



# 2025 in Data

Update to the MTA Board  
December 17, 2025



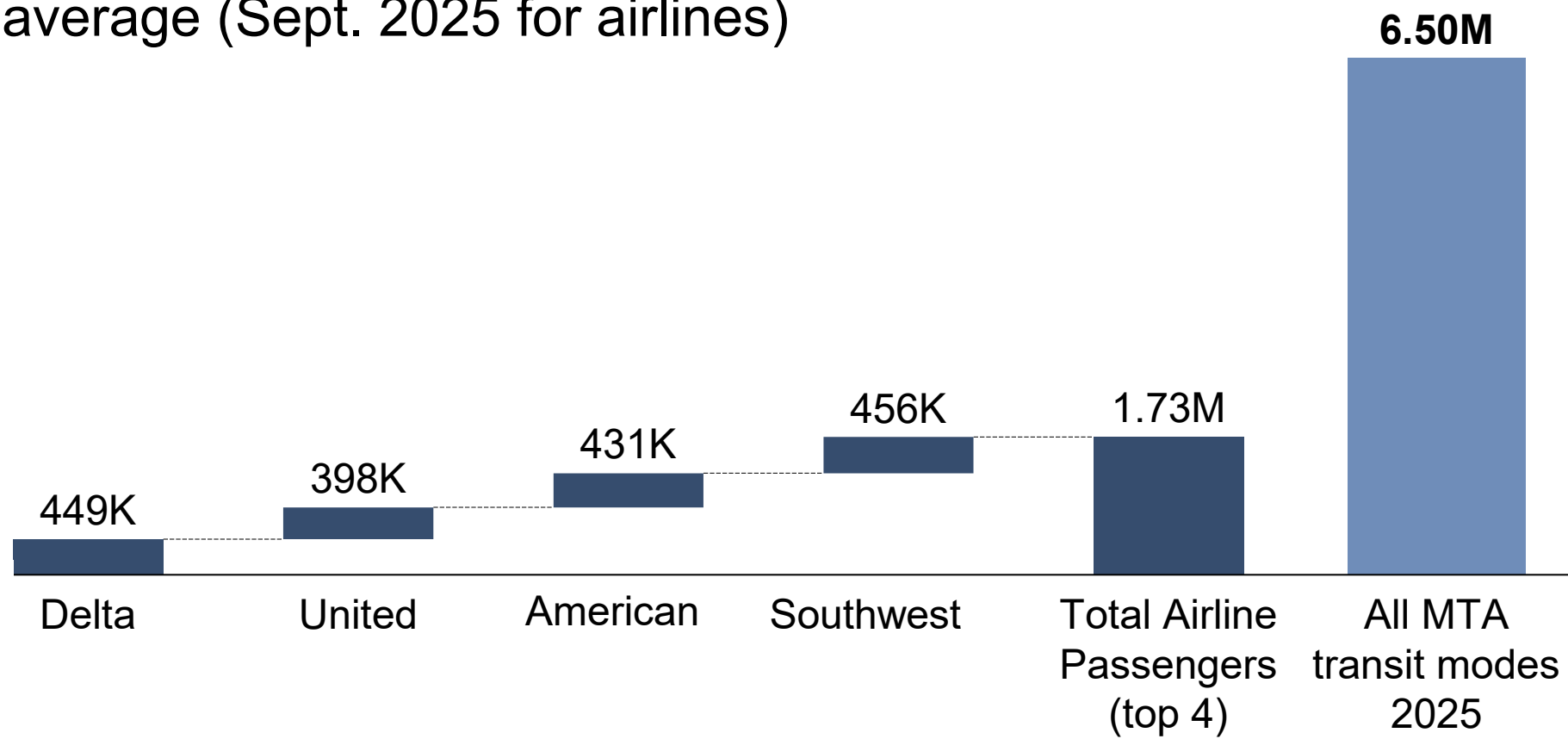
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## 5 big wins in 2025

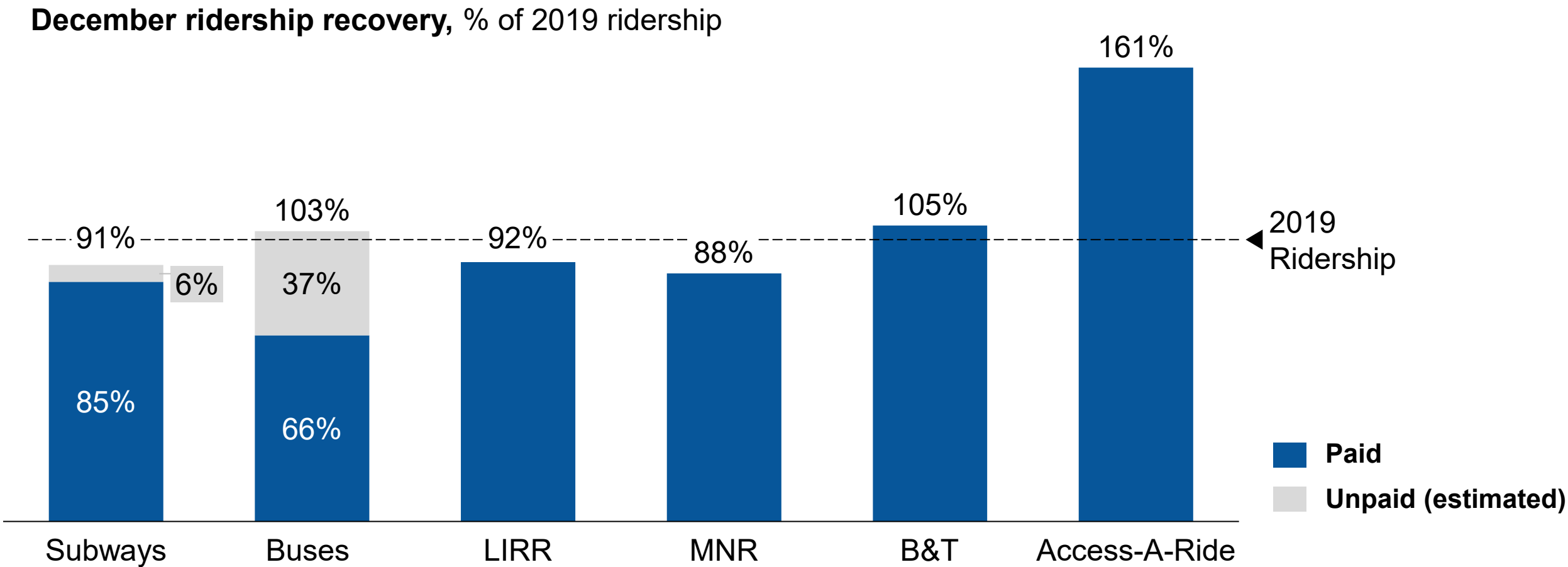
- 1 Surging ridership
- 2 Mass adoption of Tap and Ride
- 3 Crime at historic lows
- 4 The largest ever Capital Program
- 5 One year of Congestion Relief

# Every day, we move 3x more people than major US airlines combined

Daily passengers for top 4 US airlines and MTA,  
daily average (Sept. 2025 for airlines)



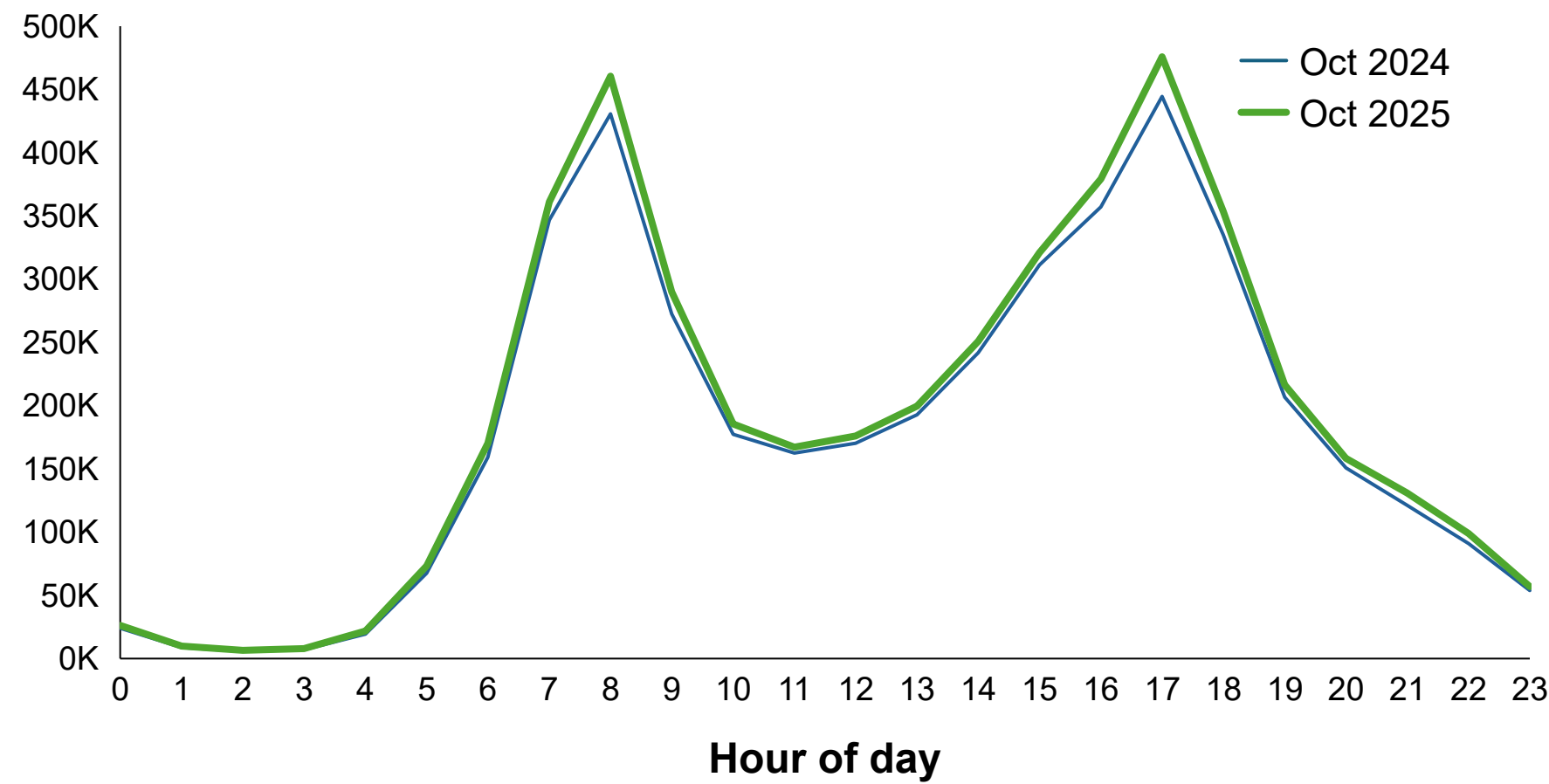
# Ridership recovery is nearly at pre-COVID levels for all modes



Note: Data from Dec 8-14, 2025

# Subway ridership is higher every hour of the day

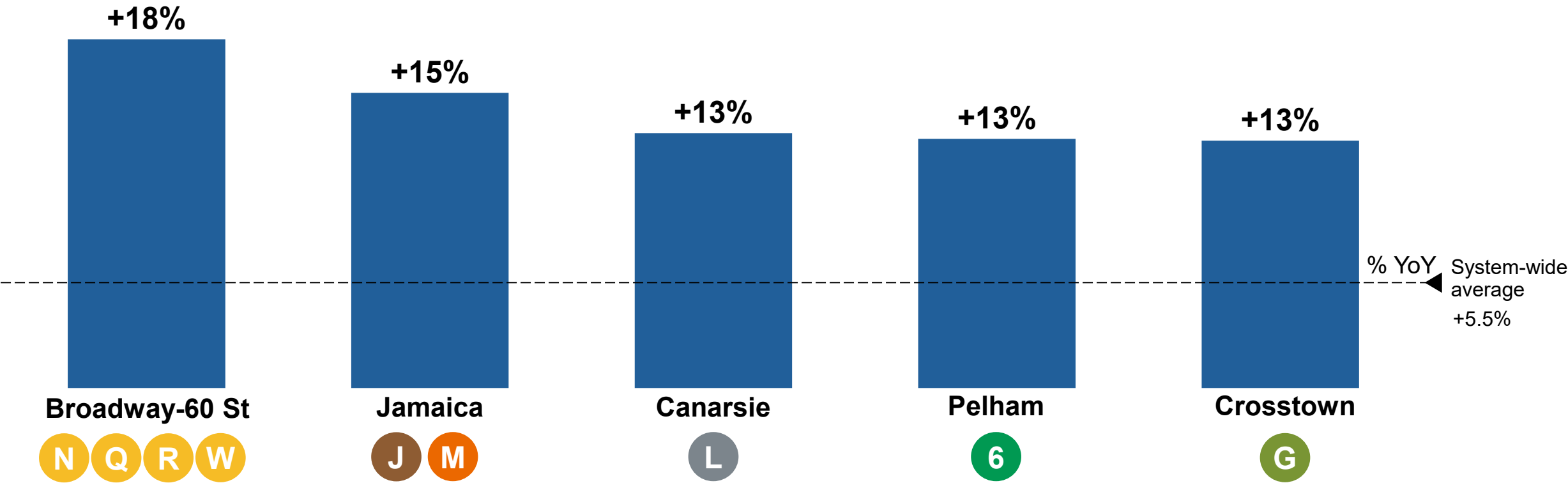
Subway line ridership over time, passengers by hour of the day



- Peak of the peaks **up ~7%**
- Evenings **up 8-9%**
- Overnights **up 10-14%**

# Ridership outside Manhattan is growing

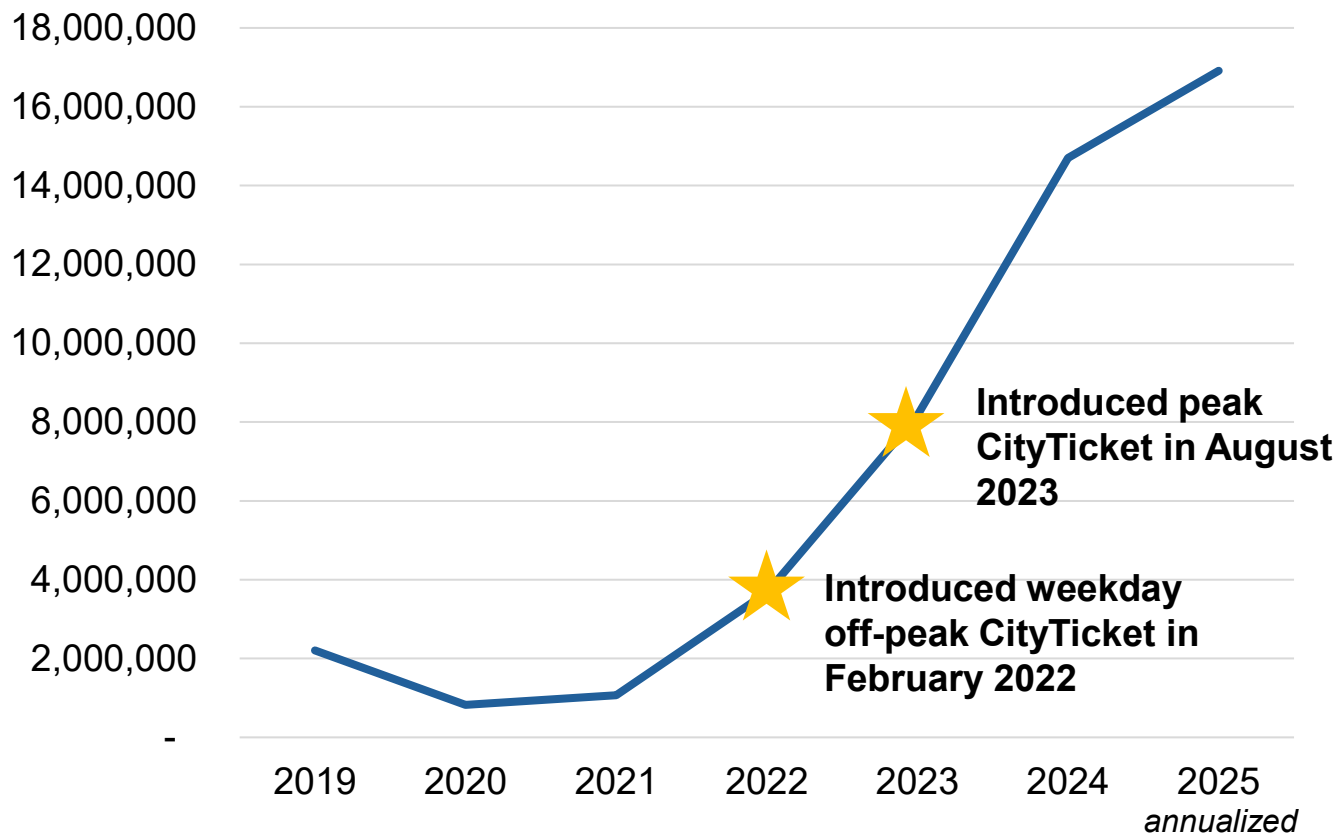
Subway line ridership growth by line segments  
Oct 2024 vs Oct 2025 (weekday)



# On the commuter railroads, CityTicket continues to grow

CityTicket sales grew **122%** from 2022 to 2023 and **107%** from 2023 to 2025

Annual LIRR and Metro-North CityTicket sales



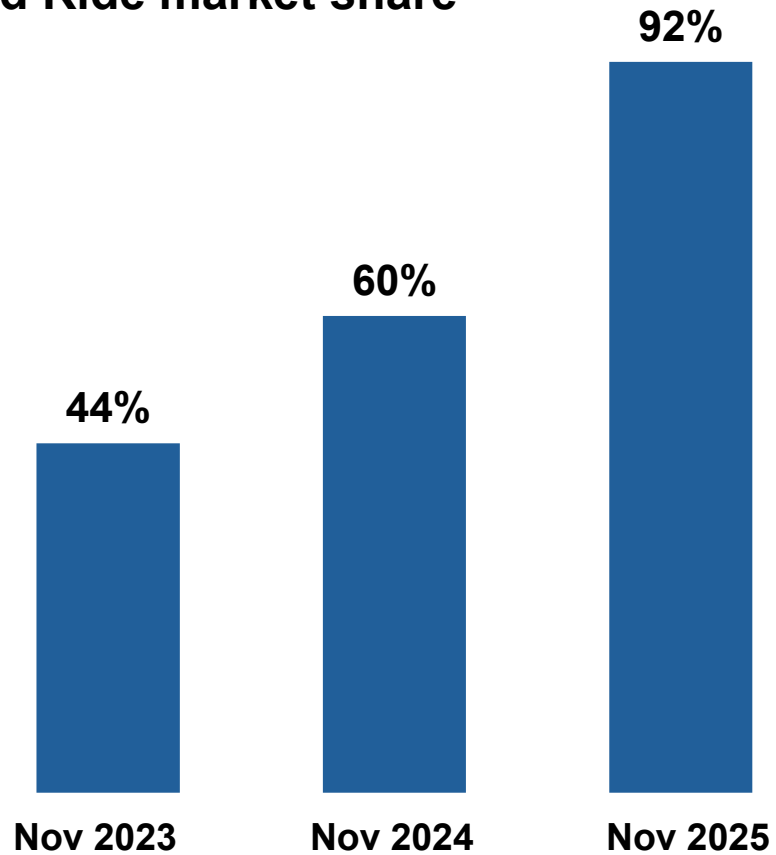
## Stations with strong CityTicket growth

Station	Sales growth*
Locust Manor	18%
Melrose	18%
University Heights	18%
East New York	17%
Hollis	13%

\*2025 YTD vs 2024 YTD

# Nearly all subway and bus trips are made with Tap and Ride

Tap and Ride market share

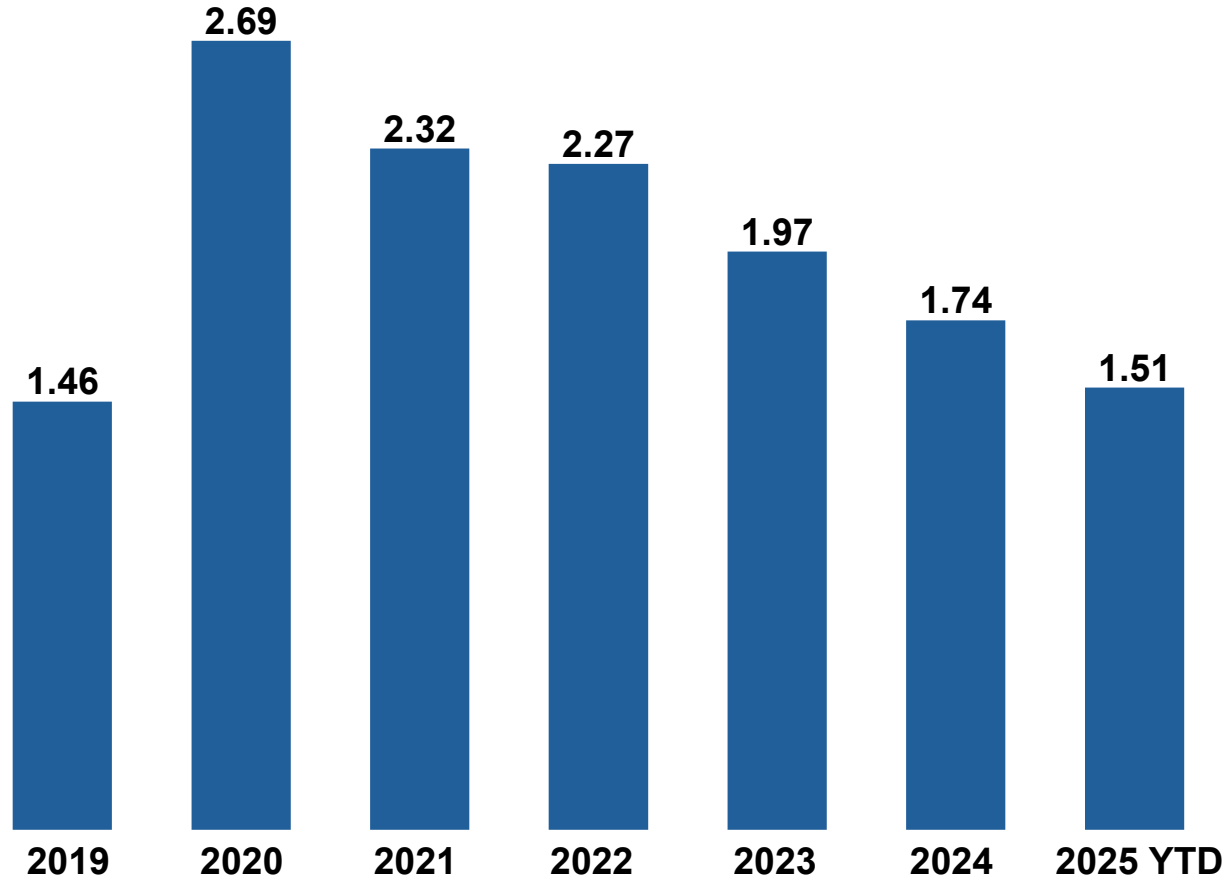


- **~97% of full fare** and 93% of reduced fare customers **use Tap and Ride**
- **>300,000 customers reach the fare cap** in a typical week
- 7-Day MetroCard trip count has **fallen ~87% since 2023**



# Crime is down 5.2% year to date; the rate is down even more

Annual major felonies, per 1 million riders



From 2024 to 2025 YTD the **crime rate per 1M riders has decreased ~13%**

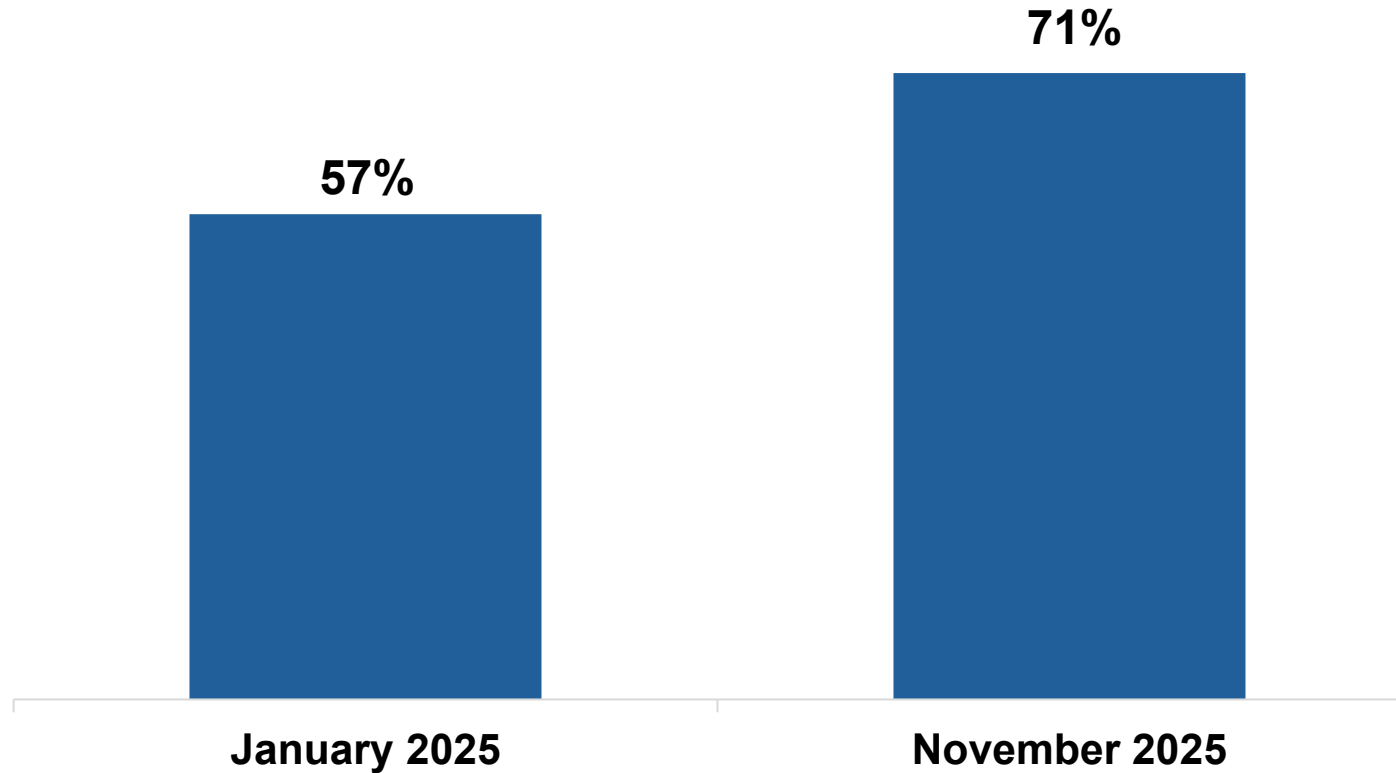
Over the last five years, **major felonies per 1M riders has fallen ~56%**

*Major felonies include burglary, felony assault, murder, rape, robbery, and grand larceny*

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# On the subway, customer sense of safety is up

The percentage of **customers that felt safe** on the subway has **increased 14 points** from January to November 2025



# The 2025 – 2029 Capital Program is the largest in MTA history

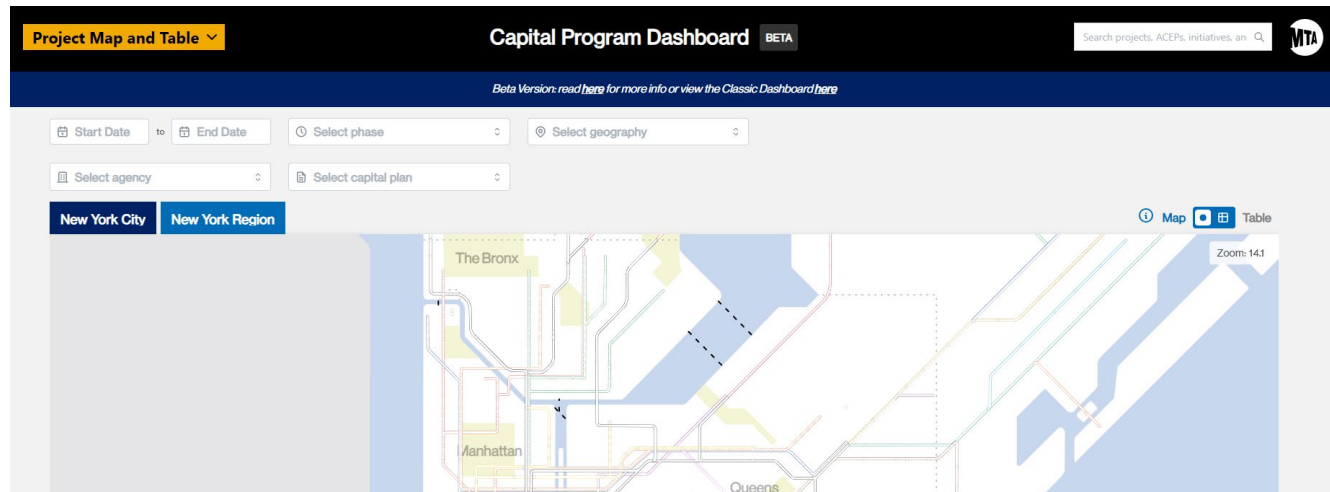
## The 2025 – 2029 Capital Plan:

- Invests in the MTA's **\$1.5 trillion asset base**
- Includes **over 90% of state-of-good-repair** investments

## A few highlights:

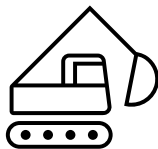
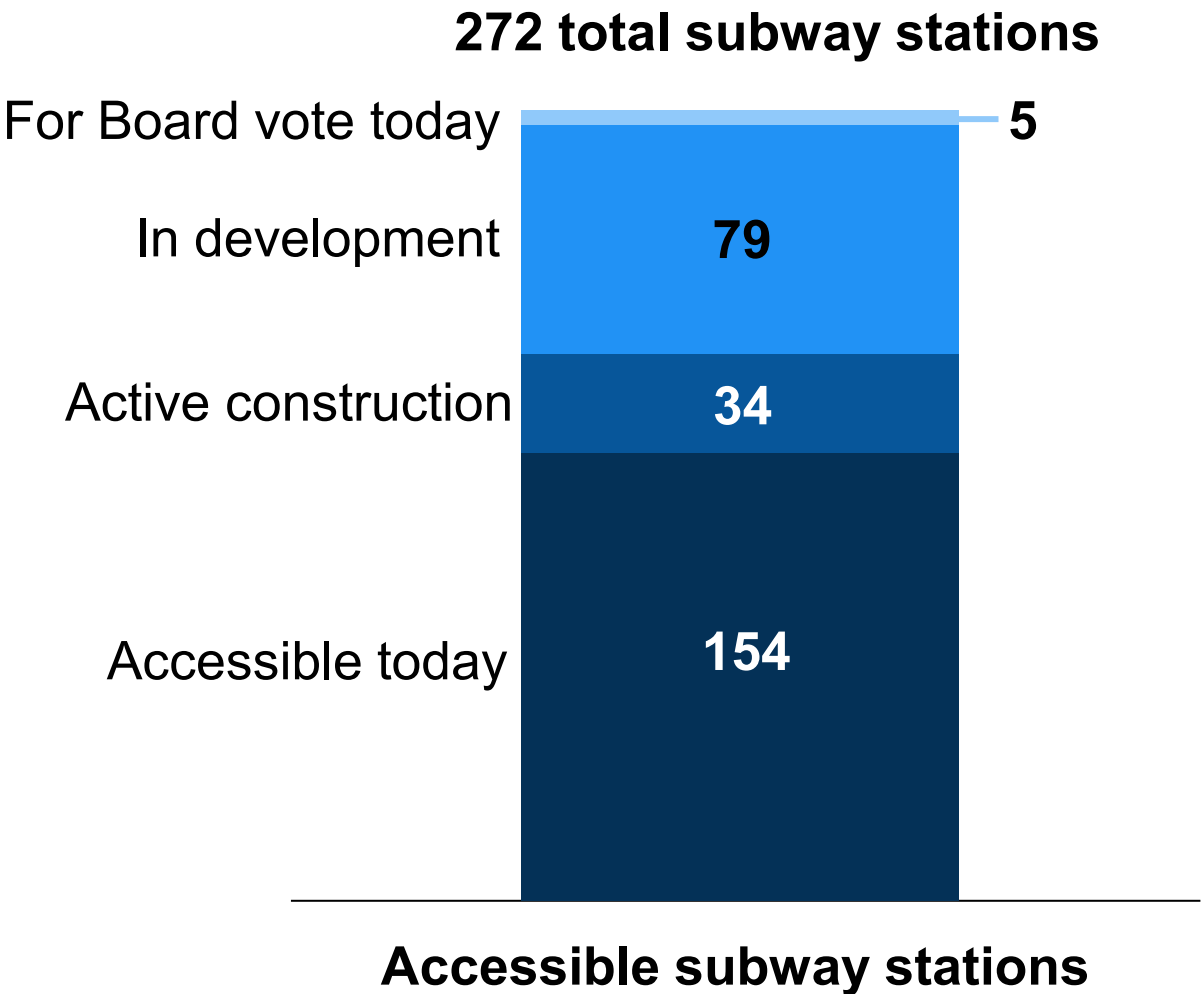
- 2,000 new **railcars**
- 150 subway and 25 railroad **station rehabs**
- New **fare gates** in more than 150 stations
- **Modern signals** along at least 75 miles

## Track progress with the new Capital Dashboard



capitaldashboard.mta.info

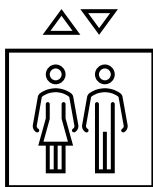
# With 2025-2029 plan, over half our stations will be accessible



Pace of installation today is **4x faster** than before 2020



**39 elevators completed** from 2020-2025



By the end of the 25 – 29 Plan, **no rider will be more than 1 station away** from an accessible station



**~70% of all subway rides will take place to or from an accessible station by the end of the plan**

# Fewer cars, more people

Traffic and quality of life are improving in the Congestion Relief Zone



11% fewer vehicles that enter the CBD (71,000 fewer per day)



Car speeds within the CBD are up 4.3%



311 vehicle noise complaints are down 23%

*311 Open Data, 2025*



More activity:  
16 million more leisure and work visits

*NYC EDC, 2025*

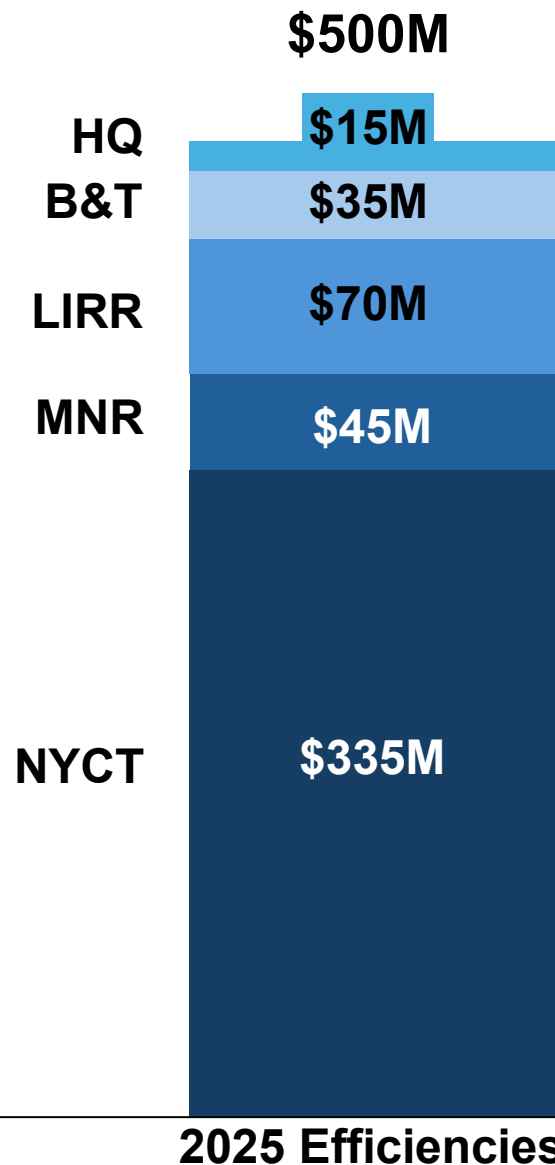


Air quality improved:  
PM2.5 down 22% in the first six months

*Cornell University, 2025*

# Agencies have found \$500M in recurring savings – and this will grow

In 2025, we implemented 63 initiatives to achieve these savings

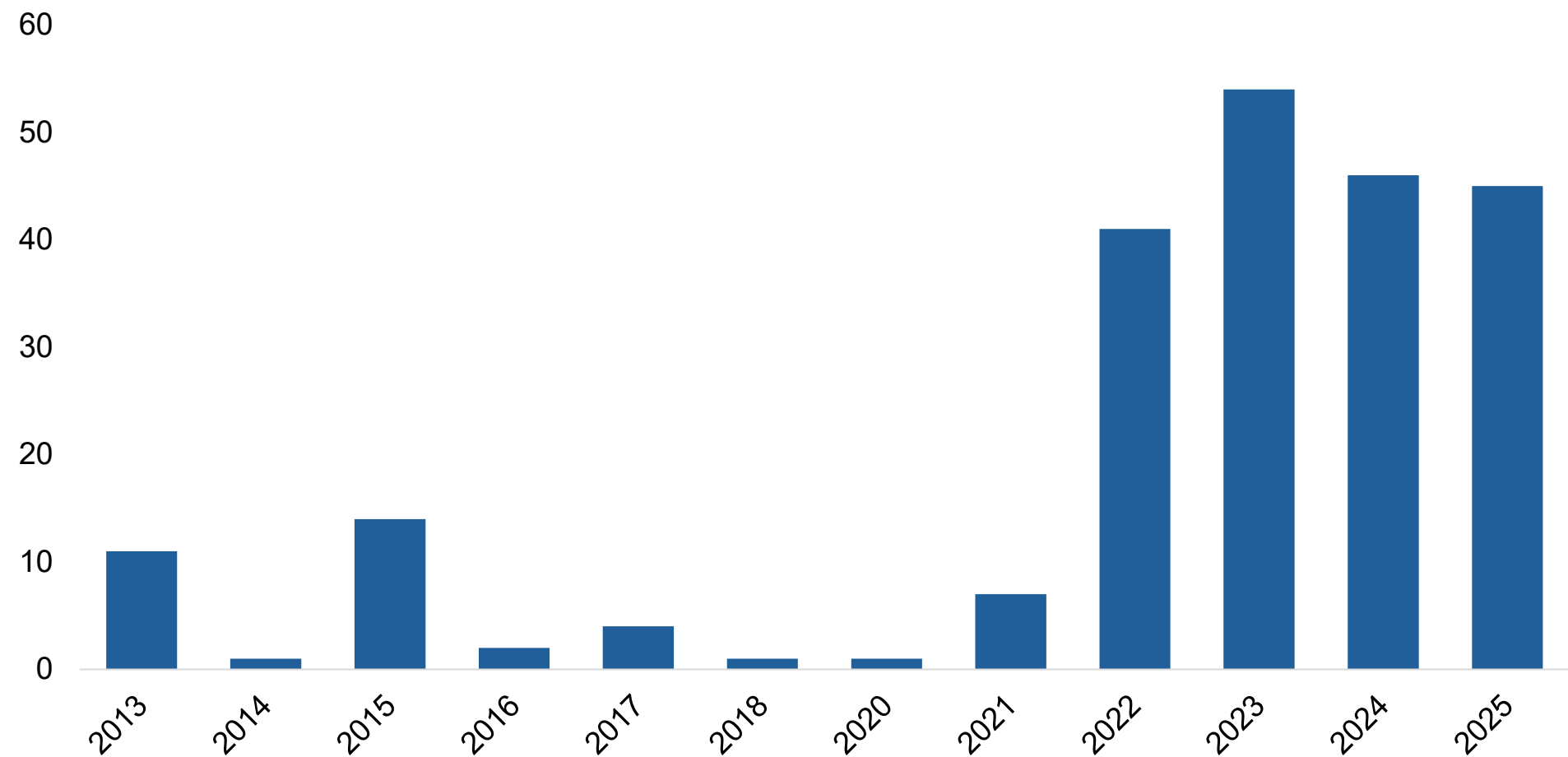


## Some examples of what we did to increase productivity:

- Decreased days lost due **Workers' Comp** claims by **10%** since 2024
- Reduced our “**time to hire**” **new staff** – NYCT down from 166 days in 2023 to 105 days in 2025
- Installed new OMNY Card Vending Machines, **which go out-of-service 70% less frequently** than MetroCard Vending Machines
- Reduced our **cash collection efforts** as we collect **68%** less cash than we did in 2018
- Reduced our **procurement time frames** – processing orders for goods procured through informal bids in our operating agencies (goods under \$1M) have gone from 9 days to 7 days

# We're more transparent today with 227 data assets published

MTA data assets published to NYS Open Data Portal

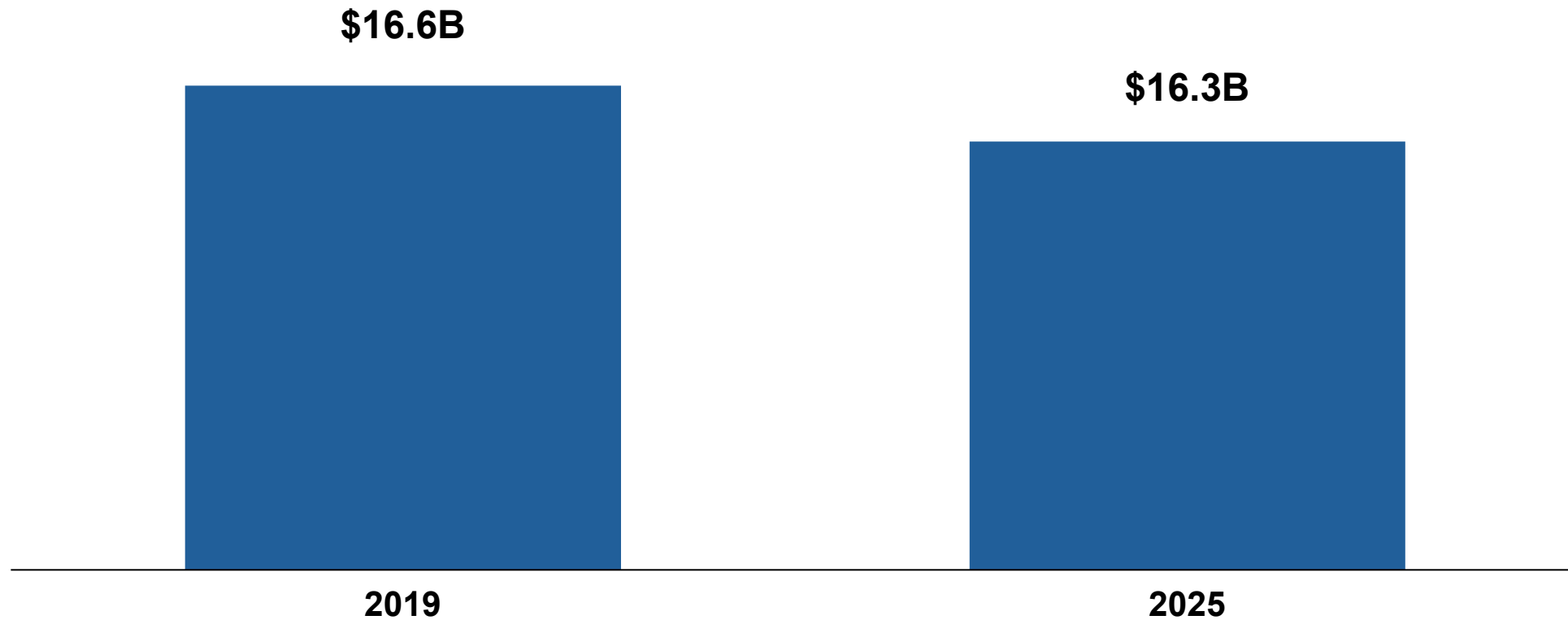


*Data assets includes datasets, maps, views, stories, etc.*

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## Overall, we're spending less than in 2019, with better service ...

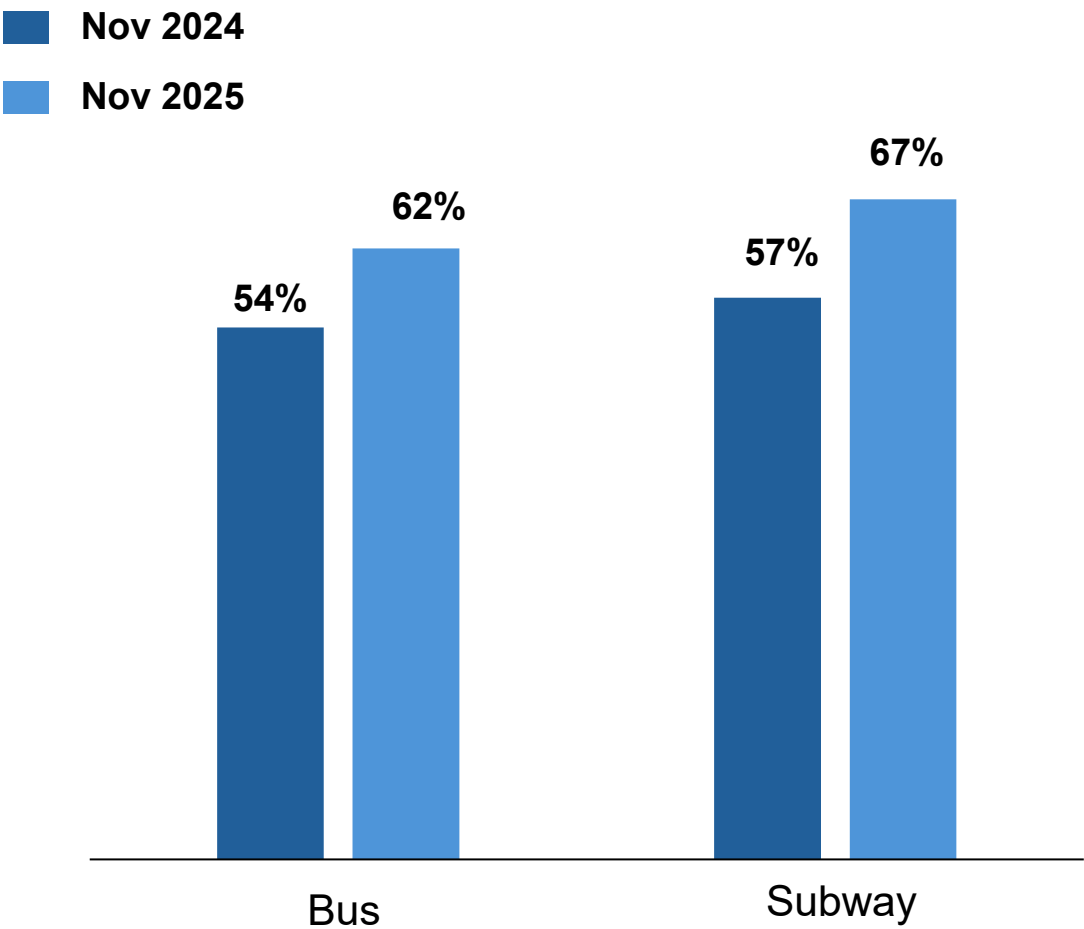
MTA total annual expenses, both in 2019 dollars





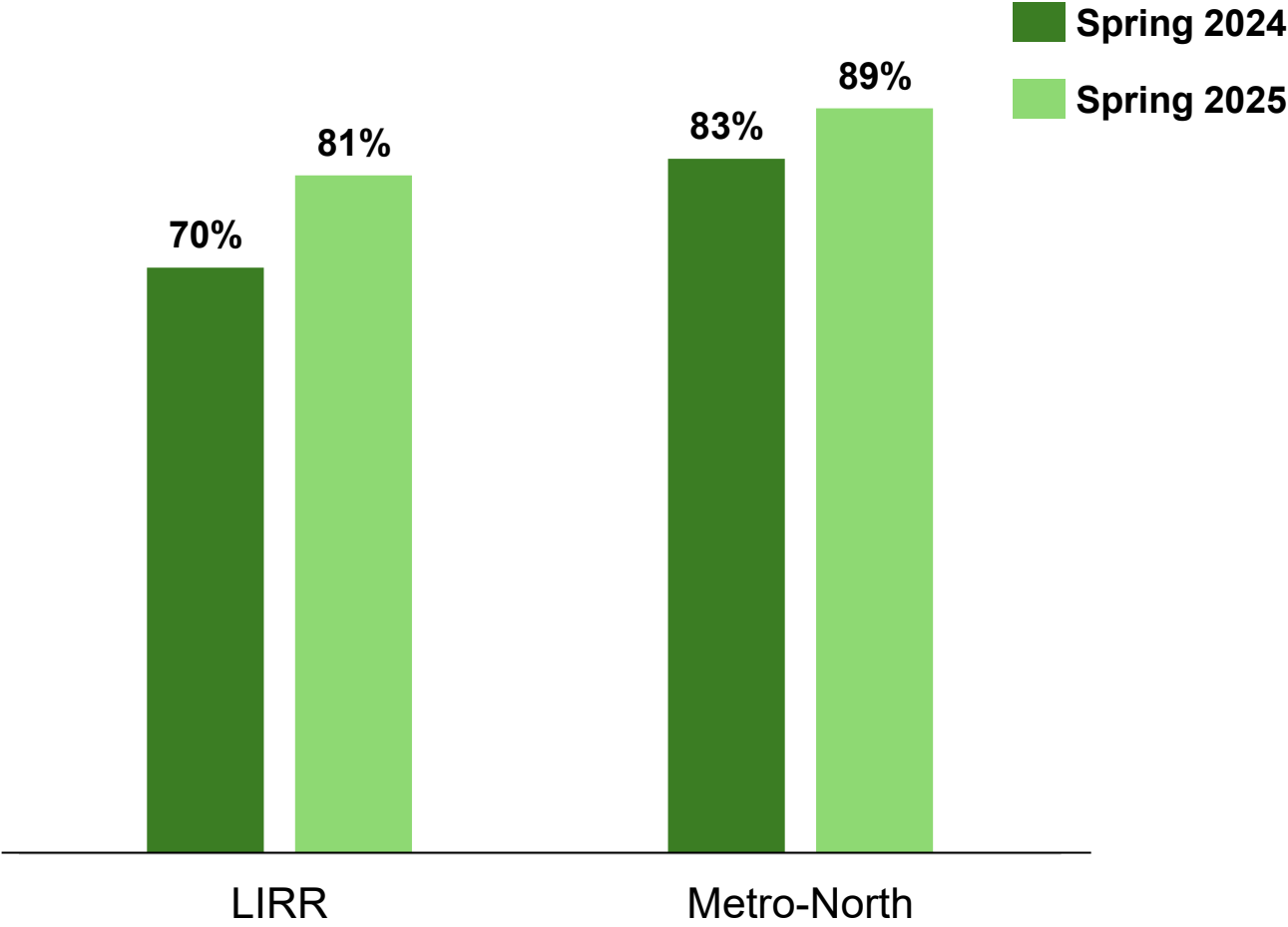
# ...and customers tell us they are more satisfied

NYCT Pulse Monthly Survey



*During the past month, how satisfied were you with your overall subway or bus experience? Represents % of customers who responded satisfied or very satisfied*

Customer Count Results



*How satisfied are you with LIRR or Metro-North? Represents % of customers who responded satisfied or very satisfied*