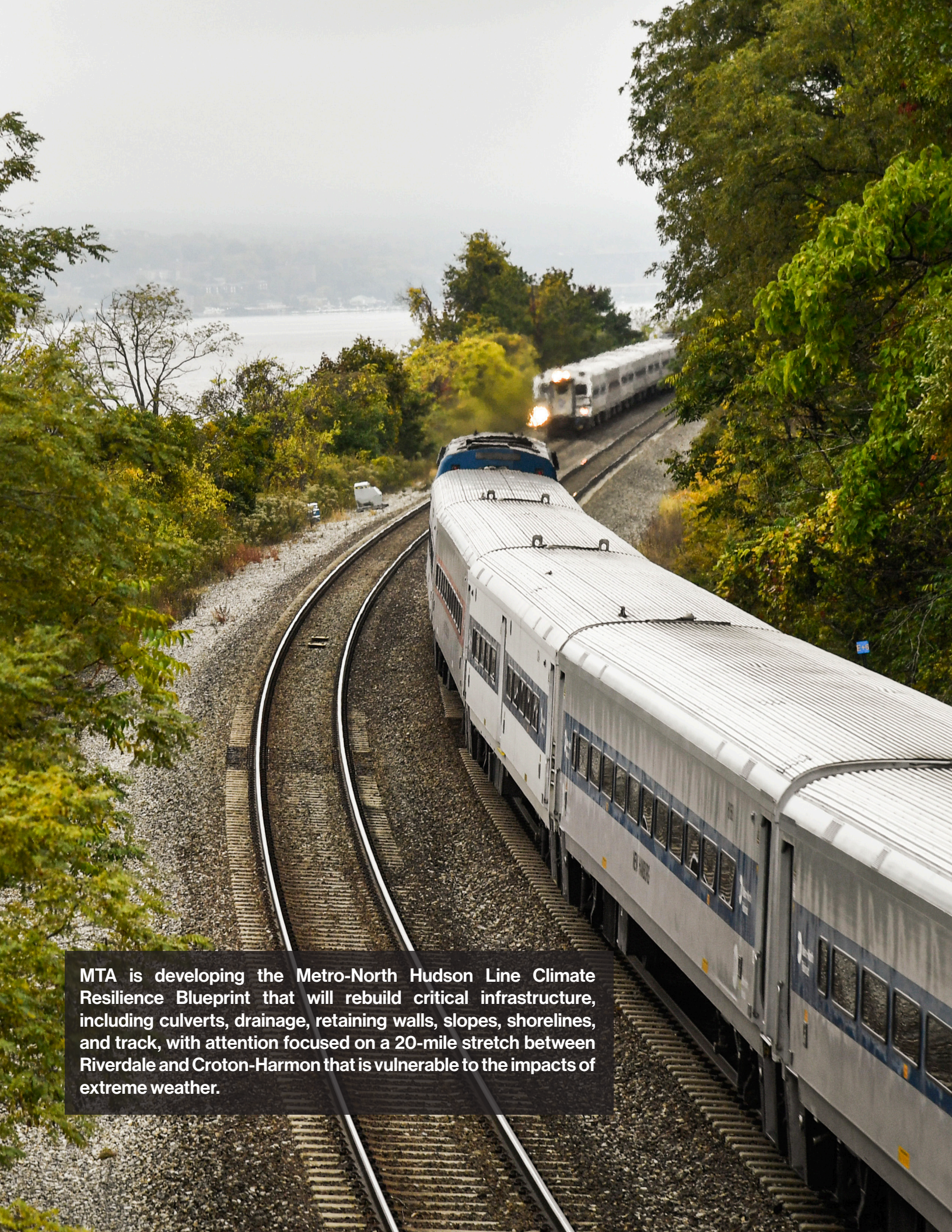




# LONG ISLAND RAIL ROAD & METRO-NORTH RAILROAD KEY PERFORMANCE METRICS

April 2025





MTA is developing the Metro-North Hudson Line Climate Resilience Blueprint that will rebuild critical infrastructure, including culverts, drainage, retaining walls, slopes, shorelines, and track, with attention focused on a 20-mile stretch between Riverdale and Croton-Harmon that is vulnerable to the impacts of extreme weather.



This performance metrics document was prepared for the April 2025 meeting of the Joint Long Island Rail Road & Metro-North Railroad Committees.

2 Broadway • New York, NY 10004  
April 28, 2025

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Visit <https://new.mta.info/transparency/board-and-committee-meetings/april-2025> or scan the QR code for Board action staff summaries, administrative items, and information items.



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









# LONG ISLAND RAIL ROAD





# Long Island Rail Road

## MESSAGE FROM THE PRESIDENT



**Rob Free**

President, Long Island Rail Road

### On Ridership & Performance

LIRR ridership remained very strong and continued to grow when compared to the same month a year ago. March 2025 ridership increased 10.4% compared to March 2024 and even represented 87.6% of March 2019, the highest post-pandemic percentage we've reached.

Commutation ridership increased 10.6% and Non-Commutation increased 10.2%, continuing to surpass the same month in 2019. Year-to-date, ridership is 9.4% above 2024, representing 86.0% of the ridership compared to the same period in 2019.

What fills me with pride is the fact that, despite achieving our highest level of pre-pandemic ridership in March, we also had our second best March total OTP ever (96.16%), and our highest off-peak total (96.74%) for a March in our recorded history.

You can have high ridership or great on-time performance, but those things are usually mutually exclusive, and it's hard to have both at the same time. The fact that performance remained high in a month that featured a few major incidents, lots of project work and a Main Line outage for tie replacement stands as a testament to the skill and determination of our battle-tested workforce who always meet the many and varied challenges we face head-on.

### Coming Soon in Yaphank

Over the last several years, we have proven what we can do for Long Island with a properly funded Capital Program. Of course, I'm talking about truly generational and transformative projects like Ronkonkoma 2nd track, Main Line 3rd Track, Elmont-UBS Station and most certainly Grand Central Madison.

On the soggy morning of April 3rd, I joined MTA Chair & CEO Janno Lieber, Construction and Development President Jamie Torres-Springer and other local officials to break





ground on the new Yaphank Station. While we already have a station in Yaphank, it has long suffered from low ridership being east of Ronkonkoma in single-track territory

And while smaller in scale than the projects mentioned above, I cannot begin to tell you how excited I am about the potential and possibilities associated with this project. Since we will be moving the existing station some three miles to the east, it will be much easier to access the new station via the William Floyd Parkway and it's connections to the L.I.E., 25A and Sunrise Highway.

And just up the road from the site of the new station is Brookhaven National Lab, the internationally-recognized facility that sees visitors from around the globe.

I'm so proud that our own railroad forces will be handling all of the construction outside of the civil and electrical work – the station platforms, shelters, ADA ramp, signage, etc. - and I can't wait to see the final results when it opens sometime next year.

### For Openers...

The Mets held their home opener on Friday, April 4th and it's pretty apparent that more and more people are seeing the train as the best way to get to the game – which we already knew.

That day, we transported 7,190 fans to see the Mets beat the Blue Jays, shattering the old record for an opening day and surpassing last year's Opening Day total by almost 2,200 fans.

And we are now also seeing a lot more Yankees jerseys on our trains than ever before since it's now much easier to catch a Yankee game in the Bronx with Grand Central Madison being the spot at which customers can access subway and Metro-North service up to the stadium. Now, I really can't wait for the Subway Series!

# 96.74%

total off-peak OTP last month, a March record

# 7,190

fans took the LIRR to Mets Opening Day at Citi Field, a new high

# 87.6%

March 2024 total ridership vs. March 2019, the highest post-pandemic percentage we've received



# Long Island Rail Road

## MESSAGE FROM THE PRESIDENT

### Service Enhancements and Sunscreen

In March, the Long Island Rail Road added two new Oyster Bay Branch trains to the schedule to fill service gaps in the PM hours. And, with summer coming, more great scheduling news is on the way.

On May 19th, our annual summer timetables will take effect to enhance service for the warm weather months and support a number of track and station projects.

It's certainly a busy time of year for our crews, but customers will experience the following service enhancements with the upcoming schedules:

- The 5:13 PM train from Penn Station to Speonk, which normally operates to Montauk on summer Thursdays and Fridays, will now operate to Montauk, Monday through Friday, throughout the summer.
- Two new early morning revenue trains will operate from Jamaica to Grand Central Madison on weekdays. They will depart Jamaica at 5:07 AM and 5:18 AM.
- The 7:44 PM train from Penn Station to Long Beach will make an added stop at Lynbrook.
- Two weekend Montauk Branch trains that normally terminate in Jamaica (the 11:37 AM and 4:18 PM from Montauk) will instead operate through to Penn Station on Sundays or holidays (except Friday, July 4th and the Sunday of Memorial & Labor Day weekends when those two trains will operate to Penn on the holiday Monday).

### Fostering Autism Acceptance

Our high-traffic concourses in Penn Station and Grand Central Madison are both awash in blue light throughout April in honor of Autism Acceptance Month. The effort is part of a comprehensive MTA-wide public service campaign which also featured children with autism recording subway station announcements and some 10,000 digital screens across the agencies displaying messages promoting autism acceptance.

Autism Acceptance Month works to foster inclusion and increase understanding on what it means to be a person with autism while celebrating their accomplishments and contributions to society. And the Long Island Rail Road is proud to shine a light – in this case, a beautiful blue one - on the challenges faced by the autism community throughout the world.



## All's Fare

There is no question that combatting fare evasion must be a priority for every MTA agency and the Long Island Rail Road has been stepping-up to do its part in this crucial effort.

Including year-to-date 2025, there has been a steady year-over-year decline since 2023 in percentage of total revenue lost to fare evasion - and climb in the percentage of non-commutation fares collected. That, of course, is good news and proof that our program is working.

In 2024 our pre-boarding ticket validation program at Penn Station resulted in 674,000 fares collected over 203 days and that success has led to the program extended to occur every Monday through Friday in Penn.

Supported by extensive digital messaging throughout the system, we are continuing to see improvements in customer behavior with regard to having their tickets ready to present.

As the overwhelming majority of our riders are good, honest people, customer feedback regarding this program has been very positive – and we certainly understand the frustration in seeing someone get away with a free fare when you paid for yours.

Also encouraging is the fact that the new pre-boarding measures have not impacted service and, for that, I want to recognize our Transportation Department, union leaders and hardworking train crews who always rise to the occasion.

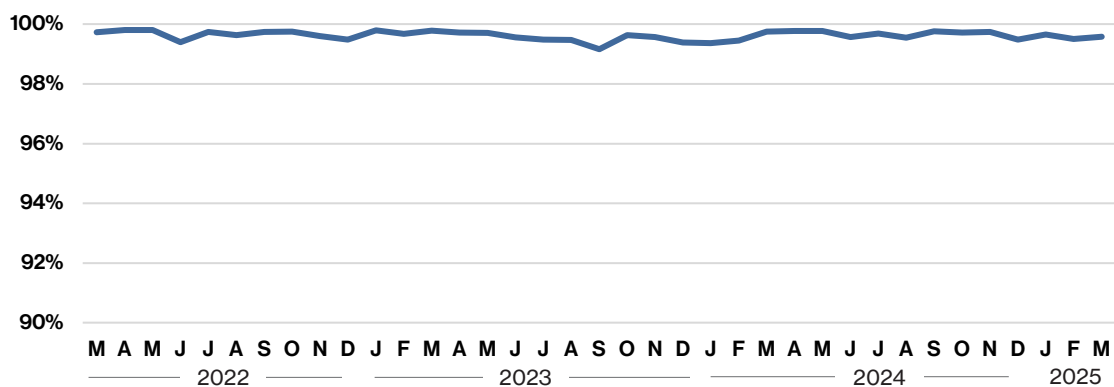


# Long Island Rail Road

## SERVICE PERFORMANCE

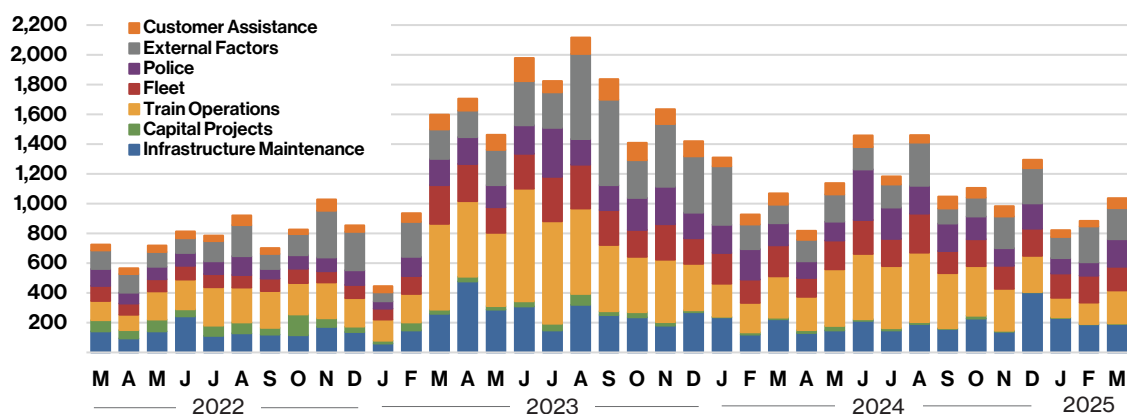
### Service Delivered

The share of scheduled train trips completed



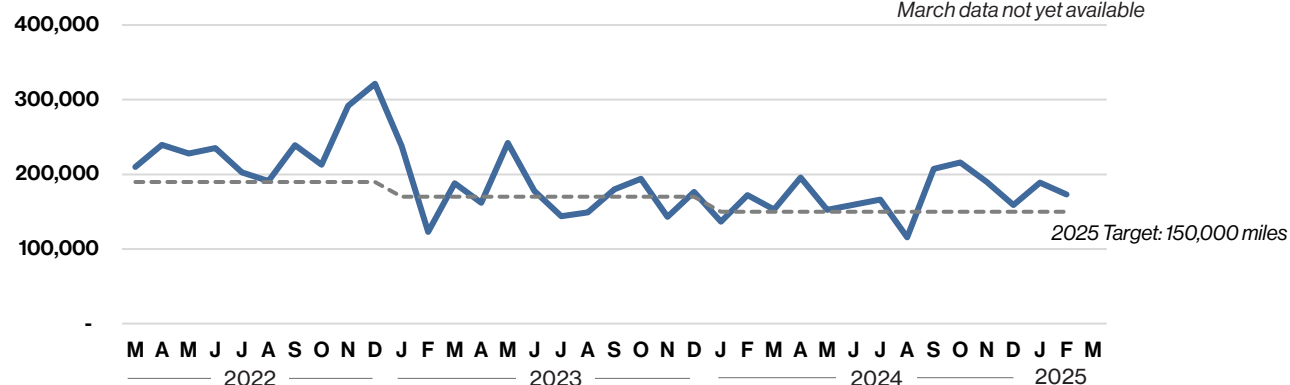
### Delays by Type

The number of delayed trains by type of delay



### Mean Distance Between Failures

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

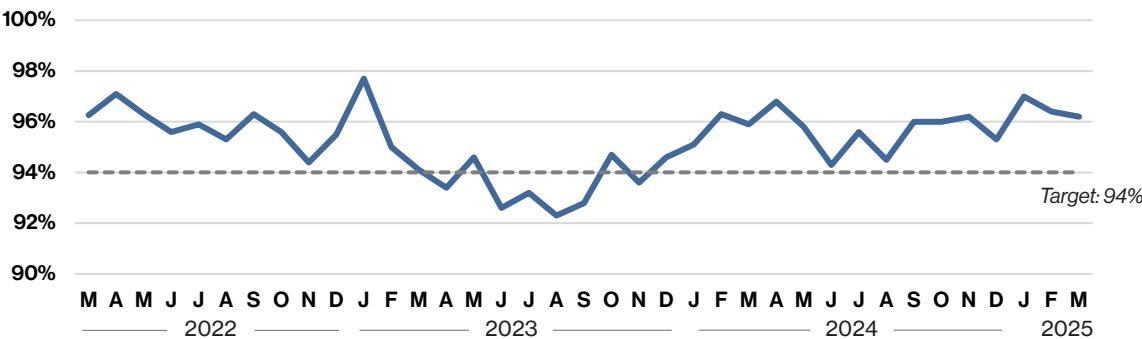




# SERVICE PERFORMANCE

## On-Time Performance

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



## On-Time Performance, by Branch

Atlantic	98.7%	Montauk	94.9%
Babylon	94.0%	Oyster Bay	95.3%
Far Rockaway	96.9%	Port Jefferson	94.9%
Hempstead	97.5%	Port Washington	97.1%
Huntington	95.3%	Ronkonkoma	95.7%
Long Beach	95.7%	West Hempstead	97.7%

## Data Review

In March, OTP was 96.2% and year-to-date OTP was 96.5%, both above goal. 11 branches operated at or above the OTP goal, while year-to-date, all 12 branches operated at or above their OTP goal. 54.2% of trains arrived into Jamaica less than 3 minutes behind the scheduled time during the AM Peak periods and 70.9% during PM Peak periods.

18 incidents in March resulted in ten or more late, cancelled, or terminated trains. The most significant event occurred on March 12, when Amtrak had a broken rail causing 40 late trains, delaying our customers an average of 8 minutes and reduced our monthly OTP by less than one percent.

The fleet mean distance between failures, a metric that measures the average number of miles a railcar or locomotive travels before failing and causing a delay, operated at 173,101 miles in February, exceeding the target of 150,000 miles.

## Moving Forward

Beginning May 19, a new timetable will take effect until the end of the summer, allowing several projects to advance. The projects include track surfacing on the Port Washington Branch, expansion of Hall Interlocking, rail replacement and maintenance on the Atlantic Branch, lighting in Atlantic Tunnel, accessibility improvements at Babylon, Hollis and Forest Hills Stations, and West Side Yard track construction.



# Long Island Rail Road

## RIDERSHIP

### Monthly Ridership

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



### Data Review

LIRR ridership continued to grow when compared to the same month of the prior year. March 2025 ridership increased 10.4% compared to March 2024, representing 87.6% of March 2019, which is the highest post-pandemic percentage. Commutation ridership increased 10.6% and Non-Commutation ridership increased 10.2%, continuing to surpass the same month in 2019. Non-Commutation's continued growth indicates strong demand for off-peak travel, while Commutation demonstrates a steady growth as people return to work in the office (part/full-time). Year-to-date, ridership is 9.4% above 2024, representing 86.0% of the ridership compared to the same period in 2019.

The average weekday ridership in March 2025 increased +8.1% compared to February 2025. The average weekend ridership increased +17.7% with Saturdays increasing +20.8% and Sundays increasing +14.0% compared to last month, reflecting one more weekend in March compared to February.

### Moving Forward

LIRR customers continue to take advantage of the GCM service. In March, GCM ridership reached 1,640,690 customers (based on load weigh data), which is the highest YTD 2025 and 4th highest since the opening of GCM. AM Peak travel to Manhattan is stabilizing at 40% share for GCM vs. 60% share for Penn Station. NYC sports games (i.e., Mets and Yankees opening day and season games), NYC parades (i.e., St. Patrick's) and events at local venues (concerts, expos) continue to bring additional ridership. The LIRR ridership growth over the prior year is expected to continue supported by improved service performance and increasing customer satisfaction.



# FINANCIAL RESULTS

## 2025 Revenues & Expenses, March Year-to-Date

\$ in millions

	Budget	Actual	Variance
<b>Total Non-Reimbursable Revenues</b>	<b>\$153.5</b>	<b>\$168.7</b>	<b>\$15.2</b>
Farebox Revenues	\$144.6	\$153.7	\$9.1
Other Revenues	\$8.9	\$15.0	\$6.1
<b>Total Non-Reimbursable Expenses</b>	<b>\$503.5</b>	<b>\$503.9</b>	<b>(\$0.3)</b>
Labor Expenses	\$386.2	\$376.1	\$10.1
Non-Labor Expenses	\$117.3	\$127.7	(\$10.4)
<b>Non Cash Liabilities</b>	<b>\$134.4</b>	<b>\$146.6</b>	<b>(\$12.2)</b>
<b>Net Surplus /(Deficit) - Accrued</b>	<b>(\$484.4)</b>	<b>(\$481.7)</b>	<b>\$2.7</b>

## Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,811	6,947	-136
Reimbursable	1,248	960	288
<b>Total Positions</b>	<b>8,059</b>	<b>7,907</b>	<b>152</b>

## Data Review

Through March, farebox revenue was \$9.1 million higher than the budget due to higher-than-expected ridership, partially offset by lower yield per passenger.

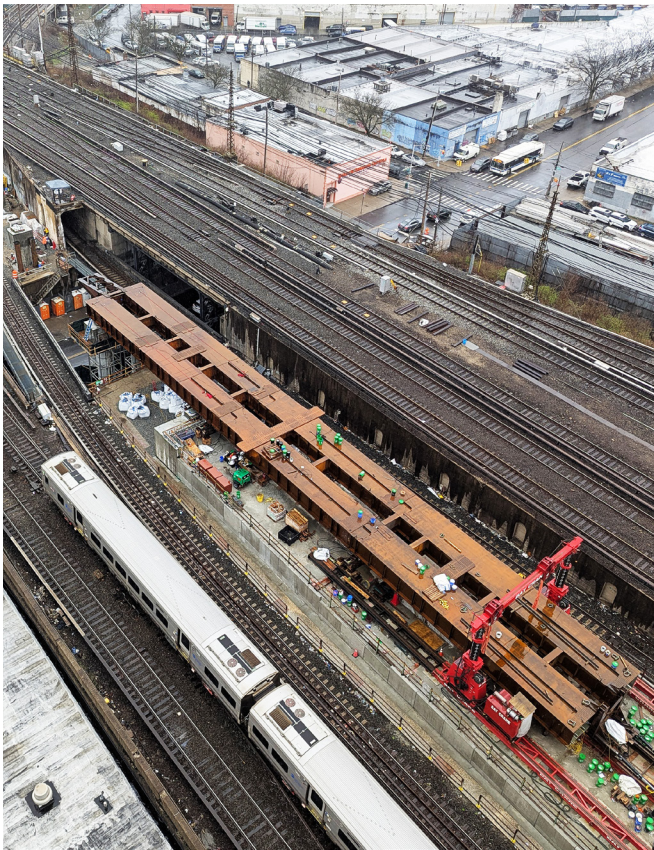
Labor expenses are lower than the budget by \$10.1 million due to lower payroll and associated fringe costs, partially offset by overtime. At the end of March, there were 152 vacancies compared to the budget.

Non-labor expenses are higher than the budget by \$10.4 million, primarily driven by the timing of material usage and higher electric power.

## Moving Forward

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

### Jamaica Capacity Improvements Continues Strong Progress



*Crews are making critical progress on the Jamaica Capacity Improvements program*

This month, MTA Construction & Development and LIRR are making progress on Hall Interlocking Expansion as part of the multi-phase Jamaica Capacity Improvements (JCI) Program. Expanding Hall Interlocking is an important step in improving service through Jamaica, as it will create two new parallel routes east of Jamaica Station.

The project team is constructing a new 280-foot two-track railroad bridge over 150 Street and Atlantic Branch Track 1 using innovative bridge launching techniques. Work trains deliver the bridge girders to E Yard where an on-site gantry crane assembles the new bridge. Crews push the assembled bridge from the new bridge pier to pier using a combination of rollers and a jacking

system. This launching process occurred over two prior weekends and will require two additional weekend service outages, gradually extending the bridge structure incrementally until finally reaching the east abutment.

This work also involves replacing and modifying existing retaining walls as necessary to raise the elevation of the new bridge and through tracks enough to provide sufficient vertical clearance over the Atlantic Branch that passes below. In future project stages, the two newly extended tracks will create two new parallel routes and eventually become Montauk Branch Track 2 and Main Line Track 2.

JCI consists of several stages of improvements with the goal of increasing overall LIRR capacity, reducing travel time through Jamaica, standardizing infrastructure, and bringing the Jamaica complex to a state of good repair.



# CUSTOMERS & COMMUNITIES

## Spring Clean-Up Success – Rain or Shine!



*LIRR supported the Lakeview Civic Association for a spring clean-up at Lakeview Station*

We were thrilled to have been able to support Saturday, April 12th's Spring Clean Up, hosted by the Lakeview Civic Association at the Lakeview Station, by providing materials to assist with the cleanup. In addition to providing flagging services to ensure the safe movement of trains, the MTA Police Department was on site coordinating efforts.

We were truly inspired by the incredible turnout and enthusiasm. Volunteers brought energy and heart, transforming the area with beautiful flower plantings and thorough clean up efforts that left our shared spaces vibrant and inviting. The hard work helped brighten the community and strengthen the sense of pride we all share in keeping it safe and beautiful.

Lastly, we'll like to extend a special thank you to the Lakeview Civic Association's partners who helped make the event possible: Councilwoman Laura Ryder, Legislator Bill Gaylor, Lakeview Branch NAACP, and the Town of Hempstead's Sanitation District 6.

Events like this one reflect the best of what happens when communities and public agencies work together. Thank you again to everyone who contributed their time, energy, and heart.

As they say, April showers bring May Flowers!

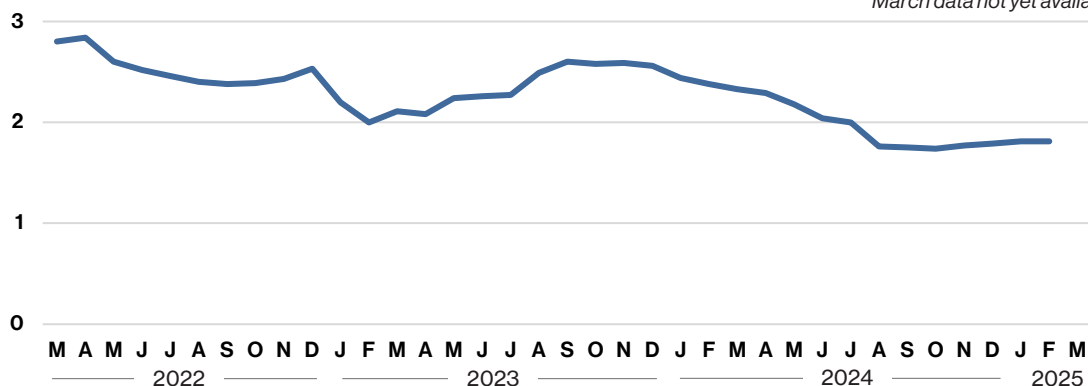
# Long Island Rail Road

## SAFETY & SECURITY

### Customer Accident Rate

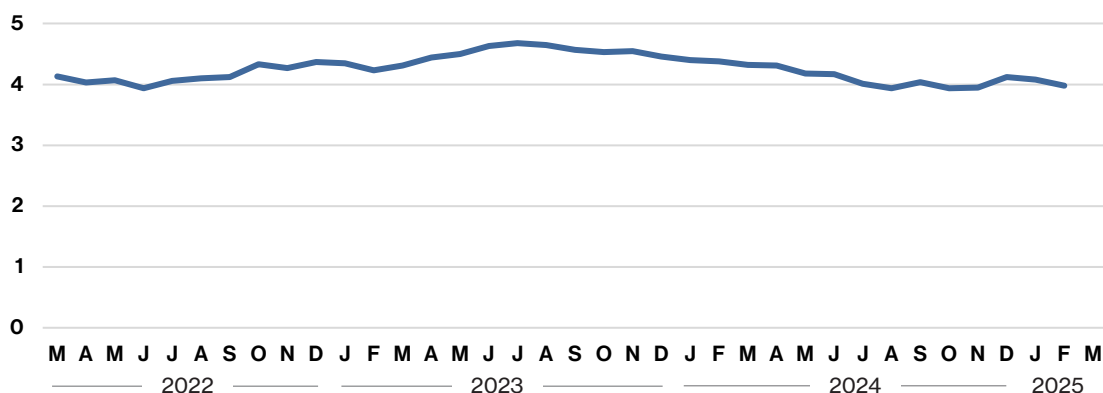
The number of reportable customer accidents per one million customers (12-month rolling average)

March data not yet available



### Employee Lost Time Accident Rate

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



### Data Review

The reportable customer injury rate decreased from 2.40 to 1.81 per one million customers in the current 12-month reporting period, March 2024 through February 2025, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 4.41 to 3.98 per 200,000 working hours, compared to the prior 12 months.

### Moving Forward

On April 5, the New York State Division of Homeland Security, New York State Police, MTA PD, NYPD, other law enforcement agencies along with the LIRR successfully conducted an emergency exercise at Grand Central Madison. The drill was to provide the participating emergency agencies with an opportunity to test and practice their skills on LIRR property and equipment in a safe and realistic setting.

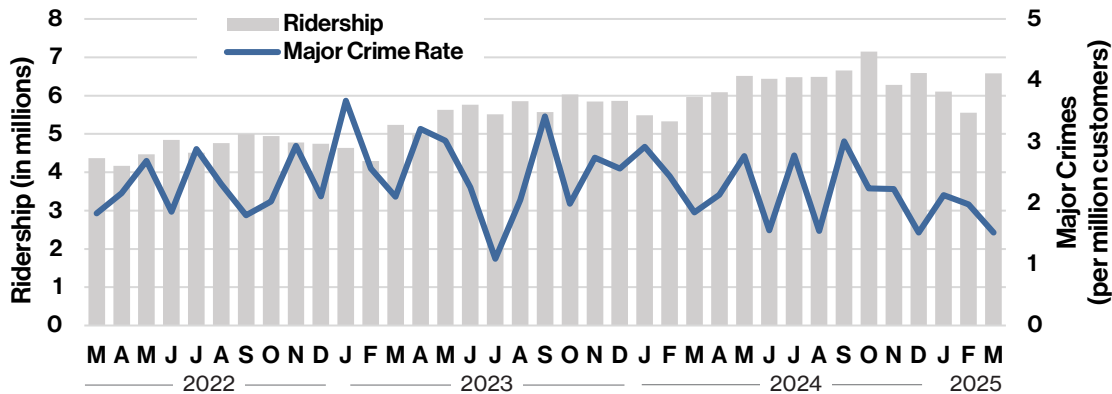




# SAFETY & SECURITY

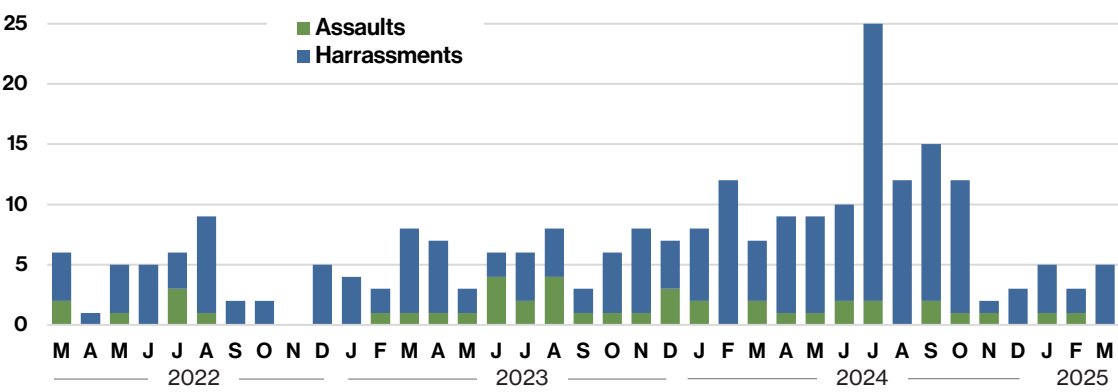
## Major Crimes Against Customers

The rate of all major crimes (burglary, murder, rape, robbery, felony assault, grand larceny, grand larceny of a vehicle) against customers, per million customers



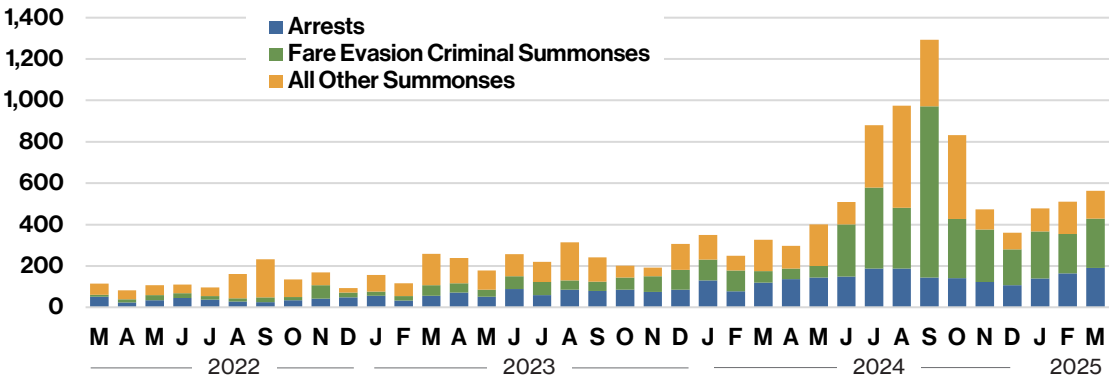
## Assaults and Harassments Against Employees

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



## Summonses and Arrests

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



# METRO-NORTH RAILROAD

25→

Tracks 26,25 - No train boarding 7:01am  
Find the next train to your destination  
Download the TrainTime app  
Visit mta.info/metro

Grand Central





and Central

Platform  
to  
Central

Platform 15-16  
to  
Central

5m



# Metro-North Railroad

## MESSAGE FROM THE PRESIDENT



**Justin Vonashek**  
President, Metro-North Railroad

This month marks my first Committee and Board meetings as President of Metro-North Railroad, an opportunity I approach with great pride and a true sense of responsibility. I'm honored to serve as the seventh President of this incredible organization and to lead such a talented and dedicated workforce. While I am new to this role, I have a deep understanding of our operations and culture, having joined Metro-North in 2016 as Vice President of System Safety. I became the Senior Vice President of Operations in late 2020 and since September of 2023, have served as Executive Vice President and Chief Operating Officer, responsible for all aspects of the railroad's operations, including ensuring safety and operational excellence throughout the agency. With a longstanding passion for public service, I look forward to working closely with all of you as we continue building a railroad that delivers safe, frequent, reliable, and customer-focused service. I'm especially grateful for the foundation laid by those who came before me, and I'm committed to advancing our shared goals with transparency, collaboration, and a relentless focus on the people we serve.

### Ridership

I'm delighted to report that Metro-North's average daily ridership in March of 5.8 million increased 8% from February 2025, a strong gain; average weekday ridership increased 5.8%, and we notched an average weekend ridership increase of 20%, evidence of our service's attractiveness to the discretionary and family markets.

Metro-North's total ridership in March increased 8.1% compared to March 2024 and represents 81.1% of March 2019 ridership. Compared to March 2024, average weekday ridership was 9% higher and average weekend ridership was 10.3% higher.

### Earth Day is Every Day: Metro-North's Ongoing Investment in Sustainability and Savings

Earth Day at Metro-North is not just a reflection—it's a reaffirmation of our values and vision. We are shaping a greener





tomorrow through innovation, efficiency, and accountability in a fiscally responsible manner. We have a collective responsibility to protect the environment, and Metro-North is a true leader — embedding sustainability into every aspect of our operations and making environmental stewardship a year-round priority.

We reaffirmed that commitment through several key initiatives. In 2024, Metro-North was recertified under the ISO 50001:2018 Energy Management System standard, an internationally recognized framework for reducing energy consumption while controlling operational costs. Under the leadership of our Energy Management Group, our total annual energy usage remains 10% below our 2015 benchmark, resulting in measurable savings and improved efficiency.

At Poughkeepsie station, converting our boiler system from oil to cleaner-burning natural gas is expected to eliminate 249 tons of CO<sub>2</sub> emissions annually while reducing fuel expenditures. Similar conversion projects are being evaluated.

Next-generation technology is the core of our sustainability strategy, notably the Siemens SC-42DM Charger locomotives. Capable of operating in electric mode across all of third-rail territory, the Chargers significantly reduce diesel-fuel usage, improve fuel efficiency, and enhance train performance. The Chargers will reduce Nitrogen Oxide emissions by 84%, Particulate Matter by 86%, and eliminate over 25,000 metric tons of carbon emissions annually.

Additionally, we are expanding our clean-energy footprint through our partnership with NYPA's EVolve NY program. Four EV fast chargers will be installed at Port Jervis station, serving both the public and Metro-North's electric vehicles, supporting cleaner mobility on and off the rails.

These investments reflect Metro-North's forward-looking vision, balancing environmental responsibility with service

**7<sup>th</sup>**

Metro-North  
President, Justin  
Vonashek

---

**10%**

less energy used  
compared to 2015

---

**97.4%**

of fares collected in  
2024

# Metro-North Railroad

## MESSAGE FROM THE PRESIDENT

excellence. Through innovation, accountability, and long-term investment, we are building a more sustainable, efficient, and resilient railroad for the communities we serve today and in future generations.

### Restroom QR Code Update

As a follow-up to our previously reported implementation, I'm pleased to provide an update on the success of Metro-North's Restroom QR Code Feedback Program.

Since its rollout in September 2024, the initiative has proven to be a valuable tool in enhancing the customer experience. The real-time restroom feedback via QR code has provided our crews timely alerts and the ability to dispatch cleaning staff to address any unfavorable conditions.

The data reflects strong customer engagement and operational effectiveness. In the first seven months, we received 662 reports and closed out 2024 with more commendations (221) than complaints (213).

We've registered 228 reports thus far in 2025, demonstrating that customers trust the system and see it as a meaningful way to share feedback.

This initiative reinforces Metro-North's commitment to leveraging innovative tools that improve service quality and responsiveness. As we evaluate opportunities to expand this program systemwide, the results affirm that our efforts are making a measurable difference where it matters most—directly with our riders.

### Fare Evasion

Ensuring the financial health of our system begins with a simple principle: every fare counts. I am proud to report that our dedicated train crews, working in close partnership with labor leaders and management, have significantly strengthened fare-collection efforts across our network. Since the release of the Blue Ribbon Panel's Report in 2023, we've implemented targeted improvements that have driven fare-collection rates to 97.4% by the end of 2024, with 97% recorded in the first quarter of 2025, according to MTA Audit program estimates. These gains reflect a shared commitment to accountability, supported by enhanced management oversight and a renewed focus by train crews. Enforcement efforts have also been bolstered through improved coordination with the MTA Police Department, resulting in a 161% increase in summons issuances and an 89% rise in arrests compared to the previous year. Together, we are turning the tide on fare evasion and reinforcing the integrity of our operations.





## Thank You, Norman Brown

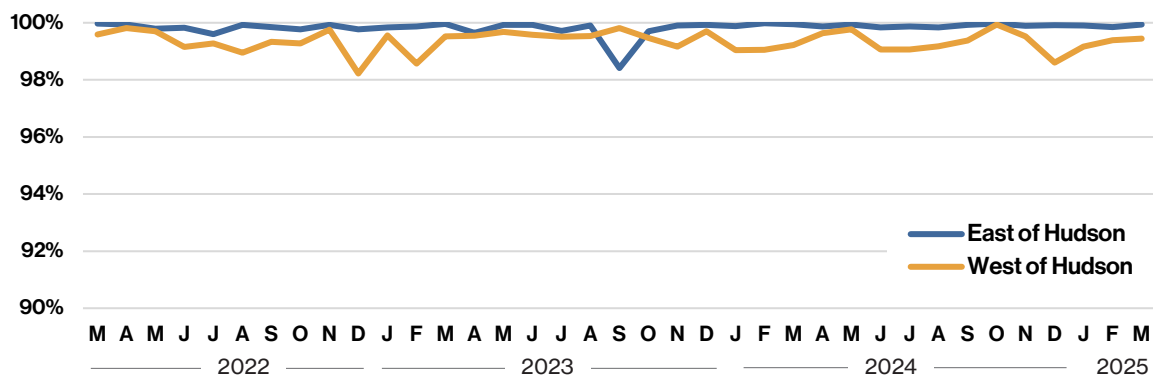
We extend our heartfelt thanks to Norman E. Brown as he retires from the MTA Board, closing a remarkable chapter in public service. A journeyman machinist, respected union leader, and transportation policy scholar, Norman has spent decades championing the workforce and the riders who rely on our system daily. With a career shaped by experience on the shop floor and in the policy arena, Norman brought a rare and essential perspective to the Board. On behalf of Metro-North, we thank him for his unwavering service, his steady leadership, and the legacy he leaves behind, and wish him all the best in his future endeavors.

# Metro-North Railroad

## SERVICE PERFORMANCE

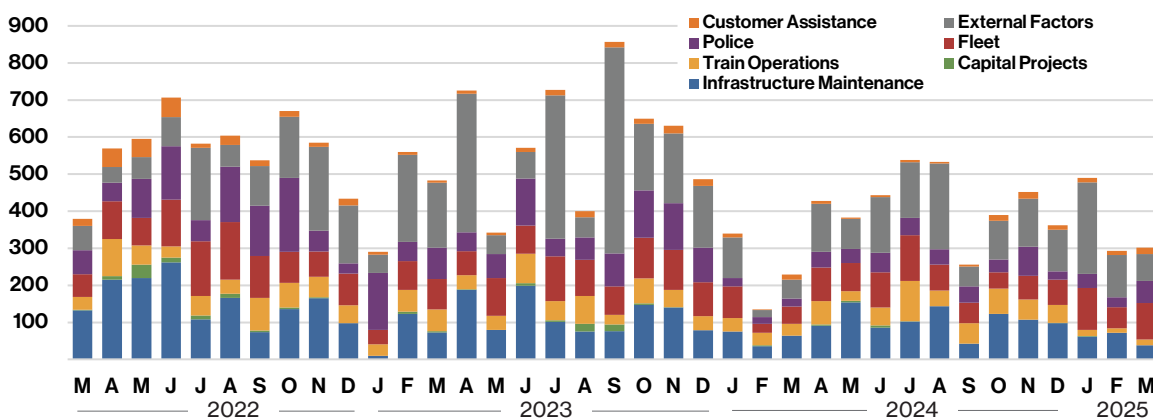
### Service Delivered

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



### Delays by Type

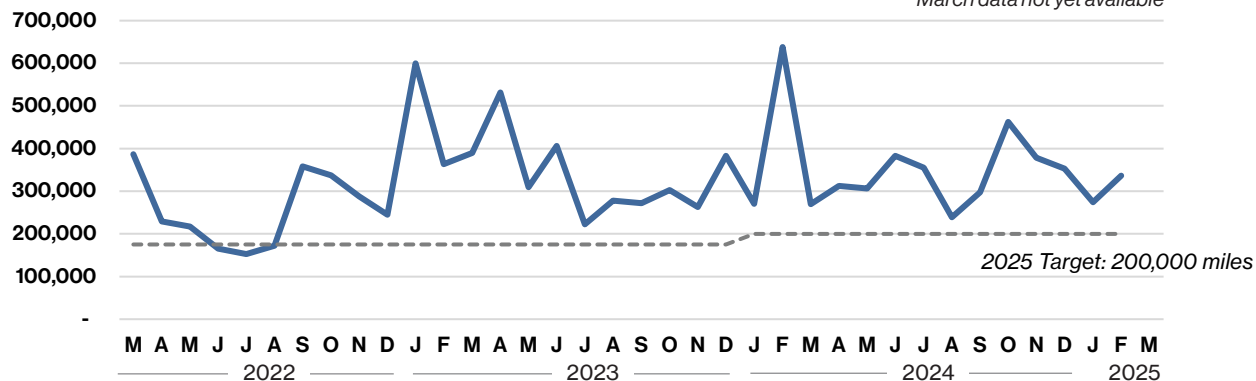
The number of delayed trains by type of delay



### Mean Distance Between Failures

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

March data not yet available

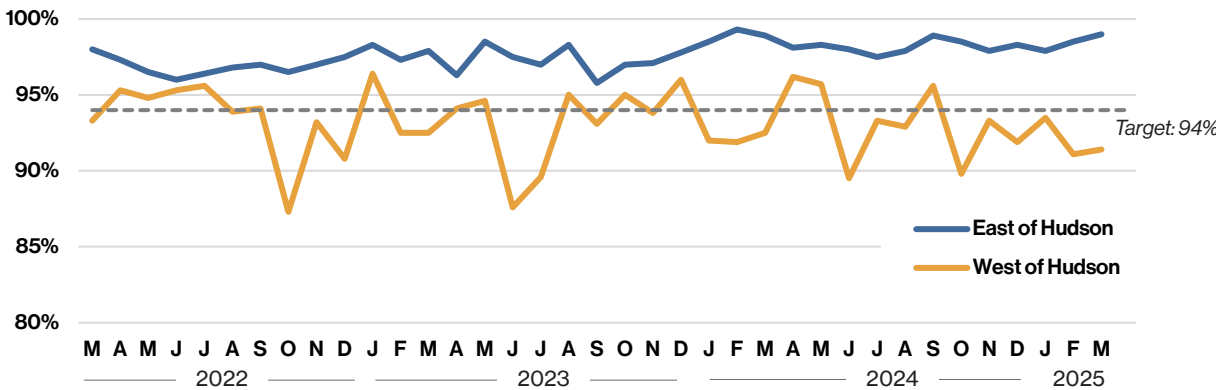




# SERVICE PERFORMANCE

## On-Time Performance

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



## On-Time Performance, by Line

Hudson	99.1%	Pascack Valley	90.9%
Harlem	98.8%	Port Jervis	92.0%
New Haven	99.0%		

## Data Review

March service delivered was 99.9%. Systemwide on-time performance (OTP) exceeded the 94% goal, reaching 98.7%; year-to-date OTP was 98.4%. Four major incidents affected March's OTP:

- On March 5, mechanical issues near Highbridge required rerouting of 13 trains.
- On March 6, automatic train control failed and caused a delay near Southeast, affecting 12 trains.
- On March 11, a trespasser strike between Greenwich and Cos Cob delayed 31 trains.
- On March 31, the emergency brakes were pulled on a train, resulting in speed reductions near Harlem – 125 Street and delaying 21 trains.

The fleet's mean distance between failures (MDBF) was 355,996 miles, surpassing the 200,000-mile goal.

## Moving Forward

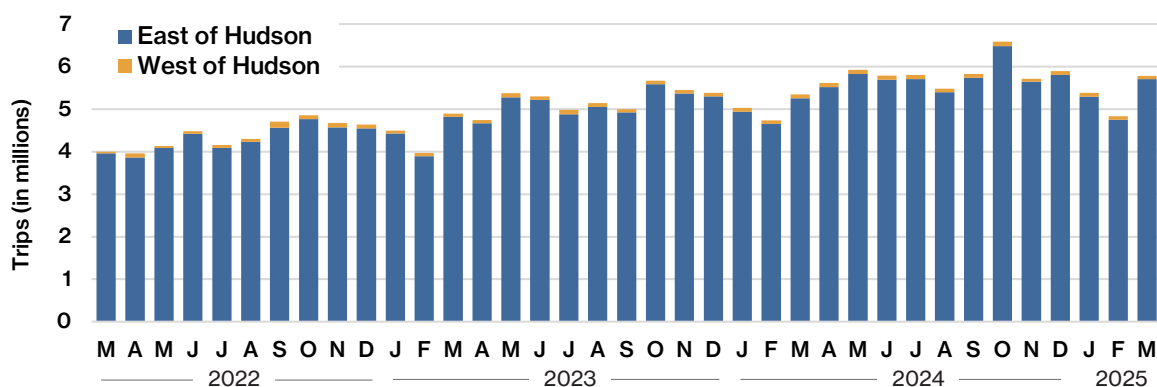
To kick off the Memorial Day weekend, on Friday, May 23rd, MNR will operate its regular getaway trains on all three lines. These additional afternoon trains will operate before the peak period to accommodate customers looking to get a head start on the long weekend.

# Metro-North Railroad

## RIDERSHIP

### Monthly Ridership

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



### Data Review

Metro-North's total March 2025 ridership of 5.8 million increased 19.6% from February, owing to warming weather, an abundance of trip-generating events, and three additional days in the month. Average daily ridership increased 8.0% to 185,633; average weekday ridership increased 5.8% to 216,540; and average weekend ridership increased 20.0% to 102,564.

Metro-North's total ridership in March increased 8.1% compared to March 2024 and represents 81.1% of March 2019 ridership. Average weekday ridership was 9.0% higher than March 2024 and represented 78.5% of March 2019 ridership. Estimated average Tuesday-Thursday ridership was 8.6% higher than March 2024 and stands at 81.2% of an average weekday in March 2019. Finally, average weekend ridership was 10.3% higher than in March 2024 and represented 89.7% of March 2019.

Total commutation ticket ridership increased 16.7% from February. Commutation, peak single, and peak ten trip ticket trips increased 16.4% since last month, and commutation's share of total rides decreased 1.0% from 41.8% to 40.8%.

### Moving Forward

April traditionally continues a crescendo of increasing ridership from March through commencement season in May before ridership begins to dip for the summer. Riders can look forward this coming month to improving weather and a variety of spring events including the Easter Parade and 12 home games at Yankee Stadium. Last year saw an 8.4% increase in daily ridership from March to April. With a robust March for this year in the rear-view mirror, we expect to build on our strong progress as spring blooms.



# FINANCIAL RESULTS

## 2025 Revenues & Expenses, March Year-to-Date

\$ in millions

	Budget	Actual	Variance
<b>Total Non-Reimbursable Revenues</b>	<b>\$153.2</b>	<b>\$161.9</b>	<b>\$8.7</b>
Farebox Revenues	\$143.7	\$145.9	\$2.2
Other Revenues	\$9.5	\$16.0	\$6.5
<b>Total Non-Reimbursable Expenses</b>	<b>\$407.1</b>	<b>\$415.2</b>	<b>(\$8.1)</b>
Labor Expenses	\$286.5	\$294.7	(\$8.1)
Non-Labor Expenses	\$120.6	\$120.6	(\$0.0)
<b>Non Cash Liabilities</b>	<b>\$84.9</b>	<b>\$83.8</b>	<b>\$1.1</b>
<b>Net Surplus /(Deficit) - Accrued</b>	<b>(\$338.9)</b>	<b>(\$337.2)</b>	<b>\$1.7</b>

## Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,189	6,236	(47)
Reimbursable	662	492	170
<b>Total Positions</b>	<b>6,851</b>	<b>6,728</b>	<b>123</b>

## Data Review

Through March, farebox revenue was \$2.2 million higher than the Budget due to increased commutation ridership partially offset by lower non-commutation ridership.

Labor expenses are higher than the Budget by \$8.1 million due primarily to higher other fringe benefits and lower reimbursable overhead. At the end of March, paid headcount was 123 lower than budget and reflects 388 vacancies against the year-end authorized headcount.

Non-labor expenses are flat to the Budget.

## Moving Forward

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

# Metro-North Railroad

## MAJOR PROJECTS

### Grand Central Terminal Train Shed Repairs Underway



*Work on the Grand Central Train Shed continues*

This month, Construction & Development continues to work on replacing the deck structure for the Grand Central Terminal Train Shed, which is the railroad yard located North of Grand Central Terminal. The roof of the Train Shed supports roadways and sidewalks that make up Park Avenue between East 43 and East 57 St and the cross streets between Lexington and Madison Avenue.

The Train Shed structure is well over 100 years old, and it is past due for major capital investment. The structure is in various stages of deterioration and corrosion due to chronic water infiltration through the deteriorated waterproofing membrane. The Train Shed main structural framing is composed of steel columns, steel cap beams, and steel stringers topped by reinforced concrete deck, upon which a waterproofing membrane and roadway pavement is placed.

The roof is being replaced in sections over a number of successive MTA Capital Programs. Sector 1 is currently under construction, with the project focusing on the complete replacement of approximately 70,000 square feet over the Upper Level of the Train Shed, located on East 47 St between Madison Avenue and the centerline of Park Avenue, East 48 Street between Madison Avenue and the centerline of Park Avenue and Southbound Park Avenue between East 48 Street and East 47 Street.

The project team is actively coordinating with neighboring properties, including the new JP Morgan Chase headquarters currently under construction at 270 Park Avenue, to mitigate risk to adjacent properties during deck replacement. Rehabilitation to the Grand Central Terminal Train Shed will ensure consistent Metro North service for the next century to come.



# CUSTOMERS & COMMUNITIES

## Hudson Valley Restaurant Week Continues Partnership with Metro-North

Once again Metro-North was proud to partner with Valley Table Magazine and the Westchester County Office of Tourism to promote Hudson Valley Restaurant Week. With dozens of restaurants accessible across all of Metro-North's lines, the train is diners' best way to get to and from their meals.

To kick off the 2025 Spring Edition, Metro-North Director of Government and Community Relations Andy Buder joined County Executive Ken Jenkins and municipal officials at The Sailhouse in Tarrytown, adjacent to the Tarrytown Station. Hudson Valley Restaurant Week continues to highlight participants that are within walking distance from stations both in printed and digital lists, with more restaurants than ever participating this time.



*Metro-North celebrates Hudson Valley Restaurant Week*

## Metro-North Meets with Municipal Leadership

On Wednesday March 19th, Metro-North Director of Government and Community Relations Andy Buder was the guest speaker for the Westchester Municipal Administrators Association Meeting. The Westchester Municipal Administrators Association is made up of town, village, and city senior leadership including managers, administrators, and clerks from throughout Westchester County. As these leaders are charged with the day-to-day operations of their municipality, they are often the primary conduit of communication between the railroad and their communities.

In his presentation, Andy shared some of the work that is planned for the next capital plan, provided updates on current projects and operations, and answered questions that attendees had about the railroad. Attendees appreciated the insight they received into Metro-North and extend an invitation to make the update an annual tradition.

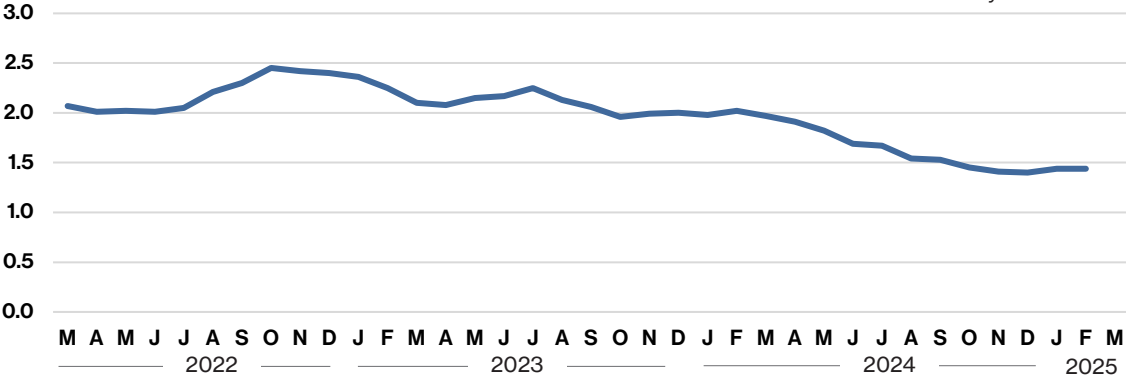
# Metro-North Railroad

## SAFETY & SECURITY

### Customer Accident Rate

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

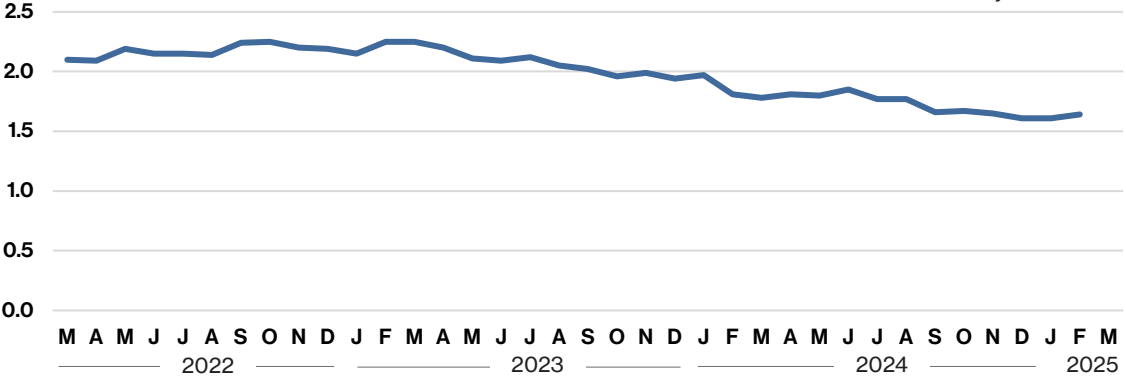
March data not yet available



### Employee Lost Time Accident Rate

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

March data not yet available



### Data Review

The reportable customer injury rate decreased from 2.02 to 1.44 per one million customers in the current 12-month reporting period, March 2024 through February 2025, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 1.81 to 1.64 per 200,000 working hours, compared to the prior 12 months.

### Moving Forward

In addition to other engagement days, Metro-North is re-establishing days dedicated to safety for our employees. Seasonal Safety Focus Days will focus on the four seasons, each with a theme. On May 1, Spring will focus on “Prepared to Perform,” with topics that include weather hazards, mental fatigue, slip, trip, fall prevention, and PPE compliance. District Safety Committees comprised of management and labor along with senior leadership will take part in departmental briefings and awareness sessions across the territory.

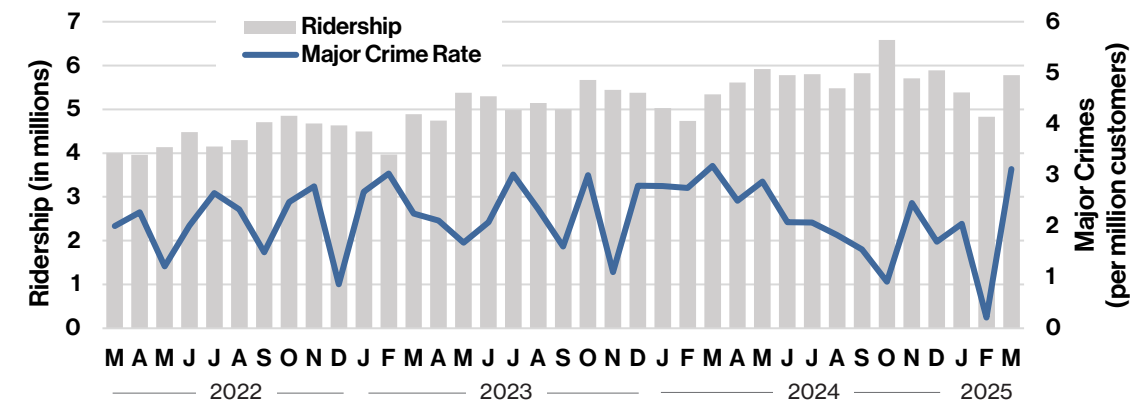




# SAFETY & SECURITY

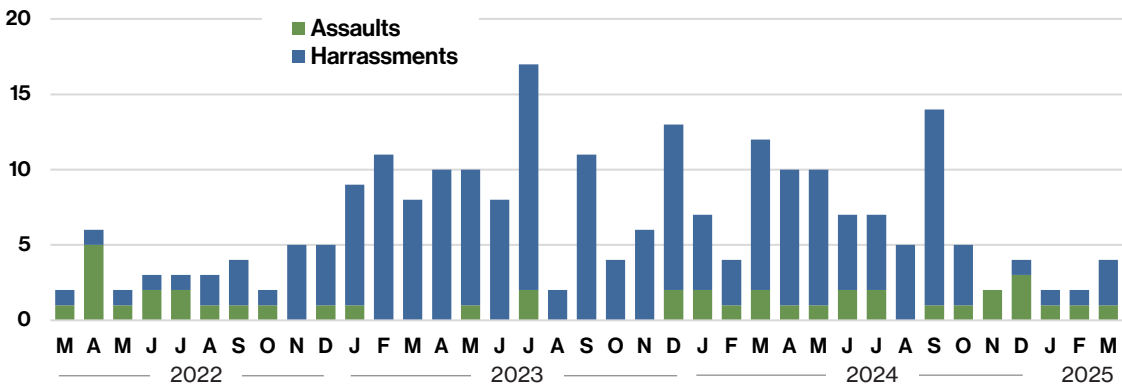
## Major Crimes Against Customers

The rate of all major crimes (burglary, murder, rape, robbery, felony assault, grand larceny, grand larceny of a vehicle) against customers, per million customers



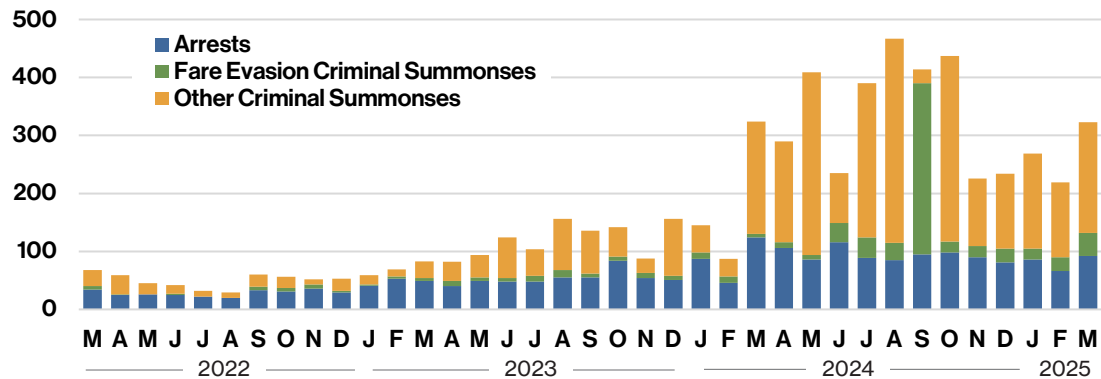
## Assaults and Harassments Against Employees

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



## Summonses and Arrests

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







Track	Departing Train	Status
30	4:15 Poughkeepsle <small>peak</small>	19 min
Stops at	Poughkeepsle	





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

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

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

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

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

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