



# NEW YORK CITY TRANSIT KEY PERFORMANCE METRICS

February 2023

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NO PASSENGERS

Please offer a seat

TOMMY  
hilf

TOMMY  
hilf

Why pay when you ride

99 ON

New York City Transit

1st Exit

Do not lean on this



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

2 Broadway • New York, NY 10004  
Tuesday, February 21, 2023

## Table of Contents

<b>Message from the President</b> .....	<b>4</b>
<b>Customer Satisfaction</b> .....	<b>8</b>
<b>Ridership</b> .....	<b>10</b>
<b>Service Performance</b> .....	<b>12</b>
<b>Accessibility</b> .....	<b>18</b>
<b>Financial Results</b> .....	<b>20</b>
<b>Customers and Communities</b> .....	<b>22</b>
<b>Safety and Security</b> .....	<b>24</b>
<b>Special Feature</b> .....	<b>28</b>



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# MESSAGE FROM THE PRESIDENT



**Richard Davey**  
President, New York City Transit

## The North Star: Increasing Customer Satisfaction

The New York City Transit Team is 100% focused on driving outcomes that strengthens our relationship with customers. In less than one year, the Faster, Cleaner, Safer strategic operating plan has aligned our key performance metrics to key customer experience indicators that are increasing satisfaction and encouraging customers to ride more frequently.

Customers consistently state that improved wait and travel times are among the most important factors in determining their satisfaction and the Department of Buses is delivering improvements that are being recognized by our customers. Overall customer satisfaction for bus customers jumped up to 67% during the month of January. This jump in satisfaction is attributable to additional busways to speed up routes with high ridership, increased Automated Bus Lane Enforcement (ABLE) to reduce bus lane infringements, completion and expansion of bus network redesigns, and a performance management focus within Depots to make targeted improvements to route-specific performance and reduce asset-related delays.

Attention to the customer experience is realizing measurable results with Express bus customers satisfaction which was driven by bus cleanliness and driver helpfulness coming in at 83% with an overall route satisfaction of 80%.

# 67%

of bus customers are satisfied with overall service



The overall subway experience satisfaction rate is 63%, an increase of 4 percentage-points since December 2022. This increase in satisfaction reflects that Department of Subways experienced one of the best months on recent record for service performance. Overall subway experience satisfaction rate has steadily increased over the past four months and is up 7 percentage-points since October 2022 and 11 percentage-points since June 2022.

Customers using the subway during the Midday and Weekends are most



# MESSAGE FROM THE PRESIDENT

satisfied. Satisfaction has improved or remained consistent on all key indicators since December, most notably wait times, travel times, and overall, are all up 3 percentage-points.

The **1**, **7**, **G** and **Q** were our highest-rated lines in January, with overall line satisfaction rates of 70% or higher. All four of these lines saw at least 3 percentage-point increases in satisfaction since December. The **7** line remains the highest-rated subway line in January, with 76% of customers satisfied (up from 70% last month).

The **D** line, which was our lowest-rated line in December, surged 20 percentage-points to a 66% overall satisfaction rating in January. The following customer service indications over the past month contributed to the overall

**D** line satisfaction increase:

- Train cleanliness increased by 12 percentage-points
- Waiting times increased by 11 percentage-points
- Travel Time increased by 13 percentage-points
- Service Reliability increased by 15 percentage-points

We completed a critical phase of the Concourse Line reconstruction, which restored express service in the Bronx and will continue to improve reliability for **D** line riders. This has helped us reduce our delays due to operating conditions from 4.4% of **D** trips in December to 3.0% of **D** trips in January.

NYCT continues to partner with the NYPD and MTAPD, and the Cops, Cameras, Care initiative continues to have measurable results. Customer perception of safety and security increased in December, a trend that carried over to January. For the second consecutive month, 18% of customers reported feeling safer using the subway than they did a month prior. This is also the second consecutive month where there is a larger percentage of customers who feel safer versus customers who felt less safe using the subway.

Customer perceptions of the amount of uniformed police officers in the subway continues to increase, with 41% stating there are about the right amount. This is the highest number of “about the right amount” measured since this question was introduced in February 2022.

Overall Satisfaction with Access-A-Ride reached an all-time high of 76%, a 2 percentage-point increase since last month and a 14 percentage-point

**66%**  
of customers are  
satisfied with D Train  
service.

# MESSAGE FROM THE PRESIDENT

**76%**  
of customers are  
satisfied with AAR

increase since June 2022; exceeding the north star of 70% for third month since the monthly Pulse survey began.

Satisfaction has improved for all key indicators since December, especially for frequency of no-shows which increased 10 percentage-points. On-time pickup and cleanliness of vehicles increased by 6 and 5 percentage-points, respectively.



Before I conclude January's message- I'd like to share NYCT's appreciation to Chair Lieber and his team for tirelessly advocating for our customers and employees day-in and day-out. As Chair Lieber highlighted after the New York State Budget address, the Governor has been steadfastly passionate about transit and about riders. What Governor Hochul has proposed in the Executive Budget is an unprecedented investment in the millions of New Yorkers – and millions of businesses – that depend on public transportation every day.



Critical to receiving this support from Governor Hochul was the MTA's commitment to reducing costs in 2023 and 2024. Under Chair Lieber's leadership, all the agencies under the MTA flag worked hard to find ways



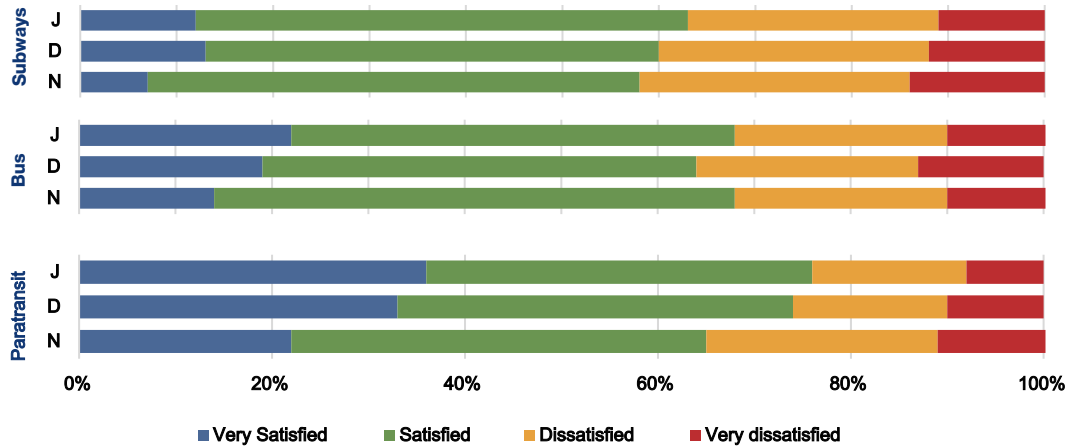
# MESSAGE FROM THE PRESIDENT

to make to make our operations more efficient, so that we can make good on our promise to the Governor without impacting the quality of service we deliver. Vacancy sweeps and other similar old school budget tactics are easy to come up with, but our customers and our teams can end up paying the bill down the line. That's why we are looking at how we can be both more efficient and more effective by taking measures such as supporting our employees and improving availability, or using data to predict and prevent failures before they occur. We have more work to do to find and implement smart budget adjustments over the next 12 to 24 months, and the talented NYCT team will continue to remain focused and support in these efforts.

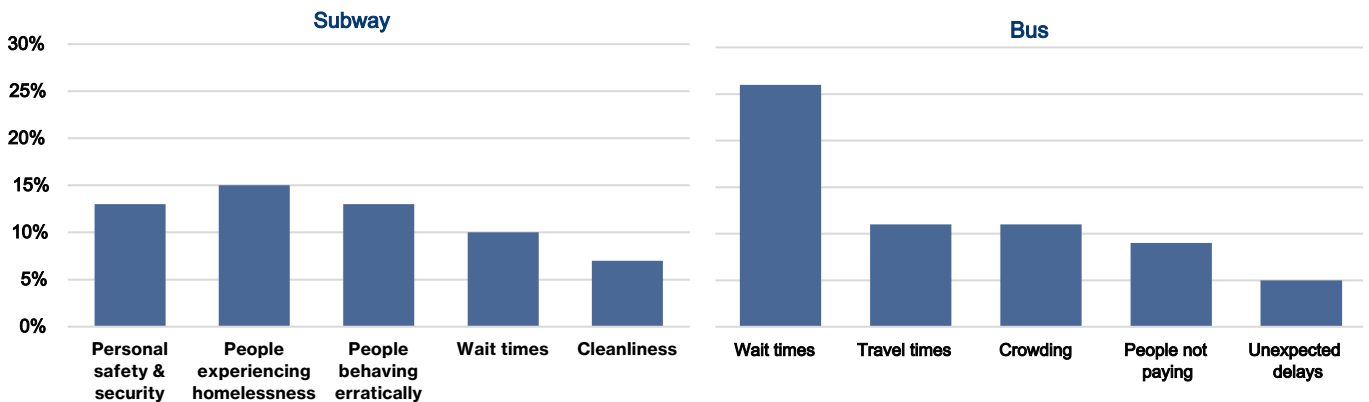
# CUSTOMER SATISFACTION

## Monthly Pulse Survey Results - January

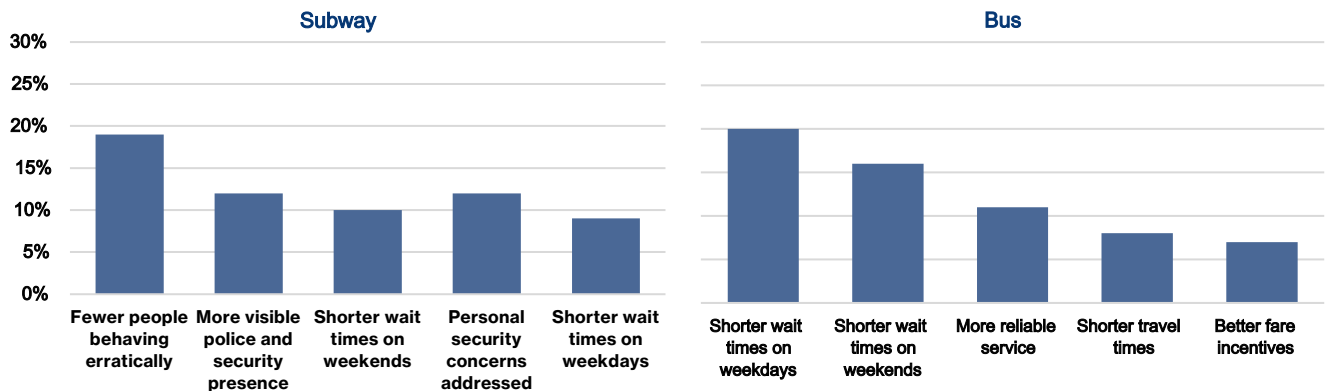
How satisfied are you with your transit experience?



What needs to improve to increase your satisfaction?



What would encourage you to ride more often?

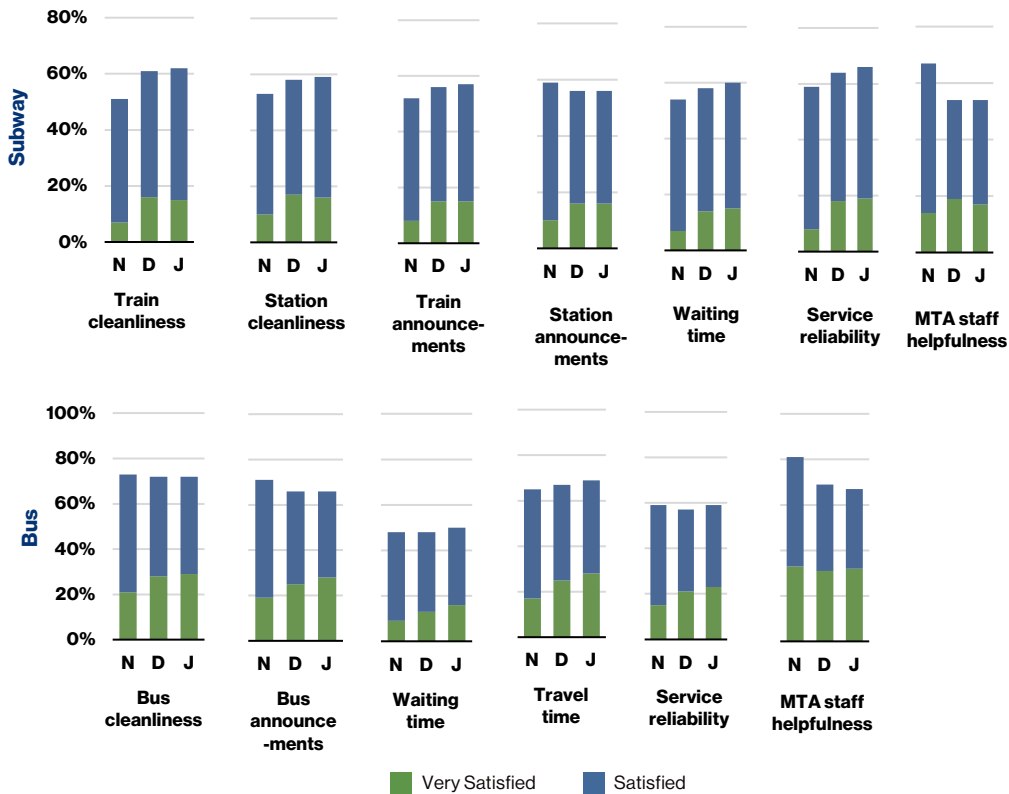




# CUSTOMER SATISFACTION

## Key Customer Experience Indicators

How satisfied are you with each of the following attributes?



### Data Review

The overall subway experience satisfaction rate for January is 63%, an increase of 4 percentage points since December 2022. Subway satisfaction has steadily increased for the past 4 months and is up 7 percentage points since October 2022. Satisfaction remained consistent on all key indicators since December, especially Waiting Times, Travel Times, and Overall Line, all up 3 percentage points. For the second consecutive month, 18% of customers reported feeling safer using the subway than they did a month ago.

Overall bus experience satisfaction (67%) increased 3-percentage points since December 2022. This is driven primarily by increases in Service Reliability and Waiting Times for local customers, and Bus Cleanliness and Driver Helpfulness for express customers.

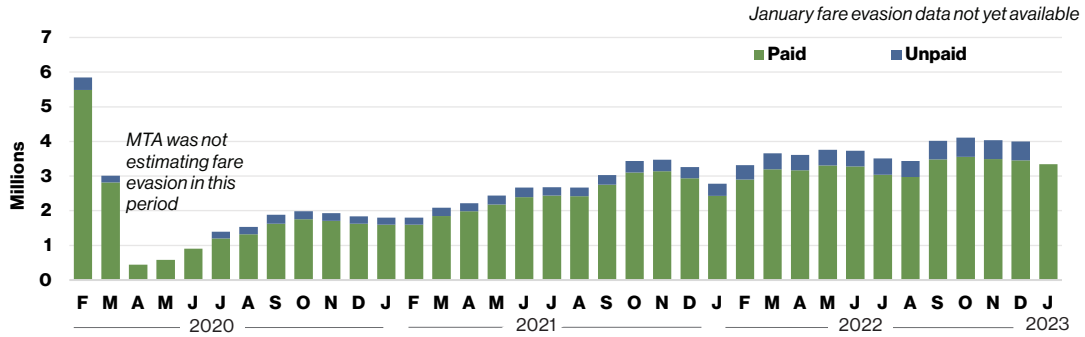
Access-A-Ride (Paratransit) overall satisfaction reached an all-time high of 76%, a 2-percentage point increase since December 2022 and a 14-percentage point increase since June 2022. Satisfaction has improved for all key indicators since December, especially for Frequency of No-Shows which increased 10 percentage points. On Time Pick Up and Cleanliness of Vehicles increased by 6 and 5 percentage points, respectively.



# RIDERSHIP

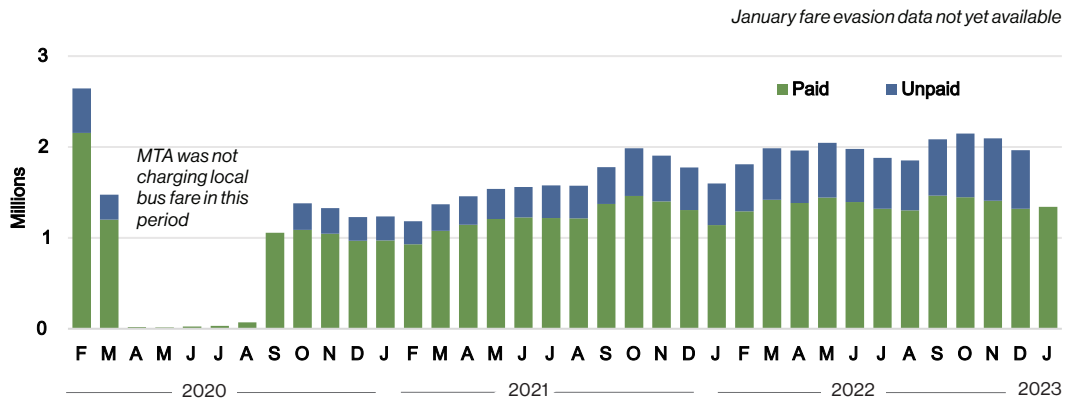
## Subway Ridership

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



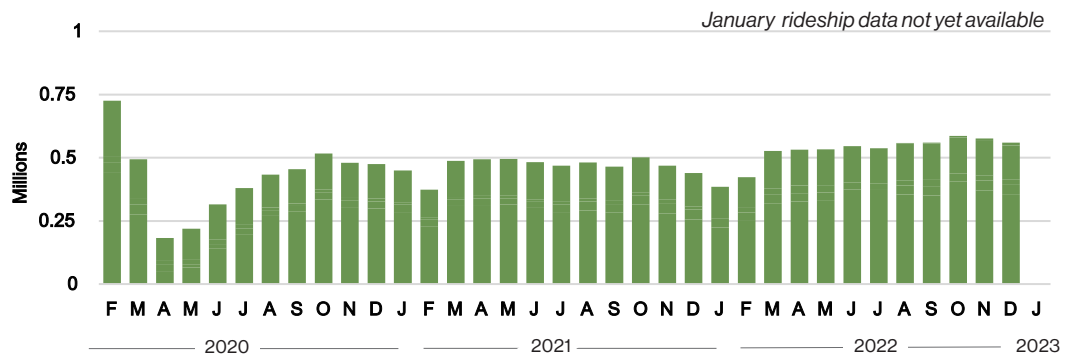
## Bus Ridership

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

Official January weekday subway ridership came in at 3.35 million, down 3.2% from December. However, the weekday figures include Martin Luther King Day, when ridership is lower even though NYCT runs a regular weekday schedule on subway and a modified weekday schedule on bus. Excluding that day, the month-to-month decline was a more modest 1.2%. Weekday subway ridership stood at 63.4% compared to pre-COVID levels for the month. Despite the slight decrease in average weekday totals, on January 31 a new post-pandemic subway high of 397,398 riders was recorded for the 8AM - 9AM Peak hour. Paid bus ridership increased in absolute terms, from 1.32 to 1.35 million and finished January at 64.5% of seasonally adjusted pre-COVID levels.

The seemingly divergent performances of subway and bus were likely mainly due to seasonal changes in the mix of markets served rather than to any underlying trends that are expected to continue. In December, subway ridership received a large holiday-related surge from tourism and holiday shopping which naturally dissipated in January, making the January numbers look lower. By contrast, bus ridership is typically much less impacted by tourism, but is more sensitive to school-related demand. With schools on Winter Recess the week after Christmas, bus ridership typically rises again in January.

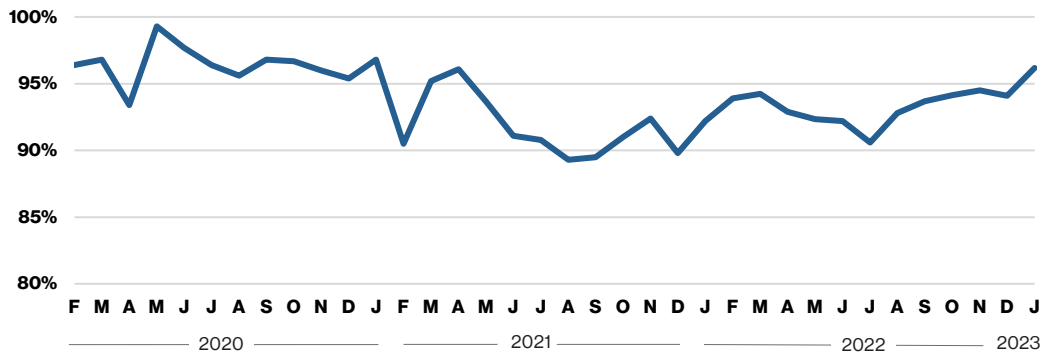
Weekend ridership finished the month at 76% and 69% of pre-COVID levels for subway and bus respectively.



# SERVICE PERFORMANCE

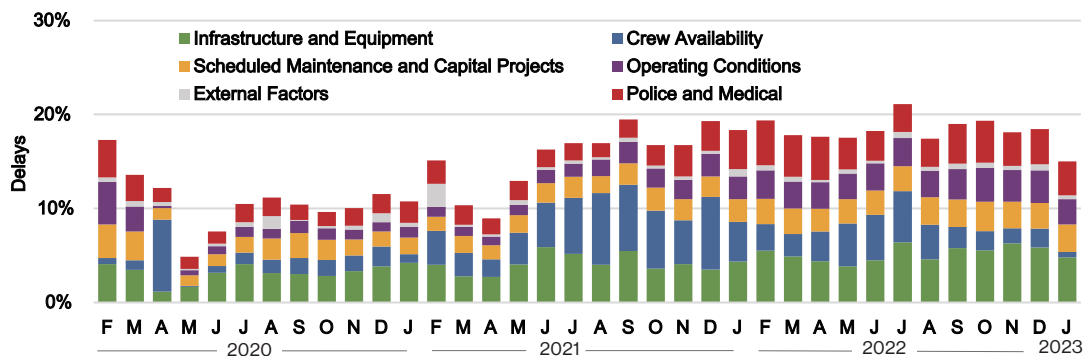
## Subway Service Delivered

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

January performance was one of Subways' best months on recent record - when excluding the early pandemic period. First, 85.7% of our customers arrived at their destinations within 5 minutes of scheduled waiting and train times (CJTP). This is the second-best result since we created this metric in 2015, second only to August 2019 at 85.9%. Also, Additional Platform Time was 73 seconds which is 5 seconds lower than the prior month, and Additional Train Time was 29 seconds which is 7 seconds lower than the prior month. Service Delivered was 96.2% which is near the 2019 average of 96.6%. Overall, metric improvements are aligned with customer satisfaction where 63% of customers were satisfied or very satisfied with their subway experience - up 4 points from the prior month.

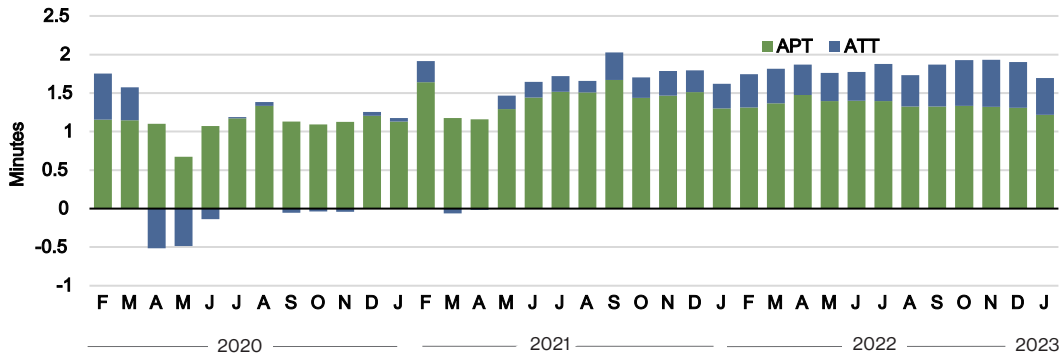
Our operational metrics were also record-breaking. Weekday on-time performance was 85.0%, which is the highest since 2013. Most notably, crew availability delayed just 0.6% of service which is at pre-pandemic levels. Internal incidents, including signals, track and other asset-related failures, delayed 4.8% of service compared to December (5.9%).



# SERVICE PERFORMANCE

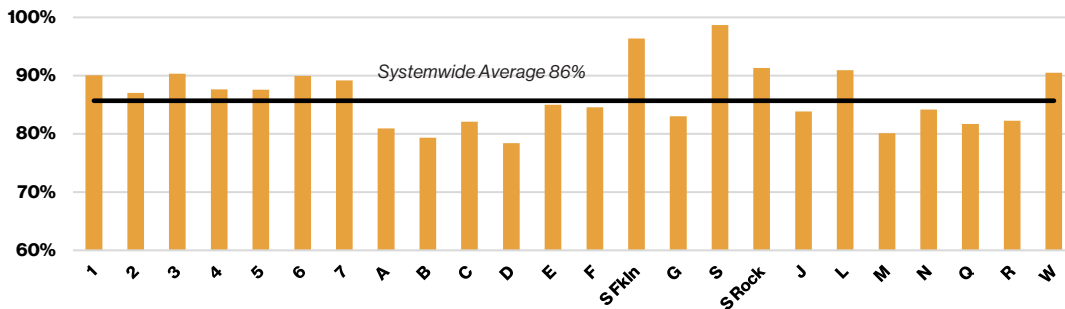
## Subway Additional Platform Time + Additional Train Time

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



Operating conditions, such as excess station dwells and terminal operations, delayed just 2.7% of service compared to December (3.5%). Concerning weekend ridership, on-time performance was 87.2%, which is the second-best result since 2013, second only to February 2020 at 87.5%. Similarly, internal incidents delayed less service than the prior month (2.7% in January compared to 3.5% in December) as did operating conditions (2.5% in January compared to 3.7% in December).

## Moving Forward

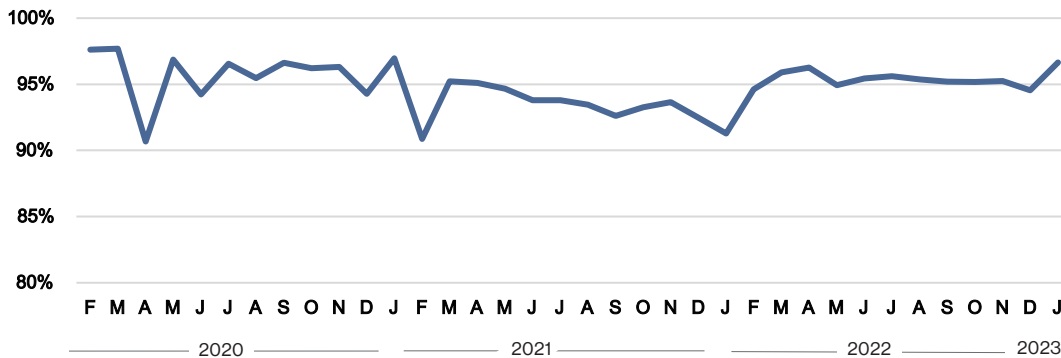
Subways is proud of our January performance and congratulates the thousands of Subways employees who worked hard to reach this new modern high. As mentioned last month, we opened 3 of 15 Customer Service Centers at Atlantic Avenue-Barclays Center, Stillwell Avenue, and 161 St-Yankee Stadium. We also held a public hearing to discuss allowing station agents to help customers on platforms. As these initiatives roll out, we will focus on how customers rate MTA staff helpfulness and will continue efforts to bring New Yorkers to their destinations as quickly and safely as possible.



# SERVICE PERFORMANCE

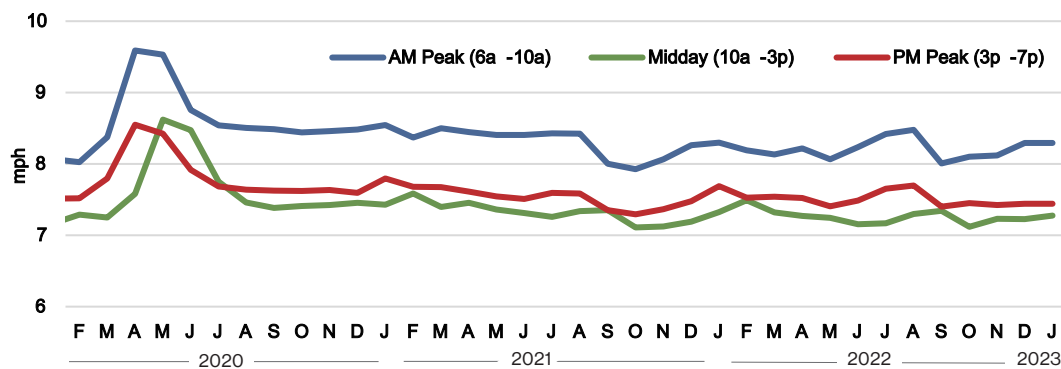
## Bus Service Delivered

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 January improved from the previous month and 2022 overall. Service Delivered was 96.6%— the highest since January 2021 and up 5.5% and 2% since January and December 2022. The Bronx and Manhattan scored the highest with 97.9% and 97.4% respectively, and Service Delivered in all boroughs improved since last year. On a 12-month average, Service Delivered stayed above 95%.

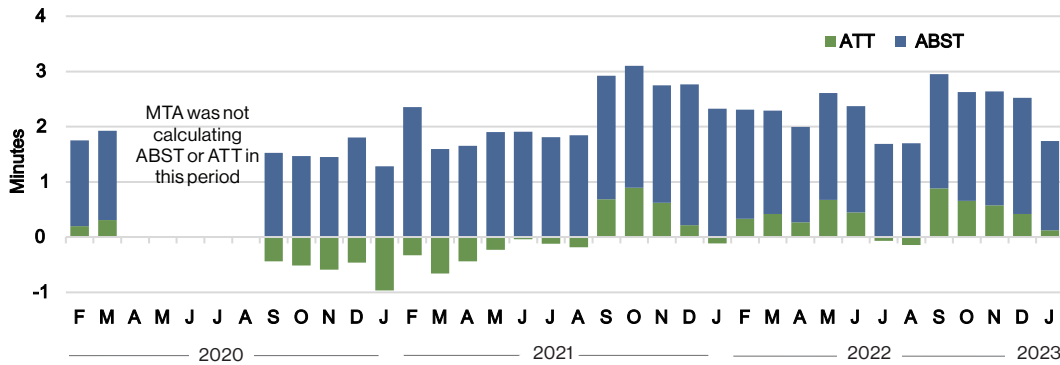
Bus Speeds averaged 8.2 mph—a 1.2% improvement from December 2022. Customer Journey Time Performance (CJTP) was 76.4% in January which highlights an increase from the previous month (4.6%), January 2021 (2.2%) and January 2019 (0.6%). All boroughs saw improved CJTP since 2022 and pre-pandemic, except for Brooklyn which remained slightly below its pre-pandemic performance. Improved CJTP in January can be attributed to a sharp decrease in both additional bus stop time and additional travel time compared to the previous month.



# SERVICE PERFORMANCE

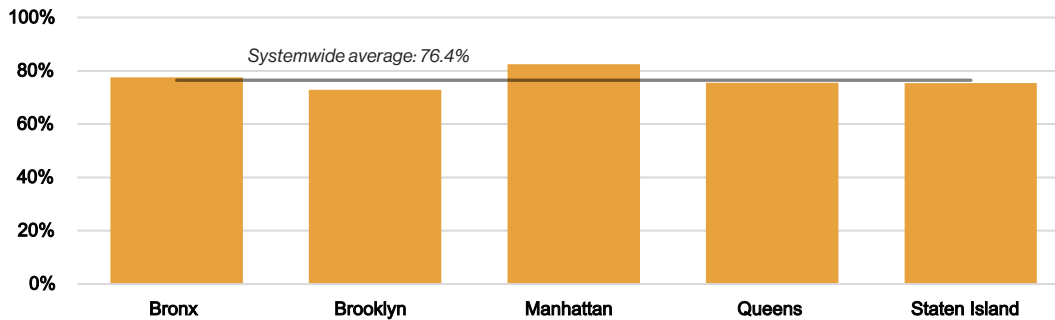
## Additional Bus Stop Time + Additional Travel Time

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, January 2023

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



## Moving Forward

The January results reflect the many initiatives the Buses Team fostered to bring service back to pre-pandemic levels. We continue to focus on operator hiring and availability, particularly in Queens and Staten Island. All boroughs were providing over 95% of service in January for about 65% of pre-pandemic customers. Our team remains focused on improving the worst performing routes strategically.

While we have goals this year to improve bus travel, wait times and overall service reliability, we are pleased to already see improvements in overall bus experience satisfaction. January satisfaction across all bus modes average 67%, up 3% compared to last month. Local bus satisfaction was driven by a 2% improvement in Service Reliability and Waiting Times. Express bus satisfaction was 79% - a 5% improvement compared to last month and is driven by Bus Cleanliness, Driver Helpfulness, and overall route satisfaction. January results are encouraging, and our team is working hard to increase customer satisfaction by 10% by June 2024.

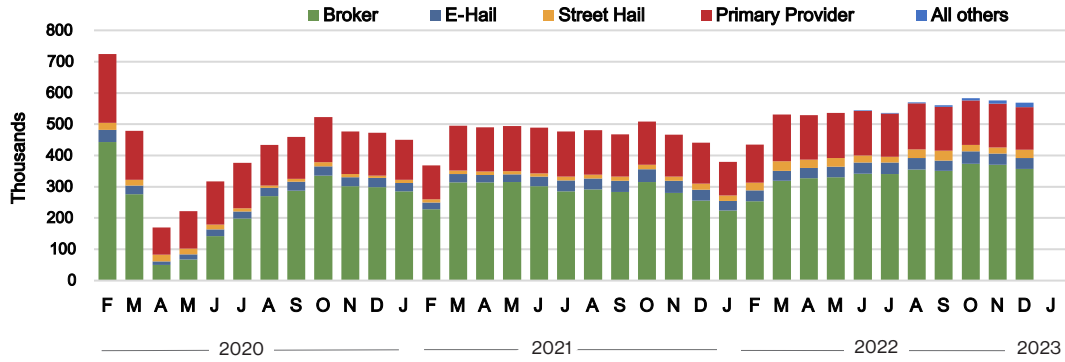


# SERVICE PERFORMANCE

## Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service

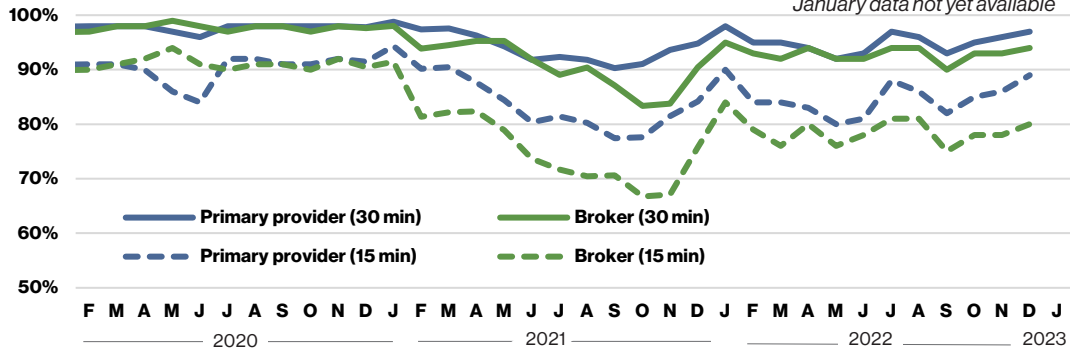
January data not yet available



## Paratransit On-Time Performance

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

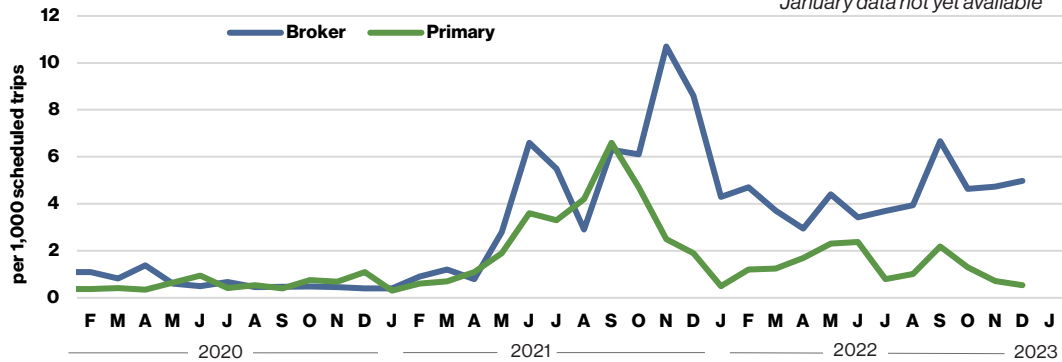
January data not yet available



## 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

January data not yet available





# SERVICE PERFORMANCE

## Data Review

Total trips in December 2022 decreased by 6,000 (or 1.1%) when compared to November 2022, and increased by 116,000 (or 25.7%) when compared to December 2021, placing increased demand on our service year over year. For the category of on-time performance, our primary carrier service completed 97% of trips within the 30-minute pick-up window from promise time which was better than our goal of 94% for the month. On broker service, we completed 94% 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 4% respectively from December 2021. This is the first time since August both Primary and Broker service have done this well.

On primary carrier service, the no-show rate for performance decreased by 0.18 per 1,000 scheduled trips to 0.53, considerably better than our goal of 3.0. For Broker service, the result for December 2022 was 4.97 no-shows per 1,000 scheduled trips due to a continued increase in 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 43% on broker from December 2021. In December 2022, the improvements in our on-street service helped improve our call center performance up 1% in calls answered from November 2022. This was an improvement of 6% compared to December 2021. The Average Call Answer Speed in December 2022 decreased by 19 seconds (or 26.4%) when compared to November 2022, and decreased by 106 seconds or 67% when compared to December 2021. The number of eligible customers at 173,578 continues to grow with a 5.8% increase from December 2021.

## Moving Forward

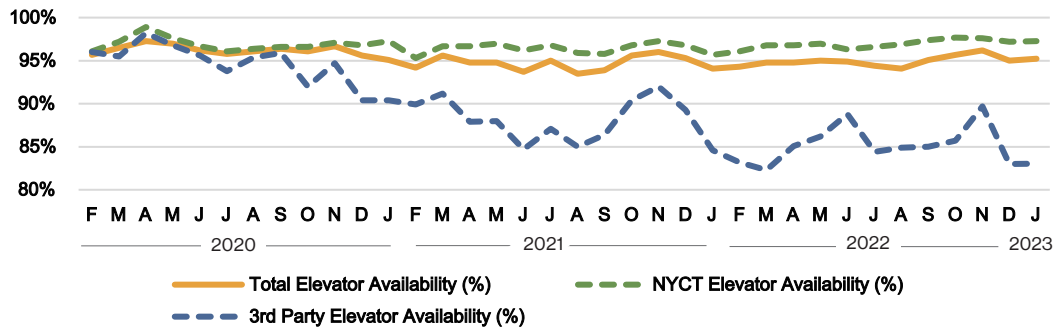
We are pleased to see significant improvements in our key performance indicators as we continue to meet the challenge of high demand for AAR service, industrywide driver shortages, and increased on-street traffic making our trips more difficult due to more congestion and slower traffic speeds. These 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 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 embracing 2023 with excitement and enthusiasm.

The Accessibility team and Department of Buses joined together in January to announce the expansion of the Open Stroller Pilot launched in 2022. The expansion will bring stroller access to 1,000 buses across more than 50 routes, serving a mix of both local and select bus service routes across every borough. The two seating options -- seat removal versus the flip-up seating space -- will continue to be evaluated in this expanded pilot phase. New York City Transit is also exploring designated stroller spaces being incorporated in all new buses.

The MTA collected customer feedback on the open stroller pilot via a variety of methods, with overwhelmingly positive responses. In addition, bus operators on routes participating in the open stroller pilot were asked to record stroller usage, with over 2,500 stroller journeys tallied since the beginning of the pilot. Operators are reporting faster boarding with fewer customer conflicts on the pilot routes, trends we will continue to monitor closely during the expanded pilot. The routes to be served by this expansion are currently being determined by New York City Transit and will be announced in the coming weeks.

On the Subways side, the MTA recently opened a set of major station and accessibility improvements at Penn Station. This includes an accessible entrance and fare control area at 33rd Street and 7th Ave, as well as the full modernization of four existing elevators (three of which serve the 1/2/3 Subways and one that serves Long Island Rail Road). This project was complete on time and under budget. The new street elevator creates a redundant accessible option to get in and out of Penn Station, and together these elevators provide increased accessibility between the subways and Long Island Rail Road, expanding travel options and improving reliability for riders with disabilities, caregivers with strollers, visitors with luggage, and many others who rely on elevators.



# ACCESSIBILITY

at our busiest stations. The new elevators feature an Emergency Elevator Two-Way Communications System that facilitates better communication in case of emergency between rescue workers and all passengers, including those who are deaf or hard-of-hearing or have speech disabilities. The new Fare Control Area provides customers with better access to subway service from 7 Av and 33 St and features information screens which display service alerts and customer communications. This project shows what a truly accessible station entrance can look like, and we look forward to many more openings like it throughout 2023 and beyond.



# FINANCIAL RESULTS

## 2023 Operating Revenue & Expenses, January Year-to-Date

in \$ millions	New York City Transit			MTA Bus			Staten Island Rail		
	Forecast	Actual	Variance	Forecast	Actual	Variance	Forecast	Actual	Variance
<b>Total non-reimbursable revenues</b>	<b>301.9</b>	<b>297.0</b>	<b>(4.9)</b>	<b>15.5</b>	<b>13.5</b>	<b>(2.1)</b>	<b>0.6</b>	<b>0.4</b>	<b>(0.2)</b>
Farebox revenues	255.9	253.3	(2.6)	13.9	13.3	(0.5)	0.4	0.3	(0.1)
Other revenues	46.0	43.7	(2.3)	1.7	0.1	(1.5)	0.2	0.1	(0.1)
<b>Total non-reimbursable expenses</b>	<b>797.0</b>	<b>794.5</b>	<b>2.5</b>	<b>82.6</b>	<b>68.0</b>	<b>14.6</b>	<b>6.2</b>	<b>5.3</b>	<b>1.0</b>
Labor expenses	609.8	596.1	13.7	58.4	55.2	3.2	5.0	4.6	0.4
Non-labor expenses	187.2	198.3	(11.2)	24.1	12.7	11.4	1.3	0.7	0.6
<b>Non-cash liabilities</b>	<b>178.8</b>	<b>177.5</b>	<b>1.3</b>	<b>16.9</b>	<b>4.7</b>	<b>12.1</b>	<b>1.5</b>	<b>1.1</b>	<b>0.4</b>
<b>Net surplus/(deficit) - accrued</b>	<b>(673.9)</b>	<b>(675.0)</b>	<b>(1.1)</b>	<b>(83.9)</b>	<b>(59.2)</b>	<b>24.6</b>	<b>(7.1)</b>	<b>(6.0)</b>	<b>1.1</b>

## 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	44488	42523	1965	3868	3692	176	355	332	23
Reimbursable	4793	3627	1166	38	35	3	54	16	38
<b>Total Positions</b>	<b>49281</b>	<b>46150</b>	<b>3131</b>	<b>3906</b>	<b>3727</b>	<b>179</b>	<b>409</b>	<b>348</b>	<b>61</b>

## Data Review

Farebox revenue was unfavorable to the budget by \$3.2 million primarily due to lower bus ridership than projected. Other revenue was \$4.0 million under the budget mainly due to reduced advertising and retail revenue and unfavorable timing of student fare reimbursement. Expenses were below the budget by \$18.1 million. Labor expenses, including fringe benefits, were favorable by \$17.3 million driven largely by vacancies and health and welfare underruns. Non-labor expenses were favorable by \$0.8 million mainly due to favorable timing of professional contract and claims expense.

2022 preliminary Farebox revenue was favorable to the November Forecast by \$23.5 million primarily due to higher subway ridership than projected. Other revenue was \$5.4 billion over the forecast mainly due to American Rescue Plan Act (ARPA) proceeds accrued at the agency in December. Expenses were below the forecast by \$264.0 million. Labor expenses including fringe benefits were favorable by \$90.5 million driven largely by vacancies and health and welfare underruns. Non-labor expenses were favorable by \$173.4 million mainly due to favorable timing of professional contracts, materials & supplies, and maintenance and other contract expenses.

## Moving Forward

The Agency continues to monitor ridership trends and will focus on tightly managing expenditures, especially overtime.

**Note:** This report presents preliminary 2022 results that are compared to the November Forecast and are subject to change pending final year-end accounting adjustments and audit review.

# CUSTOMERS AND COMMUNITIES

## MTA Announces Expansion of Open Stroller Policy

Following on a successful pilot program launched in September 2022, on January 24th the MTA announced the expansion of its open stroller policy to at least 1,000 buses serving additional routes in all five boroughs. Representatives from MTA Government & Community Relations joined Manhattan Council Member Julie Menin at the MTA press event and ride-along on the M31 route to commemorate the program's expansion. Government Relations staff have been promoting the open stroller policy when attending community board and other civic meetings throughout the five boroughs.



# CUSTOMERS AND COMMUNITIES

## TransitTalk - 34th St-Penn Station (1/2/3)

NYC Transit held its ninth TransitTalk event at the 34th St-Penn Station (1/2/3).

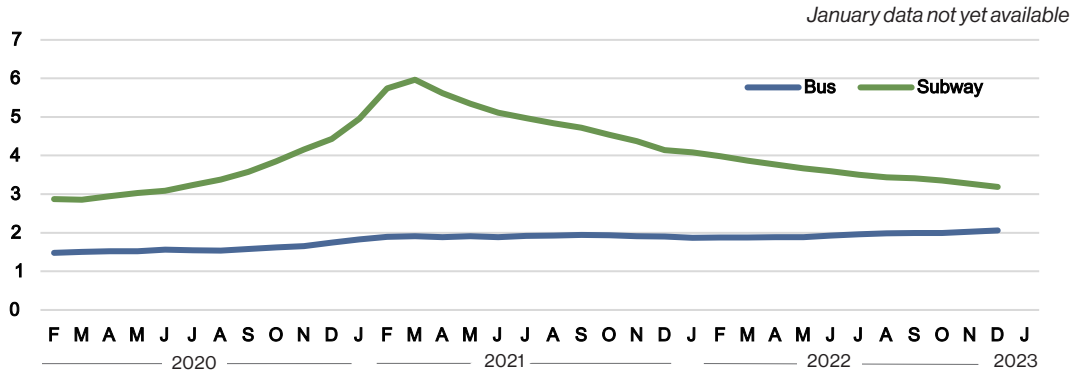
The NYCT Executive Team greeted customers and engaged in one-on-one conversations regarding subway and bus service. Representatives from MTA Customer Services, OMNY, Government & Community Relations, the NYPD Transit Bureau and NYC Fair Fares Program also joined the event to assist customers with questions and concerns on Transit issues important to them.



# SAFETY AND SECURITY

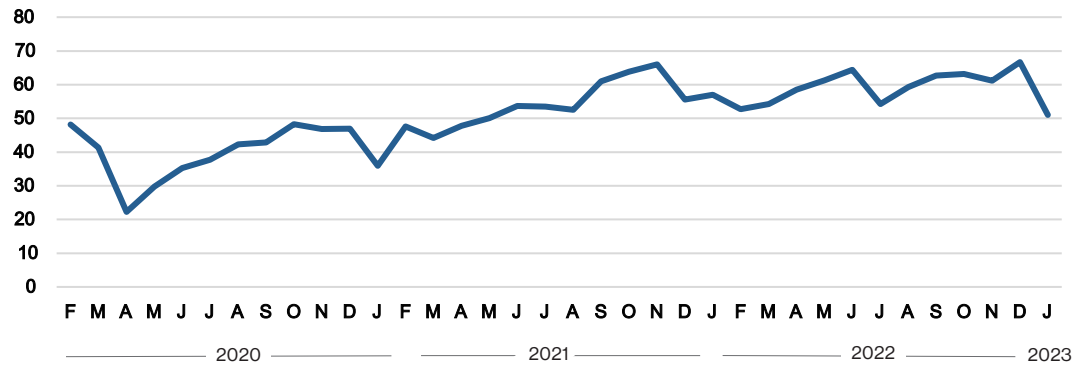
## Customer Accident Rate

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



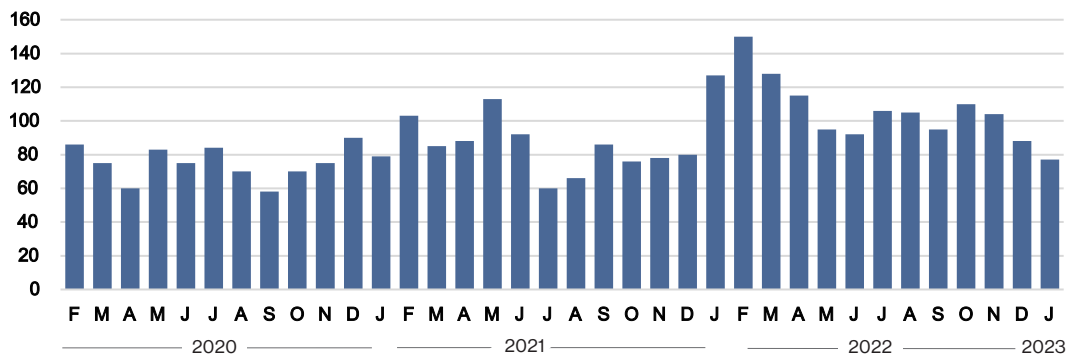
## Bus Collision Rate

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.

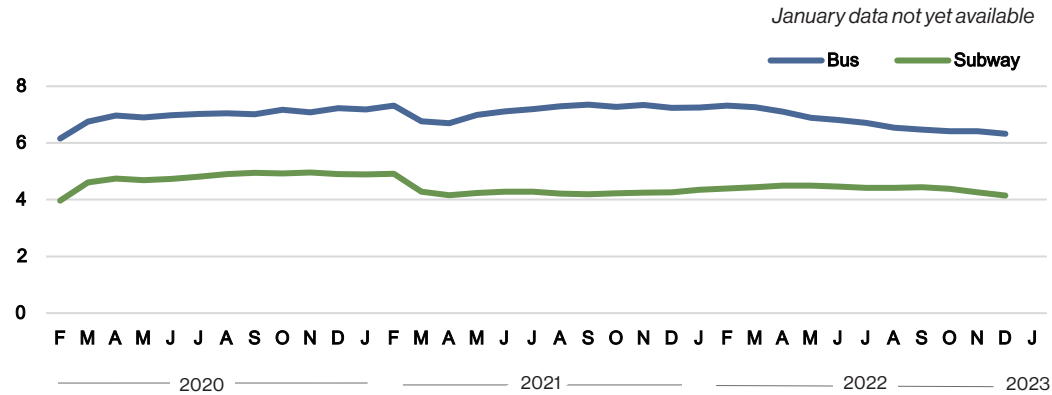




# SAFETY AND SECURITY

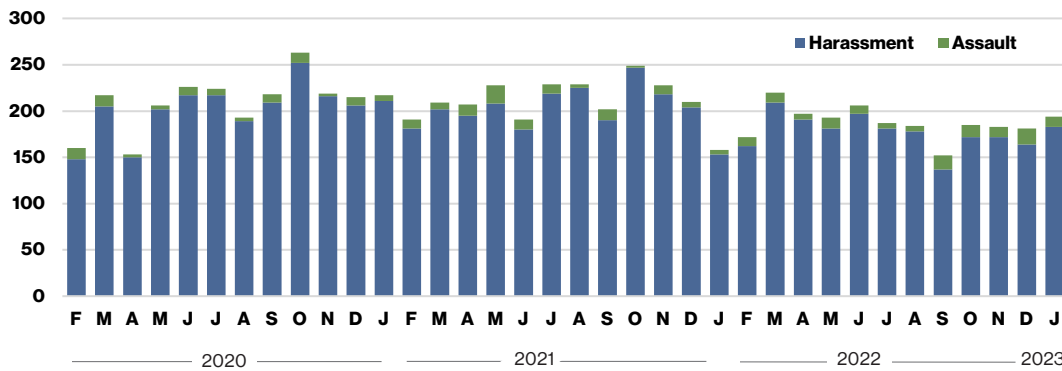
## Employee Lost Time Accident Rate

The number of reportable employee lost time accidents per 100 employees (12-month rolling average)



## Assaults and 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 on a Rolling 12-Month period. It is worth noting that both Collision and Collision Injuries have shown over 20% decreased on monthly basis when comparing to December 2022 to January 2023. 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.

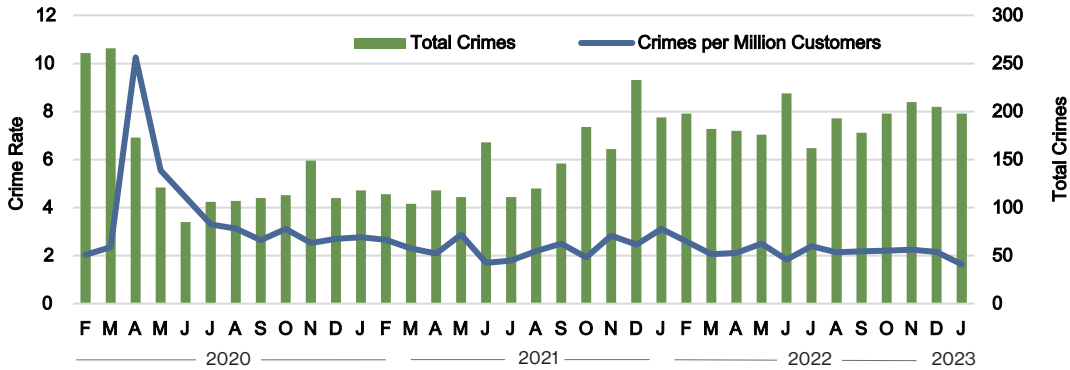
Subway Fires have increased on a Rolling 12-Month basis when comparing to January 2022 vs 2023. However, it is worth noting that Subway Fires have been decreasing monthly since October 2022.



# SAFETY AND SECURITY

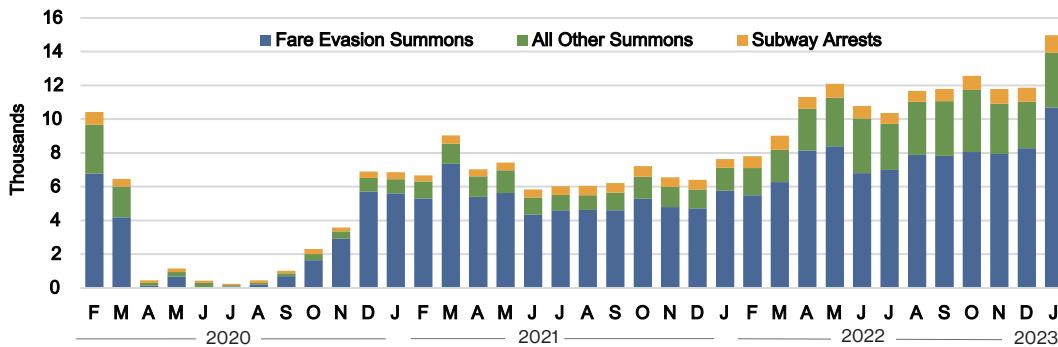
## Violent Crimes Against Subway Customers

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



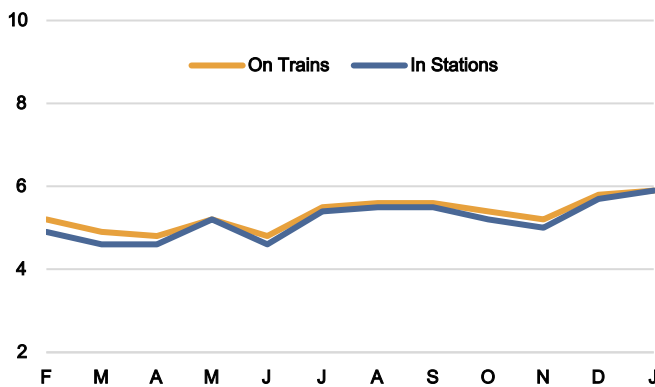
## NYPD Summonses & Arrests

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

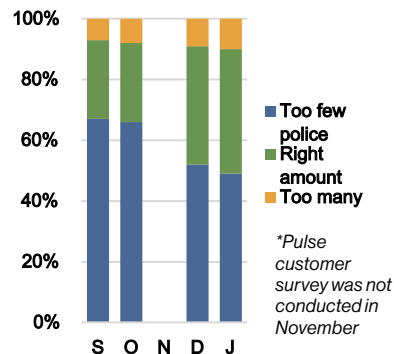


## Perception of Safety and Police Presence

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

The number of felony crimes dropped significantly in January 2023. Monthly Major Felony Crime is down 27% versus December 2022, 29% versus January 2022, and 26% versus the CY 2022 monthly average. Crime is also down 26% compared to January 2019.

Violent crimes per million rides and felony crimes per million rides have dropped 12% and 29% respectively versus the CY 2022 averages.

NYPD summonses and arrest activity continue to trend upward into 2023. Fare Evasion Summonses in Subway are up 46% compared to the CY 2022 average. Arrests are also up 41%.

## Moving Forward

NYCT continues to partner with the NYPD and MTAPD on multiple initiatives geared towards crime reduction, enhanced customer and employee safety, and improved customer experience.

Cops, Cameras, Care effort remains the main focus to curb subway crime and violence. This effort includes surging officers into the transit system 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 4 major hubs: 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. This also frees up resources for 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 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, solving crimes, and deterring future crime.

# SPECIAL FEATURE

## 2023 FASTER CLEANER SAFER Goals

### Subways

Subways has ambitious goals for 2023. Most broadly, our expectation is that customer satisfaction will increase 10 points to 65% by the end of the year. We aim to achieve that through several initiatives, including:

#### **FASTER: Improved Operations**

This year, we set an average weekday on-time performance goal of 84%, or a 3% increase from the 2022 average of 81.6%. We also set a goal of delivering 83.5% of our customers to their destinations within 5 minutes of expected, including both time on the platform and onboard a train. We also set a goal to maintain weekend on-time performance at its 2022 level of 80%.

These goals will be accomplished through our new internal Service Operational and Analytical Review (SOAR), a series of daily, weekly and monthly reviews on asset performance and service delivery. In addition, we'll continue special initiatives, such as the SPEED Unit, and investing in process improvement, like our work with JBA Corp in MOW.

#### **CLEANER: Customer-Focused Environment**

We recently opened 3 Customer Service Centers, with 15 to open by the end of 2023. In addition, we plan to move all Station Agents out of booths and helping customers at fare control areas and on platforms. We are also making new investments on cleaning, by increasing our capacity to 900 car cleaners and over 2,000 station cleaners by the end of the year. We also set a goal to complete 50 reNEWvation projects this year.



# SPECIAL FEATURE

## 2023 FASTER CLEANER SAFER Goals (con't)

### Buses

2023 is a major year for Buses and we have significant goals ahead of us, with our eye on bringing customers back to the system. As we continue to deliver a faster, cleaner, and safer system, the Buses team remains focused on our goal of increasing customer satisfaction by 10% by June 2024, and we will be deploying a multi-pronged strategy in the upcoming months to reach this goal.

### **FASTER: Improve Service Performance**

This year, we set a Service Delivered goal of 97.5%, which is a 2.5% increase from the 2022 average and a return to pre-pandemic service levels. In addition, we set a Customer Journey Time Performance goal of 76.1%, which is a 3% increase from the 2022 average. These goals will be accomplished through enhanced daily, weekly, and monthly reviews and monitoring from our Depot and Road operations teams. The focus will include improvements on our worst performing routes with above average ridership. We will work collaboratively with our partners in Operations Planning, NYC DOT and other City agencies to improve travel times through multiple initiatives including implementation of new and improved bus lane and busway miles systemwide.



### **CLEANER: Cleaning Pilot Expansion**

We will roll out the deep-cleaning pilot conducted at Kingsbridge Depot last year and apply it to the remainder of the bus fleet. In addition, we will continue to operate an improved cleaning cycle frequency systemwide.

### **SAFER: Automated Bus Lane Enforcement (ABLE) Cameras**

This year the MTA will expand the number of buses with onboard enforcement cameras from 423 to 1,023, covering up to 80% of existing bus lanes by the end of 2023. We know that well enforced bus priority is critical to moving our buses faster. To that end, the ABLE expansion bill, which will allow us to enforce certain traffic violations on ANY bus route, whether or not it occurs in a designated bus lane, will be reintroduced in Q2 of 2023. This bill will extend camera enforcement authority to cover bus stop obstructions as well as double parking.

## 2023 FASTER CLEANER SAFER Goals (con't)

### Paratransit

In 2023, Paratransit will build on the successes of the prior year and continue to take steps to increase customer satisfaction beyond our original goal of 72%. We know from our customers the most important areas for us to improve are on-time pickup and drop-offs, reducing provider no-shows, and making it easier to book trips and get real-time information. We will focus on these aspects with the goal of achieving 80% customer satisfaction by the end of the year, representing an 18-point increase since June 2022.



### **FASTER: Stricter on-time performance goals**

This year we are tightening our on-time performance standards. Access-A-Ride, like many other paratransit providers across the country, use the Federal Transit Administration approved 30-minute window to define an “on-time” pickup. Beginning this fall, our new goal will evolve to 94% of trips completed within a 20-minute pickup window. This more aggressive standard more accurately reflects the level of service our customers expect.

### **CLEANER: Expand the use of MY AAR and MYmta**

On February 6, we released a major update to the MY AAR website and MYmta app. This update makes it easier for our customers to book their trips online or on their smart phones and track the progress of their vehicle while waiting for their ride. Our goal is to work with our customers to ensure they can take advantage of the booking options that work best for them, achieving 25% of trips booked online through the website or app.

### **SAFER: Continue to increase capacity**

To help us meet our more aggressive on-time performance goal, we will continue hiring more operators for our primary carriers and expanding the pool of trained taxi and for-hire vehicle drivers eligible for our broker service. Our primary carriers accelerated their hiring in 2022, and are now under 5% vacancy from a high of over 20% in June 2021. Our broker driver pool has also expanded rapidly, nearly doubling since December 2021. We will focus on keeping these trends going into 2023.



## **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
- John Samuelson
- Sherif Soliman
- Lisa Sorin
- Midori Valdivia