



MTA One Billionth
Subway Rider in 2024

NEW YORK CITY TRANSIT KEY PERFORMANCE METRICS

November 2024



The MTA congratulates Sir Michael Carrasquillo on being the one billionth subway customer of 2024 as he enters the Atlantic Ave-Barclays Center station on Monday, November 4.

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

2 Broadway • New York, NY 10004
November 18, 2024

Table of Contents

Message from the President	4
Service Performance	8
Ridership	14
Safety and Security	16
Customer Satisfaction	20
Capital Projects	21
Customers and Communities	22
Financial Results	23
Accessibility	24



Visit new.mta.info/transparency/board-and-committee-meetings/november-2024 or scan the QR code for Board action staff summaries, administrative items, and information items.



Visit metrics.mta.info or scan the QR code to access a comprehensive dashboard of New York City Transit metrics.



MESSAGE FROM THE PRESIDENT



Demetrius Crichlow
President
New York City Transit

95.2%
service delivery on
subways

Pillars of Success: Safety & Service

If you build it, they will come.

New Yorkers are using mass transit at record levels. In September of 2024, New York City Transit averaged over 4 million weekday riders. That was the first month since 2020 to reach that milestone. October 2024 was the best ridership month at New York City Transit since the pandemic. On November 4, 2024, New York City Transit welcomed our billionth rider; a full two months earlier than 2022. On Marathon Sunday, we saw 2.6 million swipes and taps into our system. Those are outstanding accomplishments.

Think about where we were just 4 years ago: a global pandemic kept New Yorkers in their homes and ridership across New York City Transit was plummeting. It would be easy to assume that ridership grew because the impacts of the pandemic were waning, but I think that dismisses much of the great work New York City Transit has accomplished over those 4 years.

As Chairman Lieber said, in 2020 we asked the public to take a bet on mass transit and support it like the essential service we know it is. Four years later, that bet has paid off.

The resilience of New York City Transit should not be taken for granted. It is because of the dedication of our workforce that our system has emerged from the pandemic stronger than ever. Our objective here at Transit should be to provide world-class service that New Yorkers expect and deserve. Just as Transit built the City of New York around it, now Transit has led our city's post-COVID recovery.

Let's start with subways. Ridership in April of 2020 fell to 8% of the 2019 baseline – fewer than 400,000 trips. Today, we're consistently carrying over 4 million customers on weekdays, and reached a new post-pandemic high of over 4.4 million customers on Wednesday, October 30. In October 2024, weekday On-Time Performance was 82.7%, an improvement of 1.2 percentage points from last month and a full point above the year-to-date average. Service Delivered improved to 95.2%, the highest since April 2023. This means we are delivering more trips to customers during peak periods. As mentioned at last month's committee meeting, New Yorkers are coming back in serious numbers on weekends. At the same time, weekend On-Time Performance climbed to 86.7%, the highest in over a year. October's Elevator availability of 98.3% was the highest since February 2012. Our ability to provide excellent service continues to drive our recovery.



MESSAGE FROM THE PRESIDENT

The Bus team has delivered similar results. In April of 2020, bus ridership fell to 23% of the 2019 baseline. Today, we're seeing daily ridership consistently above 60% of the baseline. In October of 2024, our buses saw an average weekday ridership of 1.46 million passengers. That represents an increase of 5% from the same time last year. Our service delivered since the beginning of 2024 remains constant around 95%. We also see there's room for continued service growth, which is more good news for Transit riders. Bus speeds remain low at approximately 8 mph on average. With the upcoming enactment of Congestion Pricing and the continued expansion of our ACE program, we are excited to see the benefits of less crowded roads for our buses. For bus riders, this is a game-changer. Less congestion means faster commutes and more reliable trips.

Paratransit continues to smash ridership records. In April of 2020, we completed 170,000 trips. In October of 2024, we completed over 840,000 trips. We recently opened our new assessment center in our home at 3 Stone Street and celebrated our first-ever 40,000 trip day. To date, Paratransit has processed over 30,000 new applications and over 8,000 recertifications, which accounts for nearly an 11% increase from 2023. On-Time Performance continues to exceed 90%. Customers are also taking advantage of different tools book their trips. Between the MY AAR app, webpage and recurring subscription trips, 30% of AAR trips are now booked without the customer needing to pick up the phone.

To me, these things are personal. I often say that our job at New York City Transit is not to move machines but to move people. Throughout our city's recovery from COVID, we've been able to serve more riders with better buses, more reliable trains, and high-quality Access-A-Ride trips – but it's much more than that. These improvements will get people to their doctor's appointments on time, they will bring a candidate to a job interview and will allow family members to see each other safely. New York City is better off now than it was in 2020 because of our ability to deliver world-class service in the face of existential challenges.

Our system also looks physically different from 2020. The roll out of OMNY continues to make major strides. It is easier to tap into our system now than ever before. In September we brought New York City Public School students onto OMNY. By the end of this year, we will be adding our Reduced-Fare customers into the system, adding over 1 million customers onto the OMNY system.

Our post-COVID recovery has required us to re-imagine customer service. Since 2020 we have celebrated our new agreement to have station agents out

1.46
million
weekday bus
riders

840,000
trips made on AAR

MESSAGE FROM THE PRESIDENT

of the booth, we opened new Customer Service Centers across our system, and we have dramatically increased the amount of information customers can find online and on our digital screens. Thanks to our partners in Albany, we have increased service on several lines throughout the system. We have also undertaken a complete renovation of stations, recently celebrating our 100th station revival. Customer feedback from these station revivals has been overwhelmingly positive.

As we look into the future, these successes of the last four years highlight our needs in the 2025-2029 Capital Plan. Every day I come to work and focus on how we can find incremental improvements in our systems. By making generational investments in state of good repair work, we can find those key improvements that will allow us to deliver better service for the next decade. These critical pieces of infrastructure won't generate the best pictures or newspaper headlines, but they are essential for us to deliver high quality service. All of this work is connected. In order to install new CBTC signaling equipment, we need new train cars. In order to service those new CBTC-enabled train cars, we need modern shops and yards.

November is a time for us to be thankful for what we have in our lives. I'm thankful that we have made so much progress since 2020. I'm thankful that the investments we have made in service delivery and customer service have paid so many dividends to us and the city we serve. Most importantly, I want to say that I am thankful for all of you, New York City Transit staff and our supporters. The City of New York cannot exist without the work that you do every day. Whether you're operating a bus, working out on the track, or putting in a shift here at HQ, I want to say thank you for the work that you put in every day.

In service,

Demetrius Crichlow



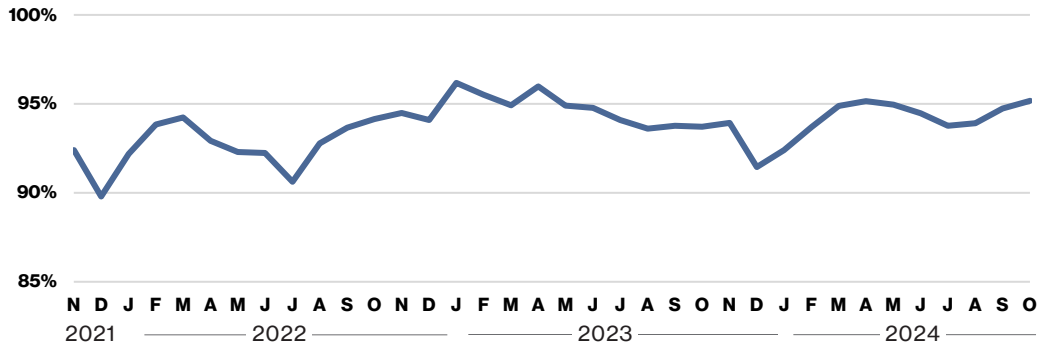
New Lots Av 3



SERVICE PERFORMANCE

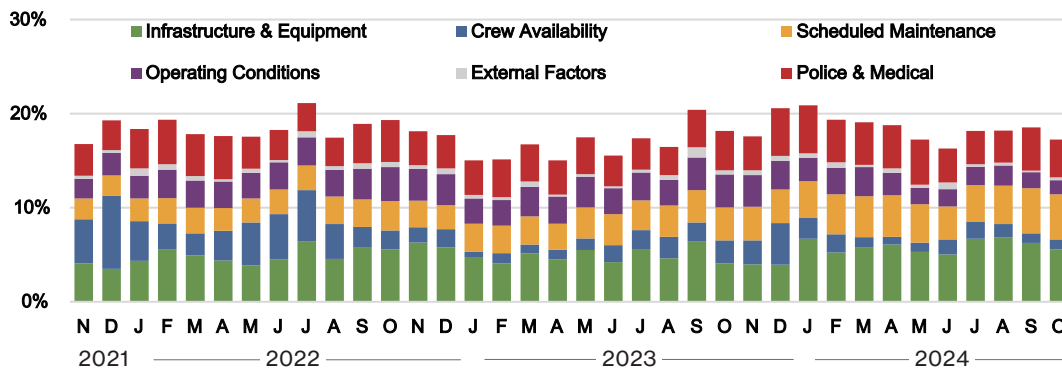
Subway Service Delivered

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

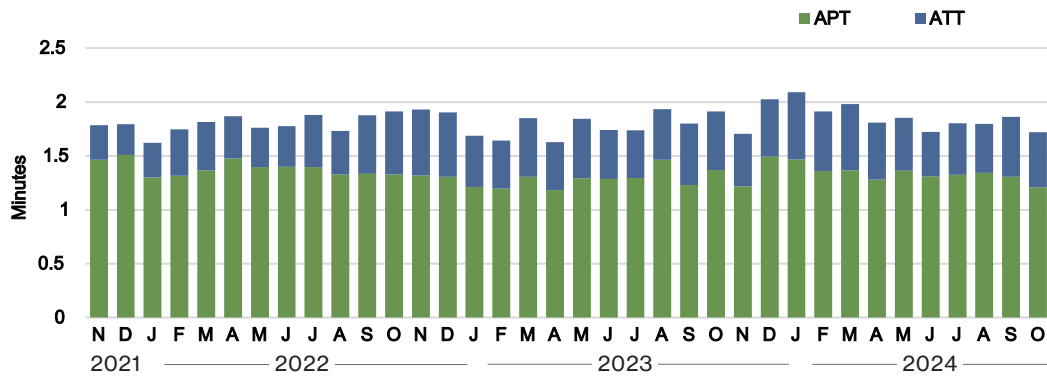
For October 2024, weekday On-Time Performance (OTP) was 82.7%, an improvement of 1.2 percentage points from last month and a full point above the year-to-date average. Service Delivered improved to 95.2%, the highest since April 2023, meaning we are reliably delivering more trips to customers during peak periods. Additional Platform Time and Additional Train Time both improved compared to last month and a year ago. In October, the percentage of customers arriving at their destinations within five minutes of schedule (CJTP) was 84.8%, the second-best in all of 2024. We are also very pleased with strong weekend OTP, which climbed to 86.7%, the highest in well over a year. October's Elevator availability of 98.3% was the highest since February 2012, continuing outstanding performance by NYCT's Elevator and Escalator team.



SERVICE PERFORMANCE

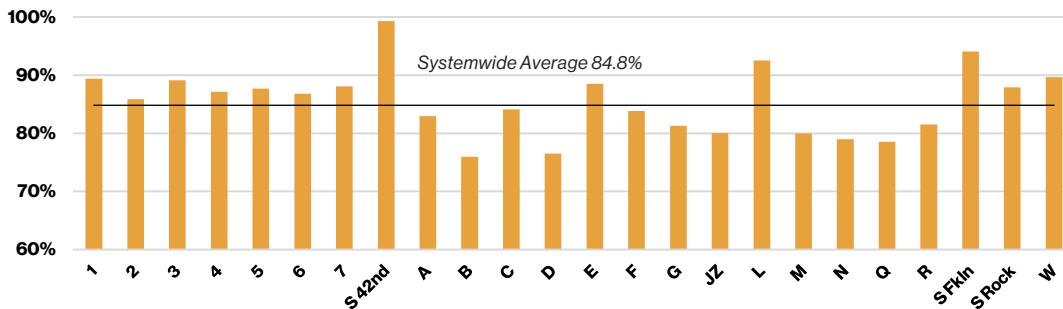
Subway Additional Platform Time + Additional Train Time

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

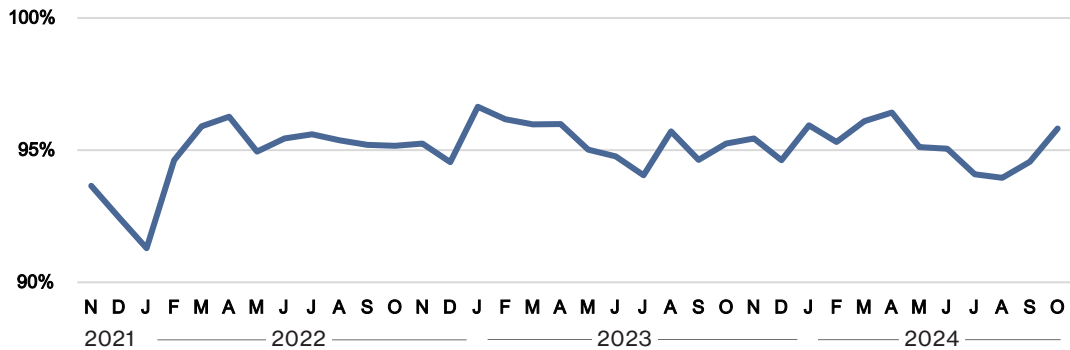
This month we were excited to continue station improvements under the recently-rebranded REVIVE program to make meaningful improvements to stations while they are closed for other planned maintenance and construction work. Subways also celebrated the opening of two more elevators at the 14th Street station complex bringing us closer to full accessibility at this important complex between 6th and 7th Avenues. As mentioned in October, we've begun a major project to replace multiple switches near the 59th St – Columbus Circle station. While we realize this work will create major service changes, it is critical to keep the system in good working order. Weekend Czar Jose LaSalle and teams from across NYC Transit will be out in force helping customers navigate the system. We're also preparing for the Rockaway Line reconstruction project, which will begin in January. Hugo Zamora, who took the helm of the **G** Line during its summer shutdown, will manage the Rockaway project to ensure that customers are kept informed and that we provide the best possible alternative service.



SERVICE PERFORMANCE

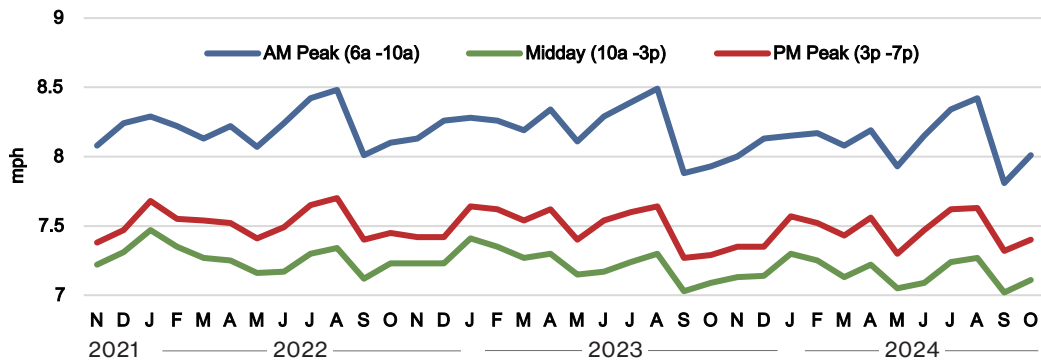
Bus Service Delivered

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

Bus performance in October 2024 improved in all key areas compared to September 2024, aligning closely with October 2023 levels. Service Delivered (SD) reached 95.8%, up by 1.2% from September 2024 and 0.6% higher than October 2023, with a 12-month average of 94.8%. Bus speeds increased by 1.3% to 7.9 mph and remained stable versus October 2023. Customer Journey Time Performance (CJTP) reached 69%, a 2.6% increase from September, driven by an 11-second improvement in Additional Bus Stop Time (ABST) and a 23-second reduction in Additional Travel Time (ATT), though it remains modestly down by 0.4% compared to October 2023.

Moving Forward

The bus system is facing an existential challenge on fare payment. The MTA implemented aggressive enforcement plans in August, including deploying more NYPD officers and additional MTA fare enforcement agents onto buses, which has resulted in an uptick in paid ridership. In addition, the entire Buses team is committed

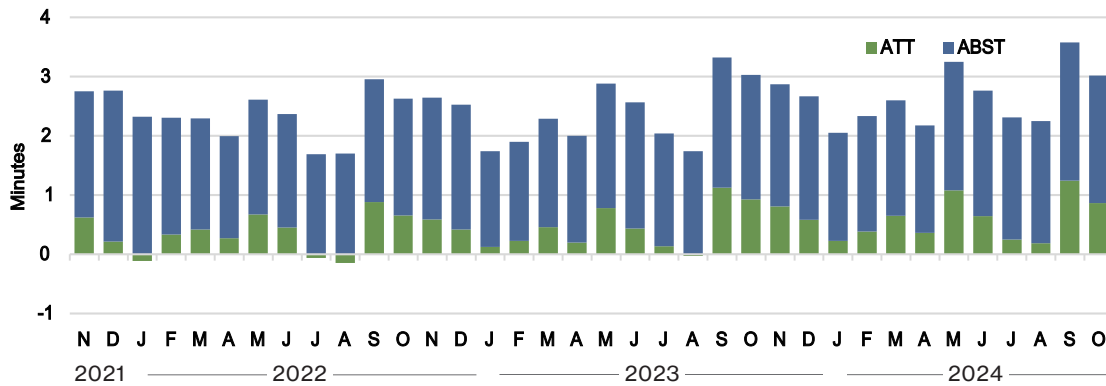


SERVICE PERFORMANCE

Additional Bus Stop Time + Additional Travel Time

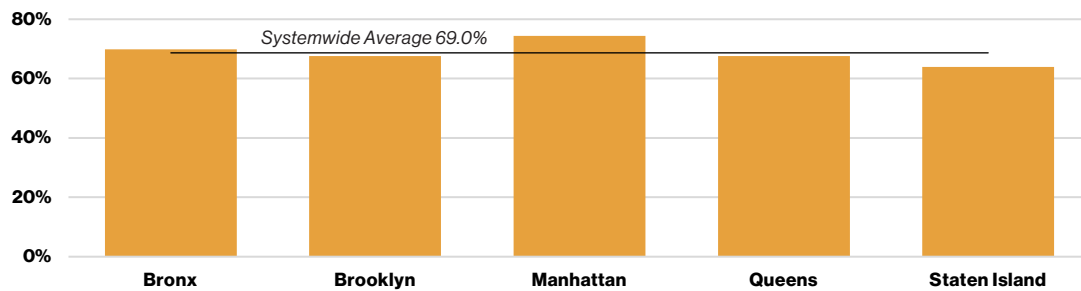
ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time

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



Bus Customer Journey Time Performance, by Borough, October 2024

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



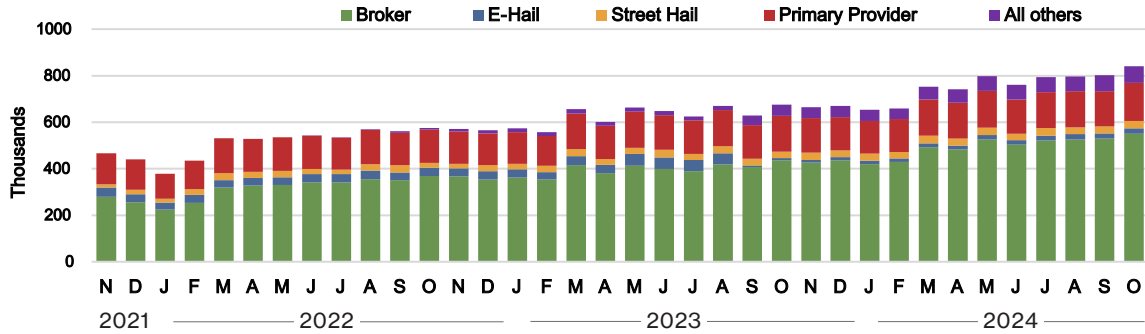
to implementing and reinforcing basic fare enforcement strategies. This includes keeping rear and central doors closed except for exits or emergencies, ensuring Fare Box and OMNY systems are operational before departure, and promptly reporting any failures. Staff have been deployed system-wide to observe and remind operators of these steps, with dispatchers closely monitoring compliance. Additionally, Road Operations and the Bus Command Center provide support at enforcement locations to minimize disruptions for paying customers, while bus signs display “Fare Required” to remind passengers to pay upon boarding.

Finally, the MTA Customer Communications team launched a new “I Move NY” Campaign on October 22 aimed at preventing assaults by humanizing the people behind the uniform. The campaign will roll out over 21,000 bus cards across 3,000 buses, leveraging the digital screens on buses for additional messages, on a rotating basis. Customers will get to know some of NYCT’s incredible team members. The hope is that by meeting some of the team, riders will treat employees with the respect they deserve.

SERVICE PERFORMANCE

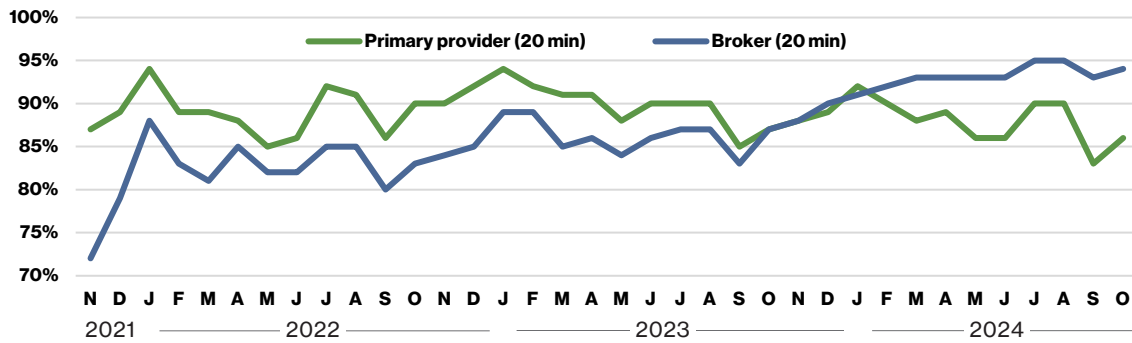
Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service



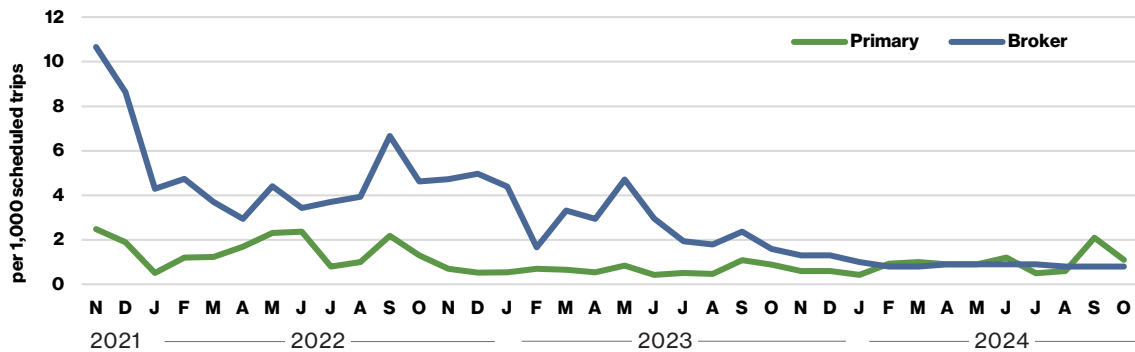
Paratransit On-Time Performance

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 ridership for October 2024 increased by nearly 20% and total trips increased more than 20% when compared to October 2023, reaching a record 1.2 million riders and 841,000 trips. This continues the trend of significant ridership and trip increases year over year.

On-time performance increased this month, despite record high trip volume. Paratransit's primary carrier service completed 86% of pickups within the 20-minute window from promise time, a 3% increase compared to September 2024 and a 1% decrease compared to the same month last year. For broker service, 94% of trips were completed within the 20-minute pickup window, a 1% improvement compared to September 2024 and a 7% improvement compared to October 2023. With the majority of trips on broker service, on-time performance in the 20-minute window was 92.4% in October 2024.

On primary carrier service, the No-Show Rate decreased by 1.0 per 1000 trips in October when compared to last month, to 1.1 per 1,000 scheduled trips. This was despite record ridership, and the No-Show Rate remains well below Paratransit's goal of 3.0. For broker service, there was 0.9 per 1,000 scheduled trips, also far better than the goal of 3.0, as well as a decrease of 0.2 per 1,000 trips when compared to September. In October, 98% of all calls were answered which is above the 95% goal. The Average Answer Speed was 22 seconds which decreased 69% versus last month, and was far better than the goal of 60 seconds.

Moving Forward

October marked a significant milestone for the Paratransit team with the successful opening of a new Paratransit Assessment Center at 3 Stone Street, co-located with the New York City Transit Customer Service Center in lower Manhattan. This new location will provide convenience to applicants who live and work in Manhattan and will support increased capacity across the system of AAR Assessment Centers that serve thousands of paratransit customers each month.

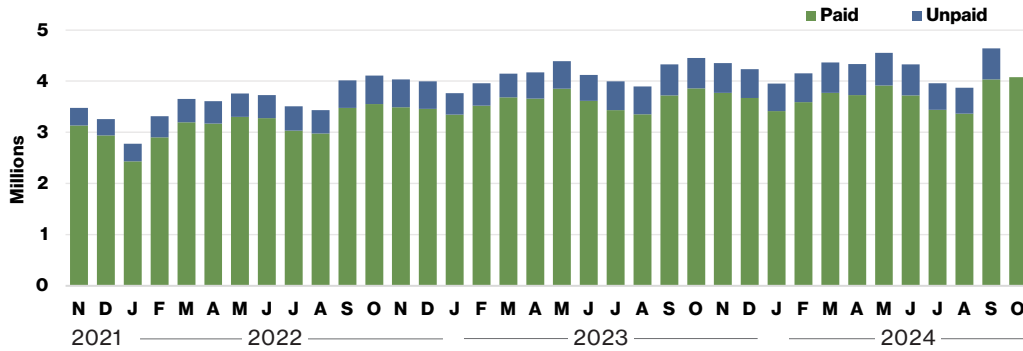
Paratransit's focus remains on the goal of maintaining service performance as ridership grows. Based on daily customer feedback and monthly Pulse surveys, the team will continue working on addressing the issues most important to customers, including increasing on-time performance, reducing provider no-shows, and reducing trip lengths. The MY AAR app will continue to be enhanced to give customers more self-service options, allowing them to book faster and call center resources to be used more efficiently. With an increase in overall app adoption, the team hope to accomplish the target of 25% of trips being booked on MY AAR by the end of the year.

RIDERSHIP

Subway Ridership

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

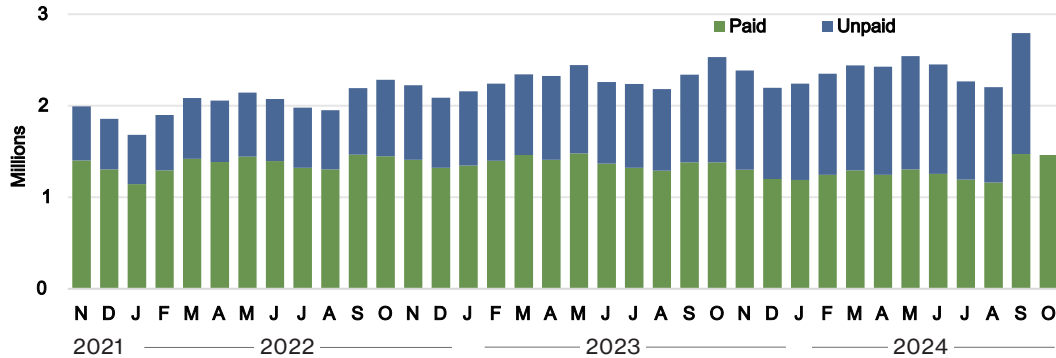
October fare evasion data not yet available.



Bus Ridership

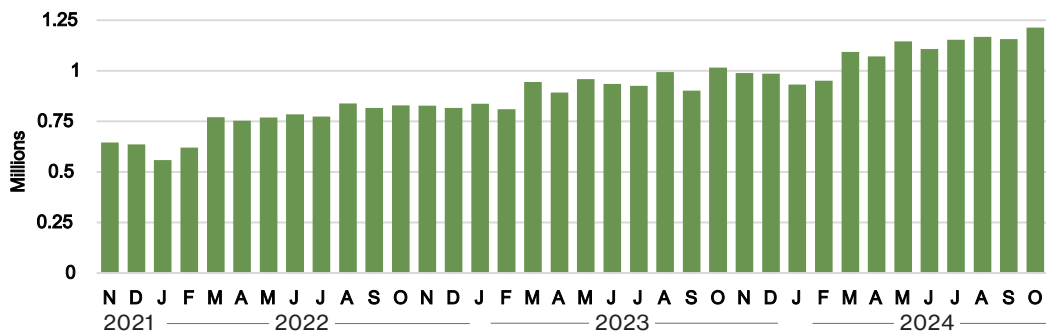
The number of paying bus (NYCT and MTA) customers, and estimated number of non-paying customers, on an average weekday

October fare evasion data not yet available.



Paratransit Ridership

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



Data Review

October typically sees the highest weekday ridership, and as such a new series of post-pandemic highs were observed on subway. The year-over-year growth trends seen to accelerate for both subway and bus in September after Labor Day carried over into October as well.

A new single day post-pandemic subway high was set on Wednesday Oct 30, with 4.417 million. New day-of-week-specific highs were also set for Mondays, Tuesdays, Thursdays and Fridays during October. In early November, both a new total weekend and a Sunday high were set on Marathon weekend, with 5.42 million for the weekend and 2.6 million on Marathon Sunday. (The post-pandemic Saturday highs still date to the holiday shopping season in December of 2023. It is expected that those will be exceeded this coming December).

Average paid weekday subway ridership was 4.080 million about 5.7% higher than in October of 2023. Growth on school-open weekdays was slightly higher, at 5.9%, with those days now averaging 4.29 million vs 4.05 million in October 2023. Approximately 85,000 of this growth of 240,000 can be attributed to use of the new student OMNY cards. Further analysis will be required to determine the extent that number represents reduced fare evasion and how much represents additional travel facilitated by the new cards. 3rd Quarter subway fare evasion is estimated at 13.1%. If that holds in October total weekday ridership would be 4.70 million, and 4.94 million on midweek days.

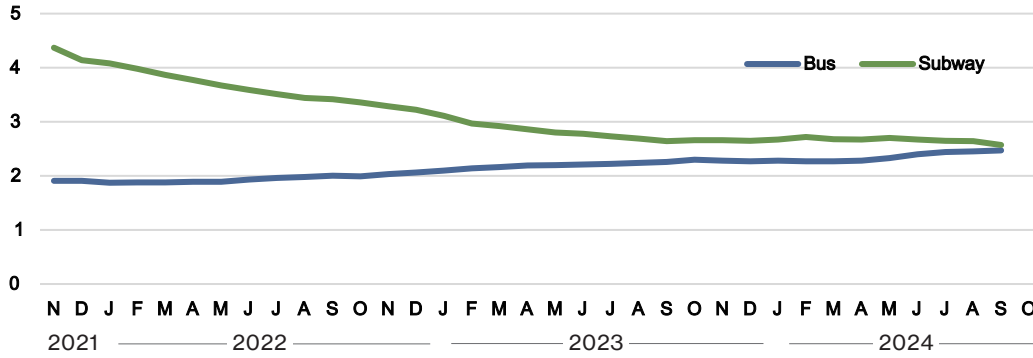
Paid weekday bus ridership grew at similar rates, 5.8% year-over-year for all weekdays (now 1.46 million) and 5.4% on school-open midweek days (now 1.51 million). Increased student OMNY cards are estimated to account for 63% of this growth in paid ridership. With an initial fare evasion estimate of 44.6% on bus along with other legal non-payment, total midweek bus ridership would be approximately 2.82 million.

SAFETY AND SECURITY

Customer Accident Rate

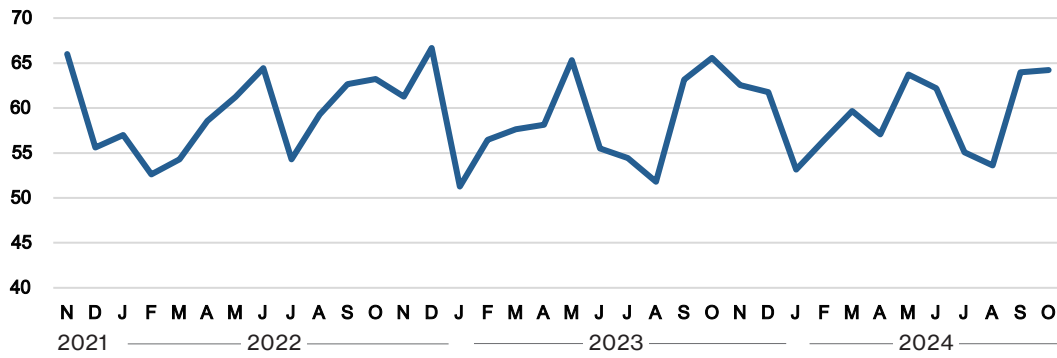
The number of reportable subway and bus customer accidents per million customers (12-month rolling average)

October data not yet available



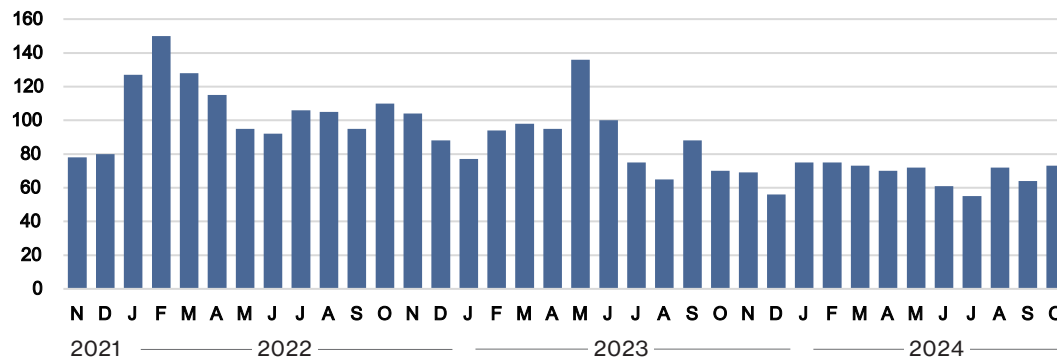
Bus Collision Rate

The number of bus collisions per million miles



Subway Fires

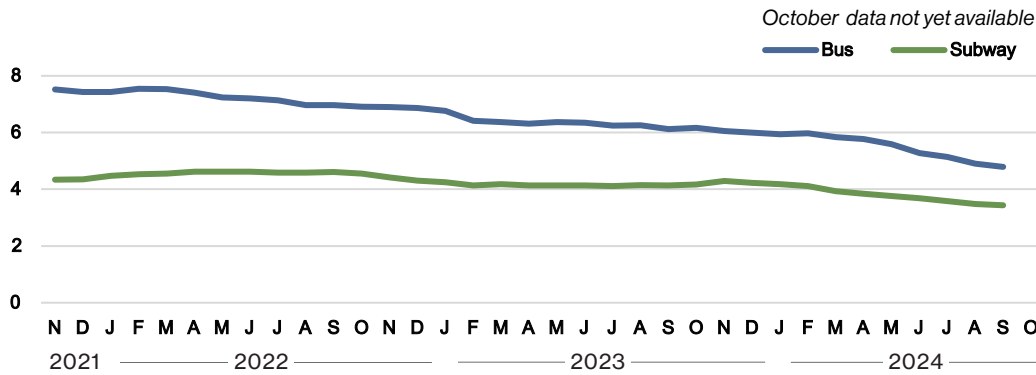
Total number of fires in the subway, including right-of-way, in stations and on trains.



SAFETY AND SECURITY

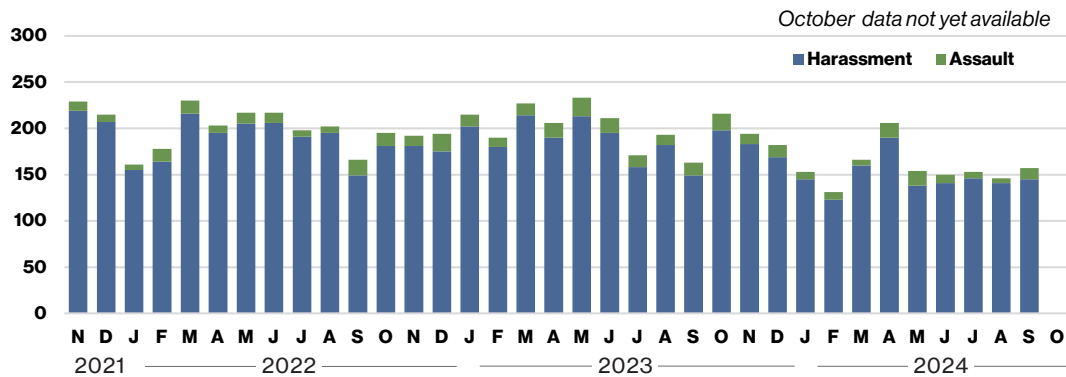
Employee Lost Time Accident Rate

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.

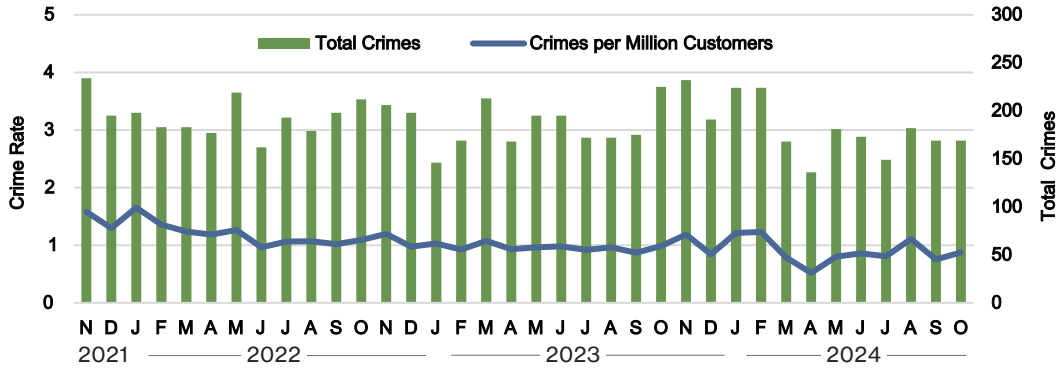
For the rolling 12-month basis, Subway Fires decreased over 25% when comparing periods ending October 2024 and October 2023.



SAFETY AND SECURITY

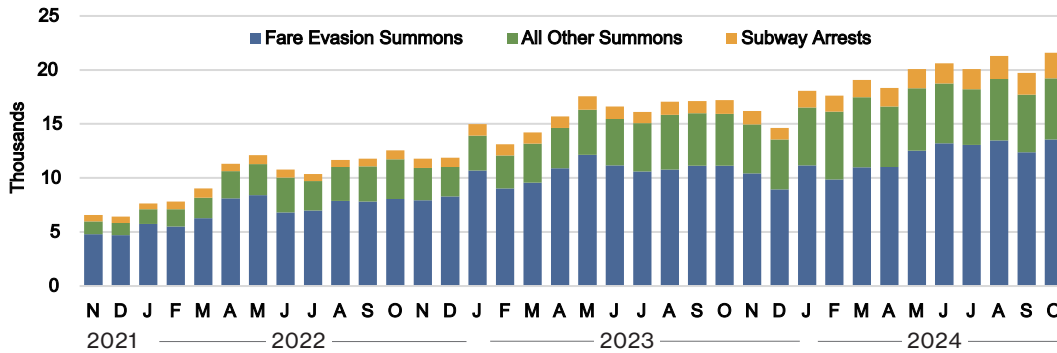
Major Crimes Against Subway Customers

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



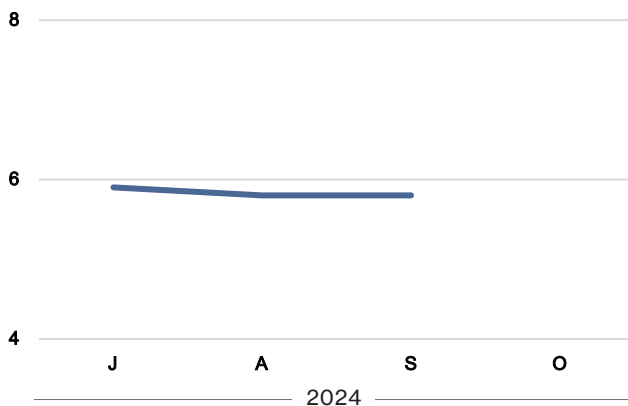
NYPD Summonses & Arrests

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

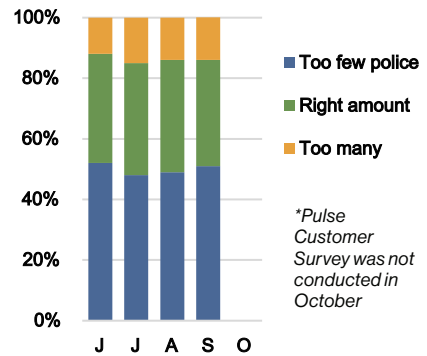


Perception of Safety and Police Presence

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 Customer Survey was not conducted in October



SAFETY AND SECURITY

Data Review

In October 2024, Major Felony Crime was similar month over month but was down 26% versus October 2023. Crime also decreased by 10% when compared to the 2023 monthly average. Crimes per Million Rides decreased 37% in October 2024. Crimes per Million Rides also decreased 25% compared to the 2023 monthly average.

The downtrend in October continues the progress the MTA has seen YTD; crime figures remain lower year over year by nearly 6% (2024 YTD versus 2023 YTD). The Agency's collaborative efforts to combat crime patterns within the transit system have continued to show effect month over month. We, at MTA Security, will continue to work with law enforcement partners on quality of life (QoL) and crime control initiatives and hope to see this downtrend continue for the remainder of 2024. 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 month over month by about 10% and further up over 30% versus October 2023. We are also remaining above the 2023 monthly average. The MTA is encouraged by the NYPD's 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. We work collaboratively to address crime or QoL conditions that are identified within the NYCT system.

Moving Forward

We are very encouraged to see Crimes per Million Rider figures trend downward year over year. In fact, figures have dipped under pre-pandemic levels in 7 of 10 months YTD. The long-term effects of our initiatives show proactive crime, security, and safety programs are working as designed. Customers are noticing a change in the culture within the subway system as reflected in improving safety scores in the Pulse Survey. We have been able to maintain security of the transit system concurrent with increasing ridership and 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 the 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

Data Review

There was no Pulse Survey in October 2024 as its normal time 'in field' conflicted with the MTA's Fall 2024 Customers Count Study. This bi-annual 'Customers Count' study is a stronger measurement of consumer sentiment across all MTA transit modes because it targets a significantly larger respondent sample, drawing on extensive outreach and utilizes a third-party research vendor to weight the data. This weighting helps ensure the MTA understand the various views of riders from across the region in a representative fashion. The responses from this most recent round of the Customers Count Survey are currently being processed and will present the findings at the January 2025 public meetings.

The MTA thanks everyone who participated in the survey. The data it provides helps improve service and guides New York City Transit as it seeks to deliver on its goals.



Giving 14th Street a Lift



Every day, 30,000 riders travel in and out of the 14th St complex, knitting together the **1**, **2**, **3**, **L**, **F**, and **M** trains on the west side of Manhattan. Since 2023, the MTA has been progressing with an ambitious \$300 million megaproject to bring full accessibility, state of good repair work, and improved passenger circulation to this critical station.

At the beginning of November, two new elevators opened as part of this project, providing access to the street level and uptown level of the **1**, **2**, and **3** lines at 14 St and 7 Av. One elevator brings customers from the street level to the mezzanine, and another connects the

mezzanine to the uptown platform. By the end of the year, another elevator will open, linking the mezzanine to the downtown platform and making the 7th Avenue portion of the complex fully accessible.

In addition to the elevator installation work, crews created an enlarged mezzanine and new concession stand, installed new lighting and tiles, repaired concrete, steel and paint defects and refinished platforms featuring ADA boarding areas for an improved customer experience.

Earlier this year, the MTA opened three new elevators, providing access from the street to the 6 Av **L** platform and the uptown **F** and **M** platform at 14 St and 6 Av. Work is underway to install three additional elevators to bring full accessibility to the downtown **F** and **M** platforms, which will bring full accessibility to the entire 14 St complex. Upon completion, the complex will have nine new elevators, 25 new staircases and 39 renovated staircases, as well as five platform upgrades, which include new tactile warning strips and ADA boarding areas.

CUSTOMERS AND COMMUNITIES

Reduced-Fare OMNY Event in the Bronx

On October 23, the NYCT Reduced-Fare OMNY outreach team attended a multilingual event hosted by Bronx Councilman Eric Dinowitz at the Mosholu Montefiore Community Center. Over 40 attendees learned about the benefits of switching to Reduced-Fare OMNY, including how OMNY will work with Access-a-Ride and what different options will be available for refilling Reduced-Fare OMNY cards.



Reduced-Fare OMNY Event in Manhattan

MTA Government & Community Relations attended a Multilingual (Spanish) Reduced-Fare OMNY event hosted by Council Member Shaun Abreu on October 28 in Manhattan. The team interacted with over 70 attendees providing information on Reduced-Fare OMNY and other transit services.



FINANCIAL RESULTS

2024 Operating Revenue & Expenses, October 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	3,711.5	3,577.1	(134.5)	170.3	160.7	(9.6)	5.7	5.0	(0.7)
Farebox revenues	3,031.4	2,894.8	(136.6)	155.4	152.5	(2.9)	3.8	3.2	(0.6)
Other revenues	680.1	682.2	2.1	14.8	8.2	(6.7)	1.9	1.8	(0.1)
Total non-reimbursable expenses	8,312.6	8,233.8	78.8	782.8	721.1	61.7	64.0	60.1	4.0
Labor expenses	6,249.8	6,227.4	22.4	597.5	553.3	44.2	50.5	46.3	4.2
Non-labor expenses	2,062.8	2,006.4	56.5	185.3	167.8	17.5	13.6	13.8	(0.2)
Non-cash liabilities	1,812.8	1,842.1	(29.3)	46.9	53.4	(6.5)	15.3	20.3	(5.0)
Net surplus/(deficit) - accrued	(6,413.9)	(6,498.8)	(84.9)	(659.4)	(613.8)	45.6	(73.6)	(75.3)	(1.7)

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	45,355	43,540	1,815	3,897	3,822	75	376	372	4
Reimbursable	4,995	3,947	1,048	38	35	3	54	13	41
Total Positions	50,350	47,487	2,863	3,935	3,857	78	430	385	45

Data Review

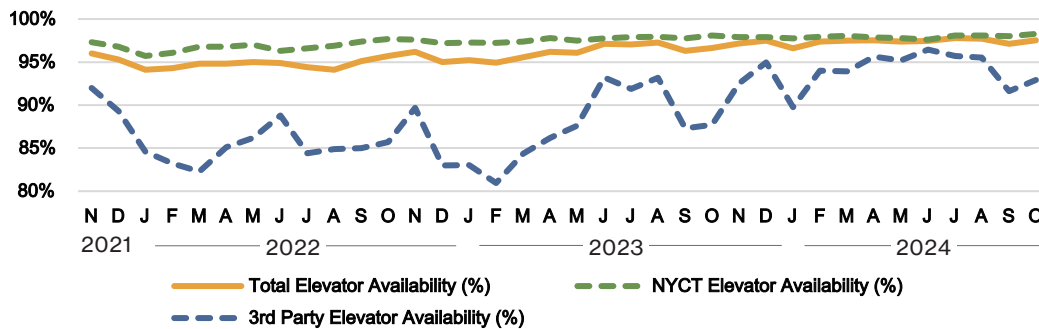
Farebox revenue was unfavorable to the Forecast by \$140.1 million primarily due to lower than projected bus paid ridership and fare liability. Other Revenue was \$4.7 million unfavorable to the Forecast mainly due to the timing of fare reimbursement and lower than projected retail rent and advertising revenues. Expenses were under the Forecast by \$144.5 million. Labor expenses, including fringe benefits, were favorable by \$70.8 million driven largely by higher reimbursable overhead credits resulting from increased capital activity, 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 \$73.7 million mainly due to lower power and fuel expenses, 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

This month MTA Accessibility was very excited to complete the second phase of work at the 14th street complex. Two new elevators have opened at the Seventh Avenue side of the complex, bringing accessibility from the street to the mezzanine and uptown platform of the 1 2 3 trains for the first time. This builds on the three elevators that opened this past summer at Sixth Avenue, making the L and uptown F M accessible. Work continues to complete accessibility to the downtown F M and downtown 1 2 3 platforms, which will be complete in the coming months. Once complete, the 14th Street complex will have nine new elevators, making it a fully accessible complex station.

A new Paratransit Assessment Center was also opened this month in Lower Manhattan at 3 Stone Street. This new center will provide a more convenient and accessible assessment location for paratransit applicants who live or work in Manhattan, and help process the thousands of yearly applications. So far in 2024, paratransit has processed over 30,000 new applicants and over 8,000 recertifications. At the grand opening, the Accessibility team also celebrated that customer satisfaction and service improvements continue to increase every year, with ridership on pace to exceed pre-pandemic levels. Applauds to Rachel Cohen, Acting Vice President of Paratransit as well as Samson Onilude, Director of Paratransit Eligibility Determination for reaching this milestone.

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