





















Region-Specific Transit Improvements List

Southern Brooklyn & Citywide Improvements

Expanding accessibility in the subway system

- 34 new ADA-accessible stations since 2019. In Southern Brooklyn, stations include:
 - Avenue H 
 - Canarsie-Rockaway Pkwy 
 - Livonia Av 
 - New Utrecht 
 - 8 Av 
 - 59 St  
 - 62 St 
 - 86 St 

More frequent subway service, with over 1,200 additional trains each week on 12 lines

- In 2023, MTA increased service citywide on the        and  lines.
 - Improvements on the   and  service Southern Brooklyn.

More Express Bus Service

- More service along the BM2 and BM5 routes.

Replacement of aging subway cars

- Delivery of R-179 railcars to retire aging R-32 railcars, which entered service in 1964
- Ongoing delivery of R-211 railcars to replace aging R-46 railcars, which entered service in 1975-1978.

Security cameras on subway cars

- Starting in 2022, MTA began our effort to install two security cameras on each of the approximately 6,500 railcars in the subway system.

Increased LIRR service into Atlantic terminal

- LIRR service into Atlantic Terminal has increased by 30%, resulting in trains arriving every 12 minutes during peak period and every 20 minutes during weekday off-period and weekends. East New York and Nostrand Avenue stations have had over a 50% increase in daily trains.

Automated Bus Lane Enforcement

- Partnering with the City of New York, MTA implemented Automated Bus Lane Enforcement (ABLE) to help improve bus speeds, reliability, and safety for routes with bus lanes.

Transit Signal Priority

- Transit Signal Priority (TSP) extends green traffic signals for approaching buses. In collaboration with NYC DOT, TSP has been implemented at over 3,700 intersections citywide.

Better Paratransit

- MTA improved paratransit reliability, which we previously measured using the industry standard and federally recommended 30-minute window. Starting in November 2023, we tightened our standard to a more customer friendly 20-minute window to further enhance service quality.
- Since February 2023, we released more regular updates to the MY AAAR app to improve accessibility and make it easier for customers to save time and book online.
- MTA expanded our E-Hail pilot program, tripling the available slots for customers.
- MTA optimized our phone reservation system, bringing talk time down to under 5 minutes to book a trip and reducing the average wait time to talk to an agent to 15 seconds.
- MTA has grown our enhanced broker program to give customers new options to use sedans, SUVs, and wheelchair accessible vehicles, and enabling us to provide more point-to-point trips (fewer shared trips) at a lower cost than traditional service.

Customer Service Centers

- MTA has opened Customer Service Centers in 15 stations, offering expanded services beyond what was previously available in station booths including assistance with applying for Reduced Fares, which previously required an appointment.

Customer communication on WhatsApp

- MTA launched our WhatsApp presence in 2020 to engage customers. Using Google Translate, we can now interact in real time with customers speaking over 100 different languages.

OMNY

- OMNY is now expanded to JFK AirTrain and the Roosevelt Island Tram, and features fare capping, offering frequent riders both flexibility and cost savings.

CityTicket

- CityTicket provides Metro-Noth Railroad and Long Island Railroad with a low-cost, flat fare within New York City.

Improving systemwide access to transit for bicycles, pedestrians, and micromobility users

- MTA partnered with NYC DOT to collocate bike parking at 99% of subway stations and coordinating with regional stakeholders to collocate shared mobility such as Citi Bike, E-scootershare, and other programs.