

# NEW YORK CITY TRANSIT KEY PERFORMANCE METRICS

May 2025



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

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# MESSAGE FROM THE PRESIDENT



**Demetrius Crichlow**  
President  
New York City Transit

## April President's Message

Let me tell you about the best cheesecake I've ever had.

I've never been much of a cheesecake person, but earlier this month I had one so good I had to write about it. That cheesecake, which tasted like vanilla ice cream, taught me something important about the people who keep New York City Transit running.

I visited the Tiffany Shop in the Bronx with MTA Chairman Janno Lieber and the dedicated team at Maintenance of Way. We were there to learn about the newest model of our platform barriers and see how the workers were literally building them piece by piece. This team takes real pride in their work. They listen to feedback from riders and staff, and they keep working to solve problems creatively.

Tommy is one of our team members working on these safety barriers. Back when I served as the Senior Vice President of the Department of Subways, I met Tommy and learned that he made the best cheesecake in New York. I told him back then that he needed to share some with me the next time I saw him. The day of our visit with the Chairman, he delivered on that promise. What I didn't know then, which made it so special, is that Tommy became an expert baker for his family. A relative of his developed a medical condition requiring a specialized diet, so Tommy learned to bake from scratch. He ages his own imported vanilla beans. He brings the same precision, thoughtfulness, and dedication to baking that he brings to his day job.


Tommy's cheesecake was the best I've ever had, and our experience at Tiffany Shop reminded me of the work our teams at New York City Transit put in every day to make this City move safely and efficiently.

Every day we have dedicated teams working in our system and most New Yorkers will never see them. Their hard work is paying off.


On the safety front, major crime on the subway is down 11% so far this year. We are lucky to have strong partners at the NYPD, who have been taking safety in our system seriously. With patrols from NYPD officers on overnight trains, our new cameras in every subway car, installation of LED lighting at every station, an expanded the Subway Co-Response Outreach Teams (SCOUT) program, and the new platform barriers that Tommy is helping to build, New Yorkers can feel safer on their commute.

# MESSAGE FROM THE PRESIDENT

We also continue to make real progress in the fight against fare evasion. From the second quarter of 2024 to the first quarter of 2025, subway fare evasion has dropped by 30%. On buses, fare evasion has now dropped for 3 consecutive quarters. That progress speaks to the dedicated work our EAGLE teams have been putting in every day. It always brings a smile to my face when I visit an EAGLE team operation and hear a passenger say: “Thank you for being here”. Tackling fare evasion is a safety issue. Commuters don’t want to feel like their mass transit system is a lawless place. In the station environment, the MTA is on track to expand delayed egress to 150 stations by the end of the year. The team at EMD has completed anti-backcocking modifications at over 90% of all subway turnstiles. Gate guards have been deployed to over 200 stations. Stations with gate guards have seen a 36% reduction in fare evasion. All of these interventions require an extraordinary amount of work from the many different teams who make this system run on a daily basis. Their work is keeping people safe in our system.

And it’s not just safety that’s improving. April continued our record setting pace of service on the subways. With a Weekday On-Time Performance of 84.9%, April 2025 was the best month of service since 2023. Operational improvements have allowed the team to deliver the best service in years. In April, the  reported its highest on time performance ever recorded outside of COVID.

This month, the Subways team has also restored service to the Rockaway Peninsula. I was out at Mott Avenue on May 19 with Governor Hochul and Chairman Lieber for our first ride with some local elected officials and members of the Rockaway community. The residents let us know how much they appreciated the world-class shuttle operation we provided while the bridge was closed for restoration. I was also left impressed with the scope of our resiliency work. Large metal walls will now prevent future storm surges, and debris like boats, from entering our right-of-way. Hurricane Sandy taught us all a valuable lesson. When the next storm comes, we will be ready.

And just like he did with the  train CBTC installation work, Project Lead Hugo Zamora demonstrated to the entire City what an amazing alternative service plan could look like. On the operations side, this improvement allows us to proceed with the installation of CBTC in Rockaway.

# MESSAGE FROM THE PRESIDENT

That project, which was recently approved in the 2025-2029 Capital program, will allow us to improve service performance on the peninsula for decades to come. We appreciate the support of the Rockaway community during this service change, and we look forward to serving the community, even better than before.

Speaking of the work our team is doing to improve Transit service in Queens, I am looking forward to June when we launch Phase 1 of the Queens Bus Network Redesign. This will not be an easy lift. The project team, led by Rick Hajduk, has been hard at work on this proposal for over 5 years. We are finally at the finish line. Over the next several weeks our team will build an unprecedented Customer Ambassador program, which will need over 3000 shifts filled to make sure our Queens bus riders know how to use their new and improved network. We will need all hands on deck in June.

This work to improve the bus network is also complemented by the continued successes of Congestion Pricing. Over the summer, Transit will increase bus service on 16 local routes across Brooklyn, Queens, the Bronx and Staten Island. This is in addition to enhanced express bus service on eight lines that went into effect earlier this Spring. The service enhancement will decrease travel times, shorten commutes and reduce wait times at bus stops.

Whether it's improving safety, achieving new service milestones, improving our bus network, or making a cheesecake I actually enjoy eating, it all starts with our people. People like Tommy, who bring care and dedication to everything they do.

This message is for Tommy and everyone who works at New York City Transit: we see the work that you put in every day for the things and the people that you love. Thank you for everything you do to keep New York City moving.





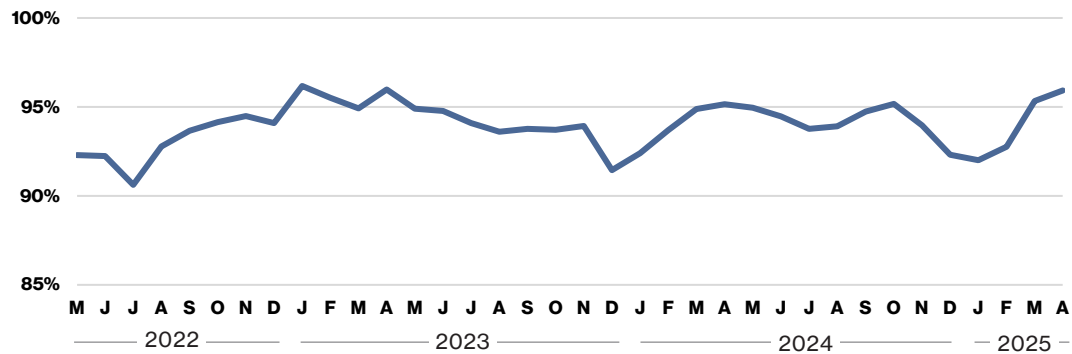




# SERVICE PERFORMANCE

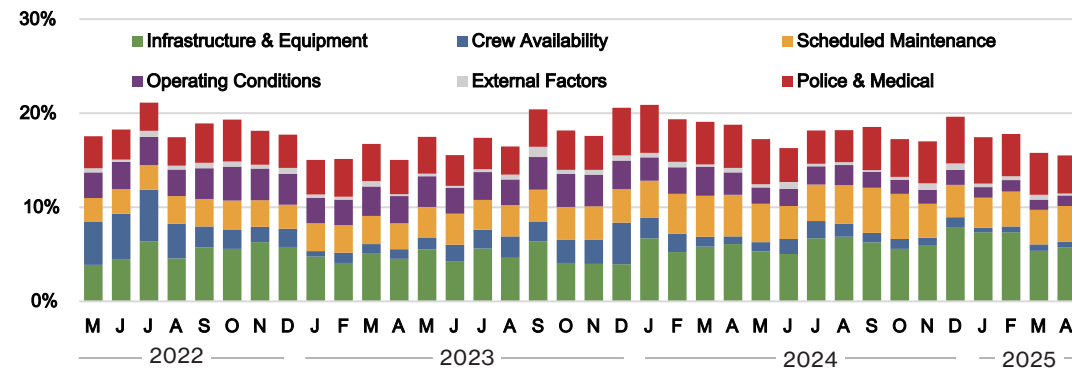
## Subway Service Delivered

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 April 2025, weekday On-Time Performance (OTP) was 84.5%. This represents a 0.3% point improvement over March of 2025, the highest weekday OTP since June 2023, and among the best months in the past ten years. Operational improvements led to strong performance on the **J/Z**, **1**, and **B** lines. This month's 94.8% OTP result on the **J/Z** marks the line's highest OTP on record, excluding COVID. Weekend OTP was 86.4%. The percentage of customers arriving at their destinations within five minutes of schedule remained steady at 85.9%. Service Delivered was 95.9%, a 0.6% improvement from March. Elevator availability registered at 98.4% and Escalator availability was 96.2%, both representing improvements from March 2025 and among the best performance on record.

## Moving Forward

The Department of Subways continues to deliver the best performance the system has seen in years. Weekday OTP in April has continued our record-setting pace.

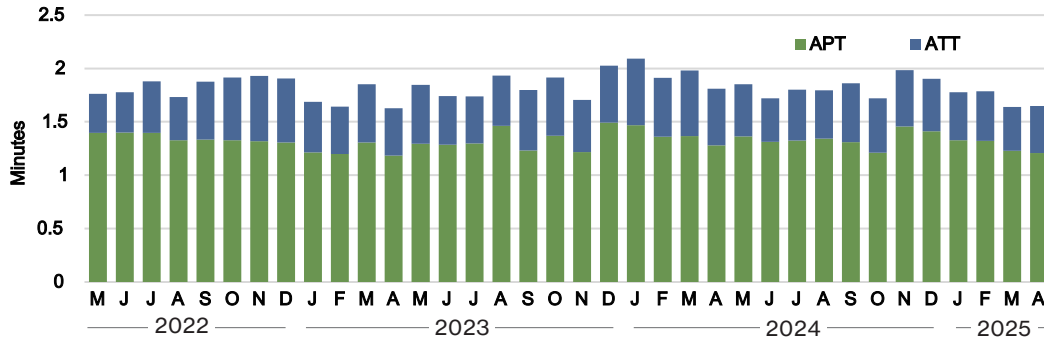




# SERVICE PERFORMANCE

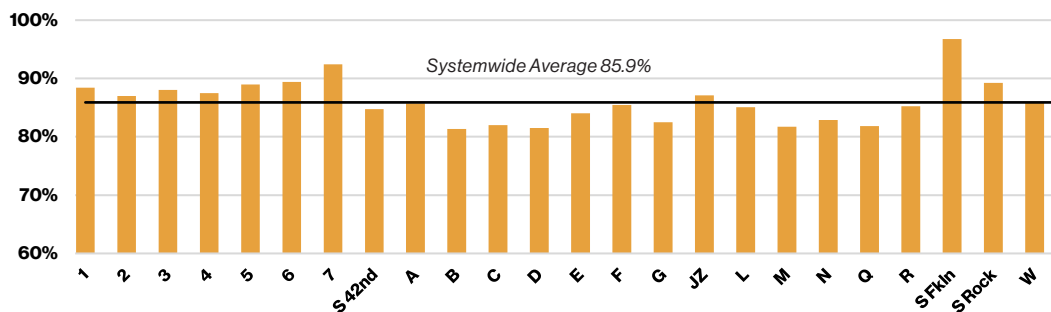
## Subway Additional Platform Time + Additional Train Time

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



This accomplishment is not possible without the dedicated effort of every employee. The team remains committed to looking for operational improvements that will keep pushing performance levels up.

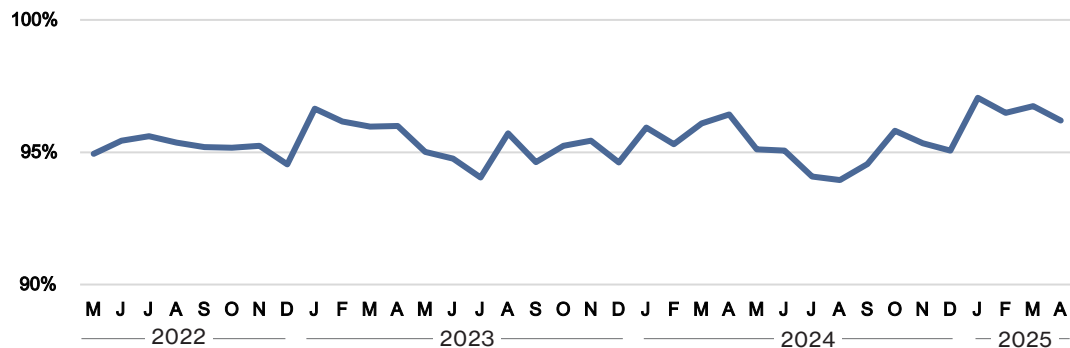
The fight against fare evasion remains top of mind. As Governor Hochul recently announced, subway fare evasion plummeted 30% from Q2 2024 to Q1 2025. We remain committed to our 2025 goal of Hardening the System and Increasing Fare Compliance. We are on track to expand delayed egress to 150 stations and complete backcocking modifications on fare gates across the entire system by the end of the year. As an example of the commitment to fortifying assets, Subways recently completed modifications to the fare array at Canarsie - Rockaway Pkwy. Teams installed new fare gates and fencing to prevent customers walking in without paying by taking advantage of a free pathway only intended for customers transferring between buses and trains.

In Queens, regular **A** service has returned to the Rockaways. With the bridge repaired and reopened, Subways looks forward to serving residents of the Rockaways with reliable service for decades to come.

# SERVICE PERFORMANCE

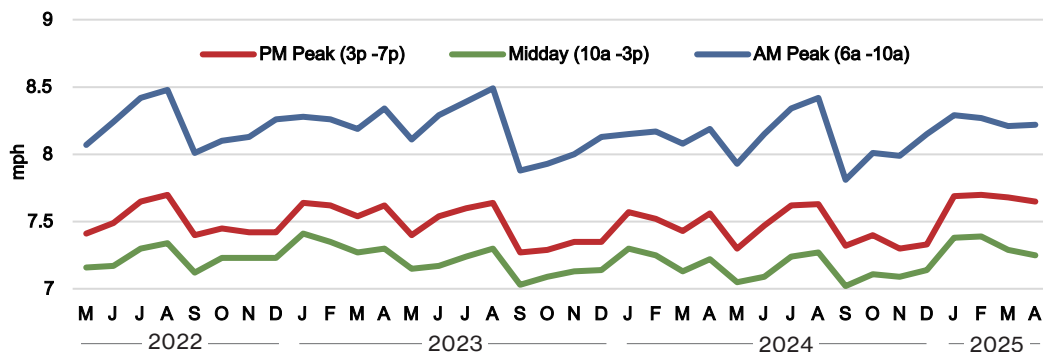
## Bus Service Delivered

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 April 2025 remained stable across all key metrics. Service delivery saw only slight changes, down 0.5% compared to March 2025 and 0.2% compared to April 2024. Year-to-date service delivery continues to show improvement over 2024 levels. Average bus speed in April was 8.1 mph—unchanged from April 2024, but 1.2% lower than March 2025. Customer Journey Time Performance (CJTP) stood at 72.8%, a modest 0.1% increase from March 2025, though down 1.2% from April 2024.

Routes operating within the Congestion Relief Zone continue to show improved performance. Compared to April 2024, local route speeds increased by 2.2% and express route speeds by 1.7%. CJTP also improved, up 1.3% for local routes and 5.5% for express routes.

## Moving Forward

The Queens Bus Network Redesign is a transformative initiative that will significantly speed up commutes for the 800,000 residents of the borough who rely on bus service.



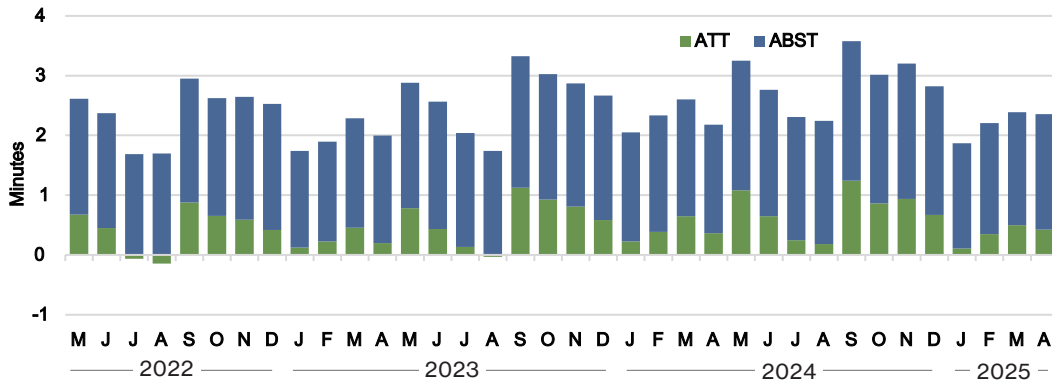


# SERVICE PERFORMANCE

## Additional Bus Stop Time + Additional Travel Time

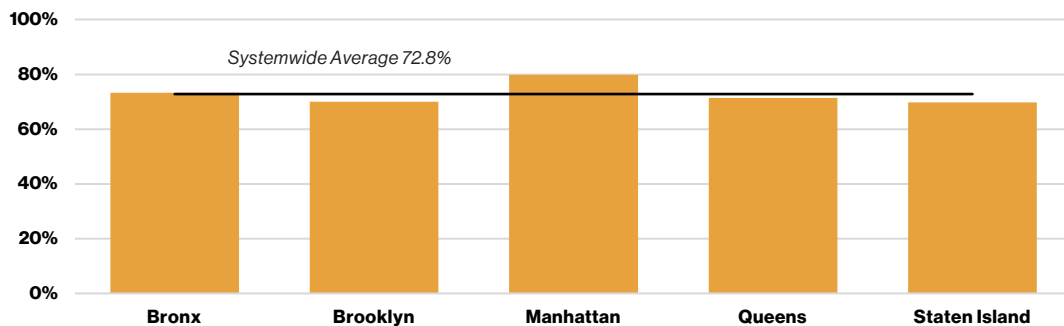
ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time

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



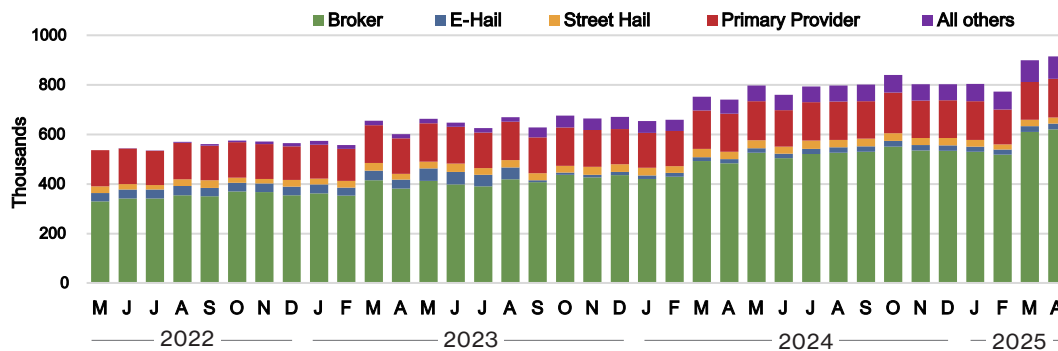
Ahead of the official rollout this summer, customers are encouraged to visit [mta.info/queensbus](https://mta.info/queensbus) for key resources, including a project phasing guide outlining the timing of changes, and a new route look-up tool which will provide detailed information on service changes. The redesign will be implemented in two phases, aligned with regular seasonal schedule changes: Sunday, June 29, and Sunday, August 31. In Phase One, 16 new routes will launch, 67 routes will be modified, and five will be discontinued. In Phase Two, one new route will launch, 37 will be modified, and one will be discontinued. In partnership with NYC DOT, we're updating signage at affected stops and installing new signage where needed for rerouted service, designation changes, or ADA compliance. For real-time service updates, check the MTA app and Bus Time.

We're also pleased to share that Rockaways subway service was restored on Monday, May 19. The shuttle service during the work period maintained the vital connection between the Rockaway Peninsula and the rest of the city. It was the largest bus shuttle effort in several years. Thanks to the Buses team for delivering 17 weeks of fast, frequent, and reliable service to Rockaways customers.

# SERVICE PERFORMANCE

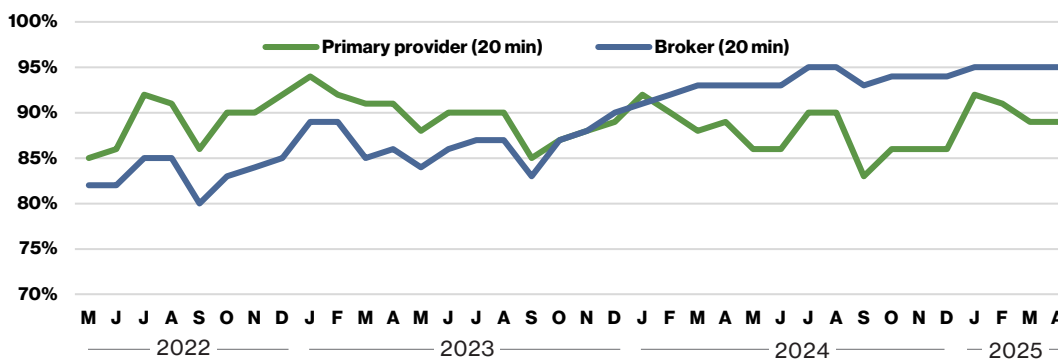
## Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service



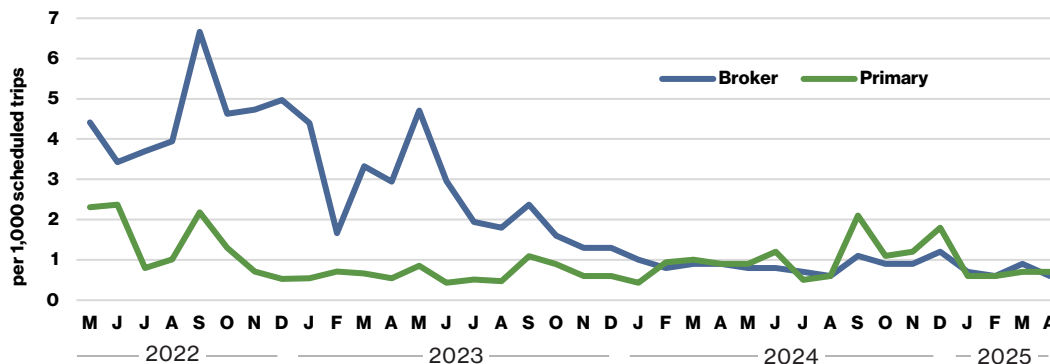
## Paratransit On-Time Performance

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

Paratransit continues to see growing ridership, setting a new record of 1.3 million riders and 915,000 trips during the month of April, both increases of 20% compared to April 2024.

On-time performance remains strong, despite record high trip volume. Our primary carrier service completed 89% of pickups within the 20-minute window from promise time, which remains flat when compared to March 2025 and the same month last year. For our broker service, we completed 95% of trips within the 20-minute pickup window, which remains flat when compared to March 2025 and represents a 2% improvement when compared to the same month last year.

The no-show rate for April 2025 was 0.7 per 1,000 trips for carrier service and 0.60 per 1,000 trips for broker service, both well below the 3 per 1,000 goal and both marked improvements from April 2024. In April 2025, 96% of all calls were answered, despite significant ridership and trip volumes, and the average answer speed was 48 seconds, exceeding our 60 second average answer speed goal.

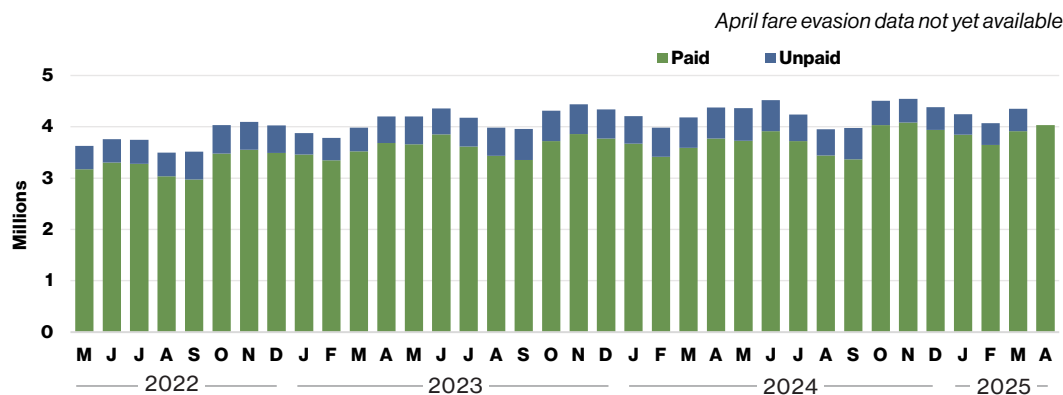
## Moving Forward

Our focus remains 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, reducing provider no-shows, and reducing trip lengths. We continue to see steady increases in app usage which is a testament to MY AAR improvements. This month we implemented the Frequently Asked Questions page in MY AAR to assist new users in taking advantage of the app. This addition will help empower customers with the available self-service options in MY AAR.

# RIDERSHIP

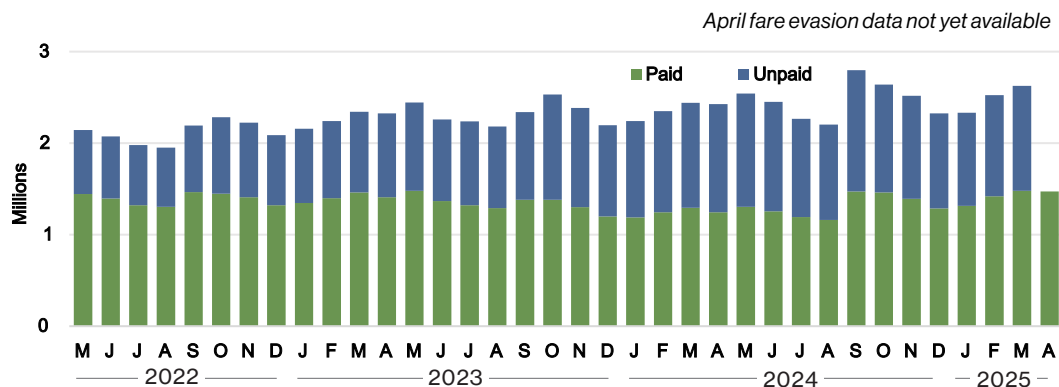
## Subway Ridership

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



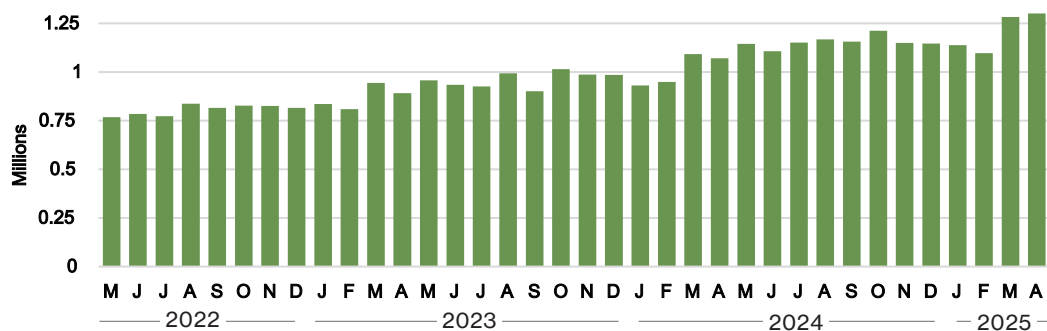
## Bus Ridership

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



## Paratransit Ridership

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





## Data Review

The recent trend of robust ridership growth since the fall appears to have accelerated further in April. Paid weekday subway ridership set a new post-pandemic high for a monthly average, at 4.12 million, surpassing the previous high from October of 4.08 million and representing a 10.4% year-over-year increase over April 2024. That would be the highest weekday growth rate observed since August of 2023 when the “recovery” from much lower numbers was still in full gear. School-open midweek days, which best represent peak demand averaged 4.34 million. Unlike in recent months growth was highest on midweek days and Mondays, with Fridays and weekends showing 7.4%-7.8% growth. This suggests growth was led by non-discretionary trips, likely related to a number of rainy days this April, particularly on weekends.

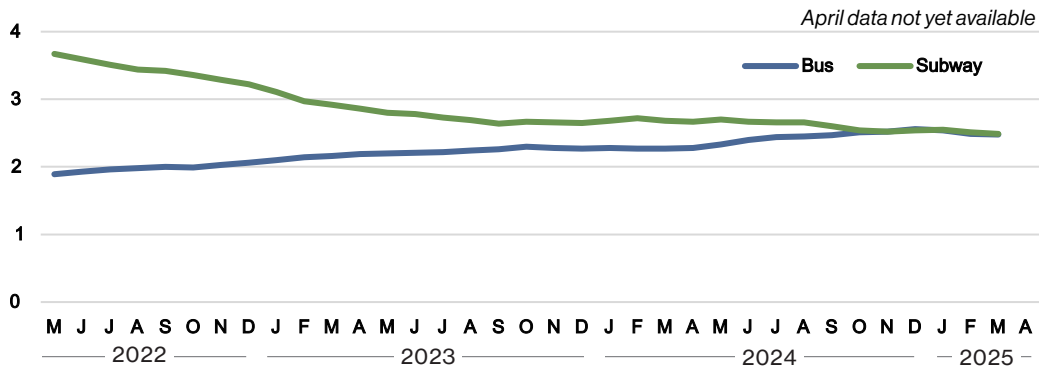
Some of the improvement can be attributed to lower fare evasion, but it is estimated that total ridership did grow by about 4.9%, with an estimated average of 4.78 million riders on school open weekdays.

The bus side has seen even greater improvement in fare evasion, resulting in paid weekday ridership rising 18.2% in April vs April 2024 to 1.47 million. Note this is a slight decline vs March’s 1.48 million, due to Spring break, with the school market making up a more significant share of bus ridership than subway ridership. Looking at peak school open midweek days, ridership averaged 1.54 million. Again, while improved fare compliance played a major role in this surge (roughly half), actual bus trips on these days still showed healthy growth of 9.1% year-over-year, and now stands at 2.88 million.

# SAFETY AND SECURITY

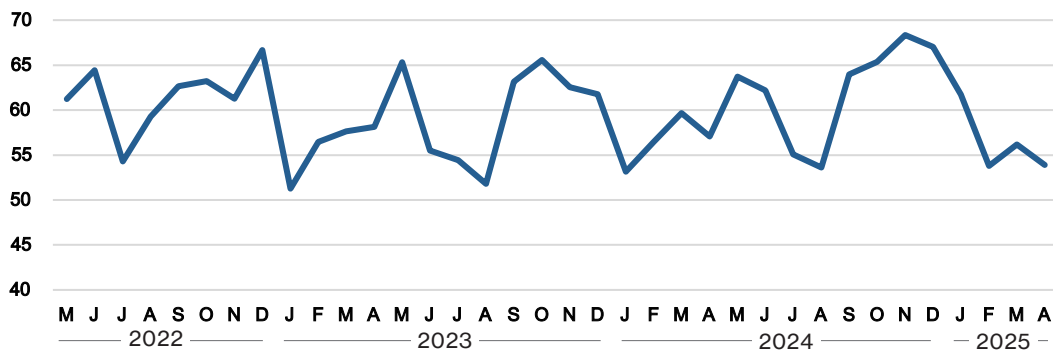
## Customer Accident Rate

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



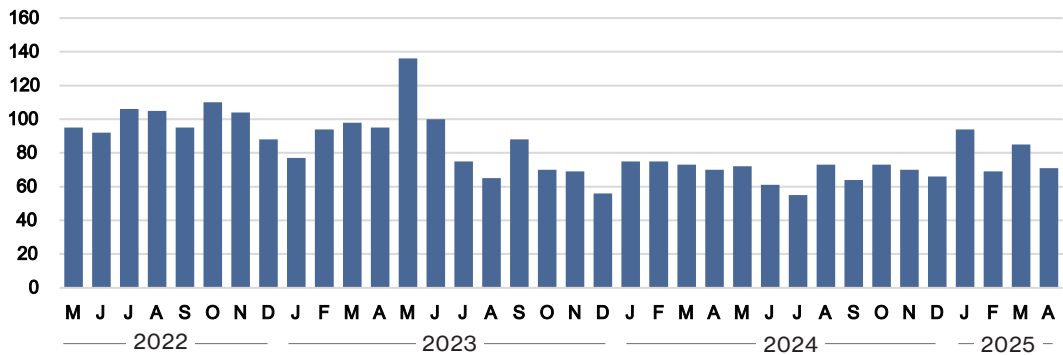
## Bus Collision Rate

The number of bus collisions per million miles



## Subway Fires

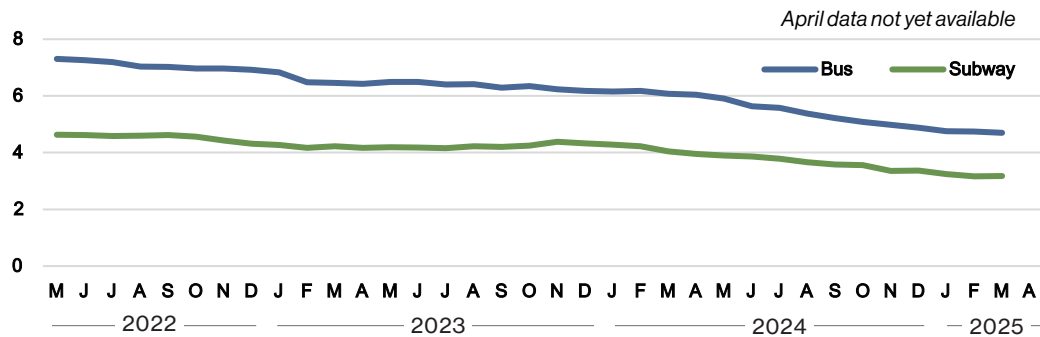
Total number of fires in the subway, including right-of-way, in stations and on trains.



# SAFETY AND SECURITY

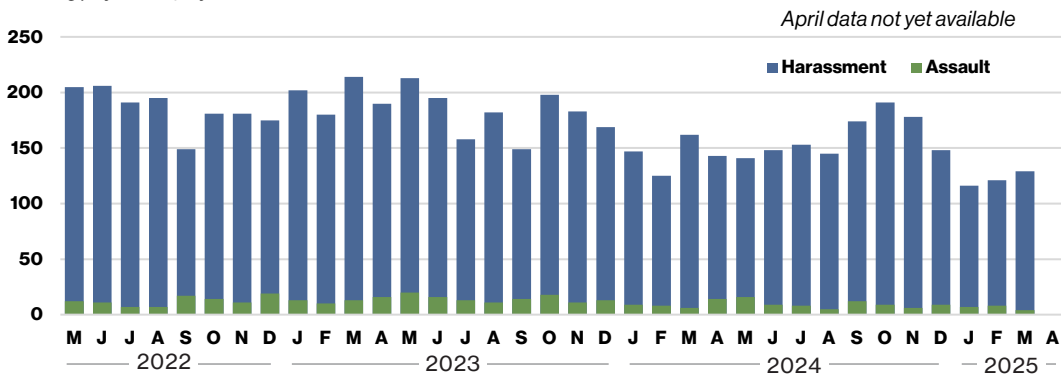
## Employee Lost Time Accident Rate

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



## Moving Forward

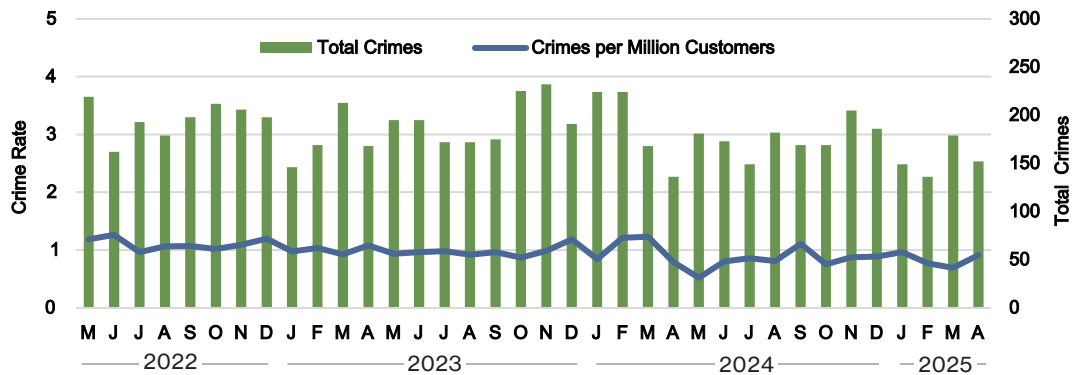
Subway Customer Accident Rates decreased when comparing the most recent 12-month period to the previous one. Bus Collisions and Customer Accidents increased, with Collision Injuries slightly decreasing, when comparing the most recent 12-Month period to the previous one. Employee Lost Time Accidents decreased when comparing the most recent 12-month period to the previous one. For the rolling 12-Month basis, Subway Fires decreased nearly 21% when comparing periods ending April 2025 and April 2024.



# SAFETY AND SECURITY

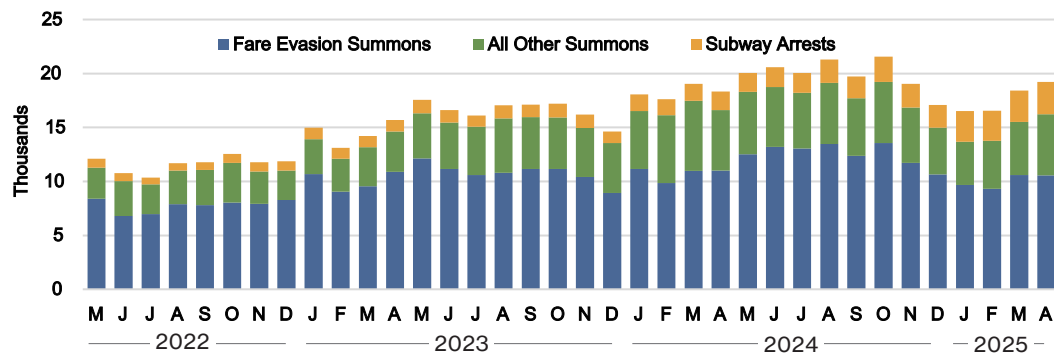
## Major Crimes Against Subway Customers

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



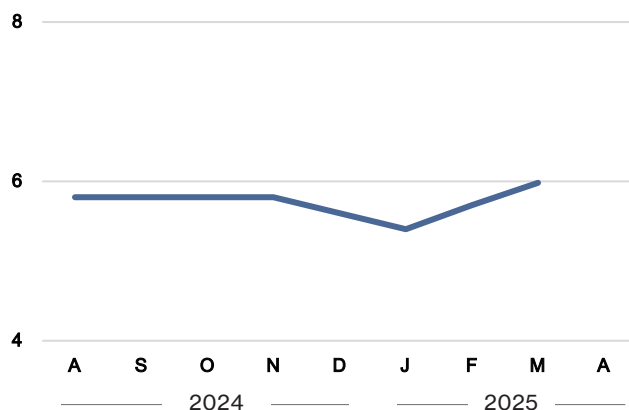
## NYPD Summonses & Arrests

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

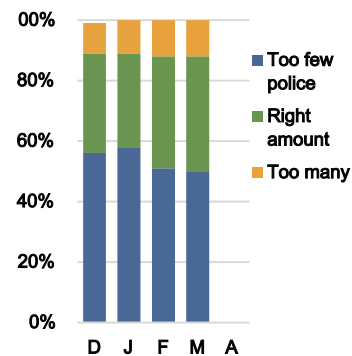


## Perception of Safety and Police Presence

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 April 2025, Major Felony Crime was down 13% month-over-month, but up 8% versus April 2024. Crime was down 13% when compared to the 2024 monthly average. Crimes per Million Rides decreased 15% in April 2025 (v. March 2025) but was up 3% versus April 2024. Further, Crimes per Million Rides were down 21% versus the 2024 monthly average.

We have continued to maintain a strong decrease in crime YTD. 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.

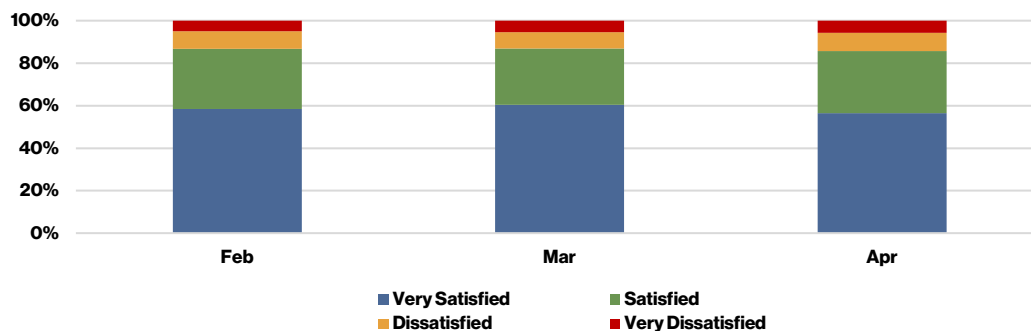
## Moving Forward

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 continue to be dynamic issues, and addressing these remains a top priority for the MTA. We will continue to press ahead and ensure all safety milestones are being met.

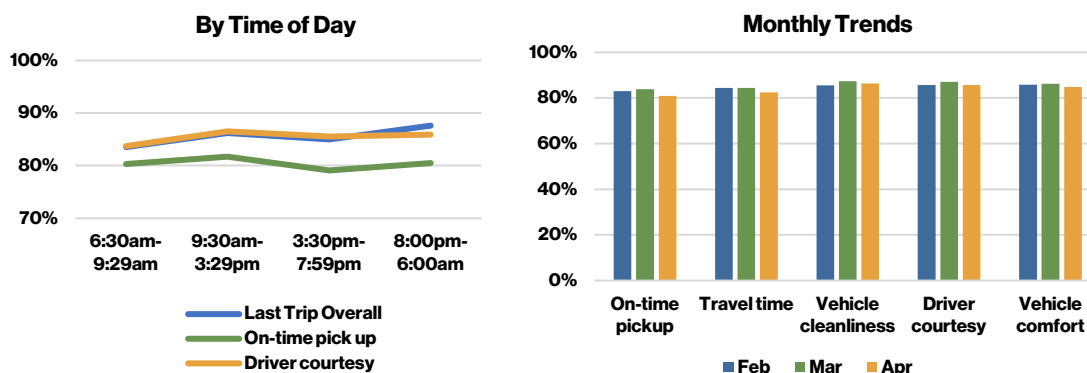
# CUSTOMER SATISFACTION

## Monthly Pulse Survey Results - Paratransit

### How satisfied are you with your last trip?

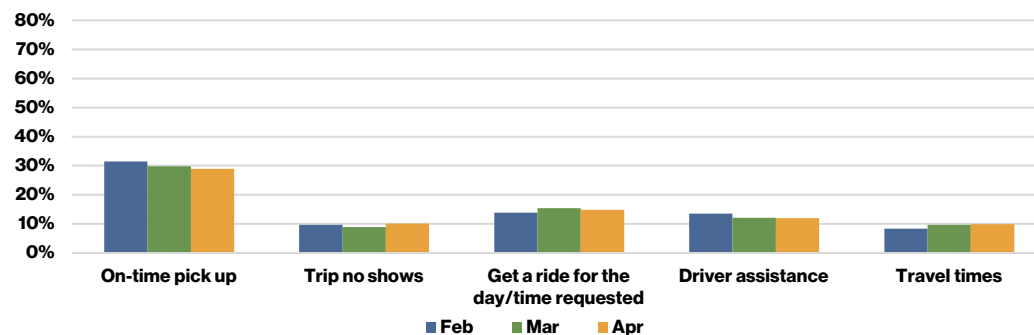


### How satisfied were you with each of the following on your last trip?



### What needs to improve to increase your satisfaction?

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





# CUSTOMER SATISFACTION

## Data Review

In April, 86% of Access-A-Ride customers were satisfied with their last trip, consistent with March. Satisfaction with On Time Pick Up dropped 3 points to 81% - specifically during the midday (down 3 points to 82%) and late night (down 4 points to 83%) time periods. Further, satisfaction with On Time Pick Up decreased 3 points among customers whose last trip was with a broker service (to 80%). All other last trip attributes were consistent with March, with Vehicle Cleanliness and Driver Courtesy rated highest at 86%.

While Paratransit Pulse survey is fielded every month, there was no Subway or Bus Pulse Survey in April 2025 as its normal time 'in field' conflicted with the MTA's Spring 2025 Customers Count Study. This bi-annual 'Customers Count' study is a stronger measurement of consumer sentiment across all MTA transit modes because it targets a significantly larger respondent sample, drawing on extensive outreach and utilizes a third-party research vendor to weight the data. This weighting helps ensure we understand the various views of riders from across the region in a representative fashion. We are currently processing the responses from this most recent round of the Customers Count Survey and will present the findings at our July 2025 public meetings.

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

## Rockaway Resiliency Project

On Monday, May 19, New York City Transit resumed full service to the Rockaway Peninsula following 17 weeks of capital improvements, just in time for Memorial Day weekend and the unofficial start of summer in New York City. This project, delivered on time and on budget, will improve the resiliency and reliability of the **A** and **S** trains serving Far Rockaway and Rockaway Park for decades to come. The Rockaway Line, which crosses Jamaica Bay and provides an essential link between the Rockaway Peninsula and the rest of New York City, suffered extensive damage during Superstorm Sandy. Though emergency repairs were conducted to restore service seven months after the storm, a more comprehensive overhaul was needed to upgrade the viaducts and bridge that carry trains to fortify the line against future Sandy-like storms.

The project included a complete reconstruction of the Hammels Wye, an elevated structure that all trains must cross to reach the peninsula. Decades of exposure to the elements have caused significant wear and tear to the structure requiring it to be completely reconstructed. The new structure is comprised of 250 tons of steel, 1,600 feet of reconstructed structure rail, 37 steel girders, 700 concrete ties, and 856 tons of stone ballast. All signals and power systems were fully modernized and rebuilt enabling this section of the **A** line to be made Communication-Based Train Control equipped in the future. This includes 2,340 feet of traction power cable, 8,000 feet of signal cable, and a new track switch.

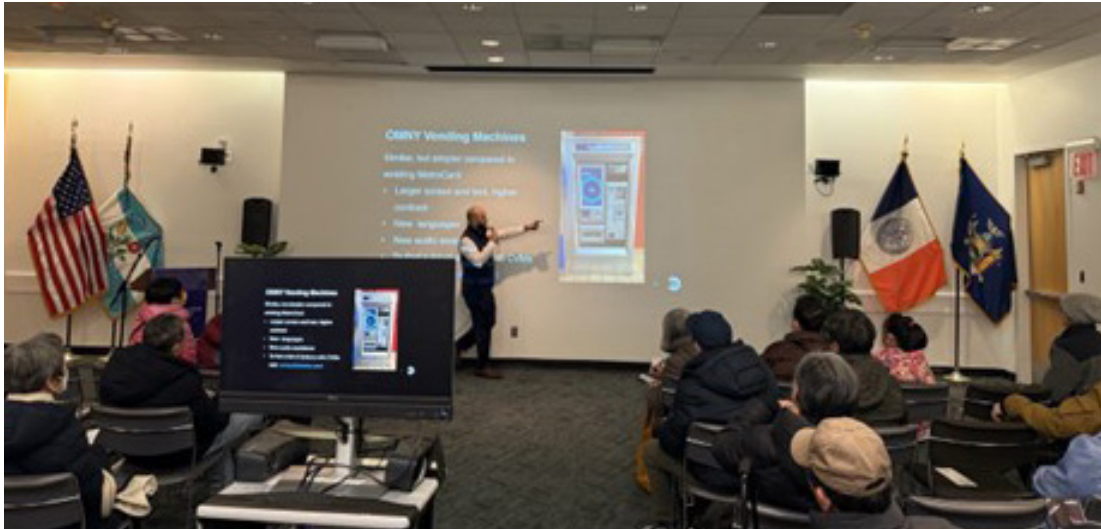
The South Channel Bridge, which must swing open to allow marine traffic to cross Jamaica Bay, received a complete overhaul of mechanical and electrical components, replacing aging parts that can cause delays in closing the bridge and subsequent delays in subway service. Both the bridge and the Hammels Wye contained components that were seven decades old. Replacing and upgrading this critical infrastructure will deliver a more reliable ride, with increased resiliency, for decades to come.

We didn't stop there. The project also completed other resiliency upgrades, including building 12 foot high, 900-foot-long wave barriers along the tracks to protect against coastal storm surges and can withstand future Superstorm Sandy-like strength storms. The height of the wave barriers was determined by future storm surge maps with additional feet added to ensure maximal protection. Further resiliency efforts also included repairs to the Rockaway Viaduct and fortifications to embankments washed out by Superstorm Sandy. Large boulders and rocks, known as riprap, were installed at the base of the tracks to prevent erosion from both daily tides and storm surge. Riprap also serves to prevent water incursion into infrastructure.

# CUSTOMERS AND COMMUNITIES

## Reduced-Fare OMNY Outreach Events

Representatives from MTA Government & Community Relations attended an event hosted by Councilmember Ung at the Queens Public Library to present on use and benefits of the new Reduced-Fare OMNY Card.



## Grand Central-42nd St TransitTalk

Earlier this month, NYC Transit President Demetrius Crichlow along with Transit senior management hosted a TransitTalk event at the Grand Central-42nd St (4, 5, 6, 7, S) Station complex.

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.

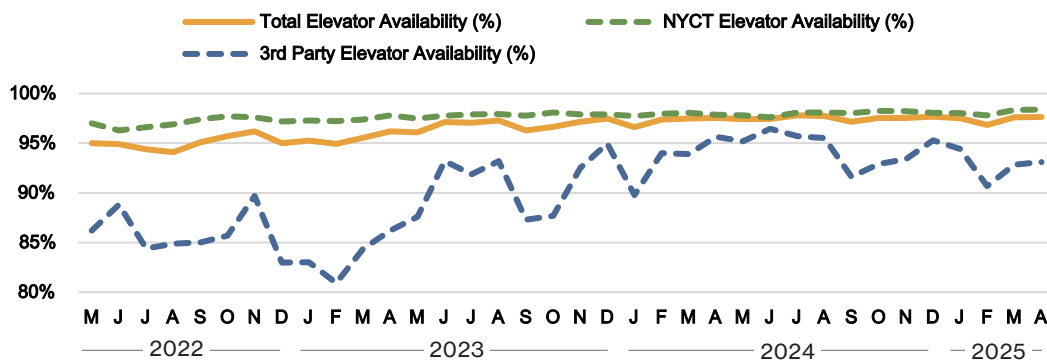




# ACCESSIBILITY

## Elevator Availability

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



## Accessibility Update

In the last month, we welcomed back 6 elevators across 3 stations after a multi-month replacement process. Elevators are replaced once they reach the end of their useful life, which helps ensure that they continue meeting our high reliability standard. An elevator replacement entails a truly full reconstruction of all the components within the existing elevator shaft: new elevators cabs, electrical and mechanical equipment, and upgraded remote monitoring, intercoms, and cameras to improve the customer experience.

Access to reliable and high functioning elevators is critical for the MTA to serve the millions of riders who depend on the subway to get around. By scheduling elevator replacements in advance riders can plan for alternative routes during the outage, and we can continue to move New Yorkers safely and efficiently.

The MTA standard for elevator availability is 96.5% uptime. For our elevators, which run 24/7, this means that only 3.5% of the time they can be out of service for planned or sometimes unplanned work. MTA Accessibility along with NYCT Elevators and Escalators and Construction and Development have worked persistently over the last few years to bring our elevators up to this standard, with a specific focus on machines that are privately owned and not maintained by NYCT. In April of this year, our elevators exceeded the standard, and averaged a 97.7% availability across the five boroughs. These numbers are publicly available on our Open Data Platform.

We have improved real time elevator information and communications around elevator replacements. All subway digital screens were enhanced last month to provide clearer information, including any elevator outages or replacements. Our tools are also now more customizable and allow customers to only see the machines they care about most. This has been implemented on our E&E Status Webpage, the MTA App, Accessible Trip Planning tools, and to our Real Time Service Alerts. We want to make sure that everyone can plan their trip and have the information they need if anything changes along their journey.

# FINANCIAL RESULTS

## 2025 Operating Revenue & Expenses, April Year-to-Date

in \$ millions	New York City Transit			MTA Bus			Staten Island Rail		
	Forecast	Actual	Variance	Forecast	Actual	Variance	Forecast	Actual	Variance
<b>Total non-reimbursable revenues</b>	<b>1,414.4</b>	<b>1,448.0</b>	<b>33.7</b>	<b>68.0</b>	<b>68.1</b>	<b>0.1</b>	<b>2.0</b>	<b>1.9</b>	<b>(0.0)</b>
Farebox revenues	1,156.7	1,171.9	15.1	61.4	62.0	0.5	1.2	1.2	0.0
Other revenues	257.6	276.2	18.5	6.6	6.1	(0.5)	0.8	0.7	(0.0)
<b>Total non-reimbursable expenses</b>	<b>3,404.9</b>	<b>3,431.2</b>	<b>(26.2)</b>	<b>313.5</b>	<b>299.9</b>	<b>13.6</b>	<b>27.2</b>	<b>23.1</b>	<b>4.0</b>
Labor expenses	2,570.5	2,563.5	7.0	239.3	233.1	6.3	20.3	18.3	2.0
Non-labor expenses	834.4	867.7	(33.3)	74.2	66.9	7.3	6.9	4.8	2.1
<b>Non-cash liabilities</b>	<b>733.2</b>	<b>757.6</b>	<b>(24.4)</b>	<b>64.1</b>	<b>23.7</b>	<b>40.4</b>	<b>5.8</b>	<b>8.2</b>	<b>(2.4)</b>
<b>Net surplus/ (deficit) - accrued</b>	<b>(2,723.8)</b>	<b>(2,740.8)</b>	<b>(16.9)</b>	<b>(309.5)</b>	<b>(255.5)</b>	<b>54.0</b>	<b>(31.0)</b>	<b>(29.4)</b>	<b>1.6</b>

## Staffing Levels *(Full-Time Equivalents)*

	New York City Transit			MTA Bus			Staten Island Rail		
	Forecast	Actual	Variance	Forecast	Actual	Variance	Forecast	Actual	Variance
Non-Reimbursable	45,362	43,736	1,626	3,900	3,816	84	377	373	4
Reimbursable	4,719	3,651	1,068	38	31	7	54	15	39
<b>Total Positions</b>	<b>50,081</b>	<b>47,387</b>	<b>2,694</b>	<b>3,938</b>	<b>3,847</b>	<b>91</b>	<b>431</b>	<b>388</b>	<b>43</b>

## Data Review

Farebox revenue was favorable to the Budget by \$15.7 million primarily due to higher than projected subway paid ridership. Other Revenue was \$18.0 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 unfavorable timing of retail rent and advertising revenues. Expenses were lower than the Budget by \$8.7 million. Labor expenses, including fringe benefits, were favorable by \$15.3 million driven largely by vacancies and favorable timing of the prescription drug credits, offset by overtime spent related vacancy and absentee overage requirements. Non-labor expenses were unfavorable by \$23.9 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.

## Improving Subway Service

Our mission at New York City Transit is safety and service. Getting millions of New Yorkers to their destinations faster and safer is how we define success. When our system runs better, New York City runs better.

On the subway, 2025 has gotten off to a historically strong start. On-Time Performance (OTP) in April was at 84.5%, the highest month in two years and up considerably from 2024. In fact, OTP in each month of 2025 has been better than the comparable month in 2024, even with an increase in winter weather during January and February. Absent the pandemic period where service did not run 24/7, subway performance has been the best in modern history, dating back to the beginning of electronic record keeping over a decade ago.

Other metrics are similarly strong. Weekend OTP has continued its upward trend, reaching 86.4% in April. Customer satisfaction is on the rise too. In March, 68% of customers were satisfied with their last subway trip, and 70% of customers were satisfied with their subway line. Both metrics saw the highest satisfaction scores in the 12 months they've been measured.












This success has not happened by accident. The entire team at the Department of Subways – some 29,000 strong – has been committed to improving service through smart, strategic practices. By leveraging data, writing better schedules, and reducing the number and severity of incidents on our network, we have unlocked real improvements to performance.

A few stand out lines in 2025 include the 6 and **J/Z**. On the 6 line, DOS and Operations Planning teams collaborated to make data-driven changes to scheduling and dispatching strategies. These changes reduced congestion in the Bronx, and have helped us reduce service gaps and delays across the whole line. On the **J/Z**, DOS and Operations Planning implemented a new schedule that more accurately accounts for the impact of important midday maintenance and investment work, ensuring more reliable service for riders. Results have been encouraging. In April, OTP on the 6 was up 10%. On the J and Z, OTP has been around 90%, the best performance in recent history.

The Department of Subways has also been focused on improving customer experience by reducing wait times. On the **1** line, DOS is applying some of the same strategies that drove positive results on the **6** line to its PM rush hour service with the goal of reducing service gaps and improving the line's recovery from incidents. DOS's pilot of these strategies drove an approx. 15% improvement in customer wait times, and permanent implementation is ongoing. On the **A**, **G**, and **R** lines, DOS is revamping dispatching strategies to improve the consistency of service.

# SPECIAL FEATURE

These strategies have delivered improvements in wait time consistency on all these lines—including a 12-16% improvement in wait variability for riders of Bay Ridge-bound R trains boarding at key transfer stations in Brooklyn.

There's more to come. Starting in June, we'll be upgrading schedules on a number of lines, including the , , , ,  and  to support continued improvements to performance. One upcoming schedule change on the  involves adding a pair of trips to reduce terminal congestion on the Concourse Line, great news for riders. In the fall, changes to , , ,  lines will attack major sources of delay and variability, especially on the Central Park West corridor. These changes will continue improving the resiliency of our service to disruptions while addressing structural performance challenges on all lines.

Improving performance truly is a team effort. Every unit, from the team that delivers service, to Maintenance of Way, to the Performance Analysis Unit have contributed to this historically strong subway performance in 2025. By continuing to focus on what works, more service improvements will be arriving soon across the system.



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STOP REQUESTED







## **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