



LONG ISLAND RAILROAD & METRO-NORTH RAILROAD KEY PERFORMANCE METRICS

December 2025



On November 28, LIRR and Metro-North welcomed the season with the Holiday Lights Trains. The Holiday Lights Trains are festooned with colorful exterior lights and special holiday-themed safety messages will play at selected stations. The trains will run through New Year's.

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

2 Broadway • New York, NY 10004
December 15, 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.



METRO-NORTH RAILROAD





Metro-North Railroad

MESSAGE FROM THE PRESIDENT



Justin Vonashek
President, Metro-North Railroad

Ridership & Reliability

Ridership continues to remain strong. November ridership increased 2.3% over the same month in 2024, representing 83.2% of pre-COVID November 2019 ridership. Average weekday ridership increased 7.3% from 2024, at 82.5% of pre-COVID weekdays, and Tuesday-Thursday ridership, the prime return-to-office days, is at nearly 85% of pre-COVID numbers. Our discretionary weekend ridership continues its strong recovery, nearly 2% higher than 2024, at 99.1% of November 2019.

Our Thanksgiving Week ridership was nearly 7% higher than last year, and provided some new ridership records, including a new highest post-COVID Wednesday, with nearly 256,000 riders. The average daily ridership for Thanksgiving Week was at 93.9% of the same week in 2019. Thanksgiving Saturday and Sunday were at 97.9% of the same weekend pre-COVID.

Early December ridership through Dec. 9 is encouraging too, with weekday ridership up nearly 4% over last year and weekend ridership climbing 2.5%.

We continue to maintain high reliability, with on-time performance for the month of November at 97.8% and year to date through November at 97.9%.

Holiday Service

Metro-North is providing additional trains throughout the holiday season. Extra trains will run during Christmas and New Year's weeks. Please check schedules on the MTA TrainTime app or at mta.info before traveling.

Upcoming Ticketing Changes

On Sunday, January 4, new fares and ticketing options take effect:

- New Day Pass: Unlimited rides until 4:00 AM the next day within your ticketed zones. On weekdays, pay 10% less than two one-way peak fares.
- Buy 10 rides, get 1 free: After 10 peak or off-peak trips in 14 days, mobile customers will get an 11th trip for free.

- Travel at any time with reduced fares: Seniors, people with disabilities, and Medicare recipients can ride at reduced fares all day, including morning peak hours.
- Families save when riding together: Children ages 5–17 ride for \$1 per child when accompanied by a fare-paying adult, making family travel more affordable and more flexible.
- New rules for one-way tickets: All one-way tickets, paper and mobile, will be valid from the time of purchase until 4:00 AM the next day. If you purchase or activate a mobile ticket after you board, an \$8 surcharge will apply. This will go into effect after a series of warnings in the TrainTime app. The onboard surcharge for paper tickets bought on board will increase by \$2.
- Weekly and monthly ticket rules remain unchanged and they continue to offer the best value.

Please remember to always buy and activate your mobile tickets before you board.

When I Look Back At 2025...

This year has been one of change, growth, and innovation, while honoring our heritage by highlighting the people who laid the foundation for the success we enjoy today. We've transported increasing numbers of passengers, often surpassing pre-COVID levels on weekends and holidays. On-time performance stands at 97.9%, and our customer satisfaction rate is 89%. Metro-North continues to provide safe, reliable, clean, and affordable service.

There have been many challenges and accomplishments in 2025. Some highlights include:

- **Safety** is always the key to a successful operation. TRACKS (Together Railroad And Communities Keeping Safe), our community rail safety education program rolled out a Virtual Reality (VR) training module utilizing Tracks the Dog to help relay our message of rail safety for kids in an immersive, unforgettable way. We are also using VR to train our employees on a range of safety topics and received an international award and

90

minutes or less
to GCT from
Poughkeepsie and
New Haven

3

new Heritage
locomotives

2

employee
engagement days
per month

Metro-North Railroad

MESSAGE FROM THE PRESIDENT

recognition for these industry-leading efforts.

- Metro-North has scheduled **super-express trains, reducing travel times** between Grand Central Terminal and the Poughkeepsie and New Haven stations. With running times of 90 minutes or less, we are giving customers back something they truly value – their time. And we're continuing to pursue other opportunities to reduce running times throughout the system.
- We initiated **employee engagement** days two times per month, where no meetings are held and instead managers spend their days team building in the field and directly engaging with our workforce. We also launched a Next Leaders (NXT) program, selecting 20 individuals from over 100 applicants, who are engaged in targeted development, strategic collaboration and cross-departmental initiatives that will support and help shape the next chapter of our railroad.
- We're increasing our efforts to **make our railroad resilient**, with projects to combat flooding and weather-related service disruptions by raising tracks at Garrison, on the Upper Hudson Line, and in the Bronx near our crucial Mott Haven junction. Our new American-made Siemens Charger locomotives joined our fleet on time and on budget, delivering greater horsepower and improved fuel efficiency, while significantly reducing emissions by up to 85%. We also partnered with MTA C&D on several critical projects, including Phase 1 of the Park Avenue Viaduct, which was completed 51 months ahead of schedule and \$93 million under budget, and with no customer delays due to the work.
- We are focused on a long-term effort that embeds efficiencies into our operating model. We are **improving productivity** through clear metrics, targets, and benchmarks are on-track to realize \$67 million in savings this year. By leveraging advanced data analytics and revamped management approaches, we are showing fiscal accountability, including significantly reducing overtime in major maintenance departments by up to 27% compared with the prior year.
- We launched an **AI-powered** Automated Passenger Counting pilot on 18 of our railcars, achieving 99.8% accuracy. This tool especially helps get up-to-date information on passenger levels to better align our service with customer demand and improve rider experience.
- Finally, we've unveiled three more of our extremely popular **Heritage locomotives** this year which honor our history and serve as a source of pride throughout the railroad. We celebrated the old "New Haven Railroad" with No. 222 in February; our early MTA paint scheme with No. 203 in June; and last month, No. 216, a design honoring our veterans.

Since stepping into the role of President, I've had the privilege of highlighting the outstanding work of our Metro-North team. Our employees are truly the best in the business, and I'm proud to lead such a dedicated and talented group.

As we celebrate the holidays, I wish you peace, joy, and continued success in the New Year. Thank you for riding with Metro-North and for being part of our journey forward.





**Metro-North
Railroad**

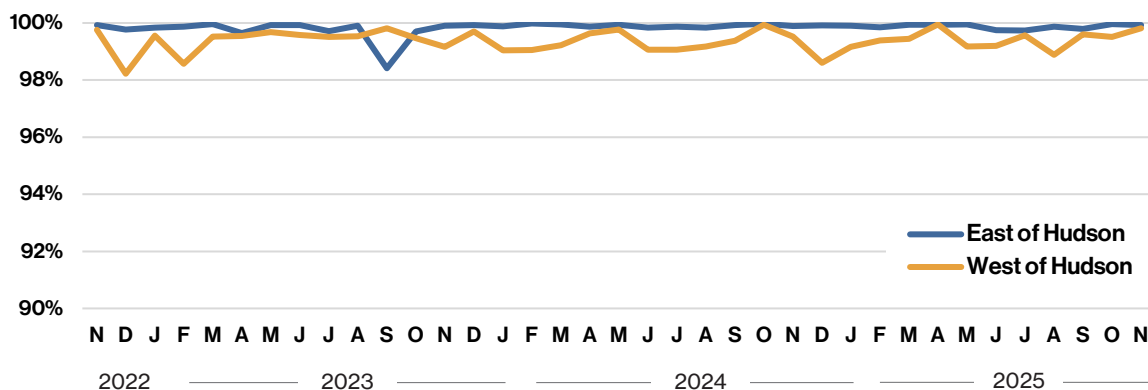


Metro-North Railroad

SERVICE PERFORMANCE

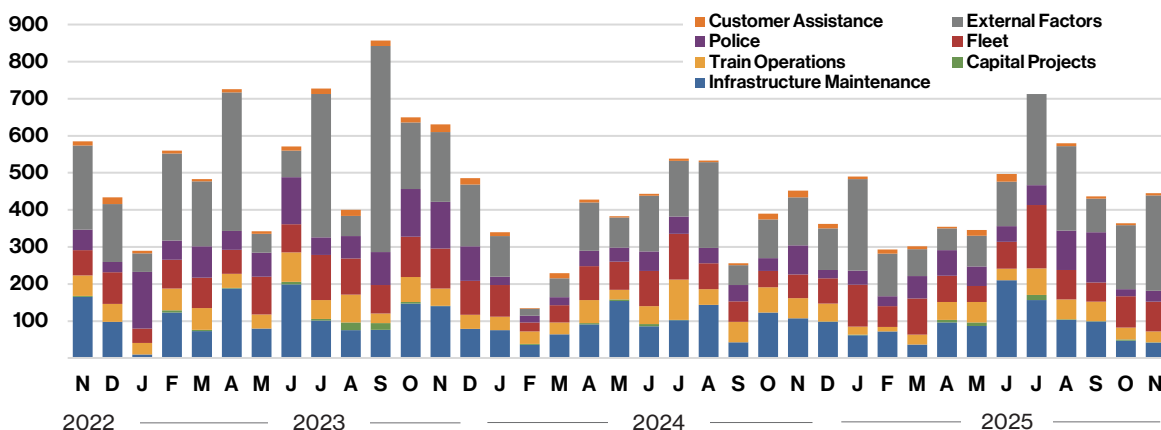
Service Delivered

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



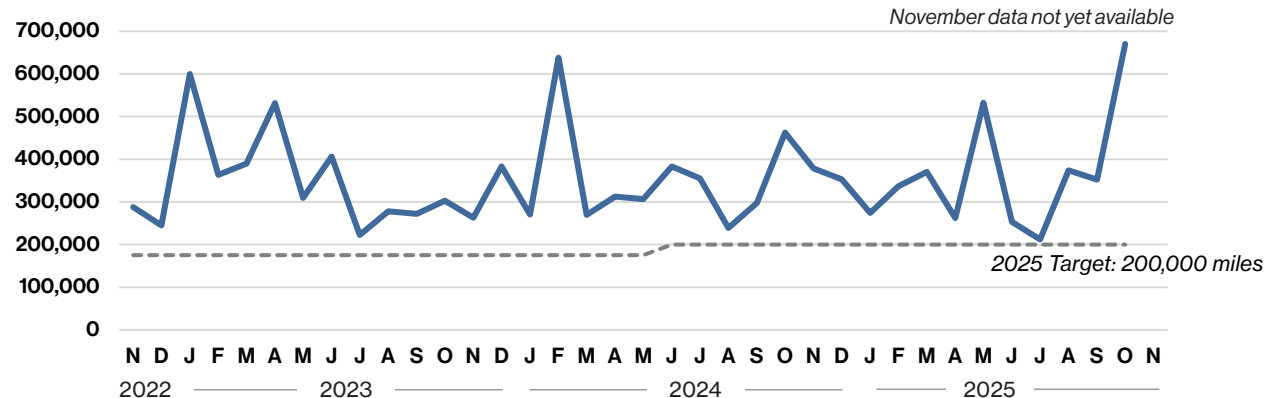
Delays by Type

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



Mean Distance Between Failures

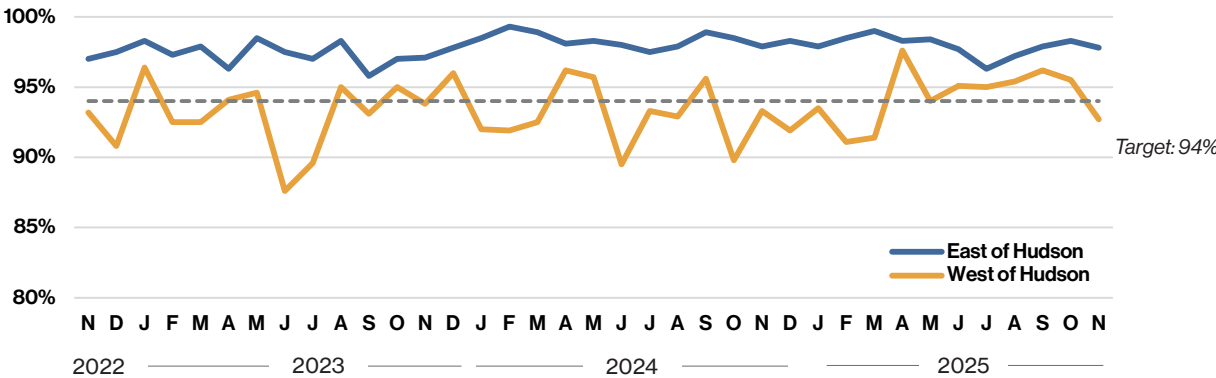
The average number of miles a railcar or locomotive travels on East of Hudson lines before failing and causing a delay



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	90.0%
Harlem	97.2%	Port Jervis	94.5%
New Haven	98.1%		

Data Review

Service delivered in November was 99.9% and the fleet's mean distance between failures was 669,923 miles, surpassing the 200,000-mile goal. Systemwide on-time performance (OTP) reached 97.8%, exceeding the 94% goal. Six major incidents impacted November's OTP, and the most significant incident occurred on November 11, when 36 trains when a train lost power due to slippery conditions on the rails.

Moving Forward

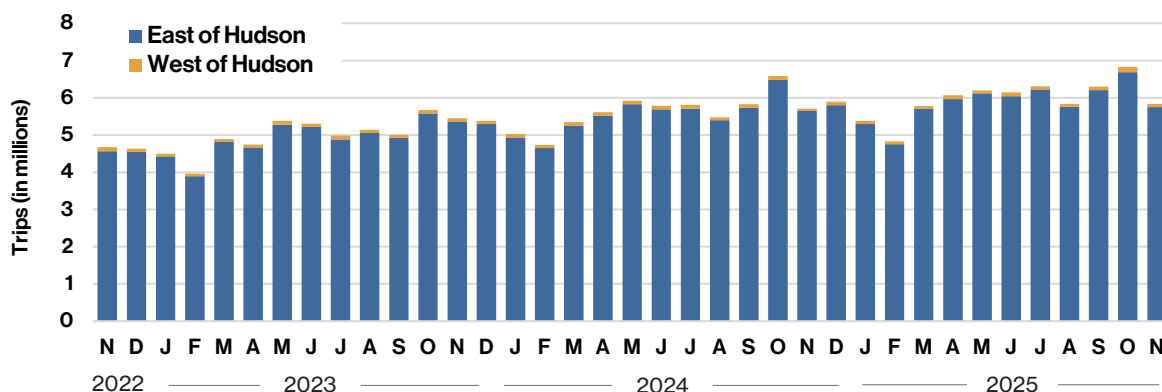
As the holiday season continues, ridership demand surges on Metro-North, complemented by the Shopper Special trains. The railroad will operate a reduced schedule on Christmas and New Year's Day, while providing post-New Year's Eve service. Higher ridership demand will likely continue into January, and Metro-North will provide enhanced service on Martin Luther King Jr. Day.

Metro-North Railroad

RIDERSHIP

Monthly Ridership

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



Data Review

Metro-North's November 2025 ridership of 5.8 million decreased 14.4% owing to the Thanksgiving holiday, colder weather, and six fewer weekdays. The Thanksgiving holiday period still showed ridership growth. The Thursday-Sunday holiday period rose 6.9% over the same period during Thanksgiving week 2024, and ridership for Thanksgiving Day itself rose 14.4%. Average daily ridership decreased 11.6% to 193,762, average weekday ridership decreased 2.1% to 236,142, and average weekend ridership decreased 4.8% to 124,714.

Metro-North's total ridership in November increased 2.3% compared to November 2024 and represents 83.2% of November 2019 ridership. Average weekday ridership was 7.3% higher than November 2024 and represented 82.5% of November 2019 ridership. Estimated average Tuesday-Thursday ridership was 6.3% higher than November 2024 and stood at 84.6% of an average weekday in November 2019. Finally, average weekend ridership was 1.7% higher than in November 2024 and represented 99.1% of November 2019.

Monthly and weekly commutation ticket ridership decreased 25.4% from October and commutation's share of total rides dipped 5.2% from 40.9% to 35.7%. Total peak commuter ridership including Peak Single and 10-Trip rides decreased 22.2%.

Moving Forward

December is a key gauge of discretionary ridership recovery. Each year from 2020 to 2023, ridership fell from November to December despite the extra day in December. The decline narrowed each year, from 10.2% in 2021 to 1.2% in 2023. In 2024, December posted 3.1% higher ridership. We expect that momentum to continue this year, with ever-growing recreational travel. Metro-North is primed to deliver holiday fun throughout the region.

FINANCIAL RESULTS

2025 Revenues & Expenses, November Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$653.9	\$673.7	\$19.8
Farebox Revenues	\$599.3	\$605.5	\$6.2
Other Revenues	\$54.6	\$68.2	\$13.6
Total Non-Reimbursable Expenses	\$1,499.4	\$1,481.0	\$18.3
Labor Expenses	\$1,036.7	\$1,021.5	\$15.3
Non-Labor Expenses	\$462.6	\$459.6	\$3.0
Non Cash Liabilities	\$317.4	\$320.9	(\$3.5)
Net Surplus /(Deficit) - Accrued	(\$1,162.8)	(\$1,128.2)	\$34.6

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,096	6,193	(97)
Reimbursable	784	512	272
Total Positions	6,880	6,705	175

Data Review

Through November, farebox revenue was \$6.2 million higher than the Forecast due to increased non-commutation ridership and higher average yield per passenger across all East of Hudson lines partially offset by lower commutation ridership across all of East of Hudson lines and lower average yield per passenger across West of Hudson lines.

Labor expenses are lower than the Forecast by \$15.3 million due primarily to decreased health and welfare costs as well as lower pension expenses. At the end of November, paid headcount was 175 lower than Forecast reflecting 190 vacancies against the year-end paid headcount.

Non-labor expenses are lower than the Forecast by \$3.0 million due primarily to lower professional service contracts and lower other business expenses partially offset by higher maintenance and other operating contracts and higher claims.

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.

Protecting the Hudson Line with Retaining Wall Upgrades

This month, MTA Construction & Development (C&D) is preparing to make critical repairs to the Marble Hill Retaining Wall, which supports the Hudson Line tracks along the Hudson River at Marble Hill Station in the Bronx.

Over time, the structure has weakened due to constant train traffic and pressure from water. Recent inspections revealed serious timber decay and overall deterioration. Because of this, a full rehabilitation and replacement are needed to maintain safe and reliable train service for the long term.

The final design for the project was completed in October and is now in the procurement phase. The MTA expects to award the construction contract in Q2 2026 and C&D is currently working to hire a contractor to carry out these important repairs.

Recent investigations and surveys by the design consultant have helped determine how the reconstruction will be carried out. The plan includes making repairs to the retaining walls by repointing joints and replacing any loose stones, and replacing the seawall with a new one. To minimize disruption to rail operations, crews will construct from the waterside using barges.



CUSTOMERS & COMMUNITIES

Tourism on the Mind at Grand Central Terminal

With festive decorations and the lively energy of the Holiday Markets, Grand Central Terminal comes alive during the holiday season. It was the perfect time for Metro-North to host the New York State Tourism Advisory Council (TAC) for its bi-monthly meeting. Metro-North President Justin Vonashek joined



the Council to share an overview of the railroad's latest developments, including expanded service to Albany, faster travel times, the Penn Station Access project, and recent fare updates.

After the meeting, TAC members toured both Grand Central Terminal and Grand Central Madison. We're always proud to showcase Grand Central, not only as a historic landmark, but as a powerful economic engine for the city and the region.

Metro-North Welcomes Better Transportation in the Hudson Valley

Governor Hochul announced that beginning on Tuesday, January 2, the Newburgh-Beacon Bridge Shuttle will expand bus service between Newburgh and Beacon. More bus service will provide more connections for Orange County commuters who ride Metro-North trains to and from New York City.

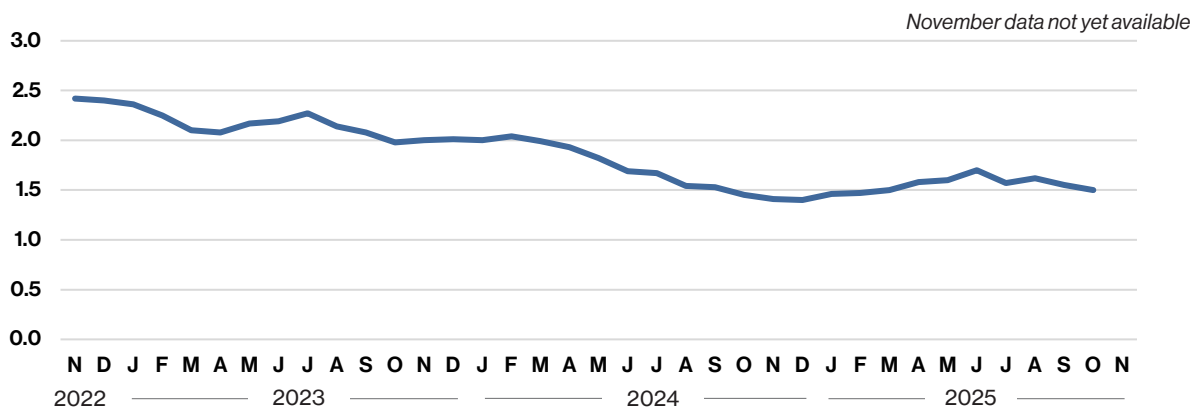
This enhanced service will increase the number of cross-Hudson trips by over 60%, and for train commuters, the new bus will now connect with 53 trains each weekday, more than doubling the existing 24 daily train connections. Timed connections between the bus and trains will allow passengers to seamlessly connect with 27 trains to New York City. In the westbound direction, buses will wait at the Metro-North Beacon Station for passengers exiting from 26 northbound trains. The service hours are also greatly expanded outside of the peak to now meet trains over 16 hours a day.

Metro-North Railroad

SAFETY & SECURITY

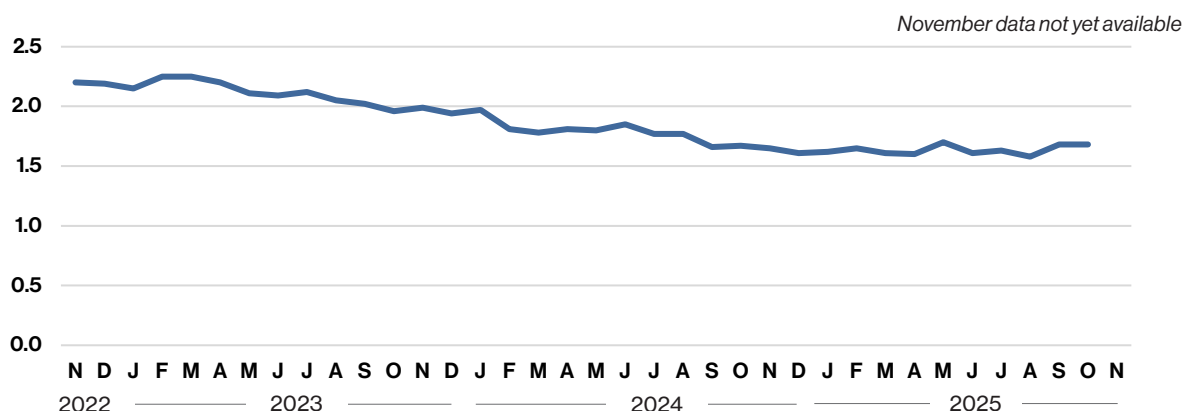
Customer Injury Rate

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



Employee Lost Time Injury Rate

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



Data Review

The reportable customer injury rate increased from 1.45 to 1.50 per one million customers in the current 12-month reporting period, November through October 2025, compared to the prior 12 months. The reportable employee lost time injury rate increased from 1.67 to 1.68 per 200,000 working hours, compared to the prior 12 months.

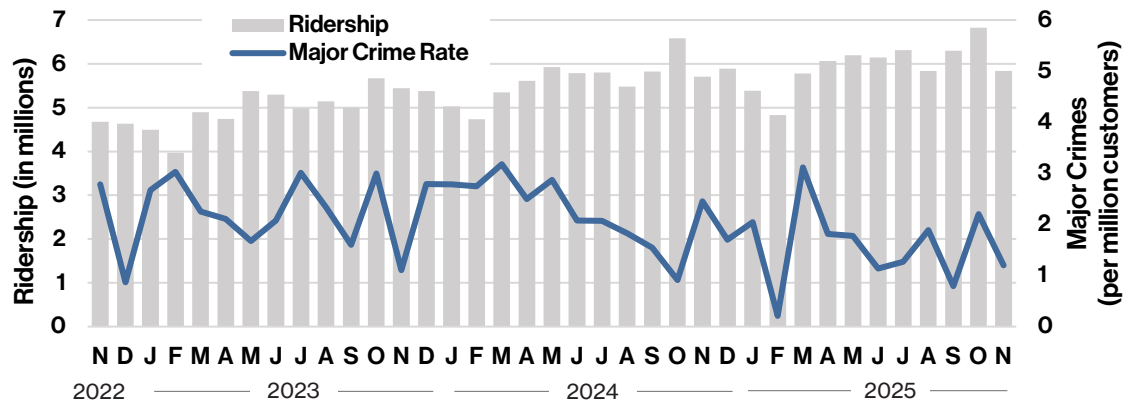
Moving Forward

In November, Metro-North held a full-scale emergency drill at Poughkeepsie Yard, simulating a fire caused by an electric scooter on a train. Crews practiced evacuations, safety protocols, and communication with the Operations Control Center, while coordinating with the Poughkeepsie Fire Department and the MTA Police Department. The exercise strengthened emergency response, rescue operations, and multi-agency coordination during a train emergency.

SAFETY & SECURITY

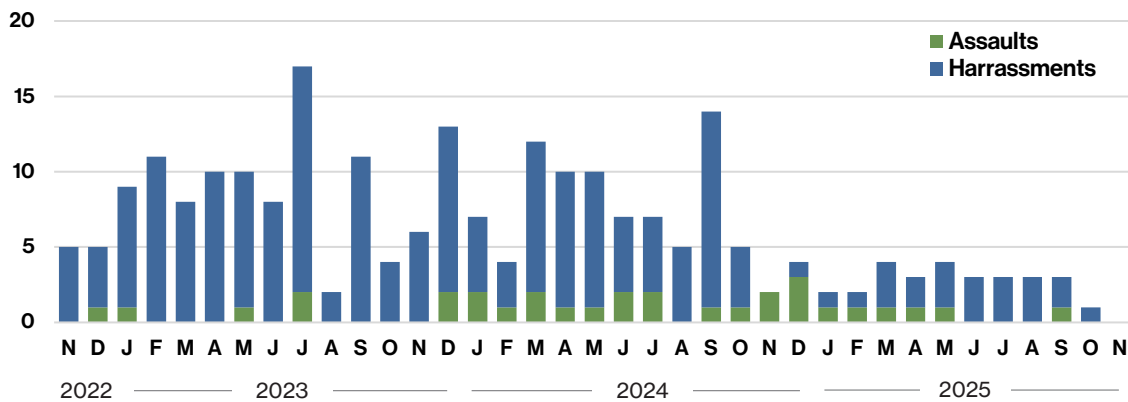
Major Crimes Against Customers

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



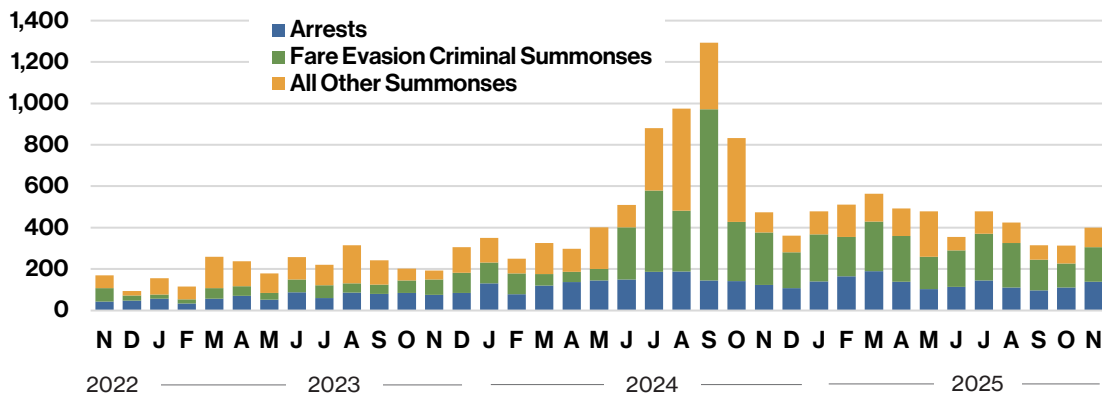
Assaults and Harassments Against Employees

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



Summonses and Arrests

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





LONG ISLAND RAIL ROAD



Long Island Rail Road

MESSAGE FROM THE PRESIDENT



Rob Free

President, Long Island Rail Road

Ridership & Performance

Ridership remained robust in November. Total ridership was 6.6 million customers and it represented 91% of November 2019.

- November YTD ridership is 9.1% above last year
- November's Commutation ridership increased 10.2% over last November
- Last month's monthly ticket sales increased 10.3% over November 2024

Performance has also remained strong:

- November total OTP was 95.9% - second best November of all-time
- Year-to-date OTP (end of November) stood at 96.3%

For the 12 month period ending October 2025, we had a 29% reduction in customer injuries (per 1 million customers) over October 2024 – and our employee injury rate (per 200,000 working hours) also dropped 11% during that same time span.

Ever Forward - 2025 Year in Review

As we approach the end of another year, I will say that 2025 was an amazing one for the Long Island Rail Road, and our hard-working and dedicated workforce posted some incredible achievements over the past twelve months.

First, a multitude of ridership and performance records happened this year – some post-COVID and some all-time marks as well:

- We carried 1.81 million riders the week of September 22nd through the 28th, the highest number of customers in a single week since the pandemic
- We also hit our current single-day post pandemic record that Friday the 26th with 306,735 riders



- We had another successful and record breaking U.S. Open this year, transporting 177,738 people
- With 7.44M riders, October was the highest ridership month since the pandemic; the highest Commutation ridership month with 3.1 million riders; and the highest GCM ridership month with over 1.7 million (based on load weight) riders
- August was the highest all-time Non-Commutation ridership month with 4.9 million riders
- In January, we welcomed the one-millionth customer to take the LIRR to or from a UBS Arena event

Thus far, it's been a great year for on-time performance as well:

- We achieved our best February and July OTPs ever
- YTD OTP is so far, so good - near a record pace
- All this as we are on track to operate the most trains we ever have, even surpassing last year's mark of 316,280 trains. And, with a 99.6% trips completed rate.

A very impressive, excellent job by our Operations teams...

- We continue to reduce operating costs and become more efficient as we achieved our target of \$71 million in operating efficiencies, and anticipate finishing the year overall favorable to the 2025 Adopted Budget
- Revenue protection is also a highlight as we are achieving a 97% fare collected rate – including a best-ever rate of 98.5% revenue collected in November

Great job by our on board train crews and revenue collection team!

- Overall customer satisfaction was up 11% from only one year ago, rising to 81%
- Over the summer, we brought home the APTA Gold

98.5%

of LIRR revenue collected last month, an all-time high

10.3%

increase in monthly ticket sales last month over November 2024

93%

of LIRR stations will be accessible once elevators at Laurelton and Locust Manor open this month

MESSAGE FROM THE PRESIDENT

Award for Rail Security for our Office of Security's new "OSCAR" dashboard

- We have been monitoring and testing our new third-rail contact "shoe" counter system, which consistently provides accurate notifications whenever a shoe is missing or experiencing an issue
- We have also begun the installation of the next generation of Ticket Vending Machines throughout our system, making the ticket purchasing process much more convenient

It's been another strong year in terms of making our system accessible as we step closer to 100% accessibility:

- We cut the ribbon on the new elevator at St. Albans in November and both Laurelton and Locust Manor are getting theirs this month as well. Once that happens, 93% of our stations will be accessible

Christmas & New Year's Service

On Wednesday, December 24, Christmas Eve, we'll be running a regular weekday schedule and a regular holiday (weekend) schedule on Christmas Day.

We will also operate a regular weekday schedule on New Year's Eve with 11 extra evening trains into the city and a weekend/holiday schedule New Year's Day with 12 extra eastbound trains early New Year's morning after the night's festivities have simmered down.

The Giving Season

The Long Island Rail Road once again teamed-up with customers to help make the holiday season brighter for those less fortunate.

As part of our second annual "Day of Giving," our generous customers and employees contributed non-perishable food and personal care items to help City Harvest, Island Harvest, and Long Island Cares support deserving families in our region during the Season of Giving.

Thank you to everyone who gave of themselves to help make sure that no one goes hungry during the holidays.

Wishing everyone happy, healthy holidays and a peaceful New Year.



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Long Island
Rail Road

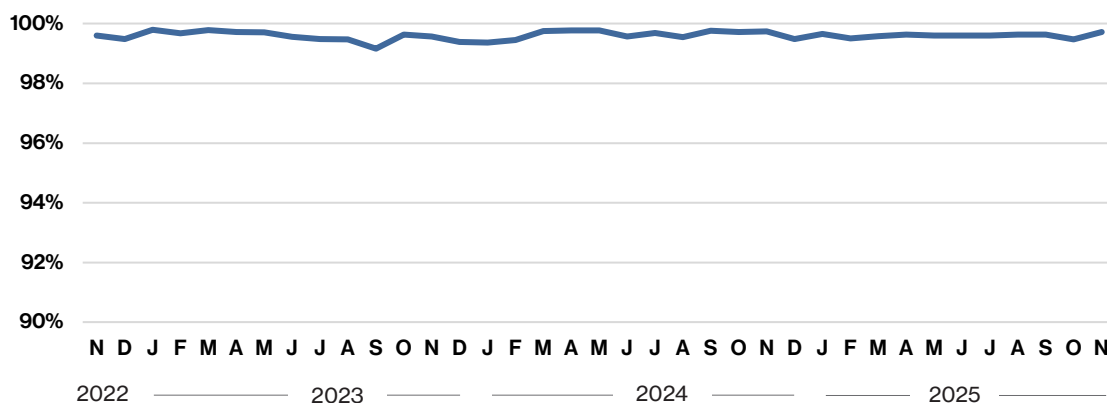
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Long Island Rail Road

SERVICE PERFORMANCE

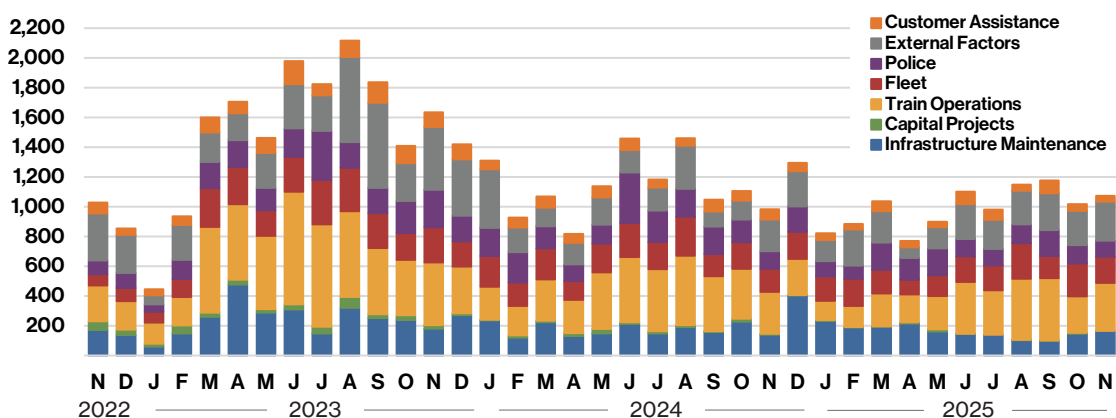
Service Delivered

The share of scheduled train trips completed



Delays by Type

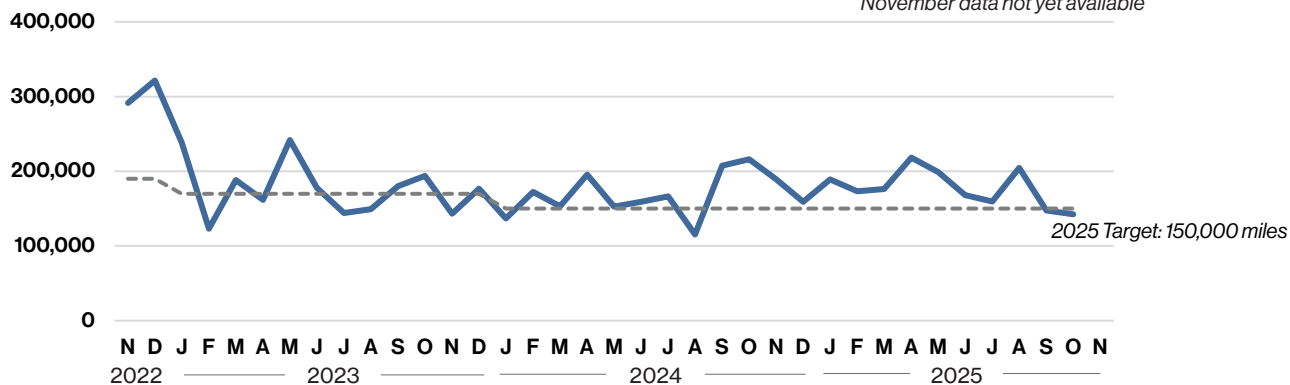
The number of delayed trains by type of delay



Mean Distance Between Failures

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

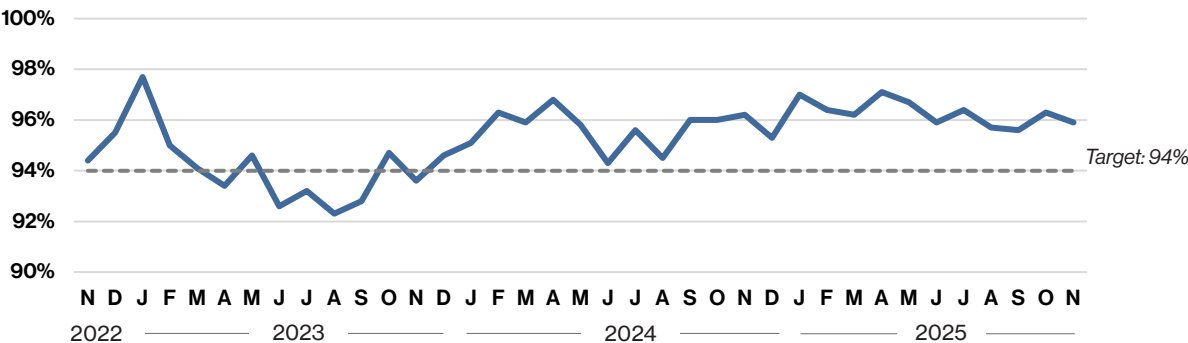
November data not yet available



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	99.4%	Montauk	91.2%
Babylon	95.9%	Oyster Bay	93.0%
Far Rockaway	98.4%	Port Jefferson	91.1%
Hempstead	96.3%	Port Washington	96.7%
Huntington	95.0%	Ronkonkoma	94.0%
Long Beach	96.7%	West Hempstead	96.8%

Data Review

In November, on-time performance was 95.9%, above the goal of 94%. Year-to-date OTP is 96.3% which is also above goal. There were 11 incidents this month that resulted in 10 or more late, cancelled or terminated trains. The most significant event occurred on November 25th when there was inclement weather. The event caused 33 late trains, delayed customers an average of 10 minutes, and reduced monthly OTP by less than one percent.

At Jamaica, 65.2% of trains arrived into the station less than 3 minutes behind schedule during the morning peak periods and 67.6% during afternoon peak periods.

The fleet's mean distance between failures operated at 142,411 miles in October and 174,675 year to date, falling slightly short of the target of 150,000 miles.

Moving Forward

To accommodate passengers traveling to celebrate the New Year, LIRR will be running eleven additional evening westbound trains and twelve additional early morning eastbound trains. They will be going in and out of both Penn Station and Grand Central Madison with service for Babylon, Huntington, Ronkonkoma, Port Washington, Speonk, and Port Jefferson.

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 in November when compared to the same month of the prior year. November 2025 ridership of 6.6 million customers increased 7.9% above November 2024 representing 91.0% compared to November 2019. November's Commutation ridership increased 10.2% over November 2024 as the LIRR service performance continues to improve and people return to work in the office. Non-Commutation ridership rose 6.8% over last November remaining strong compared to pre-pandemic levels, reaching 129.8% of November 2019 ridership. Year-To-Date-November ridership is 9.1% above 2024, representing 89.6% of the ridership compared to the same period in 2019.

The average weekday ridership in November 2025 decreased -4.1% compared to October's record setting ridership, influenced by the Thanksgiving holiday and fewer weekdays. Despite the average decline, several ridership highs were reported including the 2nd highest weekday with 303,778 customers on Wednesday 11/26 for pre-Thanksgiving travel. The average weekend ridership increased +1.0% over October with Saturdays decreasing -1.3% and Sundays increasing +4.0% compared to October, including the 8th highest post-pandemic Sunday ridership of 139,969 customers on 11/2 NYC Marathon Sunday.

Moving Forward

LIRR customers continue to take advantage of the GCM service. In November, GCM ridership was 1,601,841 passengers (based on load weigh data). In November 2025, GCM accounted for 41% of AM Peak travel to Manhattan, while 59% used Penn Station. Ridership is expected to grow in December during the holiday season with extra service provided to accommodate the seasonal demand for discretionary travel to New York City.

FINANCIAL RESULTS

2025 Revenues & Expenses, November Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$676.8	\$689.0	\$12.2
Farebox Revenues	\$635.7	\$635.8	\$0.1
Other Revenues	\$41.1	\$53.2	\$12.1
Total Non-Reimbursable Expenses	\$1,838.9	\$1,790.1	\$48.8
Labor Expenses	\$1,381.4	\$1,337.1	\$44.3
Non-Labor Expenses	\$457.5	\$453.0	\$4.5
Non Cash Liabilities	\$524.3	\$531.5	(\$7.2)
Net Surplus /(Deficit) - Accrued	(\$1,686.5)	(\$1,632.6)	\$53.9

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,936	6,838	98
Reimbursable	1,063	990	73
Total Positions	7,999	7,828	171

Data Review

Through November, farebox revenue was \$0.1 million higher than the forecast due to higher yield per passenger and below expected ridership.

Labor expenses are lower than the forecast by \$44.3 million due to lower payroll, overtime, and associated fringe costs, partially offset by FELA-related costs. At the end of November, there were 171 vacancies compared to the budget.

Non-labor expenses are lower than the forecast by \$4.5 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.

New Bethpage Employee Facility Opens

This month, MTA C&D and LIRR completed the transformation of a former warehouse and office complex into the new Bethpage Employee Facility, a centralized headquarters for LIRR Engineering Department Force Account.

Spanning 10.5 acres along Central Avenue South in Bethpage, the site offers convenient access to major roadways and sits adjacent to the LIRR Main Line, providing opportunities for future rail access for high-rail maintenance vehicles. Originally acquired in June 2020, the property includes an 82,000-square-foot building with 52,000 square feet of warehouse space and 39,300 square feet of office space across two levels.

The project converted the existing structure into functional LIRR space through a combination of Force Account and third-party contractors. Key upgrades included interior office renovations, building system improvements, structural work, warehouse modifications, material-handling installations, and exterior site enhancements such as parking lot paving.

This new facility consolidates multiple engineering disciplines under one roof, eliminates rental costs, and provides dedicated training areas, indoor material storage, and outdoor space for vehicles, equipment, and essential supplies—strengthening operations and supporting long-term efficiency.



CUSTOMERS & COMMUNITIES

TRACKS in Action

On Friday, November 21, students at Garden City Middle School received a hands-on lesson in rail safety through the TRACKS program (Together Railroads and Communities Keeping Safe). Delivered by the MTA Police Department (MTAPD) in partnership with Garden City Police Youth Detectives, this community-focused initiative teaches safe practices around railroad stations, crossings, and tracks.

During the sessions, officers highlighted essential safety practices, from staying alert on train platforms to understanding the dangers of trespassing near tracks and the third rail. Students also learned practical tips for traveling safely by train, gaining valuable awareness of the risks that exist around rail infrastructure.

Adding to the excitement, MTAPD's K-9 officers showcased their dogs' impressive detection skills, demonstrating how these highly trained teams help identify suspicious packages and hazardous materials. Their presence underscored the many layers of protection in place to keep riders and the surrounding community safe.

Garden City Police Commissioner Kenneth Jackson emphasized the importance of programs like TRACKS, noting that with five train stations in the Village, and two more nearby, rail safety education is essential for young residents.

The collaboration between the Garden City Police Department and the MTAPD highlights a proactive and community-centered approach to public safety. By engaging students directly, the TRACKS program empowers the next generation with the knowledge they need to navigate rail environments confidently and responsibly.



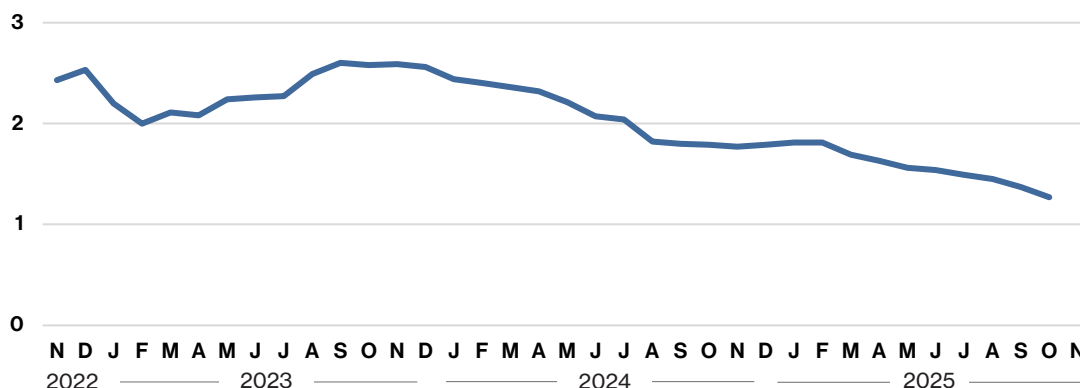
Long Island Rail Road

SAFETY & SECURITY

Customer Injury Rate

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

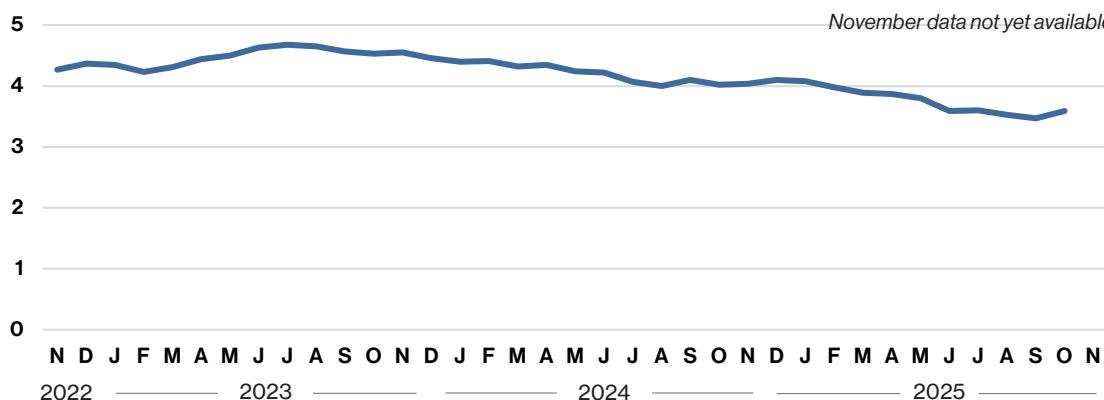
November data not yet available



Employee Lost Time Injury Rate

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

November data not yet available



Data Review

The reportable customer injury rate decreased from 1.79 to 1.27 per one million customers in the current 12-month reporting period, November 2024 through October 2025, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 4.02 to 3.59 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

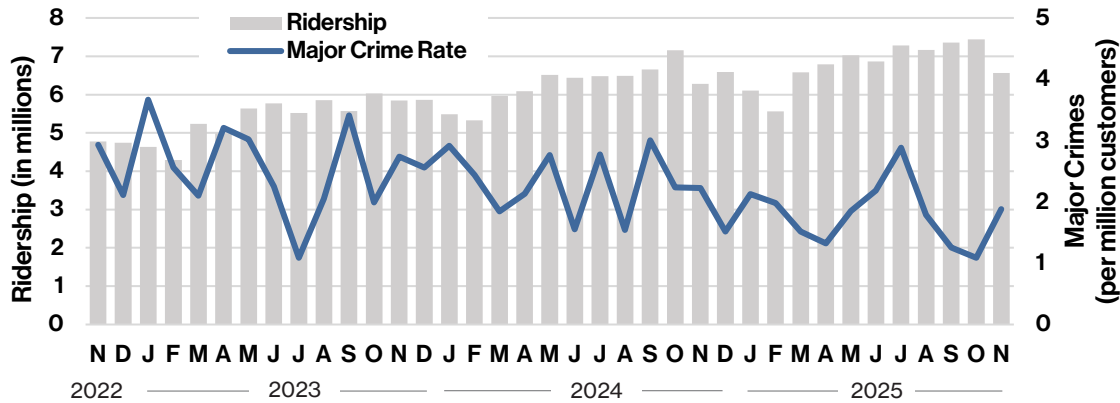
In December, LIRR hosted its Customer Safety and Crisis Awareness Day at Grand Central Madison. The event brought together employees and customers to promote safety awareness and support mental well-being. Participants engaged in meaningful conversations, exchanged resources, and shared best practices and safe habits while navigating the system. The event served as a strong reminder of our ongoing commitment to fostering a safe, supportive environment for everyone who interacts with our system.



SAFETY & SECURITY

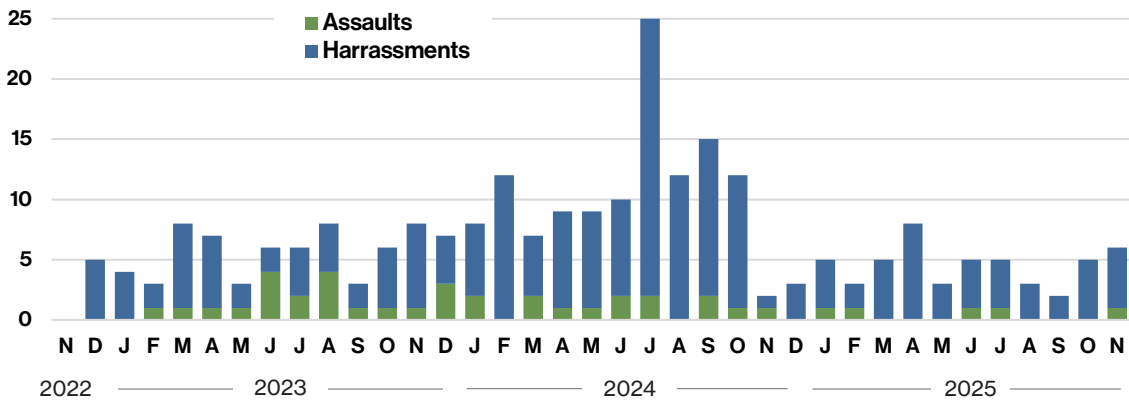
Major Crimes Against Customers

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



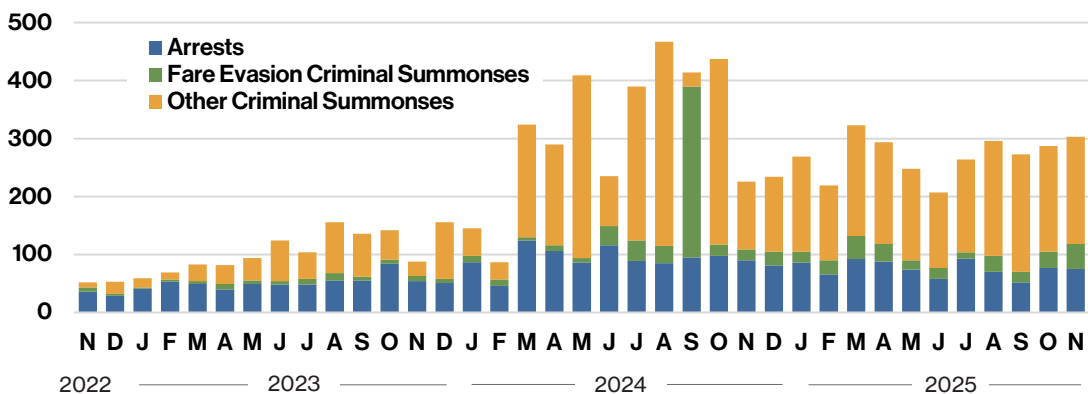
Assaults and Harassments Against Employees

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





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

