NEW YORK CITY TRANSIT
KEY PERFORMANCE METRICS

March 2023

A customer service agent is assisting customers in one of the new Customer Service Centers at Stillwell Terminal on February 7th.

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

2 Broadway • New York, NY 10004
Monday, March 27, 2023

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Visit new.mta.info/transparency/board-and-committee-meetings/march-2023 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.

Richard Davey
President, New York City Transit

65%
overall subway
satisfaction rate

The North Star: Increasing Customer Satisfaction

Since I joined NYCT last May, this team has rallied around the vison for transit to be a **customer-focused** system. A short time later, we established the North Star goal and the "Faster, Cleaner, Safer" plan to make it happen. Throughout the process, the NYCT Teams has implemented a number of new approaches to improve its operations, maintenance and safety. Through public outreach events like the TransitTalk at Broadway-Lafayette Station, the Pulse customer surveys and just striking up conversations with people on our system, I can say customers have taken the journey with us side-by-side – sharing honest feedback. No feedback was too small, and NYCT unceasingly listens to and incorporates the feedback into our current operations.

In February 2023, I'm happy to see that customers are realizing the fruits of our labor through all transit modes.

Subway customer satisfaction continues to trend in the right direction. Satisfaction with overall subway experience climbed to a new monthly high, with 65% of our customers reporting they are satisfied or very satisfied, a 13 percentage-point bump since June 2022. Satisfaction has improved or remained consistent on all key indicators since January, led by service reliability - up 2 percentage points.

The first R211 rolled into service on the Ⓐ Line on March 10. The cars are part of a 535-car order of the R211a model, which includes 440 cars with state-of-the-art amenities, 15 Staten Island Railway five-car trains, and two 10 car train sets with the open gangway feature. These models include security cameras, additional accessible seating, digital displays that will provide more detailed station-specific information, and brighter lighting and signage, among other features that will enhance the customer experience.

These R211 cars are a critical part of our ongoing modernization efforts and feature door openings that, at 58 inches, are eight inches wider than standard door openings on existing cars -- designed to speed up boarding and reduce the amount of time trains sit in stations.

The Department of Subways maintained 85% on-time performance for the second month in a row and a 10-year high. Weekend Service showed more promise in February. Weekend On-Time Peformance was 84.1%, or 7.2 percentage points higher than February 2022.

Customers have ranked cleanliness in the system as one of the top five attributes that would increase their satisfaction and encourage them to ride more often. **Twenty-one** stations have been renovated under our Station ReNEWvation Program. Our Stations & Facilities teams make a variety of upgrades to renovate the stations, from concrete repairs and water mitigation efforts to replacing tiles along the station walls, painting and deep cleaning the entire station from the staircase to the track. In addition to customer-facing improvements, crews also deep clean and renovate employee crew rooms. The renovations take place during planned weekend outages at stations in order to minimize impacts to customers, while also providing a brand-new feel when customers return following the temporary closure.
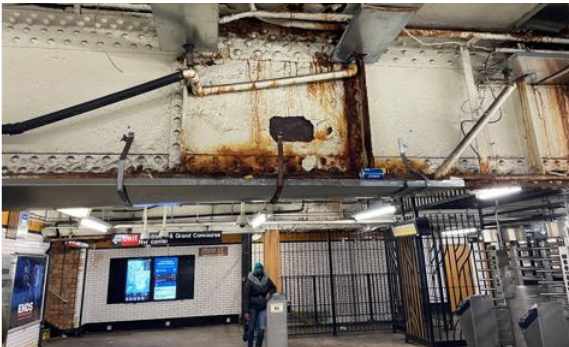
Before
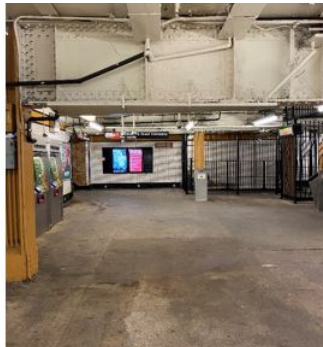
After

After a successful first group of stations was completed at nine stations along the **D** line in the Bronx, NYC Transit expanded the program to stations across Brooklyn, Queens and Manhattan. NYC Transit is on track to complete 50 stations that were scheduled to receive renovation work in 2023. The Station ReNEWvation Program embodies NYC Transit's goal of increasing customer satisfaction, and the results have been everything we would hope it would be. Customers are returning to stations that feel new, inspiring neighborhood pride, and making their commute more enjoyable.

We are continuing to make it easier than ever for subway riders to get the help they need with common issues or questions. Customer Service Centers are now open in nine subway stations. Our partnership with the NYPD Transit Bureau is showing measurable results as their entire

tours are dedicated to subway lines and visiting the same stations in their assigned sectors to combat crime and quality-of-life issues, while building relationships with riders and employees. In February 2023, the percentage of customer who felt safe or very safe in Stations was 62%. Continuing positive trends since December, Safety & Security is improving throughout the system. Customers on the **7** (75%), **G** (72%), **L** (73%), and **Q** (73%) lines were satisfied with Overall Subway Safety. Automated announcements notifying customers of Police station like Union Square are making a difference.

96%
of bus service was delivered on-time

Bus customer satisfaction has also shown signs of improvement in February 2023. Overall bus customer satisfaction was 69%, a 5-percentage point increase since December 2022. This improvement can be mainly attributed to four key indicators reaching 70% or higher satisfaction rates: Bus Cleanliness, Travel Times, Driver Helpfulness, and Overall Routes. Service Delivered was 96.1% and Customer Journey Time Performance (CJTP) was 75.9%. All boroughs saw improvements in these indicators compared to February 2022.

The Department of Buses continues to focus on moving the needle this year by deploying a multi-pronged strategy to improve the bus system. This includes more than doubling the number of buses with automated bus lane enforcement (ABLE) cameras – from 423 to 1,023 this year. ABLE cameras remain a critical tool to keep bus lanes clear of vehicles and move buses faster and more reliably. ABLE routes show an average improvement of approximately 5% above the borough and have been shown to decrease collisions. The program to date has resulted in over 220,000 violations across 16 routes covering all five boroughs, with 80% of violators through February 2023 committing only one violation. The new routes will cover 80% of existing bus lanes.

This month, the Buses team continues to focus on improving the quality of life of our employees by making improvements at numerous employee facilities, including painting, flooring, restroom upgrades, lighting upgrades, HVAC upgrades, new locker rooms and the acquisition of new furniture and reallocation of existing furniture. Some initiatives include new Bus Operator Swing Rooms at the following locations:

• Broadway – 95th Street (this now serves over 120 bus operators and dispatchers who are servicing five routes in the Upper West Side)

• Roosevelt Avenue – Flushing (this will serve over 500 bus operators

and dispatchers who are servicing 20 routes in Flushing)

The Broadway - 95th Street Swing Room opened this month, and the Roosevelt Avenue Swing Room is expected to open soon.

Finally, this was an exceptional month for Paratransit (AAR). High On-Time Performance, high ridership, and low no-shows, is resulting in record breaking customer satisfaction. Overall Satisfaction with AAR in February is 77%, a 1 percentage point increase since January and a 15-percentage point increase since June 2022.


77%
overall AAR satisfaction rate

Less frequent customers tend to be more satisfied with their AAR experience than frequent customers, however, satisfaction continues to increase with customers traveling 1-2 days per week at 84%, up 3 percentage points. Customers travelling 3-7 days per week gave a satisfaction score of 68%. Satisfaction scores by service period remained mostly consistent with last month, ranging from 73% Evening satisfaction to 79% Midday satisfaction. Late Night satisfaction remains lowest at 61%. Satisfaction scores across the five boroughs ranged from 75% in Queens to 88% in Staten Island, up 5 percentage points.

Overall, NYCT made February a record-breaking month for customer satisfaction and performance. But, we have much work to do in the coming months, and I have every confidence this team is up to the task!
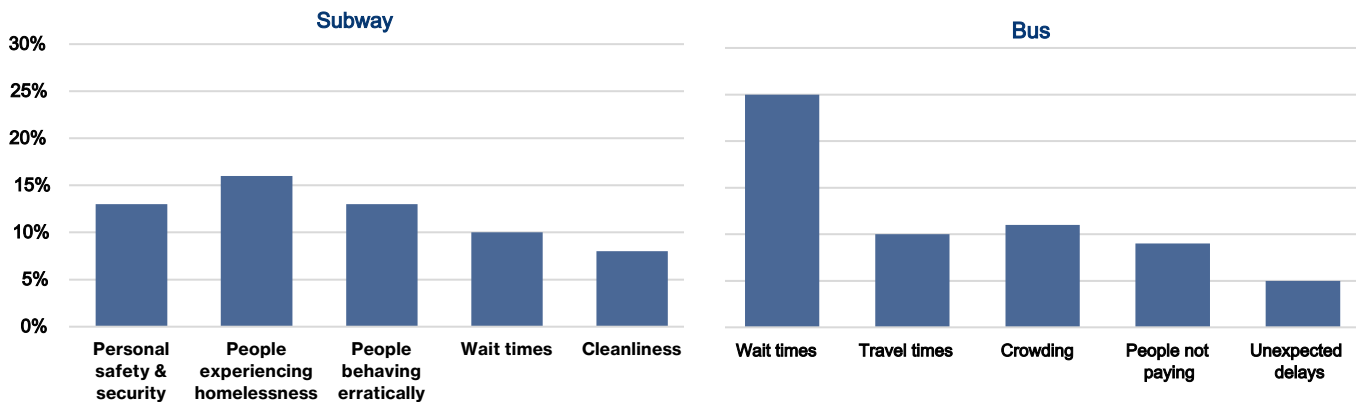
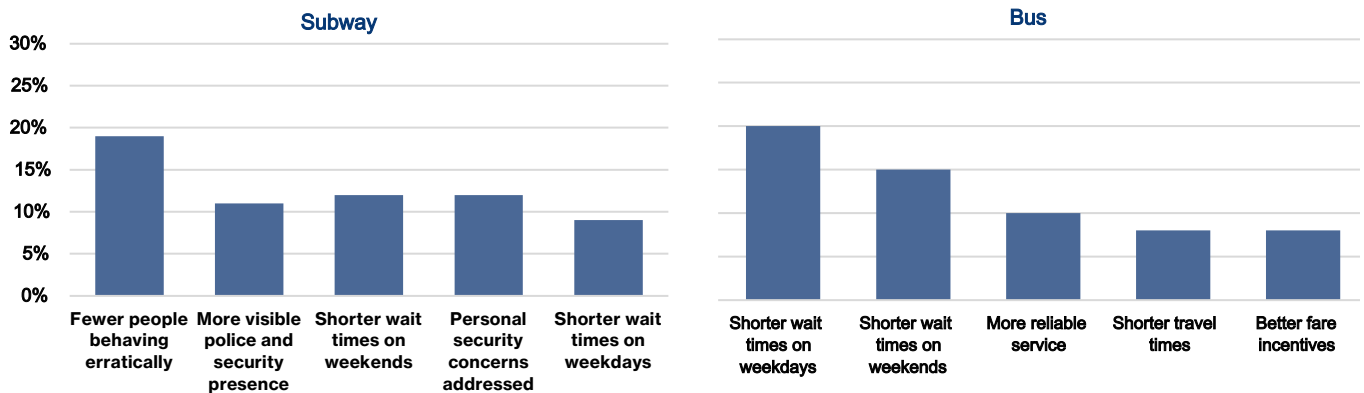## Monthly Pulse Survey Results - February

How satisfied are you with your transit experience?
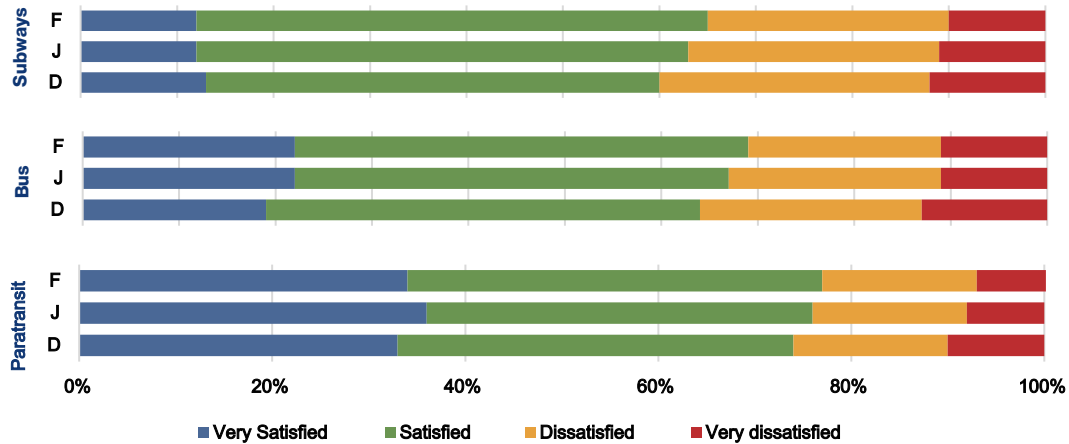
What needs to improve to increase your satisfaction?
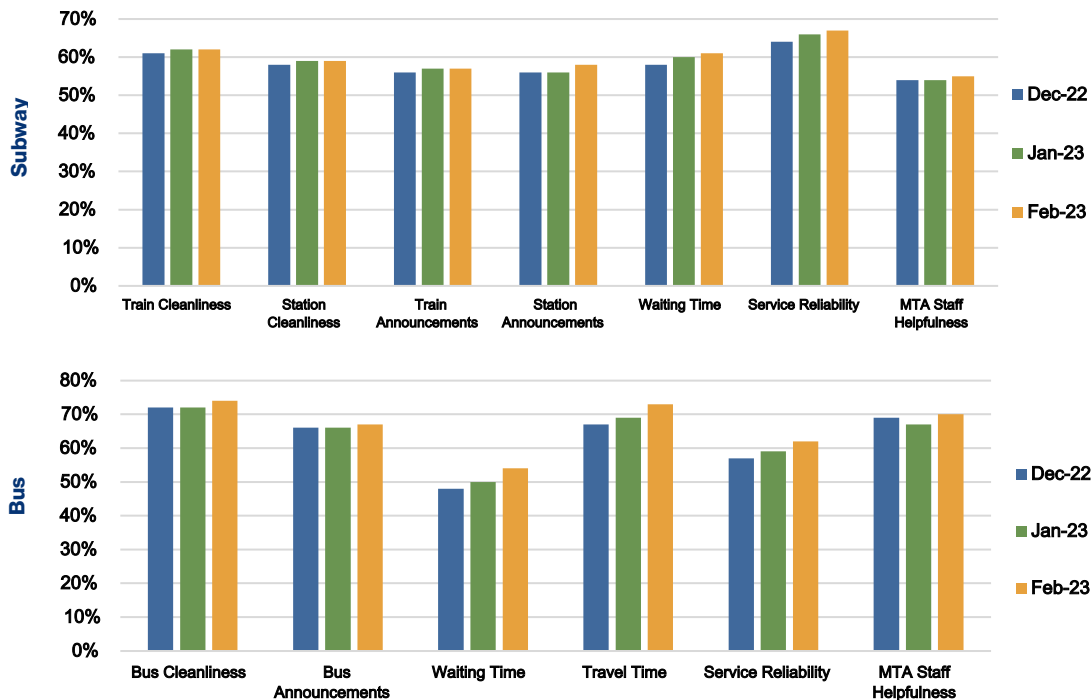

What would encourage you to ride more often?

Key Customer Experience Indicators

How satisfied are you with each of the following attributes?
Includes customers who were very satisfied or satisfied

Data Review

The overall subway experience satisfaction rate for February is 65%, an increase of 2 percentage points since January. Subway satisfaction has steadily increased each of the past five months and is up 9 percentage points since October 2022. Satisfaction improved or remained consistent on all key on-board indicators, led by Service Reliability up 2 percentage points. For the third consecutive month, 18% of customers reported feeling safer using the subway than they did a month ago.
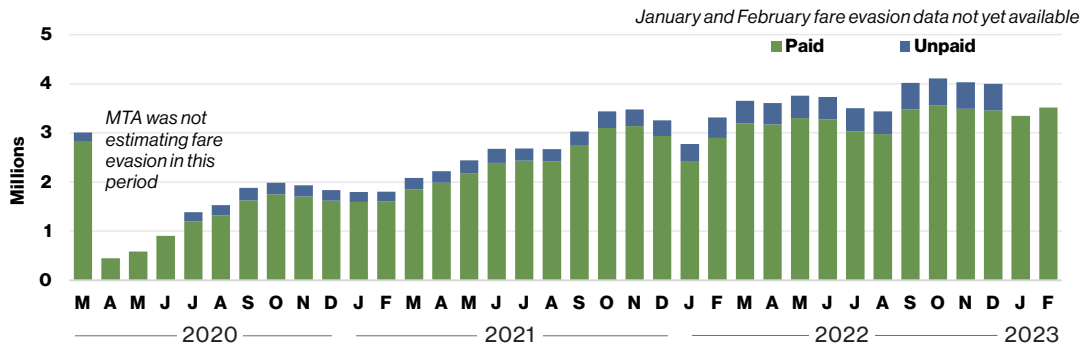
Overall bus experience satisfaction is 69%, a 2-percentage point increase since January and 5-percentage point increase since December. For Local, Limited, and SBS bus, satisfaction reached 70% or greater on four key indicators (Bus Cleanliness, Travel Times, Driver Helpfulness, Overall Route). Express bus satisfaction increased 3 percentage points in Travel Time and 2 percentage points in Waiting Time.

Access-A-Ride (Paratransit) overall satisfaction reached a new all-time high of 77%, a 1 percentage point increase since January and a 15-percentage point increase since June 2022. While satisfaction with most key indicators shifted marginally since January, Frequency of No Shows (up 4 percentage points) and Cleanliness of Vehicles (up 3 percentage points) continue to increase.
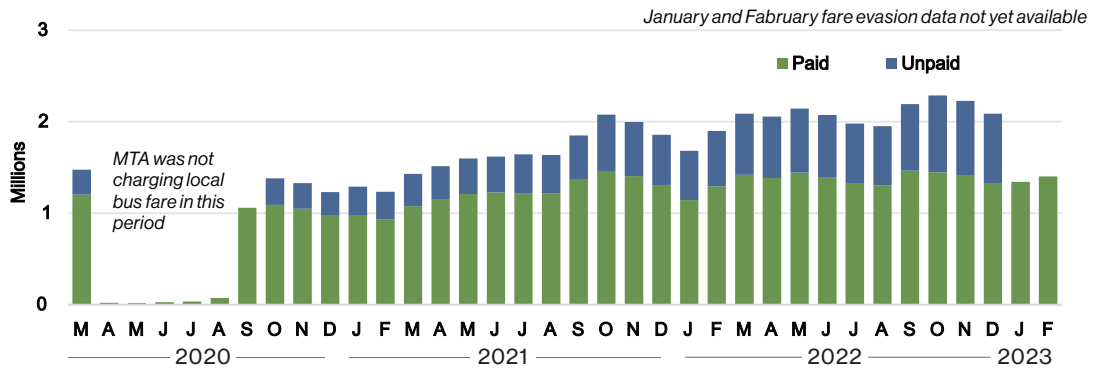
Subway Ridership

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

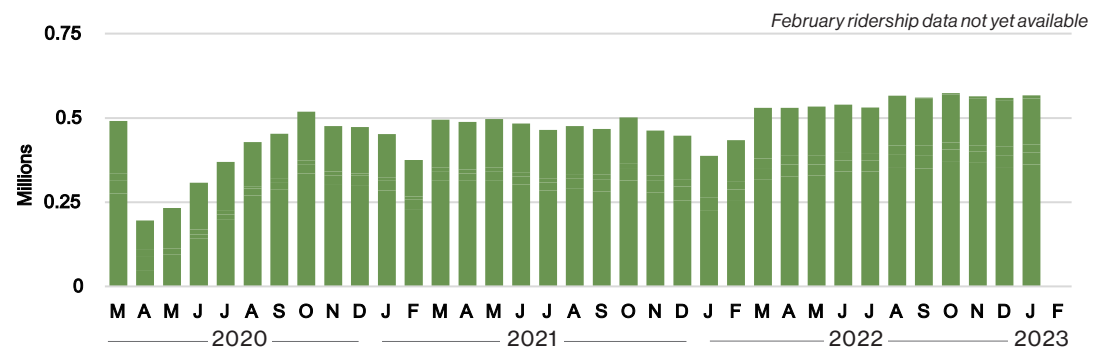*January and February fare evasion data not yet available*

■ Paid ■ Unpaid

MTA was not estimating fare evasion in this period

Millions

5
4
3
2
1
0

M A M J J A S O N D J F M A M J J A S O N D J F M A M J J A S O N D J F
———— 2020 ———— ———— 2021 ———— ———— 2022 ———— 2023

Bus Ridership

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

January and Fabruary fare evasion data not yet available

■ Paid ■ Unpaid

MTA was not charging local bus fare in this period

Millions

3
2
1
0

M A M J J A S O N D J F M A M J J A S O N D J F M A M J J A S O N D J F
———— 2020 ———— ———— 2021 ———— ———— 2022 ———— 2023

Paratransit Ridership

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

February ridership data not yet available

Millions

0.75
0.5
0.25
0

M A M J J A S O N D J F M A M J J A S O N D J F M A M J J A S O N D J F
———— 2020 ———— ———— 2021 ———— ———— 2022 ———— 2023

Data Review

February paid subway ridership averaged 3.52 million on weekdays, up 5.2% from January's figure. This was in line with seasonal patterns prior to the pandemic, so the comparison to equivalent past months rose more modestly, from 63.5% to 64.2%. While no February day exceeded the post-pandemic high for 24-hour ridership (3.931 million on December 8), peak hour ridership in particular was strong in February, with a new post-pandemic high for a single hour recorded on Valentine's Day (February 14) at 5pm-6pm (411,000). A post-pandemic high for the 8am hour was recorded in February as well (401,000 on February 8). And on March 16, a new 24-hour post-pandemic high was set with 3.946 million riders.
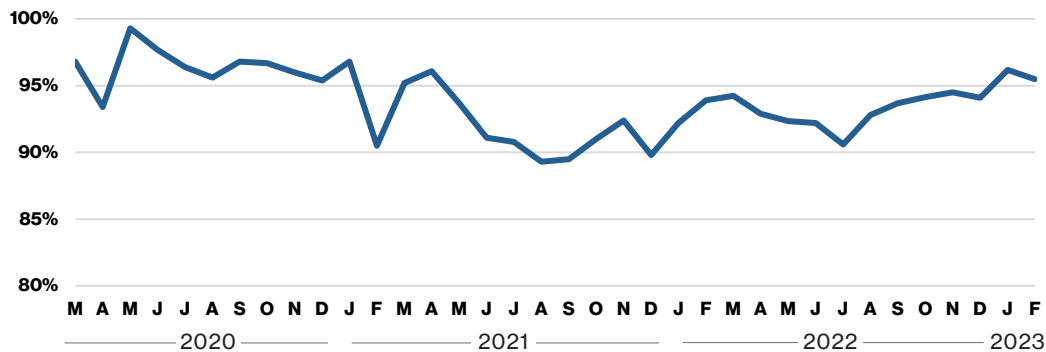
Average weekday paid bus ridership came in at 1.40 million in February, up 3.8% from January. This represents a slight increase from January when adjusted for seasonality, with the comparison to pre-pandemic levels standing at 64.8%, up from 64.6%.
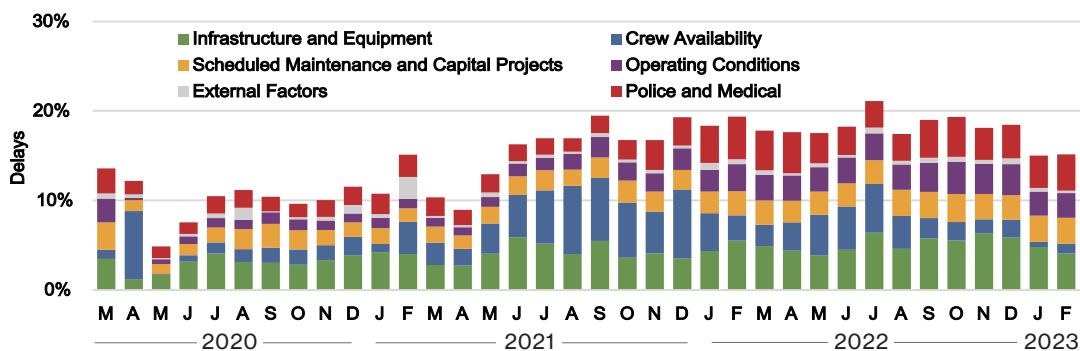
Subway Service Delivered

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

February performance maintained the record-setting performance in January in most metrics. Most notably, 85.5% of our customers arrived at their destinations within 5 minutes of scheduled waiting and train times (CJTP). This is 2 percentage points higher than February 2019, and better than any individual month in 2019 (pre-pandemic baseline) or 2022 (last year). Additional Platform Time was 72 seconds, or 1 second lower than the prior month. Additional Train Time was 27 seconds, or 1 second lower than the prior month. Service Delivered was 95.5%, which is 0.7 percentage points lower than February 2019 and last month. These results align with rising customer satisfaction, where 65% of customers were satisfied or very satisfied with their subway experience, up 2 points from the prior month and 6 points from six months ago.

Our operational metrics were also impressive. Weekday on-time performance was 84.9%, or 8.6 percentage points higher than February 2019. Crew availability delayed just 1.1% of trips, compared to 2.7% one year ago. Internal incidents, such as asset failures, delayed 4.1% of service, down almost 2 points from February 2019.

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
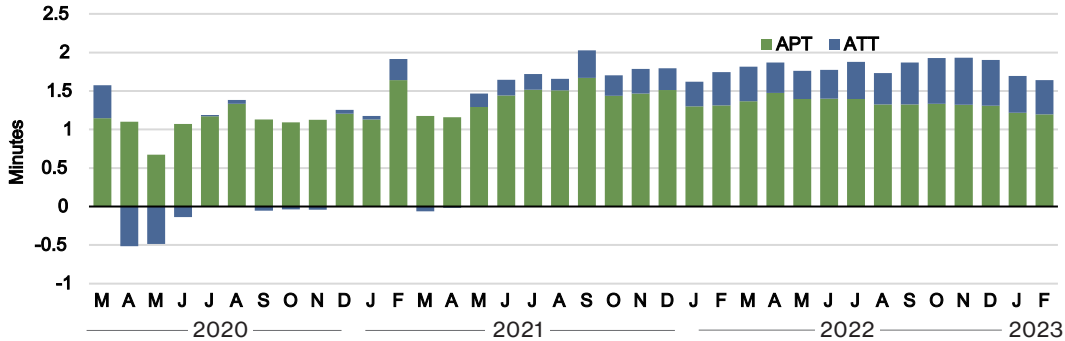
Customer Journey Time Performance

The share of customer trips with a total travel time within 5 minutes of the scheduled time
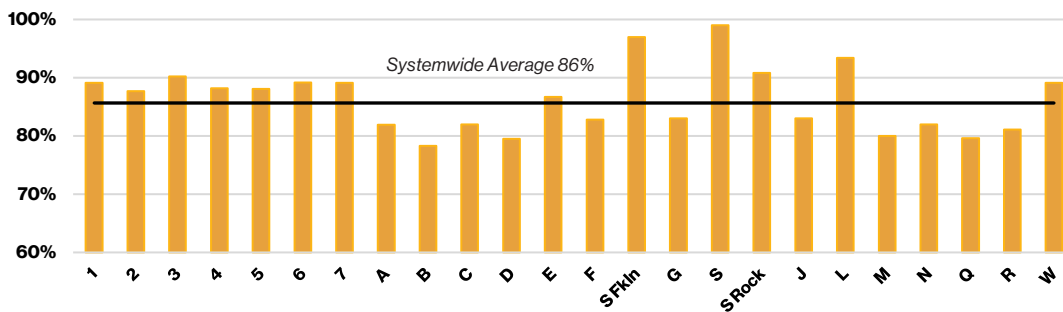
External incidents, such as unruly customers or people on the tracks, delayed 4.3% of service, which was lower than any February in the last five years. Weekend on-time performance was 84.1%, which is 4.2 percentage points higher than February 2019 and 7.2 points higher than one year ago.

Moving Forward

Subways has several efforts underway to continue to improve the customer experience. First, three more Customer Service Centers are scheduled to open at the end of March, bringing the total number of centers to 9. We have also set a target for Station Agents to be able to assist customers in fare control areas, platforms and other locations outside the booth by the end of this month. Excitingly, the first R211 train entered service on March 10. This marks the beginning of a large rollout of new cars for our customers, who will see improvements in accessibility, wayfinding and reliability. As we roll out new initiatives, we will monitor in-station experience, on-board experience and MTA staff helpfulness ratings.
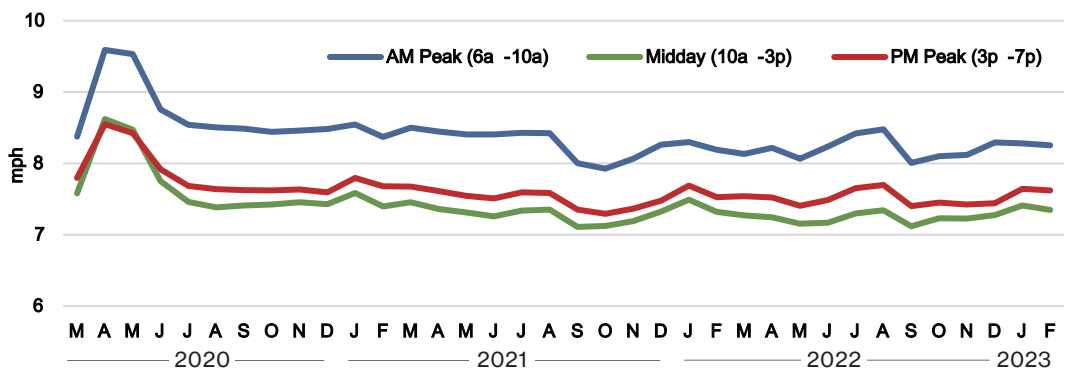
Bus Service Delivered
The share of scheduled buses that are actually provided at the peak load point during peak hours
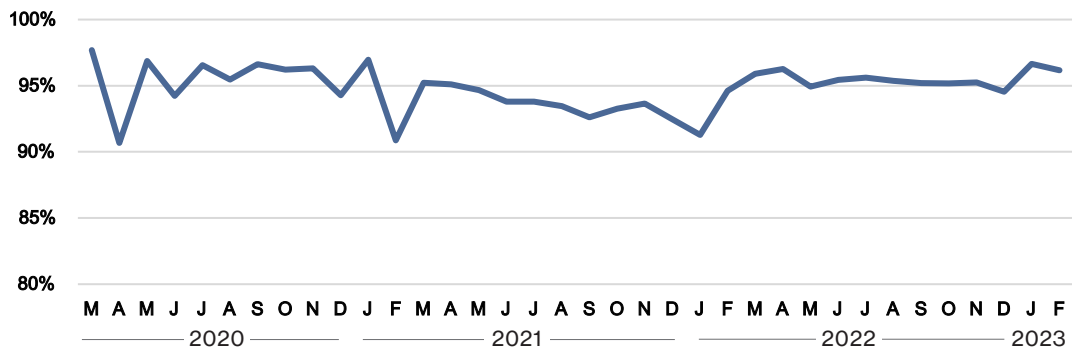
Bus Speeds, by Time of Day
The average speed of all NYCT & MTA buses

Legend: AM Peak (6a -10a) — Midday (10a -3p) — PM Peak (3p -7p)

Data Review

Bus performance in February remained stable or better in some key areas. Service Delivered was 96.1%, consistent with January and an improvement of 1.5% over last year. Service Delivered in all boroughs improved against last year, with the Bronx and Manhattan topping the list at 97.8% and 97.3%, respectively. On a 12-month average, Service Delivered improved by 2.2% at 95.6%.

Bus Speeds averaged 8.2 mph, remaining stable from the previous month and last year, and up 1.2% against pre-COVID numbers. Customer Journey Time Performance (CJTP) was 75.9% in February, with a slight dip of 0.5% from the previous month but a significant improvement of 2.5% from last year and a 1.8% improvement over pre-COVID numbers. All boroughs saw improved CJTP since 2022 and over pre-COVID numbers, except for Brooklyn, which remained slightly below its pre-pandemic performance. Improved CJTP in February can be due to a sharp decrease in both additional bus stop time and additional travel time compared to last year.
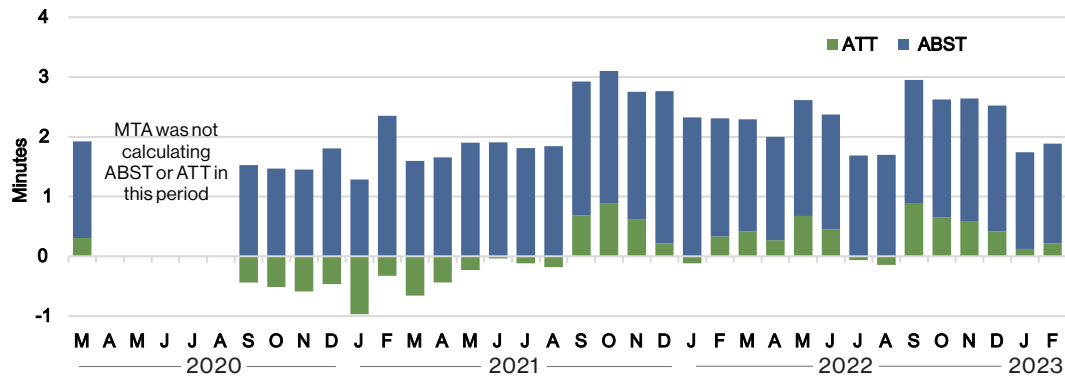
## Additional Bus Stop Time + Additional Travel Time

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, Feb 2023

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

Systemwide average: 75.9%
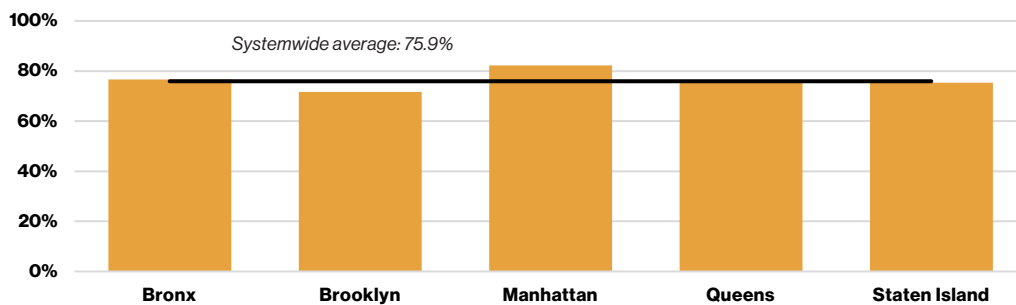
Moving Forward

The February Pulse Survey shows that overall customer satisfaction continues to climb. The bus satisfaction rate was 69%. We are pushing to improve customer satisfaction through multiple initiatives including adding 600 buses with automated bus lane enforcement cameras, retrofitting close to 1,000 buses with digital information screens, taking delivery of 300 new buses equipped with the screens, expanding our deep cleaning program systemwide, and focusing our service management of improving our 30 lowest performing routes – just to name a few.
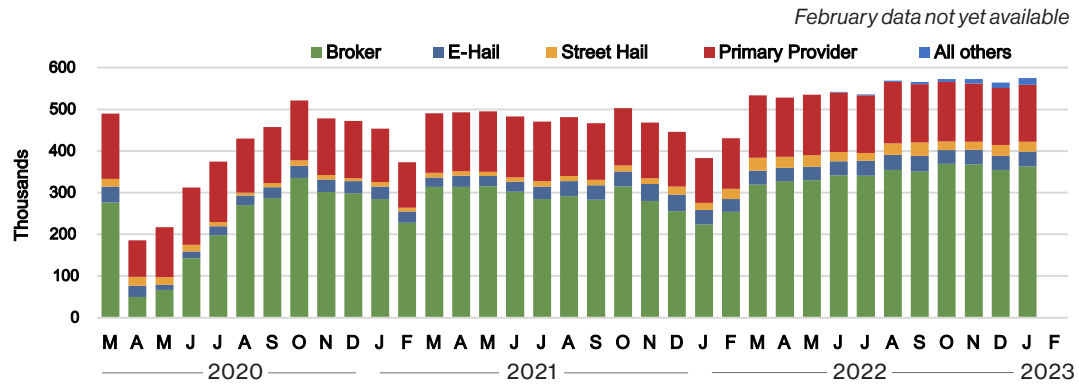
Additionally, we are happy to share some updates regarding our Open Stroller pilot program. As announced earlier this year, we will be expanding our pilot from 142 buses to up to 1,000 buses. In partnership with our Systemwide Accessibility Team, we have identified approximately 50 routes for the expanded rollout and will begin retrofitting additional buses with the stroller space over the next several months. Learn more about pilot updates on our website at mta.info/stroller. As always, feel free to leave any feedback or suggestions on the website.

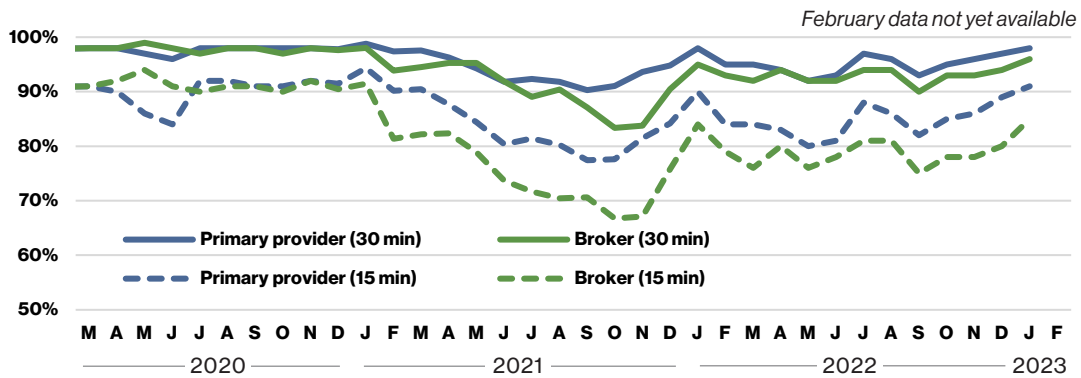## Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service

February data not yet available

Legend: Broker, E-Hail, Street Hail, Primary Provider, All others

Paratransit On-Time Performance

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

February data not yet available

Legend: Primary provider (30 min), Broker (30 min), Primary provider (15 min), Broker (15 min)

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

February data not yet available

Legend: Broker, Primary
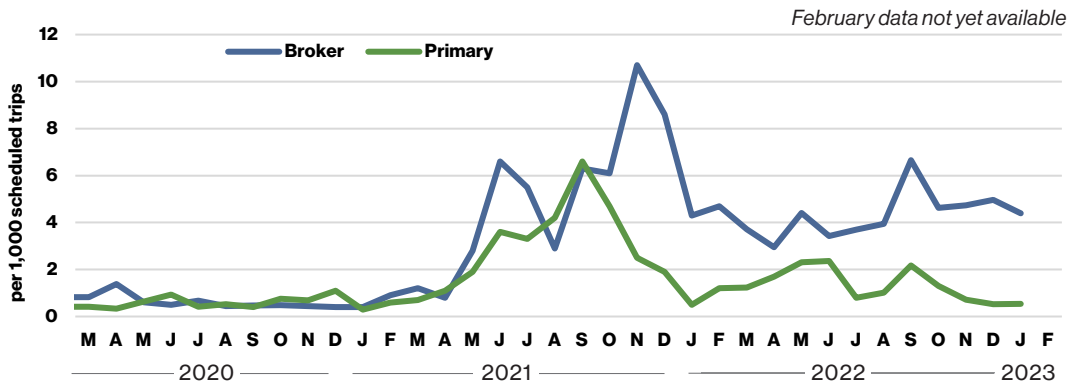
Data Review

Total trips in January 2023 increased by 9,000 (or 1.5%) when compared to December 2022, and increased by 195,000 (or 51.6%) compared to January 2022, placing increased demand on our service year over year. For the category of on-time performance, our primary carrier service completed 98% 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 96% of trips within the 30-minute pick-up window from promise time, which was above our goal. The Primary and Broker service improved by 1% and 2% respectively from December 2022. Both Primary and Broker service have done well.

On primary carrier service, the no-show rate for performance increased by 0.01 per 1,000 scheduled trips to 0.54%, considerably better than our goal of 3.0. For Broker service, the result for January was 4.40 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 3.9% on primary carrier and 2.6% on broker from December 2022. In January 2023, the improvements in our on-street service helped improve our call center performance with a 1% improvement in calls answered from December 2022 and declined by 1% compared to January 2022. The Average Call Answer Speed in January 2023 decreased by 17 seconds (or 32.1%) when compared to December 2022, and increased by 14 seconds or 63.6% when compared to January 2022. The number of eligible customers at 174,840 continues to grow with a 4.3% 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 satisfaction. 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.

Elevator Availability

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

February data not yet available

Legend:
- Total Elevator Availability (%)
- NYCT Elevator Availability (%)
- 3rd Party Elevator Availability (%)
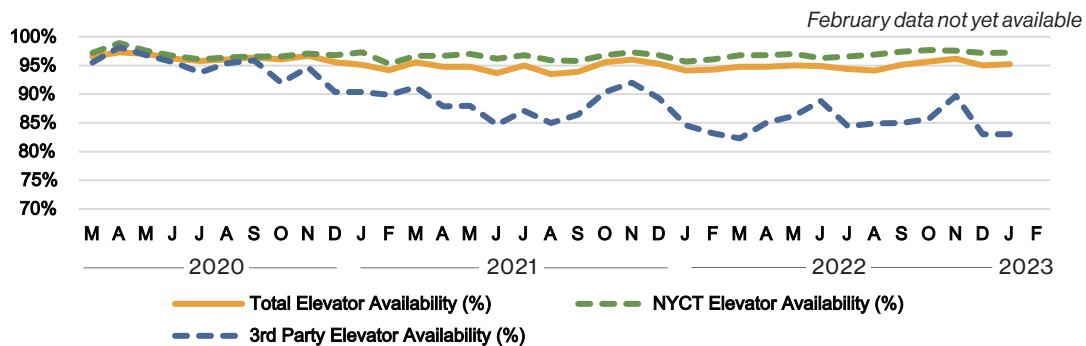
Accessibility Update

In the last month, we worked with the Department of Subways to install floor decals to mark the accessible boarding areas more clearly at Marcy Av (J)(M)(Z) and West 4 St-Washington Sq (A)(C)(E)(B)(D)(F)(M) stations.
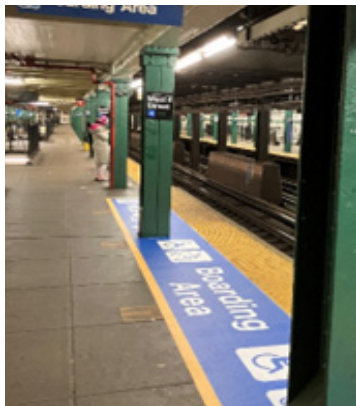
These bright blue decals with a yellow border have wheelchair and stroller icons, and read "boarding area." They also show the direction of the elevator(s) on the platform. The decals can help customers who need the accessible boarding area navigate the platform more easily and increase the visibility of this important accessibility feature for all subway riders. While we have tested this feature before, we continue to test different materials so that we can identify the most durable material for all our different types of stations.

Our work to install Detectable Warning Strips at remaining stations also continues. So far in 2023, the Department of Subways has installed tactile warnings at 8 platforms.

In partnership with the Buses Department, we are expanding our open stroller pilot on over 1,000 buses by the end of the year. The expansion builds on the positive feedback we received in the first phase of the pilot, and it will continue to make riding the bus easier for parents and caregivers on over 50 bus routes citywide. For more information and to give your feedback, visit our website at mta.info/stroller.

Lastly, we would like to reflect on the loss of New York City native Judy Heumann, a tireless disability rights advocate. In 1977, Heumann played an integral role in the signing of Section 504, which helped pave the way for the Americans with Disabilities Act of 1990. We thank Judy deeply for all that she did to advocate for the rights of all people to access and fair treatment. We will continue her path to creating an accessible Transit system.

2023 Operating Revenue & Expenses, February Year-to-Date

in $ millions	New York City Transit			MTA Bus			Staten Island Rail		
	Forecast	Actual	Variance	Forecast	Actual	Variance	Forecast	Actual	Variance
Total non-reimbursable revenues	580.5	578.7	(1.7)	29.6	27.1	(2.5)	1.1	0.9	(0.2)
Farebox revenues	487.9	492.4	4.5	26.4	26.2	(0.2)	0.7	0.5	(0.2)
Other revenues	92.5	86.3	(6.2)	3.2	0.9	(2.3)	0.4	0.4	(0.1)
Total non-reimbursable expenses	1,561.8	1,537.0	24.8	157.6	136.8	20.8	12.2	10.9	1.3
Labor expenses	1,182.4	1,169.0	13.3	111.5	108.1	3.4	9.6	8.5	1.1
Non- labor expenses	379.4	368.0	11.4	46.1	28.7	17.3	2.6	2.3	0.2
Non-cash liabilities	357.6	355.1	2.6	32.2	9.4	22.8	2.9	2.2	0.8
Net surplus/(deficit) - accrued	(1,338.9)	(1,313.3)	25.6	(160.2)	(119.2)	41.0	(14.0)	(12.1)	1.9

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	44,513	42,541	1,972	3,868	3,660	208	355	338	17
Reimbursable	4,793	3,622	1,171	38	35	3	54	8	46
Total Positions	49,306	46,163	3,143	3,906	3,695	211	409	346	63

Data Review

Farebox revenue was favorable to the Budget by $4.2 million primarily due to higher Subways ridership than projected. Other Revenue was $8.6 million under the Budget mainly due to reduced advertising and retail revenue and unfavorable timing of student fare reimbursement and paratransit subsidy. Expenses were below the Budget by $46.9 million. Labor expenses, including fringe benefits, were favorable by $17.8 million driven largely by vacancies and health and welfare underruns. Non-labor expenses were favorable by $29.0 million mainly due to lower Power consumption and favorable timing of professional contract, claims and materials and supplies expenses.

Moving Forward

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

TransitTalk at Broadway-Lafayette Station

On Wednesday, February 22, President Davey and his Executive Team were back for another TransitTalk event at the Broadway-Lafayette St station complex which serves the **B** **D** **F** **M** lines. President Davey and team greeted customers, engaging in one-on-one conversations regarding NYCT 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.

## Reduced-Fare OMNY events in the Bronx and Queens

Earlier this month, members of the MTA's Government and Community Relations and Systemwide Accessibility teams presented on the Reduced-Fare OMNY program at

Selfhelp Community Services in Jackson Heights, Queens, and (Location in the Bronx). Our representatives discussed the benefits of switching over from Reduced-Fare MetroCard to Reduced-Fare OMNY, providing an update on the ongoing OMNY rollout and a step-by-step guide on how customers can make the switch. Many seniors were in attendance in-person and virtually at these two events to learn more about Reduced-Fare OMNY.

Introducing "steMTA"

On March 10, the Government and Community Relations team launched "steMTA" - an educational initiative highlighting how STEM (Science, Technology, Engineering, and Math) is a cornerstone of design, construction, and development at the MTA. The inaugural presentation to P.S. 11 Highbridge's third grade class featured climate change as the topic of discussion to illustrate how the MTA uses STEM to innovate and protect critical transit infrastructure against the threat of rising sea levels and warming temperatures. "steMTA" programming will expand in the months ahead to connect with public school communities across New York.
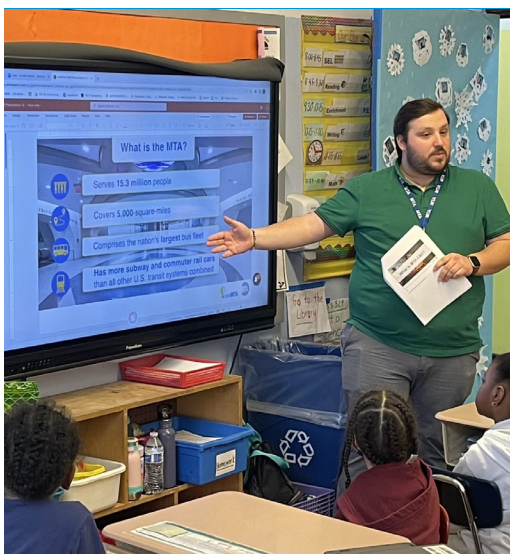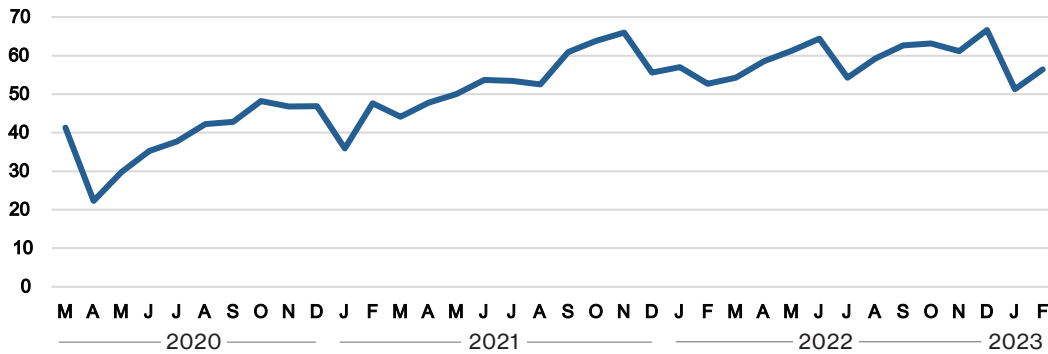
Customer Accident Rate

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

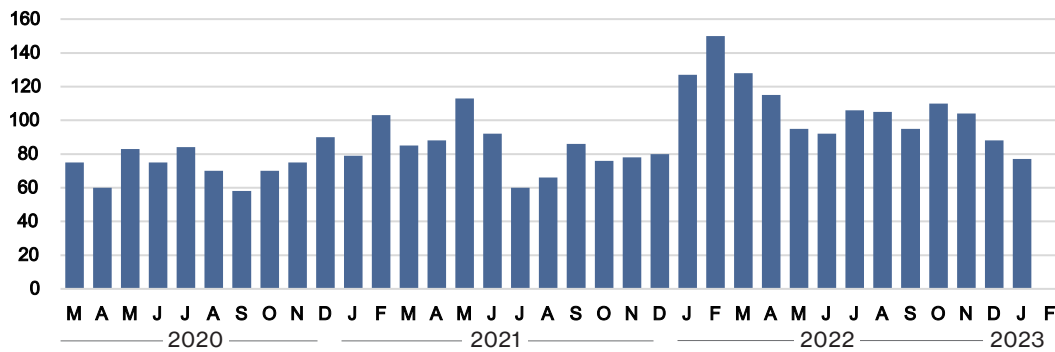*February data not yet available*
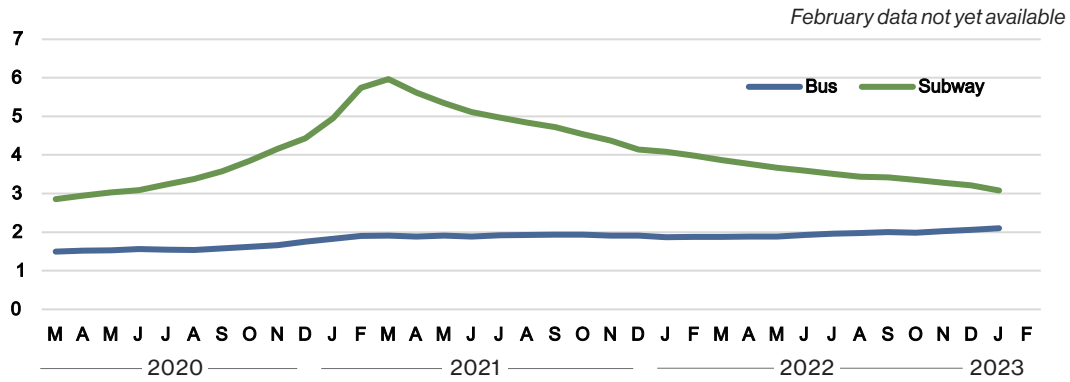
Bus Collision Rate
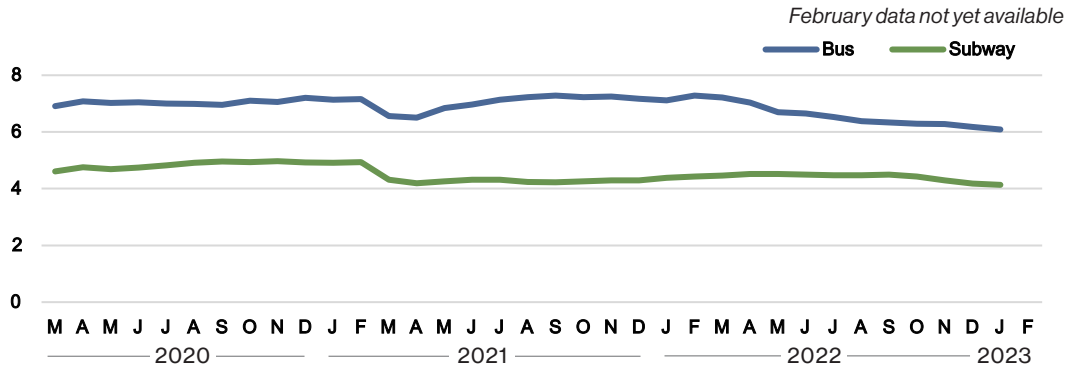
The number of bus collisions per million miles

Subway Fires

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

Employee Lost Time Accident Rate
The number of reportable employee lost time accidents per 100 employees (12-month rolling average)

February data not yet available

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
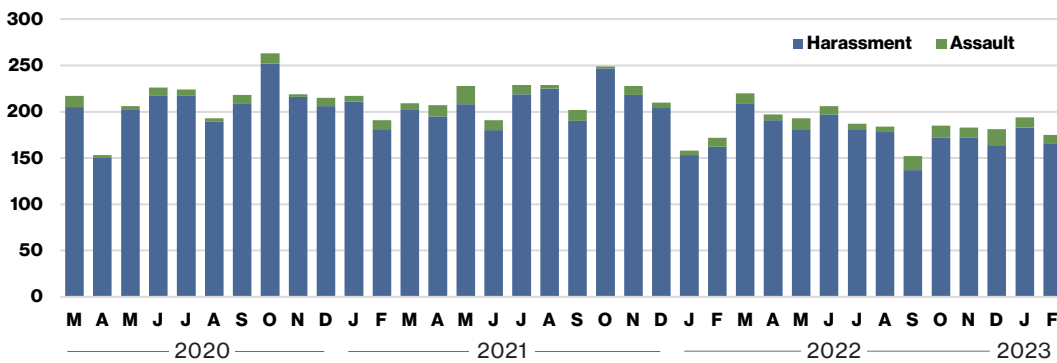
Data Review & Moving Forward

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. 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.

It's noteworthy to mention there were no Subway Fires during February 2023. This is remarkable when compared to February 2022 where there were 150 fires. However, Subway Fires have increased on a Rolling 12-Month basis when comparing to February 2022 versus 2023.
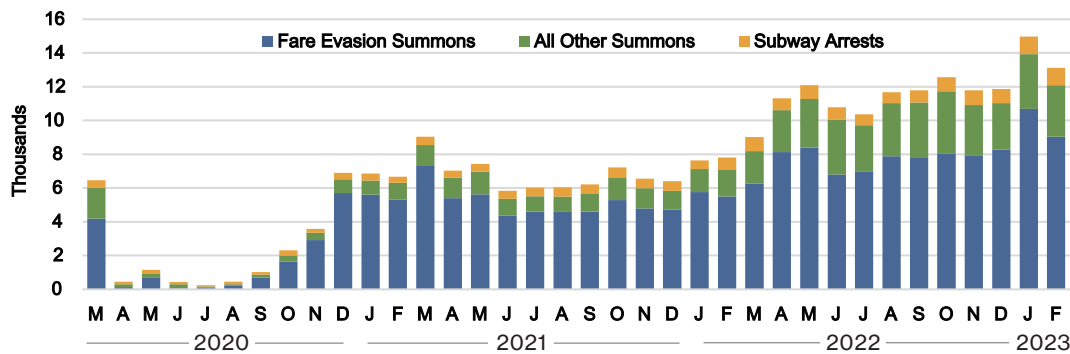
Violent Crimes Against Subway Customers

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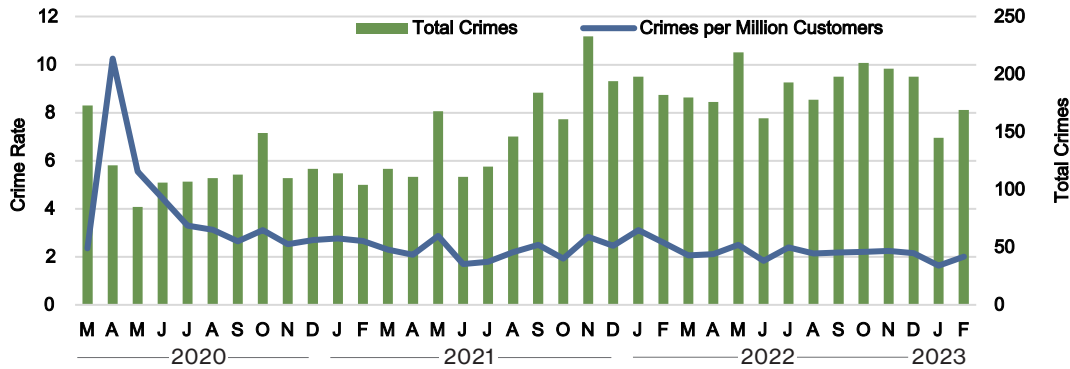
NYPD Summonses & Arrests

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?
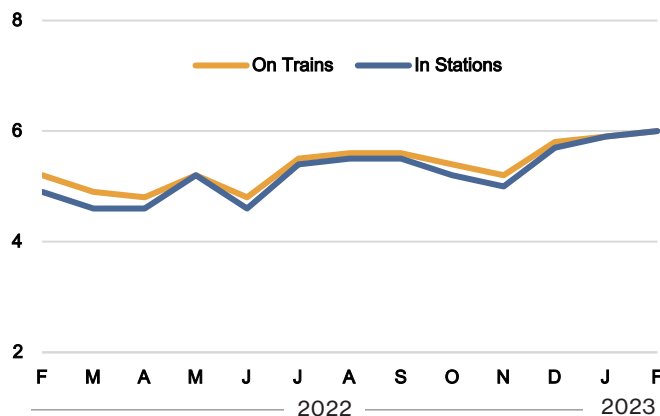
How do you feel about the number of uniformed police officers you've seen in the subway?

Pulse customer survey was not conducted in November

Data Review

The number of felony crimes continues to trend down. In February 2023, monthly Major Felony Crime is down 7% versus February 2022 and 12% versus the 2022 Monthly average. Crime is also down 64% versus February 2020 and 14% versus February 2019.
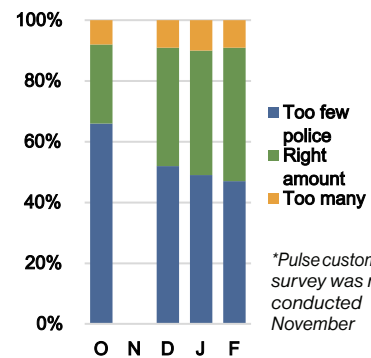
February violent crimes per million rides and felony crimes per million rides have dropped 21% and 13% respectively versus 2022 averages.

Police summonses and arrest activity continues to trend upward into 2023. February Fare Evasion Summonses in Subway are up 24% versus the 2022 average. Arrests are also up 37%.

Moving Forward

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

The 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 its efforts in the subway system at 4 major hubs: Penn Station, Grand Central, Atlantic Av - Barclays, and Sutphin - Archer. These officers are focused on improving safety and security at these locations for our customers and employees. We are seeing increases in paid ridership and a reduction in QoL incidents. This initiative 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. MTA & NYCT continue to work with the NYPD to provide details about transit locations that experience violent and quality-of-life crimes. NYPD has increased the presence and visibility of uniformed 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.

Moving the North Star Forward

More Public Restrooms

Since the Customer Pulse Surveys started, New Yorkers have not held back. One of the most common feedback we receive is the lack of public restrooms in the subway system. With customer satisfaction being our North Star, we listened.

On March 10, the Group Station Managers and I did a press conference at Fulton Center and announced the reopening of additional restrooms starting in May.

NYCT has previously reopened 18 public restrooms this past January at the following 9 stations:

- 161 St–Yankee Stadium **B** **D**
- East 180 St **2** **5**
- Jay St–MetroTech **A** **C** **F**
- Kings Highway **B** **Q**
- 14 St–Union Sq **4** **5** **6**

- Fulton St **A** **C**
- 42 St–Bryant Park **B** **D** **F** **M**
- Jackson Hts–Roosevelt Av **E** **F** **M** **R**
- Forest Hills–71 Av **E** **F** **M** **R**

The reopened restrooms came with cosmetic renovations, motion-activated faucets – and favorable customer feedback. In May, we will reopen restrooms at the below stations so less customers have to hold it while waiting for their train.

- Norwood - 205 St **D**
- Woodlawn **4**
- 168 St **A** **C**
- 72 St **Q**
- Brooklyn Bridge - City Hall **4** **5** **6**
- 57 St - 7 Av **N** **Q** **R**

- Atlantic Av - Barclays Center **D** **N** **R**
- 36 St **D** **N** **R**
- Coney Island - Stillwell Av **D** **F** **N** **Q**
- Euclid Av **A** **C**
- Flushing - Main St **7**
- Queensboro Plaza **7** **N** **W**

Moving the North Star Forward (con't)

Inspiring a New Generation

The MTA, for the first time, joined New York City Public Schools for Career Discovery Week. This is a public-private initiative which aims to help tenth graders explore the range of career possibilities beyond the classroom. The MTA was part of more than 85 corporations and organizations that hosted students for a full day of programming, which included workplace tours, and interactive technology demonstrations.

On March 9, Students from Thomas Edison CTE High School in Queens visited our Zerega Bus Maintenance and Training Facility. The students started their day by being picked up by our buses. Then they toured our facilities, learned about various job opportunities in the Department of Buses from our management team, and were shown some of the basics of operating a bus and the different types of buses used at the MTA. They even got to hop on a vintage bus from the early 1900s.

The Zerega visit is one of the first of many new steps the MTA is taking to expose a new generation to the countless job oppurtunites for them at the agency. By participating in this program, the MTA hopes to create positive relationships with not only the customers of today, but the ones of the future.

Moving the North Star Forward (con't)

The Opening of Additional Customer Service Centers

On February 28, three new Customer Service Centers were opened at 34th St - Penn Station **1** **2** **3** , Flushing - Main St **7** and St. George (SIR).

These are the newest locations, adding to the three previously opened Customer Service Centers at 161 St - Yankee Stadium **4** **B** **D**, Atlantic Av - Barclays **2** **3** **4** **5** **B** **D** **N** **Q** **R** and Coney Island - Stillwell **D** **F** **N** **Q** .

The Centers come with upgraded station booths which includes enhanced lighting and signage to create a more welcoming customer environment. We are excited for the new additions as we plan to open 15 total Centers by the end of 2023.

Moving the North Star Forward (con't)

The New R211

On Friday, March 10, the MTA team and I were honored to be a part of the inaugural ride of the newest R211 trains at 207 Street. The R211 is the newest train model in 5 years, and it comes with wider boarding doors (FASTER), more interior space (CLEANER) and dozens of interior cameras (SAFER) which will be monitored live by the train operators and conductors.

The R211 is the result of a $6 billion dollar effort pledged by the MTA to help make subway cars more modern, accessible to all customers, safer, and a more comfortable riding experience.

I want to thank MTA Chair & CEO Janno Lieber for helping us secure the opportunity to purchase 535 R211 fleets and being able to test features, such as the open gangways, as we continue to roll out the pilot trains.

MTA

New York City Transit

Customer Service

OMNY

Welcome
Bienvenido
欢迎
어서 오십시오
Добро
пожаловать
স্বাগত
Byenvini

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
- Randolph Glucksman
- David Jones
- Frankie Miranda
- John Samuelsen
- Sherif Soliman
- Lisa Sorin
- Midori Valdivia

new.mta.info