

A photograph of an MTA Long Island Rail Road train stopped at a station platform at night. The train is white with purple accents and has the number 9107 on its front. The platform has yellow tactile paving and a person is walking on the left. The background shows city lights and the station's structural elements.

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

November 2025



This month Metro-North rebranded an eighth locomotive with special colors and designs as part of its Heritage Series that highlights the railroad's 42 years of service to the public. The wrap applied to locomotive No. 216 honors the service and sacrifice of the nation's veterans and was developed with direct input from Metro-North's veteran workforce.

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
November 19, 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 or scan the QR code to access a comprehensive dashboard of Long Island Rail Road and Metro-North Railroad metrics.





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MTA

Long Island
Rail Road

LONG ISLAND RAIL ROAD



Long Island Rail Road

MESSAGE FROM THE PRESIDENT



Rob Free

President, Long Island Rail Road

Ridership & Performance

Ridership remained strong in October with another record-setting month. Total ridership was 7.44 million customers, a new post-COVID high and it represented 91.8% of October 2019.

- October monthly ticket sales were up 9.9% over October 2024
- October YTD ridership is 9.2% above last year
- October monthly ticket ridership was up 10.4% over September and 9.9% over October 2024

Driven by a post-COVID record 69,502 monthly tickets sold, October's Commutation ridership increased 9.6% over October 2024, reaching a pandemic-era record 3.1 million customers. Also, GCM ridership hit another record with 1,785,659 customers.

Performance has also remained strong:

- October total OTP was 96.3%
- YTD OTP (at the end of Oct.) was also 96.3%

For the 12-month period ending September 2025, we had a 16% reduction in customer injuries (per 1 million customers) over September 2024 – and our employee injury rate (per 200,000 working hours) also dropped 15% during that same time span.

Thanksgiving & Black Friday Service

On Thanksgiving Day, we're operating a holiday schedule with 6 extra westbound trains in the morning into the city for all the parade-goers, and 9 early afternoon eastbound extra trains so folks can get home in time for some turkey and football.

The next day, we are running a regular weekday schedule, but with off peak fares all day long to let you keep more



money in your pocket for those Black Friday deals.

Ronkonkoma Relief

To keep up with demand and to make sure we provide customers with as comfortable a ride as possible, we constantly monitor ridership figures across our system. As a result, we found a need, and also an opportunity, to add service along the Ronkonkoma Branch during the pre-PM Peak. As such, I'm happy to announce that as of November 9 we are now operating a brand new, additional train departing Penn Station at 3:20 PM and arriving at Ronkonkoma at 4:41 PM.

Great job to our Service Planning team for making this happen.

The Accessible St. Albans

The past couple of years have been a time of great growth when it comes to expanding the list of ADA accessible LIRR stations - and we just added to that list once again.

On November 13, we cut the ribbon on the brand new St. Albans Station - the latest in our system to become fully accessible since it has never had an elevator before now.

And this has been a busy couple of months for new elevators on our system as we also recently debuted brand new replacement elevators at Valley Stream and Auburndale.

The 18-month project has brought St. Albans Station into the 21st Century and made it fresh, modern and user-friendly. And most importantly, it expands the reach of LIRR service yet again, bringing us one step closer to the ultimate goal of making every one of our 126 stations accessible to all. Currently over 90% of our stations are accessible.

Thank you to our partners at MTA C&D, the project and

16%

reduction in customer injuries (per 1M customers) for the 12-month period ending September 2025

96.3%

of LIRR trains arrived on-time in October 2025

69,502

LIRR monthly tickets sold in October, a post-COVID record

construction teams, and our own employees for such incredible work and for giving the people of St. Albans a new station facility that'll be a source of pride for the community for years to come.

Safety Synergy

On October 23rd the Long Island Rail Road hosted the annual On-Track Safety Summit at our Hillside Facility, welcoming representatives from Metro-North, NJT, PATH, Keolis, Amtrak, and MBTA to collaborate and align regional railroads on shared safety challenges. The participants exchanged best practices and developed joint strategies to enhance roadway worker protection, equipment safety, and operational compliance across shared territories. Areas of focus included:

- Roadway Maintenance Machine (RMM) safety
- Job briefings and Close Call prevention
- Safety culture and efficiency testing
- Inspection and qualification tracking, and
- Technology-driven compliance audits

Kudos to our Corporate Safety team for facilitating this important forum - and I want to personally thank all of the attending railroads for coming, and for their strong commitment to safe operations.

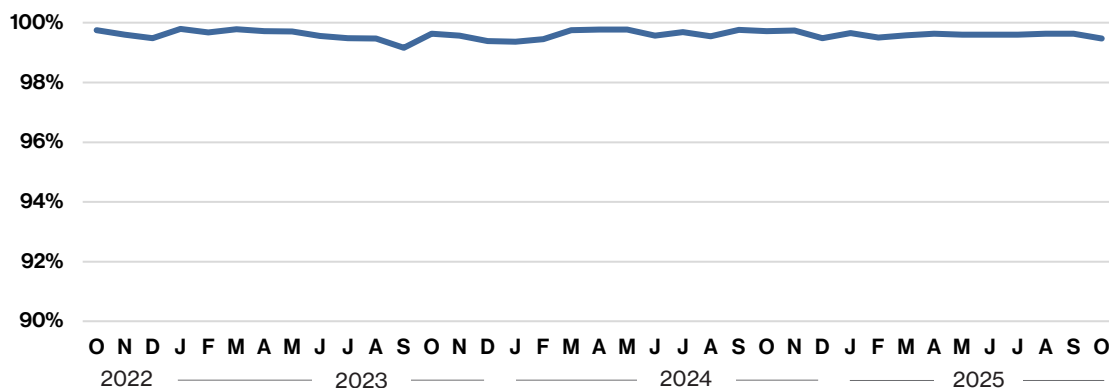


Long Island Rail Road

SERVICE PERFORMANCE

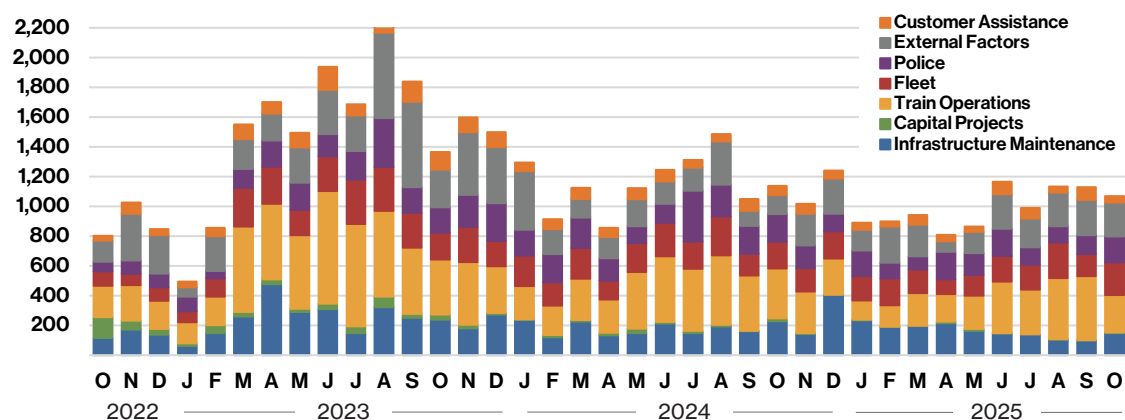
Service Delivered

The share of scheduled train trips completed



Delays by Type

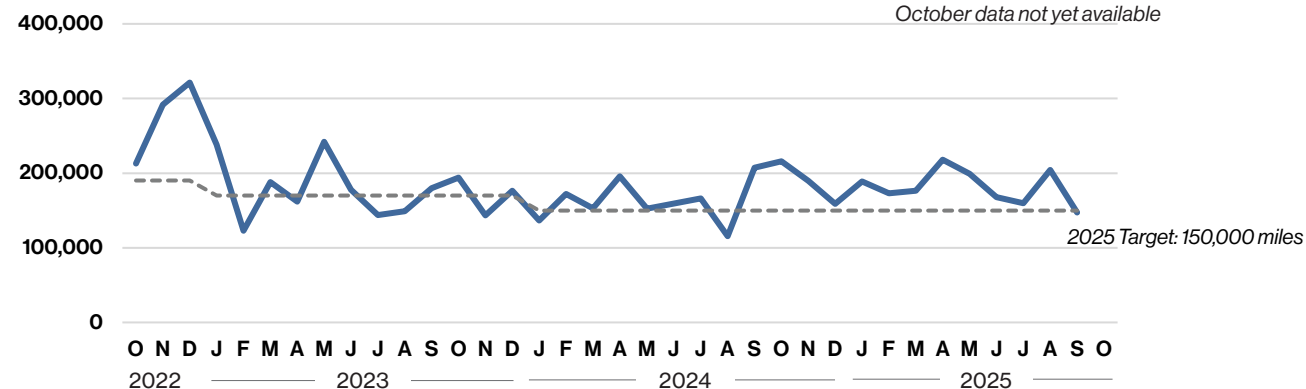
The number of delayed trains by type of delay



Mean Distance Between Failures

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

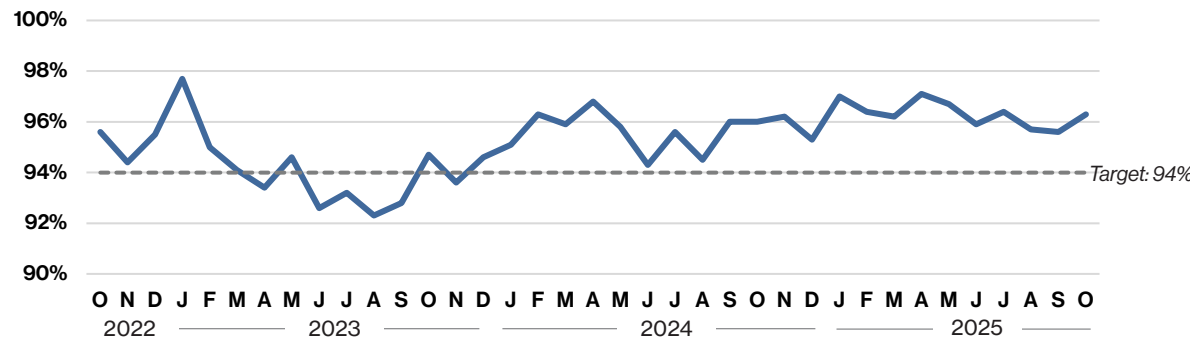
October data not yet available



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

Atlantic	97.8%	Montauk	92.8%
Babylon	95.5%	Oyster Bay	96.7%
Far Rockaway	97.7%	Port Jefferson	93.1%
Hempstead	95.5%	Port Washington	98.1%
Huntington	95.7%	Ronkonkoma	96.1%
Long Beach	97.3%	West Hempstead	96.5%

Data Review

In October, on-time performance was 96.3%, above the goal of 94%. Year-to-date OTP is 96.3% which is also above goal. There were 10 incidents this month that resulted in 10 or more late, cancelled or terminated trains. The most significant event occurred on October 30th when there was equipment trouble. The event caused 37 late trains, delayed our customers an average of 10 minutes and reduced our monthly OTP by 0.1%

At Jamaica, 67.6% of trains arrived into the station less than 3 minutes behind scheduled time during the morning peak periods and 67.1% 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 147,355 miles in September and 179,221 year to date, falling slightly short of the target of 150,000 miles.

Moving Forward

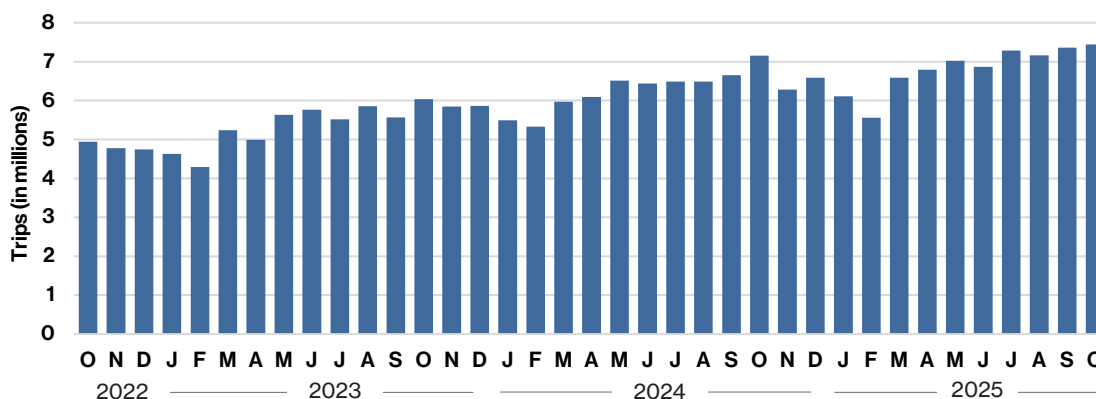
On Thursday, November 27, the Long Island Rail Road will be operating on a weekend schedule for the Thanksgiving holiday. We will be running additional trains westbound in the morning and eastbound mid-day to accommodate parade viewers.

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

In October 2025 LIRR ridership increased 4.0% compared to October 2024 setting a new record for the highest ridership of 7.44 million customers since the pandemic, representing 91.8% compared to October 2019. October's Commutation ridership increased 9.6% reaching the highest post pandemic ridership with 3.1 million customers, driven by record monthly ticket sales, as the LIRR service performance continues to improve and people return to work in the office. Non-commutation ridership rose 0.5% over last October, a smaller gain compared to 2024 due to higher ridership from last year's baseball playoffs. It also remained strong compared to pre-pandemic levels, reaching 129.2% of October 2019 ridership. Year-To-Date-October ridership is 9.2% above 2024, representing 89.5% of the ridership compared to the same period in 2019.

The average weekday ridership in October 2025 decreased -1.9% compared to September's record setting ridership. Despite the average decline, several ridership highs were reported including the 3rd highest Friday on 10/10 with 285,283 customers and the 10th highest weekday on Thursday 10/9 with 291,108 customers. The average weekend ridership decreased -7.4% from September's elevated ridership numbers with Saturdays decreasing -4.6% and Sundays decreasing -10.7% compared to September.

Moving Forward

LIRR customers continue to take advantage of the GCM service. In October, GCM ridership broke a new record with 1,785,659 passengers (based on load weigh data). Morning Peak travel to Manhattan has stabilized at 40% share for GCM (with many instances exceeding 40%) vs. 60% share for Penn Station. Ridership is expected to grow as we enter the holiday season with extra service provided to accommodate the seasonal demand for the Thanksgiving Day parade and the holiday travel to NYC.



FINANCIAL RESULTS

2025 Revenues & Expenses, October Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$613.9	\$627.1	\$13.2
Farebox Revenues	\$576.0	\$577.6	\$1.6
Other Revenues	\$37.9	\$49.5	\$11.6
Total Non-Reimbursable Expenses	\$1,687.6	\$1,646.5	\$41.0
Labor Expenses	\$1,267.1	\$1,227.5	\$39.6
Non-Labor Expenses	\$420.5	\$419.0	\$1.5
Non Cash Liabilities	\$477.8	\$484.8	(\$7.0)
Net Surplus /(Deficit) - Accrued	(\$1,551.4)	(\$1,504.3)	\$47.2

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,840	6,795	44
Reimbursable	1,142	1,043	99
Total Positions	7,982	7,838	144

Data Review

Through October, farebox revenue was \$1.6 million higher than the forecast due to higher yield per passenger and below expected ridership.

Labor expenses are lower than the forecast by \$39.6 million due to lower payroll, overtime, and associated fringe costs. At the end of October, there were 144 vacancies compared to the budget.

Non-labor expenses are lower than the forecast by \$1.5 million, primarily driven by maintenance and other operating contracts, partially offset by the timing of material usage, 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.

Major Milestone for Hollis Station Upgrades

MTA Construction & Development continues upgrades at Hollis Station. Serving Main Line Tracks 3 and 4 in Queens, Hollis Station currently features two four-car side platforms connected by staircases and a pedestrian underpass.

This comprehensive upgrade focuses on enhancing safety, passenger flow, and ADA accessibility. The project includes platform replacements and extensions to accommodate 8-car trains, automatic Snow and Ice Melting (ASIM) platforms and new, longer platform canopies to protect customers from the elements. We will also be adding a new elevator and an ADA-compliant ramp, a pedestrian tunnel from platform B and four additional staircases.

On the weekend of November 1st, a major milestone was accomplished with the successful installation of a new pedestrian tunnel at the west end of the station. Positioned beneath the active Hillside Yard Lead track, the tunnel now provides a direct connection from 99th Avenue to eastbound Platform B. This technically demanding phase of the project was completed during a carefully coordinated weekend outage, where crews temporarily removed the existing Lead track, excavated approximately 20 feet below grade, installed four prefabricated tunnel sections, backfilled and restored the Lead track above.

The new tunnel significantly improves station access that will provide safe, convenient access to the south platform for hundreds of daily commuters and for generations to come.



CUSTOMERS & COMMUNITIES

Working Together for a Safer, More Reliable West Hempstead Branch

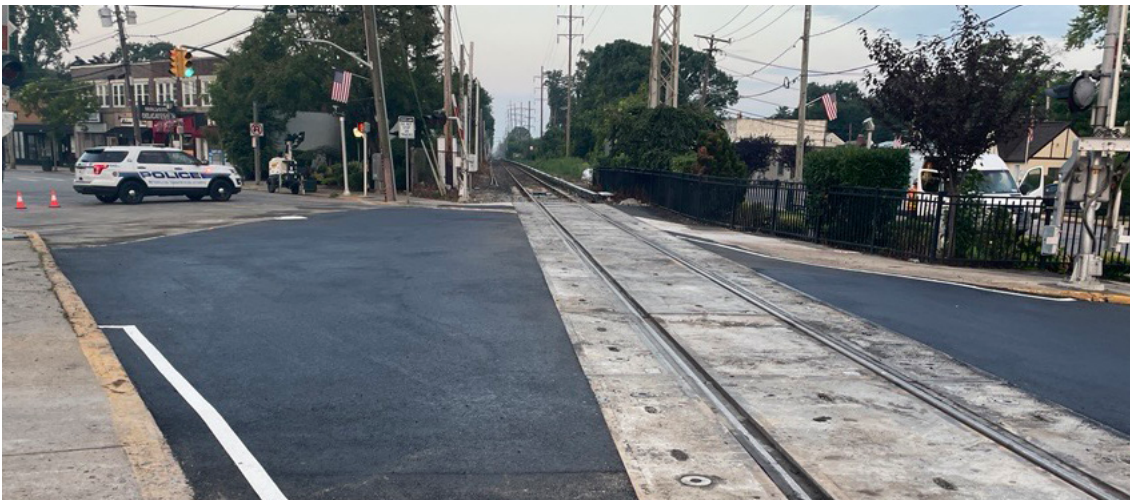
Since spring 2025, the Long Island Rail Road has made major strides in upgrading the track infrastructure along the West Hempstead Branch, enhancing safety, reliability, and long-term performance while working closely with the surrounding community every step of the way.

Key improvements included the rehabilitation and repaving of the Woodfield Road, Ocean Avenue, and Hempstead Avenue grade crossings, delivering smoother rides for motorists and improved safety for all travelers. Crews also waterproofed and repaired the viaduct between Valley Stream and Westwood stations, extending its lifespan and boosting structural reliability. Additionally, 4.5 miles of track were fully rebuilt, replacing aging wooden ties to improve drainage, reduce noise and vibration, and provide a quieter, more stable ride.

Recognizing the importance of close coordination with our neighbors, LIRR committed to engaging the community from the outset, prioritizing transparency and collaboration. We met with the Village of Malverne officials, hosted calls with local elected leaders, and mailed updates to residents along the right-of-way. Our team also spoke directly with neighbors to hear their concerns and adjust work schedules to avoid conflicts with community events and minimize disruption.

Because the West Hempstead Branch is single-tracked, construction was carefully coordinated using existing out-of-service and non-revenue tracks to limit operational impacts and residential disturbances. These upgrades will significantly reduce the need for both planned and emergency maintenance, helping maintain the branch's strong on-time performance of near 98%.

The LIRR is deeply grateful to our neighbors and riders for their patience, feedback, and support as we continue to invest in the reliability and safety of our system.



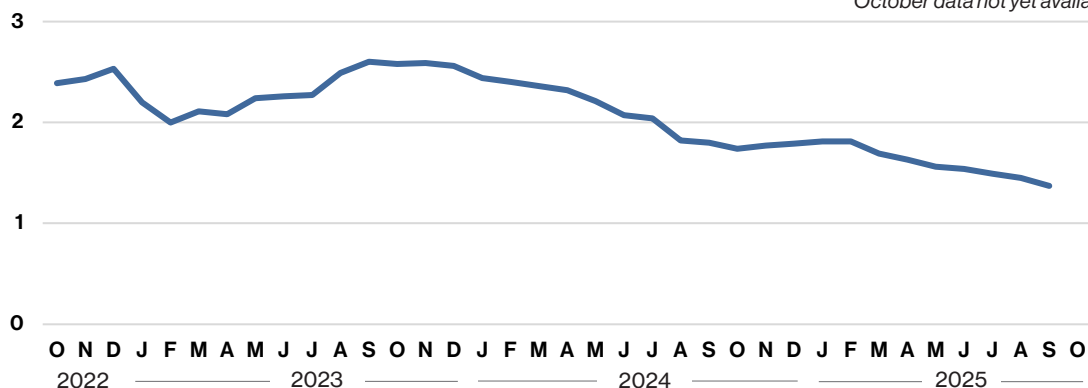
Long Island Rail Road

SAFETY & SECURITY

Customer Injury Rate

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

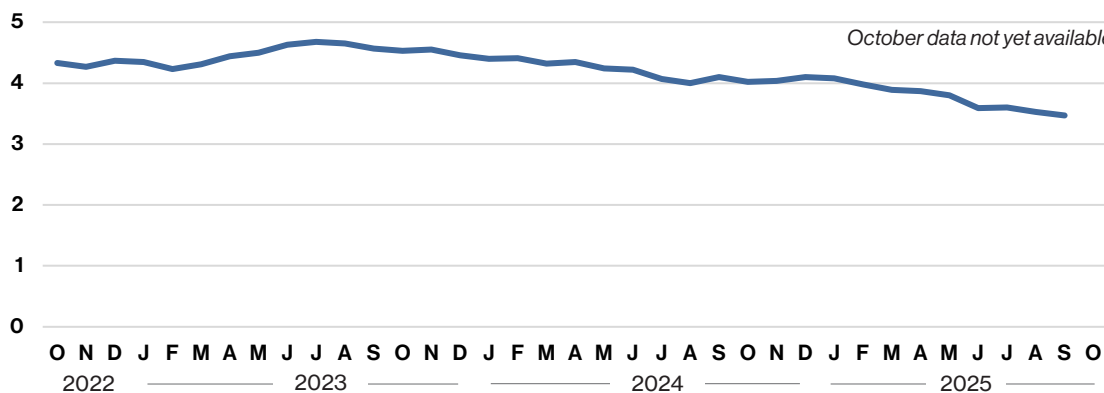
October data not yet available



Employee Lost Time Injury Rate

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

October data not yet available



Data Review

The reportable customer injury rate decreased from 1.80 to 1.37 per one million customers in the current 12-month reporting period, October 2024 through September 2025, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 4.10 to 3.47 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

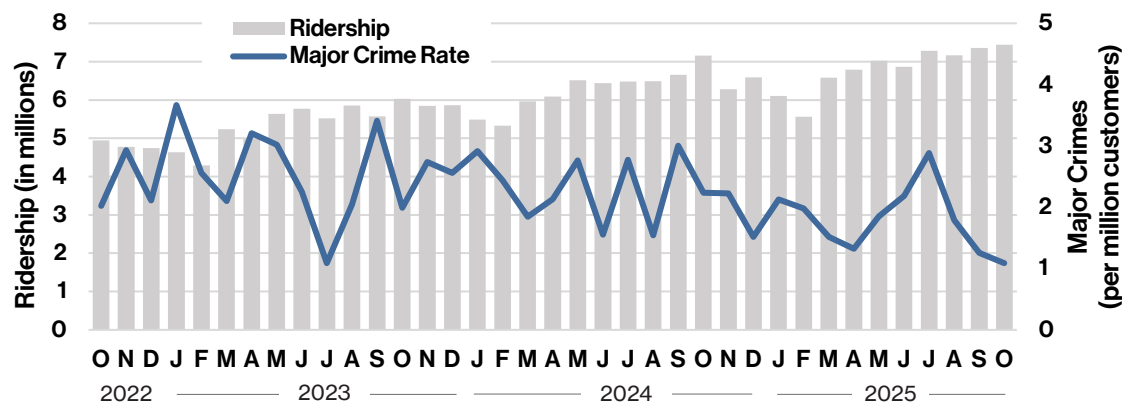
During the week of November 10th, Corporate Safety led the National Escalator Safety Week campaign across eight stations — Babylon, Freeport, Hicksville, Baldwin, Massapequa Park, Merrick, Penn Station, and Grand Central Madison — to promote safe escalator use and raise awareness among our riders. In Penn Station, we collaborated with NYCT, PATH, and NJT, and in Grand Central Madison, we partnered with the Grand Central Madison Operating Company and Metro-North to deliver a unified safety message.



SAFETY & SECURITY

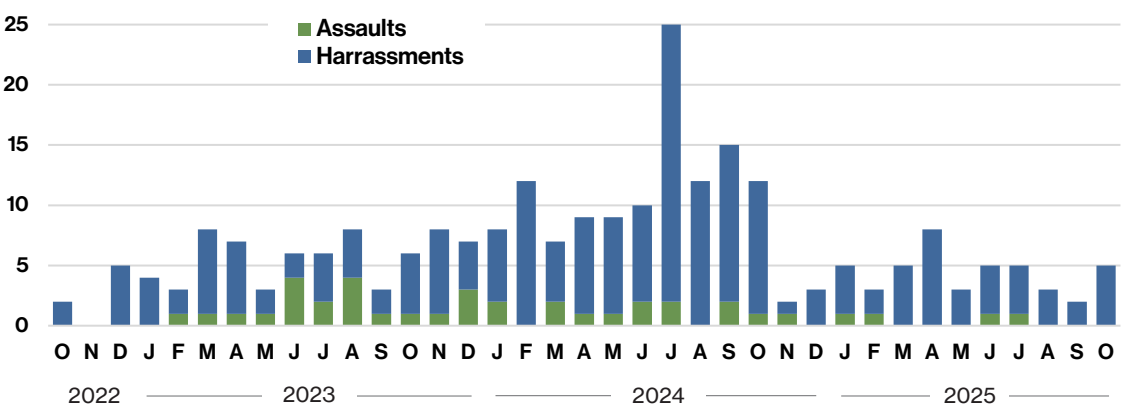
Major Crimes Against Customers

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



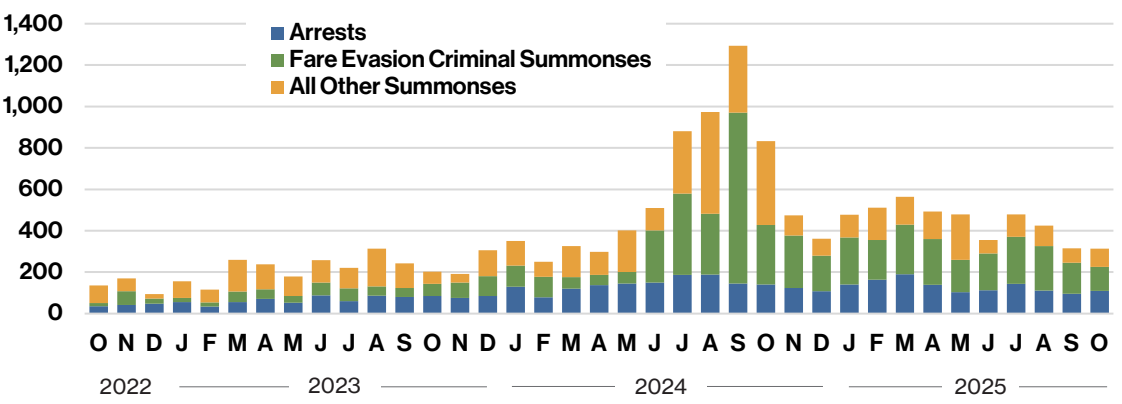
Assaults and Harassments Against Employees

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 & Performance

In October, Metro-North served nearly 6.8 million customers, a 3.7% increase from last year, and 86.8% of our pre-pandemic ridership.

- Average weekday ridership was up 4.7% over last year, at a new record high of 82.9% of October 2019 levels with an average of 241,167 riders;
- Beautiful weather and stunning fall foliage helped weekend ridership reach 102.5% of 2019 levels.

November is off to a good start as well.

- Preliminary average daily ridership through November 9 stands at 85.4% recovery compared to November 2019.
- Average weekday ridership to date currently shows 81% of 2019;
- Average Tuesday-Thursday ridership to date currently shows 83.7% of 2019.

It was an excellent year for baseball traffic at Yankee Stadium, with Metro-North setting new ridership records for several games. We provided more than 856,000 trips this season, with three games above 14,000-trips. Over the course of the three wildcard games at Yankee Stadium, we averaged 13,849 riders, which was 15.5% of the gate.

October's on-time performance was the highest October on record, with 98.3% of our trains arriving on-time. Operational excellence, including the daily performance of our innovative Laser Train, helped ensure reliable service for our riders and minimal mechanical problems caused by leaf-slickened rails.

Over the Thanksgiving holiday, we'll be operating an early-getaway schedule on Wednesday, November 26, and a special Thanksgiving Day schedule on November 27. Our popular annual Shopper Special trains begin operation on Friday, November 28.

Veterans Day and Veterans Locomotive

On Tuesday, November 11, we honored our nation's veterans'



invaluable contributions and unwavering dedication, including Metro-North employees who have served in the United States Armed Forces, during our annual Veterans Day Wreath Hanging Ceremony at Grand Central Terminal. Attended by veterans, employees, commuters, and visitors, this ceremony was a heartfelt expression of our gratitude for the nearly 450 veterans in our workforce, whose commitment strengthens our railroad every day.

A moving performance by the MTAPD Pipes and Drums Band, MTAPD Officer James Volpe, and newcomers this year, the Aviation High School Color Guard Drill Team, made the event truly memorable. We can enjoy our liberties today through their bravery and sacrifice in safeguarding our freedoms. Thank you to all our veterans for their service.

On Monday, November 10, at a ceremony at the North White Plains shop, we unveiled our Veterans Tribute Locomotive, the eighth locomotive in our heritage series. Engine 216's design was the result of an employee committee of veterans, who brainstormed ideas and selected the final concept design by Emily Moser, which pays tribute to each branch of the Armed Services and features military uniform patches. All decals on the locomotive, including its MTA and Metro-North logos, its numbers, and even the Heritage Fleet emblem, have been reimagined as embroidered uniform-style patches. We brought the locomotive to Grand Central for display on Veterans Day and the day after. It's now touring the system's shops and yards to allow our veteran employees a chance to get a closer look and will enter service shortly.

Metro-North is proud to recognize the men and women who have served our country. This locomotive represents our gratitude to the veterans who are an integral part of our Metro-North family and to all who have worn the uniform.

Holiday Fair at Grand Central

Other than the North Pole, you can't find a more iconic

216

Engine 216 is our
Veterans Tribute
Locomotive

2

Holiday Lights Trains
this year, double the
lights and fun

37

Grand Central
Terminal Holiday Fair
Vendors

Metro-North Railroad

MESSAGE FROM THE PRESIDENT

setting for the holiday season than Grand Central Terminal. Last Monday, the Holiday Fair in Vanderbilt Hall opened for the season. Open through Christmas Eve, and on every day except Thanksgiving, the Grand Central Holiday Fair is a beloved six-week long celebration of small businesses and holiday cheer. From artisan merchants to local businesses, the Holiday Fair will have plenty of opportunities for holiday shopping and all-around fun.

In addition to the Holiday Fair, Grand Central Terminal hosts several seasonal events; one of the favorites is in our sister agency's New York Transit Museum Shop, hosting its famous Holiday Train Show. Together with Grand Central's vibrant selection of shops and cornucopia of dining selections, these seasonal offerings create a festive and welcoming atmosphere for our passengers, city residents, and the hundreds of thousands of visitors to the City each holiday, supporting small businesses and celebrating the spirit of New York this holiday season.

Holiday Lights Train

Our new Holiday Lights Train was such a hit with our customers last year that we'll have two this year. Last year's train was an electric multiple-unit set, which could operate anywhere within the electrified territory. This year, we're adding a diesel-hauled Holiday Lights Train that can operate across the entire Metro-North system, bringing the joy and happiness of a holiday train to the entire region.

We'll begin operation of both trains on Friday, November 28, the day after Thanksgiving, operating until New Year's Day. Both trains will feature decorative holiday lights on the exterior and have special holiday-themed announcements to bring extra joy and magic to our riders and fans. The specially decorated trains will operate on regularly scheduled trains on all three East of Hudson lines.

As we did last year, we'll post each day the specific Holiday Lights Trains departure times and locations. We're so excited to expand the program and hope these bright lights spark excitement and a sense of holiday cheer for all who come aboard and for those who see them as they pass through our region.

Winter's Coming and We're Ready

Metro-North's Winter Preparedness Plan is a comprehensive plan designed to ensure operational functionality and the safety of customers and employees, involving proactive planning, real-time weather monitoring, and collaboration across departments to deploy our resources effectively. The Maintenance of Way department leads this year-round effort, analyzing past winters and performing critical maintenance on snow-fighting equipment during the summer, and focusing on infrastructure readiness by autumn. Equipped with more than 375 specialized pieces of snow-clearing equipment, including rail-bound throwers and cold air blowers, we are prepared to manage snow accumulation across tracks, platforms, parking lots, walkways and servicing yards.



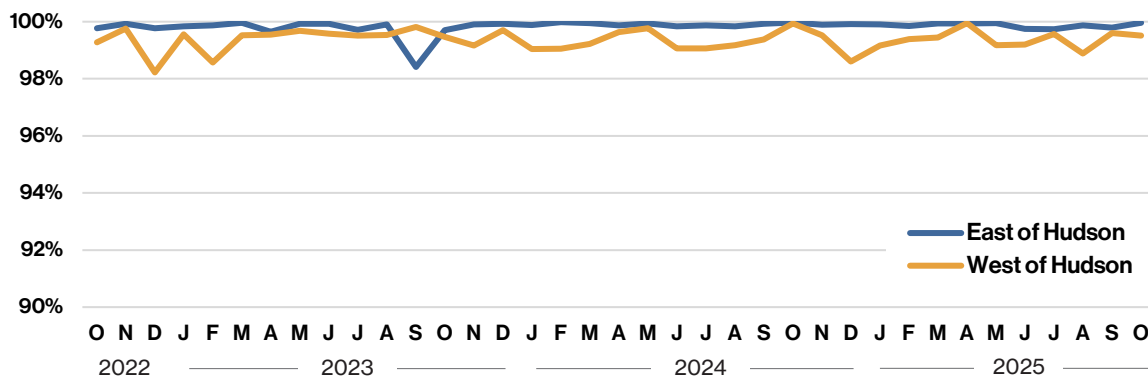
Our preparation includes thorough track, signal and power-system inspections, focusing on snow melters and switch heaters to keep lines clear. Complementing these efforts, the Maintenance of Equipment team ensures that the railcars receive maintenance programs that allow the smooth operation of the trains during winter, with special attention given to power collectors, doors, couplers and HVAC systems. The goal is to ensure that train-servicing yards and interlockings along the lines remain operational while station platforms, shelters and heaters are carefully inspected and cleared to maintain safety and accessibility for all.

Metro-North Railroad

SERVICE PERFORMANCE

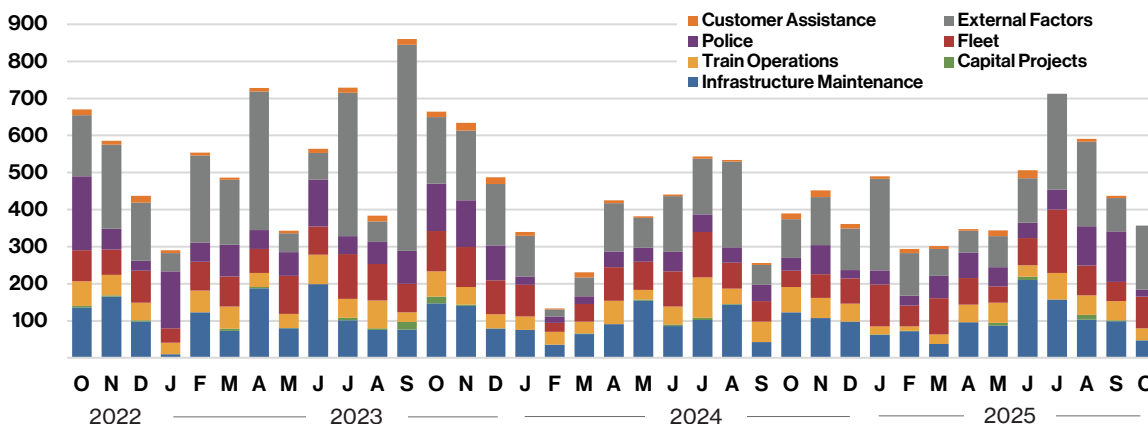
Service Delivered

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



Delays by Type

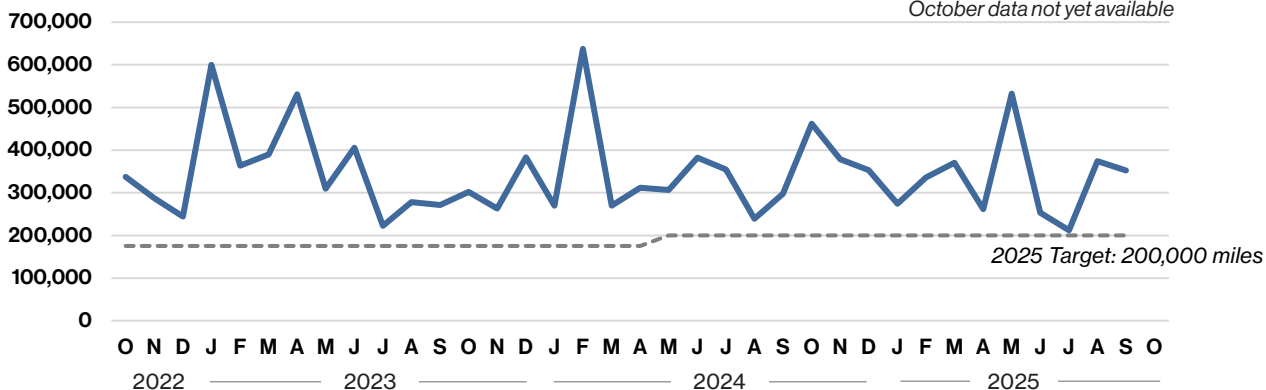
The number of delayed trains on East of Hudson lines by type of delay



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

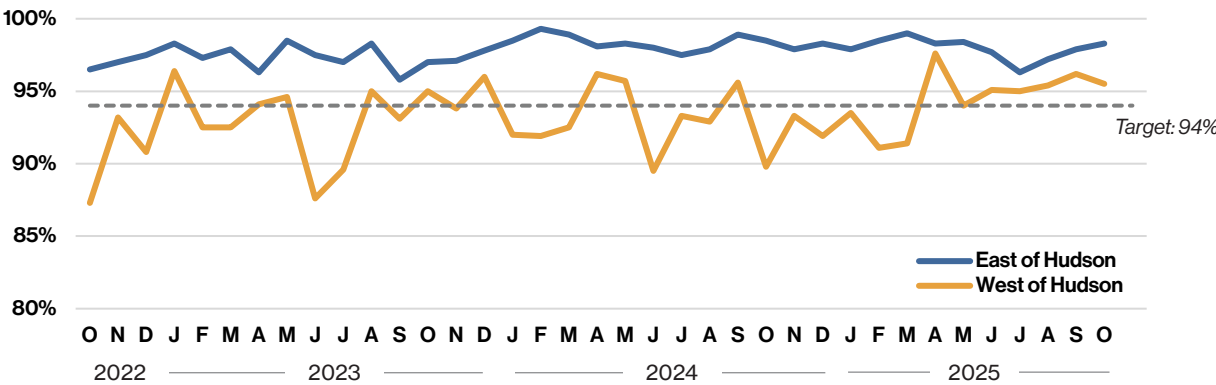
October data not yet available



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	98.5%	Pascack Valley	93.0%
Harlem	98.3%	Port Jervis	97.0%
New Haven	98.3%		

Data Review

The service delivered rate in September was 99.8% and the fleet's mean distance between failures was 352,358 miles, surpassing the 200,000-mile goal. Systemwide on-time performance exceeded the 94% goal, reaching 98.3%. Four major incidents impacted October's OTP. The most significant incident occurred on October 21, when 52 trains were delayed due to bridge Harlem River Lift Bridge at 138th street opening.

Moving Forward

As the holiday season begins, Metro-North will adjust service to support seasonal travel. Thanksgiving Day will be a special schedule to accommodate parade-goers and the day after Thanksgiving we will run a reduced schedule. Starting Saturday, November 29, Shoppers' Special trains return, running through the New Year to support holiday travel. On Christmas Day and New Year's Day we will run reduced schedules. On New Year's Eve late-night service will be provided, continuing our tradition of supporting post-celebration travel.

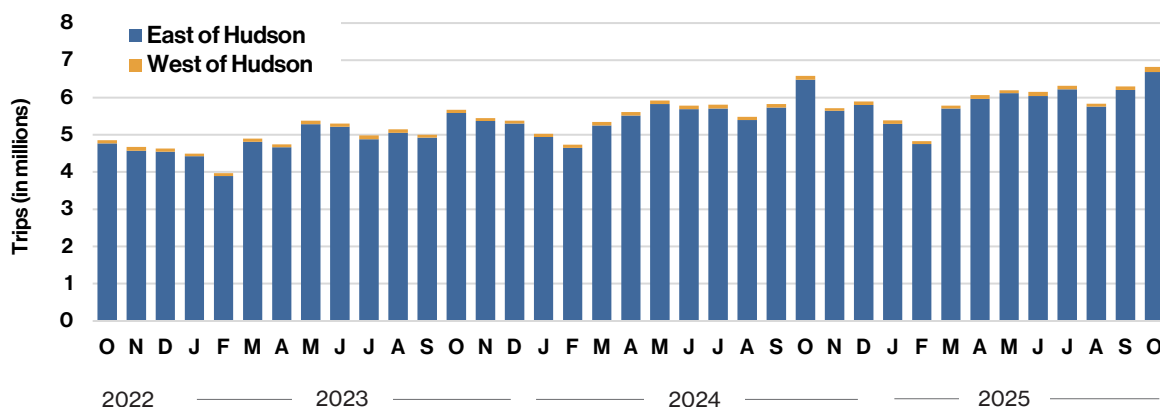
Following Thanksgiving, Metro-North will bring back the popular Holiday Light Train and this year, we're adding a second Light Train to give even more riders a chance to enjoy the festive experience.

Metro-North Railroad

RIDERSHIP

Monthly Ridership

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



Data Review

Metro-North's October ridership of 6.79 million set a new post-pandemic record, rising 8.4% from September and 3.7% from the record set in October 2024, and standing at 86.8% of October 2019. Although our recovery percentage dropped slightly from September's 87.5%, this strong performance still provided individual records. These include October's average daily ridership surpassing September's record ridership by 4.9% and October's average weekday ridership was 1.1% higher than September's record and 4.7% higher than October 2024, at 82.9% of October 2019.

Although not a record, October weekend ridership surpassed October 2019 for the second year in a row with 130,938 trips providing 102.5% recovery, up 5.1% from September thanks to our popular Hudson Valley "Leaf Peeper" Fall Foliage trains.

Total commutation ticket ridership increased 11.0% from September, faster than either weekday or overall ridership, due to clear advantage of these tickets in a month with 23 weekdays. Commutation, peak single, and peak ten-trip ticket trips increased 8.0% since last month, and commutation's share of total rides increased 0.9% from 40.0% to 40.9%.

Moving Forward

October is traditionally our highest ridership month, and so it was again this year thanks to 23 working days, weekend Hudson Line travel, and four Yankees playoff games. Average daily ridership typically drops in November – as it did by 10.3% last year – and is likely to this year with only 17 working days this year as we progress towards the holiday season.

FINANCIAL RESULTS

2025 Revenues & Expenses, September Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$591.5	\$610.3	\$18.8
Farebox Revenues	\$540.1	\$547.2	\$7.1
Other Revenues	\$51.4	\$63.1	\$11.7
Total Non-Reimbursable Expenses	\$1,365.2	\$1,354.6	\$10.6
Labor Expenses	\$946.7	\$941.0	\$5.7
Non-Labor Expenses	\$418.5	\$413.6	\$4.9
Non Cash Liabilities	\$287.9	\$290.0	(\$2.1)
Net Surplus /(Deficit) - Accrued	(\$1,061.6)	(\$1,034.3)	\$27.3

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,068	6,127	(59)
Reimbursable	804	591	213
Total Positions	6,872	6,718	154

Data Review

Through October, farebox revenue was \$7.1 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 \$5.7 million due primarily to decreased health and welfare costs as well as lower pension expenses partially offset by lower reimbursable overhead. At the end of October, paid headcount was 154 lower than Forecast reflecting 177 vacancies against the year-end paid headcount.

Non-labor expenses are lower than the Forecast by \$4.9 million due primarily to lower professional service contracts partially offset by higher maintenance and other operating 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

Unified Trash Facility at Grand Central Terminal



To support growing waste management needs at both Grand Central Terminal (GCT) and the newly opened Grand Central Madison (GCM), the MTA completed construction of a Unified Trash Facility adjacent to Track No. 115 on GCT's lower level on October 31, 2025.

To fulfill its commitment to improved waste handling, MTA Construction & Development partnered with John Civetta & Sons Inc. to build the facility. The project addresses increased foot traffic and the resulting demand for more efficient trash operations across both terminals.

The facility is strategically located near the GCM service corridor and the South Transfer Station, and will be jointly used by Metro-North and LIRR to transport waste to BN Yard in the

Bronx. Supporting infrastructure includes a new platform and direct fixation track along Track No. 115, a new bridge connecting the GCT Dining Concourse to the Intermediate level of a freight elevator, and track work reconnecting Track No. 115 to Ladder Track N to support Metro-North operations. An innovative feature of the facility is the Sonozaire odor neutralizer, which electronically produces ozone to purify air and eliminate odors.

As of this month, new equipment has been procured, and 15 flat cars have been modified for trash transport. The facility is now being turned over to GCT Station Operations in preparation for service launch.

CUSTOMERS & COMMUNITIES

Metro-North Welcome Guest to Croton-Harmon Yard



Government & Community Relations staff joined the leadership of Croton-Harmon Shop in welcoming guests to Croton-Harmon Yard for a series of tours this month.

First, we welcomed staff from the New York State Assembly Minority Program and Counsel Office for an in-depth tour of the coach, locomotive and EMU shops. The tour focused on the various work performed by our

maintenance of equipment in house and showed how Metro-North is able to save money on maintenance by doing more in-house than most railroads.

In partnership with Dutchess County Executive Sue Serino, we were proud to welcome a group of young adults, ages 18–24, from Dutchess Employment Opportunities to Croton-Harmon Yard. As a central hub for Metro-North's Maintenance of Equipment, Maintenance of Way, and Transportation departments, the yard provided a unique setting to showcase the wide range of career paths available at Metro-North. This visit offered an inspiring opportunity to connect with young people who are actively building their skills and exploring future employment opportunities.

Customers Join Metro-North in Honoring Veterans

On Tuesday, November 11, Metro-North customers once again joined us in honoring our veterans during a heartfelt ceremony. Attendees gathered to pay tribute to the service and dedication of veterans, both those continuing to serve as Metro-North employees and those who have moved onto other paths beyond the railroad.

This year onlookers were not just able to see the ceremony in the main concourse but were also able to pay tribute to the service of our veterans by visiting the new Veterans Tribute Locomotive. We're grateful to everyone who joined us in honoring our veterans, and we remain deeply appreciative of their service, both past and present.

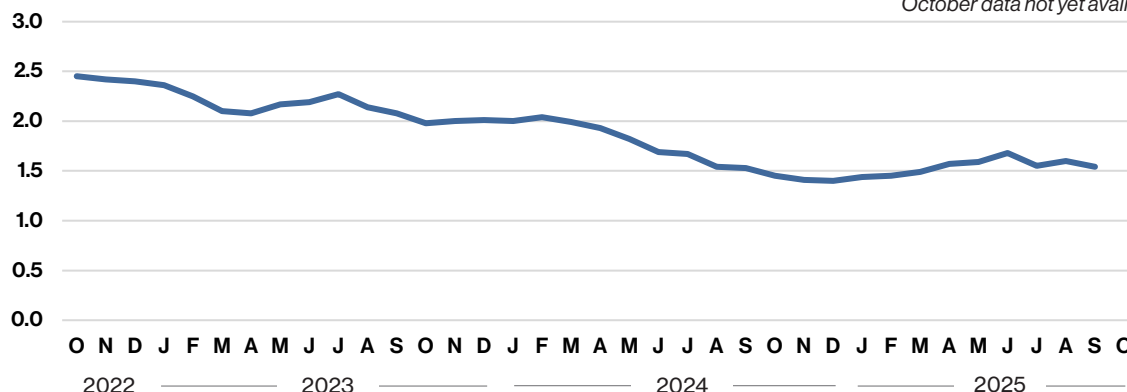
Metro-North Railroad

SAFETY & SECURITY

Customer Injury Rate

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

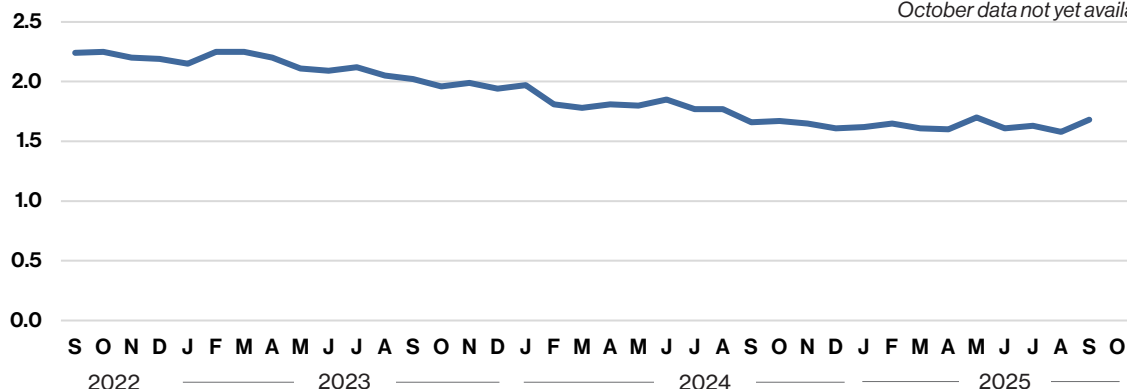
October data not yet available



Employee Lost Time Injury Rate

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

October data not yet available



Data Review

The reportable customer injury rate increased from 1.53 to 1.54 per one million customers in the current 12-month reporting period, October through September 2025, compared to the prior 12 months. The reportable employee lost time injury rate increased from 1.66 to 1.68 per 200,000 working hours, compared to the prior 12 months.

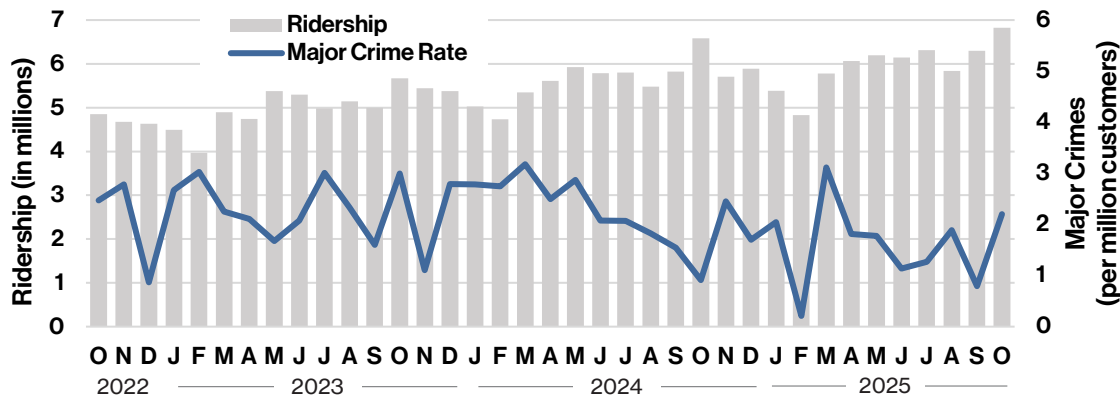
Moving Forward

Operational incidents in 2025 declined by 12 percent from the prior year, reflecting continued progress in maintaining a safer system. New 988 crisis helpline signs were installed at Port Chester, Fordham, and Mount Vernon East as part of our ongoing effort to ensure that employees, customers, and communities know that help is always within reach.

SAFETY & SECURITY

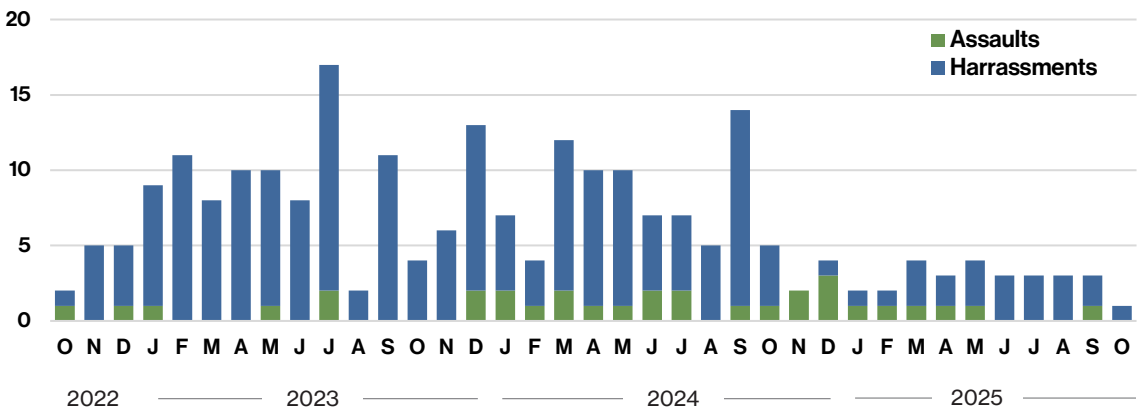
Major Crimes Against Customers

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



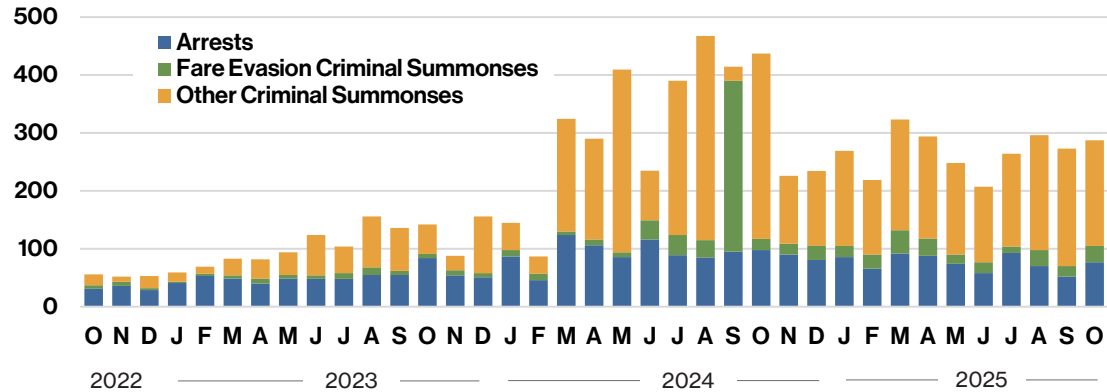
Assaults and Harassments Against Employees

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





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

