



NEW YORK CITY TRANSIT KEY PERFORMANCE METRICS

February 2025



NYCT staff performing storm cleanup.

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

2 Broadway • New York, NY 10004
February 24, 2025

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Demetrius Crichlow
President
New York City Transit

Pillars of Success: Safety & Service Time

It's cold outside.

I started working at the MTA over 27 years ago climbing poles and digging ditches in some ridiculous weather. That experience taught me many valuable lessons. Most importantly, it taught me that I needed to stay out of the cold.

Of course, this is New York City Transit, and our job is to deliver world-class service to New Yorkers, even when the temperature drops below freezing. On January 6, as we turned on the Congestion Relief Zone tolling infrastructure, I was proud to see New York City Transit employees out in the system making sure that customers knew how to use the system and making sure we delivered top-notch service on Day One. We had employees out in the snow delivering the service New Yorkers expect. This month, I authored an [opinion piece](#) in amNY highlighting the important work our employees do to keep this city moving in the cold. I wanted to ensure that our employees were getting recognition for the work they do every day. Employees like **Antoine Buford**, **Edgar Colon**, and **Ronnie Siegmund** at Eastchester Depot have been out, hours in advance of precipitation, salting walkways and roads and outfitting buses with chains to provide extra traction. Their efforts allow New York to keep moving, no matter the weather.

Their efforts have been paying dividends. Bus service has been improving, despite the winter conditions. With the implementation of key service improvement programs like Congestion Pricing and Automated Camera Enforcement (ACE), our buses have been picking up speed. Systemwide, our bus speeds are up 3.8% from last month. Preliminary data shows us that average weekday crossing times during the morning rush have dropped 48% at the Holland Tunnel, 30% at the Williamsburg Bridge, and 30% at the Queensborough Bridge. That pays dividends for our Express Bus customers. Median travel times are dropping across the board for commuters. The QM8, which travels through the Midtown tunnel, has shaved 10 minutes off its usual runtime. The SIM8X, which travels through the Lincoln tunnel, has seen nearly a 7-minute reduction in its mean travel time. These improvements aren't just data points on a spreadsheet. A faster Express Bus means that a parent has extra time to pick up their children after school and prepare dinner. Lower travel times mean that people can get to a doctor's appointment on time. These programs will improve the services we provide and will ultimately improve the lives of New Yorkers.

And there's more improvements to come.

MESSAGE FROM THE PRESIDENT

Thanks to our elected partners in Albany, we will soon add more trips on eight different express routes and sixteen local routes. Not only will we have buses moving faster through the city, but we will also have more buses as well. I was also pleased to see that the MTA Board recently approved the Queens Bus Network Redesign. This investment of over \$30 million into the Queens bus network will mean even more buses moving passengers where they need to go. Our teams have spent years conducting public outreach and research, and I'm confident that we have a good plan that will deliver for the 800,000 daily bus riders of Queens. We are also continuing our pace to expand ACE citywide. On routes where ACE is activated, we have seen, on average, bus lane speeds increase by 5%. On some routes, we have seen 20% speed improvements. ACE is already active on dozens of bus routes across the city, and we're excited to see that number grow in 2025.

Speaking of cold weather, I took my first trip up to Albany this month with Chairman Lieber to testify at a joint house legislative budget hearing. The main topic on everyone's mind was the 2025-2029 Capital program. I was happy to see that there was a fundamental understanding from the legislature that we need this program to be fully funded. The Capital plan is personal to me. I have been in the dispatcher rooms, I have been in the yards, I have walked the tracks. I know what it will take to move New York City Transit into the next decade, and this capital plan will deliver that. To me, much of the future success of New York City Transit's ability to deliver service improvements comes from the implementation of CBTC. We know that installing CBTC requires the replacement of the signals, but so much more work must be done to implement the system. Many of our old shops have not been upgraded in decades. We cannot install CBTC on trains that operate out of those old shops. We also need a state-of-the-art power supply system, new train cars, and upgraded structural repairs along our right of way. The Capital Plan is a \$68 billion promise the customers of New York City Transit that we are going to give them a system that delivers world-class service for decades to come.

And nowhere does cold weather and capital investment come together like the Rockaway Resiliency project. Hugo Zamora has been doing an excellent job as Project Lead, making sure that Rockaway residents can get where they need to go while the bridge is undergoing repairs. Last month, I visited the Howard Beach terminal and caught the Q109 shuttle bus to Beach 67th Street. At Beach 67th Street, I caught the shuttle train to the Mott Ave terminal. Even though I needed warmer clothes, I saw firsthand that the operation was running smoothly. We had an impressive amount of signage and staff

**More
trips**
will be added to 8
express bus and 16
local bus routes

20%
speed
improvement on
some ACE bus
routes

26%
decrease
in subway fare
evasion from June
to December 2024

making sure Rockaway commuters knew what options they had. We should all applaud the many teams who have made this operation a success. I want to speak directly to those staff who are there in the cold right now: whether you're helping passengers load onto the shuttle buses or helping passengers connecting at Howard Beach, know that we all see the phenomenal work that you do every day to keep this operation successful.

I also want to acknowledge our EAGLE teams and Gate Guards, who have been protecting our system against fare evasion even in the frigid temperatures. The results have shown clear progress. From June 2024 through December 2024, subway fare evasion is down 26 percent – from 14 percent of subway riders evading the fare to 10 percent. Across buses, including both the local and express bus network, fare evasion is down by 9.1 percent – from 50 percent of riders evading the fare last summer down to 45 percent, marking a pivotal shift in combating fare evasion.

Bottom line: the cold weather doesn't slow us down. Buses are moving faster. Subways on-time performance continues to deliver. Paratransit continues to break through ridership records. I can't wait to see what we are able to deliver next month. For now, I'm hoping that Spring is just around the corner.

In service,

Demetrius Crichlow

11143

I ♥ NY

BROOKLYN'S GYM
HARBOR
fitness
GO!

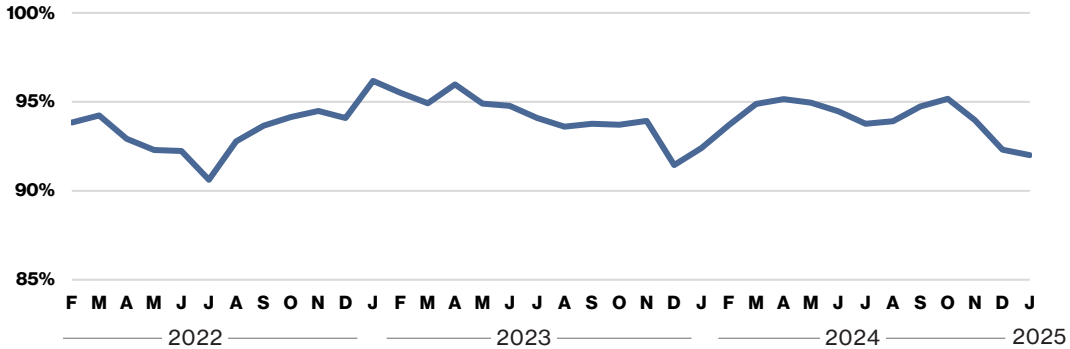
IS STRONG!



SERVICE PERFORMANCE

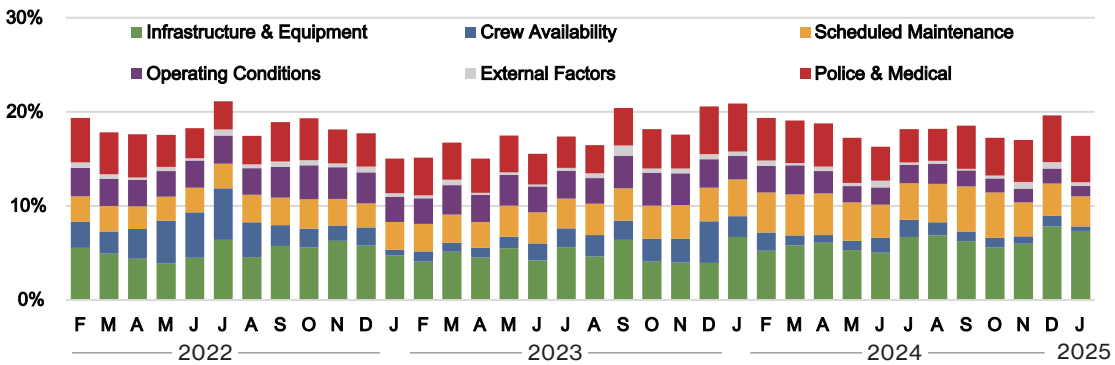
Subway Service Delivered

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 January 2025, weekday On-Time Performance (OTP) was 82.5%, a 2.1% improvement from December 2024. The **J** **M** **Z**, among the best performing lines this month, benefited from a pilot supplement for midday work on the Myrtle and Jamaica lines which reduced flagging-related delays. Weekend OTP was 86.8%, a 2% improvement from December. The percentage of customers arriving at their destinations within five minutes of schedule (CJTP) was 84.8%, a 1.0% improvement from December 2024. Service Delivered was 92.0%. Elevator availability held steady at 98% and Escalator availability improved to 96.2% systemwide.

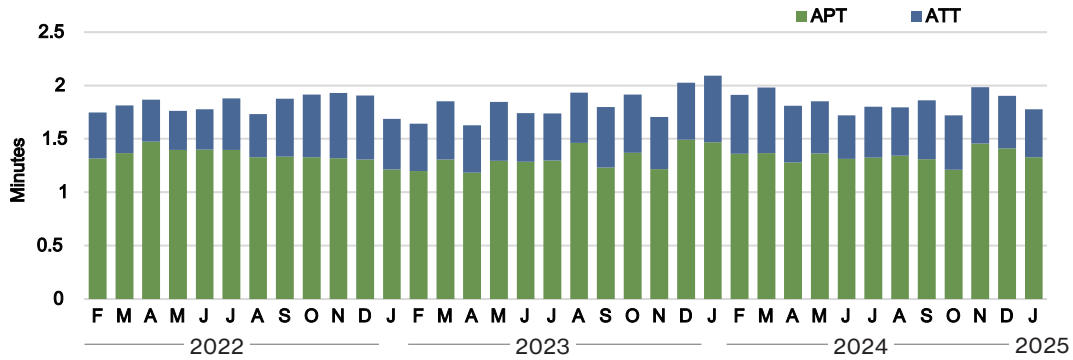
In January 2025, injuries on duty (IOD) dropped by 71 cases, or 33.5% compared to January of 2024. Lost Time Accidents (LTAs) have dropped by 53 cases, or 40.8% compared to January of 2024. Department of Subways (DOS) would like to extend thanks to the employees who rapidly responded to the fire and structural issue at Pennsylvania Avenue and the work train derailment near 110 St. Thanks to the excellent



SERVICE PERFORMANCE

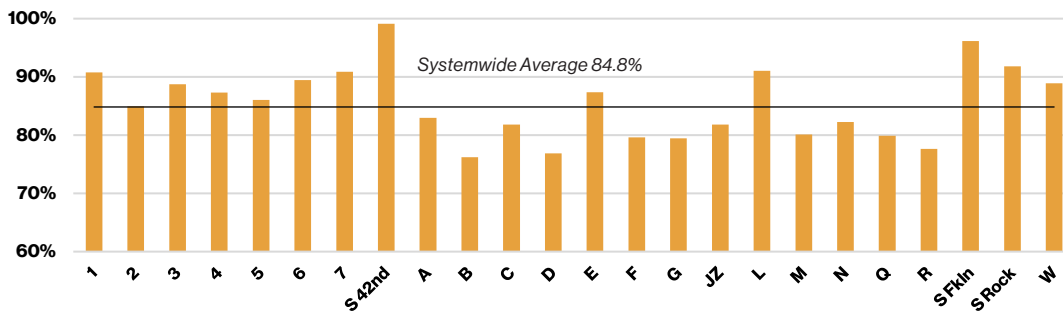
Subway Additional Platform Time + Additional Train Time

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



work by the response teams, we were able to minimize impacts on customers and have full service in time for the next morning rush hour.

Moving Forward

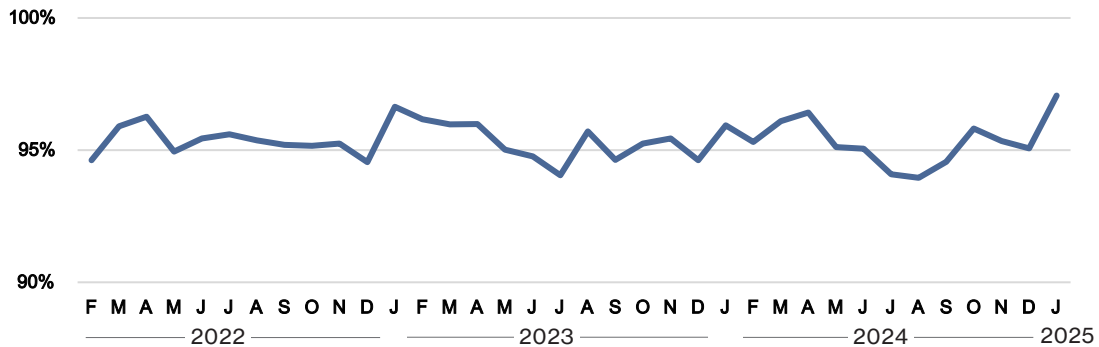
One of the keystone Transit 2025 goals is to Harden the System and Increase Fare Compliance. In furtherance of that goal DOS undertook several initiatives this month, which included the continued installation of physical deterrents to fare evasion on turnstiles, installing additional LED lighting throughout the system, and reinforcing communications procedures to ensure rapid response to any incidents. DOS has also taken up the challenge of an aggressive push to install platform barriers at dozens of additional stations. As Governor Hochul recently announced, in the six months from June 2024 through December 2024, subway fare evasion decreased by 26%. DOS looks forward to the full implementation of anti-backcocking interventions across the system and the continued implementation of the fare gate pilots throughout 2025.



SERVICE PERFORMANCE

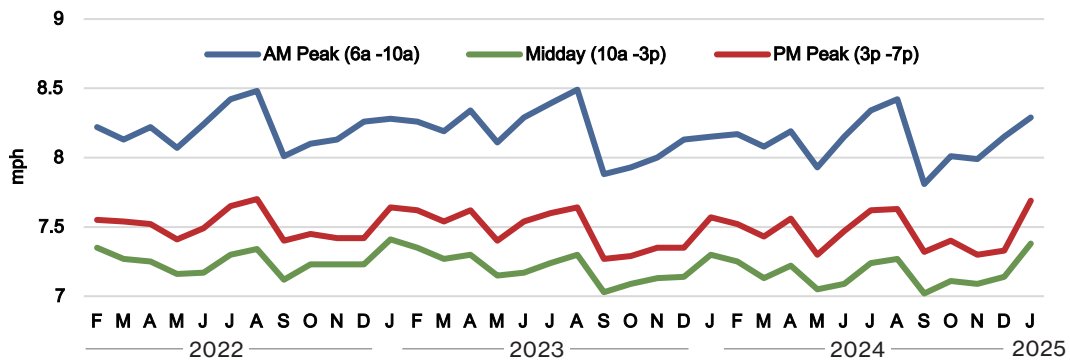
Bus Service Delivered

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 January 2025 showed noticeable improvement in all key areas compared to December 2024 and January 2024. Service Delivered reached 97%, a 2% improvement from the prior month and 1.1% from January 2024. This is the highest service delivered since January 2021. Customer Journey Time Performance (CJTP) was 75.4%, a 5.5% improvement compared to December 2024 and slightly higher than last year. This along with a bus speed increase of 3.8% from the previous month to 8.2 mph, contributed to a major improvement in customer satisfaction.

This was reflected in the January 2025 monthly Pulse Survey which showed overall bus satisfaction (Local/Limited/SBS/Express) was 61%, up 6 points from December and the highest since February 2024. Overall last trip satisfaction is 69%, up 9 points from the prior month. Manhattan last trip satisfaction increased 10 points to 76%, which also could be in part to early effects of congestion pricing. Staten Island Express bus customers also may be benefiting from congestion pricing and lighter January traffic showing a 21% increase in satisfaction from December.

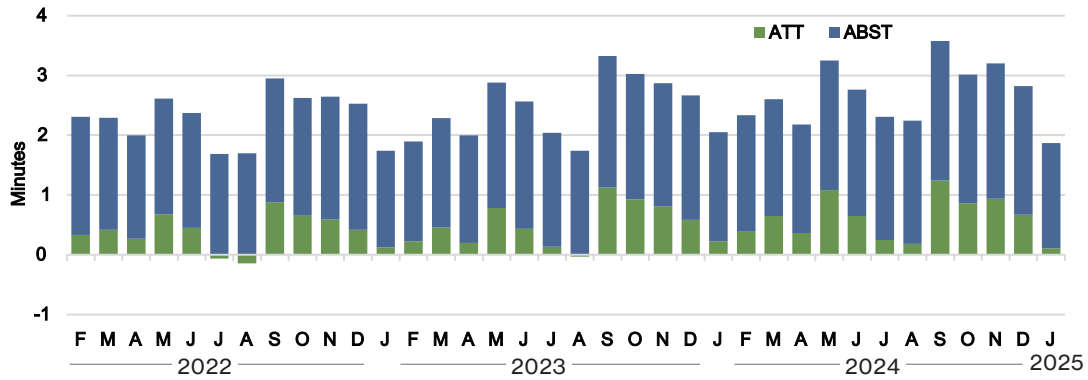


SERVICE PERFORMANCE

Additional Bus Stop Time + Additional Travel Time

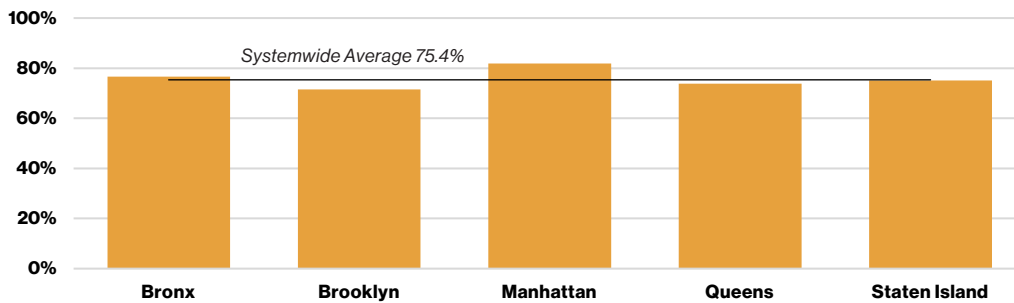
ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time

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



Bus Customer Journey Time Performance, by Borough, January 2025

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



The improvements in bus performance and customer satisfaction, as well as the launch of CBD Tolling Program (CBDTP), are no coincidence. Preliminary data from the CBDTP continues to indicate positive trends, including reduced traffic, faster bus speeds, and increased bus ridership. Weekday express bus ridership is up 9.6%, and weekday CJTP shows significant improvement for express buses. Therefore, to leverage some of the speed improvements observed in the congestion relief zone, we have launched a timepoint pilot this month. This pilot will assess whether removing some scheduled timepoints can improve route performance and enhance service efficiencies. Seven routes - M11, M31, M42, M50, M66, M101, and Q32 – were selected for the pilot and are being closely monitored. Bus performance and running time data will be collected to guide potential future adjustments to the schedule.

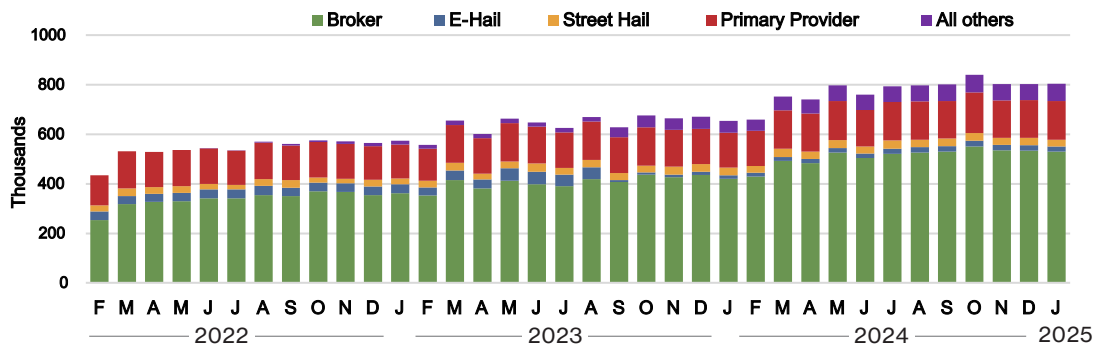
Moving Forward

Modernizing service delivery is a critical focus in 2025. We are renewing our service management approach to be more customer-focused, specifically addressing gaps in service, service-related complaints, and customer communications with the goal of elevating the overall customer experience across all routes.

SERVICE PERFORMANCE

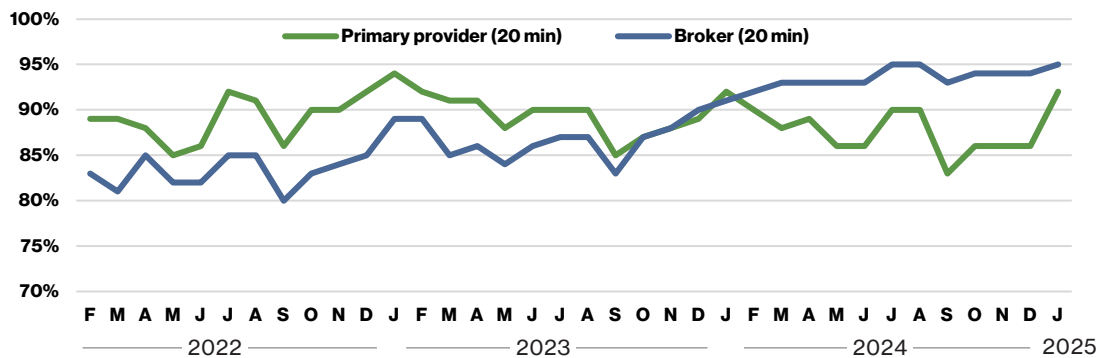
Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service



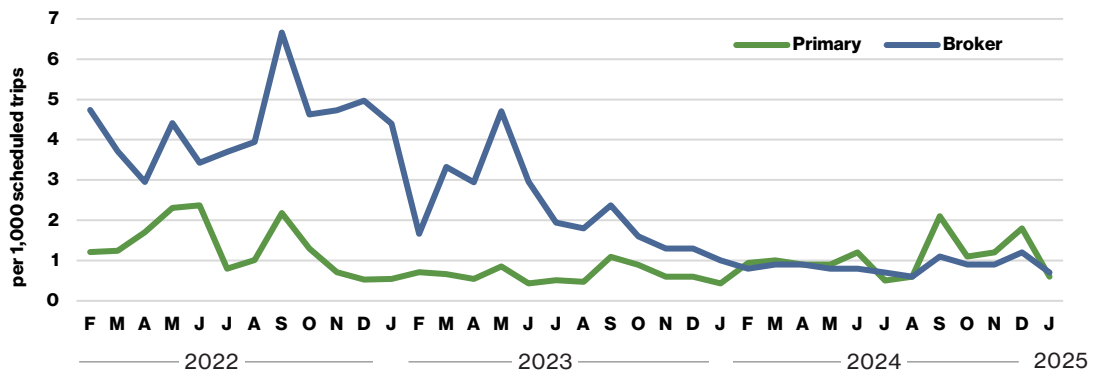
Paratransit On-Time Performance

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

2025 is off to a great start with significant service improvements across the board, surpassing Paratransit's goals in many areas in January. Trips and ridership continue to trend at consistently high levels, as they have since early 2024. Total ridership for January 2025 increased 2% over December, reaching over 1.1 million riders, a more than 20% increase compared to January 2024. Total completed trips similarly increased by nearly 3% compared to December, reaching over 804,000 trips, which is a 22% increase when compared to the same month last year.

On-time performance improved this month, despite continued growth in trip volume and ridership. Our primary carrier service completed 92% of pickups within the 20-minute window from the promised time, up 6% when compared to December 2024 and remaining flat when compared to the same month last year. For broker service, 95% of trips were completed within the 20-minute pickup window from the promised time, which is a 1% improvement when compared to December 2024 and a 4% improvement when compared to January 2024. Early indicators are that Paratransit trips are moving more quickly through and around the Congestion Relief Zone, contributing to this strong on-time performance.

The no-show rates for January were 0.6 per 1000 for primary carrier service and 0.7 per 1000 for broker service. Both are marked improvements from December, as well as from January 2024, and well under the 3 per 1,000 goal.

In January 2025, 99% of all calls were answered, above the 95% goal and the average answer speed was 8 seconds, a decrease of 47% when compared to January 2024. This significantly surpasses the goal of 60 seconds and reflects the call center's efficiency.

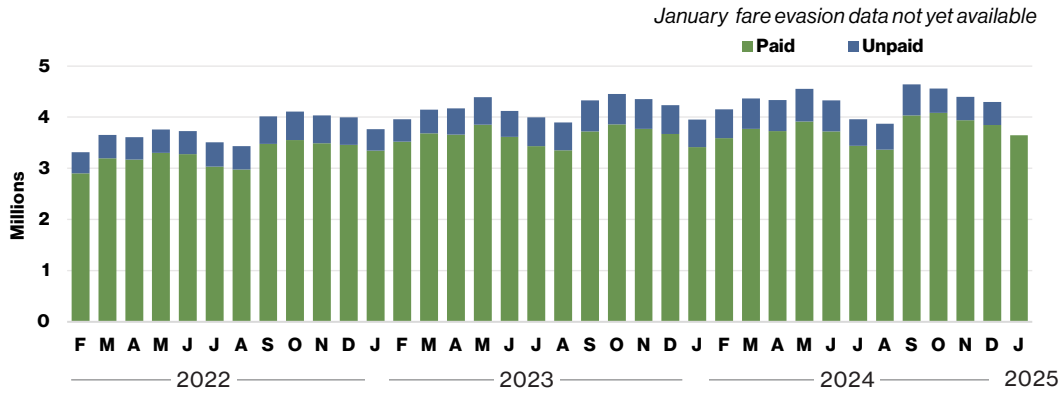
Moving Forward

This year we at Paratransit look forward to implementing several initiatives aimed at improving the overall customer experience while maintaining performance standards. Our focus remains on maintaining our performance as ridership grows and finding ways to serve customers more efficiently. Based on our daily customer feedback and monthly Pulse surveys, we continue working to address the issues most important to our customers, including increasing on-time performance, reducing provider no-shows, and reducing trip lengths. We are continuing our efforts to enhance the My AAR app, providing customers with more self-service options to track and manage their trips.

RIDERSHIP

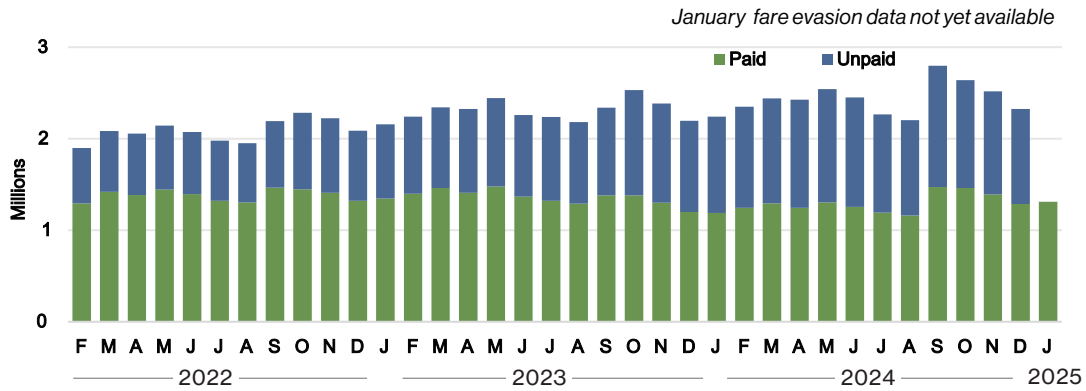
Subway Ridership

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



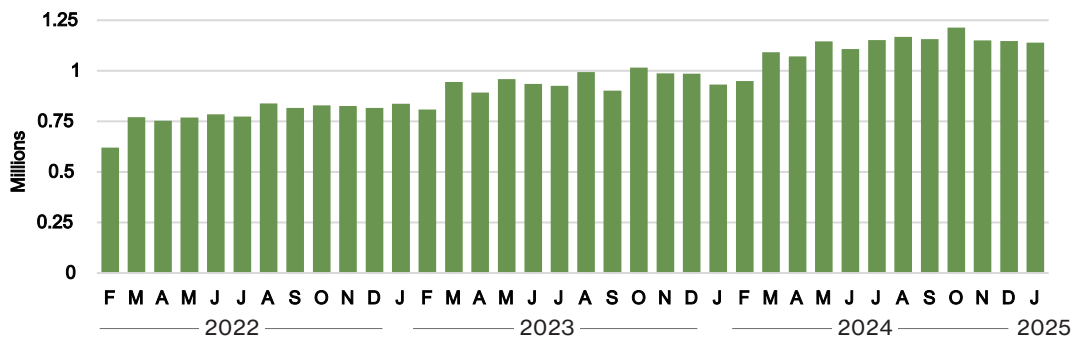
Bus Ridership

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



Paratransit Ridership

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



RIDERSHIP

Data Review

Ridership in January continued the strong Year-over-Year performance observed in the fall. Average paid weekday subway ridership was up 6.7% to 3.65 million from 3.42 million. Paid bus ridership was up 10.5% to 1.32 million from 1.19 million. Geographically the growth was broad-based, but the highest growth was seen in the areas of the South Bronx and East Harlem subway stations, as well as Bronx and Staten Island bus routes. While congestion pricing likely played some role in the continued growth, increases in paid ridership is also being driven by trips entirely outside the Central Business District, including intra-borough trips, indicating the return to transit is due to a broader set of factors.

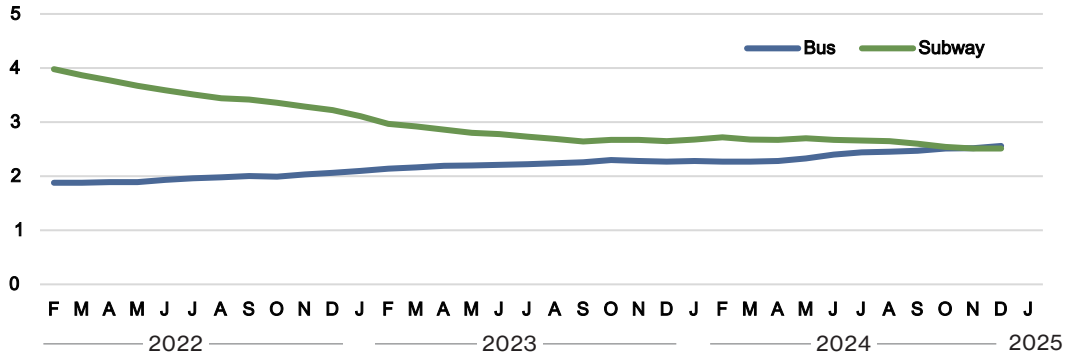


SAFETY AND SECURITY

Customer Accident Rate

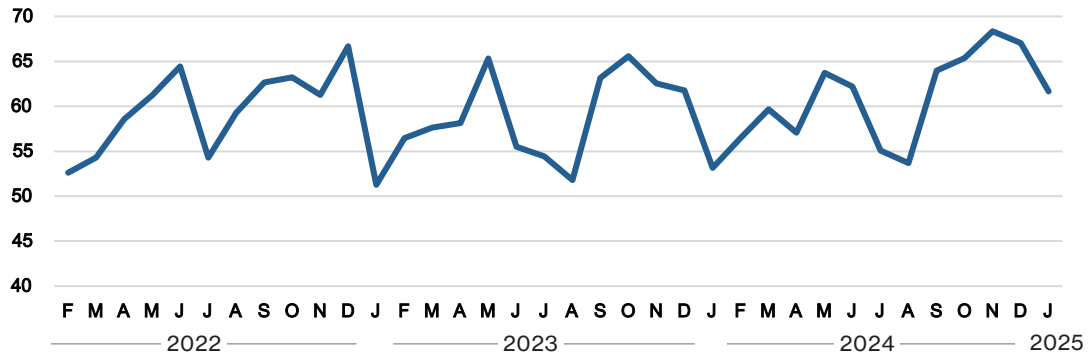
The number of reportable subway and bus customer accidents per million customers (12-month rolling average)

January data not yet available



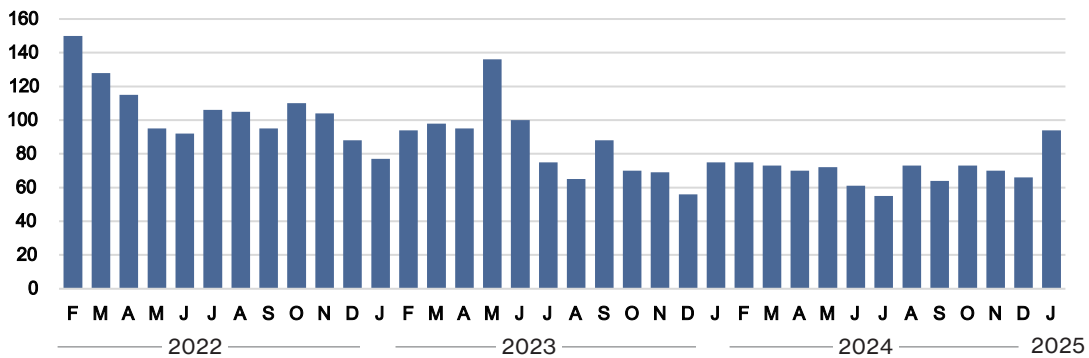
Bus Collision Rate

The number of bus collisions per million miles



Subway Fires

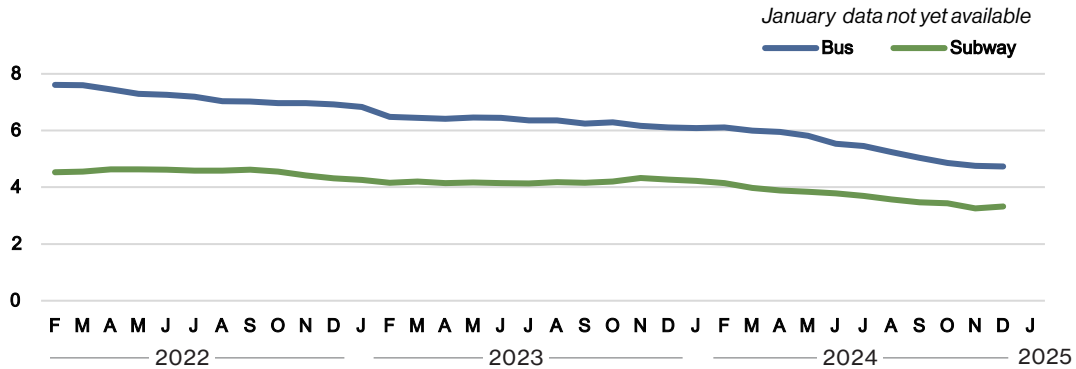
Total number of fires in the subway, including right-of-way, in stations and on trains.



SAFETY AND SECURITY

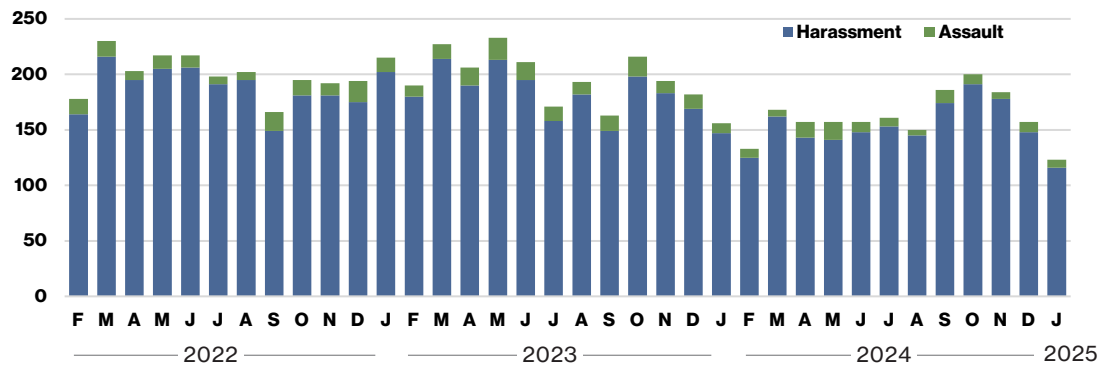
Employee Lost Time Accident Rate

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 12-month period to the previous one.

Bus Collisions and Customer Accidents increased, with Collision Injuries decreasing, 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.

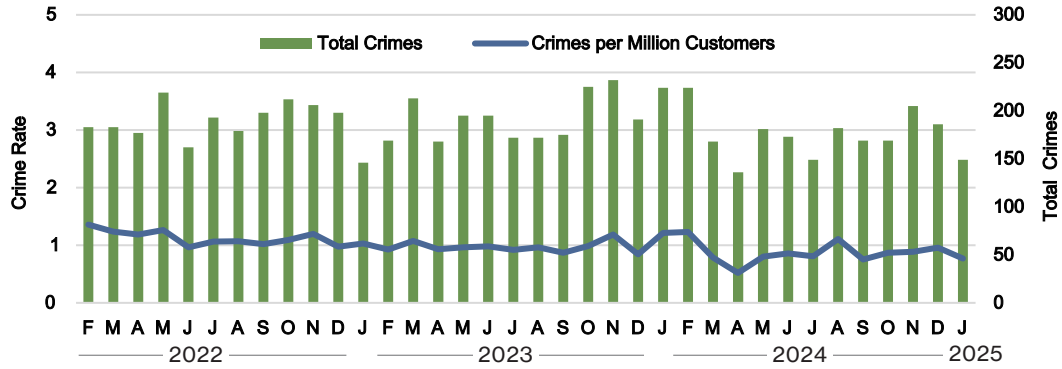
For the rolling 12-month basis, Subway Fires decreased over 17% when comparing periods ending January 2025 and January 2024.



SAFETY AND SECURITY

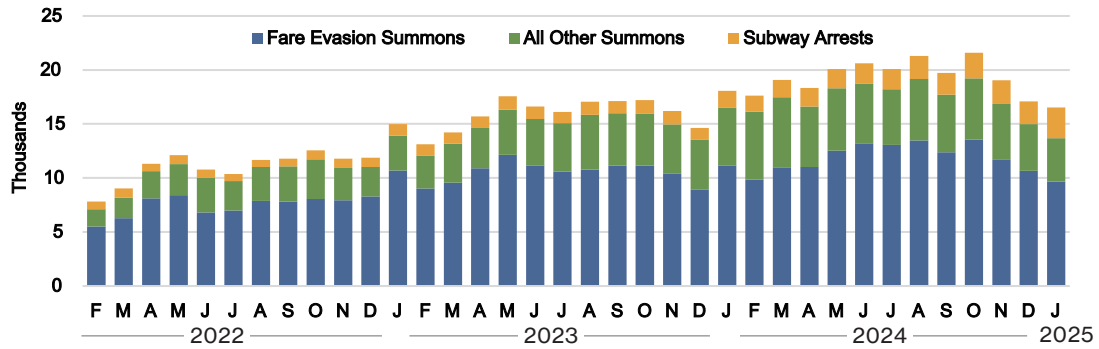
Major Crimes Against Subway Customers

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



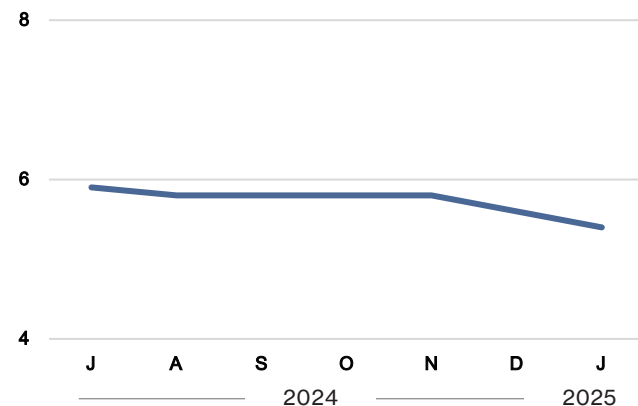
NYPD Summonses & Arrests

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

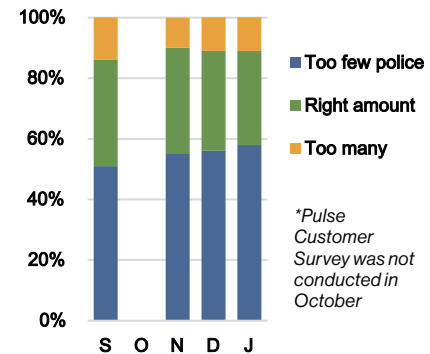


Perception of Safety and Police Presence

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 Customer Survey was not conducted in October



SAFETY AND SECURITY

Data Review

In January 2025, Major Felony Crime was down 21% month-over-month and down 36% versus January 2024. Crime decreased 15% when compared to the 2024 monthly average. Crimes per Million Rides decreased 16% in January 2025 (versus December 2024) and was down 39% versus January 2024. Further, Crimes per Million Rides were down 14% versus the 2024 monthly average.

The drop in crime was a strong start to the year and continues the progress we saw throughout 2024. Our collaborative efforts to combat crime patterns within our transit system have continued to show effect month over month. We, at the MTA, 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 throughout 2025.

As the primary policing agency in the NYCT subway system, the NYPD continues to enforce laws, rules, and regulations within the transit system. Their summons and arrest activity remains strong and we are encouraged by their commitment to ensure order and safety are maintained within the transit system. The MTA also continues to offer our support and partner with the NYPD to deploy internal resources, like the MTAPD Transit Ops, Scout Teams (Daytime and Overnight), Eagle Teams, Guard Teams, and SERT Teams within the transit environment. We work collaboratively to address crime and QoL conditions that are identified within the transit system.

Moving Forward

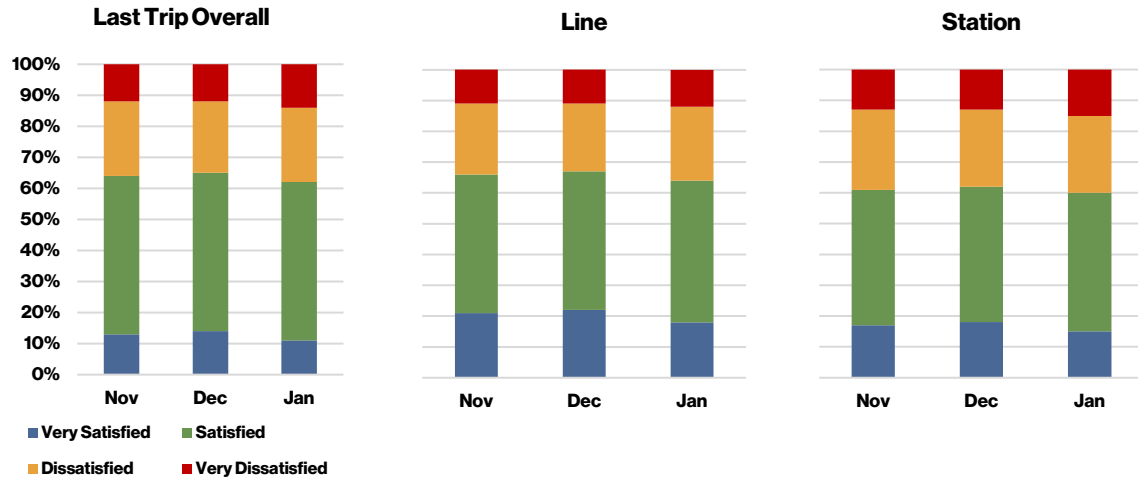
We are very encouraged to see our Crimes per Million Rider figures trend downward into 2025. In fact, this is one of the strongest starts to the year on the per rider metric since 2019. The long-term effects of our initiatives show our proactive crime, security, and safety programs are working as designed. 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.

CUSTOMER SATISFACTION

Monthly Pulse Survey Results, January

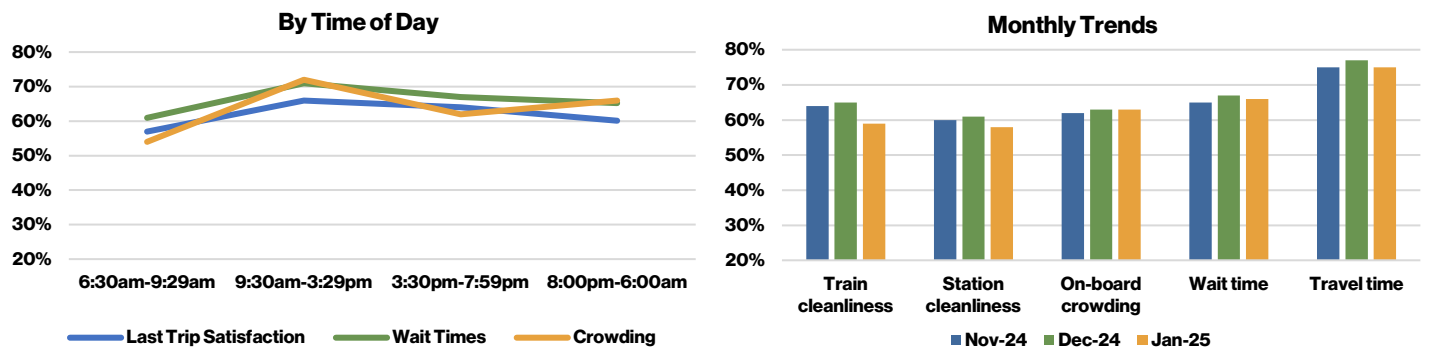
Subways

How satisfied are you with your last trip?



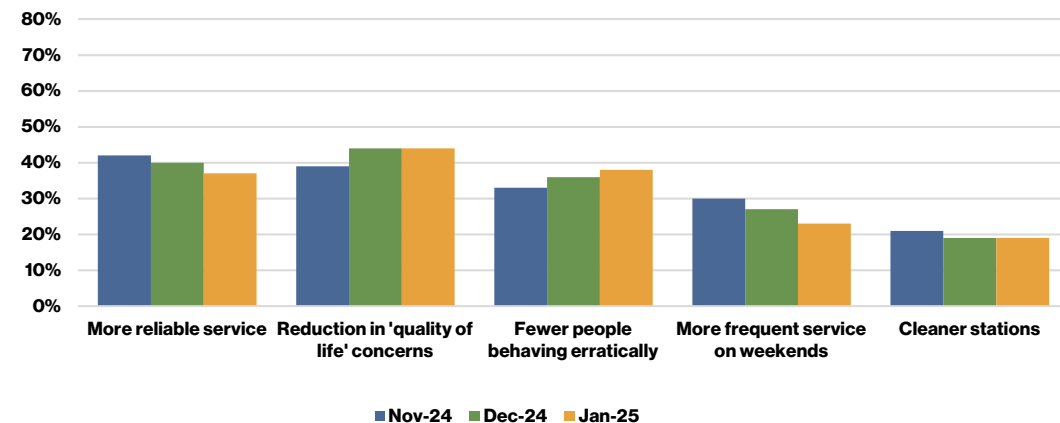
Key Customer Experience Indicators

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)

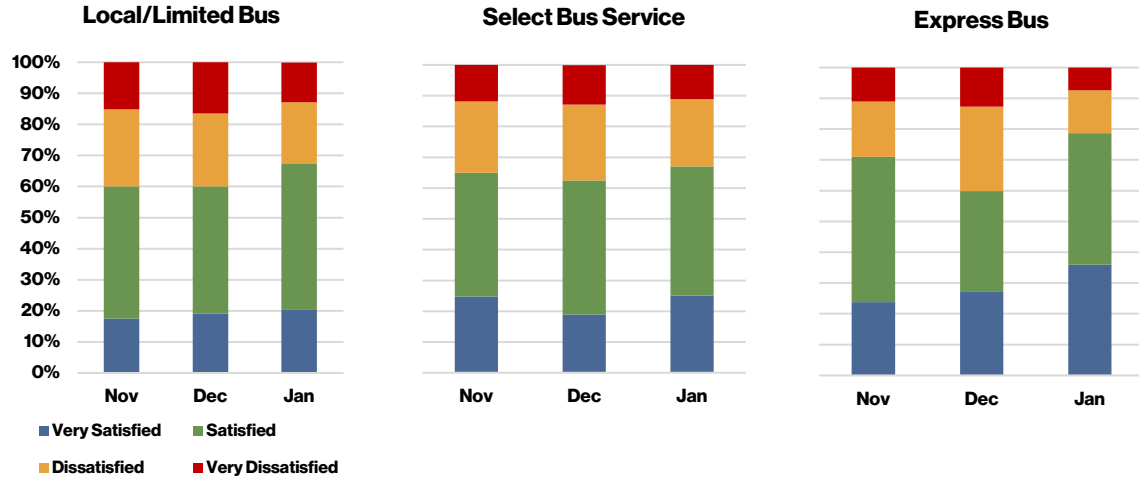


CUSTOMER SATISFACTION

Monthly Pulse Survey Results, January

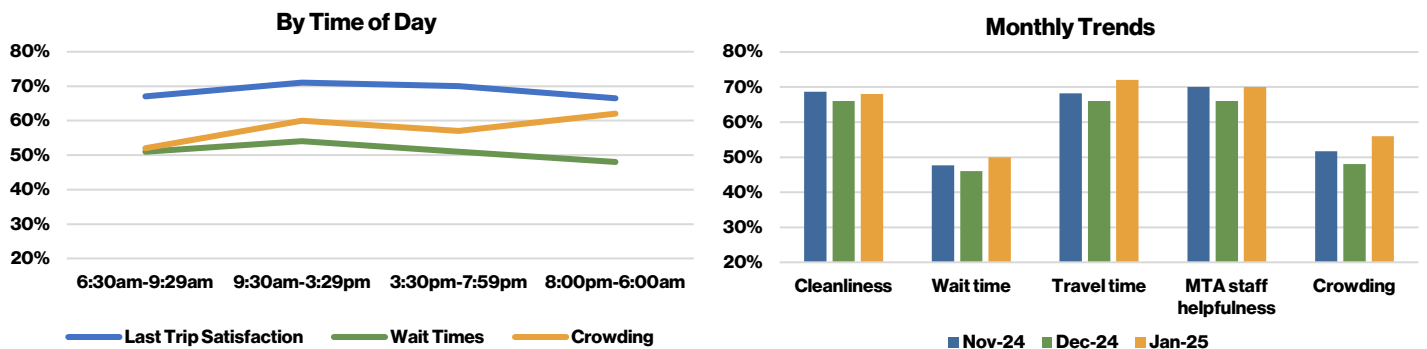
Bus

How satisfied are you with your last trip?



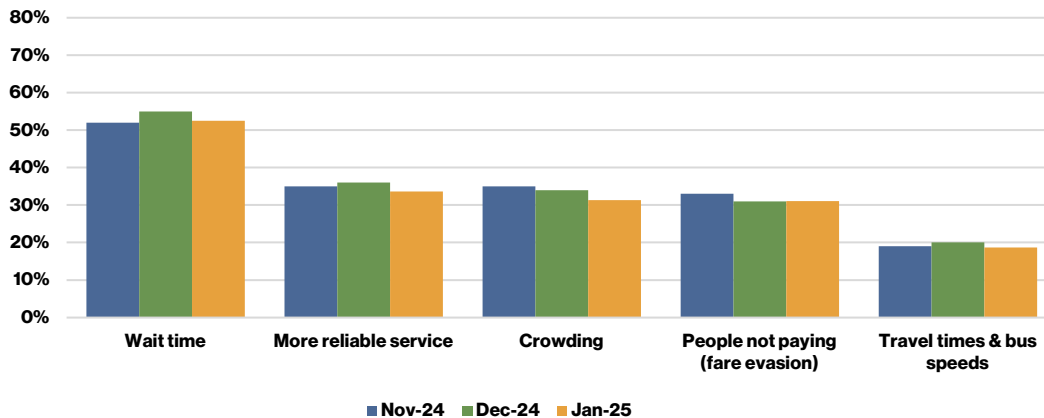
Key Customer Experience Indicators

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



What needs to improve to increase your satisfaction?

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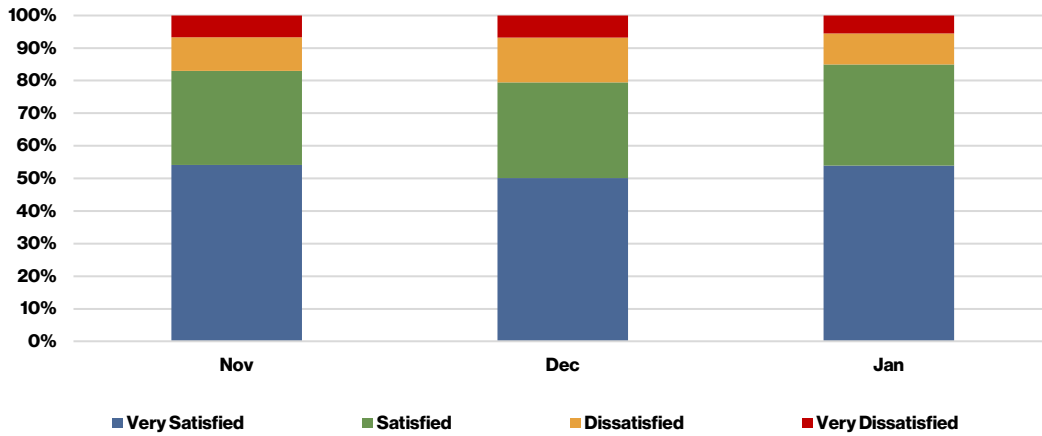


CUSTOMER SATISFACTION

Monthly Pulse Survey Results, January

Paratransit (AAR)

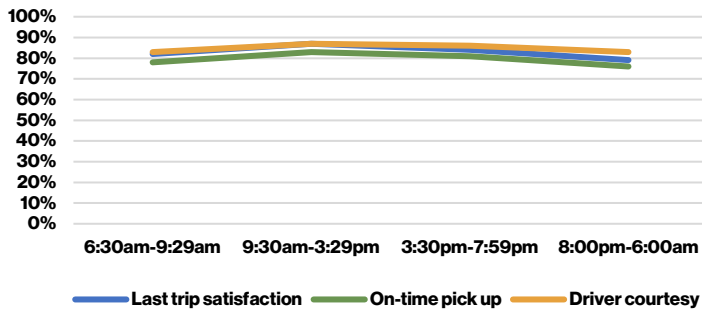
How satisfied are you with your last trip?



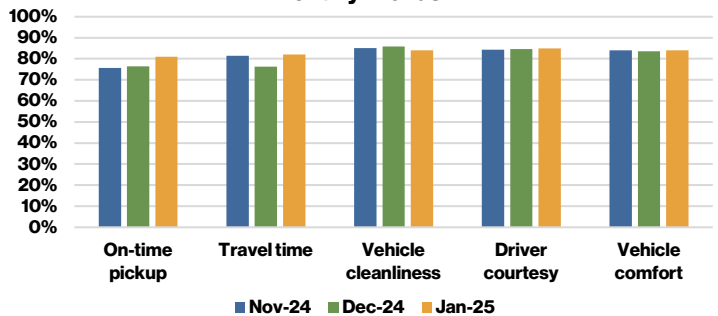
Key Customer Experience Indicators

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

By Time of Day

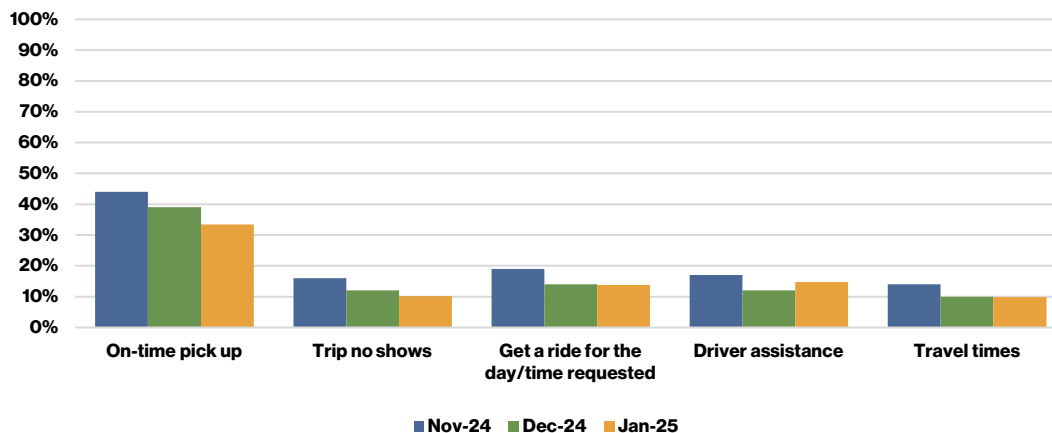


Monthly Trends



What needs to improve to increase your satisfaction?

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



CUSTOMER SATISFACTION

Data Review

In January, 62% of Subway customers were satisfied with their most recent trip, down from 65% in December 2024. 64% were satisfied with their line compared to 67% in January 2024. Meanwhile, 60% were satisfied with their station, similar to the same month last year. Customers are less likely to be satisfied with the cleanliness of their train (down 6 points to 59%) and station (down 3 points to 58%). Furthermore, customers are less likely to report feeling safe on their last trip; in January 65% felt safe on the train (down from 68% the prior month), and 55% felt safe in the system (down from 58% the prior month).

In January, 69% of all bus customers were satisfied with their last trip, up 9 points from December. This ranges from 67% of Local/Limited (up 7 points), 67% of SBS (unchanged), and 79% of Express bus customers (up 19 points). The increases can be attributed to a seasonality component with traffic generally being lighter in January. Satisfaction with Travel Time among Local/Limited/SBS customers on their last trip increased 6 points to 72%. In addition, Wait Time (up 4 points) and Crowding (up 7 points) satisfaction also increased from December. 70% of Express bus customers in Staten Island were satisfied with their last trip, up 21 points from December and a major contributor to the overall increase in Express bus satisfaction.

In January, 85% of Access-A-Ride customers were satisfied with their last trip, up 7 points from December. Similar to buses, there is a seasonality component with lighter January traffic. Both satisfaction with Travel Time and On-Time Pick Up increased 5 points to 81%. Nearly nine in ten (87%) customers whose last trip was during the midday (9:30am – 3:30pm) were satisfied, up 6 points from December.

CAPITAL PROJECTS

ADA Upgrades at Borough Hall 2 3 4 5 R

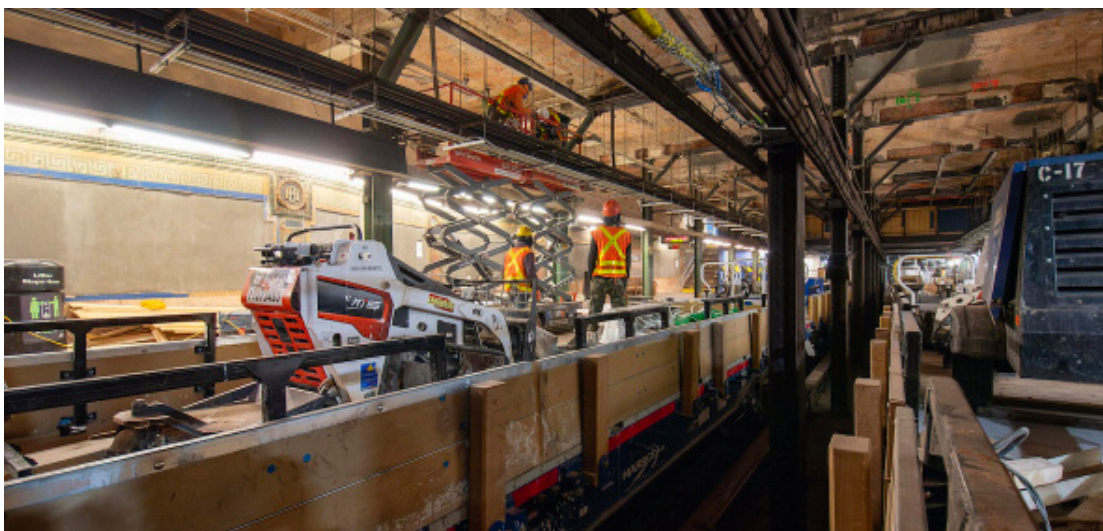
At the 117-year-old Borough Hall station, where we're making huge accessibility and state of good repair investments, we used the Presidents' Day holiday weekend to repair the steel on the girders and columns that hold the roof in place. After decades of corrosion, many of the beams in the intricate web of steel below Joralemon Street have fallen into disrepair.

The only way to reach those girders, which are 30 feet high and run directly above the rail, is to park a work train on the tracks below. That means we can't run service through the station until they ship out.

These girders are load-bearing supports, so the trick is to repair them without the roof caving in. We do that with temporary steel shoring that lets us uncover the girders from their concrete encasements, repair anything corroded, and bolt in new steel reinforcements. When we're done, we protect the girder by re-encasing it in new concrete.

Long weekends like February 15-17 are important for complicated, intensive repair projects like this one. By extending our normal 53-hour weekend service outages to 77 hours, we hit some big milestones without disrupting a weekday commute. There's more steel left to repair, but our crews like a three-day weekend as much as the rest of us do.

When completed, Borough Hall will boast three new ADA-compliant elevators, with the project scheduled for completion this year. By bundling these ADA upgrades with other crucial state-of-good-repair work, we are setting up this critical station in downtown Brooklyn for another 117 years of good service.



CUSTOMERS AND COMMUNITIES

Reduced-Fare OMNY Outreach Events

Earlier this month, MTA Government & Community Relations (GCR) gave a Reduced-Fare OMNY presentation at an event sponsored by the 75 Henry Street Resident Association in Brooklyn. Approximately 50 residents attended the event to learn about using the new Reduced-Fare OMNY card.



Tour of Coney Island Car Overhaul Shop

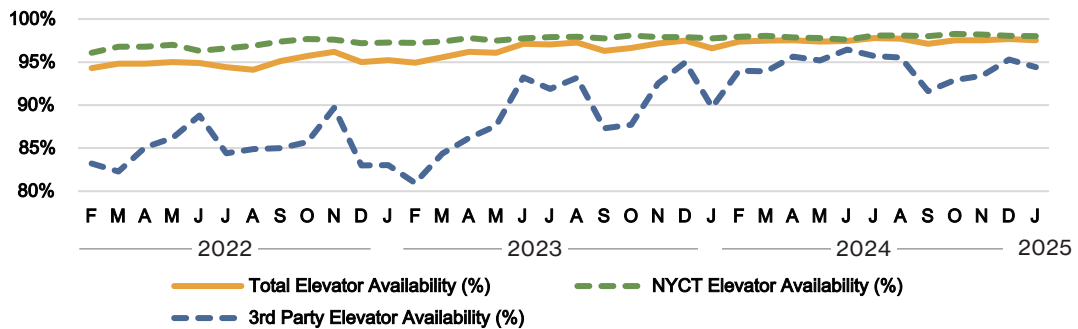
The GCR team, along with Department of Subways, hosted a tour of Coney Island Car Overhaul Shop for students from the Packer Collegiate Institute in Brooklyn.



ACCESSIBILITY

Elevator Availability

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



Accessibility Update

Earlier this month, the MTA announced our first pilot program of 2025, Convo Access. Convo Access instantly connects people who are Deaf or hard-of-hearing with an American Sign Language (ASL) interpreter to facilitate conversations with MTA staff. Customers scan a QR code to connect with a live interpreter, which allows deaf or hard-of-hearing customers to much more seamlessly chat with MTA employees about service changes, payment, or anything regarding their trip. Our system operates 24/7, and Convo Access is similarly available anytime.

The pilot, which is free to use for all customers, was initially deployed at the Customer Service Centers at Penn Station and Times Square. Those locations achieved a 94% activation rate, with users reporting enhanced personal connections and more natural interactions with MTA staff. The deployment follows a successful initial Transit Tech Lab proof of concept, and thanks to the Partnership Fund for New York City to helping to make this happen. There are over 15 locations where you can find Convo Access across the MTA. You can those locations, along with more information, at www.mta.info/accessibility/convo.

Additionally, this month the MTA Accessibility team has been continuing to educate customers on OMNY for Reduced Fare through webinars, individual calls, and a newly revised webpage. As customers make the transition, we are ensuring they can take advantage of all that OMNY has to offer. We are also continuing to solicit feedback on subway stations to make accessible in the 2025-2029 Capital Plan, including via our public feedback form online, meetings with stakeholders, webinars, and an in person forum later this week.



FINANCIAL RESULTS

2025 Operating Revenue & Expenses, January 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	336.9	346.8	9.9	16.8	15.9	(0.9)	0.5	0.5	(0.0)
Farebox revenues	277.9	285.0	7.1	15.1	14.5	(0.6)	0.3	0.3	(0.0)
Other revenues	58.9	61.7	2.8	1.7	1.4	(0.4)	0.2	0.2	(0.0)
Total non-reimbursable expenses	878.1	880.1	(2.0)	81.3	74.4	6.9	7.1	6.3	0.8
Labor expenses	672.9	669.2	3.8	62.7	59.0	3.6	5.3	5.2	0.2
Non-labor expenses	205.1	210.9	(5.8)	18.7	15.4	3.3	1.8	1.1	0.7
Non-cash liabilities	183.3	182.4	0.9	16.0	5.6	10.4	1.5	2.1	(0.6)
Net surplus/(deficit) - accrued	(724.5)	(715.7)	8.8	(80.6)	(64.2)	16.4	(8.1)	(7.9)	0.2

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	45,369	43,726	1,643	3,900	3,836	64	377	387	-10
Reimbursable	4,649	3,819	830	38	34	4	54	9	45
Total Positions	50,018	47,545	2,473	3,938	3,870	68	431	396	35

Data Review

Farebox revenue was favorable to the Budget by \$6.5 million primarily due to higher than projected subway paid ridership. Other Revenue was \$2.4 million favorable to the Budget mainly due to higher than projected paratransit reimbursement from higher trip volume and favorable timing of fare reimbursement, offset by lower than projected retail rent and advertising revenues. Expenses were under the Budget by \$5.7 million. Labor expenses, including fringe benefits, were favorable by \$7.6 million driven largely by higher reimbursable overhead credits resulting from increased capital activity, vacancies and timing of the prescription drug credits. Non-labor expenses were unfavorable by \$1.8 million mainly due to higher paratransit services contract expense from higher trip volume, partially offset by favorable timing of professional expense and lower fuel expenses.

Moving Forward

The Agency remains dedicated to filling vacancies, monitoring ridership trends, implementing cost-effective strategies for operational efficiencies, and prioritizing strict management of expenses, with a focus on overtime control.

Resiliency in Winter Weather

Winter weather has returned to New York City in a big way this year. After several years with little-to-no snowfall in the five boroughs, winter 2024-2025 has seen over 10” of snow accumulate during seven winter weather events. At the same time, extreme cold has been an ever-present this winter. The month of January saw temperatures plunge to their lowest levels in years,

These conditions present real challenges to delivering excellent transit service. Even in the deepest winter freeze, New Yorkers are on the move, and the nearly 50,000 employees at New York City Transit all step up in ways big and small to make it happen.

Subways

Let's start with the subway. Winterizing our subway system is an enormous effort – with 472 stations, over 800 miles of track, and more than 6,000 subway cars, the sheer scale of our system presents complexities in responding to the challenges of winter. To ensure that we are prepared, the safety team develops and perfects a comprehensive cold weather plan, ensuring that we are ready for every eventuality. This plan is our guidebook in how we respond to whatever Mother Nature throws our way.

Trains literally can't move if the rails are iced over or switches are frozen in place. To keep service running smoothly, track maintenance teams are on the job 24/7 keeping the system safe, operating both gas and electric-powered heaters in critical sections of track to prevent ice buildup.



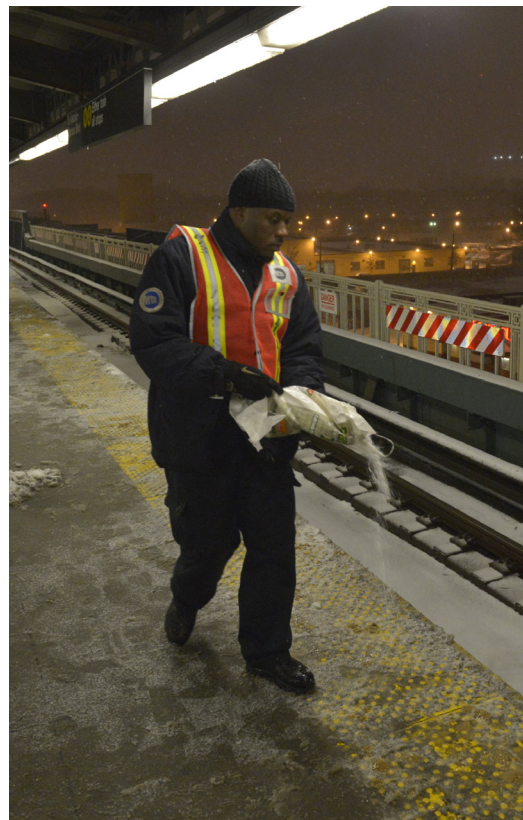
Switches and signals are especially vulnerable in the bitter cold. Our team keeps a close watch on these components, ensuring that they are properly winterized and kept in good condition. I started my career as a signal maintainer, so this kind of work – which is crucial but rarely seen by the public -- is close to my heart.

SPECIAL FEATURE

Resiliency in Winter Weather (cont.)

We also have superpowered snow-throwing trains ready to go on elevated lines, as well as de-icing cars with special scraping “shoes” to remove any frost accumulation. These shoes are added to our revenue fleet whenever a big storm is in the forecast and they make an enormous difference, by turning every single subway train into a specialized de-icer train.

New Yorkers are more familiar with our preparations at subway stations. Our stations team is skilled at rushing salt and sand to stairs and elevated platforms before the storm starts, so customers can safely board without fear of slipping. After the storm begins, our team of over 1,000 station cleaners get to work, keeping passages clear with snowblowers and chipping away stubborn blocks of ice. Much like our subway, this team works 24/7, often exposed to the elements.



Resiliency in Winter Weather (cont.)

Buses



For our buses, this demands a team effort to keep service moving during storms. Even in significant snowfall, our buses are a lifeline for countless New Yorkers. Our mission at New York City Transit is to deliver on safety and service, and the buses team at Transit did just that during this storm.

The work begins before the first flakes fall. We store many of our buses on outdoor lots at our depots, and it is imperative that they are kept clear and safe. Our Mechanics teams at each of our depots stepped up, salting walkways and roadways and deploying chains on bus tires to provide extra traction in the storm. We were prepared hours in advance and it meant we were ready for the snow when it came.

Bus Operators are true heroes during storms. They don't control what's on the road ahead of them, but their work ensures safe operations. One great example was at the Queens Village Depot, where Bus Operator Johnny Cuebas not only helped run service safely, but he also took time to train new operators with snow truck operations, ensuring that buses could get out on the road.

During it all, our high-tech Bus Command Center was keeping an eye on service in the five boroughs to make sure things were smooth. Leadership came in on their days off for what we call the "Hawk" or overnight tour to monitor any buses that needed assistance on the road and to keep customers informed.

In the field, countless employees stepped up as well. Superintendents came in on days off. One – Northern Queens General Superintendent Michael Karsos even stepped up and provided additional support to the team in Brooklyn, freeing stuck buses and ensuring that needed service was provided.

During the weekend of February 8-9, our buses carried over 1.3 million customers - even in this storm. No matter the weather, New Yorkers have places to go, and the team at the Department of Buses was there for them.

This is our mission at New York City Transit: safety and service. From the hottest summer days to the deepest winter freezes, from heavy rain to sleet and snow, this team steps up, keeping our trains and buses moving for the New Yorkers who need them.

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