

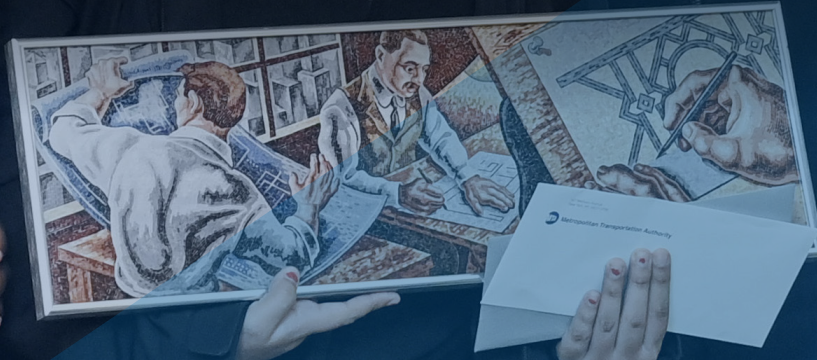
Exit

161 St & River Av
Yankee Stadium
Metro-North Station

**NEW YORK CITY TRANSIT
KEY PERFORMANCE METRICS**

One Billionth
Subway Rider of 2023
January 2023

OMNY





**This performance metrics document was prepared for the
January 2023 meeting of the New York City Transit & Bus Committee.**

2 Broadway • New York, NY 10004
Monday, January 30, 2023

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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



Richard Davey
President, New York City Transit

The North Star: Increasing Customer Satisfaction

In June 2022, I shared that NYCT strives to become the beacon in the industry as the best-in-class, customer-focused transit system setting the new standards for quality service delivery that exceeds the expectations of our customers. In six months, we have become an agency focused less on inputs and more on maximizing results and strengthening the relationship with customers.

We started by stating our North Star goal of increasing customer satisfaction 10% by June 2024 and measuring what matters to our customers. The top five service attributes that will improve customer satisfaction and encourage customers to ride more frequently are:

- Faster, Frequent Service
- Better Weekend Service
- Cleaner Stations and Vehicles
- Enhanced Communication
- Safer Environment

Since launching the NYCT Strategic Operating Plan for Improving the Customer Experience: Faster, Cleaner, Safer – customer survey ratings and key performance indicators are seeing measurable results.

We committed resources toward a Safer Environment and the results are encouraging. Customer perceptions of safety and security continue to increase. In December, 18% of customers reported feeling safer than they did a month ago and this was the largest increase since February when it was first measured.

In partnership with New York Governor Kathy Hochul and New York City Mayor Eric Adams, NYCT has expanded initiatives to keep New York City subways safe and address transit crime. Over the last 3 months, customers have experienced an increased officer presence on platforms.

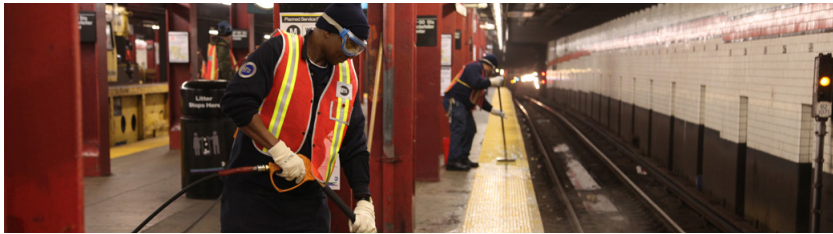


MESSAGE FROM THE PRESIDENT

NYCT continues to install cameras in each subway car to enhance security coverage and increase rider confidence, as well as have train conductors announce to riders when they are entering a station with police officers present. By the end of 2024, camera coverage will extend to over 6,500 subway cars.

As part of the NYCT Station Re-NEW-ation project which has combined cosmetic upgrades at stations to planned weekend outages; stations are being re-lamped with brighter, LED- energy efficient lighting. Investments in changes to the physical environment such as lights support efforts to promote public safety. When we speak to customers at regular Transit Talk sessions on areas NYC Transit could improve, enhancing the station environment is always a popular answer.

Ratings from subway customers on Overall Subway Experience was favorable, trending positively and closing the year with a 7-percentage point increase compared to June. The month over month change has been driven by our efforts to make the NYCT experience: Cleaner. December results saw an increased rating of Cleanliness On Board, up by 10 points.



NYCT crews have already completed thirteen re-new-ations since the program started. Looking ahead, Subways will continue to expand to stations in Brooklyn, Queens and Manhattan. During the first quarter of 2023, the following stations are on tap:

- 21st (G) - Completed
- Canal St (R,W)
- Dekalb Ave (L) - Completed
- Vernon Blvd (97)
- Morgan Ave (L) - Completed
- 104 St (J)
- Delancey / Essex (J) - to be completed between January 27th and January 30th
- Court Square (7)
- 8 Av (L)
- Canal St (J)
- West 8th Street / NY Aquarium (F)
- Avenue N (F)

18%

increase in customers who felt safer using Transit

10%

increase in customer satisfaction with Subway Cleanliness

MESSAGE FROM THE PRESIDENT

The program's goal is to refresh 50 stations within its first full year.

72% of NYCT Bus customers indicated they were satisfied with on-board cleanliness. Deep-cleaning cycles have been increased by 50%.

NYCT Bus customers are crystal clear when it comes to Faster service. In partnership with MTA Human Resources, Department of Buses welcomed 1,800 new Bus Operators to our ranks in 2022. Achieving pre-pandemic staffing level has led to improvement in service delivery and reduced wait times.

During 2022, NYCT Buses delivered 95% of service. The Bronx and Manhattan saw over 96% of service delivered. Queens and Staten Island had lower service delivery but are focused on additional staffing during the first quarter of 2023. Customer Journey Time Performance (CJTP) in December saw an improvement compared to November, attributed to a decrease in Additional Travel Time (ATT) of 10 seconds.

We delivered and will continue to grow our commitment to deliver Faster Service by expanding new Bus Lane enforcement cameras on 300 additional buses and 9 new routes in 2022. In partnership with NYCDOT, 80% of existing bus lanes will be equipped with camera enforcement by the end of 2023. Well-enforced bus priority is the best way to keep our buses moving.

Well-enforced bus priority is the best way to keep our buses moving. With the installation of ABLE (Automatic Bus Lane Enforcement) cameras, customers who travel on these routes can look forward to a faster and more reliable commute: 50K citations were issued in 2022, 3% fewer than 2021 and 23% fewer than 2020 even with new routes added. The low recidivism rate indicates success of the program in deterring violators; 92% of violators commit two or fewer violations.

Benefits from the ABLE pilot phase:

- Speed improvements of 5% above the borough average
- 30% decrease in collisions below borough average on M15 SBS
- 25% decrease in collisions on M14 SBS at locations with ABLE/busway compared to those without
- 50% decrease in collisions on B44 SBS at locations with ABLE compared to those without

50%

decrease in B44 SBS collisions due to ABLE



MESSAGE FROM THE PRESIDENT

The Department of Subways hired and trained 600+ new train operators and 400+ new conductors. Increased staffing levels has led to improvement in service delivery and reduced wait times. December Service Delivered was 94.1%, up from 89.8% in December 2021. Customer Journey Time Performance was 84.0%, maintaining 5 consecutive months at or above 84%. Additional Platform Time was 78 seconds, which is down from a high of 89 seconds in April this past year.

Transit is continuing to increase speeds around the subway system, including over 70 increases last year. We have more in the pipeline and expect a similar number for 2023.

Access-A-Ride (Paratransit) scored an overall NYCT satisfaction North Star goal of 74% for the second time since the launch Faster, Safer, Cleaner. This is a 9-point increase since November, and a 12-point increase since June 2022.

The greatest increase was for On-Time Pick Up, which increased by 5 points - which aligns with improvements in service performance. On-time performance for our primary carrier service showed 96% of trips occurring 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 promised time. While these results were slightly under goal, Primary and Broker service improved by 2% and 9% respectively from November 2021.

96%

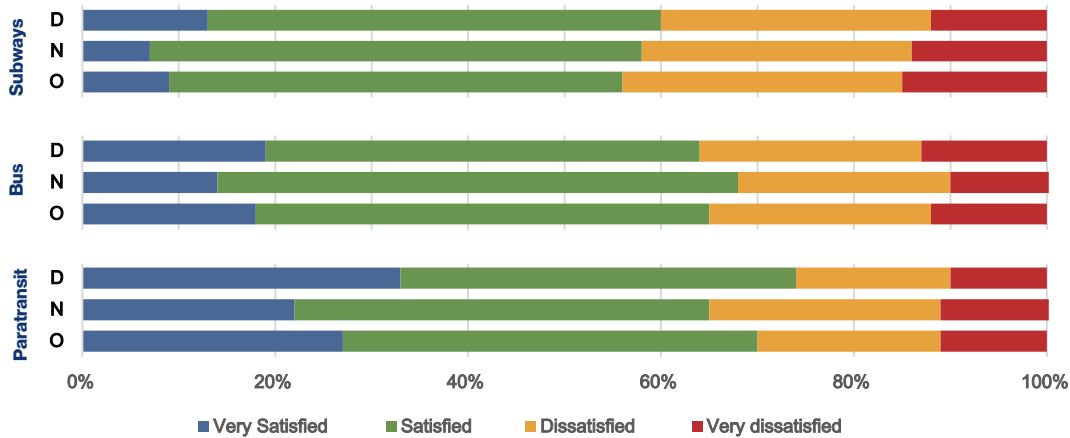
of AAR primary carrier trips completed within the 30-minute pick-up window



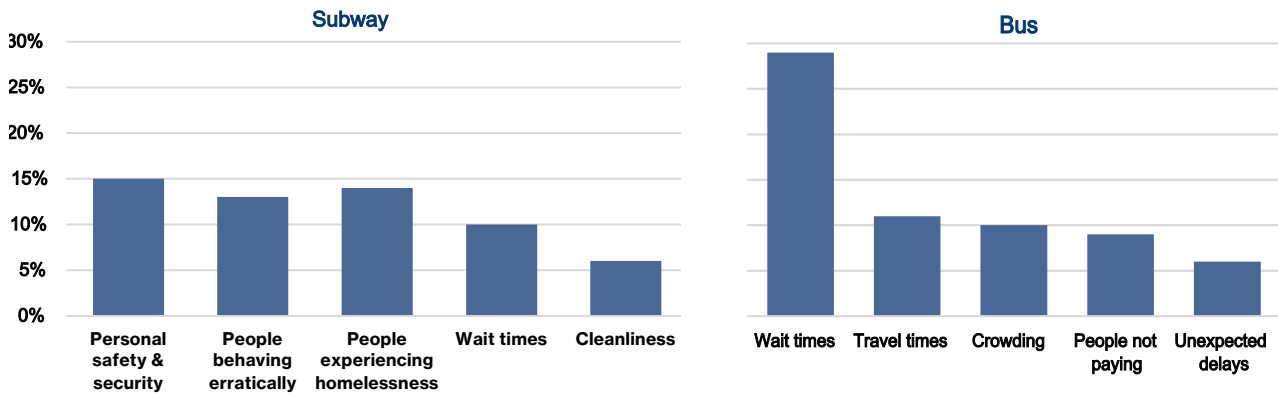
CUSTOMER SATISFACTION

Monthly Pulse Survey Results - December

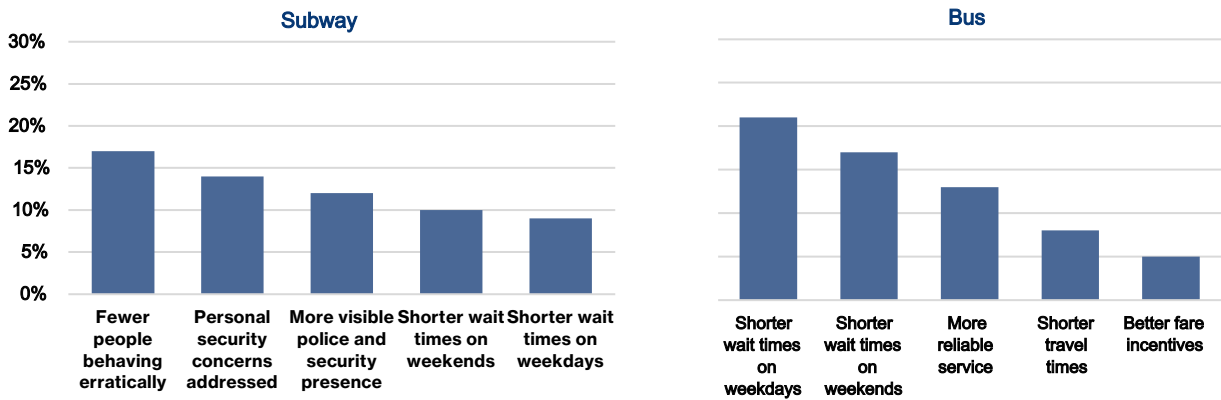
How satisfied are you with your transit experience?



What needs to improve to increase your satisfaction?



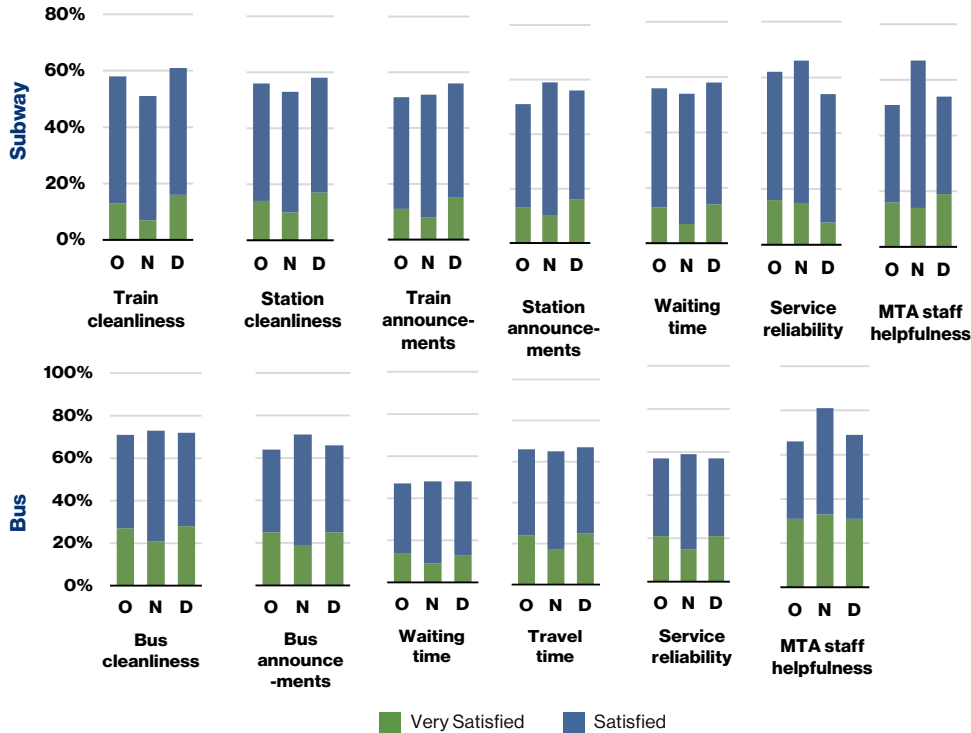
What would encourage you to ride more often?



CUSTOMER SATISFACTION

Key Customer Experience Indicators

How satisfied are you with each of the following attributes?



Data Review

In 2022, Overall Subway Experience ratings were favorable, and December's score was 59%. In December, 18% of customers reported feeling safer using the subway than they felt in the prior month - showing that customer perception of safety and security is increasing. Also, less customers reported "Too Few" uniformed police in the subway in December (52%) versus October (66%). However, customers continue to report People Behaving Erratically and Personal Security are impacting ridership.

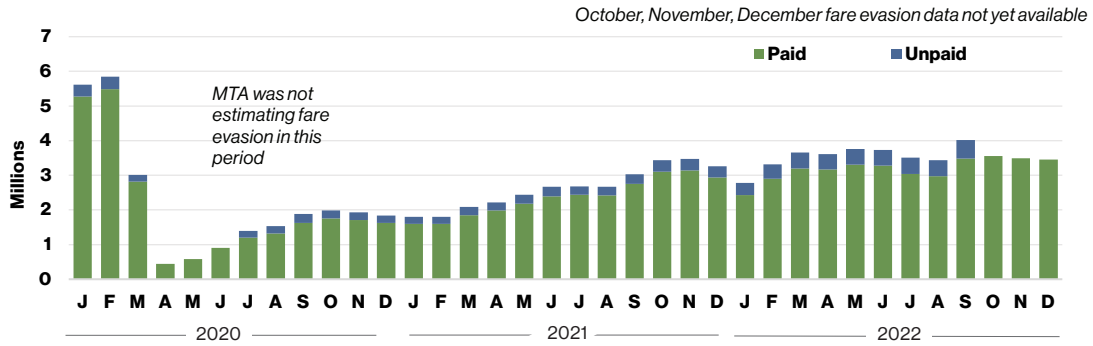
Overall Bus Experience satisfaction was 64% in December compared to 68% in November. Both Local and Express bus customers who travel less frequently were more satisfied than those travelling more frequently (at least 3 days per week). Overall satisfaction is higher for those using local buses during Midday and Evening and for those riding express buses during the Evening, Midday and Weekend.

Access-A-Ride (Paratransit) overall satisfaction is at 74%, 9-percentage points more than November. Satisfaction improved for all key indicators since October except Frequency of No-Shows and Cleanliness of Vehicles (5- and 1-percentage point decreases respectively). Satisfaction increased for all service periods, particularly during the AM Peak and Weekend (up by 15- and 13-percentage points respectively).

RIDERSHIP

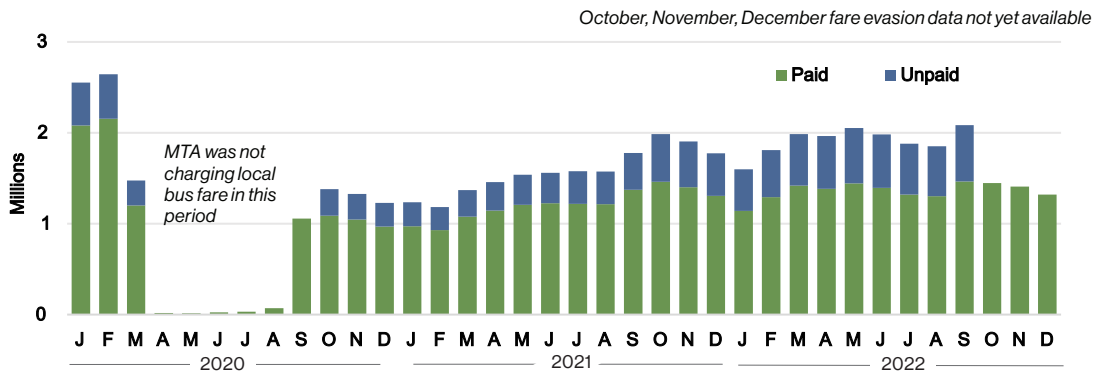
Subway Ridership

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



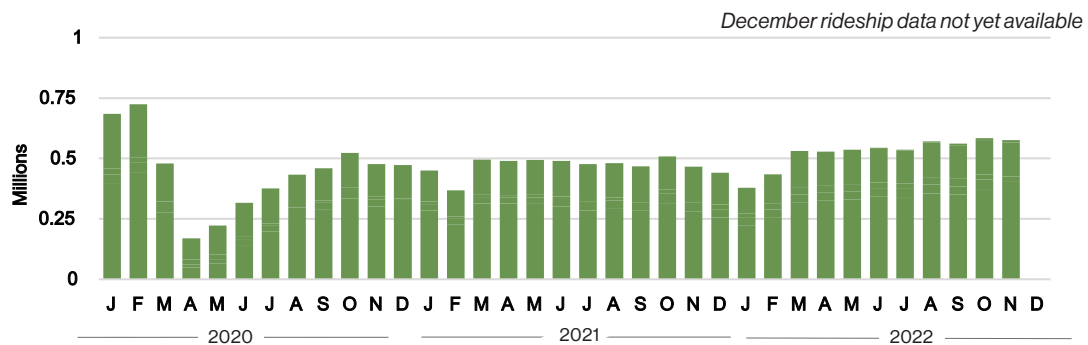
Bus Ridership

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



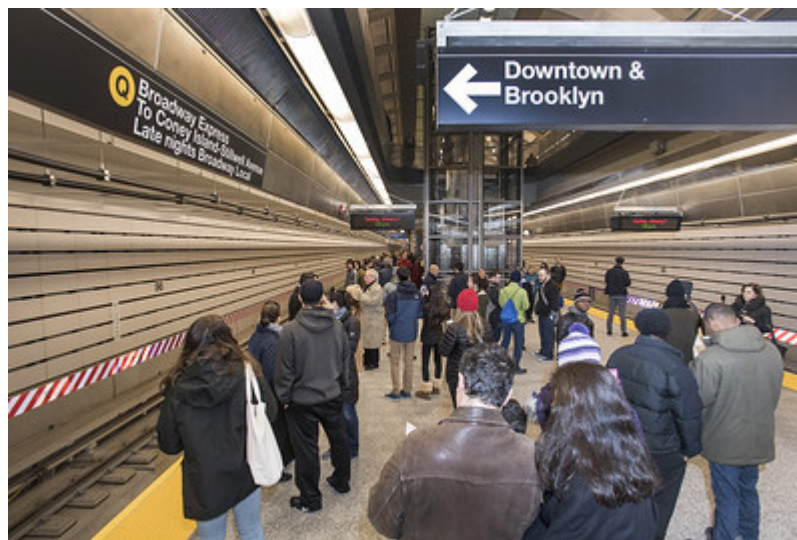
RIDERSHIP

Data Review

Typically ridership declines in December due to the holidays, and in 2022 weekday December paid subway ridership dropped by 0.9% from November to 3.455 million from 3.487 million. However, the decline was less than it was in 2019 (5.4%), thus, subway ridership as a percent of pre-COVID levels actually rose from 61.8% to 64.7%. The first half of December in advance of the holidays performed especially well, likely due to a continued surge in tourism and other discretionary travel. This included a post-COVID record day of 3.93 million riders on December 8th.

In the first half of January, early indications are that some of that early December surge has been retained, with post-holiday weekday ridership at 63.6% vs 2019.

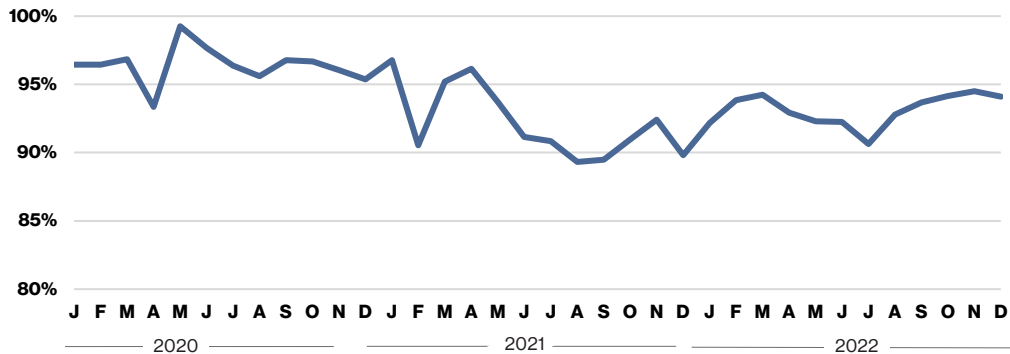
On the bus side, paid ridership dropped from 1.41 million to 1.32 million, a 6.3% decline. Again however, this is a smaller reduction than the comparable 8.5% decline from November to December seen in 2019. As a result, relative bus ridership rose from 64.4% to 65.9% of seasonally adjusted pre-COVID levels. As with the subway metrics, early indications are some of that seasonally adjusted growth has been retained into January hovering around 65% of 2019 levels.



SERVICE PERFORMANCE

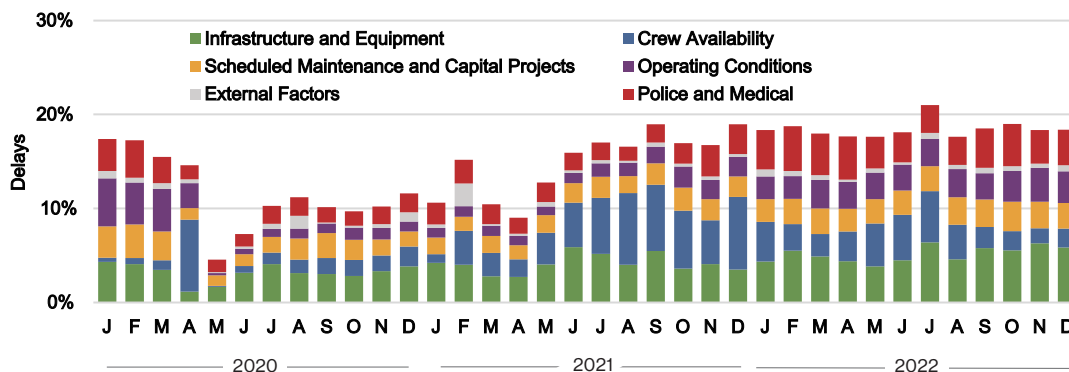
Subway Service Delivered

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

In December, 84.0% of customers arrived at their destination within 5 minutes of scheduled time. This is the sixth consecutive month at or over 84% CJTP. We saw significant month-over-month improvements on the B line (+2.3 points), D line (+1.8 points) and 7 line (+1.7 points). Additional Platform Time was 78 seconds, its most favorable result in 2022. Still, Service Delivered was slightly lower in December, at 94.1%, compared to 94.5% in November. Additional Train Time was 36 seconds, or one second faster than November, despite higher ridership. Put together, Additional Journey Time was the same as December 2019, at 114 seconds. These operational metrics support the customer experience: 58% of customers were satisfied or very satisfied by waiting time, and 64% of customers were satisfied or very satisfied by service reliability. These are both the highest levels measured since monthly surveys began in May.

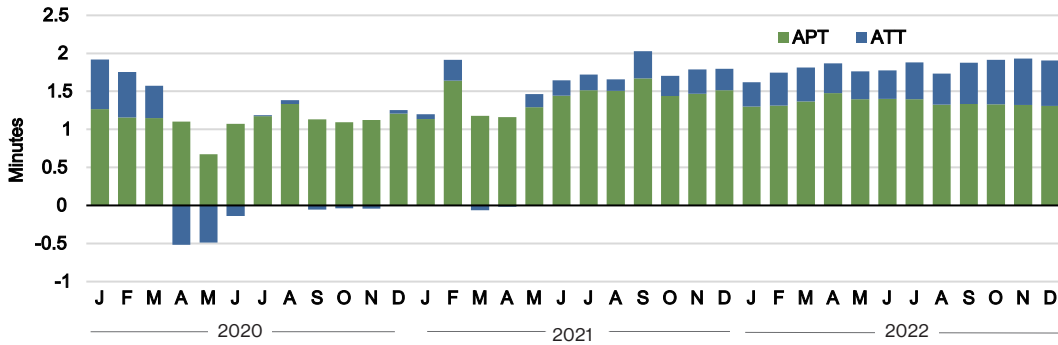
On-Time Performance was 81.5% this month. Delays caused by infrastructure and equipment delayed 5.9% of service, which is down from 6.3% of service in November.



SERVICE PERFORMANCE

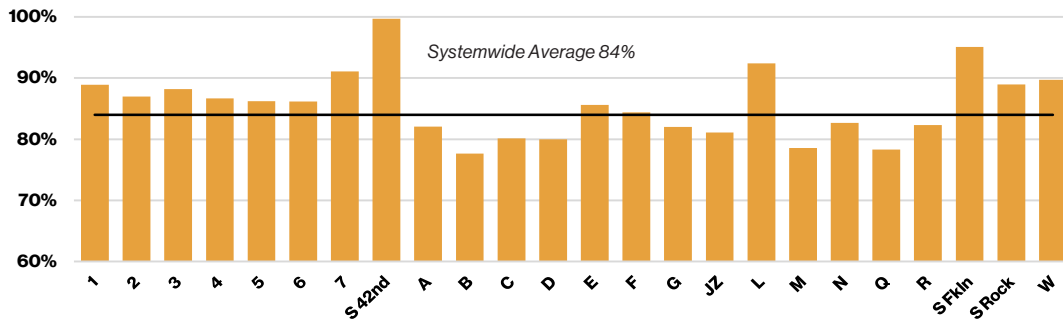
Subway Additional Platform Time + Additional Train Time

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



Delays due to crew availability (2.0%) remain lower than most of 2022, which saw a high of 5.5% in July. Some lines saw significant improvements, including the B and Q lines, due to less impact from construction projects. Other lines saw small decreases, including the 1 and 2 lines, due to infrastructure-related major incidents.

Moving Forward

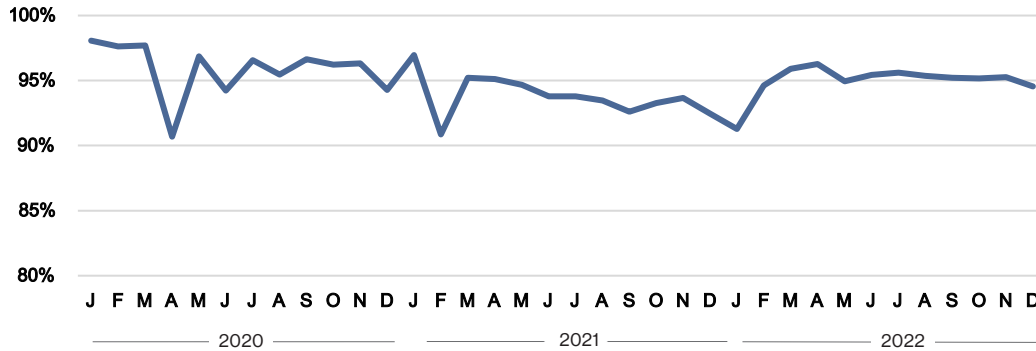
Subways is eager to roll out the first three Customer Service Centers at the end of this month. Customer satisfaction is our North Star, and we believe these centers will establish premier customer service to meet every rider’s needs. The first centers are located at Atlantic Avenue-Barclays Center, Stillwell Avenue, and 161 St-Yankee Stadium. In addition, a public hearing will occur on February 1, which will discuss allowing station agents to help customers in stations and on platforms. As we roll out new initiatives, we will monitor how customers rate MTA staff helpfulness via our monthly pulse surveys.



SERVICE PERFORMANCE

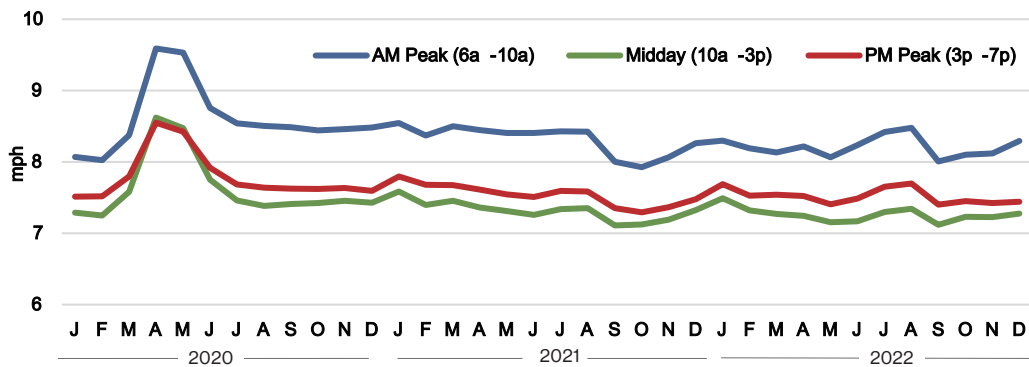
Bus Service Delivered

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 December remained stable or better in some key areas. Service Delivered remained at 95%, carrying 65% of prepandemic customers, and is up 2.3% compared to December last year and up 1.2% on a 12-month average.

Bus speeds averaged 8.1 mph, a 1.3% improvement over last month and 2019. Customer journey time performance was 71.8% in December, a slight increase from last month and 2019.

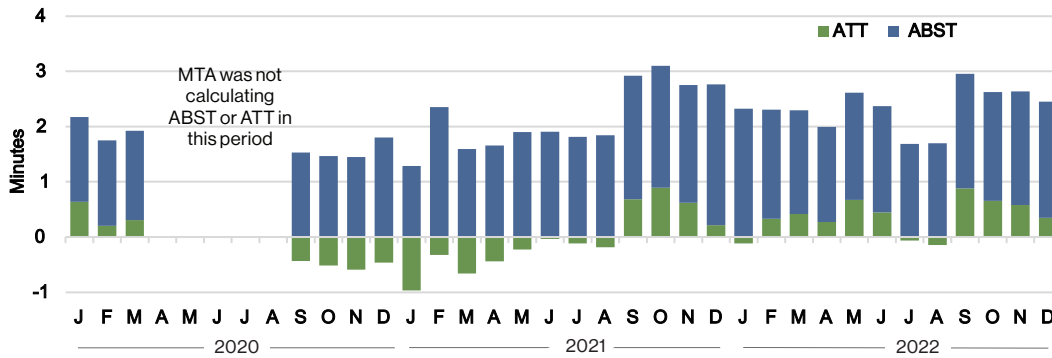
In the December Customer Pulse Survey, 64% of customers were “very satisfied” and “satisfied” with their bus experience. Overall, 66% of customers experienced a good ride in 2022. 72% indicated they were satisfied with on-board cleanliness, 69% with staff helpfulness and 66% with on-board bus announcements.



SERVICE PERFORMANCE

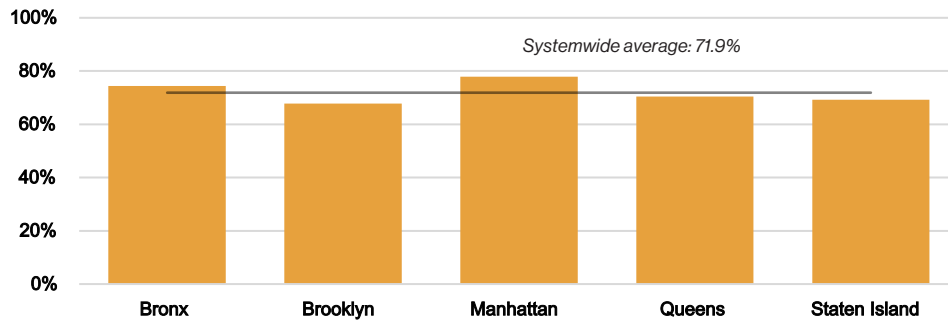
Additional Bus Stop Time + Additional Travel Time

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, December 2022

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



Moving Forward

While we've seen some positive results already, we recognize that we still have a room for improvement. Customers continue to share that reduced wait times, along with faster service, are the top factors that would improve satisfaction and encourage more frequent use. The improvements this year in bus speeds and customer journey time are the result of well-enforced bus priority. The successful expansion of Automated Bus Lane Enforcement (ABLE) cameras will take us to another level as we continue to enable more coverage throughout the system. Our goal is to expand this program with 600 additional cameras by the end of 2023, covering up to 80% of existing bus lanes. Needless to say, Bus Network Redesign is our larger effort to improve bus service and bringing customers back to the system. In 2022, we implemented the Bronx Local Bus Network Redesign and see a positive increase in speed. In partnership with NYC DOT, we added 7.8 miles of new and upgraded bus lanes and look forward to increase collaboration with our city partners in 2023.

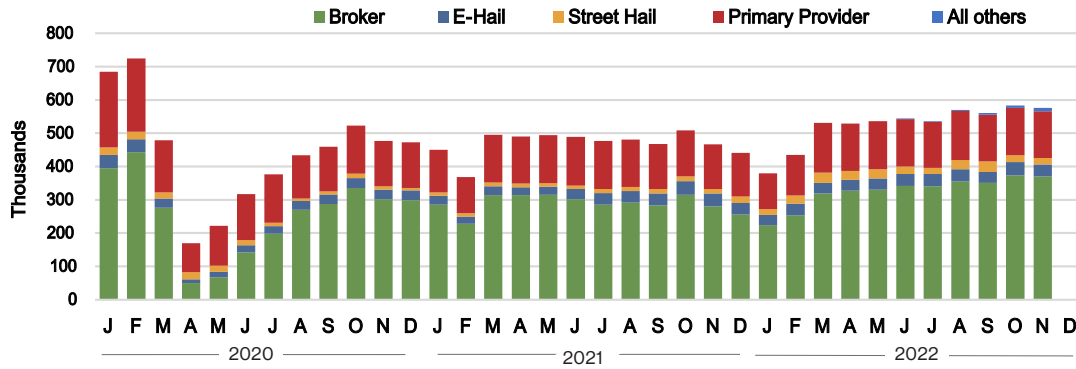


SERVICE PERFORMANCE

Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service

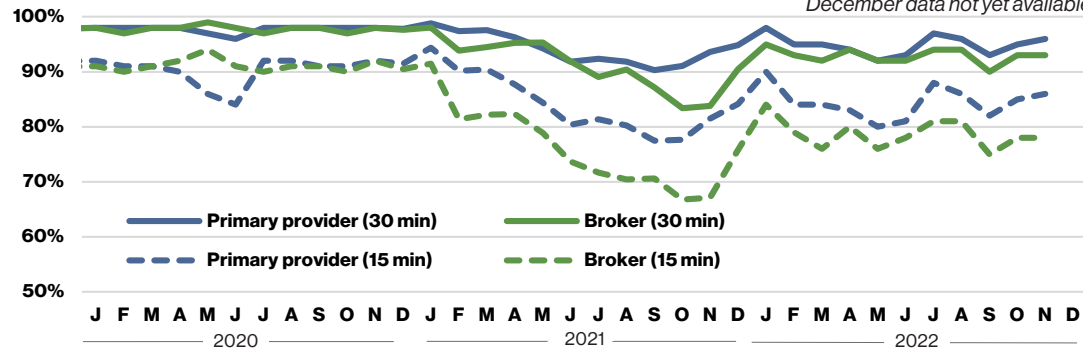
December data not yet available



Paratransit On-Time Performance

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

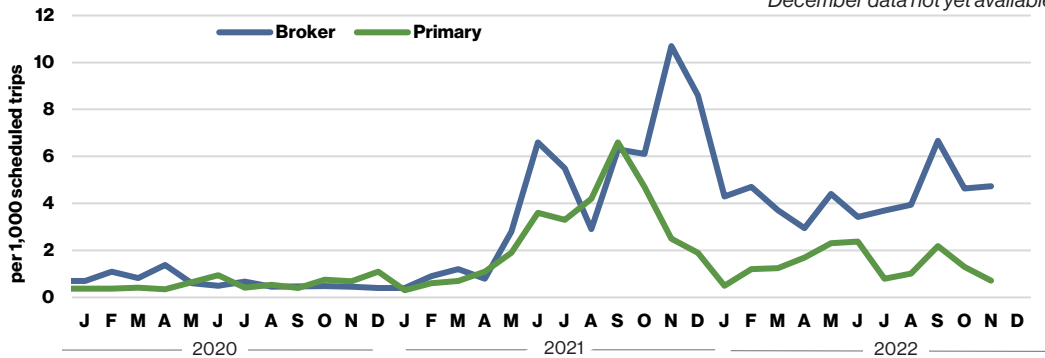
December data not yet available



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

December data not yet available



SERVICE PERFORMANCE

Data Review

For the month of November, total ridership continued to grow with an average of 27,000 weekday trips, which is 90% of pre-COVID levels and on Saturdays, we continue to see close to 100% of demand from pre-COVID levels. Total trips completed increased by 26.1% compared to November 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 96% of trips within the 30-minute pick-up window from promise 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 2% and 9% respectively from November 2021.

On primary carrier service, the no-show rate for performance achieved 0.71 per 1,000 scheduled trips, considerably better than our goal of 3.0. For Broker service, the result for November 2022 was 4.73 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 56% on broker from November 2021. In November 2022, the improvements in our on-street service helped improve our call center performance with a 9% improvement in calls answered and a 68% improvement in call answer speed from November 2021. The number of eligible customers at 173,578 continues to grow with a 5.8% increase from November 2021.

Moving Forward

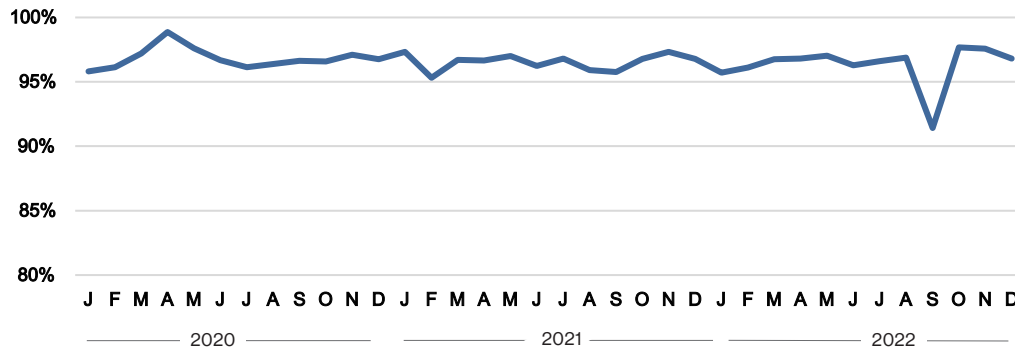
We are pleased to see significant improvements in our key performance indicators as we continue to meet the challenges of high demand for AAR service, industrywide driver shortages, and increased on-street traffic making our trips more difficult due to more congestion and slower traffic speeds. These 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 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

MTA Accessibility is off to a fast start in 2023, with many exciting projects underway. They recently launched a new [Incident and Emergency Preparedness](#) webpage which provides resources on safety and emergency preparedness for New York City Transit and the Railroads. Customers are encouraged to check it out and send any feedback their way.

2023 will be another landmark year for subway accessibility, as 10 new stations are expected to be made newly accessible this year, with more than 20 new elevators coming online throughout the system and the addition of new tactile warning strips, boarding areas, accessible fare gates, and other accessibility features at many of these stations. Follow the project progress on their [ADA Projects webpage](#).

Even beyond these ADA station upgrades, the Department of Subways will continue their work to install tactile warning strips on platform edges, with work planned at more than a dozen additional stations this year. This builds on the installation of almost 30 new tactile edges in 2022 and is all thanks to ongoing coordination across teams and agencies.

Finally, Accessibility will continue working with the Department of Subways to identify a more durable floor decal material to use to mark the [Accessible Boarding Area](#), a feature tested at the Accessible Station Lab at Jay St-MetroTech station. Customers and staff gave very positive feedback on the feature, which helps customers locate the accessible boarding area and educates all customers about the boarding area. Next month new decals will be installed at Marcy Ave (J/M/Z), West 4 St-Wash Sq (A/C/E/B/D/F/M), and 66 St-Lincoln Center (1). A special thanks to the [Rizzo Lab](#) for working with them to update the design, including the addition of a stroller icon and increased color contrast.

On the buses side, the 6-month Open Stroller Pilot is just over halfway through, with



ACCESSIBILITY

encouraging results. To date there's been persistent use of the stroller space across the seven pilot routes, with the highest usage on the Bx23 and the S53. There have been no reported conflicts or incidents on the pilot routes. Ridership counts and customer feedback suggest that people want new stroller policies and are interested in seeing the pilot expanded. Accessibility will continue marketing and outreach efforts along the pilot routes and look forward to reporting back on the status in the coming months. More detail on the pilot and how to give your feedback is on [mta.info](https://www.mta.info).

2023 will also bring the launch of OMNY for Access-A-Ride customers, the first-time paratransit users can travel without carrying cash, and the expansion of OMNY for Reduced-Fare customers with the issuance of Reduced-Fare OMNY cards. Transit looks forward to bringing many more customers over to OMNY to enjoy the accessibility of contactless payments.

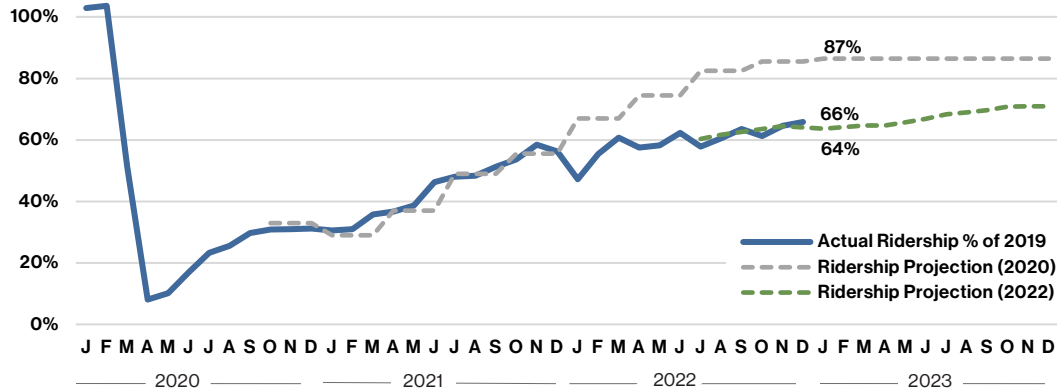
Finally, Transit is pleased to welcome four new members to ACTA, the Advisory Committee for Transit Accessibility. ACTA is an all-volunteer group of community members committed to working with the MTA on a range of accessibility issues. In December we welcomed Edward Friedman, Emily Ladau, Giuseppe (Joe) Floccari, and Michael Ring. [Learn more about ACTA and its members on our website.](#)



FINANCIAL RESULTS

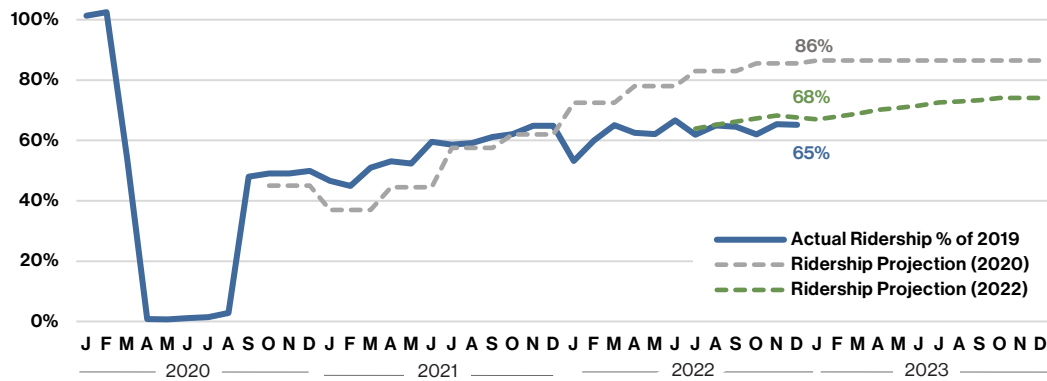
Actual Monthly Ridership Compared to Recovery Projections - Subways

Actual monthly ridership as a percent of 2019, compared to ridership recovery projections developed in 2020 and updated in 2022 after the Omicron variant



Actual Monthly Ridership Compared to Recovery Projections - Buses

Actual monthly ridership as a percent of 2019, compared to ridership recovery projections developed in 2020 and updated in 2022 after the Omicron variant

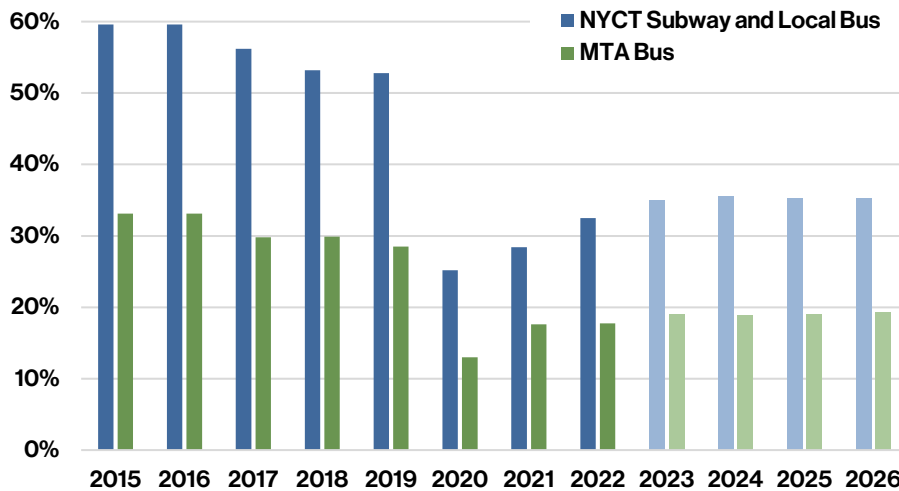


At the onset of the pandemic in 2020, MTA commissioned McKinsey to develop ridership recovery projections, which have been critical in informing agency budgetary constraints and forecasts. Actual ridership recovery across the MTA and at NYCT was trending to the forecasts until the Omicron variant emerged in late 2021, leading to long-term changes in remote work and travel patterns. The MTA updated those ridership forecasts in July 2022 to account for the new trends. Through the end of 2022, NYCT's actual ridership recovery figures are tracking slightly above the new estimates.

FINANCIAL RESULTS

Farebox Operating Ratios

The share of NYCT's farebox revenue that covers the agency's operating expenses



For years, NYCT's subway and local bus farebox operating ratio was stable, well above 50% and higher than comparable public transit agencies in the United States. Since the pandemic, NYCT's ridership has dropped and farebox revenues have decreased. In 2022, as ridership has continued to recover, NYCT subway and local bus farebox operating ratio was 32%. While it is expected to increase over the next few years, it will remain far below its pre-COVID levels for the foreseeable future, resulting in a long-term, structural deficit that must be addressed in MTA's budget.

CUSTOMERS AND COMMUNITIES

Reduced-Fare OMNY Event - Riverdale Senior Services

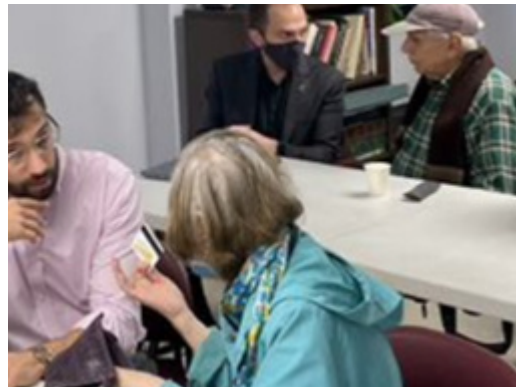
On December 6, 2022, members of the MTA's Government and Community Relations and Systemwide Accessibility teams presented to Riverdale Senior Services (RSS) on the benefits of switching over from Reduced Fare MetroCard to Reduced Fare OMNY. At RSS, the teams provided an update on the ongoing OMNY rollout and a step-by-step guide on how customers can make the switch. The teams were joined by NYS Assemblyman Jeffrey Dinowitz, who kicked off the event ahead of the presentation and question and answer segment. Nearly 100 seniors were in attendance in-person and virtually to learn more about Reduced Fare OMNY.



CUSTOMERS AND COMMUNITIES

Reduced-Fare OMNY Event - St. Charles Jubilee, Brooklyn Heights

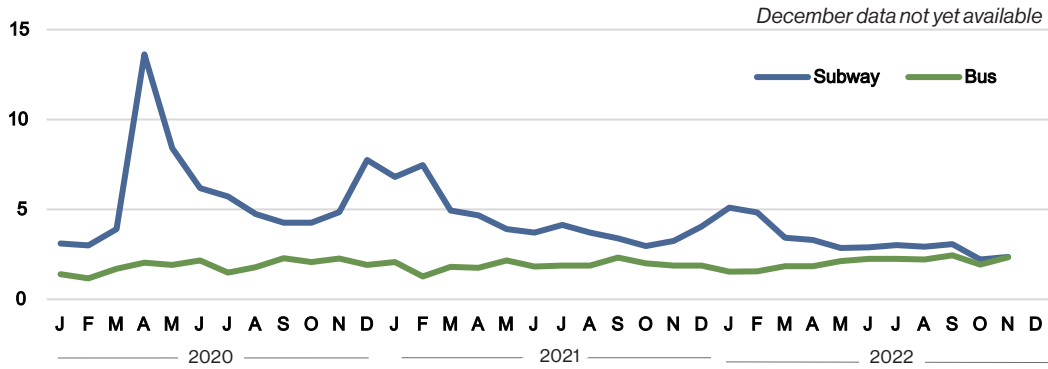
Representatives from MTA Government & Community Relations and Systemwide Accessibility attended a gathering at St. Charles Jubilee on December 7, 2022, to discuss the benefits of switching to Reduced Fare OMNY with Brooklyn Heights seniors. MTA staff offered on-site assistance to sign-up and switch to OMNY. In addition, staff demonstrated how easy it is to use a contactless credit or debit card, smartphone or wearable device with a digital wallet to pay a reduced fare on our buses and subways.



SAFETY AND SECURITY

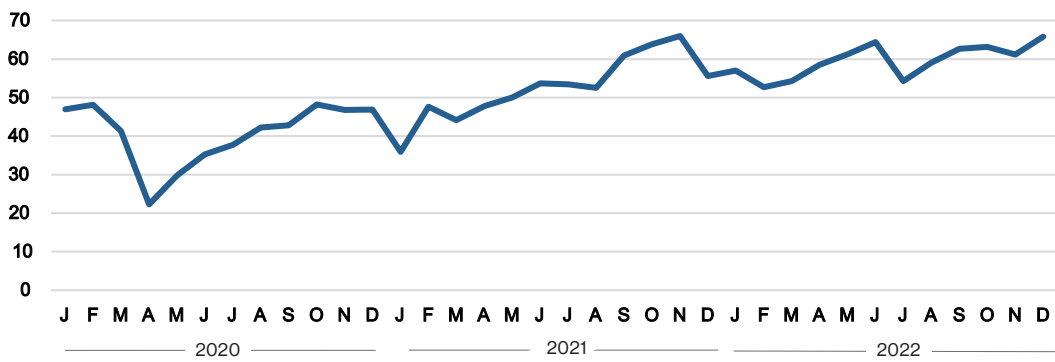
Customer Accident Rate

The number of subway and bus customer accidents per million customers



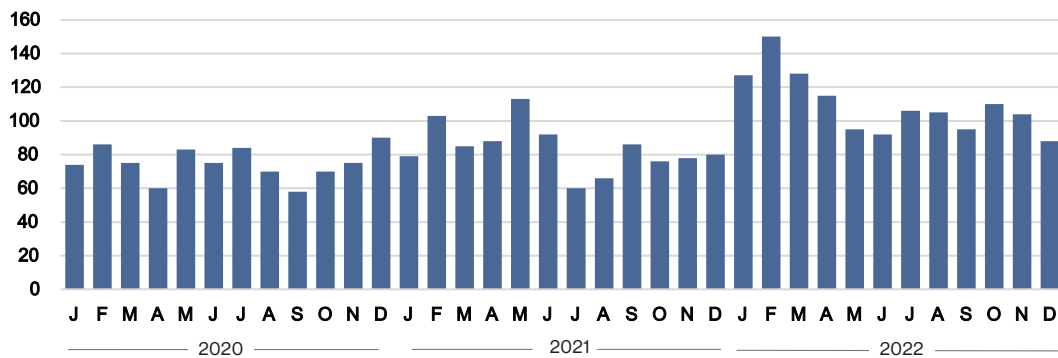
Bus Collision Rate

The number of bus collisions per million miles



Subway Fires

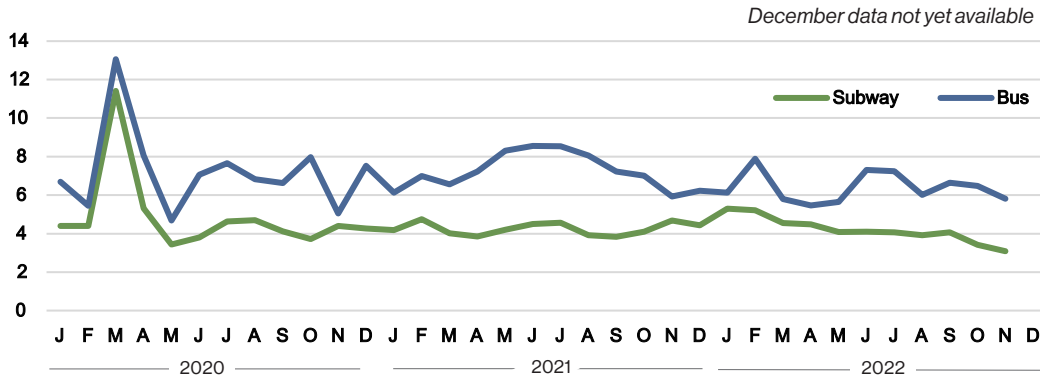
Total number of fires in the subway, including right-of-way, in stations and on trains.



SAFETY AND SECURITY

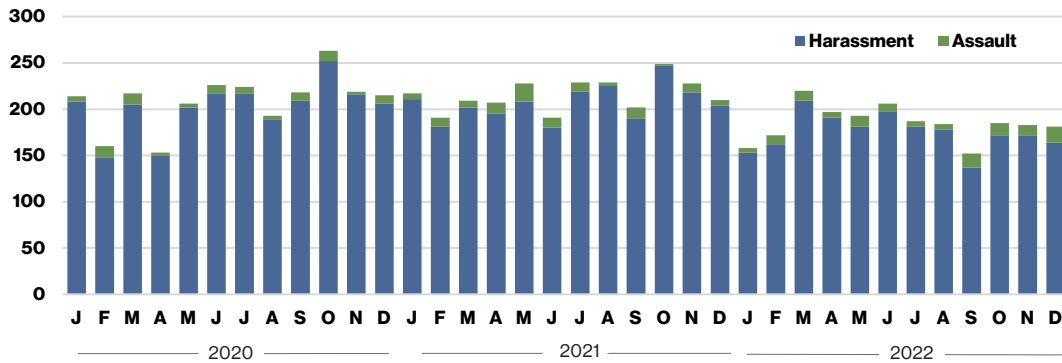
Employee Lost Time Accident Rate

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

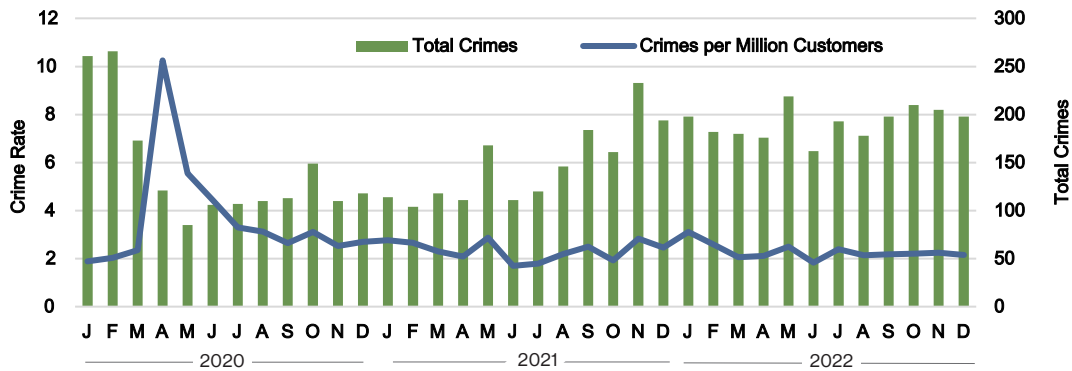
Subway Customer Accident Rates decreased when comparing the most recent 12-month period to the previous one. Bus Collisions, Collision Injuries and Customer Accidents increased when comparing the most-recent 12-month period to the previous one. Employee Lost Time Accidents decreased when comparing the most recent 12-month period to the previous one. Lastly, Subway Fires in December 2022 decreased when compared to the previous month. Based on prior OSS reports, the Department of Subways had initiated an enhanced debris cleaning pilot program in select locations.

Regarding our Leading Indicators, we have met or exceeded three of our goals. However, we met only 77% of our goal for Audible Pedestrian Turn Warning System this year due to global supply chain disruptions impacting various parts and supplies on multiple bus projects. Further, we were able to complete 91.5% of our Joint Track Safety Audits with the challenges associated with considerable staff shortages last year. The Office of System Safety is in the process of hiring staff to meet future goals.

SAFETY AND SECURITY

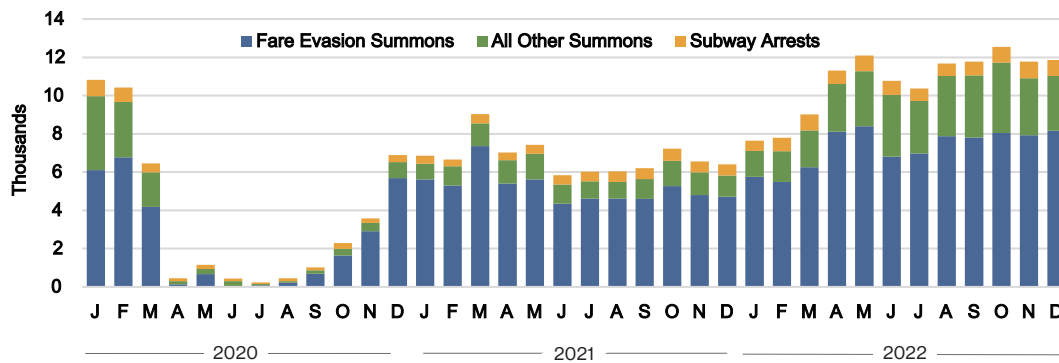
Violent Crimes Against Subway Customers

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



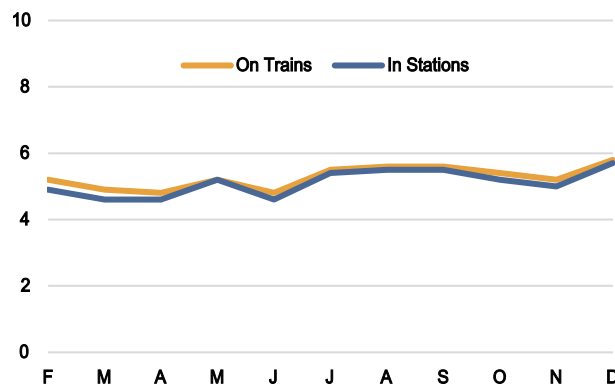
NYPD Summonses & Arrests

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

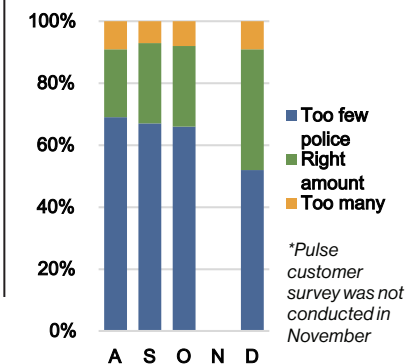


Perception of Safety and Police Presence

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?



SAFETY AND SECURITY

Data Review

Although customer assaults dropped over 15% in December 2022 compared to the prior month, customer assaults remain higher than pre-pandemic levels. Grand Larceny remains the leading cause of major crimes in the system. Crimes per million rides has dropped below 1 for the second time in 2022.

NYPD summonses and arrests have been trending upward in 2022. Fare Evasion Summonses in the Subway are up over 35% from the 1st Quarter to 4th Quarter of 2022.

Moving Forward

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.

MTAPD continues to focus their efforts in the subway system at Penn Station, Grand Central Terminal, 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. MTA/ NYCT continues 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 areas of higher crime as well as 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. 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.

2022 Year in Review

Subways

In 2022, the Department of Subways worked hard to improve business processes. The Subway Operations Analytical Review (SOAR), which is a series of daily, weekly and monthly cross-departmental performance meetings, was introduced. Also, the Rail Control Center was reorganized for a more centralized incident management approach.

Improvements didn't stop there - last year Subways took a deep look at improving asset reliability. Migrated paper-based processes were added to the new enterprise asset management system, and predictive maintenance for switches was piloted.

With all the operational improvements, the Department didn't forget their biggest asset is people. In 2022, over 600 new train operators and over 400 conductors were hired. Subways further changed 52 additional civil speed limits via the SPEED program. To address weekend service, Subways appointed the first Weekend Czar who will analyze what changes will have the most positive effects on our weekend riders.



Buses

We at the Department of Buses had ambitious plan for 2022 , and we are happy to share some major strides made on getting back to and improving upon pre-COVID performance toward a faster, cleaner, safer system.

The implementation of network redesigns is a critical piece of the puzzle. We had another successful launch of the Bronx Local Bus Network Redesign Plan in June 2022 after learning from our first plan on Staten Island Express - the Bronx Plan shows a 7% AM speed increase. We also released the Queens Bus Network Redesign New Draft Plan in March 2022 which is one of the largest bus network redesigns in the country, with over 100 routes. We collected more than 3,500 comments and feedback from our customers and other community advocates and officials. We expect to publish the Proposed Final Plan and host the next round of public outreach this year.

The draft Brooklyn Bus Network Redesign Plan was released last month – the first

SPECIAL FEATURE

2022 Year in Review (con't)

overhaul of Brooklyn bus service in decades. The proposal will reduced travel time, improve reliability, and strengthen interborough travel.

Besides the Redesigns, we are happy to report we delivered on our commitment to expand new Bus lane enforcement cameras on 300 additional buses and 9 new routes in 2022. The MTA will be expanding an additional 600 camera enforcement to cover up to 80% of existing bus lanes by the end of 2023. Well-enforced bus priority is the best way to keep our buses moving.

Another committment we stand by is the transition to a zero-emission fleet by 2040. We made tremendous progress in 2022 which included a \$116 million Federal low-no Grant award and an \$8 million NYSEDA award for the first-ever pilot of hydrogen powered buses. The MTA also did a public solicitation for 470 battery-electric buses that is projected to deploy throughout the system. NYPA will also install 50 overhead charges at 4 bus depots. As we continue to deliver a Faster, Cleaner, Safer bus system, it's important to note that Buses are critical to equity, disproportionately serving low-income and minority New Yorkers. Socially and economically vulnerable communities are a top priority as we continue to implement an all-electric bus fleet.



Paratransit

Over the past 3 years, the onset of and continuing recovery from the COVID-19 pandemic led to much upheaval for transit in New York City, including Access-A-Ride. The associated shocks created a multi-year period of adjustment for customers, employees, and service providers alike.

However, thanks to the hard work of the Paratransit team based out of 3300 Northern Boulevard, Paratransit saw a significant increase in performance throughout 2022. To achieve this, the team took on several initiatives that led to a faster pace of hiring for primary carriers, more drivers onboarded into the broker program, and more capacity in the call center to handle the higher demand.

Although ridership was up over 26% from November 2021 compared to November 2022, Access-A-Ride service was far more reliable.



SPECIAL FEATURE

2022 Year in Review (con't)

Primary carrier on-time performance increased from a 90% in 2021 (September) to 96% in November 2022, while no-shows decreased from a 6.6 to 0.71 per 1,000 scheduled trips over the same period. For broker service, on-time performance increased from a 84% in November 2021 to 93% in November 2022. No-shows fell from 10.7 to 4.6 per 1,000 scheduled trips during the same period.

Customers calling in to reserve their trips also saw much better service with 95% of calls answered vs 86% a year ago, and call answer speed reduced from 225 to 72 seconds .

All of these improvements led to a 38-point increase in customer satisfaction, from 44% in fall 2021 to 72% in fall 2022.

Although we are happy with the results of our hard work in 2022, we recognize we have much more work to do to continue improving service and increasing the satisfaction of our customers. In 2023, we will maintain our push for expanded capacity in anticipation of travel demand growth to pre-COVID levels. We will also strive to improve efficiency by soon releasing an updated MY AAR app to give our customers more options to reserve trips and build on our scheduling technology to streamline shared rides and increase service provider productivity.

Thank you to all of our dedicated Access-A-Ride team members for their hard work in delivering the service improvements seen in 2022, our service providers for stepping up during these challenging times, and of course our customers and advocate partners for pushing us to do better.



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 Samuelsen
- Sherif Soliman
- Lisa Sorin
- Midori Valdivia