

A photograph of an MTA worker in winter gear, including a blue knit beanie with 'NYCT' on it, safety glasses, and a blue jacket with the MTA logo. The worker is standing in a snowy environment, possibly near a train track. The image is overlaid with a semi-transparent blue geometric shape.

NEW YORK CITY TRANSIT KEY PERFORMANCE METRICS

December 2025



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**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
December 15, 2025

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



MESSAGE FROM THE PRESIDENT



Demetrius Crichlow

President

New York City Transit

President's Message

I'm proud to say that we're closing out a year full of milestones and new record achievements strong. We have built up good momentum over the past few months and continued to capitalize on it.

New York City Transit once again is proving that when you deliver safe and reliable service, riders will take it. In November, Subways delivered another on-time performance milestone, delivering an 84.4% on-time performance, representing the best November in modern history outside of the pandemic era. And don't forget this isn't the only time we've celebrated a "best month on record" this year. Subway on-time performance reached 85 percent in September — the best September in modern history — maintaining August's 85.1 percent, which was the best August in a decade, and building on May's record-setting 85.2 percent, the highest non-pandemic on-time performance on record. Riders are responding. Transit achieved a new post-pandemic ridership record in December, hitting over 4.6 million riders on Wednesday, December 4, and Thursday, December 5, representing a 6 percent increase over the same time last year. We're determined to continue to build on this success as we head into the new year.

I'm also pleased to report that on Monday, December 8th, we implemented the first permanent change to the subway network since 2017 by swapping the routes the **F** and **M** take between Queens and Manhattan during the week. This swap, impacting eight stations in Queens and Manhattan, means a more reliable and efficient commute for 1.2 million riders on the **E**, **F**, **M**, and **R**. I saw for myself the success of our robust public outreach campaign when I talked with customers on Roosevelt Island on the first morning of the change. Riders told me they were well aware of the change and were ready to go about their commutes. This was the result of the dedication and collaboration of multiple teams including Operations Planning, Stations, and Customer Communications. Together they embarked on a multi-prong campaign that addressed everything from face-to-face customer outreach, changing permanent station signage, updating maps in cars, spreading the word on social media, and more. I know our customers appreciate the hard work.

Not only are we implementing changes that improve service for riders here and now, but we're also ensuring that we'll continue to

MESSAGE FROM THE PRESIDENT

deliver results for them in the future. As we prepare to receive the biggest influx of new rolling stock since the 1980s, last month Transit celebrated the opening of the first-of-its-kind Railcar Acceptance and Testing Facility. And not only is it the first of its kind, but it's also the first brand new, full-scale subway car facility of any kind, opened on a new property that we've added to our network in 77 years. The facility, located in Sunset Park, Brooklyn, can accept new cars by truck, rail, and barge, and even has access to the mainline tracks. Every new car Transit receives will come through this place, and we expect to process 30 new railcars a month here. State-of-the-art cars demand the best equipment and facilities to support them. Now employees are better equipped to test new cars to safely and efficiently get them into service for riders. This goes to show that Transit is serious about delivering on the promise of the historic 2025–2029 Capital Plan and the incredible investments it makes in the rolling stock of the future.

We're also meeting the goals Governor Hochul set on safety that riders have been calling for. This month we'll install platform barriers at the 100th subway station, and we'll finish installing brighter LED lights at all 472 subway stations. These improvements to our station environments not only make our system safer but also help our riders and employees feel safer. We're also continuing to build on our extensive camera network. Every station and every subway car is already equipped with security cameras, but we're also working to install cameras inside every conductor cab. Our NYPD partners tell us time and time again that these cameras are invaluable crime-fighting tools, and we're extending that protection to our employees by equipping cabs. Countless crimes have been solved with camera footage and the clear images of suspects they provide to police.

And we're making progress in our fight to stem the tide of fare evasion. Governor Hochul also charged Transit to fortify all subway stations with anti-evasion infrastructure. By the end of the year, all subway stations will be equipped with fortifications against fare evasion. This was possible because we at Transit challenged ourselves to use innovative technology while working efficiently to make improvements to fare arrays. These interventions work. Stations fortified with new infrastructure like turnstile sleeves and fins have seen fare evasion decline by up to 60 percent. We'll continue to roll out additional interventions like delayed egress at emergency exit gates, pilot modern

MESSAGE FROM THE PRESIDENT

fare gates, and eventually implement proof of payment — efforts that will only continue to drive down fare evasion rates to new lows.

While we celebrate achievements like new service patterns and facilities and continue to make progress on long-term strategic goals, Transit is also prepared to support a historic change to how the MTA does business – the sunsetting of MetroCard sales on December 31, 2025. The majority of subway and bus rides are already paid for via the Tap and Ride system, and we've ensured all Paratransit and Reduced Fare customers have access to the Tap and Ride system too. But we know there are still some who have held onto their MetroCards. We're making it as easy as possible to switch those customers over to Tap and Ride. This month the MTA hosted a promotional Tap and Ride giveaway where the first 400 customers to switch over their MetroCard balances were provided a Tap and Ride card free of charge at Customer Service Centers (CSCs) throughout the transit system. We also opened five new CSCs, bringing the total to 21 open centers throughout the five boroughs, and we'll soon bring that total to 30. These locations are great options for riders to receive assistance from agents and get all their Tap and Ride questions answered in a location that's convenient to them. We're also continuing to deploy our Mobile Sales vans to various locations throughout the city to provide accessible locations for seniors and other populations of riders who need easy access, face-to-face direct customer service. The change to a new fare payment system is a big one for New Yorkers, but it doesn't have to be a hard one. We're ensuring it's a seamless transition for all riders.

We're closing out 2025 strong by continuing to hit more milestones, achieve new records, make improvements to our operations and station environments, all while continuing to provide safe and reliable service for riders. I'm confident this incredible team at NYC Transit will continue to deliver in the new year.

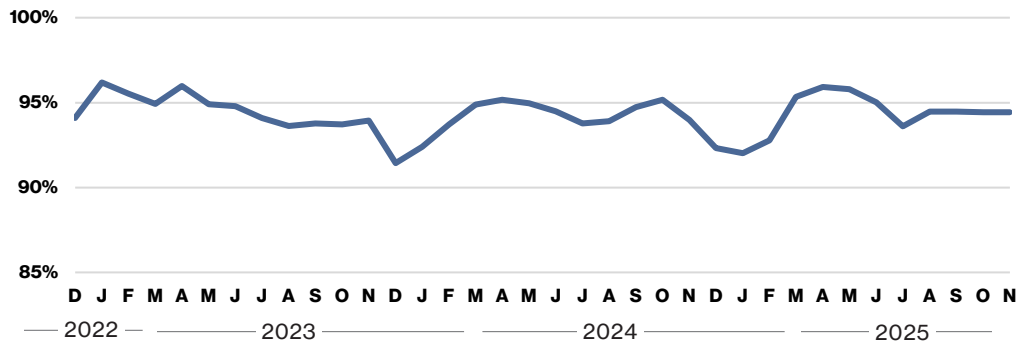




SERVICE PERFORMANCE

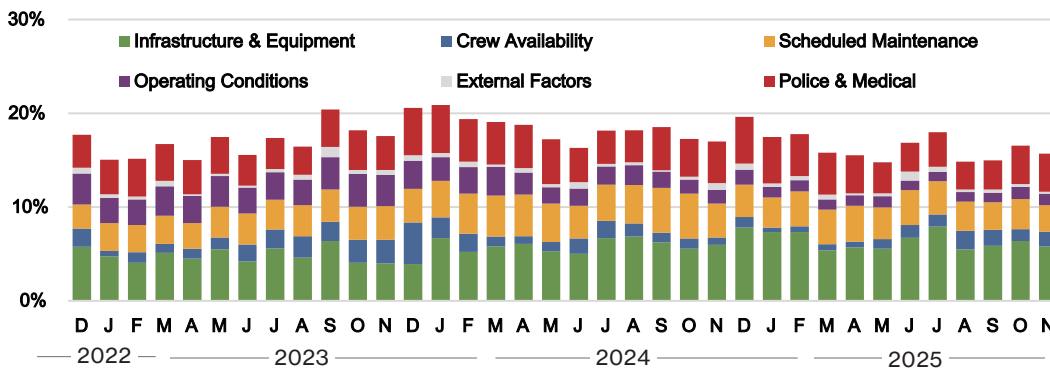
Subway Service Delivered

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

Weekday subway On-Time Performance (OTP) reached 84.4% in November 2025, a 1.0-percentage-point increase from October and our strongest non-COVID November in modern tracking. Weekend OTP rose 0.8 points to 86.7%. Targeted, data-driven schedule adjustments, along with fewer infrastructure- and customer-related delays, drove these improvements.

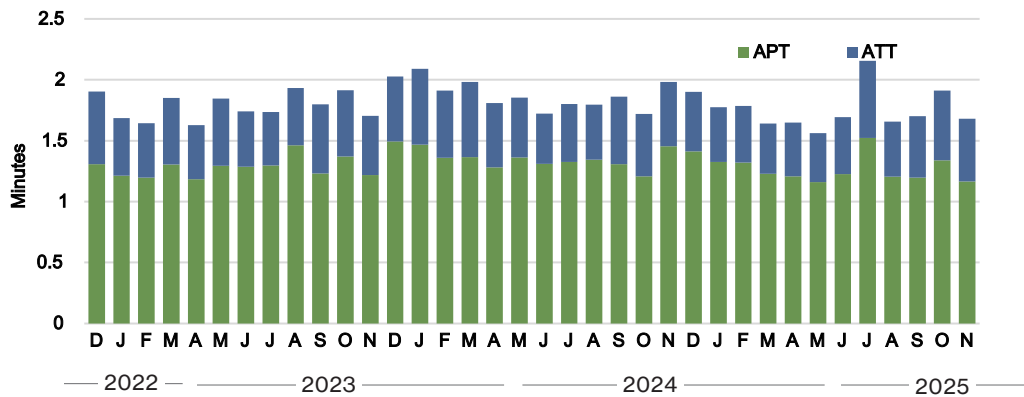
Our shift toward data-driven operations and more advanced analytics also extends to stronger scheduling practices. Each schedule update is an opportunity to surgically pinpoint bottlenecks across the system and implement changes that improve the rider experience. The timetable updates that launched in early November demonstrate this well. The **B**'s new schedule improved our resilience to incidents and helped trains stay on time across the line, significantly reducing customer wait times across November. Similar updates on the **C** produced a 9.0-point improvement from October, and the line's best non-COVID monthly performance.

SERVICE PERFORMANCE

Subway Additional Platform Time + Additional Train Time

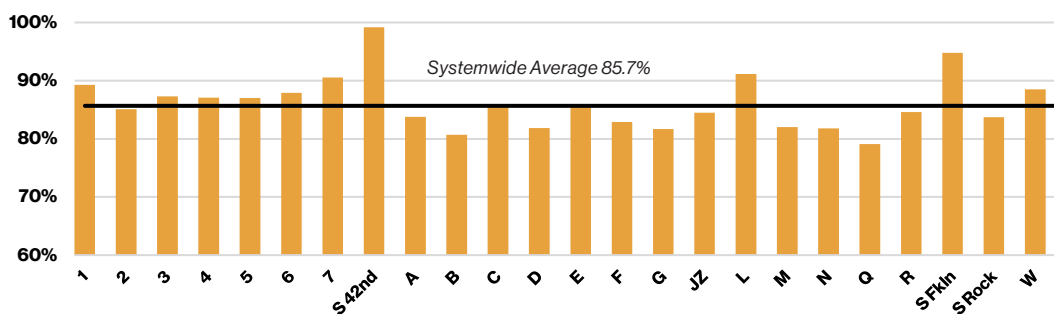
APT: The average time that customers spend waiting at a station beyond their scheduled wait time

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

As we build on November's progress, NYCT is preparing a new round of strategic, data-driven schedule improvements for the spring. These updates will continue the approach that has delivered recent gains—better balancing service to support more consistent, predictable trips for our customers.

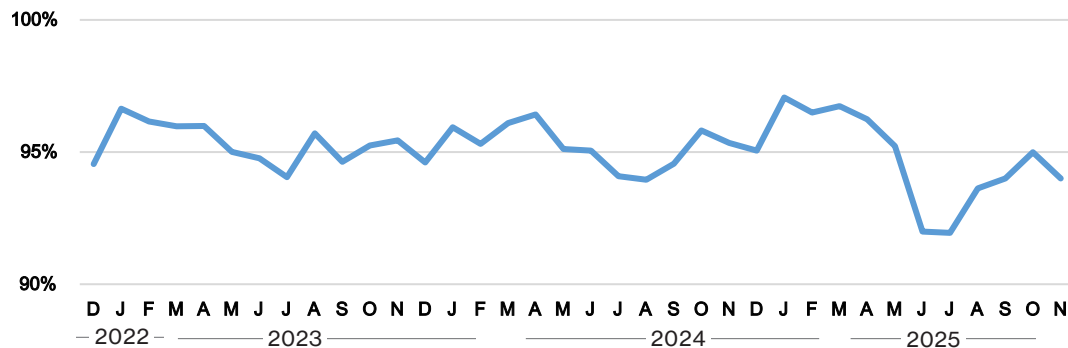
We are also advancing major service improvements with the **F**/**M** swap which launched on December 8. This re-routing is expected to reduce delays, increase reliability, and ease crowding—delivering more stable, dependable service for the approximately 1.2 million riders using the **E**, **F**, **M**, and **R** lines daily.

On the fleet side, the new Railcar Acceptance and Testing Facility is coming online as a critical investment in system reliability. The facility will allow us to accept and test roughly 30 new subway cars each month, using state-of-the-art equipment to safely and efficiently place new trains into service. This will also support the continued rollout of the R211 fleet, our newest cars that offer riders a modern, comfortable experience and enhance overall performance.

SERVICE PERFORMANCE

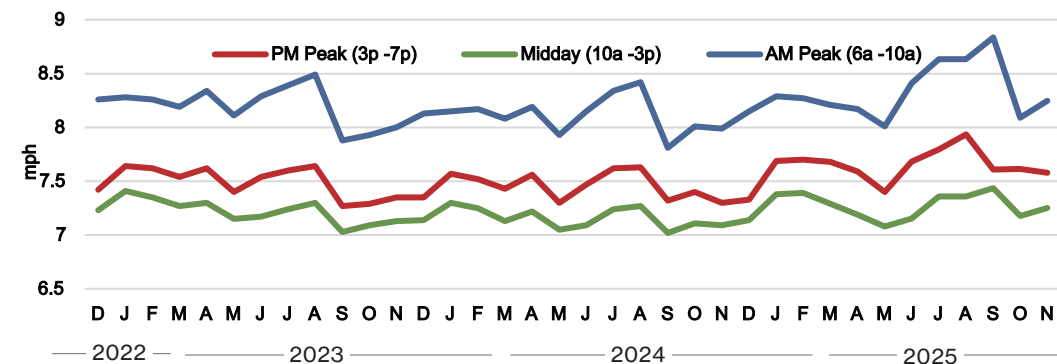
Bus Service Delivered

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 November 2025 showed improvements across all key metrics compared to November 2024 and remained stable relative to October 2025. The 12-month average indicated improvements over the previous period, highlighting ongoing progress. Service Delivered was 94.2%, up 2.2 percentage points year-over-year and slightly lower by 0.3 points month-over-month. Customer Journey Time Performance (CJTP) improved to 68%, a 3.8-point increase from last year and 0.5 points higher than the previous month, driven by reductions in Additional Bus Stop Time and Additional Travel Time. Average bus speeds held steady at 8.2 mph, representing a 2.5 percent improvement compared to November 2024 and consistent with October 2025 levels.

Moving Forward

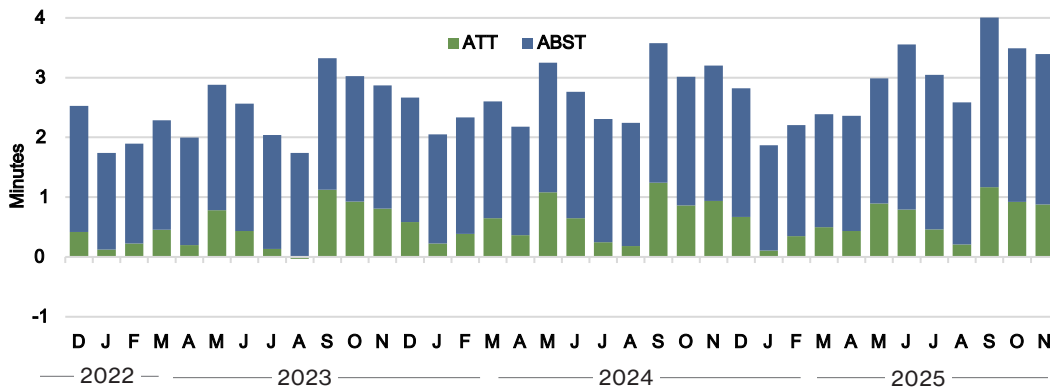
The MTA expanded the Automated Camera Enforcement (ACE) program to three additional bus routes. On December 8, the B68 and B60 in Brooklyn and the M57 in Manhattan entered a 60-day warning phase, during which vehicles that blocked bus

SERVICE PERFORMANCE

Additional Bus Stop Time + Additional Travel Time

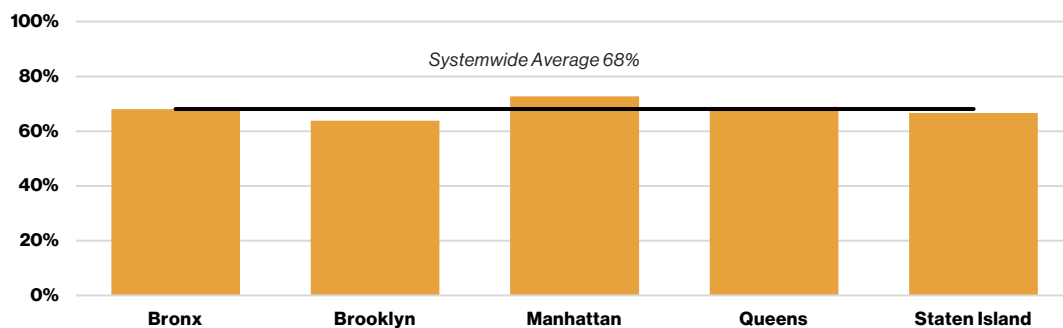
ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time

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



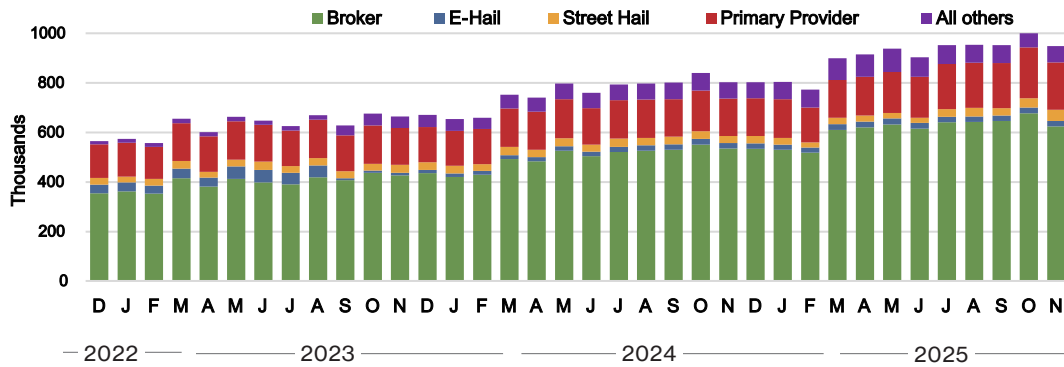
lanes, bus stops, or double-parked received warning notices. These routes joined 51 already covered by ACE. Since its launch in June 2024, the program has extended across all five boroughs, equipping more than 1,400 buses and covering 560 miles of service, benefitting over 915,000 daily customers. The MTA reported that ACE has improved reliability and stabilized travel speeds, underscoring the importance of keeping bus lanes clear to deliver faster, more dependable service for New Yorkers.

In advance of winter storm 2026, the MTA implemented comprehensive bus preparation measures to ensure safe and reliable service. Bus teams have prepared snow-fighting vehicles, snow equipment, and emergency supplies, while storm alerts and coordination with city agencies ensure quick responses to changing conditions. Customers can expect clear updates, detours when needed, and a strong focus on safety and reliability. These preparations highlight the importance of bus priority and the MTA's commitment to delivering dependable service, even in severe weather.

SERVICE PERFORMANCE

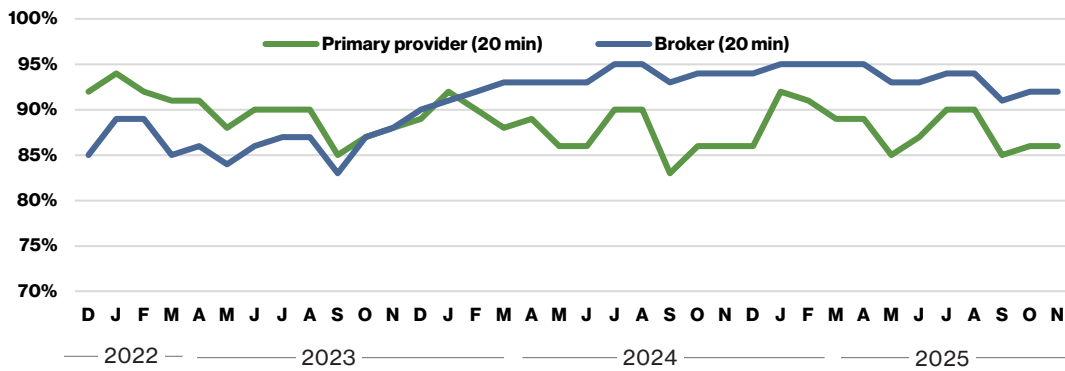
Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service



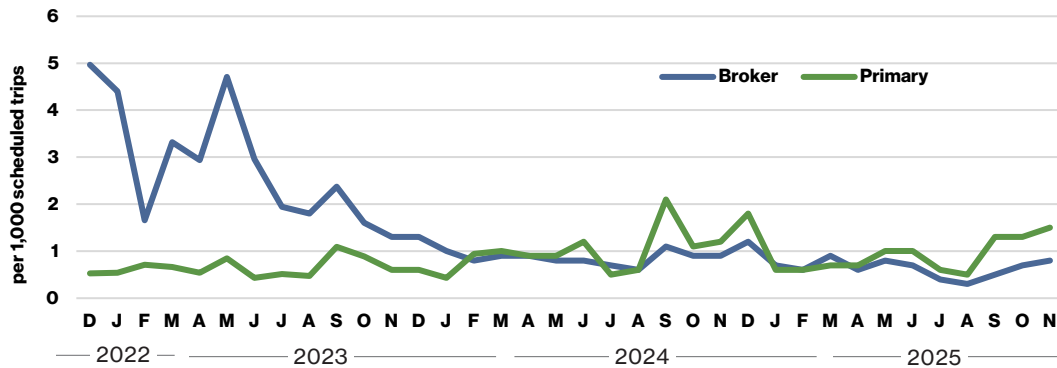
Paratransit On-Time Performance

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

Despite a dip in Paratransit trips and ridership from October to November due largely to the Thanksgiving holiday, we continue to see record setting ridership and performance this year. In November 2025, total ridership increased by 15.7%, and total trips increased by 18.2% when compared to the same month last year. Paratransit remains on pace to set another annual ridership record as we near the end of 2025.

On-time performance improved for our primary carrier service this month, with 93.6% of pickups completed within the 30-minute window from promise time, up 0.4% when compared to October 2025 and 0.5% when compared to the same month last year. For Broker service, we completed 96.9% of trips within the 30-minute window from promise time, surpassing our goal of 94%.

On primary carrier service, no-shows increased slightly from 1.3 to 1.5 per 1,000 in November when compared to October 2025. This change is modest in light of our record ridership, and the no-show rate remains well below our goal of 3.0 per 1,000 trips. For Broker service, no-shows increased by 0.1 per 1,000 trips in November when compared to October 2025, also far better than our goal of 3.0, and a decrease of 0.1 per 1,000 trips when compared to November 2024.

In November 2025, 93% of all calls were answered, slightly below our goal of 95%, and the average answer speed increased by 39 seconds when compared to October 2025. We continue to carefully and constantly adjust our call center workforce allocation to meet increased call volume while effectively managing demand and associated costs.

Moving Forward

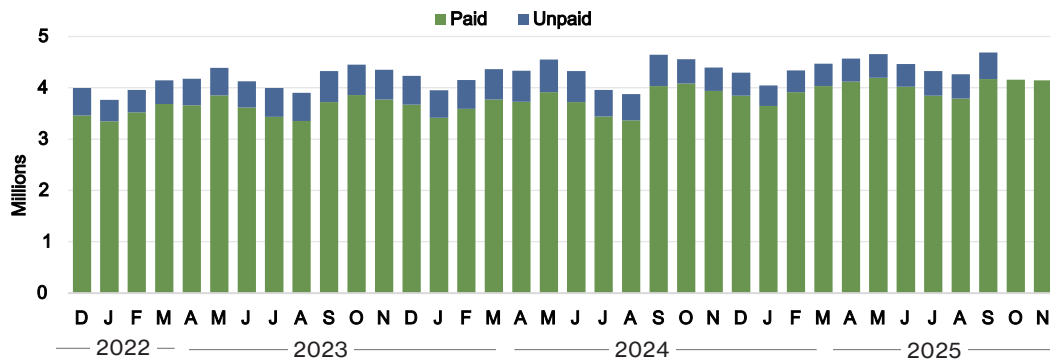
As ridership continues to grow, our focus remains on maintaining strong performance and identifying opportunities to serve our customers more efficiently. Based on our daily customer feedback and monthly Pulse surveys, we continue working to address the issues most important to our customers, including further increasing on-time performance and reducing ride time. To further engage paratransit customers, we continue to partner 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. As we move fully into the OMNY era, we are also hosting regular in-person and online sessions to onboard our customers to cashless payment.

RIDERSHIP

Subway Ridership

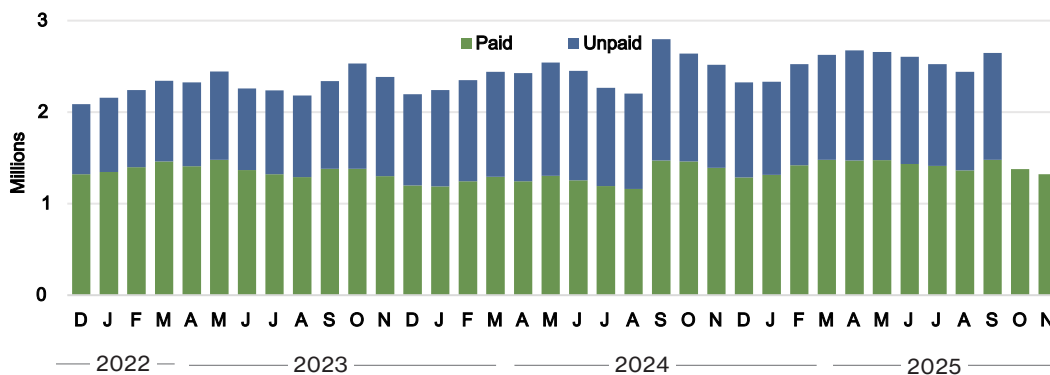
The number of paying subway & SIR customers, and estimated number of non-paying customers, on an average weekday

*Fare Evasion reports on a quarterly basis October and November data not yet available. To be reported January 2026



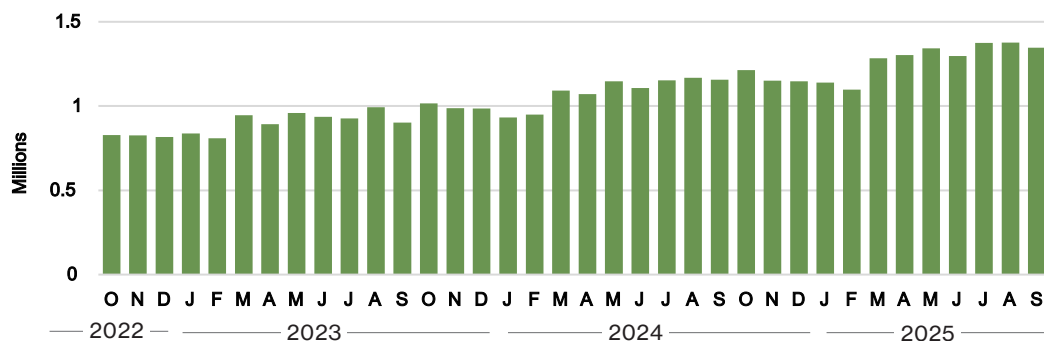
Bus Ridership

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

November ridership typically dips slightly from October highs due to shorter days, cooler temperatures, and long vacations around Thanksgiving week, before holiday shopping and discretionary activity pick up again in December. That trend held this year as well, with paid weekday subway ridership dropping to 4.146 million from 4.158 million in October. That still represents a healthy 5.3% gain over 2024, while standing at 74% of pre-pandemic levels. Subway ridership on core school-open midweek days was 4.428 million, a similar 5.5% YOY gain, and 75% of pre-pandemic levels. If November subway fare evasion was stable, these core days would average total ridership of 4.96 million.

Early results for December show that the strong YOY trends are continuing, with a new daily post-pandemic record set on December 4th with 4.622 million.

Weekend ridership was led by the record-setting numbers of Marathon weekend on November 1st and 2nd, when we hit 3.10 million and 2.83 million respectively. For the full month, average Saturdays came in at 2.85 million and Sundays at 2.266 million, representing 90% and 93% of pre-pandemic volumes respectively.

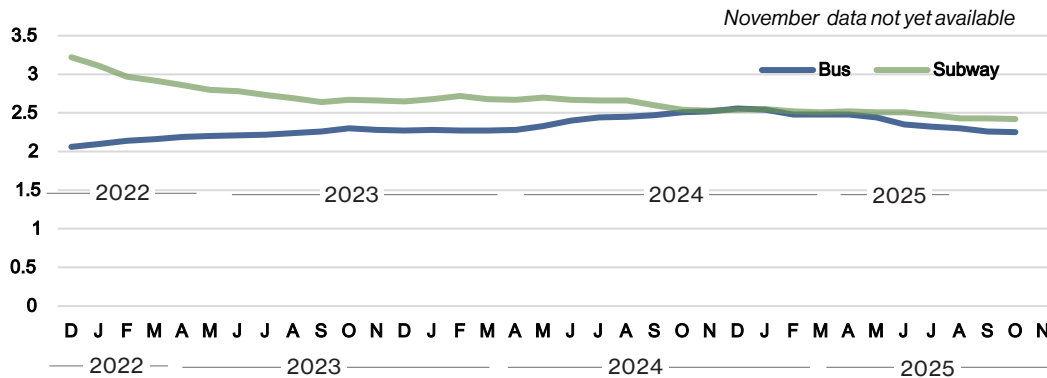
On the bus side, weekday paid bus ridership dropped to 1.32 million, down from 1.38 million in October, and is 5.2% lower than the November 2024 figure of 1.39 million.

The recent strong trends in Paratransit ridership continued in November as Paratransit has recorded its highest ridership levels in the history of its operations in 2025, and this number is projected to continue rising in the years ahead. While total monthly ridership dropped 6.5% from October's all-time high to 1.33 million, this was due largely to calendar effects and the shorter month. Focusing on average weekday ridership shows core November demand was 51,133, essentially unchanged from October's 51,156. That also represents a 17.4% gain over November 2024 and is 138.8% of pre-pandemic levels, as you see here on the slide.

SAFETY AND SECURITY

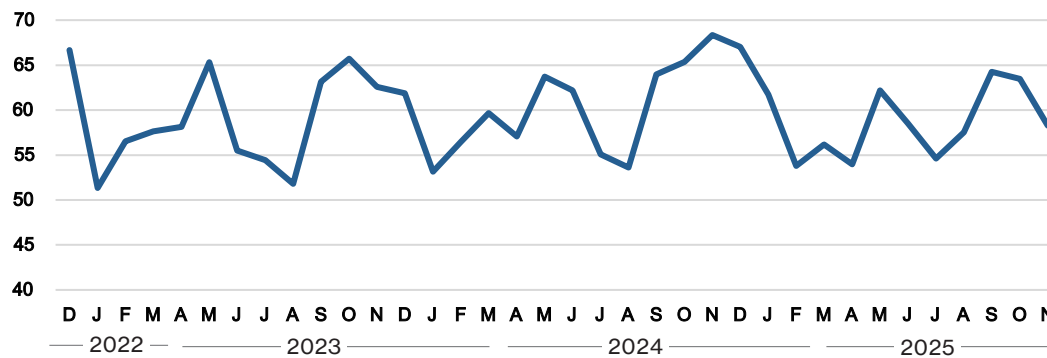
Customer Accident Rate

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



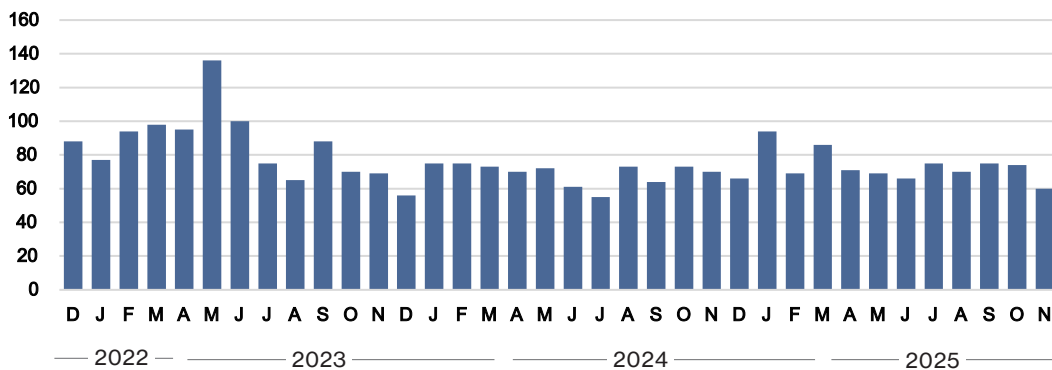
Bus Collision Rate

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

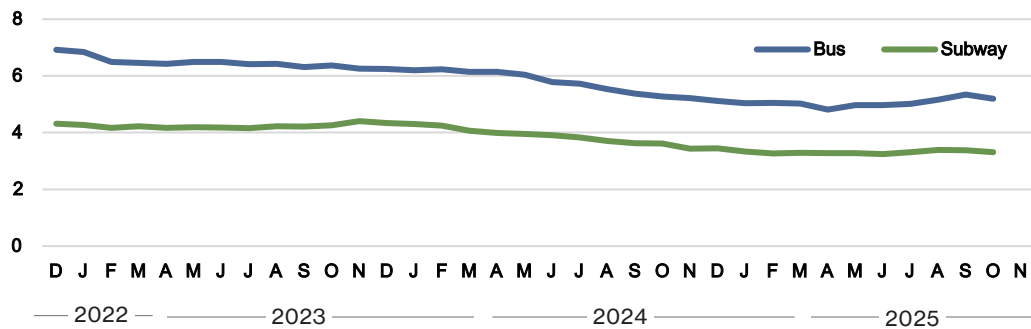


SAFETY AND SECURITY

Employee Lost Time Accident Rate

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

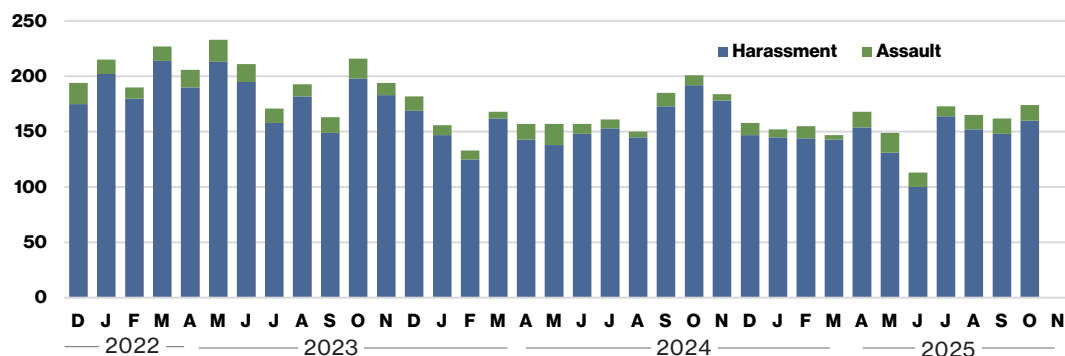
November 2025 data not yet available



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

Note: November data not yet available



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 and Collision Injury Rates did so only slightly when comparing these periods, too.

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

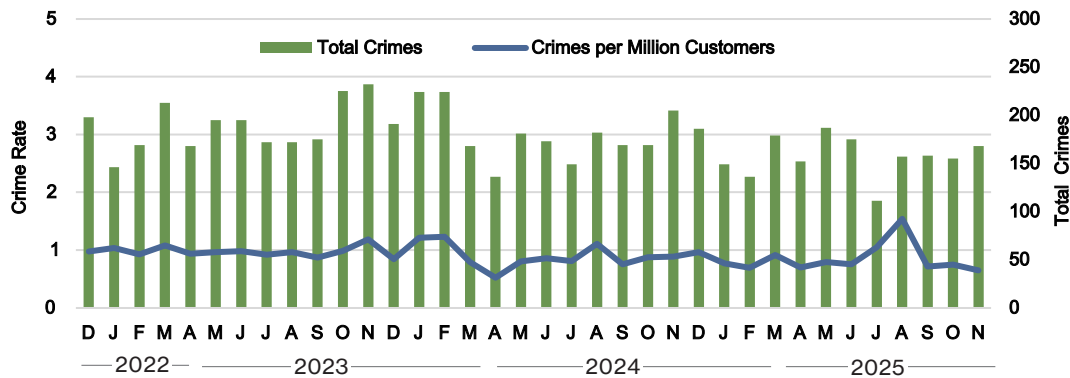
- Overall NYCT had a -3.8% reduction in LTA Rates compared to the previous period.
- Buses alone saw a -2.1% decrease in LTA Rates, though Motor-Vehicle Accidents increased in October alone (18 --> 21, +16.7%).
- Subways LTA Rate decreased between periods (-8.4%) with Alleged/Actual Collisions with Individuals Trauma up 54.5% in October alone (11 --> 17).

On a 12-month rolling basis, Subway Fires increased (817 --> 875, +7.1%) when comparing periods ending November 2025 and November 2024.

SAFETY AND SECURITY

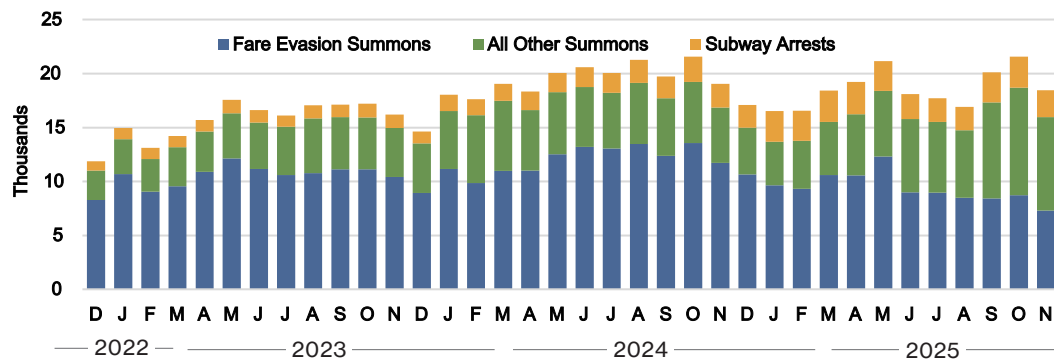
Major Crimes Against Subway Customers

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



NYPD Summonses & Arrests

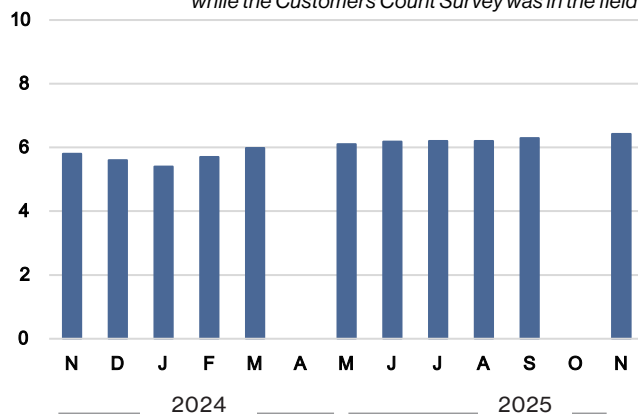
The number of summonses issued for fare evasion (TABs + criminal); number of summons issued for other infractions; and number of arrests made by NYPD



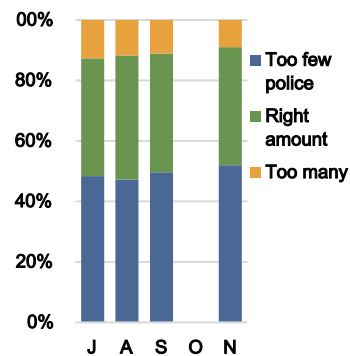
Perception of Safety and Police Presence

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 April or October 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 November 2025, Major Felony Crime was up 8% month-over-month and down 17% versus November 2024. Crime was down 3% when compared to the 2024 monthly average. Year to date, major crimes are down 6% vs. 2024. Crimes per Million Rides increased 18% in November 2025 (vs. October 2025, which was an extremely low month). But they were down 19% versus November 2024. Further, Crimes per Million Rides were down 9% versus the 2024 monthly average. The Crimes per Million Rides metric YTD remains at levels not seen since 2019.

We have continued to maintain a consistent decrease in crime year-to-date, both as a count and 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 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

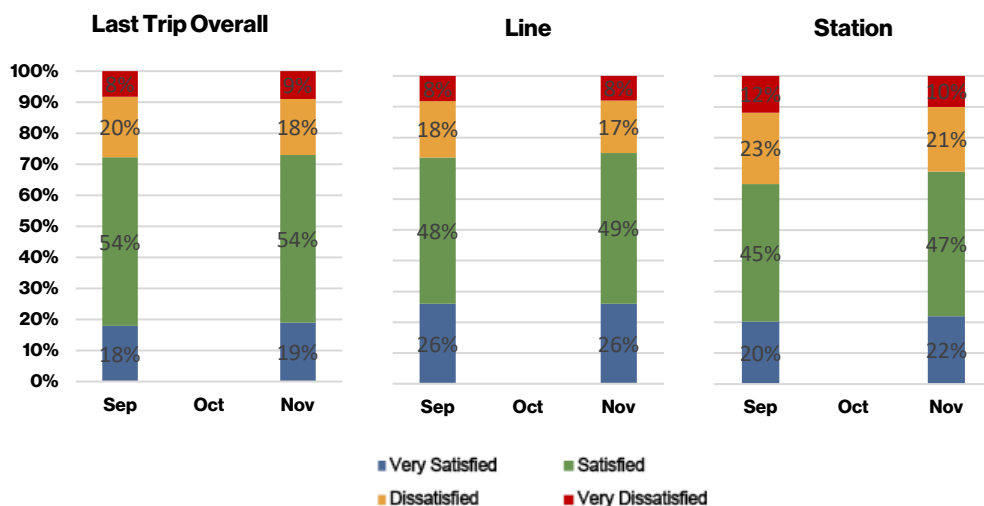
We are very encouraged to see our Crimes per Million Rider figures trend downward in 2025. In fact, this is the strongest year on the per rider metric since summer 2019. The long-term effects of our initiatives show our proactive crime, security, and safety programs are working as designed. Our customers 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

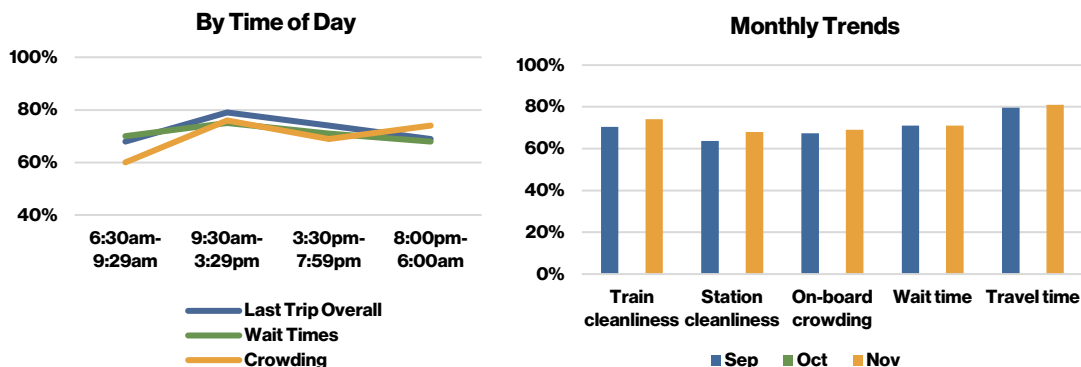
Monthly Pulse Survey Results - Subways

How satisfied are you with your last trip?

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

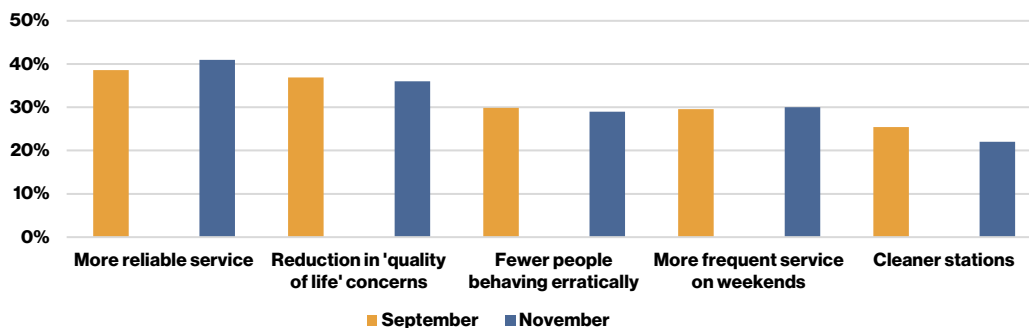


How satisfied were you with each of the following on your last trip?



What needs to improve to increase your satisfaction?

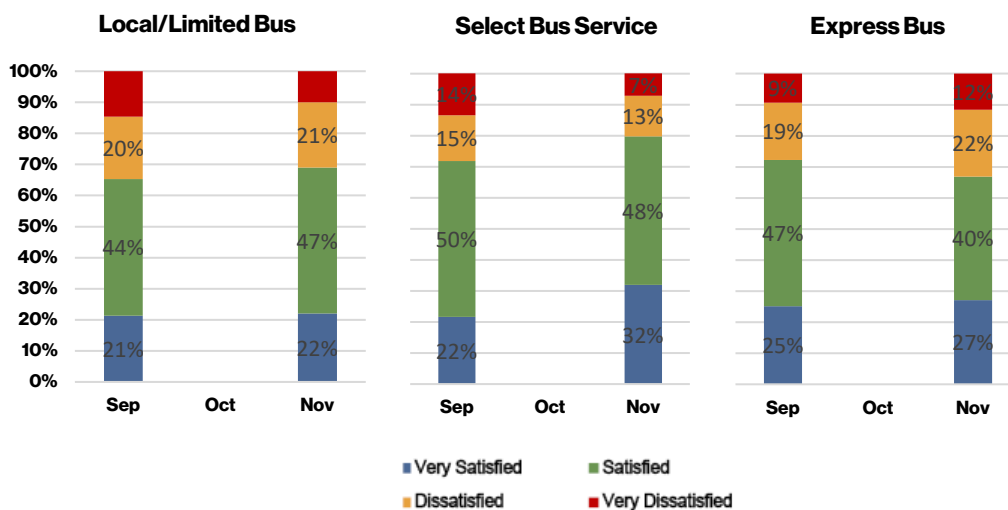
Percentage of respondents choosing each attribute (up to 3 allowed)



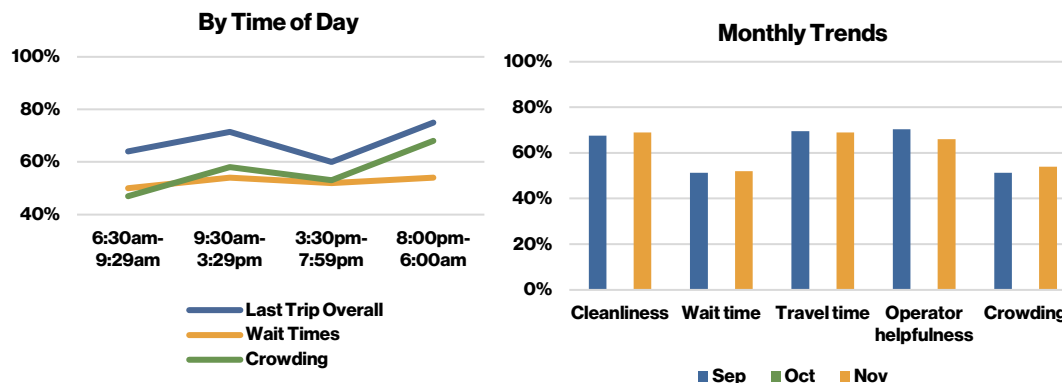
CUSTOMER SATISFACTION

Monthly Pulse Survey Results - Bus

How satisfied are you with your last trip?

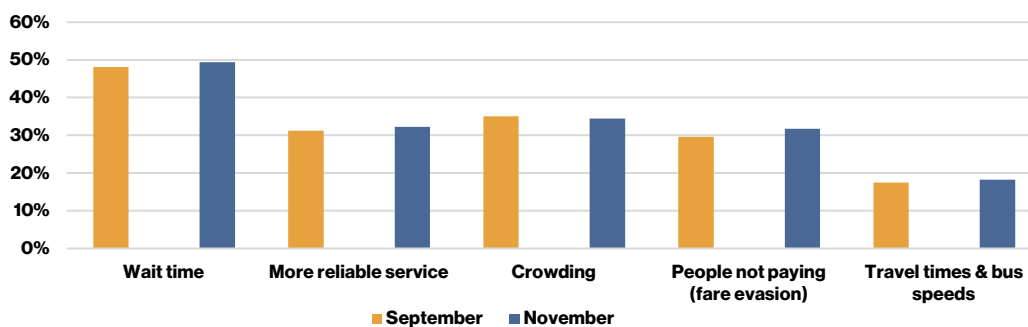


How satisfied were you with each of the following on your last trip?



What needs to improve to increase your satisfaction?

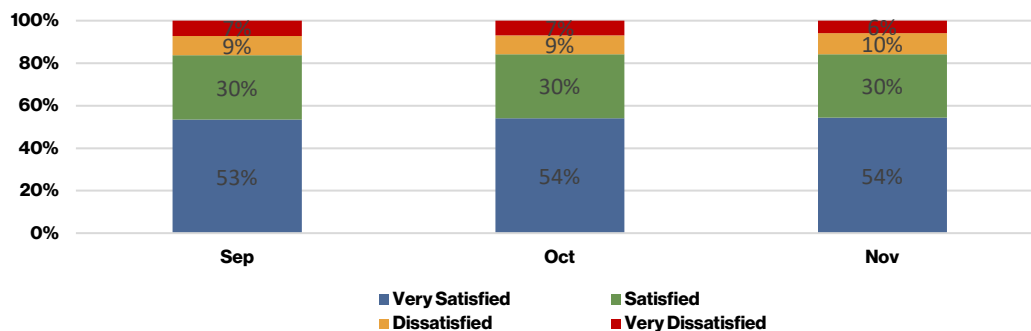
Percentage of respondents choosing each attribute (up to 3 allowed)



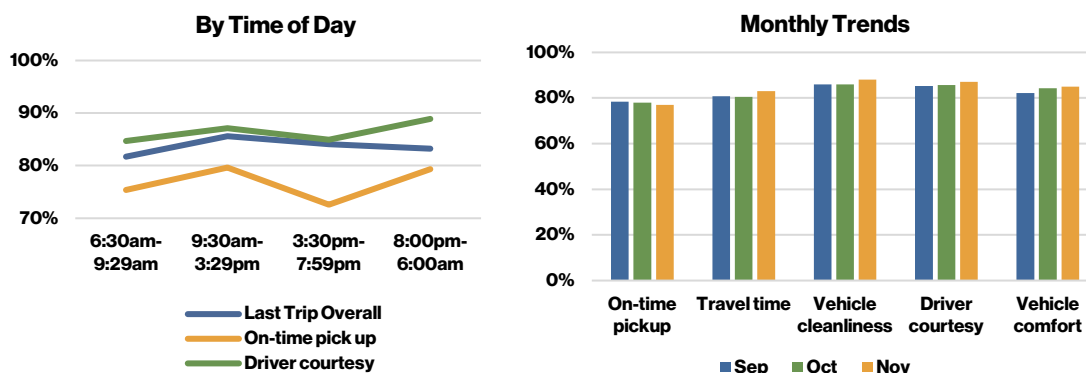
CUSTOMER SATISFACTION

Monthly Pulse Survey Results - Paratransit

How satisfied are you with your last trip?

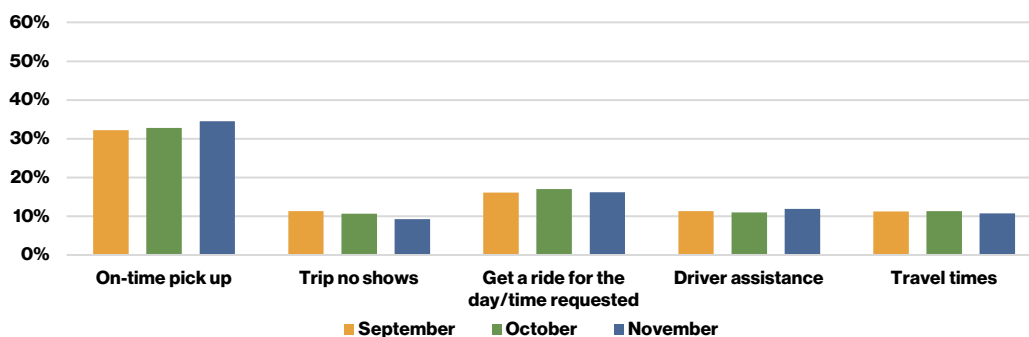


How satisfied were you with each of the following on your last trip?



What needs to improve to increase your satisfaction?

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



CUSTOMER SATISFACTION

Data Review

In November, 73% of subway customers were satisfied with their last subway trip, maintaining the same level as in September but significantly up from a year ago, when last trip satisfaction was 64%. Overall line satisfaction (75%), on par with September, and overall station satisfaction (69%) increased from 65% in September. Furthermore, 71% of subway customers feel safe in the subway system, on par with September and continuing the gradual upward trend we have observed since January 2025, when only 55% of customers felt safe. 79% of customers felt safe on trains, while 77% felt safe in stations during their last trip, both consistent with September. 41% of customers say that “More reliable service” needs to improve to increase their subway satisfaction, on par with September and maintaining its position at the top of the list. “Reduction in quality-of-life concerns” (36%, unchanged from August), “More frequent service on weekends” (30%, unchanged from August), and “Fewer people behaving erratically in the system” (29%, unchanged from August) are the next most frequently mentioned improvement factors.

In November, 67% of bus customers were satisfied with their last trip, on par with September and 5 points higher than last November. Local/Ltd satisfaction is 65% (unchanged), SBS is 80% (up 8), and Express bus is 67% (unchanged). For Local/Ltd routes, satisfaction with ‘Crowding’ increased 3 points to 54%, while satisfaction with ‘Driver helpfulness’ decreased 4 points to 67%. For SBS routes, satisfaction with ‘Crowding’ is up 14 points to 61%, while all other attributes remain unchanged from September. In November, 49% of customers say ‘Wait Times’ needs to improve most to increase satisfaction, followed by ‘Crowding’ (34%), ‘More reliable service’ (32%), and ‘People not paying’ (32%), all unchanged and maintaining the same order as September.

In November, 84% of Access-A-Ride customers were satisfied with their last trip, consistent with both September and October. Last trip satisfaction with Travel Time increased 2 points while all other attributes stayed flat – including On Time Pick Up at 77%, marking the third straight month this attribute has been below 80%. Satisfaction remains consistent with dedicated carrier trips (83%) and broker trips (82%). When asked what needs to improve most to increase satisfaction, 41% of customers say ‘Ability to Change a Scheduled Trip on Day of Service,’ followed by 34% ‘On Time Pick Up’ — both consistent with October.

CAPITAL PROJECTS

Capital Project - Church Avenue B / Q Station Upgrades

The MTA is continuing to make the subway system accessible for all faster than ever before. On November 25, 2025, the MTA celebrated the completion of station and accessibility upgrades at the 118-year-old Church Av B / Q Station in Brooklyn, including opening a new entrance mid-block on East 18th St. Upgrades at the station will benefit the nearly 10,000 weekday riders who utilize it every day.



Riders can now utilize two new street-to-platform elevators, two new stairways, and a new transfer bridge with a customer information screen. In order to build out the elevators, crews had to redesign the entire space. Installation required removing the canopies above the platforms, demolishing the platforms to make way for foundations of the new stairs and elevators, and the use of a crane to lift the new steel framework of the elevators over the tracks and into place.

Crews also installed a new fare array complete with three new turnstiles and two new exit gates. The new entrance will help relieve crowding by offering additional options for riders to enter and exit the station.

In addition to the two new elevators, crews also reconstructed the platform edges to install new Americans with Disabilities Act (ADA) raised boarding areas and yellow tactile edge strips along the platform length.

In addition to enhancements made as part of New York City Transit's "Revive" program, station improvement work carried out during this time included upgrading communications and electrical systems and state-of-good-repair work on structural steel and concrete.

Riders can look forward to seeing new mosaic tile artwork at the station in early 2026.

CUSTOMERS AND COMMUNITIES

‘SteMTA’ Workshop for Scholars Academy

On Wednesday November 19th Government and Community Relations staff hosted a SteMTA workshop for students at The Scholars’ Academy in Rockaway Park, Queens. MTA staff presented how STEM (Science, Technology, Engineering, and Math) is a cornerstone of design, construction, and development at the MTA. Students then participated in a hands-on workshop to learn how the MTA uses STEM to innovate and protect a vast network of critical transit infrastructure against warming temperatures, rising sea levels, and flash flooding.



Robert Couche Senior Center Event

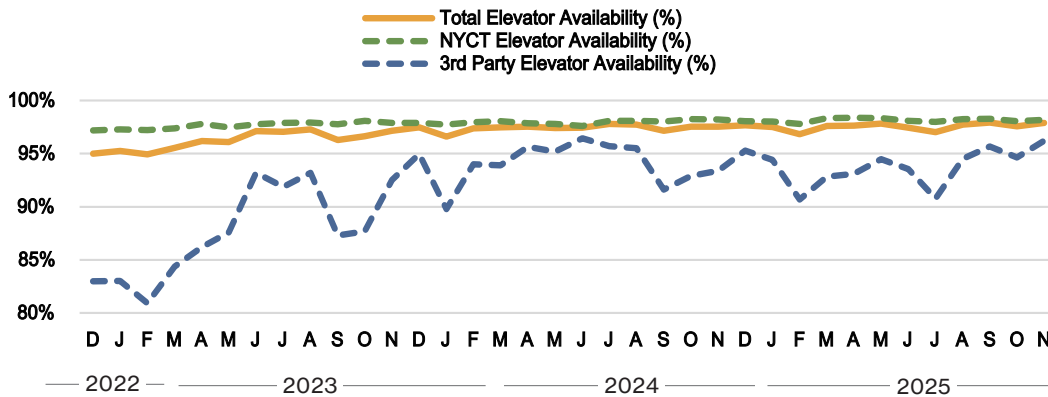
On Thursday November 20th President Crichlow and Government and Community Relations staff visited the Robert Couche Senior Center to speak with seniors about the sunset of the MetroCard at the end of 2025 and reduced fare benefits available to the senior population on Tap and Ride. Community members then visited the stationed MTA mobile sales van to receive personal assistance with any OMNY or MetroCard issues and receive answers to their questions.



ACCESSIBILITY

Elevator Availability

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



Accessibility Update

In the last few weeks, the MTA has opened a brand new accessible station and welcomed back three modernized elevators, continuing to drive forward the vision of a subway network accessible to all. At Church Av (B/C), the MTA opened up an entirely new station entrance to support the two new elevators, providing an improved station experience for all customers using the busy station. The new entrance also includes two new staircases and an accessible transfer between the uptown and downtown platforms.

The MTA also welcomed back two modernized elevators serving the Atlantic Av–Barclays Ctr 2345 subway station and one elevator at the W 4 St–Wash Sq ACEBDFM station coming back online as part of larger accessibility and safety upgrades. Regular replacements are crucial to keep the system running effectively and efficiently, resulting in fewer repairs and fewer disruptions needed later. The MTA has completed 34 elevator replacements in 2025.

Outreach also continues to be a priority and focus of the MTA Accessibility team. MTA Accessibility spoke with over 1,000 people across more than 15 events in November. These events include presentations, AAR workshops, demonstrations of our pilot projects, and webinars. We continue our outreach with a particular focus on using OMNY as we head towards the end of MetroCard sales at the end of the year.

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	\$5,672.4	\$5,624.1	(\$48.3)	\$195.0	\$188.8	(\$6.2)	\$6.3	\$7.2	\$0.9
Farebox revenues	\$3,376.9	\$3,357.6	(\$19.3)	\$176.6	\$173.2	(\$3.3)	\$3.5	\$3.4	(\$0.1)
Other revenues	\$2,295.5	\$2,266.6	(\$29.0)	\$18.4	\$15.6	(\$2.9)	\$2.8	\$3.8	\$1.0
Total non-reimbursable expenses	\$9,845.6	\$9,672.1	\$173.5	\$884.0	\$856.2	\$27.8	\$80.8	\$69.3	\$11.5
Labor expenses	\$7,284.6	\$7,204.1	\$80.6	\$678.8	\$665.5	\$13.3	\$55.6	\$53.7	\$1.9
Non-labor expenses	\$2,560.9	\$2,468.0	\$92.9	\$205.2	\$190.7	\$14.5	\$25.2	\$15.6	\$9.6
Non-cash liabilities	\$2,233.2	\$2,132.0	\$101.2	\$129.2	\$67.3	\$61.9	\$16.5	\$26.7	(\$10.2)
Net surplus/ (deficit) - accrued	(\$6,406.3)	(\$6,179.9)	\$226.4	(\$818.2)	(\$734.7)	\$83.5	(\$81.4)	(\$88.8)	\$2.2

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	45,544	44,166	1,378	4,014	3,968	46	381	387	-6
Reimbursable	4,927	3,755	1,172	38	29	9	54	13	41
Total Positions	50,471	47,921	2,550	4,052	3,997	55	435	400	35

Data Review

Farebox revenue was unfavorable to the Forecast by \$19.3 million mainly due to lower than projected bus paid ridership. Other Revenue was \$29.0 million unfavorable to the Forecast mainly due to lower than projected paratransit reimbursement and advertising revenues. Expenses were lower than the Forecast by \$173.5 million. Labor expenses, including fringe benefits, were favorable by \$80.6 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 \$92.9 million mainly due to favorable timing in professional expenses, materials & supplies, decreased paratransit services contract expense driven by lower trip volume, and lower power cost. This was partially offset by unfavorable timing in maintenance and other operating contracts and higher fuel cost.

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.

Supporting The Transition to Tap and Ride With Customer Service Tools

At New York City Transit (NYCT), customer service is central to delivering a safe, clean, reliable, and equitable transit experience. Customers' needs are evolving and NYCT is ensuring it's meeting riders where they are at. With the ongoing systemwide transition to Tap and Ride continuing as the MTA officially sunsets the MetroCard on December 31, 2025, NYCT has undertaken a comprehensive review of all customer support functions to ensure riders are experiencing a seamless transition to the OMNY system. Two of the agency's largest and most visible customer service offerings are the robust network of Customer Service Centers and Mobile Sales available to riders throughout the five boroughs.

Customers Service Center

For years, in-person Customer Service was handled at 3 Stone Street in Manhattan. In an effort to bring Customer Service tools further throughout the system, NYCT launched a network of Customer Service Centers (CSCs) beginning in 2023. The first 15 CSCs opened between 2022 and 2024. In 2025, NYCT has opened an additional six locations with nine more to open by the end of the year.

CSCs function as one-stop hubs for fare payment support and travel information. These locations provide customers with the ability to complete cashless fare media transactions, enroll in Tap and Ride and Reduced Fare programs, receive wayfinding guidance, modify payment methods, and access Fair Fares resources. As 24/7 staffed facilities, CSCs give riders flexibility to resolve issues or enroll in benefits at any time—including weekends and holidays—significantly expanding access compared to the historic 9–5 schedule at 3 Stone Street.

Station booths and CSCs together form the first and last point of customer interaction within the system. Their presence across the network is a hallmark of NYCT's commitment to consistent, high-quality customer service.

CSC Capabilities

All Customer Service Center Agents receive extensive training to provide:

- Guidance on Tap and Ride enrollment, account use, and fare capping.
- MetroCard-to-Tap and Ride value transfers.
- Updates to fare payment methods for Reduced Fare customers.
- Travel wayfinding and real-time service information.
- Access to Fair Fares kiosks for self-enrollment.

SPECIAL FEATURE

- Assistance for customers with hearing or speech impairments.
- De-escalation and communication strategies for engaging diverse customer needs.

NYCT is actively collaborating with other MTA partners to enhance CSC functionality through upcoming software and back-office tools, including greater Tap and Ride account visibility and proof-of-payment capabilities for future systemwide use.

Performance of CSCs

Since opening, the first cohort of CSCs has played a vital role in the transition toward OMNY and in supporting vulnerable riders. In 2025 alone, 15 centers in Manhattan, Brooklyn, Queens, and The Bronx have performed:

- Facilitated over \$1.7 million in MetroCard-to-OMNY transfers (February–November 2025).
- Enrolled nearly 48,000 new seniors into Reduced Fare programs across MetroCard and OMNY.

This demonstrates both strong customer demand and the importance of face-to-face assistance during a major fare system transition.

Further Expansion

NYCT is looking forward to continuing to expand the CSC network. On December 8, five additional CSCs opened in The Bronx, Brooklyn, and Manhattan, with nine more on the way.

Expanding CSCs will:

- Bring fare assistance closer to where customers live and travel.
- Reduce dependence on a single Lower Manhattan location.
- Improve access to Reduced Fare and Fair Fares resources.
- Support fare equity across all four boroughs.
- Provide 24/7 coverage, minimizing gaps currently created by booth break periods.
- Enhance customer satisfaction through timely in-station support.

As NYC Transit continues moving toward full Tap and Ride adoption and the retirement of MetroCard, CSC expansion ensures that every customer—regardless of borough, age, income, or digital access—can receive meaningful support whenever they need it.

SPECIAL FEATURE

Mobile Sales

Another major customer service tool NYCT provides is the Mobile Sales program available throughout New York City and Westchester County. First introduced in 1996, Mobile Sales is an outreach program consisting of mobile vans that meet customers where they are, primarily the reduced-fare customers (senior citizens and people with disabilities). Services have been provided at an average of 100 site visits monthly for the past 29 years.

The scheduling information is available online, representing the core portion of the service coverage. Additional service coverage is provided through visits requested monthly by various community-based organizations and elected officials.

Mobile Sales' main mission is to incorporate all the basic principles of good customer service into every transaction with its customer base. An added touch of personal service is extended through the completion of each application by a Mobile Sales representative, followed by a detailed presentation of the reduced-fare program. Mobile Sales' motto is "We C.A.R.E. about our customers," translating into Customer Assistance & Resolutions through Efficiency.

This is achieved through training and effective execution, all in a team-based environment. Sources such as the Impact Learning Systems allow information to be disseminated to staff members for training on which customer service skills are the most valuable. Training reminds employees that in order to have a positive transaction, a customer service representative must conduct business with efficiency and honesty with compassion. At Mobile Sales it all begins with a positive greeting:

"Welcome to Mobile Sales, how may I help you?"

Using positive language creates a pleasant image in the customer's mind with an emphasis on what can be done.

The Mobile Sales agent must also listen well. By demonstrating this characteristic, each customer's issue is treated with the utmost importance and resolved through an educational transaction. At the conclusion of the transaction, Mobile Sales agents address customers by name and confirm their understanding of the transaction. If there is a need for follow-up, the customer is provided with the methodology in which a resolution will be achieved.

Mobile Sales has achieved an essential goal in the retail sales/service environment of establishing a core base of customers who feel comfortable, have confidence, and trust the Mobile Sales agents. In its efforts to coordinate resources, MTA uses Mobile Sales as a vital component to promote and distribute its services in neighborhoods. For example, Mobile Sales vehicles began promoting the Tap and Ride program ahead of the end of MetroCard sales.

Customers wishing to obtain Tap and Ride cards are given the opportunity to do so right at a neighborhood location. Mobile Sales embraces technology as an enhancement to its services. The main reason customers return month after month to the Mobile Sales vehicles is to see the friendly, smiling faces of Mobile Sales staff members.

At a Mobile Sales location, customers can:

- Apply for Reduced Fare
- Receive assistance with a Reduced Fare application
- Get information about Tap and Ride
- Transfer value from MetroCard (full-fare or Reduced-Fare) to a Tap and Ride card
- Report a lost/stolen Reduced-Fare Tap and Ride card
- Ask a team member about any Tap and Ride–related issues
- Purchase or add value to your Tap and Ride card
- Initiate a “Fair Fares” application

This unique program has successfully incorporated the private retail sales and customer service concepts through its mobile units by establishing community-based relationships, serving repeat customers, and providing personalized service through its outreach representatives. As the MTA sunsets MetroCard sales at the end of 2025, Mobile Sales will continue to maintain a high level of customer service as the standard method of operation.

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