

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

January 2025





LIRR and Metro-North kicked off the "Winter Weekend" fare discount program, enabling monthly ticket holders to travel anywhere the railroads go and bring friends or family for just \$1. The program began on January 4, just as the MTA was gearing up to implement the Congestion Relief Zone and is one of the many ways the MTA is encouraging customers to take public transit.

This performance metrics document was prepared for the January 2025 meeting of the Joint Long Island Rail Road & Metro-North Railroad Committees.

2 Broadway • New York, NY 10004
January 27, 2025

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Visit <https://new.mta.info/transparency/board-and-committee-meetings/january-2025> 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.



METRO-NORTH RAILROAD

Grand Central

EMERGENCY





NO SMOKING

24

NO SMOKING

←
TRACK 24
TRACK 23
→

Metro-North Railroad

MESSAGE FROM THE PRESIDENT



Cathy Rinaldi
President, Metro-North Railroad

December Review

Metro-North's total December 2024 ridership of 5.9 million increased 3.3% from November, driven by strong discretionary weekend and holiday ridership, and was 9.5% higher than last December. Saturday, Dec. 14, was a new record for post-COVID Saturday ridership, when we carried more than 159,000 riders. Holiday traffic was so strong that we had the pleasant task of first adding capacity to several of our weekend trains, and then, when the riders kept coming, we slotted additional trains into the schedules to ensure we could give everyone a comfortable ride.

This was only helped by Metro-North's introduction of the Holiday Lights Train. Adorned with vibrant lights, the train spread holiday spirit across the Hudson, Harlem and New Haven Lines, operating from the day after Thanksgiving through the first weekend of the New Year.

The response was overwhelmingly positive, with numerous news features and widespread social media enthusiasm. The hashtag #mnrholidaytrain showcased photos and videos of the train. Customers eagerly checked schedules for a chance to experience this festive addition to their journey and holidays.

This success would not have been possible without the collaboration and dedication of our teams, including departments from Operations, Safety, Security, Internal and External Communications.

Customers Count

MTA's Customer Survey group performed a Customer Counts survey of Metro-North passengers in the fall, and we're delighted to report that customer satisfaction increased systemwide to 85%, up 2.0% from the spring, with reported satisfaction increasing across the system. The Hudson Line increased 3 points to 86%; the Harlem Line increased 2 points to 85%; and the New Haven Line increased 1 point to 84%.

Our customers recognize the focus on safe, reliable, on-time performance, as well as our accessibility improvements and



station upgrades. The new MTA Capital Program will provide the investments to further improve our infrastructure to ensure we can provide the level of service that our riders deserve.

2024 Stands Out

Our strong customer satisfaction reflects Metro-North's record-breaking performance in 2024.

I've never been so proud of the accomplishments of our Metro-North team. We're delivering safe, on-time, frequent, comfortable transportation to the regions while working around the clock to restore and renovate aging parts of our infrastructure and harnessing and leveraging technology to guide decision making and make our work more efficient in the future.

In 2024, our accomplishments included the following:

- Metro-North's ridership grew with total 2024 ridership east and west of the Hudson reaching 67.4 million, 12.1% higher than 2023's total and nearly 78% of the pre-COVID total for 2019.
- We're also proud of our 2024 on-time performance (OTP), which increased to 98.3%, a record-high performance in Metro-North's 41 years of service. Carrying more passengers, safely, reliably and on-time, is what builds future ridership growth. Achieving the record OTP levels was no small feat. This accomplishment was the result of collaboration among rail traffic controllers, train crews, maintenance crews, project staff and the service-design team, all of whom worked together to deliver dependable service for our customers.
- Track raises at Garrison and Wassaic were completed to address the effects of rising water levels in the region. These projects ensure smooth operations and reliability in these critical areas during major rain events.

159,000+
riders on December
14, a new Saturday
post-COVID ridership
record

85%
customer satisfaction
among Metro-North
customers

98.3%
on-time performance,
a record-high in Metro-
North's 41 years of
service

Metro-North Railroad

MESSAGE FROM THE PRESIDENT

- The New Haven Line speed initiatives demonstrated innovation and forward-thinking, reducing travel times and improving the service's attractiveness for our customers.
- The implementation of fare-collection procedures at Grand Central Terminal (GCT) enhanced safety for customers and employees while supporting the efficient collection of the railroad's revenue.

Continued Improvement by Harnessing Technology for Better Operations

The adoption of iPad Comply 365 transformed our operations, equipping teams with tools to enhance efficiency and streamline processes. This initiative underscores our commitment to empowering our workforce with the resources they need to succeed.

Behind every milestone are the stories of our people—the crews who braved harsh conditions, the teams who ensured projects were completed on time, and the departments that seamlessly coordinated efforts. Their expertise, creativity, and resilience are the foundation of Metro-North's success.

Metro-North is at the forefront of integrating Artificial Intelligence (AI) into our operations, driving significant safety, efficiency, and innovation advancements. Through strategic partnerships and cutting-edge technology, we are positioning ourselves as a leader in modern transportation.

AI-Aided Trespasser Detection System

In 2021, we partnered with Rutgers University to implement the AI-Aided Trespasser Detection System at Hudson Avenue in Peekskill. This system has monitored over 600,000 events and identified more than 8,200 violations, enabling targeted safety interventions. We continue to work with Rutgers on a monthly basis to explore and refine AI applications, ensuring continuous improvement in safety measures.

Train Door Detection System

Working with Rutgers, the C3RS team developed a new train spotting procedure at high-risk locations and collaborated with Rutgers to validate the solution using AI. This initiative led to a 100% reduction in off-platform door incidents at Harlem-125th Street, supporting network-wide implementation.

LuxModus

Precision LiDAR Data: In collaboration with Transit Tech Lab, LuxModus provides precise LiDAR data for detecting infrastructure changes, ensuring timely and effective safety responses.

NearMap

We conducted a three-month pilot program using AI to detect changes in vegetation and



infrastructure, enhancing our ability to respond proactively to potential issues.

LaserTrain

The LaserTrain has collected 1.5 terabytes of data, which is used to train a neural network for enhanced obstacle detection. While not solely AI-controlled, this technology significantly improves our safety and operational capabilities.

Predictive Maintenance Tools

Metro-North has completed several predictive maintenance pilots and leveraged the lessons learned to create a Request for Proposal (RFP) for Predictive Maintenance, aiming to optimize our maintenance processes.

Looking ahead, we are dedicated to advancing our AI initiatives. Our focus includes improving our ability to monitor and analyze grade-crossing violations in more locations, continuously enhancing our safety protocols through real-time data analysis and AI-driven insights and implementing advanced predictive maintenance systems to ensure the reliability and efficiency of our operations.

These efforts underscore our dedication to delivering safer, more efficient, and reliable service. I would like to thank Rutgers University and our internal teams for their invaluable contributions to these transformative projects. Their work positions Metro-North as a leader in adopting cutting-edge technologies for the future of rail transit.

Haverstraw Ferry Terminal

On Tuesday, December 17, I attended the ribbon-cutting ceremony at the new Haverstraw Ferry Terminal. The terminal, funded by Ginsburg Development Companies, is a 748-square-foot heated shelter with a comfortable waiting space.

Operated under contract with Metro-North by NY Waterway, the ferry connects Haverstraw to the Ossining Metro-North station, offering West of Hudson residents convenient access to the Hudson Line.

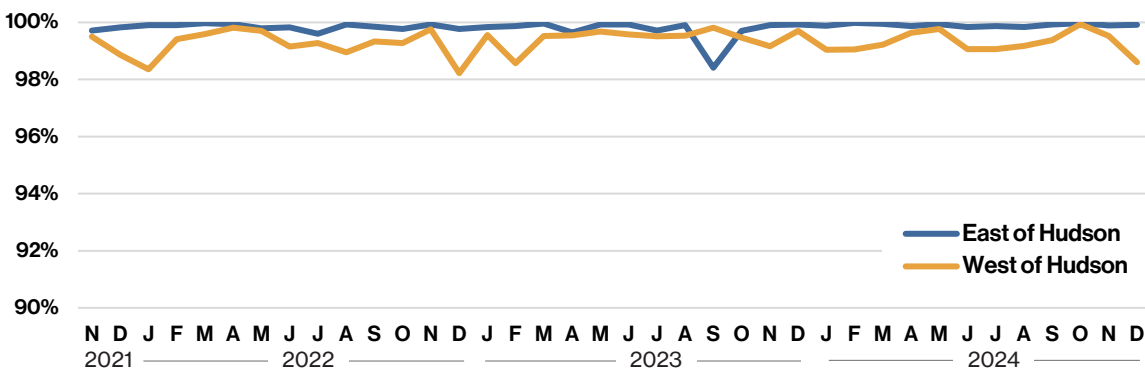
I extend my gratitude to Martin Ginsburg, Rockland County Executive Ed Day, Haverstraw Village Mayor Mike Kohut and all the teams involved for their collaboration and dedication to this project.

Metro-North Railroad

SERVICE PERFORMANCE

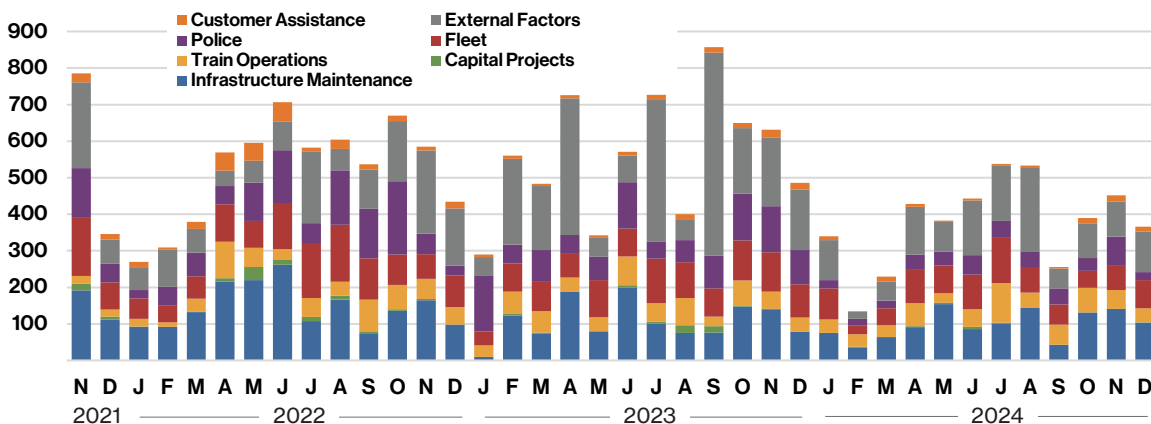
Service Delivered

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



Delays by Type

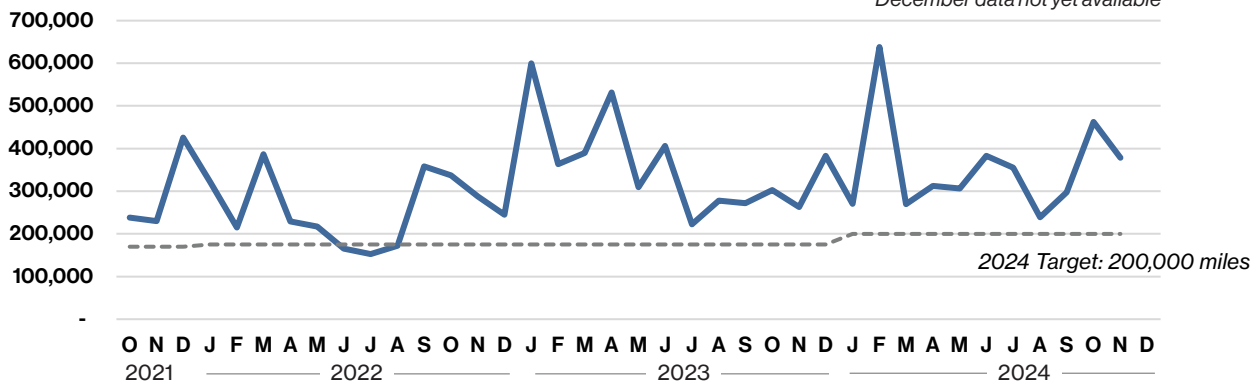
The number of delayed trains by type of delay



Mean Distance Between Failures

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

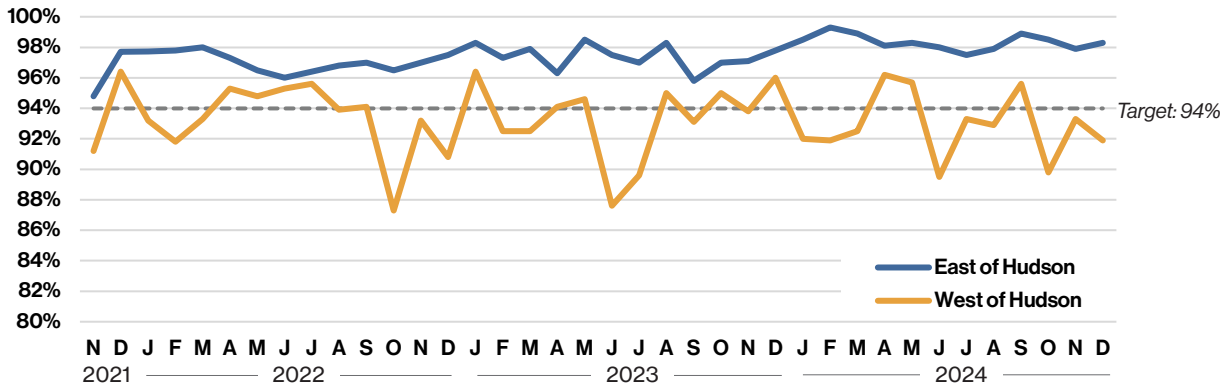
December data not yet available



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	99.1%	Pascack Valley	95.1%
Harlem	98.3%	Port Jervis	87.0%
New Haven	97.8%		

Data Review

2024 year-end on-time performance (OTP) for Metro-North was the best in the railroad's history at 98.3%. Systemwide OTP for December was also 98.3%, surpassing our goal of 94%. Four major incidents affected OTP in December; the most significant incident was caused by a signal outage set off by extreme cold impacting 39 trains in the morning rush hour.

Metro-North's service delivered rate, a measure of service reliability, was 99.9% for December. The mean distance between failures (MDBF) for the fleet was 378,423 miles in November, above the goal of 200,000 miles. Year-to-date MDBF also remains above the goal at 330,221 miles.

Moving Forward

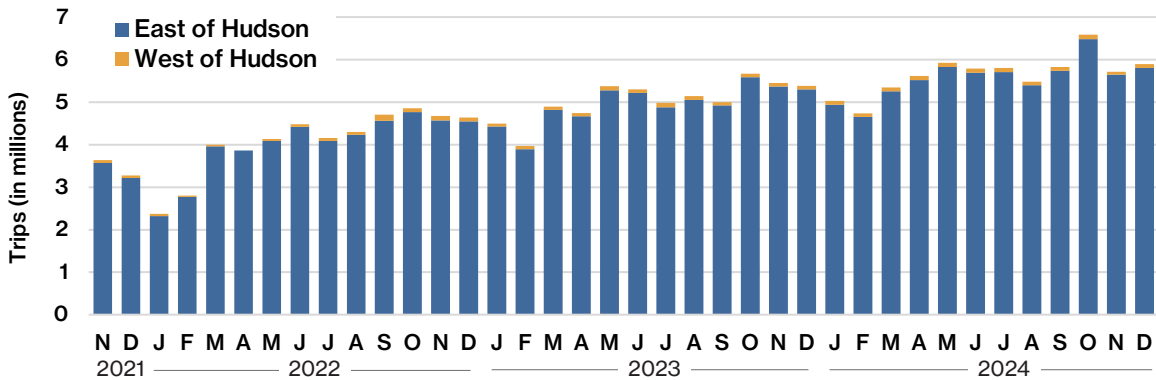
Looking toward 2025, we are committed to advancing the outstanding progress made in 2024. The past year saw significant operational and capital improvements across the rail network. Metro-North marked the highest OTP in railroad history for several consecutive months and crews completed capital enhancements to tracks, stations, and critical infrastructure. These accomplishments demonstrate the innovative work being done at Metro-North and we are eager to continue prioritizing safety, efficiency, and community engagement throughout 2025.

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 December 2024 ridership of 5.9 million increased 3.3% with two additional weekdays, but average ridership was slightly lower. Average daily ridership decreased 0.1% to 189,334; estimated average weekday ridership decreased 1.9% to 216,009; and average weekend ridership decreased 0.9% to 121,491.

Metro-North’s total ridership in December increased 9.5% compared to December 2023 and represents 81.3% of December 2019 ridership. Average weekday ridership was 7.1% higher than December 2023 and represented 77.4% of December 2019 ridership. Estimated average Tuesday-Thursday ridership was 5.8% higher than December 2023 and stands at 78.4% of an average weekday in December 2019. Finally, average weekend ridership was 11.6% higher than in December 2023 and represented 94.9% of December 2019.

Total commutation ticket ridership decreased 1.9% from November. Commutation, peak single, and peak ten trip ticket trips decreased 0.9% since last month, and commutation’s share of total rides dipped 1.8% from 36.1% to 34.3%.

Moving Forward

Ridership usually declines further into January as the weather chills and discretionary holiday-related ridership ceases. There was a 6.7% decrease in ridership from December 2023 to January 2024, and a 3.0% decrease from December 2022 to January 2023. With that said, the impact of the implementation of congestion pricing will be worth monitoring. While there are reports of decreased volumes on Manhattan streets, early ridership estimates for January suggest typical post-holiday trends have not been much affected. This is not surprising, given Metro-North’s already-high market share of suburban travel to Manhattan.



FINANCIAL RESULTS

2024 Revenues & Expenses, December Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$657.8	\$673.0	\$15.2
Farebox Revenues	\$620.5	\$626.0	\$5.5
Other Revenues	\$37.3	\$47.0	\$9.6
Total Non-Reimbursable Expenses	\$1,581.0	\$1,615.1	(\$34.1)
Labor Expenses	\$1,125.1	\$1,137.5	(\$12.4)
Non-Labor Expenses	\$456.0	\$477.6	(\$21.6)
Non Cash Liabilities	\$441.2	\$338.0	\$103.2
Net Surplus /(Deficit) - Accrued	(\$1,364.4)	(\$1,280.1)	\$84.3

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,196	6,195	1
Reimbursable	606	479	127
Total Positions	6,802	6,674	128

Data Review

Through December, farebox revenue was \$5.5 million higher than the forecast due to higher non-commutation ridership across all East of Hudson lines. Metro-North Railroad ridership through year-to-date December is 22.2% lower than 2019 ridership for the same time frame. The forecast for revenue is based on the revised recovery projections for regional economic changes.

Labor expenses are higher than the forecast by \$12.4 million due primarily to higher payroll and overtime expense partially offset by lower pensions. At the end of December, the paid headcount was 128 lower than forecasted and reflects 128 vacancies against the year-end authorized headcount.

Non-labor expenses are unfavorable to the forecast by \$21.6 million, driven primarily by higher materials and supplies costs, professional service contracts and maintenance and other operating contracts.

Moving Forward

We are focused on growing staff to forecasted 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.

New Radio Dispatch Control System for Metro-North



Inner workings of the new radio dispatch control system

This month, MTA Construction & Development is beginning to replace Metro-North's existing radio dispatch console system. The current system has reached the end of its useful life and maintaining it is critical to Metro-North's operations and communications network. These upgrades will be implemented in both Metro-North's primary Operations Control Center in Grand Central Terminal and the backup Emergency Control Center in North White Plains.

In order to preserve service at all times, Metro-North will leverage its two control centers. Rail traffic controllers will migrate between both locations throughout the project while the required upgrades are made, allowing flexibility to provide reliable service under any circumstance. The upgrade of the dispatch console system

includes major work activities by the Design-Builder and Metro-North forces. At both command centers, the Design-Builder will replace servers, network switches, fiber distribution panels, workstations, media connections, consoles, line audio equipment, cabling, and raceways.

The Design-Builder will also make equipment deliveries to approximately 80 locations throughout the Hudson, Harlem, and New Haven lines. These deliveries will include consoles, associated fiber-optic or copper cabling, and network equipment at the required yards and radio shops. Once delivered, Metro-North's workforce will install the new equipment, allowing the entire Metro-North network to operate on the new dispatch console system.

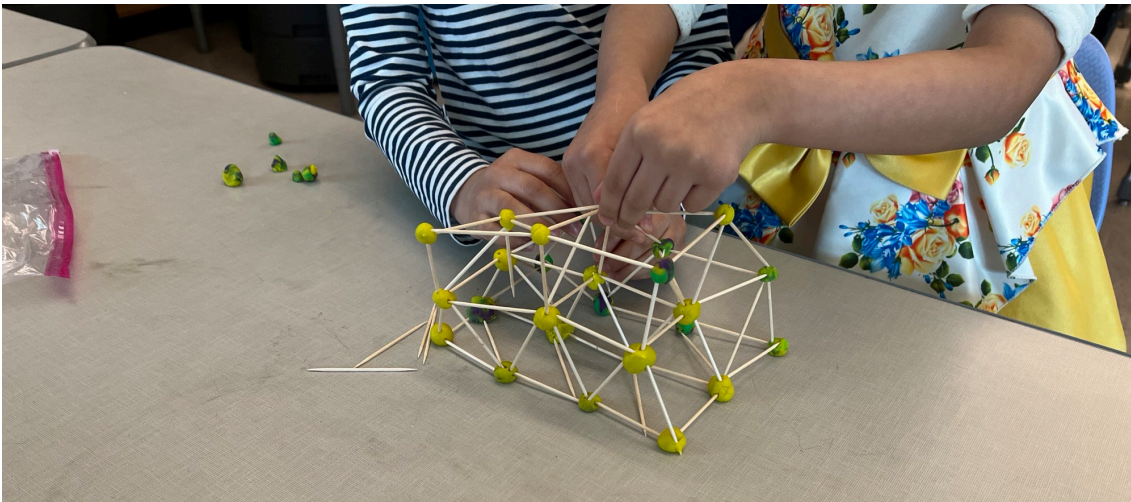
Additionally, the Design-Builder will migrate Metro-North's fixed radio stations from the existing end-of-life Synchronous Optical Network (SONET) backbone network system to Metro-North's Dense Wave Division Multiplexing (DWDM) backbone network system. This will help to reduce the amount of radio room equipment needed to operate.

CUSTOMERS & COMMUNITIES

steMTA Comes to Penn Station Access Project Communities

Metro-North and Penn Station Access project staff joined P.S. 108 in the Bronx to hold steMTA programming for four second-grade classes. The steMTA lesson focused on the pressing issue of climate change, and illustrated how the MTA uses STEM principles to innovate and safeguard critical transit infrastructure in the face of challenges posed by rising sea levels and escalating temperatures.

MTA's steMTA program stands as a pioneering educational initiative that places a spotlight on the integral role of STEM (Science, Technology, Engineering, and Math) in shaping the development, design, and construction of MTA projects. The steMTA programming collaborates with public schools and community-based organizations in the region. In connecting with these classrooms, we hope that some students eventually pursue a career in STEM and maybe even join the MTA one day.



Students from P.S. 108 in the Bronx learn STEM concepts through the steMTA program.

Metro-North Celebrates the Haverstraw Commuter Ferry Terminal

The new Haverstraw Commuter Ferry Terminal was unveiled in December, and Metro-North officials attended the grand opening event with Rockland County Executive Ed Day, Haverstraw Mayor Mike Kohut, and project staff. The new 748-square-foot terminal building has a heated shelter with benches and a new ticket booth. Now, riders have a comfortable waiting area, whether its to connect to Metro-North's Hudson Line service at Ossining Station or to make a weekend ferry trip across the Hudson River.

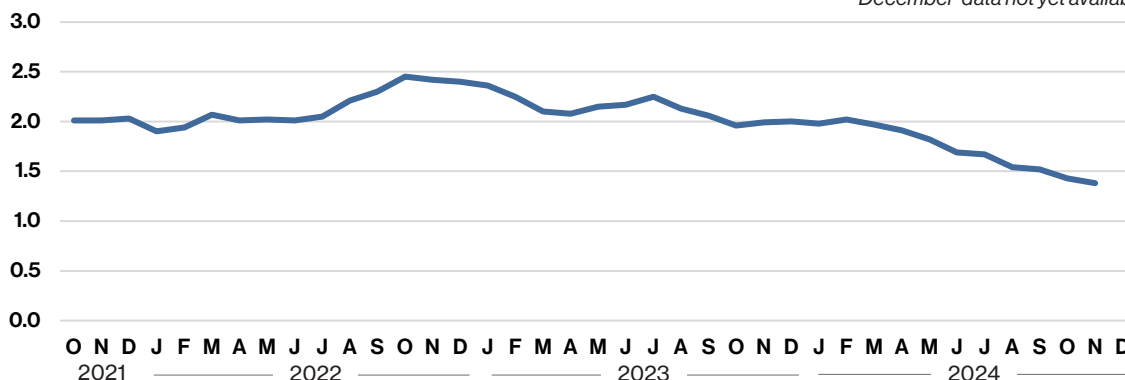
Metro-North Railroad

SAFETY & SECURITY

Customer Accident Rate

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

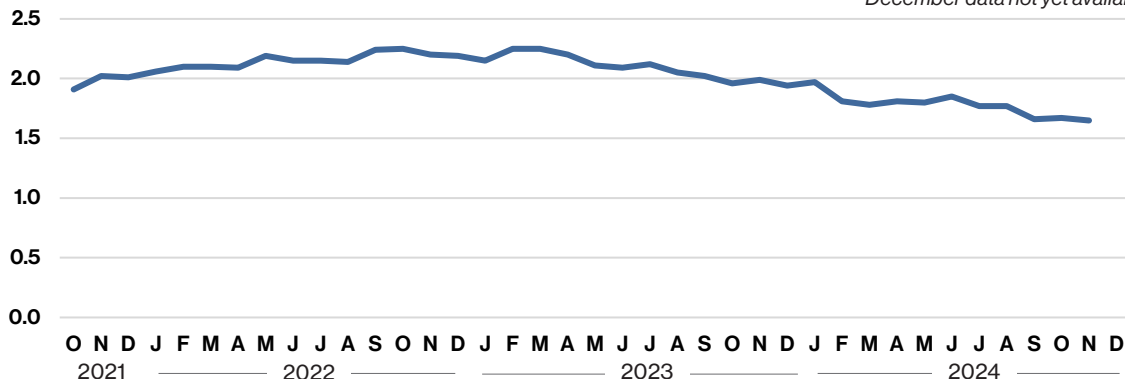
December data not yet available



Employee Lost Time Accident Rate

The number of reportable employee lost time accidents per 200,000 hours worked (12-month rolling average)

December data not yet available



Data Review

The reportable customer injury rate decreased from 1.99 to 1.38 per one million customers in the current 12-month reporting period, December 2023 through November 2024, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 1.99 to 1.65 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

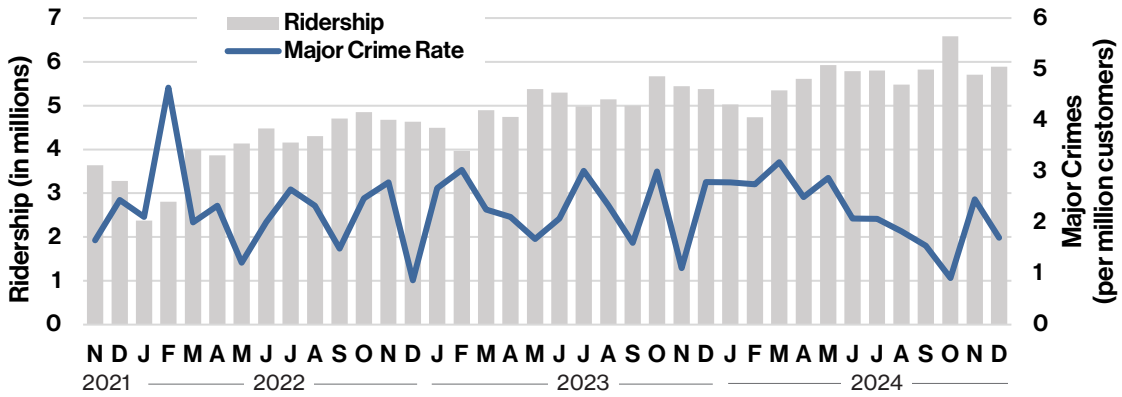
Customer and community outreach through Metro-North Railroad’s Together Railroads and Communities Keeping Safe (TRACKS) program totaled 71,245 in-person contacts in 2024. Rail safety outreach was conducted at 101 stations and 15 grade crossings on the Harlem, Hudson, New Haven and West of Hudson lines, as well as presentations and events across the territory throughout the year.



SAFETY & SECURITY

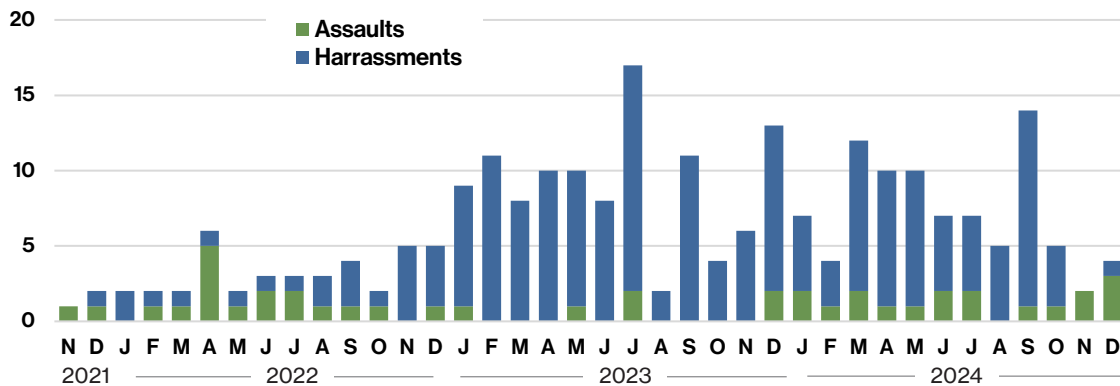
Major Crimes Against Customers

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



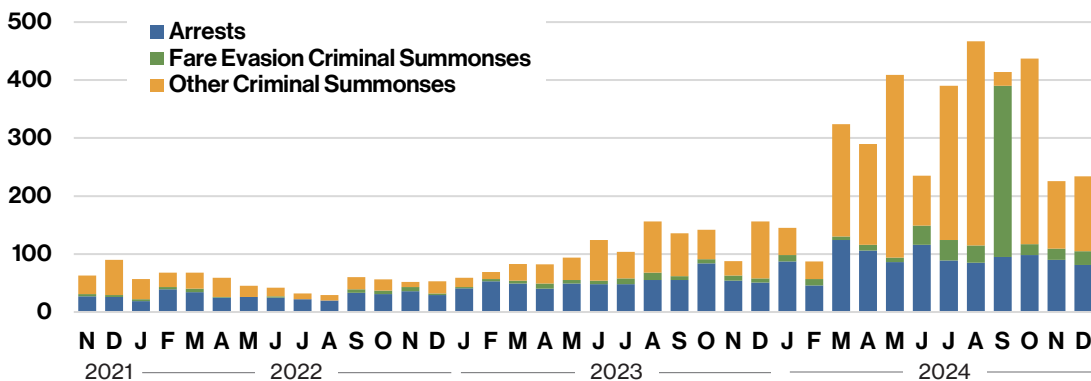
Assaults and Harassments Against Employees

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





9:46 Atlantic Term in 1 min
Atlantic Term

A
Platform

7783

Metrolink
Orange County
San Joaquin Hills

LONG ISLAND RAIL ROAD



Long Island Rail Road

MESSAGE FROM THE PRESIDENT



Rob Free

President, Long Island Rail Road

2024 – A Profusion of Progress

2024 was a remarkable year for the LIRR in many areas. With our focus on Safety, Reliability and the Customer Experience, we reached new heights in the service we provide.

Ridership

In 2024, we accommodated a total of 75.5 million customers. That's a 15.7% increase (or 10.3 million more customers) over 2023.

Commutation ridership was up 9.6% and non-commutation ridership was up 19.7% over 2023. Non-commutation even surpassed 2019's pre-COVID total by 16.7%.

Monthly ticket ridership increased 23.4% over 2023.

Average weekday ridership was up 12.5%.

AM Peak ridership rose 6.3% last year over the year before, and PM Peak ridership increased 10.2%.

OTP

In a record breaking year, 2024 total OTP was 95.65%, the best non-COVID year in our recorded history.

For the first time, we exceeded our 94% on-time performance goal each month of the year.

This, while we provided more service than ever before as we operated 316,280 trains in 2024 - over 13,000 more trains than 2023.

These improvements are a result of significant investments in our system and the exceptional work of our team at the LIRR.

This also shows how investing in the LIRR is money well spent and serves as a reminder of the need to continue to make these investments and fund our Capital Program for both SOGR and modernization efforts.



Customer Satisfaction

A critical measurement of our service is customer satisfaction, and our employees delivered. We achieved an overall satisfaction rating of 76% in the Fall 2024 customer survey. This represents a six-point increase compared to the spring survey.

Breaking that down by western terminal destination, overall satisfaction among respondents who terminate in Jamaica was 81%, followed by Grand Central Madison, up 3 points to 77%. Satisfaction for Penn Station-bound customers rose 6 points to 75% and Atlantic Terminal customers up 12 big points to 64%.

One of my main goals when I became President was to improve the customer experience at the Long Island Rail Road. Our team has worked tirelessly in addressing the concerns of our customers by being more focused on our customers' needs, implementing new initiatives and improving existing services.

Our efforts to improve customer satisfaction have garnered positive results:

- Satisfaction with the overall transfer experience increased by 6 points to 63% and there was an 8-point increase in satisfaction with transfers at Jamaica - which now also stands at 63%. This was achieved through schedule enhancements, improvements in customer flow, and focusing on Jamaica OTP.
- Satisfaction with service reliability was up 2 points to 82% and satisfaction with OTP rose 2 points to 78%.
- Satisfaction among those who travel 5 days per week rose 8 points to 68%
- On-board and station bathrooms achieved a 4-point increase in satisfaction attributable to the recent QR code initiative and our responses, plus the reallocation of tasks and personnel.

95.65%

total LIRR on-time performance—the best non-COVID year in LIRR history

6

point increase in overall LIRR customer satisfaction in Fall 2024 survey

316,280

trains operated by LIRR in 2024—the most ever for a calendar year

There was an abundance of positive movement to go around but I'll just mention a few more prominent metrics here:

- Overall station satisfaction increased 2 points to 84% - and that's a combined number, for both the home boarding and destination stations.
- The branch with the highest station satisfaction was Port Washington with 88%
- Satisfaction with lighting on platforms increased 2 points to 86%
- Satisfaction with peak service frequency rose 4 points to 71%
- Seat availability satisfaction up 2 places to 72%
- Satisfaction with our on board conductors rose a point to 91%
- Safety from crime or harassment on board was up one point to 86%
- The feeling of safety from crime or harassment in stations went up 4 points to 79%.
- Safety from accidents on board trains rose one point to 91%
- Nine branches saw significant increases in overall satisfaction with the Long Island Rail Road:
 - City Zone was the highest scoring branch at 82%, followed by Port Washington at 79% (up 3 pts).
 - All but one LIRR branch is now above 70% customer satisfaction. Even the one that isn't (Oyster Bay) saw a whopping 8-point jump to 68%.
 - Other increases include:
 - Long Beach (up 11 points overall with a 13-point improvement in transfer experience)
 - West Hempstead, which rose 9 points
 - Far Rockaway rose 7 points
 - Ronkonkoma rose 6 points
 - Hempstead up 5 points
 - Babylon and Port Jefferson were both up 4 points

We are very encouraged with the survey results, but we will not stop trying to improve our service and the customer experience. Continuous improvement is an ongoing process here at the LIRR and how we approach everything we do.

As you can see, 2024 was an exceptional year for the LIRR as we have provided more service, achieved record levels of OTP and significantly improved customer satisfaction.

This could not have been achieved without the incredible team at the LIRR, for which I am immeasurably grateful. I want to thank each and every one of them for the miracle they perform every day.

Good News Grant for “KO”

This month, we received some great news for those who commute out of Ronkonkoma, live in the area, or both – On January 10th, it was announced that the New York State DOT was awarded a Federal Railroad Administration (FRA) grant for the necessary planning, preliminary engineering, and environmental review to eliminate the Ocean Avenue and Pond Road grade crossings in Ronkonkoma.

Eliminating the crossings would reduce the likelihood of fatalities and serious injuries and improve traffic flow and overall quality-of-life at these locations.

This is certainly very encouraging news and I want to thank Senators Schumer and Gillibrand and Congressman Garbarino for helping to bring this funding home to Long Island.

Safety Firsts

To ensure safety remains a core focus at the LIRR, we hosted our inaugural LIRR Safety Excellence Awards on January 9th to recognize employees whose proactive and sustained efforts to improve safety for our workforce and riders was deemed outstanding.

Congratulations and job well done to awardees Steve Prokopiou of Maintenance of Equipment, Steve Trancheff of Engineering, Chris Smith of Transportation and the team consisting of Jennifer Uihlein, Nicole Jones, Nadia Pinheiro, Rosina Morales and Christine Cardillo of our Stations Department.

In addition, the Stations Department was honored with the separate and first-ever President's Safety Excellence Award, which recognizes an operating department that has demonstrated continuous improvement in overall safety performance and innovation.

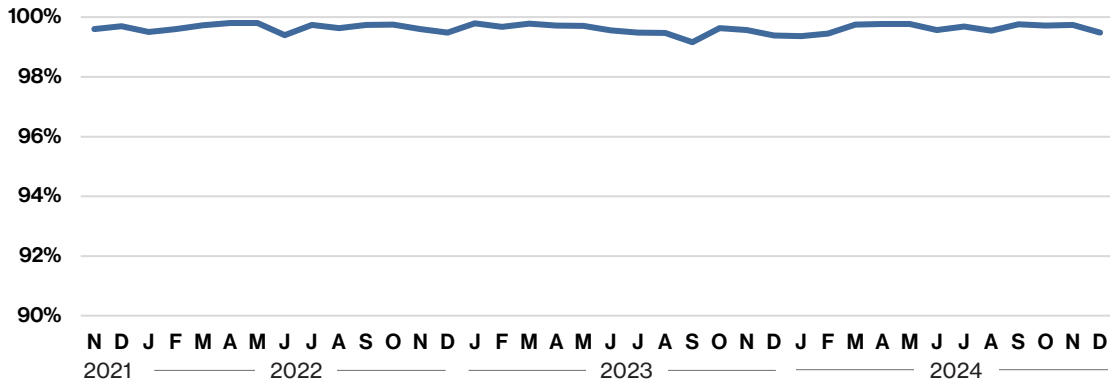
Congratulations and thank you to the winners for helping us keep safe practices at the core of everything we do.

Long Island Rail Road

SERVICE PERFORMANCE

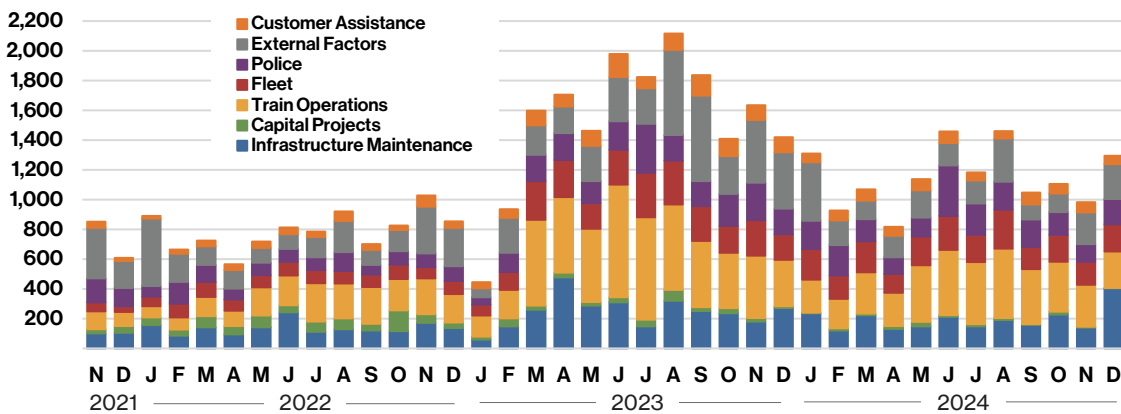
Service Delivered

The share of scheduled train trips completed



Delays by Type

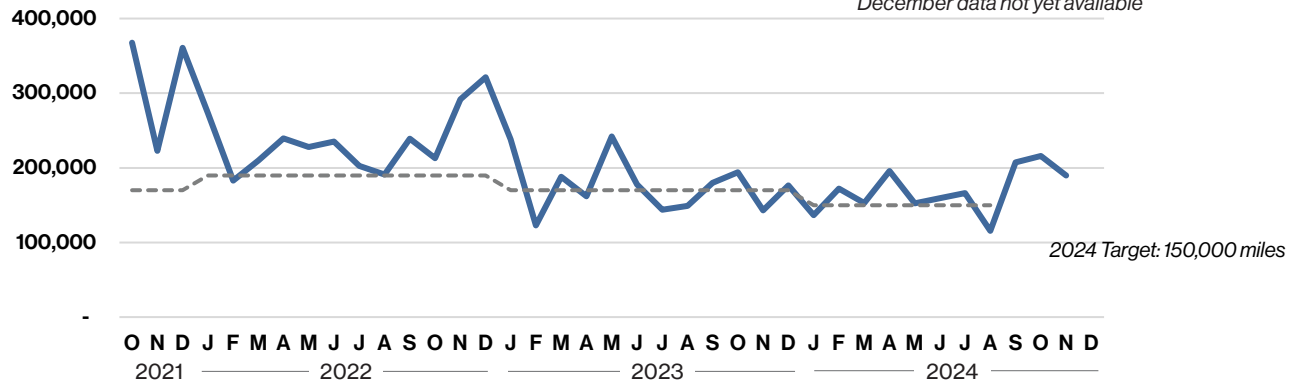
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Mean Distance Between Failures

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

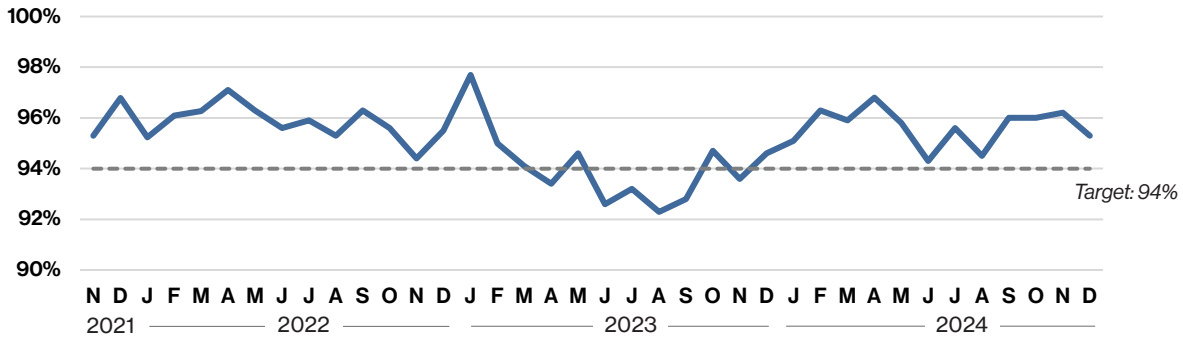
December data not yet available



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	91.9%
Babylon	95.0%	Oyster Bay	95.2%
Far Rockaway	97.0%	Port Jefferson	90.3%
Hempstead	94.7%	Port Washington	97.9%
Huntington	92.9%	Ronkonkoma	93.4%
Long Beach	95.7%	West Hempstead	97.7%

Data Review

In December, LIRR OTP was 95.3%, above the goal of 94%, while 2024 year-to-date OTP was also above goal at 95.6%. 9 branches operated at or above their goal in December, while 10 branches met the 94% year-to-date OTP goal. At Jamaica, 51.5% of trains arrived in the station less than 3 minutes behind schedule during the morning peak; it was 67.7% in the afternoon peak.

16 incidents occurred this month that caused ten or more late, canceled, or terminated trains. The most significant event was on December 13 when a loss of pressure occurred in Jamaica causing 168 late trains, delayed customers an average of 29 minutes, and reduced monthly OTP by less than one percent.

The fleet MDBF, which measures how far a railcar travels before failing, was 189,635 miles in December, exceeding the target of 150,000 miles.

Moving Forward

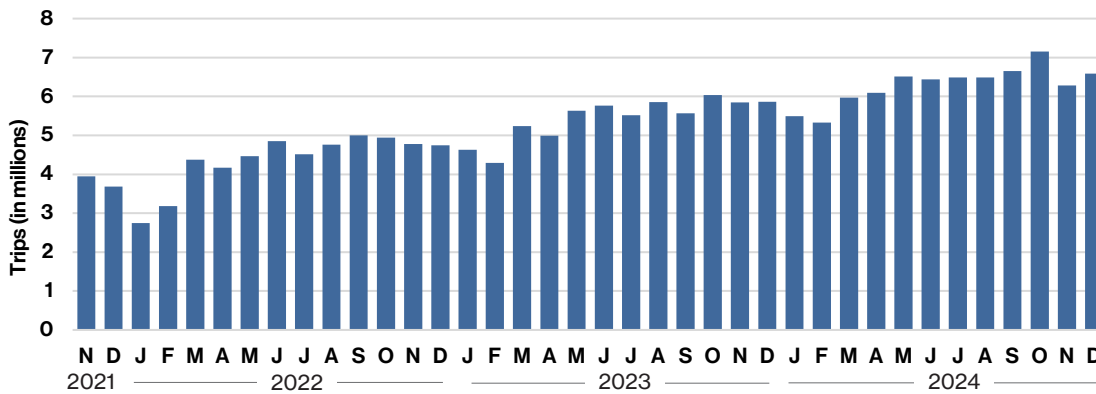
LIRR is building on its progress enhancing accessibility at stations and is beginning the new year working on the Laurelton Station platform reconstruction. For 3 weekends in February, service will be adjusted along the Atlantic Branch to support this important ADA accessibility project. By project end, Laurelton Station will be fully accessible for customers.

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 finished the year with strong ridership growth, continuing the increasing trend of the recent years. In 2024, total ridership increased 15.7% with 75.5 million customers compared to 2023’s 65.2 million customers, representing 82.9% of 2019’s ridership. When 2023 ridership is adjusted for the leap year to match 2024, 2024 ridership was 15.5% above 2023’s calendar adjusted ridership of 65.4 million customers. Non-commutation ridership increased 19.7% with 47.3 million customers surpassing 2019’s pre-pandemic ridership by 16.7%. Commutation ridership increased 9.6% with 28.2 million customers (9.0% above 2023’s calendar adjusted ridership). Non-commutation’s strong growth indicates a higher demand for off-peak travel, while commutation maintained a steady growth as people were returning gradually to work in the office.

December ridership grew compared to the same month of the prior year. December 2024 ridership increased 10.9% compared to December 2023, representing 85.9% of December 2019. Commutation ridership increased 9.7% and Non-Commutation ridership increased 11.6%, continuing to surpass the same month in 2019. The average weekday ridership in December 2024 decreased 0.8% compared to November 2024, mainly due to vacations during the holidays. On the other hand, the average weekend ridership increased 2.7% with Saturdays increasing 6.3% and Sundays increasing 3.2% compared to last month.

Moving Forward

LIRR customers continue to take advantage of GCM. In December, GCM ridership reached 1,602,457 customers. December added new ridership records, including the highest Saturday of 161,398 customers on December 14 since the pandemic. Looking ahead, the increasing ridership trends are expected to continue as the LIRR celebrated its strongest year to date with record on-time performance and increased customer satisfaction in 2024.



FINANCIAL RESULTS

2024 Revenues & Expenses, December Year-to-Date

\$ in millions

	Budget	Actual	Variance
Total Non-Reimbursable Revenues	\$700.2	\$699.8	(\$0.4)
Farebox Revenues	\$654.8	\$649.6	(\$5.2)
Other Revenues	\$45.4	\$50.2	\$4.8
Total Non-Reimbursable Expenses	\$1,912.5	\$1,895.3	\$17.2
Labor Expenses	\$1,412.7	\$1,390.7	\$22.0
Non-Labor Expenses	\$499.8	\$504.6	(\$4.8)
Non Cash Liabilities	\$619.4	\$569.2	\$50.2
Net Surplus /(Deficit) - Accrued	(\$1,831.0)	(\$1,764.7)	\$66.3

Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,856	6,903	-47
Reimbursable	1,084	996	88
Total Positions	7,940	7,899	41

Data Review

Through December, farebox revenue was \$5.2 million lower than the forecast due to lower-than-expected ridership and yield per passenger.

Labor expenses are lower than the forecast by \$22.0 million due to lower payroll and associated fringe costs, partially offset by overtime. At the end of December, there were 41 vacancies compared to the forecast.

Non-labor expenses are higher than the forecast by \$4.8 million, primarily driven by higher professional service contracts and reserves for claims, partially offset by maintenance contracts and lower electric power.

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.

Improving Employee Safety at West Side Storage Yard



Entry platform at West Side Storage Yard

LIRR is improving safety precautions for employees at the West Side Storage Yard (WSSY) and has installed a fall arrest system to protect workers at the facility. Certain LIRR maintenance activities require access to railcars' roofs, which must be done so with fall protection in place and in accordance with regulatory requirements. Without necessary fall protection, employees could not perform necessary repairs, impeding the efficient maintenance of LIRR's railcar fleet.

WSSY is the westernmost yard that serves LIRR trains from Penn Station, and with 30 tracks, it is one of the largest yards in the LIRR system. Prior to this WSSY shop upgrade, equipment requiring

rooftop maintenance would be diverted to Jamaica area shops at Morris Park or Hillside Maintenance Facility.

With this newly completed project, LIRR is improving the safe working conditions for shop employees, while also expanding and improving maintenance capabilities. The project designed and installed a triple monorail fall arrest system within the WSSY Maintenance of Equipment Shop on tracks 5 and 6. There is also a new staircase to provide access to a new elevated steel platform with a retractable gangway system installed at railcar roof level to provide access to railcar rooftops while fully protected by the new fall arrest system. This fall arrest system will allow up to three workers to work safely together or independently on top of the train cars in the shop, vastly improving employee safety and rolling stock maintenance at the shop for years to come.

CUSTOMERS & COMMUNITIES

A Young LIRR Enthusiast's Visit to Babylon Station

In the summer of 2024, Max Margolis, an 11-year-old with a deep passion for the Long Island Rail Road (LIRR) since the age of 3, wrote a handwritten letter to LIRR President Rob Free. Max shared his thoughts about the need for improvements at Babylon Station, particularly highlighting accessibility issues such as the need of upgraded elevators and escalators. President Free responded, informing Max about the ongoing Babylon Station Improvement Project, which includes two 12-car platforms, new canopies, enhanced lighting, escalators, staircases, upgraded platform waiting rooms, and security cameras. To further engage with Max and his family, President Free invited them to visit the station in December to see the project in action.

Max, accompanied by his mother Shauna and his brother Leo, visited the station and were outfitted with high-visibility vests for their tour. The family received an in-depth briefing from Steven Leidner and Ashley Runyan of MTA's Construction and Design Team, as well as Emmett Glynn and John Burke from Forte Construction. During the visit, they had the opportunity to review sample construction materials, ask questions, and observe the progress firsthand. Max and his family were shown the staging area where new platform sections were ready to be lifted into place by a crane, and they toured the platform level, learning about the specific areas where the new sections would be installed.

The following morning, Max's mother, Shauna, sent a heartfelt email expressing their gratitude:

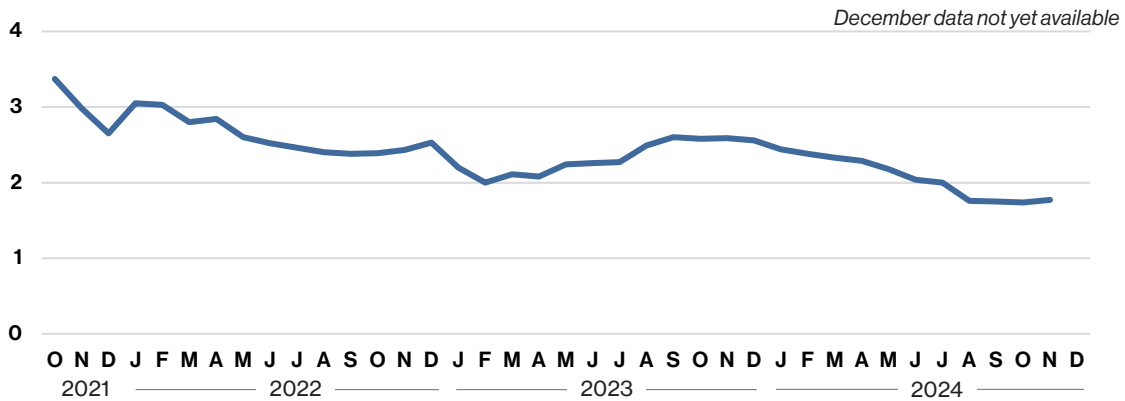
"I just wanted to thank you again for going above and beyond yesterday with the boys. Max said it was one of the coolest days of his life. You really made such great memories for them, and my husband and I are very appreciative of all of you."



Max and his family tour Babylon Station with MTA staff

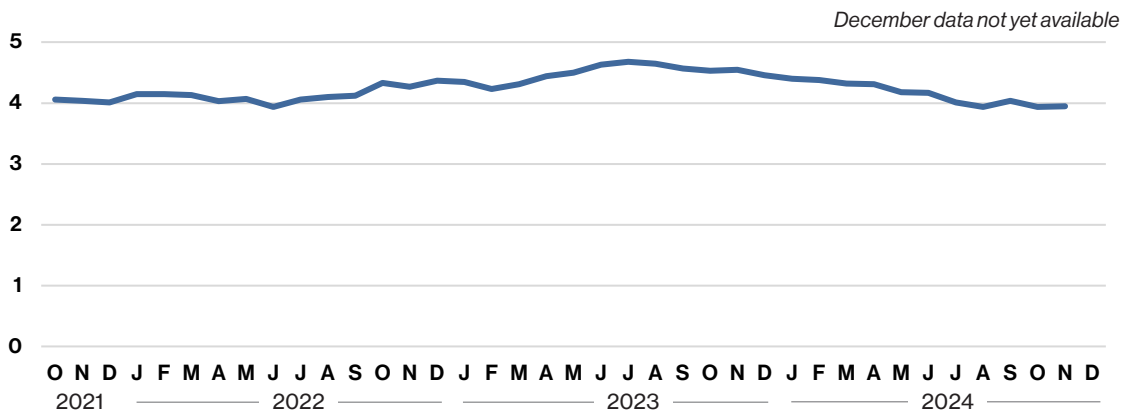
Customer Accident Rate

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



Employee Lost Time Accident Rate

The number of reportable employee lost time accidents per 200,000 hours worked (12-month rolling average)



Data Review

The reportable customer injury rate decreased from 2.59 to 1.77 per one million customers in the current 12-month reporting period, December 2023 through November 2024, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 4.55 to 3.95 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

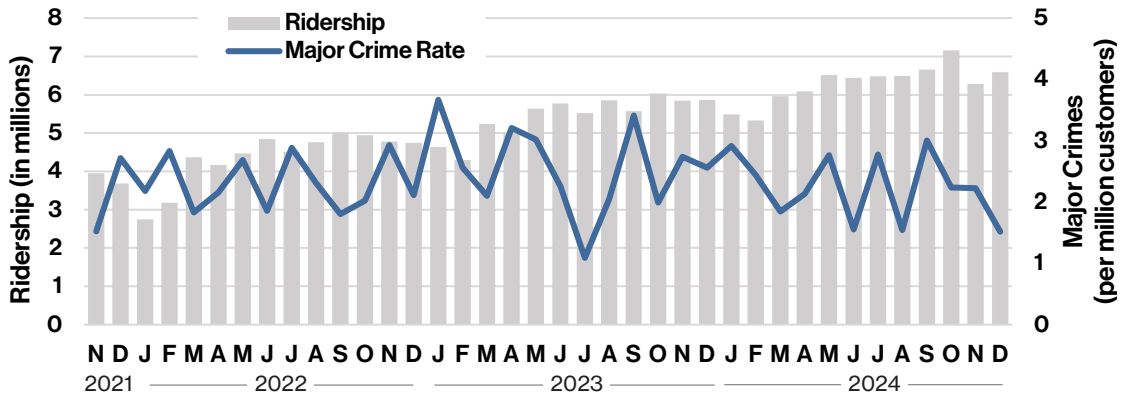
The LIRR Safety Excellence Award Ceremony was held on January 9, acknowledging employees for their sustained, exemplary effort to improve safety for employees and customers. Winners were nominated by their colleagues and represented several different departments. The Stations department was also honored with the first-ever President's Safety Excellence Award, recognizing a department that demonstrated continuous improvement, safety innovation, and improved overall safety performance.



SAFETY & SECURITY

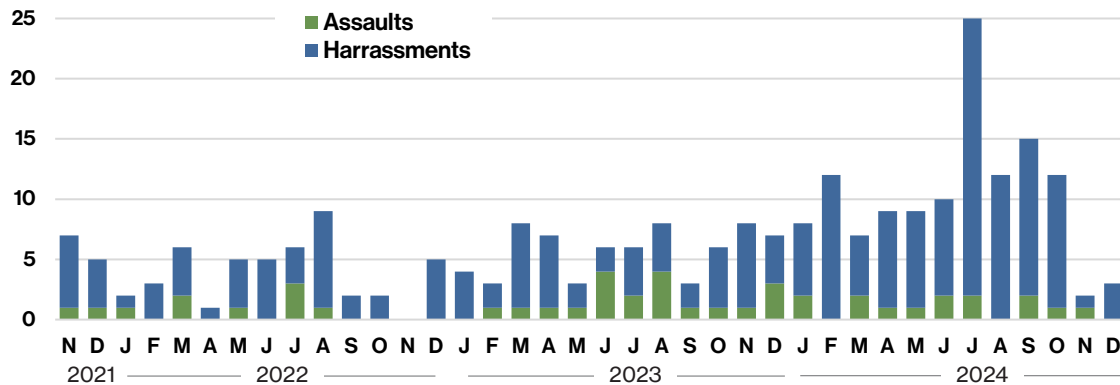
Major Crimes Against Customers

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



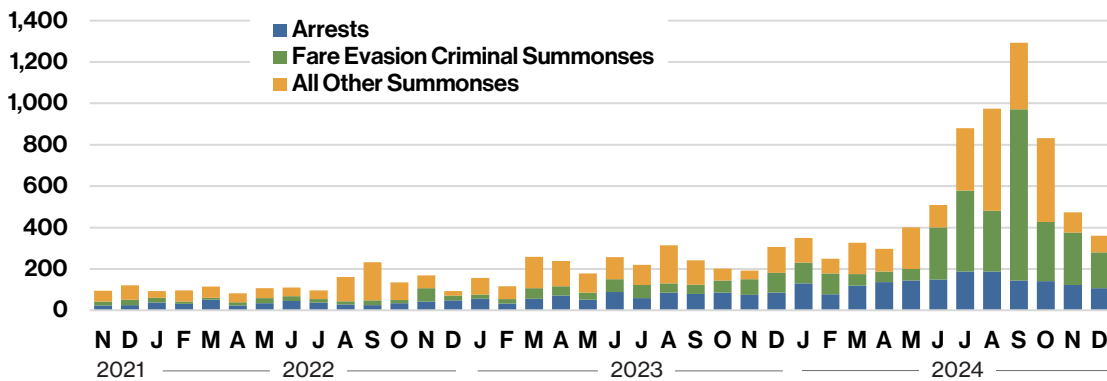
Assaults and Harassments Against Employees

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





**Metro-North
Railroad**

Val
Door

Platform
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
- Norman Brown
- Samuel Chu
- Michael Fleischer
- Daniel Garodnick
- Randolph Glucksman
- David Mack
- Lisa Sorin
- Vinnie Tessitore
- Midori Valdivia
- Neal Zuckerman