



NEW YORK CITY TRANSIT KEY PERFORMANCE METRICS

April 2025

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New York City Transit President Demetrius Crichlow joined Train Operator Anthony Losito aboard the Redbird nostalgia train to Citi Field on April 4, 2025 for the New York Mets opening home game.

**This performance metrics document was prepared for the
April 2025 meeting of the New York City Transit & Bus Committee.**
2 Broadway • New York, NY 10004
April 28, 2025

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MESSAGE FROM THE PRESIDENT



Demetrius Crichlow

President

New York City Transit

April President's Message

I love it when a plan comes together.

As we rang in the New Year, New York City Transit hit the ground running. We put pen to paper and laid out ambitious goals for 2025. The Transit goals were bunched into 4 key categories: Modernize Service Delivery, Support and Protect Employees, Improve Customer Service, Harden the System & Increase Fare Compliance. Together, accomplishing these goals will make New York City Transit a safer system that delivers the world-class service New York City deserves.

But these goals are only as good as the team we have executing the vision. That's why I was so excited to announce Bill Amarosa as the new Senior Vice President of the Department of Subways and Rachel Cohen as the Vice President of Paratransit. Both Rachel and Bill have worked their way up through the ranks at the MTA, demonstrating skill and leadership every step of the way. I have full confidence that New York City Transit is in good hands with these appointments.

I'm also a big believer in looking outside of our own system for good talent and good ideas. We conducted a nationwide search, and I'm excited we found Bernard Jackson in Dallas to serve as our new Chief Operations Officer. Bernard will oversee and drive performance and service improvements across the departments of Subways, Buses, Paratransit, and Operations Planning. He brings decades of transit experience and a vast knowledge of transit systems from across the country. At Dallas Area Rapid Transit Bernard oversaw bus, light and commuter rail, Paratransit, On Demand Services, Maintenance of Way and Facilities Maintenance divisions. I know that this team is ready to deliver a safe and modern system that all Transit riders will benefit from.

Now that the first quarter of 2025 has come to a close, it's a good time to reflect on the progress we have made on the goals we set for ourselves.

Paratransit continues to break ridership and performance records. Even as ridership continues to exceed pre-COVID levels, Access-A-Ride achieved its first quarter goal of picking up more than 94% of customers within 20 minutes of their promised pickup. Vehicles are moving faster with congestion relief, and we continue our fleet modernization efforts, with 11 pilot electric vehicles already on the road and more new vehicles on the way. Paratransit is also making progress with OMNY adoption.



MESSAGE FROM THE PRESIDENT

20,000 Access-A-Ride customers now have their OMNY cards, and thousands more are in production, thanks to the partnership between the Paratransit and Revenue teams. By the end of 2025, all paratransit customers will have OMNY cards, giving paratransit customers their first opportunity to travel without using cash.

It's not just Paratransit beating their goals.

In March 2025, the Department of Subways delivered the best on-time performance statistics since 2023. Weekend on-time performance was 87.4%, the highest in three years. Our Customer Journey Time Performance was the highest since April 2021, registering at 85.9%. Subways also continues to deliver in our fight against fare evasion. Back-cocking modifications have reached 85.2% of turnstiles. We have 3 fully fortified stations with more on the way. Our efforts against fare evasion continue to pay dividends. Fare evasion on subways was down 26% in the latter half of 2024. We remain committed to being good financial stewards of this organization.

Our Station environments have also seen dramatic improvements. The Facilities team has completed 130 station revivals since the start of the REVIVE program and they are on pace to complete another 40 this year. The team has also completed over 270 LED light conversions, and we continue to make progress with the installation of platform barriers and upgrades to our communications rooms. I know with Bill leading the charge, the Department of Subways will continue to make progress on our goals and deliver a better commuter experience for all New Yorkers.

Last but certainly not least, the Buses team has delivered on every goal.

The Department of Buses, led by Senior Vice President Frank Annicaro, kicked off the year with a key objective: supporting the launch of the Central Business District Tolling Program. Congestion Pricing has been so effective at reducing traffic that buses began arriving at stops ahead of schedule. In response, the team launched a Timepoint Removal Pilot on seven routes, significantly reducing travel time without compromising service.

The team has set ambitious goals for the bus network. Earlier this year, the MTA Board approved the Queens Bus Network Redesign. I'm looking forward to June, when we begin delivering meaningful improvements for the people of Queens. This once-in-a-generation opportunity will enhance bus service for 800,000 daily riders. Once Queens is fully implemented, we remain committed to launching the Brooklyn Proposed Final Plan.

MESSAGE FROM THE PRESIDENT

The launch of Automated Camera Enforcement (ACE) is a game-changer for the bus system, improving speed, safety, accessibility, and emissions. In 2025, we plan to expand ACE to 30 additional routes and 1,000 more buses, beginning with the M2 and M4 at the end of April.

The fight against climate change begins right here at New York City Transit. In terms of zero-emission buses, Phase 1 of our infrastructure buildout was completed on time, with four locations and 60 dispensers installed. We have completed the deployment of the MTA's first fleet of 60 40-foot battery electric buses. We remain committed to transitioning to a fully zero-emission fleet by 2040. Converting all 5,800 buses will help avoid approximately 500,000 metric tons of carbon emissions annually.

The team has also launched a new pilot program featuring bus camera feeds on digital information screens across 100 buses, and we've installed Security Monitor screens on more than 50 buses. Together with our EAGLE teams, our fare enforcement operations continue citywide. By constantly evolving and improving operations, potential fare evaders will always have to think twice.

Listen, I'm a realist. I understand we have a number of challenges coming on the horizon. The future of Transit continues to be debated in Albany and Washington. The decisions that come from our elected leaders over the next several months will impact our system for decades to come. But I believe in controlling what you can control, and I believe the future of Transit is in our hands.

We have a transportation network that is sewn into the fabric of the greatest city in the world. We have a workforce that is second to none. We have new, strong leadership that is already delivering results. The progress we have made in achieving our 2025 goals proves that we are ready for the challenges ahead.

I'm proud of what we have accomplished so far this year, and I'm excited to see what the rest of the year will bring.

In service,

Demetrius Crichlow





TWIRL PIE

- 1. Slice dough into strips
- 2. Twist strips and create a coil pattern
- 3. Press together the edges of the coil to seal
- 4. Bake and enjoy!



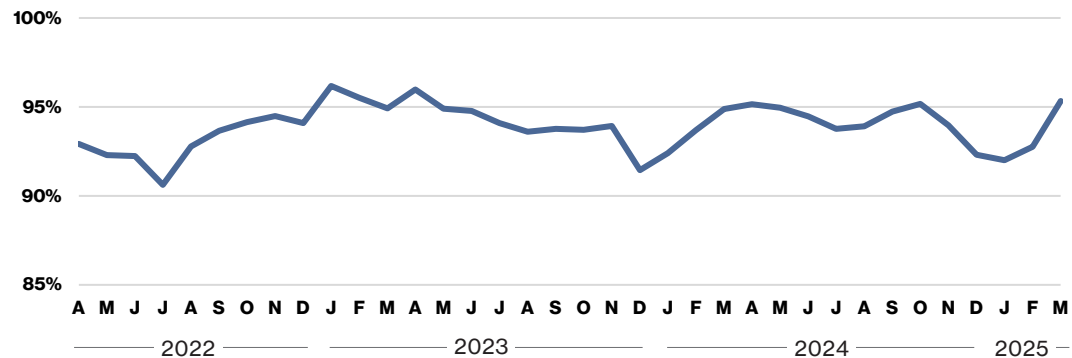
PROSPECT PK

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SERVICE PERFORMANCE

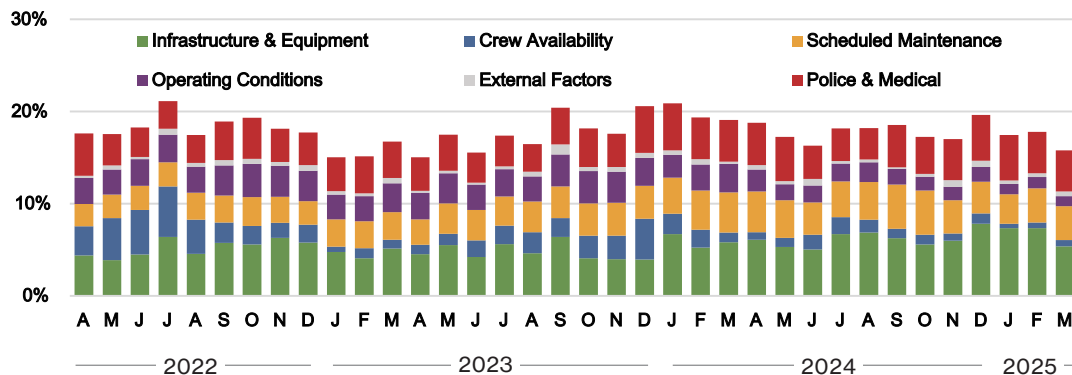
Subway Service Delivered

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



Subway Delays

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



Data Review

In March 2025, weekday On-Time Performance (OTP) was 84.2%. This represents a two-percentage point improvement over February of 2025 and was the highest weekday OTP since June 2023. Improvements in car availability and a reduction in right-of-way work led to strong increases on **R**, **B**, and **D** service. Weekend OTP was 87.5%, the highest in three years. The percentage of customers arriving at their destinations within five minutes of schedule (CJTP) remained improved to 85.9%, which represents a one percentage point improvement from February 2025 and the highest since 2021. Service Delivered was 95.3%, a 2.5% improvement from February.

Moving Forward

In March 2025, the Department of Subways delivered some of the best performance we have seen in years. Thank you and congratulations to everyone involved in using data to understand the drivers of performance and make smart adjustments to improve service for our customers. While we are thrilled with the March results, there is more to come, and we look forward to driving further improvements in performance.

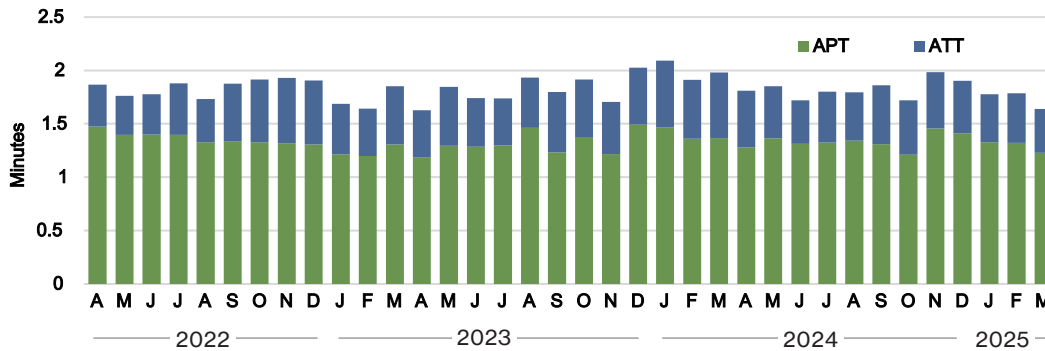


SERVICE PERFORMANCE

Subway Additional Platform Time + Additional Train Time

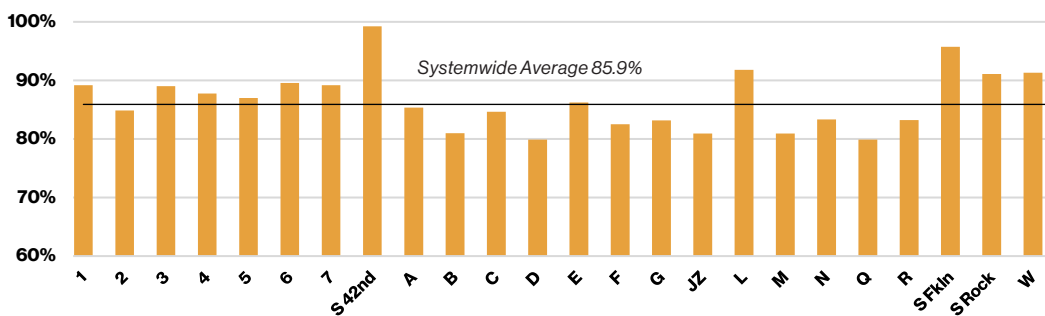
APT: The average time that customers spend waiting at a station beyond their scheduled wait time

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



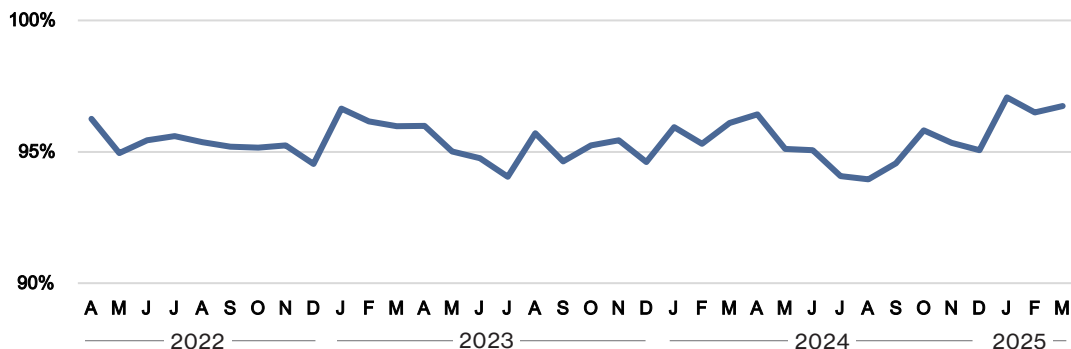
Next month marks the anticipated end of the Rockaway Resiliency project to fortify the segment of **A** train and Rockway Shuttle that runs across Jamaica Bay and into the Rockways from future storms. The subways team is eager to return **A** line service to the peninsula. The Rockaway community has been a great partner in this endeavor. Hugo Zamora and the project team deserve all the accolades they have received for running a top-notch alternative service plan with smooth shuttle train and bus operations for the duration of the project.

In furtherance of Chairman Lieber's commitment to retire the MetroCard, the teams at Revenue Control and the Electronics Maintenance Division have been working around the clock to ensure a speedy and orderly transition to OMNY. Over the coming year, these teams are tasked with shutting down and removing the old MetroCard Vending Machines from our stations in order to facilitate the installation of the new OMNY machines.

SERVICE PERFORMANCE

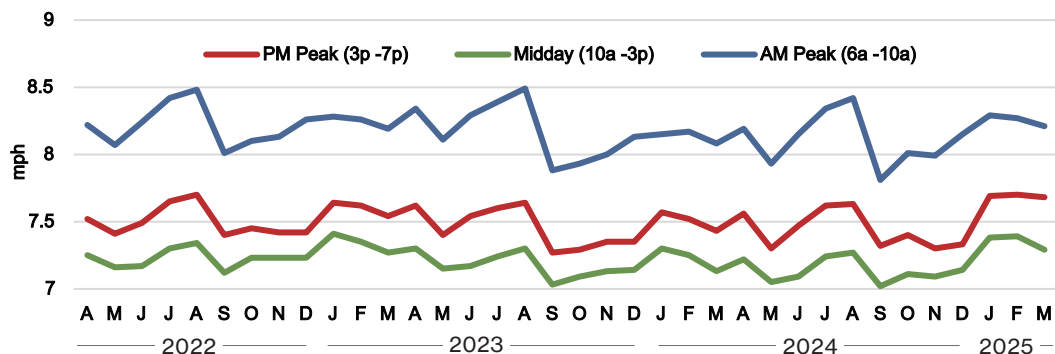
Bus Service Delivered

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 March 2025 improved across all key metrics compared to March 2024 and remained stable relative to February 2025. Service Delivered was 96.7%, a 0.6% increase from March 2024. This figure is slightly higher than in February 2025 and consistent with the year-to-date average. Bus Speed averaged 8.2 mph, unchanged from February but 2.5% faster than in March 2024. Customer Journey Time Performance (CJTP) was 72.7% in March, up 0.9% from last year but slightly down from February.

Moving Forward

We're looking forward to bringing better service to 800,000 Queens customers with the upcoming Queens Bus Network Redesign. It's been decades since major changes were made to Queens bus routes. To design a network that meets riders' needs today, we incorporated feedback from five years of public engagement to develop and refine a plan that modernizes service, improves reliability, and supports our workforce.

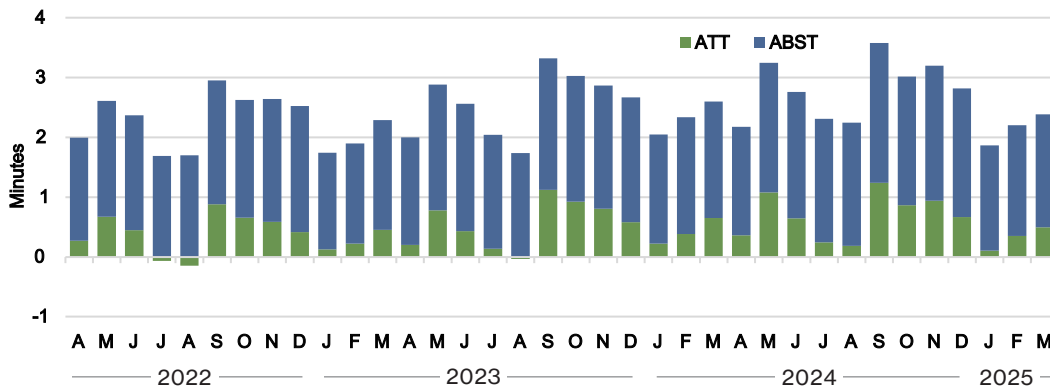


SERVICE PERFORMANCE

Additional Bus Stop Time + Additional Travel Time

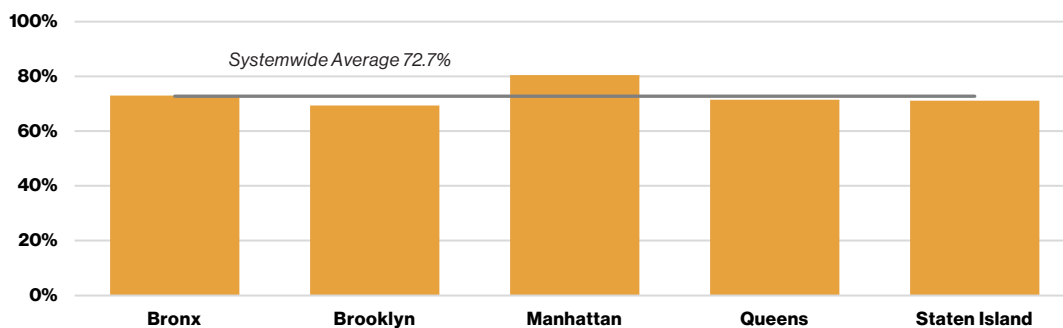
ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time

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



Bus Customer Journey Time Performance

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



We have announced a two-phase Queens Bus Network Redesign implementation plan:

- Phase 1: June 29, 2025
- Phase 2: August 31, 2025

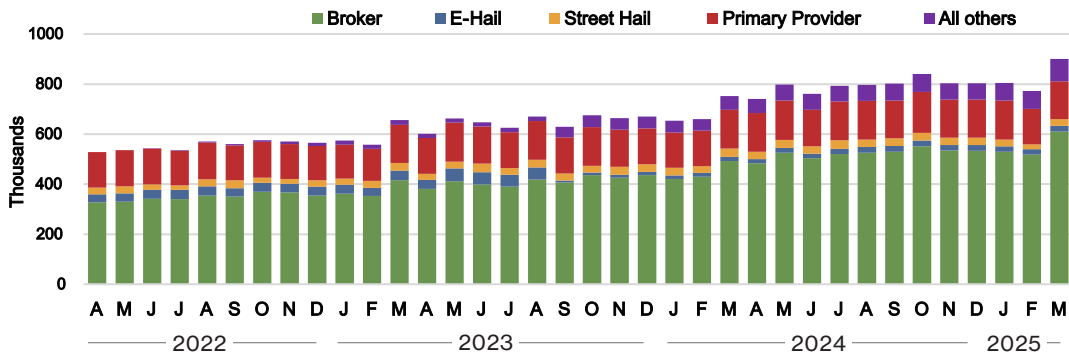
We've reimagined the map to deliver faster, more reliable service with an expanded all-day frequent network, adding new overnight service, removing some stops, and adding new connections to major destinations and transfer points. Route change details are now available at mta.info/queensbus. Riders can use the site's phasing guide and interactive route look-up tool to find when their specific route will change and access detailed information.

In honor of Earth Day, we're stepping up efforts to electrify our 5,800-bus fleet by 2040. Today, 75 zero-emissions buses are serving the city, and we've completed Phase 1 of our infrastructure buildout, including four charging sites with 60 dispensers to support our growing electric fleet. Transitioning to a fully zero-emissions fleet will be a game changer for cleaner, greener transit in our communities.

SERVICE PERFORMANCE

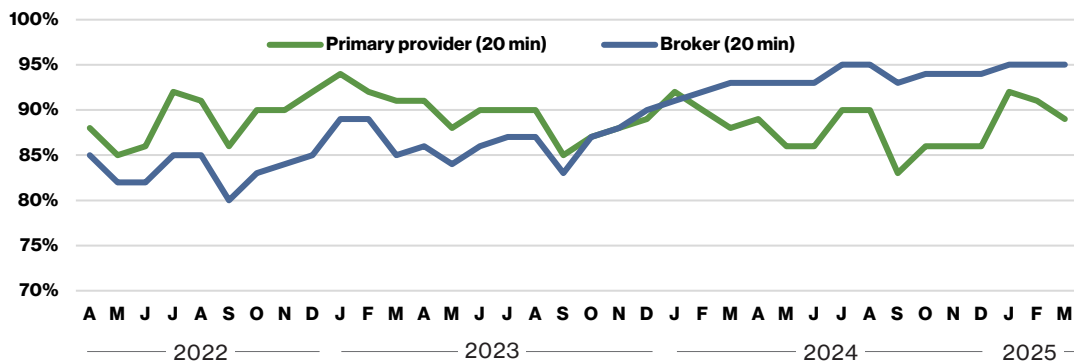
Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service



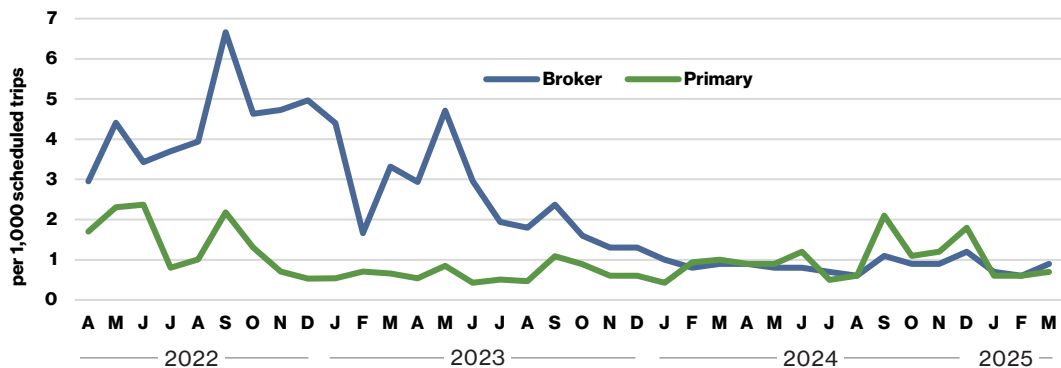
Paratransit On-Time Performance

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

March 2025 was a record-setting month for paratransit, with ridership surpassing the previous record set in October 2024. Total ridership for March 2025 was nearly 1.3 million riders on 900,000 completed trips, capping a first quarter where paratransit provided a record 2.5 million trips.

On-time performance remained strong this month, even with this record high trip volume. Our primary carrier service completed 89% of pickups within the 20-minute window from promise time, up 1% when compared to March 2024, and 96% of trips in the 30-minute window. For broker service, we completed 95% of trips within the 20-minute pickup window, which is flat when compared to February 2025 and represents a 3% improvement compared to the same month last year.

On primary carrier service, the no-show rate was 0.7 per 1,000, remaining well below our 3.0 per 1000 goal. This was an increase of 0.1 per 1000 trips when compared to February 2025 and a decrease of 0.3 per 1,000 scheduled trips when compared to the same month last year. For Broker service, the no show rate of 0.9 per 1000 for March 2025 represented a slight increase from February, but was also far better than our goal of 3.0, and remained flat when compared to March 2024.

In March 2025, our call center answered more than 1,000,000 calls. 97% of all calls were answered, despite significant ridership and trip volumes, and the average answer speed was 28 seconds, which is far better than our goal of 60 seconds.

Moving Forward

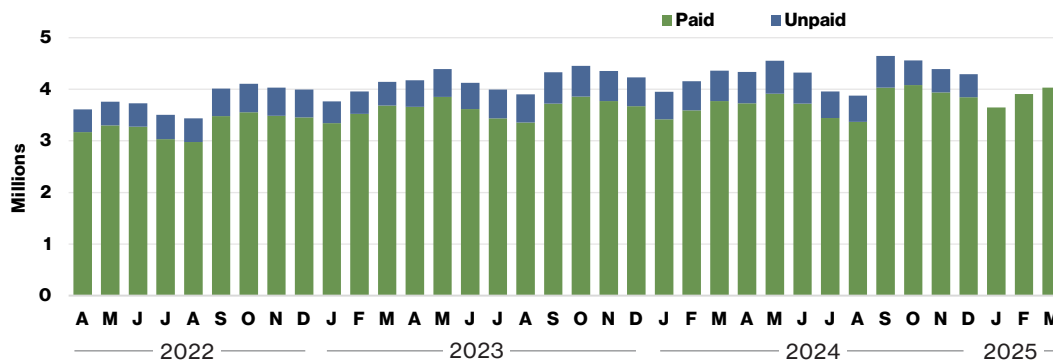
Our focus remains on our goal of maintaining our performance as ridership grows. Based on our daily customer feedback and monthly Pulse surveys, we continue working to address the issues most important to our customers, including increasing on-time performance, addressing issues on the day of service, 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, allowing them to book faster and our call center resources to be used more efficiently.

RIDERSHIP

Subway Ridership

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

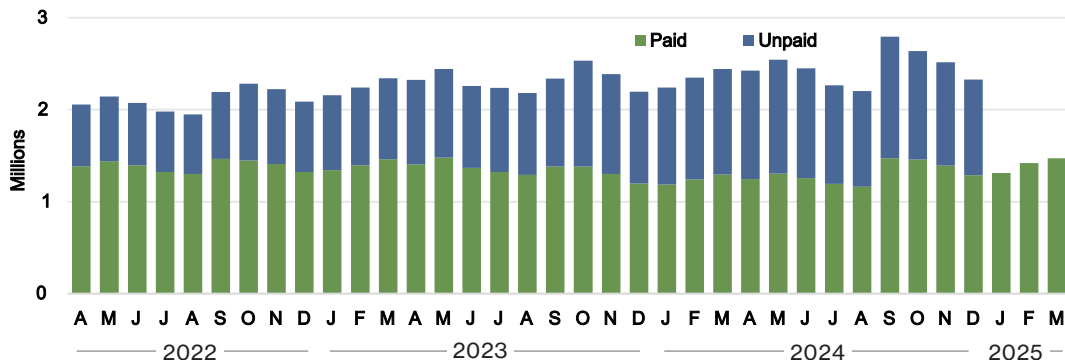
First quarter 2025 fare evasion data not yet available



Bus Ridership

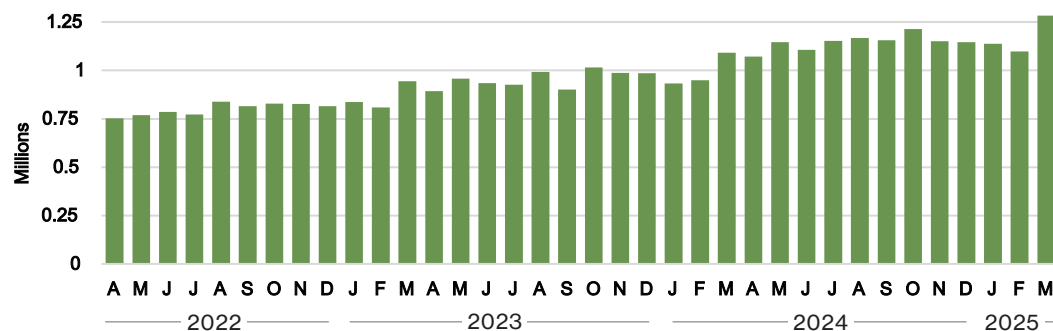
The number of paying bus (NYCT and MTA) customers, and estimated number of non-paying customers, on an average weekday

First quarter 2025 fare evasion data not yet available



Paratransit Ridership

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



RIDERSHIP

Data Review

March paid ridership continued to show the strong year-over-year growth observed since September, with weekday paid subway ridership up 6.9%, to 4.03 million and bus paid ridership surging 13.9% to 1.47 million, the highest paid bus figure recorded since May of 2023. This is especially impressive because it is highly unusual for March bus ridership to exceed the previous September's levels. Subway midweek growth stood at 7.5%, with an average of 4.22 million, with Friday growth even higher at 8.9%, while Monday growth was more modest at 4.7%. Similar day-of-week patterns were observed on bus with 16.6% growth on March Fridays, 15.5% on midweek days and 7.5% on Mondays. Accounting for unpaid ridership, it is currently estimated that weekday subway ridership averaged 4.47 million, and bus averaged 2.77 million.

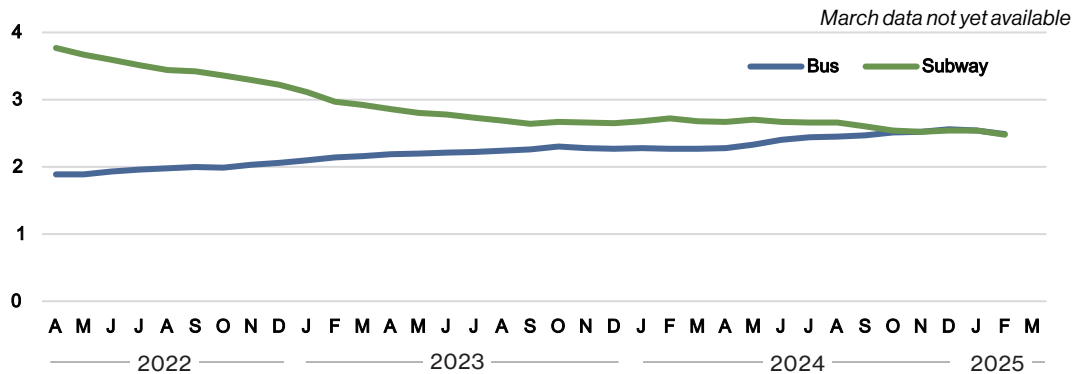
While weekends for any given month are subject to variability due to weather impacts and smaller sample size, for the full first quarter from January through March, weekend and holiday ridership rose 10.9% from 2024 on subway and 15.3% on bus. The stronger Friday and weekend numbers show that while all market sectors have been growing, it appears that discretionary trips are still leading the charge, as has been the case for much of the recovery.



SAFETY AND SECURITY

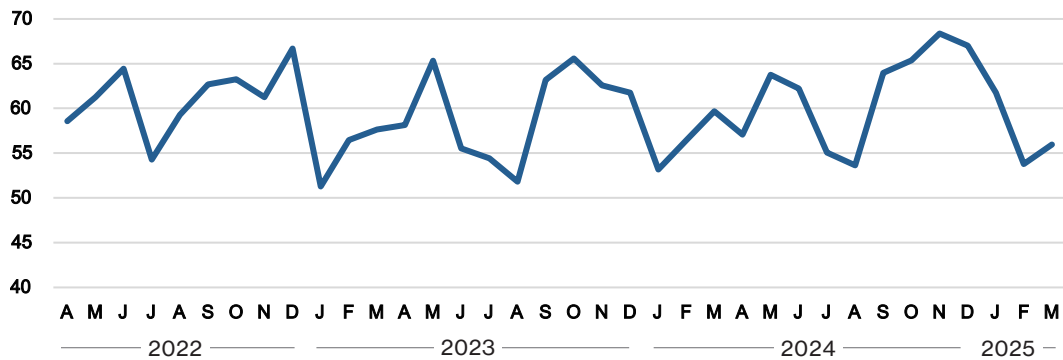
Customer Accident Rate

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



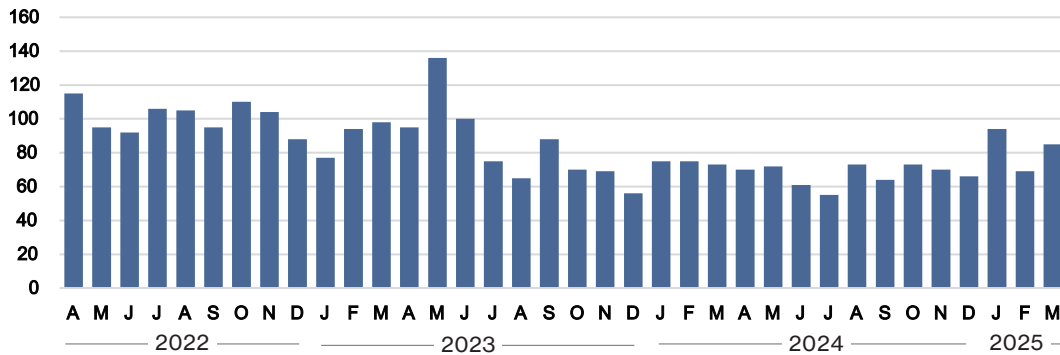
Bus Collision Rate

The number of bus collisions per million miles



Subway Fires

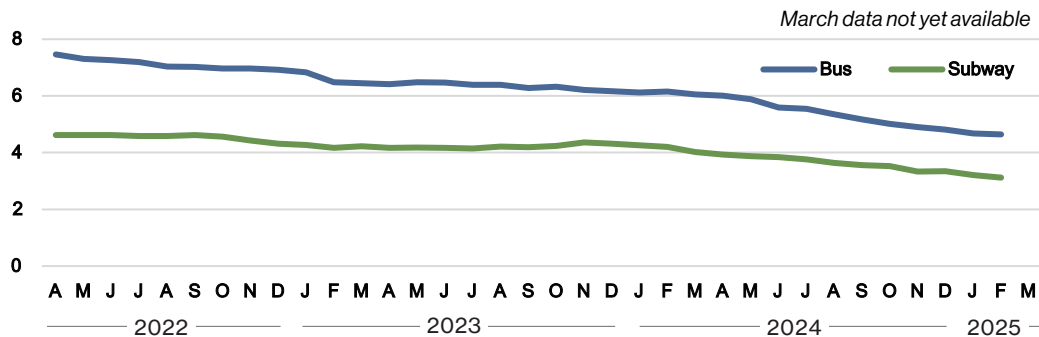
Total number of fires in the subway, including right-of-way, in stations and on trains.



SAFETY AND SECURITY

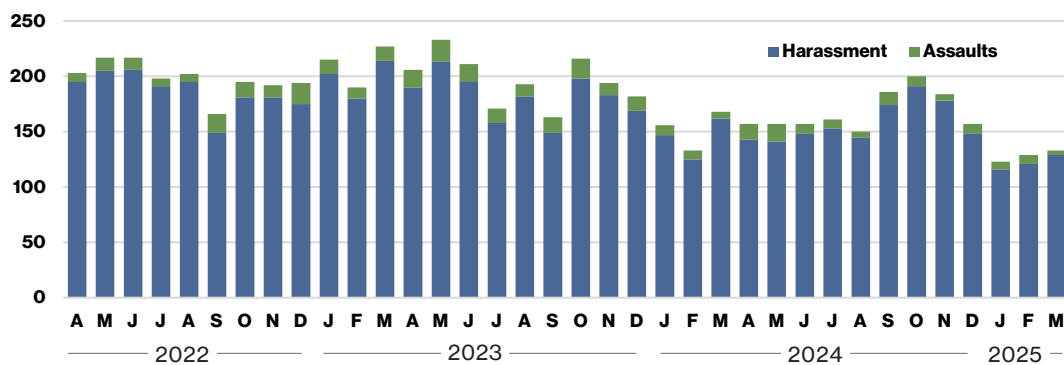
Employee Lost Time Accident Rate

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



Assaults and Harassments Against NYCT Employees

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



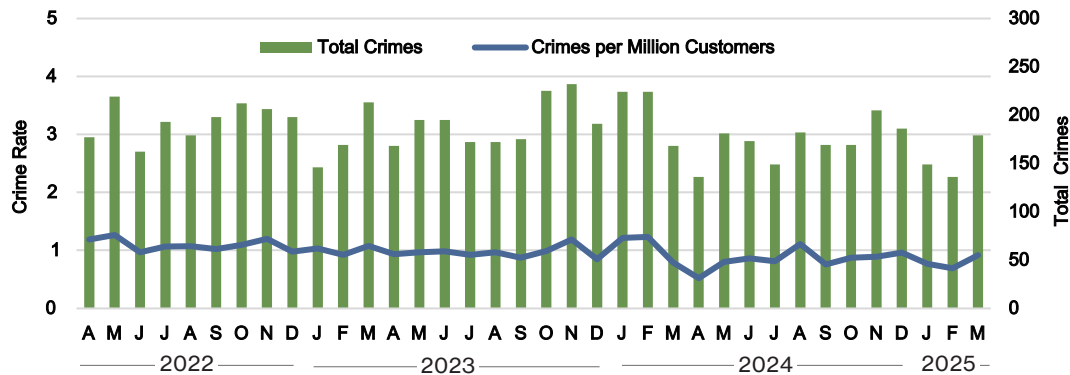
Data Review & Moving Forward

Subway Customer Accident Rates decreased when comparing the most recent 12-month period to the previous one. Bus Collisions and Customer Accidents increased, with Collision Injuries decreasing, 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 nearly 13% when comparing periods ending March 2025 and March 2024.

SAFETY AND SECURITY

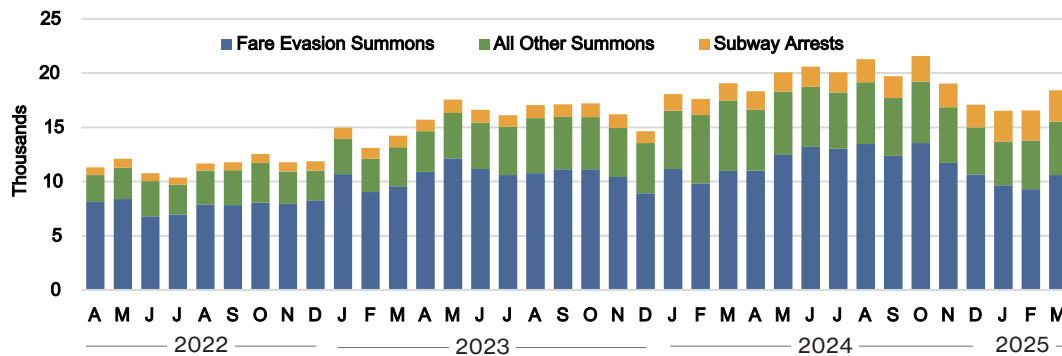
Major Crimes Against Subway Customers

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



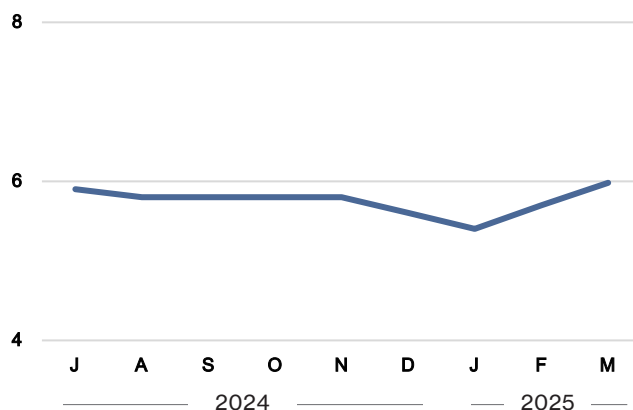
NYPD Summonses & Arrests

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

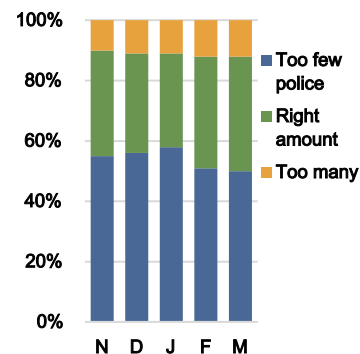


Perception of Safety and Police Presence

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



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



SAFETY AND SECURITY

Data Review

In March 2025, Major Felony Crime was up 29% month-over-month (February 2024 was a record low month post pandemic), but down 16% versus March 2024. Crime was flat when compared to the 2024 monthly average. Crimes per Million Rides increased 12% in March 2025 (v. February 2025) but was down 2% versus March 2024. Further, Crimes per Million Rides were down 24% versus the 2024 monthly average.

We have continued to maintain a strong decrease in crime this year. 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 and crime control initiatives and hope to see this downtrend continue throughout 2025.

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 remains strong, and we are encouraged by their commitment to ensure order and safety are maintained within the transit system. The MTA also continues to offer our support and partner with the NYPD to deploy internal resources, like the MTAPD Transit Ops, Scout Teams (Daytime and Overnight), Eagle Teams, Guard Teams, and SERT Teams within the transit environment. We work collaboratively to address crime and quality of life conditions that are identified within the transit system.

Moving Forward

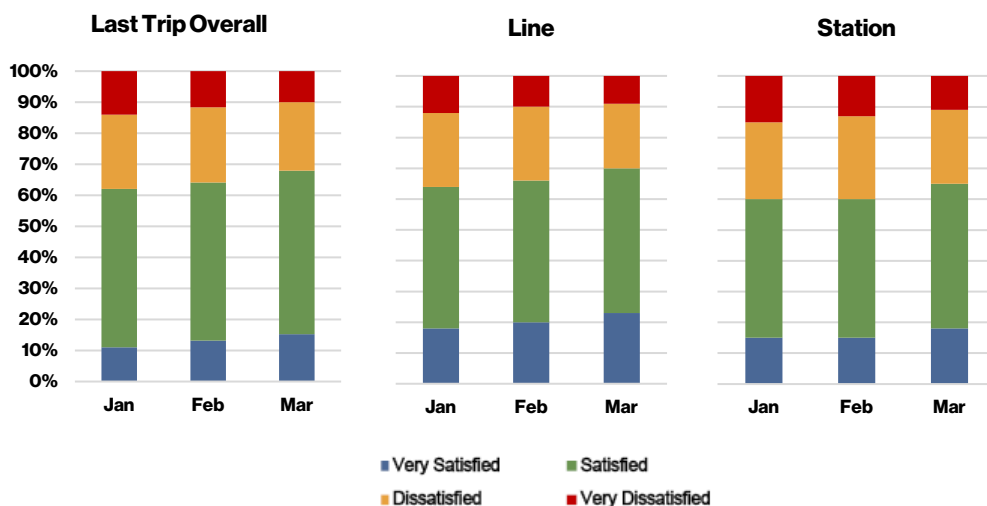
We are very encouraged to see our Crimes per Million Rider figures trend downward in 2025. In fact, this is the strongest start to the year on the per rider metric since 2019. The long-term effects of our initiatives show our proactive crime, security, and safety programs are working as designed. Our 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 quality of life initiatives have been proven effective by impacting top line statistics and the customer experience. Crime and disorder in our system continues to be a dynamic issue, and it remains a top priority for the MTA. We will continue to press ahead and ensure all safety milestones are being met.

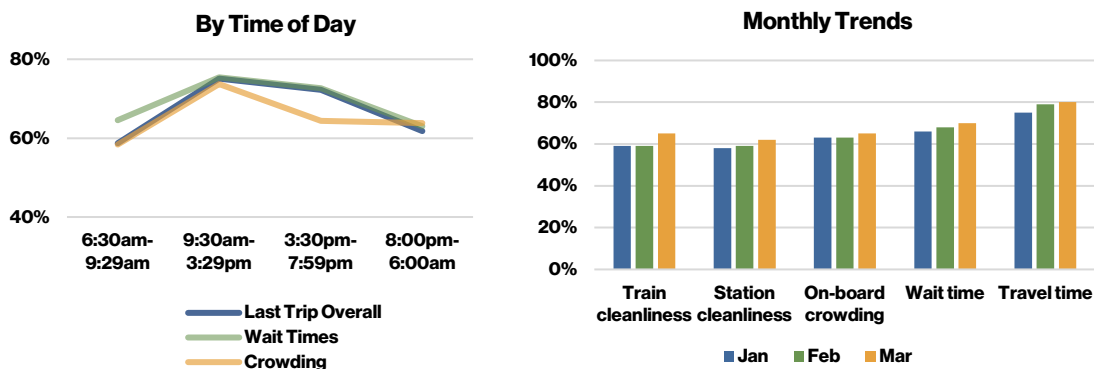
CUSTOMER SATISFACTION

Monthly Pulse Survey Results - Subways

How satisfied are you with your last trip?

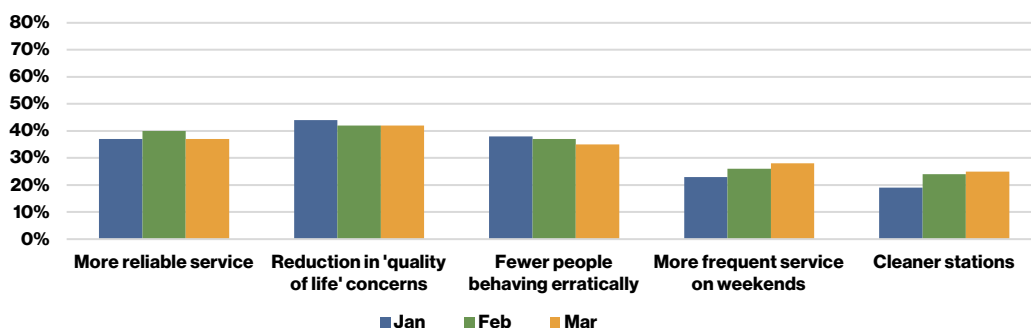


How satisfied were you with each of the following on your last trip?



What needs to improve to increase your satisfaction?

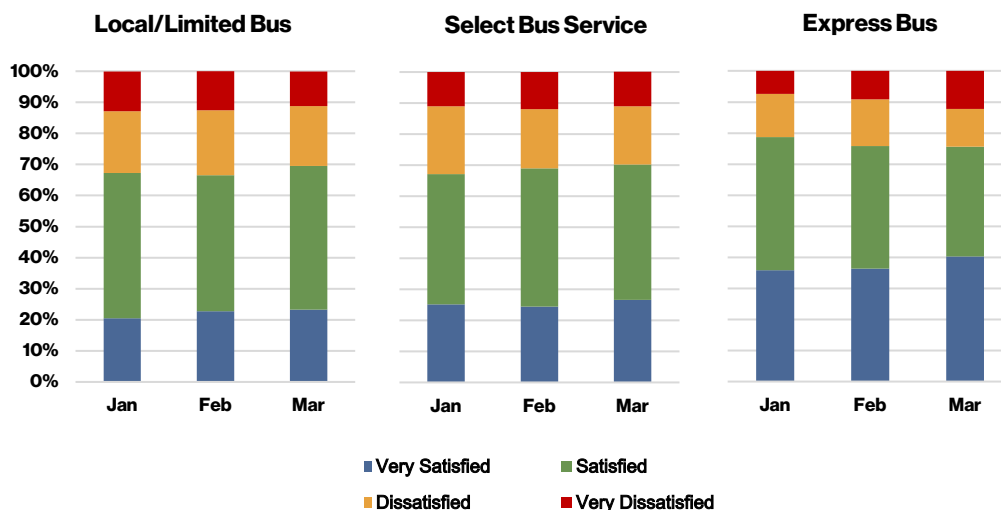
Percentage of respondents choosing each attribute (up to 3 allowed)



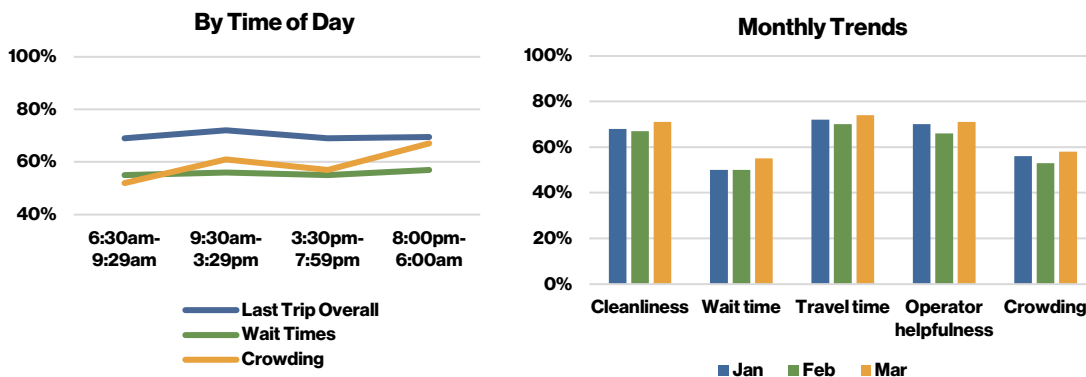
CUSTOMER SATISFACTION

Monthly Pulse Survey Results - Bus

How satisfied are you with your last trip?

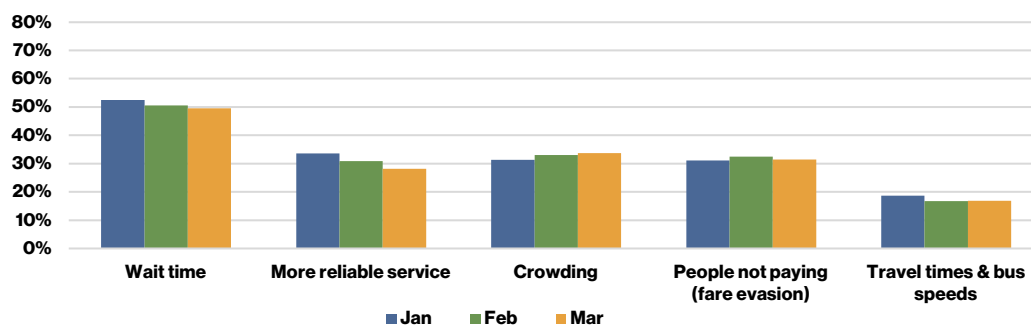


How satisfied were you with each of the following on your last trip?



What needs to improve to increase your satisfaction?

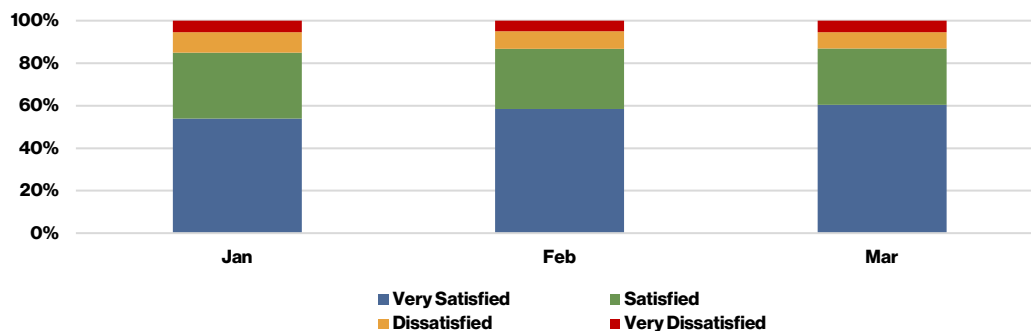
Percentage of respondents choosing each attribute (up to 3 allowed)



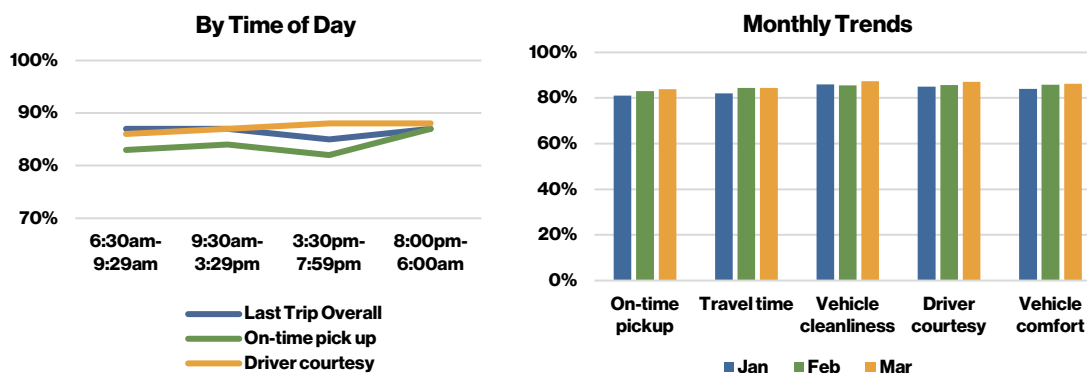
CUSTOMER SATISFACTION

Monthly Pulse Survey Results - Paratransit

How satisfied are you with your last trip?

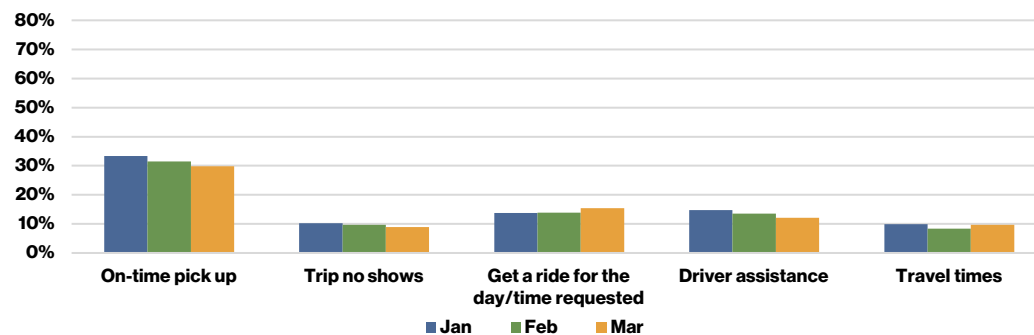


How satisfied were you with each of the following on your last trip?



What needs to improve to increase your satisfaction?

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



CUSTOMER SATISFACTION

Data Review

In March, 68% of subway customers were satisfied with their last trip. This is up from 64% in February. Further, customers are more likely to be satisfied with their train line overall (70%, up from 66%) and their station (64%, up from 60%) compared to February. This satisfaction improvement may be related to increased perceptions of safety and cleanliness in the system. 63% of customers report feeling safe in the system, up from 59%. On their last trip, 72% of customers reported feeling on their train and in the station, up from 69% in February. Furthermore, last trip Train Cleanliness satisfaction is 65%, up from 60%, and Station Cleanliness satisfaction is 62%, up from 59%.

In March, 70% of bus customers were satisfied with their last trip, on par with February. This ranges from 70% of Local/Limited, 70% of SBS, and 76% of Express bus customers, all in line with February. Satisfaction with all last trip attributes increased among Local/Limited/SBS customers, including Wait Time (up 5 to 55%), Crowding (up 4 to 58%), and Travel Times (up 3 to 74%). Manhattan customers were most satisfied with their last trip at 76%, while satisfaction among Queens customers increased 6 points to 72%. For Express bus, 72% of Staten Island customers were satisfied with their last trip, consistent with February.

In March, 87% of Access-A-Ride customers were satisfied with their last trip, consistent with February. Satisfaction with all attributes related to last trip were on par with February, including 84% satisfied with Travel Time and On Time Pick Up. Satisfaction was also consistent regardless of whether a customer's last trip was with a broker service (85%) or a dedicated AAR vehicle (85%). The majority of trips were taken during the midday (9:30am – 3:30pm), with 87% satisfaction during this time period, in-line with February.

CAPITAL PROJECTS

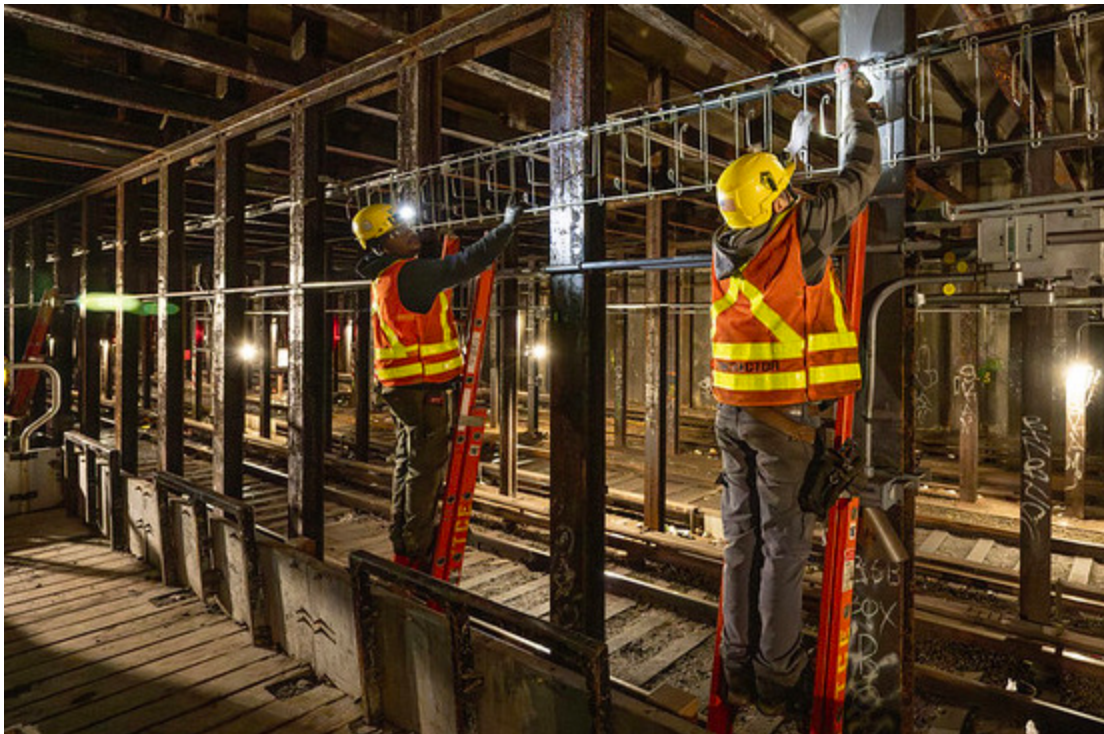
Modernizing the 7 Line

If you live in Queens, then you're probably well aware that we're doing a lot of work along the 7 line. It's all part of one project: the seven-station Flushing bundle, which will bring State of Good Repair work to most of the stations between 52 St and 111 St. The bulk of the project involves un-sexy repairs to the guts of these stations, like the structural steel girders, the platforms, and the tracks.

Most of these stations were built in 1917. That means we're inspecting and repairing about 750 years worth of infrastructure, most of which is invisible until we remove the concrete encasings and look underneath. It's an adventure.

There are a thousand stories to tell about this project, which was active at several stations in April. The most complex work was at 103 St-Corona Plaza, where we demolished part of the existing track bed to expose the steel and survey its condition.

There's more than just concrete we need to remove when examining steel conditions in places like these. Our crews had to clear out communications and electric conduits, brackets, and other materials that sit in the way of the steel. It takes a lot of work just to get a clean look. As expected, we found some issues, and the picture we saw will get us closer to securing the 7 line for the next generation of service.



CUSTOMERS AND COMMUNITIES

Reduced-Fare OMNY Outreach Event

Representatives from MTA Government & Community Relations attended an event hosted by the Entertainment Community Fund (formerly The Actors Fund) at the Rodney Kirk Center, Manhattan, to present on use and benefits of the new Reduced-Fare OMNY Card. The Rodney Kirk Center is an on-site social services program at Manhattan Plaza, the largest affordable housing complex for performing arts professionals in the U.S. The Kirk Center focuses on providing support for older residents to help maintain their independence and maximize their quality of life.



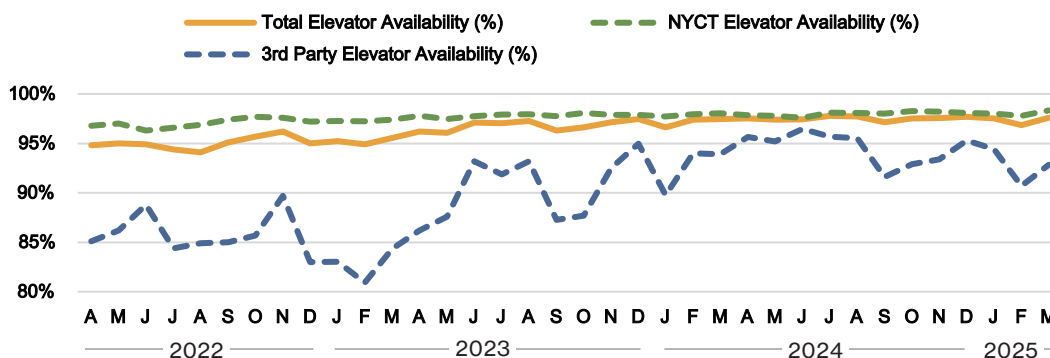
TransitTalk Flushing-Main St 7 Station

President Demetrius Crichlow along with Transit senior management hosted a TransitTalk event at the Flushing-Main St 7 Station. Representatives from Department of Buses, Customer Services, Government & Community Relations, OMNY, Stations Department, NYPD Transit Bureau and NYC Fair Fares were in attendance offering customers the opportunity to discuss subway and bus service issues impacting their commutes and learn about various fare payment options offered by MTA and NYC. Queens State Senator John Liu also joined the event.



Elevator Availability

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



Accessibility Update

This month we had the pleasure of opening the very first elevator utilizing Zoning for Accessibility. Zoning for Accessibility (ZFA) creates incentives for private developers to design their buildings to incorporate future station accessibility projects or build the improvements themselves at nearby MTA stations in exchange for a zoning bonus. At Queensboro Plaza, Grubb Properties pursued both an easement and bonus through ZFA to build a new, accessible entrance within their building footprint at no cost to the MTA.

Queensboro Plaza is now a model of what an accessible subway station can be. There are now two different elevators that customers can use to reach the station, saving customers from walking across the ten lanes of traffic approaching the Queensboro Bridge. It also means when one of these elevators is taken down for maintenance, customers still have the option of crossing to the other side of the boulevard to access the station. This new elevator is also larger than our standard elevator, which allows many more customers with strollers, carrying luggage, or using a mobility device to use it without waiting multiple trips. Larger elevators are another added benefit from Zoning for Accessibility since we are not working around underground utilities or other obstacles in the street that limit elevator sizes. I want thank Grubb Properties along with members of my team, the MTA's Transit Oriented Development group, and the Department of City Planning for all the work on this project and ZFA.

This month we've also continued our outreach to ensure customers are aware of all the work on accessibility we have at the MTA. Accessibility goes well beyond new subway elevators to include how we communicate real-time service information, expanding OMNY, or ensuring buses are able to pull to the curb. We are excited to be out in the community speaking to all of this work. Accessibility benefits everyone, and we are working to ensure our customers see themselves in this progress.

FINANCIAL RESULTS

2025 Operating Revenue & Expenses, March 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	\$1,031.1	\$1,070.8	\$39.7	\$50.3	\$51.0	\$0.7	\$1.5	\$1.5	(\$0.0)
Farebox revenues	\$847.9	\$867.3	\$19.4	\$45.4	\$46.4	\$1.0	\$0.9	\$0.9	(\$0.0)
Other revenues	\$183.1	\$203.5	\$20.4	\$4.9	\$4.6	(\$0.3)	\$0.6	\$0.6	(\$0.0)
Total non-reimbursable expenses	\$2,545.6	\$2,542.0	\$3.6	\$235.0	\$222.8	\$12.2	\$20.5	\$17.5	\$3.0
Labor expenses	\$1,920.6	\$1,899.8	\$20.8	\$179.4	\$174.6	\$4.8	\$15.3	\$14.4	\$1.0
Non-labor expenses	\$625.0	\$642.2	(\$17.2)	\$55.6	\$48.2	\$7.4	\$5.1	\$3.1	\$2.0
Non-cash liabilities	\$549.9	\$548.9	\$1.0	\$48.1	\$17.6	\$30.4	\$4.4	\$6.1	(\$1.7)
Net surplus/ (deficit) - accrued	(\$2,064.4)	(\$2,020.1)	\$44.3	(\$232.8)	(\$189.4)	\$43.4	(\$23.4)	(\$22.1)	\$1.2

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	45,368	43,643	1,725	3,900	3,852	48	377	373	4
Reimbursable	4,650	3,692	958	38	31	7	54	22	32
Total Positions	50,018	47,335	2,683	3,938	3,883	55	431	395	36

Data Review

Farebox revenue was favorable to the Budget by \$20.4 million primarily due to higher than projected subway paid ridership. Other Revenue was \$20.1 million favorable to the Budget mainly due to higher than projected paratransit reimbursement from higher trip volume and favorable timing of fare reimbursement, offset by lower than projected retail rent and advertising revenues. Expenses were lower than the Budget by \$18.8 million. Labor expenses, including fringe benefits, were favorable by \$26.6 million driven largely by favorable timing of the prescription drug credits, offset by vacancies overage requirements. Non-labor expenses were unfavorable by \$7.8 million mainly due to increased paratransit services contract expense driven by higher trip volume. This was partially offset by favorable timing in professional expenses and lower fuel and other business expenses.

Moving Forward

The Agency remains dedicated to filling vacancies, monitoring ridership trends, implementing cost-effective strategies for operational efficiencies, and prioritizing strict management of expenses, with a focus on overtime control.

Transit Ridership is Roaring Back

It's no secret that the pandemic tested our subway and bus systems. In a matter of weeks, we went from nearly 8 million riders a day to numbers under a million. Recovering this lost ridership following the pandemic and structural changes to how New Yorkers live and work in the city has taken time. It also created fiscal gaps in our operating budget that were shored up thanks to Governor Hochul and legislative leaders in 2023.

Investing in the day-to-day operations of our system has allowed service to improve and brought riders back. Subways clocked a near-record high for performance in March, with roughly 85% of all weekday trains arriving on time. We've been able to add more service to 12 subway lines and 24 local and express bus routes. The Queens Bus Network Redesign will transform service for the most bus-reliant borough, with an over-\$30 million annual investment in more frequent and reliable buses.

OMNY has also been transformative. By making it easier to pay, more riders are riding more often. In recent months, OMNY has come online for all fare categories, including students, Reduced-Fare, and Fair Fares. For students, the benefits have been substantial. The new and improved student OMNY card has seen overall ridership up 54% compared to last year.

When you put all that together, it's no surprise that ridership has been up in 2025, building on trends over the past few years. From 2021 to 2024, overall MTA ridership has risen by 45%. This increase in ridership is matched by a nearly 70% increase in fare revenues during the same period.

Continuing to Address Fare Evasion

While we have improved service and restored ridership, we've been working to make it harder for individuals to ride our services without paying their fares. Following the recommendations of the Blue-Ribbon Panel on Fare and Toll Evasion's report, the team at New York City Transit has advanced new initiatives to address fare evasion through the four E's – equity, education, environment, and enforcement.

The exit gates have long been the superhighway of fare evasion. In the Blue-Ribbon Panel's report, it was estimated that roughly half of all fare evasion occurs through these gates. To stem this source of evasion, the MTA has been deploying unarmed guards at exit gates. Their presence reduces unnecessary usage of these gates and limits opportunities for evasion.

Gate guards are currently deployed at over 200 stations, optimized for time and location to maximize their effectiveness. When positioned, gate guards can reduce the majority of gate evasion and increase the percentage of paying customers at a station.

SPECIAL FEATURE

At the same time, we are expanding modifications to infrastructure to limit the rate of gate evasion. By installing a delay to the emergency gates at three pilot stations in 2024, we were able to observe their effectiveness and map out a plan to expand this intervention in 2025. We have begun to scale this intervention up in recent months and have committed to have gate delays operational at 150 stations by the end of 2025.

At the turnstiles, we have been scaling up solutions that work for months. It started with the in-house modification to eliminate back-cocking, which is now implemented at nearly 90% of all turnstiles. This modification has nearly eliminated instances of back-cocking where installed, and we plan to install it at all turnstiles by the summer.

We've also been piloting new fins and sleeves on the turnstiles. Each of these modifications have shown promise when deployed on their own, but their impact is magnified with layered on top of each other. This new strategy to fully fortify stations with physical interventions has been successful where piloted, with overall jumps down nearly 60%. We plan to expand these interventions to further locations in the months ahead.

On buses, we continue to scale and refine the deployment of our Eagle Teams to enforce fare payment onboard. Since this new deployment strategy was introduced in Q3 of 2024, fare evasion has gone down precipitously. Currently, Eagle Teams are interacting with roughly 1,500 buses every single day, with more Eagle Teams on the way later this year.

In addition to enforcement, buses has begun piloting additional interventions utilizing security cameras and digital screens. These interventions, when combined with a highly visible Eagle Team strategy, are designed to magnify the importance of paying your fare and the consequences of evasion.

By focusing on smart interventions that work, fare evasion on New York City Transit services has declined in Q4 of 2024 and Q1 of 2025. When more New Yorkers pay their fares, it allows us to continue to improve the transit services that millions of riders rely on every single day.



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, 27 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