



METRO-NORTH RAILROAD: 2025 OPERATIONS YEAR IN REVIEW

January 2026

Prioritizing Safety

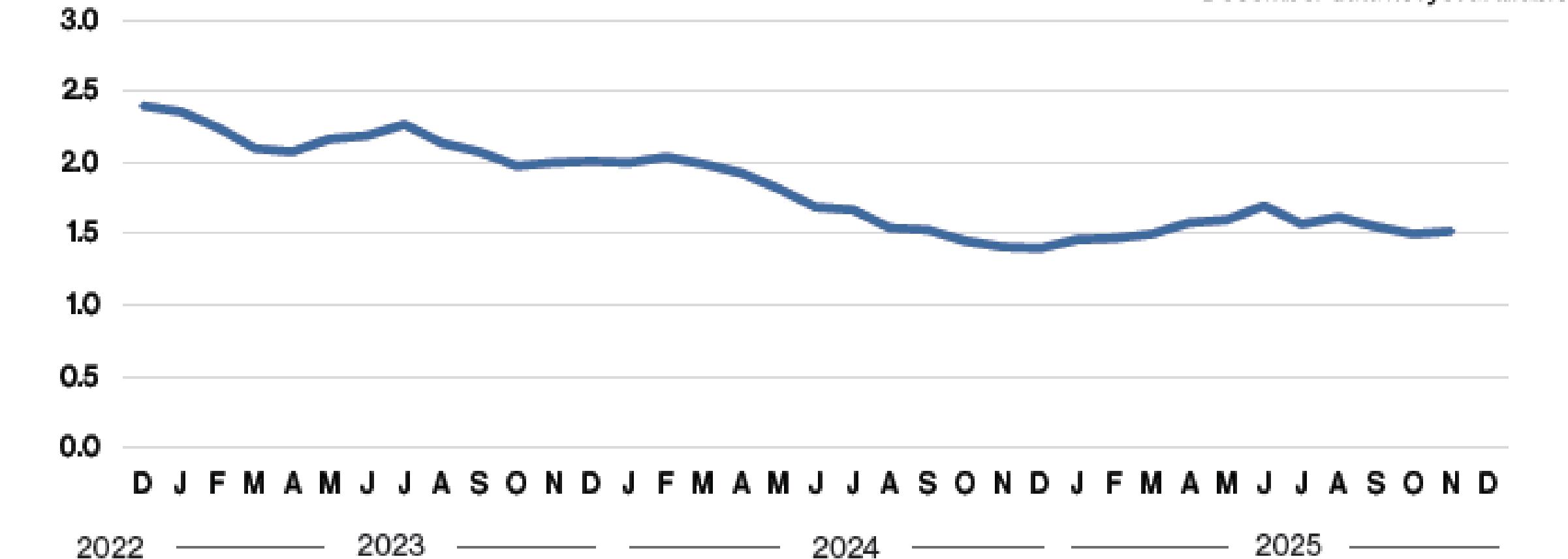
For the 12-month period ending November 2025, Metro-North's safety performance remained strong.

- 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)

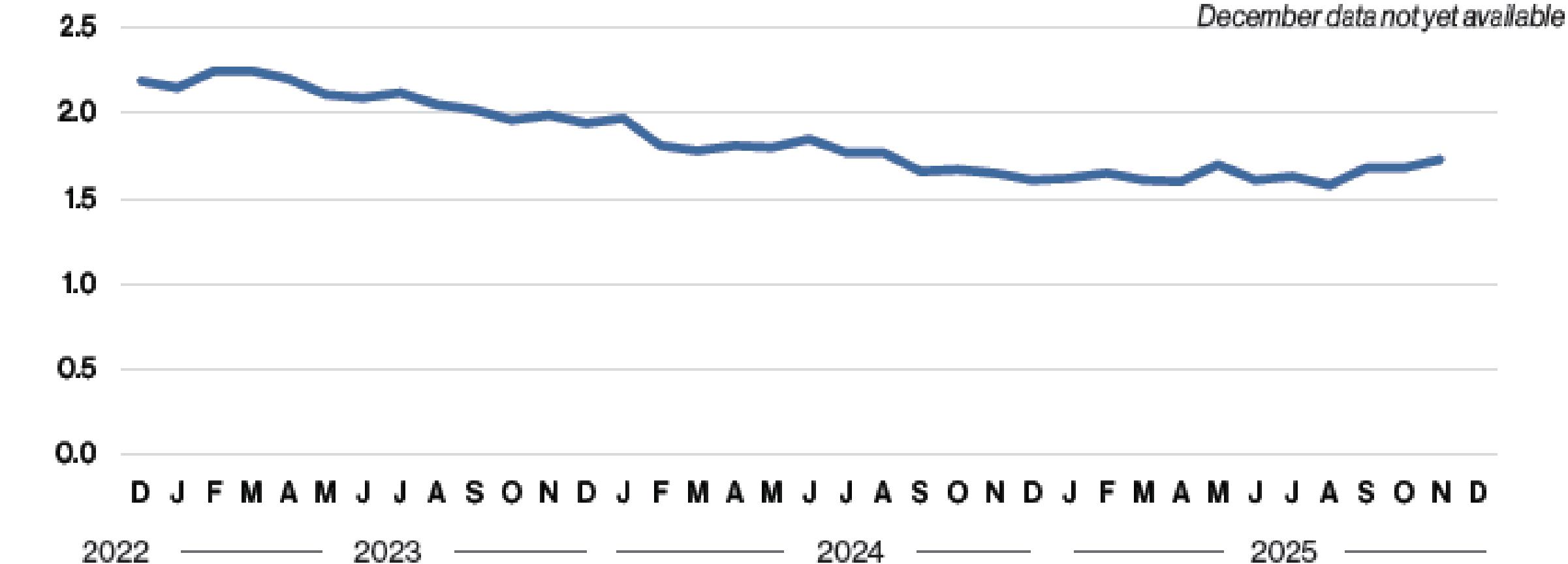
December data not yet available



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

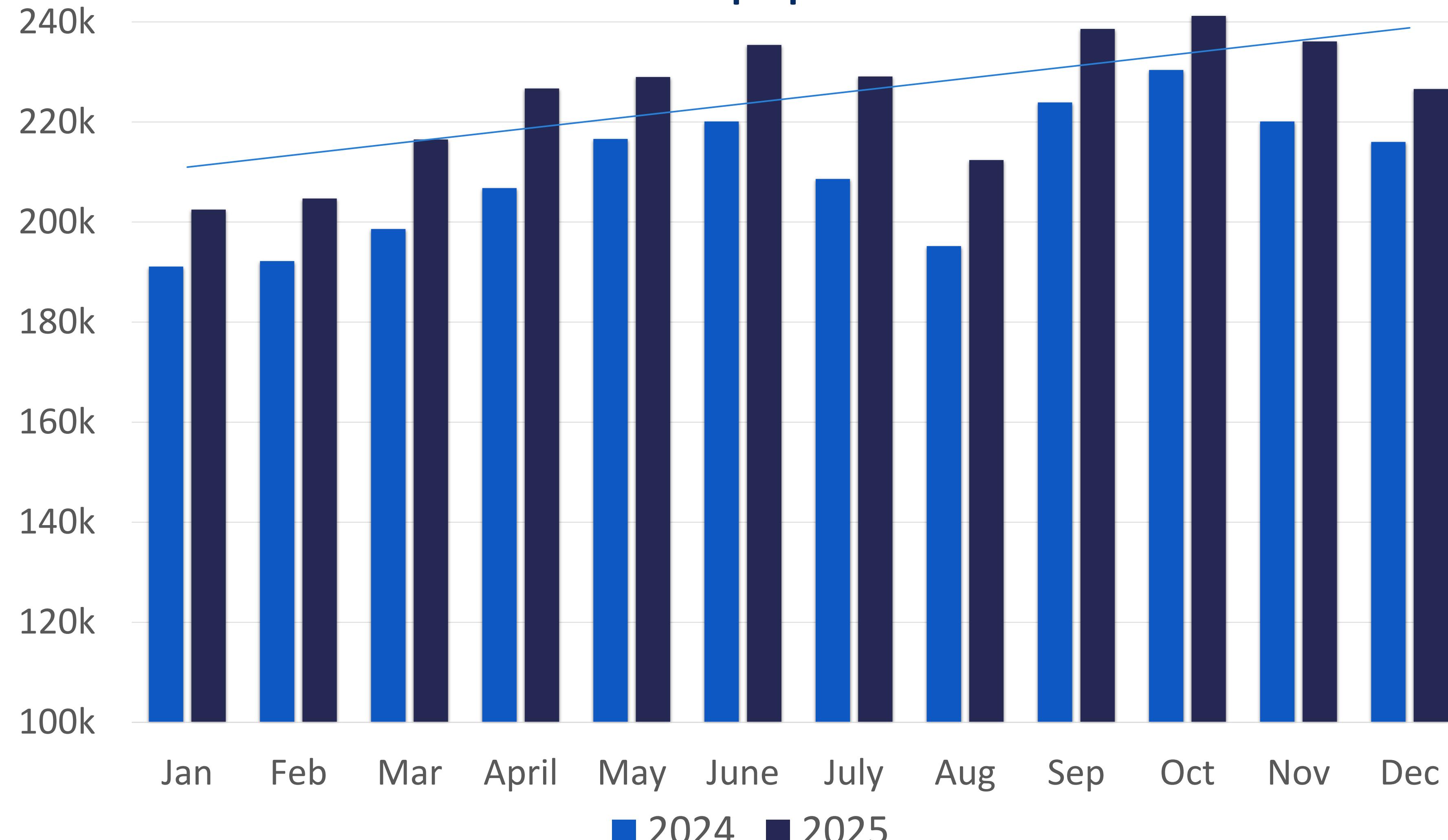
- In 2025, TRACKS reached:
 - 60,457 people
 - 209 events
- Virtual Reality (VR) was introduced to engage children through immersive rail-safety education



Ridership

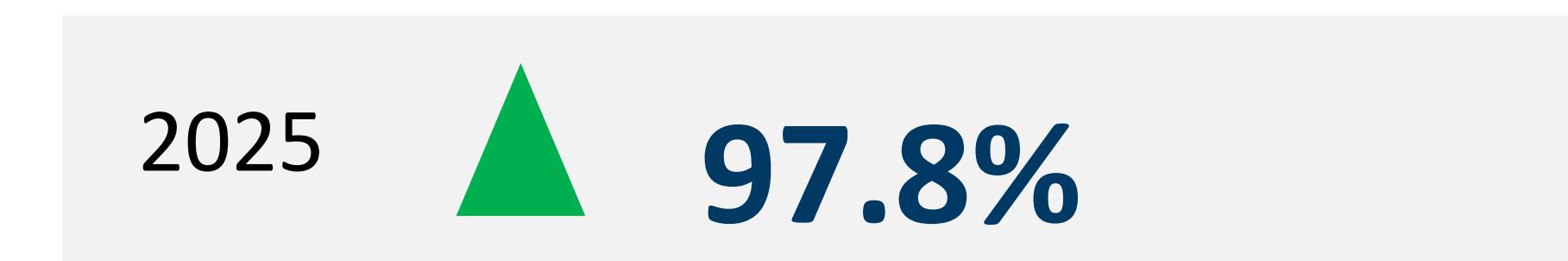
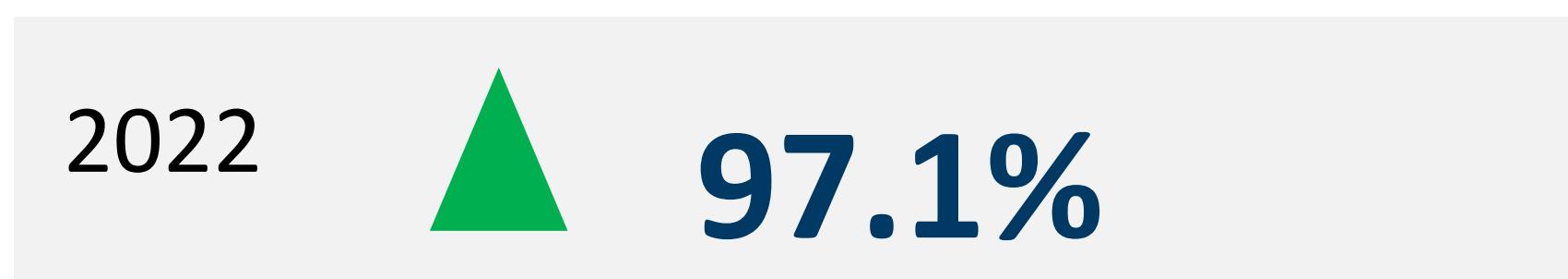
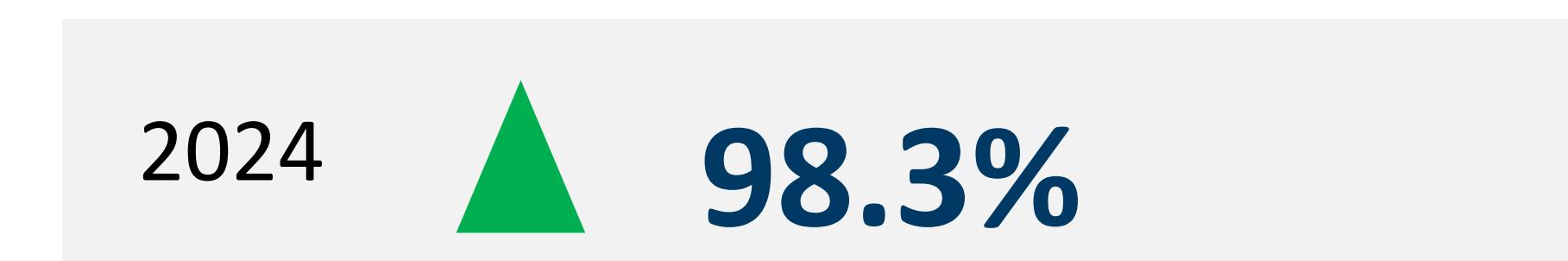
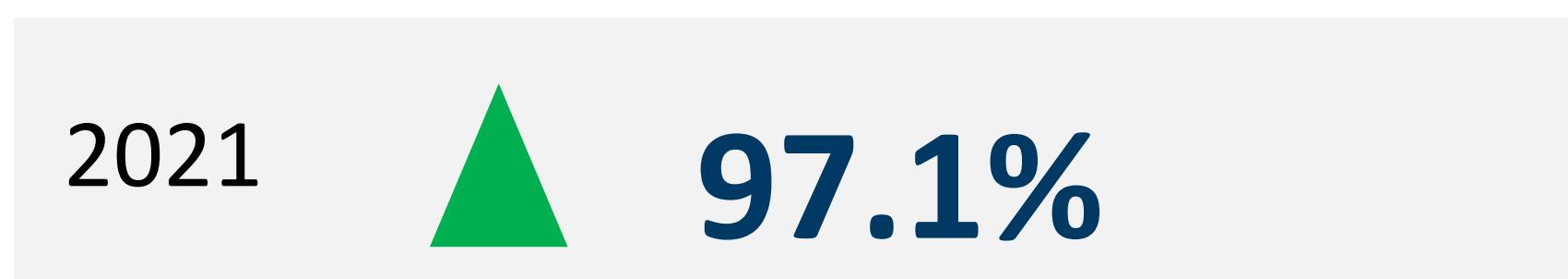
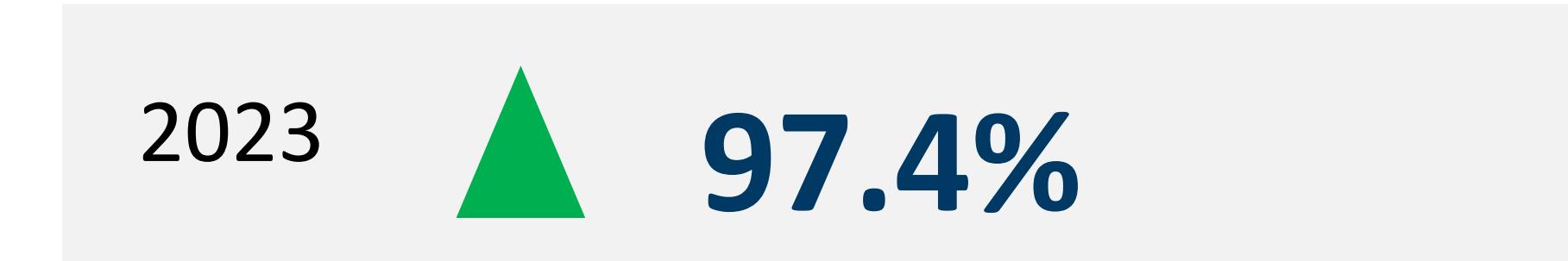
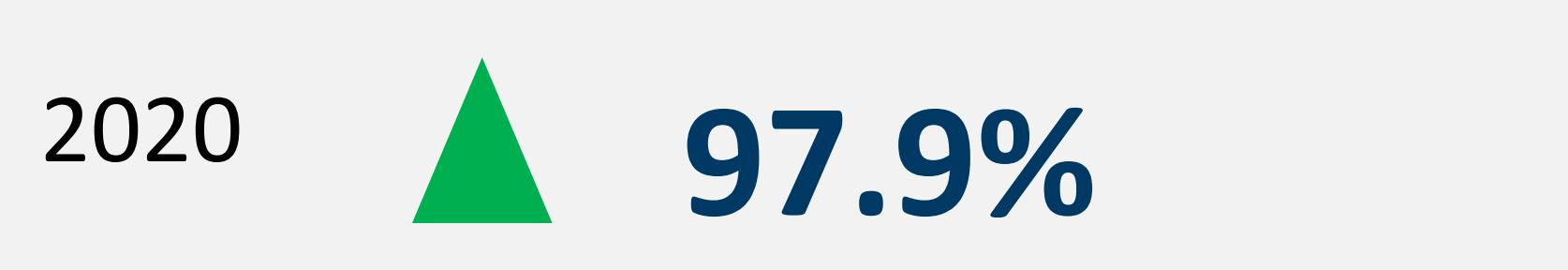
Metro-North Weekday Ridership Growth 2024 vs 2025

2025 total ridership up 6% vs 2024



Service Reliability

Six Consecutive Years Above 97% OTP!



Maintaining Our Right-of-Way

33,684 Ties Installed

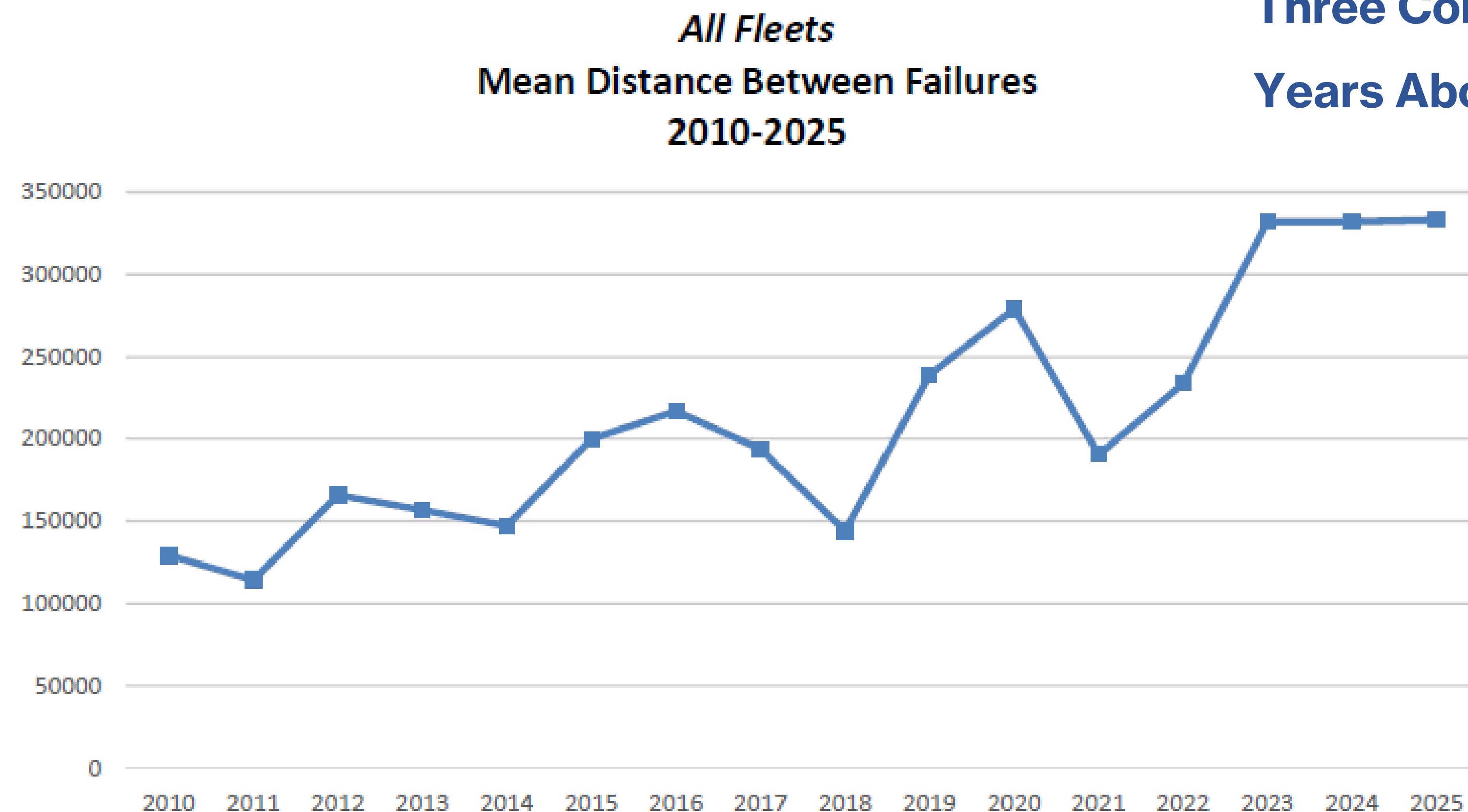
91% of Goal

11.95 Miles of Rail

106% of Goal

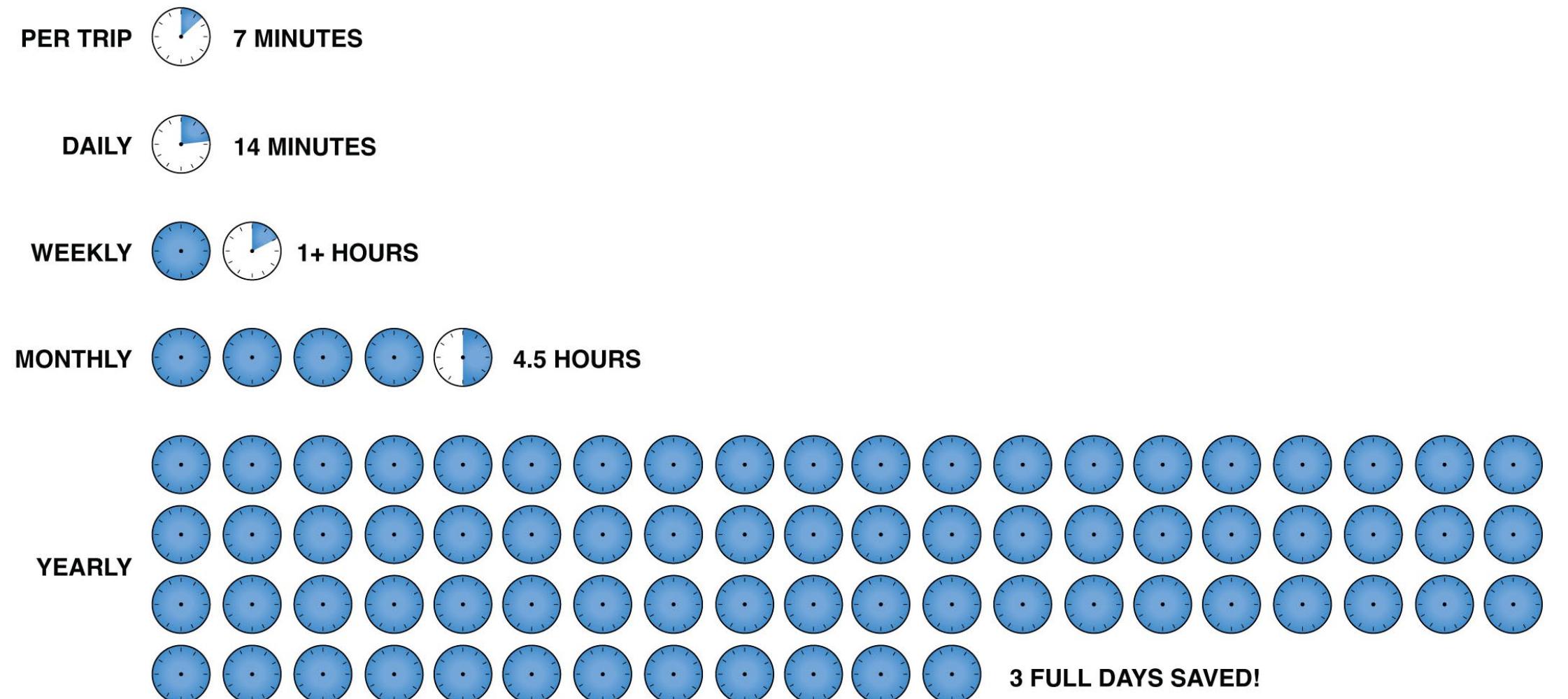
**205 Insulated Rail
Joints Installed**

Fleet Reliability Initiatives

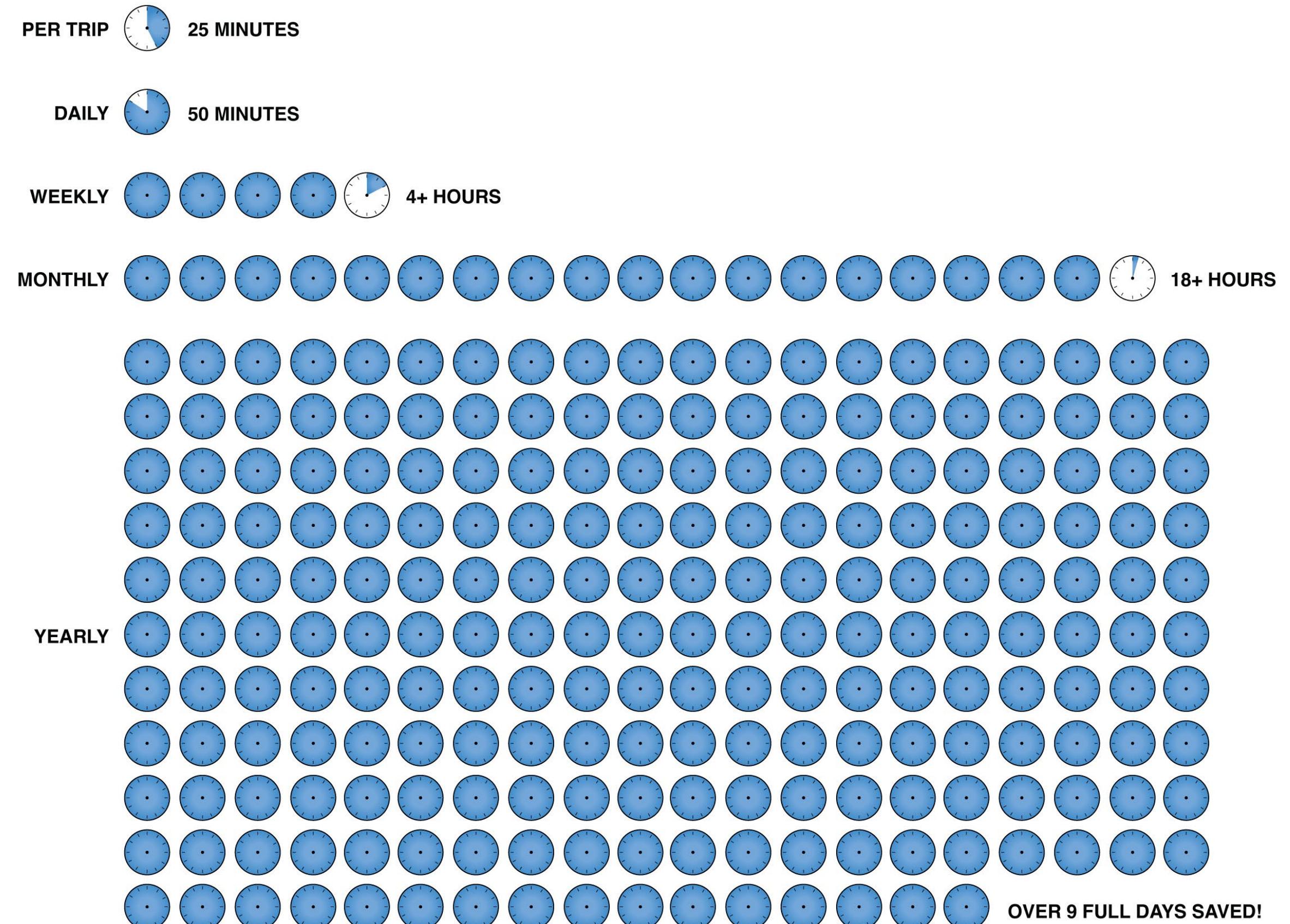


Reducing Travel Times

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



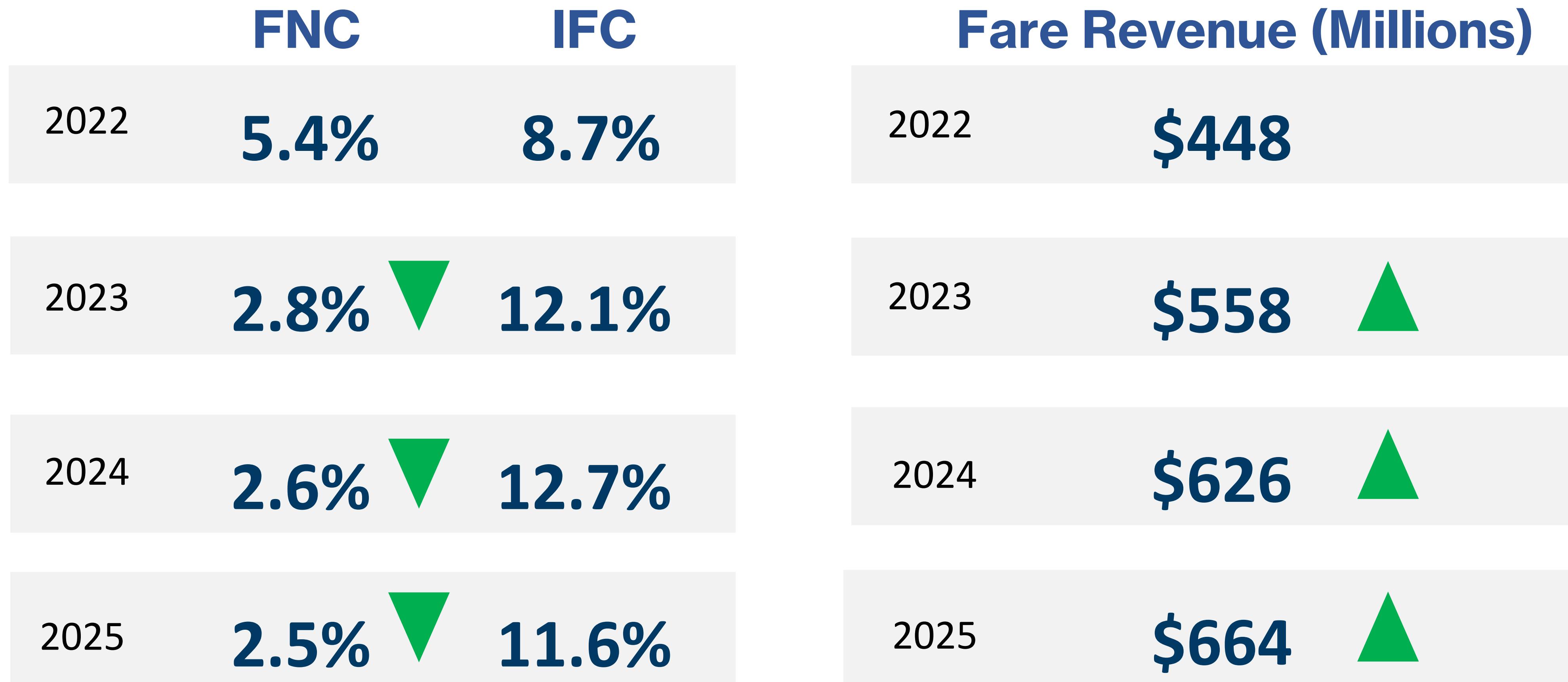
% Change

27%



Fare Collection and Revenue

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

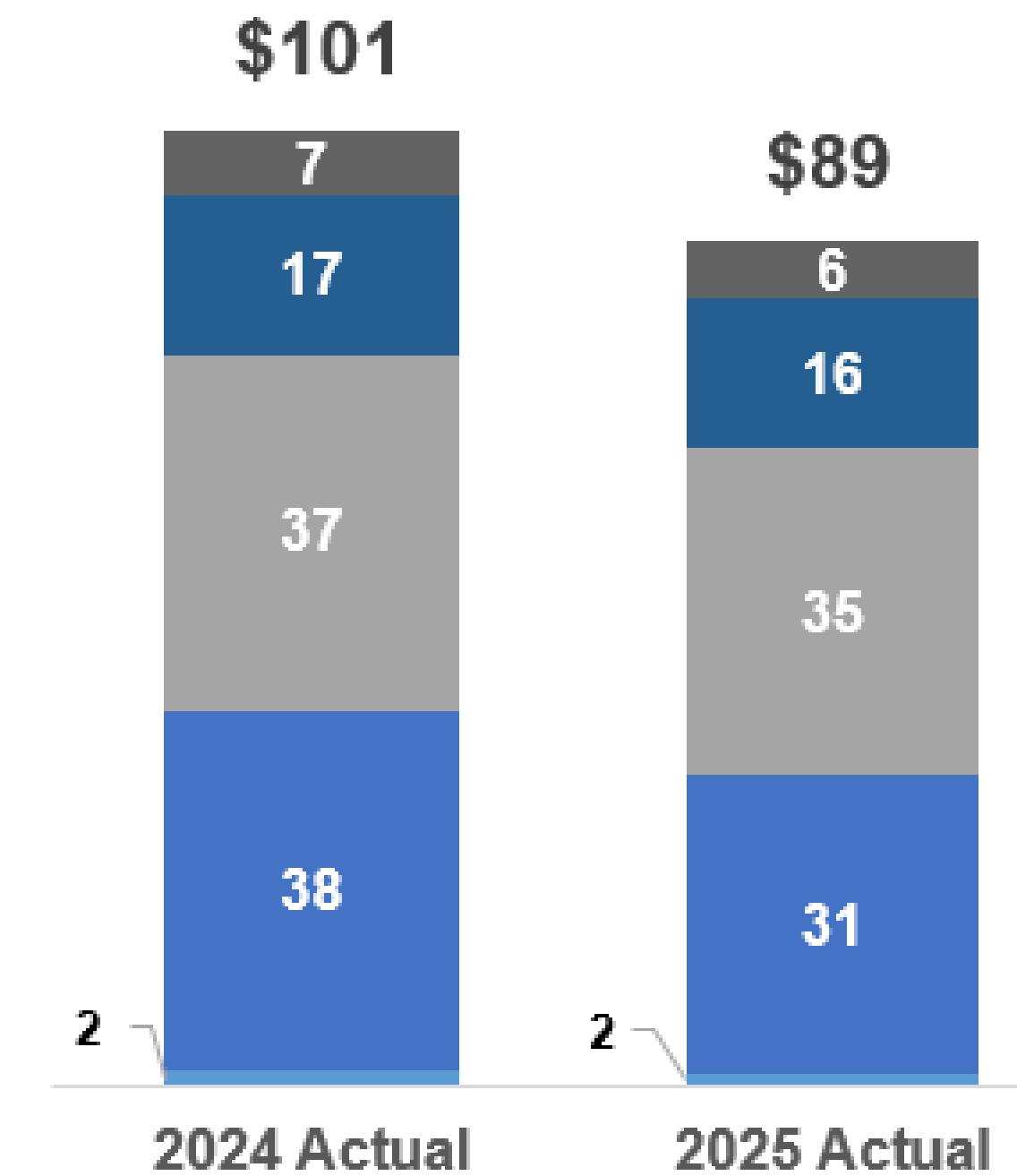


Operating Efficiencies

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

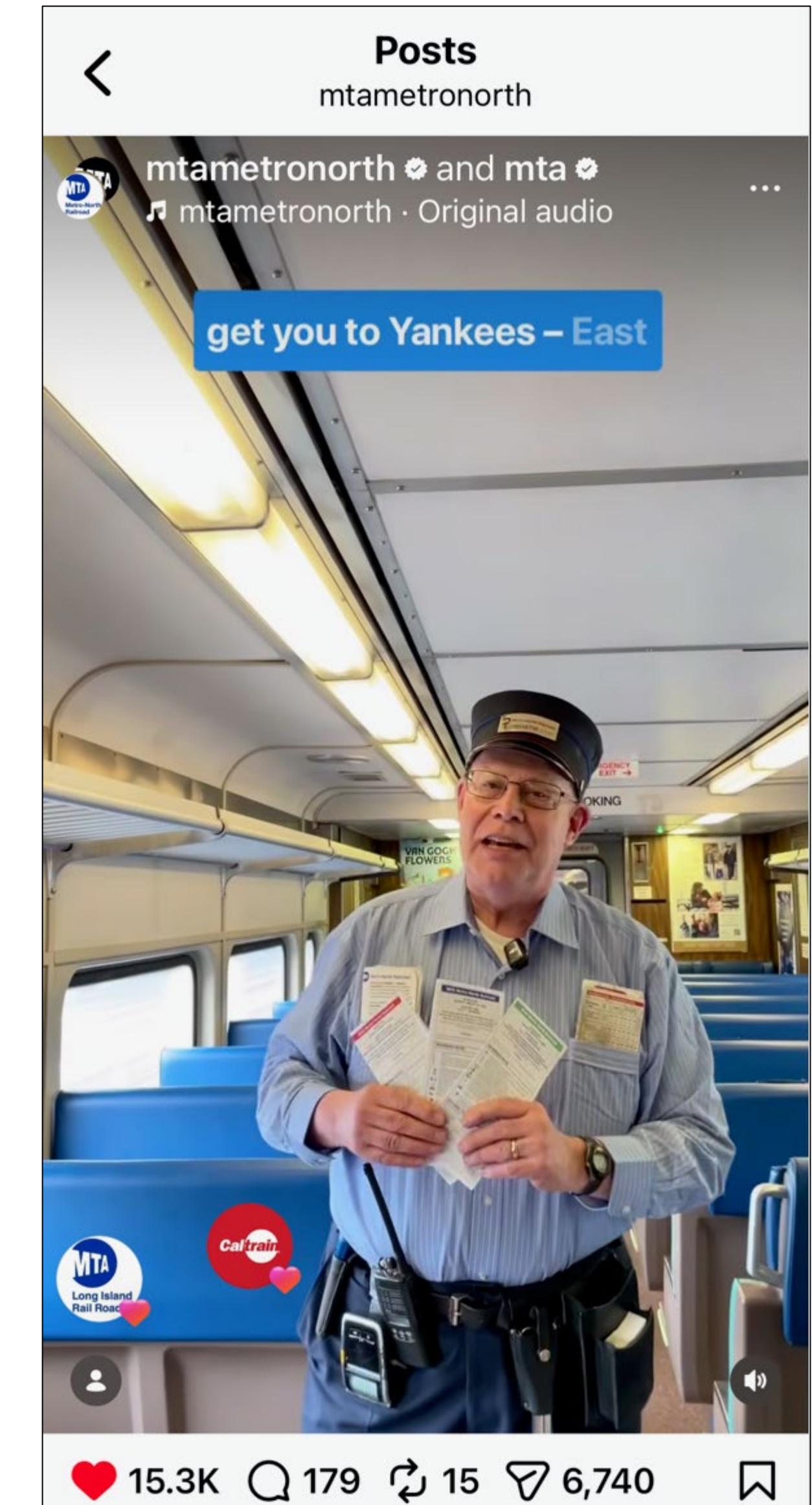
- Impressive gains from prior year
 - 18.7M impressions, up 12%
 - Over 1M engagements, up 90%
 - 5.4% engagement rate, up 60%
 - 20% more followers on Instagram & LinkedIn

Customer Events

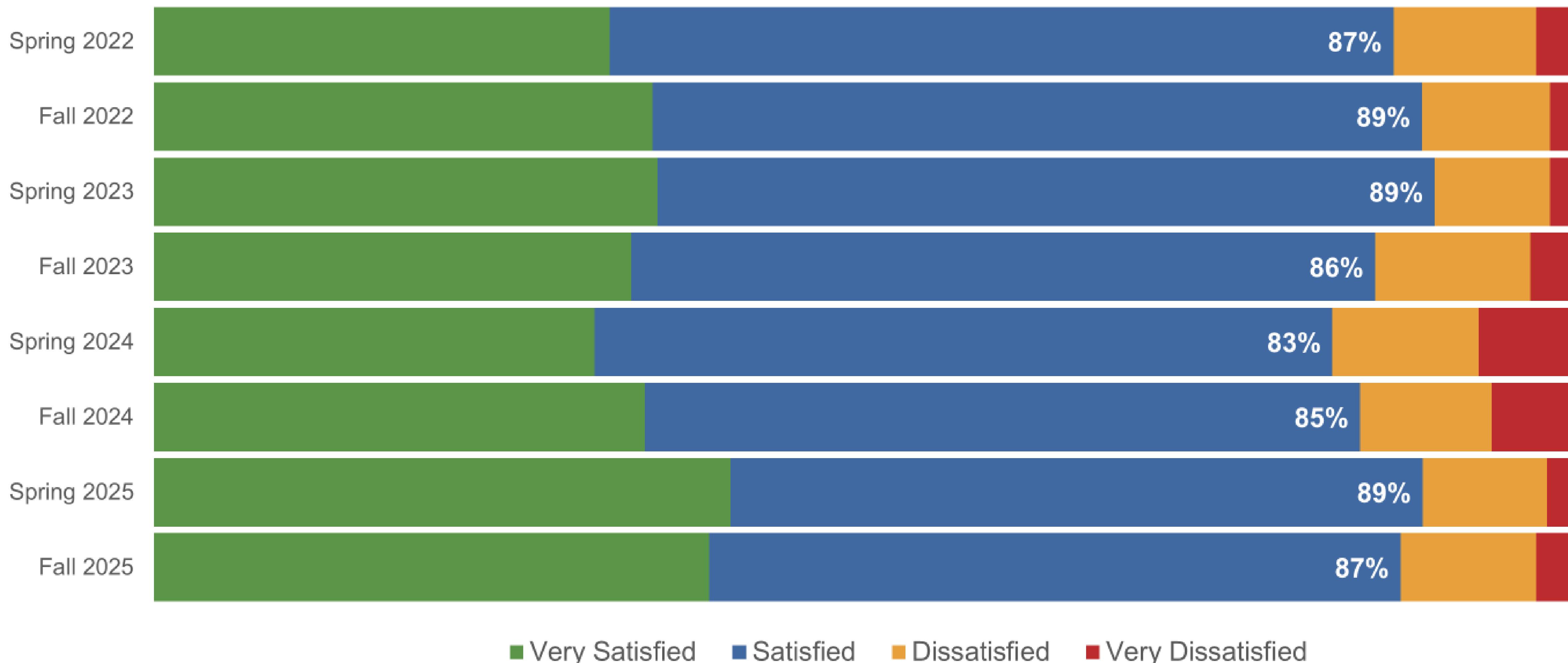
- New Haven Open House
- Monthly Connect With Us events

Re-launch of Mileposts!

- Quarterly digital newsletter



Overall Customer Satisfaction Trend



■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied