



COURT SQ




NEW YORK CITY TRANSIT KEY PERFORMANCE METRICS

March 2025





New York City Transit President Demetrius Crichlow announces the first set of R211T subway cars is running on the Crosstown  line during a press conference at the Church Ave station on Tuesday, March 4.

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

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

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



MESSAGE FROM THE PRESIDENT



Demetrius Crichlow
President
New York City Transit

99%
on-time
performance on
Rockaway Park
shuttle trains

Pillars of Success: Safety & Service Time

Thank you!

March 18 was National Transit Employee Appreciation Day. I spent the day out in the field working directly with our employees at several of our facilities. I had the pleasure of visiting the Mother Clara Hale Bus Depot, where I met with bus operators like **Anthony Chestnut**. B.O. Chestnut has been driving buses in his native Harlem for nearly 40 years. At the depot I put on a safety vest, a pair of gloves, and helped perform a pre-service inspection on one of our buses. I even had the chance to help repair a broken rear-view mirror.

Touring the system, I couldn't help but think about the service of my own family in Transit. It fills me with joy to meet employees out in the field who knew my late father. I also think of my grandfather, my brother, and my nephew, who all dedicated their work to our system. Transit is made up of many multigenerational families like mine, and I'm proud to be part of that story.

The City of New York only works because of the hard work of the employees of New York City Transit. This message is for our amazing workforce.

I want to thank everyone who is working on the Rockaway Resiliency project. Our shuttle train has been operating at 99% on-time performance since January. Our free shuttle bus operation, on and off the peninsula, is second to none. Recently, I had the pleasure of riding our shuttle train with New York City Council Member Selvena Brooks-Powers, who represents the district. The Council Member appreciated the effort our teams put in to make this plan a success. We met with several riders on the shuttle train who told us that this new service pattern improved their daily commute. None of that success happens without our employees on the ground. Hugo Zamora, our project lead, has been delivering for the residents of the Rockaways every single day. We all owe a great deal of thanks to him and the countless number of employees who work around the clock to make this operation a success. I also want to give a special shoutout to the employees who were involved in the recent fleet swap. Earlier this month our dedicated workforce successfully moved our fleet of subway cars, which have been providing service in the Rockaways while the bridge is closed, back to Pitkin Yard where they could receive maintenance. We remain committed to providing the best service possible for Rockaway residents throughout this project.

Earlier this month, we announced the placement of two new R211T open gangway cars on the **G** line. We appreciate the support of commuters in



MESSAGE FROM THE PRESIDENT

Brooklyn and Queens as we continue to upgrade the Crosstown line. With the continuing installation of CBTC, and the delivery of more R211 cars to come, **G** train riders can be confident that they will be receiving excellent service for decades to come. These new cars will also continue to replace the R44s on Staten Island. Riders can soon expect to see the R211 cars replace the R46 and R68 cars on other lines, like the **B** **D** **N** **R** and **W** trains. None of this is possible without the exceptional work of our team at Car Equipment.

Coming this April, we will expand Automated Camera Enforcement to two new routes in Manhattan. ACE is already active on 34 routes across the city, delivering faster speeds for our bus riders. The ACE program is a great benefit to our employees as well. Clear travel lanes allow our bus operators to safely pull up to bus stops and more easily navigate traffic conditions. On the Bx19, travel speeds increased by 12% and collisions along the route saw a decrease of 20% since the cameras were turned on. This program did not start working overnight. It was the result of years of hard work from employees like those at Government and Community Relations and the Department of Buses. On behalf of the residents of New York City, I want to say thank you to all of our employees who keep our buses moving and keep our streets safe.

Back in January, we approved the implementation of the Queens Bus Network Redesign. Organizing the Queens Bus Network is no easy feat. If Queens were its own bus network, its 800,000 daily riders would rival Chicago for the third largest bus system in the nation. For years we have conducted hundreds of public information and feedback sessions. We wanted this new bus network to reflect the needs of bus riders in Queens. All that hard work is about to become a reality. We will launch a large-scale public education campaign leading up to implementation of the new bus network, which will roll out in two phases at the end of June and the end of August. We're excited to get this outreach started and let Queens bus riders know that a better bus service is on the way. Thank you to our teams who have spent years organizing this effort.

In March, we reached a critical milestone for OMNY adoption. More than 55% of Reduced-Fare customers are now using OMNY. From December to January, we mailed over 1.3 million OMNY cards to existing Reduced-Fare MetroCard customers. That means we have added over 700,000 OMNY customers tapping into the system. I can't say thank you enough to our teams who helped make this a reality. New York City Transit remains ready and committed to complete the transition to OMNY. I am excited for what's ahead in 2025.

I am a proud employee of New York City Transit. My family tree grows along our

55%
of Reduced-Fare
customers are
using OMNY.

MESSAGE FROM THE PRESIDENT

subway tracks. I know the hard work and dedication of our teams because I have been out there myself and seen it firsthand. Even though Transit Employee Appreciation Day only comes once a year, I want you to know that I appreciate the work of everyone who works here every single day.

Thank you for everything you do to make New York City the greatest city in the world.

In service,

Demetrius Crichlow





Long Island

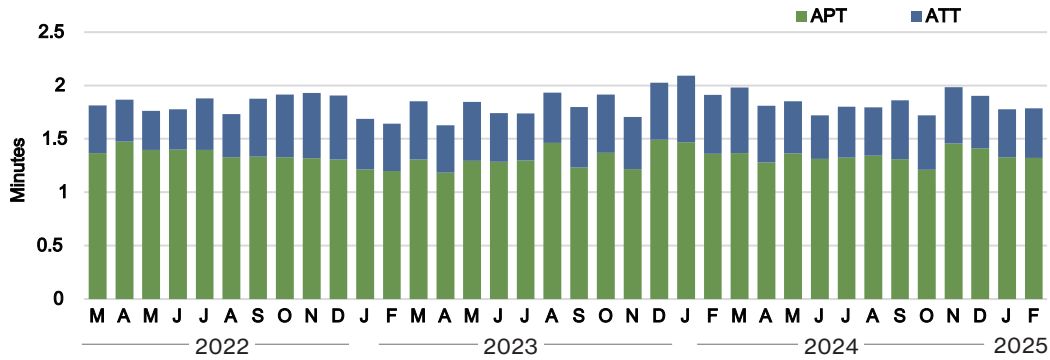
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SERVICE PERFORMANCE

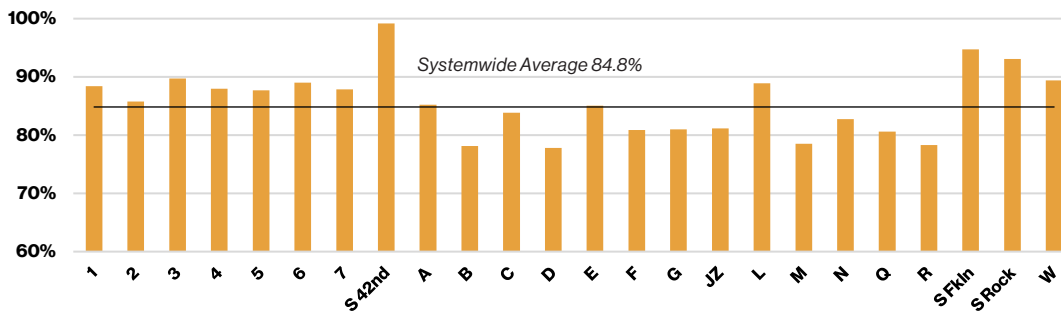
Subway Additional Platform Time + Additional Train Time

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

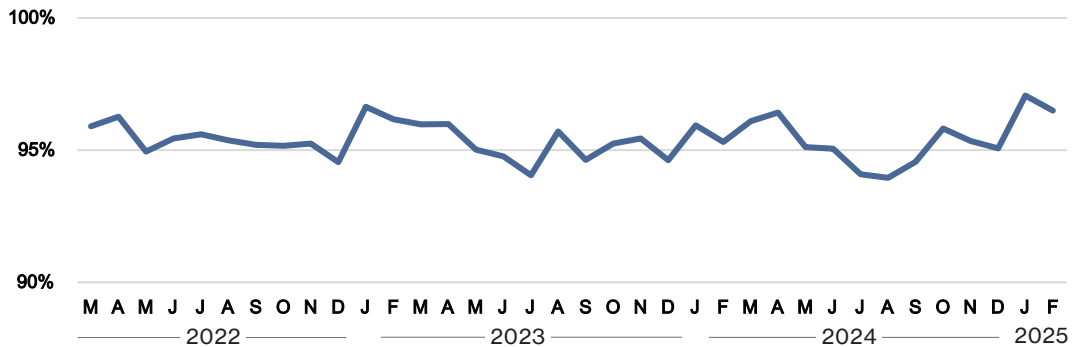
Our teams continue to deliver excellent service to Rockaway residents during the Resiliency project. The Rockaway Shuttle train has delivered 99% OTP since January. Our team recently executed a complicated process of switching out the Rockaway train fleet to complete routine maintenance on our cars, a necessary step since the cars cannot reach the maintenance facilities while the peninsula is separated from the rest of the system. Additionally, this month DOS put two R-211T open-gangway trains into service on the **G** line. DOS anticipates bringing even more new R-211 trains to the Crosstown line later this year. These new cars will be a welcomed investment on the **G**, as our partners at Construction and Development continue the installation of CBTC on the line. Finally, the Department of Subways is thrilled that the increases in NYPD patrols throughout the system have resulted in higher customer satisfaction. Major transit crimes are down 29% and arrests are up 71% year to date. Increased NYPD patrols will allow us to continue providing a safe travel environment for our riders and safe working conditions for our front-line teams.



SERVICE PERFORMANCE

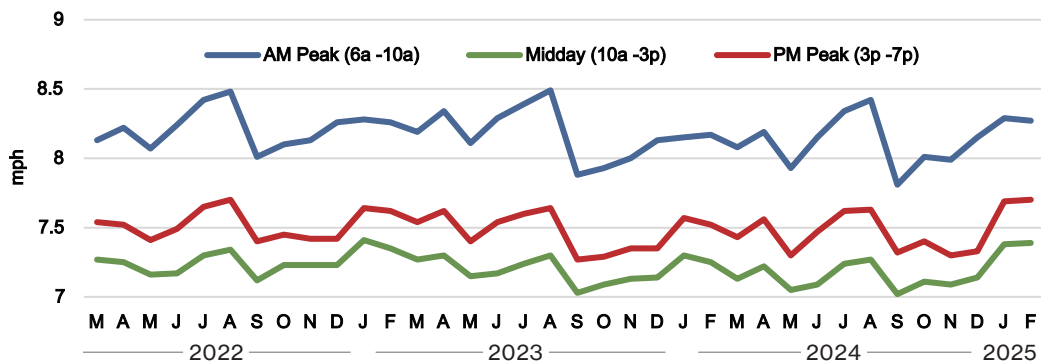
Bus Service Delivered

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 February 2025 remained stable or improved in key areas. Service Delivered was 96.5%, reflecting a 1.2% increase from February 2024 and matching January 2025. All five boroughs showed improvement year-over-year and year-to-date. Bus Speed averaged 8.2 mph, consistent with last month and 1.2% faster than February 2024. Customer Journey Time Performance (CJTP) was 73.5% in February, on par with last year but 1.9% lower than January 2025. Notably, CJTP for routes entering the Congestion Relief Zone (CRZ) improved, with Local routes up 1.7% and Express routes up 5.1% compared to the previous year.

Customer Satisfaction remained steady. In the February Pulse Survey, 60% of bus customers were satisfied with service, consistent with January 2025. Systemwide Last Trip Satisfaction, was 68%, also on par with last month. Manhattan stood out, with 75% of customer satisfaction with their last trip—the highest among all boroughs.

Moving Forward

The improvements in bus performance and customer satisfaction align with the

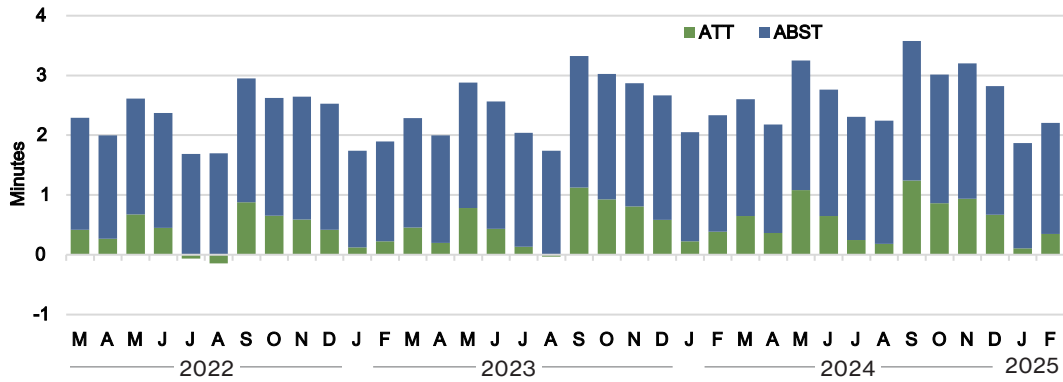


SERVICE PERFORMANCE

Additional Bus Stop Time + Additional Travel Time

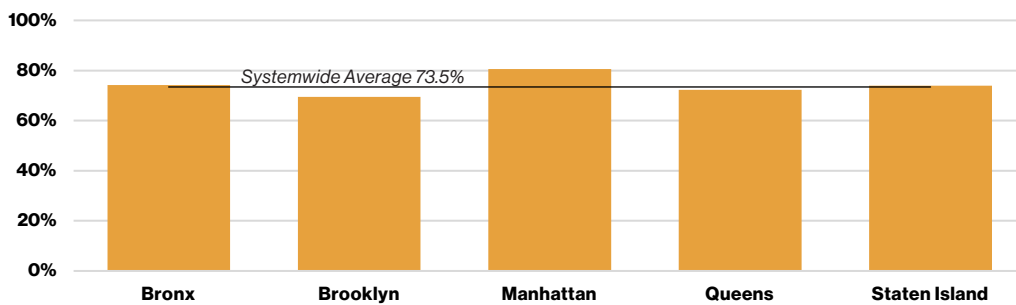
ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time

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



Bus Customer Journey Time Performance, by Borough, February 2025

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



launch of the CBD Tolling Program (CBDTP), which continues to demonstrate positive trends, including increased bus speeds and more reliable service. Travel times through key bridges and tunnels into the CRZ, including the Holland Tunnel, Williamsburg Bridge, and Queensboro Bridge, have significantly improved during AM peak hours. The CRZ Timepoint Pilot launched last month to evaluate whether removing timepoints can enhance route performance and service efficiency has shown promising outcomes. Seven routes were selected for the pilot, and preliminary results from the first three weeks show consistent improvements compared to the same period last year. Most notably:

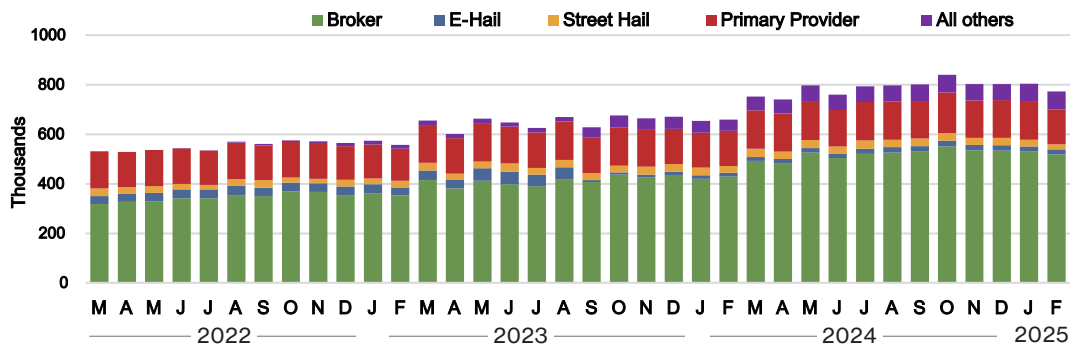
- 1.3-minute reduction in peak median running time (-3%),
- 2.5-minute reduction in peak 90th percentile running time, and
- 4% increase in average speeds.

We will continue to monitor the pilot closely and assess potential schedule adjustments in the coming months.

SERVICE PERFORMANCE

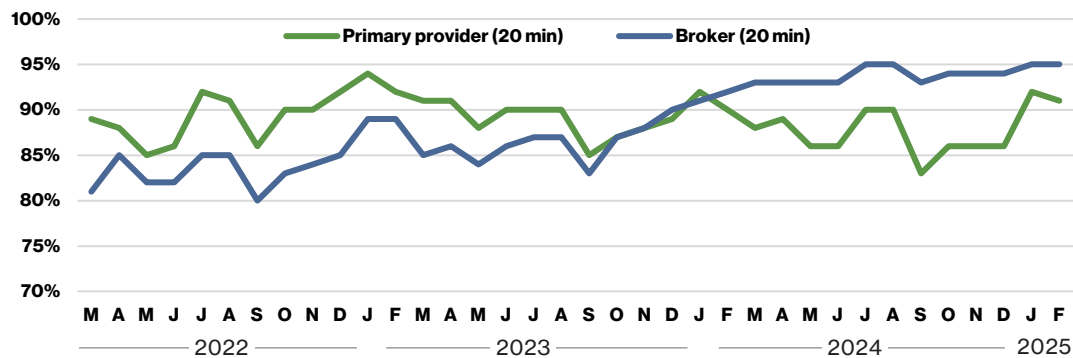
Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service



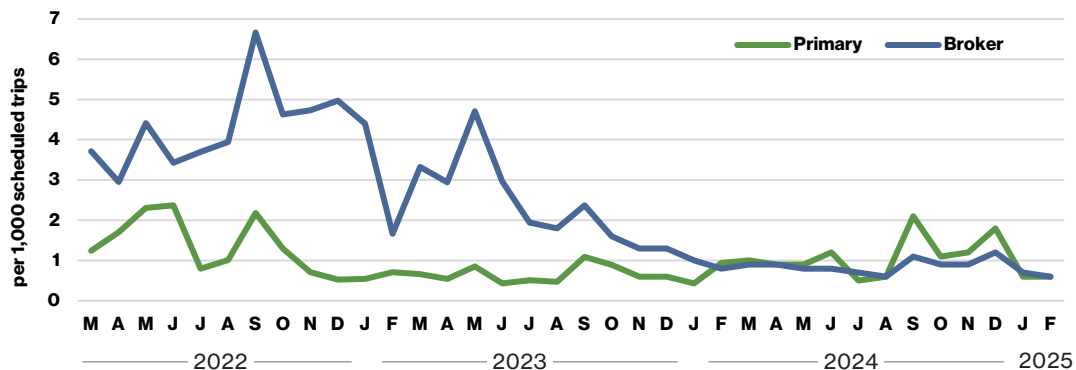
Paratransit On-Time Performance

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

In February, Paratransit saw a total ridership of nearly 1.1 million riders on a total of 773,000 completed trips. This represents an increase of 16% compared to February 2024.

On-time performance continues to be strong despite the increase in trip volume. Our primary carrier service completed 91% of pickups within the 20-minute pickup window from promise time, which is a 1% improvement when compared February 2024. On broker service, we completed 95% of trips within the 20-minute pickup window from promise time, up 4% from last year and exceeding our goal of 94%. 98% of trips picked up within the 30 minute window from promise time. Trips within the Central Business District continue to benefit from the congestion relief zone, with increases in vehicle speed observed in January and February compared to 2024.

The No-Show Rates for February for both primary carrier service and broker service were 0.6 per 1000 trips. Both are marked improvements from February 2024 and well under the 3 per 1,000 goal.

In February 2025, the percentage of calls answered remained at an incredible 99%, with an Average Call Answer speed of 12 seconds. Both are improvements from 2024 and significantly above the goal of 95% of calls answered with a 60 second average speed to answer. Finally, in February we exceeded 20% of trips being booked by the My AAR platform, providing a faster and easier booking experience for customers and allowing our call center agents to continue providing such high service levels to customers who choose to book by phone.

Moving Forward

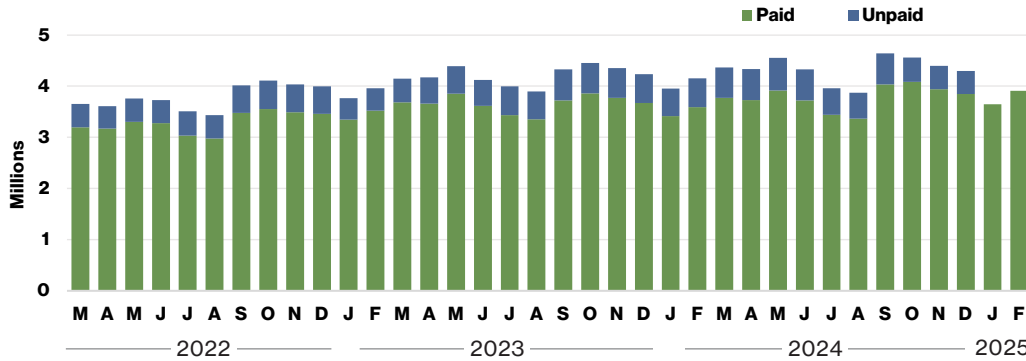
We are looking forward to implementing several initiatives aimed at improving the overall customer experience while maintaining performance standards, including rolling out OMNY to more AAR customers and continued enhancements to the My AAR app. Our focus remains on our goal of maintaining our performance as ridership grows and finding ways to serve our 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.

RIDERSHIP

Subway Ridership

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

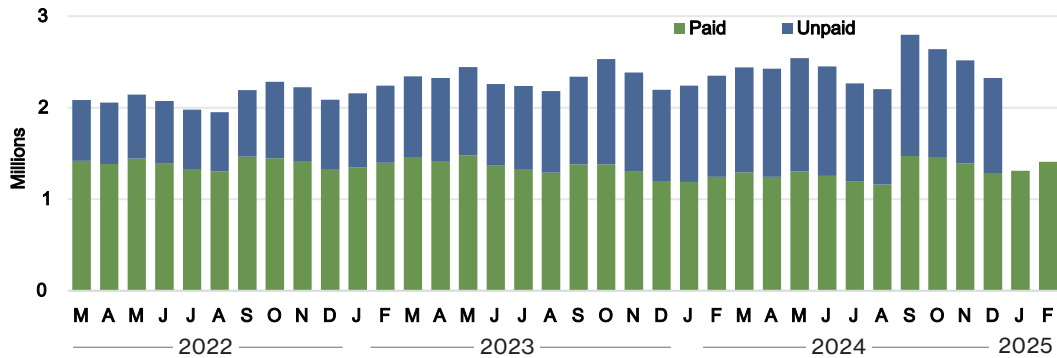
January and February fare evasion data not yet available



Bus Ridership

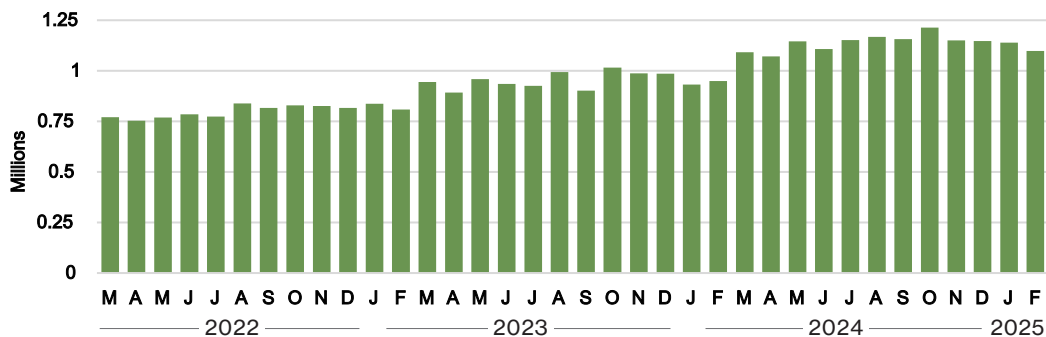
The number of paying bus (NYCT and MTA) customers, and estimated number of non-paying customers, on an average weekday

January and February fare evasion data not yet available



Paratransit Ridership

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



RIDERSHIP

Data Review

February weekday paid subway ridership rose from January to 3.91 million. This was a strong 8.9% year-over-year (YoY) increase over February 2024 and is the highest YoY growth in 18 months. However, some of this was due to a heavy snow day in February 2024 which suppressed ridership. Isolating good weather on midweek days, the YoY trend was still 5.8%, consistent with what had been observed in the fall. Using rolling 3-month fare evasion estimates, total weekday ridership is about 4.367 million, a 4.3% increase over last February.

Similar trends were seen on buses, with weekday paid ridership of 1.41 million, up 13.4% from February 2024 and a strong 11.1% when isolating good weather midweek days. Much of this growth continues to be due to the success of Student OMNY, other fare evasion strategies, as well as background systemic growth. Preliminary total ridership was 2.50 million, a 5.6% increase over last February.

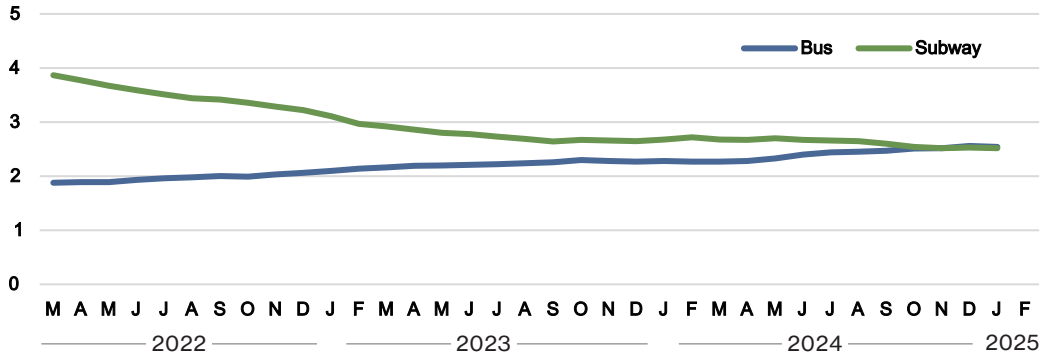


SAFETY AND SECURITY

Customer Accident Rate

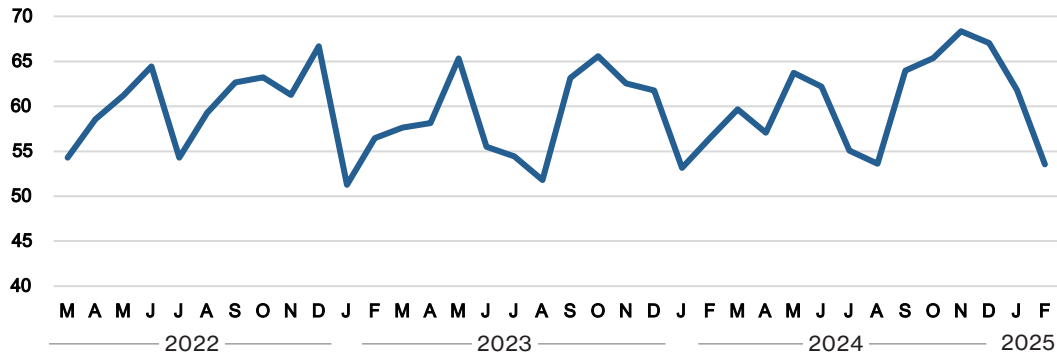
The number of reportable subway and bus customer accidents per million customers (12-month rolling average)

January data not yet available



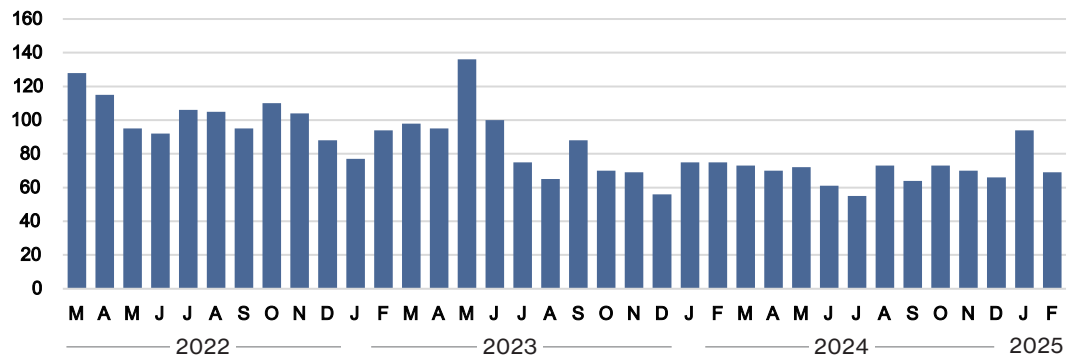
Bus Collision Rate

The number of bus collisions per million miles



Subway Fires

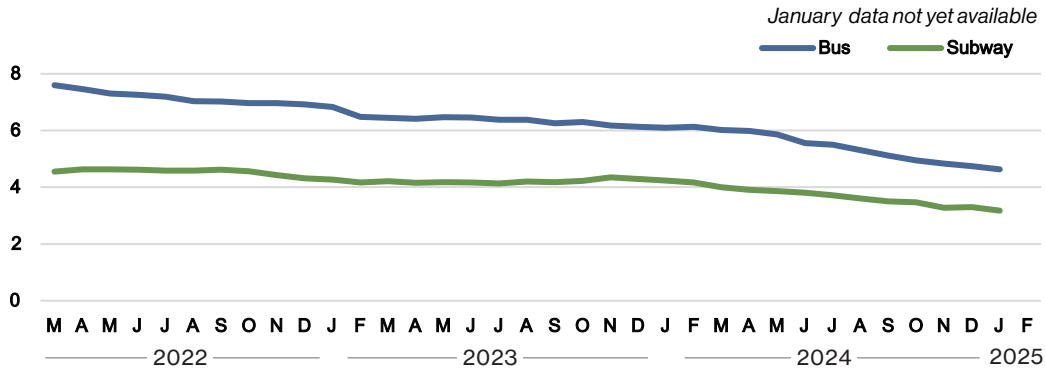
Total number of fires in the subway, including right-of-way, in stations and on trains.



SAFETY AND SECURITY

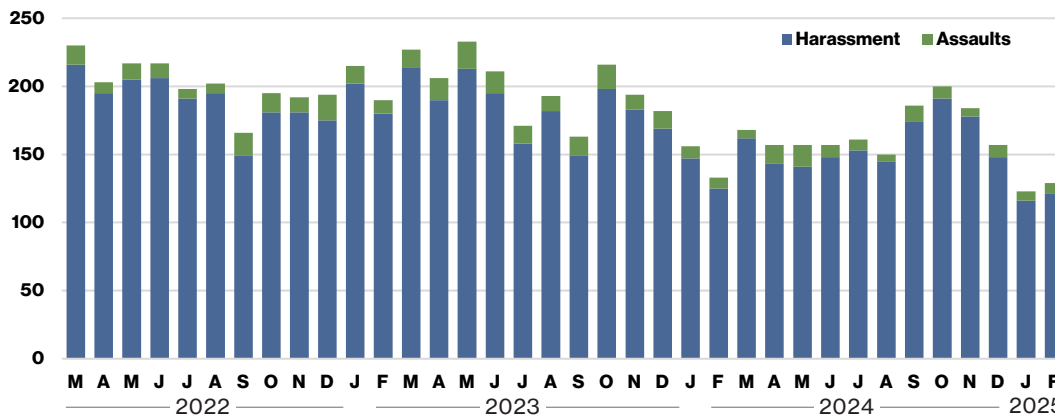
Employee Lost Time Accident Rate

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.

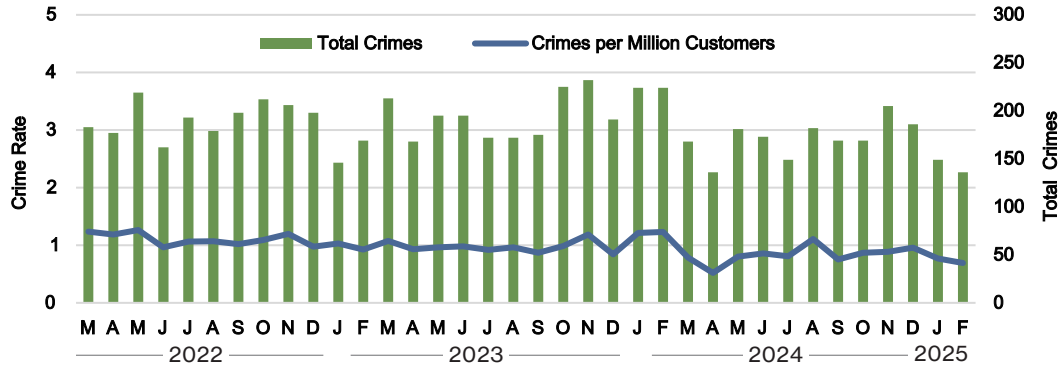
For the rolling 12-month basis, Subway Fires decreased over 16% when comparing periods ending February 2025 and February 2024.



SAFETY AND SECURITY

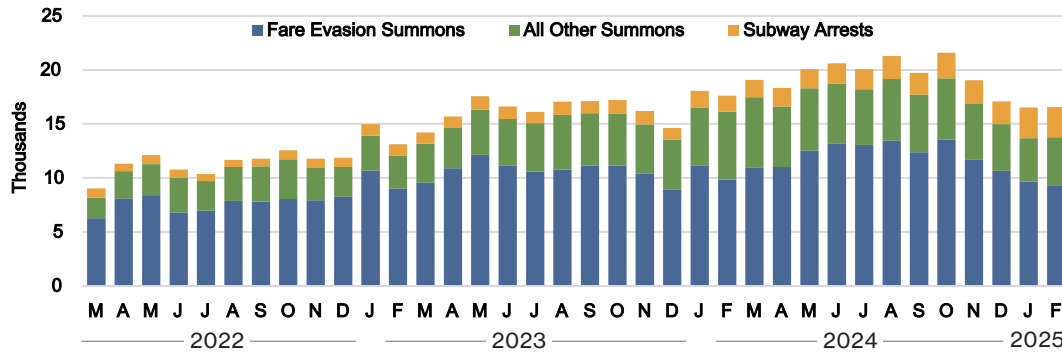
Major Crimes Against Subway Customers

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



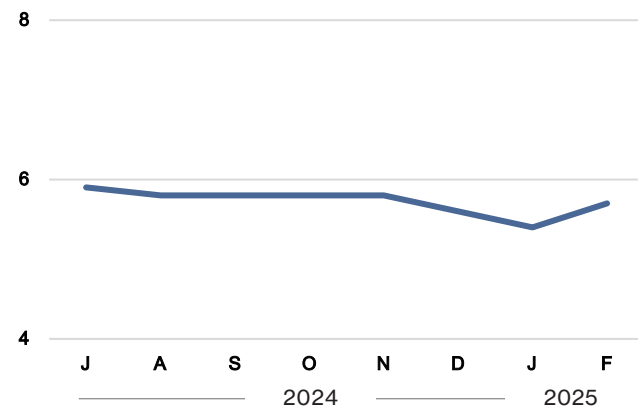
NYPD Summonses & Arrests

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

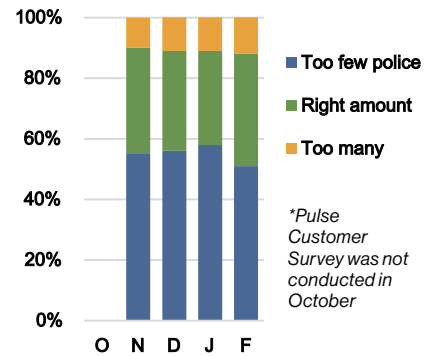


Perception of Safety and Police Presence

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 February 2025, Major Felony Crime was down 9% month-over-month and down 16% versus February 2024. Crime decreased 23% when compared to the 2024 monthly average. Crimes per Million Rides decreased 4% in February 2025 (versus January 2024) and decreased 13% versus February 2024. Further, Crimes per Million Rides were down 18% versus the 2024 monthly average.

The drop in crime in February continues the strong start to 2025. 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

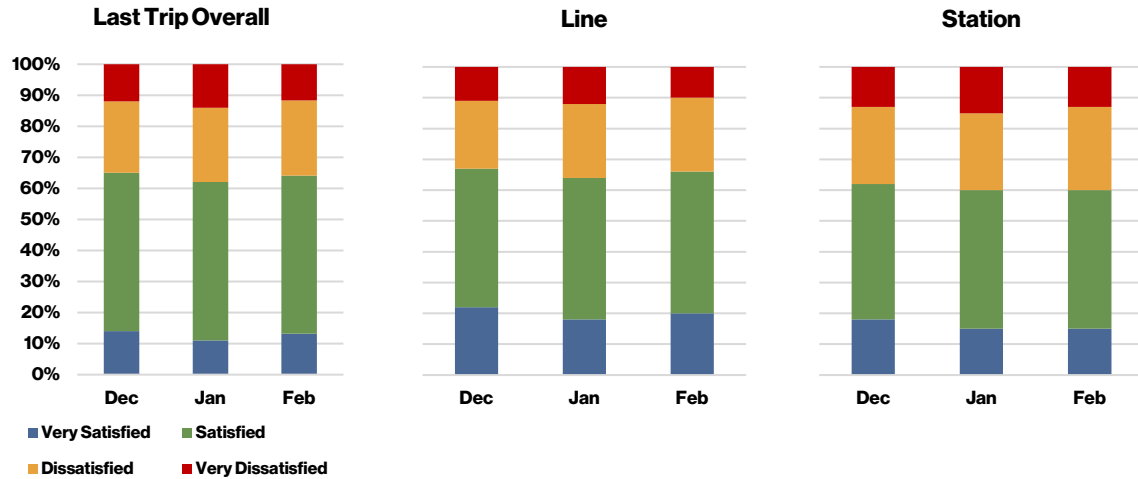
We are very encouraged to see our Crimes per Million Rider figures trend downward in 2025. In fact, this is one of the strongest starts to the year on the per rider metric since 2019. The long-term effects of our initiatives show our proactive crime, security, and safety programs are working as designed.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

CUSTOMER SATISFACTION

Monthly Pulse Survey Results, February

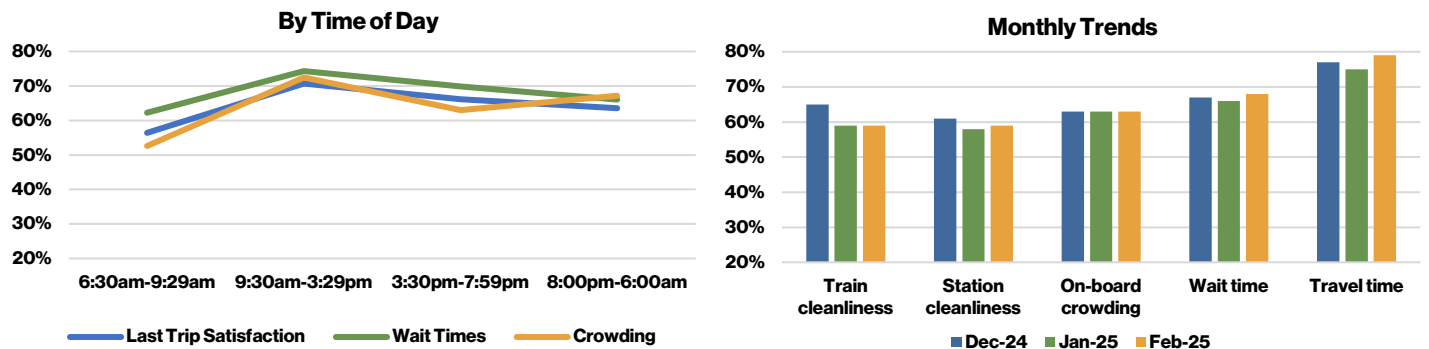
Subways

How satisfied are you with your last trip?



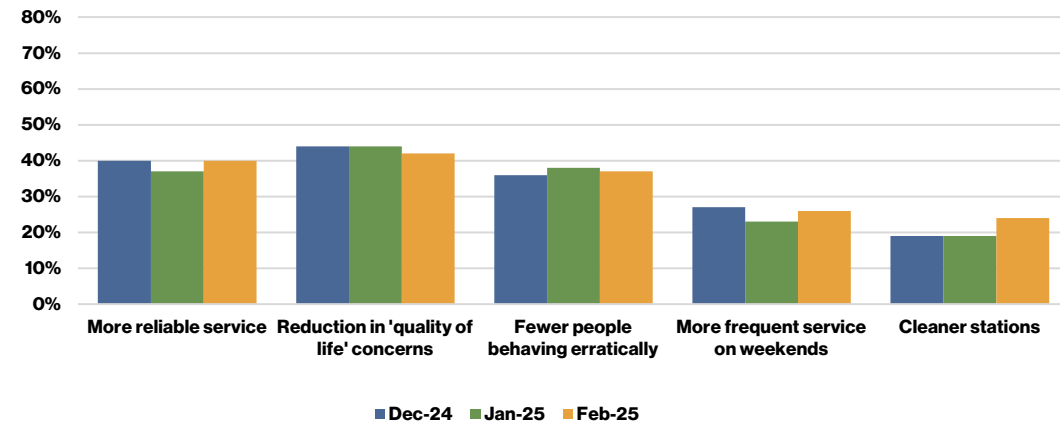
Key Customer Experience Indicators

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)

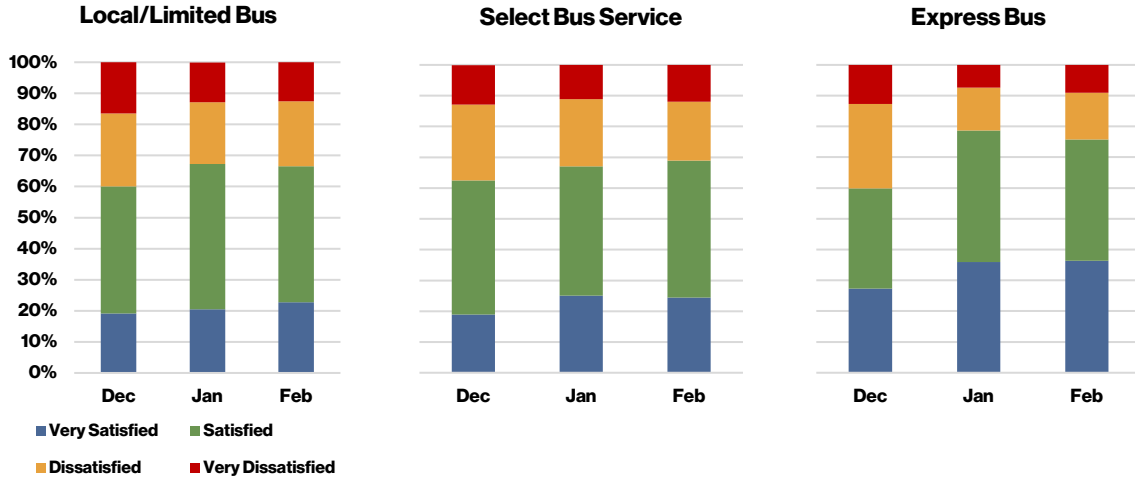


CUSTOMER SATISFACTION

Monthly Pulse Survey Results, February

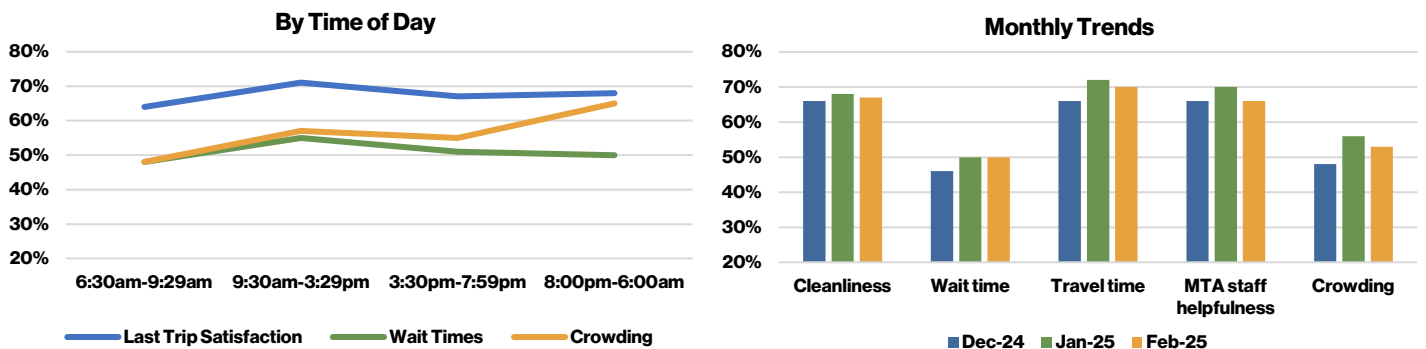
Bus

How satisfied are you with your last trip?



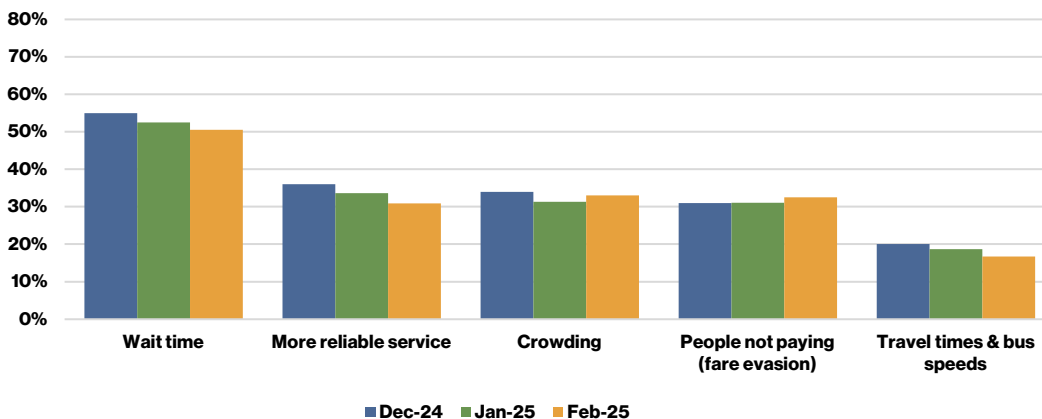
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How satisfied were you with each of the following on your last trip?



What needs to improve to increase your satisfaction?

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

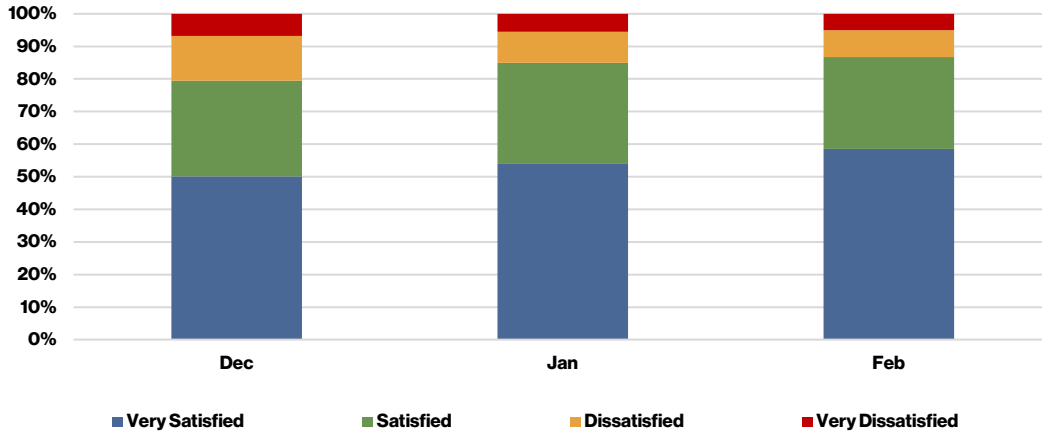


CUSTOMER SATISFACTION

Monthly Pulse Survey Results, February

Paratransit (AAR)

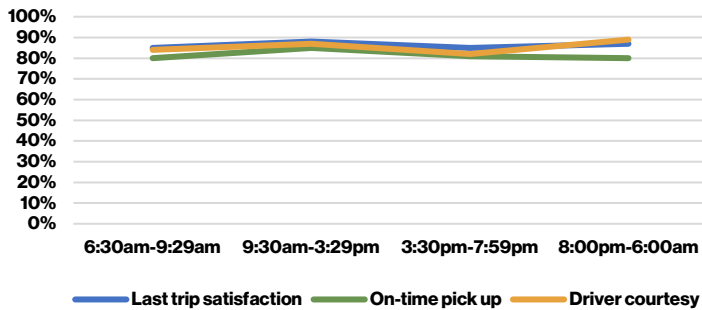
How satisfied are you with your last trip?



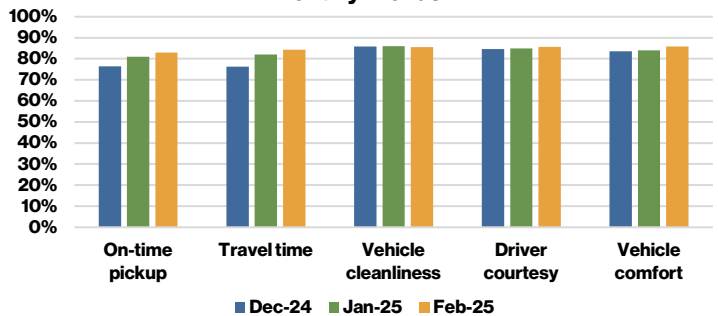
Key Customer Experience Indicators

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

By Time of Day

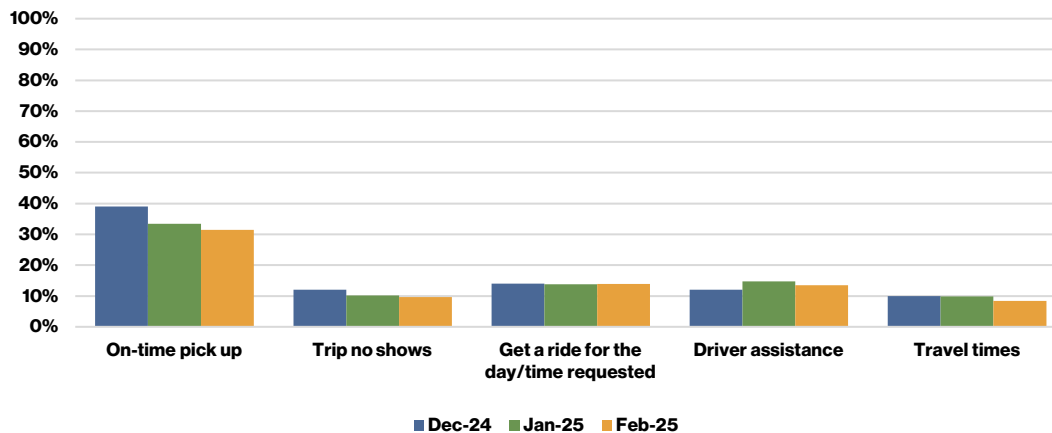


Monthly Trends



What needs to improve to increase your satisfaction?

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



CUSTOMER SATISFACTION

Data Review

In February, 64% of customers were satisfied with their last trip overall which is in line with January. 66% of customers are satisfied with their train line overall, and 60% were satisfied with their station, both on par with January. Customers are more likely to feel safe in the system as 59% of subway customers feel safe in the subway system, up 4 percentage points from January. Furthermore, customers are more likely to report feeling safe on their last trip, with both feeling safe on trains (69%) and in stations (69%), up 4 percentage points from January.

In February, 68% of all bus customers were satisfied with their last trip, consistent with January. This ranges from 67% of Local/Limited, 69% of SBS, and 76% of Express bus customers, similar to January. Satisfaction with Travel Time among Local/Limited/SBS customers is 70%; this is consistent with last month and the second-highest rated attribute in February (behind safety at 75%). Satisfaction with Crowding decreased 3 percentage points (to 53%), while Driver helpfulness satisfaction decreased 4 percentage points (to 66%). For Express buses, all last trip attributes were on-par with January, including 80% of customers satisfied with Travel Time and 64% with Wait Time.

In February, 87% of Access-A-Ride customers were satisfied with their last trip, consistent with January. Satisfaction with Travel Time increased for the second straight month, 3 percentage points to 84% (was 76% in December). Queens customer satisfaction increased 5 percentage points to 89%, while Manhattan customers are the most satisfied in February at 90%. Nearly nine in ten (88%) customers whose last trip was during the midday (9:30am – 3:30pm) were satisfied, similar to January.

CAPITAL PROJECTS

West 28th Street Substation

People who don't work for the MTA seldom talk about power substations, which is fine. But you should know that people who do work for the MTA talk about them all the time.

Substations are the facilities that convert the AC electric power we receive from ConEd to the DC voltage that runs the subways. There's no subway service without them. And in places where they're relatively weak, inefficient, or outdated, we can't provide the frequency and reliability of service we aspire to.

Power sources are especially critical in places we're installing CBTC signal upgrades – like the 8th Avenue Line, which carries **A C E** trains between 59th Street in Manhattan and High Street in Brooklyn. Better, modern signals require better power, so to get ready for the commencement of CBTC on this line, we've been building a new substation under West 28th Street.

Earlier this month, we pulled the new cables connecting our equipment to the tracks into the substation. And we removed the secant piles, which supported the existing ground during excavation and construction.

With the structure complete, we're installing the systems inside and backfilling and restoring the street above it. We're finalizing the street level work by May while we begin commissioning and testing. The entire project will be completed by the end of this year.

Our proposed [2025-29 Capital Plan](#) calls for a \$4 billion investment in substations alone. They're the key to the future of our system, and you can see why; when this facility is finished, the 8th Avenue Line will be ready for the new signals that'll provide faster, more frequent, and more reliable service.



CUSTOMERS AND COMMUNITIES

Reduced-Fare OMNY Outreach Events

Rainbow Heights Club

MTA Government & Community Relations (GCR) attended an event hosted by the Rainbow Heights Club in Brooklyn to present on Reduced-Fare OMNY. The Rainbow Heights Club offers support and advocacy for LGBTQ+ New Yorkers living with mental illness. Attendees learned the benefits of using the new Reduced-Fare OMNY Cards.



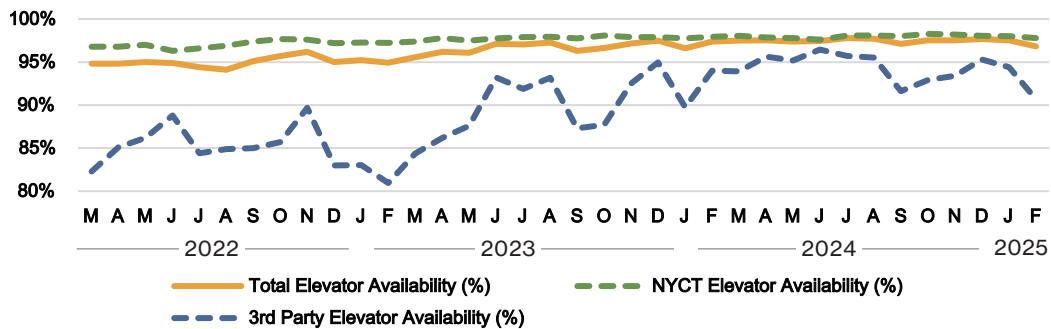
168th Street A C 1

GCR joined the Office of Councilmember Carmen De la Rosa at the 168th Street Station Customer Service Center to assist customers in enrolling in Reduced-Fare OMNY, replacing lost OMNY cards and transferring funds.



Elevator Availability

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



Accessibility Update

This month we want to focus on the progress the MTA Accessibility team has made on the NaviLens project, which we have continued expanding over the past few years. The current NaviLens wayfinding, information, and language translation app project, funded by the USDOT SMART Grant, is proceeding on schedule. Seventeen **6** line stations have had NaviLens installed, including the entire station complexes at Brooklyn Bridge-City Hall, Canal St, Bleecker St/Broadway-Lafayette, and Union Square. We have also previously installed NaviLens at every Bx12 bus stop and bus shelter across Manhattan and the Bronx. A big thanks to our partners at NYCT Station Signage and DOT for this work.

We are thrilled to report nearly 13,000 uses of NaviLens in February alone. Work is underway to install NaviLens codes on **6** line subway cars, bringing this technology to subway cars for the first time. All cars on the **6** line are expected to feature NaviLens codes this spring. We, at MTA Accessibility, want to express huge thanks to our partners in Car Equipment and particularly the Pelham Maintenance shop for making this possible.

Accessibility is working closely with the MTA Marketing team to create and distribute marketing materials across the system to increase customer awareness and education. Additionally, we are conducting significant outreach to various advocacy groups, service organizations, and schools to collect direct customer feedback. We look forward to sharing future updates as the project continues.

FINANCIAL RESULTS

2025 Operating Revenue & Expenses, February 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	666.0	690.4	24.5	32.7	31.8	(0.9)	1.0	0.9	(0.0)
Farebox revenues	546.7	555.3	8.6	29.5	29.0	(0.5)	0.6	0.6	(0.0)
Other revenues	119.3	135.1	15.8	3.3	2.8	(0.4)	0.4	0.4	(0.0)
Total non-reimbursable expenses	1,711.5	1,731.0	(19.5)	156.2	146.1	10.1	13.6	13.1	0.5
Labor expenses	1,298.1	1,308.3	(10.2)	119.2	114.7	4.4	10.3	10.6	(0.3)
Non-labor expenses	413.4	422.7	(9.3)	37.0	31.4	5.6	3.4	2.5	0.8
Non-cash liabilities	366.6	365.6	1.1	32.0	11.6	20.4	2.9	4.0	(1.1)
Net surplus/(deficit) - accrued	(1,412.1)	(1,406.1)	6.0	(155.5)	(125.9)	29.6	(15.6)	(16.2)	(0.6)

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	43,573	1,796	3,900	3,836	64	377	383	-6
Reimbursable	4,649	3,725	924	38	32	6	54	12	42
Total Positions	50,018	47,298	2,720	3,938	3,868	70	431	395	36

Data Review

Farebox revenue was favorable to the Budget by \$8.1 million primarily due to higher than projected subway paid ridership. Other Revenue was \$15.4 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 higher than the Budget by \$5.7 million. Labor expenses, including fringe benefits, were unfavorable by \$6.1 million driven largely by vacancies overage requirements and timing of the prescription drug credits, offset by higher reimbursable overhead credits resulting from increased capital activity. Non-labor expenses were unfavorable by \$2.8 million mainly due to increased paratransit services contract expense driven by higher trip volume. This was partially offset by favorable timing in professional expenses, material and supplies expenses, and lower fuel and other business 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.

SPECIAL FEATURE

ACE - A Path to Faster Bus Service

New York City Transit boasts the largest bus network in North America. Stretching like a spiderweb from the Woodlawn to Rosedale to Tottenville and everywhere in between, 238 bus routes, serviced by over 6,000 buses carry two million riders every day.

At the same time, our buses do not move fast enough. It's no secret that New York City's buses are the slowest in the nation. In February, the citywide bus speed averaged 8.2 mph. The single most powerful tool to speed up buses are dedicated bus lanes and bus ways. Bus lanes have a 10% average speed improvement, with the gains from dedicated busways even greater at 20%. But only 7% of our city streets where buses operate have bus lanes, limiting the scope of benefits.

When a bus is delayed, it's more than a vehicle, it's the lives of dozens of New Yorkers that are impacted, often by the illegal behavior of city drivers. A single double-parked car can freeze a bus in place for minutes on end, clogging an entire corridor. A blocked bus stop can present immense challenges for our operators and our customers alike. Keeping bus stops clear is critical for customers to safely board and exit buses, especially customers with mobility devices and those with disabilities. And a car occupying a bus lane can deprive bus riders of the benefits that these dedicated lanes provide.

Each of these driving behaviors is a violation of city law and have long been ticketable offenses. But anyone who has been on our city's streets has seen these offenses happen time after time, while bus riders suffer the consequences.

In June of 2024, New York City Transit launched Automated Camera Enforcement (ACE), a program designed to speed up buses, improving safety, accessibility, and reliability. By issuing tickets to violations committed through double parking, blocking bus stops, and driving in dedicated bus lanes and busways, ACE will clear the path ahead for our bus operators and improve service.

Nine months in, the program is working as designed, with more gains to come. Today, ACE is active on 1,023 buses, serving 34 routes, benefiting 700,000 customers in all five boroughs. 475 miles of city streets are automatically enforced by bus-mounted cameras. Citywide, ACE has brought a 5% increase to speeds on top of the gains delivered by bus lanes and busways. It has reduced collisions by 20% on the roadway and nearly 10% at bus stops.

On some routes, gains have been even greater. The Bx19 saw a 12% speed increase along 145 St; the Q69 saw a 22% gain along Queens Plaza; and the M101 has sped up by 25% on 3rd Avenue. These are significant improvements for customers.

And, as recidivism rates continue to decline, the gains will only accelerate. When ACE



SPECIAL FEATURE

ACE - A Path to Faster Bus Service (cont.)

was implemented last summer, recidivism rates were at 10%, above what had been the norm for bus lane enforcement. This was expected. As new categories of violations are enforced via bus mounted cameras, some drivers would need to receive a warning or a ticket before their behavior changed. As of January, that rate has declined by three percentage points, with only 7% of violators being recidivists. Through continued enforcement and further efforts to educate drivers and bus riders about the program, this rate will continue to fall. By reducing recidivists and limiting the number of violations committed on a route, we are clearing its roadway and bus stops. This will yield further improvements to service.

The benefits of ACE will only grow in the coming years. Between 2025 and 2027, New York City Transit plans to enforce 800 additional miles of roadway on 60 additional bus routes. 30 new routes are scheduled to be added in 2025 alone. When this program is fully scaled, over half of our bus fleet will be equipped with ACE and 1.3 million bus customers will benefit daily.

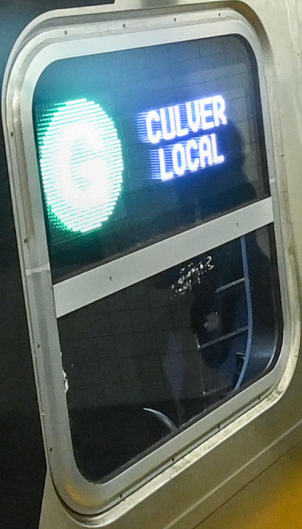
New Yorkers deserve a world class bus system, with fast, reliable, and accessible service. By expanding camera enforcement through ACE, our buses are moving faster and safer than before, and the best is yet to come.





**Train
here**

4055



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