

A photograph of a blue and white MTA train, specifically a locomotive numbered 214, traveling on tracks. The train is moving towards the right. In the background, there are green trees and industrial buildings with tall chimneys. The sky is clear and blue. The text 'LONG ISLAND RAIL ROAD & METRO-NORTH RAILROAD KEY PERFORMANCE METRICS' is overlaid in white, bold, sans-serif font across the middle of the image.

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

May 2025





Grand Central Madison was filled with music and melody on May 14 as 54 performers auditioned for the ability to play in the New York City transit system as part of the Music Under New York (MTA MUSIC) program, now in its 35th year. 20 acts will be added to the program roster, to be announced in June.



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

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

# Table of Contents

## Metro-North Railroad

Message from the President ..... 6

Service Performance..... 10

Ridership ..... 12

Financial Results..... 13

Major Projects ..... 14

Customers and Communities ..... 15

Safety and Security..... 16

## Long Island Rail Road

Message from the President ..... 22

Service Performance..... 24

Ridership ..... 26

Financial Results..... 27

Major Projects ..... 28

Customers and Communities ..... 29

Safety and Security..... 30



Visit <https://new.mta.info/transparency/board-and-committee-meetings/may-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.





# METRO-NORTH RAILROAD







TIME DESTINATION  
10:54

6223





# Metro-North Railroad

## MESSAGE FROM THE PRESIDENT



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

### Ridership

I'm pleased to report that Metro-North's average daily ridership in April was 6.04 million, an increase of 4.9% over March—another month of strong gains. Average weekday ridership increased by 4.7%, while average weekend ridership increased by 6.7%. Metro-North's total ridership for April was up 8.1% compared to April 2024 and reached 81.2% of April 2019 levels. Compared to April 2024, average weekday ridership was 9.6% higher and average weekend ridership was 4.4% higher.

We're delighted to note the substantial increase in ridership at several Bronx stations since before COVID. This growth, in part, can be attributed to the success of the City Ticket, on-going neighborhood development, and Metro-North's frequent, safe, reliable service. Seven Bronx stations are showing double-digit percentage increases in ridership since before COVID:

- Tremont +166%
- Melrose +107%
- Morris Heights +61%
- Botanical Garden +31%
- Fordham +23%
- Williams Bridge +18%
- University Heights +13%

### Super Express Trains

On March 30, we launched our fastest-ever Super Express trains on the New Haven Line, improving travel times between New Haven, Bridgeport, and Grand Central Terminal by up to 10 minutes. Thanks to our proficiency with advanced train-simulation tools and GPS data analysis, we've successfully reduced travel time on six Super Express trains, giving valuable time back to our customers. The response has been encouraging. Early data shows a 10% increase in ridership on these enhanced Super Express services, affirming that riders take notice and appreciate when we invest in travel time, convenience and the overall customer experience.



### Weekend Ferry Service Returning

Weekend ferry service returns this summer and fall between Haverstraw and Ossining. Following the success of the 2024 season, weekend ferry operations resumed on Saturday, May 24, and will continue through Sunday, October 12. Ferries will operate for 9 ½ hours each Saturday and Sunday between 10am and 7:30pm. The ferry will not operate on Memorial Day, Independence Day, or Labor Day. Specific schedules, fares, and additional information are available online.

### Customer Engagement: Connect with Us – May 15

On Thursday, May 15, we held our first Connect with Us event of 2025 at Cortlandt Station on the Hudson Line, continuing our commitment to engaging directly with the communities we serve. Our team members connected with customers to gather feedback, listen to their experiences, and discuss opportunities to enhance our service. These interactions provide valuable insight into what matters most to our riders and help guide continuous improvements across the railroad. This event marks the beginning of a monthly series planned throughout the year to ensure we remain an accessible, responsive, and customer-focused service provider.

### Virtual Reality Comes to Metro-North

I'm proud to share a significant advancement in our training efforts: Virtual Reality (VR) Training is now in full rollout at Metro-North. Developed almost entirely in-house by our Operations Training Department, this initiative features immersive modules on topics such as the Train Approach Warning System and Customer Interaction De-escalation. Employees can practice real-world skills, like working safely on the right-of-way or defusing tense customer interactions, without real-world risk. These dynamic and interactive scenarios provide immediate feedback, helping participants

7

Bronx stations with double-digit percentage increases in ridership since before COVID

---

3

Bronx station refurbishments begin in Q2 2025

---

8

Opportunities to interact with Metro-North customers during "Connect With Us" events in 2025



# Metro-North Railroad

## MESSAGE FROM THE PRESIDENT

make better decisions and reinforcing critical safety protocols. Since the program launched in January 2025, we have already trained more than 275 employees.

The VR training program has received overwhelmingly positive feedback and was recently recognized globally, earning second place in an international VR training competition hosted by our software partner, Uptale. After winning the North American competition, our VR Training program is also a finalist for the Innovation Award at the International Association of Public Transport (UITP) Summit being held next month.

With additional modules in development, we're not just innovating, we are setting a new standard for workforce development in the transit industry.

### Safety Focus Day

On May 1, Safety Focus Day returned with an invigorated approach, bringing renewed energy, innovation, and cross-departmental collaboration to Metro-North's most essential priority: Safety.

This spring's event theme, Prepared to Perform, focused on four key areas: Hazards; Mental Fatigue; Slip, Trip and Fall Prevention; and PPE Compliance. These topics were selected based on data-driven insights and frontline feedback, creating space for real-time dialogue and reinforcing our shared accountability to operate safely at every level of the railroad.

Our workforce participated in interactive workshops, field engagements and, peer-led sessions designed to elevate best practices and deepen our collective readiness. The day reinforced core protocols and inspired new ways to integrate safety into daily routines, training frameworks, and leadership development.

Further strengthening our commitment to safety, Metro-North welcomed the Fatality Analysis of Maintenance of Way Employees and Signalmen (FAMES) Committee to the New Haven Line on April 29. FAMES is an industry-wide labor/management committee formed in 2009 at the behest of the Federal Railroad Administration to review roadway-worker fatalities. Metro-North is proud to be the first commuter railroad the committee has visited since its inception. MNR supported the rollout of their "Roadway Maintenance Machines (RMM) Talking Points 1234" initiative, designed to eliminate fatalities related to RMMs. We look forward to welcoming additional visits at other locations in the coming months.

Together, these efforts demonstrate Metro-North's ongoing leadership in fostering a proactive, inclusive, and data-driven safety culture.





## Bronx Station Projects

In partnership with MTA Construction & Development, Metro-North is advancing a major accessibility initiative at three Harlem Line stations in the Bronx, with comprehensive ADA upgrades planned for Botanical Garden, Williams Bridge, and Woodlawn. Beginning in the second quarter of 2025 and continuing through 2027, this project will modernize station infrastructure with new elevators, ramps, stairways, and platforms, ensuring full ADA compliance and an improved customer experience.

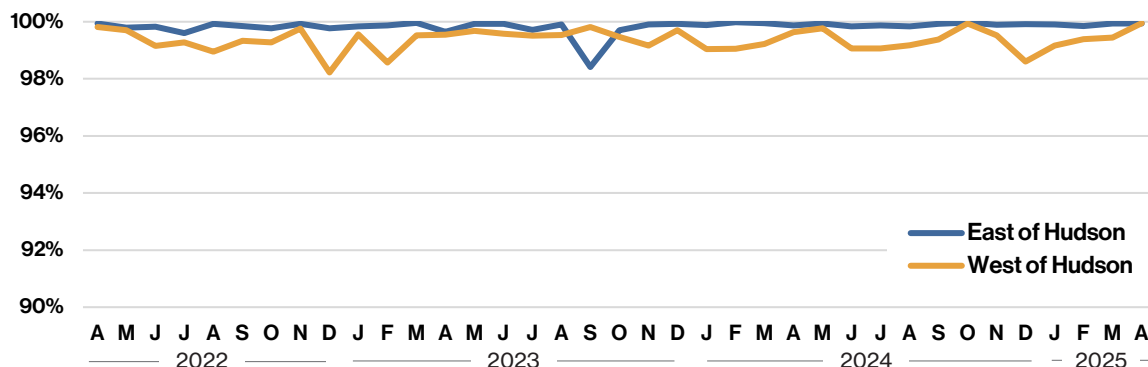


# Metro-North Railroad

## SERVICE PERFORMANCE

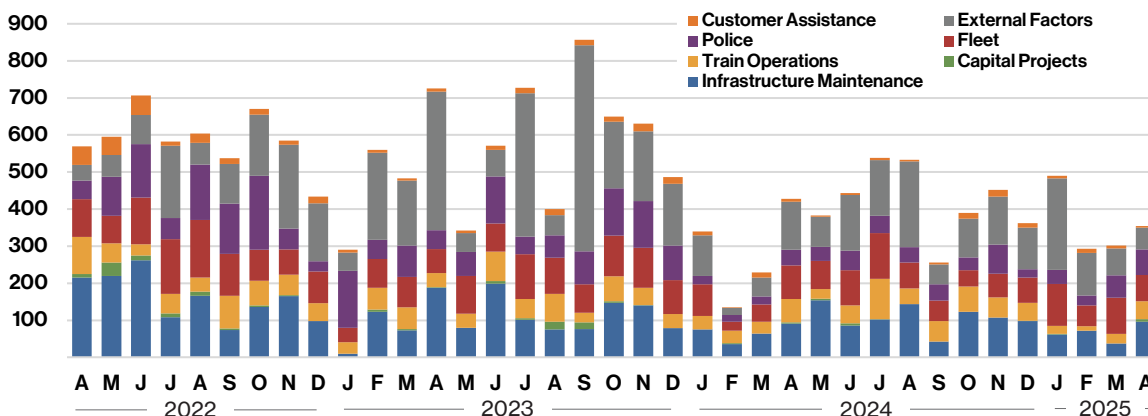
### Service Delivered

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



### Delays by Type

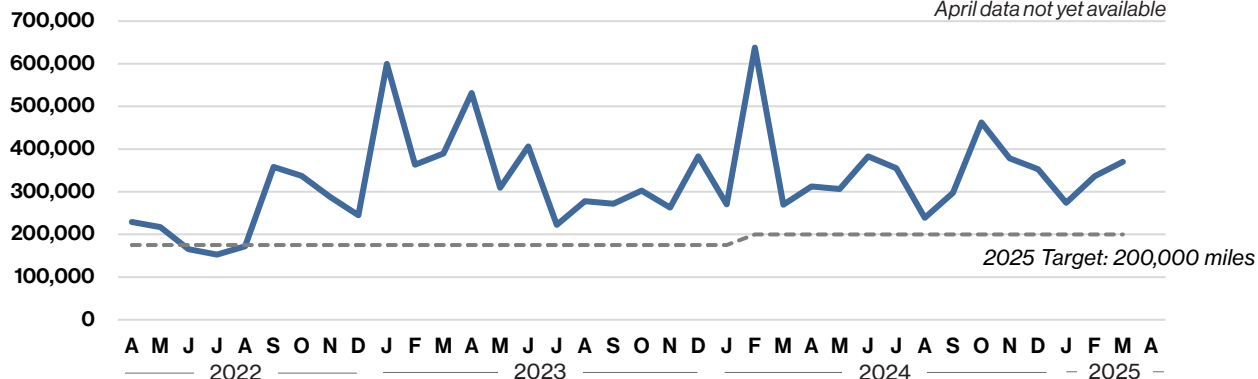
The number of delayed trains on East of Hudson lines by type of delay



### Mean Distance Between Failures

The average number of miles a railcar or locomotive travels on East of Hudson lines before failing and causing a delay

April data not yet available

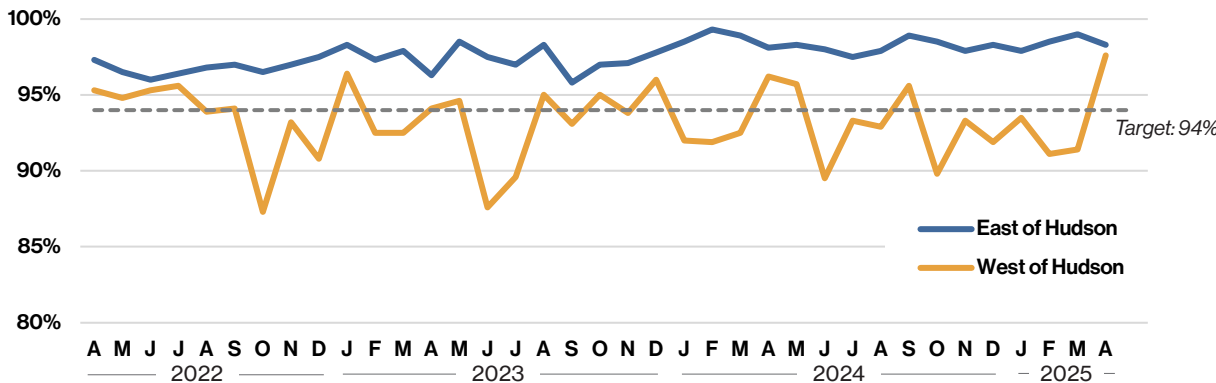




# SERVICE PERFORMANCE

## 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	98.1%	Pascack Valley	98.7%
Harlem	98.6%	Port Jervis	95.9%
New Haven	98.2%		

## Data Review

Service delivered in April was 99.9%, and the fleet's mean distance between failures (MDBF) in March was 370,198 miles, surpassing the 200,000-mile goal. Systemwide on-time performance (OTP) exceeded the 94% goal, reaching 98.3%. Year-to-date, OTP is 98.3%. Four major incidents affected April's OTP:

- On April 3, a switch near Fordham malfunctioned, impacting 51 trains.
- On April 4, a trespasser was struck near Cos Cob, impacting 12 trains.
- On April 13, power to the rails was cut near Grand Central due to a track trespasser, affecting 20 trains.
- On April 15, a fallen tree damaged the third rail near Southeast, delaying 19 trains.

## Moving Forward

During the NJ Transit strike, Metro-North cross-honored tickets for West of Hudson customers. Parking permits were also cross-honored at six designated stations: Poughkeepsie, New Hamburg, Beacon, Cortlandt, Croton Falls, and North White Plains. Metro-North managers were present at these six stations as well as at all West of Hudson stations to provide on-site assistance. Teams actively communicated service updates and changes to keep customers informed throughout the disruption, and closely monitored the situation to ensure employees stayed safe.

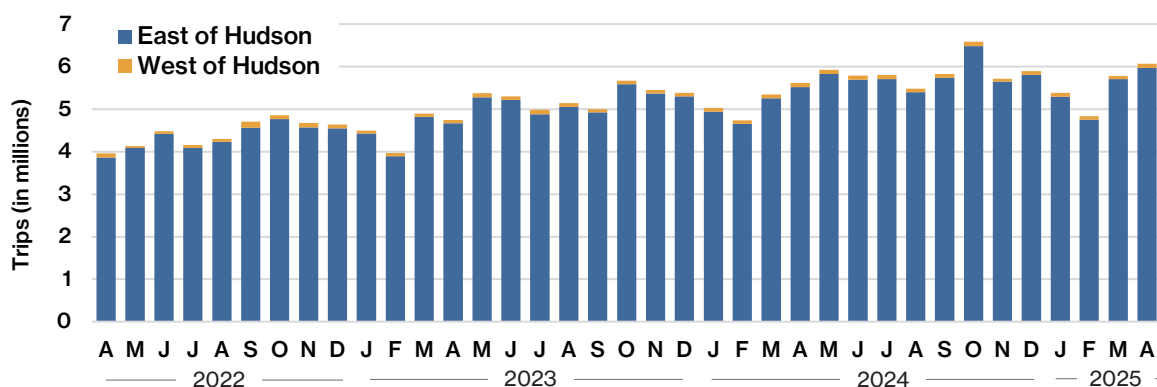


# Metro-North Railroad

## RIDERSHIP

### Monthly Ridership

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



### Data Review

Metro-North's total April 2025 ridership of 6.04 million increased 4.9% from March, buoyed by improving weather, Easter Weekend, and the first full month of Yankees baseball. Average daily ridership increased 8.4% to 201,203; average weekday ridership increased 4.7% to 226,711; and average weekend ridership increased 6.7% to 109,461.

Metro-North's total ridership in April increased 8.1% compared to April 2024 and represents 81.2% of April 2019 ridership. Average weekday ridership was 9.6% higher than April 2024 and represented 79.2% of April 2019 ridership. Estimated average Tuesday-Thursday ridership was 9.0% higher than April 2024 and stands at 80.8% of an average weekday in April 2019. Finally, average weekend ridership was 4.4% higher than in April 2024 and represented 88.7% of April 2019.

Total commutation ticket ridership increased 5.3% from March and commutation's share of total rides increased 0.2% from 40.8% to 41.0%. Commutation, peak single, and peak ten trip ticket trips - which represent total peak ridership - increased 5.8% since last month and represent 66% of total ridership.

### Moving Forward

May generally provides the high-water mark of the post-winter ridership climb. Beautiful weather, commencement season, Memorial Day weekend, and another 12 Yankees games are reasons we expect riders to board our trains in increasing numbers as they have in recent years. Average daily ridership from April to May increased 2.1% and 9.2% respectively in 2024 and 2023, and even with the strong ridership performance recorded this past April, it's reasonable to expect additional growth this month.



# FINANCIAL RESULTS

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

\$ in millions

	Budget	Actual	Variance
<b>Total Non-Reimbursable Revenues</b>	<b>\$209.8</b>	<b>\$221.3</b>	<b>\$11.5</b>
Farebox Revenues	\$197.2	\$200.0	\$2.8
Other Revenues	\$12.6	\$21.3	\$8.6
<b>Total Non-Reimbursable Expenses</b>	<b>\$540.1</b>	<b>\$544.7</b>	<b>(\$4.6)</b>
Labor Expenses	\$379.6	\$387.5	(\$7.9)
Non-Labor Expenses	\$160.5	\$157.2	\$3.3
<b>Non Cash Liabilities</b>	<b>\$113.2</b>	<b>\$112.5</b>	<b>\$0.7</b>
<b>Net Surplus /(Deficit) - Accrued</b>	<b>(\$443.6)</b>	<b>(\$436.0)</b>	<b>\$7.6</b>

## Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,099	6,199	-100
Reimbursable	782	545	237
<b>Total Positions</b>	<b>6,881</b>	<b>6,744</b>	<b>137</b>

## Data Review

Through April, farebox revenue was \$2.8 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 \$7.9 million due primarily to higher other fringe benefits and lower reimbursable overhead partially offset by lower pensions. At the end of April, paid headcount was 137 lower than budget and reflects 372 vacancies against the year-end authorized headcount.

Non-labor expenses are lower than the Budget by \$3.3 million due primarily to lower materials and supplies costs and professional service contracts partially offset by higher electric expense.

## 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.



### Design Advances for the Hudson Line Slope Stabilization



*Crews clean up debris from a slope failure along the Hudson Line*

This month, Construction & Development is advancing design for the Hudson Line Slope Stabilization project, which was awarded in March 2025. This project focuses on fortifying the slopes that sit above Metro-North train tracks to prevent debris and soil from washing onto the rails during heavy rainfall. Certain areas along the seven-mile segment between Graystone and Riverdale stations have a history of slope failure dating back to 2007, with the land between Graystone and Glenwood being particularly vulnerable to erosion. The most recent incident occurred during Hurricane Ida in September 2021, when three upland slopes failed and completely covered three of the four tracks with mud and rocks. The event severely impacted Metro-North operations, resulting in a full-service shutdown and requiring a costly cleanup and restoration effort.

The project encompasses the design of permanent slope stabilization and stormwater drainage improvements on and off Metro-North property between mileposts 16.6 and 17.4 on the Hudson Line in Yonkers. The scope also addresses other infrastructure needs in the same operating block, including structural repairs to retaining walls, hydraulic improvements to two undergrade bridges, track and outfall drainage improvements, and rip-rap fortification along the shoreline.

The outcome of this project will prevent future service disruptions from heavy rainstorms and enhance Metro-North's operational reliability, as well as protect customers and Yonkers residents from future embankment failures.



# CUSTOMERS & COMMUNITIES

## Metro-North Out and About in the Community

This month, Metro-North engaged students, commuters, and government officials to discuss the work of the railroad.

MTA was proud to attend the Career & Trade Union Expo at Peekskill High School on that was attended by more than 200 students co-hosted by New York State Senator Pete Harckham. Representatives from the People's Department joined Assistant Director of Government & Community Relation Mae Patel at the event.

MTA hosted a successful and well attended open house in Hastings-on-Hudson to kickoff public information sessions on the Hudson Line resiliency work slated for the 2025-2029 Capital Plan. The event, staffed by Metro-North, Construction and Development, and MTA Headquarters, began with a presentation about Hudson Line resiliency work and included an extensive question and answer session. Input and communication will be key as Metro-North works to build a more climate resilient railroad.

On May 1, Director of Government & Community Relations briefed Bronx Community Board 7's Traffic and Transportation Committee on the three Bronx stations project that includes work to the Botanical Garden Station within the Community Board. With a long-term outage and temporary platform coming this summer, keeping community partners informed is a top priority.



*Member of the public attend an open house on the Hudson Line resiliency work in Hastings-on-Hudson*



*Students attend the Career & Trade Union Expo at Peekskill High School*

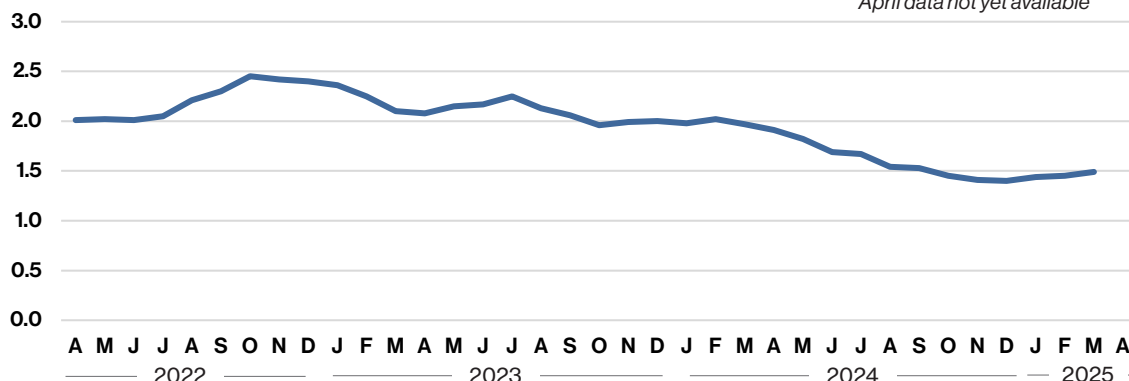
# Metro-North Railroad

## SAFETY & SECURITY

### Customer Accident Rate

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

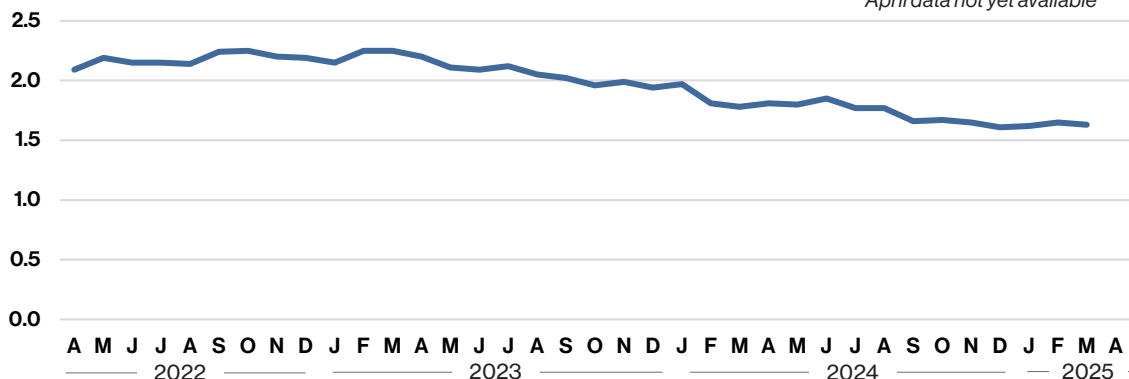
April data not yet available



### Employee Lost Time Accident Rate

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

April data not yet available



### Data Review

The reportable customer injury rate decreased from 1.97 to 1.49 per one million customers in the current 12-month reporting period, April 2024 through March 2025, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 1.78 to 1.63 per 200,000 working hours, compared to the prior 12 months.

### Moving Forward

On April 29, the Office of System Safety coordinated an on-site visit by members of the Fatality Analysis of Maintenance-of-Way Employees and Signalmen Committee. Members engaged multiple New Haven Line operating departments and held briefings on the Committee's strategy to achieve zero fatalities. Members then conducted observations and provided direct feedback to staff. Metro-North is the first commuter railroad the Committee has visited since the rollout of this strategy and will visit other lines through the summer.

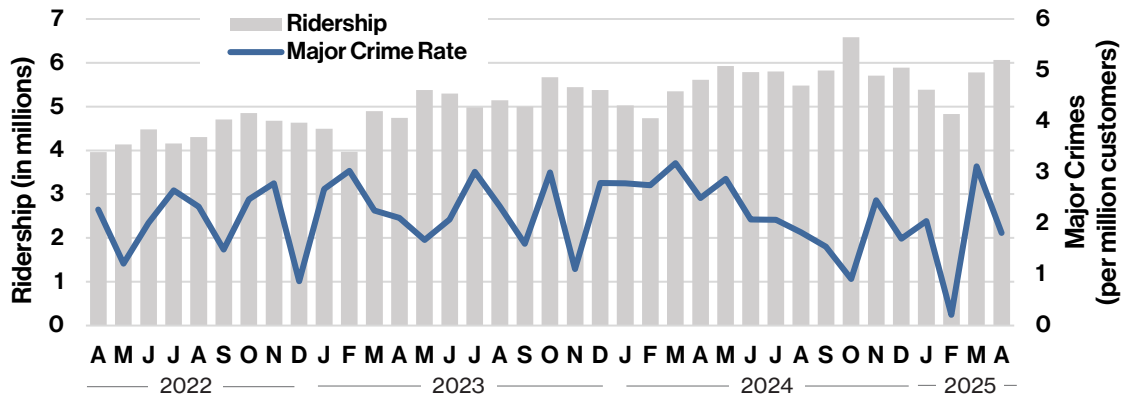




# SAFETY & SECURITY

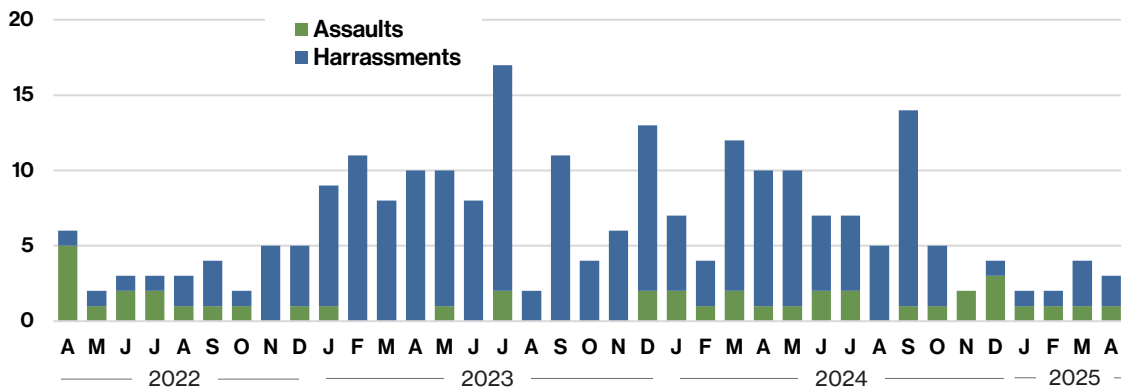
## Major Crimes Against Customers

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



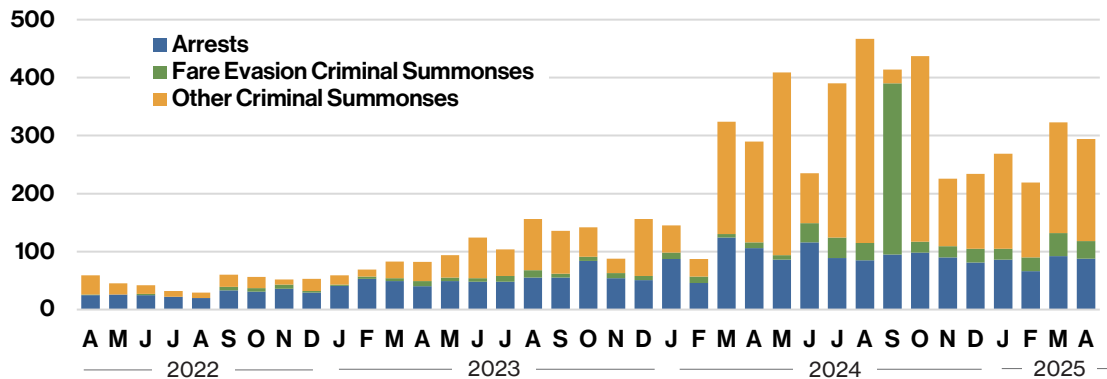
## Assaults and Harassments Against Employees

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







# LONG ISLAND RAIL ROAD





# Long Island Rail Road

## MESSAGE FROM THE PRESIDENT



**Rob Free**

President, Long Island Rail Road

### On Ridership and Performance

April ridership remained strong at 6.8 million customers, increasing 11.6% compared to April 2024 and representing 88% of April 2019.

Year-to-date, ridership is 10.0% above last year.

Commutation ridership increased 11.0% and Non-Commutation ridership was up 11.9% vs. April 2024

April 2025 monthly ticket ridership rose 11.6% above last April.

Baseball is back and when the Mets held their home opener on Friday, April 4, we transported 7,190 fans to the game - a record for Mets LIRR Opening Day ridership, topping last year's total by some 2,200 fans.

Recent customer levels have also been very encouraging. Average weekday ridership from May 12-16 was 270,458 customers, our highest weekday average since the pandemic. May 16 was also our best post-COVID Friday (as of 5/22) with 273,352 customers using the LIRR that day.

Then, we achieved our highest one-day ridership since COVID on Tuesday, May 20 with 285,050 customers, surpassing our previous record set last Thanksgiving Eve.

With regard to OTP, we achieved our second best April total performance ever with a 97.08% OTP. Year-to-date, we are at 96.7%

What an amazing job by our operations groups that provide this remarkable service!

Safety-wise, we had a 28% reduction in customer injuries (per 1 million customers) from March 2024 to March 2025 – and our employee injury rate (per 200,000 working hours) also dropped 11% during that same span.



## Sweet Summer Service

The summer season is finally here! As Van Morrison sang, “Smell the sea, and feel the sky. Let your spirit fly.” And to help you attain that summer experience, we provide additional service for our seasonal travelers.

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

Later that week, I had the pleasure of seeing-off our first Thursday Cannonball of the season, meeting and greeting customers prior to the departure of the 4:07 pm from Penn to Montauk as our official kick-off to our summer travel season.

The new timetables feature some great enhancements for summer travelers, namely:

- 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 Sunday Montauk Branch trains (the 11:37 AM and 4:18 PM from Montauk) that normally terminate in Jamaica will instead operate through to Penn Station.

## Start of the New in Babylon

In time for summer service, the Babylon Station rehabilitation project is also progressing as scheduled. The brand new west end of the station opened to passenger service on Sunday, May 18, allowing us to once again accommodate 12-car trains throughout the busy summer travel season. Come September, we will go back down to 6 cars with the closure of the east end of the station for rehabilitation.

# 97.08%

total OTP last month,  
the second-best April  
on record for LIRR

---

# 285,050

customers used the  
LIRR on May 20, a  
new post-pandemic  
one-day high

---

# 28%

reduction in LIRR  
customer injuries (per  
1M riders) from March  
2024 to March 2025

### Honoring Our Fallen Heroes

Though Memorial Day Weekend is traditionally the unofficial start to the season of summer fun, the Long Island Rail Road never forgets the true meaning of the holiday – and customarily commemorates it on the Friday before Memorial Day with a wreath laying ceremony at Hillside. This year was no exception and I want to thank all of our employees who helped us once again pay tribute to those who made the ultimate sacrifice for our freedom and way of life.

### Safety Stars

Safety is always a top priority at the LIRR. And for that reason, it's never too early to start teaching kids about remaining safe on or near our tracks. This month, I helped our Corporate Safety Department hand out awards to the winners of our annual TRACKS School Safety Contest.

On May 22, I visited our winner from St. Aidan Catholic School in Williston Park, and I'll be at Eastport Elementary and Syosset High School towards the end of the month to honor our other two winners. Supported by an Operation LifeSaver grant, the winning designs are being used to create socks in partnership with John's Crazy Socks, a company that supports employment opportunities for individuals with differing abilities. Thank you to our Safety team for putting this together and always making safety a top priority at the LIRR.

### Thank you, Tom...

I want to conclude this month by bidding a fond farewell to our Senior Vice President of Operations, Tom Kost, who is retiring after 30 years of outstanding service.

Tom possesses a great deal of experience and knowledge that has helped us achieve the record levels of OTP we have.

I have known Tom for basically all of his 30 years of service and have a tremendous amount of respect and admiration for him.

Tom has done a great job as SVPO and I know he will do a great job in the next chapter of his life.

Thank you, Tom, for your dedication to the LIRR and best of luck to you and your family.

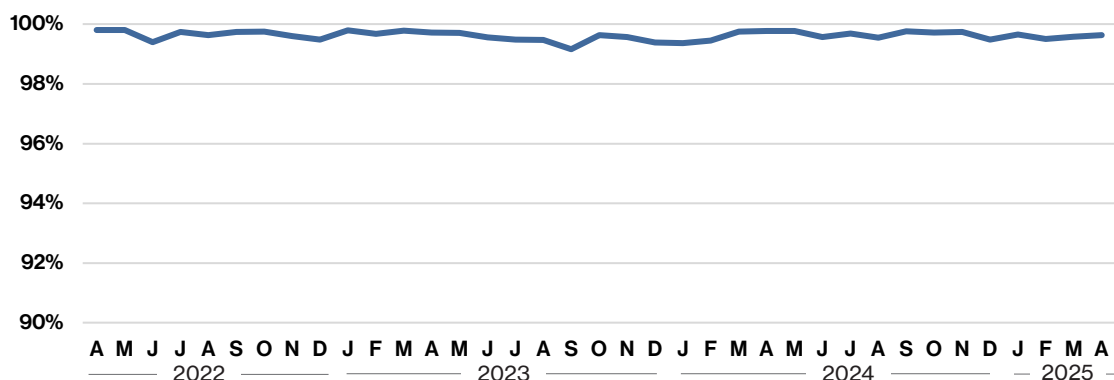


# Long Island Rail Road

## SERVICE PERFORMANCE

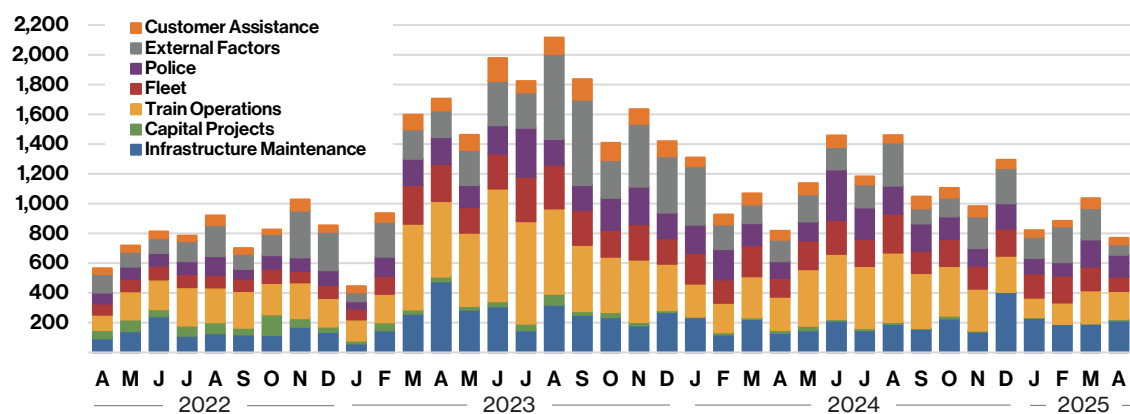
### Service Delivered

The share of scheduled train trips completed



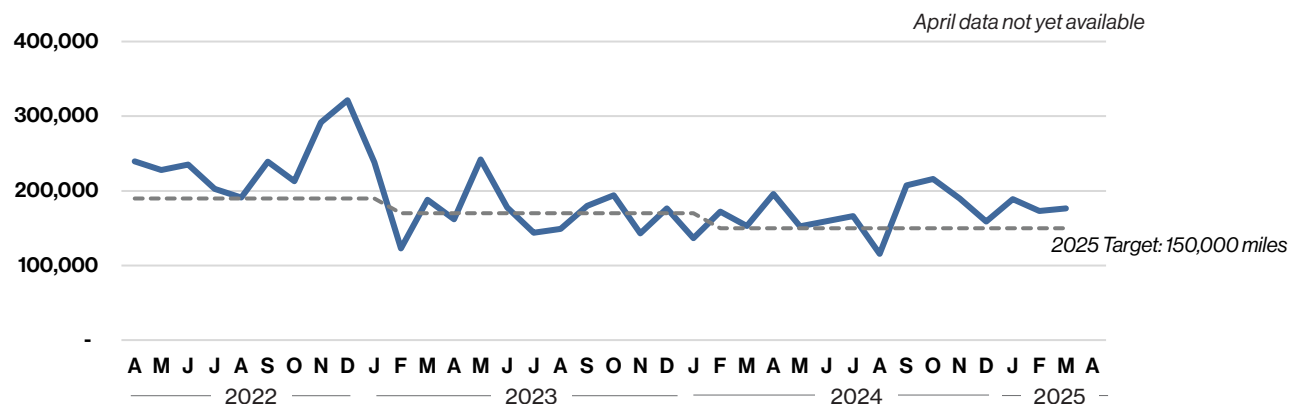
### Delays by Type

The number of delayed trains by type of delay



### Mean Distance Between Failures

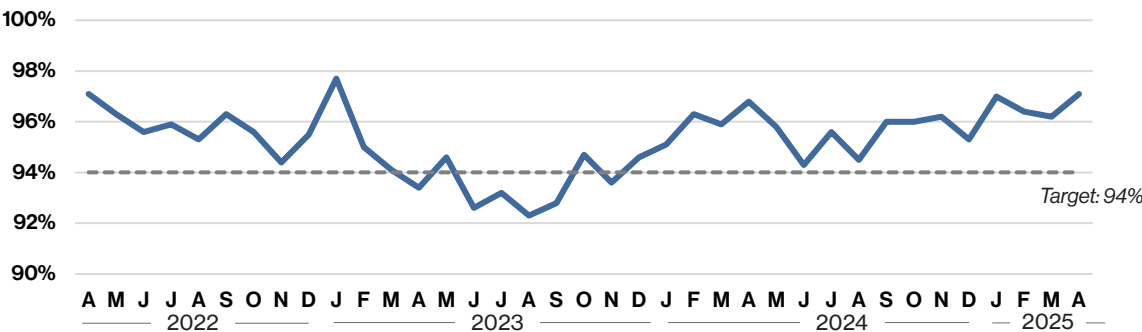
The average number of miles a railcar or locomotive travels before failing and causing a delay



# 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	99.0%	Montauk	97.7%
Babylon	96.2%	Oyster Bay	98.3%
Far Rockaway	98.7%	Port Jefferson	96.6%
Hempstead	96.9%	Port Washington	97.6%
Huntington	96.6%	Ronkonkoma	94.5%
Long Beach	96.3%	West Hempstead	98.7%

## Data Review

In April, OTP was 97.1%, above the goal of 94%, while 2025 year-to-date OTP is 96.7%, also above goal. All 12 LIRR branches operated at or above their goal. At Jamaica, 56.8% of trains arrived less than 3 minutes behind scheduled time during the AM Peak periods and 77.3% during PM Peak periods.

Six incidents in April resulted in ten or more late, canceled, or terminated trains. The most significant event occurred on April 16. A track circuit failure at Plaza Interlocking caused 109 late trains, delayed our customers an average of 12 minutes and reduced 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 176,363 miles in March and 179,493 year to date, exceeding the target of 150,000 miles.

## Moving Forward

For two weekends in June, Little Neck Crossing rehabilitation work will affect Port Washington service between Bayside and Port Washington. Plus, to maximize construction work during the planned outage, crews will perform track maintenance and rail testing, and will replace the Webster Avenue Bridge.

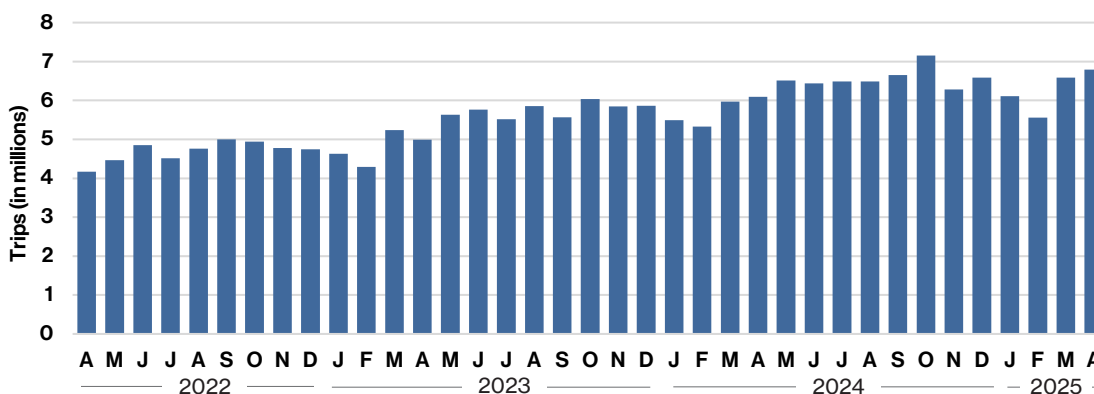


# Long Island Rail Road

## 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. April 2025 ridership increased 11.6% compared to April 2024, representing 88.0% of April 2019, which is the highest post-pandemic percentage. Commutation ridership increased 11.0% and Non-Commutation ridership increased 11.9%, continuing to surpass the same month in 2019. Non-Commutation's continued growth indicates strong demand for off-peak travel, supported by favorable weather and Spring holidays, while Commutation demonstrates steady growth as people return to work in the office (part/full-time) and overall service performance continues to improve. Year-to-date, ridership is 10.0% above 2024, representing 86.5% of the ridership compared to the same period in 2019.

The average weekday ridership in April 2025 increased +3.3% compared to March 2025. The average weekend ridership increased +3.0% with Saturdays decreasing -2.3% and Sundays increasing +9.8% compared to last month.

### Moving Forward

LIRR customers continue to take advantage of the GCM service. In April, GCM ridership reached 1,667,056 customers (based on load weigh data), which is the highest YTD 2025 and 3rd highest ridership 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), Spring events and entertainment happenings at local venues (concerts, expos) continue to bring additional ridership. The LIRR ridership growth is expected to continue as extra summer service will start on Memorial Day weekend and leisure ridership to popular summer attractions on Long Island (i.e., Beaches, Hamptons, etc.) will bring additional ridership starting in May.

# FINANCIAL RESULTS

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

\$ in millions

	Budget	Actual	Variance
<b>Total Non-Reimbursable Revenues</b>	<b>\$209.6</b>	<b>\$227.4</b>	<b>\$17.7</b>
Farebox Revenues	\$197.9	\$209.5	\$11.6
Other Revenues	\$11.8	\$17.9	\$6.1
<b>Total Non-Reimbursable Expenses</b>	<b>\$660.6</b>	<b>\$658.3</b>	<b>\$2.3</b>
Labor Expenses	\$505.8	\$493.5	\$12.4
Non-Labor Expenses	\$154.7	\$164.8	(\$10.1)
<b>Non Cash Liabilities</b>	<b>\$179.2</b>	<b>\$195.5</b>	<b>(\$16.2)</b>
<b>Net Surplus /(Deficit) - Accrued</b>	<b>(\$630.1)</b>	<b>(\$626.4)</b>	<b>\$3.8</b>

## Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,803	6,920	-117
Reimbursable	1,289	1,003	286
<b>Total Positions</b>	<b>8,093</b>	<b>7,923</b>	<b>170</b>

## Data Review

Through April, farebox revenue was \$11.6 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 \$12.4 million due to lower payroll and associated fringe costs, partially offset by overtime. At the end of April, there were 170 vacancies compared to the budget.

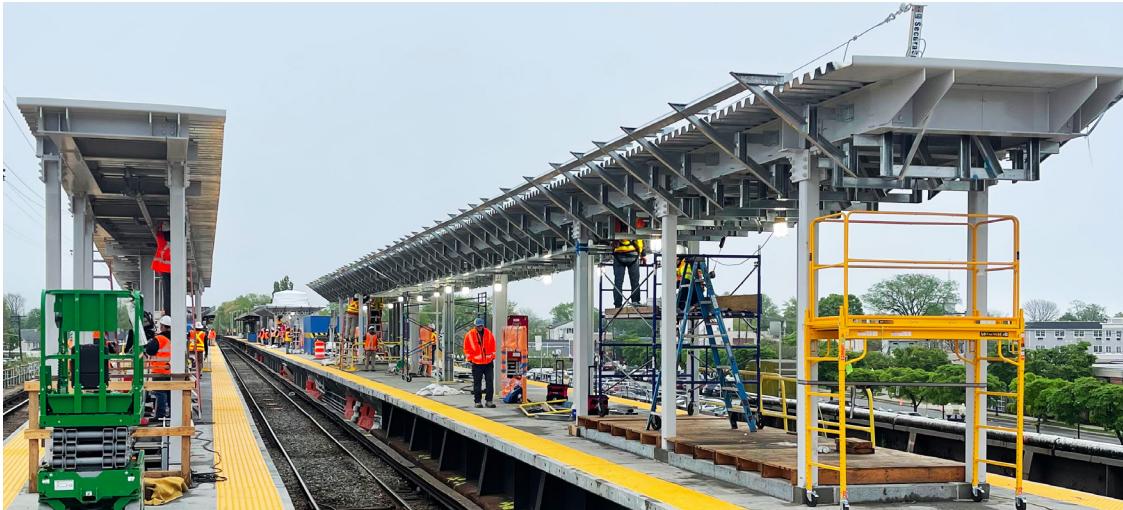
Non-labor expenses are higher than the budget by \$10.1 million, primarily driven by the timing of material usage and higher electric power.

## 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.



### Platform Replacement at Babylon Station



*Crews complete the first phase of the Babylon Station platform replacement.*

This month, MTA Construction and LIRR are completing the first phase of platform replacement at Babylon Station, which is one of the three stations receiving accessibility upgrades as part of ADA Package 2. Babylon Station is a major hub of the Babylon Branch and a transfer point for eastbound Montauk service.

The platform is being replaced in segments with pre-cast concrete slabs, which are faster to install and pose less of a disruption to service while construction is underway. Phasing the replacement work by working on one half of the platform at a time has allowed the project team to keep the station open for revenue service while progressing construction safely and in a timely manner.

The project is on schedule to meet its first milestone by opening back up the full 12-car platform by the end of May, in time for summer service. To minimize disruption to travel during the busy summer months, the replacement of the eastern half of the station platform will begin after Labor Day.

The project includes key accessibility upgrades as well as state of good repair work, including the addition of two new elevators and the replacement of two existing escalators, a boiler room, and plaza upgrades. On the platform, there will also be a new automated snow and ice melting system, new canopies, new LED lighting, and an AV paging system. Together, these improvements will contribute to a more welcoming and accessible station for the thousands of riders who pass through this busy transit hub every day.

# CUSTOMERS & COMMUNITIES

## LIRR and National Grid Participate in Riverhead Station Beautification

Something special happened at the Riverhead Station on Friday, April 25. With gloves on and shovels in hand, more than 50 National Grid volunteers came together to breathe new life into a usually overlooked corner of the community. They planted bright flowers, cleaned up litter, and added fresh greenery around the station, small touches that made a big impact.

LIRR was proud to be part of this grassroots effort, standing alongside neighbors, local leaders, and partners all working toward the same goal: making Riverhead shine! The station is more than just a stop, it's a front door to the town, and thanks to this collaboration, it now reflects the pride and care of the people who live and work here.

From new benches at the Salvation Army near the station to a blooming herb garden, this project shows what's possible when community and partnership come together. We're grateful to National Grid, Town of Riverhead, the Riverhead Chamber of Commerce, Riverhead Rotary, Gabrielsen Farms, and DeLea Sod Farms for helping make this day, and the Station, something to celebrate!



*Volunteers from LIRR and National Grid worked to beautify Riverhead Station.*



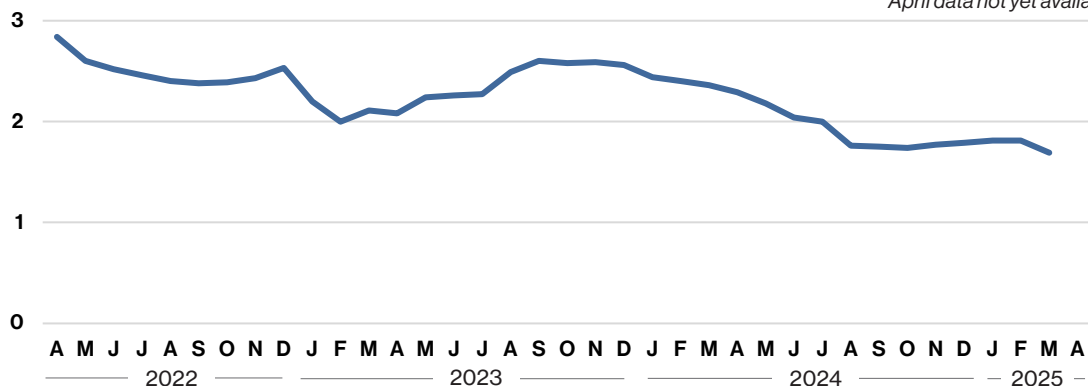
# Long Island Rail Road

## SAFETY & SECURITY

### Customer Accident Rate

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

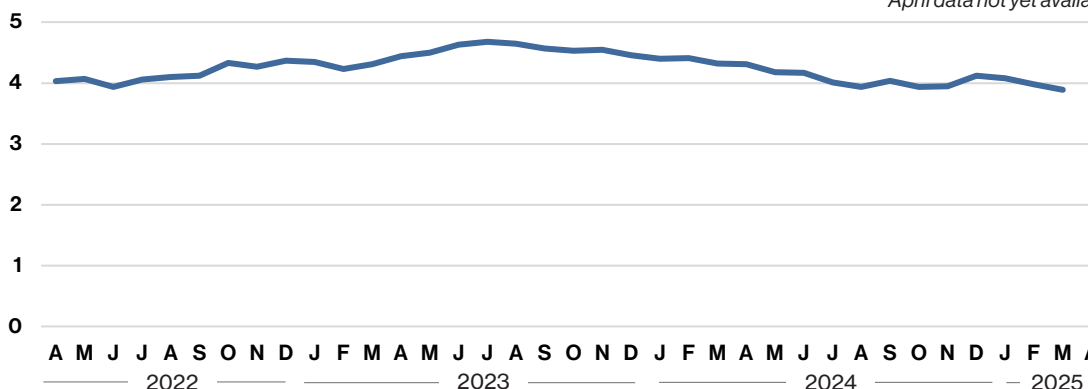
April data not yet available



### Employee Lost Time Accident Rate

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

April data not yet available



### Data Review

The reportable customer injury rate decreased from 2.36 to 1.69 per one million customers in the current 12-month reporting period, April 2024 through March 2025, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 4.36 to 3.89 per 200,000 working hours, compared to the prior 12 months.

### Moving Forward

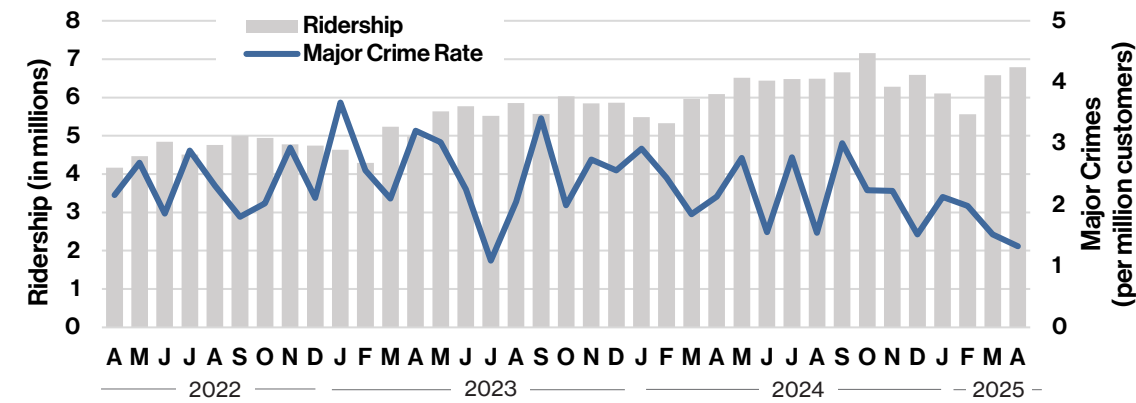
In May, LIRR conducted award ceremonies for the winners of our TRACKS Annual School Safety Contest. The winners were from Eastport Elementary, St. Aidan's Middle School (Williston Park), and Syosset High School. Supported by an Operation LifeSaver Grant, the winning designs are being used to create socks in partnership with John's Crazy Socks, a company that supports employment opportunities for individuals with differing abilities.



# SAFETY & SECURITY

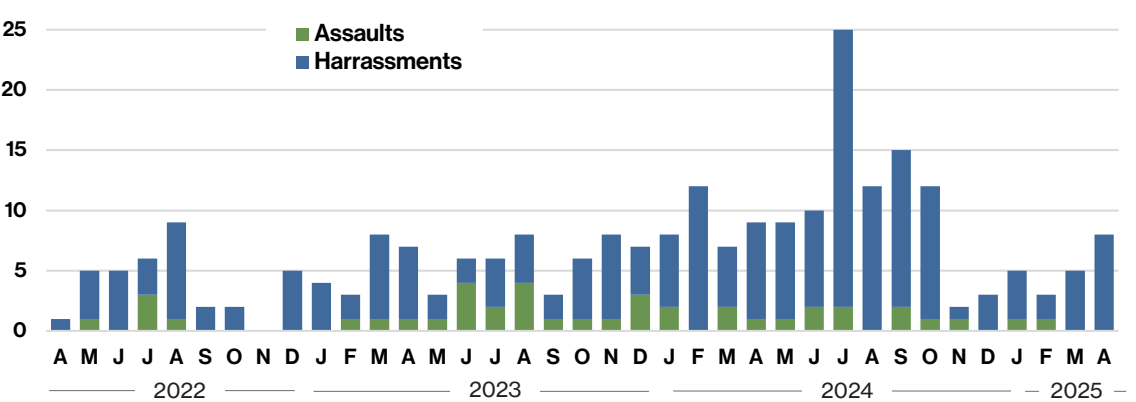
## Major Crimes Against Customers

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



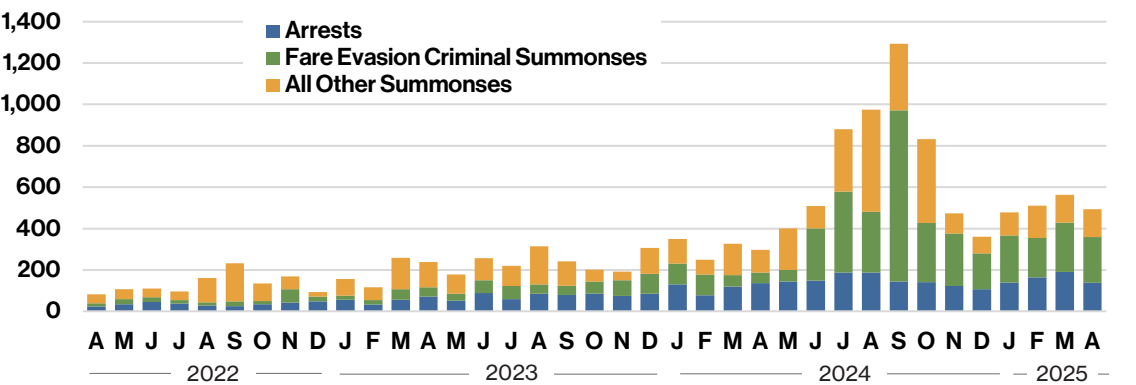
## Assaults and Harassments Against Employees

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







Track	Departing Train	Station
30	4:15 Poughkeepsie <small>peak</small>	19 n
Stops at Poughkeepsie		





## **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
- Samuel Chu
- Michael Fleischer
- Daniel Garodnick
- Randolph Glucksman
- Christopher Leathers
- David Mack
- Lisa Sorin
- Midori Valdivia
- Ed Valente
- Neal Zuckerman

