



2024 Annual Operating Report



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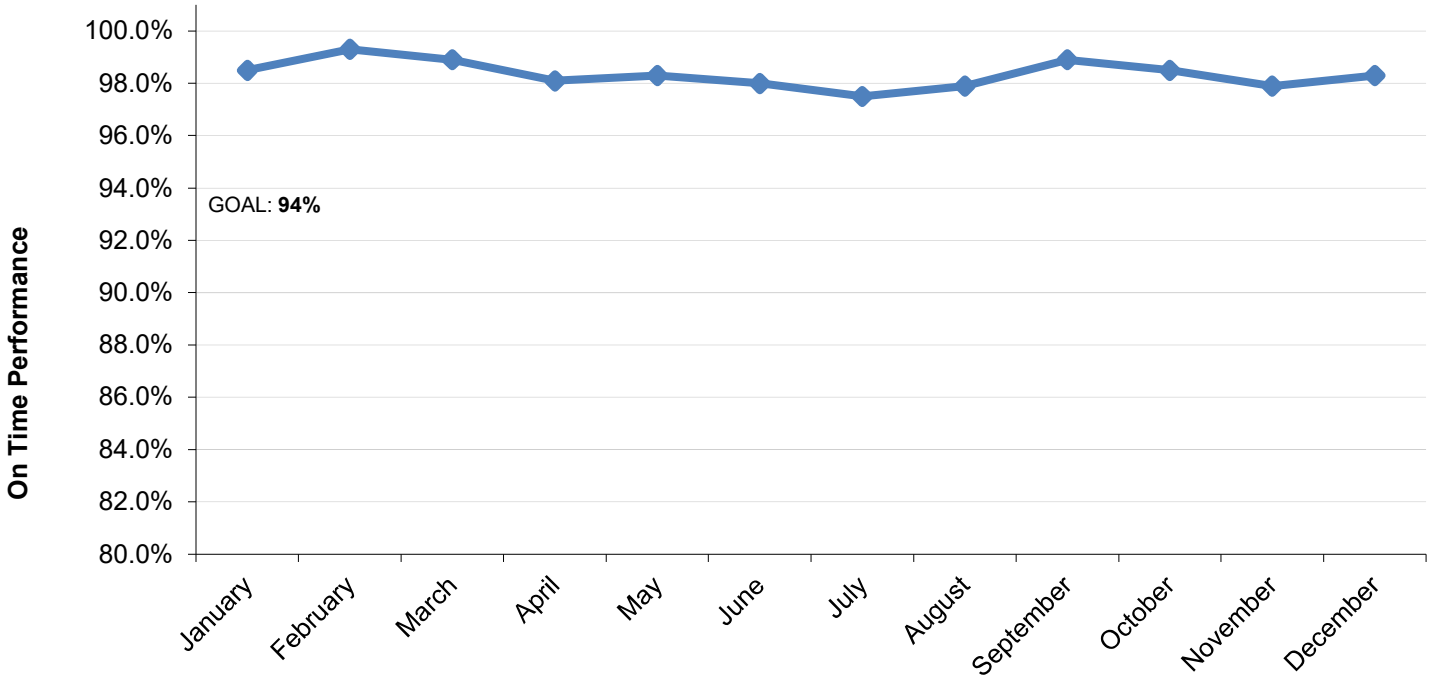
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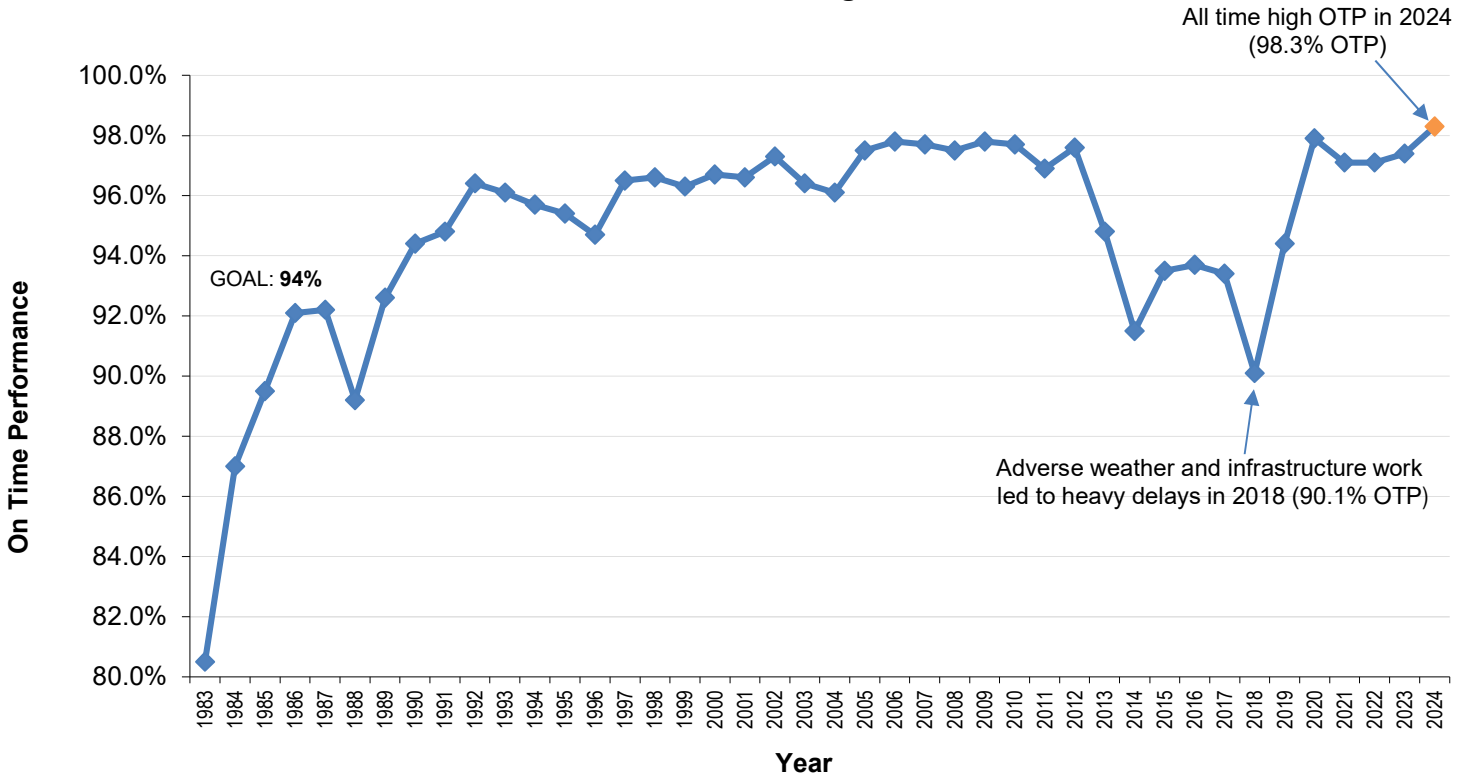
2024 Annual Operating Performance Summary		Goal	2024	2023		
On Time Performance <i>(Trains that arrive at their final destination within 5 minutes 59 seconds of scheduled arrival time)</i>	System	Overall	94.0%	98.3%	97.4%	
		AM Peak	94.0%	97.8%	97.1%	
		AM Reverse Peak	94.0%	98.1%	97.2%	
		PM Peak	94.0%	98.5%	97.1%	
		Total Peak	94.0%	98.1%	97.1%	
		Off Peak Weekday	94.0%	98.4%	97.3%	
		Weekend	94.0%	98.6%	98.2%	
		Hudson Line	Overall	94.0%	98.7%	97.2%
		AM Peak	94.0%	98.0%	97.2%	
		AM Reverse Peak	94.0%	99.0%	97.4%	
		PM Peak	94.0%	99.3%	96.9%	
		Total Peak	94.0%	98.9%	97.1%	
		Off Peak Weekday	94.0%	98.8%	97.2%	
		Weekend	94.0%	98.5%	97.4%	
		Harlem Line	Overall	94.0%	98.3%	97.2%
		AM Peak	94.0%	98.2%	97.1%	
		AM Reverse Peak	94.0%	97.5%	97.0%	
		PM Peak	94.0%	97.8%	96.2%	
		Total Peak	94.0%	97.9%	96.8%	
		Off Peak Weekday	94.0%	98.3%	97.1%	
	Weekend	94.0%	98.8%	98.4%		
	New Haven Line	Overall	94.0%	98.2%	97.4%	
	AM Peak	94.0%	97.1%	97.0%		
	AM Reverse Peak	94.0%	98.2%	97.2%		
	PM Peak	94.0%	98.6%	97.8%		
	Total Peak	94.0%	97.9%	97.4%		
	Off Peak Weekday	94.0%	98.2%	97.5%		
	Weekend	94.0%	98.5%	98.5%		
Operating Statistics	Trains Scheduled		223,284	222,303		
	Avg. Delay per Late Train (min) <i>excluding trains cancelled or terminated</i>		14.6	16.5		
	Trains Over 15 min. Late <i>excluding trains cancelled or terminated</i>		2,300	896	1,578	
	Trains Canceled		230	77	326	
	Trains Terminated		230	140	276	
	Percent of Scheduled Trips Completed		99.8%	99.9%	99.7%	
Consist Compliance <i>(Percent of trains where the number of seats provided was greater than or equal to the required number of seats per loading standards)</i>	System	Overall	99.0%	99.9%	99.9%	
		AM Peak	99.0%	99.8%	99.8%	
		AM Reverse Peak	99.0%	99.9%	100.0%	
		PM Peak	99.0%	99.8%	99.8%	
		Total Peak	99.0%	99.8%	99.9%	
		Off Peak Weekday	99.0%	99.9%	99.9%	
		Weekend	99.0%	100.0%	99.9%	
		Hudson Line	AM Peak	99.0%	100.0%	100.0%
		PM Peak	99.0%	99.9%	99.9%	
		Harlem Line	AM Peak	99.0%	99.7%	99.8%
		PM Peak	99.0%	99.9%	99.9%	
		New Haven	AM Peak	99.0%	99.8%	99.8%
	PM Peak	99.0%	99.9%	99.6%		



2024 On Time Performance By Month

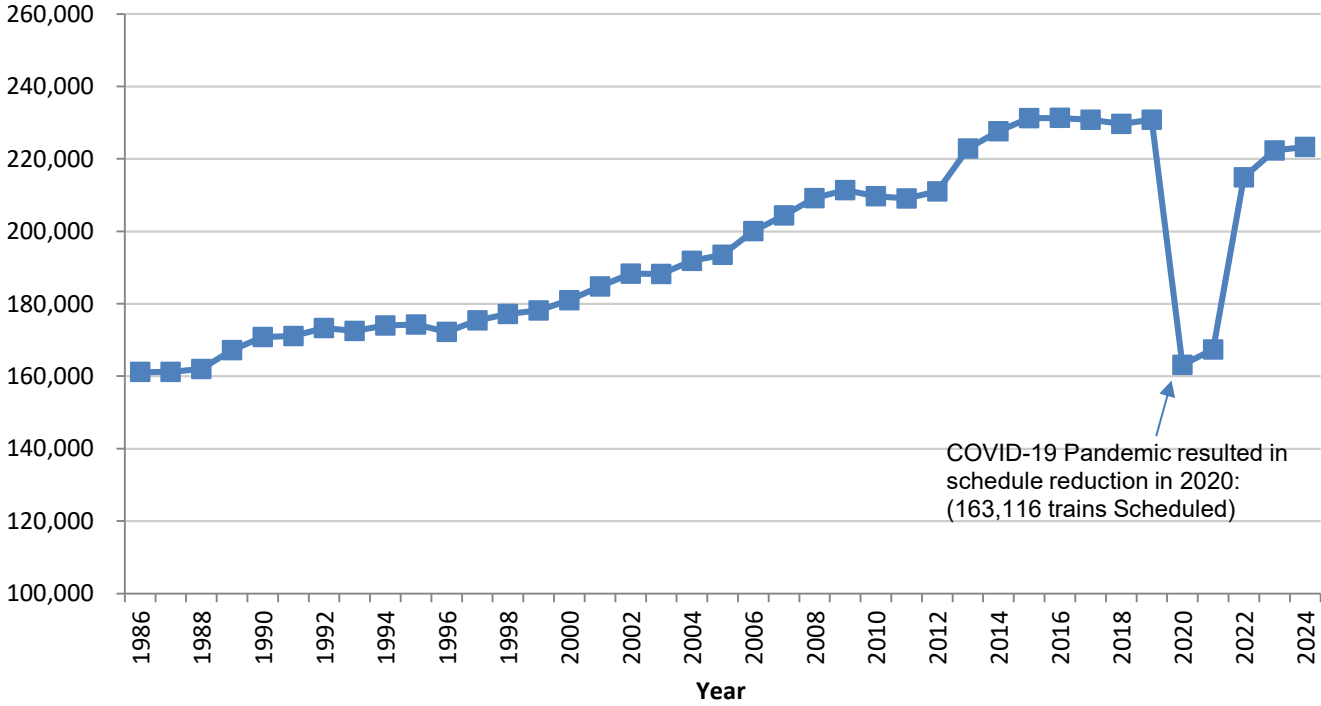


On Time Performance By Year 1983 through 2024

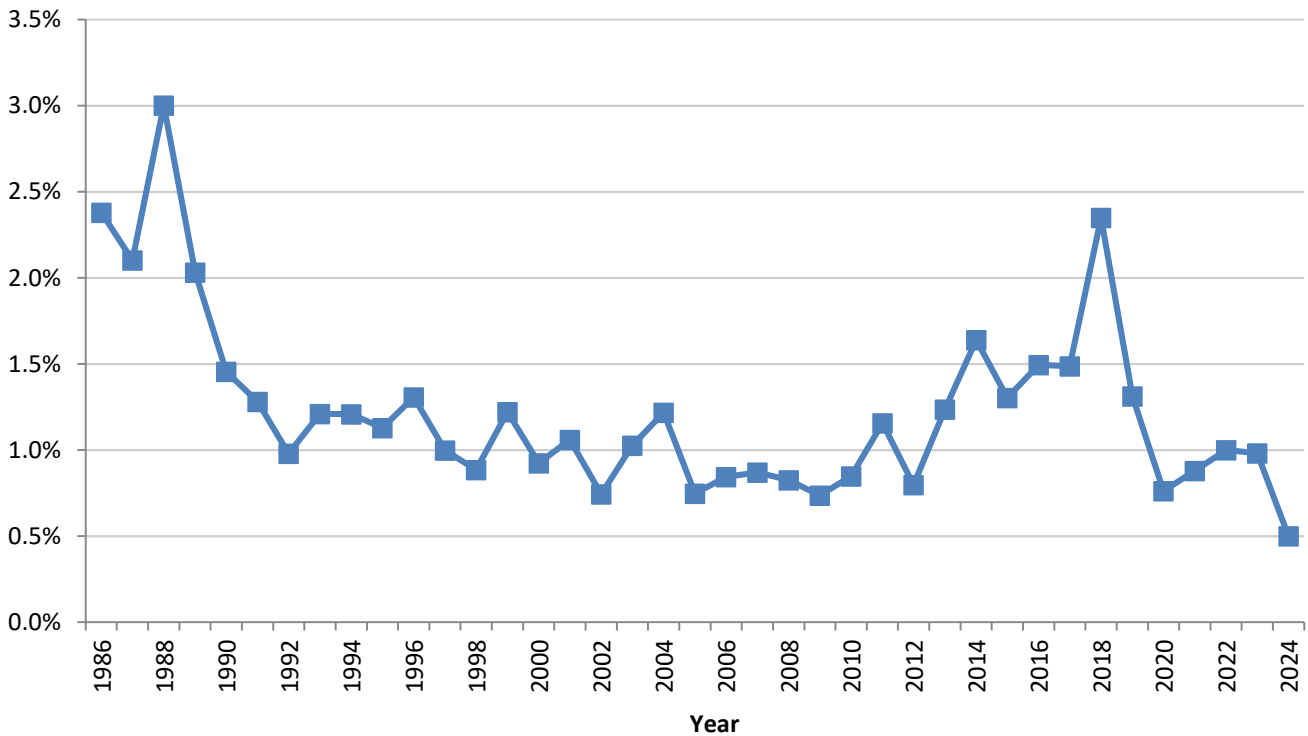




Scheduled Trains by Year



Percentage of Adversely Impacted Trains (>15' Late, Cancelled, Terminated)

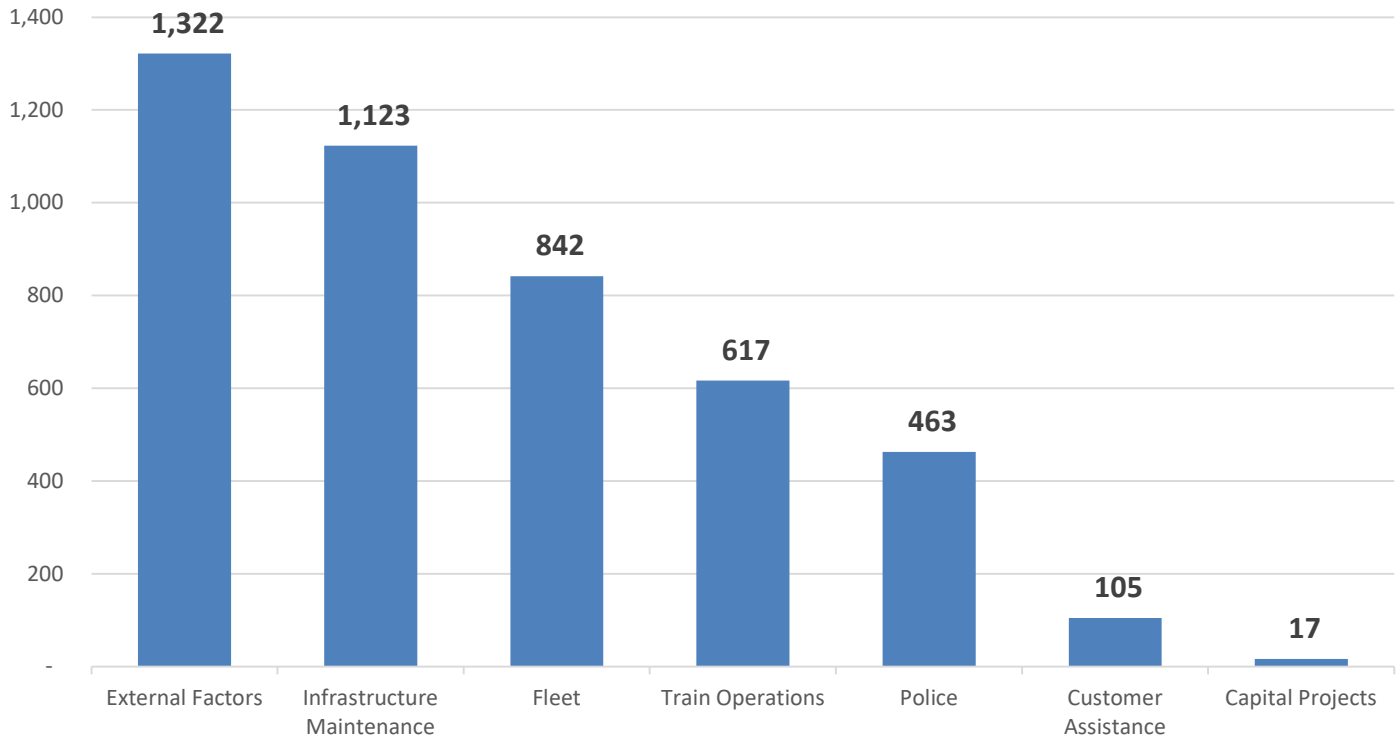




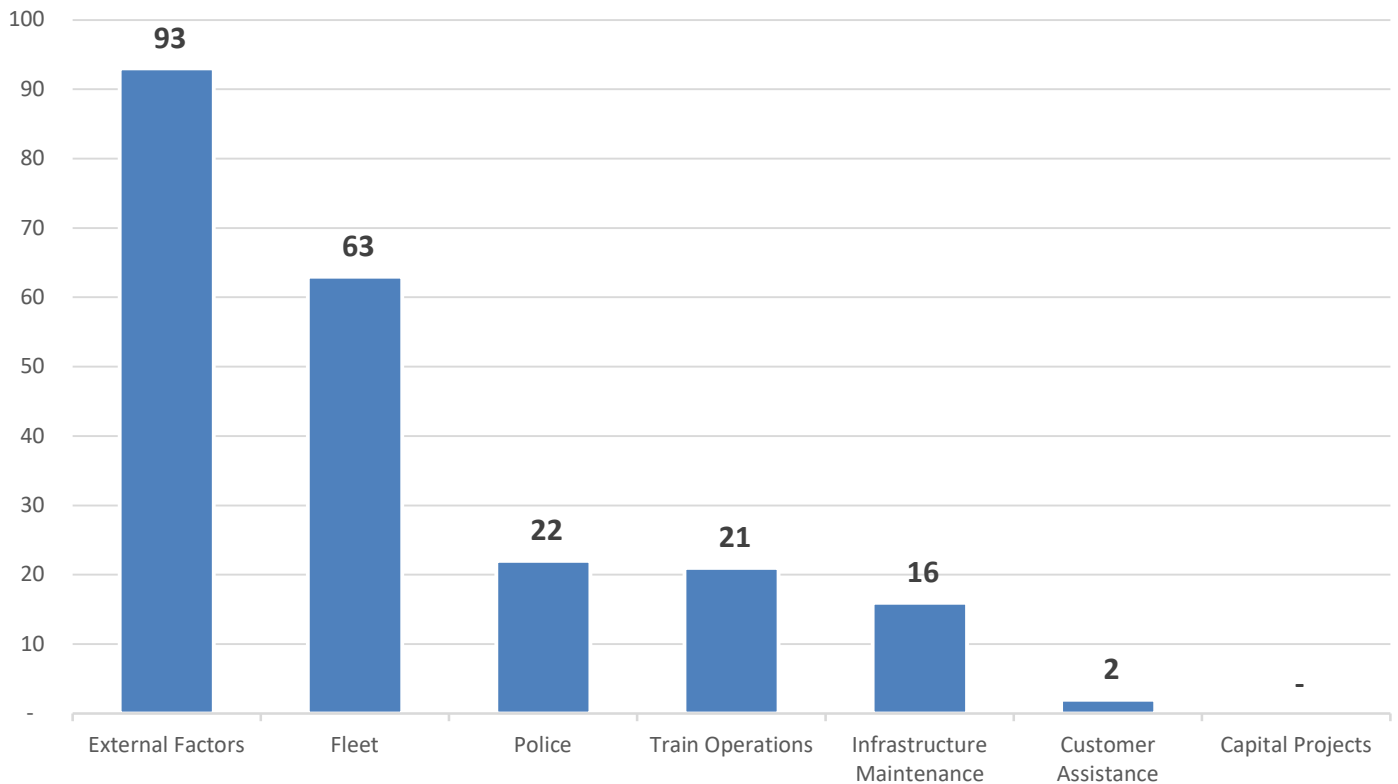
Category of Delays		% Total	2024 Data <i>Year Ending Dec 31</i>	2023 Data <i>Year Ending Dec 31</i>	YTD <i>2024 vs 2023</i>
System	Overall	100.0%	4,489	6,756	-2,267
	Infrastructure Maintenance	25.0%	1,123	1,266	-143
	Fleet	18.8%	842	971	-129
	Train Operations	13.7%	617	606	11
	Capital	0.4%	17	77	-60
	External Factors	29.4%	1,322	2,652	-1,330
	Police	10.3%	463	1,035	-572
	Customer Assistance	2.3%	105	149	-44
Hudson Line	Overall	100.0%	869	1,711	-842
	Infrastructure Maintenance	19.1%	166	290	-124
	Fleet	23.8%	207	322	-115
	Train Operations	26.0%	226	210	16
	Capital	0.3%	3	29	-26
	External Factors	19.6%	170	625	-455
	Police	8.6%	75	200	-125
	Customer Assistance	2.5%	22	35	-13
Harlem Line	Overall	100.0%	1,419	2,224	-805
	Infrastructure Maintenance	22.6%	321	451	-130
	Fleet	17.0%	241	247	-6
	Train Operations	10.4%	148	155	-7
	Capital	0.4%	5	19	-14
	External Factors	36.6%	519	971	-452
	Police	10.9%	154	334	-180
	Customer Assistance	2.2%	31	47	-16
New Haven Line	Overall	100.0%	2,201	2,821	-620
	Infrastructure Maintenance	28.9%	636	525	111
	Fleet	17.9%	394	402	-8
	Train Operations	11.0%	243	241	2
	Capital	0.4%	9	29	-20
	External Factors	28.8%	633	1,056	-423
	Police	10.6%	234	501	-267
	Customer Assistance	2.4%	52	67	-15



2024 Metro-North Delays



2024 Metro-North Cancellations and Terminations





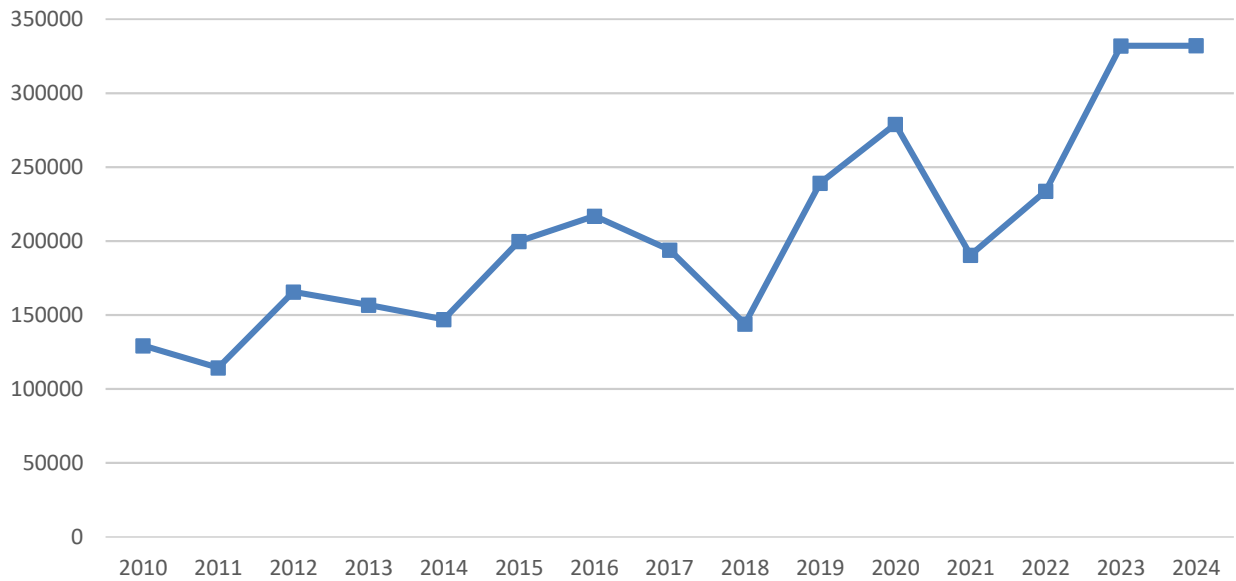
2024 West of Hudson Performance Summary			Goal	2024	2023
On Time Performance <i>(Trains that arrive at their final destination within 5 minutes 59 seconds of scheduled arrival time)</i>	West of Hudson Total	Overall	94.0%	93.0%	93.2%
		AM Peak	94.0%	94.3%	95.3%
		PM Peak	94.0%	92.3%	94.2%
		Total Peak	94.0%	93.4%	94.8%
		Off Peak	94.0%	91.3%	93.1%
		Weekend	94.0%	91.8%	90.9%
	Pascack Valley Line	Overall	94.0%	94.5%	95.1%
		AM Peak	94.0%	96.5%	96.5%
		PM Peak	94.0%	95.4%	96.5%
		Total Peak	94.0%	96.0%	96.5%
		Off Peak	94.0%	94.3%	95.4%
		Weekend	94.0%	92.9%	92.1%
	Port Jervis Line	Overall	94.0%	90.9%	90.8%
		AM Peak	94.0%	90.3%	93.0%
		PM Peak	94.0%	89.2%	91.9%
Total Peak		94.0%	89.7%	92.4%	
Off Peak		94.0%	92.0%	90.3%	
Weekend		94.0%	90.2%	89.0%	
Operating Statistics	Trains Scheduled			20,024	19,735
	Avg. Delay per Late Train (min) <i>excluding trains cancelled or terminated</i>			21.9	21.4
	Trains Over 15 min. Late <i>excluding trains cancelled or terminated</i>		300	719	684
	Trains Canceled		60	76	39
	Trains Terminated		60	76	65
	Percent of Scheduled Trips Completed		99.4%	99.2%	99.5%
Consist Compliance * <i>(Percent of trains where the number of coaches provided met the scheduled requirement)</i>	System	AM Peak	99.0%	93.8%	94.7%
	Pascack Valley Line	AM Peak	99.0%	96.5%	96.9%
	Port Jervis Line	AM Peak	99.0%	90.7%	92.2%

*Consist Compliance Reporting for West of Hudson PM Peak trains is currently unavailable.



Mean Distance Between Failure			2024 Data <i>Year Ending Dec 31</i>	2023 Data <i>Year Ending Dec 31</i>
Equipment Type	Total Fleet Size	MDBF Goals	<i>(in miles)</i>	<i>(in miles)</i>
Overall Fleet	1,186	200,000	332,059	331,964
M8	471	400,000	642,028	684,503
M3	138	80,000	100,953	104,419
M7	334	330,000	544,247	566,166
Coach	207	260,000	436,925	450,852
P-32	31	25,000	37,727	34,640
BL-20	12	15,000	32,556	34,556

All Fleets
Mean Distance Between Failures
2010-2024





Elevator Availability	2024 Data <i>Year Ending Dec 31</i>	2023 Data <i>Year Ending Dec 31</i>
Overall Average	99.62%	99.52%
Grand Central Terminal	99.04%	98.60%
Harlem	99.85%	99.84%
Hudson	99.79%	99.82%
New Haven	99.81%	99.80%

Escalator Availability	2024 Data <i>Year Ending Dec 31</i>	2023 Data <i>Year Ending Dec 31</i>
Overall Average	99.87%	99.96%
Grand Central Terminal	100.00%	100.00%
White Plains	99.73%	99.91%