



Metropolitan Transportation Authority

Meeting of the Metro-North Railroad Committee

March 2017

Members

S. Metzger

N. Brown

C. Moerdler

J. Molloy

M. Pally

A. Saul

V. Vanterpool

J. Vitiello

C. Wortendyke

N. Zuckerman

Metro-North Railroad Committee Meeting

**20th Floor Board Room, 2 Broadway
New York, New York**

**Monday, 3/20/2017
8:30 - 9:30 AM ET**

1. Public Comments

2. Approval of Minutes

Minutes - Page 4

3. 2017 Work Plan

2017 Work Plan - Page 12

4. President's Reports

Safety

Safety Report - Page 19

MTA Police Report

MTA Police Report - Page 21

5. Information Items

MNR Information Items - Page 26

2016 Customer Satisfaction Survey Results

2016 Customer Satisfaction Survey Results - Page 27

Annual Strategic Investments & Planning Studies

Annual Strategic Investments & Planning Studies - Page 72

Annual Elevator & Escalator Report

Annual Elevator & Escalator Report - Page 99

6. Procurements

Procurements - Page 110

Non-Competitive - None

Competitive

Competitive - Page 114

Ratifications - None

7. Operations Report

Operations Report - Page 120

8. Financial Report

Finance Report - Page 127

9. Ridership Report

Ridership Report - Page 147

10. Capital Program Report

Capital Program Report - Page 158

Date of next meeting: Joint Meeting with Long Island on Monday, April 24th at 8:30 a.m.

Minutes of the Regular Meeting
Metro-North Committee
Monday, February 21, 2017

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

The following members were present:

Hon. Susan G. Metzger, Chair of the Metro-North Committee
Hon. Mitchell H. Pally, Chair of the Long Island Rail Road Committee
Hon. Norman Brown
Hon. Ira Greenberg
Hon. John J. Molloy
Hon. Charles G. Moerdler
Hon. Veronica Vanterpool
Hon. James E. Vitiello
Hon. Carl V. Wortendyke

Not Present:

Hon. Andrew Saul
Hon. Neal J. Zuckerman

Also Present:

Joseph J. Giuliatti – President, Metro-North Railroad
Catherine Rinaldi – Executive Vice President
Katherine Betries-Kendall – Vice President, Human Resources
John DeSimone – Deputy Director, Budget
Susan J. Doering – Vice President, Customer Service and Stations
Richard L. Gans – Vice President and General Counsel
Glen Hayden – Vice President, Engineering
John Kennard – Vice President – Capital Programs
John Kesich – Senior Vice President, Operations
Owen Monaghan – Chief, MTA Police Department
Andrew Paul – Vice President, Labor Relations
Michael Shiffer – Vice President, Planning
Justin Vonashek – Vice President, System Safety

The members of the Metro-North Committee met jointly with the members of the Long Island Committee. Mr. Pally, as Chair of the Long Island Committee, called the joint meeting to order. In addition to the Metro-North President and Metro-North staff noted above, President Nowakowski and various staff of the Long Island Rail Road attended the joint committee meeting.

The minutes of the Long Island Committee for the meeting of February 21, 2017, should be consulted for matters addressed at the joint meeting relating to the Long Island Rail Road.

PUBLIC COMMENT

There were two public speakers.

Randy Glucksman, Chairman Metro-North Railroad Commuter Council and the Permanent Citizen's Advisory Committee for the MTA, commented on the quality of Wi-Fi in Grand Central Terminal. The remaining comments made by Mr. Glucksman were related to Long Island Rail Road matters.

Orrin Getz, Metro-North Railroad Commuter Council, commented on a meeting he attended regarding the Preliminary Final report on the Pt. Jervis Line. He stated that the MTA Website provided limited information on the report and did not provide the public with a means to proffer comments regarding the report. Mr. Getz asked Metro-North to work with New Jersey Transit to make Suffern Station accessible to the disabled, noting that it is a priority for Rockland County Executive, Ed Day. He further expressed his opinion that the MTA should be an active partner on the Gateway project.

Additional details of the comments made by the public speakers are contained in the video recording of the meeting produced by the MTA and maintained in the MTA records and in the minutes of the Long Island Rail Road.

APPROVAL OF MINUTES AND 2017 WORK PLAN

Upon motion duly made and seconded, the Committee approved the minutes of the January 23, 2017 Metro-North Committee meeting. There were no changes to the 2017 Metro-North Railroad Committee Work Plan. The details of the work plan are contained in the 2017 Metro-North Railroad Committee Work Plan filed with the records of this meeting.

MTA METRO-NORTH RAILROAD PRESIDENT'S REPORT

President Giulietti reported that at the end of January 2017, Metro-North implemented civil speed enforcement for Amtrak and freight trains on the New Haven Line. He stated that this is an important milestone as Metro-North and Long Island Rail Road continue to move forward on the safety front.

President Giulietti reported on service reliability, noting that during January 2017, overall on-time performance, system-wide was above goal at 96.2% with all service periods exceeding Metro-North's goal of 93%. Total train delay minutes decreased by 50% from December 2016 and delays due to infrastructure issues decreased by 28% as against the comparable period. West of Hudson on-time performance was 95.9% in January 2017. In January 2017, overall consist compliance was 99.2%. Service disruptions during the peak periods resulted in below average consist compliance on the Harlem and New Haven Lines.

President Giulietti reported that in preparation for the February 9 snowstorm, snow-fighting equipment was positioned strategically throughout Metro-North's territory to be available as soon as snow conditions warranted. The fleet was well prepared to reduce the impact from snow and ice. Platforms, stairways, and parking lots were treated before the storm began, crews were deployed to key locations, signals and switches were kept clear, power systems were kept functioning, and train and engine crews were positioned to operate service. Metro-North provided customers with information on service available availability via email alerts, website updates, social media, station announcements, platform display boards, and message boards at key terminals. Metro-North operated well through the snow event and was able to provide safe and reliable service with minimal disruptions. 85.7 percent of the railroad's regular weekday scheduled service operated within 15 minutes of schedule. Ridership was down by 80%, permitting Metro-North to reduce p.m. service by 20% to accommodate clearing of snow along the right-of-way.

On Sunday, February 12, the weather forecast predicted high winds after midnight that would continue throughout Monday, February 13. Metro-North had chainsaw crews and equipment ready to address any overhead catenary wire issues and downed trees along the right-of-way. Switching crews and rescue locomotives were positioned at all major terminals and buses were on call for branch line services. On Monday, February 13, wind gusts caused numerous downed trees across the region, affecting train operations and travel on several roadways. A passenger train struck a downed tree north of Hawthorne on the Harlem Line which resulted in one axle derailing on the front car of the six car consist. No injuries were reported. Harlem Line service was suspended between North White Plains and Mount Kisco so that customers from the derailed train could be transferred to a rescue train on the other track to permit crews to clear downed trees and make repairs. MTA Bus provided limited bus service to handle northbound customers from Hartsdale and North White Plains to Mt Kisco. Harlem Line tickets were cross honored on the Hudson and New Haven Lines. Harlem Line service returned to near normal by the p.m. rush hour. There were some train cancelations and combinations because one of the two tracks between North White Plains and Mount Kisco remained out of service. The one train car was re-railed at midnight and track repairs were completed by 3:00 a.m. Tuesday, February 14, so that regular morning service could resume on the Harlem Line. Service delays of up to 30 minutes were experienced on the New Haven Line for a period of approximately three hours due to a downed wire near Old Greenwich Station. Danbury Branch service was impacted during the afternoon by downed trees in several locations; bus service was provided until 7 p.m. when the trees were cleared. There were minimal service impacts due to a downed tree on the Hudson Line and no issues on the Pascack Valley and Pt. Jervis Lines. President Giulietti thanked the employees for their efforts.

Customer complaints in January 2017 were 19% less than in December 2016 and 25% less than January 2016.

President Giulietti reported on the preliminary ridership statistics for January 2017. He noted that these statistics indicate that east of Hudson rail ridership was 1.8% higher than in January 2016; rail commutation ridership was .2% lower; and rail non-commutation ridership was 4.9% higher than in the comparable period of 2016. In January 2017, overall managed connecting services ridership was 6.4% higher than in January 2016; Hudson Rail Link ridership was 9% higher; Newburgh-Beacon ridership was 2.2% higher and Haverstraw-Ossining Ferry ridership was 2.5% lower than in the comparable period of 2016.

On February 15, 2017, Metro-North held an open house in Goshen to update the public on the Pt. Jervis Line Improvements Study. The proposed improvements would provide more frequent peak and off-peak service and introduce reverse peak service on that line. Infrastructure improvements to support the upgraded train service have been identified, including the construction of three passing sidings and the addition of a new train yard mid-way on the Pt. Jervis Line. Prior to the open house, Metro-North provided county, federal, state and local officials and their representatives and numerous business leaders with a briefing. Over 75 people attended the open house and provided input to the project team. A final analysis report will be issued this year and an environmental review for the proposed yard and sidings will be initiated. Metro-North will keep the Committee and all stakeholders involved in the process informed on an ongoing basis.

President Giulietti introduced and welcomed Andrew Paul who was named Metro-North's Vice President of Labor Relations in January. He gave an overview of the work Mr. Paul has performed since joining Metro-North in 1986.

The details of the President's Report are contained in the video recording of the meeting produced by the MTA and maintained in the MTA.

MTA METRO-NORTH RAILROAD SAFETY REPORT

Mr. Vonashek reported that the customer accident rate for the year 2016 continued to trend at a 3 year low and was almost 33% lower than in the previous year. The employee lost time injury rate was 13% higher than in the previous year. Since the January 2017 report to the Committee, the employee lost time injury rate has decreased by almost 5%. There has been no change in the number of grade crossing incidents, derailments and collisions. Metro-North closed out 2016 with over 800 Confidential Close Call Reporting System (C3RS) reports, of which nearly 700 met the reporting criteria. Four corrective actions have been implemented and five are in development for 2016. The Peer Review Team has developed a total of 12 corrective actions since the program's inception. Metro-North's community outreach program, TRACKS, which began in May 2016, reached over 50,000 individuals in 2016. The first quarterly safety focus day will take place on Wednesday, March 1, 2017.

There was a discussion between Board member Moerdler and Mr. Vonashek regarding the employee lost time frequency rate. Mr. Vonashek noted that the rate is tracked on a monthly basis. He further noted that the increase in the injury rate is mainly due to overexertion experienced by workers in the Maintenance of Way Department as the result of an increase in the amount of work they are performing and in the number of hours worked. The railroad is addressing the issue in job safety briefings during which workers are reminded of the risks associated with the job and how to avoid those risks. Mr. Gans responded to Board member Moerdler's question regarding broken gates at railroad crossings, noting that the railroad can and does pursue claims for property damage. There was a discussion including Board members Pally and Vitiello regarding how the C3RS statistics are categorized and reported to Board members.

The details of Mr. Vonashek's report are contained in the safety report filed with the records of this meeting and the video recording of the meeting produced by the MTA and

maintained in the MTA records, which recording includes Board members' comments regarding the safety report.

MTA POLICE DEPARTMENT REPORT

Chief Monaghan reported that he continues to conduct daily assessments of the department's rapid deployment to serious incidents and he is impressed with the department's deployment capability. In January 2017, total major felonies system wide were 32% lower than in the comparable period of 2016; total major felonies on the Metro-North system were 57% lower and grand larcenies on the Metro-North system were 63% lower.

The details of Chief Monaghan's report are contained in the MTA Police Report filed with the records of this meeting and in the video recording of the meeting produced by the MTA and maintained in the MTA records.

JOINT INFORMATION ITEM:

One joint information item was presented to the Committee:

- Status Update on PTC - President Nowakowski reported that the status update on PTC implementation is provided in the Committee book and will be presented in greater detail at the CPOC meeting to be held this day.

There was a lengthy discussion among Committee members and the agency presidents regarding the exemption for the implementation of PTC in low speed environments and what may be done to ensure the safety of operations in those environments. President Giulietti noted that the railroads are investigating safety measures that are applicable to low speed environments and will provide a report to the Committee at a later date.

The details of the joint information item are contained in the Status Update on PTC filed with the records of this meeting and in the video recording of the meeting produced by the MTA and maintained in the MTA records, which recording includes discussion between Committee members and the railroad presidents.

LONG ISLAND RAIL ROAD INFORMATION ITEMS:

In addition to other matters, Board member Moerdler asked that both railroads provide a better description of the customer, transportation and other categories of delay contained in the operating results.

METRO-NORTH INFORMATION ITEMS:

Four information items were presented to the Committee:

- Metro-North Adopted Budget/Financial Plan 2017
- Metro-North Annual Operating Results

- Metro-North Annual Fleet Maintenance Report
- Metro-North Diversity-EEO Report – 4th Quarter 2016

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

METRO-NORTH ACTION ITEM:

One action item was presented to the Committee:

- Westchester County DOT Fare Increase – President Giulietti reported that Metro-North is requesting Board authorization to increase its share of the subsidy for Westchester County Bee Line bus UniTickets, in line with its contractual agreement with the Westchester County Department of Transportation. He noted that the bus service provides connecting bus service to/from Metro-North train stations throughout Westchester County and that Metro-North has a longstanding, successful UniTicket program with Westchester DOT. Under the terms of the UniTicket agreement with Westchester County, Westchester DOT controls the fares and the two agencies subsidize the program. Per the terms of the agreement, the UniTicket fare increases are directly tied to the MetroCard price increases, which the MTA Board authorized last month. The resulting financial impact is minimal, representing an incremental full-year subsidy increase of \$12,600, which is funded in the 2017 operating budget.

Board member Metzger stated that the bus to the train concept helps those with a two stage commute. She stated that the concept should be examined for expansion to all service areas. Upon motion duly made and seconded, the foregoing action item was approved for recommendation to the Board. The details of the above item are contained in a staff summary filed with the records of this meeting and in the video recording of the meeting produced by the MTA and maintained in the MTA records, which recording includes Board member comments on the action item above.

PROCUREMENTS:

Long Island Rail Road:

When considering approval of the Long Island Rail Road procurements, there was a lengthy discussion regarding the all-agency policy for reporting adverse findings when seeking approval of a contract modification. There was a discussion of the requirement to report adverse determinations, as applicable, in staff summaries and to report of the details of such findings as a separate notification through the Director's Desk so that Board members can be fully informed. Helene Fromm, Acting General Counsel, MTA, stated that the MTA is committed to being vigilant in reporting adverse findings to the Board. The MTA weighs the information that it uncovers and is committed to providing the Board with the information it needs to make a decision concerning pending procurements. Ms. Metzger stated that management should make an evaluation of whether the process of reporting adverse findings is working. Ms. Fromm stated that the MTA will ensure that there is continued improvement of the reporting process.

MTA Metro-North Railroad:

One non-competitive procurement was presented to the Committee:

- Approval of a non-competitive negotiated miscellaneous service contract in the total not-to-exceed amount of \$7,828,160 to the firm, Bombardier Transportation Inc., for the installation of On Board Camera Kits for the MNR M-7 Fleet.

Three competitive procurements were presented to the Committee:

- Approval to use the Request for Proposal (RFP) solicitation process to solicit a team of Architects/Engineers/Contractors to design and construct improvements under the Harmon Shop Replacement Program, Phase V-Stage 2.
- Approval to award a competitively solicited 20 month contract in the not-to-exceed amount of \$3,980,000 to the firm, Brandt Road Rail Corporation, for the design, manufacture and delivery of one Powered Continuous Work Platform with a Steel Track Excavator.
- Approval to award a 12 month, competitively solicited miscellaneous service contract in the not-to-exceed amount of \$813,071 to Bowne Management Systems, Inc. to provide electronic GIS integration services to accurately measure property lines along Metro-North's right-of-way, stations, leases, yards, easements, encumbrances, and other real estate holdings for Metro-North to support business operations.

Two ratifications were presented to the Committee:

- Ratification of an emergency purchase in the total amount of \$358,301 for five main line filter reactors for Metro-North's P32 Locomotives which currently have out-of-service locomotives awaiting these reactors.
- Ratification of an emergency agreement in the not-to-exceed amount of \$1,454,689 for engineering and design services for the Park Avenue Viaduct performed under the current Professional Services Contract No. 1000041940 for Engineering Services for the Inspection and Load Rating of All Under grade Bridges Located in NY State.

Board member Moerdler further raised the reporting of adverse findings and detailed specific concerns with respect to Bombardier. Thereafter, upon motion duly made and seconded, the foregoing procurement items were approved for recommendation to the Board. Board member Moerdler abstained from the vote on the proposed contract with Bombardier.

The details of the above procurement items are contained in staff summaries and reports filed with the records of this meeting and in the video recording of the meeting produced by the MTA and maintained in the MTA records which recording includes discussions between Board members regarding procurements.

OPERATIONS, FINANCIAL, RIDERSHIP AND CAPITAL PROGRAM REPORTS:

The details of the Operations, Financial, Ridership and Capital Program Reports are contained in reports filed with the records of the meeting and in the video recording of the meeting produced by the MTA and maintained in the MTA records.

ADJOURNMENT

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

Respectfully submitted,



Richard L. Gans
Secretary

2017 Metro-North Railroad Committee Work Plan

I. RECURRING AGENDA ITEMS

Responsibility

Approval of Minutes	Committee Chairs & Members
2017 Committee Work Plan	Committee Chairs & Members
President's Report	President/Senior Staff
Safety Report	
MTA Police Report	
Information Items (if any)	
Action Items (if any)	
Procurements	
Agency Reports	Senior Staff
Operations	
Finance	
Ridership	
Capital Program	

II. SPECIFIC AGENDA ITEMS

Responsibility

March 2017

Annual Strategic Investments & Planning Studies	Capital Planning
2017 Spring/Summer Schedule Change	Operations Planning & Analysis
Annual Elevator & Escalator Report	Engineering

April 2017 (Joint meeting with LIRR)

Final Review of 2016 Operating Budget Results	Finance
2016 Annual Ridership Report	Operations Planning & Analysis
Annual Inventory Report	Procurement
Track Program Quarterly Update	Engineering
MTA Homeless Outreach	MTA

May 2017

Diversity/EEO Report – 1 st Quarter 2017	Diversity and EEO
---	-------------------

June 2017 (Joint meeting with LIRR)

Status Update on PTC	President
Bi-Annual Report on M-9 Procurement	President

July 2017

Grand Central Terminal Retail Development	MTA Real Estate
Environmental Audit	Environmental Compliance
Track Program Quarterly Update	Engineering

September 2017

2018 Preliminary Budget (Public Comment)
2017 Mid-Year Forecast
Diversity/EEO Report – 2nd Quarter 2017
2017 Fall Schedule Change

Finance
Finance
Diversity and EEO
Operations Planning & Analysis

October 2017 (Joint meeting with LIRR)

2018 Preliminary Budget (Public Comment)
Status Update on PTC
Track Program Quarterly Update
MTA Homeless Outreach
Bi-Annual Report on M-9 Procurement

Finance
President
Engineering
MTA
President

November 2017

Review of Committee Charter
Holiday Schedule

Committee Chairs & Members
Operations Planning & Analysis

December 2017 (Joint meeting with LIRR)

2018 Final Proposed Budget
2018 Proposed Committee Work Plan
Diversity/EEO Report – 3rd Quarter 2017

Finance
Committee Chairs & Members
Diversity and EEO

January 2018

Approval of 2018 Committee Work Plan
Track Program Quarterly Update

Committee Chairs & Members
Engineering

February 2018 (Joint meeting with LIRR)

Adopted Budget/Financial Plan 2018
2017 Annual Operating Results
2017 Annual Fleet Maintenance Report
Status Update on PTC
Diversity/EEO Report – 4th Quarter 2017

Finance
Operations
Operations
President
Diversity and EEO

METRO-NORTH RAIL ROAD COMMITTEE WORK PLAN

DETAILED SUMMARY

I. RECURRING AGENDA ITEMS

Approval of Minutes

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

2017 Work Plan

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

President's Report

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

Safety

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

Police Activity Report

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

Information Items (if any)

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

Action Items (if any)

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

Procurements

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

Operations

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

Finance

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

Ridership

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

Capital Program

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

II. SPECIFIC AGENDA ITEMS

MARCH 2017

Annual Strategic Investments & Planning Studies

A comprehensive annual report will be provided to the Committee of the Agency's strategic investments & planning studies that will include fleet, facility, infrastructure, station projects, station access improvements, and environmental and feasibility studies.

2017 Spring/Summer Schedule Change

The Committee will be informed of the schedule changes taking effect for train service on the Hudson, Harlem, New Haven, Pascack and Port Jervis lines during the spring and summer of 2017.

Annual Elevator/Escalator Report

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

APRIL 2017 (Joint Meeting with LIRR)

Final Review of 2016 Operating Results

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

2016 Annual Ridership Report

A report will be presented to the Committee on Metro-North's ridership trends during 2016 based on monthly ticket sales data and the results of train ridership counts conducted by Metro-North.

Annual Inventory Report

The Agency will present its annual report on Inventory.

Track Program Quarterly Update

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

MTA Homeless Outreach

MTA Operations Support will provide a bi-annual report on homeless outreach efforts including an update on service providers and placements.

MAY 2017

Diversity & EEO Report– 1st Quarter 2017

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

JUNE 2017 (Joint Meeting with LIRR)

Status Update on PTC

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

Bi-Annual Report on M-9 Procurement

The committee will be briefed on the status of the M-9 procurement, including design, fabrication and delivery status, plus budget and schedule performance.

JULY 2017

Grand Central Terminal Retail Development

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

Environmental Audit Report

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

Track Program Quarterly Update

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

SEPTEMBER 2017

2018 Preliminary Budget

Public comment will be accepted on the 2018 Budget.

2017 Final Mid-Year Forecast

The agency will provide the 2017 Mid-Year Forecast financial information for revenue and expense by month.

Diversity & EEO Report– 2nd Quarter 2017

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

2017 Fall Schedule Change

The Committee will be informed of the schedule changes taking effect for train service on the Hudson, Harlem, New Haven, Pascack and Port Jervis lines for the Fall of 2017.

OCTOBER 2017 (Joint Meeting with LIRR)

2018 Preliminary Budget

Public comment will be accepted on the 2018 Budget.

Status Update on PTC

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

Track Program Quarterly Update

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

MTA Homeless Outreach

MTA Operations Support will provide a bi-annual report on homeless outreach efforts including an update on service providers and placements.

Bi-Annual Report on M-9 Procurement

The committee will be briefed on the status of the M-9 procurement, including design, fabrication and delivery status, plus budget and schedule performance.

NOVEMBER 2017

Review of Committee Charter

Annual review and approval of the MNR Committee Charter.

Holiday Schedule

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

DECEMBER 2016 (Joint Meeting with LIRR)

2018 Final Proposed Budget

The Committee will recommend action to the Board on the Final Proposed Budget for 2018.

2018 Proposed Committee Work Plan

The Committee Chair will present a draft Metro-North Committee Work Plan for 2018 that will address initiatives to be reported throughout the year.

Diversity & EEO Report– 3rd Quarter 2017

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

JANUARY 2018

Approval of 2018 Committee Work Plan

The Committee will approve the Proposed Metro-North Railroad Committee Work Plan for 2017 that will address initiatives to be reported on throughout the year.

Track Program Quarterly Update

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

FEBRUARY 2018 (Joint Meeting with LIRR)

Adopted Budget/Financial Plan 2018

The Agency will present its revised 2018 Financial Plan. These plans will reflect the 2018 Adopted Budget and an updated Financial Plan for 2018 reflecting the out-year impact of any changes incorporated into the 2018 Adopted Budget.

2017 Annual Operating Results

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

2017 Annual Fleet Maintenance Report

An annual report will be provided to the Committee on the Agency's fleet maintenance plan to address fleet reliability and availability.

Status Update on PTC

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

Diversity & EEO Report– 4th Quarter 2017

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



Metro-North Railroad

Safety Report

January 2017 Safety Report

Performance			
Performance Indicator	12-Month Average		
	February 2014 - January 2015	February 2015 - January 2016	February 2016 - January 2017
FRA Reportable Customer Accident Rate per Million Customers	1.27	1.81	1.19
FRA Reportable Employee Lost Time Injury Rate per 200,000 worker hours	2.43	2.46	2.70
Grade Crossing Incidents ¹	2	3	1
Mainline FRA Reportable Train Derailments	0	2	0
Mainline FRA Reportable Train Collisions	0	0	0

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

Leading Indicators				
Employee: Focus on C3RS	2016		2017	
	January	Year to Date	January	Year to Date
Total Reports Received	28	28	62	62
Total Reports Reviewed by PRT	22	22	64	64
Total Reports that Meet C3RS Program Criteria	19	19	49	49
Total Corrective Actions being Developed	0	0	0	5*
Total Corrective Actions Implemented	0	0	0	0
Customer and Community: Focus on Grade Crossings	January	Year to Date	January	Year to Date
Broken Gates	10	10	3	3
MTA Police Details	110	110	164	164
Summons	17	17	96	96
Warnings	16	16	4	4
Community Education and Outreach	NA	NA	3,400	3,400
Cars Equipped with Cameras	Fleet Size	Total Cars Equipped	% Complete	
Inward / Outward Facing Cab Cameras	957	8	0.84%	
Passenger Compartment Cameras	1,088	8	0.74%	

*Carried over from 2016

Definitions:

Confidential Close Call Reporting System (C3RS) - Labor, Management, and Federal Railroad Administration (FRA) partnership designed to enhance safety through analysis of confidential reports of employee close calls. The Peer Review Team (PRT) meets to review reports and recommend corrective actions. Program began in April, 2015.

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

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

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

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

Community Education and Outreach - The number of participants who attended a TRACKS, Operation LifeSaver, or Railroad Safety Awareness Event. Program began in May 2016.

Cars Equipped with Cameras - Number of complete inward/outward and passenger compartment camera installations on rolling stock. Installation began in August 2016.



Police Report



METROPOLITAN TRANSPORTATION AUTHORITY

Police Department Metro North Railroad

February 2017 vs. 2016

	2017	2016	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	1	1	0	0%
Felony Assault	1	0	1	100%
Burglary	2	0	2	100%
Grand Larceny	13	10	3	30%
Grand Larceny Auto	0	0	0	0%
Total Major Felonies	17	11	6	55%

Year to Date 2017 vs. 2016

	2017	2016	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	2	3	-1	-33%
Felony Assault	1	1	0	0%
Burglary	3	2	1	50%
Grand Larceny	16	18	-2	-11%
Grand Larceny Auto	1	1	0	0%
Total Major Felonies	23	25	-2	-8%



METROPOLITAN TRANSPORTATION AUTHORITY

Police Department

System Wide

February 2017 vs. 2016

	2017	2016	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	5	3	2	67%
Felony Assault	4	1	3	300%
Burglary	2	1	1	100%
Grand Larceny	19	15	4	27%
Grand Larceny Auto	0	0	0	0%
Total Major Felonies	30	20	10	50%

Year to Date 2017 vs. 2016

	2017	2016	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	8	6	2	33%
Felony Assault	6	2	4	200%
Burglary	4	3	1	33%
Grand Larceny	26	33	-7	-21%
Grand Larceny Auto	2	1	1	100%
Total Major Felonies	46	45	1	2%



MTA Police Department Arrest Summary: Department Totals

1/1/2017 to 2/28/2017

Arrest Classification	Total Arrests	
	2017	2016
Robbery	4	4
Felony Assault	8	3
Burglary	1	3
Grand Larceny	3	8
Grand Larceny Auto	0	1
Aggravated Unlicensed Operator	3	7
Assault-Misdemeanor	12	5
Breach of Peace	1	1
Child Endangerment	0	2
Criminal Contempt	3	0
Criminal Impersonation	0	2
Criminal Mischief	5	9
Criminal Possession Stolen Property	2	3
Criminal Tampering	3	0
Criminal Trespass	5	5
Disorderly Conduct	0	1
Drug Offenses	13	10
DUI Offenses	2	1
Forgery	4	3
Graffiti	7	2
Identity Theft	0	1
Issue a Bad Check	0	1
Menacing	3	0
Obstruct Government	4	7
Official Misconduct	0	5
Petit Larceny	28	24
Public Lewdness	3	20
Reckless Endangerment	2	0
Resisting Arrest	4	5
Sex Offenses	2	1
Stalking	1	0
Theft of Services	34	28
VTL Offenses	0	1
Warrant Arrest	9	13
Weapons Offenses	1	0
Total Arrests	167	176

INDEX CRIME REPORT

Per Day Average

February 2017

	Systemwide	LIRR	MNRR	SIRT
Murder	0	0	0	0
Rape	0	0	0	0
Robbery	5	4	1	0
Fel. Assault	4	2	1	1
Burglary	2	0	2	0
Grand Larceny	19	6	13	0
GLA	0	0	0	0
Total	30	12	17	1
Crimes Per Day	1.07	0.43	0.61	0.04



Metro-North Railroad

Information Items

2016 Customer Satisfaction Survey

Metro-North Railroad



Overall Context

- Metro-North's 2016 Customer Satisfaction Survey was conducted in May and June 2016, as the railroad continued to rebound from a challenging period which had adversely impacted customer perceptions of its performance.
- At the time of the survey, Metro-North had completed or was in the process of completing a series of action steps in support of its strategic plan designed to rebuild its infrastructure and provide a safe and reliable service for its customers.
- As a direct result of these programs, 2016 ridership through the June survey period approached record levels and On-Time Performance had surpassed goal, leading to higher customer satisfaction.



Key Findings

- Satisfaction with Metro-North overall among customers of the 3 East of Hudson lines jumped 7 points to 90%, despite the difficult operating environment caused by the mid-May fire under the viaduct, which took place during the time the survey was being conducted.
- All major service categories received higher satisfaction scores compared to the 2015 results.
- On-Time Performance, a key driver of customer satisfaction, improved by 6 points in 2016 to 80% satisfied, reflective of an improvement in service reliability.
- Customer satisfaction with the railroad among New Haven Line customers rose 11 points to 87%, but still trailed their counterparts on the Hudson and Harlem Lines, both of which gained 3 points to 92% satisfied.
- Reverse Peak customer satisfaction was up 11 points to 94% satisfied.
- Satisfaction among West of Hudson AM Peak customers improved by a point to 83%.

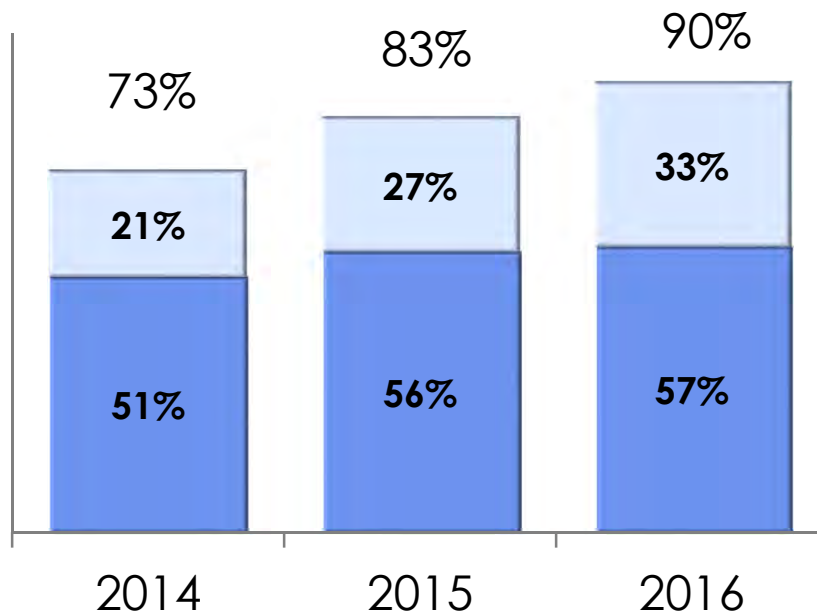


METRO-NORTH EAST OF HUDSON SURVEY RESULTS

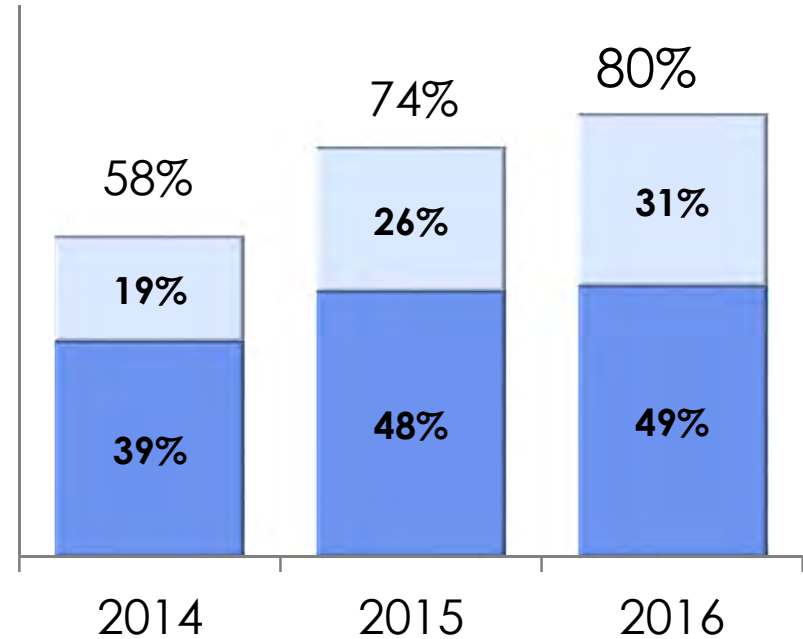


MNR Overall Customer Satisfaction

Metro-North Overall



On-Time Performance



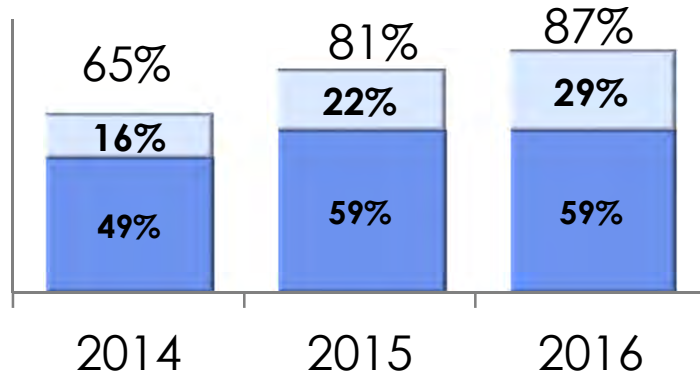
Top Area = Very Satisfied/Bottom Area = Satisfied

Very Satisfied + Satisfied may not equal total due to rounding

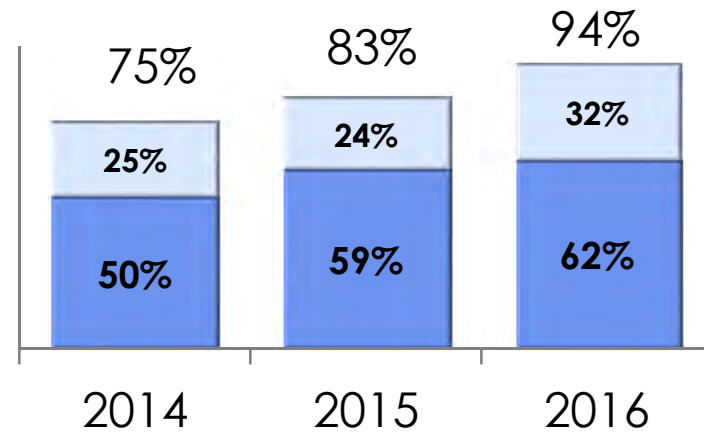


MNR Overall Customer Satisfaction by Time Period

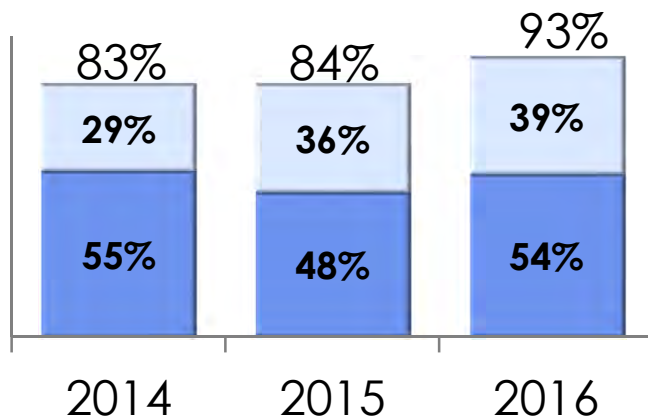
Peak



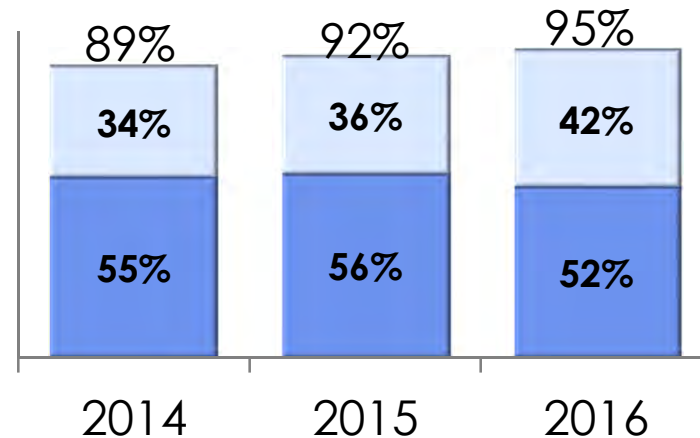
Reverse Peak



Weekday Off-Peak



Weekend Off-Peak



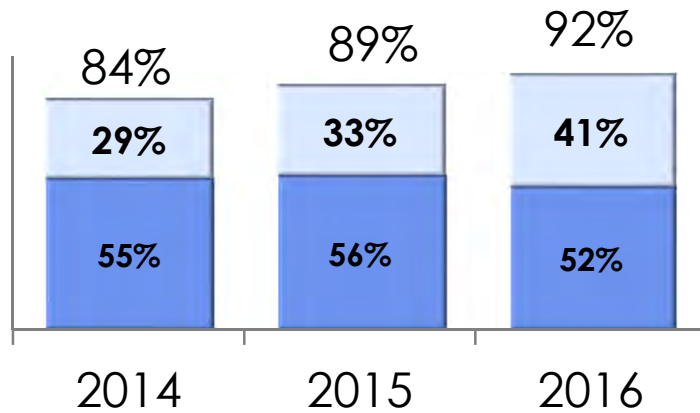
Top Area = Very Satisfied/Bottom Area = Satisfied

Very Satisfied + Satisfied may not equal total due to rounding

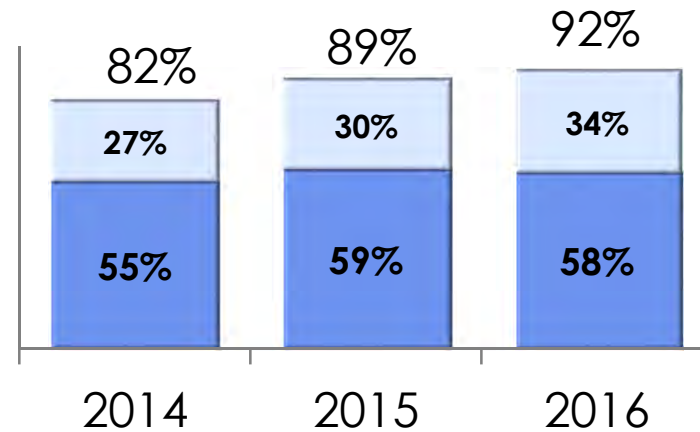


MNR Overall Customer Satisfaction By Line

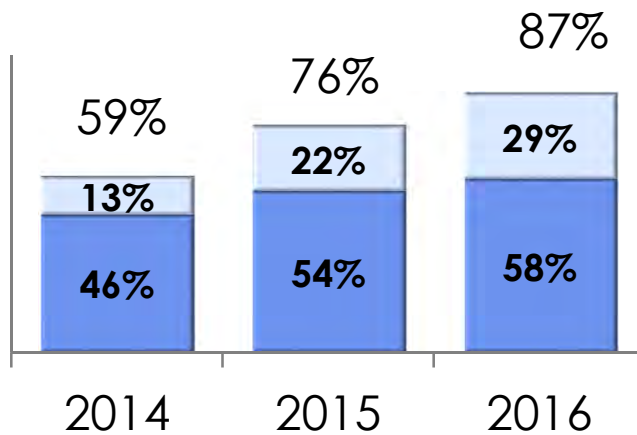
Hudson



Harlem



New Haven



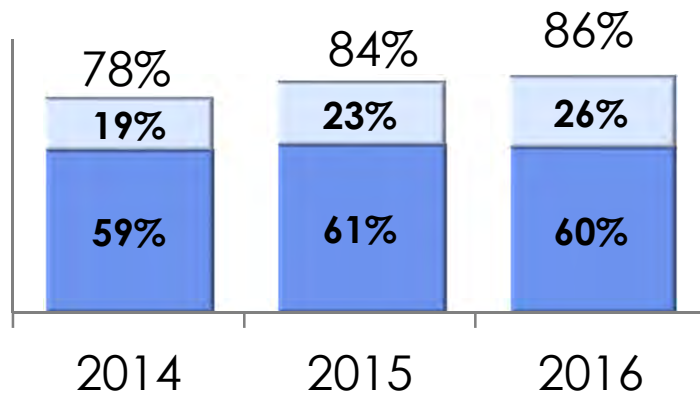
Top Area = Very Satisfied/Bottom Area = Satisfied

Very Satisfied + Satisfied may not equal total due to rounding

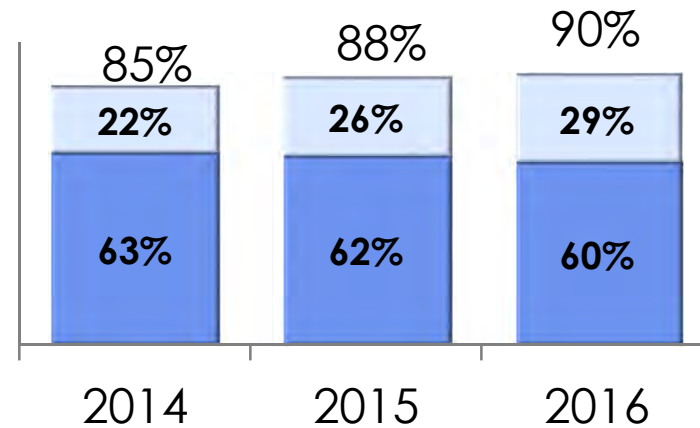


MNR Overall Communication

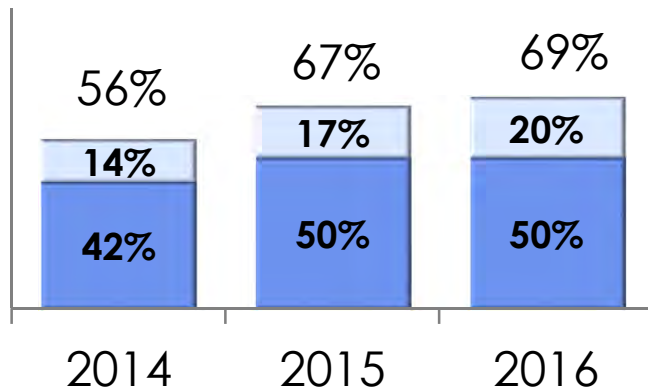
Overall Communication



During Normal Service Conditions



During Unplanned Service Disruptions



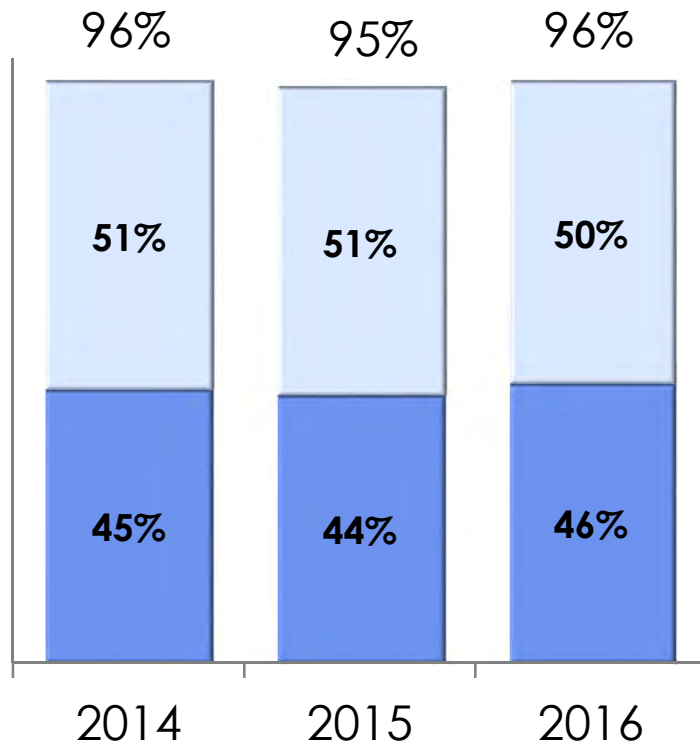
Top Area = Very Satisfied/Bottom Area = Satisfied

Very Satisfied + Satisfied may not equal total due to rounding

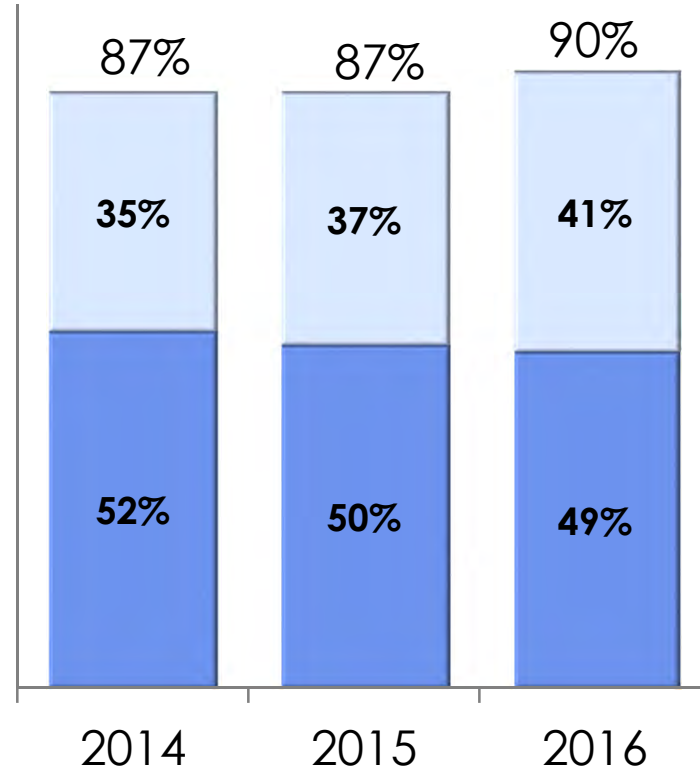


Grand Central Terminal and Boarding Stations

GCT Overall



Home Boarding Station Overall



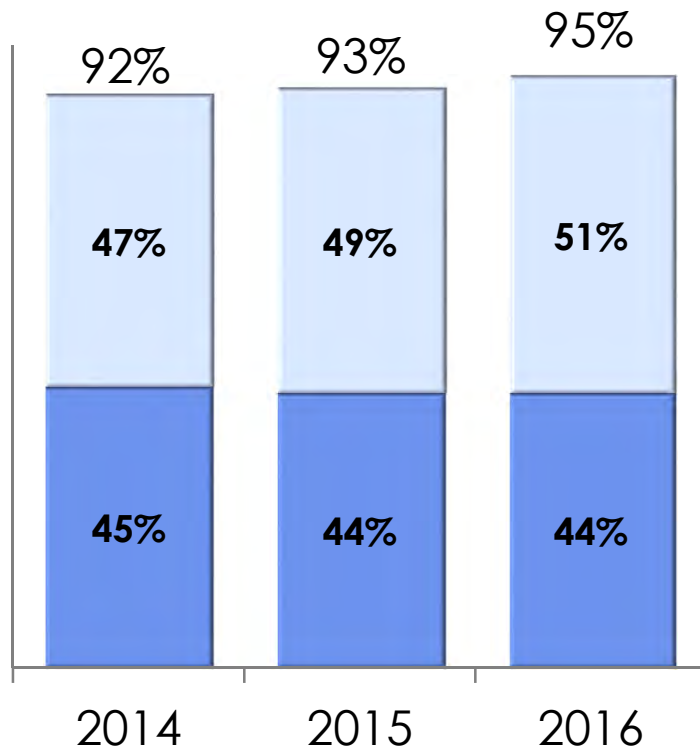
Top Area = Very Satisfied/Bottom Area = Satisfied

Very Satisfied + Satisfied may not equal total due to rounding

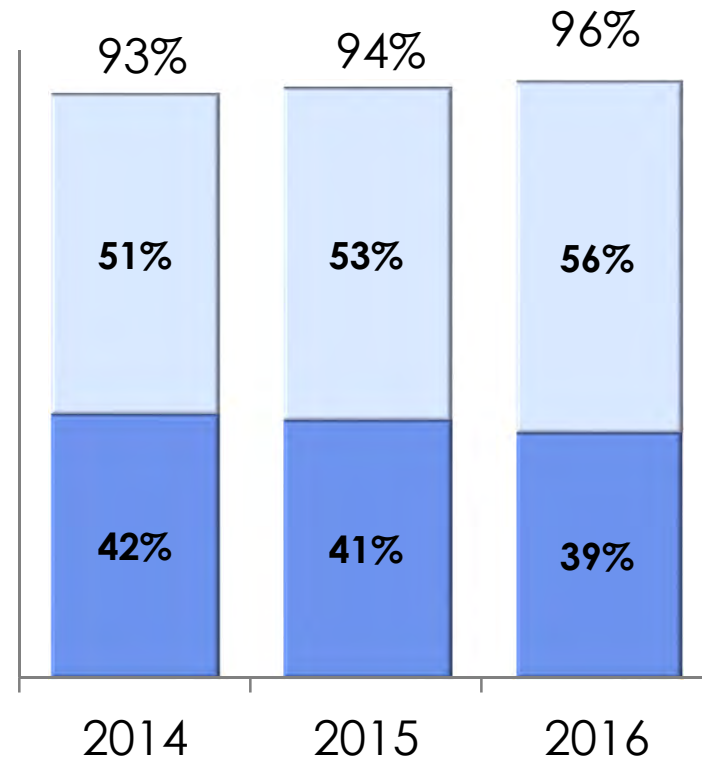


MNR Employees – Courtesy and Responsiveness

Overall Employees



Conductors



Top Area = Very Satisfied/Bottom Area = Satisfied

Very Satisfied + Satisfied may not equal total due to rounding



East of Hudson: Overview

In addition to the 7 major categories, the 2016 Customer Satisfaction Survey asked customers to rate their satisfaction with specific characteristics of service.

60 of these characteristics were also included on the 2015 survey.

- 52 characteristics improved.
- 5 characteristics remained the same.
- 3 characteristics declined.

Survey results for all characteristics are contained in the Appendix.



EAST OF HUDSON REVERSE PEAK SURVEY RESULTS



Reverse Peak: Overview

In addition to the 7 major categories, the 2016 Customer Satisfaction Survey asked customers to rate their satisfaction with specific characteristics of service.

60 of these characteristics were also included on the 2015 survey.

- 34 characteristics improved.
- 7 characteristics remained the same.
- 19 characteristics declined.

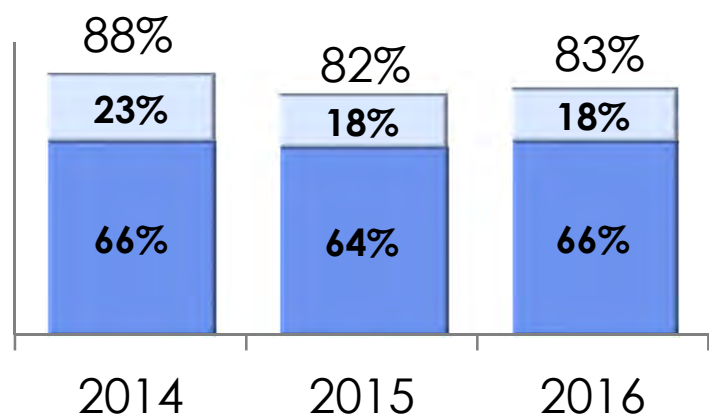


WEST OF HUDSON SURVEY RESULTS

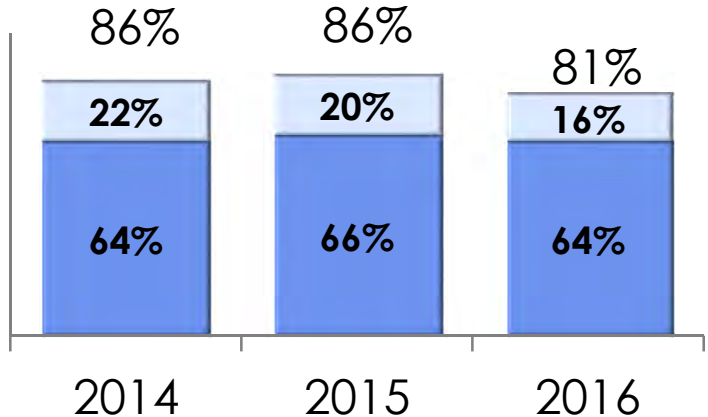


MNR Overall Customer Satisfaction

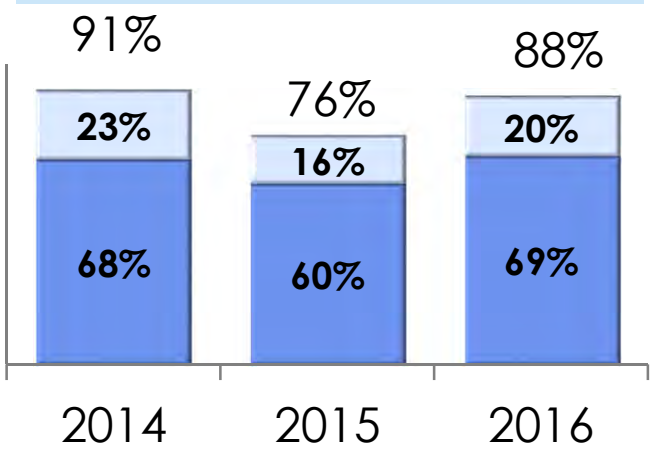
West of Hudson Total



Port Jervis



Pascack Valley



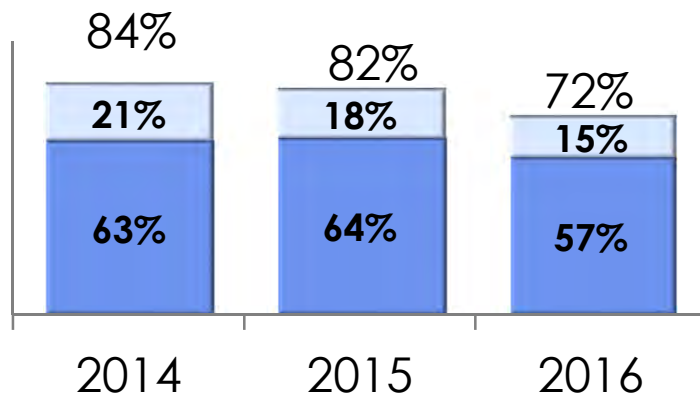
Top Area = Very Satisfied/Bottom Area = Satisfied

Very Satisfied + Satisfied may not equal total due to rounding

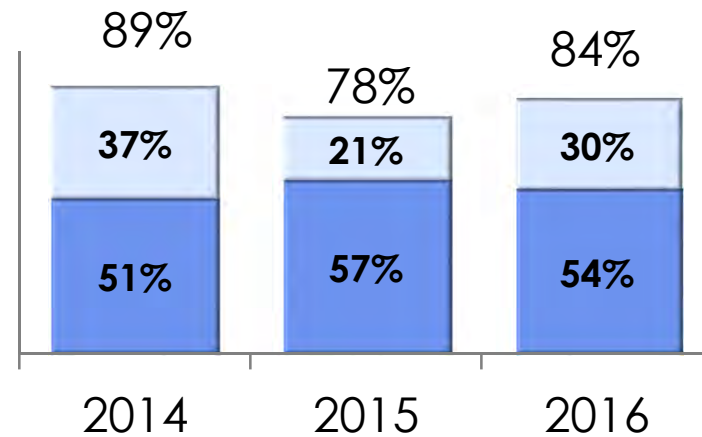


MNR Train Service By Line: West of Hudson

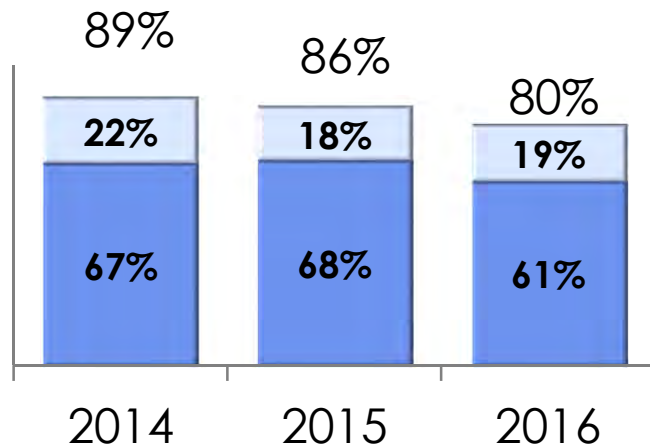
On-Time Performance – Port Jervis



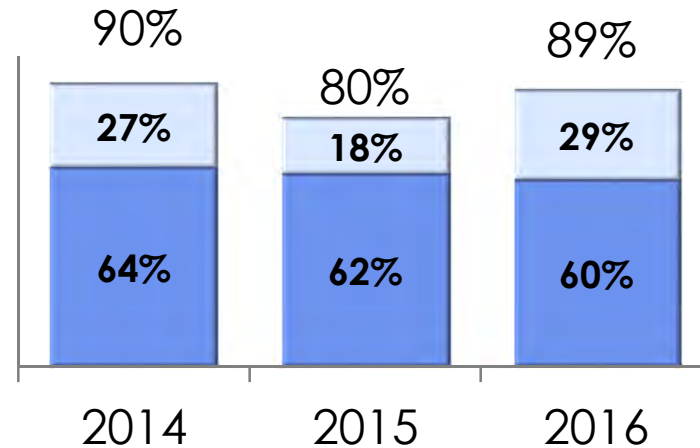
On-Time Performance – Pascack Valley



MNR Train Service Overall – Port Jervis



MNR Train Service Overall – Pascack Valley



Top Area = Very Satisfied/Bottom Area = Satisfied

Very Satisfied + Satisfied may not equal total due to rounding



West of Hudson: Overview

In addition to the 8 major categories, the 2016 Customer Satisfaction Survey asked customers to rate their satisfaction with specific characteristics of service.

59 of these characteristics were also included on the 2015 survey.

- 28 characteristics improved.
- 6 characteristics remained the same.
- 25 characteristics declined.

Survey results for all characteristics are contained in the Appendix.



Appendix

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



Methodology

- The MNR survey used an onboard distribution methodology among a sample of trains.
- A total of 5,648 East of Hudson and 407 West of Hudson surveys were completed and tabulated, as follows:

	East of Hudson Survey					West of Hudson
	Total	AM Peak	Off-Peak	Weekend	Reverse Peak	AM Peak
Completed Surveys	5,648	3,293	1,542	520	293	407
Survey dates		5/11-5/13; 6/14-6/16	5/11-5/13	5/14-5/15	5/11-5/13	6/22-6/23
Trains sampled	106	34	37	26	9	10



SERVICE ATTRIBUTE RATINGS

East of Hudson

2012-2016



EAST OF HUDSON	TOTAL SATISFIED				
	2012	2013	2014	2015	2016
	%	%	%	%	%
1. Metro-North Railroad overall	93	93	73	83	90
2. Value for the money using the railroad	76	73	59	64	73
Home Boarding Station					
3. Your home boarding station overall	89	89	87	87	90
4. Directional signage to the station	89	89	87	88	89
5. Personal security	87	86	87	86	81
6. Cleanliness inside the station building (excluding restrooms)	85	86	84	84	85
7. Maintenance of the station	87	87	84	85	87
8. Sound quality of audio announcements	75	75	71	77	77
9. Availability of parking on weekdays	68	70	67	66	69
10. Security of your car while parked at the station	88	88	88	88	91
11. Maintenance of station and platforms during snow/ice events	N/A	N/A	N/A	N/A	89
12. Cleanliness of platforms and outdoor shelters	87	88	85	86	90
13. Cleanliness of the track area around the station	82	83	80	80	84



EAST OF HUDSON	TOTAL SATISFIED				
	2012	2013	2014	2015	2016
	%	%	%	%	%
On Trains (AM & PM)					
14. MNR train service overall	92	91	72	83	89
15. On-time performance	91	86	58	74	80
16. Safety from accidents	N/A	N/A	N/A	78	91
17. Availability of seats on train	77	77	69	67	76
18. Condition of seats on train	N/A	N/A	N/A	82	87
19. The temperature on the train	87	87	84	85	89
20. Personal security	95	95	93	92	92
21. Cleanliness of the restrooms	61	66	68	66	68
22. Cleanliness of train's interior (excluding restrooms)	80	83	81	83	86
23. Sound quality of audio announcements	80	81	79	79	82
24. Train interior maintenance – lights, floors, windows, etc. (excluding seats)	N/A	N/A	N/A	88	91
25. Quiet Car Program	N/A	84	87	80	83



EAST OF HUDSON	TOTAL SATISFIED				
	2012	2013	2014	2015	2016
	%	%	%	%	%
Courtesy and Responsiveness of Our Employees					
26. The overall courtesy and responsiveness of our employees	95	95	92	93	95
27. Conductors	95	96	93	94	96
28. Ticket Sellers	91	91	89	90	93
29. Customer Service Representatives (ushers) in GCT	92	92	89	91	92
30. Information booth and Station Master's Office Personnel at GCT	93	92	90	91	93
31. Telephone Information Center Representatives	NA	91	86	87	86
32. Professional Appearance of Conductors	NA	96	94	94	97
33. MTA Police	NA	NA	NA	92	94



EAST OF HUDSON	TOTAL SATISFIED				
	2012	2013	2014	2015	2016
	%	%	%	%	%
Train Scheduling					
34. Overall schedule of trains	89	89	77	81	86
35. The weekday AM and PM peak schedule to and from your station	88	88	76	79	85
36. The weekday off-peak schedule to and from your station (including late night train service)	83	84	78	81	83
37. The weekend schedule to and from your station	82	85	79	81	83
Communication					
38. Overall communication to you	91	91	78	84	86
39. Overall communication during normal service conditions	93	93	85	88	90
40. Our overall communications during <u>scheduled</u> service disruptions (alternative busing, etc.)	88	84	69	78	79
41. Overall communications during <u>unplanned</u> service disruptions	76	76	56	67	69



EAST OF HUDSON	TOTAL SATISFIED				
	2012	2013	2014	2015	2016
	%	%	%	%	%
Communication (During Normal Service Conditions)					
42. Real time train information at your home boarding station	N/A	N/A	N/A	N/A	82
43. Other communication at your home boarding station	N/A	N/A	N/A	N/A	84
44. On board our trains	90	90	82	85	87
45. At GCT	92	92	84	86	89
46. On our website (www.mta.info)	92	90	81	86	87
47. Via our email alerts (if you subscribe)	NA	NA	81	85	87
48. Via our social media sites (on Facebook and Twitter)	NA	NA	79	82	82
49. Through the Train Time Mobile App. (if used)	NA	NA	79	85	86
50. With the Automated Phone System (Schedules, Fares, etc.)	87	88	78	82	83
51. With Customer Service Center Representatives	86	87	77	81	83



EAST OF HUDSON	TOTAL SATISFIED				
	2012	2013	2014	2015	2016
	%	%	%	%	%
Communication (During Unplanned Service Disruptions)					
52. Real time train information at your home boarding station	N/A	N/A	N/A	N/A	70
53. Other communication at your home boarding station	N/A	N/A	N/A	N/A	73
54. On board our trains	80	78	63	71	78
55. At GCT	81	79	65	72	78
56. On our website (www.mta.info)	83	80	67	75	79
57. Through the "Service Status" box on our website	85	81	67	76	79
58. Via our e-mail alerts (if you subscribe)	86	85	69	79	80
59. Via our social media sites (on Facebook and Twitter)	N/A	N/A	68	75	77
60. Through the Train Time Mobile App (if used)	N/A	N/A	70	76	78
61. With the automated phone system for schedules, fares, etc.	83	84	71	76	79
62. With Customer Services Center representatives	84	84	70	75	78



EAST OF HUDSON	TOTAL SATISFIED				
	2012	2013	2014	2015	2016
	%	%	%	%	%
Grand Central Terminal (GCT)					
63. Grand Central Terminal overall	97	97	96	95	96
64. The Station Master's Office, including the customer waiting area	94	93	91	91	93
65. Personal security	95	96	93	94	93
66. Presence of MTA police	94	95	91	94	94
67. Signs providing directions to and from connecting buses or subways	93	94	90	89	91
68. Sound quality of audio announcements	87	86	81	78	83
69. Cleanliness of GCT (excluding restrooms)	94	94	92	90	90
70. Cleanliness of restrooms in GCT	65	70	64	63	65
71. Physical condition of restrooms	N/A	N/A	N/A	65	66



SERVICE ATTRIBUTE RATINGS

West of Hudson

2012-2016



WEST OF HUDSON	TOTAL SATISFIED				
	2012	2013	2014	2015	2016
	%	%	%	%	%
1. Metro-North Railroad overall	91	88	88	82	83
2. Value for the money using the railroad	N/A	64	73	66	71
Home Boarding Station					
3. Your home boarding station overall	91	91	90	89	92
4. Directional signage to the station	88	88	89	86	88
5. Personal security	81	84	86	83	84
6. Cleanliness inside the station building (excluding restrooms)	80	81	84	83	86
7. Maintenance of the station	84	83	84	84	88
8. Sound quality of audio announcements	65	61	54	51	49
9. Availability of parking on weekdays	95	94	95	93	96
10. Security of your car while parked at the station	89	91	92	89	92
11. Maintenance of station and platforms during snow/ice events	N/A	N/A	N/A	N/A	81
12. Cleanliness of platforms and outdoor shelters	85	86	88	88	89
13. Cleanliness of the track area around the station	87	86	88	85	88



WEST OF HUDSON	TOTAL SATISFIED				
	2012	2013	2014	2015	2016
	%	%	%	%	%
On Trains (AM & PM)					
14. MNR train service overall	91	87	89	84	84
15. On-time performance	92	87	86	81	77
16. Safety from accidents	N/A	N/A	N/A	94	93
17. Availability of seats on train	92	87	85	86	83
18. Condition of seats on train	N/A	N/A	N/A	88	87
19. The temperature on the train	77	86	88	86	87
20. Personal security	97	94	97	95	96
21. Cleanliness of the restrooms	76	68	67	66	64
22. Cleanliness of train's interior (excluding restrooms)	88	86	89	90	90
23. Sound quality of audio announcements	78	74	75	74	75
24. Train interior maintenance – lights, floors, windows, etc. (excluding seats)	N/A	N/A	N/A	85	89
25. The Quiet Car Program	N/A	N/A	91	87	90



WEST OF HUDSON	TOTAL SATISFIED				
	2012	2013	2014	2015	2016
	%	%	%	%	%
Courtesy and Responsiveness of Our Employees					
26. The overall courtesy and responsiveness of our employees	96	93	95	92	94
27. Conductors	97	96	96	94	94
28. Ticket Sellers	92	88	95	92	92
29. Metro-North Telephone Information Center representatives (In NY: 511)	N/A	77	81	78	82
30. MTA Police	N/A	N/A	N/A	93	92
Train Scheduling					
31. Overall train schedules	67	65	64	62	65
32. The weekday AM and PM peak schedule to and from your station	72	67	71	65	70
33. The weekday off-peak schedule to and from your station including late night service	51	51	51	49	51
34. The weekend schedule to and from your station	56	57	57	51	52



WEST OF HUDSON	TOTAL SATISFIED				
	2012	2013	2014	2015	2016
	%	%	%	%	%
Communication					
35. Overall communication to you	84	82	76	76	72
36. Overall communication during normal service conditions	87	86	82	83	80
37. Overall communications during <u>unplanned</u> service disruptions	72	68	58	57	54
Communication during normal service conditions					
38. At your boarding station	77	73	72	69	65
39. On board our trains	86	83	84	83	79
40. At Hoboken Terminal	87	79	81	78	77
41. At Secaucus Junction	89	87	84	83	80
42. At Penn Station New York	78	76	71	69	69
43. On the Metro-North website (www.mta.info)	90	84	82	82	82
44. On the NJ Transit website (www.njtransit.com)	90	87	83	83	82
45. Metro-North's social media sites (Facebook, Twitter)	N/A	N/A	78	75	76
46. With Metro-North's automated phone system for schedules, fares, etc.	81	76	77	71	70
47. With Metro-North's Customer Service Center Representatives	87	70	69	71	74
48. With NJ Transit's automated phone system for schedules, fares, etc.	80	72	70	66	73
49. With NJ Transit's Travel Information Center Representatives	82	74	70	72	77



WEST OF HUDSON	TOTAL SATISFIED				
	2012	2013	2014	2015	2016
	%	%	%	%	%
Communication (During Unplanned Service Disruptions)					
50. At your boarding station	61	58	52	53	49
51. On board our trains	79	74	72	65	66
52. At Hoboken Terminal	75	67	68	65	66
53. At Secaucus Junction	77	75	68	71	72
54. At Penn Station New York	69	65	60	65	60
55. In the "Service Status" box on the Metro-North website	82	77	70	72	71
56. With Metro-North's automated phone system for schedules, fares, etc.	69	66	69	77	67
57. With Metro-North's Customer Service Center Representatives	75	69	69	78	71
58. On the NJ Transit website (www.njtransit.com)	77	78	75	79	78
59. With NJ Transit's automated phone system for schedules, fares, etc.	75	70	67	71	71
60. With NJ Transit's Telephone Information Center Representatives	72	69	69	74	68



WEST OF HUDSON	TOTAL SATISFIED				
	2012	2013	2014	2015	2016
	%	%	%	%	%
Hoboken Terminal					
61. Hoboken Terminal Overall	80	63	83	80	75
62. Personal Security in Hoboken Terminal	90	89	90	84	85
63. Cleanliness of restrooms	58	51	72	72	57
64. Physical condition of restrooms	N/A	N/A	N/A	73	57
65. Cleanliness of the Terminal (excluding restrooms)	78	72	85	81	77
Secaucus Junction					
66. Secaucus Junction Overall	93	93	94	84	89
67. Personal Security	97	96	99	92	95



QUESTIONNAIRES



East of Hudson Questionnaire



Dear MTA Metro-North Customer:

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

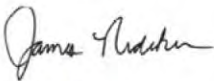
When you have completed the survey, please return it to our representative on your train today or the one who will meet this train in Grand Central Terminal. If you prefer, you may mail it back to us within the next three days. The postage has already been paid. Please use only tape to seal it - not staples.

Thank you for your time and cooperation.

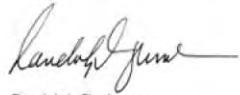
Sincerely,



Joseph J. Giulietti
President, MTA Metro-North Railroad



James Redeker
Commissioner, Connecticut Department of Transportation



Randolph Glucksman
Chair, Metro-North Rail Commuter Council



Jim Gildea
Chair, Connecticut Metro-North Rail
New Haven Commuter Council



Instructions

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

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

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

OVER THE PAST 12 MONTHS:

Metro-North Overall

How satisfied are you with:

- | | Disatisfied | Very Dissatisfied | Satisfied | Very Satisfied | |
|---|-------------|-------------------|-----------|----------------|-----------------|
| 1. Metro-North overall | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 2. Value for the money using the railroad | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |

Your Home Boarding Station

How satisfied are you with:

- | | Disatisfied | Very Dissatisfied | Satisfied | Very Satisfied | |
|--|-------------|-------------------|-----------|----------------|-----------------|
| 3. Your home boarding station overall | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 4. Directional signage to the station | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 5. Personal security at the station | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 6. Cleanliness inside the station building (excluding restrooms) | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 7. Maintenance of station | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 8. Sound quality of audio announcements | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 9. Availability of parking on weekdays | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 10. Security of your car while parked at the station | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 11. Maintenance of station and platforms during snow/ice events | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 12. Cleanliness of platforms and outdoor shelters | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 13. Cleanliness of the track area around the station | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |

On Trains (All time periods)

How satisfied are you with:

- | | Disatisfied | Very Dissatisfied | Satisfied | Very Satisfied | |
|---|-------------|-------------------|-----------|----------------|-----------------|
| 14. MNR train service overall | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 15. On-time performance | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 16. Safety from train accidents | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 17. Availability of seats on trains | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 18. Condition of seats on trains | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 19. The temperature in the train | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 20. Personal security on trains | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 21. Cleanliness of the restrooms | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 22. Cleanliness of train's interior (excluding restrooms) | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 23. Sound quality of audio announcements | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 24. Train interior maintenance - lights, floors, windows, etc (excluding seats) | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |

Courtesy and Responsiveness of Employees

How satisfied are you with:

- | | Disatisfied | Very Dissatisfied | Satisfied | Very Satisfied | |
|---|-------------|-------------------|-----------|----------------|-----------------|
| 25. The overall courtesy and responsiveness of our employees | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 26. Conductors | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 27. Ticket Sellers | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 28. Customer Service Representatives (Ushers) in Grand Central Terminal | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 29. Information Booth and Station Master's Office Personnel at Grand Central Terminal | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 30. Telephone Information Center Representatives (in NY: 511; In CT: 877-690-5114) | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 31. Professional appearance of conductors | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 32. MTA Police | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |

Train Scheduling

How satisfied are you with:

	Disatisfied	Very Disatisfied	Satisfied	Very Satisfied	
33. Overall train schedules	1	2	3	4	5 6 7 8 9 10 NA
34. The weekday AM and PM peak schedule to or from your station	1	2	3	4	5 6 7 8 9 10 NA
35. The weekday off-peak schedule to and from your station including late night service	1	2	3	4	5 6 7 8 9 10 NA
36. The weekend schedule to and from your station	1	2	3	4	5 6 7 8 9 10 NA

Communication

How satisfied are you with:

37. Our overall communications to you	1	2	3	4	5 6 7 8 9 10 NA
38. Our overall communications during normal service conditions	1	2	3	4	5 6 7 8 9 10 NA
39. Our overall communications during <u>scheduled</u> service disruptions (alternative busing, etc.)	1	2	3	4	5 6 7 8 9 10 NA
40. Our overall communications during <u>unplanned</u> service disruptions	1	2	3	4	5 6 7 8 9 10 NA

Communication during normal service conditions

How satisfied are you with the information we give to you:

41. Real time train information at your home boarding station	1	2	3	4	5 6 7 8 9 10 NA
42. Other communication at your home boarding station	1	2	3	4	5 6 7 8 9 10 NA
43. On board our trains	1	2	3	4	5 6 7 8 9 10 NA
44. At Grand Central Terminal	1	2	3	4	5 6 7 8 9 10 NA
45. On our website (www.mta.info)	1	2	3	4	5 6 7 8 9 10 NA
46. Via our email alerts (if you subscribe)	1	2	3	4	5 6 7 8 9 10 NA
47. Via our social media sites (on Facebook and Twitter)	1	2	3	4	5 6 7 8 9 10 NA
48. Through the TrainTime Mobile App (if used)	1	2	3	4	5 6 7 8 9 10 NA
49. With the automated phone system for schedules, fares, etc.	1	2	3	4	5 6 7 8 9 10 NA
50. With Customer Service Center Representatives (in NYC: 511, In CT: 877-690-5114)	1	2	3	4	5 6 7 8 9 10 NA

Communication (continued)

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

- ☐ MNR Website ☐ email
☐ Seat Notice ☐ Social Media
☐ News Media ☐ Train Time app
☐ Other: _____
☐ I don't know how to contact Metro-North

Communication during unplanned service disruptions

How satisfied are you with the information we give you about the length and cause of the unplanned service disruption:

	Disatisfied	Very Disatisfied	Satisfied	Very Satisfied	
52. Real time train information at your home boarding station	1	2	3	4	5 6 7 8 9 10 NA
53. Other communication at your home boarding station	1	2	3	4	5 6 7 8 9 10 NA
54. On board our trains	1	2	3	4	5 6 7 8 9 10 NA
55. At Grand Central Terminal	1	2	3	4	5 6 7 8 9 10 NA
56. On our website (www.mta.info)	1	2	3	4	5 6 7 8 9 10 NA
57. Through the "Service Status" box on our website	1	2	3	4	5 6 7 8 9 10 NA
58. Via our email alerts (if you subscribe)	1	2	3	4	5 6 7 8 9 10 NA
59. Via our social media sites (on Facebook and Twitter)	1	2	3	4	5 6 7 8 9 10 NA
60. Through the TrainTime Mobile App (if used)	1	2	3	4	5 6 7 8 9 10 NA
61. With the automated phone system for schedules, fares, etc.	1	2	3	4	5 6 7 8 9 10 NA
62. With Customer Service Center Representatives (in NYC: 511, In CT: 877-690-5114)	1	2	3	4	5 6 7 8 9 10 NA

Grand Central Terminal (GCT)

How satisfied are you with:

63. Grand Central Terminal overall	1	2	3	4	5 6 7 8 9 10 NA
64. The Station Master's Office in GCT, including the customer waiting area	1	2	3	4	5 6 7 8 9 10 NA
65. Personal security in GCT	1	2	3	4	5 6 7 8 9 10 NA

Grand Central Terminal (GCT) (continued)

	Disatisfied	Very Disatisfied	Satisfied	Very Satisfied	
66. Presence of MTA Police in GCT	1	2	3	4	5 6 7 8 9 10 NA
67. Signs providing direction to/from connecting buses or subways	1	2	3	4	5 6 7 8 9 10 NA
68. Sound quality of audio announcements	1	2	3	4	5 6 7 8 9 10 NA
69. Cleanliness of GCT (excluding restrooms)	1	2	3	4	5 6 7 8 9 10 NA
70. Have you used any of the restrooms in GCT during the past 12 months? ____ Yes ____ No	1	2	3	4	5 6 7 8 9 10 NA
71. Cleanliness of restrooms in GCT	1	2	3	4	5 6 7 8 9 10 NA
72. Physical condition of restrooms	1	2	3	4	5 6 7 8 9 10 NA

About Your Trip

73. a. Are you aware that as of April 3rd, 2016 the Metro-North Quiet Commute Car program was expanded to include the first two cars of inbound trains and the last two cars of outbound trains on all weekday trains?
 ____ Aware of change ____ Not aware of change
- b. If you are familiar with the Quiet Commute Car program, how satisfied are you with it? (Use the same scale as used in Q. 1-72, circle NA if unfamiliar with it) 1 2 3 4 5 6 7 8 9 10 NA
74. a. At what station did you board this train today? (Please Print) _____
 b. Is this your home boarding station?
 ____ Yes ____ No
 c. If no, please print your home boarding station. _____
75. How do you usually travel to your home station?
 ____ Dropped off at station ____ Walk
 ____ Drive and park ____ Taxi
 ____ Carpool/Vanpool ____ Bicycle
 ____ Public Bus (Route No. ____ Operator: ____)
 ____ Other (Please specify) _____



About Your Trip *(continued)*

76. How frequently do you travel on Metro-North?

- ☐ 6-7 days per week ☐ 1 – 2 days a month
☐ 5 days per week ☐ Other (Specify frequency) _____
☐ 3 – 4 days per week _____
☐ 1 – 2 days per week

77. a. What type of ticket are you using today?

- ☐ Monthly ☐ Weekly ☐ 10 Trip
☐ One Way ☐ Round Trip
☐ UniTicket (Combined MNR & Bus ticket)
☐ UniRail (Combined MNR & Shore Line East ticket)
☐ Other (Please specify) _____

b. Where did you purchase this ticket?

- ☐ Ticket Vending Machine ☐ Mail & Ride
☐ Ticket Window ☐ Onboard the Train
☐ On a Mobile Device ☐ WebTicket
☐ Other (Please Specify): _____

78. At which station will you end this trip today?

- ☐ Grand Central Terminal ☐ Harlem-125th St.
☐ Stamford ☐ White Plains
☐ Other (Specify) _____

79. What is the final destination of your trip today? (Not the Metro-North train station, subway station or bus stop where you get off)

Zip code (if known): _____
 Address/Nearest Intersection _____
 City/Borough/Town _____

80. When you leave the train, how will you get to your final destination?

- ☐ Subway ☐ Walk
☐ Public Bus (Route No. _____ Operator: _____)
☐ Taxi ☐ Bicycle
☐ Other _____

About Your Trip *(continued)*

81.a. Assuming you would find an equivalent seat on either of the following options, would you prefer a rail trip with a longer travel time due to more station stops, or a rail trip with a shorter travel time with fewer station stops but your trip would require a transfer to another train? (CHECK ONLY 1 ANSWER)

- ☐ Prefer trip without a transfer (Please go to Q. 82)
☐ Prefer a shorter trip with a transfer (Please go to Q. 82)
☐ Preference would depend upon the amount of time saved by transferring (Continue)

b. How much travel time would you need to save in order for you to choose to transfer?

- ☐ 5 minutes or less ☐ 11-15 minutes
☐ 6-10 minutes ☐ 16-20 minutes ☐ Over 20 minutes

About You

82. Do you subscribe to email alerts from Metro-North?

- ☐ Yes ☐ No (Please go to Q. 84)
☐ Not aware of email alerts (Please go to Q. 84)

83. Are the frequency of the email alerts you receive:

- ☐ Too frequent
☐ Just the right frequency
☐ Not frequent enough

84. Are you aware of the Train Time mobile app, Metro-North's real-time train status and scheduling tool available via Smartphones?

- ☐ Yes ☐ No

85. Which of the following categories includes your age?

- ☐ Under 18 years old ☐ 45-54 years old
☐ 18-24 years old ☐ 55-64 years old
☐ 25-34 years old ☐ 65 years old or more
☐ 35-44 years old

86. Are you: ☐ Male ☐ Female

87. How long have you been riding Metro-North?

- ☐ Less than one year
☐ 1 – 3 years
☐ 3 – 5 years
☐ 5 – 10 years
☐ 10 years or more



About You *(continued)*

88. Where did you begin your trip today? (Not the Metro-North train station, subway station or bus stop where you got on)
 Zip code (if known): _____
 Address/Nearest Intersection: _____
 City/Town : _____
89. In which county or borough do you reside? _____
 Metro-North is required by the Federal Transit Administration to ask Questions 90-98 in order to retain federal funding for the railroad
90. Are you:
 _____ White
 _____ Black or African American
 _____ Asian
 _____ American Indian or Alaska Native
 _____ Native Hawaiian and Other Pacific Islanders
 _____ Other (Please specify) _____
91. Are you of Hispanic origin? _____ Yes _____ No
92. In which country were you born?
 _____ United States _____ Other (Specify: _____)
93. In which country or countries were your parents/ancestors born?
 _____ United States _____ Dominican Republic
 _____ Mexico _____ Jamaica
 _____ China _____ Other (Specify: _____)
94. Which language would be most helpful for you to receive Metro-North written or electronically displayed information in?
 _____ English _____ Another language (specify) _____
 _____ Spanish _____ No preference
95. Which language would be most helpful for you to understand Metro-North announcements or to converse in with Metro-North personnel (e.g. to ask for travel directions)?
 _____ English _____ Another language (specify) _____
 _____ Spanish _____ No preference
96. a. What is the primary language spoken in your home?
 _____ English _____ Another Language (specify: _____)
 _____ Spanish
- b. How well do you speak English?
 _____ Very well _____ Not well
 _____ Well _____ Not at all

About You *(continued)*

97. Including yourself, how many people lived in your household in 2015?
 _____ 1 _____ 3 _____ 5-6 _____ 9 or more
 _____ 2 _____ 4 _____ 7-8
98. What was your approximate annual 2015 household income before taxes and other deductions?
 _____ Under \$12,500 _____ \$75,000 to \$99,999
 _____ \$12,500 – \$24,999 _____ \$100,000 to \$149,999
 _____ \$25,000 - \$37,499 _____ \$150,000 to \$199,999
 _____ \$37,500 - \$49,999 _____ \$200,000 to \$299,999
 _____ \$50,000 - \$74,999 _____ \$300,000 or more

If you are not satisfied with our performance in any of the areas in questions 1 through 72, please explain why below. Please also include any other comments or service suggestions.

Thank you for taking the time to complete this survey.

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

Name: _____
 Street: _____
 City/Town _____ Zip Code _____
 E-mail Address _____
 Phone (H) _____ (W) _____



West of Hudson Questionnaire

Customer Satisfaction Survey 2016

Si Ud. prefiere completar una version de esta encuesta en Espanol, por favor llame a Metro-North Railroad al 511. Se la haremos llegar a Ud. por correo.



Dear MTA Metro-North Customer:

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

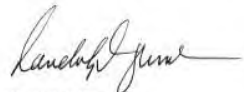
When you have completed the survey, please return it to our representative on your train today or the one who will meet this train in Hoboken Terminal or Seaucus Junction. If you prefer, you may mail it back to us within the next three days. The postage has already been paid. Please use only tape to seal it - not staples.

Thank you for your time and cooperation.

Sincerely,



Joseph Giulietti
President, MTA Metro-North Railroad



Randolph Glucksman
Chair, Metro-North Rail Commuter Council

Instructions

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

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

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

OVER THE PAST 12 MONTHS:

Metro-North Overall

How satisfied are you with:

- | | Disatisfied | Very Dissatisfied | Satisfied | Very Satisfied | |
|---|-------------|-------------------|-----------|----------------|-----------------|
| 1. Metro-North overall | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 2. Value for the money using the railroad | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |

Your Home Boarding Station

How satisfied are you with:

- | | | | | | |
|--|---|---|---|---|-----------------|
| 3. Your home boarding station overall | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 4. Directional signage to the station | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 5. Personal security | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 6. Cleanliness inside the station building (excluding restrooms) | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 7. Maintenance of station | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 8. Sound quality of audio announcements | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 9. Availability of parking on weekdays | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 10. Security of your car while parked at the station | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 11. Maintenance of station and platforms during snow/ice events | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 12. Cleanliness of platforms and outdoor shelters | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 13. Cleanliness of the track area around the station | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |

On Trains (All time periods)

How satisfied are you with:

- | | | | | | |
|-------------------------------------|---|---|---|---|-----------------|
| 14. MNR train service overall | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 15. On-time performance | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 16. Safety from train accidents | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 17. Availability of seats on trains | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 18. Condition of seats on trains | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 19. The temperature in the train | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 20. Personal security on trains | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 21. Cleanliness of the restrooms | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |

On Trains (continued)

- | | Disatisfied | Very Dissatisfied | Satisfied | Very Satisfied | |
|---|-------------|-------------------|-----------|----------------|-----------------|
| 22. Cleanliness of train's interior (excluding restrooms) | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 23. Sound quality of audio announcements | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 24. Train interior maintenance- lights, floors, windows, etc. (excluding seats) | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 25. The Quiet Car Program | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |

Courtesy and Responsiveness of Railroad Employees

How satisfied are you with:

- | | | | | | |
|---|---|---|---|---|-----------------|
| 26. The overall courtesy and responsiveness of railroad employees | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 27. Conductors | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 28. Ticket Sellers | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 29. Metro-North Telephone Information Center representatives (in NY: 511) | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 30. MTA Police | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |

Train Scheduling

How satisfied are you with:

- | | | | | | |
|--|---|---|---|---|-----------------|
| 31. Overall train schedules | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 32. The weekday AM and PM peak schedule to or from your home station | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 33. The weekday off-peak schedule to and from your home station | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 34. The weekend schedule to and from your home station | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |

Communication

How satisfied are you with:

- | | | | | | |
|--|---|---|---|---|-----------------|
| 35. Our overall communications to you | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 36. Our overall communications during normal service conditions | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |
| 37. Our overall communications during <u>unplanned</u> service disruptions | 1 | 2 | 3 | 4 | 5 6 7 8 9 10 NA |

Communication during normal service conditions

How satisfied are you with the information we give to you:



Communication (cont.)

	Disatisfied Very	Disatisfied	Satisfied	Satisfied Very	NA
38. At your home boarding station	1	2	3	4	5 6 7 8 9 10 NA
39. On board our trains	1	2	3	4	5 6 7 8 9 10 NA
40. At Hoboken Terminal	1	2	3	4	5 6 7 8 9 10 NA
41. At Secaucus Junction	1	2	3	4	5 6 7 8 9 10 NA
42. At Penn Station New York	1	2	3	4	5 6 7 8 9 10 NA
43. On the Metro-North website (www.mta.info)	1	2	3	4	5 6 7 8 9 10 NA
44. On the NJ TRANSIT website (www.njtransit.com)	1	2	3	4	5 6 7 8 9 10 NA
45. With Metro-North's social media sites (Facebook, Twitter)	1	2	3	4	5 6 7 8 9 10 NA
46. With Metro-North's automated phone system for schedules, fares, etc. (In NY: 511)	1	2	3	4	5 6 7 8 9 10 NA
47. With Metro-North's Customer Service Center Representatives (In NY: 511)	1	2	3	4	5 6 7 8 9 10 NA
48. With NJ TRANSIT's automated phone system for schedules, fares, etc. (973-275-5555)	1	2	3	4	5 6 7 8 9 10 NA
49. With NJ TRANSIT's Travel Information Center Representatives (973-275-5555)	1	2	3	4	5 6 7 8 9 10 NA
50. Which method do you use most frequently to get information about Metro-North service?					
___ MNR Website ___ NJT Website					
___ Seat Notice ___ Social Media					
___ News Media ___ Other: _____					

Communication during unplanned service disruptions

How satisfied are you with the information we give you
about the length and cause of the delay:

51. At your home boarding station	1	2	3	4	5 6 7 8 9 10 NA
52. On board our trains	1	2	3	4	5 6 7 8 9 10 NA
53. At Hoboken Terminal	1	2	3	4	5 6 7 8 9 10 NA
54. At Secaucus Junction	1	2	3	4	5 6 7 8 9 10 NA
55. At Penn Station New York	1	2	3	4	5 6 7 8 9 10 NA
56. In the "Service Status" box on the Metro-North website (www.mta.info)	1	2	3	4	5 6 7 8 9 10 NA

Communication (cont.)

	Disatisfied Very	Disatisfied	Satisfied	Satisfied Very	NA
57. With Metro-North's automated phone system for schedules, fares, etc. (In NY: 511)	1	2	3	4	5 6 7 8 9 10 NA
58. With Metro-North's Customer Service Center Representatives (In NY: 511)	1	2	3	4	5 6 7 8 9 10 NA
59. On the NJ TRANSIT website (www.njtransit.com)	1	2	3	4	5 6 7 8 9 10 NA
60. With NJ TRANSIT's automated phone system for schedules, fares, etc. (973-275-5555)	1	2	3	4	5 6 7 8 9 10 NA
61. With NJ TRANSIT'S Telephone Information Center Representatives (973-275-5555)	1	2	3	4	5 6 7 8 9 10 NA

Hoboken Terminal

How satisfied are you with:

62. Hoboken Terminal overall	1	2	3	4	5 6 7 8 9 10 NA
63. Personal security in Hoboken Terminal	1	2	3	4	5 6 7 8 9 10 NA
64. Have you used any of the restrooms in Hoboken Terminal during the past 12 months?					
___ Yes (continue) ___ No (Go to Q.67)					
65. Cleanliness of restrooms	1	2	3	4	5 6 7 8 9 10 NA
66. Physical condition of the restroom	1	2	3	4	5 6 7 8 9 10 NA
67. Cleanliness of the terminal (excluding restrooms)	1	2	3	4	5 6 7 8 9 10 NA

Secaucus Junction

How satisfied are you with:

68. Secaucus Junction overall	1	2	3	4	5 6 7 8 9 10 NA
69. Personal security in Secaucus Junction	1	2	3	4	5 6 7 8 9 10 NA

About Your Trip

70. a. At what station did you board this train today? (Please Print)

b. Is this your home boarding station?

___ Yes ___ No

c. If no, please print your home boarding station.

About Your Trip (cont.)

71. a. How do you usually travel to your home station?

___ Dropped off at station ___ Taxi
___ Drive and park ___ Walk
___ Carpool/Vanpool ___ Bicycle
___ Public Bus (Route No. ___ Operator: _____)
___ Other (Please specify) _____

b. If you usually drive and park at your home station or are a passenger
in a carpool or vanpool which parks at the station, did you access the
station the same way a year ago?

___ Yes (Please go to Q. 72)

___ No (Continue)

c. What is the main reason you changed the way you travel to your
home station?

___ Using a different home station than a year ago

___ Did not have an available vehicle a year ago

___ Reduced parking fees at the station

___ Other (Please specify) _____

72. How frequently do you travel on Metro-North?

___ 6-7 days per week

___ 5 days per week

___ 1 - 2 days per week

___ 3 - 4 days per week

___ 1 - 2 days a month

___ Other (Specify frequency) _____

73. a. What type of ticket are you using today?

___ Monthly ___ Weekly ___ 10 Trip

___ One Way ___ Round Trip

b. Where did you purchase this ticket?

___ Ticket Vending Machine ___ Mail & Ride

___ Ticket Window ___ Onboard the Train

___ On a Mobile Device ___ WebTicket

___ Other (Please Specify): _____

74. At which station will you end this trip today?

___ Hoboken Terminal ___ Secaucus Junction

___ Other (Specify) _____



About Your Trip (cont.)

75. When you leave the train, how will you get to your final destination?
- | | |
|--|----------------------------------|
| <input type="checkbox"/> NYC subway or bus | <input type="checkbox"/> Walk |
| <input type="checkbox"/> Ferry to midtown Manhattan | <input type="checkbox"/> PATH |
| <input type="checkbox"/> Ferry to downtown Manhattan | <input type="checkbox"/> Bicycle |
| <input type="checkbox"/> Other (specify) _____ | |
76. (MANHATTAN-BOUND CUSTOMERS ONLY) Which of the following areas of Manhattan will be your final destination today?
- ☐ Above 60th Street
- ☐ 34th-60th Streets, 5th Avenue and EAST
- ☐ 34th-60th Streets WEST of 5th Avenue
- ☐ 14th-33rd Streets
- ☐ Canal Street to 13th Street
- ☐ Below Canal Street
77. What is the zip code of your final destination today?
- _____

About You

78. Which of the following categories includes your age?
- ☐ Under 18 years old
- ☐ 18-24 years old
- ☐ 25-34 years old
- ☐ 35-44 years old
- ☐ 45-54 years old
- ☐ 55-64 years old
- ☐ 65 years old or more
79. Are you: ☐ Male ☐ Female
80. a. How long have you been riding Metro-North?
- ☐ Less than one year
- ☐ 1 – 3 years
- ☐ 3 – 5 years
- ☐ 5 – 10 years
- ☐ 10 years or more
- b. If you have been riding for less than a year, please tell us the main reason you began to use the railroad.
- ☐ Just moved to the area
- ☐ Changed jobs
- ☐ Reduced parking fees at the station made it more affordable
- ☐ Other (Please specify) _____
81. What is your home zip code? _____

About You (cont.)

82. In which county do you reside?
- ☐ Orange
- ☐ Rockland
- ☐ Other (Specify: _____)

Metro-North is required by the Federal Transit Administration to ask Questions 83-91 in order to retain federal funding for the railroad

83. Are you:
- ☐ White
- ☐ Black or African American
- ☐ American Indian or Alaska Native
- ☐ Native Hawaiian and Other Pacific Islanders
- ☐ Asian
- ☐ Other (Specify: _____)
84. Are you of Hispanic origin? ☐ Yes ☐ No
85. In which country were you born?
- ☐ United States ☐ Other (Specify: _____)
86. In which country or countries were your parents/ancestors born?
- | | |
|--|---|
| <input type="checkbox"/> United States | <input type="checkbox"/> Dominican Republic |
| <input type="checkbox"/> Mexico | <input type="checkbox"/> Jamaica |
| <input type="checkbox"/> China | <input type="checkbox"/> Other (Specify: _____) |
87. Which language would be most helpful for you to receive Metro-North written or electronically displayed information in?
- ☐ English ☐ Another language (specify) _____
- ☐ Spanish ☐ No preference
88. Which language would be most helpful for you to understand Metro-North announcements (or to converse in with railroad personnel e.g. to ask for travel directions)?
- ☐ English ☐ Another language (specify) _____
- ☐ Spanish ☐ No preference
89. a. What is the primary language spoken in your home?
- ☐ English ☐ Another language (specify: _____)
- ☐ Spanish
- b. How well do you speak English?
- ☐ Very well ☐ Not well
- ☐ Well ☐ Not at all



90. Including yourself, how many people lived in your household in 2015?

☐ 1 ☐ 3 ☐ 5-6 ☐ 9 or more
☐ 2 ☐ 4 ☐ 7-8

91. What was your approximate annual 2015 household income before taxes and other deductions?

☐ Under \$12,500 ☐ \$75,000 to \$99,999
☐ \$12,500 - \$24,999 ☐ \$100,000 to \$149,999
☐ \$25,000 - \$37,499 ☐ \$150,000 to \$199,999
☐ \$37,500 - \$49,999 ☐ \$200,000 to 299,999
☐ \$50,000 - \$74,999 ☐ \$300,000 or more

If you are not satisfied with our performance in any of the areas in questions 1 through 69, please explain why below. Please also include any other comments or service suggestions.

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

Name: _____
 Street: _____
 City/Town _____ Zip Code _____
 E-mail Address _____
 Phone (H) _____ (W) _____

Thank you for taking the time to complete this survey.





Metro-North Railroad

STRATEGIC INVESTMENTS AND PLANNING STUDIES

STATUS UPDATE

March 2017

METRO-NORTH COMMITTEE



TABLE OF CONTENTS

I. INTRODUCTION

II. MANAGEMENT INITIATIVES

- Safety
- Infrastructure Rehabilitation
- Station Rehabilitation Program
- Customer Service Improvements
- Mobile Ticketing
- Station Net Leasing Program
- Transit Oriented Development
- Station Area Access and Parking Initiatives
- Rail Trail Initiatives
- Connecting Services
- Enterprise Asset Management
- Geographic Information System

III. STRATEGIC CAPITAL INVESTMENTS

- Rolling Stock
- Grand Central Terminal and Outlying Stations
- Enhanced Stations
- Customer Communications Improvements
- New Fare Payment System
- Structures Improvements
- Signal System Investments
- Shops and Yards Investments
- Energy Savings
- Superstorm Sandy

IV. PLANNING STUDIES

- New NY Bridge Mass Transit Task Force
- West of Hudson Regional Transit Access Study
- West of Hudson Improvements Project
- Penn Station Access (PSA)

I. INTRODUCTION

Metro-North Railroad has made significant progress in improving safety, service and reliability system-wide with the renewed focus on safety as a critical core value. Management and capital strategic initiatives have played an important role in these achievements across all elements of the Railroad but there is still work to be done. To facilitate these efforts and provide a framework for continual improvement, Metro-North began a company-wide, inclusive, collaborative and comprehensive effort

to develop a 5 year Strategic Plan for the Railroad. In June 2016, Metro-North Railroad launched its 2016-2020 Strategic Plan entitled “Our Railroad, Our Vision, Our Future”. Goals and objectives for the plan were guided by feedback and suggestions from employees across the railroad. The plan is designed with flexibility to respond to changes that could affect operations, employees and communities, allowing for a dynamic process to integrate suggestions and changing conditions and/or technologies. Shared ownership of the Strategic Plan reinforces a sense of focus, unified purpose and pride at Metro-North.

Metro-North’s Mission is “To be a safe, reliable and efficient railroad providing regional mobility and excellent service to our customers.” Our Vision is “Over the next five years, through an engaged and empowered workforce, Metro-North Railroad will provide superior customer service by setting the standard for safety, reliability and innovation”. Our Plan establishes three Strategic Priorities: Our People, Our Customers and Our Infrastructure. Driven by Safety, Integrity and Innovation, these three priority areas help define our objectives, providing a roadmap for successfully realizing Metro-North’s Vision and achieving its Mission. Specific initiatives - actions and projects - that support the goals and objectives will change over time keeping the Strategic Plan dynamic and relevant. Metro-North will measure success through key performance indicators (KPI) on an on-going basis and communicate with employees and customers as to our progress. Operating and capital investments, as well as ongoing planning efforts, will align and support Strategic Plan priorities.

In May 2016 the \$27 billion 2015-2019 MTA Capital Program received final approval from the Capital Plan Review Board. Metro-North’s Capital Plan addresses critical priority projects and demonstrates the agency’s ongoing commitment to promoting a culture of safety while maintaining and enhancing reliability and customer service. These investments will fund the most essential components - rolling stock, stations, track, communications, signals, power, and shops and yards. More than 80 percent of Metro-North’s program is slated for projects that continue to bring assets to a state of good repair or protect investments that have already been made, including continued replacement of the Harmon Shop electric repair facility and the start of the M-3 fleet replacement. Metro-North’s program also includes targeted service improvements such as better customer information technology to provide real-time train information at stations, and investments that support the MTA’s New Fare Payment System Initiative. The 2015-2019 Capital Program will also allow Metro-North to complete the installation of the Positive Train Control (PTC) system. Planning work in the 2015-2019 Capital Program will also include the preparatory work to define the requirements and begin design for a new Operations Control Center to be constructed outside of New York City.

Looking to the future, Metro-North will begin planning and design efforts in the 2015-2019 Capital Program to improve capacity on the Port Jervis Line west of the Hudson River. Penn Station Access will also open a new link for Metro-North’s New Haven Line trains directly into Penn Station, New York (PSNY), constructing four new passenger stations in the Bronx, along with new interlockings and other infrastructure along Amtrak’s Hell Gate Line necessary to operate this service.

Metro-North Railroad enjoyed significant increases in customer satisfaction among all major categories compared to the 2015 survey results. The survey was conducted in May and June 2016.

The customer rating for Overall Satisfaction with Metro-North climbed to 90%, up 7 points from the prior year and 17 points since 2014. The rating for Metro-North Train Service Overall satisfied 89% of customers, 6 points higher than in 2015. In the category of Overall Train Schedules, satisfaction rose to 86% compared to 81% in 2015.

On-Time Performance, a key driver of customer satisfaction, improved by 6 points in 2016 to 80% satisfied, reflective of an improvement in service reliability. Overall communication saw a 2-point rise in 2016, with a customer rating of 86%. Customers continue to be highly satisfied with our employees, as indicated by the rating for Courtesy and Responsiveness of Employees, which received a 95% satisfaction rating in 2016. More than half of all customers (51%) were very satisfied with employee courtesy and responsiveness in 2016. Customers also continue to rate Grand Central Terminal highly as well, with 96% satisfied and 50% very satisfied. Customer satisfaction with the railroad among New Haven Line customers rose 11 points to 87% satisfied and represents a 28 point improvement over 2014. Their counterparts on the Hudson and Harlem Lines remain highly favorable, both at 92% satisfied, up 3 points from 2015. Reverse Peak customer satisfaction was up 11 points in 2016 to 94% satisfied. West-of-Hudson satisfaction among AM Peak customers saw its satisfaction rating gain a point from the previous year to 83% satisfied. As Metro-North continues to implement all plans and strategies, it is anticipated that satisfaction will continue to improve.

II. MANAGEMENT INITIATIVES

SAFETY

The following is a summary status of on-going safety initiatives:

ACTIONS	STATUS
NTSB/FRA/MTA Recommendations	All recommendations have been accepted and we are coordinating with the other MTA agencies to ensure best practices are shared. MTA Audit Service has provided their subject audit report concerning the NTSB recommendations. They deemed our responses as adequate and timely, with eleven recommendations still outstanding. Those remaining are being implemented and we are progressing them to completion.
Speed Compliance Program	During 2016, 524 radar observations, 101 event recorder reviews, and 69 banner tests were performed. The speed compliance program had 220 trains put through it with no decertification events. There was one (1) reinstruction for speeding documented through ETS failure.
Obstructive Sleep Apnea Pilot	Metro-North successfully completed the screening of all 434 locomotive Engineers, of which, approximately 115 employees were referred for further testing. Approximately 51 employees were diagnosed and are currently

	receiving monitored treatment. The Obstructive Sleep Apnea program is currently being expanded to include conductors.
Confidential Close Call Reporting System (C3RS)	An industry-leading initiative, C3RS, is designed to encourage employees to report any potential safety hazard or breach of procedures that they may observe by providing them with a convenient, non-confrontational and anonymous method to do so. It is a partnership between the National Aeronautics and Space Administration (NASA), the Federal Railroad Administration (FRA), in conjunction with Metro-North and its labor organizations. Metro-North is the first commuter railroad to fully implement the system with its operations workforce, system-wide. The Transportation Department went live in April 2015. The Engineering and Mechanical Departments went live on April 18, 2016. 1,391 cases received, and 1,061 reviewed since inception of the program.
Rolling Stock Cameras Forward, Cab, Passenger	Contract awarded in March 2015 to provide audio and video recorders that meet or exceed the NTSB recommendations. Prototype installation of crash and fire-protected inward and outward-facing audio and image recorders in all controlling operating cabs and operating compartments began in August 2016 with production installations beginning in 2Q 2017 and will continue through the end of 2018. The devices are capable of providing recordings to verify that train crew actions are in accordance with rules and procedures. They will have a minimum 12-hour continuous recording capability with recordings that are easily accessible for review. The on-board cameras will assist the railroad in accident/incident investigation and be used by management in carrying out efficiency testing and system wide performance monitoring programs.

Additional safety initiatives have begun:

- The Federal Railroad Administration (FRA) has awarded \$5 million to New York State Department of Transportation, as part of a \$25 million nationwide grant package to upgrade the safety at grade crossings. The grant focused on increased safety at railroad crossings, train stations, and tracks across the country. Metro-North work includes the following:
 - \$1.34 million to add highway traffic signal preemption to seven grade crossings on Metro-North's Harlem and Port Jervis Lines in New York to activate the traffic signals at seven (7) intersections and allow queued traffic to exit onto the highway prior to the activation of the railroad grade crossing warning systems.
 - \$1.90 million to fund installing upgrades to three grade crossings to mitigate hazardous conditions between highway and rail traffic. The Metro-North Railroad project includes upgrading the roadway, pavement markings, and signage at a heavily used grade crossing in North White Plains.
 - \$1.91 million to install video surveillance systems to record grade crossing movements at 43 identified grade crossings within Metro-North territory in New York to investigate specific incidents and analyze crossing/traffic operations for targeted modifications to improve safety.

- Metro-North received the highest safety award from the American Public Transportation Association (APTA) in 2016. The commendation, known as the Gold Award for Safety, was given to Metro-North for developing a state-of-the art employee protection system that other railroads could consider replicating. The system, known as the Enhanced Employee Protection System (EEPS), was implemented in 2014. It adds a layer of protection for employees who work along and near railroad tracks, further enhancing the railroad's efforts to safeguard against worker injuries and fatalities.
 - EEPS is a technology-based system created by Metro-North that allows the Supervisor in charge of a work site to prevent trains from entering a given stretch of track by receiving confirmation that protection is in place along with a random, confidential "Release Code" via a smartphone or pager. Trains are blocked from entering that section of track. When it is time for the track to be returned to service, the confidential "Release Code" must be communicated to the Rail Traffic Controller before the system allows the protection to be removed.
- In June 2016, MTA and MTA Police officials opened an innovative Canine Training Facility in Stormville, New York. The 72-acre campus houses nine indoor-scenario training areas and multiple outdoor training fields and obstacle courses and areas with cars, buses, platforms and even a decommissioned train, classrooms, twenty-four kennels, a veterinary room with medical kennels, and administrative offices. The outdoor and indoor training grounds provide the MTA Police with an unlimited number of scenarios to teach, drill and test the dogs.

The MTAPD has the largest mass-transit canine explosives detection force in the country, with approximately 50 dogs in service at any time. Last year, the canine teams responded to over 26,000 requests for assistance, and inspected and cleared 2,748 unattended packages.

INFRASTRUCTURE REHABILITATION

Metro-North has continued the extensive system-wide track reconstruction effort that has rebuilt miles of the railroad in the last three years, delivering smoother, safer and more reliable service to customers. During this time, Metro-North has replaced 117,959 ties, laid 25.1 miles of continuous welded rail, rebuilt 125 switches, renewed and/or upgraded 50 railroad crossings, and performed 4,835 welds on joints that connect rails with one another.

In addition to visual track inspections, which are conducted twice a week by inspectors who are positioned on the tracks being inspected, the track reconstruction and renewal efforts have been guided by an industry-leading spectrum of detailed track inspections, which can detect issues not seen by visual inspection. The range of high-tech inspections include:

- **Track Geometry:** To measure a variety of geometric parameters of track, including the position, curvature, alignment, smoothness, and the cross level of the two running rails, track geometry cars operated by the Federal Railroad Administration (FRA) and Mermec are utilized. The cars use a variety of sensors, measuring systems, and data management systems to create a profile of the track being inspected.

- **Internal Metal Defects and Fatigue:** To detect flaws, defects and metal fatigue inside the steel running rails that trains roll over, Metro-North utilizes Sperry Rail Service, which operates a specialized car over rails and measures them with ultrasonic and induction test equipment.
- **Mismatched Joint Bars:** To identify any instances where the end of a rail does not match up precisely with the beginning of the following rail, Metro-North has used Georgetown Rail Equipment Company's Aurora System, which makes rail measurements of joint bars that are accurate to within two-hundredths of an inch.
- **New Equipment:** Metro-North has purchased and installed Automated Geometry Inspection Equipment on three of our revenue train cars so that continuous track geometry measurements will be made as trains carry passengers around the system. This equipment is in test mode and is expected to be fully functional in mid-2017. In addition, Metro-North is in the midst of the purchase of a state-of-the-art self-propelled track geometry car that will be on line in 2018 providing the ability to conduct tests at any time system wide.

STATION REHABILITATION PROGRAM (formerly the Station Enhancement Program)

The Station Rehabilitation Program continued for the seventh year in 2016. The program provides a cyclical approach to address all station elements and reduce future ongoing maintenance costs. Work includes painting all structures, changing recycling bins, replacing Customer Information & Passenger Information Displays, replacement of all signage at station (Directional & Station ID Signs), full replacement of protective film on glass windows (on shelters & overpasses) that prevent scratches from ruining the glass, cleaning the station right-of-way (track), repairing damaged edge boards, installation of bird netting (as needed), replacing concrete benches with more comfortable wire ones, repair of tactile warning strip, fixing shelter heaters, installing energy-efficient lighting, and power washing all station exterior surfaces, windows and overpasses. In 2016, Metro-North addressed the following stations with the Rehabilitation Program:

Harlem Line

- Patterson
- Pawling
- Harlem Valley-Wingdale
- Dover Plains
- Tenmile River
- Wassaic
- Bronxville (painting deferred until 2017)

CUSTOMER SERVICE IMPROVEMENTS

Metro-North Customer Service accomplishments and initiatives included:

- **Real-time Cellular LCD:**
 - Monitors/Kiosks installed at an additional eight stations which utilize the in-house developed Train Time System to display the next nine trains at each station with real-time status, track information and stops for each train.
- **Train Time Mobile App:**
 - The Train Time Mobile App for Smartphones provides customers with scheduled train departure and arrival information, track information, real-time train status, service alerts, and service advisories. The app also has info on stations, fares, and connecting services.

MOBILE TICKETING (ETIX)

Project to implement a new ticketing system for Metro-North and LIRR, giving railroad customers the ability to purchase and display digital tickets using their mobile devices.

- Phased rollout of mobile ticketing began in June 2016 and was completed August 2016
 - A pilot to include railroad customers with joint tickets who also ride the subways to pay their fares using a single mobile app and a single transit account is currently under design. Pilot testing anticipated in 2017
 - Since inception of the app, a total of over 1.5 million tickets have been sold on Metro-North generating over \$47 million in sales for Metro-North

STATION NET LEASING PROGRAM

To reduce railroad costs for station building operations and maintenance and to increase non-fare revenue system-wide, efforts are continuing to net lease stations. Current status of the Net-Leasing program is:

- Peekskill: Lease with Stazione PKSL LLC (formerly Hudson Hospitality Group). Lease was executed in January. Tenant intends to operate as a Taste New York location pending approval by NYS Department of Agriculture and Markets. If approval is not received they would proceed with a similar concept featuring local products. The waiting room area will include a tourist welcome center, which will be run by the Hudson Valley Chamber of Commerce.
- Tarrytown: RFP will be issued in the 1st quarter of 2017.
- Crestwood: There has been no leasing activity at this location. Metro-North is evaluating how to handle environmental issues within the building. The Village of Tuckahoe has express interest in leasing the building to house their local historical society.
- Bedford Hills: MTARE provided a draft lease to Town of Bedford for municipal use.
- Bronxville: RFP issued, proposer identified but subsequently withdrew their proposal.
- Poughkeepsie: RFP issued and one response was received (a juice bar/bicycle rentals).

TRANSIT ORIENTED DEVELOPMENT (TOD)

Metro-North continues to work with relevant parties such as local communities and developers to encourage TOD even at stations where we have limited or no property. Coordination of investments and operations with local communities who plan and implement TODs benefit Metro-North, as the proximity of these projects to our service promote increased rail ridership.

Harrison TOD

- Metro-North's first Railroad led TOD primarily on Railroad controlled land was approved in 2014 by the MTA Board and will incorporate residential, retail and expanded parking adjacent to the Harrison station.
- Approval for MTA Real Estate to enter into a Joint Development Agreement was approved by the MTA Board and executed with AvalonBay Communities, Inc. (the developer) in March 2015.
- The Concept design was approved by the Town/Village of Harrison and Metro-North in late 2015.
- In December 2015 the developer submitted the Petition for Rezoning to the Town/Village of Harrison, initiating the SEQRA and land use approval process.
- Metro-North is continuing negotiations of the Land Disposition and Development Agreement (LDDA).
- Metro-North recently received 30% design documents from the developer.

Poughkeepsie TOD

- Metro-North is in discussions with the City of Poughkeepsie and Dutchess County regarding a potential TOD in the Station area using properties controlled by Metro-North and the City of Poughkeepsie.
- An MOU which outlines the parameters under which the Railroad and the City need to work toward the issuance of a Request for Expressions of Interest (RFEI) has been executed by Metro-North, the City of Poughkeepsie and Dutchess County as a technical advisor.
- The RFEI is currently being drafted with targeted issuance by MTA Real Estate in 2017. The second step for any potential redevelopment of the area would involve an RFP process.
- Any property disposition would be subject to the Public Authorities Law and MTA Board approval.

Tarrytown TOD

- The Village of Tarrytown has been conducting a planning study for an area that is roughly centered around the Metro-North Tarrytown Station. The Village is building upon local developments and the recent Metro-North capital investments at and adjacent to the station to improve circulation around and access to the station, while providing better connections between the station and its downtown.
- Metro-North and MTA Real Estate continue to work with the Village to coordinate any traffic and station area improvements associated with its plans and future development proposals.

White Plains Transit District Strategic Plan

Metro-North is working with other stakeholders on the White Plains Transit District Strategic Plan. The Plan presents a set of steps to capture the opportunity for creating an integrated regional transportation hub where commuter rail, local and regional bus, taxis and shuttles riders can make efficient connections between White Plains and New York City, Yonkers, New Rochelle, Stamford, CT, and other local activity nodes.

New bus rapid transit (BRT) service (the Lower Hudson Transit Link (LHTL)) is being planned to ease travel between Westchester and Rockland Counties and is anticipated to open in conjunction with the opening of the New New York Bridge. This will further integrate White Plains into the region's transit

network. The Plan also builds on this opportunity and extends the energy of a new transit center along important corridors to the heart of downtown along Mamaroneck Avenue. Moreover, the Plan identifies a strategic set of short- and long-term investments that leverage and build upon early action for redeveloping and can transform the area around the White Plains Metro-North station and Westchester County Bee-Line bus station into a multimodal, active, pedestrian-oriented gateway to the downtown.

The City of White Plains held the final public meeting in December 2016. Metro-North will continue to coordinate our proposed Station Enhancement improvements at the White Plains Station with the City of White Plains station area redevelopment efforts.

Mount Vernon West

MTA Real Estate and Metro-North met with owner of the former station building regarding his redevelopment plans. The building's owner is also developing two other high rise apartment buildings within walking distance of station. MTA Real Estate requested information from the developer primarily regarding how any new development would impact the pedestrian access to and circulation around the station as well as Metro-North's ongoing needs at the station.

Nanuet TOD

Under a "Cleaner, Greener Communities" grant from the New York State Energy Research and Development Authority, Metro-North is working with the Town of Clarkstown Planning Department and other stakeholders on plans to redevelop Nanuet into a mixed-use, Transit Oriented neighborhood centered on a new multi-modal transit station.. Within the Nanuet Hamlet Center, which is home to the Town's only commuter rail station, new zoning will be developed to better reflect and reinforce the traditional main street layout of the area and provide the opportunity for mixed-use development and a variety of housing options for residents seeking to live near, and utilize, the rail stop. The document will detail targeted strategies to address major issues confronting the Town, and establish an individualized implementation plan that will assist Clarkstown in pursuing funding for specific projects, including the Nanuet Hamlet Center TOD, over the next five years. Metro-North is a member of the Advisory Committee, and an active participant in the Study and has provided supporting information to be used as study input.

East Harlem Zoning Study

- New York City's Department of City Planning is preparing The East Harlem Neighborhood Planning study. The project aims to examine key land use and zoning issues in the neighborhood, but also take a broader; more comprehensive look at current and future community needs to identify a wide range of strategies and investments for East Harlem's growth and vitality. More specifically, the East Harlem study examines the East Harlem neighborhood located in Manhattan Community District 11, a vibrant community that is the focus of significant investments in health, transit, and streetscape infrastructure.
- Metro-North's Harlem-125th Street Station is a major transportation hub for the area and the Park Avenue Viaduct traverses along the western portion of the study area.
- New York City Department of City Planning is investigating opportunities to 'activate' the areas under the Viaduct as part of any zoning/planning actions.

Harriman TOD

- In 2008, following a comprehensive planning process involving numerous stakeholders in the community, the Village of Woodbury implemented the adoption of its Comprehensive Plan for transit-oriented development which sets forth a series of zoning and development standards which apply to the area at and around Railroad property.
- The adjacent property owner at Harriman Station has submitted conceptual plans to the Village of Woodbury for a multi-use Transit Village type of development called “The Gardens at Harriman Station”. Furtherance of this project would potentially require a property disposition, which would be subject to a competitive RFP under the Public Authorities Law and MTA Board approval.

Port Chester TOD

- Metro-North has held discussions with the Director of Planning for Port Chester, where there is a great deal of interest in potential projects around the Metro-North Port Chester Station; nothing has developed beyond the discussion phase.
- The Village hired RBA consultants and commenced a Mobility Study of its downtown (including Station area) and Metro-North submitted supporting information.

Brewster

- In August 2016, the Village of Brewster adopted their Urban Renewal Plan
- Covington has been chosen as the master developer.
- Urban renewal plans include “Envision Brewster” which is a multi-use development within walking distance of the Brewster station.
- Metro-North will continue to work with Putnam County and the developer to provide relevant support for the Village’s efforts.

STATION AREA ACCESS AND PARKING INITIATIVES

North White Plains Parking Garage

The North White Plains garage was in its first full year of operation in 2016. Opened in October 2015, this newly constructed 500 space parking garage located along Haarlem Avenue has been a complete success. With occupancy rates around 90% daily, all permits available for the garage were sold within the first 6 months of opening and a permit waitlist needed to be established. In addition, as a customer service, 8 Electric Vehicle Charging (EVC) stations were installed in the garage. Generally on a daily bases all these spaces dedicated for use by electric vehicle are occupied with the owners opting to charge their vehicles while they are parked in the garage.

Purdy’s / Croton Falls Station Areas

- Metro-North completed a study evaluating alternatives to resolve the commuter parking shortage in the area which has resulted in up to 250 vehicles parking on roadway shoulders along NYS RT 116 adjacent to Purdy’s Station and Croton Falls Road and RT 202 near the Croton Falls Station. Stakeholders in the process include the Towns of North Salem and Somers; New York State Department of Transportation (NYSDOT) Region 8; and the New York City Department of Environmental Protection.

- Metro-North is planning to proceed with purchase of property and construction of up to 450 surface parking spaces near Croton Falls Station; area stakeholders have been briefed.
- Assuming successful negotiations, a request for MTA Board approval is anticipated in 2017 for the purchase of property to proceed with the project.

West of Hudson Parking

Metro-North reduced the cost of annual parking at all West-of-Hudson stations from \$235 to \$20, a 91% price reduction, resulting in a savings for commuters of over \$215 per year. Daily meter parking fees were also permanently reduced by 55% from \$2.75 a day to \$1.25 a day.

Metro-North has experienced a 63% increase in the number of customers taking advantage of the discounted parking since it was introduced as a pilot program in 2014. The railroad has 3,766 permit spaces and 995 daily meter spaces at six stations on the Port Jervis Line and three stations on the Pascack Valley Line. Permits are available at all stations.

RAIL TRAIL INITIATIVES

Metro-North continues to work with New York State Parks, local municipalities and trail advocate groups to support their efforts to build rail trails at select locations throughout Metro-North service territory, while safeguarding rail operations. Active projects include:

- **The Empire State Trail:** On January 10, 2017, as part of his 2017 State of the State Address, Governor Cuomo announced a new initiative to complete the Hudson River Valley Greenway and Erie Canalway trails by 2020 to create the Empire State Trail, the largest state multi-use trail network in the nation. The proposed trail includes a segment of Metro-North's Beacon Line connecting the existing Putnam Trailway near Brewster with the Dutchess Rail Trail Park near Hopewell Junction. Metro-North will work with Putnam and Dutchess Counties on the design and construction of the trail, preserving the future potential for rail operation on the line. Once completed, it is expected that Putnam and Dutchess Counties will operate and maintain this section of the trail.

Beacon Line RFEI: Prior to Governor Cuomo's announcement, the Metropolitan Transportation Authority and Metro-North issued an RFEI to gauge the interest and concepts for how to better utilize Metro-North's Beacon Line. This Line connects Metro-North's Hudson Line at Beacon with the Harlem Line north of Southeast. Currently the line is not used for passenger service. In 2016, MTA Real Estate and Metro-North issued the RFEI to seek ideas that would help preserve the line for current or future rail operation, limit Metro-North's ongoing maintenance and upkeep costs of the line, support economic development and public use, and generate revenue for Metro-North. While the responses are under review, the Empire State Trail will be constructed first, preserving future opportunities for rail service/opportunities on the Beacon Line.

- **Hudson Highland Fjord Trail - Breakneck Connector:** Proposed by Scenic Hudson, the Hudson Highland Fjord Trail is a 7-mile shared use trail from Cold Spring to Beacon. In 2015, Scenic Hudson, with local municipalities, completed a Preliminary Draft Master Plan, identifying a preferred trail route on a segment-by-segment basis. The Breakneck Connector segment in the area of Metro-North's Breakneck Ridge Station was determined to have independent utility and thus has proceeded as a separate project (conceived by Metro-North) which will address specific

safety concerns related to high pedestrian volumes, inadequate parking, and high traffic speeds on Route 9D. The trail will be built primarily on Metro-North property and will include fencing to safely separate users from rail operations, as well as platform improvements at the Breakneck Ridge Station. Construction is anticipated to begin in 2017.

- **Bronx Greenway Trail Feasibility Study:** In 1st Quarter 2016, State Senator Klein secured a \$250,000 state grant for Metro-North to conduct a feasibility study at the request of the local Community Board to determine whether a trail could be built in the approximately three mile stretch along the Hudson Line from an area north of the Spuyten Duyvil Station to the Ludlow Station. Metro-North awarded a consultant contract and kicked off the study in 4th Quarter 2016. The study will assess opportunities and challenges in this congested segment of the system, evaluating the feasibility of trail route alternatives by segments. Considerations include safety, rail operations, trail access constraints, resiliency and storm surge, constructability and maintainability. Study completion is anticipated in the Fall 2017.

CONNECTING SERVICES:

Bronx County

Hudson Rail Link

- Operation of the Hudson Rail Link was transitioned to SNT Bus/Consolidated Bus Transit, Inc., which was awarded a contract valid for up to 10 years (June 2026).
- Four new buses were received and placed into Hudson Rail Link service. Two old buses were retired.

Rockland County

Haverstraw-Ossining Ferry

- A funding plan was finalized in December 2016 to continue ferry operations using a mix of Federal funds provided by NYSDOT, Metro-North federally allocated monies, and Metro-North operating budget funds through 2018.
- A project to reconstruct the Haverstraw ferry dock is scheduled for 2017 pending the issuance of required state and Federal permits.

Tappan Zee Express

- To help improve transit access to Metro-North services from Rockland County, and free local transit funds for use within Rockland County, Metro-North agreed to provide funding for an expansion of Tappan Zee Express service on Saturdays, and the institution of Sunday Tappan Zee Express service. Both of these initiatives will become effective in the first quarter of 2017.

Orange County

Newburgh-Beacon Ferry

- A funding plan was finalized in December 2016 to continue ferry operations using a mix of Federal funds provided by NYSDOT, Metro-North federally allocated monies, and Metro-North operating budget funds through 2018.

- A new lease extension for the Newburgh Ferry Terminal and Parking Facility, good through December, 2018 was negotiated with the City of Newburgh and the new property owner.
- Preliminary design on a replacement for the Beacon ferry dock continued. A construction completion date has not yet been determined, nor has funding been identified for this project, though two grant applications were filed.

ENTERPRISE ASSET MANAGEMENT

Each of the MTA agencies continues to invest in an Enterprise Asset Management (EAM) system, which includes substantial investments in both business and technology. During 2016, progress was made finalizing the procurements of Metro North's interim EAM solution, and associated consultancy support.

As part of the interim (and long term) efforts, Metro-North undertook Business Process Re-engineering for both the MoW and MoE Trouble Ticket environments and created multiple cross agency asset hierarchies. This provided a foundation for which to develop best practices, and which will instill a more controlled approach to Trouble Ticket management, while assisting Metro-North to promote a proactive monitoring and maintenance approach for full lifecycle asset management.

During 2016, Metro-North developed a full delivery plan for the design, configuration and delivery of the interim solution. The first two areas to be delivered are Signals and Track, with asset registration being developed for Signals. The first Signals module was delivered to The Trouble Ticket Department during fall 2016. Signals Asset registration leverages GPS enabled mobile asset registration to capture the physical location of assets in the field.

Significant work was also been undertaken in creating several testbed mobile applications for the collection of signals inspection data. Work continues with these to identify an integration path between the Enterprise Asset Management software and the mobile solution.

GEOGRAPHIC INFORMATION SYSTEM

A Geographic Information System (GIS) is a mapping and planning tool used to visually represent data with regard to its location. Metro-North Railroad deployed its first Enterprise GIS software in 2014, developing and distributing a uniform set of web mapping viewers designed for all employees, creating a company-wide Office of GIS Coordination and promulgating GIS policies and standards. Current advances have enabled the rollout of mobile device accessibility, allowing field forces to reference and share information without printing out hardcopy maps, calling into the office or being at a desk. GIS will be a critical tool to support the organization of Enterprise Asset Management data.

The GIS Concept of Operations Study (ConOps) was completed in 2016 and resulted in the development of the following geospatial business process projects moving forward now:

- Automated Output of Straight Line Diagrams: This project will provide a method to use GIS data to automatically generate and overlay single line drawings on a web interface such as a track chart and will ultimately be fully integrated with EAM. Project is expected to begin mid-year 2017.
- Plan Room Integration: This project will provide online access to as-built drawings in the plan room through the EGIS interface (an EAM funded project). Consultant selection is complete and is being presented at the March Board for approval.

- GIS Integration Services for Railroad Property Management “Yardi”: This project will provide online access for designated staff to accurate property lines of Metro-North railroad rights-of-way (ROW), stations, leases, yards, utility easements, encumbrances, and other real estate holdings for all professional, technical, and managerial employees to support all service and business functions. This project will begin in the first quarter of 2017.

The following three new GIS business process projects are in progress during 2017:

- Ridership and Demographics Mapping GIS Study: This project will configure the existing web-based GIS software to visualize various internally-generated ridership data, demographic data, forecasting models, custom survey data, and ticket sales data.
- Safety Department Emergency Contingency Plan: This project will support employee safety by providing customized GIS web applications to visually depict various internally-generated emergency coordinator data points, evacuation assembly area data, access entrance point data, waste storage facility data, and hospital/first responder/police data for Metro-North Railroad yards and facilities.
- Security Department Customized Incident Story Map Application: This project will provide a customized application to enable designated users to visually review locations of security incidents and support security analysis functions.

III. STRATEGIC CAPITAL INVESTMENTS

ROLLING STOCK

Purchase of 405 M-8 cars for New Haven Line Service (\$356.1 M, Balance of program (\$746.7 M) is funded by Connecticut Department of Transportation (CTDOT))

- 376 cars in married pair configuration and 25 single unpowered cars are in Revenue Service. Four cars damaged in Bridgeport will be repaired in 2017.
- The existing M-8 cars have led to improved customer satisfaction levels and have achieved very high mechanical reliability, far in excess of expectations. Through 2016, the cars are averaging 400,116 miles between mechanical breakdowns, the best rate for New Haven Line cars in decades and 33% above our Mean Distance Between Failure (MDBF) goal.
- The M-8 fleet has been going through different phases of systems modification. The phase three modification commenced in July 2015 and is scheduled to be complete in June 2018.

Purchase of 60 (and up to 94) M-8 cars for New Haven Line Service (\$92 M, Balance of program (\$190 M) is funded by CTDOT for the 60 car base)

- The MTA Board has approved an order for 60, and up to a total of 34 option cars of new M-8 rail cars that provide additional capacity on our New Haven Line. The cars, the first of which are expected to enter service in three years, will allow Metro-North to lengthen rush hour trains, retire the last 36 older M-2 cars, increase safety, and have the flexibility to increase train service in the years ahead to accommodate growing ridership. The cars will supplement the 405 existing M-8 cars already in use on the New Haven Line and New Canaan Branch.
- The base order has a CTDOT option to include the retrofit of 9 of the 60 M-8 cars being delivered as café cars.

GP-35 Locomotive Overhaul (\$11.0 M)

An in-kind overhaul with complete electrical rewire of six Metro-North GP35 locomotives and the procurement and overhaul of two additional GP35 (total of 8) is underway. The locomotives are in excess of their expected life and are no longer able to perform reliably. The additional GP35 is to replace an existing Metro-North GP8/GP9 locomotives. Locomotive 106 was completed June 2016 and Locomotive 104 was completed October 2016. Four more locomotives will be completed in 2017.

GRAND CENTRAL TERMINAL AND OUTLYING STATIONS

- **GCT Train Shed /Park Avenue Tunnel Structure (\$91.9 M)** – This rehabilitation project involves the inspection, assessment, design and construction of select areas of the Grand Central Terminal train shed and in the Park Avenue Tunnel, beginning from the bumping posts to the south and extending to the north portal of the tunnel at East 97th Street. A program of priority repairs is underway for the GCT Train Shed. Work includes steel repairs, final paint coat at many locations. In 2017, Metro-North will begin design of a phased replacement program of the full Train Shed to be progressed in future Capital Programs.
- **GCT Leaks Remediation (\$31.7 M)** - Project to reduce water infiltration from some roadways immediately adjacent to GCT. Completion is expected by mid-2017.

Harlem Line

- **Fordham Station Improvements (Harlem Line): (\$20.2 M)**
 - Metro-North completed restoration of the Fordham Station, including a rebuilt northbound platform with double the capacity, a new entrance leading directly to Webster Avenue at 193rd Street and new permanent artwork. This work followed the complete renovation of the historic station building on Fordham Road, completed in 2014.
 - Northbound and southbound platforms were restored with a focus on customer safety and comfort with improvements such as painting and cleaning, rehabilitated elevators, new LED lighting, canopies, benches, real-time information monitors and public address systems. Widened and enclosed staircases also reduce commuter congestion. Platform shelters have been modernized with “Push for Heat” technology. The video surveillance system was also upgraded and expanded at Fordham.
 - MTA Arts and Design commissioned artist Dan Funderburgh to create a site specific installation on the northbound platform. Entitled *Eureka*, the artwork is a series of four "rose windows" composed of two layers of waterjet-cut aluminum in black and gold. It depicts the diverse universe of flora seen at the nearby New York Botanical Garden and references the Gothic details found in the surrounding architecture of Fordham University's Rose Hill Campus.
- **Harlem Line Stations, Phase 1 and 2 - Design (\$4.1 M); Construction Phase 1 (\$33.6)**
 - Phase 1: Williams Bridge, Woodlawn, Botanical Gardens
 - Phase 2: Mt. Vernon West, Wakefield, Fleetwood, Tuckahoe, Bronxville

This project includes the design for repair of platform structural elements, canopies and stairways to maintain a state of good repair at all stations and elevator installation at Wakefield. Work also includes the Botanical Gardens outbound canopy permanent structural improvements. This canopy design will be submitted to SHPO for their review. The Phase I design will be completed by June 2017. Construction of the Harlem Line Station Improvements (Phase I Stations) will begin following the completion of the new CP109 interlocking construction, (funded in the 2015-2019 Capital Program) and is now anticipated to begin in 2018. Phase 2 will be constructed in the 2020-2024 Capital Program.

Hudson Line

- **Croton-Harmon (\$19.0 M)**

This 2010-2014 Capital Program project to improve the Croton-Harmon station included: new lighting fixtures, new ceiling tiles, new wall panels, new ticket office panels, new concession stand panels, new floor tiles, new bathroom upgrades and air conditioning throughout the station. The project was completed in 2016.

New Haven Line (NYS Portion) (\$7.3 M)

- **Port Chester Station Elevator and ADA Ramp**

This project provides for the design and construction of a new elevator at the Port Chester station on the outbound side at Westchester Avenue. An ADA ramp will be constructed at the inbound side for customers moving from one platform to the other.

Port Jervis/Pascack Valley Lines (NYS Portion) (\$3.5 M)

- **West of Hudson Stations**

The MTA 2015-2019 Capital Program allocates \$3.5 million for West of Hudson station improvements, including Spring Valley on the Pascack Valley Line. Scoping is ongoing but it is anticipated that a portion of these funds will be invested in parking and intermodal (bus area) needs at Spring Valley. These improvements will help support the new NYSDOT Bus Rapid Transit (BRT) service (the Lower Hudson Transit Link (LHTL) that will open with the New New York Bridge, stopping at the Spring Valley Station.

ENHANCED STATIONS

The Enhanced Stations project is a Governor's initiative to improve comfort and convenience at select stations refining underlying station standards. Metro-North (with LIRR) acquired the services of an architect to advise on industry best practices as a means to enhance the aesthetics and amenities of station and the passenger's experience and improve stations through design innovation and excellence, all with minimal disruptions to customers. Stations currently include: Harlem - 125th Street, Riverdale, Crestwood, White Plains and Port Chester.

CUSTOMER COMMUNICATIONS IMPROVEMENTS (\$145.6 M)

Metro-North has progressed the design of its multi-program Customer Service Initiatives (CSI) to improve customer communications in Grand Central Terminal and at outlying passenger stations. Implementation will be phased over several capital programs with initial design-build construction scheduled to begin in the 2nd Quarter 2017. Improvements include the following:

- Replacement of the existing Grand Central Terminal Visual Information System (VIS) including cable plant, Big Board and other displays and head-end (central control)
- Make improvements to the GCT Public Address System and interface the GCT PA System with the new Customer Communication Information System
- New communication links to passenger stations
- Replacement of all wayside Public Address (PA) systems at passenger stations
- New passenger station digital real-time displays (new and modify existing)
- New customer communication intercoms at passenger stations
- Video Surveillance Systems and upgrade of Video Management System "Head End"
- cameras (new and modify existing) at passenger stations
- Upgrade/centralization of all elevator control systems.
- Expansion/upgrade/centralization of all electronic access control systems
- New station local area networks (LAN's) for all station devices

Initially focusing on East of Hudson stations, the plan for the current Capital Program is for the normal replacement of infrastructure necessary to advance the initial 35 stations, providing coverage from Croton-Harmon and North White Plains south and on the New Haven Line in NY State. Rollout to the remaining East of Hudson stations is planned for future capital plans. Additionally, the Public Address Head End for outlying stations will be replaced at this time. This new Head End will drive the Public Address announcements at all stations even though replacement hardware and VIS will be included at the initial 35 stations.

NEW FARE PAYMENT SYSTEM

As part of the MTA New Fare Payment System (NFPS), Metro-North, jointly with Long Island Rail Road (LIRR), is developing the design for a new systems and ticket vending machine to be installed and deployed in the 2020-2024 Capital Program. The design, expected to begin in 2017, will provide full interoperability with the NYCT NFPS system currently under procurement.

The MTA NFPS is based on open payment industry standards and will be implemented for all MTA bus and subway services as well as both commuter railroads. NFPS will design, develop and implement a new fare payment system that enables the MTA to accept contactless payment cards and payment-enabled phone capabilities for fare payment directly at point of sale.

STRUCTURES IMPROVEMENTS

Undergrade Bridge Program: (\$81.8 M East of Hudson)

The 2010-2014 and 2015-2019 programs continue previous efforts for the rehabilitation of select undergrade bridges located on the Hudson, Harlem and New Haven Lines in New York State. Scope includes Metro-North Force Account construction, 3rd party consultant design of select undergrade bridges, and 3rd party consultant inspection and load rating of 367 undergrade bridges.

Work in Progress includes:

- Force Account rehabilitation:
 - HU 3.41 over 110th Street in New York - Pointing and stone arch repairs.
 - HA 14.57 over the Bronx River in Bronxville - Steel repairs and backwall replacement.
 - HA 22.41 over Main Street in White Plains - Repairs to bottom of steel columns.
 - NH 14.65 over Bradford Avenue in Mount Vernon - Steel and bearing repairs.
 - NH 20.12 over Fenimore Road in Mamaroneck - Steel and bearing repairs under Tracks 1 and 2.
 - NH 20.39 over Mamaroneck Avenue in Mamaroneck - Steel and bearing repairs under Tracks 1 and 2.
 - HU 4.69 over the Harlem River in New York - Fabrication and installation of walkways along Tracks 1 and 2.
 - HU 3.01 (102nd Street) to HU 3.31 (108th Street) in New York - Repairs to the Park Avenue Viaduct.
- 3rd Party construction work includes:
 - NH 25.74 over Willet Avenue in Port Chester – Superstructure replacement and substructure rehabilitation.
 - HA 61.06 / HA 61.36 over the Croton River in Patterson – bridge replacement
 - HU 4.69 over the Harlem River in New York – Fender rehabilitation and superstructure repairs.

Overhead Bridge Program East of Hudson (\$72.2 M)

The 2010-2014 and 2015-2019 programs continue previous efforts to address overhead bridge state of good repair needs at select locations located on the Hudson, Harlem and New Haven Lines in New York State. Work includes Metro-North Force Account bridge repairs as well as plans for full replacements as warranted.

- 3rd Party construction work includes:

- Mount Vernon bridges: Metro-North has partnered with the City of Mount Vernon to replace bridges that pass over the New Haven Line in Mt. Vernon. Utilizing a combination of funding from the MTA Capital Program, an earmark from Congressman Gary Pretlow and monies from the City of Mt. Vernon, Metro-North has begun the design of replacement bridges at 6th, 10th Avenue, North 14th Avenue, 3rd Avenue and Fulton Avenue. The 2010-2014 and 2015-2019 Capital Programs have allocated funds to design and construct replacement of all five of these Mount Vernon bridges dependent upon timely receipt of funding from the City of Mt. Vernon (\$5 million).
- Prospect Hill Road bridge replacement: This 110 year old structure traverses Metro-North Brewster Yard and Harlem Line main tracks, south of the Southeast Station. The bridge was closed on an emergency basis to traffic and is no longer repairable due to severe deterioration to structural members. It will be replaced by the end of 2018.
- Force Account repairs are also planned at the following locations: NH 12.85 South Street, Mount Vernon, NH 16.37 Centre Avenue, New Rochelle, NH 21.91 Broadway, Harrison, NH 23.50 Central Avenue, Rye, NH 25.39 William Street, Port Chester, HU 14.43 Ludlow Street, Ludlow, HU 16.09 Point Street, Glenwood, HU 65.34 Reed Street, New Hamburg, and HA 5.76 East 175th Street, Tremont. Construction is expected to begin in mid-2017 and project completion is anticipated for mid-2020.

Undergrade Bridge Program (\$21.2 M West of Hudson)

The 2010-2014 and 2015-2019 programs continue previous efforts for design, repairs, rehabilitation or replacement to select undergrade bridges located on the Port Jervis Line. This project includes:

- Consultant design is complete for repairs to the following bridges: JS 61.56 Twin Arch Road, JS 63.04 Shea Road, JS 47.19 Stream, JS 58.64 Toleman Road, JS 62.00 Route 208 and JS44.80 in Harriman.
- Force Account repairs to the following bridges are planned to commence 2nd Quarter 2017: JS44.80 in Harriman, JS 63.04 Shea Road, and JS 66.22 Route 207.
- Consultant inspection and design is also planned to commence preparing for the rehabilitation or replacement of the following bridges: JS 42.77 Ramapo River, Harriman, JS 47.53 Estrada Road, Central Valley, JS 47.73 Laura Lane, Central Valley, and JS 47.88 Smith Clove Road, Central Valley.

SIGNAL SYSTEM INVESTMENTS

Signal System/Cabling Improvements (Harlem, Hudson and New Haven Lines)

New Haven Line:

- Design and construct a new communications and signal system (CP 212 – CP 229) for the New York State portion of the New Haven Line (extending approximately three miles into Connecticut). This new design incorporated recommendations of the Strategy/Master Plan to optimize block spacing to improve capacities and trip time on this section of the New Haven Line. The project was completed in December 2016.

Harlem and Hudson Lines:

- Design communications, signal and track improvements for the Upper Hudson Line from Croton-Harmon to Poughkeepsie. Design completion is anticipated early 2017.
- Phased construction will begin under the 2015-2019 Capital Program and be completed under the 2020-2024 Capital Program. 2015-2019 work will include express cabling to support PTC as well as procurement of long lead prewired signal equipment.
- Harlem Line Wayside communication and signal construction supports a number of strategic initiatives including PTC, CSI and grade crossing improvements.

Positive Train Control (PTC) (\$ 463.2 M)

PTC is a system designed to prevent train-to-train collisions, overspeed derailments, incursions into established work zones, and the movement of a train through a switch left in the wrong position. In accordance with the Rail Safety Improvement Act of 2008 that was signed into law, an interoperable PTC system is required on all commuter railroad main-line tracks. PTC installation is progressing to comply with the requirements of the FRA's mandate for December 31, 2018.

- Metro-North and LIRR PTC Systems Integrator (SI) contract was awarded November 2013.
- The SI has completed System and Subsystem hardware Final Design Reviews (FDR). Transponders continue to be installed for Civil Enforcement on Hudson and New Haven lines. Civil Speed Enforcement was implemented on New Haven Line from CP 261 to CP 274 on June 5th 2016 for Amtrak and CSX freight trains and extended from CP261 to CP216 on January 29, 2017.
- Wayside Interface Equipment, antenna poles and radio case foundations continue to be installed in pilot sections. At Arch Street facility, 22 M7 PTC Production Kit installations have been completed.
- As part of separate contract, Siemens (PHW Inc.) is continuing to furnish ATC and PTC onboard kits for P32 locomotives and cab cars. The force account installations on 31 locomotives and 29 cab cars have been completed.
- FCC granted Metro-North spectrum modification request to provide spectrum in Orange, Dutchess, Fairfield and New Haven counties completing Metro-North's acquisition of spectrum covering its service territory.

Harlem Line Capacity Improvements (\$29.9 M)

Based on a capacity study of the Bronx segment of the Harlem Line, Metro-North is constructing a new interlocking (CP 109) located between Fordham and Botanical Garden Stations to improve capacity and reliability in this key segment of the railroad. The projected cutover date for the new interlocking is late 2017.

West of Hudson Signal Improvements (\$88.7 M)

This project includes installation of a new Cab Signal system replacing the existing wayside signal system for the Port Jervis Line between Suffern, NY (MP 31.3) and Sparrowbush, NY (MP 89.9). The project provides for more reliable service, additional capacity and incorporates PTC improvements to enhance the level of safety on the line.

Harlem and Hudson Power Improvements (\$43.7 M)

This project includes various improvements to the DC traction power supply system on the Hudson and Harlem lines to improve reliability and add capacity to the traction power systems to accommodate increasing loads, to improve acceleration to maintain train schedules, and to add redundancy/reliability in the Park Avenue Tunnel. Work includes:

- Construct the new 86th Street Substation. The existing substation is rated at 3.3MW and is fed from a single Con-Ed source. The new substation will provide 6.6MW of power and utilize two independent feeds from Con-Ed improving the system operation redundancy. The Con-Ed feeder system in Manhattan consists of a highly redundant 13.2 KV underground network serving the adjacent substations with no planned outages by Con Edison during the construction duration. Construction completion is anticipated in early 2018.
- Replace the existing negative return reactors at 110th Street with larger size units. Work was completed in 2016.
- Construct a new substation at Brewster (B-52). Construction was combined with the project to replace 3 DC traction substations damaged by Superstorm Sandy. Completion is anticipated in 2017.

New Haven Line Traction Power Improvements (New York State) (\$63.1 M)

The Traction Power supply station at Mt. Vernon, New York (Bridge 23) is being replaced with a new facility for improved reliability and additional capacity. New York Power Authority is implementing this project as a turnkey design-build. Work is ongoing with major equipment fabrication. Project completion is expected by early 2018.

New Haven Line Traction Power Investments (in Connecticut) (Funded and managed by CTDOT)

Metro-North and CTDOT are working on the remaining catenary work. Work continues on replacing the overhead wire or catenary system that supplies power to the New Haven Line's electric trains. The new "constant tension" system is more reliable and allows trains to take advantage of the maximum speeds on the Line. The Catenary Project is divided into sections in order to run train service while making a full overhead wire replacement. Four sections have been completed. The final phase of construction for the remaining sections is underway with an estimated completion of 2017. This will complete the entire catenary replacement from the New York State line to New Haven.

SHOPS AND YARDS INVESTMENTS

Harmon Shop and Yard Rehabilitation (\$315.5M in 2010-2014 Capital Program; \$431.6 in 2015-2019 Capital Program)

This project is part of a multi-phase program for capital improvements and upgrades at Metro-North's Croton-Harmon Shops and Yards.

Phase V is a design-build project being implemented in two stages. Phase V Stage I (funded under the 2010-2014 Capital Program) includes the design-build of a Consist Shop and a new stand-alone Wheel Shop (EMU Annex) which will improve the phasing of the project. Final Design packages for Consist Shop Facility and the EMU Annex are nearing completion. Site clearing and demolition of the eastern portion of Building 6 is complete and foundation construction for both shops is done as well. Steel has been erected and continues, and project completion is anticipated by the end of 2017.

Phase V Stage II (funded under the 2015-2019 Capital Program) consists of the design-build of a Running Repair and Support Shops. Feasibility studies and design for bid options and pre-demolition relocations have commenced. Construction is anticipated to begin early to mid-2018.

New Haven Line Projects in Connecticut (funded and managed by CTDOT)

New Haven Rail Yard

- The total revised estimated cost of the New Haven Rail Yard Facilities Improvement program is \$ 1.321 B, of which \$543 M (Tier 1) is currently funded.
- Renovations to the existing Electrical Multiple Unit (EMU) and the Critical System Replacement (CSR) Shops are complete.
- The Component Change Out Shop (CCO) project was completed in August 2016. Departmental moves, punch list, warranty items and other outstanding items to be completed by July 2017.
- A revised New Haven Rail Yard Master Plan effort was completed for a 2013 build out and long-term plan. Projects will include a 2-track 10-car consist maintenance facility (Service and Inspection Shop) for the M-8 fleet, West end yard, Car wash, M of W facility, East End Connection, Pedestrian Bridge, M8 wheels and HVAC units storage facility, etc. 2013 plan is expected to be revised in 1st quarter of 2017.
- Independent Wheel True Facility: Complete
- M-8 Acceptance yard: Complete
- Diesel Storage Yard: Complete
- M of W project is in construction with anticipated completion is 1st quarter of 2017.
- Central Distribution Warehouse (CDW) is in construction with anticipated completion 2nd quarter of 2017.
- Yard Power Upgrade (YPU) is in construction with anticipated completion 2nd quarter 2017.

ENERGY SAVINGS

- Metro-North convened an Energy Management Working Group comprising Corporate Compliance and Strategic Development, Capital Engineering, Operating Capital, Environmental Compliance, Power, Stations and Facilities and Maintenance of Equipment. The goal of this group is to identify ways in which to better monitor and track energy usage as well as to identify energy-saving initiatives.
- The Energy Group in the Operating Capital Department has undertaken an Advanced Metering Infrastructure (AMI) Project, which entails improved monitoring and metering of the various types of energy used by Metro-North. The Group will collect historical data for the last 5 years for various accounts so that profiles for various locations and types of energy usage are readily available. This benchmarking includes collection of car-miles, train-miles, dead-head runs and other information in order to display statistics that incorporate energy, operational and environmental data.
- A project was completed in April 2016 at the 32,000 square foot Beacon Facility that involved the replacement of inefficient lighting with energy-efficient fluorescent T5 lights. The project also involved equipping select locations with occupancy sensors. Annual savings are estimated at \$10,000 a year.

SUPERSTORM SANDY

On Monday, October 29, 2012 the New York region suffered the devastating effects of Superstorm Sandy. Over 50% of the Hudson Line right-of-way was completely submerged and substations and other power infrastructure systems inundated with salt water were significantly damaged. Falling trees damaged power lines and feeders, and crushed 3rd rail infrastructure components on the Hudson, Harlem and New York portion of the New Haven Lines.

Superstorm Sandy Restoration Projects

In 2013, the MTA's 2010 – 2014 Capital Program was amended to allocate funds for restoration needs. The program was recently amended to reflect the updated needs to address these impacts, including the Metro-North Sandy Restoration Program:

Restoration Projects	Cost (\$M)
Rolling Stock Restoration	\$1.1
Right of Way Restoration	\$8.0
Communication & Signal Infrastructure Restoration	\$103.5
Communication & Signal Infrastructure Restoration – Equipment Replacement	\$5.2
Power Infrastructure Restoration	\$160.6
Power Infrastructure Restoration – Substations	\$44.4
Power Infrastructure Restoration - Harlem River Lift Bridge	\$7.1
Power Infrastructure Restoration - Remote Terminal Houses	\$1.3
Metro-North Power Restoration	\$36.6
Metro-North Restoration Reserve	\$23.6

Superstorm Sandy Resiliency Projects

Metro-North also identified a need for resiliency projects to better protect the system against future weather events. Metro-North received FTA funding to progress some of the Superstorm Sandy Resiliency projects and continues to work closely with the MTA to advance resiliency projects; this program of work was recently amended to reflect updated needs:

Resiliency Projects	Cost (\$M)
Rail Vacuum Mitigation	\$6.0
Power and Signal Mitigation	\$50.0
Hudson Line Power and Signal Resiliency	\$31.0
MNR Communications and Signals Infrastructure Resiliency	\$8.8

Superstorm Sandy Progress:

The major Sandy work for Metro-North centers on replacing 30+ miles of flooded and damaged infrastructure from the Bronx to Croton-Harmon. In May 2015, Phase I of the two-phased Design-Build contract was awarded for \$164M to replace communications and signal cabling and traction power cables and components, from Greystone (CP-19) to Croton (CP-35.) Phase II option from Greystone (CP-19) south to the Bronx (CP5) was exercised in November 2016 and will commence once Phase one is completed. The other major Sandy work is the continuation of construction begun in 2014 to replace Hudson Line Substations at Riverdale, Tarrytown and Croton-Harmon with completion anticipated in 2017. Replacement of the Harlem River Lift Bridge AC Facility Houses was completed in August 2015.

IV. PLANNING STUDIES**New NY Bridge Mass Transit Task Force****Background:**

Governor Cuomo established a Mass Transit Task Force to identify short, medium and long term transit solutions for the New NY (Tappan Zee) Bridge and the I-287 Corridor in Westchester and Rockland Counties. MTA is a member of the Task Force with support being provided by Metro-North. The Mass Transit Task Force Final Report was issued in February 2014 which includes Final Transit recommendations. The Short-Term improvements include seven bus routes with connections to Tarrytown, White Plains and Yonkers. The proposed BRT system will serve east/west travel markets between the two counties by providing connections to key regional destinations, including connections to existing transit and all five Metro-North rail lines.

Progress to Date:

In June 2015, NYSDOT updated the MTTF members on the progress of the Regional BRT System Roll plan and the White Plains Station Improvements and Redevelopment. NYSDOT is managing the project in partnership with other agencies and Rockland County. Metro-North will continue to support the Mass Transit Task Force for implementation of the recommendations.

West of Hudson Regional Transit Access Study**Background:**

The West of Hudson Regional Transit Access Study (WHRTAS) examined alternatives for future commuter rail or bus rapid transit service to/from Stewart and the surrounding areas. This service would accommodate the airport's development and regional growth. Metro-North's current objective is to protect the right-of way for future project implementation. Phase I of the Study was completed in 2011 and resulted in a short list of four build alternatives for service to the Airport, including a rail extension from PJI's Salisbury Mills Station, a BRT solution from PJI's Salisbury Mills Station, a bus from Beacon Station, and a direct bus from Midtown Manhattan.

Progress to Date:

Metro-North remains committed to preserving the right-of-way needed to provide train service in the future to Stewart International Airport. It is anticipated that the Feasibility Study will be completed in 2017.

Port Jervis Line Capacity Improvements Project

Background:

Metro-North is evaluating operating and capital improvement strategies to improve rail service on the Port Jervis Line (PJL). Capacity restrictions on the line, which is mostly single-track with a single yard located 95 miles away from the Hoboken terminal, limit the service improvements that can be provided to Orange County residents. Metro-North's goal is to provide more frequent peak, off-peak and introduce reverse peak services for Port Jervis Line customers. The improvements will also allow Orange County residents to attain the full benefits of any potential future trans-Hudson connection.

Progress to Date:

Metro-North has developed a possible PJL service strategy to attain the Study's aforementioned goals and has identified potential infrastructure improvements necessary to support the strategy. These improvements include the construction of a new Mid-Point Yard and passing sidings. After a multi-step evaluation process, Metro-North has identified a potential location for a Mid-Point Yard. In addition, Metro-North has identified potential passing sidings locations.

Approximately \$26 million has been programmed in the 2010-2014 and 2015-2019 Capital Programs for further development of the Mid-Point Yard and Passing Sidings.

Upcoming Activities

Metro-North shared the results of the study with elected officials and the public in late January and early February 2017.

Consultants will be procured to further develop the Mid-Point Yard and Passing siding proposals and to perform the necessary environmental reviews.

Penn Station Access (PSA)

Background:

New Metro-North service is being planned on the New Haven Line directly to Penn Station New York using Amtrak's existing Hell Gate Line (HGL). This project includes construction of four new passenger stations within the existing rail right of way in areas of Eastern Bronx that are not currently served by regional rail service, in the vicinity of Co-Op City, Morris Park, Parkchester/Van Nest and Hunts Point. The project also includes some infrastructure improvements on the line within the existing right of way and the purchase of rolling stock.

In order to prepare the Environmental Assessment, technical analyses are being prepared to refine prospective operations, confirm the project scope, and determine options for acquiring rolling stock. Working together on these activities, Metro-North is responsible for planning activities and preparing the Environmental Assessment and MTA is directing the conceptual engineering and is responsible for design and construction of the project. Amtrak, LIRR and Connecticut Department of Transportation are also involved in this effort.

Progress to Date:

- \$695M in funding towards the PSA project has been programmed in the MTA 2015-2019 Capital Program.
- A high-level agreement was executed between Amtrak, MTA, Metro-North and LIRR to work together to move the project forward through the planning phase.

- An MTA-managed study of potential future operations at Penn Station was performed.
- The Historic Architectural Resources Background Study documentation was finalized and distributed to those who received the Project Initiation Letter, including the FTA, Native American Tribes and the NYC Landmarks Preservation Council.
- Chapters of the Environmental Assessment (EA) and related appendices were drafted and reviewed.
- Metro-North participated in the FRA Northeast Corridor Future Tier 1 EIS.
- Value Capture assessments for selected station areas and comparable case studies were prepared and reviewed.
- Travel Demand Forecasts were refined in order to gain a greater understanding of trip origins and destinations.
- An Operations and Power Simulations consultant was selected with an award expected in early 2017.
- Aerial/field Surveys and right-of-way inspections on the HGL were completed and a Conceptual Engineering Report (CER) is being prepared.
- Working Groups have been established and meet regularly to coordinate ongoing work with the major stakeholders, including Metro-North, MTACC, Amtrak, LIRR and CTDOT.

Upcoming Activities:

- White papers will be prepared for the refined Travel Demand Forecasts.
- Operations and Power Simulations will be conducted by the selected consultant.
- The CER will be completed and will provide a project scope, including track alignments on the HGL, revised project costs and schedules, and a Program Implementation Plan.
- MTACC will retain a General Engineering Consultant to prepare the engineering design of the project.
- Additional chapters of the EA will be prepared, based upon the project scope provided in the CER.
- MTA will continue to coordinate with CSX Railroad regarding freight needs in the Hell Gate right-of-way.
- Metro-North will continue to coordinate with the FRA regarding their NEC Future Tier 1 EIS and NEC Commission.

Metro-North Railroad Elevator/Escalator

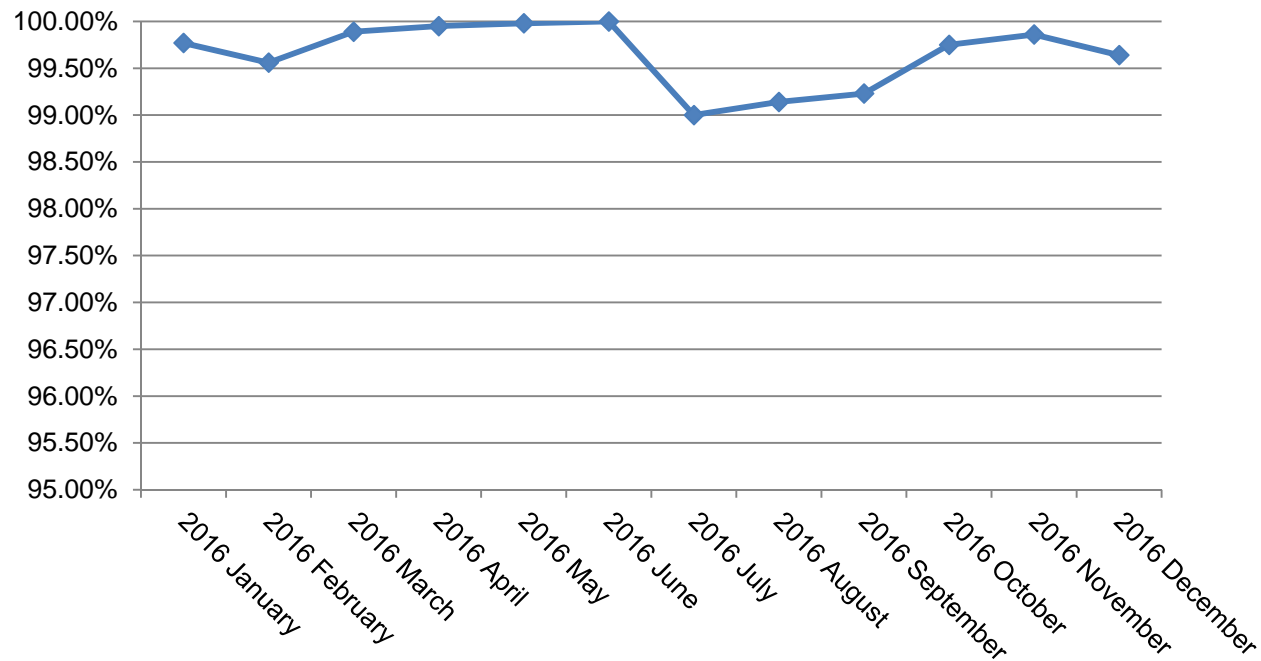
Year-End Report

2016



Metro-North Railroad

Passenger Elevator Availability



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



2016 Elevator Availability by Station – Hudson Line

Elevator Name	Elevator Number	% Available (Mechanical Failures only)	Elevator Name	Elevator Number	% Available (Mechanical Failures only)
ARDSLEY-ON-HUDSON	026N	98%	HARLEM 125th	002S	100%
ARDSLEY-ON-HUDSON	026S	100%	HASTINGS-ON-HUDSON	022N	100%
BEACON	056I	100%	HASTINGS-ON-HUDSON	022S	100%
COLD SPRING	054N	100%	GRAND CENTRAL TERMINAL	T-6	95%
COLD SPRING	054S	100%	GRAND CENTRAL TERMINAL	T-7	100%
CORTLANDT	043P	100%	GRAND CENTRAL TERMINAL	T-8	100%
CORTLANDT	043I	100%	GRAND CENTRAL TERMINAL	T-9	100%
CORTLANDT	043PW	100%	GRAND CENTRAL TERMINAL	T-10	100%
CROTON-HARMON	3813	100%	GRAND CENTRAL TERMINAL	T-11	100%
CROTON-HARMON	3821	100%	GRAND CENTRAL TERMINAL	T-12	98%
CROTON-HARMON	3842	100%	GRAND CENTRAL TERMINAL	T-18	99%
CROTON-HARMON	038P	100%	GRAND CENTRAL TERMINAL	T-19	100%
DOBBS FERRY	024N	100%	GRAND CENTRAL TERMINAL	T-20	100%
DOBBS FERRY	024S	100%	GRAND CENTRAL TERMINAL	WCL	100%
GARRISON	050N	100%	GRAND CENTRAL TERMINAL NORTH	NE-1	99%
GARRISON	050S	100%	GRAND CENTRAL TERMINAL NORTH	NE-2	100%
GLENWOOD	018N	98%	GRAND CENTRAL TERMINAL NORTH	NE-3	95%
GLENWOOD	018S	100%	GRAND CENTRAL TERMINAL NORTH	NE-5	100%
GREYSTONE	020N	100%	GRAND CENTRAL TERMINAL NORTH	NE-6	100%
GREYSTONE	020S	100%			
HARLEM 125th	002N	100%			



2016 Elevator Availability by Station – Hudson Line

Elevator Name	Elevator Number	% Available (Mechanical Failures only)	Elevator Name	Elevator Number	% Available (Mechanical Failures only)
MORRIS HEIGHTS	004I	97%	RIVERDALE	012S	100%
OSSINING	3624	100%	SCARBOROUGH	034N	100%
OSSINING	363	100%	SCARBOROUGH	034S	100%
OSSINING	036N	100%	TARRYTOWN	030N	100%
OSSINING	036R	100%	TARRYTOWN	030S	100%
PEEKSKILL	046N	100%	UNIVERSITY HEIGHTS	006N	99%
PEEKSKILL	046S	100%	YANKEES - E. 153RD STREET	321	100%
POUGHKEEPSIE	058N	100%	YANKEES - E. 153RD STREET	364	99%
POUGHKEEPSIE	058PE	100%	YANKEES - E. 153RD STREET	003P	100%
POUGHKEEPSIE	058PW	100%	YANKEES - E. 153RD STREET	003W	100%
POUGHKEEPSIE	058S	100%	YONKERS	016N	100%
RIVERDALE	012N	100%	YONKERS	016S	100%



2016 Elevator Availability by Station – Harlem Line

Elevator Name	Elevator Number	% Available (Mechanical Failures only)	Elevator Name	Elevator Number	% Available (Mechanical Failures only)
BEDFORD HILLS	152P	100%	HAWTHORNE	142I	100%
BEDFORD HILLS	152I	100%	KATONAH	154P	100%
BOTANICAL GARDEN	110N	98%	KATONAH	154I	100%
BOTANICAL GARDEN	110S	100%	MOUNT KISCO	150P	100%
BREWSTER	162P	96%	MOUNT KISCO	150I	100%
BREWSTER	162I	96%	MOUNT VERNON WEST	118N	100%
CHAPPAQUA	148P	100%	MOUNT VERNON WEST	118S	100%
CHAPPAQUA	148I	100%	NORTH WHITE PLAINS	134N	100%
CRESTWOOD	126N	100%	NORTH WHITE PLAINS	134P	100%
CRESTWOOD	126P	100%	NORTH WHITE PLAINS	134S	100%
CRESTWOOD	126S	100%	PLEASANTVILLE	146I	100%
CROTON FALLS	160P	100%	PURDYS	158P	100%
CROTON FALLS	160I	100%	PURDYS	158I	99%
FLEETWOOD	120N	99%	SCARSDALE	128N	100%
FLEETWOOD	120S	100%	SOUTHEAST	163P	100%
FORDHAM	108N	100%	SOUTHEAST	163I	100%
FORDHAM	108S	100%	TUCKAHOE	124N	100%
GOLDENS BRIDGE	156P	100%	VALHALLA	136P	100%
GOLDENS BRIDGE	156I	100%	VALHALLA	136I	100%
HAWTHORNE	142P	100%	WHITE PLAINS	132I	99%



2016 Elevator Availability by Station - New Haven Line

Elevator Name	Elevator Number	% Available (Mechanical Failures)
GREENWICH	218E	100%
GREENWICH	218T	100%
GREENWICH	218W	99%
HARRISON	212E	100%
HARRISON	212W	100%
LARCHMONT	208E	100%
LARCHMONT	208W	96%
MOUNT VERNON EAST	202E	100%
MOUNT VERNON EAST	202W	98%
NEW ROCHELLE	206E	100%
NEW ROCHELLE	206W	100%
RYE	214E	100%
RYE	214W	100%

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



2016 Escalator Availability

Escalator Number	Escalator Location	% Available	Escalator Number	Escalator Location	% Available
1	West Side near Transit Museum	100%	NE-8	47th ST Cross Passage to East Spine	100%
2	West Side near Transit Museum	99%	NE-9	East Spine to 48th ST and Park	100%
3	East Side near Market	100%	NE-10	45th ST Cross Passage to West Spine	100%
4	East Side near Market	99%	NE-11	47th ST Cross Passage to 47th and Madison	89%
5	East Side near Market	100%	NE-12	245 Park Ave	100%
6	East Side near Market	99%	N	White Plains	100%
NE-7	45th ST Cross Passage to East Spine	100%	S	White Plains	100%

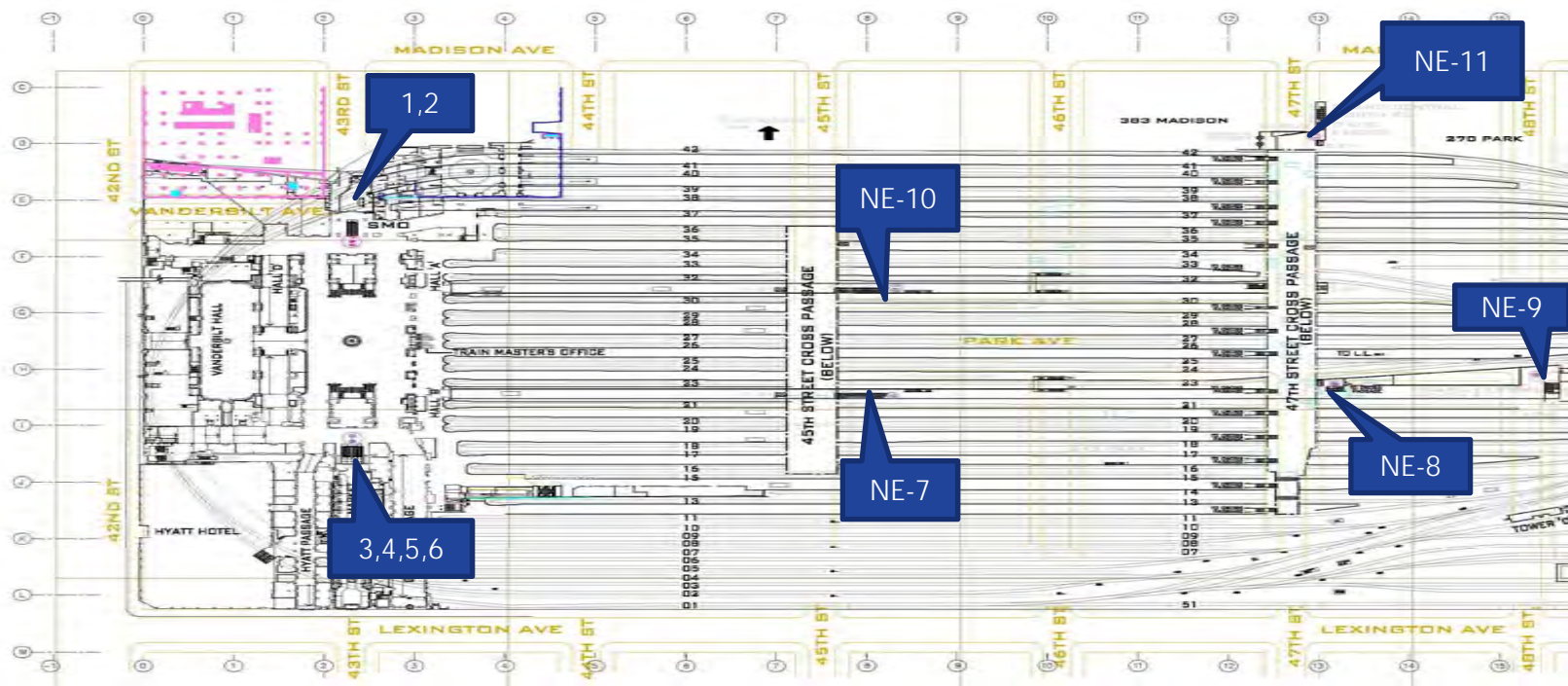
Notes:

- (a) Escalator 11 was taken out of service for motor repair on 12/7/15, and returned to service on 2/8/16.

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



Grand Central Escalator Map



2016 - Elevator Customer Injuries/Entrapments by Station

Station Name	Mechanical (Injury)	Human Factor (Injury)	Entrapment
FORDHAM	0	0	11
LARCHMONT	0	0	1
UNIVERSITY HEIGHTS	0	0	3
RIVERDALE	0	0	1
SOUTHEAST	0	0	1
YANKEE -E 153rd STREET	0	0	4
TARRYTOWN	0	0	7
FLEETWOOD	0	0	1
HARLEM – 125 th St	0	0	5
STAMFORD	0	0	10
GOLDEN'S BRIDGE	0	0	1
HAWTHORNE	0	0	1
BREWSTER	0	0	1
NORTH WHITE PLAINS	0	0	4
MOUNT VERNON EAST	0	0	9

Definitions:

Mechanical includes sudden changes in speed, handrail, alignment. **Human Factor** includes lost balance, encumbrances, slip/trip/fall, pushed/shoved, intoxication, caught between, etc. **Entrapment** includes failure of the elevator to move to a floor landing. The customer is uninjured but needs assistance from an outside party (i.e. MNR employee or MTA PD officer) to exit the elevator cab.



2016 - Elevator Customer Injuries/Entrapments by Station

Station Name	Mechanical (Injury)	Human Factor (Injury)	Entrapment
POUGHKEEPSIE	0	0	3
HARRISON	0	0	1
GLENWOOD	0	0	1
MOUNT KISCO	0	0	1
WHITE PLAINS	0	0	3
PEEKSKILL	0	0	1
CROTON-HARMON	0	0	1
CRESTWOOD	0	0	1
GCT	0	0	10
NEW HAVEN	0	0	3
ARDSLEY-ON-HUDSON	0	0	1
CROTON FALLS	0	0	3
SCARBOROUGH	0	0	1

Definitions:

Mechanical includes sudden changes in speed, handrail, alignment. **Human Factor** includes lost balance, encumbrances, slip/trip/fall, pushed/shoved, intoxication, caught between, etc. **Entrapment** includes failure of the elevator to move to a floor landing. The customer is uninjured but needs assistance from an outside party (i.e. MNR employee or MTA PD officer) to exit the elevator cab.



2016 - Escalator Customer Injuries by Station

Station Name	Mechanical	Human Factor
GCT	0	7
STAMFORD	1	3
WHITE PLAINS	0	1

Definitions:

Mechanical includes sudden changes in speed, handrail, alignment. **Human Factor** includes lost balance, encumbrances, slip/trip/fall, pushed/shoved, intoxication, caught between, etc. **Entrapment** includes failure of the elevator to move to a floor landing. The customer is uninjured but needs assistance from an outside party (i.e. MNR employee or MTA PD officer) to exit the elevator cab.

Please note: These numbers are subject to change based upon additional customer injury reports and claims that may be received after the reporting period end date of December 31, 2016.





Metro-North Railroad

Procurements



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

Date	March 8, 2017
Vendor Name	Various
Contract Number	Various
Contract Manager Name	Various
Table of Contents Ref #	

Board Action					
Order	To	Date	Approval	Info	Other
1	MNR Comm. Mtg.	3-20-17	X		
2	MTA Board Mtg.	3-22-17	X		

Internal Approvals			
	Approval		Approval
X	President		
X	Executive V.P.	X	V.P. Capital Programs
X	Sr. V.P. Operations	X	V.P. & General Counsel
X	VP Finance & IT		

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

PURPOSE:

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

DISCUSSION:

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

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

SUB TOTAL:

**MNR proposes to award competitive procurements in the following categories:**

<u>Schedules Requiring Two-Thirds Vote (or more, where noted)</u>		<u># of Actions</u>	<u>\$ Amount</u>
Schedule C: Competitive Requests for Proposals (Award of Purchase and Public Work Contracts)		1	\$24,500,200
• Ansaldo STS USA, Inc.	\$24,500,200		
<u>Schedules Requiring Majority Vote</u>			
Schedule F: Personal Service Contracts		1	\$1,807,143
• Langan Engineering, Environmental	\$1,807,143		
SUB TOTAL:		2	\$26,307,343

MNR presents the following procurement actions for Ratification:

<u>Schedules Requiring Two-Thirds Vote (or more, where noted)</u>	NONE
<u>Schedules Requiring Majority Vote</u>	NONE
SUB TOTAL:	
TOTAL:	2 \$26,307,343

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

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

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

METROPOLITAN TRANSPORTATION AUTHORITY

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

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

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

NOW, the Board resolves as follows:

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

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

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

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

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

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

MARCH 2017

METRO-NORTH RAILROAD

LIST OF COMPETITIVE PROCUREMENTS FOR BOARD APPROVAL

Schedules Requiring Two-Thirds Vote:

C. Competitive Requests for Proposals (Award of Purchase and Public Work Contracts)

(Staff Summaries required for items requiring Board approval)

1. **Ansaldo STS USA, Inc. \$24,500,200 Staff Summary Attached**
Design & Furnish Pre-Wired Signal Houses & Cases from CP-229 (Greenwich, CT) to CP-243
(East Norwalk, CT)

Approval is requested to award a competitively solicited (two proposals received) 56 month contract to Ansaldo STS USA, Inc. to perform application engineering/design prior to fabricating and delivering new pre-wired communications and signal houses and cases. These houses and cases will be located in Connecticut from Greenwich to East Norwalk and will be installed by MNR forces.

The scope of work includes: detailed engineering/design of all hardware, software, and system configuration requirements; manufacturing and delivering signal equipment with software, control panels, computer engineering application package, portable diagnostic test set, training rack, and backup reliability equipment; providing MNR employee training on system servicing and maintenance and providing on-site field support during MNR's installation of the equipment. Further, these signal houses and cases will be compatible with and necessary to support the future PTC (Positive Train Control) system.

On September 29, 2016, RFP No. 70528 was advertised in the New York State Contract Reporter, the New York Post and the Daily Challenge and posted on the MNR website. In addition, a direct outreach was made by MNR Procurement to prospective contractors. On November 18, 2016, two technical and cost proposals were received from Alstom Signaling ("Alstom"), and Ansaldo STS-USA, Inc. ("Ansaldo").

After considering the proposers' technical capability and price to provide the required services, the Selection Committee unanimously determined that Ansaldo STS USA, Inc. was the best qualified vendor to provide the required services. Additionally, Ansaldo has demonstrated their capability of providing the desired professional and quality services required based upon prior work performed under previous MNR contracts. Ansaldo's price of \$24,500,200 is 9.59% below the in-house estimate. MNR has found Ansaldo's cost proposal to be fair and reasonable for the level of effort anticipated for this project.

In connection with the review of the Contractor's responsibility pursuant to the All-Agency Responsibility Guidelines, the Contractor was found to be responsible notwithstanding significant adverse information and such responsibility finding was approved by the MTA Chairman/CEO in consultation with the MTA General Counsel.

The Connecticut DOT recommended a 0% goal for subcontracting to Small/Minority Business Enterprises due to the lack of available certified firms in their database to provide the required manufacturing, related services and or other supplies. This procurement is to be funded 100% by the State of Connecticut Department of Transportation.

Schedules Requiring Majority Vote:

F. Personal Service Contracts

(Staff Summaries required for all items greater than: \$100K Sole Source; \$250K Other Non-Competitive; \$1M Competitive)

**2. Langan Engineering, Environmental, \$1,807,143 (not-to-exceed) Staff Summary Attached
Surveying & Landscape Architecture, DPC**

Create Enhanced Drawing Visual Retrieval System for MNR's Capital Plan Room

Approval is requested to award a competitively solicited (one proposal received) three year contract to the firm Langan Engineering, Environment, Surveying and Landscape Architecture, DPC (Langan) to create an enhanced Drawing Visual Retrieval System for MNR's Capital Plan Room. This new system will provide improved access for all MNR employees to the Capital Programs Department's as-built record drawings of all infrastructure assets including, but not limited to right-of-way, facilities, stations, track, signal, power, and Grand Central Terminal.

A work scope for this effort was developed by the Capital Engineering Department and a Request for Proposal was advertised in the New York State Contract Reporter, New York Post, El Diario and the Daily Challenge and posted on the MNR website. Of the ten requests received for this RFP, MNR received only one technical proposal from Langan for this RFP. Nine No Proposal Responses forms were received citing interest only as a subconsultant or indicating the work was not their specialty.

The Selection Committee comprised of members from the Capital Engineering and Procurement Departments met with the single proposer Langan to determine their understanding of the work scope and their capability to perform the work. Langan was found to be a knowledgeable vendor with a clear understanding of the project scope. The committee was satisfied that Langan could perform the necessary work. MNR completed a comprehensive responsibility review of Langan in connection with this award recommendation. There is no significant adverse information; therefore Langan has been determined to be a responsible vendor.

A cost proposal was received in the amount of \$2,133,462. Negotiations resulted in a savings of \$326,319 with an agreed upon contract amount not-to-exceed \$1,807,143. This amount is within 1% of MNR's in-house estimate of \$1,813,350. The not-to-exceed amount of \$1,807,143 for this project is to be funded by the MNR Capital Program.

Staff Summary

Item Number C					
Dept. & Dept. Head Name: Procurement & Material Management, Al Muir, Sr. Director					
Division & Division Head Name: Executive Vice President, Catherine Rinaldi					
Board Reviews					
Order	To	Date	Approval	Info	Other
1	M-N Comm.Mtg.	3-20-17	x		
2	MTA Board Mtg.	3-22-17	x		
Internal Approvals					
Order	Approval	Order	Approval		
X	President	X	Sr. V.P. Operations		
X	V.P. Finance & IT		V.P. Planning		
X	V. P. Capital Programs	X	V.P. & General Counsel		

SUMMARY INFORMATION	
Vendor Name Ansaldo STS USA, Inc.	Contract Number 70528
Description New Haven Line Pre-Wired Signal Houses and Cases for CP-229 to CP-243	
Total Amount \$ 24,500,200	
Contract Term (including Options, if any) 56 months	
Option(s) included in Total Amount? Yes <input checked="" type="checkbox"/> No	
Renewal? Yes <input checked="" type="checkbox"/> No	
Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Non-competitive	
Solicitation Type <input checked="" type="checkbox"/> RFP Bid Other:	
Funding Source <input type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> Federal <input checked="" type="checkbox"/> Other: CDOT	

Narrative

I. PURPOSE/RECOMMENDATION:

To obtain MTA Board approval to award a contract to Ansaldo STS USA, Inc. to perform application engineering (design) prior to fabricating and delivering 18 new pre-wired communications and signal houses and 33 cases for the New Haven Line from CP-229 to CP-243. The period of performance for this contract is 56 months.

II. DISCUSSION:

This section of the existing wayside signal infrastructure has reached the end of its useful life. MNR has an immediate requirement to retain a vendor to perform application engineering and final design prior to fabricating and delivering new pre-wired signal houses and cases. These houses and cases will be installed by MNR forces at locations between Greenwich and East Norwalk, Connecticut. Further, these signal houses and cases will be compatible with the future PTC system.

The scope of work includes:

- Detailed engineering/design of all hardware, software, and system configuration requirements.
- Manufacturing and delivering signal equipment with software, control panels, computer engineering application package, portable diagnostic test set, training rack, and spare parts.
- Providing MNR employee training on system servicing and maintenance.
- Providing onsite field support during MNR's installation of the equipment.

On September 29, 2016, RFP No. 70528 was advertised in the New York State Contract Reporter, the New York Post and the Daily Challenge and posted on the MNR website. In addition, a direct outreach was made by MNR Procurement to prospective contractors. On November 18, 2016, two technical and cost proposals were received from Alstom Signaling ("Alstom"), and Ansaldo STS-USA; Inc. ("Ansaldo").

The criteria for selection established in the RFP were as follows:

1. **Technical Capability:** Ability to provide technical services, equipment and systems as required in the RFP, including but not limited to quality and completeness of the required engineering, testing, training and documentation. Requirement to provide applicable licenses.
2. **Experience:** Identify previous work over the last ten years similar to the requirements of this RFP. Demonstrate qualifications and availability of key personnel, including a commitment that the key resources remain constant throughout the project, including sub consultant/subcontractor services.
3. **Cost:** Completeness and competitiveness of cost and price submittal.
4. **Project Plan:** Proposer's demonstrated ability to manage and coordinate the Work in the RFP.

The Selection Committee was comprised of members representing MNR's Procurement and Material Management Department and Maintenance of Way Department. The Committee evaluated the two proposals received in accordance with the selection criteria of the RFP and MNR's procedures. It was the unanimous decision of the Committee to select Ansaldo STS USA, Inc. (Ansaldo) as the recommended firm to perform the subject work. The Committee felt that Ansaldo had submitted an excellent proposal which demonstrated that they had the required technical ability and good experience doing this type of work. In addition, Ansaldo presented a detailed and organized project plan and their price of \$24,500,200 was 9.59% below the engineer's estimate.

MNR completed a Responsibility review of Ansaldo in connection with this award recommendation.

In connection with the review of the Contractor's responsibility pursuant to the All-Agency Responsibility Guidelines, the Contractor was found to be responsible notwithstanding significant adverse information and such responsibility finding was approved by the MTA Chairman/CEO in consultation with the MTA General Counsel.

III. CONNECTICUT STATE FUNDED SBE/MBE SUBCONTRACTING REQUIREMENTS:

The Connecticut DOT recommended a 0% goal for subcontracting to Small/Minority Business Enterprises due to the lack of available certified firms in their database to provide the required manufacturing, related services and or other supplies.

IV. IMPACT ON FUNDING:

At this time, Board approval is requested in the amount of \$24,500,200. As noted above, this project is 100% funded by ConnDOT.

V. ALTERNATIVES:

MNR and ConnDOT do not have the available in-house staff with both the expertise and experience to complete the full spectrum of design, engineering, and fabrication of this signal system.

Staff Summary

Item Number F					
Dept & Dept Head Name:					
Procurement & Material Management, Al Muir, Sr. Director					
Division & Division Head Name:					
Executive Vice President- Catherine Rinaldi					
Board Reviews					
Order	To	Date	Approval	Info	Other
1	M-N Comm.Mtg.	3-20-17	X		
2	MTA Board Mtg.	3-22-17	X		
Internal Approvals					
Order	Approval	Order	Approval		
X	President	X	V.P. & General Counsel		
X	Sr. V.P. Operations		V.P. Planning		
X	V.P. Finance & IT				
X	V. P. Capital Programs				

SUMMARY INFORMATION	
Vendor Name	Contract Number
Langan Engineering, Environmental, Surveying & Landscaping Architecture, DPC	1000067441
Description	
Create Enhanced Drawing Visual Retrieval System for MNR's Capital Plan Room	
Total Amount	
\$1,807,143 (not-to-exceed)	
Contract Term (Including Options, if any)	
Three Years	
Option(s) included in Total Amount?	Yes <input checked="" type="checkbox"/> No
Renewal?	Yes <input checked="" type="checkbox"/> No
Procurement Type	
<input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Non-competitive	
Solicitation Type	
<input checked="" type="checkbox"/> RFP <input type="checkbox"/> Bid <input type="checkbox"/> Other:	
Funding Source	
<input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	

Narrative

I. PURPOSE/RECOMMENDATION:

Approval is requested to award a three year competitively solicited contract (one proposal received) to the firm Langan Engineering, Environment, Surveying and Landscape Architecture, DPC (Langan) to create an enhanced Drawing Visual Retrieval System for MNR's Capital Plan Room. This new system will provide improved access for all MNR employees to the Capital Programs Department's as-built record drawings of all infrastructure assets including, but not limited to right-of-way, facilities, stations, track, signal, power, and Grand Central Terminal.

II. DISCUSSION:

MNR has produced, collected and stored a substantial number of plan drawings over its 30 year plus history. Some of these drawings, received from our predecessors, date back 100 years. These plan drawings range in material from linen blueprints, to paper, to aperture cards containing a microfilm image of the drawings. These drawings are stored in the Capital Plan Room in file drawers or in plastic bins for aperture cards. As a result, finding specific drawings has historically been a challenge unless the employee has institutional knowledge of the numerous keywords used to identify the area of interest that would help in narrowing the search.

Recently MNR undertook a major initiative to make these drawings easier for their employees, contractors and consultants to access. This initiative involved scanning and indexing approximately 75,000 GCT, Train Shed and Park Avenue drawings as well as approximately 120,000 non GCT drawings. The GCT drawings, while scanned, were neither indexed nor catalogued and are currently organized in file folders. The non-GCT drawings were scanned and indexed and are accessible via a web-based engine. An enterprise-wide Geographic Information System (GIS) mapping application was recently developed as a graphical front end for searching and accessing these plan drawings, but to date only key critical drawings such as valuation maps have been added to this GISD application. Through this project, MNR will have all of its Capital Plan Room drawings searchable and accessible by their employees via a secure interactive web-based GIS mapping application.

A work scope for this effort was developed by the Capital Engineering Department and a Request for Proposal was advertised in the New York State Contract Reporter, New York Post, El Diario and the Daily Challenge and posted on the MNR website. Of the ten requests received for this RFP, MNR received only one technical proposal from Langan for this RFP. Nine No Proposal Responses forms were received citing interest only as a sub consultant or indicating the work was not their specialty.

The Selection Committee comprised of members from the Capital Engineering and Procurement Departments met with the single proposer Langan to determine their understanding of the work scope and their capability to perform the work. Langan was found to be a knowledgeable vendor with a clear understanding of the project scope. The committee was satisfied that Langan could perform the necessary work. MNR completed a comprehensive responsibility review of Langan in connection with this award recommendation. There is no significant adverse information; therefore Langan has been determined to be a responsible vendor.

A cost proposal was received in the amount of \$2,133,462. Negotiations resulted in a savings of \$326,319 with an agreed upon contract amount not-to-exceed \$1,807,143. This amount is within 1% of MNR's in-house estimate of \$1,813,350.

III. D/M/WBE INFORMATION:

The MTA Department of Diversity and Civil Rights has established a 15% MBE and 15% WBE goal for this contract. DDCR determined Langan has responded satisfactorily to the MBW/WBE submission requirements established for this contract.

IV. IMPACT ON FUNDING:

Board approval is requested in the not-to-exceed amount of \$1,807,143. This project is to be funded by the MNR Capital Program.

V. ALTERNATIVES:

MNR does not have the available in-house staff with both the technical expertise and experience to perform this work.



Metro-North Railroad

Operations Report

Performance Summary			2017 Data			2016 Data	
			Annual Goal	February	YTD thru February	February	YTD thru February
On Time Performance <i>(Trains that arrive at their final destination within 5 minutes 59 seconds of scheduled arrival time)</i>	System	Overall	93.0%	95.1%	95.7%	95.3%	94.8%
		AM Peak	93.0%	93.8%	94.6%	92.3%	89.1%
		AM Reverse Peak	93.0%	96.2%	96.6%	98.7%	96.4%
		PM Peak	93.0%	95.1%	95.3%	93.9%	95.6%
		Total Peak	93.0%	94.7%	95.2%	93.9%	92.9%
		Off Peak Weekday	93.0%	93.4%	94.3%	95.1%	94.8%
		Weekend	93.0%	98.9%	98.5%	97.9%	97.5%
	Hudson Line	Overall	93.0%	95.7%	96.4%	97.1%	96.3%
		AM Peak	93.0%	92.7%	94.3%	93.2%	90.4%
		AM Reverse Peak	93.0%	95.2%	97.2%	99.5%	98.8%
		PM Peak	93.0%	96.1%	96.4%	96.9%	97.7%
		Total Peak	93.0%	94.4%	95.6%	95.5%	94.5%
		Off Peak Weekday	93.0%	94.6%	95.3%	97.7%	97.2%
		Weekend	93.0%	99.3%	99.0%	98.7%	97.6%
	Harlem Line	Overall	93.0%	95.1%	96.0%	95.0%	95.1%
		AM Peak	93.0%	96.3%	96.4%	92.3%	89.2%
		AM Reverse Peak	93.0%	97.2%	96.9%	98.7%	96.0%
		PM Peak	93.0%	94.5%	94.8%	92.1%	95.0%
		Total Peak	93.0%	95.7%	95.8%	93.3%	92.7%
		Off Peak Weekday	93.0%	92.5%	94.4%	95.2%	95.8%
		Weekend	93.0%	98.7%	99.0%	97.8%	97.7%
	New Haven Line	Overall	93.0%	94.8%	95.0%	94.5%	93.6%
		AM Peak	93.0%	92.5%	93.3%	91.8%	88.2%
		AM Reverse Peak	93.0%	95.7%	96.1%	98.3%	95.5%
		PM Peak	93.0%	95.0%	95.1%	93.5%	94.8%
		Total Peak	93.0%	94.0%	94.5%	93.5%	92.0%
		Off Peak Weekday	93.0%	93.4%	93.8%	93.6%	92.7%
		Weekend	93.0%	98.7%	97.8%	97.6%	97.3%
Operating Statistics							
Trains Scheduled				17,565	36,824	18,276	36,760
Avg. Delay per Late Train (min) <small>excluding trains cancelled or terminated</small>				12.8	12.3	17.2	13.7
Trains Over 15 min. Late <small>excluding trains cancelled or terminated</small>			2,300	169	303	228	370
Trains Cancelled			230	60	61	35	49
Trains Terminated			230	33	46	25	56
Percent of Scheduled Trips Completed			99.7%	99.5%	99.7%	99.7%	99.7%
Consist Compliance <i>(Percent of trains where the number of seats provided was greater than or equal to the required number of seats per loading standards)</i>	System	Overall	99.5%	98.8%	99.0%	99.6%	99.6%
		AM Peak	99.0%	97.6%	98.1%	99.5%	99.3%
		AM Reverse Peak	99.5%	100.0%	100.0%	100.0%	100.0%
		PM Peak	99.0%	96.5%	97.2%	99.0%	99.0%
		Total Peak	99.0%	97.5%	98.0%	99.4%	99.3%
		Off Peak Weekday	99.5%	99.5%	99.5%	99.8%	99.8%
		Weekend	99.5%	99.9%	99.9%	99.8%	99.8%
	Hudson Line	AM Peak	99.5%	99.9%	99.9%	99.9%	99.9%
		PM Peak	99.5%	99.5%	99.8%	100.0%	99.9%
	Harlem Line	AM Peak	99.0%	96.9%	97.5%	99.3%	99.0%
		PM Peak	99.0%	95.9%	96.7%	98.9%	98.7%
	New Haven Line	AM Peak	98.5%	96.5%	97.4%	99.4%	99.0%
		PM Peak	98.5%	95.1%	96.0%	98.4%	98.6%

SYSTEM Category of Delay

Delay Minutes / Delay Threshold	% Total	January	2017 Data YTD thru February		2016 Data YTD thru February		YTD 2017 Vs 2016
Engineering (Scheduled)	7.4%	224	122	346	86	219	127
Engineering (Unscheduled)	14.0%	453	228	681	329	940	-259
Maintenance of Equipment	14.0%	360	229	589	331	658	-69
Transportation	3.8%	78	62	140	54	104	36
Capital Projects	0.0%	5	0	5	18	23	-17
Weather and Environmental	50.9%	57	832	889	120	579	310
Police	4.9%	78	80	157	1,233	1,310	-1,152
Customers	3.6%	60	58	119	82	175	-56
Other	1.4%	111	24	135	36	147	-12
3rd Party Operations	0.0%	0	0	0	1	4	-4
TOTAL	100.0%	1,427	1,633	3,060	2,290	4,156	-1,096

HUDSON LINE	% Total	January	February	YTD thru February	February	YTD thru February	YTD 2017 Vs 2016
Engineering	15.0%	110	60	170	64	200	-30
Maintenance of Equipment	25.8%	65	103	168	74	136	32
Transportation	3.8%	12	15	26	12	19	7
Capital Projects	0.0%	0	0	0	0	0	0
Weather and Environmental	48.4%	27	193	220	21	177	43
Police	4.0%	12	16	28	71	83	-55
Customers	3.0%	10	12	22	12	29	-7
Other	0.0%	13	0	13	5	41	-28
3rd Party Operations	0.0%	0	0	0	0	1	-1
TOTAL	100.0%	249	399	647	259	686	-39

HARLEM LINE	% Total	January	February	YTD thru February	February	YTD thru February	YTD 2017 Vs 2016
Engineering	20.0%	138	90	228	137	345	-117
Maintenance of Equipment	10.0%	129	45	175	110	184	-9
Transportation	2.7%	20	12	32	8	21	11
Capital Projects	0.0%	0	0	0	0	0	0
Weather and Environmental	56.0%	15	252	267	44	155	112
Police	7.1%	19	32	51	488	512	-461
Customers	4.0%	12	18	30	31	50	-20
Other	0.2%	34	1	35	12	14	21
3rd Party Operations	0.0%	0	0	0	0	0	0
TOTAL	100.0%	367	450	818	830	1,281	-463

NEW HAVEN LINE	% Total	January	February	YTD thru February	February	YTD thru February	YTD 2017 Vs 2016
Engineering	25.4%	430	199	629	214	614	15
Maintenance of Equipment	10.2%	166	80	246	147	337	-91
Transportation	4.5%	46	35	81	34	63	18
Capital Projects	0.0%	5	0	5	18	22	-17
Weather and Environmental	49.4%	16	387	402	55	248	154
Police	4.1%	47	32	79	674	715	-636
Customers	3.6%	38	28	66	39	96	-30
Other	2.9%	64	23	87	18	92	-5
3rd Party Operations	0.0%	0	0	0	1	2	-2
TOTAL	100.0%	812	784	1,595	1,200	2,189	-594



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

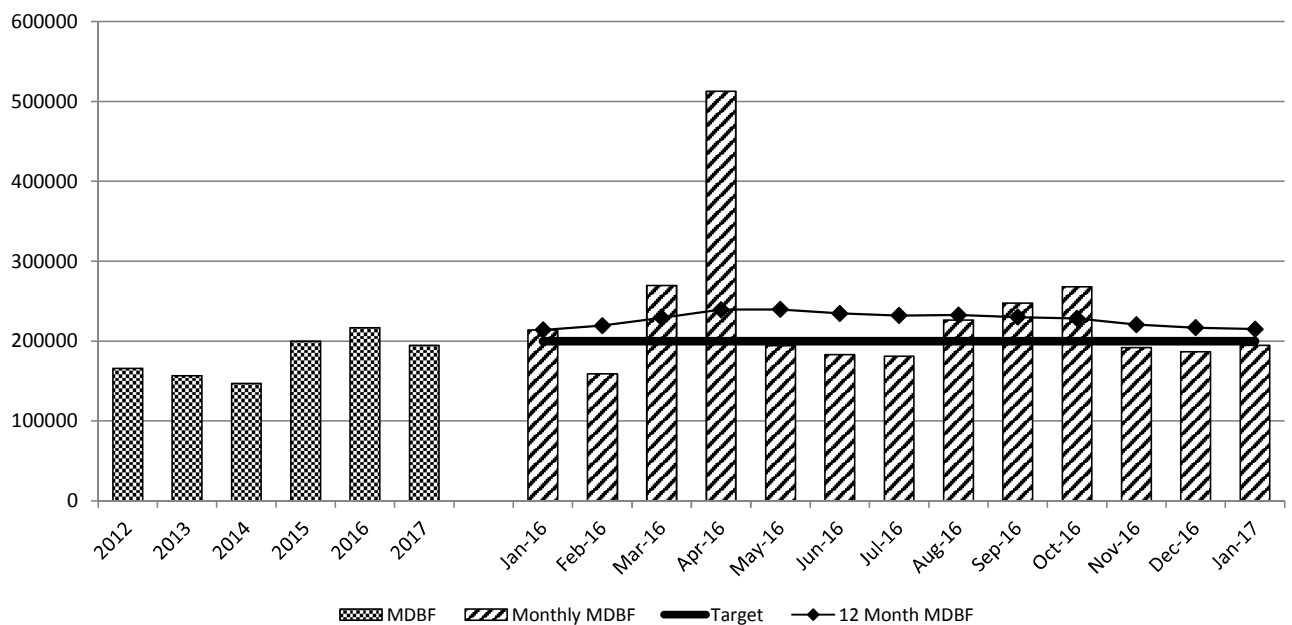
Date	Day	DESCRIPTION OF EVENT	Number of Late Trains												TOTAL		
			AM Peak			AM Reverse			PM Peak			Off Peak			Late Cxld Term		
			L	C	T	L	C	T	L	C	T	L	C	T			
02/03	Fri	Train 434 was disabled in CP25 interlocking.	9	1	0	5	0	0	0	0	0	0	0	0	14	1	0
02/09	Thu	Delays due to winter weather conditions.	22	0	0	4	1	0	22	27	0	100	6	0	148	34	0
02/10	Fri	Delays due to winter weather conditions.	23	0	0	1	1	0	0	0	0	22	0	0	46	1	0
02/13	Mon	GCT 379 Switch was stuck on center causing delays.	13	0	0	1	0	0	0	0	0	0	0	0	14	0	0
02/13	Mon	Congestion from CP5 to CP1 account train 830 stopped at 125th Street Station on track 2.	12	0	0	0	0	0	0	0	0	1	0	0	13	0	0
02/13	Mon	Delays due to high wind conditions.	0	0	0	3	0	0	21	3	1	57	15	22	81	18	23
02/15	Wed	New Haven Line delays due to restricted cab at Cat. 291 on track 1.	12	0	0	0	0	0	0	0	0	0	0	0	12	0	0
02/16	Thu	Congestion from CP1 to CP8 account damaged running rail and 3rd Rail Bracket.	0	0	0	0	0	0	11	0	0	17	0	0	28	0	0
TOTAL FOR MONTH			91	1	0	14	2	0	54	30	1	197	21	22	356	54	23
															433		

	Equip- ment Type	Total Fleet Size	2017 Data						2016 Data		
			MDBF Goal (miles)	Jan MDBF (miles)	Primary Failure Goal	Jan No. of Primary Failures	YTD MDBF thru Jan (miles)	12 month MDBF Rolling Avg (miles)	Jan MDBF (miles)	Jan No. of Primary Failures	YTD MDBF thru Jan (miles)
Mean Distance Between Failures	M2	36	20,000	22,416	2	3	22,416	29,038	22,254	3	22,254
	M8	405	350,000	364,781	7	7	364,781	390,971	496,972	5	496,972
	M3	138	120,000	78,316	3	4	78,316	108,583	43,493	6	43,493
	M7	334	440,000	199,698	4	10	199,698	391,487	400,047	5	400,047
	Coach	209	260,000	362,831	6	4	362,831	259,221	462,119	3	462,119
	P-32	31	27,000	38,086	7	5	38,086	24,596	26,120	7	26,120
	BL-20	12	13,000	40,164	3	1	40,164	31,336	39,200	1	39,200
	Fleet	1165	200,000	194,496	32	34	194,496	214,966	214,040	30	214,040
	M2/8		260,000	262,072	9	10	262,072	312,907	318,952	8	318,952
	M3/7		300,000	165,017	7	14	165,017	292,325	205,563	11	205,563
	Diesel/Coach		110,000	168,192	16	10	168,192	115,002	146,218	11	146,218

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

ALL FLEETS

Mean Distance Between Failures 2012 - 2017



West of Hudson Performance Summary			2017 Data			2016 Data	
			Annual Goal	February	YTD thru February	February	YTD thru February
On Time Performance <i>(Trains that arrive at their final destination within 5 minutes 59 seconds of scheduled arrival time)</i>	West of Hudson Total	Overall	95.5%	94.0%	95.0%	97.0%	96.6%
		AM Peak	95.5%	94.4%	92.9%	95.0%	95.1%
		PM Peak	95.5%	89.5%	91.7%	98.5%	97.4%
		Total Peak	95.5%	92.0%	92.3%	96.7%	96.2%
		Off Peak Weekday	95.5%	94.6%	95.6%	97.7%	97.4%
		Weekend	95.5%	95.7%	97.4%	95.9%	95.6%
	Pascack Line	Overall	96.5%	95.5%	96.3%	97.3%	97.2%
	Valley Line	AM Peak	96.5%	96.7%	95.8%	96.9%	96.2%
		PM Peak	96.5%	93.2%	93.8%	98.6%	98.9%
		Total Peak	96.5%	95.1%	94.9%	97.7%	97.4%
		Off Peak Weekday	96.5%	95.2%	96.2%	98.1%	98.2%
		Weekend	96.5%	96.4%	98.2%	95.4%	95.2%
	Port Jervis Line	Overall	95.0%	91.9%	93.1%	96.4%	95.7%
		AM Peak	95.0%	91.2%	88.9%	92.5%	93.6%
		PM Peak	95.0%	85.1%	89.3%	98.3%	95.7%
		Total Peak	95.0%	88.2%	89.1%	95.4%	94.7%
		Off Peak Weekday	95.0%	93.7%	94.7%	97.0%	96.2%
		Weekend	95.0%	94.6%	96.2%	96.9%	96.4%
Operating Statistics	Trains Scheduled			1,546	3,234	1,610	3,197
	Avg. Delay per Late Train (min) <small>excluding trains cancelled or terminated</small>			24.5	21.6	17.3	19.5
	Trains Over 15 min. Late <small>excluding trains cancelled or terminated</small>		300	37	68	24	55
	Trains Cancelled		60	10	10	2	5
	Trains Terminated		60	6	8	0	5
	Percent of Scheduled Trips Completed		99.4%	99.0%	99.4%	99.9%	99.7%

FEBRUARY 2017 STANDEE REPORT

East of Hudson

East of Hudson			FEB 2016	YTD 2016	FEB 2017	YTD 2017
Daily Average AM Peak	Hudson Line	Program Standees	0	0	0	0
		Add'l Standees	0	0	1	1
		Total Standees	0	0	1	1
	Harlem Line	Program Standees	0	0	0	0
		Add'l Standees	4	9	61	56
		Total Standees	4	9	61	56
	New Haven Line	Program Standees	0	0	0	0
		Add'l Standees	11	32	54	33
		Total Standees	11	32	54	33
	EAST OF HUDSON TOTAL - AM PEAK		15	41	116	90
Daily Average PM Peak	Hudson Line	Program Standees	0	0	0	0
		Add'l Standees	0	0	6	3
		Total Standees	0	0	6	3
	Harlem Line	Program Standees	0	0	0	0
		Add'l Standees	13	20	65	43
		Total Standees	13	20	65	43
	New Haven Line	Program Standees	0	0	0	0
		Add'l Standees	79	64	146	122
		Total Standees	79	64	146	122
	EAST OF HUDSON TOTAL - PM PEAK		92	84	217	168

West of Hudson

West of Hudson			FEB 2016	YTD 2016	FEB 2017	YTD 2017
Daily Average AM Peak	Port Jervis Line	Program Standees	0	0	0	0
		Add'l Standees	0	0	0	0
		Total Standees	0	0	0	0
	Pascack Valley Line	Program Standees	0	0	0	0
		Add'l Standees	0	0	0	0
		Total Standees	0	0	0	0
	WEST OF HUDSON TOTAL - AM PEAK		0	0	0	0
Daily Average PM Peak	Port Jervis Line	Program Standees	0	0	0	0
		Add'l Standees	0	0	0	0
		Total Standees	0	0	0	0
	Pascack Valley Line	Program Standees	0	0	0	0
		Add'l Standees	0	0	0	0
		Total Standees	0	0	0	0
	WEST OF HUDSON TOTAL - PM PEAK		0	0	0	0

Definitions

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

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

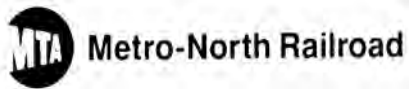
"Additional Standees" reflect the impact of reduced train car consists reported as consist compliance less than 100%.

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



Metro-North Railroad

Finance Report



FINANCIAL STATEMENTS

MONTH ENDED: JANUARY 2017

OFFICE OF VICE PRESIDENT OF FINANCE & INFORMATION SYSTEMS

**MTA METRO-NORTH RAILROAD
JANUARY 2017 FINANCIAL AND RIDERSHIP REPORT
EXECUTIVE SUMMARY**

SUMMARY

January 2017 Net Deficit (Non-Reimbursable and Reimbursable) of \$71.1 million was \$3.0 million or 4.0% favorable vs. the Adopted Budget. Major drivers of the favorable results include lower Non-Reimbursable Expenses due to the timing of both maintenance contracts and professional services expenditures (\$3.9 million), lower overtime due to fewer weather events (\$1.4 million) and favorable energy rates (\$1.3 million). In addition, Non-Reimbursable Revenues were \$0.7 million favorable due to higher farebox revenue (\$0.2 million) reflecting higher non-commutation ridership as well as an increase in other operating revenue reflecting timing of stations revenue and higher GCT digital advertising (\$0.5 million). Partly offsetting these favorable expense results were higher depreciation expense due to timing of asset capitalization (\$2.6 million) and higher materials & supplies expense due to increased rolling stock parts and supplies usage for reliability centered maintenance programs and running repairs (\$1.6 million).

January 2017 Reimbursable results of \$15.9 million was \$2.2 million favorable vs. the Adopted Budget primarily due to timing of several capital projects including Signal Replacement – Greenwich to South Norwalk, Cyclical Track Program, West of Hudson Track Improvements and New Haven Yard - East End Connector partially offset by a reclassification of prior year costs for Timber Replacement on Undergrade Bridges and GCT Fire Life Safety Project.

REVENUE/RIDERSHIP

- **Farebox Revenue** – \$0.2 million favorable vs. the Adopted Budget (0.3%) primarily due to higher than forecasted non-commutation ridership partially offset by lower than forecasted commutation ridership.
- **Total Rail Ridership** for January of 6.7 million was 0.5% unfavorable vs. the Adopted Budget and 1.7% favorable compared to 2016.
 - East of Hudson Ridership of 6.6 million was 0.4% unfavorable vs. the Adopted Budget and 1.8% favorable compared to 2016.
 - East of Hudson Commutation ridership of 3.9 million was 1.8% unfavorable vs. the Adopted Budget and 0.2% unfavorable vs. 2016.
 - East of Hudson Non-commutation ridership of 2.7 million was 1.6% favorable vs. the Adopted Budget and 4.9% favorable vs. 2016.
 - West of Hudson Ridership of 0.1 million was 3.2% unfavorable vs. the Adopted Budget and 2.8% unfavorable vs. 2016.
- **Other Operating Revenue** – \$0.5 million favorable vs. the Adopted Budget primarily due to timing of station revenue as well as an increase in digital advertising in GCT.
- **Capital and Other Reimbursements** – \$2.2 million unfavorable vs. the Adopted Budget due to scheduling and timing changes noted above.

TOTAL EXPENSES

Total expenses of \$149.2 million were \$4.4 million or 2.9% favorable vs. the Adopted Budget.

Labor Expenses (including fringes and overhead recoveries) of \$90.1 million were \$2.4 million unfavorable vs. the Adopted Budget.

- **Payroll** – \$1.3 million unfavorable vs. the Adopted Budget due to higher Non-Reimbursable expenses due to holiday pay for represented employees and a reclassification of Reimbursable activity for prior year costs for both the Timber Replacement on Undergrade Bridges and GCT Fire Life Safety Project.
- **Overtime** – \$0.4 million favorable vs. the Adopted Budget due to lower Non-Reimbursable expenses due to fewer weather events partially offset by a reclassification of Reimbursable

activity for prior year costs for both the Timber Replacement on Undergrade Bridges and GCT Fire Life Safety Project as well as timing of the CT Track Program.

Non-Labor Expenses of \$30.8 million were \$9.4 million favorable vs. the Adopted Budget.

- **Electric Power** – \$1.3 million favorable due to lower electricity rates.
- **Fuel** – \$0.1 million favorable reflecting timing of payments.
- **Maintenance & Other Operating Contracts** – \$2.7 million favorable vs. the Adopted Budget primarily due to lower Non-Reimbursable expenses due to timing of maintenance contracts and ferry services as well as lower GCT utilities costs resulting from efficient chiller equipment implemented in conjunction with NYPA.
- **Professional Services** – \$3.0 million favorable vs. the Adopted Budget primarily due to the timing of Non-Reimbursable expenses for engineering and consulting services along with timing of Reimbursable project activity (Signal Replacement from Greenwich to South Norwalk).
- **Materials & Supplies** – \$1.7 million favorable vs. the Adopted Budget primarily due to timing of Reimbursable project activity (Cyclical Track Program, West of Hudson Track Improvement Program and Network Infrastructure Replacement Program). These favorable results were partially offset by higher Non-Reimbursable expenses for rolling stock parts and supplies for reliability centered maintenance programs and running repairs.
- **Other Business Expenses** – \$0.5 million favorable vs. the Adopted Budget primarily due to lower Non-Reimbursable expenses for lower subsidy payments to NJT for West of Hudson operations and timing of expenses for non-capital equipment purchases.

Depreciation and Other Non-Cash Liability Adjustments were \$2.6 million unfavorable vs. the Adopted Budget primarily due to the timing of the capitalization of assets.

CASH DEFICIT SUMMARY

The January 2017 Net Cash Deficit of \$40.2 million was \$8.6 million or 17.6% favorable to the Adopted Budget. This is mainly due to timing of expenditures for passenger injury settlements, capital projects and operations.

FINANCIAL PERFORMANCE MEASURES

January 2017 performance indicators primarily reflect favorable overall expenses:

- Adjusted Farebox Operating Ratio of 62.4% was 4.2% favorable vs. the Adopted Budget.
- Adjusted Cost per Passenger of \$15.01 was \$0.85 favorable to the Adopted Budget.
- Revenue per Passenger of \$8.39 was \$0.01 unfavorable vs. the Adopted Budget.

MTA METRO-NORTH RAILROAD
FEBRUARY FINANCIAL PLAN - 2017 ADOPTED BUDGET
ACCRUAL STATEMENT of OPERATIONS by CATEGORY
January 2017
(\$ in millions)

SCHEDULE I - A

	Nonreimbursable				Reimbursable				Total			
	Adopted Budget	Actual	Favorable (Unfavorable)		Adopted Budget	Actual	Favorable (Unfavorable)		Adopted Budget	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent			Variance	Percent
Revenue												
Farebox Revenue	\$56.400	\$56.591	\$0.192	0.3	\$0.000	\$0.000	\$0.000	-	\$56.400	\$56.591	\$0.192	0.3
Vehicle Toll Revenue	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
Other Operating Revenue	5.254	5.744	0.490	9.3	0.000	0.000	0.000	-	5.254	5.744	0.490	9.3
<i>Capital & Other Reimbursements:</i>												
MTA	0.000	0.000	0.000	-	11.248	10.933	(0.315)	(2.8)	11.248	10.933	(0.315)	(2.8)
CDOT	0.000	0.000	0.000	-	5.344	3.272	(2.073)	(38.8)	5.344	3.272	(2.073)	(38.8)
Other	0.000	0.000	0.000	-	1.418	1.654	0.236	16.6	1.418	1.654	0.236	16.6
Total Capital and Other Reimbursements	0.000	0.000	0.000	-	18.011	15.859	(2.152)	(11.9)	18.011	15.859	(2.152)	(11.9)
Total Revenue/Receipts	\$61.653	\$62.335	\$0.682	1.1	\$18.011	\$15.859	(\$2.152)	(11.9)	\$79.664	\$78.194	(\$1.470)	(1.8)
Expenses												
<i>Labor:</i>												
Payroll	\$41.674	\$42.560	(\$0.886)	(2.1)	\$3.236	\$3.658	(\$0.422)	(13.0)	\$44.910	\$46.218	(\$1.308)	(2.9)
Overtime	8.965	7.651	1.314	14.7	1.499	2.419	(0.920)	(61.4)	10.463	10.070	0.394	3.8
Health and Welfare	9.204	9.516	(0.312)	(3.4)	1.084	1.378	(0.294)	(27.1)	10.288	10.894	(0.605)	(5.9)
OPEB Current Payment	2.600	2.772	(0.172)	(6.6)	0.000	0.000	0.000	-	2.600	2.772	(0.172)	(6.6)
Pensions	8.046	7.750	0.296	3.7	0.711	0.856	(0.145)	(20.4)	8.757	8.606	0.151	1.7
Other Fringe Benefits	10.018	10.598	(0.581)	(5.8)	0.808	1.025	(0.217)	(26.9)	10.826	11.624	(0.798)	(7.4)
Reimbursable Overhead	(3.741)	(4.439)	0.698	18.6	3.619	4.329	(0.710)	(19.6)	(0.122)	(0.110)	(0.012)	(10.0)
Total Labor	\$76.765	\$76.408	\$0.357	0.5	\$10.957	\$13.666	(\$2.708)	(24.7)	\$87.723	\$90.073	(\$2.351)	(2.7)
<i>Non-Labor:</i>												
Electric Power	\$7.610	\$6.339	\$1.271	16.7	\$0.000	\$0.000	\$0.000	-	\$7.610	\$6.339	\$1.271	16.7
Fuel	1.504	1.373	0.130	8.7	0.000	0.000	0.000	-	1.504	1.373	0.130	8.7
Insurance	1.674	1.472	0.201	12.0	0.232	0.469	(0.237)	*	1.906	1.942	(0.036)	(1.9)
Claims	0.092	0.034	0.058	63.2	0.000	0.000	0.000	-	0.092	0.034	0.058	63.2
Paratransit Service Contracts	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
Maintenance and Other Operating Contracts	9.452	7.057	2.396	25.3	1.003	0.699	0.304	30.3	10.455	7.755	2.700	25.8
Professional Service Contracts	3.610	2.100	1.509	41.8	1.657	0.127	1.530	92.4	5.266	2.227	3.039	57.7
Materials & Supplies	6.958	8.511	(1.553)	(22.3)	4.141	0.853	3.289	79.4	11.099	9.364	1.736	15.6
Other Business Expenses	2.259	1.722	0.538	23.8	0.020	0.046	(0.025)	*	2.280	1.768	0.512	22.5
Total Non-Labor	\$33.159	\$28.609	\$4.550	13.7	\$7.053	\$2.193	\$4.860	68.9	\$40.212	\$30.802	\$9.410	23.4
<i>Other Adjustments:</i>												
Other	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
Total Other Adjustments	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Total Expenses before Non-Cash Liability Adjs.	\$109.924	\$105.016	\$4.907	4.5	\$18.011	\$15.859	\$2.152	11.9	\$127.935	\$120.875	\$7.059	5.5
Depreciation	20.058	22.678	(2.620)	(13.1)	0.000	0.000	0.000	-	20.058	22.678	(2.620)	(13.1)
OPEB Obligation	5.693	5.693	0.000	0.0	0.000	0.000	0.000	-	5.693	5.693	0.000	0.0
GASB68 Pension Adjustment**	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
Environmental Remediation	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000	0.000	0.000	-
Total Expenses	\$135.675	\$133.388	\$2.287	1.7	\$18.011	\$15.859	\$2.152	11.9	\$153.685	\$149.246	\$4.439	2.9
Net Surplus/(Deficit)	(\$74.021)	(\$71.052)	\$2.969	4.0	\$0.000	\$0.000	\$0.000	-	(\$74.021)	(\$71.052)	\$2.969	4.0
<i>Cash Conversion Adjustments:</i>												
Depreciation	20.058	22.678	2.620	13.1	0.000	0.000	0.000	-	20.058	22.678	2.620	13.1
Operating/Capital	(3.094)	(1.883)	1.211	39.1	0.000	0.000	0.000	-	(3.094)	(1.883)	1.211	39.1
Other Cash Adjustments	8.238	10.018	1.781	21.6	0.000	0.000	0.000	-	8.238	10.018	1.781	21.6
Total Cash Conversion Adjustments	\$25.201	\$30.813	\$5.612	22.3	\$0.000	\$0.000	\$0.000	-	\$25.201	\$30.813	\$5.612	22.3
Net Cash Surplus/(Deficit)	(\$48.820)	(\$40.239)	\$8.581	17.6	\$0.000	\$0.000	\$0.000	-	(\$48.820)	(\$40.239)	\$8.581	17.6

Notes:

-- Results are preliminary and subject to audit review.

-- Differences are due to rounding.

* Variance exceeds 100%.

MTA METRO-NORTH RAILROAD
ACCRUAL STATEMENT OF OPERATIONS BY CATEGORY
EXPLANATION OF VARIANCE BETWEEN ADOPTED BUDGET AND ACTUAL RESULTS
FEBRUARY FINANCIAL PLAN - 2017 ADOPTED BUDGET
JANUARY 2017
(\$ in millions)

		Current Month vs. Adopted Budget		
Generic Revenue or Expense Category	Non Reimb. or Reimb.	Variance Fav (Unfav)		Reason for Variance
		\$	%	
FAREBOX REVENUE	Non-Reimb	\$0.192	0.3%	Primarily due to higher commutation ridership.
OTHER OPERATING REVENUE	Non-Reimb	\$0.490	9.3%	Primarily reflects timing of station revenue as well as an increase in digital advertising in GCT.
CAPITAL AND OTHER REIMBURSEMENTS	Reimb	(\$2.152)	(11.9%)	Lower reimbursements reflect scheduling and timing changes in capital project expenditures.
PAYROLL	Non-Reimb	(\$0.886)	(2.1%)	Primarily due to higher than budgeted holiday pay for represented employees.
	Reimb	(\$0.422)	(13.0%)	Reflects a reclassification of prior year costs for the Replace Timbers Undergrade Bridge Program and GCT Fire Life Safety Project.
OVERTIME	Non-Reimb	\$1.314	14.7%	See overtime tables.
	Reimb	(\$0.920)	(61.4%)	See overtime tables.
HEALTH AND WELFARE	Non-Reimb	(\$0.312)	(3.4%)	Reflects higher than budgeted rates as well as higher payroll costs.
	Reimb	(\$0.294)	(27.1%)	Reflects a reclassification of prior year costs for the Replace Timbers Undergrade Bridge Program and GCT Fire Life Safety Project.
OPEB CURRENT PAYMENT	Non-Reimb	(\$0.172)	(6.6%)	Primarily reflects higher number of retirees.

MTA METRO-NORTH RAILROAD
ACCRUAL STATEMENT OF OPERATIONS BY CATEGORY
EXPLANATION OF VARIANCE BETWEEN ADOPTED BUDGET AND ACTUAL RESULTS
FEBRUARY FINANCIAL PLAN - 2017 ADOPTED BUDGET
JANUARY 2017
(\$ in millions)

		Current Month vs. Adopted Budget		
Generic Revenue or Expense Category	Non Reimb. or Reimb.	Variance Fav (Unfav)		Reason for Variance
		\$	%	
PENSIONS	Non-Reimb	\$0.296	3.7%	Reflects lower than budgeted rates.
	Reimb	(\$0.145)	(20.4%)	Reflects a reclassification of prior year costs for the Replace Timbers Undergrade Bridge Program and GCT Fire Life Safety Project.
OTHER FRINGE BENEFITS	Non-Reimb	(\$0.581)	(5.8%)	Primarily due to higher employee claims and higher than budgeted rates.
	Reimb	(\$0.217)	(26.9%)	Reflects a reclassification of prior year costs for the Replace Timbers Undergrade Bridge Program and GCT Fire Life Safety Project.
REIMBURSABLE OVERHEAD	Non-Reimb	\$0.698	18.6%	The non-reimbursable and reimbursable variances primarily reflect a reclassification of prior year project costs for the Replace Timbers Undergrade Bridge Program.
	Reimb	(\$0.710)	(19.6%)	
ELECTRIC POWER	Non-Reimb	\$1.271	16.7%	Primarily due to lower rates.
FUEL	Non-Reim	\$0.130	8.7%	Primarily reflects timing of payments.
INSURANCE	Non-Reimb	\$0.201	12.0%	Reflects lower insurance premiums.
	Reimb	(\$0.237)	*	Reflects a reclassification of prior year costs for the Replace Timbers Undergrade Bridge Program and GCT Fire Life Safety Project.
CLAIMS	Non-Reimb	\$0.058	63.2%	Primarily due to timing of claims expense.

MTA METRO-NORTH RAILROAD
ACCRUAL STATEMENT OF OPERATIONS BY CATEGORY
EXPLANATION OF VARIANCE BETWEEN ADOPTED BUDGET AND ACTUAL RESULTS
FEBRUARY FINANCIAL PLAN - 2017 ADOPTED BUDGET
JANUARY 2017
(\$ in millions)

		Current Month vs. Adopted Budget		
Generic Revenue or Expense Category	Non Reimb. or Reimb.	Variance Fav (Unfav)		Reason for Variance
		\$	%	
MAINTENANCE AND OTHER OPERATING CONTRACTS	Non-Reimb	\$2.396	25.3%	Primarily reflects timing of expenses for maintenance contracts and ferry services as well as lower GCT utilities costs resulting from efficient chiller equipment implemented in conjunction with NYPA.
	Reimb	\$0.304	30.3%	Reflects lower activity for the Hot Bearing and Wheel Impact Project and the GCT Leaks Remediation partially offset by the higher activity on the Undercutting and Drainage project.
PROFESSIONAL SERVICE CONTRACTS	Non-Reimb	\$1.509	41.8%	Primarily due to timing of engineering and consulting services.
	Reimb	\$1.530	92.4%	Reflects lower activity for the Greenwich to South Norwalk Signal Replacement project.
MATERIAL AND SUPPLIES	Non-Reimb	(\$1.553)	(22.3%)	Higher expenses for rolling stock parts and supplies for reliability centered maintenance programs and running repairs.
	Reimb	\$3.289	79.4%	Reflects lower activity for the Cyclical Track Program, West of Hudson Track Improvement Program and the Network Infrastructure Replacement Program.
OTHER BUSINESS EXPENSES	Non-Reimb	\$0.538	23.8%	Reflects lower subsidy payment to NJT for West of Hudson operations and timing of expenses for non-capital equipment purchases.
DEPRECIATION	Non-Reimb	(\$2.620)	(13.1%)	Reflects timing of the capitalization of assets.
OPERATING CAPITAL	Non-Reimb	\$1.211	39.1%	Largely due to the revised construction schedule for the GCT Biltmore Restroom project.

* Variance exceeds 100%.

MTA Metro-North Railroad
February Financial Plan - 2017 Adopted Budget
Non-Reimbursable/Reimbursable Overtime
(\$ in millions)

	January						Year To Date(January)					
	Adopted Budget		Actual		Var. - Fav/(Unfav)		Adopted Budget		Actual		Var. - Fav/(Unfav)	
	Hours	\$	Hours	\$	Hours	\$	Hours	\$	Hours	\$	Hours	\$
NON-REIMBURSABLE OVERTIME												
<u>Scheduled Service</u> ¹	50,169	\$ 3.100	72,813	\$ 4.311	(22,644)	(\$1.211)	50,169	\$ 3.100	72,813	\$ 4.311	(22,644)	(\$1.211)
					-45.1%	-39.1%					-45.1%	-39.1%
<u>Unscheduled Service</u>	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -
<u>Programmatic/Routine Maintenance</u>	43,279	\$ 2.456	47,484	\$ 2.671	(4,205)	(\$0.216)	43,279	\$ 2.456	47,484	\$ 2.671	(4,205)	(\$0.216)
					-9.7%	-8.8%					-9.7%	-8.8%
<u>Unscheduled Maintenance</u>	948	\$ 0.051	693	\$ 0.032	256	\$0.019	948	\$ 0.051	693	\$ 0.032	256	\$0.019
					26.9%	36.8%					26.9%	36.8%
<u>Vacancy/Absentee Coverage</u> ²	24,857	\$ 1.318	25,840	\$ 1.365	(983)	(\$0.047)	24,857	\$ 1.318	25,840	\$ 1.365	(983)	(\$0.047)
					-4.0%	-3.5%					-4.0%	-3.5%
<u>Weather Emergencies</u>	35,716	\$ 2.040	14,417	\$ 0.792	21,298	\$1.248	35,716	\$ 2.040	14,417	\$ 0.792	21,298	\$1.248
					59.6%	61.2%					59.6%	61.2%
<u>Safety/Security/Law Enforcement</u> ³	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -
<u>Other</u> ⁴	0	\$ -	0	\$ (1.520)	-	\$1.520	0	\$ -	0	\$ (1.520)	-	\$1.520
Subtotal	154,969	\$ 8.965	161,248	\$ 7.651	(6,279)	\$1.314	154,969	\$ 8.965	161,248	\$ 7.651	(6,279)	\$1.314
					-4.1%	14.7%					-4.1%	14.7%
REIMBURSABLE OVERTIME	24,921	\$ 1.499	27,216	\$ 2.419	(2,295)	(\$0.920)	24,921	\$ 1.499	27,216	\$ 2.419	(2,295)	(\$0.920)
					-9.2%	-61.4%					-9.2%	-61.4%
TOTAL OVERTIME	179,890	\$ 10.463	188,464	\$ 10.070	(8,574)	\$0.394	179,890	\$ 10.463	188,464	\$ 10.070	(8,574)	\$0.394
					-4.8%	3.8%					-4.8%	3.8%

NOTE: Percentages are based on each type of Overtime and not on Total Overtime.

* Exceeds 100%

¹ Includes Service Delay and Tour Length related overtime.

² Excludes T&E crew coverage (included in Scheduled Service category).

³ Not Applicable.

⁴ Reflects overtime for Customer Service and Material Management Depts. as well as other administrative functions.
Also reflects timing differences related to payroll and calendar cutoff dates.

MTA Metro-North Railroad
February Financial Plan - 2017 Adopted Budget
Non-Reimbursable/Reimbursable Overtime
(\$ in millions)

	January			Year To Date(January)		
	Var. - Fav./(Unfav)		Explanations	Var. - Fav./(Unfav)		Explanations
	Hours	\$		Hours	\$	
NON-REIMBURSABLE OVERTIME						
<u>Scheduled Service</u> ¹	(22,644) -45.1%	(\$1.211) -39.1%	Higher than anticipated holiday related	(22,644) -45.1%	(\$1.211) -39.1%	Higher than anticipated holiday related overtime.
<u>Unscheduled Service</u>	0	\$ -		0	\$ -	
<u>Programmatic/Routine Maintenance</u>	(4,205) -9.7%	(\$0.216) -8.8%	Increased infrastructure and facility maintenance in Maintenance of Way enabled by milder winter weather.	(4,205) -9.7%	(\$0.216) -8.8%	Increased infrastructure and facility maintenance in Maintenance of Way enabled by milder winter weather.
<u>Unscheduled Maintenance</u>	256 26.9%	\$0.019 36.8%		256 26.9%	\$0.019 36.8%	
<u>Vacancy/Absentee Coverage</u> ²	(983) -4.0%	(\$0.047) -3.5%	Slightly higher vacation, sick and vacancy coverage requirements.	(983) -4.0%	(\$0.047) -3.5%	Slightly higher vacation, sick and vacancy coverage requirements.
<u>Weather Emergencies</u>	21,298 59.6%	\$1.248 61.2%	Fewer weather events than budgeted.	21,298 59.6%	\$1.248 61.2%	Fewer weather events than budgeted.
<u>Safety/Security/Law Enforcement</u> ³	0	\$ -		0	\$ -	
<u>Other</u> ⁴	0	\$1.520	Reflects timing differences related to payroll and calendar cutoff dates.	0	\$1.520	Reflects timing differences related to payroll and calendar cutoff dates.
Subtotal	(6,279) -4.1%	\$1.314 14.7%		(6,279) -4.1%	\$1.314 14.7%	
REIMBURSABLE OVERTIME	(2,295) -9.2%	(\$0.920) -61.4%	Reclassification of prior year project costs for the Replace Timbers Undergrade Bridge and GCT Fire Life Safety Programs as well as timing on the CT Track Program.	(2,295) -9.2%	(\$0.920) -61.4%	Reclassification of prior year project costs for the Replace Timbers Undergrade Bridge and GCT Fire Life Safety Programs as well as timing on the CT Track Program.
TOTAL OVERTIME	(8,574)	\$0.394		(8,574)	\$0.394	

NOTE: Percentages are based on each type of Overtime and not on Total Overtime.

* Exceeds 100%

¹ Includes Service Delay and Tour Length related overtime.

² Excludes T&E crew coverage (included in Scheduled Service category).

³ Not Applicable.

⁴ Reflects overtime for Customer Service and Material Management Depts. as well as other administrative functions. Also reflects timing differences related to payroll and calendar cutoff dates.

MTA METRO-NORTH RAILROAD
2017 Overtime Report
Overtime Legend

REVISED OVERTIME DECOMPOSITION LEGEND DEFINITIONS

<u>Type</u>	<u>Definition</u>
<i>Scheduled Service</i>	Crew book/Regular Run/Shift hours (above 8 hours) required by train crews, bus/tower/block operators, transportation supervisors/dispatchers, fare sales and collection, Train & Engineers, as well as non-transportation workers whose work is directly related to providing service (includes coverage for holidays).
<i>Unscheduled Service</i>	Service coverage resulting from extraordinary events not related to weather, such as injuries, mechanical breakdowns, unusual traffic, tour length, late tour relief, and other requirements that arise that are non-absence related.
<i>Programmatic/Routine Maintenance</i>	<i>Program Maintenance</i> work for which overtime is planned (e.g. Railroad Tie Replacement, Sperry Rail Testing, Running Board Replacement Programs). This also includes <i>Routine Maintenance</i> work for which OT has been planned, as well as all other maintenance <u>not resulting from extraordinary events</u> , including running repairs. Program/Routine maintenance work is usually performed during hours that are deemed more practical in order to minimize service disruptions, and includes contractual scheduled pay over 8 hours.
<i>Unscheduled Maintenance</i>	Resulting from an <u>extraordinary event</u> (not weather-related) requiring the use of unplanned maintenance to perform repairs on trains, buses, subway and bus stations, depots, tracks and administrative and other facilities, including derailments, tour length and weekend coverage.
<i>Vacancy/Absentee Coverage</i>	Provides coverage for an absent employee or a vacant position.
<i>Weather Emergencies</i>	Coverage necessitated by extreme weather conditions (e.g. snow, flooding, hurricane, and tornadoes), as well as preparatory and residual costs.
<i>Safety/Security/Law Enforcement</i>	Coverage required to provide additional customer & employee protection and to secure MTA fleet facilities, transportation routes, and security training.
<i>Other</i>	Includes overtime coverage for clerical, administrative positions that are eligible for overtime.
<i>Reimbursable Overtime</i>	Overtime incurred to support projects that are reimbursed from the MTA Capital Program and other funding sources.

MTA METRO-NORTH RAILROAD
FEBRUARY FINANCIAL PLAN - 2017 ADOPTED BUDGET
CASH RECEIPTS AND EXPENDITURES
(\$ in millions)

SCHEDULE III

	January 2017			
	Adopted Budget	Actual	Favorable (Unfavorable)	
			Variance	Percent
<u>Receipts</u>				
Farebox Receipts	\$55.457	\$56.486	\$1.029	1.9
Toll Receipts	0.000	0.000	0.000	-
Other Operating Receipts	7.546	17.383	9.837	*
<i>Capital & Other Reimbursements:</i>				
MTA	11.170	10.337	(0.833)	(7.5)
CDOT	5.344	0.000	(5.344)	(100.0)
Other	1.418	0.864	(0.554)	(39.1)
Total Capital and Other Reimbursements	17.932	11.201	(6.731)	(37.5)
Total Receipts	\$80.936	\$85.070	\$4.134	5.1
<u>Expenditures</u>				
<i>Labor:</i>				
Payroll	\$40.427	\$44.364	(\$3.937)	(9.7)
Overtime	9.672	9.017	0.655	6.8
Health and Welfare	10.584	10.127	0.457	4.3
OPEB Current Payment	2.600	2.731	(0.131)	(5.0)
Pensions	8.787	8.693	0.094	1.1
Other Fringe Benefits	10.894	12.628	(1.734)	(15.9)
GASB Account	0.000	0.000	0.000	-
Reimbursable Overhead	0.000	0.000	0.000	-
Total Labor	\$82.964	\$87.560	(\$4.596)	(5.5)
<i>Non-Labor:</i>				
Electric Power	\$7.768	\$2.861	\$4.907	63.2
Fuel	1.504	1.674	(0.170)	(11.3)
Insurance	6.761	9.089	(2.328)	(34.4)
Claims	3.181	0.281	2.900	91.2
Paratransit Service Contracts	0.000	0.000	0.000	-
Maintenance and Other Operating Contracts	7.751	8.350	(0.599)	(7.7)
Professional Service Contracts	4.438	2.913	1.525	34.4
Materials & Supplies	11.345	9.185	2.160	19.0
Other Business Expenditures	4.044	3.396	0.648	16.0
Total Non-Labor	\$46.792	\$37.749	\$9.043	19.3
<i>Other Adjustments:</i>				
Other	0.000	0.000	0.000	-
Other Post Employment Benefits	0.000	0.000	0.000	-
Total Other Adjustments	\$0.000	\$0.000	\$0.000	-
Total Expenditures	\$129.756	\$125.309	\$4.447	3.4
Net Cash Deficit (excludes Opening Cash Balance)	(\$48.820)	(\$40.239)	\$8.581	17.6
<u>Subsidies</u>				
MTA	37.192	29.707	(7.485)	(20.1)
CDOT	11.628	20.620	8.992	77.3
Total Subsidies	\$48.820	\$50.327	\$1.507	3.1
Cash Timing and Availability Adjustment	\$0.000	(\$1.242)	(\$1.242)	-

-- Results are preliminary and subject to audit review.

-- Differences are due to rounding.

* Variance exceeds 100%.

MTA METRO-NORTH RAILROAD
FEBRUARY FINANCIAL PLAN - 2017 ADOPTED BUDGET
CASH RECEIPTS AND EXPENDITURES
EXPLANATION OF VARIANCE BETWEEN BUDGET AND ACTUAL RESULTS
(\$ in millions)

\$ Detail

Generic Receipt or Expense Category	January Month vs Budget		
	Variance Fav (Unfav)		Reason for Variance
	\$	%	
OTHER OPERATING REVENUE	9.837	*	Timing of FMTAC reimbursement for injury claims related to Spuyten Duyvil.
CAPITAL AND OTHER REIMBURSEMENTS:			
MTA	(0.833)	(7.5%)	Lower cash receipts due to lower capital related project activity partially offset by timing of payments.
CDOT	(5.344)	(100.0%)	Lower cash receipts due to timing of payments combined with lower capital related project activity.
OTHER	(0.554)	(39.1%)	Lower cash receipts due to timing of payments partially offset by higher project activity.
PAYROLL	(3.937)	(9.7%)	Primarily due to higher than budgeted holiday pay for represented employees combined with higher vacation & sick retirement payouts.
OVERTIME	0.655	6.8%	Fewer weather events than budgeted partially offset by higher capital related projects.
HEALTH & WELFARE	0.457	4.3%	Timing of payments for dental & vision premiums.
OPEB CURRENT PAYMENT	(0.131)	(5.0%)	Higher retirees than anticipated.
OTHER FRINGE BENEFITS	(1.734)	(15.9%)	Timing of payroll taxes combined with higher employee claims.
ELECTRIC POWER	4.907	63.2%	Timing of payments (includes prepayment made in December) combined with lower rates.
FUEL	(0.170)	(11.3%)	Timing of payments partially offset by lower rates.

MTA METRO-NORTH RAILROAD
FEBRUARY FINANCIAL PLAN - 2017 ADOPTED BUDGET
CASH RECEIPTS AND EXPENDITURES
EXPLANATION OF VARIANCE BETWEEN BUDGET AND ACTUAL RESULTS
(\$ in millions)

\$ Detail

Generic Receipt or Expense Category	January Month vs Budget		
	Variance Fav (Unfav)		Reason for Variance
	\$	%	
INSURANCE	(2.328)	(34.4%)	Timing of insurance premiums paid for Force Account, All Agency Property - Bio Terrorism, Automobile and All Agency Excess partially offset by Station Liability.
CLAIMS	2.900	91.2%	Timing of passenger injury settlements relating to the Spuyten Duyvil incident and other passenger injury claims.
MAINTENANCE & OTHER OPERATING CONTRACTS	(0.599)	(7.7%)	Timing of Security Surveillance Equipment partially offset by Vehicle Maintenance & Repair.
PROFESSIONAL SERVICE CONTRACTS	1.525	34.4%	Timing of Outside Training and Engineering, Professional and Medical Services.
MATERIALS & SUPPLIES	2.160	19.0%	Timing of payments for Project Material, Truck Suspension, Other Track Material, Carbody, Friction Brake Material, Propulsion and Communication Material partially offset by materials placed into inventory.
OTHER BUSINESS EXPENSES	0.648	16.0%	Reflects lower subsidy payment to NJT for West of Hudson operations.
MTA SUBSIDY RECEIPTS	(7.485)	(20.1%)	Higher CDOT subsidy and lower cash deficit partially offset by available cash balances.
CDOT SUBSIDY RECEIPTS	8.992	77.3%	February subsidy payment made in January combined with lower share of prior month deficit.

* Variance exceeds 100%

MTA METRO-NORTH RAILROAD
FEBRUARY FINANCIAL PLAN - 2017 ADOPTED BUDGET
CASH CONVERSION (CASH FLOW ADJUSTMENT)
(\$ in millions)

	January 2017			
	Adopted Budget	Actual	Favorable (Unfavorable)	
			Variance	Percent
<u>Receipts</u>				
Farebox Revenue	(\$0.942)	(\$0.105)	\$0.837	88.8
Toll Revenue	0.000	0.000	0.000	-
Other Operating Revenue	2.292	11.639	9.347	*
<i>Capital & Other Reimbursements:</i>		0.000		
MTA	(0.078)	(0.596)	(0.518)	*
CDOT	0.000	(3.272)	(3.272)	-
Other	0.000	(0.790)	(0.790)	-
Total Capital and Other Reimbursements	(0.078)	(4.658)	(4.579)	*
Total Revenue/Receipts	\$1.272	\$6.876	\$5.604	*
<u>Expenditures</u>				
<i>Labor:</i>				
Payroll	\$4.483	\$1.854	(\$2.629)	(58.6)
Overtime	0.791	1.053	0.261	33.0
Health and Welfare	(0.296)	0.767	1.063	*
OPEB Current Payment	0.000	0.041	0.000	
Pensions	(0.030)	(0.087)	(0.057)	*
Other Fringe Benefits	(0.068)	(1.004)	(0.936)	*
GASB Account	0.000	0.000	0.000	-
Reimbursable Overhead	(0.122)	(0.110)	0.012	10.0
Total Labor	\$4.758	\$2.513	(\$2.245)	(47.2)
<i>Non-Labor:</i>				
Electric Power	(\$0.158)	\$3.478	\$3.637	*
Fuel	0.000	(0.301)	(0.301)	-
Insurance	(4.856)	(7.147)	(2.292)	(47.2)
Claims	(3.089)	(0.247)	2.842	92.0
Paratransit Service Contracts	0.000	0.000	0.000	-
Maintenance and Other Operating Contracts	2.704	(0.595)	(3.299)	*
Professional Service Contracts	0.828	(0.686)	(1.514)	*
Materials & Supplies	(0.245)	0.179	0.424	*
Other Business Expenses	(1.764)	(1.628)	0.136	7.7
Total Non-Labor	(\$6.580)	(\$6.947)	(\$0.367)	(5.6)
<i>Other Adjustments:</i>				
Other	0.000	0.000	0.000	-
Total Other Adjustments	\$0.000	\$0.000	\$0.000	-
Total Expenditures Adjustments before Non-Cash Liability Adjs.	(\$1.821)	(\$4.434)	(\$2.612)	*
Depreciation	20.058	22.678	2.620	13.1
OPEB Obligation	5.693	5.693	0.000	0.0
GASB68 Pension Adjustment**	0.000	0.000	0.000	-
Environmental Remediation	0.000	0.000	0.000	-
Total Expenditures Adjustments	\$23.929	\$23.937	\$0.008	0.0
Total Cash Conversion Adjustments	\$25.201	\$30.813	\$5.612	22.3

Notes:

-- Differences are due to rounding.

* Variance exceeds 100%.

MTA METRO-NORTH RAILROAD
FEBRUARY FINANCIAL PLAN - 2017 ADOPTED BUDGET
RIDERSHIP/UTILIZATION
JANUARY 2017
(in millions)

	MONTH			VARIANCE Fav/(Unfav)			
	ADOPTED BUDGET	2017	2016	ADOPTED BUDGET		2016**	
				\$	%	\$	%
<u>FAREBOX REVENUE</u>							
Harlem Line - Commutation	9.230	9.026	9.085	(0.204)	-2.2%	(0.058)	-0.6%
Harlem Line - Non-Commutation	7.411	7.439	7.077	0.029	0.4%	0.363	5.1%
TOTAL HARLEM LINE	\$16.640	\$16.465	\$16.162	(\$0.175)	-1.1%	\$0.304	1.9%
Hudson Line - Commutation	6.006	5.909	5.922	(0.098)	-1.6%	(0.014)	-0.2%
Hudson Line - Non-Commutation	5.631	5.829	5.414	0.198	3.5%	0.415	7.7%
TOTAL HUDSON LINE	\$11.637	\$11.738	\$11.336	\$0.100	0.9%	\$0.401	3.5%
New Haven Line - Commutation	13.144	13.063	12.559	(0.081)	-0.6%	0.504	4.0%
New Haven Line - Non-Commutation	13.801	14.122	13.127	0.321	2.3%	0.995	7.6%
TOTAL NEW HAVEN LINE	<u>\$26.945</u>	<u>\$27.185</u>	<u>\$25.686</u>	<u>\$0.239</u>	<u>0.9%</u>	<u>\$1.499</u>	<u>5.8%</u>
All Lines - Commutation	28.380	27.998	27.566	(0.382)	-1.3%	0.432	1.6%
All Lines - Non-Commutation	26.843	27.391	25.618	0.548	2.0%	1.773	6.9%
TOTAL EAST OF HUDSON LINES	\$55.223	\$55.389	\$53.184	\$0.166	0.3%	\$2.205	4.1%
West of Hudson*	<u>\$1.177</u>	<u>\$1.202</u>	<u>\$1.150</u>	<u>0.026</u>	<u>2.2%</u>	<u>0.053</u>	<u>4.6%</u>
TOTAL FAREBOX REVENUE	\$56.400	\$56.591	\$54.334	\$0.192	0.3%	\$2.257	4.1%
<u>RIDERSHIP</u>							
Harlem Line - Commutation	1.376	1.344	1.350	(0.032)	-2.3%	(0.005)	-0.4%
Harlem Line - Non-Commutation	0.842	0.845	0.801	0.003	0.4%	0.043	5.4%
TOTAL HARLEM LINE	2.218	2.189	2.151	(0.029)	-1.3%	0.038	1.8%
Hudson Line - Commutation	0.759	0.750	0.745	(0.009)	-1.2%	0.005	0.7%
Hudson Line - Non-Commutation	0.521	0.536	0.500	0.015	2.9%	0.036	7.2%
TOTAL HUDSON LINE	1.280	1.286	1.245	0.005	0.4%	0.040	3.2%
New Haven Line - Commutation	1.833	1.803	1.811	(0.030)	-1.6%	(0.008)	-0.4%
New Haven Line - Non-Commutation	1.307	1.331	1.285	0.024	1.9%	0.046	3.6%
TOTAL NEW HAVEN LINE	<u>3.140</u>	<u>3.134</u>	<u>3.096</u>	<u>(0.007)</u>	<u>-0.2%</u>	<u>0.038</u>	<u>1.2%</u>
Total Ridership East of Hudson							
All Lines - Commutation	3.968	3.898	3.906	(0.070)	-1.8%	(0.008)	-0.2%
All Lines - Non-Commutation	2.670	2.712	2.587	0.043	1.6%	0.126	4.9%
TOTAL EAST OF HUDSON LINES	6.638	6.610	6.492	(0.028)	-0.4%	0.118	1.8%
West of Hudson*	<u>0.134</u>	<u>0.130</u>	<u>0.134</u>	<u>(0.004)</u>	<u>-3.2%</u>	<u>(0.004)</u>	<u>-2.8%</u>
TOTAL EAST & WEST OF HUDSON LINES	<u>6.772</u>	<u>6.740</u>	<u>6.625</u>	<u>(0.032)</u>	<u>-0.5%</u>	<u>0.114</u>	<u>1.7%</u>

* West of Hudson actuals are preliminary.

** 2016 Ridership figures have been restated to eliminate calendar impacts on ridership.

MTA METRO-NORTH RAILROAD
2017 ADOPTED BUDGET VS. ACTUALS
TOTAL FULL-TIME POSITIONS AND FULL-TIME EQUIVALENTS
January 31, 2017

<u>Department</u>	<u>Adopted Budget</u>	<u>Actual</u>	<u>Favorable (Unfavorable) Variance</u>	<u>Notes</u>
Administration				
President	4	4	0	
Labor Relations	17	16	1	
Safety	54	41	13	A
Security	21	18	3	
Office of the Executive VP	10	8	2	
Corporate & Public Affairs	18	16	2	
Customer Service	64	58	6	
Legal	18	16	2	
Claims	13	11	2	
Environmental Compliance & Svce	7	7	0	
Human Resources	49	44	5	
Training	89	79	10	A
Employee Relations & Diversity	6	5	1	
VP Planning	2	2	-	
Operations Planning & Analysis	22	19	3	
Capital Planning & Programming	17	14	3	
Long Range Planning	8	8	-	
VP Finance & Info Systems	6	3	3	
Controller	76	73	3	
Budget	22	15	7	
Procurement & Material Management	33	26	7	A
Total Administration	556	483	73	
Operations				
Operations Administration	61	57	4	A
Transportation	1,570	1,576	(6)	B
Customer Service	316	291	25	A
Metro-North West	28	27	1	
Total Operations	1,975	1,951	24	
Maintenance				
Maintenance of Equipment	1,651	1,657	(6)	
Maintenance of Way	2,153	2,059	94	A
Procurement & Material Mgmt	124	124	-	
Total Maintenance	3,928	3,841	87	
Engineering/Capital				
Construction Management	43	38	5	
Engineering & Design	83	68	15	A
Total Engineering/Capital	126	106	20	
Total Positions	6,585	6,380	205	
Non-Reimbursable	6,042	5,923	119	
Reimbursable	543	457	86	
Total Full-Time	6,584	6,379	205	
Total Full-Time-Equivalents (of part-time positions)	1	1	-	

Notes

(A) Variance reflects delayed and internal hiring of vacant positions.

(B) Variance reflects higher recruiting than planned.

MTA METRO-NORTH RAILROAD
2017 ADOPTED BUDGET VS. ACTUALS
TOTAL FULL-TIME POSITIONS AND FULL-TIME EQUIVALENTS
JANUARY 31, 2017

FUNCTION/OCCUPATION	Adopted Budget	Actual	Favorable (Unfavorable) Variance
Administration			
Managers/Supervisors	174	161	13
Professional, Technical, Clerical	382	322	60
Operational Hourlies	-	-	-
Total Administration	556	483	73
Operations			
Managers/Supervisors	238	201	37
Professional, Technical, Clerical	185	182	3
Operational Hourlies	1,552	1,568	(16)
Total Operations	1,975	1,951	24
Maintenance			
Managers/Supervisors	592	581	11
Professional, Technical, Clerical	508	498	10
Operational Hourlies	2,828	2,762	66
Total Maintenance	3,928	3,841	87
Engineering/Capital			
Managers/Supervisors	45	45	-
Professional, Technical, Clerical	81	61	20
Operational Hourlies	-	-	-
	126	106	20
Public Safety			
Managers/Supervisors	-	-	-
Professional, Technical, Clerical	-	-	-
Operational Hourlies	-	-	-
Total Public Safety	-	-	-
Total Positions			
Managers/Supervisors	1,049	988	61
Professional, Technical, Clerical	1,156	1,063	93
Operational Hourlies	4,380	4,330	50
Total Positions	6,585	6,380	205

**MTA METRO-NORTH RAILROAD
2017 ADOPTED BUDGET VS. ACTUALS
1/31/2017**

Agency-wide (Non-Reimbursable and Reimbursable)	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
<i>Functional Classification:</i>				
Operations	1,975	1,951	24	Vacancies reflects timing differences in hiring of positions primarily in the Customer Service department.
Maintenance	3,928	3,841	87	Reflects vacant positions in Maintenance of Way (electricians, mechanics and trackworkers) which are under active recruitment. Vacancies are driven by a high degree of internal transfers in filling open jobs which has extended the time of filling vacant positions.
Administration	556	483	73	Vacancies reflects timing differences in hiring of positions primarily in the Training, Safety and Procurement departments.
Engineering / Capital	126	106	20	Vacancies reflects timing differences in hiring of positions primarily in the Engineering & Design department.
Total Agency-wide Headcount	6,585	6,380	205	
Non-Reimbursable	6,042	5,923	119	
Reimbursable	543	457	86	

**MTA METRO-NORTH RAILROAD
FEBRUARY FINANCIAL PLAN - 2017 ADOPTED BUDGET
MONTHLY PERFORMANCE INDICATORS ^(A)
JANUARY 2017**

	MONTH			VARIANCE	
	BUDGET	2017	2016	Fav/(Unfav)	
				BUDGET	2016
Farebox Operating Ratio					
Standard ^(B)	51.8%	54.5%	55.5%	2.7%	-1.0%
Adjusted ^(C)	58.2%	62.4%	64.1%	4.2%	-1.7%
Cost per Passenger					
Standard ^(B)	\$16.22	\$15.39	\$15.28	\$0.83	(\$0.11)
Adjusted ^(C)	\$15.86	\$15.01	\$14.96	\$0.85	(\$0.05)
Passenger Revenue/Passenger	\$8.40	\$8.39	\$8.48	(\$0.01)	(\$0.09)

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

(B) Standard Farebox Operating Ratio and Cost Per Passenger indicators reflect MTA-wide adopted calculations that exclude non-cash liability adjustments: Depreciation, Other Post Employment Benefits, Environmental Remediation (GASB-49), and the NHL share of MTA Police, Business Service Center and IT costs.

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



Metro-North Railroad

Ridership Report

MTA METRO-NORTH RAILROAD

MONTHLY RIDERSHIP REPORT

JANUARY 2017

Operations Planning & Analysis Department
March, 2017

JANUARY 2017 RIDERSHIP & REVENUE REPORT

MTA METRO-NORTH RAILROAD

EXECUTIVE SUMMARY

January Ridership and Revenue (millions)

	Jan 2017	% Change vs. 2016
Total Rail Ridership	6.740	+1.7% ▲
Commutation Ridership	3.972	-0.3% ▼
Non-Commutation Ridership	2.768	+4.8% ▲
Connecting Service Ridership	0.048	+1.1% ▲
Total MNR System Ridership	6.788	+1.7% ▲
East of Hudson Ridership	6.610	+1.8% ▲
West of Hudson Ridership	0.130	-2.8% ▼
Rail Revenue	\$56.5	+4.1% ▲

Key Factors Impacting January Ridership

- January rail ridership (East of Hudson) increased 1.8% vs. January 2016. Rail ridership was higher compared to 2016 mainly because of the impact of the system-wide weekend shut down of service in January 2016. The Blizzard of January 23-24th had 26 inches of snow in Central Park, totally shutting down rail service from 4PM on Saturday the 23rd until limited service resumed at Noon on the 24th.
- The estimated impact of the shut-down in 2016 was approximately 148,000 fewer rides on East of Hudson services. Taking this into account, rail ridership would have decreased by 0.5% vs. January 2016 if not for this storm impact.

JANUARY RAIL RIDERSHIP ⁽¹⁾

- January's Total Rail Ridership was 1.7% above 2016 and 0.5% below budget.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Y-T-D Total
2017	6.7												6.7
2016	6.6												6.6
PCT CHG.	1.7%												1.7%

1) Includes East and West of Hudson.

JANUARY RAIL COMMUTATION RIDERSHIP ⁽¹⁾

- January's Rail Commutation Ridership was 0.3% below 2016 and 1.9% below budget.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Y-T-D Total
2017	4.0												4.0
2016	4.0												4.0
PCT CHG.	-0.3%												-0.3%

1) Includes East and West of Hudson.

JANUARY RAIL NON-COMMUTATION RIDERSHIP ⁽¹⁾

- January's Rail Non-Commutation Ridership was 4.8% above 2016 and 1.6% above budget.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Y-T-D Total
2017	2.8												2.8
2016	2.6												2.6
PCT CHG.	4.8%												4.8%

1) Includes East and West of Hudson.

JANUARY RAIL REVENUE⁽¹⁾

- January's Total Rail Revenue was 4.1% above 2016 and 0.3% above budget.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Y-T-D Total
2017	\$56.5												\$56.5
2016	\$54.3												\$54.3
PCT CHG.	4.1%												4.1%

1) Includes East and West of Hudson.

MTA METRO-NORTH RAILROAD RIDERSHIP SUMMARY JANUARY 2017

TICKET TYPE/SERVICE	JANUARY 2017 ACTUAL	JANUARY 2017 BUDGET	VARIANCE VS. BUDGET		JANUARY 2016 RESTATE ⁽¹⁾	CHANGE FROM 2016	
			AMOUNT	PERCENT		AMOUNT	PERCENT
RAIL COMMUTATION RIDERSHIP							
East of Hudson	3,898,120	3,968,520	(70,400)	-1.8%	3,905,888	(7,768)	-0.2%
West of Hudson	73,697	79,448	(5,751)	-7.2%	77,485	(3,788)	-4.9%
Total Rail Commutation Ridership	3,971,817	4,047,968	(76,151)	-1.9%	3,983,373	(11,556)	-0.3%
RAIL NON-COMMUTATION RIDERSHIP							
East of Hudson	2,712,232	2,669,660	42,572	1.6%	2,586,542	125,690	4.9%
West of Hudson	56,155	54,675	1,480	2.7%	56,158	(3)	0.0%
Total Rail Non-Commutation Ridership	2,768,387	2,724,335	44,052	1.6%	2,642,700	125,687	4.8%
TOTAL RAIL RIDERSHIP							
East of Hudson	6,610,352	6,638,180	(27,828)	-0.4%	6,492,430	117,922	1.8%
West of Hudson ⁽²⁾	129,852	134,123	(4,271)	-3.2%	133,643	(3,791)	-2.8%
TOTAL RAIL RIDERSHIP	6,740,204	6,772,303	(32,099)	-0.5%	6,626,073	114,131	1.7%
CONNECTING SERVICES RIDERSHIP ⁽³⁾	48,373	46,669	1,704	3.7%	47,855	518	1.1%
TOTAL MNR SYSTEM RIDERSHIP	6,788,577	6,818,972	(30,395)	-0.4%	6,673,928	114,649	1.7%

Notes:

- 1) 2016 ridership figures have been restated to eliminate calendar impacts on ridership.
- 2) West of Hudson ridership figures are preliminary.
- 3) Includes Hudson Rail Link, Haverstraw-Ossining Ferry and Newburgh-Beacon Ferry.

MTA METRO-NORTH RAILROAD RIDERSHIP SUMMARY 2017 YEAR-TO-DATE

TICKET TYPE/SERVICE	2017 YTD ACTUAL	2017 YTD BUDGET	VARIANCE VS. BUDGET		2016 YTD RESTATE ⁽¹⁾	CHANGE FROM 2016	
			AMOUNT	PERCENT		AMOUNT	PERCENT
RAIL COMMUTATION RIDERSHIP							
East of Hudson	3,898,120	3,968,520	(70,400)	-1.8%	3,905,888	(7,768)	-0.2%
West of Hudson	73,697	79,448	(5,751)	-7.2%	77,485	(3,788)	-4.9%
Total Rail Commutation Ridership	3,971,817	4,047,968	(76,151)	-1.9%	3,983,373	(11,556)	-0.3%
RAIL NON-COMMUTATION RIDERSHIP							
East of Hudson	2,712,232	2,669,660	42,572	1.6%	2,586,542	125,690	4.9%
West of Hudson	56,155	54,675	1,480	2.7%	56,158	(3)	0.0%
Total Rail Non-Commutation Ridership	2,768,387	2,724,335	44,052	1.6%	2,642,700	125,687	4.8%
TOTAL RAIL RIDERSHIP							
East of Hudson	6,610,352	6,638,180	(27,828)	-0.4%	6,492,430	117,922	1.8%
West of Hudson	129,852	134,123	(4,271)	-3.2%	133,643	(3,791)	-2.8%
TOTAL RAIL RIDERSHIP	6,740,204	6,772,303	(32,099)	-0.5%	6,626,073	114,131	1.7%
CONNECTING SERVICES RIDERSHIP ⁽²⁾	48,373	46,669	1,704	3.7%	47,855	518	1.1%
TOTAL MNR SYSTEM RIDERSHIP	6,788,577	6,818,972	(30,395)	-0.4%	6,673,928	114,649	1.7%

Notes:

1) 2016 ridership figures have been restated to eliminate calendar impacts on ridership.

2 Includes Hudson Rail Link, Haverstraw-Ossining Ferry and Newburgh-Beacon Ferry.

MTA METRO-NORTH RAILROAD

RIDERSHIP BY LINE

JANUARY 2017

LINE	JANUARY 2017 ACTUAL	JANUARY 2016 RESTATED ⁽¹⁾	CHANGE FROM 2016	
			AMOUNT	PERCENT
EAST OF HUDSON				
Harlem Line	2,189,026	2,151,246	37,780	1.8%
Hudson Line	1,286,721	1,245,384	41,337	3.3%
New Haven Line	3,134,605	3,095,800	38,805	1.3%
Total East of Hudson	6,610,352	6,492,430	117,922	1.8%
WEST OF HUDSON				
Port Jervis Line	77,358	77,980	(622)	-0.8%
Pascack Valley Line	52,494	55,663	(3,169)	-5.7%
Total West of Hudson ⁽²⁾	129,852	133,643	(3,791)	-2.8%
TOTAL RAIL RIDERSHIP	6,740,204	6,626,073	114,131	1.7%
CONNECTING SERVICES PROVIDED BY METRO-NORTH CONTRACTORS				
Hudson Rail Link	33,889	32,726	1,163	3.6%
Haverstraw-Ossining Ferry	10,090	10,385	(295)	-2.8%
Newburgh-Beacon Ferry	4,394	4,744	(350)	-7.4%
Total Connecting Services	48,373	47,855	518	1.1%
TOTAL MNR SYSTEM	6,788,577	6,673,928	114,649	1.7%

Notes:

1) 2016 ridership figures have been restated to eliminate calendar impacts on ridership.

2) West of Hudson ridership figures are preliminary.

MTA METRO-NORTH RAILROAD

RIDERSHIP BY LINE

2017 YEAR-TO-DATE

TICKET TYPE/SERVICE	2017 YTD ACTUAL	2016 YTD RESTATE ⁽¹⁾	CHANGE FROM 2016	
			AMOUNT	PERCENT
EAST OF HUDSON				
Harlem Line	2,189,026	2,151,246	37,780	1.8%
Hudson Line	1,286,721	1,245,384	41,337	3.3%
New Haven Line	3,134,605	3,095,800	38,805	1.3%
Total East of Hudson	6,610,352	6,492,430	117,922	1.8%
WEST OF HUDSON				
Port Jervis Line	77,358	77,980	(622)	-0.8%
Pascack Valley Line	52,494	55,663	(3,169)	-5.7%
Total West of Hudson	129,852	133,643	(3,791)	-2.8%
TOTAL RAIL RIDERSHIP	6,740,204	6,626,073	114,131	1.7%
CONNECTING SERVICES PROVIDED BY METRO-NORTH CONTRACTORS				
Hudson Rail Link	33,889	32,726	1,163	3.6%
Haverstraw-Ossining Ferry	10,090	10,385	(295)	-2.8%
Newburgh-Beacon Ferry	4,394	4,744	(350)	-7.4%
Total Connecting Services	48,373	47,855	518	1.1%
TOTAL MNR SYSTEM	6,788,577	6,673,928	114,649	1.7%

Notes:

1) 2016 ridership figures have been restated to eliminate calendar impacts on ridership.



Metro-North Railroad

Capital Program Report

CAPITAL PROGRAM

HIGHLIGHTS

February 28, 2017

GRAND CENTRAL TERMINAL (GCT)

GCT Elevators Rehabilitation Phase 4 (SE-1 & SE-2 serve upper and lower levels and Depew Place loading dock; A-car elevator serves M42 substation)

SE-1: The elevator is in service.

SE-2: Elevator rehabilitation work is underway; plan to place in-service in June 2017.

A-car: Completed installation of elevator door at all levels; plan to place-in-service in March 2017.

GCT Utilities (fire suppression system upgrade at lower level of train shed and utility tunnels, and replacement of 49th St. existing fire pump)

Installation of pipes, hangers and related electrical items continues across lower level tracks and in the 43rd Street, 45th Street and west tunnels.

Overall project completion anticipated in June 2018.

GCT Leaks Remediation Phase II

Structural steel repairs at select sidewalk expansion joints and at the 45th Street bridges continue.

Overall Project completion is June 2017.

STATIONS/PARKING/FACILITIES

Station Building Renewal Projects

The project scope is to furnish and install a new elevator at Port Chester Station and replace the adjacent stairs to the platform (outbound side); demolish an abandoned building; and construct an ADA compliant ramp on the inbound side. Construction of ADA ramp continues. Completed installation of mini-piles for construction of a new retaining wall that will support the new elevator and staircase structures. The elevator is forecasted to be in service in the third quarter of 2017.

Harlem-125th Street Improvements

- *Replace historic stairways located on the south side of 125th Street (Small Business Mentoring Program Tier II)* – Commenced with pre-construction submittals, with site mobilization forecasted for June 2017.
- *Exterior Lighting Improvements & Arts for Transit Work on the Viaduct* – The 90% design package was received and comments to be incorporated in the next 100% design submission that is anticipated in March 2017. The Small Business Mentoring Program Tier I will be utilized to provide construction services.

Design of Grand Central Terminal (GCT) and Outlying Stations Audio and Visual Information System Replacements

The purpose of this project is to design a replacement for GCT's Information System (big boards, gate boards, digital track indicators, monitors and platform displays) with a modern, more capable and robust infrastructure as well as develop a new station public address system that will provide audio and visual display of scheduled trains at outlying stations. The preliminary design is being finalized to prepare GCT and Outlying Station Design Packages for visual and audio public address system infrastructure. Both GCT and Outlying Stations will be proceeding with design-build project delivery methods. Of the eight CSI packages, three were advertised in November 2016; three in January 2017; and the remaining packages in March 2017.

Enhanced Station Improvements at Harlem-125th Street, Riverdale, Crestwood, White Plains and Port Chester

Through a joint procurement, Metro-North and Long Island Rail Road awarded a contract in July 2016 to a Best Practices Design Consultant to advise on industry best practices as a means to enhance the aesthetics and amenities of stations, passenger experience, and improve stations through design innovation and excellence, all with minimal disruptions to customers. The design documents are progressing to 30% level, with completion anticipated in April 2017. It is anticipated that a design-build contract will be awarded in the third quarter of 2017.

POWER

Power, C&S Infrastructure Restoration Phase I – Sandy (Design-Build)

Continued Track 3 outage from CP26 to CP33 (North of Tarrytown to South of Croton Harmon); with completion forecasted in April 2017. During this outage, reverse off-peak busing is provided for customers at Philipse Manor and Scarborough stations. Work progress includes the following adjacent to track 3:

- Commenced and continued installation of C&S and signal power cables through duct bank/conduit raceway.

- Continued installation of platform foundations. Continued installation of conduits for cross-track signal power/C&S and along Sing Sing wall.
- Continued installation of trough at interlocking locations.

Overall project completion of Phase I is anticipated in January 2018.

Power Infrastructure Restoration – Substations – Sandy

Riverdale and Tarrytown: Continued with substation component testing, and switchgear wiring and terminations. At Riverdale, upgraded the temporary power supply from single to three phase.

Croton-Harmon: Fabrication is underway with Factory Acceptance Testing scheduled in March 2017, and delivery in April 2017.

Overall project completion anticipated in third quarter 2017.

Harlem & Hudson Lines Power Improvements

Construction of 86th Street Substation and 110th Street Negative Return Reactors

- 86th St.: Commenced with demolition of the east platform. Footings for new columns and pit work for AC switchgear at the west platform is ongoing. Fabrication and testing of DC switchgear equipment is complete. Fabrication of AC switchgear equipment is in progress and testing is scheduled for the second quarter of 2017. Both AC and DC switchgear equipment is forecasted to be delivered in the second quarter of 2017.
- 110th St. (replacement of negative return reactors in the substation under the viaduct): Operating as of July 2016.

Brewster Substation – Fabrication is underway with Factory Acceptance Testing scheduled in March 2017, and delivery in April 2017. Completion will be in the third quarter of 2017.

Overall project completion anticipated in the first quarter of 2018.

Substation Replacement Bridge-23

- Mount Vernon - Auto Transformer AT-1 was successfully tested and is in service. Signal substation fabrication continues, with its supervisory control and data acquisition (SCADA) system package scheduled to be tested and delivered in April 2017.
- Pelham - Final testing of the voltage balancing station is underway. Pipe Bridge 31T installation at Columbus Ave location is scheduled for March 2017.
- New Rochelle – Final preparation for a future 15KV power redundancy connection is underway with completion anticipated in April 2017.

Overall project completion anticipated in October 2017.

TRACK AND STRUCTURES

Bronx Drainage Phase II B Improvements between Mott Haven and Fordham

Pipe installation between E 162nd Street and E 168th Street is currently on hold due to the winter weather and will resume and be completed in spring 2017. Track outages are being coordinated with the CP109 project. The work includes the installation of a track under-drain system between Mott Haven Yard and Fordham on Metro-North's Harlem Line. This work is the second phase of a multi-phase project in which this system will be connected to the New York City Department of Environmental Protection's (NYCDEP) combined sewer at the intersection point where NYCDEP's pipes cross under the tracks.

Inspection and Load Rating of Select Undergrade Bridges in New York State

The field inspection phase of the bridges continues and is approximately 95% complete. Associated Inspection and Load Rating reports continue to be submitted and reviewed by key stakeholders.

Project completion anticipated in March 2018.

Undergrade Bridges – West of Hudson (between Harriman and Campbell Hall Stations)

Commence with force account repairs to three bridges along the Port Jervis Line in the spring of 2017. Overall project completion anticipated in December 2018.

Design-Build of Prospect Hill Road Bridge (Southeast Station)

Design-build proposals were received and are under review by the selection committee; project kickoff to commence by summer 2017. It is anticipated that Prospect Hill Road Bridge will be opened for vehicular service by first quarter 2019.

COMMUNICATIONS AND SIGNAL

Positive Train Control (PTC)

Subsystem Designs being finalized. On-Board and office software is in development. Surveys and FCC / Tribal applications continue for communication site locations, with a third of all sites approved by the FCC. Civil Speed Enforcement (MAS) is available from New Rochelle to New Haven for use by Amtrak revenue service. Installation and testing of PTC transponders is complete for Pilot 2 (Hudson Line CP 25 to 35) and is ongoing for Pilot 1 (New Haven Line CP 255 to CP 274). Wayside subsystem deliveries continue to support the installation of pilot locations. Wayside segment deliveries continue and are forecasted to complete in December

2017. P32 locomotives and Cab Car On Board hardware installation was completed. M7A on-board PTC hardware installation commenced in August 2016 and is ongoing. 50 M7A on-boards kits out of 167 have been installed to-date. Training of employees continues. Project is on schedule to meet the FRA requirements of December 31, 2018.

West of Hudson Signal Improvements

The purpose of this project is to install a new 100 Hz Cab Signal system replacing the existing antiquated system on the Port Jervis Line between Suffern, NY (MP 31.3) and Sparrowbush, NY (MP 89.9), with the work divided into five segments. Metro-North forces are continuing to work on installations in preparation for a series of cut overs. The first signal cut over is currently scheduled for April 1, 2017, and covers the tracks from CP-Sterling to Suffern. The second cut over from CP-Sterling to CP-Harriman is scheduled for August of 2017.

SHOPS AND YARDS

Harmon Shop Improvements

Phase V, Stage I Design-Build

- Consist Shop Facility/Building 6 (CSF): Completed installation of architectural precast concrete wall panels and continued with installation of exterior metal wall panel system. Commenced and continued installation of track pedestal steel and placement of concrete slabs in the office areas.
- EMU (Electric Multiple Unit) Annex Building: Completed concrete placement for the ground floor slab. Installation of exterior metal wall panels and architectural partitions on the second floor, as well as installation of mechanical, electrical and plumbing services on the ground and second floors continue.
- Yard Utilities and Miscellaneous: Installation of 36" storm line across south yard tracks and installation of electrical duct banks continue. Completed the installation of fencing around the temporary transformer on the west side.

Overall, Phase V, Stage 1 construction completion is anticipated in January 2018.

Phase V Stage II Preliminary Design

- The Stage II draft Preliminary Design comments for the Running Repair and Support Facility are being incorporated into the final submission which is anticipated in March 2017. Data collection for the Hudson and Harlem Master Plan update is complete and a draft report summarizing the data is expected in March 2017.

2017 MNR Capital Program Goals

As of February 28, 2017

In Millions

