

Citywide Average Wait Times

| Center Number                  | Center Name                        | Nov-24 | Dec-24 | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 |
|--------------------------------|------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>Benefits Access Centers</b> |                                    |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 64                             | East New York <sup>1</sup>         | 1:54   | 1:39   | 1:44   | 1:35   | 1:35   | 1:50   | 1:48   | 1:46   | 1:39   | 1:40   | 1:52   | 1:55   | 2:18   |
| 66                             | Bushwick                           | 2:18   | 1:42   | 1:46   | 1:50   | 1:59   | 2:02   | 2:03   | 1:59   | 1:54   | 2:05   | 2:31   | 2:09   | 1:56   |
| 17                             | FSCC Bronx                         | 0:30   | 0:37   | 0:38   | 0:43   | 0:30   | 0:37   | 0:36   | 0:25   | 0:27   | 0:30   | 0:50   | 0:25   | 0:33   |
| 17                             | FSCC Jamaica                       | 0:52   | 0:49   | 0:41   | 0:36   | 0:38   | 0:37   | 0:34   | 0:38   | 0:41   | 0:41   | 1:01   | 0:38   | 0:38   |
| 17                             | FSCC Queens                        | 0:47   | 0:27   | 0:25   | 0:23   | 0:27   | 0:46   | 0:23   | 0:26   | 0:26   | 0:28   | 0:39   | 0:27   | 0:34   |
| 67                             | Clinton Hill                       | 3:01   | 2:15   | 2:11   | 2:00   | 1:49   | 2:11   | 2:20   | 2:02   | 1:27   | 1:44   | 2:05   | 2:10   | 2:40   |
| 45                             | Concourse                          | 2:23   | 1:30   | 1:10   | 1:13   | 1:22   | 1:55   | 2:36   | 2:01   | 2:20   | 2:13   | 2:26   | 1:53   | 2:04   |
| 63                             | Coney Island                       | 1:34   | 1:17   | 1:13   | 1:15   | 1:03   | 1:13   | 1:18   | 1:19   | 1:24   | 1:33   | 2:16   | 1:59   | 2:04   |
| 46                             | Crotona                            | 1:43   | 1:14   | 1:34   | 1:22   | 1:24   | 1:27   | 1:31   | 1:28   | 1:24   | 1:40   | 2:12   | 1:59   | 1:55   |
| 35                             | Dyckman                            | 1:40   | 1:24   | 1:40   | 1:29   | 1:27   | 1:42   | 1:41   | 1:32   | 1:49   | 1:40   | 2:07   | 2:05   | 1:49   |
| 23                             | East End                           | 1:10   | 1:04   | 0:59   | 0:48   | 0:54   | 1:18   | 1:02   | 0:56   | 1:12   | 1:15   | 1:13   | 1:14   | 1:22   |
| 44                             | Fordham                            | 1:41   | 1:35   | 1:33   | 1:33   | 1:33   | 1:38   | 1:19   | 1:17   | 1:13   | 1:27   | 1:46   | 1:44   | 1:41   |
| 40                             | Hunts Point                        | 1:46   | 1:29   | 1:17   | 1:14   | 0:59   | 1:23   | 1:41   | 1:41   | 1:29   | 1:31   | 1:44   | 1:49   | 1:48   |
| 54                             | Jamaica                            | 2:22   | 1:46   | 1:57   | 1:32   | 1:38   | 1:52   | 2:08   | 2:14   | 2:15   | 2:36   | 2:21   | 2:09   | 2:00   |
| 13                             | Lower Manhattan                    | 1:17   | 1:06   | 1:15   | 1:13   | 1:16   | 1:13   | 1:16   | 1:08   | 1:09   | 1:27   | 1:50   | 1:48   | 1:40   |
| 53                             | Queens                             | 1:39   | 1:35   | 1:20   | 1:08   | 1:12   | 1:05   | 0:56   | 1:05   | 0:55   | 1:13   | 1:35   | 1:19   | 1:27   |
| 47                             | Refugee <sup>2</sup>               |        |        |        | 1:04   | 0:56   | 1:41   | 1:23   | 1:36   | 0:53   | 1:39   | 1:42   | 1:44   | 1:07   |
| 99                             | Richmond                           | 2:22   | 1:45   | 1:52   | 1:18   | 1:15   | 1:48   | 1:37   | 1:28   | 1:33   | 2:01   | 2:11   | 1:37   | 1:47   |
| 38                             | Rider                              | 1:30   | 1:19   | 1:28   | 1:17   | 1:18   | 1:38   | 1:41   | 1:34   | 1:41   | 1:56   | 2:34   | 2:08   | 2:14   |
| 79                             | Rockaway                           | 1:19   | 1:12   | 1:04   | 1:06   | 1:00   | 1:06   | 1:23   | 1:26   | 1:28   | 1:44   | 1:22   | 1:34   | 1:29   |
| 18                             | St. Nicholas                       | 1:04   | 0:36   | 0:47   | 0:59   | 0:52   | 1:16   | 1:35   | 1:46   | 1:07   | 1:41   | 2:01   | 1:53   | 1:51   |
|                                | Total Monthly Average CA           | 1:13   | 1:00   | 0:59   | 0:57   | 0:56   | 1:07   | 1:08   | 1:04   | 1:15   | 1:29   | 2:00   | 1:51   | 1:53   |
|                                |                                    | Nov-24 | Dec-24 | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 | Oct-25 | Nov-25 |
| <b>NCA SNAP Centers</b>        |                                    |        |        |        |        |        |        |        |        |        |        |        |        |        |
| S22                            | Coney Island                       | 1:08   | 1:03   | 0:50   | 0:38   | 0:38   | 0:50   | 0:27   | 0:32   | 0:29   | 0:20   | 0:27   | 0:31   | 0:24   |
| S46                            | Crotona                            | 1:08   | 1:09   | 0:41   | 0:48   | 0:50   | 0:40   | 0:52   | 1:03   | 0:52   | 0:35   | 0:17   | 0:22   | 0:18   |
| S13                            | Washington Heights                 | 0:40   | 0:46   | 0:44   | 0:42   | 0:44   | 0:39   | 0:38   | 0:44   | 0:33   | 0:34   | 0:34   | 0:35   | 0:36   |
| S02                            | East End                           | 1:31   | 1:02   | 0:37   | 1:02   | 0:49   | 0:40   | 0:39   | 0:34   | 0:32   | 0:22   | 1:01   | 0:15   | 0:29   |
| S28                            | East New York                      | 0:14   | 0:16   | 0:11   | 0:14   | 0:10   | 0:09   | 0:18   | 0:11   | 0:07   | 0:07   | 0:08   | 0:06   | 0:06   |
| S40                            | Hunts Point                        | 1:11   | 0:35   | 0:31   | 0:22   | 0:20   | 0:23   | 0:26   | 0:26   | 0:27   | 0:32   | 0:37   | 0:29   | 0:23   |
| S54                            | Jamaica                            | 0:32   | 0:33   | 0:28   | 0:17   | 0:26   | 0:27   | 0:35   | 0:25   | 0:28   | 0:34   | 0:50   | 0:44   | 0:55   |
| S53                            | Queens                             | 0:21   | 0:26   | 0:26   | 0:23   | 0:23   | 0:25   | 0:32   | 0:21   | 0:24   | 0:22   | 0:23   | 0:24   | 0:16   |
| S99                            | Richmond                           | 0:18   | 0:15   | 0:15   | 0:09   | 0:12   | 0:15   | 0:13   | 0:12   | 0:12   | 0:12   | 0:20   | 0:14   | 0:13   |
| S79                            | Rockaway                           | 0:14   | 0:14   | 0:12   | 0:13   | 0:12   | 0:18   | 0:23   | 0:29   | 0:23   | 0:20   | 0:15   | 0:14   | 0:11   |
| S21                            | Williamsburg                       | 0:36   | 0:33   | 0:30   | 0:19   | 0:24   | 0:23   | 0:23   | 0:24   | 0:20   | 0:20   | 0:24   | 0:19   | 0:14   |
|                                | Total Monthly Average NCA SNAP     | 0:30   | 0:24   | 0:19   | 0:16   | 0:18   | 0:19   | 0:28   | 0:20   | 0:25   | 0:24   | 0:30   | 0:24   | 0:24   |
|                                | Citywide Monthly Average Wait Time | 1:04   | 0:52   | 0:51   | 0:48   | 0:48   | 0:56   | 0:58   | 0:54   | 1:05   | 1:17   | 1:45   | 1:36   | 1:38   |

<sup>1</sup>As of November 2025, FSCC Brooklyn and Boerum Hill BAC tickets are routed to East New York center.<sup>2</sup>Refugee Benefits Access Center reopened in February 2025.