

What We Did in 2015...

We don't know how your year was (*hopefully, it was good!*), but we accomplished a lot in 2015. Here is a brief list highlighting some of our major accomplishments West-of-Hudson:

- **Service reliability remained solid.**

On-time performance totaled 94.8%, a slight decrease from 95.4% the previous year, due largely to the extreme winter weather in February of 2015. The Port Jervis Line ended the year at 94.5%. The Pascack Valley Line performed at 95.1%.

- **Ridership increased 4.9%**, representing 80,000 additional rides. Total ridership was approximately 1.75 million, with roughly 1.04 million riding the Port Jervis Line and 71,000 riding the Pascack Valley Line. (*PLEASE NOTE: These numbers are preliminary.*)

- **A pilot program to reduce parking fees**

was extended to make the railroad a more attractive commuting option from Orange and Rockland counties through October 2016. The pilot program offered a 12-month parking permit for the price of one month, reducing annual parking costs from \$235 to just \$20. Daily parking meter fees were also reduced from \$2.75 to \$1.25 a day.

- A contract was awarded with NJ TRANSIT (NJT) for the purchase and installation of **Positive Train Control** (PTC) components on Metro-North trains and along the Metro-North tracks operated by NJT. Also, a contract was awarded to have NJT and/or its contractors perform work in connection with ongoing installation and upgrade of Metro-North's PTC and locomotive cab signal systems.

- **Rock Slope Remediation** was completed on the Port Jervis Line. The work included tree clearing, rock mass removal, rock scaling, rock bolting and the installation of cable mesh.

- **The 2015 West-of-Hudson Track Program**

was completed in December. This project replaced components to meet our track standards and upgrades system components to reduce maintenance, improve reliability and give you a smoother, more reliable commute. Work completed included approximately 16,000 ties, 4 miles of rail, 24 miles of surfacing, and installation of 2 switches at Campbell Hall.

We'll keep you updated on our accomplishments throughout 2016 in upcoming issues of *Mileposts West*.

...and How Well You Think We Did It!

Despite our many accomplishments, our 2015 Customer Satisfaction Survey showed you were less satisfied with service.

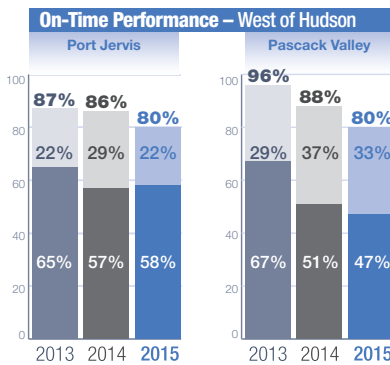
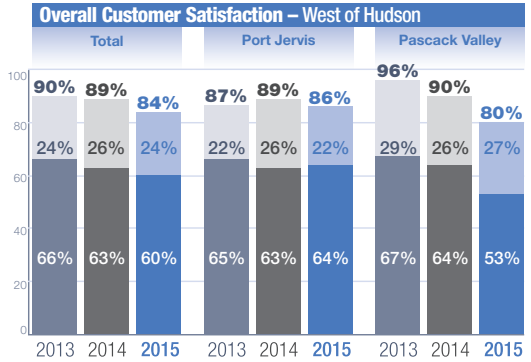
In fact, Overall Satisfaction was down 5 points to 84% satisfied. See the charts for more details.

Pascack Valley Line

Overall Customer

Satisfaction fell by 10 points in 2015! But on-time performance for the year was more than respectable, down only slightly from 2014. (See the first bullet in the previous story.)

The 2015 survey took place two months after NJ TRANSIT announced its intention to eliminate the last weeknight Pascack Valley Line train. While this would directly affect a very limited number of customers, the timing of the announcement might have had a negative impact on overall satisfaction.

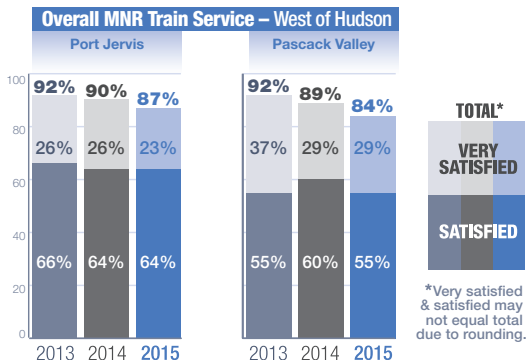


Port Jervis Line Overall

Customer Satisfaction was down slightly (86% vs. 89% in 2014).

Here are survey results in some other key areas:

- Overall Train Service** was down slightly to 86% (compared to a rating of 89% in 2014).
- Your rating for Overall Train Schedules** dropped slightly (65% compared to 67% in 2014).
- So did your ratings for the Overall Courtesy & Responsiveness of Employees** (93% compared to 94% in 2014).
- Overall Communication** During Normal Service Conditions rose to 83% (compared to 82% in 2014). But Overall Communication During Unplanned Service Disruptions fell to 61% (from 63% in 2014).



We thank you for your participation in the survey. Your input helps guide our efforts as we look at areas where we can work to improve with our service partner, NJ TRANSIT.

