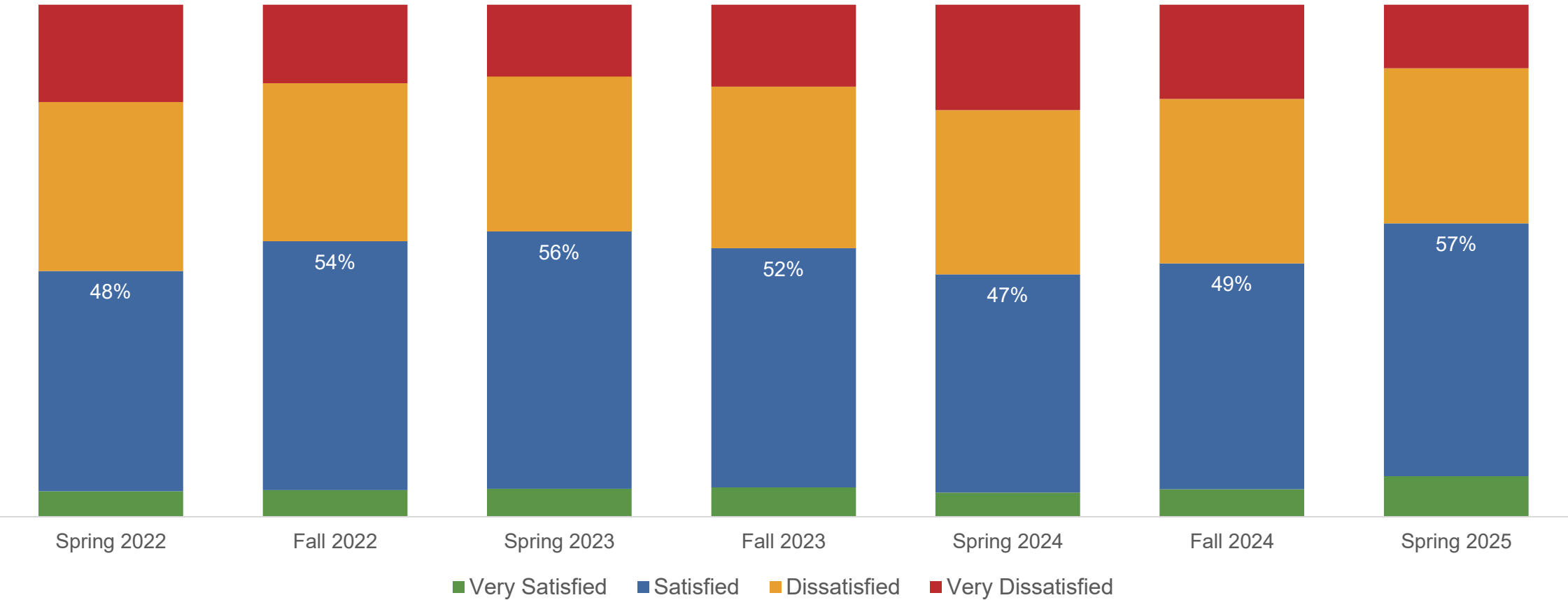**Spring 2025**

Customers Count Survey

Subway   Bus   Access-A-Ride

NYCT: Executive Summary

- The Spring 2025 bi-annual Customer Satisfaction survey was conducted April 21- May 4, 2025, and was offered online in 9 languages and on the phone.
    - We received more than 90,000 subway line and 46,000 bus route evaluations from over 80,000 customers responding. Our sample is weighted by ridership, and relevant respondent demographics using ACS 1-Year 2023 Estimates.

- **More than half (57%) of subway customers are satisfied with the subway overall, up from 49% in the Fall 24.** This marks the highest level of overall subway satisfaction since the inception of this survey.
    - Customers who board in all boroughs are more likely to be satisfied, with customers who typically board in Manhattan at 60% satisfied and Staten Island at 76% satisfied.

- The overall increase in satisfaction is likely driven by gains in service as all primary service attributes are up.
    - Customer satisfaction with Service reliability (60% up from 54%), Waiting time (57% up from 52%) and Frequency of delays (51% up from 45%) are all up.

- While service attributes are improving, safety remains the top driver of overall satisfaction.
    - Safety from Crime or Harassment on Board Trains remains the largest driver of overall satisfaction.
    - Cleanliness on Board trains has also gained in importance, and has slipped 2 points. Station cleanliness satisfaction has improved to 55% (from 50% a year ago).

- **Overall Local, Limited and Select Bus customer satisfaction is 64%, up from 53% in Fall 2024 and the first time exceeding 60% since Spring 2023 (65%).** Overall Express bus customer satisfaction 78%, up from 69% in Fall 2024.
    - Significant gains in all important service-related attributes, including Waiting times (50%, up 11), Travel times (67%, up 7), Service Reliability (61%, up 11), and Crowding (53%, up 10) likely contributed to the overall satisfaction increase.
    - Satisfaction increased 10+ points in four of the five boroughs; Staten Island (55%, up 11), Bronx (60%, up 13), Brooklyn (61%, up 11), and Queens (68%, up 12). Manhattan customers remain the most satisfied at 72% (up 7).
    - Customer satisfaction with their bus route remains higher than for buses overall – 70% are satisfied with their route, up 6 points from Fall 2024.
    - Over the past 6 months, 48% of customers say they or someone they know saw a fare inspector or NYPD enforcing payment. Sightings were most common in the Bronx (70%) and Staten Island (60%).

- **Access-A-Ride customer satisfaction in June 2025 is 78%, on-par with May (78%) and April (79%).**
    - When asked to rate their last trip in June, satisfaction is 84%, also consistent with May (85%) and April (86%).
    - Eight in ten are satisfied with On Time Pick Up (80%), On Time Drop Off (80%), Travel Time (81%), and Driver Courtesy (85%) on their most recent June trip.
    - Satisfaction remains high whether a customer's last trip was with a broker service (84%) or dedicated AAR vehicle (83%).

Subway: Overall Satisfaction

	Spring 2022	Fall 2022	Spring 2023	Fall 2023	Spring 2024	Fall 2024	Spring 2025
Total Satisfied	48%	54%	56%	52%	47%	49%	57%

Legend: Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied

Question(s): In general, how satisfied are you with the Subway (including the Staten Island Railway)?
Base: Customers who used the subway at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10)

Subway: Overall Satisfaction by Boarding Borough

% of respondents

Bronx	Brooklyn	Manhattan	Queens	Staten Island
10%	30%	40%	20%	<1%

- **Bronx:** 46% ▲ 7%
- **Brooklyn:** 57% ▲ 8%
- **Manhattan:** 60% ▲ 7%
- **Queens:** 57% ▲ 10%
- **Staten Island:** 76% ▲ 13%

Legend: ■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied
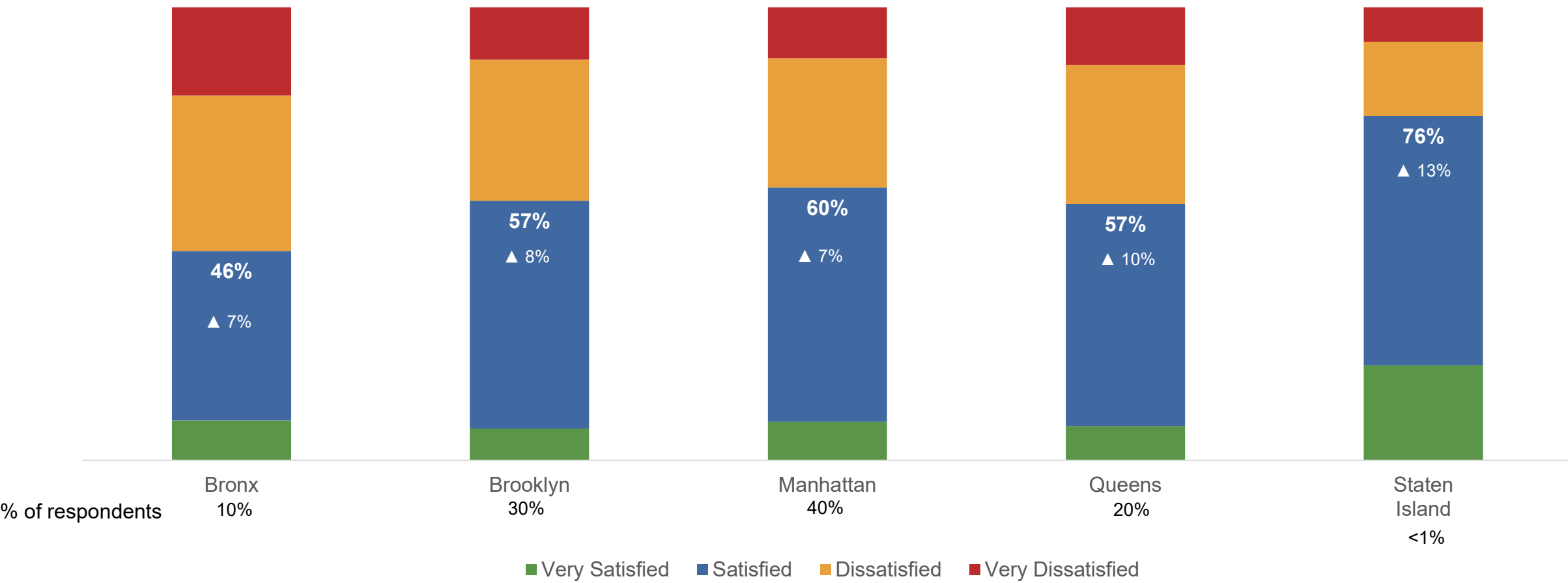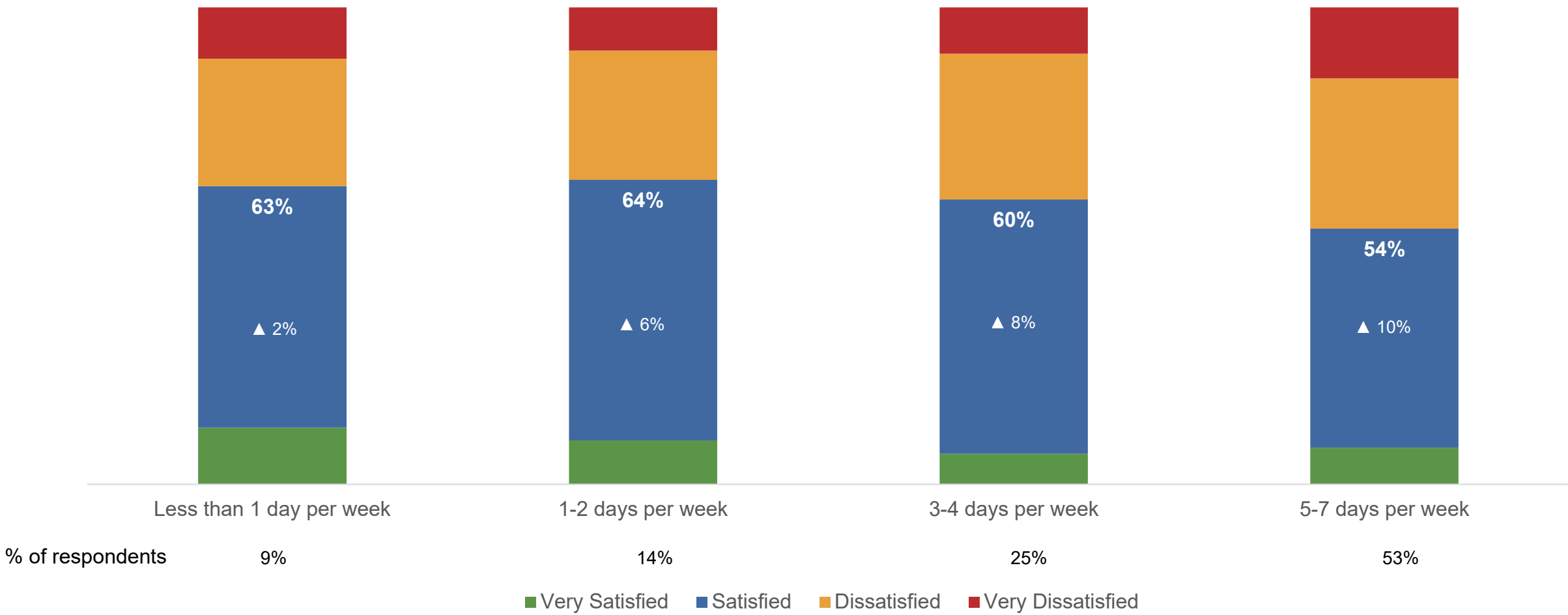
Question(s): In general, how satisfied are you with the Subway (including the Staten Island Railway)?
Base: Customers who used the subway at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Fall 2024

Overall Subway Satisfaction by Frequency of Ridership

	Less than 1 day per week	1-2 days per week	3-4 days per week	5-7 days per week
Satisfied	63% ▲ 2%	64% ▲ 6%	60% ▲ 8%	54% ▲ 10%
% of respondents	9%	14%	25%	53%

■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

Question(s): In general, how satisfied are you with the Subway (including the Staten Island Railway)?
In the last 6 months, how many days in a typical week did you use the following MTA services?
Base: Customers who used the subway at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Fall 2024
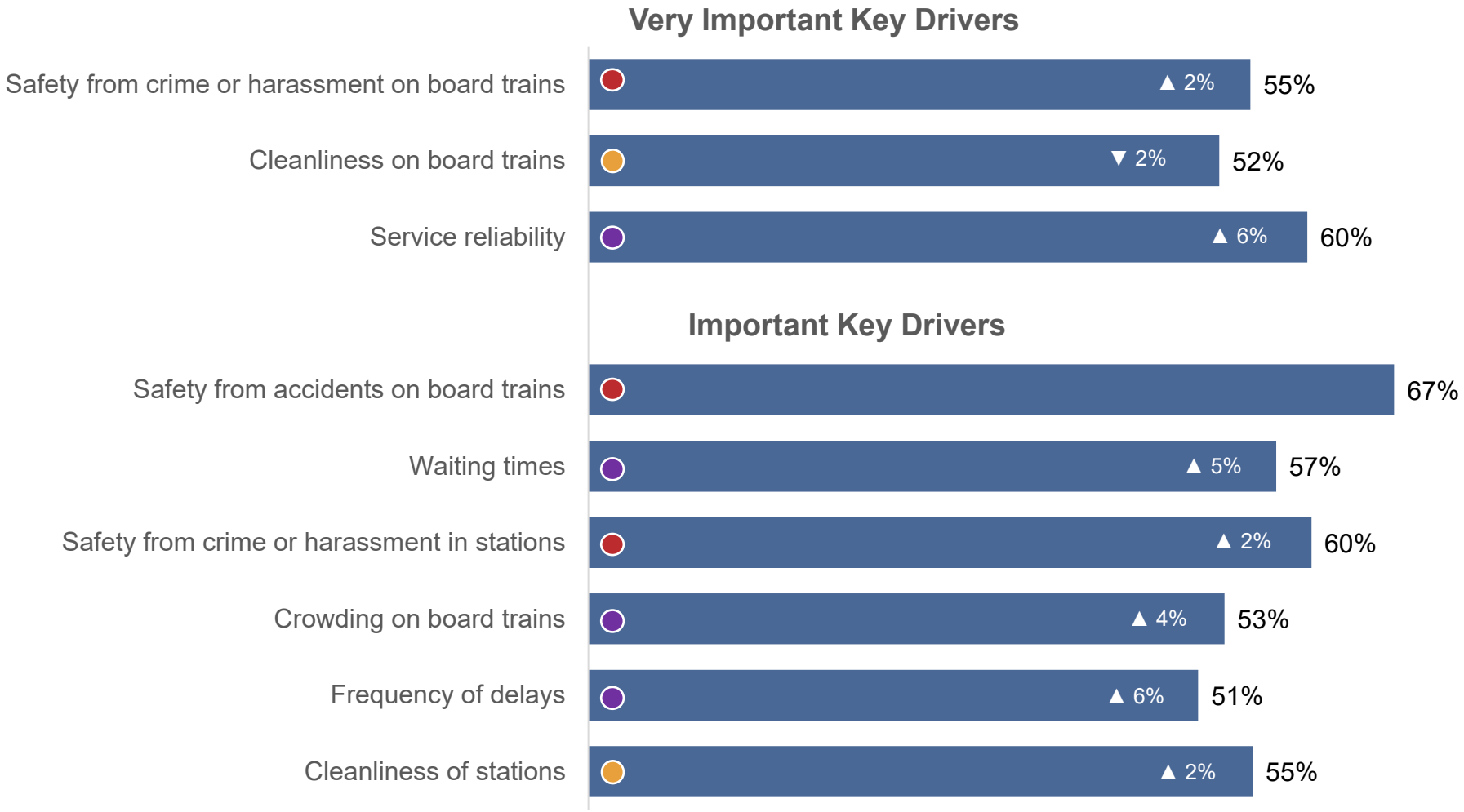
**Spring 2025
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Subway: Key Drivers Attribute Satisfaction In Order of Attribute Importance

Very Important Key Drivers

Attribute	Satisfaction
Safety from crime or harassment on board trains	▲ 2% — 55%
Cleanliness on board trains	▼ 2% — 52%
Service reliability	▲ 6% — 60%

Important Key Drivers

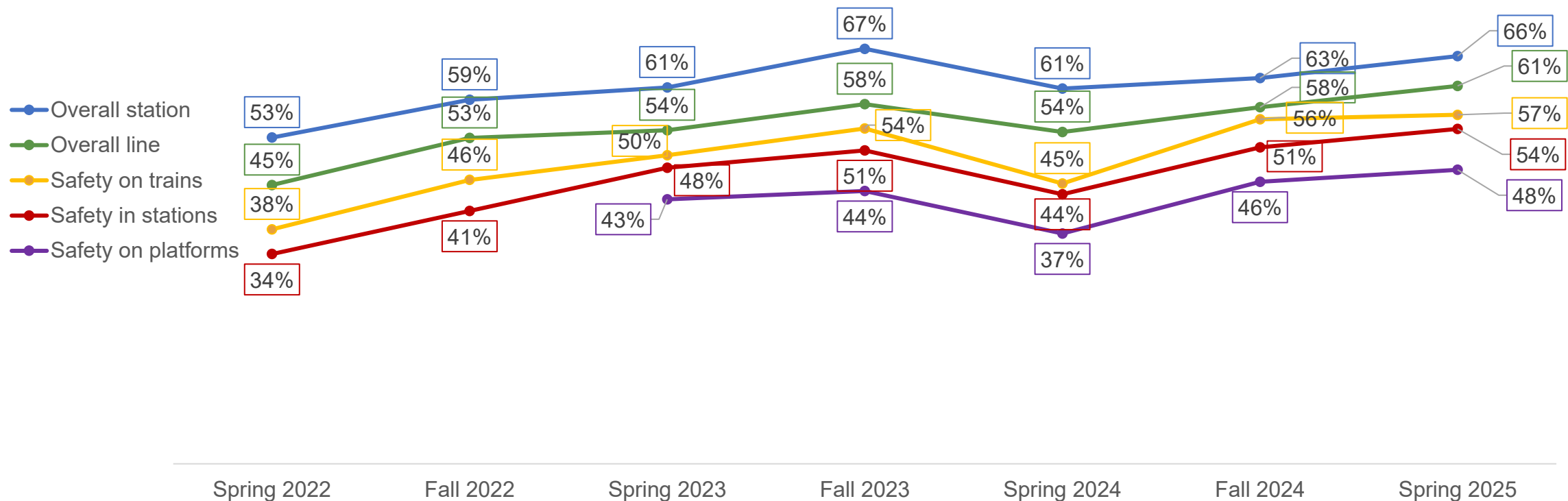| Attribute	Satisfaction
Safety from accidents on board trains	67%
Waiting times	▲ 5% — 57%
Safety from crime or harassment in stations	▲ 2% — 60%
Crowding on board trains	▲ 4% — 53%
Frequency of delays	▲ 6% — 51%
Cleanliness of stations	▲ 2% — 55%

Attribute Concepts
- Service
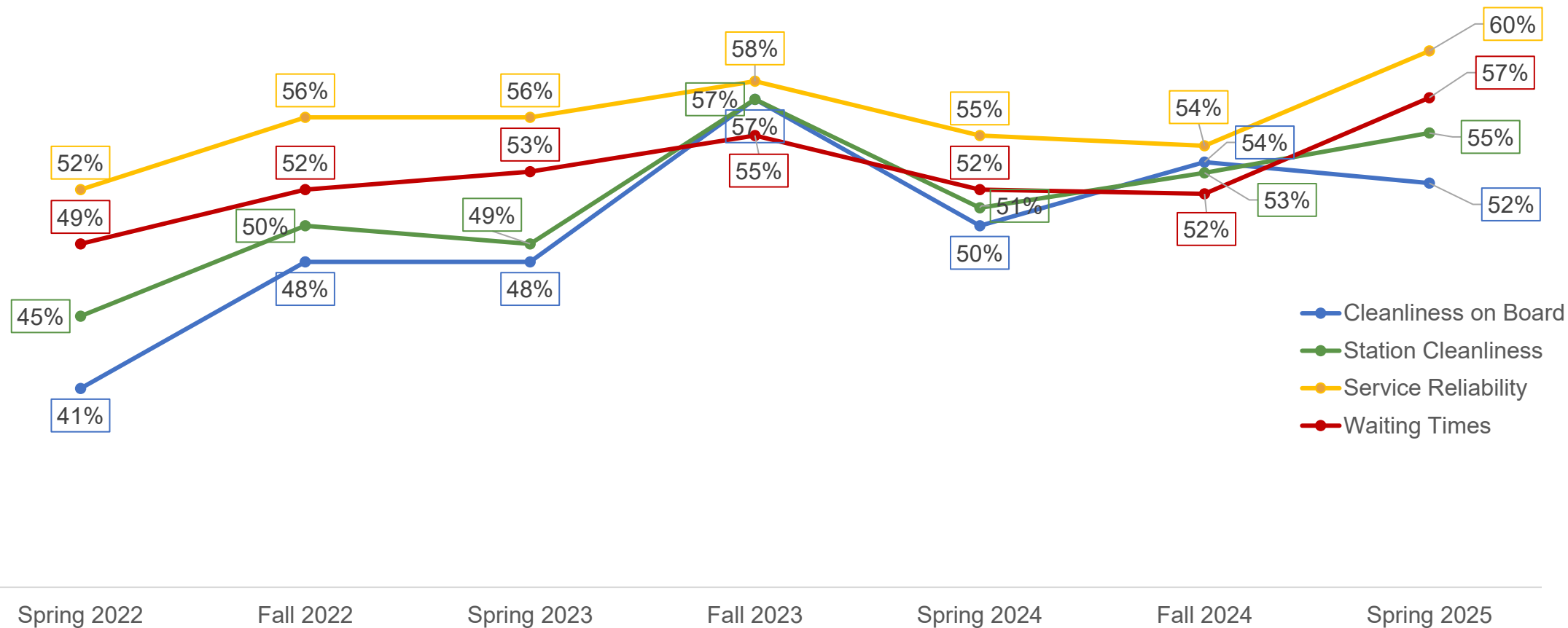- Safety and Security
- Cleanliness

Question(s): How satisfied are you with your subway train? How satisfied are you with your station?
Base: Customers who used the subway at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Fall 2024

Subway: KPI Satisfaction Trends (1 of 2)

Legend:
- Overall station
- Overall line
- Safety on trains
- Safety in stations
- Safety on platforms

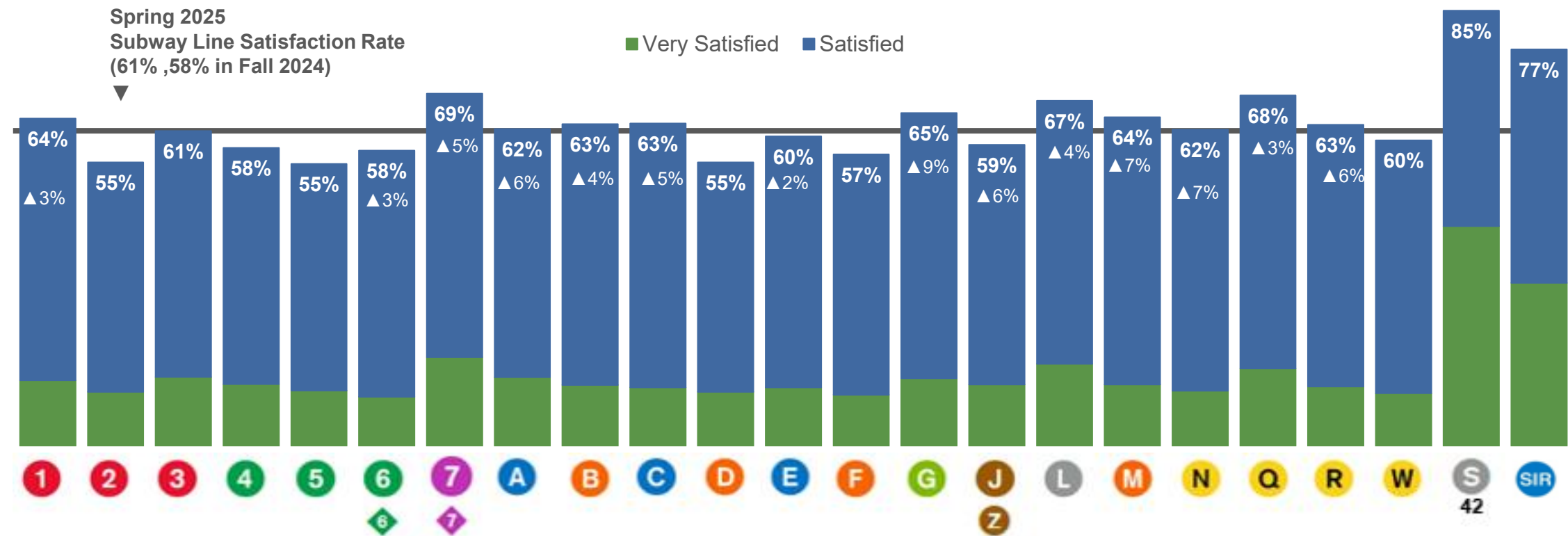|	Spring 2022	Fall 2022	Spring 2023	Fall 2023	Spring 2024	Fall 2024	Spring 2025
Overall station	53%	59%	61%	67%	61%	63%	66%
Overall line	45%	53%	54%	58%	54%	58%	61%
Safety on trains	38%	46%	50%	54%	45%	56%	57%
Safety in stations	34%	41%	48%	51%	44%	51%	54%
Safety on platforms			43%	44%	37%	46%	48%

Question(s): How safe do you feel?
How satisfied are you with the train line? Overall
How satisfied are you with the station? Overall
Base: Customers who used the subway at least once in the last 6 months
Percentage shown is feeling safe/ total satisfied (rated 6-10)

Subway: KPI Satisfaction Trends (2 of 2)

Legend:
- Cleanliness on Board (blue)
- Station Cleanliness (green)
- Service Reliability (yellow)
- Waiting Times (red)

Cleanliness on Board: Spring 2022: 41%, Fall 2022: 48%, Spring 2023: 48%, Fall 2023: 57%, Spring 2024: 50%, Fall 2024: 54%, Spring 2025: 52%

Station Cleanliness: Spring 2022: 45%, Fall 2022: 50%, Spring 2023: 49%, Fall 2023: 57%, Spring 2024: 51%, Fall 2024: 53%, Spring 2025: 55%

Service Reliability: Spring 2022: 52%, Fall 2022: 56%, Spring 2023: 56%, Fall 2023: 58%, Spring 2024: 55%, Fall 2024: 54%, Spring 2025: 60%

Waiting Times: Spring 2022: 49%, Fall 2022: 52%, Spring 2023: 53%, Fall 2023: 55%, Spring 2024: 52%, Fall 2024: 52%, Spring 2025: 57%
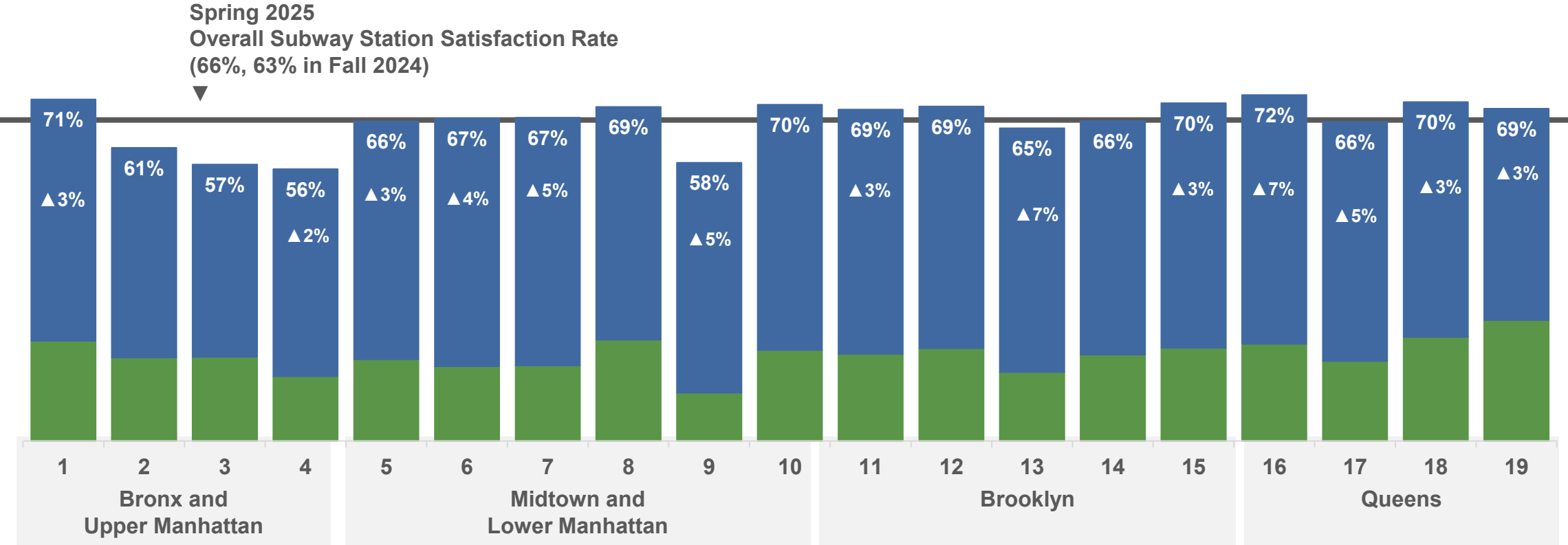
Question(s): How satisfied are you with the train line?
How satisfied are you with the station?
Base: Customers who used the subway at least once in the last 6 months
Percentage shown is feeling safe/ total satisfied (rated 6-10)

Subway: Overall Satisfaction On Board Rates by Line

Spring 2025
Subway Line Satisfaction Rate
(61% ,58% in Fall 2024)
▼

Very Satisfied   Satisfied

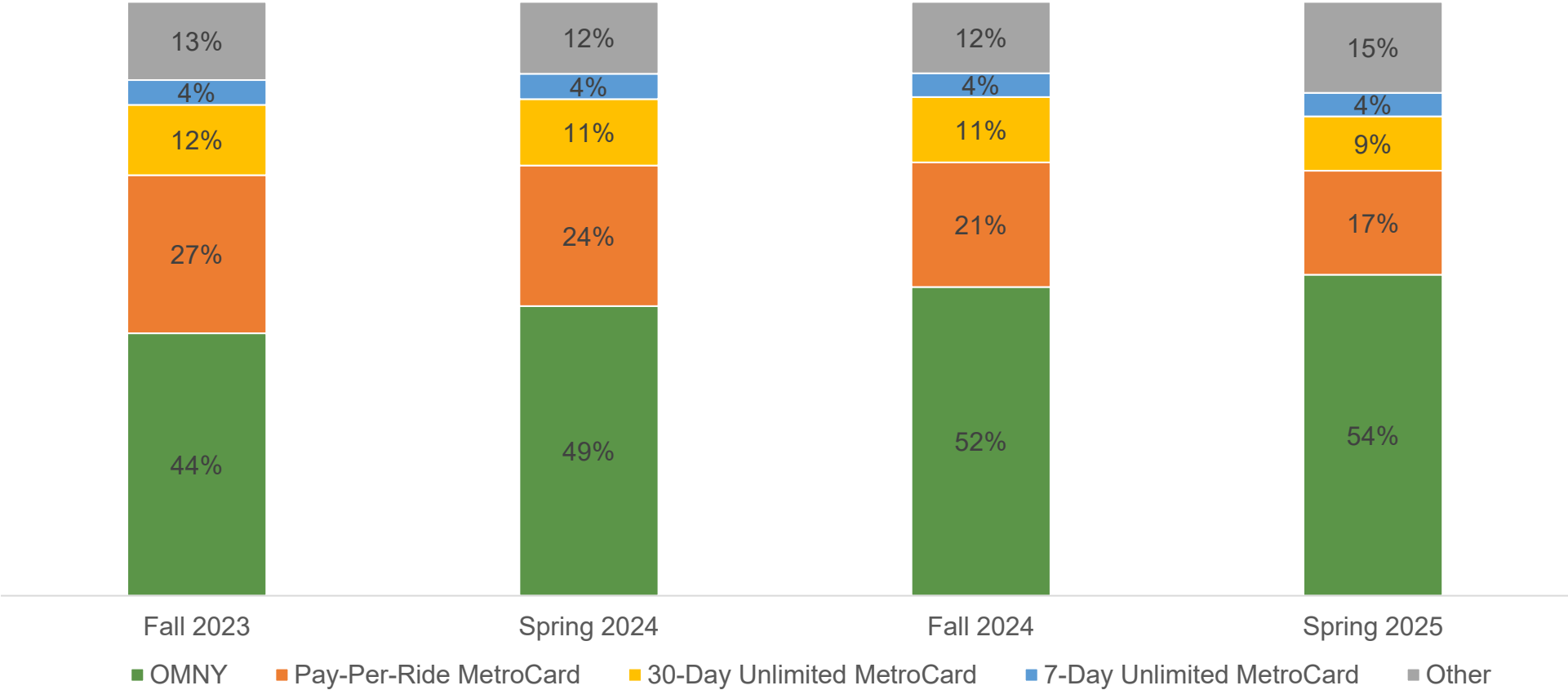| Line	Rate	Change
1	64%	▲3%
2	55%	
3	61%	
4	58%	
5	55%	
6	58%	▲3%
7	69%	▲5%
A	62%	▲6%
B	63%	▲4%
C	63%	▲5%
D	55%	
E	60%	▲2%
F	57%	
G	65%	▲9%
J/Z	59%	▲6%
L	67%	▲4%
M	64%	▲7%
N	62%	▲7%
Q	68%	▲3%
R	63%	▲6%
W	60%	
S 42	85%	
SIR	77%	

Question(s): How satisfied are you with the train line? Overall
Base: Customers who used the subway at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Fall 2024

Overall Station Satisfaction by GSM Zone

Spring 2025
Overall Subway Station Satisfaction Rate
(66%, 63% in Fall 2024)
▼

Zone	Value	Change
1	71%	▲3%
2	61%	
3	57%	
4	56%	▲2%
5	66%	▲3%
6	67%	▲4%
7	67%	▲5%
8	69%	
9	58%	▲5%
10	70%	
11	69%	▲3%
12	69%	
13	65%	▲7%
14	66%	
15	70%	▲3%
16	72%	▲7%
17	66%	▲5%
18	70%	▲3%
19	69%	▲3%

Zones:
- 1–4: Bronx and Upper Manhattan
- 5–10: Midtown and Lower Manhattan
- 11–15: Brooklyn
- 16–19: Queens

Subway: Typical Subway Payment Method & Satisfaction with Fare Payment Options

Legend: OMNY | Pay-Per-Ride MetroCard | 30-Day Unlimited MetroCard | 7-Day Unlimited MetroCard | Other

	Fall 2023	Spring 2024	Fall 2024	Spring 2025
Other	13%	12%	12%	15%
7-Day Unlimited MetroCard	4%	4%	4%	4%
30-Day Unlimited MetroCard	12%	11%	11%	9%
Pay-Per-Ride MetroCard	27%	24%	21%	17%
OMNY	44%	49%	52%	54%

Satisfied with Fare Payment Options (Spring 2025 Overall 78%)

- 84% OMNY Users
- 71% Pay-Per-Ride MetroCard Users
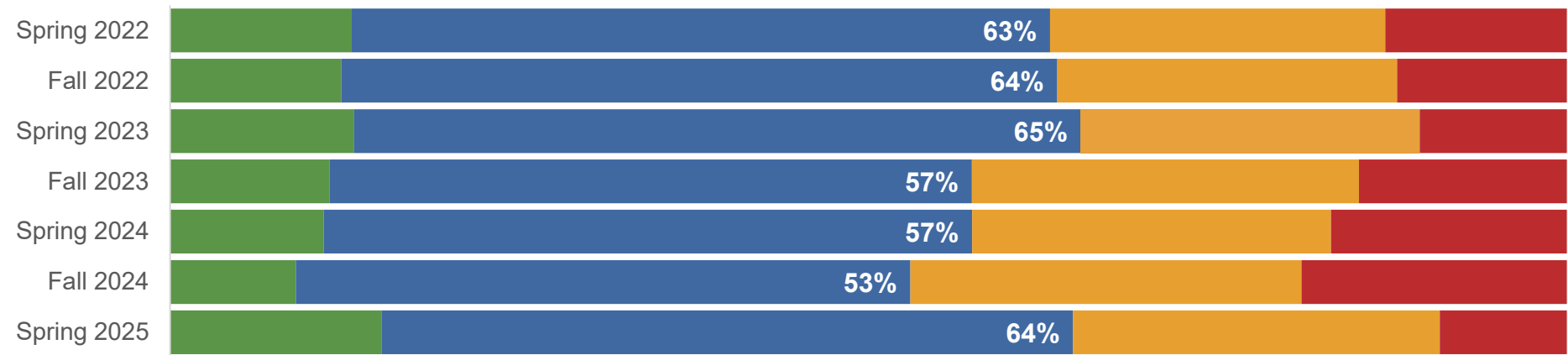- 70% 30-Day Unlimited MetroCard Users
- 63% 7-Day Unlimited MetroCard Users

Question (s): How do you usually pay for the Subway?
How satisfied are you with the starting station? Fare payment options (i.e., How you can pay)
Base: Base: Customers who used the subway at least once in the last 6 months
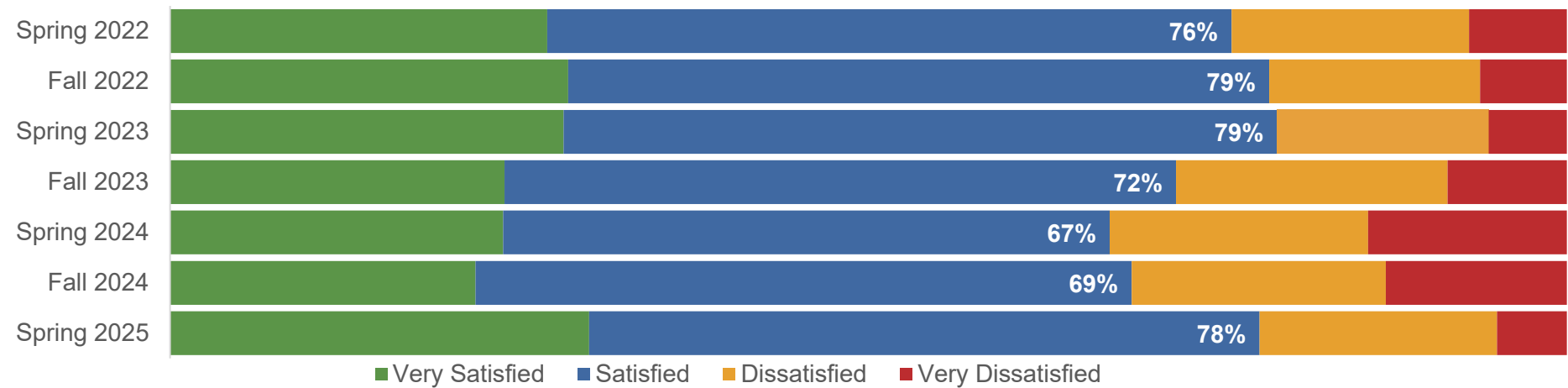Percentage shown is total satisfied (rated 6-10)

Bus: Overall Satisfaction

Overall Local/Ltd/SBS Bus Satisfaction

Period	Total Satisfied
Spring 2022	63%
Fall 2022	64%
Spring 2023	65%
Fall 2023	57%
Spring 2024	57%
Fall 2024	53%
Spring 2025	64%

Overall Express Bus Satisfaction

Period	Total Satisfied
Spring 2022	76%
Fall 2022	79%
Spring 2023	79%
Fall 2023	72%
Spring 2024	67%
Fall 2024	69%
Spring 2025	78%

Legend: ■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied
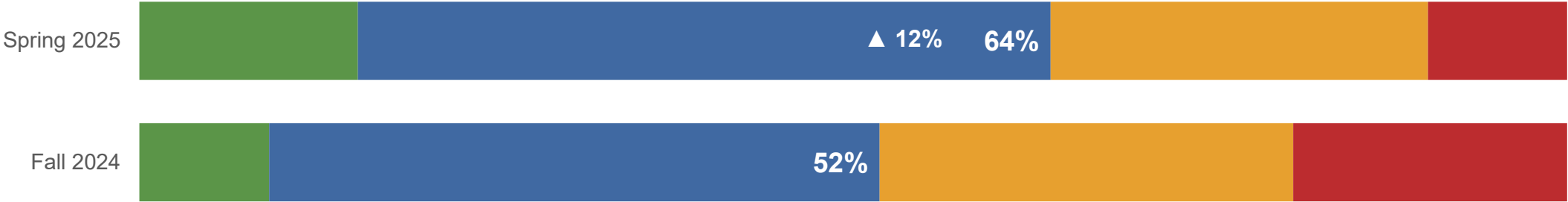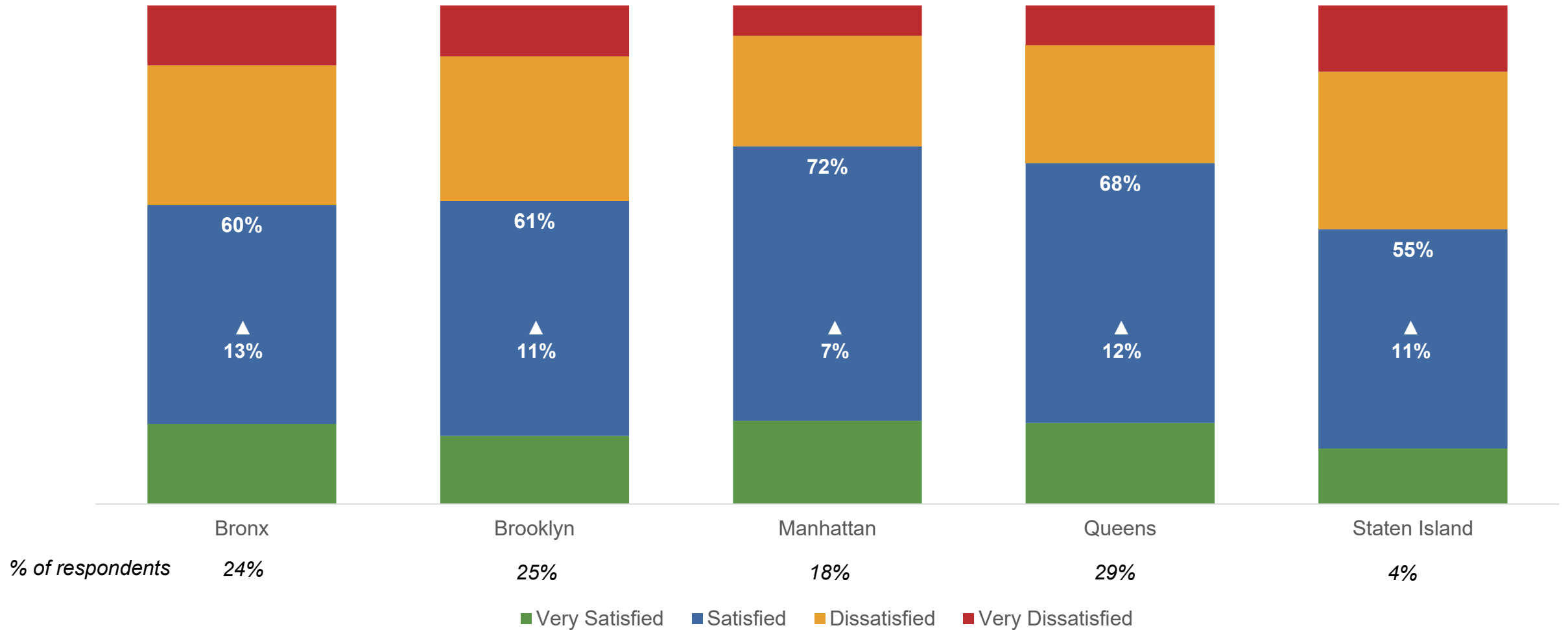
Question(s): In general, how satisfied are you with the buses?
Base: Customers who use the bus at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10)

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Local/Ltd and SBS Satisfaction

Local/Ltd

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Spring 2025		▲ 12% 64%		
Fall 2024		52%		

SBS

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Spring 2025		▲ 9% 68%		
Fall 2024		59%		

■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

Question(s): In general, how satisfied are you with the buses?
Base: Customers who use the bus at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10)

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Local Bus Overall Satisfaction by Boarding Borough

	Bronx	Brooklyn	Manhattan	Queens	Staten Island
Satisfied	60% ▲ 13%	61% ▲ 11%	72% ▲ 7%	68% ▲ 12%	55% ▲ 11%

% of respondents: Bronx 24%, Brooklyn 25%, Manhattan 18%, Queens 29%, Staten Island 4%

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

Question(s): In general, how satisfied are you with buses?
Base: Customers who use the bus at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10)
▲/▼ indicates a significant percentage point increase/decrease at a 90% confidence interval since Fall 2024
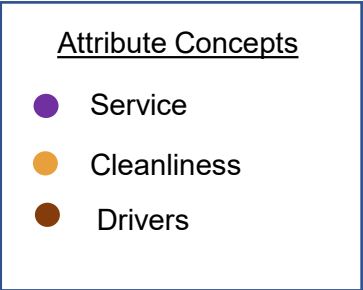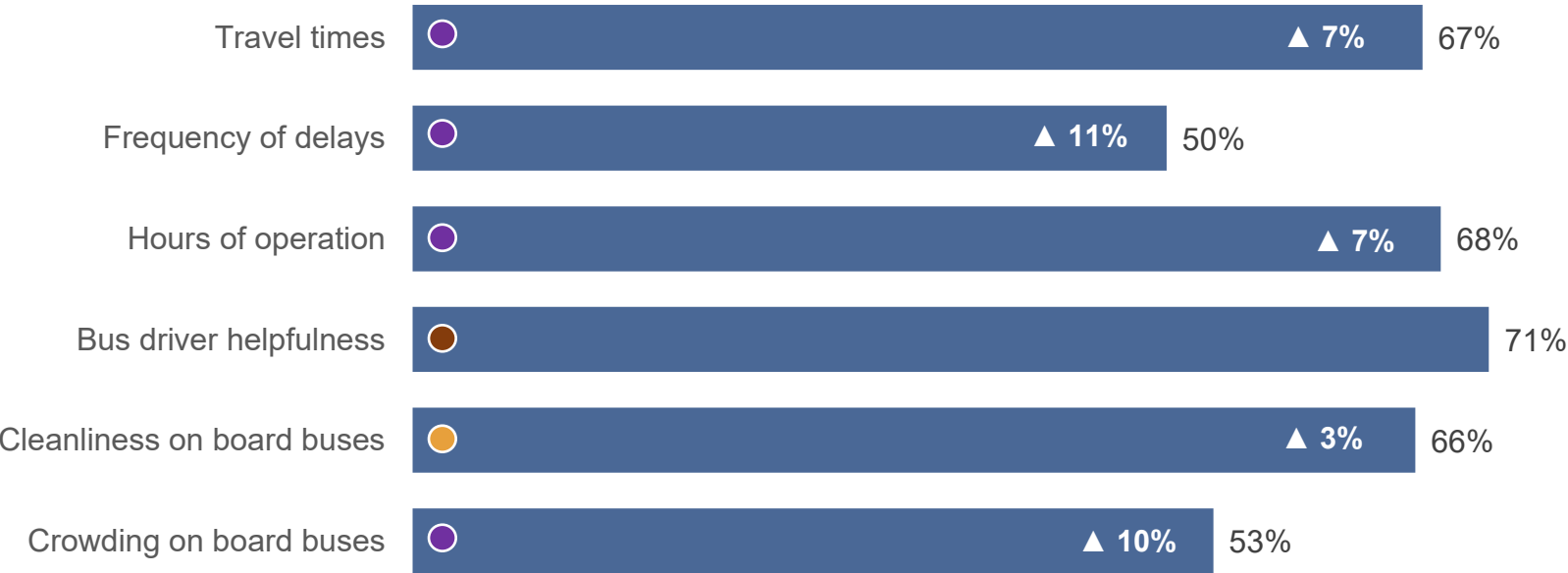
Spring 2025
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Local Bus Key Drivers by Boarding Borough

		Most important attributes by boarding borough			
Rank	**Bronx**	**Brooklyn**	**Manhattan**	**Queens**	**Staten Island**
1	Service reliability	Service reliability	Service reliability	Service reliability	Service reliability
2	Cleanliness on board buses	Waiting times	Waiting times	Waiting times	Waiting times
3	Waiting times	Travel times	Travel times	Travel times	Frequency of delays
4	Travel times	Frequency of delays	Frequency of delays	Frequency of delays	Hours of operation
5	Bus driver helpfulness	Hours of operation	Cleanliness on board buses	Hours of operation	Cleanliness on board buses

Local Bus Key Drivers: Attribute Satisfaction
In Order of Attribute Importance

Very Important Key Drivers

Attribute	Value	Change
Service reliability	61%	▲ 11%
Waiting times	50%	▲ 11%

Important Key Drivers

Attribute	Value	Change
Travel times	67%	▲ 7%
Frequency of delays	50%	▲ 11%
Hours of operation	68%	▲ 7%
Bus driver helpfulness	71%	
Cleanliness on board buses	66%	▲ 3%
Crowding on board buses	53%	▲ 10%

Attribute Concepts
- Service
- Cleanliness
- Drivers

Question(s): How satisfied are you with the following attributes?
Base: Customers who use the Bus at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10)
▲/▼ indicates a significant percentage point increase/decrease at a 90% confidence interval since Fall 2024

Post congestion relief, where we allowed some CBD buses to run with fewer timepoints – customer satisfaction grew 8 points.
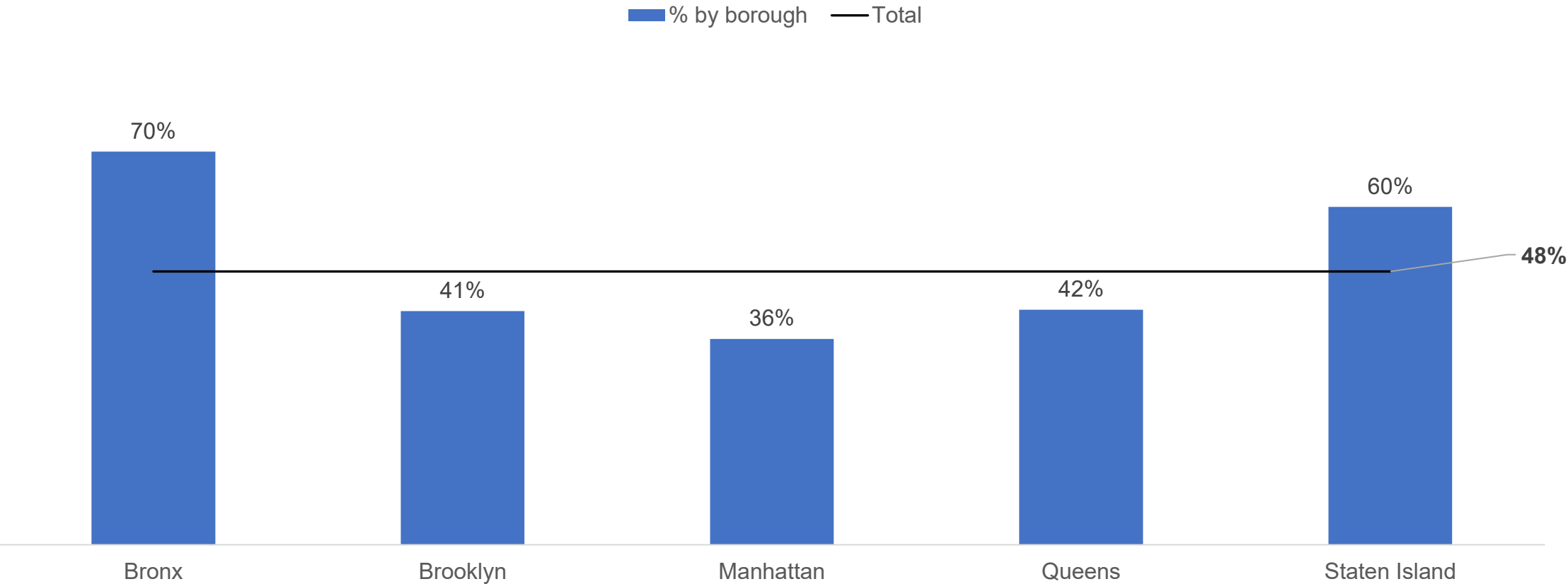
Local Bus Route Satisfaction

Route Category	Fall 2024	Spring 2025
CBD Timepoint Removal Pilot Routes	70%	78%
All Other CBD Routes	75%	79%
All other local routes	64%	70%

Fall 2024 ■   Spring 2025 ■

Question: How satisfied are you with your route overall?
Percentage shown is total satisfied (rated 6-10)
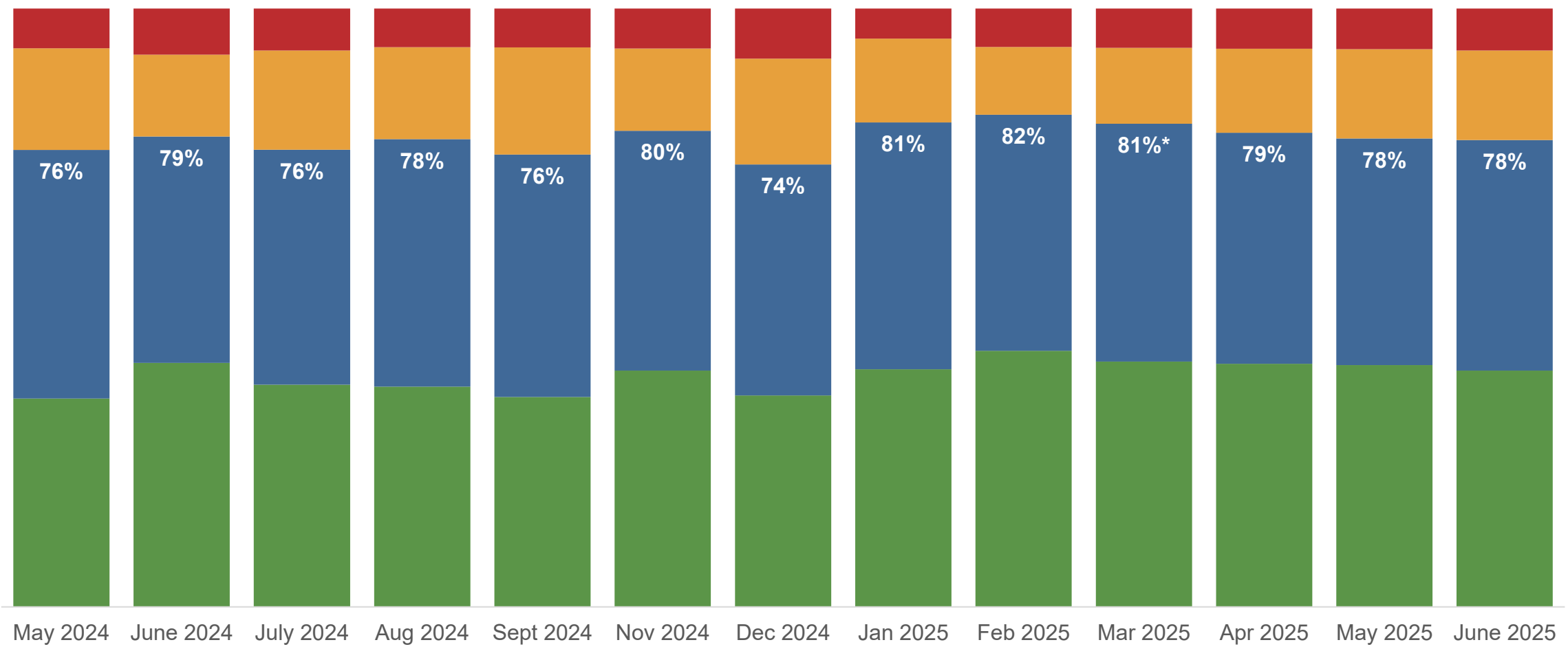CBD Timepoint Removal Pilot Routes: M11, M31, M42, M50, M66, M101, Q32

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Customers Who Saw / Know Someone Who Saw Fare Enforcement On Bus or At Bus Stop

Where Customers Saw Fare Enforcement

■ % by borough ― Total

Bronx	Brooklyn	Manhattan	Queens	Staten Island
70%	41%	36%	42%	60%

Total: 48%

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Overall AAR Satisfaction

Question(s): During the past month, how satisfied were you with your overall AAR experience?
Base: Customers who have used AAR at least once in the past month.
Percentage shown is total satisfied (rated 6-10)
*March 2025 - new weighting scheme applied (gender + age).

June 2025 AAR Pule Survey (in field 6/13 – 6/27)

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Last Trip: Key Attributes

Service Attributes

Attribute	Percentage
On time pick up	80%
On time drop off	▼ 3% 80%
Travel time in vehicle	81%
Vehicle comfort	84%
Driver courtesy	▼ 2% 85%
Driver ability to assist	81%
Vehicle cleanliness	86%

Booking/Reservation Attributes

Attribute	Percentage
Reservation staff helpfulness	91%
Phone reservation system	90%
MY AAR app	▼ 5% 87%

■ Very Satisfied   ■ Satisfied   ■ Dissatisfied   ■ Very Dissatisfied

Question(s): Thinking about your most recent trip, how satisfied were you with each of the following?
Base: Customers who have used AAR at least once in the past month. Booking/Reservation attributes are only shown to those who used them.
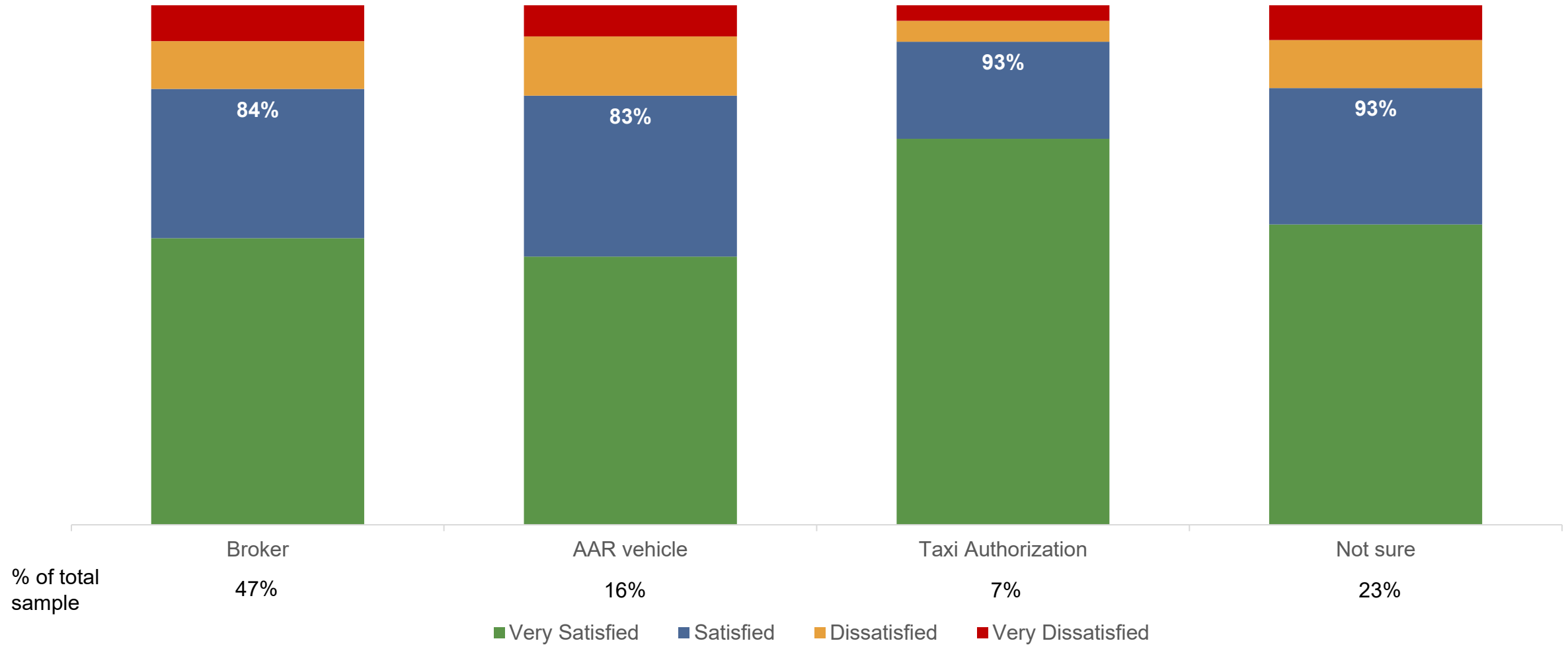Percentage shown is total satisfied (rated 6-10)
▲/▼ indicate a significant percentage point increase/decrease at a 90% confidence interval since May.
Attributes are listed in order of customer importance (based on April 2024 survey).

Last Trip: Satisfaction by Provider

% of total sample

Broker	AAR vehicle	Taxi Authorization	Not sure
84%	83%	93%	93%
47%	16%	7%	23%

■ Very Satisfied　■ Satisfied　■ Dissatisfied　■ Very Dissatisfied

Question(s): Thinking about your most recent trip, how satisfied were you with each of the following? (Overall trip satisfaction)
Who was the provider for this trip?
Base: Customers who have used AAR at least once in the past month.
Percentage shown is total satisfied (rated 6-10)