NEW YORK CITY TRANSIT
KEY PERFORMANCE METRICS

December 2024

new.mta.info

NYCT President Demetrius Crichlow is on-scene at 103 Street Ⓑ Ⓖ while NYCT responds to an emergency service event.

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

2 Broadway • New York, NY 10004
December 16, 2024

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Demetrius Crichlow
President
New York City Transit

Pillars of Success: Safety & Service

2024 was a year of great service for Transit.

As we come to the end of the year, I can't help but reflect on all of the marvelous achievements made by the workforce of New York City Transit. Since becoming President, I have had the opportunity to meet many of you face-to-face in the field and it fills me with immense pride. I take your achievements into every room I'm in.

On our subways, we have smashed ridership records while continuing to deliver excellent service. On the bus side of the house, paid ridership continues to grow at a steady pace. Paratransit continues to deliver quality service to an ever-increasing number of riders. Transit is serving more customers, while at the same time continuing to improve service.

It isn't just about ridership records. Our team is delivering when it matters most. On November 27, a city water main broke at 102 Street and Central Park West. Service along Central Park West had to be completely suspended. Hundreds of Transit employees answered the call to respond to the scene. Water had to be removed from the tracks, test trains had to be run – all on the day before Thanksgiving. Within 5 hours, we had service completely restored. I was on the platform as the first **C** train pulled into 103 Street station. I cannot express enough how grateful I am of the team we had out there in the field. It was a testament to the hard work of our employees.

On December 11, a power-related incident severely impacted our service in Brooklyn. As I left our TransitTalk event at Far Rockaway – Mott Ave that evening, I began receiving notifications of the incident. We had hundreds of crew members working around the clock to make repairs and get service back up and running. Like many of you, I saw pictures of Conductor Teresa Footman from members of the public, who were on the disabled **F** trains. Conductor Footman followed her protocols, walking the train to provide updates to passengers. It fills me with pride and confidence that we have team members like Teresa, keeping our customers safe and informed during incidents.

2024 was a year of expansion across our system.

Student OMNY cards have been put into the hands of New York City public school students for the first time. Now, millions of students have access to transportation for their after-school, weekend, and summer activities. This month, we also began the process of upgrading all of our Reduced-Fare customers to OMNY. 1.5 million Reduced-Fare OMNY cards are in the mail heading to our

customers. Reduced-Fare customers are now able to apply at our customer service center at 3 Stone Street, and we will soon offer Reduced-Fare OMNY sign ups at our 15 customer service centers across the system. With the launch of Student OMNY and Reduced-Fare OMNY, we have expanded OMNY services to approximately 3 million people. We know these transitions can be difficult, so these initiatives have come with a robust public outreach campaign to ensure no one feels left behind. I look forward to getting out more in 2025 to let New Yorkers know about these incredible programs.

This year, we began new phases of construction projects that will continue to redefine how we provide service to New Yorkers while we maintain critical Transit infrastructure. We saw the successful completion of Crosstown **G** Train CBTC installation project. We provided world-class transportation service despite the **G** train being shut down over the summer. Riders were met with an incredible service plan that had buses running between Brooklyn and Queens every few minutes. I was especially proud of our project lead, Hugo Zamora, who I personally saw out in the field making sure customers were getting onto buses in an expeditious and efficient manner. I also want to congratulate our Operations Planning team, who made this all look easy.

I was so proud of Hugo's work on Crosstown, that I brought him back for our planned work on the **A** train in the Rockaways this winter. Our team has been hitting the pavement in the community to make sure our neighborhood partners understand why this work is being completed and what our alternative service plan will be. I was out at Mott Avenue myself back on December 11. I know how important this service is to residents of southern Queens, and I know this work won't be easy. Winter conditions on Jamaica Bay will be a strong test. But I know we have the team to get this done. There will be 24/7 shuttle bus service. We're adding extra express bus service. In partnership with our colleagues at the Long Island Rail Road, we're able to offer Rockaway customers a heavily discounted ticket for service on and off the peninsula. Rockaway customers will also still have a dedicated shuttle service across the peninsula while the bridge is out of service. When this work is complete, riders across Jamaica Bay will be able to enjoy improved service along the **A** and **S** lines. This, coupled with the planned installation of CBTC along the line in the 2025-2029 capital plan, will ensure that Transit is ready to deliver for residents of Rockaway for the next decade.

As one of my first acts of President this year, we got serious about fare evasion. In 2020, nearly 21% of bus riders didn't pay their fare. That number was recently registering near 50%. In 2022, we lost about $315 million to fare evasion on

OMNY
services are now available to 3 million people.

G train
service was improved and restored due to the Crosstown CBTC installation.

buses and $285 million in subway fares. No matter how you look at it, that's a big chunk of change. Nothing gets under my skin more than theft of service. Think about it: people are going to out the theater and paying for their tickets. People are going to a restaurant and paying for their meal. People are visiting their friends and paying for parking. But those same people are trying to ride our system without paying. This is unsustainable. To tackle this problem, we need to address the culture of noncompliance.

In August, we launched a new joint initiative with our EAGLE teams and the NYPD to increase enforcement of fare payment on our buses. In the subway system, we spearheaded a new initiative with our gate guards, redeploying them in a manner which protects more fare gates across the City. We continue to make progress with our fare gate pilots, installing new mechanisms to stop back-cocking and to discourage turnstile jumping. All of these initiatives are working together and making a difference. I hope to report positive news to you soon on the result of these endeavors.

Paratransit has seen exponential growth this year. You can read more about the great things happening in Paratransit later in this book, but I remain impressed by the work Rachel Cohen and her team have accomplished. This year we added a new assessment center, continued improving the customer experience, and saw record levels of ridership.

2025 will be a pivotal year for Transit.

January promises a ton of excitement. Congestion Pricing will go live on January 5. The State legislature will begin its session, which means we will be having continued conversations with lawmakers and the Governor about the need to fully fund our 2025-2029 Capital Plan.

The future looks bright for New York City Transit, and I can't wait to experience it together with you.
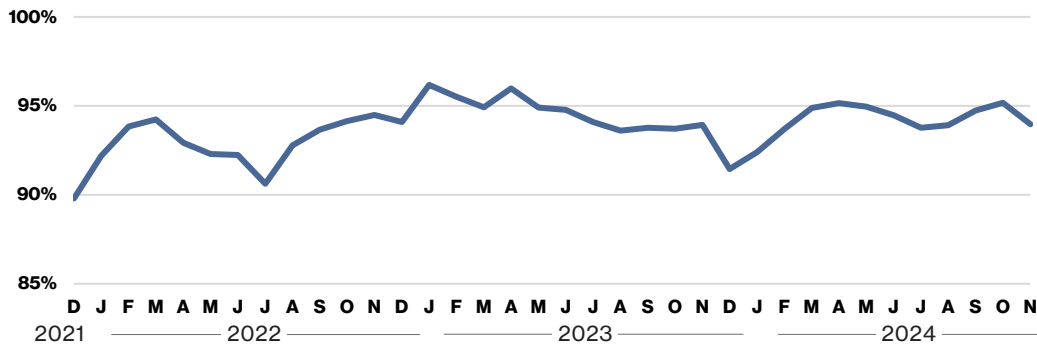

In service,

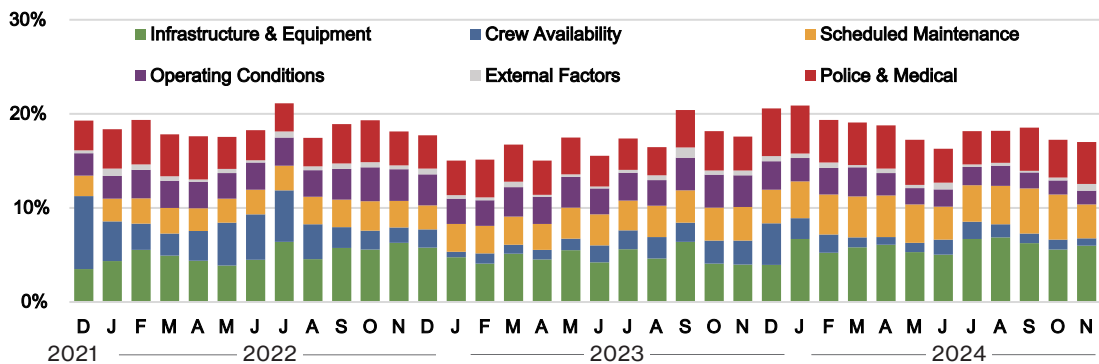**Demetrius Crichlow**

103
St

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 November 2024, weekday On-Time Performance (OTP) was 82.9%, the second highest of any month in 2024, while weekend OTP remained high at 85.9%. The percentage of customers arriving at their destinations within five minutes of schedule (CJTP) was 84.5%, slightly above the year-to-date average. Despite the strong OTP and CJTP, there were significant challenges in November, including the water main break at 103 Street on November 27, which affected Service Delivered and Additional Platform Time as normal service was temporarily suspended on the Ⓐ, Ⓑ, Ⓒ, and Ⓓ lines. Hundreds of Transit workers worked tirelessly to restore service within hours, limiting the impact on customers. November's elevator availability was 98.2%, within 0.1% of the 12-year high reached last month.
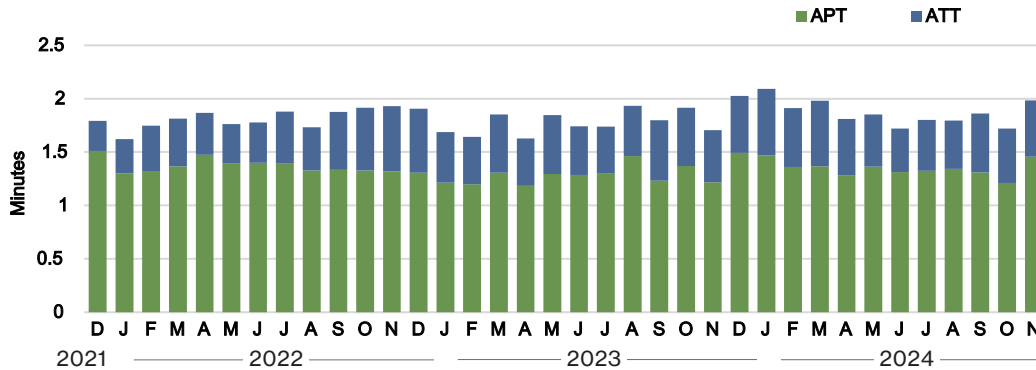
Moving Forward

Continuing an annual tradition, Subways is once again thrilled to bring the magic of

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
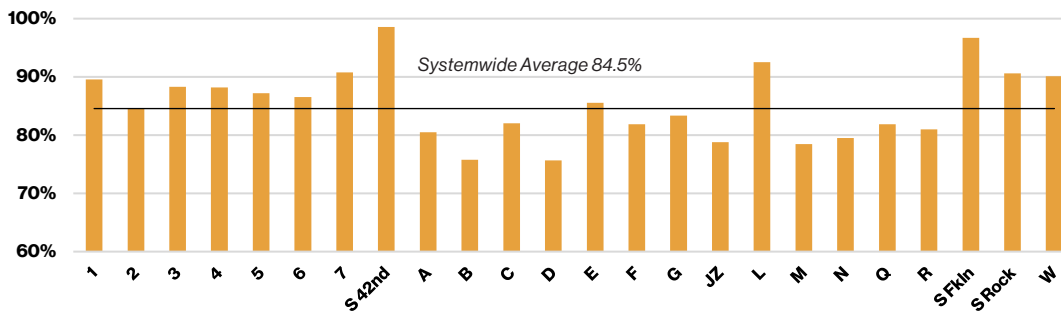
our vintage Holiday Train to shoppers, visitors, and everyday subway riders each Sunday in December. An estimated 10,000 riders enjoyed this unique experience on the first weekend, and we look forward to welcoming many more aboard. Keeping the vintage fleet moving is a labor of love for Subways employees and we are proud to share it with our customers. Just as we celebrate the past, we are proud of the many steps into the future we've taken in 2024. Hundreds of brand-new R211 cars entered service this year, now making up the majority of the Ⓐ line fleet. The nation's first open-gangway cars are in service on the Ⓒ line, and the first new subway cars in 40 years have arrived at Staten Island Railway. We completed upgrades at 50 stations through our REVIVE (formerly re-NEW-vation) program. Dozens of new elevators were installed to make even more stations accessible, at the same time that we're reached historic highs in elevator availability. Customers are responding to these improvements by returning to the system at the highest levels since the pandemic, with ridership well over 4.0 million on many days. We made huge progress in modernizing signals along the Culver, 8 Avenue, and Crosstown Lines.
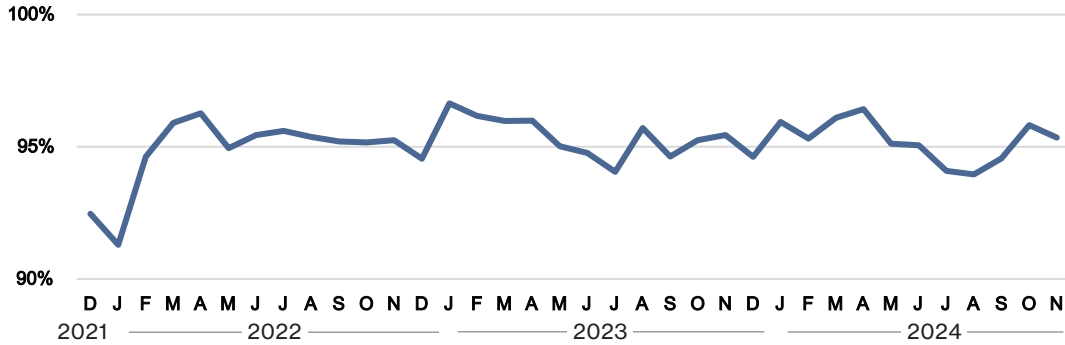
## Additional Bus Stop Time + Additional Travel Time

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, November 2024

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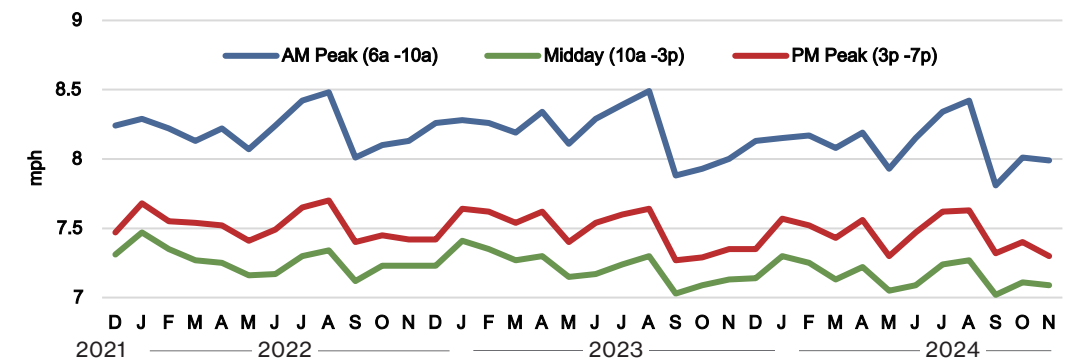
Data Review

In November, Service Delivered (SD) reached 95.3%, falling 0.5% short of October and 0.1% below November 2023, with the year-to-date (YTD) average consistent with 2023. The 12-month SD average stood at 95.2%. YTD Bus Speeds remained stable and slightly exceeded 2019 levels. November bus speeds averaged 7.9 mph, matching October 2024 and November 2019, slightly down by 1.3% from November 2023. Customer Journey Time Performance (CJTP) was 68.4%, 1.7% lower compared to November 2023 due to the increase of Additional Bus Stop Time (ABST) by 13 seconds and Additional Travel Time (ATT) by 8 seconds.

Moving Forward

The MTA continues to push bus priority by improving existing bus lanes and installing new ones. In December, New York City Department of Transportation (NYC DOT) announced the completion of a major redesign of Manhattan's 96th Street, aimed at enhancing bus service speed and reliability and improving commutes for the 15,500 weekday riders along the M96 and M106 routes. The project adds 1.7 miles of
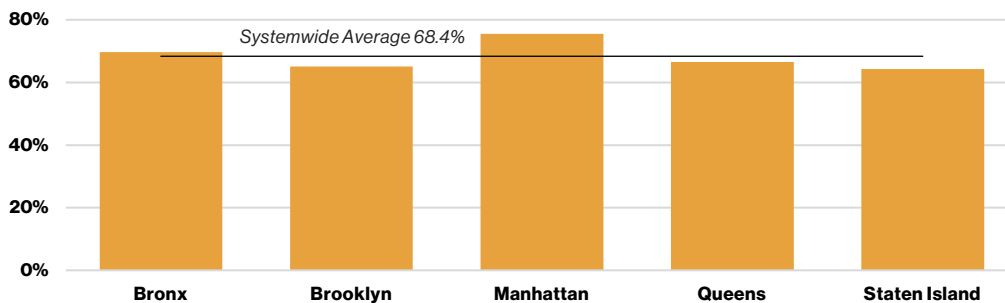
Bus Service Delivered
The share of scheduled buses that are actually provided at the peak load point during peak hours
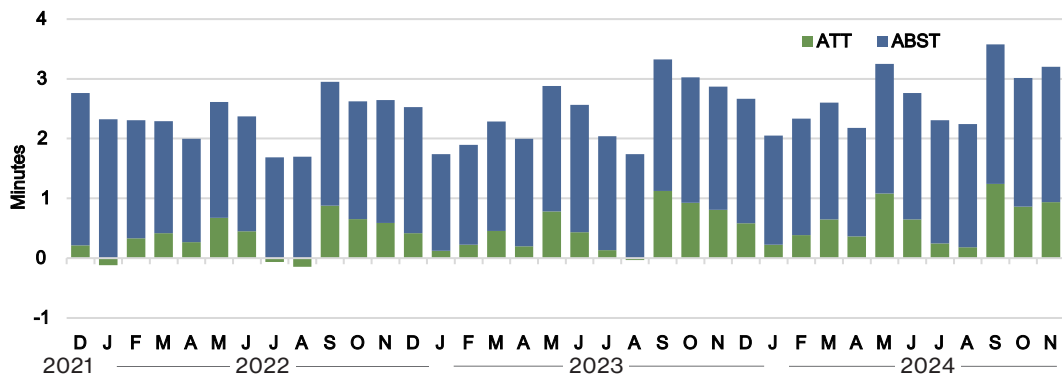
Bus Speeds, by Time of Day
*The average speed of all NYCT & MTA buses*

bus lanes on both the Upper East and Upper West sides on the stretch from Second Avenue to West End Avenue and includes offset and curbside bus lanes in both directions to prevent vehicle blockages, pedestrian safety improvements, left-turn bays to streamline traffic flow, neighborhood loading zones, and treatments to reduce turning speeds for drivers.

In support of our goal of operating a 100 percent zero emission bus fleet by 2040, the MTA awarded the purchase of more than 250 new 40-foot Battery Electric Buses (BEBs) that will operate along multiple routes throughout the city. This purchase builds on the 60 standard 40-foot BEBs coming to various depots this year and 205 BEBs slated to arrive late next year. These new 40-foot buses will reduce greenhouse gas (GHG) emissions by upwards of 90 metric tons annually per bus. Finally, this year we activated Automated Camera Enforcement (ACE) on 34 routes in partnership with DOT and the New York City Department of Finance (NYC DOF). As of November 29, all routes have transitioned from the warning period to issuing violations. Bus lane speeds on routes increased, on average, by 5% as well as a 20% reduction in collisions and a 5-10% estimated reduction in emissions.
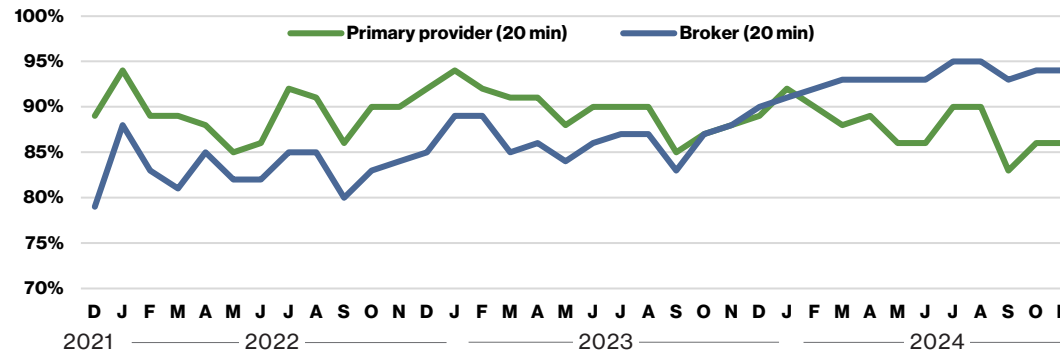
Paratransit Trips, by Type of Provider

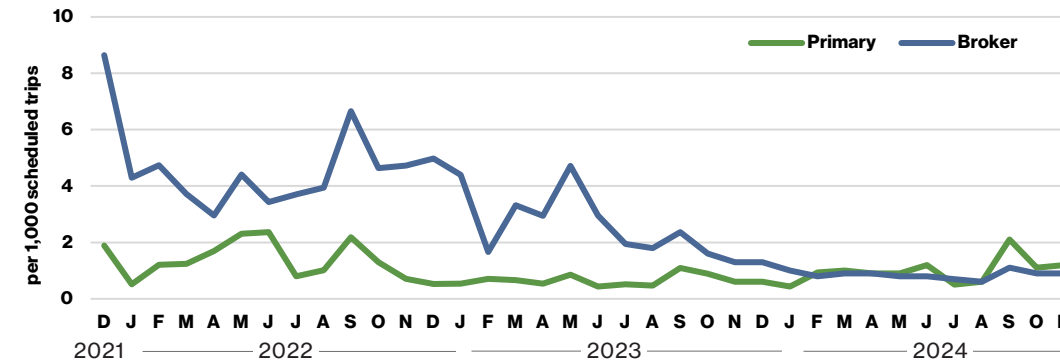*The number of paratransit trips, by type of service*
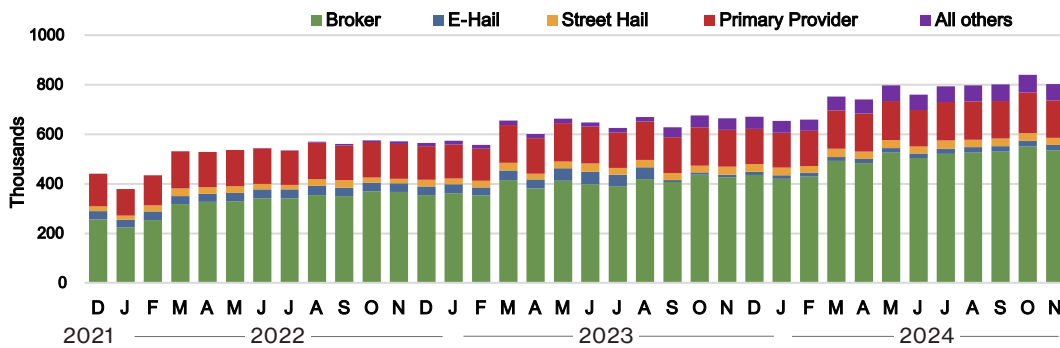
Paratransit On-Time Performance

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

Data Review

Paratransit ridership was down slightly from October to November, but the trend of significant ridership increases year over year continues, with Paratransit remaining on pace for a record ridership year. Total completed trips in November 2024 increased by 20% compared to November 2023 and total ridership also increased by 16.5% compared to the same month last year, with year-to-date totals at approximately 12 million riders on 8.4 million trips.

On-time performance remained consistent for the month, compared to October. Our primary carrier service completed 86% of pickups within the 20-minute window from promise time, and 93% within the 30-minute window. With broker service, we completed 94% of trips within the 20-minute window, a notable 6% increase compared to the same month last year, and 98% of trips within the 30-minute, well above our goal of 94%.

No shows remain well below the 3 per 1,000 goals on all service modes. On primary carrier service, the No-Show Rate was 1.2 per 1000 trips, down by 0.6 per 1,000 trips compared to the same month last year. For broker service, the result for November 2024 remained flat at 0.9 per 1,000 trips when compared to October 2024 and decreased by 0.4 per 1,000 trips when compared to the same month last year.

Call center performance remained consistent at 98% of calls answered in November, a 1% increase when compared to the same month last year, and well above our goal of 95%. The Average Speed to Answer time in November 2024 decreased by 8 seconds when compared to October 2024 and decreased by 18 seconds when compared to November 2023, a positive trend despite trip increases.

Moving Forward

As we move into the New Year, our focus remains on maintaining our performance as ridership grows. Based on our daily customer feedback and monthly Pulse surveys, we continue working to address the issues most important to our customers, including increasing on-time performance on both pickups and appointment times, keeping provider no-shows at near-zero levels, and reducing travel times. We continue working to enhance our app to give our customers more self-service options to track and manage their trips and look forward to expanding the roll out of OMNY for AAR customers in the New Year.

Subway Ridership

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

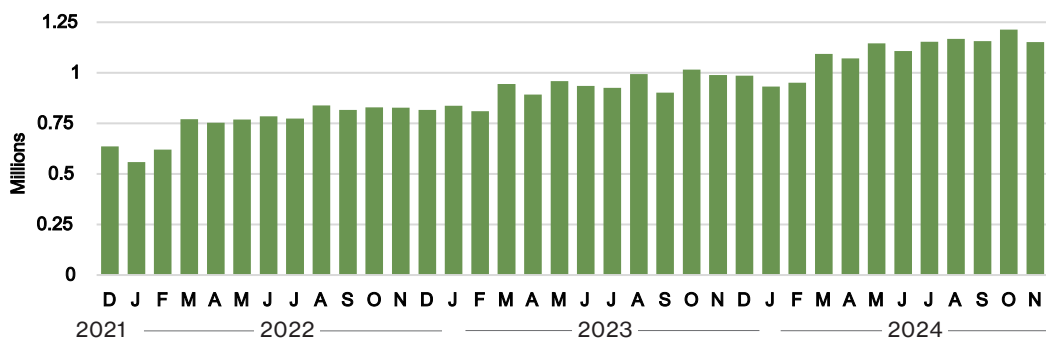*October and November fare evasion data not yet available*
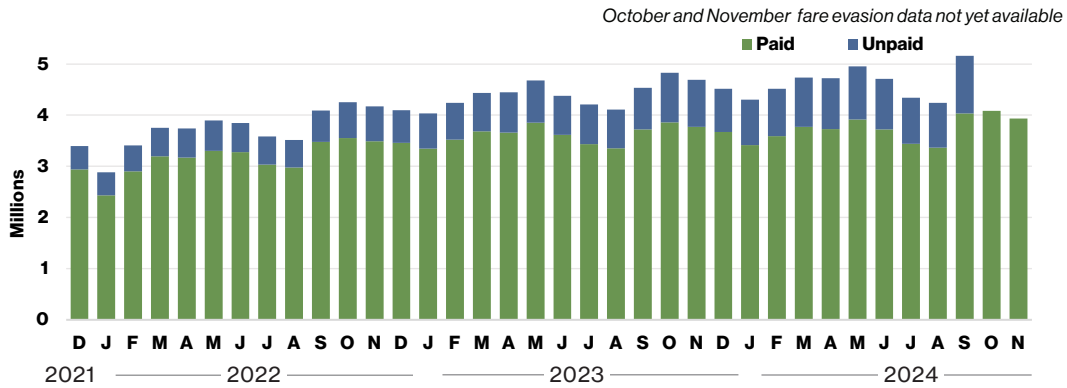
Bus Ridership

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

October and November fare evasion data not yet available
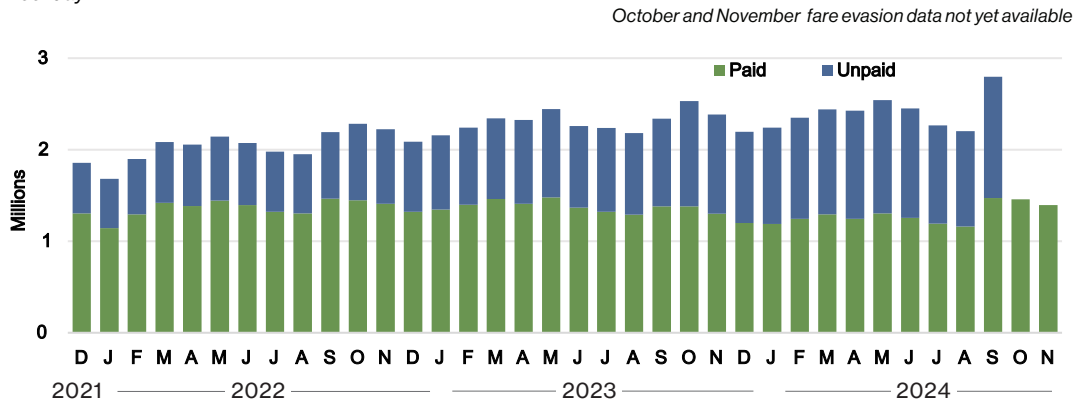
Paratransit Ridership

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

RIDERSHIP

Data Review

The strong year-over-year (YoY) growth in paid ridership seen in September and October continued in November. Average weekday paid subway ridership stood at 3.93 million, up 4.3% from November 2023. This was lower than the 5.7% YoY figure seen in October, but this is due to calendar effects. When looking at midweek days when schools are open, ridership averaged 4.23 million, representing a 5.5% increase over last November, and only slightly lower than the 5.9% growth for midweek days seen in October. On these midweek days, paid subway ridership now is 71% of the levels on comparable days pre-pandemic.

As noted in last month's report, a new record was set for weekend ridership on November 2 and 3, the weekend of the NYC Marathon, with 5.42 million for the total weekend and 2.6 million on Marathon Sunday itself.

Reductions in fare evasion continue to have meaningful impact on paid bus ridership, with the average weekday seeing 1.43 million and 1.47 million on midweek days. Those represent 8.0% and 9.0% improvements respectively over November 2023. This is even higher than the YoY growth of 5.7% and 5.9% seen in October. Midweek paid bus ridership is now approximately 64% of pre-pandemic levels. With preliminary bus fare evasion roughly 45% the average weekday ridership would be approximately 2.6 million.
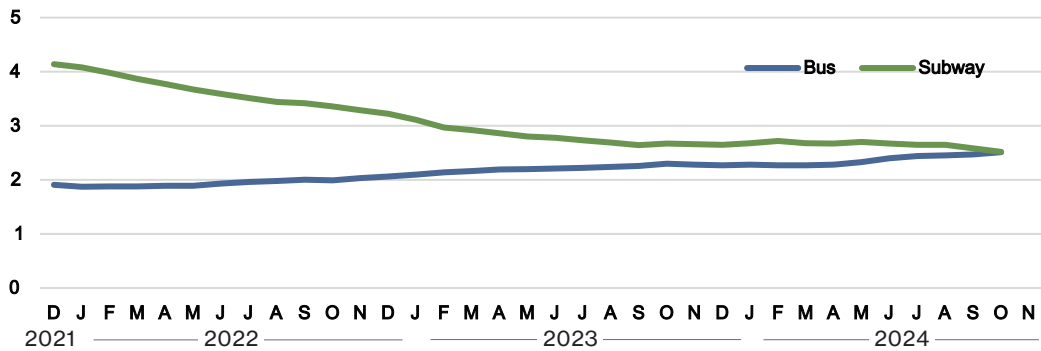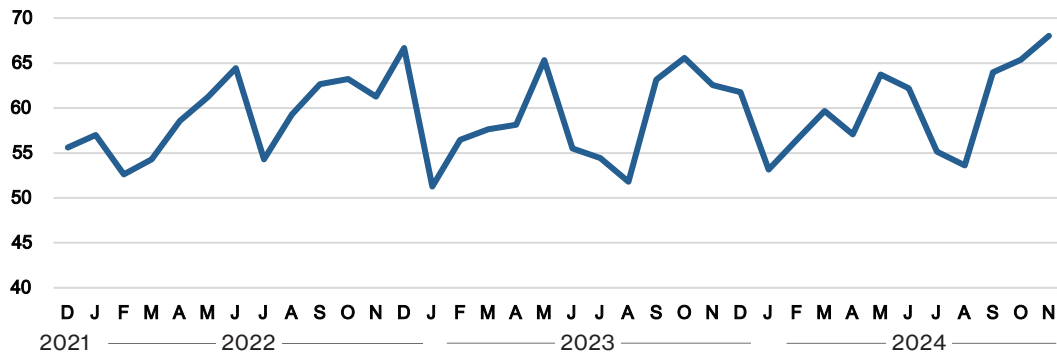
Customer Accident Rate

The number of reportable subway and bus customer accidents per million customers (12-month rolling average)
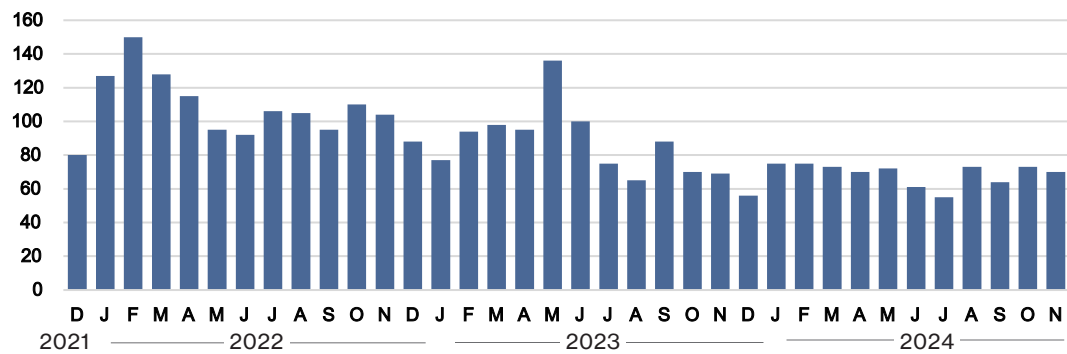
November data not yet available

Legend: Bus | Subway

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.

Employee Lost Time Accident Rate
The number of reportable employee lost time accidents per 100 employees (12-month rolling average)

November data not yet available

Bus — Subway
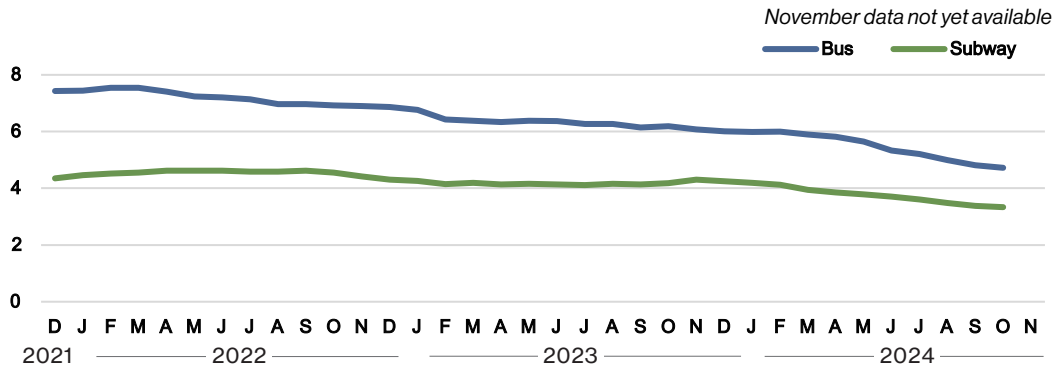
Assaults and Harassments Against NYCT Employees
Assault, under NYS penal law, requires physical injury. Harassment involves actions that annoy or alarm with no resulting physical injury

November data not yet available

Harassment — Assault
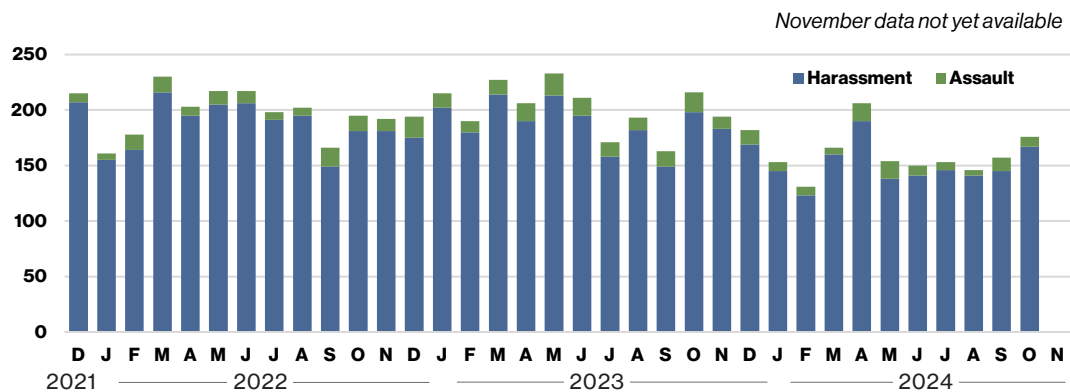
Data Review & Moving Forward

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

Bus Collisions, Collision Injuries and Customer Accidents increased 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 22% when comparing periods ending November 2024 and November 2023.

Major Crimes Against Subway Customers

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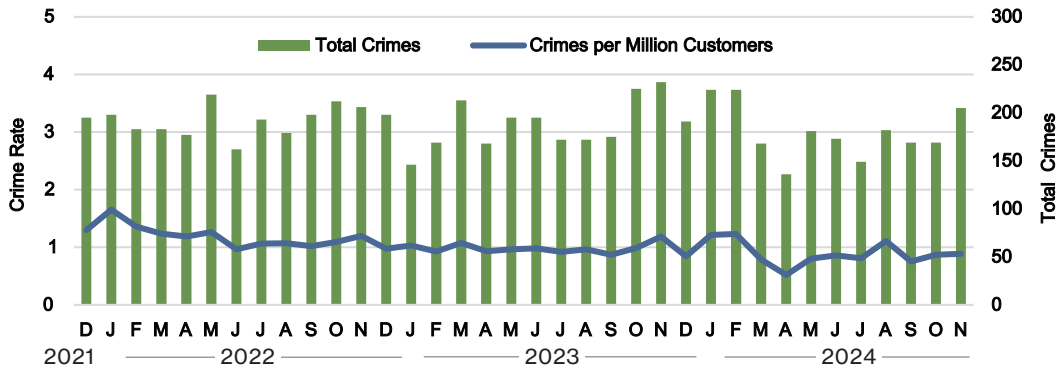
NYPD Summonses & Arrests

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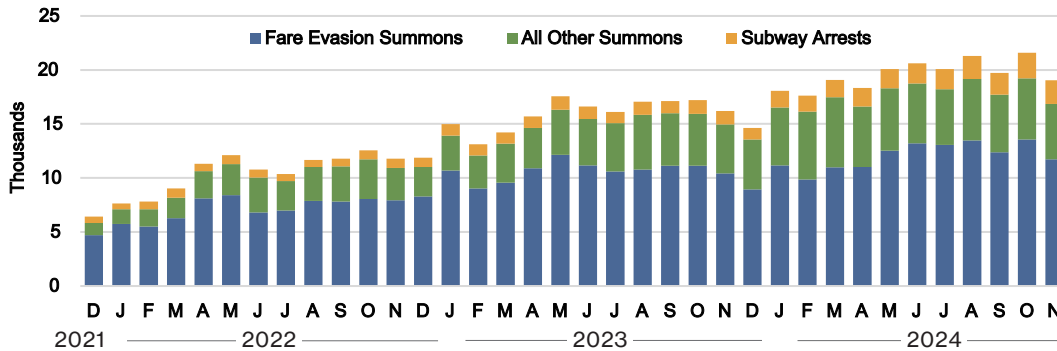
Perception of Safety and Police Presence

On a scale of 1-10, where 1 is very unsafe and 10 is very safe, how safe do you feel using the subway?
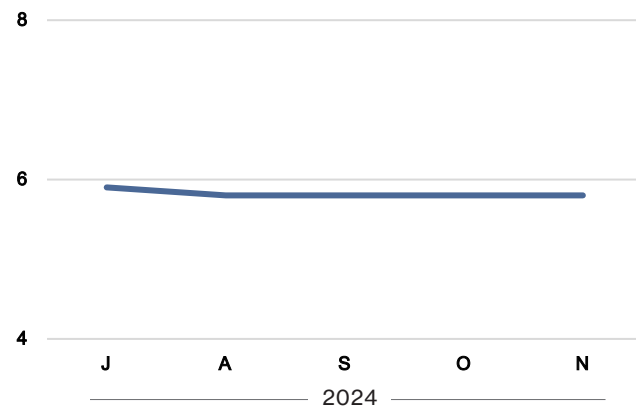
How do you feel about the number of uniformed police officers you've seen in the subway?
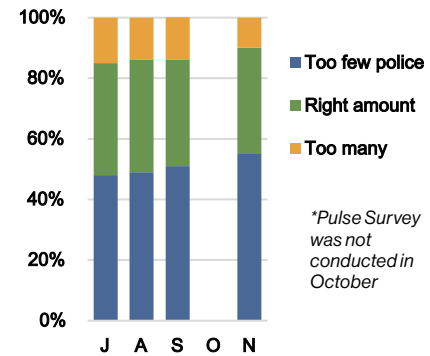
Pulse Survey was not conducted in October

Data Review

In November 2024, Major Felony Crime was up 19% month-over-month but down 16% versus November 2023. Crime increased by 8% when compared to the 2023 monthly average. Crimes per Million Rides increased 30% in November 2024 (versus October 2024) but was down 17% versus November 2023. Further, figures were flat versus the 2023 monthly average.

Although we saw an increase this November, 2024 continues to progress well year over year; crime figures remain lower by over 6% (2024 YTD versus Comparative period in 2023). Our collaborative efforts to combat crime patterns within our transit system have continued to show effect month over month. We, at the MTA, will continue to work with our 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 is up over 12% versus November 2023. We are also remining above the 2023 monthly average and 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 the 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 transit 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 7 of 11 months YTD. 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 have been able to maintain security of the transit system concurrent with increasing ridership. We believe that our new crime and QoL 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.

Monthly Pulse Survey Results, November

Subways

How satisfied are you with your last trip?

The Pulse Survey was not conducted in October as the Customer Counts Survey was conducted in the field.
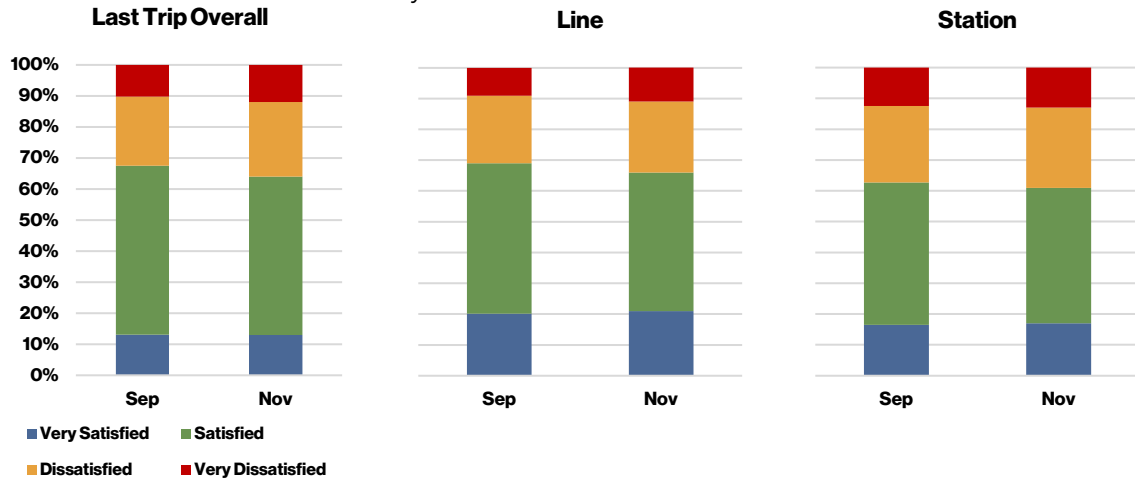
Last Trip Overall

Line

Station

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

Key Customer Experience Indicators

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

By Time of Day

- Last Trip Satisfaction
- Wait Times
- Crowding

Monthly Trends

Train cleanliness, Station cleanliness, On-board crowding, Wait time, Travel time

- Sep-24
- Nov-24

What needs to improve to increase your satisfaction?

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

More reliable service, Reduction in 'quality of life' concerns, Fewer people behaving erratically, More frequent service on weekends, Cleaner stations

- Sep-24
- Nov-24
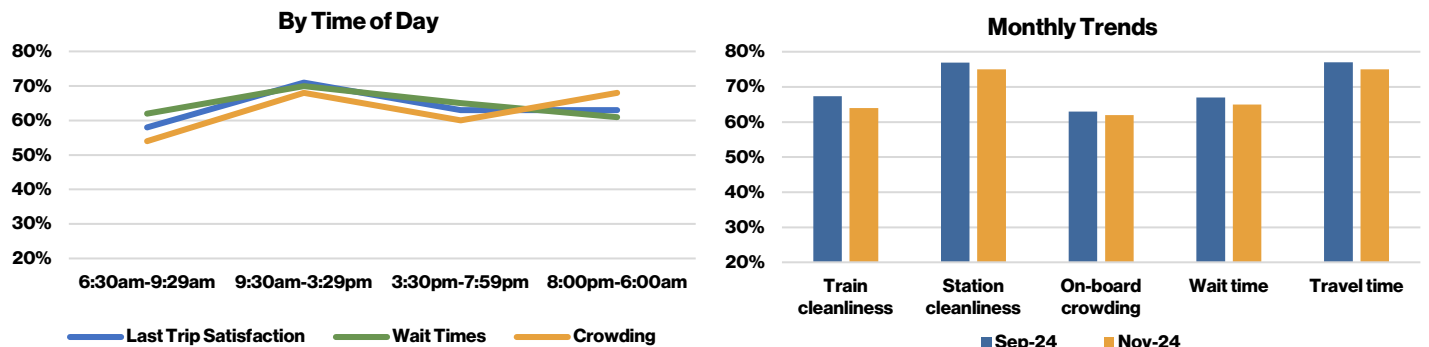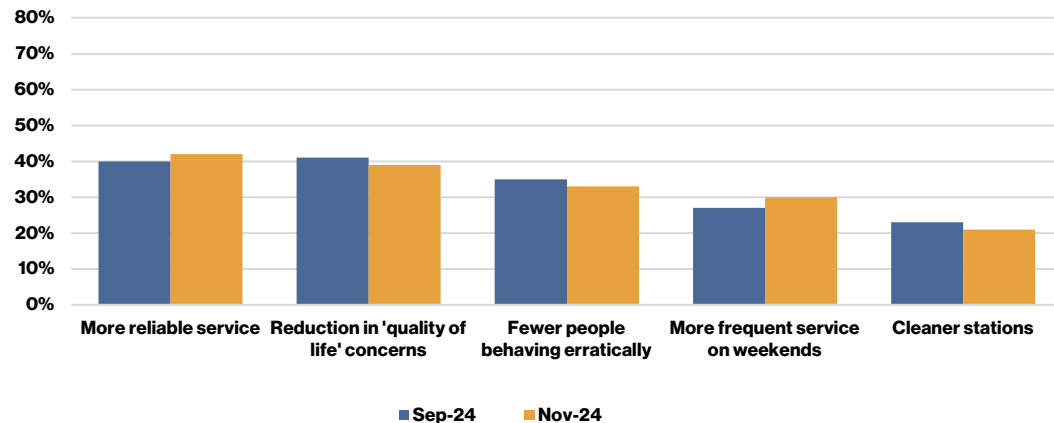
Monthly Pulse Survey Results, November

Bus

How satisfied are you with your last trip?

Local/Limited Bus — **Select Bus Service** — **Express Bus** (stacked bar charts, Sep and Nov)

Legend: ■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

Key Customer Experience Indicators

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

By Time of Day (line chart: 6:30am-9:29am, 9:30am-3:29pm, 3:30pm-7:59pm, 8:00pm-6:00am)

Legend: — Last Trip Satisfaction — Wait Times — Crowding

Monthly Trends (bar chart: Cleanliness, Wait time, Travel time, MTA staff helpfulness, Crowding)

Legend: ■ Sep-24 ■ Nov-24

What needs to improve to increase your satisfaction?

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

(bar chart: Wait time, More reliable service, Crowding, People not paying (fare evasion), Travel times & bus speeds)

Legend: ■ Sep-24 ■ Nov-24
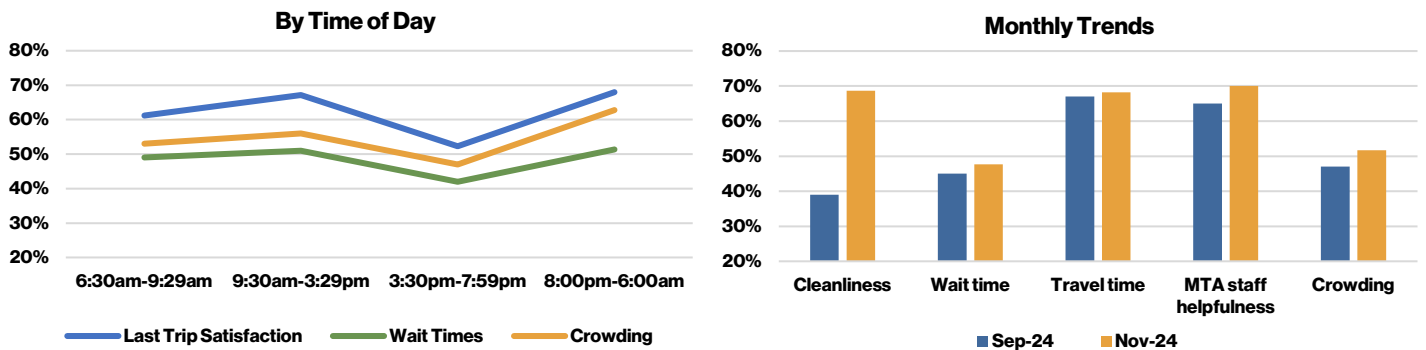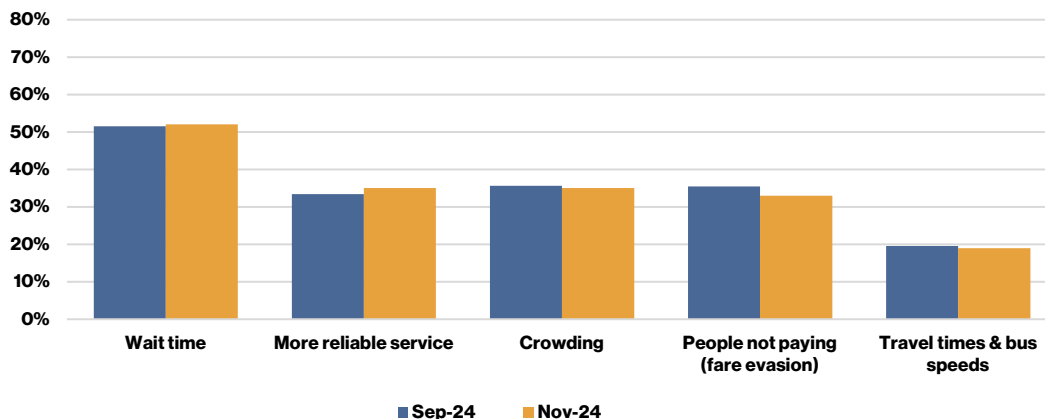
Monthly Pulse Survey Results, November

Paratransit (AAR)

How satisfied are you with your last trip?

Legend: Very Satisfied · Satisfied · Dissatisfied · Very Dissatisfied

Key Customer Experience Indicators

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

By Time of Day

Legend: Last trip satisfaction · On-time pick up · Driver courtesy

Monthly Trends

Legend: Sep-24 · Nov-24

What needs to improve to increase your satisfaction?

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

Legend: Sep-24 · Nov-24
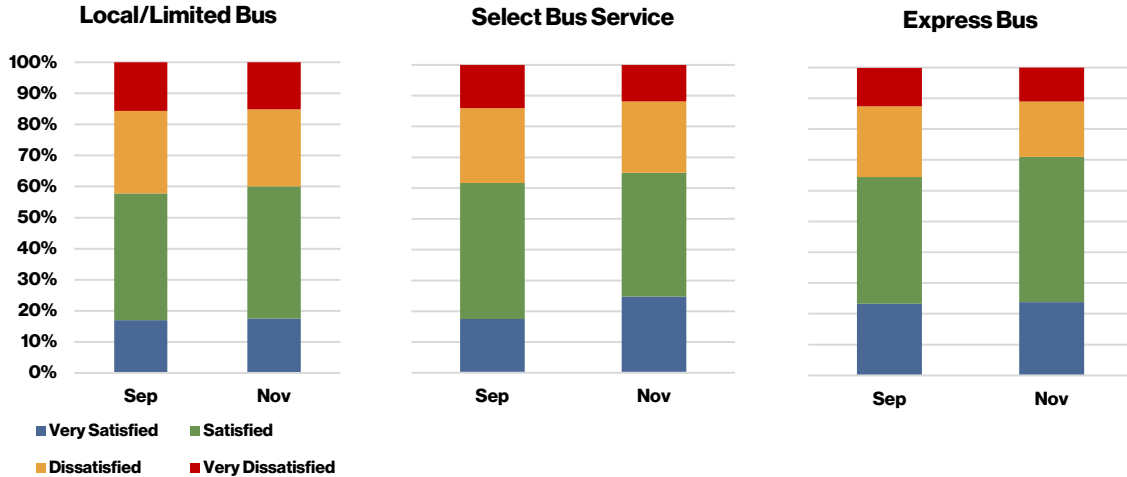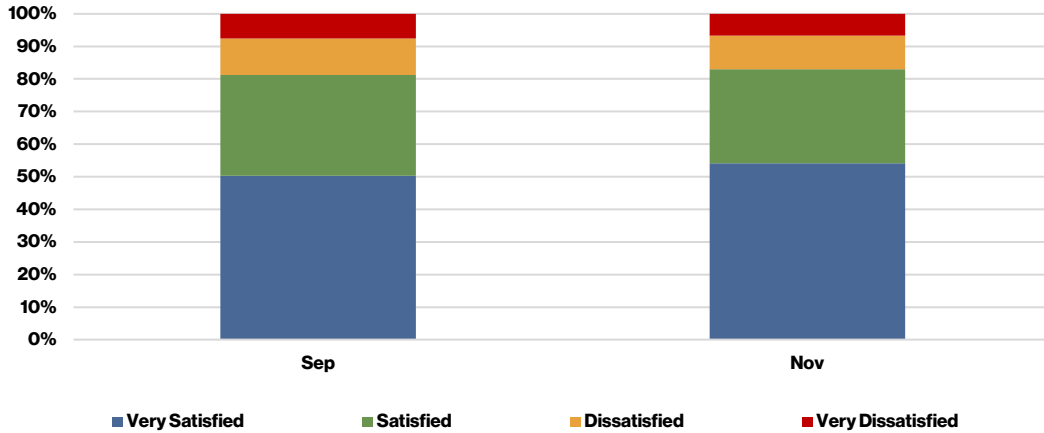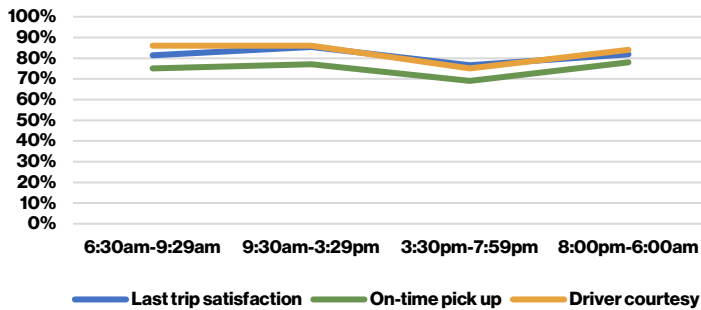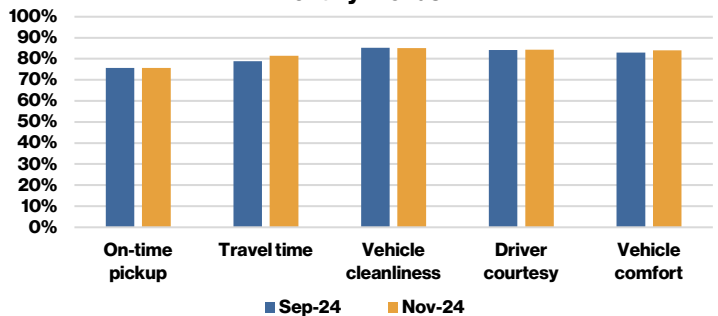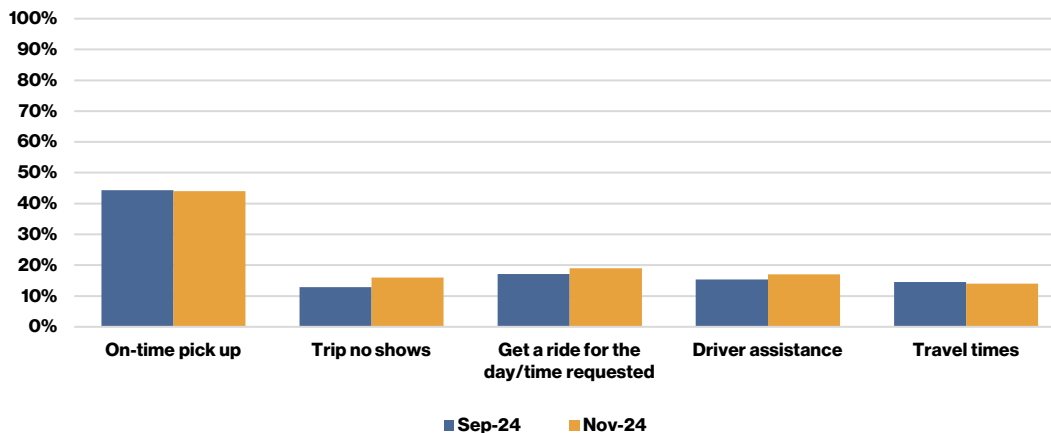
Data Review

In November, 64% of Subway customers were satisfied with their most recent trip - down 3 percentage points from September. 66% were satisfied with their line, down 3 percentage points from September.   At the same time, 61% were satisfied with their station, on par with September. Satisfaction with Train Cleanliness and Travel Times is down, with now 64% of customers satisfied with Train Cleanliness and 74% with Travel Times. All other key last-trip satisfaction attributes are similar to September. Furthermore, most customers reported feeling safe on their last trip; 70% felt safe on the train and 70% in the station, which is similar with September.

In November, 62% of all bus customers were satisfied with their last trip, up from 59% in September. This ranges from 60% of Local/Limited, 65% of SBS, and 71% of Express bus customers – all increasing from September. Local/Limited/SBS customer satisfaction increased on all metrics in November, notably Crowding (up 4 points), Wait Time (up 3 points), and Cleanliness (up 2 points). Fewer customers in November report experiencing road/traffic conditions that slowed the bus down (32%, down from 35%) or a total trip length longer than usual (20%, down from 24%), which may have contributed to the overall score increase.

In November, 83% of Access-A-Ride customers were satisfied with their last trip, up from 81% in September. Three quarters (76%) of customers were satisfied with On Time Pick Up, consistent with September. More than half of customers trips in November occurred during the midday (9:30am – 3:29pm), with 85% trip satisfaction during this period. Satisfaction with trips that took place during the evening was lower at 77%, with notably lower scores in On Time Pick Up and Travel Time in Vehicle.

Accessibility in the Subway System

It's rare for a month to pass without significant accessibility milestones in the subway system. The MTA is making enormous progress on system-wide accessibility – completing major upgrades five times faster than the past and delivering a historic number of stations. The Current 2020-2024 MTA Capital Plan is slated to complete 67 newly accessible subway stations, a substantial increase from previous plans.

Last week, the newest accessible station in the New York City Transit network was unveiled in Long Island City at Queensboro Plaza on the **7**, **N**, and **W** lines. This critical station is the sixth NYCT station to be made accessible in 2024 and will benefit the nearly 100,000 daily riders who travel through Queensboro Plaza every day. This was a complex project, made especially challenging by the station's location in the heart of a busy, 11–lane wide approach to the Ed Koch Queensboro Bridge, two of which are bike lanes. The project was made possible thanks to support from the Federal Transit Administration (FTA), with the full, approximately $69 million construction cost of the project coming from federal sources.

The centerpiece of this project is two new elevators. One will bring customers from the street level to the mezzanine and the other will provide access from the mezzanine to both the Queens-bound and Manhattan-bound platforms. Through the city's Zoning for Accessibility program, additional elevators are slated to come online next year on the north side of the station, bringing additional access and redundancy to the station.

In addition to the elevator installations, the project made further improvements to Queensboro Plaza. The mezzanine level was expanded by 2100 square feet to both accommodate the elevator to the platforms and to improve customer flow. At a busy transfer station in a rapidly growing community, this extra flow is a major customer improvement. The upper and lower platforms were completely replaced to ensure accessible boarding. New lighting and security cameras have been added, increasing safety and the station environment. The pedestrian bridges over the Queensboro Bridge access road were updated. Additional stairs were built to provide better customer flow. These upgrades, along with other state of good repair work, will support Queensboro Plaza riders and improve their experience for years to come.

The pace of ADA upgrades isn't slowing down; thanks to Congestion Pricing, the MTA is able to initiate upgrades at several subway stations, with Gates Avenue in Brooklyn on the **J** and **Z** lines the latest to be announced. And, with at least 60 stations slated to receive accessibility work in the upcoming 2025-2029 MTA Capital Plan, the NYCT system is well on that way to featuring over 200 accessible stations that touch millions of daily riders.

Multilingual Reduced-Fare OMNY Outreach Events

The MTA Government & Community Relations (GCR) team presented on the benefits of Reduced-Fare OMNY at three multilingual events hosted by local elected officials.

The Stein Senior Center, hosted by Assembly Member Harvey Epstein

GCR, along with Chinese, Mandarin and Spanish translators, were invited to give a presentation on Reduced-Fare OMNY as part of the Stein Center's Holiday Lunch program in Manhattan. Members enjoyed lunch while learning about the benefits of the Reduced-Fare OMNY program including how to use Reduced-Fare OMNY on buses and subways as well as the various, options for refilling their cards and/or accounts.

The Polish Slavic Center, hosted by State Senator Kristin Gonzalez

At this event, GCR was joined by translators for the agency's first Reduced-Fare OMNY presentation in Polish. Just over 100 attendees in Brooklyn participated in the program to learn about Reduced-Fare OMNY and the benefits of enrolling in the reduced-fare payment program.

The Huntington Free Library hosted by Council Member Amanda Farias, State Senator Nathalia Fernandez and SAPNA NYC

The MTA Team were joined by translators for our first Reduced-Fare OMNY event in Bengali organized by SAPNA NYC along with Council Member Farias and State Senator Fernandez in the Bronx. SAPNA NYC is a social services organization that serves the Bronx South Asian community.

2024 Operating Revenue & Expenses, November 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	4,088.3	3,952.2	(136.0)	188.4	176.9	(11.5)	6.3	5.5	(0.7)
Farebox revenues	3,342.0	3,197.9	(144.1)	171.1	167.1	(4.0)	4.2	3.5	(0.7)
Other revenues	746.2	754.3	8.1	17.3	9.8	(7.6)	2.1	2.0	(0.1)
Total non-reimbursable expenses	9,226.0	9,074.5	151.6	865.0	796.2	68.8	71.1	66.5	4.6
Labor expenses	6,956.7	6,882.3	74.4	660.1	611.0	49.1	56.3	51.9	4.5
Non-labor expenses	2,269.4	2,192.1	77.2	204.8	185.2	19.7	14.8	14.6	0.2
Non-cash liabilities	1,997.3	2,031.6	(34.3)	51.4	59.1	(7.7)	16.4	22.2	(5.8)
Net surplus/(deficit) - accrued	(7,135.0)	(7,153.8)	(18.8)	(727.9)	(678.4)	49.5	(81.2)	(83.1)	(1.9)

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	45,358	43,761	1,597	3,897	3,854	43	376	377	-1
Reimbursable	4,970	3,755	1,215	38	35	3	54	11	43
Total Positions	50,328	47,516	2,812	3,935	3,889	46	430	388	42

Data Review

Farebox revenue was unfavorable to the Forecast by $148.7 million primarily due to lower than projected bus paid ridership and fare liability. Other Revenue was $0.4 million favorable to the Forecast mainly due to higher than projected paratransit reimbursement from higher trip volume, offset by the unfavorable timing of fare reimbursement and lower than projected retail rent and advertising revenues. Expenses were under the Forecast by $225.0 million. Labor expenses, including fringe benefits, were favorable by $127.9 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 $97.1 million mainly due to favorable timing of professional, maintenance contract expenses, and lower power and fuel expenses.
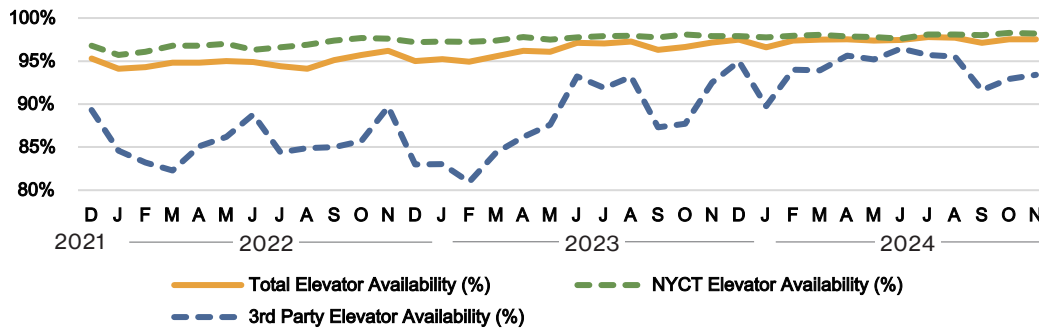
Moving Forward

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

The return of Congestion Pricing has been an exciting new development for our customers, with funding for capital improvements like new accessible stations, as well as improved bus and Access-A-Ride service we expect to see in Lower Manhattan. Along with the rest of the MTA, we have been working to ensure all users of the Congestion Relief Zone are aware of what to expect. In particular, the Individual Disability Exemption Plan (IDEP) will allow customers with disabilities to be exempt from the toll when driving into lower Manhattan. We held the first dedicated webinar on the IDEP program earlier this month and are planning another to help answer questions about the plan and how folks can enroll. The exemption for customers with disabilities was included in the original legislation, and we want to make sure to honor the intent of the legislation with IDEP and the other exemption programs.

In early December, MTA Accessibility, in coordination with the OMNY Team and MTA Market research, conducted user testing on the latest software in the new OMNY Customer Vending Machines (CVMs). MTA Accessibility invited eight advocates, who participated in several exercises, including buying a new OMNY card, refilling a card, and checking card value, to evaluate the audio and visual configurations on the machine. Advocates gave insightful and constructive feedback, and the OMNY Team is hard at work incorporating their suggestions to ensure the CVM is accessible and easy to use for all MTA customers. MTA Accessibility wants to extend a thank you to Todd Cohen, Bromley Williams, Jared Utley, Danny Espinal and all of the folks at OMNY Services for hosting the testing and furthering the MTA's accessibility goals.

Congestion Pricing

Congestion Pricing is a historic moment for our city, and come January 5, New York City Transit will be ready to roll, delivering great service and moving millions of people. Our transit system has made real progress in the past five years, since the program was enacted – today, we are running more service, better service, and safer service than we have in recent memory.

More Service

It all starts with more service. New York City Transit kept running during the pandemic, and we have bounced back strong. Transit is the lifeblood of New York City and running robust service is essential. Thanks to investments from leaders in Albany, the subway has added 1,200 additional scheduled trips every week, with frequency improvements targeted on off-peak, weekend, and overnight periods. Over four phases, enhancements reduced headways by 2 minutes on the ❶, ❸, ❺, ❻, Ⓑ, Ⓒ, Ⓓ, Ⓖ, Ⓙ, Ⓜ, Ⓝ, and Ⓡ lines. An estimated 2.9 million subway riders now benefit from the enhanced service on weekends and about 800,000 riders benefit each weekday from the off-peak service enhancements.

Buses are slated to see similar service enhancements. Thanks to investment from the Outer Borough Transportation Account, over two dozen local and express bus routes will receive additional trips and improved service in 2025. These service additions are compounded by the borough-by-borough bus network redesign process. This process has already improved service and increased connections on the Staten Island express network and the Bronx local network, and Queens is up next, with the borough's redesigned bus network scheduled to come online in 2025, with Brooklyn not far behind.

Congestion Pricing (cont.)

Better Service

As we increase service, we have remained laser focused on improving service quality. On the subway, this is all about Communications Based Train Control (CBTC). CBTC signaling can unlock enormous service improvements in our subway system through both increased reliability and by allowing trains to run closer together. In 2024, we saw real improvements to service on the Queens Boulevard Line, as we implemented Automatic Train Operation, seeing strong performance gains, especially on the (E) and (M) lines. Looking forward to 2025, there is light at the end of the tunnel on two major projects, with full CBTC optimization coming to the Culver (F) line and the completion of the 8th Av CBTC project on the (A), (C), and (E) lines.

On buses, our Automated Camera Enforcement (ACE) program is bringing more reliable service and faster speeds on 1,000 buses on 34 routes across the city. ACE brings enforcement beyond the bus lane, with double-parking and bus stop blocking violations now receiving enforcement. Since the launch of camera enforcement in bus lanes in 2019, we have issued over one million violations, and with a recidivism rate of roughly one in ten, most drivers get the message.

Rolling stock is critical to good service. On the subway, our R211 cars are growing in number every month, bringing all the benefits of a smoother, more reliable ride to customers on the (A) and (C) lines. Currently, 320 R211 cars are in service, with more on the way. On buses, we are charging forward on fleet-wide electrification, with an order of over 250 additional electric buses placed following the unpausing of Congestion Pricing. Electric buses are now running out of the Charleston Depot in Staten Island, where we completed major upgrades to allow for on-site charging. In coming months, more electric buses will be hitting the road in Manhattan, Brooklyn, and Queens, bringing cleaner, greener transit to communities and improving the bus riding experience.

And at Paratransit, the team is breaking records month after month for both ridership, performance, and customer satisfaction. Improvements to booking have reduced phone wait times substantially below goal and well below peer agencies. Focusing on the myAAR app booking process has seen real growth in customer usage and increased efficiency. And by raising the bar for On-Time Performance to 20 minutes, instead of the standard 30, we are focusing on improving the customer experience, reducing wait times, and completing more trips on schedule. It's not surprise that in October, Paratransit had its first ever 40,000 ridership day – by improving service, we are growing our ridership.

Congestion Pricing (cont.)

Safer Service

Undergirding it all is an ironclad commitment to safety. Nothing is more important at New York City Transit than ensuring that every customer has a safe journey, and every employee has a safe tour.

To improve safety, New York City Transit is using every tool at its disposal. We've scaled up our platform barrier pilot to 14 stations, providing customers with comfort and confidence while waiting on crowded platforms. In recent months, we've improved the design of these barriers with sleek stainless steel. Our subway car camera installation is 99% complete, and we are on schedule to reach our goal of 100% of all subway cars being camera-equipped by the end of the year. And brighter LED lights are now illuminating nearly 200 subway stations, saving the MTA money and making stations safer.

In 2024, we expanded our Subway Co-Response Outreach Team, or SCOUT, thanks to investment from Governor Hochul. This partnership between the MTAPD and the city Department of Homeless Services promptly responds to individuals experiencing severe mental illness harm to themselves or others.

At the same time, the MTA's partnership with NYPD has continued to move the needle on transit crime. Even accounting for an increase in January, overall transit crime is down 6.3% in 2024 compared to 2023. Every day, there are more uniformed NYPD officers in our system, making more arrests and interacting with more riders to improve their sense of safety.

By delivering on our commitment to more, better, and safer service, New York City Transit is already moving nearly six million people every single weekday. We are ready for the onset of Congestion Pricing and look forward to providing an excellent experience to any new or returning customers who make the choice to switch to mass transit in 2025.

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