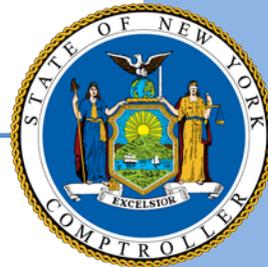


Long Island Rail Road: On-Time Performance by the Numbers

Report 1-2018

OFFICE OF THE NEW YORK STATE COMPTROLLER

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Executive Summary

The Long Island Rail Road (LIRR) is the largest commuter railroad in the nation. In 2016, the LIRR carried 89.3 million riders, the most since 1949. A total of 247,000 trains were scheduled, but some were canceled at the terminal before departing, terminated en route or were late arriving at their final destination. A commuter train is considered on time by the LIRR if it arrives within 5 minutes and 59 seconds of its scheduled arrival time. Thus, a train is considered late only if it arrives at its final destination 6 minutes or more after its scheduled arrival time. By this measure, only a relatively small percentage of the LIRR's trains are late in any given year. However, many commuters have a different experience because of their route or time of travel.

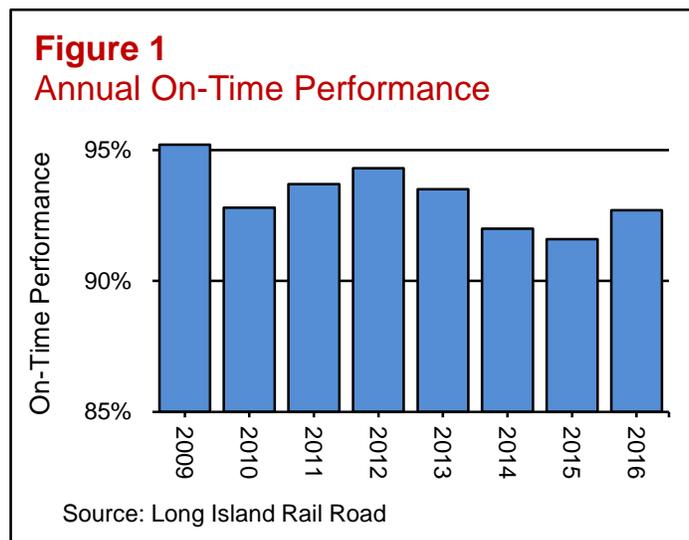
The LIRR's on-time performance, which peaked at 95.2 percent in 2009, has slipped in recent years (see Figure 1). In 2015, on-time performance across the system averaged 91.6 percent, the lowest level in 16 years. While performance improved in 2016 to reach 92.7 percent, it was still below the target (94 percent) set by the LIRR. (The LIRR lowered its on-time performance goal from 95.1 percent to 94 percent beginning in 2015.)

In 2016, an estimated 7.5 million riders were inconvenienced by trains that were late, canceled at the terminal before departing, or terminated en route before reaching their destination. These delays and cancellations had an estimated cost of more than \$60 million in lost productivity. While the improvement in on-time performance in 2016 reversed a declining trend over the three prior years, there is considerable room for improvement.

This report compares on-time performance in 2016 to the prior year and to 2011, because on-time performance in 2011 was similar to the average for the 15-year period ending in 2015. It was also the year before Superstorm Sandy, which damaged two of the four underwater tunnels that connect Manhattan and Long Island in the fall of 2012, contributing to an increase in delays in recent years.

Key findings in this report include the following:

- Last year, 16,115 trains were late, including 6,170 that were more than 10 minutes late (3,254 were more than 15 minutes late).
- A total of 1,269 trains were canceled at the terminal before departure, the most since 2010. Another 567 trains were terminated en route.
- The LIRR estimates that delayed trains were late by an average of 13.2 minutes (up from 12.9 minutes in 2015), but that estimate excludes canceled or terminated trains. For that reason, this measure does not capture the experience of LIRR riders. For example, OSC estimates that the passengers on canceled trains during peak periods were delayed, on average, by half an hour.



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- A total of 234 trains were delayed by more than one hour (10 percent more than in 2015), including 25 trains that were delayed by more than two hours.
 - The LIRR estimated that it was responsible for 30 percent of all delays, cancellations and terminations in 2016. It attributed more than one-quarter of all incidents to its customers. Most of these delays were caused by passengers boarding or exiting trains at stations with short platforms or crowded trains when demand was high for special events. Weather was responsible for 12 percent of all incidents.
 - The number of trains that were late, canceled or terminated because of problems with the East River underwater rail tunnels between Manhattan and Long Island (or the switches right outside those tunnels) increased by 72 percent since Superstorm Sandy. Problems with the East River tunnels were responsible for nearly one-fifth of the increase in delays, cancellations and terminations since 2011.
 - Peak trains using Pennsylvania Station were almost twice as likely to be late, canceled or terminated as trains using Atlantic Avenue, the second-busiest western terminal.
 - Trains arriving at Penn Station between 8:30 a.m. and 9:30 a.m. were twice as likely to be late, canceled or terminated as other Penn Station trains during the morning peak. Trains departing Penn Station between 6:00 p.m. and 6:30 p.m. were late, canceled or terminated nearly one-fifth of the time.
 - The 6:05 p.m. train from Penn Station to Wantagh was the most frequently canceled train during the past three years. In 2016, this train was canceled 10.6 percent of the time, 21 times more often than the average of all other trains.
 - The 6:14 p.m. and the 6:24 p.m. trains departing Penn Station on the Port Washington line were late, canceled or terminated almost 40 percent of the time, nearly six times more often than the systemwide average. The 6:14 p.m. train was delayed 78 percent of the time when it stopped at Citi Field for Mets games.
 - Trains carrying reverse commuters to Penn Station in the evening were late, canceled or terminated one-fifth of the time, nearly three times more often than the systemwide average. The 4:48 p.m. train from Ronkonkoma to Penn Station was late, canceled or terminated 40 percent of the time.

The LIRR has a number of capital projects in the works or planned for the future that could improve on-time performance, but operations are constrained by the limited platform space at Penn Station and by the four East River tunnels that connect Manhattan to Long Island. The tunnels are owned and operated by Amtrak, and the LIRR must share access to platforms in Penn Station with Amtrak and New Jersey Transit.

Moreover, these 100-year old tunnels are deteriorating, and two sustained saltwater damage from Superstorm Sandy, contributing to delays. Nearly five years after the storm, a plan to rehabilitate all four tunnels still has not been approved. When work does begin, Amtrak plans to completely shut one tunnel at a time, reducing the number of trains able to pass under the East River. Until needed repairs are completed, the tunnels will continue to deteriorate, contributing to delays that inconvenience thousands of New Yorkers.

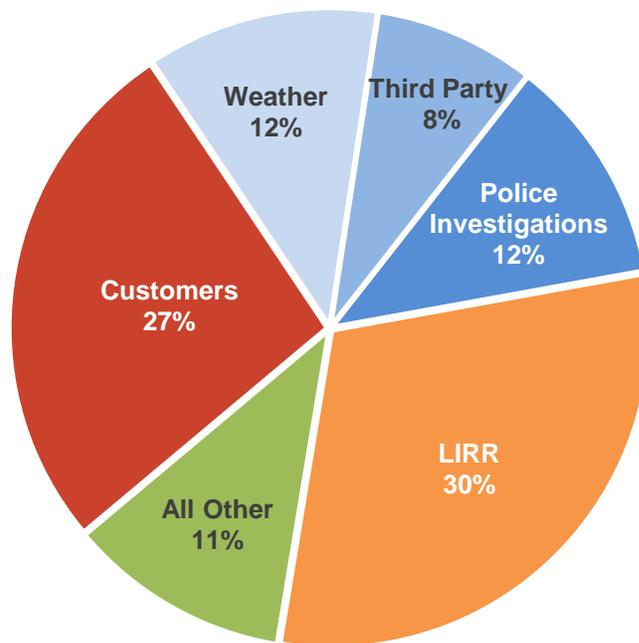
Why Trains Are Late or Canceled

Trains may be delayed, canceled or terminated for a number of reasons, including inclement weather, slow passenger boarding, the presence of an unauthorized person on the tracks, equipment failure, track work, police investigations, and issues arising from Amtrak, which owns Pennsylvania Station and the underwater rail tunnels that connect Manhattan to Long Island.

The LIRR attributed more than one-quarter (27 percent) of all delays and cancellations in 2016 to its customers (see Figure 2). This category includes sick passengers, but more than 80 percent of the delays occurred when passengers boarded or exited trains. According to the LIRR, such delays have more than doubled since 2011 (from 1,751 to 3,937).

Passengers boarding or exiting trains on the Port Washington branch accounted for more than one-third of delays on this branch in 2016, a larger share than on any other branch. The Office of the State Comptroller (OSC) found that most of the delays occurred when trains made scheduled stops at the Mets–Willets Point station on game days at Citi Field. Trains during the evening peak¹ were more than twice as likely (171 percent) to be delayed on game days than on any other day. In 2016, the 6:14 p.m. train to Great Neck was late or canceled 38 percent of the time, the second-worst on-time performance (62 percent) of any train from Penn Station. On game days, this train was late 78 percent of the time.

Figure 2
Why LIRR Trains Are Late, Canceled or Terminated



Note: "Third Party" includes Amtrak, New Jersey Transit and freight operations.
Sources: Long Island Rail Road; OSC analysis

¹ Peak fares are charged during business rush hours on weekday trains scheduled to arrive at New York City terminals between 6 a.m. and 10 a.m., or to depart New York City terminals between 4 p.m. and 8 p.m. Off-peak fares are charged at all other times on weekdays, and all day on Saturdays, Sundays and holidays.

Passenger delays also occur when trains serve stations with short platforms, and passengers at the back of the train have to move toward the front of the train to exit. It is also not uncommon during the evening peak for trains to arrive at their platforms in Penn Station just before or even after their scheduled departure times.

The LIRR took responsibility for 30 percent of train delays, cancellations and route terminations in 2016. Most of these delays resulted from unscheduled track and signal repairs, and mechanical problems with the trains. Weather and police investigations each accounted for another 12 percent. Amtrak, New Jersey Transit, freight operators and other third parties accounted for 8 percent of delays, cancellations and terminations.

The number of trains that were late, canceled or terminated because of problems with the underwater rail tunnels between Manhattan and Long Island (or the interlocking switches right outside those tunnels) has increased by 72 percent since Superstorm Sandy (from 866 in 2011 to 1,488 in 2016). Problems associated with these tunnels accounted for 18 percent of the increase in delays, cancellations and terminations between 2011 and 2016.

Most Frequently Canceled Trains

The number of canceled trains totaled 1,269 in 2016, the most since 2010. Another 567 trains were terminated en route. (Nearly three-quarters of all train terminations occurred during weekends and other off-peak periods.)

Figure 3 shows the 10 most frequently canceled trains in 2016. All depart Penn Station during the evening peak. Eight of the 10 trains were on the Babylon and Port Washington branches. The 6:05 p.m. train from Penn Station to Wantagh was the most frequently canceled in 2016. It was canceled 27 times (10.6 percent of scheduled trains), 21 times more often than the average of all other trains. Passengers traveling to stations east of Freeport had to wait an average of 31 minutes for the next train. This train was also the most frequently canceled train in 2014 and 2015.

Train cancellations also impact the next scheduled train's on-time performance. On days when the 10 most frequently canceled trains were canceled, the next scheduled train was late, on average, half of the time. In addition, many riders were forced to stand and endure crowded conditions as passengers on canceled trains were accommodated on the next scheduled train.

Figure 3
Most Frequently Canceled Trains in 2016

Origin	Destination	Scheduled Departure Time	Canceled Trains	Percentage of Trains Canceled	Estimated Ridership	2015 Rank
Penn Station	Wantagh	6:05 p.m.	27	10.6%	990	1
Penn Station	Huntington	6:30 p.m.	18	7.1%	980	2 (tied)
Penn Station	Seaford	5:40 p.m.	13	5.1%	970	4
Penn Station	Huntington	5:06 p.m.	13	5.1%	720	23
Penn Station	Port Washington	6:11 p.m.	13	5.1%	1,100	2 (tied)
Penn Station	Babylon	6:33 p.m.	12	4.7%	920	7
Penn Station	Port Washington	5:26 p.m.	12	4.7%	760	9
Penn Station	Port Washington	7:01 p.m.	11	4.3%	1,060	15
Penn Station	Great Neck	5:50 p.m.	11	4.3%	780	5
Penn Station	Wantagh	5:19 p.m.	11	4.3%	970	8

Note: Ridership estimates are based on 2015 data.

Sources: Long Island Rail Road; OSC analysis

Longest Train Delays

Last year, 16,115 trains were late, including 6,170 that were more than 10 minutes late (3,254 were more than 15 minutes late). While 14 percent fewer trains were late in 2016 compared to 2015, it was 27 percent more than in 2011. According to the LIRR, delayed trains were late by an average of 13.2 minutes during 2016. This estimate, however, excludes train cancellations and terminations. OSC estimates that the passengers on trains canceled before departure during peak periods were delayed, on average, by half an hour.

While extreme delays are uncommon, they do occur. A total of 234 trains were late by more than one hour (10 percent more than in 2015), including 25 trains that were late by more than two hours. Figure 4 shows the 10 longest delays in 2016 (a few examples are discussed in more detail below). Half occurred on the Port Washington branch, and the causes varied from equipment failure to severe weather to pedestrians or vehicles struck by a train.

- On Monday, July 25, 2016, weather-related signal trouble caused systemwide delays. The 4:06 p.m. train from Port Washington to Penn Station was delayed by more than four hours.
- Winter Storm Jonas was the heaviest snowstorm on record in New York City, dropping 27.5 inches of snow over a two-day period. On Saturday, January 23, 2016, the 2:45 p.m. train from Atlantic Terminal to Hempstead was delayed by more than three hours.
- On Thursday, August 18, 2016, a train struck a pedestrian in Mineola. The 7:28 a.m. train from Cold Spring Harbor to Penn Station was delayed by nearly two and a half hours.
- On Tuesday, April 18, 2016, signal problems caused the 8:09 p.m. train from Port Washington to Penn Station to be delayed by 2 hours and 19 minutes.

Figure 4
Longest Delays in 2016

Date	Origin	Destination	Scheduled Departure Time	Scheduled Arrival Time	Length of Delay (mins)
7/25	Port Washington	Penn Station	4:06 p.m.	4:50 p.m.	245
10/27	Jamaica	Montauk	1:10 a.m.	3:57 a.m.	203
1/23	Atlantic Terminal	Hempstead	2:45 p.m.	3:37 p.m.	193
8/14	Jamaica	Speonk	7:41 p.m.	9:15 p.m.	191
7/25	Penn Station	Great Neck	4:25 p.m.	5:02 p.m.	179
7/25	Port Washington	Penn Station	5:00 p.m.	5:47 p.m.	174
7/25	Penn Station	Great Neck	4:46 p.m.	5:23 p.m.	163
8/18	Cold Spring Harbor	Penn Station	7:28 a.m.	8:25 a.m.	143
7/27	Ronkonkoma	Penn Station	1:46 a.m.	3:05 a.m.	140
4/18	Port Washington	Penn Station	8:09 p.m.	8:52 p.m.	139
8/18	Huntington	Atlantic Terminal	7:19 a.m.	8:25 a.m.	139

Sources: Long Island Rail Road; OSC analysis

Trains with the Worst On-Time Performance

Figure 5 shows the 10 trains with the worst on-time performance during the morning peak in 2016. Although systemwide on-time performance during the morning peak was 92.6 percent in 2016, these trains were on time just 77 percent of the time.

- The 5:39 a.m. train from Montauk to Long Island City was on time less than 58 percent of the time, and the 6:57 a.m. train from Port Jefferson to Hunterspoint Avenue was on time just 72 percent of the time.
- The 7:32 a.m. train from Ronkonkoma to Penn Station was on time 74 percent of the time, which means it was late, canceled or terminated en route one-quarter of the time, more than three times as often as the systemwide average. This train, which carried an estimated 1,190 passengers, had the worst on-time performance during the morning peak in 2014 and 2015.
- The 8:04 a.m. train from Huntington to Penn Station had the fourth-worst on-time performance in both 2015 and 2016, and was late, canceled or terminated en route one-fifth of the time.

Figure 5
Worst On-Time Performance during the Morning Peak in 2016

Origin	Destination	Scheduled Departure Time	On-Time Performance	Estimated Ridership	2015 Rank
Montauk	Long Island City	5:39 a.m.	57.9%	630	2
Port Jefferson	Hunterspoint Ave.	6:57 a.m.	72.0%	690	3
Ronkonkoma	Penn Station	7:32 a.m.	74.0%	1,190	1
Huntington	Penn Station	8:04 a.m.	78.0%	1,100	4
Bethpage	Penn Station	7:58 a.m.	79.9%	1,070	5
Ronkonkoma	Penn Station	7:57 a.m.	80.3%	1,180	9
Speonk	Penn Station	6:21 a.m.	81.1%	820	13 (tied)
Babylon	Penn Station	8:03 a.m.	81.5%	930	24
Speonk	Hunterspoint Ave.	7:12 a.m.	84.3%	280	13 (tied)
Long Beach	Penn Station	7:39 a.m.	84.3%	1,300	10

Note: Ridership estimates are based on 2015 data.

Sources: Long Island Rail Road; OSC analysis

Figure 6 shows the 10 trains with the worst on-time percentage during the evening peak in 2016. Although the systemwide on-time performance during the evening peak was 90 percent in 2016, these trains had an on-time performance that averaged 74 percent. All of the 10 trains with the worst on-time performance in the evening peak period departed from Penn Station.

- Of the 10 trains with the worst on-time performance in 2016, eight operated on the Port Washington branch or the Babylon branch.
- Both the 6:24 p.m. and the 6:14 p.m. trains departing Penn Station on the Port Washington line had an on-time average of about 60 percent, which means these trains were late, canceled at the terminal or terminated en route 40 percent of the time, or nearly six times more often than the systemwide average. (The 6:14 p.m. train was late 78 percent of the time when it stopped at Citi Field for Mets games.)
- The Oyster Bay train, scheduled to depart Penn Station at 6:16 p.m., had an on-time average of 66 percent, which means this train was late or canceled one-third of the time. Moreover, this is the only train from Penn Station in the evening peak that serves Oyster Bay. This train had the worst on-time performance during the evening peak in both 2014 and 2015.

Figure 6
Worst On-Time Performance during the Evening Peak in 2016

Origin	Destination	Scheduled Departure Time	On-Time Performance	Estimated Ridership	2015 Rank
Penn Station	Port Washington	6:24 p.m.	60.6%	1,000	3
Penn Station	Great Neck	6:14 p.m.	61.8%	760	7
Penn Station	Oyster Bay	6:16 p.m.	66.1%	620	1
Penn Station	Babylon	5:59 p.m.	74.4%	990	2
Penn Station	Port Washington	6:11 p.m.	78.4%	1,100	8
Penn Station	Port Washington	7:01 p.m.	78.4%	1,060	4
Penn Station	Huntington	4:31 p.m.	79.9%	840	15
Penn Station	Babylon	5:36 p.m.	80.7%	1,040	12
Penn Station	Freeport	5:24 p.m.	81.1%	730	6
Penn Station	Seaford	5:40 p.m.	81.9%	970	9

Note: Ridership estimates are based on 2015 data.

Sources: Long Island Rail Road; OSC analysis

Trains with the Best On-Time Performance

Figure 7 shows the trains with the best on-time averages during the morning peak. These trains had an on-time average of 99 percent, much higher than the systemwide average during the morning peak (92.6 percent). For example, the 6:28 a.m. Far Rockaway train, scheduled to arrive at Atlantic Terminal at 7:23 a.m., was on time 100 percent of the time in 2016. Most of the trains with the best on-time averages were scheduled to arrive at Atlantic Terminal, or at Pennsylvania Station in the early morning or the later part of the morning peak.

Figure 7
Best On-Time Performance during the Morning Peak in 2016

Origin	Destination	Scheduled Departure Time	On-Time Performance	Estimated Ridership	2015 Rank
Far Rockaway	Atlantic Terminal	6:28 a.m.	100.0%	500	4 (tied)
Long Beach	Atlantic Terminal	6:09 a.m.	99.6%	450	1
Far Rockaway	Atlantic Terminal	8:54 a.m.	99.2%	230	11 (tied)
Greenport	Ronkonkoma	5:30 a.m.	98.8%	40	28
Port Washington	Penn Station	5:36 a.m.	98.8%	530	4 (tied)
Massapequa Park	Penn Station	5:59 a.m.	98.8%	820	45
Speonk	Babylon	7:31 a.m.	98.8%	240	17 (tied)
Long Beach	Atlantic Terminal	8:38 a.m.	98.4%	370	17 (tied)
Wantagh	Penn Station	5:18 a.m.	98.4%	980	6 (tied)
West Hempstead	Valley Stream	5:37 a.m.	98.4%	110	11 (tied)
Far Rockaway	Atlantic Terminal	7:18 a.m.	98.4%	420	6 (tied)

Note: Ridership estimates are based on 2015 data.

Sources: Long Island Rail Road, OSC analysis

Figure 8 shows the 10 trains with the best on-time performance during the evening peak. These trains had an on-time average of 97 percent, much higher than the average during the evening peak (90 percent). For example, the Far Rockaway train, scheduled to depart from Penn Station at 4:42 p.m., was on time nearly all of the time (98.8 percent). Half of the trains with the best on-time averages were Far Rockaway trains scheduled to depart Atlantic Terminal or Pennsylvania Station.

Figure 8
Best On-Time Performance during the Evening Peak in 2016

Origin	Destination	Scheduled Departure Time	On-Time Performance	Estimated Ridership	2015 Rank
Penn Station	Far Rockaway	4:42 p.m.	98.8%	280	10
Atlantic Terminal	Far Rockaway	7:56 p.m.	98.0%	510	1
Penn Station	Great Neck	4:25 p.m.	97.6%	590	12 (tied)
Penn Station	Long Beach	5:00 p.m.	97.6%	660	12 (tied)
Hunterspoint Ave.	Montauk	4:30 p.m.	97.2%	180	41
Penn Station	Great Neck	5:14 p.m.	96.9%	720	34
Atlantic Terminal	W. Hempstead	7:23 p.m.	96.9%	140	7
Atlantic Terminal	Far Rockaway	6:59 p.m.	96.9%	420	2
Atlantic Terminal	Far Rockaway	4:31 p.m.	96.9%	380	5
Atlantic Terminal	Far Rockaway	5:49 p.m.	96.9%	510	30

Note: Ridership estimates are based on 2015 data.

Sources: Long Island Rail Road; OSC analysis

Pennsylvania Station

Most LIRR commuters (88 percent) travel to or from Penn Station in Manhattan’s central business district. Last year, 10,980 Penn Station trains were late (including 1,995 that were more than 15 minutes late). Another 975 trains were canceled (61 more than in 2015), and 431 were terminated en route. Overall, the on-time average for trains traveling to or from Penn Station was 91.9 percent in 2016, less than the systemwide average of 92.7 percent. As discussed below, on-time performance deteriorated during periods of peak demand.

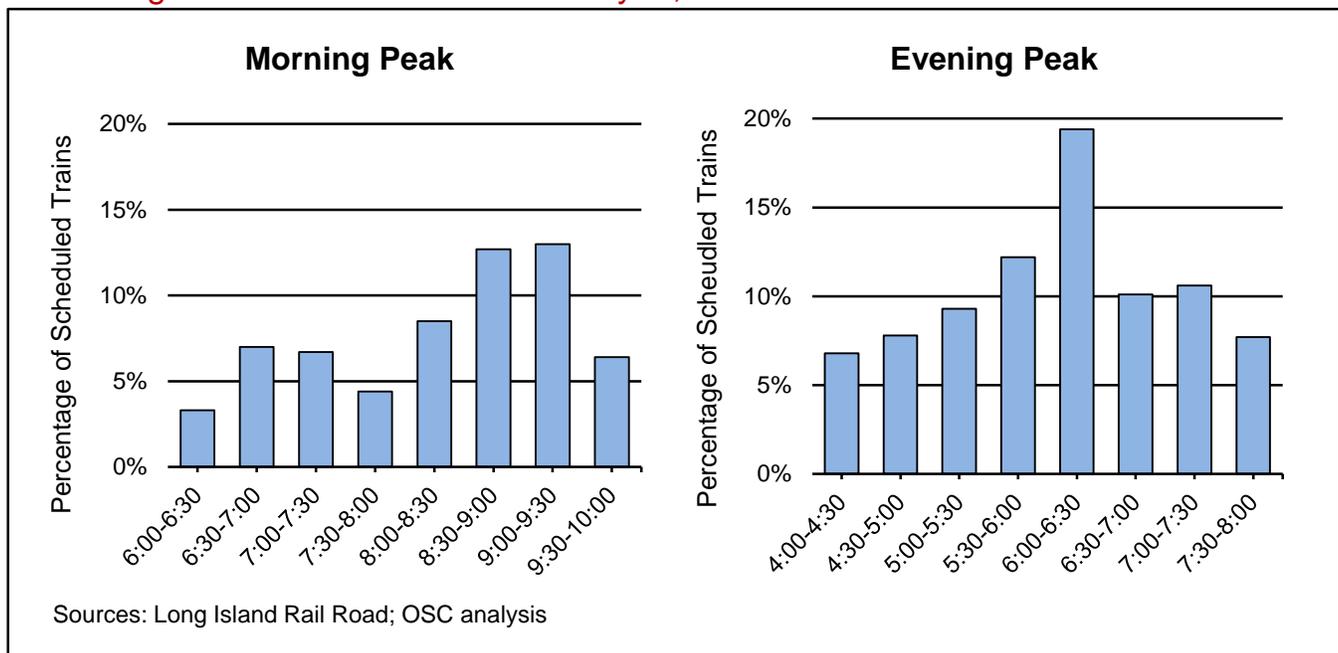
Trains using Penn Station during the morning and evening peaks were 27 percent more likely to be late, canceled or terminated than Penn Station off-peak trains. Peak trains using Penn Station were almost twice as likely to be late, canceled or terminated as trains using Atlantic Avenue, the second-busiest western terminal.

The number of delayed trains declined by 16 percent compared to 2015, with the greatest improvement coming during the morning peak. Nonetheless, trains were delayed 30 percent more often than in 2011 (mostly because of a greater number of off-peak delays).

Figure 9 shows the percentage of Penn Station trains that were late or canceled by half-hour increments during periods of peak demand in 2016. Nearly one-third of all passengers traveling to Penn Station during the morning peak period arrive between 8:30 a.m. and 9:30 a.m. In 2016, 12.8 percent of these trains (909) were late, canceled or terminated, twice as often as other trains serving Penn Station during the morning peak.

Almost 17 percent of the passengers who depart Penn Station during the evening peak leave between 6:00 p.m. and 6:30 p.m. In 2016, nearly 20 percent of these trains (591) were late, canceled or terminated, more than twice as often as other trains during the evening peak.

Figure 9
Percentage of Penn Station Trains Delayed, Canceled or Terminated in 2016



Trains carrying reverse commuters traveling to Penn Station in the evening were late, canceled or terminated en route one-fifth of the time, nearly three times more often than the systemwide average.

On-time performance varies by branch and by time of day. Figure 10 shows on-time averages for each branch serving Penn Station during 2016, compared to the systemwide average of 92.7 percent.

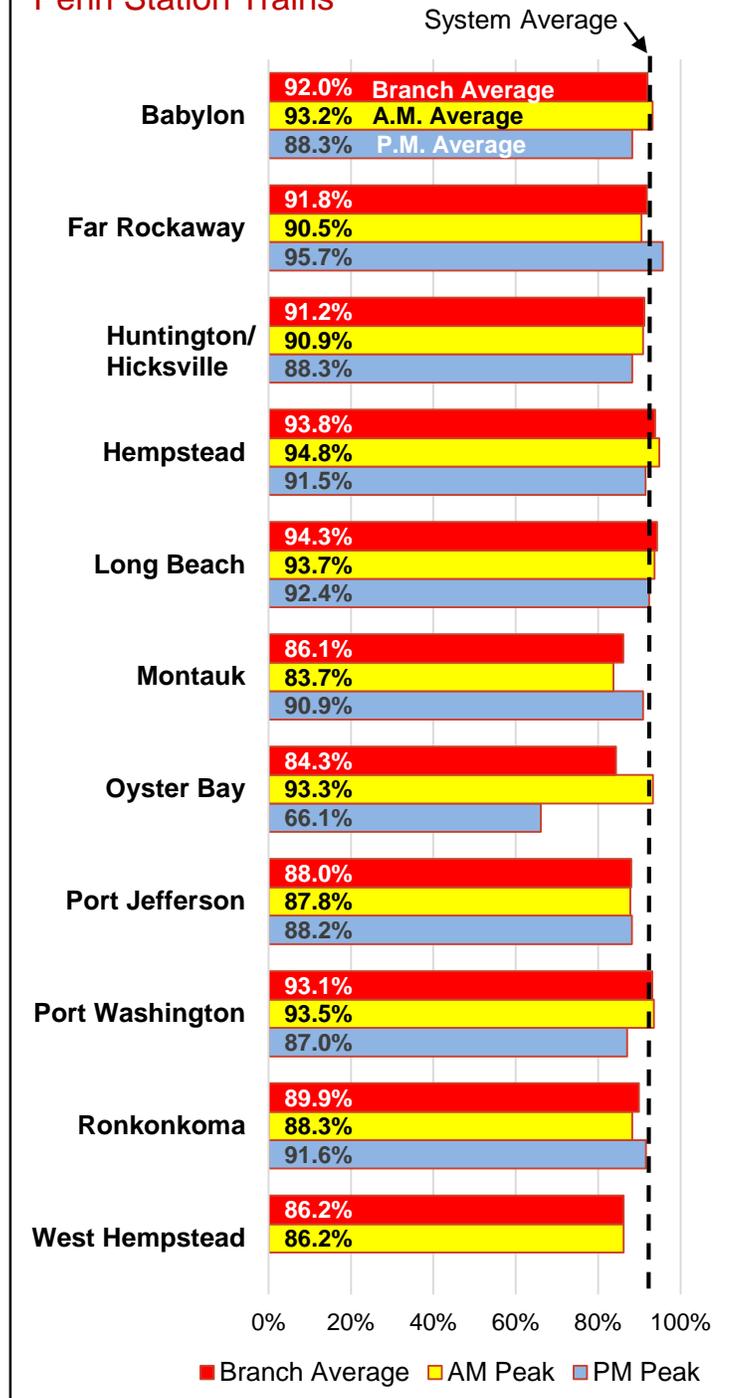
In many cases, the overall on-time performance for individual branches was similar to the systemwide average. However, the Oyster Bay branch had the worst overall on-time average (84.3 percent), and one-third of its evening trains were late or canceled. Trains on the Montauk and Port Jefferson branches were twice as likely to be late, canceled or terminated as the systemwide average.

Babylon Branch

The Babylon branch is the most heavily used line serving Penn Station, carrying nearly 19 million passengers annually. On-time performance averaged 92 percent in 2016, 0.2 percentage points higher than in 2015. A total of 3,512 trains were late, canceled or terminated en route, slightly fewer than in 2015 but 26 percent more than in 2011.

On-time performance slipped to 88.3 percent during the evening peak, and one-fifth of the trains were late, canceled or terminated between 5:30 p.m. and 6:00 p.m. (nearly three times as often as the systemwide average). A total of 356 trains were canceled or terminated in 2016, the most of any branch and the most on the Babylon branch in at least six years.

Figure 10
2016 On-Time Performance of LIRR
Penn Station Trains



Sources: Long Island Rail Road; OSC analysis

Port Washington Branch

The Port Washington branch has the second-largest ridership serving Penn Station, carrying more than 13 million passengers annually. On-time performance averaged 93.1 percent in 2016, 1.2 percentage points higher than in 2015.

The number of trains delayed by more than 15 minutes declined by 23 percent. Nonetheless, 2,390 trains were late, canceled or terminated, 72 percent more than in 2011.

The number of Port Washington trains that were canceled or terminated en route (320) was only slightly less than in 2015 and 45 percent more than in 2011.

Ronkonkoma Branch

The Ronkonkoma branch carries nearly 13 million passengers annually to and from Penn Station. On-time performance averaged 89.9 percent in 2016, 1.2 percentage points higher than in 2015.

The number of trains delayed by more than 15 minutes declined by 21 percent. Nonetheless, 2,378 trains were late, canceled or terminated in 2016, 22 percent more than in 2011.

The number of Ronkonkoma trains canceled totaled 155 in 2016, nearly one-third more than in 2015 and more than twice the number in 2011. Another 118 trains were terminated en route, more than on any other branch.

Huntington/Hicksville Branch

The Huntington/Hicksville branch carries nearly 12 million passengers annually to and from Penn Station. On-time performance averaged 91.2 percent in 2016, 2.6 percentage points higher than in 2015.

Penn Station Highlights

- **Morning Peak:** The 7:32 a.m. train from Ronkonkoma to Penn Station (carrying 1,190 passengers) was late or canceled more than three times as often (26 percent) as the systemwide average.
- **Evening Peak:** The 6:24 p.m. train from Penn Station to Port Washington (carrying 1,000 passengers) was late, canceled or terminated nearly six times as often (39 percent) as the systemwide average.
- **Off-Peak Weekday:** The 4:48 p.m. train from Ronkonkoma to Penn Station (carrying 880 passengers) was late, canceled or terminated nearly six times as often (40 percent) as the systemwide average.
- **Off-Peak Weekend:** The 2:40 a.m. train from Penn Station to Babylon (carrying 410 passengers) was late or canceled nearly five times as often (36 percent) as the systemwide average.
- **Longest Delays:** A total of 1,995 trains were delayed by more than 15 minutes, including 127 that were delayed by more than one hour.
- **Most Canceled:** The 6:05 train from Penn Station to Wantagh (carrying 990 passengers) was canceled 10.6 percent of the time.
- **Worst Time to Travel in the Morning Peak:** Trains scheduled to arrive at Penn Station between 9:00 a.m. and 9:30 a.m. were late, canceled or terminated 13 percent of the time.
- **Worst Time to Travel in the Evening Peak:** Trains scheduled to depart Penn Station between 6:00 p.m. and 6:30 p.m. were late, canceled or terminated 19 percent of the time.

The number of Huntington/Hicksville trains delayed by more than 15 minutes declined by 20 percent. Nonetheless, 2,345 trains were late, canceled or terminated, 20 percent more than in 2011. The number of trains canceled and terminated en route (307) increased by 11 percent since 2015. The number of cancellations and terminations in the evening peak period was 15 percent higher than in 2015.

Long Beach Branch

The Long Beach branch carries 6 million passengers annually to and from Penn Station. On-time performance was 94.3 percent in 2016, 1.8 percentage points higher than in 2015. A total of 885 trains were late, canceled or terminated, 31 percent more than in 2011. The number of Long Beach trains delayed by more than 15 minutes decreased by 25 percent between 2015 and 2016.

Other Branches

Only a small percentage of the trains on the Far Rockaway, Hempstead, Montauk, Oyster Bay, Port Jefferson and West Hempstead lines use Penn Station. Most riders who want to reach these destinations transfer at Babylon, Hicksville or Jamaica. For example, on weekdays, only 7 percent of the trains on the Montauk and Oyster Bay lines use Penn Station. The on-time performances for these trains at Penn Station in 2016 were 86.1 percent and 84.3 percent, respectively, compared with 91.6 percent and 93.2 percent for other terminals that serve these lines.



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