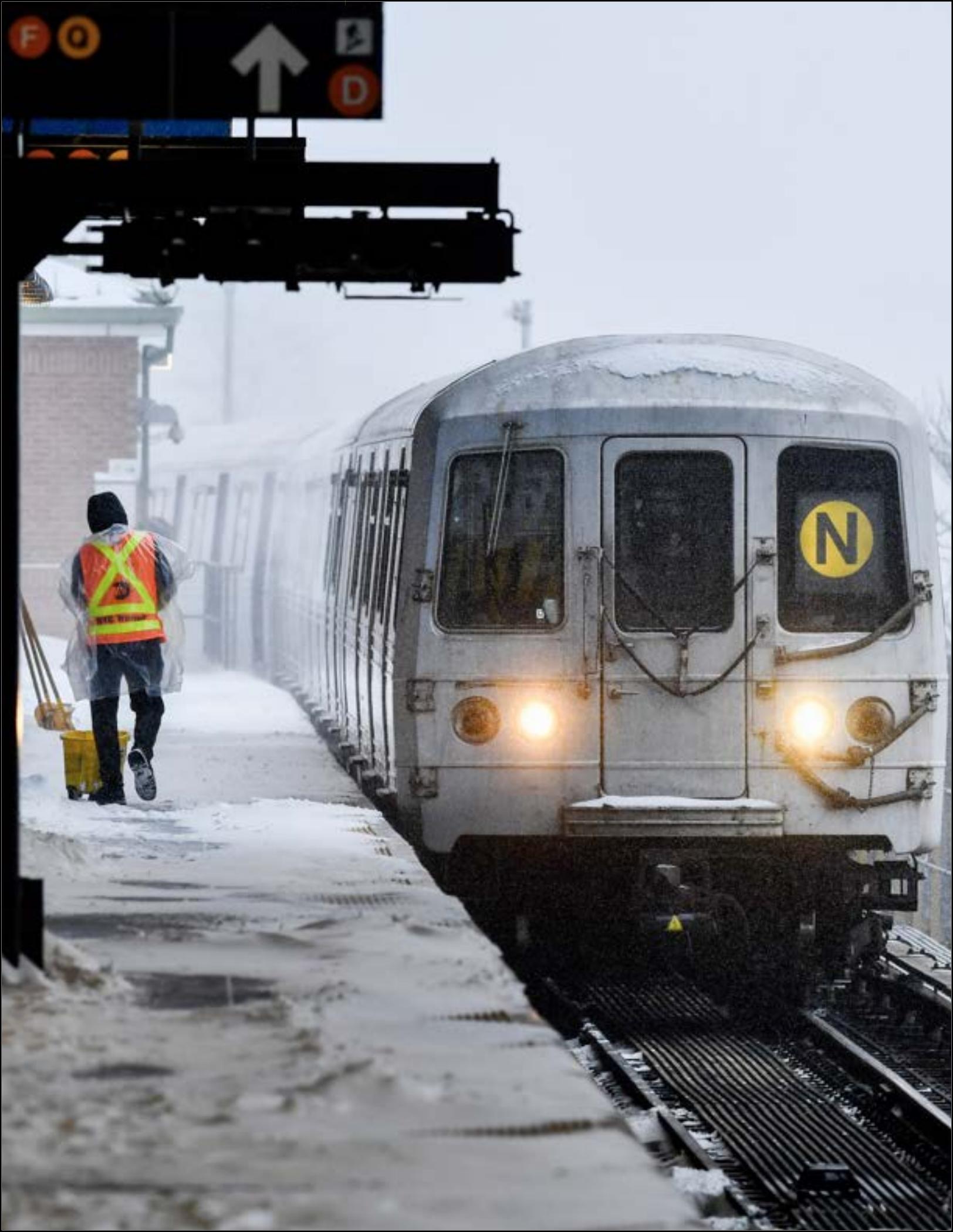




NEW YORK CITY TRANSIT KEY PERFORMANCE METRICS

February 2026



**This performance metrics document was prepared for the
New York City Transit & Bus Committee meeting.**

2 Broadway • New York, NY 10004

February 23rd, 2026

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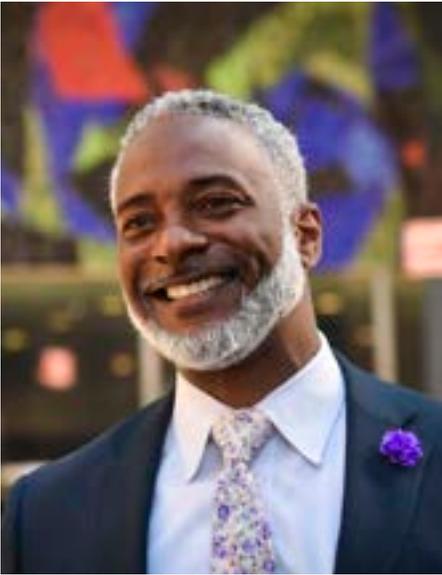
Visit new.mta.info/transparency/board-and-committee-meetings/ or scan the QR code for Board action staff summaries, administrative items, and information items.



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

This past month brought both milestone moments and challenges that only Mother Nature could foresee. But through it all, I'm proud of the dedication and hard work of the thousands of New York City Transit employees who continued to show up and deliver for New York. This was a tough month for the entire city – extreme cold made life difficult for us all. Transit's operations were not immune to this reality. But a deep freeze did not stop Transit from continuing to deliver for the six million New Yorkers who rely on us every day.

First, I'd like to acknowledge the incredible work the team did not only to recover from the big snowstorm that occurred on January 26, but also to keep the system running despite a historic cold snap in New York City. The last time the city had experienced such a long stretch of below-freezing temperatures was over 50 years ago. New York City Transit is not immune to the same challenges a homeowner or car owner experiences in these conditions. Except we don't call for help – we are the help. Take, for example, a restaurant whose water goes out because of a frozen pipe. That restaurant owner can't open until the plumber fixes the pipe. At Transit, the pipes may freeze, but we absolutely cannot suspend operations until they are fixed. The Subways team responded to over 200 incidents of frozen pipes. Don't forget these are the same folks who are responsible for routine snow removal tasks like clearing facilities and yards. This is in addition to the incidents that happen off Transit property, like water main breaks, that can still have an impact on Transit operations. The water that pools into the system creates icy conditions in our tunnels and tracks, requiring immediate response to keep trains moving.

Preparing all 472 stations for snow and ice conditions requires 12–16 hours, and we have a goal to clear them within 24 hours of a snowstorm. I'm proud of the team for accomplishing that for this most recent storm. In February, prolonged subfreezing temperatures prevented melting, creating significant challenges to maintaining safe conditions.

On the Buses side, the team had to ensure that winter-grade fuels with cold-flow improvers were in use and that winter-grade washer fluid was swapped in. They enhanced supervision to provide rapid response to cold-related mechanical challenges like heat- and airflow-related issues. Careful attention was paid to heating onboard buses to ensure the safety of both operators and customers.

MESSAGE FROM THE PRESIDENT

Both Buses and Paratransit were not immune to the same road conditions all New Yorkers faced at the beginning of the month. A foot of snow piled to the side of the road means narrower streets and bus stops. This also causes unique challenges for Paratransit, as riders often need the use of lift equipment and call services to specific addresses where snow removal conditions vary. To mitigate the impacts, the Paratransit team adjusted our schedules to allow more time for trips and placed additional floater vehicles on the road to accommodate late trips, to the extent possible with record-high demand. To address as many conditions as possible, the Paratransit team reviewed every AAR bus stop after and reported conditions to our City partners for clearance. We also shared any reports from customers of problematic loading locations so they could be further cleared. All of this is to say, the team worked hard, fought back against these challenges, and preserved service for New Yorkers, even in incredibly difficult situations.

Looking back to 2025, we've celebrated many achievements last year, but I'd like to put a special spotlight on Staten Island Railway. At New York City Transit, we care deeply about Staten Islanders and the service we are providing them. I'm thrilled to share that SIR had a stellar 2025. You've heard how Transit broke record after record last year, and SIR certainly played a part in that. Weekday on-time performance for 2025 was 96.9%, the highest it has ever been since we started rigorously tracking data in 2007 when factoring out the pandemic era. Mean Distance Between Failures (MDBF), the metric we use to report how frequently car-related problems like door failures and loss of power cause delays, was 140,957 miles, the highest it has been since 2018. Don't forget that in September of 2025 we celebrated having all 75 modern R211 cars in service on Staten Island. State-of-the-art cars not only make rides more comfortable for customers — you can see they deliver real, tangible service improvements as well. The team did all this while keeping costs down. Total expenses were 5.1% lower than anticipated. That's a real feat. Congratulations to the Staten Island team.

Everyone should now know that we've ended the sale of MetroCards. But that doesn't mean the money riders may have on old MetroCards is defunct. It's not too late to transfer those funds over to the Tap-and-Ride system. And this winter, we opened more customer service centers to make it even easier for New Yorkers to start tapping. As promised, we now have 30 customer service centers (CSCs) open

MESSAGE FROM THE PRESIDENT

for business throughout the transit system. Since the start of the new year, over 45,000 transactions have been made at our CSCs. \$543,000 has been transferred from MetroCards over to OMNY. Over 8,300 seniors have come to CSCs to enroll in the Reduced-Fare program. We also have self-service kiosks at every CSC that riders can use to enroll in the Fair Fares program. This is a great program that those who qualify should avail themselves of. These kiosks make it even easier to do so. CSCs are an incredible resource for riders, whether it be questions on Tap-and-Ride, reduced fares, or help navigating the system - trained, knowledgeable station agents are ready to help. The Customer Service team, led by Chief Customer Officer Shanifah Riera, has designed easy-to-understand graphics posted throughout the system to help direct riders to the CSC most convenient for them. Customers can also find a full list of the stations on mta.info.

This month we hit an exciting milestone for New York's bus riders. There are now 56 ACE-enabled routes throughout the city. More than 1,600 buses are now ACE-equipped, covering 560 miles of routes and benefiting over one million customers on an average weekday. You heard that right, over one million daily weekday riders. One million riders have clearer, safer bus stops, who've saved some time riding along bus lanes clear of traffic and streets clear of double-parked cars. Bus routes equipped with automated enforcement have, on average, increased speeds by 5%, with some corridors seeing gains as high as 30%. There's been a 40% reduction in bus stops being blocked by vehicles on ACE routes. These routes have also experienced a 20% reduction in collisions and a 5% to 10% estimated reduction in emissions. These bus routes can be game changers for these neighborhoods — real-time savings when we get them running safely, efficiently, and reliably. ACE does just that. It's wonderful to have an engaged City Hall that's also enthusiastic when it comes to speeding up our buses. I look forward to continuing to work together to do so.

As we head toward spring, I'm looking forward to warmer weather and even more accomplishments from the New York City Transit team that I can be proud of. There's always more to come.



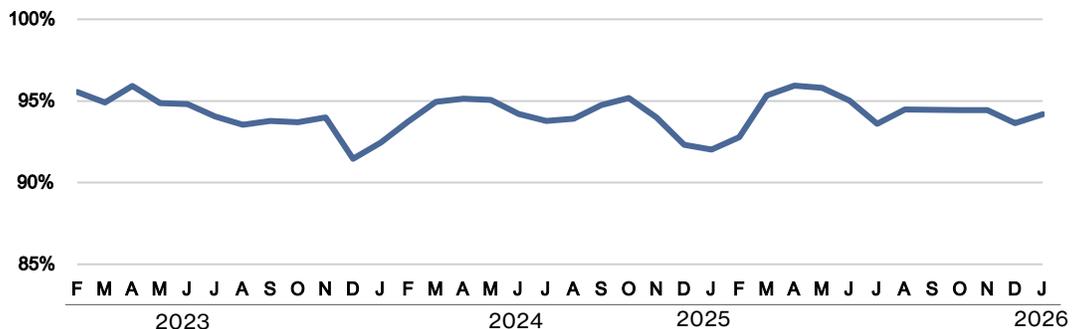


Bowling Green Subway Station 4 5

SERVICE PERFORMANCE

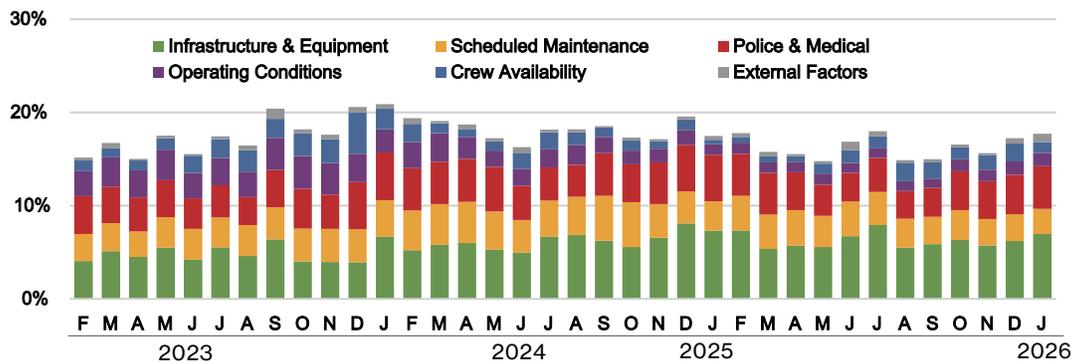
Subway Service Delivered

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

Overall subway January On-Time Performance (OTP) was 82.3%¹. Weekend OTP reached 87.6%, the strongest result in the past six months. Before the late-month storm, January weekday OTP reached 84.1%, outperforming both December 2025 and the previous January. These gains were driven by fewer crew availability-related delays and stronger incident response.

January’s late-month record breaking snowstorm challenged our ability to deliver at the high levels of performance achieved recently, particularly across the system’s nearly 220 miles of outdoor track. Following the storm, January weekday OTP declined significantly as crews addressed snow- and cold-related impacts to yards, switches, signals, and exposed infrastructure. Despite these challenges, NYCT was the only major transit agency in the Northeast region to maintain service throughout the storm: On Sunday, January 25, we delivered nearly one million rides across the entire system, on approximately 4,400 train trips. Regular weekday service was restored for the Monday morning rush, and performance improved steadily in the last week of January as operations normalized.

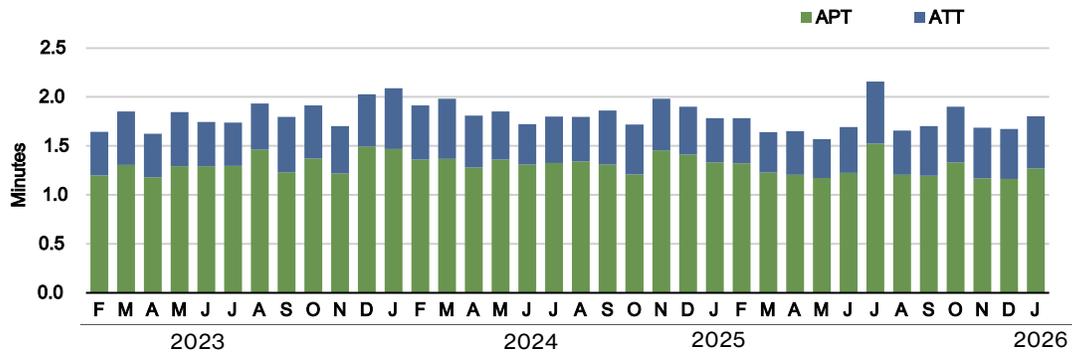
¹Official metrics exclude OTP on Sunday, January 25 and Monday, January 26 due to the severe winter storm disruptions.



SERVICE PERFORMANCE

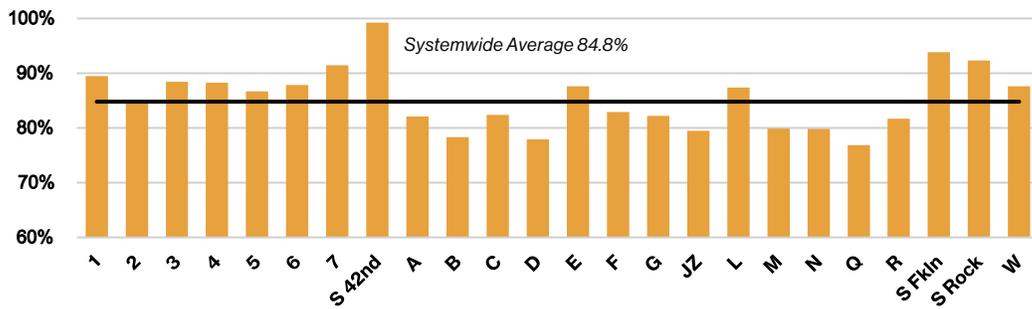
Subway Additional Platform Time + Additional Train Time

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

January’s snowstorm tested the system under prolonged snow and subfreezing temperatures. We began preparation in advance of the first snowfall, deploying six de-icer trains and more than 10,000 employees to protect infrastructure and sustain service. Crews cleared stations and yards, strategically staged equipment, and operated additional overnight service in vulnerable segments. Subways personnel responded to 98 calls for broken or frozen pipes during the storm, and 210 calls during the two-week sub-freezing period that followed. Maintaining continuous operations and restoring near-normal service underscores our strengthened coordination and preparedness.

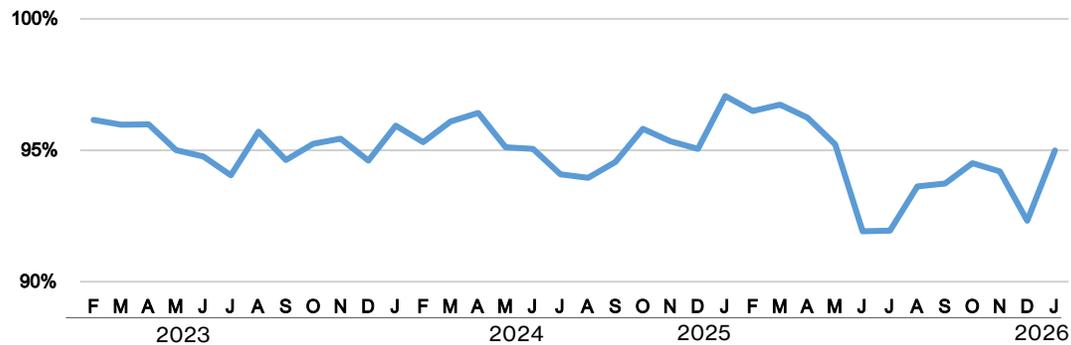
Our work doesn’t stop here: As is the case after every significant event, comprehensive after-action analyses are underway at NYCT to assess storm response and recovery across departments, including cold-weather operations, signal protections, and equipment availability. These efforts - along with ongoing schedule refinements, accelerated hiring, and fleet modernization - will build on our recent reliability gains and further increase our resilience to future severe weather events.



SERVICE PERFORMANCE

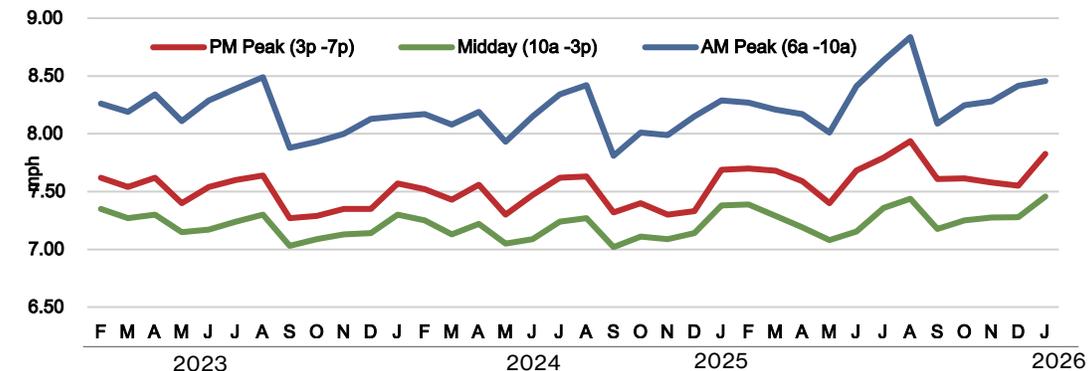
Bus Service Delivered

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

Winter Storm Fern brought heavy snow and extreme cold to New York City in late January 2026, severely disrupting normal bus operations. Up to 12 inches of snow and prolonged frigid temperatures created hazardous roads, reduced lane access, and widespread detours. Buses provided as much service as possible throughout the storm, with all routes—including Limited and Select Bus Service—making local stops to ensure customers who relied on us could reach their destinations in such challenging weather conditions. These combined challenges limited our ability to deliver regular service. As a result, delays from January 26 to January 30, 2026, during and after Winter Storm Fern are excluded from service reporting.

With these exclusions, Service Delivered reached 95.1%, up 0.6 percentage points year-over-year and 2.8 percentage points month-over-month. Customer Journey Time Performance was 72.1%, on par with last year and up 5.2 percentage points from the previous month. Bus speeds increased to 8.4 mph, consistent with last year and up 2.4 percent from the prior month.

Buses OTP reporting reflects weekday services; official metrics exclude January 25 and January 26 due to the severe winter storm disruptions.

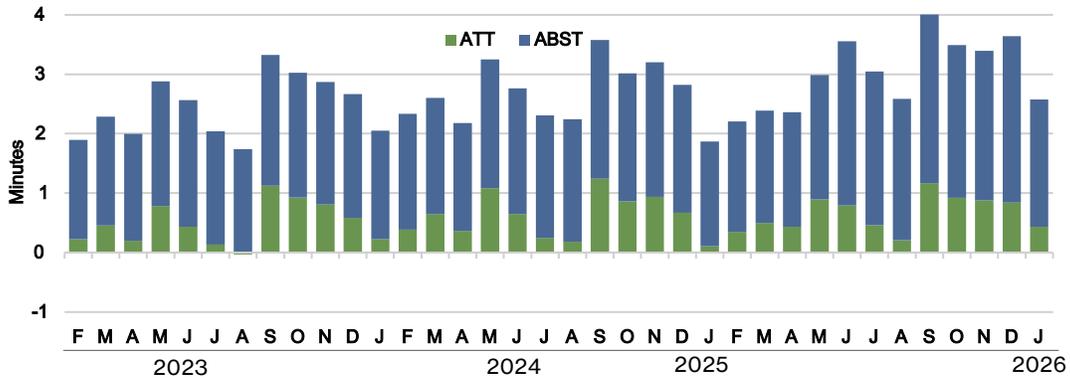


SERVICE PERFORMANCE

Additional Bus Stop Time + Additional Travel Time

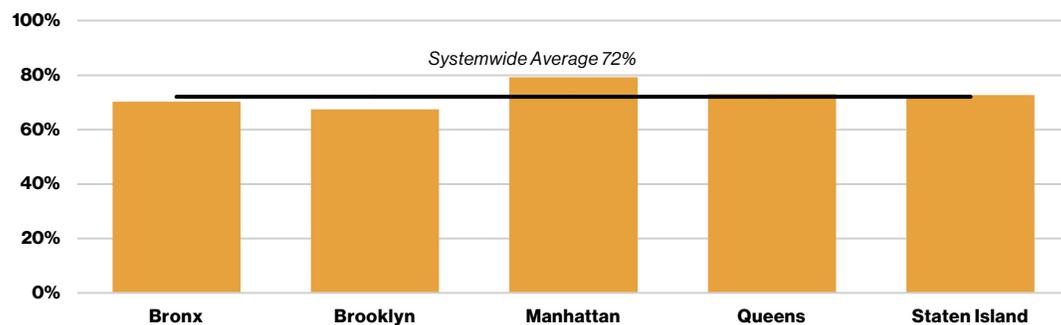
ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time

ATT: The average time customers spend onboard a bus beyond their scheduled travel time



Bus Customer Journey Time Performance

The share of customer trips with a total travel time within 5 minutes of the scheduled time



Moving Forward

In 2026, Buses is focused on delivering a safe, reliable, customer-centered service through several key priorities. We are reimagining service management by centralizing operations at the Bus Command Center and using enhanced data tools and more proactive oversight to keep service aligned with real-time conditions. We will continue improving performance by strengthening service reliability, improving availability, advancing bus priority initiatives, including the Automated Camera Enforcement (ACE) rollout, and working closely with NYC DOT on expanding bus priority.

Safety remains our top priority, and we will ensure employee and customer safety by reinforcing safe operating practices, expanding operator fully enclosed compartments, and supporting operators with the tools and training they need. We are also boosting maintenance productivity by streamlining workflows and improving fleet availability.

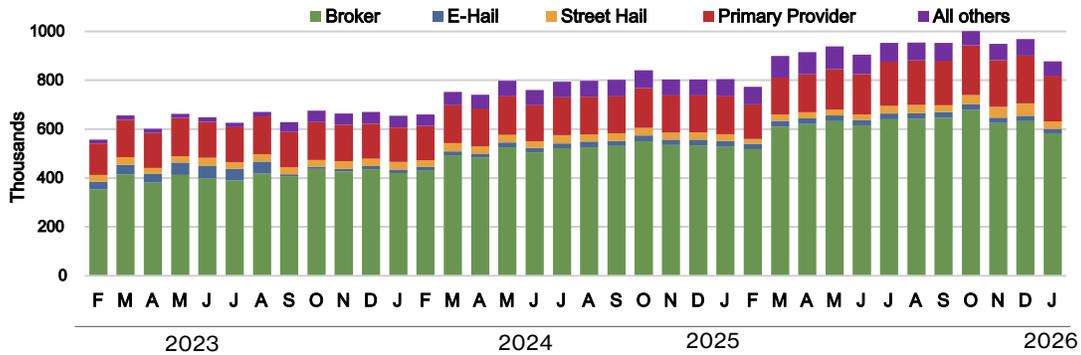
Above all, we are strengthening our focus on customer service, making sure riders receive timely information, clear communication, and reliable experience. Together, this position us to deliver a safer, more efficient, and more responsive bus system in 2026.



SERVICE PERFORMANCE

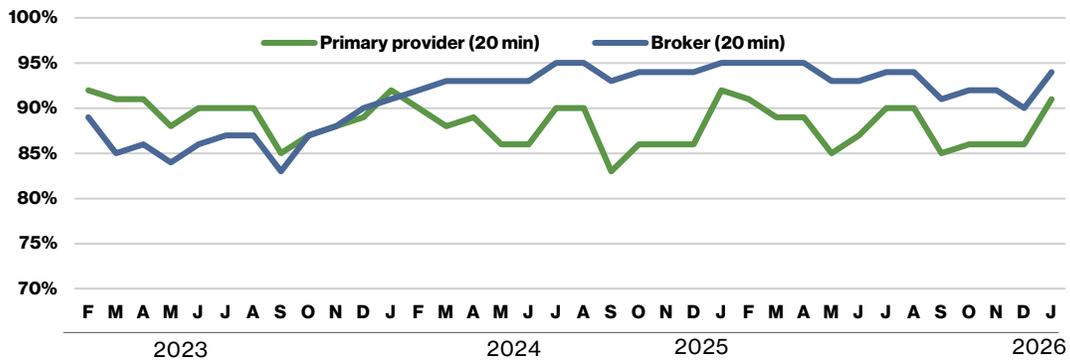
Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service



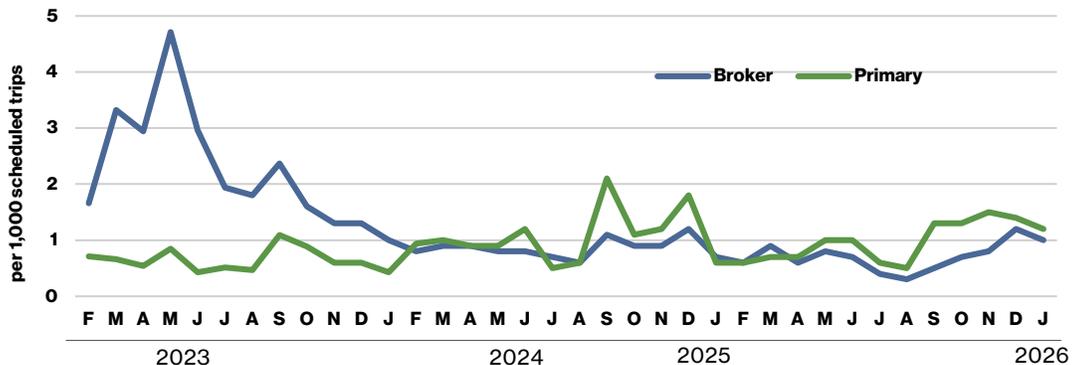
Paratransit On-Time Performance

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

2026 began on a strong note, with service improvements across multiple areas in January. Despite the historic snowstorm and the operational challenges caused by severe street conditions, January performance remained strong. Total ridership exceeded 1.2 million this month, an increase of nearly 8% when compared to January 2025. Total trips surpassed 878,000, reflecting year-over-year growth of more than 9%. Despite the late-month disruption, January's results underscore continued growth and resilience in paratransit service delivery.

On-time performance was adversely impacted following the end-of-month storm, but January performance remained strong overall. For the pre-storm period, our primary carrier service completed over 96% of pickups within the 30-minute window from the promise time, representing an improvement of more than 3% when compared to December 2025 and remaining flat year-over-year. Our broker service achieved nearly 98% within the 30-minute window from the promise time, marking a 1.7% increase from December 2025 and also remaining unchanged when compared to January 2025.

On primary carrier service, the no-show rate decreased by 0.2 per 1,000 trips in January 2026 when compared to December 2025, even with our record ridership, and remained well below our goal of 3.0. For broker service, the result for January 2026 decreased by 0.2 per 1,000 scheduled trips when compared to December 2025, also better than our goal of 3.0, and an increase of only 0.3 per 1,000 trips when compared to the same month last year.

In January 2026, 96% of all calls were answered, which is a 3% increase when compared to December 2025 and above the 95% goal. The average speed of answer was 47 seconds, well below our goal of 60 seconds and reflecting the call center's efficiency.

Moving Forward

This year, we look forward to implementing several initiatives aimed at improving the overall customer experience while working every day to continue to meet the needs of our customers and deliver safe and reliable service. Based on our daily customer feedback and monthly Pulse surveys, we continue to work to address the issues most important to our customers, including further increasing on-time performance on both pickups and appointment times, keeping provider no-shows at nearly zero levels, and improving customer/driver communication. This year, we will continue our efforts to educate customers on using the MY AAR app, website, and OMNY tools.

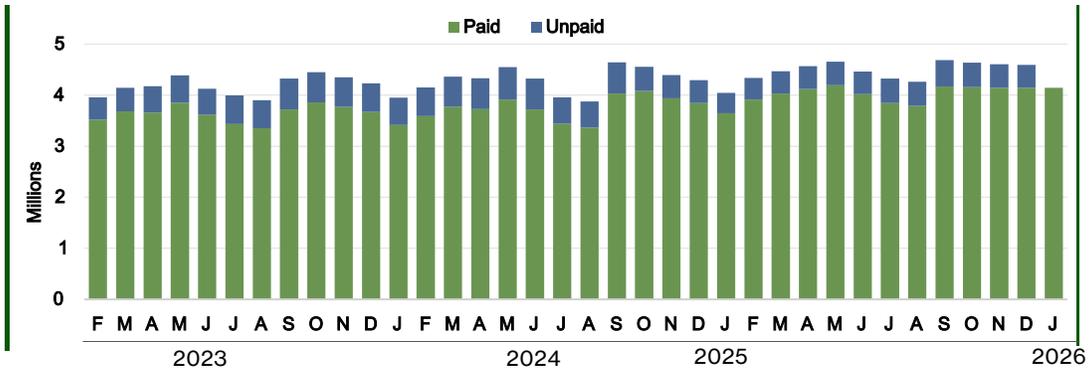
Paratransit OTP reporting reflects all seven days of service official metrics exclude January 25 through January 31 due to the severe winter storm disruptions.

RIDERSHIP

Subway Ridership

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

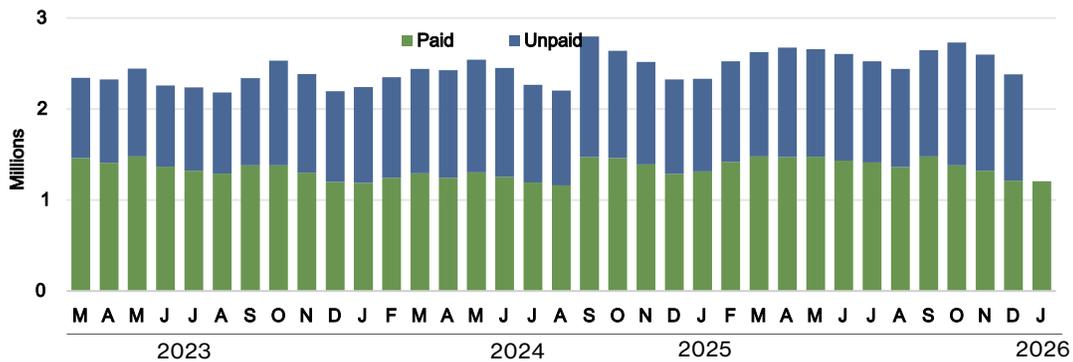
Unpaid data for January 2026 not yet available



Bus Ridership

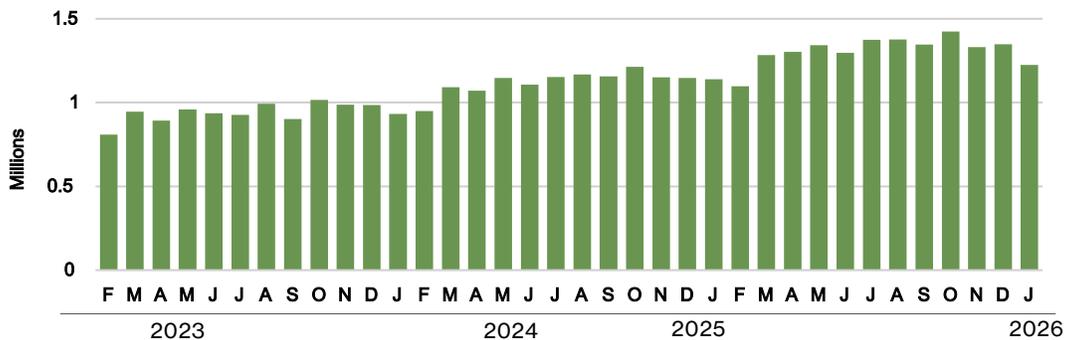
Unpaid data for January 2026 not yet available

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

Winter months typically see both lower ridership volumes and more variable numbers due to weather events, which can make drawing conclusions about longer-term trends more challenging. This January will be especially challenging because “Winter Storm Fern,” the major snowstorm that hit New York City on January 25th and January 26th, along with the long period of unusually cold temperatures that followed, had a noticeable impact on monthly totals across all modes.

Even with the storm and its aftermath, paid weekday subway ridership was still up 3.3% over 2025, to 3.76 million. However, given the timing of the storm, which had its largest ridership impact on a Sunday and a Monday, ridership on core midweek school-open days was less affected and showed more robust growth of 6.6% YOY. Moreover, this midweek average, compared to comparable pre-pandemic days in January 2020, essentially held steady at 74.9%, just barely off the new high of 75.1% vs. pre-pandemic levels observed in December. Considering discretionary trips have recovered faster than work trips, and with fewer discretionary trips in January than in December due to holiday shopping and tourist activity, that figure is encouraging and points to the potential for further gains in the spring.

Naturally, weekend ridership was greatly affected by the weather, with Saturdays basically flat (+0.7%) vs. 2025 and Sundays down 5.2% due to the storm. If that weekend is excluded, YOY weekend growth would have been a positive 5.9%.

On bus, paid weekday ridership came in at 1.21 million, down 8.1% from January 2025, with midweek school-open days down 4.1%. Estimated combined paid and unpaid bus ridership was 2.32 million for all weekdays, down 3.1% YOY. But again, midweek days saw stronger numbers at 2.50 million, representing a modest improvement in total ridership, 1.6% higher than in January 2025.

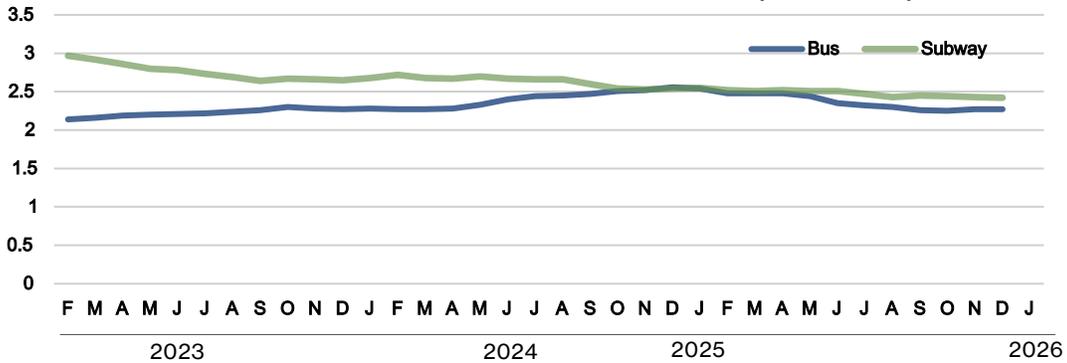
Paratransit ridership followed typical seasonal patterns, with January 2026 recording 1,224,812 riders—a 9.2% drop from December 2025, largely due to the late-month storm. Despite this, ridership grew 7.6% year-over-year, continuing the post-pandemic recovery trend. Average weekday ridership rose 10.9% YOY, while weekend ridership dipped slightly, driven by severe weather. The January 24–25 weekend with approximately 15,000 riders, saw less than 60% of the usual weekend average, yet overall weekend ridership was only 0.5% below January 2025, signaling strong underlying growth.

SAFETY AND SECURITY

Customer Accident Rate

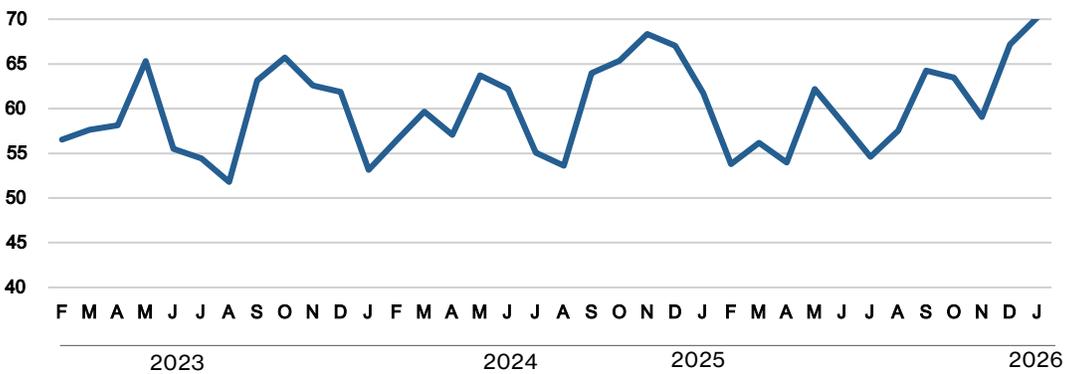
The number of reportable subway and bus customer accidents per million customers (12-month rolling average)

January 2026 data not yet available



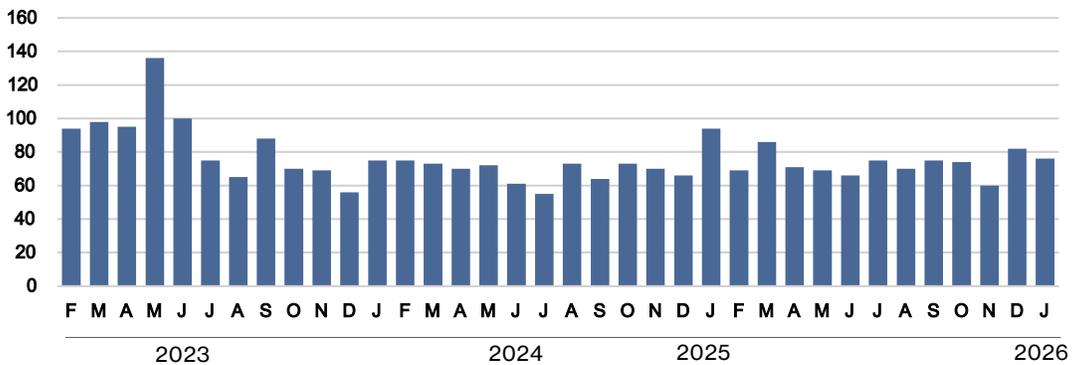
Bus Collision Rate

The number of bus collisions per million miles



Subway Fires

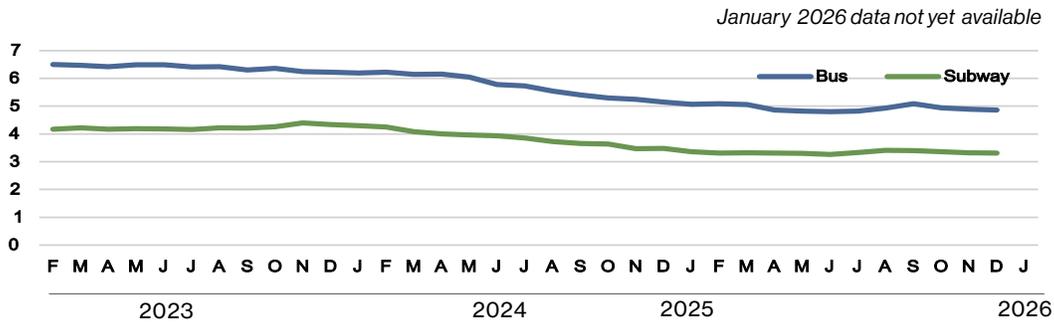
Total number of fires in the subway, including right-of-way, in stations and on trains



SAFETY AND SECURITY

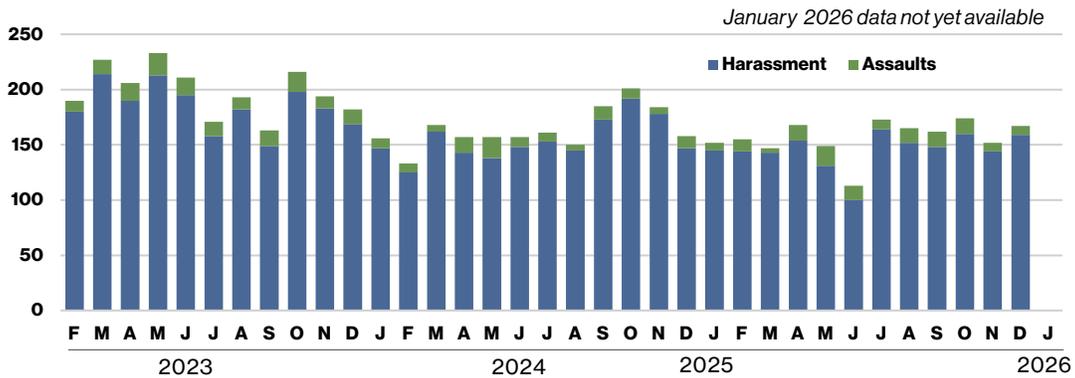
Employee Lost Time Accident Rate

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



Assaults and Harassments Against NYCT Employees

Note: January 2026 data not yet available. Assault, under NYS penal law, requires physical injury. Harassment involves actions that annoy or alarm with no resulting physical injury



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 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 -2.1% reduction in LTA Rates compared to the previous period.
- Buses alone saw a -5.7% decrease in LTA Rates.
- Subways LTA Rate decreased between periods (-5.1%).

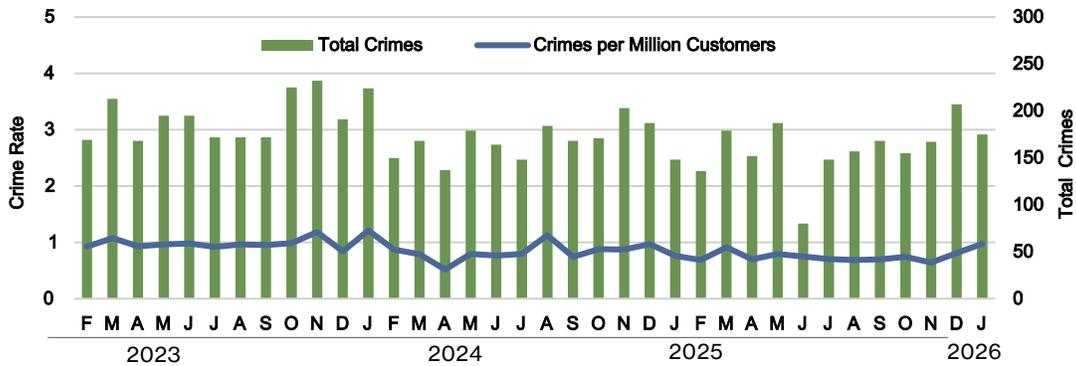
On a 12-month rolling basis, Subway Fires increased (846 --> 873, +3.2%) when comparing periods ending January 2026 and January 2025.



SAFETY AND SECURITY

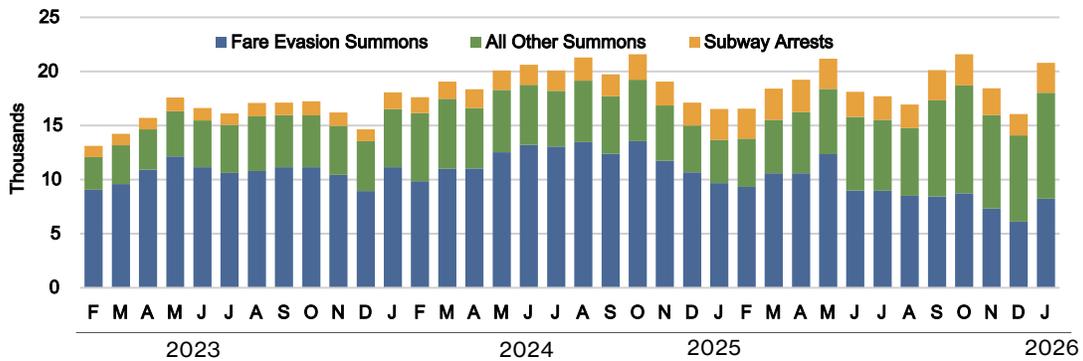
Major Crimes Against Subway Customers

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



NYPD Summonses & Arrests

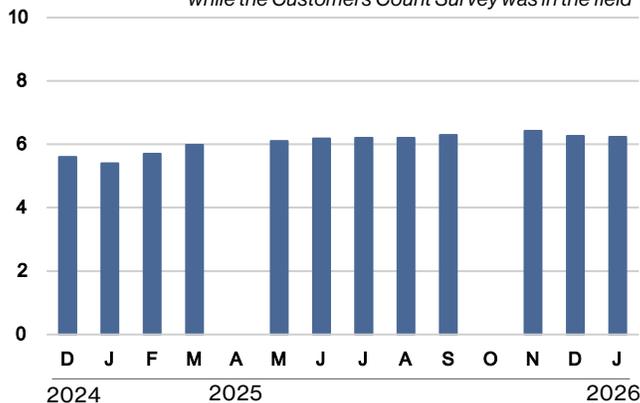
The number of summonses issued for fare evasion (TABS + criminal); number of summons issued for other infractions; and number of arrests made by NYPD



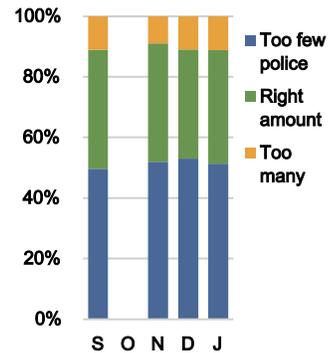
Perception of Safety and Police Presence

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 January 2026, Major Felony Crime was down 16% v. December 2025. Crimes were up 6% versus January 2025. Even though we are up slightly v. 2025, January 2026 was the 5th lowest recorded start to the year for felony crimes in transit in the past 20 years. Our collaborative efforts to combat crime patterns within our transit system has continued to show effect year over year. We, at the MTA, will continue to work with our law enforcement partners on quality-of-life and crime control initiatives and hope to see this downtrend continue throughout 2026.

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 compared to pre-covid levels, and we are encouraged by their commitment to ensure order and safety are maintained within the transit system. 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

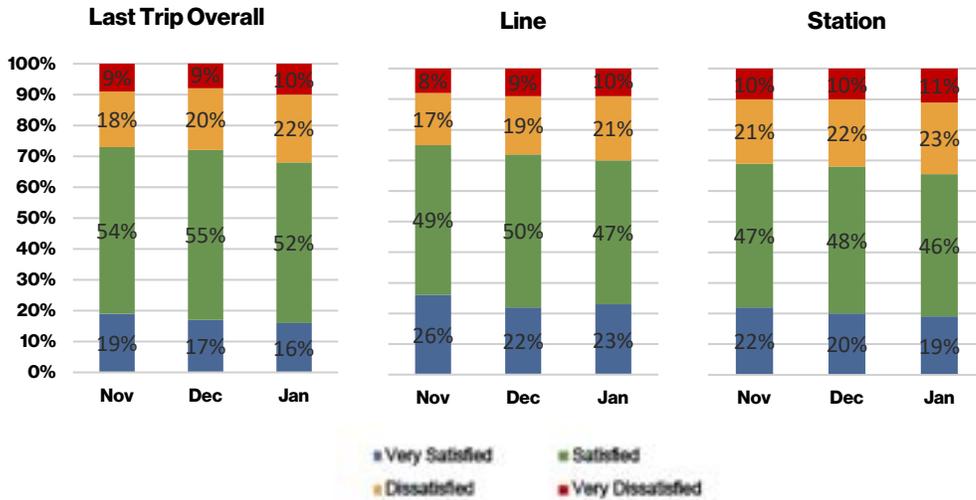
The long-term effects of our initiatives show our proactive crime, security, and safety programs are working as designed and are leading to declines in crime trends. Our customers are noticing a change in the culture within the subway system, as reflected in improving safety scores in the Pulse and Biannual 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 continues to be dynamic issues, and they remain a top priority for the MTA. We will continue to press ahead and ensure all safety milestones are being met.

CUSTOMER SATISFACTION

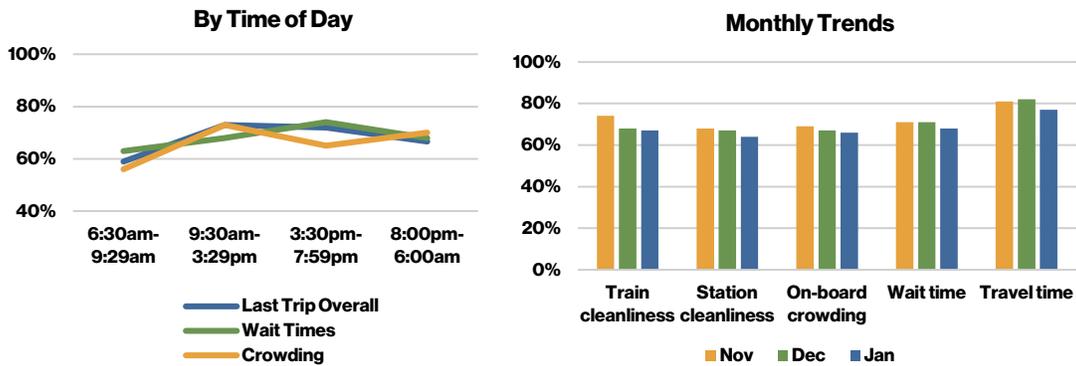
Monthly Pulse Survey Results - Subways

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

How satisfied are you with your last trip?

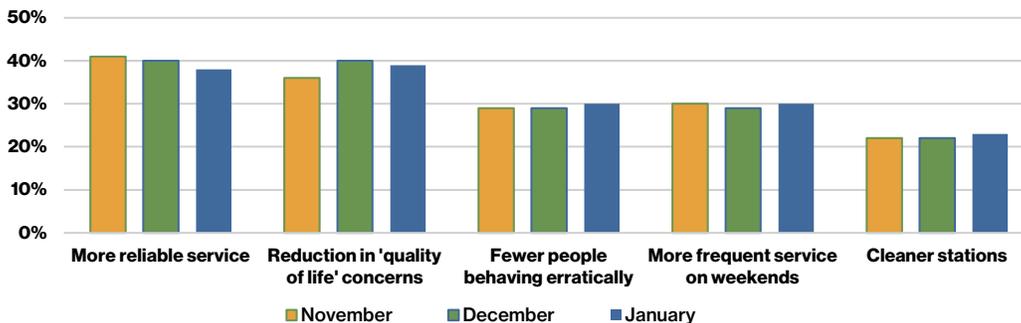


How satisfied were you with each of the following on your last trip?



What needs to improve to increase your satisfaction?

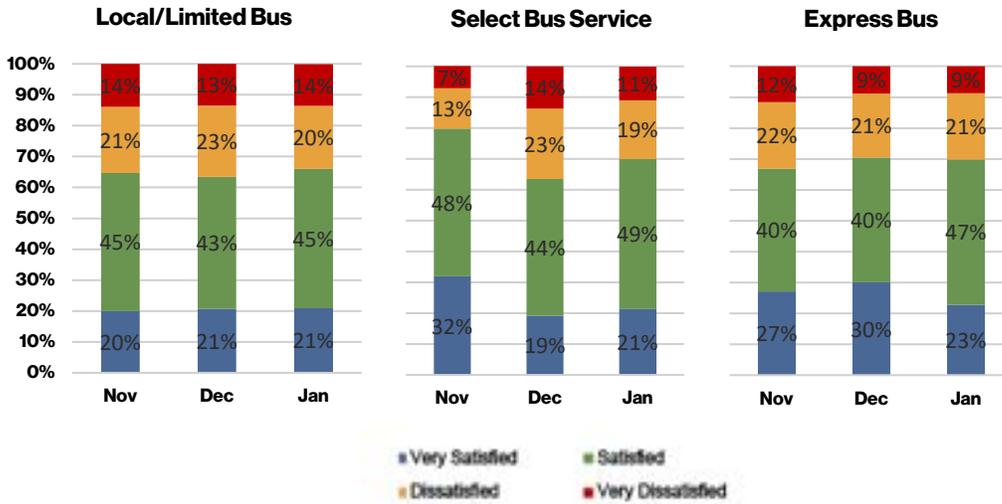
Percentage of respondents choosing each attribute (up to 3 allowed)



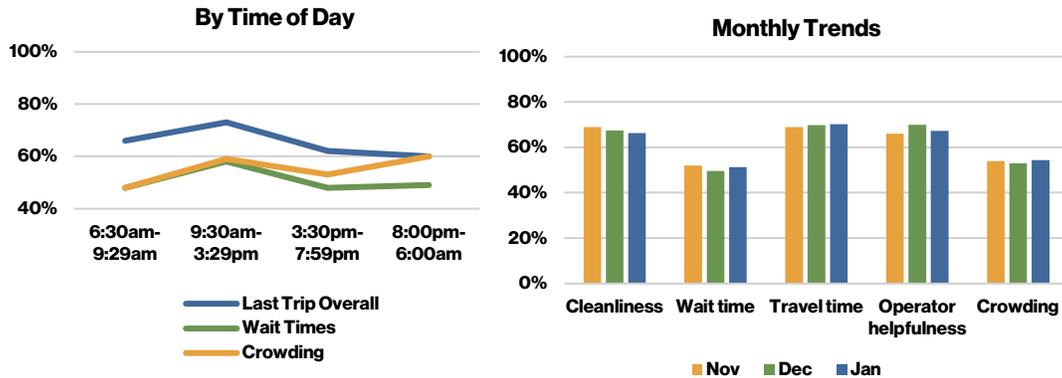
CUSTOMER SATISFACTION

Monthly Pulse Survey Results - Bus

How satisfied are you with your last trip?

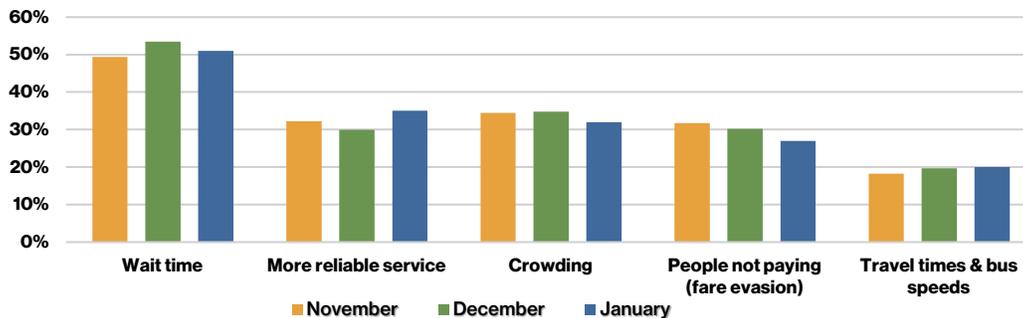


How satisfied were you with each of the following on your last trip?



What needs to improve to increase your satisfaction?

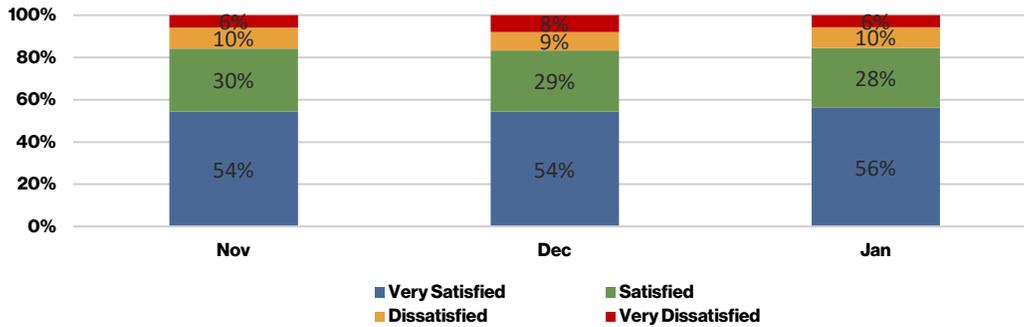
Percentage of respondents choosing each attribute (up to 3 allowed)



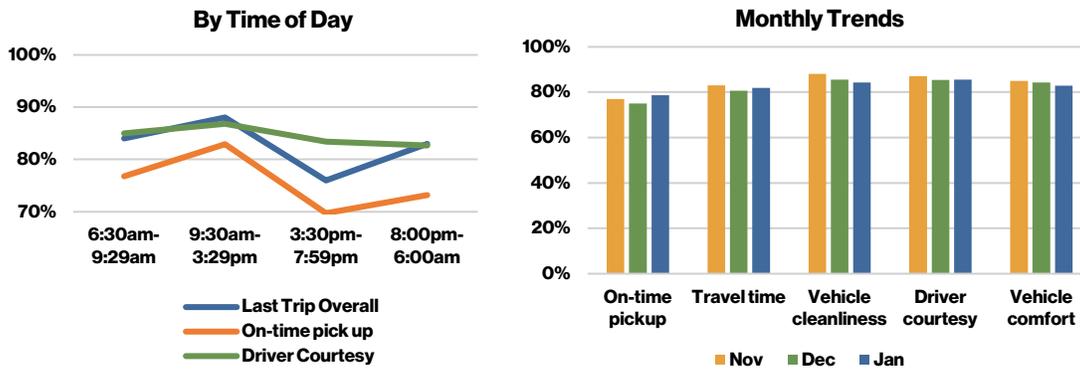
CUSTOMER SATISFACTION

Monthly Pulse Survey Results - Paratransit

How satisfied are you with your last trip?

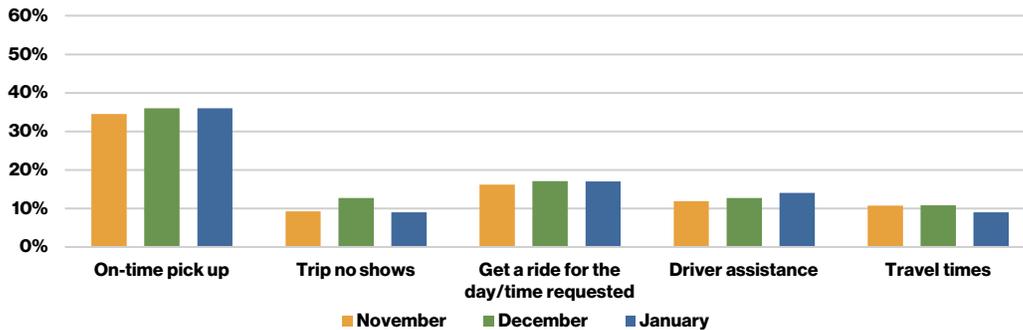


How satisfied were you with each of the following on your last trip?



What needs to improve to increase your satisfaction?

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



CUSTOMER SATISFACTION

Data Review

In January, 68% of subway customers were satisfied with their last subway trip. This is a slight drop from 71% in December, but still higher than the low of 52% in January 2025. Overall, last trip line satisfaction is 70%, down from 72% in December, but significantly higher than January 2025 (62%). Overall station satisfaction (66%) is on par with December. Overall, 68% of subway customers feel safe in the subway system, unchanged from December but up from a year ago (55%). For their most recent trip, 74% felt safe in stations and 73% felt safe on trains. These numbers are steady compared to December, but both are up from last year, when 65% felt safe in stations and on trains. “Reduction in quality-of-life concerns” (39%) remains the most cited factor that customers say would improve their satisfaction, followed by “More reliable service” (38%), unchanged since December.

In January, 67% of bus customers were satisfied with their last trip, up 3 points from December. The snowstorm on Sunday, January 25, affected satisfaction; responses collected after the storm (Jan 26–30) were significantly lower than before the storm (70% pre-storm, 61% post-storm). Local/Ltd satisfaction is 66%, SBS is 70%, and Express bus is 70%, all consistent with December. Combining Local/Ltd/SBS last trip satisfaction is 67%, up from 63% in December. Last trip satisfaction among Bronx customers is 67%, up 8 points from December, while all other boroughs are unchanged, including Queens at 62% (61% in December).

In January, 85% of Access-A-Ride customers were satisfied with their last trip, consistent with December (83%). “On Time Pick Up” satisfaction increased 4 points to 79%, its highest level since September 2025 (78%). All other attributes were steady compared to December. Midday trips account for over half of all respondents’ trips, and satisfaction during these hours increased 4 points to 88%. Notably, “On Time Pick Up” satisfaction during the midday is 83% (up 7 points), the highest of any time of day. Among Brooklyn customers, who make up about a third of responses, satisfaction increased 4 points to 87%.

New Jamaica Bus Depot Takes Shape



One of the first steps to providing safe, reliable, and efficient bus service is ensuring Transit facilities can support Buses employees and the fleet. Queens bus service looks a lot different today than it did in 1939 and Transit's corresponding infrastructure must modernize to fit today's needs. That's why the MTA is building a new state-of-the-

art modern bus depot in Jamaica, Queens to replace the nearly 90-year-old existing one.

The new depot will eventually house nearly 300 new buses and feature modern bus washing stations, maintenance bays, and green bus infrastructure. This project will reduce greenhouse gases by 90 metric tons per bus annually, which will improve air quality and provide cleaner, quieter, and more efficient bus service throughout Southeast Queens.

Work to build the depot is well underway. Most of the structural work is now complete, following installation of a frame composed of 3,700 tons of steel, walls that include 30,000 cubic feet of stormwater detection tanks, and concrete flooring. To ensure the depot will be resilient to flooding conditions, 3,600 feet of storm drain, and fuel piping is buried underneath the structure. Not only will this protect the depot, but it'll also help prevent flooding in the surrounding neighborhood. The project design also incorporates additional sustainability components like a "green roof" to help absorb stormwater and act as insulation to reduce the depot's energy use.

Now that the basic building has been erected crews are currently installing HVAC systems, wiring, plumbing and elevators. Other crews are installing machinery that will support modern equipment. The project remains on time and on budget with the first group of buses expected to arrive at the facility this summer. The future of a modern bus fleet starts in Southeast, Queens.

CUSTOMERS AND COMMUNITIES

Broadway Junction ADA Project Tour with Senator Persaud

On Friday, January 23, the Government and Community relations team along with MTA Chair Janno Lieber toured the Broadway Junction ADA Project with State Senator Roxanne Persaud and her staff. The Senator and her team received progress updates on the ongoing ADA improvements to the Broadway Junction station complex and surrounding environment and provided feedback on community needs in the district.



Career Day at PS/MS 278

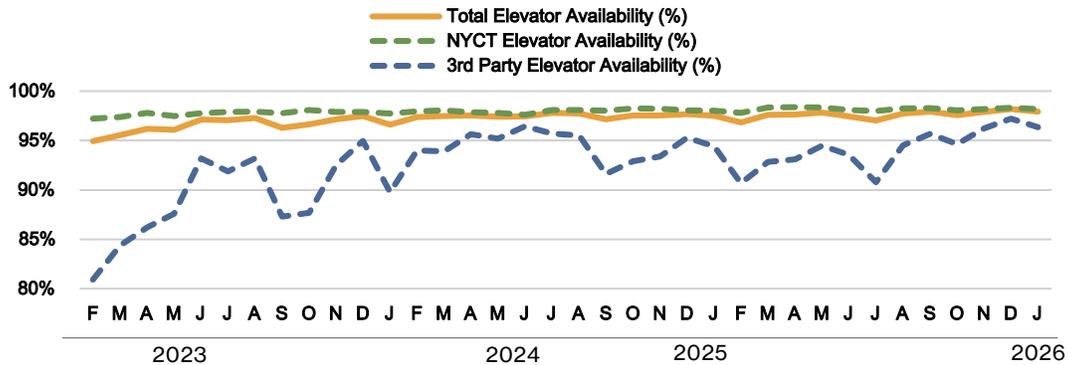
On Friday, January 30, the Government and Community Relations team joined PS/MS 278 for its annual Career Day. The event gave students an inspiring look into the world of transit and government relations work, showing how their interests and talents can lead to real-world careers—including opportunities at the MTA.



ACCESSIBILITY

Elevator Availability

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



Accessibility Update

Earlier this month, the MTA, reopened all three elevators at the 125 St **A B C D** subway station bringing improved reliability to an important transfer station in the heart of Harlem. The complete replacement and modernization of these elevators will reduce disruptions and unplanned outages, keeping MTA riders moving. Work at the station included a full replacement of the elevator cab, machine room, and all mechanical equipment to ensure the elevators can reliably serve our customers for decades to come. It also includes upgrades to the remote monitoring equipment, which allows MTA employees to respond more quickly and precisely if an elevator goes out of service.

Outreach also continues to be a priority and focus of the MTA Accessibility team. MTA Accessibility continues to engage with older adult centers, elected officials, community centers, and service providers about all of the accessibility work happening at the MTA. Over the past few months, we've engaged with thousands of customers including with Access-A-Ride workshops, demonstrations of our pilot projects, and demonstrations of the accessibility features on buses. We also continue to have a particular focus on OMNY as Reduced Fare customers continue to acclimate to tap and ride.



FINANCIAL RESULTS

2026 Operating Revenue & Expenses, January Year-to-Date

in \$ millions	New York City Transit			MTA Bus			Staten Island Rail		
	Budget	Actual	Variance	Budget	Actual	Variance	Budget	Actual	Variance
Total non-reimbursable revenues	372.4	371.8	(0.6)	17.8	14.4	(3.3)	0.5	0.5	0.0
Farebox revenues	294.9	291.9	(3.0)	16.1	13.3	(2.8)	0.3	0.3	(0.0)
Other revenues	77.5	79.8	2.4	1.7	1.2	(0.5)	0.2	0.2	0.0
Total non-reimbursable expenses	928.1	944.8	(16.6)	85.6	81.1	4.4	7.4	7.2	0.2
Labor expenses	693.4	715.9	(22.5)	65.2	62.6	2.5	5.5	5.9	(0.3)
Non-labor expenses	234.8	228.8	5.9	20.4	18.5	1.9	1.9	1.4	0.5
Non-cash liabilities	207.0	198.4	8.6	6.1	6.3	(0.2)	1.5	2.6	(1.1)
Net surplus/ (deficit) - accrued	(762.7)	(771.4)	(8.6)	(73.9)	(73.0)	0.9	(8.3)	(9.2)	(0.9)

Staffing Levels *(Full-Time Equivalents)*

	New York City Transit			MTA Bus			Staten Island Rail		
	Budget	Actual	Variance	Budget	Actual	Variance	Budget	Actual	Variance
Non-Reimbursable	45,414	43,773	1,641	4,019	4,006	13	381	397	-16
Reimbursable	4,945	3,763	1,182	38	29	9	54	9	45
Total Positions	50,359	47,536	2,823	4,057	4,035	22	435	406	29

Data Review

Farebox revenue was unfavorable to the Budget by \$3.0 million, mainly due to lower-than-projected bus paid ridership. Other Revenue was \$2.4 million unfavorable to the Budget, mainly due to lower-than-projected paratransit reimbursement and advertising revenues. Expenses were higher than the Budget by \$16.6 million. Labor expenses, including fringe benefits, were unfavorable by \$22.5 million, driven largely by the timing of health & welfare and OPEB current payments. Non-labor expenses were favorable by \$5.9 million, mainly due to favorable timing of professional service contracts, maintenance and other operating contracts, and lower paratransit service contract expense reflecting lower trip volume and timing.

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.

Advancing Staten Island Bus Service

Staten Island's bus network is a vital lifeline for thousands of commuters every day. The people of Staten Island depend on New York City Transit's buses. While the Staten Island Railway serves travel within the borough, buses, particularly NYCT's express buses, address the need for direct service to the Central Business District in Manhattan. Every weekday, 31 local and 23 express routes serve a combined 130,000 riders. Recognizing the challenges that have impacted service reliability over the last year, the MTA Department of Buses has taken decisive action to improve fleet availability, enhance maintenance operations, and upgrade facilities. This report outlines the comprehensive steps taken since mid-2025 and the ongoing initiatives designed to deliver better service for Staten Island riders. These efforts have improved Service Delivered from 83% eight months ago to nearly 96% today. In the most recent Customers Count survey, conducted from October 14 to November 2, 2025, Staten Island bus service received a 5% increase in customer satisfaction, with a majority of respondents saying they are satisfied with service in the borough. The goal of the survey is to get feedback from customers on their satisfaction levels and to identify changes compared to previous reporting periods. These surveys allow the MTA to gain a deeper understanding of key drivers of customer satisfaction that influence customer behaviors and to receive feedback on their satisfaction with service, staff, cleanliness, security, and more. Hearing directly from customers lets the MTA better understand their biggest concerns and prioritize issues that need to be addressed.

New Leadership

To respond to challenges to providing reliable, efficient service identified by the team, in June 2025, NYCT Department of Buses introduced a new management team dedicated to Staten Island operations. This team's mission is clear:

- Enhance service and improve reliability
- Rehabilitate, modernize, and upgrade facilities
- Ensure accountability in maintenance and transportation operations

Managers prioritized increasing the number of buses available for service and are continuing to do so following recent positive improvements to service.

Facility Upgrades: Building for the Future

Transit facilities are the backbone of Staten Island's bus service. To support improved maintenance and operational efficiency, the Construction & Development (C&D) team is advancing projects at three Staten Island depots: Castleton, Charleston, and Yukon.

At Castleton Depot, the team is connecting new electrical power, repainting facilities, and replacing engine wash systems and bus lifts. The bus parking area, which is critical to ensuring efficient operations, is being rehabilitated at Charleston Depot. The roof and some HVAC elements are being replaced at Yukon Depot.

Fleet Actions: Increasing Bus Availability and Reliability

To deliver consistent and reliable service, the Buses team has prioritized increasing bus availability by modernizing the standard fleet and strategically reallocating vehicles to where they are needed most. An aging fleet presents challenges to ensuring buses are safe to operate and can reliably enter service each day. To support a modern fleet, the team is also accelerating the procurement of 131 express buses through the 2025–2029 Capital Program. Staten Island ridership is particularly reliant on express service. To ensure the fleet is fully prepared for service, Buses is advancing critical overhaul and scheduled upgrade work at its central maintenance facility. In addition, the team has retrained managerial and supervisory staff to reinforce adherence to maintenance standards and protocols, strengthening accountability and improving overall fleet readiness.

Improving Operations

To ensure service delivery aligns with customer expectations, Buses implemented several transportation management actions:

- Enhanced oversight of crew dispatch windows and communications to ensure buses are adhering to schedules
- Realigned service management and depot operations teams for a coordinated approach to ensuring all trips are covered to reduce trip cancellations
- Improved customer communications regarding delays and cancellations to allow riders to better plan their trips accordingly

Administrative Efficiency

Like transit agencies across the country, operator availability has been a challenge since the COVID pandemic. Improving operator availability is critical to reducing service disruptions. This is a joint effort with New York City Transit's labor relations department, depot management, administrative support teams, and labor partners.

To improve availability rates, Buses is:

- Increasing oversight of employee absenteeism
- Strengthening the workforce by hiring additional bus operators to cover absences
- Expanding employee support and relief programs to help employees improve their attendance

Customer Advocacy

Communicating with customers is critical to ensure New York City Transit is providing service that serves the riders who rely on it. Engaging Staten Island customers through outreach and surveys to obtain feedback ensures that the team's service improvements align with community needs and enhance the overall customer experience. In the most recent customer survey, Staten Island satisfaction was up 5 points, with notable gains in service reliability, waiting times, and travel times, reflecting improvements in Service Delivered and Wait Assessment since early 2025.

Looking Ahead

As New York City Transit looks ahead to the rest of 2026, the Department of Buses' overarching goals on Staten Island remain:

- Increase express and local bus availability
- Deliver consistent, reliable service every day for the thousands of daily riders who rely on it
- Improve maintenance quality control and accountability across all Staten Island depots

While significant progress has been made, the team recognizes that sustained improvement requires continued investment and collaboration. Improving bus service in Staten Island continues to remain an agency priority. Next steps include:

- Accelerating capital projects for depot modernization
- Improving accountability across all levels of staff
- Modernizing the fleet by delivering new vehicles

Like all of New York City, Staten Island riders deserve reliable, efficient, and safe bus service. Through strategic leadership, targeted investments, and strong collaboration with labor partners, New York City Transit Department of Buses is transforming Staten Island's bus operations. These efforts will not only improve day-to-day service but also lay the foundation for a resilient, modern transit system that meets the needs of customers for years to come.

The Department of Buses is dedicated to ensuring Staten Island customers have bus service they can rely on to get them where they need to go safely and efficiently.

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