



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

October 2022

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Lieutenant Governor Anthony Delgado, State Senators Leroy Comrie and Anna Kaplan, Interim LIRR President Cathy Rinaldi, MTA Construction & Development President Jamie Torres-Springer, and members of the project team announced the start of westbound train service to UBS Arena on event days. By the end of this year, LIRR will provide full-time, year-round service in both directions.

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

2 Broadway • New York, NY 10004  
October 24, 2022

# Table of Contents

Message from the President ..... 4  
Special Feature ..... 8

## Long Island Rail Road

Ridership ..... 12  
Financial Results ..... 13  
Performance ..... 14  
Major Projects ..... 16  
Customers and Communities ..... 17  
Safety and Security ..... 18

## Metro-North Railroad

Ridership ..... 22  
Financial Results ..... 23  
Performance ..... 24  
Major Projects ..... 26  
Customers and Communities ..... 27  
Safety and Security ..... 28



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



# MESSAGE FROM THE PRESIDENT



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

## Both Railroads Again Break Pandemic-Era Ridership Records

Records are made to be broken, and since last month's update, both railroads again broke their pandemic-era ridership records. Following Metro-North's pandemic-era ridership records of 180,200 set on Tuesday, September 13, and the next day of 181,600 on Wednesday, September 14, the railroad again set a ridership record of 188,800 on Tuesday, September 20, and yet again on Tuesday, October 11, with 192,900 riders. Following LIRR's ridership record of 204,000 set on Wednesday, September 7, the railroad again broke it on Wednesday, September 21, carrying 204,600. Ridership has remained strong throughout the month of October.

## LIRR Main Line Third Track Opens as Crews Prepare for Grand Central Madison Service

The third and final section of the LIRR Main Line Third Track between Carle Place and Hicksville opened on Monday, October 3, with Governor Hochul presiding at a ribbon-cutting ceremony in Westbury. This project opened on time and \$100 million under budget, unlocking huge benefits for LIRR customers and operations, especially in conjunction with the opening of Grand Central Madison service before the end of the year.

With Grand Central Madison service coming into clearer view, crews are performing safety and security drills. For example, LIRR has completed its second day of "advanced pre-revenue testing," operating eight trains simultaneously to test the infrastructure, validate service planning assumptions, and gain experience dispatching the territory. Live emergency drills are planned for three weekends in October and November. Additionally, before the first passenger train rolls, train crews need to gain a detailed understanding of every aspect of the tracks through a Federally mandated process known as "physical characteristics training." Crews need to learn the location of every signal and switch between tracks as well as many other physical characteristics of the new route, such as emergency egress locations, tunnel grades, and station configurations. Train crews have been conducting this training for several months to familiarize themselves with the new stretch of LIRR territory.

This training goes beyond the miles of new tunnels and into the newly built 24-track yard in Sunnyside, Queens, where trains to and from Grand Central will be stored. To prepare for the grand opening, the railroad has aggressively hired staff and held classes at the new yard in Queens, which has nine miles of new tracks and more than 81 switches. The yard will be able to hold more than 300 train cars during the day and permit fast turnaround for equipment going in and out of the new terminal.

### Fine-Tuning LIRR Schedules for Grand Central Madison Service

The customers spoke and the LIRR responded. Following LIRR's release on June 2 of draft timetables that will go into effect when service begins to Grand Central Madison, the railroad hosted three virtual information sessions where staff gave presentations about the new timetables. Following the information sessions, we held three virtual public meetings in July and August where the public offered comments on the timetables.

As a result of requests for retention of express service to Penn Station from customers in the Port Washington area, the MTA met with elected officials from the area including Senator Anna Kaplan, Assemblymember Gina Sillitti, Town of North Hempstead Supervisor Jennifer DeSena, and Councilmembers Mariann Dalimonte and Veronica Lurvey. The delegation recognizes that construction of additional track space in the Port Washington Yard will be necessary in future capital programs to allow for a future expansion of train service on the branch. At the same time, railroad officials were able to find ways to create express service within the envelope of existing train and track capacity constraints, namely, three morning and three evening rush hour Penn Station express trains serving Port Washington, Plandome, Manhasset and Great Neck. These express trips quicken travel times by up to nine minutes from all four stations, compared to the June draft timetables. These new express trains will be part of the overall 41% increase in LIRR service that take effect along with the opening of Grand Central Madison.

**9.8**

miles of new third track on the LIRR Main Line

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**6**

additional express trains into Grand Central Madison on the Port Washington Branch

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**192,900**

Metro-North riders on October 11, a new pandemic record

# MESSAGE FROM THE PRESIDENT

## **Metro-North Enhances Hudson Line Weekend Service**

While the LIRR service increases will take effect later this year, last week Metro-North restored several half-hourly weekend Hudson Line trains, six on Saturdays and four on Sundays. These trains had been suspended with the July 10 schedule change to support three essential state-of-good-repair infrastructure projects between Cortlandt and Cold Spring.

Two weeks ago, Metro-North began operating its popular “Leaf Peeper” seasonal weekend trains on the Hudson Line to take New York City-area riders out to the incomparable scenery of the Hudson Valley. Weather permitting, there are five extra trains on Saturdays and four extra trains on Sundays, which complement our normal hourly service. “Leaf Peeper” ridership was strong the first two weekends, with most trains reporting passenger counts between 70-90% of capacity. We’ll also be operating extra services for the holiday season coming in the next two months, and I’ll have more to say about those in this space next month.

## **Collaboration Between Railroads: Laser Train**

While both railroads share the fundamental mission and commitment to improving customer service, never has collaboration between the two sister railroads been more pronounced. Operations teams are sharing ideas and learning from each other in unprecedented ways. We will be highlighting these examples of collaboration between the railroads as part of my monthly Committee report.

This month, I want to highlight Metro-North’s adoption of laser train technology for the first time this year. Pioneered by LIRR in 2018, the laser train will become an important part of Metro-North’s efforts to combat leaf-season’s slip-slide and flat wheels. As autumn sets in and leaves fall from the trees, detritus of wet leaves and slimy pectin residue build up on the railway tracks. The laser train works by using high-intensity lasers to remove the debris, requiring only one pass to leave a smooth, clean rail behind. Additionally, both the LIRR and Metro-North operate high-pressure rail-washer trains to combat slip-slide conditions. It’s two railroads both solving the same problem for maximum customer benefit. Metro-North will build upon the LIRR’s laser train innovation by piloting it at higher speeds.

## **Customer Engagement & “Connect With Us” Events**

I attended an LIRR “Connect With Us” Forum at the Merrick LIRR station on Wednesday, September 28. Representatives from various departments were on hand to answer questions from commuters on topics such as the new service to Grand Central Madison, the upgraded TrainTime app, the completion of the Third Track, service to Elmont-UBS Arena and more. These events are a great way to find out what is on the minds of our customers while they’re in the system, and we are looking to do more of them at both railroads.

## A Successful National Rail Safety Week

The railroads participated in a series of events surrounding National Rail Safety Week on September 19 through 23 to raise awareness for rail safety and empower the public to keep themselves safe around stations, grade crossings, and rail rights-of-way. Participation in the national week-long education campaign is part of the railroads' TRACKS (Together, Railroads and Communities Keeping Safe) programs.

Railroad employees were joined by members of the MTA Police Department, the New York State and Connecticut Departments of Transportation, Federal Railroad Administration, Operation Lifesaver, and the Suicide Response Crisis Center. The public was encouraged to wear red on Friday, September 23 for "Red Out for Rail Safety Day" and post photos on social media using #MNRTracks and tagging @LIRR.

## LIRR and Metro-North Target First-Mile/Last-Mile Improvements

Convenient access to LIRR and Metro-North suburban stations is key to MTA's business model. Traditionally that meant access by car, but MTA customers are increasingly shifting to other ways of getting to stations including by bike, scooter, for-hire vehicles, and other shared services. That's why the MTA launched a first-mile/last-mile initiative last year to collaborate with local stakeholders who wish to promote those alternative ways of traveling to our stations.

MTA's first-mile/last-mile study focused on analyzing existing station access and targeting gaps in walking, biking, rideshare, and transit with strategies to improve customer access to stations in our suburban Metro-North Railroad and LIRR territories. These improvements can facilitate seamless, flexible, sustainable, and multi-modal transportation. MTA has an opportunity to grow ridership by increasing access to our system and accommodating changing customer travel patterns.



*Bike parking at a Metro-North station*

On September 20, MTA hosted a symposium on this topic with over 100 attendees from county and local governments across the seven suburban counties served by LIRR and Metro-North. At the meeting, MTA unveiled its new interactive online toolkit, designed to give those local stakeholders the information needed to assess existing conditions in their station area, identify the right mix of strategies for those particular conditions, and ultimately develop their own tailored first-mile/last-mile pilot program for that station. The toolkit can be found here: <https://gis.mta.info/apps/hq/fmlm-web/>.

MTA is partnering with ten interested communities across our seven-county commuter rail territory to complete station assessments and design first-mile/last-mile pilot programs for the communities surround their rail stations. These pilots will serve as replicable models throughout the LIRR and Metro-North territories. The toolkit will remain available on the MTA's website for our county and local stakeholders to assess their station areas, and MTA encourages additional pilots and opportunities to continue the progress.



Grand Central

NO SMOK





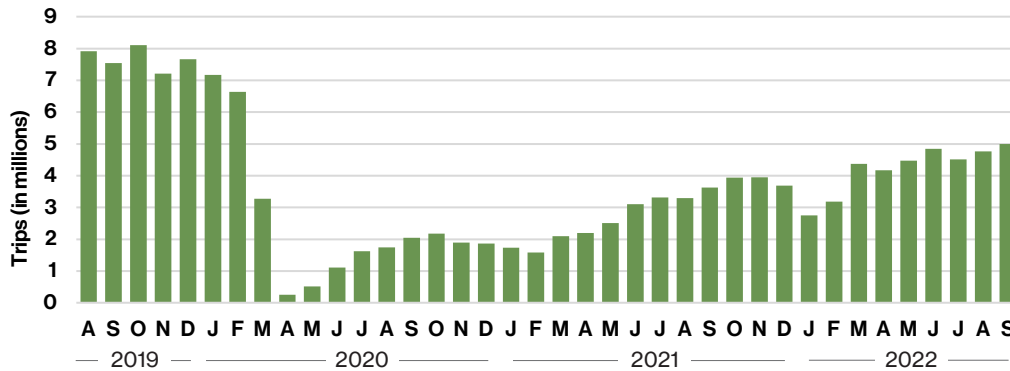
# LONG ISLAND RAIL ROAD



# Long Island Rail Road RIDERSHIP

## Monthly Ridership

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



## Data Review

LIRR ridership has continued its strong showing as we entered the fall months and riders returned to their regular work and school routines. The LIRR experienced pandemic-era record ridership on September 21, with 204,572 customers using the system. An additional five weekdays exceeded 200,000 trips, marking new records in September.

Average weekday ridership in September 2022 increased nearly 9% compared to August 2022, reflecting additional trips during the week as summer vacation ended and more customers returned to the office and school. September’s average weekend ridership increased compared to last month due to more discretionary travel throughout the LIRR service territory. Finally, compared to September of 2021, commutation ridership (those who regularly use LIRR for commuting purposes) more than doubled with 119% growth, driven by the introduction of special fares such as the 10% discount on monthly passes and the 20-trip ticket, as well as customers returning to the office and school.

## Moving Forward

NYC-area sporting events and concerts brought customers to the LIRR during September. Home games of local sports teams including the Yankees, Mets, Jets, Giants, and Rangers brought additional ridership on the LIRR. Concerts at local venues, including Madison Square Garden, Barclays Center, UBS Arena, The Paramount, and Forest Hills Stadium generated incremental ridership. The introduction of two-way event day service to UBS Arena at Elmont Station will also reduce travel times and boost ridership as more customers turn to mass transit. Full-time bi-directional service will become available at Elmont Station by the end of the year.



# FINANCIAL RESULTS

## 2022 Revenues & Expenses, September Year-to-Date

\$ in millions

	Budget	Actual	Variance
<b>Total Non-Reimbursable Revenues</b>	<b>\$339.2</b>	<b>\$355.1</b>	<b>\$15.9</b>
Farebox Revenues	\$316.8	\$332.4	\$15.6
Other Revenues	\$22.5	\$22.7	\$0.3
<b>Total Non-Reimbursable Expenses</b>	<b>\$1,292.3</b>	<b>\$1,192.0</b>	<b>\$100.2</b>
Labor Expenses	\$954.2	\$891.2	\$62.9
Non-Labor Expenses	\$388.1	\$300.8	\$37.3
<b>Non Cash Liabilities</b>	<b>\$354.3</b>	<b>\$363.9</b>	<b>(\$9.6)</b>
<b>Net Surplus /(Deficit) - Accrued</b>	<b>(\$1,307.4)</b>	<b>(\$1,200.9)</b>	<b>\$106.5</b>

## Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,467	6,357	111
Reimbursable	1,307	1,155	152
<b>Total Positions</b>	<b>7,775</b>	<b>7,512</b>	<b>263</b>

## Data Review

Through September, farebox revenue was \$15.6 million higher than the mid-year forecast due to higher-than-expected ridership and yield per passenger. The mid-year revenue forecast is based on January through April data and the revised McKinsey & Co. ridership projection.

Labor expenses are lower than the mid-year forecast by \$62.9 million due to the 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 September, there were 263 vacancies compared to the mid-year forecast.

Non-labor expenses are also lower than the mid-year forecast by \$37.3 million, driven by the timing of various maintenance contracts and material usage.

## Moving Forward

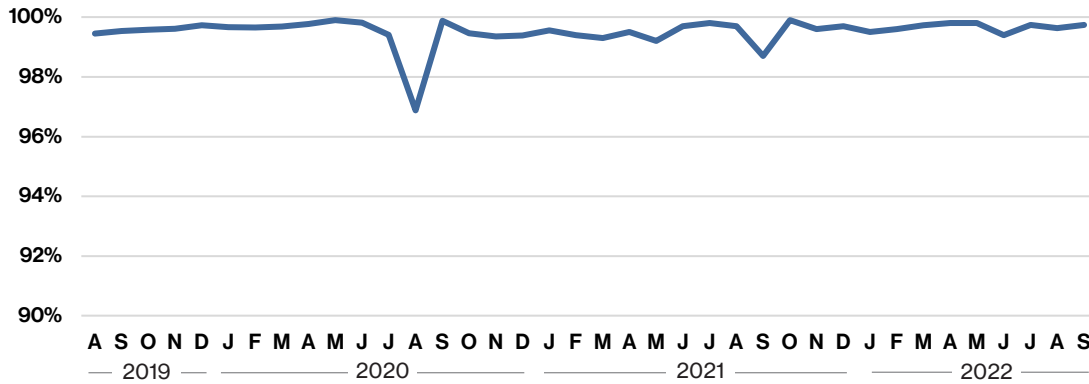
We are aggressively moving forward to fill all vacancies as LIRR prepares to launch service to Grand Central Madison. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

# Long Island Rail Road

## PERFORMANCE

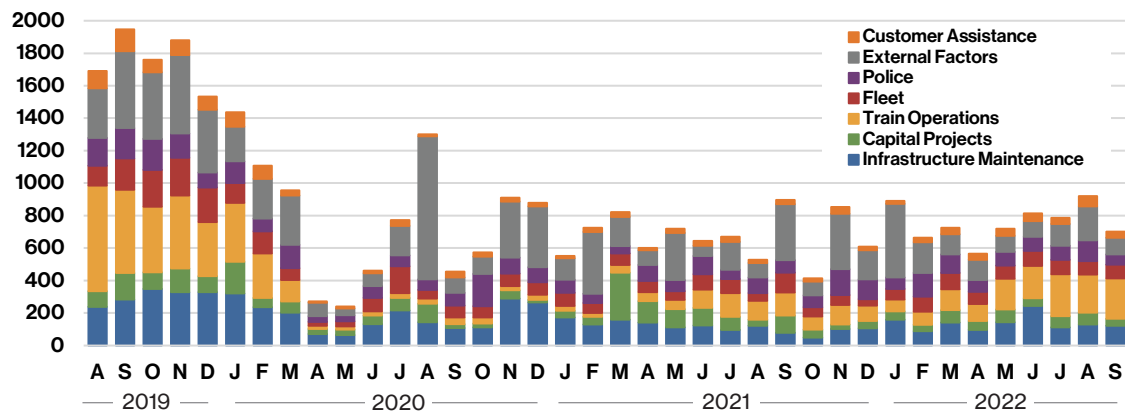
### Service Delivered

The share of scheduled train trips completed



### Delays by Type

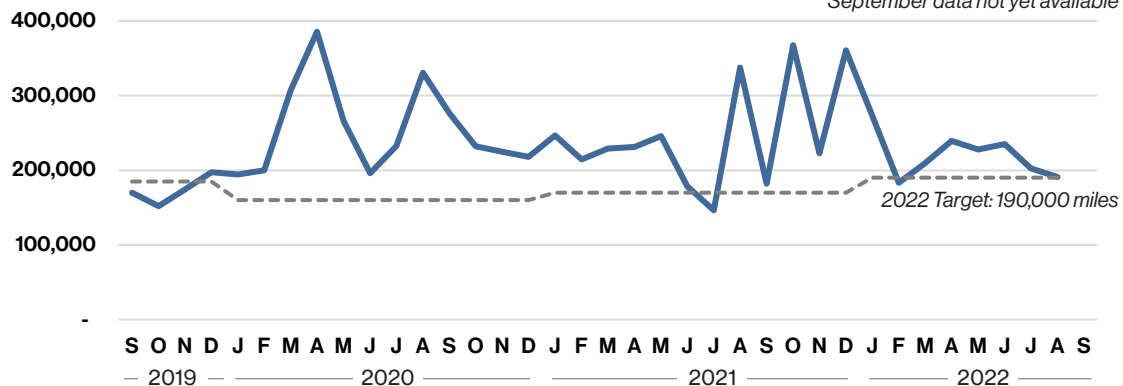
The number of delayed trains by type of delay



### Mean Distance Between Failures

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

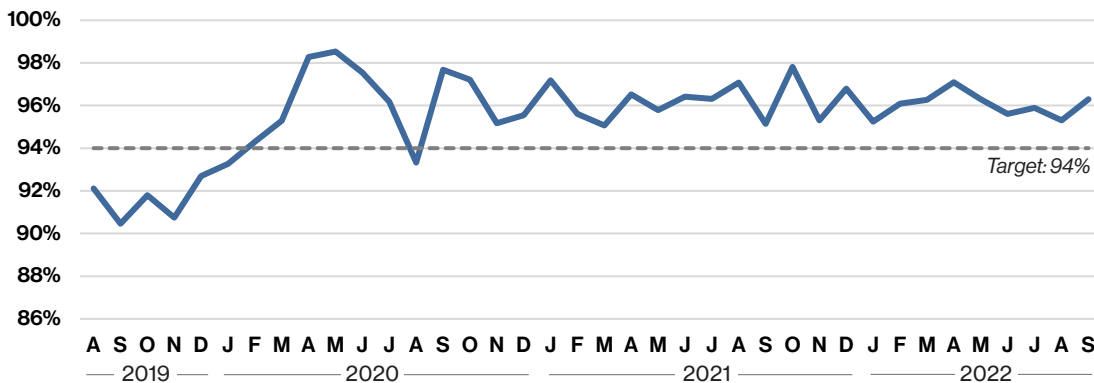
September data not yet available



# 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

Babylon	97.2%	Oyster Bay	98.0%
Far Rockaway	98.8%	Port Jefferson	90.9%
Hempstead	96.6%	Port Washington	96.3%
Huntington	94.0%	Ronkonkoma	95.4%
Long Beach	97.7%	West Hempstead	99.3%
Montauk	94.2%		

## Data Review

On-time performance was 96.3%, above the goal of 94%. In fact, all eleven branches operated at or above their goal for the month of September, as well as year to date.

There were six incidents this month that resulted in ten or more late, cancelled, or terminated trains. The most significant occurred on September 7 when a track condition east of Plandome Station caused 15 late trains, delayed our customers an average of 8 minutes. This reduced the total monthly on-time performance by less than one percent.

The mean distance between failures for the fleet operated at 190,896 miles in August and exceeded the goal. The year-to-date performance also continued to remain above the goal.

## Moving Forward

As autumn sets in, LIRR prepares for the slip-slide conditions on the rails that come with fallen leaves. To combat these conditions, industry-leading laser trains will be operating on tracks to vaporize the slippery substance left behind by leaves and we will be utilizing high pressure water trains to “power wash” the rails. This necessary maintenance work ensures trains can run on time and service remains reliable.

# Long Island Rail Road

## MAJOR PROJECTS

### LIRR Third Track Completed Better, Faster, Cheaper



Governor Kathy Hochul marked the completion of the LIRR Third Track from Floral Park to Hicksville on October 3. This region-shaping project was delivered on-time and nearly \$100 million under budget. The new 9.8-mile track will enable a 41% systemwide service increase when Grand Central Madison opens later this year.

Construction began in late 2018 under a design-build contract led by 3rd Track Constructors (3TC), a consortium of design and construction firms. Constructing a project with design-build is a new way of delivering projects for the MTA. Using design-build, the contractor is responsible for both design and construction, and puts competitive pressure on bidders to harness innovative methods to complete the project faster while lessening impacts of construction.

The final contract imposed financial penalties for failure to adhere to a strict project timetable. This approach incentivized faster construction, placed the risk for cost overruns on 3TC, and rewarded them for reducing impacts on local communities and commuters. Undertaking a design-build contract for a megaproject represented a new approach for the MTA and is serving as a model for many other projects moving forward.

The transformative project unlocks numerous benefits for LIRR commuters and residents along the Main Line. The third track provides significant operational flexibility. For example, if a train is disabled along the Main Line, other trains can more easily route around trouble spots instead of waiting for the disabled train to move again, vastly reducing delays and improving service reliability. The project also enables more robust reverse commuting, allowing customers to ride from NYC to points east in Long Island and helping Long Island employers tap into the exceptional New York City labor pool.

Additionally, the elimination of at-grade crossings offer significant safety and quality-of-life benefits for residents living adjacent to the Main Line. Trains no longer need to sound horns when passing through a crossing, and there is no longer a consistent ringing from the closing crossing gate bells.



# CUSTOMERS & COMMUNITIES

## Customers Provide Valuable Feedback on LIRR Stations

In September, MTA released the results of the biannual Customer Counts survey, a program that aims to better understand what aspects of the mass transit system our customers are most and least satisfied. The survey asks customers about their satisfaction levels at stations, which reveals specific issues customers are having and allows MTA to redouble our efforts to make necessary improvements in these areas of concern.



*Customers in the Hicksville Station waiting room*

LIRR customers ranked Bayside, Port Washington, and Hicksville as the top three stations in the LIRR system. Wayfinding, screens/digital displays, station staff, and personal security were among the top reasons customers rated these stations the highest; however, customers were unsatisfied with the restrooms at these three stations.

Customers told us that stations most in need of improvement were Mineola, Atlantic Terminal, and Penn Station. At these stations, customers were most concerned about issues of homelessness, panhandling, and communication during delays and planned service changes. LIRR is focused on developing strategies to address concerns raised in the survey.

## All Aboard for Two-Way Service at Elmont - UBS Station



*New York and MTA officials celebrate the opening of two-way LIRR service at Elmont-UBS Arena Station*

At a ribbon-cutting event, Lieutenant Governor Antonio Delgado, Empire State Development Board Chairman Kevin Law, Islanders Co-Owner Jon Ledecy, MTA Board members, local elected officials, and community members joined LIRR and MTA Construction & Development project team members as we celebrated the opening of two-way service at LIRR's Elmont-UBS Arena Station. This is the first new LIRR station in almost 50 years.

Elmont-UBS Arena Station can now accommodate both eastbound and westbound trains on event days and LIRR will begin full-time, year-round service by the end of 2022. The new station is fully accessible and Long Islanders who live east of Belmont Park will have a one-seat ride straight to UBS Arena events. This will reduce travel times and is expected to increase the number of event attendees who use public transportation, helping alleviate traffic congestion to events.

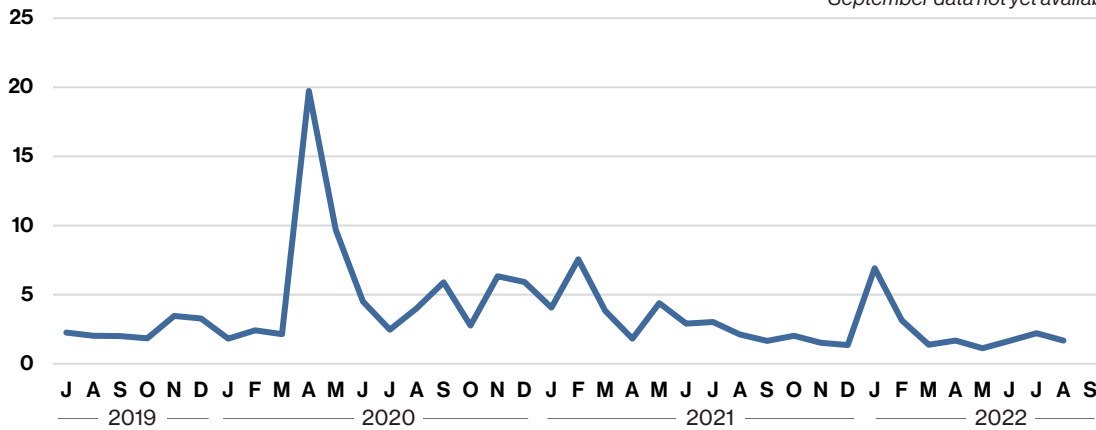
# Long Island Rail Road

## SAFETY & SECURITY

### Customer Accident Rate

The number of reportable customer accidents per million customers

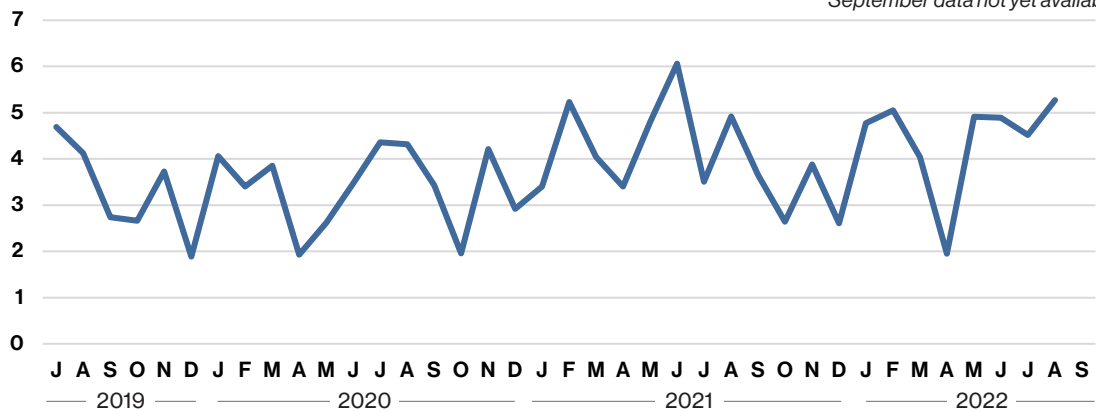
September data not yet available



### Employee Lost Time Injury Rate

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

September data not yet available



### Data Review

The reportable customer injury rate decreased from 3.92 to 2.42 per million customers in the current 12-month reporting period, September 2021 through August 2022, compared to the prior 12 months. The reportable employee lost time injury rate increased from 3.97 to 4.13 per 200,000 working hours, compared to the prior reporting period.

### Moving Forward

During October, interdepartmental yard inspections to identify hazards are happening at Montauk, Greenport, Patchogue, Speonk, and Huntington. Corrective actions are developed to ensure employee safety in the yards. LIRR’s annual 2022 - 2023 TRACKS School Safety Contest invites students to create an inaugural LIRR safety-related activity book for distribution during training programs and events. It will also be available on the MTA’s TRACKS webpage. Additionally, Operation Lifesaver events are taking place at grade crossings in Bethpage and Syosset.

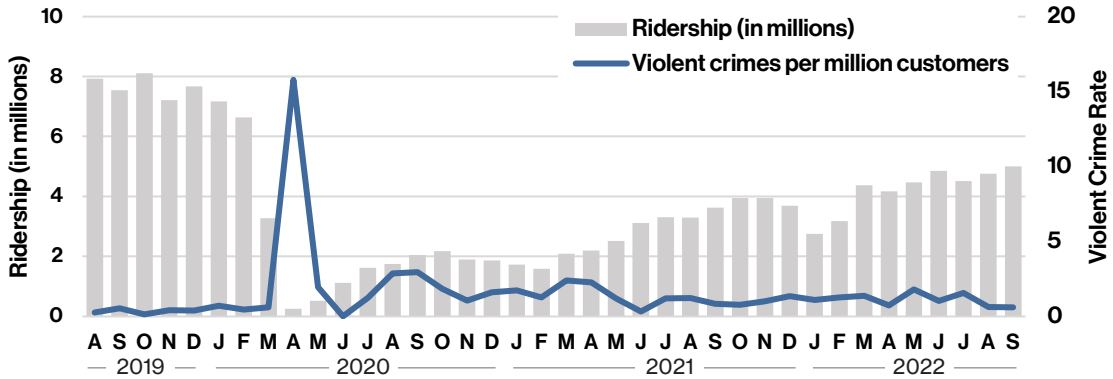


# SAFETY & SECURITY

## Major Crimes Against Customers

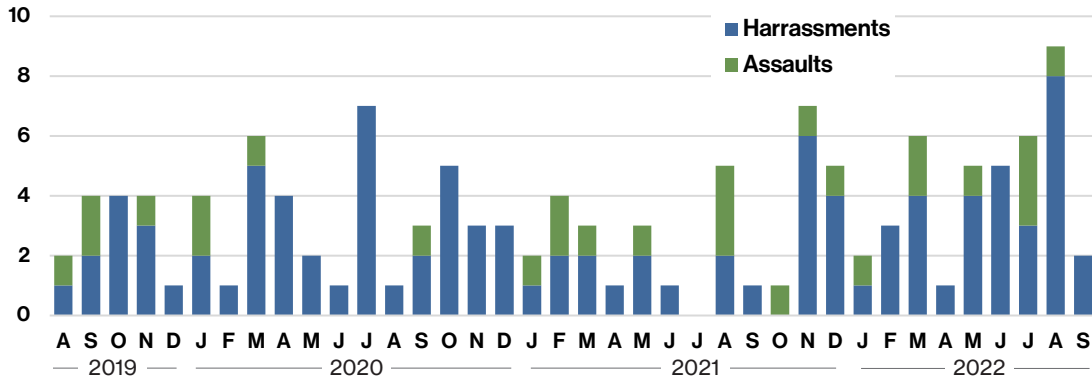
The rate of all violent crimes (murder, rape, robbery, felony assault, grand larceny) against customers, per million customers

September data subject to change



## Assaults and Harassments Against Employees

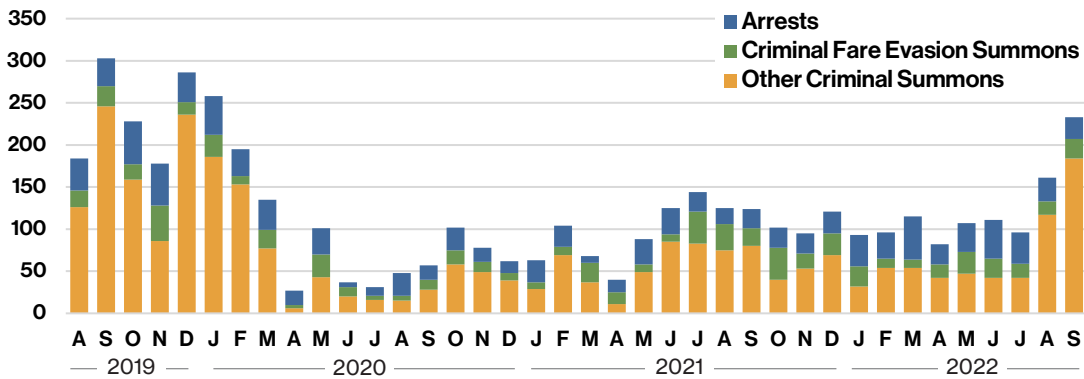
The number of assaults and harassments against LIRR employees, per NYS criminal law



## 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

September data subject to change



# METRO-NORTH RAILROAD



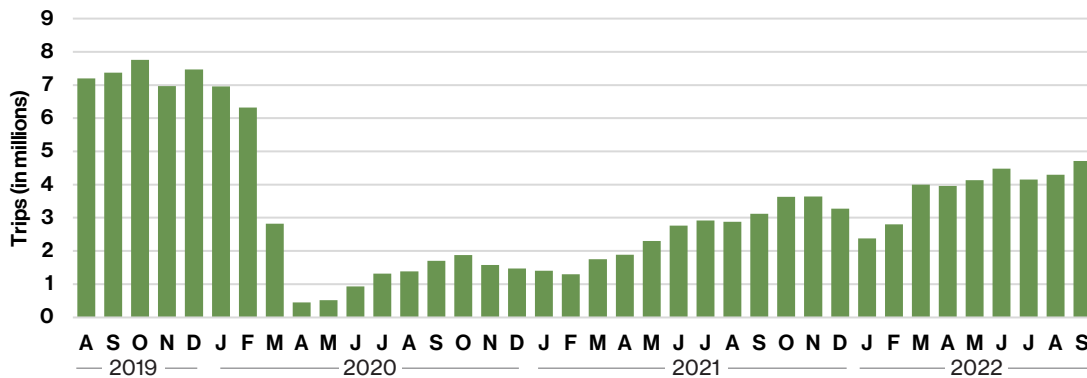


# Metro-North Railroad

## RIDERSHIP

### Monthly Ridership

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



### Data Review

Ridership levels on Metro-North Railroad remained strong throughout the summer months and have continued to grow as we enter the fall season. Following Labor Day, Metro-North enjoyed three consecutive weeks of record ridership levels. On Tuesday, October 11 Metro-North set a ridership record of 192,900 riders – the most riders seen since before the pandemic.

Average weekday ridership grew 15% compared to August, reflecting a robust return to office patterns and the end of the summer vacation ridership lag. Average weekend ridership grew 10% compared to August. Compared to September of 2021, commutation ridership (those who regularly use Metro-North for commuting purposes) more than doubled with 119% growth, demonstrating the rapid rise of return to work and school.

### Moving Forward

Several events and special service offers have brought customers back to Metro-North. Metro North's "Yankee Clipper" service to Yankee Stadium in the Bronx performed strongly, serving several home games. Many events, including concerts and WWE wrestling at local venues, continued to generate increased ridership.

Additionally, Metro-North enjoyed a COVID-era weekend ridership record of 101,594 trips the weekend of September 24-25 thanks to the Global Citizen concert in Central Park and the Yankees vs. Red Sox game. We anticipate positive ridership trends to continue in October.



# FINANCIAL RESULTS

## 2022 Revenues & Expenses, September Year-to-Date

\$ in millions

	Budget	Actual	Variance
<b>Total Non-Reimbursable Revenues</b>	<b>\$316.3</b>	<b>\$338.0</b>	<b>\$21.7</b>
Farebox Revenues	\$295.0	\$317.3	\$22.4
Other Revenues	\$21.4	\$20.7	(\$0.7)
<b>Total Non-Reimbursable Expenses</b>	<b>\$1,078.1</b>	<b>\$1,063.7</b>	<b>\$14.4</b>
Labor Expenses	\$717.8	\$750.4	(\$32.6)
Non-Labor Expenses	\$360.2	\$313.2	\$47.0
<b>Non Cash Liabilities</b>	<b>\$240.5</b>	<b>\$226.3</b>	<b>\$14.2</b>
<b>Net Surplus /(Deficit) - Accrued</b>	<b>(\$1,002.2)</b>	<b>(\$9,51.9)</b>	<b>\$50.3</b>

## Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	5,648	5,838	(191)
Reimbursable	820	323	497
<b>Total Positions</b>	<b>6,468</b>	<b>6,161</b>	<b>306</b>

## Data Review

Through September, farebox revenue was \$22.4 million higher than the mid-year forecast due to higher ridership and yield per passenger. The mid-year forecast for revenue is based on January through April actual data and McKinsey & Co.'s ridership projection.

Labor expenses are higher than the mid-year forecast by \$32.6 million due to vacancy coverage requirements and lower reimbursable recoveries. At the end of September, there were 306 vacancies compared to the mid-year forecast and 919 vacancies against the year-end authorized headcount.

Non-labor expenses are favorable to the mid-year forecast, lower by \$47.0 million, primarily driven by lower material and energy usage as well as delayed maintenance and professional service contracts.

## Moving Forward

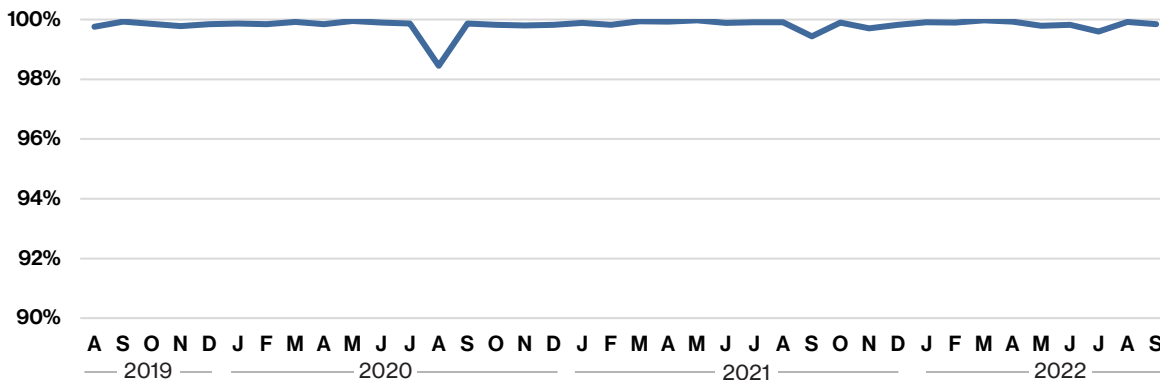
We are focused on growing staff to budgeted targets across all crafts. Metro-North is hosting skilled craft information sessions and job fairs throughout the fall. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

# Metro-North Railroad

## PERFORMANCE

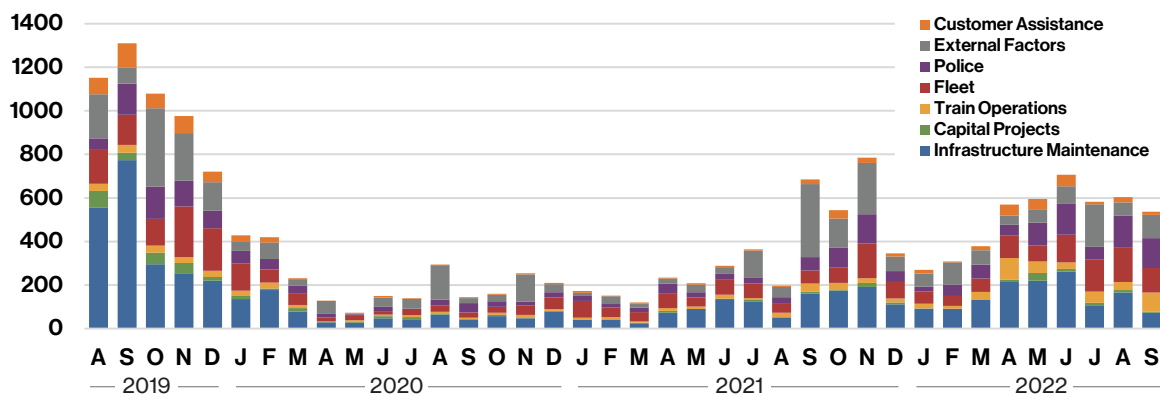
### Service Delivered

The share of scheduled train trips completed



### Delays by Type

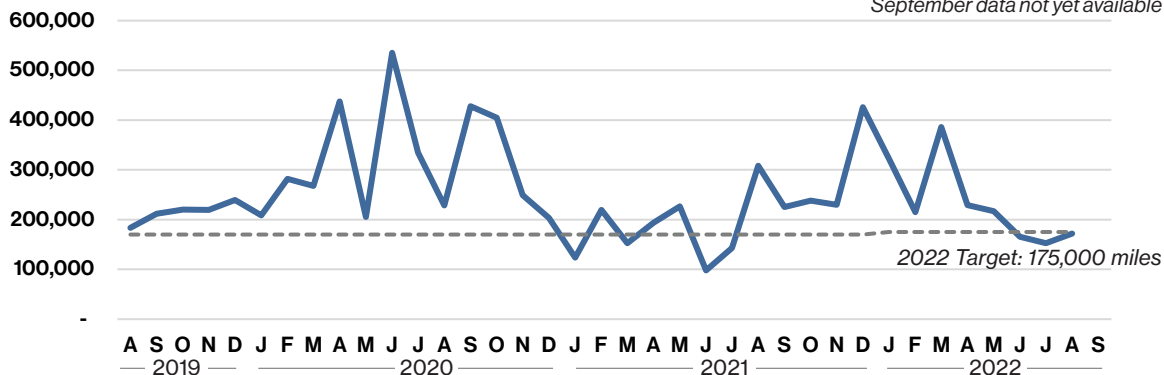
The number of delayed trains by type of delay



### Mean Distance Between Failures

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

September data not yet available

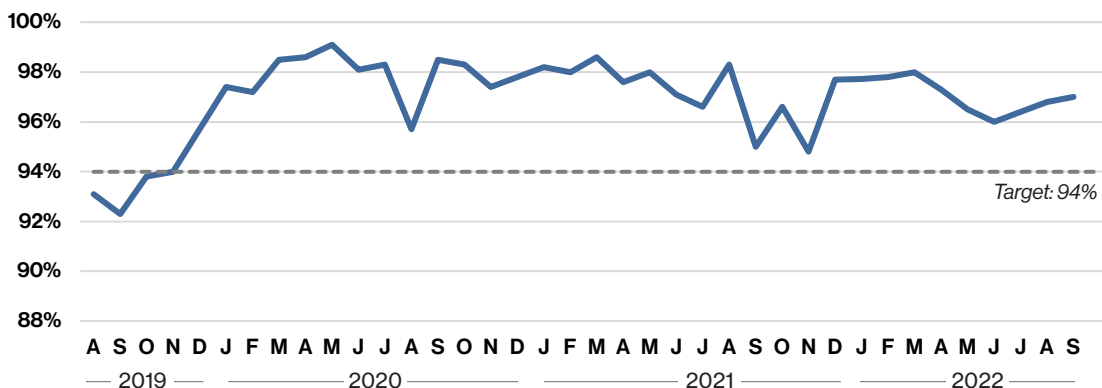




# PERFORMANCE

## On-Time Performance

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



## On-Time Performance, by Line

<b>Hudson</b>	97.2%	<b>Port Jervis</b>	92.9%
<b>Harlem</b>	97.9%	<b>Pascack Valley</b>	95.6%
<b>New Haven</b>	96.2%		

## Data Review

In September, Metro-North’s service delivered rate, which measures the reliability of service, was 99.9%. Systemwide on-time performance was 97%, 3 points above our goal of 94%. Six major incidents, including three trespasser strikes, affected on-time performance.

The mean distance between failures for the Metro-North fleet was 172,481 miles in August, below the goal of 175,000 miles. These failures were primarily due to on board Positive Train Control software issues. Metro-North is currently in the process of updating the software to mitigate these failures.

## Moving Forward

Metro-North will operate our extra “Leaf Peeper” trains on the Hudson Line on fall weekends, weather permitting. Additionally, extra trains have been added to accommodate fans attending New York Yankees playoff games in the Bronx.

For the first time, Metro-North will be using laser cleaning technology to remove slippery pectin residue on rails caused by falling leaves. Laser cleaning will reduce slip-slide conditions that are normal during the fall season and improve overall service reliability and equipment availability. As in past years, “Water World,” a train system equipped with two 10,000-gallon water tanks and fitted with high-pressure hoses, will also be used to remove the pectin.



# Metro-North Railroad

## MAJOR PROJECTS

### Metro-North Kicks off Next Phase of Park Avenue Viaduct



After extensive planning and community outreach, MTA Construction & Development issued a Request for Proposals (RFP) for the partial replacement and repair of Metro-North Railroad's Park Avenue Viaduct. The elevated steel structure running along Park Avenue in Manhattan is 130 years old and current usage is well past its original design. Issuing this RFP is a major step for bringing this critical commuter rail infrastructure into a state of good repair.

The Park Avenue Viaduct carries all of Metro-North's Grand Central Terminal trains, which comprise 98% of the service the railroad operate, but is a single point of failure. If the viaduct were to fail, Metro-North would not be able to provide service into and out of Manhattan. This state-of-good-repair effort will ensure the safety of the public and the railroad, improve commuter rail reliability, build more resilient infrastructure, and reduce noise and vibration levels by using modern materials.

As part of this effort, the MTA has been committed to being a good neighbor and working with the community to provide regular updates and solicit input on project plans. The project team is actively engaging in stakeholder outreach with elected officials, Community Board 11, and other city and state agencies and community groups. The agency also will develop a project-specific web page, email, and hotline for stakeholders to find the latest construction information.

Through a design-build contract, the MTA and selected design-builder plan to replace major segments of the viaduct between East 115 Street and East 132 Street. Award of the design-build construction contract is on track for as soon as later this year. In the fall of 2023, major construction is expected to begin, and the repaired viaduct is anticipated to be in service in 2027.

# CUSTOMERS & COMMUNITIES

## Metro-North Customers Provide Valuable Feedback on Stations

In September, MTA released the results of the biannual Customer Counts survey, a valuable program to help the agency gain insight into the aspects of the mass transit system our customers are most and least satisfied with. The survey solicits feedback on a wide range of topics, including the stations the customers are most (or least) satisfied with, as well as high-level attributes of those stations.

Throughout the Metro-North territory, customers are most satisfied with the Croton-Harmon Station, White Plains Station, and New Haven Union Station. Wayfinding, platform lighting, platform crowding, and station staff were the attributes ranked highest at these stations.

Customers ranked Harlem-125th Street Station the lowest, followed by Stamford and Grand Central Terminal. At Harlem-125th Street and Grand Central Terminal, customers were most concerned about issues of homelessness and panhandling. Stamford customers were also concerned about those issues, as well as elevators and escalators. Metro-North is focused on developing strategies to address concerns raised in the survey.



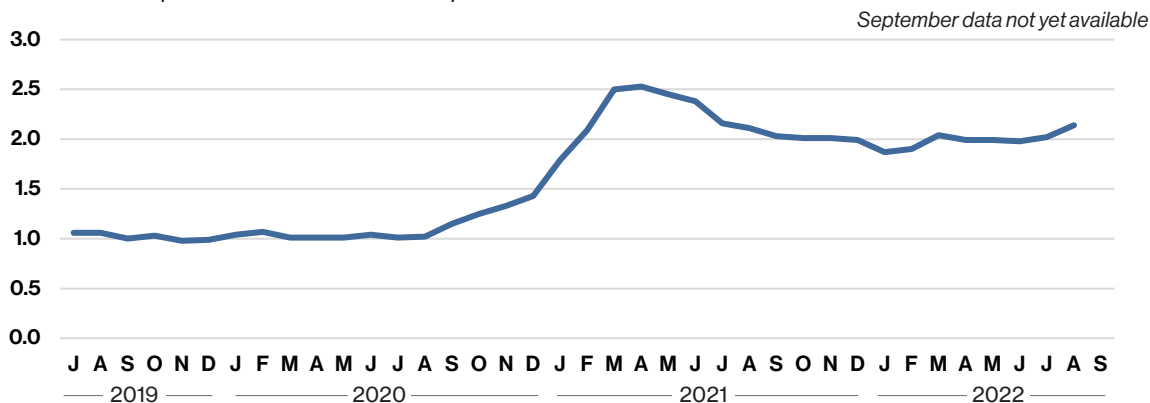
*Customers at the White Plains Station*

# Metro-North Railroad

## SAFETY & SECURITY

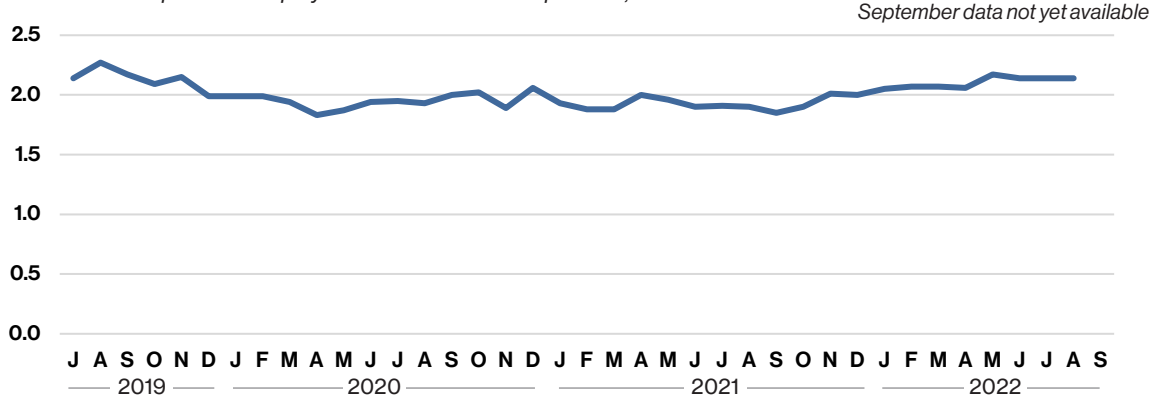
### Customer Accident Rate

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

The reportable customer injury rate increased from 2.11 to 2.14 per one million customers in the current 12-month reporting period, September 2021 through August 2022, compared to the prior 12 months. The reportable employee lost time injury rate increased from 1.90 to 2.14 per 200,000 working hours, compared to the prior reporting period.

### Moving Forward

The Metro-North TRACKS safety outreach and education program will be participating in local Halloween events, including the Miracle League of Westchester’s “A Very Special Halloween” event on October 29 in Hartsdale, NY, and the Danbury Railway Museum’s Pumpkin Patch train event on October 30 in Danbury, CT. Metro-North TRACKS is also holding its fifth annual Rail Safety Contest. For contest details, see the Metro-North TRACKS website at [www.mta.info/mnr/tracks](http://www.mta.info/mnr/tracks). Metro-North continues to deliver Question, Persuade, Refer suicide prevention awareness training to employees.

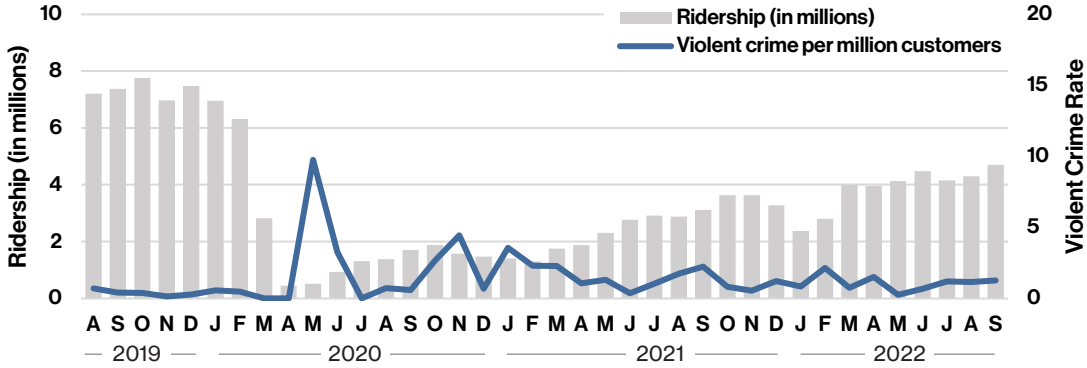


# SAFETY & SECURITY

## Major Crimes Against Customers

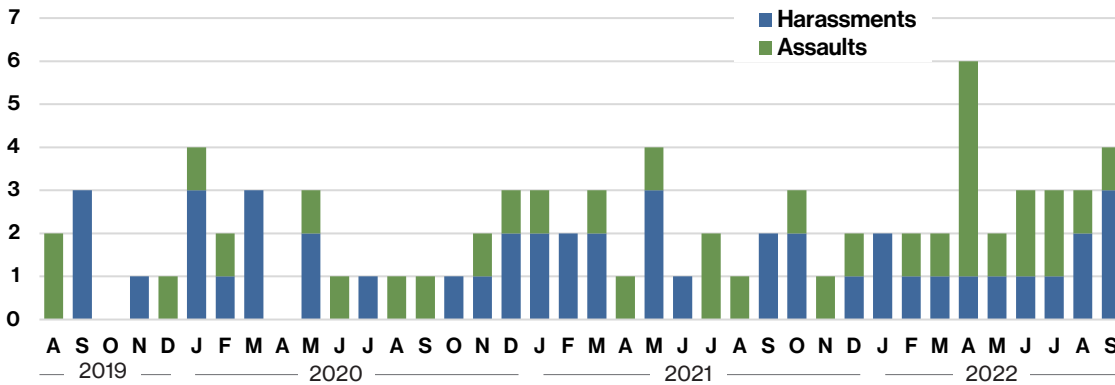
The rate of all violent crimes (murder, rape, robbery, felony assault, grand larceny) against customers, per million customers

September data subject to change



## Assaults and Harassments Against Employees

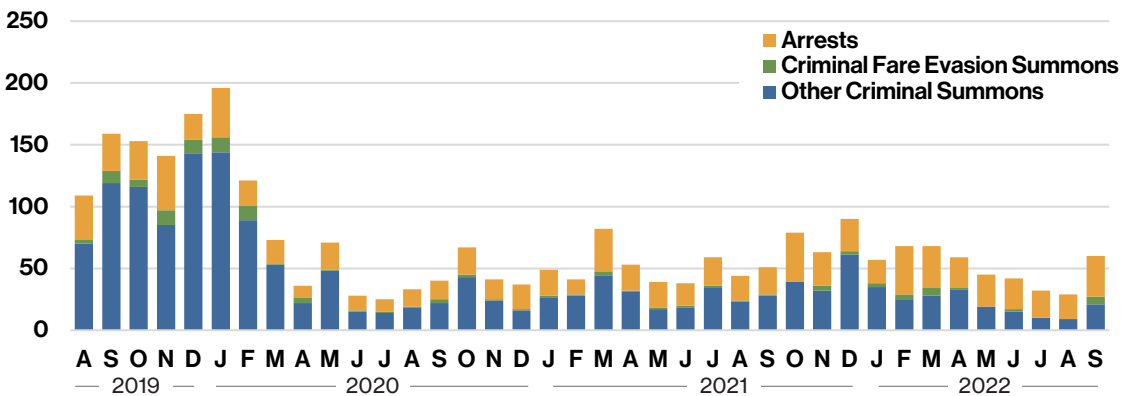
The number of assaults and harassments against Metro-North employees, per NYS criminal law



## Summonses and Arrests

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

September data subject to change



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## **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 Fleischer
- Randy Glucksman
- David Mack
- Harold Porr III
- Vinnie Tessitore
- Midori Valdivia
- Neal Zuckerman