



METRO-NORTH RAILROAD: 2025 OPERATIONS YEAR IN REVIEW

January 2026

Prioritizing Safety

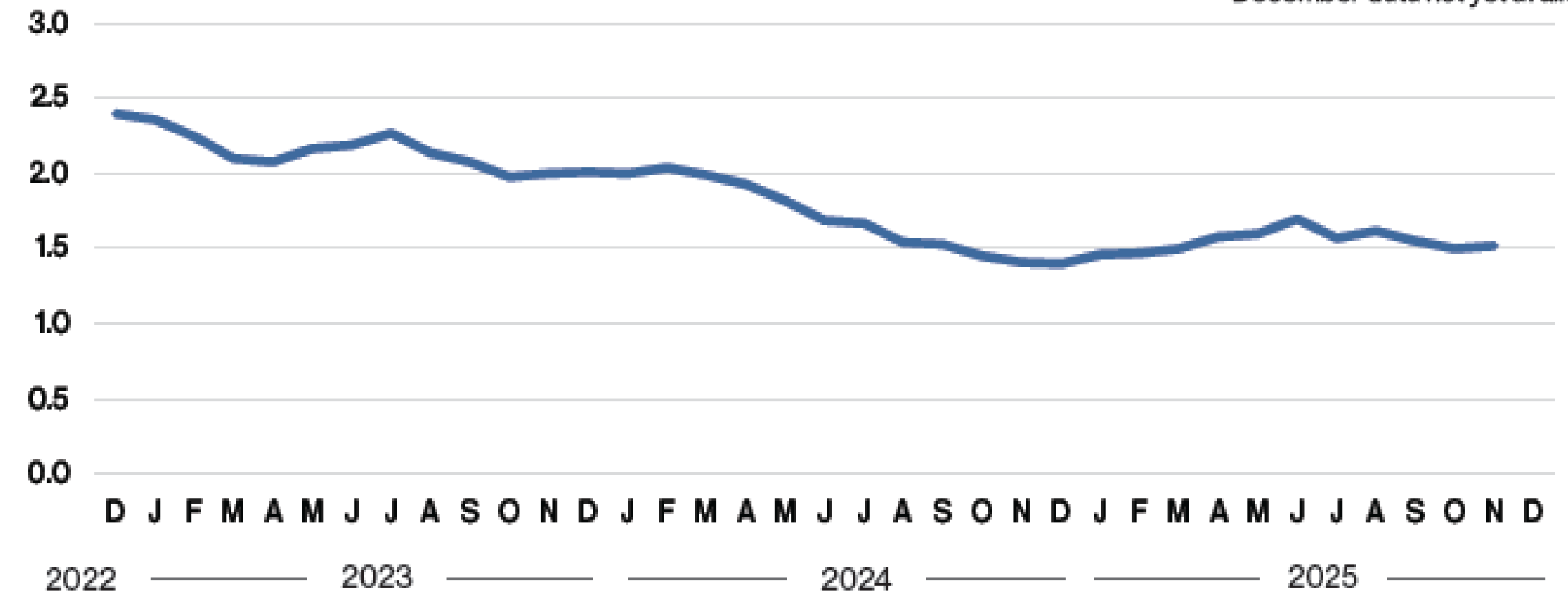
For the 12-month period ending November 2025, Metro-North's safety performance remained strong.

- The reportable customer injury rate was 1.52 per one million customers.
- The reportable employee lost time injury rate was 1.73 per 200,000 working hours.

Customer Injury Rate

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

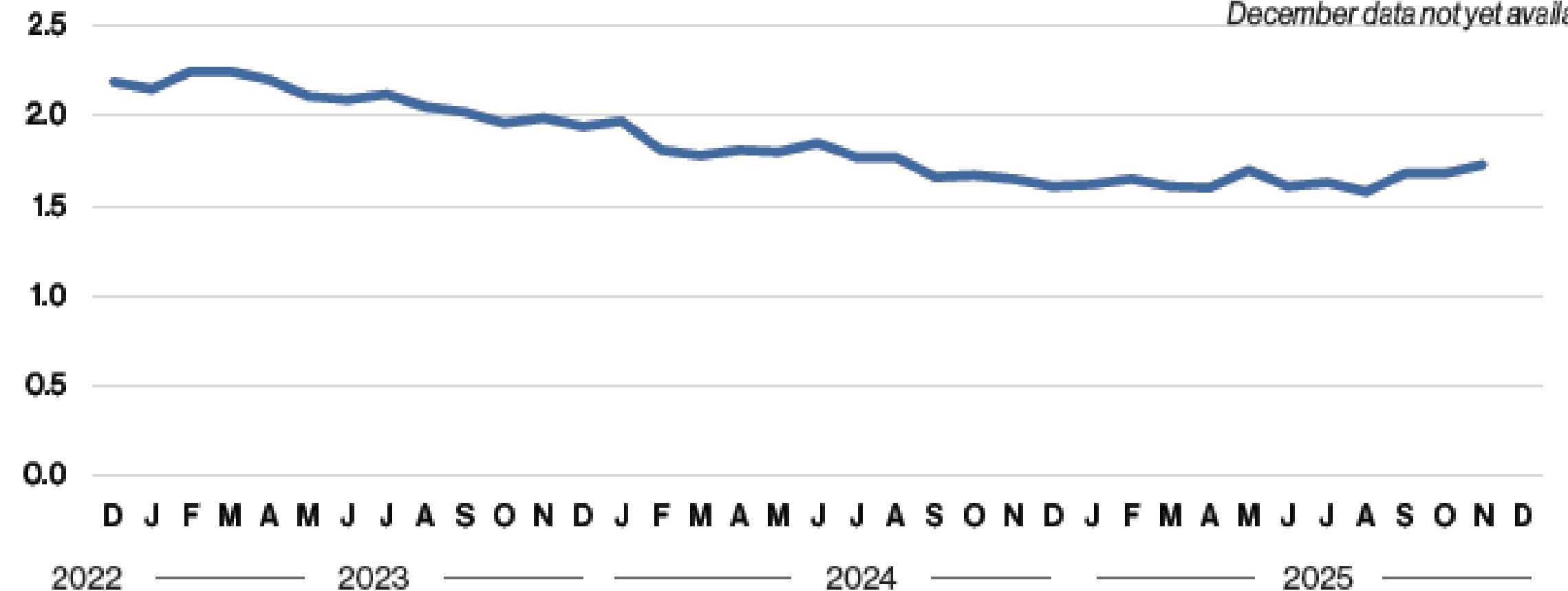
December data not yet available



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



TRACKS Program

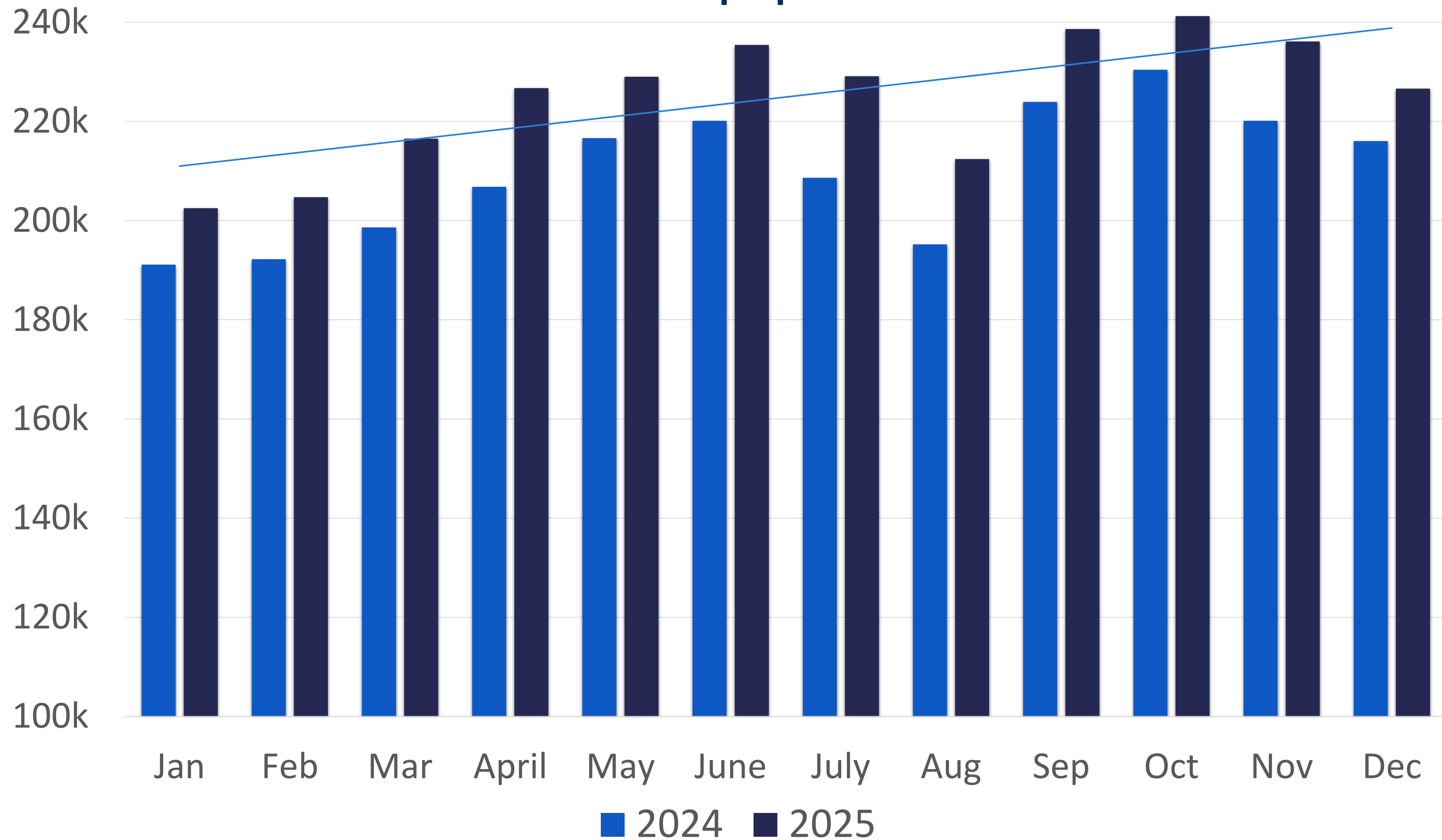
- In 2025, TRACKS reached:
 - 60,457 people
 - 209 events
- Virtual Reality (VR) was introduced to engage children through immersive rail-safety education



Ridership

Metro-North Weekday Ridership Growth 2024 vs 2025

2025 total ridership up 6% vs 2024



Service Reliability

Six Consecutive Years Above 97% OTP!

2020



97.9%

2023



97.4%

2021



97.1%

2024



98.3%

2022



97.1%

2025



97.8%

Maintaining Our Right-of-Way

33,684 Ties Installed

91% of Goal

11.95 Miles of Rail

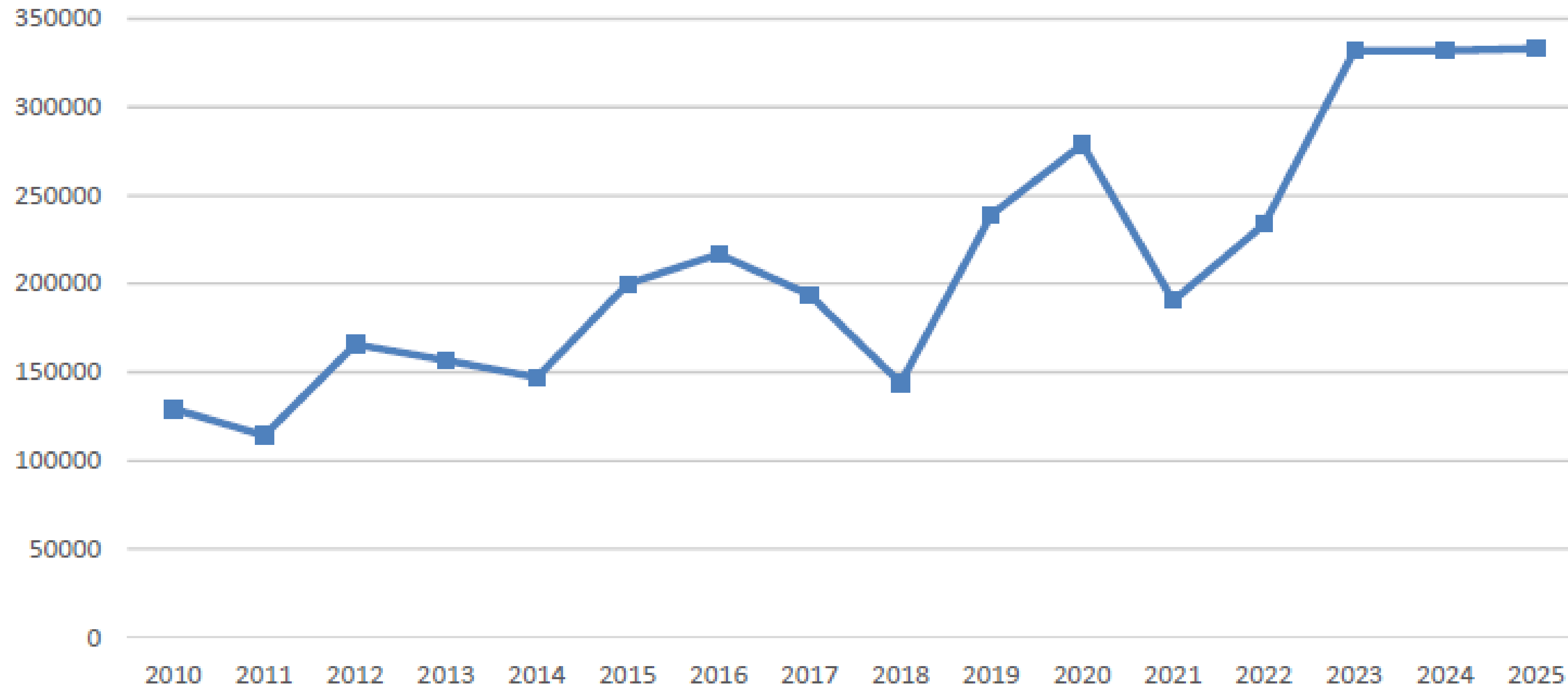
106% of Goal

**205 Insulated Rail
Joints Installed**

Fleet Reliability Initiatives

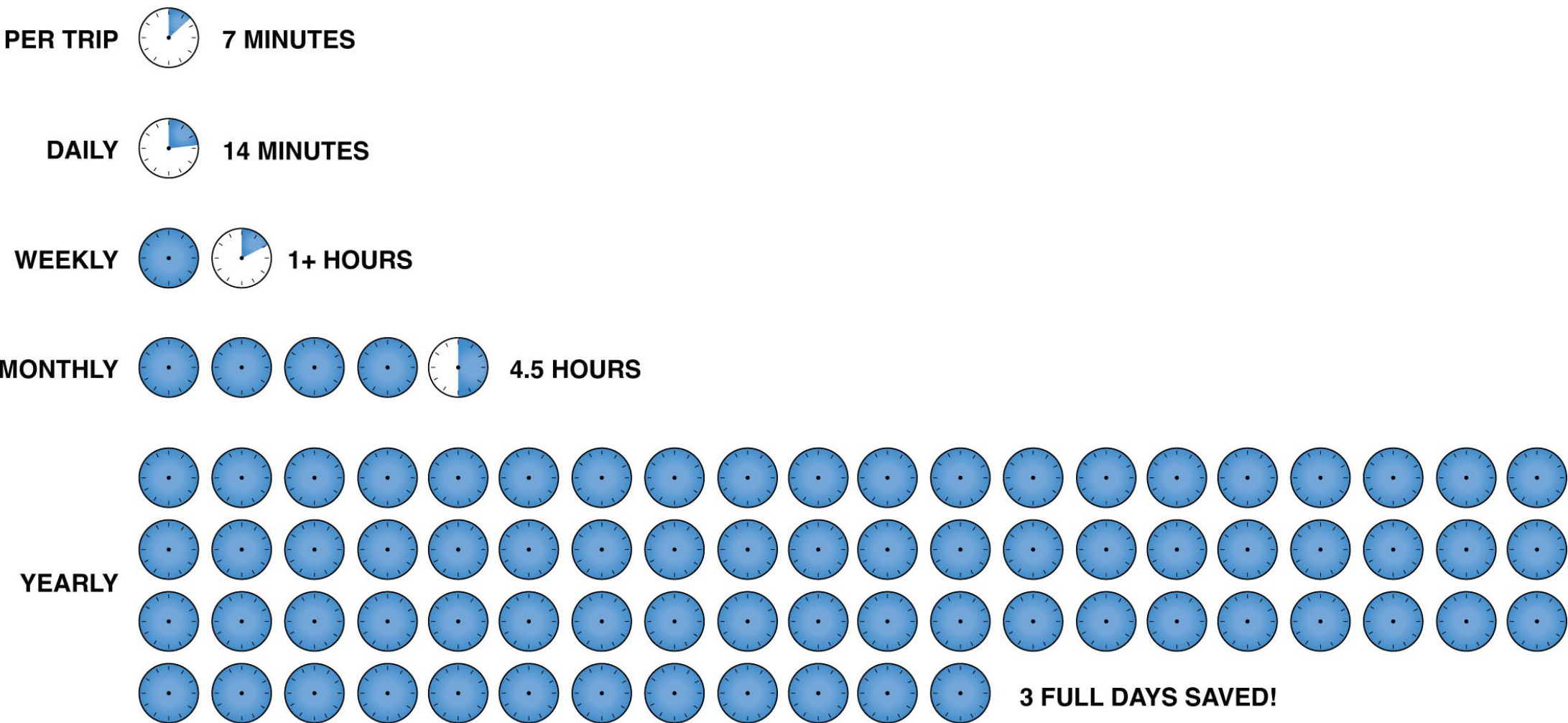
All Fleets
Mean Distance Between Failures
2010-2025

**Three Consecutive
Years Above 330k!**

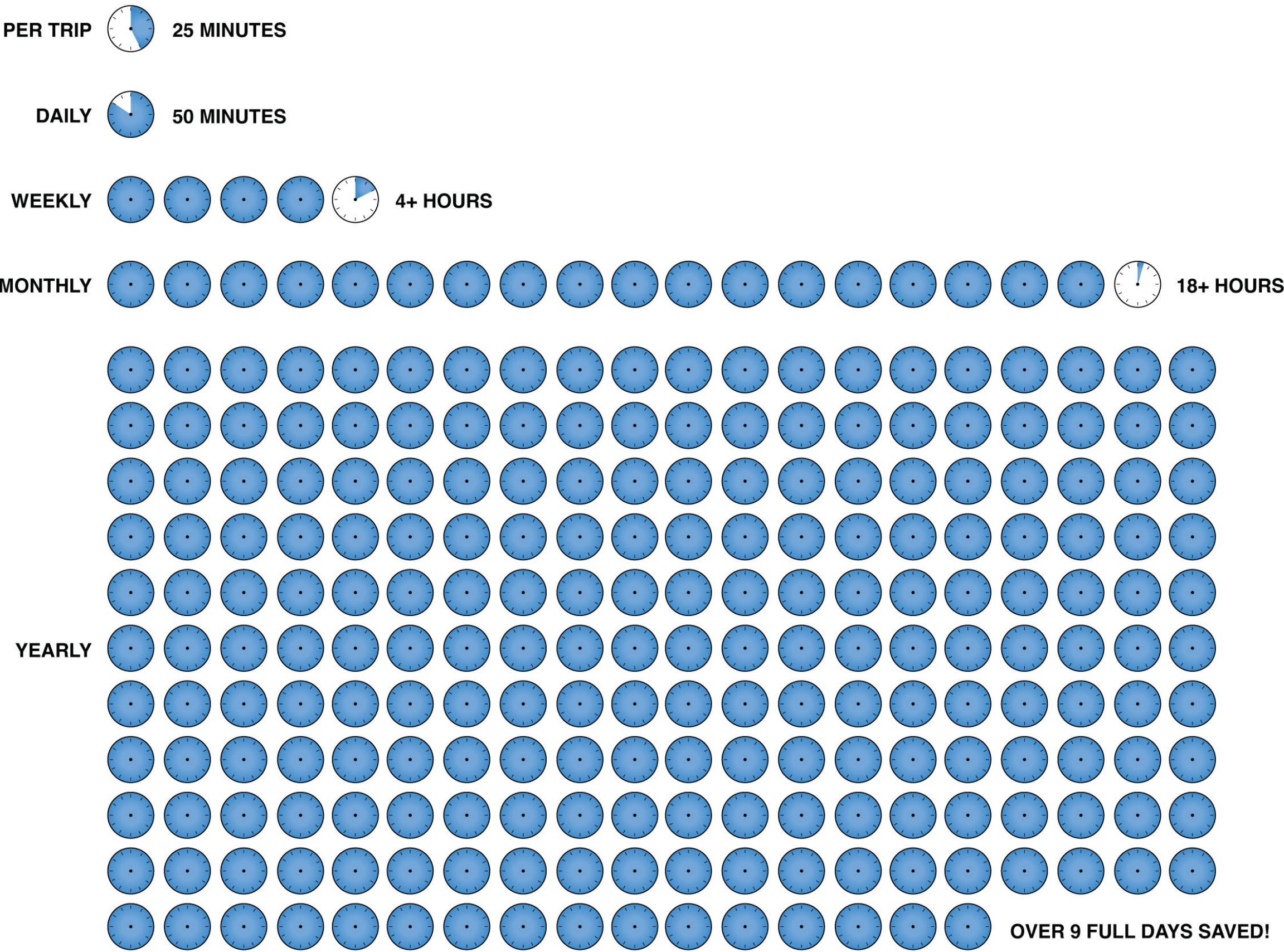


Reducing Travel Times

Time Saved on Hudson Line Super Express Trains



Time Saved on New Haven Line Super Express Trains



Accessibility

Metro-North Care Program Requests

| | | | | |
|-----------|-------|-----------|-------|---|
| 2024 Care | 792 | 2025 Care | 907 | ▲ |
| 2024 GCT | 1,887 | 2025 GCT | 2,505 | ▲ |
| Total | 2,679 | Total | 3,412 | ▲ |
| | | % Change | 27% | ▲ |



Fare Collection and Revenue

Fare Not Collected(FNC) Rates Cut by over 50% since 2022

| | FNC | IFC |
|------|--------|-------|
| 2022 | 5.4% | 8.7% |
| 2023 | 2.8% ▼ | 12.1% |
| 2024 | 2.6% ▼ | 12.7% |
| 2025 | 2.5% ▼ | 11.6% |

| Fare Revenue (Millions) | | |
|-------------------------|-------|---|
| 2022 | \$448 | |
| 2023 | \$558 | ▲ |
| 2024 | \$626 | ▲ |
| 2025 | \$664 | ▲ |

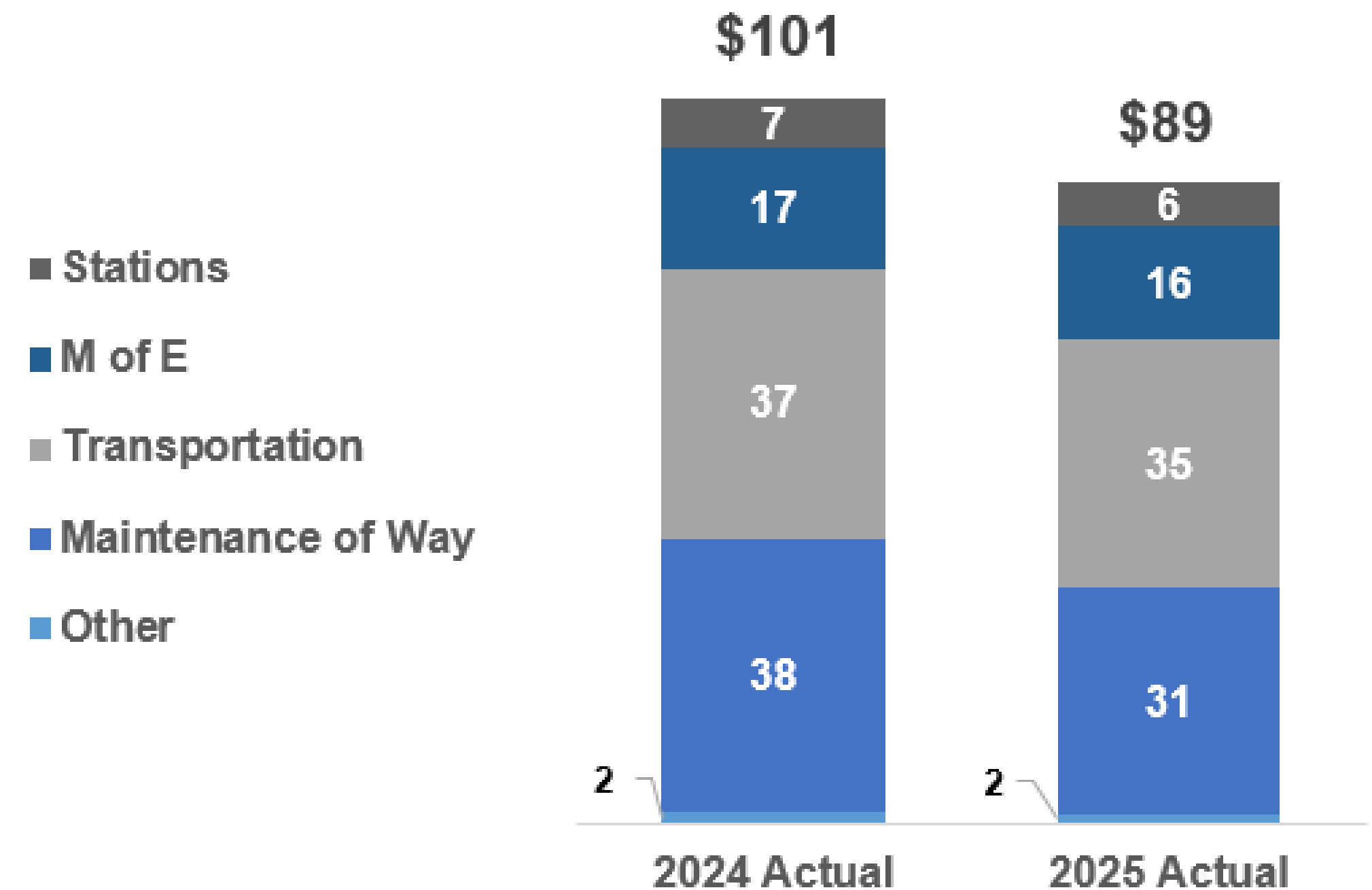


Operating Efficiencies

Overtime management and reductions

- Implemented overtime dashboards
- Accelerated hiring to reduce vacant shift coverage
- Implemented Standard Work
- Deployed a digital approval app to improve governance and reporting
- Appropriately charged eligible work to capital programs

Non-Reimbursable (Operating) Overtime Dollars (in millions)



12% YoY



Employee Engagement & Labor Management Initiatives

- Quarterly Labor-Management Meetings
- Bi-monthly Employee Engagement Days
- Transit Employee Appreciation Day
- Be the One Program
- Metro-North Book Club
- Increased Training Opportunities
- New Haven Open House
- Employee Recognition Awards

More to Come in 2026!



Customer Engagement

Social Media

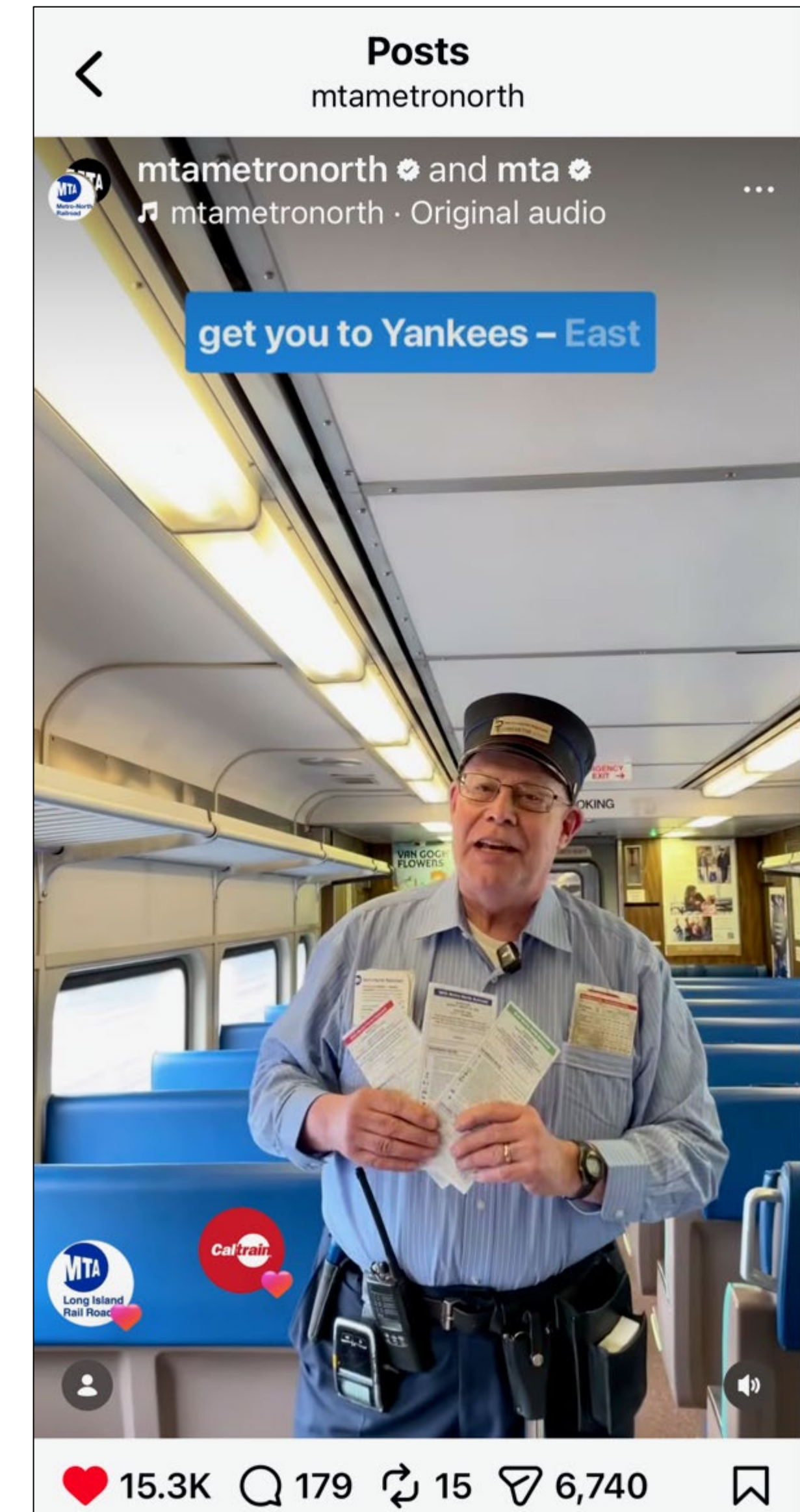
- Impressive gains from prior year
 - 18.7M impressions, up 12%
 - Over 1M engagements, up 90%
 - 5.4% engagement rate, up 60%
 - 20% more followers on Instagram & LinkedIn

Customer Events

- New Haven Open House
- Monthly Connect With Us events

Re-launch of Mileposts!

- Quarterly digital newsletter



Overall Customer Satisfaction Trend

