



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

January 2026



Thanks to Congestion Relief, which celebrated its one-year anniversary this month, both the LIRR Hollis and Forest Hills stations are currently receiving crucial upgrades. Hollis is getting comprehensively reconstructed, including brand new, lengthened platforms, a new entrance, and ADA access via new elevators. Meanwhile Forest Hills will see repairs to the historic Tudor station, new ADA-accessible ramps, and lengthened platforms.

**This performance metrics document was prepared for the January 2026 meeting of the Joint Long Island Rail Road & Metro-North Railroad Committees.**

2 Broadway • New York, NY 10004  
January 26, 2026

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Visit <https://new.mta.info/transparency/board-and-committee-meetings> or scan the QR code for Board action staff summaries, administrative items, and information items.



Visit [metrics.mta.info](https://metrics.mta.info) or scan the QR code to access a comprehensive dashboard of Long Island Rail Road and Metro-North Railroad metrics.



# LONG ISLAND RAIL ROAD

LIRR Help Point

Huntington

Huntington

9192



Long Island  
Rail Road



# Long Island Rail Road

## MESSAGE FROM THE PRESIDENT



**Rob Free**  
President, Long Island Rail Road

### Ridership & Performance

What a year for ridership at the LIRR. We continue to move closer to pre-pandemic ridership levels and, in some areas, have surpassed them. Total ridership for the year came in at 81,946,669 million, which is 8.5% higher than 2024 – 6.4 million more customers took the LIRR in 2025 than 2024.

2025 total year ridership represented 90% of 2019 ridership.

December total ridership was 7.2 million customers, representing 94% of December 2019.

- Commutation ridership increased 11.5% over last December
- Monthly ticket ridership increased 16.5% over December 2024
- December Non-Commutation ridership surpassed December 2019 by 25%

We also set a couple of post COVID ridership records in December:

- Best Saturday on December 13 (183,250 riders)
- Best Sunday on December 21 (152,661)

Operational Reliability had a strong month and an exceptional year.

- December total OTP was 94.9%
- We ended 2025 with a total OTP for the year of 96.17% - our best OTP in recorded history outside of one year during the pandemic

For the 12 month period ending November 2025, we had a 33% reduction in the reportable customer injury rate (per 1 million customers) over November 2024 – and our employee lost time injury rate (per 200,000 working hours) also dropped 14% during that same time span.



## Modernizing Queens Interlocking

We constantly work to modernize and expand our system, which has led to us to update Queens Interlocking, a major junction point in our system connecting the Hempstead Branch with our Main Line and seeing 333 trains operate through it each weekday.

This tremendous effort will take place over the course of this year. The upcoming work in February will require service modifications over three weekends to allow this modernization effort to take place.

Once complete, the improved switch configuration and modernized signal system will provide enhanced routing options, additional capacity and improve OTP through this vital segment of the Main Line Corridor.

Customers should check the website and TrainTime app for special timetables and the most up-to-date schedule information for any service changes that may occur as we improve our system.

## Here a Lift, There a Lift

The last few months have been quite busy when it comes to introducing ADA station improvements. After unveiling a new elevator and station improvements at Auburndale in October, we cut the ribbon on brand new elevators (and much more) at Valley Stream in December and Laurelton just this month.

The Valley Stream Station work not only brought the station complex to a state of good repair, it also beautified it and greatly enhanced the customer experience. Three years of hard work resulted in an amazing makeover.

Valley Stream highlights included:

- A new replacement elevator & escalator
- Viaduct water proofing and drainage improvements

**81.9M**  
total LIRR ridership in  
2025

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**96%**  
total OTP for 2025 – best  
non-COVID total ever

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**333**  
weekday trains  
operate through  
Queens Interlocking,  
site of major ongoing  
modernization project

# Long Island Rail Road

## MESSAGE FROM THE PRESIDENT

- Station and bridge painting and repair work to the support columns
- Improved lighting and much more...

And at Laurelton Station, we cut the ribbon on a beautiful, brand new elevator where none existed before, making it the latest LIRR station to become accessible.

Locust Manor's brand new elevators are next on deck to be celebrated, and that event is scheduled to take place by the end of January.

By the end of this program, 95% of our system will be ADA accessible.

Thank you to our partners at MTA C&D, the project team, and especially our incredible employees for their partnership and superb work.





JFK Airport  
via AirTrain  

Subway  
**E J Z**



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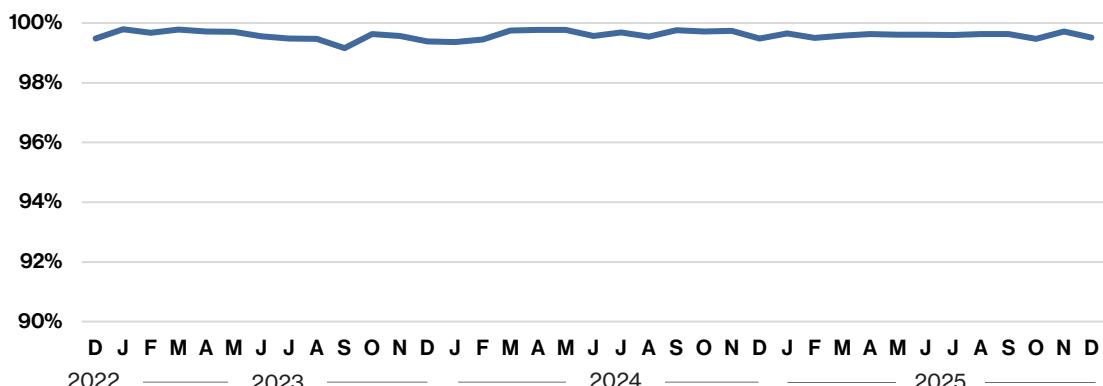
WATCH THE GAP

# Long Island Rail Road

## SERVICE PERFORMANCE

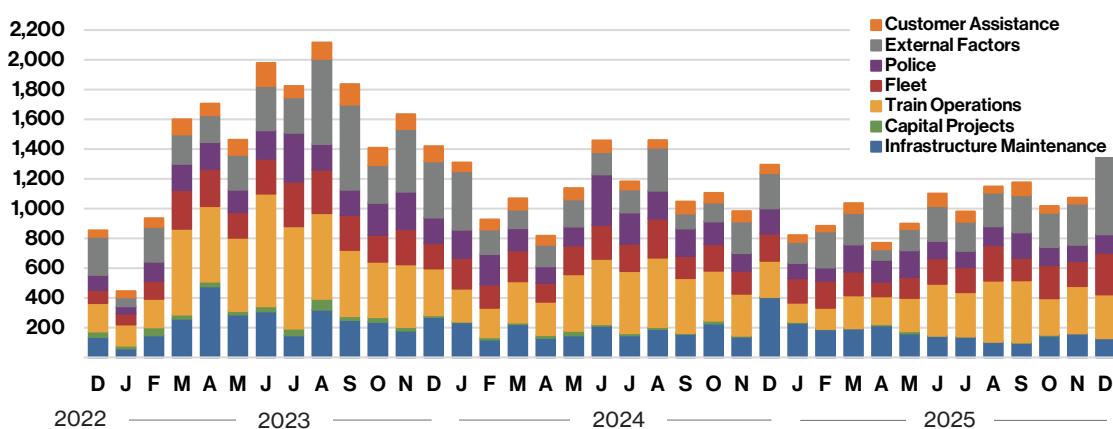
### Service Delivered

*The share of scheduled train trips completed*



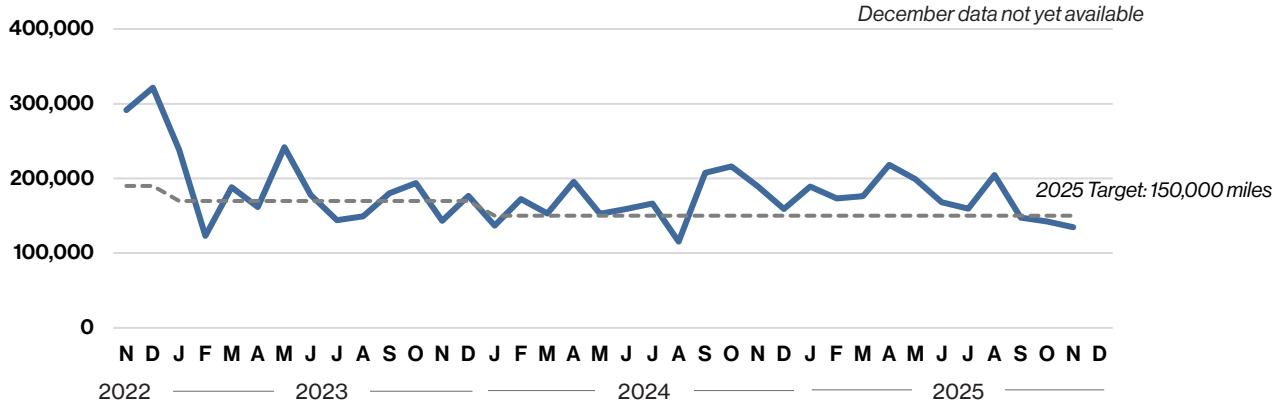
### Delays by Type

*The number of delayed trains by type of delay*



### Mean Distance Between Failures

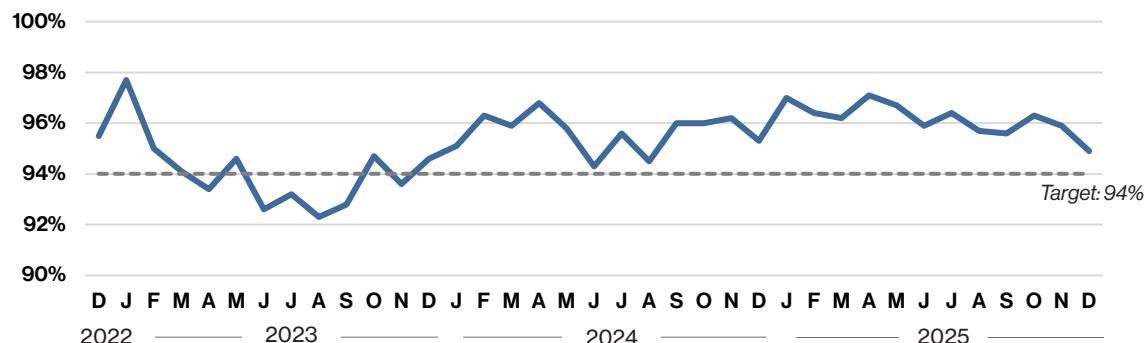
*The average number of miles a railcar or locomotive travels before failing and causing a delay*



# SERVICE PERFORMANCE

## On-Time Performance

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



## On-Time Performance, by Branch

Atlantic	99.1%	Montauk	92.2%
Babylon	94.2%	Oyster Bay	92.9%
Far Rockaway	97.1%	Port Jefferson	91.0%
Hempstead	94.9%	Port Washington	97.3%
Huntington	92.6%	Ronkonkoma	91.8%
Long Beach	95.8%	West Hempstead	97.3%

## Data Review

In December, on-time performance was 94.9%, above the goal of 94%. Year-to-date OTP is 96.2% which is also above goal. There were 16 incidents this month that resulted in 10 or more late, cancelled or terminated trains. The largest was on December 15th when there was a storm that brought snow and ice conditions. The event caused 90 late trains, delayed our customers an average of 17 minutes and reduced our monthly on-time performance by less than one percent.

At Jamaica, 60.9% of trains arrived into the station less than 3 minutes behind schedule during the morning peak periods and 68.5% during afternoon peak periods.

The fleet's mean distance between failures operated at 134,733 miles in November, falling short of the target of 150,000 miles.

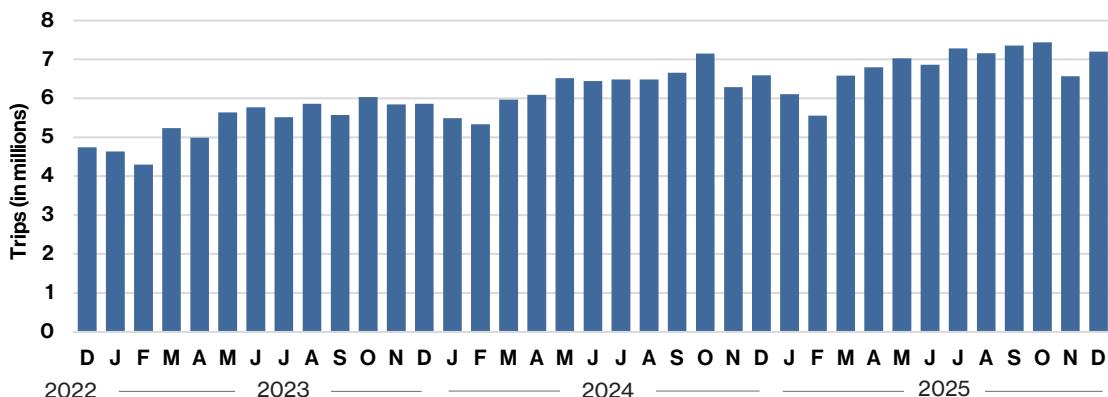
## Moving Forward

LIRR's continued Queens Interlocking renewal project supports improving operations and state of good repair in a critical area of the network. For the first three weekends in February, two of the four main tracks will be out of service to perform signal testing in advance of a signal cutover which will be performed later this year.

# 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

The LIRR ended 2025 on a high note, continuing its upward ridership trend. Total annual ridership reached 81.9 million customers, an 8.5% increase over 2024's 75.5 million and representing 89.9% of 2019 levels. When adjusted for calendar differences, 2025 ridership was 8.9% higher than 2024's adjusted total of 75.2 million.

Commutation ridership grew even faster, rising 9.6% year-over-year to 30.9 million customers, and 10.7% above the calendar-adjusted 2024 figure, driven by improved service performance and more people returning to office work. Non-commutation ridership also remained strong, increasing 7.9% to 51.0 million customers, which is 126% of 2019 levels, underscoring the resilience of discretionary travel.

December 2025 ridership rose 7.4% compared to December 2024, reaching 93.9% of December 2019 levels. Commutation ridership saw an even stronger increase of 11.5% over the previous year, while non-commutation ridership grew by 5.2%, surpassing December 2019 by 25%. Average weekday ridership in December dipped slightly by 0.9% compared to November, largely due to holiday vacations. In contrast, weekend ridership climbed 7.6%, driven by discretionary travel, with Saturdays up 8.2% and Sundays up 6.8% month-over-month. December also set new post-pandemic records, including the highest Saturday ridership of 183,250 customers on December 13 and the highest Sunday ridership of 152,661 customers on December 21.

## Moving Forward

LIRR customers continue to take advantage of the GCM service. In December 2025, GCM ridership was 1,755,383 passengers (based on load weigh data). In December GCM accounted for 41% of AM Peak travel to Manhattan, while 59% used Penn Station. Looking ahead, the increasing ridership trends are expected to continue.



# FINANCIAL RESULTS

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

\$ in millions

	Budget	Actual	Variance
<b>Total Non-Reimbursable Revenues</b>	\$748.9	\$759.0	\$10.2
Farebox Revenues	\$695.2	\$695.7	\$0.4
Other Revenues	\$53.6	\$63.4	\$9.8
<b>Total Non-Reimbursable Expenses</b>	<b>\$2,026.8</b>	<b>\$1,990.8</b>	<b>\$36.0</b>
Labor Expenses	\$1,508.7	\$1,477.1	\$31.7
Non-Labor Expenses	\$518.0	\$513.7	\$4.3
<b>Non Cash Liabilities</b>	<b>\$610.3</b>	<b>\$579.9</b>	<b>\$30.4</b>
<b>Net Surplus /(Deficit) - Accrued</b>	<b>(\$1,888.2)</b>	<b>(\$1,811.7)</b>	<b>\$76.5</b>

## Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,882	6,805	77
Reimbursable	1,134	1,004	131
<b>Total Positions</b>	<b>8,016</b>	<b>7,808</b>	<b>208</b>

## Data Review

Through December, farebox revenue was \$0.4 million higher than the forecast due to above forecast ridership partially offset by lower yield per passenger ridership.

Labor expenses are lower than the forecast by \$31.7 million due to lower payroll, health and welfare, and associated fringe costs, partially offset by FELA-related costs. At the end of December, there were 208 vacancies compared to the budget.

Non-labor expenses are lower than the forecast by \$4.3 million, primarily driven by maintenance and other operating contracts, partially offset by the timing of material usage, 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

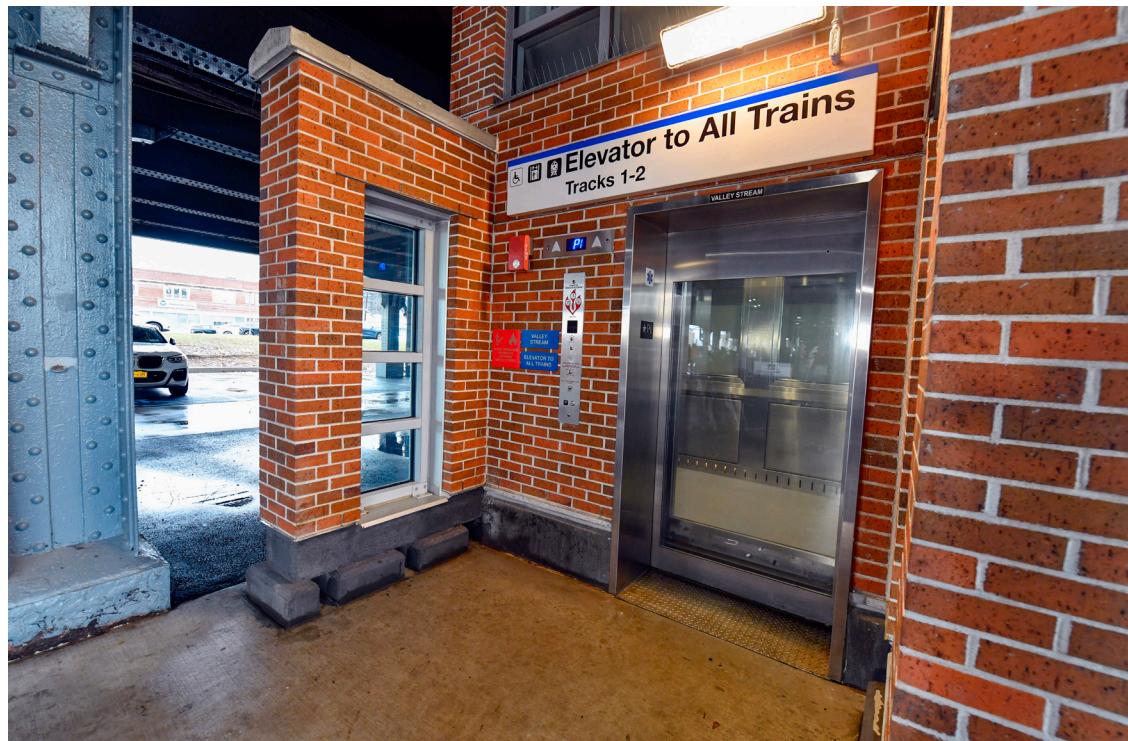
## MAJOR PROJECTS

### LIRR Completes Major ADA Work

This month, MTA Construction & Development, in partnership with the LIRR, celebrated a major milestone in our ongoing commitment to expand station accessibility. Several stations now feature new elevators officially open to the public—including Laurelton, Locust Manor, and Valley Stream. Earlier in October 2025, Auburndale and St. Albans stations also unveiled new elevators.

Additional project elements included stair replacements, modifications and state of good repair work to the platforms, viaducts, and canopies, power upgrades to accommodate new elevator machine rooms, the addition of ADA accessible parking spots and path of travel enhancements, new light installations, and improvements to amenities and wayfinding signage. These enhancements not only improve accessibility but also create a more welcoming and accommodating experience for all customers.

These stations join Amityville, Copiague, Lindenhurst, and Massapequa Park, which were completed earlier and have been serving customers since 2024. Altogether, nine stations were delivered in a single Design-Build contract, which allows the MTA to take advantage of efficiencies of scale and repetition to deliver accessibility improvements better, faster, and cheaper. With the completion of this package, 117 out of 126 LIRR stations are now ADA compliant.



# CUSTOMERS & COMMUNITIES

## LIRR Empowers Riders of Every Generation

On Thursday, December 4th, Ron Kessler, the Oyster Bay Branch Line Manager, met with members of Age Friendly Glen Cove and City of Glen Cove Mayor Pam Panzenback to strengthen the role of public transportation in building an inclusive and connected older adult community. The meeting highlighted a shared commitment to ensuring that commuting remains accessible, welcoming, and empowering for residents of all ages.

As part of Age Friendly Glen Cove's AARP Community Challenge Grant, the group have planned experiential learning trips on the LIRR. These trips are designed to build confidence and familiarity with public transit while reinforcing that travel, learning, and exploration do not have an age limit. This outing included a visit to Grand Central Madison and the Bryant Park Holiday Market, combining practical transit skills with social connection and seasonal enjoyment.

During the meeting, the Branch Line Manager offered hands-on support by helping participants download and navigate the TrainTime app. He also explained the new fare policy changes that went into effect on January 4th, ensuring riders felt informed and prepared.

This collaboration underscores the importance of commuting as more than just a way to get from place to place. Accessible transportation supports independence, social engagement, and economic participation at every stage of life. The older adult community in Glen Cove continues to move toward a future where everyone can travel with confidence, dignity, and ease.



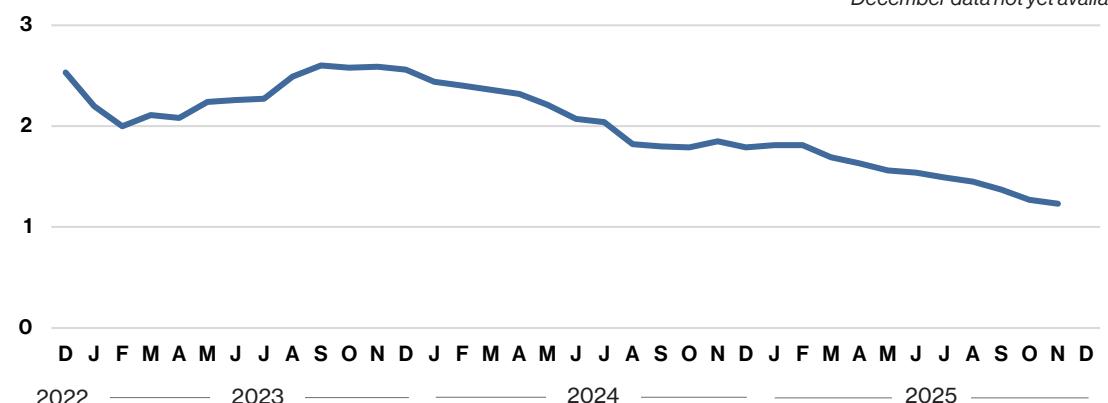
# Long Island Rail Road

## SAFETY & SECURITY

### Customer Injury Rate

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

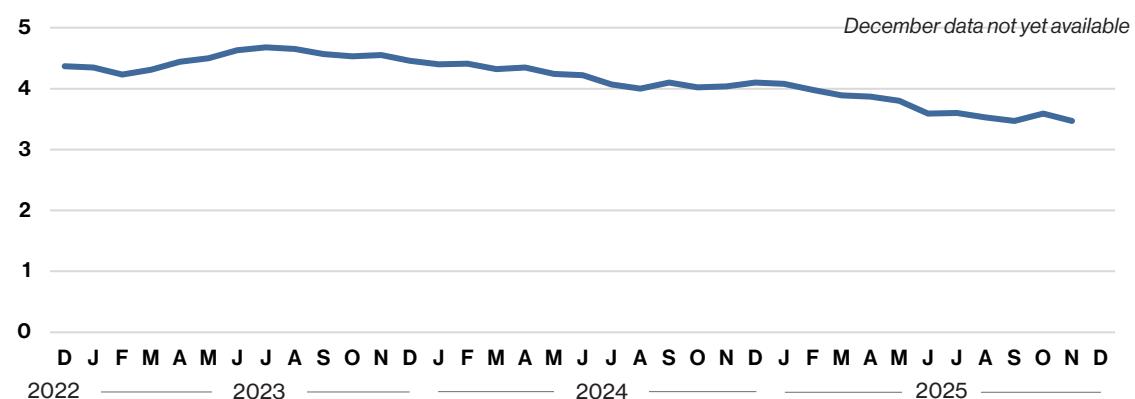
*December data not yet available*



### Employee Lost Time Injury Rate

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

*December data not yet available*



### Data Review

The reportable customer injury rate decreased from 1.85 to 1.23 per one million customers in the current 12-month reporting period, December 2024 through November 2025, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 4.04 to 3.47 per 200,000 working hours, compared to the prior 12 months.

### Moving Forward

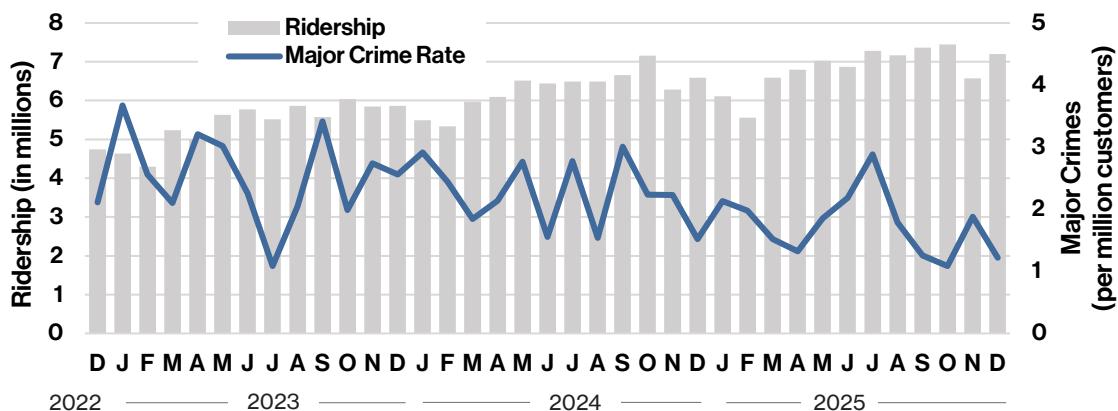
In 2025, LIRR launched a School Safety Backpack Contest for students in Queens, Brooklyn, Nassau, and Suffolk counties. Students created safety-themed messages and illustrations to promote awareness around trains and tracks. This month, LIRR leadership will recognize winning designs, selected by the Safety Liaison Committee, and printed on backpacks for use in customer safety initiatives and outreach programs.



# SAFETY & SECURITY

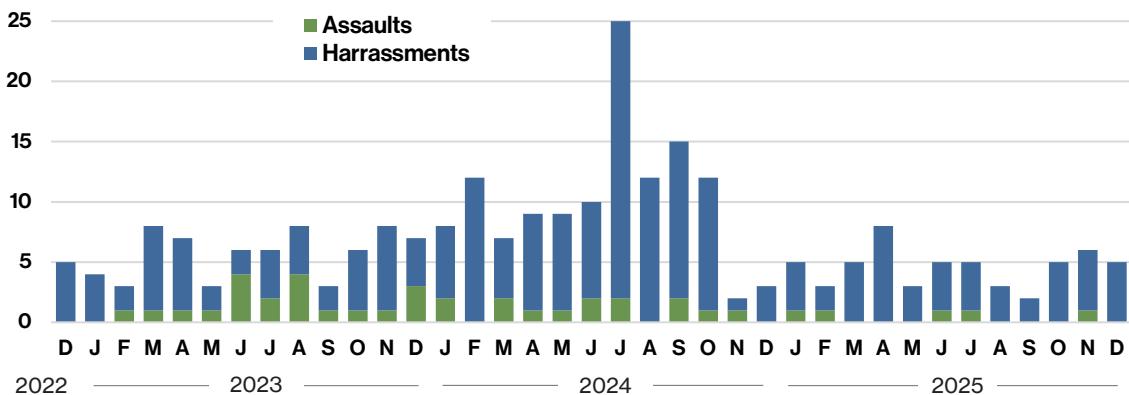
## Major Crimes Against Customers

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



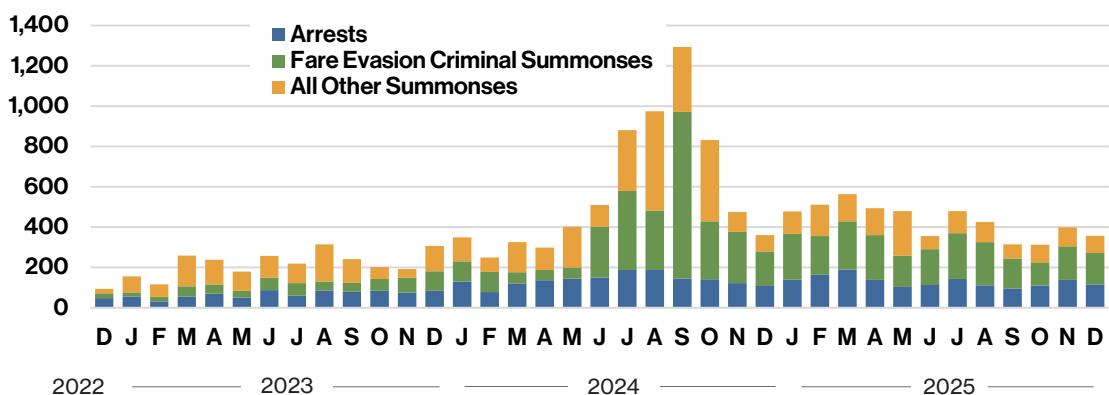
## Assaults and Harassments Against Employees

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



## Summons 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

Our 2025 accomplishments reflect a year of exceptional operational performance, driven by the initiatives that strengthened safety, service and reliability across the railroad. Our workforce consistently exemplifies outstanding talent, dedication, and teamwork in achieving industry-leading results.

### Safety

Safety remains at the core of our operation. This year, we leveraged Artificial Intelligence (AI) to enhance grade crossing and right-of-way worker safety across the railroad. In one example, AI identified frequent grade crossing violations by pedestrians and vehicles, entering the crossing while the gates were down. In response, we implemented targeted engineering solutions, which led to a significant reduction in violations. What once took months, from issue identification to verified results, can now be achieved in days.

### Reliability and Service

For the sixth consecutive year, Metro-North's on-time performance was above 97%, finishing 2025 with an OTP of 97.8%. Safe, reliable, and on-time service is fundamental to ridership recovery and customer satisfaction. Customers know they can count on our service to get them where they want to go safely and on time.

While our employees make this look easy, it is the result of extensive planning, dedication and sustained focus. Behind the scenes, our teams proactively balance the operation of more than 700 weekday trains in all weather conditions while also performing essential right-of-way inspections, maintenance work, and capital upgrades. Key initiatives driving our success include:

- Innovative approaches to challenging project work. Intertrack barriers were used during the Park Avenue Viaduct project to allow our employees to work, unimpeded by train traffic, while maintaining their safety.
- Maximizing productivity through improved coordination to ensure maintenance and capital right-of-way work can be performed with minimal delays. Last year our MoW forces



installed nearly 34,000 ties and 12 miles of rail. Delay minutes have been significantly reduced by consolidating projects under shared track outages and refining schedules to optimize production through improved outage analysis.

- Our service design team is leveraging advanced tools and performance data to improve our service plans. Last year, over 4,000 runs of our simulation software thoroughly tested every outage and base service plan for reliability. We are also utilizing new data streams to inform our service design decisions, such as automated passenger estimates and train-based GPS data which allow us to better monitor and adapt train sizes.
- Multiple fleet initiatives targeted at improving fleet availability and reliability led to a 3rd consecutive year of keeping our fleetwide Mean Distance Between Failures (MDBF) above 330,000 miles, achieving our highest MDBF on record at 333,159 miles.

### Reducing Travel Times

While safe, frequent, and reliable service are top of mind for our customers, we also know their time is extremely valuable. In 2025, we implemented our super-express service on the Hudson and New Haven lines. These trains have running times of 90 minutes or less between Grand Central Terminal and the Poughkeepsie and New Haven stations. We were able to achieve these reduced travel times through a combination of signaling system improvements and strategic routing of these trains. In December, we even added an additional super-express train between GCT and New Haven to meet surging demand for holiday travel to and from the City.

### Ridership

We had healthy ridership growth in 2025, with 71.4 million rides, an annual increase of 6%. This growth rate outpaces our pre-pandemic levels, when ridership increased by less than 1% annually between 2010 and 2019. Overall ridership

**97.8%**  
On-time  
performance for  
2025

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**87%**  
customer  
satisfaction

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**\$67M**  
in operating  
efficiencies savings

# Metro-North Railroad

## MESSAGE FROM THE PRESIDENT

recovered to 82.5% of 2019 levels. Growth was especially strong in key areas. CityTicket expansion swelled Bronx ridership well beyond pre-pandemic levels, reaching 116% within New York City. Ridership to and from Bronx stations is at 107% for travel throughout our territory. Connecticut's Waterbury Branch reached 147% of 2019 levels.

Metro-North saw a ridership surge in the fall, driven by strong weekday and record weekend ridership. Highlights include:

- Average weekday ridership rose to nearly 237,000 between Labor Day and Christmas
- Foliage trains reached 109% of October 2019 weekend ridership, an October record
- Shoppers' Specials also set weekend records in December
- 2025 had nine weekends that were higher than 2019 averages

December 2025 ridership totaled 6.2 million, up 6.5% from November, and 5.7% higher year over year, representing 85.7% of December 2019 levels. Growth was driven by strong weekend and holiday travel, with December's weekend ridership 98.8% of 2019 levels, and weekday ridership at 81.2%. Demand continued to exceed expectations, prompting us to add capacity and schedule additional weekend trains into the schedules to ensure a comfortable ride for all customers.

### Accessibility

In 2025, we continued to advance accessibility across our system to better serve all customers. Work is underway in the Bronx at Botanical Garden, Woodlawn, and Williams Bridge, where station upgrades will bring new elevators and ramps to ensure full accessibility. We responded to more than 3,400 accessibility requests throughout the year, an increase of over 700 from 2024, demonstrating our ongoing commitment to meeting the needs of our customers through the Metro-North Care Program. Working with MTA Accessibility, we also piloted Convo, which provides American Sign Language services to customers in need, and we now plan to expand this to all stations with ticket agents and ambassadors in 2026. Finally, the Suffern Station Accessibility Feasibility Study is expected to provide important findings this spring to guide future improvements in our West of Hudson stations.

### Fare Collection and Revenue

Our train crews remain focused on collecting every fare. Through our partnership with MTAPD we implemented a series of internal and customer-facing improvements. We have reduced our Fare Not Collected rates for the third consecutive year to 2.5% at the end of 2025. These efforts translated into nearly \$664M in fare revenue for 2025, exceeding the forecast by more than \$3M. We expect continued gains in 2026 with the new ticketing policies that went into effect on January 4. Last October, we also accelerated the rollout of our next-generation Ticket Vending Machines (TVMs), designed to enhance the customer experience. By year-end, 74 of 241 planned machines were in service, with full deployment expected by mid-2026.



## Innovation

Innovation transforms our vision and strategic priorities into action. From AI-driven insights to automated data collection, we are building a smarter, more resilient system. Some innovation highlights from 2025 include:

- Piloted an Automated Passenger Counting system on the M8 fleet to provide real-time ridership data, enabling better service planning and resource allocation.
- Launched our Drone Program to enhance infrastructure inspections, completing 30 inspection and mapping missions to date.
- Initiated several AI-driven pilots focused on predictive analytics and operational efficiency all aimed at reducing delays and improving safety.
- Transitioned an AI system from the Transit Tech Lab to help optimize material management and better predict inventory needs, reduce stockouts, and improve equipment availability, while supporting our Standard Work and reliability goals.

These initiatives demonstrate our commitment to leveraging technology for safety, efficiency, and improving the customer experience.

## Operating Efficiencies

We continued to focus on a long-term effort to embed efficiencies into our operating model. In 2025, we achieved \$67M in operating efficiencies and leveraged advanced data analytics and revamped management approaches to improve productivity and reduce overtime by 12% compared to 2024. We also expanded our standard work program initiatives beyond rail car maintenance to include track tie maintenance and production.

## Workforce

In 2025, we strengthened employee engagement through quarterly labor-management meetings, bi-monthly Engagement Days, and Metro-North One events. Our “Be the One” program connected leadership with frontline staff, and we celebrated teams on Transit Employee Appreciation Day. Employees enjoyed wellness programs like Healthy4U!, plus Book Club and Lunch & Learn sessions. We welcomed the public at the New Haven Open House and honored outstanding contributions with Metro-North Awards, including the President’s, Team Excellence, and Pillar Awards. These initiatives enhanced communication and connection and we have even more planned for 2026!

## Customer Satisfaction

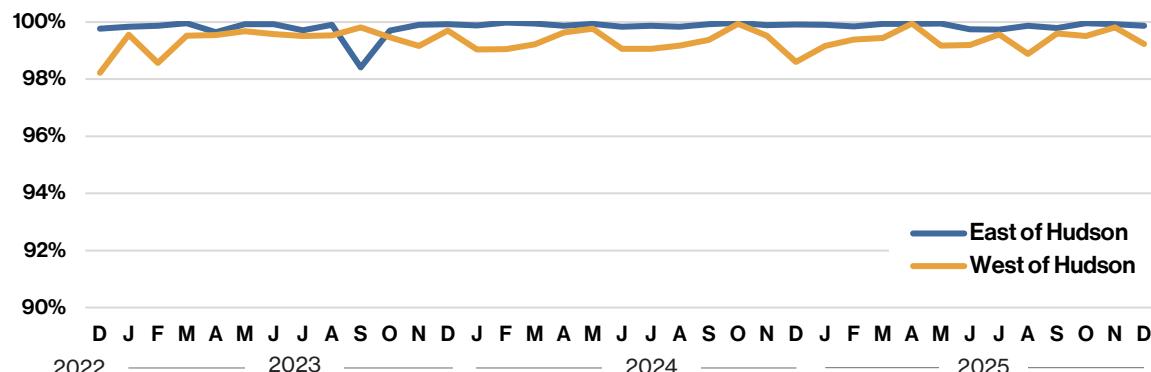
When we consider all these factors, I can confidently say Metro-North maintained its reputation as a high-performing railroad in 2025, with customers agreeing. The MTA’s fall Customer Counts survey shows overall satisfaction at 87%, up 2% from Fall 2024. The Hudson and Harlem Lines led at 89%, while the New Haven Line dipped to 86%. Satisfaction has consistently remained in the mid-to-high 80s since the survey’s current format launched in 2022.

# Metro-North Railroad

## SERVICE PERFORMANCE

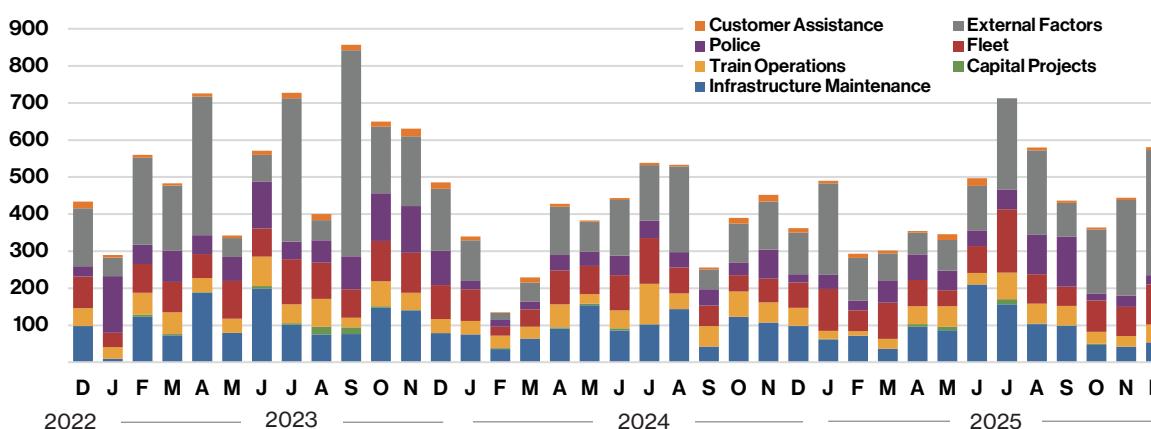
### Service Delivered

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



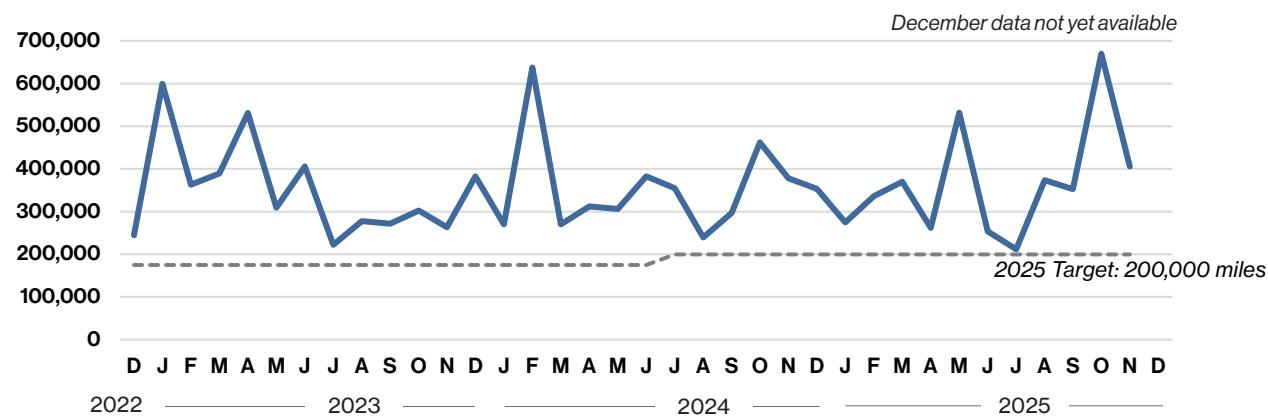
### Delays by Type

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



### Mean Distance Between Failures

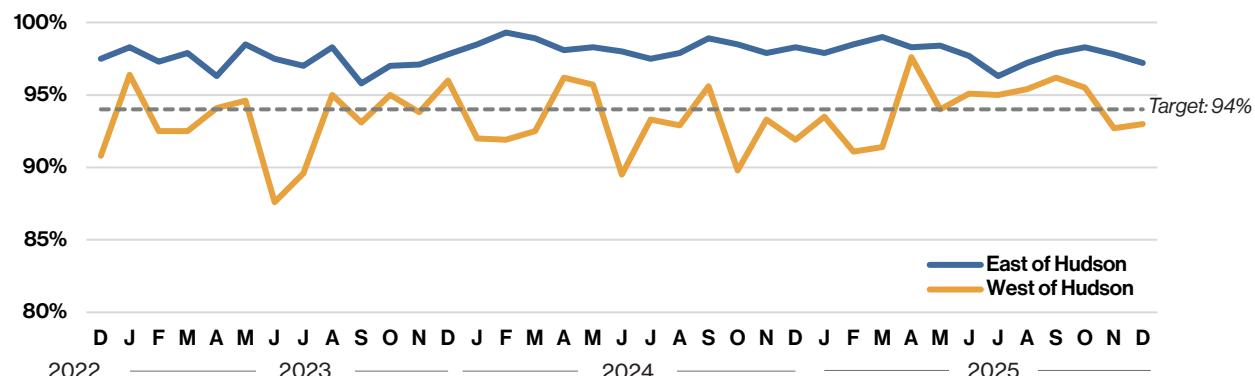
The average number of miles a railcar or locomotive travels on East of Hudson lines before failing and causing a delay



# 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	97.1%	Pascack Valley	92.9%
Harlem	97.3%	Port Jervis	93.1%
New Haven	97.1%		

## Data Review

Service delivered in December was 99.9% and the fleet's mean distance between failures was 405,824 miles, surpassing the 200,000-mile goal. Systemwide on-time performance (OTP) reached 97.2%, exceeding the 94% goal. 5 major incidents impacted November's OTP, and the most significant incident occurred on December 5, affecting 134 trains, when track pulled apart south of Woodlawn affecting morning services.

## Moving Forward

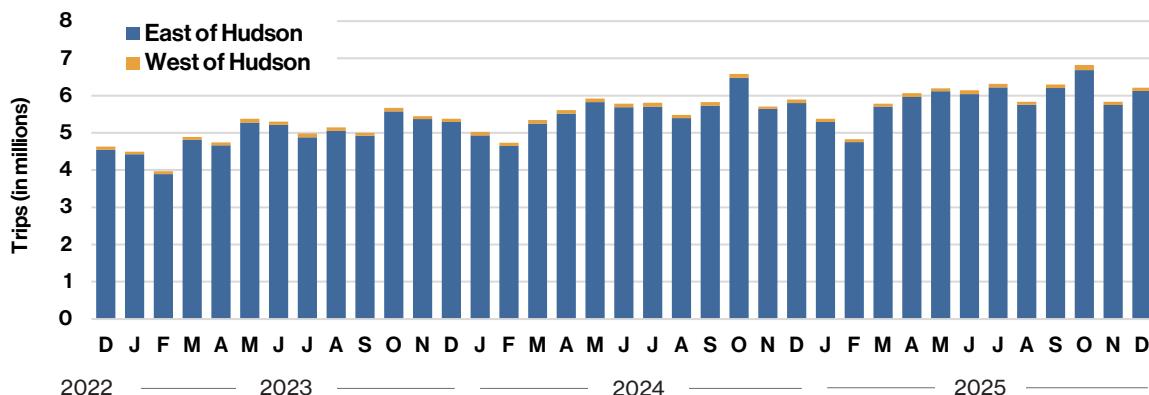
Metro-North will provide enhanced Saturday service on Martin Luther King Jr. Day, January 19, and a Saturday schedule will also be in effect for Presidents' Day on February 16. The new schedule will be released in March, with additional details about the spring timetable available next month.

# Metro-North Railroad

## RIDERSHIP

### Monthly Ridership

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



### Data Review

Metro North's total ridership in 2025 continued to rise faster than pre-pandemic growth rates, up 6.0% from 2024 to 71.4 million and 82.5% of 2019. Average daily ridership for 2025 rose 6.3% from 2024 to 195,626 and average weekday ridership rose 7.2%. Total peak ridership's similar 6.3% increase masks commutation ridership's even stronger rise of 10.4%, hinting at congestion pricing and return-to-office impacts as commuters abandon one-way peak tickets. City ticket ridership rose faster, up 11.5%, but off-peak ridership grew only 5.4% despite strong baseball, foliage, and holiday ridership.

December 2025 totaled 6.2 million trips, up 6.5% from November for an average daily ridership rise of 3.1% to 199,681, boosted by getaway ridership and Shoppers' Special trains providing a weekend average of 128,845 rides per day, up 3.3%. This was our strongest non October weekend average and the third highest weekend average since 2020, increasing 6.1% over December 2024 and representing 98.8% of December 2019. Average weekday ridership's 4.0% decline to 226,596 due to the holiday week was mitigated by four more weekdays than November. Overall December ridership grew 5.7% from 2024, standing at 85.7% of 2019. Weekday ridership rose 4.9% from December 2024 and stood at 81.2% of 2019. Commutation ticket ridership increased 12.7% from November. Commutation, single, and ten trip peak ridership rose 8.5%, and commutation's share rose 2.0% from 35.7% to 37.7%.

### Moving Forward

January ridership typically dips after the holidays as winter vacations begin, driving both peak work trips and discretionary travel lower, and the gap has widened for the past three years, with January 2025 down 8.5% from December, compared with a drop of 6.7% the previous year and 3.0% for 2022-2023. It's likely that January 2026 will show a similar or larger drop before ridership recovers in the spring.



# FINANCIAL RESULTS

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

\$ in millions

	Budget	Actual	Variance
<b>Total Non-Reimbursable Revenues</b>	<b>\$725.9</b>	<b>\$739.4</b>	<b>\$13.5</b>
Farebox Revenues	\$661.2	\$664.5	\$3.3
Other Revenues	\$64.8	\$75.0	\$10.2
<b>Total Non-Reimbursable Expenses</b>	<b>\$1,642.4</b>	<b>\$1,637.4</b>	<b>\$5.0</b>
Labor Expenses	\$1,153.9	\$1,127.2	\$26.7
Non-Labor Expenses	\$488.5	\$510.2	(\$21.7)
<b>Non Cash Liabilities</b>	<b>\$440.6</b>	<b>\$353.2</b>	<b>\$87.3</b>
<b>Net Surplus /(Deficit) - Accrued</b>	<b>(\$1,357.0)</b>	<b>(\$1,251.2)</b>	<b>\$105.8</b>

## Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,153	6,266	(113)
Reimbursable	742	448	294
<b>Total Positions</b>	<b>6,895</b>	<b>6,714</b>	<b>181</b>

## Data Review

Through December, farebox revenue was \$3.3 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 lines and lower average yield per passenger across West of Hudson lines.

Labor expenses are lower than the Forecast by \$26.7 million due primarily to decrease in payroll, health and welfare costs as well as lower other fringe benefits partially offset by lower reimbursable overhead. At the end of December, paid headcount was 181 lower than Forecast.

Non-labor expenses are higher than the Forecast by \$21.7 million due primarily to higher materials and supplies as well as higher maintenance and other operating contracts partially offset by 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

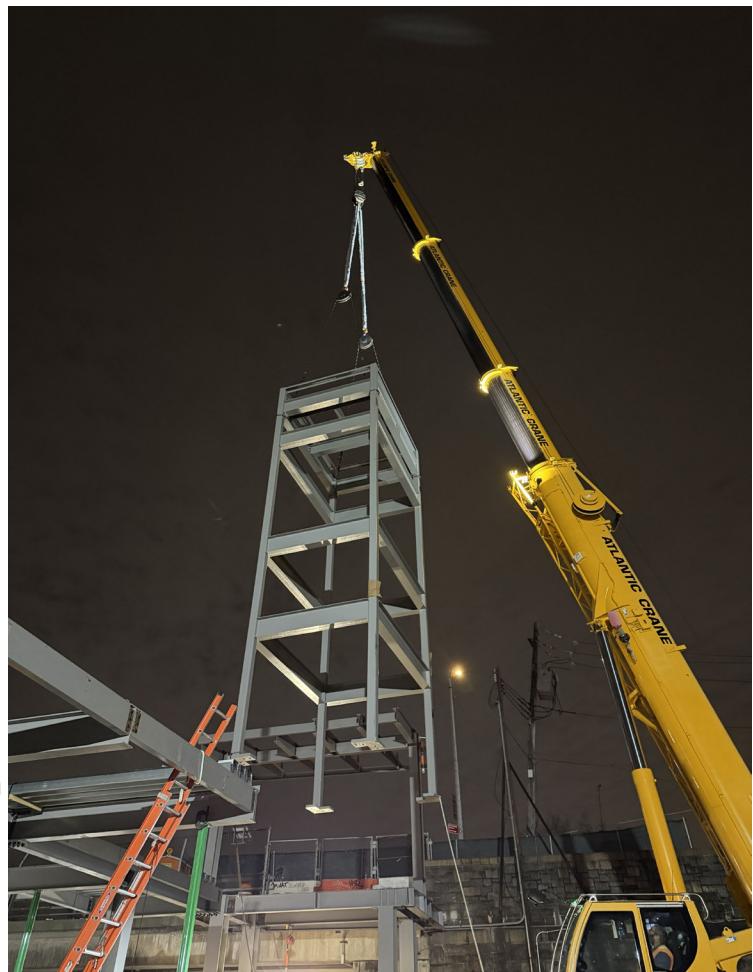
### Major Harlem Line Station Improvements Underway in the Bronx

MTA Construction & Development, in partnership with Metro-North, is advancing accessibility and station upgrades at three Harlem Line stations in the Bronx: Williams Bridge, Woodlawn, and Botanical Garden.

At Williams Bridge and Woodlawn, work includes new elevators and machine rooms, full platform replacements with new foundations, stairway upgrades, and new canopies. Botanical Garden improvements feature a new platform slab, select pier replacements, elevator upgrades, ADA-compliant stairs, ramps, and walkways, plus restoration of the historic wood canopy.

All three stations will receive new amenities such as platform shelters, benches, leaning bars, recycling centers, customer information displays, public address systems, security cameras, and artwork coordinated by MTA Arts & Design.

Currently, crews are replacing inbound platforms at all three stations, with new foundations, slabs, and structural steel installed. Work on canopies, staircases, ramps, and electrical systems is underway, and inbound platforms are scheduled to reopen in March 2026. The second phase—outbound platform replacements—will run from April to November 2026. These upgrades will strengthen accessibility and create a more welcoming experience for all Metro-North customers.



# CUSTOMERS & COMMUNITIES

## Elected Officials and Staff Tour Grand Central Terminal

Prior to the start of the new legislative session, Assemblyman Anil Beepan, his staff, and staff from Assemblymembers Paulin, Shimsky, Bores and Speaker Heastie joined MTA Metro-North Director of Government Relations on a tour with Grand Central Terminal Assistant Station Master and Historian John Weyhausen for an in depth look at the crown jewel of transit.



## Metro-North Welcomes the New Ticket Vending Machines

With the rollout well underway, Metro-North proudly marked the next generation of our ticket vending machines. To celebrate this milestone, we hosted a ribbon-cutting ceremony unveiling machines that can issue any railroad ticket—Metro-North or LIRR—from any location. These state-of-the-art machines replace aging units that had reached the end of their service life and were delivered in record time thanks to the dedication of our entire team and our trusted contractor. This achievement is especially noteworthy given the significant pivot required just over a year ago, making today's success a true testament to collaboration and hard work.

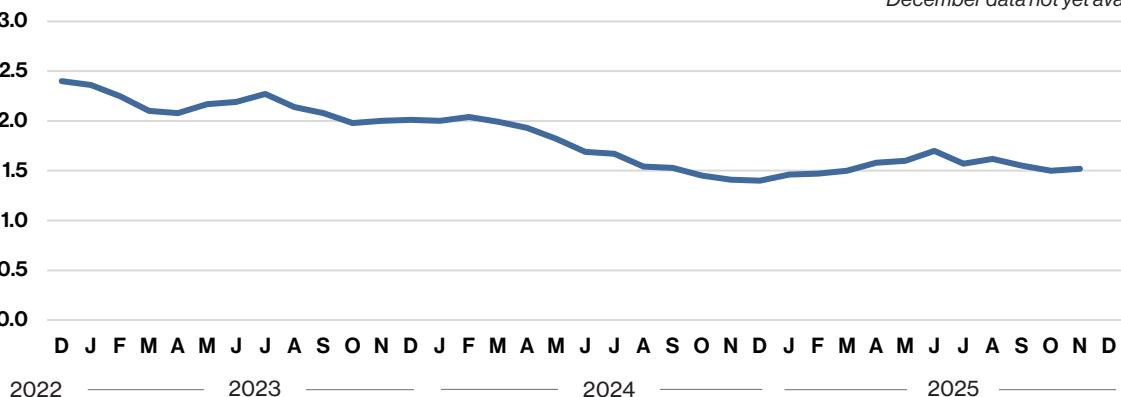
# Metro-North Railroad

## SAFETY & SECURITY

### Customer Injury Rate

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

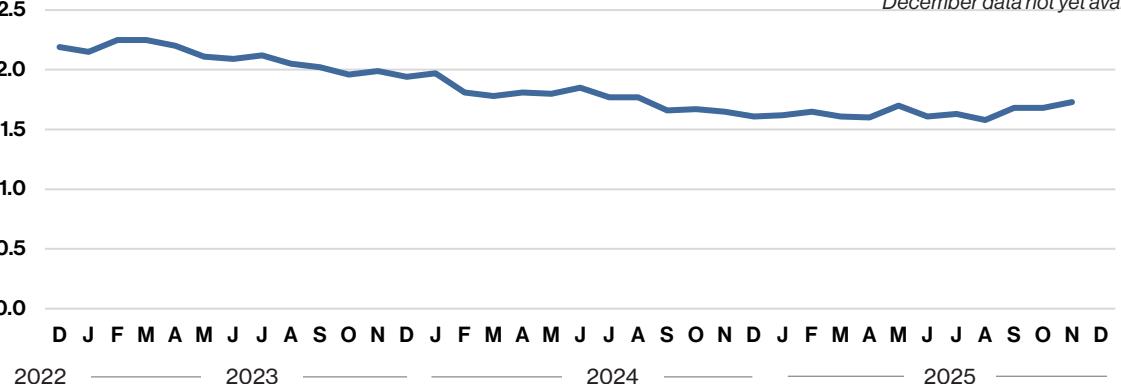
*December data not yet available*



### Employee Lost Time Injury Rate

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

*December data not yet available*



### Data Review

The reportable customer injury rate increased from 1.41 to 1.52 per one million customers in the current 12-month reporting period, December through November 2025, compared to the prior 12 months.

The reportable employee lost time injury rate increased from 1.65 to 1.73 per 200,000 working hours, compared to the prior 12 months.

### Moving Forward

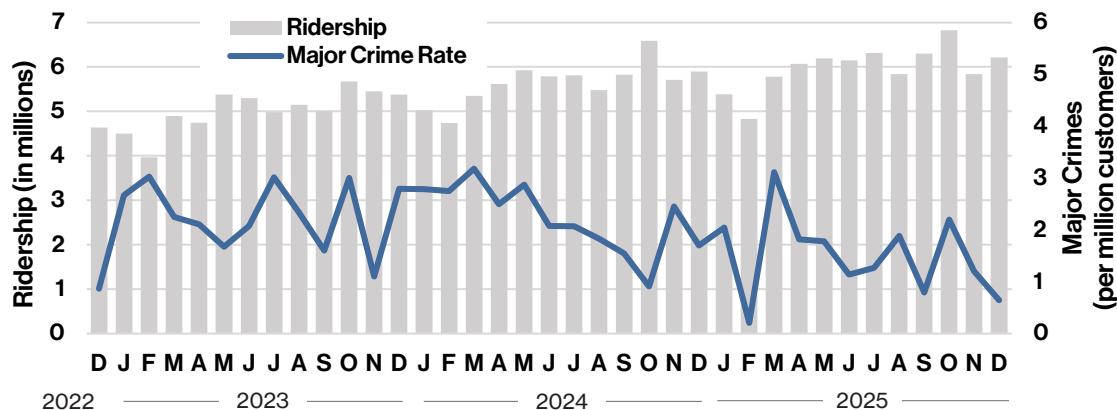
Metro-North was honored at the Connections365 conference for advancing safety through its use of the Comply365 digital platform. The system gives employees real-time, role-specific safety and operational information while ensuring compliance. A key improvement was providing train crews instant access to MTAPD wanted and missing-person alerts on iPads, replacing slow paper postings, leading to two arrests and stronger coordination with law enforcement. The platform streamlines communication and improves preparedness, supporting a safer railroad.



# SAFETY & SECURITY

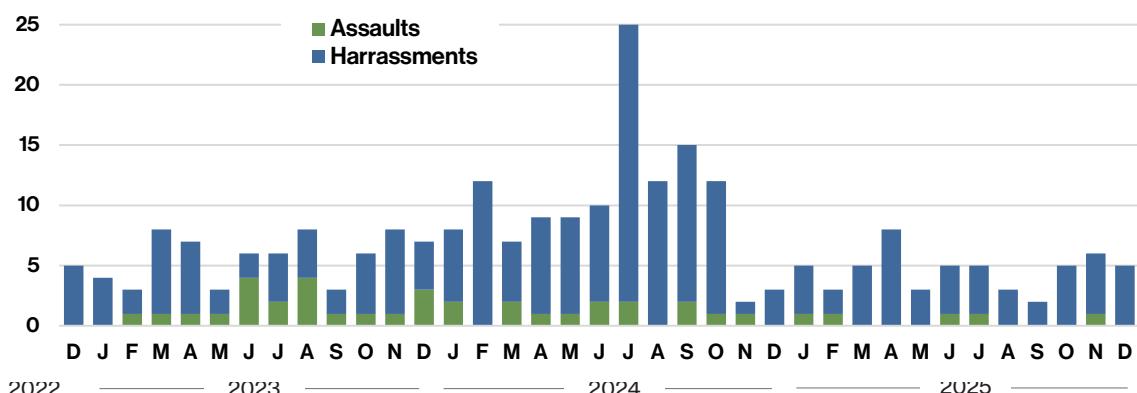
## Major Crimes Against Customers

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



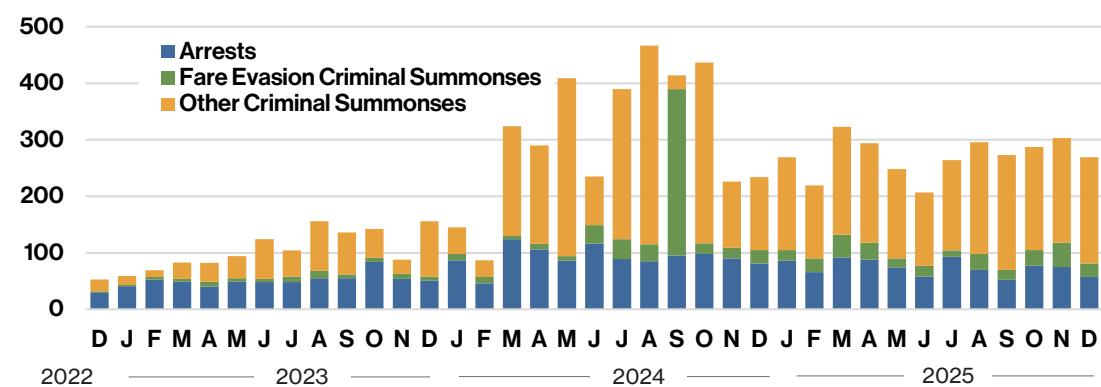
## Assaults and Harassments Against Employees

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



## Summons 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



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Long Island  
Rail Road



WE SERVE WITH PRIDE



## **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

