

MTA Long Island Rail Road

2025 ANNUAL RIDERSHIP REPORT



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LONG ISLAND RAIL ROAD

EXECUTIVE SUMMARY

The Long Island Rail Road finished 2025 with increased ridership, continuing the upward trends of recent years. Total ridership was 82.0 million customers, increasing 8.6% above 2024's 75.5 million ridership (the increase is 9.0% when 2024 ridership is adjusted to 75.2 million customers for calendar differences). When compared to 2019, total ridership represented 90.0% of 2019's ridership. 2025 Commutation ridership increased 9.6% with 30.9 million customers and Non-Commutation ridership increased 7.9% with 51.0 million customers exceeding pre-pandemic 2019 levels by 26.0%. This was an extraordinary year with ridership benefitting from significant improvements in LIRR service performance and customer satisfaction.

2025 Ridership Summary

- In 2025, the Long Island Rail Road carried 82 million customers, that's 6.5 million more customers than 2024, while it reached an impressive 90% of 2019's pre-Covid ridership.
- 2025 Commutation ridership reached 31 million customers increasing 9.6% from last year (+10.8% when 2024 is adjusted for calendar/workday differences). Monthly ticket ridership increased 9.9% over 2024 with 30 million customers: that's 2.7 million more monthly rides in 2025. The increasing rate of returning to work in the office (part/full-time) and improved on-time performance contributed to the Commutation growth.
 - 2025 Reverse Commute ridership increased 5.6% in the AM period and 4.4% in the PM Peak Period compared to 2024
- 2025 Non-Commutation ridership reached 51 million customers. Non-Commutation ridership increased 7.9% contributing to the strong ridership rebound, indicating higher demand for LIRR off-peak travel. Non-Commutation ridership surpassed the pre-pandemic level by 26.0%.
 - Saturday ridership increased 11.6% and Sunday ridership increased 11.3%, while Off-peak weekday travel increased 3.5% in 2025
 - Off-peak and weekend ridership continued to grow driven by discretionary trips to concerts and sporting events to local venues (i.e., MSG, UBS Arena, Barclays Center, Citi Field, Forest Hills Stadium. etc.), as well as leisure trips to local attractions and special events, such as PGA's Ryder Cup at Bethpage Black.

Annual Ridership (in millions)*
2025 vs 2024

	2025	2024	% Change vs 2024
Total Ridership	81.969	75.221	9.0% ▲

* Annual ridership is based on a calendar adjustment to reflect same workdays in 2025 and 2024.

▲ Increase ▼ Decrease ● No Change

Major Factors and Initiatives Affecting Ridership

1. ON-TIME PERFORMANCE AND SERVICE RELIABILITY

- **On-Time Performance (OTP):** One of the most reliable predictors of customer satisfaction is the ability of the LIRR to deliver customers to their intended destinations on time. For 2025, LIRR's OTP was 96.17%, 2.17 percentage points greater than the goal of 94%. This is an increase of 0.5 percentage points from 2024, and the highest OTP outside of COVID year (2021). 2025 brought decreases in all major categories of delays.
- Key service improvements included increasing the number of scheduled trains from 316,954 in 2024 to 321,912 in 2025.
- **Equipment Performance:** The 2025 annual fleet Mean Distance Between Failures (MDBF) for the entire fleet was 168,513 miles, exceeding the 2025 goal of 150,000 miles by 12%.
- The M9 fleet, with an MDBF of 582,581 miles, was the strongest contributor in the LIRR's fleet reliability achievements. In addition, LIRR's RCM program and rigorous maintenance strategies contributed to sustain outstanding reliability performance.
- The Maintenance of Equipment Department's strategic efforts helped to sustain more than 25 years old diesel fleet reliability, with C3 fleet achieving MDBF of 78,266, trailing the goal by 4%. The combined diesel fleet achieved an MDBF of 40,211 miles, trailing the goal by 4%. The MBDF improvements were achieved in spite of the aging fleet (i.e., C3 and M3 fleet).

2. NOTICEABLE IMPROVEMENTS

- LIRR Key Highlights for 2025:
 - 2025 was a remarkable year for the MTA Long Island Rail Road, as it reached several key milestones with ridership continuing to rebound representing 90% of the post-COVID ridership and remaining the busiest commuter railroad in North America. Key milestones included:
 - 96.17% On-Time Performance (outside of COVID record)
 - 321,198 total trains operated
 - 3.4 million station stops made
 - 861,304 customers gated at special events (all-time record)
 - 154,000 customers attended the Ryder Cup at Bethpage Black
 - In 2025, the LIRR carried more than 256,000 customers on an average weekday, an approximately 4.4% increase versus 2024's 245,000 customers per weekday (ridership numbers are based on a combination of train counts and load weigh data).
 - The weekday ridership, while continuing to trend upward, does remain somewhat below the pre-COVID base in 2019, when 284,110 customers were carried each weekday. The 2025 figure is 90.3% of the pre-COVID base, mostly the result of a slower growth of Peak ridership.
 - Off-peak weekday ridership at 111,740, is higher than the 2019 base of 98,340, an increase of 14%.
 - Weekend ridership has also seen substantial increases over the pre-COVID base. On Saturdays, 2025's average ridership was 137,000, versus 112,000 in 2019, a 22% increase. On Sundays, ridership was up 23% versus 2019, from 91,600 to 112,000.
 - Throughout the year, with ridership increasing, the LIRR continued to analyze new and emerging ridership patterns and made several schedule changes to better accommodate customer demand. Among the key changes were:

carries two lanes of traffic. The replacement bridge reflects a widened roadway along with greater clearance underneath the bridge.

- ADA Package 1: During 2025, three LIRR stations were made ADA accessible. This included St. Albans, Locust Manor and Laurelton, all located in Queens. As of December 2025, a total of 117 out of 126 LIRR stations are ADA accessible. In addition, replacement of one elevator and one escalator at Valley Stream was completed along with the replacement of one elevator at Auburndale station. Scope elements covered under this project included new elevators and elevator machine rooms, LED lighting, upgrades to communications, power and security systems, new signage, new/upgraded pedestrian tunnels and abutment walls, Help Points, and other associated infrastructure improvements.
- Other highlights of 2025:
 - City Ticket sales for Peak and Off-peak periods exploded to 29% of 2025's total ticket sales, contributing to overall ridership growth.
 - Technology applications continued to offer better service to customers:
 - TrainTime App integrating the ability to purchase mobile tickets, along with information on crowding and accessibility.

3. CUSTOMERS COUNT SURVEY

- The 2025 bi-annual Customer Satisfaction Survey was conducted in the fall (October 14–November 2)
- Overall Satisfaction remained high at 80%, a 1pt decrease from Spring 2025, but showing that the improvements seen in the Spring reflected real momentum.
- Continued focus on Jamaica OTP and transfer experience has continued to see results, with those who always transfer (19% of respondents) having overall satisfaction of 68% (consistent with Spring 2025).
 - Transfer experience is no longer the top driver of overall satisfaction.
 - All respondents' satisfaction with transfer experience is 69%, up 2pts from Spring. Among those 'always' transferring, satisfaction is up 3 points to 56%.
 - All branches have overall satisfaction scores above 70%, with most in the mid-70s or higher. City Zone, Port Washington and Far Rockaway all have scores above 80%.
- Nearly all key attributes stayed consistent holding onto the improvements seen in the spring.
- Satisfaction with Service Reliability is 86% and On-time Performance is 83%.
- Two branches saw significant decreases in overall satisfaction with LIRR, Babylon (75% down 3 points) and City Zone (87% down 2 points). The remaining branches are on par with Spring 2025.
- Overall station satisfaction remains high at 87%, and all branches have a station satisfaction score of 80% or above.
- Safety attributes also continue to be high and consistent with Spring 2025. Satisfaction with safety from accidents on board is 93%, Safety from crime or harassment on board is 89%, Safety from crime or harassment in the station is 81%, and Safety from crime or harassment in the parking lot is 81%.
- The added focus on restroom cleanliness through the QR code initiative also continues to show positive results. Satisfaction with restroom cleanliness on board is 52%, consistent with Spring.
- The top five key drivers of satisfaction remain primarily service-related: Service Reliability, Quality of Transfers, On-time performance, Cleanliness on board trains, and Peak Service Frequency

- Customer satisfaction scores increased or remained the same in the fall 2025 compared to spring 2025 reflecting improvements implemented throughout the year:
 - Overall satisfaction with LIRR stations increased to 87% (from 86%)
 - Transfer experience increased to 69% (from 67%)
 - On-time Performance remained the same at 83%
 - Service Reliability decreased to 86% (from 87%)
 - Cleanliness on board remained the same at 80%
 - Peak Service Frequency increased to 78% (from 77%)
 - Seat Availability remained the same at 76%
 - Off-Peak service frequency remained the same at 73%
 - Frequency of delays decreased to 76% (from 77%)
 - Safety from crime or harassment on board remained the same at 89%
 - Safety from crime or harassment at stations remained the same at 81%
 - The satisfaction of customers with the LIRR terminal stations increased for all terminals. Grand Central Madison has the highest overall rating of all terminals (96% up from 95%)
 - When asking those dissatisfied what would increase their satisfaction, the top 3 areas mentioned were: “More frequent service on weekdays”, “More reliable service”, and “More convenient transfer options”
- Several LIRR initiatives contributed to the satisfaction increases above, such as (to name a few):
 - Schedule optimization through data analysis and consist adjustment adding trains to meet new demand trends, seat availability enhancements
 - OTP task force focusing on Jamaica performance, management presence on the platforms in Jamaica, routing strategies and track utilization constant monitoring
 - The station “Spruce-Up” program resulted in increased cleaning and enhanced customer experience
- Looking ahead, these initiatives are expected to increase customer satisfaction.

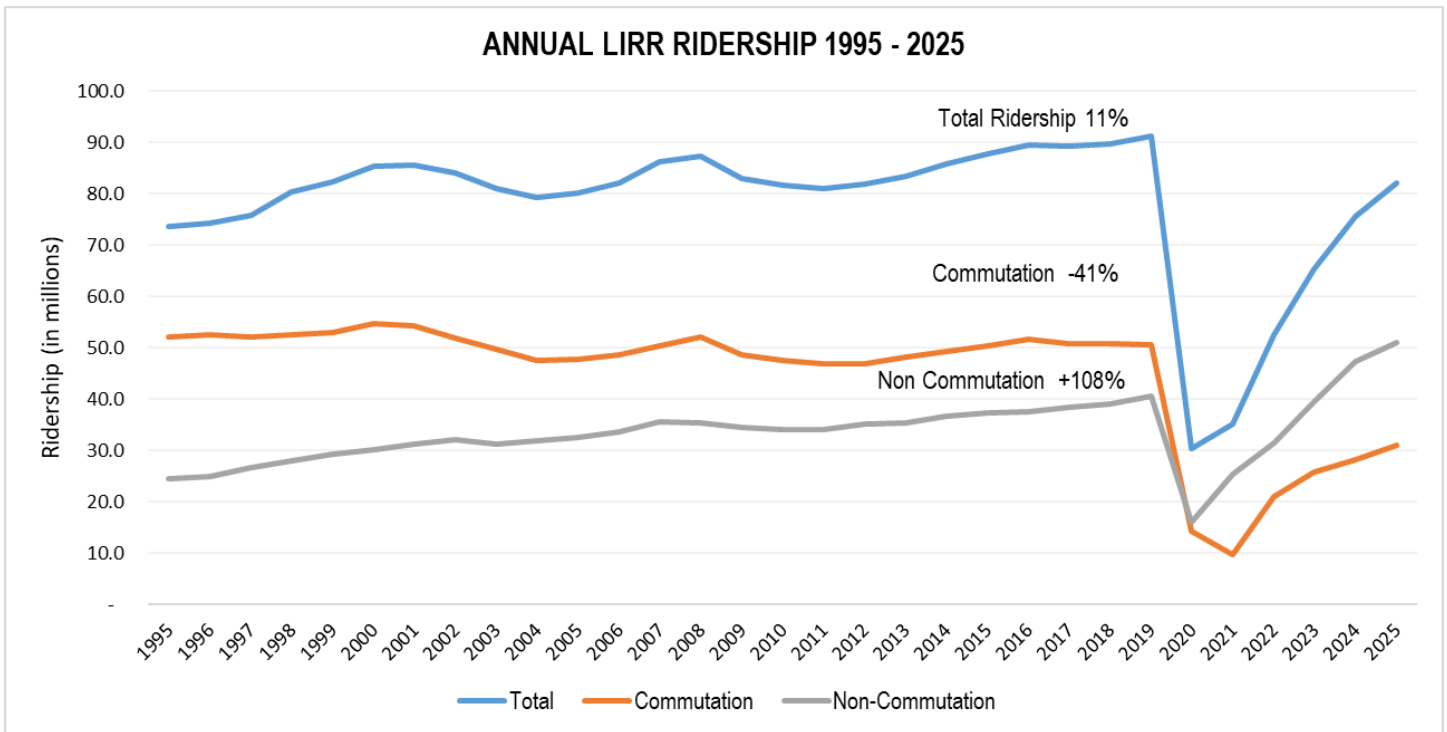
4. REGIONAL ECONOMY

- Employment figures showed that NYC jobs continued to experience growth, showing gains (2025 increased +1.5% or +71,600 more jobs vs. 2024). Of those employment sectors where most of LIRR customers work, the Financial Services sector increased +1.0% and the Professional/Business Services sector increased +0.7%.

Long-Term Ridership Trends

Ridership Trends

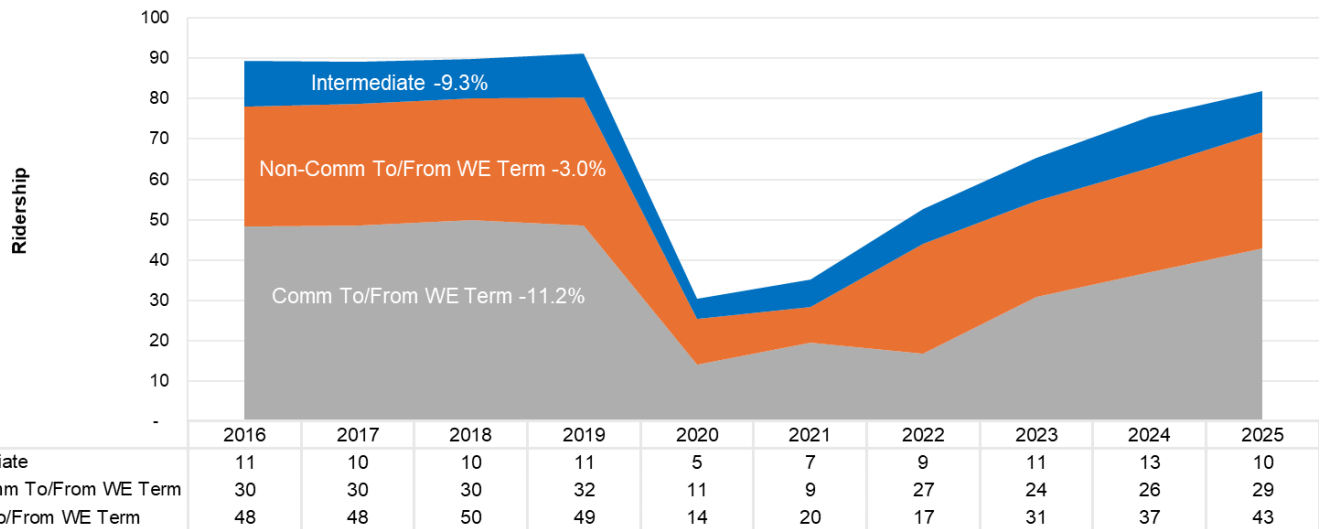
- The Long Island Rail Road rebounded from the pandemic-driven declines and experienced overall ridership growth of 11% over the past 30 years system-wide in total ridership
- Non-Commutation ridership has been a strong driver, showing an impressive increase of 108%, while Commutation ridership showed a decrease of 41% over the 30-year span



Ridership Trends by Market

- Over the past ten years (2016-2025) LIRR ridership changed as follows (considering the unusual decline due to the pandemic):
- Commutation ridership to western terminals decreased by 11.2%
- Non-Commutation ridership to western terminals decreased by 3.0%
- Intermediate ridership outside of western terminals decreased by 9.3%

ANNUAL RIDERSHIP BY MARKET: 2016-2025 (in Millions)



Notes

Intermediate: customers traveling outside of the Western Terminals (Penn Station, Atlantic Terminal, and Hunterspoint/LIC)

Non-Comm. to/from the Western Terminals: customers traveling to/from Western Terminals with ticket types other than Weekly & Monthly tickets

Comm. to/from Western Terminals: customers traveling to/from Western Terminals with Weekly & Monthly tickets

2025 vs. 2024 Branch Comparisons

- All LIRR Branches experienced significant ridership gains in 2025. The Port Jefferson branch (which includes the Huntington branch customers) leads with 15.1 million customers, followed by the Babylon branch with 13.46 million customers and the City Zone branch with 13.43 million customers, which experienced the largest percent increase (+12.8%) from last year among all LIRR branches.

RIDERSHIP BY BRANCH

Branch	ANNUAL RIDERSHIP		
	2025	2024	% Change
Babylon	13,456,039	12,856,764	4.7% ▲
City Zone	13,425,155	11,898,368	12.8% ▲
Far Rockaway	6,193,431	5,541,238	11.8% ▲
Greenport	83,754	84,975	1.4% ▲
Hempstead	4,078,296	3,786,420	7.7% ▲
Long Beach	3,629,225	3,436,864	5.6% ▲
Montauk	1,966,237	1,904,464	3.2% ▲
Oyster Bay	1,257,644	1,177,122	6.8% ▲
Port Jefferson	15,054,124	13,882,798	8.4% ▲
Port Washington	12,556,605	11,535,377	8.9% ▲
Ronkonkoma	9,135,604	8,323,600	9.8% ▲
West Hempstead	1,133,289	1,082,320	4.7% ▲
Total	81,969,402	75,510,309	8.6%

▲ Increase

▼ Decrease

● No Change

* Ridership data is based on ticket sales.

** Branch station is determined by the start station. If the start station is Penn, Atlantic Terminal, Grand Central, Long Island City, or Hunterpoint, the destination station will be used to determine the start station.

2026 Outlook

- The Long Island Rail Road's post-pandemic recovery is expected to continue as ridership has reached 90% of 2019's ridership.
- The overall outlook in 2026 will continue optimistic as the company's focus on Service Improvements, Reliability and Customer Experience, coupled with a record on-time performance and increased customer satisfaction, will be strong drivers for future ridership growth.
- Recent achievements in the first quarter of 2026 support growth, including:
 - The completed SOGR and ADA improvements at Gibson station
 - Begin mechanized tie work between Ronkonkoma and Greenport
 - Crossings rehabilitations at Oakwood Road (Huntington), Stewart Ave (Bethpage) and Broadway (Greenlawn)
 - Roll out the enhanced Stations Department dashboard, a one-stop shop for all station information
- Upcoming improvements in the second quarter of 2026 will include:
 - Achieving substantial completion of the new Yaphank Station
 - Reopening the platforms at Babylon Station to 12 cars
 - Entering Phase 2 at the Hollis Station ADA program to accommodate 4 cars
 - Progressing phases at the Forest Hills ADA station rehabilitation
 - Piloting artificial intelligence (AI) analytics using video footage at the 5th Avenue/Wicks Road grade crossing in Brentwood
 - Completing the Queens Interlocking signal system pre-testing program, with final cut-over to the new signal system planned for Q3
 - Rehabilitating the grade crossing at 5th Av./Wicks Road in Brentwood
 - Performing SOGR work on the Port Jefferson Branch between Huntington and Port Jeff
 - Conducting the summer trackwork program on the Main Line between Harold and Jamaica
 - Upgrading approximately 8,000 linear feet of third rail on the Far Rockaway Branch
- LIRR customers continue to take advantage of the GCM service. GCM stabilized at 40% of AM Peak travel to Manhattan, while 60% used Penn Station.
- Recent fare changes and new offerings including a Day Pass, the Family Fare expansion (up to 17 years of age), and the pay-as-you-go to a free trip (10+1) for mobile customers, along with allowing reduced fares (i.e., senior citizens) during Peak hours will continue providing incentives for ridership growth.
- New business opportunities are expected to bring incremental ridership as local events, such as USGA's 2026 US Open at Shinnecock Hills, the FIFA Club World Cup soccer games at MetLife stadium, and the reopening of Belmont Park.
- The nation's 250th Anniversary celebrated with multiple events throughout the NYC area including the return of Tall Ships, will bring additional ridership.
- Non-Commutation ridership has been consistently surpassing 2019's pre-pandemic levels and is expected to continue increasing outpacing the Commutation market. Ridership is expected to grow as local sports teams (Mets, NY Islanders, Rangers, Knicks, Nets, Yankees, etc.) and local venues (MSG, Barclays, UBS Arena, Forest Hills Stadium, Citi Field, MetLife, etc.) continue to offer a great selection of sports games, events, concerts, and entertainment.
- Air travel will continue to increase bringing incremental ridership to reach local metro-area airports via the LIRR, including the expansion plans at Long Island's MacArthur airport.