NEW YORK CITY TRANSIT
KEY PERFORMANCE METRICS

April 2023

new.mta.info

Customers at 207 Street board the inagural R211 train ride to Far Rockaway on March 10, 2023. The R211 cars are a critical part of the MTA's ongoing modernization efforts and feature wider door openings than the existing cars, designed to speed up boarding and reduce the amount of time trains sit in stations.

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

2 Broadway • New York, NY 10004
Monday, April 24, 2023

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

The North Star: Increasing Customer Satisfaction

Each April we find people asking, "What can I do this Earth Day to make a difference?" We know that New York City Transit has been the sustainable option since 1904.

As the world faces the realities of climate change, sustainability has become a critical consideration in all aspects of life. Transportation is a critical area where sustainability has taken center stage. Transportation, as an industry, is a significant contributor to greenhouse gas emissions, the leading cause of global warming. Fortunately, advancements in technology and innovation have led to the emergence of sustainable transportation options that promise a greener future.

New York City Transit has always been the sustainable transportation option, but in 2023, it's expected to become even more sustainable. Our **NYCT Strategic Operating Plan: Faster, Safer, Cleaner** works to attract more riders into our system, thereby ditching their cars. In this month's Special Features section, you will learn more about NYCT's initiative to become even greener and realize the MTA's commitment to a zero-emissions bus fleet by 2040, which will avoid 520,000 metric tons of carbon emissions annually. And, as we roll out our zero-emissions bus fleet, we will prioritize bringing them to environmental justice communities, which have been disproportionately impacted by pollution.

With the overall focus to improve the customer experience and attract more frequent use of our system, I am pleased to share the overall bus experience satisfaction rate for March, which includes Local, Limited, Select and Express, held steady at 69%, identical to last month's record and a 5-percentage point increase since December 2022.

Local/Limited Bus and SBS overall customer satisfaction was 68%, while Express Bus overall customer satisfaction was 76%. Bus Cleanliness was the highest rated indicator, followed by Travel Times and Driver Helpfulness. Shorter wait times on weekdays and weekends remains the most common mention for 'What would encourage you to ride more frequently'.

The Department of Buses team continues to focus on moving the needle 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 over 1,000 this year. ABLE cameras are 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 their 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. In short, driver behavior changes and buses move faster. The new routes will expand coverage to 80% of existing bus lanes. Well-enforced bus priority is the best way to keep our buses moving delivering on our Faster, Cleaner, Safer plan to increase satisfaction to at least 7 out 10 customers by June 2024.

As we turn our attention to Department of Subways Performance, service reliability is the best it's been in a decade, with record high on-time performance for the first quarter of 2023. We also crossed the 100 million mark in March, the first month with over 100 million subway customers

68%
local bus satisfaction

76%
express bus satisfaction

since February 2020! As reliability improvements continue, we are finding the expectations of our customers are also increasing. The overall subway experience satisfaction rate for March is 62 %, dipping three percentage points from February but still 10% higher than June 2022. As we monitor Pulse survey trends to inform operational improvements, we learned that during the March Pulse Survey period two major service interruptions clearly impacted customer satisfaction.

First, on March 17, the **D** and **M** lines were impacted by an incident at West 4 St. A third rail protection board was found damaged, requiring extensive temporary repairs to restore service and permanent repairs overnight. The incident was the most disruptive across the entire month, delaying 312 trains. As a result of this severe disruption and other minor issues, **D** line OTP dropped 4.7 points from the prior month, and **M** line OTP dropped 7.1 points from the prior month.

In addition, the **L** line was impacted by a damaged city-owned drainpipe inside a building near 3 Av. Water rushed into the system for several hours, which required temporarily turning off power to the line and implementing a slow speed order of 10 mph for several hours. Luckily, our drains worked well and didn't cause significant damage to our system. But, this delayed 170 trains, clearly impacting customer satisfaction. Across the entire month, **L** line OTP dropped 5.8 points from the prior month.

60%
overall satisfaction with subway safety and security

Overall satisfaction with safety and security on trains and in stations remains just over 60% (up from 45% in May 2022) indicating that initiatives like Station ReNEWvations, improved cleaning efforts, as well as partnerships like Cops, Cameras, Care are in fact improving the overall customer experience.

On March 30, customer service in the transit system was further enhanced as subway station agents began to support customers outside of station booths. Station agents are assisting riders outside of station booths by helping customers wherever they are located answering questions and providing directional support; walking around mezzanines, fare arrays and platforms; helping customers at fare machines; monitoring safety and cleanliness on platforms and across station

areas, and reporting issues as they arise in a timely manner.

We also opened three additional Customer Service Centers in the subway. The newly opened centers are located at Fulton St **2 3 4 5 A C J Z** in Manhattan, Myrtle-Wyckoff Avs **L M** in Brooklyn, and 74 St–Jackson Heights / Roosevelt Av **7 E F M R** in Queens. All three centers are repurposed station booths and feature enhanced lighting, canopy, and wrapped signage to create a more inviting and welcoming customer environment.

For the month of February, Access-A- Ride (AAR) realized a 25% increase in demand year over year. Primary carrier service completed 97% of trips within the 30-minute pick-up window from promise time. On broker service, we completed 96% of trips within the 30-minute pick-up window from promise time. The Primary and Broker service improved by 2% and 3% respectively from February 2022. Both Primary and Broker service have done well to maintain our customers' level of increased satisfaction of 77% for February.
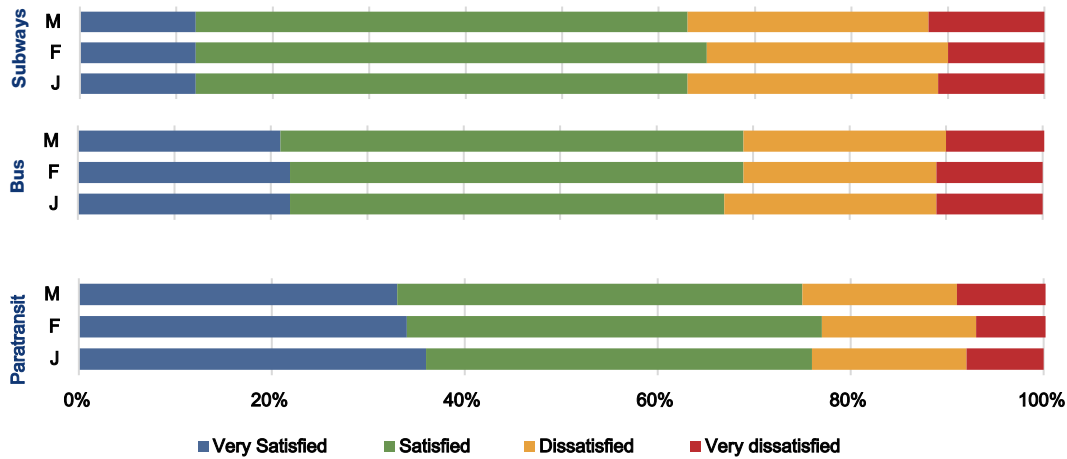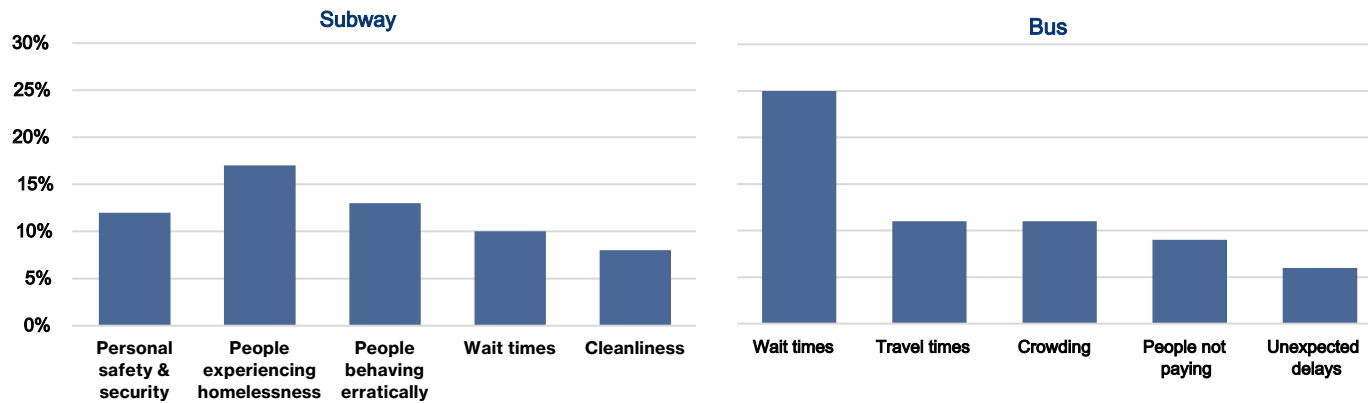
97%
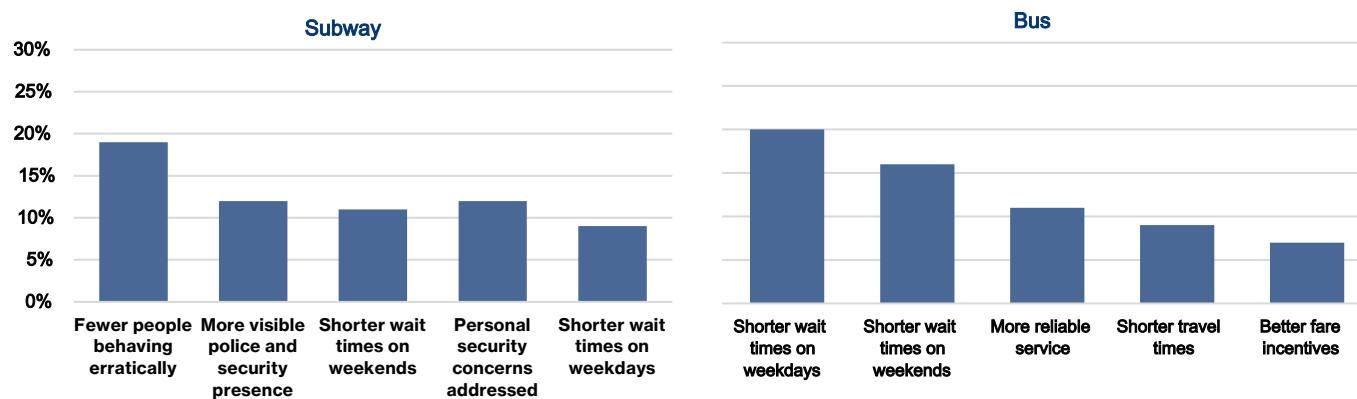AAR carrier on-time performance

Monthly Pulse Survey Results - March

How satisfied are you with your transit experience?

Legend: ■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very dissatisfied

What needs to improve to increase your satisfaction?

Subway: Personal safety & security (~12%), People experiencing homelessness (~17%), People behaving erratically (~13%), Wait times (~10%), Cleanliness (~8%)

Bus: Wait times (~25%), Travel times (~11%), Crowding (~11%), People not paying (~9%), Unexpected delays (~6%)

What would encourage you to ride more often?

Subway: Fewer people behaving erratically (~19%), More visible police and security presence (~12%), Shorter wait times on weekends (~11%), Personal security concerns addressed (~12%), Shorter wait times on weekdays (~9%)

Bus: Shorter wait times on weekdays (~20%), Shorter wait times on weekends (~16%), More reliable service (~11%), Shorter travel times (~9%), Better fare incentives (~7%)
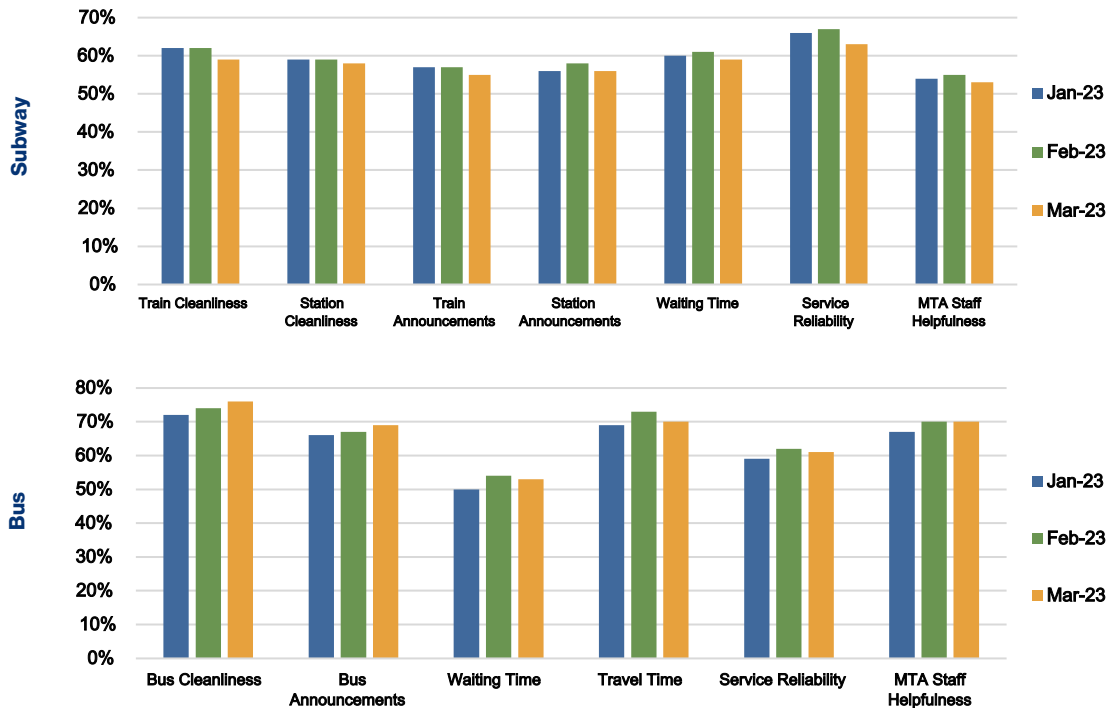
Key Customer Experience Indicators

How satisfied are you with each of the following attributes?

Includes customers who were very satisfied or satisfied

Data Review

In March, overall subway satisfaction is 62%, down 3 percentage points from February. Service Reliability decreased 4 percentage points, while Waiting Times, Travel Times, and Overall Line all decreased 3 percentage points. The ①, ⑦, Ⓖ, and Ⓠ lines were the highest rated with scores of 70% or greater. In March, 16% of customers reported feeling safer than they did a month prior, down from 18% in February.
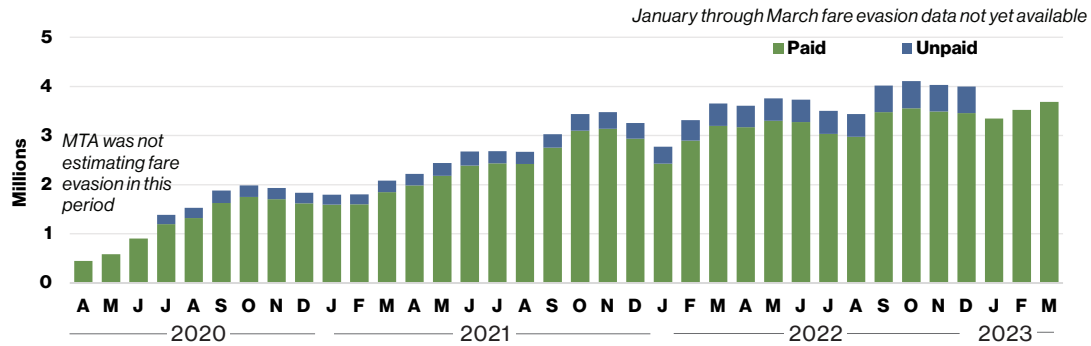
Overall bus experience satisfaction in March remained at 69%, matching February's score and increasing 5 percentage point from December. For Local, Limited, and SBS, satisfaction reached 70% or greater on three key indicators (Bus Cleanliness, Travel Times, and Driver Helpfulness). Express bus customer satisfaction exceeded 80% in Bus Cleanliness and Driver Helpfulness but decreased 5 percentage points in Travel Times and 4 percentage points in Waiting Times.

Paratransit (AAR) overall satisfaction in March was 74%, a 3 percentage point decrease since February, but the fourth straight month where overall satisfaction was 74% or higher. Cleanliness of Vehicles and Frequency of No Shows scores decreased 3 and 4 percentage points respectively. The most cited improvement needed is On Time Pick Up, mentioned in 29% of responses compared to 23% in February.
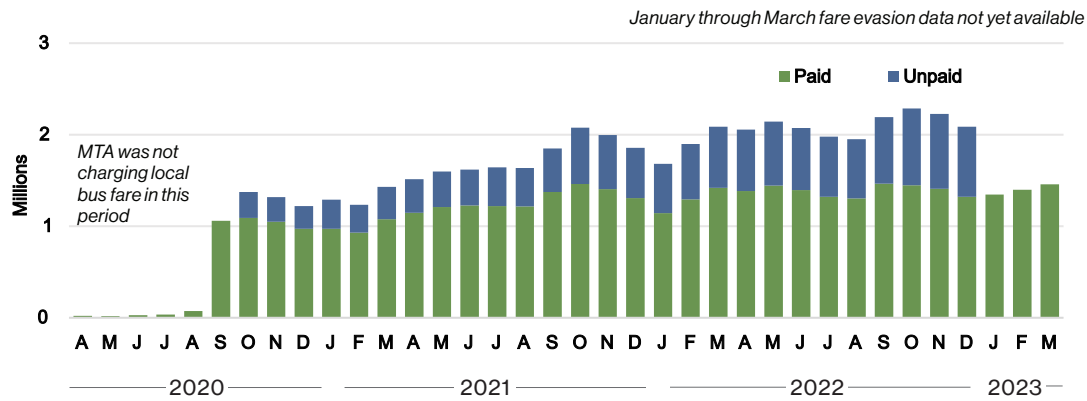
Subway Ridership

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

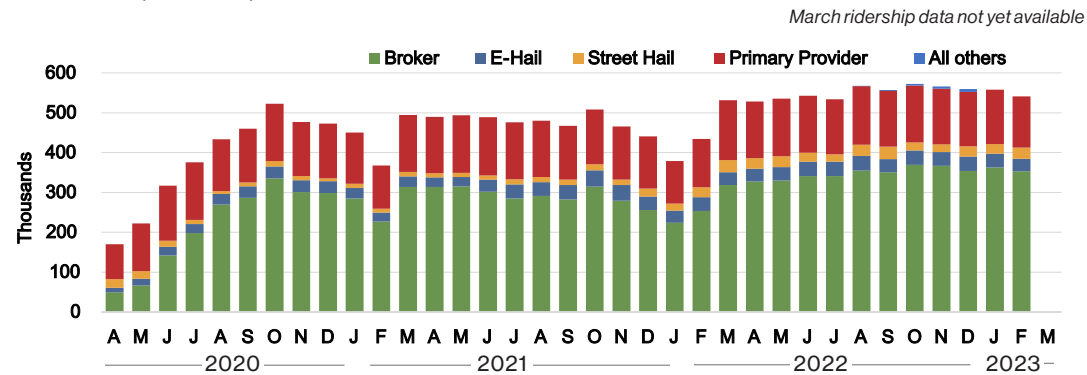*January through March fare evasion data not yet available*

MTA was not estimating fare evasion in this period

Legend: Paid, Unpaid

Bus Ridership

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

January through March fare evasion data not yet available

MTA was not charging local bus fare in this period

Legend: Paid, Unpaid

Paratransit Ridership

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

March ridership data not yet available

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

Data Review

Average weekday paid subway ridership rose to 3.68 million, up from February's 3.52 million. This exceeded typical seasonal patterns, indicating a slow but continued return of ridership: this now represents 66.2% of 2019 figures, up from 64.2% in February. Bus ridership rose to 1.458 million, in line with seasonal patterns, at 65% of March 2019 levels. March was the first full month in which paid weekday subway ridership exceeded paid bus weekday ridership in terms of seasonally adjusted recovery rates.

For the full month of March including weekends, subway ridership exceeded 100 million for the first time since the onset of the pandemic. Given higher recovery rates on weekends, the recovery monthly total was 70% of March 2019 levels.

Moving Forward

Subway ridership changes due to LIRR service to Grand Central Madison can already be observed. We can see changing patterns both in specific subway "origin-destination" patterns, as well as passenger volumes on certain subway segments and stations.

As expected, the biggest change was a substantial drop in travel between Penn Station and the East Side, as LIRR customers who formerly had to transfer to the subway to get to the East Side now have a direct connection. Total weekday trips between Penn Station and Grand Central dropped 31%. This is no longer the "Origin-Destination" (OD) station pair with the largest number of passengers in the system. (Grand Central to/from Fulton St has taken its place). This naturally led to substantial decreases in ridership volumes on the 42nd Street Shuttle, particularly in peak hours.   Interestingly, trips on the 🄴 line between Penn Station and the East 53rd Street corridor dropped even more, by 34%. This has had the benefit of reducing platform crowding on the northbound 🄴 platform at 34 St in the morning, as well as reducing the loads on the escalators at the 53rd/Lex station.

OD patterns suggest that LIRR customers bound for other parts of Manhattan beyond Grand Central are starting to use Grand Central Madison to then transfer to the subway. Travel between Grand Central and Union Square has increased 18% and to Upper Manhattan by about 10%.
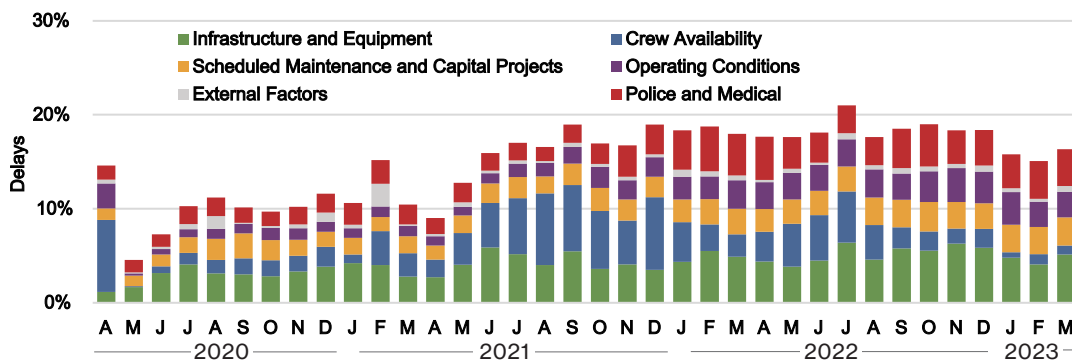
Subway Service Delivered

The share of scheduled trains that are actually provided (compared to schedule) during peak hours
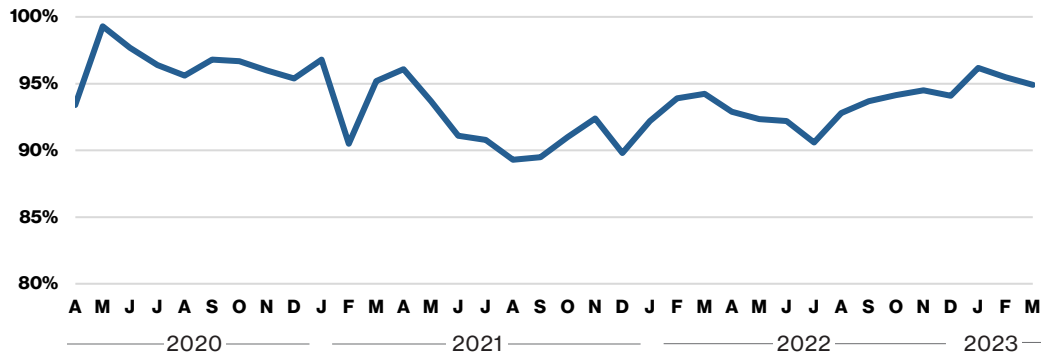
Subway Delays

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

Customer and operational metrics remained high in March, continuing the successes of January and February this year. We delivered 84.7% of customers to their destinations within 5 minutes of schedule, including waiting and on-board time – higher than any month in 2022, or March 2019 (our pre-pandemic baseline). Additional Platform Time was 78 seconds, or 4 seconds faster than last year, when we faced a large crew shortage. Additional Train Time was 33 seconds, or 6 seconds slower than last year, when ridership was significantly lower.

Weekday on-time performance (OTP) was 83.3% - again higher than any month in 2022, and all but one month in 2019. We attribute the year-over-year success to lowering delays caused by crew availability to just 1% of service and by raising OTP by 0.4 percentage points from customer-related delays (including people on the roadbed and unruly conduct delays). Weekend OTP also climbed to 85.6%, which is an improvement over both March 2022 and March 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
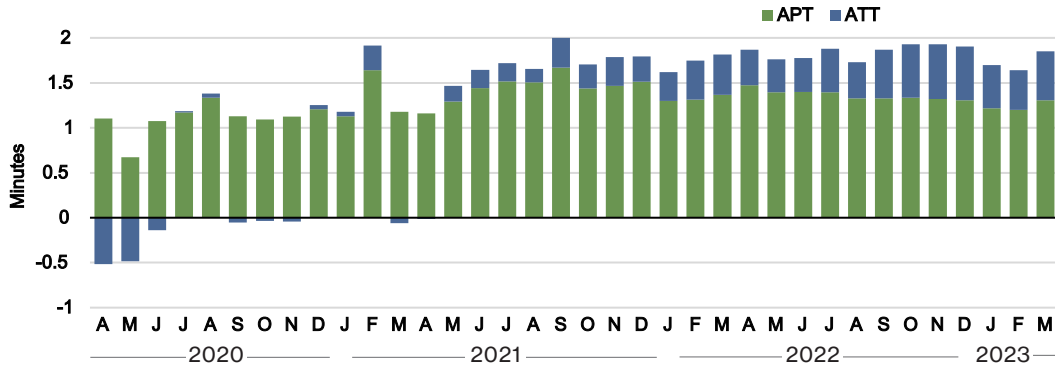
Customer Journey Time Performance

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


Systemwide Average 84.7%
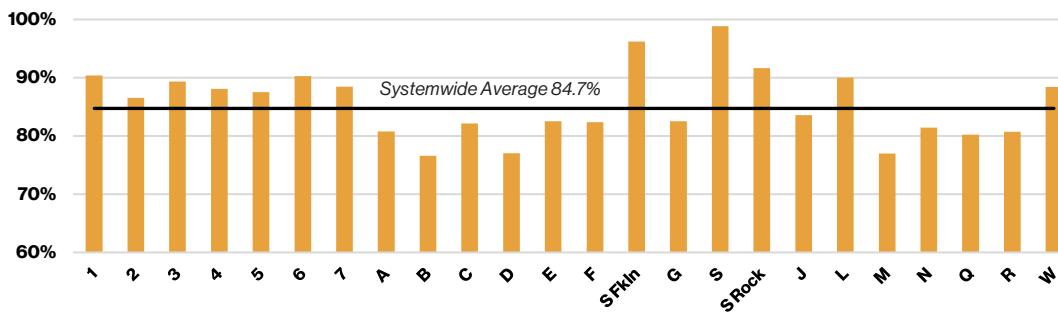
Moving Forward

Subways continues to make noticeable improvements to the customer environment and experience. The final three Customer Service Centers (CSC) will open at the beginning of May, bringing the total number of CSCs to 15. Now that Station Agents can assist customers outside the booth, we are continuing to train Agents and expand their reach to platforms and other locations. In April, we began testing Wide Aisle Gates at Atlantic Av-Barclays Center and Sutphin Blvd-Archer Av-JFK stations. We also plan to re-open bathrooms in 12 stations this month, adding to the 9 stations with re-opened bathrooms so far this year. As we roll out new initiatives to improve the riding experience, we will monitor how customers rate their in-station experience and MTA staff helpfulness.
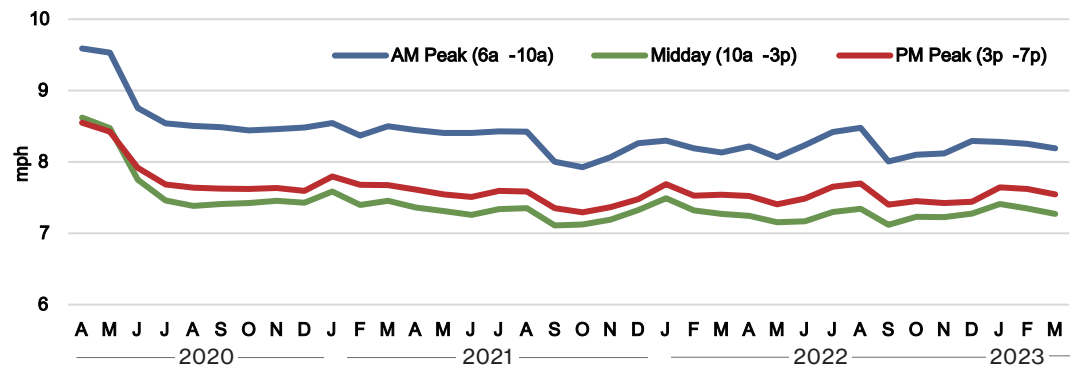
Bus Service Delivered

The share of scheduled buses that are actually provided at the peak load point during peak hours
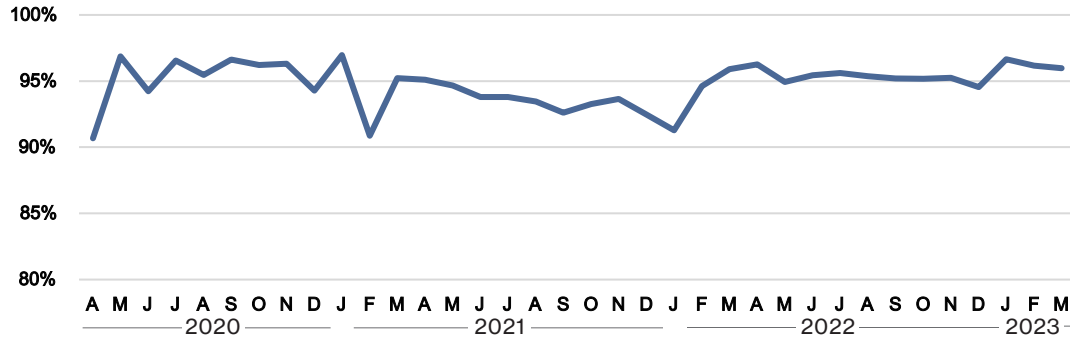
Bus Speeds, by Time of Day

The average speed of all NYCT & MTA buses

Data Review

Bus performance in March remained stable. Service Delivered was 96%, consistent with February and last year. On a 12-month average, Service Delivered improved by 1.7% at 95.5%. Bus Speeds averaged 8.1 mph— slightly down by 1.2% from the previous month but remaining stable against last year, and up 1.3% against pre-COVID numbers. Customer Journey Time Performance (CJTP) was 74% in March, with a slight dip of 1.9% from the previous month but remaining stable against last year and showing a 1.6% improvement over pre-COVID numbers.

Preliminary April performance shows an improvement in performance as the Bus team continues to deploy a multi-pronged strategy to improve the bus system.

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
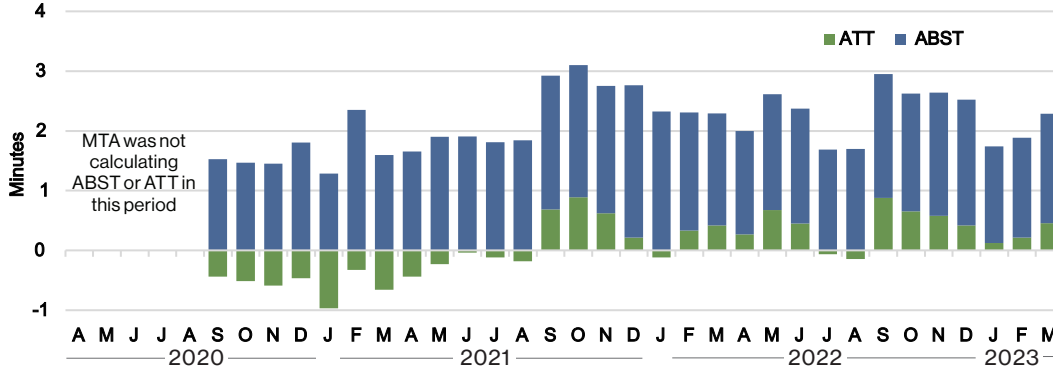
Bus Customer Journey Time Performance, by Borough, March 2023

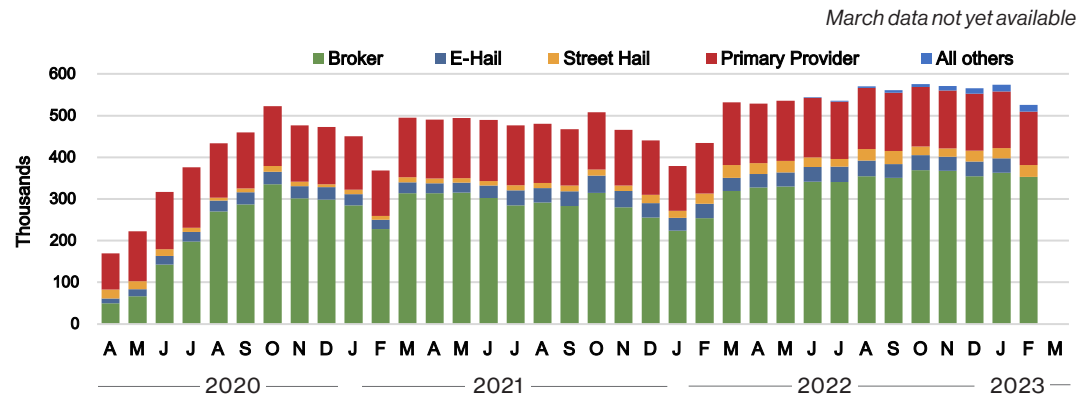*The share of customer trips with a total travel time within 5 minutes of the scheduled time*
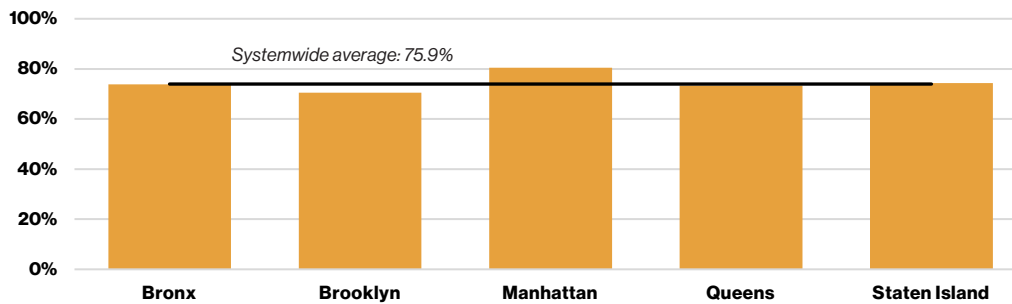
Moving Forward

The March Pulse Survey shows a sustained improvement in customer satisfaction, with the overall satisfaction rate remaining the same as last month at 69%—the highest Buses has achieved, and a 5 percentage point improvement since December 2022. Satisfaction with Bus Cleanliness continues to trend upward and was the highest-rated indicator at 75%. Notably, Queens North reached 81%, up 3% from last month. Satisfaction with Driver Helpfulness remains one of the highest-rated indicators at 70%. However, there's room for improvement wwith Travel Times, which stands at 70%, slightly down by 2% from last month.

Paratransit Trips, by Type of Provider
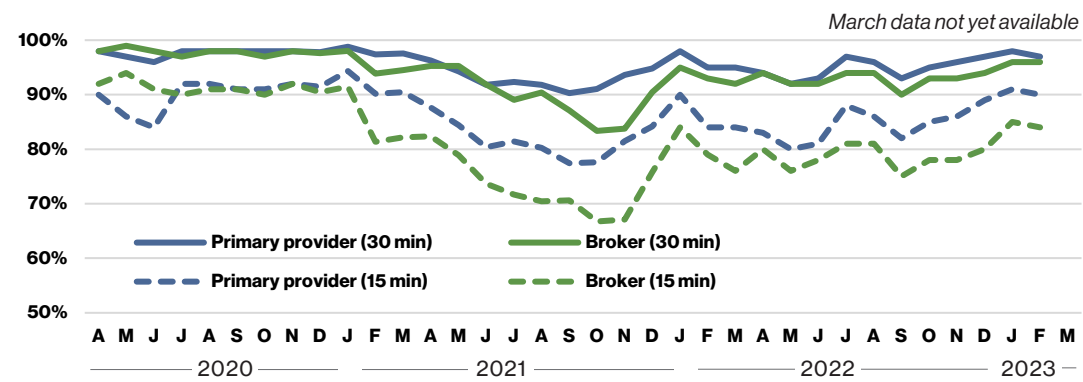
The number of paratransit trips, by type of service

March data not yet available
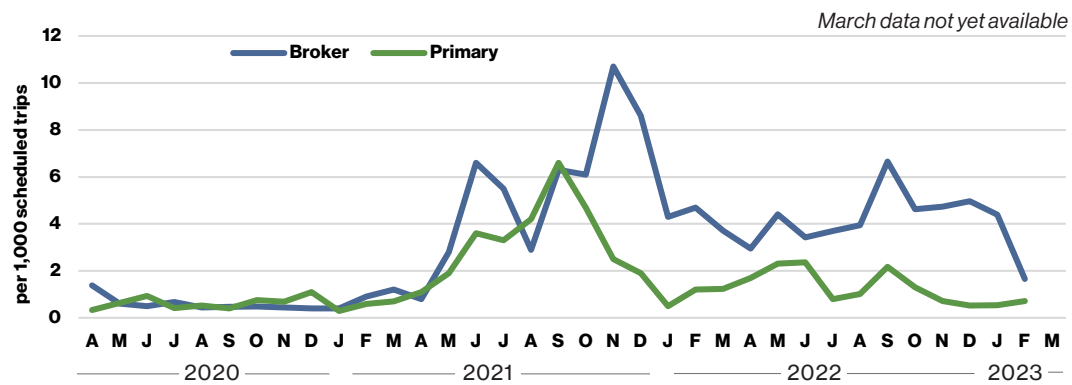
Legend: ■ Broker ■ E-Hail ■ Street Hail ■ Primary Provider ■ All others

Y-axis: Thousands (0, 100, 200, 300, 400, 500, 600)

X-axis: A M J J A S O N D (2020) J F M A M J J A S O N D (2021) J F M A M J J A S O N D (2022) J F M (2023)

Paratransit On-Time Performance

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

March data not yet available

Y-axis: 50%, 60%, 70%, 80%, 90%, 100%

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

X-axis: A M J J A S O N D (2020) J F M A M J J A S O N D (2021) J F M A M J J A S O N D (2022) J F M (2023)

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

March data not yet available

Y-axis: per 1,000 scheduled trips (0, 2, 4, 6, 8, 10, 12)

Legend: Broker, Primary

X-axis: A M J J A S O N D (2020) J F M A M J J A S O N D (2021) J F M A M J J A S O N D (2022) J F M (2023)

Data Review

Total trips in February 2023 decreased by 17,000 (or 2.9%) when compared to January 2023, and increased by 117,000 (or 26.6%) when compared to February 2022, 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, 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 2% and 3% respectively from February 2022. Both Primary and Broker service have done well.

On primary carrier service, the no-show rate for performance increased by 0.17 per 1,000 scheduled trips to 0.71, considerably better than our goal of 3.0. For Broker service, the result for February 2023 was 2.74 no-shows per 1,000 scheduled trips due to a continued increase in demand for taxis and for-hire vehicles citywide. Overall, Primary carrier no-shows has decreased by .50 per 1,000 trips (or 41.3%) and broker has decreased by 3.08 per 1,000 trips or (65%) when compared to February 2022. In February 2023, the improvements in our on-street service helped improve our call center performance with a 1% improvement in calls answered from February 2022 and declined by 1% compared to January 2023. The Average Call Answer Speed in February 2023 increased by 12 seconds (or 33.3%) when compared to January 2023 and decreased by 18 seconds or 27.3% when compared to February 2022. The number of eligible customers at 175,027 continues to grow with a 4.0% increase from February 2022.

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

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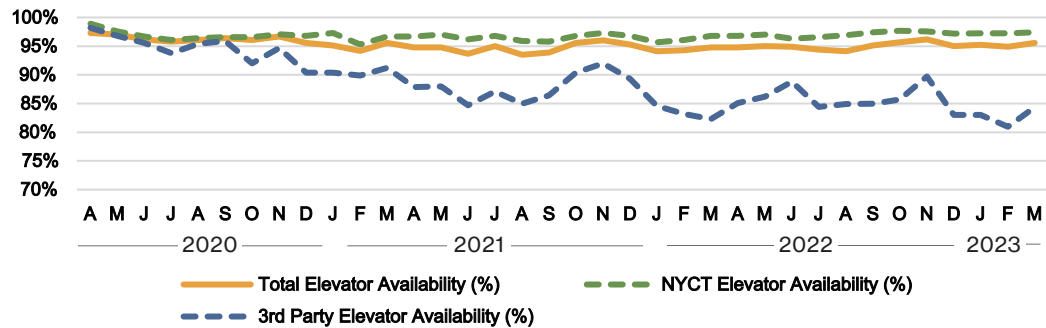
Accessibility Update

We at Accessibility are making great progress on many projects to make the Subways, Bus and AAR experience a comfortable one for our diverse rider base post-pandemic.

In March, we officially began to pilot our first wide aisle fare gates as an alternative to the AutoGate for customers with mobility impairments including luggage and strollers. The first two gates are in service at Atlantic Av – Barclays Ctr and Sutphin Blvdv- Archer Av Stations. Customers can use any MetroCard or OMNY device (other than a paper "Single Ride" ticket) to pay for entry at the wide aisle gate. With the "saloon-style" paddles many other transit systems use, we are excited about the new opportunities these gates offer to welcome customers into the system.

We have also continued installing tactile edges. In March, Subways installed tactile warning strips on all platforms at Dyckman St Ⓐ and 135 St Ⓑ Ⓒ.

As a reminder on the Bus side, the next phase of the Open Stroller Pilot Program is officially underway. Over 100 additional buses have been retrofitted with the designated open stroller space in early April as the Pilot goes from 7 to 57 routes, and 1,000 total buses remains on schedule to be completed by the end of the year.

Finally, we are excited to partner with Paratransit (AAR) to release the new and improved MY AAR. Now customers can book their trips online or in the app without a phone call. We hope customers will take advantage of this convenient trip-booking tool and look forward to continuing efforts to improve the MY AAR experience.

2023 Operating Revenue & Expenses, March 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	892.3	909.5	17.2	45.8	42.1	(3.7)	1.7	1.3	(0.4)
Farebox revenues	751.9	775.5	23.6	40.8	41.0	0.2	1.1	0.8	(0.2)
Other revenues	140.4	134.0	(6.4)	4.9	1.1	(3.8)	0.7	0.5	(0.2)
Total non-reimbursable expenses	2,326.4	2,328.1	(1.8)	240.6	204.5	36.0	18.8	15.9	2.8
Labor expenses	1,757.0	1,748.4	8.5	169.6	158.8	10.8	14.5	12.6	1.9
Non- labor expenses	569.4	579.7	(10.2)	70.9	45.7	25.2	4.3	3.3	1.0
Non-cash liabilities	536.4	533.0	3.4	49.6	14.1	35.4	4.4	3.2	1.1
Net surplus/(deficit) - accrued	(1,970.5)	(1,951.6)	18.9	(244.4)	(176.6)	67.8	(21.4)	(17.9)	3.6

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	44,533	42,666	1,867	3,868	3,614	254	355	332	23
Reimbursable	4,793	3,769	1,024	38	35	3	54	19	35
Total Positions	49,326	46,435	2,891	3,906	3,649	257	409	351	58

Data Review

Farebox revenue was favorable to the Budget by $23.5 million primarily due to higher Subways ridership than projected, higher average fare and favorable weather. Other Revenue was $10.4 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 $37.1 million. Labor expenses, including fringe benefits, were favorable by $21.2 million driven largely by vacancies and health and welfare underruns. Non-labor expenses were favorable by $15.9 million mainly due to lower Power consumption and favorable timing of claims and materials and supplies expenses.

Moving Forward

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

Reduced-Fare OMNY Events

Members of the MTA's Government and Community Relations and Systemwide Accessibility teams met with Retiree Chapter 1011 of the Public Employees Federation on March 23 to discuss the benefits of switching over from Reduced Fare MetroCard to Reduced Fare OMNY. The MTA team provided an update on the ongoing OMNY rollout and a step-by-step guide on how customers can make the switch.

TransitTalk

On March 30, customers at the Forest Hills-71st Ave **E** **F** **M** **R** in Queens were greeted by NYCT President Davey and his executive team as part of our ongoing TransitTalk events. Representatives from MTA Customer Services, OMNY, Government & Community Relations, the NYPD Transit Bureau and NYC Fair Fares Program also joined the event to engage customers in one-on-one conversations regarding Transit issues important to them.

Brooklyn Bus Network Redesign with Council Member Mercedes Narcisse

On April 5, President Davey met with NYC Council Member Mercedes Narcisse (BK) to tour her district and discuss the Brooklyn Bus Network Redesign. Representatives from Operations Planning and Government & Community Relations also joined the district tour. Council Member Narcisse's district covers southeast Brooklyn including Canarsie, Flatlands, Gerritsen Beach, Marine Park and Sheepshead Bay.
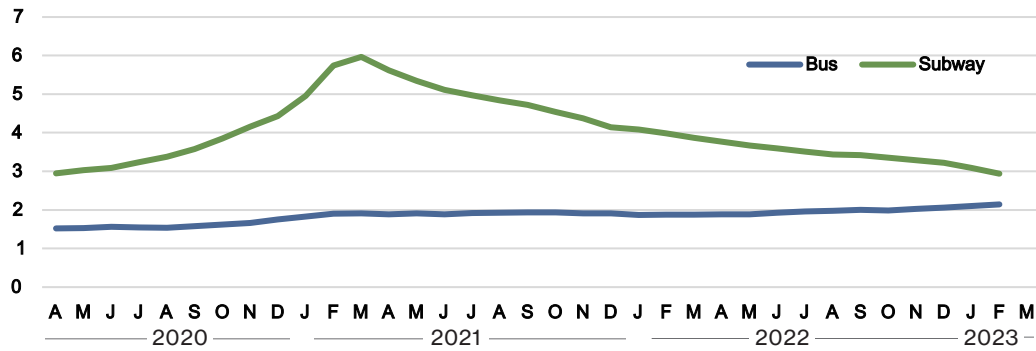
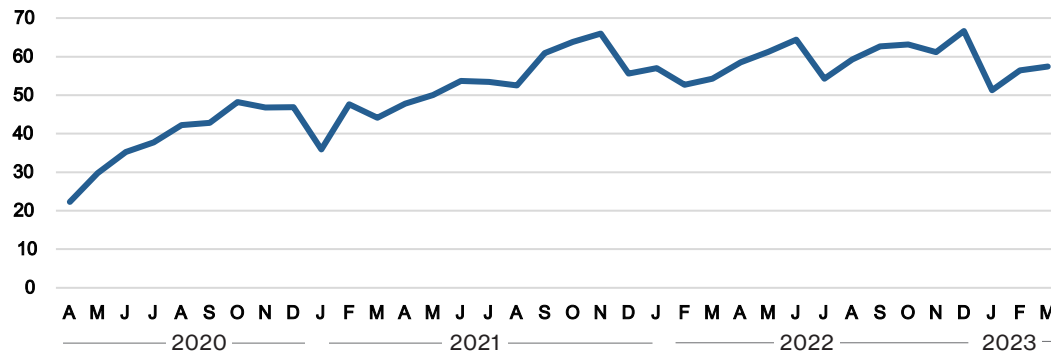## Customer Accident Rate

The number of reportable subway and bus customer accidents per million customers (12-month rolling average)
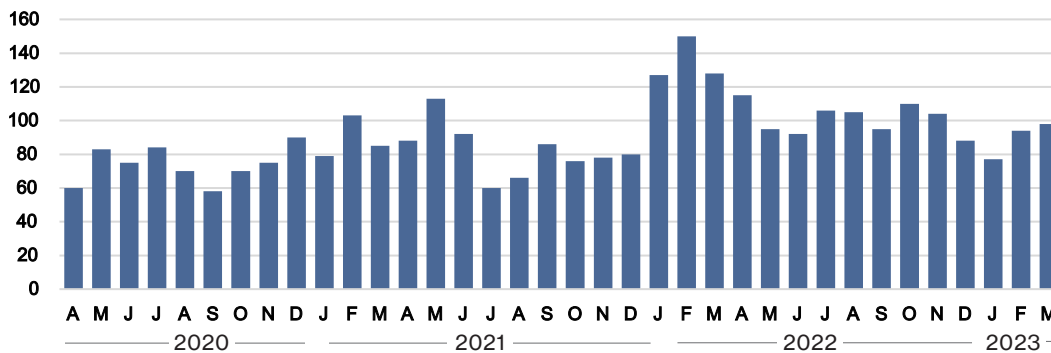
March data not yet available

Bus Collision Rate

The number of bus collisions per million miles

Subway Fires

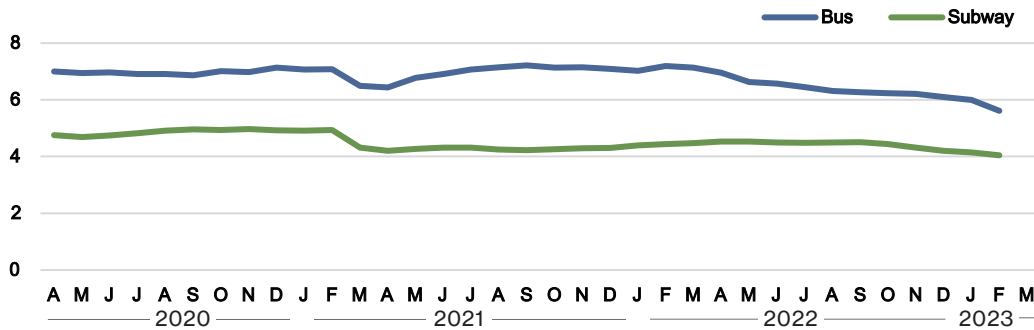*Total number of fires in the subway, including right-of-way, in stations and on trains.*

Employee Lost Time Accident Rate

The number of reportable employee lost time accidents per 100 employees (12-month rolling average)
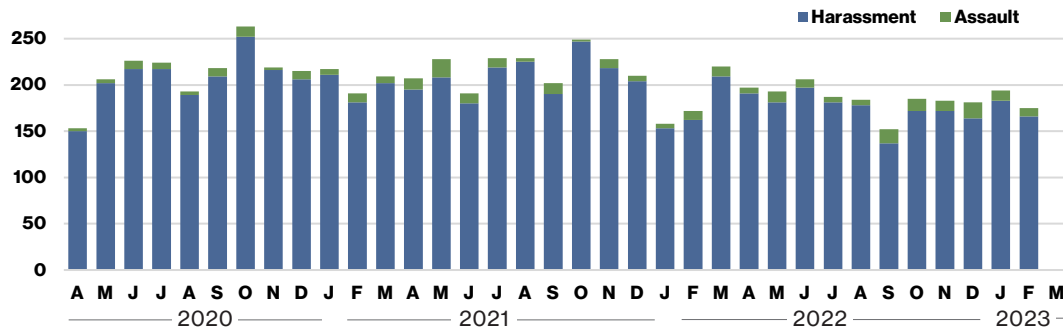
March data not yet available

Assaults and Harassments Against NYCT Employees

Assault, under NYS penal law, requires physical injury. Harassment involves actions that annoy or alarm with no resulting physical injury

March data not yet available

Data Review & Moving Forward

Subway Customer Accident Rates decreased when comparing the most recent 12-month period to the previous one. It is worth noting that Slip/Trip/Fall accidents have had more than a 33% decrease since December 2022.

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 is worth noting that we have seen a decrease in Lost Time Accidents from the preceding month in the last four out of five months.
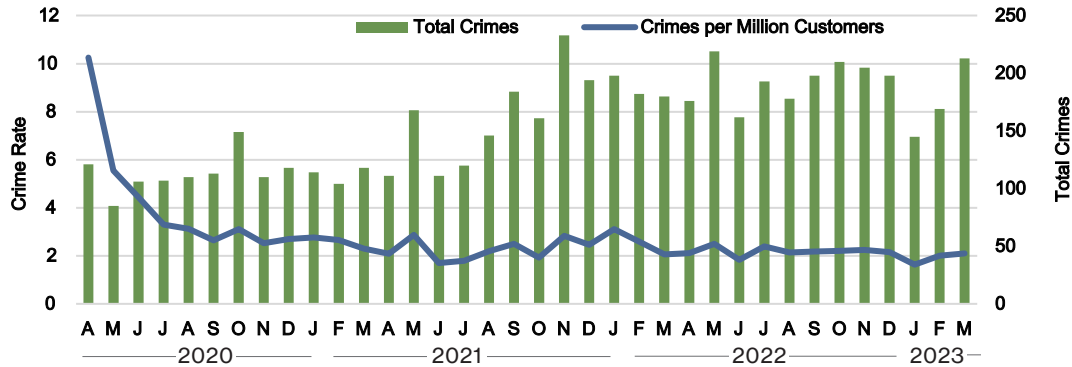
Subway Fires have increased on a rolling 12-month basis when comparing to March 2022 versus 2023.
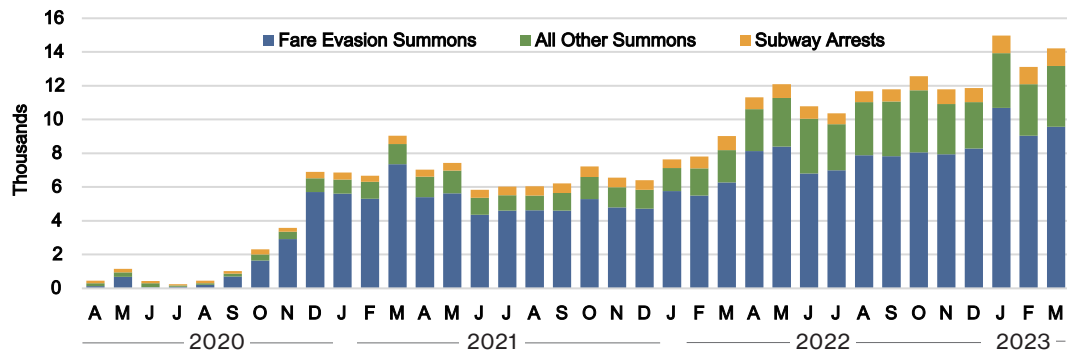
Major Crimes Against Subway Customers

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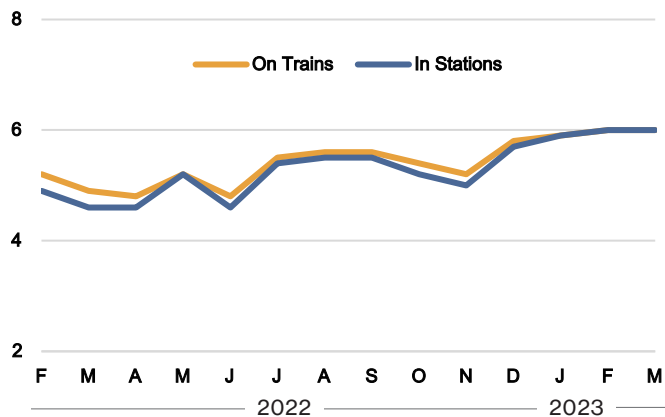

NYPD Summonses & Arrests

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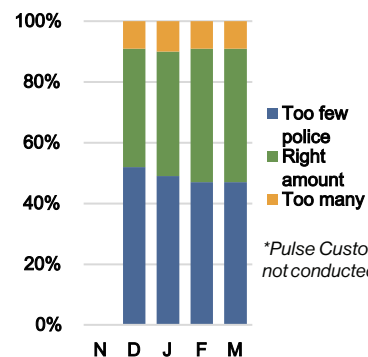

Perception of Safety and Police Presence

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 major felony crimes through Q1 2023 remains 8% below Q1 2022.

In March 2023, monthly Major Felony Crime ticked up 14% versus March 2022 and 11% versus the 2022 monthly average. But, crimes per million rides only ticked up 2% versus March 2022 and remained down 8% versus the 2022 monthly average.

Police summonses and arrest activity continues to trend upward into 2023. March Fare Evasion Summonses in the Subway are up 35% versus the 2022 average. Arrests are also up 42%.

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 Ave-Barclays Ctr, and Sutphin Blvd-Archer Av. 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 significant reduction in quality-of-life 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. 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, solving crimes, and deterring future crime.

All About Buses

2023 New York Auto Show

As we celebrate Earth Day 2023, it is important to reflect on the critical role public transportation has always played and continues to play in reducing emissions. Making environmentally friendly mass transit even greener is the MTA's commitment to a zero-emissions bus fleet by 2040, which will avoid 520,000 metric tons of carbon emissions annually. And, as we rollout our zero-emissions bus fleet, we will prioritize bringing them to environmental justice communities, which have been most impacted by climate change and pollution.

In New York City, the majority of our bus depots are located in low/moderate-income communities with routes that run disproportionately through these neighborhoods. A lot of work is underway this year to get us on the path to 2040. This includes taking delivery of the pilot buses from our 60 all-electric bus order, awarding the procurement of 470 all-electric buses, equipping bus depots with new state-of-the-art charging infrastructure to support the MTA's growing electric bus fleet, and expanding a depot-based workforce training program for zero-emissions – just to name a few!

This month we were invited to showcase our latest all-electric bus at the New York Auto Show. This annual event at the Javits Center showcases the latest advancements in the automotive industry with one of the main focuses on electric and hybrid vehicles as the auto industry is racing towards zero emissions vehicles.

Senior Vice President Frank Annicaro and the Buses team alongside a very enthusiastic bus fan named Oliver visiting the New York Auto Show.

All About Buses (con't)

Improving Service and Safety

As we remain laser focused on bringing riders back to the system, we continue to push for bus priority to speed up commutes. This includes expanding our Automated Bus Lane Enforcement (ABLE) program by 600 buses this year to over 1,000 by the end of the year. We are happy to report that this month we will be rolling out the first of our new 2023 ABLE routes in the Bronx. Importantly, we continue to work closely with our elected officials to enact legislation that would allow us to use our ABLE cameras to ticket violations occurring outside of the designated bus lanes — including doubled parked vehicles and vehicles blocking our bus stops on all routes.

In addition, our Road Operations team has undertaken a deep dive review of the 28 worst performing bus routes across all five boroughs and have identified several issues. The service management team has begun to focus intensively on these routes and the slowest timepoints, monitoring and adjusting service as necessary, and engaging the NYPD for joint blitzes of the routes in Queens and the Bronx, with over 2,000 tickets issued to date.   As a result, we are happy to report initial improvements in customer journey time and wait assessment, in particular on the Q66 and M101 routes. The MTA, alongside several NYC agencies, will be working hard to focus and address issues on these routes.

Safety continues to be a critical focus. This month we brought back the Safe Bus Operator Program. The team began to hand out the first safety jackets to reward those operators with an exceptional safety record. In addition, we have also completed approximately 800 undercover check rides, expanded our line mentorship program to 19 depots, pairing up less experienced operators with more seasoned ones to pass on best practices. We have also targeted high accident locations to have the Road Operations, Depot and Safety teams engage operators in the field to discuss safety.

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

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