



NEW YORK CITY TRANSIT KEY PERFORMANCE METRICS

July 2025

ELECTRICBUS
clean-energy bus



Bay Ridge-95 St
Subway Station



EL 380

95 STREET

Fort Hamilton
DINER
OPEN 24 HRS

7ANIS
480-8105

Fort Hamilton
718-238-5191

ATM

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

Table of Contents

Message from the President.....4

Service Performance.....8

Ridership.....14

Safety and Security16

Customer Satisfaction.....20


Capital Projects.....24


Customers and Communities.....25

Accessibility.....26

Financial Results.....27

Special Feature.....28

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

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



MESSAGE FROM THE PRESIDENT



Demetrius Crichlow

President

New York City Transit

President's Message

At New York City Transit, our promise is simple: everyone should be able to use our system. No matter who you are or how you navigate the world, public transit should be open and accessible to you.

This July, as we honor Disability Pride Month, we reflect on the meaningful progress we've made and reaffirm our commitment to equity, access, and inclusion for all New Yorkers and visitors.

When the subway first opened in 1904, accessibility was not part of the design. The builders of the IRT couldn't have imagined the Americans with Disabilities Act, or the many ways people move through our city today. For far too long, there have been barriers for people with disabilities, older adults, or caregivers with strollers to access our system. At the MTA, we're committed to changing that.

The most obvious accessibility upgrade to our system is our elevators. We currently have 151 accessible stations with elevators or ramps, across the subway system. The 2025-2029 Capital program has paved the way for another 65 accessible stations. And that number does not include the 35 stations currently being renovated. The elevators we operate at New York City Transit continue to deliver excellent service. Due to the hard work of our Elevator and Escalator team, in June, our elevator availability was over 98%.

But as we always say, accessibility is more than elevators.

Accessibility is also a commitment to providing world-class customer service. Not only do customers need access to the subway but also access to information like which train is coming next or assistance with directions or OMNY. In the system, we have a core belief that everyone should have access to our customer service tools. That's why we're proud to have innovative programs like NaviLens and Convo Access. NaviLens provides visual wayfinding information in audible formats for users who are blind or have low vision. It can also translate MTA signage into over 40 languages to make the system more accessible for a broad array of customers. Convo Access is a free web-based application that allows any Deaf customer to connect to 24/7 live sign language interpretation while using the transit system, just by scanning a QR code.

And it's not just on our subways that we continue to make progress.



MESSAGE FROM THE PRESIDENT

Paratransit continues to provide excellent service and surpass ridership records. Since the pandemic, we have been providing more reliable rides through investments in Access-A-Ride. In the last five years, we have replaced more than 500 vehicles in our dedicated carrier fleet with vehicles with improved features and greater reliability for customers. On the customer service front, we improved the call center experience with a dedicated same day troubleshooting team and quicker booking. Mobile app and web-based trip booking continue to grow, and between MY AAR and subscription trips, well over 30% of AAR trips are now booked without the customer needing to pick up the phone. Last year, we also launched a digital form to learn about eligibility and opened a new assessment center at 3 Stone Street, providing more options to sign up for Access-A-Ride service.

In June, Paratransit recorded it's first-ever day with more than 45,000 scheduled trips. This is a vote of confidence from the public on our paratransit service.

And let's not forget our bus network.

Our buses have been fully accessible for decades. We continue to iterate on and improve our bus environments to make them even easier for everyone to use. Projects like adding additional flip seats, installing wider ramps and doors, and improving customer information seen on our digital information screens all push us to a more accessible bus system.

Several of our bus initiatives feed into improving accessible service. Programs like ACE have been delivering amazing results on keeping our bus lanes and bus stops clear. Data on recidivism rates show us that when someone gets an ACE ticket, they are likely to avoid getting a second ticket. That means our buses can easily pull up to a curb in a safe fashion for any passenger. We refuse to accept an environment where passengers must enter the street and cross traffic or double-parked cars just to use our bus service.

The Queens Bus Network Redesign is another example of a project designed and implemented for accessibility improvements. We spent the last six years conducting public outreach. Over 250 events with the public, including our bus operators, kept accessibility top of mind. Translation services were provided and/or made available by request for in-person and virtual events. All web content was developed so that customers

MESSAGE FROM THE PRESIDENT

could easily leverage the Google Translate feature and read the project resources in their preferred language.

The Bus Network Redesign team streamlined routes and expanded connectivity to ADA-accessible subway stations and to stations identified for accessibility upgrades in the near future. They filled gaps in the bus network to expand the reach of accessible public transportation. Our partners at NYC DOT are coordinating with us on improving the accessibility of bus stops in Queens and citywide by launching a citywide bus stop accessibility study to identify stops with physical accessibility challenges that can be upgraded.

This July, as we honor Disability Pride Month, we can celebrate our accomplishments to deliver on our promise of serving every passenger in the way that they need to use the system. We know there's still a long road ahead of us, but I want to take a minute to say thank you. Thank you to the accessibility advocates for your partnership and your advocacy work. We are committed to continuing this work with you because we have a shared vision of a transit system that serves everyone.

I'm looking forward to the months ahead as we join together to celebrate newly accessible stations, improved customer service features, and a more accessible system for all.



66 Street - Lincoln Center
Subway Station
Uptown & The Bronx

1



IN CASE OF
DO NOT USE
ELEVATOR
DO NOT ENTER



Please let
people with
disabilities
and seniors
board first.

66 ST. LINCOLN
CENTER
UPTOWN &
THE BRONX

**Alternate Accessible
Travel Information**

If this elevator is out of service:

- Cross Broadway and use the elevator to take an uptown train to 75 St. Use elevators to transfer to a downtown train.
- Or, take a downtown M1, M2 or M104 bus (Broadway and 66 St) to 54 St. Columbus Circle.

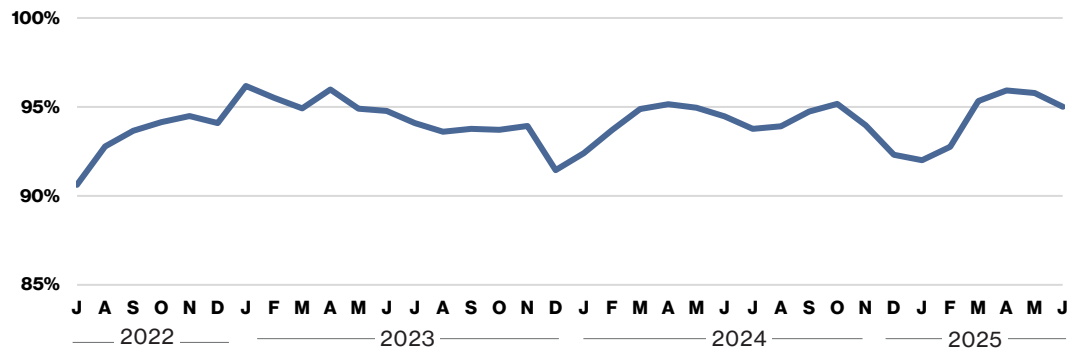
For more information, visit www.mta.com or call 511.



SERVICE PERFORMANCE

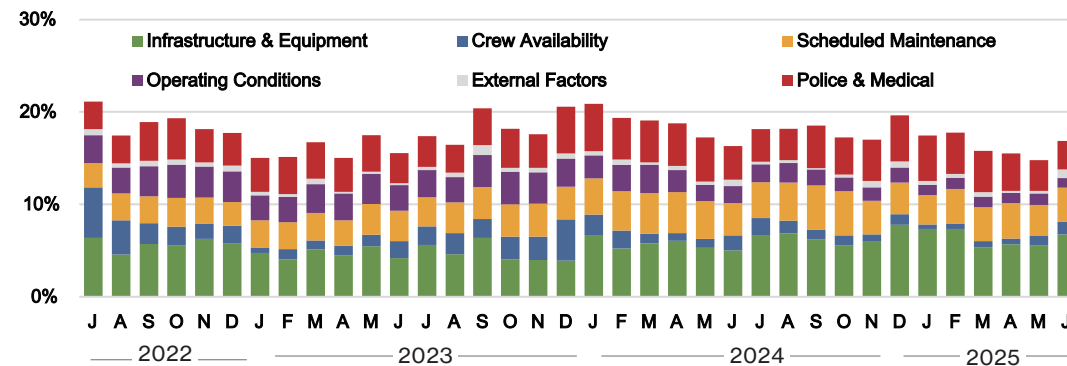
Subway Service Delivered

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 June 2025, weekday On-Time Performance (OTP) was 83.1%, representing a 2.1 percentage point decline from the historic high in May 2025, largely due to incidents related to extreme heat. Even with this decline, OTP remained above our goal of 83% for the second quarter. Favorable operating conditions led to significant improvements on the **1**, **2**, and **6** lines. Weekend OTP was 86.6%. The percentage of customers arriving at their destinations within five minutes of schedule Customer Journey Time Performance (CJTP) was 85.6%, a 0.6 percentage point decline from May, due to the same heat-related factors affecting OTP. Elevator availability remained high at 98.1%, and escalator availability was 95.8%, unchanged from May.

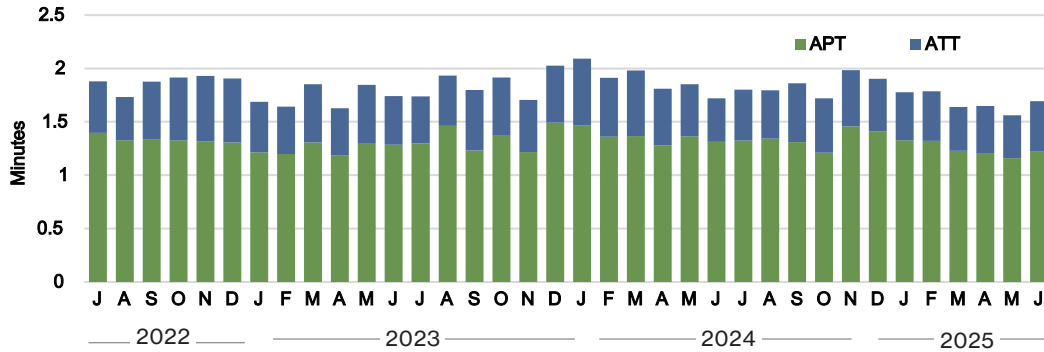
Moving Forward

While New Yorkers headed indoors to beat the heat, our teams were out in the field working to keep the system moving under challenging conditions. Extreme heat requires vigilance to protect both the subway system and our customers, including

SERVICE PERFORMANCE

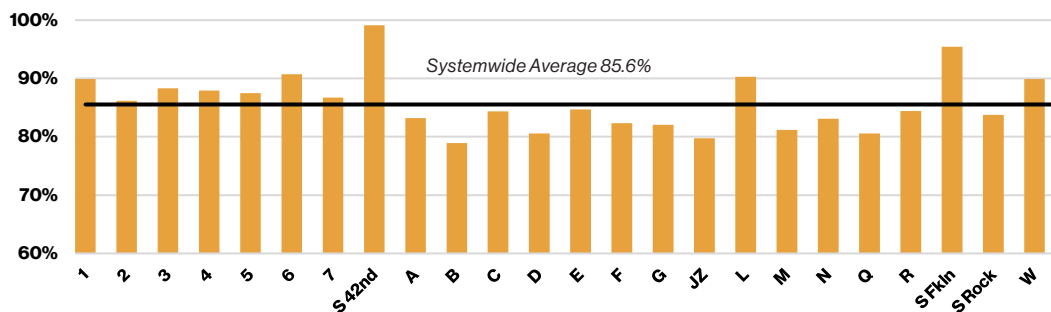
Subway Additional Platform Time + Additional Train Time

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



monitoring rail conditions caused by heat expansion, deploying generators during power fluctuations, and keeping customers cool in air-conditioned subway cars. The staff across the Department of Subways deserves immense thanks for their continued dedication to maintaining service through such demanding circumstances.

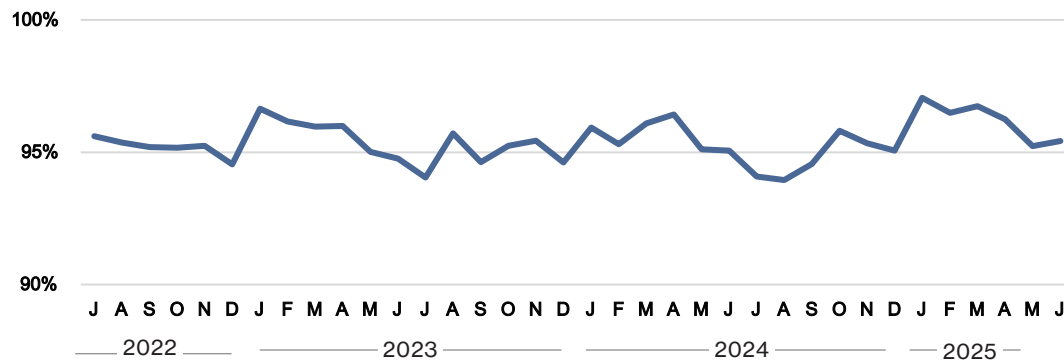
There is no question the heat impacted June performance. If we exclude the three hottest days of the recent heatwave, weekday OTP would have reached 84.4% instead of 83.1%. When incidents occurred, Subways personnel responded immediately and remained on-site until service was fully restored.

This month, New York City Transit was honored by the American Public Transportation Association (APTA) with a Gold Award for Rail Safety. The Gold Award, APTA's highest honor, is presented to organizations with outstanding safety, security, or emergency management programs. Congratulations and thanks to the teams across NYCT for earning this recognition for a major initiative that helps keep Subways employees safe on the job.

SERVICE PERFORMANCE

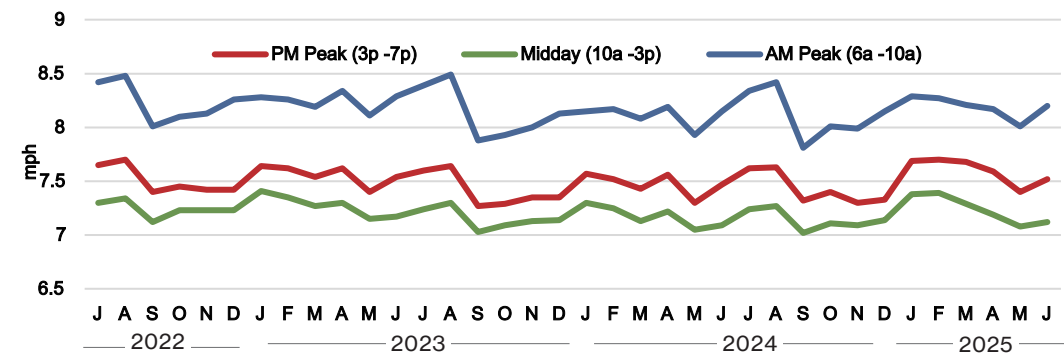
Bus Service Delivered

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 June 2025 improved slightly across all key metrics compared to May 2025 and June 2024, despite several severe weather days, including a record-breaking heatwave. Service Delivered held steady at 95.4%, showing a slight uptick over the previous month and last year. Additional Bus Stop Time and Additional Travel Time improved by 3 and 21 seconds, respectively, contributing to a 2% increase in Customer Journey Time Performance, which reached 71.5%. Average Bus Speed remained stable at 8.0 mph.

Moving Forward

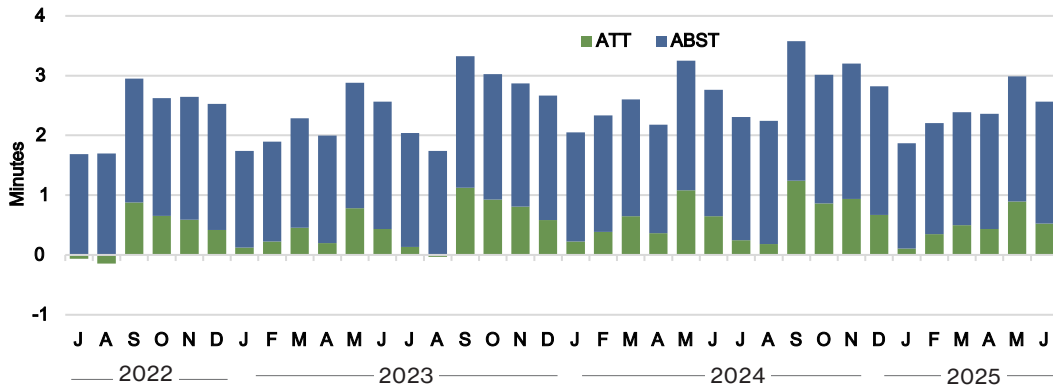
On June 29, the MTA launched the Queens Bus Network Redesign (QBNR) to improve service in the city's largest borough. A strong outreach campaign kept customers informed, and operators and supervisors received extensive training. Early results show improved performance on rush routes, growing ridership on new routes, and positive feedback on more direct service. This is an iterative process, with continued engagement from riders and stakeholders. Thousands of Customer Ambassadors

SERVICE PERFORMANCE

Additional Bus Stop Time + Additional Travel Time

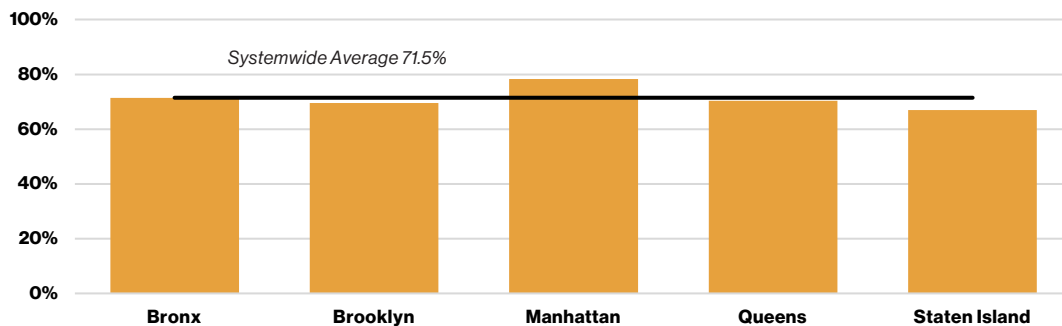
ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time

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



supported Phase 1 in Eastern Queens and will assist with Phase 2 in Northwest and Southwest Queens starting August 31.

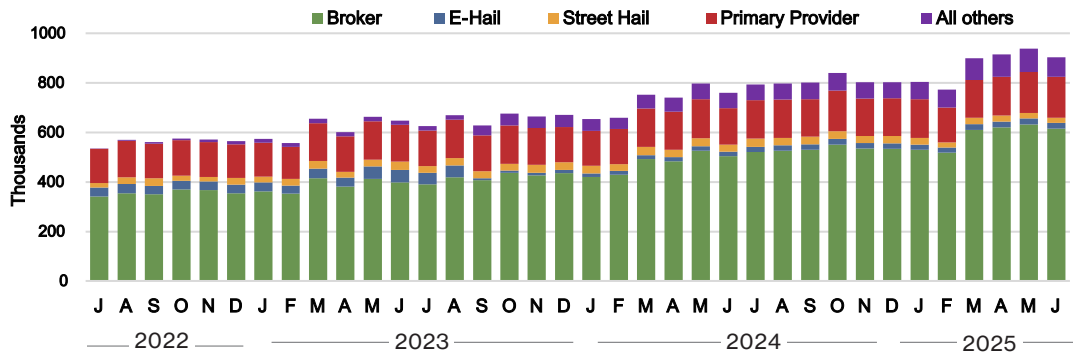
This month marks one year since the expansion of the Automated Camera Enforcement (ACE) program to include not just bus lanes, but also vehicles blocking bus stops and illegally double-parked cars. ACE now covers 39 routes with over 1,200 equipped buses serving 775,000 daily riders. The program has improved bus speeds by 5% (up to 30% on some corridors), reduced collisions by 20%, cut emissions by 5–10%, and decreased blocked bus stops by 40%, improving access for riders with disabilities. Only 9% of drivers commit more than two violations after being fined.

Finally, in honor of the 35th anniversary of the Americans with Disabilities Act, the MTA continues accessibility improvements. Over 1,300 new buses now feature wider ramps and doors, with all future buses including these upgrades. The open stroller program has expanded to more than 1,000 buses on 57 routes, and over 80% of buses now have digital screens showing stop and service information.

SERVICE PERFORMANCE

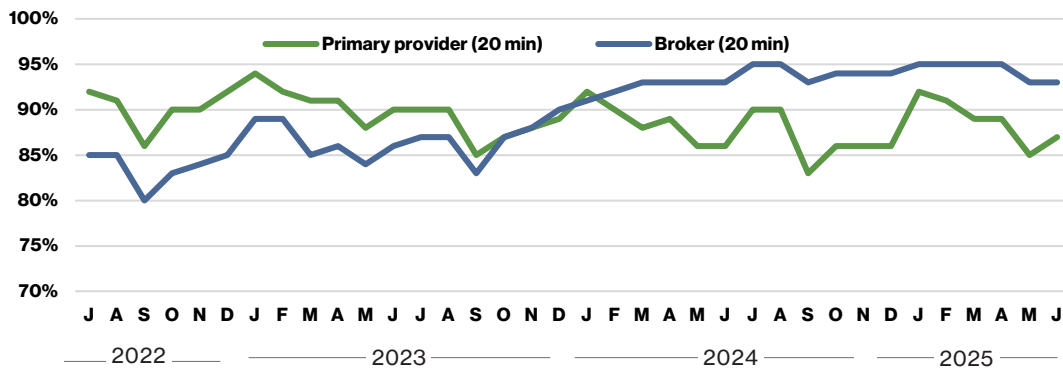
Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service



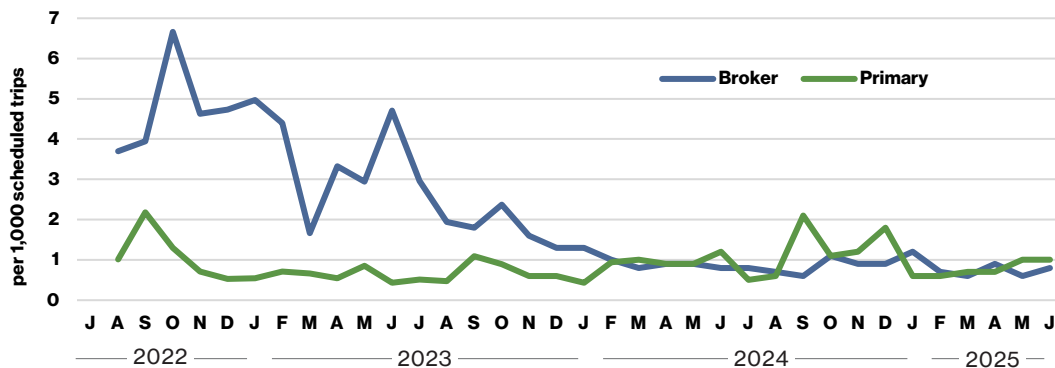
Paratransit On-Time Performance

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

Throughout the first half of 2025, the Paratransit team focused relentlessly on maintaining our high level of service reliability as ridership continues to grow. Total trips completed for June 2025 increased by 19% compared to the same month last year, continuing the year-to-date ridership growth trend. We completed more than 900,000 trips for nearly 1.3 million riders in June.

On-Time Performance continues to be strong, with our primary carrier service picking up 87% of trips within the 20-minute pickup window from promise time — an improvement of 2% compared to May and 1% compared to June 2024. Additionally, 94% of primary pickups were made within the 30-minute window. For broker service, On-Time Performance remained steady compared to May 2025 and the same month last year, at 93% within 20 minutes and 97% within 30 minutes.

The June 2025 no-show rate was 1.00 per 1,000 trips for primary service and 0.70 per 1,000 trips for broker service, both well below our goal of 3 per 1,000 and continuing the trend of improved reliability for broker service.

Use of the MY AAR app to book and track trips continues to increase, with 22% of trips booked online last month. In June 2025, the percentage of calls answered decreased by 1% compared to May 2025 and by 3% compared to June 2024, but remained at a solid 93%. The average call answer speed increased by 20 seconds compared to May 2025 and by 45 seconds compared to the same time last year. We continue to monitor call center performance closely to ensure all customers are served.

Moving Forward

We are continuing our efforts to encourage customers to use the MY AAR app for booking and tracking trips by providing Summer Zoom Sessions. Customers can join us every Tuesday through August 19th for a one-hour live, interactive Zoom session led by AAR experts, who will guide them through the signup process, understanding the terminology, booking and canceling a trip, requesting a taxi authorization, setting up subscriptions, and more.

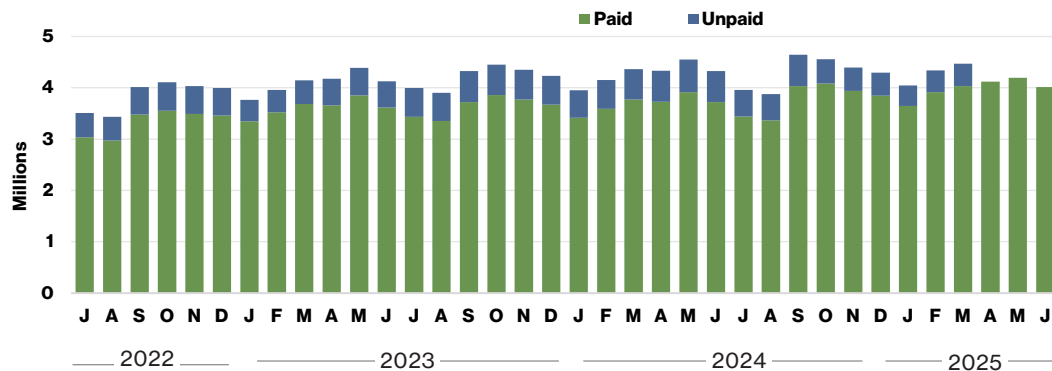
Our focus remains on maintaining our performance as ridership grows and finding ways to serve customers more efficiently. Based on our daily customer feedback and monthly Pulse surveys, we continue working to address the issues most important to our customers, including increasing on-time performance, reducing provider no-shows, and reducing trip lengths.

RIDERSHIP

Subway Ridership

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

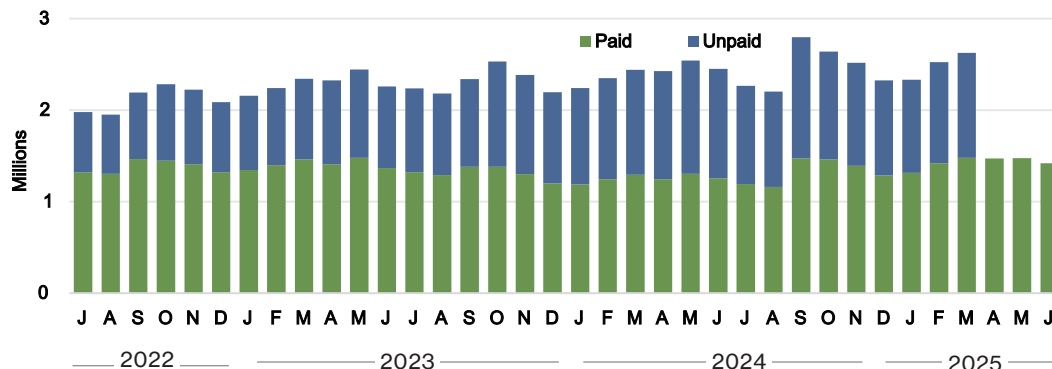
Second quarter fare evasion data not yet available



Bus Ridership

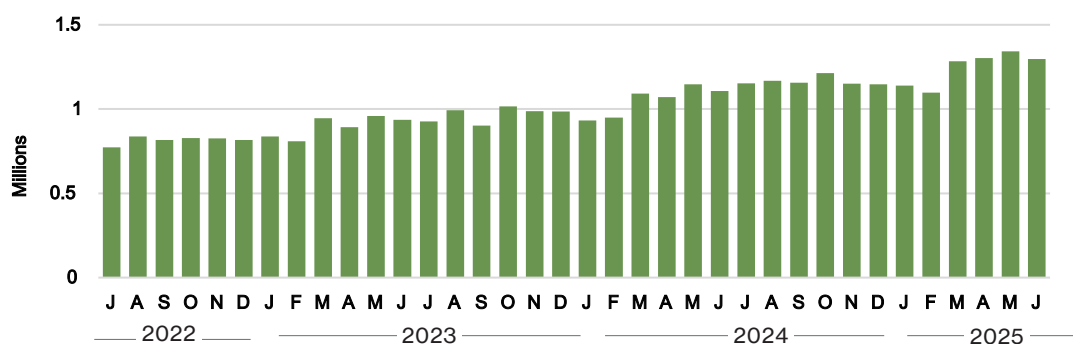
The number of paying bus (NYCT and MTA) customers, and estimated number of non-paying customers, on an average weekday

Second quarter fare evasion data not yet available



Paratransit Ridership

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



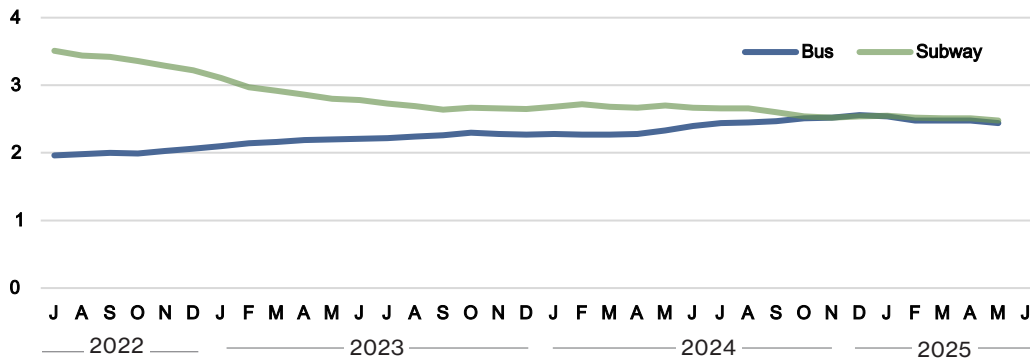
Data Review

June paid subway weekday ridership came in at 4.01 million, a 7.9% increase over June 2024, consistent with the growth observed throughout the spring. As is typical of June, strong numbers were recorded in the early part of the month, including 4.45 million on June 4th, the highest single day in 2025 and the second-highest post-pandemic figure. Ridership declined in the latter portion of the month as the school year concluded. Bus ridership also continued its strong year-over-year trend, with an estimated 1.42 million weekday paid riders, 14.5% greater than in June 2024.

SAFETY AND SECURITY

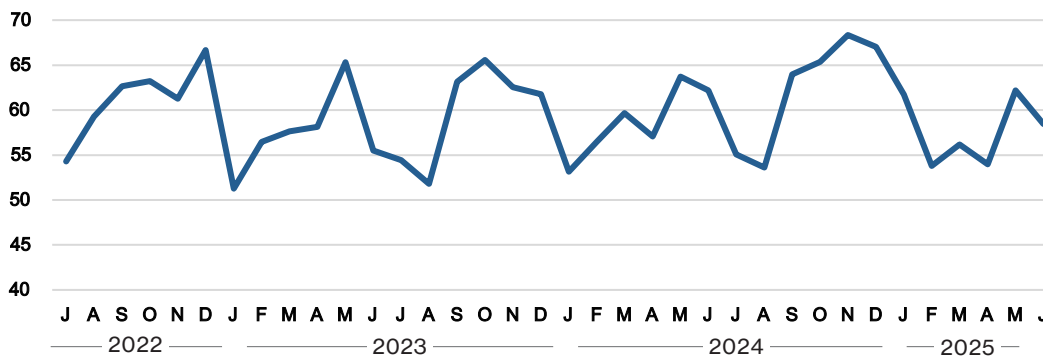
Customer Accident Rate

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



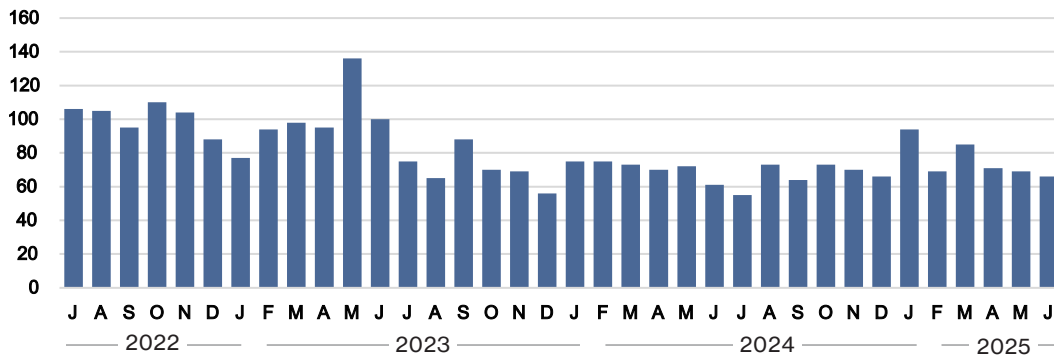
Bus Collision Rate

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

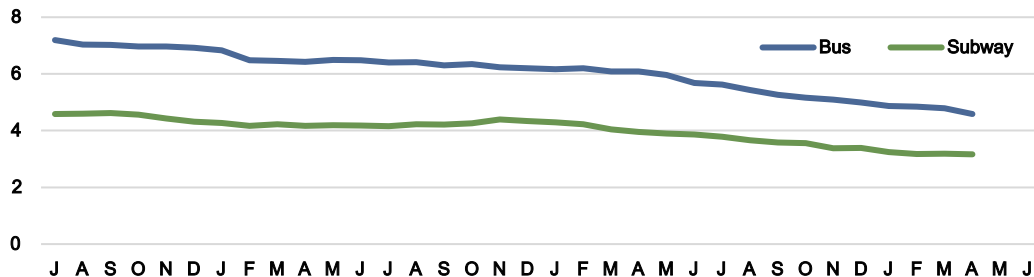


SAFETY AND SECURITY

Employee Lost Time Accident Rate

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

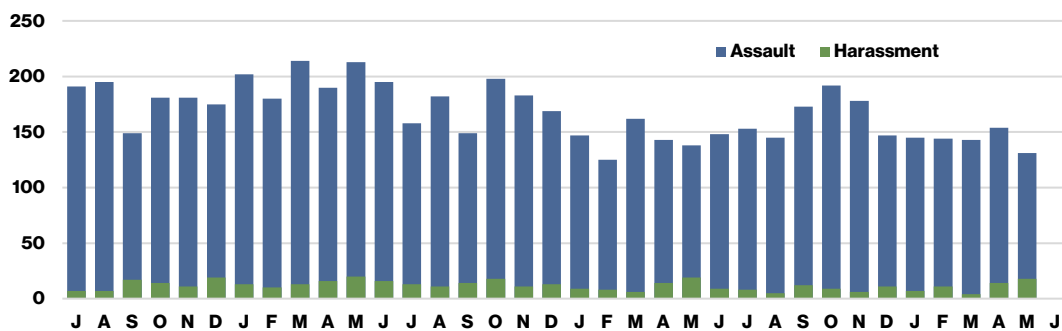
May 2025 Bus Rate represents NYCT only as MTA Bus data not yet available



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

June data not yet available



Data Review

Subway Customer Accident Rates decreased when comparing the most recent 12-month period to the previous one. Bus Customer Accidents and Collisions increased slightly, though Collision Injuries decreased over the same period.

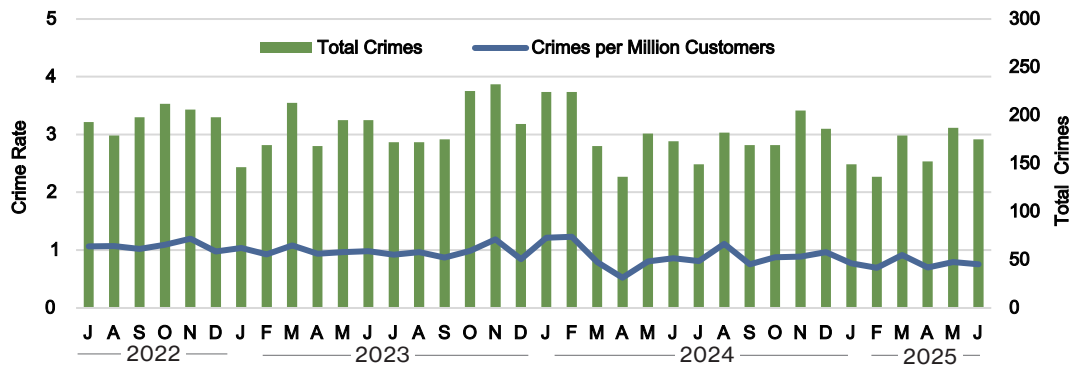
- Employee Lost Time Accidents (LTAs) declined overall in the 12 months through May 2025
- NYCT saw a 19.6% reduction in LTAs with declining categories comprising over 98% of LTAs in the most recent period.
- Buses alone saw a 20.7% drop in LTAs, with Assaults in May alone declining 29.4%. Subways had a similar 19.7% LTA reduction, with Slips, Trips, and Falls down 25.0% in May alone.

On a 12-month rolling basis, Subway Fires rose slightly —by nearly 1% —when comparing periods ending June 2025 and June 2024.

SAFETY AND SECURITY

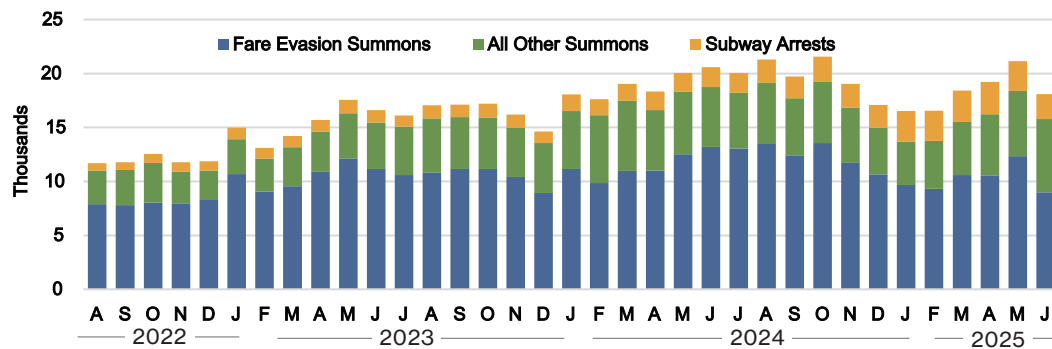
Major Crimes Against Subway Customers

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



NYPD Summonses & Arrests

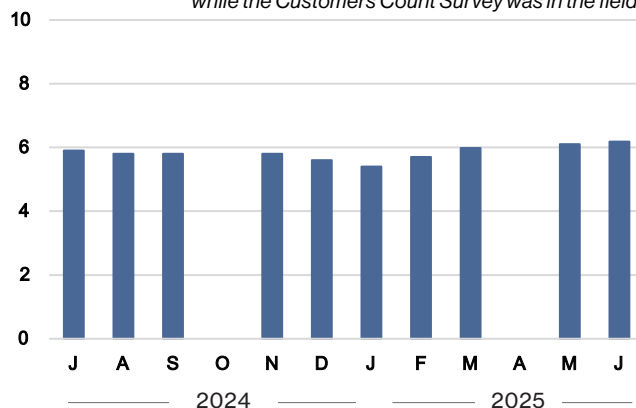
The number of summonses issued for fare evasion (TABs + criminal); number of summons issued for other infractions; and number of arrests made by NYPD



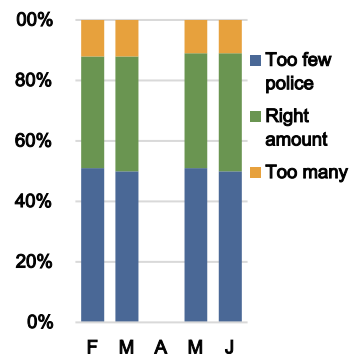
Perception of Safety and Police Presence

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

Pulse survey was not conducted in October or April while the Customers Count Survey was in the field



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



SAFETY AND SECURITY

Data Review

In June 2025, Major Felony Crime was down 6% month-over-month, but up 2% versus June 2024. Crime was up 2% when compared to the 2024 monthly average. Year to date, major crimes are down 3% vs. 2024. Crimes per Million Rides decreased 8% in June 2025 (vs. May 2025) and were down 9% versus June 2024. Further, Crimes per Million Rides were down 7% versus the 2024 monthly average.

We have continued to maintain a strong decrease in crime year-to-date, both on a numerical and per rider basis. 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

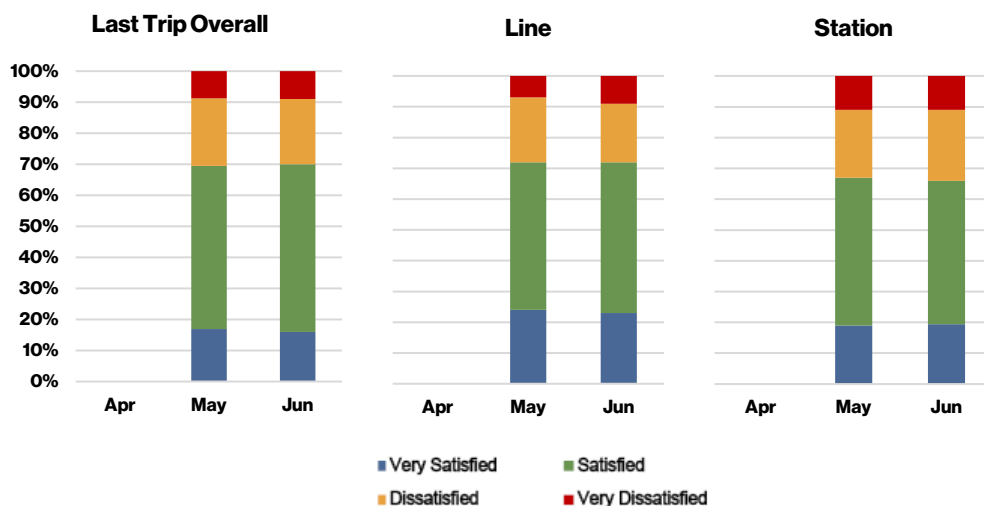
We are very encouraged to see our Crimes per Million Rider figures trend downward in 2025. In fact, this is the strongest start to the year on the per rider metric since 2019. The long-term effects of our initiatives show our proactive crime, security, and safety programs are working as designed. Our 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 they remain a top priority for the MTA. We will continue to press ahead and ensure all safety milestones are being met.

CUSTOMER SATISFACTION

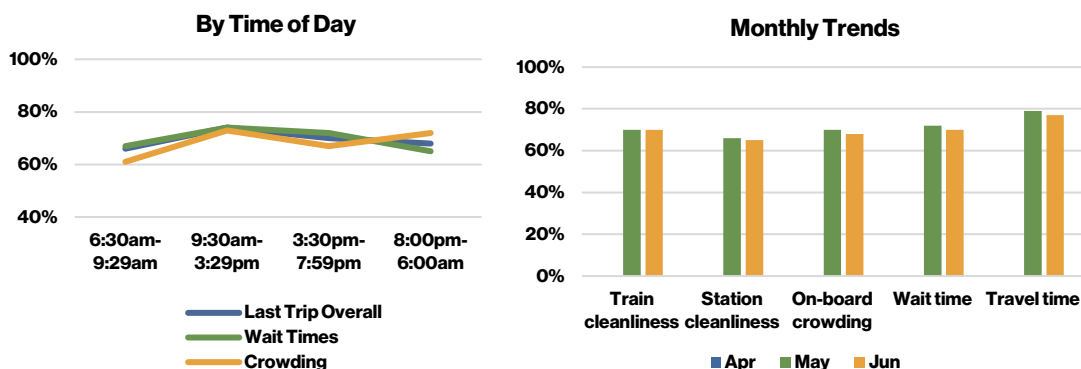
Monthly Pulse Survey Results - Subways

Note: Pulse survey was not conducted in April while the Customers Count Survey was in the field

How satisfied are you with your last trip?

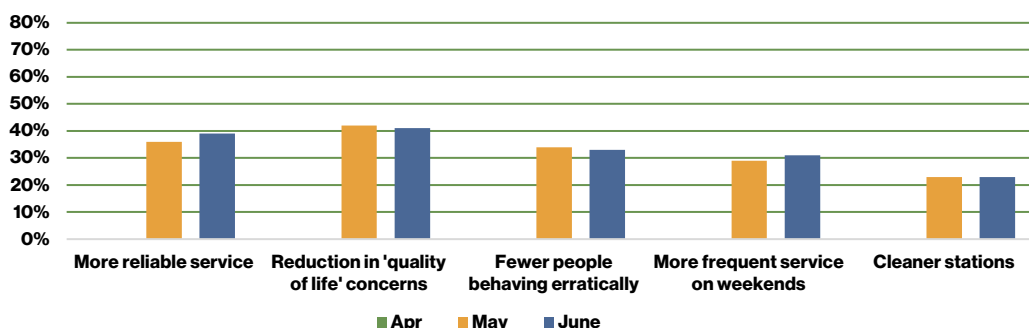


How satisfied were you with each of the following on your last trip?



What needs to improve to increase your satisfaction?

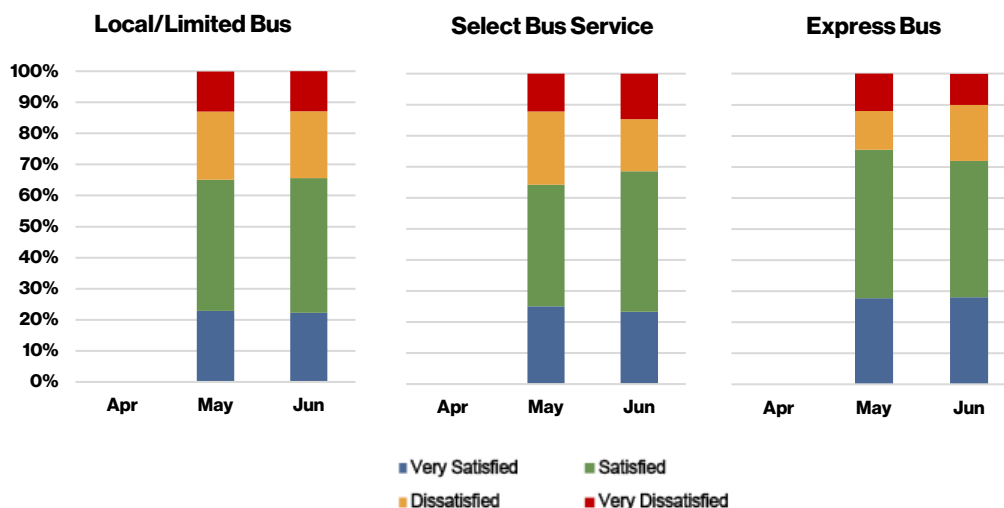
Percentage of respondents choosing each attribute (up to 3 allowed)



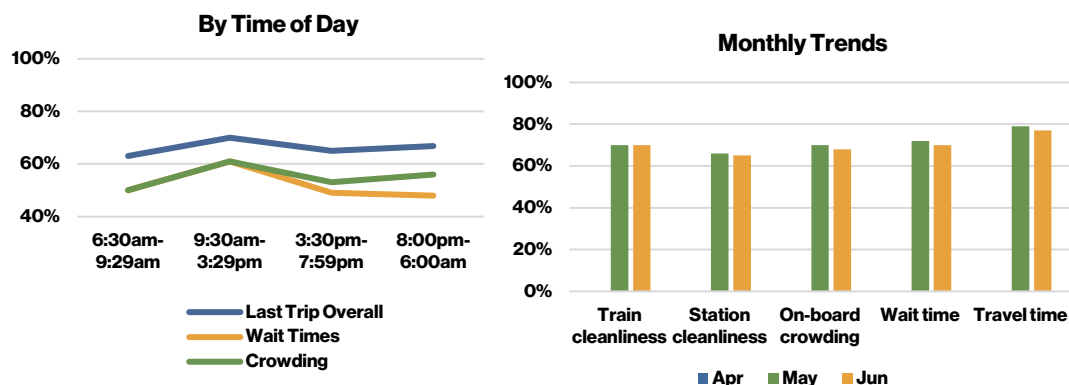
CUSTOMER SATISFACTION

Monthly Pulse Survey Results - Bus

How satisfied are you with your last trip?

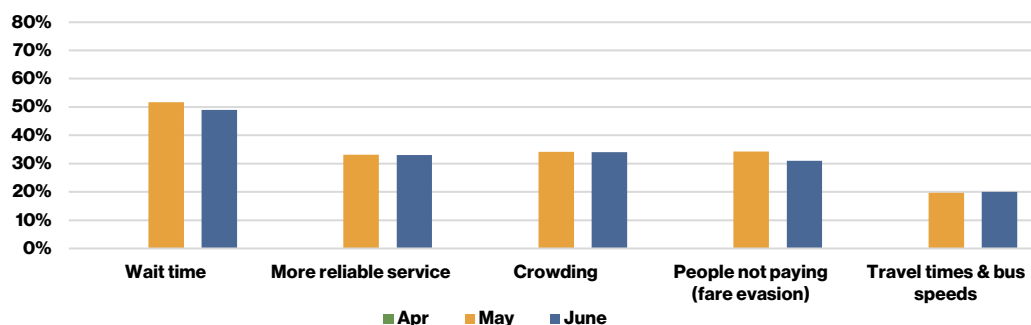


How satisfied were you with each of the following on your last trip?



What needs to improve to increase your satisfaction?

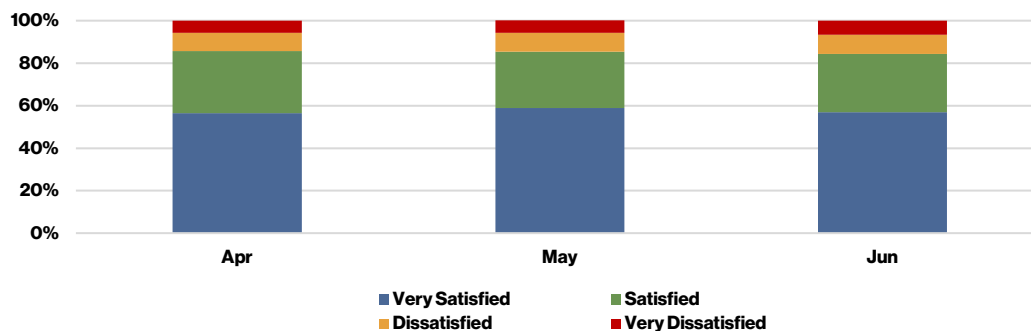
Percentage of respondents choosing each attribute (up to 3 allowed)



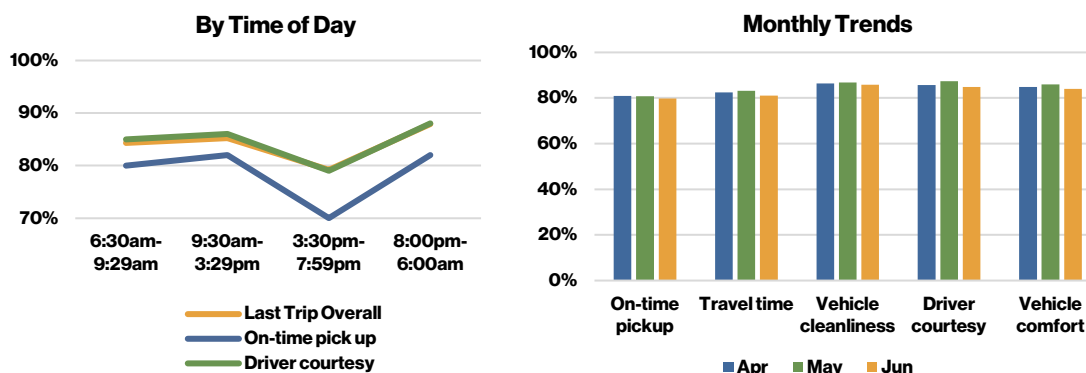
CUSTOMER SATISFACTION

Monthly Pulse Survey Results - Paratransit

How satisfied are you with your last trip?

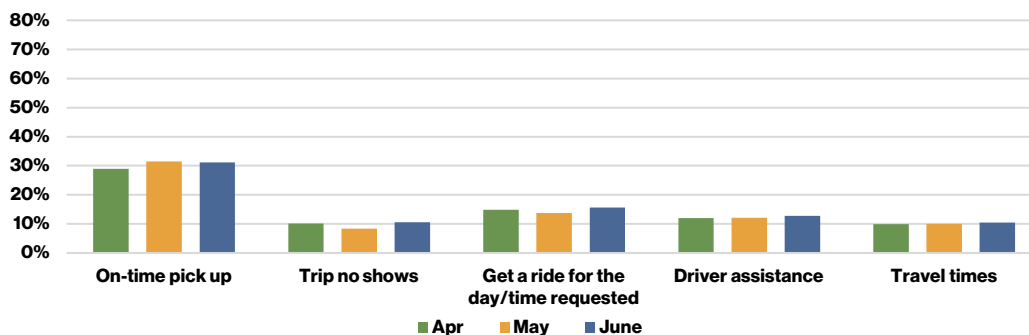


How satisfied were you with each of the following on your last trip?



What needs to improve to increase your satisfaction?

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



CUSTOMER SATISFACTION

Data Review

In June, 70% of subway customers were satisfied with their last subway trip, maintaining the same level as in May but significantly up from January 2025, when last trip satisfaction was 62%. Overall line satisfaction (72%) and overall station satisfaction (66%) remain on par with May. However, satisfaction with travel times decreased by 2 percentage points to 77%. Furthermore, 66% of customers feel safe using the system, consistent with May but up from January, when only 55% reported feeling safe using the system. On their last trip, 75% felt safe on their train, while 75% felt safe in the station, both unchanged since May.

In June, 67% of bus customers were satisfied with their last trip, consistent with May and marking the fifth month this year reaching 66% or higher. Local/Ltd satisfaction is 66%, Select Bus Service is 68%, and Express Bus is 72% (all unchanged from May). Manhattan customers remain the most satisfied with their last trip at 75%, while Bronx and Brooklyn are the lowest at 62%. All key service attributes held steady from May: 53% satisfied with Wait Time, 54% with Crowding, and 70% with Travel Time. Compared to May, fewer customers this month are selecting 'People not paying' as what needs to improve to increase satisfaction.

In June, 84% of Access-A-Ride customers were satisfied with their last trip, consistent with May (85%). While most last trip attributes were unchanged from May, June saw a 3-point dip in On Time Drop Off (to 80%) and a 2-point dip in Driver Courtesy (to 85%). This month, satisfaction is lowest with trips taken in the evening (3:30 p.m. – 8 p.m.), at 79%, down from 85% in May.

CAPITAL PROJECTS

Bay Ridge - 95 Street

The MTA Capital Program is its own celebration of Disability Pride.

The 2020-2024 Capital program allowed the MTA to construct over 65 elevators. The recently approved 2025-2029 program approved over 60 additional elevators. These capital programs are a testament to the urgency that MTA is placing on accessibility upgrades, to help reach the 2055 commitments.

This month, the MTA was excited to open new elevators at the Bay Ridge – 95 Street terminal station in southern Brooklyn.

The project includes two new elevators, one from street level to mezzanine and another from mezzanine to platform, upgraded staircases to enhance passenger circulation, and new ADA boarding areas with platform edges and tactile warning strips. Crews made upgrades to communications and electrical systems and employee facilities, in addition to state of good repair work.

Bay Ridge-95 St  station, which serves 3,000 daily riders, is the third subway station to be made accessible in 2025. Thanks to coordination from the service teams, the project avoided four weekends of shutdowns at the station and saved an estimated \$900,000.

Bay Ridge-95 St is an island platform station, and the elevator project required special coordination with teams at Operations Planning and Maintenance of Way in order to place both elevators into service at the same time.

The project was made possible by support from the Federal Transit Administration. Approximately 19.6% of the project budget was awarded to Disadvantaged Business Enterprise (DBE) firms.



CUSTOMERS AND COMMUNITIES

WeAct Meeting Presentation

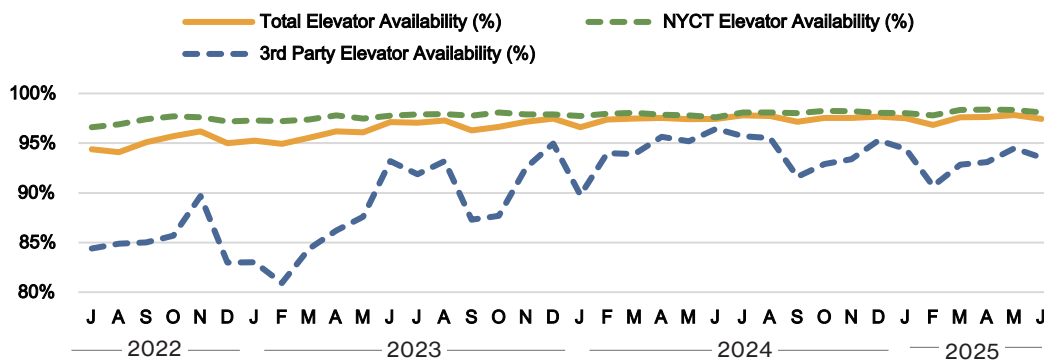
The MTA Government & Community Relations team attended WeAct's June monthly membership meeting to present on the MTA 2025-29 Capital Plan and congestion pricing related projects in Harlem.



ACCESSIBILITY

Elevator Availability

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



Accessibility Update

This year is a unique milestone marking the 35th anniversary of the Americans with Disabilities Act (ADA) on July 26. While the MTA Accessibility team works closely with customers all year, this month the community's focus turns to looking at the history and future of accessibility. We are hosting a number of different events that dive deeper into the accessible vision of the MTA.

Events this Disability Pride month have included station tours, resource fairs, town halls, info sessions, webinars, and celebrations of new and modernized elevators across the system. We celebrated the return of two modernized elevators at Lincoln Center on the **1** three modernized elevators at Euclid Av on the **A/C**, and two brand-new elevators at Bay Ridge-95 St on the **R**. These new accessible travel options at the end of the **R** line in Bay Ridge will bring benefits to thousands of customers. Since 2020, the MTA has greatly improved accessibility in the area with new elevators at 86 St **R** and at 59 St **N/R**, providing a transfer to the **N** express. This mirrors all the progress the MTA has made across the system, with 36 new accessible station openings since 2019.

Elevator modernization and replacement projects are also a huge part of the MTA's accessibility story. Once elevators are incorporated into a station, the MTA has an entire team that works 24/7 to ensure those elevators are as reliable as possible. However, after a few decades of around-the-clock use, the internal mechanics of the system wear down, and the MTA completely replaces the internal components of the elevator. While the construction creates a temporary detour, these are important long-term investments in the reliability of our accessibility infrastructure, which benefit so many more people than just those with disabilities. We currently have 28 elevators being replaced to ensure our system continues to meet the needs of people with disabilities for decades to come.

FINANCIAL RESULTS

2025 Operating Revenue & Expenses, June 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	2,161.6	2,240.2	78.6	103.5	104.4	0.9	3.0	3.9	0.9
Farebox revenues	1,771.5	1,805.4	33.9	93.6	95.1	1.5	1.8	1.9	0.0
Other revenues	390.1	434.7	44.6	9.9	9.3	(0.6)	1.1	2.0	0.9
Total non-reimbursable expenses	5,155.4	5,195.1	(39.7)	473.2	454.4	18.8	40.8	35.1	5.7
Labor expenses	3,897.0	3,888.7	8.3	361.9	353.6	8.4	30.6	27.9	2.7
Non-labor expenses	1,258.4	1,306.4	(48.0)	111.3	100.8	10.4	10.2	7.2	3.0
Non-cash liabilities	1,099.9	1,144.3	(44.5)	96.1	36.5	59.7	8.8	13.3	(4.5)
Net surplus/ (deficit) - accrued	(4,093.7)	(4,099.3)	(5.6)	(465.9)	(386.5)	79.4	(46.6)	(44.5)	2.1

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	45,439	44,113	1,326	3,900	3,829	71	377	385	-8
Reimbursable	4,719	3,631	1,088	38	32	6	54	11	43
Total Positions	50,158	47,744	2,414	3,938	3,861	77	431	396	35

Data Review

Farebox revenue was favorable to the Budget by \$35.5 million primarily due to higher than projected subway paid ridership. Other Revenue was \$44.9 million favorable to the Budget mainly due to Tropical Storm Ida Insurance recoveries and higher than projected student reimbursement, partially offset by lower than projected paratransit reimbursement and lower retail rent and advertising revenues. Expenses were higher than the Budget by \$15.2 million. Labor expenses, including fringe benefits, were favorable by \$19.4 million driven largely by vacancies and favorable timing of the prescription drug credits, offset by overtime spent related to vacancy and absentee overage requirements. Non-labor expenses were unfavorable by \$34.6 million mainly due to increased paratransit services contract expense driven by higher trip volume and higher electric power cost. 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.

SPECIAL FEATURE

MY AAR

At New York City Transit, honoring Disability Pride Month means reaffirming our ongoing commitment to accessibility by closely evaluating how our services meet the needs of riders. Transit is committed to making all parts of the system more accessible, from subway elevators to bus seating design. Nowhere have these improvements been more evident than at Paratransit.

Paratransit made significant strides on service reliability in the past two years, but that is only part of the story. As part of the commitment to providing the highest level of customer service to paratransit customers, and providing all customers with the tools to navigate transit with ease and independence, Paratransit invested heavily in recent years in building tools to allow eligible customers to book trips with Access-A-Ride (AAR) quickly, easily, and independently when and where they choose to do so.

That means leveraging technology to build great tools for everything from applying for paratransit eligibility to handling a day of service issue, and Paratransit is delivering that through the My AAR app and other digital platforms. These tools don't replace customer service, they enhance it; providing user-friendly self-service options has allowed Paratransit to more efficiently and effectively deploy their staff resources to those customers and functions where assistance is most critical.

After years of work to get here, MY AAR is now truly the digital platform for all things Access-A-Ride. Customers can access MY AAR through the MTA app on a smart phone or through the web on any computer. MY AAR is the fastest and easiest way to book a paratransit trip and also provides a platform for customers to review trip history and see upcoming trips, track their vehicle when they're getting ready to take a trip, and even update their contact information. Those vehicle tracking and contact information pieces are critical for AAR's type of service, where driver and customer connection is a key component of the interaction.

When it works as well as it does now, MY AAR is a true win-win. Using the platform to book and track trips is fast and accessible for customers. On the operations side, it frees up staff time to assist others. Growing usage of the app is an essential part of paratransit's holistic customer service strategy. As app usage increases, we are able to keep call center performance levels at record highs, even as ridership grows.

How did Paratransit get here, when just a few years ago only 5% of trips were booked online?

SPECIAL FEATURE

With the support of MTA IT partners, Paratransit rebuilt the MY AAR platform in response to customer feedback about what they liked about the app, and what prevented more people from using it. The team implemented simple but important user design improvements to make it easier to book a trip and see where your vehicle is during your ride.

Paratransit also improved everything from how customers log in or recover a password to how they give us feedback on a trip after it's complete. The team implemented simple but important user design improvements, such as making the app easier to navigate and simplifying the process of requesting a pickup at your desired time. Paratransit also improved the integration between the app and the scheduling system so it's easier to request trips to or from certain common locations.

And all these improvements were built in collaboration with the customers who use the service every day. The paratransit and IT teams worked directly with customers to build these new features and also to improve the accessibility of MY AAR. We added a dark mode designed for better visual access and tested every feature for screen reader accessibility so that our blind customers have the same ability to use the app. Every time new features are released, or existing features are improved, customer feedback is collected and acted upon. This has been a great process for Paratransit to better understand their customers and how they can best leverage tech tools for their transportation needs.

As a result, trips booked through My AAR are up more than 5 times since three years ago, from less than 50,000 to more than 250,000 monthly bookings. Now, more than 20% of trips – or nearly 10,000 every weekday - are booked through the app, and that number keeps growing every month.

In addition to all the design work, Paratransit continues to carry out robust public outreach and marketing efforts to ensure customers are aware of these features and feel confident using My AAR. This includes materials like post cards, web instructional videos, and inclusion in public presentations. It also includes direct one-to-one customer support. This summer, Paratransit is hosting a series of webinars each week to educate customers on booking and tracking their trips with MY AAR. These are step by step learning sessions where customers walk through the process to build the trust and confidence, and to continue getting feedback on where Access-A-Ride can improve or expand the MY AAR experience. We know that comfort with the app is a barrier to entry for some, and we're breaking it down one customer at a time.

SPECIAL FEATURE

So, what's next for My AAR?

Early next year, Paratransit will introduce the option to request taxi reimbursement directly in the app, which builds on last year's addition of taxi authorization requests for eligible Access-A-Ride trips. This feature received lots of positive feedback from customers, and 40% of taxi authorization requests are now made by app. Enabling customers to request reimbursement in the app will close the loop so all steps of this process can be done in one place and give customers better visibility into their reimbursement status. This is another example of how giving customers more information at their fingertips makes service more transparent and reduces the time staff needs to spend tracking requests – which is more time they can spend addressing the issue instead.

Paratransit continues to work on rolling out other tools to make the system as a whole work better for the customer and for the MTA. All eligible AAR customers will get their OMNY cards by the end of this year. For Paratransit customers, an OMNY card will serve both as their ID for AAR trips, and their tap-and-go pass for bus and subway service – including for those in the program providing free fixed-route rides to eligible paratransit customers. For many years, AAR customers have asked for a simpler way to pay for their AAR trips, and now it's finally here. The contactless payment system offers paratransit customers the option to travel without carrying exact change for their trips for the first time. AAR customers can still pay for trips in cash if they prefer, but we're confident that many paratransit customers will take advantage of the opportunity to pay through OMNY.

At New York City Transit, accessibility is a fundamental value. Disability Pride Month is a time to celebrate progress and commit ourselves to the work ahead. Through smart investments and partnership with Paratransit riders, the future of Paratransit remains bright.



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
- John Ross "JR" Rizzo
- John Samuelson
- Lisa Sorin
- Midori Valdivia