

MTA Customer Service Center

NEW YORK CITY TRANSIT KEY PERFORMANCE METRICS

October 2025

mta.info





**This performance metrics document was prepared for the
October 2025 meeting of the New York City Transit & Bus Committee.**
2 Broadway • New York, NY 10004
October 27, 2025

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MESSAGE FROM THE PRESIDENT



Demetrius Crichlow

President

New York City Transit

President's Message

October marks my first full year on the job, and while it's a time to reflect on the work accomplished over the past year, it's also time to think about what more New York City Transit can do to deliver on our guiding principles of safety and service. We've made real progress providing teams with training, tools, and schedules to deliver excellent subway, bus, and paratransit service. And Transit is doing everything in its power to ensure every employee has a safe tour and every customer has a safe trip. But after one year on the job, it's fitting to take a moment to evaluate our goals for the next year and make informed decisions on how we can further the MTA's strategic priorities.

The team has a lot to be proud of. The Department of Subways continues to break on-time performance records month after month. In September, they did it again by hitting an 85% on-time performance, which represents the best September in modern history. And this maintains August's performance of 85.1%, even though Transit experiences ridership bumps in the fall as more customers return to the system after summer vacations. Operations Planning and Subways together are using data in innovative ways to make smart service decisions. We're also well on our way to not only hitting Governor Hochul's mandate to install platform barriers at 100 stations, but we'll surpass it. And the teams rose to the challenge of running robust alternative service while major capital work was conducted, including the Crosstown line on the **G** and the South Channel Bridge and Hammels Wye on the **A** in the Rockaways. Running successful alternative service is critical in NYC Transit's ability to support the upcoming historic Capital Plan.

The Department of Buses successfully implemented a redesign of the Queens Bus Network and is closely monitoring the results. We're also seeing positive impacts from the Automated Camera Enforcement program that we have continued to expand to more routes. ACE-equipped bus routes have experienced an average of a 5% increase in speed, with some corridors seeing gains as high as 30%, and a 40% reduction in blocked bus stops. These routes are also safer. There's been a 20% reduction in collisions.

Paratransit is also hitting major milestones in service by continuing to maintain on-time performance rates in the 90s, with September hitting 95.4%—all while supporting robust ridership growth.



MESSAGE FROM THE PRESIDENT

But there's always more work to do. As I look at my next year on the job, I remain laser-focused on safety and service and will incorporate those guiding principles into everything Transit does to forward the MTA's strategic goals. Our goals may sound simple—deliver better service, promote safety and respect, increase appeal for customers, provide a 21st-century bus service, achieve financial stability and viability, and strengthen and expand the network. But we know that delivering on them takes hard work and commitment.

NYC Transit will deliver better service by improving service management at control centers to be the keepers of information and communications. We'll support the implementation of communication-based train control and review how we are preparing employees to take on the stewardship of the modern signal system. I also look forward to working with the MTA Construction & Development team to issue a report together by the end of 2026 on how the MTA is planning to bring CBTC to the A Division. And we'll continue to make more stations accessible by not only supporting work to install new elevators but also ensuring that we continue to recruit and train engineers to maintain them. As Paratransit services continue to excel, we'll hold our new vendor accountable to deliverables to ensure there are no internal hurdles for Paratransit to succeed.

Safety and service go hand in hand. In order to keep delivering reliable service, we must do so by promoting a culture of safety and respect. NYC Transit will do that over the coming year by collaborating closely with our MTA PD, NYPD, and social services partners. Keeping both riders and employees safe is of equal importance, and there are many tactics that accomplish both—like installing platform barriers at 70 more stations and changing lighting at stations to brighter LED fixtures. To continue to fight against employee assaults, in addition to the platform barriers, we will also continue rolling out more fully enclosed bus operator cabs, and department leadership is forming working groups with unions to take a closer look at what more can be done.

We're also meeting our customers where they are with timely and accessible communications. This effort includes opening 15 more customer service centers throughout the system before the end of the year and completing a review of customer-facing communications, like announcements made by subway conductors on board train cars and messages customers hear

MESSAGE FROM THE PRESIDENT

within stations. Improving how we interact with customers will also go a long way in supporting a smooth transition to the tap-and-ride system.

I also remain laser-focused on delivering better bus service, and New York City Transit will do that by transforming the network into a 21st-century one. We'll do so by continuing to work with our city partners to utilize the tools we know work—like bus lanes, busways—and implement the Automated Camera Enforcement (ACE) program on more routes. And we'll leverage the technology available to us at the Bus Command Center to improve the ways in which we manage service. We've also already begun the process of reorganizing staff and redefining manager roles to better meet our service and operational needs.

We will meet these goals while also achieving financial stability and viability, which does not come at the expense of operations. In fact, we can do this by increasing fare compliance by installing anti-fare evasion infrastructure at all subway stations by the end of 2025, expanding the reach of current assets like EAGLE teams on buses, and preparing to implement a proof-of-payment system that is supported by a full adoption of the OMNY system. On the operational side, we'll improve our financial stability and viability by analyzing and optimizing how we maintain our bus fleet to ensure we're keeping buses on the road.

All of this comes as the MTA embarks on the most ambitious capital program in MTA history, and New York City Transit will do everything in its power to support its implementation by ensuring we have smart operational planning in place—like providing excellent alternative service during capital program work. We'll also ensure we're prepared to receive the next delivery of new buses and rolling stock. Supporting upgrades to substations and power systems, and transformational work like the Nostrand Av Interlocking Improvement project, will be a priority for us.

I'm proud of the accomplishments from the talented team at New York City Transit over the past 12 months. But now is the time to not only celebrate what we have achieved, but to refocus and make new commitments to how, as an agency, we can forward our mission of providing safe, reliable, and efficient service. We know that doing so is not easy. But with these tools and tactics in mind and at our fingertips, I know this team can deliver for New Yorkers.





To mezzanine
& ACE

& Brooklyn
L →

To Rockaway Plwy
Canarsie
all times



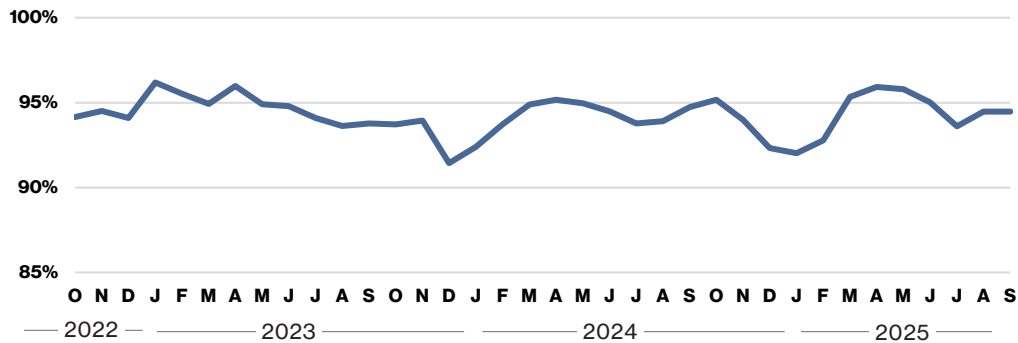
7
L
No trains between
Myrtle-Wyckoff Aves
and Broadway Junction
See New York City Transit

TRACK 2
8 AVENUE (D)
TO BROOKLYN

SERVICE PERFORMANCE

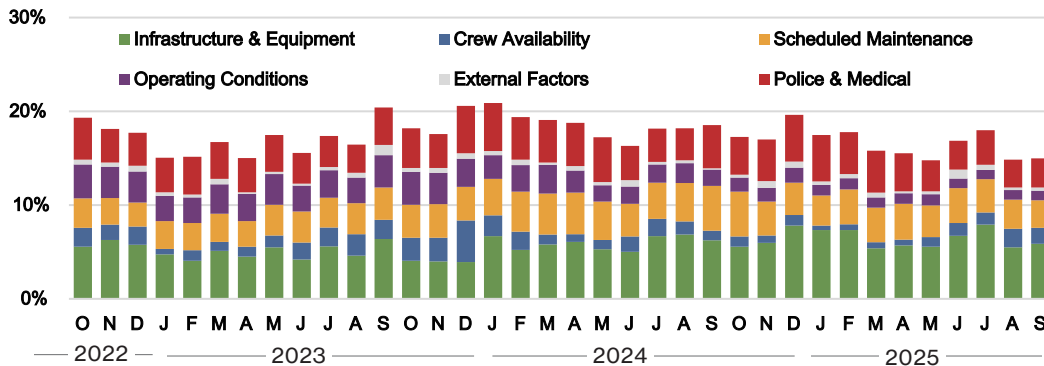
Subway Service Delivered

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

Subways weekday On-Time Performance (OTP) reached the highest level in modern history for the month of September, at 85.0%, maintaining what we achieved in August despite serving many more riders as New Yorkers returned from vacation and students headed back to school. Weekend OTP also remained steady at 86.4%. We're continuing to hit major performance milestones because of our comprehensive approach to service delivery. By taking a deeper look into what is causing delays, line by line, our team is steadily chipping away at root causes through meticulous data tracking and analysis.

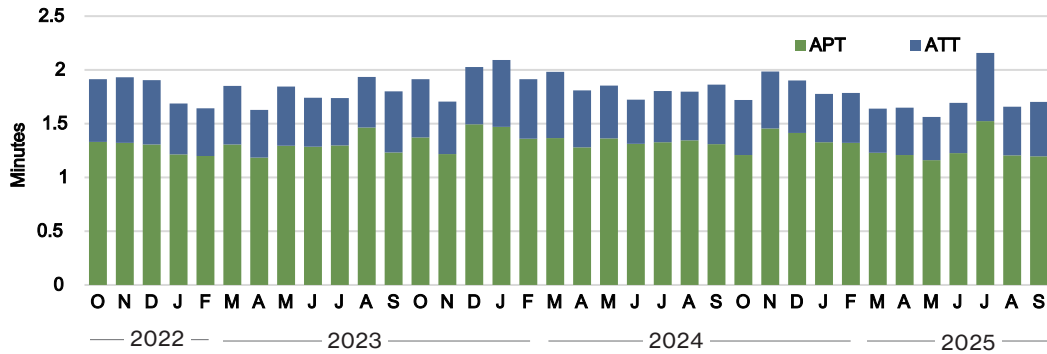
The **E** and **F** lines also experienced their best weekday OTP since April 2021, with weekday service operating at 83.5% and 81.0%, respectively. These improvements are attributed to a favorable trend in internal incidents and crew availability. Elevator availability remained high at 98.3% — a 0.1 percentage point increase from the previous month, while escalator availability remained steady at 96.4%.

SERVICE PERFORMANCE

Subway Additional Platform Time + Additional Train Time

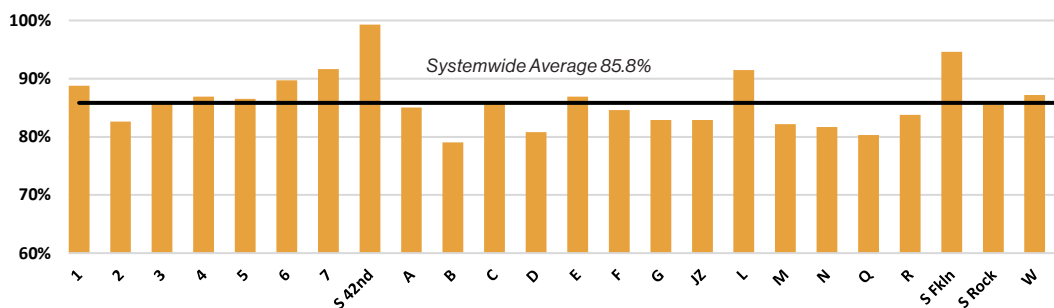
APT: The average time that customers spend waiting at a station beyond their scheduled wait time

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



Moving Forward

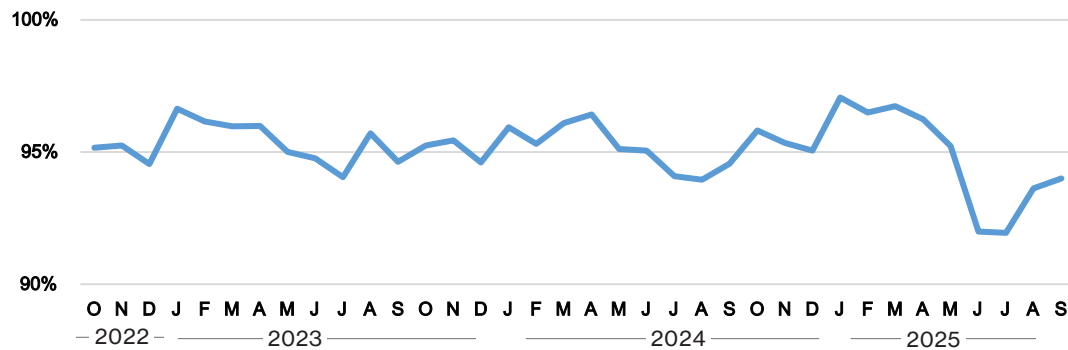
Last month, Subways reached a major milestone with the opening of our newest Customer Service Center at Grand Central–42nd Street. In 2025 alone, 15 new Customer Service Centers will open, giving subway riders improved access to reduced fare programs, essential service information, and assistance with switching to OMNY — all in a customer-friendly, ADA-compliant setting. These new Customer Service Centers reflect our ongoing dedication to improving public transit for all New Yorkers.

Our commitment to the REVIVE program also continued in the month of September with the completion of significant improvements throughout stations across the city, including Grand Central, Forest Hills–71st Avenue in Queens, and 59th Street in Brooklyn. The Subways Facilities team painted ceilings and columns, converted fixtures to energy-efficient LED lighting, repaired damaged concrete flooring, and replaced damaged wall tiles, among other repairs.

SERVICE PERFORMANCE

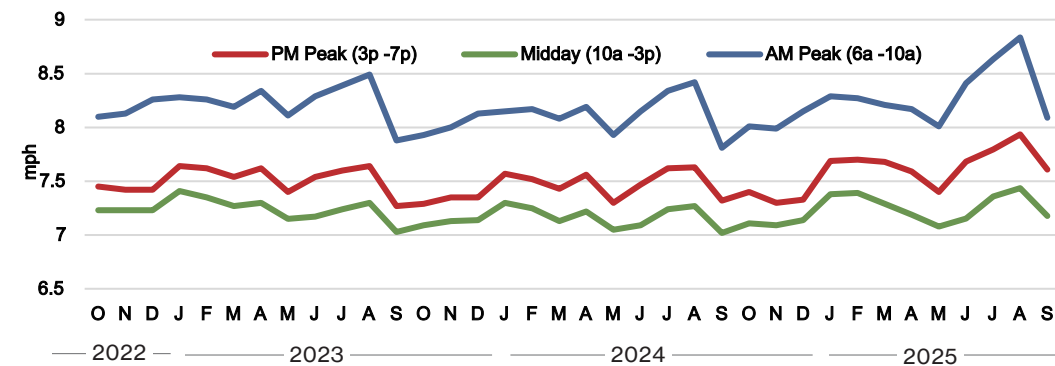
Bus Service Delivered

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 September 2025 remained steady overall, with some slight dips in key areas compared to August 2025, largely due to predictable seasonal challenges such as school reopenings and the United Nations General Assembly (UNGA). Despite these short-term impacts, both monthly and 12-month average performance showed consistent improvement across all key metrics compared to September 2024.

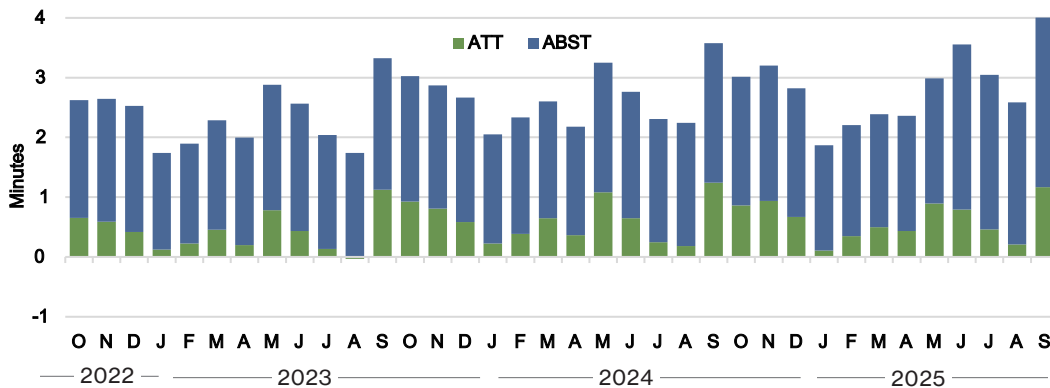
Service Delivered reached 93.7%, marking a 3.3 percentage point increase from the previous year. Customer Journey Time Performance rose to 64.9%, a 3.1 percentage point increase from September 2024. Average Bus Speeds improved to 8.1 mph, reflecting a 2.5% increase compared to the same period last year.

SERVICE PERFORMANCE

Additional Bus Stop Time + Additional Travel Time

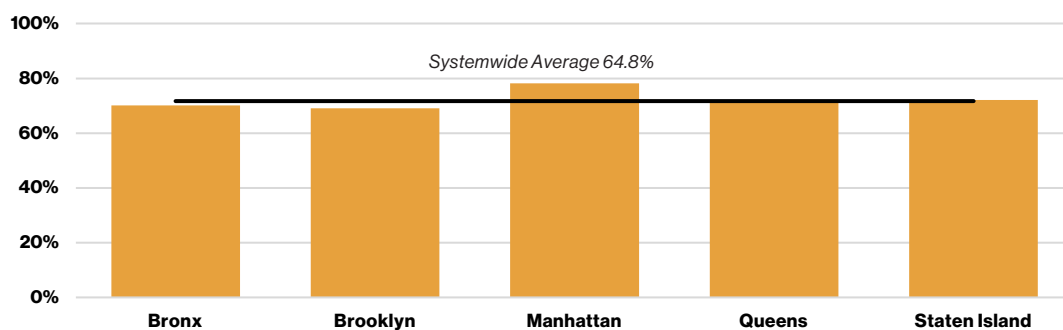
ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time

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



Moving Forward

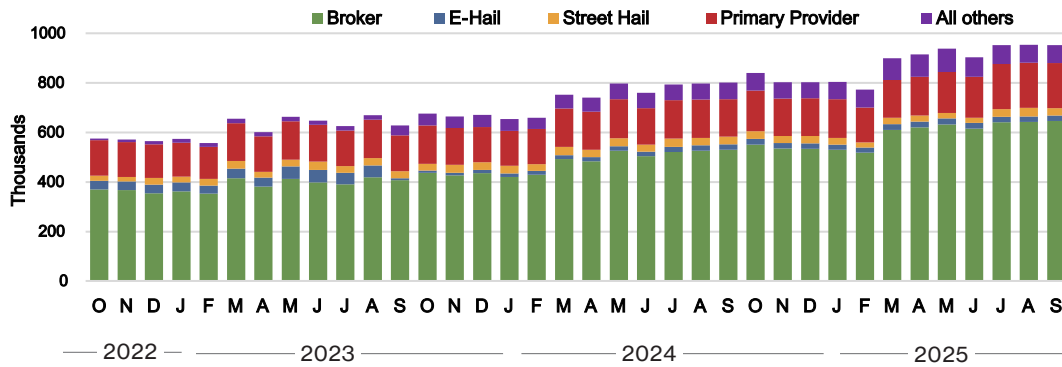
The Bus team remains committed to delivering safe, reliable service to over 2 million daily customers across New York City. Our 12,000 dedicated operators show up every day — through all weather and traffic conditions — to keep the city moving. Bus and Road Operations teams stayed laser-focused on service continuity, especially during seasonal events that impact traffic with heightened congestion and security closures.

The MTA is expanding its Automated Camera Enforcement (ACE) program to improve bus service and enforce bus lane priority. As of October 13, a 60-day warning period began on the Bx2, Bx22, M96, and M116 routes in the Bronx and Manhattan. During this period, vehicles blocking lanes, stops, or double parking will receive warnings before fines. ACE now covers 47 routes, spanning 510 miles and serving more than 800,000 daily riders. The program has led to measurable improvements in bus speeds and enhances safety for all users, including safer boarding for people with disabilities.

SERVICE PERFORMANCE

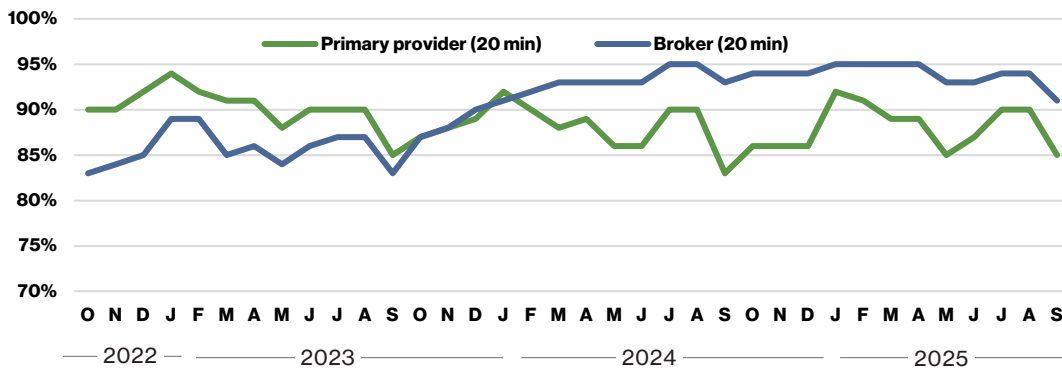
Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service



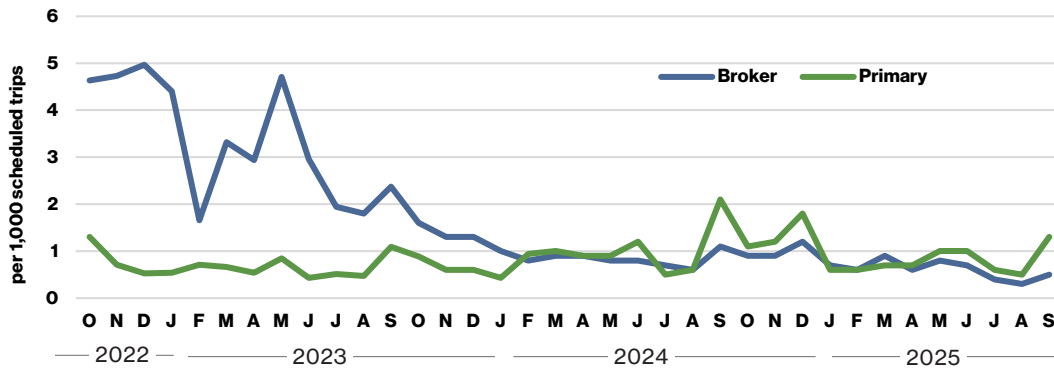
Paratransit On-Time Performance

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

Total completed trip volume in September 2025 increased by almost 19% when compared to September 2024, with over 952,000 trips completed and 1.3 million riders using the service this month. Paratransit has now provided more than 8 million trips year to date.

As a result of increased demand and challenging on-street conditions compared to the summer months, on-time performance declined this month for both Primary and Broker Service Providers. Notably, weekend performance remained similar to summer months, and we remain consistent with 2024 performance levels even with higher ridership. Our primary carrier service completed 85% of pickups within the 20-minute window, up by 2% when compared to the same time last year, and 92% within the 30-minute window, up by 1% when compared to the same time last year. For broker service, we completed 90% of trips within the 20-minute window and 96% within the 30-minute window, which remained the same when compared to September 2024.

No-shows remain well under the 3.0 per 1,000 goal across all modes of service. On primary carrier service, the no-show rate was 1.3 per 1,000, well under the rate in September 2024. For broker service, the result for September 2025 increased by 0.2 per 1,000 trips when compared to August 2025 — also better than our goal of 3.0 and lower by 0.6 per 1,000 trips compared to the same month last year.

Call center performance remained strong, with 94% of calls answered and an average speed to answer of 69 seconds. These numbers are very consistent with recent months' performance and the same month in 2024.

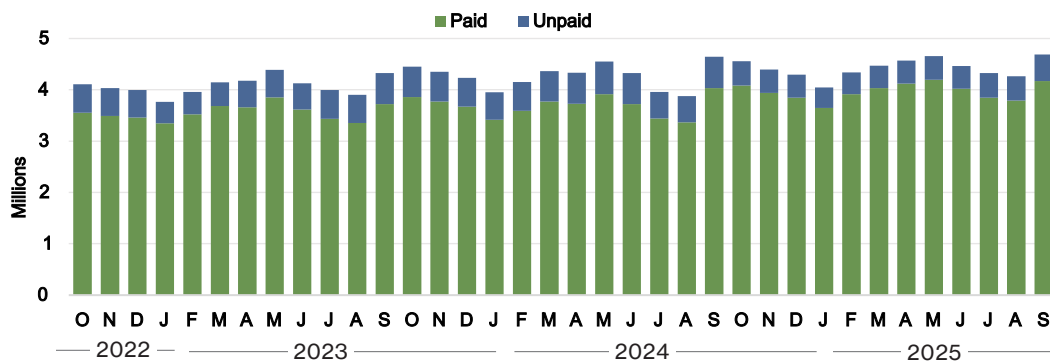
Moving Forward

Our focus remains on our goal of maintaining our performance as ridership grows and finding ways to serve our 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. To further engage paratransit customers, we have partnered with elected officials and community groups to host MY AAR workshops in person across the five boroughs, encouraging customers to use this self-service option to book, confirm, and track their trips. Additionally, we will be offering an AAR OMNY webinar to ensure eligible paratransit customers have all the information they need to take full advantage of its benefits.

RIDERSHIP

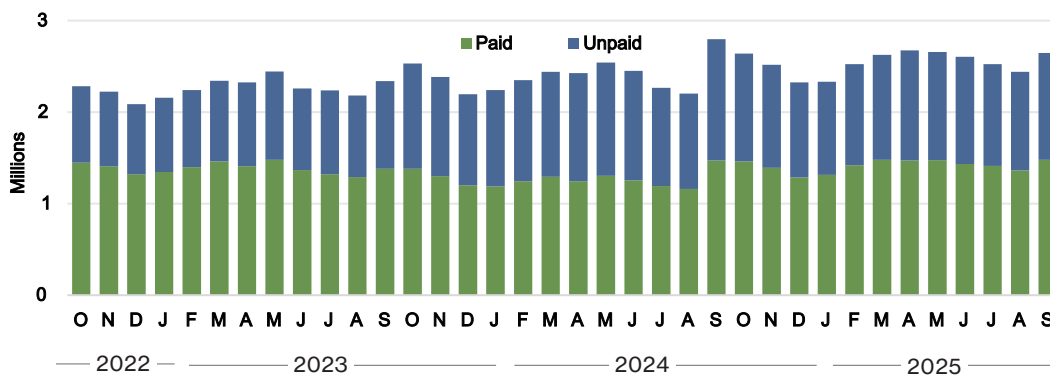
Subway Ridership

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



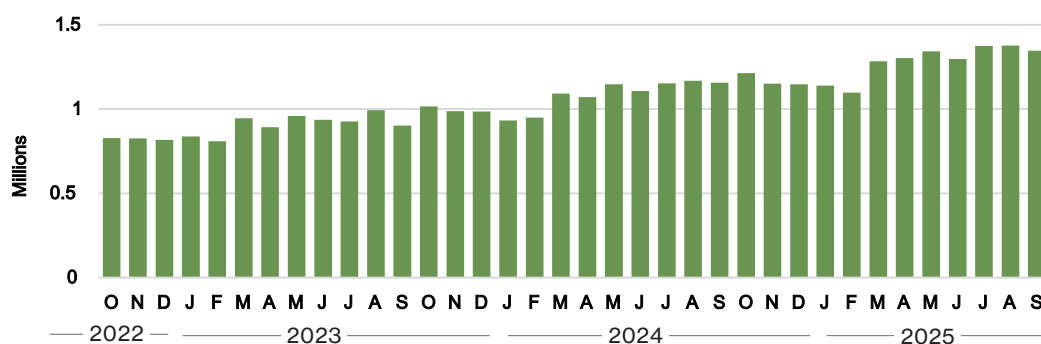
Bus Ridership

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



Paratransit Ridership

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



Data Review

With the surge in ridership stemming from new OMNY fare products, particularly the introduction of student OMNY cards in September 2024, now part of the baseline in year-over-year comparisons, more modest growth had been expected starting in September than seen in the previous 12 months. Nevertheless, in September, weekday paid subway ridership averaged 4.2 million, a 4.1% increase over September 2024. It also represents the first month with estimated average weekday total ridership exceeding 4.7 million.

This growth represents the continued recovery of activity in NYC and continued confidence in the transit system. September also saw the first cases of a week with all five weekdays surpassing 4 million. This happened on consecutive weeks, in the weeks beginning September 8 and September 15, before holidays interrupted that streak. During those weeks, all three midweek days (Tuesday through Thursday) saw over 4.4 million paid subway riders—again, the first such week in modern history

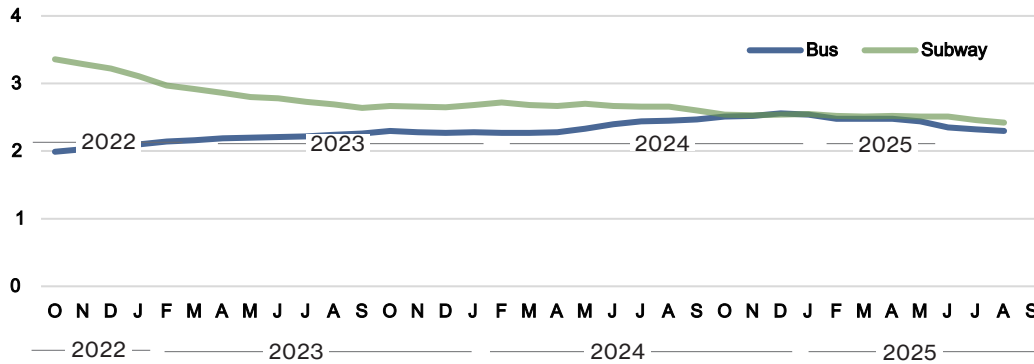
On the bus side, the year-over-year comparisons were stable, with paid weekday ridership at 1.48 million, 0.7% higher than last September's 1.47 million. Total (paid plus estimated unpaid) ridership now stands at 2.7 million. Paid school-open midweek days are higher at 1.53 million, but the pattern of bus ridership throughout the typical week is flatter than on subway, as the bus market has a much smaller share of office workers with the option of working from home.

SAFETY AND SECURITY

Customer Accident Rate

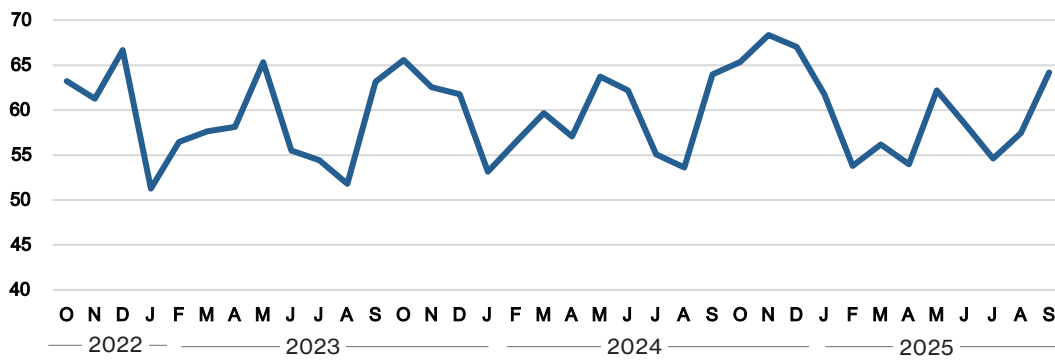
The number of reportable subway and bus customer accidents per million customers (12-month rolling average)

September 2025 data not yet available



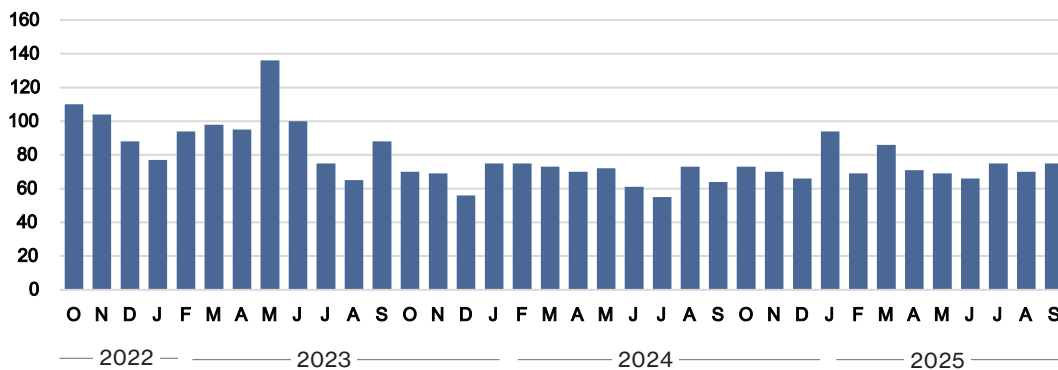
Bus Collision Rate

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

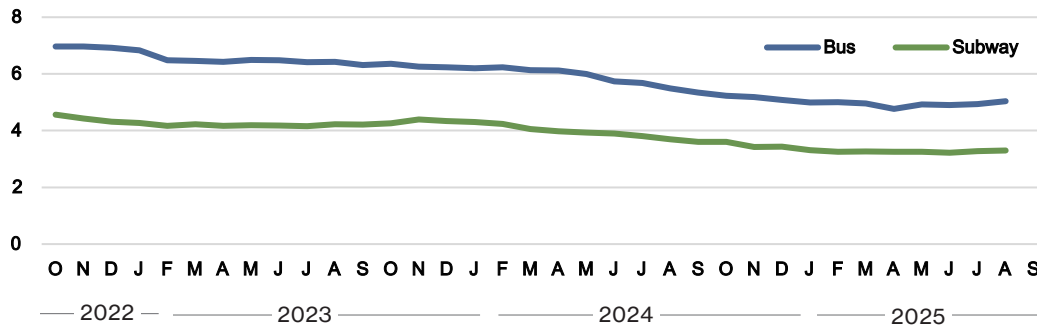


SAFETY AND SECURITY

Employee Lost Time Accident Rate

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

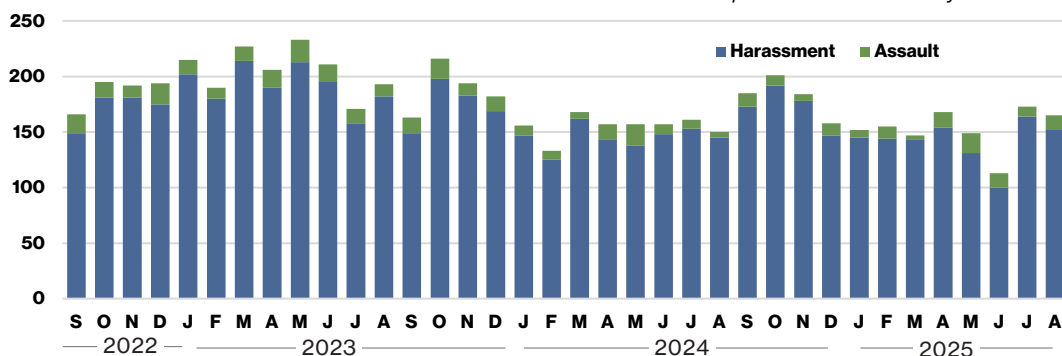
September 2025 data not yet available



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

September 2025 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 Accident & Collision Injury Rates decreased while Bus Collision Rates increased slightly when comparing these periods, too.

Employee Lost Time Accidents (LTAs) declined overall between periods as well.

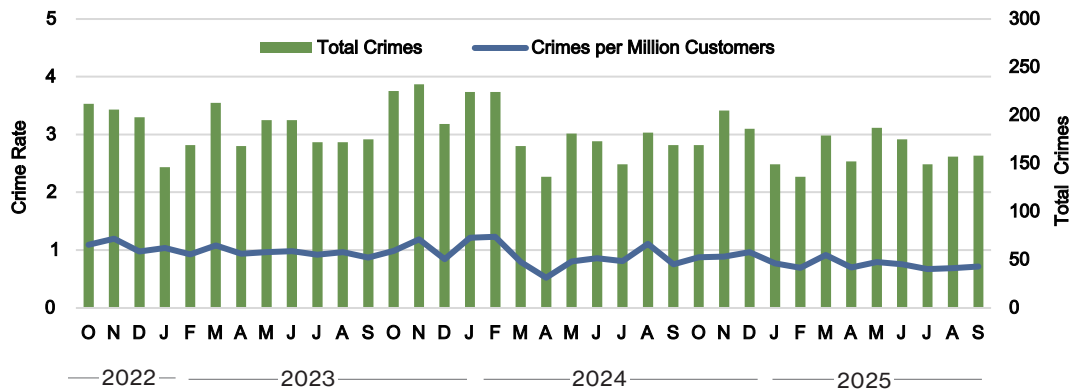
- Overall NYCT had a 7.9% reduction in LTA Rates compared to the previous period.
- Buses alone saw a 7.7% decrease in LTA Rates, though Motor-Vehicle Accidents in August alone rising 45.5% (11 --> 16).
- Subways increased (7.0%) with Motor-Vehicle Accidents up 600.0% in August alone (1 --> 7).

On a 12-month rolling basis, Subway Fires increased (813 --> 884, +8.7%) when comparing periods ending September 2025 and September 2024.

SAFETY AND SECURITY

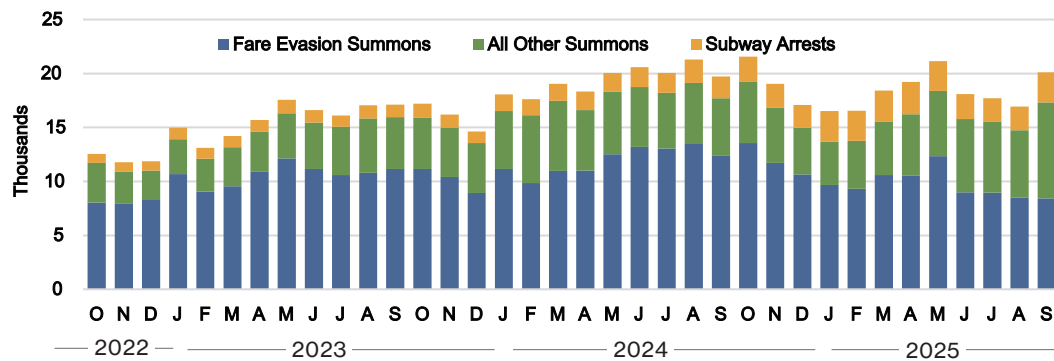
Major Crimes Against Subway Customers

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



NYPD Summonses & Arrests

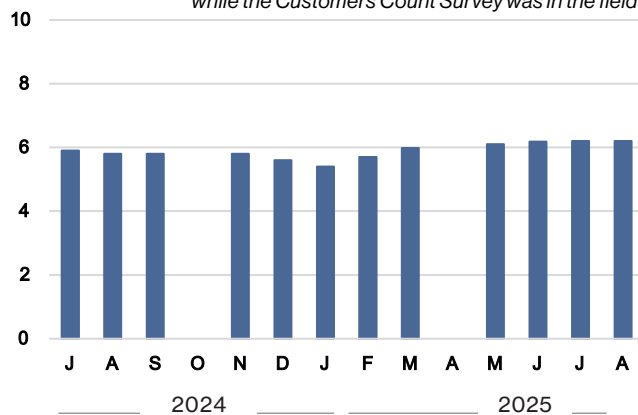
The number of summonses issued for fare evasion (TABs + criminal); number of summons issued for other infractions; and number of arrests made by NYPD



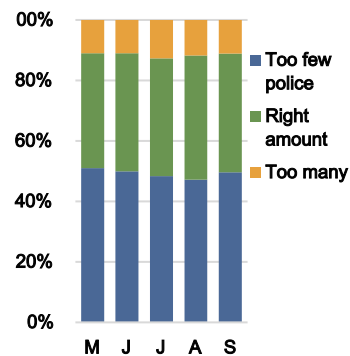
Perception of Safety and Police Presence

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 September 2025, Major Felony Crime was up 1% month-over-month, but down 17% versus September 2024. Crime was down 9% when compared to the 2024 monthly average. Year to date, major crimes are down 4% vs. 2024. Crimes per Million Rides decreased 8% in September 2025 (vs. August 2025) and were down 12% versus September 2024. Further, Crimes per Million Rides were down 6% versus the 2024 monthly average.

We have continued to maintain a consistent decrease in crime year-to-date, both as a count and on a per-rider basis. Our collaborative efforts to combat crime patterns within our transit system have continued to show effect month over month as well as year over year. 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 going into the fall. 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 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.

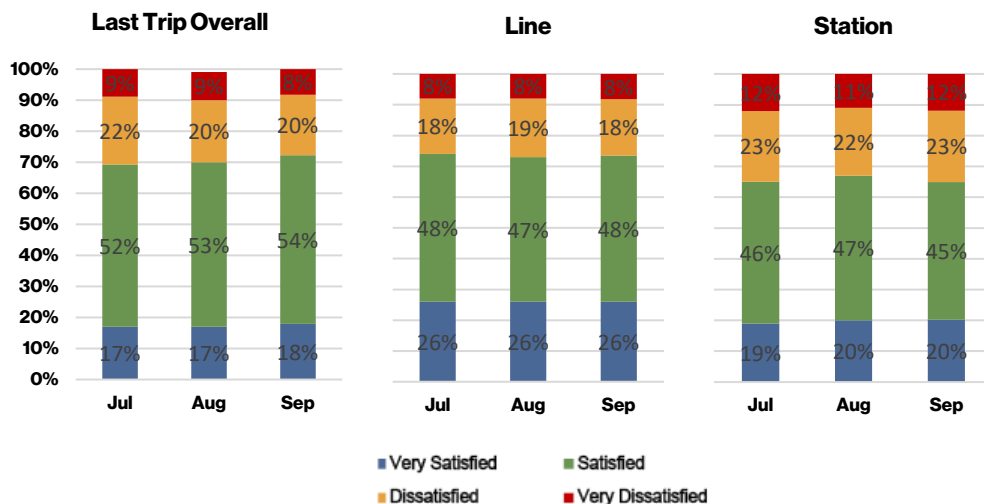
Our customers are noticing a change in the culture within the subway system, as reflected in improving safety scores in the Pulse and Biannual Surveys. We have been able to maintain security of the transit system concurrent with increasing ridership. We believe that our new crime and quality-of-life 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

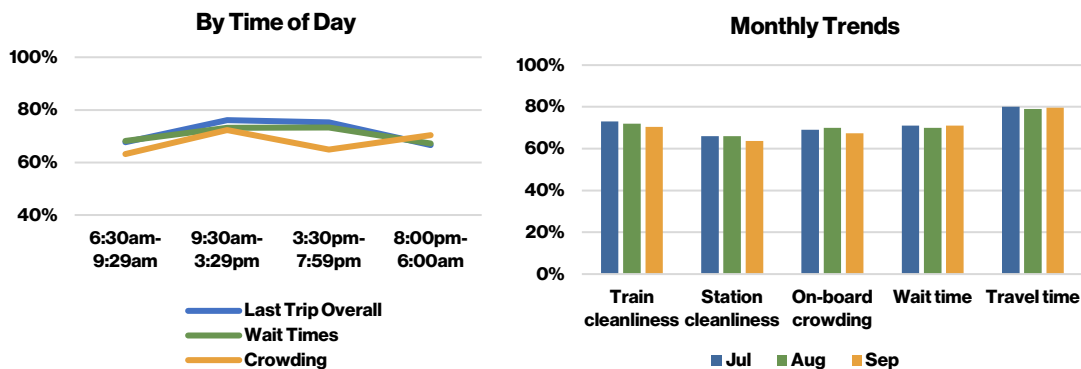
Monthly Pulse Survey Results - Subways

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?

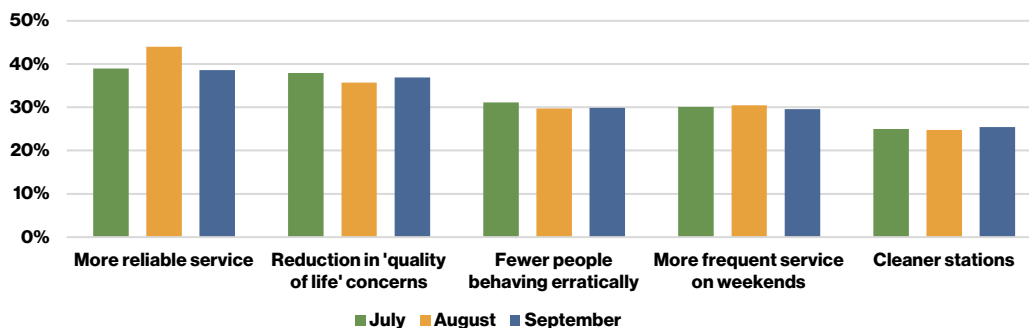


How satisfied were you with each of the following on your last trip?



What needs to improve to increase your satisfaction?

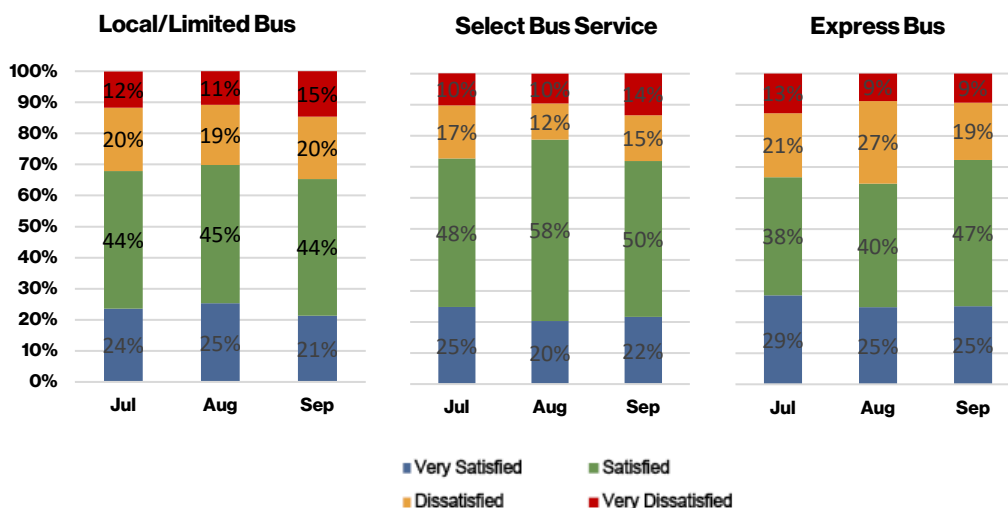
Percentage of respondents choosing each attribute (up to 3 allowed)



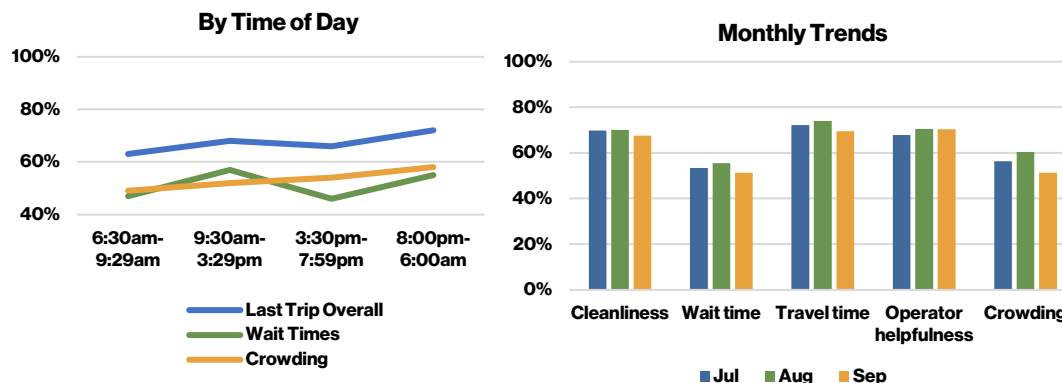
CUSTOMER SATISFACTION

Monthly Pulse Survey Results - Bus

How satisfied are you with your last trip?

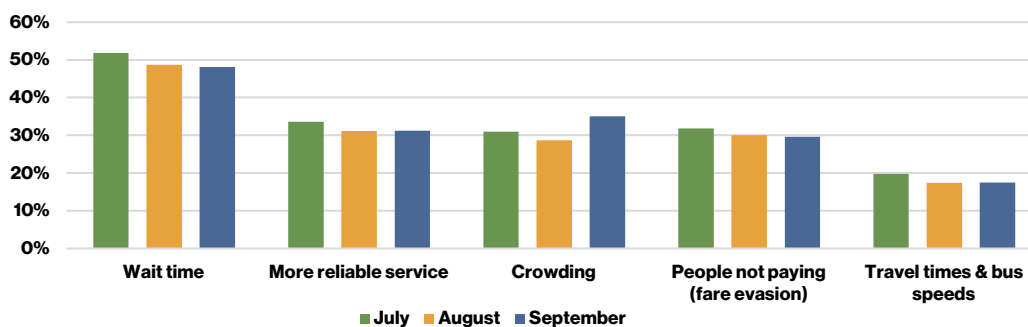


How satisfied were you with each of the following on your last trip?



What needs to improve to increase your satisfaction?

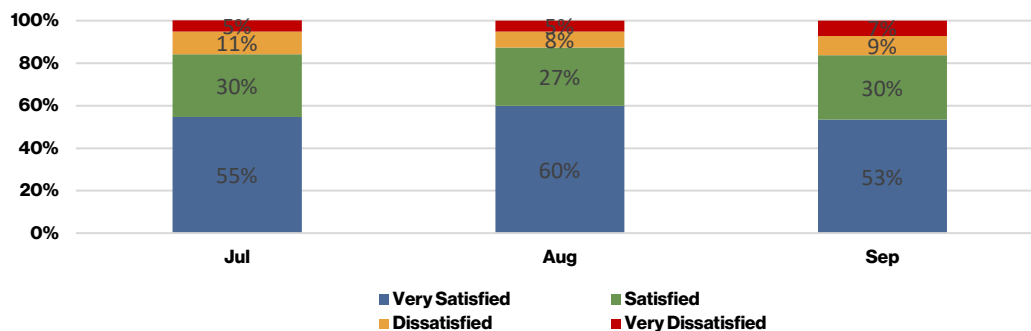
Percentage of respondents choosing each attribute (up to 3 allowed)



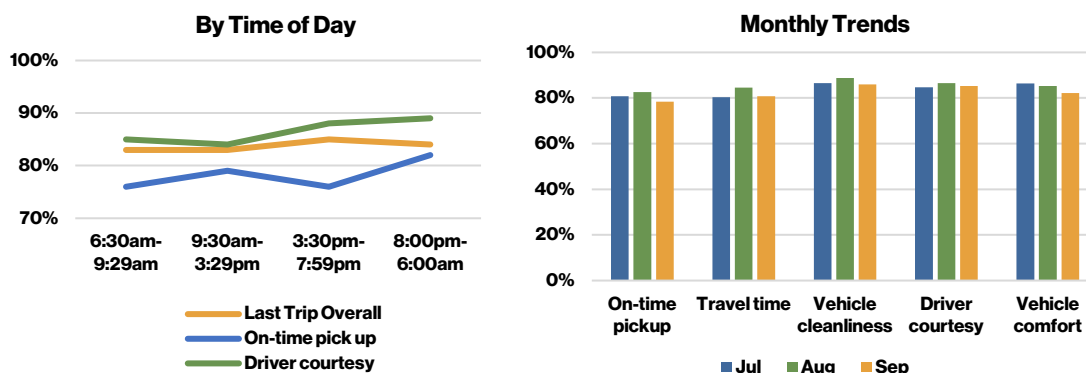
CUSTOMER SATISFACTION

Monthly Pulse Survey Results - Paratransit

How satisfied are you with your last trip?

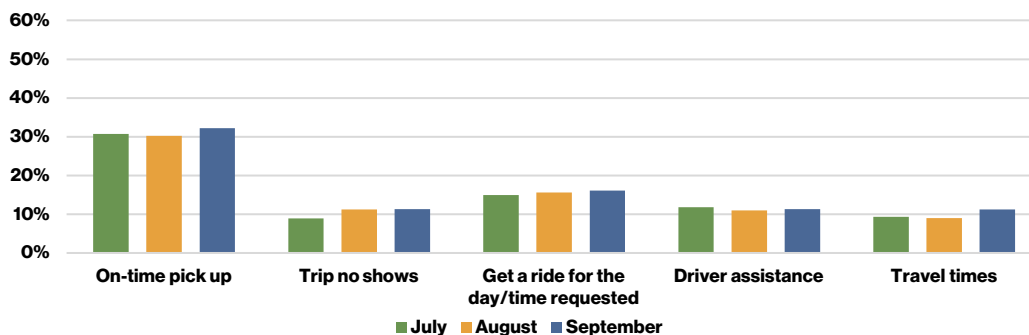


How satisfied were you with each of the following on your last trip?



What needs to improve to increase your satisfaction?

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



CUSTOMER SATISFACTION

Data Review

In September, 72% of subway customers were satisfied with their last subway trip, maintaining the same level as in August but significantly up from a year ago, when last trip satisfaction was 67%. Overall line satisfaction (74%) and overall station satisfaction (65%) remain on par with August. Furthermore, 69% of customers feel safe using the system, consistent with August but up from September 2024, when only 61% reported feeling safe using the system. On their last trip, 78% felt safe on their train, which has been trending upward since May, when it was 75%, while 75% felt safe in the station on their last trip, unchanged since May.

In September, 39% of customers say that “More reliable service” is what needs to improve to increase their subway satisfaction (down from 44% in August), followed by “Reduction in quality-of-life concerns” (37%), “Fewer people behaving erratically in the system” (30%), and “More frequent service on weekend” (30%).

In September, 67% of bus customers were satisfied with their last trip, down 4 points from August but 8 points higher than September 2024. Local/Ltd satisfaction is 65% (down 5), SBS is 72% (down 7), and Express bus is 72% (unchanged). In September, 48% of customers say “Wait Times” needs to improve most to increase satisfaction, making it the top concern. “Crowding” jumped to second place at 35%, up from fourth last month. Among Local/Ltd customers, satisfaction with crowding dropped 9 points to 52%, and wait time satisfaction fell 5 points to 49%. Heavier traffic in September may have contributed to these lower scores.

In September, 84% of Access-A-Ride customers were satisfied with their last trip, down 3 points from August. Nearly all last trip attributes decreased from August, including On Time Pick Up, down 4 points to 78%, its lowest point all year. On Time Drop Off (80%, down 5) and Travel Times (81%, down 4) also decreased, possibly because of heavier September traffic and service demand. Satisfaction decreased with both broker service trips (down 3 to 83%) and dedicated carrier (down 7 to 81%). Broker service trips saw the biggest drops in satisfaction this month with On Time Pick Up, Travel Time, and On Time Drop Off.

CAPITAL PROJECTS

Capital Project - Kings Highway **F** Station

Accessibility projects are key to ensuring everyone can use the subway system, whether they have a disability, use a wheelchair, are a senior, a parent with children in a stroller, hauling luggage, or simply would prefer to use an elevator for many other reasons. Large-scale projects, like ones to install elevators and other accessibility features, take time, which presents opportunities for the MTA to work on other aspects of stations undergoing work that require attention.

At Kings Highway **F** Station in South Brooklyn, the team is using the time available—thanks to critical accessibility work, including building three new elevators—to make other needed improvements to the station that all customers will benefit from. That includes a new canopy, which will protect riders during inclement weather.

The subway system is well known for being underground, but there are sections of the system that travel above ground, meaning platforms are exposed, rain or shine. Many platforms are partially protected by a canopy, but these canopies often only extend to the middle section. However, since new elevators will occupy that area at Kings Highway **F** Station, the MTA is building a new canopy that will extend farther out. In October, this required the team to use a large crane to maneuver 14 different metal pieces onto the elevated station, where crews were ready to secure them into place.

In addition to the new canopy and three new elevators, Kings Highway customers will also have an entirely remade mezzanine level on the north side of the station, along with other station improvements by next spring. Utilizing time needed for one project to complete other needed rehabilitation work at stations is how the MTA is making upgrades faster and cheaper.



CUSTOMERS AND COMMUNITIES

MY AAR Bilingual Workshop with Senator Robert Jackson

On October 3, Government and Community Relations and Paratransit staff hosted a bilingual workshop for Access-A-Ride customers at the Rain Tolentino Adult Center in the Bronx. The event was hosted and attended by Senator Robert Jackson. Customers engaged in a hands-on workshop on the MY AAR application and received answers to their questions on AAR service.



Southeast Queens MWBE Event

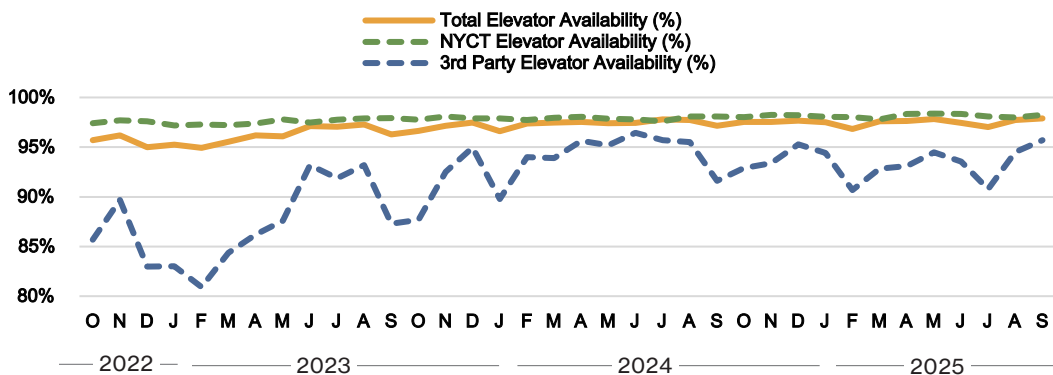
On October 8th, Government and Community Relations, in conjunction with the elected offices of Southeast Queens and the MTA Office of Diversity and Inclusion, hosted an event focused on MWBE opportunities with the MTA. Small businesses were presented information on how to work with the MTA. Elected officials in attendance included Senator Comrie, Assemblymember Hyndman, and Assemblymember Vanel.



ACCESSIBILITY

Elevator Availability

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



Accessibility Update

While infrastructure is often the focus of accessibility at the MTA, without our employees, there would be no accessible MTA. To this end, on Friday, October 17th, the MTA Accessibility and MTA People teams hosted the third annual MTA Employee Accessibility Awards. This year's event celebrates both the 35th anniversary of the passage of the Americans with Disabilities Act and October as National Disability Employment Awareness Month. This year, we recognized 46 employees from across every MTA agency for their exemplary work, ensuring the strategic priority of Accessibility is felt for every customer. We honored heroes, innovators, and leaders for their efforts to ensure that the mantra of accessibility for all is not just a goal, but the reality for MTA customers.

Over the last month, we also broke ground on new elevators at the Middletown Road 6 station and celebrated the opening of the Northern Blvd M/R station in Queens. We have continued to highlight the progress of our accessible station projects with site visits to 148 St 3 and 137 St 1 stations. Both stations are in active construction and exemplify the many moving parts that need to come together to complete accessibility projects in New York. We also continue to highlight this progress at presentations and workshops throughout the city—partnering with Access-A-Ride and MTA Government and Community Relations to ensure customers understand the accessibility improvements the MTA continues to deliver.

FINANCIAL RESULTS

2025 Operating Revenue & Expenses, August 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	4,858.9	4,853.8	(5.1)	158.4	155.9	(2.5)	5.3	5.9	0.6
Farebox revenues	2,732.0	2,733.7	1.6	143.6	143.1	(0.5)	2.8	2.8	(0.0)
Other revenues	2,126.9	2,120.1	(6.7)	14.8	12.8	(2.0)	2.5	3.1	0.7
Total non-reimbursable expenses	7,975.5	7,991.4	(15.9)	715.5	694.7	20.8	62.1	55.2	6.9
Labor expenses	5,920.1	5,966.4	(46.2)	550.7	538.7	12.0	44.5	43.1	1.3
Non-labor expenses	2,055.3	2,025.0	30.4	164.8	156.0	8.8	17.7	12.1	5.6
Non-cash liabilities	1,811.6	1,734.3	77.3	96.3	55.0	41.3	15.2	21.3	(6.1)
Net surplus/ (deficit) - accrued	(4,928.1)	(4,871.9)	56.3	(653.4)	(593.8)	59.6	(72.1)	(70.6)	1.5

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	45,606	43,802	1,804	4,012	3,947	65	381	384	-3
Reimbursable	4,932	3,832	1,100	38	27	11	54	11	43
Total Positions	50,538	47,634	2,904	4,050	3,974	76	435	395	40

Data Review

Farebox revenue was favorable to the Forecast by \$1.6 million due to higher-than-projected subway paid ridership, partially offset by lower bus paid ridership. Other Revenue was \$6.7 million unfavorable to the Forecast, mainly due to lower-than-projected paratransit reimbursement and advertising revenues. Expenses were lower than the Forecast by \$15.9 million. Labor expenses, including fringe benefits, were unfavorable by \$46.2 million, driven largely by overtime spent related to vacancy and absentee coverage requirements, partially offset by vacancies and higher-than-projected prescription drug credits. Non-labor expenses were favorable by \$30.4 million, mainly due to favorable timing in materials & supplies, professional expenses, and decreased paratransit services contract expense driven by lower trip volume. This was partially offset by unfavorable timing in maintenance and other operating contracts, and higher fuel and power costs.

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.

Strengthening Security Through Innovation and Collaboration

In September 2022, at a press event at the Corona Maintenance Facility, Governor Kathy Hochul announced that the Metropolitan Transportation Authority had received a \$2 million Urban Area Security Initiative federal grant to help fund the installation of cameras across the entire subway car fleet — enhancing systemwide security coverage and, most importantly, reinforcing public confidence in transit safety. Governor Hochul would later challenge the MTA to install these cameras in every subway car and bring their benefits to the riding public by the end of 2024.

In 2022, New York City Transit already understood the power of having an extensive camera network. During the summer of 2020, late-night trains on the 7 Line began arriving at their terminals with shattered windows. In many cases, it wasn't just a few panes — entire cars had been vandalized. Over the course of several months, more than 400 windows were damaged, forcing numerous trains out of service for repairs and costing millions of dollars to replace. The repeated incidents threatened to disrupt service on one of the system's busiest lines.

To address the escalating vandalism, the New York City Transit Department of Security identified a technology-based solution to support the investigation. Rapid response to anomalies and security incidents is a core mission of the Department's security program, and this situation underscored the need for greater visibility into onboard activity.

A small form-factor camera kit was selected and, in coordination with the Department of Subways' Car Equipment Division, installed in 50 subway cars assigned to the 7 Line. These cameras proved instrumental in assisting the New York City Police Department, which released an image of a person of interest in November 2020. The vandalism ceased shortly thereafter.

Seeing the value of onboard video in supporting investigations, New York City Transit moved quickly to install additional cameras as ridership began to increase in 2021 post pandemic. The success of this early initiative demonstrated that cameras were not only a deterrent effect but also critical evidence for law enforcement and internal investigations.

By mid-2023, an upgraded camera system was retrofitted into the existing fleet of over 6,000 cars. By December 2024, the Department of Subways' Car Equipment Division had installed 12,420 cameras across 6,210 cars. Including the new R211 model cars, which arrive with cameras factory-installed, the current fleet now consists of 18,904 cameras in 6,772 cars, making New York City Transit's train car CCTV system among the most comprehensive in the nation.

Building Capability: The Video Retrieval Unit

As the system expanded, so did the need to manage and analyze the growing volume of video footage. The Department of Security's Video Retrieval Unit was established in late 2021 as a dedicated team responsible for the retrieval, analysis, storage, and dissemination of video from both train car and fixed camera systems across the transit network.

Since its inception, the Video Retrieval Unit has provided invaluable support to investigative and operational teams throughout New York City Transit. In 2024 alone, the unit processed 1,607 train car camera requests. Through September 2025, that figure has already risen to 5,226 requests, reflecting both the growing reliance on video evidence and the effectiveness of the Department of Security's streamlined retrieval and review processes.

Law enforcement remains the largest consumer of NYCT video. Footage from train car cameras has directly supported numerous successful investigations and arrests, providing essential evidence in criminal prosecutions and Grand Jury proceedings. The Video Retrieval Unit also fulfills requests from MTA leadership, System Safety, the Law Department, and other internal units for incident reviews, accident analysis, workplace violence investigations, and tort claim assessments.

Wider Impact

The introduction of CCTV cameras onboard subway cars has transformed how New York City Transit manages incidents, investigations, and customer safety. The footage routinely aids in situational awareness, mechanical failure and system safety investigations—as well as serving as a defense against fraudulent claims. It has become an essential investigative resource for police detectives working crimes against persons and property.

Importantly, addressing crime on the system is a complex effort, and cameras represent just one component of a multi-pronged approach to deterrence, prevention, and rapid response. The train car CCTV program complements the existing network of cameras throughout stations and facilities, strengthening New York City Transit's ability to monitor and respond to incidents comprehensively. Together, these systems provide investigators with a complete picture of events—showing where an individual entered and exited the system and documenting movements between station and train—allowing for a clear understanding of each incident from start to resolution.

Other Use Cases and New Tools

In 2023, the New York City Transit Department of Security took on the growing problem of graffiti and vandalism in train storage areas. Working collaboratively with the Department of Subways – Car Equipment, Service Delivery, and Maintenance of Way Divisions, along with the New York City Police Department, the team identified a high-incident layup location through analysis of graffiti trends and intelligence data.

At this location, Security implemented a camera-based intrusion detection system which sent real-time alerts when unauthorized activity occurs on the tracks. Cameras detect human presence on the track bed or restricted zones. Upon detection, the system issues real-time alerts to New York City Police Department and the New York City Transit Security Command Center containing pre- and post-incident images. Then, the Security Command Center notifies the New York City Transit Operations Control Center and New York City Police Department via multiple communication channels, including Six-Wire. These alerts are assessed immediately, and response actions are deployed as needed.

This system has worked. Following installation, there has been a significant decrease in major graffiti incidents at the monitored location, dropping from 39 incidents in 2023 to only 4 in 2024.

Looking Ahead

For 2025, the train car camera program is expanding to include installation of cameras in train conductor cabins, a major step forward in enhancing safety for frontline employees. The Department of Subways' Car Equipment Division began this work in June 2025, and as of September, 150 cabins have been outfitted. Cameras that are now ubiquitous in the subway system provide the added benefit of enhancing worker safety. Many workplace violence incidents targeting NYC Transit employees are successfully investigated by NYPD detectives due to the availability of CCTV video images.

As New York City Transit continues to expand its onboard camera program, the integration of these systems will further improve the agency's ability to investigate and respond to incidents with precision and speed. The effort reflects New York City Transit's ongoing commitment to modernization, transparency, and public trust.

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
- Melva Miller
- John Ross "JR" Rizzo
- John Samuelsen
- Lisa Sorin
- Midori Valdivia