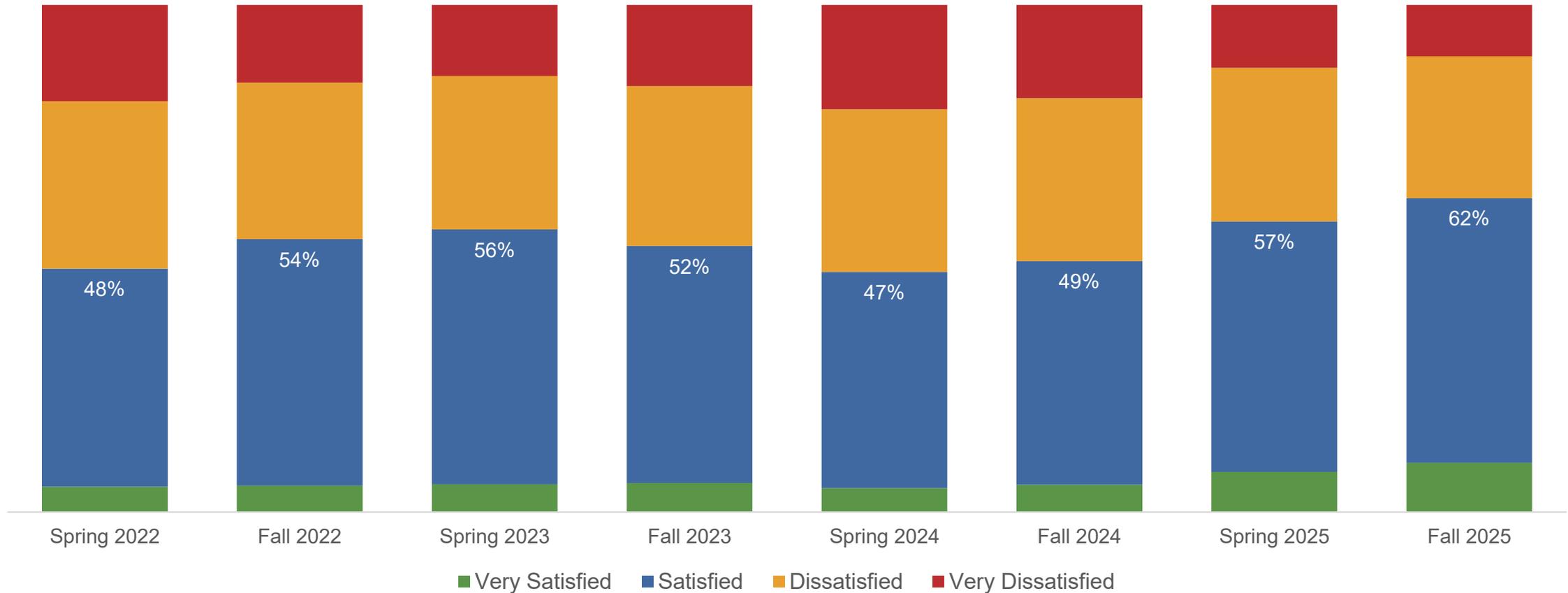**Fall 2025**

Customers Count Survey

Subway   Bus   Access-A-Ride

NYCT: Executive Summary

- The Fall 2025 bi-annual Customer Satisfaction survey was conducted October 14th – Nov 2nd, 2025, and was offered online in 9 languages and on the phone.
    - We received more than 85,000 subway line and 45,000 bus route evaluations from over 80,000 customers responding. Our sample is weighted by ridership, and relevant respondent demographics using ACS 1-Year 2023 Estimates.

- **Overall subway satisfaction is up 5 points to 62%. This is the highest percentage of satisfied subway customers since the start of the survey in 2022.**
    - Customers who board in all boroughs are more likely to be satisfied, with customers who typically board in Manhattan at 65% and Staten Island at 79% being the most satisfied.
    - More than half of customers (52%) who board in the Bronx are satisfied with the subway, which is the 1st time it has been at or above 50% since 2022.

- The overall increase in satisfaction is likely driven by gains in service as all primary service attributes are up. Furthermore, Service reliability is the top driver of customer satisfaction for the 1st time, and it is the first time that a safety and security attribute is not the key driver of subway customer satisfaction.
    - Customer satisfaction with Service reliability (62% up from 60%), Waiting time (59% up from 57%) and Frequency of delays (53% up from 51%) are all up.

- Cleanliness on trains which declined in the Spring is up 7 percentage points to 59%, potentially related to shifts in cleanliness protocols implemented by the subways team in May and July of 2025.

- **Overall Local, Limited and Select Bus customer satisfaction is 61%, down from 64% in Spring 2025, but 8 points higher than a year ago (Fall 2024).** Overall Express bus customer satisfaction 76%, down from 78% in the Spring, but 7 points higher than a year ago.
    - Satisfaction decreased marginally in all important service-related attributes, including Waiting times (49%, down 1), Service reliability (59%, down 2), Travel times (65%, down 2), and Frequency of delays (48%, down 2).
    - At the borough level, satisfaction is down 2 points in the Bronx (58%), 2 in Brooklyn (59%), 3 in Manhattan (69%), and 6 in Queens (62%).
    - Staten Island satisfaction is up 5 points to 60%, the first time reaching 60% since Spring 2023. Staten Island customer satisfaction increased 3 points in Service reliability, 6 points in Waiting times, and 4 points in Travel times.
    - Customer satisfaction with their bus route remains higher than for buses overall – 68% are satisfied with their route, down 2 points from the Spring.
    - Over the past 6 months, 51% of customers say they or someone they know saw a fare inspector or NYPD enforcing payment, up from 48% in the Spring. Sightings remain most common in the Bronx, where 74% of Bronx customers saw or know someone who saw fare enforcement.

- **Access-A-Ride customer satisfaction in December 2025 is 77%, on-par with October (77%) and November (77%).**
    - When asked to rate their last trip in December, satisfaction is 83%, also consistent with October (84%) and November (84%).
    - Eight in ten are satisfied with On time drop off (80%), Travel time (81%), Vehicle comfort (84%), and Driver courtesy (85%) on their most recent December trip.
    - Satisfaction remains high whether a customer's last trip was with a broker service (82%) or dedicated AAR vehicle (84%).
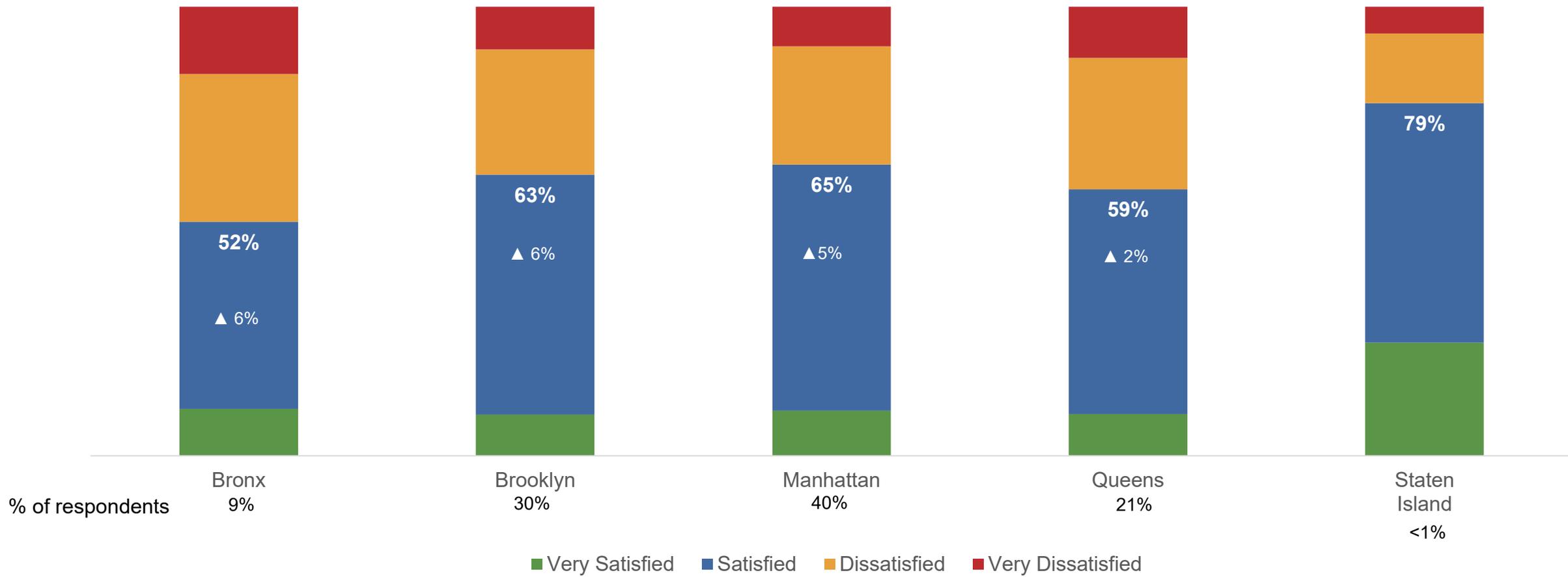
Subway: Overall Satisfaction

Legend: Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied

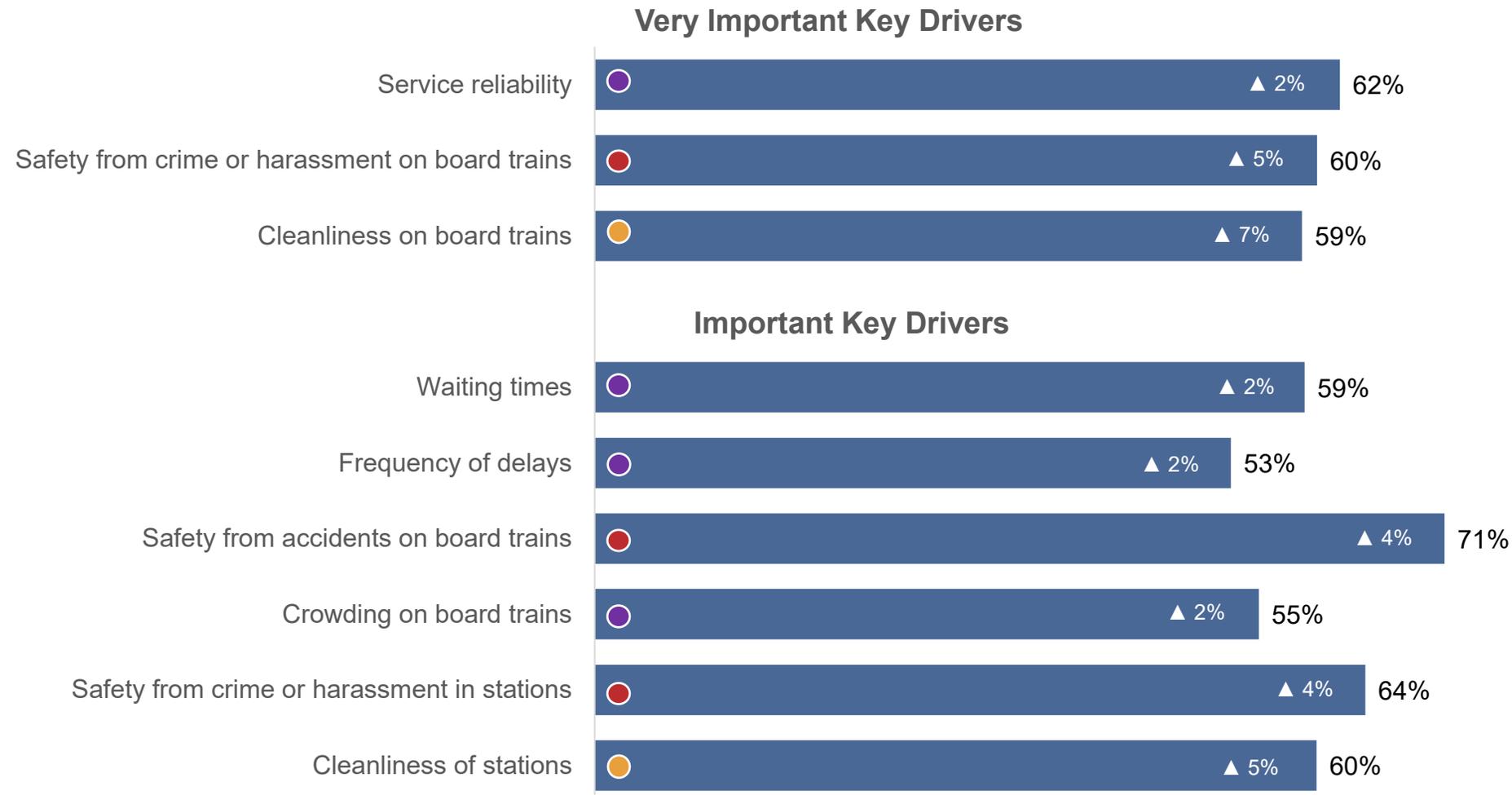|	Spring 2022	Fall 2022	Spring 2023	Fall 2023	Spring 2024	Fall 2024	Spring 2025	Fall 2025
Total satisfied	48%	54%	56%	52%	47%	49%	57%	62%

Question(s): In general, how satisfied are you with the Subway (including the Staten Island Railway)?
Base: Customers who used the subway at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10)

Subway: Overall Satisfaction by Boarding Borough

% of respondents

Bronx
9%

Brooklyn
30%

Manhattan
40%

Queens
21%

Staten
Island
<1%

■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

Subway: Key Drivers Attribute Satisfaction In Order of Attribute Importance

Very Important Key Drivers

Attribute	Change	Satisfaction
Service reliability	▲ 2%	62%
Safety from crime or harassment on board trains	▲ 5%	60%
Cleanliness on board trains	▲ 7%	59%

Important Key Drivers

Attribute	Change	Satisfaction
Waiting times	▲ 2%	59%
Frequency of delays	▲ 2%	53%
Safety from accidents on board trains	▲ 4%	71%
Crowding on board trains	▲ 2%	55%
Safety from crime or harassment in stations	▲ 4%	64%
Cleanliness of stations	▲ 5%	60%

Attribute Concepts
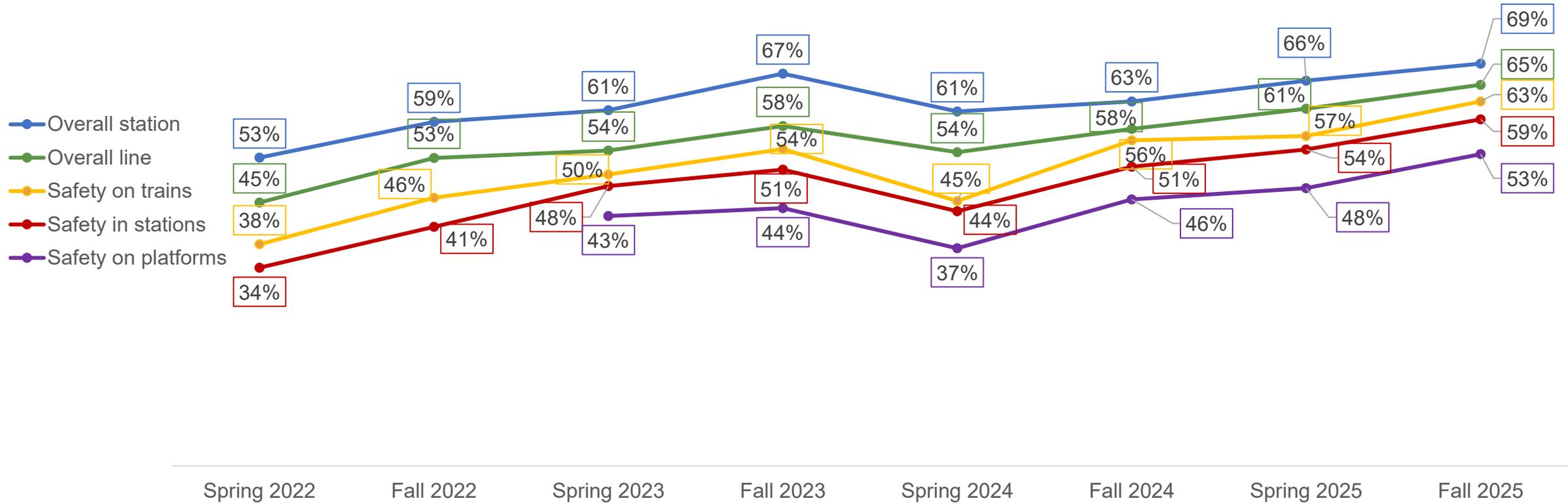- 🟣 Service
- 🔴 Safety and Security
- 🟠 Cleanliness

Question(s): How satisfied are you with your subway train? How satisfied are you with your station?
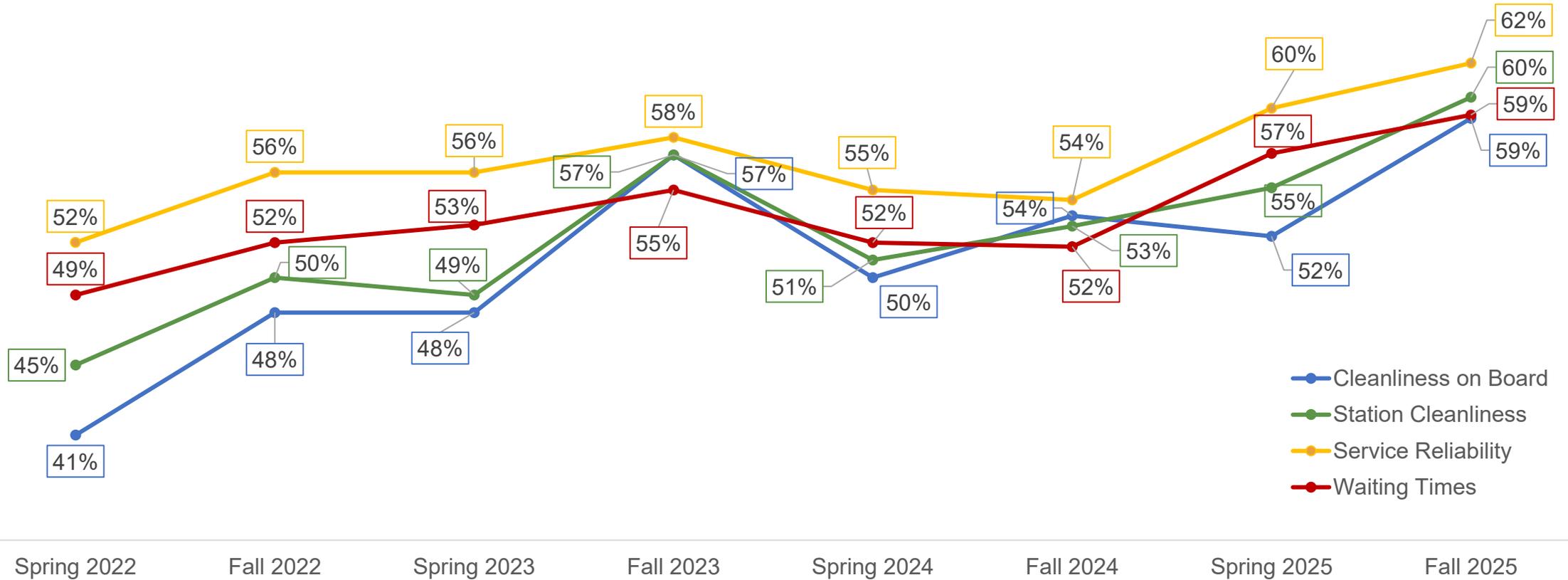Base: Customers who used the subway at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Spring 2025

Subway: KPI Satisfaction Trends (1 of 2)

Question(s): How safe do you feel?
How satisfied are you with the train line? Overall
How satisfied are you with the station? Overall
Base: Customers who used the subway at least once in the last 6 months
Percentage shown is feeling safe/ total satisfied (rated 6-10)
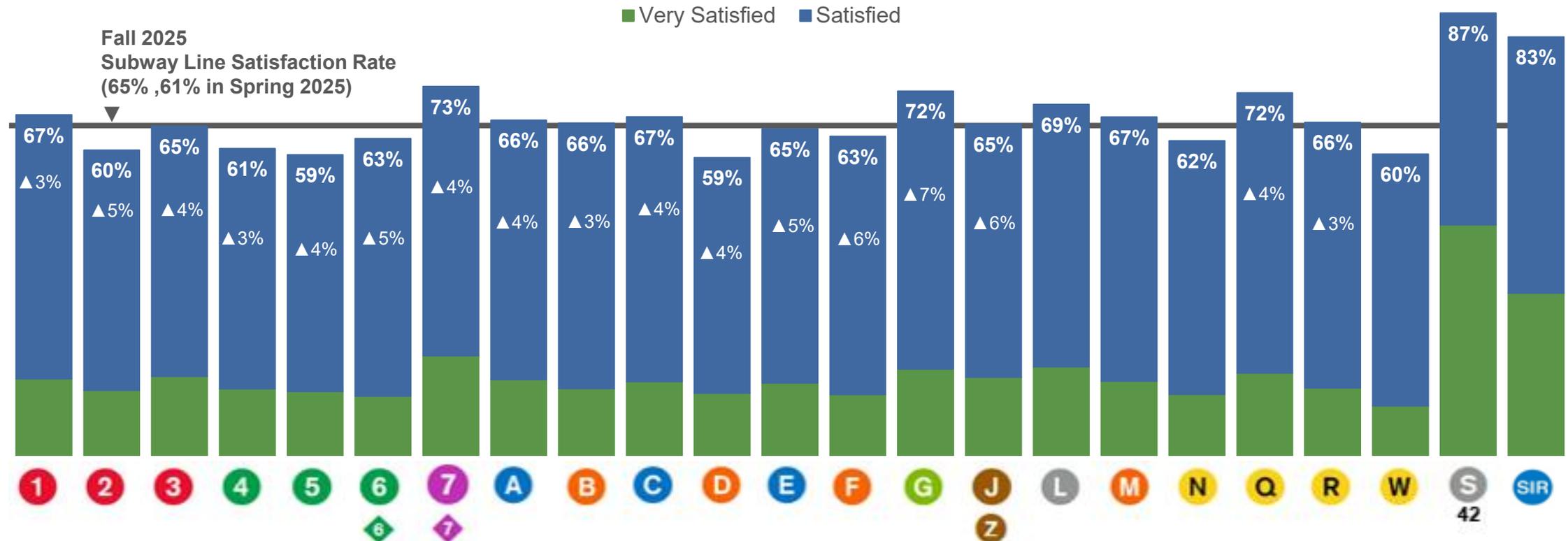
Question(s): How satisfied are you with the train line?
How satisfied are you with the station?
Base: Customers who used the subway at least once in the last 6 months
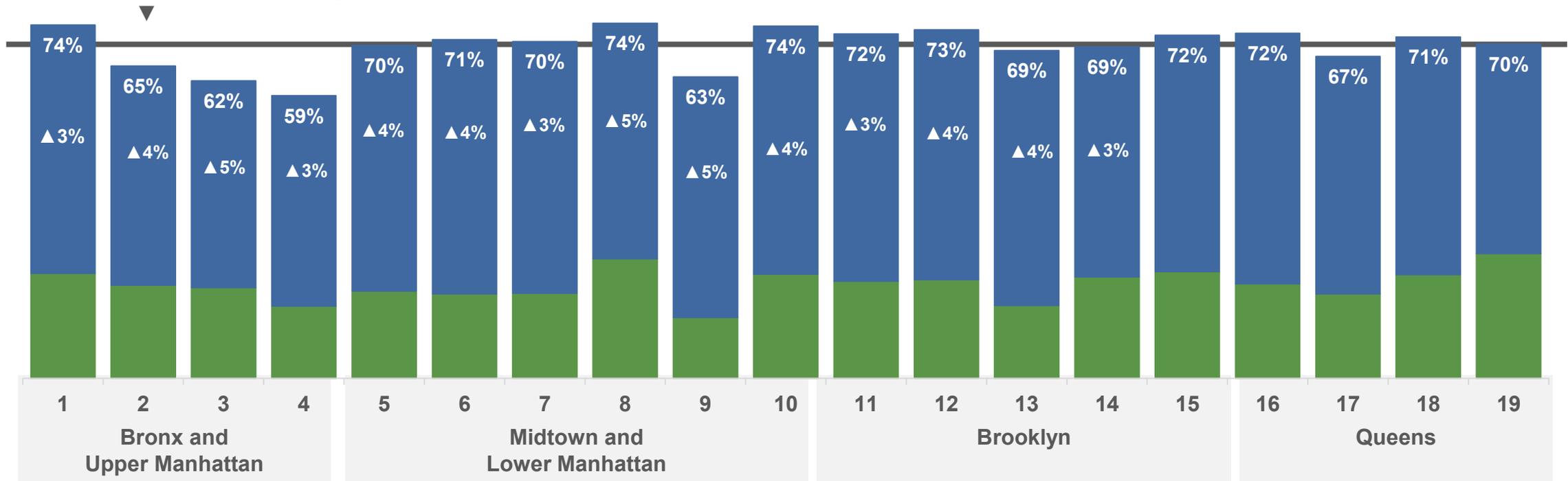Percentage shown is feeling safe/ total satisfied (rated 6-10)

Subway: Overall Satisfaction On Board Rates by Line

Very Satisfied ■ **Satisfied**

Fall 2025 Subway Line Satisfaction Rate (65% ,61% in Spring 2025)

Line	Rate	Change
1	67%	▲3%
2	60%	▲5%
3	65%	▲4%
4	61%	▲3%
5	59%	▲4%
6	63%	▲5%
7	73%	▲4%
A	66%	▲4%
B	66%	▲3%
C	67%	▲4%
D	59%	▲4%
E	65%	▲5%
F	63%	▲6%
G	72%	▲7%
J/Z	65%	▲6%
L	69%	
M	67%	
N	62%	
Q	72%	▲4%
R	66%	▲3%
W	60%	
S 42	87%	
SIR	83%	

Question(s): How satisfied are you with the train line? Overall
Base: Customers who used the subway at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Spring 2025
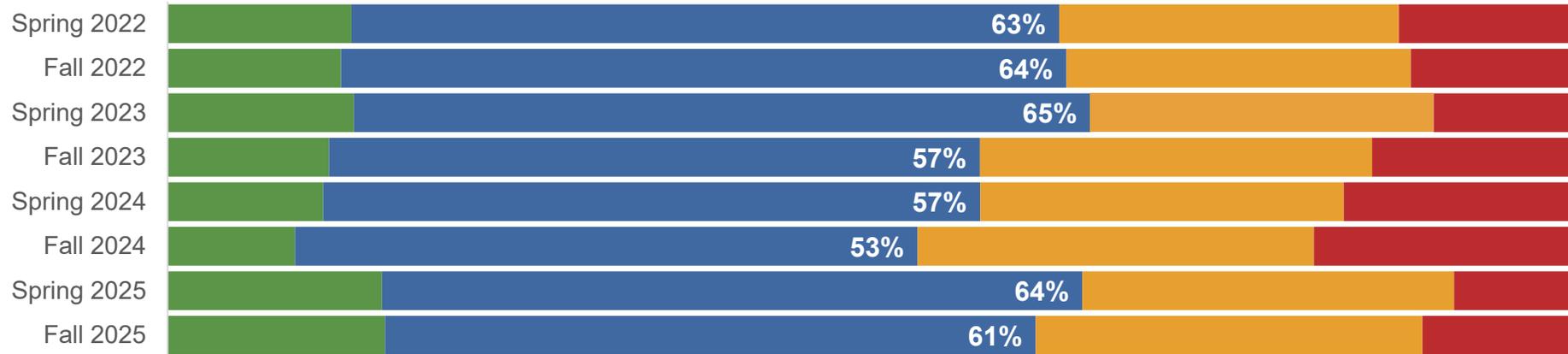
Subway: Overall Station Satisfaction by GSM Zone

Fall 2025
Overall Subway Station Satisfaction Rate
(69%, 66% in Spring 2025)
▼

Zone	Satisfaction	Change
1	74%	▲3%
2	65%	▲4%
3	62%	▲5%
4	59%	▲3%
5	70%	▲4%
6	71%	▲4%
7	70%	▲3%
8	74%	▲5%
9	63%	▲5%
10	74%	▲4%
11	72%	▲3%
12	73%	▲4%
13	69%	▲4%
14	69%	▲3%
15	72%	
16	72%	
17	67%	
18	71%	
19	70%	

Zones 1–4: Bronx and Upper Manhattan
Zones 5–10: Midtown and Lower Manhattan
Zones 11–15: Brooklyn
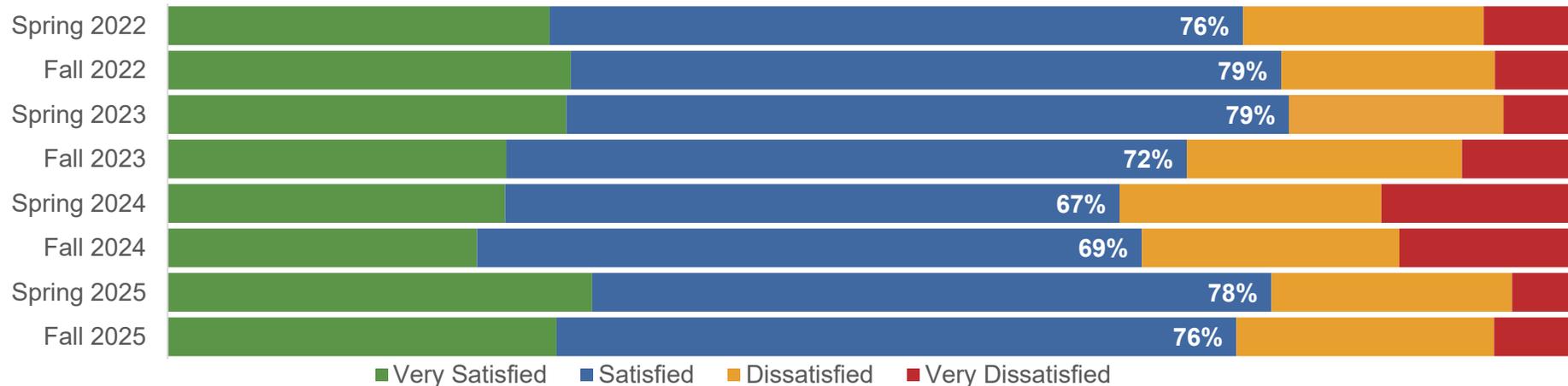Zones 16–19: Queens

Question(s): How satisfied are you with the station? Overall
Base: Customers who used the subway at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Spring 2025

Bus: Overall Satisfaction

Overall Local/Ltd/SBS Bus Satisfaction

Spring 2022	63%
Fall 2022	64%
Spring 2023	65%
Fall 2023	57%
Spring 2024	57%
Fall 2024	53%
Spring 2025	64%
Fall 2025	61%

Overall Express Bus Satisfaction

|	
Spring 2022	76%
Fall 2022	79%
Spring 2023	79%
Fall 2023	72%
Spring 2024	67%
Fall 2024	69%
Spring 2025	78%
Fall 2025	76%

Legend: ■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

Question(s): In general, how satisfied are you with the buses?
Base: Customers who use the bus at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10)

Local/Ltd and SBS Satisfaction
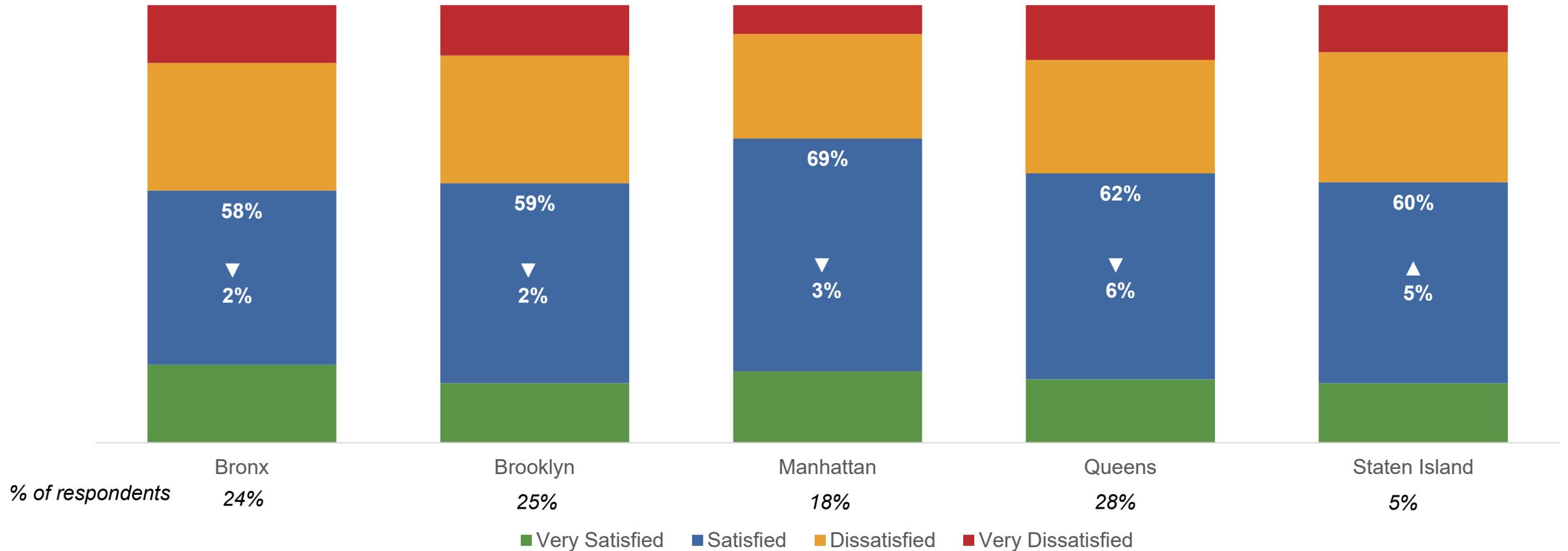
Local/Ltd
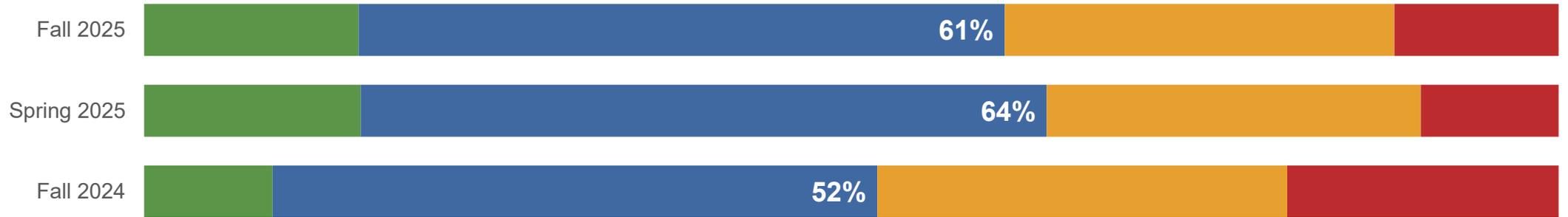
SBS

Legend: ■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

Question(s): In general, how satisfied are you with the buses?
Base: Customers who use the bus at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10)

Local Bus Overall Satisfaction by Boarding Borough

% of respondents

	Bronx	Brooklyn	Manhattan	Queens	Staten Island
	24%	25%	18%	28%	5%

Legend: ■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

Bronx: 58% ▼ 2%
Brooklyn: 59% ▼ 2%
Manhattan: 69% ▼ 3%
Queens: 62% ▼ 6%
Staten Island: 60% ▲ 5%

Question(s): In general, how satisfied are you with buses?
Base: Customers who use the bus at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10)
▲/▼ indicates a significant percentage point increase/decrease at a 90% confidence interval since Spring 2025

Local Bus Key Drivers by Boarding Borough

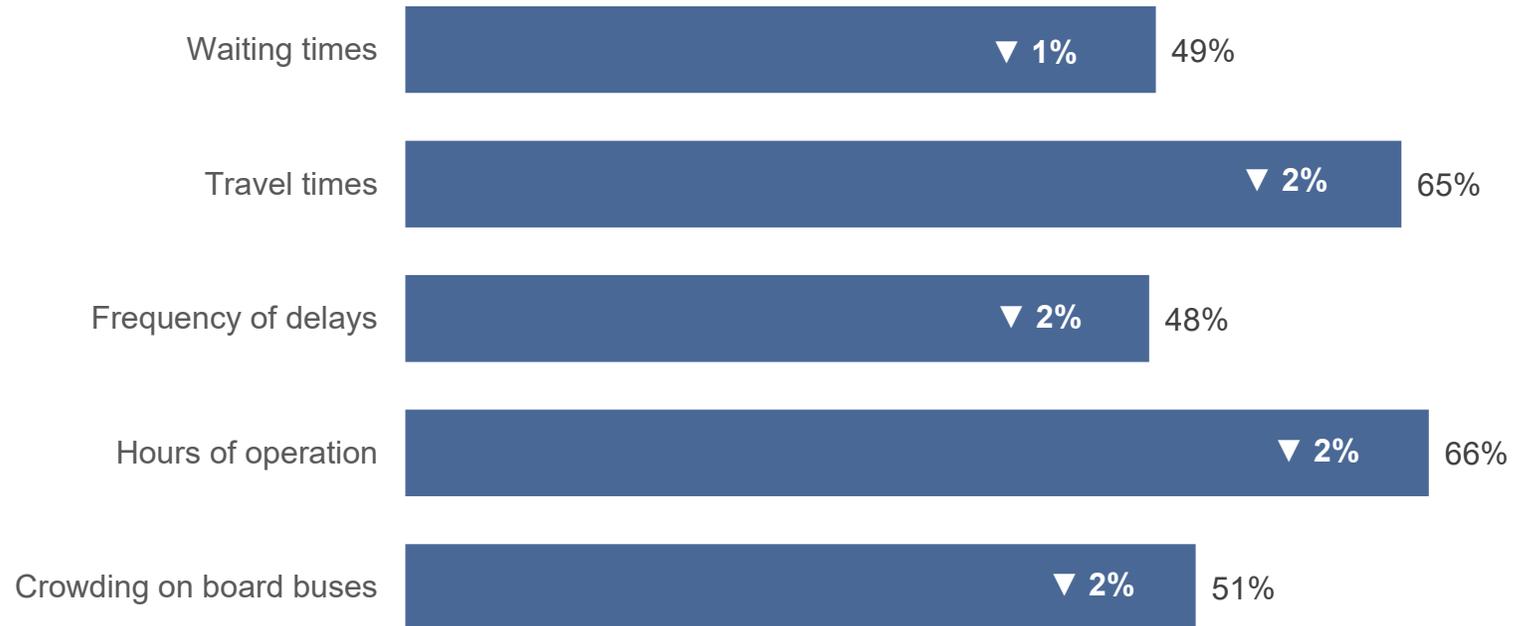| Most important attributes by boarding borough					
Rank	**Bronx**	**Brooklyn**	**Manhattan**	**Queens**	**Staten Island**
1	Service reliability	Service reliability	Service reliability	Service reliability	Service reliability
2	Waiting times	Waiting times	Travel times	Waiting times	Travel times
3	Cleanliness on board buses	Frequency of delays	Waiting times	Location of bus stops	Frequency of delays
4	Crowding on board buses	Travel times	Frequency of delays	Travel times	Cleanliness on board buses
5	Travel times	Hours of operation	Crowding on board buses	Frequency of delays	Waiting times

Local Bus Key Drivers: Attribute Satisfaction
In Order of Attribute Importance

Very Important Key Drivers

Service reliability	▼ 2% 59%

Important Key Drivers

Waiting times	▼ 1% 49%
Travel times	▼ 2% 65%
Frequency of delays	▼ 2% 48%
Hours of operation	▼ 2% 66%
Crowding on board buses	▼ 2% 51%

Question(s): How satisfied are you with the following attributes?
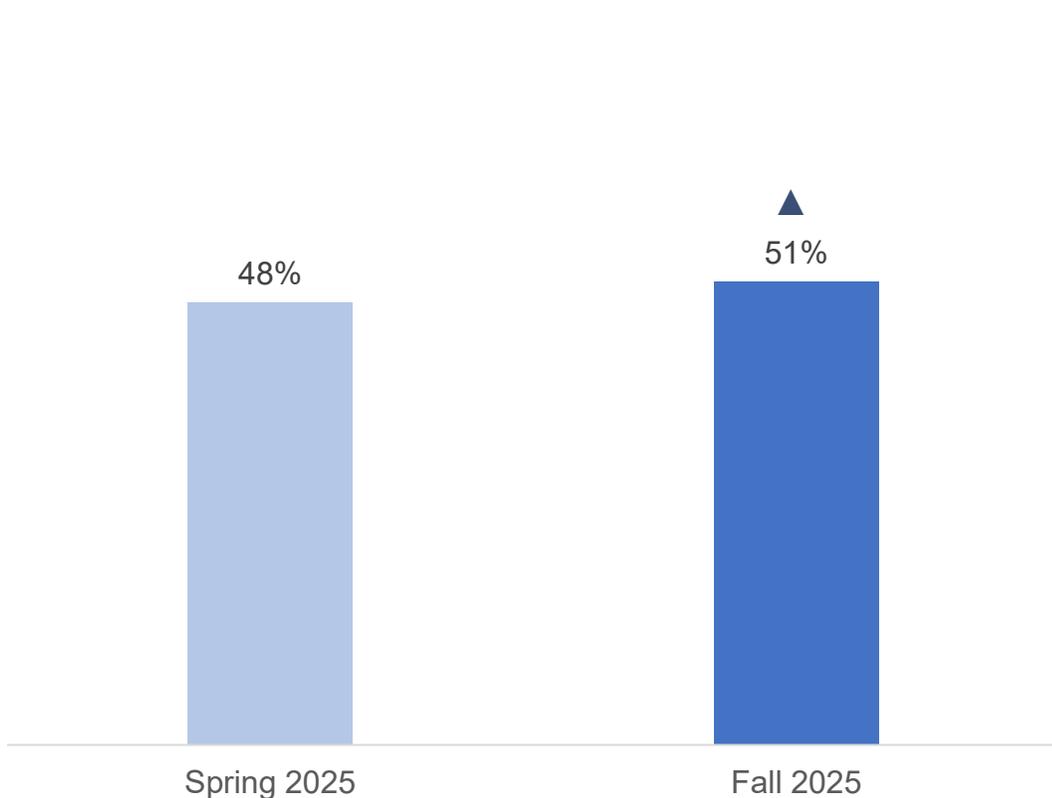Base: Customers who use the Bus at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10)
▲/▼ indicates a significant percentage point increase/decrease at a 90% confidence interval since Spring 2025
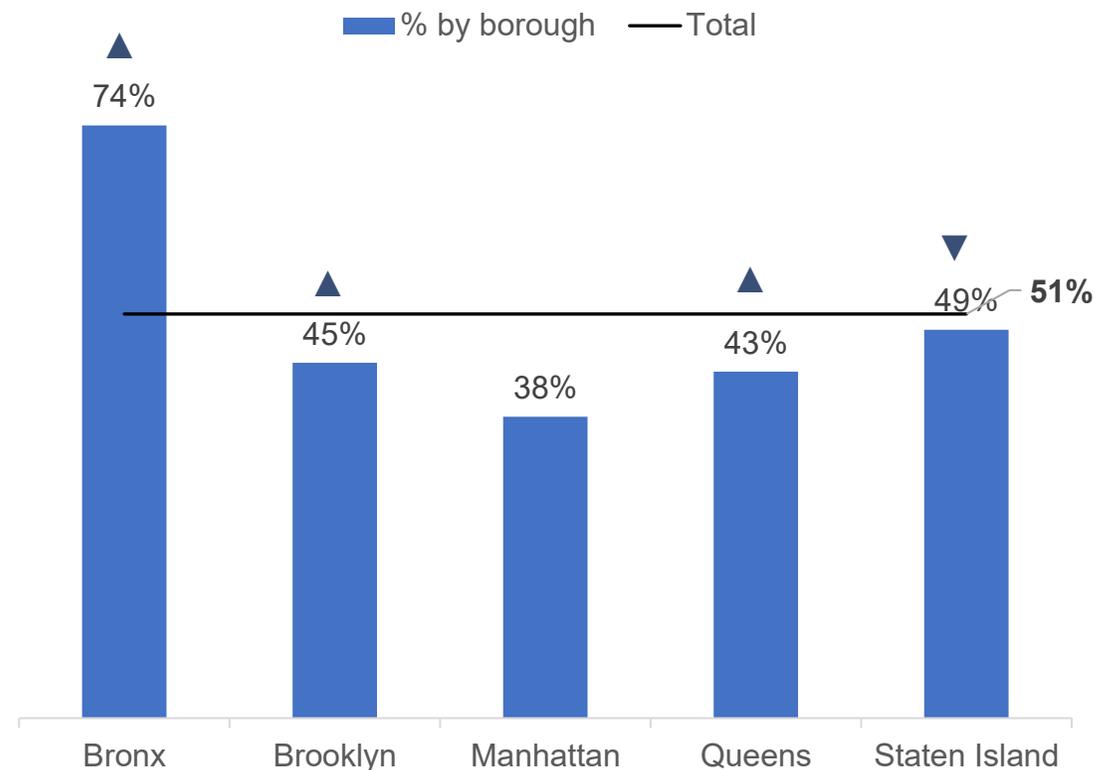
Customers Who Saw / Know Someone Who Saw Fare Enforcement On Bus or At Bus Stop

Saw/know someone who saw enforcement

Spring 2025: 48%
Fall 2025: 51% ▲

Where Customers Saw Fare Enforcement

■ % by borough —— Total

- Bronx: 74% ▲
- Brooklyn: 45% ▲
- Manhattan: 38%
- Queens: 43% ▲
- Staten Island: 49% ▼
- Total: 51%

Question(s): In the past 6 months, have you or someone you know seen fare inspectors or NYPD enforcing fare payment on buses or at bus stops?
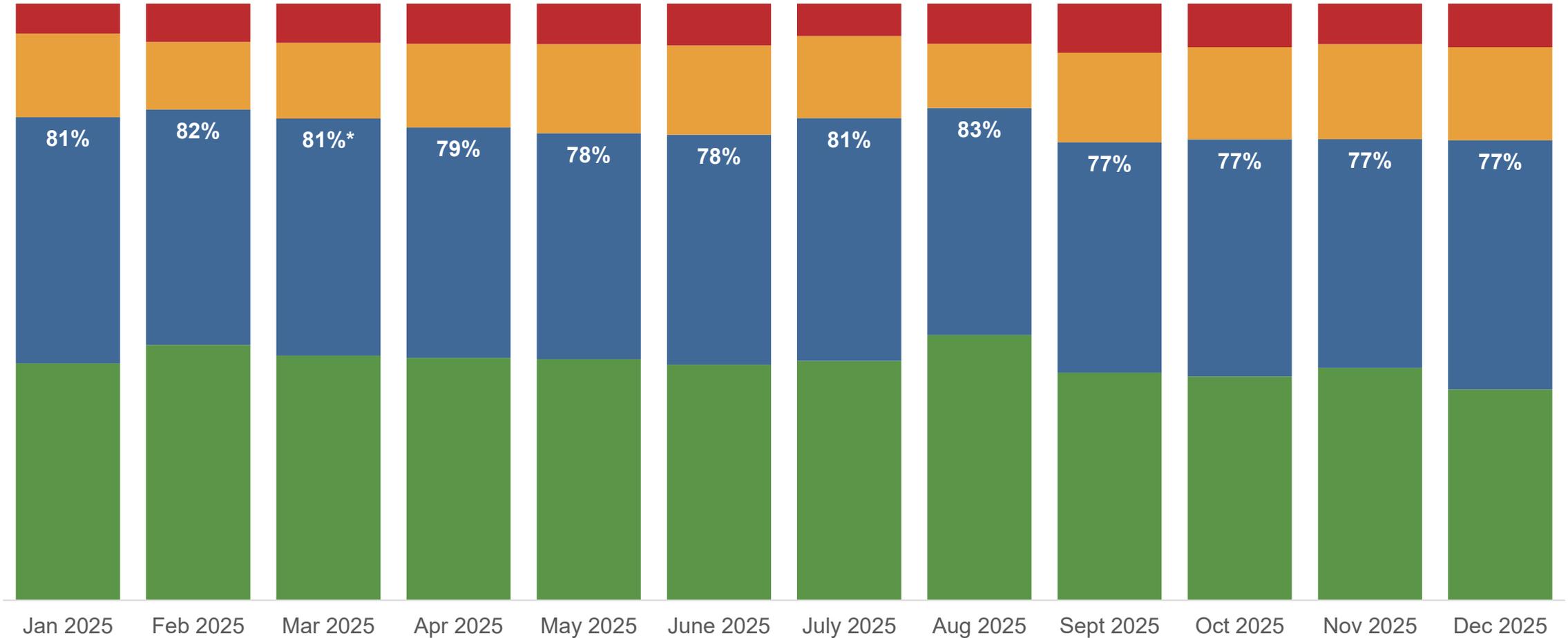Base: Customers who use the bus at least once in the last 6 months
Excludes 'Not Sure' responses.
▲/▼ indicates a significant percentage point increase/decrease at a 90% confidence interval since Spring 2025
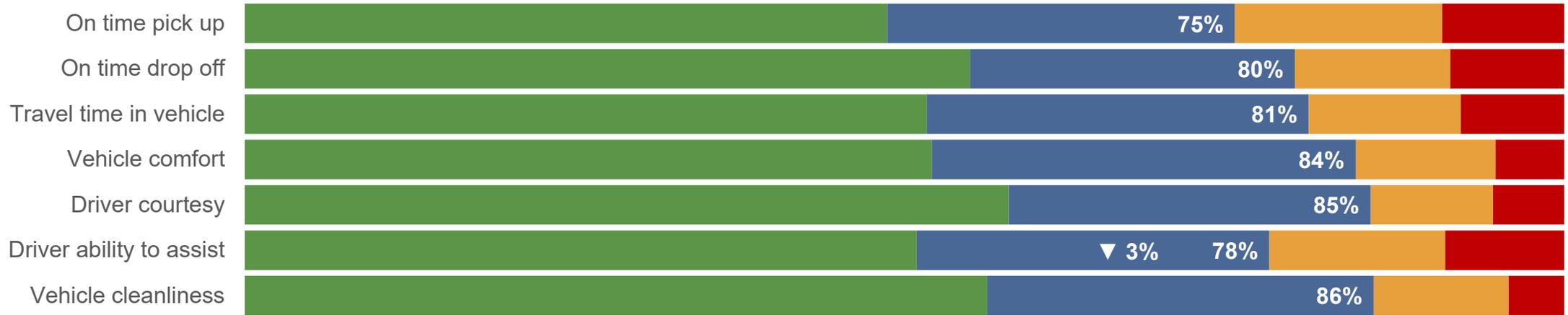
Overall AAR Satisfaction

Question(s): During the past month, how satisfied were you with your overall AAR experience?
Base: Customers who have used AAR at least once in the past month.
Percentage shown is total satisfied (rated 6-10)
*March 2025 - new weighting scheme applied (gender + age).

Last Trip: Key Attributes

Service Attributes

Attribute	Total Satisfied
On time pick up	75%
On time drop off	80%
Travel time in vehicle	81%
Vehicle comfort	84%
Driver courtesy	85%
Driver ability to assist	▼ 3% 78%
Vehicle cleanliness	86%

Booking/Reservation Attributes

Attribute	Total Satisfied
Reservation staff helpfulness	91%
Phone reservation system	88%
MY AAR app	92%

Legend: ■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

Question(s): Thinking about your most recent trip, how satisfied were you with each of the following?
Base: Customers who have used AAR at least once in the past month. Booking/Reservation attributes are only shown to those who used them.
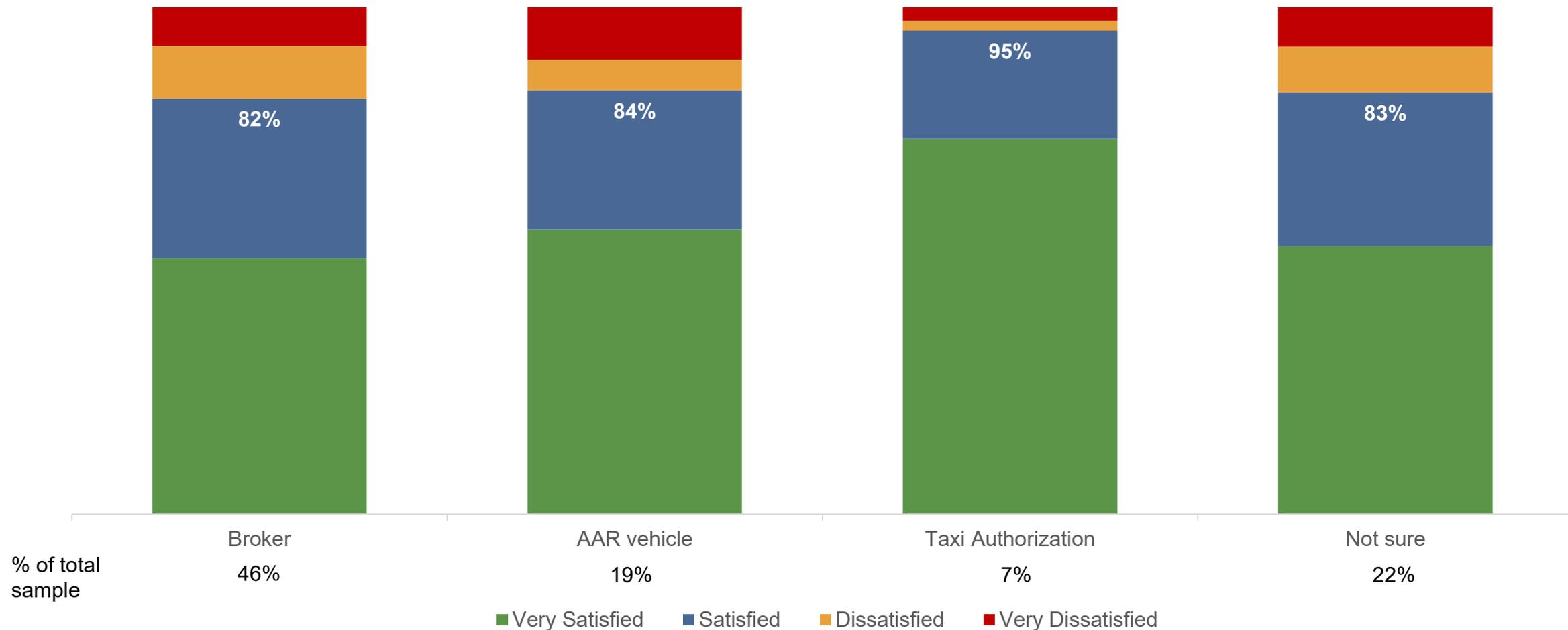Percentage shown is total satisfied (rated 6-10)
▲/▼ indicate a significant percentage point increase/decrease at a 90% confidence interval since November.
Attributes are listed in order of customer importance (based on October 2025 survey).

Last Trip: Satisfaction by Provider

	Broker	AAR vehicle	Taxi Authorization	Not sure
	82%	84%	95%	83%

% of total sample

Broker	AAR vehicle	Taxi Authorization	Not sure
46%	19%	7%	22%

Legend: ■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

Question(s): Thinking about your most recent trip, how satisfied were you with each of the following? (Overall trip satisfaction)
Who was the provider for this trip?
Base: Customers who have used AAR at least once in the past month.
Percentage shown is total satisfied (rated 6-10)