



Spring 2026 Customers Count Survey

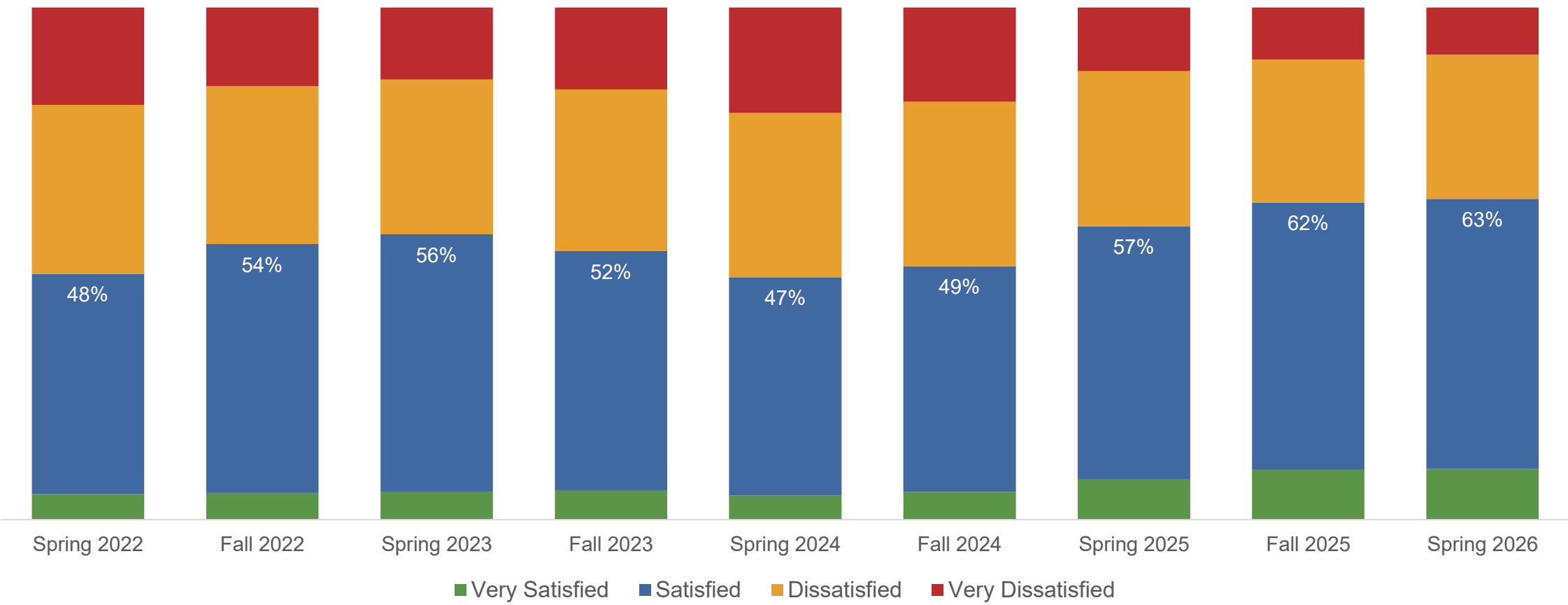
Subway Bus Access-A-Ride

NYCT: Executive Summary

- The Spring 2026 bi-annual Customer Satisfaction survey was conducted April 13 – May 2, 2026, and was offered online in 9 languages and on the phone.
 - We received more than 92,000 subway line and 51,000 bus route evaluations from over 92,000 customers responding. Our sample is weighted by ridership, and relevant respondent demographics using ACS 1-Year 2024 Estimates.
- **Overall subway satisfaction has increased by 1 point to 63 percent, continuing a trend of steady improvement since Spring 2024, when it was 47%.**
 - Subway satisfaction among customers boarding in the Bronx rose from 52% to 54%, in Queens from 59% to 61%, and in Manhattan from 65% to 66%.
- Most other key metrics remain relatively unchanged, keeping customer perceptions of the subway stable. The top 3 key drivers are the same, with Service reliability as the top driver, followed by Safety from crime or harassment on trains and Cleanliness on trains.
 - Customer satisfaction with Service reliability is unchanged at 62%, as are satisfaction with Waiting time (59%) and Station cleanliness (60%).
 - Satisfaction with the Frequency of delays has declined, dropping from 53% in Fall 2025 to 52%.
- Satisfaction with Cleanliness on board trains declined slightly from 59% to 57% since the Fall survey but remains higher than the 54% in Spring 2025. This decrease in the spring from the previous Fall has been a trend since Spring 2024 and is most likely due to customers recalling the influx of homeless individuals who frequent the system during the cold winter months.
- **Overall Local, Limited and Select Bus customer satisfaction is 64%, up 3 points from Fall 2025 and matching the Spring 2025 score. This is the third consecutive wave where bus satisfaction is above 60%. Express bus overall satisfaction is 77%, on par with Fall 2025 (76%).**
 - Satisfaction increased across all attributes, including those of higher importance to customers: Service reliability (61%, up 2), Waiting times (50%, up 1), and Travel times (67%, up 2). These are among the highest scores recorded since Spring 2022.
 - Among Queens customers, satisfaction increased 5 points to 67%, returning to pre-redesign levels (68% in Spring 2025). Queens customer satisfaction increased across nearly all attributes, including Service reliability (+4 to 66%), Waiting times (+4 to 55%), and Travel times (+4 to 71%).
 - Staten Island satisfaction continues to improve, up 7 points from Fall 2025 and 12 points from last Spring to 67%. Staten Island customer satisfaction increased 7 points in Service reliability (to 64%, was 54% a year ago), 6 points in Travel times (to 72%, was 62% a year ago), and 5 points in Waiting times (to 55%, was 44% a year ago), the largest gains of any borough this wave and year-over-year.
 - Over the past 6 months, 51% of customers say they or someone they know saw a fare inspector or NYPD enforcing payment, consistent with the Fall. Sightings remain most common in the Bronx, where 70% of Bronx customers saw or know someone who saw fare enforcement.
- **Access-A-Ride (AAR) customer satisfaction in May 2026 is 72%, consistent with April 2026 (71%).**
 - AAR has maintained consistently high customer satisfaction even as ridership surpassed one million trips taken in March, April and May 2026.

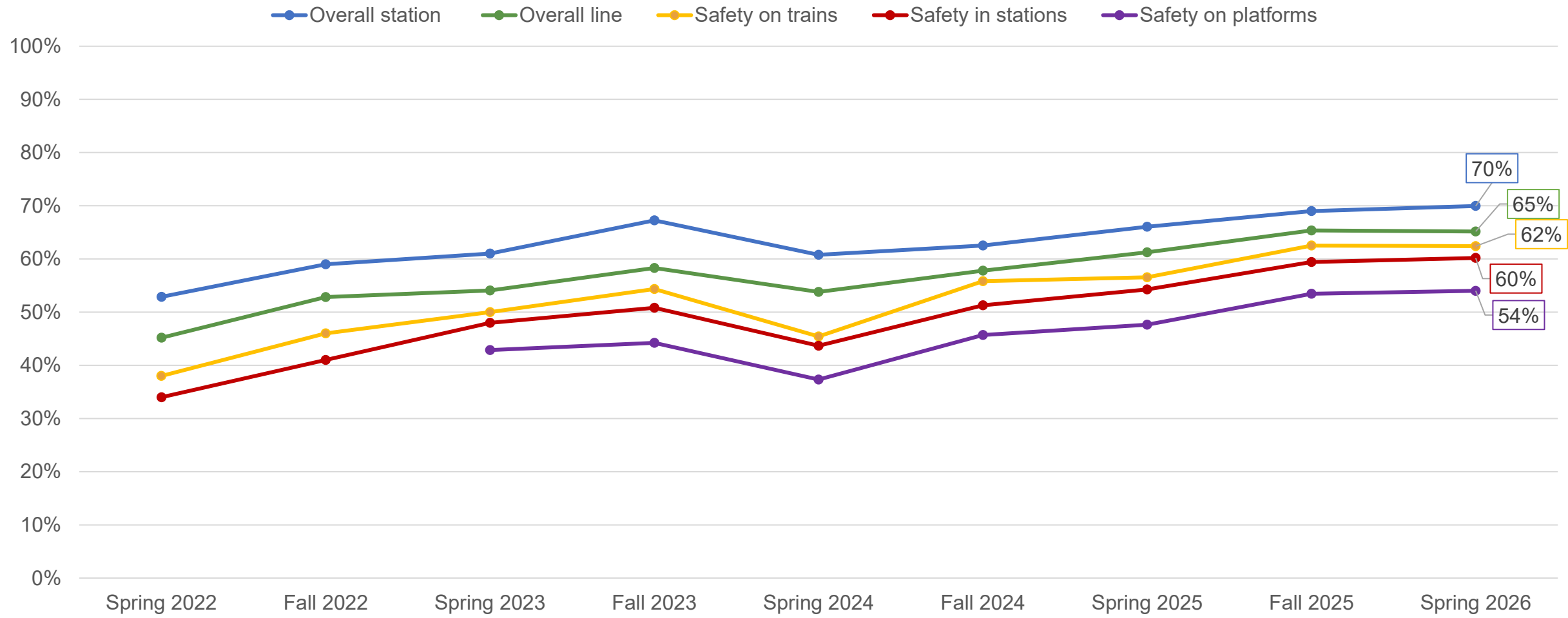


Overall Subway Satisfaction



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

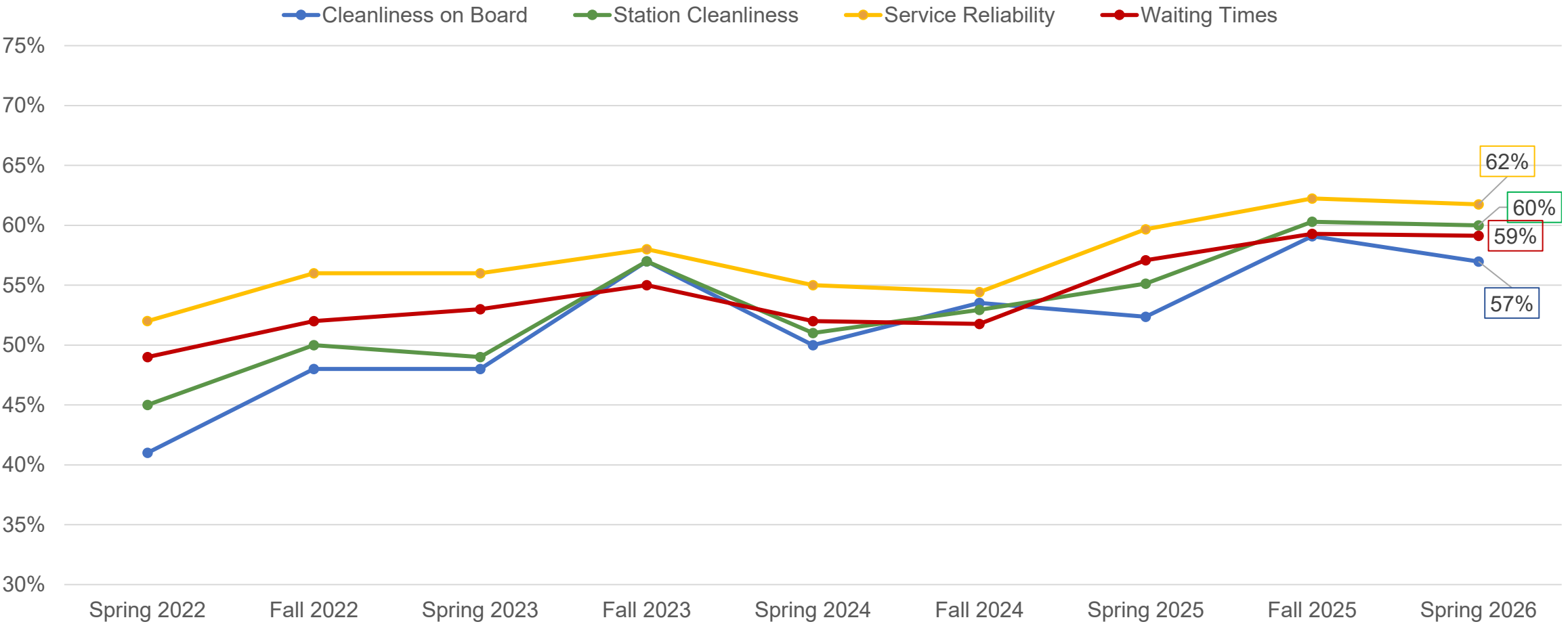
Overall KPI Satisfaction Rates



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

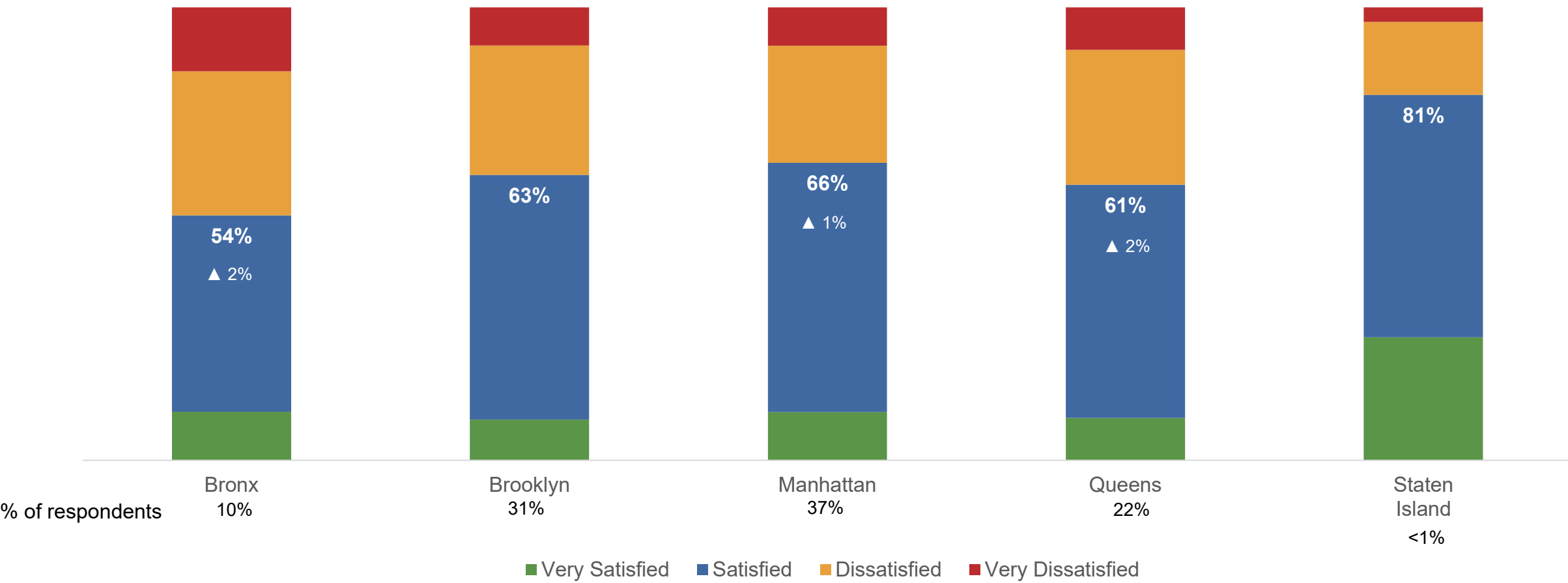


Overall KPI Satisfaction Rates (Continued)



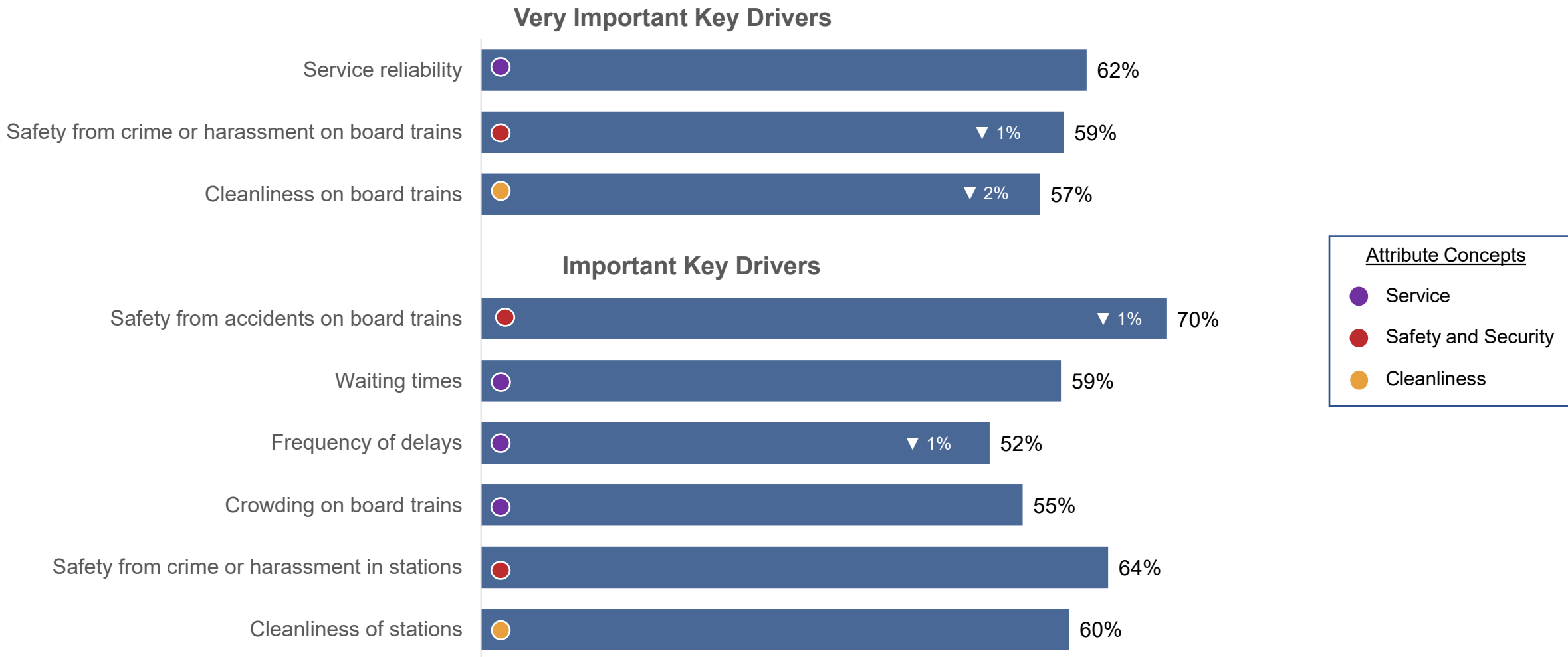
Question(s): How satisfied are you with the train line?
How satisfied are you with the station?
Base: Customers who used the subway at least once in the last 6 months
Percentage shown is feeling safe/ total satisfied (rated 6-10)

Overall Subway Satisfaction by Boarding Borough



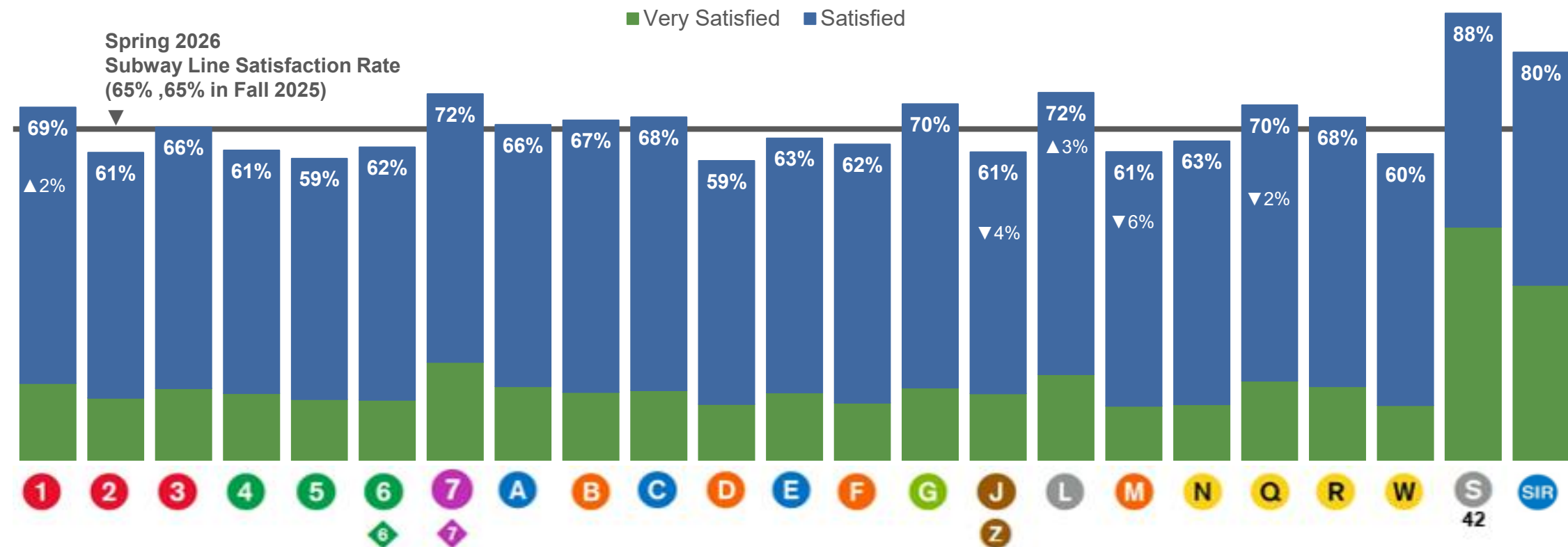
Question(s): In general, how satisfied are you with the Subway (including the Staten Island Railway)?
Base: Customers who used the subway at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Fall 2025

Subway Key Drivers: Attribute Satisfaction In Order of Attribute Importance



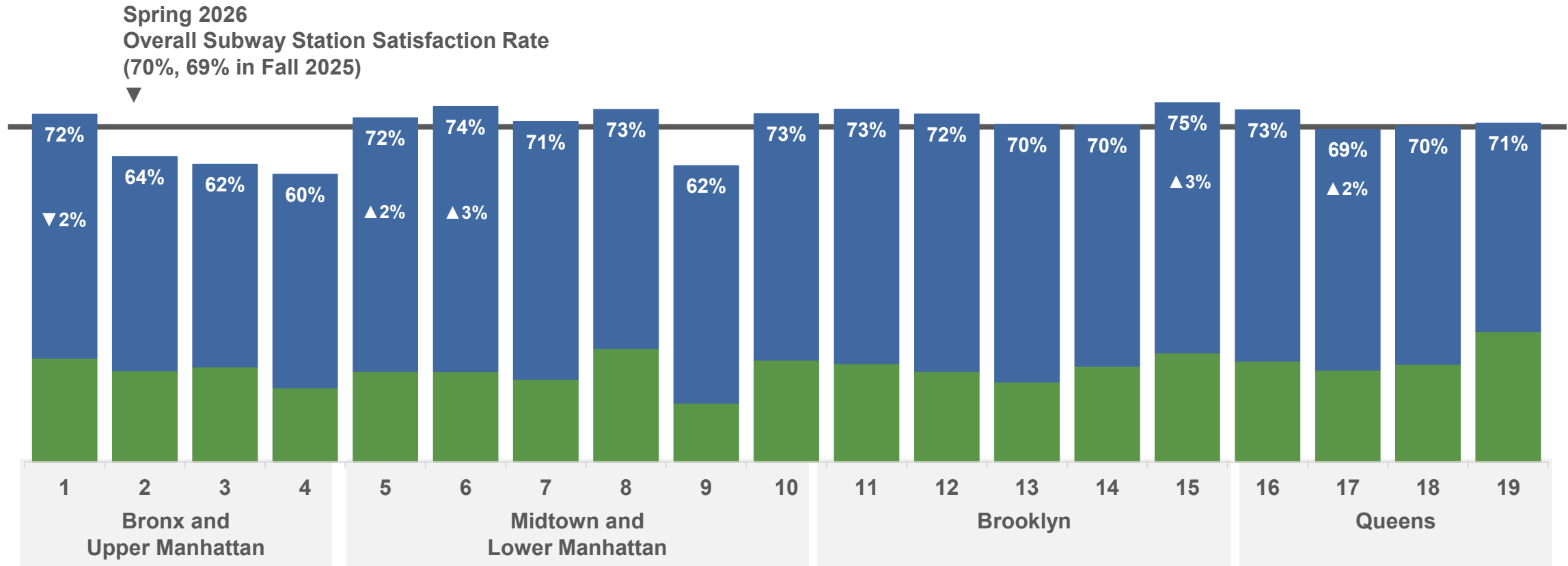
Question(s): How satisfied are you with your subway train? How satisfied are you with your station?
Base: Customers who used the subway at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Fall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

Overall Satisfaction On Board Rates by Line



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

Overall Station Satisfaction by GSM Zone



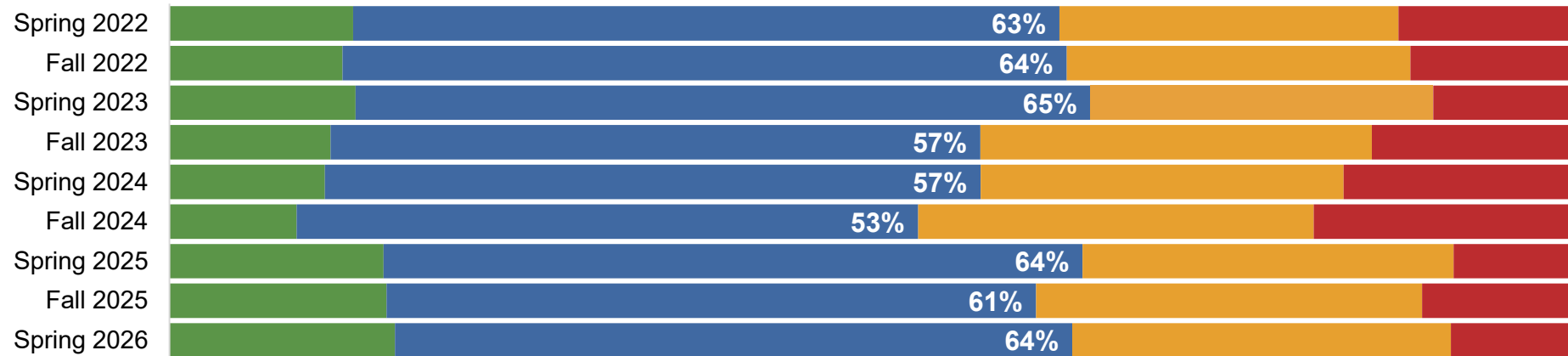
Question(s): How satisfied are you with the station? Overall

Base: Customers who used the subway at least once in the last 6 months

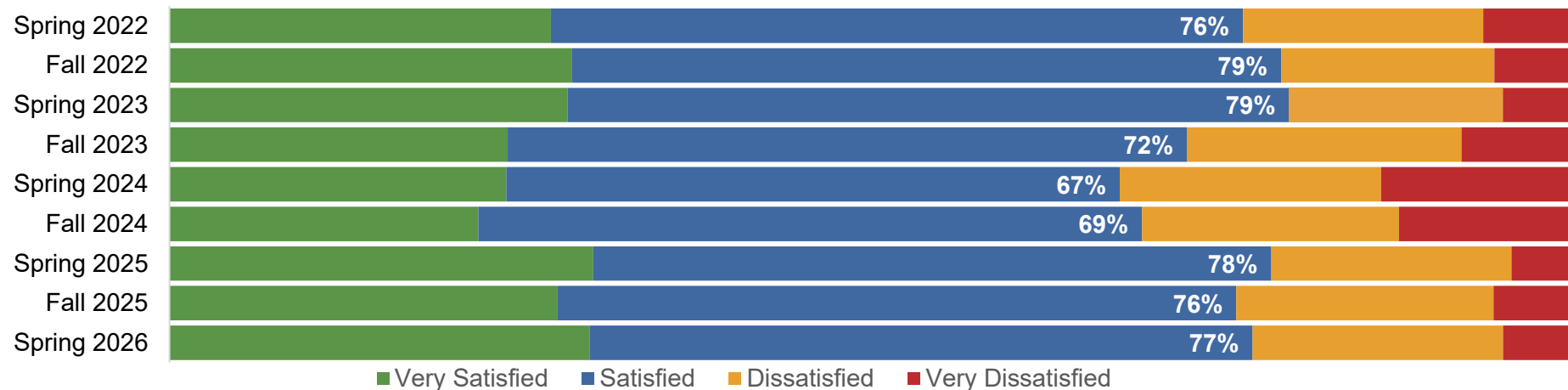
Percentage shown is total satisfied (rated 6-10); ▲/▼ indicate significant increase/decrease at 90% Confidence Interval since Fall 2025

Bus: Overall Satisfaction

Overall Local/Ltd/SBS Bus Satisfaction



Overall Express Bus Satisfaction



■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

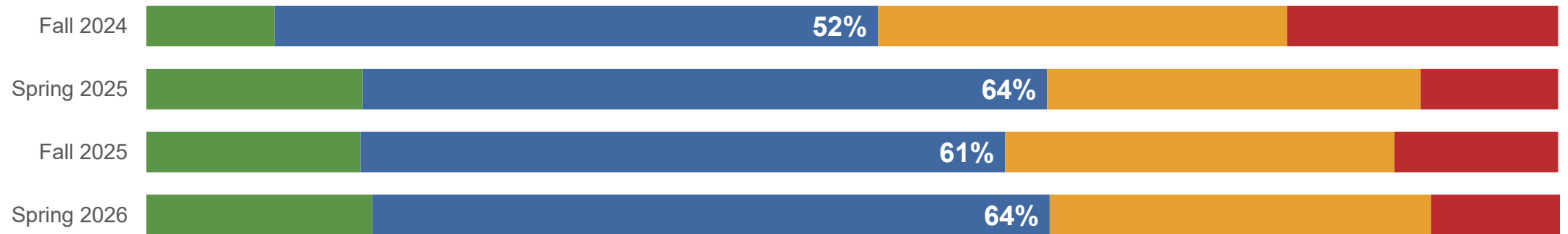
Question(s): In general, how satisfied are you with the buses?

Base: Customers who use the bus at least once in the last 6 months

Percentage shown is total satisfied (rated 6-10)

Local/Ltd and SBS Satisfaction

Overall Local/Ltd Satisfaction



Overall SBS Satisfaction

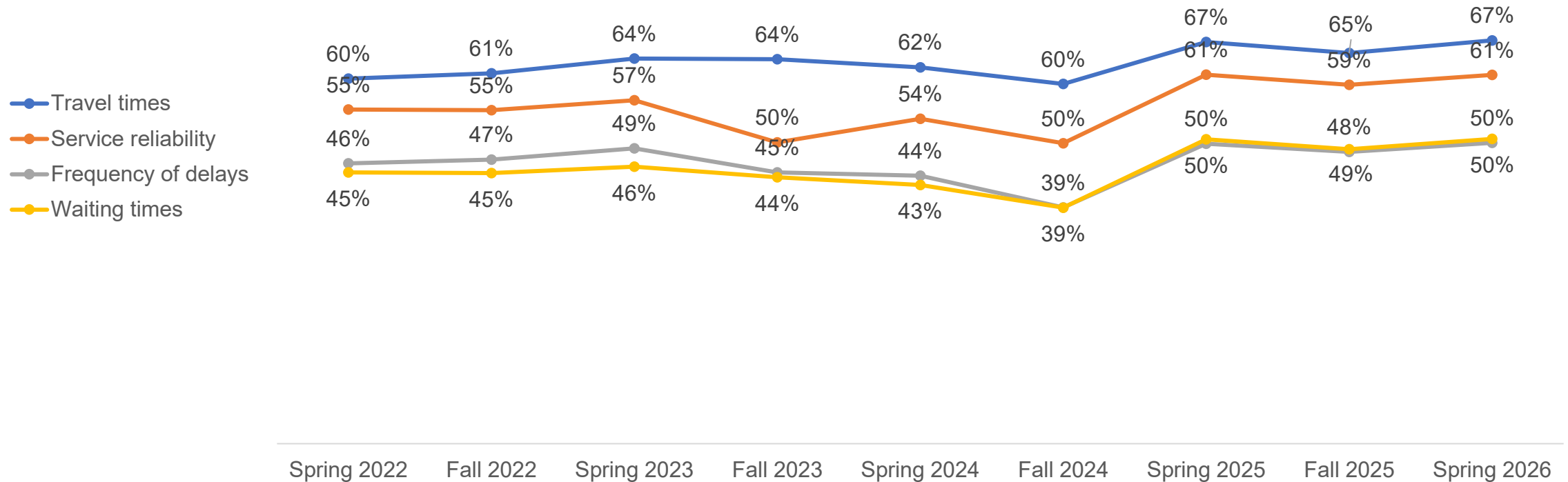


■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

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

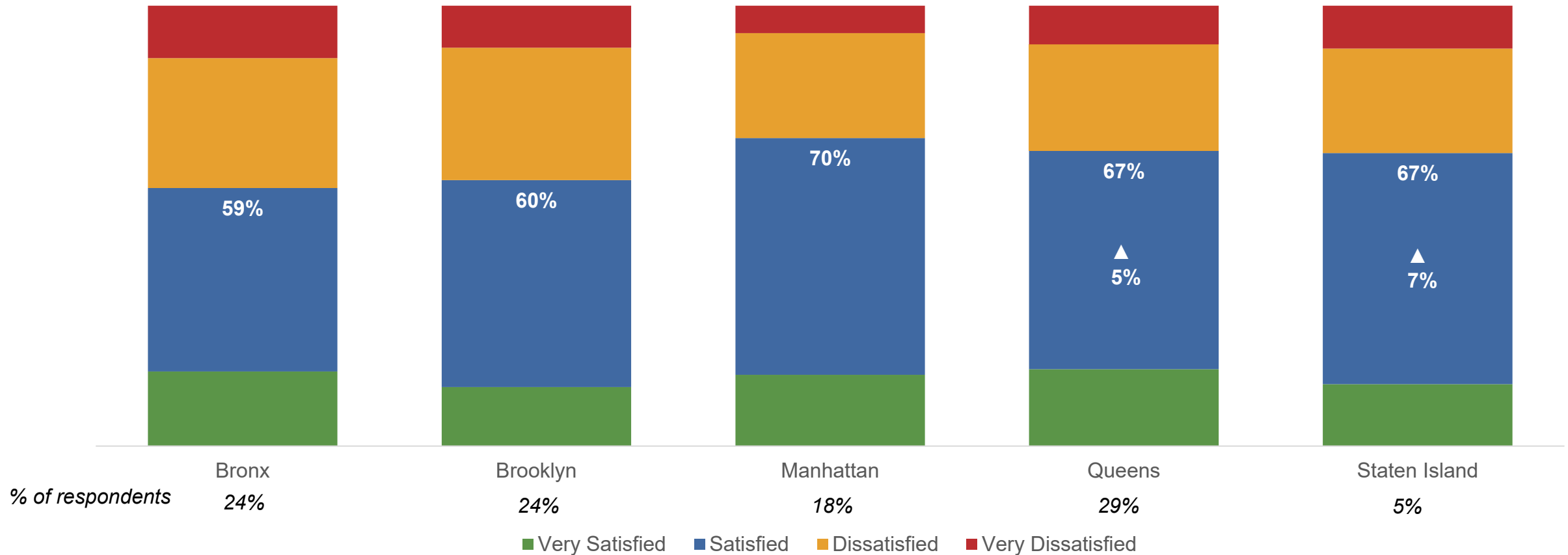


Local/Ltd/SBS: Overall KPI Satisfaction Rates



Question(s): How satisfied are you with the following attributes?
Base: Customers who use the bus at least once in the last 6 months
Percentage shown is total satisfied (rated 6-10)

Local/Ltd/SBS Overall Satisfaction by Boarding Borough



Question(s): In general, how satisfied are you with buses?

Base: Customers who use the bus at least once in the last 6 months

Percentage shown is total satisfied (rated 6-10)

▲/▼ indicates a significant percentage point increase/decrease at a 90% confidence interval since Fall 2025

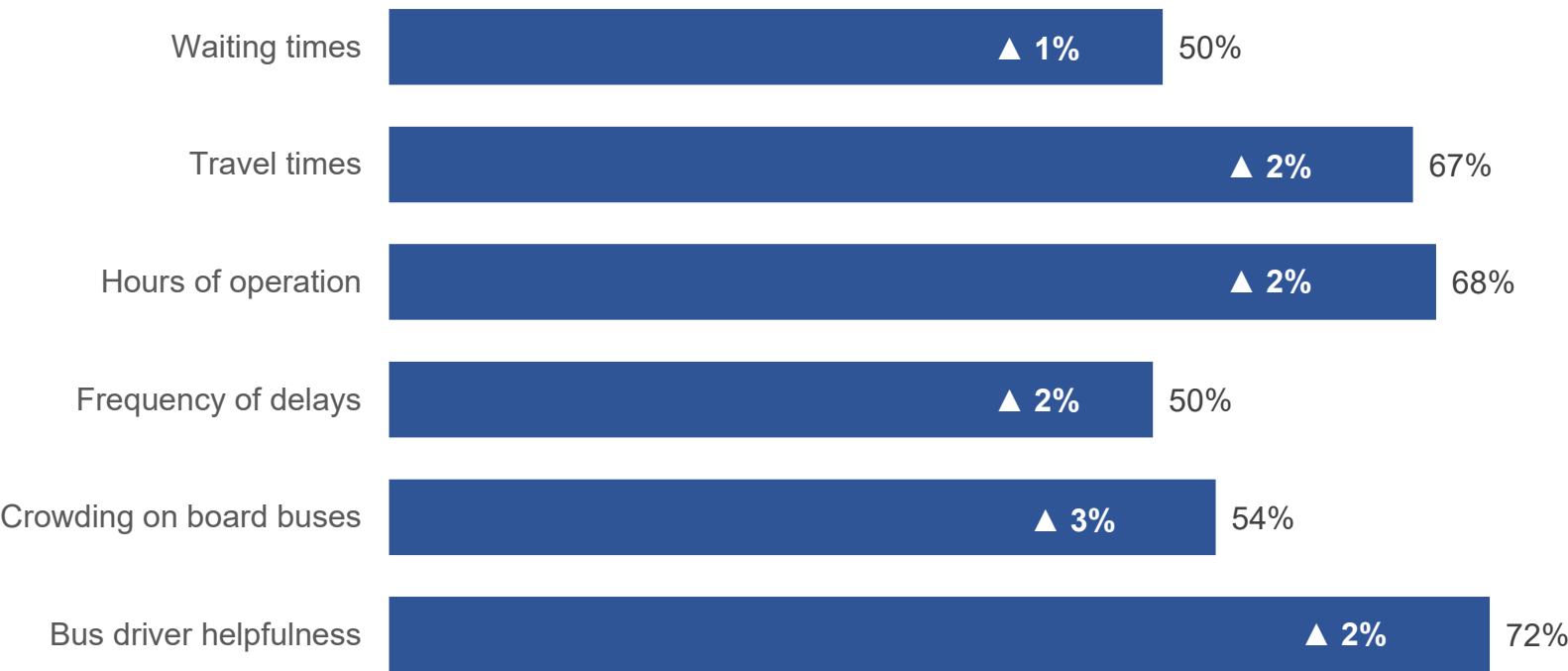


Local/Ltd/SBS Bus Key Drivers: Attribute Satisfaction In Order of Attribute Importance

Very Important Key Drivers

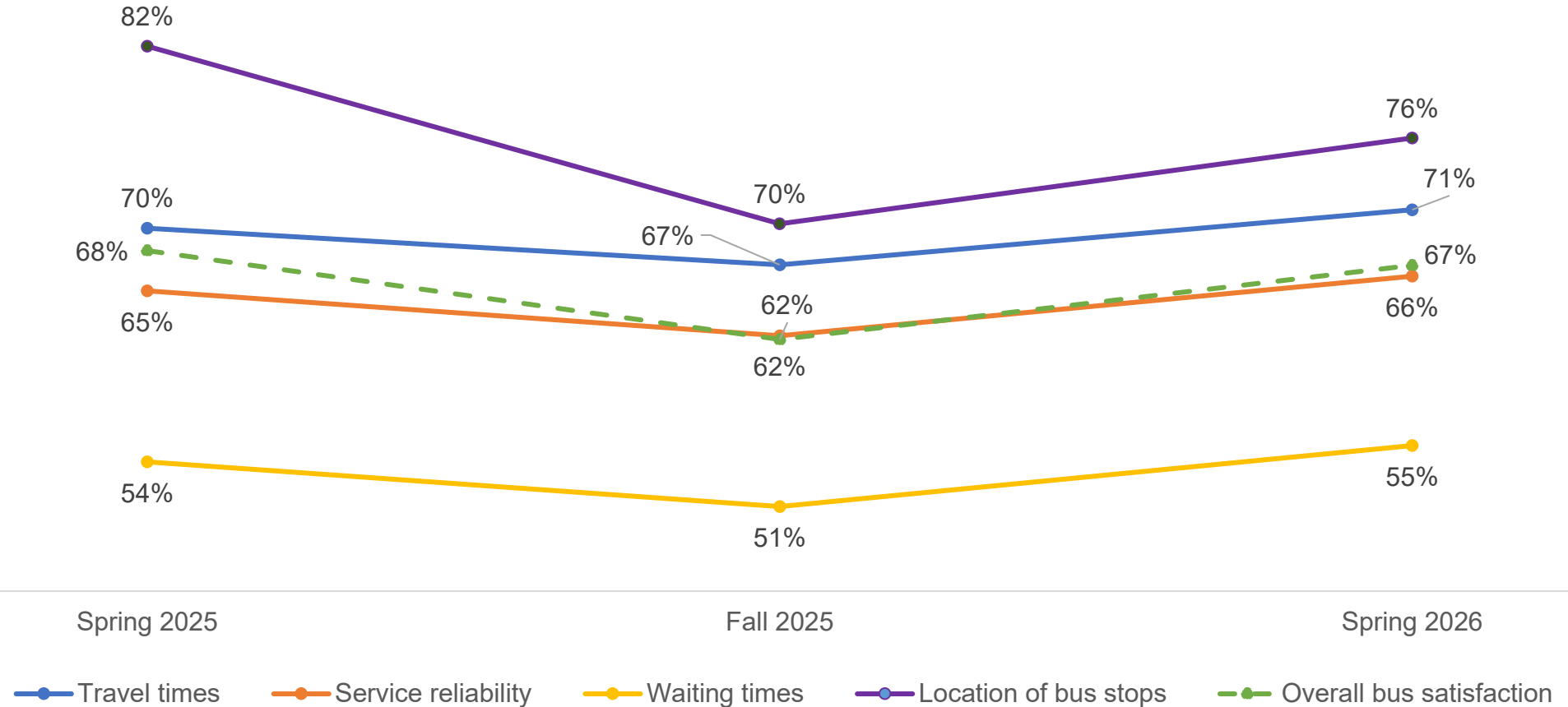


Important Key Drivers



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

Queens Satisfaction (Local/Ltd/SBS/Rush): Pre and Post Redesign



Question(s): How satisfied are you with the following attributes?

Base: Queens Local/Ltd/SBS customers who use the bus at least once in the last 6 months

Percentage shown is total satisfied (rated 6-10)

Comparison by Queens Route Type

	Rush Route (25 routes)	Not Rush	New route (16 routes)	Existing route
Overall Route Satisfaction	75%	72%	74%	73%
Service Reliability	69%	65%	66%	66%
Wait Time	58%	54%	56%	55%
Travel Time	72%	70%	73%	70%
Crowding	59%	58%	64%	58%
Frequency of Delays	58%	53%	56%	54%

Question: How satisfied are you with the [bus route] on the following?

Base: Queens customers who use the Bus at least once in the last 6 months.

Percentage shown is total satisfied (rated 6-10)

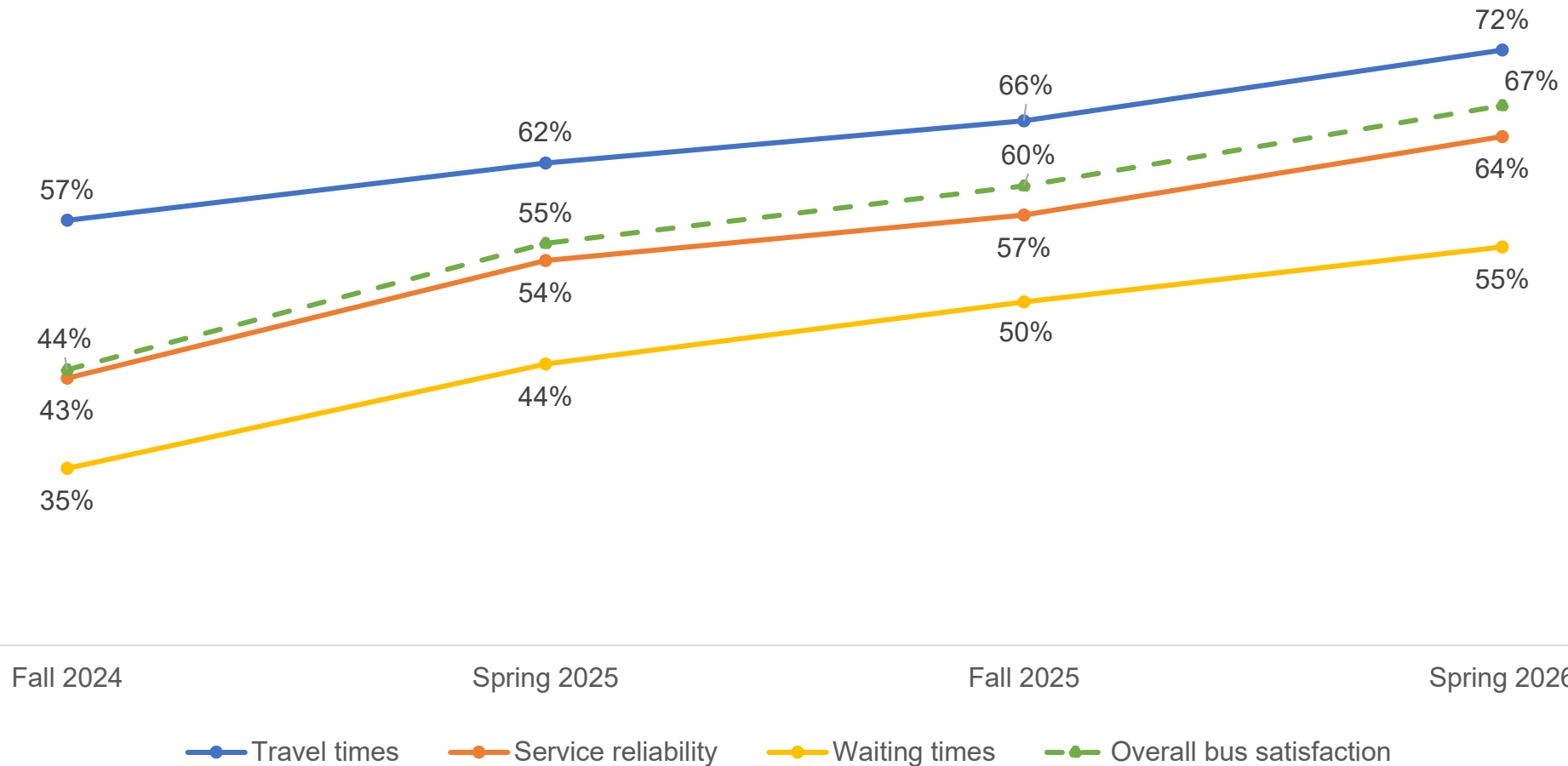
Rush Routes: Q2, Q4, Q9, Q10, Q13, Q27, Q28, Q30, Q35, Q36, Q40, Q43, Q46, Q48, Q63, Q75, Q77, Q82, Q84, Q85, Q86, Q87, Q89, Q111, Q114

New routes: Q14, Q45, Q48, Q51, Q61, Q63, Q74, Q75, Q80, Q82, Q86, Q87, Q89, Q90, Q98, Q115

Bold indicates a significant difference at a 90% confidence interval between groups



Staten Island Improvements: Local/Ltd/SBS



Question(s): How satisfied are you with the following attributes?

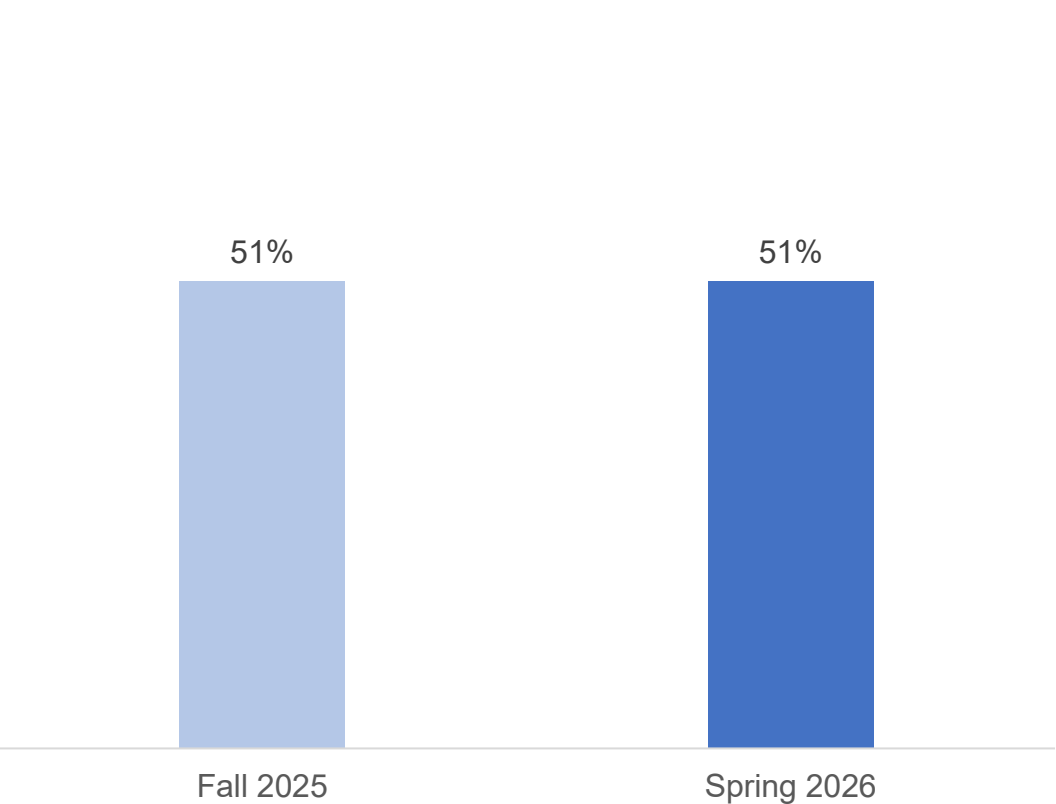
Base: Staten Island Local/Ltd/SBS/Rush customers who use the bus at least once in the last 6 months

Percentage shown is total satisfied (rated 6-10)

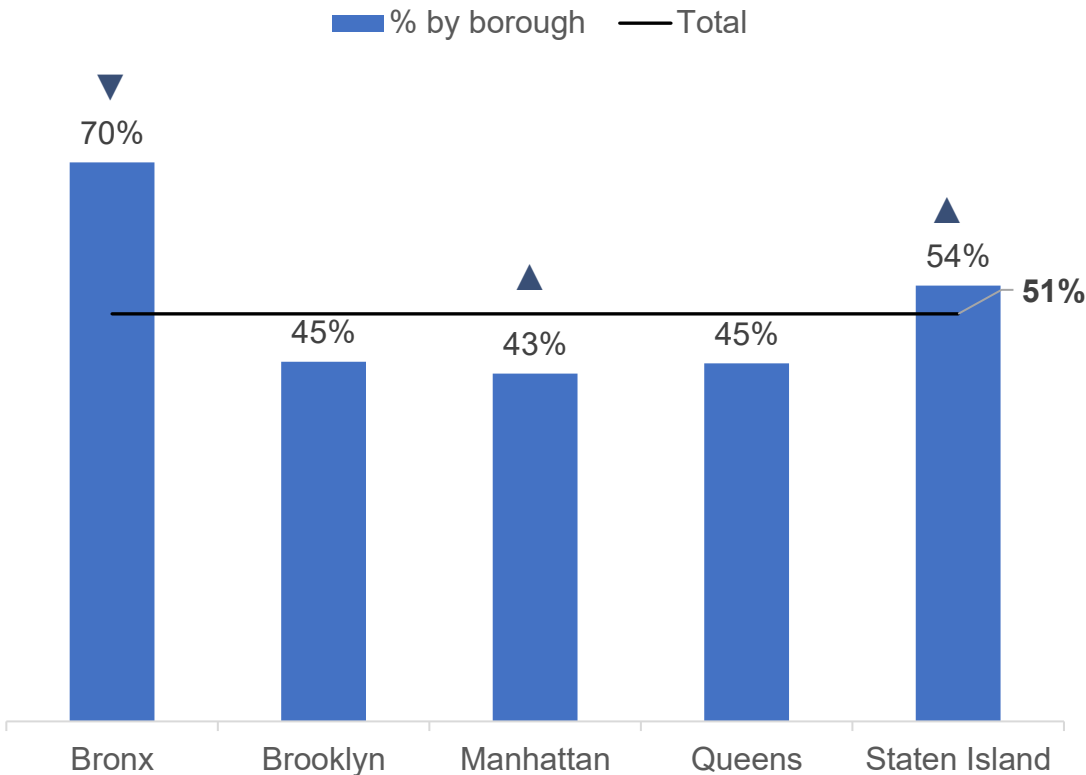


Customers Who Saw / Know Someone Who Saw Fare Enforcement On Bus or At Bus Stop

Saw/know someone who saw enforcement



Where Customers Saw Fare Enforcement



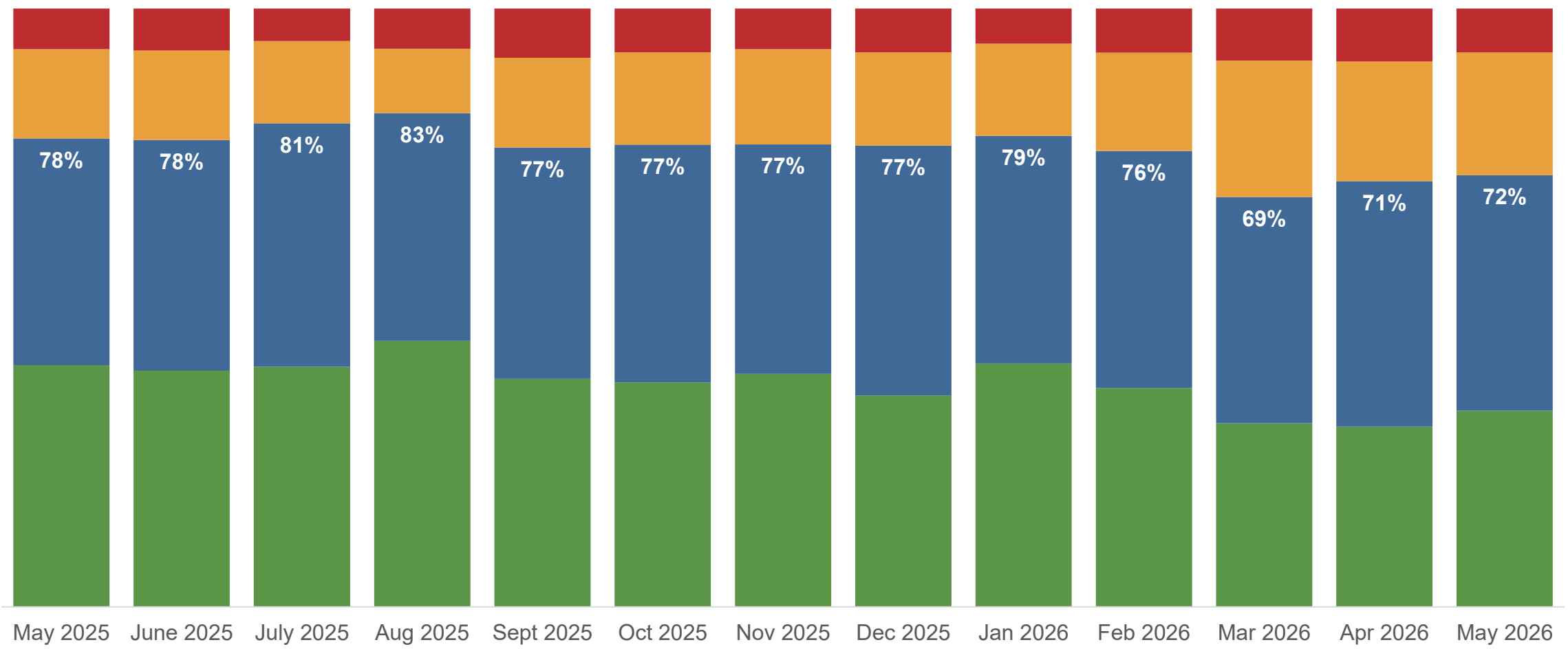
Question(s): In the past 6 months, have you or someone you know seen fare inspectors or NYPD enforcing fare payment on buses or at bus stops?

Base: Customers who use the bus at least once in the last 6 months

Excludes 'Not Sure' responses.

▲/▼ indicates a significant percentage point increase/decrease at a 90% confidence interval since Fall 2025

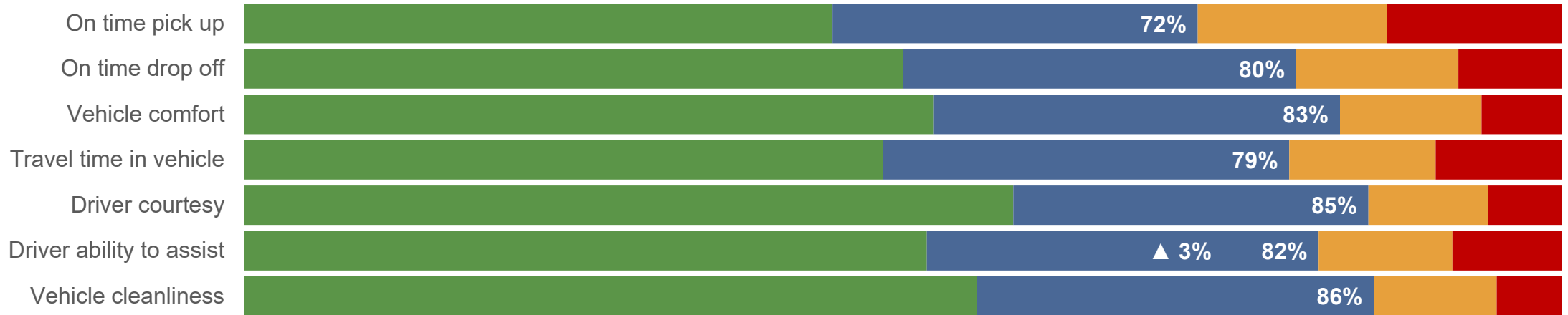
Overall AAR Satisfaction



Question(s): During the past month, how satisfied were you with your overall AAR experience?
Base: Customers who have used AAR at least once in the past month.
Percentage shown is total satisfied (rated 6-10)

Last Trip: Key Attributes (May 2026 Survey)

Service Attributes



Booking/Reservation Attributes



■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

Question(s): Thinking about your most recent trip, how satisfied were you with each of the following?

Base: Customers who have used AAR at least once in the past month. Booking/Reservation attributes are only shown to those who used them.

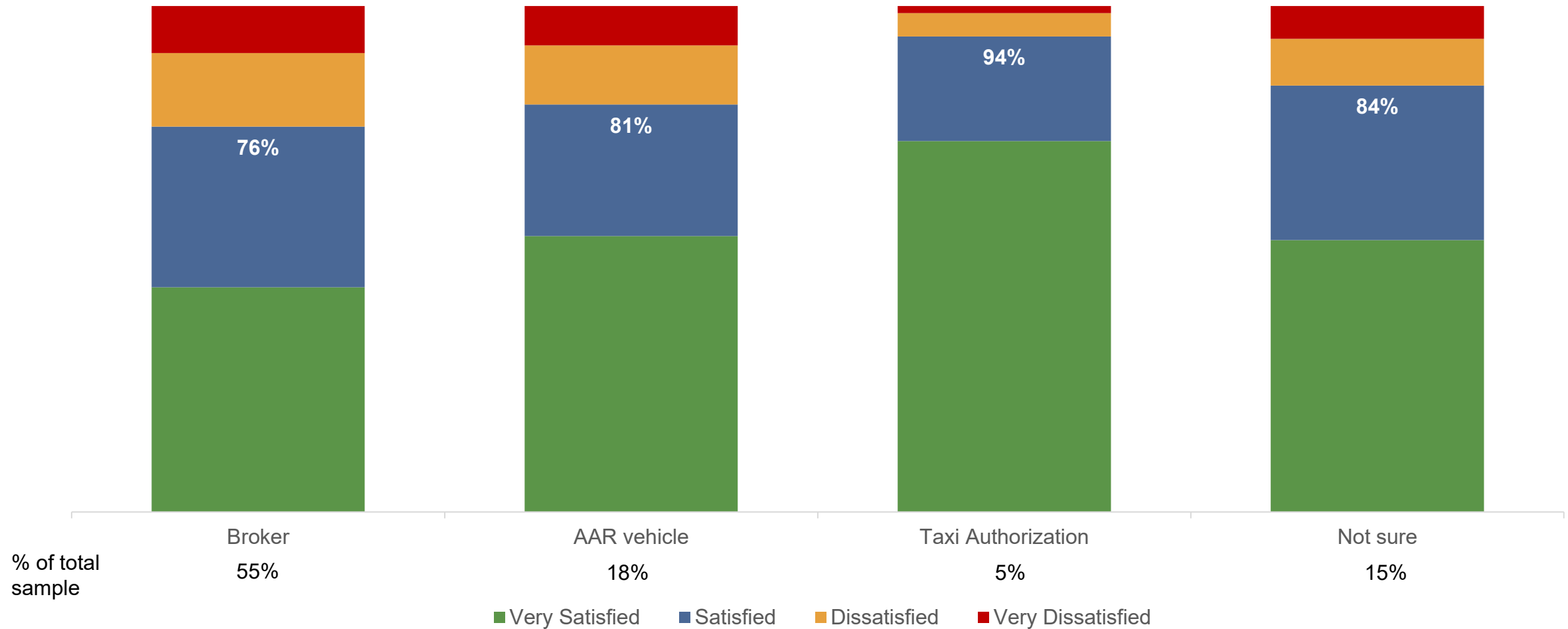
Percentage shown is total satisfied (rated 6-10)

Attributes are listed in order of customer importance (based on October 2025 survey).

▲/▼ indicate a significant percentage point increase/decrease at a 90% confidence interval since April.



Last Trip: Satisfaction by Provider (May 2026 Survey)



Question(s): Thinking about your most recent trip, how satisfied were you with each of the following? (Overall trip satisfaction)

Who was the provider for this trip?

Base: Customers who have used AAR at least once in the past month.

Percentage shown is total satisfied (rated 6-10)

