

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

March 2025



WE SERVE WITH PRIDE





TICKETING AND CUSTOMER SERVICES

TO TICKETING AND CUSTOMER SERVICES

TO TICKETING AND CUSTOMER SERVICES • RESTROOMS

45<sup>TH</sup> STREET

Governor Kathy Hochul announced that LIRR and Metro-North trains are achieving significant milestones so far in 2025, with high on-time performance records and strong ridership gains, building on record service reliability documented in 2024. Metro-North achieved its 21st 100% on-time performance day on March 9, while LIRR's on-time performance of 96.4% marked the highest ever recorded for the month of February.

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

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

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Visit <https://new.mta.info/transparency/board-and-committee-meetings/march-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.



Mastic-Shirley

No Exit



# LONG ISLAND RAIL ROAD



WATCH THE GAP

# Long Island Rail Road

## MESSAGE FROM THE PRESIDENT



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

### On Ridership & Performance

We continue to see consistent ridership growth at the LIRR even during historically lower ridership months – case in point, this cold and sometimes snowy February.

February total ridership was up 6.3% compared to February 2024 and is up 8.8% YTD vs 2024.

It also represented 84.9% of February 2019 ridership.

Monthly ticket ridership was up 3.8% over February 2024. Commutation ridership increased 8.8% and Non-Commutation was up 4.6% when compared to last February.

In spite of all the cold weather, the LIRR achieved a total OTP of 96.41% for the month, our best February in recorded history.

### With Profound Gratitude...

Though we appreciate our employees' contributions every day, we proudly celebrated National Transit Employee Appreciation Day on Tuesday, March 18.

That morning, I had the honor of working under the watchful eye of Track Foreman Joe Famulari out on the tracks with the SUB 2 track maintenance gang - what a great group of employees! I truly enjoyed them AND the work.

Afterwards, we held a special event at Penn Station with our Chairman and all of the transit agency presidents in recognition of our employees' efforts. It was a great time with lots of excitement and a whole bunch of gratitude.

At the event, I had the honor of being accompanied by both Joe and Chief Train Dispatcher Mark Allen, two true professionals and great examples of the dedication and commitment of our workforce.

I can't thank the employees of the LIRR enough for the amazing work they perform every day, and I want them to know their efforts are recognized and truly appreciated.



## Our Heroes

On January 30th, LIRR Transportation Managers Stephen Light and John Petrone were making their usual rounds at Grand Central Madison when they were alerted to an unresponsive passenger on a train. After multiple passengers tried unsuccessfully to awaken the man, the two managers jumped into action.

John cleared the area and retrieved the station's automated external defibrillator. Stephen, a longtime EMT and volunteer firefighter, used the AED on the pulse-less man and performed CPR until further help arrived.

The passenger was taken to the hospital and is expected to make a full recovery thanks in large part to the efforts of these two amazing employees, who were recently honored – and rightfully so – as ABC7 Heroes of the Week. Thank you and congratulations to Steven and John for their lifesaving act!

## Fantastic in Mastic-Shirley

This month, we celebrated substantial completion of the renewal project at our Mastic-Shirley Station.

You may recall we rolled out our Station Spruce Up program last year. This program aims to fix up stations in need and is an important component of our Capital Program.

This particular renovation was a larger effort that brings the station to a state of good repair, as well as beautifies and modernizes it.

Included in the renovation is a new sheltered 2,000-square-foot plaza area featuring historic photos, a reconstructed platform shelter, new LED lighting, railings, signage, platform and ADA ramp repairs, digital information screen, and an upgraded security and communication system.

Another great element of this project is that the majority of the work was performed by our highly skilled in-house workforce.

# 96.41%

total LIRR OTP for February, the best February ever

---

# 6

LIRR substation renewals funded in 2025 – 2029 Capital Program

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# 8.8%

total year-to-date LIRR ridership increase over 2024

The station looks great and should serve as a reminder of the need to fully fund our Capital Plan.

I would also like to thank our partners at MTA Construction & Development for overseeing this project to completion.

### Red Storm Over Penn

Our new and improved Penn Station has been the host of several celebrations this month. One particular event caused a lot of excitement, and that was the Big East Tournament kickoff featuring our own hometown college basketball team – the St. John’s Red Storm.

The event started off with a train ride from Jamaica to Penn Station which included Athletic Director Ed Kull, the school’s band, cheerleaders, team mascot Johnny Thunderbird and myself. It ended with a pep rally including Chairman Lieber, music, speeches, alumni and a lot of cheering. The station lights were also illuminated in red and white for the week to show our support for our team.

In the spirit of fairness and sportsmanship, other Big East school bands were invited and performed in the station throughout the week. It was an exciting and energizing week, which was capped off with the Red Storm winning the Big East tournament.

Congratulations and good luck in the NCAA Tournament to our own St. John’s Red Storm.

### Many Capital Returns

As I mentioned before, it is absolutely essential to fully fund our Capital Program to maintain our station facilities. Over the last several years, we’ve demonstrated what we are capable of doing with that funding, as evidenced by the renovations to the Main Line 3rd track stations and our Station Spruce Up program locations.

But a fully funded program provides so much more operation-critical assistance, such as necessary state-of-good-repair (SOGR) work.

There are also a number of projects included in the 2025-2029 Capital Program that will support speed and reliability, for example:

- Queens Interlocking switch and capacity upgrades
- Jamaica Capacity Improvements – modernizing and upgrading switches, the signal system, increasing capacity and lengthening station platforms at the “epicenter” of our operation
- Signal renewals from Huntington to Smithtown and from Babylon to Patchogue
- Upgrades to the Wreck Lead Bridge between Long Beach and Island Park



- 6 substation renewals and upgrades to others

These projects, along with other SOGR work, will help further improve our service, but we cannot do so without a fully funded Capital Program.

### **Thank You, Vinnie**

I want to conclude this month by acknowledging and congratulating someone I have known for years and for whom I have great respect – MTA Board Member, Vice General Chairman, family man, volunteer, community supporter and Certified Conductor (a title I know gives him great pride), Vinnie Tessitore.

Vinnie has worked with us on many projects and initiatives over the years. One initiative I think Vinnie is most proud of is the revised training program for Conductors, a project about which he was very passionate.

But over the years, there is one thing that always stood out to me about him and that's his respect of the craft of Conductor.

Yes, he defended the people he represented and fought for a fair deal. But it was more than that - he was proud to be a Conductor and wanted to maintain the image, traditions and history of the craft.

Know this, Vinnie...you succeeded.

I know this is not goodbye, but "until I see you again."

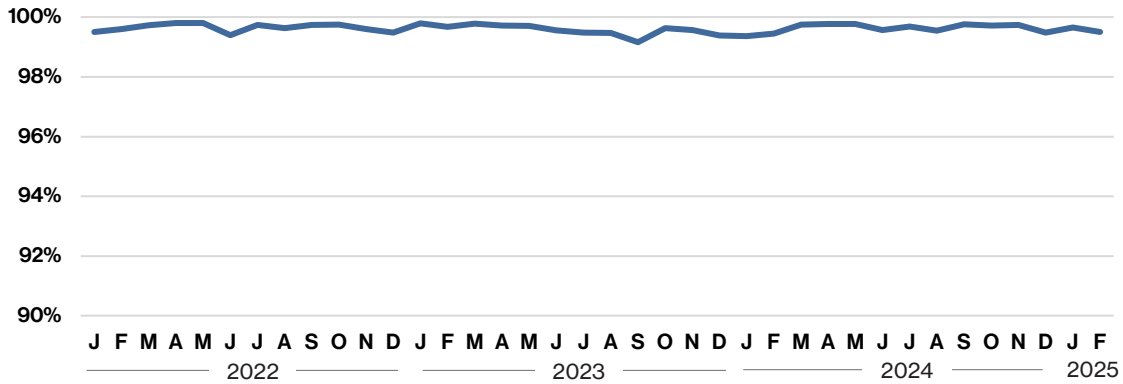
And thank you for all you have given to the LIRR and the craft.

# Long Island Rail Road

## SERVICE PERFORMANCE

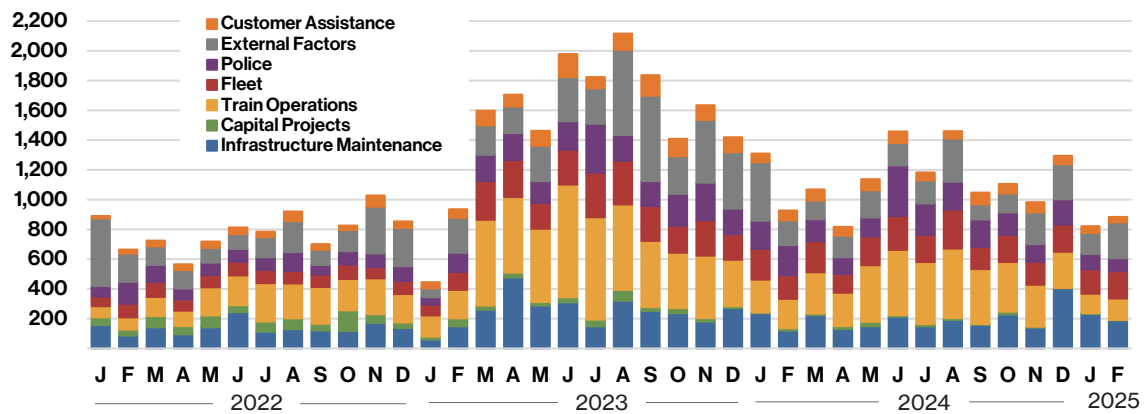
### Service Delivered

The share of scheduled train trips completed



### Delays by Type

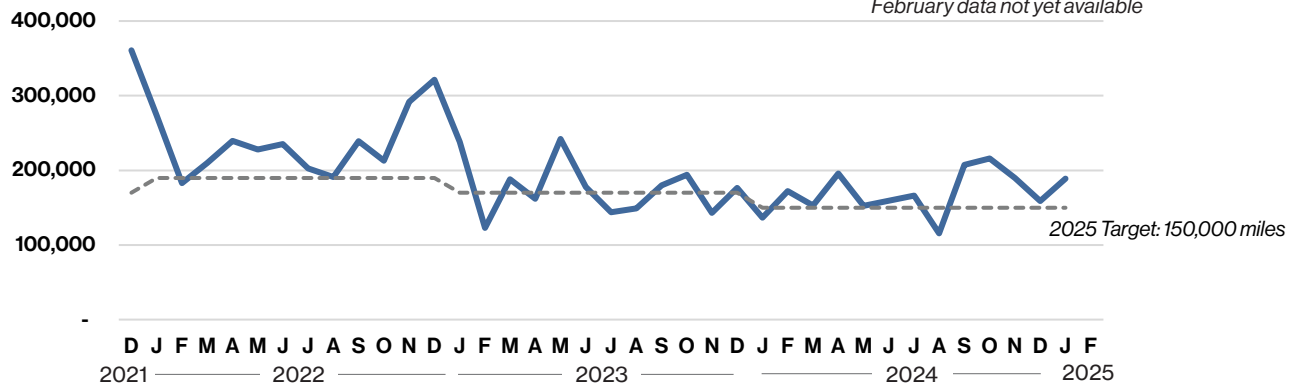
The number of delayed trains by type of delay



### Mean Distance Between Failures

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

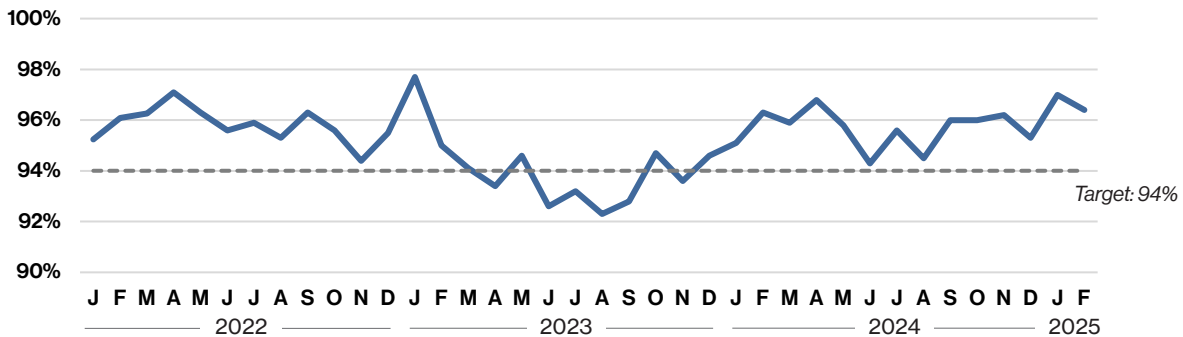
February data not yet available



# 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	97.3%	Montauk	94.7%
Babylon	96.6%	Oyster Bay	96.6%
Far Rockaway	96.5%	Port Jefferson	93.8%
Hempstead	96.7%	Port Washington	98.6%
Huntington	95.2%	Ronkonkoma	95.9%
Long Beach	95.8%	West Hempstead	96.8%

## Data Review

In February, on-time performance (OTP) was 96.4%, above the goal of 94%, with ten branches operating at or above their goal. Year-to-date OTP is above the goal at 96.7%, and all twelve LIRR branches have operated at or above their goal.

Eight incidents in February resulted in ten or more late, cancelled, or terminated trains. The most significant event occurred on February 3 caused by a loss of supervisory system at Jay Interlocking. The event caused 63 late trains, delayed our customers an average of 17 minutes, and reduced our monthly OTP by less than one percent.

At Jamaica, 56.7% of trains arrived into the station less than 3 minutes behind schedule during the AM Peak periods and 74.9% during PM Peak periods.

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 188,933 miles in January, exceeding the target of 150,000 miles.

## Moving Forward

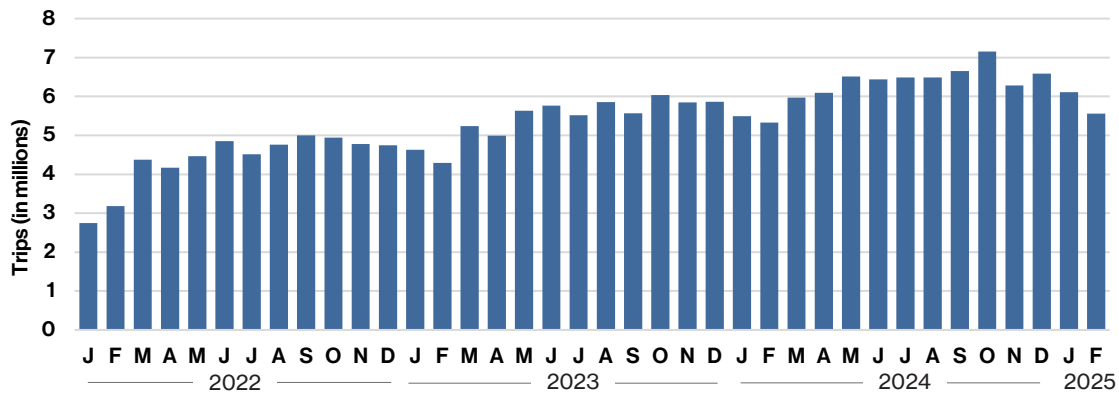
For the last weekend in March and first two weekends in April, two main tracks on the Montauk Branch between Jamaica and Rockville Centre will be out of service to support a series of switch replacements near Valley Stream. Crews will also piggy-back on this track outage to perform grade crossing rehabilitation on the West Hempstead Branch.

# Long Island Rail Road

## RIDERSHIP

### Monthly Ridership

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



### Data Review

LIRR ridership continued to grow when compared to the same month of the prior year. February 2025 ridership increased 6.3% compared to February 2024, representing 84.9% of February 2019. Commutation ridership increased 8.8% and Non-Commutation ridership increased 4.6%, continuing to surpass the same month in 2019. Non-Commutation’s continued growth indicates strong demand for off-peak travel, while Commutation demonstrates a steady growth as people are returning to work in the office (part/full-time). Year-to-date, ridership is 8.8% above 2024, representing 85.1% of the ridership compared to the same period in 2019.

The average weekday ridership in February 2025 increased +4.9% compared to January 2025. The average weekend ridership decreased -6.0% with Saturdays decreasing -8.3% and Sundays decreasing -3.1% compared to last month, reflecting less people travelling on weekends possibly due to inclement weather in February.

### Moving Forward

LIRR customers continue to take advantage of the GCM service. In February, GCM ridership reached 1,427,782 customers (based on load weigh data). AM Peak travel to Manhattan is stabilizing at 40% share for GCM vs. 60% share for Penn Station. The LIRR will continue to monitor the effect of Congestion Pricing to determine its impact on LIRR ridership. NYC sports games (i.e., NHL teams taking the train to Elmont – UBS Arena for games with the NY Islanders) and events at local venues (concerts, expos) continue to bring additional ridership. The LIRR ridership growth over the prior year is expected to continue supported by improved service performance and increasing customer satisfaction.



# FINANCIAL RESULTS

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

\$ in millions

	Budget	Actual	Variance
<b>Total Non-Reimbursable Revenues</b>	<b>\$97.8</b>	<b>\$108.3</b>	<b>\$10.5</b>
Farebox Revenues	\$92.2	\$99.0	\$6.9
Other Revenues	\$5.6	\$9.2	\$3.6
<b>Total Non-Reimbursable Expenses</b>	<b>\$337.0</b>	<b>\$339.1</b>	<b>(\$2.1)</b>
Labor Expenses	\$261.3	\$259.9	\$1.4
Non-Labor Expenses	\$75.7	\$79.2	(\$3.5)
<b>Non Cash Liabilities</b>	<b>\$89.6</b>	<b>\$99.8</b>	<b>(\$10.2)</b>
<b>Net Surplus /(Deficit) - Accrued</b>	<b>(\$328.8)</b>	<b>(\$330.6)</b>	<b>(\$1.8)</b>

## Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,949	7,055	-106
Reimbursable	1,058	847	211
<b>Total Positions</b>	<b>8,007</b>	<b>7,902</b>	<b>105</b>

## Data Review

Through February, farebox revenue was \$6.9 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 \$1.4 million due to lower payroll and associated fringe costs, partially offset by overtime. At the end of February, there were 105 vacancies compared to the budget.

Non-labor expenses are higher than the budget by \$3.5 million, primarily driven by the timing of material usage and higher 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.

### **Jamaica Substation Set for Replacement**

This month, MTA Construction & Development is replacing and upgrading the Jamaica Substation originally constructed in 1971. This substation is a critical source of DC electric power to tracks along the LIRR that experience dense volumes of train traffic. The additional train service resulting from the opening of Grand Central Madison and the increased capacity resulting from the Jamaica Capacity Improvements projects have amplified the strain on the old substation. Because it serves so many trains, there is a greater demand on the traction power system, and it is currently operating beyond its useful life and is in need of replacement.

The Jamaica Substation is being constructed in close proximity to the existing substation and is located west of Jamaica Station in nearby Richmond Hill, Queens, NY (corner of 132nd Street and 91st Ave). The project team will build a new substation next to the existing one, which will remain in service until the new infrastructure is fully constructed and cutover.

The substation replacement scope includes design, fabrication, and installation of a new three-story prefabricated modular substation building in sections, assembled as one building on new foundations. The modular sections house pre-installed AC switchgear, rectifiers, DC switchgear, control cabinets, a new motor generator and associated equipment. Abatement of existing switchgear, rectifiers, and transformers will be performed prior to the LIRR salvaging any vital equipment, and the contractor's removal of equipment in preparation for demolition of the existing building and structures. Following successful acceptance testing and burn-in of the new substation, the existing substation will be decommissioned and demolished.

This critical state of good repair work will provide LIRR customers with smooth and reliable service for generations to come.



*Illustrative rendering of the new Jamaica Substation*

# CUSTOMERS & COMMUNITIES

## Celebrating St. John's Red Storm and the Big East Tournament



*The St. John's University pep band rode the LIRR to Penn Station to kick off the Big East Tournament*

As the Big East Tournament returns to Madison Square Garden, the LIRR is the best way to travel to watch the St. John's Red Storm compete for their first Big East Championship in 25 years. The team, ranked sixth nationally, is coming off an impressive season with a perfect 18-0 home record, and fans are encouraged to take the LIRR to cheer on the Johnnies.

To kick off the excitement, MTA leadership, St. John's mascot Johnny the Thunderbird, and the university's pep band rode the LIRR from Jamaica to Penn Station, where a press conference and pep band performance lit up the renovated Penn Station concourse. The lights above transitioned to St. John's red and white, adding energy to the event.

MTA Chair Janno Lieber noted, "There's no better way to get to the games than taking transit." LIRR President Rob Free echoed these sentiments, emphasizing the convenience of taking the LIRR to the games. "Leave the driving and parking hassle behind," he said. "With record on-time performance, the LIRR offers a seamless trip to MSG."

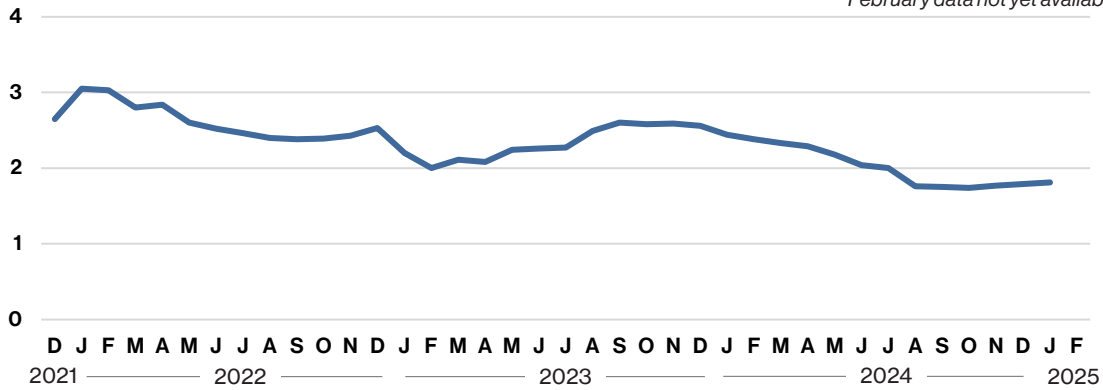
With Penn Station offering unmatched access to LIRR, subways, and buses, getting to MSG has never been easier. The LIRR's recent improvements, including the upgraded concourse and high on-time performance (nearly 97% for March 2025), ensure a smooth trip.

The LIRR is also bringing the Big East spirit to Penn Station with live band performances and coordinated team colors, ramping up the excitement for fans heading to the game. Travel stress-free and be part of the action—take the LIRR to cheer on St. John's and the Big East Tournament. Go Red Storm!

### Customer Accident Rate

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

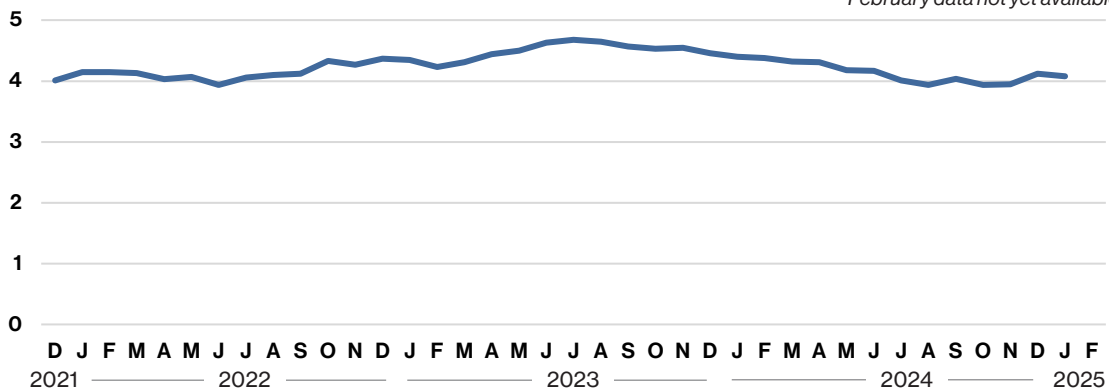
February data not yet available



### Employee Lost Time Accident Rate

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

February data not yet available



### Data Review

The reportable customer injury rate decreased from 2.44 to 1.81 per one million customers in the current 12-month reporting period, February 2024 through January 2025, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 4.40 to 4.08 per 200,000 working hours, compared to the prior 12 months.

### Moving Forward

In March 2015, LIRR officially joined the Federal Railroad Administration (FRA) sponsored voluntary Confidential Close Call Reporting System (C<sup>3</sup>RS). C<sup>3</sup>RS is a formal program for railroads and their employees to report close calls and work collaboratively to address concerns. To date, the Peer Review Team has reviewed over 3,000 reports and has implemented 29 corrective actions. The participation of our dedicated employees has made this program one of the best in the country.

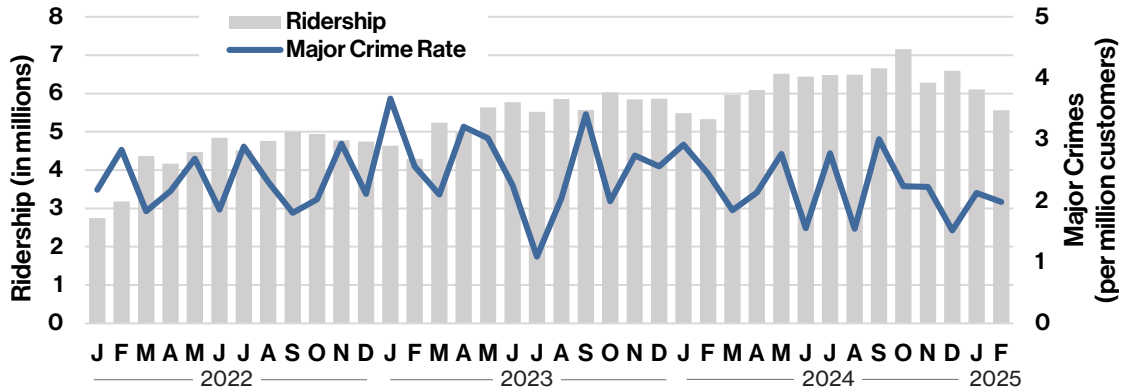




# SAFETY & SECURITY

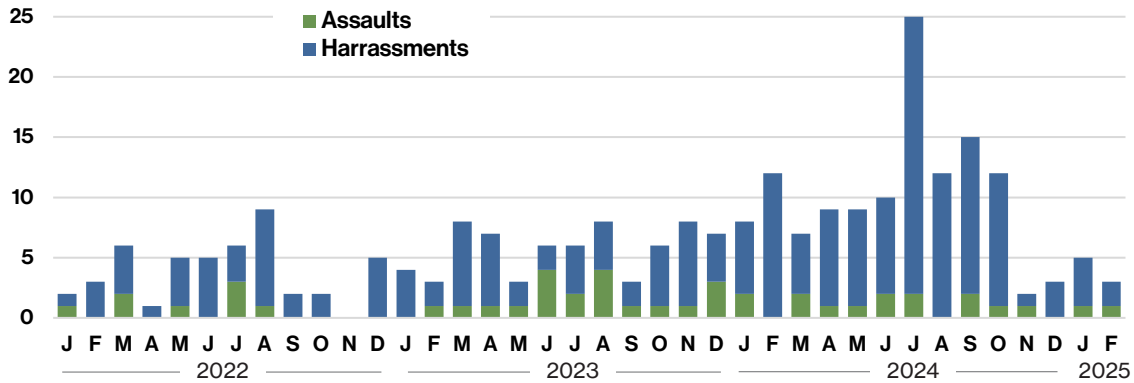
## Major Crimes Against Customers

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



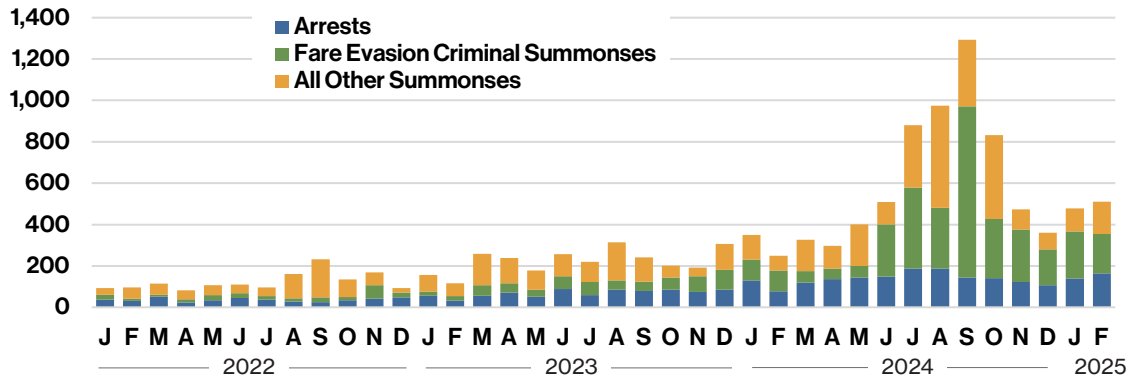
## Assaults and Harassments Against Employees

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**

Track	Departing Train	Status
30	4:15 Poughkeepsie <small>peak</small>	19 min
Stops at Poughkeepsie		

30



# Metro-North Railroad

## MESSAGE FROM THE PRESIDENT



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

In February, Metro-North continued our premier customer service with 98.5% of trains arriving at their destinations on-time. In the early weeks of March, we achieved a 100% OTP day on March 9th and have had several days operating above the 99% OTP mark, with the number of late trains being counted on one hand.

February also saw ridership improve by 2.2% over February 2024, with weekday ridership showing an encouraging 6.5% increase over last year. Early March has shown strong growth, with several weekdays above 220,000 riders. We saw robust ridership for the Big East Tournament, operating extra trains on the New Haven Line, while St. Patrick's Day was a bit of a washout with the inclement weather. As for baseball, we're warmed up and in the batter's circle for our special Yankees service, with Opening Day on Tuesday, March 27th.

### **Inaugural Run of Locomotive 222**

On Friday, February 28th, Metro-North proudly debuted Locomotive No. 222, the latest addition to our Heritage Locomotive Series, with an inaugural run from Danbury, CT, to Grand Central Terminal. Members of our leadership team and a spirited group of rail enthusiasts joined me at Danbury and aboard the train to mark this milestone. This sixth locomotive in the series pays tribute to the historic New York, New Haven and Hartford Railroad, featuring the classic olive green and gold color scheme that graced the fleet in the 1940-50s. The Heritage Series locomotives pay homage to our railroad's history and reflect our commitment to maintaining and extending the life of our aging Genesis-model dual-mode P32AC-DM fleet. The restoration of No. 222 required tremendous effort by Metro-North's workforce — including teams from Harmon Diesel Shop, Stamford Heavy Repair, and North White Plains Freight and Paint Shops — who completed extensive structural and mechanical repairs before applying the historic wrap with care and precision.

This project reflects the very best of Metro-North, demonstrating our teams' skill, collaboration, and dedication to preserving the



region's rich railroad legacy while ensuring reliable service for the future. The New Haven Railroad Historical and Technical Association was essential in providing authentic archival paint chips, guiding our teams in faithfully recreating the historic look. Locomotive No. 222 not only honors the proud legacy of the New Haven Railroad but also stands as a symbol of Metro-North's enduring commitment to excellence and craftsmanship.

### March Schedule Change

Metro-North will implement schedule adjustments on the Hudson, Harlem, and New Haven Lines effective Sunday, March 30, 2025, to advance critical infrastructure improvements and essential maintenance work.

These schedule changes are necessary to accommodate ongoing capital and maintenance projects, including switch replacements, track and tie renewals, and the continuing replacement of the Park Avenue Viaduct span and Walk Bridge on the New Haven Line.

To effectively manage these critical undertakings, we will implement targeted schedule changes to allow for necessary track outages and construction windows. While these adjustments are imperative to successfully executing the projects, we remain focused on upholding the high service standards that our customers expect.

We're delighted to note that we're enhancing travel times on key trains, particularly on the New Haven Line, to improve our customers' experience. We are also responding to growing ridership by introducing additional services during peak periods and adding extra trains to accommodate the travel needs of those attending events, such as the Yankees season opener and our regular Yankee Clipper Trains To The Game, through trains to and from Yankee Stadium on the Harlem and New Haven Lines. Furthermore, to support higher travel volumes during the peak holiday periods,

**90 min**

or faster improved  
express service to  
New Haven

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**6**

Heritage  
Locomotives now  
in service

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**100%**

on-time  
performance  
achieved on March 9

# Metro-North Railroad

## MESSAGE FROM THE PRESIDENT

we will expand our getaway service for Memorial Day, Independence Day, and Labor Day weekends.

These adjustments reflect Metro-North's commitment to safely advancing our critical infrastructure work while continuing to deliver reliable service for customers.

### Improved Run Times

As part of Metro-North's unwavering commitment to safety, reliability, and exceptional customer service, we are proud to announce the successful implementation of significant run-time improvements on the New Haven Line. These achievements result from close collaboration with our partners at CTDOT and targeted infrastructure upgrades, including signal system enhancements, optimized train routing, and limited station stops during peak periods.

Competing with Amtrak service, six CTDOT Super Express trains now provide faster service between New Haven and Grand Central Terminal, reducing travel times by as much as 10 minutes. Most express trains make the trip in 90 minutes or less—a notable improvement for customers during high-demand peak commuting hours.

These service enhancements reflect Metro-North's continued efforts to balance infrastructure needs with operational efficiency and customer satisfaction while upholding the highest safety standards. Looking ahead, we are also analyzing similar opportunities on the Hudson Line to reduce Poughkeepsie Express train run times to 90 minutes, further expanding customer-focused improvements across our system.

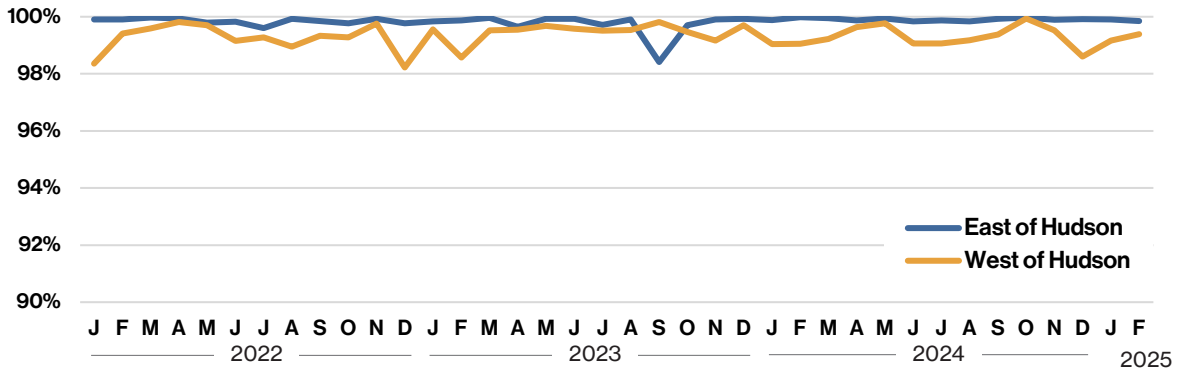


# Metro-North Railroad

## SERVICE PERFORMANCE

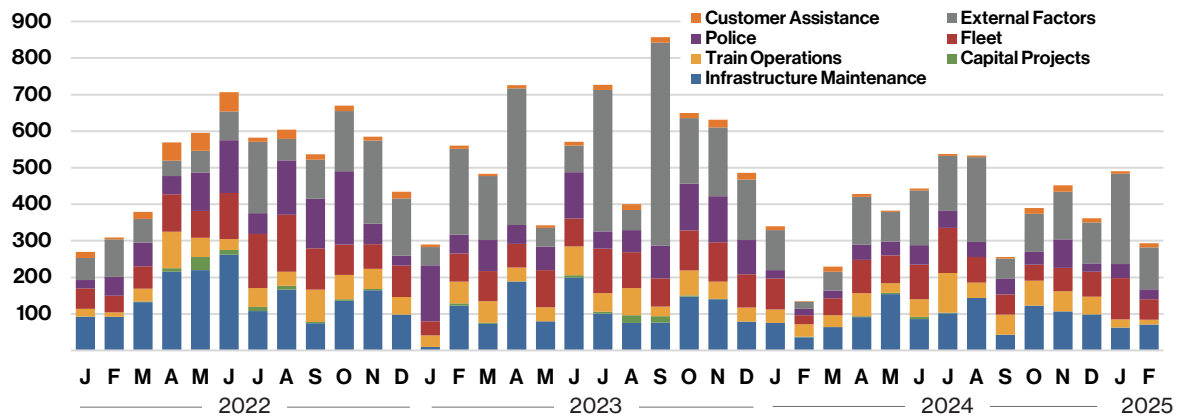
### Service Delivered

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



### Delays by Type

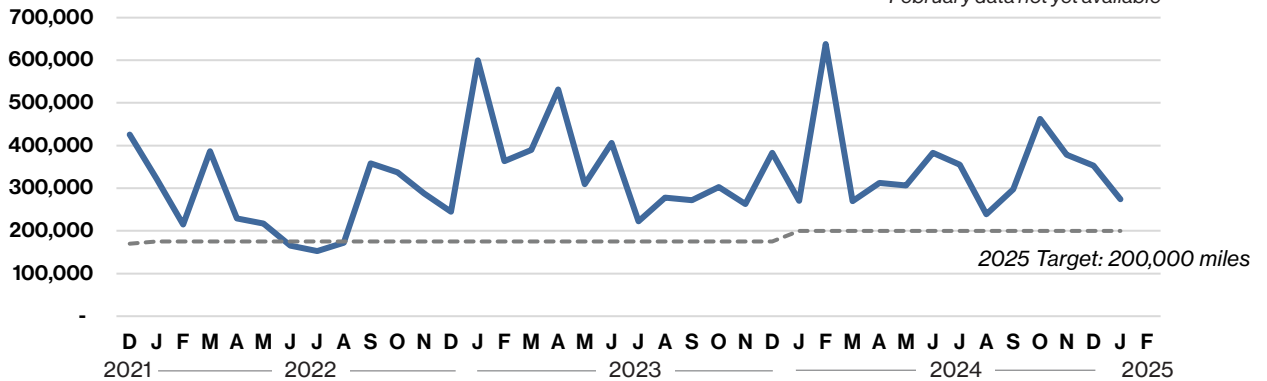
The number of delayed trains by type of delay



### Mean Distance Between Failures

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

February data not yet available

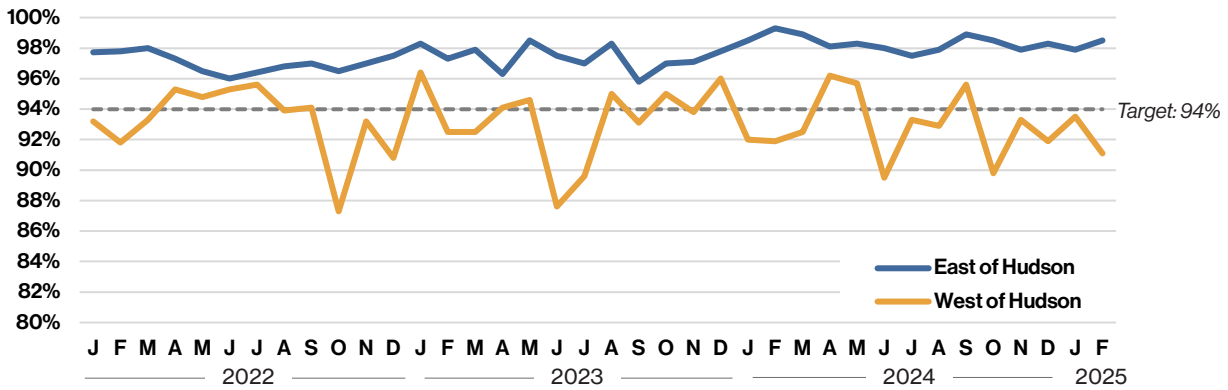




# SERVICE PERFORMANCE

## 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	98.8%	Pascack Valley	92.4%
Harlem	98.8%	Port Jervis	89.1%
New Haven	98.2%		

## Data Review

Metro-North's service delivered rate in February was 99.8%. Systemwide OTP exceeded the 94% goal, reaching 98.5%; year-to-date OTP is 98.2%. Five major incidents impacted February's OTP:

- On February 7, a switch issue on the New Haven Line required rerouting, impacting 13 trains. On the same day, MTA Police responded to an altercation on the Harlem Line, impacting 16 trains.
- On February 11, a switch failure on the Harlem Line impacted 13 trains.
- On February 17, track circuit failures caused speed reductions, impacting 10 trains.
- On February 21, technical issues at Grand Central led to speed restrictions, impacting 11 trains.

The fleet's January MDBF was 274,383 miles, surpassing the 200,000-mile goal.

## Moving Forward

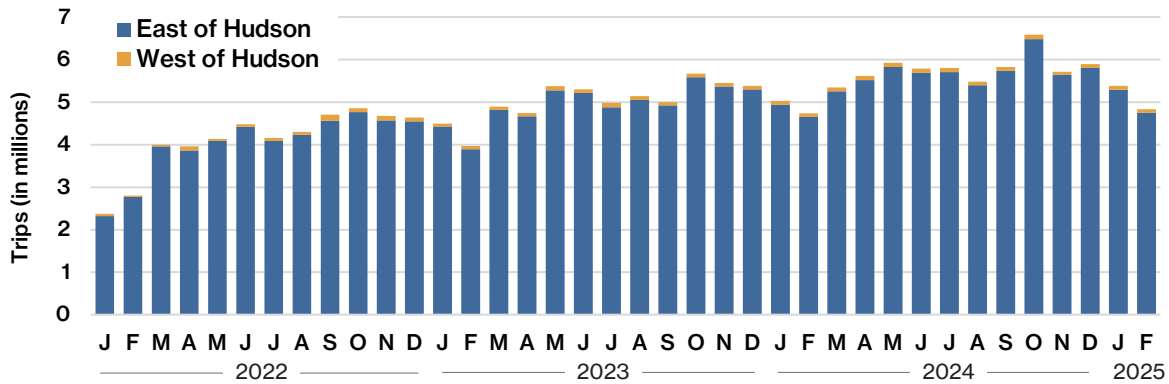
On March 18, Metro-North observed National Transit Employee Appreciation Day. Senior leadership from the Operations Department and the Executive team visited employees in the field to extend their gratitude for their ongoing commitment and exceptional service. Metro-North recognizes and appreciates the outstanding efforts made by its employees in maintaining high standards of safety, service, and operational excellence. On the operations front, Metro-North's new schedule will go into effect on March 30.

# 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 February 2025 ridership of 4.8 million decreased 10.2%, though this is deceptive given three fewer days in the month compared to January. Average daily ridership decreased 0.6% to 171,888; average weekday ridership increased 1.1% to 204,709; and average weekend ridership decreased 5.6% to 85,472.

Total ridership in February rose 2.2% compared to February 2024 and represents 77.6% of February 2019 ridership. Average weekday ridership was 6.5% higher than February 2024 and represented 76.0% of February 2019 ridership. Estimated average Tuesday-Thursday ridership was 6.7% higher than February 2024 and stands at 77.8% of an average weekday in February 2019. Finally, average weekend ridership was 2.9% lower than in February 2024 and represented 77.7% of February 2019.

Total commutation ticket ridership decreased 9.1% from January. Commutation, peak single, and peak ten trip ticket trips decreased 9.6% since last month, and commutation’s share of total rides increased 0.5% from 41.3% to 41.8%.

### Moving Forward

Ridership typically increases in March after the midwinter doldrums; there are no holiday weekends and three more days than in February, temperatures are rising, and St. Patrick’s Day always brings a crowd, as does the Big East Men’s Basketball Tournament at Madison Square Garden. Regular sports also resume at Yankee Stadium with two NYC Football Club games and the Yankees home opener on March 27. In 2024, average daily ridership rose 5.7% between February and March, and early March 2025 has already risen faster than that – before the parade or the Yankees opener.



# FINANCIAL RESULTS

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

\$ in millions

	Budget	Actual	Variance
<b>Total Non-Reimbursable Revenues</b>	<b>\$98.3</b>	<b>\$102.7</b>	<b>\$4.3</b>
Farebox Revenues	\$92.0	\$93.7	\$1.6
Other Revenues	\$6.3	\$9.0	\$2.7
<b>Total Non-Reimbursable Expenses</b>	<b>\$275.6</b>	<b>\$275.1</b>	<b>\$0.5</b>
Labor Expenses	\$195.6	\$198.9	(\$3.3)
Non-Labor Expenses	\$80.1	\$76.3	\$3.8
<b>Non Cash Liabilities</b>	<b>\$56.6</b>	<b>\$54.4</b>	<b>\$2.2</b>
<b>Net Surplus /(Deficit) - Accrued</b>	<b>(\$233.9)</b>	<b>(\$226.9)</b>	<b>\$7.0</b>

## Staffing Levels

Positions (Full-Time Equivalents)	Budget	Actual	Variance
Non-Reimbursable	6,171	6,218	-47
Reimbursable	645	479	166
<b>Total Positions</b>	<b>6,816</b>	<b>6,697</b>	<b>119</b>

## Data Review

Through February, farebox revenue was \$1.6 million higher than the Budget due to increased commutation ridership.

Labor expenses are higher than the Budget by \$3.3 million due primarily to lower reimbursable overhead and higher overtime partially offset by lower pensions. At the end of February, the paid headcount was 119 lower than budgeted and reflects 419 vacancies against the year-end authorized headcount.

Non-labor expenses are favorable to the Budget by \$3.8 million, driven primarily by lower 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.

### Station Upgrades Along the Hudson and Harlem Lines



*Platform upgrades at Garrison Station*

This month, MTA Construction & Development is working on a comprehensive station repair project making priority repairs to Upper Hudson and Upper Harlem stations that will bring five key stations to a state of good repair: New Hamburg, Beacon, Cold Spring, Garrison, and Southeast. A combination of age, wear and tear, and winter salt applications has caused deterioration of station platforms, stairs and associated components. This project had assessed the conditions at these stations to target and prioritize appropriate repairs to extend the useful life of the different components.

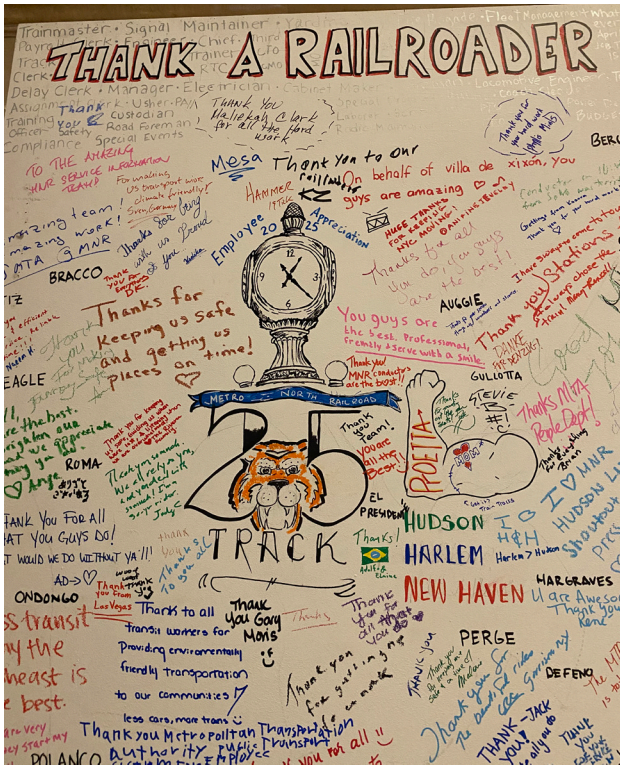
The repairs performed at each station vary but generally included either full width platform replacement or replacement of 3-foot-wide platform edges, replacement or rehabilitation of concrete piers, concrete

spall and crack repair, stair repairs, railing installation, tactile warning strip installation, edge board installation, and painting. At Beacon Station, a temporary side platform adjacent to track 3 was installed to allow for customer boarding which facilitated the work performed on the center island platform between tracks 1 & 2. Additionally, at New Hamburg Station the existing concrete stairs are being replaced, and the existing concrete ramps are being repaired while temporary ramps and stair are being utilized to ensure customer access at the platforms while work is ongoing.

The contractor utilized off-peak and weekend track outages to perform work adjacent to the track including piggybacking on existing outages from adjacent projects within the same block, whenever possible. The work was performed while maintaining access to stairs and ramps and coordinated platform closures with Metro-North Railroad to ensure stations were accessible to customers while work was ongoing. These repairs will create a more welcoming station atmosphere and ensure smooth and reliable service for decades to come.

# CUSTOMERS & COMMUNITIES

## Metro-North Celebrates National Transit Employee Appreciation Day



Customers wrote messages of thanks to Metro-North employees

On Tuesday March 18, in honor of National Transit Employee Appreciation Day Metro-North provided three large white boards and an assortment of colorful markers on the west end of Grand Central Terminal's Main Concourse to provide our customers a way of giving thanks to our employees. The boards, black and white to start the day, were filled with heartfelt notes of thanks and beautiful sketches by the end of the day contributed by our customers.

Thousands stopped to thank our employees, appreciate the boards, and contribute their own messages. Future Metro-North President Justin Vonashek had the pleasure of speaking to one woman who had

been riding our lines since the 1970s, before the current Metro-North existed. Acting Senior Vice President for Operations Evan Zucarelli had a lovely conversation with a customer named Laural who has been riding with Metro-North for over 20 years who was glad to be able to contribute her thanks to the boards in Grand Central: "I never know the best way to thank my favorites on MNR. I have filled out online surveys, but this was more fun!"

Our customers are the heart of what we do at Metro-North. Receiving their heartfelt thanks on National Transit Employee Appreciation Day was an honor.

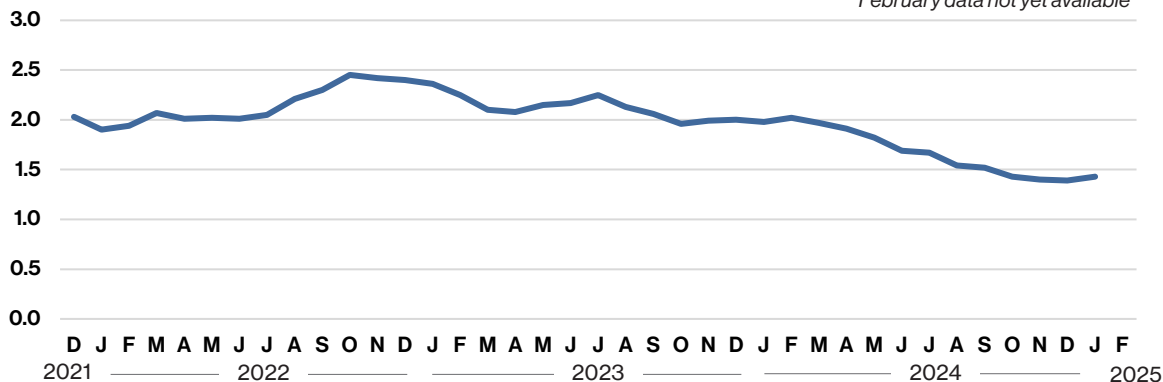
# Metro-North Railroad

## SAFETY & SECURITY

### Customer Accident Rate

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

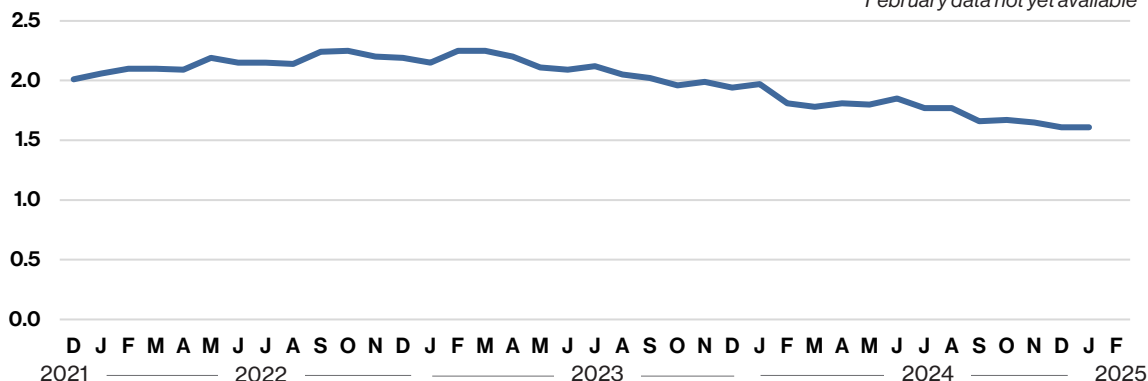
February data not yet available



### Employee Lost Time Accident Rate

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

February data not yet available



### Data Review

The reportable customer injury rate decreased from 1.98 to 1.43 per one million customers in the current 12-month reporting period, February 2024 through January 2025, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 1.97 to 1.61 per 200,000 working hours, compared to the prior 12 months.

### Moving Forward

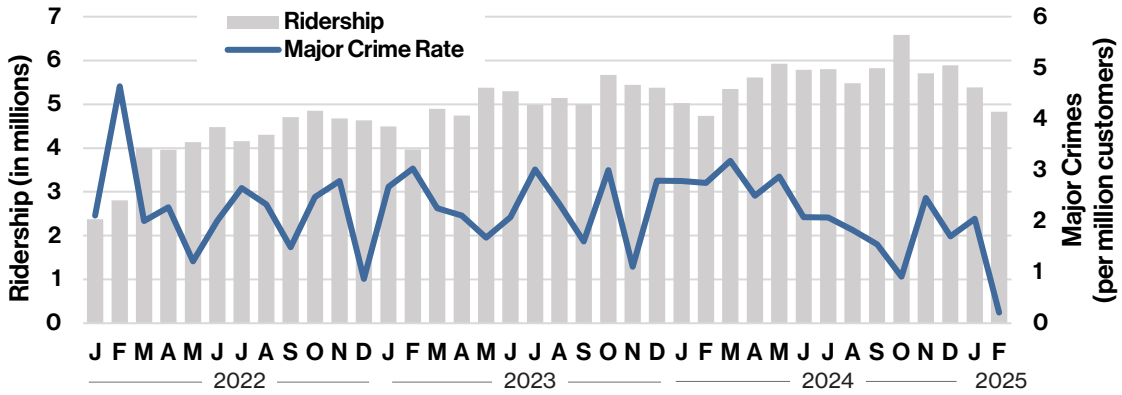
The Office of System Safety Environmental Compliance team regularly conducts environmental field inspections and audits in support of Metro-North’s compliance programs and initiatives. The team has conducted 68 of these inspections and audits across the Metro-North territory for the year to date. Additionally, as part of the waste minimization program, Metro-North has recycled over 245 gallons of hazardous chemicals this year alone, preventing their disposal.



# SAFETY & SECURITY

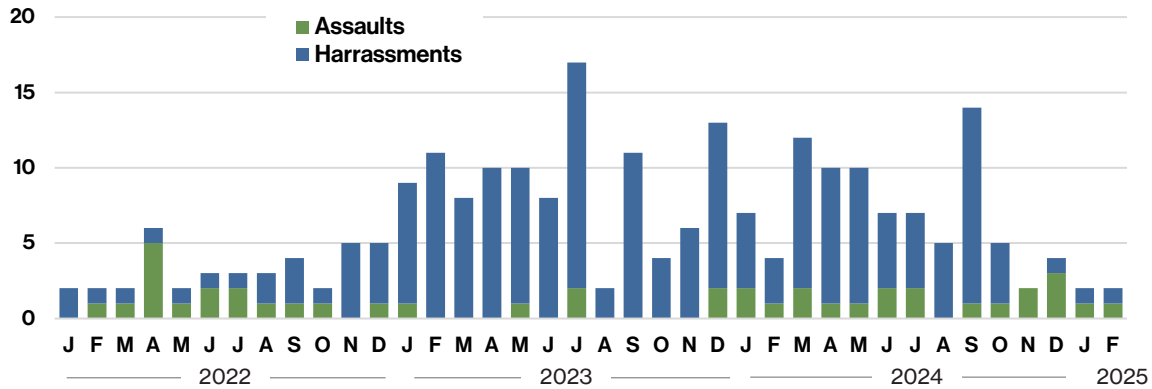
## Major Crimes Against Customers

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



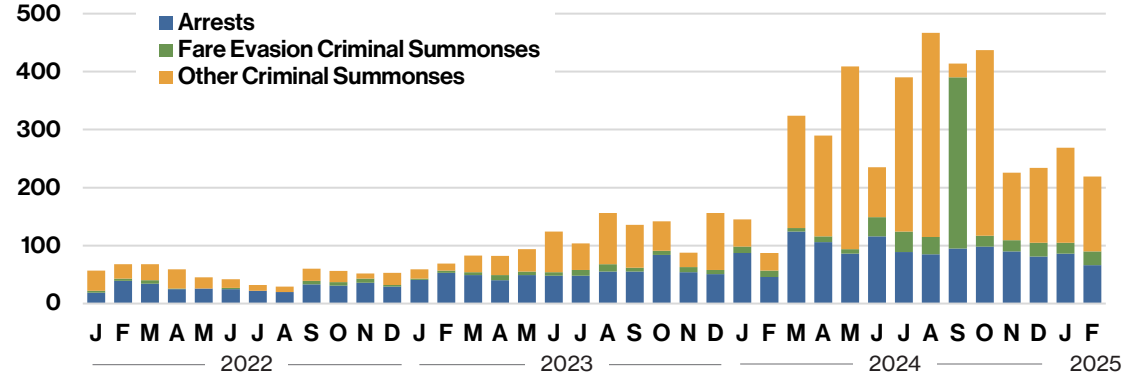
## Assaults and Harassments Against Employees

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









## **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