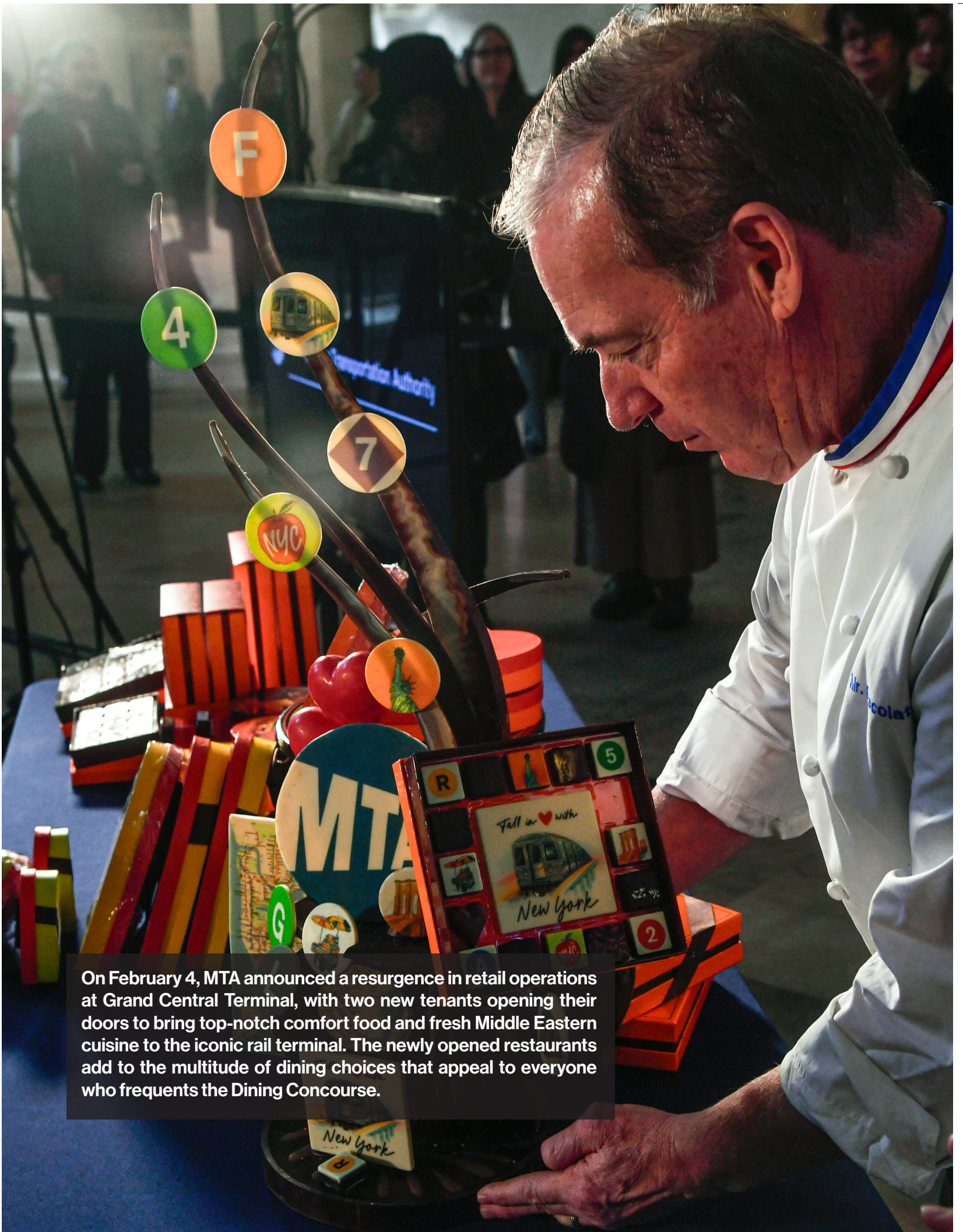


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# LONG ISLAND RAILROAD & METRO-NORTH RAILROAD KEY PERFORMANCE METRICS

February 2025



On February 4, MTA announced a resurgence in retail operations at Grand Central Terminal, with two new tenants opening their doors to bring top-notch comfort food and fresh Middle Eastern cuisine to the iconic rail terminal. The newly opened restaurants add to the multitude of dining choices that appeal to everyone who frequents the Dining Concourse.

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

2 Broadway • New York, NY 10004  
February 24, 2025

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Visit <https://new.mta.info/transparency/board-and-committee-meetings/february-2025> or scan the QR code for Board action staff summaries, administrative items, and information items.

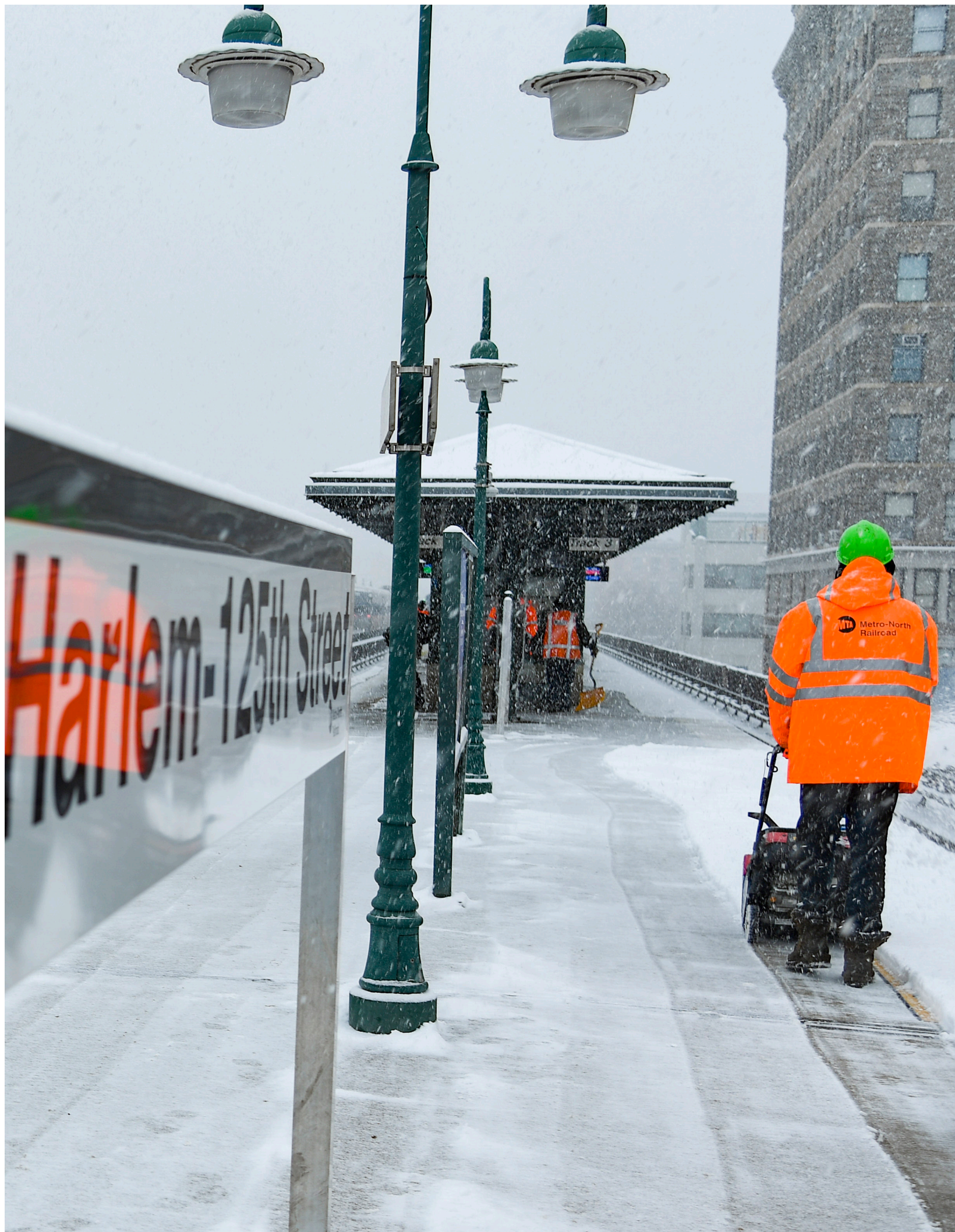


Visit [metrics.mta.info](https://metrics.mta.info) or scan the QR code to access a comprehensive dashboard of Long Island Rail Road and Metro-North Railroad metrics.



# METRO-NORTH RAILROAD





# Metro-North Railroad

## MESSAGE FROM THE PRESIDENT



**Cathy Rinaldi**  
President, Metro-North Railroad

Metro-North's January ridership continued the trend of growth over the same period in 2024. January's total ridership increased 7.2% over January 2024, standing at 78.2% of January 2019 ridership. Weekday ridership was 5.9% higher than January 2024 and weekend ridership was 14.1% higher than last year, continuing the trend of robust discretionary ridership.

January is usually one of the lowest-ridership months of the year. As return-to-office trends continue, we look forward to increasing weekday ridership and continuing the trend of growing discretionary ridership as we move towards Spring.

### Rolling Stock

Metro-North is making significant strides in strengthening our fleet and infrastructure. Our commitment to safe, efficient, and sustainable service is reflected in our ongoing efforts to modernize rolling stock, incorporating innovative, greener rail solutions that enhance reliability while lowering emissions and improving performance.

MTA Construction & Development continues to progress the Penn Station Access project, which will extend Metro-North New Haven Line service into Penn Station. This expansion will improve regional mobility, reduce congestion, and enhance service reliability for our customers. To support this exciting new service, we have two major procurements underway to acquire the necessary rolling stock.

Additionally, Metro-North will be seeking Board approval to issue a Request for Proposals (RFP) for new coach cars. This competitive process allows us to evaluate vendors based on safety, energy efficiency, reliability, and cost-effectiveness. These coach cars will ensure a modern, uniform fleet that supports our operational goals.

Both procurements align with Metro-North's long-term strategy to modernize service, reduce emissions, and enhance the passenger experience. These investments are funded by the MTA's Capital Plans. Further updates will be provided as we reach key milestones in procurement and service implementation.



## Railroading, Efficiently

I am pleased to report that our focus on Operating Efficiencies yielded \$50 million in cost savings in 2024, driven by initiatives including strategic overtime management, materials management, standard work implementation, and energy efficiency programs. One of the most promising initiatives that we launched in 2024 was our Standard Work pilot.

Standard Work is a program that establishes consistent processes, time standards, and cost parameters for inspections, maintenance, and repairs. It enhances operational stability, reduces waste, increases efficiency, and fosters job satisfaction through clear expectations and accountability, ensuring a more reliable and cost-effective railroad.

Metro-North has achieved notable success with our Standard Work program in 2024. We have:

- Standardized Electric Multiple Unit (EMU) Shops at Croton-Harmon for M3 and M7 fleets.
- Streamlined M7 inspections, achieving 65-70% completion within the 24-hour target dwell time.
- Implemented advanced data analytics to track shop performance, identify inefficiencies, and enhance resource allocations.
- Strengthened shop-floor communication with digital displays tracking dwell time and fleet performance, ensuring workforce alignment with operational goals.

Looking ahead to 2025, Standard Work will continue to expand across M3, M7, M8, M9, Diesel, and Coach fleet inspection lines. Full fleet inspection standardization will be in place by the end of 2025, ensuring FRA compliance while improving efficiency, safety, and reliability for our employees and customers.

Metro-North is setting a new industry benchmark for rail maintenance and operational efficiency. The dedication and focus of both management and craft employees have been instrumental, and their continued commitment will drive our success in 2025.

# 7.2%

increase in ridership  
in January 2025  
compared to January  
2024

# \$50M

achieved in operating  
efficiencies for 2024

# 2 years

of Grand Central  
Madison service

The Highbridge Car Appearance Shop is vital in maintaining the quality and comfort of Metro-North's rolling stock, which directly contributes to our high customer satisfaction. The staff has been replacing the seat cushions in all diesel-hauled coaches, significantly improving both their appearance and passenger comfort. Removing old seat cushions and installing new ones is no small task—it requires coordination with a dedicated team whose expertise in upholstery refurbishment and maintenance ensures passengers enjoy a comfortable and reliable train ride. Their commitment to excellence and efficiency strengthens Metro-North's reputation as a premier commuter railroad, ensuring we deliver a superior travel experience.

Our continued progress modernizing and maintaining our fleet is a direct result of the dedication and expertise of our teams, and I want to express my appreciation for their efforts in keeping our railroad moving forward.

### GCT: Jewel of NY

This month, we proudly celebrated Grand Central Terminal's (GCT) 112<sup>th</sup> anniversary, marking more than a century of service as a historic landmark, transportation hub, and cultural destination. Since opening on February 2, 1913, Grand Central has continually evolved, thanks to dedicated preservation efforts—most notably led by Jacqueline Kennedy Onassis and reinforced by a landmark Supreme Court decision in 1975. Today, it stands proudly as the expanded home of the two busiest commuter railroads in the country, welcoming millions of travelers and visitors each year.

GCT is experiencing a remarkable resurgence in retail and dining, with new openings and steadily increasing occupancy rates. Earlier this month, alongside MTA Chief Customer Officer Shanifah Rieara, we welcomed the opening of Melba's, bringing its renowned home-style cuisine to GCT, and celebrated a special selection of MTA-themed chocolates from famous chocolatier Jacques Torres, with his shop in the Lexington Passage.

These openings build on a successful 2024, which saw 14 new retailers join Grand Central's vibrant marketplace. Looking ahead to 2025, we anticipate continued growth with the introduction of Palladino's Steak & Seafood, a fine dining experience opening in the Northwest Balcony and Taxiway, and San Wei, offering ramen, dumplings, and bao in the Dining Concourse. With these additions, GCT is further solidifying its reputation as a premier destination for travel and exceptional retail and dining experiences.

With Spinoso Management Group now leading retail and event management services under a contract awarded last year for both GCT and Grand Central Madison (GCM), we are strategically positioned to elevate the scale and variety of hosted events. Spinoso's oversight includes tenant management, lease administration, select maintenance within the Dining Concourse, and management of premier event spaces throughout the terminal. Grand Central currently maintains 92 retail spaces, with 82 open for business. At GCM, six kiosks are open, and a new restaurant is under construction. Presently, six locations are available through an active RFP process.



Recognizing GCT's potential as a world-class event space, MTA Real Estate and Metro-North have strengthened efforts to attract and coordinate high-profile events across Vanderbilt Hall, the Biltmore Room, and Graybar Passage. Over the past six months, a new cross-departmental Grand Central Events Team has implemented new processes and technology that have streamlined how we work with event producers, enabling us to be more nimble and responsive. These efforts have significantly expanded Grand Central's role as a premier event space and cultural destination, reinforcing its status as an iconic landmark and dynamic public space, as well as raising additional revenues to support railroad operations.

A prime example of this growth was Apple TV's *Severance* pop-up experience on January 14-15 in Vanderbilt Hall, a high-profile activation that generated significant media coverage and social media engagement, further solidifying Grand Central's reputation as a premier venue. The event secured widespread publicity, with mentions on *The Late Show with Stephen Colbert* and features in *Adweek*, *USA Today*, *TIME*, *New York Post*, *The Washington Post*, and *People Magazine*, amplifying Grand Central's visibility and showcasing its unique advantages as an event space. Building on this momentum, initiatives such as displaying a Joby electric helicopter in Vanderbilt Hall highlight the latest advancements in EV technology. These activations position Grand Central as a forward-thinking, dynamic public space that goes beyond transit to engage, educate, and entertain. A year-over-year comparison highlights this remarkable expansion: in 2024, there were 38 total events and activations, up from 20 in 2023, generating \$337,000 in additional revenue. In Q1 2025, event volume has doubled, with larger-scale activations and a 110% increase in revenue over Q1 2024.

Through strategic partnerships, immersive experiences, and curated events, we continue to elevate Grand Central beyond a historic landmark into a dynamic, world-class destination that attracts high-profile programming, fosters meaningful connections, and reinforces its status as a premier transit hub and cultural icon. Our commitment to safety and operational excellence is strengthened through the collaborative efforts of our teams across GCT and GCM.

And speaking about GCM, we all celebrated the second anniversary of GCM this month. With the opening of GCM, Metro-North's Fire Brigade expanded its role, ensuring 24/7 fire & life-safety monitoring and emergency response across the entire GCT/GCM complex. In 2024, the Brigade responded to 2,049 fire and EMS incidents in GCT and GCM combined, with an impressive average response time of 2 minutes and 15 seconds. Their responsibilities now include additional fire-alarm monitoring and reporting for GCM, including the Queens Tunnel and storage yard.

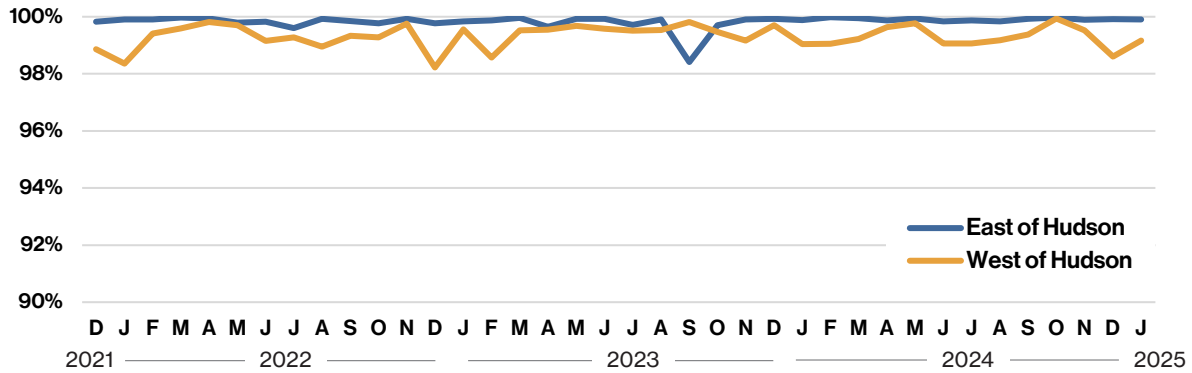
The dedication of the Fire Brigade, coupled with the seamless integration of safety operations across both terminals, underscores our commitment to providing a secure and efficient experience for our customers and employees. We extend our gratitude to the teams ensuring the safety and reliability of the terminals every day.

# Metro-North Railroad

## SERVICE PERFORMANCE

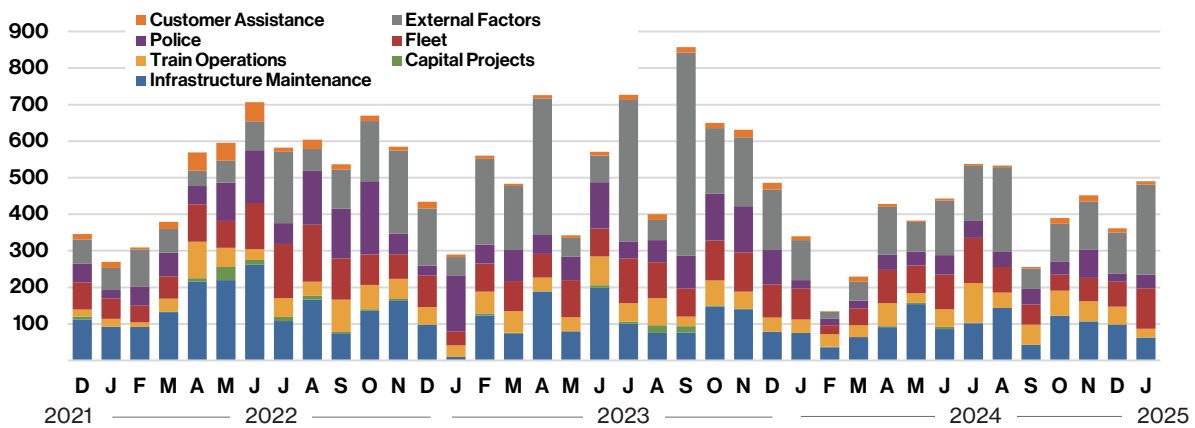
### Service Delivered

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



### Delays by Type

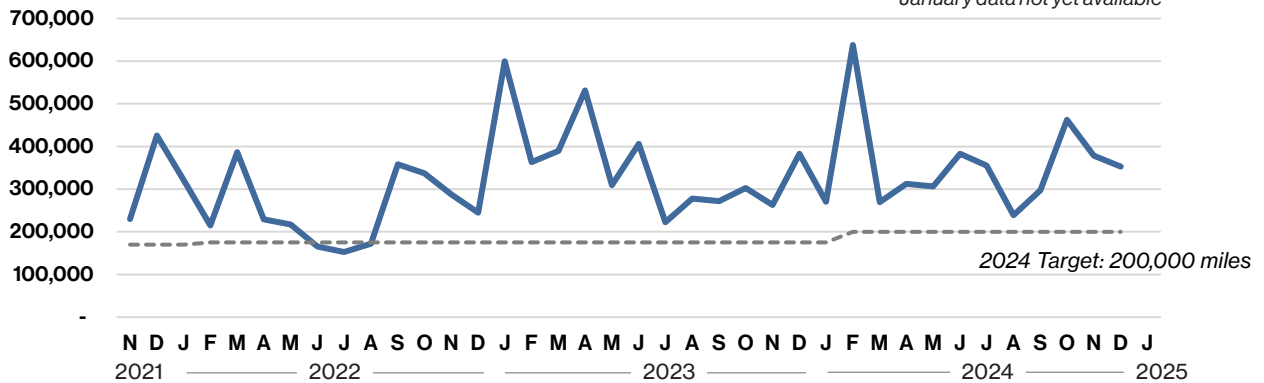
The number of delayed trains by type of delay



### Mean Distance Between Failures

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

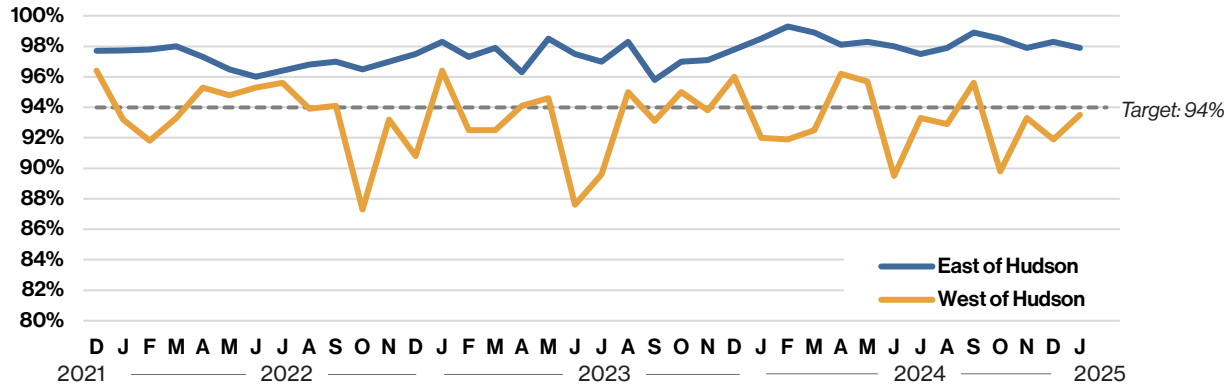
January data not yet available



# 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	98.9%	Pascack Valley	95.8%
Harlem	97.4%	Port Jervis	90.0%
New Haven	97.6%		

## Data Review

Metro-North’s service-delivered rate, a measure of service reliability, for January was 99.9%, and systemwide OTP stood at 97.9%, above our goal of 94%. Nine major incidents negatively affected January’s OTP. The most significant incident happened on January 29, when multiple fallen trees on the Harlem Line damaged the third rail between Chappaqua and Brewster. The incident impacted 36 trains that day.

The MDBF for the fleet was 353,087 miles in December 2024, above the goal of 200,000 miles. In 2024, our year end MDBF was 332,059 miles, also above the goal.

## Moving Forward

Metro-North will implement a new schedule starting March 30, designed to support major Construction & Development, Connecticut DOT, and Maintenance of Way projects that require track outages. Service adjustments are also planned for St. Patrick’s Day to accommodate increased ridership to the NYC Parade.

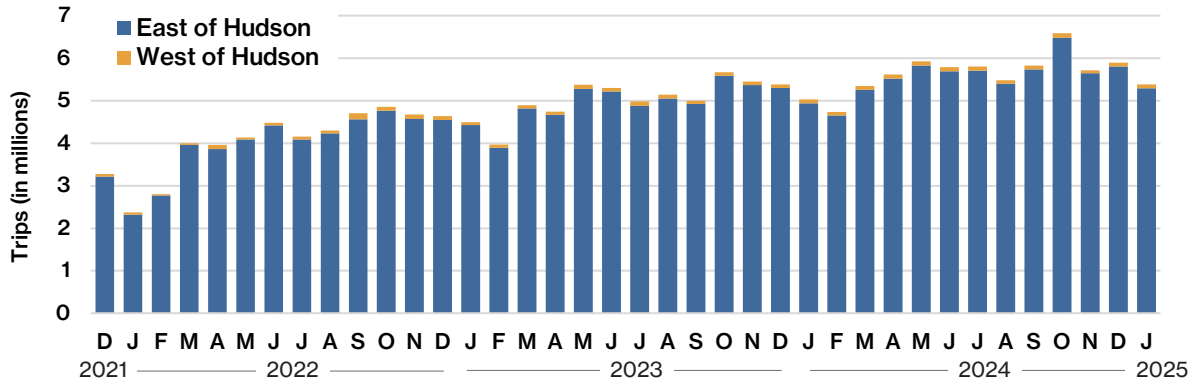
Building on the success of last year’s inaugural event, Metro-North is pleased to announce the Second C<sup>3</sup>RS Symposium at Grand Central Terminal on March 12-13. This year’s event will bring together more railroads, labor organizations, and industry leaders to enhance collaboration and share best practices, demonstrating Metro-North’s leadership in reporting, safety, and operational excellence.

# 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 January 2025 ridership of 5.4 million decreased 8.7% in its annual post-holiday dip. Average daily ridership decreased 8.7% to 172,956; average weekday ridership decreased 6.3 to 202,484; and average weekend ridership decreased 25.5% to 90,540.

Metro-North’s total ridership in January increased 7.2% compared to January 2024 and represents 78.2% of January 2019 ridership. Average weekday ridership was 5.9% higher than January 2024 and represented 75.2% of January 2019 ridership. Estimated average Tuesday-Thursday ridership was 6.3% higher than January 2024 and stood at 77.5% of an average weekday in January 2019. Finally, average weekend ridership was 14.1% higher than in January 2024 and represented 83.1% of January 2019.

Total commutation ticket ridership increased 9.9% from December. Commutation, peak single, and peak ten trip ticket trips increased 3.3% since last month, and commutation’s share of total rides increased 7.0% from 34.3% to 41.3%.

### Moving Forward

January is typically a light ridership month, due to both the cold weather and the end of holiday travel. While total ridership usually decreases further into February with fewer days in the month, averages usually rise. Last February saw nominal increases in average weekday and midweek ridership, along with an 11% increase in average weekend ridership. Because ridership declines unevenly after the holidays from year to year and then rises at an unpredictable rate come spring, congestion relief’s impact on Metro-North is not easy to detect, but an uptick in peak City Ticket use may indicate more use by outer borough travelers avoiding the toll.



# FINANCIAL RESULTS

## 2025 Revenues & Expenses, January Year-to-Date

\$ in millions

	Budget	Actual	Variance
<b>Total Non-Reimbursable Revenues</b>	<b>\$51.0</b>	<b>\$53.7</b>	<b>\$2.6</b>
Farebox Revenues	\$47.9	\$48.9	\$1.0
Other Revenues	\$3.2	\$4.8	\$1.6
<b>Total Non-Reimbursable Expenses</b>	<b>\$143.0</b>	<b>\$139.3</b>	<b>\$3.7</b>
Labor Expenses	\$102.2	\$102.4	(\$0.2)
Non-Labor Expenses	\$40.8	\$36.9	\$3.9
<b>Non Cash Liabilities</b>	<b>\$28.3</b>	<b>\$24.8</b>	<b>\$3.5</b>
<b>Net Surplus /(Deficit) - Accrued</b>	<b>(\$120.3)</b>	<b>(\$110.5)</b>	<b>\$9.8</b>

## Staffing Levels

Positions (Full-Time Equivalent)	Budget	Actual	Variance
Non-Reimbursable	6,148	6,233	(85)
Reimbursable	633	476	157
<b>Total Positions</b>	<b>6,781</b>	<b>6,709</b>	<b>72</b>

## Data Review

Through January, farebox revenue was \$1.0 million higher than the Budget due to increased commutation ridership.

Labor expenses are higher than the Budget by \$0.2 million due primarily to higher reimbursable overhead and other fringe benefits partially offset by lower pensions and payroll. At the end of January, the paid headcount was 72 lower than budgeted and reflects 407 vacancies against the year-end authorized headcount.

Non-labor expenses are favorable to the Budget by \$3.9 million, driven primarily by lower maintenance and other operating contracts, materials and supplies costs and professional service contracts partially offset by higher insurance.

## 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.

# Metro-North Railroad

## MAJOR PROJECTS

### Bringing Metro-North's Security Systems into State of Good Repair



*Security systems help safeguard Metro-North's infrastructure, operations, customers, and employees.*

This month, MTA Construction & Development has completed drawings and specifications of the replacement of security systems throughout Grand Central Terminal, the Grand Central Train Shed, and the Park Avenue Tunnel. This design-bid-build project is still in procurement. Because public transportation facilities and operations remain a target for terrorism, Metro-North's Security Department collaborated with the MTA Headquarters Office of Systems Security to identify strategies to eliminate vulnerabilities in the system and add an extra layer of safeguards to protect infrastructure and train operations, MTA customers, and employees.

This timing of this project is critical because the current Integrated Electronic Security System (IESS) enterprise recently reached the end of its useful life. System upgrades are required to keep the system in a state of good repair, including all existing systems, related sub-systems, hardware and software platforms, networks and technologies, and everything currently in use must be assessed for replacement. All new security devices will ultimately be integrated into the IESS to maximize efficiency.

The scope of work includes upgrades to the whole Network Infrastructure, closed-circuit television cameras, access control card readers, and Laser Intrusion Detection Systems (LIDS) devices. This project will ultimately bring this whole network of security technology to a state of good repair to ensure that Metro-North operations continue to run safely and uninterrupted. Lastly, the project is being divided into three phases in order to coordinate with the Grand Central Terminal Artery Program projects.

# CUSTOMERS & COMMUNITIES

## **Vehicular Bridges Over the New Haven Line Officially Re-Open**

On January 31, 2025, the new South Street and Fulton Avenue Bridges opened in Mt. Vernon, NY. Opening these two bridges marks the completion of an MTA Construction & Development project awarded in January 2023 to replace the superstructures and rehabilitate the substructures of the two vehicular bridges that cross over Metro-North's New Haven Line tracks.

The original Fulton Avenue and South Street bridges had been closed to traffic since 2022 because they had deteriorated to a point that made them unsafe for public use. The reopening of these two bridges reunites the Mt. Vernon community, restoring the flow of foot traffic across the tracks and allowing people to walk amongst the business district that bridges the tracks. The reopen is also lauded as a public safety improvement that will reduce response times for first responders.

As part of this project, work also includes replacing a 200-foot-long segment of the Pearl Street retaining wall separating the street roadway from the Metro-North tracks, installing new stairs to allow easier access to the tracks for Metro-North maintenance personnel, adding a new lighting system at the track level, and upgrading power and electrical infrastructure under the Fulton Avenue Bridge. These improvements enhance the customer experience and strengthen the physical infrastructure underpinning critical rail service.

Replacing these two bridges marks the completion of extensive bridge work that has been performed in Mt. Vernon, including the completion of the Park Avenue (2011), 14th Avenue (2019), 6th Avenue (2020), 10th Avenue (2021), and 3rd Avenue (2021).

The project was completed well ahead of schedule, which was set for May 2025.



*Bridge replacements in Mt. Vernon over the Metro-North New Haven Line were completed ahead of schedule.*

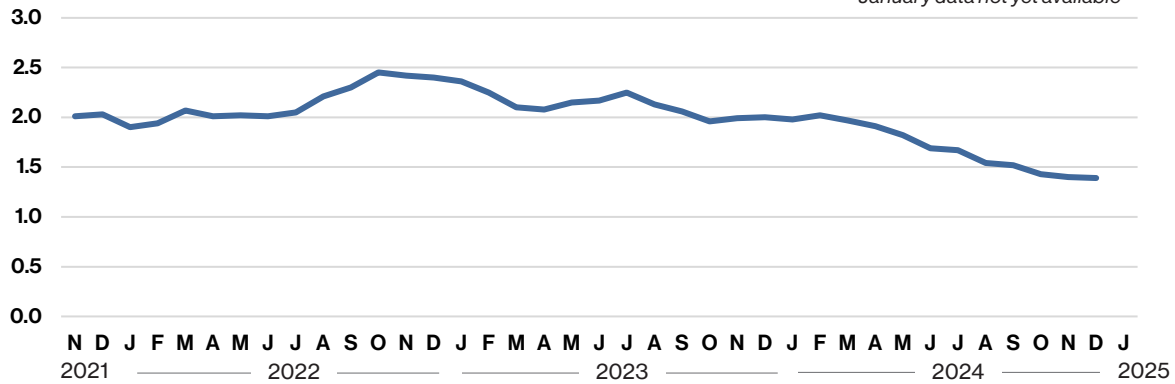
# Metro-North Railroad

## SAFETY & SECURITY

### Customer Accident Rate

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

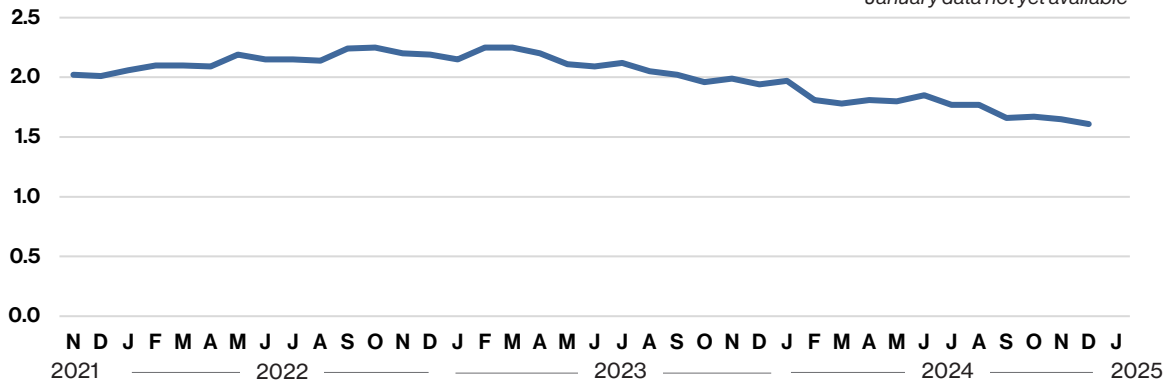
January data not yet available



### Employee Lost Time Accident Rate

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

January data not yet available



### Data Review

The reportable customer injury rate decreased from 2.00 to 1.39 per one million customers in the current 12-month reporting period, January 2024 through December 2024, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 1.94 to 1.61 per 200,000 working hours, compared to the prior 12 months.

### Moving Forward

The Metro-North Fire Safety team delivered 135 Public Safety Passenger Train Emergency Preparedness classes systemwide, with 1,920 first responders attending. These classes provide emergency response, safety, and railroad familiarization training for local Police, Fire, and EMS departments. The Grand Central Terminal Fire Brigade, which monitors fire life safety systems and responds to fire and EMS alerts throughout the Grand Central complex 24/7, responded to 2,049 fire and EMS callouts in 2024, with an average response time of 2 minutes 15 seconds.

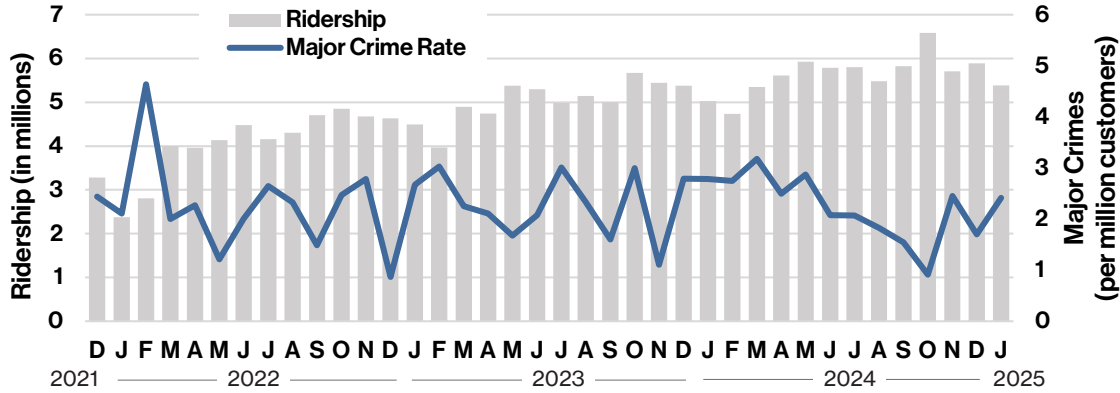




# SAFETY & SECURITY

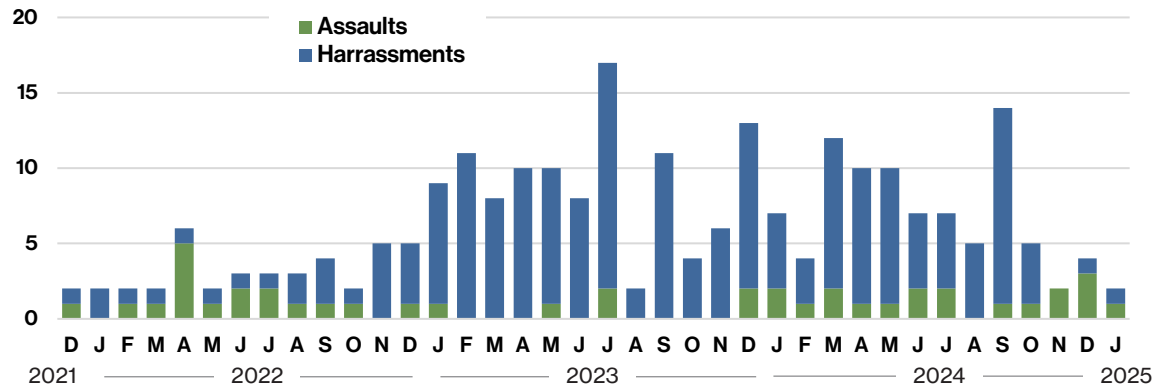
## Major Crimes Against Customers

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



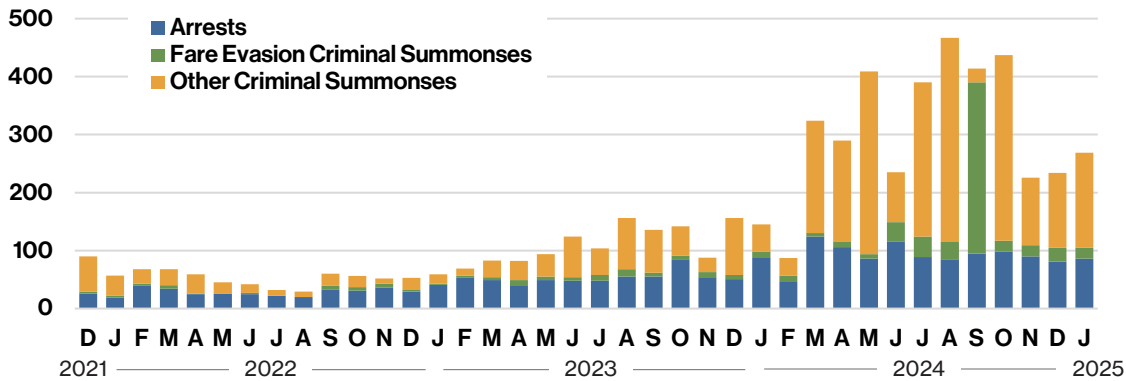
## Assaults and Harassments Against Employees

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



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Hempstead

- T Grand Central
- Jamaica
- Bellerose
- Floral Park
- Stewart Manor
- Nassau Boulevard
- Garden City
- Country Life Press
- Hempstead

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© ELEVATORS TO  
→ TRACKS 201-202  
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# LONG ISLAND RAIL ROAD



# Long Island Rail Road

## MESSAGE FROM THE PRESIDENT



**Rob Free**  
President, Long Island Rail Road

### On Ridership and Performance

We continue to see year over year ridership growth at the Long Island Rail Road. January's ridership increased by 11.2% compared to January 2024 and also represented 85.2% of January 2019's ridership.

Monthly ticket ridership increased 8.5% last month over January 2024 (2,387,722 vs. 2,200,810).

Non-Commutation ridership increased 13.3% over last January and continued to surpass the same month in 2019, this time by 25.1%.

On February 11th, based on load weight, we broke our record for AM Peak customers traveling to Grand Central Madison with 28,521, and also saw our second highest AM Peak total for all terminals. Our highest AM Peak total was back in October of 2023, but on a morning in which we were cross-honoring for New York City Transit due to a fatality on the E Line.

On-time performance remained strong, finishing at 97.01% for the month of January – the LIRR's third-best January in our recorded history, including the pandemic years.

### Two Years of "Grand"eur

It's hard to believe that we've already reached the 2nd anniversary of full service to Grand Central Madison, which debuted on February 27, 2023.

Though I've said it many times, it certainly bears repeating that the opening of GCM has completely transformed our operation and the service we provide.

GCM, along with other transformational projects, allowed us to increase service by 40% and reverse peak service by 56%.

It provided connectivity, resilience, shorter commute times, and substantial travel options for our customers.

We often hear from our customers who tell us that GCM is



a life changer, as well as how much they love the terminal. In fact, GCM received a 95% satisfaction rating in our latest customer satisfaction survey.

And the Manhattan split between Penn Station and GCM regularly sits at 60/40 or 59/41.

Last year, based on load weight, we saw a 38% increase (+5,292,000 customers) in customer trips to and from GCM over 2023.

We are honored that this month's board meeting will take place in Grand Central Madison in celebration of this milestone.

### More Bling For GCM

The accolades for GCM certainly don't come solely from customers. In December, we told you about the UNESCO Prix Versailles award - and Grand Central Madison continues to pile up the hardware as the terminal just received one of 14 "Honor Awards" for civil engineering achievement from the American Society of Civil Engineering (ASCE).

The project will be celebrated at an awards gala in October, where Grand Central Madison will be in the running to win the Society's OPAL award – the highest honor bestowed by the organization.

### Thanks a Million (and counting)

On January 28th, I joined UBS Arena officials and New York Islanders legend Butch Goring to celebrate the one-millionth Long Island Rail Road customer to take the train to or from a UBS Arena event. The one-millionth rider was actually father-son duo Steve and Michael Sosnick, who were on their way that night to watch the Islanders face off against the Colorado Avalanche.

And to piggyback on what I said earlier about the benefits of

# 97.01%

total LIRR OTP for January, the 3rd best January ever, including COVID years

---

# 38%

increase in LIRR trips to and from Grand Central Madison last year vs. 2023

---

# 28,521

customers traveled to Grand Central Madison during the February 11 AM peak, a new high

# Long Island Rail Road

## MESSAGE FROM THE PRESIDENT

GCM, the Sosnicks live in Connecticut, so they first took Metro-North to Grand Central and then caught a Hempstead train at GCM to the arena. That's connectivity in practice.

Customers have fully caught on that the LIRR is the fastest, most convenient and affordable way to attend events at UBS.

And it's not just the fans – even visiting hockey teams are taking our trains to their games at UBS, as evidenced by the Colorado Avalanche and Vegas Golden Knights, who both made the LIRR the final leg of their recent trips to the arena.

I want to thank Yannis Takos and his Group Sales team for coming through on these and so many other special requests throughout the year.

### Signs of Progress

The Long Island Rail Road joins its fellow MTA agencies in doing everything it can to make public transportation not only accessible to all but convenient for all. As such, we will be taking part in a year-long pilot of an exciting new program which uses an app to facilitate an on-demand remote video American Sign Language (ASL) interpreting service.

Convo Access was part of the 2024 Transit Tech Lab Challenge, which focused on the customer experience. Convo Access is a mobile smartphone and web-based application that allows hearing-impaired users to scan a QR code, connect with a live interpreter and chat with one of our employees about questions they may have regarding our service.

It's an amazing concept and I'm proud to say that our Stations Department took it a step further by equipping our roaming Customer Ambassadors with QR codes that hang from their necks, making it potentially a lot more convenient for hearing-impaired customers to request assistance.

The program was launched back on Monday, February 10th and seven of our stations are participating in the pilot - Penn Station, GCM, Moynihan Train Hall, Atlantic Terminal, Jamaica, Ronkonkoma, and Babylon.

### An "Influencer" of Our Own

The March issue of Progressive Railroading magazine will feature a familiar face as our own VP of Corporate Safety, Lori Ebbighausen, was named to their inaugural list of "50 Women of Influence in Rail."

In November, the magazine invited railroads and rail sector businesses to nominate the most influential women in their organizations for the awards and share how they are making a meaningful impact. Lori has skillfully led internal and external safety efforts for



our organization for many years and the passion with which she does so is nothing short of inspiring.

The magazine will honor the 50 Women of Influence during a virtual celebration on March 20th. Congratulations to all the honorees!

### **Thank you, Cathy**

As this is the final board cycle for outgoing Metro-North President Cathy Rinaldi, I would like to conclude this month by expressing what an absolute pleasure it has been to work alongside her on issues affecting our railroads.

Ever the consummate professional, Cathy has been a tireless and brilliant advocate for her customers, and our region is all the better for her service.

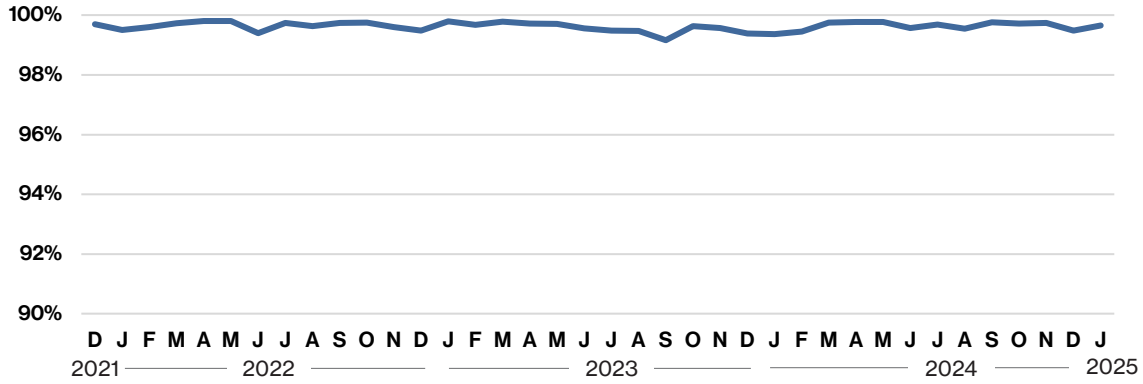
On a personal note, I'd like to thank her for her amazing support and friendship over the years and I wish her nothing but success in her next chapter - and much well-earned quality time with her beautiful family.

# Long Island Rail Road

## SERVICE PERFORMANCE

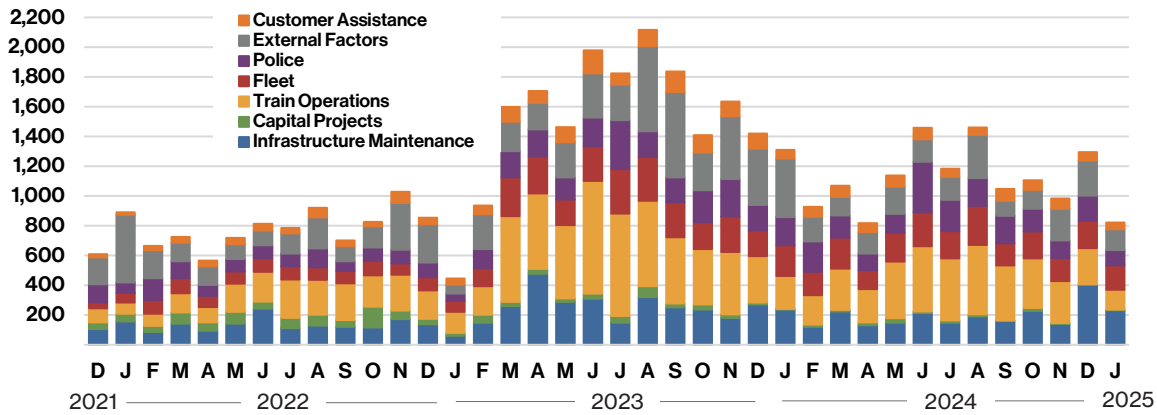
### Service Delivered

The share of scheduled train trips completed



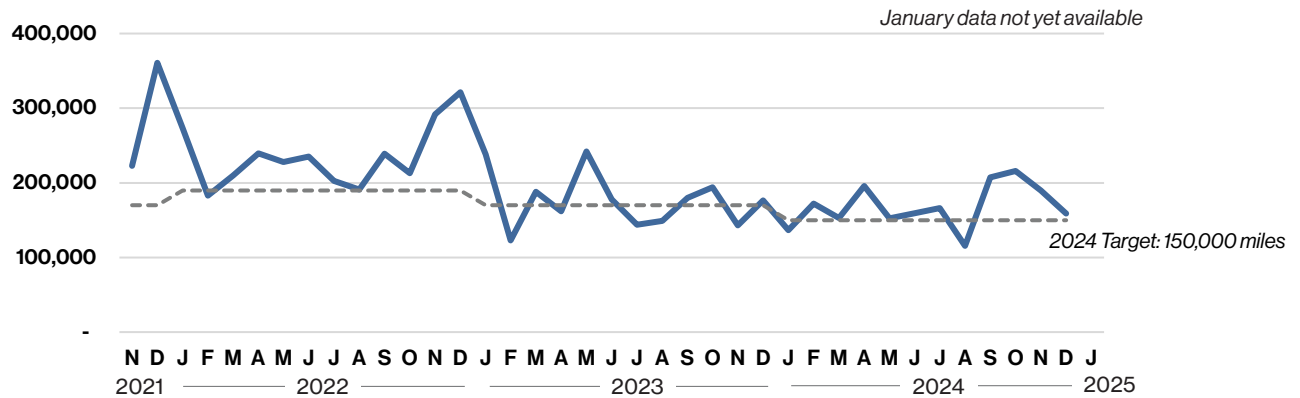
### Delays by Type

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

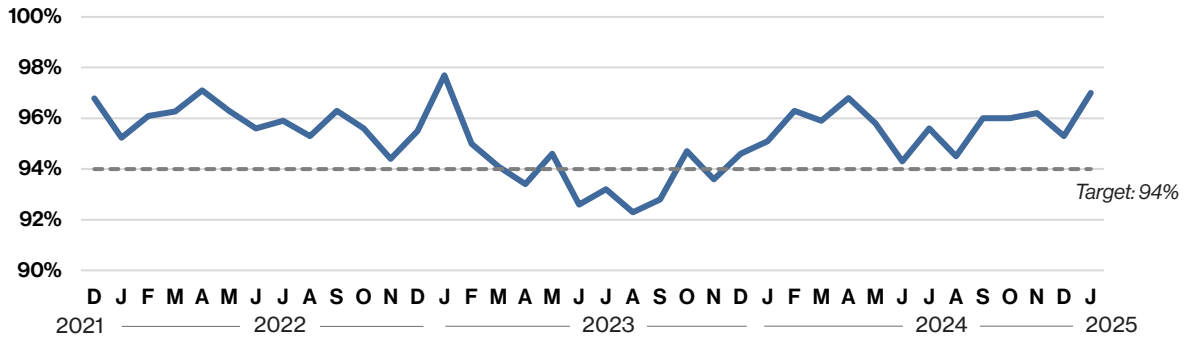




# SERVICE PERFORMANCE

## 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	98.3%	Montauk	95.0%
Babylon	97.3%	Oyster Bay	96.2%
Far Rockaway	98.0%	Port Jefferson	93.9%
Hempstead	97.0%	Port Washington	98.8%
Huntington	95.9%	Ronkonkoma	95.5%
Long Beach	97.2%	West Hempstead	98.4%

## Data Review

In January, on-time performance (OTP) was 97.0%, above the goal of 94%, and twelve branches operated at or above the goal. Ten incidents resulted in ten or more late, cancelled, or terminated trains. The most significant event occurred on January 8, caused by a broken rail west of East New York and resulted in 37 late trains, delayed customers an average of 14 minutes, and reduced our monthly OTP by less than one percent.

At Jamaica, 55.8% of trains arrived into the station less than 3 minutes behind scheduled time in the AM peak period; in the PM peak, it was 76.8%.

The fleet mean distance between failures, a metric that measures the average number of miles a railcar or locomotive travels before failing and causing a delay, operated at 159,029 miles in December, exceeding the target of 150,000 miles. The 2024 annual MDBF was 163,564 miles, which also exceeded the target of 150,000 miles.

## Moving Forward

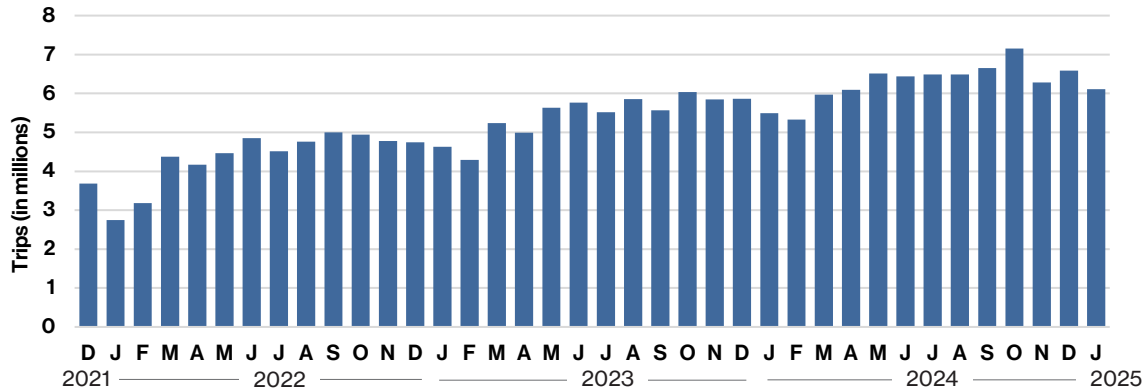
A new timetable goes into effect on March 3. The new schedules support several ongoing projects including track maintenance and crossing rehabilitation between Ronkonkoma and Greenport, track surfacing on the Port Washington Branch, and Babylon Station rehabilitation.

# 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

The LIRR started the year with ridership growth, continuing the increasing trends of 2024. LIRR ridership grew when compared to the same month of the prior year. January 2025 ridership increased 11.2% compared to January 2024, representing 85.2% of January 2019. Commutation ridership increased 8.4% and Non-Commutation ridership increased 13.3%, continuing to surpass the same month in 2019. Non-Commutation’s stronger growth indicates a higher demand for off-peak travel, while Commutation demonstrates a steady growth as people are returning gradually to work in the office (part/full-time).

The average weekday ridership in January 2025 decreased -7.9% compared to December 2024, which is expected as historically ridership slows down in the winter especially in January following the holiday/leisure travel. The average weekend ridership in January decreased -18.4% with Saturdays decreasing -17.8% and Sundays decreasing -21.2% compared to last month, reflecting fewer people travelling on weekends following the December holiday period.

### Moving Forward

LIRR customers continue to take advantage of the GCM service. In January, GCM ridership reached 1,577,335 customers (based on load weigh data), which is 7.4% higher than January 2024, stabilizing at 40% share for GCM AM Peak trips vs. 60% of AM Peak trips to Penn Station. The effect of Congestion Relief will be monitored as it is premature currently to determine its impact on LIRR ridership. Looking ahead, after the seasonal winter ridership reduction, the LIRR ridership growth is expected to continue compared to the prior year supported by improved service performance and increasing customer satisfaction.



# FINANCIAL RESULTS

## 2025 Revenues & Expenses, January Year-to-Date

*\$ in millions*

	Budget	Actual	Variance
<b>Total Non-Reimbursable Revenues</b>	<b>\$50.7</b>	<b>\$54.2</b>	<b>\$3.5</b>
Farebox Revenues	\$47.9	\$51.3	\$3.3
Other Revenues	\$2.8	\$3.0	\$0.2
<b>Total Non-Reimbursable Expenses</b>	<b>\$174.5</b>	<b>\$178.2</b>	<b>(\$3.6)</b>
Labor Expenses	\$135.8	\$135.6	\$0.1
Non-Labor Expenses	\$38.8	\$42.5	(\$3.8)
<b>Non Cash Liabilities</b>	<b>\$44.8</b>	<b>\$53.8</b>	<b>(\$9.0)</b>
<b>Net Surplus /(Deficit) - Accrued</b>	<b>(\$168.6)</b>	<b>(\$177.7)</b>	<b>(\$9.0)</b>

## Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,911	7,067	(156)
Reimbursable	1,089	868	221
<b>Total Positions</b>	<b>8,000</b>	<b>7,935</b>	<b>65</b>

## Data Review

Through January, farebox revenue was \$3.3 million higher than the budget due to higher-than-expected ridership, partially offset by lower yield per passenger.

Labor expenses are lower than the budget by \$0.1 million due to lower payroll and associated fringe costs, partially offset by overtime. At the end of January, there were 65 vacancies compared to the budget.

Non-labor expenses are higher than the budget by \$3.8 million, primarily driven by the timing of maintenance contracts and material usage.

## 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.

### Wrapping Up Mastic-Shirley Station Improvements



*Station improvements to Mastic-Shirley are almost complete*

This month, MTA Construction & Development and LIRR are wrapping up station improvements at Mastic-Shirley Station located in Suffolk County on the LIRR Montauk Branch. The former station building structure was constructed in 1960 and had reached the end of its useful life, so in its place the project team erected a new station shelter, also replacing a shelter on the high-level platform.

Because the original station building contained lead and asbestos, abatement experts followed careful demolition protocol to ensure that hazardous materials were appropriately removed and disposed of. After the site was properly cleared, the project team created a new 2,000-square-foot plaza area and built an attractive new glass enclosed shelter the same size as the former station building on top, which contains two ticket vending machines, LED lighting, security cameras, a granite bench, granite planters and historic photos.

The project scope also addressed a variety of infrastructure needs, including repairs to the ADA-accessible ramp and railings, upgrades to station's electrical capacity, LED lighting, and security and communications systems. In addition, a new bike rack was installed at Mastic-Shirely Station, which is one of seven LIRR facilities to receive additional bike parking under the MTA's Bike, Pedestrian, and Micromobility Strategic Action Plan. The project utilized an MTA Small Business Mentor Program (SBMP) contractor as well as in-house LIRR forces.

These new station structures and other upgraded amenities such as a new train schedule digital screen, additional security cameras, lighted bollards throughout the plaza, and re-painted ADA parking spaces are a big improvement to the customer experience and station environment at the Mastic-Shirley Station.

# CUSTOMERS & COMMUNITIES

## Celebrating Elmont-UBS Arena Station's 1 Millionth Customer



*Celebrating the 1 millionth customer at Elmont - UBS Arena Station*

LIRR recently celebrated a major milestone — welcoming the one millionth rider to UBS Arena via the LIRR. The milestone was marked by a special moment with father and son duo, Steve and Michael Sosnick, from New Canaan, Connecticut, who were on their way to a New York Islanders game. The pair's journey from Metro-North Railroad to Grand Central Madison and then to the Elmont-UBS Arena Station highlighted the continued success of this transformative project.

Elmont-UBS Arena Station, which opened its doors in 2021 with eastbound service

and became a full-time station in February 2023, has quickly become a vital access point not only for event-goers but also for the Elmont and Bellerose Terrace communities. The station's location at Belmont Park provides these communities with a convenient, reliable transportation option for daily travel, while also serving as a key gateway to the arena for major events. This addition has been a significant improvement in mobility for local residents, allowing them easier access to public transit and enhancing their connection to regional destinations.

LIRR President Rob Free celebrated the station's success, emphasizing how the partnership with UBS Arena has helped provide a seamless customer experience. The modernized station, equipped with state-of-the-art amenities like USB charging stations, Wi-Fi, and a snow-melting system, exemplifies the LIRR's commitment to improving accessibility and convenience for passengers.

This project is part of a larger effort to modernize the LIRR and provide better, faster, and more affordable transit options. Public-private partnerships, such as the collaboration with UBS Arena and New York State, have allowed for such successful ventures without incurring costs for the LIRR.

The Elmont-UBS Arena Station is a prime example of how modernized infrastructure is not only enhancing safety and convenience for the community but also contributing to the region's economic growth. With continued improvements and expanded services, the LIRR is making it easier than ever for riders to access major venues like UBS Arena, making public transit a key part of Long Island's future.

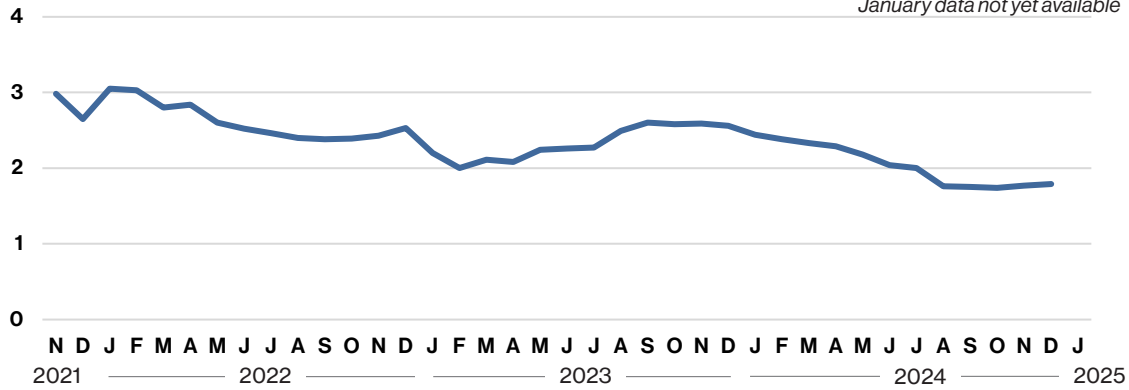
# Long Island Rail Road

## SAFETY & SECURITY

### Customer Accident Rate

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

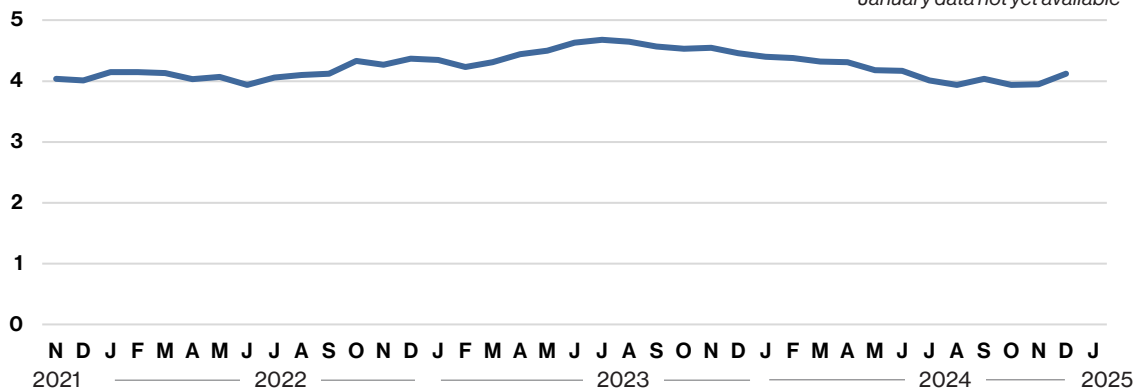
January data not yet available



### Employee Lost Time Accident Rate

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

January data not yet available



### Data Review

The reportable customer injury rate decreased from 2.56 to 1.79 per one million customers in the current 12-month reporting period, January 2024 through December 2024, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 4.46 to 4.12 per 200,000 working hours, compared to the prior 12 months.

### Moving Forward

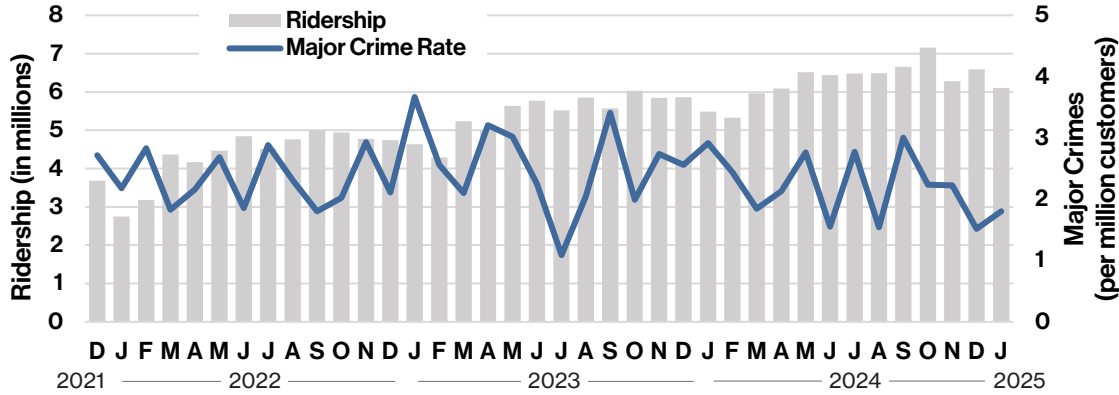
To promote our free training for the emergency responder community, the Corporate Safety Department Office of the Fire Marshal and Community Relations Divisions in partnership with the LIRR Training Department Emergency Response Division participated in the annual Fire/EMS Mega Show. We engaged with over 6,000 participants.



# SAFETY & SECURITY

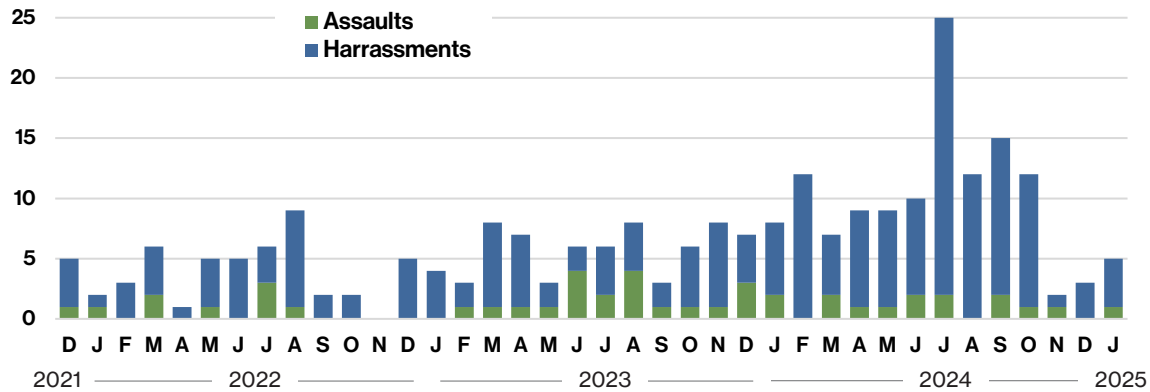
## Major Crimes Against Customers

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



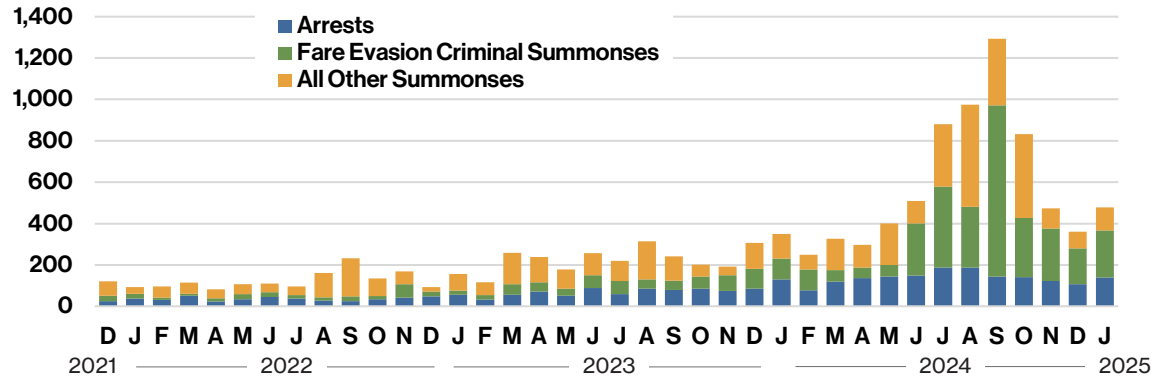
## Assaults and Harassments Against Employees

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





7:34 Atlantic Term in 4min  
Locust Manor, Jamaica,  
East NY, Nostrand Ave,  
Atlantic Term

Penn Station

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## **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