



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

March 2026



In honor of Transit Employee Appreciation Day, LIRR and Metro-North leadership spent time with employees in the field to demonstrate the importance of recognizing the essential service that our workers deliver every day to get riders to their destination safely and efficiently.

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

2 Broadway • New York, NY 10004
March 23, 2026

Table of Contents

Long Island Rail Road

Message from the President	6
Service Performance.....	10
Ridership	12
Financial Results.....	13
Major Projects	14
Customers and Communities	15
Safety and Security.....	16

Metro-North Railroad

Message from the President	22
Service Performance.....	24
Ridership	26
Financial Results.....	27
Major Projects	28
Customers and Communities	29
Safety and Security.....	30



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.





A photograph showing a worker in an orange high-visibility uniform with 'RR' printed on the back, standing next to a yellow rail car. The rail car has a corrugated metal side and a ladder-like structure on top. The scene is set in a dark environment, possibly a rail yard at night.

LONG ISLAND RAIL ROAD

Long Island Rail Road

MESSAGE FROM THE PRESIDENT



Rob Free

President, Long Island Rail Road

On Performance

In spite of brutally cold temperatures and the worst blizzard on record to hit Long Island, we still increased ridership:

- February total ridership was 5.5 million customers, up 3.4% compared to February 2025 and representing 84.7% of February 2019
- Commutation ridership was 2.3 million customers, up 11.6% over last February
- Monthly ticket ridership increased 11.2% over February 2025

February's total OTP was 93.7% - just slightly below goal, which is remarkable considering the weather. Year-to-date, we're above goal at 94.2%.

Safety

For the 12-month period ending January 2026, we had a 27.6% decrease in the customer injury rate (per 1 million customers) over January 2025 - and our employee injury rate (per 200,000 working hours), decreased 14.2% compared to the prior 12 months.

Riding with St John's Red Storm

On March 10, I once again had the pleasure of joining St. John's University Athletic Director Ed Kull, the university's marching band, cheer squad and high-energy mascot, Johnny Thunderbird, on a train from Jamaica to Penn Station, where we held our Big East Tournament kick-off for the second straight year.

The event seems to be working as St. John's won its second Big East Tournament in a row, and we wish our home team the best of luck in the NCAA Tournament!

With Profound Appreciation

On the morning of March 18, in honor of National Transit Employee Appreciation Day, I had the honor and the



challenge of operating the water jet at Hillside, thankful to be under the watchful eye of M of E Machinists Chris Holm & Mike Phillips and the rest of our talented crew there. We have approximately 7,800 employees, all of whom play a huge role in our success and the safe and reliable service we provide each day. Our employees perform miracles every day - and getting us back on our feet quickly and safely after the worst blizzard Long Island has ever seen is just one example of that.

I always say being a railroader is not just a job and more than just a career, it's a way of life. Thank you to our workforce for everything you do every day. It is, and will always be, truly appreciated.

Ready and Able

As we saw with the blizzard, comprehensive planning and preparation are crucial to effective storm readiness.

And that level of preparedness has been recognized on a national level, as the Long Island Rail Road is now the first commuter railroad in the U.S. to earn the StormReady designation from the National Weather Service, demonstrating that the LIRR has met rigorous national standards for weather readiness.

The designation was awarded via a comprehensive application process which included a wintertime visit with our Emergency Management team, affirming our commitment to severe-weather preparedness, customer and employee safety, and collaborative emergency management practices.

It reinforces the LIRR's role as a dependable partner in regional storm response, enhances public trust and aligns our railroad with national best practices. Congratulations go out to our entire team on this incredible honor.

27.6%

reduction in customer injuries (per 1M customers) for the 12-month period ending January 2026

2

straight years of the Big East Tournament kickoff held at Penn Station

3.4%

total February LIRR ridership increase over February 2025



BUILD
FLA
[MH] BUILD

Barcode label on a black object

Label with a circular logo on a black object

Small white label on a black object

Label with a circular logo on a black object

5462

Y

AVIATA

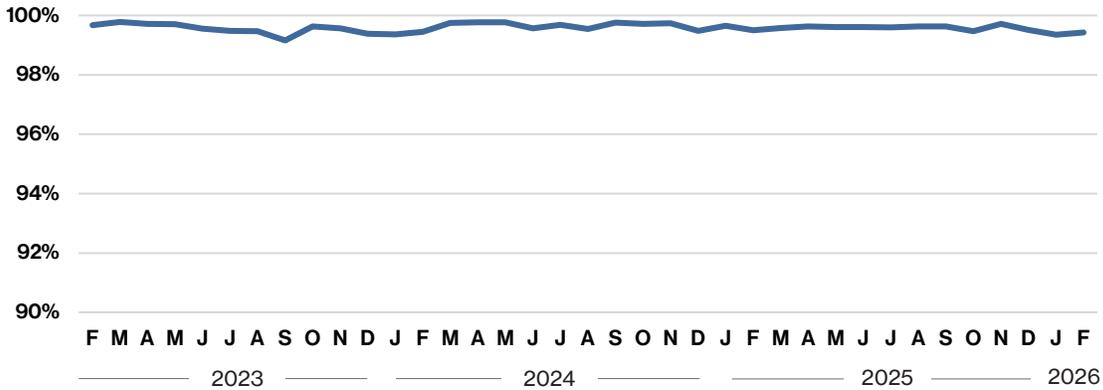


Long Island Rail Road

SERVICE PERFORMANCE

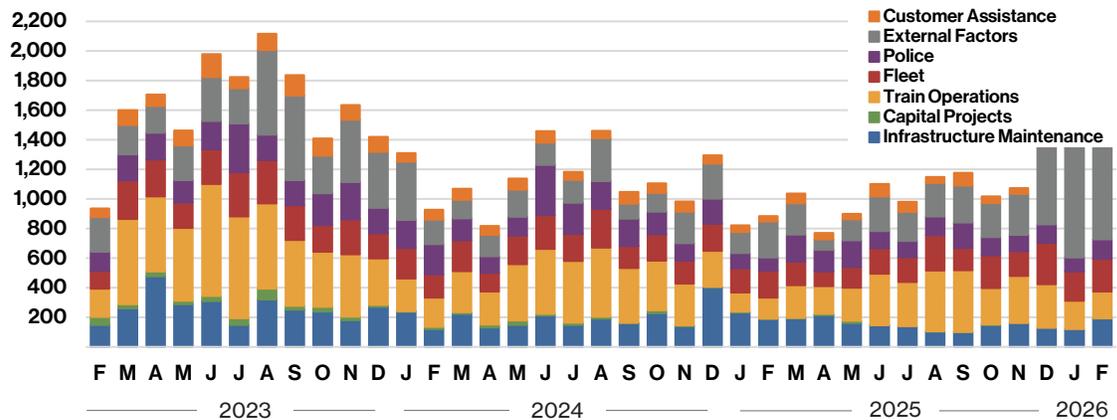
Service Delivered

The share of scheduled train trips completed



Delays by Type

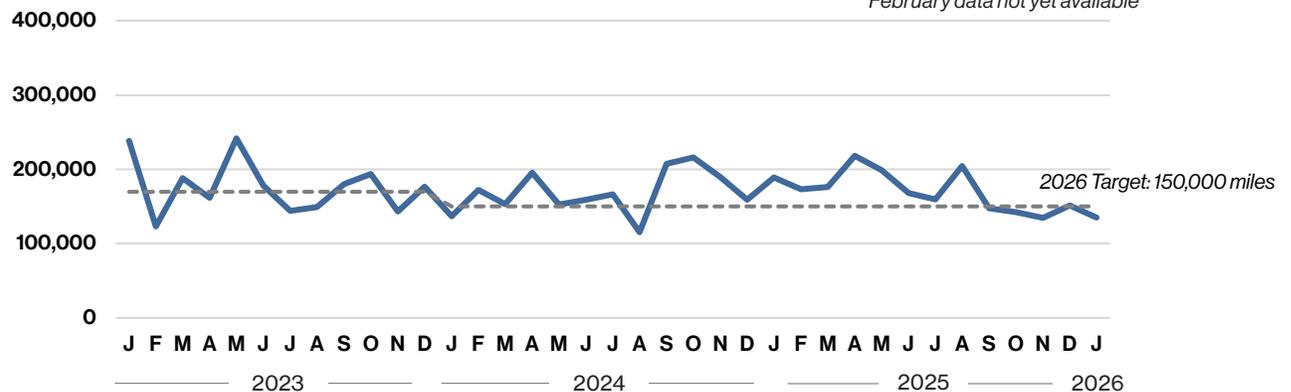
The number of delayed trains by type of delay



Mean Distance Between Failures

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

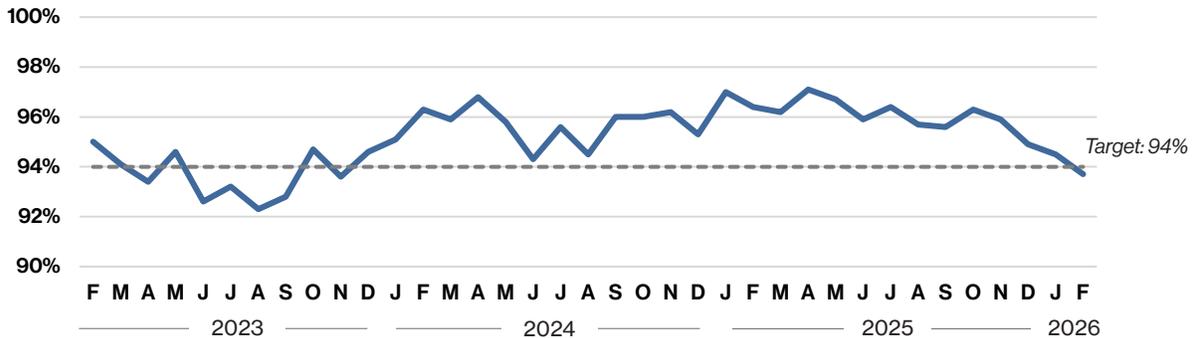
February data not yet available



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	98.7%	Montauk	92.3%
Babylon	92.1%	Oyster Bay	89.3%
Far Rockaway	96.7%	Port Jefferson	88.5%
Hempstead	94.7%	Port Washington	96.4%
Huntington	91.2%	Ronkonkoma	89.4%
Long Beach	94.5%	West Hempstead	96.9%

Data Review

In February, on-time performance (OTP) was 93.7%, below the goal of 94%. Year-to-date OTP was 94.2%, meeting the goal. There were 22 incidents this month that resulted in 10 or more late or cancelled or terminated trains. The most significant event occurred on February 24th when there was snow and ice conditions system wide. The event caused 116 late trains, delayed our customers an average of 13 minutes and reduced our monthly OTP by less than one percent.

At Jamaica, 62% of trains arrived less than 3 minutes behind scheduled time during the morning peak periods and 66% during afternoon peak periods, both falling short of the 70% goal.

The fleet mean distance between failures operated at 134,952 miles in January, falling short of the target of 150,000 miles.

Moving Forward

LIRR will have some temporary service adjustments on various weekends in April to support switch maintenance near Far Rockaway, track maintenance between Valley Stream and Far Rockaway, and Valley Stream and West Hempstead, a bridge rehabilitation near Douglaston, a crossing renewal near Brentwood, and signal testing in Queens Interlocking.

FINANCIAL RESULTS

2026 Revenues & Expenses, February Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$108.5	\$111.8	\$3.3
Farebox Revenues	\$101.2	\$102.4	\$1.2
Other Revenues	\$7.3	\$9.4	\$2.1
Total Non-Reimbursable Expenses	\$363.9	\$354.7	\$9.1
Labor Expenses	\$271.0	\$276.3	(\$5.3)
Non-Labor Expenses	\$92.9	\$78.4	\$14.4
Non Cash Liabilities	\$96.5	\$102.2	(\$5.7)
Net Surplus /(Deficit) - Accrued	(\$351.8)	(\$345.1)	\$6.7

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	7,010	7,146	-136
Reimbursable	977	688	289
Total Positions	7,987	7,834	153

Data Review

Through February, farebox revenue was \$1.2 million higher than the budget due to higher-than-expected ridership and higher yield per passenger.

Labor expenses are higher than the budget by \$5.3 million due to overtime and pension costs partially offset by lower payroll, health and welfare, and associated fringe costs. At the end of February, there were 153 vacancies compared to the budget.

Non-labor expenses are lower than the budget by \$14.4 million, primarily driven by materials & supplies costs, partially offset by the timing of maintenance and other operating contracts, professional service contracts, and fuel 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.

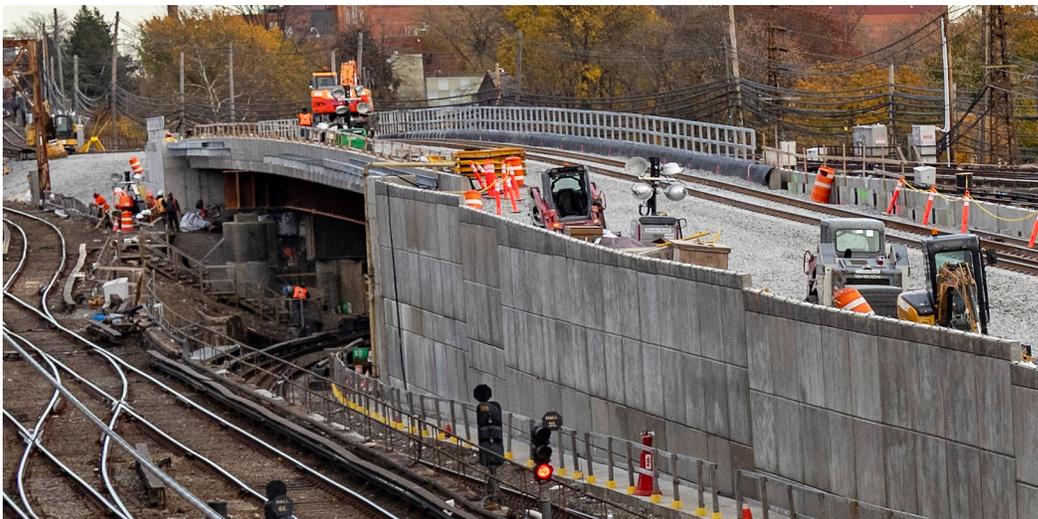
Key Component of Jamaica Capacity Improvements Completed

MTA Construction & Development and the LIRR have reached Substantial Completion on the Hall Interlocking Expansion, a key component of the Jamaica Capacity Improvements (JCI) Program. As part of the larger JCI initiative, this work will expand capacity through Jamaica, modernize infrastructure, reduce travel times through Jamaica, and bring the entire complex to a State of Good Repair.

As part of Phase 2 of the JCI program, the Hall Interlocking Expansion plays a critical role in improving service reliability. The project extends existing yard layup Tracks 2 and 3, eventually creating two new parallel routes east of Jamaica Station. These routes will become Montauk Branch Tracks #1 and #2 in future JCI stages. A major element of the Phase 2 work was the construction of a new 280-foot, two-track railroad bridge spanning 150th Street and Atlantic Branch Track #1.

To deliver this project “better, faster, and cheaper”, the team used several innovative construction approaches, including delivering bridge girders to E Yard by work trains, assembling bridge components on-site, and launching the bridge structure from pier-to-pier over four weekend outages, using rollers and a jacking system. Crews also utilized a specialized Dump Train that significantly increased the speed and efficiency of fill and ballast delivery. In addition, crews replaced and modified retaining walls to support the new bridge elevation and maintain required vertical clearances over the Atlantic Branch. Together these decisions reduced the number of required work trains, track outages, and LIRR resources saving both time and money.

Once integrated into the broader JCI Program, these new routes will increase capacity, improve reliability and reduce travel time through Jamaica supporting better service for LIRR customers for decades to come.



CUSTOMERS & COMMUNITIES

MTA Shares Accessibility Updates with Rochdale Village Seniors

Earlier this month MTA Accessibility, accompanied by the LIRR Government and Community Relations team, visited the Rochdale Village Senior Center in Queens, to discuss accessibility across the MTA system. The visit created an opportunity for seniors and community members to learn more about improvements being made to ensure that their public transportation remains safe, reliable, and accessible.

During the discussion, we had the opportunity to share more about the recently completed Locust Manor Accessibility Improvements Project, highlighting how the upgrades directly benefit commuters in the surrounding community. A major component of the project included the installation of two new elevators with enclosed vestibules designed to protect riders from harsh weather while at the station. Additional improvements included replaced platform rubbing edge boards and tactile strips to improve safety for riders with visual impairments.

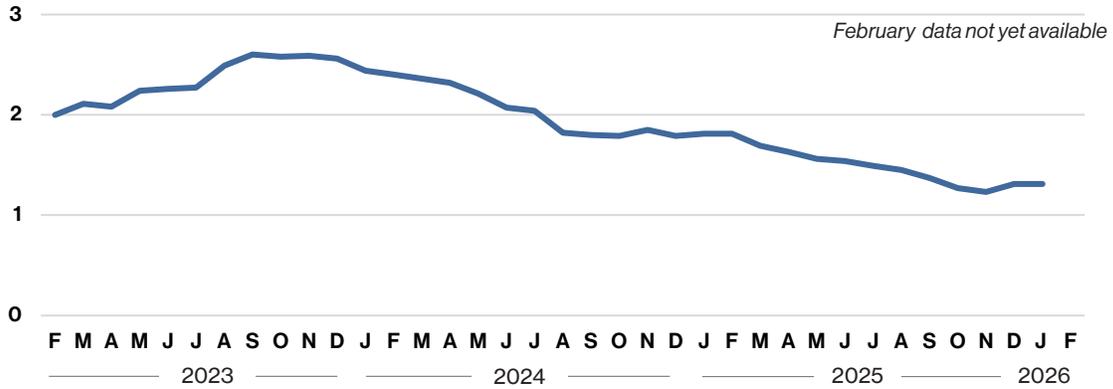
To improve accessibility throughout the station, new sidewalks were constructed to create clear paths of travel connecting the elevators to the underpass. Stairs and ramps were also newly built or rehabilitated, complete with proper landing clearances, handrails, and guardrails to ensure safer movement for all riders. Wayfinding, directional, corporate, and ADA-compliant signage were installed to make navigating the station easier.

These upgrades demonstrate the LIRR's continued commitment to improving accessibility and ensuring that communities like Rochdale Village benefit from a more inclusive system.



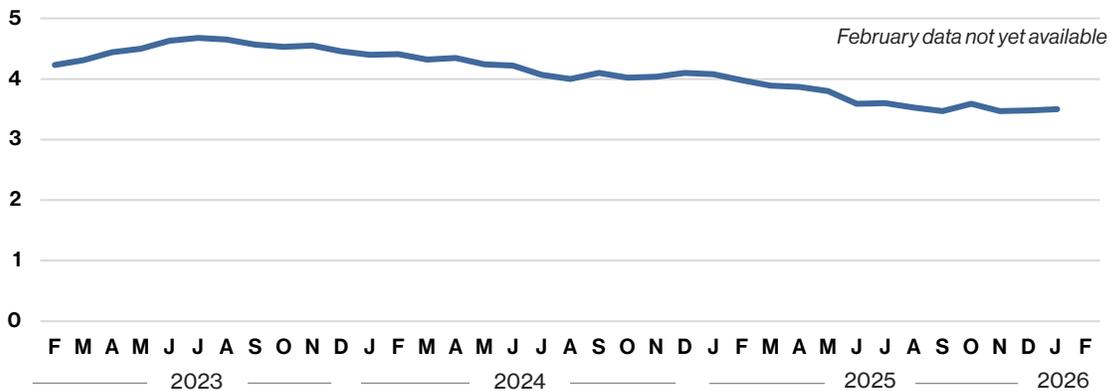
Customer Injury Rate

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 decreased from 1.81 to 1.31 per one million customers in the current 12-month reporting period, February 2025 through January 2026, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 4.08 to 3.50 per 200,000 working hours, compared to the prior 12 months.

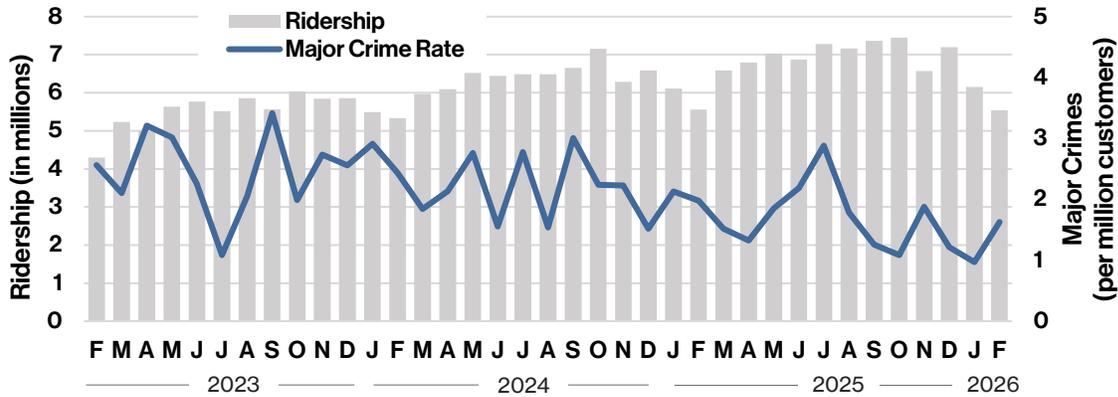
Moving Forward

On March 12th, an event was held at Penn Station highlighting Customer Safety and Suicide Prevention Awareness. The goal was to promote a safe and supportive environment by maintaining a visible presence, engaging with customers, reinforcing our commitment to their safety and well-being. By bringing these efforts together, we continue to strengthen a culture of care, resilience, and proactive safety across our system.

SAFETY & SECURITY

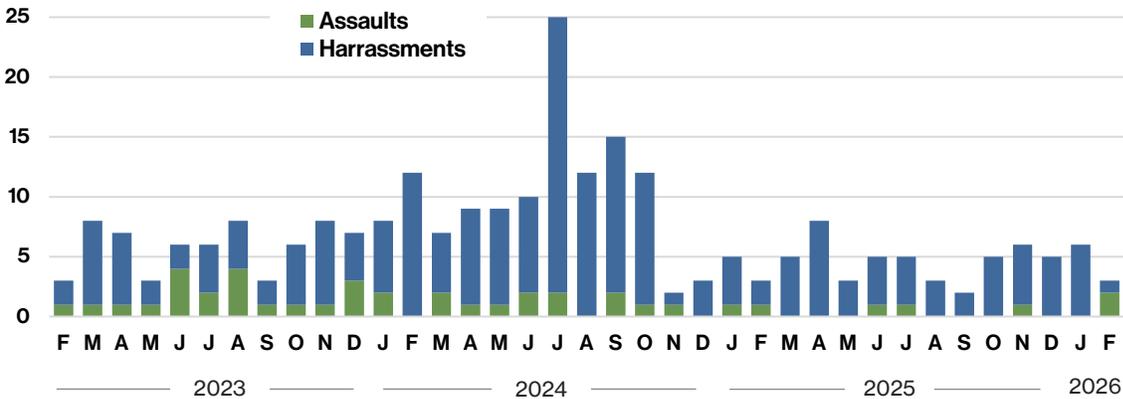
Major Crimes Against Customers

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



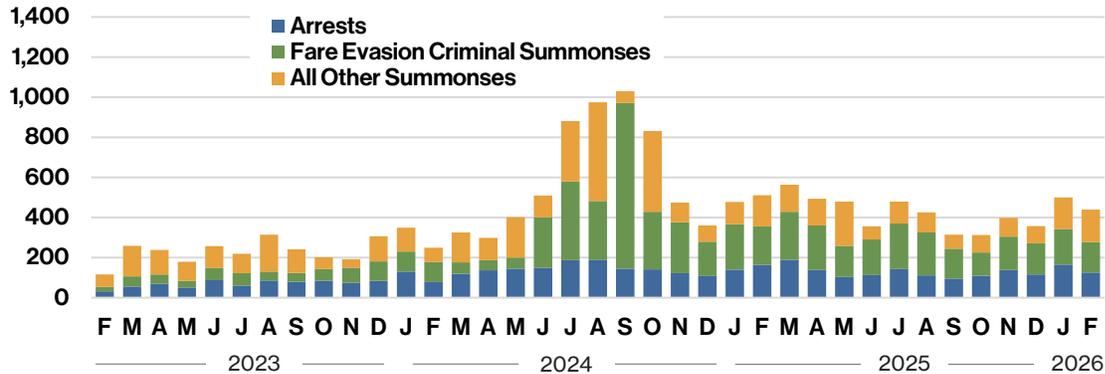
Assaults and Harassments Against Employees

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



856PARK.COM

METRO-NORTH RAILROAD



6229

Track	Departing Train	Status
4	8:32 Grand Central	Due
4	8:37 Grand Central	Arriving



Metro-North Railroad

MESSAGE FROM THE PRESIDENT



Justin Vonashek
President, Metro-North Railroad

Ridership & Performance

February brought more challenging weather from persistent ice and below normal temperatures to a blizzard that dropped up to two feet of snow across much of our territory. Despite these challenges, Metro-North delivered safe and reliable service for our customers.

I am proud to report that our on-time performance for February was 96%, and, excluding the February 23 to 27 blizzard week, our on-time performance was an impressive 97.1%.

For the month of February, we had a 99.9% service delivery rate. These results are a direct reflection of the commitment and professionalism of Metro-North employees. Teams across every department worked together to ensure that thousands of riders, many of whom had no other option, could get where they needed to go. When our customers needed us most, our team was there, ensuring they reached their destinations safely and reliably, and I could not be more proud of their performance.

February's average daily ridership held steady at 170,984, essentially unchanged from January. February, like January had heavy snow and bitter cold, with Winter Storm Hernando adding two-feet of snow on top of the snow left by Winter Storm Fern in January. Despite the storm, Metro-North continued operating, providing essential service to 16,000 riders on February 23. Even with the extreme weather this year, average weekday ridership (excluding Feb. 23) was up 3.4% over February 2025, and average weekend ridership was up 6.4% over last year. In addition, ridership rebounded as we successfully supported major events including the Big East Tournament with additional New Haven Line service, and additional service on St. Patrick's Day, which had a 15% ridership increase from 2025. As we move into spring, with longer days and more comfortable weather, we anticipate continued steady growth in ridership.

March Schedule Change

Metro-North will introduce an updated schedule for the Hudson, Harlem and New Haven Lines beginning Sunday, March 29, 2026. The schedule adjustments are designed to maintain reliable service while supporting critical infrastructure improvements and essential maintenance work, including switch

replacements, track and tie renewals, and the ongoing replacement of both the Park Avenue Viaduct and the Walk Bridge in Connecticut. We will also operate additional trains for major events and Yankees games, as well as expanded service for holiday weekends including Memorial Day, Independence Day and Labor Day. Customers can get the most updated schedule information on the TrainTime app or visit mta.info.

We continually analyze and refine our schedules, considering changes in ridership trends and to accommodate maintenance and infrastructure projects with as little impact on customers as possible. This approach helps us deliver projects more efficiently while continuing to provide safe, frequent and reliable service for the region.

Play Ball!

Metro-North is the best way to get to the New York Yankees home opener at Yankee Stadium on Friday, April 3. Fans traveling from all three lines can count on direct, comfortable service without the hassles and expense of driving and parking.

On the Hudson Line, we will operate extra trains from Poughkeepsie and Beacon, and several regularly scheduled trains will make special stops at our Yankees East 153rd Street Station. On the Harlem and New Haven Lines, our Yankee Clipper Trains will offer one-seat rides to and from the stadium for most games. Shuttle trains will also operate between Grand Central Terminal, Harlem-125th Street and the stadium to give customers additional travel options.

Riders traveling from Long Island can make an easy transfer at Grand Central, followed by a quick 15-minute ride to the stadium.

Take the Train to the Game as it's always the best way to go!

Transit Employee Appreciation Day

Metro-North joined transit agencies across the nation in recognizing National Transit Employee Appreciation Day on Wednesday, March 18. This annual event has become

6,400

employees we appreciate

2

major winter storms

15

minutes from Grand Central to Yankee Stadium

Metro-North Railroad

MESSAGE FROM THE PRESIDENT

an important opportunity to highlight the dedication of the employees who keep our system moving safely and reliably every day.

Throughout the day, my executive team and I worked alongside employees in various frontline roles. These experiences help give us a deeper understanding of the work our teams perform and a greater appreciation for the people who power our success. This initiative allows leadership to experience firsthand the conditions employees work in each day, better understand where additional support may be needed, and identify how they can provide employees and their managers with the tools and resources necessary to perform their jobs safely and effectively.

As we did last year, we set up comment boards in Grand Central Terminal where hundreds of customers shared thoughtful, supportive messages for our workforce. We also received heartwarming feedback on social media, demonstrating how much our customers value the service our employees provide.

Employee appreciation at Metro-North extends well beyond this single day. We know that strong employee engagement and recognition help build the dedication, teamwork and pride that drive our achievements as an organization.

Women's History Month Panel

In recognition of Women's History Month, Metro-North hosted a panel on Monday, March 16. Yvonne Hill-Donald, our Chief Administrative Officer, moderated the event. There were four employees on the panel, who shared reflections on their career paths, the lessons they have learned at Metro-North and what it means to work and lead on the railroad. The panel members included Grace Coleman, Director, Continuous Improvement; Jacqueline Everson, Coach Cleaner; Robyn Hollander, Director, Capital Strategy & Program Delivery; and Karen Tuttle, Conductor.

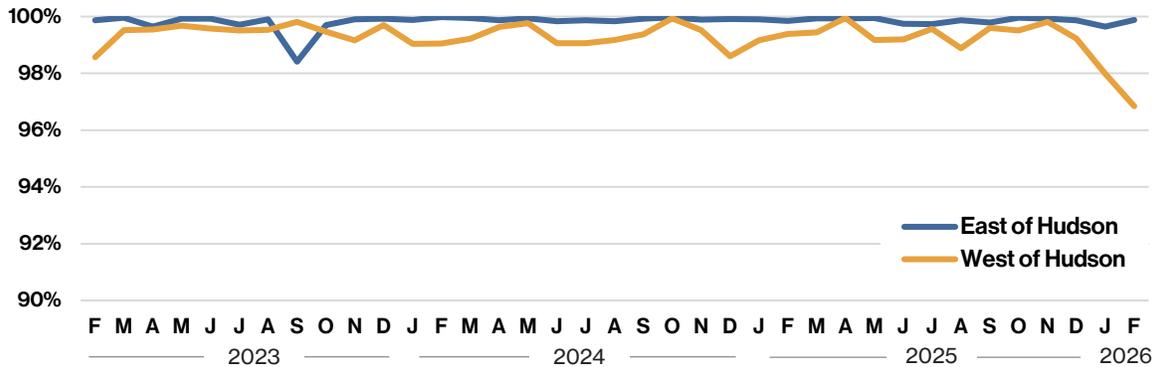
We are grateful to the panel members for their insight and candor, and we proudly celebrate the women across Metro-North whose leadership, talent and dedication continue to strengthen our organization and move us forward.

Metro-North Railroad

SERVICE PERFORMANCE

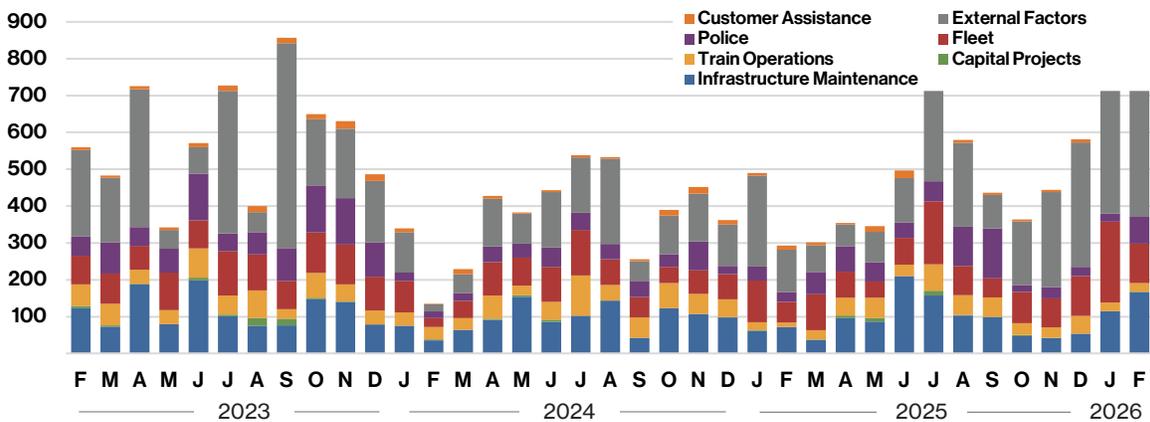
Service Delivered

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



Delays by Type

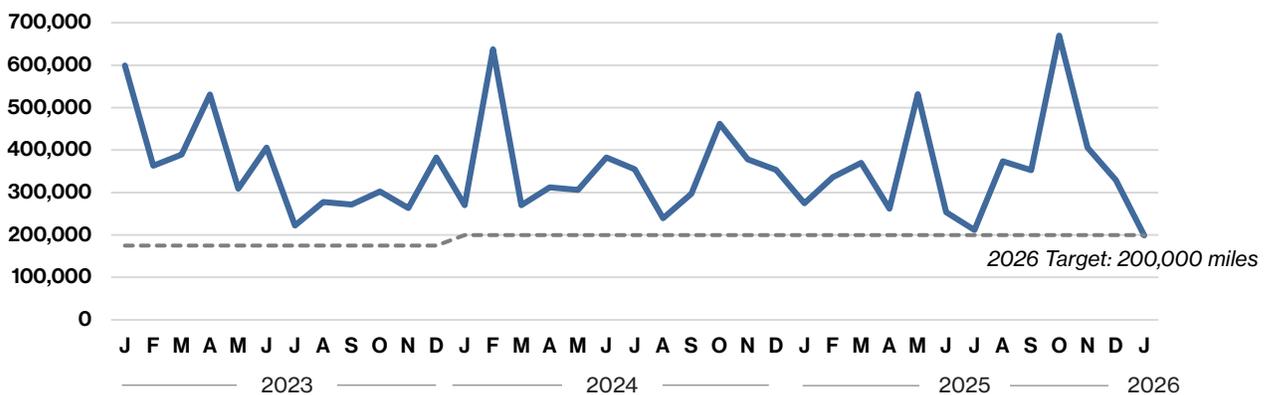
The number of delayed trains on East of Hudson lines by type of delay



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

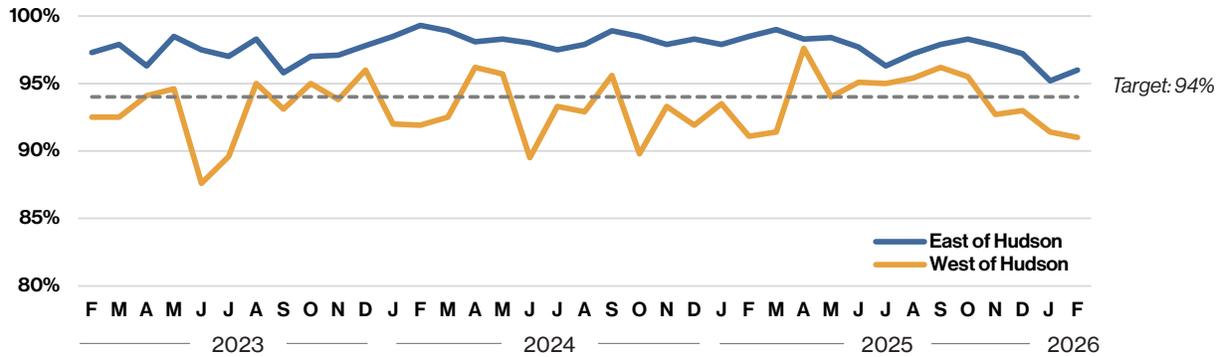
February data not yet available



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	96.5%	Pascack Valley	92.3%
Harlem	96.1%	Port Jervis	89.1%
New Haven	95.7%		

Data Review

Metro-North’s February 2026 service-delivered rate was 99.9%. Systemwide OTP reached 96.0%, exceeding the 94% goal. Nine major incidents affected February OTP, driven largely by two events: a broken rail near the Harlem River Bridge on February 12 that delayed 89 trains, and a track circuit failure near the Park Avenue Tunnel on February 25 that affected 84 trains.

The fleet’s January Mean Distance Between Failures (MDBF) was 199,221 miles, slightly below the 200,000-mile goal. Performance was primarily affected by an M7 PCU propulsion issue, which accounted for 37.5% of M7 delays, and weather-related impacts on ATC equipment for the M3 fleet.

Moving Forward

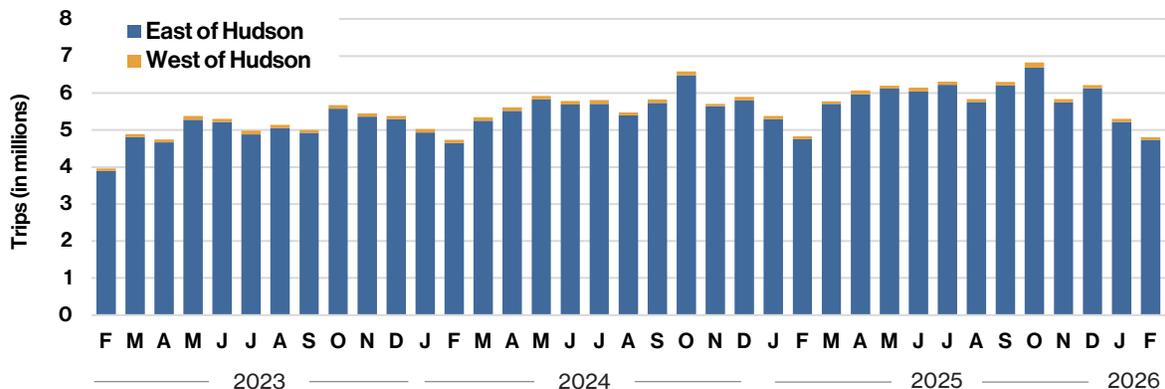
Metro-North is updating schedules on the Hudson, Harlem, and New Haven Lines to improve reliability and support ongoing infrastructure work, including major switch replacements, track and tie renewals, and the Park Avenue Viaduct, 3 Bronx Station Rehabilitation, and Walk Bridge projects.

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 for February 2026 was 4.8 million, a 9.8% decline from January. This comparison is slightly misleading because February had three fewer days; February’s average daily ridership dipped only 0.1% to 170,984. Average weekday ridership (excluding the Monday of storm Hernando) rose 1.2% to 211,700, while average weekend ridership increased 3.9% to 90,926.

Year-over-year, February ridership declined for a second month, but only slightly, falling 0.5% compared with February 2025. Ridership compared to February 2019 was down 0.1% to 77.2%. As in January, these decreases reflect inclement weather rather than slowing growth, with nearly all of the impact tied to the three days affected by storm Hernando. Average weekday ridership was 3.4% higher than in February 2025, representing 78.6% of February 2019. Estimated Tuesday–Thursday ridership rose 2.5% year-over-year to 79.8% of an average February 2019 weekday. Average weekend ridership also increased, up 6.4% from February 2025, reaching 81.6% of February 2019 levels.

Total commutation ticket ridership decreased 14.0% from January. Commutation, peak single, and peak city trip ticket trips decreased 12.5% since last month, and commutation’s share of total rides decreased 2.2% from 46.4% to 44.2%.

Moving Forward

Unlike last year, the Yankees won’t resume play until April, so gameday ridership is a month away. Still, March brings the lift of warmer weather and ridership-boosting events such as St. Patrick’s Day and the Big East Basketball Tournament. After a harsh winter, Metro-North is poised to play a key role in helping the region shake off its hibernation.



FINANCIAL RESULTS

2026 Revenues & Expenses, February Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$105.8	\$105.5	(\$0.3)
Farebox Revenues	\$97.5	\$95.8	(\$1.6)
Other Revenues	\$8.3	\$9.7	\$1.4
Total Non-Reimbursable Expenses	\$289.1	\$293.4	(\$4.3)
Labor Expenses	\$197.0	\$210.1	(\$13.2)
Non-Labor Expenses	\$92.1	\$83.3	\$8.9
Non Cash Liabilities	\$56.0	\$55.2	\$0.8
Net Surplus /(Deficit) - Accrued	(\$239.4)	(\$243.1)	(\$3.7)

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,261	6,393	(132)
Reimbursable	685	349	336
Total Positions	6,946	6,742	204

Data Review

Through February, farebox revenue was \$1.6 million lower than the Budget due to lower non-commutation ridership and lower average yield for Hudson and New Haven lines partially offset by higher commutation ridership and average yield across all lines.

Labor expenses are higher than the Budget by \$13.2 million due primarily to lower reimbursable overhead, higher other fringe benefits, lower payroll as well as health and welfare costs. At the end of February, paid headcount was 204 lower than Budget reflecting 216 vacancies against the year-end paid headcount.

Non-labor expenses are lower than the Budget by \$8.9 million due primarily to lower maintenance and other operating contracts, materials and supplies, professional service contracts and other business expenses.

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.

West 255th Street Reconstruction Begins at Riverdale Station

This month, MTA Construction & Development is launching major improvements at and around Riverdale Station through the West 255th Street Reconstruction Project. The goal is to bring both the roadway and the adjacent parking lot into a state of good repair while addressing long standing drainage and structural issues.

The work will begin with West 255th Street, where crews will carry out a full reconstruction. This includes upgrading the drainage system to reduce flooding and building a new retaining wall along the north side to reinforce the roadway. Because of the scale of this work, West 255th Street will be closed for the duration of construction. To keep access to the station open, and with the support



of NYCDOT, travel will be temporarily rerouted to West 254th Street and Railroad Terrace. Both streets will operate as two way roads while construction is underway. Before work starts, Maintenance and Protection of Traffic (MPT) measures will be installed on West 254th Street to safely shift traffic patterns.

Reconstruction of the station's parking lot will follow in two phases to keep it available for public use. Work will begin on the southern half and then transition to the northern portion, ensuring that only one section is closed at a time. Crews will first survey the area to confirm proper grading for stormwater flow before moving into full depth replacement. The parking lot will receive final paving and pavement markings before West 255th Street is reopened.

The project is being delivered as a Design Bid Build contract through a third party construction firm participating in the MTA's Small Business Mentoring Program (SBMP).

CUSTOMERS & COMMUNITIES

Metro-North Celebrates Transit Employee Appreciation Day

This year Metro-North was overwhelmed by the kind words and outpouring of support shown to our team on National Transit Employee Appreciation Day. Customers stopped by boards around Grand Central Terminal to sign their names, give thanks, and share well wishes with our Metro-North team that gets them where they need to go on a daily basis. The sign board effort was supported by members of Metro-North's



Corporate Leadership Team over the course of the day. At the same time, Metro-North's Executive Leadership was showing its own appreciation for the members of our workforce by joining them in the field for the day as part of the Be The One initiative within Metro-North. From the top down, the experiences were powerful for all involved, including President Vonashek who spent time working with our coach cleaners in Grand Central Terminal.

Grand Central Terminal Connect with Us Links Riders and Leadership

Metro-North Railroad leadership was out in Grand Central Terminal this month for a Connect with Us, a series that allows our riders to give feedback to senior leadership directly as stations across the service territory.

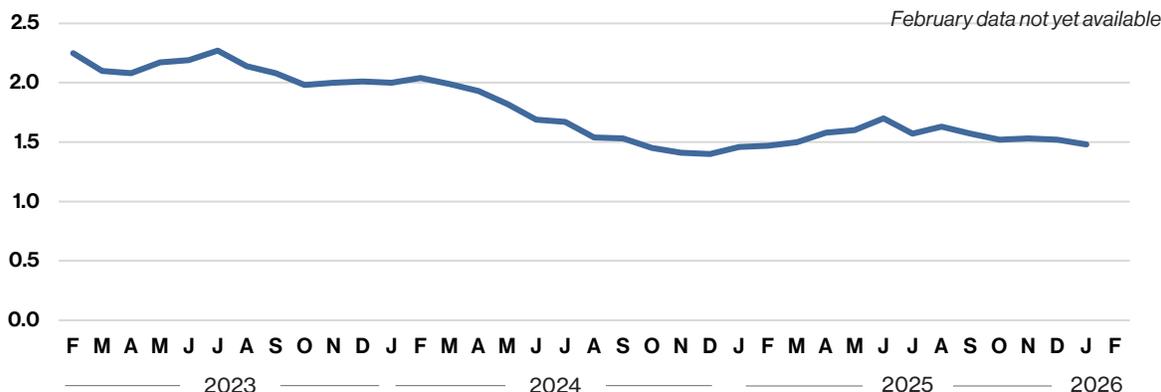
The March 4th session in Grand Central was an informative experience for railroad leaders and customers alike. Along with Station Talks, which is led by Station Department Management, Connect with Us is one of the tools we use to meet our riders where they are and address questions and concerns that come up.

Metro-North Railroad

SAFETY & SECURITY

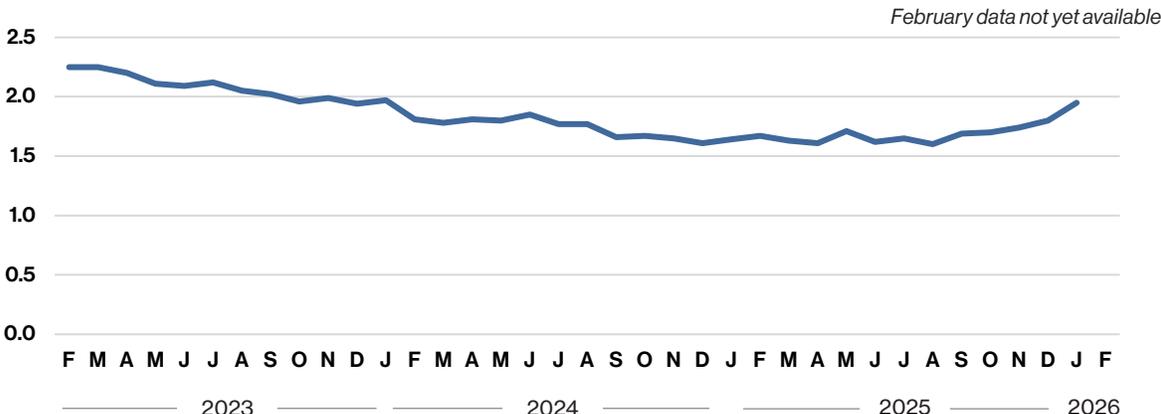
Customer Injury Rate

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 1.46 to 1.48 per one million customers in the current 12-month reporting period, February 2025 through January 2026, compared to the prior 12 months. The reportable employee lost time injury rate increased from 1.64 to 1.95 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

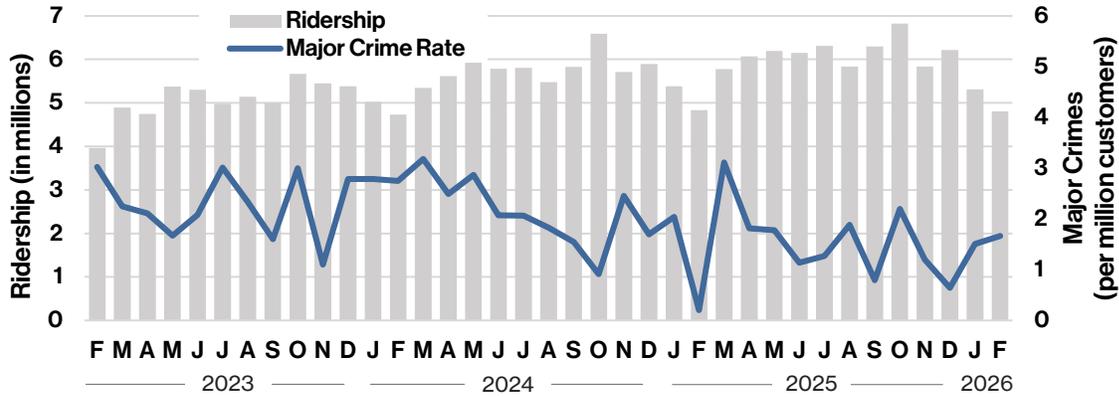
Earlier this year at Metro-North’s Stamford Yard, employees supported emergency response training with MTAPD’s Emergency Services Unit and the Southwest Regional Emergency Response Team. Responders conducted tactical exercises using railroad equipment, including M8 rail cars. The team opened with a briefing on power, train movements, yard conditions, and track crossings to ensure everyone understood real operational hazards. This training strengthened preparedness and reinforced our commitment to safe, reliable service.



SAFETY & SECURITY

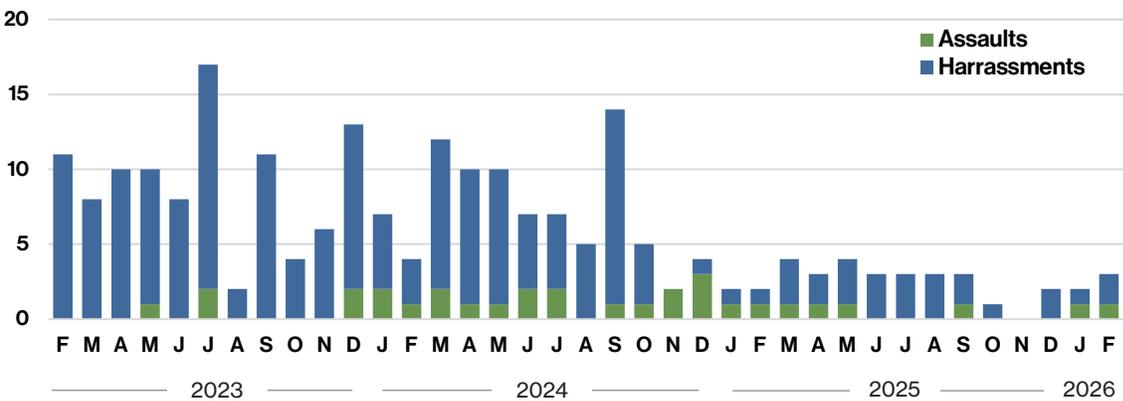
Major Crimes Against Customers

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



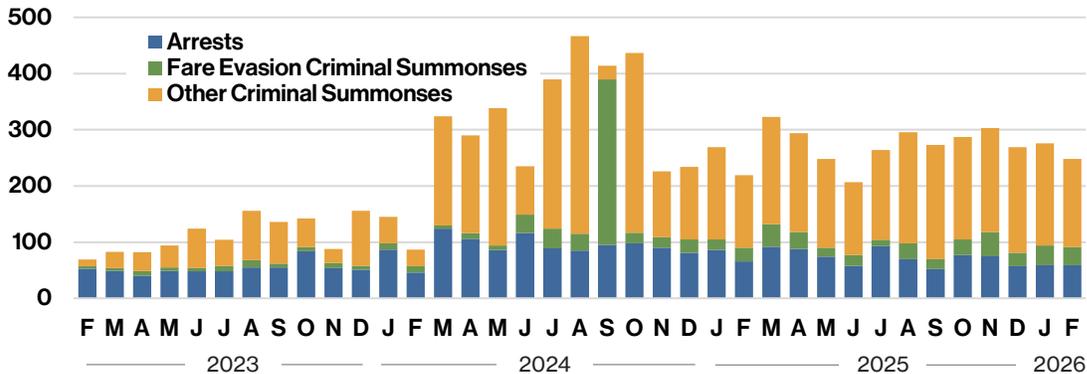
Assaults and Harassments Against Employees

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





18x29

Pro
Nth



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

