

MTA Long Island Rail Road (LIRR) and MTA Metro-North Railroad (MNR) System-wide Service Standards

The following system-wide service standards apply to LIRR and MNR operations.

1. Service Availability

Service Availability is a general measure of the distribution of routes within the areas serviced by LIRR and MNR.

The commuter rail routes are distributed to provide service to commuters who reside within the service territories of LIRR and MNR. These service territories are each defined as all census tracts that are within (and touching) 2.5 miles of all the commuter rail stations. For MNR, the service territory includes all MNR stations in Manhattan, the Bronx, Westchester, Putnam, Dutchess, Rockland and Orange Counties in New York State and Fairfield and New Haven Counties in Connecticut. For LIRR, the service territory includes all LIRR stations in Manhattan, Brooklyn, Queens, Nassau and Suffolk Counties.

For purposes of conducting a Title VI analysis of service availability, the distance (distribution of stations – fixed access points) that a person must travel to gain entry to LIRR and/or MNR commuter rail services must be determined. The distance from the centroid of each census tract to the closest commuter rail station is computed and will be used for conducting such a Title VI analysis.

2. On Time Performance (OTP)

On-time performance is a measure of runs completed as scheduled. At LIRR and MNR, a train is recorded as on time if it arrives at its final destination within five minutes and 59 seconds of its scheduled arrival. All trains operated should complete their assigned trips. Unless noted on the timetable, trains will not depart early from passenger stations where they are scheduled to receive passengers.

3. Vehicle Headway

Vehicle Headway is a measure of how often a train is scheduled to stop at a particular station. Maximum Vehicle Headway is based upon the station's level of service (determined by ridership by station or average ridership within specific operating line segments). Factors considered when determining service frequency also include availability of equipment, track scheduling, and operating resources.

Maximum Vehicle Headway differs for peak, reverse peak, weekday off-peak, and weekends.

LIRR Maximum Headway Guideline

The chart below presents the Maximum Vehicle Headway by station level of service and time of day for LIRR stations in Zones 1-12. Zone 14 stations, Mets-Willets Point (only open seasonally for Mets home games and other special events), and Belmont (only open seasonally when races are taking place) are not covered by this guideline.

Level of Service	Peak	Rev. Peak	Off-Peak	Weekend
Level 1*	20 minutes	60 minutes	60 minutes	60 minutes
Level 2	30 minutes	60 minutes	60 minutes	60 minutes
Level 3	45 minutes	90 minutes	90 minutes	90 minutes
Level 4	60 minutes	120 minutes	120 minutes	120 minutes

* Due to infrastructure constraints, Huntington and Ronkonkoma do not provide peak service at this headway. These constraints include: single track territory east of Farmingdale, existence of only two tracks west of Hicksville, and lack of a yard east of Huntington. Hunterspoint Avenue station does not provide service at Level 1 headways, because unlike the other LIRR stations, this station operates only weekday peak-period, peak-direction service.

MNR Maximum Headway Guideline

The chart below presents the maximum vehicle headway by operating line segment and time of day for MNR stations.

Line Segment	Peak	Rev. Peak	Off-Peak	Weekend
Hudson Line				
Bronx	30 minutes	60 minutes	60 minutes	60 minutes
Mid-Hudson	25 minutes	30 minutes	60 minutes	60 minutes
Upper Hudson	30 minutes	30 minutes	60 minutes	60 minutes
Harlem Line				
Bronx	30 minutes	60 minutes	60 minutes	60 minutes
Mid-Harlem	20 minutes	30 minutes	60 minutes	60 minutes
Upper Harlem	25 minutes	30 minutes	60 minutes	60 minutes
Southeast - Wassaic	45 minutes	60 minutes	120 minutes	120 minutes
New Haven Line				
Inner New Haven	20 minutes	30 minutes	60 minutes	60 minutes
Outer New Haven	25 minutes	30 minutes	60 minutes	60 minutes
New Canaan Branch	30 minutes	60 minutes	60 minutes	60 minutes
Danbury Branch	45 minutes	60 minutes	120 minutes	120 minutes
Waterbury Branch	45 minutes	60 minutes	120 minutes	120 minutes
Pascack Valley Line	45 minutes	60 minutes	120 minutes	120 minutes
Port Jervis Line	30 minutes	60 minutes	60 minutes	60 minutes

4. Loading Guidelines

Loading standards are used to determine seating capacity, to assign equipment (e.g., number/type of railcars), and to make subsequent adjustments by lengthening or shortening trains. Because a primary method of controlling costs is to minimize surplus car-miles while providing a seat for every customer, LIRR and MNR will adjust the assignment of cars and length of trains in accordance with the below occupancy policies.

Train lengths are adjusted to conform to the loading standard using train-by-train ridership data, which is monitored throughout the year. Train lengths are modified to ensure that adequate seating is provided while controlling the total car-miles operated.

Maximum Recommended Occupancy Policy:

	Lengthening Trains If Occupancy Exceeds...	Shortening Trains If Occupancy (after reduction) Would Not Exceed...
AM Peak, PM Peak, Reverse Peak	95%	95%
Off-Peak Weekday	85%	85%
Weekend	75%	75%

Holiday/Special Event Adjustments: Adjustments to the regular equipment assignments are made to account for changes in travel patterns and demand on holidays and holiday weekends and other special events throughout the year.

MTA Long Island Rail Road (LIRR) and MTA Metro-North Railroad (MNR) System-wide Service Policies

The following system-wide service policies apply to both LIRR and MNR.

1. Vehicle Assignment Policy

Both LIRR and MNR operate diesel and electric powered trains.

The primary criterion in assigning transit vehicles is the type of propulsion power required for a particular branch or line segment. Diesel locomotive-hauled coaches are used on non-electrified territory (Main Line east of Ronkonkoma, Oyster Bay, Port Jefferson, and Montauk branches on the LIRR; Hudson Line north of Croton-Harmon, Harlem Line north of Southeast, Danbury Branch and Waterbury Branch on MNR). Electric Multiple-Unit (EMU) vehicles are used on electrified territory (all remaining lines/branches). Where a train operates over both electrified and non-electrified territory, diesel locomotive hauled coaches must be assigned.

All coaches and EMUs have similar amenities including air conditioning, rest rooms, and like decor which provide the same level of customer comfort and convenience. Vehicles are assigned as required, with seating capacity and maintenance cycles driving the assignments. Cars are not assigned to specific routes or branches within electric or diesel territory but are cycled from line/branch to line/branch to achieve optimum car utilization efficiency. Short-term rolling stock assignment plans are developed for deployment of railcars.

Average Age of Fleet: Vehicles are assigned to trains based on required propulsion power (diesel or electric) for the route, individual train ridership and seating capacity, and maintenance and storage yard requirements.

2. Transit Amenities

Transit amenities are items of comfort and convenience made available to railroad customers.

Amenities available at train stations can include benches, waiting rooms, platform shelters, restrooms, vending machines, information kiosks, recycling/trash bins, public address (PA) speakers, visual information displays, escalators, elevators, and ramps. The station amenities provided are based on a station's daily ridership, length of platform, and size of station, but may be limited or constrained by physical layout, available space, and utility infrastructure constraints (e.g., local commercial electric power availability). Stations are categorized into levels; stations in the highest ridership category receive the full range of amenities if available space allows.

Amenities onboard trains include heating and air conditioning, interior lighting, bathrooms, baggage racks, and public address systems. All trains regardless of car type (coaches or multiple-units) and method of propulsion (diesel or electric) are equipped with similar amenities.

Long Island Rail Road (LIRR) and MTA Metro-North Railroad (MNR) Major Service and Fare Change Analysis Policy

LIRR and MNR apply the following definitions and procedures in conducting their analyses of proposed major service changes and fare changes pursuant to Title VI of the Civil Rights Act of 1964 (Title VI).

1. Major Service Change

LIRR and MNR will conduct an analysis of those service changes that meet or exceed the definition of a “Major Service Change” (MSC) provided below. Both railroads will use a statistical test to determine whether the proposed service change will have a disproportionate impact upon minority or low income riders with regard to, as applicable, train service, consist length, station, line segment, or service frequency.

LIRR and MNR define a “Major Service Change” (MSC) as follows:

- The addition or deletion of trains estimated to carry 25% or more of the total line ridership on the day of the week for which the change is made;
- The addition or deletion of trains or cars constituting more than 25% of the revenue car miles operated on the line on the day of the week for which the change is proposed;
- The establishment or discontinuance of service over a line segment;
- The establishment or discontinuance of a station; or
- A change in frequency of service to a station on a given day by more than 25%.

The following exceptions to the definition of “Major Service Change” apply:

- Demonstration projects or experimental service;
- Standard seasonal or holiday adjustments;
- Temporary schedule changes to enable performance of line maintenance or capital improvement work; or
- Temporary changes in response to emergency situations, service disruptions or events beyond the control of the railroads.

2. Fare Change

LIRR and MNR will conduct an analysis to determine whether a proposed fare change would result in a disparate impact on either minority or low income LIRR or MNR customers.

This analysis is based on data from the annual LIRR and MNR Customer Satisfaction Surveys and Origin/Destination Studies for each railroad, as well as other available socio-economic data (e.g., Census data).

3. Disparate Impact/Disproportionate Burden Policy

The following disparate impact and disproportionate burden policy applies to both LIRR and MNR. MNR and LIRR shall, prior to the implementation of any Major Service Change or fare change, evaluate whether the proposed change may result in adverse effects borne disproportionately by minority or low-income populations.

Adverse Effects

An adverse effect exists where a “statistically significant” difference in service or cost causes a disparate impact or disproportionate burden to minority and/or low-income populations.

Threshold

The threshold is determined by utilizing a statistical test based on available survey, census, operations, and other relevant information. The statistical tests used by the LIRR and MNR measure data to arrive at results with 95% degree of confidence and an error margin of plus or minus 5%. A “statistically significant” difference is demonstrated if the statistical result falls outside of the critical value. In such instances, MNR or LIRR will review the proposed change and consider measures to avoid, minimize or mitigate adverse effects.