NEW YORK CITY TRANSIT
KEY PERFORMANCE METRICS

May 2023

MTA

The 7 Train at sunset.

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

2 Broadway • New York, NY 10004
Monday, May 22, 2023

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

Richard Davey
President, New York City Transit

The North Star: Increasing Customer Satisfaction

May marks my one-year anniversary as President of New York City Transit. Each day, I have been reminded in ways big and small of how privileged I am to work on behalf of our 47,000 women and men – the best team in this city – to serve our over 5 million daily transit customers.

When I arrived, I knew that key to bringing back riders to our subways, buses, and paratransit was to have the customer experience be our North Star. Everything we do at NYCT is driven by this core principle. This includes our bold Faster, Cleaner, Safer plan to win back riders by improving the quality, safety, and reliability of service. Our goals were ambitious, to increase customer satisfaction to record highs: 70% for subway and paratransit customers and 73% for bus customers by 2024.

After 12 months, I'm here to report that, thanks to the remarkable work of the entire team at NYCT, we've made considerable progress towards these goals.

On our subways, we've taken steps to transform the customer experience through new Customer Service Centers and a reimagined station agent role out of the booth, and straphangers are taking notice. Customer satisfaction has risen from an initial 49% in the spring of 2022 to 62% in April. In February, our monthly satisfaction levels reached a historic high of 65%.

In the past year, the subways team has stepped up and made the system faster. We've recently seen subways On-Time Performance reach highs that haven't been reached in over a decade. The SPEED team remains vigilant in identifying pinch points in the system where we can safely raise speed limits and move customers faster. And in March, we were thrilled to welcome the new R-211 into service on the A line. These new subway cars are more reliable and accessible than their 1970s-era predecessors, and I can't wait for more to enter service on the A and C lines soon.

We've doubled down on cleanliness in the subway too. Between car and station cleaners, we've rebuilt our cleaning workforce with nearly 1,000 new

hires. 42 restrooms have reopened for the first time since the pandemic, all on them renovated and sparkling clean. To top it off, we've kept up the momentum on our station re-NEW-vations, using planned weekend shutdowns to provide customers with a tangibly improved, overhauled station when they return on Monday. 29 stations have been re-NEW-vated so far, and we are on pace to complete 50 by the end of 2023.

29
Station ReNEWvations

We've made progress on subway safety, for which I want to thank Governor Hochul and Mayor Adams for stepping up with the Cops, Cameras, and Care plan. In the past several months, we have seen the rate of crimes per rider in our subways fall to the lowest level in years.

And, by bringing our incredible team of station agents out of the booth, we are reimaging customer service, making our subway stations more inviting, accessible, and safe. Station agents have received dedicated customer service training, with specific focus on how to assist customers with disabilities. We've further advanced subway accessibility improvements by introducing wide aisle gates in a pilot program at two stations and by opening new elevators at Penn Station and Times Square, making two of our busiest stations even more accessible.

On the topic of the subway, I wanted to shout out Senior Vice President Demetrius Crichlow and his team for two major ridership milestones in the past month. Subway ridership is continuing to rise as New York enters spring; in the past month, we've exceeded four million paid subway rides four times, including back-to-back days on May 10 and 11.

On the weekends, Weekend Service Czar Jose LaSalle and his team's exhaustive work to make service better and more reliable for customers is paying dividends. Our weekend On-Time Performance has steadily improved since Jose took the helm last September, consistently exceeding 85%. Customers are responding to better service by coming back in droves;

May 6 and 7 saw 4.6 million riders, the most in a weekend since the pandemic began. Thanks Jose and team for your incredible work and I look forward to more records in the very near future.

Our weekend momentum will continue this summer, when we implement the first in a series of weekend, midday, and evening service improvements by increasing the frequency of weekend service on the G, J, and M lines thanks to a $35 million allocation in this year's New York State budget.

On buses, you heard from Senior Vice President Frank Annicaro and his team last month about their laser-focused plan to improve 29 priority routes. By improving the speed, safety, and reliability of bus service on select high-ridership, poor-performance routes, we can really move the needle for our customers. We're already approaching our North Star goal of 73% bus customer satisfaction, with 69% of bus customers expressing satisfaction in recent months.

I was proud to report in February on the improvements in bus performance we have seen in the Bronx following last June's implementation of the Bronx Local Bus Network Redesign. Our Borough Bus Network Redesigns aim to improve the speed, frequency, and connections on local bus routes and the early results from the Bronx showed they did just that. I look forward to bringing similarly enhanced bus networks to bus customers in Queens and Brooklyn soon.

To make our buses cleaner than ever before, we have increased the frequency of our systemwide cleaning cycle and implemented a successful one-time deep cleaning pilot at Kingsbridge depot that we are expanding across the system to get our buses back to state of good cleanliness.

We've made progress on bus accessibility over the past year. The Open Stroller pilot program, which was successfully launched last September, will soon expand, and involve roughly 1,000 buses on 50 routes by the end of this year. And we've tested new hearing loops on buses to make service information more accessible for customers with hearing impairments.

Over the past year, I have emphasized repeatedly how important bus lane enforcement is. The ABLE camera program is a double win for bus customers. Not only do ABLE cams succeed in speeding up buses by an additional 5% on priority corridors, but they can also reduce collisions by keeping vehicles out of the bus lanes. On routes with ABLE, we have seen a significant decrease in collisions in the past 12 months. And our leaders

in Albany, especially Governor Hochul, deserve huge credit for allowing ABLE to enforce throughout the city in bus stops and for double-parked cars starting next year. This expanded enforcement is a big win for bus customers and will make service faster and safer. I always want to give credit to our amazing Government and Community Relations team including Will Schwartz, Cate Contino and Meagan Molina for their tireless efforts advocating for the expansion of the ABLE program.

Paratransit continues to reach record heights, with a 78% customer satisfaction in April. This is an incredible number that already exceeds our North Star goal, and one that Vice President Chris Pangilinan and his entire team should be proud of. Paratransit also has the distinction of being the first division at NYCT to return to pre-pandemic ridership levels, with customers responding to improved performance.

We aren't resting on our laurels though, and focus remains on improving paratransit for the 22% of customers who were not satisfied in April. Specific focus is on improving performance of third-party providers while continuing to seek improvements to on-time pick up while reducing no-shows.

The past twelve months have been remarkable, and I cannot thank the 47,000 employees at New York City Transit and our millions of customers enough for welcoming me back to this city and this system with open arms (and a few opinions!).

Transit is what makes New York City possible and, as we continue to welcome customers back in their millions, I am confident that by this time next year we will be able to provide them the faster, cleaner, and safer service that our city needs and our customers deserve.
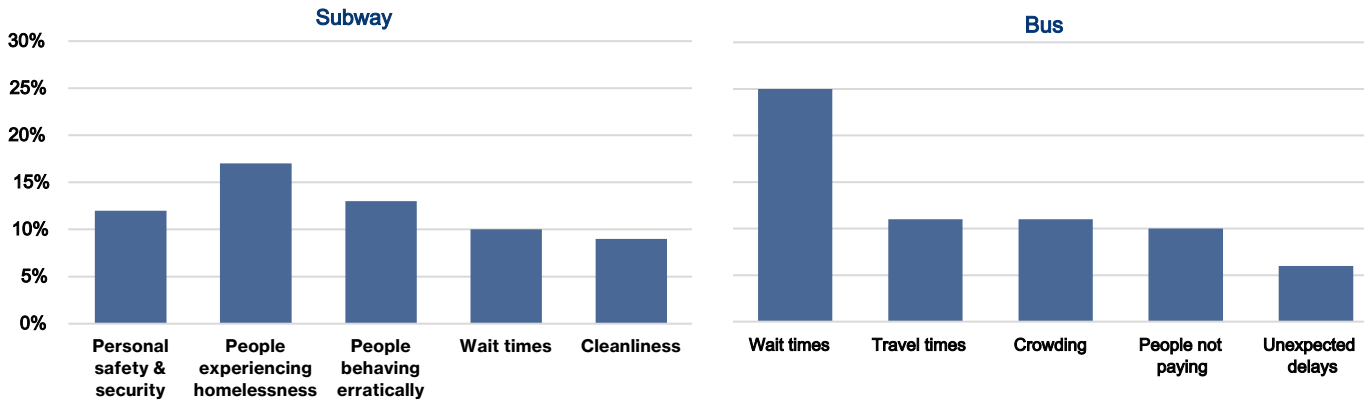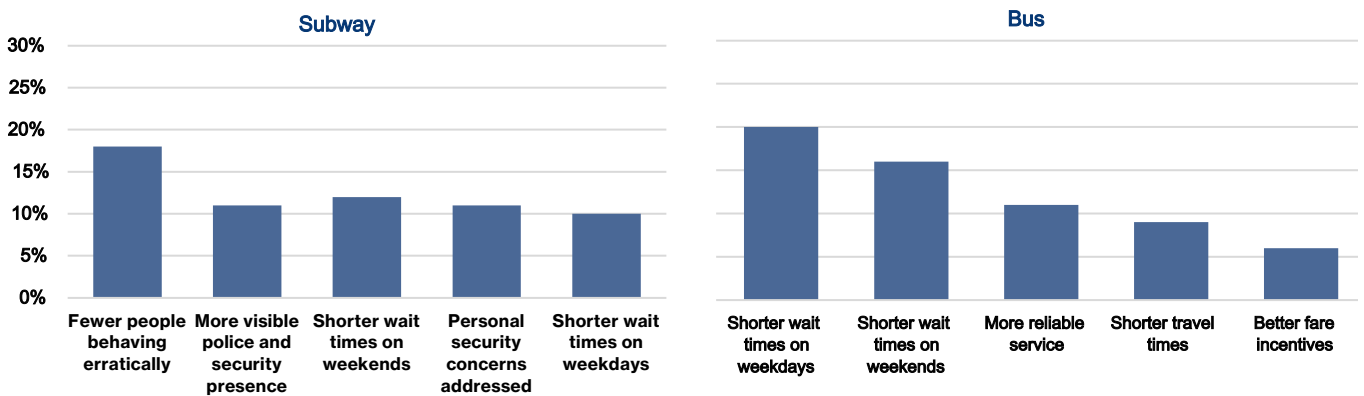
Monthly Pulse Survey Results - April

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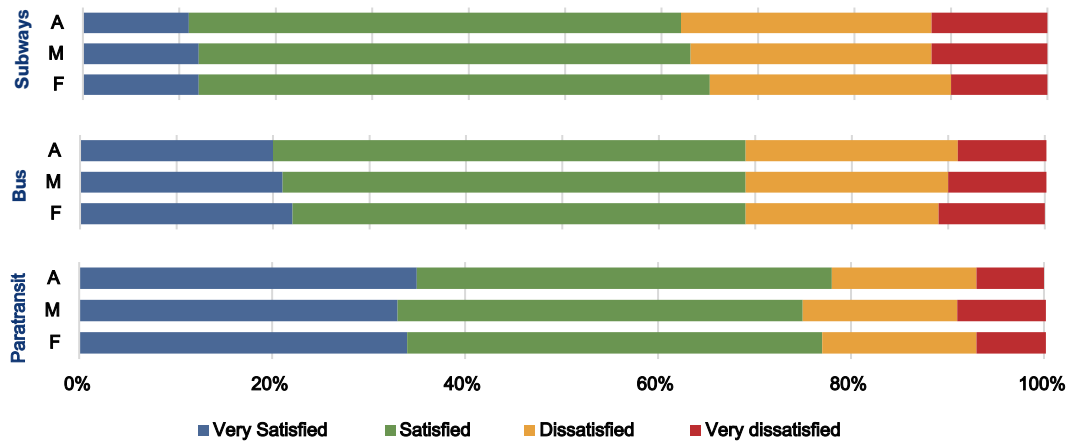
What needs to improve to increase your satisfaction?
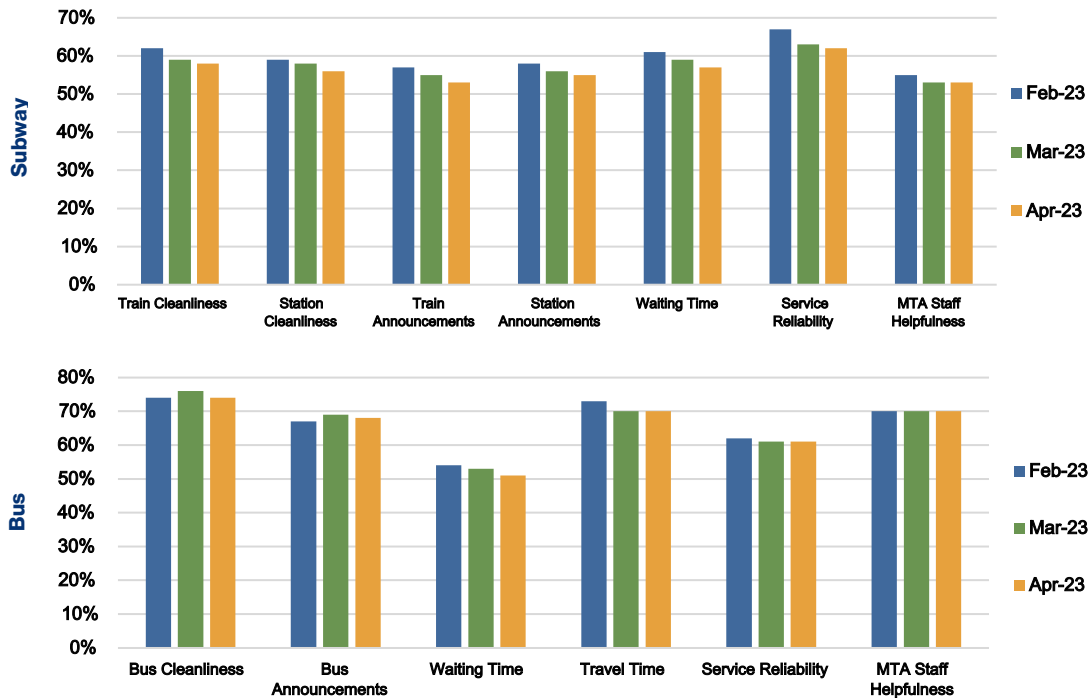

What would encourage you to ride more often?

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 April is 62%, which is unchanged from March. All on-board and in-station key indicators decreased or remained consistent this month, with none shifting more than two percentage points. Travel Times remains the highest indicator (68%), while Announcements on Board and Staff Helpfulness are lowest (53%). The **7**, **G**, and **Q** lines were the highest rated lines, all with overall satisfaction scores of 70% or greater.
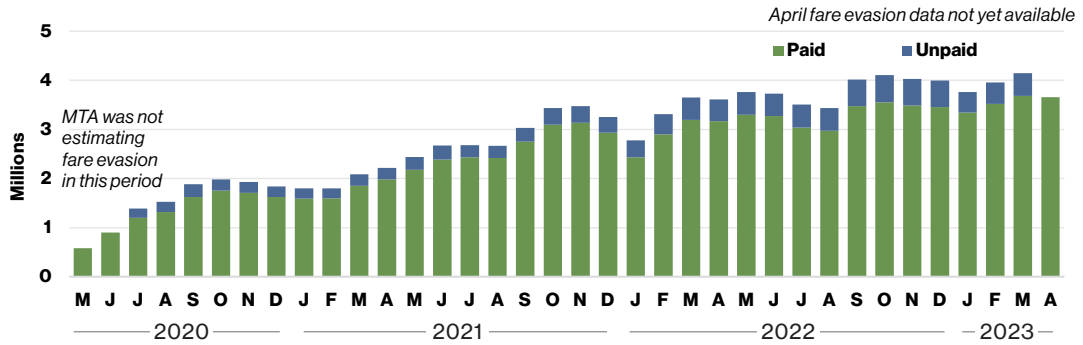
Overall bus experience satisfaction in April remains at 69%, matching March's score and is a five-percentage point increase since December. For Local, Limited, and SBS, satisfaction reached 70% or greater on several key indicators. Express bus customer satisfaction increased across the board, including four percentage point increases in Travel Times, Overall Route, and Waiting Times.

Access-A-Ride (Paratransit) overall satisfaction in April reached an all-time high of 78%, a four-percentage point increase since last month. Most key indicators remained consistent with March, with the highest scores being Reservation Staff Helpfulness, Phone Reservation System, Driver Helpfulness, and Cleanliness of Vehicles (all at 78% satisfaction or higher). The most frequently cited improvement needed is On Time Pick Up, mentioned in 26% of responses, a decrease from 29% in March.

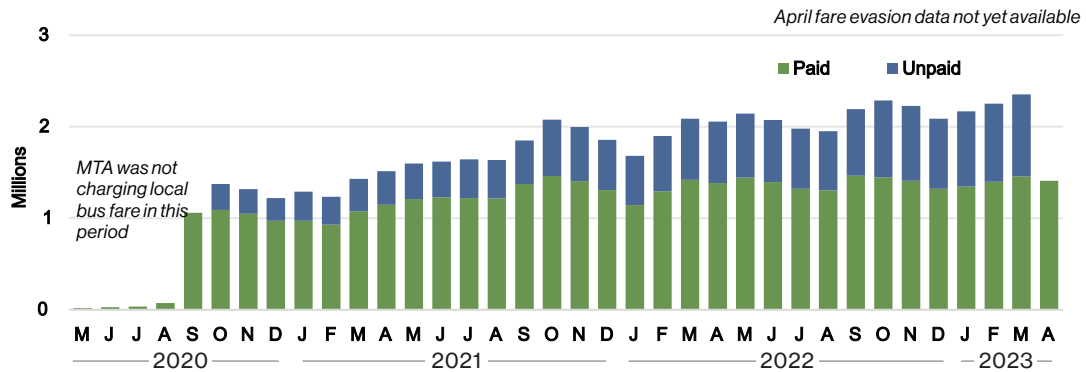## Subway Ridership

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

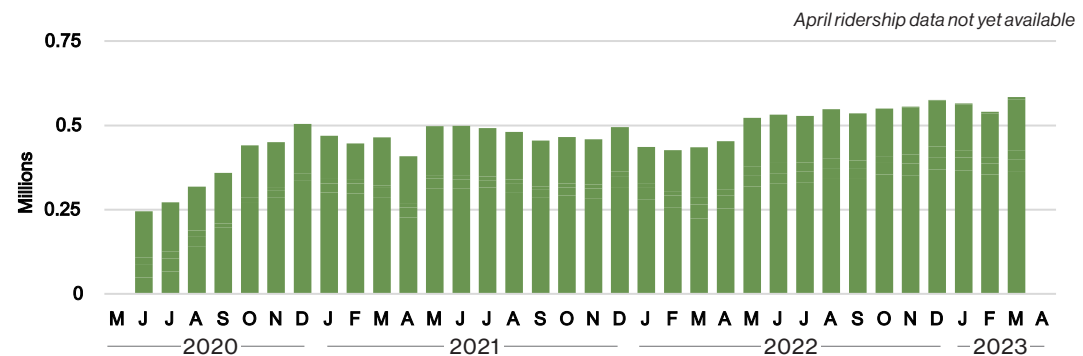*April fare evasion data not yet available*

MTA was not estimating fare evasion in this period

Legend: Paid, Unpaid

X-axis: 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 A (2023)

Bus Ridership

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

April fare evasion data not yet available

MTA was not charging local bus fare in this period

Legend: Paid, Unpaid

X-axis: 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 A (2023)

Paratransit Ridership

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

April ridership data not yet available

X-axis: 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 A (2023)

Data Review

Average paid weekday subway ridership dropped by less than 1% percent in March, from 3.685 million to 3.657 million, despite the greater number of school-closed days in April with Spring Recess. Honing in on just school-open days, the underlying trend was strong, with an increase of 3.0%, from 3.676 million to 3.786 million.

Notably, April also saw the first day with 4 million paid riders since the pandemic. In the first two weeks of May, midweek ridership is now approaching that 4 million threshold, at 3.989 million, which would be 67% of pre-pandemic midweek averages.

Because student and other school-related ridership makes up a larger share of bus customers, the impact of the school calendar was stronger on the bus side. Average paid weekday ridership declined by 3.6%, from 1.459 million to 1.406 million. As with subway, the underlying trend was positive, with ridership on school-open days rising by 1.2%. Weekend ridership stands at about 78% of pre-pandemic levels on subway, and 68% on bus.
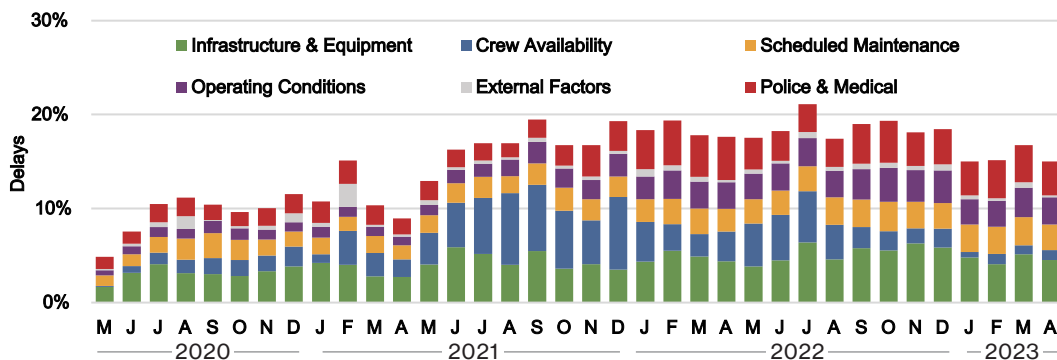
Subway Service Delivered

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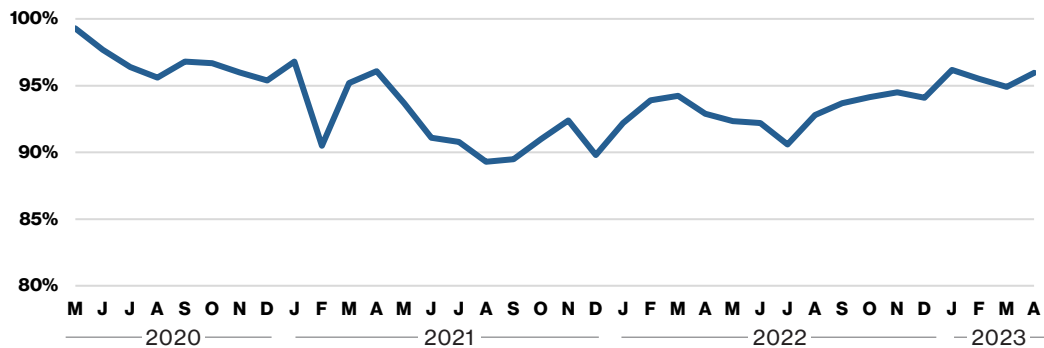
Subway Delays

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 reached similar levels to January's record-breaking performance. We delivered 85.7% of customers to their destinations within 5 minutes of schedule, including waiting and on-board time – higher than any month in 2022, and almost all months in 2019. Additional Platform Time was 71 seconds, or 17 seconds faster than last year, when we faced a large crew shortage. Additional Train Time was 27 seconds, or just 3 seconds more than last year, when ridership was significantly lower. Altogether, the average customer's additional journey time was 98 seconds, or 14 seconds faster than April 2022 and 15 seconds faster than April 2019.

Weekday OTP was 85.0% -- again higher than any month in 2022 or 2019. Since last month, we experienced fewer customer-caused incidents, like people on the roadbed, and fewer asset failures, particularly track-related incidents. The B and D lines improved especially, due to fewer major incidents and improved asset reliability. Weekend OTP also climbed to 84.7%, which is consistent with performance thus far in 2023, and still higher than any month in 2022.

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
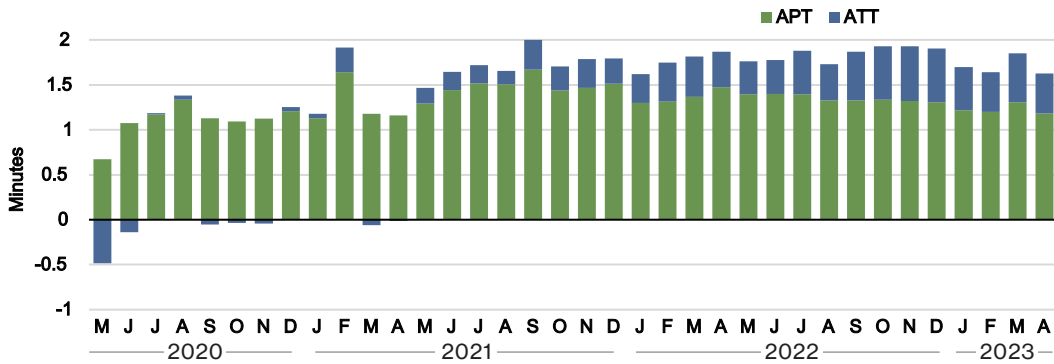
Customer Journey Time Performance

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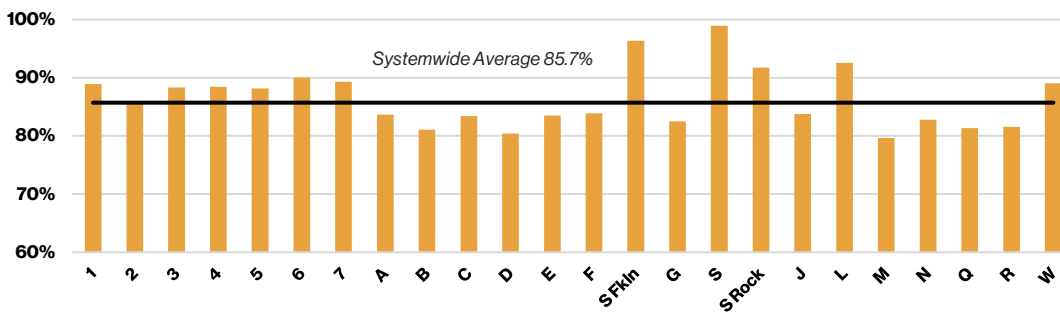
Moving Forward

Subways continues to make significant strides towards improving customer and employee environments. So far this year, we've worked on 19 employee facilities through our reNEWvations initiative. This month, we started issuing phones to each Station Agent – better connected staff, now working outside the booth, can both assist customers and quickly call for assistance or report any issues that need attention.

Subways is taking a customer-centric approach to drive our operations. To do this, we're working with our partners in Strategy & Customer Experience, Operations Planning, and Strategic Initiatives to better understand the intricacies of customer satisfaction, and how they relate to our operational metrics. Based on these findings, we will develop a plan to more closely shape our operational practices around what customers want most.
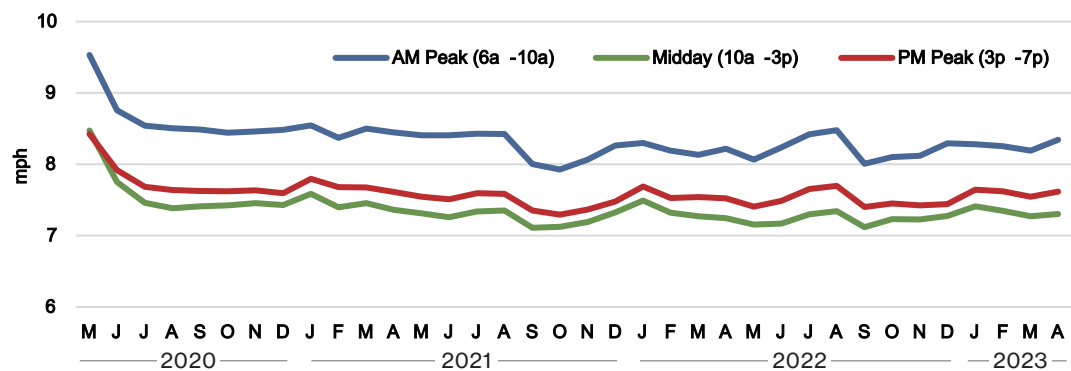
Bus Service Delivered
The share of scheduled buses that are actually provided at the peak load point during peak hours
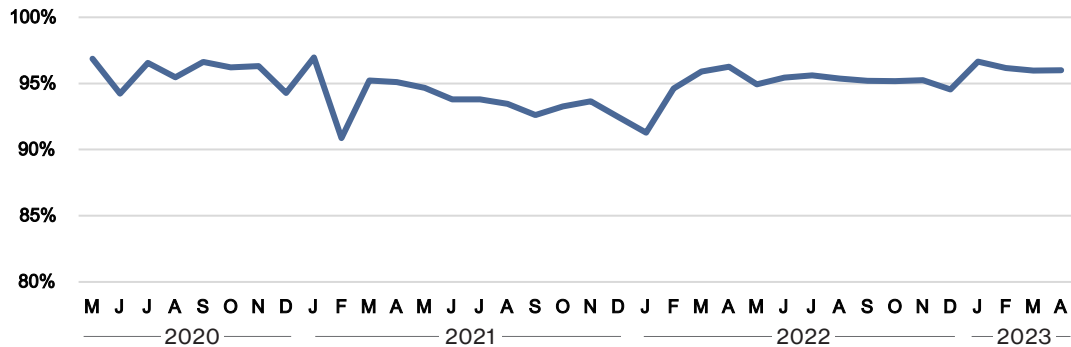
Bus Speeds, by Time of Day
The average speed of all NYCT & MTA buses

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

Data Review

Bus performance in April remained stable or better in some key areas. Service Delivered has remained on or above 96% for four consecutive months while carrying approximately 65% of pre-pandemic customers. On a 12-month average, Service Delivered improved by 1.5% at 95.5%. Bus speeds averaged 8.2 mph, a 2.5% improvement compared to pre-pandemic and 1.2% improvement over last month and last year. Customer Journey Time Performance (CJTP) was 75.2% in April, showing improvement over prior periods - all boroughs improved performance compared to last month, except Manhattan which took a dip of 1.2%, attributed to a 15 second increase in Additional Travel Time.

The April Monthly Pulse Survey showed that overall customer satisfaction remains high at 69% for the third consecutive month – this is the highest level since we started our surveys last year. Express Bus overall experience is 77%, up one percentage point. But we need to push harder to achieve our goal of 73% customer satisfaction by June 2024. When we ask our customers "What would encourage you to ride
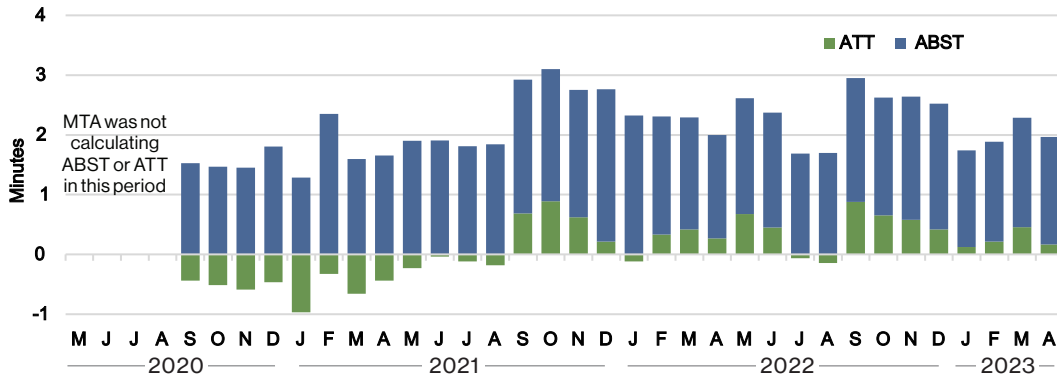
## Additional Bus Stop Time + Additional Travel Time

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, April 2023

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

Systemwide average: 75.1%
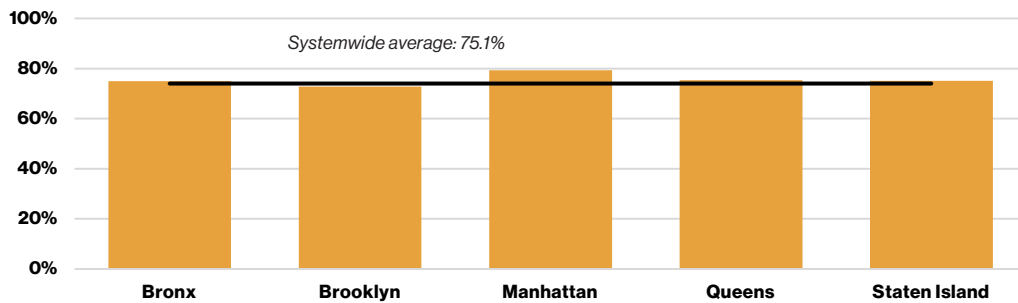
more frequently", the most common mentioned issues are shorter wait times and travel times.

Moving Forward

We have been addressing this on multiple fronts, including ambitious network redesigns, coordinating with our partners at NYC DOT to add bus lanes and busways and our bus lane enforcement camera program. Bus lane enforcement cameras are an essential tool to keep bus lanes clear of vehicles and buses on schedule for faster and more reliable service. This year the MTA will more than double the number of buses equipped with ABLE from 423 at the end of last year to over 1,000 at the end of this year. This expansion of camera enforcement will cover up to 80% of bus lanes by the end of 2023. At the beginning of this month the MTA rolled out the first of our 2023 ABLE routes, the Bx35. The Bx35 is an essential crosstown route for the Bronx, carrying approximately 19,000 weekday riders with key connections to 22 bus routes and the 1, A, 4, B, D subway lines. We will roll out an additional ABLE route in the upcoming weeks.
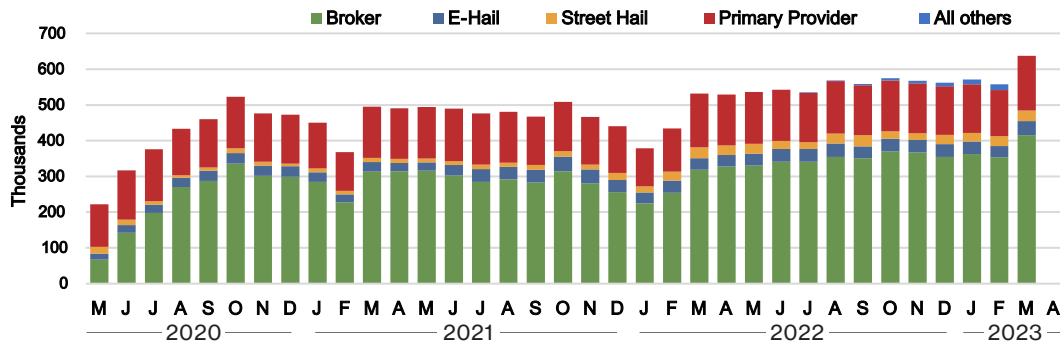
Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service

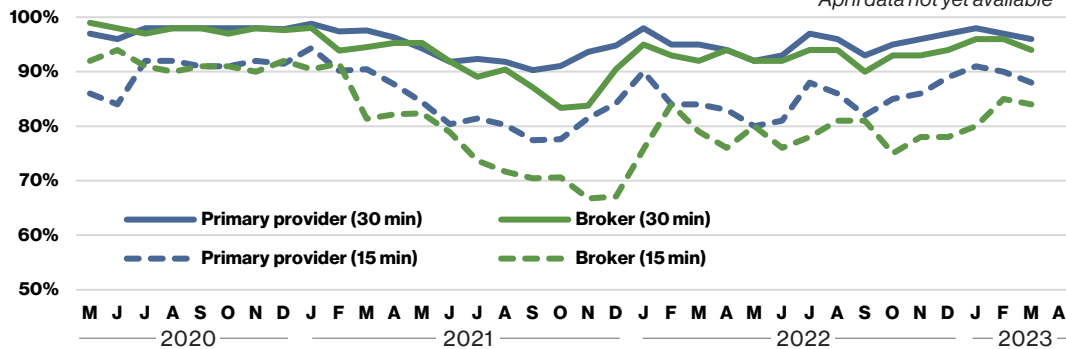*April data not yet available*

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

April data not yet available

Legend: Primary provider (30 min), Broker (30 min), Primary provider (15 min), Broker (15 min)
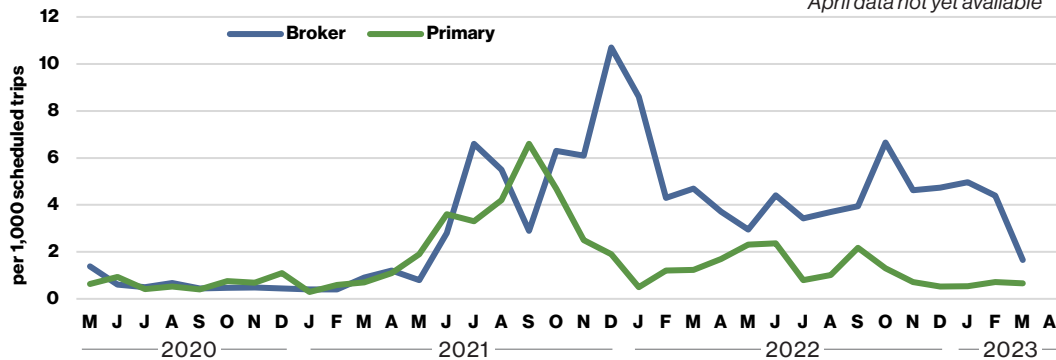
Paratransit Provider No-Shows

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

April data not yet available

Legend: Broker, Primary

Data Review

Total trips in March 2023 increased by 106K (or 19.3%) when compared to March 2022, placing increased demand on our service year over year. For the category of on-time performance, our primary carrier service completed 96% of trips within the 30-minute pick-up window from promise time, this was better than our goal of 94% for the month. On broker service, we completed 94% of trips within the 30-minute pick-up window from promise time, which was at our goal. The Primary and Broker service improved by 1% and 2% respectively from March 2022 despite the significantly higher trip volume.

On primary carrier service, the no-show rate for performance decreased by 0.05 per 1,000 scheduled trips to 0.66, considerably better than our goal of 3.0. For Broker service, the result for March 2023 was 3.32 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 .58 per 1,000 trips (or 46.8%) and broker has decreased by 0.39 per 1,000 trips or (10.5%) when compared to March 2022. In March 2023, the improvements in our on-street service helped improve our call center performance with a 1% improvement in calls answered compared to March 2022. However, this was a decline of 1% compared to February 2023. The Average Call Answer Speed in March 2023 increased by 15 seconds (or 31.3%) when compared to February 2023 and decreased by 22 seconds or 25.9% when compared to March 2022. The number of eligible customers at 174,917 continues to grow with a 4.2% increase from March 2022.

Moving Forward

We are pleased to see a stabilization 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
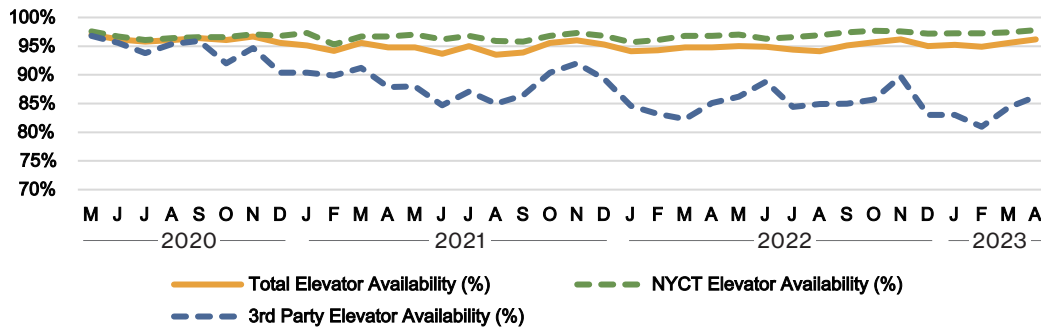
Accessibility Update

MTA Accessibility joined the Department of Subways to celebrate Autism Awareness Month with fun announcements featuring some of our biggest transit fans and acknowledges Senior/Older Adults Month in May by continuing to welcome hundreds of Reduced-Fare customers to OMNY every day.

In March, the MTA received one of the first U.S. DOT's SMART Grants, a $2M award to fund expanded testing of the NaviLens wayfinding app. We will test how it works to guide a customer to their destination, including on multi-modal trips, and how blind/ low-vision, and Low English Proficiency customers can best leverage this innovative wayfinding solution. We previously tested NaviLens at Jay St-MetroTech station as part of the Accessible Station Lab in 2019, and more recently along the M23 bus route with the Transit Tech Lab. You can still find NaviLens in these two locations and share your feedback if you try it, and stay tuned for further updates on our pilots .

April was the first month that our two new Wide Aisle Gates were in service, increasing accessibility for our customers with disabilities, those who use mobility devices, and those with children in strollers, bikes, or luggage, in tow. The WAGs, installed at Atlantic Ave-Barclays Center and Sutphin Blvd-Archer Av-JFK Airport stations, feature "paddle" doors that quickly swing open and closed, enabling quick and easy access to and from stations. The new gates are already proving popular, with an average of about 1,500 customers dipping their MetroCards or tapping with OMNY daily between the two locations. Throughout the pilot, we will monitor gate usage, maintenance needs, fare evasion, and customer feedback, as we look to design a gate that best meets our accessibility and security needs for the future.

Lastly, MTA Digital has been hard at work improving the MY AAR web and app experience for our paratransit customers. AAR customers who have access to a computer, tablet or smart phone, can quickly and easily book and manage their trips with MY AAR. New features to help customers track their trips will roll out soon.

2023 Operating Revenue & Expenses, April 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	1,208.4	1,230.8	22.4	61.1	56.3	(4.8)	2.3	1.8	(0.5)
Farebox revenues	1,020.9	1,043.0	22.2	54.6	54.3	(0.3)	1.4	1.1	(0.3)
Other revenues	187.6	187.8	0.3	6.5	2.0	(4.5)	0.9	0.7	(0.2)
Total non-reimbursable expenses	3,103.9	3,110.3	(6.4)	316.7	275.8	40.9	25.1	19.5	5.6
Labor expenses	2,343.4	2,354.9	(11.5)	223.1	214.7	8.4	19.0	14.9	4.1
Non- labor expenses	760.5	755.3	5.1	93.6	61.1	32.5	6.0	4.6	1.5
Non-cash liabilities	715.2	710.6	4.6	65.4	18.9	46.6	5.8	4.3	1.5
Net surplus/(deficit) - accrued	(2,610.7)	(2,590.0)	20.7	(321.1)	(238.3)	82.7	(28.6)	(22.0)	6.6

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	44,603	42,675	1,928	3,868	3,633	235	355	340	15
Reimbursable	4,796	3,763	1,033	38	34	4	54	14	40
Total Positions	49,399	46,438	2,961	3,906	3,667	239	409	354	55

Data Review

Farebox revenue was favorable to the Budget by $21.6 million due to higher Subways ridership than projected, higher average fare and warmer weather offset by lower than projected Bus ridership. Other Revenue was $4.4 million lower than the Budget mainly due to unfavorable timing of student fare reimbursement and advertising and retail revenue. Expenses were below the Budget by $40.2 million. Labor expenses, including fringe benefits, were favorable by $1.0 million driven largely by vacancies and health and welfare underruns offset by overruns in overtime due to vacancy and availability back fill coverage. Non-labor expenses were favorable by $39.1 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.

Brooklyn Bus Network Redesign Open House/ Pop-ups

The Brooklyn Bus Network Redesign Team invited Brooklyn bus riders to share their feedback and provide input on the Brooklyn Bus Network Redesign (BkBNR) Draft Plan at 15 in-person public events this spring.

Between April 14 and May 11th, the BkBNR team hosted five outdoor outreach events, six additional pop-up events, and four pop-up events held in partnership with the MTA's MetroCard Mobile Sales team to meet with customers and gather their input on the Draft Plan.   The BkBNR team is comprised of staff from Operations Planning, Government & Community Relations, Department of Buses and NYC Department of Transportation.

Customers stopped by to learn the goals behind redesigning the Brooklyn bus network, how proposed route changes would affect their trip, and talk to team members about their commute.

The input gathered at these events will supplement the comments provided by hundreds of New Yorkers who attended 18 virtual workshops held between January and March 2023 and will be used to inform the next report in the Redesign process, the Proposed Final Plan.

Reduced-Fare OMNY Outreach Continues

On May 5, the MTA Government and Community Relations and Systemwide Accessibility teams presented on the benefits of switching over from Reduced-Fare MetroCard to Reduced-Fare OMNY at the Goddard Riverside Community Center in Manhattan. This well-attended event provided the MTA team the opportunity to engage and with reduced-fare customers giveing them a step-by-step guide on how they can make the switch.


TransitTalk Events

President Richard Davey and his executive team hosted two TransitTalk events in April 2023. The first was held on April 13 at the Flatbush Av-Brooklyn College ②/⑤ Station and the second on April 25 at the Jamaica Center-Parsons/Archer Ⓔ/Ⓙ/Ⓩ Station. 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.
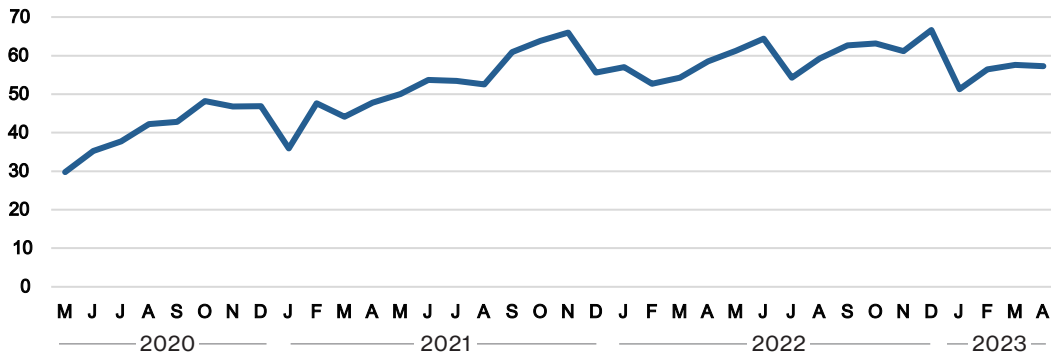
Customer Accident Rate
The number of reportable subway and bus customer accidents per million customers (12-month rolling average)

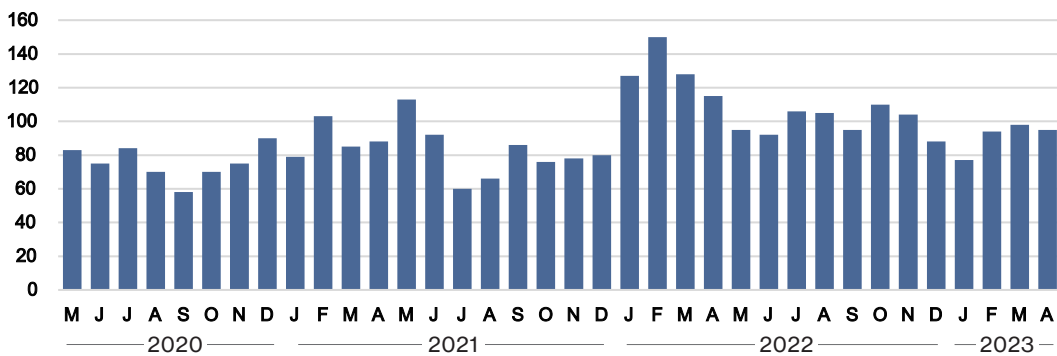*April data not yet available*

Legend: Bus, Subway
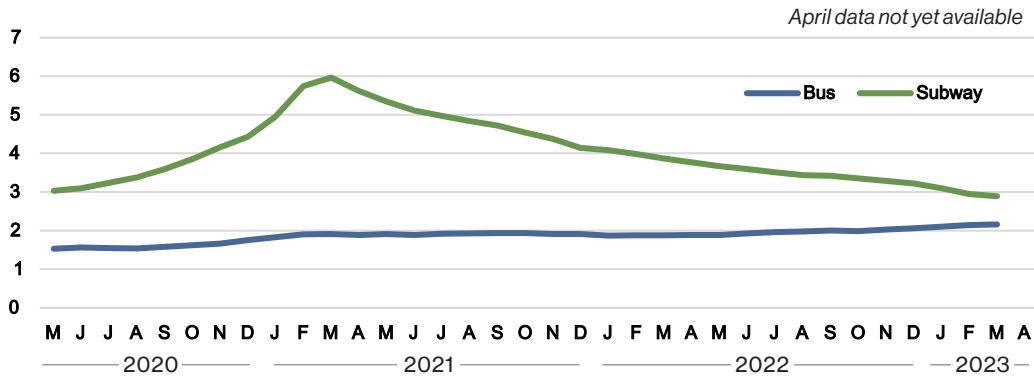
Bus Collision Rate
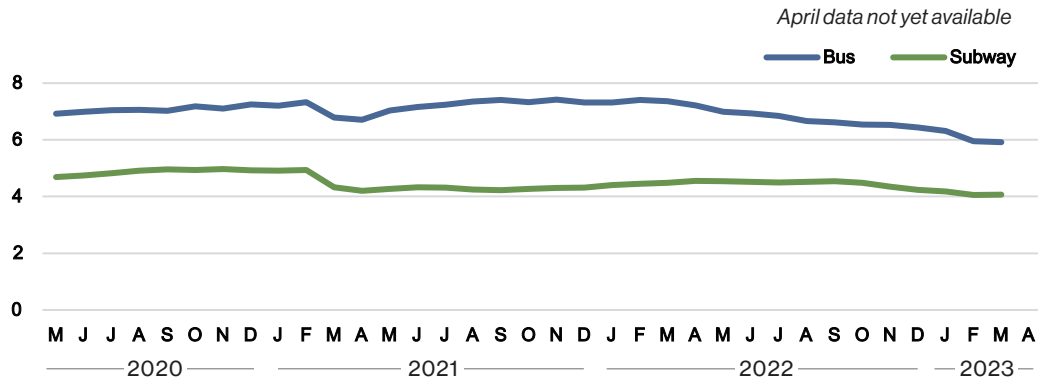*The number of bus collisions per million miles*

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)

April 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
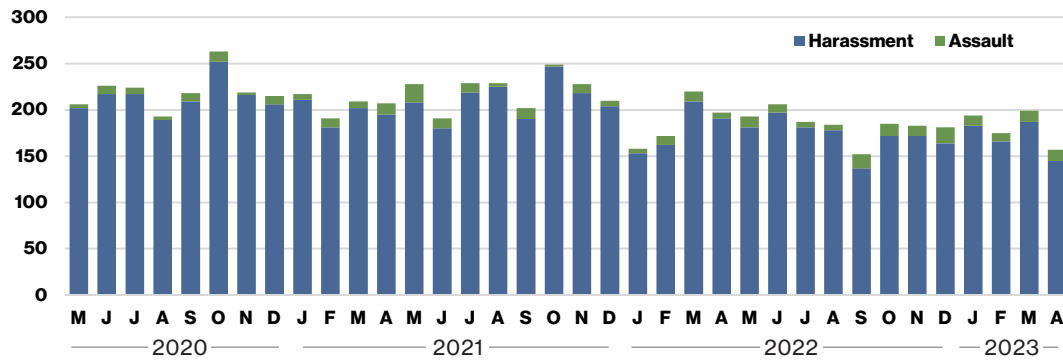

Data Review & Moving Forward

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 continues to decrease since December 2022. Bus Collisions and Collision Injuries increased on a Rolling 12-Month period. The Office of System Safety is currently working with the Department of Buses to rate the severity of each collision, so we have a better understanding of the collisions we are having and best ways to reduce them. Customer Accidents also increased when comparing the most recent 12-month period to the previous one. Employee Lost Time Accidents decreased when comparing the most recent 12-month period to the previous one. Subway Fires have increased on a Rolling 12-Month basis when comparing to April 2022 vs 2023. The Office of System Safety is continuing to work with the Department of Subways Maintenance of Way to analyze these fires and ensuring crews are deployed throughout the system where we see upticks.
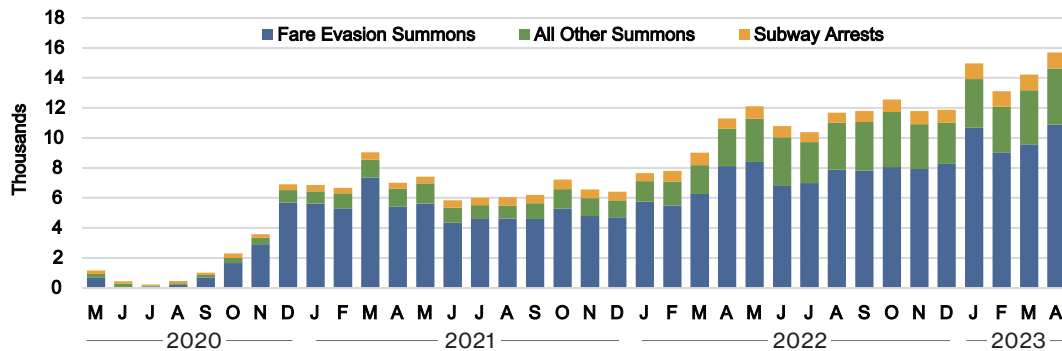
Major Crimes Against Subway Customers

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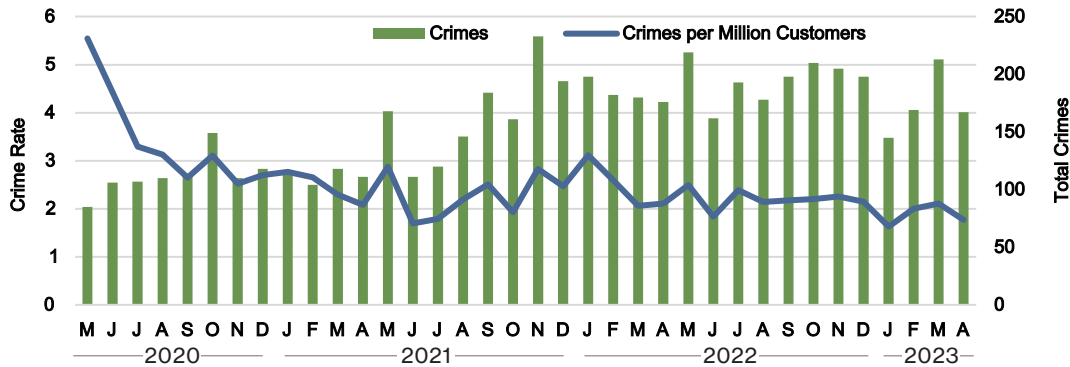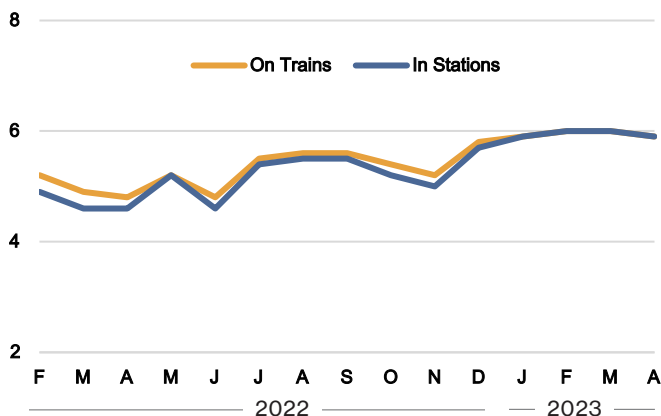

NYPD Summonses & Arrests

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?

Data Review

In April 2023, monthly Major Felony Crime ticked down 22% from March 2023 and down 13% from the 2022 monthly average. Crimes per million rides declined 15% from March 2023 and the rate was down 23% from the 2022 monthly average. In April, 16% of customers report feeling safer than they did a month ago, consistent with March but down slightly from 18% in December, January, and February.

Summonses and arrest activity continue to trend upward into 2023. April Fare Evasion Summonses in the Subway are up 49% from the 2022 average. Arrests are also up 43% from last year's average.

Moving Forward

NYCT continues to partner with 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. 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.

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

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

MTA