplishments, schedule, challenges and risks associated with the PTC implementation.

Diversity & EEO Report– 2nd Quarter 2020

A quarterly report to the Committee providing data on key Equal Employment Opportunity (EEO) and Human Resources indicators relating to MNR's EEO and Diversity efforts, such as composition of the agency's workforce, new hires, and discrimination complaints. In alternating quarters, the report will include additional information on diversity initiatives.

OCTOBER 2020

2021 Preliminary Budget

Public comment will be accepted on the 2021 Budget.

LIRR/MNR PTC Project Update

The Committee will be briefed on the status of PTC, including activities to date and the current strategy to meet critical milestones identified in the Rail Safety Improvement Act of 2008. Highlights to include cost of PTC along with operation and implementation risks.

Track Program Quarterly Update

A quarterly report will be provided that highlights the progress made on track maintenance work to bring the infrastructure to a state of good repair.

Holiday Schedule

The Committee will be informed of Metro-North's service plans for the Thanksgiving and Christmas/New Year's holiday periods.

NOVEMBER 2020

Review of Committee Charter

Annual review and approval of the MNR Committee Charter.

PTC Status Report

A monthly status report will be provided that highlights the accomplishments, schedule, challenges and risks associated with the PTC implementation.

Progress on Way Ahead Strategic Plan

A biannual report to the Committee on Metro-North's progress in setting the standard for safety, reliability and innovation in the delivery of excellent customer service.

DECEMBER 2020

2021 Final Proposed Budget

The Committee will recommend action to the Board on the Final Proposed Budget for 2021.

2021 Proposed Committee Work Plan

The Committee Chair will present a draft Metro-North Committee Work Plan for 2021 that will address initiatives to be reported throughout the year.

Diversity & EEO Report– 3rd Quarter 2020

A quarterly report to the Committee providing data on key Equal Employment Opportunity (EEO) and Human Resources indicators relating to MNR's EEO and Diversity efforts, such as composition of the agency's workforce, new hires, and discrimination complaints. In alternating quarters, the report will include additional information on diversity initiatives.

LIRR/MNR PTC Project Update

The Committee will be briefed on the status of PTC, including activities to date and the current strategy to meet critical milestones identified in the Rail Safety Improvement Act of 2008. Highlights to include cost of PTC along with operation and implementation risks.

JANUARY 2021

Approval of 2021 Committee Work Plan

The Committee will approve the Proposed Metro-North Railroad Committee Work Plan for 2021 that will address initiatives to be reported on throughout the year.

Track Program Quarterly Update

A quarterly report will be provided that highlights the progress made on track maintenance work to bring the infrastructure to a state of good repair.

PTC Status Report

A monthly status report will be provided that highlights the accomplishments, schedule, challenges and risks associated with the PTC implementation.

FEBRUARY 2021

Adopted Budget/Financial Plan 2021

The Agency will present its revised 2021 Financial Plan. These plans will reflect the 2021 Adopted Budget and an updated Financial Plan for 2021 reflecting the out-year impact of any changes incorporated into the 2021 Adopted Budget.

2020 Annual Operating Results

A review of the prior year's performance of railroad service will be provided to the Committee.

LIRR/MNR PTC Project Update

The Committee will be briefed on the status of PTC, including activities to date and the current strategy to meet critical milestones identified in the Rail Safety Improvement Act of 2008. Highlights to include cost of PTC along with operation and implementation risks.

Diversity & EEO Report– 4th Quarter 2020

A quarterly report to the Committee providing data on key Equal Employment Opportunity (EEO) and Human Resources indicators relating to MNR's EEO and Diversity efforts, such as composition of the agency's workforce, new hires, and discrimination complaints. In alternating quarters, the report will include additional information on diversity initiatives.

2021 Spring/Summer Schedule Change

The Committee will be informed of the schedule changes taking effect for train service on the Hudson, Harlem, New Haven, Pascack and Port Jervis lines during the spring and summer of 2021.

Long Island Rail Road Committee Work Plan

I. <u>RECURRING AGENDA ITEMS</u>	<u>Responsibility</u>
Approval of Minutes	Committee Chair & Members
2020 Committee Work Plan	Committee Chair & Members
Agency President's/Chief's Reports	President/Senior Staff
Safety Report	Chief Safety Officer
MTA Capital Construction Report	MTA Capital Construction
MTA Police Report	MTA Police
Information Items (if any)	
Action Items (if any)	
Procurements	Procurement & Logistics
Performance Summaries	President/Senior Staff
Status of Operations	Sr. VP – Operations
Performance Metrics Report	President/Senior Staff
Financial/Ridership Report	VP & CFO
Capital Program Report	SVP - Engineering
II. <u>SPECIFIC AGENDA ITEMS</u>	<u>Responsibility</u>
<u>March 2020</u>	
Annual Elevator/Escalator Report	Engineering
Spring Trackwork Programs	Service Planning
Customer Satisfaction Survey Report	Public Affairs
PTC Status Report	Engineering
2019 Annual Ridership Report	Finance/Marketing
<u>April 2020</u>	
Final Review of 2019 Operating Budget Results	Management & Budget
May Timetable Change & Spring Trackwork Programs	Service Planning
LIRR/MNR PTC Project Update	President
<u>May 2020</u>	
Summer Service & Track Work Programs	Service Planning
PTC Status Report	Engineering
<u>June 2020</u>	
Diversity/EEO Report – 1 st Q 2020	Administration/Diversity
Track Work Programs	Service Planning
LIRR/MNR PTC Project Update	President
<u>July 2020</u>	
Penn Station Retail Development	MTA Real Estate
September Timetable Change & Trackwork Programs	Service Planning
PTC Status Report	Engineering
<u>September 2020</u>	
2021 Preliminary Budget (Public Comment)	

2020 Mid-Year Forecast
Fall Trackwork Programs
PTC Status Report
Diversity/EEO Report – 2nd Quarter 2020

Management & Budget
Service Planning
Engineering
Administration/Diversity

October 2020

2021 Preliminary Budget (Public Comment)
LIRR/MNR PTC Project Update
November Timetable Change & Trackwork Programs

President
Service Planning

November 2020

East Side Access Support Projects Update
Holiday Service & Trackwork Programs
PTC Status Report
Review of Committee Charter

President/Sr. Staff
Service Planning
Engineering
Committee Chair & Members

December 2020

2021 Final Proposed Budget
2021 Proposed Committee Work Plan
Diversity/EEO Report – 3rd Q 2020
LIRR/MNR PTC Project Update
Winter Trackwork Program

Management & Budget
Committee Chair & Members
Administration/Diversity
President
Service Planning

January 2021

Approval of 2021 Committee Work Plan
PTC Status Report
Winter Trackwork Programs

Committee Chair & Members
Engineering
Service Planning

February 2021

Adopted Budget/Financial Plan 2021
2020 Annual Operating Results
Diversity/EEO Report – 4th Q 2020
March Timetable/Spring Trackwork Programs
LIRR/MNR PTC Project Update

Management & Budget
Operations
Administration/Diversity
Service Planning
President

LONG ISLAND RAIL ROAD COMMITTEE WORK PLAN

DETAILED SUMMARY

I. RECURRING AGENDA ITEMS

Approval of Minutes

The Committee Chair will request a motion to approve the minutes of the prior month's meeting.

2020 Work Plan

The Work Plan will list, by month, the topics scheduled for review. The Committee will be advised if any changes have been made to the plan.

President's Report

A Monthly report will be provided highlighting major accomplishments and progress on key initiatives and performance indicators.

Safety Report

A monthly report will be given highlighting key safety performance statistics and indicators

Capital Construction Report

A monthly project update report will be provided for the month reported.

Police Report

MTA Police will highlight the significant police activities incurred during the month reported.

Action Items (if any)

Staff summary documents presented to the Board for approval of items affecting business standards and practices.

Information Items (if any)

Materials presented to the Committee for review pertaining to certain agency initiatives and functions.

Procurements

List of procurement action items requiring Board approval and items for Committee and Board information. The Non-Competitive items will be first, followed by the Competitive items and then the Ratifications. The list will include items that need a 2/3 vote of the Board for approval.

Police Activity Report

MTA Police will highlight the significant police activities incurred during the month reported.

PERFORMANCE SUMMARIES

Operations Report

A monthly report will be given highlighting key operating performance statistics and indicators.

Financial Report

A monthly report will be provided that compares the Railroad's actual financial performance against its budget and/or forecast.

Ridership Report

A monthly report will be provided that compares actual monthly ticket sales, ridership and revenues against prior year results.

Capital Program Report

A report will be provided highlighting significant capital program accomplishment in the month reported.

II. SPECIFIC AGENDA ITEMS

MARCH 2020

Annual Elevator/Escalator Report

Annual report to the Committee on system-wide availability for elevators and escalators throughout the system.

Spring Trackwork Programs

The Committee will be advised of Agency plans to adjust schedules to support construction projects during the Spring of 2019.

Customer Satisfaction Survey Report

The committee will be informed on the results of the 2018 survey distributed to LIRR customers.

2019 Annual Ridership Report

A report will be presented to the Committee on Agency ridership trends during 2019 based on monthly ticket sales data and the results of train ridership counts conducted by the Agency.

PTC Status Report

A monthly status report will be provided that highlights the accomplishments, schedule, challenges and risk associated with the PTC implementation.

APRIL 2020

Final Review of 2019 Operating Results

A review of the prior year's budget results and their implications for current and future budget performance will be presented to the Committee.

Annual Inventory Report

The Agency will present its annual report on Inventory.

2020 Summer Schedule Change

The Committee will be advised of Agency plans to adjust schedules to support construction projects during the summer of 2019.

Project Update on PTC

The Committee will be briefed on the status of PTC, including activities to date and the current strategy to meet critical milestones identified in the Rail Safety Improvement Act of 2008 and as amended by the "Positive Train Control Enforcement and Implementation Act of 2015". Highlights to include cost of PTC along with operation and implementation risks.

MAY 2020

2020 Summer Service and Trackwork Programs

The Committee will be advised of Agency plans to adjust schedules to support construction projects during the summer of 2020.

PTC Status Report

A monthly status report will be provided that highlights the accomplishments, schedule, challenges and risk associated with the PTC implementation.

JUNE 2020

Project Update on PTC

The Committee will be briefed on the status of PTC, including activities to date and the current strategy to meet critical milestones identified in the Rail Safety Improvement Act of 2008 and as amended by the "Positive Train Control Enforcement and Implementation Act of 2015". Highlights to include cost of PTC along with operation and implementation risks.

Track Work Programs

This is to inform the Long Island Committee of the MTA Long Island Rail Road's plans to adjust schedules to support various trackwork programs, Main Line Second Track construction and East Side Access Readiness projects

Diversity & EEO Report– 1st Quarter 2020

Quarterly report to the Committee providing data on key EEO and Human Resources indicators relating to LIRR's Equal Employment Opportunity and Diversity efforts, such as composition of the agency's workforce, new hires, and discrimination complaints. In alternating quarters, the report will include additional information on diversity initiatives.

JULY 2020

Penn Station Retail Development

MTA Real Estate will provide an annual report on leasing and construction opportunities and financial and marketing information related to retail development in Penn Station.

PTC Status Report

A monthly status report will be provided that highlights the accomplishments, schedule, challenges and risk associated with the PTC implementation.

Environmental Audit Report

The Committee will be briefed on the results of the 2017 environmental audit report which is submitted to NYS Department of Environmental Conservation as required by the Environmental Audit Act, as well as the actions implemented to enhance overall compliance, monitoring and reporting.

September Timetable & Trackwork Programs

The Committee will be advised of Agency plans to adjust schedules to support construction projects during the fall of 2020.

SEPTEMBER 2020

2021 Preliminary Budget

Public comment will be accepted on the 2020 Budget.

2020 Mid-Year Forecast

The agency will provide the 2019 Mid-Year Forecast financial information for revenue and expense by month.

Diversity & EEO Report– 2nd Quarter 2019

Quarterly report to the Committee providing data on key EEO and Human Resources indicators relating to LIRR's Equal Employment Opportunity and Diversity efforts, such as composition of the agency's workforce, new hires, and discrimination complaints. In alternating quarters, the report will include additional information on diversity initiatives.

PTC Status Report

A monthly status report will be provided that highlights the accomplishments, schedule, challenges and risk associated with the PTC implementation.

OCTOBER 2020

2021 Preliminary Budget

Public comment will be accepted on the 2021 Budget.

Project Update on PTC

The Committee will be briefed on the status of PTC, including activities to date and the current strategy to meet critical milestones identified in the Rail Safety Improvement Act of 2008 and as amended by the "Positive Train Control Enforcement and Implementation Act of 2015". Highlights to include cost of PTC along with operation and implementation risks.

NOVEMBER 2020

Review Committee Charter

Annual review of Long Island Committee Charter for Committee revision/approval.

East Side Access Support Projects Update

The Committee will be briefed on the status of the East Side Access Support Projects.

Holiday Schedule

The Committee will be informed of Agency's service plans for the Thanksgiving and Christmas/New Year's holiday periods.

PTC Status Report

A monthly status report will be provided that highlights the accomplishments, schedule, challenges and risk associated with the PTC implementation.

DECEMBER 2020

Diversity & EEO Report– 3rd Quarter 2020

Quarterly report to the Committee providing data on key EEO and Human Resources indicators relating to LIRR's Equal Employment Opportunity and Diversity efforts, such as composition of the agency's workforce, new hires, and discrimination complaints. In alternating quarters, the report will include additional information on diversity initiatives.

2021 Final Proposed Budget

The Committee will recommend action to the Board on the Final Proposed Budget for 2021.

Proposed 2021 Committee Work Plan

The Committee Chair will present a draft Long Island Rail Road Committee Work Plan for 2019 that will address initiatives to be reported throughout the year.

Project Update on PTC

The Committee will be briefed on the status of PTC, including activities to date and the current strategy to meet critical milestones identified in the Rail Safety Improvement Act of 2008 and as amended by the "Positive Train Control Enforcement and Implementation Act of 2015". Highlights to include cost of PTC along with operation and implementation risks.

JANUARY 2021

Approval of 2021 Committee Work Plan

The Committee will approve the Proposed Long Island Rail Road Committee Work Plan for 2020 that will address initiatives to be reported on throughout the year.

PTC Status Report

A monthly status report will be provided that highlights the accomplishments, schedule, challenges and risk associated with the PTC implementation.

FEBRUARY 2021

Adopted Budget/Financial Plan 2021

The Agency will present its revised 2021 Financial Plan. These plans will reflect the 2021 Adopted Budget and an updated Financial Plan for 2020 reflecting the out-year impact of any changes incorporated into the 2020 Adopted Budget.

2020 Annual Operating Results

A review of the prior year's performance of railroad service will be provided to the Committee.

Project Update on PTC

The Committee will be briefed on the status of PTC, including activities to date and the current strategy to meet critical milestones identified in the Rail Safety Improvement Act of 2008 and as amended by the "Positive Train Control Enforcement and Implementation Act of 2015". Highlights to include cost of PTC along with operation and implementation risks.

Diversity & EEO Report– 4th Quarter 2020

Quarterly report to the Committee providing data on key EEO and Human Resources indicators relating to LIRR's Equal Employment Opportunity and Diversity efforts, such as composition of the agency's workforce, new hires, and discrimination complaints. In alternating quarters, the report will include additional information on diversity initiatives.

March Timetable/Spring Trackwork Programs

The Committee will be advised of plans to adjust schedules.



Metro-North Railroad

Safety Report



Metro-North Railroad



Employee Safety Focus Training

Justin R. Vonashek
Vice President
Office of System Safety



Safety Highlights:

Metro-North's first quarter 2020 Safety Focus Week was held March 2nd - 8th. This week-long, quarterly initiative allows our employees the opportunity to focus on and promote our safety culture while providing them an additional forum to express their safety concerns. The event is held by all departments throughout MNR's operating districts.

This quarter's topics included the following:

- Coronavirus (COVID-19): Precautions against the virus.
- CBD (Cannabinoids) Products: What You Need to Know
- Importance of Tool Safety
- Safety Barometer: Employee Perception Survey
- Operational District Safety Updates

Metro-North's Strategic Plan prioritizes comprehensive safety training as a main focal point to improve safety for our customers and employees. To support the safety training component of the plan, MNR introduced Supervising for Safety (SFS) training in 2017. This training program is specifically for managers and supervisors, and reinforces safe work standards, procedures, and practices. Topics covered during SFS training includes: safety leadership structure, System Safety Program Plan, reporting safety incidents, and communicating unsafe behaviors to fellow employees. Since its inception, MNR has trained almost 1600 employees in safety management. SFS has contributed to a safer work environment at MNR by promoting a positive and interactive safety culture with employees and management. SFS training is layered upon our mandatory New Employee Safety Orientation (NESO) that launched in in April 2016. Since its inception, approximately 2,500 employees have attended NESO.

MNR continues to see positive trends in reducing employee lost time injuries. For the current 12-month period (February 2019 – January 2020) versus the previous 12-month period (February 2018 – January 2019), lost time injuries per 200,000 working hours were reduced by 20.2%.

MNR also continues to see positive trends in reducing customer reportable injuries. For the current 12-month period (February 2019 – January 2020) the customer reportable injury rate per one million customer rates decreased by 2.0% versus the previous 12-month period (February 2018 – January 2019).

Justin R. Vonashek
Vice President
Office of System Safety

January 2020 Safety Report

Performance				
Performance Indicator	12-Month Average			
	February 2017 - January 2018	February 2018 - January 2019	February 2019 - January 2020	
FRA Reportable Customer Accident Rate per Million Customers	1.03	0.99	0.97	
FRA Reportable Employee Lost Time Injury Rate per 200,000 worker hours	3.06	2.47	1.97	
	2019		2020	
	January	Year to Date	January	Year to Date
Grade Crossing Incidents ¹	0	0	1	1
Mainline FRA Reportable Train Derailments	0	0	0	0
Mainline FRA Reportable Train Collisions	0	0	0	0

¹ Per FRA - Any impact between railroad on-track equipment and a highway user at a highway-rail grade crossing. The term "highway user" includes automobiles, buses, trucks, motorcycles, bicycles, farm vehicles, pedestrians, and all other modes of surface transportation motorized and un-motorized.

Leading Indicators				
Safety Training	2019		2020	
	January	Year to Date	January	Year to Date
First Responders Trained	97	97	119	119
Employee Safety Training Courses	118	118	131	131
Employees Trained	1,382	1,382	1,312	1,312
Employee Safety Training Hours	16,831	16,831	22,262	22,262
Customer and Community: Focus on Grade Crossings	2019		2020	
	January	Year to Date	January	Year to Date
Broken Gates	1	1	3	3
MTA Police Details	65	65	39	39
Summons	42	42	65	65
Warnings	3	3	23	23
Community Education and Outreach	4,795	4,795	3,780	3,780
Cars Equipped with Cameras	Fleet Size	Total Cars Equipped	% Complete	
Inward / Outward Facing Cab Cameras	956	956	100.00%	
Passenger Compartment Cameras	1,084	1,084	100.00%	

Definitions:

First Responders Trained - The number of first responders trained by MNR's Emergency Management to assist in crisis events, such as train evacuation.

Employee Safety Training Courses - The number of distinct safety-related courses offered, including technical courses that have a safety element. Repeats are excluded so that each course is counted only once.

Employees Trained - The number of unique employees that attended one or more of these safety-related courses.

Employee Safety Training Hours - The total hours of training completed by employees in all safety-related courses attended.

Broken Gates - The number of events at grade crossing locations where a vehicle struck a crossing gate.

MTA Police Detail - The number of details specifically for the purpose of monitoring behavior at Grade Crossings.

Summons - The number of violations issued to a motorist for going around a crossing gate or due to behavior that put the motorist at risk (i.e. cell phone use, etc.).

Warnings - The number of warnings issued to motorists due to behavior that put the motorist at risk (i.e. cell phone use, etc.).

Community Education and Outreach - The number of individuals reached at a TRACKS event.

Cars Equipped with Cameras - Number of complete inward/outward and passenger compartment camera installations on rolling stock.

Safety Report Highlights

The elementary school winner of our Annual School Safety Slogan Contest was PS 194 Raoul Wallenberg School in Brooklyn. Many thanks to Ms. Malara and Ms. Savastano and the students in their 5th grade class for supporting this effort – especially Sundus Chaudhry who came up with the winning slogan, “Left or Right Beware of What’s in Sight”. A banner with the award-winning slogan will be displayed in Atlantic Terminal.



For the reporting period ending January 2020, the average Reportable Customer Injury Rate was 2.38 injuries per million customers as compared to 2.04 injuries per million customers over the same period last year. This is a seventeen percent increase over the prior reporting period. Slips, trips, and falls continue to result in the most injuries. The type of injury the majority of customers sustain are bruises and contusions followed closely by lacerations and abrasions. We are focusing on station inspections and customer safety awareness campaigns to address the root causes of customer accidents as they walk through our stations and terminals.

During this reporting period, the average Reportable Employee Lost Time Injury Rate increased from 2.71 injuries per 200,000 hours worked to 3.32 injuries per 200,000 hours worked. This is a twenty-three percent increase from the previous reporting period. Soft tissue injuries are the greatest type of injury sustained.

In partnership with the MTA Police, Together Railroads and Communities Keeping Safe (TRACKS), reached 7,069 participants in January 2020.

Lori Ebbighausen
Vice President
Corporate Safety

January Safety Report

Statistical results for the 12-Month period are shown below.

Performance					
Performance Indicator	12-Month Average				
	February 2017 - January 2018	February 2018 - January 2019	February 2019 - January 2020		
FRA Reportable Customer Accident Rate per Million Customers	2.97	2.04	2.38		
FRA Reportable Employee Lost Time Injury Rate per 200,000 worker hours	3.78	2.71	3.32		
		2019		2020	
		January	Year to Date	January	Year to Date
Grade Crossing Incidents ¹	3	3	3	1	1
Mainline FRA Reportable Train Derailments	0	0	0	0	0
Mainline FRA Reportable Train Collisions	0	0	0	0	0

¹ Per FRA - Any impact between railroad on-track equipment and a highway user at a highway-rail grade crossing. The term "highway user" includes automobiles, buses, trucks, motorcycles, bicycles, farm vehicles, pedestrians, and all other modes of surface transportation motorized and un-motorized.

Leading Indicators				
Focus on Safety Training	2019		2020	
	January	Year to Date	January	Year to Date
First Responders Trained	79	79	49	49
Employee Safety Training Courses	101	101	86	86
Employees Trained	1,137	1,137	1,088	1,088
Employee Safety Training Hours	24,586	24,586	21,709	21,709
Customer and Community:	January	Year to Date	January	Year to Date
Broken Gates	7	7	7	7
MTA Police Details	65	65	45	45
Summons	126	126	216	216
Warnings	52	52	69	69
Arrests	1	1	0	0
Community Education and Outreach	8,424	8,424	7,069	7,069
		Completed	Total	% Complete
Cameras on Rolling Stock	M7		758	91
	C3 Cab		23	100
	C3 Trailer		99	89
	DE/DM		36	80

**ELEVATOR AND ESCALATOR INJURY/ENTRAPMENT REPORT
FOR THE MONTH OF FEBRUARY 2020**

Elevators	Mechanical Injury	Human Factor Injury	Entrapment
No Elevator incidents reported in the month of February 2020			

Escalators	Mechanical Injury	Human Factor Injury
No Escalator incidents reported in the month of February 2020		

Definitions:

Mechanical includes sudden changes in speed, handrail, alignment. **Human Factor** includes lost balance, encumbrances, slip/trip/fall, pushed/shoved, intoxication, caught between, etc. **Entrapment** is defined as when customers are removed from an elevator with special tools or training. These events require intervention but not necessarily involve a customer injury.



Police Report



Metro-North Railroad

February 2020 Highlights: MTA Police Report

- Metro-North Railroad experienced a decrease in the amount of major felonies (5 vs 10) for the month of February compared to the same period last year.
- Year to date Metro-North Railroad is down 6 crimes (13 vs 19).
- There were zero (0) Hate Crimes on Metro-North Railroad for the month of February.

Joseph P. McGrann
Chief of Police



**METROPOLITAN TRANSPORTATION AUTHORITY
Police Department
Metro North Railroad**

February 2020 vs. 2019

	2020	2019	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	1	1	0	0%
Felony Assault	1	1	0	0%
Burglary	1	2	-1	-50%
Grand Larceny	2	6	-4	-67%
Grand Larceny Auto	0	0	0	0%
Total Major Felonies	5	10	-5	-50%

Year to Date 2020 vs. 2019

	2020	2019	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	4	2	2	100%
Felony Assault	2	4	-2	-50%
Burglary	1	3	-2	-67%
Grand Larceny	6	9	-3	-33%
Grand Larceny Auto	0	1	-1	-100%
Total Major Felonies	13	19	-6	-32%



Long Island Rail Road

February 2020 Highlights: MTA Police Report

- Long Island Rail Road experienced a decrease in the amount of major felonies (4 vs 5) for the month of February compared to the same period last year.
- Year to date Long Island Rail Road is down 2 crimes (13 vs 15).
- There was one (1) Hate Crime on Long Island Rail Road for the month of February.

Joseph P. McGrann
Chief of Police



METROPOLITAN TRANSPORTATION AUTHORITY
Police Department
Long Island Rail Road
February 2020 vs. 2019

	2020	2019	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	1	0	1	100%
Felony Assault	0	1	-1	-100%
Burglary	2	0	2	100%
Grand Larceny	1	3	-2	-67%
Grand Larceny Auto	0	1	-1	-100%
Total Major Felonies	4	5	-1	-20%

Year to Date 2020 vs. 2019

	2020	2019	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	3	1	2	200%
Felony Assault	3	2	1	50%
Burglary	2	1	1	100%
Grand Larceny	5	10	-5	-50%
Grand Larceny Auto	0	1	-1	-100%
Total Major Felonies	13	15	-2	-13%



METROPOLITAN TRANSPORTATION AUTHORITY

Police Department

System Wide

February 2020 vs. 2019

	2020	2019	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	3	2	1	50%
Felony Assault	1	2	-1	-50%
Burglary	3	2	1	50%
Grand Larceny	3	9	-6	-67%
Grand Larceny Auto	0	1	-1	-100%
Total Major Felonies	10	16	-6	-38%

Year to Date 2020 vs. 2019

	2020	2019	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	8	4	4	100%
Felony Assault	5	6	-1	-17%
Burglary	3	4	-1	-25%
Grand Larceny	11	20	-9	-45%
Grand Larceny Auto	0	2	-2	-100%
Total Major Felonies	27	36	-9	-25%



Metropolitan Transportation Authority Police Department

Hate Crimes Report (January - February 2020)

Motivation	2020	2019	Diff	% Change
Asian	0	0	0	0 %
Black	1	1	0	0 %
Ethnic	0	0	0	0 %
Gender	0	0	0	0 %
Hispanic	0	0	0	0 %
Muslim	0	0	0	0 %
Other	0	0	0	0 %
Anti-Semitic	2	2	0	0 %
Sexual Orientation	0	0	0	0 %
White	1	0	1	0 %
Motivation Total	4	3	1	33 %

Crime Name	2020	2019	Diff	% Change
Aggravated Harassment #1	0	0	0	0 %
Aggravated Harassment #2	0	1	-1	-100 %
Felony Assault	1	0	1	0 %
Misdemeanor Assault	0	0	0	0 %
Criminal Mischief #3	0	1	-1	-100 %
Criminal Mischief #4	3	1	2	200 %
Grand Larceny #4	0	0	0	0 %
Menacing #2	0	0	0	0 %
Robbery #2	0	0	0	0 %
Crime Total	4	3	1	33 %

INDEX CRIME REPORT
Per Day Average
February 2020

	Systemwide	LIRR	MNRR	SIRT
Murder	0	0	0	0
Rape	0	0	0	0
Robbery	3	1	1	1
Fel. Assault	1	0	1	0
Burglary	3	2	1	0
Grand Larceny	3	1	2	0
GLA	0	0	0	0
Total	10	4	5	1
Crimes Per Day	0.34	0.14	0.17	0.03



MTA Police Department Arrest Summary: Department Totals

1/1/2020 to 2/29/2020

Arrest Classification	Total Arrests	
	2020	2019
Robbery	6	2
Felony Assault	5	8
Burglary	0	3
Grand Larceny	8	17
Grand Larceny Auto	0	1
Aggravated Harassment	2	2
Aggravated Unlicensed Operator	3	6
Assault-Misdemeanor	7	12
Breach of Peace	1	7
Child Endangerment	2	1
Criminal Contempt	3	3
Criminal Impersonation	1	1
Criminal Mischief	9	6
Criminal Possession Stolen Property	2	2
Criminal Trespass	6	6
Disorderly Conduct	1	0
Drug Offenses	16	47
DUI Offenses	1	0
Falsely Reporting an Incident	1	2
Forgery	9	3
Fraudulent Accosting	0	4
Graffiti	5	4
Identity Theft	0	1
Issue a Bad Check	0	1
Menacing	0	2
Obstruct Government	2	1
Petit Larceny	25	49
Public Lewdness	4	2
Reckless Endangerment	0	2
Resisting Arrest	7	14
Sex Offenses	0	4
Stalking	1	1
Theft of Services	16	58
VTL Offenses	1	0
Warrant Arrest	8	15
Weapons Offenses	2	2
Unauthorized Use Vehicle	0	1
Total Arrests	154	290



Long Island Rail Road

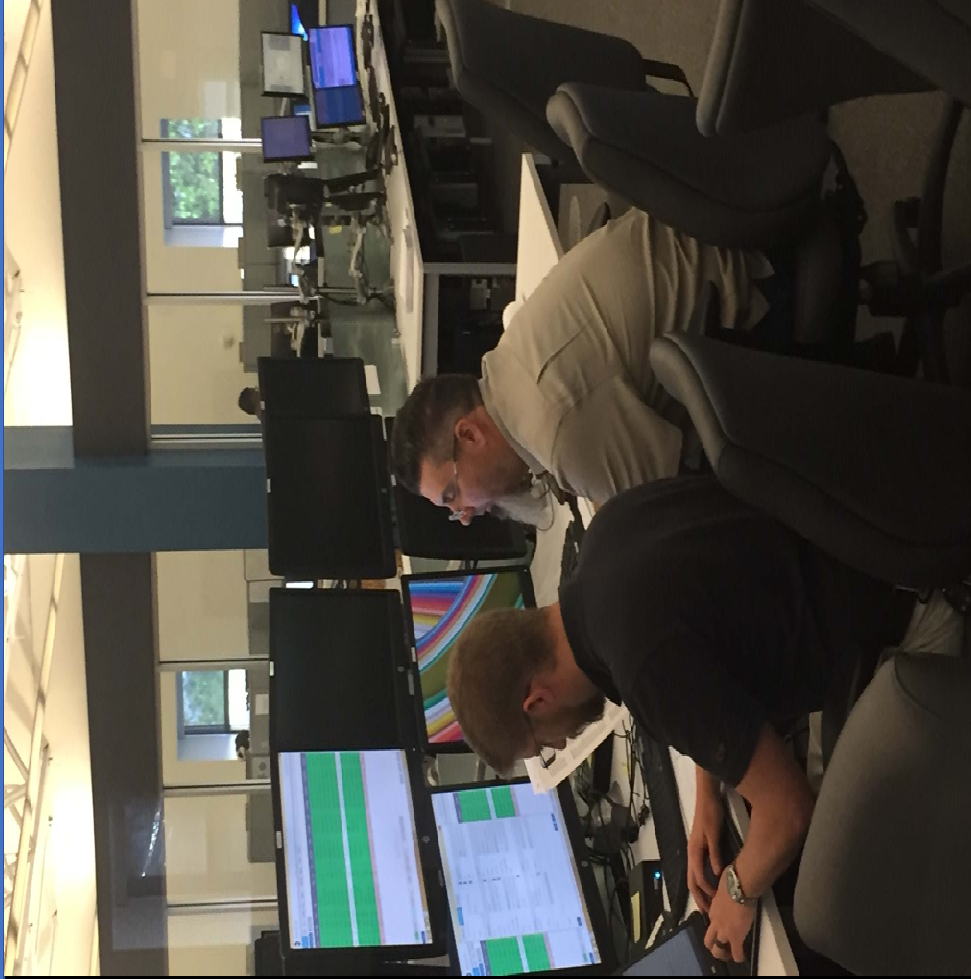


Metro-North Railroad

JOINT INFORMATION ITEMS

Joint MNR/LIRR Committee Meeting PTC Project Update

March 24, 2020



LIRR/MNR Overall PTC Project Status

Schedule

Both LIRR and MNR remain on target to implement PTC across their respective territories by December 31, 2020.

MNR has 182.2 route miles in full PTC functionality (74.5%) and approximately 480 trains/day operating in full PTC operations (67%)

LIRR is in RSD/ERSD on 73% of its 305 route miles, with 358 M7 and Diesel trains running in full PTC operations, which includes segments: Port Washington, Babylon to Patchogue, Hempstead, Far Rockaway, West Hempstead, Oyster Bay, Long Beach, Port Jefferson, Central, Montauk 1BW (west of Babylon to Jamaica), Mainline – Ronkonkoma to Greenport and Montauk 1BE (East of Patchogue) segments.

Budget

\$1.086B Current Budget

LIRR and MNR will require additional funding to complete their PTC projects. The new needs are being finalized and will be available in April.



LIRR Monthly Project Update

Field Installation & Testing

- ML 3-10 (Harold to Hollis) – radio RCF file updates in progress on M7s; ERSD in March.
- ML 10-15 (Hollis to Floral Park) – site updates in progress; ERSD in April.
- Valley – site updates in progress; ERSD in April.
- ML 25-49 (Hicksville to Ronkonkoma) – SPT in progress; ERSD in May.
- Atlantic – SPT in progress; ERSD in May.
- ML 15-25 (3rd Track Construction area) – Transponder installations in progress; ERSD in July.
- Jamaica – Transponders being installed at west end. Design release for east end planned in March 2020. ERSD in August (improved from September).
- Harold – Transponders being installed; ERSD in September.



LIRR Monthly Project Update (continued)

Software Testing

- Safety reviews for System Baseline 3.7 completed and software being deployed to all trains to start ERSD at Valley in April.
- PTC Security (previously May 2020) and STS-STIS interface (previously September 2020) software will both be delivered as part of System Baseline 3.8 in June 2020.
- System Baseline 3.9 will serve as a placeholder for any remaining functionality or variances required by the PTC deadline.

Safety Plan

- Successful page-turn with FRA conducted on March 11th.
- LIRR on target to resubmit PTC Safety Plan at the end of March for FRA approval.

Status of Siemens scanner recall

- Siemens completed all deliveries by the end of February. Retrofits to be completed in April.
- Recent increase in technical issues with recalled (blue dot) equipment under investigation.



LIRR Monthly Project Update (continued)

LIRR interoperability with Amtrak

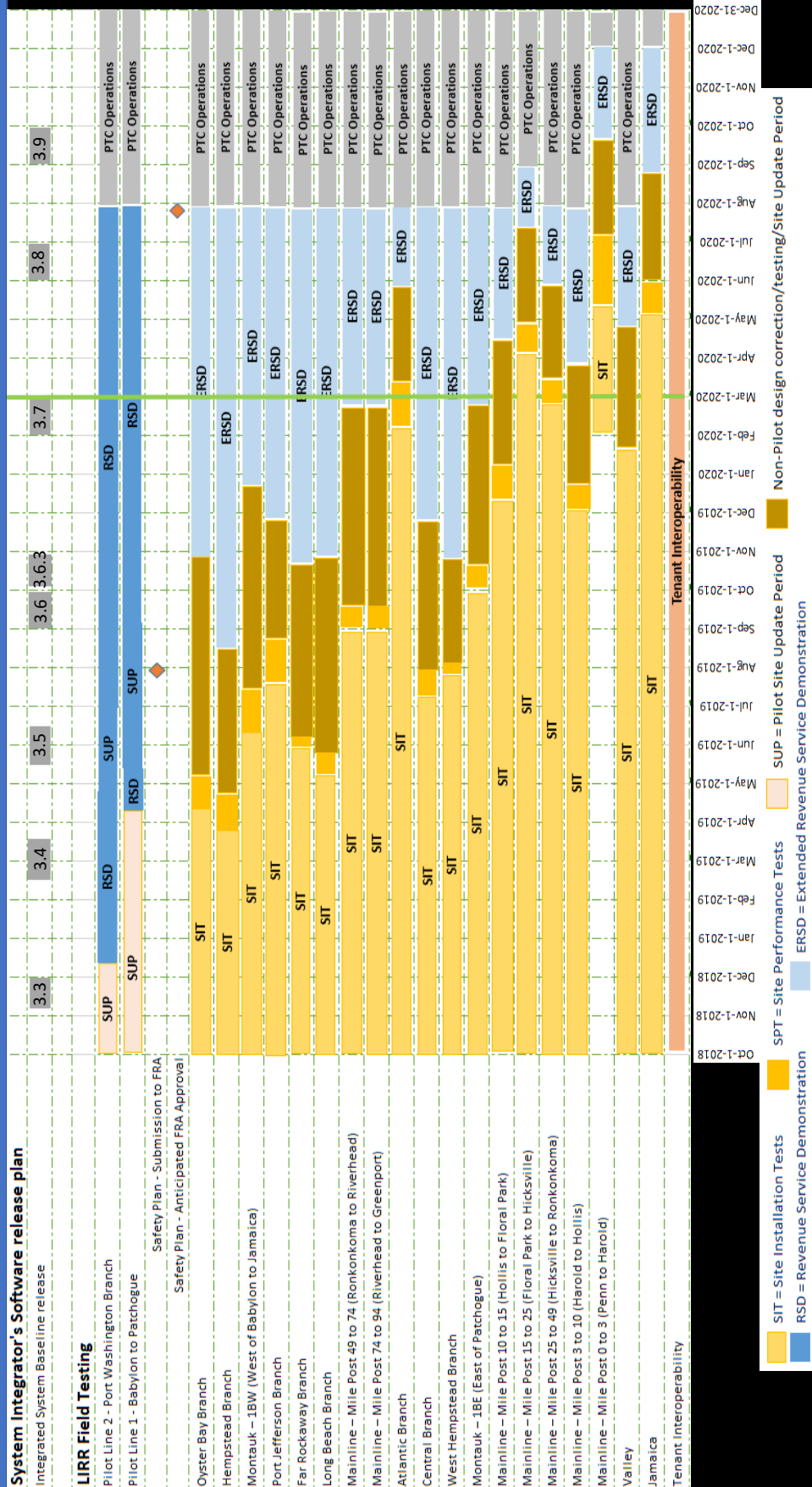
- The Amtrak and LIRR test labs were connected to test the STS-STS interface.
- Wayside designs & installations and the PSCC database work are progressing per project schedule.

Amtrak interoperability with LIRR

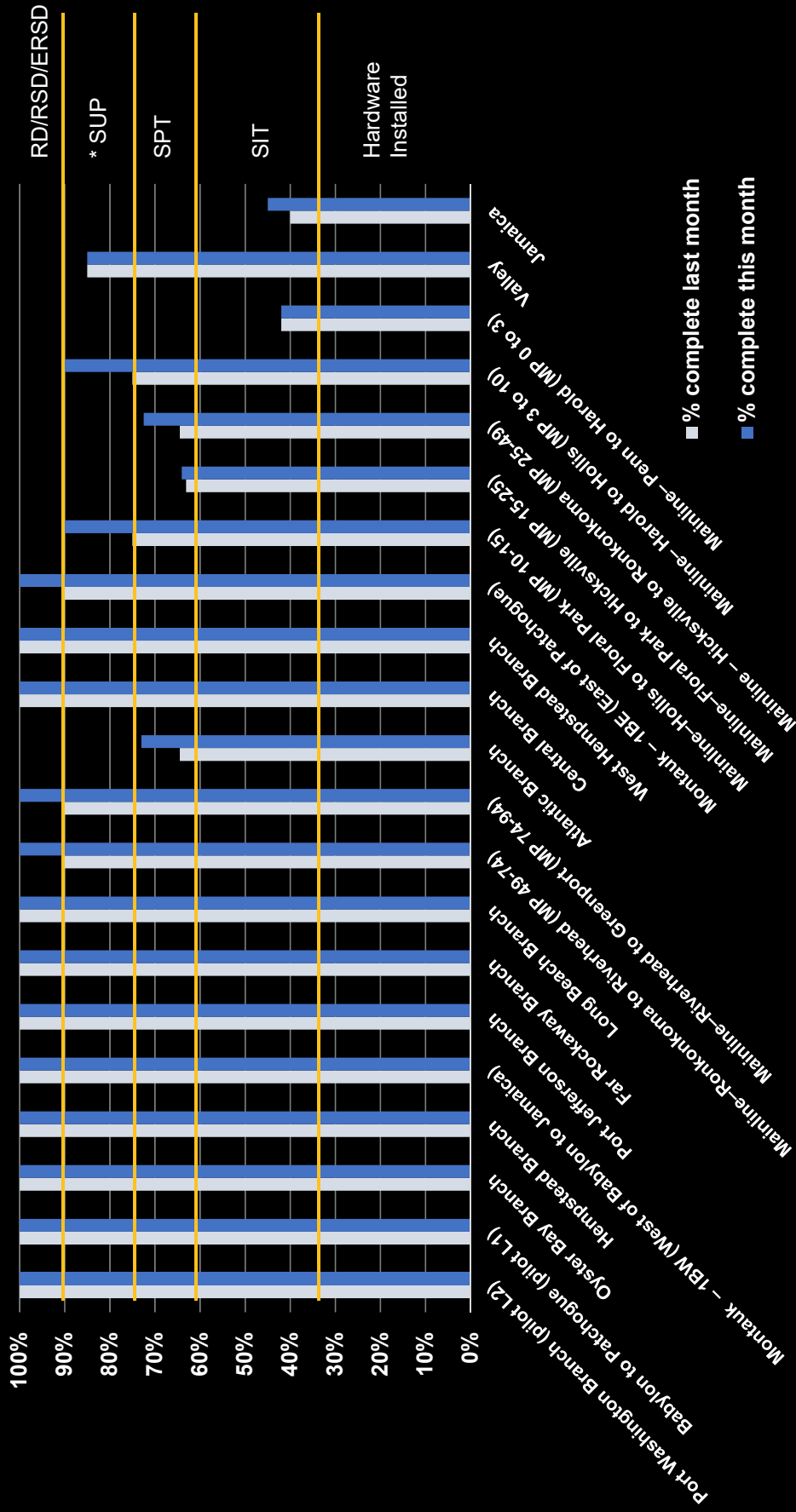
- Siemens proceeding with the Amtrak b2b design in advance of a formal b2b agreement.
- Preliminary schedule for the b2b solution:
 - May 2021 - Siemens will complete the development of the b2b software.
 - July 2021 - Amtrak will receive production software.
 - Oct 2021 - Deployment of the software across Amtrak fleet (2-3 months).
- LIRR and Amtrak met with FRA to discuss Amtrak's proposed alternative solution and received positive feedback.
- LIRR design changes will be reimbursed by Amtrak.



LIRR Working Schedule and Sequence



LIRR Segment RSD Readiness (Previous vs Current Month)



Key Milestones and Issues (LIRR Only)



Status	Activity	Issues
<p>● Green</p>	<p>Deployment of on-board software across the fleet multiple times</p> <p>Baseline 3.7</p>	<p>Issues:</p> <ul style="list-style-type: none"> The SI's software release plan requires the deployment of multiple iterations of on-board software across the entire fleet. <p>Monthly Update:</p> <ul style="list-style-type: none"> LIRR and the PTC SI have developed a comprehensive roll-out plan to deploy 3.7 to the ERSD trains which currently have 3.6 software loaded. Safety reviews completed for Baseline 3.7 to allow software deployment fleet-wide in order to start ERSD at Valley in April. <p>Drivers:</p> <ul style="list-style-type: none"> LIRR requires System Baseline 3.7 on-board software for deployment across the fleet no later than May 2020 to support ERSD schedule. <p>Mitigations:</p> <ul style="list-style-type: none"> In addition to the routine 92-day periodic inspection cycle, LIRR will make trains and resources available to accelerate the software upload process as necessary. <p>Potential Impacts:</p> <ul style="list-style-type: none"> If the SI has unexpected technical issues (system performance or equipment reliability) and on-board software deliveries are pushed beyond mid-2020, this has a potential impact to the PTC deadline.
<p>● Red</p> <p>● Yellow</p> <p>● Green</p> <p>Significant impact to Project Schedule and ability to meet PTC deadline.</p> <p>Impact to Project Schedule or interim project milestone, and may impact ability to meet PTC deadline.</p> <p>No Near Term Impact to Project Schedule and on target to meet PTC deadline.</p>	<p>Date Needed</p> <p>May 2020</p>	

Key Milestones and Issues (LIRR Only)

Status	Activity	Issues
<ul style="list-style-type: none"> ● Yellow 	<p>Amtrak development of plans and schedules for their b2b alternative and permanent solutions for interoperability with LIRR</p>	<p>Issues:</p> <ul style="list-style-type: none"> To operate on LIRR territory Amtrak needs to develop plans/schedules for both the alternative and permanent b2b solutions which are approved by LIRR and FRA. <p>Monthly Update:</p> <ul style="list-style-type: none"> Meeting held in late February between Amtrak/LIRR/FRA to get FRA agreement that Amtrak's proposed alternative solution is PTC compliant at end of 2020. Awaiting feedback from FRA. Amtrak/Burns/Siemens will start development of the requirements for Amtrak's permanent b2b solution by March 16 and have a signed set of requirements by April 10. Burns/Siemens will provide a detailed CPM schedule identifying tasks/milestones. <p>Drivers:</p> <ul style="list-style-type: none"> An acceptable solution for b2b routes through Harold must be safe, FRA compliant and not impact LIRR operations. <p>Mitigations:</p> <ul style="list-style-type: none"> LIRR has shared their b2b technical requirements/design with Amtrak to help expedite the development of Amtrak's b2b solution. LIRR has offered technical support to Amtrak for b2b requirements development. Frequent project steering committee meetings are planned to track progress. A risk register will be developed/monitored by Burns (Amtrak's PTC SI) <p>Potential Impacts:</p> <ul style="list-style-type: none"> If Amtrak does not develop acceptable plans/schedules to LIRR and FRA, Amtrak service on LIRR may be impacted.
	<p>Date Needed</p>	
	<p>May 2020</p>	



● Significant impact to Project Schedule and ability to meet PTC deadline.

● Impact to Project Schedule or interim project milestone, and may impact ability to meet PTC deadline.

● No Near Term Impact to Project Schedule and on target to meet PTC deadline.

● Red

● Yellow

● Green

Key Milestones and Issues (LIRR Only)

Status	Activity	Issues
<p style="text-align: center;">● Green</p>	<p>Delivery and implementation of System Software for PTC Security & STS-STS interface for Interoperability Baseline 3.8</p>	<p>Issues:</p> <ul style="list-style-type: none"> Timely delivery of System Software Release 3.8 is required for implementation of PTC security requirements and the STS-STS safety server interface for FRA compliance and interoperability with Amtrak. <p>Monthly Update:</p> <ul style="list-style-type: none"> Simulated messages successfully tested across the interface after recent VPN connection between the Amtrak and LIRR labs. Amtrak still committed to provide final safety server solution at the end of March. Due to recent progress with Burns/Hitachi, the SI has the opportunity to advance the STS-STS interface software and include as part of System Baseline 3.8 in June. <p>Drivers:</p> <ul style="list-style-type: none"> Changes to LIRR's design for PTC security was required to meet Amtrak's standard for interoperability on NEC. Deployment is dependent upon installation of SIM card installations for remote deployment of the security keys to all trains. <p>Mitigations:</p> <ul style="list-style-type: none"> More extensive testing of HMAC prior to system integration. LIRR developed an operational workaround for FRA review/approval should interface fail to be operational at end of 2020. SI to delay the delivery of System Baseline 3.8 from May to June to compress the schedule. <p>Potential Impacts:</p> <ul style="list-style-type: none"> Without remote deployment will take more time to update trains. PSCC will need to implement an operational mitigation if interface not available.
<p style="text-align: center;">Date Needed</p>	<p>Jun 2020</p>	



● Significant impact to Project Schedule and ability to meet PTC deadline.
 ● Impact to Project Schedule or interim project milestone, and may impact ability to meet PTC deadline.
 ● No Near Term Impact to Project Schedule and on target to meet PTC deadline.

LIRR PTC ERSD Timeline and Look-ahead



October 2019

- ✓ West Hempstead Branch
- ✓ Long Beach Branch
- ✓ Far Rockaway
- ✓ Oyster Bay

November 2019

- ✓ Port Jefferson
- ✓ Central Branch

December 2019

- ✓ Montauk – 1BW
(West of Babylon to Jamaica)

February 2020

- ✓ Mainline – Mile Post 49 to 74 (Ronkonkoma to Riverhead)
- ✓ Mainline – Mile Post 74 to 94 (Riverhead to Greenport)
- ✓ Montauk – 1BE (East of Patchogue)
- ✓ Delivery of System Software Baseline 3.7

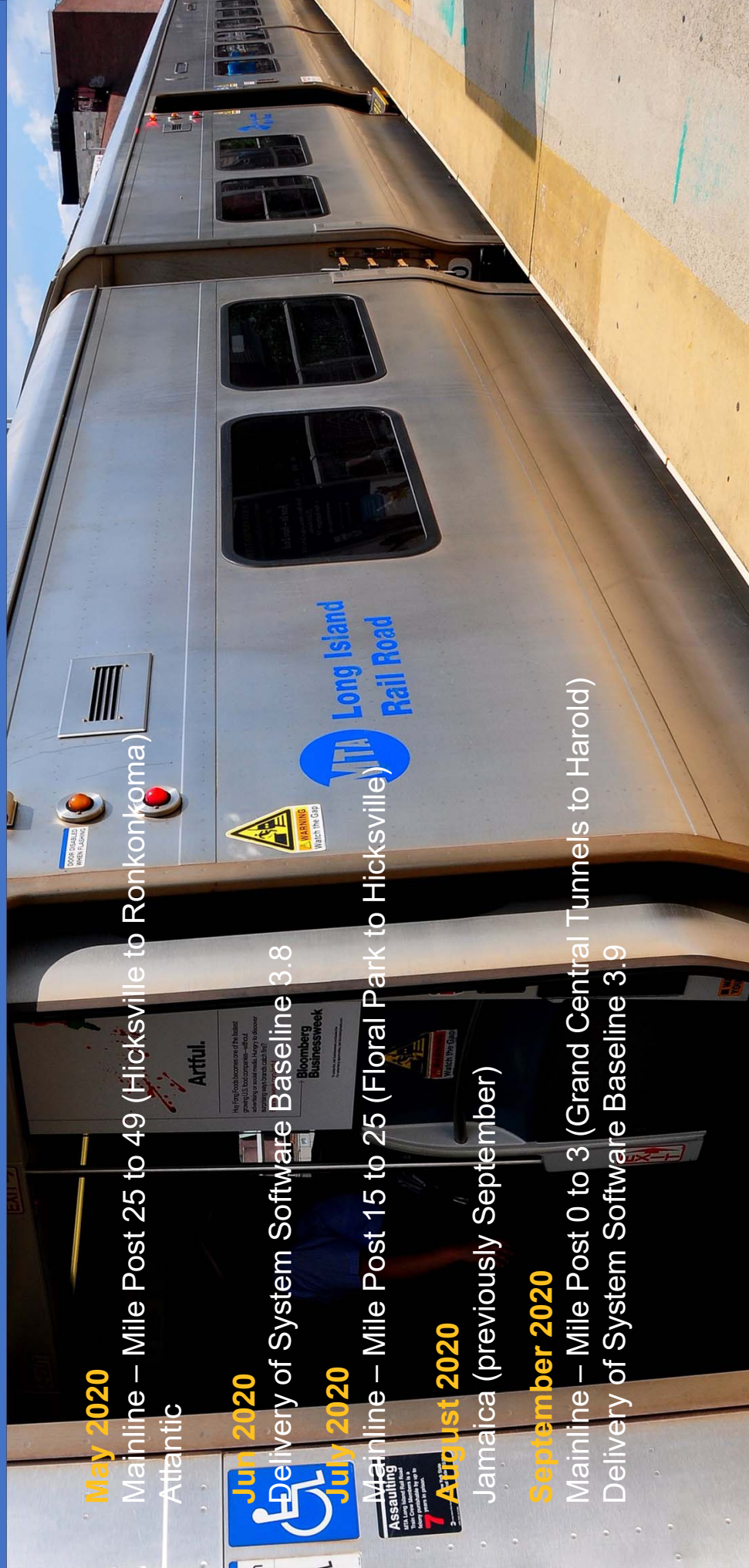
March 2020

- ✓ Mainline – Mile Post 3 to 10 (Harold to Hollis)
- ✓ Resubmit PTC Safety for FRA Approval

April 2020

- ✓ Mainline – Mile Post 10 to 15 (Hollis to Floral Park) (previously March)
Valley

LIRR PTC ERSD Timeline and Look-ahead



May 2020

Mainline – Mile Post 25 to 49 (Hicksville to Ronkonkoma)
Atlantic

Jun 2020

Delivery of System Software Baseline 3.8
Bloomberg Businessweek

July 2020

Mainline – Mile Post 15 to 25 (Floral Park to Hicksville)

August 2020

Jamaica (previously September)

September 2020

Mainline – Mile Post 0 to 3 (Grand Central Tunnels to Harold)
Delivery of System Software Baseline 3.9

MNR Project Update

Segment in full PTC Functionality:

- Danbury Branch – 24.2 miles
- New Canaan Branch – 6.3 miles
- Hudson Line (GCT – CP75) – 74.8 miles
- Harlem Line (CP106 – CP182) – 76.9 miles

Note:

MNR is now in full PTC functionality for the entire Hudson/Harlem Line...Every H&H train that leaves GCT and/or outlying territories will be operating under full PTC Functionality .

PTC implementation Summary:

- Total route miles in full PTC – 182.2/244.3 miles (74.5%)
- Approximately 480 Revenue trains/day, operating in full PTC operations (67%)
- 39,005 Revenue Trains ran in full PTC mode from August 2019 – February 2020
- Waterbury Branch is currently operating under PTC Main Line Track Exclusion Addendum
- Approximately 30 Amtrak passenger trains (Rev10) are interoperable on the Hudson Line/day
- CSX and P&W freights (Rev10) are interoperable on the Hudson Line and Danbury Branch



MNR Project Update (continued)

Field Installation & Testing Activity:

- Started transponder migration from CSE to full PTC on the NHL (CP212 – CP271)
- Turned off M8 CSE function to start PTC retro-fit.
- Commissioning Radio Cases on the NHL
- Continue mitigate technical and operational issues

Amtrak Boundary design/Commissioning Schedule

- Poughkeepsie – Completed and commissioned December 5, 2019
- Spuyten Duyvil - Commissioning target – 1st quarter 2020
- New Haven - Design completion target – 2nd quarter 2020
- New Rochelle - Design completion target – 2nd quarter 2020
- STS-STs interface – 3rd quarter of 2020
- Schedule to test Amtrak Rev 11.3 on MNR the week of March 23, 2020



MNR M8 Project Update

Current Project Status

- Alstom remains on target to begin production of M8 OBC hardware upgrade components in March 2020
- Started Alstom ACSES Alpha 1 Engineering tests to collect data on the software (March 10 – 12, 2020)
- Continue bi-weekly 5 Party meetings between MNR, Kawasaki, Alstom, Bombardier, and Siemens to execute plan bringing M8 OBC into PTC revenue service operation in July 2020
- Lab environment equipment delivered to Alstom labs and working as intended
- Bombardier started MCP software upload
- Bombardier's gap analysis and SPT procedures scheduled to be submitted to MNR the week of March 23, 2020.

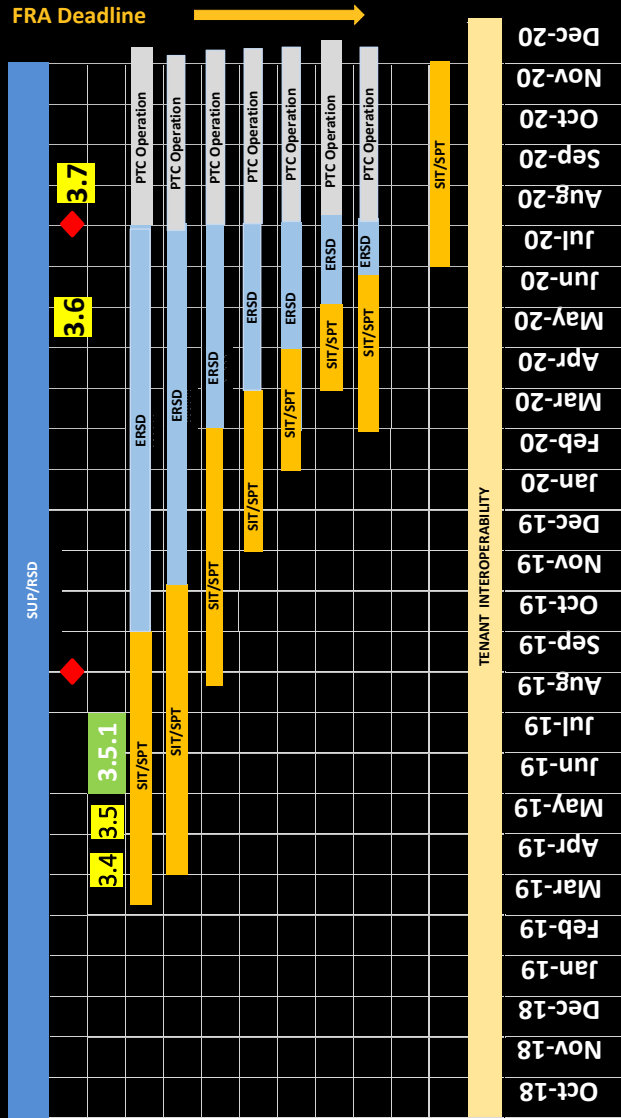
Upcoming Milestones

- M8 Safety Cert expected July 2020



MNR Working Schedule and Sequence

- Pilot Line - Hudson Line (CP25 - CP34)
- PTCSP - Submission/Approval to FRA
- System Integrated Baseline Release
- Danbury Branch
- Hudson Line (CP 10 - CP 75)
- Harlem Line (CP 113 - CP 182)
- GCT Boundaries (CP 1 - CP 8/112/212)
- New Canaan Branch
- New Haven Line (CP256 - CP274)
- New Haven Line (CP 212 - CP 256)
- Waterbury Branch
- Tenant Interoperability



SIT - Site Integration Testing/SUP - Site Update Period/RSR - Revenue Service Demonstration/SPT - Site Performance Test

ERSD - Extended Revenue Service Demonstration

Started ERSD on the Danbury Branch August 2019

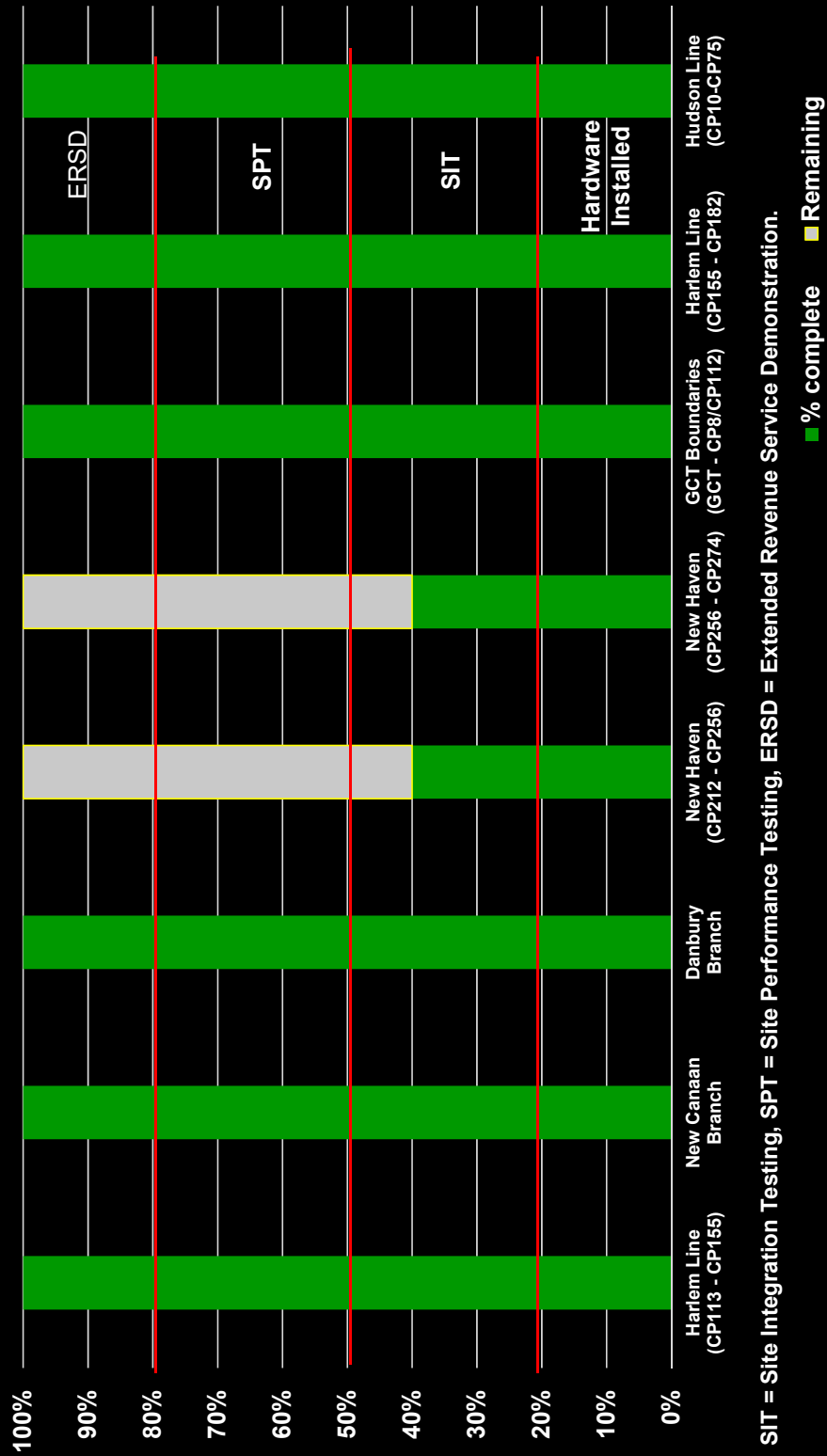
Started ERSD On Hudson CP10-CP75 November 2, 2019

Last Non-Pilot in ERSD June 2020

Waterbury - Installing Signal System along with PTC (MTEA)



MNR Segment RSD Readiness



Key Milestones and Issues (MNR Only)



Status	Activity	Issues
<p>● Green</p> <p>Significant impact to Project Schedule and ability to meet PTC deadline.</p> <p>Impact to Project Schedule or interim project milestone, and may impact ability to meet PTC deadline.</p> <p>No Near Term Impact to Project Schedule and on target to meet PTC deadline.</p> <p>Red ● Yellow ● Green ●</p>	<p>Complete Design for Interoperability and Delivery of System Software 3.7</p> <p>Date Needed</p> <p>3rd Quarter 2020</p>	<p>Issues:</p> <ul style="list-style-type: none"> This software release includes the design for a safety server interface for interoperability with Amtrak for New Haven, New Rochelle, Spuyten Duyvil, and Poughkeepsie for MNR. <p>Monthly Update:</p> <ul style="list-style-type: none"> All activities to support this work remain on schedule. <p>Drivers:</p> <ul style="list-style-type: none"> 3rd party design. <p>Mitigations:</p> <ul style="list-style-type: none"> Modified STS-STC safety server interface design with Amtrak to align with the rest of the NEC Corridor so as not to have a one-off design. <p>Potential Impacts:</p> <ul style="list-style-type: none"> Risk to full PTC deployment by the PTC deadline on December 31, 2020.

Key Milestones and Issues (MNR Only)



Status	Activity	Issues
<p> Green (Current)</p> <p> Yellow (Previous)</p> <p> Significant impact to Project Schedule and ability to meet PTC deadline.</p> <p> Impact to Project Schedule or interim project milestone, and may impact ability to meet PTC deadline.</p> <p> No Near Term Impact to Project Schedule and on target to meet PTC deadline.</p>	<p>Integration for the M8 OBC into the MNR Wayside</p> <p>Date Needed</p> <p>June 2020</p>	<p>Issues:</p> <ul style="list-style-type: none"> Commence M8 Fleet Hardware and Software Upgrade for full PTC Operability Complete Gap analysis, design and implement mitigating measures Define locations and Support for M8 OBC Qualification Testing on the MNR wayside for Rev. 11 D <p>Monthly Update:</p> <ul style="list-style-type: none"> Continued Weekly Executive-Level Progress Meetings between MNR/Kawasaki/Alstom Start Field testing <p>Drivers:</p> <ul style="list-style-type: none"> Hardware Component production/availability for upgrade of OBC Continued focus of Gap Mitigation resolution through 5 Party meetings every two weeks Complete and provide MNR wayside PTC design information for use in definition of M8 OBC testing <p>Mitigations:</p> <ul style="list-style-type: none"> Complete design for mitigations defined in the Gap analysis and implement into wayside environment Define most effective means for PTC hardware and software upgrade of the 190 M8 pairs to include upgrade of the additional 33 M8 pairs being delivered in 2020 <p>Potential Impacts:</p> <ul style="list-style-type: none"> Potential risk of not completing entire M8 fleet with both hardware and software PTC upgrades

MNR PTC ERSD Timeline

December 2019

- ✓ Harlem Line: Southeast (CP155) – Wassaic (CP182) - 27 miles

January 2020

- ✓ Harlem Line: Mount Vernon (CP113) –Southeast (CP155) – 69 miles

March 2020

- ✓ Hudson Line: Marble Hill (CP10) – GCT (CP1) – 10 miles
- ✓ Harlem Line: Mount Vernon West (CP113) – Melrose (CP106) – 7 miles

- ✓ New Canaan Branch – 6 miles

April 2020

Re-submit PTC Safety Plan

May 2020

New Haven Line: Mount Vernon East (CP212) – (CP271) – 59 miles

June 2020

New Haven Interlocking – 3 miles



Metro-North Railroad Elevator/Escalator

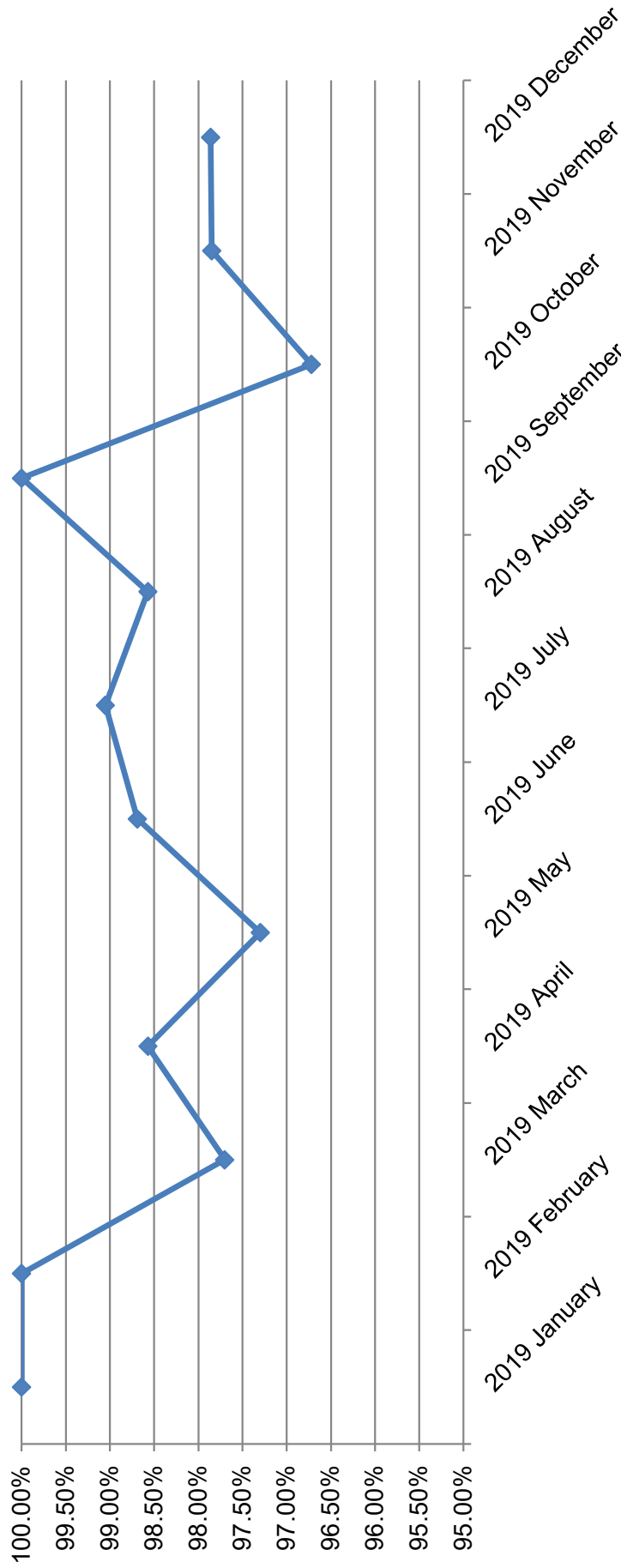
Year-End Report

2019

Metro-North Railroad



2019 Passenger Elevator Availability



Definition: Availability measures the percent of time that a unit is running and available for customer service **as of 7:00 AM daily**.



2019 Elevator Availability by Station - Hudson Line

Elevator Name	Elevator Number	% Available (Mechanical Failures only)	Elevator Name	Elevator Number	% Available (Mechanical Failures only)
ARDSLEY-ON-HUDSON	026N	99.3%	HARLEM 125th	002S	99.8%
ARDSLEY-ON-HUDSON	026S	100%	HASTINGS-ON-HUDSON	022N	99.9%
BEACON	056I	99.9%	HASTINGS-ON-HUDSON	022S	99.9%
COLD SPRING	054N	83.5%	GRAND CENTRAL TERMINAL	T-6	99.7%
COLD SPRING	054S	99.7%	GRAND CENTRAL TERMINAL	T-7	99.1%
CORTLANDT	043P	99.9%	GRAND CENTRAL TERMINAL	T-8	100%
CORTLANDT	043I	99.9%	GRAND CENTRAL TERMINAL	T-9	80.1%
CORTLANDT	043PW	99.9%	GRAND CENTRAL TERMINAL	T-10	88.5%
CROTON-HARMON	3813	99.9%	GRAND CENTRAL TERMINAL	T-11	99.7%
CROTON-HARMON	3821	99.9%	GRAND CENTRAL TERMINAL	T-12	99.1%
CROTON-HARMON	3842	99.9%	GRAND CENTRAL TERMINAL	T-18	94.8%
CROTON-HARMON	038P	99.9%	GRAND CENTRAL TERMINAL	T-19	100%
DOBBS FERRY	024N	99.9%	GRAND CENTRAL TERMINAL	T-20	0.0% *
DOBBS FERRY	024S	99.9%	GRAND CENTRAL TERMINAL	WCL	100%
GARRISON	050N	99.9%	GRAND CENTRAL TERMINAL NORTH	NE-1	0.0% *
GARRISON	050S	99.8%	GRAND CENTRAL TERMINAL NORTH	NE-2	99.7%
GLENWOOD	018N	99.9%	GRAND CENTRAL TERMINAL NORTH	NE-3	98.6%
GLENWOOD	018S	99.7%	GRAND CENTRAL TERMINAL NORTH	NE-5	100%
GREYSTONE	020N	99.7%	GRAND CENTRAL TERMINAL NORTH	NE-6	100%
GREYSTONE	020S	99.9%			
HARLEM 125th	002N	99.9%			

* Note: NE-1 was taken out of service for the ESA project & T-20 was taken out of service for the 7B training center project.



2019 Elevator Availability by Station - Hudson Line

Elevator Name	Elevator Number	% Available (Mechanical Failures only)	Elevator Name	Elevator Number	% Available (Mechanical Failures only)
MORRIS HEIGHTS	004I	99.7%	RIVERDALE	012S	99.9%
OSSINING	3624	99.9%	SCARBOROUGH	034N	100%
OSSINING	363	100%	SCARBOROUGH	034S	99.9%
OSSINING	036N	100%	TARRYTOWN	030N	99.9%
OSSINING	036S	99.9%	TARRYTOWN	030S	99.8%
PEEKSKILL	046N	99.8%	UNIVERSITY HEIGHTS	006N	99.9%
PEEKSKILL	046S	99.7%	YANKEES - E. 153RD STREET	321	99.7%
POUGHKEEPSIE	058N	99.7%	YANKEES - E. 153RD STREET	364	100%
POUGHKEEPSIE	058PE	100%	YANKEES - E. 153RD STREET	003P	100%
POUGHKEEPSIE	058PW	100%	YANKEES - E. 153RD STREET	003W	99.9%
POUGHKEEPSIE	058S	99.5%	YONKERS	016N	99.9%
RIVERDALE	012N	99.7%	YONKERS	016S	100%



2019 Elevator Availability by Station - Harlem Line

Elevator Name	Elevator Number	% Available (Mechanical Failures only)	Elevator Name	Elevator Number	% Available (Mechanical Failures only)
BEDFORD HILLS	152P	99.9%	HAWTHORNE	142I	100%
BEDFORD HILLS	152I	99.9%	KATONAH	154P	99.8%
BOTANICAL GARDEN	110N	99.9%	KATONAH	154I	99.8%
BOTANICAL GARDEN	110S	99.9%	MOUNT KISCO	150P	99.9%
BREWSTER	162P	99.9%	MOUNT KISCO	150I	99.8%
BREWSTER	162I	100%	MOUNT VERNON WEST	118N	100%
CHAPPAQUA	148P	100%	MOUNT VERNON WEST	118S	99.8%
CHAPPAQUA	148I	99.9%	NORTH WHITE PLAINS	134N	100%
CRESTWOOD	126N	99.8%	NORTH WHITE PLAINS	134P	99.9%
CRESTWOOD	126P	100%	NORTH WHITE PLAINS	134S	100%
CRESTWOOD	126S	99.9%	PLEASANTVILLE	146I	99.9%
CROTON FALLS	160P	99.9%	PURDYS	158P	99.9%
CROTON FALLS	160I	100%	PURDYS	158I	99.9%
FLEETWOOD	120N	99.5%	SCARSDALE	128N	99.9%
FLEETWOOD	120S	99.9%	SOUTHEAST	163P	99.6%
FORDHAM	108N	99.9%	SOUTHEAST	163I	99.8%
FORDHAM	108S	99.9%	TUCKAHOE	124N	99.9%
GOLDENS BRIDGE	156P	100%	VALHALLA	136P	99.9%
GOLDENS BRIDGE	156I	100%	VALHALLA	136I	100%
HAWTHORNE	142P	99.9%	WHITE PLAINS	132I	99.9%



2019 Elevator Availability by Station - New Haven Line

Elevator Name	Elevator Number	% Available (Mechanical Failures)
GREENWICH	218E	99.0%
GREENWICH	218T	100%
GREENWICH	218W	99.9%
HARRISON	212E	99.9%
HARRISON	212W	99.9%
LARCHMONT	208E	100%
LARCHMONT	208W	99.8%
MOUNT VERNON EAST	202E	99.9%
MOUNT VERNON EAST	202W	99.8%
NEW ROCHELLE	206E	99.9%
NEW ROCHELLE	206W	99.7%
RYE	214E	99.9%
RYE	214W	99.9%

These are the only elevators Metro-North maintains on the New Haven Line.



2019 Escalator Failures

Escalator Number	Escalator Location	Outages	Escalator Number	Escalator Location	Outages
1	West Side near Transit Museum	16	NE-8	47th ST Cross Passage to EastSpine	11
2	West Side near Transit Museum	0	NE-9	East Spine to 48th ST and Park	104 (b)
3	East Side near Market	Out Of Service (a)	NE-10	45th ST Cross Passage to WestSpine	18
4	East Side near Market	Out Of Service (a)	NE-11	47th ST Cross Passage to 47th and Madison	16
5	East Side near Market	Out Of Service (a)	NE-12	245 Park Ave	83 (c)
6	East Side near Market	Out Of Service (a)	N	White Plains	1 (d)
NE-7	45th ST Cross Passage to East Spine	0	S	White Plains	2 (e)

Notes:

- (a) Escalators 3, 4, 5 & 6 were taken out of service for planned upgrade work.
- (b) Escalator 9 was shut down on 1/13/19 for repair to the brake coil and motor. It was returned to service on 4/25/19.
- (c) Escalator 12 was shut down on 10/16/18 for repair to the step chain. It was returned to service on 3/25/19.
- (d) White Plains North escalator was shut down during capital reconstruction of the station.
- (e) White Plains South escalator was shut down during capital reconstruction of the station. It was also shut down due to a burst frozen pipe in the winter (during the polar vortex).



2019 Escalator Availability

Escalator Number	Escalator Location	% Available	Escalator Number	Escalator Location	% Available
1	West Side near Transit Museum	96%	NE-8	47th ST Cross Passage to East Spine	97%
2	West Side near Transit Museum	100%	NE-9	East Spine to 48th ST and Park	71% (b)
3	East Side near Market	0% (a)	NE-10	45th ST Cross Passage to West Spine	95%
4	East Side near Market	0% (a)	NE-11	47th ST Cross Passage to 47th and Madison	96%
5	East Side near Market	0% (a)	NE-12	245 Park Ave	77% (c)
6	East Side near Market	0% (a)	N	White Plains	50% (d)
NE-7	45th ST Cross Passage to East Spine	100%	S	White Plains	50% (e)

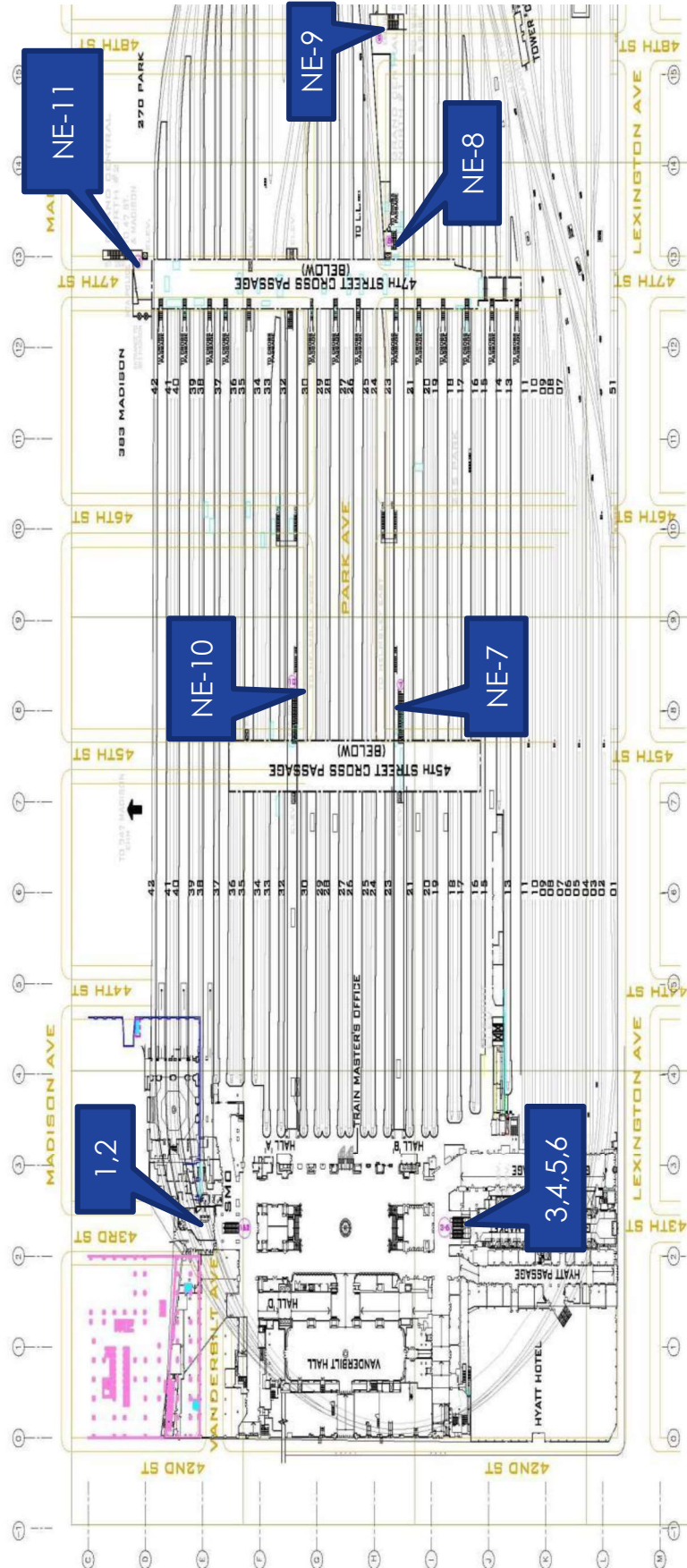
Notes:

- (a) Escalators 3,4,5 & 6 were taken out of service for planned upgrade work.
- (b) Escalator 9 was shut down on 1/13/19 for repair to the brake coil and motor. It was returned to service on 4/25/19.
- (c) Escalator 12 was shut down on 10/16/18 for repair to the step chain. It was returned to service on 3/25/19.
- (d) White Plains North escalator was shut down during capital reconstruction of the station.
- (e) White Plains South escalator was shut down during capital reconstruction of the station. It was also shut down due to a burst frozen pipe in the winter (during the polar vortex).

Availability percentages exclude time escalators are out of service for planned long-term repair.



Grand Central Escalator Map



2019 Customer Satisfaction Survey

Metro-North Railroad



Overall Context

- Metro-North's 2019 Customer Satisfaction Survey was completed in October 2019. During the year since the previous customer survey, the railroad continued to follow its strategic vision to become a better railroad through the development and implementation of programs which focus on its employees, its customers and its infrastructure.
- The railroad informed the public about the elements of its strategic vision through the continuation of the Way Ahead program.
- Prior research has demonstrated a strong connection between customer satisfaction and on-time performance. During the 3 months that preceded start of the survey in 2019, Metro-North was above its annual OTP goal of 93% on all three East of Hudson Lines.
- However, in the period leading up to the 2019 survey, several incidents negatively impacted OTP, particularly affecting the New Haven Line. By the end of July, New Haven Line OTP had fallen below goal.



Key Findings

- 86% of East of Hudson customers were satisfied with the railroad overall in 2019, remaining the same as 2018
- Hudson and Harlem line satisfaction increased compared to 2018 from 88% to 92% and 87% to 88% respectively. Satisfaction among New Haven Line customers decreased from 85% to 82%
- 97% of customers were satisfied with MTA eTix, including 72% who were very satisfied
- Among West of Hudson AM Peak customers, satisfaction rose to 76% in 2019 compared to 64% in 2018



METRO-NORTH EAST OF HUDSON
SURVEY RESULTS



East of Hudson: Overview

In addition to the major service categories (*Home Boarding Station, On Trains, On-Time Performance, Employees, Schedules, Communications, and Grand Central Terminal*), the 2019 Customer Satisfaction Survey asked customers to rate their satisfaction with specific attributes of service.

63 of these attributes were also included on the 2018 survey.

- 39 attributes improved, the largest change was Real Time Train Information at your Home Boarding Station during unplanned service disruptions (+6 points).
- Personal security and Real time train information at home boarding station during normal conditions both increased (+5 points).
- Communications at GCT and Communications with Customer Service Center Representatives during service disruptions both increased (+5 points).
- ETix Ease of Use went up (+5 points).



East of Hudson: Overview (cont'd)

In addition to the major service categories (*Home Boarding Station, On Trains, On-Time Performance, Employees, Schedules, Communications, and Grand Central Terminal*), the 2019 Customer Satisfaction Survey asked customers to rate their satisfaction with specific attributes of service.

63 of these attributes were also included on the 2018 survey.

- 13 attributes remained the same.
- 11 attributes declined, with the largest declines for Maintenance of Station, Quiet Car Program and Communication with the Automated Phone System during normal service conditions, which all decreased by 2 points.

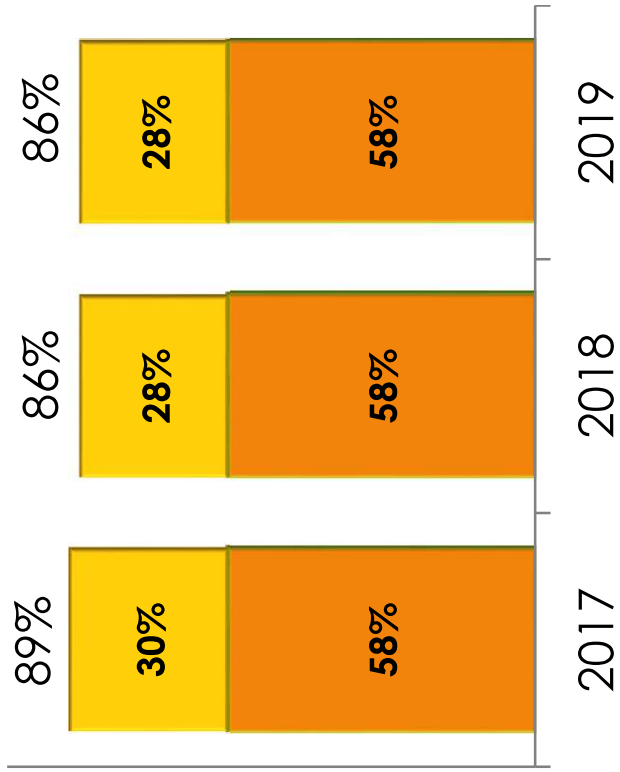
Survey results for all attributes are contained in the Appendix.



MNR Overall Customer Satisfaction

Satisfaction with...

Metro-North Overall



Satisfaction with...

On-Time Performance



Top Area = Very Satisfied

Bottom Area = Satisfied

Percentages may not equal total due to rounding



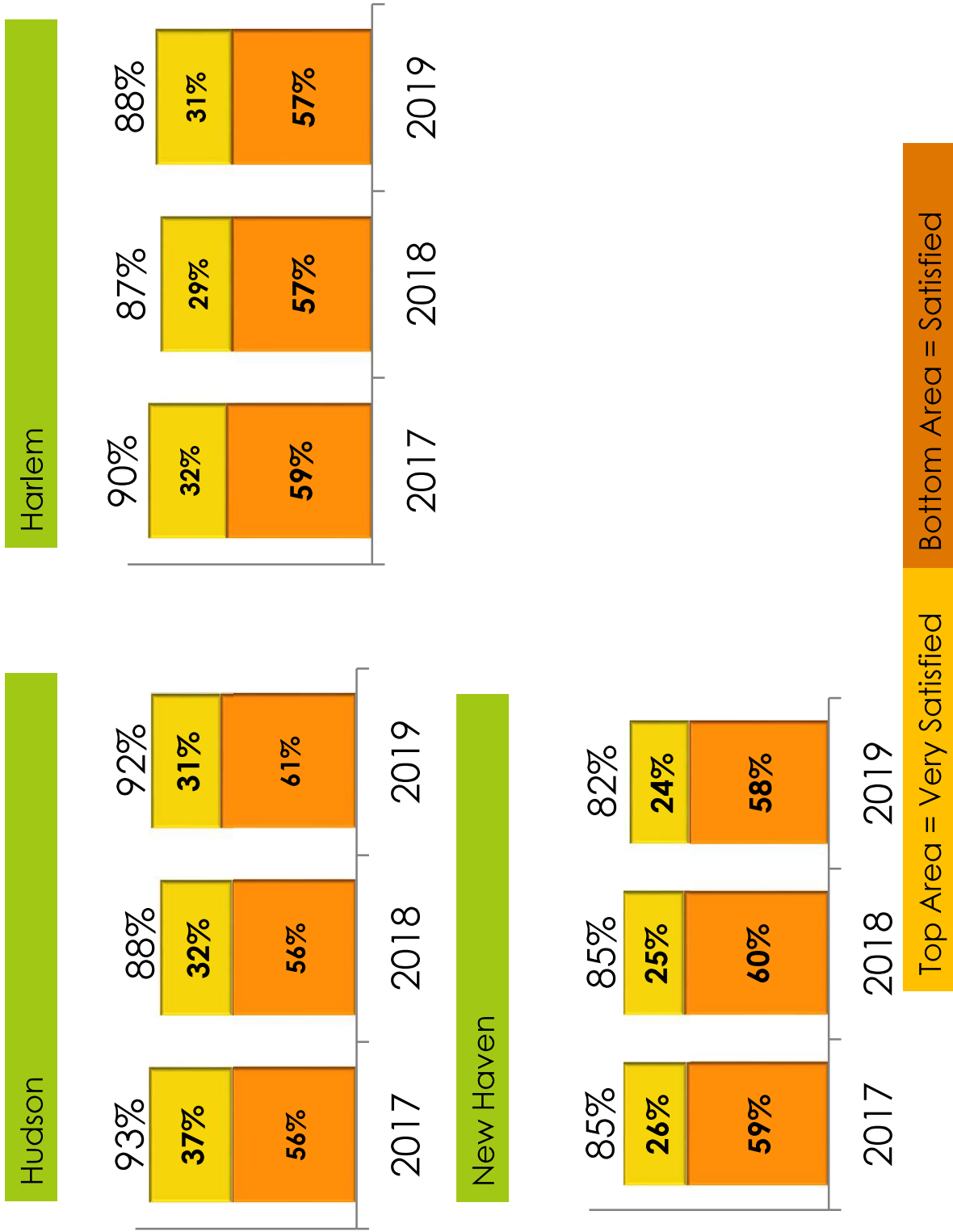
MNR Overall Customer Satisfaction by Time Period



Percentages may not equal total due to rounding



MNR Overall Customer Satisfaction By Line



Top Area = Very Satisfied

Bottom Area = Satisfied

Percentages may not equal total due to rounding

MNR Train Service and Scheduling

Train Service Overall



Overall Train Schedules



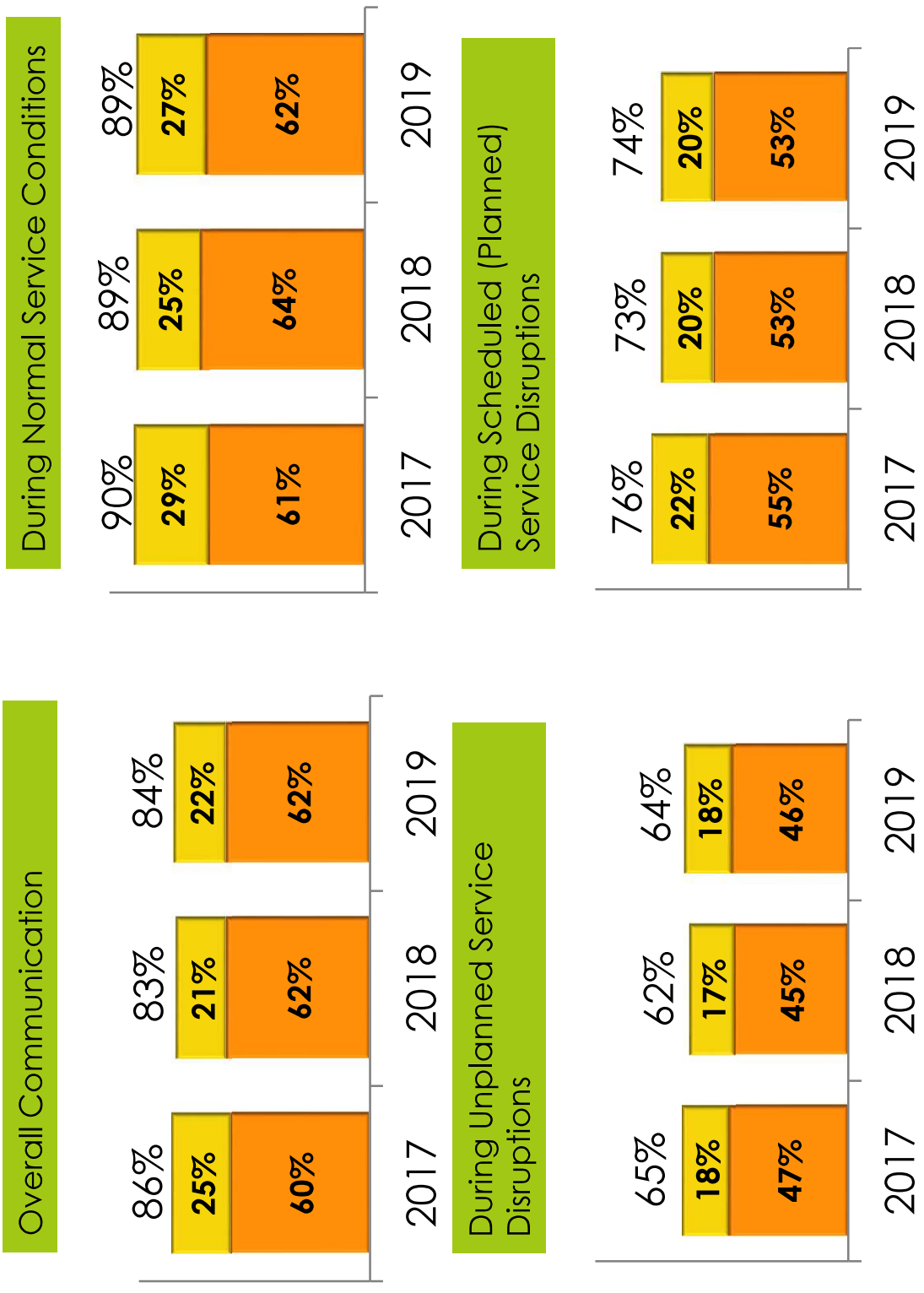
Top Area = Very Satisfied

Bottom Area = Satisfied

Percentages may not equal total due to rounding



MNR Overall Communication



Top Area = Very Satisfied
 Bottom Area = Satisfied

Percentages may not equal total due to rounding



Grand Central Terminal and Boarding Stations

GCT Overall



Home Boarding Station Overall



Top Area = Very Satisfied

Bottom Area = Satisfied

Percentages may not equal total due to rounding

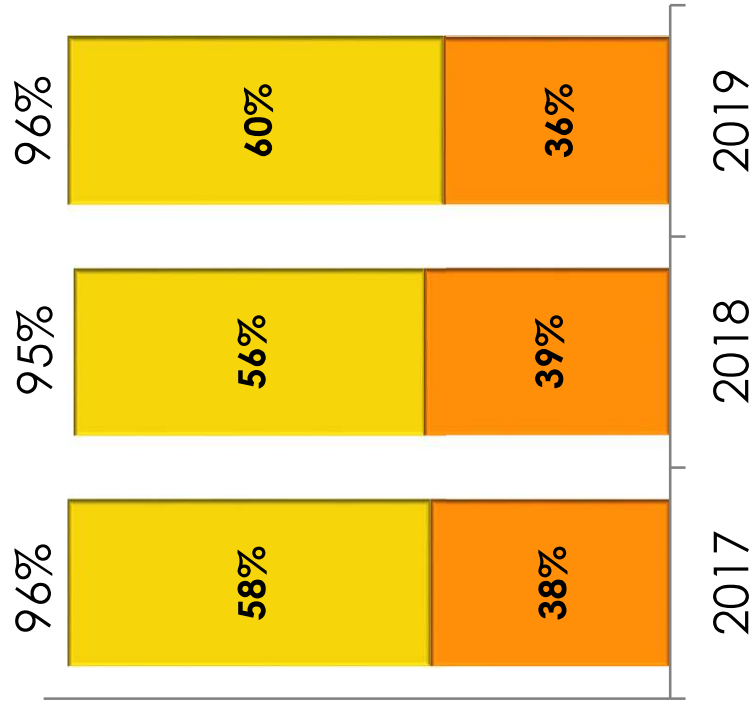


MNR Employees – Courtesy and Responsiveness

Overall Employees



Conductors



Top Area = Very Satisfied

Bottom Area = Satisfied

Percentages may not equal total due to rounding



WEST OF HUDSON SURVEY RESULTS

- The 2019 West of Hudson Customer Satisfaction Survey was conducted on September 18, 2019.
- The results are based on a representative sample of 328 AM Peak customers.



West of Hudson: Overview

In addition to the major service categories (*Home Boarding Station, On Trains, On-Time Performance, Employees, Train Schedules, Communications, Hoboken Terminal and Secaucus Junction, and Penn Station- NY*), the 2019 Customer Satisfaction Survey asked customers to rate their satisfaction with specific characteristics of service.

60 of these characteristics were also included on the 2018 survey.

- 44 characteristics improved, the biggest gain for Sound quality of audio announcements at home boarding station (+17 points).
- Additionally, Metro-North's automated phone system during unplanned service disruptions and Metro-North's Customer Service Center Representatives during unplanned service disruptions (both +16 points).
- Overall communications during unplanned service disruptions (+15 points).



West of Hudson: Overview (cont'd)

In addition to the major service categories (*Home Boarding Station, On Trains, On-Time Performance, Employees, Train Schedules, Communications, Hoboken Terminal and Secaucus Junction, and Penn Station- NY*), the 2019 Customer Satisfaction Survey asked customers to rate their satisfaction with specific characteristics of service.

60 of these characteristics were also included on the 2018 survey.

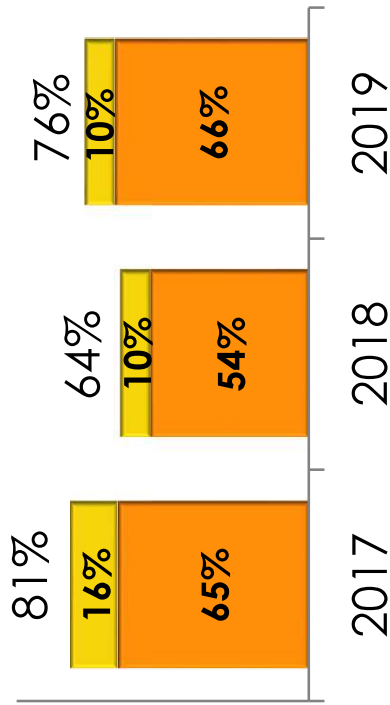
- ▣ 3 characteristics remained the same.
- ▣ 13 characteristics declined, Metro-North's automated phone system during normal service (-17 points) had the largest drop.
- ▣ Hoboken physical condition of restrooms (-7 points) and Cleanliness of the Terminal (-6 points).
- ▣ With Metro-North's Customer Service Center Representatives during normal service (-6 points).

Survey results for all characteristics are contained in the Appendix.

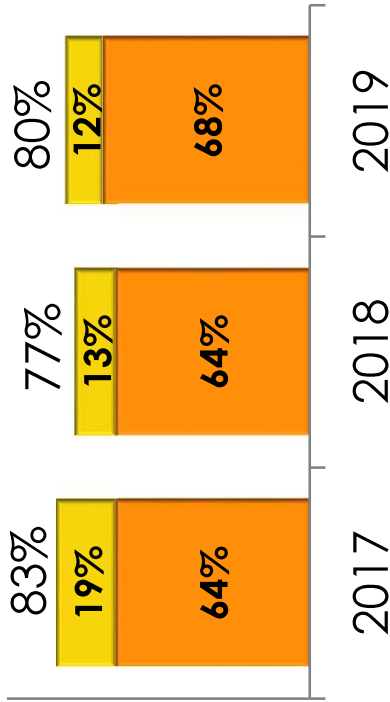


MNR Overall Customer Satisfaction

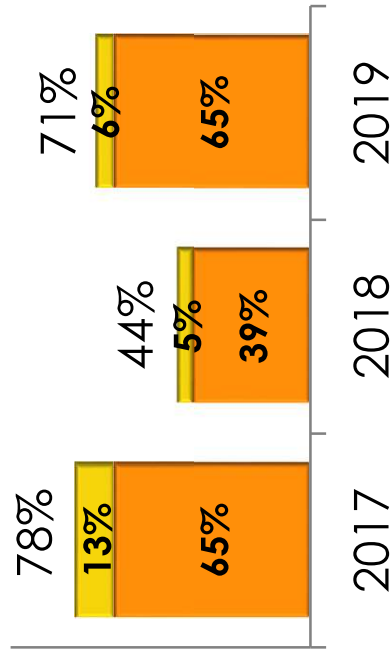
West of Hudson Total



Port Jervis



Pascack Valley



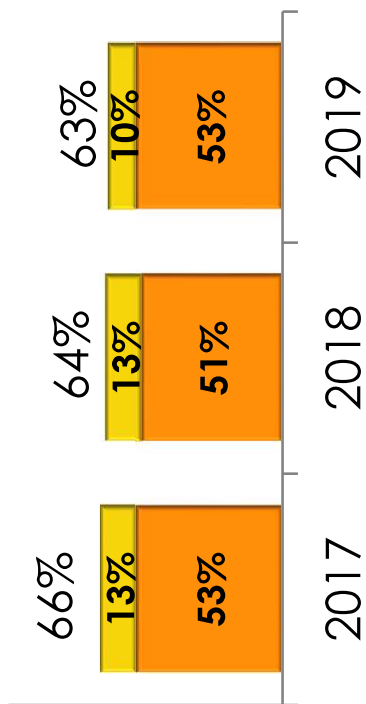
Top Area = Very Satisfied

Bottom Area = Satisfied

Percentages may not equal total due to rounding

MNR Train Service By Line: West of Hudson

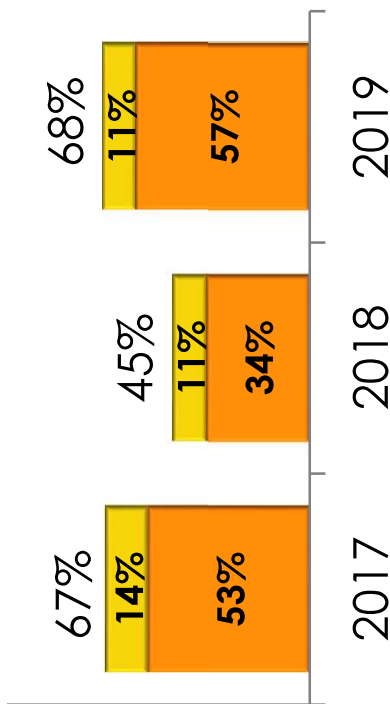
On-Time Performance – Port Jervis



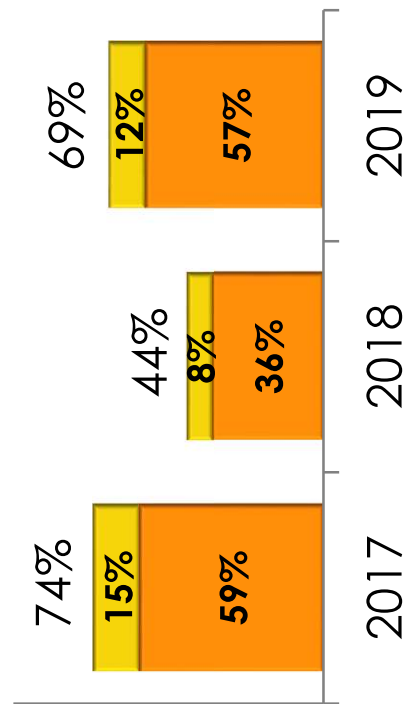
MNR Train Service Overall – Port Jervis



On-Time Performance – Pascack Valley



MNR Train Service Overall – Pascack Valley



Top Area = Very Satisfied

Bottom Area = Satisfied

Percentages may not equal total due to rounding



Appendix

- ▣ Methodology
- ▣ Full Set of Attribute Ratings:
 - ▣ East of Hudson
 - ▣ West of Hudson
- ▣ Questionnaires



Methodology

- The MNR survey used an onboard distribution methodology among a sample of trains.
- A total of 6,199 East of Hudson and 320 West of Hudson surveys were completed and tabulated, as follows:

	East of Hudson Survey				West of Hudson
	Total	AM Peak	Off-Peak	Weekend	Reverse Peak
Completed Surveys	6,199	2,829	1,458	1,455	328
Survey dates		9/10-10/23	9/10-10/23	9/14-10/27	9/10-10/23
Trains sampled	152	43	44	42	12
					11



SERVICE ATTRIBUTE RATINGS
East of Hudson
2015-2019



EAST OF HUDSON

	TOTAL SATISFIED				
	2015	2016	2017	2018	2019
	%	%	%	%	%
Metro-North Railroad overall	83	90	89	86	86
Value for the money using the railroad	64	73	69	70	69 ↓
Home Boarding Station					
Your home boarding station overall	87	90	89	88	88
Personal security at the station	86	81	81	81	86 ↑
Cleanliness inside the station building (excluding restrooms)	84	85	85	83	86 ↑
Maintenance of the station	85	87	92	91	89 ↓
Sound quality of audio announcements	77	77	76	76	79 ↑
Availability of parking on weekdays	66	69	66	66	66
Availability of parking on weekends	N/A	N/A	N/A	N/A	92
Security of your car while parked at the station	88	91	89	88	91 ↑
Safety conditions at station*	N/A	N/A	92	91	91
Cleanliness of platforms and outdoor shelters	86	90	88	86	88 ↑
Cleanliness of the track area around the station	80	84	84	81	85 ↑

*Question phrasing was changed slightly from 2018



EAST OF HUDSON

	TOTAL SATISFIED				
	2015	2016	2017	2018	2019
	%	%	%	%	%
On Trains (AM & PM)					
MNR train service overall	83	89	87	84	85↑
On-time performance	74	80	78	73	73
The safe operation of the train	78	91	96	95	96↑
Availability of seats on train	67	76	73	71	72↑
Condition of seats on train	82	87	86	85	84↓
The temperature on the train	85	89	89	89	88↓
Personal security	92	92	92	94	93↓
Cleanliness of the restrooms	66	68	66	64	64
Availability of a functional restroom	N/A	N/A	N/A	N/A	80
Cleanliness of train's interior (excluding restrooms)	83	86	86	85	86↑
Sound quality of audio announcements	79	82	80	78	80↑
Train interior maintenance – lights, floors, windows, etc. (excl. seats)	88	91	91	91	90↓
Quiet Car Program	80	83	87	86	84↓



EAST OF HUDSON

	TOTAL SATISFIED				
	2015	2016	2017	2018	2019
	%	%	%	%	%
Courtesy and Responsiveness of Our Employees					
The overall courtesy and responsiveness of our employees	93	95	95	94	95↑
Conductors	94	96	96	95	96↑
Ticket Sellers	90	93	92	93	93
Customer Service Representatives (Ushers) in GCT	91	92	91	91	93↑
Customer Service Representatives (Ambassadors) at outlying stations	N/A	N/A	N/A	N/A	92
Information booth and Station Master's Office Personnel at GCT	91	93	92	91	93↑
Telephone Information Center Representatives	87	86	84	84	84
Professional Appearance of Conductors	94	97	97	96	97↑
MTA Police	92	94	94	94	94



EAST OF HUDSON

	TOTAL SATISFIED				
	2015	2016	2017	2018	2019
	%	%	%	%	%
Train Scheduling					
Overall schedule of trains	81	86	85	83	83
The weekday AM and PM peak schedule to and from your station	79	85	85	83	82↓
The weekday off-peak schedule to and from your station (incl. late night train service)	81	83	82	81	81
The weekend schedule to and from your station	81	83	82	80	80
The scheduled travel time on the train	N/A	N/A	N/A	N/A	74
Communication					
Overall communication to you	84	86	86	83	84↑
Overall communication during normal service conditions	88	90	90	89	89
Our overall communications during <u>scheduled</u> service disruptions (alternative busing, etc.)	78	79	76	73	74↑
Overall communications during <u>unplanned</u> service disruptions	67	69	65	62	64↑



EAST OF HUDSON

TOTAL SATISFIED

	2015	2016	2017	2018	2019
	%	%	%	%	%
Communication (During Normal Service Conditions)					
Real time train information at your home boarding station	N/A	82	82	81	86 ↑
Other communication at your home boarding station	N/A	84	83	82	86 ↑
On board our trains	85	87	86	85	88 ↑
At GCT	86	89	88	86	89 ↑
On our website (www.mta.info)	86	87	82	82	84 ↑
Via our email alerts (if you subscribe)	85	87	86	83	83
Via our social media sites (on Facebook and Twitter)	82	82	80	78	78
Through the Train Time Mobile App (if used)	85	86	83	83	82 ↓
Through the MyMTA Mobile App (if used)	N/A	N/A	N/A	N/A	81
With the Automated Phone System (Schedules, Fares, etc.)	82	83	83	83	81 ↓
With Customer Service Center Representatives	81	83	81	79	83 ↑



EAST OF HUDSON

	TOTAL SATISFIED				
	2015	2016	2017	2018	2019
	%	%	%	%	%
Communication (During Unplanned Service Disruptions)					
Real time train information at your home boarding station	N/A	70	68	65	71↑
Other communication at your home boarding station	N/A	73	71	69	73↑
On board our trains	71	78	75	73	76↑
At GCT	72	78	76	70	75↑
On our website (www.mta.info)	75	79	75	71	73↑
Through the "Service Status" box on our website	76	79	77	72	73↑
Via our e-mail alerts (if you subscribe)	79	80	80	75	75
Via our social media sites (on Facebook and Twitter)	75	77	74	72	71↓
Through the Train Time Mobile App (if used)	76	78	76	72	73↑
Through the MyMTA Mobile App (if used)	N/A	N/A	N/A	N/A	73
With the automated phone system for schedules, fares, etc.	76	79	79	75	76↑
With Customer Services Center representatives	75	78	77	72	77↑



EAST OF HUDSON

	TOTAL SATISFIED				
	2015	2016	2017	2018	2019
	%	%	%	%	%
Grand Central Terminal (GCT)					
Grand Central Terminal overall	95	96	95	94	94
The Station Master's Office, including the customer waiting area	91	93	92	90	91↑
Personal security	94	93	94	93	94↑
Presence of MTA police	94	94	94	95	95
Sound quality of audio announcements	78	83	83	82	85↑
Visual Display Systems in GCT (Arrival/Departure Boards)	N/A	N/A	N/A	N/A	93
Cleanliness of GCT (excluding restrooms)	90	90	91	90	91↑
Cleanliness of restrooms in GCT	63	65	64	64	67↑
Physical condition of restrooms	65	66	64	63	65↑



EAST OF HUDSON	TOTAL SATISFIED				
	2015	2016	2017	2018	2019
	%	%	%	%	%
MTA eTix					
73. MTA eTix overall	N/A	N/A	93	93	97↑
74. Ease of Use	N/A	N/A	94	92	97↑



SERVICE ATTRIBUTE RATINGS
West of Hudson
2015-2019



WEST OF HUDSON

TOTAL SATISFIED

	2015	2016	2017	2018	2019
	%	%	%	%	%
Metro-North Railroad overall	82	83	81	64	76 ↑
Value for the money using the railroad	66	71	59	49	62 ↑
Home Boarding Station					
Your home boarding station overall	89	92	90	84	91 ↑
Personal security	83	84	79	79	77 ↓
Cleanliness inside the station building (excluding restrooms)	83	86	81	73	82 ↑
Maintenance of the station	84	88	89	81	85 ↑
Sound quality of audio announcements	51	49	47	31	48 ↑
Availability of parking on weekdays	93	96	93	90	93 ↑
Availability of parking on weekends	N/A	N/A	N/A	N/A	97
Security of your car while parked at the station	89	92	92	88	87 ↓
Cleanliness of platforms and outdoor shelters	88	89	85	82	87 ↑
Cleanliness of the track area around the station	85	88	85	83	84 ↑
Safety conditions at station	N/A	N/A	89	85	84 ↓



WEST OF HUDSON

	TOTAL SATISFIED				
	2015	2016	2017	2018	2019
	%	%	%	%	%
On Trains (AM & PM)					
MNR train service overall	84	84	81	61	74↑
On-time performance	81	77	67	56	65↑
Safety from accidents	94	93	88	85	91↑
Availability of seats on train	86	83	76	73	78↑
Condition of seats on train	88	87	81	78	78
The temperature on the train	86	87	88	79	83↑
Personal security	95	96	93	90	93↑
Cleanliness of the restrooms	66	64	66	58	58
Cleanliness of train's interior (excluding restrooms)	90	90	87	79	81↑
Sound quality of audio announcements	74	75	65	53	65↑
Train interior maintenance – lights, floors, windows, etc. (excl. seats)	85	89	88	76	77↑
Quiet Commute Program	87	90	90	86	89↑



WEST OF HUDSON

TOTAL SATISFIED

	2015	2016	2017	2018	2019
	%	%	%	%	%
Courtesy and Responsiveness of Our Employees					
The overall courtesy and responsiveness of our employees	92	94	90	88	91↑
Conductors	94	94	94	88	91↑
Ticket Sellers	92	92	92	86	89↑
Metro-North Telephone Information Center representatives (In NY: 511)	78	82	79	76	73↓
MTA Police	93	92	90	92	89↓
Train Scheduling					
Overall train schedules	62	65	65	49	59↑
The weekday AM and PM peak schedule to and from your station	65	70	70	55	60↑
The weekday off-peak schedule to and from your station incl. late night	49	51	51	40	49↑
The weekend schedule to and from your station	51	52	51	47	50↑
Connections to trains to and from NY Penn Station	N/A	N/A	70	61	71↑
The scheduled travel time on the train	N/A	N/A	N/A	N/A	67



WEST OF HUDSON

TOTAL SATISFIED

Communication	2015	2016	2017	2018	2019
	%	%	%	%	%
Overall communication to you	76	72	74	55	66
Overall communication during normal service conditions	83	80	80	66	73
Our overall communications during <u>scheduled</u> service disruptions (alternative busing, etc.)	N/A	N/A	N/A	45	58
Overall communications during <u>unplanned</u> service disruptions	57	54	54	33	48
Communication during normal service conditions					
At your boarding station	69	65	64	51	62
On board our trains	83	79	78	65	72
At Hoboken Terminal	78	77	77	62	71
At Secaucus Junction	83	80	79	69	75
At Penn Station New York	69	69	71	52	63
On the Metro-North website (www.mta.info)	82	82	83	67	72
On the NJ Transit website (www.njtransit.com)	83	82	82	66	68
Metro-North's social media sites (Facebook, Twitter)	75	76	71	54	62
With Metro-North's automated phone system for schedules, fares, etc.	71	70	71	69	52
With Metro-North's Customer Service Center Representatives	71	74	71	60	54
With NJ Transit's automated phone system for schedules, fares, etc.	66	73	65	53	52
With NJ Transit's Travel Information Center Representatives	72	77	67	55	55



WEST OF HUDSON

	TOTAL SATISFIED				
	2015	2016	2017	2018	2019
	%	%	%	%	%
Communication (During Unplanned Service Disruptions)					
At your boarding station	53	49	51	31	36↑
On board our trains	65	66	67	50	55↑
At Hoboken Terminal	65	66	66	47	53↑
At Secaucus Junction	71	72	69	47	55↑
At Penn Station New York	65	60	62	36	47↑
In the "Service Status" box on the Metro-North website	72	71	71	51	59↑
With Metro-North's automated phone system for schedules, fares, etc.	77	67	65	48	64↑
With Metro-North's Customer Service Center Representatives	78	71	67	47	63↑
On the NJ Transit website (www.njtransit.com)	79	78	68	48	57↑
With NJ Transit's automated phone system for schedules, fares, etc.	71	71	64	43	55↑
With NJ Transit's Telephone Information Center Representatives	74	68	62	41	54↑



WEST OF HUDSON

	TOTAL SATISFIED				
	2015	2016	2017	2018	2019
	%	%	%	%	%
Hoboken Terminal					
Hoboken Terminal Overall	80	75	74	62	59 [↑]
Personal Security in Hoboken Terminal	84	85	82	76	77 [↑]
Cleanliness of restrooms	72	57	53	49	48 [↓]
Physical condition of restrooms	73	57	55	47	40 [↓]
Cleanliness of the Terminal (excluding restrooms)	81	77	78	68	62 [↓]
Connections to PATH/Ferry	N/A	N/A	85	80	76 [↓]
Secaucus Junction					
Secaucus Junction Overall	84	89	89	83	88 [↑]
Personal Security at Secaucus Junction	92	95	92	92	90 [↓]
Cleanliness of restrooms	N/A	N/A	N/A	N/A	76
Cleanliness of Secaucus Junction (excluding restrooms)	N/A	N/A	N/A	N/A	90
Connections to NJ Transit	N/A	N/A	N/A	N/A	81



WEST OF HUDSON

	TOTAL SATISFIED				
	2015	2016	2017	2018	2019
	%	%	%	%	%
Penn Station - NY					
Penn Station - NY Overall	N/A	N/A	N/A	N/A	58
Personal Security at Penn Station - NY	N/A	N/A	N/A	N/A	62
Cleanliness of restrooms	N/A	N/A	N/A	N/A	37
Physical condition of restrooms	N/A	N/A	N/A	N/A	39
Cleanliness of Penn Station – NY (excluding restrooms)	N/A	N/A	N/A	N/A	48



East of Hudson Questionnaire



Si Ud. prefiere completar una versión de esta encuesta en Español, por favor llame a Metro-North Railroad al 311. En Connecticut: 877-690-5114. Se le ayudará a llegar a Ud. por correo.

You can also complete the survey online. Just go to go.mta.info/EOH to access the survey. You will need the 5-digit code on the cover of this questionnaire.



Dear MTA Metro-North Customer:

Thank you for riding Metro-North today. To help us find out if your recent travel on Metro-North has been as convenient and comfortable as we would like it to be, please take some time to complete this survey. Your input will let us know what we need to do to improve your experience on our trains and at our stations.

When you have completed the survey, please return it to our representative on your train today or the one who will meet this train in Grand Central Terminal.

If you prefer, you may mail it back to us within the next three days. The postage has already been paid. Please use *only* tape to seal it - *not* staples.

You can also complete the survey online. Just go to www.mta.info/EOH to access the survey. You will need the 5 digit code contained on the front cover of this questionnaire.

Thank you for your time and cooperation.
Sincerely,

Cecilia Inaudi
Cecilia Inaudi
President,
MTA Metro-North Railroad

Randolph Guckesman
Randolph Guckesman
Chair,
Metro-North Rail Commuter Council

Joe Guillett
Joe Guillett
Commissioner,
Connecticut Department
of Transportation

Jim Gibbs
Jim Gibbs
Chair,
Connecticut Metro-North Rail
Commuter Council

Instructions:

In the first portion of this survey, please tell us how satisfied you have been with our service over the past 12 months, beginning with the environment of your home station and ending when you leave the train.

Please circle one of the numbers in the scale below that best reflects your opinion of our service. Circle numbers 1 or 2 if you are "very dissatisfied" on a regular basis. Circle numbers 3, 4 or 5 to indicate you are generally "dissatisfied" with our service. Circle numbers 6, 7 or 8 if you are generally "satisfied" with our service. Circle 9 or 10 to indicate you are "very satisfied" with our service.

If you are not familiar with a particular aspect, please circle NA.

OVER THE PAST 12 MONTHS:

Metro-North Overall

How satisfied are you with:

- 1. Metro-North overall
- 2. Value for the money using the railroad.
- 3. What is your home boarding station?

12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA

Your Home Boarding Station

How satisfied are you with:

- 4. Your home boarding station overall
- 5. Personal security at the station
- 6. Cleanliness inside the station building (excluding restrooms)
- 7. Cleanliness of platforms and outdoor shelters
- 8. Cleanliness of the area along the tracks (the sight-of-way)
- 9. Safety conditions at station
- 10. Maintenance of station
- 11. Sound quality of audio announcements
- 12. Availability of parking on weekdays
- 13. Availability of parking on weekends
- 14. Security of your car while parked at the station

12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA

On Trains (all time periods)

How satisfied are you with:

- 15. Metro-North train service overall
- 16. On-time performance
- 17. The safe operation of the train
- 18. Availability of seats on trains
- 19. Condition of seats on trains
- 20. The temperature in the train
- 21. Personal security on trains
- 22. Cleanliness of the restrooms
- 23. Availability of a functional restroom (excluding restrooms)
- 24. Cleanliness of train's interior

12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA

12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA

- 25. Sound quality of audio announcements
- 26. Train interior maintenance: lights, floors, windows, etc. (excluding seats)
- 27. The Quiet Car Program

Courtesy & Responsiveness of Railroad Employees

How satisfied are you with:

- 28. The overall courtesy and responsiveness of railroad employees
- 29. Conductors
- 30. Ticket Sellers
- 31. Customer Service Representatives (others) in Grand Central Terminal
- 32. Customer Service Representatives (passengers) at outlying stations
- 33. Information Booth and Station Master's Office Personnel at Grand Central Terminal
- 34. Telephone Information Center Representatives (in MF 511; in CT 877-600-5114)
- 35. Professional appearance of Conductors
- 36. MTA Police

12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA

Train Scheduling

How satisfied are you with:

- 37. Overall train schedules
- 38. The weekday AM and PM peak schedule to and from your home station
- 39. The weekday off-peak schedule to and from your home station
- 40. The weekend schedule to and from your home station
- 41. The scheduled travel time on the train

12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA



Communication
How satisfied are you with:

42a. Our overall communications to you: 12 3 4 5 6 7 8 9 10 NA

b. Our overall communications during normal service conditions: 12 3 4 5 6 7 8 9 10 NA

c. Our overall communications during scheduled service disruptions (aircraft being, etc.): 12 3 4 5 6 7 8 9 10 NA

d. Our overall communications during unplanned service disruptions: 12 3 4 5 6 7 8 9 10 NA

Communication during NORMAL service conditions
How satisfied are you with the information we give you:

43. Real-time train information at your home boarding station: 12 3 4 5 6 7 8 9 10 NA

44. Other communication at your home boarding station: 12 3 4 5 6 7 8 9 10 NA

45. On board our trains: 12 3 4 5 6 7 8 9 10 NA

46. At Grand Central Terminal: 12 3 4 5 6 7 8 9 10 NA

47. On our website (www.mta.info): 12 3 4 5 6 7 8 9 10 NA

48. Via our email alerts (if you subscribe): 12 3 4 5 6 7 8 9 10 NA

49. Via our social media sites (on Facebook and Twitter): 12 3 4 5 6 7 8 9 10 NA

50. Through the Train Time mobile app (if used): 12 3 4 5 6 7 8 9 10 NA

51. Through the MyMTA mobile app (if used): 12 3 4 5 6 7 8 9 10 NA

52. With the automated phone system for schedules, fares, etc.: 12 3 4 5 6 7 8 9 10 NA

53. With Customer Service Center Representatives (in NY: 517, in CT: 877-690-5174): 12 3 4 5 6 7 8 9 10 NA

Communication during UNPLANNED service disruptions
How satisfied are you with the information we give you:

54. Real-time train information at your home boarding station: 12 3 4 5 6 7 8 9 10 NA

55. Other communication at your home boarding station: 12 3 4 5 6 7 8 9 10 NA

56. On board our trains: 12 3 4 5 6 7 8 9 10 NA

57. At Grand Central Terminal: 12 3 4 5 6 7 8 9 10 NA

58. On our website (www.mta.info): 12 3 4 5 6 7 8 9 10 NA

59. Through the "Service Status" box on the MTA website (www.mta.info): 12 3 4 5 6 7 8 9 10 NA

60. Via email alerts (if you subscribe): 12 3 4 5 6 7 8 9 10 NA

61. Via social media (e.g. Facebook, Twitter): 12 3 4 5 6 7 8 9 10 NA

62. Through the Metro-North Train Time mobile app (if used): 12 3 4 5 6 7 8 9 10 NA

63. Through the MyMTA mobile app (if used): 12 3 4 5 6 7 8 9 10 NA

64. With the automated phone system for schedules, fares, etc.: 12 3 4 5 6 7 8 9 10 NA

65. With Customer Service Center Representatives (in NY: 517, in CT: 877-690-5174): 12 3 4 5 6 7 8 9 10 NA

Grand Central Terminal (GCT)
How satisfied are you with:

66. Grand Central Terminal overall: 12 3 4 5 6 7 8 9 10 NA

67. The Station Master's Office in GCT, including the customer waiting area: 12 3 4 5 6 7 8 9 10 NA

68. Personal security in GCT: 12 3 4 5 6 7 8 9 10 NA

69. Presence of MTA Police in GCT: 12 3 4 5 6 7 8 9 10 NA

70. Sound quality of audio announcements (in Arrivals/Departure Boards): 12 3 4 5 6 7 8 9 10 NA

71. Visual Display Systems in GCT: 12 3 4 5 6 7 8 9 10 NA

72. Cleanliness of GCT (including restrooms): 12 3 4 5 6 7 8 9 10 NA

73. Cleanliness of restrooms in GCT: 12 3 4 5 6 7 8 9 10 NA

74. Physical condition of restrooms: 12 3 4 5 6 7 8 9 10 NA

75. Which one method do you use most frequently to get information about Metro-North service?
 Metro-North Website Email
 MyMTA app Metro-North Train Time app
 Facebook Twitter Instagram
 Other Social Media Site (Please specify): _____
 Seat Notices News Media
 Other Method (Please specify): _____
 I don't know how to contact Metro-North

76. Please tell us if you are aware of or unaware of the following Metro-North programs by checking the appropriate boxes below.

Aware	<input type="checkbox"/>	<input type="checkbox"/>
Unaware	<input type="checkbox"/>	<input type="checkbox"/>

Connect with Us! – Monthly forums where Metro-North Senior Leadership meets with customers to answer questions and get feedback.

TRACKS – a free safety education community outreach program designed to promote safe behaviors at or around railroad grade crossings and tracks

#BeTheTrolleyTherapist – Suicide Prevention Poster Campaign

#TrolleyTherapist – Metro-North's campaign to reduce unattended bags

Keep CT Safe, Connecticut's "See Something, Say Something" transit security campaign

77. The MTA promotes security awareness through slogans such as "If You See Something, Say Something" and "New Yorkers Keeping New York Safe." How likely are you to report suspicious items or behavior to Police or train crews?
 Very likely Not Very Likely
 Somewhat Likely Not At All Likely

78. In the past 12 months the presence of homeless persons, ...
 a. ...at my home boarding station has:
 increased stayed the same decreased
 b. ...at my destination station has:
 increased stayed the same decreased

79. During the 2018 – 2019 snow season, when you arrived at your home boarding station were the platforms, stairs and walkways usually:
 Cleared Yes No
 Salted Yes No
 Snowed-covered Yes No
 Icy Yes No



About Your Trip

80. At what station did you board this train today? (Please Print)
81. How do you usually travel to your Metro-North home boarding station?
82. How long does it usually take you to get to your home station? _____ minutes
83. How frequently do you travel on Metro-North?
84. What type of ticket are you using today? (Please check all that apply)
- b. Where did you purchase this ticket?
85. If you use MTA eTix to purchase and use rail tickets, how satisfied are you with it overall? (Use the same scale as in Q1-74, with a "1" meaning very dissatisfied and a "5" meaning very satisfied)
86. At which station will you end this trip today?
87. What is the zip code of your final destination today? _____

About You

95. Which of the following categories includes your age?
96. Are you: _____
97. How long have you been riding Metro-North?
98. What is your home zip code? _____
99. In which county or borough do you reside?
100. Are you: _____
101. Are you of Hispanic origin? _____
102. In what country were you born?
103. In what country or countries were your parents/benevolents born?
104. Which language would be most helpful for you to receive Metro-North written or electronically displayed information in?
105. Which language would be most helpful for you to understand Metro-North announcements (or to converse with railroad personnel, e.g., to ask for travel directions)?
- 106a. What is the primary language spoken in your home?
- b. How well do you speak English?
107. Including yourself, how many people lived in your household in 2018?

108. What was your approximate annual 2018 household income before taxes and other deductions?

109. If you are not satisfied with our performance in any of the areas in questions 1-74, please explain why below. Please also include any other comments you might have (your suggestions, reply-related comments, steam locomotives, suggestions for street improvements, etc.)

Name: _____

Street: _____

City/Town: _____ Zip Code: _____

E-mail Address: _____

Phone: home office cell _____

Thank you for taking the time to complete this survey.



West of Hudson Questionnaire



Dear MTA Metro-North Customer:

Thank you for riding Metro-North today. To help us find out if your recent travel on Metro-North has been as convenient and comfortable as we would like it to be, please take some time to complete this survey. Your input will allow us to discuss ways to improve Metro-North service with NJ TRANSIT.

When you have completed the survey, please return it to our representative on your train today or the one who will meet this train at Hoboken Terminal or Secaucus Junction.

If you prefer, you may mail it back to us within the next three days. The postage has already been paid. Please use *only* tape to seal it - *not staples*.

You can also complete the survey online. Just go to www.Metro-North.com to access the survey. You will need the 6 digit code contained on the front cover of this questionnaire.

Thank you for your time and cooperation.
Sincerely,

Catherine Rihs
Catherine Rihs
President,
MTA Metro-North Railroad

Randolph Guzikman
Randolph Guzikman
Chair,
Metro-North Rail Commuter Council

Instructions:

In the first portion of this survey, please tell us how satisfied you have been with our service over the past 12 months, beginning with the environment of your home station and ending when you leave the train.

Please circle one of the numbers in the scale below that best reflects your opinion of our service. Circle numbers 1 or 2 if you are "very dissatisfied" on a regular basis. Circle numbers 3, 4 or 5 to indicate you are generally "dissatisfied" with our service. Circle numbers 6, 7 or 8 if you are generally "satisfied" with our service. Circle 9 or 10 to indicate you are "very satisfied" with our service.

If you are not familiar with a particular aspect, please circle NA.

OVER THE PAST 12 MONTHS:

Metro-North Overall

How satisfied are you with:

- 1. Metro-North overall
- 2. Value for the money using the railroad
- 3. What is your home boarding station:

Very Satisfied
Satisfied
Dissatisfied
Very Dissatisfied

12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA

Your Home Boarding Station

How satisfied are you with:

- 4. Your home boarding station overall
- 5. Personal security at the station
- 6. Cleanliness inside the station building (excluding restrooms)
- 7. Cleanliness of platforms and outdoor shelters
- 8. Cleanliness of the area along the tracks (the night-of-hey)
- 9. Safety conditions at station
- 10. Maintenance of station
- 11. Sound quality of audio announcements
- 12. Availability of parking on weekdays
- 13. Availability of parking on weekends at the station

12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA

On Trains (all time periods)

How satisfied are you with:

- 15. Metro-North train service overall
- 16. On-time performance
- 17. The safe operation of the train
- 18. Availability of seats on trains
- 19. Condition of seats on trains
- 20. The temperature in the train
- 21. Personal security on trains
- 22. Cleanliness of the restrooms (excluding restrooms)
- 23. Cleanliness of train's interior
- 24. Sound quality of audio announcements
- 25. Train interior maintenance: lights, floors, windows, etc. (excluding seats)
- 26. The Quiet Car Program

12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA
12 3 4 5 6 7 8 9 10 NA



NYT 12/3/45/678/9/10
 Metro-North 12/3/45/678/9/10
 NJT 12/3/45/678/9/10

Courtesy & Responsiveness of Railroad Employees

How satisfied are you with:

- 27. The overall courtesy and responsiveness of railroad employees
 12 3 4 5 6 7 8 9 10 NA
- 28. Conductors
 12 3 4 5 6 7 8 9 10 NA
- 29. Ticket Sellers
 12 3 4 5 6 7 8 9 10 NA
- 30. Metro-North Telephone Information Center Representatives
 (In NY: 511; outside NY: 877-690-5114)
 12 3 4 5 6 7 8 9 10 NA
- 31. Professional appearance of Conductors
 12 3 4 5 6 7 8 9 10 NA
- 32. MTA Police
 12 3 4 5 6 7 8 9 10 NA

Train Scheduling

How satisfied are you with:

- 33. Overall train schedules
 12 3 4 5 6 7 8 9 10 NA
- 34. The weekday AM and PM peak schedule to and from your home station
 12 3 4 5 6 7 8 9 10 NA
- 35. The weekday off-peak schedule to and from your home station
 12 3 4 5 6 7 8 9 10 NA
- 36. The weekend schedule to and from your home station
 12 3 4 5 6 7 8 9 10 NA
- 37. Connections to trains to/from Penn Station-NY
 12 3 4 5 6 7 8 9 10 NA
- 38. The scheduled travel time on the train
 12 3 4 5 6 7 8 9 10 NA

Communication

How satisfied are you with:

- 39a. Our overall communications to you during **NORMAL** service conditions
 12 3 4 5 6 7 8 9 10 NA
- b. Our overall communications during normal service conditions
 12 3 4 5 6 7 8 9 10 NA
- c. Our overall communications during scheduled service disruptions (alternative routing, etc.)
 12 3 4 5 6 7 8 9 10 NA
- d. Our overall communications during unplanned service disruptions
 12 3 4 5 6 7 8 9 10 NA

Communication during NORMAL service conditions

How satisfied are you with the information we give you:

- 40. At your home boarding station
 12 3 4 5 6 7 8 9 10 NA
- 41. On board our trains
 12 3 4 5 6 7 8 9 10 NA
- 42. At Hoboken Terminal
 12 3 4 5 6 7 8 9 10 NA
- 43. At Secaucus Junction
 12 3 4 5 6 7 8 9 10 NA
- 44. At Penn Station-NY
 12 3 4 5 6 7 8 9 10 NA
- 45. On the Metro-North website (www.mta.info)
 12 3 4 5 6 7 8 9 10 NA
- 46. On the NJTRANSIT website (www.njtransit.com)
 12 3 4 5 6 7 8 9 10 NA

NYT 12/3/45/678/9/10
 Metro-North 12/3/45/678/9/10
 NJT 12/3/45/678/9/10

- 47. With Metro-North's social media (Facebook, Twitter)
 12 3 4 5 6 7 8 9 10 NA
- 48. With Metro-North's automated phone system for schedules, fares, etc.
 (In NY: 511; outside NY: 877-690-5114)
 12 3 4 5 6 7 8 9 10 NA
- 49. With Metro-North's Customer Services Center Representatives
 (In NY: 511; outside NY: 877-690-5114)
 12 3 4 5 6 7 8 9 10 NA
- 50. With NJ TRANSIT's automated phone system for schedules, fares, etc.
 (877-275-5555)
 12 3 4 5 6 7 8 9 10 NA
- 51. With NJ TRANSIT'S Travel Information Center
 Phone Representatives (877-275-5553)
 12 3 4 5 6 7 8 9 10 NA

52. Which method do you use most frequently to get information about Metro-North service?

- Metro-North Website
- NJT Website
- Metro-North Train Timer app
- NYMTA app
- Email
- Seat Notice
- Other method (Please specify: _____)
- I don't know how to contact Metro-North

- Facebook
- Twitter
- Instagram
- Other Social Media Site (Please specify: _____)
- News Alerts

Communication during UNPLANNED service disruptions

How satisfied are you with the information we give you:

- 53. At your home boarding station
 12 3 4 5 6 7 8 9 10 NA
- 54. On board our trains
 12 3 4 5 6 7 8 9 10 NA
- 55. At Hoboken Terminal
 12 3 4 5 6 7 8 9 10 NA
- 56. At Secaucus Junction
 12 3 4 5 6 7 8 9 10 NA
- 57. At Penn Station New York
 12 3 4 5 6 7 8 9 10 NA
- 58. In the "Service Status" box on the MTA website (www.mta.info)
 12 3 4 5 6 7 8 9 10 NA
- 59. With Metro-North's automated phone system for schedules, fares, etc.
 (In NY: 511; outside NY: 877-690-5114)
 12 3 4 5 6 7 8 9 10 NA

60. With Metro-North's Customer Service Center Representatives
 (In NY: 511; outside NY: 877-690-5114)
 12 3 4 5 6 7 8 9 10 NA

- 61. On the NJ TRANSIT website (www.njtransit.com)
 12 3 4 5 6 7 8 9 10 NA
- 62. With NJ TRANSIT's automated phone system for schedules, fares, etc. (877-275-5555)
 12 3 4 5 6 7 8 9 10 NA
- 63. With NJ TRANSIT'S Telephone Information Center Representatives (877-275-5555)
 12 3 4 5 6 7 8 9 10 NA



Very Dissatisfied
Dissatisfied
Satisfied
Very Satisfied

Hoboken Terminal

How satisfied are you with:

- 64. Hoboken Terminal overall
1 2 3 4 5 6 7 8 9 10 NA
- 65. Personal security in Hoboken Terminal
1 2 3 4 5 6 7 8 9 10 NA
- 66. The connections to PATH/Ferry
1 2 3 4 5 6 7 8 9 10 NA
- 67. Have you used any of the restrooms in Hoboken Terminal during the past 12 months?
 Yes (Continue)
 No (Go to Q. 70)
- 68. Cleanliness of restrooms
1 2 3 4 5 6 7 8 9 10 NA
- 69. Physical condition of the restroom
1 2 3 4 5 6 7 8 9 10 NA
- 70. Cleanliness of the Terminal (excluding restrooms)
1 2 3 4 5 6 7 8 9 10 NA

Secaucus Junction

How satisfied are you with:

- 71. Secaucus Junction overall
1 2 3 4 5 6 7 8 9 10 NA
- 72. Personal security at Secaucus Junction
1 2 3 4 5 6 7 8 9 10 NA
- 73. The connections to NJ Transit
1 2 3 4 5 6 7 8 9 10 NA
- 74. Have you used any of the restrooms in Secaucus Junction during the past 12 months?
 Yes (Continue)
 No (Go to Q. 76)
- 75. Cleanliness of restrooms
1 2 3 4 5 6 7 8 9 10 NA
- 76. Physical condition of Secaucus Junction (excluding restrooms)
1 2 3 4 5 6 7 8 9 10 NA

Penn Station-NY

How satisfied are you with:

- 77. Penn Station-NY overall
1 2 3 4 5 6 7 8 9 10 NA
- 78. Personal security in Penn Station-NY
1 2 3 4 5 6 7 8 9 10 NA
- 79. Have you used any of the restrooms in Penn Station-NY during the past 12 months?
 Yes (Continue)
 No (Go to Q. 82)
- 80. Cleanliness of restrooms
1 2 3 4 5 6 7 8 9 10 NA
- 81. Physical condition of the restroom
1 2 3 4 5 6 7 8 9 10 NA
- 82. Cleanliness of the Terminal (excluding restrooms)
1 2 3 4 5 6 7 8 9 10 NA

83 a. Please tell us if you are aware or unaware of the following Metro-North programs by checking the appropriate boxes below.

Aware	Unaware
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

84. The MTA promotes security awareness through slogans such as "If You See Something, Say Something" and "New Yorkers Keeping New York Safe". How likely are you to report suspicious items or behavior to police or train crews?

- Very Likely
- Somewhat Likely
- Not Very Likely
- Not At All Likely

85. In the past 12 months the presence of homeless persons...

- a. ...at my home boarding station has:
 - increased
 - stayed the same
 - decreased
- b. ...at my destination station has:
 - increased
 - stayed the same
 - decreased

86. During the 2018 - 2019 snow season, when you arrived at your home boarding station were the platforms, stairs and walkways usually:

- Cleared Yes No
- Salted Yes No
- Snow-covered Yes No



If you are not satisfied with our performance in any of the areas in questions 1 – 82, please explain why below. Please also include any other comments you might have (service suggestions, safety-related comments, station conditions, suggestions for railroad improvements, etc.)

If you are interested in participating in future Metro-North market research projects, please write your name, street address, email address and day or evening phone numbers below. (All information will be kept confidential.)

Name: _____

Street: _____

City/Town: _____ Zip Code _____

E-mail Address: _____

Phone: home office cell _____

Thank you for taking the time to complete this survey.

106. Are you: White Black or African American Asian American Indian or Alaska Native Native Hawaiian and Other Pacific Islanders Other (Please specify: _____)

107. Are you of Hispanic origin? Yes No

108. In what country were you born? United States Other (Please specify: _____)

109. In what country or countries were your parents/ancestors born? (Check as many as apply)

United States Dominican Republic

Mexico Jamaica

China Other (Please specify: _____)

110. Which language would be most helpful for you to resolve Metro-North written or electronically displayed information? English Another language (Please specify: _____) Spanish No preference

111. Which language would be most helpful for you to understand Metro-North announcements (or to converse in with railroad personnel, e.g., to ask for travel directions)? English Another language (Please specify: _____) Spanish No preference

112 a. What is the primary language spoken in your home? English Spanish Another language (Please specify: _____)

b. How well do you speak English? Very well Well Not well Not at all

113. Including yourself, how many people lived in your household in 2018? 1 2 3 4 5-6 7-8 9 or more

114. What was your approximate annual 2018 household income before taxes and other deductions? Under \$12,500 \$75,000 – \$99,999 \$12,500 – \$24,999 \$100,000 – \$149,999 \$25,000 – \$37,499 \$150,000 – \$199,999 \$37,500 – \$49,999 \$200,000 – \$299,999 \$50,000 – \$74,999 \$300,000 or more





Metro-North Railroad

2019 Annual Ridership Report

- **Total Metro-North annual rail ridership was approximately 86.6 million; this was slightly above 2018** (approximately 100,000 additional rides on 86.5 million last year).
- **Total annual East of Hudson ridership was approximately 85.0 million**, (above last year's figures of 84.9 million by approximately 100,000 additional rides).
 - Annual East of Hudson ridership was 0.1% above 2018 and 0.6% below Forecast
 - Annual Commutation ridership was 0.9% below 2018
 - Annual Non-Commutation ridership was 1.4% above 2018
- **2019 was a record-setting year for the Hudson Line, with the highest ridership ever**
- The Hudson Line surpassed last year's record ridership with 17.4 million annual rides or approximately 220,000 additional rides than 2018.
 - The New Haven Line ridership was 0.1% below 2018 with approximately 60,000 fewer rides.
 - Ridership on the Harlem Line was 0.3% below 2018 with approximately 80,000 fewer rides primarily due to a reduced train schedule to accommodate station-enhancement work.
- **West of Hudson annual ridership was approximately 1.6 million** which is 0.1% below 2018 and 500,000 less than the record set in 2008 of 2.1 million.
- 2019 Connecting Services ridership increased during CY 2019:
 - Combined ridership on the three MNR Connecting Services was approximately 598,000 (+3.1% vs. 2018)
 - Ridership increased by 1.7% on the Hudson Rail Link buses, 5.5% on the Haverstraw-Ossining Ferry and 8.2% on the Newburgh-Beacon Ferry.
- **Long Term Ridership Trends (1989 – 2019)**
 - Commutation ridership to/from Manhattan has increased by 21%.
 - Non-Commutation ridership to/from Manhattan has increased by 93%
 - Intermediate ridership has increased by 131%

Michael Shiffer
Vice President
Planning

**2019 RIDERSHIP REPORT
METRO NORTH RAILROAD
EXECUTIVE SUMMARY**

Total Metro-North annual rail ridership was 86.6 million, which was 0.1% above 2018. Ridership has increased by approximately 52% over the past thirty years. This growth continues to be driven by increases in non-traditional markets, i.e., the Non-Commutation, Reverse Commutation and Intermediate markets. Since 1989, Non-Commutation ridership to/from Manhattan has increased by 93% and Intermediate ridership has increased by 131%; over the same time period, Commutation ridership to/from Manhattan has increased by 21%.

2019 Ridership Summary

- MNR carried approximately 87.2 million customers (Includes Connecting Services)
- Annual East of Hudson ridership was approximately 85.0 million. East of Hudson Ridership increased 0.1% compared to 2018.
- 2019 was a record-setting year for the Hudson Line.
- West of Hudson ridership decreased 0.1% during 2019.
- Ridership on the Hudson Rail Link and the Haverstraw-Ossining and Newburgh-Beacon ferries was 598,000 (+3.1% vs. 2018).

ANNUAL RIDERSHIP 2019 VS 2018 (in millions)

	Annual Ridership 2019	Annual Ridership 2018	% Change vs. 2018
Total Rail Ridership	86.62	86.54	0.1% ▲
<i>East of Hudson</i>	<i>84.98</i>	<i>84.89</i>	<i>0.1% ▲</i>
Harlem Line	27.37	27.44	-0.3% ▼
Hudson Line	17.38	17.16	1.3% ▲
New Haven Line	40.23	40.29	-0.1% ▼
<i>West of Hudson</i>	<i>1.64</i>	<i>1.64</i>	<i>-0.1% ▼</i>
Port Jervis Line	0.97	0.95	1.2% ▲
Pascack Valley Line	0.67	0.69	-2.0% ▼
Connecting Services	.60	.58	3.1% ▲
Hudson Rail Link	.41	.40	1.7% ▲
Haverstraw-Ossining Ferry	.13	.12	5.5% ▲
Newburgh-Beacon Ferry	.06	.06	8.2% ▲
Total MNR System Ridership	87.22	87.12	0.1% ▲

Major Factors Affecting Ridership

1. STRONG REGIONAL ECONOMY

- New York City Non-Agricultural employment increased 1.9% during CY 2019
- Education and Health Services employment increased 4.6%
- Professional and Business Services employment increased 2.4%
- Leisure and Hospitality employment increased 0.7%
- Financial Activities employment decreased 0.6%

2. ON-TIME PERFORMANCE

- Overall on-time performance increased 4.3% percentage points in 2019, rising to 94.4%, the best performance in six years. The Harlem Line performed at 95.3%, the Hudson Line performed at 95.0% and the New Haven Line at 93.4%. The railroad recorded 55% fewer train cancellations, 41% fewer trains delayed more than 15 minutes, and 63% fewer trains operating with less than their normal complement of cars. Trains traveled 64% more miles before experiencing any type of mechanical malfunction that causing a delay. The improved metrics come at a time that the railroad provided more service, with 0.5% more trains scheduled.
- Our West of Hudson OTP performance operated 3.2% below the goal of 93.0% at 89.8%. Contributing factors include NJT's shortage of locomotive engineers and the significant infrastructure improvements being made to the Port Jervis Line.

3. CUSTOMER SATISFACTION

- 86% of East of Hudson customers were satisfied with the railroad overall in 2019, the same as 2018. Hudson and Harlem line satisfaction increased compared to 2018 from 88% to 92% and 87% to 88% respectively. Satisfaction among New Haven Line customers decreased to 82% from 85% in 2018.
- Among West of Hudson AM Peak customers, satisfaction increased to 76% compared to 64% in 2018.

4. METRO-NORTH WAY AHEAD PLAN

- Has concentrated resources on enhancing safety, service, infrastructure, and customer communication. In 2019, Metro-North installed more than 50,000 new crossties, 28 new switches and over 8 miles of new continuously welded rail, has surfaced almost 111 miles of track and replaced five railroad grade crossings. Metro-North installed a new cab-signal system at all Port Jervis Line interlockings, renewed the components of the Cos Cob moveable bridge, reduced the number of switch failures by 67%, replaced 20 substation roofs, installed 1,800 feet of fencing alongside the tracks, and removed 90 tons of debris and garbage from the tracks. In addition to these infrastructure milestones, Metro-North made major enhancements to safety and customer amenities.

5. POSITIVE TRAIN CONTROL

- Metro-North made significant advances toward completing its implementation of the Positive Train Control (PTC) safety system. In 2019, Metro-North activated PTC to cover the Hudson Line from Marble Hill to Poughkeepsie, the Harlem Line from Southeast to Wassaic, and the entire Danbury Branch in Connecticut. Today, 41% of Metro-North trains operate daily in full PTC mode. The railroad is on pace to meet full implementation by December 2020.

6. OFF-PEAK RIDERSHIP

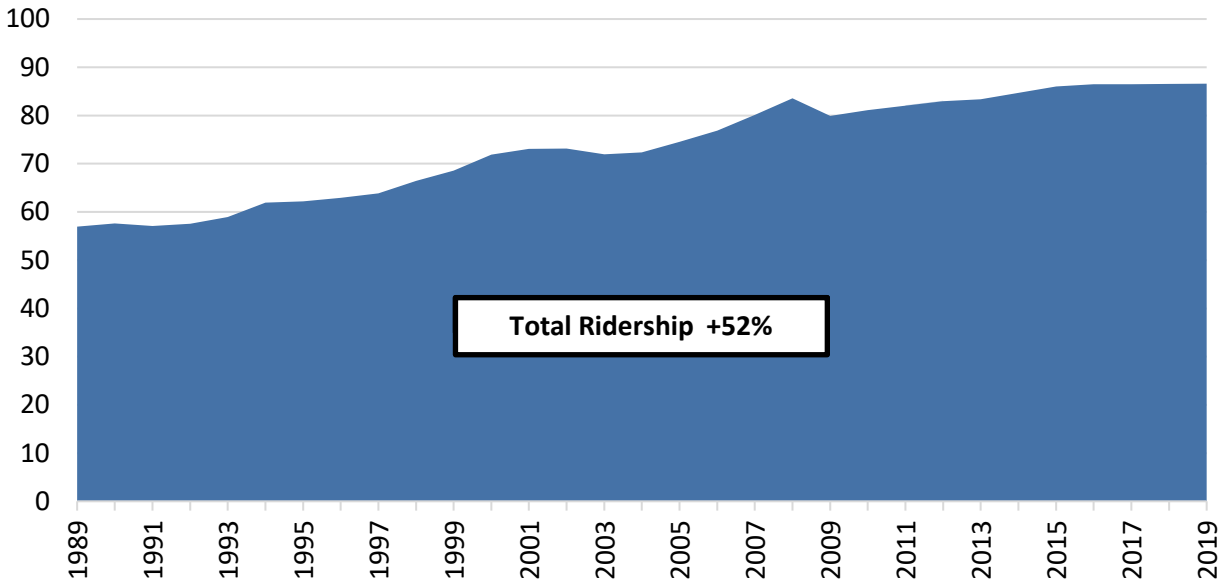
- Based on GCT passenger counts, off-peak ridership results have been positive, with increases during the weekday off-peak period and a modest increase on weekends.
 - Weekday Off-Peak +1.9% above 2018
 - Weekend ridership +0.9% (Saturday +2.2%, Sunday -1.0%) above 2018

Long-Term Ridership Trends

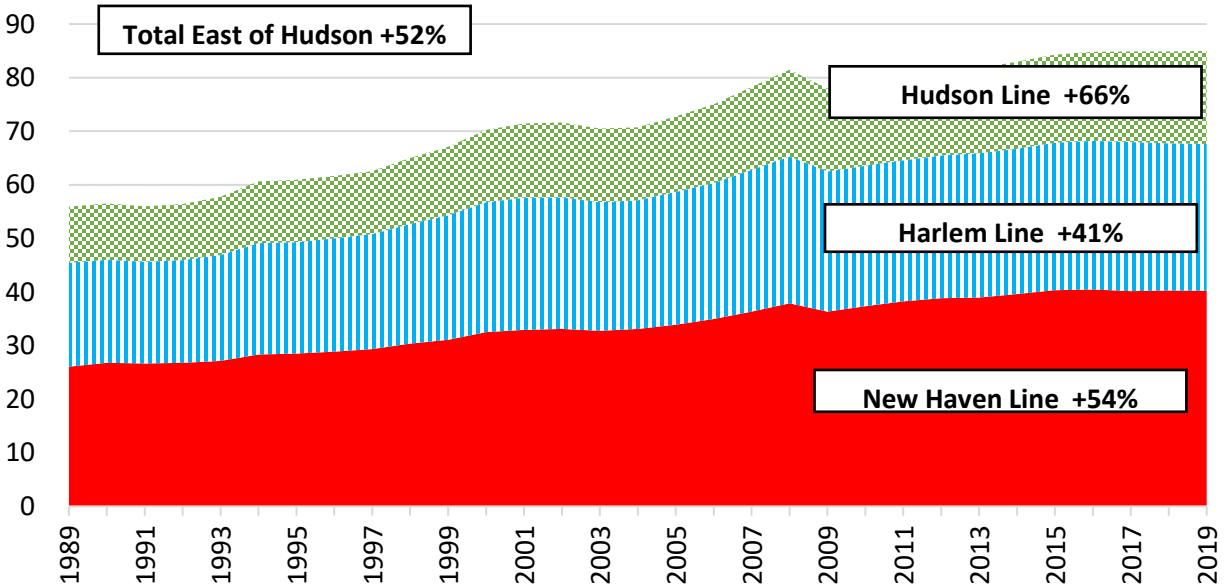
Ridership Trends by Line

System wide ridership over the past 30 years has increased by 52%.

ANNUAL MNR RIDERSHIP 1989-2019 (in millions)



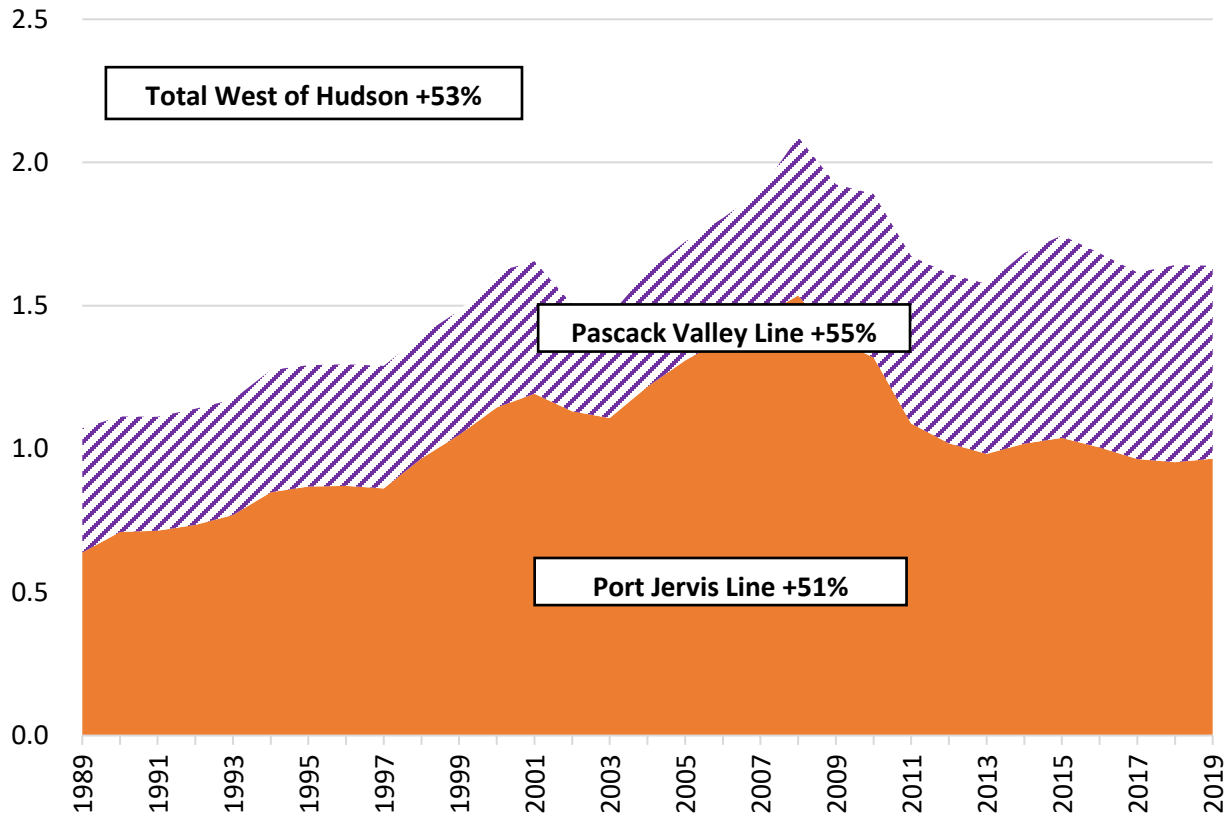
EAST OF HUDSON RIDERSHIP BY LINE (in millions)



East of Hudson

- Total East of Hudson ridership has increased by 52% from 56.0 million in 1989 to 85.0 million in 2019, an increase of over 29 million annual rides.
- The fastest-growing segments have been the Hudson intermediate (+193% since 1989) and New Haven Line Connecticut intermediate (+170% since 1989)

WEST OF HUDSON RIDERSHIP BY LINE (in millions)

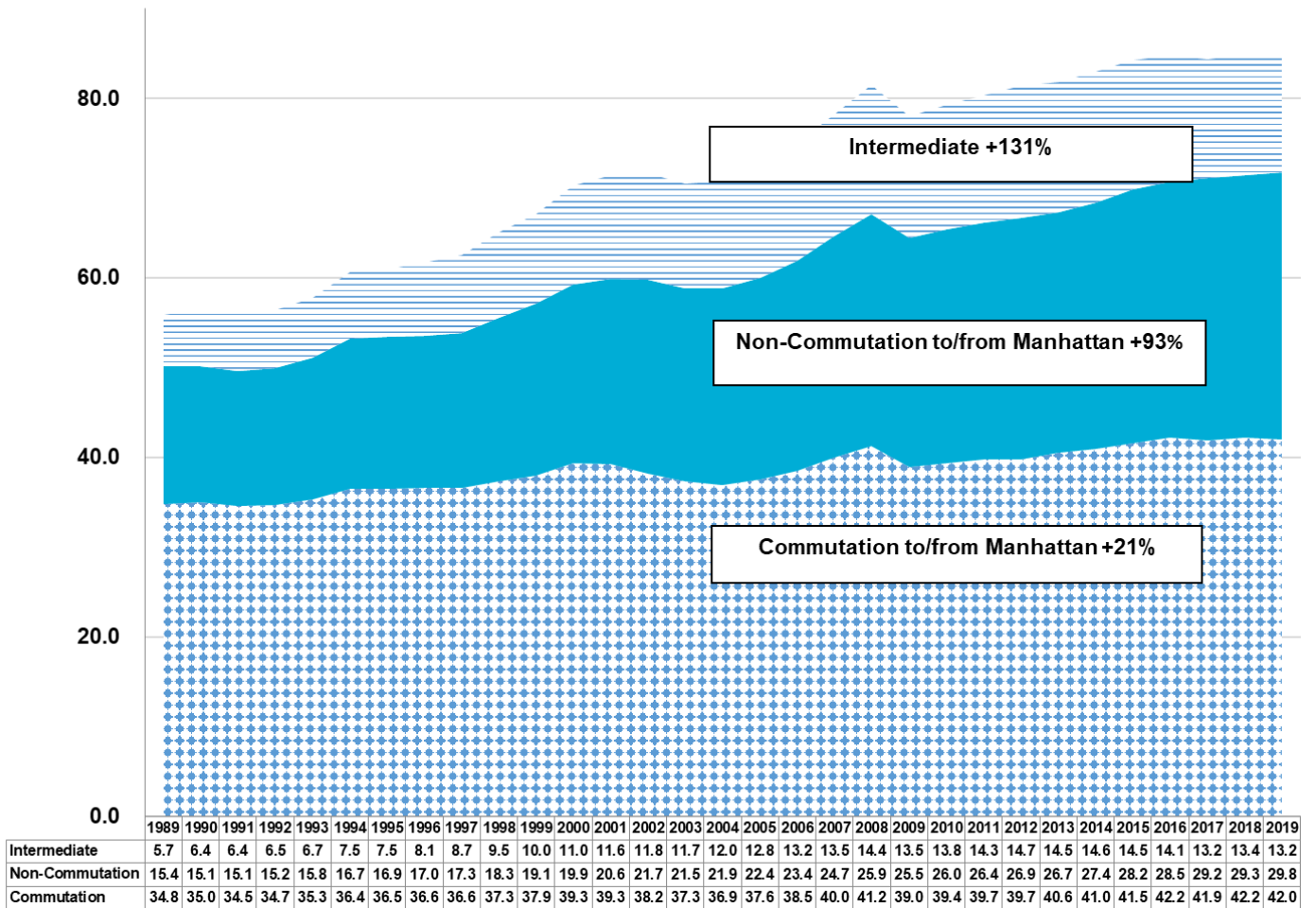


West of Hudson

- Total West of Hudson ridership has increased by 53% from 1,073,000 annual rides in 1989 to 1.6 million annual rides in 2019. Ridership is 449,000 less than the record year in 2008, due to the combined effects of the regional economic recession and the adverse effects of Hurricane Irene and Superstorm Sandy.
- West of Hudson ridership decreased 0.1% during the past year. During CY 2019, Port Jervis Line ridership increased by 1%, while Pascack Valley Line ridership decreased by approximately 2%. This may be due in part to the shortage of NJT Engineers which caused the cancellation of numerous trains.
- Port Jervis Line ridership has increased by 51% since 1989 (from 639,000 annual rides to over 965,000 annual rides) but has decreased by 37% since 2008. Pascack Valley Line ridership also has increased by 55% since 1989, with most of this increase occurring after the implementation of weekday off-peak and weekend service in 2007.

Ridership Trends by Market

ANNUAL RIDERSHIP BY MARKET 1989-2019 (in millions)

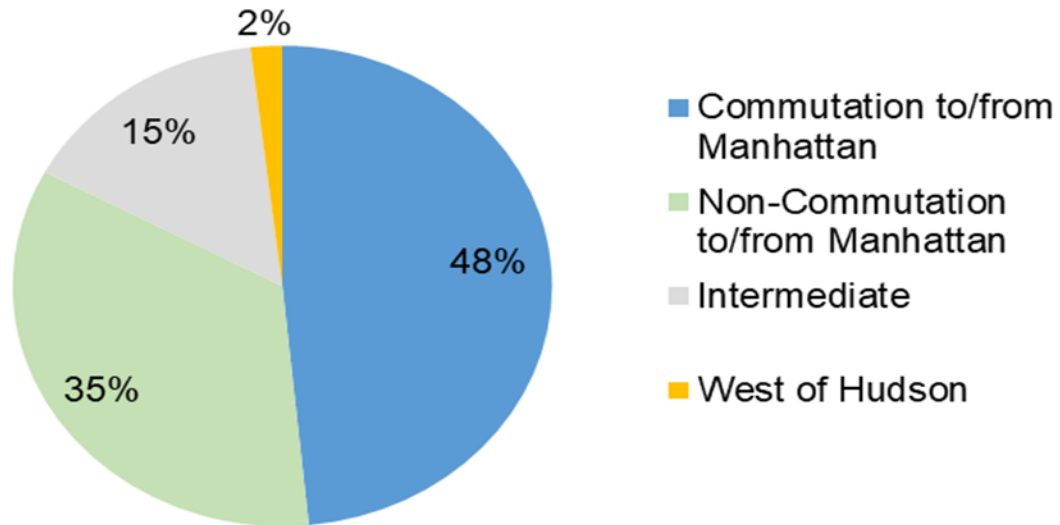


- Initially, ridership growth was broad-based, with significant ridership growth occurring in all market segments.
- However, since the early to mid-1990's, the fastest growth has occurred in Non-Commutation and Intermediate markets:
 - Non-Commutation to/from Manhattan (+97% since 1990)
 - Intermediate (+106% since 1990)
- This growth is due largely to a combination of targeted marketing, service, and fare policy initiatives implemented over many years, as well as significant growth in suburban employment, especially in White Plains, Greenwich and Stamford.

Examples of targeted Intermediate markets which have experienced significant ridership growth include the following:

- Bronx-Lower Westchester (e.g., Fordham to White Plains)
- Intra-Connecticut (e.g., East End New Haven Line to Greenwich/Stamford)
- In sharp contrast, Commutation ridership to/from Manhattan, which historically has been MNR's core market, has increased by only about 20% since 1990 and now constitutes less than half of total MNR rail ridership (48% in 2019 compared to 61% in 1989).

2019 Ridership by Market



Market and Ridership Trend Analysis (2019 vs. 2018)¹

Commutation to/from Manhattan

- Commutation ridership to/from Manhattan decreased slightly by 0.5%; however, regional economic growth continues (i.e., a 1.9% increase in total New York City employment, with larger increases in Professional and Business Services, Education and Health Services and Information employment).

Non-Commutation to/from Manhattan

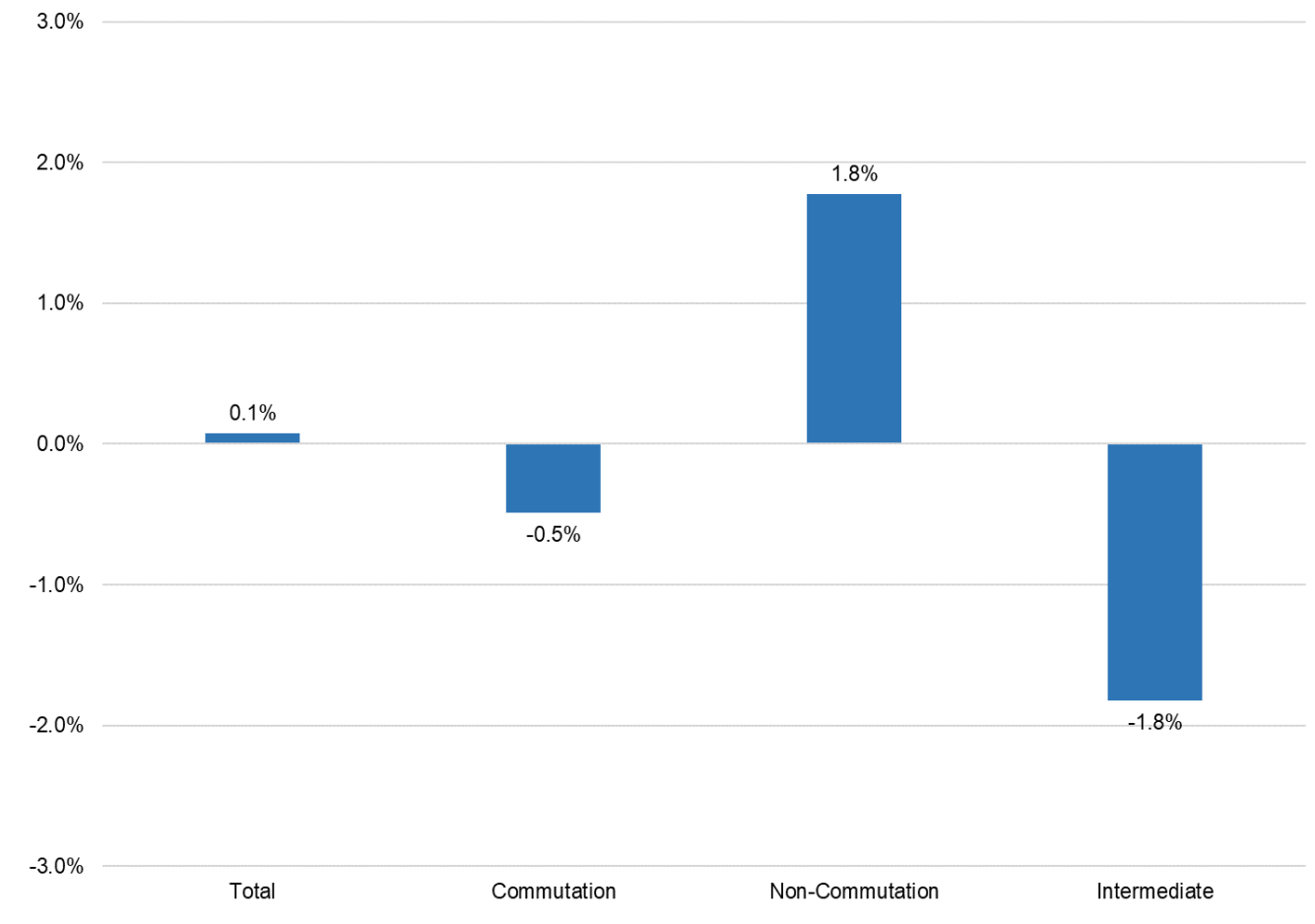
- Non-Commutation ridership to/from Manhattan increased 1.8%, reflecting the safe and reliable service during CY 2019.
- Weekday off-peak ridership increased by 1.9%

Intermediate

- Total Intermediate ridership decreased 1.8%:
 - Intermediate Commutation ridership decreased 3.9%
 - Intermediate Non-Commutation ridership decreased by 0.2%
- This trend is in sharp contrast to the rapid historical ridership growth in this market and may be due to relatively low and stable gasoline prices which, combined with the shorter distance of intermediate trips, encourages greater travel by auto.
- Harlem line intermediate ridership decreased 2.9% because of weekday off-peak and weekend track work that required transfers at Crestwood Station as well as single-tracking through the White Plains Enhanced Station Initiative project.

¹ Data is based on a combination of ticket sales and allocated fall passenger counts

ANNUAL RIDERSHIP GROWTH BY MARKET 2019 VS. 2018



Trends by Line/Segment and Branch

East of Hudson

- Record ridership increased on the Hudson Line, with the Hudson Line increasing at the fastest rate (+1.3%).
- Ridership increases occurred on some of the major line segments, with modest increases occurring on the Lower Hudson (+1.7%) and the Inner New Haven (+0.2%). The Upper Harlem decreased by 0.8% due to extensive track work and capital improvements.
- The largest ridership increases occurred on Bronx portions of both the Harlem (+2.9%) and Hudson (+0.6%) lines. These increases occurred in both the Commutation and Non-Commutation markets to/from Manhattan. The growth on the Harlem Line was partly attributed to additional train service at Tremont and Melrose stations.

West of Hudson

- Port Jervis Line ridership increased 1.2%.
- Pascack Valley Line ridership decreased 2.0%.
- The decrease in West of Hudson ridership of 0.1% is primarily due to Pascack Valley Line decreases in both Non-Commutation (-3.8%) and Non-Commutation (-0.1%) markets.

ANNUAL RIDERSHIP BY LINE/SEGMENT (In Millions)

Line/Segment	Annual Ridership 2019	Annual Ridership 2018	% Change vs. 2018
Hudson Line	17.38	17.16	1.3%▲
Bronx (Hudson)	1.36	1.35	0.6%▲
Lower Hudson	8.72	8.58	1.7%▲
Upper Hudson	5.24	5.16	1.5%▲
Intermediate	2.06	2.07	-0.4%▼
Harlem Line	27.37	27.45	-0.3%▼
Bronx (Harlem)	2.12	2.06	2.9%▲
Lower Harlem	14.86	14.81	0.2%▲
Upper Harlem	6.46	6.52	-0.8%▼
Wassaic Branch	0.43	0.45	-4.1%▼
Intermediate	3.50	3.61	-2.9%▼
New Haven Line	40.23	40.29	-0.1%▼
Inner New Haven *	14.83	14.79	0.2%▲
Outer New Haven *	15.78	15.72	0.4%▲
New Canaan Branch	1.38	1.38	-0.8%▼
Danbury Branch *	0.49	0.49	0.0%▲
Waterbury Branch *	0.12	0.13	-5.5%▼
NY Intrastate	2.23	2.29	-2.5%▼
Interstate	1.33	1.29	2.6%▲
CT Intrastate	4.07	4.18	-2.6%▼
Port Jervis Line	0.97	0.95	1.2%▲
Pascack Valley Line	0.67	0.69	-2.0%▼

Legend: ▲ increase; ▼ decrease; ● no change * Includes travel to/from Manhattan

2020 Outlook

- Metro-North is projecting continued ridership growth in 2020
- 2020 total annual Metro-North system ridership is projected to increase 0.6% to approximately 88 million due to favorable economic forecasts.
- Ridership increases are projected to occur on all lines, with the largest growth projected to continue in the Non-Commutation and Intermediate markets.

Appendix

Additional ridership statistics are provided in an online appendix. Listed as an exhibit within the March 2020 Metro-North and LIRR Committee materials, the appendix is available at:

<http://web.mta.info/mta/news/books/>



Long Island Rail Road

INFORMATION

ITEMS

Long Island Rail Road Elevator/Escalator

2019 Annual Report



2019 Elevator Availability by Station (Goal 98%)

Branch/Station	Availability	Branch/Station	Availability
BABYLON		HEMPSTEAD	
Babylon (A)	99.3%	Queens Village (A)	99.3%
Babylon (B)	99.4%	Queens Village (B)	99.5%
Baldwin	98.8%	FAR ROCKAWAY	
Bellmore	99.3%	Valley Stream	99.3%
Freeport	99.2%	Rosedale	98.4%
Massapequa	99.4%	PORT JEFFERSON	
Merrick	99.4%	Hicksville (A1)	99.3%
Rockville Centre	99.0%	Hicksville (B1)	99.1%
Seaford	99.4%	Hicksville (A2)	98.8%
Wantagh ⁽²⁾	99.3%	Hicksville (B2)	98.3%
PORT WASHINGTON		Mineola Garage 1	98.9%
Great Neck (A)	99.5%	Mineola Garage 2	98.7%
Great Neck (B)	99.2%	LONG BEACH	
Auburndale	99.1%	Lynbrook (A)	99.4%
Flushing (A)	99.2%	Lynbrook (B)	99.5%
Flushing (B)	98.1%	CITY TERMINAL	
RONKONKOMA		Atlantic Terminal 1	98.9%
Ronkonkoma (A)	99.3%	Atlantic Terminal 2	98.4%
Ronkonkoma (B)	99.5%	Woodside 415x	98.8%
Ronkonkoma (C)	99.3%	Woodside 418x	99.1%
Ronkonkoma Garage 1	99.5%	Woodside 419x	99.2%
Ronkonkoma Garage 2	99.4%	Penn 34S-ELV-P34 ⁽²⁾	95.1%
Wyandanch 1	99.6%	Penn CEN-ELV-P-7 ⁽³⁾	90.5%
Wyandanch 2	99.5%	Penn CEN-ELV-P-8 ⁽⁴⁾	99.7%
Wyandanch 3	99.7%	Penn CEN-ELV-P-9 ⁽⁵⁾	83.9%
Wyandanch A	99.0%	Penn CEN-ELV-P10 ⁽⁶⁾	99.5%
Wyandanch B ⁽¹⁾	97.6%	Penn CEN-ELV-P11 ⁽⁷⁾	98.4%

(1) Wyandanch B Elevator below goal due to warranty issues with the control valve, and door operator issues.

(2) Penn Station data provided by Amtrak. Bad resistor, replaced motor and pump.

(3) Penn Station data provided by Amtrak. Door controller board issue.

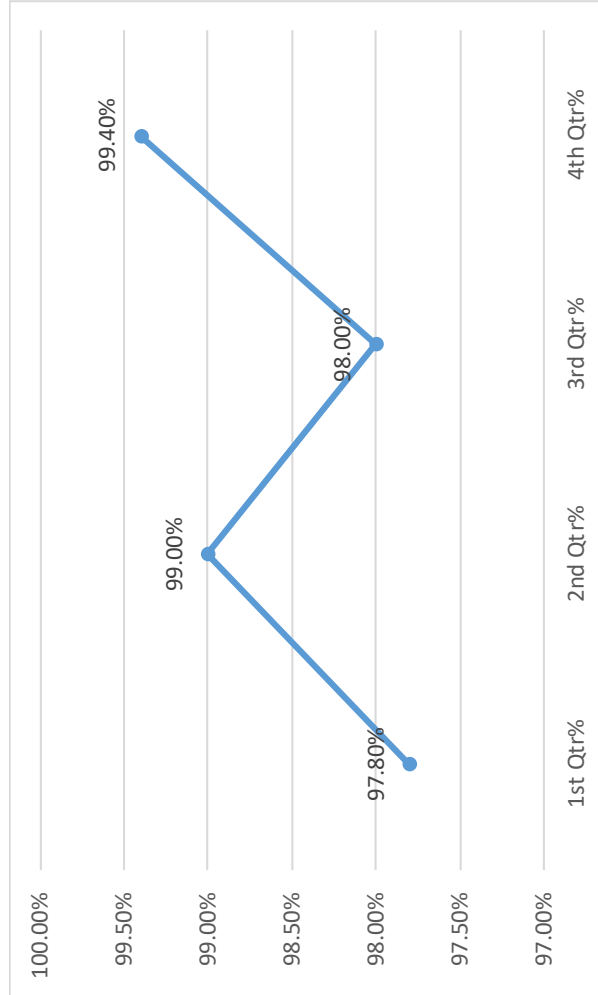
(4) Penn Station data provided by Amtrak

(5) Penn Station data provided by Amtrak. Removed from service for work on adjacent track 17.

(6) Penn Station data provided by Amtrak; (7) Penn Station data provided by Amtrak

MTA Long Island Rail Road

2019 Passenger Elevator Availability



Definition: Availability measures the percent of time that a unit is running and available for customer service.

2019 Escalator Availability by Station (Goal 97%)

Branch/Station	Availability	Branch/Station	Availability	Branch/Station	Availability
BABYLON		FAR ROCKAWAY		PENN STATION ⁽¹³⁾	
Babylon A (W/B)	97.3%	Valley Stream	97.9%	Penn 34S-ESC-34A ⁽⁴⁾	95.6%
Babylon B (E/B)	97.6%	PORT JEFFERSON		Penn 34S-ESC-34B	97.0%
Lindenhurst	97.1%	Hicksville A (W/B)	97.3%	Penn 34S-ESC-34C	98.2%
Copiague	97.5%	Hicksville B (E/B)	97.5%	Penn EXI-ESC-09E ⁽⁵⁾	93.7%
Amityville	98.3%	LONG BEACH		Penn EXI-ESC-10E	97.3%
Massapequa Park	97.8%	Lynbrook ⁽³⁾	95.8%	Penn EXI-ESC-10W	99.6%
Massapequa ⁽¹⁾	96.5%	HEMPSTEAD		Penn EXI-ESC-7EW	98.2%
Seaford	98.4%	Floral Park	98.5%	Penn EXI-ESC-8EW ⁽⁶⁾	91.8%
Wantagh	93.9%			Penn MG-ESC-011 ⁽⁷⁾	91.9%
Bellmore	97.7%			Penn MG-ESC-1MG ⁽⁸⁾	96.7%
Merrick	97.9%			Penn MG-ESC-2MG ⁽⁹⁾	95.0%
Freeport ⁽²⁾	96.6%			Penn MG-ESC-3MG ⁽¹⁰⁾	95.5%
Baldwin	97.7%			Penn MG-ESC-7MG ⁽¹¹⁾	90.3%
Rockville Center	97.7%			Penn MG-ESC-8MG	98.8%
				Penn WEC-ESC-8WE ⁽¹²⁾	

(1) Massapequa below goal due to emergency stop switch activation-ESB

(2) Freeport below goal due to scheduled step chain replacement and clean-down

(3) Lynbrook below goal due to warranty issues with speed deviation and controller issues

(4) Penn EXI-ESC-34A below goal due to the vandalized handrail replacement and controller issues

(5) Penn EXI-ESC-9E below goal due to broken track replacement, controller issues, ESB

(6) Penn EXI-ESC-8EW below goal due to emergency stop switch activation-ESB, controller issues

(7) Penn ESB 011 below goal due to emergency stop switch activation-ESB, controller issues

(8) Penn 34S-ESC-1MG below goal due to handrail, drivebelt, vandalism, ESB

(9) Penn EXI-ESC-2MG handrails issues, emergency stop switch activation-ESB

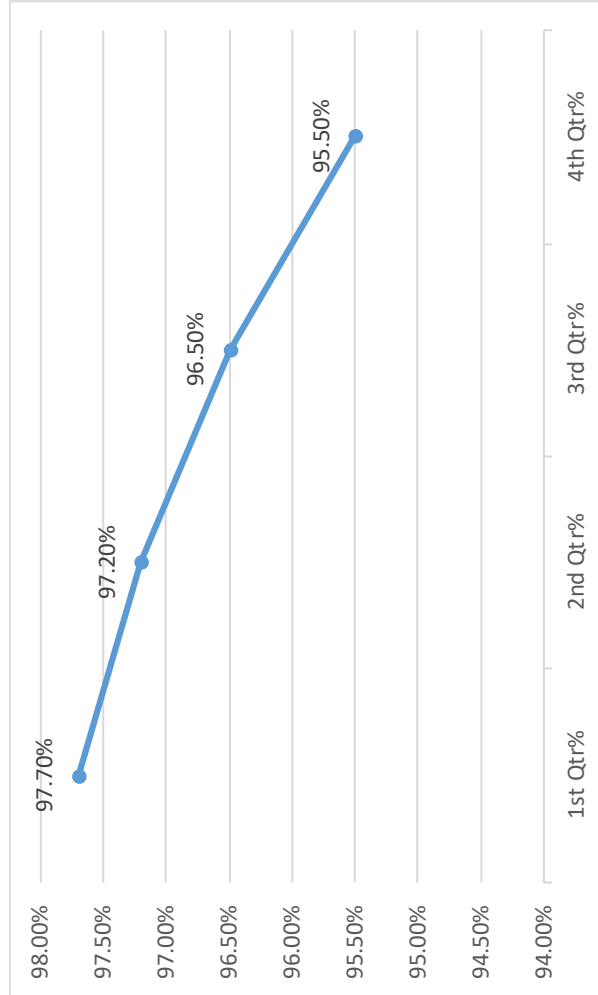
(10) Penn EXI-ESC-3MG below goal due to controller issues, speed monitor

(11) Penn MG-ESC-7MG below goal due to burned motor, vandalized steps, ESB

(12) Penn WEC-ESC-8WE was taken out of service for the Moynihan Project

(13) Penn Station data provided by Amtrak for existing/not refurbished units.

2019 Escalator Availability



Definition: Availability measures the percent of time that a unit is running and available for customer service.

2019 Elevator Customer Injuries/Entrapments by Station

Station Name	Mechanical Injuries	Human Factor Injuries	Entrapment
Atlantic Terminal	0	0	1
Auburndale	0	0	1
Babylon	0	0	2
Flushing	0	0	5
Great Neck	0	0	1
Hicksville	0	0	3
Jamaica	0	1	0
Mineola	0	0	3
Valley Stream	0	0	1
Woodside	0	0	2
Wyandanch	0	0	1

MTA Long Island Rail Road

2019 Escalator Customer Injuries by Station

Station Name	Mechanical Injuries	Human Factor Injuries
Babylon	0	3
Baldwin	0	2
Copiague	0	3
Floral Park	0	1
Jamaica Station (1)	0	1
Lindenhurst	0	2
Penn Station (2)	0	14
Rockville Centre	0	2
Valley Stream	0	2
Wantagh	0	1

Definitions:

Mechanical includes sudden changes in speed, handrail, alignment. **Human Factor** includes lost balance, encumbrances, Slip/Trip/Fall, pushed/shoved, intoxication, caught between, etc. **Entrapment** is defined when customers are removed from an elevator with special tools or training. These events require intervention but not necessarily involve a customer injury.

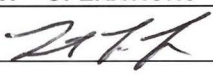



Please note: These numbers are subject to change based upon additional customer injury reports and claims that may be received after the reporting period end date of December 31, 2019.

(1) Jamaica elevators and escalators maintained by the Port Authority

(2) Penn Station elevators and escalators maintained by Amtrak and Nouveau

Staff Summary



Subject SPRING TRACKWORK PROGRAMS						Date March 3, 2020			
Departments ACTING SR. VICE PRESIDENT – OPERATIONS						Vendor Name			
Department Head Names R. Free 						Contract Number			
Department Head Signature						Contract Manager Signature			
Board Action						Internal Approval			
Order	To	Date	Approval	Info	Other	Order	Approval	Order	Approval
1	LI COMM	3/23/20				3	VP – Corp Comm 	1	President 
						2	CTO 		

PURPOSE:

This is to inform the Long Island Committee of the MTA Long Island Rail Road’s plan to adjust schedules for Concrete Tie Replacement in Ronkonkoma Station, State of Good Repair on the Atlantic Branch, and for Surfacing on the Montauk Branch.

TRACK WORK PROGRAMS

Construction Activities (Short-term trackwork items requiring a special program)

- **Ronkonkoma Branch – Ronkonkoma Station Concrete Tie** – On the weekends of March 28-29, and April 4-5, new concrete ties will be installed at Ronkonkoma Station.
 - **Temporary Service Adjustments:** Buses will replace all train service between Brentwood and Greenport. Customers should expect additional travel time, and earlier westbound departures to allow connections with train service.

- **Atlantic Branch – Jamaica to Valley State of Good Repair Work** – On the weekends of April 18-19, April 25-26, May 2-3, and May 16-17, State of Good Repair Work will be performed between Jamaica and Valley Stream on the Atlantic Branch.
 - **Temporary Service Adjustments:** Buses will replace all train service at Locust Manor, Laurelton and Rosedale to/from Valley Stream where train service will resume. West Hempstead Branch service will also be replaced by buses between Valley Stream and West Hempstead. Additionally, schedule adjustments will be required on the Far Rockaway, Long Beach and Babylon Branches, with connecting Montauk Branch service adjusted accordingly.

- **Montauk Branch – Speonk-Montauk – North Main & Accabonac Bridge Surfacing and State of Good Repair Work (Weekdays)** – On the week of April 6-10, single main track will be out of service middays between Speonk and Montauk for Track Surfacing on the North Main & Accabonac Bridge, and for State of Good Repair Work to be performed.
 - **Temporary Service Adjustments:** With the single main track out of service middays between Speonk and Montauk, two eastbound and two westbound midday trains will be replaced with bus service. Additionally, one eastbound and one westbound South Fork Commuter Connection train will be replaced with buses.

- **Montauk Branch – Hampton Bays-Montauk – North Main & Accabonac Bridge Surfacing (Weekdays)** – On the week of April 13-17, single main track will be out of service middays between Hampton Bays and Montauk for Track Surfacing on the North Main & Accabonac Bridge.
 - **Temporary Service Adjustments:** With the single main track out of service middays between Hampton Bays and Montauk, two eastbound and two westbound midday trains will be replaced with bus service. Additionally, one eastbound South Fork Commuter Connection train will be replaced with buses, and one westbound train will originate in Hampton Bays rather than Montauk.

- **Montauk Branch – Babylon-Sayville – Track Surfacing (Weekdays)** – On middays beginning April 20th through May 15th, one of the two main tracks will be out of service between Babylon and Sayville for Track Surfacing.
 - **Temporary Service Adjustments:** With one of the two main tracks out of service middays, three eastbound and three westbound midday trains will be replaced with bus service, and remaining trains will operate on adjusted schedules to preserve service patterns.

As part of our communication campaign for these service changes, public timetables will be issued, and additional information will be shared via our website, e-mail alerts, and social media messaging. Stay connected. Find real-time LIRR service status information on www.mta.info, by signing up for E-Alerts at www.MyMTAAlerts.com, or call the LIRR’s Customer Service Center at 511 or 718-217-LIRR (718-217-5477).

IMPACT ON FUNDING

Funding for these projects is contained in the Long Island Rail Road Operating and Capital budgets.

2019 Customer Satisfaction Survey

Long Island Rail Road



Overall Context

- Overall customer satisfaction increased to 80% from 76% in 2018
- Many important initiatives, such as the LIRR Forward program contributed to service improvements
- In 2019, the LIRR undertook a record number of trackwork programs, signal improvements, major capital renewal projects (i.e. Main Line Expansion), and still managed to experience improved OTP, record ridership, reduced short trains, enhanced reliability – all impacting customer perceptions
- Customer Satisfaction scores varied among branches: The completion of the Double Track project improved the customer experience and led the Ronkonkoma Branch to the largest increase among all branches
- Penn Station site conditions due to capital improvements impacted customer perceptions
- Train interior areas that historically scored very low, such as restrooms, are trending upward



Key Findings

- Overall customer satisfaction increased to 80% from 76%, reversing the declining trend since 2017
- The overall LIRR satisfaction scores went up for the following travel periods: Peak (73% in 2019 vs. 68% in 2018), Weekday Off-Peak (82% in 2019 vs. 78% in 2018) and Weekend Off-Peak (86% in 2019 vs. 80% in 2018), while it stayed the same for Reverse Peak (87% in 2019).
- The highest scoring attributes in 2019 were related to “Courtesy & Responsiveness of Conductors” and “Satisfaction with MTA eTix” - both received 92%
- The satisfaction scores for Train Scheduling attributes received the largest increases compared to 2018. Also, “Overall Train Service” satisfaction increased (80% in 2019 vs. 75% in 2018), while “On Time Performance” followed closely showing an increase in satisfaction (75% in 2019 vs. 71% in 2018), as OTP is significantly tied to train service operations.
- Attributes related to Communication During Unplanned Service Disruptions received higher satisfaction scores compared to 2018



LIRR Overall Customer Satisfaction

LIRR Overall



Train Service Overall



Top Area = Very Satisfied

Bottom Area = Satisfied



LIRR Overall Customer Satisfaction: By Time Period



Top Area = Very Satisfied
Bottom Area = Satisfied

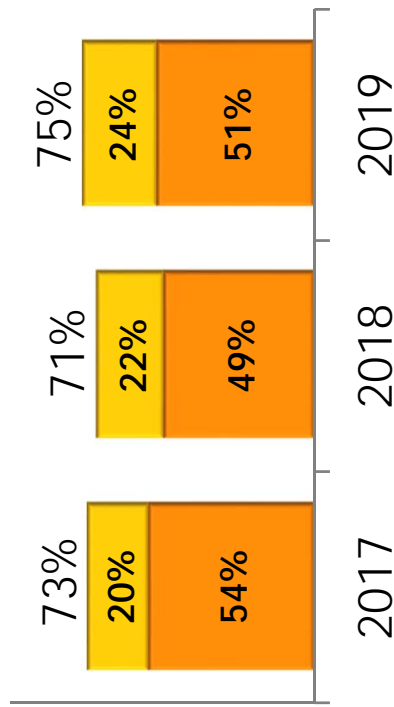
Overall Satisfaction By Branch

	2017	2018	2019	'19 vs. '18
LIRR Overall Score	77%	76%	80%	↑
Long Beach	81%	82%	87%	↑
Port Washington	81%	86%	87%	↑
Far Rockaway	81%	79%	85%	↑
Hempstead	79%	73%	84%	↑
Montauk	74%	67%	83%	↑
West Hempstead	77%	80%	82%	↑
Ronkonkoma	71%	59%	78%	↑
Babylon	71%	75%	78%	↑
Oyster Bay	74%	84%	77%	↓
Huntington	75%	70%	75%	↑
Port Jefferson	76%	78%	75%	↓

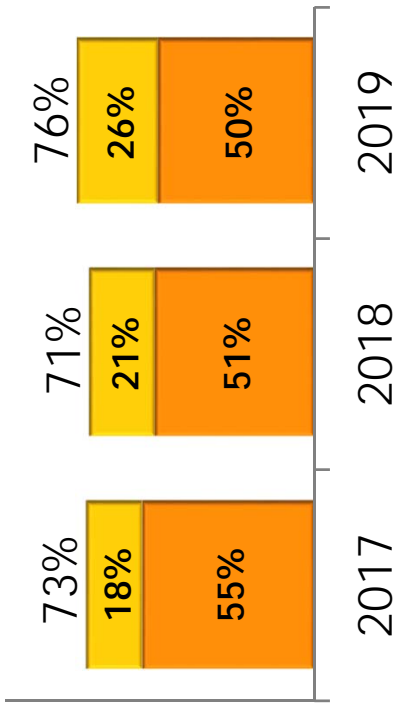


LIRR Train Service

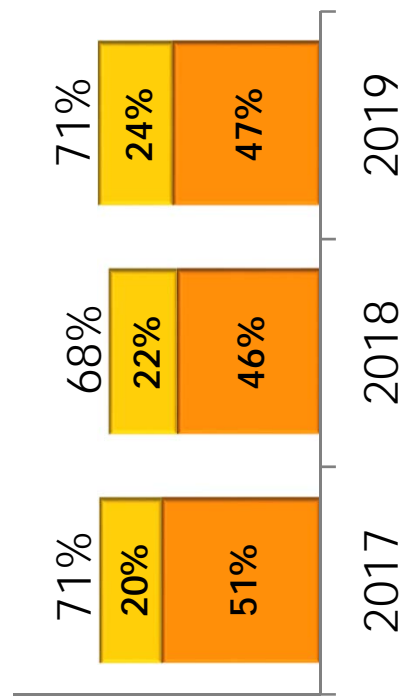
On-Time Performance



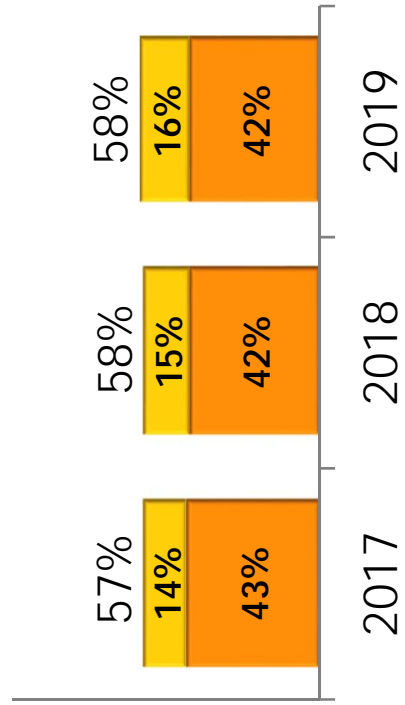
Overall Schedule Of Trains



Availability of Seats



Value for the Money Using the Railroad



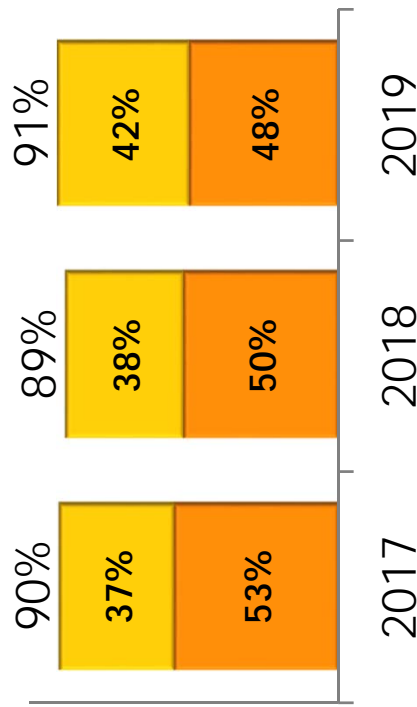
Top Area = Very Satisfied

Bottom Area = Satisfied

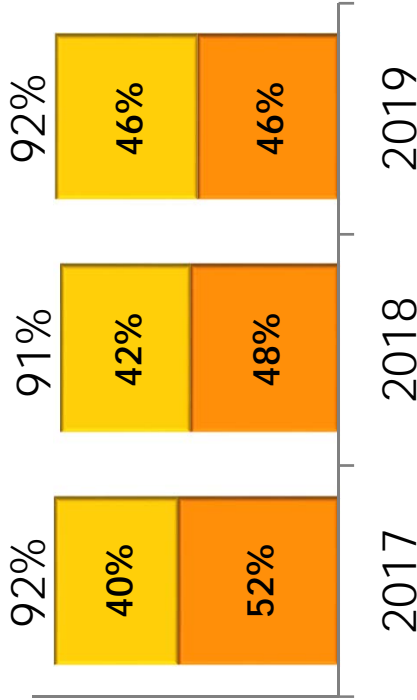


LIRR Employees – Courtesy and Responsiveness

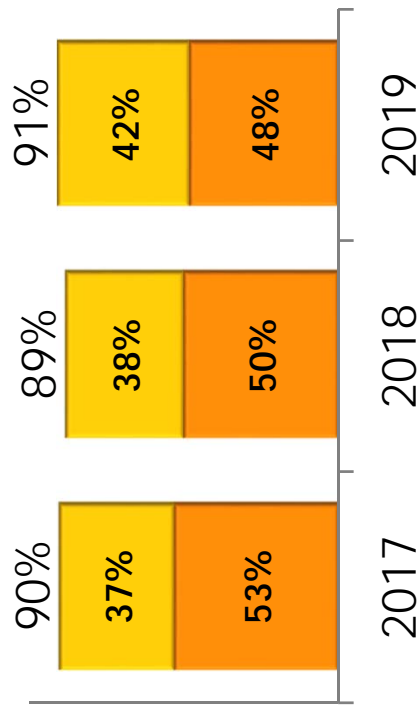
Overall



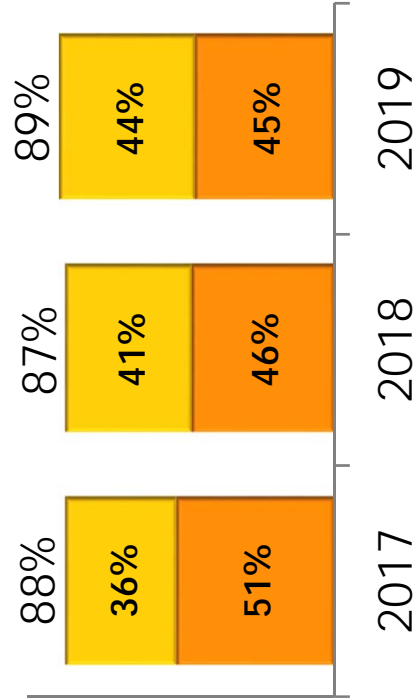
Train Conductors



Ticket Sellers



Customer Service Ambassadors



Top Area = Very Satisfied
Bottom Area = Satisfied

Boarding Stations and Penn Station/Atlantic Terminal

Overall LIRR Boarding Station



Overall Penn Station



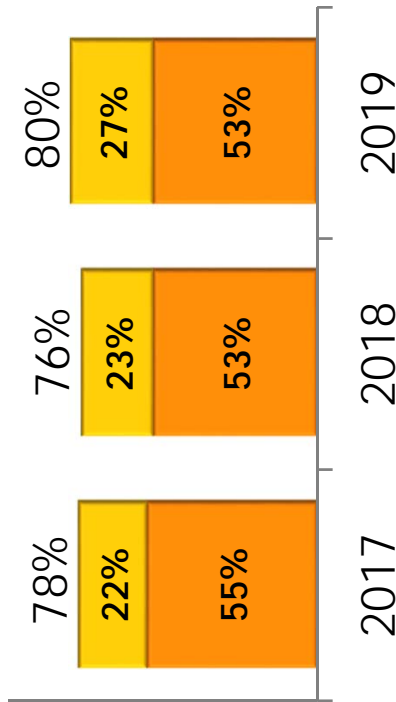
Overall Atlantic Terminal



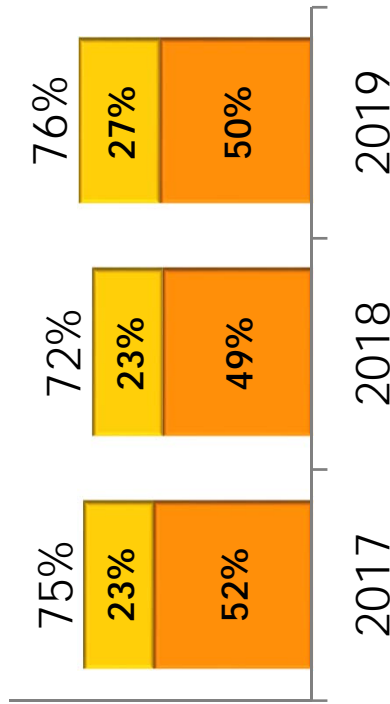
Top Area = Very Satisfied Bottom Area = Satisfied

LIRR Boarding Station

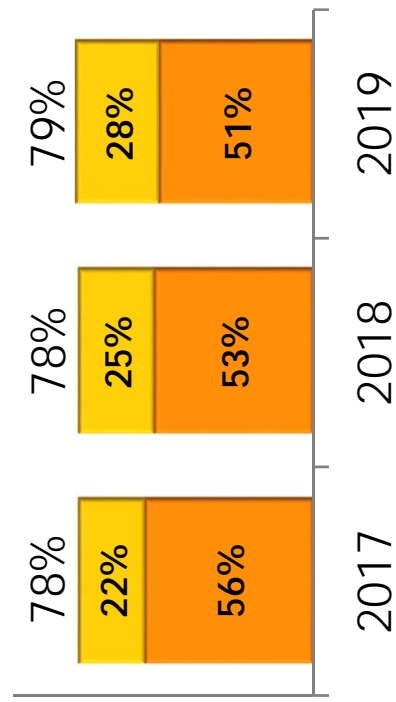
Maintenance of Station



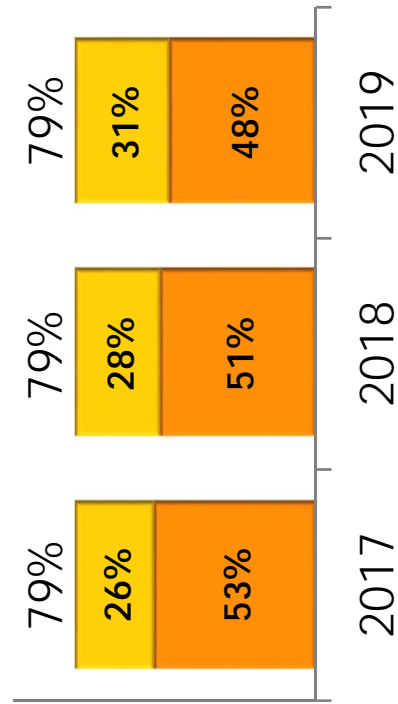
Cleanliness: Inside the Station Building



Cleanliness: Platforms & Shelters



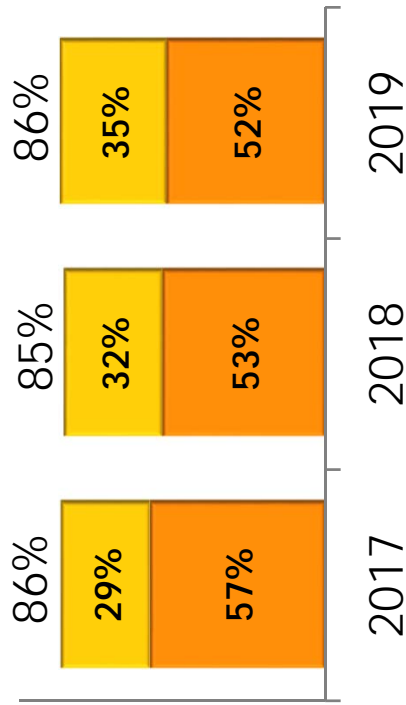
Security of Parked Car



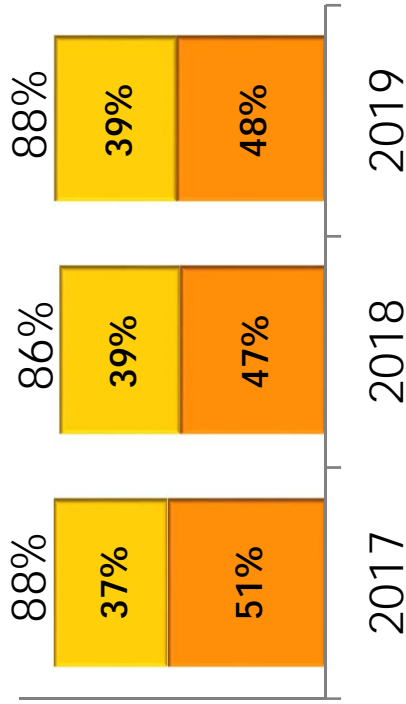
Top Area = Very Satisfied
Bottom Area = Satisfied

LIRR Boarding Station

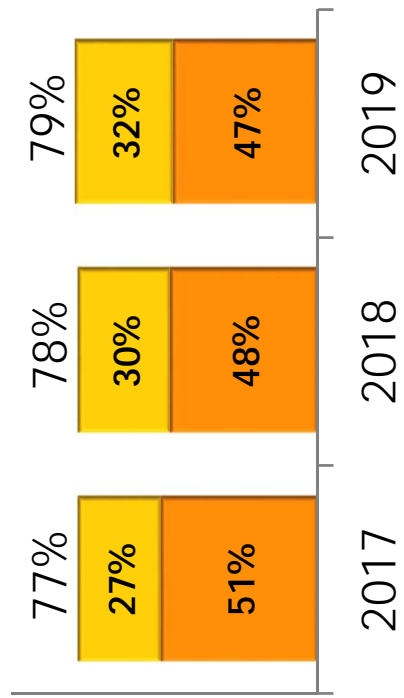
Station Signage



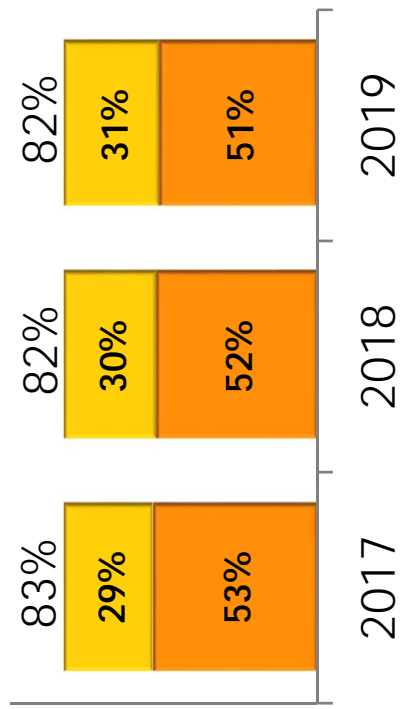
Electronic/LED Signs with Train Schedules



Quality of Audio Announcements



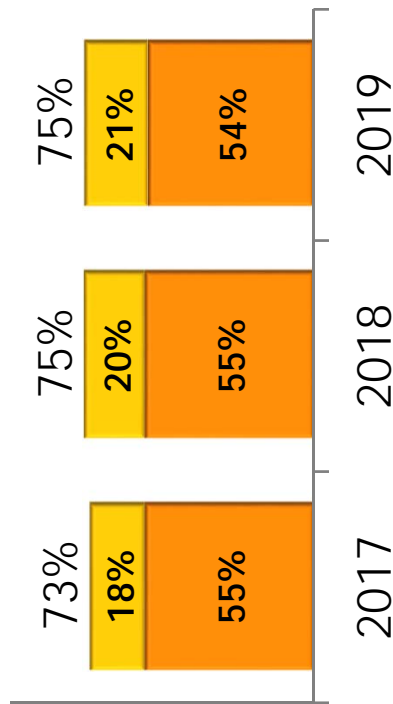
Personal Security



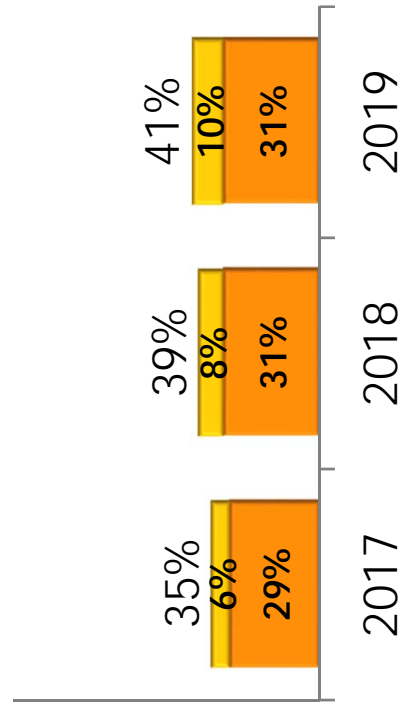
Top Area = Very Satisfied
Bottom Area = Satisfied

LIRR On-Board Conditions

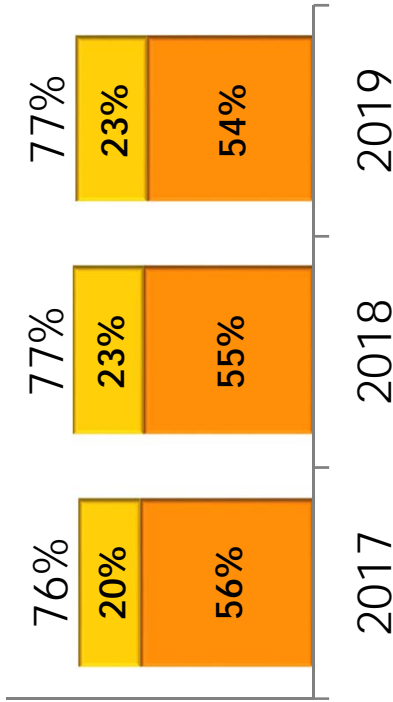
Train Interior Cleanliness



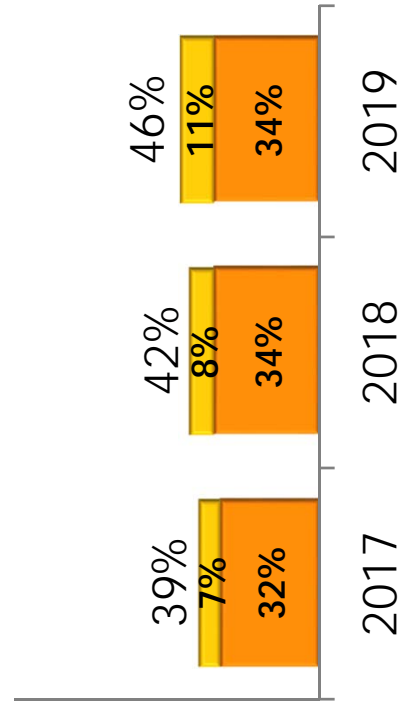
Cleanliness of Restrooms



Train Interior Maintenance



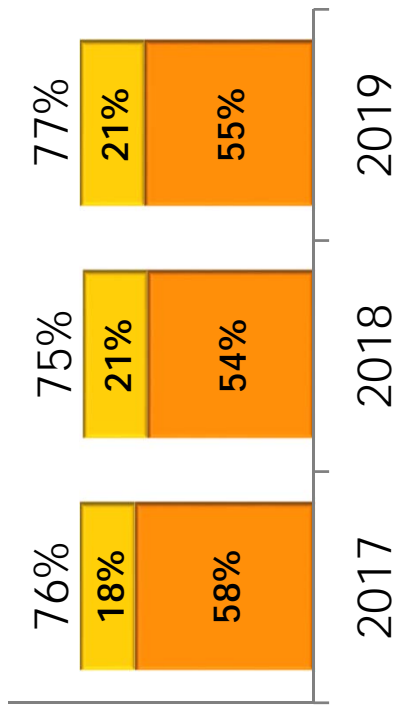
Physical Condition of Restrooms



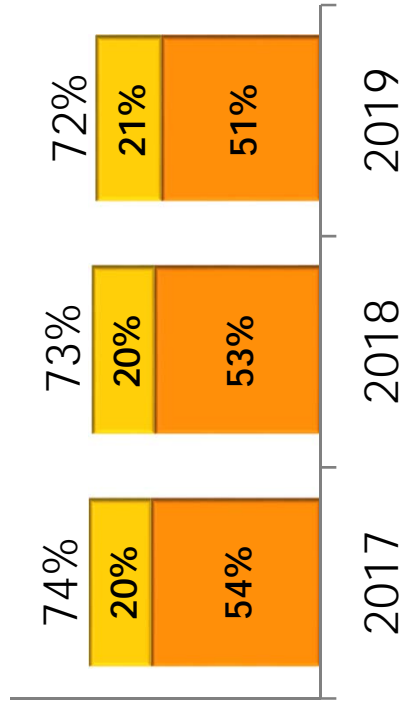
Top Area = Very Satisfied
Bottom Area = Satisfied

LIRR Customer Communication

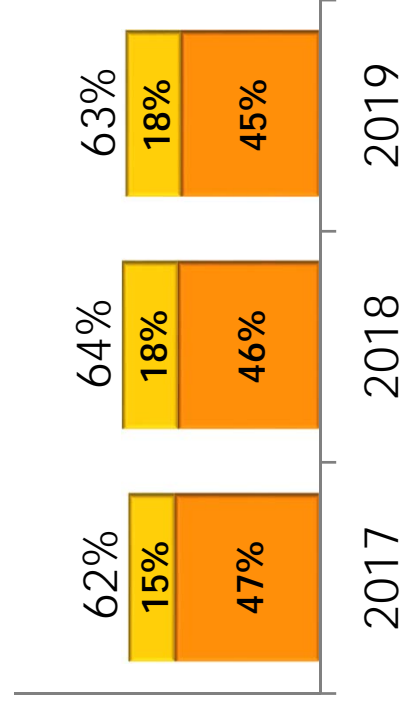
Overall Communication



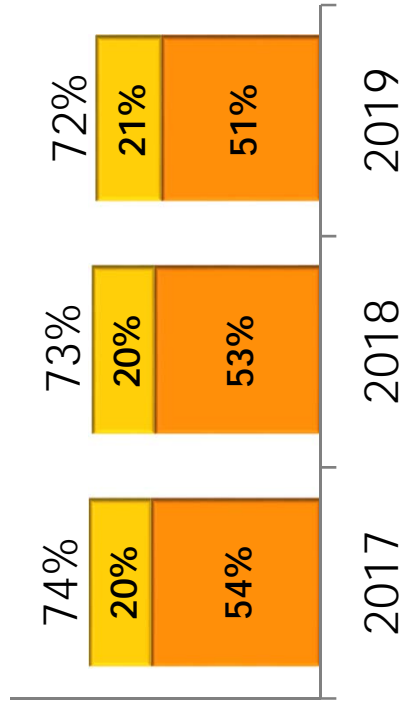
Normal Service



Unplanned Service Disruptions



Planned Service Changes



Top Area = Very Satisfied
Bottom Area = Satisfied

Appendix

- Methodology
- Full Set of Attribute Ratings
- Survey



Methodology

The LIRR survey used an onboard distribution methodology among a sample of trains. A total of 14,834 surveys were completed and tabulated, as follows:

LIRR Survey				
	Total	AM Peak	Off-Peak	Reverse Peak
Completed Surveys (unweighted)	14,834	11,277	2,968	589
Survey dates	Sept/Oct 2019	Sept/Oct 2019	Sept/Oct 2019	Sept/Oct 2019
Trains sampled (from original sample plan regardless of what trains respondents answered for)	112	80	24	8

The sample selection allowed for maximum representation of lines while keeping data collection as cost efficient as possible.

Survey data were first weighted to actual ridership levels within line segments by time period. Weighting survey data helps ensure representativeness of results.

Margin of error: $\pm 0.84\%$ at the 95% level of statistical confidence for a total satisfaction rating of 80% overall. The response rate was 64%.



SERVICE ATTRIBUTE RATINGS 2015-2019



	TOTAL SATISFIED					
	2015	2016	2017	2018	2019	
	%	%	%	%	%	%
1. Long Island Rail Road overall	82	84	77	76	80	↑
Your Home Boarding Station						
2. LIRR boarding station overall*	86	86	84	82	86	↑
3. Personal security	85	84	83	82	82	
4. Cleanliness inside the station building (excluding restrooms)	76	76	75	72	76	↑
5. Maintenance of station	79	81	78	76	80	↑
6. Station signage	87	88	86	85	86	↑
7. Quality of audio announcements**	81	81	77	78	79	↑
8. Electronic or LED signs with train schedules	90	90	88	86	88	↑
9. Availability of parking on weekdays	58	57	55	56	58	↑
10. Security of your car while parked at the station	78	78	79	79	79	
11. Cleanliness of platforms and outdoor shelters	79	79	78	78	79	↑

*2019 wording change. Was previously "Your boarding station overall".

**2019 wording change. Was previously "Sound quality of audio announcements".



	TOTAL SATISFIED				
	2015	2016	2017	2018	2019
	%	%	%	%	%
Your Train (AM & PM)					
12. LIRR train service overall	82	82	76	75	80 ↑
13. On-time performance	78	79	73	71	75 ↑
14. Availability of seats	74	74	71	68	71 ↑
15. Condition of seats	75	75	71	73	75 ↑
16. Train interior maintenance – lights, floors, windows, etc. (excluding seats)	81	80	76	77	77
17. Personal security	88	88	85	85	85
18. Cleanliness of train interior (excluding restrooms)*	77	77	73	75	75
19. Onboard safety**	91	92	88	89	87 ↓
20. Value for the money using the railroad	61	62	57	58	58
21. Quality of audio announcements***	78	77	72	72	71 ↓

*2019 wording change. Was previously "Cleanliness of train's interior (excluding restrooms)".

**2019 wording change. Was previously "Safety from train accidents".

***2019 wording change. Was previously "Sound quality of audio announcements".



	TOTAL SATISFIED					
	2015	2016	2017	2018	2019	
	%	%	%	%	%	%
Courtesy and Responsiveness of Our Employees						
22. The overall courtesy and responsiveness of our employees	90	91	90	89	91	↑
23. Conductors	92	92	92	91	92	↑
24. Ticket Sellers	89	89	88	88	90	↑
25. Customer Service Ambassadors	89	89	88	87	89	↑
26. Personnel at Penn Station	85	85	83	80	85	↑
27. Customer service call center representatives	82	82	78	79	83	↑
28. MTA Police	87	89	86	84	88	↑



	TOTAL SATISFIED				
	2015	2016	2017	2018	2019
	%	%	%	%	%
Train Scheduling					
29. Overall schedule of trains to and from your station*	78	79	73	71	76↑
30. The weekday AM and PM peak schedule**	79	79	76	71	78↑
31. The weekday off-peak schedule***	76	75	71	68	76↑
32. The weekend schedule**	77	76	72	69	74↑
Communication					
33. Overall communication to you	82	81	76	75	77↑
34. Overall communication during normal service conditions	86	85	82	80	82↑
35. Overall communication during unplanned service disruptions	69	68	62	64	63↓
36. Overall communication during planned service disruptions (track work, etc.)	80	79	74	73	72↓

*2019 wording change. Was previously "Overall schedule of trains".

**2019 wording change. The words "to and from your station" were previously appended at end of attribute.

***2019 wording change. The words "to and from your station (including late night train service)" were previously appended at end of attribute.



	TOTAL SATISFIED				
	2015	2016	2017	2018	2019
	%	%	%	%	%
Communication During Unplanned Service Disruptions					
37. At your boarding station	70	67	62	65	66 ↑
38. On board your train*	71	69	64	67	68 ↑
39. At your destination station	74	71	66	68	69 ↑
40. At our website (www.mta.info/lirr)	76	73	68	69	72 ↑
41. Through the "Service Status" box on web	77	74	68	68	72 ↑
42. Via our email alerts (if you subscribe)	77	74	67	69	73 ↑
43. Via our social media sites (Facebook/Twitter/Instagram)**	78	74	67	69	70 ↑
44a. Through Train Information Tools: TrainTime App	77	74	69	71	76 ↑
44b. Through Train Information Tools: MYmta App	NA	NA	NA	NA	77
44c. Through Train Information Tools: MyLIRR.org	NA	NA	NA	NA	77
45. With the Automated Phone System (Schedules, Fares, etc.)	75	73	66	67	73 ↑

*2019 wording change. Was previously "On board your trains".

**2019 wording change. Was previously "Via our social media sites (Facebook/Twitter)"



	TOTAL SATISFIED					
	2015	2016	2017	2018	2019	
	%	%	%	%	%	%
Destination Station						
46. LIRR destination station overall	81	79	76	76	74	↓
47. Cleanliness of destination station/waiting room (excluding restrooms)	72	72	68	70	67	↓
48. Personal security	82	80	78	77	77	
49. Signs providing directions*	85	86	83	83	79	↓
50. Presence of MTA Police	84	84	82	82	81	↓
51. Quality of audio announcements**	79	80	75	77	75	↓
52. Electronic or LED signs with train schedules	87	88	86	85	83	↓

*2019 wording change. Was previously "Signs providing directions to and from LIRR trains".

**2019 wording change. Was previously "Sound quality of audio announcements".



	TOTAL SATISFIED					
	2015	2016	2017	2018	2019	
	%	%	%	%	%	%
Restroom Facilities*						
53. Boarding Station - Cleanliness of restroom	49	52	47	48	51	↑
54. Boarding Station - Physical condition of restroom	54	55	51	50	54	↑
55. On Board - Cleanliness of restroom	31	41	35	39	41	↑
56. On Board - Physical condition of restroom	39	45	39	42	46	↑
57. Destination Station - Cleanliness of restroom	46	48	40	42	44	↑
58. Destination Station - Physical condition of restroom	51	50	43	45	46	↑
Miscellaneous						
80. Your wireless service on board train	NA	NA	NA	NA	55	
81. Your wireless service at your home station	NA	NA	NA	NA	76	
85. MTA eTix	NA	NA	89	92	92	

*2015 data reflects scores only for customers who used a restroom in the past 12 months.
2016 data excludes station scores for West Hempstead customers.





Long Island Rail Road

2019 CUSTOMER SATISFACTION SURVEY

OVER THE PAST 12 MONTHS, HOW SATISFIED ARE YOU WITH:

Very Dissatisfied	Satisfied	Very Satisfied	NA
1	2	3	4

LONG ISLAND RAIL ROAD OVERALL

1. Long Island Rail Road overall	1	2	3	4	5	6	7	8	9	10	NA
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YOUR HOME BOARDING STATION

2. LIRR boarding station overall	1	2	3	4	5	6	7	8	9	10	NA
3. Personal security	1	2	3	4	5	6	7	8	9	10	NA
4. Cleanliness inside the station building (including restrooms)	1	2	3	4	5	6	7	8	9	10	NA
5. Maintenance of station	1	2	3	4	5	6	7	8	9	10	NA
6. Station signage	1	2	3	4	5	6	7	8	9	10	NA
7. Quality of audio announcements	1	2	3	4	5	6	7	8	9	10	NA
8. Electronic or LED signs with train schedules	1	2	3	4	5	6	7	8	9	10	NA
9. Availability of parking on weekdays	1	2	3	4	5	6	7	8	9	10	NA
10. Security of your car while parked at the station	1	2	3	4	5	6	7	8	9	10	NA
11. Cleanliness of platforms and outdoor shelters	1	2	3	4	5	6	7	8	9	10	NA

YOUR TRAIN (AM & PM)

12. LIRR train service overall	1	2	3	4	5	6	7	8	9	10	NA
13. On-time performance	1	2	3	4	5	6	7	8	9	10	NA
14. Availability of seats	1	2	3	4	5	6	7	8	9	10	NA
15. Condition of seats	1	2	3	4	5	6	7	8	9	10	NA
16. Train interior maintenance - lights, floors, windows, etc. (including seats)	1	2	3	4	5	6	7	8	9	10	NA
17. Personal security	1	2	3	4	5	6	7	8	9	10	NA
18. Cleanliness of train interior (including restrooms)	1	2	3	4	5	6	7	8	9	10	NA
19. Onboard Safety	1	2	3	4	5	6	7	8	9	10	NA
20. Value for the money using the railroad	1	2	3	4	5	6	7	8	9	10	NA
21. Quality of audio announcements	1	2	3	4	5	6	7	8	9	10	NA

COURTESY AND RESPONSIVENESS OF EMPLOYEES

22. The overall courtesy and responsiveness of our employees	1	2	3	4	5	6	7	8	9	10	NA
23. Conductors	1	2	3	4	5	6	7	8	9	10	NA
24. Ticket Sellers	1	2	3	4	5	6	7	8	9	10	NA
25. Customer Service Ambassadors	1	2	3	4	5	6	7	8	9	10	NA
26. Personnel at Penn Station	1	2	3	4	5	6	7	8	9	10	NA
27. Customer Service Call Center Representatives	1	2	3	4	5	6	7	8	9	10	NA
28. MTA Polib	1	2	3	4	5	6	7	8	9	10	NA

TRAIN SCHEDULING

29. Overall schedule of trains to and from your station	1	2	3	4	5	6	7	8	9	10	NA
---	---	---	---	---	---	---	---	---	---	----	----

Very Dissatisfied	Satisfied	Very Satisfied	NA
1	2	3	4

COMMUNICATION

30. The weekday AM and PM peak schedule	1	2	3	4	5	6	7	8	9	10	NA
31. The weekday off-peak schedule	1	2	3	4	5	6	7	8	9	10	NA
32. The weekend schedule	1	2	3	4	5	6	7	8	9	10	NA

ABOUT YOUR TRIP

60. What is the main purpose of this trip? (Select one answer only)	1	2	3	4	5	6	7	8	9	10	NA
61. Where did you begin your trip today? (e.g. home, work, school, etc)?	1	2	3	4	5	6	7	8	9	10	NA
62. Is this address where you...? (Select one answer only)	1	2	3	4	5	6	7	8	9	10	NA
63. What time did you leave this place?	1	2	3	4	5	6	7	8	9	10	NA
64. At what station did you board this train today? (Please write in station name)	1	2	3	4	5	6	7	8	9	10	NA

YOUR DESTINATION STATION

65. At what time is your train scheduled to depart from your boarding station today?	1	2	3	4	5	6	7	8	9	10	NA
66. How did you get to your first LIRR station for this trip? (Select one answer - the primary mode)	1	2	3	4	5	6	7	8	9	10	NA
67. In the course of this LIRR trip, will you transfer to another LIRR train to reach your final destination?	1	2	3	4	5	6	7	8	9	10	NA
68. How do you typically receive your train information? (Select all that apply)	1	2	3	4	5	6	7	8	9	10	NA
69. Do you currently carpool to your station? If no, would preferred parking for carpooling be something you would take advantage of?	1	2	3	4	5	6	7	8	9	10	NA

RESTROOM FACILITIES

46. LIRR destination station overall	1	2	3	4	5	6	7	8	9	10	NA
47. Cleanliness of destination station/waiting room (including restrooms)	1	2	3	4	5	6	7	8	9	10	NA
48. Personal security	1	2	3	4	5	6	7	8	9	10	NA
49. Signs providing directions	1	2	3	4	5	6	7	8	9	10	NA
50. Presence of MTA Police	1	2	3	4	5	6	7	8	9	10	NA
51. Quality of audio announcements	1	2	3	4	5	6	7	8	9	10	NA
52. Electronic or LED signs with train schedules	1	2	3	4	5	6	7	8	9	10	NA

IMPORTANCE OF SERVICE FACTORS

59. Please tell us which are the 5 most important aspects of the LIRR service in rank order with item 1 being most important.	1	2	3	4	5
---	---	---	---	---	---

ABOUT YOUR TRIP

60. What is the main purpose of this trip? (Select one answer only)	1	2	3	4	5	6	7	8	9	10	NA
61. Where did you begin your trip today? (e.g. home, work, school, etc)?	1	2	3	4	5	6	7	8	9	10	NA
62. Is this address where you...? (Select one answer only)	1	2	3	4	5	6	7	8	9	10	NA
63. What time did you leave this place?	1	2	3	4	5	6	7	8	9	10	NA
64. At what station did you board this train today? (Please write in station name)	1	2	3	4	5	6	7	8	9	10	NA

YOUR DESTINATION STATION

65. At what time is your train scheduled to depart from your boarding station today?	1	2	3	4	5	6	7	8	9	10	NA
66. How did you get to your first LIRR station for this trip? (Select one answer - the primary mode)	1	2	3	4	5	6	7	8	9	10	NA
67. In the course of this LIRR trip, will you transfer to another LIRR train to reach your final destination?	1	2	3	4	5	6	7	8	9	10	NA
68. How do you typically receive your train information? (Select all that apply)	1	2	3	4	5	6	7	8	9	10	NA
69. Do you currently carpool to your station? If no, would preferred parking for carpooling be something you would take advantage of?	1	2	3	4	5	6	7	8	9	10	NA

RESTROOM FACILITIES

46. LIRR destination station overall	1	2	3	4	5	6	7	8	9	10	NA
47. Cleanliness of destination station/waiting room (including restrooms)	1	2	3	4	5	6	7	8	9	10	NA
48. Personal security	1	2	3	4	5	6	7	8	9	10	NA
49. Signs providing directions	1	2	3	4	5	6	7	8	9	10	NA
50. Presence of MTA Police	1	2	3	4	5	6	7	8	9	10	NA
51. Quality of audio announcements	1	2	3	4	5	6	7	8	9	10	NA
52. Electronic or LED signs with train schedules	1	2	3	4	5	6	7	8	9	10	NA

IMPORTANCE OF SERVICE FACTORS

59. Please tell us which are the 5 most important aspects of the LIRR service in rank order with item 1 being most important.	1	2	3	4	5
---	---	---	---	---	---

ABOUT YOUR TRIP

60. What is the main purpose of this trip? (Select one answer only)	1	2	3	4	5	6	7	8	9	10	NA
61. Where did you begin your trip today? (e.g. home, work, school, etc)?	1	2	3	4	5	6	7	8	9	10	NA
62. Is this address where you...? (Select one answer only)	1	2	3	4	5	6	7	8	9	10	NA
63. What time did you leave this place?	1	2	3	4	5	6	7	8	9	10	NA
64. At what station did you board this train today? (Please write in station name)	1	2	3	4	5	6	7	8	9	10	NA

YOUR DESTINATION STATION

65. At what time is your train scheduled to depart from your boarding station today?	1	2	3	4	5	6	7	8	9	10	NA
66. How did you get to your first LIRR station for this trip? (Select one answer - the primary mode)	1	2	3	4	5	6	7	8	9	10	NA
67. In the course of this LIRR trip, will you transfer to another LIRR train to reach your final destination?	1	2	3	4	5	6	7	8	9	10	NA
68. How do you typically receive your train information? (Select all that apply)	1	2	3	4	5	6	7	8	9	10	NA
69. Do you currently carpool to your station? If no, would preferred parking for carpooling be something you would take advantage of?	1	2	3	4	5	6	7	8	9	10	NA

RESTROOM FACILITIES

46. LIRR destination station overall	1	2	3	4	5	6	7	8	9	10	NA
47. Cleanliness of destination station/waiting room (including restrooms)	1	2	3	4	5	6	7	8	9	10	NA
48. Personal security	1	2	3	4	5	6	7	8	9	10	NA
49. Signs providing directions	1	2	3	4	5	6	7	8	9	10	NA
50. Presence of MTA Police	1	2	3	4	5	6	7	8	9	10	NA
51. Quality of audio announcements	1	2	3	4	5	6	7	8	9	10	NA
52. Electronic or LED signs with train schedules	1	2	3	4	5	6	7	8	9	10	NA



AWARENESS OF NEW LIRR INITIATIVES

77. Please indicate if you are aware of the following new LIRR initiatives:
- Summer Saturdays Yes No
 - Autumn Weekends Yes No
 - LIRR Loyalty Program Yes No
 - LIRR Care Program Yes No
 - Atlantic Ticket Yes No
 - MJLRR.org Tracking Tool Yes No
 - Monthly Meet the Managers Yes No

ABOUT YOUR WIRELESS EXPERIENCE

78. Do you use wireless services while on LIRR? Yes No
79. What carrier do you have? Very Dissatisfied Dissatisfied Satisfied Very Satisfied
80. Your wireless service on board train 1 2 3 4 5 6 7 8 9 10 NA
81. Your wireless service at your home station 1 2 3 4 5 6 7 8 9 10 NA
82. If you use surveys, do you access WiFi or cellular data when in subway stations?
 Yes, access WiFi/cellular data
 No, do not access WiFi/cellular data

ABOUT YOUR EXPERIENCE WITH FARE PAYMENT

83. Do you know the difference between WiFi and cellular data? Yes No
84. Have you ever used MTA eTix? Yes No
- If you use it, how satisfied are you with:
 85. MTA eTix Very Dissatisfied Dissatisfied Satisfied Very Satisfied
86. If you have not used MTA eTix, why not?
 Not very important Somewhat important Important Very important

ABOUT YOU

91. Which of the following categories includes your age? (Select one answer only)
 Under 18 18-24 25-34 35-44 45-54 55-64 65 and over
92. Are you? Male Female Other
93. What is your home ZIP code? _____
94. What county or borough do you reside in? (Select one answer only)
 Nassau Suffolk Queens Kings Richmond Westchester Dutchess Columbia Putnam Rockland Orange Sullivan Warren Hamilton Schoharie Fulton Seneca Yates Rensselaer Albany Saratoga Warren Hamilton Schoharie Fulton Seneca Yates Rensselaer Albany Saratoga
95. What is the last grade of school you completed? (Select one answer only)
 Less than high school graduate High school graduate Some college College graduate Postgraduate



BUSINESS REPLY MAIL
 FIRST-CLASS MAIL PERMIT NO. 260 BELLE MEAD, NJ
 POSTAGE WILL BE PAID BY ADDRESSEE

MTA LONG ISLAND RAIL ROAD
 PO BOX 609
 BELLE MEAD NJ 08502-9802

96. In which of the following industries are you employed? (Select one answer only)
 Construction Information Natural Resources/Mining Leisure and Hospitality Education Manufacturing Health Services/Health Care Professional/Business Services Financial Activities Transportation and Utilities Government Retail Trade Wholesale Trade Other (specify: _____)
97. Are you of Hispanic origin? Yes No
98. Are you:
 White American Indian or Alaska Native
 Black or African-American Native Hawaiian or other Pacific Islander
 Asian Other (specify: _____)
99. In what country/countries were...?
 USA Other (specify: _____)
 Your parents/ancestors born: USA Other (specify: _____)
100. Which language would be most helpful to you when receiving written or electronically displayed information from the LIRR?
 English No preference Another language (specify: _____)
 Spanish No preference Another language (specify: _____)
101. Which language would be most helpful to you to understand announcements or converse with LIRR personnel (e.g., to ask for travel directions)?
 English No preference Another language (specify: _____)
 Spanish No preference Another language (specify: _____)
102. What is the primary language spoken in your home?
 English Spanish Another language (specify: _____)
103. How well do you speak English?
 Very well Well Not very well Not at all
104. Including yourself, how many people live in your household?
 1-2 3-4 5-6 7-8 9 or more
105. What is your approximate annual household income? (Select one answer only)
 Under \$12,500 \$20,000-\$74,999 \$200,000-\$299,999
 \$12,500-\$24,999 \$25,000-\$49,999 \$50,000-\$99,999 \$100,000-\$149,999
 \$25,000-\$74,999 \$75,000-\$99,999 \$100,000-\$199,999 \$300,000 or more
106. The Long Island Rail Road wants your input on what we can do to improve. If you are not satisfied with our performance in any of the areas in questions 1 through 58, please explain why below. Please also include any other comments or service suggestions.

If you would be interested in participating in future LIRR market research projects, please write your name, address, and phone number(s) below. All information will be kept confidential. By providing your email address, you are agreeing to receive invitations to participate in MTA LIRR online surveys.

Name: _____
 Street Address: _____
 Town or City: _____ Zip Code: _____
 Phone: Home (____) _____ Work (____) _____
 E-mail Address: _____

THANK YOU FOR PARTICIPATING



Long Island Rail Road
2019 Customer Satisfaction Survey

Dear Customer:
 Please take a few minutes to fill out the Long Island Rail Road Customer Satisfaction Survey. Your answers to the survey will guide our efforts to provide better service to you.
 Please answer each question based upon your experience with the Long Island Rail Road over the past 12 months. Your responses will be tabulated and reported back to you.
 Several survey specialists will be assigned to your train for today's trip. They are here to distribute and collect your completed questionnaire. If they miss you, or if you need more time, the questionnaire can also be returned by mail — no postage necessary. To mail back, refold and seal the survey on the right side with a small piece of tape.
 Thank you for helping us serve you better and for riding the Long Island Rail Road.
Si usted prefiere completar esta encuesta en español, dígaselo al encargado.

INSTRUCTIONS:
 In the first portion of this survey, please tell us how satisfied you have been with various aspects of our services over the past 12 months.
 Please circle one of the numbers in the scale that best reflects your opinion of our service.
 • Circle 9 or 10 if you are "very satisfied"
 • Circle 6, 7, or 8 if you are "satisfied"
 • Circle 3, 4, or 5 if you are "dissatisfied"
 • Circle 1 or 2 if you are "very dissatisfied"
 • Circle NA if you are not familiar with a particular aspect





2019 ANNUAL RIDERSHIP REPORT

**2019 ANNUAL RIDERSHIP REPORT
LONG ISLAND RAIL ROAD
EXECUTIVE SUMMARY**

The Long Island Rail Road (LIRR) remains the busiest commuter railroad in North America, experiencing a new modern record in ridership with 91.1 million passengers in 2019. Total ridership increased 1.5%, compared to 2018’s 89.8 million passengers. Positive local economic conditions, service improvements, and continuous growth in non-commutation travel, including discretionary trips to entertainment/sports venues and local attractions contributed to these ridership numbers.

2019 Ridership Summary

- In 2019, the LIRR experienced its highest ridership since the post-war high of 91.8 million passengers in 1949
- 2019 Non-Commutation ridership reached a record high of 40.5 million passengers. Non-Commutation ridership increased 4.1%, reflecting a growing trend of discretionary trips and gains resulting from the introduction of the Atlantic Ticket.
 - Total Weekend ridership increased 0.7%. Saturday ridership increased 0.5% and Sunday ridership increased 0.9%. Off-peak weekday travel increased 2.1% compared to last year.
- 2019 Commutation ridership reached 50.6 million passengers decreasing 0.5% from last year. Commutation ridership was potentially affected by the March 2019 fare increase (average 4% increase) and weaker employment in the Financial Activities sector where many LIRR commuters are employed.
 - Reverse Commute ridership increased 1.4% in the AM period and 0.4% in the PM Peak Period compared to 2018

**Annual Ridership (in millions)*
2019 vs 2018**

	2019	2018	% Change vs 2018
Total Ridership	91.1	89.8	1.5% ▲

* Annual ridership is based on a calendar adjustment to reflect same workdays in 2019 and 2018.

▲ Increase ▼ Decrease ● No Change

Major Factors and Initiatives Affecting Ridership

1. REGIONAL ECONOMY

- NYC Non-Agricultural employment increased 1.9% during CY 2019 vs. 2018
- Education and Health employment increased 4.6%
- Mining, Logging & Construction employment increased 0.1%
- Business and Professional Services employment increased 2.4%
- Leisure and Hospitality employment increased 0.7%
- Financial Activities employment decreased 0.6%

2. SERVICE ENHANCEMENTS

- During 2019, the LIRR implemented several service enhancements, while the benefits of the *LIRR Forward* plan continued to improve customer experience & satisfaction:
 - The LIRR made several individual train service changes based on the recommendation of customers. Working with the South Fork communities, the LIRR launched a pilot program called the South Fork Commuter Connection (SFCC), which provides additional “shuttle” service on the South Fork of Long Island that meets with buses (provided by the local municipalities).
 - New M9 rail cars entered passenger service in September 2019. The new cars incorporate and improve upon the most successful and popular features of the MTA’s recent electric car fleets.
 - All LIRR train fleets exceeded their Mean Distance Between Failure (MDBF) targets, and overall MDBF reported higher performance in 2019 compared to the previous year.
 - In 2019, 14 stations (including Baldwin, Bayside Bellmore, Brentwood, Deer Park, East Hampton, Farmingdale, Great Neck, Merrick, Northport, Port Jefferson, Stewart Manor, Syosset and Valley Stream) received enhancements and upgrades, including new LED lighting, USB charging ports, free public Wi-Fi, new digital screens (with train and customer information).
 - Replacing low-hanging bridges improves the safety and reliability for both vehicles and LIRR passengers. Seven bridges were replaced and/or rehabilitated including Cherry Lane, Springfield Boulevard, Tyson Avenue, Nassau Boulevard, Accabonac Road, North Main Street and Flushing Main Street.
 - Several other accomplishments achieved in 2019 include: rebuilding 13 priority switches (including the Nassau Switch, which is one of the most highly trafficked LIRR switches); installed 3,329 new threshold plates on M7 electric cars to reduce service delays due to door misalignments; repairing approximately 1,700 rail joints; installing 14 third-rail heaters; doubling the number of wheel truing machines, etc.

3. ON-TIME PERFORMANCE

- The LIRR’s OTP was 92.4%, an increase of 2.0% from the 2018 OTP rate of 90.4%. Service reliability gains encompassed all travel periods (AM, PM and Off-Peak), and almost all LIRR branches. Moreover, turnaround was achieved while running more trains (+1.2%); carrying more riders (+1.3 million passengers); and undertaking the largest system expansion in more than a century, along with extensive state-of-good-repair work.

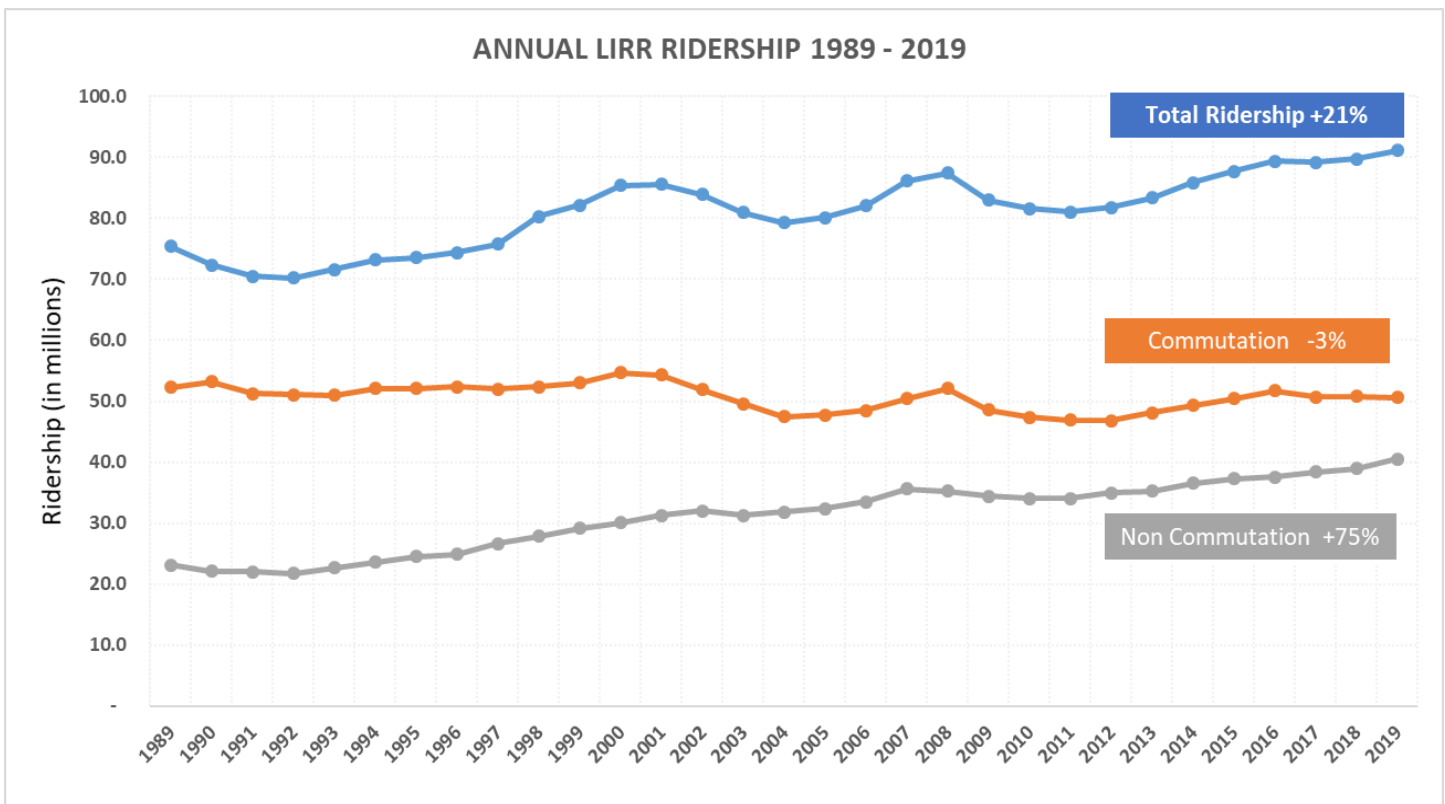
4. RIDERSHIP GROWTH OF LEISURE TRAVEL AND OTHER BUSINESS SEGMENTS

- The 2019 PGA Championship at Bethpage State Park was completed successfully with 100,000 customers using the LIRR
- The 2019 Belmont Park service continued, bringing 35,000 LIRR to the park during the whole season, including the Stakes Day.
- In 2019, the LIRR continued its popular Summer Saturdays and Autumn Weekends, LIRR's special customer appreciation programs
- The LIRR expanded the MY LIRR LOYALTY Program with over 100 participating merchants, offering special "flash sale" offers to monthly customers
- The "Atlantic Ticket" continued its successful debut. There were 1.7 million customers in 2019.
- Continue the fourth year of successful growth for the LIRR Holiday Express train service on two branches (from Ronkonkoma and Babylon to Penn Station) with on-board entertainment and giveaways
- Sales & Promotions programs (deals, getaways and group travel) contributed to LIRR's 2019 total Non-Commutation business of \$388 million (+6.2%). Fostered new opportunities for LIRR Getaways and Group Sales in 2019, generating \$2.2 million Leisure Travel business and 309,000 leisure ridership.
- The South Fork Commuter Connection (SFCC) program was introduced by offering a special rail & bus combination to provide better access to businesses in the South Fork region of Long Island with 47,000 customer taking advantage of the new service.
- Spearheaded the 7th Annual "Long Island Car Free Day" encouraging Long Islanders to give up their cars and try mass transit, carpooling, walking, and bicycling
- Implemented a unique three-way partnership with "Discover LI" and "NYC & Co" to position the LIRR as the connecting mode between NYC and LI, attracting leisure travelers to the region. Targeted the tourism segment working with travel agents and leisure organizations.
- Completed two Sponsorship programs and initiated discussions with multiple prospective companies for new "adopt-a-station" sponsorships
- Reached agreement with Molloy College to introduce the first-ever discount program subsidized by a college, offering a sustainable value-added incentive to students commuting via the LIRR

Long-Term Ridership Trends

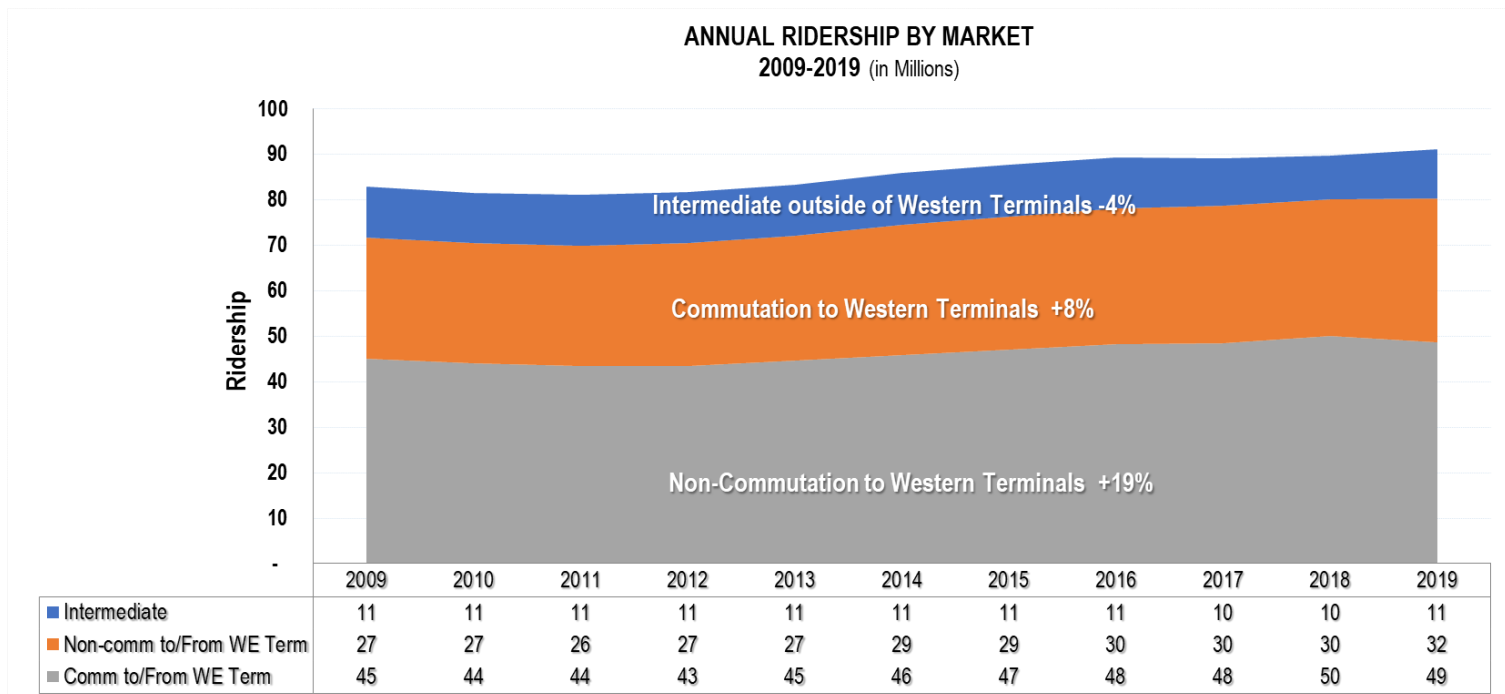
Ridership Trends

- Over the past 30 years, system-wide ridership has grown by 21%
- Non-Commutation ridership has climbed, recording a 75% increase over the 30-year span, while Commutation ridership has shown a small decrease (-3%)



Ridership Trends by Market

- Over the past 10 years, significant growth has occurred in the Non-Commutation market, which grew 19%
- Commutation ridership to western terminals has increased by 8% since 2009
- Non-Commutation growth increased due to favorable market/economic conditions and aggressive marketing programs (i.e., NYC/LI Getaways, etc.)
- Intermediate ridership outside of western terminals has decreased by 4% over the past 10 years



Notes

Intermediate: passengers traveling outside of the Western Terminals (Penn Station, Atlantic Terminal, and Hunters Point/LIC)

Non-Comm. to/from the Western Terminals: passengers traveling to/from Western Terminals with ticket types other than Weekly & Monthly tickets

Comm. to/from Western Terminals: passengers traveling to/from Western Terminals with Weekly & Monthly tickets

2019 vs. 2018 Branch Comparisons

- Total LIRR ridership went up 1.5% with most LIRR Branches experiencing ridership gains in 2019. The Greenport Branch showed the highest percent increase of 17.8%, followed by the City Zone with a 5.9% increase. Montauk Branch showed the largest percent decrease of 2.6%, while the Port Jefferson/Huntington Branch declined 1.5% - both Branches were impacted by trackwork programs. The Port Jefferson/Huntington Branch continued to maintain the highest 2019 ridership (18.8 million customers), followed by the Babylon Branch with 18.4 million customers.

RIDERSHIP BY BRANCH (in millions) *

RIDERSHIP BY BRANCH

Branch	ANNUAL RIDERSHIP*		
	2019	2018	% CHANGE
Babylon Branch	18,385,072	18,306,986	0.4% ▲
City Zone Branch	7,663,873	7,239,713	5.9% ▲
Far Rockaway Branch	6,631,871	6,402,692	3.6% ▲
Greenport Branch	88,135	74,819	17.8% ▲
Hempstead Branch	4,519,573	4,329,862	4.4% ▲
Long Beach Branch	4,916,649	4,849,085	1.4% ▲
Montauk Branch	2,360,848	2,424,499	-2.6% ▼
Oyster Bay Branch	1,914,082	1,929,262	-0.8% ▼
Port Jefferson Branch**	18,819,640	19,114,377	-1.5% ▼
Port Washington Branch	14,526,328	14,242,594	2.0% ▲
Ronkonkoma Branch	10,158,848	9,766,249	4.0% ▲
West Hempstead Branch	1,120,218	1,092,420	2.5% ▲
Total	91,105,137	89,772,559	1.5%



Increase



Decrease



No Change

* Ridership data is based on ticket sales.

** Port Jefferson branch includes ridership from Huntington branch

2020 Outlook

- Throughout the remainder of 2020 (and for the next few years), the LIRR will continue several large-scale projects (i.e. Main Line Expansion), resulting in a more modern system well-suited to meet future transportation needs. In the short term, these system upgrades require service changes to allow for construction primarily during the off-peak period, but in some cases even during the peak period.
- The LIRR will be monitoring the impact of the COVID-19 virus outbreak on ridership.
- The South Fork Commuter Connection (SFCC) program will continue, offering a special rail & bus service combination (eliminating the \$1 bus voucher).
- A new program called “NYC Outer Borough Rail Discount Pilot” will be introduced in 2020, offering fare discounts to customers travelling within the City Zone.
- Continue introducing attractive NYC & LI value-added packages and capitalize on cross marketing opportunities with regional partners and venues to increase non-commutation ridership and grow leisure travel between New York City and Long Island.
- Continue promotional partnerships with local sports venues to grow off-peak ridership.
- Ridership growth is expected to continue with several opportunities to serve all local airports, building incremental ridership growth of travel through the LIRR.
- New sponsorship and revenue initiatives will be undertaken to raise additional funds.
- Continue the successful three-way partnership with “Discover LI” and “NYC & Co” to position the LIRR as the connecting mode between NYC and LI, attracting leisure travelers to the region.

2019 LIRR Annual Ridership Report Appendix

Additional ridership statistics are provided in an online appendix. Listed as an exhibit within the March 2020 Metro-North and Long Island Rail Road Committee materials, the appendix is available at:

<http://web.mta.info/mta/news/books>



Metro-North Railroad

Procurements

Subject	Request for Authorization to Award Various Procurements
Department	Procurement and Material Management
Department Head Name	Anthony Gardner, Sr Director
Department Head Signature	
Project Manager Name	

Date	
Vendor Name	Various
Contract Number	Various
Contract Manager Name	Various
Table of Contents Ref #	

Board Action					
Order	To	Date	Approval	Info	Other
1	MNR Comm. Mtg.	3-23-20	X		
2	MTA Board Mtg.	3-25-20	X		

Internal Approvals			
	Approval		Approval
X	President	X	Executive Director Management & Budget
X	Executive Vice President	X	V.P. Capital Programs
X	Sr. V.P. Operations		
X	V.P. & General Counsel		

Internal Approvals (cont.)							
Order	Approval	Order	Approval	Order	Approval	Order	Approval

PURPOSE:

To obtain approval of the Board to award various contracts/contract modifications and purchase orders, and to inform the MTA Metro-North Railroad Committee of these procurement actions.

DISCUSSION:

MNR proposes to award non-competitive procurements in the following categories:

	<u># of Actions</u>	<u>\$ Amount</u>
<u>Schedules Requiring Two-Thirds Vote (or more, where noted)</u>	NONE	

<u>Schedules Requiring Majority Vote</u>	NONE
--	------

SUB TOTAL:

MNR proposes to award competitive procurements in the following categories:

	<u># of Actions</u>	<u>\$ Amount</u>
<u>Schedules Requiring Two-Thirds Vote (or more, where noted)</u>	<u>NONE</u>	
<u>Schedules Requiring Majority Vote</u>		
Schedule H: Modifications to Personal/Miscellaneous Service Contracts	1	\$2,000,000
• Clearway Industries, LLC \$2,000,000		
SUB TOTAL:	1	\$2,000,000

MNR presents the following procurement actions for Ratification:

<u>Schedules Requiring Two-Thirds Vote (or more, where noted)</u>	<u>NONE</u>	
<u>Schedules Requiring Majority Vote</u>	<u>NONE</u>	
SUB TOTAL:		
TOTAL:	1	\$2,000,000

The contractors noted above and on the following Staff Summary Sheets have been found in all respects responsive and responsible, and are in compliance with State laws and regulations concerning procurements.

BUDGET IMPACT: The purchases/contracts will result in obligating MNR operating and capital funds in the amount listed. Funds are available in the current MNR operating/capital budgets for this purpose.

RECOMMENDATION: That the purchases/contracts be approved as proposed. (Items are included in the resolution of approval at the beginning of the Procurement Section.)

METROPOLITAN TRANSPORTATION AUTHORITY

WHEREAS, in accordance with Section 1265-a and Section 1209 of the Public Authorities law and the All Agency Procurement Guidelines, the Board authorizes the award of certain non-competitive purchase and public work contracts, and the solicitation and award of request for proposals in regard to purchase and public work contracts; and

WHEREAS, in accordance with the All Agency Procurement Guidelines, the Board authorizes the award of certain non-competitive miscellaneous procurement contracts, and certain change orders to procurement, public work, and miscellaneous procurement contracts; and

WHEREAS, in accordance with Section 2879 of the Public Authorities Law and the All Agency Guidelines for Procurement of Services, the Board authorizes the award of certain service contracts and certain change orders to service contracts.

NOW, the Board resolves as follows:

1. As to each purchase and public work contract set forth in the annexed Schedule A, the Board declares competitive bidding to be impractical or inappropriate for the reasons specified therein and authorizes the execution of each such contract.

2. As to each request for proposals (for purchase and public work contracts) set forth in Schedule B for which it is deemed in the public interest to obtain authorization to solicit competitive proposals through a publicly advertised RFP for the reasons specified therein the Board declares it to be impractical or inappropriate to utilize a procurement process inviting sealed bids with award to the lowest responsive/responsible bidder.

3. As to each request for proposals (for purchase and public work contracts) set forth in Schedule C for which a recommendation is made to award the contract, the Board authorizes the execution of said contract.

4. The Board ratifies each action taken set forth in Schedule D for which ratification is requested.

5. The Board authorizes the execution of each of the following for which Board authorization is required: i) the miscellaneous procurement contracts set forth in Schedule E; ii) the personal service contracts set forth in Schedule F; iii) the miscellaneous service contracts set forth in Schedule G; iv) the modifications to personal/miscellaneous service contracts set forth in Schedule H; v) the contract modifications to purchase and public work contracts set forth in Schedule I; and vi) the modifications to miscellaneous procurement contracts set forth in Schedule J.

6. The Board ratifies each action taken set forth in Schedule K for which ratification is requested.

MARCH 2020

METRO-NORTH RAILROAD

LIST OF COMPETITIVE PROCUREMENTS FOR BOARD APPROVAL

Schedules Requiring Majority Vote:

H. Modifications to Personal/Miscellaneous Service Contracts

(Approvals/Staff Summaries required for substantial change orders and change orders that cause the original contract to equal or exceed monetary or durational threshold required for Board approval)

1. **Clearway Industries, LLC** **\$2,000,000 (not-to-exceed)** **Staff Summary**
Attached

Brush and Tree Cutting and Removal Services for Harlem and Hudson Lines

Approval is requested for a contract modification in the not-to-exceed amount of \$2,000,000 to the existing miscellaneous service contract with the firm Clearway Industries, LLC (Clearway). This contract modification is for on-going scheduled brush and tree cutting including debris removal services for Metro-North's Harlem and Hudson Lines as well as emergency services to remove tree and brush that are deemed dangerous, damaged or has fallen throughout Metro-North's entire territory.

The original 24-month contract was competitively solicited and awarded to Clearway Industries, LLC in September 2018 in the amount of \$1,658,893. In 2019, there were a number of unforeseen adverse weather conditions causing multiple fallen trees, which resulted in unexpected suspended train service due to loss of wayside power and/or signal communications; therefore, repair and emergency as-needed cutting and removal of tree services was required throughout Metro-North's territory. As a result, there is an on-going effort to aggressively continue this work to mitigate potential hazards for maintenance workers along the wayside as well as disruption of service due to unexpected falling trees.

Based on the current contractual rates which has not changed, the additional funding requested will be required for continuation of these services for the remaining contract term through August 2020.

Metro-North completed a responsibility review of Clearway Industries, LLC. as defined in the All Agency Responsibility Guidelines in connection with this award recommendation, which yielded no significant adverse information (SAI).

This total not-to-exceed amount of \$2,000,000 is to be funded by the MNR Operating Budget.



Metro-North Railroad

Competitive Procurements

Schedule H: Modifications to Personal Service and Miscellaneous Service Contracts



Item Number: H

Vendor Name (& Location) Clearway Industries, LLC Pine Island, New York	Contract Number 100000000080346	AWO/Modification # 6
Description Brush and Tree Cutting and Removal Services for Harlem and Hudson Lines	Original Amount: \$1,658,893	
Contract Term (including Options, if any) 24 Months	Prior Modifications: \$2,113,508	
Option(s) included in Total Amount? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Prior Budgetary Increases: \$0.00	
Procurement <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Non-competitive	Current Amount: \$3,772,400	
Solicitation Type <input type="checkbox"/> RFP <input checked="" type="checkbox"/> Bid <input type="checkbox"/> Other:	This Request: \$2,000,000 (not-to-exceed)	
Funding Source <input checked="" type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	% of This Request to Current Amount: 53%	
Requesting Dept./Div. & Dept./Div. Head Name: Procurement & Material Management, Anthony Gardner, Sr. Director	% of Modifications (including This Request) to Original Amount: 250%	

Discussion:

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Operations Report

John Kesich

Senior Vice President, Operations



M7 EMU



M8 EMU



Comet 5 Cab Car

February 2020 Highlights: Operations Report

February service delivery operated above goal at 97.2% overall with 96.7% in peak periods. All service periods operated above goal and YTD we operated 1.2% better than in 2019.

Hudson Line – 98.2% with 98.1% in peak

99.2% of trains arrived within 10” of schedule with 1 (0.02%) cancelled or terminated

Harlem Line – 96.7% with 95.1% in peak

98.7% of trains arrived within 10” of schedule with 1 (0.02%) cancelled or terminated

New Haven Line – 97.1% with 97.2% in peak

98.7% of trains arrived within 10” of schedule with 25 (0.32%) cancelled or terminated

In February 1.6% of trains arrived 6-10” late with 27 (0.15%) cancelled or terminated.

Overall, 98.8% of trains arrived within 10” of schedule.

Train delay minutes are reduced by 17% from last year.

Consist Compliance: 99.7% overall with 99.5% during Peak.

We continue to have additional M8 cars out of service due to on-going warranty modifications.

Due to significant ridership increases on the New Haven we have the minimum number cars to support the daily requirement. The additional 66 new M8 cars will start to be available for service Summer 2020 with delivery completion early 2021.

West of Hudson Service operated above goal at 96.5%.

Port Jervis Line performance improved 4.3% from January

Pascack Valley – 97.2% **YTD: 96.8%**

Port Jervis – 95.6% **YTD: 93.4%**

Cancelled Trains

2 (0.1%) PVL: 1, PVL: 1

2 – NJT Equipment Failures

Equipment Performance

Fleet Availability was good during February.

Fleet MDBF in January operated 23% above goal at 208,810 against the goal of 170,000.

Our 31 Genesis locomotives are at the end of their useful life and we are proceeding with a RFP for their replacement.

Performance Summary			2020 Data			2019 Data		
			Annual Goal	February	YTD thru February	February	YTD thru February	
On Time Performance <i>(Trains that arrive at their final destination within 5 minutes 59 seconds of scheduled arrival time)</i>	System	Overall	93.0%	97.2%	97.3%	96.3%	96.1%	
		AM Peak	93.0%	96.3%	96.2%	94.8%	92.6%	
		AM Reverse Peak	93.0%	96.6%	97.5%	97.2%	95.7%	
		PM Peak	93.0%	97.3%	97.7%	97.1%	97.3%	
		Total Peak	93.0%	96.7%	97.0%	96.1%	95.0%	
		Off Peak Weekday	93.0%	96.4%	96.7%	95.4%	95.9%	
		Weekend	93.0%	99.2%	99.0%	98.3%	98.3%	
		Hudson Line	Overall	93.0%	98.2%	97.9%	97.1%	96.3%
			AM Peak	93.0%	97.2%	95.8%	95.7%	91.3%
			AM Reverse Peak	93.0%	98.1%	98.0%	97.1%	93.9%
			PM Peak	93.0%	99.2%	98.6%	99.1%	98.6%
			Total Peak	93.0%	98.1%	97.2%	97.3%	94.7%
			Off Peak Weekday	93.0%	97.3%	97.5%	95.6%	96.1%
			Weekend	93.0%	99.5%	99.4%	99.1%	99.2%
		Harlem Line	Overall	93.0%	96.7%	97.2%	97.5%	97.2%
			AM Peak	93.0%	94.8%	96.1%	95.7%	93.5%
			AM Reverse Peak	93.0%	94.2%	96.1%	97.5%	96.2%
			PM Peak	93.0%	95.8%	96.9%	97.2%	97.8%
			Total Peak	93.0%	95.1%	96.4%	96.6%	95.7%
			Off Peak Weekday	93.0%	96.7%	96.8%	97.9%	97.7%
			Weekend	93.0%	99.2%	99.5%	98.5%	98.7%
		New Haven Line	Overall	93.0%	97.1%	97.1%	95.0%	95.2%
			AM Peak	93.0%	96.8%	96.4%	93.4%	92.6%
			AM Reverse Peak	93.0%	97.8%	98.4%	97.0%	96.2%
			PM Peak	93.0%	97.3%	97.8%	95.7%	96.0%
			Total Peak	93.0%	97.2%	97.3%	94.9%	94.5%
			Off Peak Weekday	93.0%	95.7%	96.1%	93.5%	94.5%
		Weekend	93.0%	99.1%	98.3%	97.8%	97.6%	
Operating Statistics	Trains Scheduled			18,019	37,407	17,568	36,976	
	Avg. Delay per Late Train (min) <small>excluding trains cancelled or terminated</small>			12.5	12.3	11.1	11.7	
	Trains Over 15 min. Late <small>excluding trains cancelled or terminated</small>		2,300	109	210	87	238	
	Trains Canceled		230	14	21	4	13	
	Trains Terminated		230	13	32	29	47	
	Percent of Scheduled Trips Completed		99.8%	99.9%	99.9%	99.8%	99.8%	
Consist Compliance	System	Overall	99.0%	99.7%	99.6%	99.2%	98.9%	
<i>(Percent of trains where the number of seats provided was greater than or equal to the required number of seats per loading standards)</i>		AM Peak	98.0%	99.0%	98.8%	98.0%	96.7%	
		AM Reverse Peak	99.5%	100.0%	99.9%	100.0%	100.0%	
		PM Peak	98.0%	99.8%	99.7%	98.2%	97.6%	
		Total Peak	98.0%	99.5%	99.3%	98.4%	97.5%	
		Off Peak Weekday	99.5%	99.8%	99.8%	99.7%	99.6%	
		Weekend	99.5%	99.9%	99.9%	99.6%	99.5%	
		Hudson Line	AM Peak	99.0%	99.6%	99.6%	100.0%	99.9%
			PM Peak	99.0%	100.0%	100.0%	99.7%	99.7%
		Harlem Line	AM Peak	98.0%	99.2%	99.4%	98.3%	98.4%
			PM Peak	98.0%	99.6%	99.6%	97.8%	98.5%
		New Haven Line	AM Peak	97.0%	98.4%	97.6%	96.5%	93.0%
			PM Peak	97.0%	99.9%	99.6%	97.7%	95.2%

SYSTEM Category of Delay

Delay Minutes / Delay Threshold	% Total	January	2020 Data		2019 Data		YTD 2020 Vs 2019
			February	YTD thru February	February	YTD thru February	
Engineering (Scheduled)	2.4%	57	26	82	169	255	-172
Engineering (Unscheduled)	36.2%	264	384	648	228	637	12
Maintenance of Equipment	17.0%	389	180	570	301	663	-93
Transportation	4.2%	50	45	95	46	98	-3
Capital Projects	1.3%	20	14	33	56	169	-136
Weather and Environmental	10.7%	57	114	171	72	175	-4
Police	8.8%	184	93	278	79	295	-17
Customers	3.4%	44	36	80	33	112	-32
Other	15.7%	98	167	265	153	285	-20
3rd Party Operations	0.2%	1	3	4	0	1	2
TOTAL	100.0%	1,163	1,061	2,224	1,137	2,688	-464
HUDSON LINE	% Total	January	February	YTD thru February	February	YTD thru February	YTD 2020 Vs 2019
Engineering (Scheduled)	2.3%	5	4	9	35	50	-41
Engineering (Unscheduled)	17.6%	47	31	78	26	103	-25
Maintenance of Equipment	25.0%	74	44	118	66	166	-48
Transportation	2.3%	11	4	16	4	16	0
Capital Projects	2.3%	13	4	17	7	75	-58
Weather and Environmental	9.1%	18	16	35	20	54	-19
Police	9.1%	23	16	39	12	63	-24
Customers	6.3%	14	11	26	11	29	-3
Other	26.1%	1	46	48	11	70	-22
3rd Party Operations	0.0%	0	0	0	0	0	0
TOTAL	100.0%	206	176	386	192	626	-240
HARLEM LINE	% Total	January	February	YTD thru February	February	YTD thru February	YTD 2020 Vs 2019
Engineering (Scheduled)	1.6%	18	6	24	3	14	10
Engineering (Unscheduled)	50.1%	70	184	255	81	193	62
Maintenance of Equipment	8.2%	60	30	90	94	161	-71
Transportation	6.5%	19	24	43	9	21	22
Capital Projects	1.4%	1	5	6	4	35	-29
Weather and Environmental	6.5%	1	24	25	30	86	-61
Police	7.6%	61	28	89	21	75	14
Customers	2.7%	16	10	26	4	27	-1
Other	15.3%	2	56	58	34	43	15
3rd Party Operations	0.0%	0	0	0	0	0	0
TOTAL	100.0%	248	367	616	280	655	-39
NEW HAVEN LINE	% Total	January	February	YTD thru February	February	YTD thru February	YTD 2020 Vs 2019
Engineering (Scheduled)	3.6%	29	16	44	130	190	-146
Engineering (Unscheduled)	37.0%	138	165	303	121	337	-34
Maintenance of Equipment	12.6%	147	56	202	130	264	-62
Transportation	3.1%	7	14	21	34	60	-39
Capital Projects	1.1%	5	5	10	45	59	-49
Weather and Environmental	16.4%	38	73	111	22	36	75
Police	10.1%	92	45	137	46	157	-20
Customers	3.1%	12	14	26	17	54	-28
Other	13.0%	53	58	111	108	171	-60
3rd Party Operations	0.0%	0	0	0	0	0	0
TOTAL	100.0%	521	446	965	653	1,328	-363

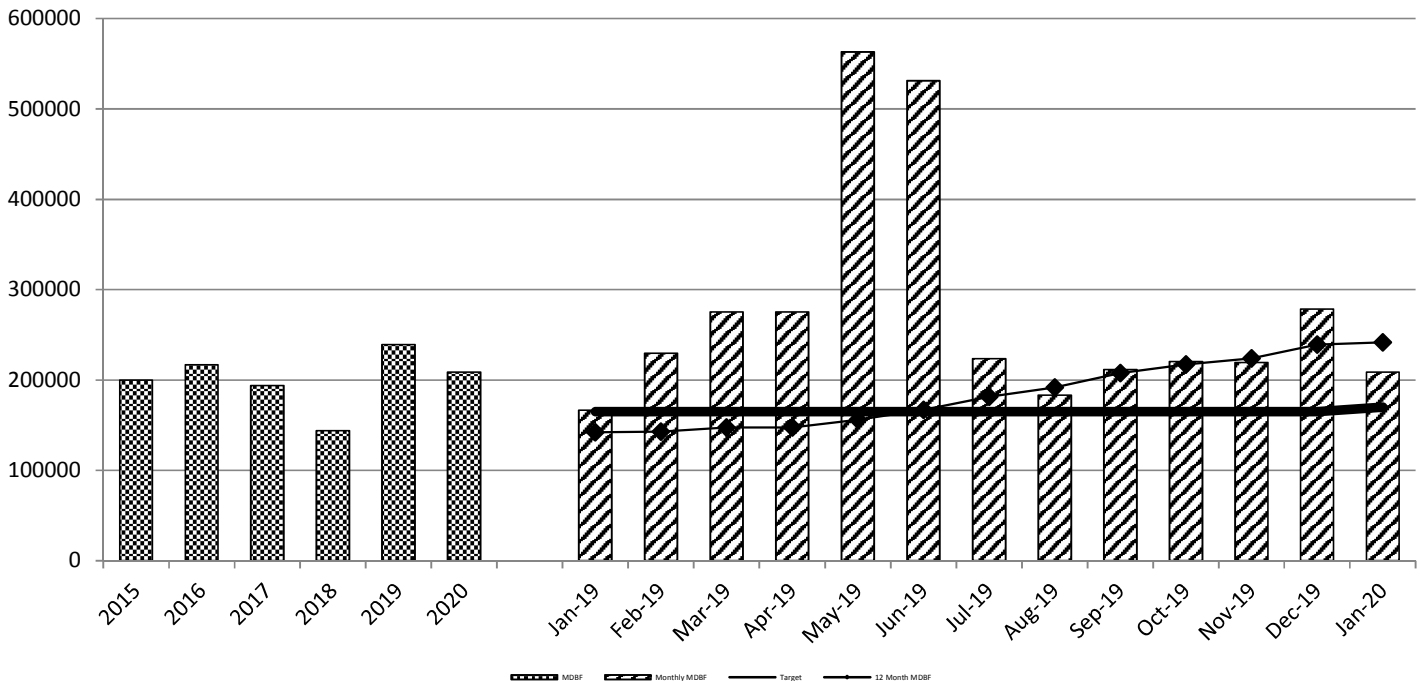
EVENTS RESULTING IN 10 or MORE LATE (L), CANCELED (C) or TERMINATED (T) TRAINS

Date	Day	DESCRIPTION OF EVENT	Number of Late Trains									TOTAL								
			AM Peak			AM Reverse			PM Peak			Off Peak			Weekend			Late	Cxl'd	Term
			L	C	T	L	C	T	L	C	T	L	C	T	L	C	T			
02/04	Tue	Delayed for a disorderly passenger on Train 1508 on Track 3 at Harlem-125th Street Station.	7	0	0	3	0	0	0	0	0	0	0	0	0	0	0	10	0	0
02/05	Wed	NHL Delays account the 53 Switch at CP 235 is out of correspondence.	6	0	0	3	0	0	0	0	0	5	0	0	0	0	0	14	0	0
02/07	Fri	Crossing gate arm at Cross Street Crossing (MP 1.7) is broken on Danbury Branch, Stop & Warn is in effect.	0	0	0	0	0	0	4	0	1	7	1	0	0	0	0	11	1	1
02/07	Fri	A large tree down on New Canaan Branch at Cat 183.	0	0	0	0	0	0	0	1	6	1	8	1	0	0	0	1	9	7
02/08	Sat	Residual delays from NC Tree on 2/07.	0	0	0	0	0	0	0	0	0	0	0	0	17	0	0	17	0	0
02/10	Mon	Train 916 departed late account late Engineer resulting in congestion.	10	0	0	2	0	0	0	0	0	0	0	0	0	0	0	12	0	0
02/14	Fri	A dog on the track area on Track 4 at Williams Bridge Station.	21	0	0	3	0	0	0	0	0	0	0	0	0	0	0	24	0	0
02/19	Wed	Scheduled opening of Harlem River Lift Bridge.	0	0	0	0	0	0	0	0	0	34	0	0	0	0	0	34	0	0
02/20	Thu	The 31 Switch at CP 109 failed due to broken moveable frog.	0	0	0	0	0	0	41	0	0	61	0	0	0	0	0	102	0	0
02/21	Fri	Broken rail on Track 2 at MP 19.6, just North of CP 119.	21	0	0	16	0	0	0	0	0	2	0	0	0	0	0	39	0	0
TOTAL FOR MONTH			65	0	0	27	0	0	45	1	7	110	9	1	17	0	0	264	10	8
																	282			

	2020 Data								2019 Data		
	Equip-ment Type	Total Fleet Size	MDBF Goal (miles)	Jan MDBF (miles)	Primary Failure Goal	Jan No. of Primary Failures	YTD MDBF thru Jan (miles)	12 month MDBF Rolling Avg (miles)	Jan MDBF (miles)	Jan No. of Primary Failures	YTD MDBF thru Jan (miles)
Mean Distance Between Failures	M8	405	285,000	264,021	9	10	264,021	367,897	257,430	10	257,430
	M3	138	80,000	109,684	4	3	109,684	83,278	319,297	1	319,297
	M7	334	335,000	500,435	6	4	500,435	392,105	219,026	9	219,026
	Coach	207	205,000	184,201	8	8	184,201	284,271	184,008	8	184,008
	P-32	31	21,000	48,519	9	4	48,519	38,797	38,409	5	38,409
	BL-20	12	13,000	14,412	4	3	14,412	31,507	19,301	2	19,301
	Fleet	1127	170,000	208,810	40	32	208,810	241,740	187,644	35	187,644
	M8		285,000	264,021	9	10	264,021	367,897	257,430	10	257,430
M3/7		232,000	332,971	10	7	332,971	256,452	229,053	10	229,053	
Diesel/Coach		85,000	114,062	21	15	114,062	148,824	113,514	15	113,514	

Mean Distance Between Failures (MDBF) is the average number of miles a railcar or locomotive travels in revenue service before breaking down and causing a delay. The higher the MDBF, the more reliable the equipment and the service.

ALL FLEETS Mean Distance Between Failures 2015 - 2020



West of Hudson Performance Summary			2020 Data			2019 Data	
			Annual Goal	February	YTD thru February	February	YTD thru February
On Time Performance <i>(Trains that arrive at their final destination within 5 minutes 59 seconds of scheduled arrival time)</i>	West of Hudson Total	Overall	93.0%	96.5%	95.3%	90.6%	90.4%
		AM Peak	93.0%	94.7%	94.2%	93.1%	89.2%
		PM Peak	93.0%	95.5%	94.2%	87.4%	87.3%
		Total Peak	93.0%	95.1%	94.2%	90.3%	88.3%
		Off Peak Weekday	93.0%	96.5%	95.3%	87.5%	89.6%
		Weekend	93.0%	98.2%	96.8%	97.1%	94.9%
	Pascack Line	Overall	93.0%	97.2%	96.8%	95.4%	93.7%
	Valley Line	AM Peak	93.0%	96.2%	95.7%	96.2%	93.2%
		PM Peak	93.0%	94.7%	95.4%	95.5%	92.5%
		Total Peak	93.0%	95.5%	95.5%	95.9%	92.9%
		Off Peak Weekday	93.0%	97.6%	96.5%	93.7%	93.8%
		Weekend	93.0%	98.4%	98.6%	97.7%	94.6%
	Port Jervis Line	Overall	93.0%	95.6%	93.4%	84.3%	85.9%
		AM Peak	93.0%	93.0%	92.5%	89.5%	84.6%
		PM Peak	93.0%	96.5%	92.9%	78.1%	81.3%
		Total Peak	93.0%	94.7%	92.7%	83.8%	82.9%
		Off Peak Weekday	93.0%	95.1%	93.7%	79.3%	84.0%
		Weekend	93.0%	97.9%	93.8%	96.1%	95.3%
	Operating Statistics	Trains Scheduled		1,546	3,219	1,508	3,179
	Avg. Delay per Late Train (min) <small>excluding trains cancelled or terminated</small>		20.3	22.3	33.1	26.5	
	Trains Over 15 min. Late <small>excluding trains cancelled or terminated</small>	300	24	70	60	138	
	Trains Canceled	60	2	10	6	10	
	Trains Terminated	60	8	18	6	11	
	Percent of Scheduled Trips Completed	99.4%	99.4%	99.1%	99.2%	99.3%	
Consist Compliance* <i>(Percent of trains where the number of coaches provided met the scheduled requirement)</i>	System - AM		99.0%	99.9%	99.6%	97.3%	98.3%
	Pascack Valley - AM		99.0%	100.0%	99.8%	96.5%	97.7%
	Port Jervis - AM		99.0%	99.9%	99.3%	98.1%	98.8%

*Consist Compliance Reporting for West of Hudson PM Peak trains is currently unavailable.

WEST OF HUDSON
EVENTS RESULTING IN 5 or MORE LATE (L), CANCELED (C) or TERMINATED (T) TRAINS

Date	Day	DESCRIPTION OF EVENT	Number of Late Trains														
			AM Peak			PM Peak			Off Peak			Weekend			TOTAL		
			L	C	T	L	C	T	L	C	T	L	C	T	Late	Cxld Term	
02/07	Fri	PJL: TRAIN 47 WAS TERMINATED AT SALISBURY MILLS - CORNWALL ACCOUNT UNABLE TO ACCELERATE / MAINTAIN TRACK SPEED .	0	0	0	1	0	0	2	1	1	0	0	0	3	1	1
02/11	Tue	PJL: TRAIN 64 WAS TERMINATED AT PLAUDERVILLE ACCOUNT TRESPASSER STRIKE.	0	0	0	3	0	0	1	0	1	0	0	0	4	0	1
02/19	Wed	PJL: MNR CAB SIGNAL FAILURE; NOT ABLE TO ESTABLISH TRAFFIC.	4	0	0	0	0	0	1	0	0	0	0	0	5	0	0
02/25	Tue	PVL: SERVICE IMPACTED ACCOUNT TRESPASSER INCIDENT WEST OF LINCOLN BLVD., MP 19.6.	0	0	0	3	0	0	0	0	2	0	0	0	3	0	2
TOTAL FOR MONTH			4	0	0	7	0	0	4	1	4	0	0	0	15	1	4
												20					

FEBRUARY 2020 STANDEE REPORT

East of Hudson			FEB 2019	YTD 2019	FEB 2020	YTD 2020
Daily Average	Hudson Line	Program Standees	0	0	0	0
		Add'l Standees	0	3	11	11
		Total Standees	0	3	12	11
AM Peak	Harlem Line	Program Standees	31	16	31	16
		Add'l Standees	14	24	15	17
		Total Standees	45	39	46	32
	New Haven Line	Program Standees	24	12	24	12
		Add'l Standees	77	153	34	58
		Total Standees	101	165	58	70
EAST OF HUDSON TOTAL - AM PEAK			146	207	116	113
Daily Average	Hudson Line	Program Standees	0	0	0	0
		Add'l Standees	0	0	0	0
		Total Standees	0	0	0	0
PM Peak	Harlem Line	Program Standees	0	0	0	0
		Add'l Standees	14	9	0	1
		Total Standees	14	9	0	1
	New Haven Line	Program Standees	140	70	140	70
		Add'l Standees	81	148	8	9
		Total Standees	221	218	148	79
EAST OF HUDSON TOTAL - PM PEAK			235	227	148	80

West of Hudson			FEB 2019	YTD 2019	FEB 2020	YTD 2020
Daily Average	Port Jervis Line	Program Standees	0	0	0	0
		Add'l Standees	0	0	0	0
		Total Standees	0	0	0	0
AM Peak	Pascack Valley Line	Program Standees	0	0	0	0
		Add'l Standees	0	0	0	0
		Total Standees	0	0	0	0
WEST OF HUDSON TOTAL - AM PEAK			0	0	0	0
Daily Average	Port Jervis Line	Program Standees	0	0	0	0
		Add'l Standees	0	0	0	0
		Total Standees	0	0	0	0
PM Peak	Pascack Valley Line	Program Standees	0	0	0	0
		Add'l Standees	0	0	0	0
		Total Standees	0	0	0	0
WEST OF HUDSON TOTAL - PM PEAK			0	0	0	0

* Consist compliance and Standee Reporting for the West of Hudson Peak trains is currently unavailable .

Definitions

Weekday standees are calculated based on the most recent average weekday customer counts for the train's maximum load point. For Hudson, Harlem and most New Haven Line trains, this point occurs at GCT/125th St.. However, for certain New Haven Line trains, this maximum load point is east of Stamford.

"Program Standees" is the average number of customers in excess of programmed seating capacity.

"Additional Standees" reflect the impact of reduced train car consists reported as consist compliance less than 100%.

Note: These statistics do not include the effects of daily ridership variation or uneven distribution of customers within trains. Holidays and Special Events for which there are special equipment programs are not included.

ELEVATOR AND ESCALATOR OPERATING REPORT FOR MONTH OF February 2020

Elevator Availability	2020		2019	
	February	Year to Date	February	Year to Date
Grand Central Terminal	98.75%	96.44%	87.50%	87.19%
Harlem	100.00%	98.44%	99.90%	99.95%
Hudson	99.67%	99.54%	99.92%	99.96%
New Haven	100.00%	94.96%	99.69%	99.85%
Overall Average	99.60%	97.34%	96.75%	96.74%

PLEASE NOTE: The NE-1 Elevator is Out of Service due to East Side Access construction. The NE-1 Elevator is excluded from this report.

Escalator Availability	2020		2019	
	February	Year to Date	February	Year to Date
Grand Central Terminal	100.00%	99.81%	75.00%	60.35%
White Plains	100.00%	100.00%	100.00%	100.00%
Overall Average	100.00%	99.91%	87.50%	80.17%

PLEASE NOTE: Escalators #3, #4, #5 and #6 (East Side near Market) are all Out of Service for scheduled service upgrade work and is excluded from this report through March of 2020.



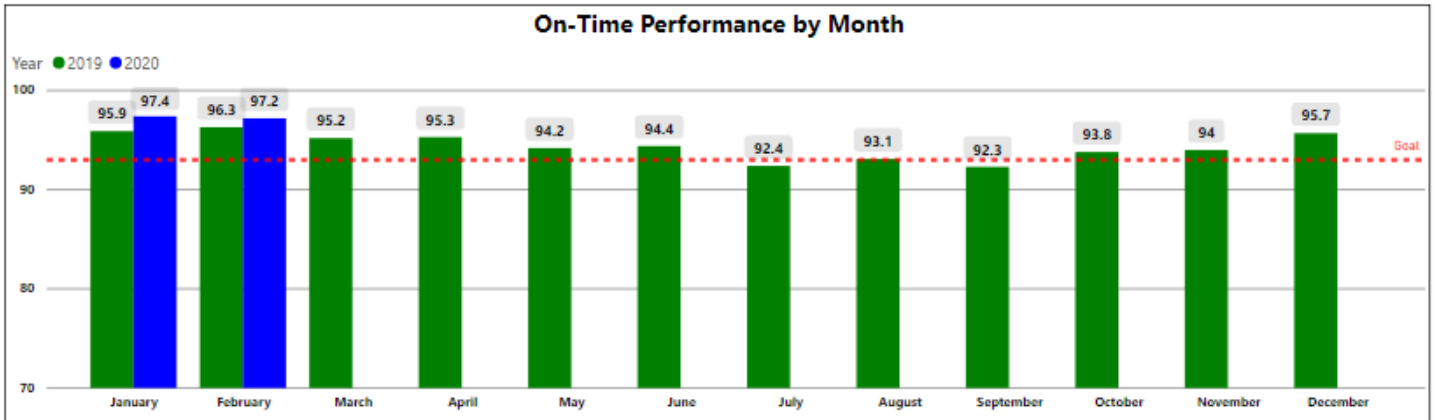
Metro-North Railroad

Performance Metrics Report

On-Time Performance

The percentage of trains that arrive at their final destination within 5'59" of schedule.

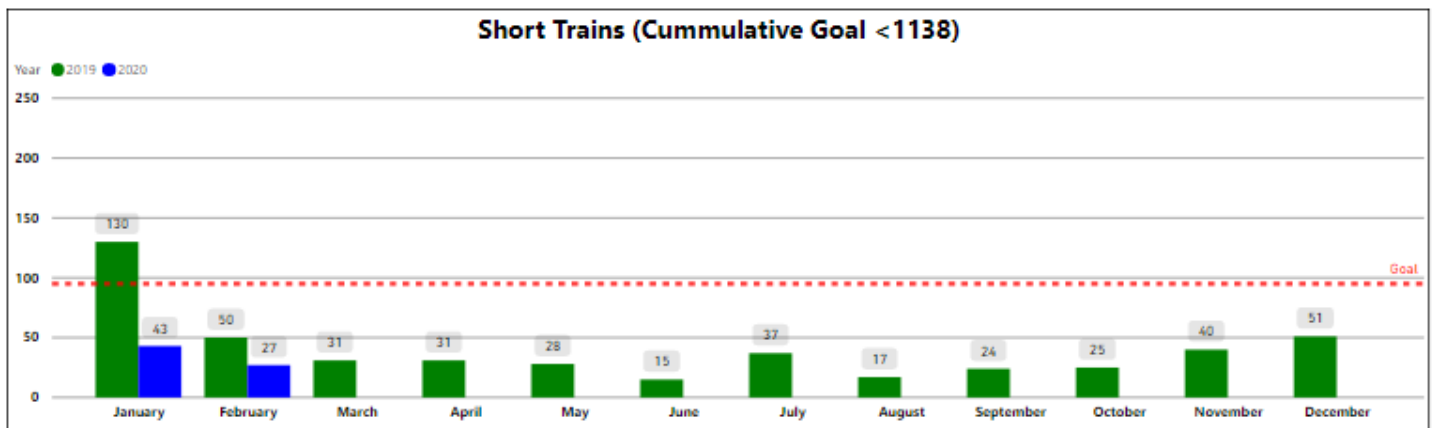
	2020		2019	
Goal	Feb	YTD	Feb	YTD
93.0%	97.2%	97.3%	96.3%	96.1%



Short Trains

The number of AM trains that operate with fewer than the scheduled number of cars.

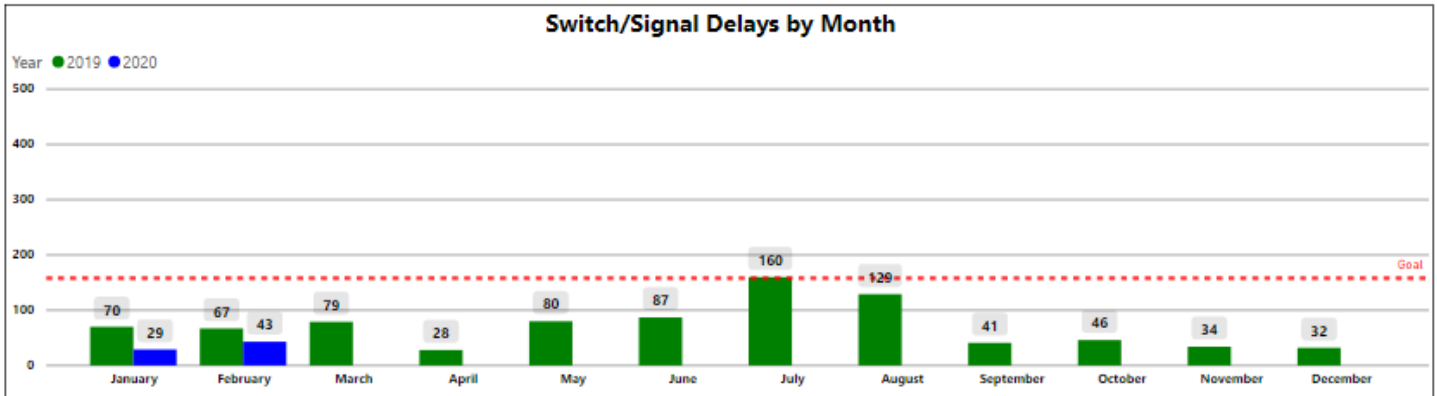
	2020		2019	
Goal	Feb	YTD	Feb	YTD
1138	27	70	59	108



Switch/Signal Delays

The number of trains that arrive at their final destination later than 5'59" of schedule due to Switch/Signal causes.

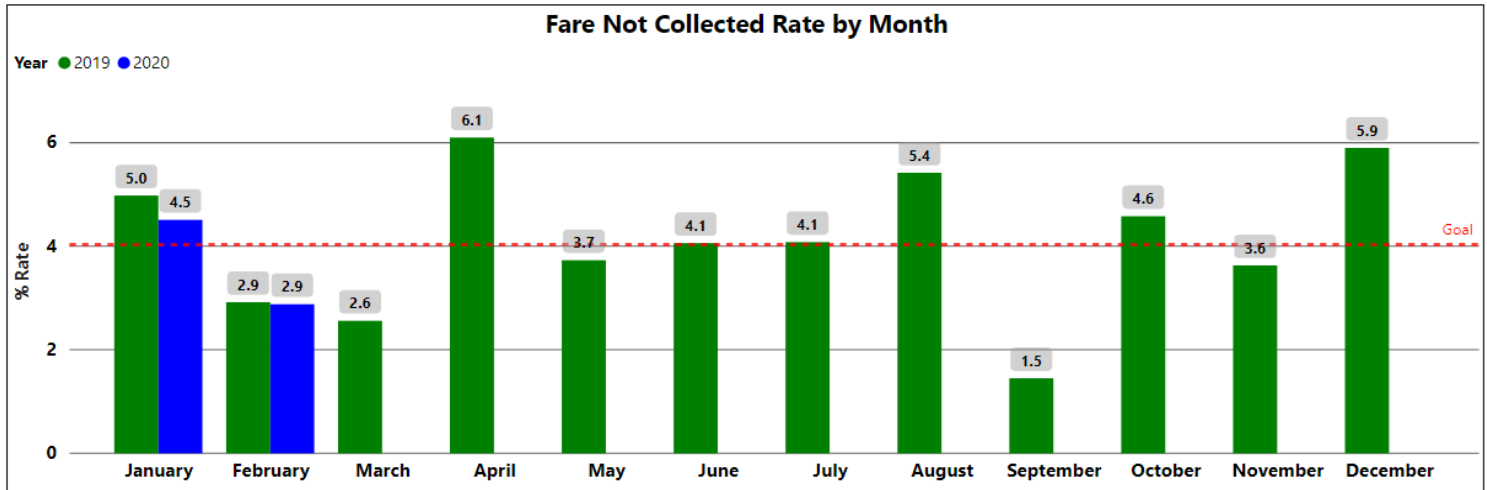
	2020		2019	
Goal	Feb	YTD	Feb	YTD
1896	89	153	107	243



Fare Not Collected Rate

The percentage of instances an MTA Audit Operative's fare is not collected.

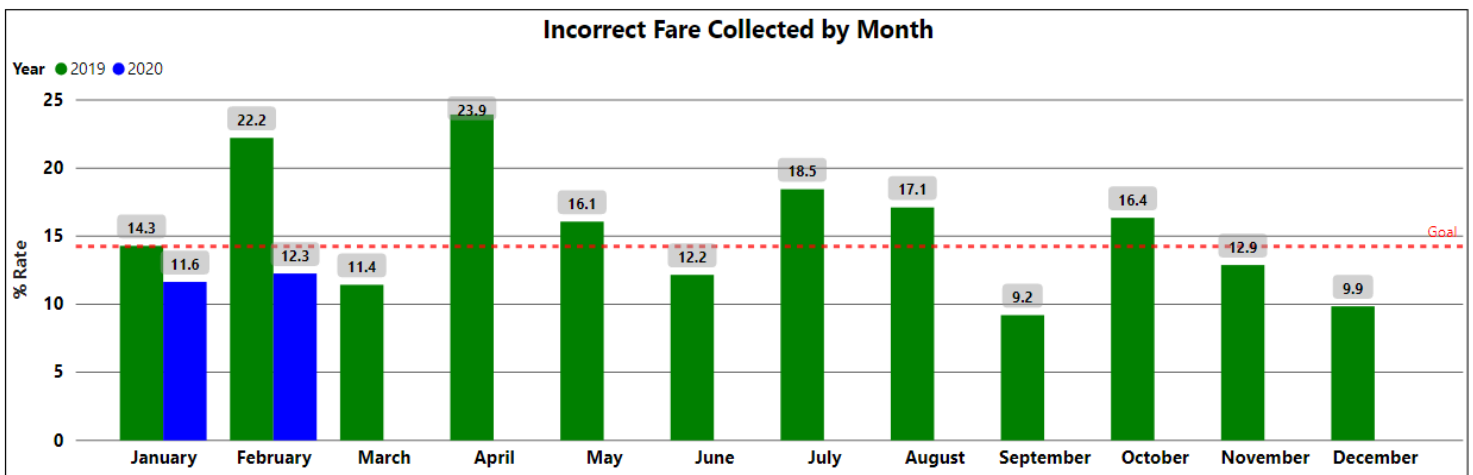
	2020		2019	
Goal	Feb	YTD	Feb	YTD
4.0%	2.9%	3.7%	2.9%	4.0%



Incorrect Fare Collected Rate

The percentage of instances an incorrect fare is sold to or accepted from an MTA Audit Operative by a conductor.

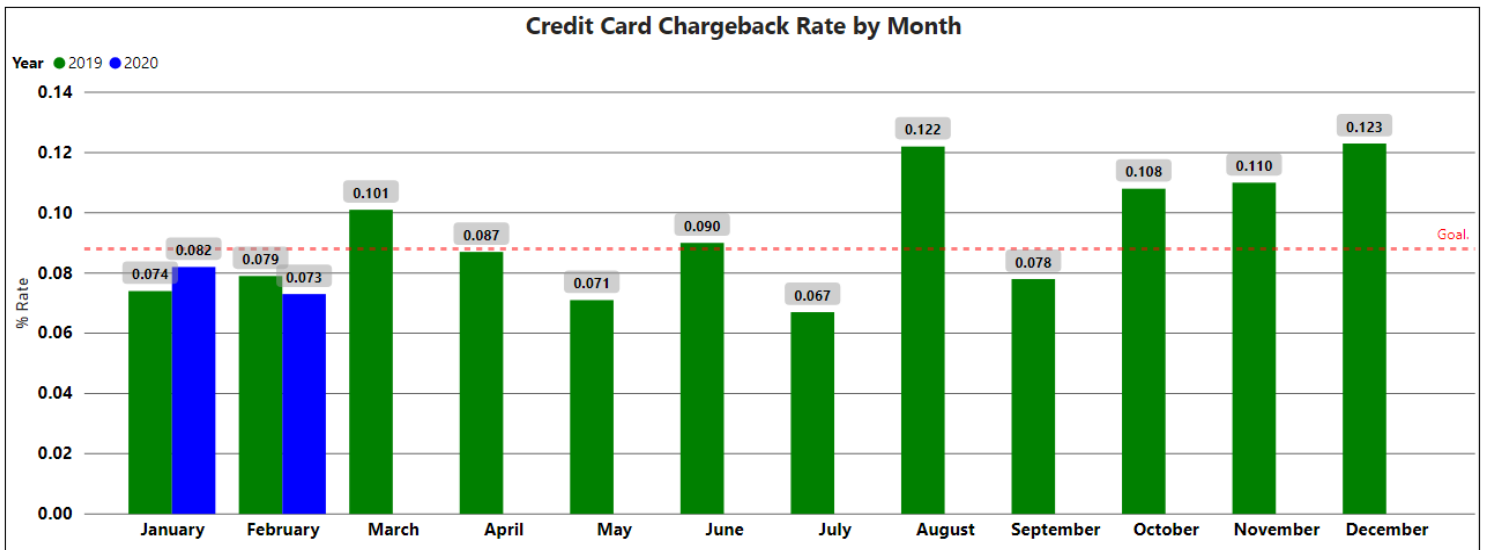
	2020		2019	
Goal	Feb	YTD	Feb	YTD
14.3%	12.3%	12.0%	22.2%	18.0%



Credit Card Chargeback Rate

The percentage of credit card sales in dollars that are rejected due to fraud.

	2020		2019	
Goal	Feb	YTD	Feb	YTD
0.088%	0.073%	0.078%	0.079%	0.076%





Metro-North Railroad

Finance Report

Steven Weiss

Executive Director, Management & Budget



Metro-North Railroad is on track to meet the December 2020 deadline to install Positive Train Control (PTC). As of February 6th, PTC covers the Hudson Line from Marble Hill to Poughkeepsie, the Harlem Line from Mount Vernon West to Wassaic, and the entire Danbury Branch in Connecticut. Between August 2019 and January 2020, 25,410 trains ran in full PTC.



Metro-North Railroad

February 2020 Highlights: Financial Report

The Metro-North Railroad's Monthly Financial Report provides year-to-date fiscal information comparing actual revenues, expenses and staffing levels to the Adopted Budget (budget) and key financial performance indicators.

Summary of Non-Reimbursable Year-to-Date (YTD) February 2020 Financial Results

Ridership and accrual results, versus the budget, are summarized as follows:

- Ridership of 13.2 million, which includes East of Hudson ridership of 12.9 million and West of Hudson ridership of 0.2 million, was flat vs. budget. Consequently, farebox revenue of \$117.7 million was \$3.6 million higher than budget.
- Total revenue of \$128.4 million was \$3.8 million or 3.1% higher than budget primarily due to higher average yield per passenger across all East of Hudson Lines.
- Total expenses of \$214.4 million were \$11.7 million or 5.2% favorable vs. budget primarily due to the timing of expenses for the BL-20 locomotive overhaul program, rolling stock materials and consulting and engineering services.

Financial results for Year-to-Date (YTD) February 2020 are presented in the table below and compared to the Adopted Budget.

MTA Metro-North Railroad
February 2020 Year-to-Date Results
(\$ in Millions)

	<u>Adopted Budget</u>	<u>Actual</u>	<u>Fav/(Unfav) \$ Var</u>	<u>Variance % Var</u>
Total Revenue	\$124.6	\$128.4	\$3.8	3.1%
Total Expenses before Non-Cash Liability Adjs.	226.0	214.4	11.7	5.2%
Operating Surplus/(Deficit)	(101.5)	(86.0)	15.5	15.3%
<i>Other Non-Cash Liabilities</i>	41.8	38.3	3.4	8.2%
Net Surplus/(Deficit) after Non-Cash Liability Adjs.	(143.2)	(124.3)	18.9	13.2%
<i>Cash Adjustments</i>	34.7	37.3	2.6	7.6%
Net Cash Surplus/(Deficit)	(\$108.5)	(\$87.0)	\$21.5	19.8%

Steven Weiss
Executive Director, Management & Budget

NON-REIMBURSABLE and REIMBURSABLE SUMMARY

February 2020 YTD Net Deficit (Non-Reimbursable and Reimbursable) of \$124.3 million was \$18.9 million or 13.2% favorable vs. the budget.

Major drivers of the February 2020 YTD favorable result of \$18.9 million include higher Non-Reimbursable Revenues of \$3.8 million primarily driven by higher farebox revenue. Non-Reimbursable Expenses were \$15.1 million favorable mainly due to lower non-labor spending primarily in the professional services, maintenance and other operating contracts and materials & supplies categories as well as the timing of non-cash liability adjustments.

February 2020 YTD Reimbursable Expenses of \$42.8 million were \$7.3 million favorable vs. the budget primarily due to the timing of several capital projects including Waterbury Branch Cab Signal, Signal Replacement from Greenwich to South Norwalk, and Connecticut Positive Train Control which are partially offset by the transfer of Maybrook Trailway costs from Operating Capital to Reimbursable Capital.

REVENUE/RIDERSHIP

- **Farebox Revenue** – YTD results were \$3.6 million higher vs. the budget primarily due to higher average yield per passenger across all East of Hudson lines.
 - YTD Ridership of 13.2 million was flat vs. the budget and 0.1% favorable vs. YTD 2019.
- **Other Operating Revenue** – YTD was \$0.2 million or 1.8% favorable vs. the budget primarily due to higher advertising and parking revenue.
- **Capital and Other Reimbursements** – YTD was \$7.3 million or 14.5% unfavorable vs. the budget primarily due to scheduling and timing changes noted above.

TOTAL EXPENSES (Non-Reimbursable and Reimbursable)

Total Expenses – YTD expenses of \$257.2 million were \$18.9 million or 6.9% favorable vs. the budget.

Labor Expenses (including fringes and overhead recoveries) of \$184.5 million YTD were \$3.2 million favorable vs. the budget.

- **Payroll** – YTD was \$0.5 million unfavorable vs. the budget which primarily reflects the timing of retiree payouts partially offset by hiring and attrition savings.
- **Overtime** – YTD was \$0.7 million favorable vs. the budget primarily due to fewer weather events.

Non-Labor Expenses of \$72.7 million YTD were \$15.7 million favorable vs. the budget.

- **Electric Power** – YTD results were \$1.8 million favorable vs. the budget primarily due to lower rates.
- **Fuel** – YTD expenses were \$0.3 million favorable vs. the budget primarily due to lower heating fuel consumption and rates.
- **Maintenance & Other Operating Contracts** – YTD was \$7.2 million favorable vs. the budget due to the timing of Reimbursable project activity primarily for the Signal Replacement from Greenwich to South Norwalk Project as well as the timing of Non-Reimbursable expenses for the BL-20 Overhaul Program and miscellaneous maintenance and operating contracts.
- **Professional Services** – YTD was \$2.6 million unfavorable vs. the budget due to the timing of Reimbursable project activity primarily related to the transfer of Maybrook Trailway costs from Operating Capital to Reimbursable Capital partially offset by the Connecticut Positive

Train Control Project. This activity is partially offset by lower than anticipated Non-Reimbursable expenses for consulting and engineering services.

- **Materials & Supplies** – YTD was \$8.4 million favorable vs. the budget primarily due to the timing of the Waterbury Branch Cab Signal and the AC Circuit Breaker and Switchgear Replacement Projects as well as timing of maintenance events and material usage.
- **Other Business Expenses** – YTD was \$0.1 million favorable vs. the budget primarily due to timing of Maybrook Trailway Project and lower print, stationary and travel expenses.

Depreciation and Other Non-Cash Liability Adjustments were \$3.4 million favorable vs. the YTD budget primarily due to lower Depreciation expense reflecting lower capitalization of assets than budgeted due to timing differences in project completions and assets reaching beneficial use.

CASH DEFICIT SUMMARY

February YTD Net Cash Deficit of \$87.0 million was \$21.5 million or 19.8% favorable to the budget. This is mainly due to the revised milestone scheduling of capital projects and timing of payments in several expenditure categories.

FINANCIAL PERFORMANCE MEASURES

- Adjusted Farebox Operating Ratio of 67.9% was 10.9 percentage points favorable vs. the budget due to a reclass of Maybrook Trailway expense from Operating Capital to Reimbursable Capital.
- Adjusted Cost per Passenger of \$14.76 was \$2.32 favorable vs. the budget due to a reclass of Maybrook Trailway expense from Operating Capital to Reimbursable Capital.
- Revenue per Passenger of \$8.93 was \$0.28 favorable vs. the budget.

MTA METRO-NORTH RAILROAD												
FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET												
ACCURAL STATEMENT of OPERATIONS by CATEGORY												
FEBRUARY 2020												
(\$ in millions)												
	Nonreimbursable			Reimbursable			Total			Favorable (Unfavorable)		
	Adopted Budget	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent
Revenue												
Farebox Revenue	\$55,500	\$57,989	\$2,489	4.5	\$0,000	\$0,000	\$0,000	-	\$55,500	\$57,989	\$2,489	4.5
Vehicle Toll Revenue	0,000	0,000	0,000	-	0,000	0,000	0,000	-	0,000	0,000	0,000	-
Other Operating Revenue	5,226	4,830	(0,396)	(7.6)	0,000	0,000	0,000	-	5,226	4,830	(0,396)	(7.6)
Capital & Other Reimbursements:												
MTA	0,000	0,000	0,000	-	11,258	8,424	(2,834)	(25.2)	11,258	8,424	(2,834)	(25.2)
CDOT	0,000	0,000	0,000	-	10,213	10,195	(0,019)	(0.2)	10,213	10,195	(0,019)	(0.2)
Other	0,000	0,000	0,000	-	1,383	0,823	(0,561)	(40.5)	1,383	0,823	(0,561)	(40.5)
Total Capital and Other Reimbursements	0,000	0,000	0,000	-	22,854	19,441	(3,414)	(14.9)	22,854	19,441	(3,414)	(14.9)
Total Revenue	\$60,727	\$62,819	\$2,093	3.4	\$22,854	\$19,441	(\$3,414)	(14.9)	\$83,581	\$82,260	(\$1,321)	(1.6)
Expenses												
Labor:												
Payroll	\$40,968	\$40,846	\$0,122	0.3	\$3,929	\$3,578	\$0,351	8.9	\$44,897	\$44,425	\$0,472	1.1
Overtime	7,924	6,825	1,100	13.9	1,661	2,201	(0,540)	(32.5)	9,585	9,025	0,560	5.8
Health and Welfare	8,459	7,569	0,889	10.5	1,246	1,246	0,014	1.1	9,718	8,815	0,903	9.3
OPEB Current Payment	3,000	3,580	(0,580)	(19.3)	0,000	0,000	0,000	-	3,000	3,580	(0,580)	(19.3)
Pensions	8,319	7,828	0,491	5.9	0,910	0,885	0,025	2.7	9,229	8,713	0,516	5.6
Other Fringe Benefits	10,258	8,962	1,295	12.6	0,971	0,960	0,011	1.2	11,229	9,922	1,307	11.6
Reimbursable Overhead	(4,309)	(5,341)	1,032	24.0	4,042	5,034	(0,992)	(24.5)	(0,267)	(0,307)	0,040	15.1
Total Labor	\$74,619	\$70,270	\$4,350	5.8	\$12,773	\$13,903	(\$1,131)	(8.9)	\$87,392	\$84,173	\$3,219	3.7
Non-Labor:												
Electric Power	\$7,087	\$5,969	\$1,118	15.8	\$0,000	\$0,000	\$0,000	-	\$7,087	\$5,969	\$1,118	15.8
Fuel	1,639	1,513	0,126	7.7	0,000	0,000	0,000	-	1,639	1,513	0,126	7.7
Insurance	1,477	1,382	0,095	6.4	0,228	0,163	0,065	28.6	1,705	1,545	0,160	9.4
Claims	0,098	(0,000)	0,098	*	0,000	0,000	0,000	-	0,098	(0,000)	0,098	*
Paratransit Service Contracts	0,000	0,000	0,000	-	0,000	0,000	0,000	-	0,000	0,000	0,000	-
Maintenance and Other Operating Contracts	8,787	8,372	0,415	4.7	3,229	1,501	1,728	53.5	12,016	9,873	2,143	17.8
Professional Service Contracts	2,923	2,340	0,584	20.0	2,598	0,711	1,885	72.6	5,519	3,051	2,468	44.7
Materials & Supplies	8,523	7,069	1,454	17.1	3,966	3,129	0,837	21.1	12,490	10,198	2,291	18.3
Other Business Expenses	2,024	2,176	(0,152)	(7.5)	0,062	0,033	0,028	45.8	2,086	2,210	(0,124)	(6.0)
Total Non-Labor	\$32,558	\$28,821	\$3,737	11.5	\$10,082	\$5,538	\$4,544	45.1	\$42,640	\$34,359	\$8,281	19.4
Other Adjustments:												
Other	0,000	0,000	0,000	-	0,000	0,000	0,000	-	0,000	0,000	0,000	-
Total Other Adjustments	\$0,000	\$0,000	\$0,000	-	\$0,000	\$0,000	\$0,000	-	\$0,000	\$0,000	\$0,000	-
Total Expenses before Non-Cash Liability Adjs.	\$107,178	\$99,091	\$8,087	7.5	\$22,854	\$19,441	\$3,414	14.9	\$130,032	\$118,532	\$11,500	8.8
Depreciation	20,542	19,085	1,457	7.1	0,000	0,000	0,000	-	20,542	19,085	1,457	7.1
OPEB Obligation	0,000	0,000	0,000	-	0,000	0,000	0,000	-	0,000	0,000	0,000	-
GASB68 Pension Adjustment	0,000	0,000	0,000	-	0,000	0,000	0,000	-	0,000	0,000	0,000	-
Environmental Remediation	0,333	0,000	0,333	100.0	0,000	0,000	0,000	-	0,333	0,000	0,333	100.0
GASB75 Adjustment	0,000	0,000	0,000	-	0,000	0,000	0,000	-	0,000	0,000	0,000	-
Total Expenses	\$128,053	\$118,176	\$9,877	7.7	\$22,854	\$19,441	\$3,414	14.9	\$150,908	\$137,617	\$13,291	8.8
Net Surplus/(Deficit)	(\$67,327)	(\$55,356)	\$11,970	17.8	\$0,000	\$0,000	\$0,000	-	(\$67,327)	(\$55,356)	\$11,970	17.8
Cash Conversion Adjustments:												
Depreciation	20,542	19,085	(1,457)	(7.1)	0,000	0,000	0,000	-	20,542	19,085	(1,457)	(7.1)
Operating/Capital	(4,920)	(1,295)	3,625	73.7	0,000	0,000	0,000	-	(4,920)	(1,295)	3,625	73.7
Other Cash Adjustments	5,243	(0,461)	(5,704)	*	0,000	0,000	0,000	-	5,243	(0,461)	(5,704)	*
Total Cash Conversion Adjustments	\$20,865	\$17,329	(\$3,536)	(16.9)	\$0,000	\$0,000	\$0,000	-	\$20,865	\$17,329	(\$3,536)	(16.9)
Net Cash Surplus/(Deficit)	(\$46,461)	(\$38,027)	\$8,434	18.2	\$0,000	\$0,000	\$0,000	-	(\$46,461)	(\$38,027)	\$8,434	18.2

Notes:
- Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note that the current month's actuals do not include post-close adjustments, which will be captured in the subsequent month's FYD results.
- Differences are due to rounding.
* Variance exceeds 100%.

MTA METRO-NORTH RAILROAD													SCHEDULE I - B			
FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET																
ACCURAL STATEMENT OF OPERATIONS by CATEGORY																
FEBRUARY YEAR-TO-DATE																
(\$ in millions)																
	Nonreimbursable			Reimbursable			Total			Favorable (Unfavorable)			Favorable (Unfavorable)			
	Adopted Budget	Actual	Percent	Adopted Budget	Actual	Percent	Adopted Budget	Actual	Percent	Adopted Budget	Actual	Percent	Variance	Percent	Variance	Percent
Revenue																
Farebox Revenue	\$114,072	\$117,718	3.2	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$114,072	\$117,718	3.2	\$3,645	(31.4)	\$3,645	3.2
Vehicle Toll Revenue	0,000	0,000	-	0,000	0,000	-	0,000	0,000	-	0,000	0,000	-	0,000	(32.6)	0,000	-
Other Operating Revenue	10,485	10,671	1.8	0,000	0,000	-	0,000	0,000	-	10,485	10,671	1.8	0,186	(14.5)	0,186	1.8
<i>Capital & Other Reimbursements:</i>																
MTA	0,000	0,000	-	25,083	17,206	(31.4)	0,000	0,000	-	25,083	17,206	(31.4)	(7,877)	(31.4)	(7,877)	(31.4)
CDOT	0,000	0,000	-	22,143	14,924	(32.6)	0,000	0,000	-	22,143	14,924	(32.6)	(7,218)	(32.6)	(7,218)	(32.6)
Other	0,000	0,000	-	2,894	10,697	370.0	0,000	7,804	287.3	2,894	10,697	370.0	7,804	287.3	7,804	287.3
Total Capital and Other Reimbursements	0,000	0,000	-	50,120	42,828	(14.5)	0,000	0,000	-	50,120	42,828	(14.5)	(7,292)	(14.5)	(7,292)	(14.5)
Total Revenue/Receipts	\$124,557	\$128,389	3.1	\$50,120	\$42,828	(14.5)	\$0,000	\$42,828	(14.5)	\$174,677	\$171,217	(2.0)	(\$3,460)	(2.0)	(\$3,460)	(2.0)
Expenses																
<i>Labor:</i>																
Payroll	\$87,953	\$89,961	(2.3)	\$8,394	\$6,875	(18.1)	\$0,000	\$0,000	-	\$8,394	\$6,875	(18.1)	(\$1,518)	(18.1)	(\$1,518)	(18.1)
Overtime	17,384	15,874	8.7	3,535	4,398	(24.4)	0,000	0,000	-	3,535	4,398	(24.4)	0,863	(24.4)	0,863	3.1
Health and Welfare	18,686	18,042	3.4	2,688	2,407	10.5	0,000	0,000	-	2,688	2,407	10.5	0,281	10.5	0,281	4.3
OPEB Current Payment	6,000	6,790	(13.2)	0,000	0,000	-	0,000	0,000	-	0,000	0,000	-	0,000	(13.2)	0,000	-
Pensions	17,909	17,478	2.4	1,942	1,731	10.9	0,000	0,000	-	1,942	1,731	10.9	0,211	10.9	0,211	3.2
Other Fringe Benefits	21,626	19,599	9.4	2,074	1,867	10.0	0,000	0,000	-	2,074	1,867	10.0	0,207	10.0	0,207	9.4
Reimbursable Overhead	(9,222)	(10,284)	11.5	8,703	9,740	(10.9)	0,000	0,000	-	8,703	9,740	(10.9)	(1,037)	(10.9)	(1,037)	4.9
Total Labor	\$160,346	\$157,460	1.8	\$27,336	\$27,017	1.2	\$0,000	\$27,017	(1.2)	\$187,681	\$184,477	1.7	\$3,205	1.7	\$3,205	1.7
<i>Non-Labor:</i>																
Electric Power	\$13,757	\$12,059	12.3	\$0,000	(\$0,097)	-	\$0,000	(\$0,097)	-	\$13,757	\$11,962	13.0	\$1,795	-	\$1,795	13.0
Fuel	3,562	3,295	8.0	0,000	0,000	-	0,000	0,000	-	3,562	3,295	8.0	0,267	-	0,267	8.0
Insurance	2,954	2,747	7.0	0,491	0,313	36.2	0,000	0,000	-	3,445	3,060	36.2	0,385	-	0,385	11.2
Claims	0,190	0,000	-	0,000	0,000	-	0,000	0,000	-	0,190	0,000	-	0,190	-	0,190	-
Paratransit Service Contracts	0,000	0,000	-	0,000	0,000	-	0,000	0,000	-	0,000	0,000	-	0,000	-	0,000	-
Maintenance and Other Operating Contracts	17,235	15,077	12.5	6,607	1,601	75.8	0,000	0,000	-	23,842	16,678	75.8	7,164	-	7,164	30.0
Professional Service Contracts	6,369	4,867	1.502	5,950	10,067	(4.117)	0,000	0,000	-	12,318	14,933	(4.117)	(2,615)	(21.2)	(2,615)	(21.2)
Materials & Supplies	17,053	14,378	15.7	9,613	3,874	59.7	0,000	0,000	-	26,667	18,252	59.7	8,415	-	8,415	31.6
Other Business Expenses	4,539	4,486	1.2	0,123	0,052	57.6	0,000	0,000	-	4,663	4,539	57.6	0,124	-	0,124	2.7
Total Non-Labor	\$65,680	\$56,909	13.4	\$22,784	\$15,811	30.6	\$0,000	\$6,973	30.6	\$88,464	\$72,719	17.8	\$15,745	17.8	\$15,745	17.8
<i>Other Adjustments</i>																
Other	0,000	0,000	-	0,000	0,000	-	0,000	0,000	-	0,000	0,000	-	0,000	-	0,000	-
Total Other Adjustments	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	-	\$0,000	-
Total Expenses before Non-Cash Liability Adjs.	\$226,026	\$214,368	5.2	\$50,120	\$42,828	14.5	\$0,000	\$7,292	14.5	\$276,145	\$257,196	6.9	\$18,949	6.9	\$18,949	6.9
Depreciation	41,084	38,170	7.1	0,000	0,000	-	0,000	0,000	-	41,084	38,170	7.1	2,914	-	2,914	7.1
OPEB Obligation	0,000	0,000	-	0,000	0,000	-	0,000	0,000	-	0,000	0,000	-	0,000	-	0,000	-
GASB68 Pension Adjustment	0,000	0,000	-	0,000	0,000	-	0,000	0,000	-	0,000	0,000	-	0,000	-	0,000	-
Environmental Remediation	0,667	0,174	73.9	0,000	0,000	-	0,000	0,000	-	0,667	0,174	73.9	0,493	-	0,493	73.9
GASB75 Adjustment	0,000	0,000	-	0,000	0,000	-	0,000	0,000	-	0,000	0,000	-	0,000	-	0,000	-
Total Expenses	\$267,777	\$252,712	5.6	\$50,120	\$42,828	14.5	\$0,000	\$7,292	14.5	\$317,897	\$295,540	7.0	\$22,356	7.0	\$22,356	7.0
Net Surplus/(Deficit)	(\$143,220)	(\$124,323)	13.2	\$0,000	\$0,000	-	\$0,000	\$0,000	-	(\$143,220)	(\$124,323)	13.2	\$18,896	13.2	\$18,896	13.2
<i>Cash Conversion Adjustments:</i>																
Depreciation	41,084	38,170	(7.1)	0,000	0,000	-	0,000	0,000	-	41,084	38,170	(7.1)	(2,914)	-	(2,914)	(7.1)
Operating/Capital	(11,065)	(6,893)	37.0	0,000	0,000	-	0,000	0,000	-	(11,065)	(6,893)	37.0	(4,172)	-	(4,172)	(37.0)
Other Cash Adjustments	4,663	(7,750)	(167.0)	0,000	0,000	-	0,000	0,000	-	4,663	(7,750)	(167.0)	(12,413)	-	(12,413)	(167.0)
Total Cash Conversion Adjustments	\$34,682	\$37,313	7.6	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$34,682	\$37,313	7.6	\$2,631	7.6	\$2,631	7.6
Net Cash Surplus/(Deficit)	(\$108,537)	(\$87,010)	19.8	\$0,000	\$0,000	-	\$0,000	\$0,000	-	(\$108,537)	(\$87,010)	19.8	\$21,527	19.8	\$21,527	19.8

Notes:
- Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note that the current month's actuals do not include post-close adjustments, which will be captured in the subsequent month's YTD results.
- Differences are due to rounding.
- Variance exceeds 100%.

MTA METRO-NORTH RAILROAD
 ACCRUAL STATEMENT OF OPERATIONS BY CATEGORY
 EXPLANATION OF VARIANCE BETWEEN ADOPTED BUDGET AND ACTUAL RESULTS
 FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET
 February 2020
 (\$ in millions)

Generic Revenue or Expense Category	Non-Reimb. or Reimb.	Current Month vs. Adopted Budget		Year to Date vs. Adopted Budget		
		Variance Fav (Unfav) %		Variance Fav (Unfav) %		
		\$	%	\$	%	
			Reason for Variance		Reason for Variance	
FAREBOX REVENUE	Non-Reimb	\$2,489	4.5%	\$3,645	3.2%	Primarily due to higher non-commutation ridership on all East of Hudson lines.
OTHER OPERATING REVENUE	Non-Reimb	(\$0,396)	(7.6%)	\$0,186	1.8%	Lower GCT retail income primarily due to timing.
CAPITAL AND OTHER REIMBURSEMENTS	Reimb	(\$3,414)	(14.9%)	(\$7,292)	(14.5%)	Lower reimbursements reflect scheduling and timing changes in capital project expenditures.
PAYROLL	Reimb	\$0,351	8.9%	\$1,518	18.1%	Reflects primarily lower activity on Cyclical Track Program and Cyclical Replacement Insulated Joint Project partially offset by higher activity on Connecticut Track Program and Catenary C1A & C2 Replacement Project.
OVERTIME	Non-Reimb	\$1,100	13.9%	\$1,519	8.7%	See overtime tables.
	Reimb	(\$0,540)	(32.6%)	(\$0,863)	(24.4%)	See overtime tables.
HEALTH AND WELFARE	Non-Reimb	\$0,889	10.5%	\$0,645	3.4%	Primarily reflects lower than budgeted rates combined with lower labor costs.
	Reimb	\$0,014	1.1%	\$0,282	10.5%	Reflects primarily lower activity on Cyclical Track Program, Signal Replacement from Greenwich to South Norwalk, GCT Turnouts - Switch Renewal, West of Hudson Track Improvement and Cyclical Replacement Insulated Joint Projects partially offset by higher activity on Connecticut Track Program and Catenary C1A & C2 Replacement Project.
OPEB CURRENT PAYMENT	Non-Reimb	(\$0,580)	(19.3%)	(\$0,790)	(13.2%)	Reflects higher number of retirees receiving healthcare premiums than budgeted.
	Reimb					
PENSIONS	Non-Reimb	\$0,491	5.9%	\$0,431	2.4%	Reflects primarily lower than budgeted rates combined with lower labor costs.
	Reimb	\$0,025	2.7%	\$0,211	10.9%	Reflects primarily lower activity on Cyclical Track Program, Signal Replacement from Greenwich to South Norwalk and GCT Turnouts - Switch Renewal Projects.

MTA METRO-NORTH RAILROAD
 ACCRUAL STATEMENT OF OPERATIONS BY CATEGORY
 EXPLANATION OF VARIANCE BETWEEN ADOPTED BUDGET AND ACTUAL RESULTS
 FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET
 February 2020
 (\$ in millions)

Generic Revenue or Expense Category	Non Reimb. or Reimb.	Current Month vs. Adopted Budget		Year to Date vs. Adopted Budget		
		Variance Fav (Unfav)	%	Variance Fav (Unfav)	%	
		\$		\$		
OTHER FRINGE BENEFITS	Non-Reimb	\$1,295	12.6%	\$2,027	9.4%	Primarily reflects a lower employee claim provision and employee reimbursements as well as lower than budgeted rates and labor costs.
	Reimb	\$0,011	1.2%	\$0,207	10.0%	Reflects primarily lower activity on Cyclical Track Program, Signal Replacement from Greenwich to South Norwalk and GCT Turnouts - Switch Renewal Projects.
REIMBURSABLE OVERHEAD	Non-Reimb	\$1,032	24.0%	\$1,062	11.5%	The non-reimbursable and reimbursable variances reflect higher activity for several projects.
	Reimb	(\$0,992)	(24.5%)	(\$1,037)	(11.9%)	
ELECTRIC POWER	Non-Reimb	\$1,118	15.8%	\$1,698	12.3%	Primarily due to favorable rates on all lines.
FUEL	Non-Reimb	\$0,126	7.7%	\$0,287	8.0%	Primarily due to lower heating fuel consumption and rates.
INSURANCE	Non-Reimb	\$0,095	6.4%	\$0,207	7.0%	Primarily reflects lower than budgeted Station Liability premiums.
	Reimb	\$0,065	28.6%	\$0,177	36.2%	Primarily reflects lower activity on GCT Turnouts - Switch Renewal and Cyclical Track Program.
CLAIMS	Non-Reimb	\$0,098	*	\$0,190	*	Reflects a lower passenger claims provision than budgeted.
MAINTENANCE AND OTHER OPERATING CONTRACTS	Non-Reimb	\$0,415	4.7%	\$2,158	12.5%	Reflects timing of BL-20 Locomotive Overhauls and miscellaneous maintenance and operating contracts.
	Reimb	\$1,728	53.5%	\$5,005	75.8%	Reflects lower activity primarily due to timing and billing of the work for the Signal Replacement from Greenwich to South Norwalk, Maybrook Trailway and GCT Leaks Remediation Projects.
PROFESSIONAL SERVICE CONTRACTS	Non-Reimb	\$0,584	20.0%	\$1,502	23.6%	Lower than anticipated consulting and engineering services.
	Reimb	\$1,885	72.6%	(\$4,117)	(69.2%)	Reflects transfer of costs on the Maybrook Trailway Project (budget in Maintenance Services) from Operating Capital and transfer of costs to Cos Cob Bridge Mitre Rail Replacement Project from Operating partially offset by timing of Positive Train Control (CT), Oil Circuit Breaker Replacement, Sacco Creek Traction Power Supply Station, and GCT Leaks Remediation Projects.

MTA METRO-NORTH RAILROAD
 ACCRUAL STATEMENT OF OPERATIONS BY CATEGORY
 EXPLANATION OF VARIANCE BETWEEN ADOPTED BUDGET AND ACTUAL RESULTS
 FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET
 February 2020
 (\$ in millions)

Generic Revenue or Expense Category	Non-Reimb. or Reimb.	Current Month vs. Adopted Budget		Year to Date vs. Adopted Budget		
		Variance Fav (Unfav)	%	Variance Fav (Unfav)	%	
		\$		\$		
MATERIALS AND SUPPLIES	Non-Reimb	\$1,454	17.1%	\$2,675	15.7%	Primarily due to timing of maintenance events and material usage and lower other inventory adjustments partially offset by higher infrastructure repairs.
	Reimb	\$0.837	21.1%	\$5,739	59.7%	Reflects lower activity on the GCT/ESA Unified Trash Facility, Cyclical Track Program, GCT Turnouts-Switch Renewal and Mainline/High Speed Turnout Replacement Project.
OTHER BUSINESS EXPENSES	Non-Reimb	(\$0.152)	(7.5%)	\$0.053	1.2%	Primarily due to timing of subsidy payments to New Jersey Transit partially offset by lower print and stationary supply expense and slightly higher Amtrak recoveries.
	Reimb	\$0.028	45.8%	\$0.071	57.6%	Primarily reflects lower activity on the Maybrook Trailway Project.
DEPRECIATION	Non-Reimb	\$1,457	7.1%	\$2,914	7.1%	Reflects lower capitalization of assets than budgeted due to timing differences in project completions and assets reaching beneficial use.
ENVIRONMENTAL REMEDIATION	Non-Reimb	\$0.333	100.0%	\$0.493	73.9%	Reflects timing of projects requiring remediation.
OPERATING CAPITAL	Non-Reimb	\$3,625	73.7%	\$17,959	*	Primarily reflects timing for the following projects: Replacement of the GCT Escalators, Vehicle Replacement Provision, Upper Harlem Pole Replacement, Renovation of the GCT Training Facility, Installation of the Wayside Energy Storage System and Video Surveillance System Initiative.

* Variance exceeds 100%.

METRO-NORTH RAILROAD – Non-Reimbursable Overtime Variance

February 2020 and YTD budget vs. variance

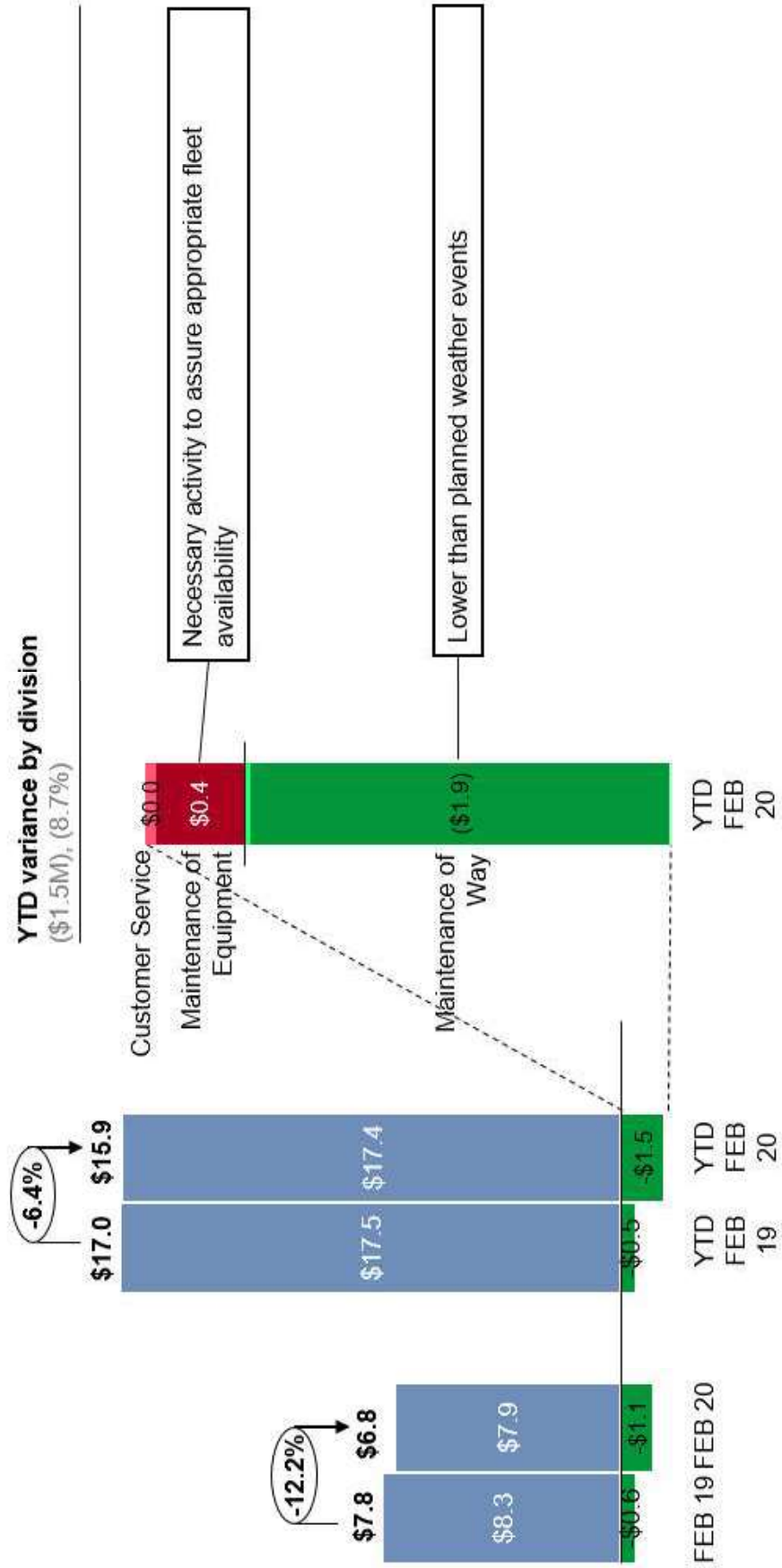
\$M

- Favorable
- Unfavorable
- Budget

Annual budget: \$91.5M

Overview

- Overall decrease of \$1.1M or 6.4% compared to YTD February 2019
- 8.7% below 2020 budget
- Favorable Weather variance in Maintenance of Way is offset by necessary activity to assure appropriate fleet availability in Maintenance of Equipment
- Connecticut paid \$4.7M of total \$15.9M; Connecticut's share of YTD Favorable Variance is \$0.5M of the \$1.5M



Source: 2020 Adopted Budget. General Ledger actuals for actual overtime spending.

METRO-NORTH RAILROAD – Reimbursable Overtime Variance

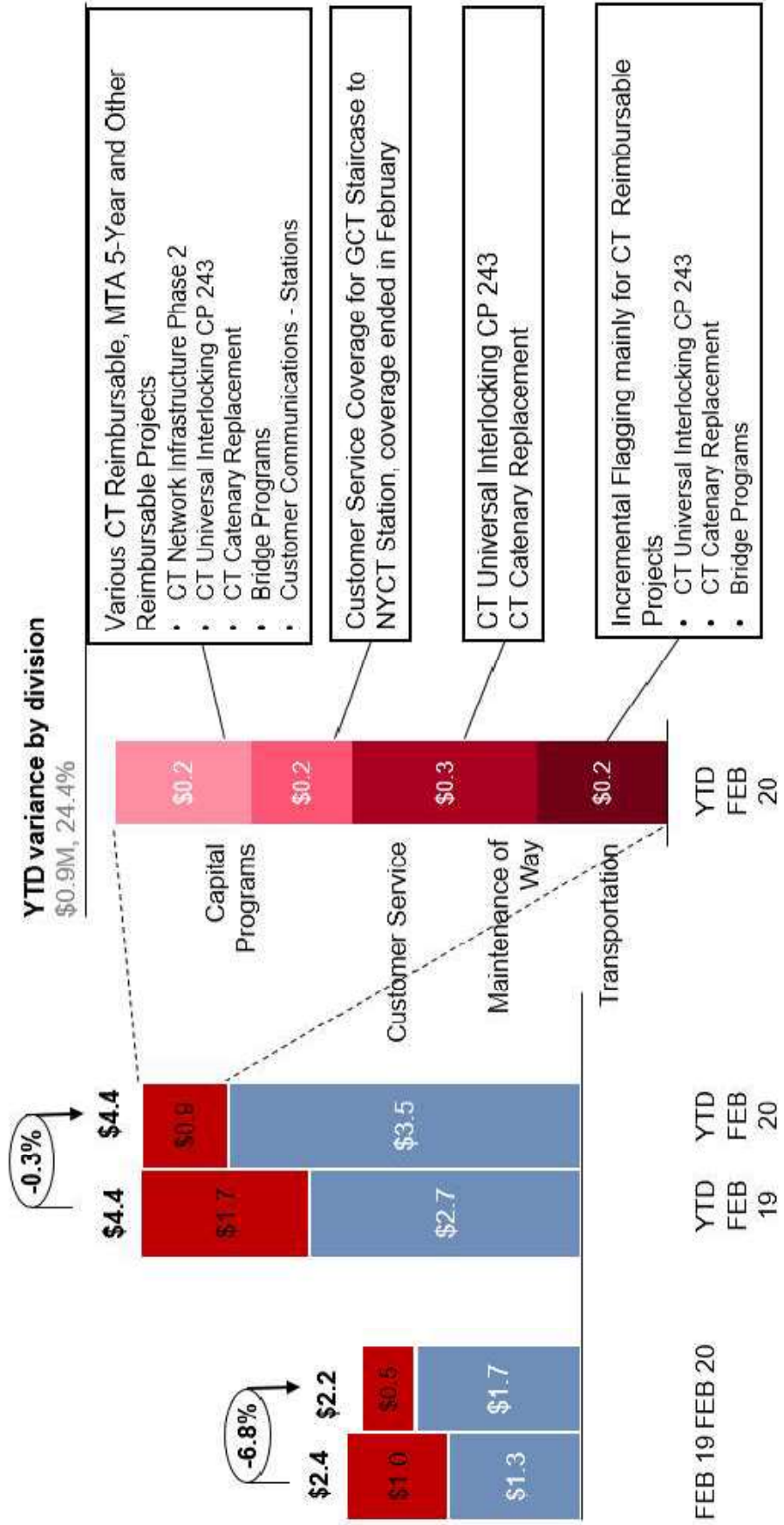
February 2020 and YTD budget vs. variance
\$M

- Favorable
- Unfavorable
- Budget

Annual budget: \$29.4M

Overview

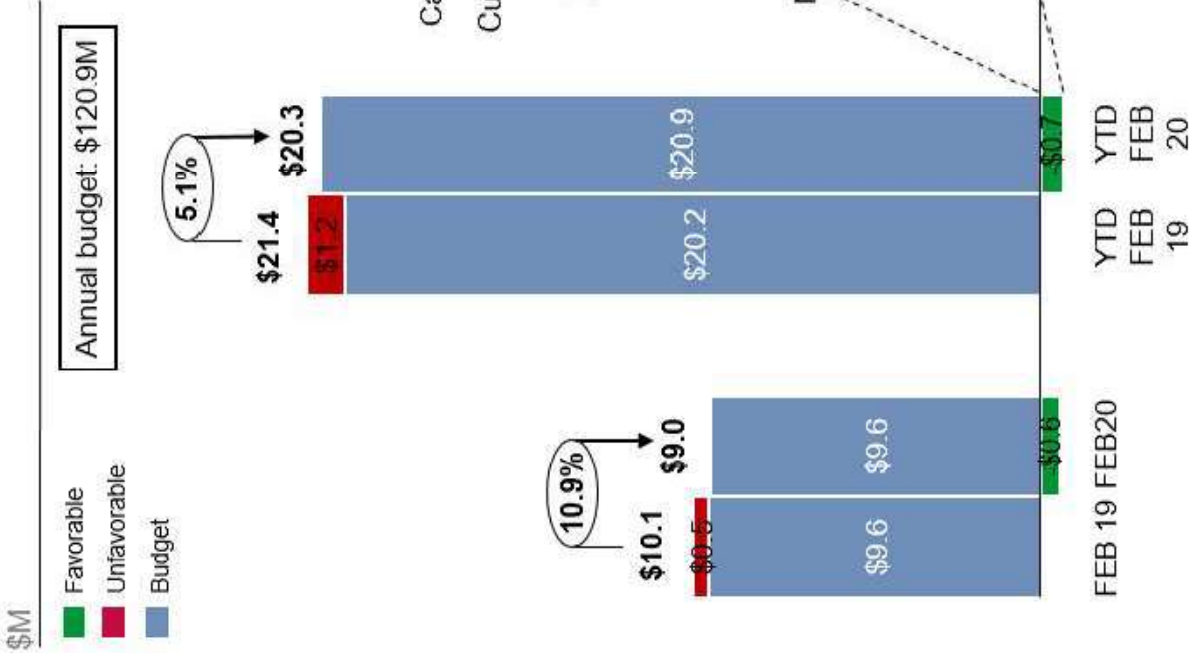
- Overall decrease of \$0.0M or 0.3% compared to YTD February 2019
- 24.4% above 2020 budget
- Main cause for unfavorable variance is higher than forecast work on CT Capital projects
- Connecticut paid \$1.4M of total \$4.4M; Connecticut's share of YTD Unfavorable Variance is \$0.7M of the \$0.9M



Source: 2020 Adopted Budget, General Ledger actuals for actual overtime spending.

METRO-NORTH RAILROAD – Non-Reimbursable and Reimbursable Overtime Variance

February 2020 and YTD budget vs. variance



Overview

- Overall decrease of \$1.1M or 5.1% compared to YTD February 2019
- 3.1% below 2020 budget
- Favorable Weather variance in Maintenance of Way is offset by necessary fleet activity in Maintenance of Equipment and reimbursable project coverage in other divisions
- Connecticut paid \$6.1M of total \$20.3M; Connecticut's share of YTD Favorable Variance is (\$0.3M) of the \$0.7M

Source: 2020 Adopted Budget, General Ledger actuals for actual overtime spending.

MTA METRO-NORTH RAILROAD
FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET
CASH RECEIPTS AND EXPENDITURES
(\$ in millions)

SCHEDULE III

	FEBRUARY 2020			Year-to-Date			
	Adopted Budget	Favorable (Unfavorable)		Adopted Budget	Favorable (Unfavorable)		
		Actual	Variance		Percent	Actual	Variance
Receipts							
Farebox Revenue	\$54,257	\$54,271	\$0,014	0.0	\$113,217	\$1,671	1.5
Vehicle Toll Revenue	0,000	0,000	0,000	-	0,000	0,000	-
Other Operating Revenue	6,924	10,584	3,660	52.8	17,167	3,225	23.1
<i>Capital & Other Reimbursements:</i>							
MTA	12,110	14,992	2,882	23.8	26,716	0,588	2.3
CDOT	10,213	8,213	(2,000)	(19.6)	16,898	(5,245)	(23.7)
Other	1,383	0,500	(0,883)	(63.9)	10,168	7,274	*
Total Capital and Other Reimbursements	23,707	23,705	(0,002)	(0.0)	53,782	2,618	5.1
Total Receipts	\$84,888	\$88,560	\$3,672	4.3	\$184,166	\$7,513	4.3
Expenditures							
<i>Labor:</i>							
Payroll	\$44,627	\$44,589	\$0,038	0.1	\$99,835	\$0,144	0.1
Overtime	9,632	9,069	(0,563)	(5.8)	21,782	0,239	1.1
Health and Welfare	10,624	11,202	(0,578)	(5.4)	22,345	0,973	4.2
OPEB Current Payment	3,000	3,623	(0,623)	(20.8)	7,203	(1,203)	(20.1)
Pensions	10,270	10,195	0,075	0.7	20,540	0,095	0.5
Other Fringe Benefits	10,612	11,712	(1,100)	(10.4)	26,681	(2,817)	(11.8)
GASB Account	0,000	0,000	0,000	-	0,000	0,000	-
Reimbursable Overhead	0,000	0,000	0,000	-	0,000	0,000	-
Total Labor	\$88,766	\$90,390	(\$1,624)	(1.8)	\$198,147	(\$2,569)	(1.3)
<i>Non-Labor:</i>							
Electric Power	\$7,242	\$8,272	(\$1,030)	(14.2)	\$13,188	\$0,880	6.3
Fuel	1,597	2,182	(0,585)	(36.6)	4,102	(0,603)	(17.2)
Insurance	0,239	0,000	0,239	100.0	0,511	0,511	100.0
Claims	0,098	0,047	0,051	51.8	0,146	0,044	23.2
Paratransit Service Contracts	0,000	0,000	0,000	-	0,000	0,000	-
Maintenance and Other Operating Contracts	12,567	7,566	5,001	39.8	19,754	4,869	19.8
Professional Service Contracts	4,658	1,182	3,476	74.6	3,737	7,106	65.5
Materials & Supplies	12,591	14,360	(1,769)	(14.1)	28,162	1,617	5.7
Other Business Expenditures	3,590	2,588	1,002	27.9	7,716	5,557	28.0
Total Non-Labor	\$42,583	\$36,197	\$6,386	15.0	\$73,029	\$16,583	18.5
<i>Other Adjustments:</i>							
Other	0,000	0,000	0,000	-	0,000	0,000	-
Total Other Adjustments	\$0,000	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Total Expenditures	\$131,349	\$126,587	\$4,762	3.6	\$271,176	\$14,014	4.9
Net Cash Deficit (excludes Opening Cash Balance)	(\$46,461)	(\$38,027)	\$8,434	18.2	(\$87,010)	\$21,527	19.8
Subsidies							
MTA	33,708	32,789	(0,919)	(2.7)	101,275	20,037	24.7
CDOT	12,754	16,577	3,823	30.0	29,251	1,952	7.2
Total Subsidies	\$46,461	\$49,366	\$2,905	6.3	\$130,526	\$21,989	20.3
Cash Timing and Availability Adjustment	\$0,000	\$0,540	\$0,540	-	\$7,596	\$7,596	-

Notes:
- Results are preliminary and subject to audit review.
- Differences are due to rounding.
* Variance exceeds 100%.

MTA METRO-NORTH RAILROAD
 FEBRUARY FINANCIAL PLAN - 2020 BUDGET
 CASH RECEIPTS AND EXPENDITURES
 EXPLANATION OF VARIANCE BETWEEN BUDGET AND ACTUAL RESULTS
 (\$ in millions)

Generic Receipt or Expense Category	February Month vs Budget		Year-to-Date as of February 29, 2020 vs. Adopted Budget		Reason for Variance
	Variance Fav (Unfav)		Variance Fav (Unfav)		
	\$	%	\$	%	
OTHER OPERATING REVENUE	3.660	52.8%	3.225	23.1%	Primarily reflects timing of commuter parking and GCT revenues, a reimbursement from a third party insurance carrier for a Spuyten Duyvil passenger injury settlement partially offset by lower Amtrak reimbursements than budgeted.
CAPITAL AND OTHER REIMBURSEMENTS:					
MTA	2.882	23.8%	0.588	2.3%	Primarily reflects higher cash receipts than budgeted partially offset by lower capital related project activity.
CDOT	(2.000)	(19.6%)	(5.245)	(23.7%)	Primarily reflects lower cash receipts than budgeted partially offset by higher capital related project activity.
OTHER	(0.883)	(63.9%)	7.274	*	Primarily reflects lower cash receipts than budgeted partially offset by higher reimbursable related project activity.
OVERTIME	0.563	5.8%	0.239	1.1%	Primarily reflects fewer weather events than budgeted and increased availability based upon lower relief day coverage due to lower unplanned absences partially offset by higher Capital project activity.
HEALTH & WELFARE	(0.578)	(5.4%)	0.973	4.2%	Primarily reflects the timing of payments for health insurance premiums.
OPEB CURRENT PAYMENT	(0.623)	(20.8%)	(1.203)	(20.1%)	Primarily reflects higher number of retirees receiving healthcare benefits than budgeted.
OTHER FRINGE BENEFITS	(1.100)	(10.4%)	(2.817)	(11.8%)	Primarily reflects timing of payroll taxes partially offset by lower employee reimbursements.
ELECTRIC POWER	(1.030)	(14.2%)	0.880	6.3%	Primarily reflects lower rates on all lines than budgeted partially offset by timing of payments.
FUEL	(0.585)	(36.6%)	(0.603)	(17.2%)	Primarily reflects timing of payments partially offset by lower heating fuel consumption and rates than budgeted.
INSURANCE	0.239	100.0%	0.511	100.0%	Reflects timing of payments for insurance premiums.
CLAIMS	0.051	51.8%	0.044	23.2%	Primarily reflects timing of payments for passenger injury settlements.

MTA METRO-NORTH RAILROAD
 FEBRUARY FINANCIAL PLAN - 2020 BUDGET
 CASH RECEIPTS AND EXPENDITURES
 EXPLANATION OF VARIANCE BETWEEN BUDGET AND ACTUAL RESULTS
 (\$ in millions)

Generic Receipt or Expense Category	February Month vs Budget		Year-to-Date as of February 29, 2020 vs. Adopted Budget		
	Variance Fav (Unfav)		Variance Fav (Unfav)		
	\$	%	\$	%	
				Reason for Variance	
MAINTENANCE & OTHER OPERATING CONTRACTS	5.001	39.8%	4.869	19.8%	Primarily reflects timing of Capital projects (Signal Replacement - Greenwich to South Norwalk, GCT Escalator Replacement, Upper Harlem Pole Replacement and Maybrook Trailway), timing of BL-20 Locomotive Overhauls and lower than anticipated expenses for miscellaneous maintenance & operating contracts.
PROFESSIONAL SERVICE CONTRACTS	3.476	74.6%	7.106	65.5%	Primarily reflects the timing of engineering services for Capital projects (Connecticut Positive Train Control, Installation of Wayside Energy Storage, GCT Station Master's Office Design and Reconfiguration and Oil Circuit Breaker Replacement).
MATERIALS & SUPPLIES	(1.769)	(14.1%)	1.617	5.7%	Primarily reflects the timing of materials place into inventory partially offset by lower activity on the GCT/ESA Unified Trash Facility, Cyclical Track Program, GCT Turnouts-Switch Renewal and Mainline/High Speed Turnout Replacement Project.
OTHER BUSINESS EXPENSES	1.002	27.9%	2.159	28.0%	Primarily reflects timing of payments for New Jersey Transit Subsidy and lower miscellaneous expenses.
MTA SUBSIDY RECEIPTS	(0.919)	(2.7%)	20.037	24.7%	Primarily reflects available cash balance partially offset by lower cash deficit and higher CDOT subsidy.
CDOT SUBSIDY RECEIPTS	3.823	30.0%	1.952	7.2%	Primarily reflects higher CDOT share of estimated deficit than budgeted.

* Variance exceeds 100%

MTA METRO-NORTH RAILROAD
FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET
CASH CONVERSION (CASH FLOW ADJUSTMENT)
(\$ in millions)

	FEBRUARY 2020				Year-to-Date			
	Favorable (Unfavorable)		Favorable (Unfavorable)		Favorable (Unfavorable)		Favorable (Unfavorable)	
	Adopted Budget	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent
Receipts								
Farebox Revenue	(\$1,244)	(\$3,718)	(\$2,474)	*	(\$2,526)	(\$4,501)	(\$1,974)	(78.2)
Vehicle Toll Revenue	0.00	0.00	0.00	-	0.00	0.00	0.00	-
Other Operating Revenue	1.698	5,754	4,055	*	3,458	6,496	3,038	87.9
Capital & Other Reimbursements:								
MTA	0.852	6,568	5,716	*	1,045	9,510	8,465	*
CDOT	0.00	(1,982)	(1,982)	-	0.00	1,974	1,974	-
Other	0.00	(0,323)	(0,323)	-	0.00	(0,529)	(0,529)	-
Total Capital and Other Reimbursements	0.852	4,264	3,412	*	1,045	10,954	9,909	*
Total Revenue/Receipts	\$1,307	\$6,300	\$4,993	*	\$1,976	\$12,949	\$10,973	*
Expenditures								
Labor:								
Payroll	\$0,270	(\$0,164)	(\$0,435)	*	(\$3,488)	(\$2,855)	\$0,633	18.1
Overtime	(0,047)	(0,044)	0,003	6.9	(1,093)	(1,510)	(0,416)	(38.1)
Health and Welfare	(0,905)	(2,387)	(1,481)	*	(1,944)	(1,897)	0,047	2.4
OPEB Current Payment	0,000	(0,043)	0,000	-	0,000	(0,413)	(0,413)	-
Pensions	(1,041)	(1,482)	(0,440)	(42.3)	(0,689)	(1,236)	(0,547)	(79.3)
Other Fringe Benefits	0,617	(1,790)	(2,407)	*	(0,164)	(5,215)	(5,051)	*
GASB Account	0,000	0,000	0,000	-	0,000	0,000	0,000	-
Reimbursable Overhead	(0,267)	(0,307)	(0,040)	(15.1)	(0,519)	(0,544)	(0,025)	(4.9)
Total Labor	(\$1,374)	(\$6,217)	(\$4,843)	*	(\$7,897)	(\$13,670)	(\$5,773)	(73.1)
Non-Labor:								
Electric Power	(\$0,155)	(\$2,303)	(\$2,148)	*	(\$0,310)	(\$1,226)	(\$0,915)	*
Fuel	0,042	(0,669)	(0,711)	*	0,083	(0,807)	(0,890)	*
Insurance	1,466	1,545	0,079	5.4	2,933	3,060	0,127	4.3
Claims	0,000	(0,047)	(0,047)	-	0,000	(0,146)	(0,146)	-
Paratransit Service Contracts	0,000	0,000	0,000	-	0,000	0,000	0,000	-
Maintenance and Other Operating Contracts	(0,550)	2,307	2,858	*	(0,781)	(3,076)	(2,294)	*
Professional Service Contracts	0,861	1,869	1,007	*	1,476	11,196	9,721	*
Materials & Supplies	(0,101)	(4,162)	(4,061)	*	(1,495)	(8,293)	(6,798)	*
Other Business Expenses	(1,505)	(0,378)	1,126	74.9	(3,053)	(1,018)	2,035	66.6
Total Non-Labor	\$0,057	(\$1,838)	(\$1,895)	*	(\$1,148)	(\$0,310)	\$0,838	73.0
Other Adjustments:								
Other	0,000	0,000	0,000	-	0,000	0,000	0,000	-
Total Other Adjustments	\$0,000	\$0,000	\$0,000	-	\$0,000	\$0,000	\$0,000	-
Total Expenditures before Non-Cash Liability Adjs.	(\$1,317)	(\$8,055)	(\$6,738)	*	(\$9,045)	(\$13,980)	(\$4,935)	(54.6)
Depreciation	20,542	19,085	(1,457)	(7.1)	41,084	38,170	(2,914)	(7.1)
OPEB Obligation	0,000	0,000	0,000	-	0,000	0,000	0,000	-
GASB68 Pension Adjustment	0,000	0,000	0,000	-	0,000	0,000	0,000	-
Environmental Remediation	0,333	0,000	(0,333)	(100.0)	0,667	0,174	(0,493)	73.9
GASB75 Adjustment	0,000	0,000	0,000	-	0,000	0,000	0,000	-
Total Expenditures Adjustments	\$19,558	\$11,030	(\$8,529)	(43.6)	\$32,706	\$24,364	(\$8,342)	(25.5)
Total Cash Conversion Adjustments	\$20,865	\$17,329	(\$3,536)	(16.9)	\$34,682	\$37,313	\$2,631	7.6

Notes:
- Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note that the current months' actuals do not include post-close adjustments, which will be captured in the subsequent month's YTD results.
- Differences are due to rounding.
* Variance exceeds 100%.

**MTA METRO-NORTH RAILROAD
FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET
RIDERSHIP/UTILIZATION
FEBRUARY 2020
(in millions)**

	MONTH		2019 ^(A)		2019		YTD		2019 ^(A)		2019	
	ADOPTED BUDGET	2020	2019 ^(A)	2019	VARIANCE Fav/(Unfav)		ADOPTED BUDGET	2020	2019 ^(A)	VARIANCE Fav/(Unfav)		
					ADOPTED BUDGET	2019				ADOPTED BUDGET	2019	
FAREBOX REVENUE												
Harlem Line - Commutation	9,254	9,417	9,153	0,264	1.8%	18,627	18,918	18,424	0,291	1.6%	0,494	2.7%
Harlem Line - Non-Commutation	6,837	7,528	6,774	0,691	10.1%	14,366	15,526	14,232	1,160	8.1%	1,294	9.1%
TOTAL HARLEM LINE	\$12,092	\$16,946	\$15,927	\$0,854	5.3%	\$32,993	\$34,444	\$32,656	\$1,451	4.4%	\$1,788	5.5%
Hudson Line - Commutation	6,262	6,302	6,191	0,040	0.6%	12,592	12,619	12,450	0,028	0.2%	0,170	1.4%
Hudson Line - Non-Commutation	5,825	6,452	5,665	0,627	10.8%	12,079	13,088	11,748	1,009	8.4%	1,340	11.4%
TOTAL HUDSON LINE	\$12,087	\$12,754	\$11,856	\$0,667	5.5%	\$24,671	\$25,707	\$24,198	\$1,036	4.2%	\$1,509	6.2%
New Haven Line - Commutation	13,051	12,909	12,961	(0,142)	-1.1%	26,344	26,003	26,164	(0,341)	-1.3%	(0,161)	-0.6%
New Haven Line - Non-Commutation	13,167	14,002	13,135	0,835	6.3%	27,805	28,928	27,571	1,123	4.0%	1,356	4.9%
TOTAL NEW HAVEN LINE	\$26,217	\$26,910	\$26,097	\$0,693	2.6%	\$54,149	\$54,930	\$53,735	\$0,782	1.4%	\$1,196	2.2%
All Lines - Commutation	28,567	28,628	28,306	0,061	0.2%	57,563	57,540	57,037	(0,023)	0.0%	0,503	0.9%
All Lines - Non-Commutation	25,829	27,982	25,575	2,152	8.3%	54,249	57,541	53,551	3,292	6.1%	3,990	7.5%
TOTAL EAST OF HUDSON LINES	\$54,396	\$56,609	\$53,880	\$2,214	4.1%	\$111,812	\$115,081	\$110,588	\$3,269	2.9%	\$4,493	4.1%
West of Hudson ^(B)	\$1,105	\$1,379	\$1,113	\$0,275	24.9%	\$2,260	\$2,637	\$2,278	0,376	16.6%	0,359	15.7%
TOTAL FAREBOX REVENUE	\$55,500	\$57,989	\$54,994	\$2,489	4.5%	\$114,072	\$117,718	\$112,867	\$3,645	3.2%	\$4,851	4.3%
RIDERSHIP												
Harlem Line - Commutation	1,254	1,247	1,255	(0,008)	-0.6%	2,638	2,615	2,638	(0,023)	-0.9%	(0,024)	-0.9%
Harlem Line - Non-Commutation	0,771	0,784	0,774	0,013	1.7%	1,578	1,626	1,583	0,047	3.0%	0,042	2.7%
TOTAL HARLEM LINE	2,026	2,031	2,028	0,006	0.3%	4,216	4,240	4,222	0,024	0.6%	0,019	0.4%
Hudson Line - Commutation	0,727	0,717	0,727	(0,010)	-1.4%	1,524	1,500	1,525	(0,024)	-1.6%	(0,025)	-1.6%
Hudson Line - Non-Commutation	0,528	0,534	0,520	0,005	1.0%	1,073	1,097	1,056	0,024	2.2%	0,041	3.9%
TOTAL HUDSON LINE	1,255	1,250	1,247	(0,005)	-0.4%	2,598	2,597	2,580	(0,001)	0.0%	0,017	0.6%
New Haven Line - Commutation	1,659	1,628	1,663	(0,031)	-1.9%	3,498	3,428	3,506	(0,070)	-2.0%	(0,078)	-2.2%
New Haven Line - Non-Commutation	1,266	1,288	1,274	0,021	1.7%	2,618	2,669	2,618	0,051	1.9%	0,050	1.9%
TOTAL NEW HAVEN LINE	2,925	2,916	2,937	(0,010)	-0.3%	6,116	6,097	6,125	(0,019)	-0.3%	(0,028)	-0.5%
Total Ridership East of Hudson	3,640	3,591	3,645	(0,049)	-1.3%	7,660	7,542	7,669	(0,117)	-1.5%	(0,127)	-1.7%
All Lines - Commutation	2,566	2,606	2,568	0,040	1.5%	5,270	5,392	5,288	0,122	2.3%	0,134	2.5%
All Lines - Non-Commutation	6,206	6,197	6,212	(0,009)	-0.1%	12,930	12,934	12,927	0,004	0.0%	0,007	0.1%
TOTAL EAST OF HUDSON LINES	8,772	8,803	8,780	0,023	0.3%	18,200	18,326	18,215	0,011	0.0%	0,041	0.2%
West of Hudson ^(B)	0,119	0,078	0,116	(0,040)	-34.0%	0,250	0,249	0,243	(0,001)	-0.2%	0,006	2.4%
TOTAL EAST & WEST OF HUDSON LINES	6,325	6,276	6,328	(0,049)	-0.8%	13,179	13,183	13,170	0,004	0.0%	0,013	0.1%

^(A) 2019 Ridership figures have been restated to simulate the 2020 calendar.

^(B) West of Hudson current year actuals are preliminary and prior year actuals are stated as received from New Jersey Transit.

**MTA METRO-NORTH RAILROAD
2020 ADOPTED BUDGET VS. ACTUALS
TOTAL FULL-TIME POSITIONS AND FULL-TIME EQUIVALENTS
February 29, 2020**

<u>Department</u>	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Notes
Administration				
President	3	3	-	
Labor Relations	13	12	1	
Safety	59	53	6	A
Security	22	18	4	
Office of the Executive VP	7	6	1	
Corporate & Public Affairs	15	15	-	
Customer Service	53	47	6	
Legal	11	10	1	
Claims	7	6	1	
Human Resources	37	37	0	
Training	85	78	7	A,B
Employee Relations & Diversity	5	4	1	
VP Planning	2	2	-	
Operations Planning & Analysis	21	20	1	
Capital Planning & Programming	11	10	1	
Long Range Planning	6	5	1	
VP Finance & Info Systems	-	-	-	
Controller	73	66	7	A,B
Budget	18	17	1	
Procurement & Material Mgmt	21	21	0	
Total Administration	469	430	39	
Operations				
Operations Support	77	74	3	
Transportation	1,709	1,682	27	B
Customer Service	378	377	1	
Metro-North West	32	28	4	
Total Operations	2,196	2,161	35	
Maintenance				
Maintenance of Equipment	1,717	1,601	116	B
Maintenance of Way	2,132	2,114	18	B
Procurement & Material Mgmt	116	113	3	
Total Maintenance	3,965	3,827	138	
Engineering/Capital				
Construction Management	37	29	8	A, B
Engineering & Design	90	83	7	A, B
Total Engineering/Capital	127	112	15	
Total Positions	6,757	6,530	227	
Non-Reimbursable	6,118	5,988	130	
Reimbursable	639	542	97	
Total Full-Time	6,756	6,529	227	
Total Full-Time-Equivalents (of part-time positions)	1	1	-	

Notes

(A) Variance reflects higher attrition than planned.

(B) Variance reflects delayed hiring of vacant positions.

MTA METRO-NORTH RAILROAD
 2020 ADOPTED BUDGET VS. ACTUALS
 TOTAL FULL-TIME POSITIONS AND FULL-TIME EQUIVALENTS
 February 29, 2020

FUNCTION/OCCUPATION	Adopted Budget	Actual	Favorable (Unfavorable) Variance
Administration			
Managers/Supervisors	152	146	6
Professional, Technical, Clerical Operational Hourlies	317	283	34
Total Administration	469	430	39
Operations			
Managers/Supervisors	262	244	18
Professional, Technical, Clerical Operational Hourlies	219 1,715	219 1,698	(0) 17
Total Operations	2,196	2,161	35
Maintenance			
Managers/Supervisors	665	635	30
Professional, Technical, Clerical Operational Hourlies	469 2,831	459 2,733	10 98
Total Maintenance	3,965	3,827	138
Engineering/Capital			
Managers/Supervisors	47	38	9
Professional, Technical, Clerical Operational Hourlies	80 -	74 -	6 -
	127	112	15
Total Positions			
Managers/Supervisors	1,126	1,063	63
Professional, Technical, Clerical Operational Hourlies	1,085 4,546	1,036 4,431	49 115
Total Positions	6,757	6,530	227

MTA METRO-NORTH RAILROAD
2020 ADOPTED BUDGET VS. ACTUALS
 February 29, 2020

<u>Agency-wide (Non-Reimbursable and Reimbursable)</u>	<u>Adopted Budget</u>	<u>Actual</u>	<u>Favorable (Unfavorable) Variance</u>	<u>Explanation of Variances</u>
<i>Functional Classification:</i> Administration	469	430	39	Primarily reflects higher attrition than planned and delayed hiring of vacant positions
Operations	2,196	2,161	35	Primarily reflects delayed hiring of vacant positions
Maintenance	3,965	3,827	138	Primarily reflects delayed hiring of vacant positions
Engineering / Capital	127	112	15	Primarily reflects higher attrition than planned and delayed hiring of vacant positions
Total Agency-wide Headcount	6,757	6,530	227	
Non-Reimbursable	6,118	5,988	130	
Reimbursable	639	542	97	

**MTA METRO-NORTH RAILROAD
FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET
MONTHLY PERFORMANCE INDICATORS ^(A)
FEBRUARY 2020**

	MONTH			VARIANCE	
	Fav/(Unfav)				
	BUD	2020	2019	BUD	2019
Farebox Operating Ratio					
Standard ^(B)	51.1%	59.8%	54.5%	8.7%	5.3%
Adjusted ^(C)	58.9%	68.9%	61.5%	10.0%	7.4%
Cost per Passenger					
Standard ^(B)	\$17.30	\$15.44	\$16.27	\$1.86	\$0.82
Adjusted ^(C)	\$16.91	\$14.95	\$15.81	\$1.96	\$0.86
Passenger Revenue/Passenger	\$8.84	\$9.24	\$8.87	\$0.40	\$0.37
	YEAR-TO-DATE			VARIANCE	
	Fav/(Unfav)				
	BUD	2020	2019	BUD	2019
Farebox Operating Ratio					
Standard ^(B)	49.6%	58.7%	53.1%	9.2%	5.6%
Adjusted ^(C)	56.9%	67.9%	59.7%	10.9%	8.1%
Cost per Passenger					
Standard ^(B)	\$17.45	\$15.20	\$16.27	\$2.25	\$1.07
Adjusted ^(C)	\$17.08	\$14.76	\$15.84	\$2.32	\$1.08
Passenger Revenue/Passenger	\$8.65	\$8.93	\$8.64	\$0.28	\$0.29

(A) Monthly Performance Indicators include both East and West of Hudson revenue and expenses.

(B) The Standard Farebox Operating Ratio and Cost Per Passenger indicators reflect MTA-wide adopted calculations that exclude non-cash liability adjustments: Depreciation, OPEB Expense (GASB 75), Pension Expense (GASB 68) and Environmental Remediation (GASB-49) as well as the NHL share of MTA Police, Business Service Center and IT costs.

(C) Adjusted Fare Operating Ratio and Cost Per Passenger indicators have been adjusted for comparability between Metro-North and the LIRR and are being presented only at the railroad operating committees. These adjustments are not being used MTA-wide. Adjustments have been made to reflect all operating revenues and significant financial impacts that are outside management's control. These adjustments include: Inclusion of Other Operating Revenue, Removal of OPEB retiree expenses, and Inclusion of estimated farebox revenue from an equalization of the Connecticut fare structure.

* YTD results reflect a reclass of Maybrook Trailway expense from Operating Capital to Reimbursable Capital; excluding the reclass, the Farebox Operating Ratio Budget variance, standard and adjusted, would be 6.7% and 8.0% favorable, respectively and YoY variance, would be 3.1% and 5.2% respectively. This adjustment also lowered the Cost per Passenger Indicator, without it both measures would be comparable to 2019 results.

Ridership Report

Michael Shiffer

Vice President, Planning



MTA Metro-North's Grand Central Terminal.

Photo courtesy of Linda Morris



Metro-North Railroad

March 2020 Highlights: Ridership Report

(Note: February West of Hudson ridership is preliminary)

February 2020 vs. 2019

- East of Hudson ridership decreased 0.2% vs. February 2019 and was 0.1% below Budget
 - East of Hudson Commutation ridership decreased 1.5%
 - East of Hudson Non-Commutation ridership increased 1.5%
- East of Hudson ridership by line:
 - Hudson Line ridership increased 0.3%
 - Harlem Line ridership increased 0.1%
 - New Haven Line ridership decreased 0.7%
- Large increases in non-commutation ridership can be attributed to better weather which occurred during February
 - It was much warmer in February 2020 the average temperature was 40.1 degrees, 3.9 degrees warmer than February 2019 when the average monthly temperature was 36.2.
 - Total monthly snowfall was a trace in February 2020 (NY Central Park) vs. 2.6 inches in February 2019.

Michael Shiffer
Vice President
Planning

**FEBRUARY 2020 RIDERSHIP & REVENUE REPORT
MTA METRO-NORTH RAILROAD**

RIDERSHIP SUMMARY

February Ridership and Revenue (millions)

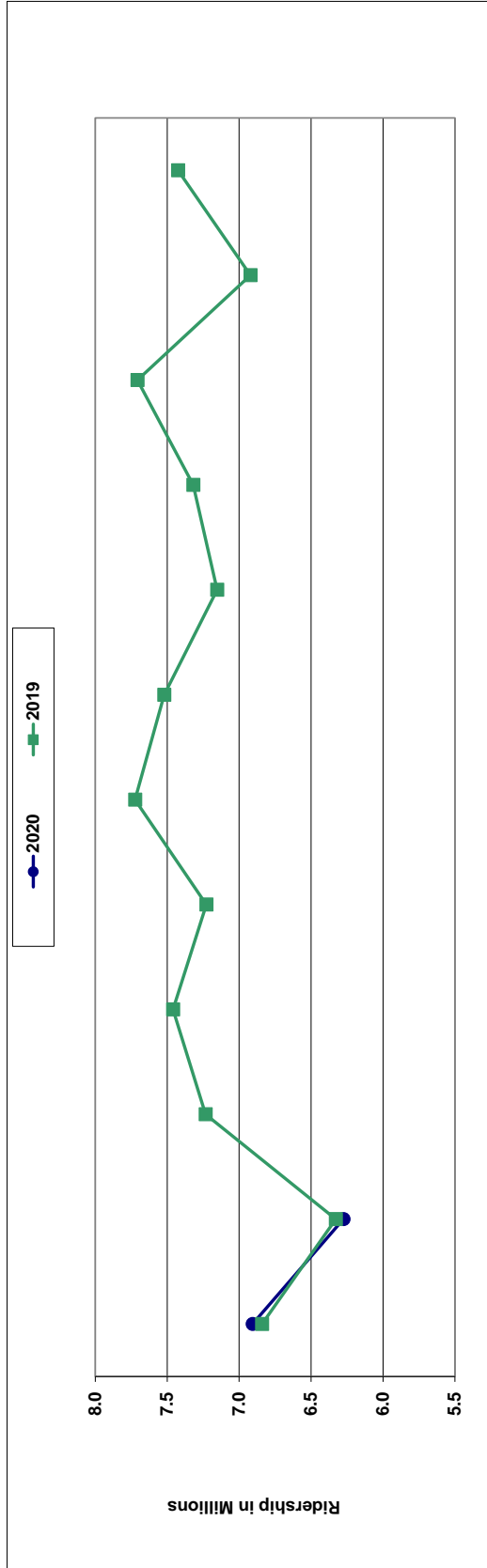
	February 2020	% Change vs. 2019
Total Rail Ridership	6.276	-0.8% ▼
Commutation Ridership	3.643	-1.8% ▼
Non-Commutation Ridership	2.633	+0.5% ▲
Connecting Service Ridership	0.044	+1.0% ▲
Total MNR System Ridership	6.320	-0.8% ▼
Rail Revenue	\$58.0	+5.4% ▲

Year-to-Date to February Ridership and Revenue (millions)

	YTD 2020	% Change vs. 2019	Comparison to Budget
Total Rail Ridership	13.183	+0.1% ▲	+0.0% ▲
Commutation Ridership	7.683	-1.6% ▼	-1.5% ▼
Non-Commutation Ridership	5.500	+2.5% ▲	+2.3% ▲
Connecting Service Ridership	0.094	-0.2% ▼	-2.0% ▼
Total MNR System Ridership	13.277	+0.1% ▲	0.0% ▲
Rail Revenue	\$117.7	+4.3% ▲	+3.2% ▲

FEBRUARY RAIL RIDERSHIP (1)

- February's Total Rail Ridership was 0.8% below both 2019 and budget.

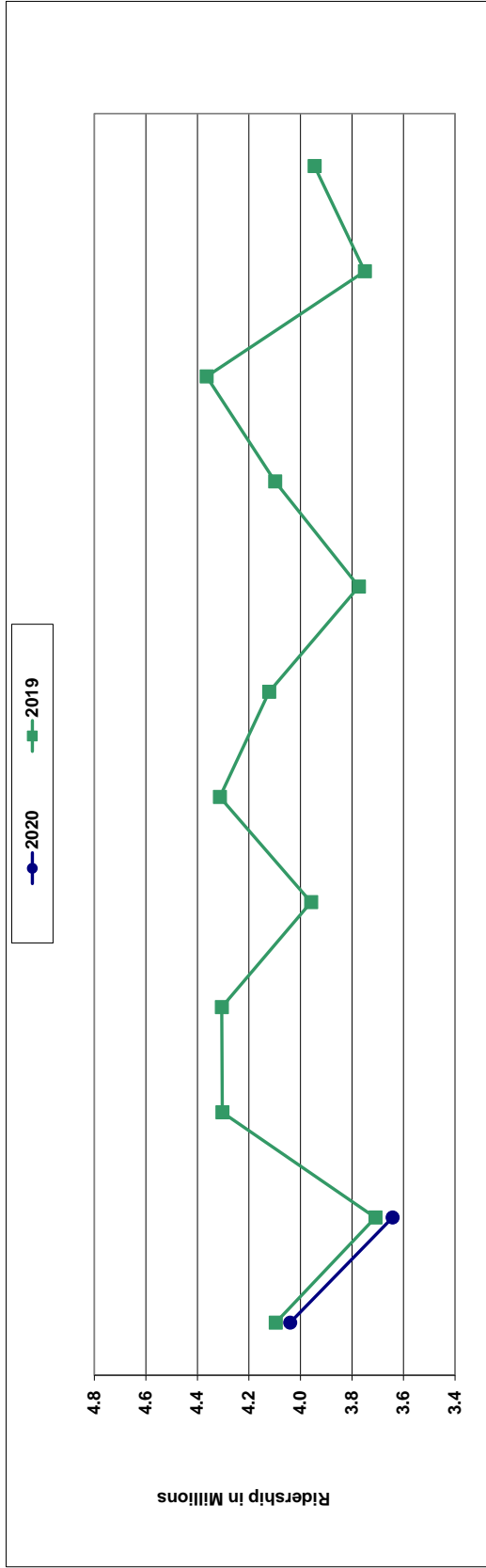


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Y-T-D Total
2020	6.9	6.3											13.2
2019	6.8	6.3	7.2	7.5	7.2	7.7	7.5	7.2	7.3	7.7	6.9	7.4	13.2
PCT CHG.	1.0%	-0.8%											

1) Includes East and West of Hudson.

FEBRUARY RAIL COMMUTATION RIDERSHIP (1)

● February's Rail Commutation Ridership was 1.8% below both 2019 and budget.

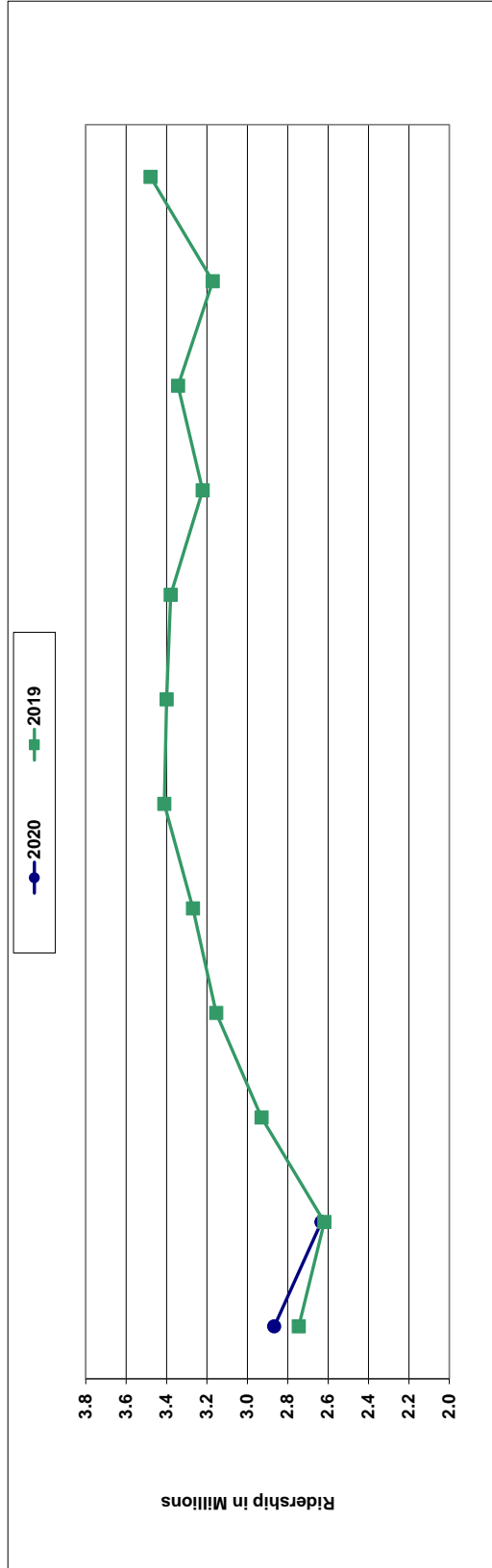


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Y-T-D Total
2020	4.0	3.6											7.7
2019	4.1	3.7	4.3	4.3	4.0	4.3	4.1	3.8	4.1	4.4	3.8	3.9	7.8
PCT CHG.	-1.4%	-1.8%											-1.6%

1) Includes East and West of Hudson.

FEBRUARY RAIL NON-COMMUTATION RIDERSHIP (1)

- February's Rail Non-Commutation Ridership was 0.5% above 2019 and 0.6% above budget.

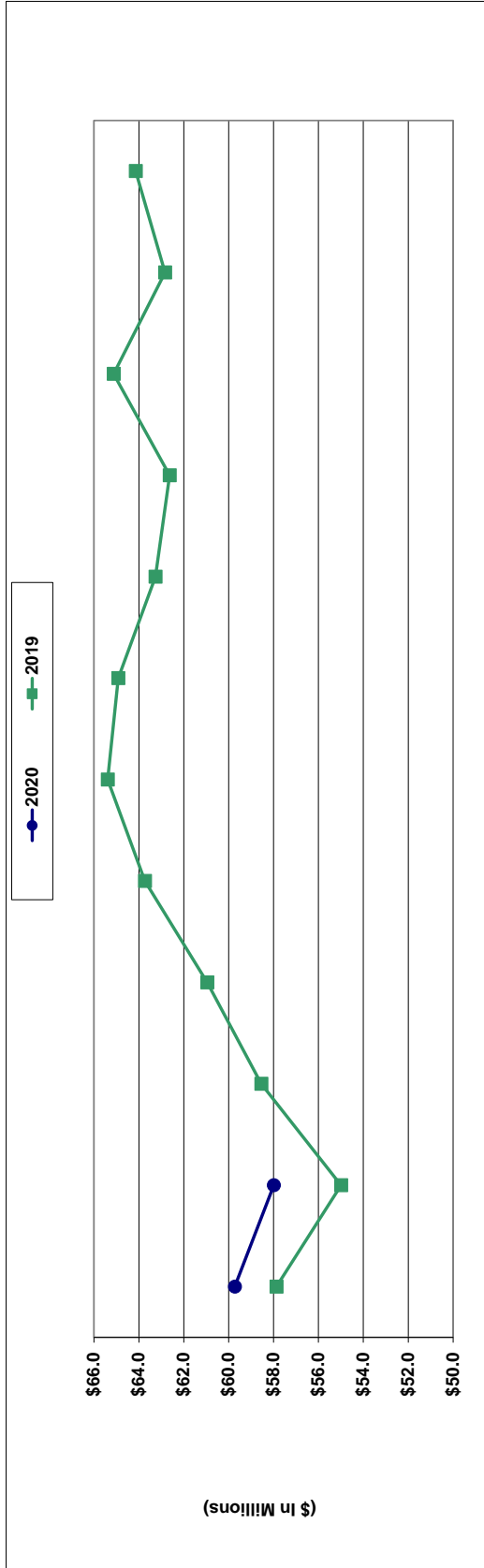


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Y-T-D Total
2020	2.9	2.6											5.5
2019	2.7	2.6	2.9	3.2	3.3	3.4	3.4	3.4	3.2	3.3	3.2	3.5	5.4
PCT CHG.	4.4%	0.5%											2.5%

1) Includes East and West of Hudson.

FEBRUARY RAIL REVENUE (1)

- February's Total Rail Revenue was 5.4 above 2019 and 4.5% above budget.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Y-T-D
2020	\$59.7	\$58.0												\$117.7
2019	\$57.9	\$55.0	\$58.5	\$61.0	\$63.7	\$65.4	\$64.9	\$63.3	\$62.6	\$65.1	\$62.8	\$64.1	\$612.9	\$112.9
PCT CHG.	3.2%	5.4%												4.3%

1) Includes East and West of Hudson.

MTA METRO-NORTH RAILROAD
RIDERSHIP SUMMARY
FEBRUARY 2020

TICKET TYPE/SERVICE	FEBRUARY 2020 ACTUAL	FEBRUARY 2020 BUDGET	VARIANCE VS. BUDGET		FEBRUARY 2019 RESTATE ⁽¹⁾	CHANGE FROM 2019	
			AMOUNT	PERCENT		AMOUNT	PERCENT
RAIL COMMUTATION RIDERSHIP							
East of Hudson	3,591,472	3,640,119	(48,647)	-1.3%	3,644,582	(53,110)	-1.5%
West of Hudson	51,050	67,529	(16,479)	-24.4%	64,765	(13,715)	-21.2%
Total Rail Commutation Ridership	3,642,522	3,707,648	(65,126)	-1.8%	3,709,347	(66,825)	-1.8%
RAIL NON-COMMUTATION RIDERSHIP							
East of Hudson	2,605,782	2,566,071	39,711	1.5%	2,567,778	38,004	1.5%
West of Hudson	27,414	51,340	(23,926)	-46.6%	51,042	(23,628)	-46.3%
Total Rail Non-Commutation Ridership	2,633,196	2,617,411	15,785	0.6%	2,618,820	14,376	0.5%
TOTAL RAIL RIDERSHIP							
East of Hudson	6,197,254	6,206,190	(8,936)	-0.1%	6,212,360	(15,106)	-0.2%
West of Hudson (2)	78,464	118,869	(40,405)	-34.0%	115,807	(37,343)	-32.2%
TOTAL RAIL RIDERSHIP	6,275,718	6,325,059	(49,341)	-0.8%	6,328,167	(52,449)	-0.8%
CONNECTING SERVICES RIDERSHIP (3)	43,867	44,264	(397)	-0.9%	43,449	418	1.0%
TOTAL MNR SYSTEM RIDERSHIP	6,319,585	6,369,323	(49,738)	-0.8%	6,371,616	(52,031)	-0.8%

Notes:

- 1) 2019 ridership figures have been restated to eliminate calendar impacts on ridership.
- 2) West of Hudson ridership figures are preliminary.
- 3) Includes Hudson Rail Link, Haverstraw-Ossining Ferry and Newburgh-Beacon Ferry.

MTA METRO-NORTH RAILROAD
RIDERSHIP SUMMARY
2020 YEAR-TO-DATE

TICKET TYPE/SERVICE	2020		2020		VARIANCE VS. BUDGET		2019		CHANGE FROM 2019	
	YTD	ACTUAL	YTD	BUDGET	AMOUNT	PERCENT	YTD	RESTATED (1)	AMOUNT	PERCENT
RAIL COMMUTATION RIDERSHIP										
East of Hudson	7,542,464		7,659,772		(117,308)	-1.5%	7,669,209		(126,745)	-1.7%
West of Hudson	140,495		142,364		(1,869)	-1.3%	136,595		3,900	2.9%
Total Rail Commutation Ridership	7,682,959		7,802,136		(119,177)	-1.5%	7,805,804		(122,845)	-1.6%
RAIL NON-COMMUTATION RIDERSHIP										
East of Hudson	5,391,564		5,269,771		121,793	2.3%	5,257,594		133,970	2.5%
West of Hudson	108,545		107,211		1,334	1.2%	106,591		1,954	1.8%
Total Rail Non-Commutation Ridership	5,500,109		5,376,982		123,127	2.3%	5,364,185		135,924	2.5%
TOTAL RAIL RIDERSHIP										
East of Hudson	12,934,028		12,929,543		4,485	0.0%	12,926,803		7,225	0.1%
West of Hudson	249,040		249,575		(535)	-0.2%	243,186		5,854	2.4%
TOTAL RAIL RIDERSHIP	13,183,068		13,179,118		3,950	0.0%	13,169,989		13,079	0.1%
CONNECTING SERVICES RIDERSHIP (2)										
	93,847		95,753		(1,906)	-2.0%	93,998		(151)	-0.2%
TOTAL MNR SYSTEM RIDERSHIP	13,276,915		13,274,871		2,044	0.0%	13,263,987		12,928	0.1%

Notes:

- 1) 2019 ridership figures have been restated to eliminate calendar impacts on ridership.
- 2) Includes Hudson Rail Link, Haverstraw-Ossining Ferry and Newburgh-Beacon Ferry.

MTA METRO-NORTH RAILROAD
RIDERSHIP BY LINE
FEBRUARY 2020

LINE	FEBRUARY 2020 ACTUAL	FEBRUARY 2019 RESTATE ⁽¹⁾	CHANGE FROM 2019	
			AMOUNT	PERCENT
EAST OF HUDSON				
Harlem Line	2,031,200	2,028,379	2,821	0.1%
Hudson Line	1,250,484	1,246,902	3,582	0.3%
New Haven Line	2,915,570	2,937,079	(21,509)	-0.7%
Total East of Hudson	6,197,254	6,212,360	(15,106)	-0.2%
WEST OF HUDSON				
Port Jervis Line	44,225	66,821	(22,596)	-33.8%
Pascack Valley Line	34,239	48,986	(14,747)	-30.1%
Total West of Hudson (2)	78,464	115,807	(37,343)	-32.2%
TOTAL RAIL RIDERSHIP	6,275,718	6,328,167	(52,449)	-0.8%
CONNECTING SERVICES PROVIDED BY METRO-NORTH CONTRACTORS				
Hudson Rail Link	30,823	32,746	(1,923)	-5.9%
Haverstraw-Ossining Ferry	8,869	7,629	1,240	16.3%
Newburgh-Beacon Ferry	4,175	3,074	1,101	35.8%
Total Connecting Services	43,867	43,449	418	1.0%
TOTAL MNR SYSTEM	6,319,585	6,371,616	(52,031)	-0.8%

Notes:

- 1) 2019 ridership figures have been restated to eliminate calendar impacts on ridership.
- 2) West of Hudson ridership figures are preliminary.

MTA METRO-NORTH RAILROAD
RIDERSHIP BY LINE
2020 YEAR-TO-DATE

TICKET TYPE/SERVICE	2020 YTD ACTUAL	2019 YTD RESTATED (1)	CHANGE FROM 2019	
			AMOUNT	PERCENT
EAST OF HUDSON				
Harlem Line	4,240,220	4,221,680	18,540	0.4%
Hudson Line	2,597,161	2,580,416	16,745	0.6%
New Haven Line	6,096,647	6,124,707	(28,060)	-0.5%
Total East of Hudson	12,934,028	12,926,803	7,225	0.1%
WEST OF HUDSON				
Port Jervis Line	144,677	140,217	4,460	3.2%
Pascack Valley Line	104,363	102,969	1,394	1.4%
Total West of Hudson	249,040	243,186	5,854	2.4%
TOTAL RAIL RIDERSHIP	13,183,068	13,169,989	13,079	0.1%
CONNECTING SERVICES PROVIDED BY METRO-NORTH CONTRACTORS				
Hudson Rail Link	66,186	68,973	(2,787)	-4.0%
Haverstraw-Ossining Ferry	18,894	18,002	892	5.0%
Newburgh-Beacon Ferry	8,767	7,023	1,744	24.8%
Total Connecting Services	93,847	93,998	(151)	-0.2%
TOTAL MNR SYSTEM	13,276,915	13,263,987	12,928	0.1%

Notes:

1) 2019 ridership figures have been restated to eliminate calendar impacts on ridership.



Metro-North Railroad

Capital Program Report



Metro-North Railroad

February 2020 Highlights: Capital Program Status Report



Station Improvements Initiatives

Crestwood Station Renovated Overpass Art Glass

John Kennard
Vice President
Capital Programs



Metro-North Railroad

February 2020 Highlights: Capital Program Status Report

The purpose of the Capital Program Status Report is to provide a monthly and year-to-date overview of the progress of Metro-North’s Capital Program including a brief discussion of the current month’s project highlights. The report focuses primarily on providing a summary of achievements regarding design and construction awards, project completions and contract closeouts. The point of contact for the report is John Kennard, Vice President, Capital Program Management.

In the month of February, Metro-North awarded project tasks totaling \$18 million including the award of Metro-North In-House Support cost for the Port Jervis Station Improvement project. Metro-North had no scheduled substantial completions for the month of February. Metro-North had no scheduled closeouts for the month of February.

Metro-North’s performance against its 2020 Capital Project Goal was:

(\$ in Millions)

	<u>Annual Planned</u>	<u>Planned thru 2/29</u>	<u>Achieved thru 2/29</u>	<u>% thru 2/29</u>
Design Awards*	\$19	\$0	\$0	0%
Construction Awards*	\$286	\$0	\$0	0%
Substantial Completions	\$313.4	\$0	\$0	0%
Closeouts*	\$61.5	\$0	\$0	0%

*Does not include support costs

John Kennard
Vice President
Capital Programs

**CAPITAL PROGRAM
HIGHLIGHTS
February 2020**

CONTRACT AWARDS:

No contract awards planned or actual in February 2020.

PROJECT COMPLETIONS:

No project completions planned or actual in February 2020.

MAJOR ON-GOING PROJECT STATUS:

M7020107 Grand Central Terminal (GCT) Public Address and Visual Information and Real Time Train Database System (RTTDS) Replacements

- Completed replacement of 76 new gate boards at GCT, including installation and testing, out of a total of 96 gate boards. PA/VIS system is operating and providing information to all Big Boards, new gate boards, new employee monitors and several arrival/departure displays recently installed on the main and dining concourses. System monitoring and back-up head end system testing and integration is ongoing.
- Continued with: construction of the Customer Service Equipment Room 7C and the GCT cable plant; installation of conduit and cable to the 47th Street passageway is substantially complete; Sheet metal enclosures have been replaced in the 45th Street, 47th Street passages and the east & west spines. Coordination of work between CSI and East Side Access is ongoing in the 47th Street Passageway at the 48th Street and Park Ave entry.

M7020207 Customer Service Initiative (CSI) - Outlying Stations Public Announcement/ Visual Information and Surveillance/ Access Control Systems

The CSI project will enhance the customers' experience and improve operations with a system-wide upgrade of the public address, visual information and video surveillance/access control systems at nineteen (19) Metro-North stations and facilities throughout New York. This project also includes upgrades to elevator monitoring providing network connectivity for new and existing equipment and real-time data improvements.

The Design-Builder has completed 100% design drawings for four out of five groups of stations that include: first group (Mt. Vernon East, Larchmont, Pelham, Riverdale and North White Plains IT room); second group (Harlem-125th Street, Rye, Harrison and New Rochelle); third group (Mamaroneck, Port Chester, Melrose and Tremont); and fourth group (Ossining, Morris Heights, Spuyten Duyvil and Tarrytown. Design development continues for the fifth group of stations (Harriman, Nanuet, and Poughkeepsie).

Site work is substantially complete at the Riverdale, Pelham, Larchmont, Wakefield & Mount Vernon East stations. Site work continues at Harlem-125th Street, , New Rochelle, Melrose, Rye, Port Chester, Spuyten-Duyvil, and Morris Heights Stations. Mobilization and site work commenced at Tremont and Tarrytown stations.

100% design for facility enhancements including video, access control, elevator & escalator management and security systems has been submitted. Review by Metro-North is ongoing.

M7020210 Station Improvement Initiatives at Harlem-125th Street, Riverdale, Crestwood, White Plains and Port Chester

The purpose of this project is to develop and improve station aesthetics, introduce new technology, and develop sustainability initiatives.

A key focus will be to transform and elevate the customer experience at the White Plains Station, Metro-North's third busiest station. White Plains Station improvements will include: a renovated and expanded waiting room, new bathrooms, upgraded HVAC, Wi-Fi, charging stations, benches, a new heated side platform, new island platform canopy, and entrance enhancements at Main St., Hamilton Ave., Mott St. Tunnel and the main entrance.

- Port Chester, Riverdale, Harlem-125th Street and Crestwood stations are complete.
- White Plains Station – Installation of electrical conduit for the center island, installation of canopy, sprinkler over the stairs, construction activities at the elevator lobby and demolition of existing canopy of the side platform are ongoing. All station improvements are scheduled for completion in December 2020.

EM050206/EM040205 Power, C&S Infrastructure Restoration – Sandy

The purpose of this project is to replace and restore to a state of good repair through a design-build contract the power and communication and signal (C&S) equipment and infrastructure that were destroyed, damaged and/or compromised by Super Storm Sandy on over 30 miles of railroad along the Hudson Line from CP 5 (Bronx) to CP 35 (Croton-Harmon).

- CP19 to CP35 (Phase 1) - Achieved substantial completion in May 2019.
- CP5 to CP19 (Phase 2) - Continued installation of precast duct bank and C&S trough; conduits for sectionalizing switch and snow melters; signal power pull box; track crossing conduits; jumper work; racks for C&S conduits; as well as excavation for platform footing and snow melter pedestals. Continued cable pulling and splicing for C&S and signal power; site survey; test pits excavation and punch list repairs.

Overall project completion is anticipated in the second quarter 2021.

EM050208 Power Infrastructure Restoration – Substations – Sandy

- Tarrytown – Substation energization and short circuit testing are pending the energization and system cut-over of Riverdale Substation. This substation is scheduled for completion in June 2020.
- Croton-Harmon – Substation energization and short circuit testing are pending Metro-North installation and connection of the 15kV feeder cables to the new substation. This substation is scheduled for completion in June 2020.
- Riverdale – Implemented the revised setting of the protective relays for the system cut-over based on the revised coordination study. The 3rd rail connection and energization of all negative/positive cables and impedance bonds for the adjacent tracks and short circuits testing are upcoming. This substation is scheduled for completion in April 2020.
- The Brewster Substation (under Project M6050103) – Continued with: equipment grounding and splicing/terminating the feeder cables inside the manholes. Continue performing high potential safety testing of the feeder cables, SCADA testing, and the cut-over process, commissioning/testing and energization of substation PCR are anticipated in the upcoming months. This substation is scheduled for completion in June 2020.

M6040101 Positive Train Control (PTC)

- Subsystem designs are being finalized. Software enhancements continue. Factory Acceptance Testing (FAT) for sub-system level software for On-Board version S5 and Office version 3.5 have been completed. Completed site update and regression testing using System Baseline 3.5.
- All communication site locations have been approved by the Federal Communications Commission (FCC).
- Civil Speed Enforcement is available on all lines for use by Amtrak, freight and Metro-North Advanced Civil Speed Enforcement System equipped rolling stock for revenue service.
- All wayside and on-board PTC equipment installations as required in the Implementation Plan to support Revenue Service Demonstration (RSD) have been completed. Third party contract work for communications infrastructure installation is complete.
- Primary Control Center at Grand Central Terminal (back office) has been fully developed and is operational.
- Successfully completed FRA required 110 RSD runs on Pilot Line and received approval to move extended RSD testing to the non-pilot segments. Commenced extended RSD in August 2019 on Danbury Branch Line, in September 2019 on the upper Hudson Line (Marble Hill, NY to Poughkeepsie, NY), and in January 2020 on Harlem Line (Mount Vernon, NY to Wassaic, NY).

- Continued development for revised submission of safety plan to the FRA in April 2020. Alternative schedule with updated Implementation Plan which outlines non-pilot segment commissioning plan was approved by the Federal Railroad Administration in March 2019.
- Interoperability testing of Amtrak on Pilot Line was completed. Amtrak and CSX are operating in ERSD on Hudson Line (Marble Hill, NY to Poughkeepsie, NY) and P&W is operating in ERSD on Danbury Branch Line. Interoperability discussions with Amtrak and freight carriers continue.
- Training of employees continues.

M6060101/M7060101 Harmon Shop Improvements

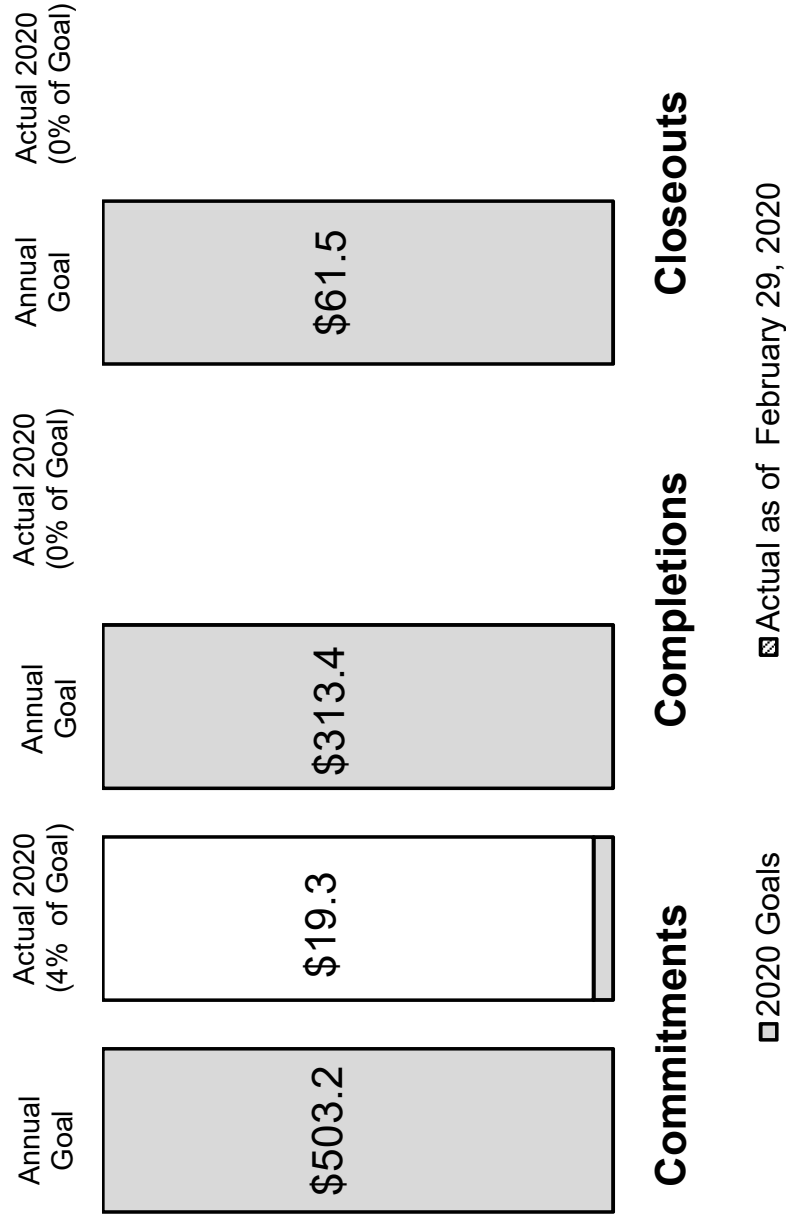
Phase V, Stage I Design-Build

Overall, Phase V, Stage I substantial completion was achieved in October 2019.

Phase V, Stage II Design-Build - The scope of this work includes the demolition of the remainder of Building 6 Maintenance Shop, the associated Building 5 storeroom and the construction of the balance of the Phase V Electric Car Shop and Support Shop facilities.

- 90% design of the Running Repair Support Shop is complete. Development of the 100% design is in progress.
- Continued with the installation of underground electrical duct banks, concrete pads, cable and electric equipment for the site transformers. Commenced asbestos abatement and demolition of Building 5.

2020 MNR Capital Program Goals As of February 29, 2020 In Millions





Long Island Rail Road

February 2020 Performance Summary

Rod Brooks, Senior Vice President – Operations



Jamaica Station: On February 20, 2020, the Long Island Rail Road began service utilizing the newly constructed platform and track 11.



Long Island Rail Road

February 2020 Performance Summary

Highlights

On-Time Performance (OTP) for the month of February closed at **94.3%**, which is above the monthly goal of 94%. The AM Peak period OTP registered at **93.3%**, with the PM Peak at **89.8%**.

2020 year-to-date OTP was **93.8%**, which is an increase of 1.4 percentage points as compared to last year.

Branch Performances

Throughout the month of February **3.8%** of all scheduled trains arrived between 6 and 10 minutes late at their final terminal. The average delay per late train was **10.6** minutes for the month. There were **68** cancelled or terminated trains in February, which accounts for **0.3%** of all scheduled trains for the month.

Eight out of the eleven branches on the Long Island Rail Road operated at or above goal for the month of February. The Oyster Bay branch operated at 100% on time during all weekend days, and on President's day.

Consist Compliance

99.2% of our trains met established consist requirements during the peak periods for the month of February.

Equipment Performance

The LIRR fleet MDBF operated at 194,612 in January and exceeded the goal. It also performed better than the same period last year.

Performance Summary			2020 Data			2019 Data	
			Annual	YTD thru		YTD thru	
			Goal	Feb	Feb	Feb	Feb
On Time Performance <i>(Trains that arrive at their final destination within 5 minutes 59 seconds of scheduled arrival time)</i>	System	Overall	94.0%	94.3%	93.8%	92.1%	92.4%
		AM Peak		93.3%	92.2%	87.8%	86.7%
		PM Peak		89.8%	91.0%	87.8%	89.8%
		Total Peak		91.6%	91.6%	87.8%	88.1%
		Off Peak Weekday		94.7%	94.4%	91.5%	92.4%
		Weekend		96.3%	95.0%	97.9%	97.5%
	Babylon Branch	Overall	93.9%	94.0%	93.9%	92.8%	92.7%
		AM Peak		95.4%	94.2%	91.1%	89.8%
		PM Peak		88.9%	91.2%	84.4%	87.8%
		Total Peak		92.4%	92.8%	88.0%	88.9%
	Off Peak Weekday		96.0%	95.3%	93.9%	93.4%	
	Weekend		92.5%	92.8%	97.7%	97.6%	
Far Rockaway Branch	Overall	96.6%	97.2%	96.7%	96.2%	96.4%	
	AM Peak		94.2%	94.2%	88.4%	88.4%	
	PM Peak		95.3%	95.7%	95.9%	96.5%	
	Total Peak		94.7%	94.9%	92.0%	92.2%	
	Off Peak Weekday		97.4%	96.8%	96.2%	96.7%	
	Weekend		98.9%	98.0%	99.8%	99.8%	
Huntington Branch	Overall	92.5%	92.4%	91.8%	87.2%	88.9%	
	AM Peak		91.9%	91.9%	83.9%	82.3%	
	PM Peak		78.9%	81.9%	77.3%	83.4%	
	Total Peak		85.9%	87.2%	80.8%	82.8%	
	Off Peak Weekday		93.3%	93.1%	83.0%	86.1%	
	Weekend		96.3%	94.3%	97.5%	98.0%	
Hempstead Branch	Overall	96.5%	94.6%	93.4%	94.8%	94.0%	
	AM Peak		93.2%	94.1%	91.6%	91.5%	
	PM Peak		88.9%	83.2%	88.3%	85.9%	
	Total Peak		91.1%	89.0%	90.0%	88.8%	
	Off Peak Weekday		93.7%	93.8%	95.1%	94.4%	
	Weekend		98.3%	96.3%	98.5%	98.4%	
Long Beach Branch	Overall	95.9%	95.5%	93.5%	95.0%	95.0%	
	AM Peak		97.4%	93.3%	90.8%	90.4%	
	PM Peak		90.4%	92.5%	94.3%	94.7%	
	Total Peak		94.1%	92.9%	92.4%	92.5%	
	Off Peak Weekday		95.7%	93.0%	96.1%	96.0%	
	Weekend		96.9%	95.1%	96.0%	96.2%	
Montauk Branch	Overall	90.8%	92.2%	91.7%	91.8%	91.5%	
	AM Peak		91.4%	86.6%	86.2%	82.3%	
	PM Peak		89.8%	93.9%	88.3%	88.8%	
	Total Peak		90.7%	90.1%	87.2%	85.4%	
	Off Peak Weekday		94.1%	95.5%	89.9%	91.5%	
	Weekend		90.5%	87.1%	98.1%	96.5%	
Oyster Bay Branch	Overall	94.1%	94.9%	94.7%	93.7%	92.8%	
	AM Peak		91.0%	91.3%	89.5%	86.8%	
	PM Peak		90.4%	91.5%	88.6%	89.0%	
	Total Peak		90.7%	91.4%	89.1%	87.8%	
	Off Peak Weekday		95.2%	95.6%	94.0%	93.5%	
	Weekend		100.0%	97.7%	99.0%	98.0%	

Performance Summary		2020 Data			2019 Data	
		Annual	YTD thru		YTD thru	
		Goal	Feb	Feb	Feb	Feb
Port Jefferson Branch	Overall	90.9%	91.1%	88.8%	89.7%	88.2%
	AM Peak		90.1%	87.8%	84.9%	82.3%
	PM Peak		85.7%	86.1%	85.0%	85.4%
	Total Peak		88.1%	87.0%	84.9%	83.7%
	Off Peak Weekday		88.5%	86.0%	88.6%	87.9%
	Weekend		98.5%	96.4%	97.2%	94.3%
Port Washington Branch	Overall	95.3%	96.4%	96.8%	92.4%	93.3%
	AM Peak		93.3%	94.2%	88.0%	89.0%
	PM Peak		95.3%	95.5%	91.5%	92.7%
	Total Peak		94.3%	94.9%	89.8%	90.9%
	Off Peak Weekday		95.9%	96.6%	90.9%	92.2%
	Weekend		99.2%	99.0%	98.0%	98.2%
Ronkonkoma Branch	Overall	91.6%	92.6%	92.2%	87.3%	89.0%
	AM Peak		90.3%	89.2%	82.3%	79.8%
	PM Peak		90.5%	92.8%	86.3%	90.9%
	Total Peak		90.4%	90.8%	84.1%	84.7%
	Off Peak Weekday		91.6%	91.7%	84.8%	89.0%
	Weekend		97.5%	95.5%	97.7%	96.1%
West Hempstead Branch	Overall	95.8%	96.8%	96.4%	95.9%	96.2%
	AM Peak		94.7%	91.7%	86.3%	88.3%
	PM Peak		95.6%	95.1%	96.5%	95.1%
	Total Peak		95.2%	93.6%	91.9%	92.0%
	Off Peak Weekday		97.5%	97.9%	97.2%	97.8%
	Weekend		97.3%	96.7%	98.1%	98.1%
Operating Statistics	Trains Scheduled		19,465	40,799	18,790	39,806
	Avg. Delay per Late Train (min) excluding trains canceled or terminated		-10.6	-10.3	-12.0	-12.0
	Trains Over 15 min. Late excluding trains canceled or terminated		117	250	218	467
	Trains Canceled		42	84	180	245
	Trains Terminated		26	56	90	147
	Percent of Scheduled Trips Completed		99.7%	99.7%	98.6%	99.0%
Consist Compliance <i>(Percent of trains where the number of seats provided was greater than or equal to the required number of seats per loading standards)</i>	AM Peak		99.3%			
	PM Peak		99.1%			
	Total Peak		99.2%			

System Categories Of Delay	% Total	2020	2020 Data		2019 Data		YTD 2020 Vs 2019
		Jan	Feb	YTD Thru Feb	Feb	YTD Thru Feb	
Engineering (Scheduled)	3.1%	121	34	155	28	64	91
Engineering (Unscheduled)	18.2%	200	202	402	242	699	(297)
Maintenance of Equipment	12.2%	123	135	258	115	274	(16)
Transportation	5.1%	59	56	115	16	47	68
Capital Projects	5.1%	195	56	251	38	57	194
Weather and Environmental	4.8%	79	53	132	75	267	(135)
Police	7.1%	133	79	212	526	667	(455)
Customers	26.2%	381	290	671	218	472	199
Special Events	1.1%	11	12	23	8	20	3
Other	10.4%	69	115	184	62	152	32
3rd Party Operations	6.9%	65	76	141	161	303	(162)
Total	100.0%	1,436	1,108	2,544	1,489	3,022	(478)

EVENTS RESULTING IN 10 or MORE LATE (L), CANCELED (C) OR TERMINATED (T) TRAINS

Date	Day	DESCRIPTION OF EVENT	AM Peak			PM Peak			Off Peak			TOTAL		
			L	C	T	L	C	T	L	C	T	Late	Cxld	Term
2-Feb	Sun	Signal trouble east of Copiague Station							20			20		
3-Feb	Mon	Switch trouble in Queens Interlocking				10						10		
3-Feb	Mon	Track condition at Queens Interlocking							10			10		
4-Feb	Tue	Switch trouble west of Merillon Ave Station				13	2	1	3			16	2	1
4-Feb	Tue	Switch trouble in Queens Interlocking							15			15		
7-Feb	Fri	Rules violation in Hall Interlocking				33	5		4			37	5	
7-Feb	Fri	Strong wind conditions system wide				1			12	2		13	2	
12-Feb	Wed	Amtrak related loss of power in East River Tunnels				16	5		15			31	5	
13-Feb	Thu	Bridge strike at Hamilton Ave, west of Hollis Station	9						3			12		
14-Feb	Fri	Track condition at Woodside Station	14		2				8			22		2
14-Feb	Fri	Train 1722 with equipment trouble west of Jamaica Station				10			1			11		
18-Feb	Tues	Non-passenger train 3859 with equipment trouble west of Long Beach				10	2	1	3	1		13	3	1
28-Feb	Fri	Loss of supervisory signal system at Merillon Ave Station				31	7	5	16	4	1	47	11	6
29-Feb	Sat	Temporary platforms west of Jamaica Station							10			10		
TOTAL FOR MONTH			23	0	2	124	21	7	120	7	1	267	28	10
												305		

**ELEVATOR AND ESCALATOR OPERATING REPORT
FOR THE MONTH OF FEBRUARY 2020**

Elevator Availability		2020		2019	
		February	Year to Date	February	Year to Date
Branch	Babylon Branch	99.4%	99.3%	99.6%	99.5%
	Far Rockaway Branch	99.5%	99.4%	93.9%	96.8%
	Hempstead Branch	99.5%	99.6%	99.3%	99.5%
	Long Beach Branch	99.5%	99.5%	99.8%	99.6%
	Port Jefferson Branch	99.4%	98.3%	99.3%	98.3%
	Port Washington Branch	99.6%	99.5%	99.5%	99.6%
	Ronkonkoma Branch	99.4%	99.4%	99.3%	99.2%
	City Terminal Branch	99.6%	98.1%	99.2%	96.4%
	Overall Average	99.5%	98.9%	99.2%	98.5%

Escalator Availability		2020		2019	
		February	Year to Date	February	Year to Date
Branch	Babylon Branch	99.0%	98.9%	97.5%	97.7%
	Far Rockaway Branch	98.9%	96.7%	99.8%	99.4%
	Hempstead Branch	98.7%	98.8%	98.8%	98.9%
	Long Beach Branch	94.6%	92.4%	97.1%	97.3%
	Port Jefferson Branch	99.1%	98.7%	99.7%	98.8%
	City Terminal Branch	94.9%	95.0%	98.0%	97.5%
	Overall Average	97.2%	97.0%	97.9%	97.7%



Standee Report

East Of Jamaica			2020 Data	
			February	
			AM Peak	PM Peak
Daily Average	Babylon Branch	Program Standees	0	0
		Add'l Standees	4	6
			Total Standees	6
	Far Rockaway Branch	Program Standees	0	0
		Add'l Standees	0	8
			Total Standees	8
	Huntington Branch	Program Standees	60	0
		Add'l Standees	21	1
			Total Standees	1
	Hempstead Branch	Program Standees	0	0
		Add'l Standees	0	6
			Total Standees	6
	Long Beach Branch	Program Standees	0	0
		Add'l Standees	1	0
			Total Standees	0
	Montauk Branch	Program Standees	0	0
		Add'l Standees	0	0
			Total Standees	0
	Oyster Bay Branch	Program Standees	0	0
		Add'l Standees	5	0
			Total Standees	0
	Port Jefferson Branch	Program Standees	0	0
		Add'l Standees	0	0
			Total Standees	0
	Port Washington Branch	Program Standees	0	0
		Add'l Standees	6	43
			Total Standees	43
	Ronkonkoma Branch	Program Standees	0	0
		Add'l Standees	12	6
			Total Standees	6
	West Hempstead Branch	Program Standees	0	0
		Add'l Standees	0	0
			Total Standees	0
			System Wide PEAK	70

Definitions

Weekday standees are calculated based on the most recent average weekday customer counts

"Program Standees" is the average number of customers in excess of programmed seating capacity.

"Additional Standees" reflect the impact of reduced train car consists (as reported in the weekday equipment reports).

Note: These statistics do not include the effects of daily ridership variation or uneven distribution of customers within trains.

Holidays and Special Events for which there are special equipment programs are not included.



Standee Report

West Of Jamaica

		2020 Data		
		February		
		AM Peak	PM Peak	
Daily Average	Babylon Branch	Program Standees	0	0
		Add'l Standees	6	8
		Total Standees	6	8
	Far Rockaway Branch	Program Standees	0	0
		Add'l Standees	0	8
		Total Standees	0	8
	Huntington Branch	Program Standees	30	0
		Add'l Standees	6	0
		Total Standees	36	0
	Hempstead Branch	Program Standees	0	0
		Add'l Standees	0	19
		Total Standees	0	19
	Long Beach Branch	Program Standees	28	0
		Add'l Standees	45	0
		Total Standees	73	0
	Montauk Branch	Program Standees	0	0
		Add'l Standees	0	0
		Total Standees	0	0
	Oyster Bay Branch	Program Standees	0	0
		Add'l Standees	0	0
		Total Standees	0	0
	Port Jefferson Branch	Program Standees	0	0
		Add'l Standees	0	0
		Total Standees	0	0
	Port Washington Branch	Program Standees	0	0
		Add'l Standees	6	43
		Total Standees	6	43
	Ronkonkoma Branch	Program Standees	0	0
		Add'l Standees	9	0
		Total Standees	9	0
	West Hempstead Branch	Program Standees	0	0
		Add'l Standees	7	0
		Total Standees	7	0
		System Wide PEAK	137	79

Definitions

Weekday standees are calculated based on the most recent average weekday customer counts

"Program Standees" is the average number of customers in excess of programmed seating capacity.

"Additional Standees" reflect the impact of reduced train car consists (as reported in the weekday equipment reports).

Note: These statistics do not include the effects of daily ridership variation or uneven distribution of customers within trains.

Holidays and Special Events for which there are special equipment programs are not included.

Long Island Rail Road Performance Metrics Report

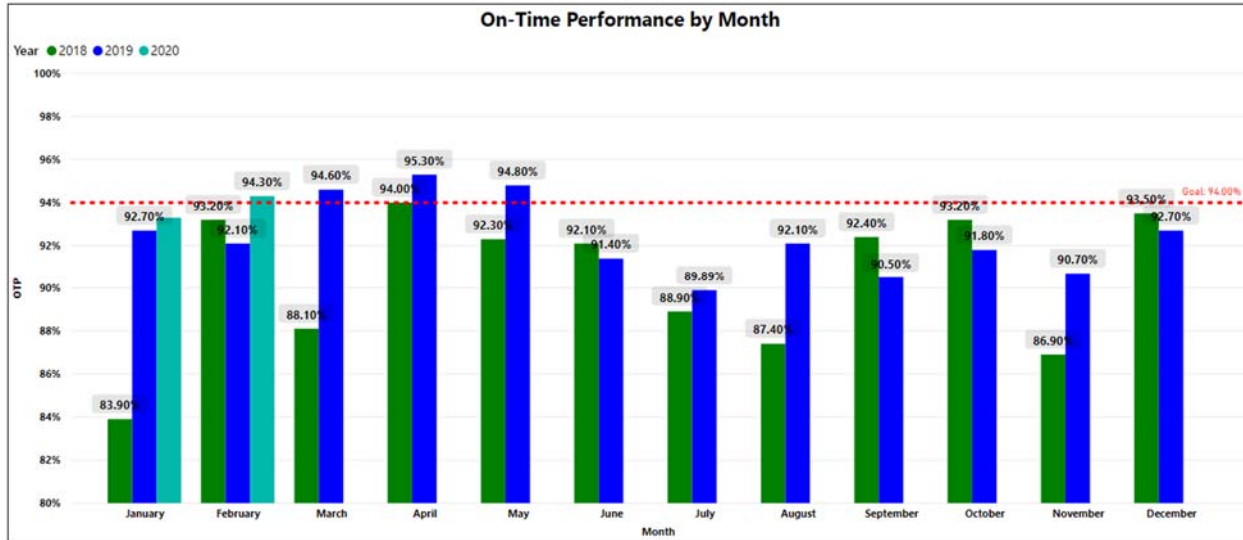


Through February, the LIRR has shown significant improvement in all three operational metrics. The Credit Card Chargeback Rate is down significantly since the deployment of chip readers at ticket selling machines.

On Time Performance

The percentage of trains that arrive at their final destination within 5 minutes and 59 seconds of their scheduled arrival time.

	2020		2019	
Goal	February	YTD	February	YTD
94.0%	94.3%	93.8%	92.1%	92.4%

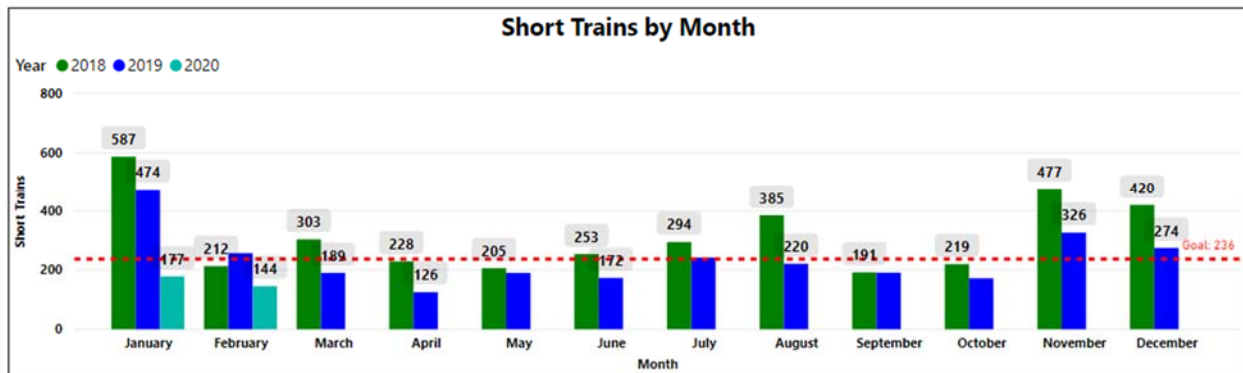


- OTP for February 2020 was 94.3%, which was a significant increase from February 2019’s OTP of 92.1%. This was achieved through reductions in a number of delay categories.

Number of Short Trains

The total number of AM and PM peak trains that operate with fewer cars than planned.

	2020		2019	
Goal	February	YTD	February	YTD
2,828 annually	144	321	256	730



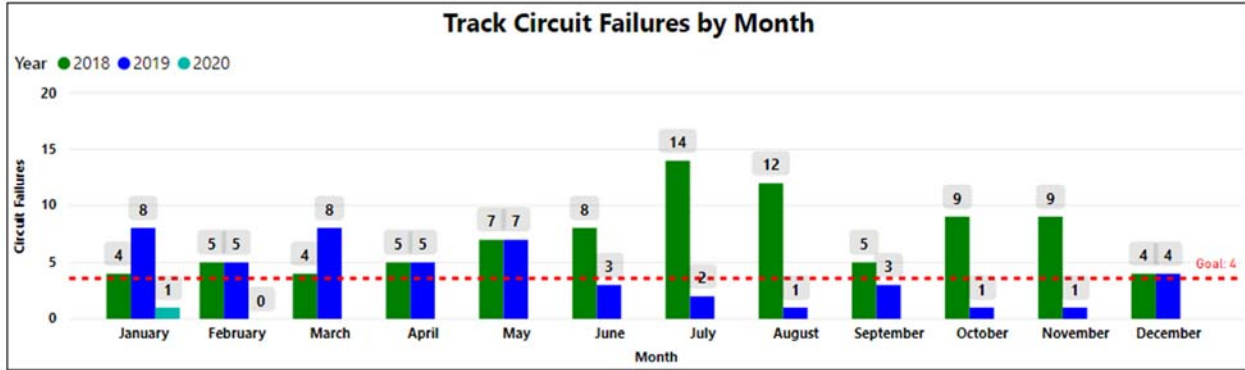
- In February 2020, the LIRR ran 144 short trains, compared with 256 short trains in January 2019. Year to date, there has been a reduction of 56%.



Number of Track Circuit Failures

The number of track circuit malfunctions that result in at least one train delay.

Goal	2020		2019	
	February	YTD	February	YTD
44	0	1	5	13

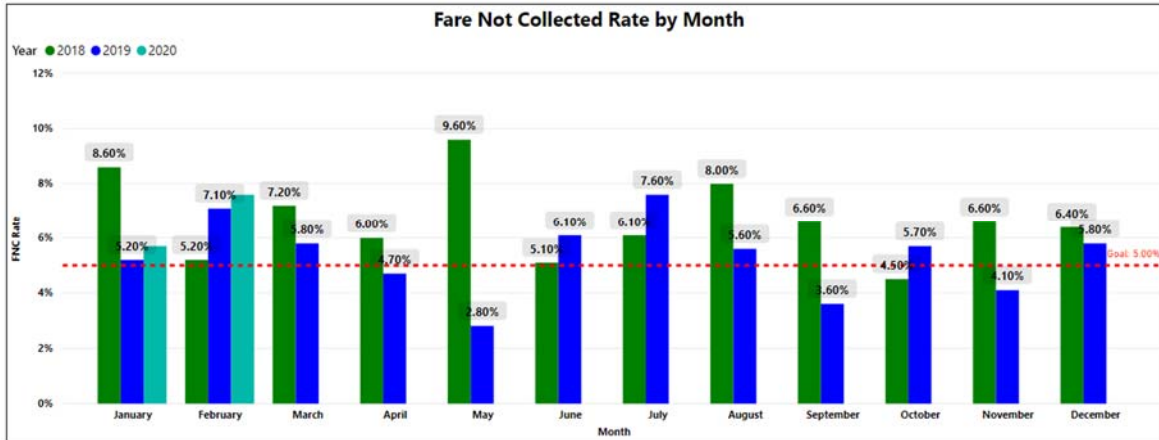


- In February 2020, the LIRR experienced 0 track circuit failures that caused at least 1 delay. In February 2019, the LIRR experienced 5 such failures. Year to date, the LIRR has reduced these failures by which is a reduction of over 92%.

Fare Not Collected Rate

The percent of instances that an MTA Auditor's ticket was not collected.

	2020		2019	
Goal	February	YTD	February	YTD
5.0%	7.6%	6.8%	7.1%	6.1%

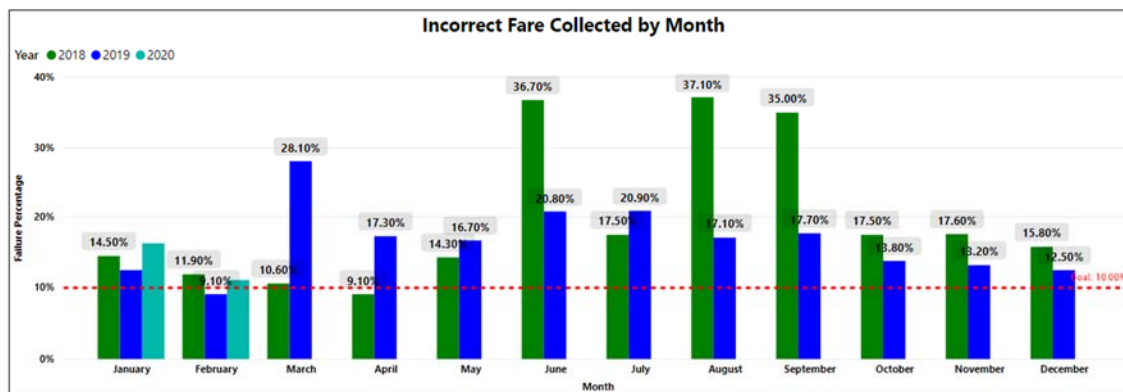


- The Fare Not Collected Rate slightly increased compared to February 2019. The LIRR continues to employ enhanced management oversight and is strategically deploying train crews to address challenging trains.

Incorrect Fare Collected Rate

The percent of instances that an MTA Auditor was encountered by a conductor who either sold an incorrect type of ticket or accepted the incorrect type of ticket.

	2020		2019	
Goal	February	YTD	February	YTD
10.0%	11.1%	13.7%	9.1%	11.0%

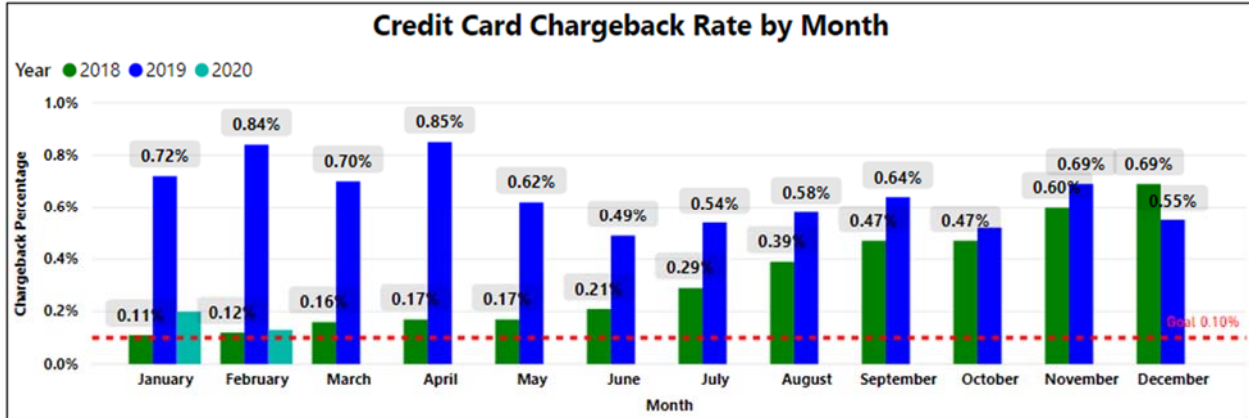


- In February 2020, the Incorrect Fare Collected rate decreased from January 2020 but was up compared to February 2019.

Credit Card Chargeback Rate

The percent of instances that a credit card transaction is disputed by the card holder including fraud.

	2020		2019	
Goal	February	YTD	February	YTD
0.10%	0.13%	0.17%	0.84%	0.78%



- The deployment of chip readers on ticket vending machines has begun to dramatically reduce the number of chargebacks, leading to a 0.13% rate in February 2020. This was the lowest chargeback rate since February 2018.



Long Island Rail Road

Financial Report Highlights

February 2020



A new M9 train set stands adjacent to the LIRR's other three fleet types at West Side Yard.



Long Island Rail Road

Financial Report Highlights

The Long Island Rail Road's Monthly Financial Report provides year-to-date fiscal information comparing actual revenues, expenses and staffing levels to the Adopted Budget and key financial performance indicators.

February YTD 2020 Highlights

- Total revenue of \$182.3 million was \$10.6 million higher than the budget. This was primarily due to the timing of reimbursements for capital activity and higher farebox revenue.
- Through February 2020 ridership was 13.8 million, which was 0.6% above 2019 (adjusted for the same number of work days) and 1.8% above the budget. Commutation ridership of 8.1 million was (0.9)% below 2019 and (0.2)% below the budget. Non-Commutation ridership of 5.8 million was 2.7% above 2019 and 4.8% above the budget. Consequently, farebox revenue of \$118.7 million was \$2.1 million higher than the budget.
- Total expenses before non-cash liability adjustments of \$327.6 million were \$16.2 million or 4.7% favorable to the budget. The primary drivers of this favorable variance are the timing of material usage, vacant positions and associated fringe costs and lower OPEB current expense, partially offset by higher FELA indemnity reserves and the timing of professional services.

Financial results for Year-to-Date (YTD) February 2020 are presented in the table below and compared to the budget.

Category (\$ in Millions)	Budget	Actual	Variance
Total Revenue	\$171.7	\$182.3	\$10.6
Total Expenses Before Non-Cash Liabilities	343.7	327.6	16.2
Net Surplus/(Deficit) Before Non-Cash Liabilities	(\$172.0)	(\$145.3)	\$26.7
Other Non-Cash Liabilities	66.4	65.9	0.5
Net Surplus/(Deficit) After Non-Cash Liabilities	(\$238.4)	(\$211.1)	\$27.3
Cash Adjustments	55.6	75.8	20.2
Net Cash Surplus/(Deficit)	(\$182.8)	(\$135.4)	\$47.4

Mark Young

Vice President, Management and Finance



Long Island Rail Road

Financial Report Highlights

NON-REIMBURSABLE SUMMARY

February YTD operating results were favorable by \$27.3 or 11.4% lower than the budget.

Non-Reimbursable revenues through February were \$1.0 favorable to the budget. Farebox Revenue was favorable as a result of higher ridership. Other Operating Revenues were unfavorable to budget due to the timing of advertising revenues. Total Non-Reimbursable expenses were \$26.3 favorable due to lower labor expenses as a result of vacant positions and associated fringe costs, the timing of materials and lower OPEB current expense, partially offset by higher FELA indemnity reserves and the timing of professional services.

YTD capital and other reimbursable expenditures (and reimbursements) were \$9.6 higher than the budget due to timing of capital and other reimbursements.

REVENUE/RIDERSHIP

Year-to-date **Total Revenues** (including Capital and Other Reimbursements) of \$182.3 were \$10.6 or 6.2% favorable to the budget.

- **Y-T-D Farebox Revenues** were \$2.1 favorable to the budget due to higher ridership. Ridership through February was 13.8 million. This was 0.7% higher than 2019 (adjusted for same number of calendar work days) and 1.8% higher than the budget.
- **Y-T-D Other Operating Revenues** were \$(1.1) unfavorable to the budget due to the timing of advertising revenue.
- **Y-T-D Capital and Other Reimbursements** were \$9.6 favorable due to timing of capital activity and interagency reimbursements.

EXPENSES

Year-to-date **Total Expenses** (including depreciation and other) of \$393.4 were favorable to the budget by \$16.7 or 4.1%.

Labor Expenses, \$1.5 favorable Y-T-D.

- **Payroll**, \$7.2 favorable Y-T-D (primarily vacant positions).
- **Overtime**, \$(1.8) unfavorable Y-T-D (primarily higher capital project activity and maintenance overtime, partially offset by lower weather-related overtime).
- **Health & Welfare**, \$2.5 favorable Y-T-D (vacant positions).
- **OPEB Current Payment**, \$2.3 favorable Y-T-D (fewer retirees/beneficiaries than projected).
- **Other Fringe**, \$(8.7) unfavorable Y-T-D (primarily higher FELA indemnity reserves, partially offset by lower Railroad Retirement Taxes).

Non-Labor Expenses, \$14.7 favorable Y-T-D.

- **Electric Power**, \$1.0 favorable Y-T-D (lower rates and consumption).
- **Claims**, \$(0.5) unfavorable Y-T-D (timing of claim payments).



Long Island Rail Road

Financial Report Highlights

- **Maintenance and Other Operating Contracts**, \$0.9 favorable Y-T-D (primarily the timing of invoices and lower joint facility maintenance, partially offset by unreversed prior year accruals).
- **Professional Services**, \$(2.4) unfavorable Y-T-D (primarily the timing of consultant contracts for technical scope of work for future ESA maintenance contracts and MTA Chargeback services).
- **Materials and Supplies**, \$15.5 favorable Y-T-D (primarily timing of fleet maintenance and right of way initiatives, and capital project material).

Depreciation and Other, \$0.5 favorable Y-T-D depreciation.

CASH DEFICIT SUMMARY

The Cash Deficit through February of \$135.4 was \$47.4 favorable to the budget due to lower expenditures and the timing of capital and other reimbursements.

FINANCIAL PERFORMANCE MEASURES

- The year-to-date Farebox Operating Ratio was 44.3%, 4.9 percentage points above the budget resulting from lower expenses and higher farebox revenue.
- The February Adjusted Farebox Operating Ratio was 49.2%, which is above the budget due to lower expenses and higher farebox revenue.
- The February Adjusted Cost per Passenger was \$18.05, which is lower than the budget due to lower expenses and higher ridership.
- The February Revenue per Passenger was \$8.60, which was equal to the budget.

TABLE 1

MTA LONG ISLAND RAIL ROAD
 FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET
 ACCRUAL STATEMENT OF OPERATIONS by CATEGORY
 FEBRUARY 2020
 (\$ in millions)

	Nonreimbursable			Reimbursable			Total					
	Budget	Favorable (Unfavorable)		Budget	Favorable (Unfavorable)		Budget	Favorable (Unfavorable)				
		Actual	Variance		Percent	Actual		Variance	Percent	Actual	Variance	Percent
Revenue												
Freight Revenue	\$58,433	\$58,302	(\$0,131)	(0.2)	\$0,000	\$0,000	-	\$58,433	\$58,302	(\$0,131)	(0.2)	
Vehicle Toll Revenue	0,000	0,000	0,000	-	0,000	0,000	-	0,000	0,000	0,000	-	
Other Operating Revenue	2,814	1,246	(1,568)	(55.7)	0,000	0,000	-	2,814	1,246	(1,568)	(55.7)	
Capital & Other Reimbursements	0,000	0,000	0,000	-	24,768	30,525	23.2	24,768	30,525	5,757	23.2	
Total Revenue	\$61,247	\$59,548	(\$1,699)	(2.8)	\$24,768	\$30,525	23.2	\$86,016	\$90,073	\$4,058	4.7	
Expenses												
Labor:												
Payroll	\$47,930	\$43,391	\$4,538	9.5	\$9,503	\$10,340	(8.8)	\$57,433	\$53,731	\$3,701	6.4	
Overtime	11,933	10,617	1,316	11.0	2,602	4,742	(82.3)	14,534	15,359	(824)	(5.7)	
Health and Welfare	11,689	9,971	1,718	14.7	1,838	2,487	(35.4)	13,526	12,458	1,068	7.9	
OP&B Current Payment	6,206	5,067	1,139	18.4	0,000	0,000	-	6,206	5,067	1,139	18.4	
Pensions	12,657	12,832	(0,175)	(1.4)	2,986	2,811	5.9	15,643	15,643	0,000	0.0	
Other Fringe Benefits	13,468	14,359	(0,891)	(6.6)	1,879	2,649	(41.0)	15,347	17,009	(1,662)	(10.8)	
Reimbursable Overhead	(0,605)	(3,810)	3,205	(6.6)	0,605	3,810	(3.205)	0,000	0,000	0,000	-	
Total Labor Expenses	\$103,277	\$92,427	\$10,850	10.5	\$19,411	\$26,839	(38.3)	\$122,689	\$119,266	\$3,422	2.8	
Non-Labor:												
Electric Power	\$8,709	\$7,833	\$0,876	10.1	\$0,021	\$0,019	8.5	\$8,730	\$7,852	\$0,878	10.1	
Fuel	1,951	2,348	(0,397)	(20.3)	0,000	0,000	-	1,951	2,348	(0,397)	(20.3)	
Insurance	1,866	1,761	0,105	5.6	0,620	0,542	12.5	2,486	2,303	0,183	7.4	
Claims	0,330	0,496	(0,166)	(50.4)	0,000	0,000	-	0,330	0,496	(0,166)	(50.4)	
Paratransit Service Contracts	0,000	0,000	0,000	-	0,000	0,000	-	0,000	0,000	0,000	-	
Maintenance and Other Operating Contracts	6,732	4,608	2,124	31.6	1,078	1,287	(19.4)	7,809	5,894	1,915	24.5	
Professional Service Contracts	3,380	2,856	0,525	15.5	0,065	(0,751)	0,209	3,445	2,104	1,341	38.9	
Materials & Supplies	14,926	7,544	7,382	49.5	3,548	2,513	1,035	18,474	10,057	8,417	45.6	
Other Business Expenses	1,510	1,375	0,136	9.0	0,025	0,076	(0,050)	1,536	1,450	0,086	5.6	
Total Non-Labor Expenses	\$39,404	\$28,819	\$10,585	26.9	\$5,357	\$3,686	\$1,671	\$44,761	\$32,505	\$12,256	27.4	
Other Expense Adjustments:												
Other	\$0,000	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	\$0,000	-	
Total Other Expense Adjustments	\$0,000	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	\$0,000	-	
Total Expenses before Depreciation & Other Post Employment Benefits	\$142,682	\$121,246	\$21,435	15.0	\$24,768	\$30,525	(23.2)	\$167,450	\$151,771	\$15,678	9.4	
Depreciation												
GASB 75 OP&B Expense Adjustment	\$33,043	\$32,770	\$0,273	0.8	\$0,000	\$0,000	-	\$33,043	\$32,770	\$0,273	0.8	
GASB 68 Pension Expense Adjustment	0,000	0,000	0,000	-	0,000	0,000	-	0,000	0,000	0,000	-	
Environmental Remediation	0,167	0,167	0,000	0.0	0,000	0,000	-	0,167	0,167	0,000	0.0	
Total Expenses	\$175,892	\$154,183	\$21,708	12.3	\$24,768	\$30,525	(23.2)	\$200,660	\$184,708	\$15,951	7.9	
Net Surplus/(Deficit)	(\$114,644)	(\$94,635)	\$20,009	17.5	\$0,000	\$0,000	-	(\$114,644)	(\$94,635)	\$20,009	17.5	
Cash Conversion Adjustments												
Depreciation	\$33,043	\$32,770	(\$0,273)	(0.8)	\$0,000	\$0,000	-	33,043	\$32,770	(\$0,273)	(0.8)	
Operating/Capital	(1,178)	0,262	1,441	*	0,000	0,000	-	(1,178)	0,262	1,441	*	
Other Cash Adjustments	7,856	(1,387)	(9,243)	*	0,000	0,000	-	7,856	(1,387)	(9,243)	*	
Total Cash Conversion Adjustments	\$39,721	\$31,646	(\$8,075)	(20.3)	0,000	\$0,000	-	\$39,721	\$31,646	(\$8,075)	(20.3)	
Net Cash Surplus/(Deficit)	(\$74,923)	(\$62,989)	\$11,934	15.9	\$0,000	\$0,000	-	(\$74,923)	(\$62,989)	\$11,934	15.9	

Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note that the current month's actuals do not include post-close adjustments, which will be captured in the subsequent month's YTD results.

TABLE 2

MTA LONG ISLAND RAIL ROAD
 FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET
 ACCRUAL STATEMENT OF OPERATIONS by CATEGORY
 FEBRUARY Year-To-Date
 (\$ in millions)

	Nonreimbursable			Reimbursable			Total			
	Budget	Actual	Favorable (Unfavorable) Variance Percent	Budget	Actual	Favorable (Unfavorable) Variance Percent	Budget	Actual	Favorable (Unfavorable) Variance Percent	
Revenue										
Farebox Revenue	\$116,667	\$118,725	\$2,058 1.8	\$0,000	\$0,000	\$0,000 -	\$116,667	\$118,725	\$2,058 1.8	
Vehicle Toll Revenue	0,000	0,000	0,000 -	0,000	0,000	0,000 -	0,000	0,000	0,000 -	
Other Operating Revenue	5,013	3,930	(1,084) (21.6)	0,000	0,000	0,000 -	5,013	3,930	(1,084) (21.6)	
Capital & Other Reimbursements	0,000	0,000	0,000 -	50,032	59,645	9,613 19.2	50,032	59,645	9,613 19.2	
Total Revenue	\$121,680	\$122,654	\$0,974 0.8	\$50,032	\$59,645	\$9,613 19.2	\$171,712	\$182,299	\$10,587 6.2	
Expenses										
Labor:										
Payroll	\$104,293	\$96,431	\$7,862 7.5	\$19,302	\$19,992	(\$6,689) (3.6)	\$123,595	\$116,422	\$7,173 5.8	
Overtime	24,738	22,531	2,207 8.9	5,188	9,187	(3,999) (77.1)	29,926	31,718	(1,793) (6.0)	
Health and Welfare	23,328	19,826	3,502 15.0	3,727	4,743	(1,016) (27.3)	27,054	24,568	2,486 9.2	
OPER Current Payment	12,411	10,113	2,299 18.5	0,000	0,000	0,000 -	12,411	10,113	2,299 18.5	
Pensions	25,231	25,907	(676) (2.7)	6,055	5,379	676 11.2	31,286	31,286	0,000 0.0	
Other Fringe Benefits	28,511	35,964	(7,453) (26.1)	3,811	5,054	(1,243) (32.6)	32,322	41,018	(8,696) (26.9)	
Reimbursable Overhead	(1,229)	(7,443)	6,214 *	1,229	7,443	(6,214) *	0,000	0,000	0,000 0.0	
Total Labor Expenses	\$217,283	\$203,329	\$13,954 6.4	\$39,311	\$51,797	(\$12,485) (31.8)	\$256,594	\$255,125	\$1,469 0.6	
Non-Labor:										
Electric Power	\$15,398	\$14,515	\$0,883 5.7	\$0,042	\$0,041	\$0,001 3.3	\$15,440	\$14,555	\$0,885 5.7	
Fuel	3,855	4,268	(0,413) (10.7)	0,000	0,000	0,000 -	3,855	\$4,268	(0,413) (10.7)	
Insurance	3,732	3,522	0,211 5.6	1,268	1,031	0,237 18.7	5,001	\$4,563	0,448 9.0	
Claims	0,709	1,256	(0,548) (77.3)	0,000	0,000	0,000 -	0,709	\$1,256	(0,548) (77.3)	
Paratransit Service Contracts	0,000	0,000	0,000 -	0,000	0,000	0,000 -	0,000	0,000	0,000 -	
Maintenance and Other Operating Contracts	13,388	12,639	0,749 5.6	2,175	2,022	0,154 7.1	15,563	\$14,660	0,903 5.8	
Professional Service Contracts	6,972	9,435	(2,463) (35.3)	0,129	0,035	0,093 72.5	7,100	\$9,471	(2,370) (33.4)	
Materials & Supplies	29,269	16,209	13,059 44.6	7,055	4,581	2,474 35.1	36,324	\$20,790	15,533 42.8	
Other Business Expenses	3,094	2,751	0,343 11.1	0,052	0,139	(0,087) *	3,145	\$2,890	0,256 8.1	
Total Non-Labor Expenses	\$76,416	\$64,595	\$11,821 15.5	\$10,721	\$7,848	\$2,872 26.8	\$87,137	\$72,443	\$14,694 16.9	
Other Expense Adjustments	\$0,000	\$0,000	\$0,000 -	\$0,000	\$0,000	\$0,000 -	0,000	\$0,000	\$0,000 -	
Total Other Expense Adjustments	\$0,000	\$0,000	\$0,000 -	\$0,000	\$0,000	\$0,000 -	\$0,000	\$0,000	\$0,000 -	
Total Expenses before Depreciation & Other Post Employment Benefits	\$293,699	\$267,924	\$25,775 8.8	\$50,032	\$59,645	(\$9,613) (19.2)	\$343,731	\$327,569	\$16,162 4.7	
Depreciation	\$66,042	\$65,541	0,501 0.8	\$0,000	\$0,000	\$0,000 -	\$66,042	\$65,541	\$0,501 0.8	
GASB 75 OPEB Expense Adjustment	0,000	0,000	0,000 -	0,000	0,000	0,000 -	0,000	0,000	0,000 -	
GASB 68 Pension Expense Adjustment	0,000	0,000	0,000 -	0,000	0,000	0,000 -	0,000	0,000	0,000 -	
Environmental Remediation	0,333	0,333	0,000 0.0	0,000	0,000	0,000 -	0,333	0,333	0,000 0.0	
Total Expenses	\$360,074	\$333,798	\$26,276 7.3	\$50,032	\$59,645	(\$9,613) (19.2)	\$410,106	\$393,443	\$16,663 4.1	
Net Surplus/(Deficit)	(\$238,394)	(\$211,143)	\$27,250 11.4	\$0,000	\$0,000	\$0,000 -	(\$238,394)	(\$211,143)	\$27,250 11.4	
Cash Conversion Adjustments										
Depreciation	\$66,042	\$65,541	(\$0,501) (0.8)	\$0,000	\$0,000	\$0,000 -	66,042	\$65,541	(\$0,501) (0.8)	
Operating/Capital	(2,357)	(0,100)	2,257 95.8	0,000	0,000	0,000 -	(2,357)	(0,100)	2,257 95.8	
Other Cash Adjustments	(8,093)	10,322	18,415 *	0,000	0,000	0,000 -	(8,093)	10,322	18,415 *	
Total Cash Conversion Adjustments	\$55,592	\$75,762	\$20,170 36.3	\$0,000	\$0,000	\$0,000 -	\$55,592	\$75,762	\$20,170 36.3	
Net Cash Surplus/(Deficit)	(\$182,802)	(\$135,381)	\$47,421 25.9	\$0,000	\$0,000	\$0,000 -	(\$182,802)	(\$135,381)	\$47,421 25.9	

Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note that the current month's actuals do not include post-close adjustments, which will be captured in the subsequent month's YTD results.

**MTA LONG ISLAND RAIL ROAD
FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET
EXPLANATION OF VARIANCES BETWEEN ADOPTED BUDGET AND ACTUAL: ACCRUAL BASIS
(\$ in millions)**

February 2020				Year-to-Date February 2020			
Generic Revenue or Expense Category	Non Reimb. Or Reimb.	Favorable/ (Unfavorable) Variance		Reason for Variance	Favorable/ (Unfavorable) Variance		Reason for Variance
		\$	%		\$	%	
Revenue							
Farebox Revenue	Non Reimb.	(0.131)	(0.2)	Lower yield per passenger \$(0.183), partially offset by higher ridership \$0.052.	2.058	1.8	Higher ridership \$2.137, partially offset by lower yield per passenger \$(0.079).
Other Operating Revenue	Non Reimb.	(1.568)	(55.7)	Primarily due to the timing of advertising and rental revenue.	(1.084)	(21.6)	Primarily due to the timing of advertising revenue.
Capital & Other Reimbursements	Reimb.	5.757	23.2	Timing of capital project activity and interagency reimbursements.	9.613	19.2	Timing of capital project activity and interagency reimbursements.
Expenses							
Payroll	Non Reimb.	4.538	9.5	Primarily vacant positions.	7.862	7.5	Primarily vacant positions and higher sick pay law claim credits, partially offset by timing of retiree sick/vacation buyout.
	Reimb.	(0.837)	(8.8)	Primarily due to timing of project activity.	(0.689)	(3.6)	Primarily due to timing of project activity.
Overtime	Non Reimb.	1.316	11.0	Primarily due to lower weather-related overtime, partially offset by higher maintenance overtime.	2.207	8.9	Primarily due to lower weather-related overtime, partially offset by higher maintenance overtime.
	Reimb.	(2.140)	(82.3)	Over-run attributed to 3rd Track expansion, Jamaica Capacity Improvements and Annual Track Program.	(3.999)	(77.1)	Over-run attributed to 3rd Track expansion, Jamaica Capacity Improvements and Annual Track Program.
Health and Welfare	Non Reimb.	1.718	14.7	Vacant positions.	3.502	15.0	Vacant positions.
	Reimb.	(0.650)	(35.4)	Primarily due to timing of project activity.	(1.016)	(27.3)	Primarily due to timing of project activity.
OPEB Current Payment	Non Reimb.	1.139	18.4	Fewer retirees/beneficiaries.	2.299	18.5	Fewer retirees/beneficiaries.
Pensions	Non Reimb.	(0.175)	(1.4)	Total pension is on plan. However the estimated percentage of pension allocated to reimbursable was over-estimated.	(0.676)	(2.7)	Total pension is on plan. However the estimated percentage of pension allocated to reimbursable was over-estimated.
	Reimb.	0.175	5.9	Total pension is on plan. However the estimated percentage of pension allocated to reimbursable was over-estimated.	0.676	11.2	Total pension is on plan. However the estimated percentage of pension allocated to reimbursable was over-estimated.

**MTA LONG ISLAND RAIL ROAD
FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET
EXPLANATION OF VARIANCES BETWEEN ADOPTED BUDGET AND ACTUAL: ACCRUAL BASIS
(\$ in millions)**

		February 2020			Year-to-Date February 2020		
Generic Revenue or Expense Category	Non Reimb. Or Reimb.	Favorable/ (Unfavorable) Variance		Reason for Variance	Favorable/ (Unfavorable) Variance		Reason for Variance
		\$	%		\$	%	
Other Fringe Benefits	Non Reimb.	(0.891)	(6.6)	Higher FELA indemnity reserves, partially offset by lower Railroad Retirement Taxes.	(7.453)	(26.1)	Higher FELA indemnity reserves, partially offset by lower Railroad Retirement Taxes.
	Reimb.	(0.770)	(41.0)	Primarily due to timing of project activity.	(1.243)	(32.6)	Primarily due to timing of project activity.
Reimbursable Overhead	Non Reimb.	3.205	*	Primarily due to timing of project activity.	6.214	*	Primarily due to timing of project activity.
	Reimb.	(3.205)	*	Primarily due to timing of project activity.	(6.214)	*	Primarily due to timing of project activity.
Electric Power	Non Reimb.	0.876	10.1	Primarily due to lower rates and consumption.	0.883	5.7	Primarily due to lower rates and consumption.
	Reimb.	0.002	8.5		0.001	3.3	
Fuel	Non Reimb.	(0.397)	(20.3)	Primarily due to higher rates.	(0.413)	(10.7)	Primarily due to higher rates.
Insurance	Non Reimb.	0.105	5.6	Lower liability insurance.	0.211	5.6	Lower liability insurance.
	Reimb.	0.077	12.5	Force Account Insurance associated with project activity.	0.237	18.7	Force Account Insurance associated with project activity.
Claims	Non Reimb.	(0.166)	(50.4)	Timing of claim payments.	(0.548)	(77.3)	Timing of claim payments.
Maintenance & Other Operating Contracts	Non Reimb.	2.124	31.6	Primarily timing of prior year accrual reversals and lower joint facility maintenance, partially offset by unreversed prior year accruals.	0.749	5.6	Primarily timing of invoices and lower joint facility maintenance, partially offset by unreversed prior year accruals.
	Reimb.	(0.209)	(19.4)	Primarily due to timing of project activity.	0.154	7.1	Primarily due to timing of project activity.

TABLE 3

**MTA LONG ISLAND RAIL ROAD
FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET
EXPLANATION OF VARIANCES BETWEEN ADOPTED BUDGET AND ACTUAL: ACCRUAL BASIS**
(\$ in millions)

		February 2020		Year-to-Date February 2020	
Generic Revenue or Expense Category	Non Reimb. Or Reimb.	Favorable/ (Unfavorable) Variance		Favorable/ (Unfavorable) Variance	
		\$	%	\$	%
Professional Service Contracts	Non Reimb.	0.525	15.5	(2.463)	(35.3)
	Reimb.	0.816	*	0.093	72.5
Materials & Supplies	Non Reimb.	7.382	49.5	13.059	44.6
	Reimb.	1.035	29.2	2.474	35.1
Other Business Expenses	Non Reimb.	0.136	9.0	0.343	11.1
	Reimb.	(0.050)	*	(0.087)	*
Depreciation	Non Reimb.	0.273	0.8	0.501	0.8

Primarily due to the timing of consultant contracts for technical scope of work for future ESA maintenance contracts and MTA Chargeback services, partially offset by timing of rolling stock decommissioning and delayed communication contracts.
Primarily due to timing of project activity.
Primarily due to timing of project activity.
Primarily due to timing of project activity.
Primarily due to timing of project activity.
Primarily due to timing of project activity.
Primarily due to timing of project activity.
Primarily due to timing of project activity.
Based on certain capital assets being fully depreciated.

MTA LONG ISLAND RAIL ROAD FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET CASH RECEIPTS and EXPENDITURES February 2020 (\$ in millions)									
	Month			Year-to-Date			Favorable (Unfavorable)		
	Budget	Actual	Variance	Percent	Budget	Actual	Variance	Percent	Percent
Receipts									
Farebox Revenue	\$59,766	\$57,321	(\$2,445)	(4.1)	\$119,333	\$119,481	\$148	0.1	
Vehicle Toll Revenue	0,000	0,000	0,000	-	0,000	0,000	0,000	-	
Other Operating Revenue	8,836	1,068	(7,768)	(87.9)	10,439	2,820	(7,619)	(73.0)	
Capital & Other Reimbursements	19,509	29,068	9,559	49.0	44,210	64,986	20,776	47.0	
Total Receipts	\$88,111	\$87,457	(\$0,654)	(0.7)	\$173,982	\$187,287	\$13,305	7.6	
Expenditures									
<i>Labor:</i>									
Payroll	\$56,216	\$52,637	\$3,579	6.4	\$125,623	\$114,495	\$11,128	8.9	
Overtime	14,534	15,221	(687)	(4.7)	33,451	32,792	659	2.0	
Health and Welfare	13,526	11,919	1,607	11.9	27,054	23,305	3,749	13.9	
OPEB Current Payment	6,206	5,520	686	11.1	12,412	10,326	2,086	16.8	
Pensions	15,643	15,639	4	0.0	31,286	30,701	585	1.9	
Other Fringe Benefits	14,995	14,394	601	4.0	36,014	33,290	2,724	7.6	
GASB	0,000	0,000	0,000	-	0,000	0,000	0,000	-	
Reimbursable Overhead	0,000	0,000	0,000	-	0,000	0,000	0,000	-	
Total Labor Expenditures	\$121,120	\$115,330	\$5,790	4.8	\$265,840	\$244,908	\$20,932	7.9	
<i>Non-Labor:</i>									
Electric Power	\$8,730	\$10,229	(\$1,499)	(17.2)	\$15,440	\$17,217	(\$1,777)	(11.5)	
Fuel	1,951	1,756	195	10.0	3,855	3,569	286	7.4	
Insurance	0,000	0,000	0,000	-	10,248	0,000	10,248	100.0	
Claims	0,103	0,125	(22)	(21.0)	0,255	0,315	(60)	(23.6)	
Paratransit Service Contracts	0,000	0,000	0,000	-	0,000	0,000	0,000	-	
Maintenance and Other Operating Contracts	7,809	6,855	954	12.2	15,563	14,342	1,221	7.8	
Professional Service Contracts	1,685	1,196	489	29.0	3,580	6,517	(2,937)	(82.0)	
Materials & Supplies	18,479	12,743	5,736	31.0	35,615	30,344	5,271	14.8	
Other Business Expenses	1,824	1,702	122	6.7	3,722	3,365	357	9.6	
Total Non-Labor Expenditures	\$40,581	\$34,606	\$5,975	14.7	\$88,278	\$75,670	\$12,608	14.3	
<i>Other Expenditure Adjustments:</i>									
Other	\$1,333	\$1,190	\$143	10.8	\$2,666	\$2,560	\$106	4.0	
Total Other Expenditure Adjustments	\$1,333	\$1,190	\$143	10.8	\$2,666	\$2,560	\$106	4.0	
Total Expenditures	\$163,034	\$151,125	\$11,909	7.3	\$356,784	\$323,137	\$33,647	9.4	
Cash Timing and Availability Adjustment	0,000	0,679	0,679	-	0,000	0,469	0,469	-	
Net Cash Deficit (excludes opening balance)	(\$74,923)	(\$62,989)	\$11,934	15.9	(\$182,802)	(\$135,381)	\$47,421	25.9	
Subsidies									
MTA	74,923	69,654	(5,269)	(7.0)	182,802	218,915	36,113	19.8	

Table 5

**MTA LONG ISLAND RAIL ROAD
FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET
EXPLANATION OF VARIANCES BETWEEN FEBRUARY BUDGET AND ACTUAL CASH BASIS**

Generic Revenue or Expense Category	February 2020		Year-to-Date as of February 2020		Reason for Variance
	Favorable/ (Unfavorable) Variance		Favorable/ (Unfavorable) Variance		
	\$	%	\$	%	
Receipts					
Farebox Revenue	(2,445)	(4.1)	0.148	0.1	Lower advance sales impact \$(2,090), lower MetroCard/AirTrain sales \$(0.224) and lower yields \$(0.183), partially offset by higher ridership \$0.052.
Other Operating Revenue	(7,768)	(87.9)	(7,619)	(73.0)	Primarily due to the timing of an annual rental revenue payment.
Capital and Other Reimbursements	9,559	49.0	20,776	47.0	Timing of activity and reimbursement for capital and other reimbursements.
Expenditures					
Labor:					
Payroll	3,579	6.4	11,128	8.9	Primarily due to vacant positions, rates and higher sick pay law claim credits, partially offset by the timing of intercompany reimbursements.
Overtime	(0,687)	(4.7)	0,659	2.0	Primarily due to higher project and maintenance overtime, partially offset by lower weather-related overtime.
Health and Welfare	1,607	11.9	3,749	13.9	Primarily due to vacant positions, and the timing of payments.
OPEB Current Payment	0,686	11.1	2,086	16.8	Primarily due to fewer retirees/beneficiaries and the timing of payments.
Pensions	0,004	0.0	0,585	1.9	Due to intercompany reimbursements.
Other Fringe Benefits	0,601	4.0	2,724	7.6	Primarily due to lower Railroad Retirement Tax payments, partially offset by the timing of FELA payments and higher meal payments.

Table 5

**MTA LONG ISLAND RAIL ROAD
FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET
EXPLANATION OF VARIANCES BETWEEN FEBRUARY BUDGET AND ACTUAL CASH BASIS**

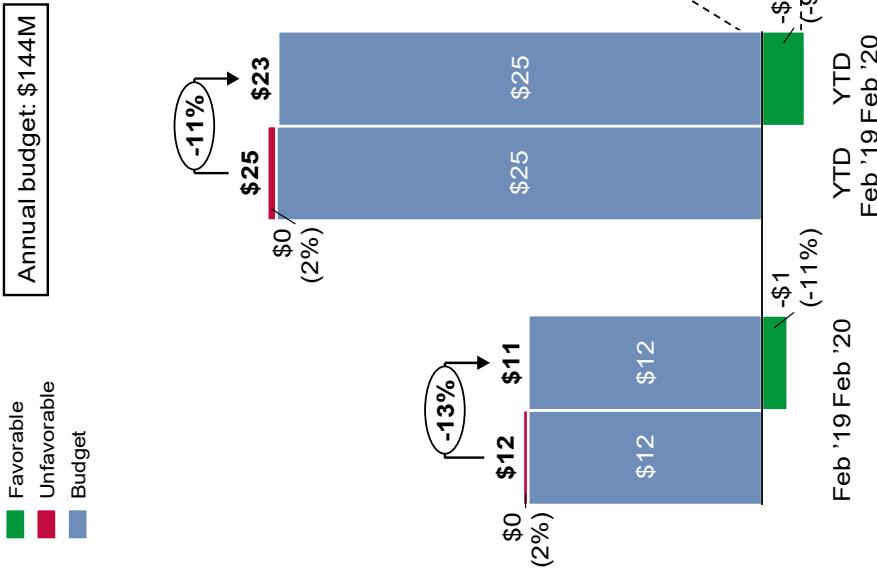
		February 2020		Year-to-Date as of February 2020	
Generic Revenue or Expense Category	Favorable/ (Unfavorable) Variance		Reason for Variance		Reason for Variance
	\$	%	\$	%	
Non-Labor:					
Electric Power	(1.499)	(17.2)	(1.777)	(11.5)	Primarily due to the timing of payments, partially offset by lower rates and consumption.
Fuel	0.195	10.0	0.286	7.4	Primarily due to the timing of payments, partially offset by higher rates.
Insurance	0.000	-	10.248	100.0	Timing of insurance premium payments.
Claims	(0.022)	(21.0)	(0.060)	(23.6)	Timing of payments for claims.
Maintenance and Other Operating Contracts	0.954	12.2	1.221	7.8	Timing of payments.
Professional Service Contracts	0.489	29.0	(2.937)	(82.0)	Timing of payments for consultant contracts for technical scope of work for future ESA maintenance contracts and the timing of MTA Chargeback services.
Materials and Supplies	5.736	31.0	5.271	14.8	Primarily the timing of program, production plan, and operating funded capital material and supplies.
Other Business Expenses	0.122	6.7	0.357	9.6	Primarily the timing of miscellaneous expense, travel, print & stationery, and office supply payments.
Other Expenditure Adjustments	0.143	10.8	0.106	4.0	Lower MetroCard/AirTrain pass through payments.

Table 6

MTA LONG ISLAND RAIL ROAD FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET CASH CONVERSION (CASH FLOW ADJUSTMENTS) February 2020 (\$ in millions)									
	Month			Year-to-Date					
	Budget	Actual	Favorable (Unfavorable) Variance	Percent	Budget	Actual	Favorable (Unfavorable) Variance	Percent	
Receipts									
Farebox Revenue	\$1,333	(\$0,981)	(\$2,314)	*	\$2,666	\$0,756	(\$1,910)	(71.7)	
Vehicle Toll Revenue	0,000	0,000	0,000	-	0,000	0,000	0,000	-	
Other Operating Revenue	6,022	(0,178)	(6,200)	*	5,426	(1,109)	(6,535)	*	
Capital & Other Reimbursements	(5,259)	(1,457)	3,802	72.3	(5,822)	5,341	11,163	*	
Total Receipts	\$2,095	(\$2,616)	(\$4,712)	*	\$2,270	\$4,987	\$2,718	*	
Expenditures									
<i>Labor:</i>									
Payroll	\$1,217	\$1,094	(\$0,122)	(10.1)	(\$2,028)	\$1,928	\$3,956	*	
Overtime	0,000	0,137	0,137	*	(3,525)	(1,074)	2,452	69.5	
Health and Welfare	0,000	0,539	0,539	*	0,000	1,263	1,263	*	
OPEB Current Payment	(0,000)	(0,453)	(0,453)	*	(0,001)	(0,213)	(0,212)	*	
Pensions	(0,000)	0,004	0,004	*	(0,000)	0,585	0,585	*	
Other Fringe Benefits	0,352	2,615	2,263	*	(3,692)	7,728	11,420	*	
GASB	0,000	0,000	0,000	-	0,000	0,000	0,000	-	
Reimbursable Overhead	0,000	0,000	0,000	-	0,000	0,000	0,000	-	
Total Labor Expenditures	\$1,569	\$3,937	\$2,368	*	(\$9,246)	\$10,217	\$19,463	*	
<i>Non-Labor:</i>									
Electric Power	\$0,000	(\$2,376)	(\$2,377)	*	\$0,000	(\$2,661)	(\$2,661)	*	
Fuel	0,000	0,592	0,592	*	0,000	0,699	0,699	*	
Insurance	2,486	2,303	(0,183)	(7.4)	(5,247)	4,553	9,800	*	
Claims	0,227	0,371	0,145	63.7	0,454	0,941	0,488	*	
Paratransit Service Contracts	0,000	0,000	0,000	-	0,000	0,000	0,000	-	
Maintenance and Other Operating Contracts	0,000	(0,961)	(0,961)	*	0,000	0,318	0,318	*	
Professional Service Contracts	1,760	0,908	(0,852)	(48.4)	3,520	2,954	(0,567)	(16.1)	
Materials & Supplies	(0,005)	(2,686)	(2,681)	*	0,709	(9,554)	(10,262)	*	
Other Business Expenses	(0,288)	(0,252)	0,036	12.5	(0,577)	(0,476)	0,101	17.5	
Total Non-Labor Expenditures	\$4,180	(\$2,101)	(\$6,281)	*	(\$1,141)	(\$3,226)	(\$2,085)	*	
<i>Other Expenditure Adjustments:</i>									
Other	(\$1,333)	(\$1,190)	\$0,143	10.8	(\$2,666)	(\$2,560)	\$0,106	4.0	
Total Other Expenditure Adjustments	(\$1,333)	(\$1,190)	\$0,143	10.8	(\$2,666)	(\$2,560)	\$0,106	4.0	
Total Expenditures before Depreciation	\$4,416	\$0,646	(\$3,770)	(85.4)	(\$13,053)	\$4,432	\$17,485	*	
Depreciation Adjustment	\$33,043	\$32,770	(\$0,273)	(0.8)	\$66,042	\$65,541	(\$0,501)	(0.8)	
GASB 75 OPEB Expense Adjustment	0,000	0,000	0,000	-	0,000	0,000	0,000	-	
GASB 68 Pension Expense Adjustment	0,000	0,000	0,000	-	0,000	0,000	0,000	-	
Environmental Remediation	0,167	0,167	0,000	0.0	0,333	0,333	0,000	0.0	
Total Expenditures	\$37,626	\$33,563	(\$4,063)	(10.7)	\$53,322	\$70,306	\$16,984	31.9	
Cash Timing and Availability Adjustment	0,000	0,679	0,679	-	0,000	0,469	0,469	-	
Total Cash Conversion Adjustments	\$39,721	\$31,646	(\$8,075)	(20.3)	\$55,592	\$75,762	\$20,170	36.3	

LIRR – Non-Reimbursable Overtime Variance

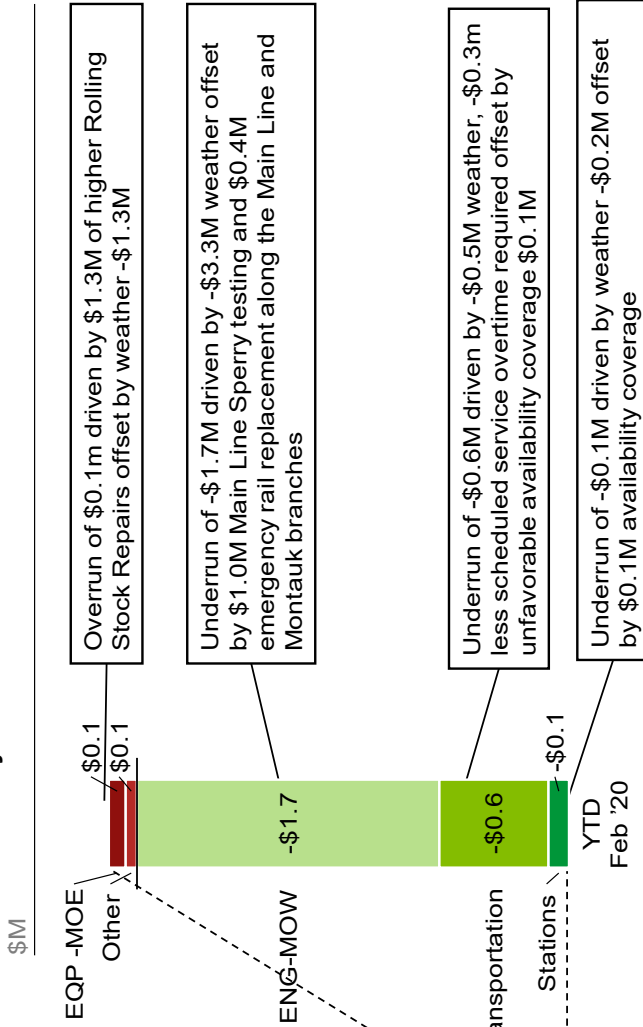
Feb 2020 and YTD budget vs. variance
 \$M



Overview

- Overall decrease of -\$2.7M or -11% compared to YTD February 2019
- -\$2.2M or -9% below 2020 budget
- Eng - MOW underrun of -\$1.7M driven by -\$3.3M weather offset by \$1.0M Sperry testing and \$0.4M emergency rail repair/replacements
- EQP - MOW overrun of \$0.1m driven by \$1.3M higher rolling stock repairs offset by weather -\$1.3M

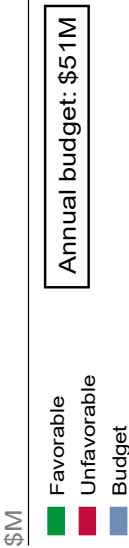
YTD variance by division



Source: Adopted (restated) budget. GL actuals for actual overtime spending.

LIRR – Reimbursable Overtime Variance

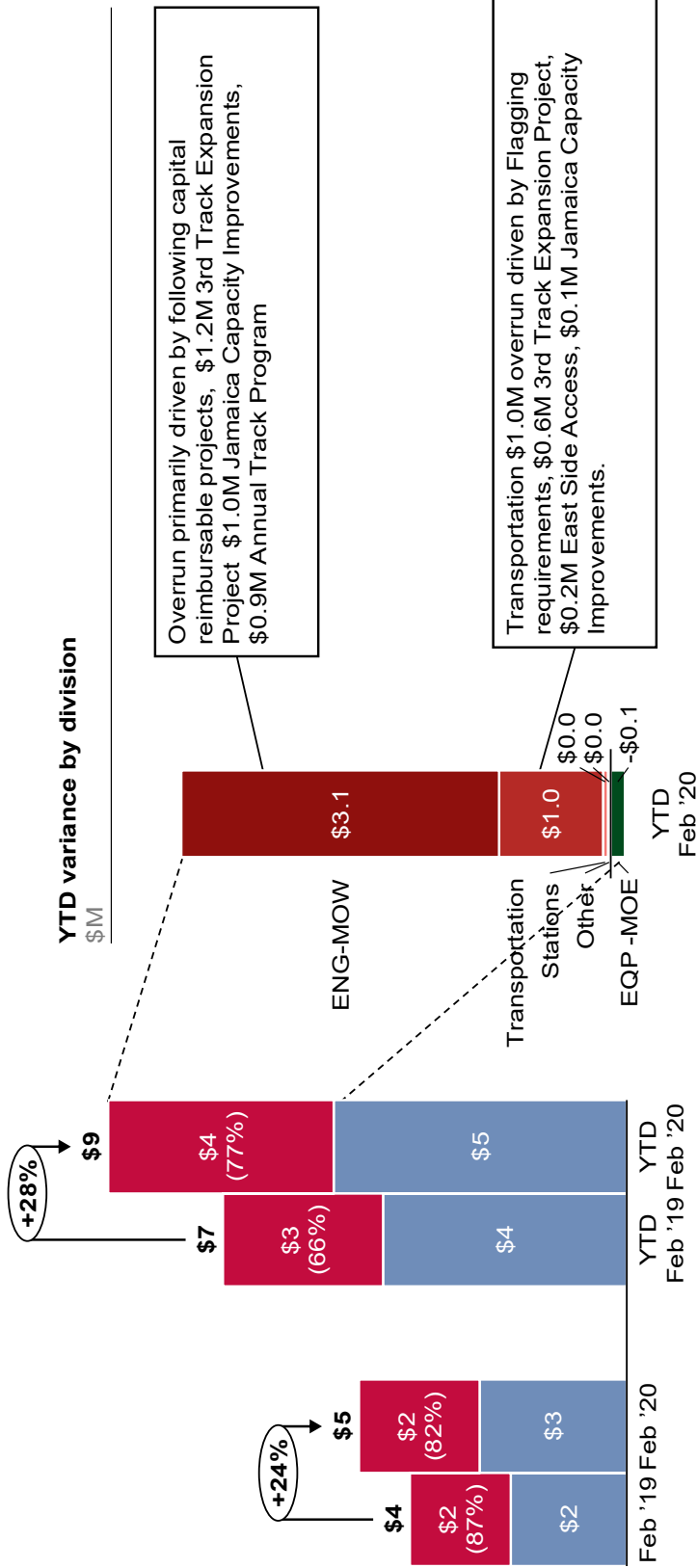
Feb 2020 and YTD budget vs. variance



Overview

- Overall increase of \$2.0M or 28% compared to YTD February 2019
- \$4.0M or 77% above 2020 budget
- Favorable weather in YTD has enabled the LIRR to accelerate its capital work to earlier in the year than expected

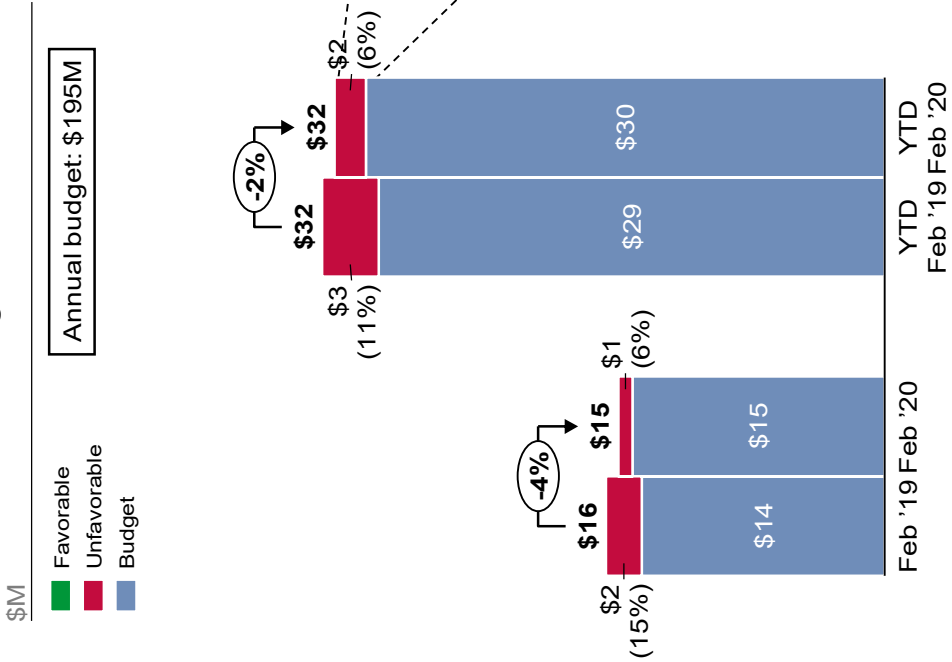
YTD variance by division



Source: Adopted (restated) budget. GL actuals for actual overtime spending.

LIRR – Total Overtime Variance

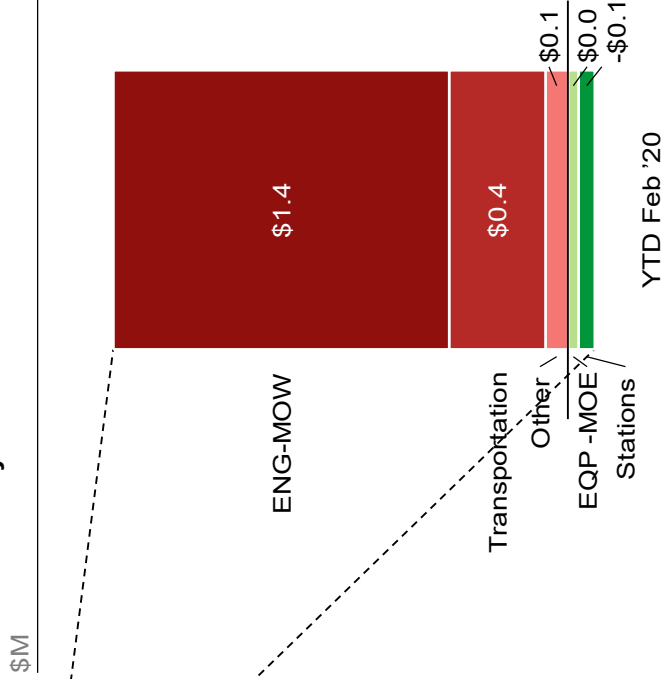
Feb 2020 and YTD budget vs. variance



Overview

- Overall decrease of -\$0.8M or -2% compared to YTD February 2019
- \$1.8M or 6% above 2020 budget
- Non Reimbursable underrun of -\$2.2M driven by -\$5.4M weather offset by \$2.2M higher Maintenance expenses
- Reimbursable overrun of \$4.0M primarily driven by \$1.8M 3rd Track Expansion Project, \$1.1M Jamaica Capacity Improvements, \$0.9M Annual Track Program, \$0.2M East Access

YTD variance by division



Source: Adopted (restated) budget. GL actuals for actual overtime spending.

MTA LONG ISLAND RAIL ROAD
 FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET
 TOTAL POSITIONS BY FUNCTION AND DEPARTMENT
 NON-REIMBURSABLE/REIMBURSABLE AND FULL-TIME/FULL-TIME EQUIVALENTS
 END-of-MONTH FEBRUARY 2020

	Budget	Actual	Favorable/ (Unfavorable)	Variance
Administration				
Executive VP	1	1		0
Enterprise Asset Management	7	5		2
Sr. Vice President - Engineering	2	1		1
Labor Relations	17	16		1
Procurement & Logistics (excl. Stores)	71	61		10
Human Resources	37	33		4
Sr. VP Administration	2	2		0
Strategic Investments	15	13		2
President	8	7		1
VP & CFO	2	2		0
Controller	44	43		1
Management & Budget	17	14		3
BPM, Controls & Compliance	4	4		0
Market Dev. & Public Affairs	70	67		3
Gen. Counsel & Secretary	30	29		1
Diversity Management	3	3		0
Security	15	11		4
System Safety	46	35		11
Training	69	66		3
Service Planning	30	28		2
Rolling Stock Programs	17	9		8
Sr. Vice President - Operations	2	2		0
Total Administration	509	452		57
Operations				
Transportation Services - Train Operations	2,369	2,357		12
Customer Services	319	302		17
Total Operations	2,688	2,659		29
Maintenance				
Engineering	2,070	2,001		69
Equipment	2,215	2,116		99
Procurement (Stores)	95	97		(2)
Total Maintenance	4,380	4,214		166
Engineering/Capital				
Department of Program Management	152	123		29
Special Projects	61	51		10
Positive Train Control	14	14		-
Total Engineering/Capital	227	188		39
Baseline Total Positions	7,804	7,513		291
Non-Reimbursable	6,630	6,319		311
Reimbursable	1,174	1,194		(20)
Total Full-Time	7,804	7,513		291
Total Full-Time-Equivalents				

Note: Totals may not add due to rounding

MTA LONG ISLAND RAIL ROAD
 FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET
 TOTAL FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS by FUNCTION and OCCUPATION
 END-of-MONTH FEBRUARY 2020

	Budget	Actual	Favorable/ (Unfavorable) Variance
Administration			
Managers/Supervisors	271	245	26
Professional, Technical, Clerical	134	100	34
Operational Hourlies	104	107	(3)
Total Administration	509	452	57
Operations			
Managers/Supervisors	328	307	21
Professional, Technical, Clerical	107	101	6
Operational Hourlies	2,253	2,251	2
Total Operations	2,688	2,659	29
Maintenance			
Managers/Supervisors	901	780	121
Professional, Technical, Clerical	304	245	59
Operational Hourlies	3,175	3,189	(14)
Total Maintenance	4,380	4,214	166
Engineering/Capital			
Managers/Supervisors	157	140	17
Professional, Technical, Clerical	70	48	22
Operational Hourlies	0	0	0
Total Engineering/Capital	227	188	39
Total Positions			
Managers/Supervisors	1,657	1,472	185
Professional, Technical, Clerical	615	494	121
Operational Hourlies	5,532	5,547	(15)
Total Positions	7,804	7,513	291

MTA LONG ISLAND RAIL ROAD
FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET
FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS
NON-REIMBURSABLE and REIMBURSABLE
END-of-MONTH FEBRUARY 2020

Explanation of Variances
<p>NON-REIMBURSABLE POSITIONS - Favorable 311 positions due to the vacancies in Maintenance of Equipment, Train Operations, Stations Department and other administrative departments, and Engineering workforce working on capital activities.</p>
<p>REIMBURSABLE POSITIONS - Unfavorable 20 positions primarily due to increased project activity in Train Operations and Engineering, partially offset by vacancies in Project Management, Procurement and Logistics, and Special Projects.</p>

MTA LONG ISLAND RAIL ROAD
FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET
RIDERSHIP
(In Millions)

	FEBRUARY 2020						FEBRUARY YEAR TO DATE 2020					
	Month			Variance			YTD			Variance		
	Adopted Budget	Actual 2020	Adjusted* 2019	Adopted Budget	%	#	Adopted Budget	Actual 2020	Adjusted* 2019	Adopted Budget	%	#
RIDERSHIP												
Monthly	3.720	3.644	3.706	(0.076)	-2.1%	(0.062)	7.741	7.635	7.779	(0.107)	-1.4%	(0.145)
Weekly	0.153	0.216	0.175	0.063	41.5%	0.042	0.325	0.417	0.345	0.092	28.2%	0.072
Total Commutation	3.873	3.860	3.880	(0.013)	-0.3%	(0.020)	8.067	8.052	8.124	(0.015)	-0.2%	(0.072)
One-Way Full Fare	0.672	0.723	0.679	0.051	7.6%	0.044	1.297	1.511	1.422	0.214	16.5%	0.089
One-Way Off-Peak	1.265	1.247	1.228	(0.018)	-1.4%	0.018	2.597	2.608	2.587	0.011	0.4%	0.021
All Other	0.824	0.810	0.778	(0.014)	-1.7%	0.033	1.602	1.641	1.598	0.038	2.4%	0.043
Total Non-Commutation	2.761	2.780	2.685	0.019	0.7%	0.095	5.496	5.760	5.607	0.263	4.8%	0.153
Total	6.634	6.640	6.565	0.006	0.1%	0.075	13.563	13.812	13.732	0.248	1.8%	0.080

*Prior year adjusted to reflect current year calendar.

MTA LONG ISLAND RAIL ROAD
FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET
MONTHLY PERFORMANCE INDICATORS
 February 2020

	MONTH		VARIANCE	
	Actual 2020	Adopted Budget 2019	vs. Budget	vs. 2019
Farebox Operating Ratio				
Standard ⁽¹⁾	48.2%	40.6%	7.6%	2.6%
Adjusted ⁽²⁾	53.3%	45.9%	7.4%	-0.4%
Cost Per Passenger				
Standard ⁽¹⁾	\$18.22	\$21.68	\$3.46	\$0.45
Adjusted ⁽²⁾	\$16.81	\$20.11	\$3.30	\$0.72
Passenger Revenue/Passenger ⁽³⁾	\$8.78	\$8.81	(\$0.03)	\$0.28
	YEAR-TO-DATE		VARIANCE	
	Actual 2020	Adopted Budget 2019	vs. Budget	vs. 2019
Farebox Operating Ratio				
Standard ⁽¹⁾	44.3%	39.4%	4.9%	0.1%
Adjusted ⁽²⁾	49.2%	44.2%	5.0%	-1.7%
Cost Per Passenger				
Standard ⁽¹⁾	\$19.41	\$21.83	\$2.42	(\$0.63)
Adjusted ⁽²⁾	\$18.05	\$20.29	\$2.24	(\$0.52)
Passenger Revenue/Passenger ⁽³⁾	\$8.60	\$8.60	\$0.00	\$0.29

(1) The Standard Farebox Operating Ratio and Cost Per Passenger indicators reflect MTA-wide adopted calculations that exclude non-cash liability adjustments: Depreciation, Other Post Employment Benefits and Environmental Remediation (GASB-49).

(2) Adjusted Fare Box Operating Ratio and Cost Per Passenger indicators have been adjusted for comparability between the Long Island Rail Road and Metro-North Railroad and are being presented only at the railroad operating committees. These adjustments are not being used MTA-wide. Adjustments have been made to reflect all operating revenue and significant financial impacts that are outside management's control. These adjustments include: Inclusion of Other Operating Revenue; Removal of OPEB Current Payment expenses for retirees, and Removal of the UAAL associated with the LIRR's closed pension plan.

(3) Passenger Revenue/Passenger includes Hampton Seat Reservations.



Long Island Rail Road

Ridership Report Highlights

February 2020 vs. 2019

- Total ridership increased +1.1% compared to February 2019 (6,640,007 in February 2020 vs. 6,564,823 in February 2019).
- Commutation ridership decreased -0.5% compared to February 2019
- Non-Commutation ridership increased +3.5% compared to February 2019
- Factors affecting Non-Commutation ridership this February include:
 - Better weather played a positive role (warmer temperatures, less rain and no snow in February this year compared to last year)
 - There was one extra Sunday in February 2020 (leap year)

2020 vs. 2019 YTD

- Total YTD ridership is +0.6% above 2019 and -0.3% below Budget
- YTD Commutation ridership is -0.9% below 2019
- YTD Non-Commutation ridership is +2.7% above 2019

Mark Young

Vice President

Management & Finance and Chief Financial Officer

MTA LONG ISLAND RAIL ROAD

MONTHLY RIDERSHIP REPORT

February 2020

**February 2020 RIDERSHIP & REVENUE REPORT
MTA LONG ISLAND RAIL ROAD**

EXECUTIVE SUMMARY

February Ridership and Revenue (millions)

	February 2020	% Change vs. 2019
Total Rail Ridership	6.640	1.1% ▲
Commutation Ridership	3.860	-0.5% ▼
Non-Commutation Ridership	2.780	3.5% ▲
Rail Revenue	\$58.3	4.8% ▲

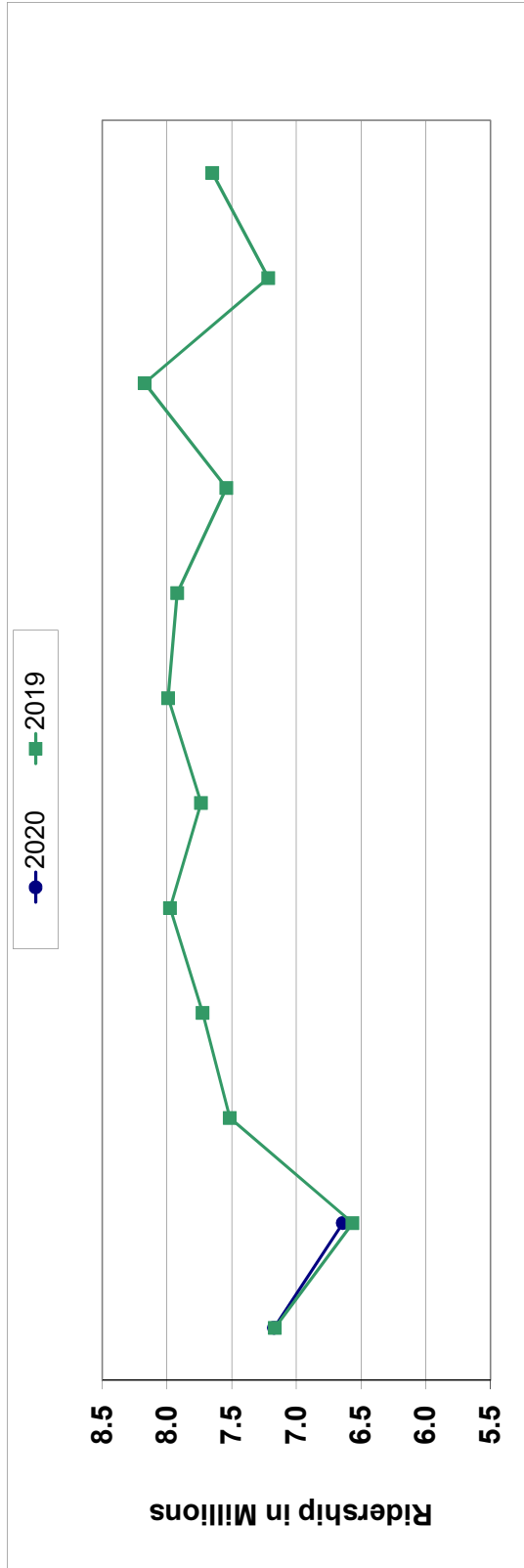
Year-to-Date through February Prelim. Ridership and Revenue (millions)

	February 2020	% Change vs. 2019	Comparison to Budget
Total Rail Ridership	13.812	0.6% ▲	-0.3% ▼
Commutation Ridership	8.052	-0.9% ▼	-4.0% ▼
Non-Commutation Ridership	5.760	2.7% ▲	5.3% ▲
Rail Revenue	\$118.7	4.2% ▲	1.9% ▲

Please Note: Ridership is based on ticket sales data.

February RIDERSHIP

- February Total Ridership was 1.1% above '19 and -4.2% below 2020 Budget.

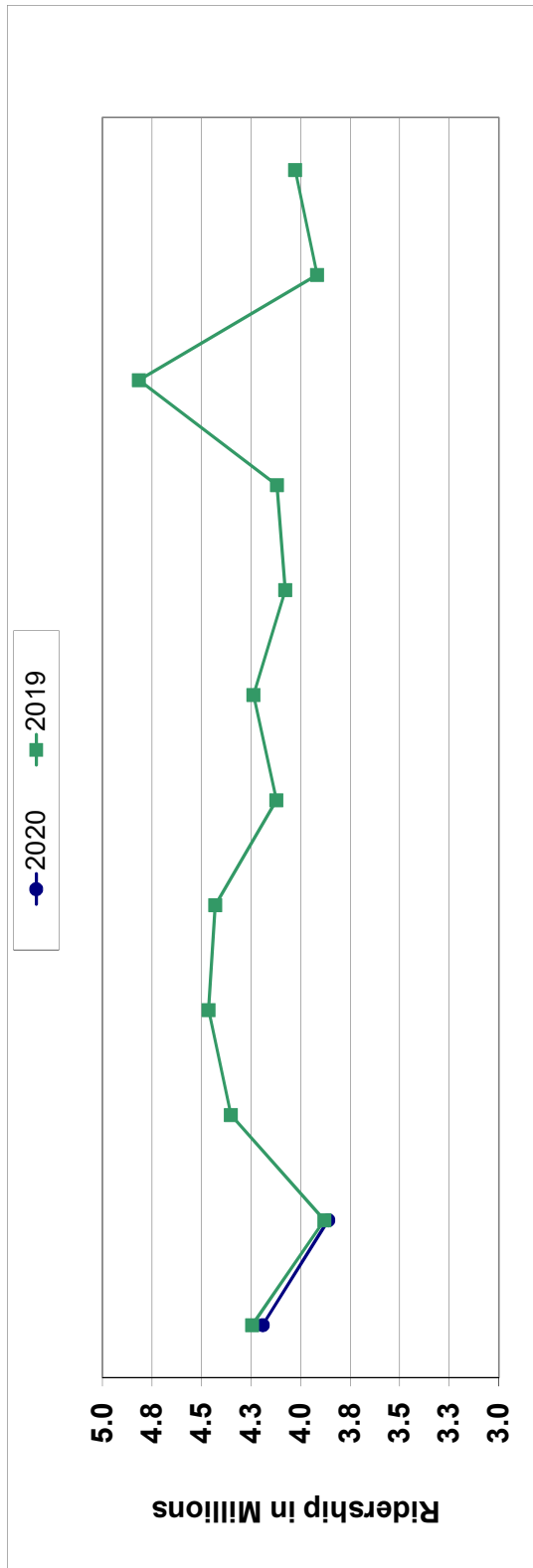


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Y-T-D Total
2020	7.2	6.6											13.8
2019	7.2	6.6	7.5	7.7	8.0	7.7	8.0	7.9	7.5	8.2	7.2	7.6	13.7
PCT CHG.	0.1%	1.1%											0.6%

Please Note: Ridership is based on ticket sales data.

February COMMUTATION RIDERSHIP

- February Commutation Ridership was -0.5% below '19 and -8.0% below 2020 Budget.

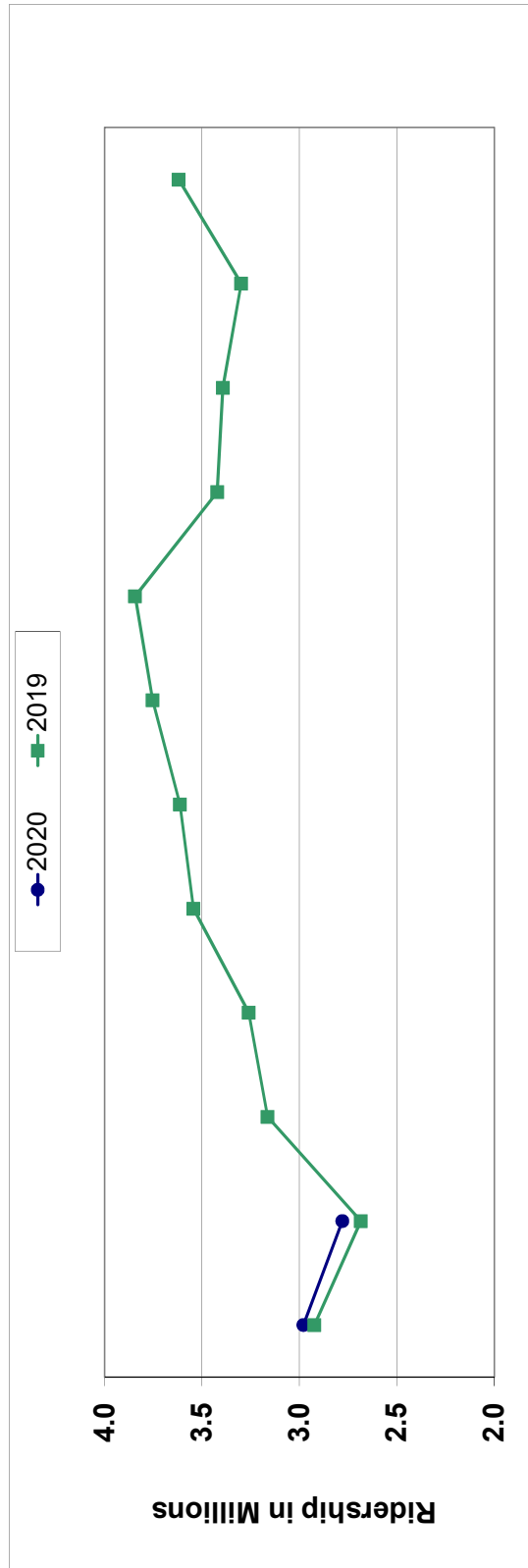


		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Y-T-D Total
2020		4.2	3.9	4.4	4.5	4.4	4.1	4.2	4.1	4.1	4.8	3.9	4.0	8.1
2019		4.2	3.9	4.4	4.5	4.4	4.1	4.2	4.1	4.1	4.8	3.9	4.0	8.1
PCT CHG.		-1.2%	-0.5%											-0.9%

Please Note: Ridership is based on ticket sales data.

February NON-COMMUTATION RIDERSHIP

- February Non-Commutation Ridership was 3.5% above '19 and 1.6% above 2020 Budget.

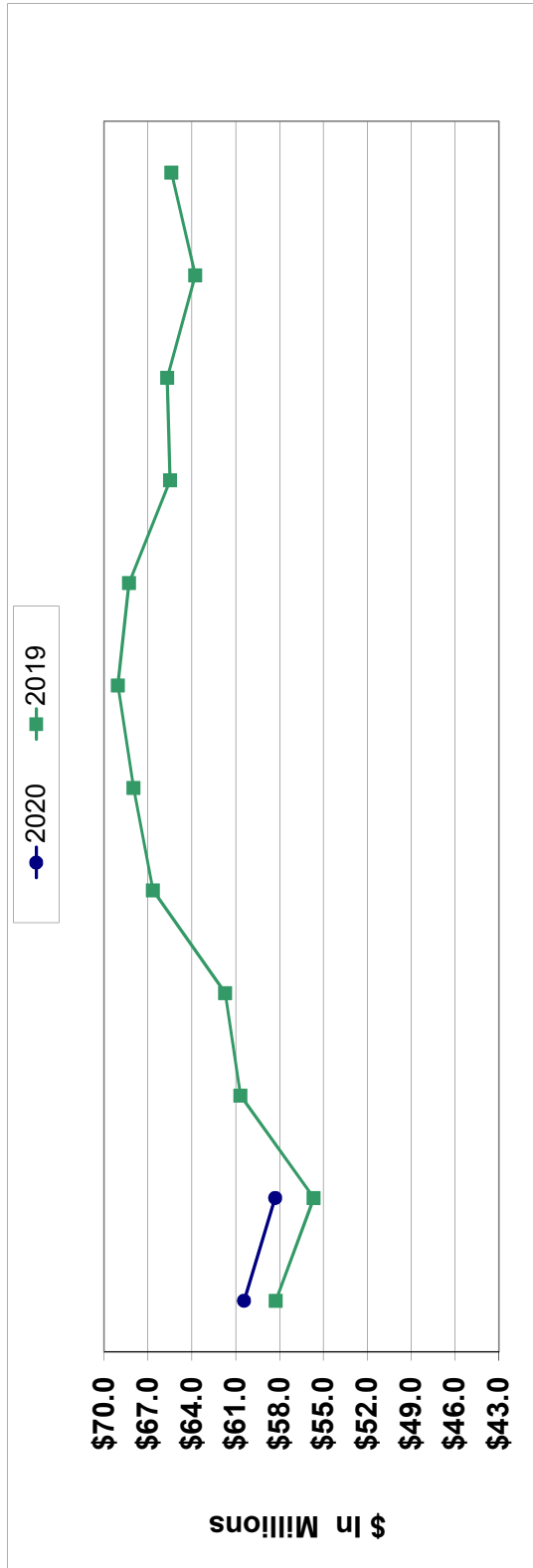


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Y-T-D Total
2020	3.0	2.8											5.8
2019	2.9	2.7	3.2	3.3	3.5	3.6	3.8	3.8	3.4	3.4	3.3	3.6	5.6
PCT CHG.	2.0%	3.5%											2.7%

Please Note: Ridership is based on ticket sales data.

February REVENUE

- February Total Revenue was 4.8% above '19 and 0.1% above 2020 Budget.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Y-T-D Total
2020	\$60.4	\$58.3	\$60.7	\$61.7	\$66.7	\$68.0	\$69.1	\$68.3	\$65.5	\$65.7	\$63.8	\$65.4	\$118.7
2019	\$58.3	\$55.7	\$60.7	\$61.7	\$66.7	\$68.0	\$69.1	\$68.3	\$65.5	\$65.7	\$63.8	\$65.4	\$113.9
PCT CHG.	3.7%	4.8%											4.2%

*Fare increase was implemented in April 2019.

Please Note: Ridership is based on ticket sales data.

**MTA LONG ISLAND RAIL ROAD
RIDERSHIP SUMMARY
February 2020**

TICKET TYPE/SERVICE	February 2020	*February 2019	CHANGE VS. 2019	
			NUMBER	PERCENT
COMMUTATION RIDERSHIP	3,860,110	3,880,101	(19,992)	-0.5%
NON-COMMUTATION RIDERSHIP	2,779,897	2,684,722	95,175	3.5%
TOTAL RIDERSHIP	6,640,007	6,564,823	75,183	1.1%

**MTA LONG ISLAND RAIL ROAD
RIDERSHIP SUMMARY
2020 YEAR-TO-DATE**

TICKET TYPE/SERVICE	February 2020	*February 2019	CHANGE VS. 2019	
			NUMBER	PERCENT
COMMUTATION RIDERSHIP	8,051,853	8,124,153	(72,300)	-0.9%
NON-COMMUTATION RIDERSHIP	5,759,872	5,607,363	152,509	2.7%
TOTAL RIDERSHIP	13,811,725	13,731,516	80,209	0.6%

* 2018 ridership numbers were adjusted using 2019 factors.

**MTA LONG ISLAND RAIL ROAD
REVENUE SUMMARY
February 2020**

REVENUE	February 2020	February 2019	CHANGE VS. 2019	
			AMOUNT	PERCENT
COMMUTATION REVENUE	\$31,987,128	\$31,113,725	\$873,403	2.8%
NON-COMMUTATION REVENUE	\$26,314,821	\$24,539,116	\$1,775,705	7.2%
TOTAL REVENUE	\$58,301,949	\$55,652,841	\$2,649,108	4.8%

**MTA LONG ISLAND RAIL ROAD
REVENUE SUMMARY
2020 YEAR-TO-DATE**

REVENUE	February 2020	February 2019	CHANGE VS. 2019	
			AMOUNT	PERCENT
COMMUTATION REVENUE	\$63,861,933	\$62,279,137	\$1,582,796	2.5%
NON-COMMUTATION REVENUE	\$54,862,880	\$51,629,064	\$3,233,816	6.3%
TOTAL REVENUE	\$118,724,813	\$113,908,201	\$4,816,612	4.2%



Long Island Rail Road

CAPITAL PROGRAM REPORT

**LONG ISLAND RAIL ROAD - CAPITAL PROGRAM HIGHLIGHTS
FEBRUARY 2020**

L70204U9: JAMAICA STATION PLANNING AND ENGINEERING

Milestone: Contract Award \$3,631,274

Project Budget: \$10.00M

A Construction Contract for Signage, Wayfinding, Lighting, and Pedestrian Flow Improvements at Jamaica as part of the LIRR-to-AirTrain Wayfinding Improvements Project was awarded to LoDuca Associates Inc for \$3,631,274. Signage and Wayfinding are key elements in improving the connections among the AirTrain, LIRR, and New York City Transit subway service. Enhancing the static and digital signage, improving the lighting, and implementing other improvements will facilitate customer access and pedestrian flow to/from the JFK AirTrain and contribute to a more user-friendly experience.

L70701XQ: 4,160 VOLT FEEDERS

Milestone: Beneficial Use

Project Budget: \$1.60M

Replacement of the 4,160 Volt Feeder Service at the Jay, Hall, and Dunton Ring Feeds, located within the vicinity of Jamaica Station, is complete. These feeder cables run from the public utility feed to the LIRR facility. Cables and associated equipment were replaced as part of the LIRR's efforts to address present and future service increases and power demands.

L70204VW: AMITYVILLE PLATFORM CANOPY ROOF [SBDP]

Milestone: Beneficial Use

Project Budget: \$1.54M

Replacement of the platform canopy roof at Amityville Station in Suffolk County is complete. This mentor project addressed the structural deterioration of the old existing roof and panels and the subsequent leaks, by removing and replacing the roofing system and installing new drainage downspouts.

SMALL BUSINESS DEVELOPMENT PROGRAM

New contract/s awarded this month:

- None

Contract/s completed this month:

- Amityville Platform Canopy
- St Albans Station Renewal

2020 LIRR Capital Program Goals

