



**NEW YORK CITY TRANSIT  
KEY PERFORMANCE METRICS**

October 2024

vanguard  
R2115 Ride  
October 8, 2024





A conductor is preparing for the inaugural run of the Staten Island Railway R211S train from St. George Terminal on Tuesday, October 8.

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

2 Broadway • New York, NY 10004  
October 28, 2024

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Visit [new.mta.info/transparency/board-and-committee-meetings/october-2024](https://new.mta.info/transparency/board-and-committee-meetings/october-2024) or scan the QR code for Board action staff summaries, administrative items, and information items.



Visit [metrics.mta.info](https://metrics.mta.info) or scan the QR code to access a comprehensive dashboard of New York City Transit metrics.





**Demetrius Crichlow**  
President  
New York City Transit

## Pillars of Success: Safety & Service

New York City only works because of the employees of New York City Transit.

New York City Transit has nearly 50,000 employees who run an incredibly complex network of subways, buses, and paratransit services each and every day. 80% of our employees are in operations. These are hourly employees who work around the clock every single day to make our system move. They are cleaners, maintainers, stations staff, train, and bus crews who take care of our 6,500 cars, 5,800 buses, 472 stations, 660 miles of track, 29 bus depots and hundreds of shops, yards, and other pieces of vital infrastructure.

There is no greater priority for me than the success and safety of our workers.

New York City Transit is a home to me. It's personal when I say there is nothing more important than the success of our employees. I want for our employees what I want for my family: a rewarding job with safe working conditions. Workers should be able to go home in the same condition they came to work in.

It breaks my heart when I hear that a Transit employee has been injured or harmed on the job. My thoughts are still with Myran Pollack, a 30-year Subway veteran who was attacked for simply carrying out his duties. I visited Myran at the hospital on the day of the attack and learned that, even though he's qualified to retire, he stayed with Transit to help put a member of his family through college. That is a level of dedication we should applaud. I know I speak for the entire Transit family when I say that we continue to wish Myran a speedy recovery and we hope that his attacker faces the fullest extent of the justice system.

Supporting and protecting our workforce is a pillar of our mission at New York City Transit.

We actively address workplace violence against our employees. We pushed for safety upgrades across the system, improving our physical infrastructure, and increasing police presence in stations, on our buses, and on trains. We improved station lighting, expanded our platform barrier pilot, and installed barriers to protect our bus operators. We continue to receive positive feedback from employees and the public on the effectiveness of the platform barrier pilot and we look forward to seeing that initiative continue to expand across the system. We are piloting Security Monitor Screens on 100 buses at 3 different depots. These will increase security for both operators and customers. Upgrades at bus depots now include exterior lighting and security fences where needed to prevent unauthorized personnel on our property.

**100  
buses**  
will have Security  
Monitor Screens

# MESSAGE FROM THE PRESIDENT

We are also promoting a culture of de-escalation, because we know that diffusing a situation before it deteriorates is key to keeping workers safe. All frontline workers should take de-escalation training so they are well equipped to diffuse tense situations; this must be part of our safety culture. This includes new employees—bus operators, train conductors, operators, station managers, supervisors, and agents. At the Department of Buses, we implemented “Don’t Debate, De-Escalate” in our safety messages. Course curriculum is reviewed and updated with a Certified Clinical Psychologist. We also have our NYPD Transit Liaison teach protection and deflection skills during orientation.

We continue to align on addressing mental health in the system, working with partners at the District Attorneys’ offices to pursue prosecutions that demand maximum consequences under the law, and providing employees with the support and assistance they need, such as Chaplin services. The chaplain’s office can be reached at (347) 643-7380.

Our work is paying off. Today, acts of workplace violence are down nearly 30% compared to this time last year and they are down more than 65% from the COVID-era highs. Crime numbers in the system continue to move in a positive direction. For the month of October, we are excited to see that crime is down a total of 6% from 2023. The 28-day trend shows crime has come down 26% from the same time last year. These numbers have been encouraging, but we know there’s still more to do.

Earlier this month, we launched a new campaign called “I Move New York”. This campaign is dedicated to everyone at Transit - from the station agent who greets you with a smile at the turnstiles, to the bus operator who gets you home from work safely, to the car maintainer whose work a customer will never see but will benefit from every day. Everyone on this team makes a difference and we want the public to see that. The City of New York does not move without New York City Transit employees.

This campaign will highlight staff from the Departments of Subways and Buses on ad spaces placed throughout the system. We hope that riders will take the time to see the materials to learn a little more about the person who has been taking them to work for the last several years. My message to New Yorkers who see the campaign is this: when you see that station agent, or that bus operator, or anyone wearing the MTA uniform, say thank you. They deserve it, and your kind words just might make their day.

We are a diverse workforce that comes from many different backgrounds. Transit has been an engine of equity in the City of New York. This is personal

**26%**  
decrease in transit  
crime compared to  
2023

# MESSAGE FROM THE PRESIDENT

to me. I am a third-generation Transit employee. My grandfather was the first person in our family to own something. New York City Transit made that possible. I am proud of how we have grown as an organization, and I'm committed to continue in that direction. Our organization continues to represent the city that we serve.

We know that Transit workers deliver every day, and we will be on the frontlines of delivering the future. I am excited that in the coming months we will have fully launched our Student OMNY program and our Reduced Fare OMNY program. We will also be putting our Proposed Final Plan for the Queens Bus Network Redesign out to the public. Perhaps most urgently, we will be taking our 2025-2029 Capital plan proposal on the road in hopes of building support across a wide range of stakeholders to secure the funding our system needs to succeed for the next decade. I know that our team is ready for the challenge.

We have the largest mass transit system in North America with the best team of employees to run it. I've been coming to work every day for the last 27 years, and I continue to be amazed by the commitment and dedication of our workers. Running the largest transportation system in North America 24 hours a day, 7 days a week, 365 days a year is no easy feat, yet this team keeps New Yorkers moving through it all. Whether you're on the track, in an office, at a depot, or operating one of vehicles, I want you to know that I'm thinking of you every day and I'm proud of the work that you do. Without our workforce, we are nothing. Without us, there is no New York City. Thank you to everyone who does their part to make this system move.

In service,

**Demetrius Crichlow**



...t to your driver **Loren**  
...s operators who keep New York moving.



**Mov**

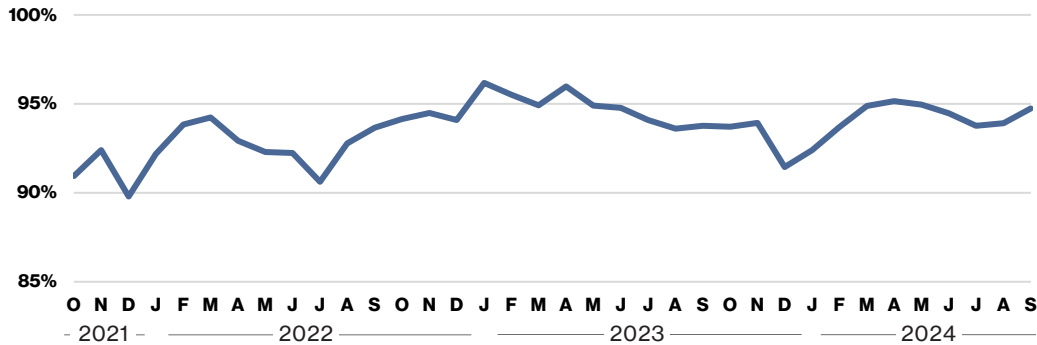
MTA  
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# SERVICE PERFORMANCE

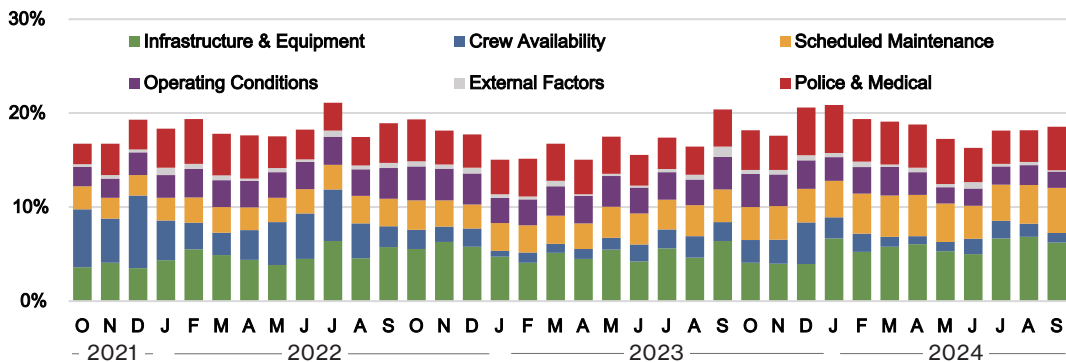
## Subway Service Delivered

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 September 2024, weekday On-Time Performance (OTP) was 81.5%, identical to the year-to-date average. Service Delivered improved to 94.7%, the second-highest figure observed in 2024. Additional Platform Time improved slightly and was balanced by a minor increase in Additional Train Time. In September, the percentage of customers arriving at their destinations within five minutes of schedule (CJTP) was 84.3%, continuing the consistently improved CJTP figures we have observed thus far in the second half of 2024. We are also very excited to announce that Weekend OTP climbed to a 2024 monthly record of 86.2%, an impressive feat made possible by the detailed attention of NYCT’s employees to weekend performance as we move forward with major capital projects.

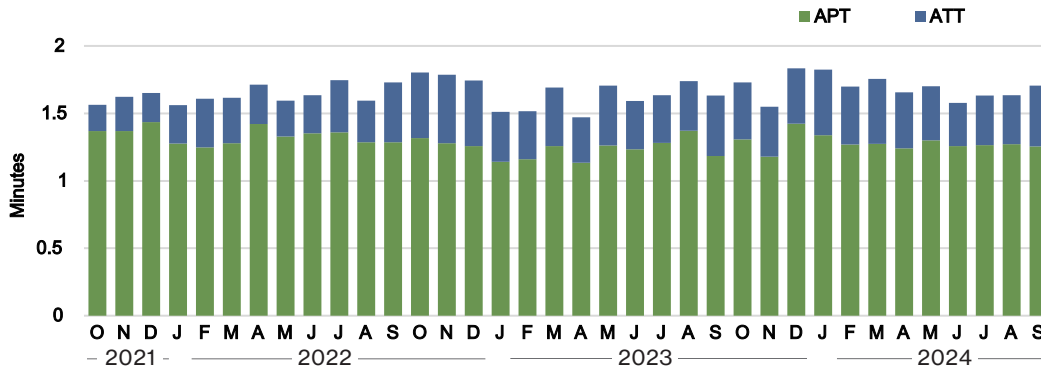




# SERVICE PERFORMANCE

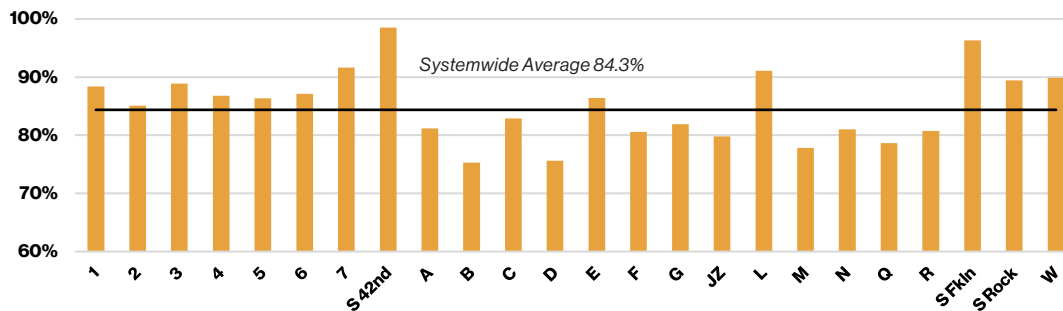
## Subway Additional Platform Time + Additional Train Time

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

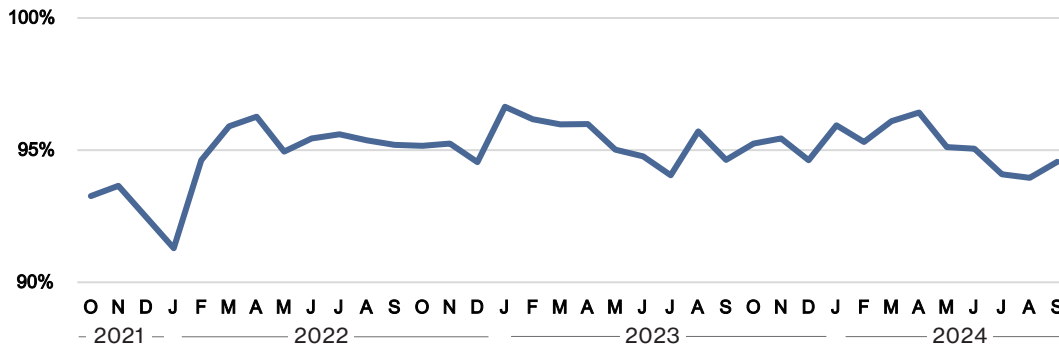
This month we, at the Department of Subways, were excited to complete our 100th Re-NEW-ation at Roosevelt Island **F**. As this program moves into the future as the REVIVE program, we can't wait to restore the next 100 stations. We were also proud to put the first R211S cars into service on the Staten Island Railway. These cars replaced the existing R44 cars, which are the oldest cars still in service across New York City Transit. We are eager to hear from Staten Islanders about their new service. In November, we're gearing up for major switch replacement work at 59th St – Columbus Circle, which allow trains to move between the express and local tracks and the 8 Av and 6 Av lines. The new switches will enable us to deliver more reliable service to the over 500,000 riders who rely on these lines each day. As we move into the latter half of fall, we continue to ramp our preparations for major upcoming projects, like the adoption of Reduced Fare OMNY and the Rockaway Shuttle Resiliency and Rehabilitation project.



# SERVICE PERFORMANCE

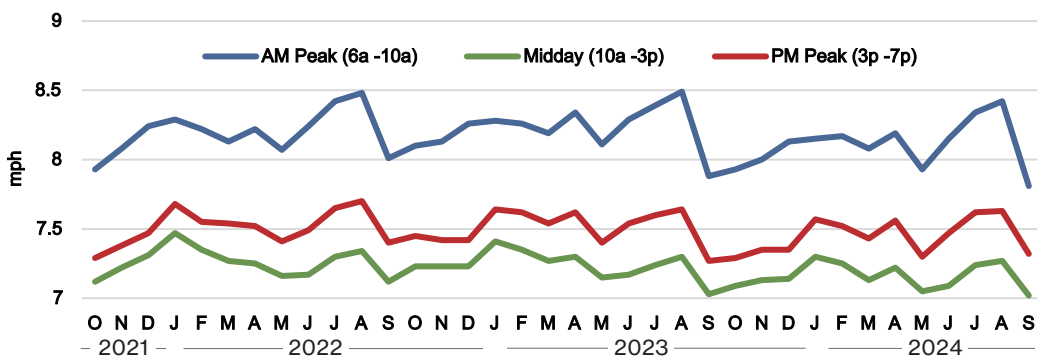
## Bus Service Delivered

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



## Data Review

In September, buses faced the usual seasonal challenges from school re-openings to the United Nations General Assembly (UNGA). Customer Journey Time Performance (CJTP) was 66.4%, down 1.5% from last year which can be attributed to increased ridership and lower speeds. Bus Speeds dropped to 7.8 mph (about the lowest since COVID), down 3.7% from August 2024 and down 1.3% from September 2023 and 2019. Despite these challenges, the Buses team managed to deliver 94.6% of service, a 0.6% increase from August and similar to September 2023.

## Moving Forward

This month, the MTA launched the “I Move NY” campaign aimed at raising awareness of people moving New Yorkers every day. The campaign features profiles of bus and subway workers to highlight their personal stories, interests, and backgrounds. The campaign includes signage on buses, digital displays, and video content across social media to help the public appreciate these essential workers.

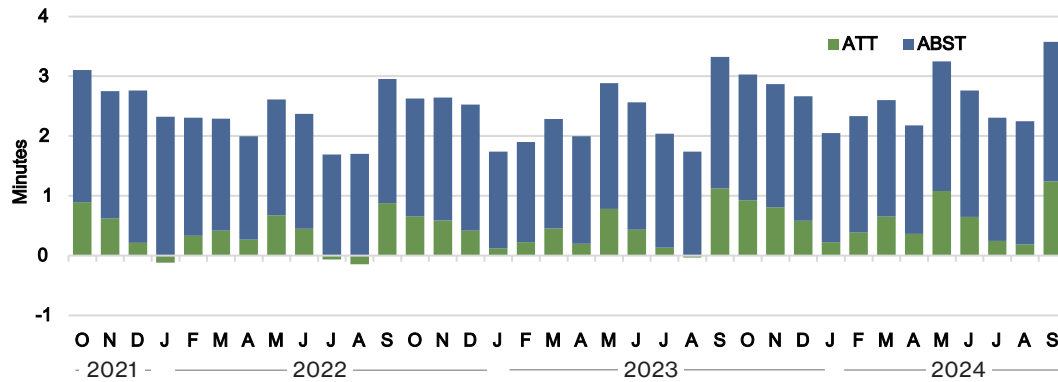


# SERVICE PERFORMANCE

## Additional Bus Stop Time + Additional Travel Time

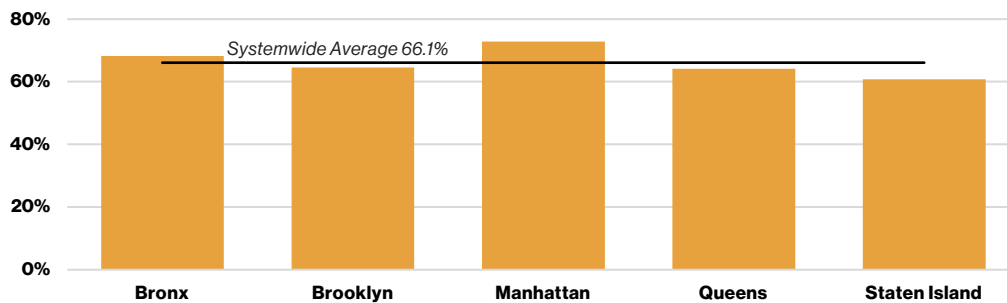
ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time

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



## Bus Customer Journey Time Performance, by Borough, September 2024

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



Over 2 million New Yorkers depend on buses daily, and 12,000 bus operators play a vital role in keeping the city moving. As the backbone of the nation’s largest bus system, they connect our communities—whether people are heading to work, school, or important appointments. The heart of this campaign is getting to know the amazing team and to foster greater appreciation and respect for transit workers. They are parents, grandparents, and siblings, aunts, and uncles. And they are very much part of the communities they serve.

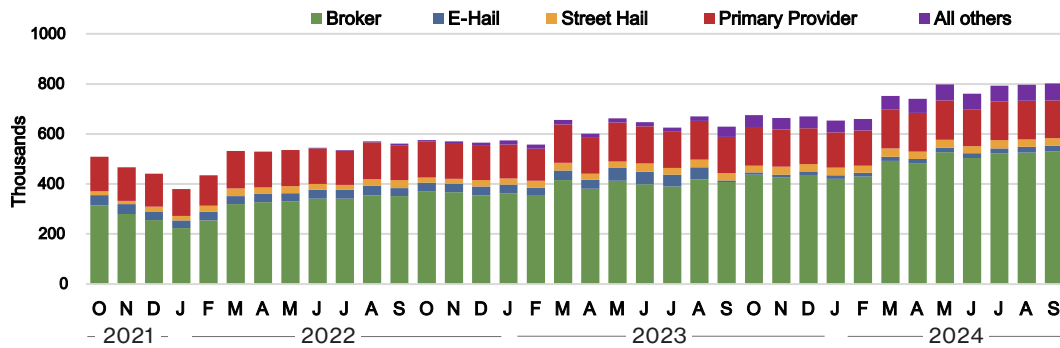
Protecting employees is Buses highest priority and we continue to roll out initiatives in support of worker safety. NYCT is working closely with the NYPD, MTA PD, and NYCT Department of Security’s Eagle Team to implement new technologies (such as enclosed operator compartments and security monitors) and to ensure a safe environment for both operators and riders. We encourage riders to get to know their drivers—a simple “hello” goes a long way. Thank you for riding with us!



# SERVICE PERFORMANCE

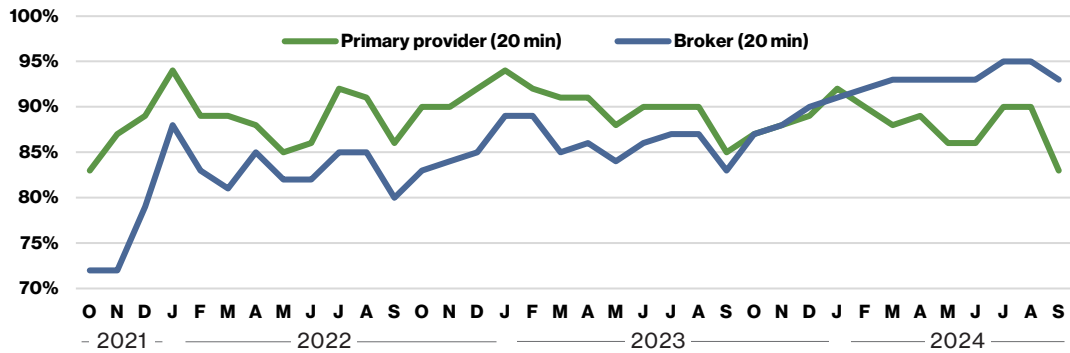
## Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service



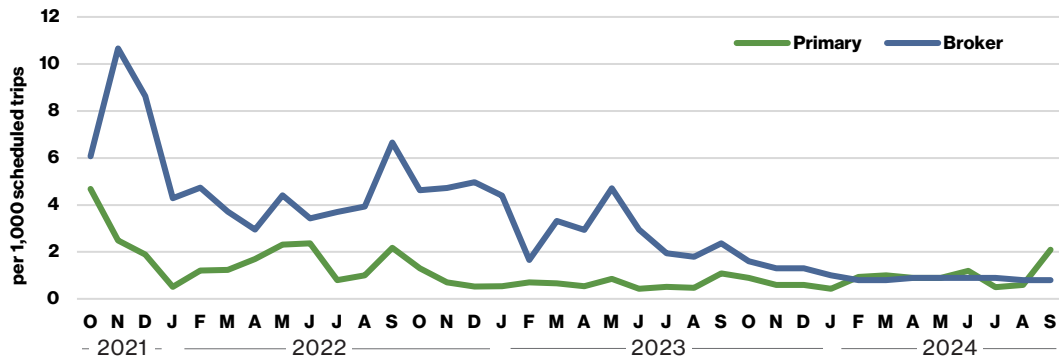
## Paratransit On-Time Performance

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

Total trip volume in September 2024 increased by nearly 30% compared to September 2023, with a record high of 802,000 completed trips and 79,000 Paratransit customers using the service last month. Total ridership for September 2024 again exceeds 1 million riders, and increased about 28% when compared to the same month last year. With 6.8 million trips year to date, AAR ridership is expected to surpass pre-pandemic numbers by the end of the year.

On-time performance declined this month, as there were challenging street conditions in parallel to this record high trip volume and ridership. Primary carrier service providers completed 83% of pickups within the 20-minute window from promise time, down 7% when compared to August 2024 and down 2% when compared to the same month last year. The primary carriers completed 91% within the 30-minute window. Broker service providers completed 93% of trips within the 20-minute pickup window from promise time - down 2% from August 2024, but a notable 10% improvement compared to September 2023.

On primary carrier service, the No-Show Rate for September was 2.1 per 1000, an increase of 1.5 per 1000 trips compared to August 2024, but remaining well below our goal of 3.0 per 1000. For broker service, the September 2024 No-Show Rate increased by 0.5 per 1000 trips when compared to August 2024, to 1.1 per 1000, also higher than our goal of 3.0 and lower by 1.3 per 1000 trips compared to the same month last year. Call Center performance remained strong, meeting our goal of 95% of Calls Answered when compared to August 2024 and September 2023. The average call center Time to Answer (71 seconds) in September was 25 seconds higher than August 2024. This was due to increases in trip volume and ridership and same-day service issues due to road conditions.

## Moving Forward

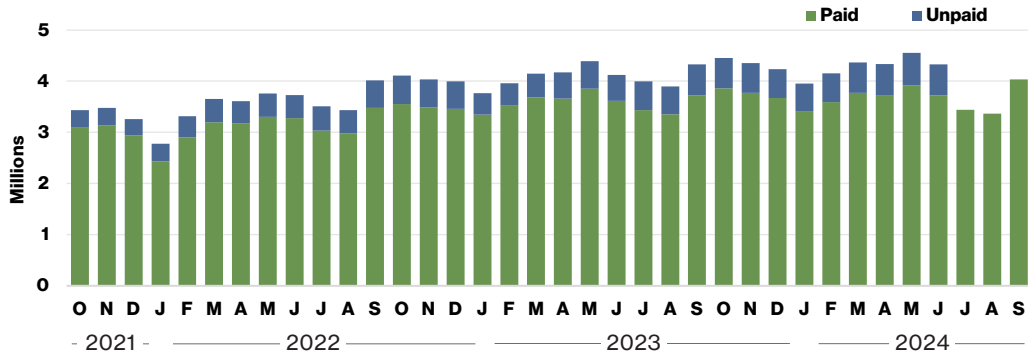
September is historically the most challenging month due to surges in AAR ridership and overall New York City traffic. The Paratransit team continues to work hand in hand with contract service providers to manage daily service in these challenging conditions, such as giving customers more self-service options to track and manage their trips. For example, with the upgrades to the MY AAR app implemented in September, customers are now able to request advance taxi authorizations for certain eligible trips. We are already seeing hundreds of customers use this option each day and hope to reach our target of 25% of trips being booked by app by the end of the year. We also look forward to opening our new Manhattan Assessment Center by the end of this month which will provide more local convenience for our customers.

# RIDERSHIP

## Subway Ridership

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

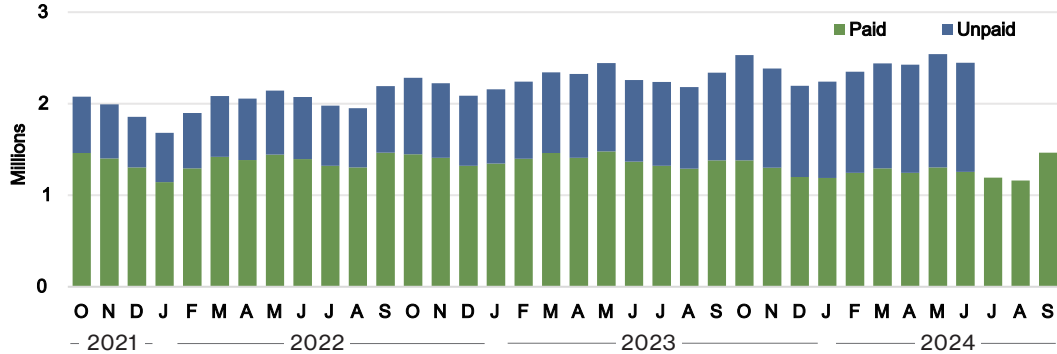
July through September fare evasion data not yet available



## Bus Ridership

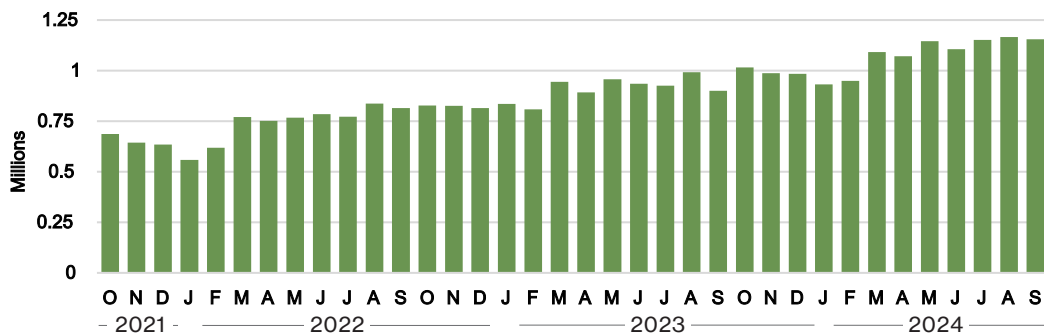
The number of paying bus (NYCT and MTA) customers, and estimated number of non-paying customers, on an average weekday

July through September fare evasion data not yet available



## Paratransit Ridership

The total of AAR clients, PCAs, and guests taking Paratransit over the course of the month



# RIDERSHIP

## Data Review

September saw healthy gains in ridership and a reversal in the slowdown of growth observed through the spring and summer. Average paid weekday ridership surpassed four million for a full month for the first time since the pandemic at 4.032 million, 3% over the previous high in May. A post-pandemic high was recorded for a single day on September 24 at 4.34 million. (This has since been surpassed, with 4.36 million). Because of calendar effects and the school year starts in September, a better measure for trend analysis would focus on school open weekdays. Including parts of October, school open days averaged 4.10 million, compared to 3.88 million in the equivalent weeks in 2023, for a year-over-year growth of 5.4%, and school-open midweek days averaged 4.26 million.

Paid bus ridership also showed resurgent growth, after months of declines, reaching 1.46 million in September. This was the highest monthly average recorded since May 2023. In the six weeks since schools opened, the midweek average exceeded 1.5 million, representing year-over-year growth of 3.3%. Note that the restoration of fares on the five routes included in the Fare Free Pilot accounts for about 1.4% of paid ridership. Total bus ridership on school open days now averages about 2.8 million.

Year-over-year weekend growth since Labor Day has been especially strong, 13.7% on subway and 14.4% on bus. While some of that may be due to calendar effects, as well as good weather on recent weekends, there are indications that discretionary travel continues to rebound. Similarly, Friday evening hours in particular have shown the strongest growth on weekdays. The weekend of October 19 and 20 saw over 5 million paid rides on the subway for the first time since the pandemic, or 87% of a typical pre-COVID fall weekend.

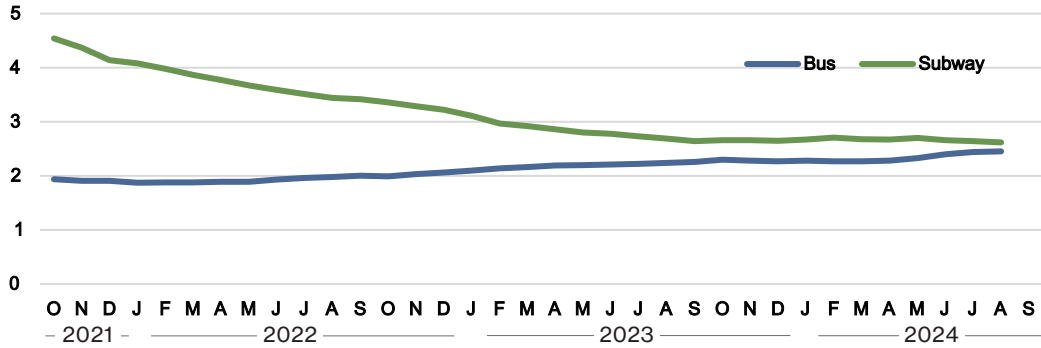


# SAFETY AND SECURITY

## Customer Accident Rate

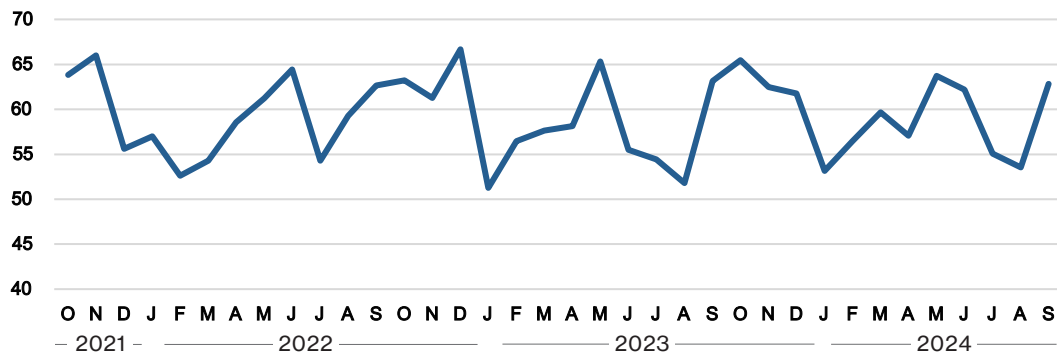
The number of reportable subway and bus customer accidents per million customers (12-month rolling average)

September data not yet available



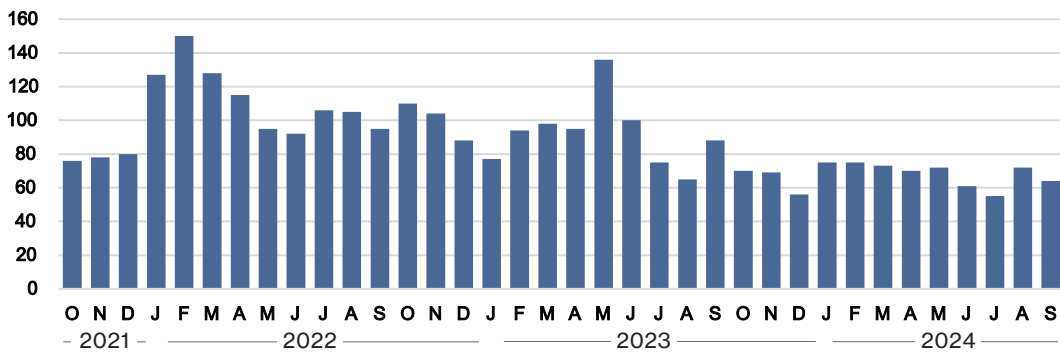
## Bus Collision Rate

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.

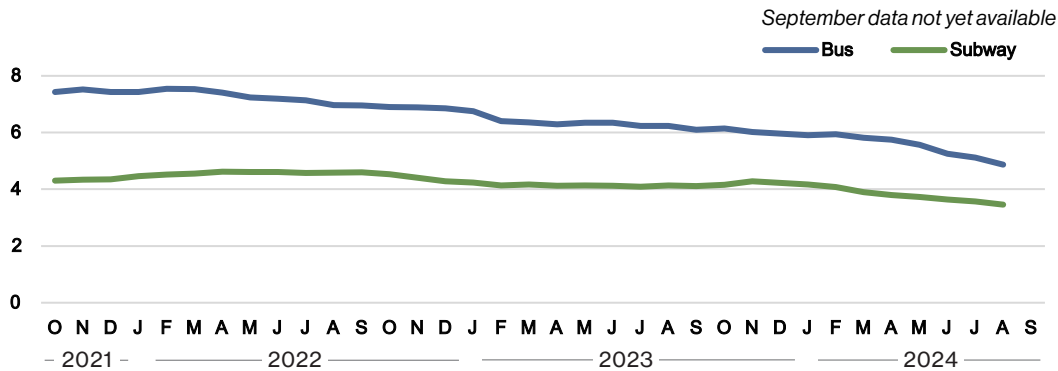




# SAFETY AND SECURITY

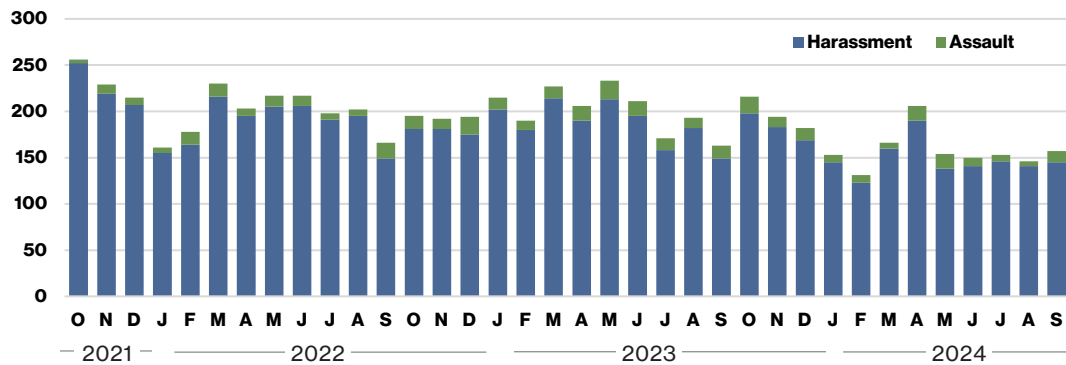
## Employee Lost Time Accident Rate

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 period to the previous one.

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

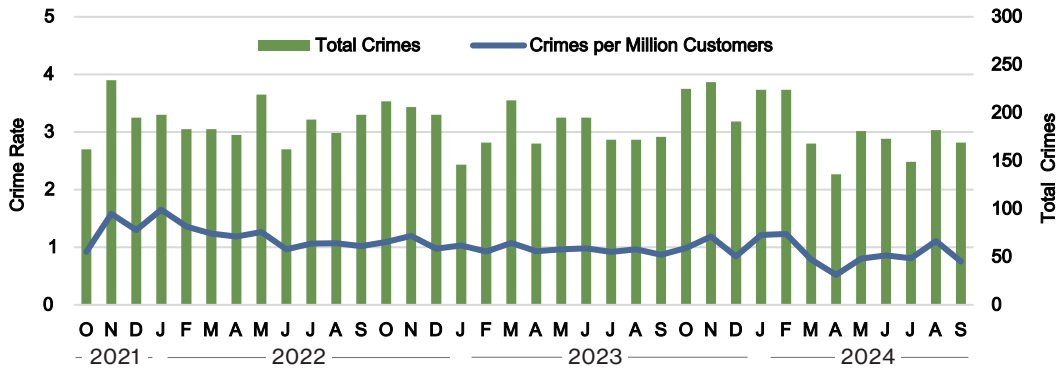
For the rolling 12-month basis, Subway Fires decreased by over 28% when comparing periods ending September 2024 and September 2023.



# SAFETY AND SECURITY

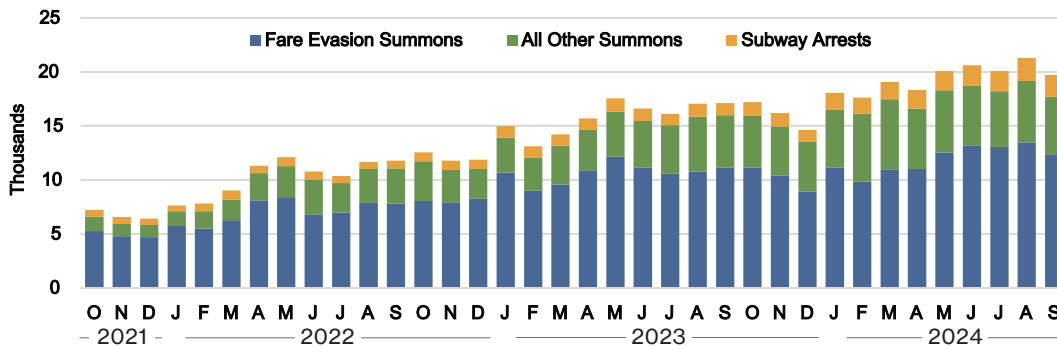
## Major Crimes Against Subway Customers

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



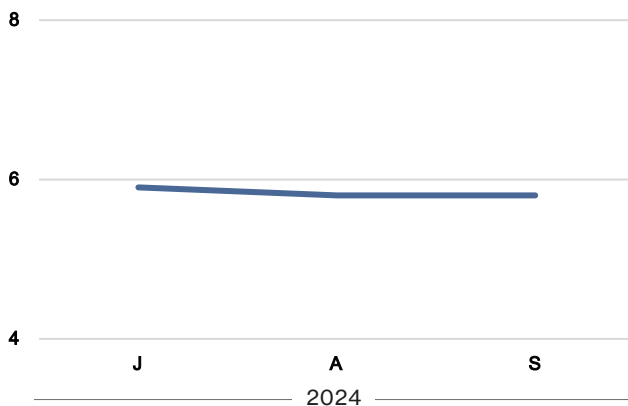
## NYPD Summonses & Arrests

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

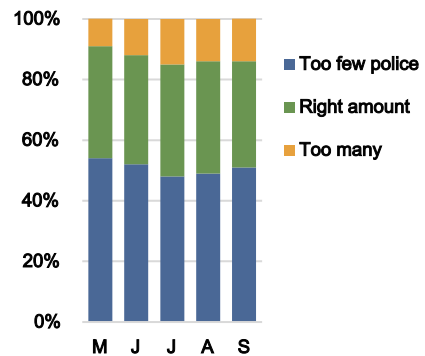


## Perception of Safety and Police Presence

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?



# SAFETY AND SECURITY

## Data Review

In September 2024, Major Felony Crime decreased by 8% month over month and by 5% versus September 2023. Crime also decreased by 11% when compared to the 2023 monthly average. Crimes per Million Rides decreased 18% in September 2024. Crimes per Million Rides also decreased 18% versus the 2023 monthly average for both July and August 2024.

The downtrend in September continues the progress the MTA has seen year-to-date (YTD); crime figures remain lower year over year by 5% (2024 YTD versus 2023 YTD). The MTA's collaborative efforts to combat the rise in crime noted in January have continued to show effect month over month. The MTA will continue to work with law enforcement partners on quality of life (QoL) and crime control initiatives and hope to see this downtrend continue and keep 2024 lower than 2023. Their efforts have not gone unnoticed, and the Agency recognizes 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 increased in July and August 2024 compared to June 2024 and the 2023 monthly average. The MTA is encouraged by their commitment to ensure order and safety are maintained within the transit system. The MTA also continues to offer 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. MTA Security will work collaboratively to address crime or QoL conditions that are identified within the NYCT system.

## Moving Forward

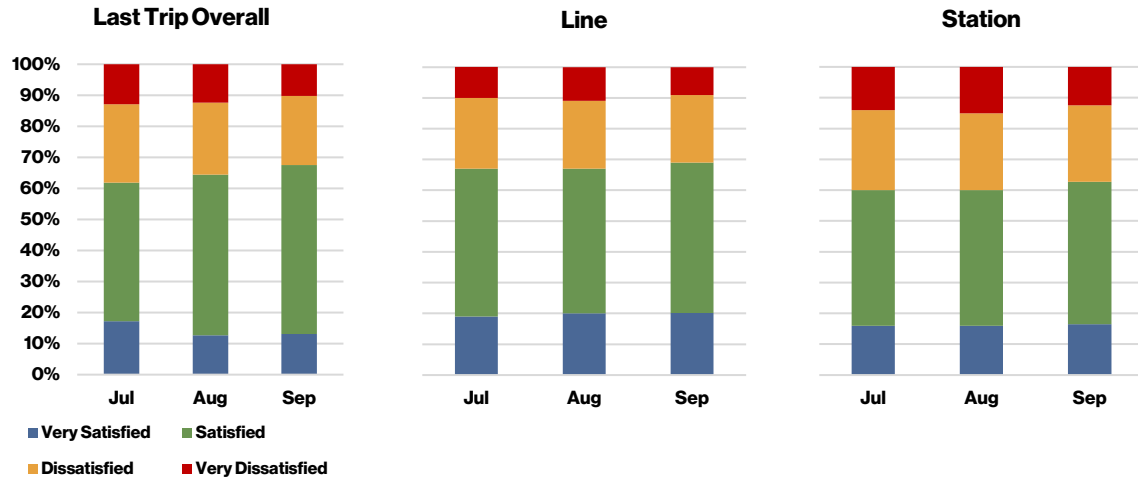
It is very encouraging to see the Crimes per Million Rider figures trend downward year over year. In fact, it has dipped under pre-pandemic levels in 2024. The long-term effects of the Agency's initiatives show the proactive crime, security, and safety programs are working as designed. Customers are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

# CUSTOMER SATISFACTION

## Monthly Pulse Survey Results, September

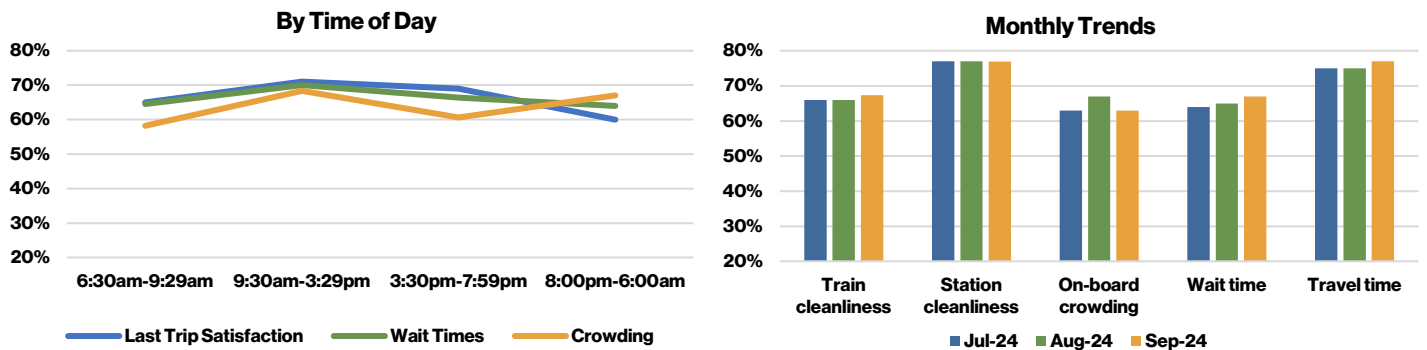
### Subways

How satisfied are you with your last trip?



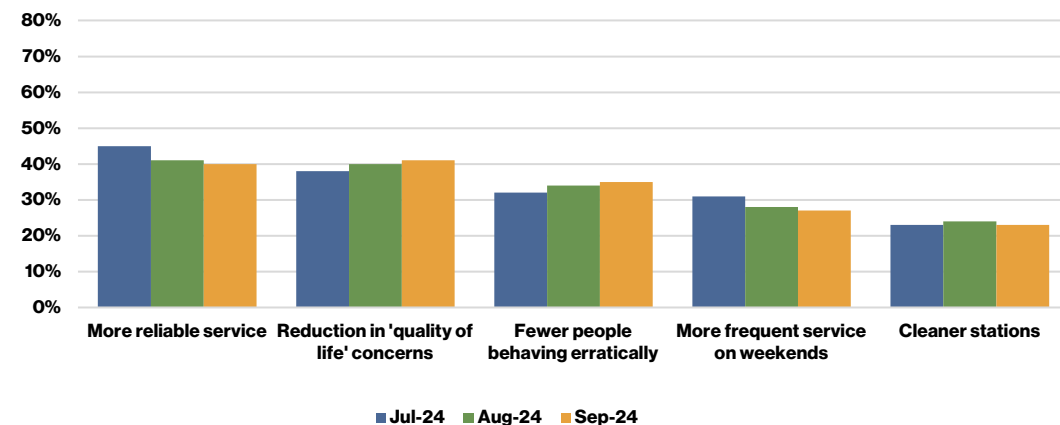
## Key Customer Experience Indicators

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 , September

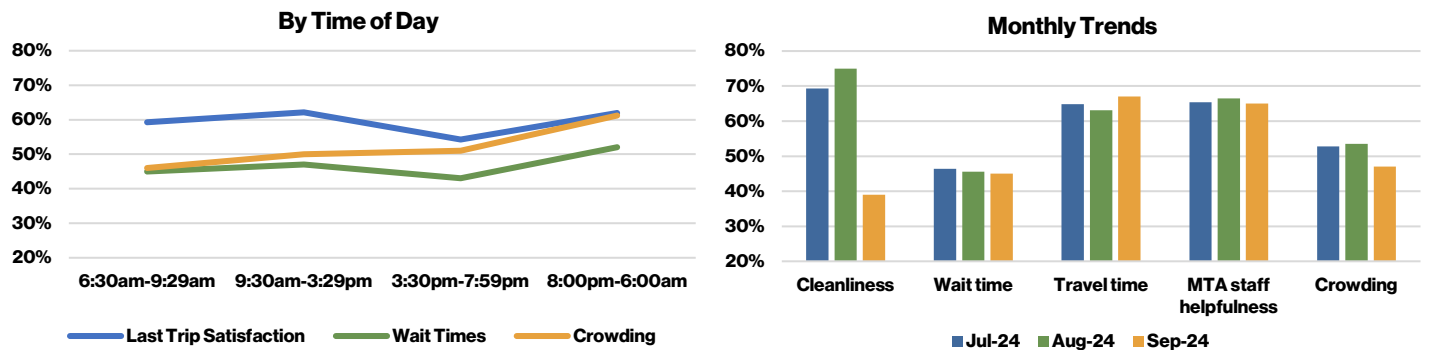
### Bus

How satisfied are you with your last trip?



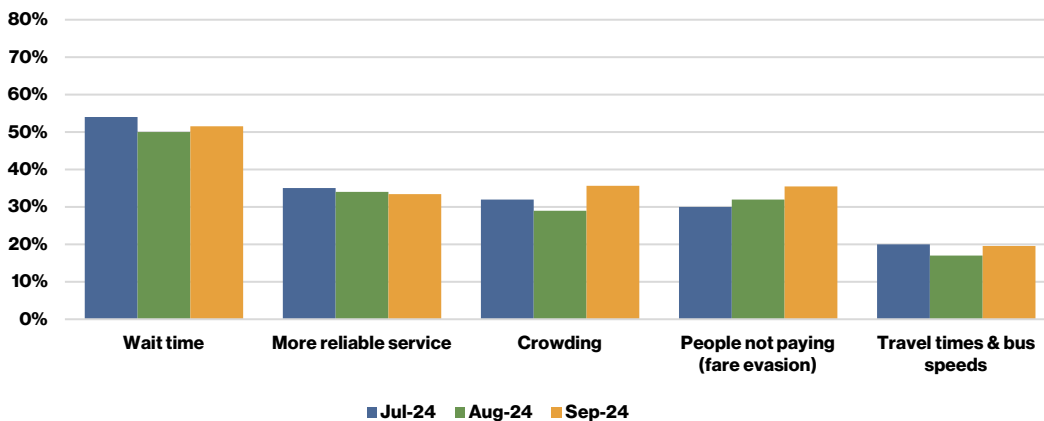
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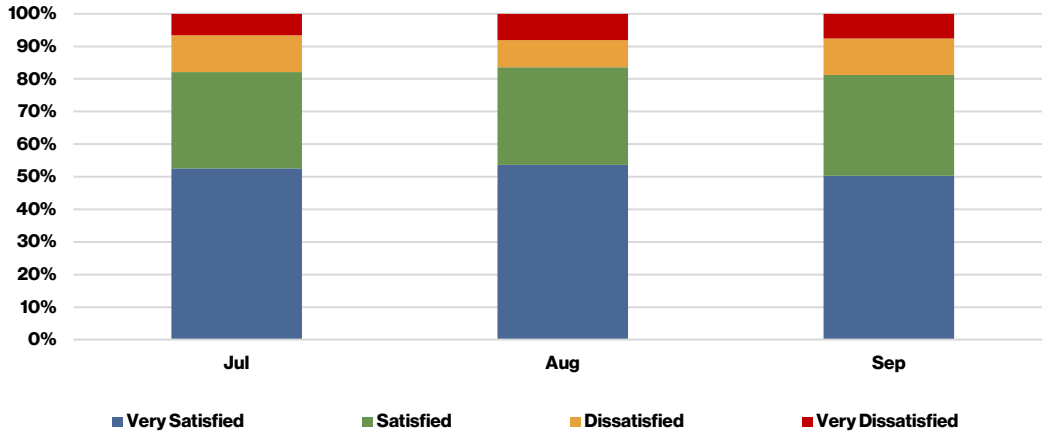


# CUSTOMER SATISFACTION

## Monthly Pulse Survey Results, September

### Paratransit (AAR)

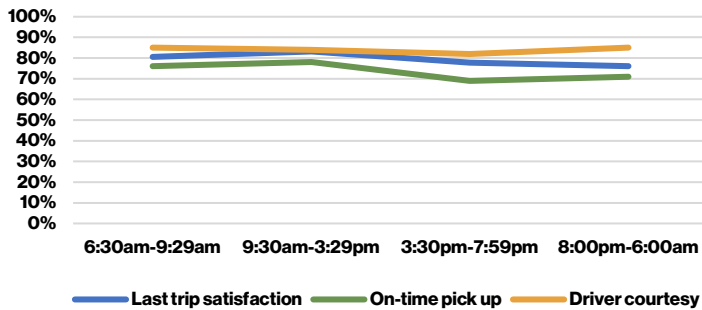
How satisfied are you with your last trip?



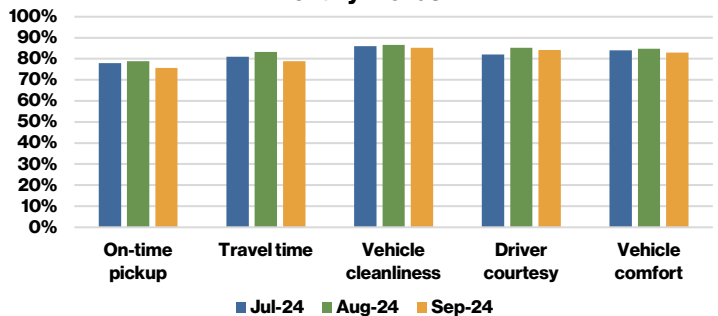
## Key Customer Experience Indicators

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

By Time of Day

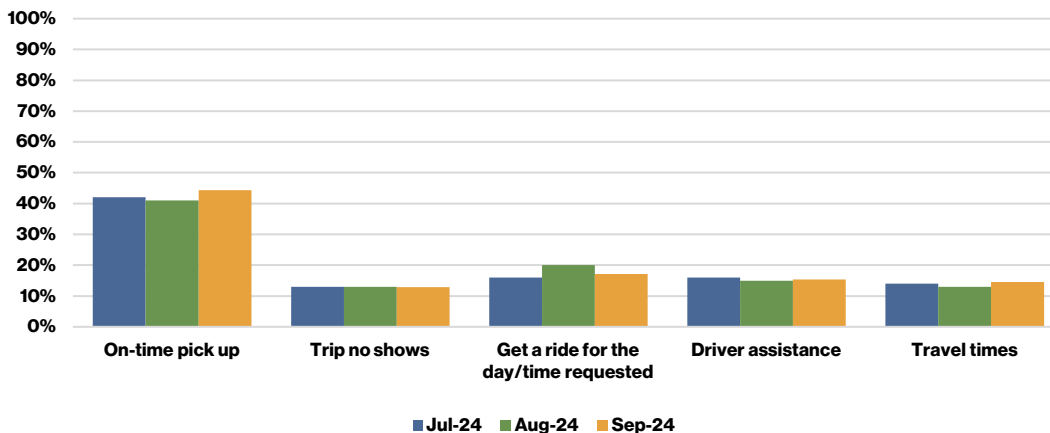


Monthly Trends



## What needs to improve to increase your satisfaction?

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



# CUSTOMER SATISFACTION

## Data Review

In September, 67% of subway customers were satisfied with their most recent trip, 3 percentage points higher than August. 69% were satisfied with their line while 63% were satisfied with their station, also higher than August. Both satisfaction with Wait Times (67%) and Travel Times (77%) increased 2 percentage points from the prior month. However, satisfaction with Crowding (63%) on trains decreased by 4 percentage points.

Most customers also reported feeling safe on their last trip; the amount of customers who felt safe on both the train and in the station was the same at 71%, 2 percentage points higher than August. Customers traveling late at night (12:00-6:29 am) tend to be the least satisfied overall and across service and safety attributes. This is because encountering service delays and quality of life issues (e.x. erratic behavior) has a negative effect on satisfaction scores, and customers report experiencing more issues of all kinds late at night. "Reduction in quality-of-life concerns" is currently the top item customers feel need to improve in the system at 41%, followed by "More reliable service" (40%).

On buses, 59% of customers were satisfied with their last trip in September, down from 62% last month. 58% of Local/Limited, 62% of SBS, and 64% of Express bus customers were satisfied. Road conditions this month likely contributed to the decrease in scores; over a third (35%) of customers in September reported experiencing road or traffic conditions that slowed the bus down, a 28% increase from August. In addition, 24% said their total trip length was longer than usual compared to 18% in August. Local/Limited and SBS customer satisfaction with "Crowding" on buses decreased six points to 48%. "Wait times" remain the top metric customers feel needs to improve to increase their satisfaction, mentioned by 51% of respondents this month. This was followed by "Crowding" which was mentioned by over a third of respondents (was fourth last month).

81% of Access-A-Ride customers in September remain satisfied with their last trip, despite a slight decrease from 84% in August. Related to their last trip, satisfaction decreased by 5 and 3 percentage points respectively for Travel Time (79%) and On-Time Pick Up (76%), while all other attributes remained similar to August. Congested road conditions in September may have impacted these decreases. More than half of customer trips in September occurred during the midday (9:30am – 3:29pm), with 83% trip satisfaction during this period. Satisfaction with trips that took place during the evening was lower at 78%, with notably lower scores in On-Time Pick Up and Travel Time in Vehicle.

## 2025-2029 Capital Plan Open House



On October 21, the MTA hosted the first Open House on the 2025-2029 Capital Plan at Grand Central's Vanderbilt Hall. MTA Chair and CEO Janno Lieber, MTA Construction & Development President Jamie Torres-Springer, Metro-North Railroad President Cathy Rinaldi, New York City Transit President Demetrius Crichlow and Long Island Railroad President Rob Free attended to hear from members of the public. Over 200 members of public attended the Open

House, co-hosted by Representative Jerry Nadler, New York State Senator Liz Krueger and New York Assembly Member Alex Bores.

This Open House provided real opportunities for transit riders to have key elements of the Capital Plan explained in detail by subject matter experts. Agency representatives were also available to discuss career opportunities at the MTA and business opportunities for Minority-, Women-, Disadvantaged-, and Service-Disabled Veteran-owned firms.

The 2025-2029 Capital Plan will make historic investment in state of good repair projects that allow New York City Transit to deliver frequent and reliable service, improve the customer experience, and take action on climate change. Signal upgrades to modern and reliable Communications Based Train Control are proposed on eight lines; 1,500 new subway cars will replace cars in the fleet that are decades old; yards and maintenance facilities that have been neglected for generations will receive critical upgrades; and real progress will be made on the electrification of NYCT's bus fleet.

The MTA will continue to discuss the Capital Plan at further Open House events staged throughout the operating region before the end of 2024.



# CUSTOMERS AND COMMUNITIES

## State Senator Hoylman-Sigal's Older Adult Resource Fair

MTA's Government & Community Relations (GCR) and Community Engagement teams attended an Older Adult Resource Fair hosted by Senator Brad Hoylman-Sigal on October 8. The team interacted with over 500 attendees at the Fair, located at Lincoln Square, and provided information on Reduced-Fare OMNY, Access-A-Ride and other current Transit projects in the district.



## TransitTalk at Jay St-MetroTech **A C F R**

President Demetrius Crichlow held his first TransitTalk on October 16 at Jay St-MetroTech Station. President Crichlow was joined by his colleagues, as well as GCR, OMNY, Subway's Stations Division, NYPD Transit Bureau, and NYC Fair Fares teams. TransitTalk events are an opportunity for customers to meet with Transit officials to discuss service issues impacting their commutes and learn about various fare payment options offered by the MTA and NYC.



# FINANCIAL RESULTS

## 2024 Operating Revenue & Expenses, September Year-to-Date

in \$ millions	New York City Transit			MTA Bus			Staten Island Rail		
	Forecast	Actual	Variance	Forecast	Actual	Variance	Forecast	Actual	Variance
<b>Total non-reimbursable revenues</b>	<b>3,300.9</b>	<b>3,177.1</b>	<b>(123.8)</b>	<b>150.7</b>	<b>144.4</b>	<b>(6.3)</b>	<b>5.1</b>	<b>4.4</b>	<b>(0.7)</b>
Farebox revenues	2,688.4	2,566.1	(122.3)	138.5	136.5	(2.0)	3.3	2.8	(0.5)
Other revenues	612.5	611.0	(1.5)	12.2	7.9	(4.3)	1.7	1.6	(0.2)
<b>Total non-reimbursable expenses</b>	<b>7,461.1</b>	<b>7,371.1</b>	<b>90.0</b>	<b>695.6</b>	<b>650.3</b>	<b>45.3</b>	<b>57.0</b>	<b>52.6</b>	<b>4.4</b>
Labor expenses	5,607.0	5,592.3	14.7	531.1	500.0	31.1	44.8	40.5	4.3
Non-labor expenses	1,854.1	1,778.8	75.3	164.5	150.3	14.1	12.2	12.1	0.1
<b>Non-cash liabilities</b>	<b>1,628.3</b>	<b>1,656.9</b>	<b>(28.6)</b>	<b>42.1</b>	<b>47.3</b>	<b>(5.2)</b>	<b>14.2</b>	<b>18.2</b>	<b>(4.0)</b>
<b>Net surplus/(deficit) - accrued</b>	<b>(5,788.5)</b>	<b>(5,850.9)</b>	<b>(62.4)</b>	<b>(587.1)</b>	<b>(553.3)</b>	<b>33.8</b>	<b>(66.1)</b>	<b>(66.3)</b>	<b>(0.2)</b>

## 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	45,435	43,372	2,063	3,897	3,818	79	376	330	46
Reimbursable	4,995	4,016	979	38	35	3	54	50	4
<b>Total Positions</b>	<b>50,430</b>	<b>47,388</b>	<b>3,042</b>	<b>3,935</b>	<b>3,853</b>	<b>82</b>	<b>430</b>	<b>380</b>	<b>50</b>

## Data Review

Farebox revenue was unfavorable to the Forecast by \$124.8 million primarily due to lower than projected bus paid ridership and lower than projected fare liability. Other Revenue was \$6.0 million unfavorable to the Forecast mainly due to timing of fare reimbursement and lower than projected retail rent and advertising revenues. Expenses were under the Forecast by \$139.6 million. Labor expenses, including fringe benefits, were favorable by \$50.1 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 \$89.5 million mainly due to timing of power and fuel charges, and favorable timing of professional and maintenance contract expenses.

## Moving Forward

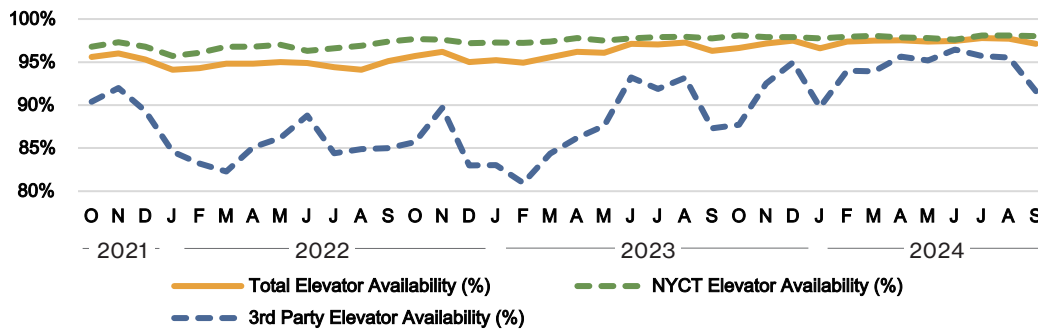
The Agency continues its efforts to fill vacancies, monitor ridership trends, look for cost-effective ways to operate efficiently and focus on tightly managing expenditures, especially overtime.



# ACCESSIBILITY

## Elevator Availability

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



## Accessibility Update

October is National Disability Employment Awareness Month, and MTA Accessibility has joined the disability community at a variety of events celebrating and raising awareness. A highlight among them was the Accessibility team’s participation in the Disability Pride Parade on October 23. This was the first of these parades to happen since 2019, and the team was so happy to march through Manhattan and speak with customers about all the accessibility improvements made to the system and continue to have in the pipeline.

This month highlights finding stable employment continues to be a challenge for people with disabilities. As part of Accessibility’s efforts to combat this at the MTA, the Partnership for Inclusive Internships (PII) started at the MTA last year and have had more than a dozen paid, interns throughout the program. Most importantly, many of those interns have already moved into full-time positions here and continue to thrive. If you’re interested more information about the program, please [reach out to the Accessibility team](#).

In anticipation of the Reduced Fare program continuing its transition into OMNY later this year, Accessibility, along with other MTA staff, have been in the field speaking to customers and answering questions about OMNY. Specifically, customers who use the Temporary Reduced Fare MetroCard were encouraged to join the Reduced Fare program to ensure they have a seamless transition to OMNY. The temporary program is only intended for customers who are waiting for a replacement or new permanent card, but the program has recently been more widely utilized. Accessibility continue to prepare for all Reduced Fare customers to have access to OMNY later this year.



# SPECIAL FEATURE

## Protecting and Supporting Employees

### Safety and Service Starts with NYCT Employees

New York City Transit is a remarkable place. Over 660 miles of subway tracks, 472 stations, nearly 6,000 buses and subway cars are all responsible for moving six million customers every weekday. But what really makes New York City Transit move is our people. Nearly 50,000 strong, the workforce of New York City Transit performs daily miracles. They literally move New York City.

Everyone on the NYCT workforce plays a role in supporting our 24/7 operations. Some of these roles are highly visible, like the bus operator who wishes you a good morning every day or the station agent who greets you with a smile at the turnstiles in their yellow vest. Others do critical work that customers never see but benefit from every single day – be it inspecting track and signals, maintaining rolling stock, writing schedules, or cleaning stations overnight.

These employees are all unified under one mission: moving New York, and they deserve to be supported and protected on the job. Our mission at NYCT is to ensure that every employee returns home from work in the same condition that they arrived. We also are driven to provide every employee the tools, training, and schedules deliver excellent service.



## **Protecting and Supporting Employees (cont.)**

### **Improving Employee Facilities**

New York City Transit facilities aren't just critical to delivering service, they are workspaces for thousands of employees. Historically, employee spaces in yards, depots, stations, and other facilities have lagged in upgrades and investment. Not anymore.

In the past several years, employee facilities have seen historic improvements across the Departments of Bus and Subways. These upgrades can range from wholesale renovations of spaces like locker rooms and bathrooms to upgraded appliances, fresh coats of paint, and deep cleanings. In every case, facilities become more pleasant, dignified places for employees to work.

The pace of upgrades has been blistering. Since 2022, We've delivered over 300 facility upgrades across Subways and Buses. And we're keeping up the momentum. In 2024, the Department of Subways has already upgraded more facilities than it did in 2021 and 2022 combined.

### **Engaging and Commending Employees**

Providing employees with meaningful engagement opportunities is critical. Working at NYCT is more than just a job, it's a calling, and is a source of pride for every member of the team. By reviving cherished traditions like the annual Bus Rodeo, we do more than just celebrate the excellence of our team, we provide employees the opportunity to deepen connections and bring loved ones and family out to see their incredible skills showcased in a friendly competition.

Speaking of families, the Department of Subways has created some new traditions of their own. Starting last year, Family Day brought out a capacity crowd at Coney Island Yard for a day of fun and fellowship. Take Your Children to Work Day offered an opportunity for employees to bring along children and share some of the work they do every single day.

Under the leadership of President Crichlow, we've taken our monthly employee breakfast out of 2 Broadway and into the field, meeting employees where they're at in the facilities they work out of every day. Starting this month at Baisley Park Depot in Queens, these monthly breakfasts will provide employees with the chance to meet and greet leadership, sharing a meal and sharing their feedback.

We're also continuing to find new ways to commend employee excellence. Our biennial President's Awards continue to be an opportunity to reward exceptional employees from

## Protecting and Supporting Employees (cont.)

across NYCT. Starting next year, we'll be refreshing the award categories to reflect our values and priorities for the years ahead. The Department of Buses has awarded almost 4,000 safety jackets to reward operators who have exemplary safety records and perfect attendance awards to over 2,000 employees in the last two years. And the Department of Subways has launched a new Collegial Commendation, which uniquely allows members of the team to recommend their colleagues for awards, rather than management.



## Employee Safety is Paramount

As said earlier, nothing is more important than the safety of NYCT employees. Everyone on the team, from frontline employees who interact with customers in visible roles to workers in yards and depots deserves a safe work environment.

We have taken concrete steps to reduce incidences of workplace violence committed against employees. Working in coordination with our teams in the field and the NYPD, we have deployed additional law enforcement to locations that are flagged as high priority. We've developed solutions like platform bollards and fully enclosed bus operator cockpits, which are currently being monitored in pilot phases for scale-up potential. And we've worked jointly with partners in labor to develop these tactics and others to improve employee safety.

We've also worked closely with the MTA's new Criminal Justice Advocate, Kathryn Falasca, to ensure that when unacceptable acts of violence are committed impacting NYCT employees, justice is served.

# SPECIAL FEATURE

## Protecting and Supporting Employees (cont.)

### I Move NY

NYCT employees are deeper than the uniforms they wear. They are siblings and parents, grandparents and children. They are church leaders, little league coaches, gardeners, dog lovers, and motorcycle enthusiasts. Most importantly, they are our neighbors.

New York would not move without these incredible individuals, and this month, the MTA launched the “I Move NY” campaign to celebrate our employees and the cherished role they play in our city. Employees from across NYCT are represented on new physical ads on 3,000 buses, digital screens across the subway and bus systems, and in videos on the MTA’s social media channels. By getting to know some of the people who make our city move, New Yorkers will be reminded that behind the uniform, there is a person worthy of celebrating and thanking.









## **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
- Midori Valdivia