

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

September 2025

Trains to Long Island		10:43:29	Next train to...						10:43:30	
Departing Train	Track	Destination	Departing Train	Track	Destination	Departing Train	Track	Destination	Departing Train	Track
10:45 Hempstead	303	Luxemburg 10:45 Hempstead J 303	N - O - P	10:45 Hempstead 303	S	Seaford 11:04 Massapequa J				
10:51 Port Washington	302	Lawrence 11:14 Far Rockaway J 303	New Hyde Park 11:04 Massapequa J		Smithtown 11:04 Massapequa J					
11:04 Massapequa		Lindenhurst 11:14 Far Rockaway J	Northport 11:04 Massapequa J		Southampton 11:14 Far Rockaway J					
11:14 Far Rockaway		Little Neck 10:51 Port Washington 302	Oakdale 11:14 Far Rockaway J		Southold Check TrainTime App					
11:30 West Hempstead		Locust Manor 10:45 Hempstead J 303	Oceanside 10:45 Hempstead J 303		Speark 11:14 Far Rockaway J					
11:45 Hempstead		Locust Valley 10:45 Hempstead J 303	Oyster Bay 10:45 Hempstead J 303		St. Albans 11:30 W Hempstead J					
11:51 Port Washington		Long Beach 10:45 Hempstead J 303	Patchogue 11:14 Far Rockaway J		St. James 11:04 Massapequa J					
12:04 Massapequa		Lyndbrook 10:45 Hempstead J 303	Phalanx 11:14 Far Rockaway J		Stewart Manor 10:45 Hempstead J 303					
12:14 Far Rockaway		Malverne 11:30 W Hempstead J	Plandome 10:51 Port Washington 302		Stony Brook 11:04 Massapequa J					
12:30 West Hempstead		Manhasset 10:51 Port Washington 302	Port Jefferson 11:04 Massapequa J		Syosset 11:04 Massapequa J					
12:45 Hempstead		Massapequa 11:04 Massapequa J	Port Washington 10:51 Port Washington 302		V - W - Y					
12:51 Port Washington		Massapequa Park 11:14 Far Rockaway J	Q - R - S		Valley Stream 10:45 Hempstead J 303					
13:04 Massapequa		Matinecock 11:14 Far Rockaway J	Queens Village 2:41 Hempstead		Wardlaw 11:04 Massapequa J					
13:14 Far Rockaway		Medford 2:14 Far Rockaway J	Riverside 2:14 Far Rockaway J		West Hempstead 11:30 W Hempstead J					
13:30 West Hempstead		Marion Avenue 11:30 W Hempstead J	Rockville Centre 11:04 Massapequa J		Westbury 11:04 Massapequa J					
13:45 Hempstead		Merrick 11:04 Massapequa J	Roseton 10:45 Hempstead J 303		Westwood 11:14 Far Rockaway J					
13:51 Port Washington		Mt. Pleasant 10:45 Hempstead J 303	Roseton 10:45 Hempstead J 303		Westwood 11:30 W Hempstead J					
14:04 Massapequa		Mt. Pleasant 11:14 Far Rockaway J	Saville 11:14 Far Rockaway J		Woodmere 11:14 Far Rockaway J					
14:14 Far Rockaway		Murray Hill 11:14 Far Rockaway J	Sea Cliff 10:45 Hempstead J 303		Woodside 10:51 Port Washington 302					
14:25 Hempstead			J Change at Jamaica		Wyandanch 10:45 Hempstead J 303					
			T Other Transfer Required		Yaphank 2:14 Far Rockaway J					
			D Park Park							

Grand Central Madison is expanding seating at the station as it has surged in popularity as the railroad's ridership, on-time performance, and service reliability reached post-pandemic record highs. Fourteen seats at 45th Street and 28 seats at 46th Street were installed in August for a total of 70 seats on the mezzanine level of Grand Central Madison, close to platforms and trains.

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

130 Livingston St • Brooklyn, NY 11201  
September 29, 2025

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





THE GAP

# LONG ISLAND RAIL ROAD



EMERGENCY ACCESS  
WINDOW  
BREAK GLASS



# Long Island Rail Road

## MESSAGE FROM THE PRESIDENT



**Rob Free**

President, Long Island Rail Road

### On Ridership and Performance

The Long Island Rail Road experienced explosive ridership over the summer with all kinds of new marks being set.

Total ridership for the month of July was 7.3 million customers, a new post-pandemic record. It also represented 91.1% of July 2019, another post-pandemic high.

- July monthly ticket sales were up 13.7% over July 2024
- August total ridership was 7.16 million customers, up 11.8% over a year ago and representing 90.4% of August 2019.

YTD August ridership is 10% above last year.

- August monthly ticket sales were up 10.6% over August of 2024.

Our single-day, post-pandemic ridership record was broken on Wednesday, September 24 with 301,440 riders – the first time we've surpassed 300,000 customers in a single day since before the pandemic.

August certainly had its fair share of ridership records as well. For the week of August 25-31:

- Highest total 7-day weekly ridership since pandemic (1,769,352)
- Highest 7-day weekly average ridership (252,765);
- Highest 5-day M-F weekday average (288,459)
- Highest Friday 8/29 (284,378)
- Highest Saturday 8/30 (174,467)
- Highest Sunday 8/30 (152,591)

Non-Commutation ridership for August 2025 was the highest in our recorded history with 4.9 million customers.

We had another successful and record breaking U.S. Open this year, transporting 177,738 people to Mets-Willets Point for the U.S. Open (including the 3-day qualifying matches) & same-day Mets games, shattering last year's tournament



total by 50,312 riders.

These fantastic ridership numbers are quite an achievement, and I want to thank all of our dedicated employees for delivering world class service – undoubtedly, the main reason why we are seeing these ridership increases.

And, of course, the just-completed Ryder Cup at Bethpage Black resulted in an even bigger boost to ridership with tens of thousands of golf fans from around the world taking advantage of our sizable service offerings to Farmingdale.

Nine extra trains were part of LIRR expanded Ryder Cup service during the week of September 23-28 and seven more trains have added Farmingdale stops, making travel to and from this huge international sporting event a breeze.

Performance has also remained strong:

- July OTP was 96.4% (our best July total ever)
- August OTP was 95.7%
- YTD OTP (at the end of August) was 96.4%

Regarding safety, for the 12 month period ending July 2025, we saw a 27% reduction in customer injuries (per 1 million customers) over July 2024 – and our employee injury rate (per 200,000 working hours) also dropped 12% during that same time frame.

### Cuisine for the Concourse

It's open! On September 2, I joined MTA Chairman and CEO Janno Lieber at Grand Central Madison to celebrate the grand opening of the very popular TRACKS Raw Bar and Grill.

TRACKS will not only enhance the customer experience but will also prove that setting up a retail spot in GCM is a good investment. With over 1.1 million passengers in August, there is plenty of foot traffic.

# 96.4%

of LIRR trains arrived on time in July, the best-ever July OTP

# 301,440

customers took the LIRR on September 24, a new post-COVID high

# 177,738

LIRR customers transported to Mets-Willets Point during U.S. Open, a new record

And the retail spots are coming - currently there are five more retail locations in various stages of negotiation, all of which are in the food and beverage space.

### **Boarding for Brooklyn With Confidence**

Of course, The Long Island Rail Road is always looking to improve the customer experience for all of its customers.

That's why we're conducting a pilot program to place platform decals designating a new accessible boarding area on Tracks 11 and 12 in Jamaica.

Boarding within this designated area at Jamaica helps customers using a mobility device or stroller safely exit westbound trains at Nostrand Avenue and Atlantic Terminal.

We're very excited to see the results and their effect on the overall experience of our Brooklyn customers.

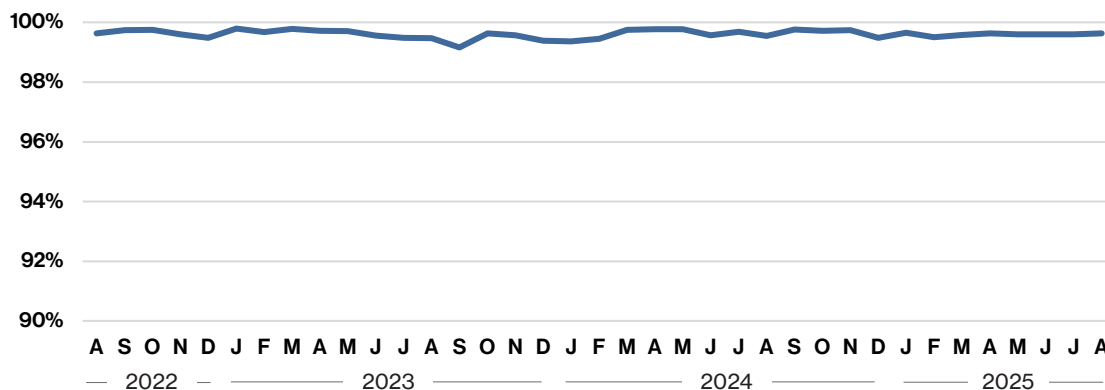


# Long Island Rail Road

## SERVICE PERFORMANCE

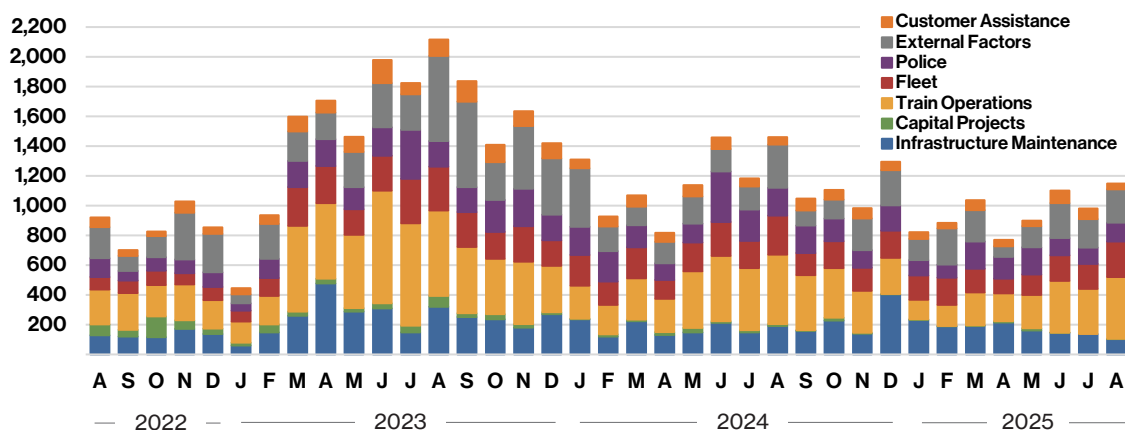
### Service Delivered

The share of scheduled train trips completed



### Delays by Type

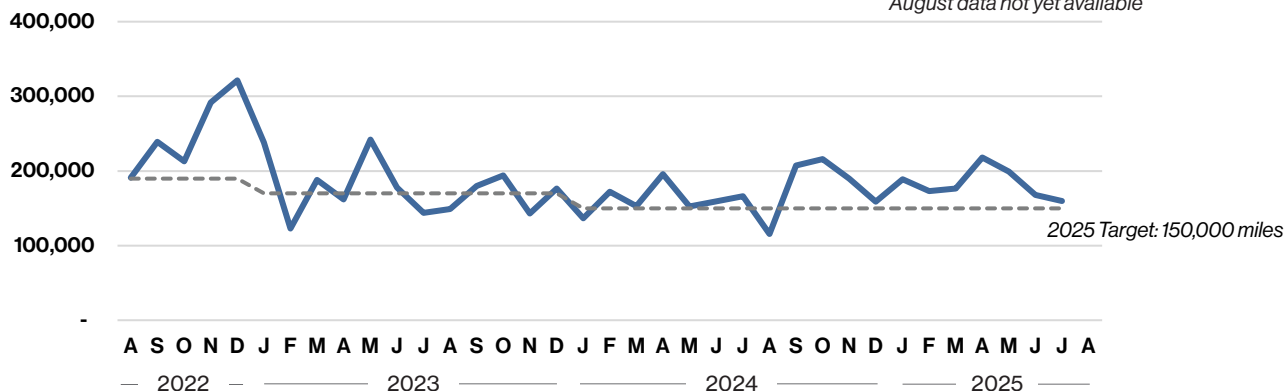
The number of delayed trains by type of delay



### Mean Distance Between Failures

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

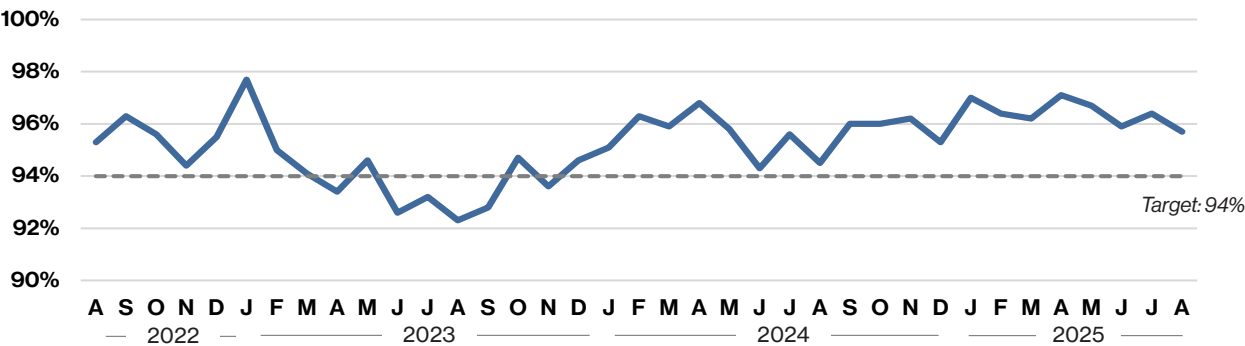
August data not yet available



# SERVICE PERFORMANCE

## On-Time Performance

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



## On-Time Performance, by Branch

	July	August		July	August
Atlantic	99.5%	98.7%	Montauk	90.6%	91.8%
Babylon	96.5%	95.7%	Oyster Bay	96.5%	97.2%
Far Rockaway	96.6%	97.5%	Port Jefferson	96.3%	94.9%
Hempstead	97.3%	96.7%	Port Washington	95.0%	93.3%
Huntington	97.1%	95.3%	Ronkonkoma	96.4%	95.3%
Long Beach	95.4%	95.7%	West Hempstead	97.2%	97.2%

## Data Review

In August, on-time performance was 95.7%, above the goal of 94%. 2025 Year-to-date on-time performance (OTP) is 96.4% which is also above goal. Ten branches operated at or above their goal and year to date eleven branches operated at or above their goal. Thirteen incidents in August results in ten or more late, cancelled, or terminated trains.

The most significant event in August occurred on August 22 when there was equipment trouble. The event caused 88 late trains, delayed our customers an average of 15 minutes and reduced our monthly OTP by less than one percent.

In August, 69% of trains arrived in to Jamaica less than 3 minutes behind scheduled time during the morning peak periods and 68% during afternoon peak periods.

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 164,260 miles in June and 159,606 miles in July and 181,454 year to date, exceeding the target of 150,000 miles.

## Moving Forward

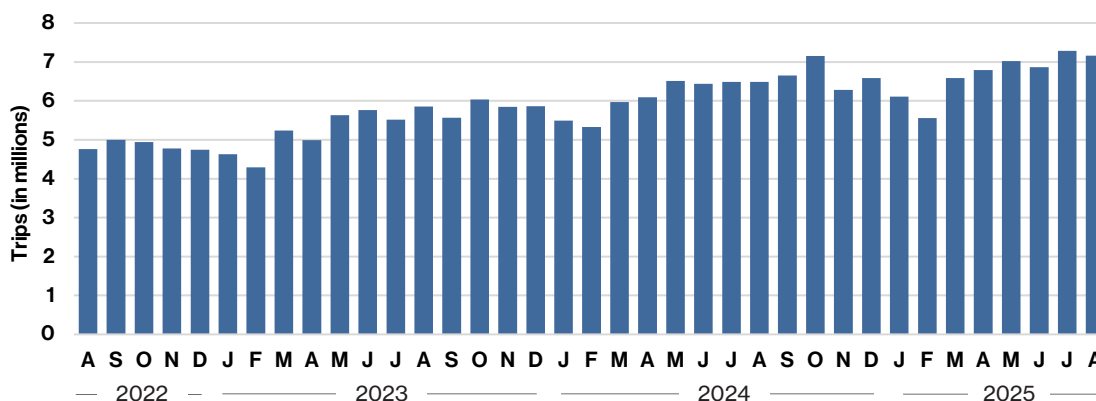
As the season changes, LIRR prepares for the slip-slide conditions on the rails that come with fallen leaves. To combat these conditions, industry-leading laser trains will be operating on tracks to vaporize the slippery substance left behind by leaves and we will be utilizing high pressure (20,000 psi) water trains to 'power wash' the rails.

# 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 months of the prior year setting new post-pandemic records. July 2025 ridership increased 12.3% compared to July 2024, representing 91.1% of July 2019 setting a new record for the highest ridership of 7.3 million customers since the beginning of the pandemic. July's Commutation ridership increased 13.4% and Non-Commutation ridership increased 11.7% above July 2024. August ridership increased 11.8% compared to August 2024, representing 90.4% of August 2019. August's Commutation ridership increased 10.4% and Non-Commutation ridership increased 12.4% above August 2024, continuing to surpass the same month in 2019. Non-Commutation's continued growth indicates strong demand for off-peak travel, supported by summer leisure travel, while Commutation demonstrates steady growth as the overall service performance continues to improve. Year-To-Date-August ridership is 10% above 2024, representing 88.1% of the ridership compared to the same period in 2019.

The average weekday ridership in August 2025 increased 1.4% compared to July 2025. The average weekend ridership increased 2.2% with Saturdays increasing 2.5% and Sundays increasing +1.9% compared to last month. Several post-pandemic ridership records were broken with the most noticeable on 7/23 marking the highest weekday ridership with 298,419 customers, Saturday 8/30, with 174,467 customers, and Sunday 8/31 with 152,591 customers.

### Moving Forward

In August, GCM ridership reached 1,673,963 customers (based on load weigh data) while in July it reached the highest ridership since its opening day. AM Peak travel to Manhattan has stabilized at 40% share for GCM (with many instances exceeding 40%) vs. 60% share for Penn Station. NYC sports games (i.e., US Open tennis, Mets) and events at local venues brought additional ridership, while the LIRR ridership is expected to increase in September with the 2025 PGA Ryder Cup at Bethpage Park.



# FINANCIAL RESULTS

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

\$ in millions

	Budget	Actual	Variance
<b>Total Non-Reimbursable Revenues</b>	<b>\$485.5</b>	<b>\$496.7</b>	<b>\$11.2</b>
Farebox Revenues	\$453.8	\$454.7	\$0.9
Other Revenues	\$31.7	\$42.0	\$10.3
<b>Total Non-Reimbursable Expenses</b>	<b>\$1,348.3</b>	<b>\$1,322.2</b>	<b>\$26.1</b>
Labor Expenses	\$1,007.8	\$984.5	\$23.3
Non-Labor Expenses	\$340.5	\$337.7	\$2.8
<b>Non Cash Liabilities</b>	<b>\$384.7</b>	<b>\$388.0</b>	<b>(\$3.3)</b>
<b>Net Surplus /(Deficit) - Accrued</b>	<b>(\$1,247.5)</b>	<b>(\$1,213.5)</b>	<b>\$34.1</b>

## Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,808	6,848	-40
Reimbursable	1,193	1,023	170
<b>Total Positions</b>	<b>8,001</b>	<b>7,871</b>	<b>130</b>

## Data Review

Through August, farebox revenue was \$0.9 million higher than the budget due to higher yield per passenger partially offset by lower-than-expected ridership.

Labor expenses are lower than the forecast by \$23.3 million due to lower payroll, overtime, and associated fringe costs. At the end of August, there were 130 vacancies compared to the budget.

Non-labor expenses are lower than the budget by \$2.8 million, primarily driven by maintenance and other operating contracts, partially offset by the timing of material usage, professional service contracts, and electric and fuel expenses.

## 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.

### Innovating Infrastructure at Hall Interlocking



MTA Construction & Development and LIRR are continuing work at Hall Interlocking as part of the multi-phase Jamaica Capacity Improvements Program. The Hall Interlocking Expansion Project is creating new, parallel routes east of LIRR Jamaica Station that will help unlock greater flexibility and reliability across the LIRR system.

One of the most complex aspects of the project is the construction of a new, 280-foot bridge spanning the existing LIRR Atlantic Branch track and 150th Street below. To achieve this, crews have to raise retaining walls by several feet. The new bridge approaches alone required 5,000 cubic yards of fill and ballast that needs to be delivered to a site wedged between ten active LIRR Tracks.

Delivering this much material poses significant challenges to the team. At first, the team relied on traditional 3-car gondola work trains that could only deliver 180 cubic yards of material, and offloading required an excavator which was slow and inefficient.

To boost productivity, the project team replaced the work trains with a specialized seven-car LORAM Dump Train, significantly increasing the speed and efficiency of fill and ballast material delivery.

The new Dump Train more than doubled the capacity of each material delivery, enabling 500 cubic yards of cargo to be offloaded from an adjacent track in a single hour. The increased efficiency meant fewer work trains and quicker deployment of materials during critical work hours. With innovative cutting-edge solutions like the Dump Train, this project is laying the foundation for a better, faster and more resilient LIRR.

# CUSTOMERS & COMMUNITIES

## LIRR Welcomes Age-Friendly Glen Cove Group to Grand Central Madison

LIRR was proud to welcome 15 members of the Age-Friendly Glen Cove group for a special tour of Grand Central Madison in late August. In partnership with MTA Accessibility, the visit was designed to showcase not only the station's world-class infrastructure but also how it serves as an inclusive, welcoming hub for riders of all ages and abilities.

As part of the tour, LIRR and MTA Accessibility

representatives shared the inspiring story behind Grand Central Madison's construction, detailing how the station was purposefully designed to be more accessible, efficient, and beautiful. A key highlight of the visit was introducing the group to the MTA Care Program team, who provides support for customers who may need extra assistance during their journey, a resource that resonated deeply with many attendees.

The group explored the station's stunning architecture and public art installations, created by talented New York State artists. We also highlighted features like the location of elevators and escalators, and demonstrated how to navigate connections to the subway, Metro-North Railroad, and key destinations across Midtown Manhattan. Grand Central Madison is more than just a station; it's a gateway to the entire New York region. We emphasized how LIRR's integration with other MTA services enhances mobility and independence for older adults and those with accessibility needs.

The tour concluded with a group photo outside the station, capturing a moment of shared discovery and community. Following the visit, the group enjoyed lunch nearby, closing a day filled with learning, connection, and accessibility empowerment.

LIRR remains committed to fostering partnerships that strengthen community ties and promote travel equity for all New Yorkers!



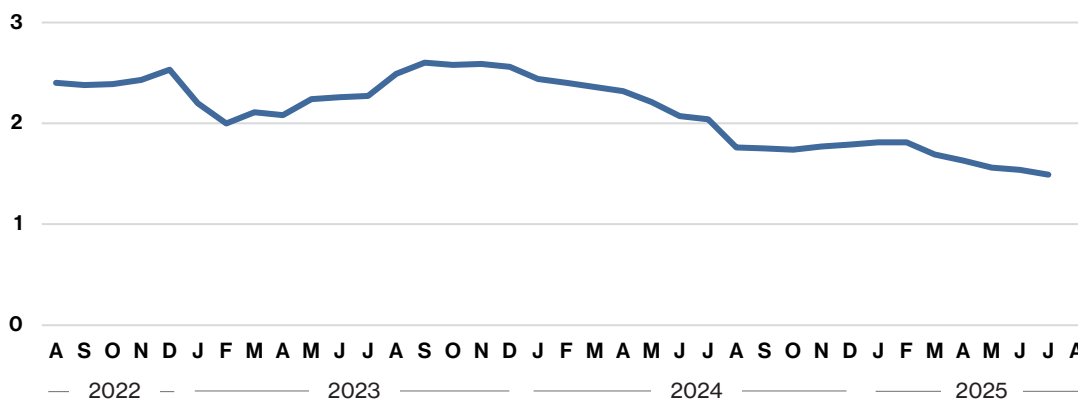
# Long Island Rail Road

## SAFETY & SECURITY

### Customer Injury Rate

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

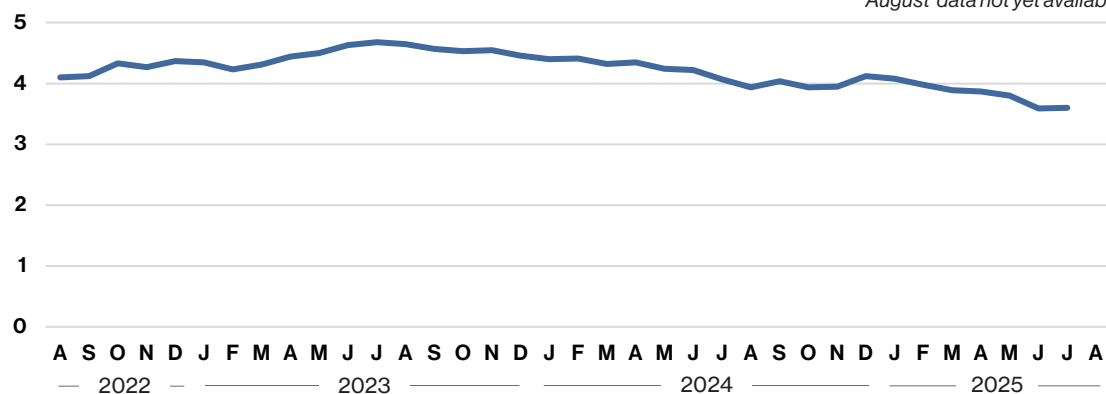
August data not yet available



### Employee Lost Time Injury Rate

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

August data not yet available



### Data Review

The reportable customer injury rate decreased from 2.04 to 1.49 per one million customers in the current 12-month reporting period, August 2024 through July 2025, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 4.07 to 3.60 per 200,000 working hours, compared to the prior 12 months.

### Moving Forward

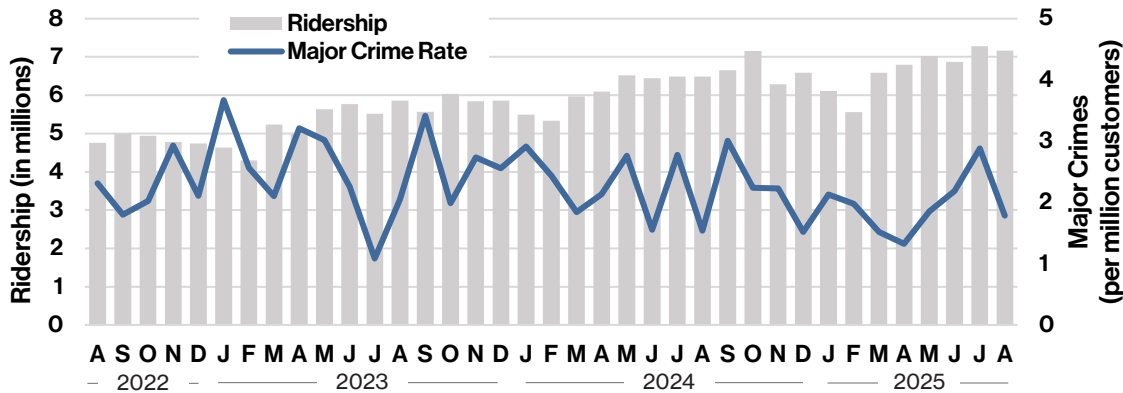
On Wednesday, September 10, we held an event at Penn Station, bringing together two critical initiatives: Customer Safety and Suicide Prevention Awareness. The purpose of the event was to promote a safe, supportive, and well-informed community by maintaining a visible presence, engaging with customers, answering questions, and reinforcing our commitment to their safety and well-being. By combining these efforts, we continue to foster a culture rooted in care, resilience, and proactive safety across our system.



# SAFETY & SECURITY

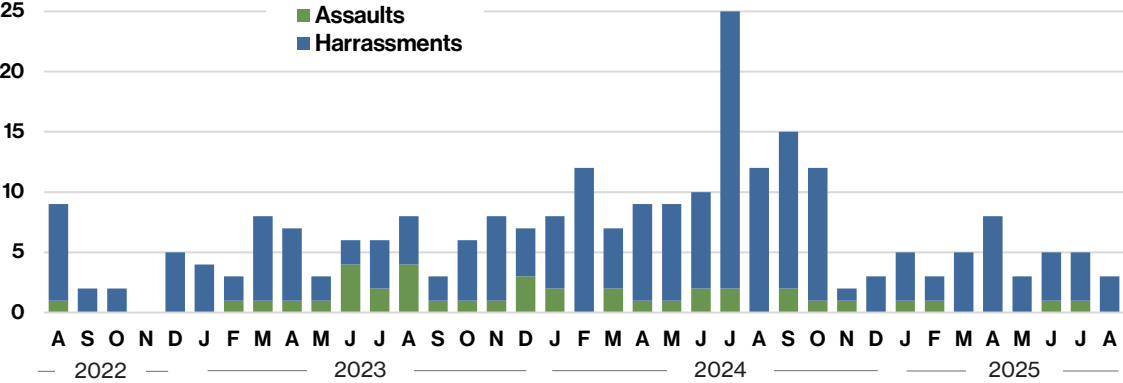
## Major Crimes Against Customers

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



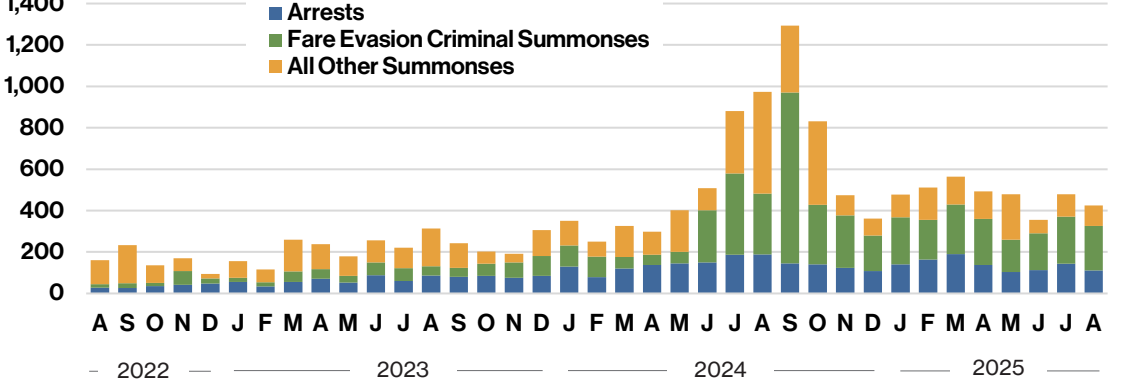
## Assaults and Harassments Against Employees

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





# Metro-North Railroad

## MESSAGE FROM THE PRESIDENT



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

### Ridership and Reliability

In August, Metro-North served 5.8 million customers, a 6.5% increase from last year, about 80% of our pre-pandemic ridership.

- Average weekday ridership was up 8.8% over last year;
- Weekend ridership reached 94.5% of 2019 levels, up 11% from last year; and
- Ridership is exceeding pre-pandemic levels at many of our Bronx stations thanks to strong CityTicket use, and in Connecticut on the Waterbury branch where we have increased service.

During the week of September 8-14, the Hudson Line hit 92.2% of pre-pandemic ridership, the first time that Metro-North has broken the 90% mark. Ridership through September 14 has yielded these post-pandemic records:

- Average September weekday ridership – 237,994 rides;
- Average September weekday recovery percentage – 82.5% of September 2019; and
- Average September midweek (Tuesday-Thursday) recovery percentage – 84.7% of September 2019.

On-time performance remains strong at 97.2% for August and 97.9% year-to-date. Heading into fall, Metro-North's award-winning Laser Train is ready to support reliability by eliminating the slippery residue left by crushed fallen leaves. Last year, the Laser Train reduced the number of delay minutes associated with slippery rail by over 85% compared to historical averages. We also incurred the lowest number of wheel defects from slippery conditions which reduces our maintenance costs.

New this year, the Laser Train has been upgraded to allow us to clean hard-to-reach areas like grade crossings and track switches, and we've added a feature to measure and analyze any remaining residue so we can program the equipment to do a deeper clean.



## Charger Locomotives

We're proud to have unveiled our brand-new dual-mode diesel-electric Siemens Charger locomotive last Monday in Grand Central Terminal. On time, on budget, and American made, these state-of-the-art locomotives will now operate across our territory, ushering in a new era of reliability, performance, and environmental responsibility.

The new Charger locomotives, known as model number SC42-DM, produce 4,200 horsepower that will upgrade and replace our existing fleet of Genesis P32 locomotives across our territory. They are also greener and cleaner than our current fleet, meeting the most stringent U.S. Environmental Protection Agency air quality standards, slashing airborne pollutants by almost 85%. The Chargers can also operate on electric power along the entire 102-miles of 3rd rail territory, well beyond the current electric range of the existing Genesis P32 locomotives.

This is the first of 33 locomotives Metro-North will receive through 2028. Twenty-seven of the locomotives are funded by the MTA and six are funded by the Connecticut Department of Transportation.

## Fall Schedule Change

Metro-North will implement schedule adjustments on the Hudson, Harlem, and New Haven Lines effective Sunday, October 5, responding to customer feedback and to advance critical infrastructure improvements and essential maintenance work.

The Harlem Line will have a new inbound morning peak train to provide more capacity and, in response to customer feedback, a new post-show train in the evening to take event-goers home more quickly.

# 1st

passenger run of  
the new Charger  
Locomotive

---

# 5

trains under 90  
minutes from  
Poughkeepsie to  
GCT

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# 6

inches higher for  
tracks at Mott Haven

# Metro-North Railroad

## MESSAGE FROM THE PRESIDENT

The popular Hudson Line Leaf Peeper fall-foliage trains return on Saturday, October 4. These well-loved trains add capacity for Hudson Valley fans who travel upstate to enjoy fall activities. Thousands of riders every weekend are evidence that there's no better way to visit and enjoy the Hudson Valley than by safe, frequent, and reliable Metro-North trains.

And the Yankees! For every Yankees game, whether regular-season, playoff or World Series, Metro-North offers special schedules to the games, including our popular Yankee Clipper direct trains to the game from the Hudson, Harlem and New Haven Lines, extra stops at the stadium on Hudson Line trains and Shuttle trains from GCT for fans coming from Long Island via Grand Central Madison. Come join the fun!

### Poughkeepsie Super-Express Trains

As part of our October 5 schedule change we are delighted to announce travel times are being reduced by five to seven minutes on our six popular Hudson Line express trains operating between Poughkeepsie and Grand Central. With these improvements, five of the trains will now make the trip between GCT and Poughkeepsie in less than 90 minutes. These time savings mean faster, more convenient trips for our customers, so they can spend less time commuting and more time where they want to be.

### Mott Haven Track Raising

As part of Metro-North's ongoing resiliency efforts, we are always looking for opportunities to strengthen our system and increase our ability to handle inclement weather. Flooding in Mott Haven, where all three of our main lines come together, has caused multiple service disruptions and suspensions in recent years. The intensity of the storms combined with rising tide levels are causing this low-lying point to flood more routinely.

Building on the successful track-raising strategy we used on the Hudson Line near Garrison, Metro-North recently completed raising the track levels on the Harlem Line in Mott Haven by six inches. This improvement will help mitigate the impact of storms and keep the railroad open and running for longer periods.

In conjunction with our partners at MTA Construction and Development, the project was performed entirely by in-house teams, including the North White Plains Surfacing team, with support from the Power Department and Mott Haven's Track Maintenance team. The Maintenance Planning team coordinated with Service Design and Track Outage Planning to develop work windows that could support the existing level of service and allow the work to be completed without affecting our customers.



## Mileposts Digital Customer Newsletter

We are bringing back our well-loved customer newsletter Mileposts as a quarterly digital newsletter, responding to customer requests for a consistent, single source of information on service, destinations and features. We'll publish our first issue October 1, with information about the fall schedule change, the Leaf Peeper trains, our new locomotives, and stories from around the service area.

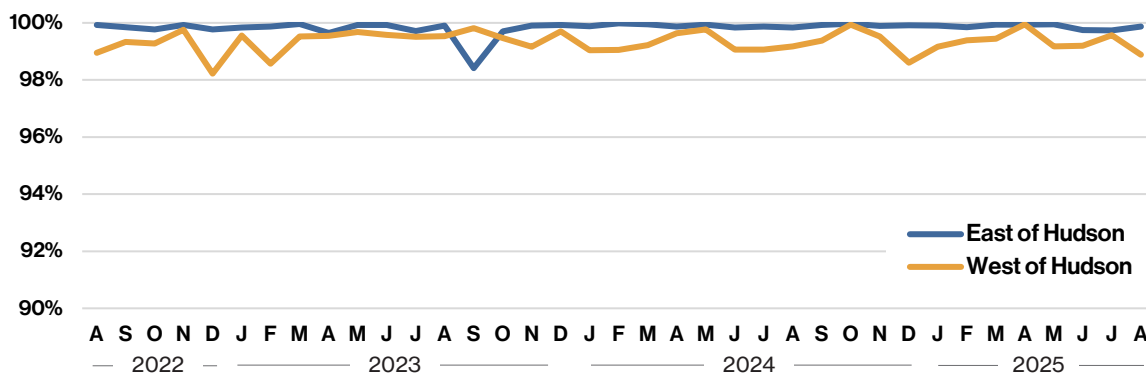
Please sign-up at [mta.info/mileposts](https://mta.info/mileposts) and let us know what you think!

# Metro-North Railroad

## SERVICE PERFORMANCE

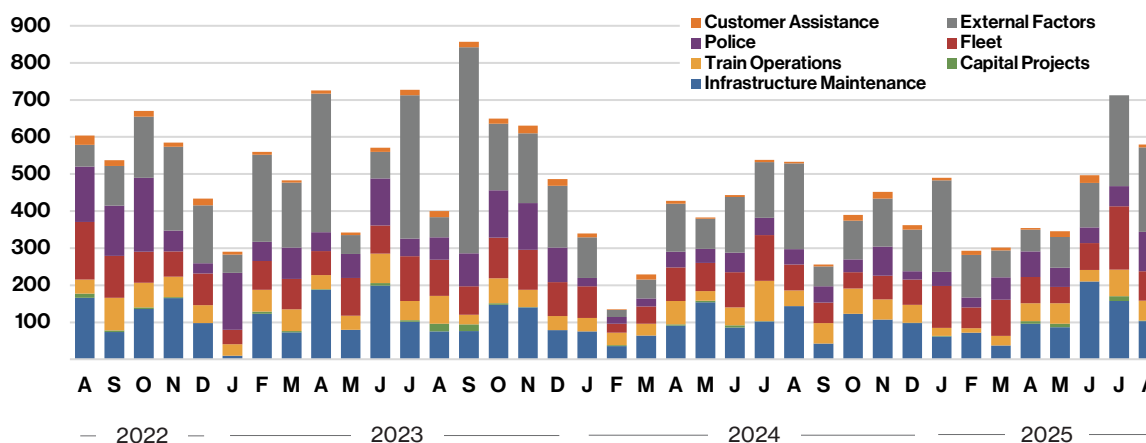
### Service Delivered

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



### Delays by Type

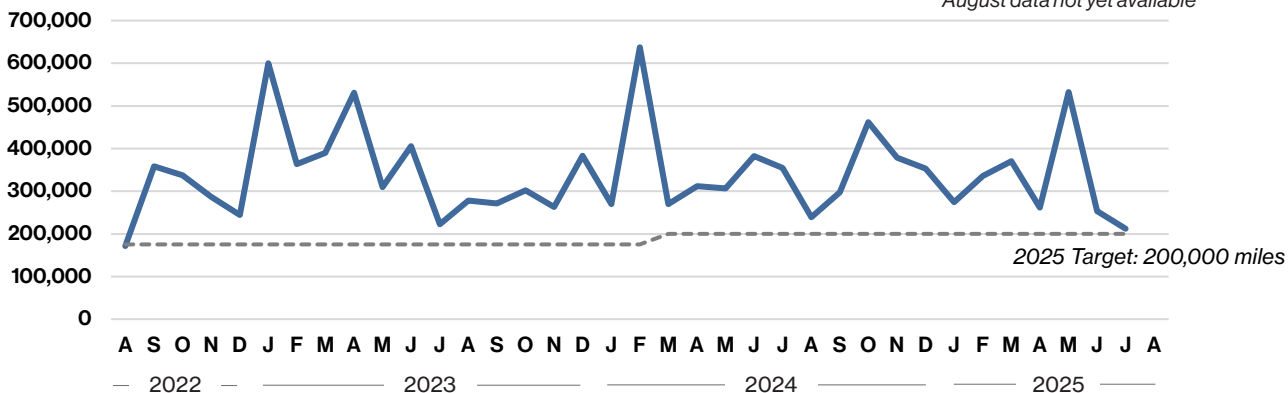
The number of delayed trains on East of Hudson lines by type of delay



### 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

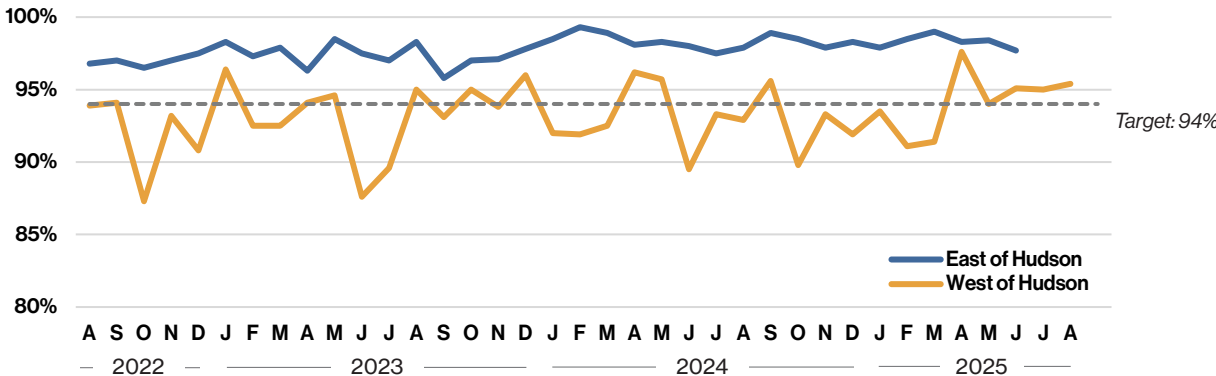
August data not yet available



# 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

	July	August		July	August
Hudson	96.8%	97.5%	Pascack Valley	96.5%	95.9%
Harlem	95.7%	97.0%	Port Jervis	92.8%	94.5%
New Haven	96.5%	97.2%			

## Data Review

Metro-North's service delivered rate in August was 99.9%. Systemwide OTP exceeded the 94% goal, reaching 97.2%. The following events impacted OTP:

- On August 21, a track circuit was down delaying 39 trains between Grand Central and Melrose.
- On August 26, a boom truck derailed near Woodlawn and heavily disrupted morning services, affecting 144 trains.
- On August 29, trains were held due to police activity near Mount Vernon East, affecting 68 trains.

Mean distance between failures for the fleet in July was 211,764 miles, surpassing the 200,000-mile goal.

## Moving Forward

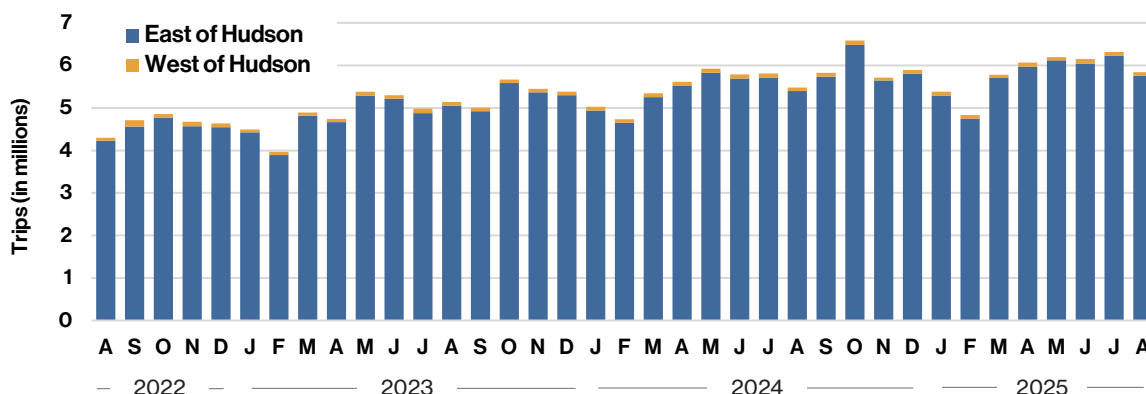
New schedules go into effect on October 5 to improve service and accommodate ongoing infrastructure projects. Two new trains will be added to the Harlem Line to enhance service frequency and customers will experience faster trips from Poughkeepsie during peak hours on six trains. Fall foliage trains will return too, offering seasonal trips from the city to scenic destinations along the Hudson Line. Starting October 1, the LaserTrain will operate on the Hudson, Harlem, and parts of the New Haven Line, which will clear leaf residue from the tracks and help maintain safe and efficient train operations during the fall season.

# Metro-North Railroad

## RIDERSHIP

### Monthly Ridership

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



### Data Review

July ridership was unusually steady, providing a new record recovery percentage of 83.2% compared to July 2019, but August was clearly the month to take vacation this summer. Total July ridership rose 2.6% from June's 6.12 million to 6.28 million due to calendar effects, improving 8.8% from July 2024, and average daily ridership decreased just 0.7% to 202,644. Weekday ridership of 229,106 was down 2.7% in July and stood at 80.9% of 2019 in July. Tuesday-Thursday ridership dropped a slightly steeper 4.2% to 232,452, but weekend ridership was essentially flat, falling only 0.6% to 119,621 and standing at 93.7% of 2019. Total commutation ridership increased 2.8% in July, and commutation plus peak single ridership increased 3.7%. Commutation's 37.6% share of total ridership for July was virtually unchanged.

With the same number of days as July, August's total ridership and average daily ridership both decreased 7.6%, to 5.8 million and 187,244 respectively. Weekday ridership dropped 7.3% to 212,413, and Tuesday-Thursday ridership decreased 6.0% to 218,407; weekend ridership dropped 1.0% to 118,420. Compared to August 2024, monthly ridership was up 6.5% and stood at 79.5% of August 2019. Weekday ridership was at 77.8% of 2019 and weekend ridership at 94.5%. Total commutation ridership dropped 14.5% from July, and commutation plus peak single ridership fell 12.3%. Commutation's share of total ridership dropped 2.8% to 34.8% for August.

### Moving Forward

The net summer decline for the two months was slightly sharper than in previous years, but ridership always climbs in September as schools and offices repopulate, and early results for September indicate that ridership is returning to the record territory of last spring and may provide even more growth this fall.

# FINANCIAL RESULTS

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

\$ in millions

	Budget	Actual	Variance
<b>Total Non-Reimbursable Revenues</b>	<b>\$466.7</b>	<b>\$478.8</b>	<b>\$12.0</b>
Farebox Revenues	\$421.7	\$427.0	\$5.3
Other Revenues	\$45.0	\$51.7	\$6.7
<b>Total Non-Reimbursable Expenses</b>	<b>\$1,085.7</b>	<b>\$1,091.9</b>	<b>(\$6.3)</b>
Labor Expenses	\$756.4	\$768.8	(\$12.4)
Non-Labor Expenses	\$329.3	\$323.2	\$6.1
<b>Non Cash Liabilities</b>	<b>\$229.1</b>	<b>\$224.6</b>	<b>\$4.5</b>
<b>Net Surplus /(Deficit) - Accrued</b>	<b>(\$848.0)</b>	<b>(\$837.7)</b>	<b>\$10.2</b>

## Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,021	6,206	(185)
Reimbursable	805	507	298
<b>Total Positions</b>	<b>6,826</b>	<b>6,713</b>	<b>113</b>

## Data Review

Through August, farebox revenue was \$5.3 million higher than the Forecast due to increased non-commutation ridership and higher average yield per passenger partially offset by lower commutation ridership.

Labor expenses are higher than the Forecast by \$12.4 million due primarily to higher other fringe benefits and payroll expenses. At the end of August, paid headcount was 113 lower than Forecast and reflects 408 vacancies against the year-end authorized headcount.

Non-labor expenses are lower than the Forecast by \$6.1 million due primarily to lower materials and supplies as well as lower professional service contracts.

## 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

### Structural and Accessibility Improvements Along the Harlem Line



This month, MTA Construction & Development is advancing design on a project to make critical improvements at six Metro-North stations on the Harlem Line. The project combines structural and accessibility improvements at the Chappaqua, Crestwood, Hartsdale, Ludlow, Pleasantville, and Scarsdale stations and a bridge replacement spanning the Bronx River.

After beginning with surveying and field investigations, the team is undertaking engineering and design activities to advance the design of the project. This work will bring new platforms, canopies, stairs, ramps, elevators, shelters, and customer communications systems to these stations and will improve overpasses, stairs to overpasses, and other structural components.

In addition, this work will add ramps to make Ludlow station fully accessible. To improve efficiency of work along the line, the project will also replace a 130-year-old undergrade bridge near the Scarsdale station and will raise the elevation to improve hydraulic opening. Once completed, this project will provide improved safety, service reliability, and customer satisfaction for Metro-North customers.

# CUSTOMERS & COMMUNITIES

## **Metro-North Railroad Commuter Council Tours Major Projects**

Government & Community Relations staff joined Permanent Citizens Advisory Council (PCAC) staff and members of the Metro-North Railroad Commuter Council for a tour of the Park Avenue Viaduct Replacement project and the Three Bronx Stations Replacement Project led by members of the MTA C&D project teams. Council Members marveled at the innovative approach to the Park Avenue Viaduct project and were impressed by how quickly the project is progressing. Our guests were also appreciative to see the station rehabilitation work that recently commenced at the Botanical Garden station as part of a much needed top-to-bottom overhaul and ADA improvement project at three stations in the Bronx.



## **Governor Hochul Dedicates Metro-North Bridge in Mt. Vernon**

Leaders from across Westchester County and New York City joined Governor Kathy Hochul on Metro-North Railroad's Fulton Avenue Bridge for a dedication ceremony in which a plaque honoring former State Senator Ruth Hassell-Thompson was unveiled. Governor Hochul honorarily named the bridge for Senator Hassell-Thompson to commemorate her years of service and the lasting impact that has followed.

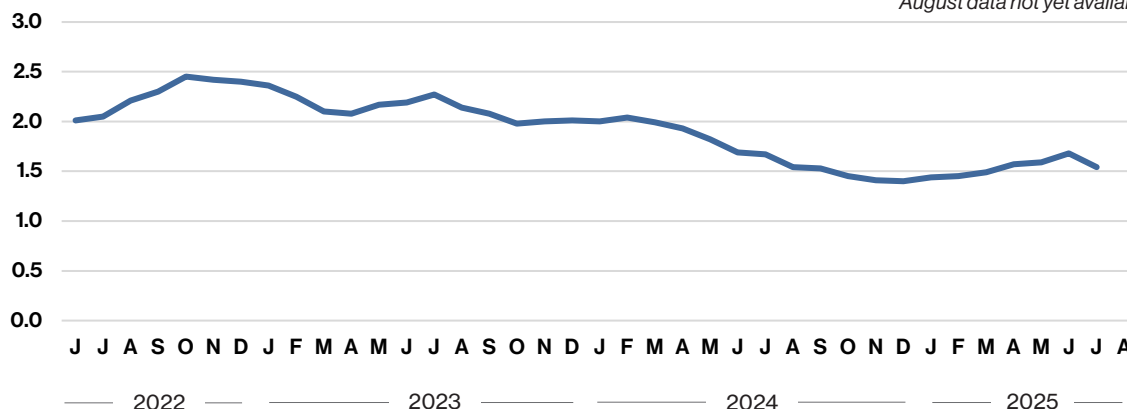
# Metro-North Railroad

## SAFETY & SECURITY

### Customer Injury Rate

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

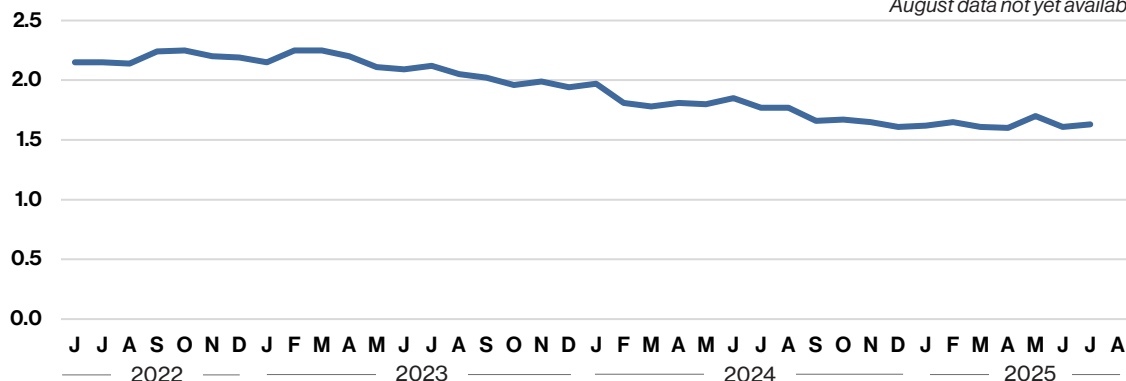
August data not yet available



### Employee Lost Time Injury Rate

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

August data not yet available



### Data Review

The reportable customer injury rate decreased from 1.67 to 1.54 per one million customers in the current 12-month reporting period, August through July 2025, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 1.77 to 1.63 per 200,000 working hours, compared to the prior 12 months.

### Moving Forward

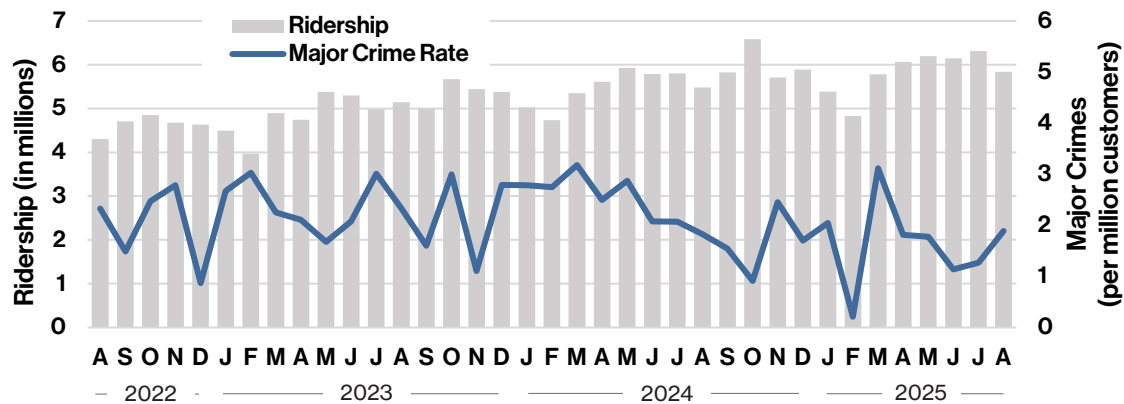
Metro-North partnered with Rutgers University to pilot AI video analytics at four grade crossings. The system recorded hundreds of thousands of events, identifying violations by type and time, enabling targeted enforcement and public outreach through monthly reports and heat maps. Insights gained have informed broader safety initiatives, including new measures that contributed to a 50% reduction in bridge strike delays in 2024.



# SAFETY & SECURITY

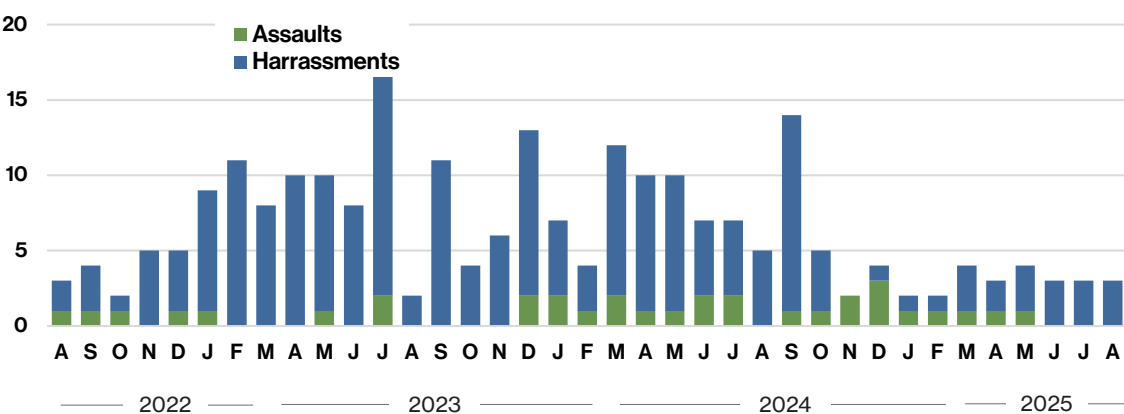
## Major Crimes Against Customers

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

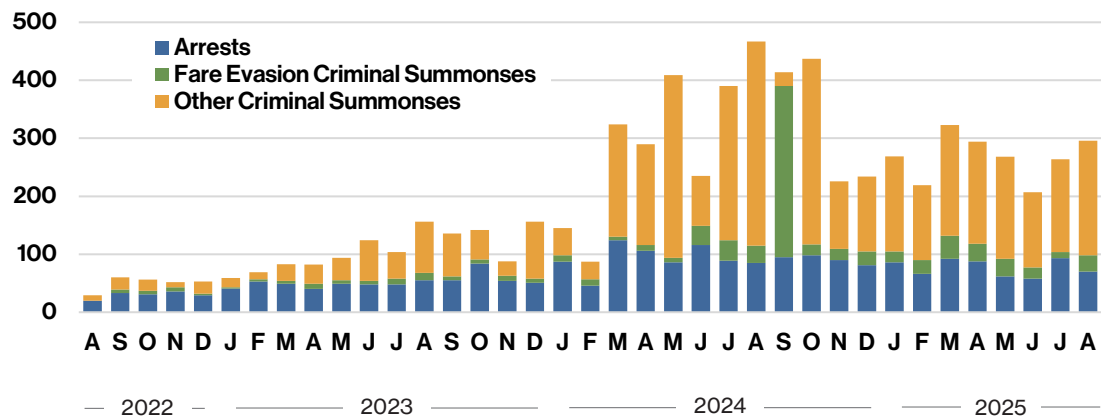
The number of assaults and harassments against Metro-North employees recorded by MTA Police Department, per NYS criminal law



## 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

Data subject to change







## **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
- Melva M. Miller
- James O'Donnell
- Lisa Sorin
- Midori Valdivia
- Ed Valente
- Neal Zuckerman

