



Metropolitan Transportation Authority

# Delivering Results for All New Yorkers

2023 Annual Report



New York City Transit - Subways



New York City Transit - Buses



New York City Transit - Paratransit



Long Island Rail Road



Metro-North Railroad



Bridges and Tunnels

## Dear New York,

2023 was a make-or-break year for the MTA. At its start, we were ringing the alarm about an impending financial crisis that threatened the future of mass transit in the region. By year's end, the MTA Board was approving a balanced budget that not only keeps us stabilized for the next four years, but also enables significant service increases on the subways and commuter railroads.

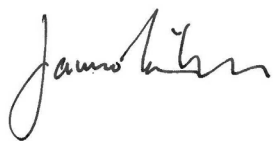
It's an extraordinary demonstration of not only the impact of Governor Kathy Hochul's strong leadership, but also the incredible professionalism at the MTA. So much work went into this budget process — across all departments — and during an unbelievably busy year.

In addition, in 2023 the MTA team:

- Opened a brand-new terminal at Grand Central Madison;
- Increased LIRR service by 40% — almost 300 trains a day;
- Improved frequencies on eight subway lines;
- Secured federal funding for the next great megaproject (Second Avenue Subway, Phase 2);
- Completed an unprecedented inventory of our \$1.5 trillion system;
- Identified \$400 million in annual operating cost savings; and
- Opened eight new ADA accessible subway stations — to name a few highlights.

All this while delivering the best subway service in a decade and a combined 95.6% on-time performance on the commuter railroads. With these improvements continuing, combined with our newfound financial stability, we're better positioned than ever to deliver improvements that can make a difference in the lives of millions of New Yorkers.

Kudos and huge thanks to the 70,000 dedicated team members of the MTA who make it all possible.



Janno Lieber  
Chair & CEO

# Keep the MTA on solid financial footing

Since the pandemic, cities across the U.S. have struggled with dramatic reductions in ridership and fare revenue. Thanks to the leadership of Governor Kathy Hochul and the State Legislature, New York was the first to act, making a transformational investment in public transit.

## The New York State FY2024 budget is a win for transit riders

In a historic win for transit riders, Governor Kathy Hochul and the State Legislature passed a comprehensive budget package that provides long-term, stable funding for riders for years to come. For the first time in over two decades, the MTA is projecting a balanced budget for the next five years.

Post-COVID travel patterns have changed across the region and more New Yorkers aren't taking transit quite as frequently. But millions of essential workers who don't have the luxury of working from home are still 100% dependent on public transit, and

MTA subways and commuter rail ridership continues to grow, reaching 70 – 75% of pre-COVID levels. The State and New York City's investment ensures all New Yorkers can continue depending on the MTA for frequent and reliable transit service.

New York businesses also depend on the region's mass transit system to draw a world-class labor pool and attract a huge customer base. That's why the New York business community was one of the strongest supporters of this budget package – because mass transit is central to their bottom line.

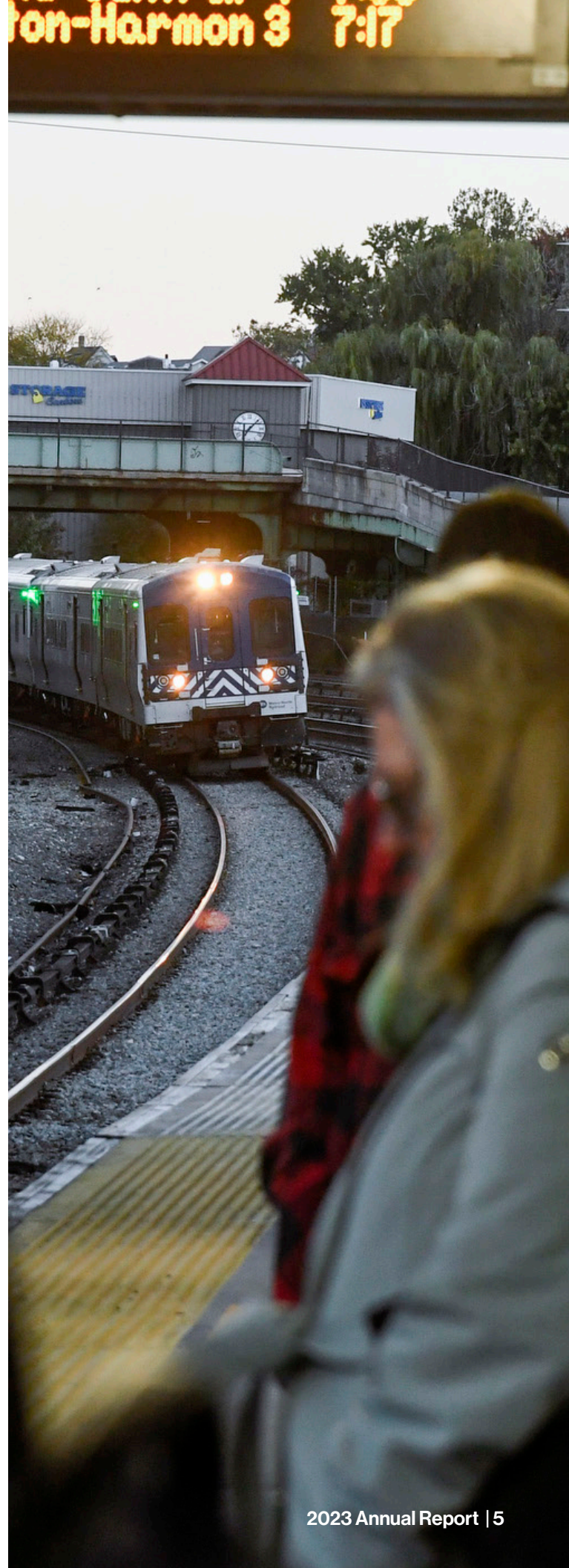


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*Governor Hochul and the State Legislature delivered for riders in this year's budget, providing stability with long-term funding sources at a time when we have seen strong progress in bringing more and more people back to mass transit. With a stable operating budget for the foreseeable future, the MTA will remain focused on providing the best possible service for New Yorkers, while also getting to work on transformative capital projects.*

- Janno Lieber  
Chair & CEO

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## The funding, fares, and service package averted MTA’s fiscal cliff

With new sources of revenue and a commitment by the MTA to reduce operating expenses, the funding agreement avoided painful service cuts and in fact, funded targeted increases in subway service. This new funding model relies less on fare revenue and recognizes the value of mass transit as an essential service like police, fire, and water.

Major elements of the budget package includes an increase in the Payroll Mobility Tax for the largest New York City employers, greater cost-sharing with New York City for paratransit service, an additional one-time state appropriation, a modest fare and toll increase, and dedicated revenue from future casino licensing fees and tax revenues.




## On track to cut costs by \$400 million in 2024 — growing to \$500 million by 2025

The 2023 MTA budget plan included cost savings through innovation and efficiency. Now, the MTA is on track to save \$100 million targeted for 2023 and \$400 million in 2024, all without reducing service. Initiatives focus on harnessing technology and data, developing common standards, and attacking cost drivers and inefficiencies. For example, the MTA is saving \$45 million annually by insourcing cleaners instead of relying on contracted personnel. The result: even with major service increases, the MTA budget in real inflation-adjusted dollars is 3% below 2019, the last pre-COVID year.

# Deliver top-notch service

Reliable transit service is a top priority for our customers. And it's a top priority for us too. As more customers returned to the transit system in 2023, they were met with faster, more reliable, and more convenient commutes.



In 2023, **94%** of LIRR and **97%** of Metro-North trains arrived on time at their terminal station.



## Paratransit performance reaches record levels

After consistently reaching the paratransit industry standard on-time performance (OTP) of 94% (i.e., 94% of pick-ups were within 30-minutes of the scheduled pick-up time), we tightened the window to a more customer-friendly 20 minutes. Using the new 20-minute standard, which exceeds the Federal standard, OTP was 88% for 2023, 3 points higher than 2022.

## Opening Grand Central Madison

Thanks to new LIRR service to Grand Central Madison, which opened in early 2023, residents of Long Island have more travel options for getting to and from Manhattan. For those who commute to the east side of Manhattan, Grand Central Madison provides a more direct route to offices and businesses. And for those traveling to Long Island, Grand Central Madison has enabled more robust reverse commuting service. In all, LIRR service into Manhattan increased by 40%.

While it took us some time to get to know riders' travel patterns, LIRR listened to customer feedback and adjusted schedules to better reflect ridership patterns and demand. By the end of 2023, LIRR ridership had grown 22% compared to the same time last year – with nearly 6 million people riding LIRR in December.



“  
*I love the new stop at Grand Central that takes me directly to the east side. I am happy to no longer have to make two subway connections from Penn Station.*  
- LIRR Customer  
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## More off-peak subway service

Thanks to a \$35 million investment from Governor Kathy Hochul and the State Legislature, MTA increased off-peak service on eight subway lines, benefiting nearly 3 million weekend and 800,000 weekday riders.

Weekend **1** and **6** trains now arrive every 6 minutes instead of every 8 minutes, and **G**, **J**, **M**, **C**, **N**, and **R** trains now have off-peak headways of about 8 minutes instead of 10 minutes. In 2024, we're bringing even more service increases to those lines. Plus, the **B**, **D**, **M**, **J**, **3**, and **5** will run more frequently.

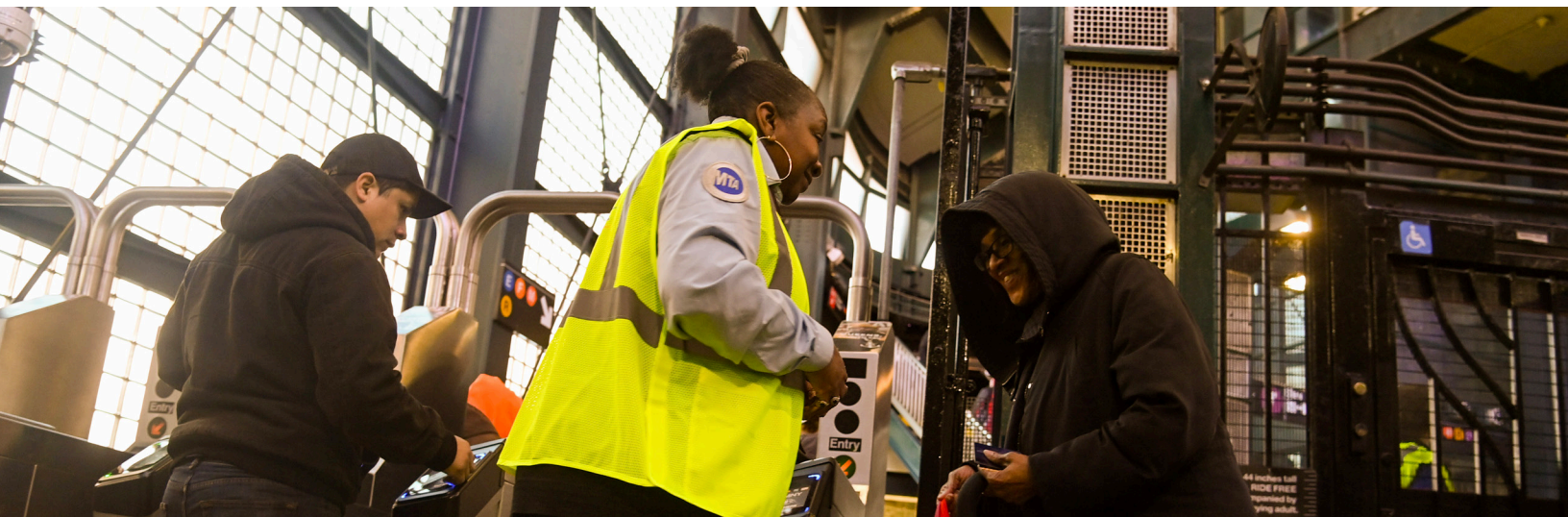
## Speeding up buses on 29 priority routes

This year, the MTA improved performance on 29 high ridership but low performing bus routes. In all five boroughs, NYCT is speeding up buses by evaluating service adjustments, enforcing schedule adherence, coordinating with NYPD for vehicle enforcement, and other targeted actions. Overall, service improvements resulted in an 8% increase in customer satisfaction. Plus, 10 of these routes showed significant service improvements and are no longer on the list for 2024.



# Improve customer satisfaction

The MTA is always looking to enhance customer satisfaction by providing more reliable service, improving safety, and ensuring a clean and comfortable commuting environment. This year, we've provided customers with more assistance in stations, better communications, and more ways to provide feedback.



## Station agents step out from inside the booth

In March, station agents officially stepped out from inside the booth, marking a new era for enhanced customer service in subway stations. Station agents can provide more targeted customer service functions throughout the station including at turnstiles, by fare machines, and on platforms. Now, station agents are helping customers with directions, assisting seniors and people with disabilities, providing guidance on how to convert to and use OMNY, reporting issues with amenities (such as signage, elevator and escalator outages, and Help Points), and reporting cleanliness and quality-of-life issues.



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***I'm happy to be out of the booth. I felt confined in there, I felt like I couldn't get to the customer to help them properly. Now that I'm outside of the booth, I can interact with them, I can guide them to where they need to go, give them information that they really need and show them what they need to know.***

- Matthew Patrick  
NYCT Station Agent at Atlantic Av - Barclays Ctr

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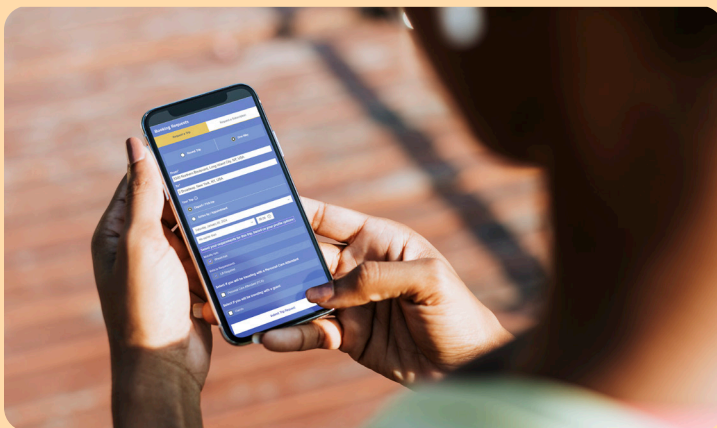
## Now open: Customer Service Centers

Throughout 2023, the MTA opened 14 Customer Service Centers in busy subway stations. Staffed 24/7, customer service representatives help riders with a variety of tasks, such as using OMNY or applying for the MTA's Reduced Fare Program. Before this, customers had to make an appointment at MTA's only Customer Service Center at 3 Stone Street. With Centers now available throughout the system, we are meeting more customers where they are to make traveling easier. Additional Customer Service Centers are opening in all five boroughs in 2024.



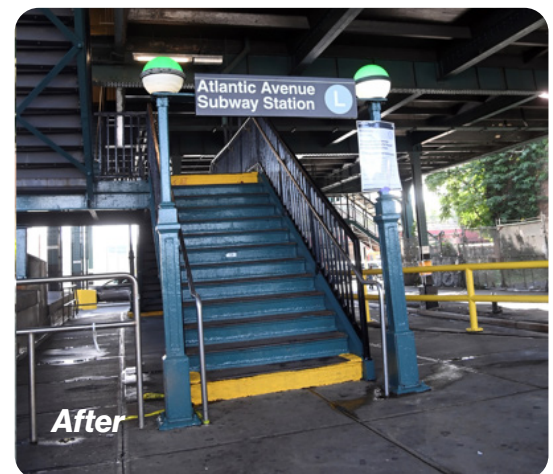
## Easier booking through the My Access-A-Ride app

In February, the upgraded My Access-A-Ride online booking experience was released, making it more convenient to schedule trips. Online bookings more than doubled to over 12% of trips at the end of 2023, and we expect more robust growth in 2024.



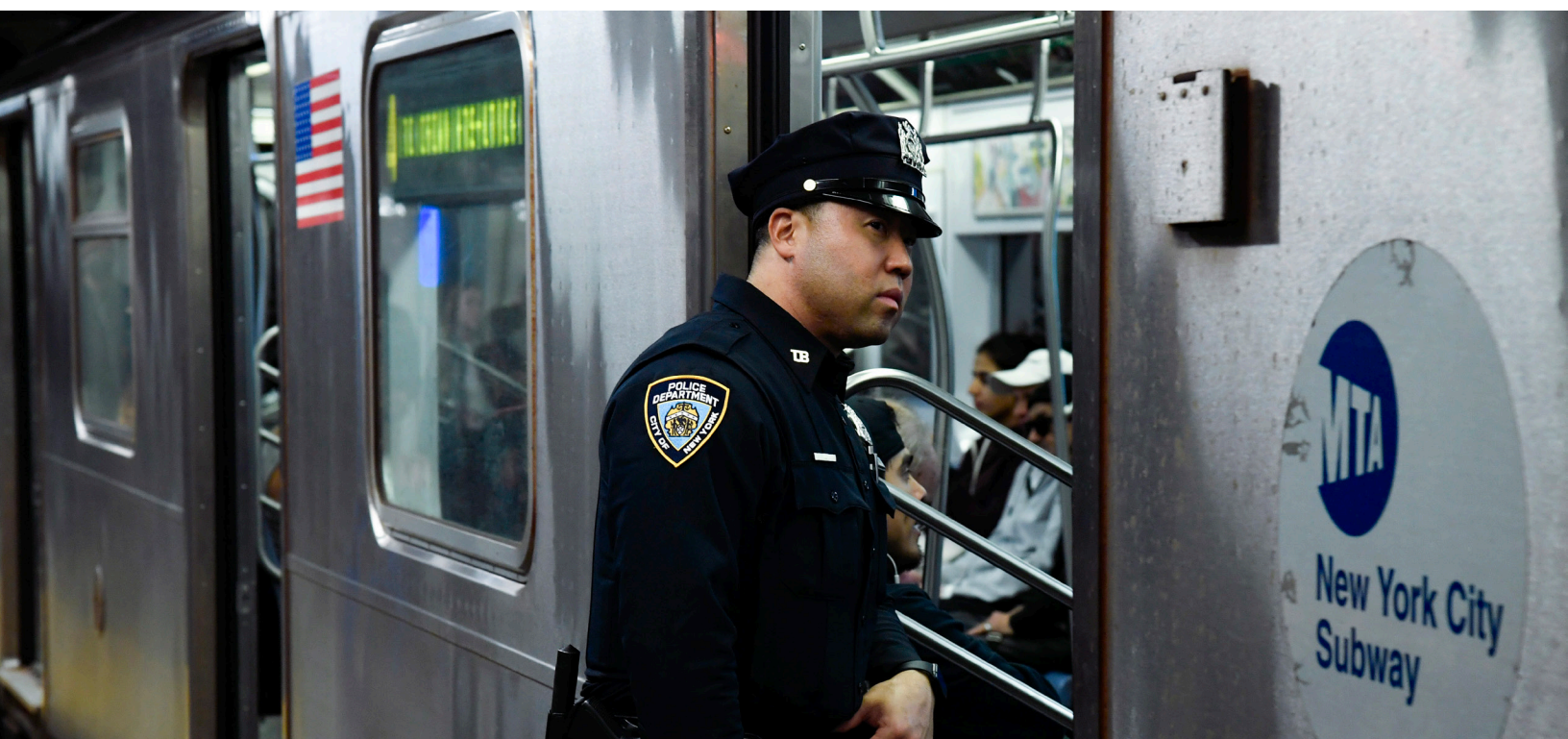
## "Re-NEW-vating" subway stations

New tiling, brighter lights and a fresh coat of paint can go a long way. Throughout the year, NYCT "Re-NEW-vated" 53 subway stations, cleaning and making necessary repairs. During planned weekend station closures, crews worked around the clock cleaning floors, changing light bulbs, repairing HVAC systems, unclogging drains, securing platforms and stairs, and repairing outdated and damaged signs. When customers returned to the station on Monday morning, they were welcomed into a cleaner, brighter, and more comfortable station environment. Below, a refreshed staircase, new signage, and better lighting at the Atlantic Avenue stop on the L.



# Keep transit safe and inviting

Customer and employee safety in the transit system is a top priority for the MTA. Thanks to the leadership of Governor Kathy Hochul and Mayor Eric Adams, the Cops, Cameras, Care initiative reached its one-year anniversary in October 2023, and we continue to implement policies that improve customer sense of safety and enforce the rules of conduct. As a result, we're fostering a more comfortable and inviting environment for all.



## Blue-ribbon panel releases report on fare and toll evasion

In May, the Blue-Ribbon Panel on Fare and Toll Evasion released its report, finding that fare and toll evasion has reached crisis levels across the entire MTA system. In 2022 alone, the MTA lost \$690 million to unpaid fares and tolls. Fare and toll evasion not only threatens the economics of mass transit, but it also tears at the social fabric of New York City and the region. New Yorkers who pay their fair share feel like chumps watching their neighbors hop the turnstile or cover their license plates.

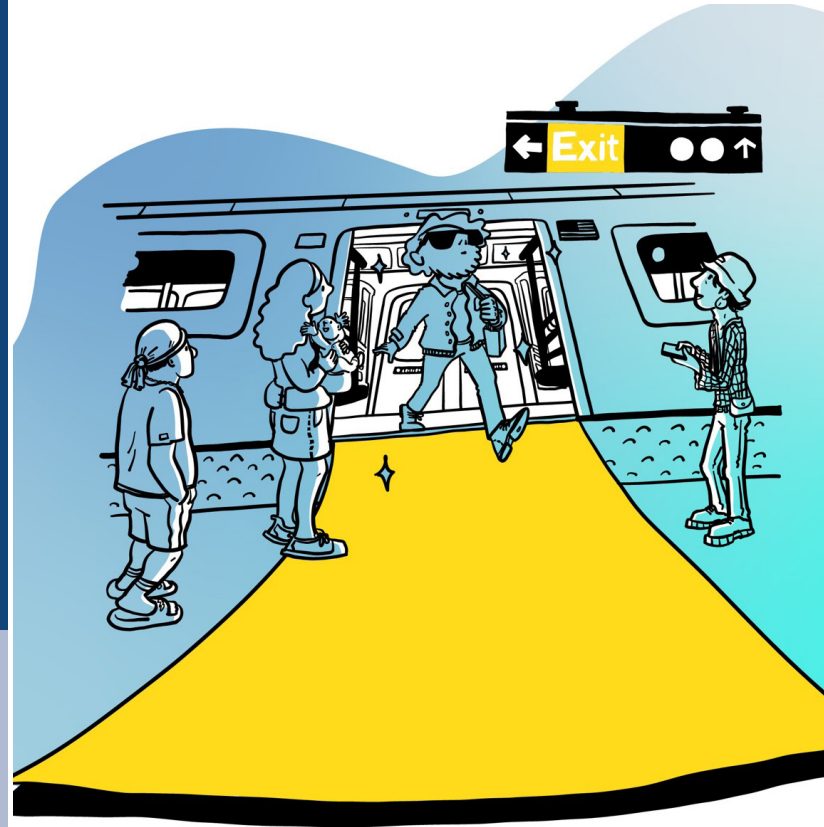
Teams across the MTA are working to implement the recommendations of the Blue-Ribbon Panel. Initiatives include modernizing faregates, better supporting low-income transit riders, expanding license plate monitoring on bridges and tunnels, updating customer communications, and instituting a generational refresh of fare evasion enforcement that commits to precision policing and civil enforcement.

## Declining traffic collision rates

Thanks to MTA Bridges and Tunnels' sustained focus on safety improvements, roadway incidents continued to decline in 2023, with traffic collisions down approximately 10% from 2022. Since Open Road Tolling began in 2017, traffic collisions have decreased 50%, while annual traffic volumes continue to exceed 2017 levels at more than 920,000 vehicles.



## MTA launches new Courtesy Counts campaign, featuring dozens of illustrations outlining the rules of the ride



## “Ride Inside, Stay Alive”

New York City students are the voice of reason for a public information campaign warning riders about the dangers of subway surfing. Working with the MTA, students from the High School of Art and Design wrote and recorded public announcements, and designed artwork and animations for MTA digital screens and social media that discourage subway surfing.



## Leave room for a New York exit.

Stand away from the doors so people can exit the train.

— | COURTESY COUNTS | —



# Rebuild and expand the network

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Investing in the MTA's \$1.5 trillion asset base is essential to ensuring riders benefit from a reliable, safe, and comfortable public transit system. This year, the MTA outlined a comprehensive blueprint to keep the system in a state-of-good-repair and envisioned the next wave of system expansion projects that meets 21<sup>st</sup> century needs.



## Planning for the next 20 years

In October, the MTA unveiled the 20-Year Needs Assessment for 2025 – 2044, outlining the agency's long-term vision to rebuild, improve, and expand the region's \$1.5 trillion transit system over the next twenty years. Unlike past Assessments, this document provides a comprehensive and fiscally unconstrained view of the entire MTA network's

needs. The rigorous, data-driven analysis is unprecedented at this scale and has resulted in the MTA's most comprehensive and transparent review of the system's state-of-good-repair need. The analysis is serving as the blueprint for the MTA's 2025 – 2029 Capital Program, which will be released in fall 2024.

## State-of-Good-Repair Highlight: Livonia Maintenance Facility

Across the subway network, maintenance shops are essential to keeping passenger rail cars in good working condition and safely providing reliable service. But some of MTA's maintenance facilities were built over 100 years ago and can't keep up with more modern rail car designs. Even more, some shops face significant structural deterioration with cracked walls, leaking roofs, and insufficient heating.

The Livonia Maintenance Facility in East New York, Brooklyn is emblematic of this state-of-good-repair need. The repair facility, responsible for maintaining the fleet on the **3** line and the Times Square Shuttle, was built in 1922 and modern rail car designs have changed since then. Low ceilings restrict what maintenance can be done to newer fleets, and as a result, the MTA cannot upgrade rail cars along the **3** line. Narrow aisles also force trains to be repositioned inefficiently within the shop, while trenches underneath trains are too shallow for mechanics, forcing them to squat while working.

At Livonia, the MTA is evaluating different design options to either reconfigure or completely replace the existing facility. A more modern Livonia Maintenance Facility would make for a safer, more comfortable work environment while meeting current and future operational needs.

## A new approach to evaluating system expansion projects

In an effort to make the most efficient use of limited resources, for the first time ever the MTA developed a framework to systematically and quantitatively compare costs and benefits of potential system expansion projects. Outlined in the 20-Year Needs Assessment for 2025-2044, Comparative Evaluation assesses 20 potential expansion projects against a consistent set of criteria including ridership, time savings, network resiliency / sustainability, capacity, equity, network leverage, geographic distribution, and cost. This data-driven methodology ensures MTA can invest in the most cost-effective and transformative projects for New Yorkers.



## Federal funding boost for Second Avenue Subway and Penn Station Access

The MTA received major grants from the federal government to pursue two critical expansion projects: Second Avenue Subway Phase 2 and Penn Station Access. The Federal Transit Administration granted a \$3.6 billion full-funding agreement for Second Avenue Subway Phase 2, which will extend the **Q** from 96 Street to 125 Street in Manhattan. And the Federal Railroad Administration awarded \$1.6 billion for Penn Station Access, which will extend Metro-North's New Haven Line along Amtrak's Hell Gate Line and construct four stations in the Bronx.



# Make transit accessible to all

An accessible transit system is essential for millions of New Yorkers. It ensures people can reliably get to jobs, school, healthcare appointments, and cultural events throughout the region. This year, we continued to achieve substantial progress making subway and railroad stations, buses and even our bridges more accessible to people with disabilities, riders with strollers, travelers with luggage, and seniors.



## Improving subway station accessibility at an unprecedented pace

The MTA is awarding and completing construction of accessibility projects at an unprecedented pace. In 2023, the MTA awarded contracts for Americans with Disabilities Act (ADA) upgrades at 16 stations and has been awarding contracts for ADA projects nearly five times faster than pre-2020. 9 stations across all five boroughs had accessibility projects completed in 2023.

All in all, since 2020 the MTA made 25 stations fully accessible – double the number of ADA stations completed in the previous six years. Construction is currently underway at 41 stations and we are targeting a record-setting year for newly accessible stations in 2024.

Thanks to the Capital Plan's historic \$5.2 billion investment in accessibility, the MTA is making 67 subway stations ADA accessible – more than any capital plan in MTA's history and more than the last three capital plans combined.

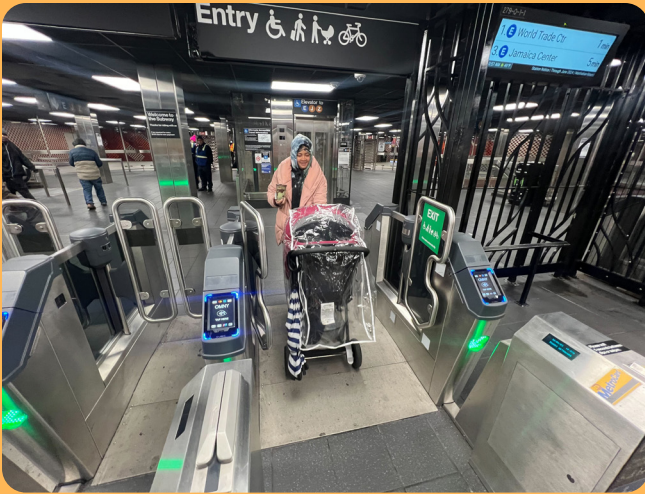
## Increasing elevator and escalator availability

*Measuring the share of time elevators and escalators are up and running for customer use.*

On average throughout 2023,  
Elevator availability was **97%**  
Escalator availability was **94%**

## Introducing wide-aisle gates

As part of a pilot program, in September, the MTA replaced the full turnstile fare arrays at Sutphin Boulevard–Archer Avenue–JFK Airport **E J Z** with modern, wide-aisle fare gates. The MTA will be monitoring how the fare gates perform in enhancing accessibility and improving the station environment.



## E-hail Phase 2 expands to more customers

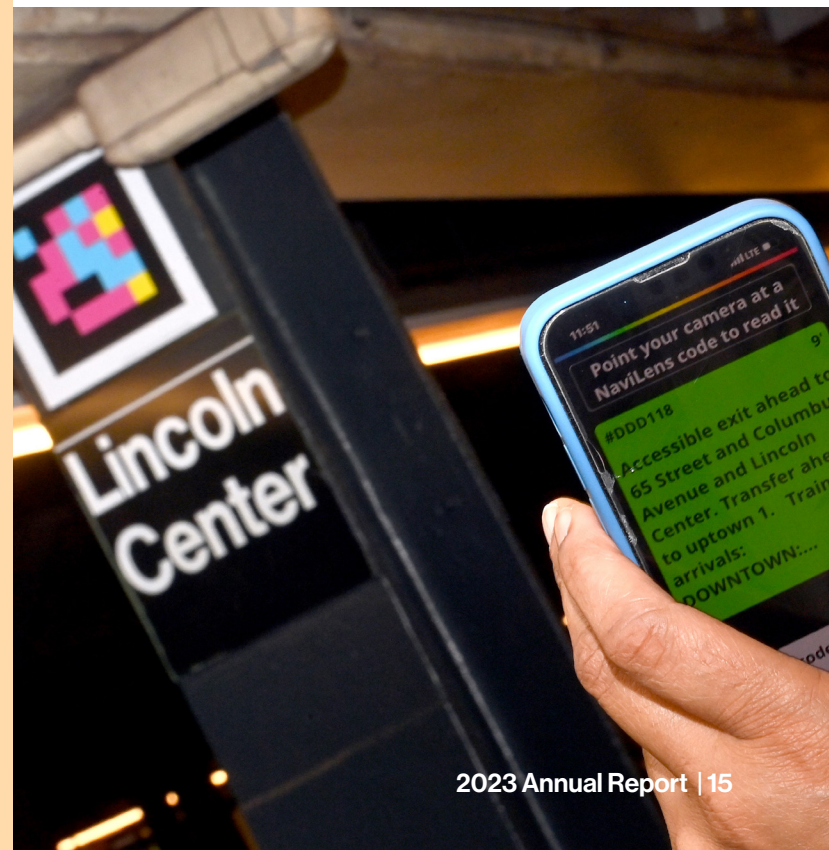
The MTA significantly expanded the E-hail pilot program in 2023, inviting an additional 10,000 Access-A-Ride customers to participate. E-hail is an on-demand service offering Access-A-Ride customers the ability to book trips in real-time using taxi or for-hire vehicle services. While customers still have access to the traditional Access-A-Ride service for \$2.90 a trip, E-hail serves as another option to enhance flexibility and support spontaneity of travel.

## Improving accessible wayfinding in subway stations

Over the summer, MTA began upgrades to 11 subway stations and all 24 stops on the M66 local bus route in Manhattan with new accessible wayfinding features. The MTA Accessibility team is working with the New York City Transit Department of Subways to install boarding area floor decals, tactile subway maps, and wayfinding signage that uses unique codes to provide audio and visual wayfinding guidance and arrival status information in up to 40 languages.

## Making space for strollers on buses

In the spring, the MTA expanded its successful Open Stroller Pilot to more than 1,000 Local and Select buses serving all five boroughs. Dedicated stroller space allows riders with young children to board without needing to fold their strollers first, ensuring a more comfortable ride and speeding up the boarding process.



# Work smarter

The MTA is always looking to run a more efficient business. With the help of new technologies and the expansion of existing capabilities, the MTA is saving hundreds of millions of dollars annually, without sacrificing service.

## Enforcing bus lane rules and speeding up buses

Bus lanes are a critical tool for faster and more reliable buses, but are useless when blocked by a driver. Throughout the year, hundreds of buses have been outfitted with automatic bus lane enforcement (ABLE) cameras to enforce bus lane rules more consistently and ensure a single driver cannot slow down hundreds of bus customers. By keeping bus lanes clear of vehicles, more buses can provide consistent, reliable service.

Results from bus routes equipped with ABLE show that this enforcement method works: bus speeds have increased 5% on average and collisions have decreased an average 20%. Thanks to the New York State legislature, ABLE cameras will start ticketing double-parked vehicles and vehicles blocking bus stops in 2024.



Since its launch in 2019, ABLE technology has spread throughout the city



623 buses on 21 routes are ABLE-equipped



80 miles of bus lanes are covered by ABLE



45,000 daily customers benefit from ABLE



328,000 violations have been issued



## Advancing MTA's Open Data Program

The MTA continues apace in our commitment to publish a robust open data library. Since launching in 2022, we've published 113 datasets to the New York State Open Data Portal. In 2023 alone, we posted 50 datasets to the Open Data portal, with downloadable datasets ranging from hourly subway ridership, capacity on Express Buses, and debt outstanding on bond issuances. We also continued to build out the MTA's own Metrics website, [metrics.mta.info](https://metrics.mta.info), which features key customer-focused performance metrics.

Plus, for the first time, MTA made the 20-Year Needs Assessment's underlying data available for download on the NYS Open Data Portal. Over 2,000 rows of data were published to the portal, including the conditions of key assets and vehicle fleet inventories.

## OMNY Card Vending Machines

This fall, MTA unveiled the first-ever OMNY card vending machines at 6 stations in Manhattan, Bronx, Brooklyn, and Queens. Now, customers who prefer to pay the fare in cash can do so with a tappable OMNY card. Plus, these cards offer OMNY's financial flexibility to pay-as-you-go, so customers will never spend more than \$34 for subway and bus fares in a 7-day period. OMNY card vending machines will make their way into all subway stations through 2024.



## Laser Train zaps fallen leaves

After a successful pilot in 2022, Metro-North deployed the Laser Train to help fight slip-slide conditions on commuter rail tracks. The Laser Train mitigates the impact of fallen leaves on tracks and minimizes the number of rail cars taken out of service in the fall season. In turn, service reliability and on-time performance stay on track.

This season, Metro-North safely cleaned 24,000 miles of track, which resulted in a 70% reduction in slip/slide-related train delays and decreased maintenance costs.

## Transit Tech Lab focuses on efficiencies and human capital

In 2023, the Transit Tech Lab launched its annual challenge, charging tech companies to seek solutions that mitigate service disruptions, automate transit operations, and combat workforce shortages. Ten of the finalists will test their solutions with the MTA in 2024, including an online testing platform for test-based roles, real-time monitoring of track conditions, and a mobile app to automate signal testing.

The Transit Tech Lab – a public-private partnership created by the MTA and Partnership for New York City – connects private tech startups with regional transit agencies to develop innovative solutions to pressing transportation challenges.

# Engage with our riders & community partners

New Yorkers are central to the MTA's mission. No matter how you ride with us – whether it's as a subway, bus, or paratransit passenger, a driver on our bridges and tunnels, or you live near a station or train tracks – your input is essential. Throughout the year, we hosted hundreds of events to meet New Yorkers where they're at and discuss the issues important to our customers and neighbors.

## Redesigning the Brooklyn and Queens bus networks

This year, the MTA made exciting progress on the Bus Network Redesign projects, a first-in-a-generation and multi-year effort to redesign every borough's bus network to make service faster and more reliable.

**Brooklyn** In late 2022, the MTA published the Draft Redesign Plan, which improves the network by straightening routes, strengthening interborough service, and adjusting frequencies. Throughout 2023, the project team hosted over 30 outreach events for customers and neighbors, including open houses, subway station pop-ups, and MetroCard Mobile Sales pop-up events.

**Queens** In December, the MTA released the Queens Bus Network Redesign Proposed Final Plan. After releasing the New Draft Plan in March 2022, the MTA received nearly 4,000 comments and held dozens of outreach events in Queens, in addition to on-street and online engagement. Customer comments centered around route proposals, bus stop locations, and overall operations, which the Proposed Final Plan addresses. Outreach in Queens will continue in 2024.





## World Autism Awareness Month

Celebrating World Autism Awareness Month in April, students with autism joined MTA leadership at Fulton Center to unveil their own, pre-recorded public service announcements inspired by those heard in the transit system. Announcements played through April for tens of thousands of regular riders in Bronx, Brooklyn, Manhattan, and Queens.

## Music Under New York

Over the summer, MTA welcomed 24 musicians and musical groups to join the MTA MUSIC program, which boasts a roster of more than 350 performers who hold over 7,500 performances in the transit system annually. Plus, for the first time in program history, MTA, WE LOVE NYC and Shutterstock presented the “Riders Choice” award for transit riders to select their favorite performer. Congratulations to the winner Brass Queens, an all-female brass band known for its energetic performances and mission to empower women through music. Find them performing in the transit system!

## Rail Safety Week for LIRR and Metro-North

This September, LIRR and Metro-North employees visited dozens of stations, grade crossings, and community events throughout the commuter rail territory, educating railroad customers, drivers, and pedestrians about rail safety and empowering the public to keep themselves safe near the railroad.



# Advance equity

Mass transit is the ultimate engine of equity in an expensive region. Transit gives New Yorkers of all incomes access to millions of jobs and other opportunities. The MTA also promotes economic opportunity by investing in New York's minority-, women-, and veteran-owned businesses who help to keep the region moving.



## Fair Fares continues to grow

Enrollment in New York City's Fair Fares program, launched in 2019 in partnership with the MTA to provide low-income New Yorkers with half-price MetroCards, reached a new high in 2023, with over 320,000 eligible New Yorkers signed up for the program since its inception. Plus, Mayor Adams and the City Council increased the eligibility threshold from 100% to 120% of the Federal poverty line, allowing tens of thousands more New Yorkers to access more affordable subway, bus, and paratransit travel.

## New fare promotions take effect

Over the summer, MTA introduced several new fare promotions to make riding more accessible and affordable.

CityTicket is now 24/7, offering LIRR and Metro-North customers traveling within New York City a flat-fare option for \$7 in the peak and \$5 in the off-peak — a steep discount from one-way fares. The deal also extends to Far Rockaway LIRR customers.

With OMNY, customers are now guaranteed the best fare during any 7-day rolling period. Customers never pay more than \$34 — the price of a 7-Day MetroCard — no matter what day of the week they start tapping, and without the burden of pre-paying.



## A fare free bus in each borough

This fall, the MTA began piloting a fare-free bus pilot on five routes – one in each borough – thanks to funding from the State budget. The MTA conducted a rigorous review of potential fare-free routes, and the selection was based on a comprehensive list of criteria including ridership, fare evasion, service adequacy, equity for low-income and economically disadvantaged communities, and access to employment and commercial activity.



## MTA awards over \$1.2 billion to minority-, women-, and veteran-owned businesses

The MTA continues to meet its commitment to create economic opportunity for firms from historically disadvantaged communities by investing in New York State certified Minority, Women, and Service-Disabled Veteran-Owned Businesses (MWBE/SDVOB) and MTA certified Disadvantaged Business Enterprises (DBE).

In 2023, the MTA awarded over \$1.2 billion to New York MWBE, SDVOB, and DBE firms – the highest of any New York State agency. Over 37% of MTA contracts were awarded to MWBE firms – surpassing New York State’s MWBE goal of 30% for the fourth year in a row.



## New toll rebates

In December 2023, MTA announced that Bronx and Queens residents driving across the Henry Hudson Bridge and Cross Bay Bridge, respectively, will benefit from a new toll rebate program beginning in early 2024. Thanks to funding made possible by the Outer Borough Transportation Account, which was established in 2018 to provide additional funding for outer borough transportation improvements, travel is now easier and more affordable for the working families who rely on these bridges.

# Promote sustainability

Mass transit is the antidote to climate change. MTA trains and buses keep millions of cars off the road every year, and this year we made significant progress to reduce traffic congestion and encourage people to use mass transit.



## The nation's first Congestion Pricing program moves forward

After an extensive Environmental Assessment process, the federal government in June 2023 found that Congestion Pricing would have no significant impact on the human or natural environment, and gave the MTA, the New York State Department of Transportation and New York City Department of Transportation notice to proceed with the project. The installation of the tolling system equipment and infrastructure is now underway.

Over the summer and into the fall, the Traffic Mobility Review Board (TMRB) held a series of public

meetings to discuss toll rates, as well as any credits, discounts, or exemptions. The TMRB issued its final report in November, and the MTA Board voted to begin the final public comment period, to take place in early 2024.

Charging drivers a toll for entering Manhattan below 60 Street will decrease traffic in the most congested city in the country, improve regional air quality, and generate funding for capital improvements to the public transit network.



“

*This is going to be transformative. We'll have the resources to invest in our system, a 110-year-old system, so it's positioned for the next 110 years...That's what we're fighting for. But also, people deserve a quality of life here – it should be walkable, people should be able to take the train and be able to walk to their jobs.*

- Governor Kathy Hochul

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## Committing to reducing greenhouse gas emissions 85% by 2040

In 2023, the MTA committed to reducing emissions from our own operations by at least 85% by 2040, from a 2015 baseline. The MTA will achieve emissions reductions using a three-pronged strategy, including updating facilities such as shops, yards, depots and stations with more energy efficient technology; transitioning the entire 5,800-vehicle bus fleet to zero-emissions alternatives by 2040; and increasing energy efficiency through energy management, regenerative energy, and renewable energy technologies.

## Preparing for and responding to severe weather

2023 brought severe weather to the New York region, and with it, transit disruptions. But the MTA was able to get subway, bus, and commuter rail service back up and moving quickly after these events. On September 29, Tropical Storm Ophelia dropped an average 8 inches of rainfall throughout the region and snarled transit service. MTA crews had service fully running by Saturday the next day, and the historic flooding event highlighted the work we're doing to make the system more resilient against severe weather and reduce service impacts. Actions include addressing immediate flood risks, implementing resiliency projects and resilient design strategies, and continuing coordination with New York City.



## Electrifying the bus network

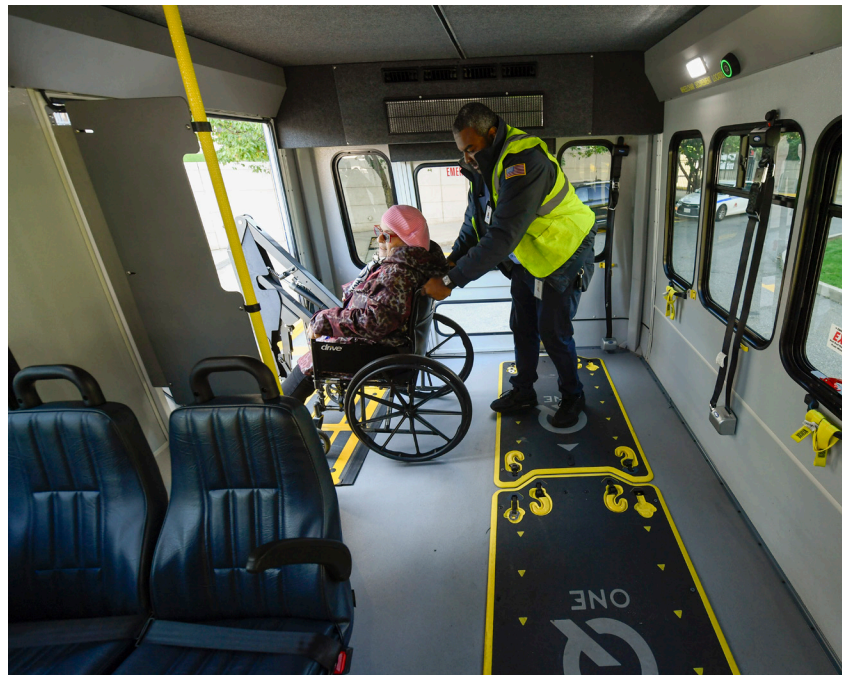
In July, the MTA awarded a contract to redevelop the Gun Hill Road Bus Depot to an electric bus charging facility in Baychester, Bronx – the first bus charging facility in the borough.

At the end of 2023, the MTA Board also approved the purchase of 205 battery-electric buses slated for delivery in 2025, supporting the MTA's commitment of transitioning to a fully zero-emissions bus fleet by 2040. In the meantime, 60 battery-electric buses will begin arriving at depots across all five boroughs in 2024 with priority to environmental justice communities, putting green buses on the roads of the neighborhoods that will most benefit.



# Our people in action

Our people are at the heart of MTA's success. Employees across the agency, from the front lines to back offices, are essential to keeping the region moving. We're building a strong team and prioritizing a positive culture to leverage existing expertise and attract new talent.







# MTA by the numbers

## Ridership

Average weekday ridership, 4<sup>th</sup> Quarter 2023

**3.8 million** subway customers

**230,000** LIRR customers

**1.3 million** bus customers

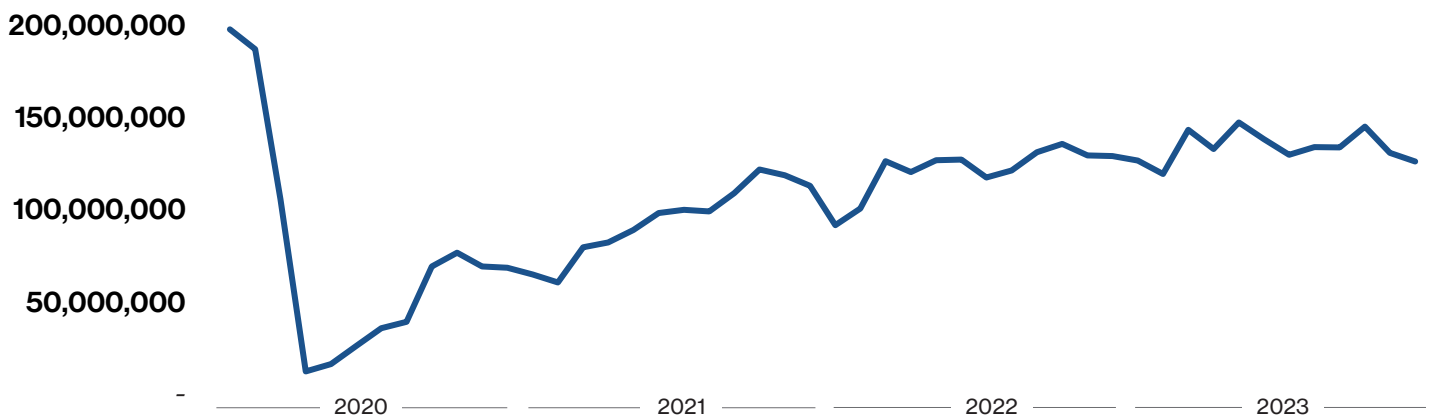
**205,000** Metro-North customers

**31,000** paratransit customers

**944,000** bridge and tunnel crossings

## Transit ridership continues to grow across all modes

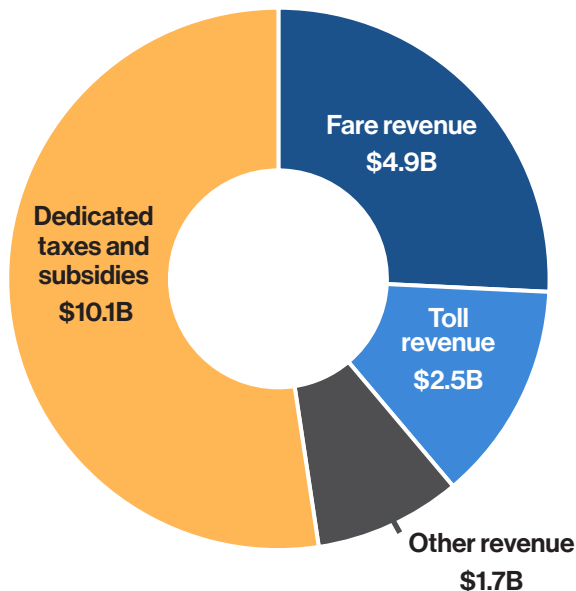
Average monthly ridership, all modes



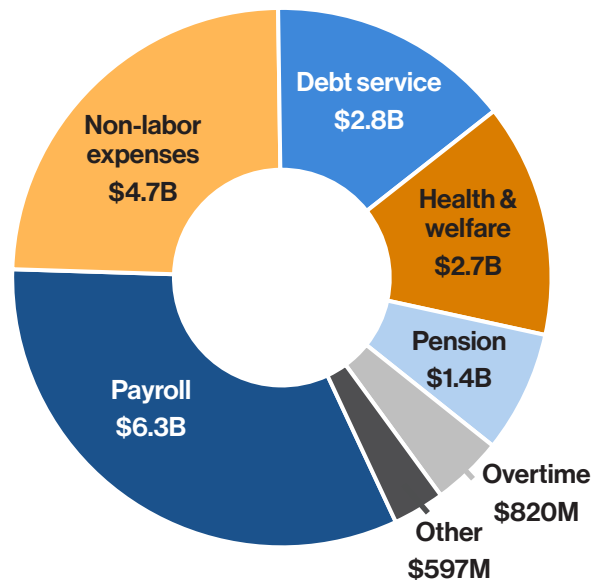
## FY2024 operating budget

The MTA's **\$19.3 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.

Where the money comes from



Where the money goes



Totals may not add due to rounding

## Infrastructure

The MTA maintains **\$1.5 trillion** in assets, including:

**Seven** bridges and **two** tunnels

**704** subway and train stations

**8,747** subway and commuter rail cars

**5,840** buses

**101** maintenance facilities

**493** elevators

**1,907** miles of track and more than  
**3,500** switches

## Capital budget

Costs associated with expanding the MTA network and keeping existing assets functioning are funded by the MTA's capital budget. The current Capital Program, which runs from 2020 to 2024, is **\$55.4 billion**.

The MTA committed **\$8 billion** in new capital projects in 2023.

Capital projects totaling **\$7.1 billion** were completed.

## Protecting the environment

MTA trains and buses avoid emitting **20 million metric tons** of carbon annually — equivalent to removing **4.5 million** cars off the road.

## Our people

The MTA employs **70,000** people in a variety of positions, from bus and train operators to engineers, accountants and transit planners.

## Generating economic opportunity

In 2023, the MTA awarded over **\$1.2 billion** in contracts to New York MWBEs/SDVOBs and MTA certified DBEs — the highest of any New York State agency.

The MTA awarded over **37%** of contracts to MWBEs — surpassing New York State's MWBE goal of 30% for the fourth year in a row.

## 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

**Cathy Sheridan**  
President, Bridges  
and Tunnels

**Paige Graves**  
General Counsel

**Kevin Willens**  
Chief Financial Officer

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

**Rob Free**  
Acting President, LIRR

**Jamie Torres-Springer**  
President, Construction  
& Development

## Members of the Board in 2023

Andrew Albert

Jamey Barbas

Frank Borelli Jr.\*

Gerard Bringmann

Norman Brown

Samuel Chu

Michael Fleischer

Randolph Glucksman

David Jones

Blanca López

David Mack

Haeda Milhaltses

Frankie Miranda

Harold Porr III\*

John-Ross Rizzo

John Samuelsen

Sherif Soliman\*

Lisa Sorin

Vincent Tessitore Jr.

Midori Valdivia

Elizabeth Velez\*

Neal Zuckerman

\* Resigned in 2023

