



Metropolitan
Transportation
Authority



Delivering results for all New Yorkers

2024 Annual Report



New York City Transit – Subways



New York City Transit – Buses



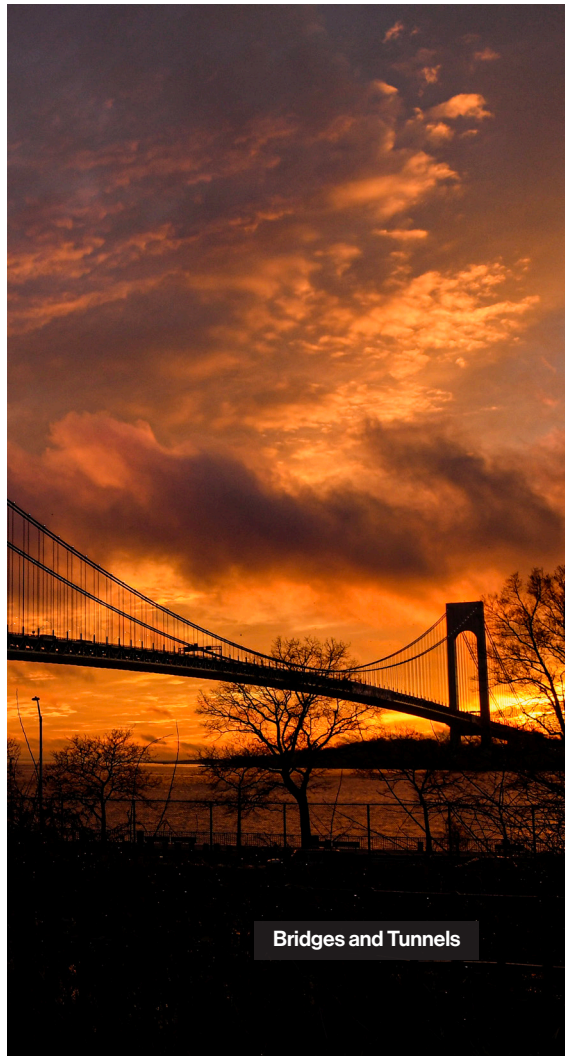
New York City Transit – Paratransit



Long Island Rail Road



Metro-North Railroad



Bridges and Tunnels

Dear New York,

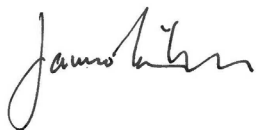
We can't look back at 2024 without first revisiting the goals we set at its start – recovering ridership to support the region's comeback and help achieve financial stability; delivering top-tier service; promoting safety across the network; and advancing MTA's capital program in a way that preserves our \$1.5 trillion dollar system and also builds public trust.

As this report will show, there's been tremendous progress on all fronts though there's obviously more yet to be achieved. But no challenge defined the year quite like MTA's statutory responsibility to implement congestion relief. There was uncertainty in June when Governor Hochul paused the program, but by November we were back up and running to meet a January 2025 start date.

Thanks to the incredible professionalism of MTA staff, tolling began on schedule with virtually no issues. And while it's still early days, preliminary data shows a significant and positive impact on traffic and on travel speeds. The start of congestion relief also unlocked funding for upgrades like new zero-emission buses, state-of-the-art train cars, and ADA accessible subway stations, with much more to come.

Overall, despite all the complexities the experience has been inspiring. Congestion relief is proving New York can still do big things. We can take bold action to meet our challenges and to create a better city, region, and transit system than the one we inherited.

Thanks again to the 70,000 MTA team members who make it all possible.



Janno Lieber
Chair & CEO

Deliver top-notch service

The MTA's bottom line is safe, reliable, and fast transit service. Ridership continued to grow in 2024, and customers were met with record performance and more convenient travel options.



A year of record ridership and performance

Subway ridership surged in 2024 to around 4 million per weekday. On December 12, 4.5 million people rode the subway, hitting a five-year high. Both LIRR and Metro-North also capped five-year highs, averaging over 251,000 and 206,000 weekday riders, respectively, in 2024.

Both commuter railroads recorded the best ever on-time performance (OTP) in agency history: Metro-North reached a 98% OTP and LIRR reported 96%. Plus, close to 40% of LIRR commuters now take advantage of service into and out of Grand Central Madison, which has helped to shorten commutes and ease crowding at nearby Penn Station.



Faster, more convenient commutes

The MTA continued to add more subway service in 2024. Starting in the summer, off-peak riders saw more frequent service on the **B** **D** **J** **M** **3** and **5** lines. This follows service increases made on an additional eight subway lines in 2023.

Enhanced bus service is also on the way. In December, the MTA announced more service is coming to 24 bus routes in 2025—16 local and eight express bus routes. These service enhancements will shorten wait times and speed up commutes.



“Riding the MTA almost every day really impacts my life and everyone else’s life. We really appreciate everything that the MTA is doing to just make everyone’s life that much more convenient and that much better.”

– **Sir Michael Carrasquillo**,
a Brooklyn commuter and the
one billionth subway rider in 2024

Transit for all seasons

Throughout the year, the MTA added extra service to accommodate riders traveling across the region to and from sports, concerts, and other stadium events, from Belmont Park to Yankee Stadium. Nearly 60% of attendees at the 2024 US Open in Queens took mass transit. Meanwhile, travelers skipped traffic jams by taking advantage of the MTA’s seasonal rail schedules for transit rides to fall foliage, summer beaches, city shopping, and more.



Rides up, wait times down

Access-A-Ride (AAR) paratransit ridership reached an all-time high in 2024. AAR customers scheduled about 33,000 weekday trips on average and over 90% arrived on time. Plus, riders have more options to book rides, whether it’s through the AAR app or via the call center—now answering most calls in well under 60 seconds. And E-Hail, a pilot for 1,500 eligible AAR customers, continues to provide hundreds of on-demand rides each day above and beyond our scheduled paratransit service.

Improve the customer experience

The MTA prioritizes the customer experience at all levels to foster a more comfortable and safe transit system. In 2024, we completed more station renovations, introduced new subway and train cars, unveiled world-class public art, and dramatically expanded digital communications tools.



A generational upgrade to the subway fleet

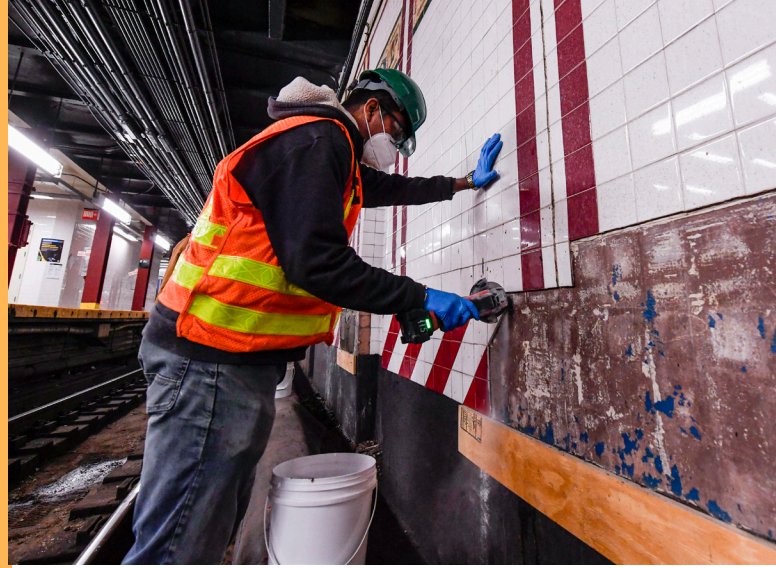
The MTA rolled into service the first shiny R211s on the **A** **C** and **SIR**, giving customers a smoother, more comfortable, and more reliable ride. R211 trains boast roomier aisles, digital route screens and messaging, wider doors, security cameras, and other amenities. Nearly 350 new R211 train cars went into service in 2024, with an additional order of 435 cars on the way. Plus, the first R211T—the first open gangway train to operate in the United States—also started running on the **C** line. In 2025, the MTA will begin running two open gangway trains on the **G** line.

Call volumes up, wait times down

The MTA's consolidated Customer Service team fielded more than 1.3 million inquiries via phone calls, e-mails, feedback form submissions, texts, and letters. Average call wait times fell to just under two minutes at NYCT and under one minute at LIRR and Metro-North.

100 station enhancements and counting

Subways completed its 100th rapid station enhancement in 2024. Crews work around the clock during planned weekend closures to paint, scrub, re-tile, replace lighting and signage, clear drains, fix HVACs, and more. The result? Customers returning on Monday to a bright, clean, refreshed station. So far, crews have repainted over 4 million square feet, installed over 2,000 new signs, and replaced over 100,000 square feet of floor and wall tiles.



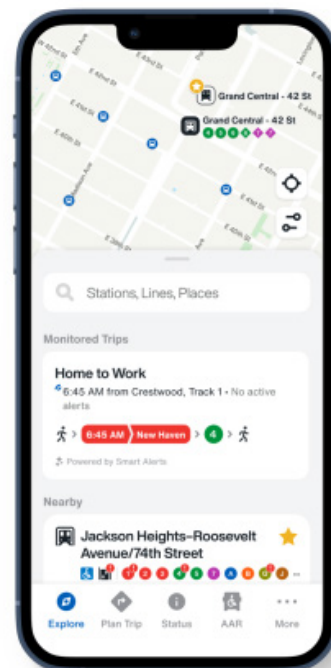
Expanding our digital reach

Digital media continues to revolutionize customer messaging. In 2024, the MTA introduced a new and improved app for subway, bus, and railroad customers, joining MTA TrainTime as top-rated in app stores. More than 5,000 screens on platforms keep customers informed of any service disruptions and other important messages. This is on top of MTA's social media platforms, text and email service alerts to over 47,000 subscribers, and a website that logged over 130 million page views in 2024 from 30 million unique users.



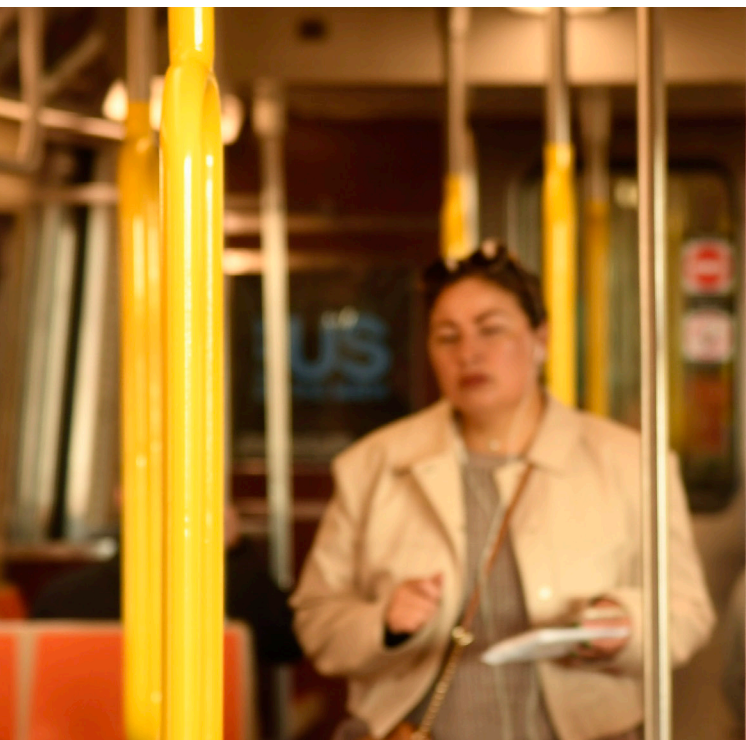
World-class art

MTA Arts & Design makes world-class art a regular part of the customer experience, with more than 400 permanent artworks throughout the system, 12,000 music performances a year, and more. In 2024, Arts & Design installed seven new permanent artworks and commissioned 15 new pieces of art for digital screens, a storefront, posters, and art cards. *Contemporary Art Underground*, a book documenting 100 of the MTA's recent installations, was also published in April.



Keep transit safe and inviting

In partnership with Governor Kathy Hochul and Mayor Eric Adams, the MTA is promoting safety, enforcing rules of conduct, and restoring confidence among customers and employees.



Governor Hochul announces five-point safety plan

In March, Governor Hochul announced a five-point plan to leverage state resources to protect passengers on the subway. The plan includes accelerating the installation of cameras in subway cars, increasing coordination between the City and the State, and expanding mental health outreach programs. Since the plan was unveiled earlier this year, crime on the subways is down 10%.



“ By working hand-in-hand with the MTA and New York City, we are deterring crime, making it safer for all riders, and restoring public confidence in the system. ”
– **Governor Kathy Hochul**,
speaking about efforts to increase safety on the subway system

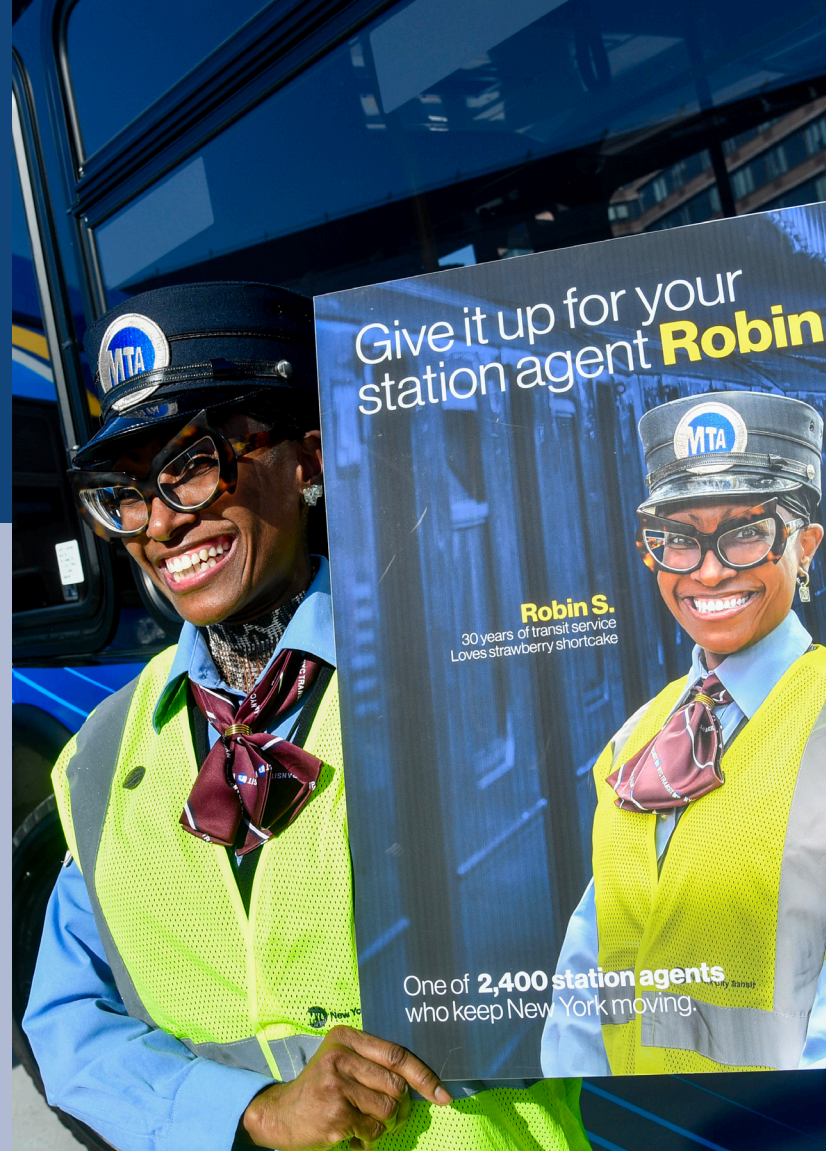
Security cameras in every car

With funding from Governor Hochul, every subway car is now outfitted with security cameras to improve safety and assist law enforcement personnel in conducting investigations. By the end of 2024, the MTA had installed 15,396 security cameras across 100% of the subway fleet.



SCOUT teams address mental health on the subways

With Governor Hochul's investments in mental health outreach, Subway Co-Response Teams (SCOUT) and Safe Operations Support (SOS) teams are deployed to address the most severe cases of mental health crises occurring on the subway. In March, Governor Hochul directed \$20 million to scale up the SCOUT program and bring the total number of rapid response SCOUT teams to 10 by the end of 2025.



Get to know your transit workers

Transit workers are the backbone of our mass transit system and valuable members of our community. The "I Move NY" campaign highlights the personal stories of some of the employees who make commuters' daily rides possible. Employee profiles highlight their backgrounds and interests, including fun facts like their favorite desserts and hobbies. The campaign is featured on physical signage across subways and buses, along with video content shared on the MTA's social media.

Rebuild and improve the network

A year of capital improvements

With a \$1.5 trillion value, the MTA network is the backbone of our region. Maintaining this vast system in good working condition is paramount. Expanding it to meet the region's future needs and full economic potential is an equally important responsibility. In 2024, the MTA achieved significant state-of-good-repair improvements across the transportation network, from new facilities to track replacements.



Modern signals on the **G**

Many of the signals on the **G** line date back to the 1930s and have been a frequent source of delays. Over the summer, the MTA installed communications-based train control (CBTC) modern signal infrastructure along the line to improve reliability and allow trains to safely run closer together. Crews also reconstructed the Court Sq interlocking and 30 miles of track. Overall, these repairs will improve service for the **G** line's 160,000 daily riders.



First section of Park Avenue Viaduct upgrades complete

In 2024, the MTA kicked off a multi-year project to replace the Park Avenue Viaduct, a 130-year-old critical link for 750 Metro-North trains that travel to and from Grand Central Terminal every weekday.

In June, MTA crews successfully replaced the first section of the Viaduct—from E 115 Street to E 123 Street along Park Avenue—in a single weekend without disrupting Metro-North service. The operation used two gantry systems that extend over the viaduct to remove the existing concrete and steel bridge deck and replace it with new, prefabricated bridge units weighing 190,000 pounds each.

More work is needed along the entire Viaduct—between E 97 Street and the Harlem River—to continue giving Metro-North customers safe and reliable service for decades to come.



Track replacement on the **F** **M**

MTA crews wrapped up critical track replacement on the 63 St line in Manhattan and Queens in April, improving the commutes of nearly 150,000 riders daily. This project improves service reliability, mitigates leaks preventing future corrosion and deterioration, and extends the life of existing infrastructure.



A new Harmon Shop

In May, the MTA completed the multi-year construction of the new 400,000 square-foot Harmon Shop. The complex, which is Metro-North's major maintenance facility with 1,200 employees, has been equipped with state-of-the-art features to expedite the preventive maintenance of car and locomotive equipment.

In October, Metro-North brought back the beloved Harmon Open House, welcoming thousands of members of the public, elected officials, and employees to see and experience this new investment for themselves.

ADA upgrades on the LIRR Babylon Branch

In 2024, the MTA improved accessibility at four stations on the LIRR Babylon Branch: Massapequa Park, Copiague, Amityville, and Lindenhurst. Crews installed new elevators at these stations, plus made mechanical improvements, upgraded communication systems, and added new ADA parking, tactile strips, and wayfinding and ADA signage.

The future rides with us

In 2024, the MTA proposed a Capital Plan for 2025–2029, outlining a \$68.4 billion investment in the region’s subways, buses, railroads, bridges, and tunnels over the next five years. The plan includes the largest state-of-good-repair investment in MTA history, with more than 90% dedicated to rebuilding and improving the system—allowing the MTA to continue providing frequent, reliable, and accessible service for millions of daily riders. The plan awaits approval and funding by state and city authorities.



The proposed 2025 - 2029 Capital Plan would:

Replace aging subway and bus fleets

1,500 new subway cars would replace the subway's 40-year-old stock, 500 new zero-emission buses would replace polluting buses, and 500 new railcars and locomotives would upgrade LIRR and Metro-North's 1980s-era fleets. New fleets have more comfortable customer amenities and break down far less than older vehicles.

Upgrade shops and yards

The MTA would rehabilitate aging maintenance facilities most in need of investment. Upgraded facilities would meet modern building standards and accommodate newer car fleets. Livonia Shop, 240 St Shop, Brewster Yard, and Hillside Maintenance Facility are among the facilities slated for upgrades.

Rebuild the Grand Central Artery

Major renovations to the Grand Central Artery—including the Terminal, Train Shed, Park Avenue Tunnel, and Park Avenue Viaduct—would make sure this critical piece of infrastructure is in good working condition for the next century. Infrastructure upgrades big and small would be made without significantly disrupting service.

Modernize signals

CBTC would replace the archaic fixed-block signals along 75 miles on the Broadway **N Q R W** line, Liberty Av **A** line, Rockaway **A S** line, and Nassau St **J Z** line. Modern signaling allows trains to run closer together, allowing for faster trips and more reliable, consistent service.

Renew power systems

Major investments in the power system, such as substation and third rail upgrades, would provide reliable power to subways and commuter rail for decades to come. Improvements to the power system would stabilize it for generations, mitigating the risk of catastrophic failure, improving redundancy, and minimizing service disruptions.

Connect Brooklyn and Queens with IBX

The MTA would continue planning and design for the Interborough Express (IBX), a new light rail connection between Brooklyn and Queens. IBX would transform the commutes of nearly 1 million nearby residents, connecting to 17 subway lines, more than 50 bus routes, and LIRR.

Invest in small businesses

Small businesses are a key component to delivering capital improvements. As part of the 2025–2029 Capital Plan, the MTA plans to award up to \$7.5 billion to Minority, Women-Owned Business Enterprises, Service-Disabled Veteran-Owned Businesses, and Disadvantaged Business Enterprises, and \$400 million to small businesses through the Small Business Mentoring Program. Local hiring goals will also be included in \$5 billion worth of contracts, creating up to 10,000 good-paying, union jobs.



Make transit accessible to all

Customers with limited mobility, seniors, people with disabilities, travelers with luggage, and families with strollers all deserve an accessible transit system so they can safely and conveniently reach their destination. In turn, an accessible MTA helps regional employers, retailers, schools, and cultural centers thrive. This year, we continued building on our progress to make the transit network accessible for millions of New Yorkers.



A year of progress on accessible stations

The MTA continued its rapid pace of making more stations accessible for all. Since 2020, the MTA has made 45 subway and commuter rail stations ADA-accessible, and another 45 stations are currently under construction. In 2024 alone, the MTA completed construction on 16 ADA projects across the transit network, including the 14 St Station Complex serving the **1 2 3 F L M**, Tremont **B D** Station, LIRR Copiague Station, and Metro-North Scarsdale Station. All in all, the MTA has delivered more ADA stations in the last five years than the previous ten combined.



“ All New Yorkers deserve to ride the subway without having to worry about finding an accessible station. The MTA is knocking out ADA projects faster than ever before so that in a few years they won't have to anymore. ”

– MTA Chair and CEO Janno Lieber

Going up: better elevator and escalator service

Reliable elevators and escalators are key to running an accessible, safe, and reliable transit system. In 2024 on the subways, elevator availability was nearly 98% and escalator availability was 95%—easily surpassing 2023’s availability performance.



Better accessible features on buses

Nearly a quarter of the MTA’s bus fleet now has enhanced accessibility features, including wider front and rear doors to allow for easier boarding. In 2025, 200 more buses are expected to get these upgrades.

The MTA also reached its goal of equipping 85% of the bus fleet with new Digital Information Screens, offering better communication with clearer announcements and more accessible commuting information. Customers can get up-to-date audio/visual information on the bus route, available transfers, service changes, and the real-time location of the bus.



A new Paratransit Assessment Center

In response to record ridership and an 11% increase in the number of paratransit applications, the MTA opened a new Paratransit Assessment Center in October 2024. The new facility, which repurposes 1,600 square feet of the MTA’s 2 Broadway headquarters, provides a convenient and transit-accessible location in Lower Manhattan. Assessment centers are now open in all five boroughs, serving thousands of paratransit customers across the city.

Elevator and escalator outages, now in real-time

Subway customers can now sign up to get real-time email or text alerts about elevator and escalator outages throughout the transit system. Users can customize their alerts for particular times of day or frequently used stations, so they always have the most up-to-date information before heading out the door.

Work smarter

From strides in open data, new customer technologies, and greater enforcement strategies, the MTA is achieving systemwide efficiencies and improving service while saving hundreds of millions of dollars annually.



Celebrating three years of MTA Open Data

The MTA's Open Data Program is a core component of the MTA's commitment to transparency and accountability. Since launching three years ago, the Open Data program has published over 140 datasets totaling almost 136 billion rows of data to the New York State Open Data Portal. Hundreds of customer-focused visualizations are also regularly updated on the MTA's metrics website at metrics.mta.info. Datasets include hourly subway ridership, daily bridge and

tunnel traffic, service performance metrics, the permanent art catalog, and much more.

Of note for 2024, the MTA published its operating budget in open data format—the first transit agency in the United States to do so. The dataset is updated regularly and includes the statement of operations, subsidy information, and employee headcount.



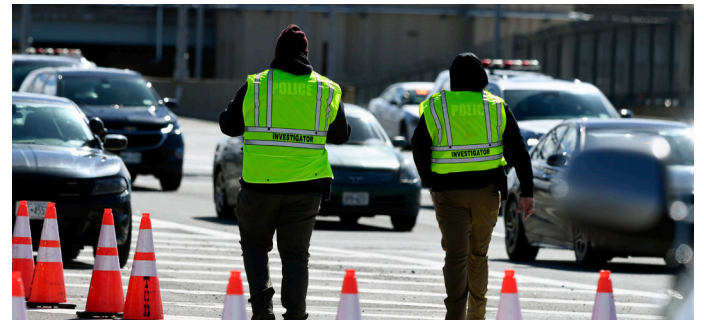
Student OMNY—now 24/7

In September, the MTA rolled out all-new Student OMNY cards for New York City students to tap into subways and buses during the school year. Unlike Student MetroCards, Student OMNY cards can be used 24 hours a day, 7 days a week, 365 days a year, with up to four free rides a day. The Student OMNY card makes it easier and more affordable to get to and from school and after-school activities.

Expanding bus lane enforcement

In 2024, the MTA extended Automatic Camera Enforcement (ACE) to 34 bus routes and more than 1,000 buses. With ACE, cameras mounted on buses capture vehicles violating bus lanes, double parking, and bus stop rules in real-time.

ACE also helps to speed up rides and improve rider safety. Bus routes equipped with ACE have seen a 5% jump in bus lane speeds and a 20% reduction in collisions.



Enforcing toll collection

In March, Governor Hochul and Mayor Adams announced an interagency, city-state task force dedicated to identifying and removing “ghost cars” from city streets. In 2024, the interagency task force carried out 61 operations, issued over 34,000 summonses, impounded nearly 3,500 vehicles, and arrested over 700 people owing over \$48.7 million in unpaid tolls and fees.

Using asset management to improve efficiencies

MTA teams use Enterprise Asset Management (EAM) to digitally track the condition of millions of physical assets—ranging from bridges and tunnels to signals and switches—with the goal of improving service and saving money. For example, the MTA's Subway team is using EAM to identify switches that are likely to fail in freezing conditions. By identifying and addressing icing, Subways expects 40% fewer switch failures from ice this winter, reducing delays and saving costs from emergency repairs.

Engage with riders and community partners

The MTA regularly solicits input from the customers and communities we serve to help us plan projects, investments, and service priorities. This ongoing engagement takes many forms, from public hearings, surveys, and customer feedback tools to outreach programs, exhibits, and educational events.



Redesigning the Queens bus network

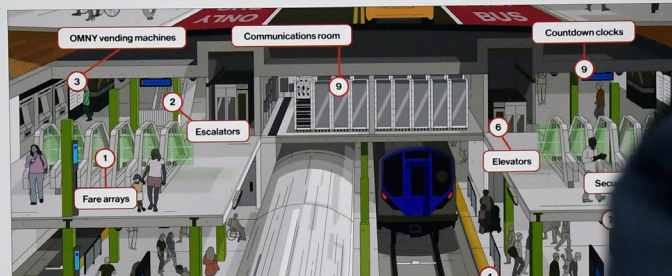
The MTA continues our effort to redesign New York City's bus network, borough by borough. In 2024, the MTA solicited, reviewed, and responded to 3,000 public comments about the Queens Bus Network Redesign. We held more than 70 public engagements including community board presentations, pop-up events, stakeholder meetings, open houses, public hearings, and virtual town halls.

In December, the process culminated in an update to the Proposed Final Plan, which adds 17 new routes to the borough's bus network and invests more than \$30 million to increase bus frequencies, provide more direct routes, improve transit connections, and improve reliability for the most bus-dependent borough and 800,000 daily riders.

IMPROVE THE STATION ENVIRONMENT

The MTA will improve critical station elements like vending machines, fare arrays, security cameras, escalators, and elevators.

- 1**
Fare Arrays
Installing modern fare gates at more than 150 subway stations, helping to reduce fare evasion and improve accessibility.
- 2**
Escalators
Replacing 43 escalators that are past their useful life.
- 3**
OMNY Vending Machines
Replacing old MetroCard vending machines with OMNY vending for customers who prefer using a pre-paid fare card.



- 6**
Elevators
Adding new elevators at crosswalks...

Explaining the Capital Plan

Throughout the fall, the MTA held four Open Houses in Manhattan, Queens, Brooklyn, and the Bronx to inform customers and communities about the 2025-2029 Capital Plan. With nearly 400 members of the public in attendance, the Open Houses featured presentations by MTA leadership and local elected officials, as well as a comprehensive exhibition showcasing Capital Plan highlights. MTA experts were on hand to answer community questions.

Now hiring

In 2024, the MTA brought its hiring and recruitment efforts to new heights. The MTA hosted eight recruitment events for roles of all kinds—bus and train operators, maintainers, skilled trades, and thousands more positions. In total, we have welcomed to the MTA nearly 300 team members and counting.

MTA's first-ever Open Data Challenge

The MTA launched its first-ever Open Data Challenge in the fall, inviting members of the public to use the MTA's vast open data catalog to develop a project that sheds light on how New York moves. Over 100 submissions ranged from web apps, maps, written reports, and visualizations. Congratulations to winner Stephanie Dang for her creative project, *Art Off the Rails*.

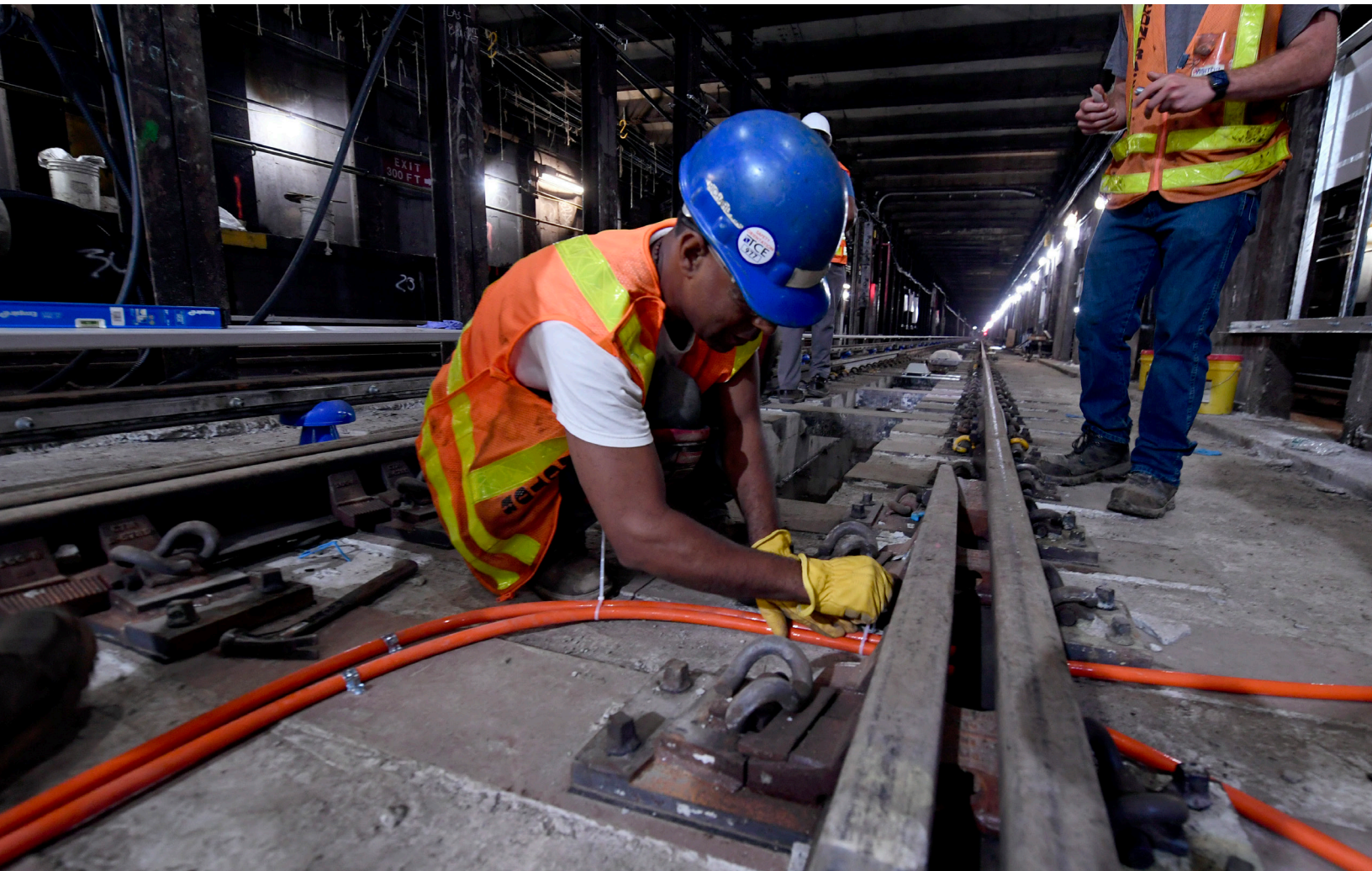
Holiday decorations light up the rails

Starting in November and lasting through the holidays, Metro-North lit up the rails with the first-ever Holiday Train. The train, which traveled through the East of Hudson network, was decorated with colorful exterior lights. Special holiday-themed safety messages also played at select stations.



Advance equity

In an expensive region, public transit is the ultimate engine of equity at a fraction of the cost of car ownership. The MTA network gives people of all incomes equal, affordable access to jobs, schools, public services, and more. The MTA also advances regional equity by investing in local businesses owned by minorities, women, and disabled veterans.



MTA awards over \$1 billion to minority and small businesses

The MTA creates economic opportunity for minority-, women-, veteran-, and disadvantaged-business enterprises (MW/SDVOB and DBE) through robust contracting opportunities. In the New York State fiscal year, the MTA invested over \$1 billion in contracts to MWBE, SDVOB,

and DBE firms—far eclipsing all other New York State agencies. More than one-third of all MTA contracts were awarded to MWBE firms and 7% were awarded to SDVOB firms—surpassing New York State’s utilization goals of 30% and 6%, respectively.



Taking the Equity in Infrastructure Project Pledge

The MTA joined other transit agencies in signing the Equity in Infrastructure Project Pledge, committing to award even more contracts to historically underutilized businesses. The MTA will award at least \$1 billion a year to MW/DBE firms, and award larger contracts to small businesses. The MTA has also committed to expanding the pool of MW/DBE firms we work with, and increase discretionary contracts for design and engineering MWBE firms by 20% over the next five years.

Reduced-Fare is now on OMNY

In December, the MTA expanded OMNY to 1.5 million Reduced-Fare customers, marking a major milestone for the fare collection program. The new OMNY cards allow current and future enrolled Reduced-Fare program customers to benefit from OMNY's convenience and financial flexibility to pay for subway and bus fares.



Growing enrollment for Fair Fares

In May, the MTA and City of New York held a Fair Fares Day of Action at subway stations across all five boroughs. Program representatives were on hand to give riders information about the Fair Fares NYC program and process applications on the spot.

Fair Fares NYC provides low-income New Yorkers with half-priced subway, bus, and paratransit fares. In 2024, Mayor Adams and the City Council increased the eligibility threshold from 120% to 145% of the federal poverty line, allowing hundreds of thousands more New Yorkers to access more affordable subway, bus, and paratransit travel. By December, over 360,000 New Yorkers were enrolled in the program.

Promote sustainability

Mass transit is the antidote to climate change. New York's mass transit system keeps millions of cars off the road and avoids 20 million metric tons of carbon emissions each year. As a result, the New York region has the lowest carbon footprint in the nation. By greening fleets, facilities, and infrastructure, the MTA is advancing the region's climate goals by cutting our own carbon emissions 85% by 2040 from a 2015 baseline.



Congestion Relief Zone goes live

In 2024, the nation's first-ever congestion pricing program received all final federal approvals, allowing the program to officially go live. Since 2019, when the New York State Legislature passed a law directing the MTA to develop a congestion pricing program, we have undertaken an extensive federal environmental review process resulting in thousands of pages of analysis and hundreds of hours of public input. We designed, developed, and installed tolling equipment and developed comprehensive educational tools to inform New Yorkers of how it all works.

Starting on January 5, 2025, drivers entering Manhattan at or below 60 Street are being charged a toll. Congestion pricing will reduce gridlock in the most congested city in the country, improve air quality, fund better public transit, and make New York a safer and more livable place. In the coming months, the MTA will begin reporting data on vehicle entries, bus speeds, air quality, transit ridership, and other key indicators.

Cleaner buses and paratransit vehicles hit the road

In early 2024, the MTA rolled 60 electric buses into service across Brooklyn, Queens, and Staten Island, along with 17 new bus-charging points at bus depots. Transitioning the MTA's bus fleet supports the agency's goal of operating a 100% zero-emission bus fleet by 2040. The new buses also feature customer amenities that make for a quieter and more comfortable ride.

Also in April, AAR began to introduce electric paratransit vehicles that operate throughout the five boroughs. Eight brand-new electric vehicles are now providing hundreds of customers with a smoother and greener ride every week, helping us to learn how to roll out electric vehicles for more paratransit customers in the future.

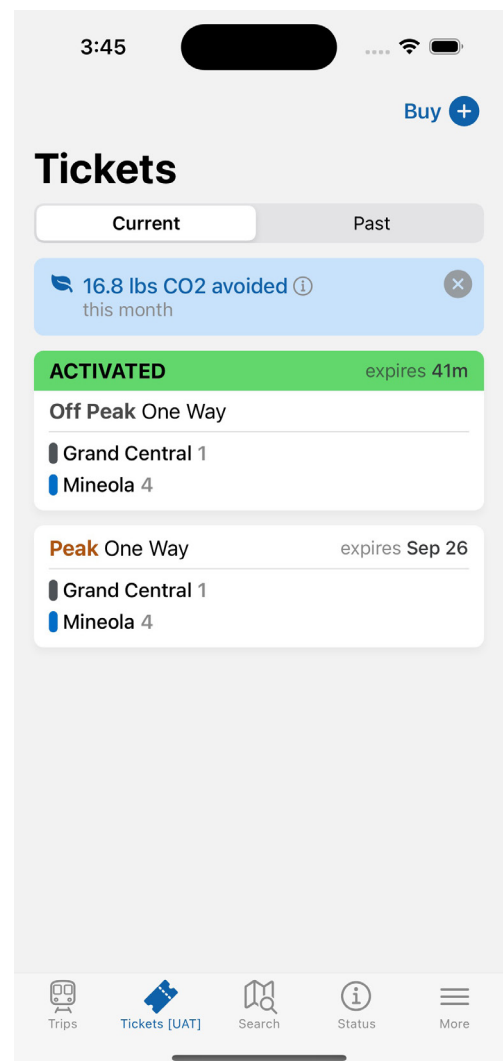
Preparing the transit network for climate change



In April the MTA unveiled the Climate Resilience Roadmap, outlining a \$6 billion framework to fortify the transit system against the impacts of climate change. The Roadmap includes strategies to safeguard all transit facilities from climate change threats, such as investing in drainage and pump equipment, elevating sensitive equipment in facilities, reducing flooding impacts on commuter railroads, and mitigating extreme heat on bridges.

TrainTime debuts avoided carbon calculator

The MTA TrainTime app now includes an avoided carbon calculator, enabling LIRR and Metro-North customers to quantify the carbon emissions they have avoided by taking transit instead of driving. This app enhancement, launched during Climate Week, also lets commuters view their running total of emissions avoided, conveying the environmental benefits of regularly choosing public transit.

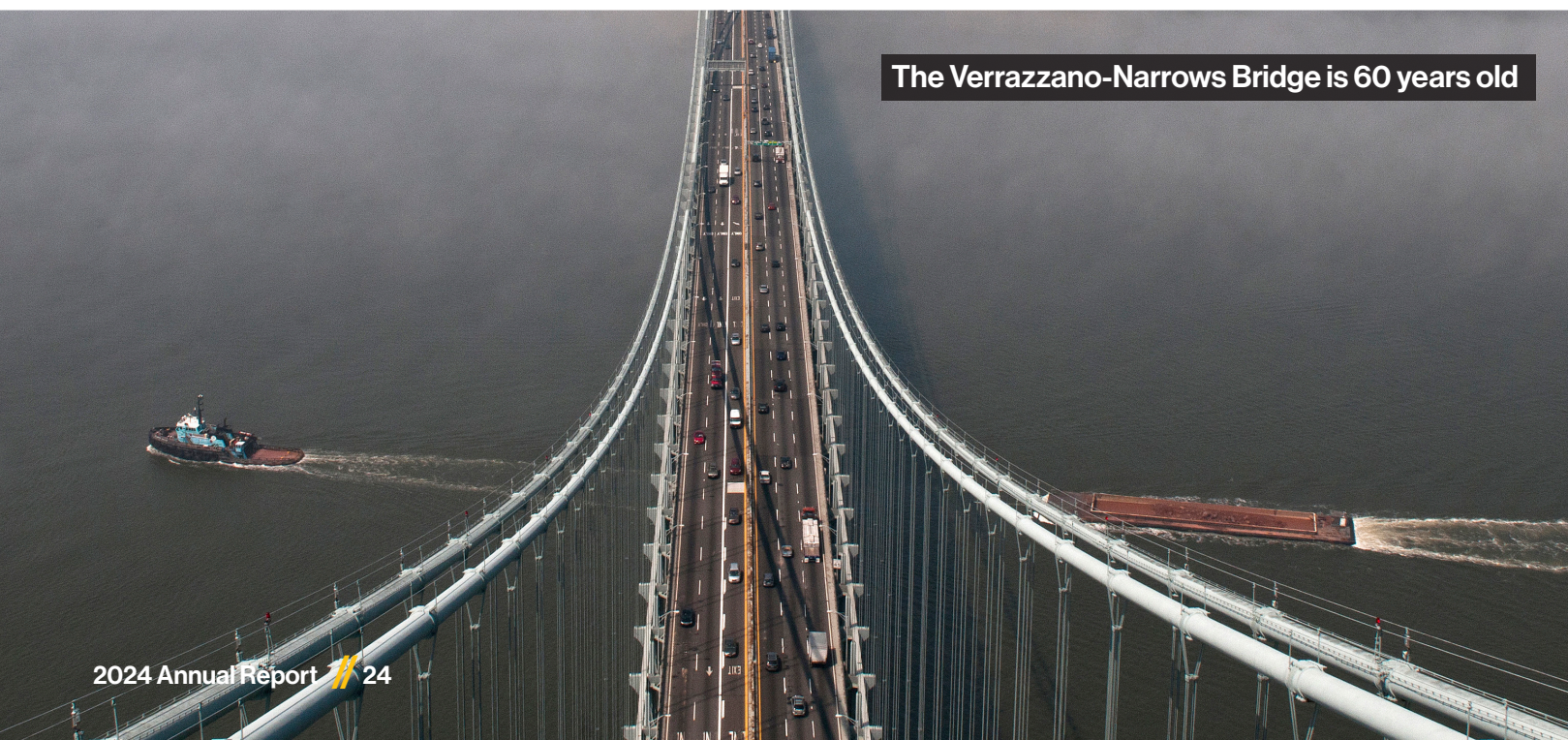


A year of anniversaries

New York ushered through a year of landmark anniversaries across the transit network in 2024. We celebrated the vast web of critical infrastructure that has moved New Yorkers for generations.



The New York City subway is 120 years old



The Verrazzano-Narrows Bridge is 60 years old



The Long Island Rail Road is 190 years old



The Bronx-Whitestone Bridge is 85 years old

Our people in action

Our people keep New York moving. From train and bus operators, maintainers and customer service agents, and accountants and policymakers, MTA employees are core to North America's largest public transportation agency. We're building a strong team, investing in our current workforce, and attracting new talent from all backgrounds.





MTA by the numbers

Ridership

Average weekday ridership, Q4 2024

4 million subway customers

267,000 LIRR customers

1.4 million bus customers

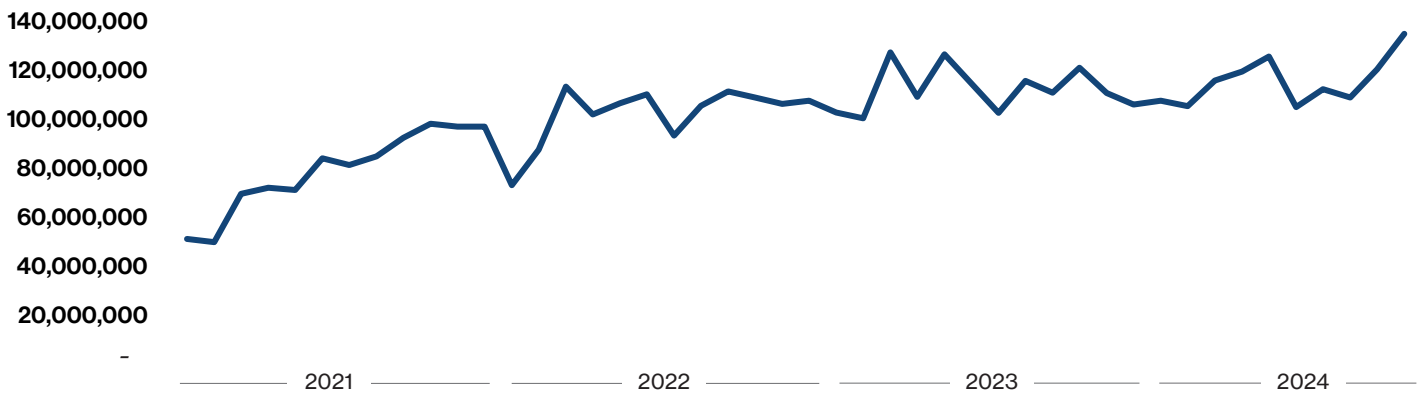
223,000 Metro-North customers

38,000 paratransit trips scheduled

940,000 bridge and tunnel crossings

Ridership continues to grow across all modes of transit

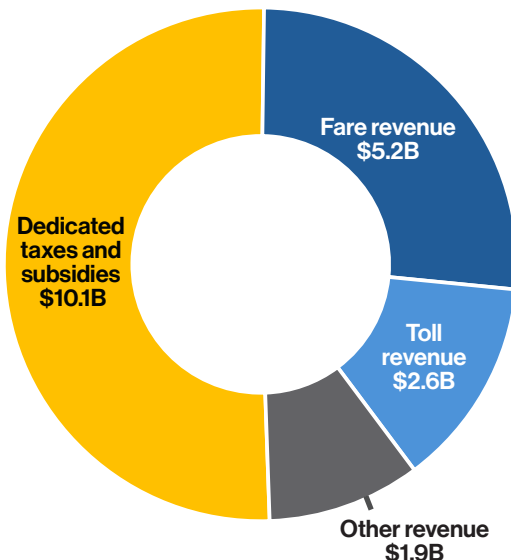
Total monthly ridership through Fall 2024, all modes



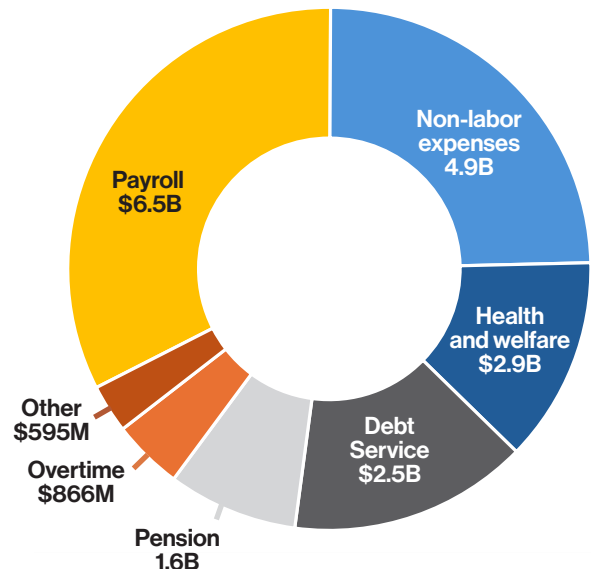
FY2025 operating budget

The MTA's **\$19.9 billion** operating budget funds the day-to-day costs of running subways, buses, trains, and paratransit as well as operating our seven bridges and two tunnels.

Where the money comes from



Where the money goes



Totals may not add due to rounding

Infrastructure

The MTA maintains assets valued at **\$1.5 trillion**, including:

7 bridges and **2** tunnels

Over **700** subway and train stations

More than **8,700** subway and commuter rail cars and **5,800** buses

Over **100** maintenance facilities

Nearly **500** elevators

2,000 miles of track and more than **3,500** switches

Capital budget

The MTA's capital budget funds the costs associated with expanding the MTA network and keeping existing assets functioning. The current Capital Program, which runs from 2020 to 2024, is **\$55.4 billion**.

The MTA committed **\$4.5 billion** in new capital projects in 2024.

The MTA completed projects totaling **5.5 billion** in 2024.

Protecting the environment

MTA trains and buses avoid emitting **20 million metric tons** of carbon annually—equivalent to removing **4.5 million** cars off the road.

Our people

The MTA employs **74,000** people in a variety of positions, from bus and train operators to engineers, accountants, and transit planners.

Generating economic opportunity

The MTA invested over **\$1 billion** in contracts to M/WBE, SDVOB, and DBE firms in 2024—far eclipsing all other New York State agencies.

34% of MTA contracts were awarded to M/WBEs and **7%** were awarded to SDVOBs—surpassing New York State's utilization goals of **30%** and **6%**, respectively.

About the MTA

The Metropolitan Transportation Authority is North America's largest transportation agency, 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. The MTA network comprises the nation's largest bus fleet and more subway and commuter rail cars than all other U.S. transit systems combined.

The Authority is led by Chair and CEO Janno Lieber, along with a world-class management team. A 23-member board governs the MTA. Voting members are nominated by the governor, New York City's mayor, and the County Executives of the counties serving the MTA's service area. Additionally, six rotating, non-voting seats are held by representatives of organized labor and the Permanent Citizens Advisory Committee.

MTA Executive Leadership

Janno Lieber
Chair and CEO

Quemuel Arroyo
Chief Accessibility Officer

Lisette Camilo
Chief Administrative Officer

Demetrius Crichlow
President, New York City Transit

Rob Free
President, Long Island Rail Road

Paige Graves
General Counsel

Jon Kaufman
Chief, Strategic Initiatives

John McCarthy
Chief, Policy & External Relations

Anita Miller
Chief Labor & Employee
Relations Officer

Monica Murray
Auditor General

Shanifah Rieara
Chief Customer Officer

Catherine Rinaldi
President, Metro-North Railroad

Catherine Sheridan
President, Bridges and Tunnels

Jamie Torres-Springer
President, Construction &
Development

Laura Wiles
Chief of Staff

Kevin Willens
Chief Financial Officer

Lourdes Zapata
Chief, Diversity & Inclusion

2024 Board Members

Andrew Albert
Jamey Barbas*
Gerard Bringmann
Norman Brown
Samuel Chu
Michael Fleischer
Daniel Garodnick
Randolph Glucksman
Marc Herbst
David Jones
Meera Joshi
Blanca Lopez
David Mack
Haeda Mihaltses
Frankie Miranda*
John-Ross Rizzo
John Samuelson
Lisa Sorin
Vincent Tessitore Jr.
Midori Valdivia
Neal Zuckerman

* Resigned in 2024

