



NEW YORK CITY TRANSIT KEY PERFORMANCE METRICS

January 2025

new.mta.info





Exit



To Manhattan & mezzanine

N W 7

EL479

CASE OF FIRE
NOT USE
ELEVATORS
VIA STAIRS

EXIT TO MEZZ
MANH & BKLYN



Fully Accessible
Queensboro Plaza

N W 7

The MTA, community advocates, City Council Member Julie Won, and State Senator Kristen Gonzalez, celebrate the completion of accessibility improvements at Queensboro Plaza Station **N W 7** on December 12, 2024.

**This performance metrics document was prepared for the
January 2025 meeting of the New York City Transit & Bus Committee.**

2 Broadway • New York, NY 10004
January 27, 2025

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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.





Demetrius Crichlow
President
New York City Transit

Pillars of Success: Safety & Service

2025 is full of promise for New York City Transit.

I hope December was a time for you to recharge and spend quality time with loved ones. Anyone who knows me can imagine how eager I am to start 2025 and continue our efforts to deliver high-quality service to the people of New York.

Since I stepped into this role in June, we have focused on two core missions: safety and service. Safety is paramount. There is no greater priority to me than making sure that employees of Transit go home in the same condition they came to work in. Service is our bread and butter. When I say we move New York City I mean it. Without the subway, bus, and paratransit services we deliver, New York just isn't possible.

This all comes together in our goals for 2025:

- Modernize Service Delivery
- Protect and Support Our Employees
- Harden the System & Increase Fare Compliance
- Improve Customer Service

Modernizing Service Delivery

I'm an operations guy at heart. Anything we can do to make our service run more reliably or effectively is something that gets me excited. In 2025, we'll advance core priorities that will improve how we deliver service. We will leverage data to enhance performance analysis. This includes things like the new CBTC structure at Subways, which will only grow in importance as we flip the switch on more lines. It also includes things like fully realizing our Paratransit Scheduling Engine, which will unlock huge benefits to efficiency and service quality. We will evaluate and implement industry best practices. A good idea is a good idea, no matter its origins. If there is a better switch out there for our subway, a better LED light for our buses, I want to explore how we can bring the best to our system.

Protect and Support Our Employees

None of our goals are possible without the collective efforts of our entire Transit workforce. To that end, we must do more to support our employees on the job and do everything possible to keep them safe and secure. First, we will work to reduce the number of operating and safety incidents. We have charged the Office of System Safety to target incidents of most concern.

MESSAGE FROM THE PRESIDENT

We will look for more operational improvements to safety, like intelligently expanding our camera network. We will also continue creative projects like our I Move New York campaign, which celebrated amazing Transit workers from across Buses and Subways. To prepare Transit for the next generation, we will develop succession planning and training for our future leaders. This is personal to me as a 27-year MTA veteran who knows what it's like to start your career in the field and have the incredible opportunity to gain more skills and responsibilities over the course of your career. Initiatives like the career pathways process that I initiated at the Department of Subways will go a long way. This initiative takes employees who have an administrative background and gives them the skills to take on operation roles. At the same time, we want to take every opportunity to recognize employee excellence. Our bi-annual President's Awards will be revamped to be more aligned to our priorities and our values. We want these awards to be a real recognition from leadership. I like to tell the story of one manager who developed and coached a team at the Department of Subways. He had worked 30 years without a sick day. We have many employees out there right now who give up themselves up completely for this role, and we need to do more to recognize that. In 2025, I plan to get out into the system as much as possible to thank employees and to spend time in their workplaces.


Hardening the System and Increasing Fare Compliance

My feelings on fare evasion are no secret. Here at New York City Transit, we have made taking on the challenge of fare evasion a top priority. It's a big challenge, but I believe that our efforts have already made a difference, with more to come. In 2025 and beyond, we will continue to attack fare evasion through a two-pronged approach. We will strategically deploy personnel like our EAGLE team and our Gate Guards to limit opportunities for evasion on subways and buses and we will make real progress on installing new technology, especially at our fare gates. In 2025, we will also drive forward on fare compliance by making major progress on OMNY. We are nearing the finish line with OMNY. We are working to refine the best way forward with OMNY as one system that crosses all of New York City Transit. The recent expansions of Student OMNY and Reduced-Fare OMNY have brought millions of new OMNY customers into the system, and it is making a difference in the fight against fare evasion. Making it easier to pay, especially for customers eligible for programs like Fair Fares, will make a big difference. Now that the city has further expanded the eligibility of this program, we will keep working to make every New Yorker who qualifies for half-priced rides aware of the benefits. Initial data from the end of

MESSAGE FROM THE PRESIDENT

2024 shows that we have, for the first time in years, meaningfully reduced fare evasion on buses and subways in the last few months. There is more work to do, but I am encouraged.

Improve Customer Service

Customer service will remain front of mind, and this will be critical as we continue to make progress with OMNY. We have made so much progress improving the experience of our subway, bus, and paratransit customers – but there is more to do. To me, it's all about giving each mode the opportunity to unleash the special sauce that connects our operations to our customers. This is especially true during planned and unplanned disruptions. The way we approached supporting customers during the  train capital project with Project Lead Hugo Zamora is a playbook that we can follow and build on for future disruptions. I know that Hugo will continue to deliver for customers as we embark on the Rockaway Resiliency Project this month. In 2025, we will double down on the new Station Agent role outside of the booth, which will be more critical than ever as we welcome millions of new customers to OMNY. We will also lean heavily on our 15 Customer Service Centers to connect new customers to permanent Reduced-Fare OMNY cards and to support customers during the transition. We will seek to build on historic improvements made in 2024 to paratransit customer service, from a new Manhattan Assessment center, to record call center performance and surging app bookings. In 2025, we will continue to pursue efforts to connect our customers to high-quality service and ensure that they are receiving the communication they need.

I'm excited for the promise of what 2025 has to offer. This year will be pivotal for the future of New York City Transit. We have already been busy this month supporting the historic commencement of congestion pricing in our city. The entire leadership team at Transit was out in the field on the first few days making sure that service was moving smoothly for our riders. As the new legislative session in Albany begins, I'm looking forward to continuing these conversations of fully funding our Capital Program. Our 2025-2029 Capital Plan will be a historic investment in State of Good Repair work that will allow us to deliver the world-class service New Yorkers expect and deserve.

Happy 2025, I can't wait to see you out there in the field!

In service,

Demetrius Crichlow



Exit  **To Main Street 7**
Astoria NW
& mezzanine

EL479



IN CASE OF
EMERGENCY
DO NOT USE
ELEVATOR

EXIT TO MEZZ
QUEENS

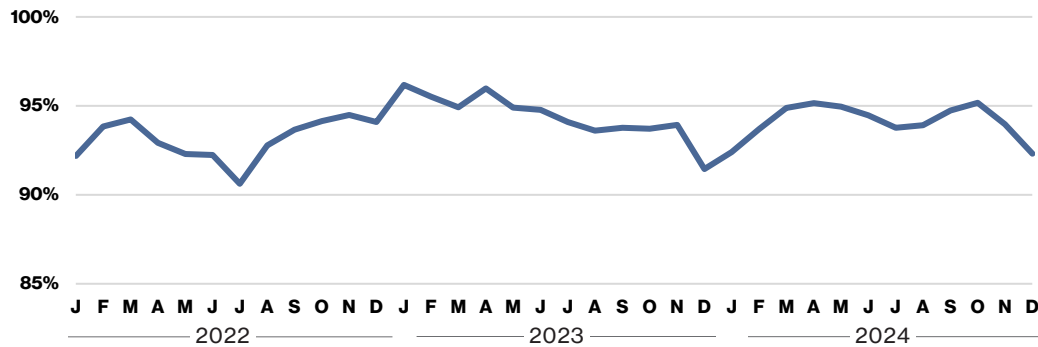
 Please let
people with
disabilities
and seniors
board first.



SERVICE PERFORMANCE

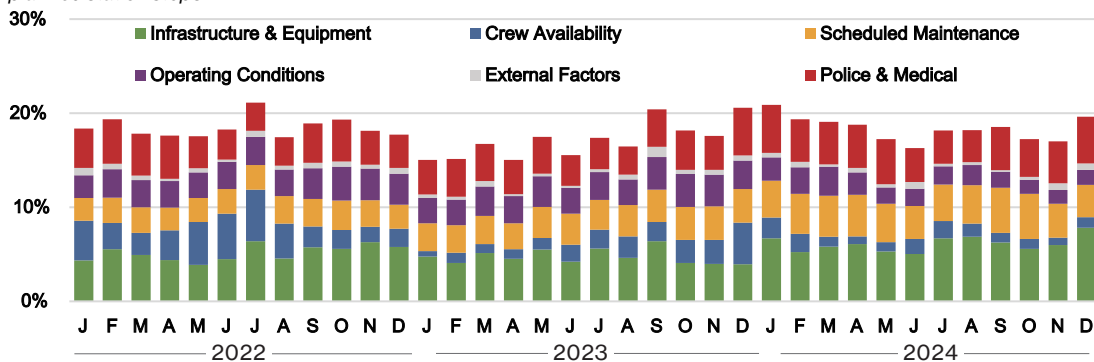
Subway Service Delivered

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

For December 2024, weekday On-Time Performance (OTP) was 80.4%, a 0.7% improvement from December 2023. Weekend OTP was 84.7%. The most improved lines for the month, such as the **6** and the **JZ**, benefited from positive results of targeted interventions from the Department of Subways (DOS) and Operations Planning. The percentage of customers arriving at their destinations within five minutes of schedule (CJTP) was 83.9%, a 1.0% improvement from December 2023. Service Delivered was 92.3%. Elevator availability held steady at 98.1% and Escalator availability similarly held steady at 95.6% systemwide.

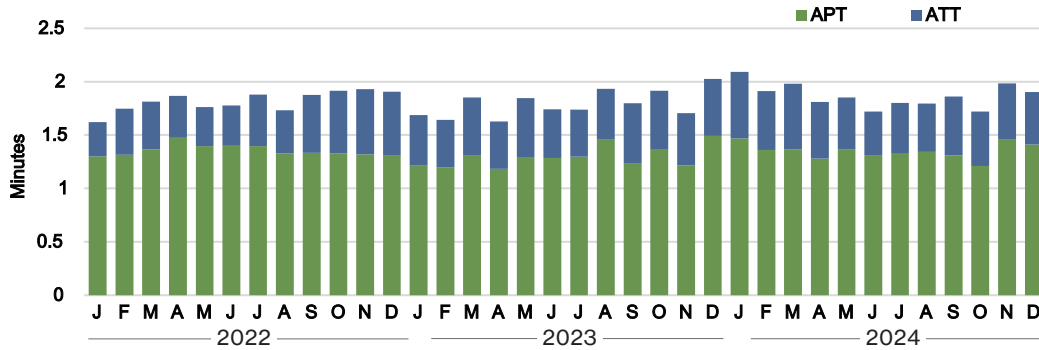
In the fourth quarter of 2024, DOS introduced a monthly IOD (Injury on Duty) report to track trends in subway-related incidents across all divisions. In 2024, Subways saw an 8.7% reduction in IODs, which means we kept more transit workers safe. Additionally, we saw a 14.8% decrease in Lost Time Accidents (LTAs). In December 2024, reporting shows 14 fewer LTAs compared to the previous month. With a current average of 18 lost workdays per LTA, this translates to 2,016 hours saved in December.



SERVICE PERFORMANCE

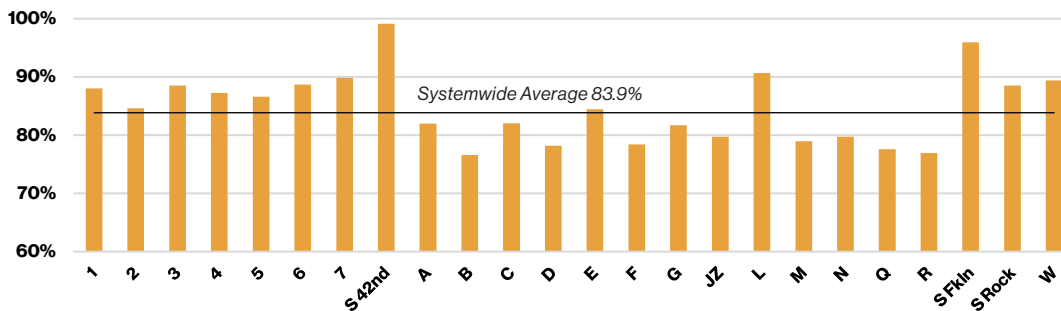
Subway Additional Platform Time + Additional Train Time

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

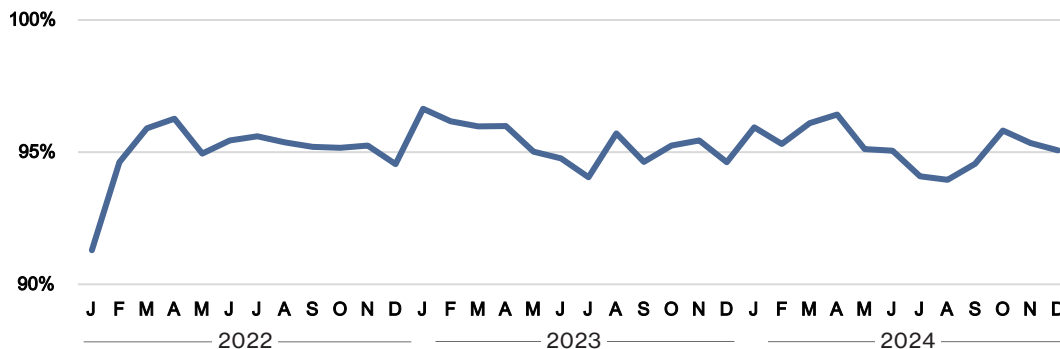
In 2024 DOS set goals for performance, modernizing operations, creating a more customer-focused environment, and aligning our resource needs. DOS surpassed many of the goal benchmarks, modifying over 260 turnstiles to prevent back-cocking, completing 50 station revivals, and delivering 98.0% availability on elevators. On performance, CBTC continues to deliver. The **L** and **7** lead 2024 OTP performance, with 91.3% and 91% OTP respectively. In 2025, we look forward to continuing to deliver improved performance. In January, the Rockaway Line Rehabilitation begins. Our experience with the **G** train project provided us a blueprint for how to complete complex construction projects effectively while still delivering strong service. Hugo Zamora will be coordinating everything from our robust shuttle operations to ensuring our communications to customers are frequent and clear. DOS will also continue monitoring service as we enact transformative programs like Congestion Pricing and Reduced-Fare OMNY, which will bring more New Yorkers into the system.



SERVICE PERFORMANCE

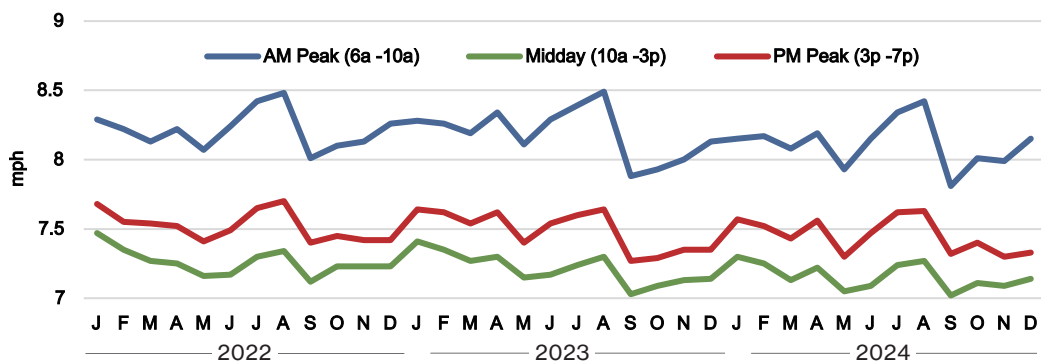
Bus Service Delivered

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

Bus performance in December 2024 remained stable or improved in key areas. Service Delivered (SD) was 95%, slightly down from November but 0.5% higher than December 2023. Bus speeds stayed at 7.9 mph, and Customer Journey Time Performance (CJTP) reached 69.9% in December, a 1.5% increase from November, mainly due to a 16-second reduction in Additional Travel Time (ATT) and a 7-second reduction in Additional Bus Stop Time (ABST). Overall, 2024 performance remained steady despite availability and road challenges. The 12-month average SD was 95.2% (slightly down by 0.2%) while CJTP was 71.2% (1.7% lower than the same period last year). Average bus speeds were 8.0 mph, down 1.2%. The Buses team achieved the ambitious goal of hiring 2,000 bus operators, preparing to deliver excellent service on operations like the Rockaway shuttle, expand bus service, and support the Queens Bus Network Redesign.

Moving Forward

In January, the MTA launched two of the major initiatives for 2025 – the CBD Tolling Program and Rockaway Line Rehabilitation & Resiliency Project. Efforts to

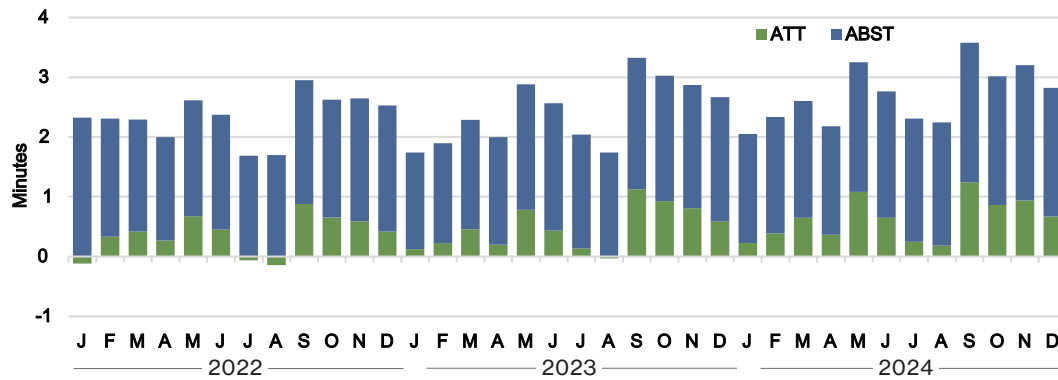


SERVICE PERFORMANCE

Additional Bus Stop Time + Additional Travel Time

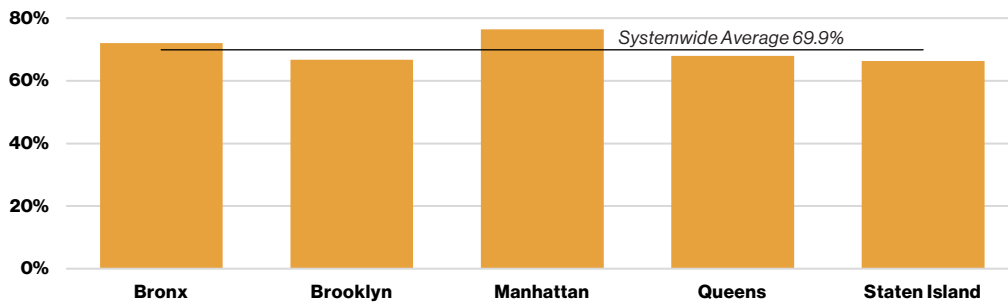
ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time

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



Bus Customer Journey Time Performance, by Borough, December 2024

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



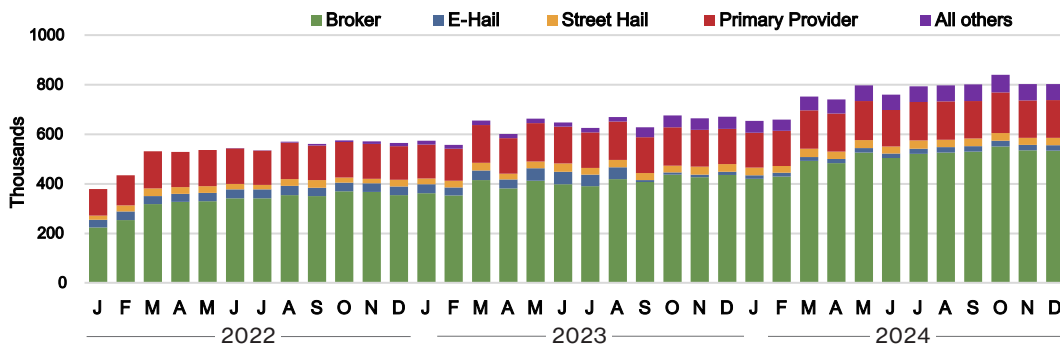
support congestion pricing include optimizing bus service and improving customer responsiveness. Preliminary data shows decreased traffic and faster buses. This month Chair Lieber and Buses SVP Frank Annicaro were at Jamaica Depot to announce the purchase of 265 new zero-emission buses, the first project funded by congestion pricing. Communities relying on buses, like Jamaica with 800,000 daily riders, will benefit from exhaust-free buses, improved air quality, and upgraded infrastructure including a new “Green Roof” at the Jamaica Depot to enhance sustainability.

In addition, the rebuild of the Rockaway **A** Line began on January 17 which includes comprehensive repairs to Superstorm Sandy-damaged infrastructure. During the 17-week project, buses are providing free shuttle service on the Q97 and Q109 routes operating 53 AM and 55 PM weekday peak buses, with additional express services on the QM15, QM16, and QM17 as alternative transportation for customers. Finally, this month we are seeking Board approval for the Queens Bus Network Redesign Proposed Final Plan Addendum. This proposed redesign aims to improve route design, connectivity, frequency, and accessibility. The plan will be implemented in two phases, scheduled for the summer and fall of 2025, pending Board approval.

SERVICE PERFORMANCE

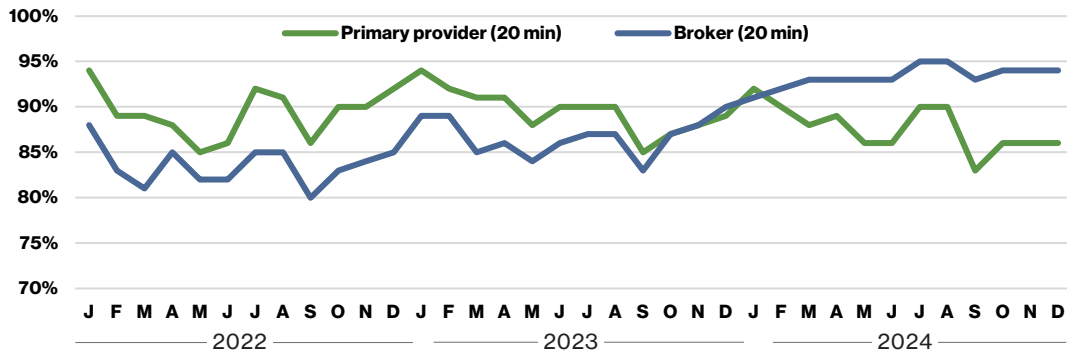
Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service



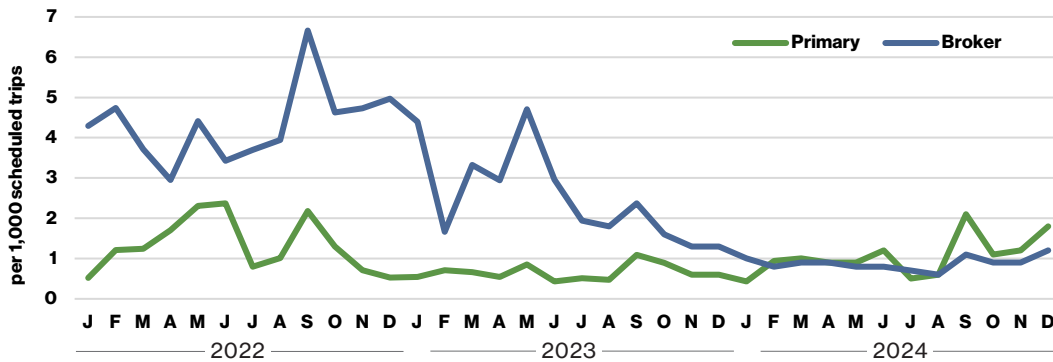
Paratransit On-Time Performance

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

2024 was a record-breaking year for Paratransit as we saw significant growth in trips and ridership, with historically high on-time performance and call center performance. We provided over 9.2 million trips in 2024, a nearly 20% increase from 2023, and served 13.3 million riders. The trends continued through December, with more than 800,000 total completed trips in December 2024, 21% above December 2023.

On-time performance remained steady in December compared to November. Our primary carrier service completed 86% of pickups within the 20-minute window and 93% within the 30-minute window from the promise time. With broker service, we completed 94% of trips within the 20-minute window, a notable 4% increase compared to the December 2023, and 98% of trips within the 30-minute window, well above our goal of 94%. We finished 2024 with an overall 30-minute OTP of 96.5%, up by 2.4% from 2023, and an overall 20-minute OTP of 92%, up by 4.2% from 2023.

No shows remained well below the 3 per 1,000 goal on all service modes throughout 2024. On both primary carrier and broker service, no shows remained under 2.0 per 1000 for December 2024 despite challenges faced due to the holidays. Call center performance remained consistently strong throughout 2024, exceeding our goal of 95% of calls answered. In December, 97% of calls were answered with an average speed to answer time of 38 seconds, well below our goal of 60 seconds.

By leveraging more efficient booking tools and empowering agents with specialized training to address same-day issues, we were able to meet and exceed performance goals and achieve record-high rates of customer satisfaction even as call volumes rose. Together, these numbers are a testament to the work of the entire AAR team to drive toward service improvements, and the implementation of several initiatives including the maturation of our broker program, the rollout of the AAR OMNY pilot and our new Genesys phone system, the debut of Paratransit's first electric vehicles (EVs), the launch of E-Hail Phase 3, the opening of the Manhattan Assessment Center and several upgrades made to our accessible online booking and trip tracking platform.

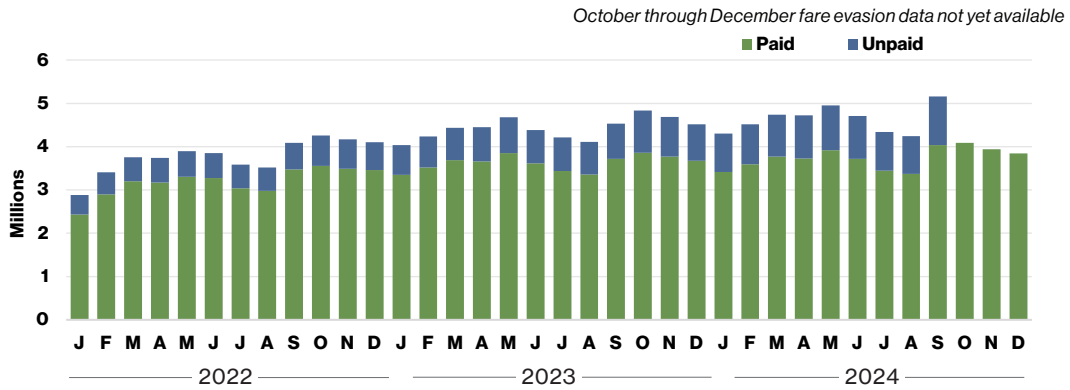
Moving Forward

Our focus remains on maintaining these performance metrics and continuing to serve our customers and growing ridership in 2025. Based on daily customer feedback and monthly Pulse Surveys, we continue working on common concerns, including further increasing on-time performance on both pickups and appointment times, keeping provider no-shows at near-zero levels, and reducing travel times. 2025 will bring the programs like the expansion of OMNY for Paratransit, the start of the transition to our new scheduling and dispatching system, continued updates to our app, more electric vehicles in our 'blue and gold' fleet, and new contracts for our supplemental carriers.

RIDERSHIP

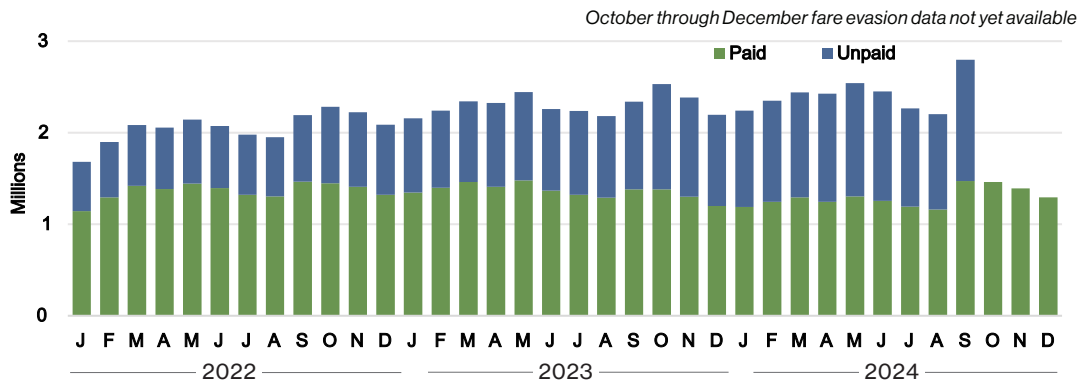
Subway Ridership

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



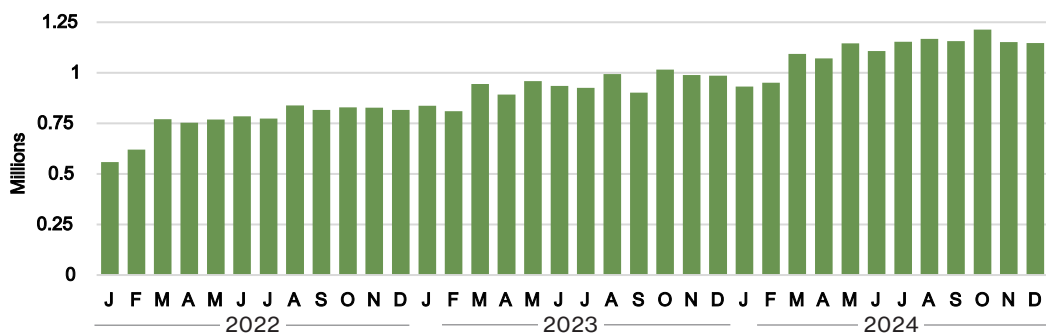
Bus Ridership

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



Paratransit Ridership

The count of trips taken on paratransit over the course of the month



Data Review

December is an unusual month in that typically the weeks prior to Christmas see some of the highest ridership levels of the year, while the week after Christmas sees some of the lowest. Overall, this leads to slightly lower than average numbers. December 2024 was no exception, with a new single day post-pandemic subway high of 4.527 million set on December 12 and an average of 3.05 million on the weekdays after Christmas. For the month as a whole, paid weekday ridership came was 3.847 million for the subway and 1.287 million for the bus, representing year-over-year increases of 4.8% and 7.4%, respectively. These are slight improvements over the comparable year-over-year increases seen in November. The subway figure is 72% of the December 2019, which is a new post-pandemic high for an average month compared to the same month in 2019.

For the full year of 2024, paid subway ridership grew 3.7% versus 2023 while paid bus ridership declined by 5.0%. This was characterized by slower growth on subway and revenue losses on bus in the first half of the year due to rising fare evasion, followed by a reversal in fare evasion trends, and stronger growth in the fall. Year-over-year growth was broadly dispersed, but there was also above average growth in Midtown Manhattan on the subway, which suggests continued strong recoveries in the tourist and suburban commuter markets, and pockets of above average growth in Queens, Harlem and the South Bronx.

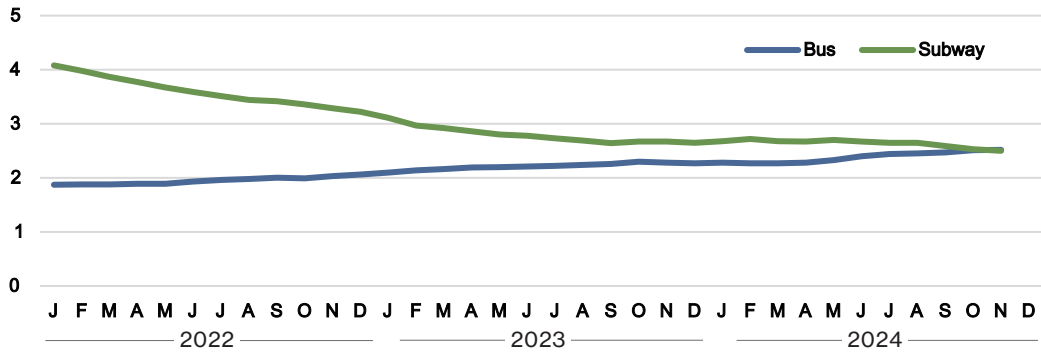
On the bus side in the fall the biggest year-over-year gains were seen in the Bronx, which appears to be a function of both reduced fare evasion and true growth in bus trips. By time of day, the strongest growth was seen from 2pm-4pm (indicative of the success of student OMNY cards) as well as in late evenings, particularly on Fridays. This implies that discretionary and entertainment trips are among the strongest market segments by purpose, as travelers continue to choose transit as activity in the city continues its steady recover. Meanwhile, while AM peak ridership grew at rates comparable to daily growth on Monday-Thursday, Friday AM peak hour subway ridership actually declined year-over-year, indicating that as telecommuting patterns stabilize more workers may be selecting Fridays as their regular work from home day.

SAFETY AND SECURITY

Customer Accident Rate

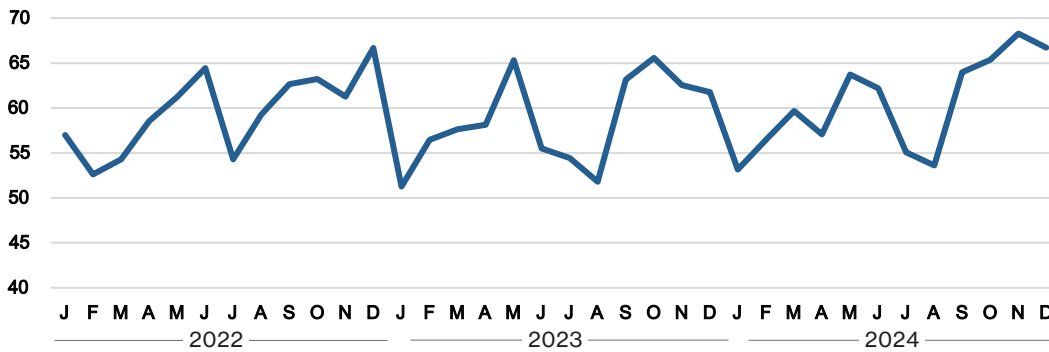
The number of reportable subway and bus customer accidents per million customers (12-month rolling average)

December data not yet available



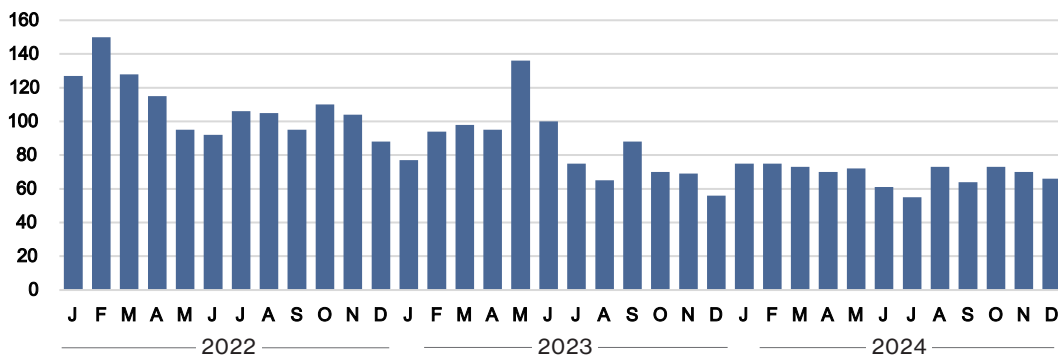
Bus Collision Rate

The number of bus collisions per million miles



Subway Fires

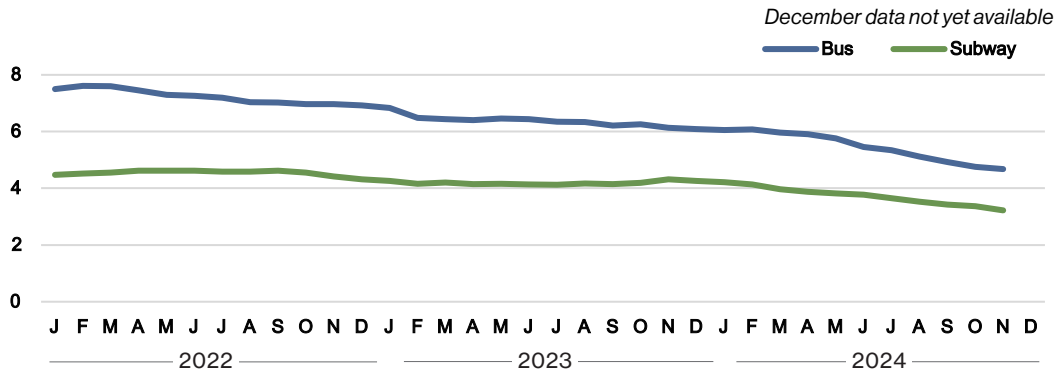
Total number of fires in the subway, including right-of-way, in stations and on trains.



SAFETY AND SECURITY

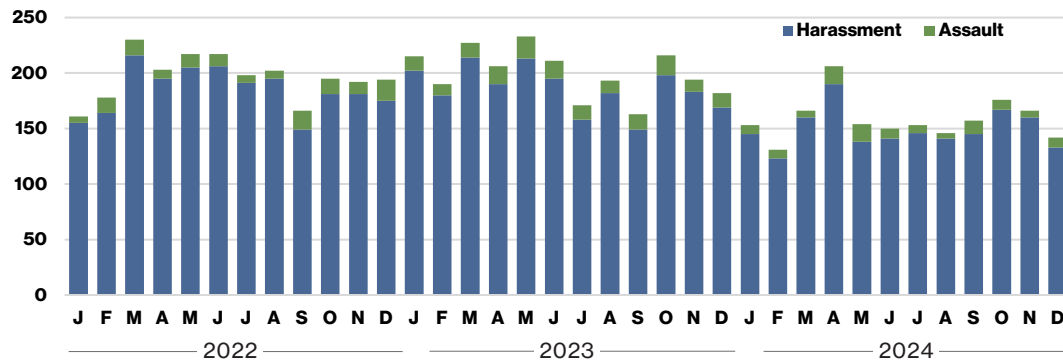
Employee Lost Time Accident Rate

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



Assaults and Harassments Against NYCT Employees

Assault, under NYS penal law, requires physical injury. Harassment involves actions that annoy or alarm with no resulting physical injury



Data Review & Moving Forward

Subway Customer Accident Rates decreased when comparing the most recent period to the previous one.

Bus Collisions and Customer Accidents increased, with Collision Injuries down slightly, when comparing the most recent 12-month period to the previous one.

Employee Lost Time Accidents decreased when comparing the most recent 12-month period to the previous one.

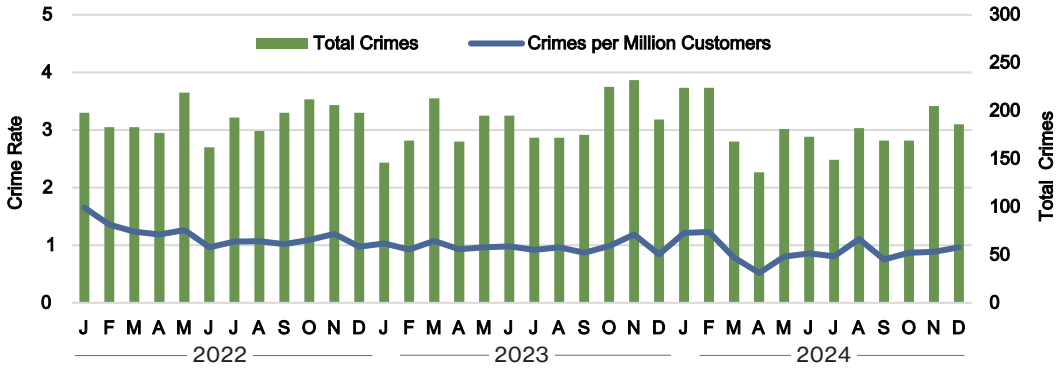
For the rolling 12-month basis, Subway Fires decreased over 19% when comparing periods ending December 2024 and December 2023.



SAFETY AND SECURITY

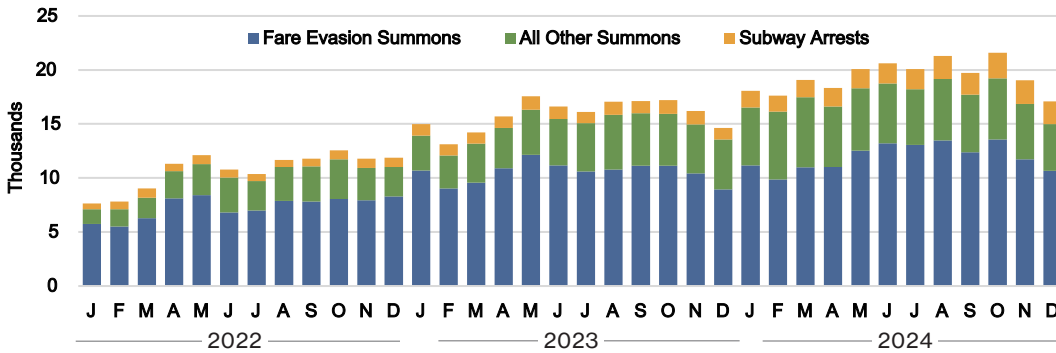
Major Crimes Against Subway Customers

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



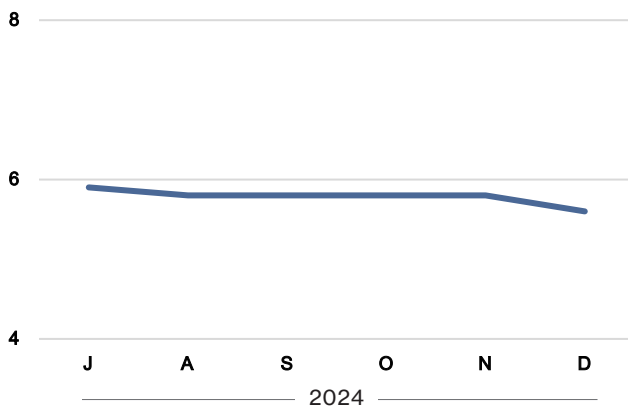
NYPD Summonses & Arrests

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

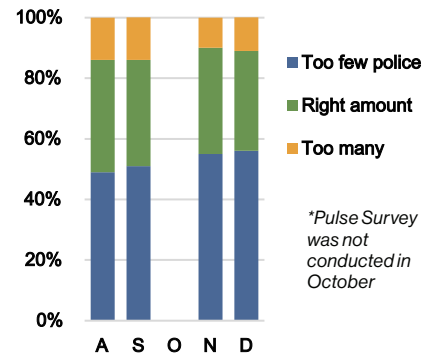


Perception of Safety and Police Presence

On a scale of 1-10, where 1 is very unsafe and 10 is very safe, how safe do you feel using the subway?



How do you feel about the number of uniformed police officers you've seen in the subway?



*Pulse Survey was not conducted in October



SAFETY AND SECURITY

Data Review

In December 2024, Major Felony Crime was down 8% month-over-month and down 3% versus December 2023. Crime decreased 1% when compared to the 2023 monthly average. Crimes per Million Rides decreased 10% in December from November and decreased 11% versus December 2023. Crimes per Million Rides also decreased 10% versus the 2023 monthly average. In cyclical year (CY) 2024, there was 5% less Major Felony Crime and 11% less Crimes per Million Rides than CY 2023.

The drop in crime across all metrics in December 2024 continues the progress the MTA saw throughout 2024. Our collaborative efforts to combat crime patterns within our transit system have continued to show effect month over month. We will continue to work with our law enforcement partners on quality of life (QoL) and crime control initiatives and hope to see this downtrend continue into 2025. Their efforts have not gone unnoticed, and we recognize the major impacts they are having on the customer experience.

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 is up 19% and 67% respectively in 2024 (compared to 2023). We are also remained above the 2023 monthly average and 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), Guard Teams, and SERT Teams within the transit environment. We will also work collaboratively to address crime or QoL conditions that are identified within the transit system.

Moving Forward

We are very encouraged to see our Crimes per Million Rider figures trend downward year-over-year. In fact, we have dipped under pre-pandemic levels in 8 of 12 months in 2024. The long-term effects of our initiatives show our proactive crime, security, and safety programs are working as designed. Our customers are noticing a change in the culture within the subway system as reflected in improving safety scores in the Pulse Survey. We have been able to maintain security of the transit system concurrent with increasing ridership. We believe that our new crime and QoL initiatives have been proven effective by impacting top line statistics and the customer experience. Crime and disorder in our system continues to be a dynamic issue, and it remains a top priority for the MTA. We will continue to press ahead and ensure all safety milestones are being met. We are excited for new partnerships and initiatives heading into 2025.

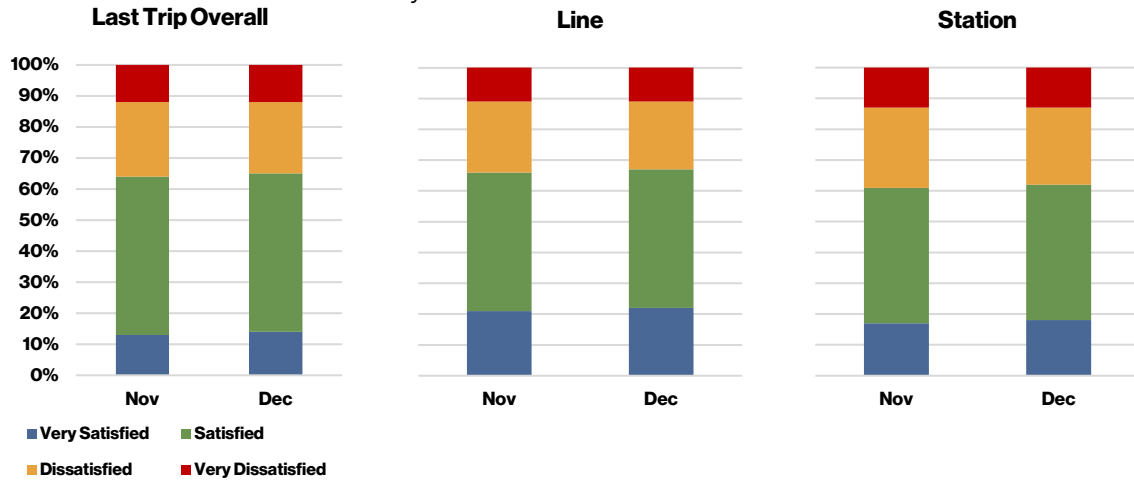
CUSTOMER SATISFACTION

Monthly Pulse Survey Results, December

Subways

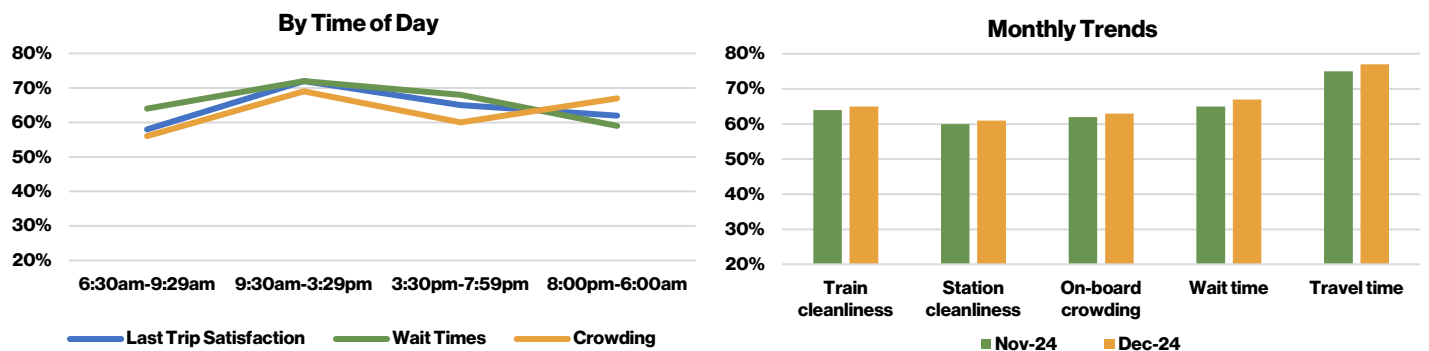
How satisfied are you with your last trip?

The Pulse Survey was not conducted in October as the Customer Counts Survey was conducted in the field.



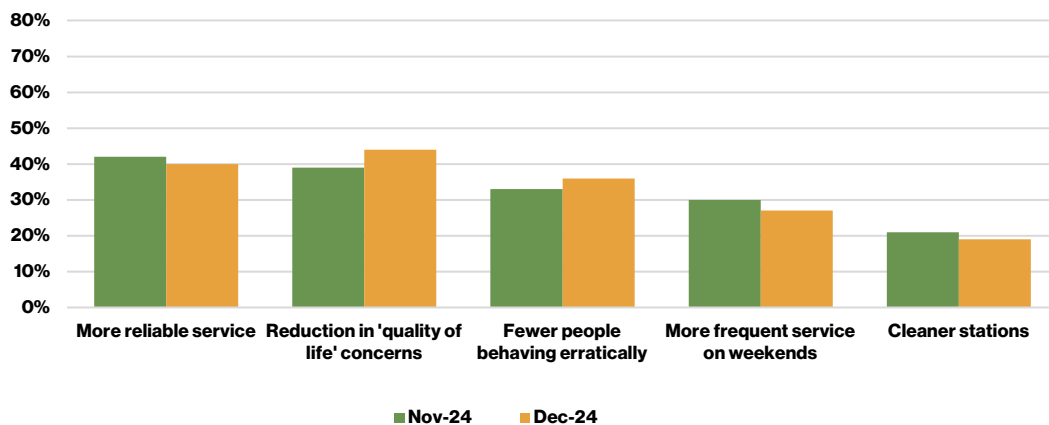
Key Customer Experience Indicators

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)

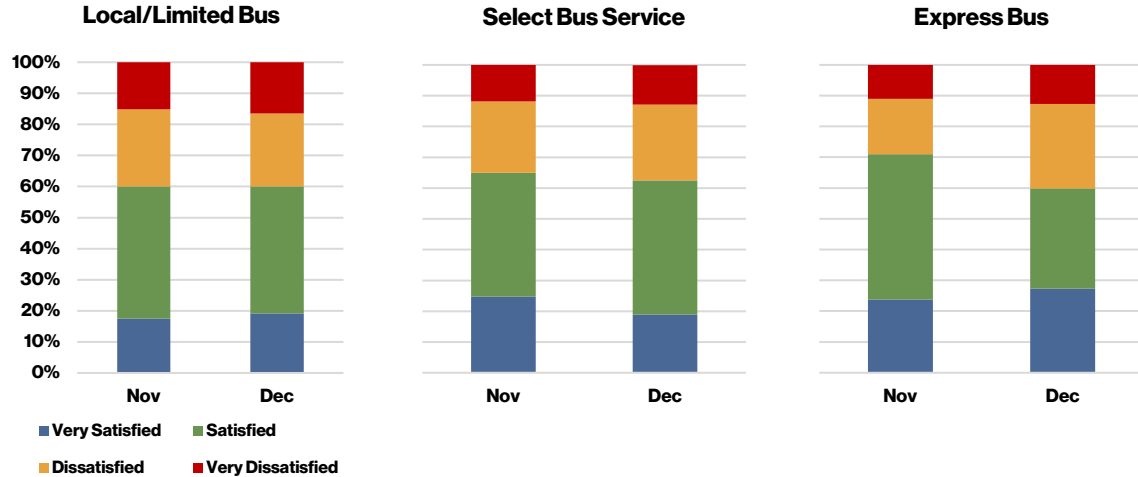


CUSTOMER SATISFACTION

Monthly Pulse Survey Results, December

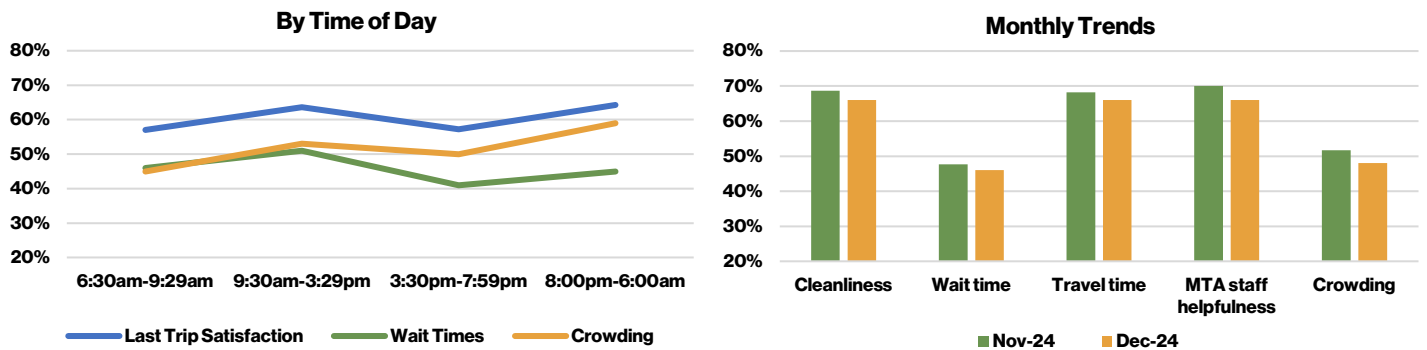
Bus

How satisfied are you with your last trip?



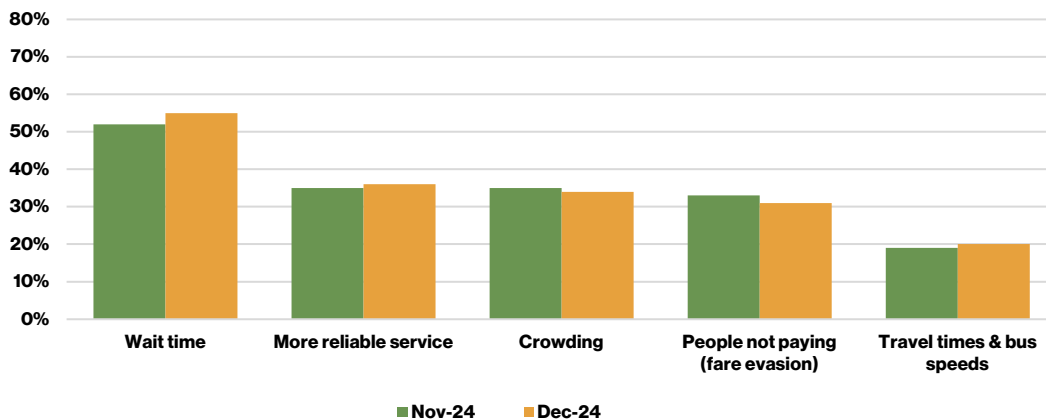
Key Customer Experience Indicators

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)

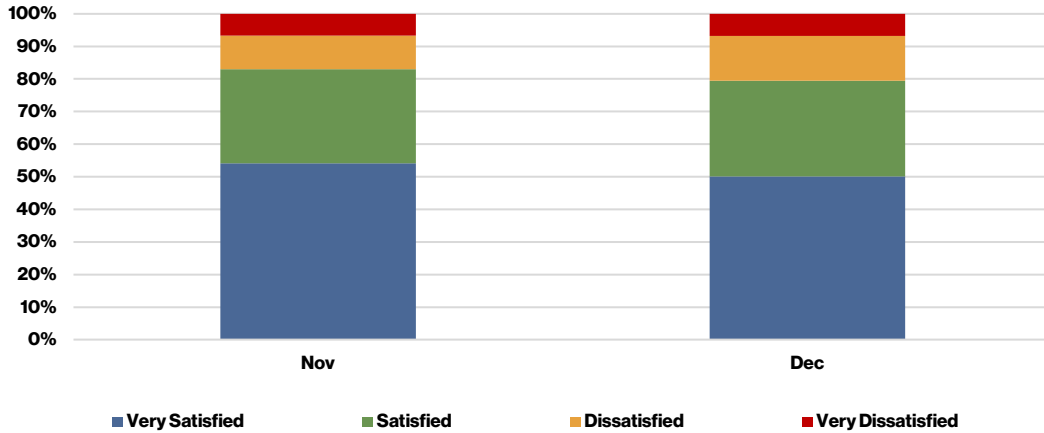


CUSTOMER SATISFACTION

Monthly Pulse Survey Results, December

Paratransit (AAR)

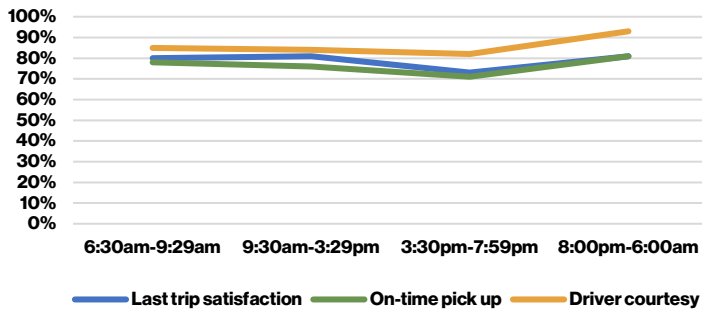
How satisfied are you with your last trip?



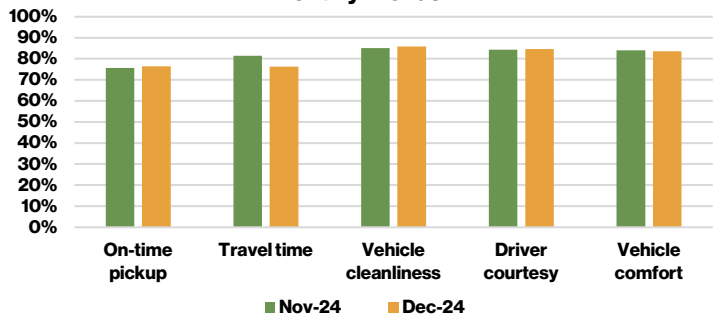
Key Customer Experience Indicators

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

By Time of Day

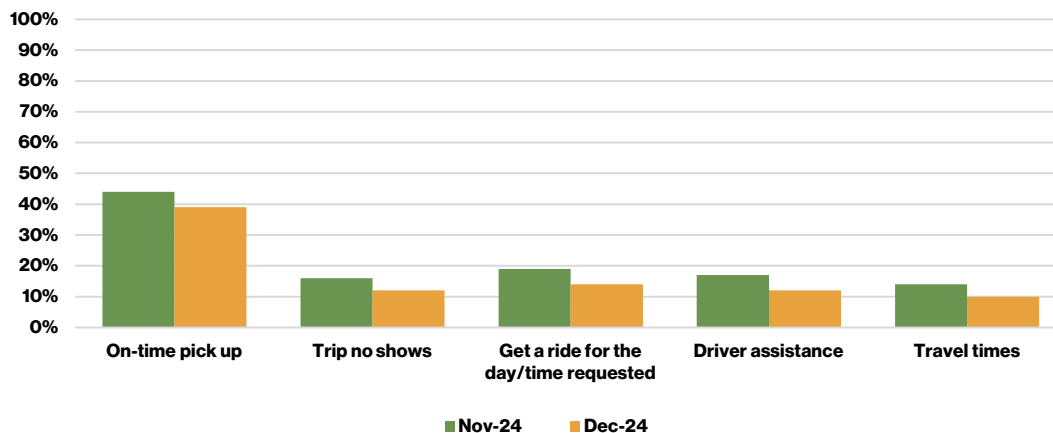


Monthly Trends



What needs to improve to increase your satisfaction?

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



CUSTOMER SATISFACTION

Data Review

In December, 65% of Subway customers were satisfied with their most recent trip, similar to November. 67% were satisfied with their line and 62% with their station. All key last-trip satisfaction attributes remained consistent with the prior month, with satisfaction with Travel Times (76%) being the highest. While most customers reported feeling safe on their last trip (68% felt safe on the train and 69% in station), they are less likely to feel safe in the system (down 3 points to 57%). Furthermore, customers are more likely to say improving “Reduction in ‘quality of life’ concerns” & “Fewer people behaving erratically in the system,” will increase their subway satisfaction.

In December, 60% of all bus customers were satisfied with their last trip, consistent with November. This comprises of 60% of Local / Limited, 63% of SBS, and 60% of Express bus customers (down 11 points from November). Local / Limited and SBS customer satisfaction decreased in Crowding (by 3 points), Cleanliness (by 3 points), and Driver Helpfulness (by 4 points) while all other last trip attributes were similar to the prior month. The decrease in last trip satisfaction among Express bus customers is likely driven by a decrease in Staten Island customer satisfaction over the past month.

In December, 80% of AAR customers were satisfied with their last trip, down from 83% in November. Satisfaction with Travel Time decreased 5 points to 76%, while all other last trip attributes were consistent with November. Customers whose last trip was during the midday (9:30am – 3:29pm) are still among the most satisfied at 81%, but this is a decrease compared to 85% last month.

Capital Projects: Fortifying and Modernizing the Rockaway Line

On January 17, the MTA commenced a major project to rebuild significant portions of the Rockaway Line, which connects both the **A** and Rockaway Shuttle trains between the Rockaway peninsula and Howard Beach. Every day, over 10,000 riders rely on this line to traverse Jamaica Bay and head to their destinations.

The ride provides sweeping views of the city's waterfront, but this proximity to the Atlantic Ocean and Jamaica Bay come with vulnerability to extreme weather, like we saw with Superstorm Sandy in 2012. For seven months following that historic storm, riders on the Rockaways went without subway service as emergency repairs were conducted. Seven months after the storm, full service returned to the peninsula.

But there was more work to do to fully modernize and fortify the line. Much of the Rockaway Line's infrastructure is nearly 70 years old, and critical components like the South Channel Bridge and the Hammels Wye are especially vulnerable to extreme weather events. When completed, this \$393 million project will bring improvements to the entire line by hardening and upgrading these vulnerable segments and by completing state of good repair work to track, stations, and electrical components. Upon completion, the 125,000 residents of the Rockaways will have a more reliable and resilient ride for decades to come.

This project will deliver essential upgrades that everyone on the Rockaways will benefit from. At the same time, the four-month shutdown needed to complete the project has real impact on daily riders. As the MTA demonstrated during the 9-week shutdown of the **G** line last summer, this new model to complete major capital work is predicated on a robust plan for alternate service during the span of the outage.

In the Rockaways, this means building on the successful playbook from the **G** line to keep New Yorkers moving with best-in-class shuttle service and travel alternatives. Hugo Zamora will once again serve as the dedicated New York City Transit project lead, overseeing every element of the customer experience. A robust public outreach and customer information campaign was conducted before the shutdown commenced, with signage, pamphlets, announcements, and newsletters stood up to ensure that all customers were informed well in advance of the shutdown and the benefits the project will deliver.

Frequent and seamless shuttle bus service will provide residents on the Rockaways two options to get to and from the subway: the Q97, nonstop between Howard Beach-JFK Airport and Far Rockaway-Mott Av and the Q109, between Howard Beach-JFK Airport and Beach 67 St, stopping at Broad Channel and Beach 90 St. The Far Rockway Ticket on the Long Island Rail Road will be discounted to \$2.75 for

CAPITAL PROJECTS

the duration of the project. Extra service has been added to the QM15 bus, providing more one-seat rides between the Rockaways. And a subway shuttle will run between Rockaway Park and Far Rockaway, providing connections on the peninsula and to the shuttle buses.

The team is hard at work on this project to deliver these needed upgrades on schedule. When the work is completed in May, residents on the Rockaways will have a new and improved subway line that is resilient and ready for whatever Mother Nature sends our way.



CUSTOMERS AND COMMUNITIES

TransitTalk at Rockaway Parkway



In December, NYCT President Demetrius Crichlow hosted a TransitTalk event at Rockaway Parkway-Mott Avenue [A](#) along with other MTA representatives from Customer Service, Government & Community Relations (GCR), OMNY, NYCT Subways' Stations Division, NYPD Transit Bureau and NYC Fair Fares for TransitTalk. TransitTalks are an opportunity for customers to meet with MTA officials to discuss service issues impacting their commutes and learn about the various fare payment options offered by the MTA and NYC.

Reduced-Fare OMNY Outreach Event in Brooklyn

Earlier this month, GCR gave a Reduced-Fare OMNY presentation at an event sponsored by Age Friendly Central Brooklyn at Bedford-Stuyvesant Restoration Plaza. Approximately 70 seniors attended the event to learn about using the new Reduced-Fare OMNY card.



FINANCIAL RESULTS

2024 Operating Revenue & Expenses, December Year-to-Date

in \$ millions	New York City Transit			MTA Bus			Staten Island Rail		
	Forecast	Actual	Variance	Forecast	Actual	Variance	Forecast	Actual	Variance
Total non-reimbursable revenues	6,620.8	6,643.5	22.7	201.1	196.3	(4.8)	5.5	6.0	0.5
Farebox revenues	3,505.4	3,519.5	14.0	181.2	182.5	1.3	3.9	3.9	(0.0)
Other revenues	3,115.4	3,124.1	8.7	19.9	13.8	(6.1)	1.6	2.2	0.5
Total non-reimbursable expenses	10,216.3	10,212.3	4.0	958.0	911.7	46.4	83.5	73.6	9.9
Labor expenses	7,680.5	7,519.0	161.5	728.8	687.1	41.7	62.1	55.6	6.5
Non-labor expenses	2,535.8	2,693.3	(157.6)	229.2	224.5	4.7	21.4	17.9	3.4
Non-cash liabilities	2,349.7	2,821.0	(471.3)	187.6	65.0	122.6	24.8	24.3	0.5
Net surplus/(deficit) - accrued	(5,945.2)	(6,389.8)	(444.6)	(944.6)	(780.4)	164.2	(102.8)	(91.8)	11.0

Staffing Levels *(Full-Time Equivalents)*

	New York City Transit			MTA Bus			Staten Island Rail		
	Forecast	Actual	Variance	Forecast	Actual	Variance	Forecast	Actual	Variance
Non-Reimbursable	49,631	47,996	1,635	3,897	3,849	48	376	386	-10
Reimbursable	5,062	3,812	1,250	38	35	3	54	22	32
Total Positions	54,693	51,808	2,885	3,935	3,884	51	430	408	22

Data Review

Farebox revenue was favorable to the November Forecast by \$15.3 million primarily due to higher than projected subway paid ridership. Other Revenue was \$3.1 million favorable to the Forecast mainly due to higher than projected paratransit reimbursement from higher trip volume, offset by the unfavorable timing of fare reimbursement and lower than projected retail rent and advertising revenues. Expenses were under the November Forecast by \$60.3 million. Labor expenses, including fringe benefits, were favorable by \$209.7 million driven largely by worker's compensation adjustment, higher reimbursable overhead credits resulting from increased capital activity, vacancies and timing of the prescription drug credits. Non-labor expenses were unfavorable by \$149.4 million mainly due to unfavorable claim reserves based on the preliminary actuarial risk evaluation, partially offset by favorable timing of professional, maintenance contract expenses, and lower power and fuel expenses.

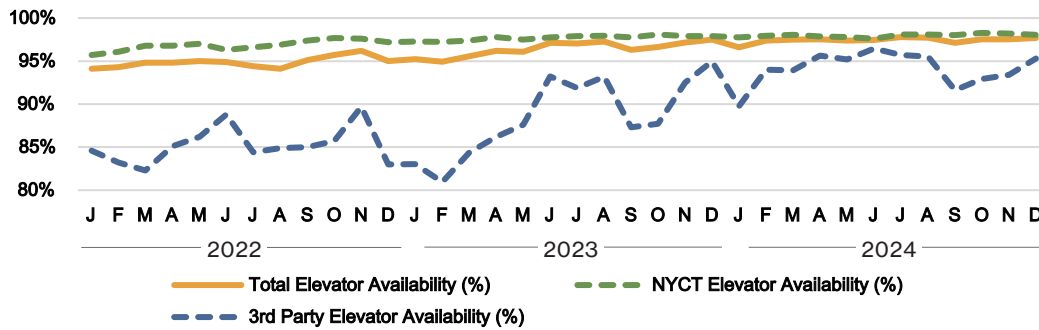
Moving Forward

The Agency continues its efforts to fill vacancies, monitor ridership trends, look for cost effective ways to operate efficiently and focus on tightly managing expenditures, especially overtime.

ACCESSIBILITY

Elevator Availability

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



Accessibility Update

Over the last two weeks we were very excited to complete two new accessible stations at Westchester Sq – East Tremont Avenue 6 in the East Bronx and Woodhaven Blvd J Z in Queens. Westchester Sq is a great example of a station that unlocks many new trips for our customers—seven different bus routes run under the station, creating many new trip possibilities for customers who need elevators to use the subway. Woodhaven Blvd is our first station to be completed with direct-to-platform elevators, which allow our customers to have a quicker and more reliable trip. This station design allows us to build fewer elevators and complete projects faster and cheaper with a better customer experience, embodying the principles our Construction & Development team has been driving towards.



ACCESSIBILITY

In December we also launched OMNY Cards for our Reduced Fare customers , delivering on a project that has been a priority of the MTA Accessibility team. 1.5 million cards will ultimately be mailed to customers as the process continues through January. With their OMNY Cards Reduced Fare, customers can access the same benefits as any MTA customer. This includes not paying for more than 12 trips in any seven-day period with fare capping and creating an online account to manage automatic reloads and tracking trip history. Customer education continues to be a crucial part of the roll out and we hosted a webinar for over 400 customers to speak to what to expect and these new benefits. The webinar, as well as other videos explaining how to use Reduced Fare for OMNY, are available on our [Reduced Fare webpage](#).

Lastly, we will continue to solicit feedback from our customers and stakeholders on stations to help prioritize accessibility in the proposed 2025-2029 Capital Plan. Earlier this month we launched the first-ever online survey to solicit feedback directly from customers, and we look forward to processing all of the feedback we receive as we prioritize the final stations in the Capital Plan.

Bringing the R211 Into Service

When the first R211 train entered revenue service at Inwood-207 St on the **A** line on March 10, 2023, it was the culmination of over a decade of work to plan and perfect what would become New York City Transit's most advanced subway cars in history. Today, the R211 comprises a substantial portion of the fleet serving the B Division – its 405 cars comprise a majority of the rolling stock on the **A** and **C** lines today. More cars are entering service every day, with each new train bringing NYCT one step closer to retiring the five-decade old R46 cars that are now the least reliable in the system as they surpass their useful lifespan.

Bringing a new subway car class into service is not like buying a new car that is road-ready immediately upon delivery from the factory. It takes years of design, fabrication, transportation, testing, analysis, and inspection to ensure that the subway cars of the future are ready for the rails. Subway cars traverse roughly 53,000 miles each year. Every decade, the average subway car travels the equivalent of a trip to the moon and back. Ensuring that the cars that millions of New Yorkers rely on every day are up to scratch is truly a team effort.



Bringing the R211 Into Service (cont.)

Origins

New Yorkers got a sneak peek at the design that would ultimately produce the R211 6 years before the cars entered service during a demonstration at 34 St-Hudson Yards. This mock train gave New Yorkers the opportunity to see the design process firsthand in the wake of the RFP for this new fleet, which was issued in 2016.

The R211 fleet was to address two challenges. First, it would replace the aging R46 cars, which were introduced in the mid-1970s. Doing so would increase reliability and enable additional lines to run CBTC-equipped cars. In addition, these new cars would address issues of crowding and wayfinding that their older predecessors had. Wider doors, less obstructive seating, and better customer flow would allow trains to accommodate additional passengers, especially important during peak travel times. New digital displays and other wayfinding tools would keep customers better informed during their trips. As an added bonus, all cars were to come pre-equipped with live-monitored security cameras onboard.

In January 2018, the MTA Board awarded the contract to Kawasaki to construct up to 1,610 R211 cars to serve on the subway and the Staten Island Railway. Thus began a five-year process to get these new cars from the factory floor to the subway system.

From the Factory to the City

For three years, the first batch of R211 cars were fabricated at Kawasaki's factories in Lincoln, Nebraska and Yonkers, New York. This construction period spanned the Covid-19 pandemic and its myriad challenges, but in 2021, the MTA officially received the first of these new cars at the South Brooklyn Marine Terminal.

The journey these cars took, hauled on trailers from the factory to their ultimate destination in New York City, is one that is still occurring every month as NYCT continues to accept additional cars. When these first cars were unveiled in July 2021, the process of preparing them for revenue service began.



Bringing the R211 Into Service (cont.)

Bringing the Subway Car of the Future into Service

Upon receipt of the new R211 cars, the Car Equipment team at New York City Transit began the comprehensive testing and preparation process that any car must go through before entering service. Centered at the two major overhaul shops – Coney Island and 207 St – cars begin with a shipping inspection test to ensure that all components were delivered in good working order. Next, the cars are put through a battery of tests that assess every mechanical component: the pneumatic systems are examined for any air leakage, body test are performed and any adjustments needed are made, functional tests verify that all systems are working as intended, and dynamic testing confirms that acceleration and braking meet NYCT requirements.

Once this process is completed, cars entered the “burn in” testing phase. Anyone who saw otherwise empty R211 trains roaming the subway in 2022 or early 2023 saw these tests being conducted as we simulated in-service runs. Trains must complete this test for 24 hours without any failures before they are ready for passenger service. The last step is a deep-dive maintenance inspection to give every inch of the cars a final review.

A Successful Debut

The culmination of this robust testing and inspection process was the debut in March of 2023 of the R211A cars on the **A** line. Later that spring, the 30-day in-service test was completed and additional R211 trains began to roll, with more added every month. That fall, a minor wheel-wear issue with the gearboxes of some of the new cars required some additional work at the yards, which was quickly repaired and rectified in all future cars.

In February of 2024, the R211T debuted on the **C** line, the first open-gangway trains in the history of New York City Transit. These open-ended cars allow for more flow, better safety, and an overall more inviting customer experience. 20 of these cars are now in service. Finally, the R211S was introduced on the Staten Island Railway in the fall of 2024. By the end of this year, 75 of these cars will comprise the entire fleet of the Staten Island Railway, replacing the oldest cars in the entire MTA fleet.

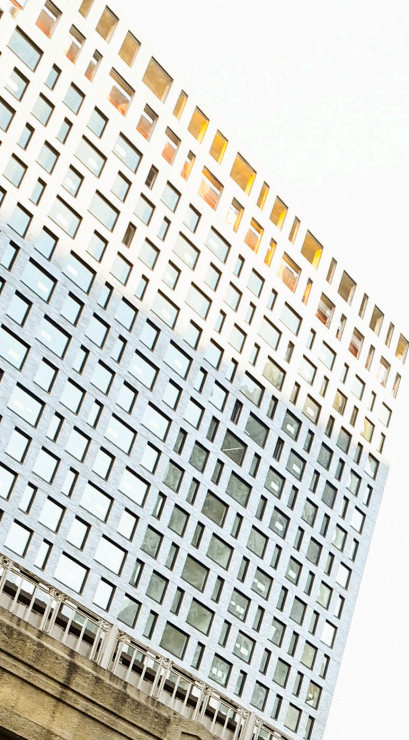
So far, the R211 cars have performed beyond even the loftiest expectations NYCT had set. With a mean distance between failure of over 322,000 miles, these cars are 600% more reliable than the R46 cars they are replacing. Modern design means that these cars can self-report any issues that do arise, giving car maintainers an advance heads-up. The onboard security cameras were an integral part of the subway fleet reaching 100% camera coverage in 2024. And, when the 8th Av CBTC project is completed in 2025, these cars will be the latest to deliver faster, more reliable service thanks to these new modern signals.

SPECIAL FEATURE

Bringing the R211 Into Service (cont.)

With this strong record of performance in mind, it was a no-brainer for NYCT to exercise both options, bringing the ultimate size of this fleet to 1,610 cars when all orders are completed. The option exercised in December of last year means that 80 more R211T open-gangway cars will come to the system starting in 2027. These new cars, and the years of work that went into them, mean that soon, the aging R46 trains will be a thing of the past, replaced with better, safer cars that will serve our city for decades to come.



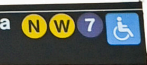


CHE
CAS
western uni

Queens Blvd
BUSES & TRUCKS

25
25 Queens Blvd

Queensboro Plaza
Subway Station



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
- Meera Joshi
- John Ross "JR" Rizzo
- John Samuelsen
- Lisa Sorin
- Midori Valdivia