



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

June 2023





MTA Long Island Rail Road Interim President and Metro-North Railroad President Catherine Rinaldi was joined by elected officials, Long Beach municipal leaders and lifeguards on the Long Beach Boardwalk to encourage New Yorkers to take the Long Island Rail Road to local beaches and highlight the LIRR's summer packages and escorted tours.

This performance metrics document was prepared for the June 2023 meeting of the Joint Long Island Rail Road & Metro-North Railroad Committees.

2 Broadway • New York, NY 10004
June 26, 2023

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Visit <https://new.mta.info/transparency/board-and-committee-meetings/june-2023> or scan the QR code for Board action staff summaries, administrative items, and information items.



Visit metrics.mta.info or scan the QR code to access a comprehensive dashboard of Long Island Rail Road and Metro-North Railroad metrics.



MESSAGE FROM THE PRESIDENT



Cathy Rinaldi

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

On Ridership & The Summer Wind

Well, it's been another lively and eventful month on both sides of the Long Island Sound and ridership remained robust in spite of the major holiday weekend, early vacations, and a couple of days of orange skies.

Long Island Rail Road ridership kept its strong pace in May with 20 out of 22 weekday workdays exceeding the 200,000 ridership threshold.

More one-day, pandemic-era ridership records were set, with a new LIRR one-day mark set on May 31, only to be surpassed once again on June 13, 14 and again the following Tuesday and Wednesday. The current record (as of June 22) is the 242,162 tally of June 22.

Metro-North also broke its one-day, post-COVID ridership mark on May 23 and it was surpassed once again by nearly 10,000 on June 20 with the current record of 224,371 (as of June 22).

That same week of May 22 through 28, Metro-North also set several additional records — average weekday, average Tuesday through Thursday and average weekend ridership marks were all surpassed — and six out of the seven days that week all produced individual day ridership records.

And while May 27 wasn't the best pandemic-era Saturday we've had, 5,065 people took Metro-North to see the Yankees beat the Padres, and that **was** our highest one-day Yankee Stadium tally in the COVID era. Impressively, it was 10.8% of that day's gate — also a COVID-era record.

While we're on the topic of weekend travel, the LIRR saw its highest post-COVID Saturday and Sunday ridership on June 10 and 11 — buoyed, of course, by service to the Belmont Stakes.

Back two weekends to the Friday before Memorial Day...the LIRR saw significant eastbound ridership, increasing 36.4% above the same day in 2022 and launching strong summer leisure travel to Long Island. To help kick-off the season, I was joined on May 26 by local officials and the brave members of the Long Beach Lifeguard Patrol on their beautiful boardwalk to discuss Long Island Rail Road extra summer service, including the popular Cannonball express to the Hamptons & Montauk and discounted packages and escorted tours to many popular

Long Island attractions – and of course great package deals to Long Beach, Jones Beach, Robert Moses and “rail and sail” train/ferry packages to many Fire Island communities. Visit the MTA Away website for details, choose your adventure, and then leave the planning to us.

Of course, summer travel deals are a great way for LIRR and Metro-North customers to check out the wonderful sights and experiences in each other’s service territories, and the new Combo Ticket is the perfect way to do it.

Since the opening of Grand Central Madison, roughly 21,000 combo tickets have been sold (as of June 12), accounting for almost \$400,000 in sales, 88% of which were via the TrainTime app. We’re also encouraged by the 22% increase in Combo Tickets sold in May over April.

Ridership-wise, we’ve had a great spring and are thrilled to see so many riders return. However, now that schools are out for the summer and vacation season is starting, we would expect it to level off or potentially decline as per usual – but we expect that ridership will be back with a vengeance after Labor Day.

A “Rail” Sense of Pride

Long Island Rail Road and Metro-North are celebrating Pride all month long, and you may have noticed some festive additions to our rolling stock. Customers can ride the rails on trains decorated with specially designed Pride decals. Since the start of June, our crews have been busy affixing the decals to some 50 Metro-North and 50 LIRR cars, and these trains have been out and about all month long spreading the spirit of love, acceptance, and inclusion for all.

Posters and digital messaging celebrating LGBTQ+ Pride Month are on display at select Metro-North and Long Island Rail Road platforms throughout the month – and a 2023 Pride graphic is also lighting-up digital display screens at Moynihan Train Hall through a partnership with Amtrak.

224,371

one-day, post-COVID
ridership record
for Metro-North
on June 20

88%

of Combo Tickets
have been purchased
on the TrainTime app
(as of June 12)

25%

approximate number
of Belmont Stakes
attendees transported
by LIRR on June 10

MESSAGE FROM THE PRESIDENT

Honoring Those Who Gave All

It's an annual tradition we hold dear, and it has continued uninterrupted since the 1942 founding of the Long Island Veterans Association. On Friday May 26, the MTA PD Bagpipes and Drums and Ceremonial Unit joined the Armed Forces Color Guard, clergy, and members of the Railroad family past and present at our Hillside Support Facility to raise the colors, pray, and lay a wreath for all of our dearly departed and valiant brothers and sisters.

This event honors vets, employees, and gold star employees and is well attended by our workforce each year.

Our annual Memorial Day service is always held on the last Friday before Memorial Day. Even at the height of COVID, when the service was not open to employees, our veterans made sure that a small service was held on their own and that the veterans monument at Hillside was decorated properly.

The LIRR currently and proudly employs approximately 473 veterans of our armed forces.

Serving the Stakes

On Saturday, June 10, 48,000 spectators watched Arcangelo capture the 155th running of the Belmont Stakes, and the Long Island Rail Road once again helped thousands of racing fans make the scene. On a day when the sports world celebrated the 50th anniversary of Secretariat's record-setting run to immortality at the '73 Belmont, the LIRR carried some 22,900 fans to and from the event — 10,671 fans to Belmont Park, and 12,231 fans on westbound trains after the stakes wrapped-up — that's about a quarter of the total race attendance.

Our Belmont Park station introduced new high-level platforms in 2015, and this marked the first year that we've offered trains from Grand Central to Belmont Park, allowing fans from the Hudson Valley and Connecticut to connect with trains for Belmont Park under one roof.

Congratulations and kudos to all the hard-working men and women involved with the months-long planning and execution of this special program.

Out for Some Fun? We've Got You!

Of course, the Belmont Stakes is one of a large number of high-attendance events in the Tri-State area — it's just part of the culture here in the nation's biggest market, and when Long Island Rail Road and/or Metro-North are among the go-to modes of transportation there and back, our Customer Service Ambassadors and Agents are always up to the task. With ticketing, track and train info at the ready, they are on the ground assisting customers with their needs — providing a ripple of calm in an otherwise active sea.



Oftentimes, we have multiple large events in the same weekend, but rarely do we see weekends like we had June 9 through 11, when not only did our employees assist customers and maintain order at Saturday's Belmont Stakes, they were also on hand at stations to assist crowds attending the Dave Mathews Band concert at Forest Hills on Friday; the 3-day Governor's Ball music festival at Flushing Meadows Park; Sunday's Puerto Rican Day parade; and throw in a 3-game series between the Yankees and the rival Red Sox up in the Bronx.

Between Ambassadors, Agents, cleaning and other support personnel, as well as beefed-up staffing at Jamaica and Belmont-related busing locations, the LIRR alone added 142 employee shifts on top of normal weekend staffing.

As I mentioned earlier, both one-day Saturday and Sunday post-COVID ridership records were broken that weekend, and I want to once again thank our responding employees for their "all hands on deck" mindset, their dedication and their customer-centric focus. You made our customers feel cared-for and well-informed and you made us all proud, as you do time and time again.

Incidentally, there wasn't much of a chance to rest on our laurels as the first installment of the Mets/Yankees Subway Series took place at Citi Field on Tuesday and Wednesday, June 13 and 14 – followed by more Forest Hills concerts the following Friday, Saturday and Sunday. But true to form, our crews shined then, too.

Summer Sun, Tracks & Ties

Some folks think of sandy beaches when they think summer, others perhaps envision a lemonade by the pool – but when summer comes, we think trackwork.

Traditionally, the railroads have staged significant portions of their yearly trackwork programs during the summer, when many people take vacation and weather conditions are mostly favorable. This summer, the major track work on the LIRR is going to focus on the Port Jefferson Branch with an upcoming six-weekend project spanning July and August to install new running rail, third rail, switches and some 12,000 new concrete ties between Huntington and Port Jefferson. And it's important to point out that we are bundling all of this work on the Port Jeff — the concrete ties, switch replacement and various maintenance work projects — under the same outages to minimize customer inconvenience and the need for future outages.

There will also be a number of systemwide summer grade crossing renewals, and they kicked-off when crews replaced the Hillside Avenue crossing adjacent to East Williston Station on two consecutive weekends beginning June 10 and 11.

Metro-North introduced new schedules on June 11 to accommodate **their** summer construction projects. The work most affecting the new timetables is the ongoing project to renew the edges

MESSAGE FROM THE PRESIDENT

of selected high-level 1980s-era platforms along the Hudson Line. The work has progressed to New Hamburg in an 11-mile, single-track block between Beacon and Poughkeepsie and this phase of the refurbishment work will be completed by September in time to restore our popular autumn Leaf Peeper trains.

And, on the topic of combining projects to minimize future schedule impacts, Metro-North Structures forces are also taking advantage of this track outage to replace bridge timbers on the Wappingers Creek deck bridge just south of New Hamburg.

Also on tap this summer, but with minimal scheduling effects, is switch-replacement work at Woodlawn — the junction between the Harlem and New Haven Lines — and over on the New Haven Line we have, among other projects, rail replacement between Mount Vernon East and New Rochelle, significant switch-replacement work just east of New Rochelle, the resumption of prep work at the Walk Bridge replacement in Norwalk, and mudspot remediation between Milford and New Haven.

Metro-North Strikes Gold (Again)

On June 13, at the American Public Transportation Association (APTA) Rail Conference in Pittsburgh, Justin Vonashek and I proudly accepted a pair of their prestigious annual Gold Awards – one in the category of Rail Safety for the first-ever 60-mph laser train, and the other for Emergency Management for our dual-level High-Water Alarm System. Each year, APTA recognizes public transit providers for their innovative and proactive safety programs. Since 2016, Metro-North Railroad has been recognized by APTA five times for excellence in safety – a true testament to all of the brain power we have at our disposal. These awards belong to everyone involved in both projects and I hope they make those employees as proud as they make us.



WATCH THE GAP

WE SERVE WITH PRIDE

WE



LONG ISLAND RAIL ROAD

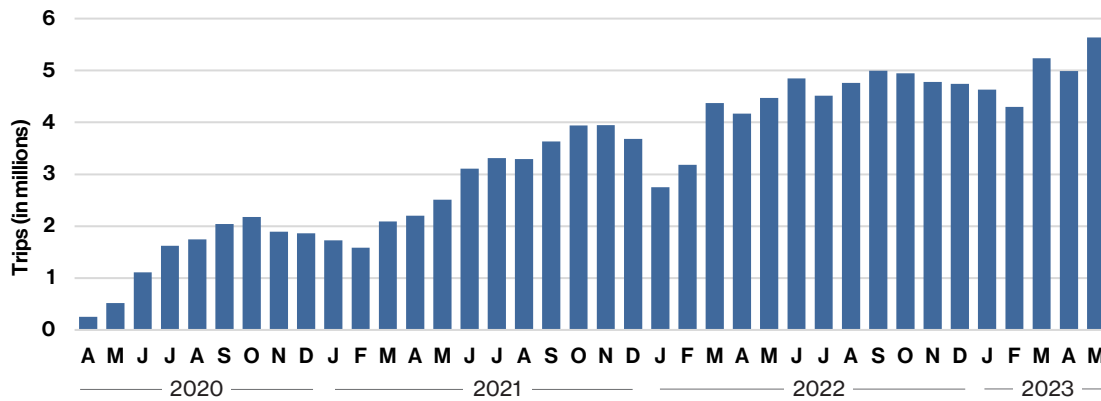


Long Island Rail Road

RIDERSHIP

Monthly Ridership

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



Data Review

May was a month of more ridership records for LIRR, with May 31 and May 30 holding the first and second place slots, respectively, for highest ridership days since the beginning of the pandemic. May 31 had 229,227 customers and May 30 saw 227,623 customers on LIRR trains. Throughout May, 20 of 22 weekdays saw more than 200,000 daily riders and nine of those weekdays currently hold the title of top ten highest ridership days since March 2020.

Overall, LIRR ridership continues to grow in 2023 and has seen impressive gains since last year. May 2023 ridership grew over 24% compared to May 2022, and year-to-date ridership is 30% above 2022. This month, average weekday ridership increased 3.2% compared to April, while average weekend ridership saw significant ridership growth with Saturdays increasing 15% and Sundays growing 20% from last month. June 10 through 11 marked the highest daily ridership on both weekend days post-pandemic, with the LIRR carrying nearly 23,000 spectators to and from the Belmont Stakes on Saturday, June 10, comprising a quarter of race attendance.

Moving Forward

LIRR continues to see the historic opening of full service to Grand Central Madison contributing to monthly ridership growth. LIRR carried over 200,000 daily customers almost 50 times since full service was introduced on February 27, 2022. Customers have taken advantage of the new service, steadily shifting toward 35% share for trips to GCM and 65% share to Penn Station.

The unofficial start to summer in New York is also contributing to LIRR’s ridership growth. On the Friday before Memorial Day, LIRR gained significant eastbound ridership, increasing 36% above the same time last year, kicking-off strong summer leisure travel to Long Island. The LIRR offers extra summer service, including the popular Cannonball express to the Hamptons/Montauk and discounted packages and escorted tours to many popular Long Island attractions.



FINANCIAL RESULTS

2023 Revenues & Expenses, May Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$218.1	\$226.0	\$7.9
Farebox Revenues	\$207.1	\$213.2	\$6.1
Other Revenues	\$11.0	\$12.8	\$1.8
Total Non-Reimbursable Expenses	\$794.3	\$715.8	\$78.4
Labor Expenses	\$594.8	\$542.9	\$51.9
Non-Labor Expenses	\$199.5	\$172.9	\$26.6
Non Cash Liabilities	\$189.4	\$229.2	(\$39.8)
Net Surplus /(Deficit) - Accrued	(\$765.6)	(\$719.0)	\$46.6

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,909	6,620	290
Reimbursable	1,153	1,072	81
Total Positions	8,062	7,691	371

Data Review

Through May, farebox revenue was \$6.1 million higher than the budget due to higher-than-expected ridership, partially offset by lower yield per passenger. The budget for revenue is based on the revised McKinsey & Co. ridership projection.

Labor expenses are lower than the budget by \$51.9 million due to the existing vacant positions and their associated fringe costs and the timing of pension, partially offset by higher overtime. At the end of May, there were 371 vacancies compared to the budget.

Non-labor expenses are lower than the budget by \$26.6 million, driven by the timing of material usage, maintenance service contracts, and electric power.

Moving Forward

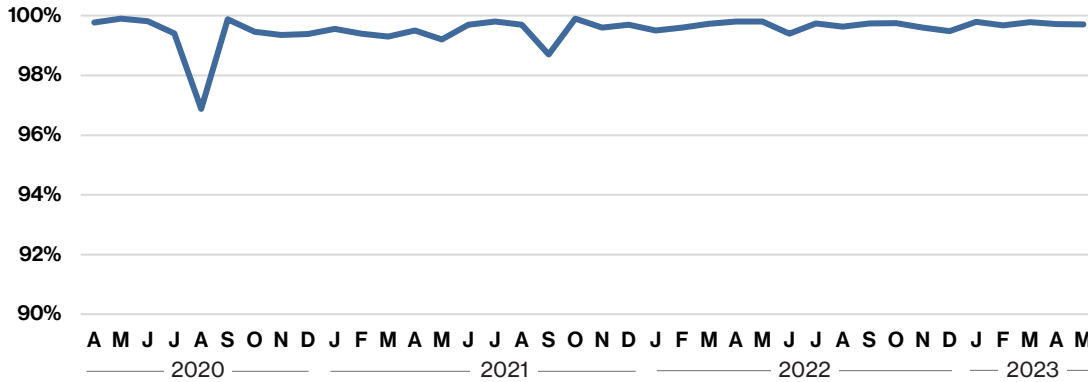
We are aggressively moving forward to fill all vacancies at LIRR. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

Long Island Rail Road

PERFORMANCE

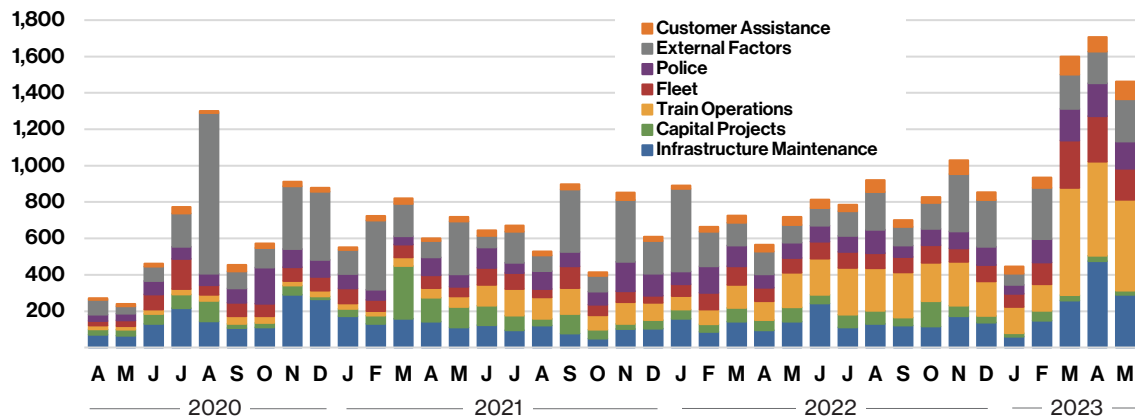
Service Delivered

The share of scheduled train trips completed



Delays by Type

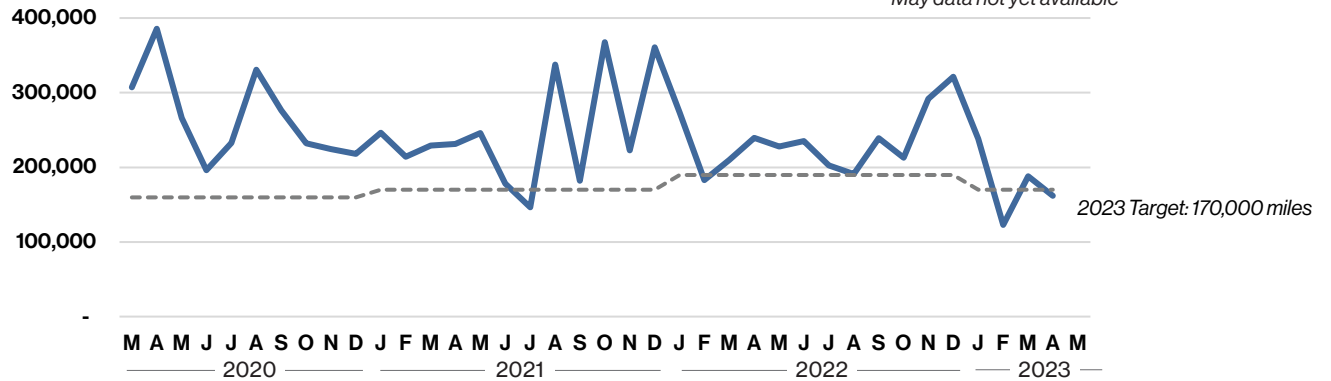
The number of delayed trains by type of delay



Mean Distance Between Failures

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

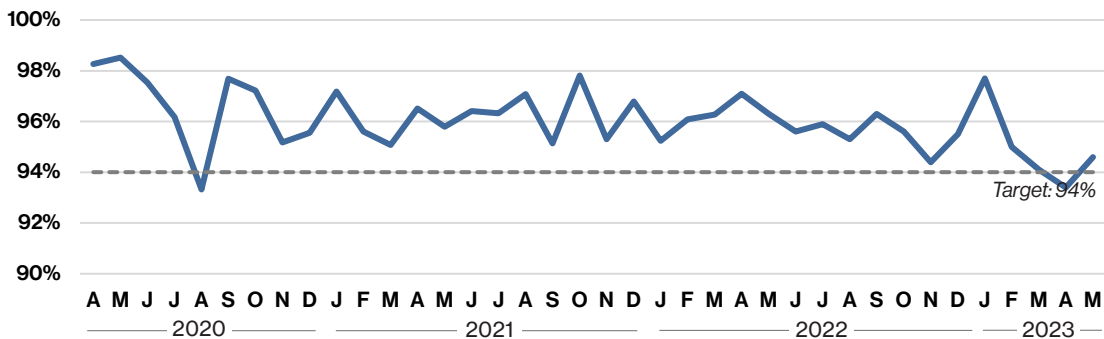
May data not yet available



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

Atlantic	98.7%	Montauk	92.0%
Babylon	94.1%	Oyster Bay	95.2%
Far Rockaway	95.9%	Port Jefferson	93.2%
Hempstead	95.5%	Port Washington	98.2%
Huntington	90.5%	Ronkonkoma	93.7%
Long Beach	90.6%	West Hempstead	94.8%

Data Review

For the month of May, on-time performance (OTP) was 94.6%, above the goal of 94%, while 2023 year-to-date OTP is 94.8% which is also exceeds the target. Seven out of the twelve LIRR branches operated above their goals for the month of May as well as year to date. Far Rockaway, Huntington, Hempstead, Long Beach and West Hempstead did not meet the OTP goals this month.

There were twelve incidents this month that resulted in ten or more late, cancelled, or terminated trains. The most significant event was a bridge strike near Forest Hills on May 16. The event caused 100 late trains, delayed our customers an average of 12 minutes and reduced our monthly OTP by less than one percent.

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 at 161,755 miles in April, trailing the target of 170,000 miles.

Moving Forward

LIRR is prepared to accommodate additional customers for the area's upcoming summer events. Extra service has been added for weekend travel to several Long Island beach destinations, concerts at Forest Hills, the TOBAY Triathlon, US Open, and July 4th holiday goers.

LIRR Replacing Northport Station Platform



Phase 1 of platform work at Northport Station is now complete and Phase 2 is underway.

Northport Station, a historically distinct station located in East Northport, Suffolk County, on the Port Jefferson Branch, is receiving major construction work that will bolster ADA accessibility, improve customer experience, and repair station and platform elements. Built in 1873, Northport Station is one of the older stations in the LIRR system and is due for much-needed state of good repair work.

The single platform serving Northport Station is over 30 years old and is beyond its useful life. In order to minimize disruption to the approximately 2,300 weekday passenger trips, the full replacement of the existing 12-car platform is staged in two phases, which prevents a full platform shutdown and allows customers to safely board on one half while construction is underway on the other. The first phase, which is substantially complete and currently open for customer use, includes installation of new platform slabs and upgraded tactile strips to meet modern ADA standards.

The second phase, consisting of identical platform work on the east half commenced in May 2023. The existing platform slabs have been demolished and approximately 25% of the new phase 2 slabs have been installed. The platform is not just being replaced in kind; the new platform will be heated and include an Automatic Snow and Ice Melting System, which also necessitates a new boiler room with all automated control systems and connections. In addition, the station renovations include an updated ADA ramp with new aluminum railings, platform shelters, lighting, signage, a new plaza area and other site improvements.

CUSTOMERS & COMMUNITIES

LIRR Promotes Grade Crossing Safety Awareness

For fourteen years, LIRR has participated in International Level Crossing Awareness Day (ILCAD), a global initiative to improve safety awareness at grade crossings. This year, the event was held on June 15 and LIRR was joined by MTA Police, the New York State Department of Transportation Public Transportation Safety Board, and the Federal Railroad Administration at Bethpage, Syosset, Farmingdale, Deer Park, and Oceanside grade crossings. We are pleased to participate every year in supporting ILCAD as part of our comprehensive engineering, enforcement, education, and incident elimination safety strategy at grade crossings.

Over the last several years, LIRR has undertaken a number of preventative measures to enhance safety at our grade crossings, including installing delineators and reflective striping at our crossings, partnering with the navigation app WAZE to alert drivers of grade crossings on their route, targeting MTA Police enforcement at specific crossings, and eliminating eight crossings as part of the LIRR Expansion Project from Floral Park to Hicksville. Additionally, our Together Railroads and Communities Keeping Safe (TRACKS) partnership with MTA Police supports monthly Operation Lifesaver events at crossings, and offers critical education and awareness outreach reaching tens of thousands of participants annually.

Together, these preventative measures all contribute to reducing the risk of road/rail incidents and improve rail reliability, while enhancing safety for LIRR customers, drivers, and pedestrians throughout our territory.



LIRR in partnership with MTA Police, the New York State Department of Transportation Public Transportation Safety Board, and the Federal Railroad Administration joined riders at Bethpage to raise awareness for grade crossing safety.

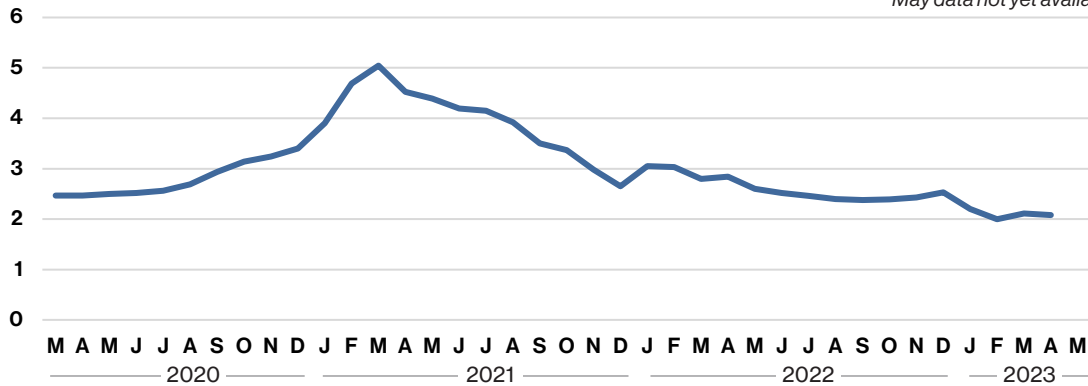
Long Island Rail Road

SAFETY & SECURITY

Customer Accident Rate

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

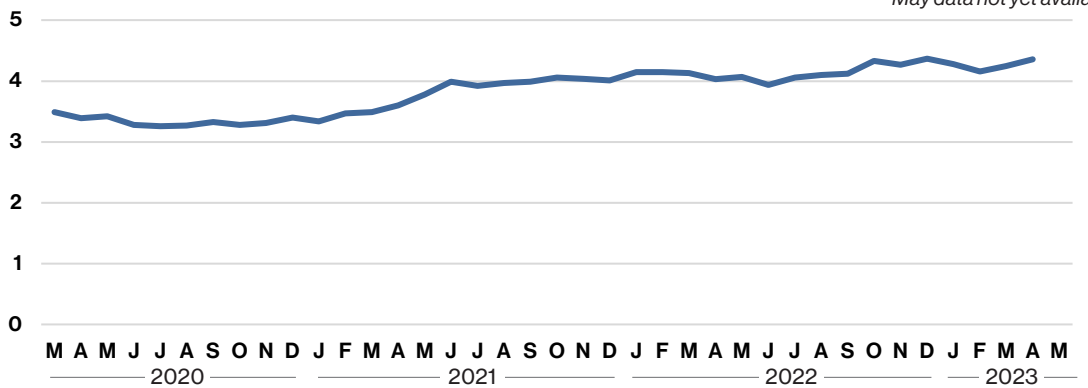
May data not yet available



Employee Lost Time Injury Rate

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

May data not yet available



Data Review

The reportable customer injury rate decreased from 2.84 to 2.08 per one million customers in the current 12-month reporting period, May 2022 through April 2023, compared to the prior 12 months. The reportable employee lost time injury rate increased from 4.03 to 4.36 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

This month, LIRR Safety marked International Level Crossing Awareness Day with MTAPD, the Public Transportation Safety Board, and Federal Railroad Administration at Bethpage, Syosset, Farmingdale, Deer Park and Oceanside grade crossings. LIRR also held its quarterly employee Safety Focus Day, discussing how staff experience safety at LIRR, emphasizing the importance of personal protective equipment, and providing information about FRA-mandated safety programs. Later this month, LIRR, NYCT, Amtrak, and NJ Transit are hosting a Customer Safety Event at Penn Station to raise awareness of customer and employee safety initiatives.

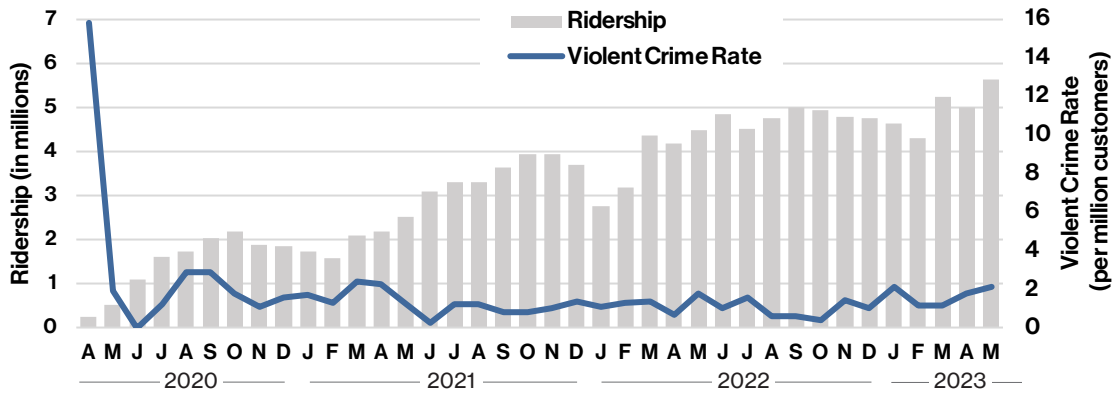


SAFETY & SECURITY

Major Crimes Against Customers

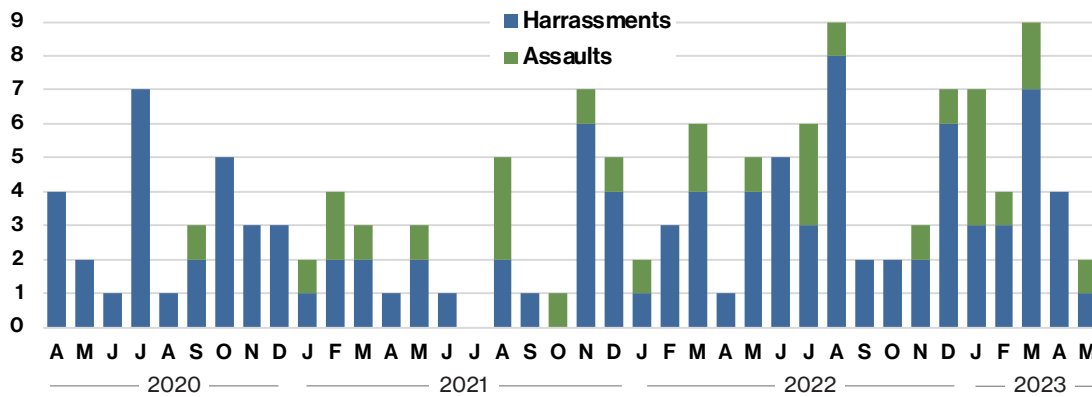
The rate of all violent crimes (murder, rape, robbery, felony assault, grand larceny) against customers, per million customers

May data subject to change



Assaults and Harassments Against Employees

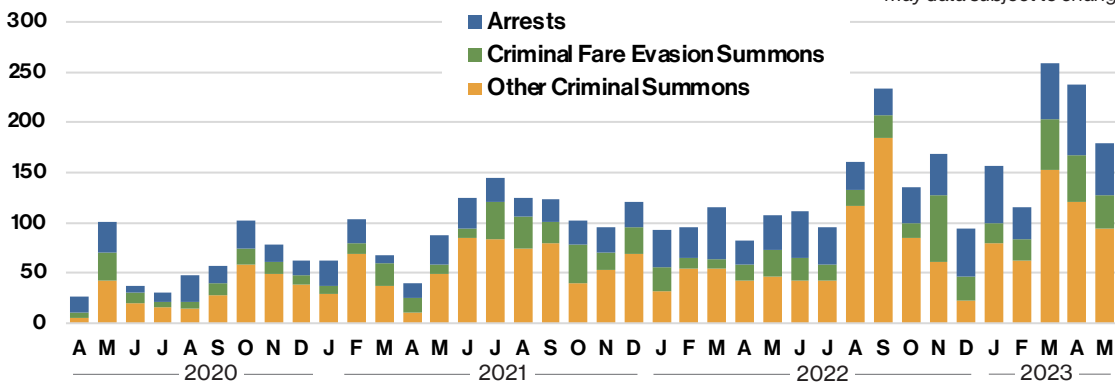
The number of assaults and harassments against LIRR and MTA Police Department employees, per NYS criminal law



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

May data subject to change



METRO-NORTH RAILROAD



TO METRO-NORTH
AND LONG ISLAND RAIL ROAD TRAINS

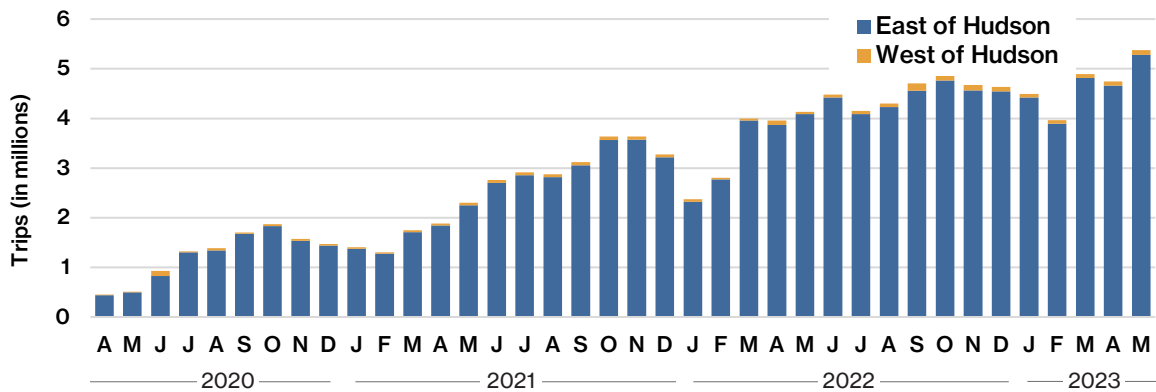


Metro-North Railroad

RIDERSHIP

Monthly Ridership

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



Data Review

Metro-North’s May 2023 ridership of approximately 5.3 million surged 12.8% from the 4.7 million recorded in April 2023. Part of this increase is because May has two more weekdays than April but even when accounting for this, average daily ridership in May rose 9.2% and the average weekday ridership of approximately 195,000 was up 8.2% from April.

Metro-North ridership in May was 28% higher than May 2022 and represented approximately 70.5% of May 2019 ridership. Weekday average ridership stood at 68.1% of May 2019. Tuesday-Thursday average ridership rose 8.0% to 203,341, at 71.0% of May 2019. Average weekend ridership rose 17% to 80% of 2019 as weather continued to improve.

Total ridership on commutation tickets (monthly and 20-trip) rose 14.2% from April to May; on a per-weekday basis, it rose 3.8%, accelerating from 0.7% growth in March-April. Commutation’s share of total rides remained steady from April at 39%, dropping slightly on a per-weekday basis from 51% of April weekday rides to 49%. This is due to higher ridership using other tickets.

Moving Forward

Daily ridership improved strongly in May, with eight days of ridership over 200,000, and a record ridership day on May 23 of 214,621. Although early June ridership was suppressed in the first week by a late Memorial Day and associated vacations and by regional smoke closures in the second week, we have had several 200,000+ days and expect a strong finish to the first half of the year before summer vacations begin.



FINANCIAL RESULTS

2023 Revenues & Expenses, May Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$240.5	\$238.8	(\$1.7)
Farebox Revenues	\$196.3	\$214.2	\$18.0
Other Revenues	\$44.2	\$24.6	(\$19.6)
Total Non-Reimbursable Expenses	\$609.1	\$624.2	(\$15.1)
Labor Expenses	\$415.3	\$435.5	(\$20.2)
Non-Labor Expenses	\$193.8	\$188.7	\$5.1
Non Cash Liabilities	\$128.1	\$139.0	(\$10.9)
Net Surplus /(Deficit) - Accrued	(\$496.7)	(\$524.3)	(\$27.6)

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	5,934	5,895	39
Reimbursable	863	405	458
Total Positions	6,797	6,300	497

Data Review

Through May, farebox revenue was \$18.0 million higher than the adopted budget due to higher ridership across all East of Hudson lines. Metro-North Railroad ridership through year-to-date May is 33.5% lower than 2019 ridership for the same time frame. The budget for revenue is based on the revised McKinsey & Co. ridership projection.

Labor expenses are higher than the adopted budget by \$20.2 million due to lower reimbursable overhead, higher health and welfare costs, and higher overtime expenses. At the end of May, there were 497 vacancies compared to the budget and 844 vacancies against the year-end authorized headcount.

Non-labor expenses are favorable to the adopted budget by \$5.1 million, driven primarily by lower energy and maintenance and other operating contracts expense partially offset by higher materials and other business expenses.

Moving Forward

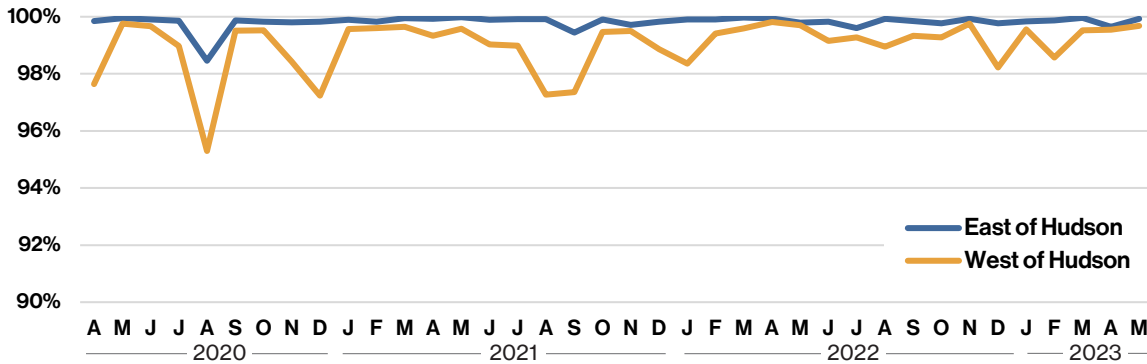
We are focused on growing staff to budgeted targets across all crafts. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

Metro-North Railroad

PERFORMANCE

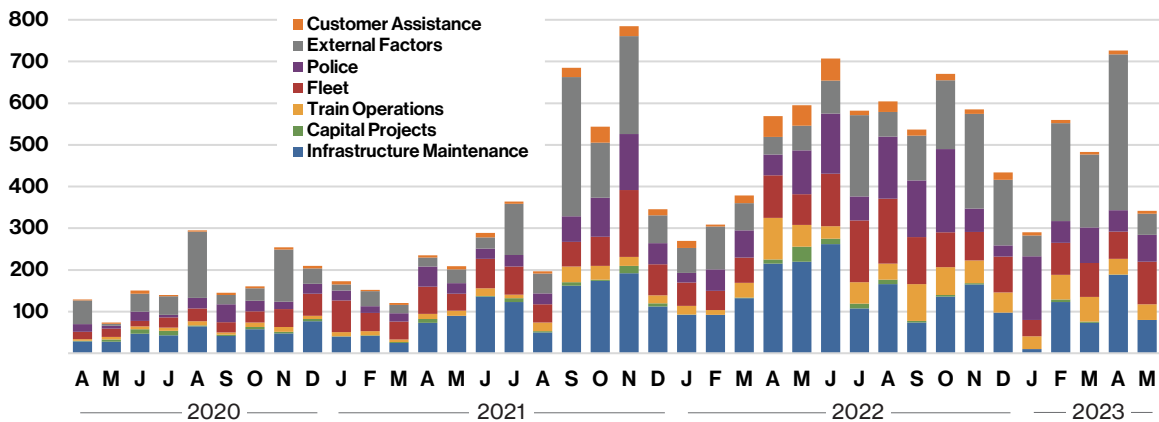
Service Delivered

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



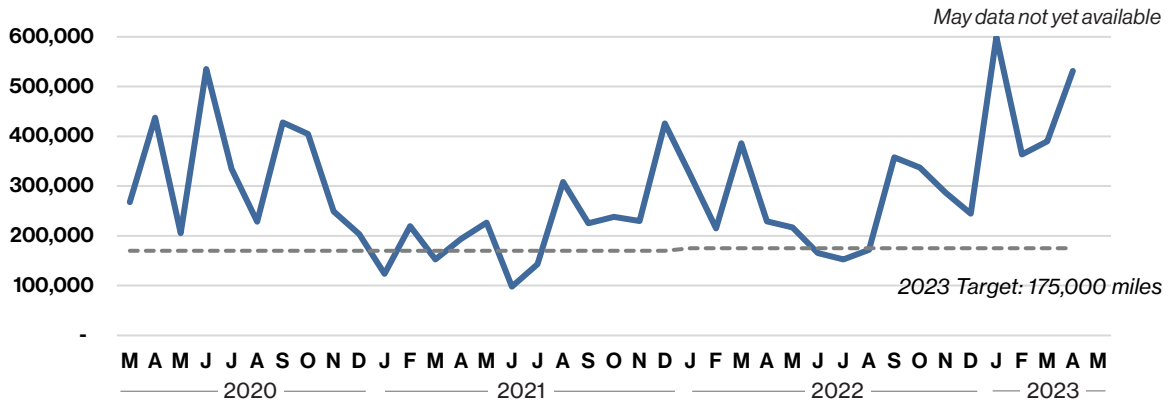
Delays by Type

The number of delayed trains by type of delay



Mean Distance Between Failures

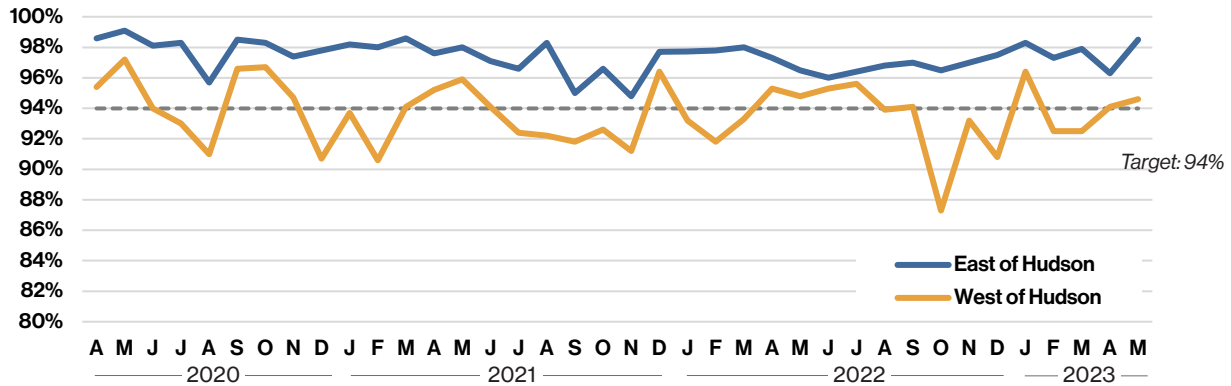
The average number of miles a railcar or locomotive travels before failing and causing a delay



PERFORMANCE

On-Time Performance

The share of trains that arrive at their terminus station within 5:59 minutes of schedule. NJ Transit operates West of Hudson trains.



On-Time Performance, by Line

Hudson	98.1%	Port Jervis	96.3%
Harlem	98.7%	Pascack Valley	92.5%
New Haven	98.5%		

Data Review

Metro-North's service delivered rate, measuring the level of service reliability, was 99.8% in May. Systemwide on-time performance (OTP) was at 98.5%, above our goal of 94%, and year-to-date OTP was also above goal at 97.7%. Two major incidents affected May's OTP:

- On May 4, 13 trains on the New Haven Line were delayed due to scheduled track work.
- On May 19, a switch failure at CP 117 on the Harlem Line delayed 14 trains.

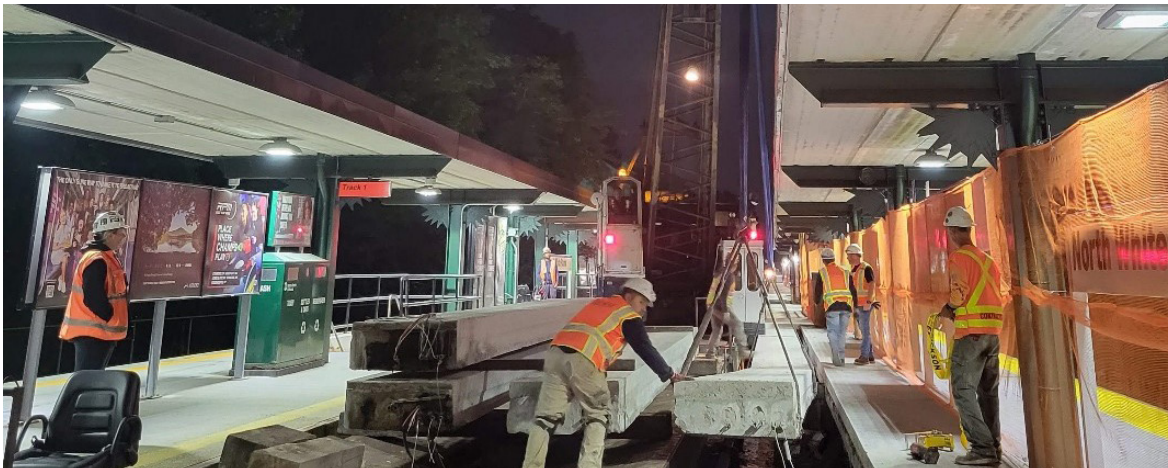
The mean distance between failures (MDBF) for the fleet was 531,058 miles in April, above the goal of 175,000 miles. Year-to-date MDBF performance remains above goal at 452,364 miles.

Moving Forward

Metro-North will run Sunday service on the July 4 holiday to accommodate travelers participating in the region's numerous holiday activities. Metro-North will resume regular weekday service on July 5.

Additionally, this month Metro-North was presented with two Gold Awards for Rail Safety and Emergency Management by the American Public Transportation Association (APTA): the Rail Emergency Management Gold Award for its High-Water Alarm System and the Rail Safety Gold Award for the first-ever 60 mph laser train. Each year, APTA recognizes public transit providers for their innovative and proactive safety programs. Since 2016, Metro-North has been recognized by APTA five times for excellence in safety, and the initiatives being recognized are essential to providing convenient and reliable rail service.

Metro-North Makes Upgrades to North White Plains Station



Crews replace portions of the deteriorating hollow core platforms at North White Plains Station.

Repairs are underway at North White Plains Station, an important transfer point for the Harlem Line that experiences a higher volume of foot traffic and has not received significant improvements in over thirty years. The station also serves as an important access point for trains going into and out of North White Plains Yard. With two island hollow core platforms, the station is undergoing construction to replace these platform edges, which were beginning to show signs of wear and deterioration.

In addition to platform edge repairs, the project also includes accessibility improvements with newly reconstructed platform tactile strips. The entire surface of the platforms was coated with a cementitious sealer to weatherize and protect the surface from further deterioration, ensuring a longer useful life and less disruption to customers. These improvements to the station platforms will ensure a more comfortable and safe boarding experience for all passengers.

To complete station repairs, project crews cut away three feet of the existing slabs parallel to the platform track edge. After the slabs were removed, the concrete piers were repaired with grout to ensure the piers were returned to a structurally sound condition. In order to ensure that the platform remains in good repair for as long as possible, the rough faces of the slabs were sealed with epoxy to prevent corrosion.

The project required substantial coordination and numerous phases in order to maintain consistent train service and provide on-boarding for Metro-North's customers. Project completion is slated for this coming July and is currently in its last phase of construction.

CUSTOMERS & COMMUNITIES

Park Avenue Viaduct Outreach Continues with STEM Programs

Community outreach for the Park Avenue Viaduct replacement project continues in full swing, with MTA making two visits to Democracy Prep School for Science, Tech, Engineering, and Math (STEM) events. The project's outreach team worked with elementary school students to learn about bridge building and students had the opportunity to construct their own. The project's STEM program introduces students to concepts related to major infrastructure projects happening within their community. Through hands-on activities, students gain a greater appreciation for the purpose and importance of these projects to the city.



MTA joined students at Democracy Prep to learn about the Park Avenue Viaduct project and build their own model bridges

The Park Avenue Viaduct project is a state-of-good-repair effort to replace this critical bridge carrying Metro-North service into Grand Central Terminal. The project will ensure the safety of the public and railroad, improve rail reliability, build more resilient infrastructure, and reduce noise and vibration levels from passing trains.

Metro-North Provides Bridge Updates to Mt. Vernon Residents

On June 8, Metro-North Director of Government and Community Relations Andy Buder led a public information session on the status of the bridge replacement projects occurring in the City of Mt. Vernon. Residents received an update on the project and were able to ask questions about construction.

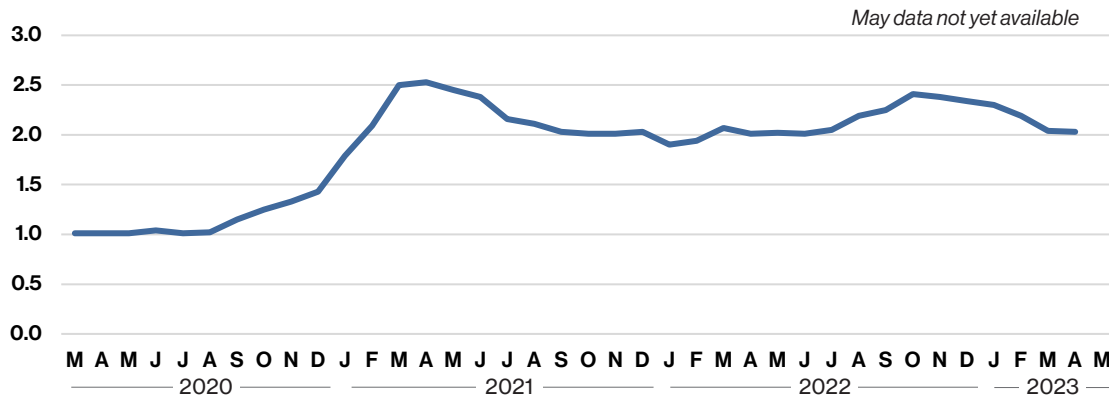
Since 2011, Metro-North has completed the replacement of five bridges in Mt. Vernon, including the Park Avenue, 14th Avenue, 6th Avenue, 10th Avenue, and 3rd Avenue Bridges. In 2022, the Mt. Vernon closed the Fulton Avenue and South Street Bridges over safety concerns, and these bridges are slated to be fully replaced by May 2025. Construction has quickly commenced on this design-build project, with electrical and utility work already taking place and deconstruction of the existing bridges beginning this month.

Metro-North Railroad

SAFETY & SECURITY

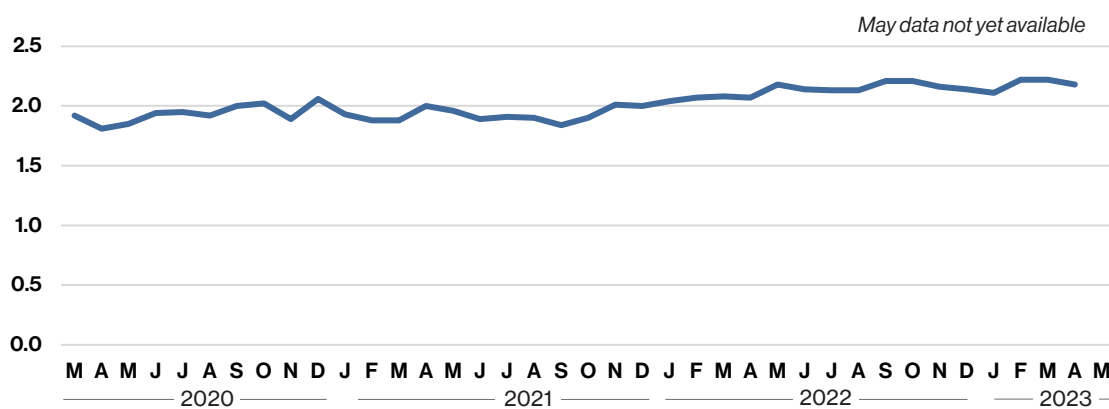
Customer Accident Rate

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



Employee Lost Time Injury Rate

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



Data Review

The reportable customer injury rate increased from 2.01 to 2.03 per one million customers in the current 12-month reporting period, May 2022 through April 2023, compared to the prior 12 months. The reportable employee lost time injury rate increased from 2.07 to 2.18 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

Metro-North’s annual rail safety poster contest closed with over 85 entries submitted by students of all ages. Participants were asked to submit a new costume design for the Metro Man rail safety mascot. A winner was selected from each age group, and design concepts from all winners will be incorporated into the new costume. Once the costume is developed, the new Metro Man will make an appearance at the winner’s school.

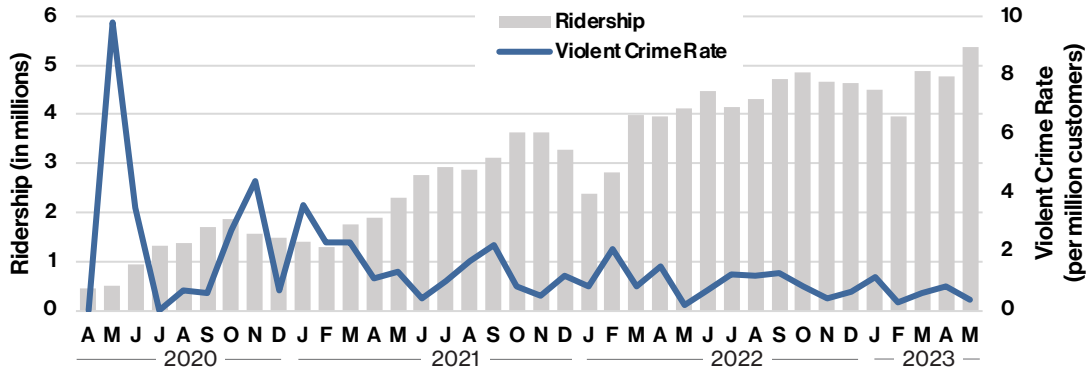


SAFETY & SECURITY

Major Crimes Against Customers

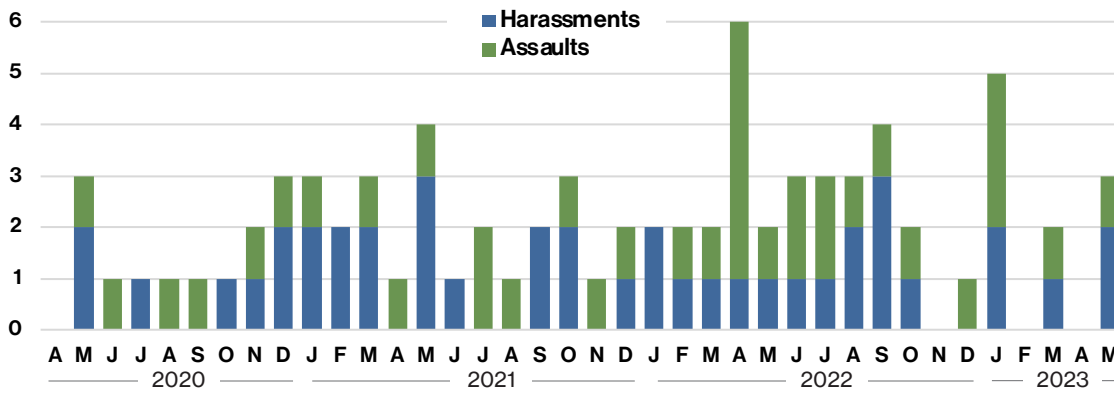
The rate of all violent crimes (murder, rape, robbery, felony assault, grand larceny) against customers, per million customers

May data subject to change



Assaults and Harassments Against Employees

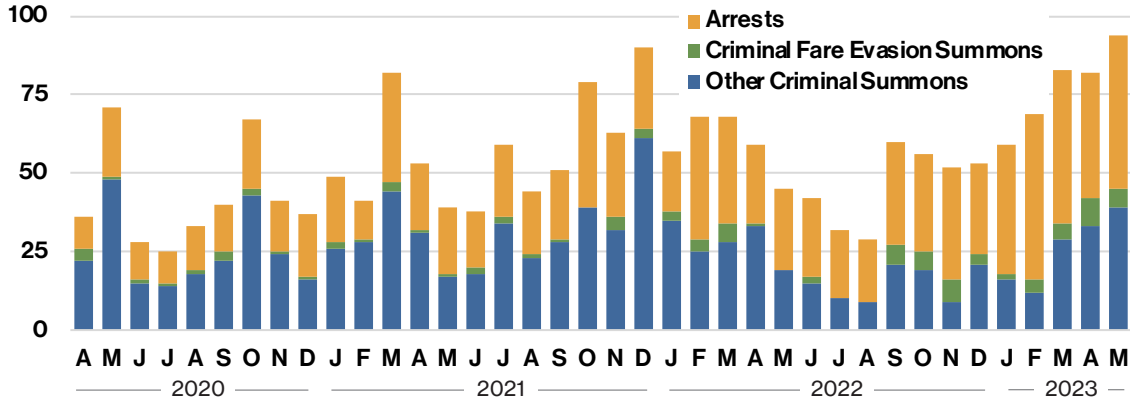
The number of assaults and harassments against Metro-North and MTA Police Department employees, per NYS criminal law



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

May data subject to change





TRAIN INFORMATION
TRAIN INFORMATION

EMERGENCY ACCESS
WINDOW
BREAK GLASS

WATCH THE GAP

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

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

Long Island Rail Road is comprised of over 7,000 employees serving over 200,000 passengers a day. We operate 700 trains daily and maintain 125 stations, nearly 700 miles of track, and 27 shops and yards.

Metro-North Railroad is comprised of nearly 6,000 employees serving over 200,000 passengers a day. We operate 700 trains daily and maintain 124 stations, nearly 900 miles of track, and 19 shops and yards.

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

- Samuel Chu, Co-Chair
- Blanca Lopez, Co-Chair
- Gerard Bringmann
- Norman Brown
- Michael Fleischer
- Randolph Glucksman
- David Mack
- Vinnie Tessitore
- Midori Valdivia
- Neal Zuckerman

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