

Delivering Results for All New Yorkers

MTA 2022 Annual Report





New York City Transit – Subways



New York City Transit – Buses



Metro-North Railroad



Long Island Rail Road



Bridges and Tunnels

Dear Partners,

There was no shortage of challenges facing the MTA last year – from pandemic-related staffing shortages to subway safety and continued financial uncertainty.

But we did not let those challenges slow us down. Instead, we confronted them head on. We identified issues early, and then developed and implemented strategies to address them. Thanks to unwavering support from Governor Kathy Hochul, New York City Mayor Eric Adams, and elected officials across the state, the MTA made tremendous progress on a number of fronts in 2022, including:

- 1** Delivering top-notch service
- 2** Improving customer satisfaction
- 3** Keeping transit safe and inviting
- 4** Expanding and improving the network
- 5** Making transit accessible for all
- 6** Working smarter
- 7** Engaging with riders and community partners
- 8** Advancing equity
- 9** Promoting sustainability
- 10** Building a strong team

Thank you to the dedicated team members of the MTA – whether they serve on the front line or in back offices – who work every day to deliver great transportation options for all New Yorkers.



Janno Lieber
Chair and CEO

Transit is an essential service for millions of New Yorkers

MTA teams were on the front lines of the COVID-19 pandemic to make sure doctors, nurses, grocery store employees and other essential workers could get to work. We ran service because, then as now, the region can't function without mass transit.

Transit powers the region



Employers in Midtown can reach a labor force of 2.9 million workers within **60 minutes** by transit.



The MTA service region generates **\$1.4 trillion** in economic activity (GDP), 80% of New York State's GDP.



85% of people entering the Manhattan business district use public transportation. **Only 10% drive.**



MTA trains and buses avoid a **net 17 million metric tons** of greenhouse gas emissions every year.



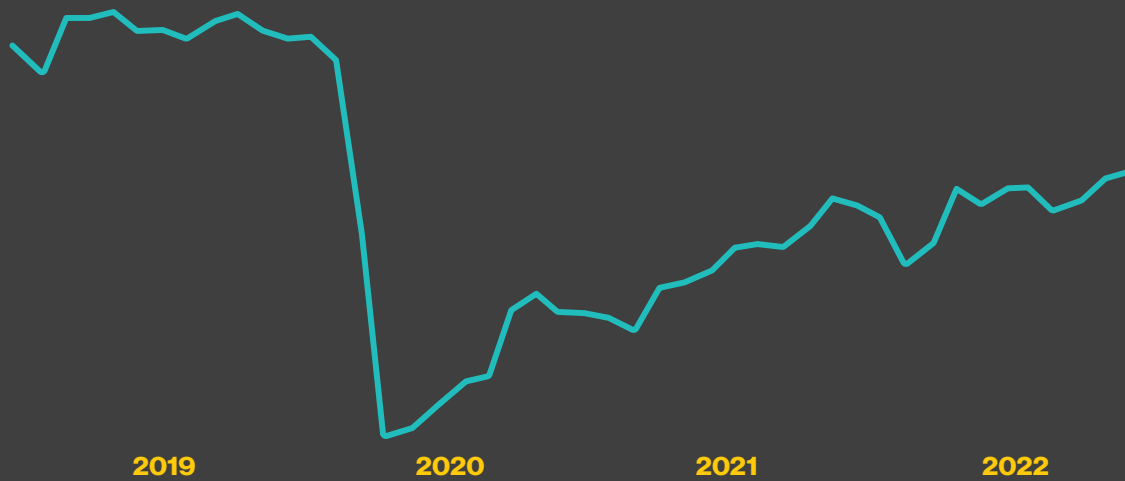
One billion subway riders in 2022



Every New Yorker uses the subway every day and I know that we appreciate the MTA, all the workers that work for the MTA especially.

– Sasha Salazar, a Bronx resident studying nursing at Lehman College and the 1 billionth subway rider in 2022

Although ridership has grown steadily, it continues to be lower than it was before the pandemic



As the region emerges from COVID, it's clear that ridership patterns have changed for the long term. Some New Yorkers are taking transit less frequently than before. But millions – those who don't have the luxury of working remotely – are still 100% dependent on public transportation.

Many New York businesses also depend on the region's unparalleled transit system – both to draw from the world's most talented labor pool and to attract a huge customer base.

That's why the region continues to depend on the MTA providing frequent and reliable transit service.

Lower ridership means less fare revenue, leaving a \$2.8 billion recurring gap in the MTA's annual operating budget



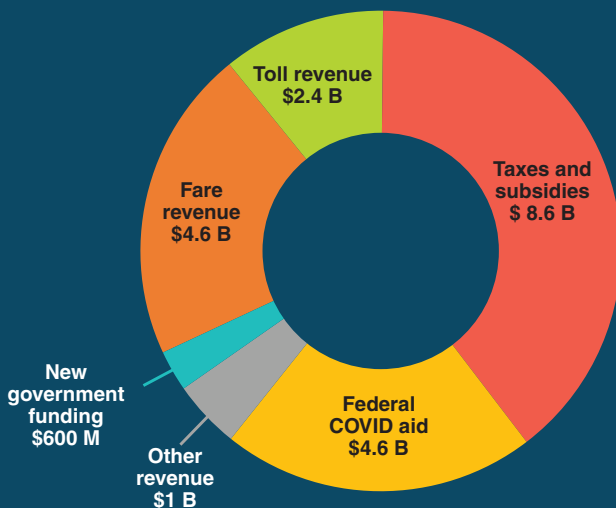
The MTA must be on solid financial footing

Post-COVID travel patterns are resulting in lower fare revenue for the MTA and a \$2.8 billion recurring gap in our operating budget.

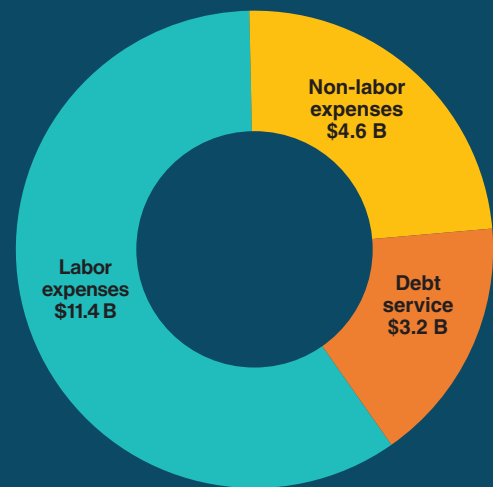
The MTA has already taken action to cut costs without cutting service or laying off employees. But that won't be enough. The region needs a new funding model for public transportation: one that includes new, steady sources of revenue from the City and State government instead of relying so heavily on fare revenue.

The MTA's 2023 operating budget makes up for lost fare revenue with federal COVID aid, additional public funding, and a small fare and toll increase

Where the money comes from



Where the money goes



The MTA has strategically shrunk the projected \$2.8 billion deficit in the 2024 operating budget down to \$1.2 billion

Thanks to prudent debt restructuring, strategic deployment of resources stemming from federal COVID relief, \$400 million in operating efficiencies that won't impact service, and an additional \$100 million in fare and toll revenue, the MTA shrank the size of the deficit down to \$1.2 billion in 2024.

\$400 million in cost efficiencies – without reducing service

The MTA is ready to cut operating costs by \$400 million starting in 2024 by:

- Harnessing technology and data to improve productivity,
- Developing common standards and practices,
- Sharpening management focus on cost drivers,
- Investing capital to reduce operating expenses.

Governor Hochul's proposed Executive Budget would avert the MTA's fiscal cliff by funding transit as the essential service that it is

The Budget includes significant new funding from New York State and New York City for the MTA – \$900 million in 2023, \$1.3 billion in 2024, and growing from there.

The Executive Budget proposes a slight increase in the Payroll Mobility Tax. The PMT is a logical source of additional transit funding, as it draws from the principal beneficiaries of public transportation, and its burden falls on the city and the suburbs largely in line with the relative system costs of the MTA.

The Executive Budget also asks the City of New York to cover the cost of paratransit operations, as well as a larger cost share of the student fare program.



1 Deliver top-notch service

We know our transit customers want to get to their destinations quickly and safely, with fewer cancellations or delays. That's why reliable service is one of our top priorities. Despite COVID-related staff shortages, the MTA delivered great service in 2022. That was the result of both short-term strategies focused on staff availability and longer-term investments in maintaining assets in a state of good repair.

96% of LIRR and **97%** of Metro-North trains arrived at their terminal station on time.

84% of subway customers and **73%** of bus customers reached their destination within schedule.

Paratransit service operated on time **94%** of the time.

Redesigning the bus network

The MTA is engaged in a first-in-generations, multi-year effort to redesign every borough's bus network to make bus service faster, more frequent and more reliable.

Bronx In June 2022, we completed and launched a new bus network in the Bronx. Just six months in, it's already clear that travel times have dropped, and customer satisfaction increased. Total ridership has grown too.

Queens The MTA continues to refine proposals for a new bus network in Queens, a borough with more than 100 routes, serving over 511,000 riders every weekday. In 2022, we ran 34 workshops, open houses, and mobile pop-up events and received thousands of comments, which are informing the final plan to be released in 2023.

Brooklyn In December 2022, the MTA released the first draft of a new bus network for Brooklyn. We'll be working with community leaders and others to refine the plan.



“**Buses are so crucial in the Bronx. They're such an important part of how people get around. The old routes didn't reflect what today's riders need.**

– Lynette Wright,
Bronx Community Advocate

Increasing commuter railroad service

Over the course of 2022, LIRR and Metro-North increased service in the peak period – particularly express service – to reflect post-COVID growth in ridership and new travel patterns.



Speeding up subways

MTA continues to identify and fix subway signals to make it possible to safely increase subway train speeds on some segments of the network. In 2022, we reduced total trip times by about 10 minutes on the 2, 3, 4, and 5 lines.

Hang on tight, we're speeding up.

We fixed hundreds of slow-clearing signals to make your ride faster.



Improving Access-A-Ride services

By doubling the number of eligible broker drivers and significantly reducing vacancy rates on our primary carriers, the MTA improved on-time performance from 91% to 95% over the course of 2022 – even as ridership grew by 26%. We also cut provider no-show rates in half, to just under four per 1,000 scheduled trips.

Celebrating five years of cashless tolling

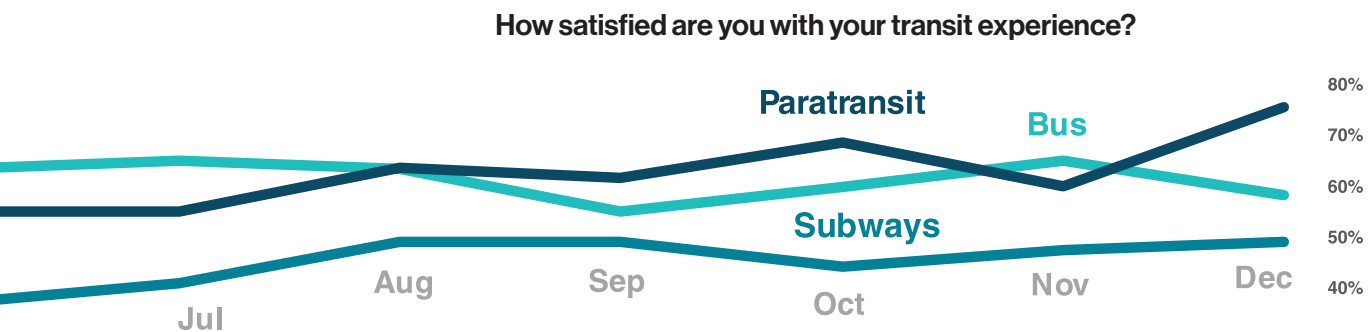
In October, MTA Bridges and Tunnels celebrated five years of open road tolling, a technology that has reduced collisions and congestion, and improved traffic throughput – benefiting drivers and bus customers.



2

Improve customer satisfaction

The MTA operates buses, subways, trains, bridges and tunnels, but our long-term success lies in how satisfied our customers are with the service we provide. Whether it's providing additional assistance in stations or improving customer communications, we are committed to putting customers first. And since we can't improve what we can't measure, we've developed new ways to hear from our customers to know how we're doing and where we can do better.



New monthly pulse survey

New York City Transit launched a new monthly customer satisfaction survey to keep a “pulse” on our customers and complement the deeper Customer Counts survey that MTA conducts twice a year. These new monthly surveys, combined with operational performance data, help inform service and other investment decisions with the goal of improving customer satisfaction on subways, buses and paratransit.



Customer satisfaction is NYCT’s “North Star”



Creating a common goal of increasing customer satisfaction by 10% by 2024 has given our teams at Subways, Bus, Paratransit, Safety and Operations Planning the opportunity to communicate with a shared purpose – encouraging all of us to work together toward the same goal.

- Rich Davey, NYCT President

Railroad customer satisfaction at record levels

87% of Metro-North customers

81% of LIRR customers

reported being satisfied or very satisfied with their service in 2022



The Weekender

In September, we launched the “MTA Weekender,” a newsletter to keep customers informed about major weekend service changes on the subway, LIRR, and Metro-North. The newsletter also provides travel alternatives as needed.



Faster call answer times

We are continually working to improve Access-A-Ride’s Call Center performance, including the average speed with which calls to our center are answered. In 2022, Paratransit cut the call answer time by two-thirds to an average of 53 seconds.



Customer service agents in stations and new customer service centers in all five boroughs

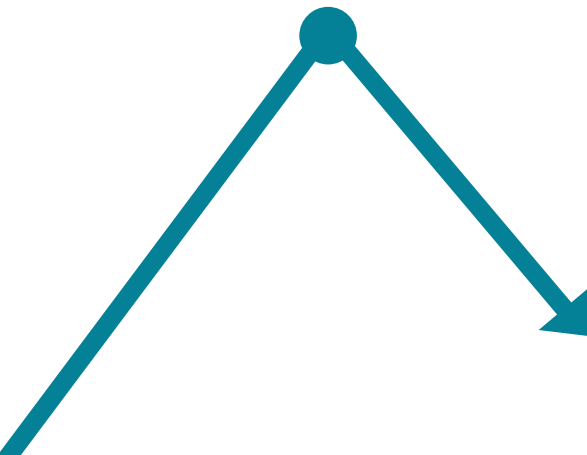
In December, MTA and TWU Local 100 announced two new strategies to improve customer service for NYCT customers. First, subway station agents, who have been posted in booths going back to the days of subway tokens, will now be able to interact with customers on platforms and throughout the station.

The MTA is also building 15 new Customer Service Centers to provide additional direct customer support in targeted, high-traffic subway stations.

3

Keep transit safe and inviting

The transit system should be comfortable and inviting to our customers and employees. We are working closely with Governor Kathy Hochul and Mayor Eric Adams to promote safety and enforce rules of conduct on all MTA services. Thanks to these efforts, crime rates are trending in a positive direction.



From October to December 2022, major felonies on the subways **decreased 16%** from the same period in the previous year



Homeless outreach

The MTA and NYPD support the efforts of our human services partner agencies — State, City, and non-profit — to help unhoused individuals who are sheltering in the subway system, particularly those who are suffering from mental illness. The End of Line outreach program, started in early 2022 under Governor Hochul and Mayor Adams' leadership, has so far helped over 1,000 individuals move from the transit system to shelter or healthcare systems.



Strategic deployment of NYPD officers in the subway

Surveys show that personal safety is the number one concern of our subway riders. Customers also tell us that seeing police officers gives them confidence in mass transit safety. In 2022, the MTA supported the NYPD in deploying more police patrols throughout the system.

From January to December 2022, summonses and arrests by the NYPD on subways went up 54%. And in December, nearly 60% of all customers reported feeling safe or nearly safe, compared to 40% before the latest increase in police presence.

Cameras in every subway car

In September, the MTA announced it would be installing 5,400 cameras in subway cars – two cameras per car – as well as another 3,800 cameras in stations. That's in addition to the existing network of more than 10,000 cameras across all 472 subway stations.

Every day, the NYPD relies on MTA cameras to identify and prevent criminal activity.

Safety announcements on trains and in platforms

This year, subway conductors started making live, on-board announcements to notify passengers of the presence of NYPD officers on the train or the platform of a given station. The announcements give customers the chance to share any concerns or ask questions.

4 Expand and improve the network

Investing in the MTA's \$1 trillion asset base is a prerequisite to our long-term success. Our riders demand and deserve a modern 21st century system that can take them all over the region quickly and safely. The 2020-2024 Capital Program makes unprecedented investments across all agencies to deliver on this goal and expand the MTA's reach into new areas.

A dramatically more spacious LIRR concourse is now open in Penn Station

Concourse is **57 feet wide**

Ceilings are **18 feet tall**

New entry hall is **22,000 square feet**



Maintaining the MTA's infrastructure assets in good working condition requires constant investment

Rebuilding and enhancing structures, track, power systems and other infrastructure assets is the MTA capital program's first priority, making up more than 80% of all investments in the 2020-2024 capital plan.

New subway cars are coming soon!

The MTA Board approved an order for more R211 subway cars, which feature wider door openings, security cameras, digital displays, and brighter lighting and signage.

The first R211s will hit the **A** and **C** lines in 2023.



MTA replaces 1960s-era Concrete Roadways on the Verrazzano-Narrows Bridge

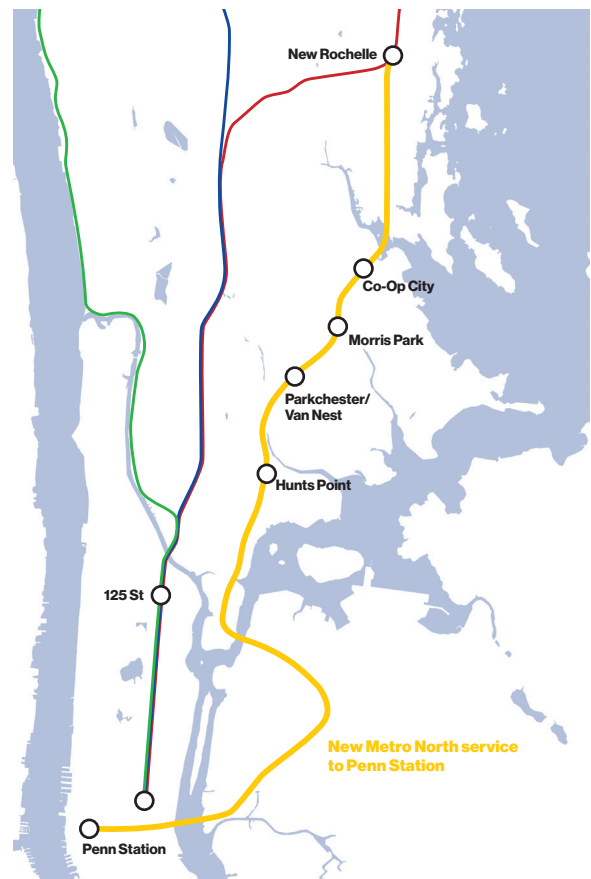
The MTA completed the multi-year reconstruction of the original 1960s upper-level approach decks of the Verrazzano-Narrows Bridge, the crossing with the heaviest volumes of any of the MTA's seven bridges and two tunnels. The project came in on budget and eight months ahead of schedule.



Groundbreaking at Penn Station Access

MTA broke ground on Penn Station Access, a project to connect Metro-North's New Haven line to Penn Station and build four brand-new train stations in a part of the Bronx without rail service. The project will cut travel times significantly – by as much as 50 minutes from the Bronx to Manhattan, for example.

Penn Station Access – the largest expansion of Metro-North since its founding 40 years ago – builds on Grand Central Madison, which allows LIRR customers to travel directly to Grand Central, freeing up space at Penn for Metro-North.



Historic improvements to the LIRR network

In 2022, MTA celebrated transformational improvements to the LIRR network. Together, the projects will lead to a 40% increase in service between Manhattan and Long Island.

A new third track on the 10-mile stretch of the Main Line gives the LIRR more operational flexibility to minimize service disruptions and increase service, including bi-directional service in the peak – a boon to Long Island-based employers seeking to draw from a larger labor pool. The project, which opened on time and under budget, also included refurbishing five stations, eliminating eight at-grade crossings, and building new sound attenuation barriers.

In December 2022, the MTA also completed Grand Central Madison, a brand-new eight track terminal for LIRR in Midtown, for service to start in January 2023. Grand Central Madison is the largest U.S. passenger rail terminal to open in 67 years, and the first extension of the LIRR in 112 years.

Along with the opening of Grand Central Madison, LIRR and Metro-North launched a new Combo ticket, valid for travel between Long Island, Manhattan's northern suburbs and Connecticut.





5

Make transit accessible to all

Accessibility is mission critical for us all at the MTA. For people with disabilities, seniors, or parents with strollers, not being able to use an accessible station makes it so much more difficult to get to jobs, schools, health care appointments and all the other connections that transit provides. That's why we are prioritizing making both subway and railroad stations accessible in accordance with the Americans with Disabilities Act.



MTA and accessibility advocates agree on historic plan for expanding accessibility in the subway system

In June, the MTA and accessibility advocates reached a class-action settlement agreement that affirms the MTA's commitment toward accessibility in the subway system.

Under the terms of the agreement and subject to court approval, the MTA will add elevators or ramps to create a stair-free path of travel at 95 percent of the currently inaccessible subway stations by 2055. No other transit agency in the country has ever made this level of commitment.

The MTA will work together with disability advocates and customers to prioritize the strategic sequencing of these investments over the next three decades.



MTA piloting better stroller access on buses

In 2022, the MTA launched a program to allow customers with young children to board and ride the bus without needing to fold their stroller first. The pilot involves retrofitting at least 1,000 buses citywide. Teams are also exploring how designated stroller spaces can be incorporated in all new buses moving forward.



The MTA continues to upgrade subway stations at record pace



The new Zoning for Accessibility Program is accelerating ADA upgrades

In addition to providing our own funding, the MTA leverages private development when we can, utilizing a new zoning tool that both incentivizes developers to pay for and build elevators and other station access improvements in exchange for a zoning bonus, and requires certain developments adjacent to stations to reserve space for future elevators.

In its first 12 months, the Zoning for Accessibility program has allowed the MTA to partner with private developers to build elevators at two stations at no cost to the MTA. The program also allowed us to secure easements on four private properties to make future ADA improvements at the adjacent stations.

6

Work smarter

Like any business, the MTA is always looking to run a more efficient operation. New and innovative technologies are saving the agency hundreds of millions of dollars a year, all while delivering better and more efficient service.

NYCT adopts machine learning technology to predict bus maintenance needs

After a successful pilot, New York City Transit engaged Preteckt, a graduate of the Transit Tech Lab Challenge program, to provide prognostic maintenance alerts on the NYCT bus fleet. Instead of repairing vehicles on a pre-set schedule or after the bus has failed, Preteckt technology identifies any potential maintenance issues before they occur, and directs which repairs are needed on the vehicle, reducing troubleshooting time and optimizing resources for NYCT.



TransitTech solicits new solutions for recovery and sustainability

The Transit Tech Lab – a public-private initiative launched in 2018 by the MTA and the Partnership for New York City – connects technology startups with the region's main transportation agencies around specific challenges.

The 2022 Recovery and Sustainability Challenge drew nearly 150 applicants. Six finalists completed proof of concepts with the MTA, successfully testing technologies that can help customers feel safe in transit environments and that reduce greenhouse gas emissions. Three of the companies are now engaged in one-year pilots related to energy efficiency.

New cameras to keep bus lanes clear and buses on schedule

In 2022, the MTA outfitted more than 400 buses with new cameras to capture real-time images of drivers violating busway and bus lane rules. By December, the MTA had deployed these cameras on half of all bus lane miles across the five boroughs. Early results indicate that these summonses are helping to influence driver behavior.

Tolls NY app

MTA Bridges & Tunnels launched the Tolls NY mobile app early in the pandemic, to replace closed walk-in centers and reduce pressure on customer service agents. The app has been growing steadily since then, processing a record \$110 million in customer payments in 2022.



MTA's data hub gets an upgrade

A new MTA website, metrics.mta.info, features all essential customer-focused performance metrics that MTA previously published in PDF format in our monthly Board and Committee meeting materials. Datasets are now interactive and downloadable, furthering MTA's ongoing efforts to improve efficiency, transparency, and accountability at the MTA.

We also revamped the materials prepared for the New York City Transit and Joint Railroad Committees. The glossy and noticeably thinner Key Performance Metrics booklets feature data visualizations and narratives explaining trends and department-specific initiatives.

Visit our new customer-focused performance metrics website at metrics.mta.info.

New public-private partnership to bring cell service in subway tunnels

In July, the MTA announced an expansion of the underground wireless network to give riders the ability to use their mobile devices throughout the entire subway system, not just in stations

LIRR and Metro-North launch a new app for both railroads

After years of two separate scheduling and ticketing apps, LIRR and Metro-North unveiled a new TrainTime app that allows customers of either railroad to plan a trip, purchase a ticket, get real-time train location and crowding conditions, and chat with a customer service representative. Just in time for the opening of Grand Central Madison!



7 Engage with our riders & community partners

Every New Yorker has a stake in the MTA. Whether you ride the rails, hop on the bus, drive our bridges and tunnels, use paratransit, or simply live near the MTA's extensive transportation network – we want to hear from you. That's why we host hundreds of events every year, virtual and in person, to discuss everyday issues and major investments with our customers and our neighbors.

TransitTalks & Connect With Us events

Once a month, Rich Davey, Cathy Rinaldi and their top deputies engage directly with their customers at train stations and bus stops across the system. Transit Talks and Connect With Us events give MTA leadership the chance to talk about opportunities and areas of concern with commuters, leisure travelers, community members and other stakeholders.



Taking the MTA to the communities we serve

MTA community outreach teams are out and about every week of the year to make sure that elected officials, community boards, business districts, civic and advocacy groups, and other community leaders stay informed about MTA policies, projects and service changes. In 2022, they held hundreds of in-person and virtual community meetings on the NYCT bus redesigns, new LIRR service schedules, congestion pricing, bus lane enforcement and myriad other important issues.



Extensive public engagement on congestion pricing

The MTA, along with key partner agencies, held the formal public comment period for the Central Business District Tolling Program Environmental Assessment in 2022. This continues the process that started with the New York State legislature mandating the Central Business District Tolling Program in 2019.

Following the earlier public outreach in 2021, the 2022 public comment period, which also included six virtual hearings, provided a chance to hear from thousands of commentors, through the oral testimony of over 500 speakers and more than 71,000 written comments. These comments will help the MTA and our partners finalize the environmental review process so that the Federal Highway Administration can issue a decision.

MTA's award-winning public arts program

In 2022, the MTA Arts & Design team unveiled great new permanent artwork throughout the system, including new mosaics at Grand Central Madison and by the 42 St Shuttle.

The team also worked with communities in the East Bronx to identify and commission artists for new permanent artwork at four Metro-North stations to be opened with the Penn Station Access project.

Transit Museum brings back Nostalgia Rides

After a two-year hiatus, the New York Transit Museum and New York City Transit continued their annual tradition of Holiday Nostalgia Rides. A selection of train cars manufactured in the 1960s ran up the **1** line to the delight of thousands of customers.



8

Advance equity

Mass transit is the ultimate engine of equity in the region. Every day, the MTA provides access to opportunity to millions of people at an affordable price. But there's always more to do. That's why we have developed a range of programs to make transit even more convenient and affordable to all. That's also why we leverage the scale of the MTA to promote economic opportunity in historically disadvantaged and marginalized communities.



The Fair Fares Program is growing

The Fair Fares program, launched in 2019 as a partnership between the City of New York and MTA, offers a 50% discount on subway, bus and paratransit fares for low-income New Yorkers.

Thanks to an effective marketing campaign, the MTA and the City enrolled more than 12,000 additional customers over the course of the year.

OMNY now available to Reduced Fare customers

In October, the more than one million seniors and people with disabilities who travel with a reduced-fare MetroCard gained the ability to put their benefit on any device compatible with OMNY, giving them a more seamless experience in the transit system. OMNY also gives reduced-fare customers the ability to take advantage of fare-capping.

The MTA is the first major transit system to offer reduced fares on personal payment devices.



New fare promotions to increase access and affordability

MTA launched several new fare promotions in 2022. With weekly fare capping, OMNY customers no longer have to choose between buying a weekly unlimited pass or paying per ride: they always get the best deal automatically.

MTA introduced a new 20-trip ticket with a 20% discount on LIRR and Metro-North – ideal for those customers commuting 3 and 4 days a week.

MTA also expanded CityTicket, which offers a flat \$5 fare for rail travel within New York City on weekends, to all weekday off-peak trains.

Leveraging the MTA's scale to promote minority-, women-, and veteran-owned businesses

As the MTA invests in the region's transportation infrastructure, we also invest in New York State certified Minority, Women, and Service-Disabled Veteran Owned Businesses (MWBE/SDVOB) and MTA certified Disadvantaged Business Enterprises (DBE).

In 2022, MTA paid \$1.3 billion to New York MWBE/DBE/SDVOB firms – more than any other state agency.

The MTA's Capital Program alone supported nearly \$700 million in payments to MWBEs/SDVOBs and DBEs, and more than 16,000 jobs in communities of color in 2022.



“

I want the subway map to be the same for people with disabilities, people with strollers, people with mobility issues—the same subway map as everybody else. Thanks to the \$5 billion investment in the current capital program, it's really starting to happen.

– Janno Lieber, Chair and CEO

9

Promote sustainability

Today already, MTA trains and buses keep millions of cars off the road, avoiding a net 17 million metric tons of greenhouse gas emissions every year. But there's more we are doing to reduce congestion, get more people out of their cars, and reduce the carbon emissions of our own vehicles.

New York State has pledged to reduce emissions by 85% below 1990 levels by 2050, and public transportation is a key component of meeting those goals.

CBD tolling to reduce congestion – and raise funding for transit

In 2022, the MTA made significant progress toward concluding the environmental review process for the Central Business District Tolling Program mandated by the New York State legislature in 2019.

Most notably, the MTA, along with our federal, state and city partners, released an Environmental Assessment of the proposed Central Business District Tolling Program in August. The Assessment modeled seven tolling

scenarios – each with different combinations of potential exemptions, discounts and/or crossing credits – and found that CBD Tolling would reduce congestion, improve regional air quality, and generate funding for capital improvements to the public transit network. The intensive public outreach process that followed the release of the Environmental Assessment continues to inform the environmental review process.



MTA infrastructure today is far more resilient to coastal storms

In the ten years since Sandy, the MTA has made tremendous progress protecting our system against coastal flooding.

In 2022, for example, we completed major upgrades to the Coney Island Yard Complex, including the installation of new flood walls, drainage, and other systems to protect against future flooding. We also rebuilt the Clifton Maintenance Shop on Staten Island to withstand hurricane-level winds and a three-foot water surge.

Lastly, the completion of Grand Central Madison adds redundancy to the rail network, allowing Amtrak to repair its own tunnels under the East River, which were damaged during Sandy.

Working with the City of New York to reduce flash flooding in the subway

Flash flooding in the subway occurs when heavy rain falls faster than the city's sewers can handle the water. A joint task force created by the MTA and New York City is systematically identifying, investigating and addressing the areas most prone to flooding city-wide.

MTA releases action plan to transition bus fleet to zero emissions by 2040

In 2018, the MTA announced that it would be transitioning our entire bus fleet to zero-emissions by 2040. This year, we unveiled a comprehensive plan to get there.

The MTA's bus fleet is the largest in North America. As public bus systems across the country look to transition to zero-emissions, the path set we set will have impacts far beyond the boundaries of New York City.



Promoting pedestrian, bicycle and scooter access to MTA facilities

The MTA has outlined a comprehensive list of strategies to improve access to MTA facilities for pedestrians, bicyclists, and users of shared or personal electric-powered bikes or scooters, known collectively as micromobility devices.

This improved access will allow the MTA to attract new riders to the system, effectively expanding its reach into communities that are not directly adjacent to rail stations.



10 Build a strong team

The MTA can't do its vital work without a strong team behind the scenes. Now that we're shaking off the effects of the pandemic-era hiring freeze, our focus remains on fostering a positive workplace culture so we can better leverage the expertise of existing employees and attract new talent.





MTA by the numbers

December 2022 highest daily ridership & crossings

3.9 million subway customers (74% of average pre-COVID ridership)

1.5 million bus customers (74%)

39,000 paratransit customers (100%)

198,000 LIRR customers (63%)

183,000 Metro-North customers (66%)

964,000 bridge and tunnel crossings (109%)



Our people

The MTA employs **72,000 people** in a variety of positions, from bus and train operators to engineers, accountants and policy experts.

Infrastructure

The MTA maintains **\$1 trillion** in assets, including

Seven bridges and **two** tunnels

701 subway and train stations

8,841 subway and commuter rail cars

5,771 buses

124 maintenance facilities

394 electrical power substations

Supporting the greater economy

In 2022, MTA awarded **\$10.6 billion** in contracts to outside firms, helping to support the larger economy.

The MTA made **\$1.3 billion** in payments to MWBE, DBE, and SDVOB firms.

Capital budget

Costs associated with expanding the MTA network and keeping existing assets in good working condition are funded by the MTA's capital budget. The current Capital Program, which runs from 2020 to 2024, is **\$54.8 billion**.

The MTA committed a record **\$11.4 billion** in new capital projects in 2022.

Capital projects totaling **\$6.2 billion** were completed.

\$18.1 billion of the 2020-2024 Capital Program has already been awarded, despite the pause on all new awards during the height of the pandemic.

Operating budget

The MTA's **\$19.4 billion** operating budget funds the day-to-day costs of running subways, buses, trains, and paratransit as well as operating our seven bridges and two tunnels.

About the MTA

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. The MTA network comprises the nation's largest bus fleet and more subway and commuter rail cars than all other U.S. transit systems combined.

The Authority is led by Chair and CEO Janno Lieber, along with a world-class management team. A 23-member board governs the MTA. Voting members are nominated by the governor, New York City's mayor, and the county executives of the counties serving the MTA's service area. Additionally, six rotating non-voting seats are held by representatives of organized labor and the Permanent Citizens Advisory Committee.

MTA Executive Leadership

Janno Lieber
Chair and CEO

Lisette Camilo
Chief Administrative Officer

Richard Davey
President, New York
City Transit

Daniel DeCrescenzo
President, Bridges
and Tunnels

Paige Graves
General Counsel

Kevin Willens
Chief Financial Officer

Catherine Rinaldi
President,
Metro-North Railroad,
and Interim President,
Long Island Rail Road

Jamie Torres-Springer
President, Construction
& Development

Members of the Board in 2022

Andrew Albert

Jamey Barbas

Frank Borelli Jr.

Gerard Bringmann

Norman Brown

Victor Calise*

Samuel Chu

Lorraine Cortés-Vázquez*

Michael Fleischer*

Randolph Glucksman

Rhonda Herman*

David Jones

Kevin Law*

Bob Linn*

Blanca López

David Mack

Haeda Milhaltses

Frankie Miranda

Robert Mujica*

Harold Porr III

John Samuelsen

Sherif Soliman

Lisa Sorin

Vincent Tessitore Jr.

Midori Valdivia

Elizabeth Velez

Neal Zuckerman

* Term ended in 2022

