



NEW YORK CITY TRANSIT KEY PERFORMANCE METRICS

November 2025



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NEW YORK
Metropolitan
Transportation
Authority
B27
NEW YORK



New York City Bus

**This performance metrics document was prepared for the
November 2025 meeting of the New York City Transit & Bus Committee.**
2 Broadway • New York, NY 10004
November 19, 2025

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MESSAGE FROM THE PRESIDENT



Demetrius Crichlow

President

New York City Transit

President's Message

As we head towards the winter months, I'm proud of the hard work New York City Transit employees have put in to ensure we're finishing out the year with strong momentum. Despite a major storm on October 30, the Subways still delivered an impressive on-time performance record of 83.4 percent. The Buses team made great improvements this month, delivering 94.5 percent of service and improving customer journey times by 2.3 percent compared to this time last year. Paratransit continues to deliver a record-breaking year. On-time performance remains strong, with 96 percent of pick-ups made within 30 minutes of scheduled times and 90 percent of pick-ups made within our more stringent goal of 20-minute windows. This OTP is especially remarkable as it comes while Paratransit breaks a new ridership record, delivering more than one million riders in October.

Modernizing our rolling stock is one of the many ways we can continue to support improvements to our service for riders. Introducing new rolling stock to the system is critical to ensuring we maintain a safe and reliable system. While we receive fanfare for introducing the first new model into the system, it's important to remember that the work doesn't stop there. Since rolling out the first new R211 into service on the **A** line in March of 2023, NYC Transit has continued to bring more new cars into the system. We now have 760 R211 cars, with over 250 on the **A**, 100 on the **C**, 70 on the **G** and more than 100 on the **B**. I'm particularly pleased to highlight bringing new cars to the **B**, which represents the first time Bronx riders were serviced by the most modern cars available. Don't forget that in September, Staten Island Railway announced its entire fleet was now made up of R211Ts, bringing smoother, more efficient and reliable rides to Staten Islanders.

We've also introduced 115 new buses into service this year, 81 of which are serving Staten Island where we've made improvements to how we manage and maintain buses to ensure we're keeping them on the road. And just this month we introduced new articulated buses to the Bronx, with 65 more on the way by the end of the year. The majority of which will serve Bronx communities. These buses come equipped with new amenities like brighter lighting and ensure customers are experiencing more reliable trips.



MESSAGE FROM THE PRESIDENT

We're always looking for ways to improve service and I'm pleased to say on November 3rd we added additional weekday service on the **A** and **L** lines, providing more frequent service and reduced wait times for 100,000 weekday riders. We've added an additional midday trip on the **A** line and added four additional trips and two additional trains during the AM peak on the **L** line. I'm also looking forward to implementing the **F**/**M** Swap on December 8. Permanently swapping the routes the **F** and **M** lines take between Queens and Manhattan will provide more reliable service for 1.2 million daily **E**, **F**, **M** and **R** riders. The team is actively engaging customers to ensure they are aware of the upcoming change. Outreach includes in-station announcements and signage, on-board train signage and electronic maps, "look-ahead" posters and maps, digital screen messaging, handouts and brochures, customer ambassador teams and more. Many of these outreach efforts are already underway.

As we head into the winter months, NYC Transit must not only be prepared for winter weather but also ready to serve the crowds of New Yorkers and tourists alike who partake in New York's iconic holiday season. To put it simply, we headed into the season of big events whether it be big crowds or big storms. Regardless, NYC Transit is ready. Ahead of major upcoming events like the Thanksgiving Day Parade and the Rockefeller Tree Lighting the Stations Department deep cleans nearby stations to ensure customers, both regular and new, are experiencing our best environment. In addition to running additional service when ridership patterns call for it like the morning of the Thanksgiving Parade and New Year's Eve, extra personnel are assigned to stations on the day of the event to provide additional customer support. NYC Transit even places additional garbage cans in stations to mitigate not only station cleanliness but also the impact debris that can have when it ends up on the tracks and causes delays in service.

Transit also prepares for big weather events like freezing rain, snow and ice over the winter months. Crews are already ensuring our winter weather infrastructure like plows, chains and de-icing equipment is ready to be deployed. Personnel closely monitor forecasts and when necessary, pre-stage this equipment at locations throughout the system. And when the forecast calls for it, employees spread salt along stairwells, entrances and elevated platforms ahead of potentially slippery conditions.

MESSAGE FROM THE PRESIDENT

Being prepared for big events, both planned and unexpected, is all in a day's work for NYC Transit, regardless of the season. But by ensuring we're providing the best possible service for riders during the holiday season, we're doing our part in making the season special both for our everyday customers and the thousands of travelers who come to New York City from around the world to experience everything this great city has to offer. By keeping up our great momentum across all modes of transit, I know the team can continue to deliver on our commitment to safety and service this winter.

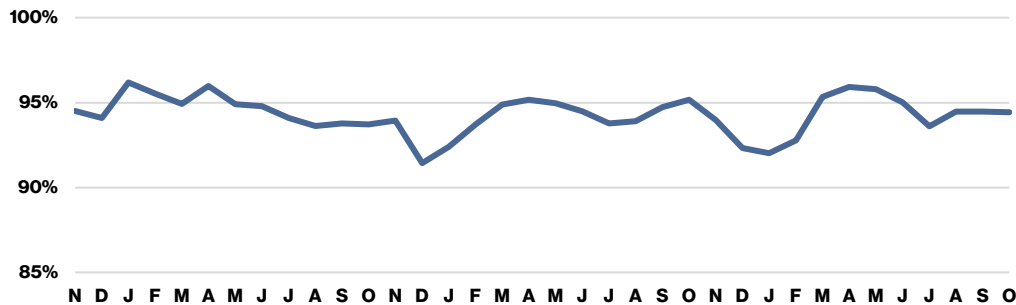




SERVICE PERFORMANCE

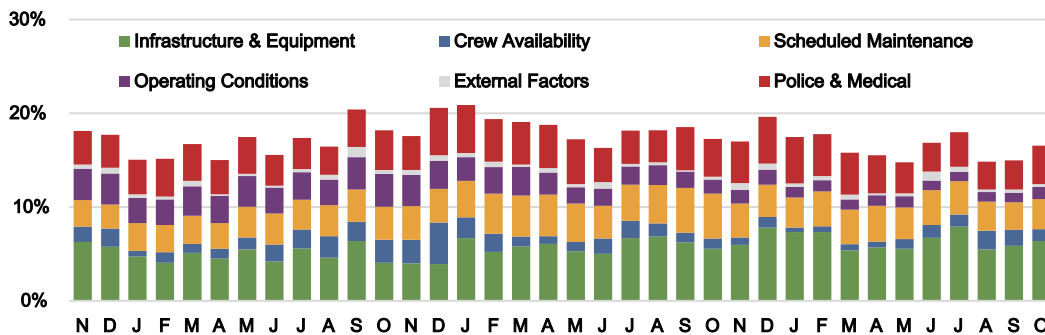
Subway Service Delivered

The share of scheduled trains that are actually provided (compared to schedule) during peak hours



Subway Delays

The share of trains that arrived at terminal locations more than five minutes late, did not operate, or that skipped any planned station stops



Data Review

In October 2025, weekday subway On-Time Performance (OTP) was 83.4%, a 1.6 percentage-point decline from September but still a 0.7-point improvement from last October, also marking the highest non-COVID October OTP in modern tracking. Weekend OTP remained steady at 85.9%, down just 0.5 points from September. October's dip from the previous month was driven primarily by a series of atypical vandalism incidents, which accounted for nearly 40% of the weekday decline.

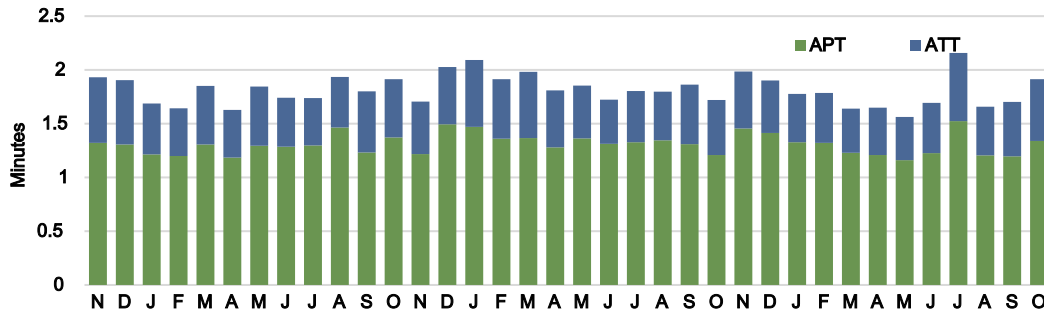
There were also bright spots in October's service performance: Fewer delays from internal causes supported 4-5 percentage-point improvements on the ② and ③ lines, and a decrease in maintenance construction delays contributed to stronger OTP on the ④ line. After heavy rain on October 30 impacted subway service, with clogged city storm drains leading to water infiltration on some lines, crews responded quickly to minimize disruptions where possible. The effectiveness of our response stemmed from our ongoing emergency preparedness efforts, including a storm surge mitigation exercise held just days prior.

SERVICE PERFORMANCE

Subway Additional Platform Time + Additional Train Time

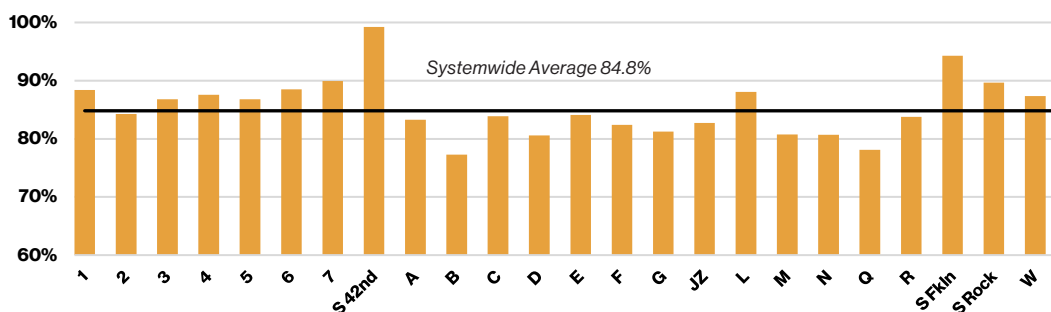
APT: The average time that customers spend waiting at a station beyond their scheduled wait time

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

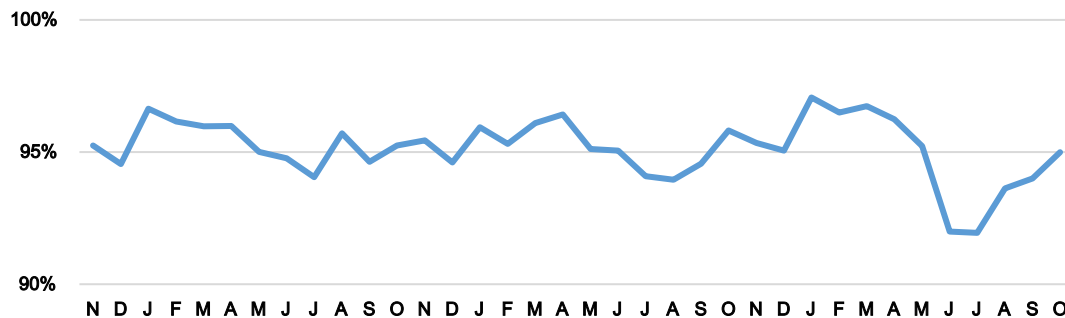
Subways continues to confront the dangerous trend of subway surfing through focused safety campaigns and community outreach. On the **7** line, we installed a new pilot mitigation of rubber barriers between subway cars designed to close off the spaces that are sometimes used to climb onto the roofs of trains. We plan to continue testing this new measure with the goal of assessing feasibility on other lines in the new year. These efforts are part of a larger push to shift culture, not just enforce rules, preventing serious injuries and loss of life.

Our rollout of platform barriers has also shown continued success in enhancing passenger and train crew safety and efficiency, while in-house fabrication has significantly reduced costs, exemplifying our innovation in public service. Subways is on track to install barriers in more than 100 stations by the close of 2025.

SERVICE PERFORMANCE

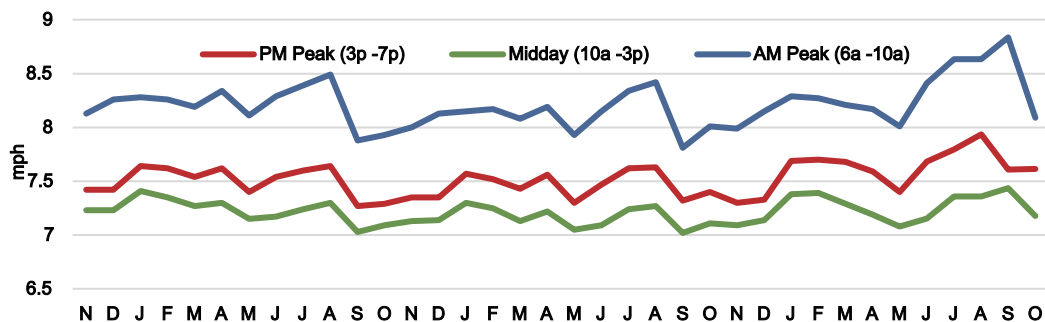
Bus Service Delivered

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 October 2025 showed improvement across all key metrics compared to both September 2025 and October 2024. The 12-month average also reflected consistent gains over the previous period. Service Delivered reached 94.5%, up 0.8 percentage points from September and 1.9 points from the previous year. Customer Journey Time Performance (CJTP) rose to 67.5%, marking a 2.6-point increase month-over-month and 2.3 points year-over-year. Improvements in Additional Bus Stop Time and Additional Travel Time, which are key drivers of CJTP, contributed to the overall gains. Average Bus Speeds improved by 1.2 percent compared to last month and by 2.5 percent from October 2024, reaching 8.2 mph.

Moving Forward

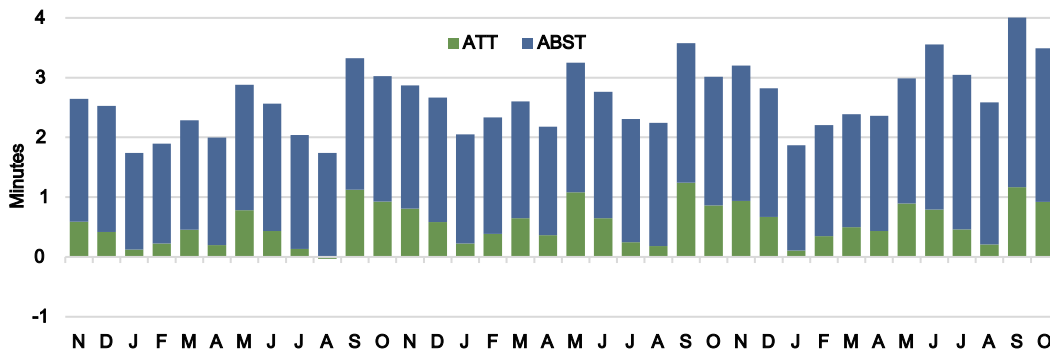
Performance over the past two months has been encouraging, showing steady progress in service delivery and reliability. Buses remains committed to providing dependable service for New Yorkers, with a focus on improving speed and efficiency through comprehensive bus priority strategies. These include bus network redesign, enhanced

SERVICE PERFORMANCE

Additional Bus Stop Time + Additional Travel Time

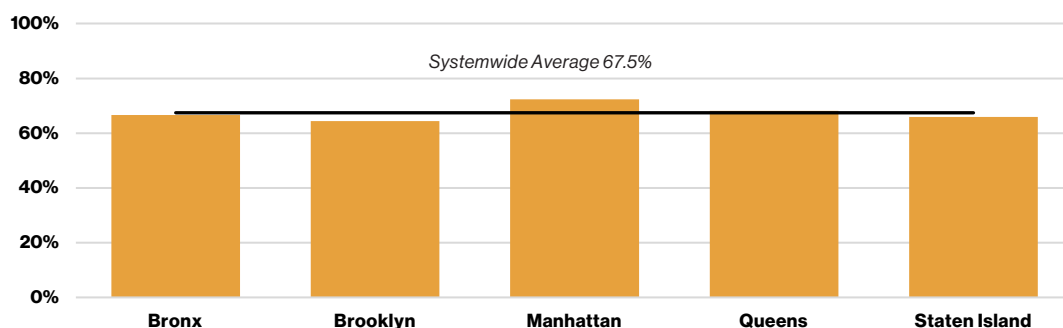
ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time

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



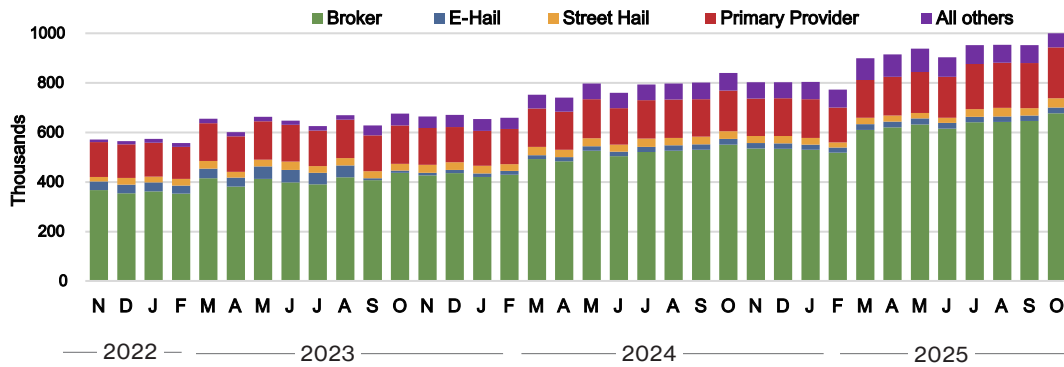
service management, expansion of the Automated Camera Enforcement (ACE) program, and continuing to partner with NYCDOT on dedicated bus lanes and busways.

We are pleased to announce the activation of ACE on four additional routes, Bx9, Bx15, B11, and B63, as of November 10. Routes are strategically selected across multiple boroughs to allow time for public awareness and to reinforce bus priority. Early indicators show a decline in repeat violations and overall recidivism, suggesting ACE is effectively changing driver behavior. The program is now active on 51 routes, covering 545 miles and serving over 840,000 daily riders. ACE-equipped routes have seen average speed increases of 5% beyond bus lane gains, with some corridors improving by up to 30%, and a 40% reduction in blocked bus stops. These outcomes highlight ACE's impact in enhancing bus speed, safety, and service reliability.

SERVICE PERFORMANCE

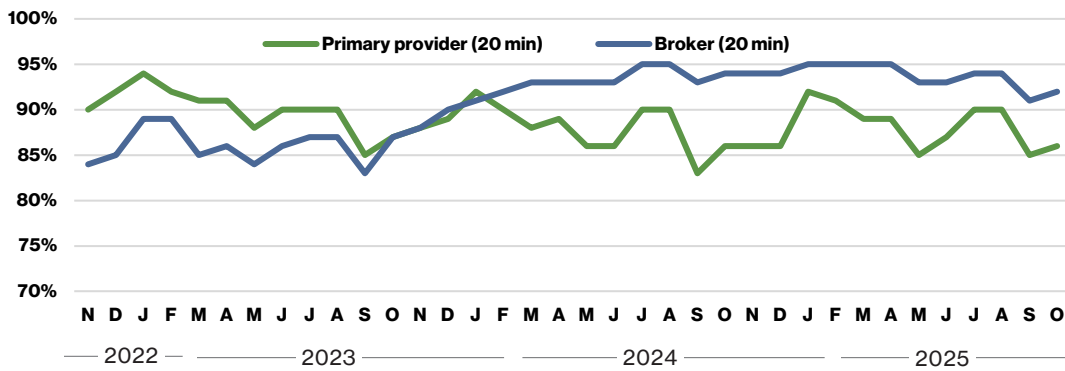
Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service



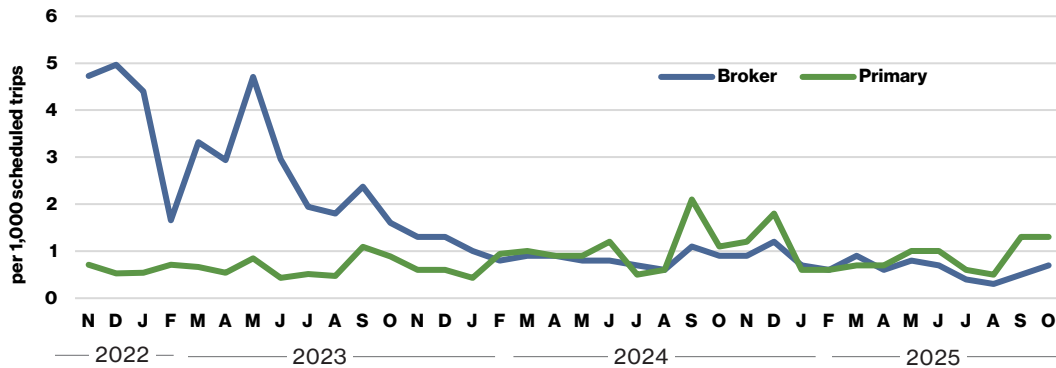
Paratransit On-Time Performance

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

October marked a major milestone for paratransit as the first month ever with more than one million completed trips. Total ridership for October increased 17%, and total trips increased by nearly 21% when compared to October 2024, continuing the trend of significant ridership and trip growth.

On-time performance improved this month, despite record-high trip volume. Our primary carrier service completed 93% of pickups within the 30-minute window from promised time, up 0.7% compared to September 2025 and remaining flat when compared to the same month last year. For broker service, we completed 97% of trips within the 30-minute pickup window, a 0.4% improvement compared to September 2025 and well above our goal of 94%.

The October no-show rate was 1.30 per 1,000 trips for primary service and 0.70 per 1,000 trips for broker service, both well below our goal of 3 per 1,000, and continuing the trend of service reliability despite record ridership.

In October 2025, 95% of all calls were answered, meeting our goal, and reflecting a 1% improvement over September 2025. The average answer speed decreased by 13 seconds compared to the previous month, bringing us within our goal of 60 seconds.

Moving Forward

As ridership continues to grow, our focus remains on maintaining strong performance and identifying opportunities 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 maintaining on-time performance, ensuring on-time drop-off for appointment-time trips, and addressing language access issues on broker trips.

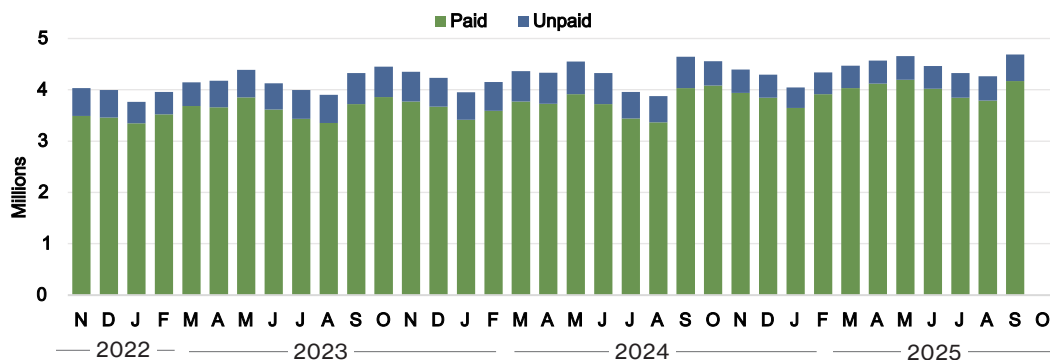
To further engage paratransit customers, we have partnered with elected officials and community groups to host MY AAR workshops across the five boroughs, encouraging customers to use this self-service option to book, confirm, and track their trips. Earlier this month, we hosted our first AAR OMNY webinar to help eligible paratransit customers transition from MetroCard to OMNY to ensure they can fully benefit from the new system. We'll be hosting more of these sessions as we complete the transition to OMNY and prepare for the fare change.

RIDERSHIP

Subway Ridership

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

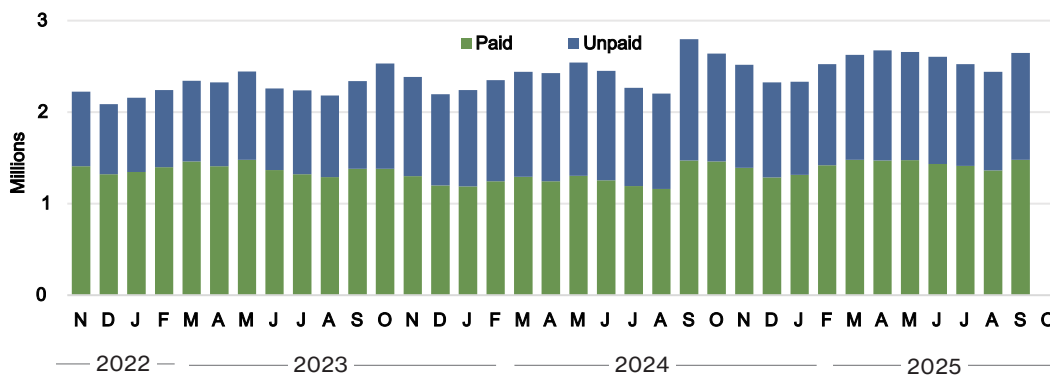
Fourth Quarter data not yet available



Bus Ridership

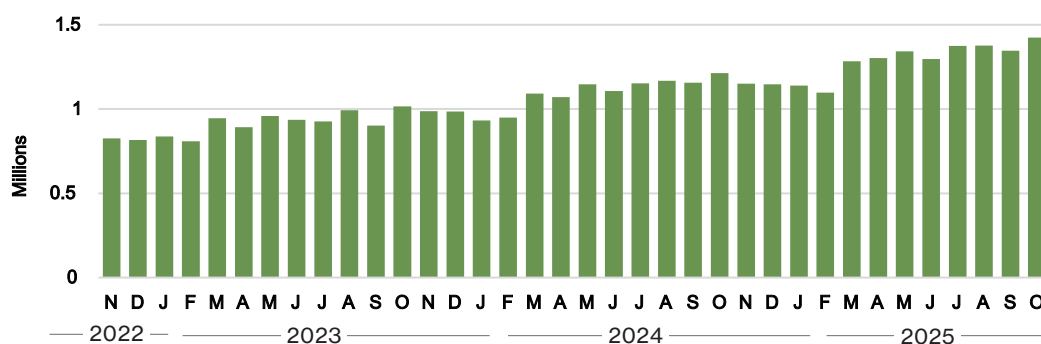
The number of paying bus (NYCT and MTA) customers, and estimated number of non-paying customers, on an average weekday

Fourth Quarter data not yet available



Paratransit Ridership

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



Data Review

October generally sees the highest total ridership of the year, outside of the holiday shopping season. This year, due to calendar effects, the full-month average weekday paid subway figure dropped slightly, from 4.20 million to 4.16 million, with a modest year-over-year increase of 1.8%. However, the core figure for school open days rose month-to-month, from 4.27 million to 4.31 million. School-open midweek days averaged 4.38 million, which represents 75% of pre-pandemic levels.

October weekend ridership came in at 87% of pre-pandemic levels, with an average of 5.05 million combined (Saturday plus Sunday).

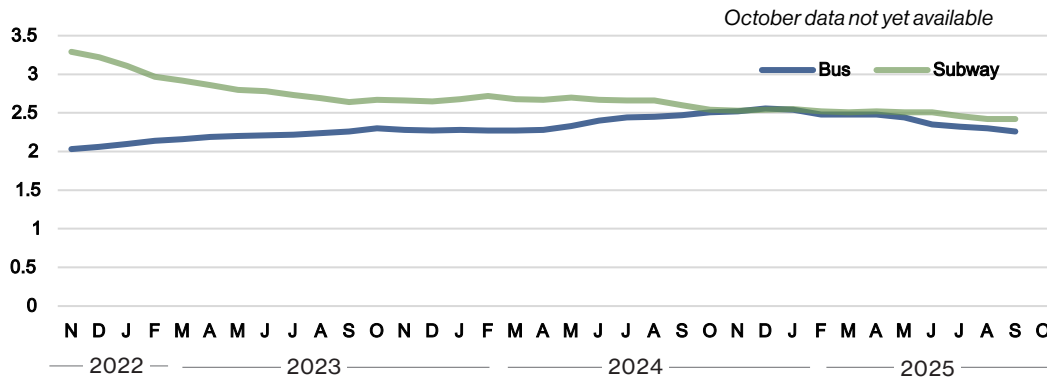
While the calendar led to lighter growth early in the month, especially strong numbers were recorded at the end of the month. For the 7-day period from Tuesday, October 28th, to Monday, November 3rd, day-of-week post-pandemic highs were set for six of those seven days – with only Thursday, the 30th, failing to set a Thursday high due to a major storm. Especially notable among those days, a single post-pandemic high was set on October 29th, with 4.60 million, and the NYC Marathon drove a new post-pandemic Sunday high with 2.83 million, 8.8% higher than the previous high Sunday, and perhaps most impressively, 98% of the equivalent day in 2019.

Weekday paid bus ridership dropped to 1.378 million, down from 1.475 million in September and 5.6% lower than the October 2024 figure of 1.392 million. As with subway ridership, calendar effects played a role in this drop. Some of the bus decline can also be attributed to fare evasion rising again this fall, with estimated bus fare evasion now at 48% for the month, compared to 46% in October 2024.

SAFETY AND SECURITY

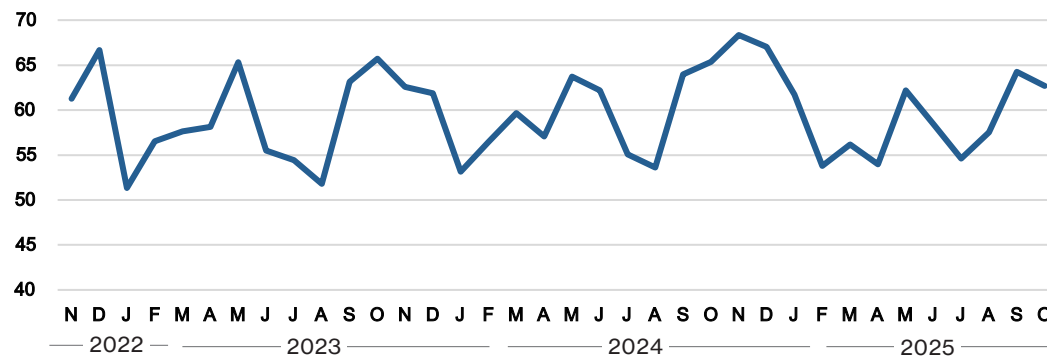
Customer Accident Rate

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



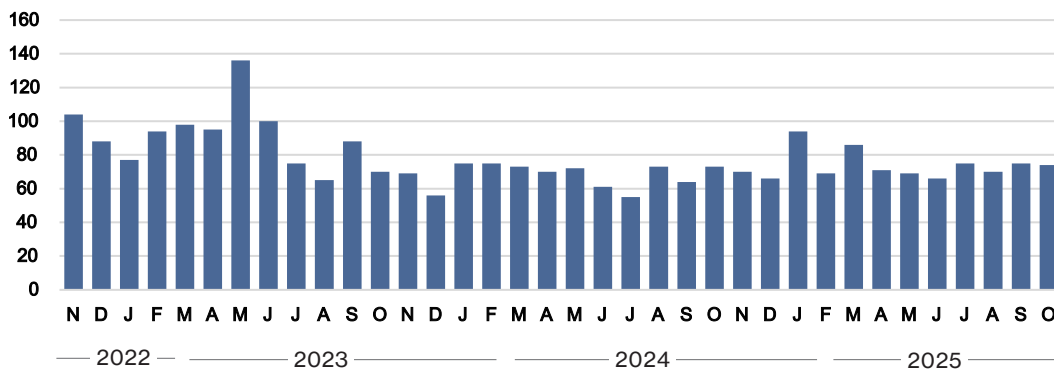
Bus Collision Rate

The number of bus collisions per million miles



Subway Fires

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

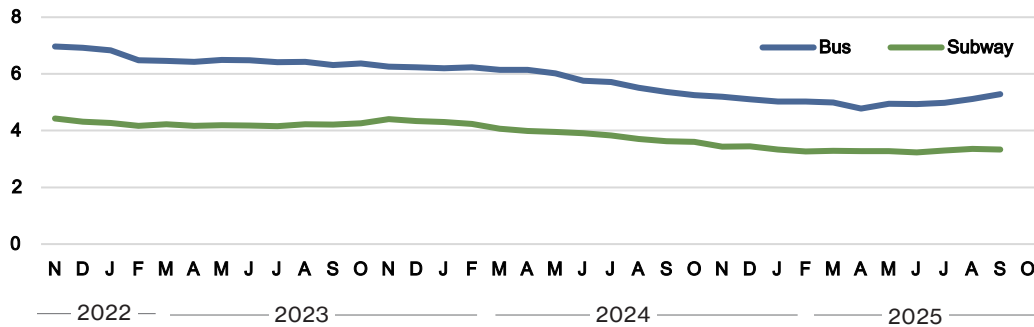


SAFETY AND SECURITY

Employee Lost Time Accident Rate

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

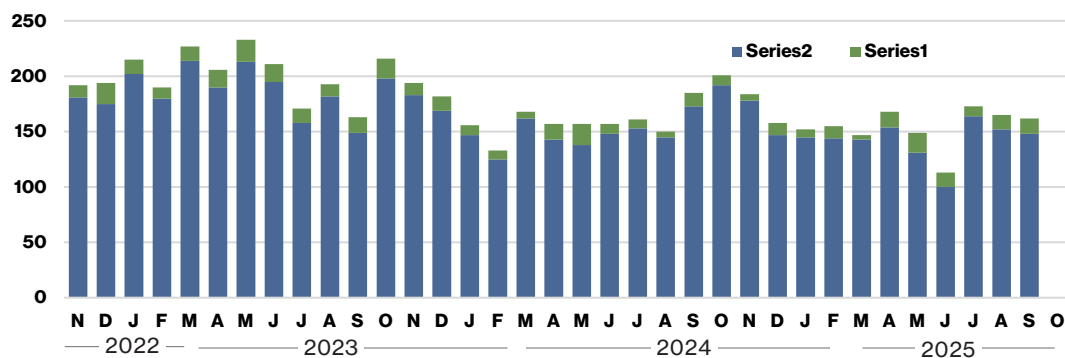
October 2025 data not yet available



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

October data is preliminary and will be updated in the following reporting cycle



Data Review

Subway Customer Accident Rates declined when comparing the most recent 12-month period to the previous one. Bus Customer Accident Rates decreased while Collision Injury Rates did so only slightly, and Collision Rates increased slightly when comparing these periods, too.

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

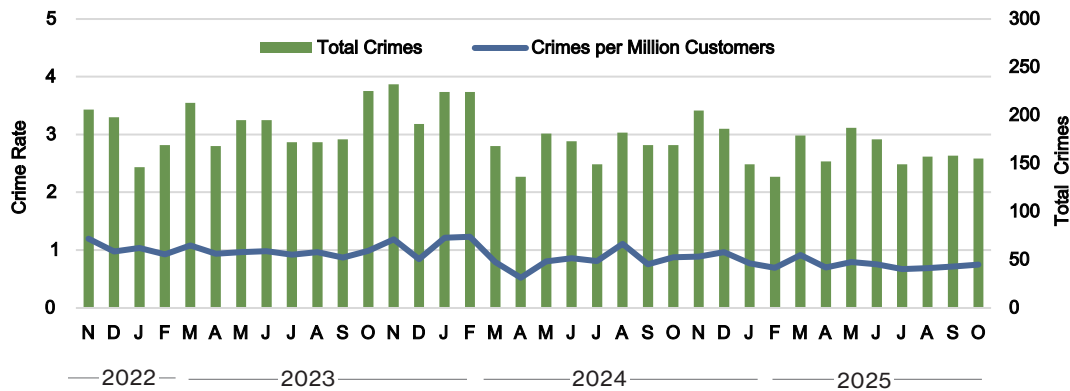
- Overall NYCT had a -4.4% reduction in LTA Rates compared to the previous period.
- Buses alone saw a -2.4% decrease in LTA Rates, though Motor-Vehicle Accidents more than doubled in September alone (11 --> 24, +118.2%).
- Subways LTA Rate decreased between periods (-8.2%) with Alleged/Actual Collisions with Individuals Trauma up 21.4% in September alone (14 --> 17).

On a 12-month rolling basis, Subway Fires increased (816 --> 885, +8.5%) when comparing periods ending October 2025 and October 2024.

SAFETY AND SECURITY

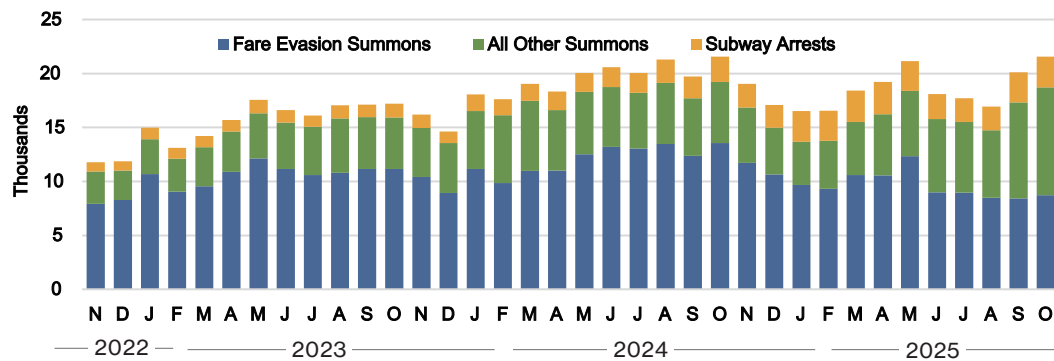
Major Crimes Against Subway Customers

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



NYPD Summonses & Arrests

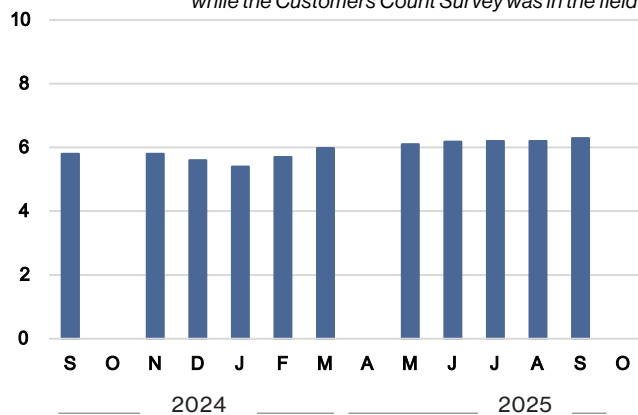
The number of summonses issued for fare evasion (TABS + criminal); number of summons issued for other infractions; and number of arrests made by NYPD



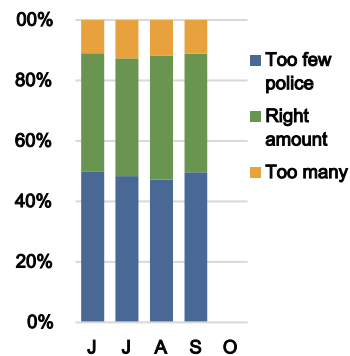
Perception of Safety and Police Presence

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 October 2025, Major Felony Crime was down 2% month-over-month, and down 8% versus October 2024. Crime was down 10% when compared to the 2024 monthly average. Year-to-date, major crimes are down 4% vs. 2024. Crimes per Million Rides decreased 6% in October 2025 (vs. September 2025) and were down 9% versus October 2024. Further, Crimes per Million Rides were down 23% versus the 2024 monthly average. The crimes per million rides metric has dropped to levels not seen since 2019.

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 effects 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 as we close out 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 throughout 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.

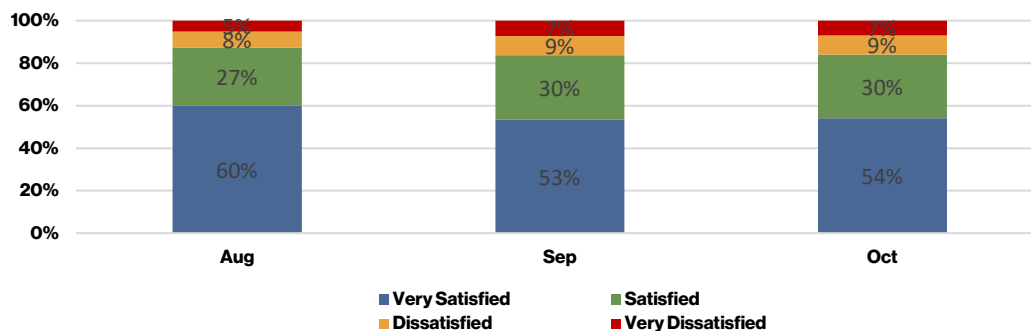
Moving Forward

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 summer 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.

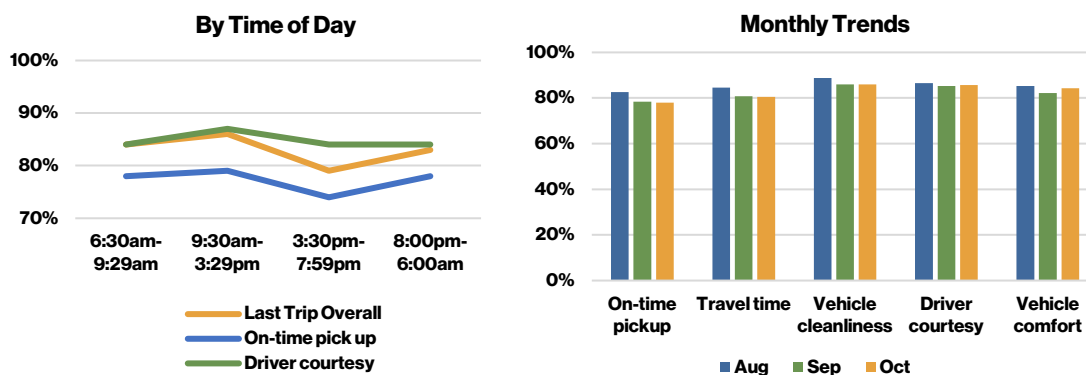
CUSTOMER SATISFACTION

Monthly Pulse Survey Results - Paratransit

How satisfied are you with your last trip?

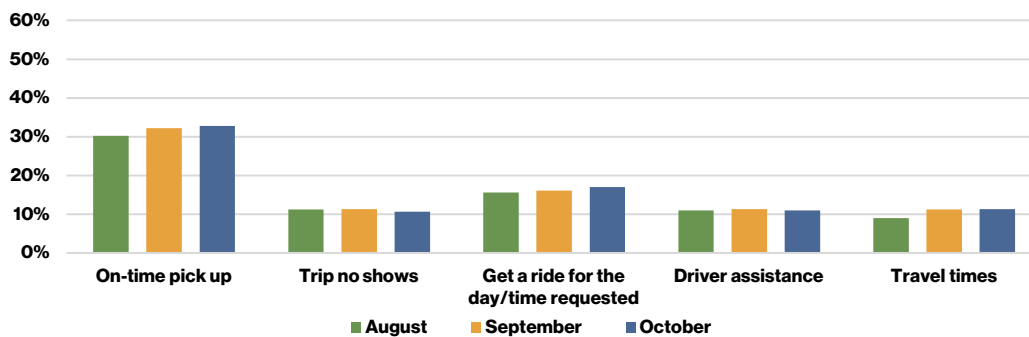


How satisfied were you with each of the following on your last trip?



What needs to improve to increase your satisfaction?

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



CUSTOMER SATISFACTION

Data Review

In October, 84% of Access-A-Ride customers were satisfied with their last trip, consistent with September. Last trip satisfaction with Vehicle Comfort and Driver Ability to Assist increased 2 points while all other attributes stayed flat – including On Time Pick Up at 78% (lowest rated attribute this month). Satisfaction is 83% for trips taken with a broker service or a dedicated AAR vehicle - unchanged from September. When asked what needs to improve most to increase satisfaction, 39% of customers say 'Ability to Change a Scheduled Trip on Day of Service', followed by 33% 'On Time Pick Up' - both consistent with September.

While the Paratransit Pulse survey is fielded every month, there was no Subway or Bus Pulse Survey in October 2025 as its normal time 'in field' conflicted with the MTA's Fall 2025 Customers Count Study. This bi-annual 'Customers Count' study is a stronger measurement of consumer sentiment across all MTA transit modes because it targets a significantly larger respondent sample, drawing on extensive outreach and utilizes a third-party research vendor to weight the data. This weighting helps ensure we understand the various views of riders from across the region in a representative fashion. We are currently processing the responses from this most recent round of the Customers Count Survey and will present the findings at our January 2026 public meetings. We thank everyone who participated in the survey. The data it provides helps improve service and guides New York City Transit as it seeks to deliver on its goal.

Grand Central - 42 St Station Connection Project Completed

In October a new and improved Grand Central - 42 St fully reopened to the 400,000 daily riders who use the station. Over the past five years improvements to how



riders navigate the stations, particularly how they access the 7 line have been underway. The 7 train platform at Grand Central - 42 St is one of the busiest in the entire transit system and while achieving impressive on-time performance greatly alleviates crowding, addressing the source of it also ensures a safe and accessible platform. To achieve this and enhance customer flow, crews built a new passageway to the 7 train by blasting through 140 feet of Manhattan bedrock to connect the Lexington Passageway

with the existing passageway. Crews also widened stairways from the 4/5/6 platform down to the 7 line by 25%.

The work at Grand Central didn't stop there. Crews also added an additional 14 new stairways and widened 24 more stairways. To make the station more accessible to all, a new elevator was built, and four existing elevators were replaced. 20,000 square feet were added to the station overall, increasing the mezzanine floor space by 20%.

Crews also built new fare control areas with 30 additional turnstiles to increase circulation at the second-busiest station in the system. The station now has 96 turnstiles – a nearly 50% increase from the start of the project.

As part of NYC Transit's Revive Program, the station also underwent rehabilitation work that resulted in more than 266,000 square feet of new paint, 436 square feet of new tiling and concrete, the conversion of 1,377 lightbulbs to brighter and more cost-efficient LED bulbs, structural repairs, and new grouting to prevent water leaks. New wayfinding signs and 143 new public address speakers were installed.

The station also received safety improvements, like upgrades to the fire prevention system, including 214 new smoke detectors and 470 fire alarms, and a nearly 50% increase in CCTV camera coverage with 61 new CCTV cameras.

NYC Transit also opened a new Customer Service Center in September, where station agents are on hand 24/7 to assist customers with transitioning to tap-and-ride, enrolling in Reduced-Fare programs, and answering general questions on how to navigate the system.

Now Grand Central – 42 St stands ready for an annual influx of customers celebrating the New York holiday season this winter.

CUSTOMERS AND COMMUNITIES

Bx20 Ride-Along with Assemblymember Dinowitz and M4 Councilmember Abreu

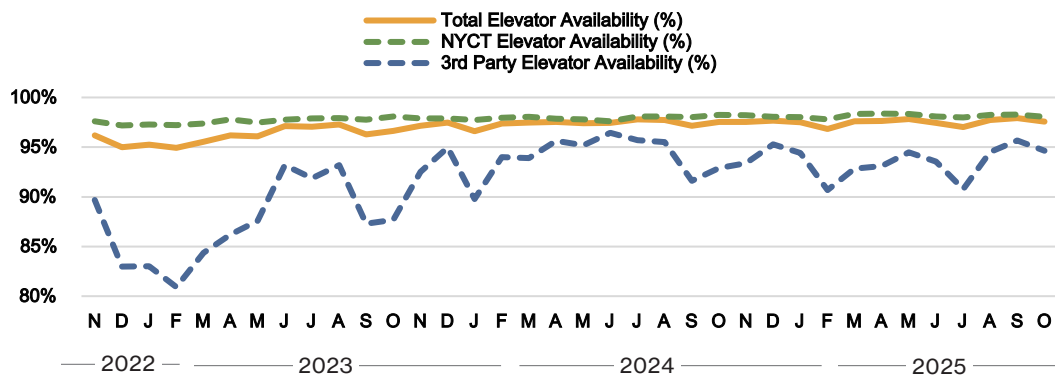
As the Automated Camera Enforcement (ACE) program expands to new bus routes, we continue to conduct ride-along visits with elected stakeholders to discuss the performance of the new routes and feedback from customers on the program in the district. On October 24th, President Crichlow and Acting Executive VP of Buses Frank Farrell, along with MTA Government & Community Relations, conducted a ride-along of the Bx20 route with Assemblymember Dinowitz. On October 30th, President Crichlow, EVP Frank Farrell, and MTA Government & Community Relations conducted a ride-along of the M4 route with Councilmember Abreu.



ACCESSIBILITY

Elevator Availability

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



Accessibility Update

The MTA continues to make progress on our systemwide elevator modernization program, enhancing accessibility and ensuring continued elevator reliability. We recently reopened three modernized elevators at the Fordham Rd 4 station, restoring access to this important transit and shopping corridor. These upgraded elevators, along with the recently made accessible Mosholu Pkwy 4 station, together provide more reliable, flexible travel options for Bronx residents. We currently have 24 elevators being replaced to ensure that our system continues to meet our riders' needs for decades to come.

Outreach also continues to be a priority and focus of the MTA Accessibility team. We have spoken with over 500 people across more than 15 events since the beginning of October. These events include a mixture of future accessible station walkthroughs, tours, presentations, AAR app workshops, demonstrations of our pilot projects, and webinars. Many of these events have been in partnership with elected officials and our colleagues at Paratransit, with a general goal of ensuring that our customers can confidently and independently use our system. More outreach events are planned to help our customers learn more about our historic pace of accessibility investments and how they can reap its benefits.

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	5,280.6	5,252.3	(28.3)	177.8	173.7	(4.1)	5.8	6.4	0.7
Farebox revenues	3,068.1	3,060.7	(7.4)	161.2	159.3	(1.8)	3.2	3.1	(0.1)
Other revenues	2,212.5	2,191.6	(20.9)	16.7	14.4	(2.3)	2.6	3.3	0.7
Total non-reimbursable expenses	8,914.6	8,851.3	63.3	802.7	776.9	25.8	71.3	62.0	9.3
Labor expenses	6,601.4	6,597.0	4.3	617.7	602.7	15.0	50.0	48.1	1.8
Non-labor expenses	2,313.2	2,254.3	59.0	185.0	174.2	10.8	21.3	13.8	7.5
Non-cash liabilities	2,022.4	1,926.4	96.0	112.7	61.0	51.7	15.8	24.1	(8.3)
Net surplus/ (deficit) - accrued	(5,656.4)	(5,525.4)	131.0	(737.5)	(664.2)	73.3	(81.4)	(79.7)	1.7

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	45,547	43,985	1,562	4,014	3,951	63	381	393	-12
Reimbursable	4,931	3,772	1,159	38	27	11	54	9	45
Total Positions	50,478	47,757	2,721	4,052	3,978	74	435	402	33

Data Review

Farebox revenue was unfavorable to the forecast by \$7.4 million due to lower-than-projected bus paid ridership, partially offset by lower subway paid ridership. Other revenue was \$20.9 million unfavorable to the forecast, mainly due to lower-than-projected paratransit reimbursement and advertising revenues. Expenses were lower than the forecast by \$63.3 million. Labor expenses, including fringe benefits, were favorable by \$4.3 million, driven largely by vacancies and favorable timing of the prescription drug credits, offset by overtime spent related to vacancy and absentee coverage requirements. Non-labor expenses were favorable by \$59.0 million, mainly due to favorable timing in professional expenses, materials & supplies, decreased paratransit services contract expense driven by lower trip volume, and lower power costs. This was partially offset by unfavorable timing in maintenance and other operating contracts and higher fuel 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.

Maintenance of Way Keeps Service Running

Responsible for overseeing 665 miles of track, Maintenance of Way (MOW) is comprised of several divisions that collaborate to ensure track infrastructure remains in good condition to support safe and reliable service. This is especially true in the Fall and Winter when NYC Transit must be prepared for seasonal upticks in ridership as customers return to the system for school and work following summer breaks and receive an influx of tourists to experience everything New York City has to offer during the holiday season. MOW must also be prepared to respond to weather events like extreme rainfall, freezing temperatures, ice, and snow, which all occur during the Fall and Winter seasons.

Keeping Tracks Clean and Clear

As NYC Transit prepares to welcome additional riders to the system for high-traffic events, including the Thanksgiving Day Parade, Rockefeller Tree Lighting, and Times Square New Year's Eve celebrations, particular attention is paid to ensuring tracks remain clear of refuse. Garbage thrown on tracks can cause impacts to service like lighting track fires or triggering brakes in emergency incidents. To prevent this, the Division of Track has removed more than 2,063 tons of garbage found on the right-of-way. Third Rail Operations has also removed more than 1.5 tons of debris found around the contact rail, wide areas, cables, and in under-river tubes.

Vacuum trains operate on a regular basis, with three running Monday through Friday and two running on the weekends. As of September 2025, they have covered approximately 8,089 miles of track.

Tracks at highly trafficked stations are cleaned every seven to 14 days depending on debris accumulation, with other stations receiving cleanings on a 30-day cycle. Ahead of large events, including major upcoming holiday ones, additional teams complete heavy cleaning and place additional garbage receptacles within stations.

In 2024, MOW observed an uptick in fire incidents at 47th-50th St – Rockefeller Center B D F M Station throughout the month of December. This station experiences a seasonal uptick in ridership as both New Yorkers and tourists alike travel to view the Rockefeller Christmas Tree, see the world-famous Radio City Rockettes, attend nearby Bryant Park Winter Village, and take part in nearby holiday shopping along Fifth Avenue. This observation of incidents led to a review of historical data, which resulted in operational changes, including enhancing cleanings to take place on a weekly basis starting one week before Thanksgiving and continuing through two weeks after New Year's Day. Following a successful pilot, this new initiative has since expanded to 12 other stations.

SPECIAL FEATURE

Preventing Track Fires

In addition to keeping tracks clear of debris, MOW undertakes additional work to prevent instances of track fires, which can cause safety hazards and disrupt service. The Division of Power actively replaces porous insulators like fiberglass and porcelain throughout the system, with a special focus on areas historically prone to fires. This initiative reduces fire risk and enhances system resilience. To date, the Division has replaced over 2,600 insulators across multiple zones.

Third Rail Operations' supervisors are equipped with Dual Laser Infrared Thermometers to measure the temperature of the contact rail, which allows teams to identify hot spots at reported incident locations and the immediate surrounding areas.

Protecting and Supporting Track Infrastructure From Water Intrusions

The Division of Infrastructure is committed to supporting service in the face of increasing occurrences of extreme rainfall events by prioritizing water infiltration mitigation work throughout the system.

Nightly track drain cleaning operations are critical to maintain proper drainage, which not only prevents flooding conditions but also aids in protecting track components from premature deterioration. To date, Infrastructure has successfully cleaned more than 170,000 feet of track drainage systemwide. The annual goal for track drain cleaning is 50 miles each year, supporting the long-term health of the subway environment. Ahead of extreme weather events, MOW crews proactively inspect drains at locations that have experienced incidents in the past to prevent future occurrences.

Water is not only a threat during weather events. On a regular day, NYC Transit pumps 13 million gallons of water out of the system. To harden the network against daily water damage and support continued asset preservation and operational safety, chemical grouting teams work nightly to identify and seal water leaks that can damage structural and operating assets such as track, signals, power, and tunnel components. Infrastructure aims to address 5,000 leaks in 2025, and nearly 4,000 leaks have already been sealed this year.

In addition, the Division of Infrastructure conducts routine inspections of 33 sewer direct connections located in the subway system. These inspections ensure proper drainage interfaces with the city stormwater network and allow early identification of risks to the transit environment that can then be addressed before weather events. The Division of Signals holds weekly meetings with the Division of Infrastructure to identify water conditions affecting the right-of-way, especially areas surrounding

signal assets, which leads to coordinating efforts for remediation.

In collaboration with Facilities, the Division of Power is installing additional drainage trenches and overhead drip pans. These improvements enhance water runoff management, thereby strengthening the resiliency and operational integrity of assets in the affected areas.

Proactively Replacing Old Tracks

The Division of Track works around the clock to ensure tracks are replaced with new panels before worn-out materials can cause delays. Track panels are prefabricated sections of track that are used to replace materials that have outlived their useful life, mostly in open-cut and elevated areas. This year alone, crews have worked diligently to install over 750 track panels, ensuring they will achieve their stated goal of installing 800 panels by the end of 2025. The Division of Track has also installed over 19,334 feet of continuous welded rail (CWR) throughout the system, which delivers smoother and quieter rides for customers and train crews.

Trains are only as reliable and safe as the tracks they run on. Through proactive maintenance activities, continuous monitoring, and targeted mitigation efforts, MOW keeps NYC Transit track assets safe, reliable, and in a state of good repair for millions of riders daily. With the expected seasonal influx of riders at high-traffic stations to celebrate New York's iconic holiday season, MOW remains committed to ensuring riders experience safe, efficient, and reliable service.

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