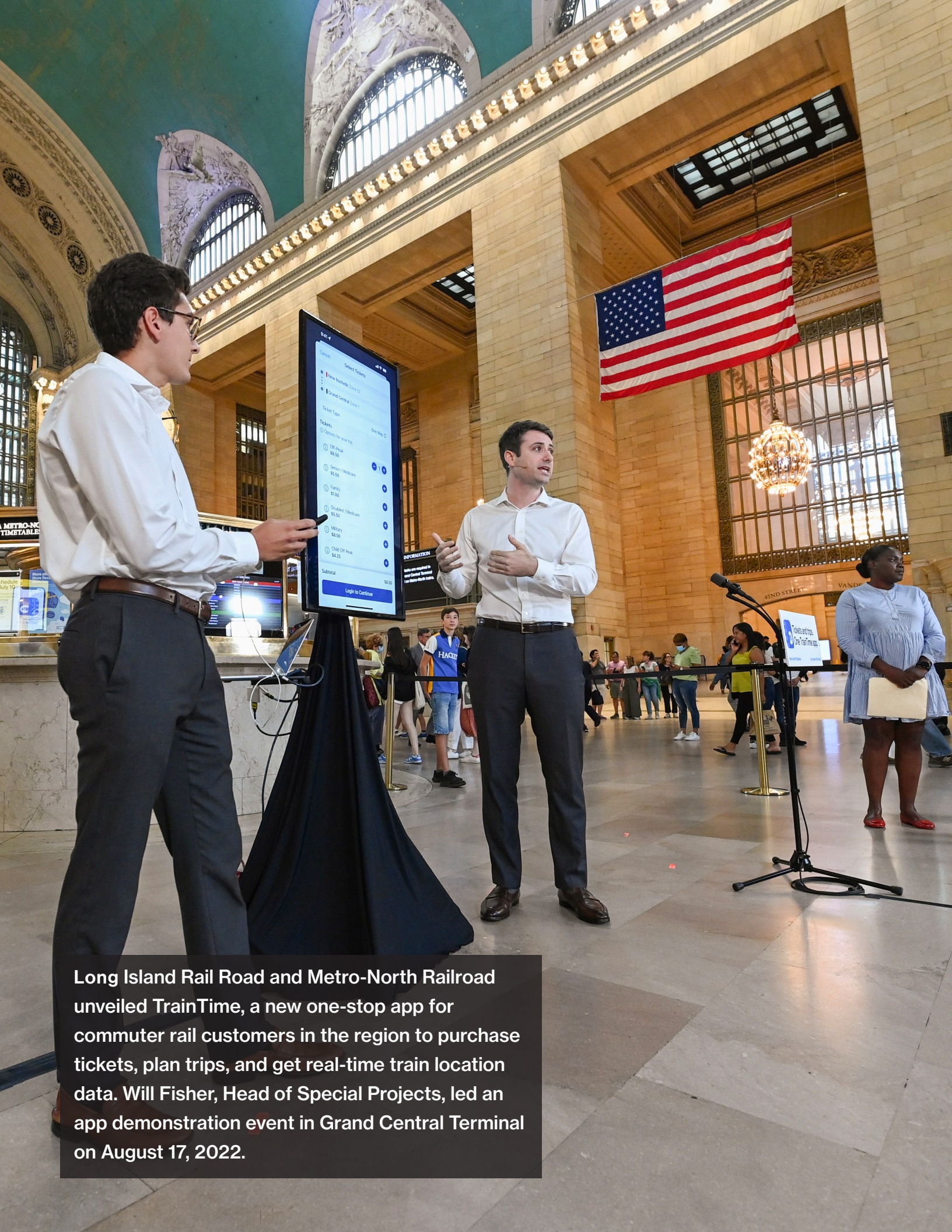


A photograph of a red and black train engine on tracks. The engine is the central focus, with its front end facing the viewer. The tracks run parallel to the engine, leading into the distance. Overhead power lines and support structures are visible in the background, creating a complex network of metal beams and wires. The lighting is bright, suggesting a clear day.

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

September 2022



Long Island Rail Road and Metro-North Railroad unveiled TrainTime, a new one-stop app for commuter rail customers in the region to purchase tickets, plan trips, and get real-time train location data. Will Fisher, Head of Special Projects, led an app demonstration event in Grand Central Terminal on August 17, 2022.

This performance metrics document was prepared for the September 2022 meeting of the Joint Long Island Rail Road & Metro-North Railroad Committees.

2 Broadway • New York, NY 10004
September 19, 2022

Table of Contents

Message from the President 4

Metro-North Railroad

Ridership 10
Financial Results 11
Performance 12
Major Projects 14
Customers and Communities 15
Safety and Security 16

Long Island Rail Road

Ridership 20
Financial Results 21
Performance 22
Major Projects 24
Customers and Communities 25
Safety and Security 26



MESSAGE FROM THE PRESIDENT



Cathy Rinaldi
President, Metro-North Railroad
Interim President, Long Island Rail Road

Ridership Recovery Strengthens

The railroads' weekday ridership recovery continued at a very healthy pace this summer. Average Metro-North weekday ridership reached 57% of pre-pandemic levels in July, or 150,100 riders, up 50% from last year. The numbers held steady in August, with Metro-North hovering at 55% of pre-pandemic ridership, or 146,500 riders, up 52% from 2021. On LIRR, the numbers tell a similar story, with average weekday ridership reaching 59% of pre-pandemic levels in July, and 60% in August. LIRR's average weekday July ridership of 172,600 was 40% higher than 2021, and its August average weekday ridership of 173,300 was 42% higher than 2021.

On weekends, the ridership comeback was even more pronounced. Metro-North average weekend ridership was 92% of pre-pandemic levels in July and 93% in August. Metro-North carried an average of 81,000 riders per day each weekend in July, up 33% from 2021, and 82,300 per weekend day in August, up 56% over 2021. LIRR reached 86% of weekend pre-pandemic ridership in July and 90% in August, with the LIRR's average of 87,700 riders in July a 21% increase over 2021, and its 92,100 average riders in August a 40% increase over 2021.

Rail Schedules Meet Customer Needs

The railroads have been able to grow ridership thanks to thoughtfully designed service schedules that our customers are looking for. Sporting events and concerts at major New York City area venues significantly contribute to the growth in discretionary trips. Since July, LIRR has provided service to 30 Mets baseball games at Citi Field and 20 days of tennis at the US Open. Metro-North has provided service to 24 baseball games at Yankee Stadium, plus event-day service to the Bad Bunny concert at Yankee Stadium on August 28.

The new stretch of third track on the LIRR Main Line has already improved service for Long Island commuters. LIRR began service on the first section of the Main Line's new third track, serving New Hyde Park and Merillon Avenue, on August 15. The second section, serving Mineola, opened on Tuesday, August 30, and a third and final section of the third track will open this fall. This will mean more room for more trains – a 40% systemwide service increase is planned to begin when Grand Central Madison opens this year.

In Connecticut, Metro-North introduced 13 new trains per weekday starting on July 11, including seven on the Waterbury Branch and six new four-stop super-express trains on the New Haven Line. These super-express trains stop only at Grand Central Terminal, Stamford, Bridgeport and New Haven and make the trip in as little as 1 hour and 39 minutes. This pilot is made possible with funding from the Connecticut Department of Transportation. Customer feedback on the additional service has been positive.

New App Combines LIRR and Metro-North Trip Planning and Ticket Purchasing

In August, the MTA launched the new TrainTime app, a single app for both LIRR and Metro-North. TrainTime replaces the previously separate scheduling and ticketing apps for each railroad. The new app provides a more consistent experience across both railroads with greater visibility into upcoming train arrivals and seating availability, as well as an in-app chat function to receive real-time customer support.

The customer response to the app has been overwhelmingly positive, with 50,000 downloads within a few hours of the new app launching, and nearly 250,000 downloads to date. Since the launch date, the app has seen 1.2 million users, nearly 3.4 million ticket activations, and 1.6 million ticket purchases.

Once Grand Central Madison opens later this year, the app will provide customers traveling from Long Island to Metro-North territory, and vice versa, the ability to plan their full trip and purchase both tickets in the single app.

This new app exemplifies the collaboration that continues between the two railroads in departments across the agencies. For example, our Safety, Track and Mechanical departments have been working together to find solutions and understand best practices to solve problems commonly seen on both railroads. Even our new condensed Joint LIRR and Metro-North Board Committee book is the result of significant collaborative efforts across both agencies.

40%
increase in LIRR
service after
Grand Central
Madison opens

250,000
TrainTime app
downloads to date

6
new super-express
trains on the New
Haven Line

MESSAGE FROM THE PRESIDENT

Station Improvements Continue Strong Pace

On Tuesday, September 6, Governor Hochul joined MTA leaders to unveil a dramatically more spacious LIRR Concourse at Penn Station. Crews have widened the concourse to 57 feet from 30 feet and have raised the ceilings to 18 feet. The expanded concourse is filled with colorful digital displays distributed generously throughout the concourse to show train departures.

The efforts to improve the customer experience extend to stations across LIRR. On August 28, LIRR opened a rebuilt overpass at Huntington that is fully enclosed with glass panel walls, welcoming in natural light and features brighter LED lighting and CCTV security cameras. On August 19, LIRR announced the successful installation of Wi-Fi and enhanced cell service at Jamaica Station, with coverage on platforms, in waiting rooms, and in the Sutphin Boulevard underpass.

Engaging Riders with “Customer Counts” Bi-Annual Survey and “Connect With Us” Forums

LIRR and Metro-North continued our “Connect With Us” forums, which were held on July 18 at Port Jefferson and on August 18 at Mamaroneck.

Results from the MTA Spring 2022 Customers Count Survey are in. The response rate was high, and respondents included both current and lapsed customers. Over 268,000 customers responded to the survey, with commuter railroad customers winning the top spot for overall satisfaction. 87% of Metro-North and 81% of LIRR customers rated their overall transportation experience as satisfied or very satisfied. Customers also told us that they are using rail services more frequently — over 20% more often. These results are encouraging, reflecting the schedule adjustments and other customer service improvements we have made to accommodate changing travel patterns and to more closely meet our customers’ travel needs.

Metro-North Railroad and Long Island Rail Road remain committed to providing new and innovative ways to support our current ridership and bring back more customers.



entral

24

METRO-NORTH RAILROAD



7:20 AM

Northbound

NO SMOKING

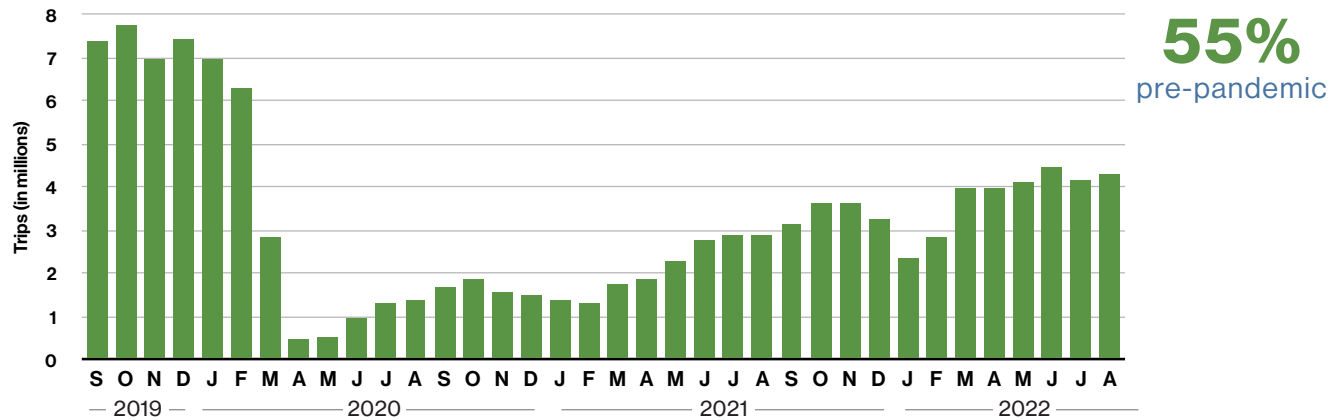


Metro-North Railroad

RIDERSHIP

Monthly Ridership

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



Data Review

July and August 2022 sustained strong ridership levels that have been present on Metro-North since March 2022, when we first reported over 4 million trips taken compared to pre-pandemic. While July and August did not see as strong a bump in ridership than June experienced, this was expected due to the seasonality of ridership. Since August 2021, ridership has increased nearly 50%.

Moving Forward

Total ridership continues to grow when compared to July and August of 2021. Commutation ridership (those who use Metro-North to regularly commute) is growing at a faster rate than non-commutation ridership (those who use Metro-North for non-commuting purposes). New fare promotions, such as the 20-trip ticket and 10% discount on monthly tickets, as well as more people returning to the office, contributed to the commutation growth. Non-commutation ridership continues to have a higher market share than pre-pandemic, although the gap is narrowing.

Average weekday ridership in August 2022 was relatively flat compared to July 2022, reflecting typical summer travel and commuting patterns. Events and attractions in the Bronx and Hudson Valley throughout the summer brought riders onto Metro-North, including Yankee Clipper™ service, which performed strongly in the month of August serving 12 home games at Yankee Stadium. Additionally, more recreational trips to Appalachian Trail, Manitou, and the newly reopened Breakneck Ridge Station were accommodated in August 2022 compared to last year.

Metro-North expects ridership to increase noticeably in September as the vacation season ends and more offices and schools reopen.



FINANCIAL RESULTS

2022 Revenues & Expenses, August Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$277.2	\$291.1	\$13.9
Farebox Revenues	\$258.5	\$274.0	\$15.5
Other Revenues	\$18.7	\$17.2	(\$1.6)
Total Non-Reimbursable Expenses	\$949.5	\$933.4	\$16.1
Labor Expenses	\$632.7	\$657.0	(\$24.3)
Non-Labor Expenses	\$316.8	\$276.4	\$40.4
Non Cash Liabilities	\$214.2	\$201.3	\$12.9
Net Surplus /(Deficit) - Accrued	(\$886.4)	(\$843.6)	\$42.9

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	5,554	5,744	(190)
Reimbursable	836	374	462
Total Positions	6,390	6,117	272

Data Review

Through August, farebox revenue was \$15.5 million higher than the mid-year forecast due to higher-than-expected ridership and yield per passenger. The Mid-year forecast for revenue is based on January through April actual data and the revised McKinsey & Co. ridership projection.

Labor expenses are higher than the mid-year forecast by \$24.3 million due to vacancy coverage requirements and lower reimbursable recoveries. At the end of August, there were 272 vacancies above the mid-year forecast, and 778 vacancies against the year-end authorized headcount.

Non-labor expenses are favorable to the mid-year forecast by \$40.4 million, primarily driven by lower material and energy usage as well as delayed maintenance and professional service contracts.

Moving Forward

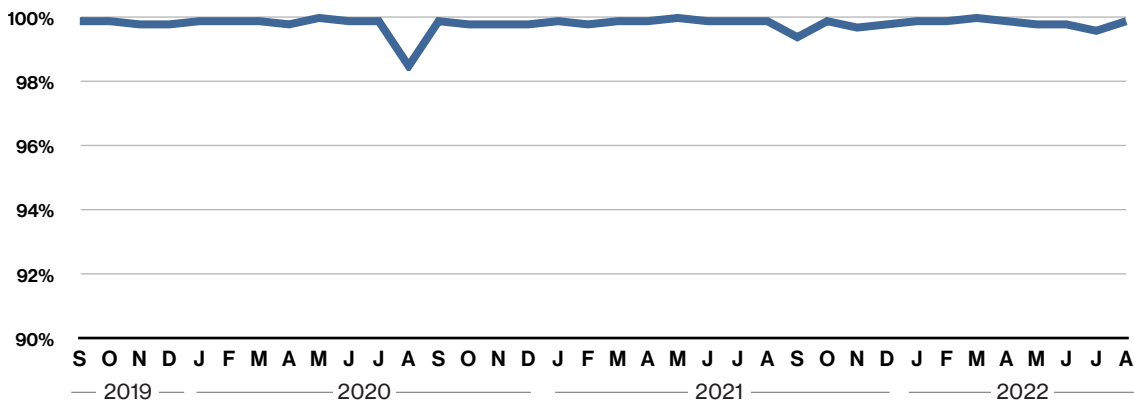
Growing staff to budgeted targets across all crafts remains a focus. On August 24, MNR held a skilled craft information session at Grand Central Terminal and will be holding an additional job fair in New Haven on October 15. We are aware of the financial challenges faced by the MTA, and continually looking for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

Metro-North Railroad

PERFORMANCE

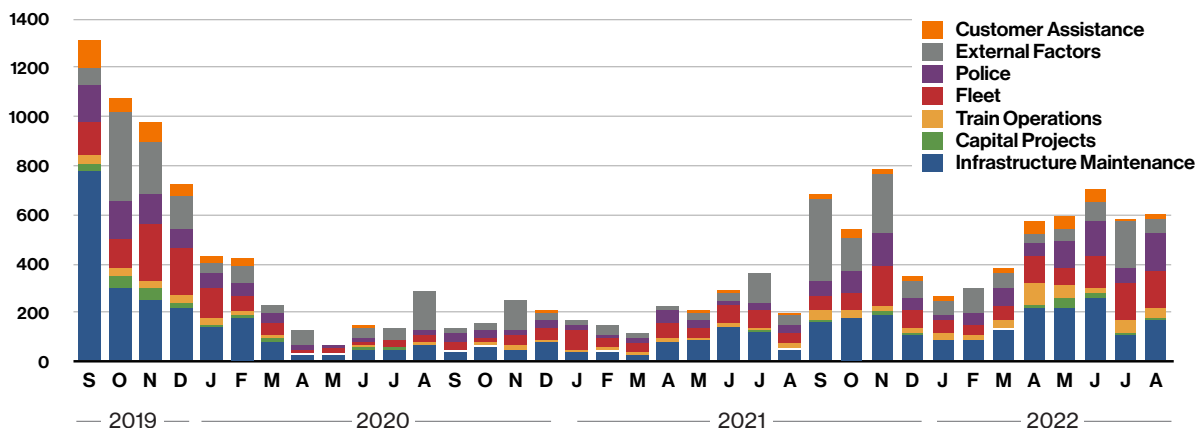
Service Delivered

The share of scheduled train trips completed



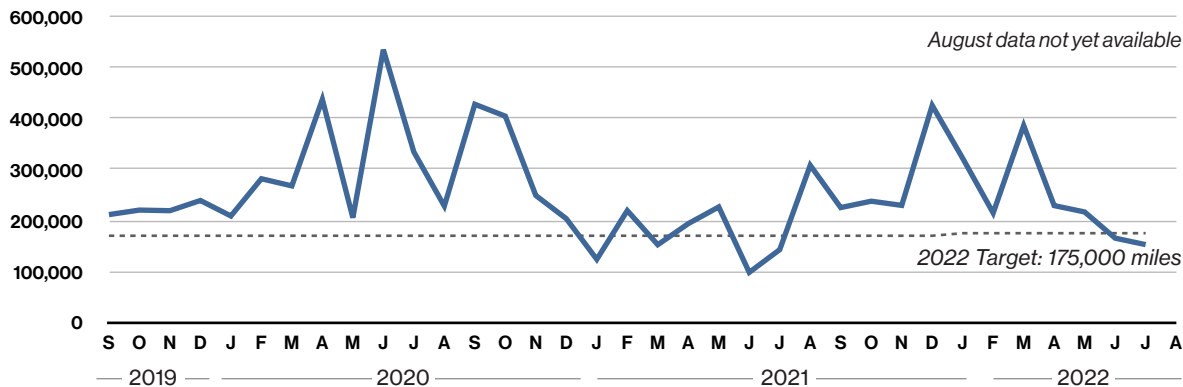
Delays by Type

The number of delayed trains by type of delay incident



Mean Distance Between Failures

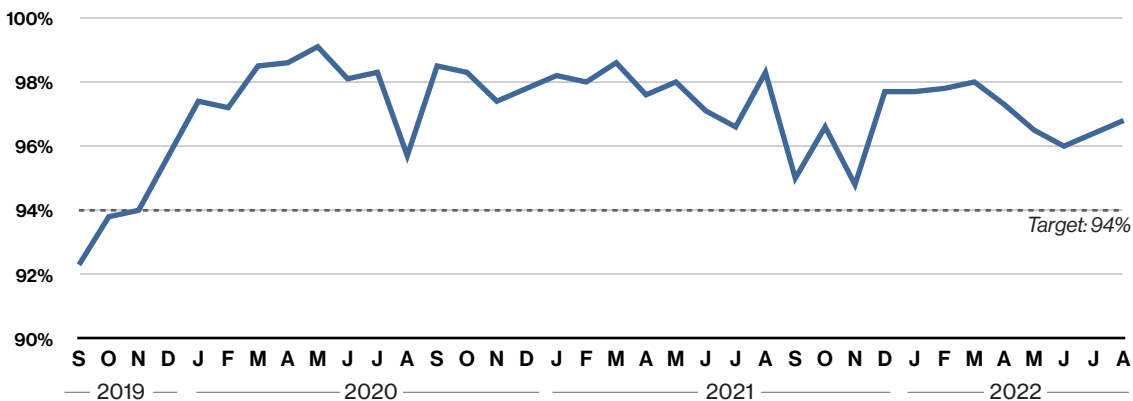
The average number of miles a railcar or locomotive travels before failing and causing a delay



PERFORMANCE

On-Time Performance

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



On-Time Performance, by Line

	July	August		July	August
Hudson	96.0%	96.5%	Port Jervis	94.9%	93.2%
Harlem	97.0%	96.9%	Pascack Valley	96.1%	94.4%
New Haven	96.3%	96.8%			

Data Review

Metro-North's service delivered remained above 99% through August. Incidents resulting in delayed or cancelled trains decreased in July compared to June but increased in August. On July 18, a rainstorm with severe flooding caused 64 delays and 26 cancellations. In August, five major incidents including trespasser-strike incidents, police activities, and a train with mechanical issues led to 156 delays. Despite the uptick in major incidents, overall on-time performance in August improved to 96.8% from 96.4% in July.

The mean distance between failures was 152,581 miles in July, below our monthly goal. This is primarily due to issues related to Positive Train Control and the July 18 rainstorm that caused severe flooding throughout Metro-North's operating territory. Overall, the year-to-date mean distance between failures remains above goal at 218,299 miles. To mitigate the equipment failures, Metro-North is in the process of updating our onboard PTC software, which is the primary cause of these incidents.

Moving Forward

Metro-North will be implementing a schedule change on Sunday, October 16 to account for updated ridership patterns and planned infrastructure work. Additionally, as hurricane season peaks, we continue to monitor major weather events and perform coastal storm preparedness activities to ensure safe and reliable service for our customers.



Metro-North Railroad

MAJOR PROJECTS

Rehabilitating the Harlem River Lift Bridge



In August, Metro-North completed rehabilitation of the Harlem River Lift Bridge (HRLB), Metro-North Railroad's longest span bridge east of the Hudson River and the only vertical lift span bridge operated by the railroad. A vital piece of infrastructure for the railroad, all trains traveling to and from Grand Central Terminal must cross over the HRLB and Metro-North trains carry 265,000 passengers over the bridge each day.

To ensure this vital rail link between Grand Central Terminal, New York City's northern suburbs, and Connecticut remains operational, this project addressed waterside protection, pier rehabilitation, seismic retrofit, safety improvements, and various other repairs.

The bridge's fender system, which acts as a barrier for the piers located in the navigation channel, have deteriorated over time and were replaced with new composite lumber fenders. Additionally, U.S. Coast Guard-approved navigation lights were installed on the fenders. These improvements will protect the bridge from potential ship collisions.

Piers were rehabilitated by repairing cracks throughout the existing concrete structures. The section of the piers above the waterline were encapsulated in new, steel-reinforced concrete, and a coating was added to all piers to protect against water intrusion.

The bridge is in a seismic zone and as such, a seismic retrofit that strengthened the counterweight guiderails and the piers at the column shoes was necessary. Additional repairs were made on the Bronx side approach spans that cross over the Major Deegan Expressway. Safety improvements include new illuminated aerial markers atop the lift towers, improved access to the tower roof, new lightning protection, and repair of safety flags.

These repairs to the HRLB ensure the bridge's long-term integrity and safety, and provide a more reliable trip for the hundreds of thousands of customers who rely on the bridge daily to travel to and from Grand Central Terminal.

CUSTOMERS & COMMUNITIES

Metro-North Stakeholders Visit the Sites of Major Projects

Elected Officials Tour Park Avenue Viaduct

On August 24, MTA Construction & Development, Government and Community Relations and the Metro-North project team held a site meeting of the Park Avenue Viaduct project for Assemblymember Amy Paulin, Chair of the New York State Assembly Committee on Corporations, Authorities and Commissions. The project will replace or rehabilitate major segments of the aging Viaduct, which was originally built in 1893 and has exceeded its useful design life.



NYS Assemblymember Amy Paulin visits the Park Avenue Viaduct

The Park Avenue Viaduct is a vital piece of infrastructure for Metro-North and the project will replace or rehabilitate major segments of the aging Viaduct, which was constructed in 1893.

All Metro-North trains along the Hudson, Harlem and New Haven Lines must travel on the Park Avenue Viaduct to get in and out of Grand Central Terminal. The project focuses on the elevated steel structure that carries four tracks along Park Avenue between East 110th Street and the Harlem River Lift Bridge. The goal of the project is to replace major segments of the structure as quickly and safely as possible, while minimizing impacts to the surrounding neighborhood.

The project team has been engaging community stakeholders through a regularly convening stakeholder advisory group and has brought STEM education to local schools based on the project.

Permanent Citizens Advisory Council Tours Grand Central Madison



Advocacy groups PCAC and MNRCC tour Grand Central Madison

As the official opening of Grand Central Madison nears, MTA staff have been providing tours of the new concourse to stakeholder groups. On August 18, members of the commuter advocacy groups Permanent Citizens Advisory Committee (PCAC) and Metro-North Railroad Commuter Council (MNRCC) attended a tour of the new concourse.

PCAC and MNRCC members toured the four new entrances to Madison Avenue, new entrances into the existing spaces of Grand Central Terminal, and the passageways between E 45 and E 47 Streets. Members also saw the eight tracks and four platforms on two new

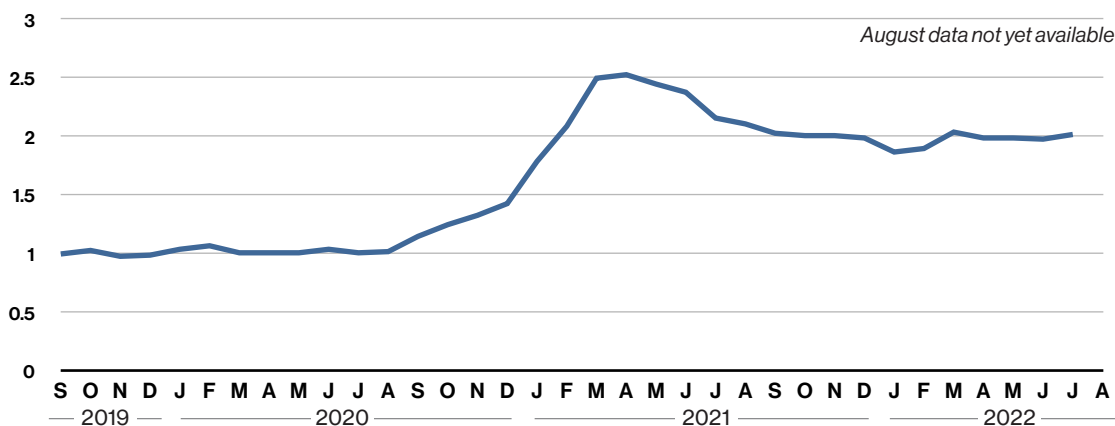
levels below the existing lower level of Grand Central Terminal. When opened, Grand Central Madison will unlock greater regional mobility between LIRR and Metro-North.

Metro-North Railroad

SAFETY & SECURITY

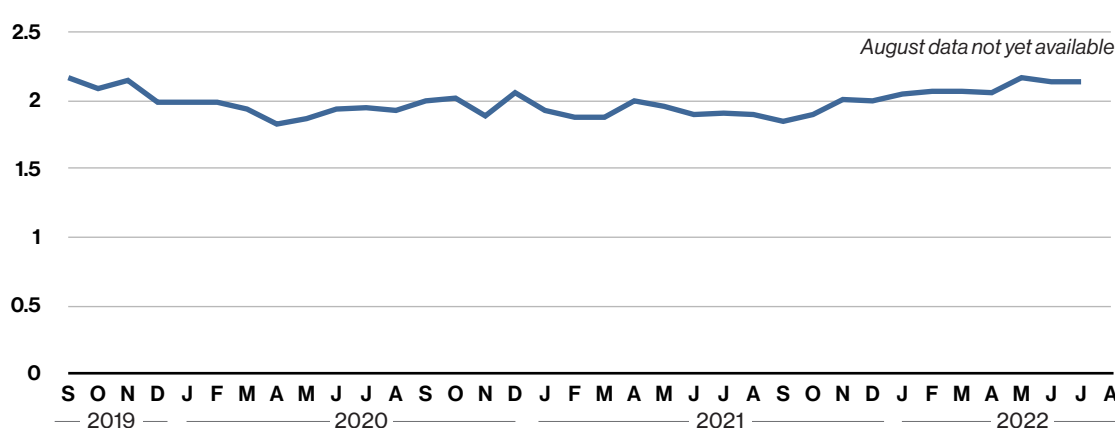
Customer Accident Rate

The number of reportable customer accidents per million customers



Employee Lost Time Injury Rate

The number of reportable employee lost time accidents per 200,000 hours worked



Data Review

For the current 12-month reporting period, August 2021 through July 2022, the reportable customer injury rate decreased from 2.16 to 2.02 per one million customers, compared to the prior reporting period, August 2020 through July 2021. The reportable employee lost time injury rate increased from 1.91 to 2.14 per 200,000 working hours, compared to the prior reporting period.

Moving Forward

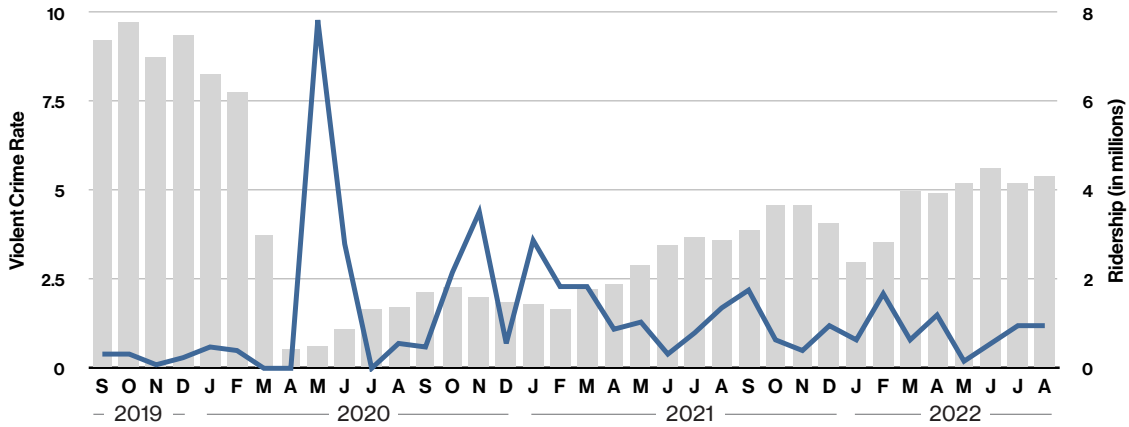
To promote National Rail Safety Week from September 19-25, Metro-North is holding interactive safety outreach events for the public at six stations and five grade crossings in New York and Connecticut. Employee safety events include Red Out for Rail Safety Day on Friday, September 23. To support Suicide Prevention Awareness Month, Metro-North will participate in American Foundation for Suicide Prevention Out of the Darkness Walks in Mamaroneck, NY and Westport, CT.



SAFETY & SECURITY

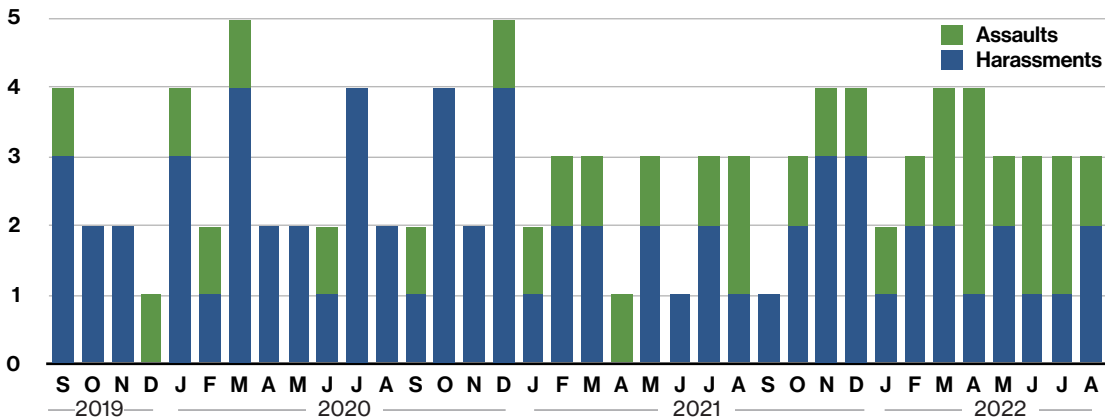
Major Crimes Against Customers

The rate of all violent crimes (murder, rape, robbery, felony assault, grand larceny) against customers, per million customers



Assaults and Harassment Against Employees

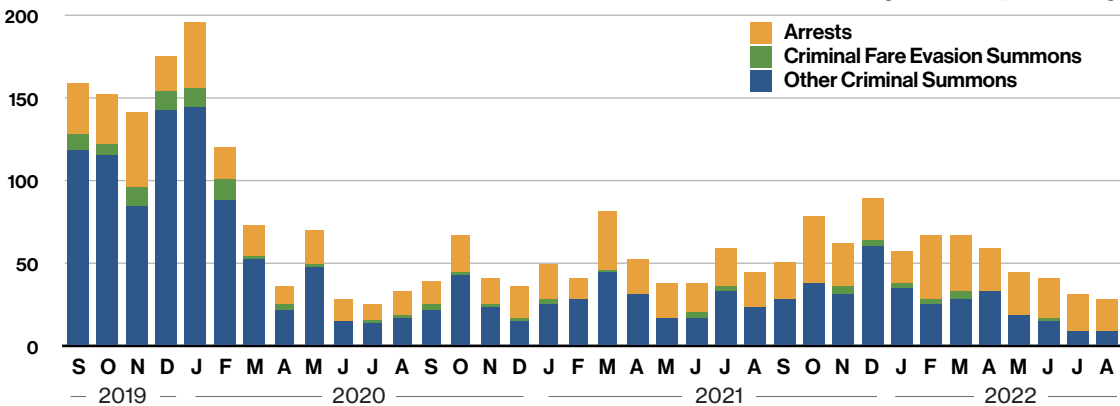
The number of assaults and harassments against Metro-North employees, per NYS criminal law



Summonses and Arrests

The number of criminal summonses issued for fare evasion, the number of criminal summonses issued for other infractions, and the number of arrests made by MTA Police Department

August data subject to change



11:22 Babylon

Patchogue JFK →

11:38 Babylon

JFK →

11:42 Huntington

Far Rockaway JFK →



Long Island Rail Road 11:04:01

TO GET TO...	TAKE THIS TRAIN	TRACK
Albertson	12:16 Ronkonkoma	J
Amagansett	Check TrainTime app	
Amityville	11:05 Babylon	17
Auburndale	11:19 Port Washington	19
Babylon	11:05 Babylon	17
Baldwin	11:05 Babylon	17
Bay Shore	11:22 Babylon	T
Bayside	11:19 Port Washington	19
Bellerose	11:10 Long Beach	J 16
Bellmore	11:05 Babylon	17
Bellport	Check TrainTime app	
Belmont Park	Special Events Only	
Bethpage	11:16 Ronkonkoma	20
Brentwood	11:16 Ronkonkoma	20
Bridgehampton	Check TrainTime app	
Broadway	11:49 Port Washington	
Carle Place	11:42 Huntington	
Cedarhurst	11:42 Huntington	J
Central Islip	11:16 Ronkonkoma	20
Centre Avenue	11:10 Long Beach	16
Cold Spring Harbor	11:16 Ronkonkoma	T 20
Copliague	11:05 Babylon	17
Country Life Press	11:10 Long Beach	J 16
Deer Park	11:16 Ronkonkoma	20

J change at Jamaica T other transfer required

LONG ISLAND RAIL ROAD

10:00:31
17
16
20
19

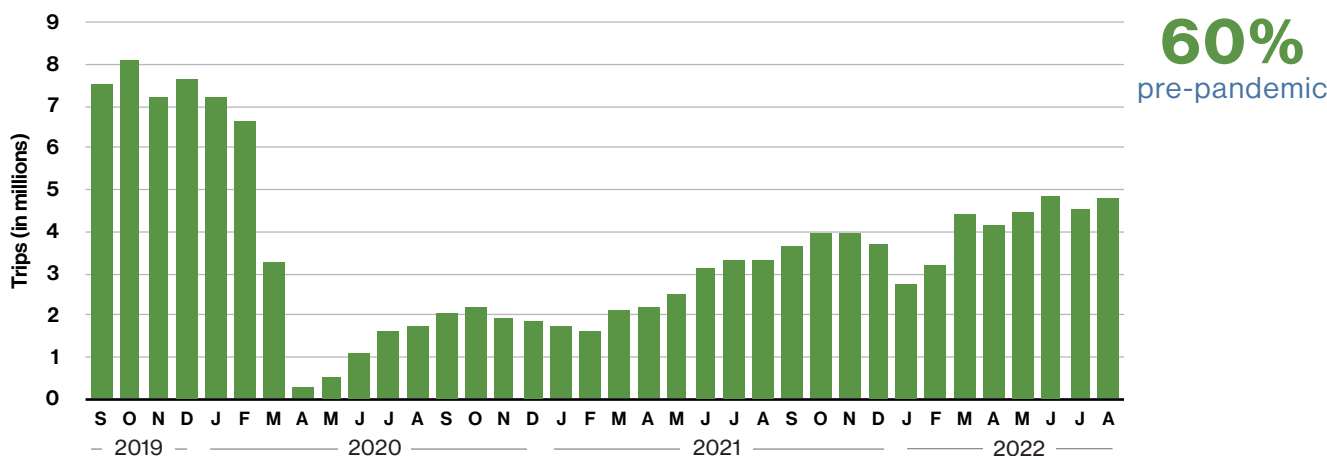


Long Island Rail Road

RIDERSHIP

Monthly Ridership

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



Data Review

July and August ridership on LIRR continues strong and steady, with over 4 million trips taken monthly since March 2022. Reflecting typical summer-vacation patterns and heat-related weather events affecting the region, the average weekday ridership in July 2022 experienced a decrease compared to June 2022 following several months of increased ridership. In August, ridership increased 2.9% compared to July, reflecting more trips during the work week.

Moving Forward

Total ridership continues to grow when compared to the same month of the previous year. Commutation ridership (those who use LIRR to regularly commute) is growing at a faster rate than non-commutation ridership (those who use LIRR for non-commuting purposes). New fare promotions, such as the 20-trip ticket and 10% discount on monthly tickets, in addition to more people returning to the office, contributed to the commutation growth.

Leisure ridership to summer Long Island attractions including beaches, the Hamptons, and wineries increased significantly in July 2022 and August 2022 compared to June 2022, as New Yorkers continued to make Long Island a popular seasonal destination. Events also boosted LIRR ridership, including trips to USB Arena, Madison Square Garden, Citi Field, Yankee Stadium, and Barclays Center for concerts, WWE wrestling, and home games of local sports teams. July and August 2022 also accommodated more bicycle club trips to Long Island.



FINANCIAL RESULTS

2022 Revenues & Expenses, August Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$296.9	\$311.1	\$14.3
Farebox Revenues	\$276.9	\$288.5	\$11.6
Other Revenues	\$20.0	\$22.7	\$2.7
Total Non-Reimbursable Expenses	\$1,134.8	\$1,059.2	\$75.5
Labor Expenses	\$841.9	\$789.4	\$52.5
Non-Labor Expenses	\$292.9	\$269.8	\$23.0
Non Cash Liabilities	\$316.5	\$325.0	(\$8.5)
Net Surplus /(Deficit) - Accrued	(\$1,154.4)	(\$1,073.1)	\$81.3

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,415	6,207	208
Reimbursable	1,293	1,282	11
Total Positions	7,709	7,489	220

Data Review

Through August, farebox revenue was \$11.6 million higher than the mid-year forecast due to higher-than-expected ridership and yield per passenger. The Mid-year forecast for revenue is based on January through April actual data and the revised McKinsey & Co. ridership projection.

Labor expenses are lower than the mid-year forecast by \$52.5 million due to existing vacant positions and their associated fringe costs, lower overtime costs from decreased maintenance requirements, and lower needs of vacancy and absentee coverage. At the end of August, there were 220 vacancies compared to the mid-year forecast and 271 vacancies against the year-end authorized headcount.

Non-labor expenses are also lower than the mid-year forecast by \$23.0 million, driven by the timing of various maintenance and professional service contracts.

Moving Forward

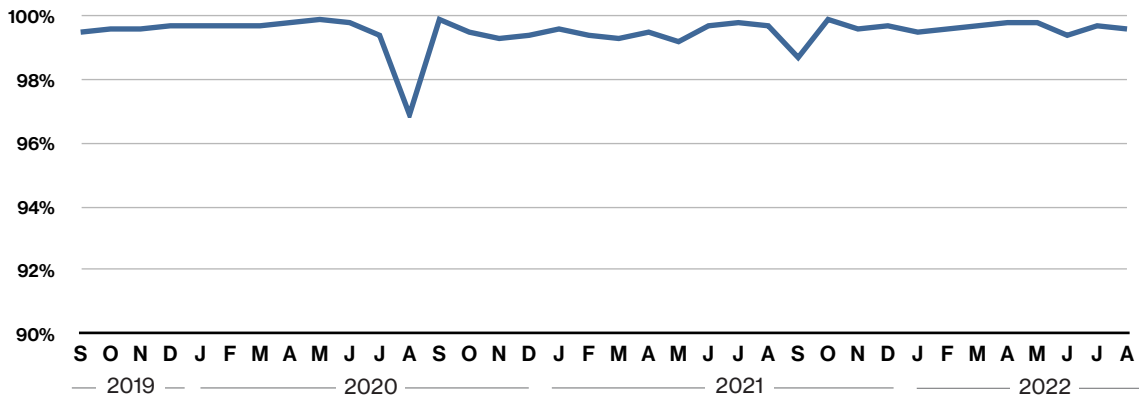
We are aggressively moving forward to fill all vacancies as LIRR prepares to launch service to Grand Central Madison. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

Long Island Rail Road

PERFORMANCE

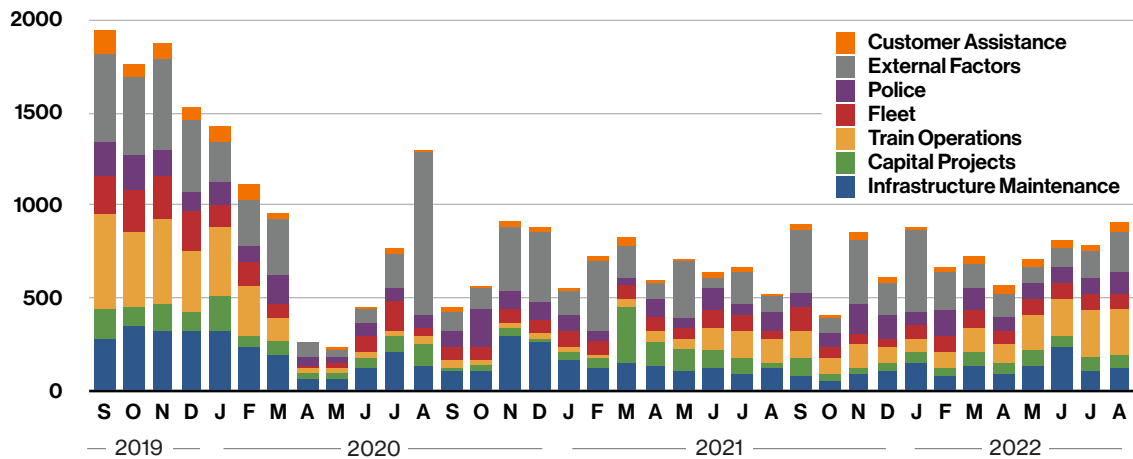
Service Delivered

The share of scheduled train trips completed



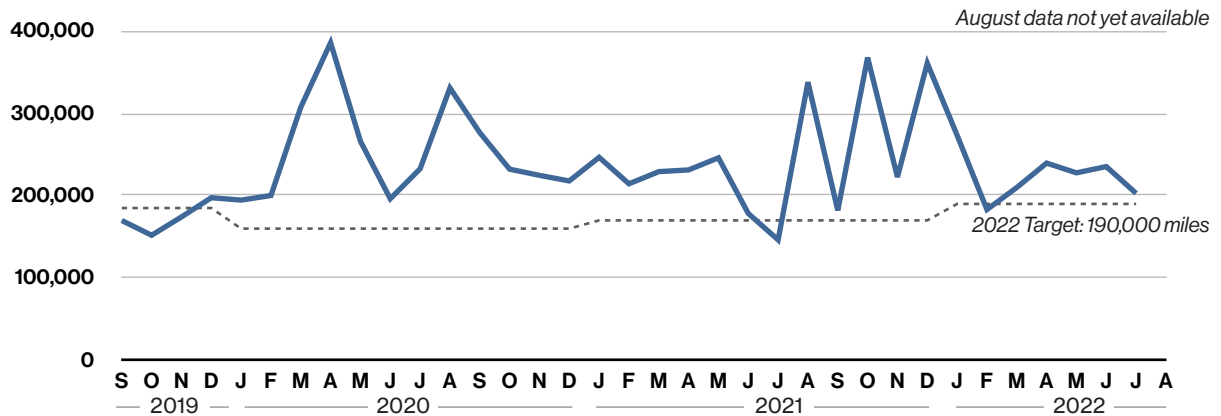
Delays by Type

The number of delayed trains, by type of delay incident



Mean Distance Between Failures

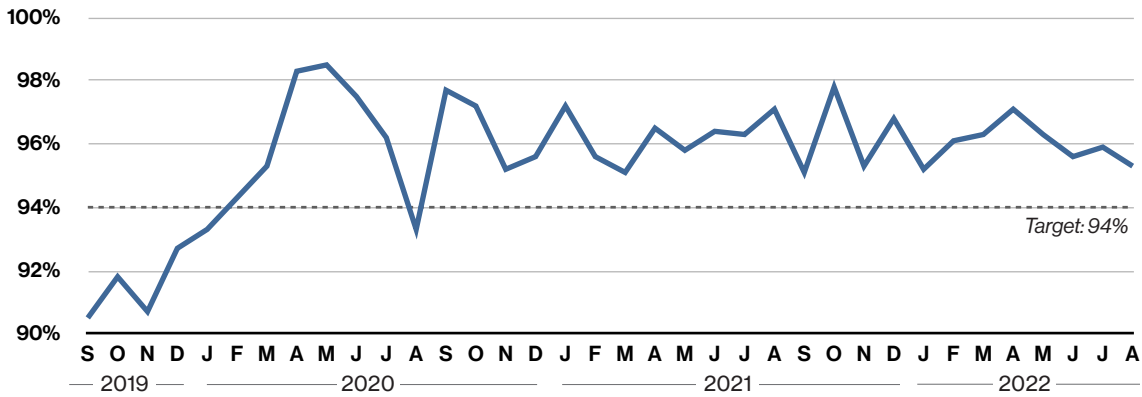
The average number of miles a railcar or locomotive travels before failing and causing a delay



PERFORMANCE

On-Time Performance

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



On-Time Performance, by Branch

	July	August		July	August
Babylon	96.8%	96.4%	Oyster Bay	93.9%	97.6%
Far Rockaway	98.0%	98.2%	Port Jefferson	94.0%	88.5%
Hempstead	96.6%	97.0%	Port Washington	96.9%	95.8%
Huntington	93.8%	91.4%	Ronkonkoma	94.7%	94.5%
Long Beach	97.6%	97.0%	West Hempstead	97.9%	99.0%
Montauk	92.5%	92.1%			

Data Review

LIRR’s service delivered rate, which measures the reliability of service, was 99.7% and 99.6% in July and August respectively. Year-to-date, systemwide on-time performance has seen all LIRR branches operate at or above their on-time performance targets, meaning that the vast majority of trains reached their terminus within 6 minutes of scheduled arrival.

Five incidents in July and ten incidents in August resulted in ten or more late, cancelled, or terminated trains. On July 1, signal trouble at Nassau Interlocking caused 14 late trains. On August 9, an Amtrak-related track condition caused 60 late trains and reduced systemwide monthly performance by 0.3%.

The fleet mean distance between failures, a metric that measures the average number of miles a railcar or locomotive travels before failing or causing a delay, operated 202,809 miles in July, both exceeding the target of 190,000 miles. Year-to-date performance also remains above the target.

Moving Forward

Next month, LIRR will complete the last portion of the Main Line third track project. On October 3, the new segment of third track will be commissioned between Carle Place and Hicksville, providing our system with increased capacity and improved reverse peak service.



LIRR Investment in Substations Powers 40% More Service



LIRR customers have seen numerous benefits from the \$2.6 billion Third Track Project, including grade crossing eliminations, bridge replacements, new sound attenuation and retaining walls, and enhanced stations. When completed, Third Track will enable LIRR to increase service by at least 40 percent. Those extra trains require additional power, and to accommodate that, MTA Construction & Development has been upgrading and replacing eight traction power substations and two signal power substations in the Third Track project corridor.

Substations are critical for providing electrical power to both trains and signals, which help LIRR trains get where they need to go safely and reliably. Electricity is transferred to the railroad's track and signal infrastructure via substations. With the new third track added between Floral Park and Hicksville, additional traction power and signal substations enable the expansion and ensure more reliable service throughout the Main Line.

The New Hyde Park traction power substation was completed on July 29, while substations at New Cassel, Carle Place, Mineola, and Westbury were completed and brought online earlier in the year. The new Hicksville substation is expected to be completed by the end of 2022, and the Merillon Avenue substation is in design. Signal system substations were also replaced at Mineola and Hicksville.

Throughout Long Island, older substations are being replaced as part of the MTA Capital Program. Many of these substations are nearing the end of their design life and while still functional, must be replaced to minimize potential service disruptions. The Ocean Avenue substation on the Babylon Branch is currently under construction to be completed in spring 2023, and replacement of the Jamaica substation is now in procurement and scheduled for completion in the fall of 2024.

CUSTOMERS & COMMUNITIES

Preparing Long Island Customers for Major Improvements This Fall

Celebrating an LIRR Expansion Project Milestone

On August 15, Governor Kathy Hochul, joined by leaders of the MTA, local elected officials, labor leaders, project team members and regional stakeholders on a ceremonial first ride to commemorate the opening of the first section of third track between Floral Park and Hicksville. Officials took the first train on a just-opened three-mile stretch of track between Floral Park and Merillon Avenue stations, disembarking at the upgraded New Hyde Park Station.

On August 31, a second 2.5-mile stretch of track opened for service between Merillon Avenue and Mineola Stations.



Governor Hochul, the MTA project team, and key stakeholders celebrate the ceremonial "first ride" on the new Main Line third track

Gearing Up for New Long Island Service into Grand Central Madison



MTA leadership meets with Long Island community members to discuss Grand Central Madison service changes

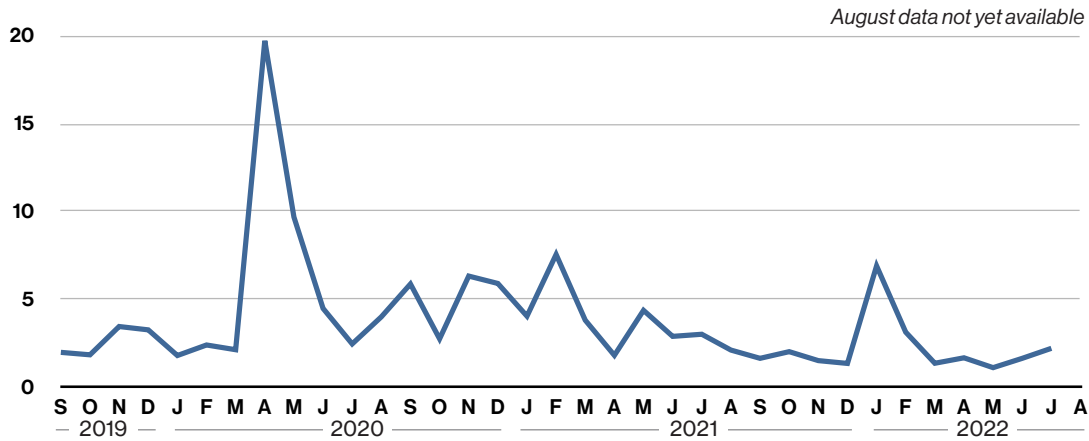
Throughout July and August, MTA leadership held virtual public meetings to receive feedback on the proposed schedules into Grand Central Madison. Since the completion of those meetings, the MTA LIRR's Government and Community Relations team continues to connect with Long Islanders and has been hosting additional virtual and in-person briefings to prepare customers for the upcoming service changes. The team has met with local elected officials, businesses, civic associations, and other stakeholders including elected officials from Southeast Queens, Brooklyn, North Queens, the City of Long Beach, Queens Borough President, Southeast Queens Town Hall, Cornell Cooperative Extension, Federated Blocks of Laurelton, 100 Hispanic Women LI Chapter, Rochdale Village, Grand Central Partnership, and New York State Assemblymember Judy Griffin.

Long Island Rail Road

SAFETY & SECURITY

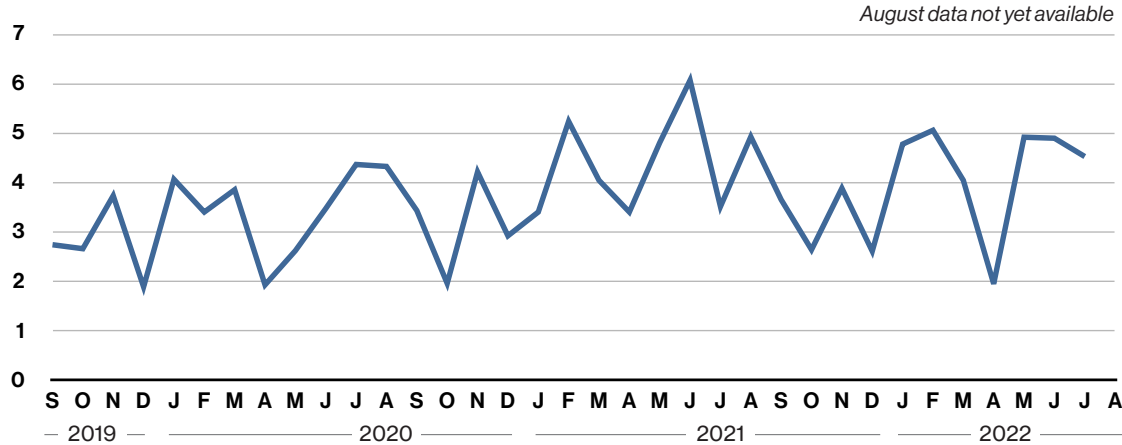
Customer Accident Rate

The number of reportable customer accidents per million customers



Employee Lost Time Injury Rate

The number of reportable employee lost time accidents per 200,000 hours worked



Data Review

For the 12-month reporting period August 2021 through July 2022, the reportable customer injury rate was 2.07 injuries per million customers, down from 4.15 injuries per million customers over the same period last year. The reportable employee lost time injury rate increased slightly from 3.92 injuries per 200,000 hours worked to 3.99 injuries per 200,000 hours worked over the same period last year.

Moving Forward

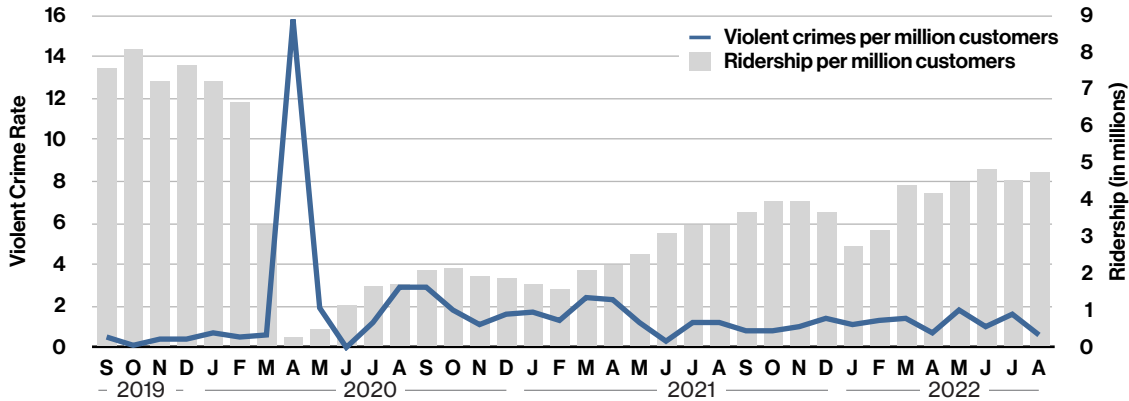
Throughout September, LIRR will be collaborating with Response Long Island and Long Island Crisis Center to educate customers about Suicide Prevention Awareness Month at Baldwin Station and Stony Brook Station. To promote National Rail Safety Week from September 19-25, LIRR will be at Hewlett, Farmingdale, Deer Park, Ronkonkoma, and Stony Brook Stations engaging with customers. This program is a collaborative effort between Metro-North and the New York State Department of Transportation, Federal Railroad Administration, and MTA Police Department.



SAFETY & SECURITY

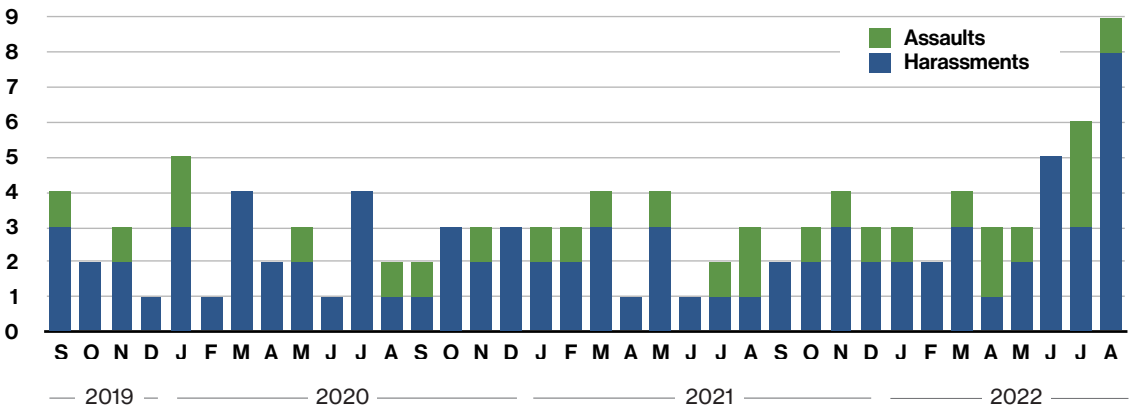
Major Crimes Against Customers

The rate of all violent crimes (murder, rape, robbery, felony assault, grand larceny) against customers, per million customers



Assaults and Harassments Against Employees

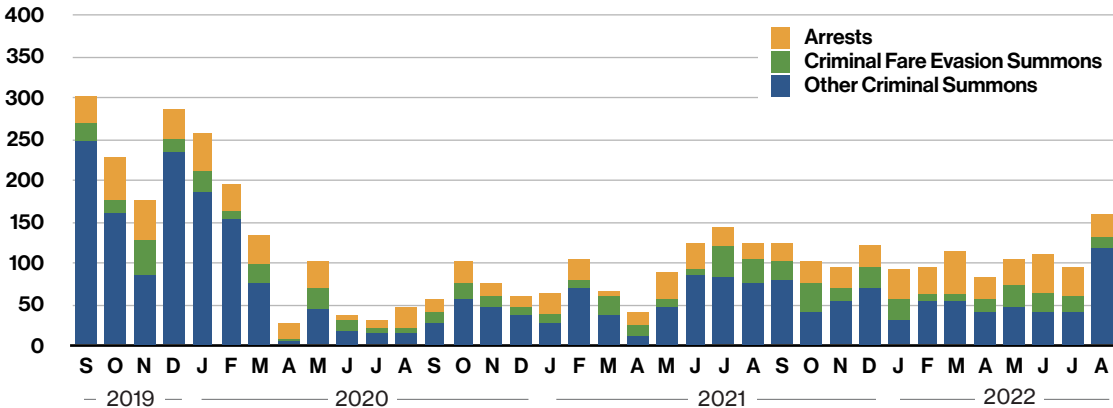
The number of assaults and harassments against LIRR employees, per NYS criminal law



Summonses and Arrests

The number of criminal summonses issued for fare evasion, the number of criminal summonses issued for other infractions, and the number of arrests made by MTA Police Department

August data subject to change



Metro-North Railroad



ABOUT THE METROPOLITAN TRANSPORTATION AUTHORITY, THE LONG ISLAND RAIL ROAD, AND METRO-NORTH RAILROAD

The Metropolitan Transportation Authority is North America's largest transportation network, serving a population of 15.3 million people across a 5,000 square-mile travel area surrounding New York City through Long Island, southeastern New York State, and Connecticut.

Long Island Rail Road is comprised of over 7,000 employees serving over 150,000 passengers a day. We operate 700 trains daily and maintain 125 stations, nearly 700 miles of track, and 27 shops and yards.

Metro-North Railroad is comprised of nearly 6,000 employees serving over 150,000 passengers a day. We operate 700 trains daily and maintain 124 stations, nearly 900 miles of track, and 19 shops and yards.

The MTA is governed by a 23-member Board, organized in eight committees. Members of the Joint Long Island Rail Road and Metro-North Railroad Committee include:

- Samuel Chu, Co-Chair
- Blanca Lopez, Co-Chair
- Frank Borelli
- Gerard Bringmann
- Norman Brown
- Michael Fleisher
- Randy Glucksman
- David Mack
- Harold Porr III
- Vinnie Tessitore
- Midori Valdivia
- Neil Zuckerman