

## MTA 2024 Annual Report – Key Performance Metrics

The following tables summarize annual performance data by MTA agency, including 2024 ridership, operations, safety, and workforce indicators. Detailed, open-source data are updated regularly and can be accessed at MTA’s performance metrics site [metrics.mta.info](https://metrics.mta.info) and the New York State Open Data Portal at [data.ny.gov](https://data.ny.gov). Additional 2024 operational, administrative, and financial information can be found in the MTA [2025 Adopted Budget—February Financial Plan 2025-2028](#).

### MTA New York City Transit

Performance Indicators	2024 Actual
<b>Subways</b>	
Weekday Major Incidents – Subways (monthly average)	60
Customer Journey Time Perf. (% within 5 min of scheduled)	84.36%
Additional Platform Time (average beyond scheduled)	1:21
Additional Train Time (average beyond scheduled)	0:31
Weekday Service Delivered – Subways	94.12%
Weekday Terminal On-Time Performance – Subways	81.62%
Weekday Terminal Delays – Subways (monthly average)	32,321
Mean Distance Between Failures – Subways (miles)	115,116
Weekday Wait Assessment – Subways	70.21%
Elevator Availability – Subways	97.44%
Escalator Availability – Subways	94.60%
Total Ridership – Subways	1,194,201,853
Weekday On-Time Performance – Staten Island Railway	96.27%
Mean Distance Between Failures – Staten Island Railway (miles)	46,259
<b>Buses</b>	
Customer Journey Time – NYCT & MTA Bus (% within 5 min of scheduled)	71.05%
Additional Bus Stop Time – NYCT & MTA Bus (average beyond scheduled)	2:04
Additional Travel Time – NYCT & MTA Bus (average beyond scheduled)	0:37
Bus Customer Wheelchair Lift Usage – NYCT Bus	120,913

Performance Indicators	2024 Actual
Service Delivered – NYCT & MTA Bus (% scheduled buses, peak hrs.)	95.23%
Bus Speeds – NYCT & MTA Bus (average route speed, end-to-end)	7.99
Total Ridership – MTA Bus Company	86,325,715
Total Ridership – NYCT Bus	322,728,035
Mean Distance Between Failures – NYCT & MTA Bus (miles)	6,226
Wait Assessment – NYCT & MTA Bus	74.11%
<b>Paratransit</b>	
Total Paratransit Ridership	13,721,708
Access-A-Ride On-Time Performance Pick up within (30 min) / (15 min)	96.5% / 87.3%
AAR Appointment OTP Trips (30 min early to 1 min late)	51.14%
AAR Actual Ride Time at or Better than Planned Ride Time	80.64%
AAR Customer Experience – Frequent Rider Experience	86.75%
AAR Call Center (% of calls answered)	97.20%
AAR Passenger Complaints (per 1000 completed trips)	4.99
AAR Registrants	178,052
<b>Safety</b>	
Customer Injury Rate – Subways (per million customers)	2.53
Customer Accident Injury Rate – NYCT Bus (per million customers)	2.56
Collisions with Injury Rate – NYCT Bus (per million vehicle miles	7.78
Employee Lost Time and Restricted-Duty Rate – NYCT Subways (per 100 employees)	0.28
Employee Lost Time and Restricted-Duty Rate – NYCT Bus (per 100 employees)	0.40
<b>Workforce</b>	
Female Representatives in NYCT Workforce	20%
Minority Representatives in NYCT Workforce	84%
<b>Finance</b>	
Farebox Operating Ratio	35.1%
Operating Cost per Passenger	\$6.68

## MTA Long Island Rail Road

Performance Indicators	2024 Actual
<b>Service</b>	
On-Time Performance	95.65%
Elevator Availability	99.13%
Escalator Availability	97.21%
Total Ridership	74,848,660
Mean Distance Between Failures (miles)	168,625
<b>Safety</b>	
FRA-Reportable Customer Injury Rate (per million customers)	2.04
FRA-Reportable Employee Lost Time Rate (per 200,000 worker hours)	4.15
<b>Workforce</b>	
Female Representatives in LIRR Workforce	13%
Minority Representatives in LIRR Workforce	42%
<b>Finance</b>	
Farebox Operating Ratio	32.3%
Operating Cost per Passenger	\$25.25

## MTA Metro-North Railroad

Performance Indicators	2024 Actual
<b>Service</b>	
On-Time Performance (West / East of Hudson)	93.13% / 98.34%
Elevator Availability	98.89%
Escalator Availability	100.00%
Total Ridership	65,271,211
Mean Distance Between Failures (miles)	374,865
<b>Safety</b>	
FRA-Reportable Customer Injury Rate (per million customers)	1.7
FRA-Reportable Employee Lost Time Rate (per 200,000 worker hours)	1.76
<b>Workforce</b>	
Female Representatives in Metro-North Workforce	12%
Minority Representatives in Metro-North Workforce	44%
<b>Finance</b>	
Farebox Operating Ratio	39.8%
Operating Cost per Passenger	\$23.59

## MTA Bridges and Tunnels

Performance Indicators	2024 Actual
<b>Service</b>	
Paid Traffic	337,747,176
<b>Safety</b>	
Collisions with Injury Rate (per million vehicles)	0.78
Employee Lost Time Injury Rate (per 200,000 work hours)	4.62
<b>Workforce</b>	
Female Representatives in Bridges and Tunnels Workforce	19%
Minority Representatives in Bridges and Tunnels Workforce	60%
<b>Finance</b>	
E-ZPass Market Share	93.1%
Total Support to Transit (\$ millions)	\$1,685,481,363

## MTA Construction & Development

Performance Indicators	2024 Actual
<b>Workforce</b>	
Female Representatives in C&D Workforce	32%
Minority Representatives in C&D Workforce	66%