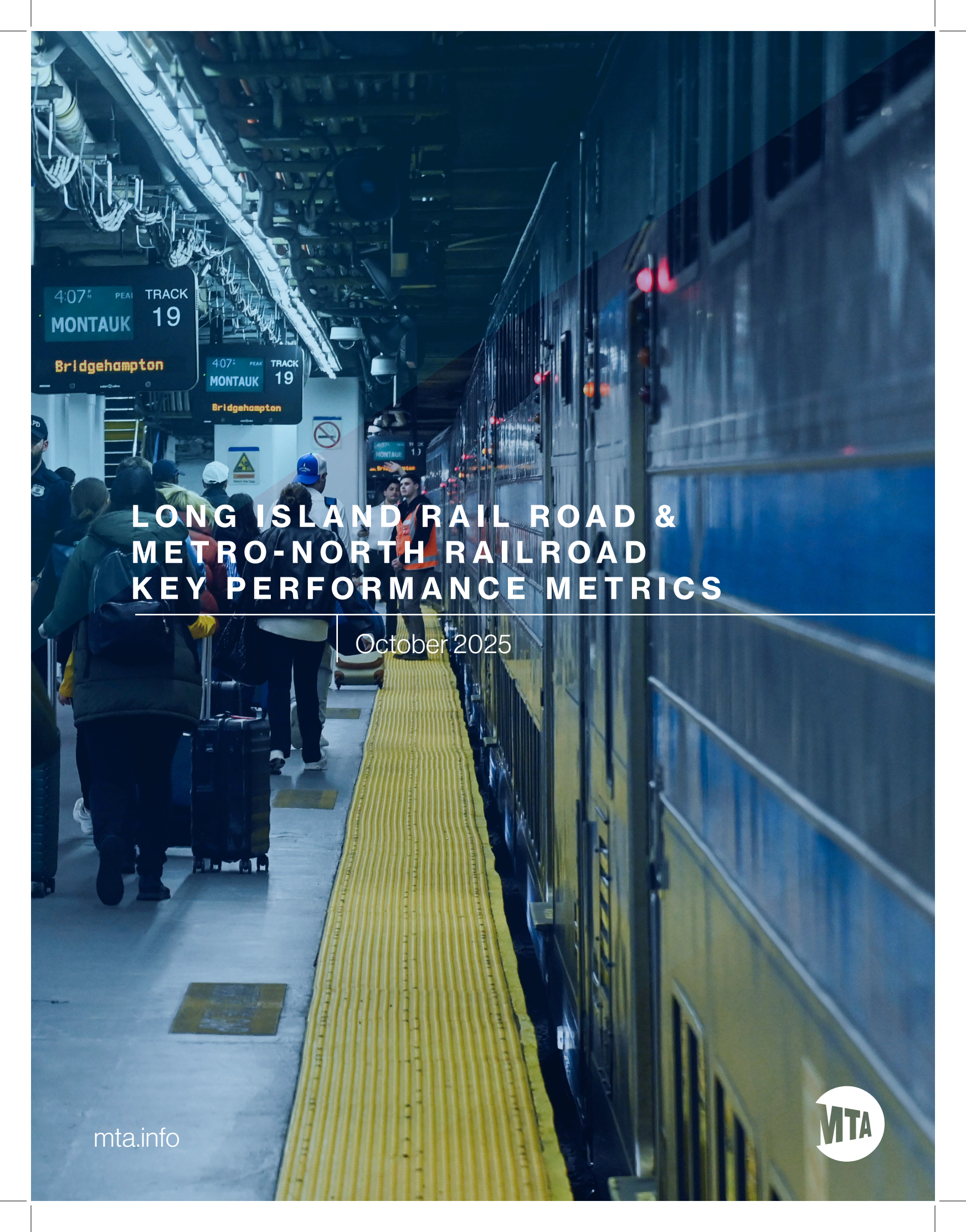




LONG ISLAND RAIL ROAD & METRO-NORTH RAILROAD KEY PERFORMANCE METRICS

October 2025

mta.info





Phase 1 of the Park Avenue Viaduct Replacement Project is now complete. Through 128 bridge installations, the project replaced 8,240 track feet of the aging 132-year-old structure, all without disrupting Metro-North service. Thanks to strong project management and an innovative construction approach, the project as a whole is \$93 million under budget and 51 months ahead of schedule. Phase 2 is now underway.

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

2 Broadway • New York, NY 10004
October 27, 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> or scan the QR code for Board action staff summaries, administrative items, and information items.



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



METRO-NORTH RAILROAD





Metro-North Railroad

MESSAGE FROM THE PRESIDENT



Justin Vonashek
President, Metro-North Railroad

Ridership

In September, Metro-North served nearly 6.3 million customers, a 8.2% increase from last year, and a new record of nearly 87.5% of our pre-pandemic ridership.

- Average weekday ridership was up 6.6% over last year, at 82.7% of September 2019 levels with an average of 238,632 riders
- Weekend ridership reached 98.3% of 2019 levels, up 9.2% from last year

October is off to a good start as well.

- Preliminary average daily ridership through October 12 stands at 85.2% recovery towards October 2019
 - Average weekday ridership to date currently shows 83% recovery
 - Average Tuesday-Thursday ridership to date currently shows 84.8% recovery
- Although the Yankees' season has come to an end, the American League Wildcard series vs. the Red Sox provided record-setting ridership, carrying 15,698 fans for Game #2, 17.6% of attendance, our highest ever for a Yankees game.

We're Going to Albany

Governor Hochul announced last week that Metro-North will extend service to Albany in Spring 2026 to restore some frequency and capacity in the vital New York-Albany Empire Corridor.

Last Spring, Amtrak reduced service in the corridor, citing the need to close one of its East River tunnels for a continuous multi-year outage to make permanent repairs from Superstorm Sandy damage. Reduced capacity led to higher prices and sold-out trains.

Governor Hochul challenged Amtrak and Metro-North to work



together to fill the service gap.

As a result, Metro-North will operate service north of Poughkeepsie for the first time in our history. The service will be one weekday roundtrip, extending an existing Grand Central-Poughkeepsie train with Metro-North locomotives and coaches, operated by Metro-North crews.

We'll have more details on this exciting service soon.

Park Avenue Viaduct Phase 1 Milestone.

On Monday, October 6, I joined MTA Chair Janno Lieber and MTA Construction and Development President Jamie Torres-Springer to mark the structural completion of Phase 1 of the Park Avenue Viaduct Replacement Project.

Metro-North and MTA C&D have worked seamlessly in the planning, organization and execution of this crucial initiative to replace the 132-year-old structure, employing the most innovative technologies and procedures. Our collective efforts are reflected in the project being ahead of schedule and under budget. And we've accomplished this with no impact to Metro-North's critical rail service into and out of Grand Central Terminal.

New Ticket Vending and Ticket Office Machines

For nearly 25 years, our legacy Ticket Vending Machines (TVMs) have been the backbone of fare payment. In early 2024, a strategic procurement decision was made to contract with our existing vendor given the urgency of the need to replace our aging TVMs and Ticket Office Machines (TOMs). Moving from concept to implementation in just over a year has been an extraordinary achievement.

We launched new machines at five locations in September. Full installation of the 248 new TVMs began on October 14, with rollout through mid-2026 and 37 new TOMs scheduled for 2026.

248
new ticket vending
machines

2600
attendees at the
New Haven Open
House

150
Grand Central
Terminal screens
transformed into
Dear New York
exhibit

Metro-North Railroad

MESSAGE FROM THE PRESIDENT

This has been a successful collaboration across Metro-North, LIRR, MTA IT, MTA Finance, MTA Construction and Development, Jacobs Engineering, and MTA Headquarters, with crucial support from our employees.

New Haven Open House

We held our annual Metro-North Open House in New Haven on Saturday, October 4, for the first time since 1990. Nearly 2,600 visitors filled the sparkling, spacious New Haven Component Change-Out Shop, their curiosity sparking with every exhibit.

This year's New Haven Open House was a shining example of teamwork, pride, and community spirit in action. From start to finish, the day reflected what makes Metro-North special: people coming together to create something meaningful for others. Families explored exhibits, tried interactive displays, and met the people behind the railroad.

The Open House is also an excellent recruitment opportunity; there was steady traffic at the People Department's table, seeking information on job opportunities.

This celebration wouldn't have been possible without collaboration across so many departments and partners, including the entire Metro-North Team, MTA Headquarters teams, Connecticut DOT, New Haven Parking Authority, and volunteers from across the railroad.

Dear New York,

For the first time in memory, Grand Central Terminal and the adjacent subway stations were cleared of advertising and replaced with art. Between October 6-19, more than 150 digital screens were unified to showcase thousands of portraits and stories from artist Brandon Stanton's Humans of New York archive—the largest, most diverse collection of New York City portraits ever created by a single artist.

Coordinated through MTA Strategic Initiatives, MTA Real Estate and Metro-North's Stations Department, the event brought unparalleled publicity and crowds to the Terminal to visit our Main Concourse and Vanderbilt Hall. The images reimaged the city's most iconic space as a sweeping visual love letter to the people of New York.

The unique partnership between Dear New York, MTA and Metro-North was a tremendous success, bringing joy and wonder to thousands of visitors in the crown jewel of the MTA.

President's and Team Excellence Awards

One of my favorite events of the year is Metro-North's President's & Team Excellence Awards. Last Wednesday I was honored to present the President's Award to Thomas Della Bella from our Operations Training team, Jayda Hargraves-Narvaez from our Fleet Management office,



and Jonathan Lee, from our GCT Emergency Response & Fire Safety team. The Team Excellence Awards went to the Park Avenue Viaduct Intertrack Containment Team and to the On-Track Safety Immersive Training Team.

We've also added new Pillar Awards, recognizing excellence and achievement in the six Pillars of Metro-North One. The Pillar Award winners are:

- Prioritize Safety, Franklyn Simmonds of the Harmon Car Shop
- Deliver Excellent Service, Carol Elizabeth Kirner, Train Conductor
- Elevate Employee Engagement, Marvin Allen, Welder's Helper
- Expand and Strengthen the Network, Joseph Reynolds, Rolling Stock Engineering
- Improve Financial Performance, Steven D'Aleo, Structures Department
- Cultivate Innovation, Nathaneil Torgersen, Technical Support Group

As part of Metro-North One, the One Team award recognizes service partners who are not Metro-North employees but who play a vital role in our railroad's service. For this award, we recognized Mike Lewi of the MTA Service Information Office and Inspector Charles Pisanelli of the MTA Police Department for their leadership and consistently high levels of service.

MTA Employee Accessibility Awards

On Friday, October 17, the MTA Employee Accessibility Awards were held, and I'm pleased to share that 12 Metro-North employees were honored. Anthony Gaudio of our Fire Brigade was recognized as an Accessibility Leader; Terence English of our Interactive Development team was recognized as an Accessibility Innovator; and John Weyhausen, Lamar Norris, Philip Porter, Steven Taylor, Alicia Wilkinson and Victoria Cacciatore of our Stations Department, and Michael Conklin, Richard Brooks, Brandon Jacob and Thomas Mosler of our Fire Brigade were all recognized as Accessibility Heroes.

MTA Latinos and Friends Award

On October 14, I was honored to attend the MTA's Latinos & Friends Employee Resource Group Hispanic Heritage Month Celebration and Recognition Ceremony. I am proud to share that two Metro-North employees were among those honored this year: Michelle Maultsby, Stations Manager, Program Support, Fire Brigade; and Raymond Rosario, Lead Lost and Found Attendant.

Women in Rail Award

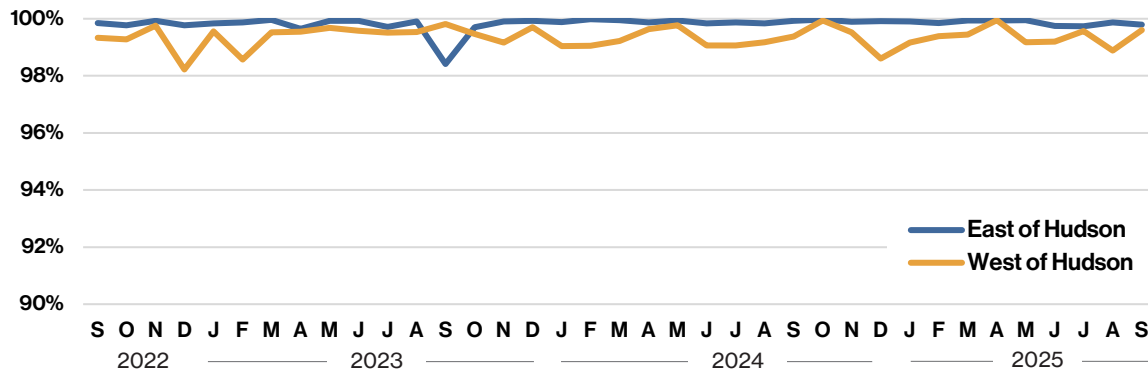
Last week, Yvonne Hill-Donald, Metro-North's Chief Administrative Officer, was named as a Railway Age 2025 Women in Rail Honoree. This well-deserved recognition celebrates trailblazers who are not only excelling at leadership, but also driving the rail industry forward. Look for her feature in the November issue of Railway Age.

Metro-North Railroad

SERVICE PERFORMANCE

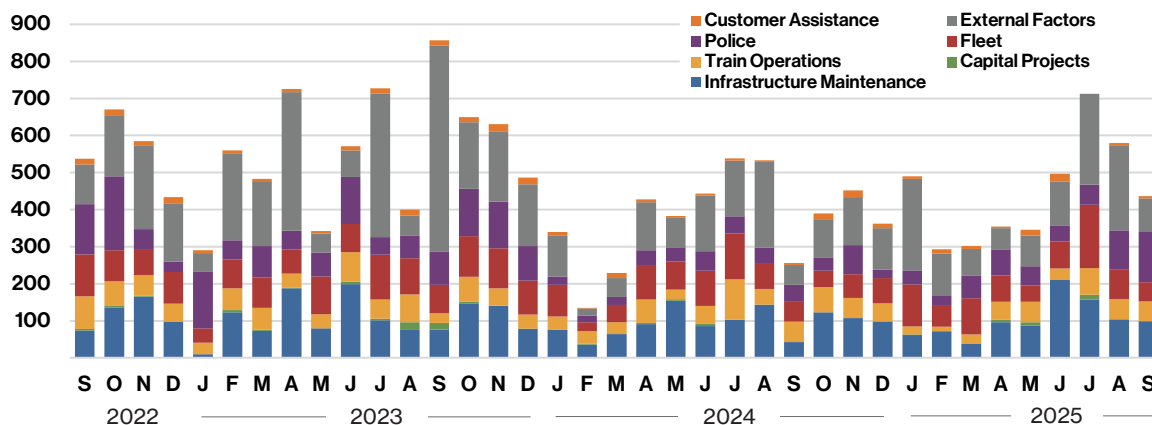
Service Delivered

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



Delays by Type

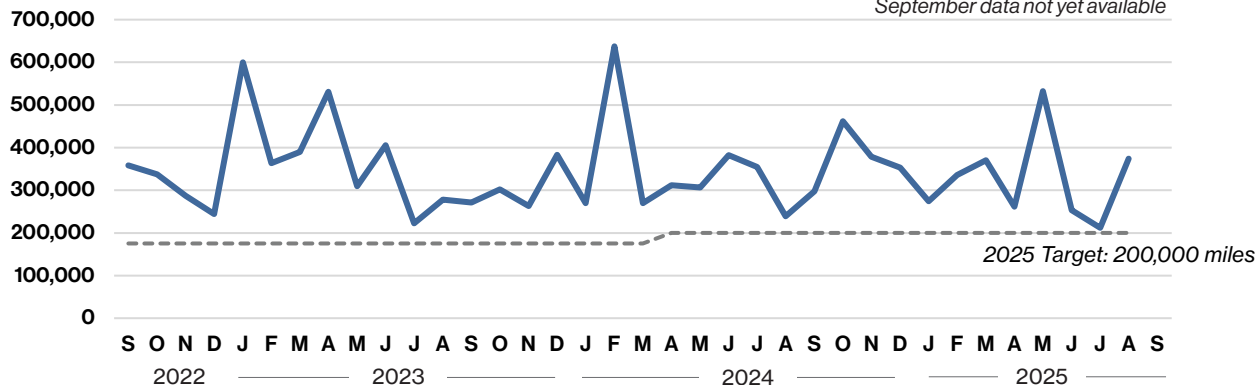
The number of delayed trains on East of Hudson lines by type of delay



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

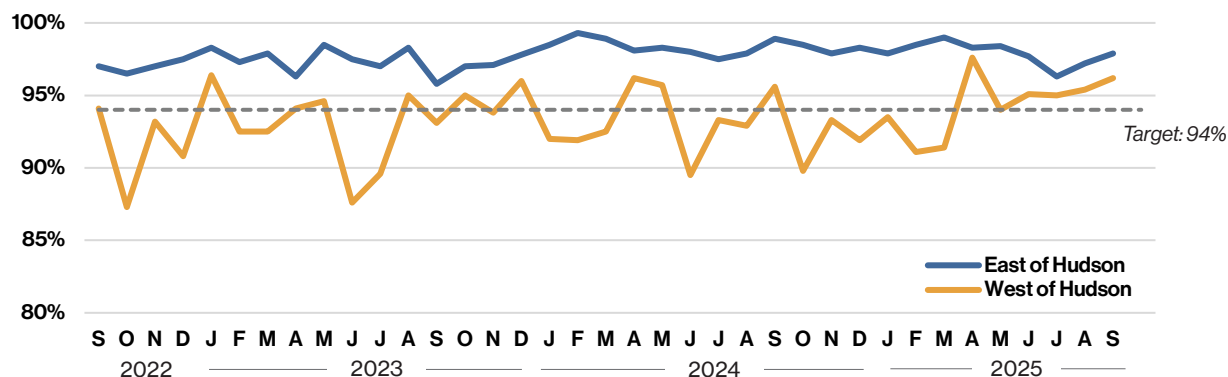
September data not yet available



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	97.8%	Pascack Valley	96.1%
Harlem	98.1%	Port Jervis	96.2%
New Haven	97.8%		

Data Review

The service delivered rate in September was 99.8% and the fleet's mean distance between failures in August was 373,984 miles, surpassing the 200,000-mile goal. Systemwide on-time performance exceeded the 94% goal, reaching 97.9%. Five major incidents impacted September's OTP. The most significant incident occurred on September 4, when police responded to a trespasser inside the Park Avenue Tunnel near Grand Central, delaying 100 trains.

Moving Forward

"Leaf Peeper" trains will end in November, which are providing additional service on weekends to the Hudson Valley for riders hoping to catch a glimpse of the fall foliage. Additional service on the New Haven Line will start at the end of November with the Shoppers Special trains, bringing customers into New York City for holiday shopping.

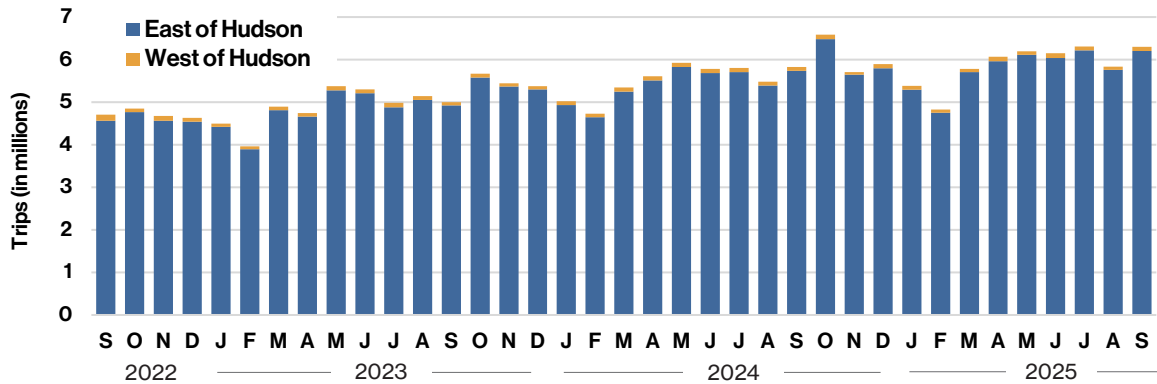
Thanksgiving Day will operate on a modified schedule to support customers attending the Thanksgiving Day Parade. An alternate schedule will also run on the Friday following Thanksgiving Day.

Metro-North Railroad

RIDERSHIP

Monthly Ridership

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



Data Review

Customers returned resoundingly from their summer vacations as Metro-North achieved several ridership records. Total ridership of 6.27 million, although not a record itself, represented a record high recovery of 87.5% towards 2019 levels and increased 8.0% from August. Record average weekday ridership of 238,632 rides represented 82.7% recovery towards September 2019 and increased 12.3% from August. Record average midweek ridership of 243,125 rides represented 84.3% recovery.

Average daily ridership increased 11.6% from August to 208,928, and average weekend ridership increased 5.2% to 124,599. Metro-North's total ridership in September increased 8.2% compared to September 2024. Average weekday ridership was 6.6% higher than September 2024. Estimated average Tuesday-Thursday ridership was 6.0% higher than September 2024. Finally, average weekend ridership was 9.2% higher than in September 2024 and represented 98.3% of September 2019.

Total commutation ticket ridership increased 24.0% from August. Commutation, peak single, and peak ten trip ticket trips increased 16.6% since last month, and commutation's share of total rides increased 5.2% from 34.8% to 40.0%.

Moving Forward

Last October was our strongest ridership month of the post-pandemic era, and understandably so. The unmatched beauty and plethora of fall activities in our region attract many thousands of visitors, and Metro-North is the way to get there. Though there will be fewer Yankees games than last October, sustained growth and the majesty of Fall in the Hudson Valley give us optimism for an equally strong October 2025.



FINANCIAL RESULTS

2025 Revenues & Expenses, September Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$526.0	\$543.5	\$17.5
Farebox Revenues	\$477.7	\$485.3	\$7.6
Other Revenues	\$48.2	\$58.1	\$9.9
Total Non-Reimbursable Expenses	\$1,227.7	\$1,216.8	\$10.9
Labor Expenses	\$852.7	\$851.0	\$1.7
Non-Labor Expenses	\$375.0	\$365.8	\$9.2
Non Cash Liabilities	\$258.5	\$254.9	\$3.6
Net Surplus /(Deficit) - Accrued	(\$960.2)	(\$928.2)	\$32.0

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,024	6,191	(167)
Reimbursable	813	517	296
Total Positions	6,837	6,708	129

Data Review

Through September, farebox revenue was \$7.6 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 lower than the Forecast by \$1.7 million due primarily to lower pension expenses partially offset by higher other fringe benefits. At the end of September, paid headcount was 129 lower than Forecast and reflects 413 vacancies against the year-end authorized headcount.

Non-labor expenses are lower than the Forecast by \$9.2 million due primarily to 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

Improved Parking Facility Coming to Fleetwood Station



As part of an ongoing effort to continue providing a high level of service to customers, Construction & Development is constructing new and repairing existing parking facilities to improve Metro-North parking capacity.

This month, Construction & Development is advancing the Fleetwood Parking Lot Repair Project, which aims to bring the Fleetwood Station in Mount Vernon, New York to a state of good repair. In 2019, MTA purchased an existing parking lot at the Fleetwood Train Station to provide customers with surface parking. The existing parking lot requires significant repair to address its poor conditions, which include an uneven surface containing many potholes, faded or non-existent pavement markings, and poor signage.

A third-party firm contracted under the MTA's Small Business Mentoring Program (SBMP) is performing the construction. An over \$1 million SBMP construction contract was awarded in July 2025, and the contract is performing the work in six phases to accommodate active parking operations at the lot. Phase one is currently underway.

Better parking facilities across the Metro-North territory, including this one at Fleetwood Station, will encourage drivers to use mass transit and create a more comfortable and convenient customer experience.

CUSTOMERS & COMMUNITIES

Super Express Service to Poughkeepsie Begins

In September, Governor Hochul today announced the launch of faster “super-express” trains on the Hudson Line between Poughkeepsie and New York City with the upcoming Metro-North schedule effective Sunday, October 5. These new trips cut travel times between Poughkeepsie and Grand Central Terminal to less than 90 minutes each way. Initially projected to launch in 2026, work was completed ahead of schedule, allowing for faster service to begin in October. Five daily trips between Poughkeepsie and Grand Central are now shortened to less than 90 minutes and one trip down to 95 minutes, delivering the fastest trips ever between the two cities.

The travel time for a non-express trip between Poughkeepsie and Grand Central can be up to 115 minutes, depending on the number of stops. The run time improvements cut travel times by as much as 7 minutes one way compared to the current super-express train schedules, and by as much as 20 minutes one way compared to non-express trains, providing commuters and visitors with a quicker and reliable ride into and out of Manhattan.



Humans of New York Comes to Grand Central

For two weeks in October, a Humans of New York installation took over Grand Central Terminal. The multimedia exhibit captured the eyes and ears of those passing through the terminal. In addition to the photographs and quotes on display on digital screens and billboards, daily grand piano performances were made in the Main Concourse by talented musicians.

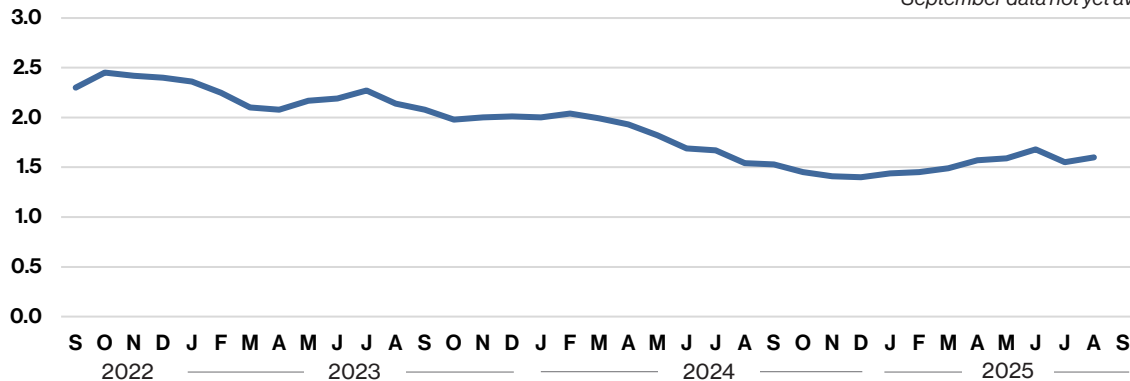
Metro-North Railroad

SAFETY & SECURITY

Customer Injury Rate

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

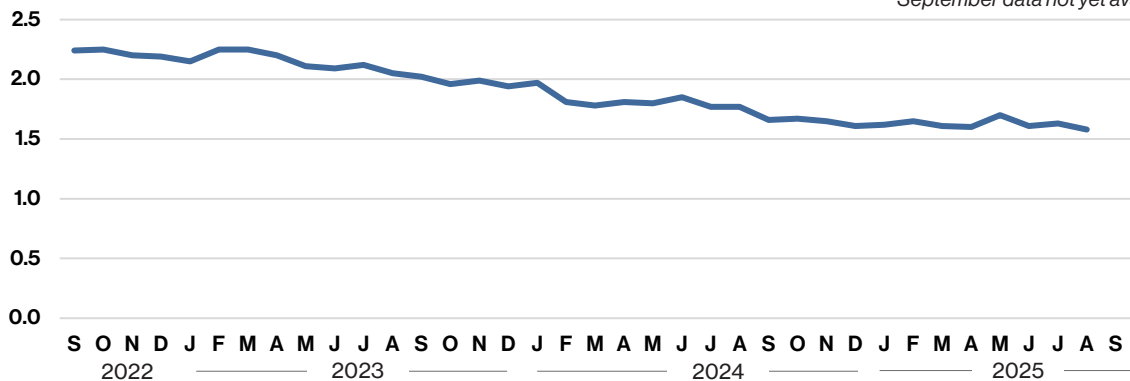
September data not yet available



Employee Lost Time Injury Rate

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

September data not yet available



Data Review

The reportable customer injury rate increased from 1.54 to 1.60 per one million customers in the current 12-month reporting period, September through August 2025, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 1.77 to 1.58 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

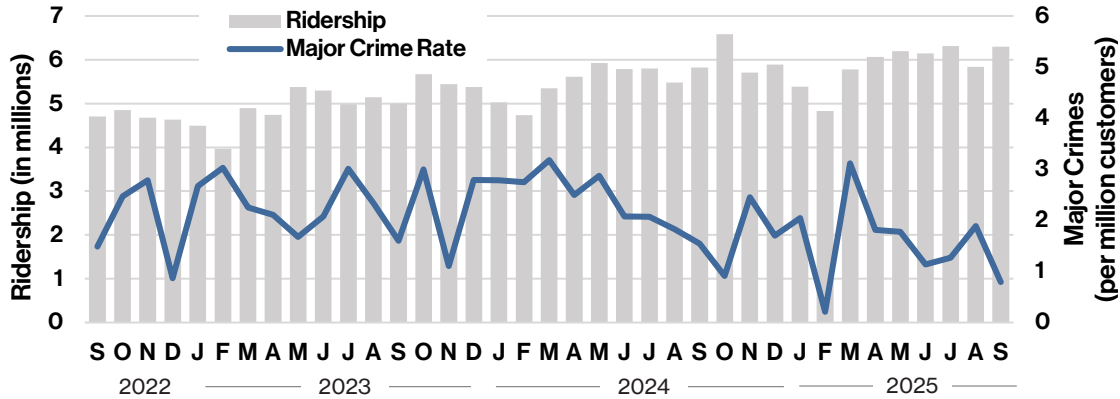
Metro-North has introduced new virtual reality headsets designed to look like our trains and mascot, TRACKS. The headsets bring safety education to life by letting people experience real railroad situations in a safe, controlled environment. They're part of our TRACKS outreach program, which teaches how to stay safe around trains and tracks. Now a popular program, it is expanding to reach first responders and commercial drivers who regularly work near the railroad and can benefit from a deeper understanding of how to stay safe and alert on the job.



SAFETY & SECURITY

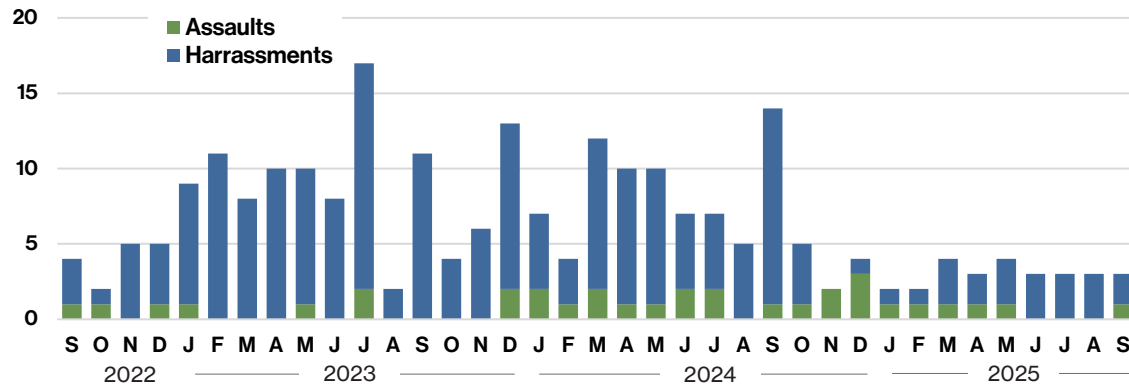
Major Crimes Against Customers

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



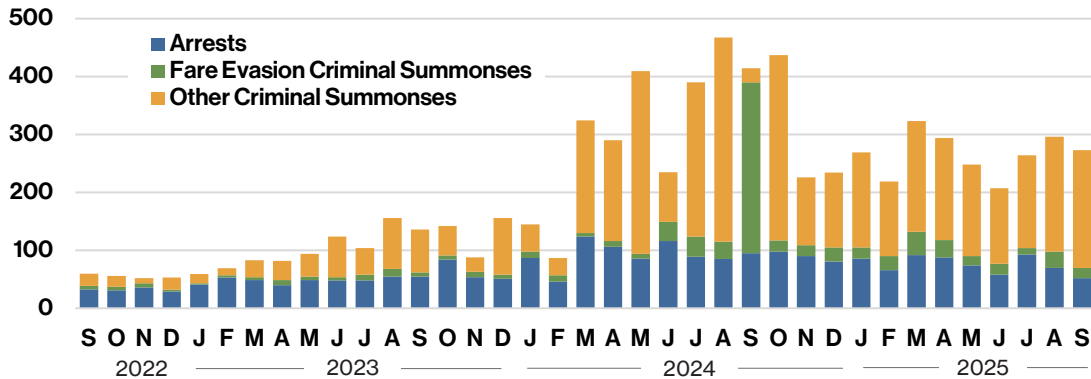
Assaults and Harassments Against Employees

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





A photograph of a Long Island Rail Road train passing under a bridge. The train is silver and blue, moving from left to right. Above the train is a concrete bridge with a metal railing. In the background, there are several tall trees and utility poles with power lines. The sky is blue with some clouds. A dark grey rectangular overlay is positioned in the upper right quadrant of the image, containing the text "LONG ISLAND RAIL ROAD" in white, bold, sans-serif capital letters.

LONG ISLAND RAIL ROAD

Long Island Rail Road

MESSAGE FROM THE PRESIDENT



Rob Free

President, Long Island Rail Road

On Ridership & Performance

Ridership absolutely exploded in September. As you may recall, we reviewed many of the records during last month's committee meeting, but here are a few more:

- Total ridership for the month of September was 7.4 million customers, a new post-pandemic record. And it also represented 98% of September 2019, which is another post-COVID record
- September monthly ticket ridership was up 16.7% over September 2024
- September monthly ticket ridership was up 23.6% over August
- September YTD ridership was 9.9% above last year

We also had lots of encouraging Grand Central Madison numbers for last month:

- September total GCM ridership was 1,780,389 passengers (based on load weigh data) – a new record
- The GCM AM Peak travel share to Manhattan was a record 42% in September 2025 vs. a 58% share for Penn Station

And like I always say, you can't see such dramatic increases if you don't provide a world-class service - and that is all on our outstanding and dedicated employees.

Performance has also remained strong:

- September total OTP was 95.6%
- Year-to-date OTP (at the end of Sept.) was 96.3%

For the 12 month period ending August 2025, we had a 20% reduction in customer injuries (per 1 million customers) over August 2024 – and our employee injury rate (per 200,000 working hours) also dropped 12% during that same time span.



A New Day on Webster Avenue

Working closely with our partners at MTA Construction & Development, the 128-year-old Webster Avenue Bridge in Manhasset was replaced.

The original structure dated back to 1897 and was in need of renewal. Now in its place is a modern, climate resilient bridge featuring new retaining walls and drainage improvements, a new roadway and sidewalks.

And the best part – the project was completed on budget and four months ahead of schedule. Great job by our crews and our partners at C&D!

Planned Signal Cutover Work in Hicksville, November 8 & 9

As part of our constant work to modernize our core systems and keep our system in a state-of-good-repair, we are updating our signal system at Divide Interlocking in Hicksville.

This modernization effort will allow the signal system at Divide to accommodate new infrastructure, which will eventually provide increased capacity through the Hicksville area.

We will perform this signal upgrade on the weekend of November 8th and 9th, and it will require a shutdown of train service through the Hicksville area.

Bus service will be provided and stations from Farmingdale to Ronkonkoma will have trains every two hours that will be rerouted via the South Shore.

Please visit our website for further details regarding the project and service information.

In addition, be sure to check the TrainTime app for the most up-to-date schedule information.

98%

of Sept. 2019 LIRR ridership reached in Sept. 2025, a new post-COVID high

128

year-old Webster Avenue Bridge in Manhasset was replaced, ending years of noise and costly repairs

1,780,389

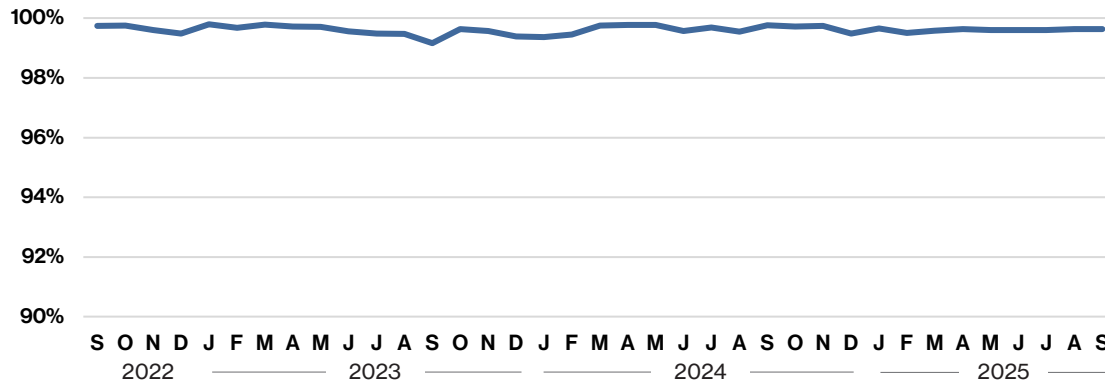
customers used Grand Central Madison in September, a new record

Long Island Rail Road

SERVICE PERFORMANCE

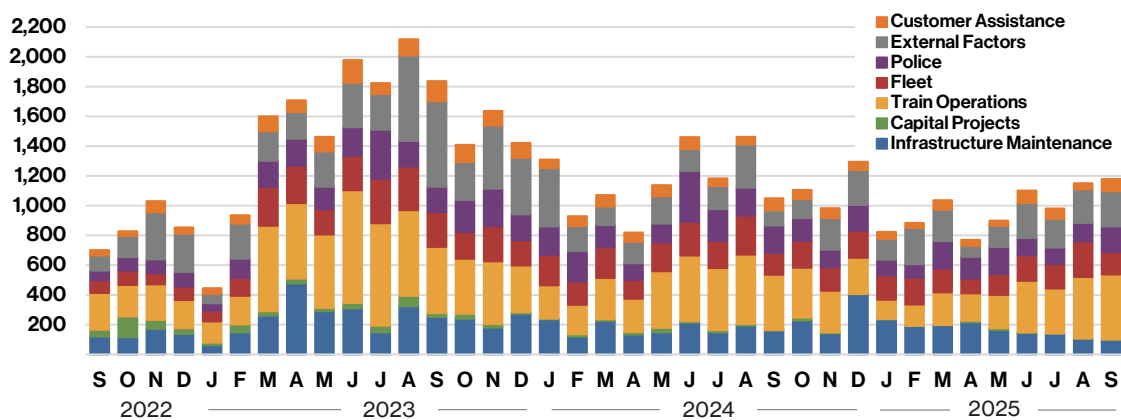
Service Delivered

The share of scheduled train trips completed



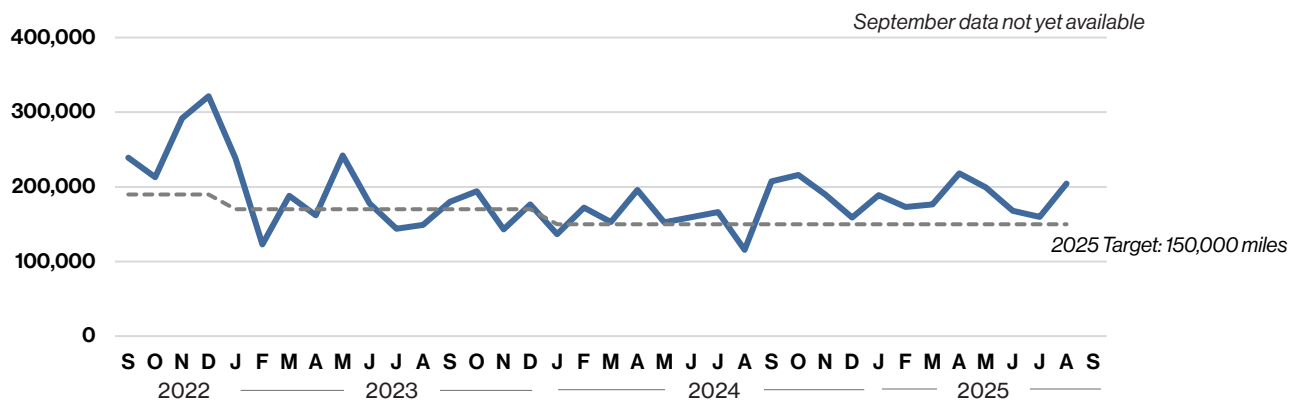
Delays by Type

The number of delayed trains by type of delay



Mean Distance Between Failures

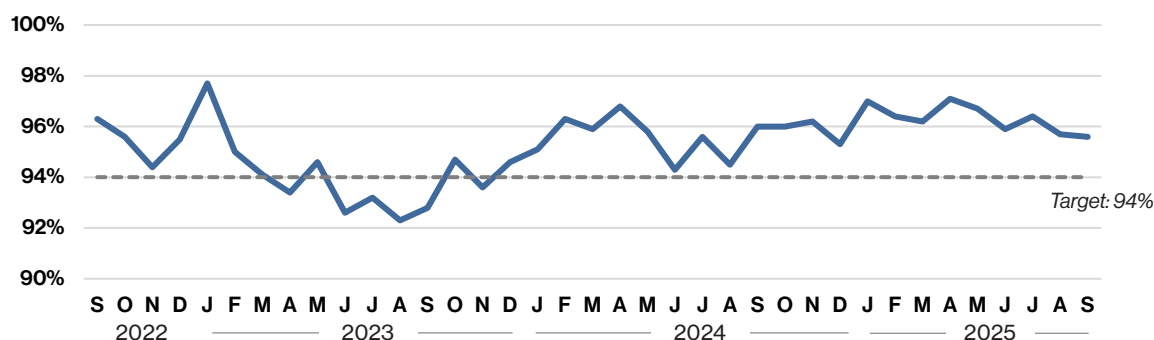
The average number of miles a railcar or locomotive travels before failing and causing a delay



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	98.5%	Montauk	93.8%
Babylon	93.5%	Oyster Bay	97.2%
Far Rockaway	97.3%	Port Jefferson	95.4%
Hempstead	96.3%	Port Washington	96.0%
Huntington	95.6%	Ronkonkoma	93.4%
Long Beach	94.4%	West Hempstead	97.2%

Data Review

In September, on-time performance was 95.6%, above the goal of 94%. Year-to-date on-time performance is 96.3% which is also above goal. 12 incidents in September resulted in ten or more late, canceled, or terminated trains. The most significant event occurred on September 9, when metal debris from Amtrak was left on the tracks in the East River Tunnel. The event caused 66 late trains, delayed customers an average of 11 minutes, and reduced monthly on-time performance by less than one percent.

At Jamaica, 72.3% of trains arrived into the station less than 3 minutes behind scheduled time during the morning peak periods and 67% during afternoon peak periods.

The fleet's 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 204,342 miles in August and 184,101 year to date, exceeding the target of 150,000 miles.

Moving Forward

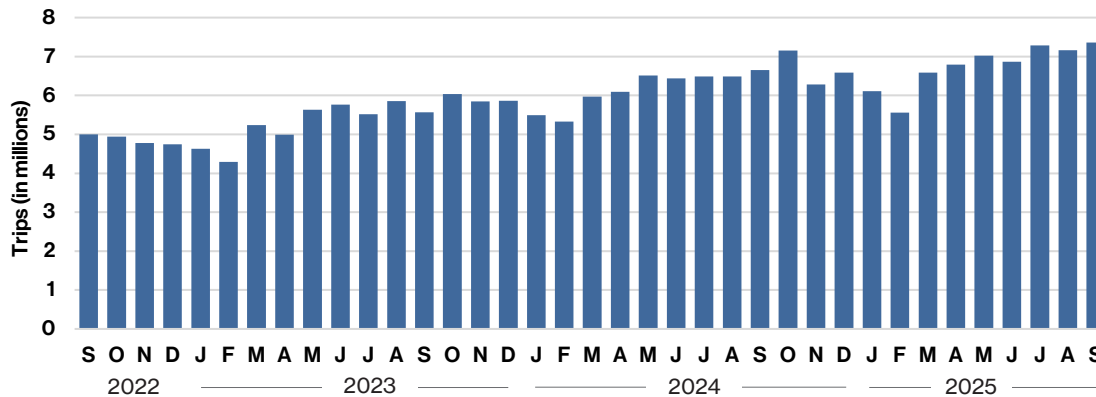
A new timetable will go into effect on November 10 and ending March 22. The new schedule includes an additional afternoon peak train to relieve crowding and support service adjustments related to track work on the Port Washington and Ronkonkoma branches.

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 breaking new post-pandemic records. September 2025 ridership increased 9.0% compared to September 2024, setting a new record for the highest ridership of 7.4 million customers and the highest percentage of 97.6% compared to September 2019 since the beginning of the pandemic. September's Commutation ridership increased 11.3% and Non-Commutation ridership increased 7.6% above September 2024, continuing to surpass the same month in 2019. Non-Commutation's continued growth indicates strong demand for off-peak travel, supported by several local events, while Commutation demonstrates steady growth as the overall service performance continues to improve. Year-To-Date-September ridership is 9.9% above 2024, representing 89.2% of the ridership compared to the same period in 2019.

The average weekday ridership in September 2025 increased 4.1% compared to August 2025. Several ridership records were shattered with the most noticeable on 9/26 marking the highest weekday ridership of 306,735 customers, and the highest 7-day total, 7-day weekly average and 5-day (M-F) average. The average weekend ridership decreased -1.6% with Saturdays decreasing -0.3% and Sundays decreasing -3.1% compared to August, which is a usual seasonal downturn, but still marked the highest Saturday on 9/27 (181,411 customers) and the 2nd highest Sunday on 9/28 (149,260 customers) since the pandemic.

Moving Forward

LIRR customers continue to take advantage of the GCM service. In September, GCM ridership broke a new record with 1,780,389 passengers (based on load weigh data). The GCM AM Peak travel share to Manhattan was a record 42% in September 2025 vs. 58% share of Penn Station. Local sports (i.e., Ryder Cup, US Open Tennis, Mets) and events/concerts at local venues (i.e., Forest Hills, UBS Arena, MSG, Barclays) brought additional ridership, which is expected to grow as we enter the holiday season.



FINANCIAL RESULTS

2025 Revenues & Expenses, September Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$548.4	\$563.0	\$14.5
Farebox Revenues	\$513.7	\$517.1	\$3.4
Other Revenues	\$34.7	\$45.9	\$11.2
Total Non-Reimbursable Expenses	\$1,513.9	\$1,480.0	\$34.0
Labor Expenses	\$1,132.1	\$1,102.2	\$29.9
Non-Labor Expenses	\$381.8	\$377.8	\$4.0
Non Cash Liabilities	\$431.3	\$437.9	(\$6.6)
Net Surplus /(Deficit) - Accrued	(\$1,396.7)	(\$1,354.9)	\$41.9

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,778	6,844	-66
Reimbursable	1,186	1,005	181
Total Positions	7,964	7,849	115

Data Review

Through September, farebox revenue was \$3.4 million higher than the budget due to higher yield per passenger and higher-than-expected ridership.

Labor expenses are lower than the forecast by \$29.9 million due to lower payroll, overtime, and associated fringe costs. At the end of September, there were 115 vacancies compared to the budget.

Non-labor expenses are lower than the budget by \$4.0 million, primarily driven by maintenance and other operating contracts, partially offset by the timing of material usage, professional service contracts, electric and fuel expenses, and other business 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.

Long Island Rail Road

MAJOR PROJECTS

Construction Continues at Babylon Station



MTA Construction & Development continues construction at LIRR Babylon Station to replace platforms and modernize the station. Built atop an elevated viaduct in Suffolk County, Babylon Station serves 5,000 riders daily. The project includes a complete replacement of two center-island 12-car platforms, along with upgrades to station amenities, accessibility improvements, and infrastructure upgrades. As a vital hub on the Babylon and Montauk branches, the project will improve passenger circulation and create a more welcoming station environment.

To keep trains running throughout construction, the work has been carefully sequenced into two phases. Phase one focused on the western end of the platforms and was completed and opened for customers on May 19, just in time for summer. Phase 2 on the eastern end is now underway, building on the lessons learned from Phase 1 to boost efficiency and reduce track time.

The project team has introduced several innovative means and methods developed from Phase 1 to streamline work and minimize disruption. Larger cranes now lift entire canopy sections between columns, improving efficiency by cutting down on setup, cleanup and track time. Platform slabs are being lifted out as full panels between supports to reduce debris and facilitate cleanup on the viaduct. Plus, platform piers are sawcut several inches above the deck and removed by crane in one piece, preserving sound concrete bases and speeding up demolition.

These improvements have led to significant time savings and stronger productivity in Phase 2. Babylon Station is on track for a modern, efficient, and commuter-friendly future.

CUSTOMERS & COMMUNITIES

Advocates Tour Future LIRR Help Point Locations



LIRR's Program Support team proudly hosted members of the LIRR ADA Task Force and the Commuter Council for a field visit on Wednesday, October 8. Despite the wet weather, the group came together to explore current and proposed locations for future Help Point installations across the Ronkonkoma Branch.

The day began at Deer Park Station, where Help Points have already been

installed. Attendees had the opportunity to see the units in action, ask questions about functionality, and engage directly with project team members. The visit allowed productive conversations about design, placement, and the critical role Help Points play in enhancing communication and safety throughout our system.

From there, the group boarded a westbound train for a short ride to Wyandanch Station, where site assessments were conducted for upcoming installations. The final stop was Farmingdale Station, offering yet another opportunity to review proposed installation areas and gather valuable input from accessibility advocates and stakeholders.

Among the attendees included the Commuter Council Chair and MTA Board Member, Gerard Bringmann, whose presence underscored the importance of collaborative planning and inclusive infrastructure. Their feedback and insights will help shape future deployments of Help Point units in ways that truly meet the needs of all riders.

The tour concluded with a shared sense of purpose and progress, as participants departed Farmingdale Station. The LIRR extends its sincere thanks to all who participated and remains committed to working closely with community partners to promote safety, accessibility, and equity across our network.

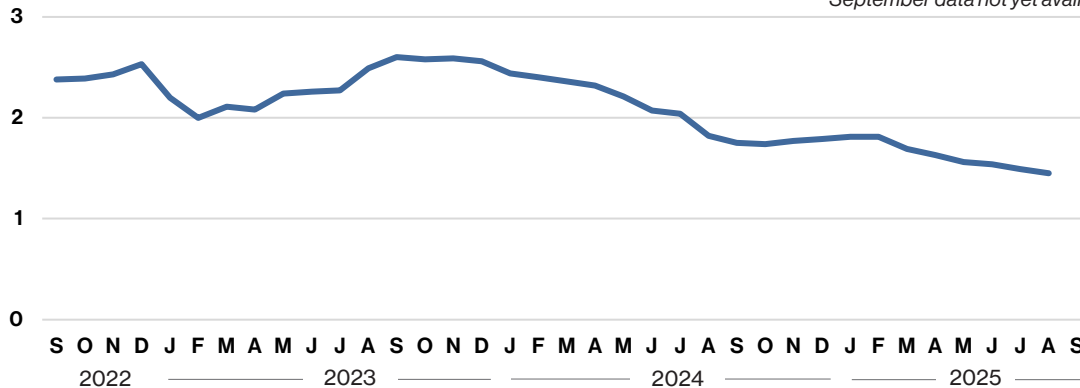
Long Island Rail Road

SAFETY & SECURITY

Customer Injury Rate

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

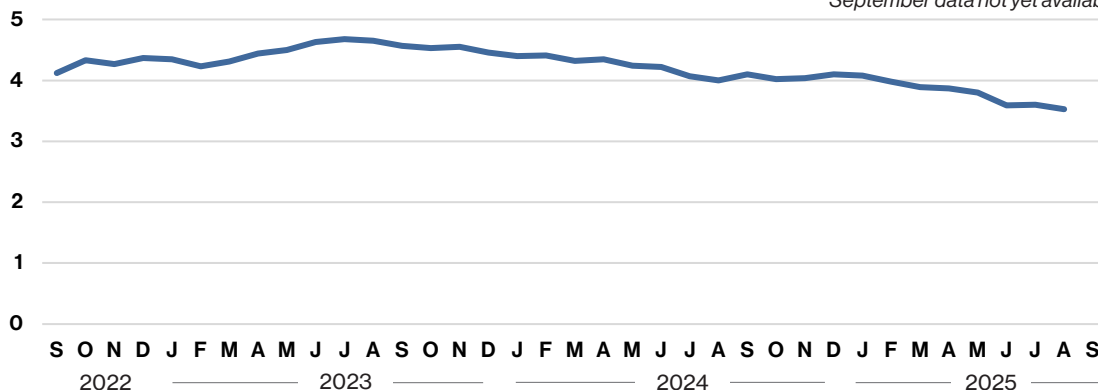
September data not yet available



Employee Lost Time Injury Rate

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

September data not yet available



Data Review

The reportable customer injury rate decreased from 1.82 to 1.45 per one million customers in the current 12-month reporting period, September 2024 through August 2025, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 4.00 to 3.53 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

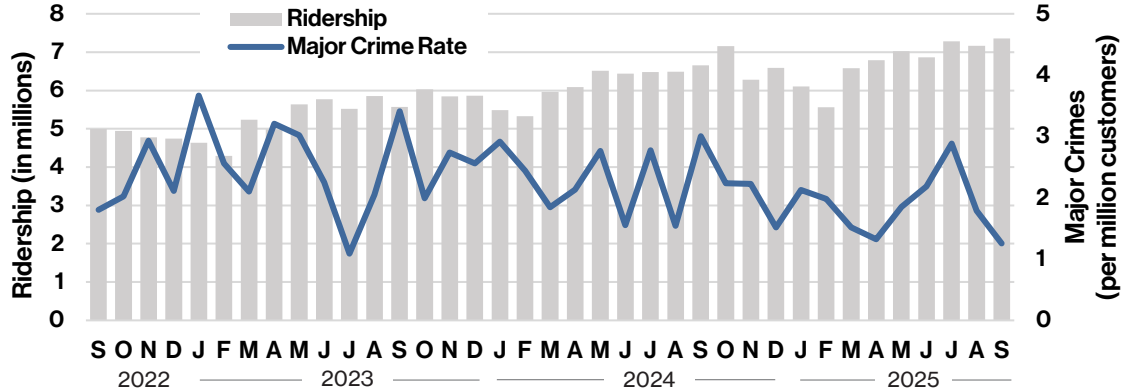
LIRR Safety continues to foster a culture of care, resilience, and proactive safety across the territory. During Fire Prevention Week, the Office of the Fire Marshal partnered with the Emergency Responder Training Division to familiarize LIRR employees on the proper use of portable fire extinguishers. LIRR also participated in the Sayville Apple Fest on October 25 and engaged with attendees on two key safety initiatives: customer safety and grade crossing awareness. Staff answered questions and promoted safety education.



SAFETY & SECURITY

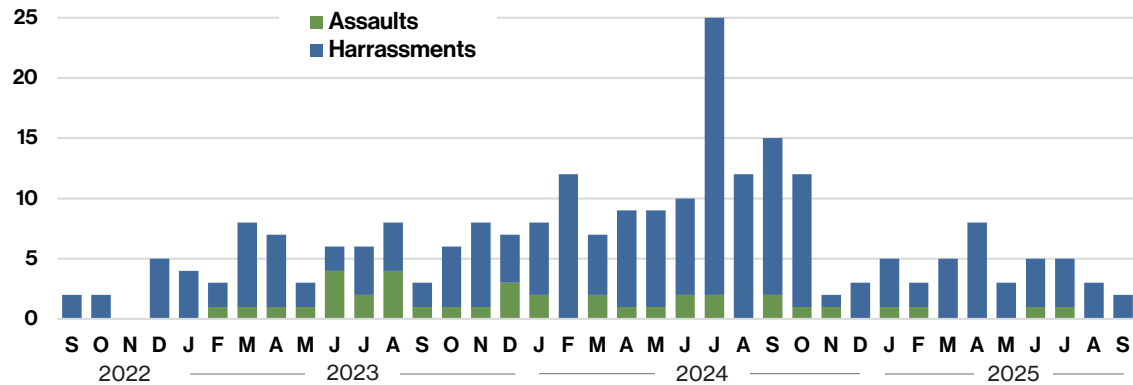
Major Crimes Against Customers

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



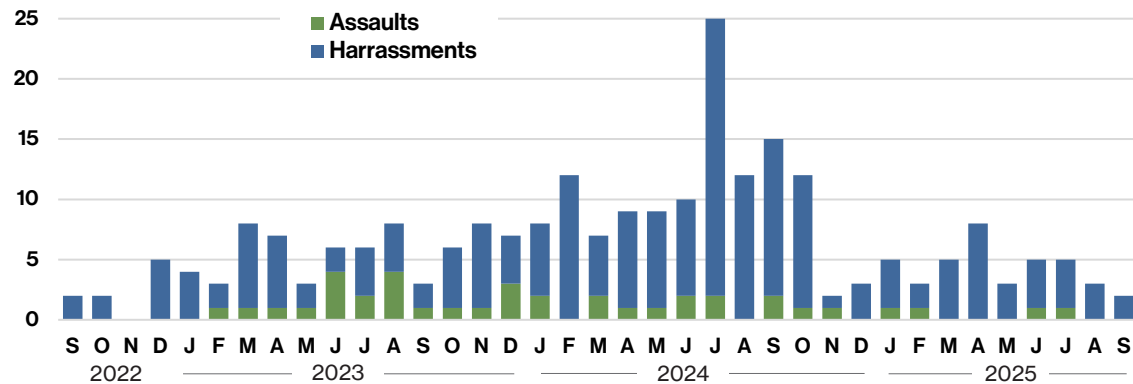
Assaults and Harassments Against Employees

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





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

