Metropolitan Transportation Authority
Strategic Operation Plan 2024 – 2028
In Compliance with New York State Public Authorities Law §1269-d

Contents

Introduction

In accordance with New York State (NYS) Public Authorities Law §1269-d, the Metropolitan Transportation Authority (MTA) submits to the Governor the Strategic Operation Plan for 2024 – 2028. This report contains the 2024 updates required by PAL §1269-d for the MTA transit and commuter rail agencies, comprising New York City Transit (NYCT) Subways and Buses, including the Staten Island Railway (SIR) and the MTA Bus Company (MTA Bus); and the two commuter railroads, Long Island Rail Road (LIRR) and Metro-North Railroad (Metro-North).

The information in this report is based on 2024 annual data, financials, performance indicators, and future projections as of December 2024. Annualized future projections are carried out to the best level of accuracy where possible. Five-year projections are not available for some indicators. The latest Information on service schedules, routes, performance indicators, budgets, and capital programs can be found on the MTA website.

I. Long-Term Goals and Performance Standards

The MTA's mission statement is to "preserve and enhance the quality of life and economic health of the region it serves through the cost-efficient provision of safe, on-time, reliable, and clean transportation services." To achieve this, the MTA has set forth strategic priorities and uses key performance indicators to evaluate and monitor the attainment of those strategic priorities.

A full description of the MTA's strategic priorities can be found at https://new.mta.info/transparency/strategic-priorities. Performance metric results can be found on the MTA's public metrics dashboard metrics.mta.info and on the NYS Open Data Portal data.ny.gov. Capital Program reporting can be found on the MTA's Capital Program Dashboard http://web.mta.info/capitaldashboard/CPDHome.html.

The following MTA strategic priorities and agency performance indicators are set forth annually in the MTA Board-approved Mission Statement Mission Statement, Measurements, and Performance Indicators Report, pursuant to NYS Public Authorities Law §1269- f and §2824-a.

MTA Strategic Priorities	Key Performance Measures
Deliver better service	Weekday Major Incidents – Subways (monthly average)
	Customer Journey Time Perf. (% within 5 min of scheduled) – Subways, NYCT & MTA Bus
	Additional Platform Time (average beyond scheduled) – Subways
	Additional Train Time (average beyond scheduled) – Subways
	Weekday Service Delivered – Subways
	Weekday Terminal On-Time Performance – Subways
	Weekday Terminal Delays – Subways (monthly average)
	Mean Distance Between Failures (miles) – Subways, Staten Island Railway, NYCT & MTA Bus, LIRR, Metro-North
	Weekday Wait Assessment – Subways
	Total Ridership – Subways, MTA Bus, NYCT Bus, Paratransit, LIRR, Metro-North
	Weekday On-Time Performance – Staten Island Railway
	Additional Bus Stop Time – NYCT & MTA Bus (avg beyond scheduled)
	Additional Travel Time – NYCT & MTA Bus (avg beyond scheduled)
	Service Delivered – NYCT & MTA Bus (% scheduled buses, peak hrs.)
	Bus Speeds – NYCT & MTA Bus (average route speed, end-to-end)
	Wait Assessment – NYCT & MTA Bus

MTA Strategic Priorities	Key Performance Measures
	Access-A-Ride On-Time Performance Pick up within (30 min / 15 min)
	Access-A-Ride Appointment OTP Trips (30 min early to 1 min late)
	Access-A-Ride Actual Ride Time at or Better than Planned Ride Time
	Access-A-Ride Passenger Complaints (per 1,000 completed trips)
	Access-A-Ride Registrants
	On-Time Performance – LIRR, Metro-North (West / East of Hudson)
	Paid Traffic – Bridges and Tunnels
Promote safety & respect	Customer Injury Rate (per million customers) – Subways
	Customer Accident Injury Rate – NYCT Bus (per million customers)
	Collisions with Injury Rate – NYCT Bus (per million vehicle miles
	Employee Lost Time and Restricted-Duty Rate – NYCT Subways (per 100 employees)
	Employee Lost Time and Restricted-Duty Rate – NYCT Bus (per 100 employees)
	FRA-Reportable Customer Injury Rate (per million customers) – LIRR, Metro-North
	FRA-Reportable Employee Lost Time Rate (per 200,000 worker hours) – LIRR, Metro-North
	Collisions with Injury Rate (per million vehicles) – Bridges and Tunnels
	Employee Lost Time Injury Rate (per 200,000 work hours) – Bridges and Tunnels
Increase appeal for customers	Elevator Availability – Subways, LIRR, Metro-North
	Escalator Availability – Subways, LIRR, Metro-North
	AAR Customer Experience – Frequent Rider Experience
	AAR Call Center (% of calls answered)
Provide 21st century bus service	Customer Journey Time – NYCT & MTA Bus (% within 5 min of scheduled)
	Additional Bus Stop Time – NYCT & MTA Bus (average beyond scheduled)
	Additional Travel Time – NYCT & MTA Bus (average beyond scheduled)
	Bus Customer Wheelchair Lift Usage – NYCT Bus
	Service Delivered – NYCT & MTA Bus (% scheduled buses, peak hrs.)

MTA Strategic Priorities	Key Performance Measures
	Bus Speeds – NYCT & MTA Bus (average route speed, end-to-end)
	Total Ridership – NYCT & MTA Bus
	Mean Distance Between Failures – NYCT & MTA Bus (miles)
	Wait Assessment – NYCT & MTA Bus
Achieve financial stability & viability	Farebox Operating Ratio – NYCT, LIRR, Metro-North
	Operating Cost per Passenger – NYCT, LIRR, Metro-North
	E-ZPass Market Share – Bridges and Tunnels
	Total Support to Transit – Bridges and Tunnels
Strengthen & expand the network	Capital Program project commitments
	Capital Program project completions
Revive talent & culture	Female Representatives in Workforce – NYCT, LIRR, Metro-North, Bridges and Tunnels, and Construction & Development
	Minority Representatives in Workforce – NYCT, LIRR, Metro-North, Bridges and Tunnels, and Construction & Development

II. Standards for Determining Frequency of Service by Agency

The frequency of service offered by MTA transit and rail agencies—also referred to as the headway between vehicles—is determined by the level of customer demand and operational variables, including time of day; the loading guidelines or passenger capacity of cars; equipment and resources constraints; and maintenance and repair schedules. The typical standards for NYCT (Subway and Bus), LIRR, and Metro-North are described below.

NYCT Subways

NYC Transit Subways normally operates 24 hours a day, every day of the year, though not every subway route runs around the clock. The minimum service frequencies for subways during peak and off-peak hours are as follows:

- Weekday Rush Hours, Weekday Middays, and Saturday Middays: If service is provided, it should operate at least every 10 minutes (policy headway). For branching services such as, but not limited to, the A line, which operates to three different terminals at its southern end in Queens, as well as for shuttle services connecting with branching services, the maximum headway is 20 to 24 minutes.
- Weekday Evenings, Saturday Evenings, and All Day on Sunday: If service is provided, it should operate at least every 12 minutes (policy headway).
- Late Nights (1 a.m. – 5 a.m.): If service is provided, it should operate at least every 20 minutes (policy headway).

The standard measures pertaining to the scheduled frequency of subway service are the vehicle “Loading Guidelines” (ratio of seats to standing passengers per car) and the maximum headway time between trains (in minutes). Service frequency is also determined by the availability of equipment, track scheduling for planned work and maintenance, and operating resources.

Subway Loading Guidelines: "A" Division Cars (Numbered Lines)							
Headway (min.)	**Load / Car**	**# of Standees**	**Cars / Train**	**Trips per half-hour**	**Sq. ft. per standee**	**% seated**	**Riders per half hour**
Weekday Peak (7:00 a.m. – 9:30 a.m. / 4:00 p.m. – 6:30 p.m.)							
2.0	110	70	10	15.0	3.0	36%	16,500
2.5	110	70	10	12.0	3.0	36%	13,200
3.0	110	70	10	10.0	3.0	36%	11,000
4.0	110	70	10	7.5	3.0	36%	8,250
5.0	105	65	10	6.0	3.2	38%	6,300
6.0	100	60	10	5.0	3.5	40%	5,000
7.5	95	55	10	4.0	3.8	42%	3,800
10.0	90	50	10	3.0	4.2	44%	2,700
Midday (10:30 a.m. – 3:00 p.m.), Evening (8:00 p.m. – midnight), Saturday, Sunday							
4.0	50	10	10	15.0	21.0	80%	7,500
5.0	50	10	10	12.0	21.0	80%	6,000
6.0	50	10	10	10.0	21.0	80%	5,000
7.5	50	10	10	8.0	21.0	80%	4,000
8.5	50	10	10	7.0	21.0	80%	3,500
10.0	50	10	10	6.0	21.0	80%	3,000
12.0	50	10	10	5.0	21.0	80%	2,500
Owl (1:00 a.m. – 5:00 a.m.)							
20.0	50	10	10	3.0	21.0	80%	1,500

Notes: (1) During the transitions between time periods, passenger loads between those shown above are permitted. (2) Division "A" cars seat 38 to 43 passengers. The number of seats varies by car type. (3) The 7 train has 11 cars per train. The 42nd Street Shuttle has six cars per train.

Subway Loading Guidelines: "B" Division, 60-Ft. Cars (Lettered Lines)							
Headway (min.)	**Load / Car**	**# of Standees**	**Cars / Train**	**Trips per half-hour**	**Sq. ft. per standee**	**% seated**	**Riders per half hour**
Weekday Peak (7:00 a.m. – 9:30 a.m. / 4:00 p.m. – 6:30 p.m.)							
2.0	145	103	10	15.0	3.0	29%	21,750
2.5	145	103	10	12.0	3.0	29%	17,400
3.0	145	103	10	10.0	3.0	29%	14,500
4.0	145	103	10	7.5	3.0	29%	10,875
5.0	135	93	10	6.0	3.4	31%	8,100
6.0	125	83	10	5.0	3.8	34%	6,250
7.5	115	73	10	4.0	4.4	37%	4,600
10.0	115	73	10	3.0	4.4	37%	3,450
Midday (10:30 a.m. – 3:00 p.m.), Evening (8:00 p.m. – midnight), Saturday, Sunday							
4.0	53	11	10	15.0	29.4	80%	7,875
5.0	53	11	10	12.0	29.4	80%	6,300
6.0	53	11	10	10.0	29.4	80%	5,250
7.5	53	11	10	8.0	29.4	80%	4,200
8.5	53	11	10	7.0	29.4	80%	3,675
10.0	53	11	10	6.0	29.4	80%	3,150
12.0	53	11	10	5.0	29.4	80%	2,625
Owl (1:00 a.m. – 5:00 a.m.)							
20.0	53	11	10	3.0	29.4	80%	1,575

Notes: (1) During the transitions between time periods, passenger loads between those shown above are permitted. (2) J, L, M, and Z trains have 8 cars per train; C trains operate with a mix of 8- and 10-car trains; G trains have 5 cars per train. (3) The number of seats varies by car type. R143, R160, and R179 60-ft. cars seat 42 to 43 passengers. R211 cars, now in service on the A and C lines, seat 30 passengers.

Subway Loading Guidelines: "B" Division, 75-Ft. Cars (Lettered Lines)							
Headway (min.)	**Load / Car**	**# of Standees**	**Cars / Train**	**Trips per half-hour**	**Sq. ft. per standee**	**% seated**	**Riders per half hour**
Weekday Peak (7:00 a.m. – 9:30 a.m. / 4:00 p.m. – 6:30 p.m.)							
2.5	175	103	8	12.0	3.0	41%	16,800
3.0	175	103	8	10.0	3.0	41%	14,000
4.0	175	103	8	7.5	3.0	41%	10,500
5.0	165	93	8	6.0	3.3	44%	7,920
6.0	155	83	8	5.0	3.7	46%	6,200
7.5	145	73	8	4.0	4.2	50%	4,640
10.0	140	68	8	3.0	4.5	51%	3,360
Midday (10:30 a.m. – 3:00 p.m.), Evening (8:00 p.m. – midnight), Saturday, Sunday							
4.0	90	18	8	15.0	17.2	80%	10,800
5.0	90	18	8	12.0	17.2	80%	8,640
6.0	90	18	8	10.0	17.2	80%	7,200
7.5	90	18	8	8.0	17.2	80%	5,760
8.5	90	18	8	7.0	17.2	80%	5,040
10.0	90	18	8	6.0	17.2	80%	4,320
12.0	90	18	8	5.0	17.2	80%	3,600
Owl (1:00 a.m. – 5:00 a.m.)							
20.0	90	18	8	3.0	17.2	80%	2,160

Notes: (1) During the transitions between time periods, passenger loads between those shown above are permitted. (2) S Rockaway Park Shuttle has four-car trains. S Franklin Ave. Shuttle has two-car trains. (3) The number of seats varies by car type. Division "B" 75-ft. cars seat 70 to 74 passengers.

NYCT / MTA Bus

NYC Transit Bus and MTA Bus service operates 24 hours a day, every day of the year. The minimum frequencies of service during peak and off-peak hours are as follows:

Local Buses

- All Times except Late Nights: If service is provided, it should operate at least every 30 minutes, or as warranted by ridership demand.
- Late Nights (1 a.m. – 5 a.m.): If service is provided, it should operate at least every 60 minutes.

Express Buses

- Weekday Rush Hours and Weekday Middays: If service is provided, it should operate at least every 30 minutes.
- Weekday Evenings and Weekends: If service is provided, it should operate at least every 60 minutes.

The standard measures pertaining to the frequency of bus service are the vehicle loading guidelines (ratio of seats to standing passengers per car) and the maximum headways between

buses (in minutes). Service frequency is also determined by operating resources, vehicle types, and weather emergencies. Standard bus loading guidelines by type of vehicle and route are indicated in the charts below.

Local Bus Loading Guidelines: Standard 40-ft. Bus, Weekday Peak					
Grid Routes **7:00 a.m. – 9:00 a.m. / 4:00 p.m. – 7:00 p.m.**			**Feeder Routes** **6:30 a.m. – 8:30 a.m. / 4:30 p.m. – 7:30 p.m.**		
Max. Riders / 1/2 Hour	**Headway (Minutes)**	**Max. Avg. Load Per Trip**	**Max. Riders / 1/2 Hour**	**Headway (Minutes)**	**Max. Avg. Load Per Trip**
36	30.0	36	36	30.0	36
54	20.0	36	63	20.0	42
90	15.0	45	94	15.0	47
120	12.0	48	130	12.0	52
156	10.0	52	162	10.0	54
189	8.6	54	189	8.6	54
216	7.5	54	216	7.5	54
243	6.7	54	243	6.7	54
270	6.0	54	270	6.0	54
297	5.5	54	297	5.5	54
324	5.0	54	324	5.0	54
378	4.3	54	378	4.3	54
432	3.8	54	432	3.8	54
486	3.3	54	486	3.3	54
540	3.0	54	540	3.0	54
594	2.7	54	594	2.7	54
648	2.5	54	648	2.5	54
702	2.3	54	702	2.3	54
756	2.1	54	756	2.1	54
810	2.0	54	810	2.0	54
864	1.9	54	864	1.9	54
918	1.8	54	918	1.8	54
972	1.7	54	972	1.7	54
1026	1.6	54	1026	1.6	54
1080	1.5	54	1080	1.5	54

Local Bus Loading Guidelines: Standard 40-ft. Bus, Off-Peak					
Grid Routes **Weekdays: 10 a.m. – 2 p.m. / 7 p.m. – 9 p.m.** **Saturday / Sunday: 6 a.m. – 9 p.m.**			**Feeder Routes** **Weekdays: 9:30 a.m. – 2 p.m. / 8:30 p.m. – 9 p.m.** **Saturday / Sunday: 6 a.m. – 9 p.m.**		
Max. Riders / 1/2 Hour	**Headway (Minutes)**	**Max. Avg. Load Per Trip**	**Max. Riders / 1/2 Hour**	**Headway (Minutes)**	**Max. Avg. Load Per Trip**
72	30.0	36	72	30.0	36
108	20.0	36	108	20.0	36
144	15.0	36	144	15.0	36
180	12.0	36	190	12.0	38
216	10.0	36	252	10.0	42
234	9.0	36	280	9.0	43
252	8.5	36	315	8.5	45
278	8.0	37	345	8.0	46
296	7.5	37	376	7.5	47
332	7.0	39	408	7.0	48
360	6.7	40	441	6.5	49
400	6.0	40	500	6.0	50
462	5.5	42	550	5.5	50
516	5.0	43	600	5.0	50
585	4.6	45	650	4.5	50
644	4.3	46	700	4.5	50
690	4.0	46	750	4.0	50
752	3.8	47	800	3.8	50
816	3.5	48	867	3.5	51
864	3.3	48	918	3.3	51
912	3.2	48	969	3.2	51
960	3.0	48	1020	3.0	51

Local Bus Loading Guidelines: Standard 40-ft. Bus, Late Evening					
Grid Routes Weekdays, Saturday, Sunday: 9 p.m. – 1 a.m.			Feeder Routes Weekdays, Saturday, Sunday: 9 p.m. – 1 a.m.		
Max. Riders / 1/2 Hour	Headway (Minutes)	Max. Avg. Load Per Trip	Max. Riders / 1/2 Hour	Headway (Minutes)	Max. Avg. Load Per Trip
72	30.0	36	72	30.0	36
108	20.0	36	108	20.0	36
144	15.0	36	144	15.0	36
180	12.0	36	180	12.0	36
216	10.0	36	216	10.0	36
234	9.0	36	234	9.0	36
252	8.5	36	252	8.5	36
270	8.0	36	270	8.0	36
288	7.5	36	288	7.5	36
306	7.0	36	306	7.0	36
324	6.7	36	324	6.5	36
360	6.0	36	360	6.0	36
396	5.5	36	386	5.5	36
432	5.0	36	432	5.0	36
468	4.5	36	468	4.6	36
504	4.3	36	504	4.3	36
540	4.0	36	540	4.0	36
576	3.8	36	576	3.8	36
612	3.5	36	612	3.5	36
648	3.3	36	648	3.3	36
684	3.2	36	684	3.2	36
720	3.0	36	720	3.0	36

Local Bus Loading Guidelines: Articulated Bus, Weekday Peak					
Grid Routes 7:00 a.m. – 9:00 a.m. / 4:00 p.m. – 7:00 p.m.			Feeder Routes 6:30 a.m. – 8:30 a.m. / 4:30 p.m. – 7:30 p.m.		
Max. Riders / 1/2 Hour	Headway (Minutes)	Max. Avg. Load Per Trip	Max. Riders / 1/2 Hour	Headway (Minutes)	Max. Avg. Load Per Trip
35	30.0	n/a	n/a	30.0	n/a
53	20.0	n/a	n/a	20.0	n/a
119	15.0	n/a	n/a	15.0	n/a
175	12.0	70	190	12.0	76
225	10.0	75	250	10.0	83
280	8.6	80	310	8.6	89
330	7.5	82	360	7.5	90
380	6.7	84	405	6.7	90
420	6.0	84	450	6.0	90
470	5.5	84	495	5.5	90
505	5.0	84	540	5.0	90
595	4.3	85	650	4.3	93
680	3.8	85	745	3.8	93
765	3.3	85	835	3.3	93
850	3.0	85	930	3.0	93
935	2.7	85	1020	2.7	93
1020	2.5	85	1115	2.5	93
1105	2.3	85	1205	2.3	93
1190	2.1	85	1300	2.1	93
1275	2.0	85	1390	2.0	93

Local Bus Loading Guidelines: Articulated Bus, Off-Peak					
Grid Routes **Weekdays: 10 a.m. – 2 p.m. / 7 p.m. – 9 p.m.** **Saturday / Sunday: 6 a.m. – 9 p.m.**			**Feeder Routes** **Weekdays: 9:30 a.m. – 2 p.m. / 8:30 p.m. – 9 p.m.** **Saturday / Sunday: 6 a.m. – 9 p.m.**		
Max. Riders / 1/2 Hour	**Headway (Minutes)**	**Max. Avg. Load Per Trip**	**Max. Riders / 1/2 Hour**	**Headway (Minutes)**	**Max. Avg. Load Per Trip**
72	30.0	36	72	30.0	36
108	20.0	36	108	20.0	36
144	15.0	36	144	15.0	36
285	12.0	56	285	12.0	57
336	10.0	56	342	10.0	57
364	9.0	56	377	9.0	58
392	8.5	56	413	8.5	59
420	8.0	56	450	8.0	60
448	7.5	56	496	7.5	62
476	7.0	56	536	7.0	63
504	6.5	56	576	6.5	64
560	6.0	56	650	6.0	65
616	5.5	56	715	5.5	65
684	5.0	57	780	5.0	65
767	4.6	59	845	4.6	65
840	4.3	60	910	4.3	65
915	4.0	61	975	4.0	65
976	3.8	61	1040	3.8	65
1054	3.5	62	1105	3.5	65
1134	3.3	63	1170	3.3	65
1216	3.2	64	1235	3.2	65

Local Bus Loading Guidelines: Articulated Bus, Late Evening					
Grid Routes Weekdays, Saturday, Sunday: 9 p.m. – 1 a.m.			Feeder Routes Weekdays, Saturday, Sunday: 9 p.m. – 1 a.m.		
Max. Riders / 1/2 Hour	Headway (Minutes)	Max. Avg. Load Per Trip	Max. Riders / 1/2 Hour	Headway (Minutes)	Max. Avg. Load Per Trip
72	30.0	36	72	30.0	36
108	20.0	36	108	20.0	36
144	15.0	36	144	15.0	36
280	12.0	56	280	12.0	56
336	10.0	56	336	10.0	56
364	9.0	56	364	9.0	56
392	8.5	56	392	8.5	56
420	8.0	56	420	8.0	56
448	7.5	56	448	7.5	56
476	7.0	56	476	7.0	56
504	6.5	56	504	6.5	56
560	6.0	56	560	6.0	56
616	5.5	56	616	5.5	56
672	5.0	56	672	5.0	56
728	4.5	56	728	4.5	56
784	4.3	56	784	4.3	56
840	4.0	56	840	4.0	56
896	3.8	56	896	3.8	56
952	3.5	56	952	3.5	56
1008	3.3	56	1008	3.3	56
1064	3.2	56	1064	3.2	56

Express Bus Loading Guidelines			
Peak / Off-Peak	Trips per 30 min.	Headways (minutes)	High-Capacity Express Bus: Avg. Max. Load
Peak	1	30	55
	2	15	55
	3	10	55
	4	7.5	55
	5	6	55
	6	5	55
	7.5 or more	4 or less	55
Off-Peak	0.5	60	30
	1	30	40
	1.5	20	45
	2	15	50
	3 or more	10 or less	50

LIRR

Service to most LIRR stations is provided 24 hours a day, seven days a week. Criteria for the frequency of service include the assigned level of service— which designates how often trains stop at a particular station; the headway; and the load factors, which track the level of crowding on trains based on the ratio of seats to passengers. Service frequency may also be affected by the availability of equipment; infrastructure limitations; track scheduling; operating resources; and weather emergencies. The levels of service at LIRR stations are a measure of the number of customers who utilize a particular station each weekday and are based on the most current station boarding counts. The five designated service levels are:

LIRR Station Service Levels	
Level 1	More than 6,000 customers per day
Level 2	2,000 - 6,000 customers per day
Level 3	1,000 - 1,999 customers per day
Level 4	Fewer than 1,000 customers per day
Level 5	Fewer than 100 customers per day

The headway, or frequency of scheduled trains, is determined by the time of day and the level of service. Maximum headway differs for peak and off-peak periods, and weekends. The LIRR considers morning peak to be trains arriving at western terminals between 6 a.m. and 10 a.m. weekdays, and the evening peak to be trains departing western terminals between 4 p.m. and 8p.m. weekdays. Below are the maximum vehicle headways, based on station, level of service and time of day:

Level of Service	**Weekday Peak**	**Off-Peak**	**Weekend**
Level 1*	20 minutes	30 minutes	30 minutes
Level 2**	30 minutes	60 minutes	60 minutes
Level 3	45 minutes	90 minutes	90 minutes
Level 4***	60 minutes	120 minutes	120 minutes
Level 5	As warranted	As warranted	As warranted

** These standards do not apply for midnight to 6 am. Belmont Park is a special events station and receives train service according to the event schedule for the adjacent venues. Due to infrastructure constraints, Huntington and Syosset do not provide service at these headways. These constraints include the lack of a yard east of Huntington.*
***Hunterspoint Avenue Station does not provide service at Level 2 headways because this station is unique, with only weekday peak-period, peak-direction service.*
****Long Island City Station does not provide service at Level 4 headways because this station is unique, with only weekday peak-period, peak-direction service.*

Metro-North

Metro-North's service plan outlines the frequency of service for station groupings and line segments based on existing and projected ridership. Metro-North defines the Morning Weekday Peak to be inbound from 6 a.m. to 10 a.m., and outbound from 6 a.m. to 9 a.m., and Evening Weekday Peak as outbound from 4 p.m. to 8 p.m., based on Grand Central Terminal arrival/departure times.

During the morning and evening peaks, Metro-North's headway between trains is approximately 20 to 30 minutes. Branch-line service during the peaks is less frequent. Off-peak and weekend service frequency is typically 30-60 minutes, except for some branch lines (e.g., Danbury, Waterbury, and Wassaic), which operate less frequently.

Service frequency is also based on vehicle type and loading standards. Metro-North operates both diesel and electric vehicles, and the first criterion for assigning vehicles is the type of power required for a line segment. Diesel locomotives are used for Upper Hudson, Wassaic, Danbury, and Waterbury service, and electric vehicles for all other lines.

To assure a "seat for every passenger," while maximizing cost efficiency, Metro-North sets loading standards and monitors vehicle loads. The load factor is the ratio of a train's maximum ridership divided by its seating capacity. Within operational constraints, (e.g., required short equipment turns, which often dictate that extra equipment be operated on certain trains), these loading standards are used to determine equipment assignments on all Metro-North trains, and may result in either lengthening or shortening of train consists.

Metro-North's loading standards establish criteria for lengthening or shortening trains. Current Metro-North loading standards for all Harlem, Hudson, and New Haven Line trains during the time periods are outlined below. These standards are applied against peak trains consisting of five to 12 cars (based on ridership demand).

The maximum load count is calculated based on when the most riders are on board a train during its scheduled run. For example, the maximum load point for most peak service trains is into Grand Central Terminal in the morning and out of Grand Central Terminal in the evening; in some instances, higher ridership occurs at intermediate stations.

Maximum Recommended Occupancy		
Service Type	**Lengthening Trains**	**Shortening Trains**
All Peak/Reverse Peak *	95%	95%
Off-Peak Weekday *	85%	85%
Weekend	75%	75%

**Off-peak weekday and reverse peak consists are largely determined by peak cycle requirements.*

III. Current Frequency of Service by Agencies, Lines, and Routes

NYCT Subways

The frequency of service for NYC Transit subway lines is determined by the scheduled headways. Service frequency varies according to the time of day, measured passenger loads, operational capacities, and planned work and maintenance schedules. Where service is provided and where the need to accommodate construction and maintenance work does not require longer intervals between trains, the minimum headways between subways during peak and off-peak hours are as follows:

- At least every 10 minutes for Weekday Rush, Weekday Middays, and Saturday Middays. Note: For branching services such as, but not limited to, the A line, which operates to three different terminals at its southern end in Queens, as well as for shuttle services connecting with branching services, the maximum headway is 20 to 24 minutes. This is to ensure that the policy headways are achieved on the shared section of the line.
- At least every 12 minutes for Weekday evenings, Saturday evenings, and all-day Sundays.
- At least every 20 minutes for Late Nights (1 a.m. – 5 a.m.).

Subway Service—Current Frequency: "A" Division (Numbered Lines)														
Lines		**Weekday**					**Saturday**				**Sunday**			
		8am	12pm	5pm	9pm	2am	10am	4pm	9pm	2am	10am	4pm	9pm	2am
1	**SB**	3.5	6.0	4.0	5.5	20.0	5.0	6.0	6.0	20.0	7.5	6.0	9.0	20.0
1	**NB**	5.0	6.0	4.5	4.5	20.0	8.0	6.0	6.0	20.0	9.5	6.0	8.0	20.0
2	**SB**	5.5	8.0	6.0	11.5	20.0	8.0	8.0	12.0	20.0	12.0	8.0	12.0	20.0
2	**NB**	7.0	8.0	6.0	7.0	20.0	8.0	8.0	12.0	20.0	12.0	8.0	12.0	20.0
3	**SB**	5.0	8.0	8.0	11.5	20.0	10.0	10.0	10.0	20.0	10.0	10.5	10.0	20.0
3	**NB**	7.0	8.0	5.5	8.0	20.0	10.0	10.5	10.0	20.0	10.0	9.5	10.0	20.0
4	**SB**	4.5	8.0	5.5	9.0	20.0	8.0	8.0	12.0	20.0	8.5	8.0	12.0	20.0
4	**NB**	5.0	8.0	5.0	6.5	20.0	8.0	8.0	12.0	20.0	12.0	8.0	12.0	20.0
5	**SB**	5.0	8.0	6.0	9.0	20.0	10.0	10.0	12.0	20.0	9.5	9.5	10.0	20.0
5	**NB**	7.0	8.0	4.5	7.5	20.0	11.0	9.5	12.0	20.0	11.5	10.0	10.0	20.0
6		3.0	4.0	3.5	6.0	20.0	6.0	6.0	8.5	20.0	8.0	6.0	9.0	20.0
7		2.0	5.0	2.5	4.5	20.0	6.0	4.0	7.5	20.0	6.0	5.0	8.0	20.0
S	**42 St.**	3.5	5.0	3.0	5.0	-	5.0	5.0	10.0	-	10.0	5.0	10.0	-

All scheduled headways are subject to change. NYC Transit Subways routinely adjusts scheduled headways to accommodate maintenance and construction work, as well as for special events.

Subway Service—Current Frequency: "B" Division (Lettered Lines)														
Lines		Weekday					Saturday				Sunday			
		8am	12pm	5pm	9pm	2am	10am	4pm	9pm	2am	10am	4pm	9pm	2am
A	**SB**	6.5	10.0	4.0	11.0	20.0	10.0	10.0	10.0	20.0	12.0	10.0	10.5	20.0
A	**NB**	4.5	8.0	6.5	7.0	20.0	10.0	10.0	10.0	20.0	10.0	10.0	12.0	20.0
B	**SB**	9.5	10.0	6.5	10.0	-	-	-	-	-	-	-	-	-
B	**NB**	6.0	10.0	10.5	10.0	-	-	-	-	-	-	-	-	-
C	**SB**	10.0	10.0	10.0	11.5	-	12.0	12.0	12.0	-	12.0	12.0	12.0	-
C	**NB**	10.0	10.0	10.0	10.0	-	12.0	12.0	12.0	-	12.0	12.0	12.0	-
D	**SB**	7.5	10.0	6.0	9.5	20.0	12.0	12.0	12.0	20.0	12.0	10.0	12.0	20.0
D	**NB**	6.0	10.0	8.5	10.5	20.0	12.0	12.0	12.0	20.0	12.0	12.0	12.0	20.0
E	**SB**	4.0	7.5	5.0	9.0	20.0	12.0	12.0	12.0	20.0	11.5	12.0	12.5	20.0
E	**NB**	5.0	6.0	4.0	6.0	20.0	12.5	12.5	12.0	20.0	12.0	12.0	12.0	20.0
F	**SB**	4.0	7.5	5.0	7.5	20.0	12.0	12.0	12.0	20.0	12.0	12.0	12.0	20.0
F	**NB**	5.5	6.5	4.5	7.0	20.0	12.5	12.5	12.0	20.0	12.0	12.5	12.0	20.0
G	--	7.0	10.5	8.0	8.0	20.0	8.0	8.0	12.0	20.0	10.0	8.0	12.0	20.0
JZ	--	5.5	10.0	7.5	10.0	20.0	8.0	8.0	14.0	20.0	10.0	8.5	14.0	20.0
L	--	3.0	5.0	4.0	4.0	20.0	4.5	4.0	5.0	20.0	5.5	4.0	5.5	20.0
M	**SB**	7.5	10.0	8.0	10.0	20.0	8.0	8.0	12.0	20.0	12.0	8.0	12.0	20.0
M	**NB**	6.5	10.0	8.0	10.0	20.0	8.0	8.0	12.0	20.0	12.0	8.0	13.0	20.0
NW	**SB**	4.0	5.0	4.0	6.0	20.0	12.0	12.0	12.0	20.0	12.5	12.0	12.0	20.0
N	**NB**	4.0	5.0	4.0	5.5	20.0	12.0	12.0	12.0	20.0	12.0	12.0	12.0	20.0
Q	**SB**	6.5	8.0	6.5	7.5	20.0	10.0	8.0	8.0	20.0	10.0	8.0	10.0	20.0
Q	**NB**	6.5	7.5	6.5	8.0	20.0	10.0	8.0	10.0	20.0	9.0	8.0	12.0	20.0
R	**SB**	7.0	10.0	6.5	10.0	20.0	12.0	12.0	12.0	20.0	12.0	12.0	12.0	20.0
R	**NB**	7.0	10.0	7.5	9.0	20.0	12.0	12.0	12.0	20.0	12.0	12.0	12.0	20.0
S	**Fkln.**	10.0	10.0	10.0	12.0	20.0	10.0	10.0	13.5	20.0	12.0	12.0	15.0	20.0
S	**Rock**	16.0	17.5	14.5	23.0	20.0	18.0	18.0	20.0	20.0	13.5	20.0	20.0	20.0

** All scheduled headways are subject to change. NYC Transit Subways routinely adjusts scheduled headways to accommodate maintenance and construction work, as well as for special events.*

NYCT / MTA Bus

NYCT operates 192 local bus routes, 32 express bus routes, and 17 Select Bus Service (SBS) routes throughout New York City. MTA Bus operates 44 local bus routes, 43 express bus routes, and 3 SBS routes in the Bronx, Brooklyn, Queens, and Manhattan. Current frequency of service by bus route and borough can be accessed under "Schedules" at the MTA website at new.mta.info/schedules.

The frequency of service varies by route, based on load factors, time of day, and demand. Actual frequency may be affected by operational constraints, traffic delays, and severe weather conditions. Where bus service is provided, the minimum frequencies of bus service for NYCT and MTA Bus during peak and off-peak hours are as follows:

- At least every 30 minutes for Local Buses, all times except Late Nights.
- At least every 60 minutes for Local Buses, Late Nights (1 a.m. – 5 a.m.).

- At least every 30 minutes for Express Buses, Weekday Rush and Weekday Middays.
- At least every 60 minutes for Express Buses, Weekday Evenings and Weekends.

Current schedule frequencies by individual bus lines are available on the MTA website https://new.mta.info/schedules/bus.

LIRR

Service to most LIRR stations is provided 24 hours a day, seven days a week. The frequency is determined by the assigned level of service, the headway between trains, the load factors, and the ratio of seats to passengers. Service frequency may also be affected by the availability of equipment, track scheduling, operating resources, and weather emergencies. The standard level of service for stations on all LIRR branches is shown in the chart below. Complete branch schedules can be accessed under new.mta.info/schedules.

LIRR Current Frequency of Service (Max. Headway by Station and Time)	
Level 1 Peak: 20 minutes Off-Peak: 30 minutes Weekend: 30 minutes	Atlantic Terminal, Babylon, Baldwin, Bayside, Bellmore, Deer Park, Grand Central Madison, Great Neck, Hicksville, Huntington. Jamaica, Merrick, Mineola, Penn Station, Port Washington, Rockville Centre, Ronkonkoma, Syosset, Valley Stream, Woodside.
Level 2 Peak: 30 minutes Off-Peak: 60 minutes Weekend: 60 minutes	Amityville, Auburndale, Bethpage, Brentwood, Broadway, Central Islip, Cold Spring Harbor, Copiague, Douglaston, Farmingdale, Floral Park, Flushing- Main St, Freeport, Hempstead, Hunterspoint Ave, Lindenhurst, Little Neck, Long Beach, Lynbrook, Manhasset, Massapequa, Massapequa Park, New Hyde Park, Northport, Oceanside, Rosedale, Seaford, Stony Brook, Wantagh, Westbury, Wyandanch
Level 3 Peak: 45 minutes Off-Peak: 90 minutes Weekend: 90 minutes	Bay Shore, Bellerose, Cedarhurst East New York, East Rockaway, Elmont – UBS Arena, Forest Hills, Garden City, Gibson, Greenlawn, Hewlett, Island Park, Islip, Kew Gardens, Kings Park, Laurelton, Locust Manor, Merillon Ave., Murray Hill, Nassau Blvd, Nostrand Ave., Patchogue, Plandome, Port Jefferson, Queens Village, Sayville, Stewart Manor, Woodmere
Level 4 Peak: 60 minutes Off-Peak: 120 minutes Weekend: 120 minutes	Albertson, Carle Place, Centre Ave, Country Life Press, East Hampton, East Williston, Far Rockaway, Glen Cove, Glen Head, Glen Street, Great River, Greenvale, Hempstead Gardens, Hollis, Inwood, Lakeview, Lawrence, Locust Valley, Long Island City, Malverne, Mastic-Shirley, Mets-Willets Point, Oakdale, Oyster Bay, Roslyn, Sea Cliff, Smithtown, Speonk, St Albans, St James, West Hempstead, Westwood

LIRR Current Frequency of Service (Max. Headway by Station and Time)	
Level 5 Peak: As warranted Off-Peak: As warranted Weekend: As warranted	Amagansett, Bellport, Bridgehampton, Greenport, Hampton Bays, Mattituck, Medford, Montauk, Pinelawn, Riverhead, Southampton, Southold, Westhampton, Yaphank
Special Events Stations *Service is according to the event schedule for the adjacent venue*	Belmont Park

LIRR also bases service on load factors, the ratio of seats to the number of passengers. This determines the likelihood of overcrowding and the need for additional vehicles. It is also a way to determine whether the level of service at a particular time is appropriate to meet passenger demand. The average seating capacity of one train car is 120 for M-3 electric cars and 106 passengers for M-7 electric cars and 108 passengers for M-9 electric cars. Cars within the electric fleet operate as "married" pairs; consists are either 6, 8, 10, or 12 cars. (A "consist" is the equipment type and number of cars that are scheduled to make up an individual train.) For diesel bi-level coaches, average seating capacity is 140 per car. LIRR monitors load data on an ongoing basis.

The chart below displays the customer load point at which the LIRR considers adding or removing a pair of cars from the consist. The decision to change the number of cars in the consist is also affected by the following factors: finite fleet size, car availability, yard capacity, and platform lengths. Where equipment is available, trains at 90 percent or greater seating capacity will be considered for an additional pair of cars. The existence of standees, or the fact that the number of customers falls into the range listed below, does not guarantee that cars will be added to the train.

LIRR Electric Fleet – Customer Load Range							
# Cars	**Seating Capacity**			**Peak**		**Off-Peak**	
	M-3	**M-7**	**M-9**	**Reduce Cars**	**Increase Cars**	**Reduce Cars**	**Increase Cars**
6	720	636	648	N/A	604	NA	572
8	960	848	864	541	806	509	763
10	1200	1060	1080	721	1007	678	954
12	1440	1272	1296	901	N/A	848	N/A

LIRR Diesel Fleet – Customer Load Range					
# Cars	Seating Capacity	Peak		Off-Peak	
	C-3	Reduce Cars	Increase Cars	Reduce Cars	Increase Cars
1	140	N/A	126	N/A	119
2	280	119	252	112	238
3	420	238	378	224	357
4	560	357	504	336	476
5	700	476	630	448	595
6	840	595	756	560	714
7	980	714	882	672	833
8	1120	833	1008	784	952
9	1260	952	1134	896	1071
10	1400	1071	1260	1008	1190
11	1540	1190	1386	1120	1309
12	1680	1309	N/A	1232	N/A

Metro-North

Service frequency measures how often a train is scheduled to stop at a particular station. Service frequency is based upon the station's level of service (determined by ridership by station or average ridership within specific operating line segments). When determining service frequency, availability of equipment, track scheduling, and operating resources are also considered.

Metro-North uses the same methodology as LIRR for determining frequencies but designates station levels, as shown below, by geographic line segment rather than ridership. Maximum train headway differs for peak, reverse peak, weekday off-peak, and weekends. The chart below presents the maximum train headway by operating line segment and time of day for Metro-North stations.

Metro-North Frequency of Service by Line Segment and Time of Day				
Line Segment	**Peak (minutes)**	**Rev. Peak (minutes)**	**Off-Peak (minutes)**	**Weekend (minutes)**
Hudson Line				
Bronx	30	60	60	60
Mid-Hudson	25	30	60	60
Upper Hudson	30	30	60	60
Harlem Line				
Bronx	30	60	60	60
Mid-Harlem	25	30	60	60
Upper Harlem	25	30	60	60
Southeast - Wassaic	45	60	120	120
New Haven Line				
Inner New Haven	25	30	60	60
Outer New Haven	25	30	60	60
New Canaan Branch	30	60	60	60
Danbury Branch	45	60	120	120
Waterbury Branch	45	60	120	120
West of Hudson Lines				
Pascack Valley	45	60	120	120
Port Jervis	30	60	60	60

IV. Projected Performance Service Indicators by Agency

The MTA maintains and regularly updates customer-focused performance metrics measuring transit performance and service quality. Metrics include ridership, service performance, and safety. Detailed, open-source data can be accessed at MTA's performance metrics website metrics.mta.info and the NYS Open Data Portal at data.ny.gov.

2024 annual performance data for NYCT, LIRR, and Metro-North are summarized in the table below. The latest performance results are updated regularly and can be found on metrics.mta.info and data.ny.gov. Additionally, these metrics are presented at MTA Committee and Board meetings, which can be found at https://new.mta.info/transparency/board-and-committee-meetings .

NYCT

Performance Indicators	2024 Actual
NYCT Subways	
Weekday Major Incidents – Subways (monthly avg.)	60
Customer Journey Time Perf. (% within 5 min of scheduled)	84.36%
Additional Platform Time (avg. beyond scheduled)	1:21
Additional Train Time (avg. beyond scheduled)	0:31
Weekday Service Delivered – Subways	94.12%
Weekday Terminal On-Time Performance – Subways	81.62%
Weekday Terminal Delays – Subways (monthly avg.)	32,321
Mean Distance Between Failures – Subways (miles)	115,116
Weekday Wait Assessment – Subways	70.21%
Elevator Availability – Subways	97.44%
Escalator Availability – Subways	94.60%
Total Ridership – Subways	1,194,201,853
Weekday On-Time Performance – Staten Island Railway	96.27%
Mean Distance Between Failures – Staten Island Railway (miles)	46,259
NYCT Bus & MTA Bus Company	
Customer Journey Time – NYCT & MTA Bus (% within 5 min of scheduled)	71.05%
Additional Bus Stop Time – NYCT & MTA Bus (avg. beyond scheduled)	2:04
Additional Travel Time – NYCT & MTA Bus (avg. beyond scheduled)	0:37
Bus Customer Wheelchair Lift Usage – NYCT Bus	120,913
Service Delivered – NYCT & MTA Bus (% scheduled buses, peak hrs.)	95.23%
Bus Speeds – NYCT & MTA Bus (avg. route speed, end-to-end)	7.99
Total Ridership – MTA Bus Company	86,325,715
Total Ridership – NYCT Bus	322,728,035

Performance Indicators	2024 Actual
Mean Distance Between Failures – NYCT & MTA Bus (miles)	6,226
Wait Assessment – NYCT & MTA Bus	74.11%
Paratransit	
Total Paratransit Ridership	13,721,708
Access-A-Ride On-Time Performance Pick up within (30 min) / (15 min)	96.5% / 87.3%
AAR Appointment OTP Trips (30 min early to 1 min late)	51.14%
AAR Actual Ride Time at or Better than Planned Ride Time	80.64%
AAR Customer Experience – Frequent Rider Experience	86.75%
AAR Call Center (% of calls answered)	97.20%
AAR Passenger Complaints (per 1000 completed trips)	4.99
AAR Registrants	178,052
Safety	
Customer Injury Rate – Subways (per million customers)	2.53
Customer Accident Injury Rate – NYCT Bus (per million customers)	2.56
Collisions with Injury Rate – NYCT Bus (per million vehicle miles	7.78
Employee Lost Time and Restricted-Duty Rate – NYCT Subways (per 100 employees)	0.28
Employee Lost Time and Restricted-Duty Rate – NYCT Bus (per 100 employees)	0.40

LIRR

Performance Indicators	2024 Actual
Service	
On-Time Performance	95.65%
Elevator Availability	99.13%
Escalator Availability	97.21%
Total Ridership	74,848,660
Mean Distance Between Failures (miles)	168,625
Safety	
FRA-Reportable Customer Injury Rate (per million customers)	2.04
FRA-Reportable Employee Lost Time Rate (per 200,000 worker hours)	4.15

Metro-North

Performance Indicators	2023 4 Actual
Service	
On-Time Performance (West / East of Hudson)	93.13% / 98.34%
Elevator Availability	98.89%
Escalator Availability	100.00%
Total Ridership	65,271,211
Mean Distance Between Failures (miles)	374,865
Safety	
FRA-Reportable Customer Injury Rate (per million customers)	1.7
FRA-Reportable Employee Lost Time Rate (per 200,000 worker hours)	1.76

V. Level and Structures of Transit and Rail Fares

The tables below outline the level and structure of subway, bus, and commuter rail fares for 2024. Future adjustments to these fares are subject to a public participation process and MTA Board approval. Projected fare revenues for NYCT, LIRR, and Metro-North through 2028 can be found in the MTA Financial Plans at https://new.mta.info/transparency/financial-information/financial-and-budget-statements.

NYCT Subway / MTA Bus

Subway and Bus Fares, 2024*

Base Fare		MetroCard Discounts			
			Unlimited Ride MetroCard**		
Subway, Local Bus	Express Bus	Pay-Per-Ride MetroCard Percent Added / Minimum Purchase**	7-Day	30-Day	7-Day Express Bus Plus
$2.90	$7.00	0% / $5.80	$34.00	$132.00	$64.00

** The MTA has a reduced-fare program for customers with qualifying disabilities and senior citizens. The base reduced fare is $1.45, and purchasers receive Pay-Per-Ride MetroCard bonuses described above. The reduced-fare price for 30-Day and 7-Day cards is one-half the regular price. Reduced fare is not available on express buses from 6-10 a.m. and from 3-7 p.m.*

*** Pay-Per-Ride MetroCard includes a free transfer between a bus and subway (subject to certain restrictions). Upon request, bus customers paying cash are issued a free paper transfer to another local bus.*

**** Unlimited Ride cards permit unlimited subway and local bus rides for the period indicated. Express Bus Plus allows unlimited express bus rides as well. NYCT currently offers a weekly fare cap with OMNY which provides that, once a customer has used OMNY (with the same card or electronic device) to pay for 12 trips during a one-week period (beginning on any day), they ride free for the rest of the 7-day period.*

LIRR & Metro-North

LIRR & Metro-North Fares – One-Way Peak Fare Formulas, 2024*

LIRR	Metro-North		
	East of Hudson (NY)	East of Hudson (CT)	West of Hudson
$7.808 + $0.2596/mile	$7.8257 + 0.2608/mile	$7.249 + $0.2416/mile	$5.342 + $0.1564

VI. Projected Operating Resources and Agency Allocations

The MTA Financial Plans detail the agency's projected operating resources allocated from internal as well as federal, state, regional, and local sources. The complete Financial Plans, including narratives describing financial highlights, operating resources, allocations, and projections can be found at https://new.mta.info/transparency/financial-information/financial-and-budget-statements.

Information about project subsidies, dedicated taxes received by the MTA, and the final proposed budget for 2025, including projected operating revenues and expenses, by mode and operation can be found in the MTA 2025 Final Proposed Budget: November Financial Plan at https://www.mta.info/document/157941.

VII. Projected Capital Resources and Agency Allocations

This section presents capital resources and specific agency funding allocations set forth in the 2020 – 2024 MTA Capital Program. In 2023, the MTA Board and Capital Program Review Board approved Amendment #3 of the 2020 – 2024 Capital Program. The full 2020 – 2024 Capital Program Amendment #3 can be found at https://new.mta.info/capital/2020CapitalProgram.

In 2024, the MTA introduced the proposed 2025 – 2029 Capital Plan, a historic $68.4 billion investment in state of good repair work that ensures the region can continue to rely on New York's mass transit and bridges and tunnels for decades to come. More information can be found at mta.info/capitalplan.

The below table summarizes the funding sources for the 2020 – 2024 Capital Program Amendment #3.

Program Funding Plan	Proposed Program ($ in millions)
Capital from Central Business District Tolling Sources	$15,000
Capital from New Revenue Sources	$10,000
Federal Formula	*$9,984*
Federal New Starts (Second Av Subway Ph. 2)	*$2,005*
Federal Flexible & Other	*$1,084*
Federal Subtotal	$13,073
MTA Bonds & PAYGO	$7,393
State of New York	$3,101
City of New York	$3,007
Other Contributions	$542
Total CBRP Program	**$52,1156**
Bridges and Tunnels Bonds & PAYGO / Cash	$3,327
Total 2020 – 2024 Program	**$55,442**

MTA Capital Program 2020 – 2024 Amendment #3, page 12

Capital Allocations by Agency

The table below summarizes the 2020 – 2024 Capital Program funding allocations to MTA agencies.

Program Funding Plan	Proposed Program ($ in millions)
New York City Transit	$33,964
LIRR	$3,446
Metro-North	$3,408
MTA Bus	$839
MTA Interagency	$168
Core Subtotal	**$41,825**
Network Expansion	$10,291

CBRP Total	**$52,116**
Bridges & Tunnels	$3,327
Total Program	**$55,442**

The CPRB program amendment is subdivided into the "core" investments that renew and enhance, and "expansion" investments that extend the MTA network. MTA Capital Program 2020 – 2024 Amendment #3, page 9

The following tables detail the 2020 – 2024 Capital Program Amendment #3 funding allocations at the agency level, by asset type. Note that numbers may not total due to rounding.

NYCT (Subways, Buses, Staten Island Railway)

Category	Proposed Program ($ in millions)
Subway Cars	$4,327.7
Buses	$1,878.5
Passenger Stations	$9,558.3
Track	$2.556.4
Line Equipment	$362.8
Line Structures	$3,127.1
Signals & Communications	$6,718.5
Traction Power	$1,510.4
Shops & Yards	$508.3
Depots	$956.1
Service Vehicles	$226.8
Miscellaneous	$1,839.7
Staten Island Railway	$393.0
Total NYCT Program	**$33,963.7**

LIRR

Category	Proposed Program ($ in millions)
Rolling Stock	$148.2
Stations	$802.6
Track	$1,052.3
Line Structures	$271.0
Communications & Signals	452.1
Shops & Yards	$230.2
Power	$263.0
Miscellaneous	$227.0
Total LIRR Program	**$3,446.4**

Metro-North

Category	Proposed Program ($ in millions)
Rolling Stock	$725.7
Stations	$889.5
Track & Structures	$1,392.4
Communications & Signals	$106.7
Power	$157.0
Shops & Yards	$15.6
Miscellaneous	$121.0
Total Metro-North Program	**$3,407.9**

MTA Bus

Category	Proposed Program ($ in millions)
Total MTA Bus Company Program	**$839.3**

Network Expansion

Category	Proposed Program ($ in millions)
East Side Access	$798.2
Second Avenue Subway Phase 2	$5,233.2
Penn Station Access	$2,748.7
LIRR Expansion Project	$438.5
Regional Investments	$640.5
Penn Reconstruction	$100.0
Miscellaneous / Administration	$131.8
Total Network Expansion Program	**$10,290.9**

VIII. Strategies to Improve Productivity, Control Costs, and Coordinate Services

MTA operating agencies are engaged in an ambitious effort to identify and implement innovative ways of doing business more efficiently, reduce expenses, and improve service for customers. In 2024, MTA operating agencies identified and implemented numerous operating efficiencies initiatives that will result in $312 million in savings over the November Financial Plan period beginning in 2025. These initiatives and strategies are detailed by agency in the November Financial Plan 2025 – 2028 Volume 1 beginning on page II-4 https://new.mta.info/transparency/financial-information/financial-and-budget-statements.

The MTA reports on cost-saving initiatives quarterly as required by the NYS Comptroller's Regulation 4, Section 202.5 (c). These quarterly reports can be found at https://new.mta.info/transparency/financial-information/savings-actions-reports.

Additionally, MTA staff regularly updates the MTA Board about productivity improvements and cost-control initiatives. These presentations can be found at https://new.mta.info/transparency/board-and-committee-meetings.

IX. Configuration of Services by Mode, Operation, and Route

The configuration of all MTA services by modes, operations, and routes is specified in the service maps published on the MTA website https://new.mta.info/maps.

Ongoing service changes are reported daily and in real-time on the MTA website homepage. Long-term service changes are studied and proposed to the MTA Board on an ongoing basis, as determined by funding, local changes in ridership, demographics, economic development, and other factors. Proposed changes are announced and, when required, presented in public hearings.

X. Identification of Operating and Capital Costs as Compared to System Revenues

MTA budgets identify in-system revenues from transit and commuter rail fares, tolls from MTA's bridge and tunnel crossings, as well as subsidies and dedicated taxes. The MTA Financial Plans outline the agency's operating costs, and the five-year Capital Programs identify capital costs. Revenue anticipated from system users is based on projected ridership as well as fare and toll revenue.

See Section 6 of this report for a breakdown of budgeted and projected revenue for the system and by operating agency. See Sections 6 and 7 for the projected operating and capital resources and agency allocations. The complete MTA Financial Plan can be found at https://new.mta.info/transparency/financial-information/financial-and-budget-statements.

XI. Analysis of Capital Program Plans, Performance Standards, and Achievements

The tables below outline the MTA's capital project commitments and completions for 2024. A detailed listing of project costs, status, locations, and other information for the MTA 2020-2024 Capital Plan can be found at http://web.mta.info/capitaldashboard/CPDHome.html. For an overview of 2020 – 2024 Capital Program execution and achievements in 2024, review MTA Construction & Development's 2024 Year in Review & 20245Strategic Plan at https://www.mta.info/document/167606.

2024 MTA Capital Program Project Highlights: Commitments

Project	Current Month Forecast	Actual Value ($ in millions)
New York City Transit		
ADA Package 6	12/31/2024	$422.19
265 Battery Electric Buses (BEB)	11/27/2024	$409.28
2024 Track and Switch Program	6/30/2024	$365.00
205 Battery Electric Buses	2/23/2024	$274.96
4 Substation Renewals (Hester St, Village, Washington Heights and Concourse Yard)	12/31/2024	$221.00
Batt Elec Bus Charging Infra Phase 2 (6 Depots)	5/2/2024	$196.17
LSCRP: BW7 and 8 Av North	12/2/2024	$182.16
Paint: Portal to Kings Hwy/Culver	12/26/2024	$138.86
Paint/Structure Repair: 225th St-240th St and Demo Abd / BW7	12/27/2024	$130.88
Long Island Rail Road		
East River Tunnel & Adjacent Infra. Restoration	11/19/2024	$98.57
Purchase Dual-Mode Locomotives	6/25/2024	$93.62
ADA Station Improvements - Package 2	2/11/2024	$69.53
New Fare Collection Program	7/31/2024	$24.51
Positive Train Control	8/9/2024	$22.13
Metro-North Railroad		
Park Avenue Viaduct Replacement	5/31/2024	$247.00
3 Bronx Stations [Woodlawn BG/WB]	10/31/2024	$159.13
New Fare Payment Equipment	7/30/2024	$25.23
Radio System	12/31/2024	$21.83

Project	Current Month Forecast	Actual Value ($ in millions)
MTA Bus Company		
25 Standard Battery Electric Buses (BEB)	2/23/2024	$34.40
MTA Integrated Projects		
I/H - Agency-Wide Employees	6/24/2024	$32.88
VS300 ESA Miscellaneous Remaining Work	11/27/2024	$15.24
CM014B Closeout	11/4/2024	$13.00
MTA Bridges and Tunnels		
Suspended Span Retrofit/Painting: Program Management Consult. (PMC) CS000020B	2/21/2024	$38.50
VN Facility-Wide Painting Program (Towers): Consultant CM & Inspection Services CS00019B	3/6/2024	$7.79

2024 MTA Capital Program Project Highlights: Completions

Project	Completion	Actual Value ($ in millions)
New York City Transit		
207th Street Yard: Sandy Repair/Mitigation	12/31/2024	$611.46
ADA Package 2: ADA/Elevators at Legacy Stations	12/31/2024	$423.35
ADA: 8 Stations (Pkg A)	4/30/2024	$270.32
Bus Radio System	12/31/2024	$251.11
Direct Fixation Track Replacement: 63rd Street and Jamaica	6/26/2024	$204.30
Hunter College	12/18/2024	$149.31
Sandy Mitigation: Sewer 207th Street	11/25/2024	$138.04
Concourse Line (Line Structure Repairs, Vents, Antenna Cable, and Fiber)	3/16/2024	$137.51
8 Avenue Line (Line Structure Repairs, Tunnel Lighting, and Fiber)	8/3/2024	$108.69
Long Island Rail Road		
West Side Storage Yard Restoration	2/1/2024	$43.90
Long Island City Yard Resiliency - CR	12/24/2024	$26.29

Project	Completion	Actual Value ($ in millions)
Mets-Willets EIC Relocation	5/1/2024	$19.93
ADA Lindenhurst Station	6/18/2024	$17.98
ADA Copiague Platform and New Elevator	5/1/2024	$17.44
ADA Massapequa Park	10/1/2024	$15.90
ADA Amityville Station	6/4/2024	$15.47
LIC Phase 3B Construction	12/24/2024	$14.95
Long Island City Yard - CONSTR	12/24/2024	$2.38
Metro-North Railroad		
Sector II Design	1/15/2024	$27.57
Harlem Line Station Improvements	2/16/2024	$21.89
Moodna/Woodbury Viaduct	9/29/2024	$15.83
GCT Trainshed Study / Inspection	11/30/2024	$15.00
MTA Bus Company		
173 Standard Buses - Nova	12/31/2024	$113.26
116 Standard Buses - New Flyer	6/30/2024	$100.38
85 Standard Buses	12/31/2024	$61.92
Bus Radio System	12/31/2024	$78.24
25 Standard Buses	12/31/2024	$17.68
Purchase 25 Standard Buses	12/31/2024	$16.42
Depot Component: SC CNG Upgrade	10/31/2024	$6.98
MTA Construction & Development		
GCT Concourse & Facilities CM014B	7/1/2024	$572.03
Concourse, Cavern & Facility Detailing Services CM030	2/1/2024	$37.09
MTA Bridges and Tunnels		
Dyckman St. Abutment Replacement and Substation Upgrades	4/22/2024	$49.60
CBDT - Design-Build and Integrate	5/15/2024	$290.90
Miscellaneous Structural Rehabilitation/ TN Facility-Wide Painting Program (Phase 1)	7/15/2024	$24.30
BW Facility-Wide Painting Program/Miscellaneous Structural Rehabilitation	7/15/2024	$37.60

Project	Completion	Actual Value ($ in millions)
Structure Rehabilitation of CBB/Miscellaneous Steel Repairs	11/30/2024	$44.70
Shared Use Path/Upper-Level North Abutment and Retaining Wall Reconstruction	12/22/2024	$26.50
Reconstruct/Relocate RI Ramps (QR & RM)	12/15/2024	$132.20
CBDT - Program Management	5/15/2024	$93.30
Belt Parkway Ramps Widening	12/31/2024	$40.50

XII. Status Report on Performance Goals and Achievements

MTA provides monthly and annual status reports on performance goals and achievements. Section 1 outlines the MTA's strategic priorities and the performance indicators used to evaluate and monitor the attainment of those strategic priorities. Section IV reports the 2024 results of the MTA's performance indicators. The 2024 MTA Annual Report details the initiatives undertaken to meet strategic priorities and can be read here: https://www.mta.info/document/163951.

Performance metrics and achievements are regularly posted to the MTA's metrics dashboard at metrics.mta.info and the NYS Open Data Portal data.ny.gov. Additionally, MTA leadership reports to the MTA Board monthly on these performance metrics and actions to correct any non-achievement of a performance standard. Recording of these meetings and the monthly performance metrics reports can be found at https://new.mta.info/transparency/board-and-committee-meetings.

XIII. Response to Petitions by Local Officials

MTA Headquarters Government and Community Relations team has 18 full-time staff that are responsible for liaising with government officials and community members. Staff are in regular contact with local officials through several means, including direct responses to inquiries, community outreach events, community meetings, official MTA communications, and formal public hearings. In addition to dedicated Government and Community Relations staff, the Press Office, Legal Department, executive management, and MTA Board all interact with and respond to elected and appointed officials across the MTA region on a regular basis.

Staff build and maintain relationships with elected officials, governmental agencies, community boards, local development corporations, business groups, and civic organizations to cultivate public understanding and support for MTA initiatives, policies, and capital projects.

In 2024, the Government and Community Relations department handled thousands of incoming letters, emails, and phone calls and attended hundreds of meetings with elected officials and community members.