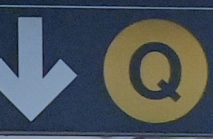


CAP 30/5 TON

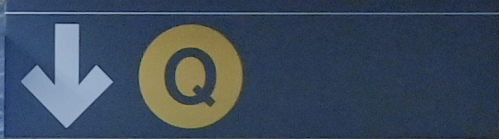
SR #

NEW YORK CITY TRANSIT KEY PERFORMANCE METRICS

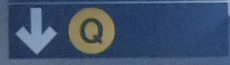
December 2022



1. R 96 St 1 min
3. Q 96 St 3 min
8:00 AM • 55°F Storm edge.



↓ Q Uptown to 96 Street
Downtown & Brooklyn



Blank digital display



**This performance metrics document was prepared for the
December 2022 meeting of the New York City Transit & Bus Committee.**

2 Broadway • New York, NY 10004
Monday, December 19, 2022

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Visit new.mta.info/transparency/board-and-committee-meetings/december-2022 or scan the QR code for Board action staff summaries, administrative items, and information items.



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



MESSAGE FROM THE PRESIDENT



Richard Davey
President, New York City Transit

The North Star: Increasing Customer Satisfaction

Subway customer experience ratings continue to trend positively and demonstrated an increase of 6 percentage points over the past six months. In November, overall customer satisfaction was 58%, an increase of 2 percentage points compared to October.

Service Delivered was 94.5% in November, the highest since April 2021, as our accelerated hiring and training continue to result in better service for our customers. Customer Journey Time Performance reached 84.1%, the second highest since May 2021. The positive results for customer journey time metrics reflects our commitment to managing service when unplanned incidents do occur. In November, the 7, G, L, and all three shuttles had over 90% on time performance.

We continue efforts to move the needle on customer satisfaction by listening to customers and by meeting them where they are – which is why we are pleased to announce that station agents will be coming out of the booths to directly engage with our riders throughout the system. We are featuring this effort in this month's Special Feature.

We also announced the next phase of enhanced customer service through the opening of comprehensive Customer Service Centers in the subway system. Designed to provide additional direct customer support in targeted, high-traffic subway stations, Customer Service Centers will be a resource for assisting riders with OMNY use and Reduced-Fare support, among other customer needs. Customer Service Centers will open in six subway stations in early 2023, with nine additional stations expected to have the centers operating later in the year. Customer Service Centers will provide services historically provided by the MTA exclusively at 3 Stone Street directly in our customer's neighborhoods to ensure convenience, equity and accessibility.



MESSAGE FROM THE PRESIDENT

As part of our NYCT Faster, Cleaner, Safer Plan, this month the Department of Subways will deliver a presentation on the Year-End results yielded from the Speed Unit established in October 2021. This group works with all departments at NYCT to increase train speeds, reduce delays, and improve operating efficiency. In addition, the Department of Subway will present a Comprehensive Plan to transform the way we clean our stations and train cars in order to reach our goal of increasing customer satisfaction by at least 10% by June 2024.

Bus customer satisfaction increased by 3 percentage-points to 68% from October. The increase was driven by a 7 percentage point improvement in satisfaction with Bus Announcements. It should be noted that despite holiday gridlock days, service reliability increased by 2 percentage points and other service-related metrics such as waiting time and travel time remained consistent. This demonstrates the excellence of our bus dispatchers and road operations team who keep service moving during adverse conditions. When I visit subway stations and bus stops, I ask customers how the transit system is working for them. Answers vary, and for now that's a good thing.

The implementation of network redesigns is another critical piece of the puzzle to support the Faster, Cleaner and Safer Strategic Action Plan. The MTA released a draft plan for the Brooklyn Bus Network Redesign – the first overhaul of Brooklyn bus service in decades and another Special Feature this month. The proposals create a simpler bus network to encourage bus ridership, reduce travel time and strengthen interborough bus travel – a prioritized comment received from the initial public outreach. In total, the plan proposes 69 local routes and 19 express routes, for a total of 88 routes.



MESSAGE FROM THE PRESIDENT

The borough's population has grown 5.2% since 2010 and according to Census data, and about 55% of Brooklyn households do not own a vehicle. Taking a fresh look at the bus network is necessary as the finalized redesign will provide a new baseline in which the MTA can build upon as the borough continues to evolve and change. To supplement an easier-to-follow bus network, the Draft Plan proposes five color-coded route types to improve bus network legibility and tailor routes to customers' needs: green for Local routes, purple for Rushroutes, red for Limited routes, blue for Crosstown (SBS) routes, and dark green for Express routes.

Brooklyn is the fourth borough to undergo a bus network redesign, following Staten Island (express network), the Bronx (local network), and Queens. The Bronx and Staten Island redesigns have both been implemented and have seen positive improvements, while Queens will release its Proposed Final Plan next year. As an example of improvement, in November, AM weekday speeds were up 9% on the changed routes in the Bronx compared to 2019.

Another critical milestone for the Bus system is our commitment to transition to a fully all-electric fleet by 2040. The 2020-2024 Capital Program includes funding for the purchase of up to 500 electric buses and associated charging infrastructure equipment installation. This month we will be moving one step closer to that goal with the public solicitation of bids for 470 battery-electric buses (comprising 380 standard buses and 90 articulated buses). The buses are projected to be deployed at 11 depots throughout the system.



Deployment locations were selected through a rigorous alternatives analysis process based on multiple selection criteria, including environmental justice, borough distribution, power capacity, facility space, and schedule feasibility. In addition, a detailed review of all depot locations was conducted, including multiple site visits and an extensive internal outreach process. The buses are slated to be delivered in two tranches, the first of which is projected in 2025 and the rest in 2026.

MESSAGE FROM THE PRESIDENT

Finally, this month we are requesting Board approval to award a contract to Fleetwatch in the amount of \$6.35M, to upgrade the fuel management systems at bus depots. Fleetwatch is currently deployed at Grand Avenue and Mother Clara Hale depots. This contract will enable it to be installed at all remaining bus depots over the span of two years. The current system has become obsolete from both a hardware and software perspective. A reliable fuel management system is critical for DOB to reconcile the fuel received to the fuel dispensed amounts for NYSDEC (Department of Environmental Conservation) mandated reconciliation purposes. The system is expected to last approximately 20 years.

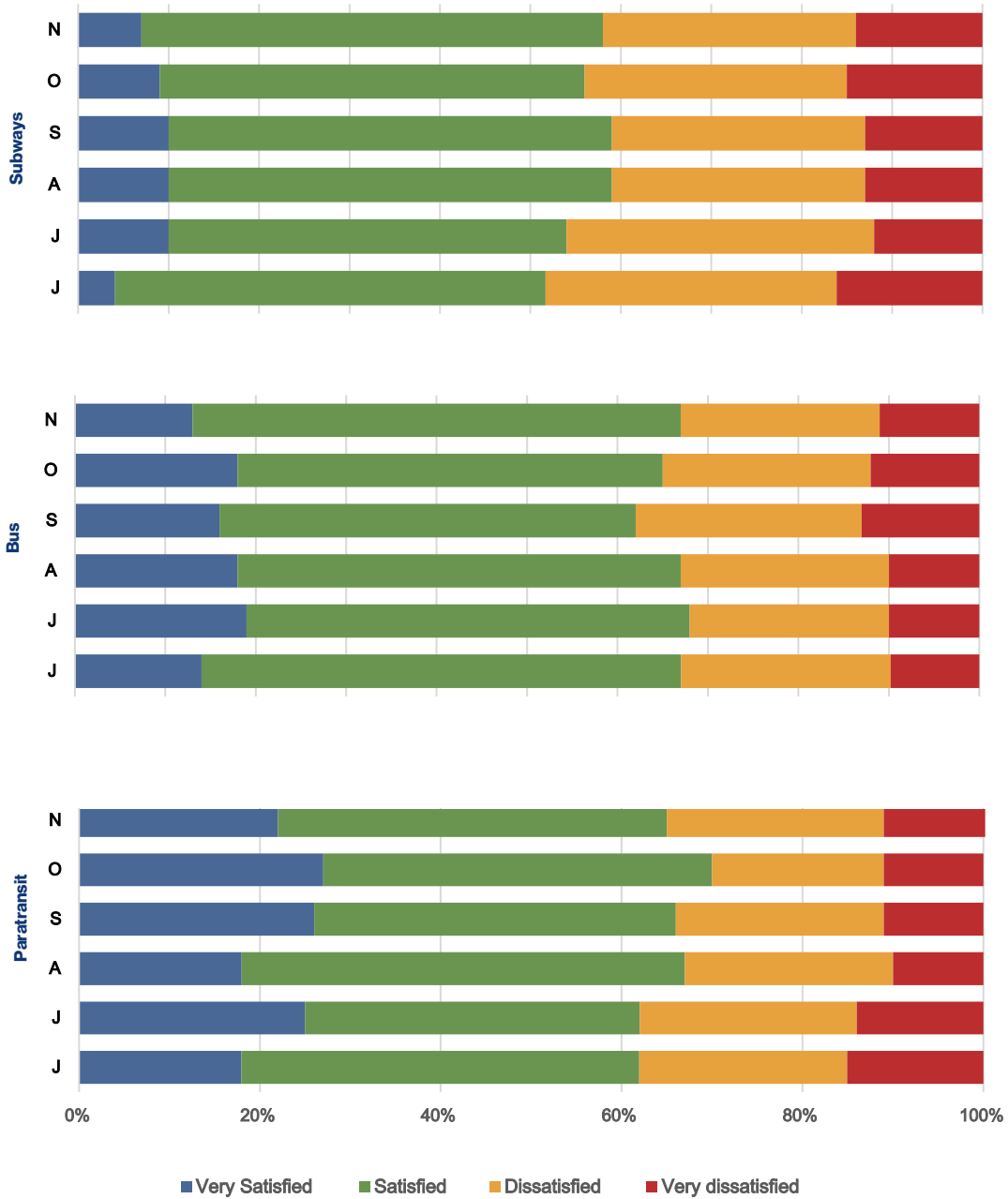
Access-A-Ride customer satisfaction dipped by five percentage points to 65% in November. However, paratransit performance data takes 30 days to accurately reflect service delivery. As a result, it should be noted that October's Access-A-Ride survey results hit the North Star goal of 70%. For the category of on-time performance, our primary carrier service completed 95% of trips within the 30-minute pick-up window from promised time, which was better than our goal of 94% for the month. On broker service, we completed 93% of trips within the 30-minute pick-up window from promise time, which was slightly under our goal. While these results were still under goal, we note that both Primary and Broker service improved by 4% and 10% respectively from October 2021.

Overall, No-Show performance per 1,000 scheduled trips has significantly improved by 72% on primary carrier and 24% on broker from October 2021. In October 2022, the improvements in our on-street service helped improve our call center performance with an 8% improvement in calls answered and a 52% improvement in call answer speed.

CUSTOMER SATISFACTION

Monthly Survey Results - November (from Customer Counts)

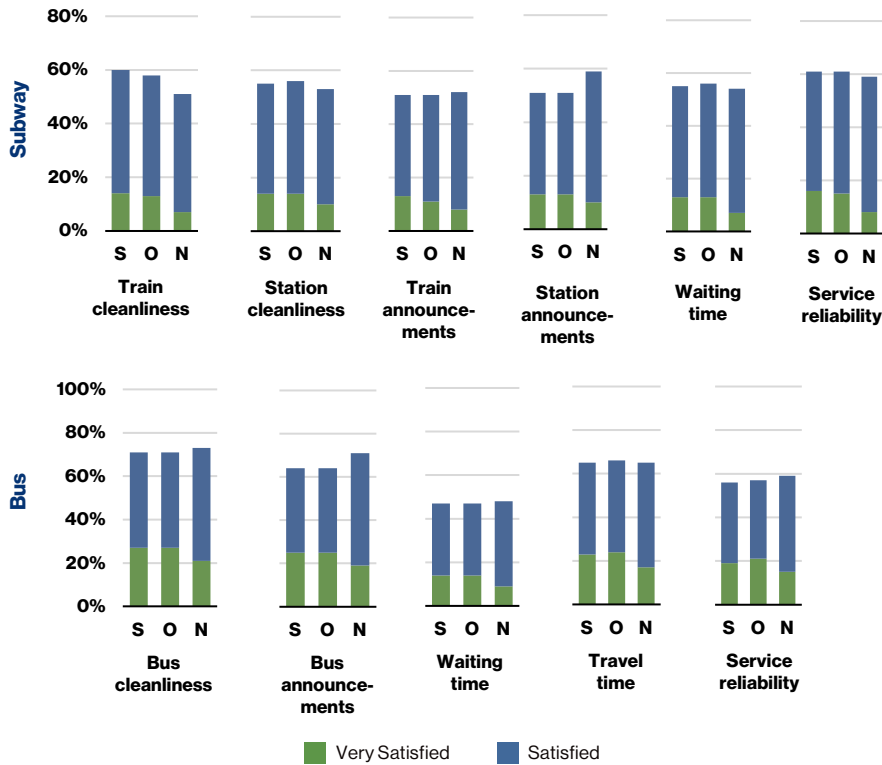
How satisfied are you with your transit experience?



CUSTOMER SATISFACTION

Key Customer Experience Indicators

How satisfied are you with each of the following attributes?



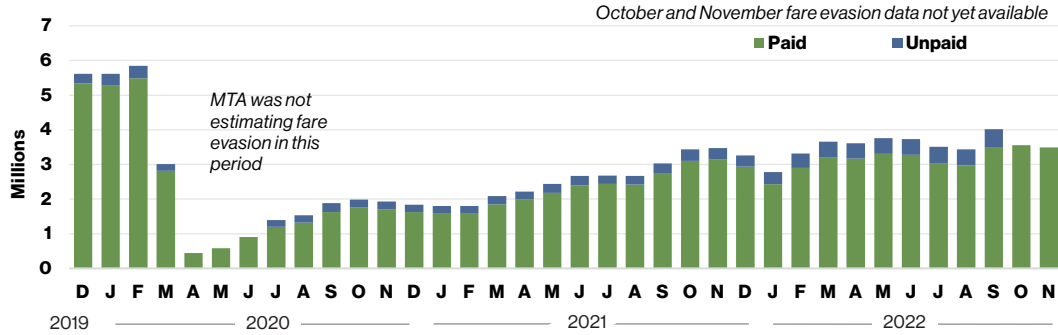
Data Review

Subway customer experience ratings continue to trend positively with demonstrated an increase of 6 percentage point over the past six months. In November, overall customer satisfaction was 58%, an increase of 2 percentage points higher compared to October. Satisfaction with Announcements increased 8 percentage points, as well. These gains were offset by an 8 percentage-point decrease in satisfaction with on-board car cleanliness and a 3-percentage point decline in customers dissatisfied with travel time. Safety and Security on trains and in stations also declined by 4 and 6 percentage points, respectively. In November, Bus customer satisfaction increased by 3 percentage-points to 68% from October. The increase was driven in part by a 7 percentage point increase in Bus Announcements. It should be noted that despite holiday grid lock days, service reliability increased by 2 percentage points and other service-related metrics remained consistent. This is a credit to the expertise of dispatchers and road operations to keep service moving during adverse conditions. Access-A-Ride customer satisfaction declined by five percentage points to 65% in November. This was attributed, in part, decreased satisfaction in on time pick ups.

RIDERSHIP

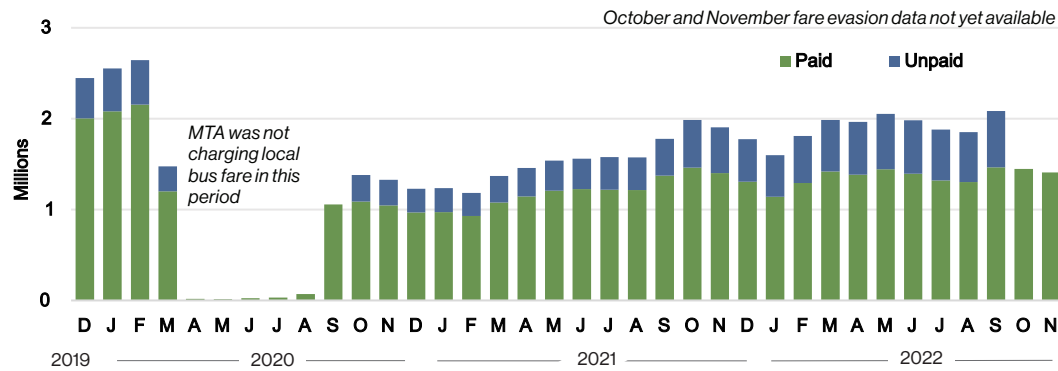
Subway Ridership

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



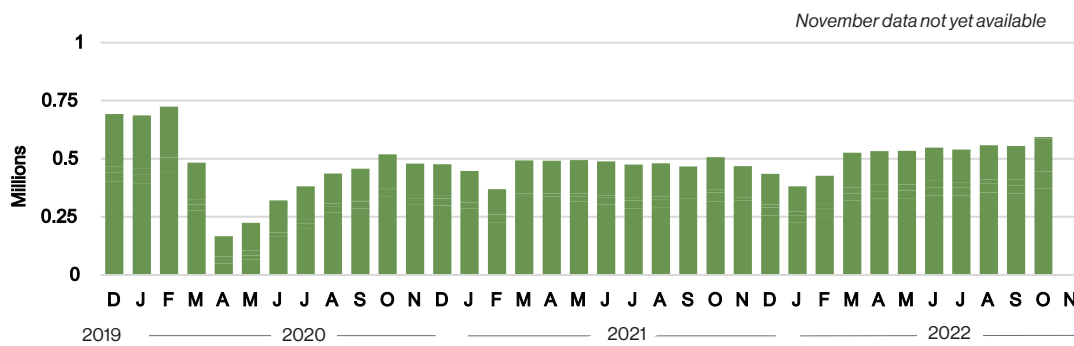
Bus Ridership

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



Paratransit Ridership

The count of trips taken on paratransit over the course of the month



RIDERSHIP

Data Review

Both subway and bus ridership were stable but with slight declines in official numbers in November vs. October. Ridership typically drops in November vs. October, though this year the retention rate vs. seasonally adjusted pre-COVID ridership also dropped. Lower ridership was in part due to reduced travel to offices for work in the days around Thanksgiving. We also continue to see lower ridership on Mondays and Fridays compared to midweek. In addition, there was reduced travel for school on Election Day and Veterans Day.

Average paid weekday ridership declined 1.9% from 3.55 million to 3.48 million on subway, and by 2.4% from 1.45 million to 1.41 million on bus. As of the end of November, ridership on school-open weekdays stood at 61.3% of pre-COVID levels on subway and 63.8% on bus. Ridership on November weekends was 74% of comparable pre-COVID weekends on subway and 66% on bus.

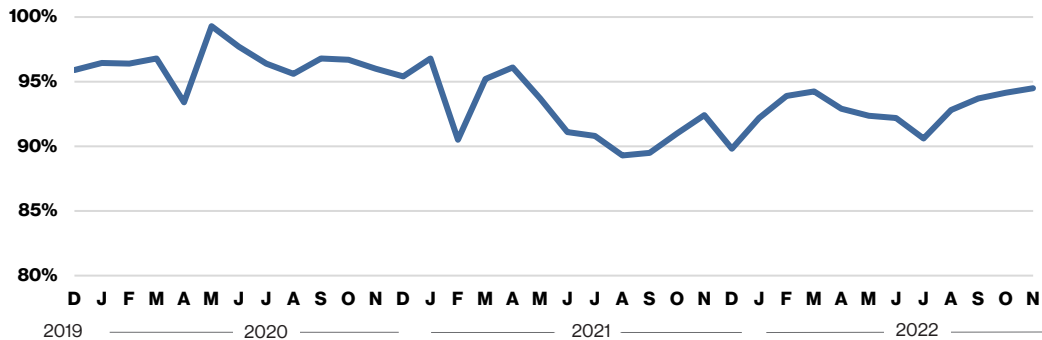
It should also be noted that subway ridership significantly increased in early December, with a new post-COVID high of 3.93 million riders on December 8th. This was likely due to a surge in shopping and tourist related travel for the holidays.



SERVICE PERFORMANCE

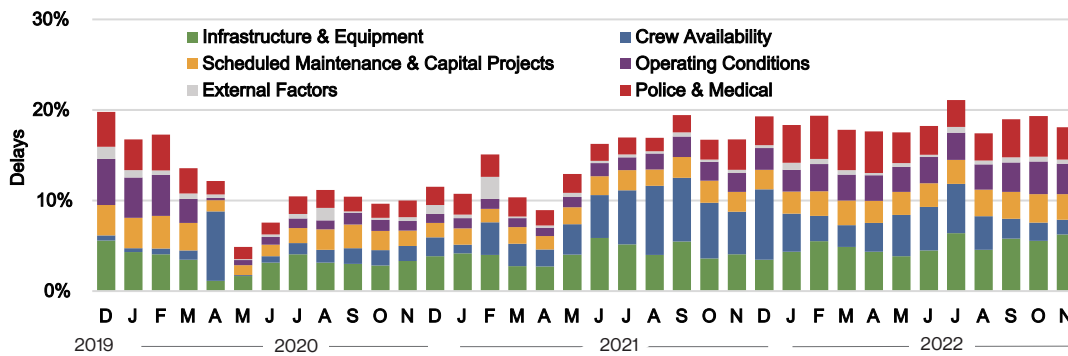
Subway Service Delivered

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

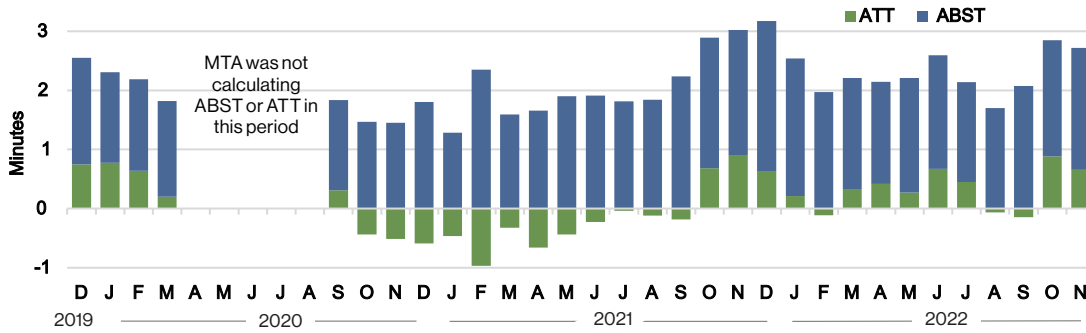
Service Delivered was 94.5% in November, the highest since April 2021, as our accelerated hiring and training continue to result in more service for our customers. Customer Journey Time Performance reached 84.1%, the second highest since May 2021. Lower Additional Platform Time was offset by slightly longer Additional Train Time netting to an increase of only 8 seconds compared to last November. On-Time Performance was 81.9%, an increase from the past two months, but down compared to last November. Weekday Major Incidents increased due to a combination of asset failures and external events that affected service. The positive results for customer journey time metrics reflects our commitment to managing service when unplanned incidents do occur. In November, the 7, G, L, and all three shuttles has over 90% OTP. Our poorest performing lines were the B and Q, which experienced challenges relating to construction and fall leaves that were addressed mid-month.



SERVICE PERFORMANCE

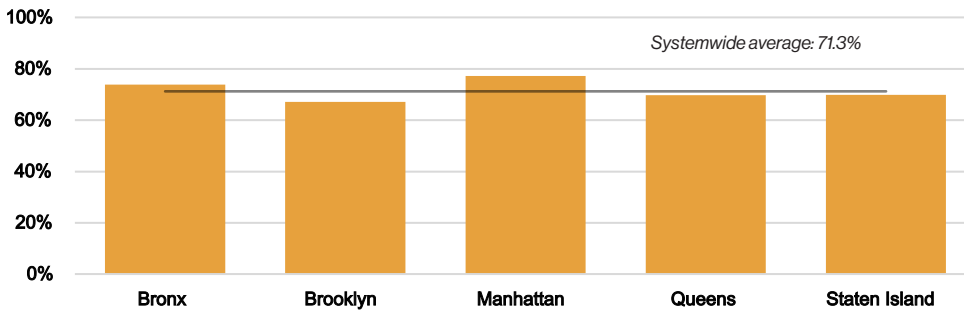
Additional Bus Stop Time + Additional Travel Time

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, November 2022

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



service reliability, up by 2% compared to last month.

Moving Forward

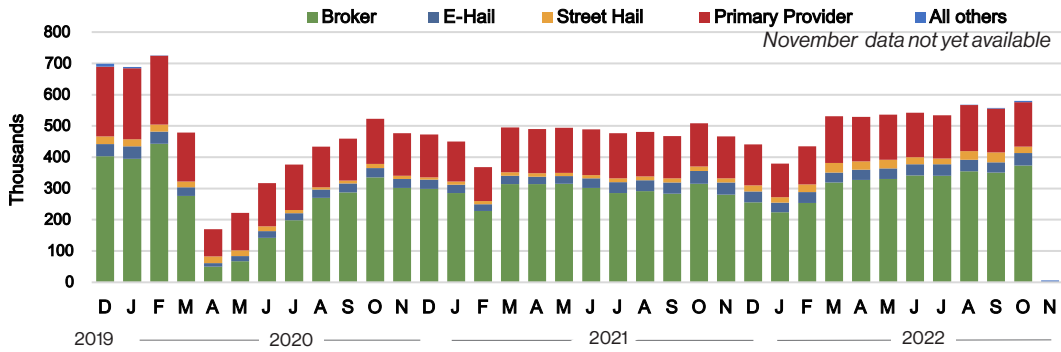
While our customer satisfaction survey results show improvement, they also continue to reflect the importance of shorter wait times and travel times for our customers. We know that well-enforced bus priority is an important key to improving wait times and bringing customers back to the bus system. We are excited to report that we delivered this month on our commitment to expand new Bus lane enforcement cameras on 300 additional buses and 9 new routes. The final three routes were activated on December 12th and include the B25, B62, and B42. This will extend onboard camera coverage to 50% of existing bus lanes serving 265K (prepandemic) average weekday customers miles across all five boroughs. We have racked up an additional 5,000 violation on these new routes in the first two months. Our goal is to expand this program with 600 additional cameras by the end of 2023, which will cover up to 85% of existing bus lanes.



SERVICE PERFORMANCE

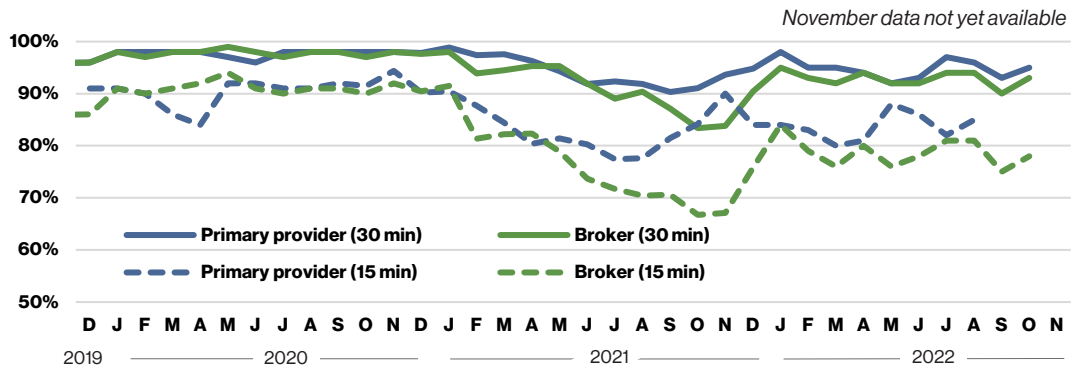
Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service



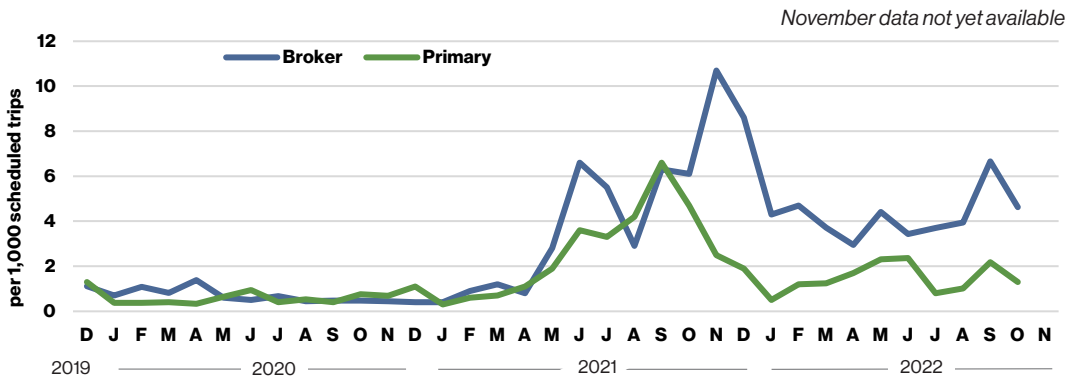
Paratransit On-Time Performance

The share of paratransit customers who are picked up within 15-30 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

For the month of October, total ridership continued to grow with an average of 26,000 weekday trips, which is 86% of pre-COVID levels and on Saturdays, we continue to see 93% of demand from pre-COVID levels. Total trips completed increased by 20% compared to October 2021, placing increased demand on our service. We continue to see increased traffic making overall traffic speeds slower throughout the city. For the category of on-time performance, our primary carrier service completed 95% of trips within the 30-minute pick-up window from promised time, this was better than our goal of 94% for the month. On broker service, we completed 93% of trips within the 30-minute pick-up window from promise time, which was slightly under our goal. While these results were still under goal, we note that both Primary and Broker service improved by 4% and 10% respectively from October 2021.

On primary carrier service, the no-show rate for performance achieved 1.3 per 1,000 scheduled trips, considerably better than our goal of 3.0. For Broker service, the result for October 2022 was 4.6 due to increased AAR ridership and increased demand for taxis and for-hire vehicles citywide. Overall, No-Show performance per 1,000 scheduled trips has significantly improved by 72% on primary carrier and 24% on broker from October 2021. The improvements in our on-street service helped improve our call center performance with an 8% improvement in calls answered and a 52% improvement in call answer speed. The number of eligible customers at 172,752 continues to grow with a 5.5% increase from October 2021.

Moving Forward

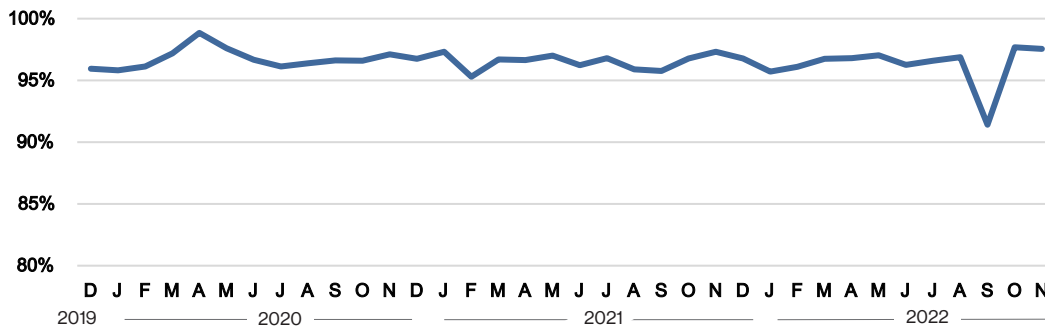
We are pleased to see significant improvements in our key performance indicators as we continue to meet the challenge of high demand for AAR service, industrywide driver shortages, and increased on-street traffic making our trips more difficult due to more congestion and slower traffic speeds. These improvements are the result of the combined actions taken in December 2021, which include the rollout of our supplemental dedicated service program, optimized schedules, incentives on Broker service, and extensive hiring campaigns launched by our primary carriers. We want to thank our Paratransit team, Procurement, Budget, our vendors, and supporting departments for their efforts that made these improvements possible. This month we have included performance stats for our Drop-Off, appointment time performance on the AAR Dashboard website, as we expanded taking reservations for Drop-Off, appointment trips with the relaxation of COVID protocols.

We continue to focus on our North Star goal of increasing our customer service. We are aligning the daily customer feedback we receive and the monthly pulse customer survey to pinpoint specific areas for improvement during our ParaStat performance meetings.

ACCESSIBILITY

Elevator Availability

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



Accessibility Update

As we come to the end of a historic year, we look back on what we have accomplished for transit accessibility, and look forward to the work we still have ahead in 2023 and beyond. This year we announced a settlement agreement with disability and transit advocates that provides a clear path toward accessibility across the subway system by 2055 — putting a timeline to this commitment for the first time. The MTA continues to award ADA projects at a record pace, despite our on-going fiscal challenges. Last month, the Board approved over \$1 billion in contracts to make an additional 9 subway stations accessible, in addition to the 25 ADA projects in progress across all five boroughs. We continue to innovate how we deliver these — from new financing approaches to more efficient designs — so that we can bring accessibility improvements online for our customers as quickly as possible.

We launched several new programs this year focused on making transit welcoming for all riders. In October we started our Bus Open Stroller Pilot, allowing parents and caregivers to bring an open, unfolded stroller on seven select NYCT and MTA bus routes. The launch of OMNY for Reduced-Fare customers this fall is already bringing real benefits for our seniors and customers with disabilities. We are the first major transit system to let reduced fare customers pay with their own cards or devices. We are especially excited to launch an updated accessibility and disability etiquette training for employees across the MTA — the first time such a training is being offered universally. The training covers many topics and will help ensure all employees — whether front-line or office-based — are ready to help make our system and work environment feel safe and welcoming for all customers and colleagues.

This was also the first year of implementation for Zoning for Accessibility, which is already yielding dividends with private developers committing to adding elevators at stations in Manhattan and Queens. Finally, we installed tactile warning edges at 25 platforms across 13 stations this year and established a plan to install tactile edges at remaining stations. These programs and milestones are only possible because of collaboration among departments and divisions across the agency, working to embed accessibility as a core value into everything the MTA does.



FINANCIAL RESULTS

2022 Operating Revenue & Expenses, November Year-to-Date

<i>in \$ millions</i>	New York City Transit			MTA Bus			Staten Island Rail		
	Forecast	Actual	Variance	Forecast	Actual	Variance	Forecast	Actual	Variance
Total non-reimbursable revenues	3,064.4	3,160.8	96.4	152.0	161.7	9.6	5.7	4.5	(1.2)
Farebox revenues	2,578.6	2,691.7	113.0	134.2	148.8	14.6	3.9	2.9	(1.0)
Other revenues	485.8	469.2	(16.6)	17.8	12.9	(4.9)	1.9	1.6	(0.2)
Total non-reimbursable expenses	8,454.8	8,315.8	139.1	865.5	765.2	100.4	67.0	62.5	4.5
Labor expenses	6,427.9	6,411.8	16.1	616.9	585.6	31.2	50.1	49.8	0.3
Non-labor expenses	2,027.0	1,904.0	123.0	248.7	179.6	69.1	16.9	12.7	4.2
Non-cash liabilities	1,922.7	1,953.4	(30.7)	158.2	42.7	115.5	11.1	12.0	(1.0)
Net surplus/(deficit) - accrued	(7,313.2)	(7,108.3)	204.9	(871.8)	(646.2)	225.5	(72.4)	(70.0)	2.3

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	43794	42519	1275	3976	3755	221	344	329	15
Reimbursable	4685	3574	1111	38	35	3	53	16	37
Total Positions	48479	46093	2386	4014	3790	224	397	345	52

Data Review

Farebox revenue was favorable to the Mid-Year Forecast by \$126.6 million due primarily to a higher average fare than projected. Other Revenue was \$21.7 million below the Forecast due to several factors including lower paratransit reimbursement because of fewer trips than expected, reduced advertising and retail revenue, and unfavorable timing of student fare reimbursements. Expenses were below the Forecast by \$243.9 million. Labor expenses, including fringe benefits, were favorable by \$47.6 million driven largely by vacancies and health and welfare underruns offset by overtime spending. Overtime spending exceeded the Forecast by \$194.7 million primarily due to vacancy/absentee coverage at NYCT. Non-labor expenses were favorable by \$196.3 million mainly due to favorable timing of materials and supplies usage, maintenance and other operating contract charges and paratransit service contract underruns.

Moving Forward

The Agency continues to monitor ridership trends and focus on tightly managing expenditures, especially overtime. The November Financial Plan was presented to the Board on November 30, 2022.

CUSTOMERS AND COMMUNITIES

Reduced Fare OMNY Event at Bay Ridge Senior Center

On Tuesday November 29th, members of the MTA Government and Community Relations and Systemwide Accessibility teams went to the Bay Ridge Center in Bay Ridge, Brooklyn to discuss the continued OMNY rollout and its Reduced Fare options. The team members were joined by New York State Senator Andrew Gounardes, who opened the event.

Following a 15-minute presentation on OMNY and Reduced Fare, the team members took Q&A from the audience and then went table to table to assist the seniors with any questions or concerns they might have about OMNY and how it will work with Reduced Fare.



CUSTOMERS AND COMMUNITIES

TransitTalk Utica Av A/C Station

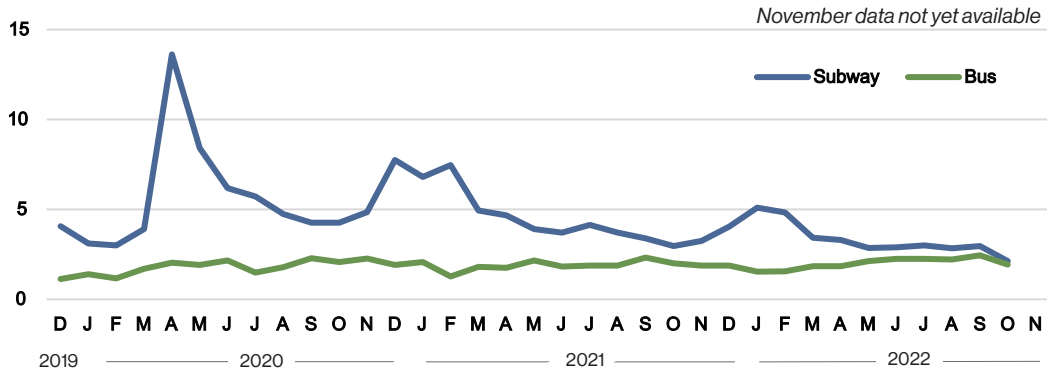
We held our 7th TransitTalk event at the Utica Avenue A/C station in Brooklyn on November 28, 2022. This program continues to provide a unique opportunity for one-on-one engagement with our customers at their neighborhood station. Customers can and do speak candidly with us about what's working and what's not, and we are listening. Members of the leadership team, Group Station Manager team, and Customer Services make the most of these 90-minute encounters answering questions, taking notes and acting on concerns. As public servants, we continue to put our best foot forward by being present and personable. TransitTalk events continue to be scheduled throughout the five boroughs at a rate of one to two times a month.



SAFETY AND SECURITY

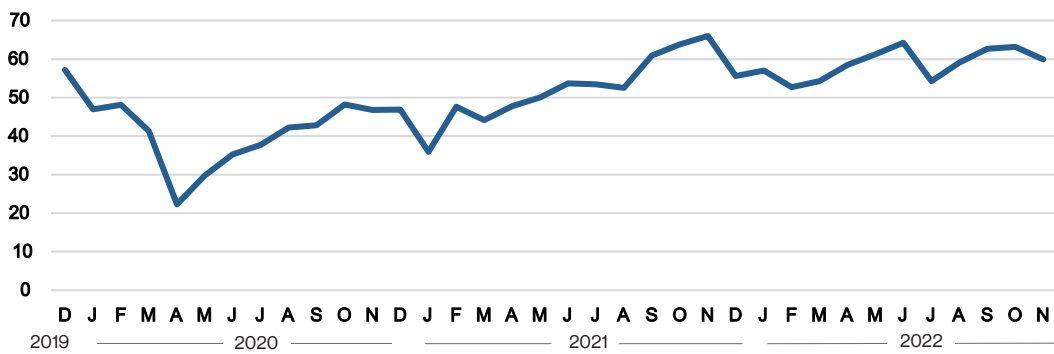
Customer Accident Rate

The number of subway and bus customer accidents per million customers



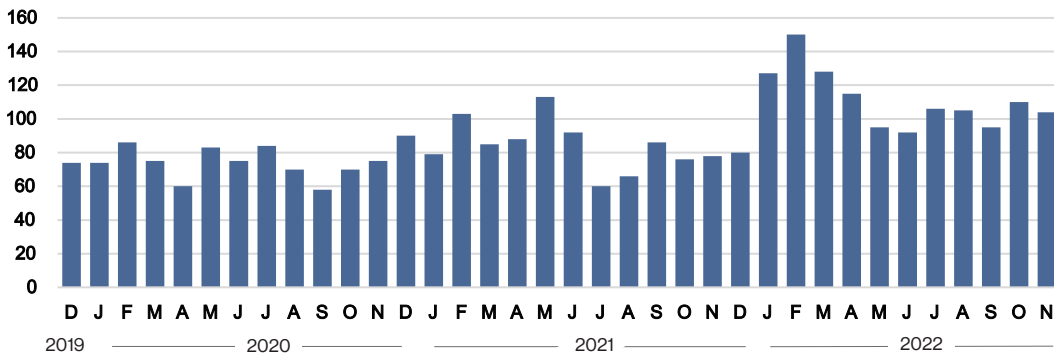
Bus Collision Rate

The number of bus collisions per million miles



Subway Fires

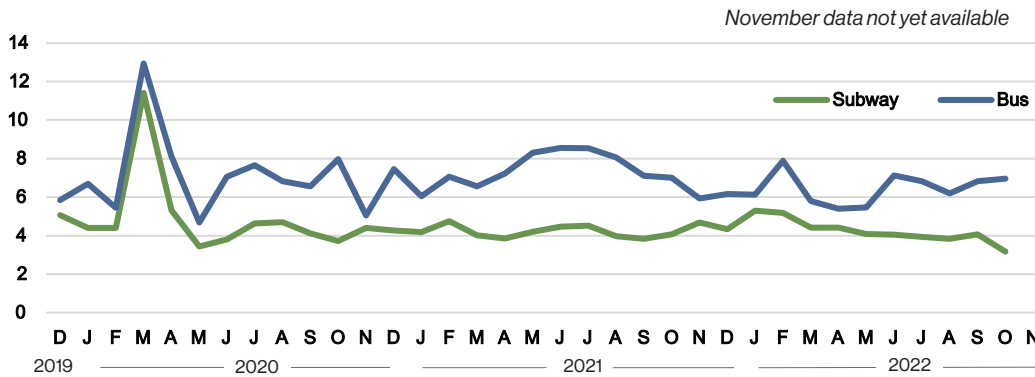
Total number of fires in the subway, including right-of-way, in stations and on trains.



SAFETY AND SECURITY

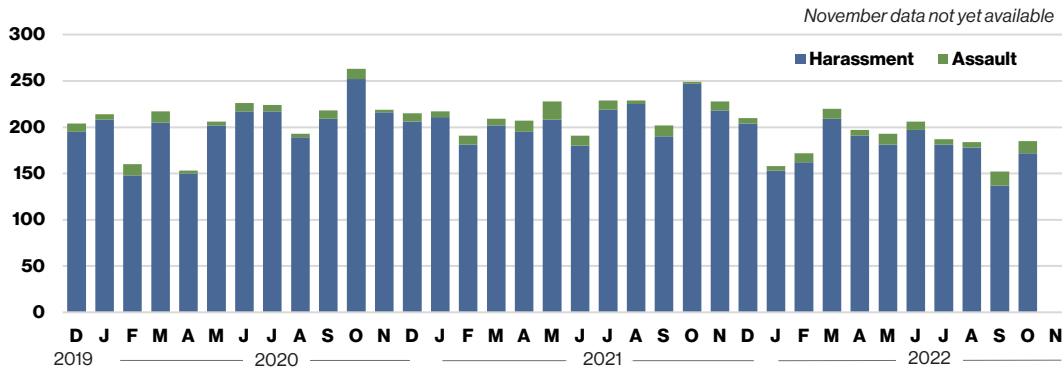
Employee Lost Time Accident Rate

The number of employee lost time accidents per 100 employees



Assaults and Harassment 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

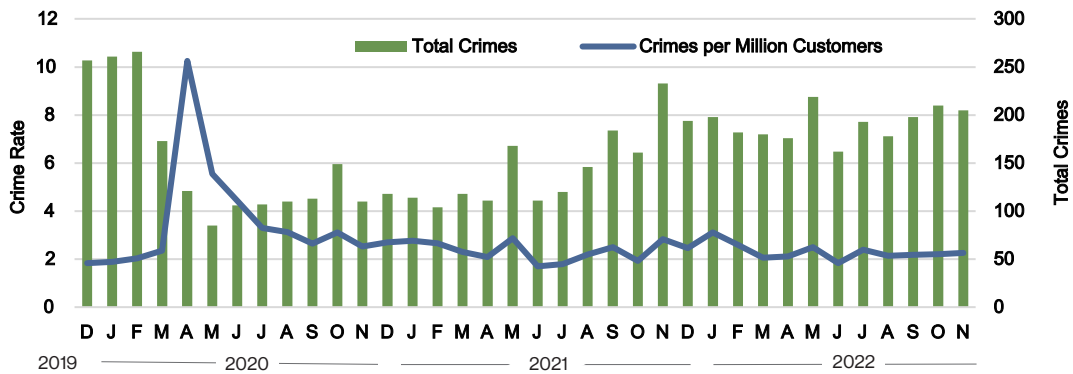
Subway Customer Accident Rates decreased when comparing the most recent 12-month period to the previous one. Bus Collisions and Collision Injuries increased while Customer Accidents increased slightly when comparing the most-recent 12-month period to the previous one. Employee Lost Time Accidents decreased when comparing the most recent 12-month period to the previous one. Subway Fires in November 2022 decreased when compared to the previous month.



SAFETY AND SECURITY

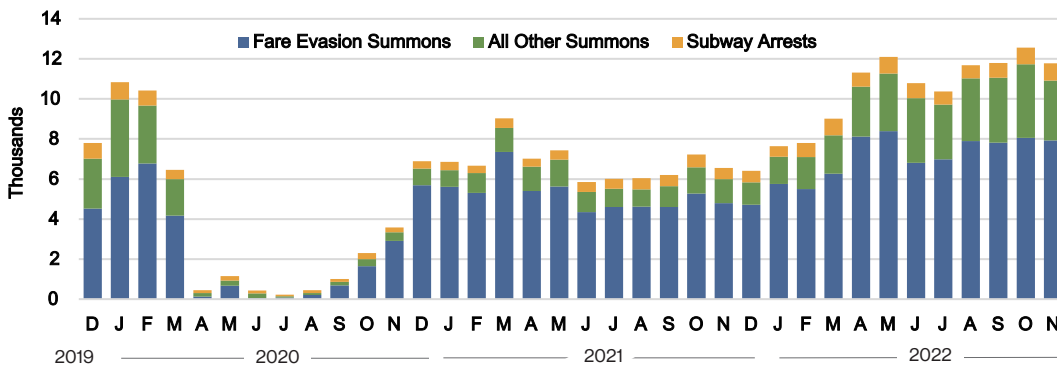
Violent Crimes Against Subway Customers

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



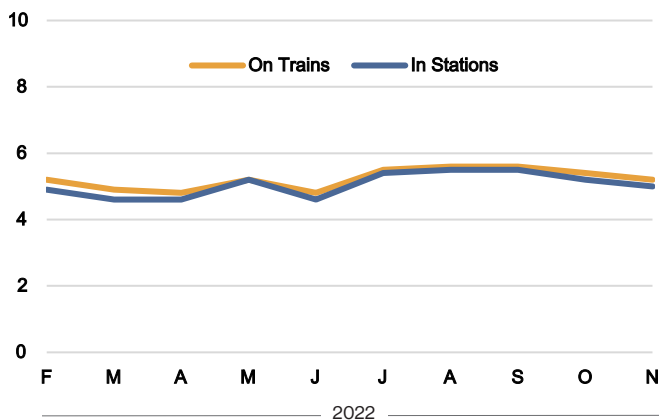
NYPD Summonses & Arrests

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

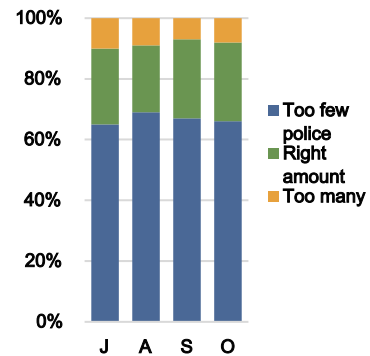


Perception of Safety and Police Presence

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?



SAFETY AND SECURITY

Data Review

The number of violent crimes has remained relatively constant in 2022, hovering slightly below 2019 levels. Customer assaults remain higher than pre-pandemic levels (2022 is up 50% from 2019) but are trending downward since the first half of the year, October to November remained flat. Grand Larceny remains the leading cause of major crimes in the system.

PD summonses and arrests have been trending upward in 2022 and that trend has continued through November 2022.

Moving Forward

The Cops, Cameras, Care effort remains the main focus to curb subway violence. This effort includes surging officers via overtime and re-assignment to boost the presence of uniformed officers on platforms and trains, renew efforts to aid people experiencing serious mental health issues, and continuing the rollout of cameras in the transit system.

MTA PD has increased their presence in the subway system at four major hubs, specifically: Penn Station, Grand Central, Atlantic-Barclays and Sutphin- Archer. These officers are focused on improving safety and security at these locations for our customers and employees and allowing NYPD to redeploy some of their officers to other priority stations in the system.

Improving overall safety and security in the entire transit system is a top priority. The MTA and NYCT continue to work with the NYPD to provide detailed information about transit locations that experience violent and quality-of-life crimes. The NYPD has increased the presence and visibility of uniformed train patrols in the subways, putting more officers both on platforms and in trains. These officers have been instructed to focus on quality-of-life infractions such as fare evasion, smoking and unsafe riding as well as being available on platforms of arriving trains to address issues riders experience while on the trains. NYPD has also made a determined effort to address cutting instruments in the system in order to decrease crime involving these weapons in the system. Camera coverage expansion in stations and subway cars is progressing. Video from cameras in the system continues to be an important tool in identifying suspects and solving crimes.

As the temperatures get colder, the MTA continues to collaborate with state and city partners to make sure that people experiencing homelessness are offered services, so they don't need to find refuge in the subway system.

SPECIAL FEATURE

Station Agents Customer Service Improvements

Transit announced a historic agreement, together with Robert Kelley of the Transit Workers Union (TWU) Local 100, on the future of the station agent role in the subway system to support customer service needs more effectively in our subway stations. The role of the “booth-oriented” station agent dates to the era of tokens, and this agreement represents a historic modernization of the role, bringing agents out of booths to better serve the needs of customers in a 21st Century station environment. Understanding that the way we do business is changing, station agents will shift from working exclusively in booths to performing core customer service functions both inside and outside of booths, including at turnstiles, fare machines, and throughout stations.

Department of Subways will begin to phase in the new station agent role in early 2023, with training currently underway on enhanced customer service and OMNY equipment. As the MTA continues to roll out OMNY in the transit system and aims to better serve the needs of customers in stations, we look to our station agents for our continued success. To that end, we began hiring additional station agents starting in November 2021. So far, 288 new station agents have been hired and we anticipate hiring an additional 235 through the first half of 2023 to support our enhanced customer experience goals and continue to increase customer satisfaction.



Brooklyn Bus Network Redesign Draft Plan

We released the Brooklyn Bus Network Redesign [Draft Plan](#) that proposes a borough bus network that's easier to navigate and focuses on improving frequency, speed, reliability, and connections.

Starting in January 2023, we will host 18 public workshops to gather additional input from customers and Brooklyn residents. You can find the schedule and submit feedback through the online comment portal on the project page, where route profiles are also available.





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 4,500 buses, and we maintain 472 subway stations, 640 miles of track, 20 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
- Jamey Barbas
- Randy Glucksman
- David Jones
- Frankie Miranda
- Robert Mujica
- John Samuelson
- Sherif Soliman
- Lisa Sorin
- Midori Valdivia