



NEW YORK CITY TRANSIT KEY PERFORMANCE METRICS

September 2024



MTA New York City Transit Special Inspectors from the EAGLE Team enforce bus fare payment along Grand Concourse & Fordham Road on Thursday, Aug 29, 2024.

This performance metrics document was prepared for the September 2024 meeting of the New York City Transit & Bus Committee.

2 Broadway • New York, NY 10004
September 23, 2024

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Demetrius Crichlow
Interim President
New York City Transit

1.5
million
Student OMNY
cards distributed

Pillars of Success: Safety & Service

September is a time for change. Our children are back to school, the leaves are starting to fall off the trees, and we can already feel that cool autumn air coming in from the water. Here at New York City Transit, the end of summer has brought a whole host of positive changes that will allow us to continue to grow into the future.

The first big change we implemented is our new bus fare enforcement program. I mentioned over the summer that we would launch a new initiative, supported by our EAGLE teams and our partners at the NYPD, to combat the problems of fare evasion on our buses. Make no mistake about it, fare evasion on our buses is an existential threat to our system. In 2020, about 21% of bus riders didn't pay their fare; now, that number is roughly 50%. On the first day of our new enforcement program, I went to a site in West Harlem, where passengers were literally cheering us on as we enforced fare payment. This is something we know the public has been eager for and we are looking forward to seeing its effectiveness over the next few weeks and months.

Back to school has brought with it our new Student OMNY program. It has been so rewarding to see school children tapping those bright green cards on our buses. I was proud to join several officials from New York City Public Schools as we welcomed students back into their school building and distributed those cards. These cards, which are now active 365 days a year and 7 days a week, are a game changer for New York City Public School students. This expansion from the Student MetroCard gives students an opportunity to participate in more activities after school or on the weekends. Our hope is that these cards will inspire a new sense of civic pride and purpose in the youth of our City and help us in the continuing fight against fare evasion.

Speaking of OMNY, autumn is bringing even more change to the OMNY system. We are on pace to mail all of our Reduced-Fare customers a new OMNY card by the end of the year. Think about this: there are approximately 1.5 million Reduced-Fare customers. Similarly, we distributed 1.5 million Student OMNY cards to public school students. By the end of December, we will add over 3 million more people tapping on the OMNY system. That's serious progress in a short amount of time.

Seasons of change can also be seasons of renewal. This month we were happy to bring normal service back to the **G** train and finish the installation of CBTC on the Culver line.

MESSAGE FROM THE PRESIDENT

I want to personally tip my cap to Hugo Zamora, our project lead on the Crosstown CBTC installation project during the summer. Hugo worked tirelessly, days and nights, to make sure our operation was a success. I want to congratulate everyone involved in this project, from the people who kept our shuttle buses moving, to the teams who improved our stations while we had no customers using them. The construction team installed more than 100 miles of signal cable, 3,000 feet of composite railroad ties and replaced 17 switches. The Stations team repaired over 230,000 square feet of platform, track and mezzanine ceiling, and converted nearly 5,000 station lights to LED lamps. The feedback from the public was positive, and this experience provided a model of coordination for us to use on future projects with long-term service disruptions.

We're also thrilled that CBTC is coming to the Culver line. These new signals will make travel throughout southern Brooklyn faster and more efficient. The completion of this new signaling system means that **F** train riders will be able to experience a better riding experience on the Brooklyn end of the line and the Queens side of the line. We're looking forward to the future as we continue to upgrade these signals across the entire system.

On September 16, we announced a new 60-day warning period for the ACE program on 10 new bus routes. This is in addition to the 14 routes that already have ACE activated. These routes span across the 5 boroughs. On September 30, we will start the 60-day warning period on another 10 bus routes. I remain excited for the promise of the ACE program. When enforcement cameras are activated, on average, routes see bus lane speeds increased by 5%. That's on average. In some cases, buses have seen speed increases around 20%. This enforcement tool is doing its job to keep our bus operators and our riders moving quickly and safely.

Another big change that we will see is the launch of the MTA's 2025-2029 Capital Program. The proposed plan outlines \$68.4 billion worth of investments over the next five years to make sure New Yorkers continue to have access to reliable, accessible, and sustainable transit. The major emphasis of the plan is to keep the MTA's physical assets in a state of good repair. The plan also includes several projects to improve New York City Transit, which include ordering 1,500 new railcars, installing modern CBTC signals on at least 75 miles of the subway system, modernizing the shops at Livonia and 240 St, rebuilding or repairing 66 substations, renewing 24 miles of elevated structures and starting the construction of the Interborough Express (IBX). This plan would put New York City Transit in a great position to deliver high-quality and safe

G Train
service restored

10
new bus routes
added to ACE

MESSAGE FROM THE PRESIDENT

transportation into the next decade.

On a personal note, September also marks my 100th day on the job as Interim President. I can't say thank you enough to everyone who has helped with this transition. We have accomplished a great number of things together already. We continue to expand ACE cameras across the City - keeping our bus lanes safe and clear. We made new strides in our fight against fare evasion on our buses. We're improving service every day. On my 100th day, we opened new employee facilities at Chambers Street and Hoyt-Schermerhorn, delivering on our promise to provide a safe and clean work environment for all our workers. These 100 days have been a productive and wild ride, I can't wait to see what the next 100 days have in store for us.

I know that together we will continue to keep New York City Transit moving.

In service,

Demetrius Crichlow



G



MTA
New York City
Subway

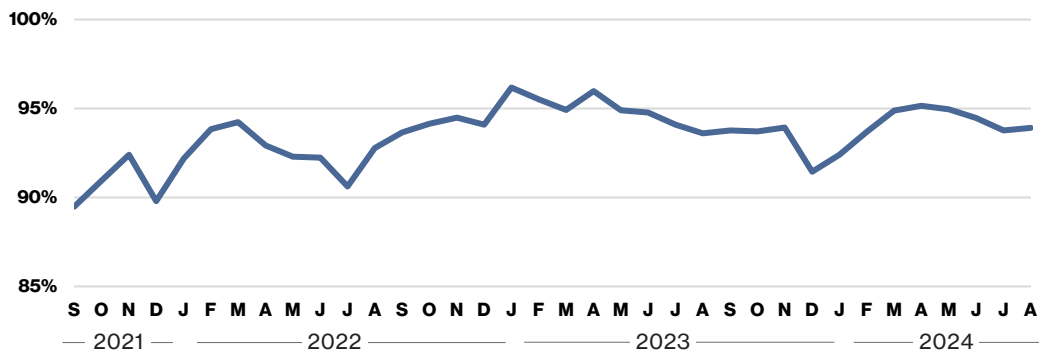
Metropolitan
Avenue



SERVICE PERFORMANCE

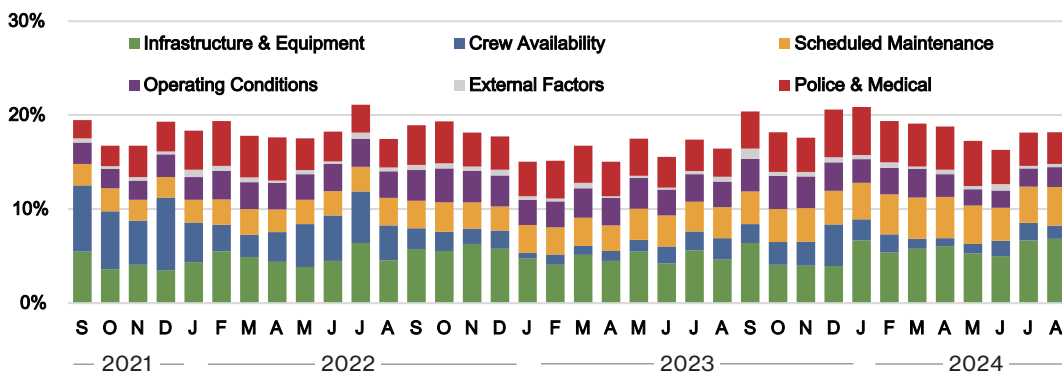
Subway Service Delivered

The share of scheduled trains that are actually provided (compared to schedule) during peak hours



Subway Delays

The share of trains that arrived at terminal locations more than five minutes late, did not operate, or that skipped any planned station stops



Data Review

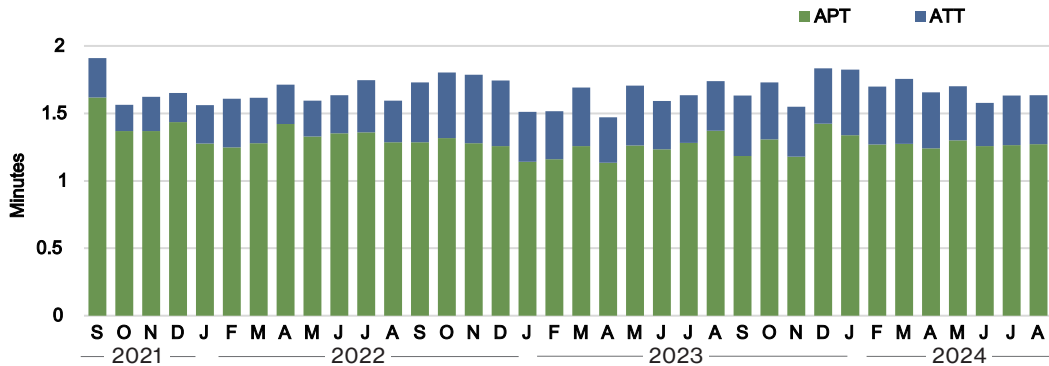
For August 2024, weekday On-Time Performance (OTP) was 81.8%, the same as July 2024 and slightly higher than the year-to-date average. Service Delivered was 93.9%, while Additional Platform Time and Additional Train Time remained steady. In August, the percentage of customers arriving at their destinations within five minutes of schedule (CJTP) was 84.7%, matching the second highest result over the past year. Weekend OTP was 84.1% as we maintained a strong focus on weekend performance despite extensive construction work taking place throughout the system.



SERVICE PERFORMANCE

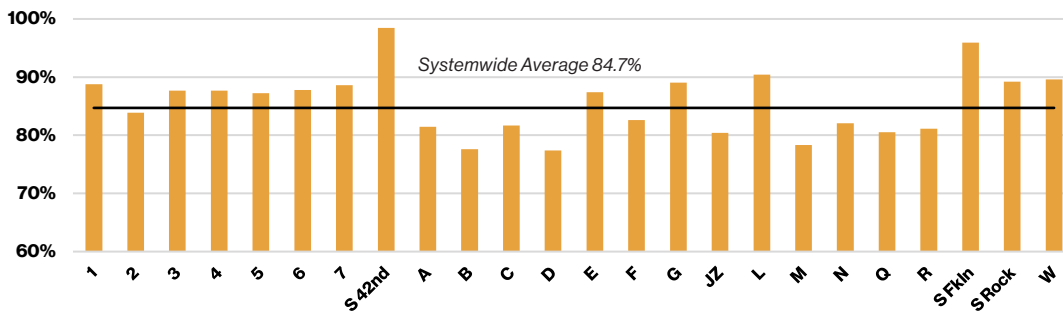
Subway Additional Platform Time + Additional Train Time

APT: The average time that customers spend waiting at a station beyond their scheduled wait time
 ATT: The average time that customers spend onboard a train beyond their scheduled travel time



Customer Journey Time Performance

The share of customer trips with a total travel time within 5 minutes of the scheduled time



Moving Forward

Subways was pleased to see the restoration of full service on the **G** line after nine weeks of partial shutdowns over the summer. While this extensive and critical construction took place, we delivered strong On Time Performance of over 90% on the portion of the **G** that was operating while our colleagues in Buses provided alternative service in the closed sections. We'd like to thank **G** Train Czar Hugo Zamora, who coordinated efforts across the many parts of the MTA involved in this project, including Buses, Operations Planning, Customer Communications, and C&D. Also this summer, Subways opened a new Customer Service Center (CSC) at Parkchester on the **6** line in the Bronx, coordinating the buildout with an elevator project at the station. We also relocated and expanded the CSC at the Jackson Heights-Roosevelt Avenue complex to provide better service at one of the busiest stations in Queens that also serves as a gateway to and from LaGuardia Airport via the Q70 LaGuardia Link bus.

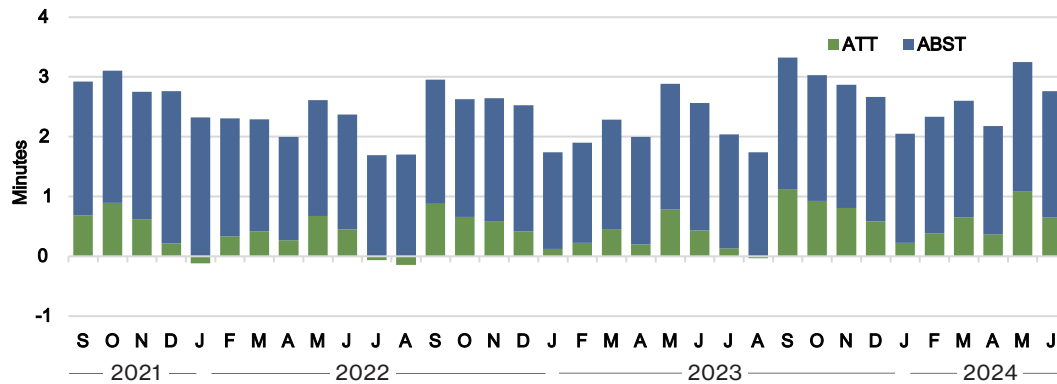


SERVICE PERFORMANCE

Additional Bus Stop Time + Additional Travel Time

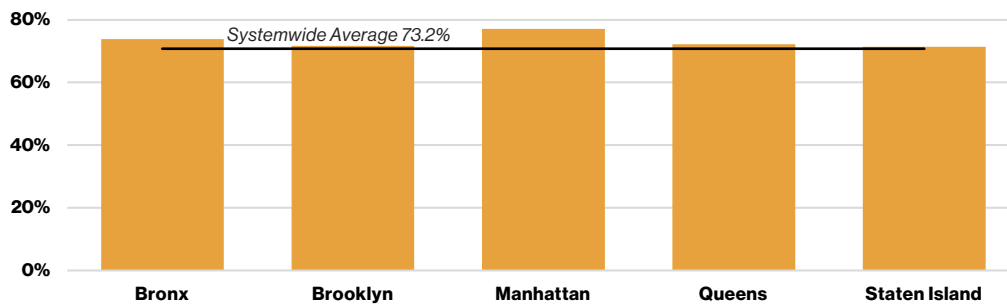
ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time

ATT: The average time customers spend onboard a bus beyond their scheduled travel time



Bus Customer Journey Time Performance, by Borough, August 2024

The share of customer trips with a total travel time within 5 minutes of the scheduled time



Data Review

Bus performance in August aligns in all key areas compared to July 2024 and fell slightly compared to August 2023. Service Delivered (SD) stood at 94%, marginally down 0.1% from July 2024 but down by 1.7% compared to August 2023. Over the past 12 months, SD has held steady at 95.2%. Bus speeds averaged 8.2 mph, unchanged from July 2024 but fell 1.2% from August 2023. Additional Bus Stop Time (ABST) remained the same, while Additional Travel Time (ATT) improved by 3 seconds when compared to July 2024. These factors contributed to a marginal increase in Customer Journey Time Performance (CJTP) by 0.3% to 73.2% in August.

Moving Forward

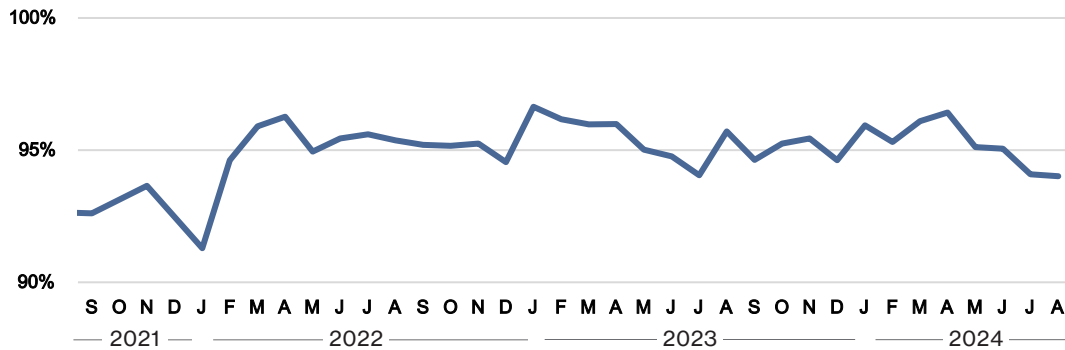
Fare evasion has doubled since Covid, with nearly half of all bus passengers not paying—and the problem is getting worse every year. To put things starkly, we are facing an existential threat to our bus system and to the basic services we provide to our customers. This issue is far more prevalent on buses than subways, and our



SERVICE PERFORMANCE

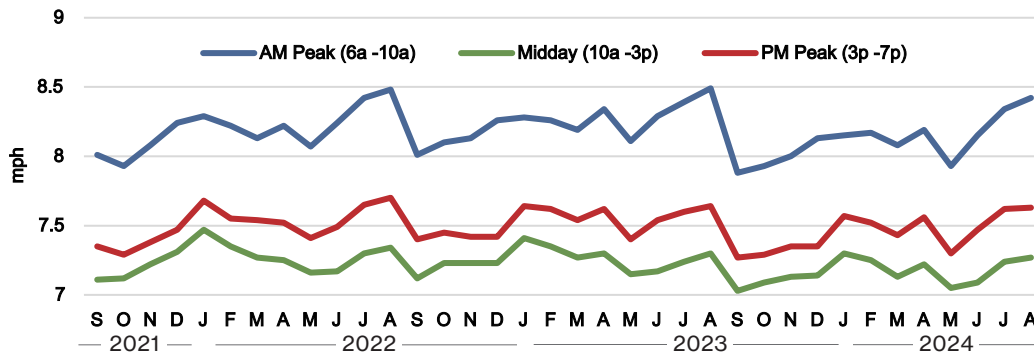
Bus Service Delivered

The share of scheduled buses that are actually provided at the peak load point during peak hours



Bus Speeds, by Time of Day

The average speed of all NYCT & MTA buses



front-line operators have consistently called for increased enforcement. In response, we launched an expanded fare enforcement initiative on August 29, deploying the NYPD and NYCT’s EAGLE team to ticket and remove fare evaders. These efforts, reaching over 40 locations across all five boroughs, aim to curb revenue loss and improve service.

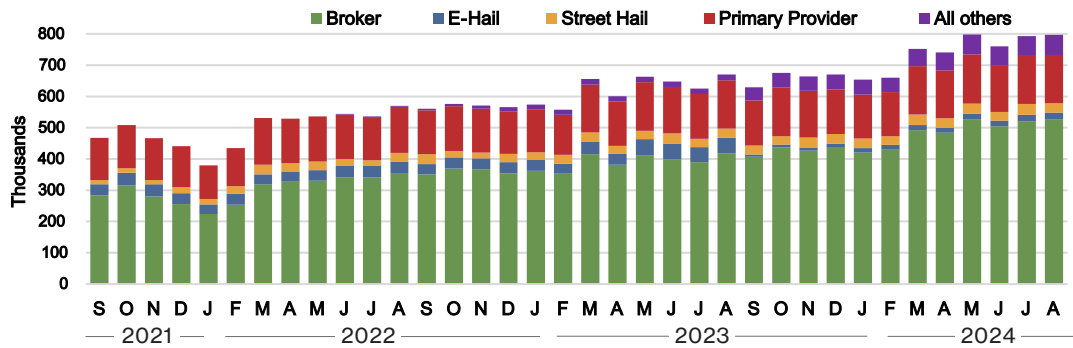
The MTA is advancing its efforts to expand Automated Camera Enforcement (ACE), recognizing that the enforcement of bus priority is crucial to enhancing customer satisfaction and improving bus speeds. Since August 19, the 14 bus routes activated with ACE have been issuing tickets to violators following a 60-day warning period. Fines start at \$50 and increase to \$250 for repeat offenders. On September 16, an additional 10 routes were activated, with a new 60-day warning period for vehicles violating bus lanes, double parking, or blocking bus stops. By the end of September, another 10 routes will be activated, bringing the total to 34 routes and over 1,000 ACE-equipped buses across Queens, Brooklyn, Manhattan, Staten Island, and the Bronx. Our message to the public remains clear: DO NOT BLOCK OUR BUSES! Stay out of bus lanes, bus stops, and don’t double park along our routes.



SERVICE PERFORMANCE

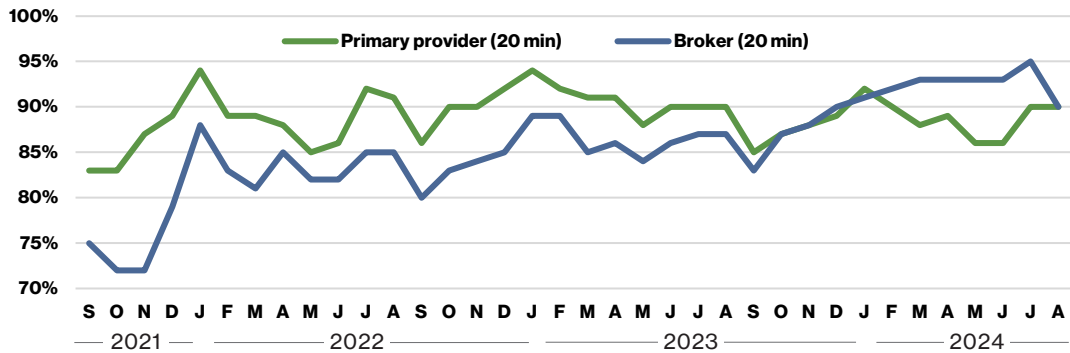
Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service



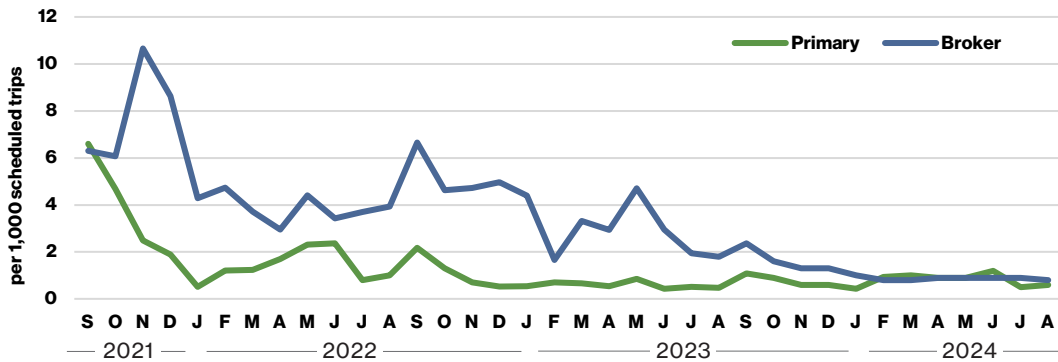
Paratransit On-Time Performance

The share of paratransit customers who are picked up within 20 minutes of schedule



Paratransit Provider No-Shows

The share of providers that do not arrive at the pick-up location within 30 minutes of the promised time and the trip is not provided



SERVICE PERFORMANCE

Data Review

It was an incredibly busy summer for Paratransit, as both ridership and performance continue to set records. Total trips for August 2024 remained steady compared to July and increased by nearly 20% compared to the same month last year. Paratransit exceeded 1 million riders during the month for both July and August, continuing the trend of significant ridership increases year over year.

On-time performance continues to be strong, despite the record high ridership. For July and August, our primary carrier service completed more than 90% of pickups within the 20-minute window from promise time, and 96% within the 30-minute window. With broker service, we completed 95% of trips within the 20-minute pickup window, exceeding our 94% goal and representing a notable 8% increase when compared to August 2023. The no show rates for both primary carrier and broker service remained under 1.0 per 1000 trips well below our goal of 3.0 per 1000. For Broker service, these results mark a decrease of 1.2 per 1,000 trips compared to the same month last year. We are encouraged to see the broker program continue to maintain and improve performance as ridership grows.

Call center performance also remained steady in July and August compared to 2023, even with an increase in call volume due to ridership. The average speed to answer time of 46 seconds was better than our goal of 60 seconds, and the average percent of calls answered of 97% also exceeds goal.

Moving Forward

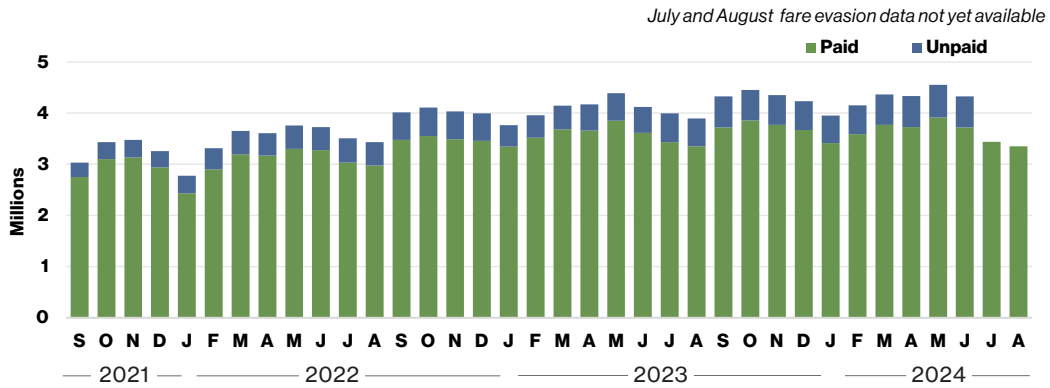
Recent and planned upgrades to the MY AAR app are being implemented based on our work with our customers, and because of our continued commitment to make the app an even faster and easier place to schedule, confirm, and track AAR trips. We continue to see app adoption increase and hope to reach our target of 25% of trips being booked by app by the end of the year.

To help us toward this goal, by the end of September, AAR customers will be able to request Taxi Authorization within the MY AAR app for certain eligible trips. Adding this option to the app will make it easier for customers to get pre-authorization to take a taxi for trips within the same borough or to and from several of our city's major transportation hubs such as LaGuardia and Kennedy airports, Penn Station, Grand Central Station, and Port Authority Bus Terminal. We are excited to offer this new app feature and enable more customers to use the app. We remind customers to review our taxi reimbursement policies before booking taxi authorization trips to ensure their trip is eligible for reimbursement.

RIDERSHIP

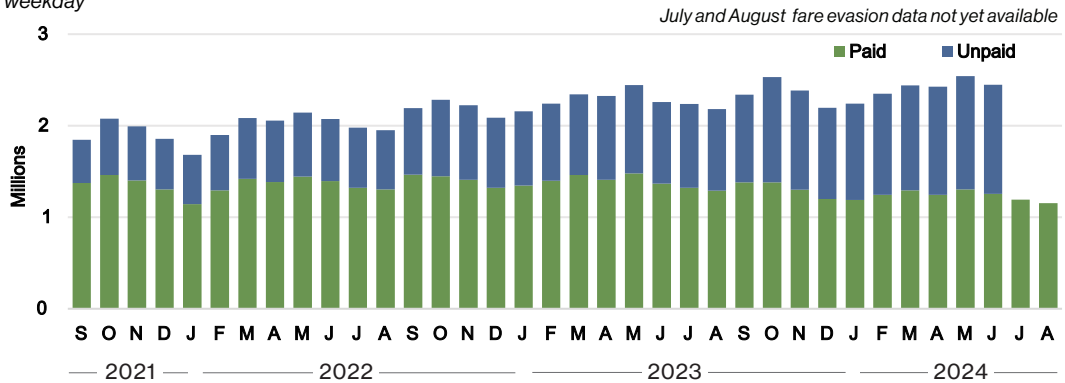
Subway Ridership

The number of paying subway & SIR customers, and estimated number of non-paying customers, on an average weekday



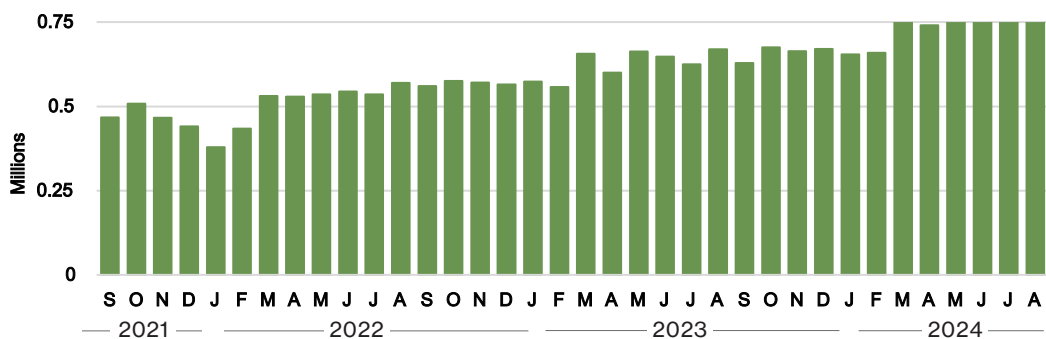
Bus Ridership

The number of paying bus (NYCT and MTA) customers, and estimated number of non-paying customers, on an average weekday



Paratransit Ridership

The count of trips taken on paratransit over the course of the month



RIDERSHIP

Data Review

Paid weekday subway ridership was 3.44 million and 3.35 million respectively in July and August. Those figures were similar to ridership in the summer of 2023, with year-over-year weekday growth of 0.56% in July and a minor decrease of 0.07% in August. However, ridership during this time was moderately suppressed by the G line CBTC construction work during which segments of the G were replaced by free shuttle buses. While many G shuttle bus riders ultimately transferred to or from the subway system, there were enough riders making short trips which could completely forego the subway. This led to a preliminary estimate of 15,000 fewer entries into the system, or about 0.4% of system ridership.

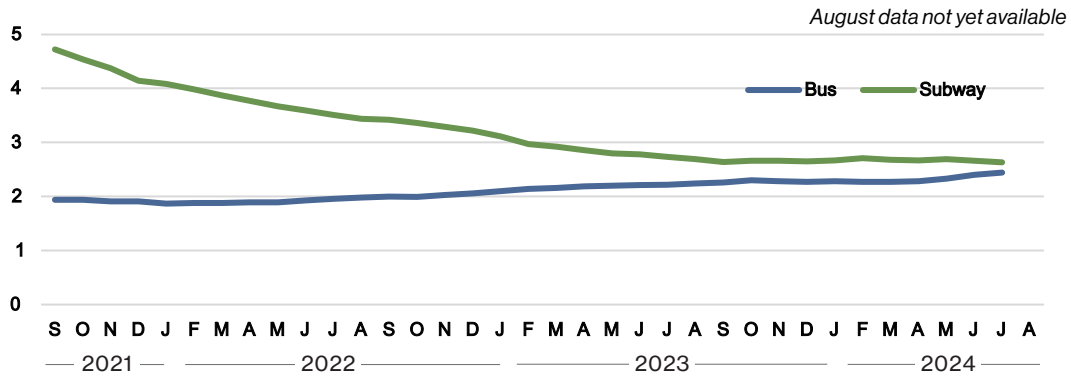
On the bus side, we continue to observe declines in paid ridership while total ridership grows. Paid weekday ridership was down 10% in both months from summer 2023, at 1.19 million and 1.15 million respectively. (Note that the routes in the fare free pilot program had accounted for 18,000-19,000 paid riders in Summer 2023, prior to the pilot, or about 1.6% of the system total). Accounting for the free routes as well as preliminary estimates of fare evasion, total summer bus ridership was about 2.40 and 2.32 million riders in July and August, which would represent a 6.9% and 7.8% increase respectively over the same months in 2023.



SAFETY AND SECURITY

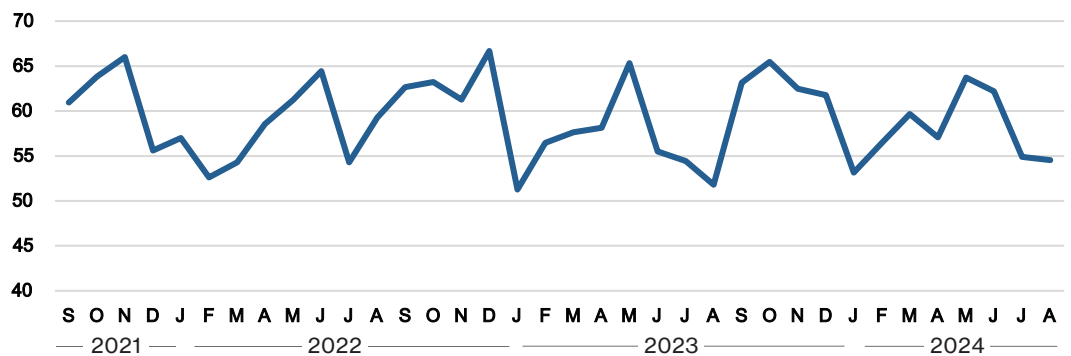
Customer Accident Rate

The number of reportable subway and bus customer accidents per million customers (12-month rolling average)



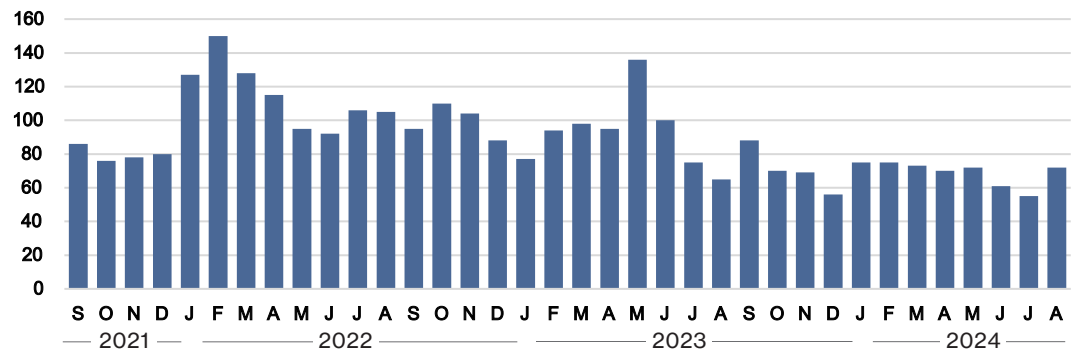
Bus Collision Rate

The number of bus collisions per million miles



Subway Fires

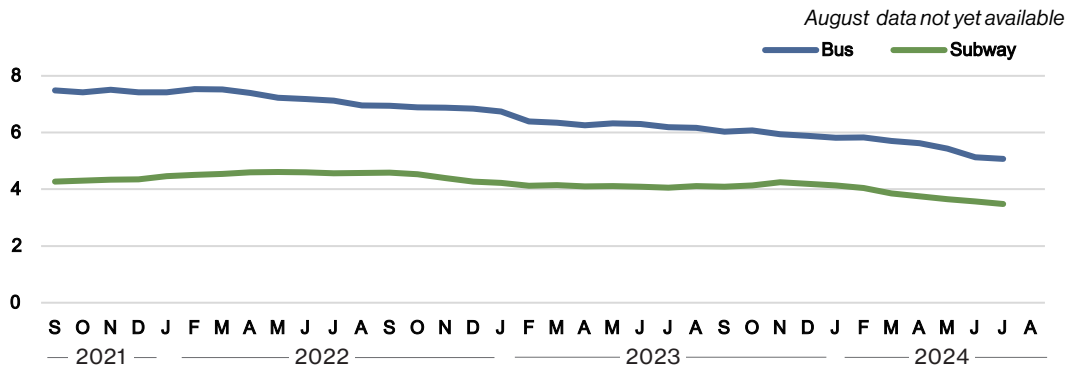
Total number of fires in the subway, including right-of-way, in stations and on trains.



SAFETY AND SECURITY

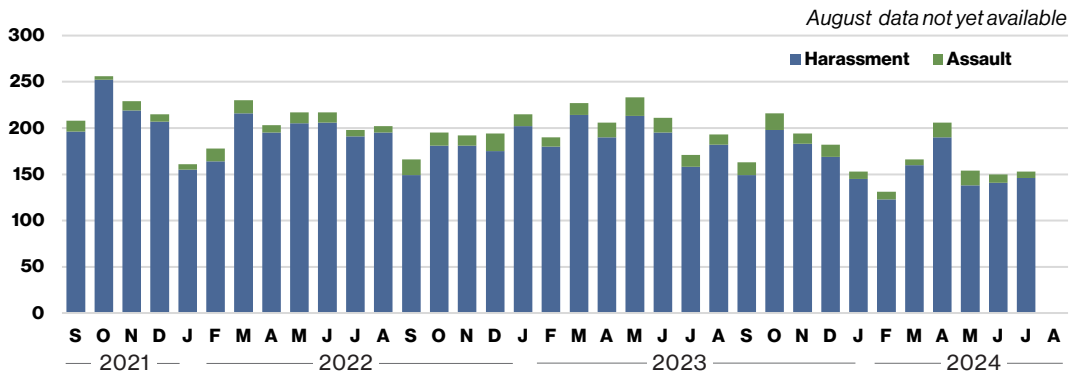
Employee Lost Time Accident Rate

The number of reportable employee lost time accidents per 100 employees (12-month rolling average)



Assaults and Harassments Against NYCT Employees

Assault, under NYS penal law, requires physical injury. Harassment involves actions that annoy or alarm with no resulting physical injury



Data Review & Moving Forward

Subway Customer Accident Rates decreased when comparing the most recent 12-month period to the previous one.

Bus Collisions and Customer Accidents increased, but Collision Injuries decreased when comparing the most recent 12-month periods to the previous one.

Employee Lost Time Accidents decreased when comparing the most recent 12-month period to the previous one.

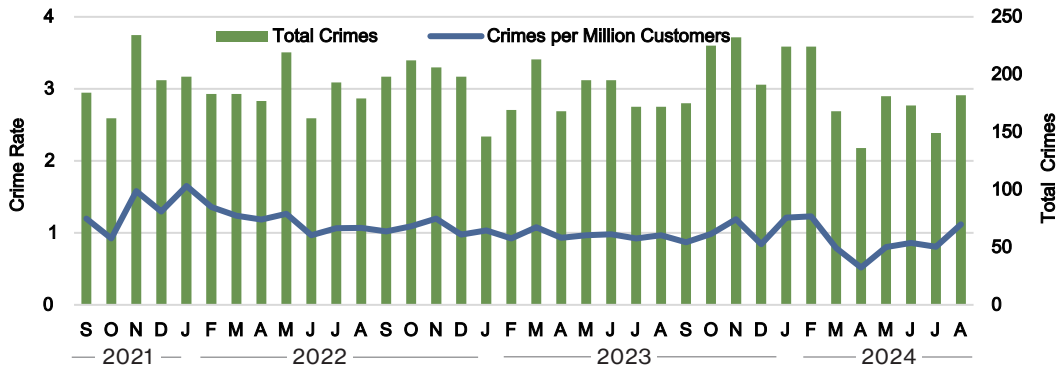
For the rolling 12-month basis, Subway Fires decreased nearly 27% when comparing periods ending August 2024 and August 2023.



SAFETY AND SECURITY

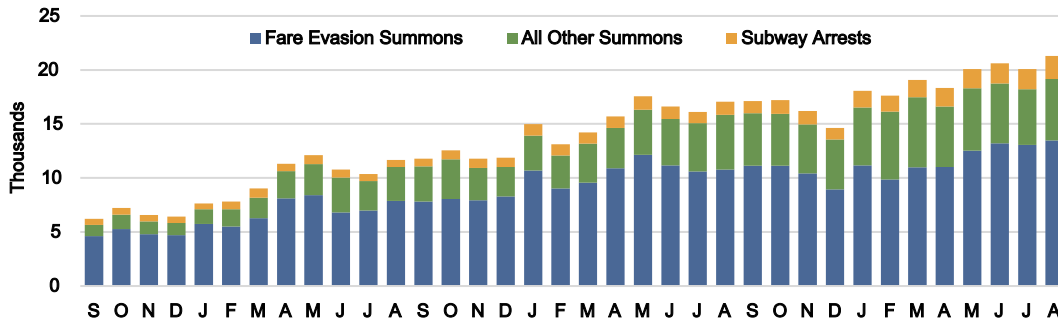
Major Crimes Against Subway Customers

The rate of all major felonies (murder, rape, robbery, felony assault, grand larceny) against subway customers



NYPD Summonses & Arrests

The number of summonses issued for fare evasion (TABs + criminal); number of summons issued for other infractions; and number of arrests made by NYPD

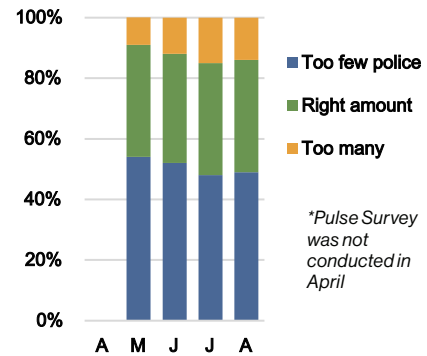


Perception of Safety and Police Presence

On a scale of 1-10, where 1 is very unsafe and 10 is very safe, how safe do you feel using the subway?



How do you feel about the number of uniformed police officers you've seen in the subway?



*Pulse Survey was not conducted in April



SAFETY AND SECURITY

Data Review

In July 2024, Major Felony Crime was down 14% month over month and down 14% versus July 2023. Crime also decreased by 21% when compared to the 2023 monthly average. For August 2024, Major Felony Crime was up 23% month over month and up 7% versus August 2023. But, Crime still decreased by 3% when compared to the 2023 monthly average. Crimes per Million Rides decreased 6% in July 2024 from June 2024, but then increased 18% in August 2024. Crimes per Million Rides remained below the 2023 monthly average for both July and August 2024 (normalized for ridership trends and days per month).

Although we saw an increase in crime in August 2024, the crime figures remain lower year over year by nearly 6% (2024 YTD versus the same period in 2023). Our collaborative efforts to combat the rise in crime noted earlier this year have continued to show effect month over month. We continue to work with our law enforcement partners on quality of life and crime control initiatives and hope to see this downtrend continue and keep 2024 lower than 2023. Their efforts have not gone unnoticed, and we recognize the major impacts they are having on the customer experience.

As the primary policing agency in the NYCT subway system, the NYPD continues to enforce laws, rules, and regulations within the transit system. Their summons and arrest activity are on an uptrend in July and August 2024 versus June 2024 and the 2023 monthly average. We are encouraged by their commitment to ensure order and safety are maintained within the transit system. The MTA also continues to offer our support and partner with NYPD to deploy internal resources, like the MTAPD Transit Ops, Scout Teams (Daytime and Overnight), and SERT Teams within the transit environment. We work collaboratively to address crime or quality of life (QoL) conditions that are identified within the NYCT system.

Moving Forward

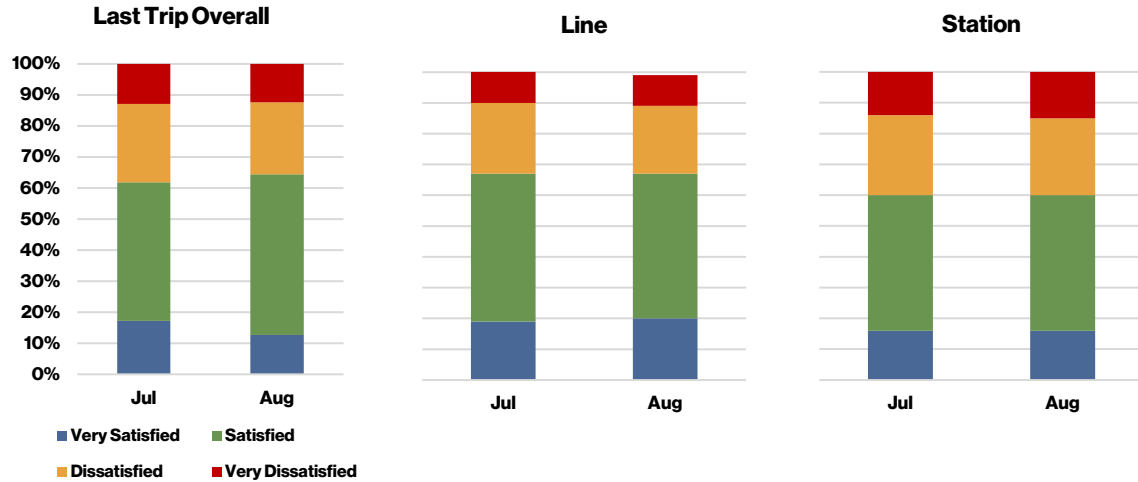
We are very encouraged to see our Crimes per Million Rider figures trend downward year over year. In fact, we have dipped under pre-pandemic levels in 2024. The long-term effects of our initiatives show our proactive crime, security, and safety programs are working as designed. Our customers are noticing a change in the culture within the subway system as reflected in improving safety scores in the Pulse Survey. We believe that our new crime and quality of life initiatives have been proven effective by impacting top line statistics and the customer experience. Crime and disorder in our system continues to be a dynamic issue, and it remains a top priority for the MTA. We will continue to press ahead and ensure all safety milestones are being met.

CUSTOMER SATISFACTION

Monthly Pulse Survey Results, August

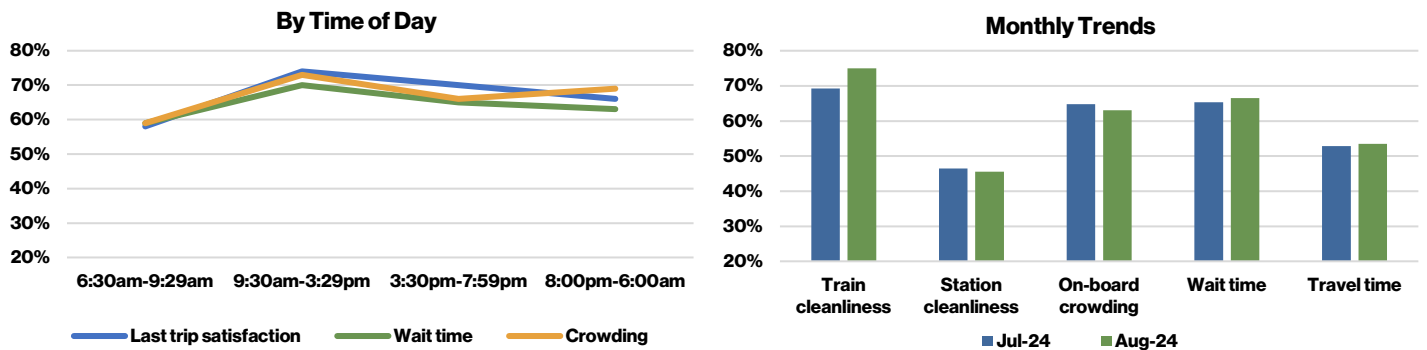
Subways

How satisfied are you with your last trip?



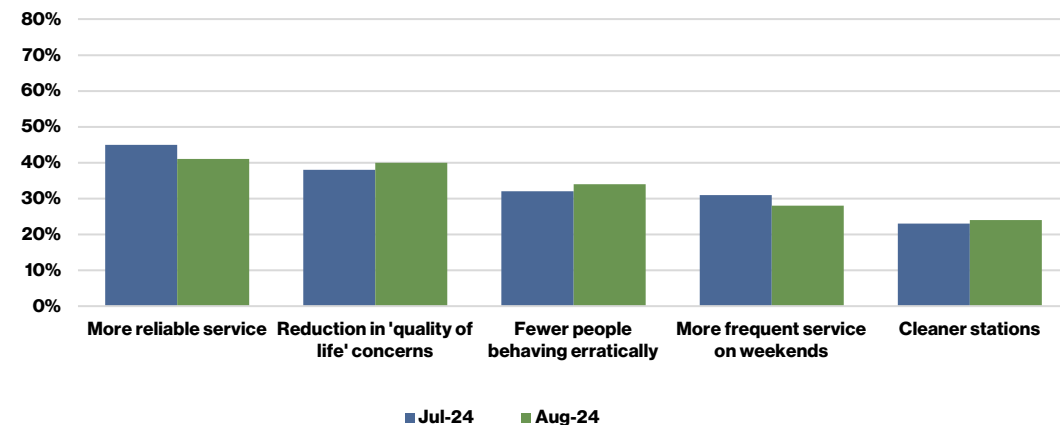
Key Customer Experience Indicators

How satisfied were you with each of the following on your last trip?



What needs to improve to increase your satisfaction?

Percentage of respondents choosing each attribute (up to 3 allowed)

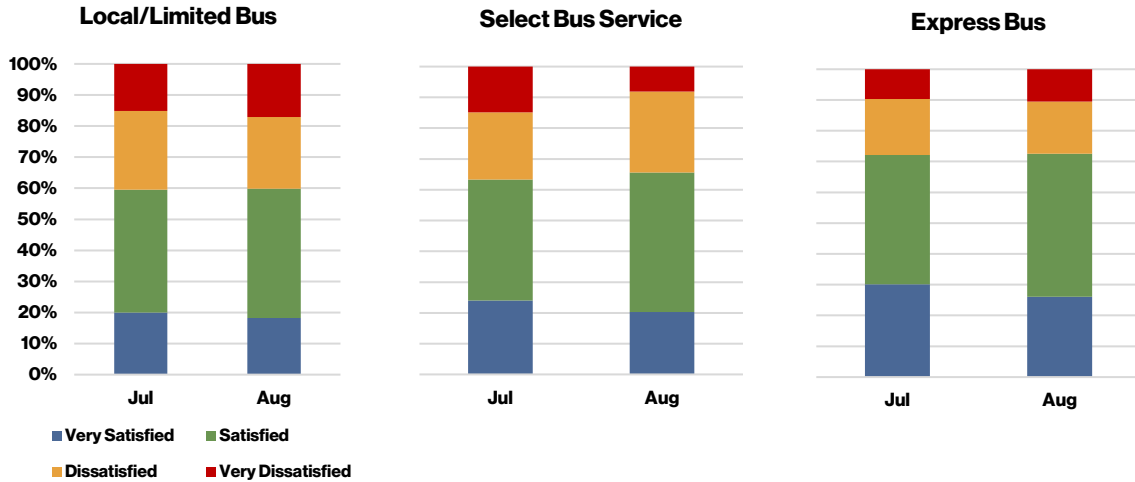


CUSTOMER SATISFACTION

Monthly Pulse Survey Results , August

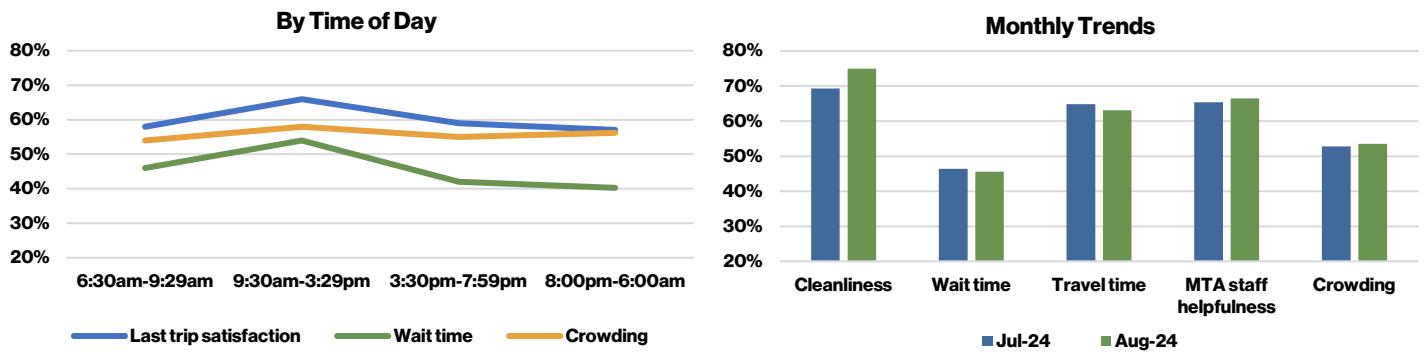
Bus

How satisfied are you with your last trip?



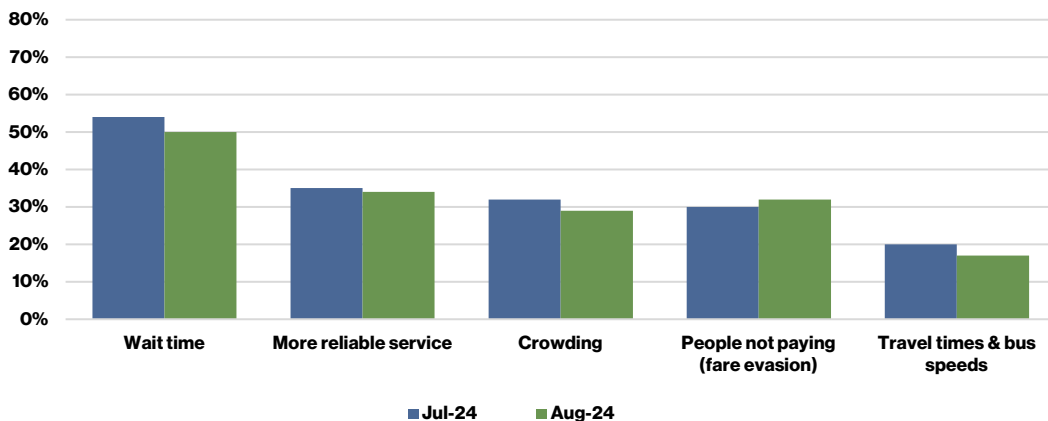
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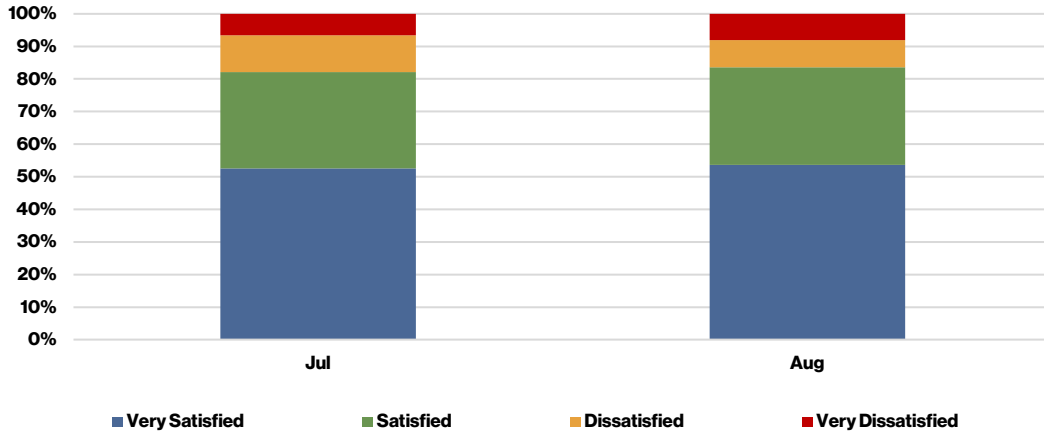


CUSTOMER SATISFACTION

Monthly Pulse Survey Results, August

Paratransit (AAR)

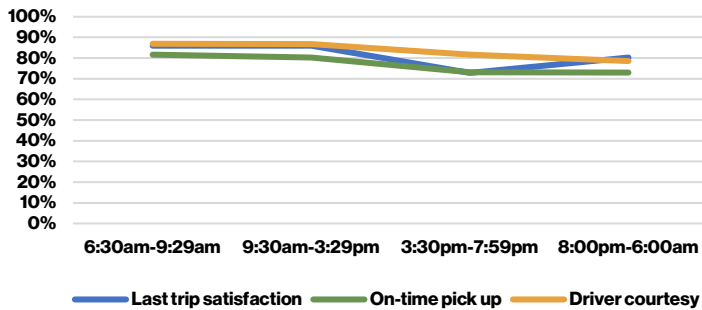
How satisfied are you with your last trip?



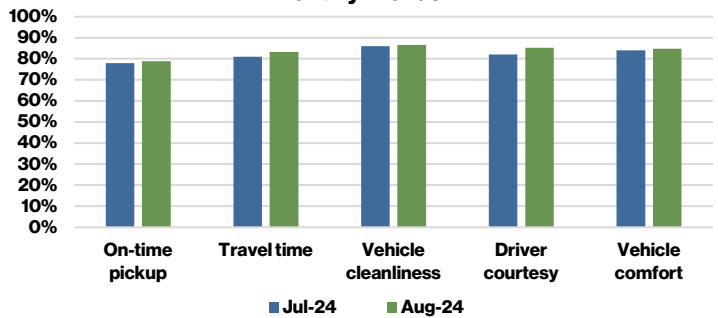
Key Customer Experience Indicators

How satisfied were you with each of the following on your last trip?

By Time of Day

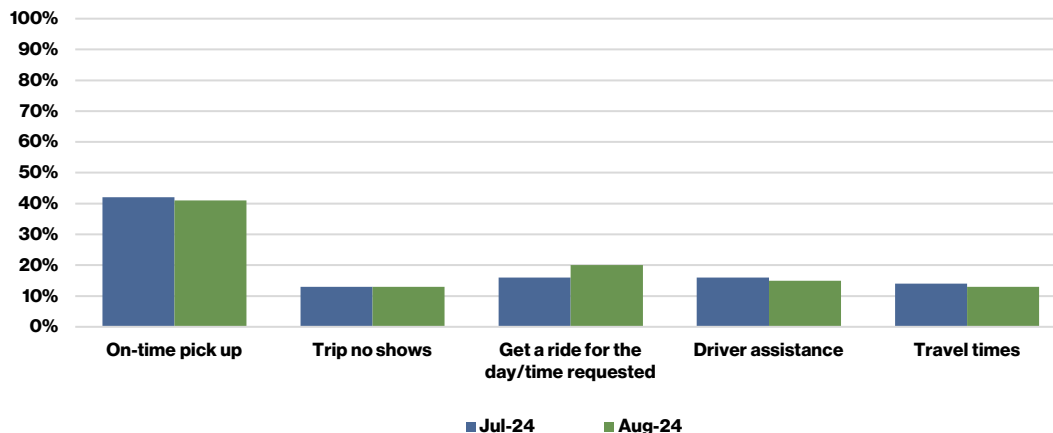


Monthly Trends



What needs to improve to increase your satisfaction?

Percentage of respondents choosing each attribute (up to 3 allowed)



CUSTOMER SATISFACTION

Data Review

In August, 64% of Subway customers were satisfied with their most recent trip (up slightly from July). 67% were satisfied with their line and 60% were satisfied with their station. The majority of customers also reported feeling safe on their last trip; 71% on the train and 69% in the station. Customers traveling in the early morning (6:30–9:39am) and late at night (12:00-6:29am) tend to be the least satisfied both overall and across service and safety attributes. This is because customers tend to encounter service delays and quality of life (QoL) issues (e.g. erratic behavior) more during this time than weekdays, which has a negative effect on satisfaction scores. Service reliability and reduction in QoL concerns are still the top items customers feel need to improve in the system, consistent with what we see in our larger bi-annual Customers Count study.

62% of all bus customers were satisfied with their last trip in August. This ranges from 60% of Local/Limited, 66% of SBS, and 73% of Express bus customers. Customers whose last trip was during the midday (9:30am – 9:29pm) were most satisfied (67%) both overall and on most attributes, including Wait Time and Crowding. Satisfaction was lower for customers whose trip took place between 6:30–9:30am and 3:30 – 7:29pm. Customers traveling during this time were most likely to say road/traffic conditions slowed the bus down or that their trip length was longer than usual, which likely impacted their satisfaction scores. Wait times remain the top item that customers feel needs to improve to increase their satisfaction, mentioned by 50% of respondents this month. More reliable service is mentioned second by about a third of respondents.

Access-A-Ride customers are very satisfied with their last trip in August (84%), up from July (82%). Satisfaction was unchanged this month on all important attributes related to a customer's last trip, including On Time Pick Up (79%). More than half of these trips occurred during the midday (9:30am – 3:29pm), with 86% trip satisfaction during this period. Satisfaction with trips that took place during the evening was lowest at 73%, with notably lower scores in On Time Pick Up and Travel Time in Vehicle.

Moving Forward

In July 2024, we changed the way we track Customer Satisfaction with NYCT monthly. Instead of asking customers about their overall experience in the past month, we are now asking customers to focus on their last trip. By bringing customer's attention to a specific recent trip, we can get a better quality of recall, as well as a more accurate read on the incidence rate of customers experiencing any issues in the system, be it delays or encounters with erratic behavior from other passengers. We also can better understand how customers' experiences vary based on the time of

Modernizing the G Train

Earlier this month, MTA Construction & Development successfully completed this summer's major planned work to begin modernizing the signal system on the Crosstown Line, which is serviced by the **G** train.



The signal system powering the **G** train dates to the 1930s, when the line was first opened. These antiquated signals limit the ability of New York City Transit to deliver frequent, reliable service on the **G** line, which carries roughly 160,000 daily riders between Brooklyn and Queens. By installing new, modern, Communications Based Train Control (CBTC), service on the **G** line will run faster and more reliably.

During the three-phases of work this summer, the project team successfully installed modern signal cables and equipment across the entire line, reconstructed the Court Square interlocking, and replaced approximately 30 miles of track to deliver a smoother ride. In total, more than 100 miles of signal cable and more than 300 transponders were installed, putting the essential building blocks in place along the **G** line for future CBTC service. By installing the entirety of the required signal equipment over the summer, the MTA will be able to complete the project faster and reduce the number of weekend and overnight shutdowns on the line.

While work was underway on the signal system and core infrastructure, the team at New York City Transit did its part to improve stations, leveraging these planned shutdowns to do significant improvement work in a short amount of time. 10 stations along the **G** line received upgrades, repairs, and deep cleanings, ensuring that when customers returned, they would be greeted by visibly enhanced stations.

Service was successfully restored on the full **G** line on September 3, on time. The next stages of this project which will continue until Q3 2027. Upon completion, the **G** will be the third subway line in the NYCT system to run entirely on CBTC, following the **L** and **7** lines. Both lines are among the highest performing in the subway system, with On-Time Performance routinely exceeding 90%.

CUSTOMERS AND COMMUNITIES

Back-2-School

On August 28, NYC Transit Interim President Demetrius Crichlow and representatives from MTA Government & Community Relations (GCR) and Community Engagement attended the 9th Annual Back-2-School event hosted by Manhattan Community Board 9 and 26th Precinct. Interim President Crichlow met with attendees to share information about the new Student OMNY card. The event distributes essential school supplies to students in grades 1-7.



Michael J. Quill Depot Tour



Recently, elected officials joined the MTA on a tour of the Michael J. Quill Bus Depot to discuss efforts and challenges in their transition to a zero-emissions bus fleet by 2040. With 15 electric buses already at this depot, another 60 throughout the system, and hundreds more on the way, we are on the way to a greener future in New York City. Thank you to the MTA workers who keep our system moving, and for giving us some insight into the future of our bus network.

FINANCIAL RESULTS

2024 Operating Revenue & Expenses, August Year-to-Date

in \$ millions	New York City Transit			MTA Bus			Staten Island Rail		
	Forecast	Actual	Variance	Forecast	Actual	Variance	Forecast	Actual	Variance
Total non-reimbursable revenues	2,922.0	2,818.0	(104.0)	132.5	123.5	(9.0)	4.5	4.0	(0.5)
Farebox revenues	2,375.6	2,274.9	(100.7)	122.8	120.0	(2.8)	2.9	2.5	(0.4)
Other revenues	546.4	543.1	(3.3)	9.7	3.5	(6.2)	1.6	1.5	(0.1)
Total non-reimbursable expenses	6,620.4	6,526.3	94.1	614.3	579.8	34.4	50.1	47.0	3.1
Labor expenses	4,974.5	4,934.7	39.8	469.2	446.5	22.7	39.2	36.1	3.2
Non-labor expenses	1,645.9	1,591.6	54.3	145.1	133.3	11.8	10.9	10.9	(0.0)
Non-cash liabilities	1,443.9	1,445.2	(1.3)	37.7	40.9	(3.2)	13.1	16.1	(3.0)
Net surplus/(deficit) - accrued	(5,142.3)	(5,153.5)	(11.2)	(519.4)	(497.2)	22.2	(58.7)	(59.1)	(0.3)

Staffing Levels *(Full-Time Equivalents)*

	New York City Transit			MTA Bus			Staten Island Rail		
	Forecast	Actual	Variance	Forecast	Actual	Variance	Forecast	Actual	Variance
Non-Reimbursable	45,384	43,491	1,893	3,897	3,770	127	376	341	35
Reimbursable	4,995	4,041	954	38	35	3	54	30	24
Total Positions	50,379	47,532	2,847	3,935	3,805	130	430	371	59

Data Review

Farebox revenue was unfavorable to the Forecast by \$103.9 million primarily due to lower than projected bus paid ridership and lower than projected fare liability. Other Revenue was \$9.6 million unfavorable to the Forecast mainly due to timing of fare reimbursement and lower than projected retail advertising revenues. Expenses were under the Forecast by \$131.7 million. Labor expenses, including fringe benefits, were favorable by \$65.6 million driven largely by higher reimbursable overhead credits resulting from increasing capital projects, vacancies and timing of the prescription drug credits; offset by higher than projected absentee coverage needs and weather events earlier in the year. Non-labor expenses were favorable by \$66.1 million mainly due to timing of power and fuel charges, and favorable timing of professional and maintenance contract expenses.

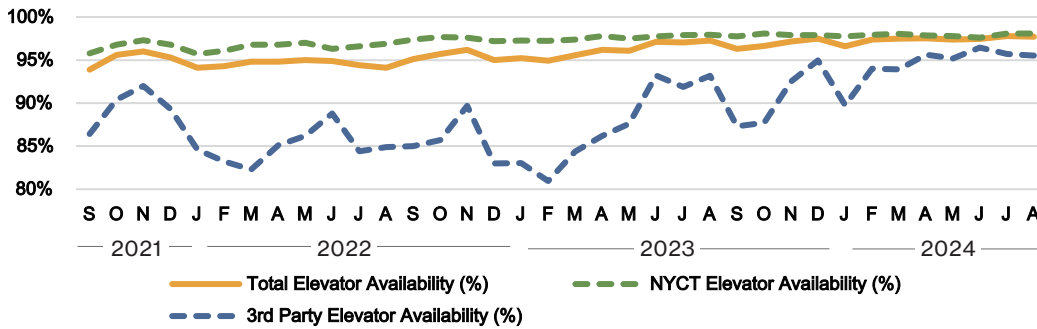
Moving Forward

The Agency continues its efforts to fill vacancies, monitor ridership trends, look for cost effective ways to operate efficiently and focus on tightly managing expenditures, especially overtime.



Elevator Availability

The share of time that elevators across the system are running and available for customer use



Accessibility Update

While August is a time off for many of us, our elevator construction teams have been hard at work, and in late August we opened three new elevators at 14 St - 6 Av Station. The **L** train at 6 Av is now accessible in both directions as well as the uptown FM platform. This was just the first milestone in the larger 14 St complex and in the next few months we plan to make the uptown **F** **M** platform accessible, which will also provide redundancy to the L platform, and add additional elevators to provide accessibility to the **1** **2** **3** trains at 14 St- 7Av.

While Fall is upon us, we want to reflect back on a successful Disability Pride Month. In July, we joined events and resource fairs across all five boroughs with partners including Disability Unite, our elected officials, and other cultural institutions, including the New York Transit Museum. Our employees were a focus of our celebration in particular, including at a site visit to West Farms Depot with Demetrius Crichlow and Frank Annicaro and our second annual awards ceremony, honoring 38 employees that have gone above and beyond furthering accessibility at the MTA. Our employees ensure that all customers are having a safe, comfortable, and accessible trip, whether giving wayfinding directions, driving the bus, or designing new stations.

Lastly, I want to recognize Donna Fredericksen on her retirement from Access-A-Ride after over 17 years of service to our customers. When we honored Donna last year we referred to her as the “Mayor of Access-A-Ride” and our customers know her as a dedicated source of assistance with any issue. She will be missed by customers and coworkers alike. We wish her well on her much deserved retirement!

A New Strategy to Increase Bus Fare Payment

Bus fare evasion is an intractable problem at the MTA. Today, roughly half of all bus riders do not pay their fares citywide, a proportion that has grown significantly since 2021. Increased fare evasion is not a challenge that is exclusive to New York City Transit buses, nor is it exclusive to New York. Fare evasion has increased on peer systems domestically and internationally since the pandemic.

Unlike the subway system, where infrastructure solutions exist to close off pathways to fare evasion through the station environment, buses have limited off-the-shelf solutions to address fare evasion. Environmental fixes on their own will not move the needle for bus fare evasion. In this context, NYCT has worked to address the challenge of fare evasion with a holistic strategy, one that is guided by the “Four Es” of education, equity, environment, and enforcement. On buses, this means increasing the number of EAGLE team fare enforcement personnel and deploying them in a strategy to maximize their impact on fare payment.

NYCT has had its EAGLE team of civilian fare enforcement agents in place since the debut of Select Bus Service (SBS) in 2008. EAGLE team agents issue summonses to riders who board buses without paying their fares. Historically, these teams have focused on proof-of-payment enforcement on SBS routes where payment is either done off-board or via OMNY. Following the recommendation of the MTA’s Blue-Ribbon Panel on Fare and Toll Evasion in 2023, NYCT began to redeploy EAGLE teams to support fare enforcement on local bus routes as well as their existing SBS coverage.

Starting in August of 2024, NYCT began a strategic shift in how EAGLE teams are deployed and in the tactics they utilize to limit fare evasion and increase fare compliance. This new strategy seeks to bring high visibility to bus fare enforcement by increasing touchpoints with riders and raising the salience of fare enforcement. EAGLE teams are deployed in data-driven locations in all five boroughs, providing targeted fare enforcement at bus stops and on bus routes with the highest rates of fare evasion.

These new deployments are matched with refreshed tactics to maximize EAGLE team effectiveness. Building on existing tactics, fare inspectors are positioned at the front and rear doors of buses to ensure that riders pay their fares upon boarding. In addition, in coordination with partners at the NYPD, plainclothes inspectors are onboard strategically selected bus corridors, escorting fare evaders from the bus and issuing summonses.

Bus operations have also taken actions to increase fare payment. In conjunction with this new strategy, policies on the appropriate use of the rear doors have been reinforced to bus operators through internal messaging. Continuous checks are performed before buses leave the depot and during their journeys to ensure that revenue systems are in

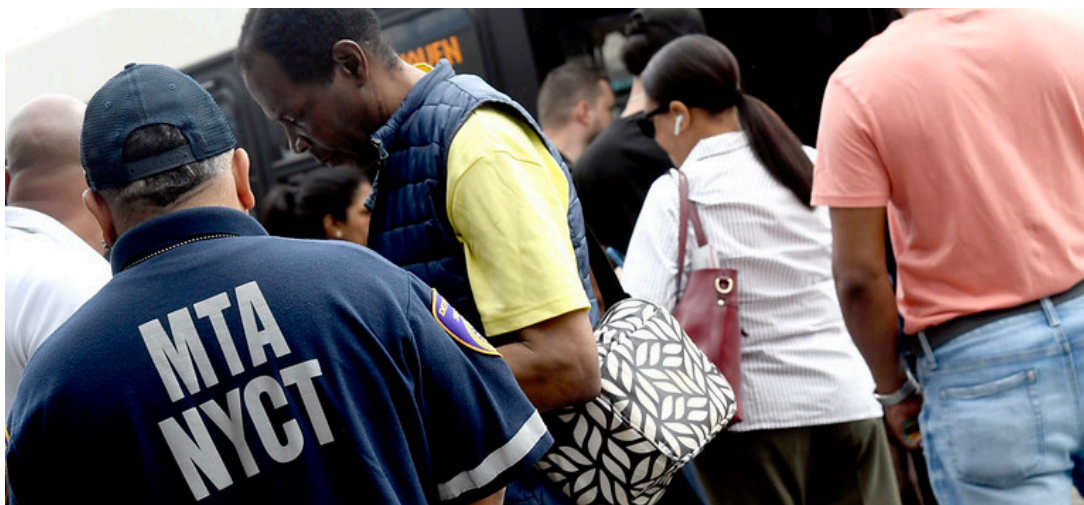
A New Strategy to Increase Bus Fare Payment (cont.)

good working order. The OMNY team at MTA have made significant progress on OMNY validator uptime as well. This focus on making it as seamless as possible for customers to pay their fares has seen a 26% reduction in road calls for fare box and OMNY validator issues in 2024 when compared to 2023.

In the run-up to implementation of this new strategy, NYCT made sure to prioritize education, both for riders and employees. New marketing materials were deployed to remind riders that a fare is required to ride all buses and to emphasize the importance and benefits of paying the fare. The EAGLE team held two days of action at dozens of locations in all five boroughs to directly speak with customers at priority locations before the new enforcement strategy began. Trainings were held with members of the EAGLE team, building on their existing training, to ensure familiarity with the new strategy and refreshers in best practices like de-escalation.

In the first few weeks of this initiative, results have been encouraging. The coverage from the EAGLE team has been broad, with nearly ten thousand buses having some form of EAGLE team enforcement since August 28. In addition, targeted stops have seen an appreciable increase in paid ridership since the beginning of September. Notably, student OMNY card usage at priority locations is nearly 25% higher than student MetroCard usage during the corresponding time last year. And members of the riding public have signaled their appreciation as well, providing comments of appreciation to the MTA through our customer communications channels.

Moving the needle on fare evasion on buses will not happen overnight and will require an across-the-board effort. Increasing the effectiveness and visibility of civilianized fare enforcement is a promising initial step to improve fare payment and to make our bus system work better for everybody.





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ABOUT THE METROPOLITAN TRANSPORTATION AUTHORITY & NEW YORK CITY TRANSIT

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.

New York City Transit and MTA Bus operate all subways and buses in New York City. Our 45,000 employees serve 4,500,000 passengers a day. We operate nearly 6,700 subway cars and 5,800 buses, and we maintain 472 subway stations, 640 miles of track, 28 bus depots and 70 shops and yards.

The MTA is governed by a 23-member Board of Directors, organized in eight committees. Members of the New York City Transit Committee include:

- Haeda Mihaltses, Chair
- Andrew Albert
- Samuel Chu
- Dan Garodnick
- David Jones
- Meera Joshi
- John Ross "JR" Rizzo
- John Samuelsen
- Lisa Sorin