

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

April 2026



Yankees - E. 153rd St

Fans were treated to Metro-North Railroad's "Yankee Clipper" trains which are special game-day trains that provide one-seat rides from the Harlem and New Haven lines to Yankees-E 153rd St station for all evening and weekend home games.

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

2 Broadway • New York, NY 10004
April 27, 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 or scan the QR code to access a comprehensive dashboard of Long Island Rail Road and Metro-North Railroad metrics.



7:09 AM Grand Central
Arrived
Philiese Manor, Tarrytown

ack



Amtrak
Boarding



Amtrak
Boarding

Grand Central
Arrived
Philiese Manor, Tarrytown



ASH

NO STANDING
OR WAITING

METRO-NORTH RAILROAD



Metro-North Railroad

MESSAGE FROM THE PRESIDENT



Justin Vonashek
President, Metro-North Railroad

Ridership & Performance

Metro-North continued to deliver excellent customer service in March, with on-time performance reaching 97.5% and year-to-date service standing at 96.3%. Our service-delivery rate for March was 99.9%, reflecting our commitment to providing safe, reliable service that our region can depend on.

March's average daily ridership increased to 199,739, an increase of 16.8% from February and 7.6% higher than March 2025. Average weekday ridership increased 7.9% from February and 5.5% year over year. Our discretionary weekend ridership remained strong, 16.2% higher than February and 3% higher than March 2025. March 2026 ridership was our best March yet since the pandemic at 87.2% of 2019, but it is also our second-highest recovery month behind September 2025 at 87.5%

Opening Day weekend at Yankee Stadium drew strong ridership, with about 5,200 customers traveling with us on both April 3 and 4; nearly 11% of stadium attendance. Singing Conductor, Steve Boland, entertained fans at Grand Central, aboard a train to the stadium, and at Yankees- East 153rd with a medley that included his Metro-North rendition of "Take Me Out to the Ball Game." We offer extensive game-day service including Yankee Clippers from all three lines for all evening and weekend games. Check the TrainTime app or mta.info to find your Train to the Game.

Beyond baseball, we provided travel for basketball fans heading into March Madness and the four days of Big East Championship games, which saw a 5.3% ridership increase over last year's tournament.

On Saturday, March 28 we also partnered with the Westchester Knicks for a customer and employee appreciation day at Westchester County Center in White Plains, just a short walk from our station. Our Vice President of System Safety, Brian Piña, delivered the game ball as the Westchester Knicks took on the Windy City Bulls and secured a win. Throughout the afternoon, our Together Railroads and Communities Keeping Safe (TRACKS) safety team shared rail-safety tips, joined by TRACKS the Dog and Hudson, the Knicks mascot.

Earth Day and Sustainability

Metro-North is advancing sustainability and energy efficiency systemwide. At Grand Central Terminal, we launched an energy-efficiency pilot that cuts unnecessary overnight platform lighting. Because the terminal spans 49 acres with 44 platforms and 41 tracks, lights were historically

left on 24/7. By introducing targeted controls, we now reduce non-emergency platform lighting by 60% between 2 a.m. and 5 a.m., achieving major energy savings without affecting operations or security. With the pilot's success, we're expanding the program to 27 additional platforms for long-term reductions in electricity use.

We also broadened our Demand Response Program beyond GCT to include the North White Plains office complex. These load-management strategies lower peak-period energy demand, shield us from volatile market prices, support regional grid reliability by reducing the risk of brownouts or rolling blackouts, and generate financial incentives for Metro-North.

Our fleet investments further strengthen sustainability. This year, we added more American-made Siemens Charger dual-mode locomotives, delivered on time and on budget. They provide greater power, improved fuel efficiency, and up to 85% fewer emissions. We have conditionally accepted 9 of the 33 locomotives, with five or six operating in revenue service on any given day.

Autism Acceptance Month

April is Autism Acceptance Month, and the MTA is celebrating the diversity that strengthens our city, region and transit system. Across the system, 10,000 display screens are sharing messages promoting autism acceptance and inclusion, along with special lighting that has been added to various MTA facilities. At Metro-North we welcomed a group of autistic children for a behind the scenes tour of GCT, our simulator room, and one of our heritage locomotives. Autism Acceptance Month serves to foster inclusion, increase understanding of what it means to be a person with autism, and celebrate the contributions autistic individuals make to our community.

My First Year as President

This April marks my first anniversary as President of this great railroad, an incredible honor. I'm proud to highlight what our extraordinary team has accomplished, and how these achievements have strengthened the service you rely on every day.

In 2025, Metro-North set multiple post-pandemic ridership records, including a single-day ridership high of nearly 259,000 and an all-time monthly record of nearly 6.8 million rides in October. Commuter

1
year as President

85%
fewer emissions
from Charger
locomotives

87.2%
of pre-COVID March
2019 ridership

Metro-North Railroad

MESSAGE FROM THE PRESIDENT

ridership increased 10.4% year over year, while non-commuter ridership exceeded pre-pandemic levels. We also achieved a 97.8% on-time performance rate, our sixth consecutive year above 97%.

We expanded Super Express service on the New Haven Line, cutting travel times by up to 10 minutes, and introduced new Super Express trains between Poughkeepsie and Grand Central Terminal, because your time matters.

We're also making major investments to improve service now and for the future, supported by a historic \$7.7 billion capital plan—more than double the previous one. Key projects include Phase 1 of the Park Avenue Viaduct replacement, station upgrades at Woodlawn, Williamsbridge, and Botanical Garden in the Bronx, and continued progress on Penn Station Access, which will add new connections and expand travel options across the region.

To keep you informed, we relaunched Mileposts, our quarterly customer newsletter, with updates on service, projects, and the people behind the railroad. It was a pleasure meeting many of you at our Connect With Us and Station Talk events—your feedback directly shapes our priorities.

Through winter storms, flooding, and extreme cold, our teams showed up because we know you depend on us. Safety remains our top priority, and every day Metro-North employees come to work ready to earn your trust. Behind every trip is a person we're privileged to serve; for us, it's not just about moving trains but meeting the needs of the communities that rely on them.

This past year has been deeply meaningful to me, and I am grateful for the opportunity to lead such an exceptional team. I look forward to building on this momentum and continuing our shared success. On behalf of everyone at Metro-North, thank you for allowing us to be part of your daily journey. We are grateful for your loyalty and support, and we look forward to serving you today, tomorrow, and for years to come.

With gratitude.

Justin Vonashek, President



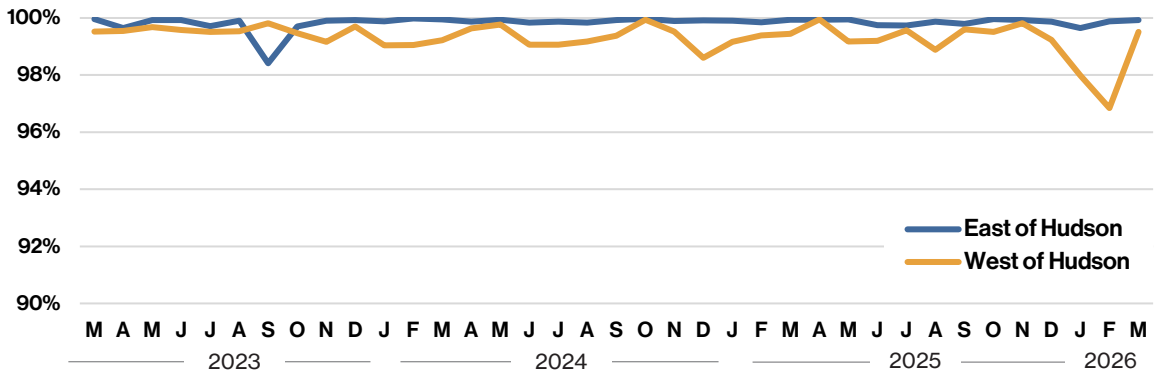


Metro-North Railroad

SERVICE PERFORMANCE

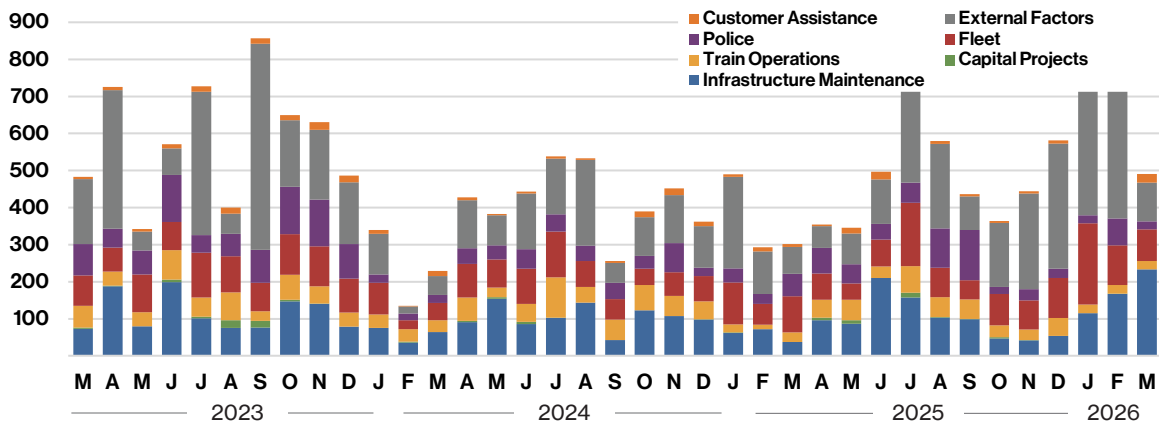
Service Delivered

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



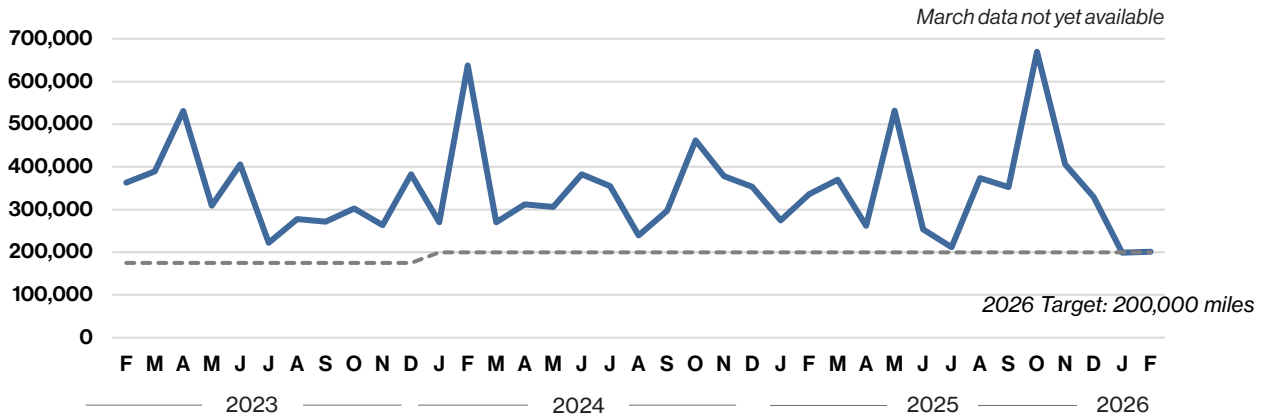
Delays by Type

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



Mean Distance Between Failures

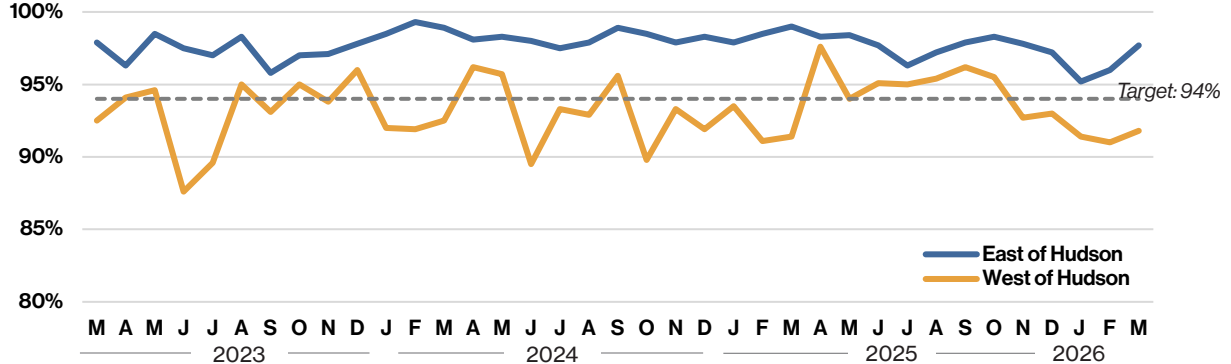
The average number of miles a railcar or locomotive travels on East of Hudson lines before failing and causing a delay



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	99.4%	Pascack Valley	91.90%
Harlem	98.4%	Port Jervis	91.70%
New Haven	98.3%		

Data Review

Metro-North’s March 2026 service-delivered rate was 99.9%. Systemwide on-time performance (OTP) reached 97.5%, exceeding the 94% goal. Nine major incidents affected March OTP, driven largely by a train being disabled on March 18 that delayed 58 trains. Of the other delays, most were caused by infrastructure maintenance work.

The fleet’s February Mean Distance Between Failures (MDBF) was 201,128 miles, above the 200,000-mile goal.

Moving Forward

As of March 29, 2026, new timetable changes have been implemented across the Hudson, Harlem, and New Haven Lines. These updates include targeted adjustments to support ongoing infrastructure improvements and essential maintenance work.

On the Hudson Line, Maintenance of Way (MoW) production work is currently underway. Harlem Line schedules reflect support for ongoing station rehabilitation projects in the Bronx, particularly along Track 3 platforms. Meanwhile, on the New Haven Line, MoW work continues on the eastern portion of the route. Additionally, New Canaan Branch service will be replaced by buses on weekends through early June to accommodate critical capital improvements.

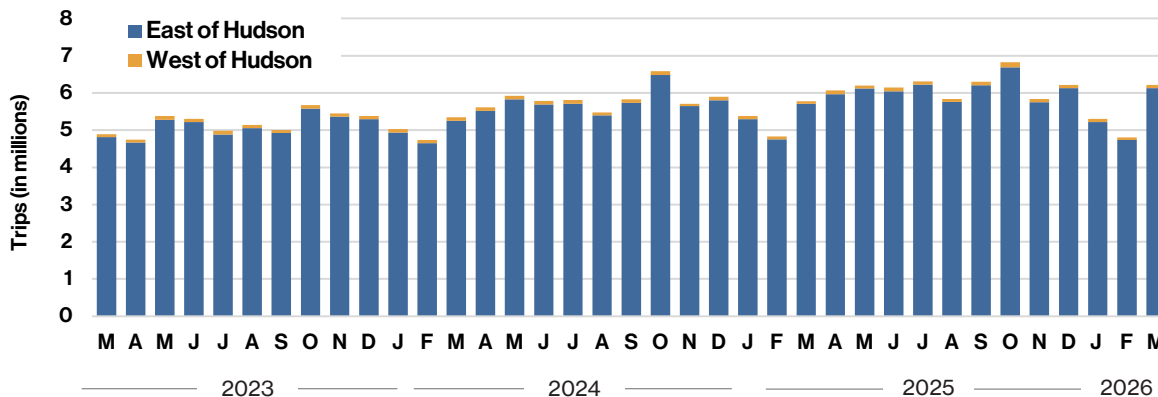
As spring arrives and the weather improves, customers can take advantage of convenient service to a wide range of destinations across our network, from scenic parks and vibrant towns in the Hudson Valley and Connecticut to exciting events like the Savannah Bananas at Yankee Stadium later this month.

Metro-North Railroad

RIDERSHIP

Monthly Ridership

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



Data Review

Metro-North’s ridership rebounded sharply in March after harsh weather suppressed demand in January and February. Total ridership reached 6.2 million for the month, a 29.3% jump from February. Although some of this jump is due to the longer month, average daily ridership’s 16.8% rise to 199,739 is still significant. Weekday ridership rose 7.9% to 228,522, while weekend ridership surged 16.2% to 105,652.

Total March ridership rose 7.6% compared with March 2025, reaching 87.2% of March 2019 levels. Average weekday ridership rose 5.5% from last year, standing at 82.9% of March 2019. Estimated Tuesday–Thursday ridership climbed 10.5% from February and 6.0% year over year, reaching 86.1% of an average March 2019 weekday. Weekend ridership rose 3.0% from March 2025, reaching 94.6% of March 2019 levels.

Total commutation ticket ridership increased 32.1% from February. Commutation and peak-ticket trips together rose 30.4% month over month, and commutation’s share of total rides edged up 0.9%, from 44.2% to 45.1%.

Moving Forward

Without the drag of severe weather, March was the first month this year to post a year-over-year ridership increase, returning to growth just under the 6% average rate observed in 2025. That momentum should continue in April with the typical crescendo toward the end of the school year. In 2024 and 2025, average daily ridership rose over 8% from March to April, driven by improving weather and the return of Yankees baseball to the Bronx. This April brings 13 home games—one more than last year—adding yet another boost to expected demand.



FINANCIAL RESULTS

2026 Revenues & Expenses, March Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$164.3	\$165.8	\$1.6
Farebox Revenues	\$151.8	\$151.8	\$0.0
Other Revenues	\$12.5	\$14.0	\$1.6
Total Non-Reimbursable Expenses	\$429.2	\$439.9	(\$10.6)
Labor Expenses	\$292.1	\$309.8	(\$17.7)
Non-Labor Expenses	\$137.1	\$130.1	\$7.1
Non Cash Liabilities	\$85.3	\$86.7	(\$1.4)
Net Surplus /(Deficit) - Accrued	(\$350.2)	(\$360.7)	(\$10.4)

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,222	6,195	27
Reimbursable	724	526	198
Total Positions	6,946	6,721	225

Data Review

Through March, farebox revenue was essentially flat to the Budget due to higher commutation ridership across all lines and higher average yield per passenger on Harlem and New Haven lines partially offset by lower non-commutation ridership across all lines and lower average yield per passenger across Hudson and New Haven lines.

Labor expenses are higher than the Budget by \$17.7 million due primarily to lower reimbursable overhead, higher other fringe benefits, health and welfare costs and overtime. At the end of March, paid headcount was 225 lower than Budget reflecting 237 vacancies against the year-end paid headcount.

Non-labor expenses are lower than the Budget by \$7.1 million due primarily to lower maintenance and other operating contracts, materials and supplies and other business expenses partially offset by higher electric costs.

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.

Work Begins on the The Poughkeepsie Station Garage

The Poughkeepsie Station Garage, a primary parking facility for Metro-North Railroad customers, is undergoing critical structural repairs. Built in 2000, the garage is showing wear after 25 years of daily commuter use and long-term exposure to Northeast weather, freeze–thaw cycles, proximity to the Hudson River, deicing salts, and regular vehicle traffic.

Prolonged exposure to these conditions has worn down the roof level joint system, including the expansion joints. Once these joints stopped working properly, water was able to seep into the structure. Over time, this moisture has affected the lower levels and accelerated the aging of the garage’s concrete, requiring repairs to preserve the structure and ensure long-term safety.

Work to address these conditions is now underway, with construction activities beginning on April 13, 2026. The project’s main goals are to bring the facility back to a state of good repair and reduce continued water infiltration. Work includes installing a new roof system, fixing gutters to improve drainage and prevent future water damage, and replacing the garage’s elevator to improve accessibility and convenience.

The garage will remain open to commuters throughout construction. No more than 20 parking spaces will be closed at a time, and active work areas will be secured to protect nearby vehicles and ensure commuter safety.

MTA Construction & Development and the contractor are coordinating closely with Metro-North Stations Operations & Parking and the garage management team to provide ongoing guidance on available parking and temporary arrangements during construction.



CUSTOMERS & COMMUNITIES

Arts and Designs Beautifies Metro-North with Upcoming Station Projects

Public art has long played a vital role in shaping the character and identity of our transit system. The integration of new artworks at stations is not only an aesthetic investment—it strengthens community connection, elevates everyday spaces, and showcases local creativity.

MTA Arts & Design works with MTA C&D and Metro-North to add new artworks during major station projects. When a site is chosen, an open call for artists is widely promoted, welcoming submissions from both local and nonlocal creators. After an initial review, a selection committee chooses finalists, who receive a stipend to develop site specific proposals and then present them directly to the panel. This step allows panelists to hear the artistic vision firsthand and to ask questions specific to the site, materials, installation considerations, and the artist's approach.

The selection committee is composed of both voting and non-voting members to balance artistic expertise with community insight and procedural integrity. The selected artist receives a full project budget, which includes their fee and all required costs to fabricate the artwork.

This process resulted in the recently unveiled project on the Park Avenue Viaduct by artist Jorge Luis Rodriguez. Next year, projects at Southeast, Woodlawn, Williamsbridge, and Botanical Garden will be unveiled and there is no rest in sight with forthcoming projects at the new Penn Access Stations and in Hartsdale, Scarsdale and Chappaqua as part of Harlem Line Station Bundle One.

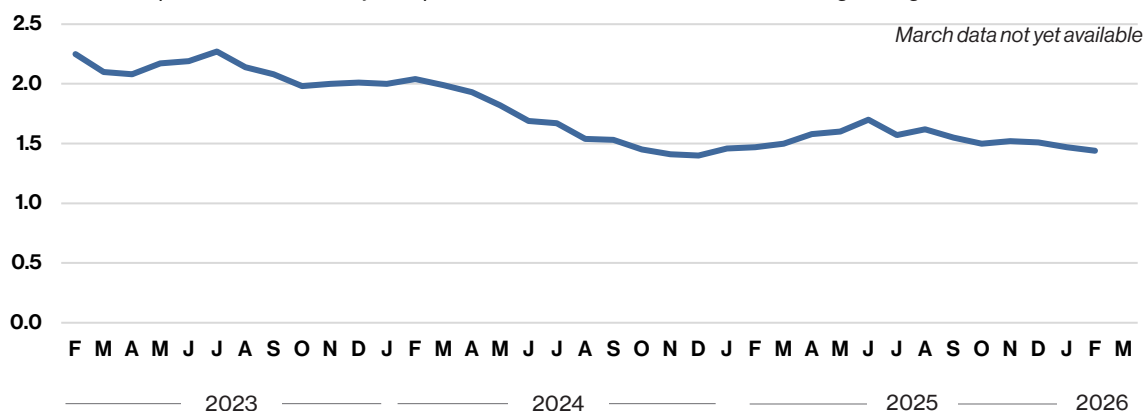


Metro-North Railroad

SAFETY & SECURITY

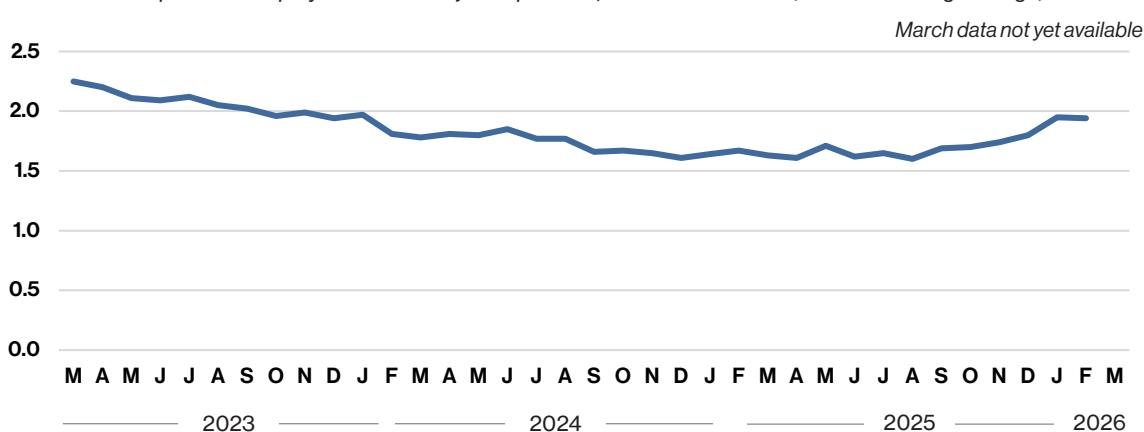
Customer Injury Rate

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 decreased from 1.47 to 1.44 per one million customers in the current 12-month reporting period, March 2025 through February 2026, compared to the prior 12 months. The reportable employee lost time injury rate increased from 1.67 to 1.94 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

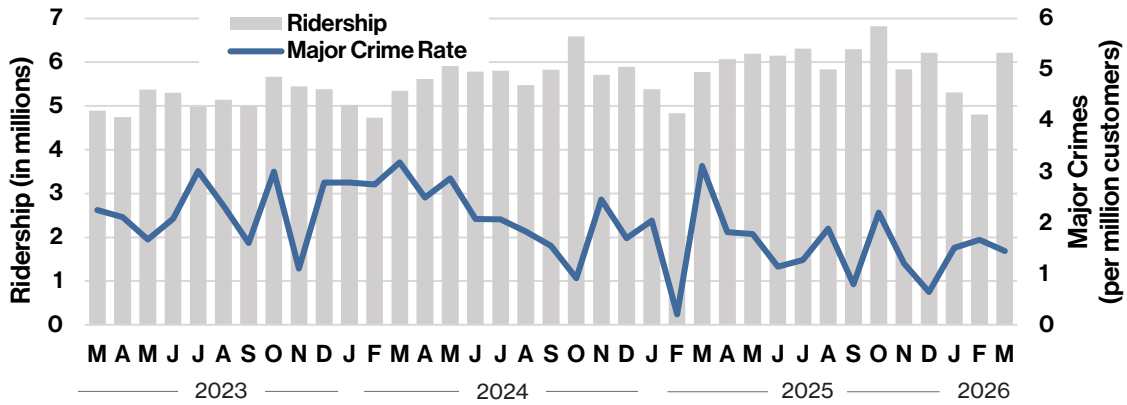
In March, Metro-North’s Vice President of System Safety, Brian Pina, delivered the game ball at a Westchester Knicks game during the team’s Employee and Customer Appreciation Day. The event highlighted Metro-North’s commitment to community rail safety, with attendees engaging with System Safety representatives to learn practical safety tips. TRACKS the Dog, Metro-North’s mascot, also joined in, posing for photos with spectators and with Hudson, the Westchester Knicks mascot.



SAFETY & SECURITY

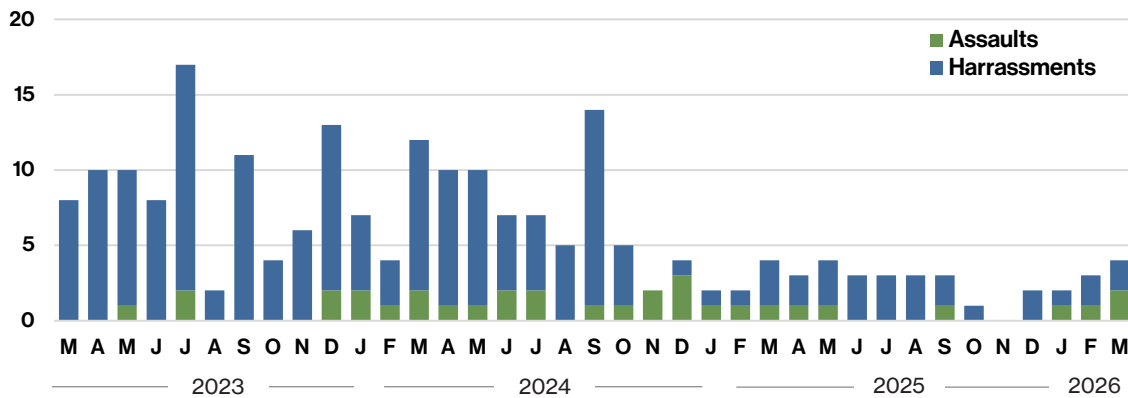
Major Crimes Against Customers

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



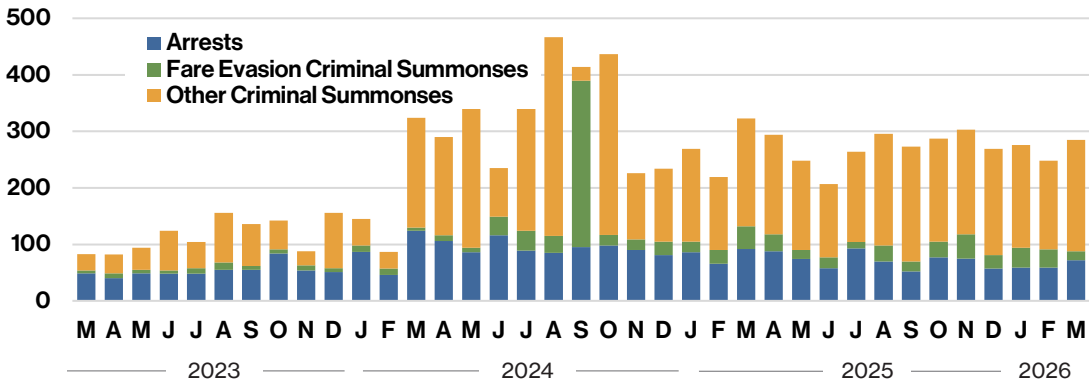
Assaults and Harassments Against Employees

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

On Performance

As we come out of the harsh winter, ridership is coming back strong.

March total ridership was 7.2 million customers, up 8.2% compared to March 2025 and representing 96% of March 2019.

We also broke post-pandemic load weight records for the month of March for total monthly AM (1,557,368) and PM (1,348,692) peak ridership

- Commutation ridership was 3.1 million customers, up 13.0% over last March
- And monthly ticket ridership increased 16.7% over March 2025

On April 21, we broke a load weight, post-COVID record for best AM Peak with 83,748 riders.

Our increasing weekend ridership is getting noticed as well, NY State Comptroller DiNapoli recently issued a report revealing that LIRR weekend ridership has surpassed that of 2019 - and by a healthy margin.

Our weekend ridership has led the way for all MTA agencies in recovering and surpassing pre-pandemic weekend ridership.

This should not come as a surprise as we have invested billions of dollars in our infrastructure and drastically improved and increased service.

OTP is also rebounding after the winter, as March total OTP was 95.9%. Year-to-date, we're above goal at 94.8%.

Safety

For the 12 month period ending February 2026, we had a 26% decrease in the customer injury rate (per 1 million customers) over February 2025 - and our employee



injury rate (per 200,000 working hours), decreased 9% compared to the prior 12 months.

Meet the Mets and Save

March included a couple of exciting events to promote our home teams, and our service to support them.

On March 26, I had the pleasure of joining Mr. and Mrs. Met at Citi Field to celebrate the beginning of another season of Mets baseball, and year 62 of the incredible partnership between the Mets and the Long Island Rail Road.

We also announced a great money-saving deal for those travelling to Mets home games – and that’s \$5.00 off certain Long Island Rail Road tickets purchased on the TrainTime app, good for use on the day of the game.

Sound the Siren(s)!

On March 31, I was joined by NY Sirens players Casey O’Brien and team captain Micah Zandee- Hart at Penn Station to celebrate their sellout game on April 4 at Madison Square Garden.

In fact, it was a record crowd for the Professional Women’s Hockey League with 18,006 attendees.

It’s great news for the league and our hometown team. And we are very proud to support them.

By the way, the Sirens won the game in exciting fashion with a shootout victory!

26%

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

\$5.00

off selected LIRR day-of-game tickets (on app) to Mets-Willets Point through partnership with NY Mets

83,748

AM Peak LIRR customers on April 21 (based on load weight), a post-COVID record

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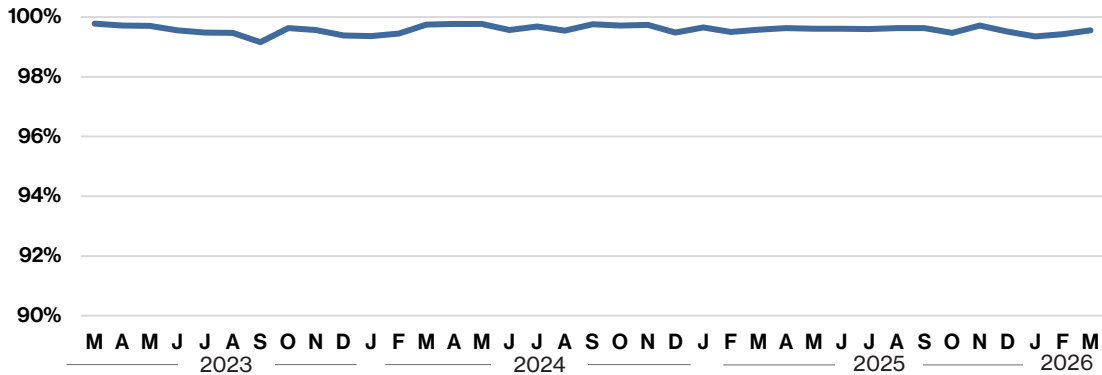


Long Island Rail Road

SERVICE PERFORMANCE

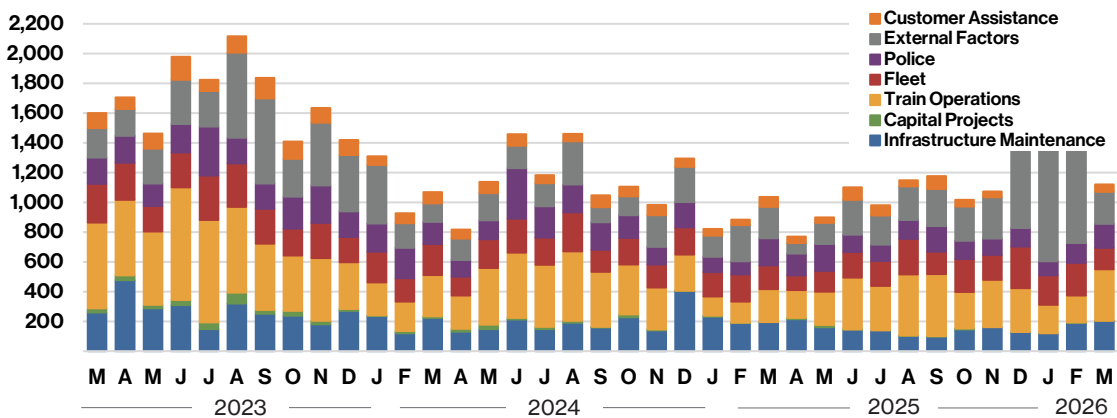
Service Delivered

The share of scheduled train trips completed



Delays by Type

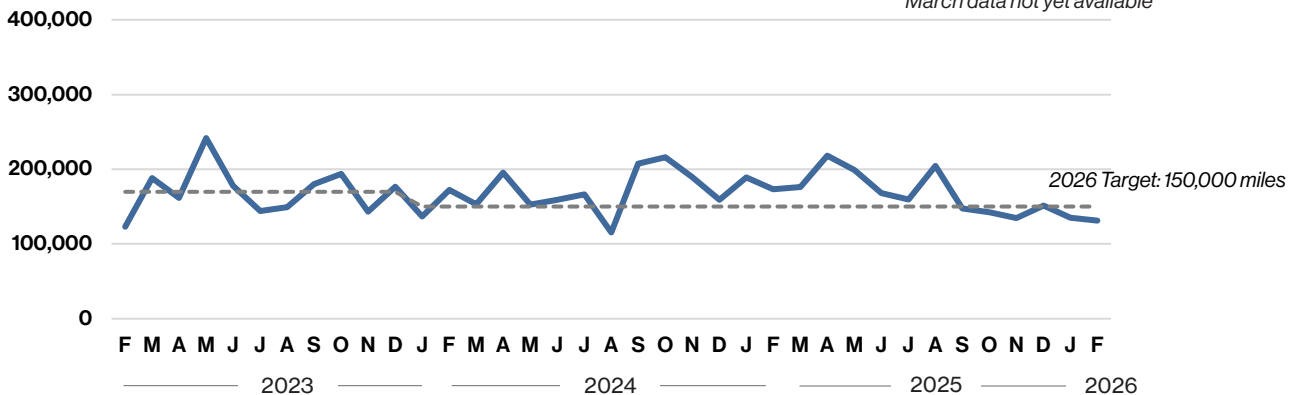
The number of delayed trains by type of delay



Mean Distance Between Failures

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

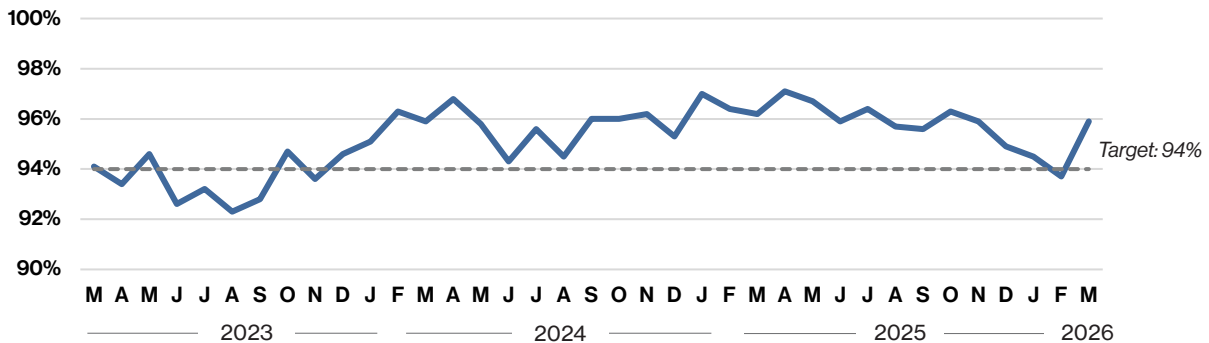
March data not yet available



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	98.5%	Montauk	94.3%
Babylon	94.4%	Oyster Bay	96.2%
Far Rockaway	97.2%	Port Jefferson	96.1%
Hempstead	96.5%	Port Washington	97.7%
Huntington	94.2%	Ronkonkoma	93.8%
Long Beach	96.2%	West Hempstead	97.3%

Data Review

For the month of March, on-time performance (OTP) was 95.9%, above the goal of 94%. Year-to-date OTP was 94.8%, slightly above the goal. There were thirteen incidents this month that resulted in 10 or more late, cancelled or terminated trains. The most significant event occurred on March 11th when there was a downed tree at Kew Gardens. The event caused 49 late trains, delayed our customers an average of 13 minutes and reduced our monthly OTP by less than one percent. Of the other delays, most were caused by train operation issues or infrastructure maintenance work.

At Jamaica, 64.6% of trains arrived less than 3 minutes behind scheduled time during the morning peak periods falling short of goal, and 70.3% during afternoon peak periods, meeting the 70% goal.

The fleet mean distance between failures operated at 131,181 miles in February, falling short of the target of 150,000 miles.

Moving Forward

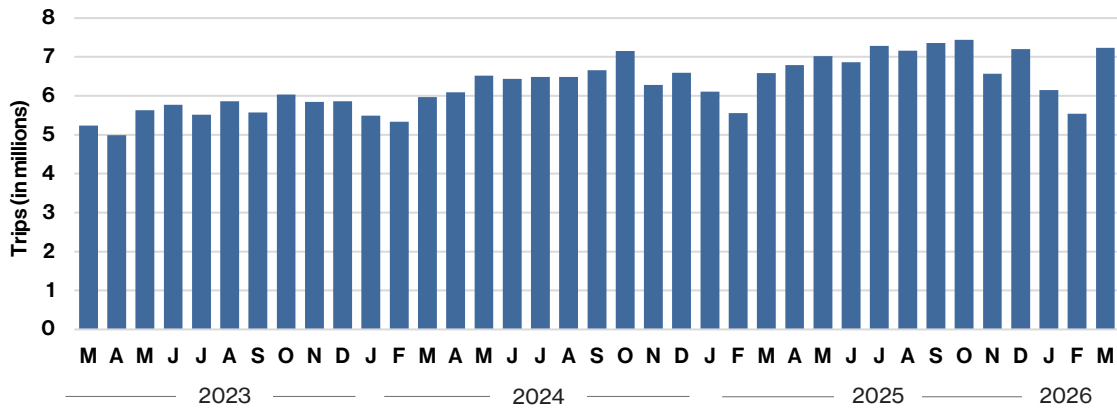
There will be a new timetable going into effect on the Long Island Rail Road starting May 11th that will run through September 7th. There are some midday trains returning to normal service after the conclusion of track work and there will be an additional morning shoulder peak train operating from Farmingdale to Penn Station to help relieve crowding.

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 when compared to the same month of the prior year. March 2026 ridership with 7.2 million customers increased 8.2% compared to March 2025, representing 96.3% of March 2019, which was the highest percentage achieved post pandemic. Commutation ridership with 3.1 million customers increased 13.0% over 2025, boosted by ticket switching to monthly and weekly tickets after the retirement of 10-trip tickets in January. Non-Commutation ridership with 4.2 million customers increased 4.9% above 2025, rebounding from the beginning of the year declines caused by the harsh winter. Non-Commutation exceeded pre-pandemic levels, reaching 131.7% of 2019 ridership. Year-to-date, ridership is 4.8% above 2025, representing 89.2% of the ridership compared to the same period in 2019.

The average weekday ridership in March 2026 increased 17.9% compared to February 2026, which was anticipated as March had three more days, included spring holidays, and the weather improved. The average weekend ridership in March increased 17.3% above February with Saturdays increasing 8.1% and Sundays increasing 34.9% compared to last month, with March having one more Sunday than February, while February had suffered a major snowstorm on Sunday 2/22/26.

Moving Forward

LIRR customers continue to take advantage of the GCM service. In March 2026, GCM ridership was 1,785,474 passengers (based on load weigh data), which was the 2nd highest GCM ridership since the opening. GCM accounted for 41% of all morning peak travel to Manhattan, while 59% used Penn Station. Looking ahead, after the seasonal winter ridership slowdown, the LIRR ridership is expected to grow in the spring as the weather improves, sports & special events intensify, and service performance continues to be strong.



FINANCIAL RESULTS

2026 Revenues & Expenses, March Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$168.7	\$175.6	\$6.9
Farebox Revenues	\$157.0	\$161.9	\$4.9
Other Revenues	\$11.6	\$13.7	\$2.0
Total Non-Reimbursable Expenses	\$535.3	\$523.6	\$11.7
Labor Expenses	\$394.4	\$403.5	(\$9.1)
Non-Labor Expenses	\$140.9	\$120.1	\$20.8
Non Cash Liabilities	\$144.8	\$152.1	(\$7.3)
Net Surplus /(Deficit) - Accrued	(\$511.4)	(\$500.1)	\$11.3

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,874	7,058	-183
Reimbursable	1,162	780	381
Total Positions	8,036	7,838	198

Data Review

Through March, farebox revenue was \$4.9 million higher than the budget due to higher-than-expected ridership partially offset by lower yield per passenger.

Labor expenses are higher than the budget by \$9.1 million due to overtime and pension costs partially offset by lower payroll, health and welfare, and other fringe costs. At the end of March, there were 198 vacancies compared to the budget.

Non-labor expenses are lower than the budget by \$20.8 million, primarily driven by materials & supplies, claims, other business expenses, and maintenance and other operating contracts costs, partially offset by the electric power 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.

Completion of Phase 1 Construction of ADA Projects at Forest Hills and Hollis

MTA Construction & Development and the LIRR are moving forward accessibility upgrades at Hollis and Forest Hills Stations. These upgrades are designed to deliver fully reconstructed platforms, better customer circulation through the station, and significantly enhanced ADA access along the Main Line. With the first phase of construction nearing completion at both stations, the newly constructed portions of the platform will open to customers in the comings weeks.

At Hollis Station, which will be ADA accessible for the first time, the work includes full platform replacements and extensions to accommodate 8-car trains, installation of heated (ASIM) platforms, platform canopies, a new elevator on the south side, an ADA-compliant ramp on the north side, rehabilitation of the existing pedestrian tunnel, construction of a new west-end pedestrian tunnel from Platform B, four additional staircases, replacement or repair of existing stairs, upgraded LED lighting, and a range of supporting infrastructure improvements.

At Forest Hills, the upgrades include new heated platforms extended from 6 to 10 cars, new ADA accessible ramps, upgraded LED platform lighting, improved public address systems, and better signage. A new third ramp will also be added to expand ADA access at Ascan Avenue.

Rebuilding these stations has been a major undertaking. Crews have had to replace platforms while keeping the stations open and maintaining limited four car boarding, all in the middle of a busy residential and commercial area.

Phase 2 construction—covering the remaining platform sections at both stations—will begin soon, with overall completion planned for late 2027.



CUSTOMERS & COMMUNITIES

A Successful NRHS Community Visit to Hillside

On Saturday, April 11th, the Long Island Rail Road's Maintenance of Equipment Team was pleased to welcome members of the Twins Forks Chapter of the National Railway Historical Society for a guided visit to the Hillside Maintenance Complex. The society is a non-profit group of volunteers operating out of Riverhead on Long Island. Their goal is to preserve the history of the various railroads of Long Island through the acquisition, preservation and restoration of relevant art and artifacts. The day reflected our ongoing commitment to community engagement and transparency, as well as our pride in showcasing the dedicated work of our teams.

Participants gathered at Jamaica, where they were greeted, provided with personal protective and equipment and escorted to the facility. The group, consisting of approximately 20 attendees, had the opportunity to observe our shops and gain firsthand insight into the maintenance and operational efforts that keep the LIRR running efficiently.

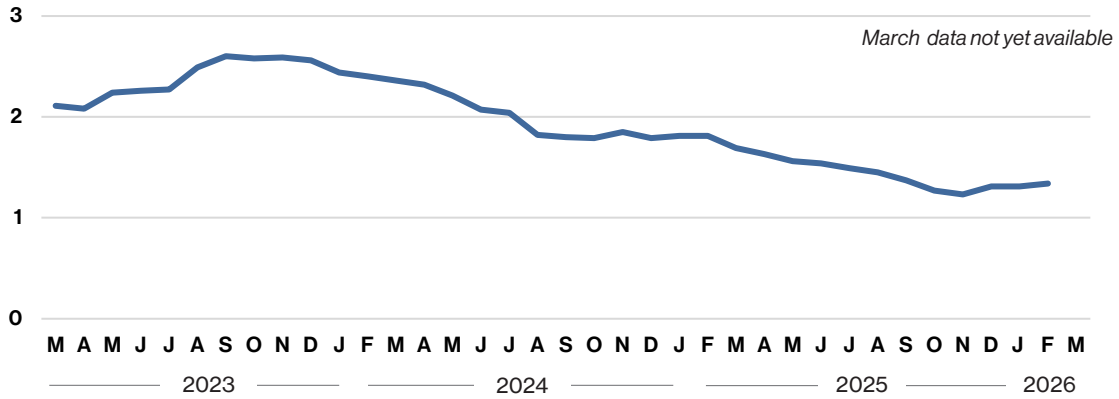
This visit fostered a meaningful collaborative educational experience, allowing both our team and participants to exchange knowledge, share perspectives, and deepen mutual understanding of railroad operations and history.

We look forward to continuing this partnership and remain open to hosting future tours for this and other community groups!



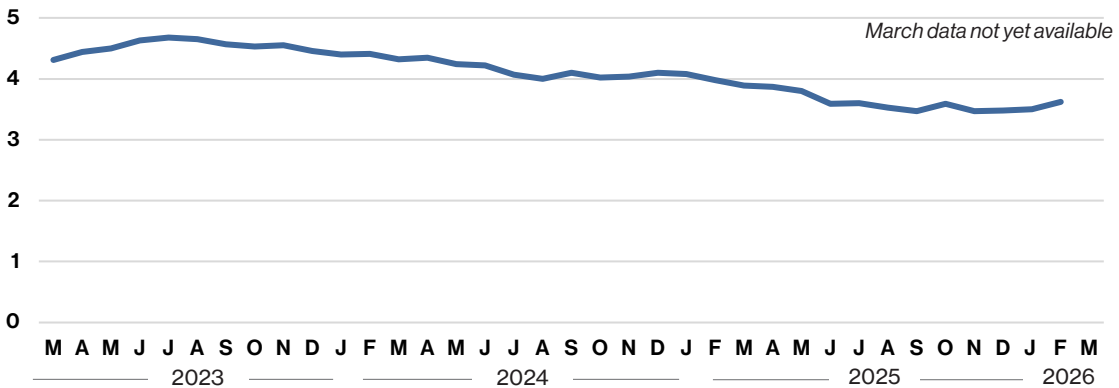
Customer Injury Rate

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 1.34 per one million customers in the current 12-month reporting period, March 2025 through February 2026, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 3.98 to 3.62 per 200,000 working hours, compared to the prior 12 months.

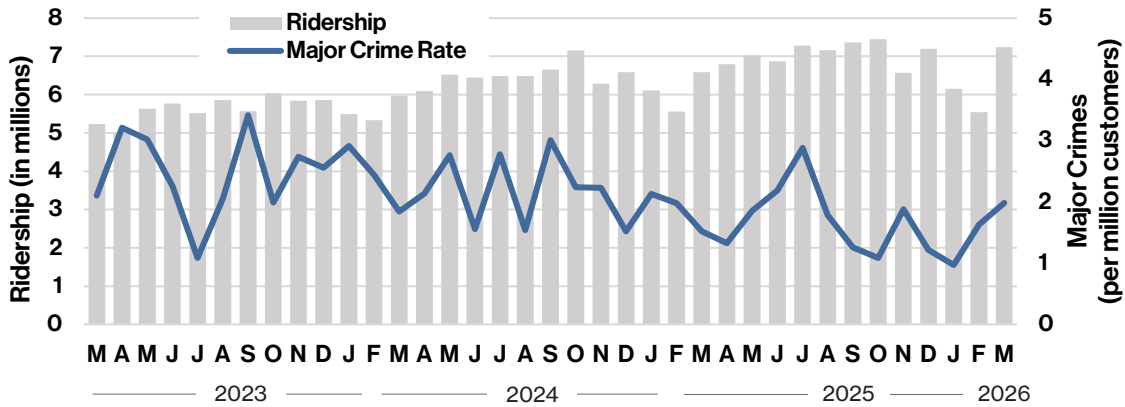
Moving Forward

LIRR's Corporate Safety Department, together with operating departments and labor unions, conducted inspections across seven yards and two shops in April. The Peer Review Team (PRT) also met to review de-identified Confidential Close Call Reporting System (C3RS) close-call reports, collaborating across labor and management to identify risks and recommend corrective actions.

SAFETY & SECURITY

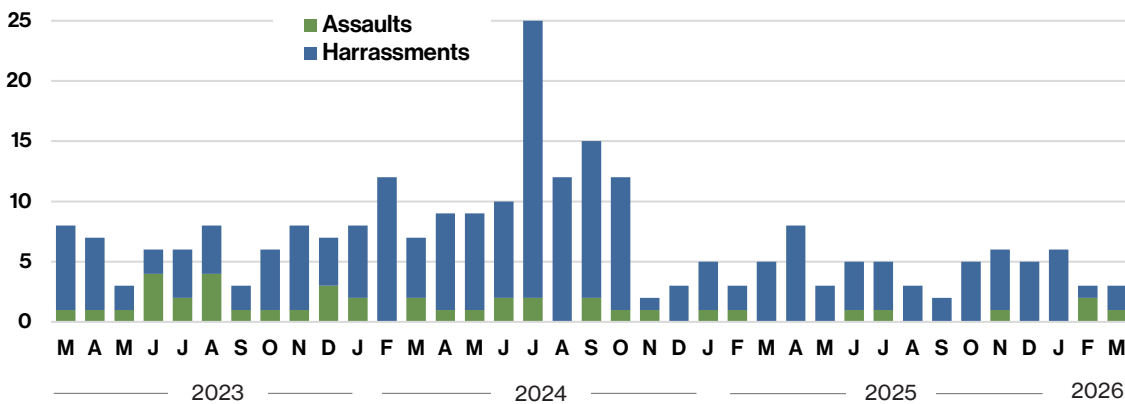
Major Crimes Against Customers

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



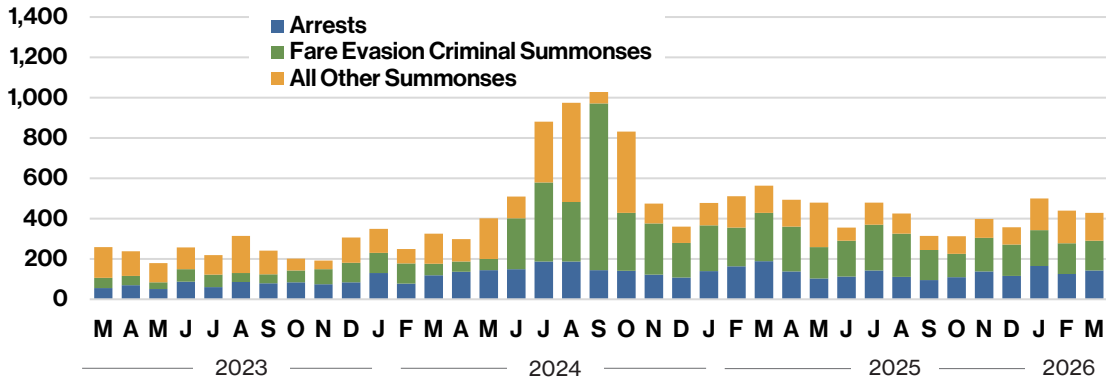
Assaults and Harassments Against Employees

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





Mineola

7371

MTA
Long Island
Rail Road

TRACK 2

WAITING

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
- Ed Valente
- Neal Zuckerman

