

NEW YORK CITY TRANSIT KEY PERFORMANCE METRICS

March 2026



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

2 Broadway • New York, NY 10004

March 23rd, 2026

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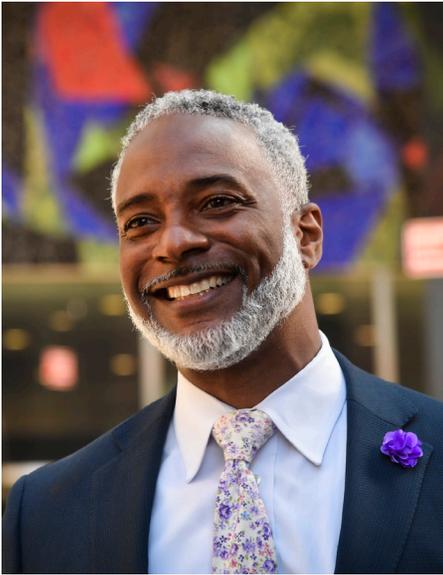
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Visit metrics.mta.info or scan the QR code to access a comprehensive dashboard of New York City Transit metrics.



MESSAGE FROM THE PRESIDENT



Demetrius Crichlow
President
New York City Transit

President's Message

After experiencing years of mild winters, this past season certainly put New York City Transit to the test. After withstanding this first major snowstorm in many years at the end of January, which was then followed by two weeks of deep freeze, the team was faced with the first blizzard in many years at the end of February. I think this entire city was in the same boat when it came to the surprise shift in the forecast overnight that elevated this past storm into a blizzard. Transit had to quickly jump into action to escalate our winter weather plan. And that was not easy. While typically, before a major storm we start our preparations at least 96 hours in advance, this time we had about 12. Every employee and every piece of equipment counted. Staging a response whether it be work trains, plows for buses and paratransit, and most importantly our people takes time. But this team got it done.

And something I heard over and over again throughout the storm was “we’re going to push through.” That’s the mentality of this team. We delivered over a million rides across subways, buses, and paratransit on the day of the blizzard. These are folks who had to get places – they are health care providers, essential workers and first responders. New York can’t function without them, and they can’t serve New York without New York City Transit.

We kept trains moving through feet of snow on a day’s notice. We preserved service in traditionally vulnerable areas like on the Rockaways and on the Brighton line in South Brooklyn. Conditions were tough. Nearly 2ft of heavy snow with wind gusts up to 50 mph. The team was smart about how we were going to keep service running for those who needed to get somewhere or those who needed to get back home. We ran what’s called a round robin in the Rockaways where we run a shuttle in a large loop up and down the peninsula so we weren’t engaging the switches which can freeze and become buried in snow. The Buses team was able to deftly switch to their winter weather plan to pull articulated buses out of service and run an organized curtailed schedule. During the storm they were monitoring up to 3,000 buses on the road at any given time, across 46 detours and addressed over 600 incidents including over 200 stuck buses. For Paratransit, we encouraged customers to cancel all non-essential trips. Originally, we had 17,000 trips scheduled on Monday. But through clear communication with riders, that number dropped to 2,200.



MESSAGE FROM THE PRESIDENT

Let's not forget that this storm hit largely overnight. The team had to make tough decisions about morning service in the middle of the night. While most of this city was sleeping, this team was determining what the next day would look like and coming up with the plan to make it happen.

But the work doesn't stop when the storm does. The team kept pushing through. Folks were working on 16 hour shifts. They were digging out yards and depots, many by hand to get trains and buses back into position to resume regular service. The team got to all 472 stations through the storm but 191 of the stations are outdoors and required additional shoveling and salting. Buses and Paratransit navigated narrowed streets and detours as the city cleaned up. But I'll remind folks Paratransit was back for regular service yesterday morning.

Transit is a lifeline for New Yorkers. That is true every single day in this city. But it's never more clear than during a major storm. So, after facing the past two months of incredible effort fighting winter weather, it's fitting that National Transit Employee Appreciation Day falls on March 18. Myself and members of my leadership team including EVP of Subways, Bill Amarosa Jr., EVP of Buses, Frank Farrell, and SVP of Paratransit, Rachel Cohen all had the pleasure of being in the field to thank employees for all they do. I headed to Kingsbridge Depot and 207 Yard in Upper Manhattan in the morning to see for myself all the hard work folks put in every day behind the scenes. Customers care whether their train, bus, or AAR vehicle shows up on time and gets them where they need to go safely. But that simple concept takes literally thousands of employees to accomplish. Yes it's the work of the bus operator, train conductor, station agent, and all the employees customers interact with every day. But it's also the work of the maintenance employees in the depot, the bus dispatchers, the car inspectors in the overhaul shops, those who the customers don't see on their trips. All Transit employees' efforts keep millions of New Yorkers connected to their families, their friends, their work, life saving care and much more. How many people can say their work impacts literally millions? It's hard, often unforgiving, and doesn't always get the recognition it deserves. But our transit system is what keeps this city alive and Transit employees keep it breathing. While we should be mindful of this every day, it's important to have one day out of the year where we take a moment to thank employees for everything they do.

MESSAGE FROM THE PRESIDENT

One of the great perks of being president is having the opportunity to go out into communities and share some of the important work employees are doing on complex initiatives like implementing our new Tap-And-Ride system. Over the last few months, I've had the pleasure to travel to senior centers across New York City, to share information about tap-and-ride. We know everyone doesn't have a smartphone. We know not everybody has access to the internet, so we're heading out to these community centers to make sure riders are aware of the changes that are here and how the MTA is ready to help. Trust me, I get that change is difficult. But whenever I enter a room of skeptical seniors, I remind them that we made the transition from the token to the MetroCard and we're going to make the transition between MetroCard and tap-and-ride.

At Robert Couche center in Queens, I heard a lot of questions about transferring balances between OMNY and MetroCard. At a UJC on the Lower East Side, many seniors had questions about how to use the new equipment. The great thing about these events is that we can bring our Mobile Sales Vans directly to centers – so customers and I can have a lively conversation inside over lunch and then they get the services they need immediately outside the center. It's a great model. We're looking forward to continuing this outreach as we move through 2026. This year we're anticipating the full retirement of MetroCard, the end of Coin Payment on buses, and the introduction of our new proof of payment system. We know change is hard, but the benefits to these programs will have ripple effects throughout the system, and we will continue speaking to local communities across New York to ensure no one gets left behind.

It's an honor to work with this incredible group of people. Sometimes in any workplace it's easy to feel like you're just fulfilling a task, checking off a box. But at New York City Transit fulfilling that task makes a difference for New Yorkers. With these past major winter storms, National Transit Employee Appreciation Day, and the opportunity to be out in communities hearing from riders, I'm reminded even more of that fact. The team's work here matters and I'm grateful to be apart of it.



LOW BRIDGE



Heliport

E 34 St Ferry Landing

F D R Drive
NORTH RFK Br
SOUTH Battery Pk

9'-6" CLEARANCE ON FDR Dr NORTH

PASSENGER CARS ONLY

EMPLOYEE PARKING ONLY Lot D

M34 +SELECT BUS
6194
selectbus service

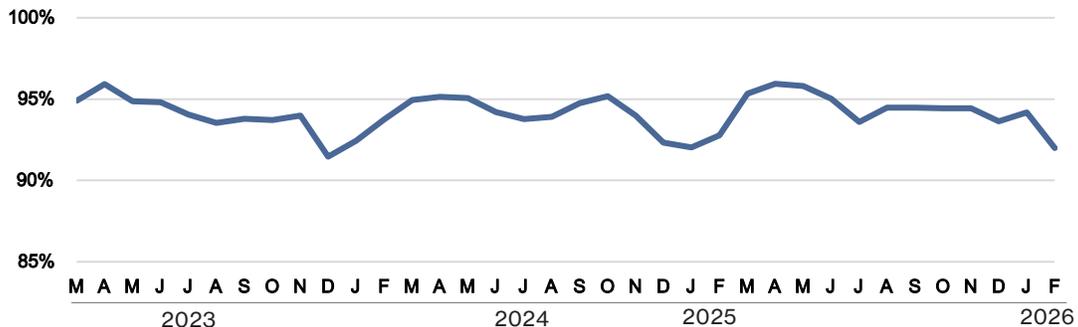
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STOP ONLY

SERVICE PERFORMANCE

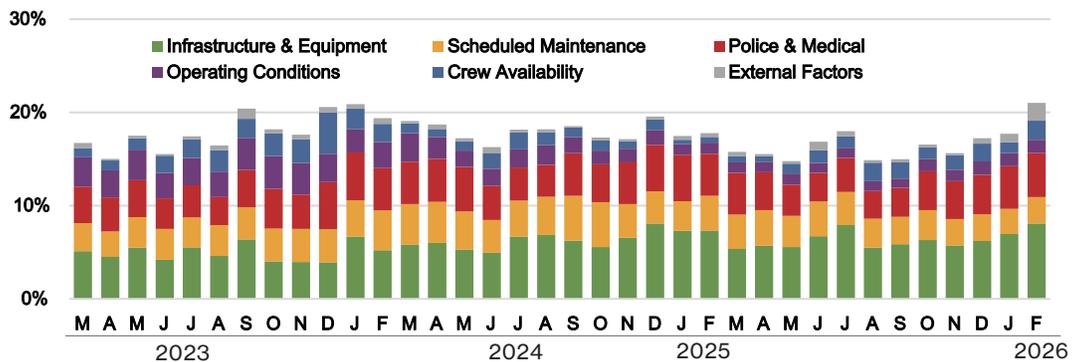
Subway Service Delivered

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

Subway performance in February was below the strong performance levels achieved in late 2025, reflecting several high-impact incidents early in the month and the operational impacts of prolonged sub-freezing temperatures. Overall, February weekday On-Time Performance (OTP) was 79.0%, with weekend OTP at 86.8%. Customer Journey Time Performance (CJTP) was 83.0%, and Service Delivered was 91.9%.

While these results underscore the challenges the system faced in February, they include a positive trend following late January’s post-storm conditions. And although February’s snowstorm had widespread impacts on the network, the system recovered more quickly than it did after January’s storm due to improved asset reliability, crew availability, and delays related to public conduct. These gains reflect continued progress in operational coordination and incident response.

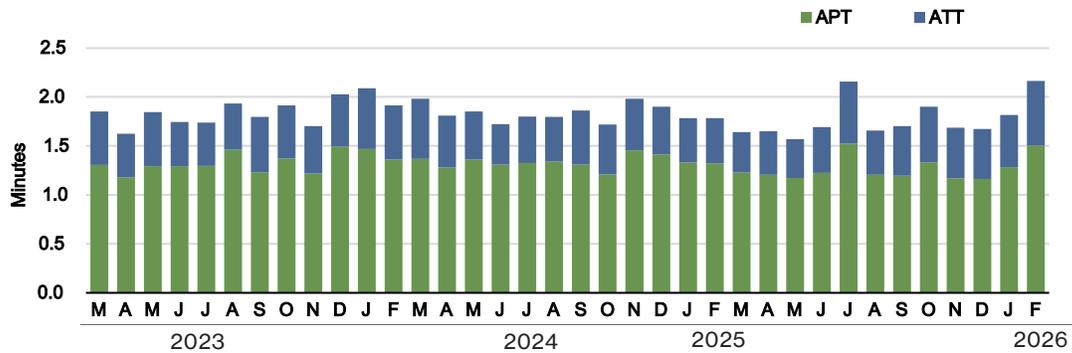
* Due to the February blizzard's atypical impacts on NYCT's ability to run service, official metrics exclude February 22 and February 23 on all lines, and February 24 on the A/C/S Rock Lines.



SERVICE PERFORMANCE

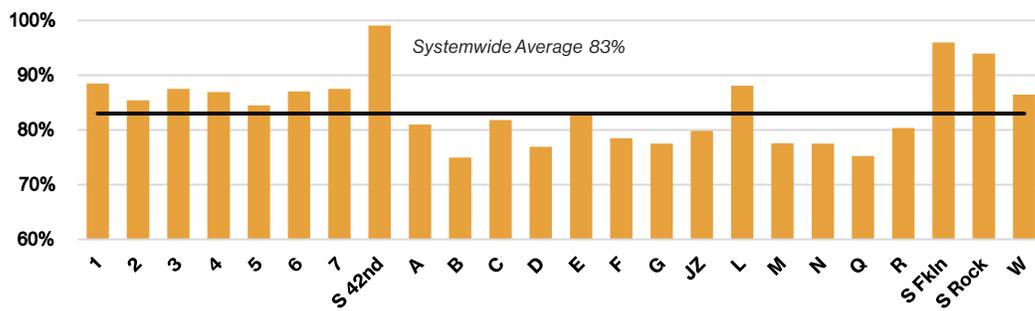
Subway Additional Platform Time + Additional Train Time

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

February’s winter storm presented an incredible challenge to the Subways team and provided another opportunity to test and refine our winter weather operations. During the storm, smart operational decisions and rapid response to incidents meant the entire system continued without significant interruptions. Importantly, our choice to operate a special “Round Robin” service pattern on the **A** and Rockaway Park Shuttle lines allowed us to maintain service to the Rockaways, which is especially susceptible to impacts from snow.

Following the storm, we successfully leveraged new approaches to speed up the resumption of normal service. Close coordination between Service Delivery, Maintenance of Way, and Facilities teams enabled the faster restoration of yards and critical infrastructure. We also deployed drones to identify excessive snow accumulation on station canopies and expanded our use of work trains to clear snow from platforms and tracks.

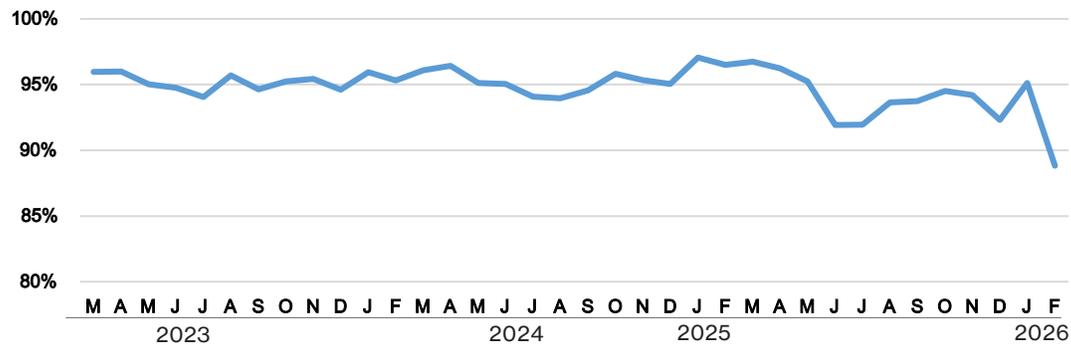
Together, these efforts improved our system’s resilience to this winter’s extreme weather. Our lessons learned from these storms will guide recovery from future winter events, aiding us in our goal of providing safe, reliable service for our customers.



SERVICE PERFORMANCE

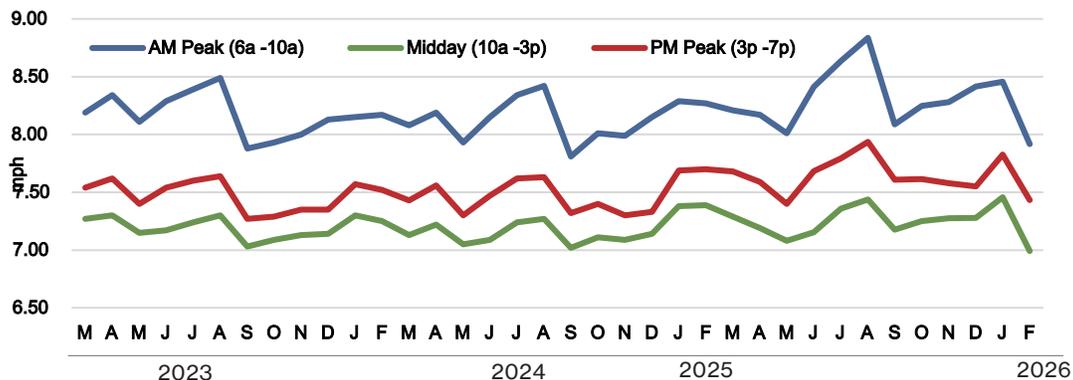
Bus Service Delivered

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

February 2026 bus performance was shaped by significant weather-related disruptions. The system managed the extended impacts of January's Winter Storm Fern at the start of February, followed by additional challenges when Winter Storm Hernando struck in the final week. The Bus Command Center was central to the response, using enhanced technology to manage headways, adjust service in real time, and continuously evaluate operating conditions to ensure safety. Despite these unprecedented circumstances, teams applied lessons learned and maintained a strong focus on service delivery, operating more than 3,100 buses throughout the storm period.

Post-storm conditions prompted the exclusion of February 23 and 24 from service performance reporting. Service Delivered was 88.8%, down 4.8 percentage points from February 2025 and 6.3 percentage points from January 2026. Customer Journey Time Performance was 58.7%, down 11.4 percentage points year-over-year and 13.4 percentage points month-over-month. Bus speeds decreased to 8.0 mph, down 3.6 percent from last year and 4.8 percent from the prior month.

**Due to the February blizzard's atypical impacts on NYCT's ability to run service, official metrics exclude February 23 and February 24*

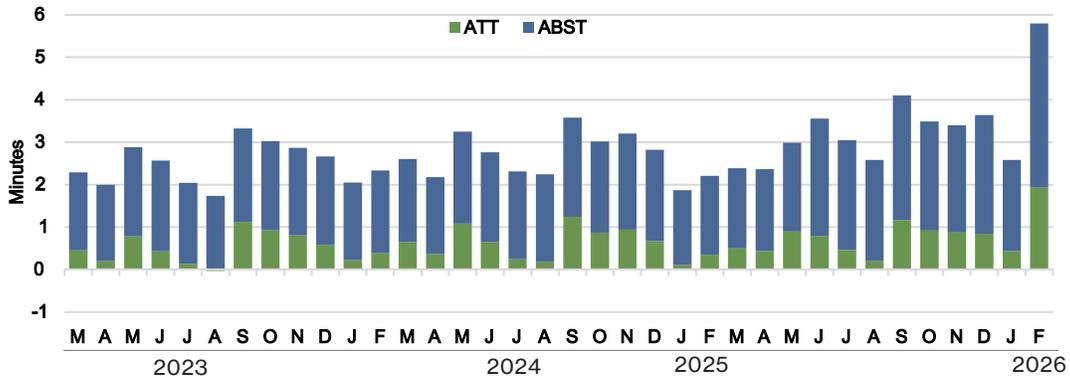


SERVICE PERFORMANCE

Additional Bus Stop Time + Additional Travel Time

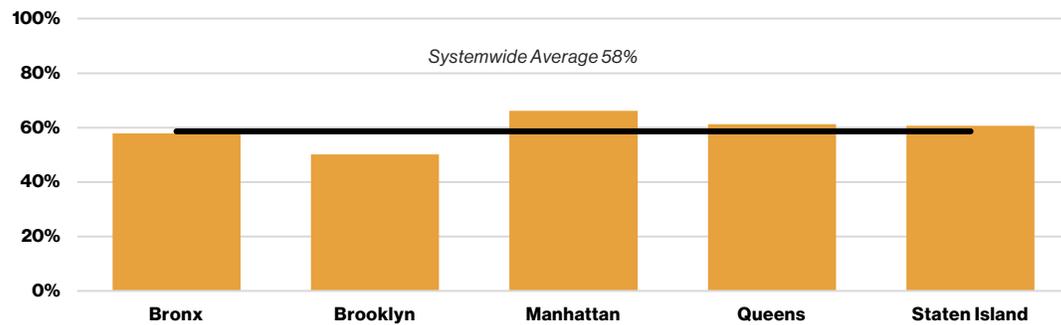
ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time

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

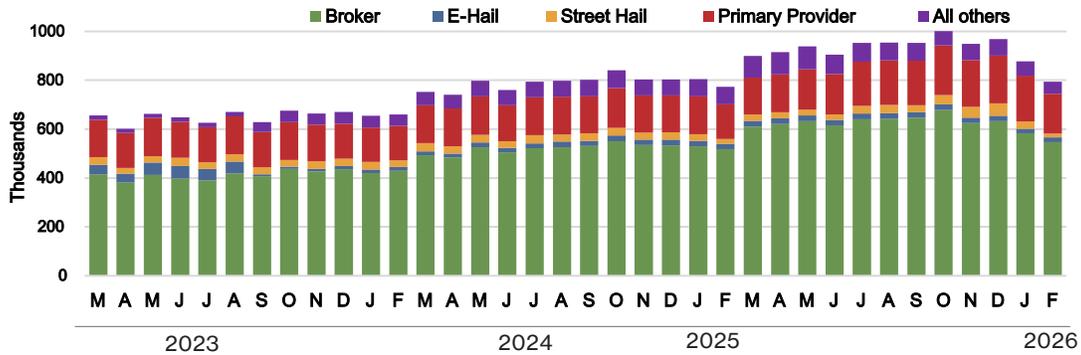
Strong enforcement of bus-priority measures is essential to improving customer satisfaction and achieving performance goals that support fast, reliable service. We continue to work closely with the New York City Department of Transportation to expand dedicated bus lanes and busways that reduce traffic interference, as well as deploy advanced signal technologies that minimize delays at intersections.

The ongoing expansion of the Automated Camera Enforcement (ACE) program is a major step forward, enhancing speed, safety, accessibility, and emissions outcomes. With the recent activation of ACE on the Q60 and B12, more than one million customers across 58 routes now benefit from this technology. ACE, when combined with dedicated bus lanes and street upgrades, has helped improve bus speeds across the full length of ACE-enabled routes, with some segments on ACE routes achieving gains of nearly 30% while reducing collisions and blockages in bus lanes and at bus stops, ultimately improving the overall reliability of customer journey time.

SERVICE PERFORMANCE

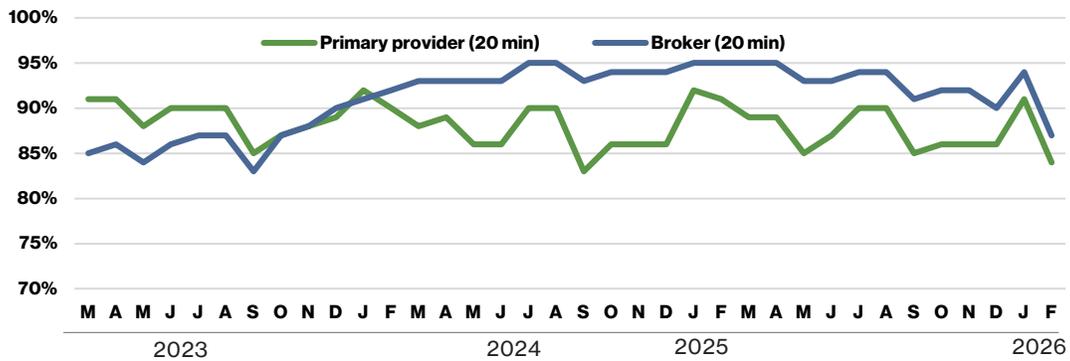
Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service



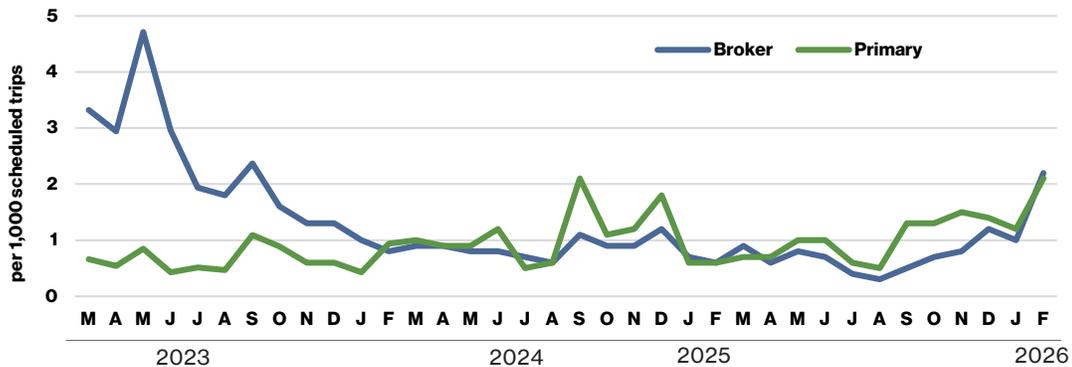
Paratransit On-Time Performance

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

February was a challenging month, with continued growth in demand despite the historic winter, which created persistent operational challenges affected scheduling, call center KPIs, and on-time performance. In February, total ridership increased by 2%, when compared to February 2025, indicating steady year-over-year growth. Total trips completed increased by nearly 3% when compared to this same time last year, reaching nearly 800,000.

Performance declined this month compared to January but overall remained strong through these conditions. On-time performance declined slightly this month, influenced by lasting street and sidewalk impacts from the late January snowstorm and the blizzard that occurred in late February. Broker service met goal by completing 94% of trips within the 30-minute window, down 2% when compared to January 2026. Primary carrier service completed 92% of pickups within the same window, 2.6% lower than January 2026. As a result, overall 30-minute OTP was 93.6% for the month, just under our 94% goal.

The no-show rate remained well below our goal of 3.0 per 1000 for the month. For primary carrier service, the no-show rate increased by 0.9 per 1,000 trips compared to January 2026 and 1.5 per 1,000 when compared to the same month last year. For Broker service, the no-show rate increased by 1.2 per 1,000 trips when compared to January 2026 and 1.6 per 1,000 trips year over year.

The call center faced the dual challenge of historically high demand for reservations and a high number of calls for travel services due to on-street conditions. In February 2026, 89% of all calls were answered, which is 7% decrease when compared to January 2026. The average speed of answer rose to 147 seconds, which is an increase of 96 seconds when compared to January 2026. We are actively addressing call center challenges by streamlining processes, enhancing training, and improving overall service efficiency.

Moving Forward

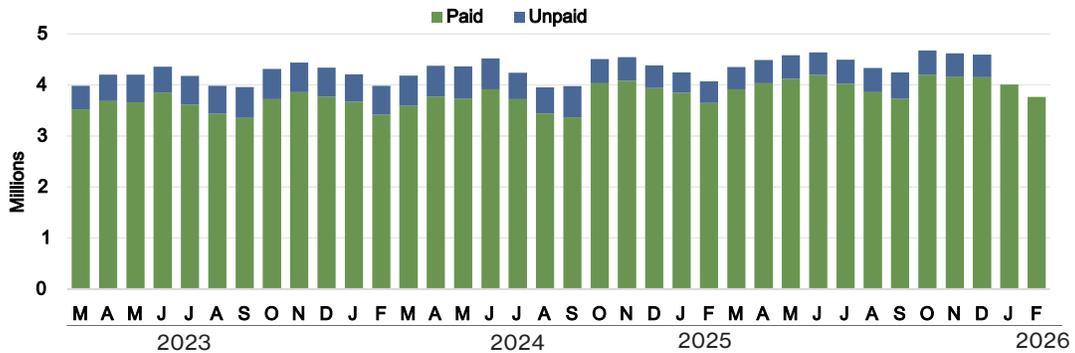
Coming out of the winter months, paratransit will work every day to continue to meet the needs of our customers and deliver safe and reliable service. Based on our daily customer feedback and monthly Pulse surveys, we continue working to address the issues most important to our customers, including further 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.

RIDERSHIP

Subway Ridership

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

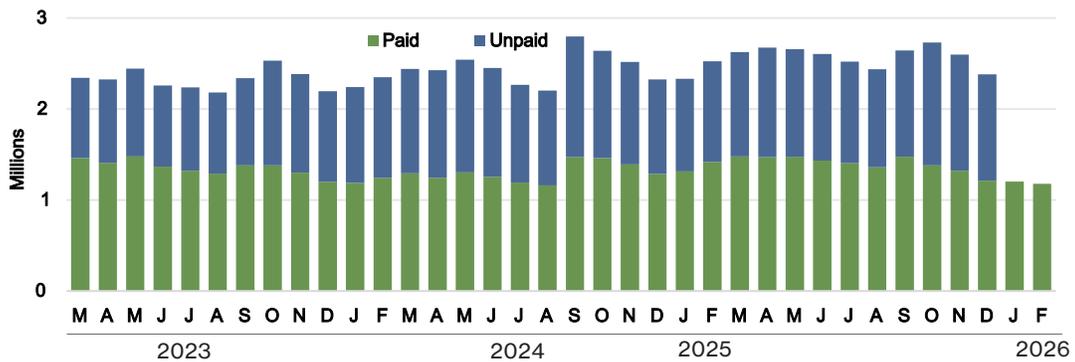
Unpaid data for January and February 2026 not yet available



Bus Ridership

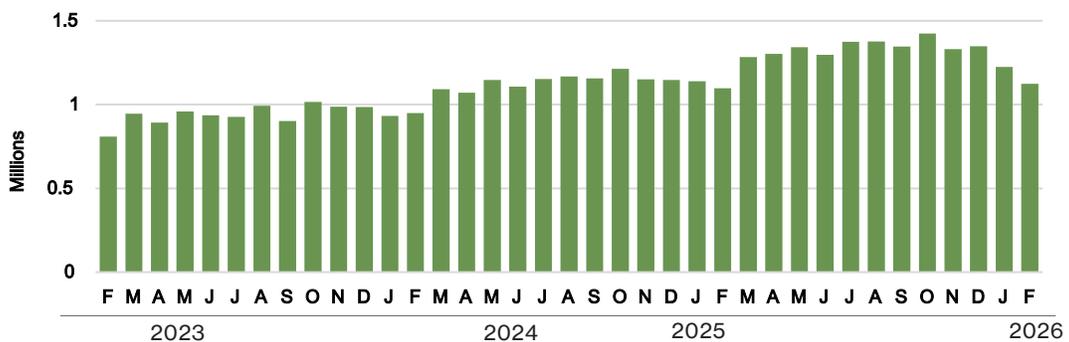
The number of paying bus (NYCT and MTA) customers, and estimated number of non-paying customers, on an average weekday

Unpaid data for January and February 2026 not yet available



Paratransit Ridership

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



Data Review

Severe winter weather had a significant impact on February totals this year. On Monday February 23rd, Winter Storm Hernando brought 20 inches of snow to the city, reducing subway ridership to 22% of other non-holiday winter Mondays in 2026. Bus was even more heavily impacted, with only 17% of normal ridership recorded. Below average levels were observed that Sunday and Tuesday as well. As result, average weekday subway ridership showed a year-over-year decline for the first time since the pandemic, albeit a nominal decline of 0.4%, with 3.89 million riders compared to 3.91 million in 2025. However, looking only at midweek days, which escaped the worst of the weather, ridership rose 5.6% vs 2025 with 4.17 million. Saturdays also saw good weather, with 2.69 million, an 8.9% rise from last year, and despite the reduced ridership on the day before the storm, average Sunday ridership held steady at 1.86 million (+0.3%).

It may be of interest that on the day of the storm itself, the stations around Central Park showed some of the highest ridership relative to normal levels, with 5 Av/59 St and 72 St (Central Park West) having the highest and 3rd highest retention rates in the system at 48% and 43% respectively.

Average weekday paid bus ridership saw a 17% decline from 2025. As with subway, core good-weather midweek days saw a less drastic decline of 9.9%. Total paid and unpaid ridership is estimated to have been 2.48 million on those days, a 3.3% decline from 2025.

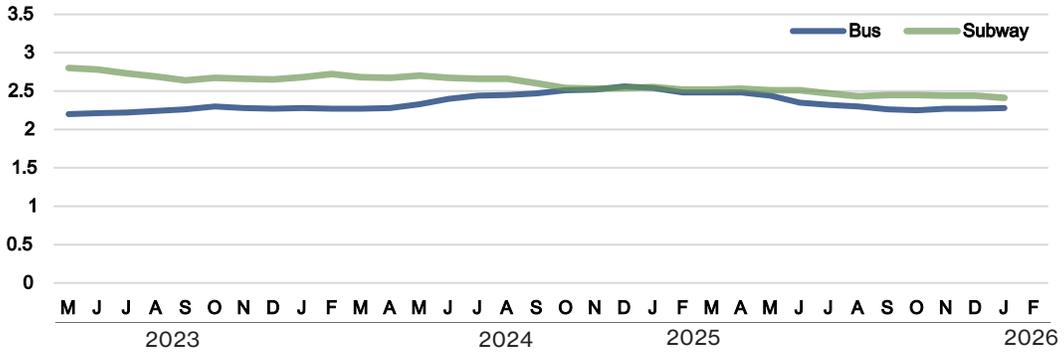
Paratransit ridership averaged 46,020 on weekdays and 27,796 on weekends. During the Feb 22nd–23rd snowstorm and associated travel restrictions, riders avoided non-essential travel, with the daily total dropping to 4,007. Despite the weather conditions, average daily ridership in February was higher than January, including a record of over 50,000 scheduled trips on February 11. February 2026 ridership was also 2.3% above February 2025, consistent with the long-term upward trajectory in ridership.

SAFETY AND SECURITY

Customer Accident Rate

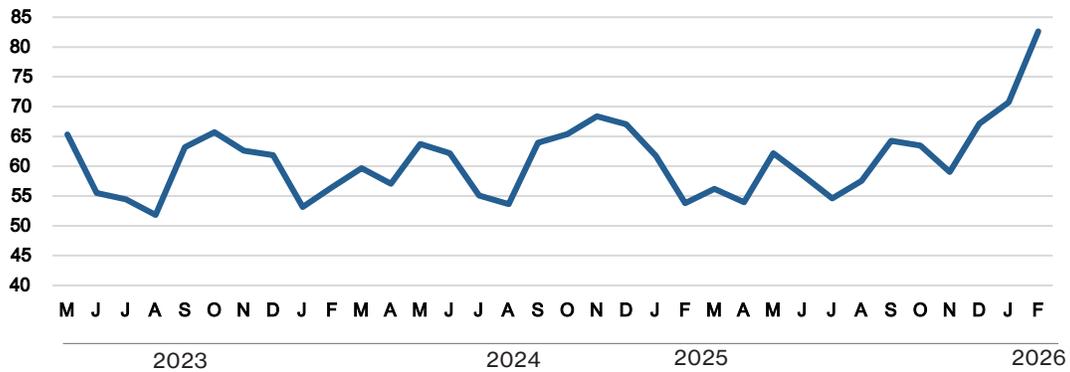
The number of reportable subway and bus customer accidents per million customers (12-month rolling average)

February 2026 data not yet available



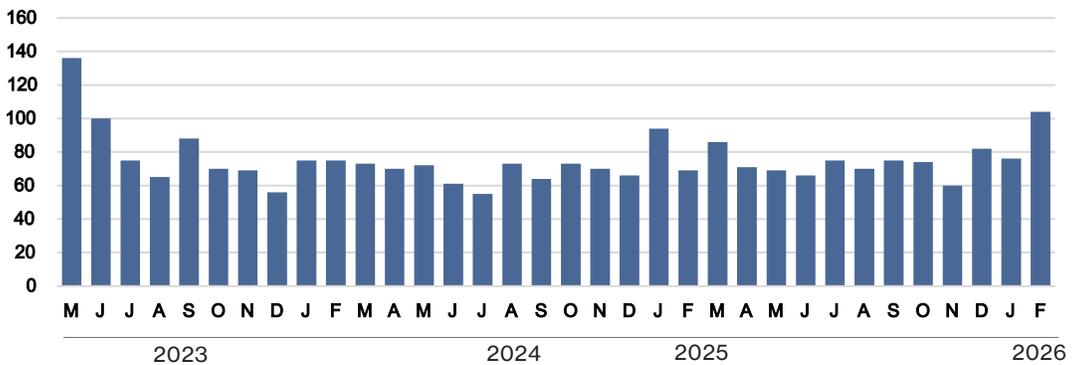
Bus Collision Rate

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

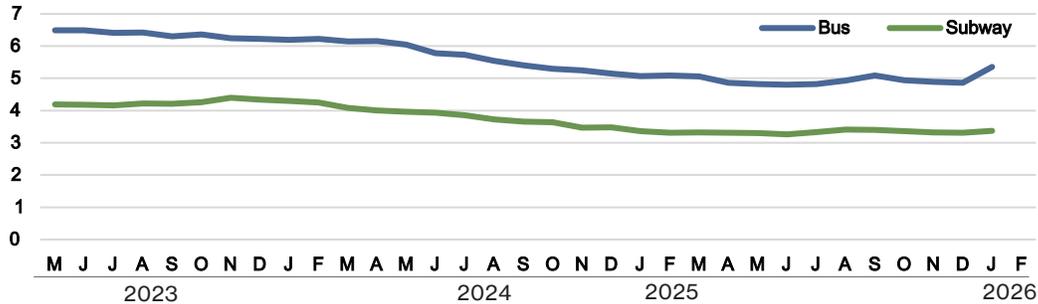


SAFETY AND SECURITY

Employee Lost Time Accident Rate *

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

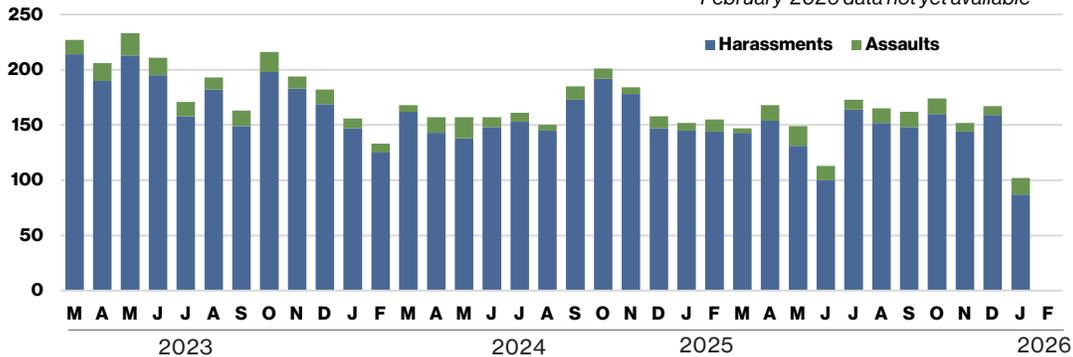
February 2026 data not yet available



Assaults and Harassments Against NYCT Employees

Note: February 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

February 2026 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 Rates increased.

- In February 2026 alone, NYCT experienced a substantial increase in Bus Collisions compared with the prior year. As outlined by the Department of Buses, multiple snowstorms in January and February created prolonged hazardous driving conditions, directly contributing to this rise.
- Collisions increased by +42.5%, while mileage declined by -5.3%, resulting in a +50.4% increase in the Bus Collision Rate per Million Miles. The rate impact reflects the formula's sensitivity to simultaneous increases in Collisions and decreases in Miles operated.

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

- Overall NYCT had a +3.2% increase in LTA Rates compared to the previous period.

On a 12-month rolling basis, Subway Fires increased (840 --> 908, +8.1%) when comparing periods ending February 2026 and February 2025

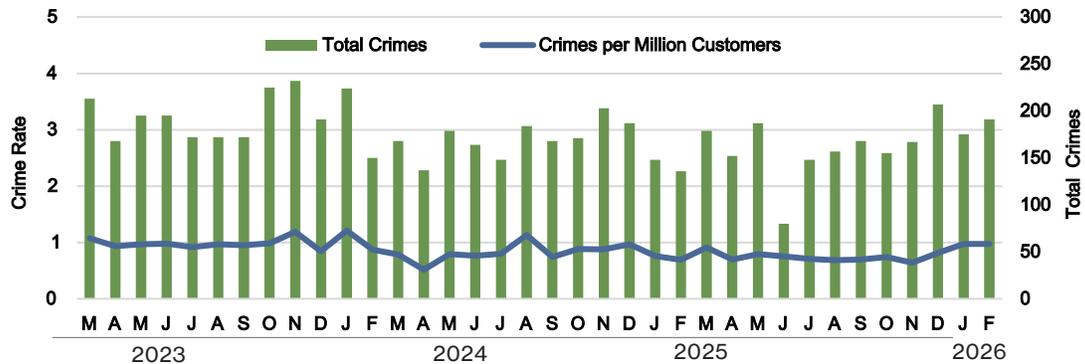
* Jan 2026 Employee LTA Buses figure represents NYCT Bus Lost Time Accidents only, as MTA Bus Lost Time Accidents are not available at this time. OSS continues to work with Worker Comp to obtain MTA Bus data.



SAFETY AND SECURITY

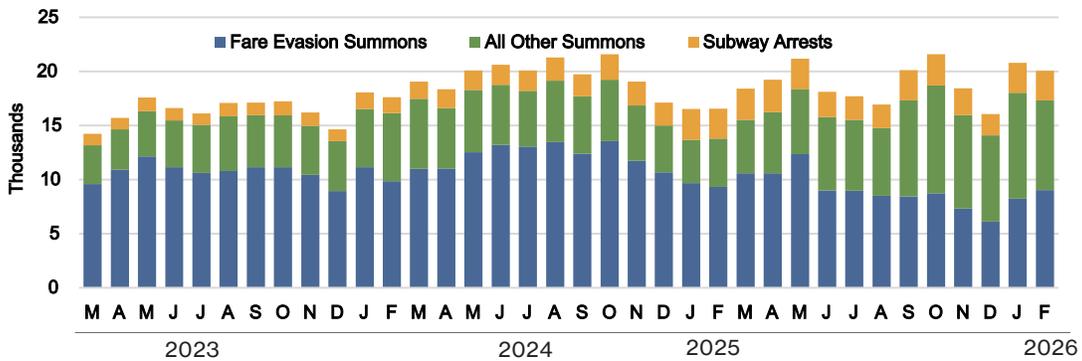
Major Crimes Against Subway Customers

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



NYPD Summonses & Arrests

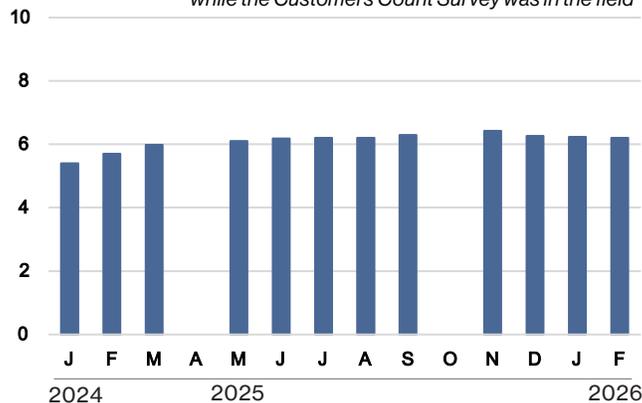
The number of summonses issued for fare evasion (TABS + criminal); number of summons issued for other infractions; and number of arrests made by NYPD



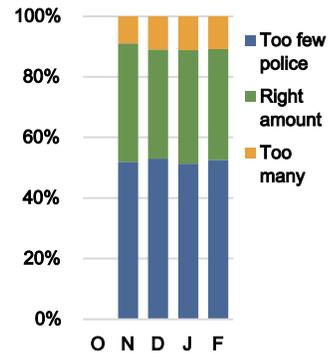
Perception of Safety and Police Presence

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 February 2026, Major Felony Crime was up slightly on a count and a per rider basis v. 2025. Yet, crime year to date remains down v. 2024 and 2019 (our pre-COVID reference year). In fact, this is our 6 lowest year for crime recorded (through 2/28) over 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.

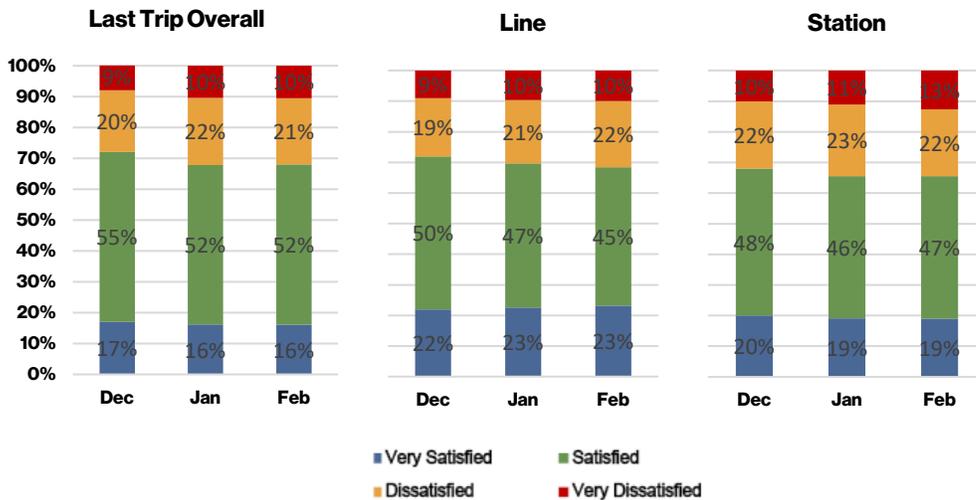
Moving Forward

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.

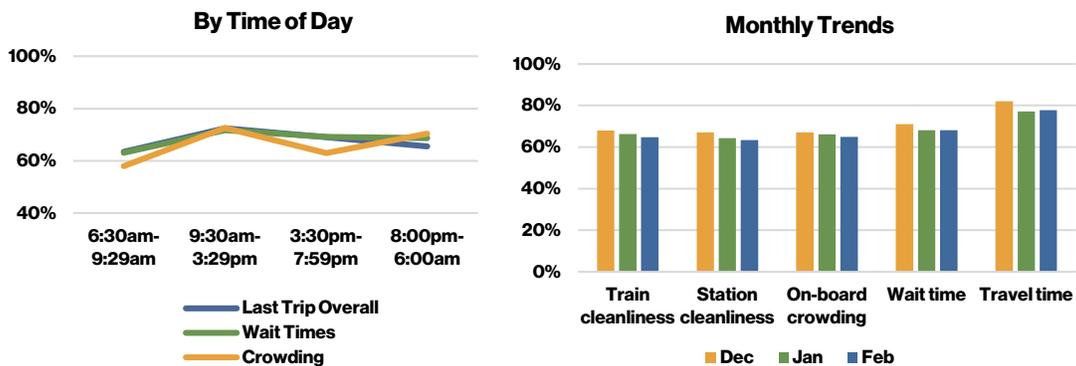
CUSTOMER SATISFACTION

Monthly Pulse Survey Results - Subways

How satisfied are you with your last trip?

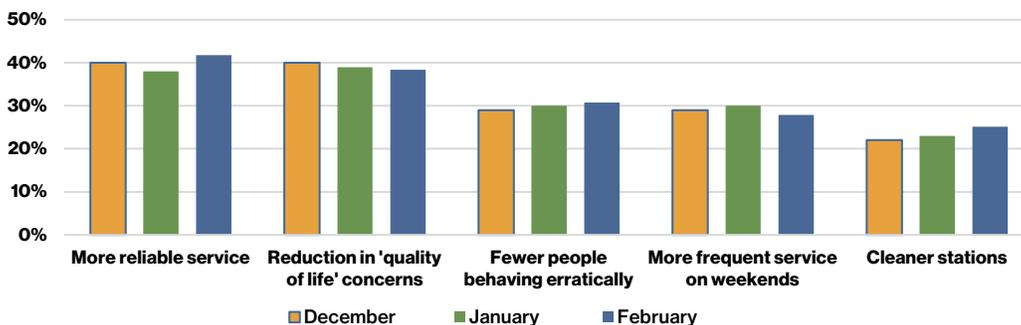


How satisfied were you with each of the following on your last trip?



What needs to improve to increase your satisfaction?

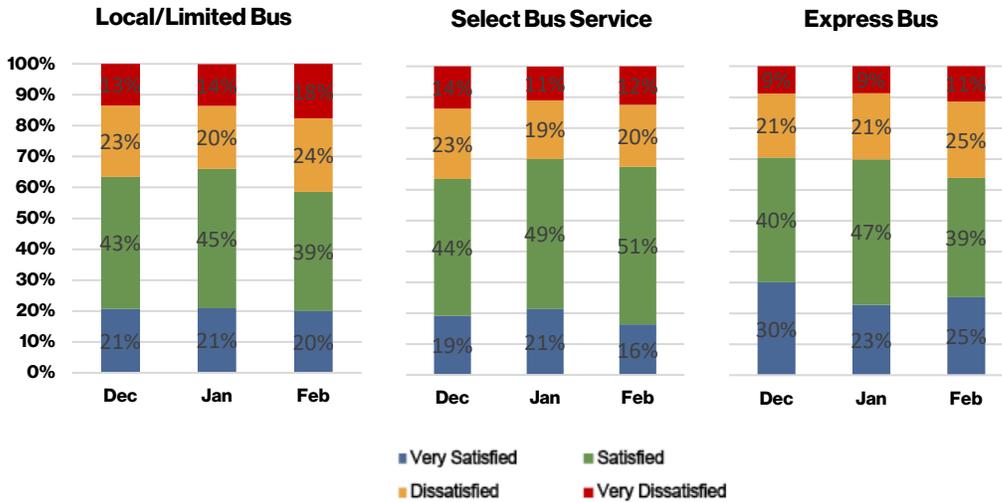
Percentage of respondents choosing each attribute (up to 3 allowed)



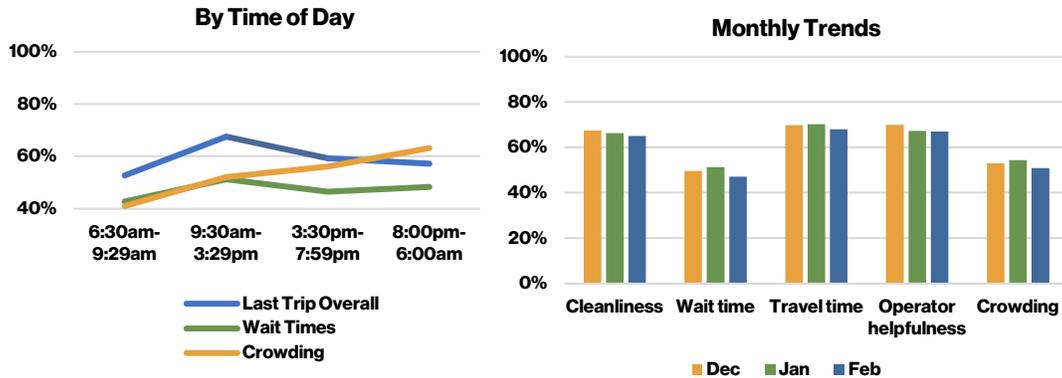
CUSTOMER SATISFACTION

Monthly Pulse Survey Results - Bus

How satisfied are you with your last trip?

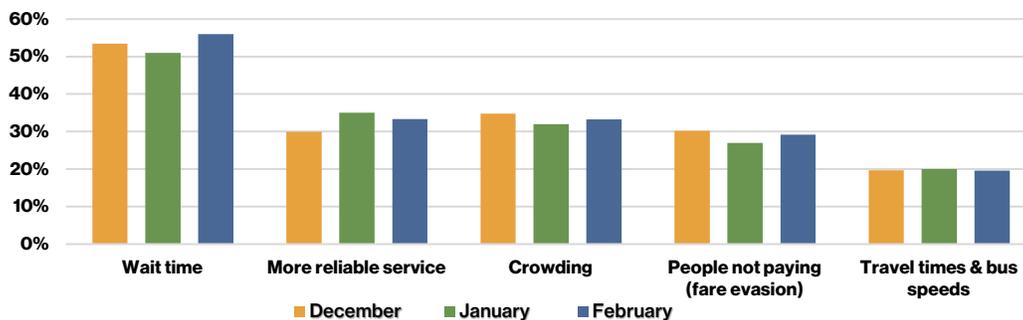


How satisfied were you with each of the following on your last trip?



What needs to improve to increase your satisfaction?

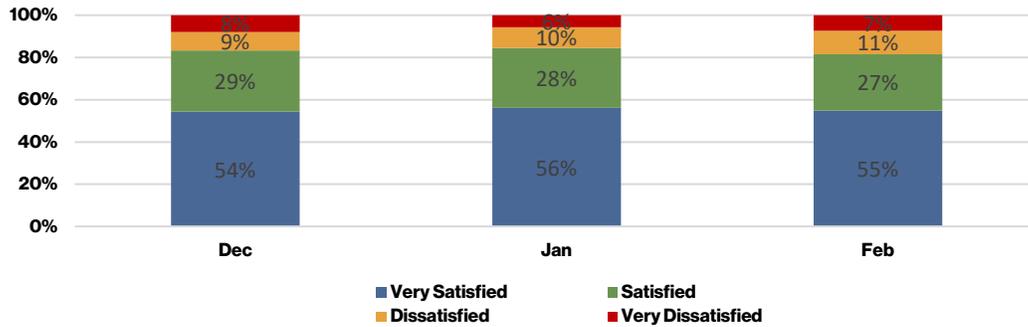
Percentage of respondents choosing each attribute (up to 3 allowed)



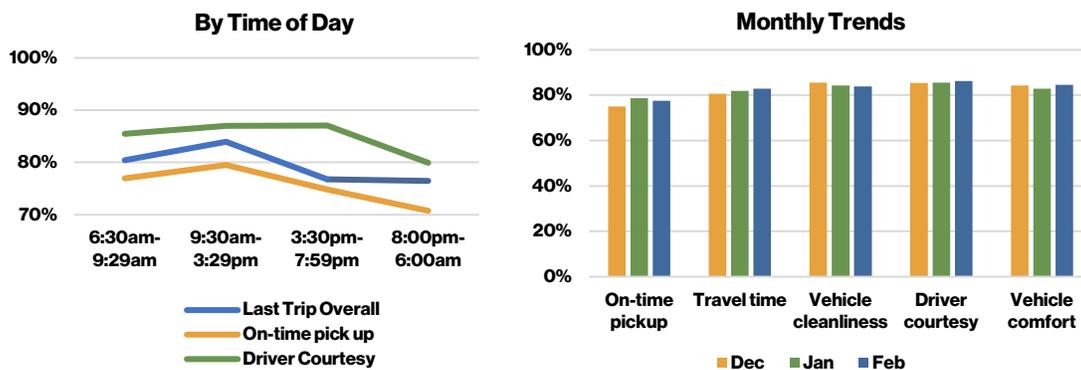
CUSTOMER SATISFACTION

Monthly Pulse Survey Results - Paratransit

How satisfied are you with your last trip?

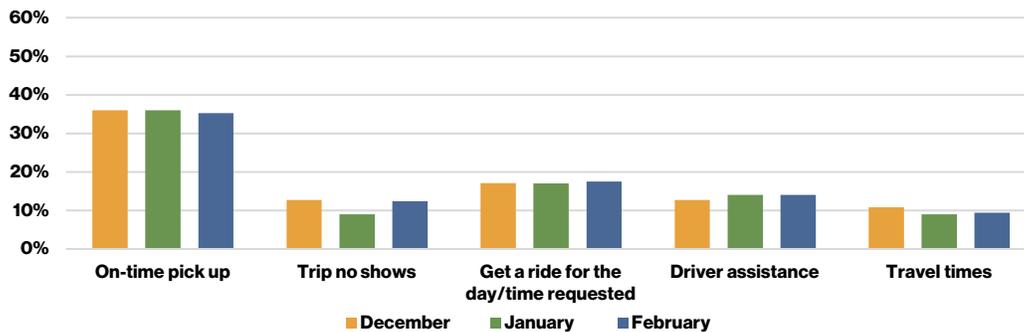


How satisfied were you with each of the following on your last trip?



What needs to improve to increase your satisfaction?

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



CUSTOMER SATISFACTION

Data Review

In February, 68% of subway customers were satisfied with their last subway trip. This is unchanged from January but up from 64% in February 2025. Last trip overall line satisfaction is 68%, on par with January. While last trip overall station satisfaction (66%) is on par with January, it is significantly up from 60% in February 2025. Overall, 67% of subway customers feel safe in the subway system, unchanged from January but up from a year ago (59%). For their most recent trip, 75% felt safe in stations and 75% felt safe on trains. These numbers are steady compared to January, but both are up from last year, when 69% felt safe in stations and on trains. “More reliable service” (42%), up from 38% in January, topped the list of what customers say needs to improve to increase their subway satisfaction. “Reduction in quality-of-life concerns” (38%) and “Fewer people behaving erratically in the system” (31%) are the next most frequently selected improvement factors.

In February, 61% of bus customers were satisfied with their last trip, down 6 points from January. Customers this month report longer wait time and slower trips, which may also be tied to recent weather and road conditions affecting service. ‘Wait times’ continues to be mentioned most by customers as what needs to improve to increase satisfaction at 56% - up from 51% in January. Local/Ltd satisfaction is 59% (down 6), SBS is 67% (unchanged), and Express bus is 64% (unchanged). For Local/SBS routes, satisfaction with key service attributes ‘Waiting time’ is down 4 points to 47%, and ‘Crowding’ is down 3 to 51%. Last trip satisfaction decreased 12 points in Brooklyn (to 55%) and 10 in the Bronx (to 57%), while all other boroughs remained stable.

In February, 81% of Access-A-Ride customers were satisfied with their last trip, down from 85% in January. Weather and road conditions following the January storm and the February 22 storm may have had impacts on the decline this month. Despite last trip satisfaction decreasing, all key service attributes were stable with January, including ‘On Time Pick Up’ at 78%. Satisfaction declined most for trips taken with a broker service (48% of all trips), down 4 points to 79%. ‘On Time Pick Up’ satisfaction for broker trips is down 5 points to 73%, the lowest among providers this month.

CAPITAL PROJECTS

119 Year-Old Sheepshead Bay Made Fully Accessible

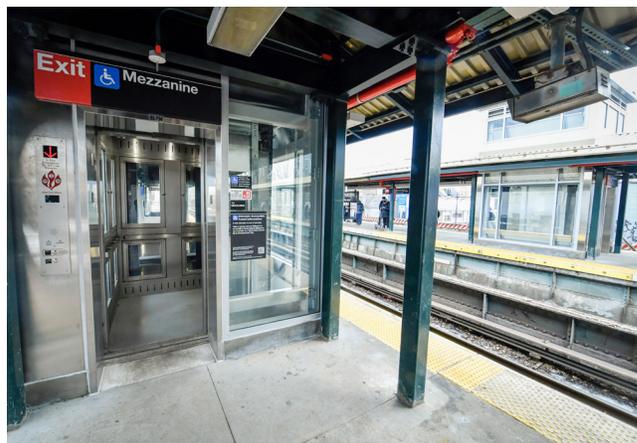
The MTA is one step closer to delivering on its goal of an accessible system for all New Yorkers with the completion of station and accessibility upgrades at Sheepshead Bay **B** **Q** Station in Brooklyn. The station's approximately 10,000 daily riders can now utilize two new elevators that connect the street to platforms and a new entrance. The new entrance includes three turnstiles, two exit gates, and two new staircases that improve customer flow.

The team also made accessibility upgrades to platforms including installing new ADA-compliant raised boarding areas and yellow tactile edge strips along the platform length. Sheepshead Bay is one the lowest-lying neighborhoods in Brooklyn making it vulnerable to the impacts of major storms that have only become more frequent and intense in recent years. To combat its location in a flood-prone area, the new infrastructure was built with resiliency in mind. The new elevators and accompanying machine room were constructed with flood-resistant materials, and the team took the opportunity to improve the drainage at the station.

While a critical component, accessibility was not the only factor to consider in this project. The team also made major improvements to the station that are designed to enhance safety and customer experience. Sidewalks on both sides of the station entrance were widened for improved pedestrian flow and existing doors were modified with ADA push-button access to enhance station entrances.

Safety and security enhancements include installing brighter lighting, emergency lights, three Help Points, updated fire prevention systems, and a new speaker system. Additional safety upgrades include the installation of a new IP CCTV system along with expanded fire detection and alarm system to cover the new control area.

With these new improvements the 119-year-old station is now better equipped for the next generation of Brooklyn riders. While only a few short months into 2026, this is the second new accessible station accomplished this year with 40 other stations in active construction.



CUSTOMERS AND COMMUNITIES

Paratransit Facility Tour with Queensborough President Donovan Richards Jr.

On Tuesday, February 10, the Government and Community Relations team conducted a tour of the Professional Paratransit Facility with Queens Borough President Donovan Richards Jr. and Senior VP Rachel Cohen, providing an opportunity for elected officials to learn more about Paratransit operations and improvements to Access-A-Ride service for customers.



Reduced-Fare OMNY Raices Times Plaza Older Adult Center

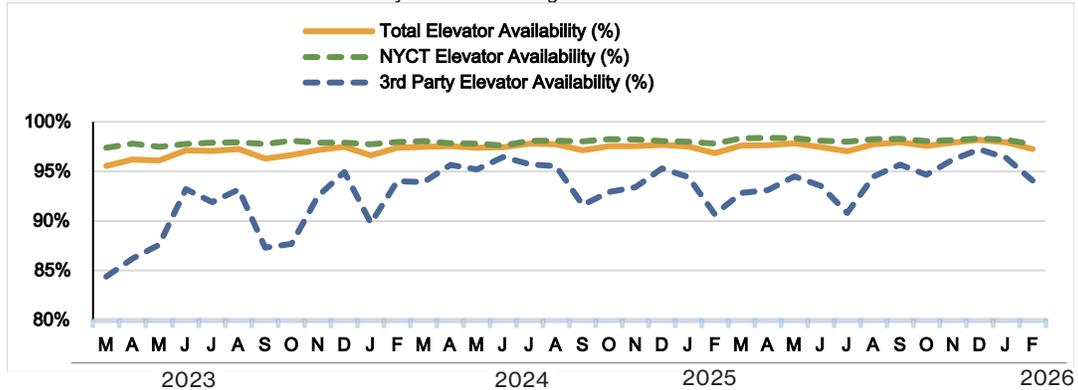
On Tuesday, February 17th, the Government and Community Relations team conducted outreach to the Raices Times Plaza Older Adult Center focused on Reduced Fare OMNY benefits available via Tap and Ride, Paratransit, and the upcoming discontinuation of coin acceptance on buses. The team also highlighted the customer service centers and mobile sales vans where individuals can receive in-person assistance with any OMNY or MetroCard issues and get 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

Earlier this month, the MTA announced the expansion of a successful pilot, Convo Access. Convo Access instantly connects people who are Deaf or hard-of-hearing with an American Sign Language (ASL) interpreter to facilitate conversations with MTA staff. Customers scan a QR code to connect with a live interpreter, which allows Deaf or hard-of-hearing customers to much more seamlessly chat with MTA employees about service changes, payment, or anything regarding their trip. Our system operates 24/7 and Convo Access is similarly available anytime.

This expansion, which will begin in April, will more than quintuple the locations of Convo Access from 13 customer service locations to 68 across the MTA system. This will include all 30 Customer Service Centers in the subway, as well as 38 commuter railroad stations across the region.

Since the pilot, which is free to use for all customers, began in February 2025, users have reported enhanced personal connections, a reduction in time per interaction, and more natural conversations with MTA staff. 425 calls were made across the MTA, totaling over 1,750 minutes of conversations between people who use ASL and MTA employees. The most used locations were 3 Stone Street and Penn Station, with most users reporting they used the service for navigation questions and enrolling in Reduced Fare OMNY.

The MTA continues to partner with the Transit Tech Lab to find new ways to ensure all of our customers can get service and wayfinding information seamlessly. In 2023, the MTA and the Transit Tech Lab introduced NaviLens and NaviLens GO, free smartphone apps that translate visual information into accessible formats. When users scan a NaviLens code in a subway station or at a bus stop, the app will read out information like train or bus arrival times, real-time elevator status, and information about in-station features to transform how blind and low-vision riders use the transit system.



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	732.9	710.0	(22.9)	34.9	28.9	(6.0)	1.0	1.0	-
Farebox revenues	583.7	567.4	(16.3)	31.6	26.6	(5.1)	0.6	0.5	(0.1)
Other revenues	149.2	142.7	(6.5)	3.2	2.3	(1.0)	0.4	0.4	0.1
Total non-reimbursable expenses	1,813.6	1,798.4	15.2	164.8	163.1	1.7	14.3	14.8	(0.5)
Labor expenses	1,342.2	1,344.6	(2.4)	124.3	125.6	(1.3)	10.7	12.0	(1.3)
Non-labor expenses	471.4	453.8	17.7	40.5	37.5	3.0	3.7	2.8	0.8
Non-cash liabilities	413.9	396.8	17.2	12.1	12.6	(0.5)	2.9	4.9	(1.9)
Net surplus/ (deficit) - accrued	(1,494.6)	(1,485.1)	9.5	(142.1)	(146.8)	(4.8)	(16.2)	(18.7)	(2.4)

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	43,521	1,893	4,019	4,007	12	381	392	-11
Reimbursable	4,946	3,923	1,023	38	28	10	54	11	43
Total Positions	50,360	47,444	2,916	4,057	4,035	22	435	403	32

Data Review

Farebox revenue was unfavorable to the Budget by \$16.3 million mainly due to lower than projected subway and bus paid ridership. Other Revenue was \$6.5 million unfavorable to the Budget mainly due to lower than projected paratransit reimbursement and advertising revenues. Expenses were lower than the Budget by \$15.2 million. Labor expenses, including fringe benefits, were unfavorable by \$2.4 million driven largely by primarily due to higher than projected absentee coverage needs and severe weather conditions. Non-labor expenses were favorable by \$17.7 million mainly due to favorable timing of professional service contracts, materials & supplies 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.

Keeping New York Moving: ABLE and ACE

New York City's buses move millions of people every day across all five boroughs, connecting neighborhoods, workplaces, and communities. The MTA operates the largest bus fleet in the country, but even the best transit system cannot run smoothly when traffic gets in the way. One of the biggest challenges buses face are blocked lanes. Cars that double park, stop in bus lanes, or idle at bus stops cause major delays, slowing down service for everyone.

To tackle this problem, the MTA established the Automated Bus Lane Enforcement (ABLE) program in 2019. The idea was simple: keep bus lanes clear so buses can move faster and more reliably. The program used cameras mounted on buses to automatically capture vehicles that are blocking bus lanes. After seeing positive results, in 2023 the New York State Legislature approved an expansion of the program's reach and capabilities. What began as a focus on bus lane enforcement has evolved into a broader initiative known as Automated Camera Enforcement (ACE). ACE not only identifies vehicles in bus lanes but also detects those blocking bus stops and double-parking in ways that slow down buses and create unsafe conditions. ACE cameras provide video evidence that helps enforce traffic rules more consistently across the city.

Now, 6 years later, the MTA continues to operate ACE. The MTA works closely with the New York City Department of Transportation (DOT), the New York City Department of Finance (DOF), and trusted industry partners that make the program come to life. Together, they share one goal: to make New York's buses faster, safer, and more dependable for everyone who rides them.

How It Works

New York City's DOT already operates fixed cameras along certain streets to enforce bus lane rules. These cameras are placed at key intersections and capture vehicles that fail to quickly exit a bus lane as required by law. The MTA's ACE system complements this setup by enabling enforcement directly on the buses.

Each ACE-equipped bus has two types of cameras:

- **The Automatic License Plate Recognition (ALPR) camera**, which captures clear images of license plates and identifies the state of registration. ALPR cameras perform object character recognition (OCR) on captured license plates used for matching license plates, comparing license plates to the exempt list and general DMV look up.
- **The context camera**, which records a wider view of the street, providing footage that shows what was happening around the vehicle at the time of the potential violation. DOT event reviewers use the footage to determine whether or not a vehicle is in violation.

SPECIAL FEATURE

When a car is blocking a bus lane, bus stop, or double-parked, the cameras must capture two separate observations of the same vehicle. These images are sent to a secure system where automated intelligent algorithms analyze the footage. If the vehicle is in the same location across both observations, it is flagged as a possible violation.

From there, the footage goes through several review steps. Contracted staff reviewers double-check the evidence to make sure the vehicle was double-parked or truly obstructing the bus lane or stop. If the evidence meets all requirements, it is sent to NYC Department of Transportation (NYC DOT) staff employees for final disposition. Once approved by DoT staff, the DoT issues a Notice of Liability to the vehicle owner. NYC Department of Finance receives and processes the payment of the fine or adjudicates any dispute made by the violating vehicle's owner.

This process ensures that only verified violations are issued. Fines start at \$50 for the first violation and increase by \$50 for each additional one, up to a maximum of \$250. The goal is to encourage long-term behavior changes and keep the buses moving.

Expansion and Results

The ABLE program began on a small scale with 123 buses across 8 routes in Manhattan and Brooklyn. The first enforcement route, the M15 (SBS), launched in October 2019. The early results were clear: buses on these routes started moving faster, and fewer cars blocked bus lanes and stops. Encouraged by this success, the New York State Legislature approved expansion of the program in 2023 to expand the initiative. The program, now known as ACE, has grown rapidly. Today, automated camera enforcement is active on 58 routes, covering about 560 miles of streets and across all five boroughs.

The impact has been significant:

- ACE when combined with dedicated bus lanes and street upgrades has helped improve bus speeds across the full length of ACE-enabled routes, with some segments on ACE routes achieving gains of nearly 30 percent.
- Collisions are down by 20 percent, making streets safer for everyone.
- Emissions have dropped by an estimated 5 to 10 percent because buses spend less time idling and moving slowly through traffic.
- Blocked bus stop occurrences have decreased by 40 percent, helping riders board and exit more safely and quickly. The increase in accessibility is immense, helping customers who use wheelchairs and customers with impairments board safely.
- Only 12 percent of drivers receive more than two violations, showing that most people change their behavior once enforcement begins.

SPECIAL FEATURE

These results show that automated enforcement does more than make buses faster. It also makes city streets safer, cleaner, and increases the reliability of customer journey time.

Transparency and Community Involvement

Transparency is a key part of how the MTA runs the ACE program. To give the public better insight into how enforcement works, the MTA publishes data on the Bus Automated Camera Enforcement Violations through the NY Open Data Portal. This open dataset allows anyone, from community members to researchers, to explore enforcement statistics and understand how the program affects traffic and bus performance.

The MTA also works closely with NYC DOT to ensure that enforcement is accurate. Through a partnership that provides access to the city's signage database, the MTA receives near real-time updates on any changes to street signs or traffic rules. This ensures that citations are issued only where signage is accurate and current.

Beyond transparency, the MTA is engaging the community through creative and educational avenues. Recently, the agency partnered with the City University of New York (CUNY) to host a Datathon using ACE's open data. Students were invited to analyze how much faster CUNY students who ride ACE-enabled routes are traveling compared to those who do not. This event highlighted how public data can be used to explore real-world questions and help shape the future of transportation in New York City.

Looking Ahead

The success of the ACE program shows how technology can make a big difference in public transit. By using cameras, data, and collaboration, the MTA is improving the daily commute for over a million New Yorkers while helping reduce congestion and emissions citywide.

As the program continues to expand, more bus routes will see the benefits of clear lanes, faster trips, and safer streets. The future of the program includes adding additional use cases, including the enforcement of bicycle lanes, expecting to begin in 2026. The MTA will continue working with city agencies, community groups, and riders to make sure automated enforcement remains fair, transparent, and effective.

At its core, ACE has one simple idea: buses should move as freely as possible through the city. Every minute saved helps someone get to work, school, or home on time. With programs like ACE, the MTA is building a faster, smarter, and more reliable future for bus riders and for New York City as a whole.





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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