

# NEW YORK CITY TRANSIT KEY PERFORMANCE METRICS

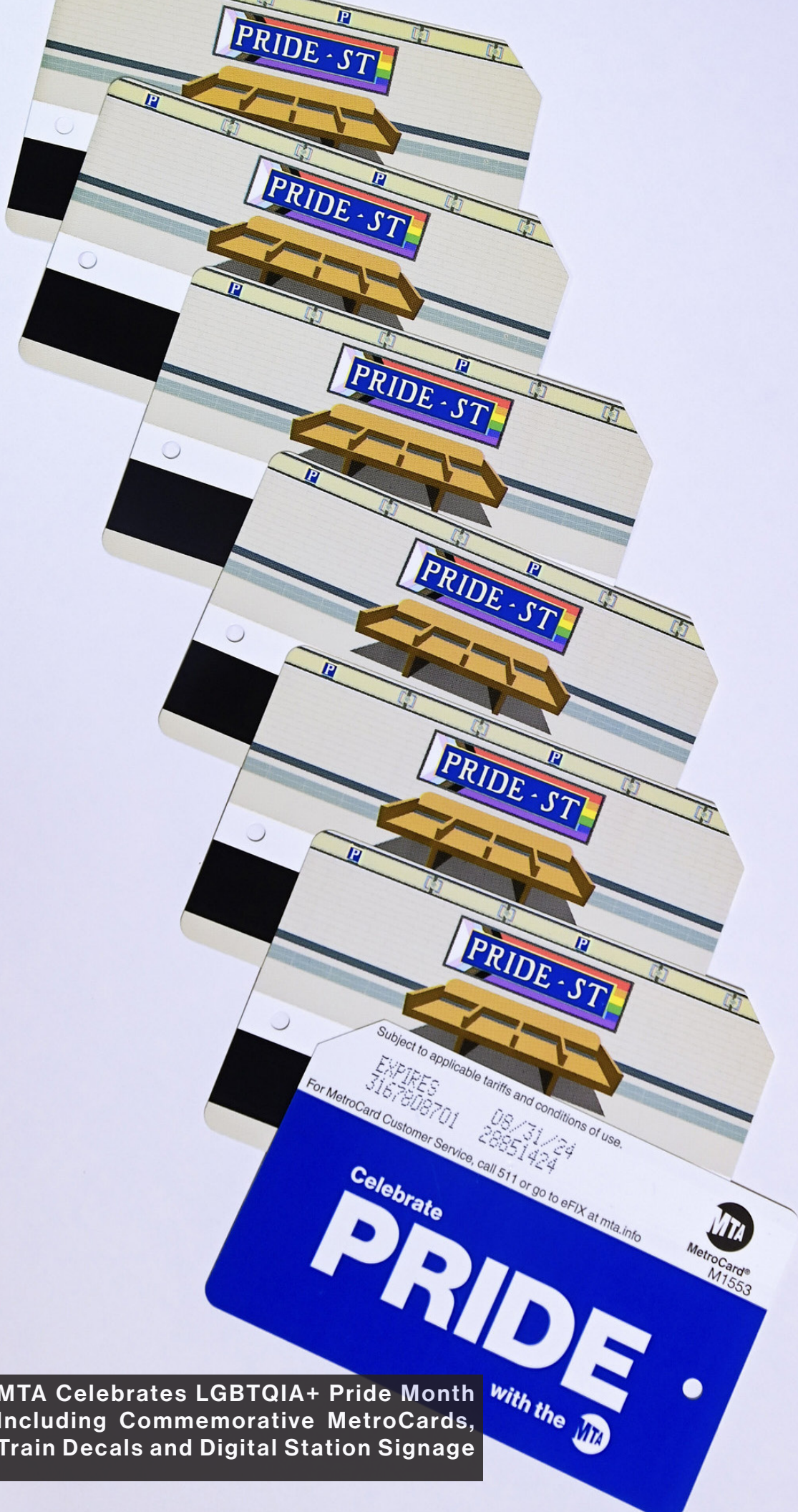
June 2023

8:09 AM Tue Jun 13  
Application  
Application

COMING UP

8:16 AM

AL'S TRIBUTE TO NYC BUS OPERATORS



MTA Celebrates LGBTQIA+ Pride Month Including Commemorative MetroCards, Train Decals and Digital Station Signage

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

2 Broadway • New York, NY 10004  
Monday, June 26, 2023

## Table of Contents

<b>Message from the President</b> .....	<b>4</b>
<b>Customer Satisfaction</b> .....	<b>8</b>
<b>Ridership</b> .....	<b>10</b>
<b>Service Performance</b> .....	<b>12</b>
<b>Accessibility</b> .....	<b>18</b>
<b>Financial Results</b> .....	<b>19</b>
<b>Customers and Communities</b> .....	<b>20</b>
<b>Safety and Security</b> .....	<b>22</b>
<b>Special Feature</b> .....	<b>26</b>



Visit [new.mta.info/transparency/board-and-committee-meetings/june-2023](https://new.mta.info/transparency/board-and-committee-meetings/june-2023) or scan the QR code for Board action staff summaries, administrative items, and information items.



Visit [metrics.mta.info](https://metrics.mta.info) or scan the QR code to access a comprehensive dashboard of New York City Transit metrics.



# MESSAGE FROM THE PRESIDENT



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

## The North Star: Increasing Customer Satisfaction

June is always a special month. It represents the beginning of summer and the celebration of freedoms and new beginnings such as LGBTQIA+ Pride and Juneteenth. This June has a newfound meaning for me – I am officially a real Transit employee now that I passed my one-year anniversary.

As the Executive Sponsor of the Pride Express Employee Resource Group, I am proud to lead an organization that celebrates our LGBTQIA+ customers and employees not just during pride month, but every day of the year. I am equally proud that all the agencies under the MTA flag pulled out all the stops to celebrate Pride. Our trains and buses have special decals and stickers, our stations are adorned with Pride posters and digital displays, and we have introduced a commemorative MetroCard at several stations.

I continue to be grateful for the team of workers who each play unique parts in transporting New Yorkers to their destinations every day. They have been the backbone of the success of the “Faster, Cleaner, Safer” Plan. This month, we celebrated 67 incredible transit employees at the NYCT President’s Biannual Awards Ceremony. These employees were recognized for achievements in safety, customer service, leadership, teamwork, and diversity and inclusion.



We were also so proud to see ten NYCT Bus Operators highlighted on the TODAY show and join Al Roker for a ride on one of our newest electric buses. Al’s dad was a 29-year NYCT Bus Operator from Queens, and he knows firsthand the remarkable work bus operators do to powering our city. As we celebrated Father’s Day this month, Al’s story reminds us to celebrate the dads at Transit, and especially those multi-generational Transit families we are so fortunate

to have. This work is a calling, and nothing demonstrates that more than having a child follow in your footsteps.

Turning to service, Subway customer satisfaction remained stable. Overall satisfaction in May 2023 was 61% - one percentage-point lower than April 2023, but two percentage points higher than December 2022. The data



# MESSAGE FROM THE PRESIDENT

suggests that major incidents like a fire at 96 Street – Central Park West **B** **C** on May 1, signal issues at Smith-9 Sts **F** **G** on May 8, a third-rail incident at 75 St - Eldert's Lane **J** **Z** on May 16, and an emergency brake being pulled aboard a train at Broadway-Lafayette **6** **B** **D** **F** **M** on May 10 were the reasons for the slight change in customer satisfaction.

Despite operating challenges, the Subways team was able to deliver 84.3% Customer Journey Time Performance which is higher than the 2023 goal of 83.5%. Customers are also noticing staff's efforts to improve the subway experience with an On-Board Cleanliness rank of 60% and a Staff Helpfulness rank of 55% - both indicators up two percentage-points from April 2023.

We continue to be laser focused on the weekend experience for our customers, as they return in strong numbers. As we do essential work on weekends to make the system better and more reliable, we are doing more to inform our customers of the best ways to get around and the enhancements to our system that they can look forward to. At this month's Transit Committee meeting, we will have a special presentation on how Transit and C&D are balancing service delivery with the execution of critical capital work.

We are also looking forward to bringing additional service to the **G**, **J** and **M** lines on weekends starting next weekend. By reducing headways by two minutes on these lines, we are bringing more service to customers and delivering more of the faster, cleaner, safer service that powers our city.

Overall satisfaction with safety and security on trains and in stations dipped 3 percentage-points to 57% (in-station) and 58% (on-train) due to several incidents which weakened customer's perception of safety. However, overall subway safety satisfaction remains up from 45% in May of 2022 indicating initiatives like Station ReNEWvations, guidance from Station Agents outside of the booth, and partnerships like "Cops, Cameras, Care" are in fact working together to improve the overall customer experience.

Crime in the transit system is on the decline. Our continued partnership with the NYPD under Chief of Transit Michael Kemper's leadership has dedicated upwards of 1,000 additional officers in the subway system. NYPD officers in uniform will continue to be assigned to different areas of the subway system, focusing on trains and platforms.

June 15 marked 100 years since the founding of the [Brooklyn Manhattan Transit Corporation \(BMT\)](#). To celebrate, the Transit Museum and the Subways team rolled out the vintage BMT Standards on the **F** Line. This

## 84.3%

customer journey  
time performance

# MESSAGE FROM THE PRESIDENT

61%

Bronx local  
customer  
satisfaction

73%

Bronx express  
customer  
satisfaction

was made possible by the work of New York Transit Museum Director Concetta Bencivenga and enthusiastic vintage rail fans for taking the ride from Kings Hwy to 18 Avenue that day.



During May 2023, bus customer satisfaction also remained stable. Overall satisfaction was 65% - a four percentage-point decrease from April 2023, but one percentage point higher than December 2022. Most indicators were flat for Buses as well, but customer satisfaction for Bronx local customers (61%) and Bronx express customers (73%) increased two percentage-points and seven percentage-points respectively. Again, customers noticed staff's efforts by rating Bus Cleanliness at 74% for the second consecutive month.

June also holds a newfound meaning to the Department of Buses and MTA family. This month marks the first anniversary of the [Bronx Local Bus Network Redesign](#) - a key component of the "Faster, Cleaner, Safer" Plan to improve service delivery and increase customer satisfaction. The redesign brought about foundational improvements with more direct routes, better connections, more all-day service, and balanced bus stop spacing to improve speeds. Specifically, it included 2 brand new routes, modifications to 13 routes, increased frequency on eight key corridors, and adjustments to closely spaced bus stops.

As a result, the Bronx has shown improvement in 2023, with speeds 5% faster than pre-COVID for non-express routes. Weekday speeds on the changed routes in 2023 were 6% faster all day compared to pre-COVID and 5% faster compared to 2022 before the Redesign. AM weekday speeds were up 8% on the changed routes compared to pre-COVID. The Department of Buses remains dedicated to continued system optimization to satisfy the greatest number of customers. They will continue to work closely with all our stakeholders, including agencies like the NYC DOT and NYPD, to make service better.

Paratransit (AAR) mirrored Buses' and Subways' story. Overall satisfaction



# MESSAGE FROM THE PRESIDENT

in April 2023 was 68 % - 10 percentage-points lower than March 2023 but 6 and 3 percentage-points higher than June and November 2022. Despite this, the demand for AAR is continually increasing with about 25,800 Weekday trips and 15,100 Weekend trips made in April. Also, Ride-Time Performance was an impressive 98%. Key indicators this month decreased due to uncontrollable circumstances. Note satisfaction among customers using for-hire Vehicles was worse than those using AAR (blue and white) vans. Paratransit is committed to assessing all for-hire vehicles and selecting the carriers with the best reliability for customers. We're taking steps to improve service, by adding an incentive payment for completed trips for drivers and expanding E-hail service.

Speaking of customer reliability, the newly launched [MYmta App](#) for Paratransit saw an increase in usage in April 2023 (7.6%). This is one of the exciting developments underway which will shorten the time customers can book trips and be taken to and from their destinations.

June birthed more new beginnings for Paratransit. On June 15, the NYC Department of Social Services and Commissioner Manuel Castro (Mayor's Office of Immigrant Affairs) joined Chief Customer Service Officer Shanifah Rieara and MTA Chief Accessibility Officer Quemuel Arroyo to announce [IDNYC is now an acceptable identification to apply for Reduced-Fare MetroCards or OMNY cards, and AAR](#). This is the latest effort to make AAR's crucial services more



reachable to New Yorkers with lower incomes. Paratransit Vice President Chris Pangilinan, stated, "Access-a-ride provides a critical service for customers who are unable to use our fixed-route system. Branching out to customers who use IDNYC as their main source of identification opens the opportunity for them to potentially have access to paratransit service like tens of thousands of New Yorkers who already benefit from it every day."

We at New York City Transit are excited to see the positive impact our system will have on even more communities. As the summer progresses, the NYCT team and I will continue to put our best efforts into our North Star – customer satisfaction.

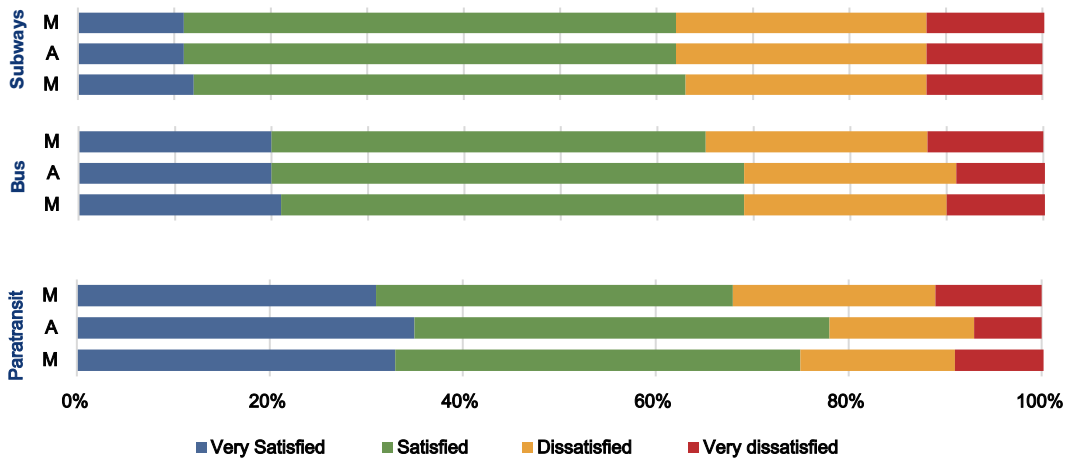
# 98%

## Paratransit Ride-Time Performance

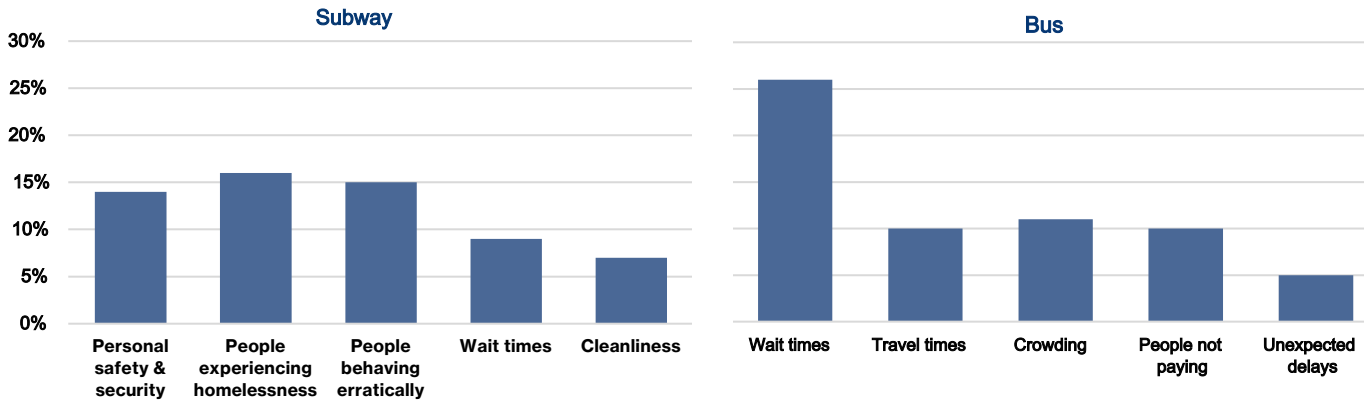
# CUSTOMER SATISFACTION

## Monthly Pulse Survey Results - May

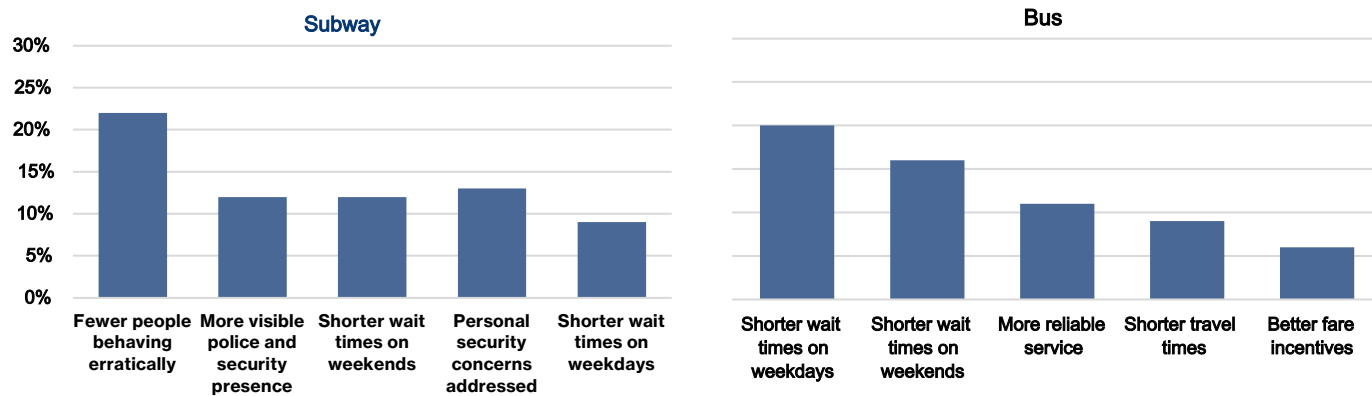
How satisfied are you with your transit experience?



## What needs to improve to increase your satisfaction?



## What would encourage you to ride more often?



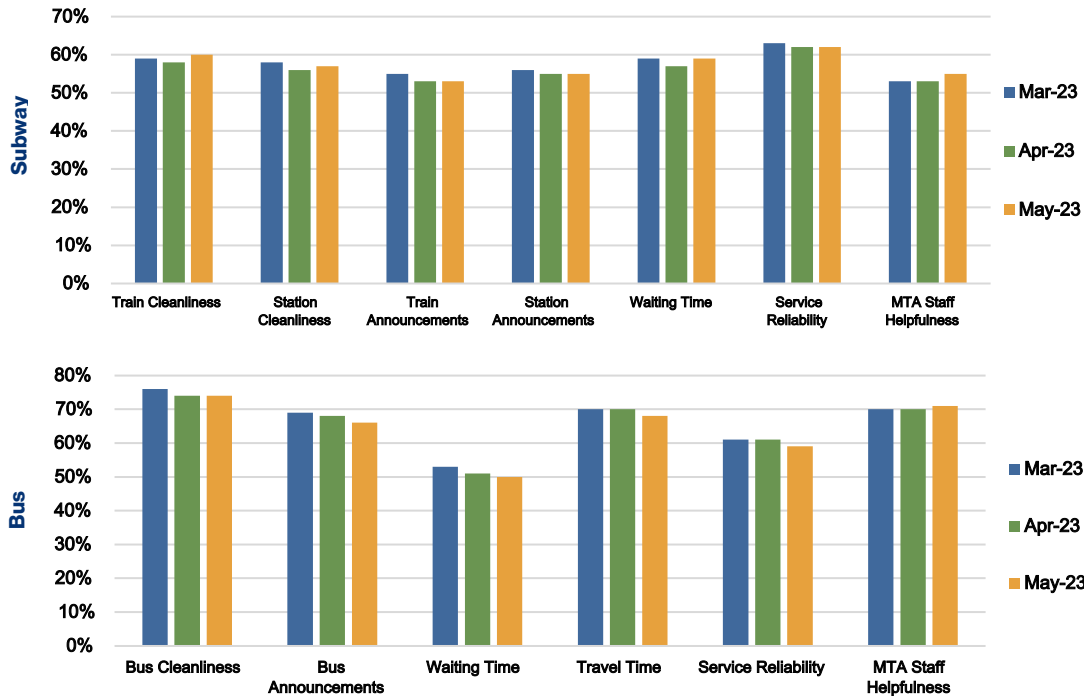


# CUSTOMER SATISFACTION

## Key Customer Experience Indicators

### How satisfied are you with each of the following attributes?

*Includes customers who were very satisfied or satisfied*



## Data Review

The overall subway satisfaction rate in May 2023 was 61%, one percentage point lower than April 2023. Due to a number of noteworthy incidents in May, 12% of customers (compared to 16% in April) felt “more safe” using the subway. All other key indicators increased slightly or remained consistent this month. Travel Times remains the highest-rated key indicator at 69%.

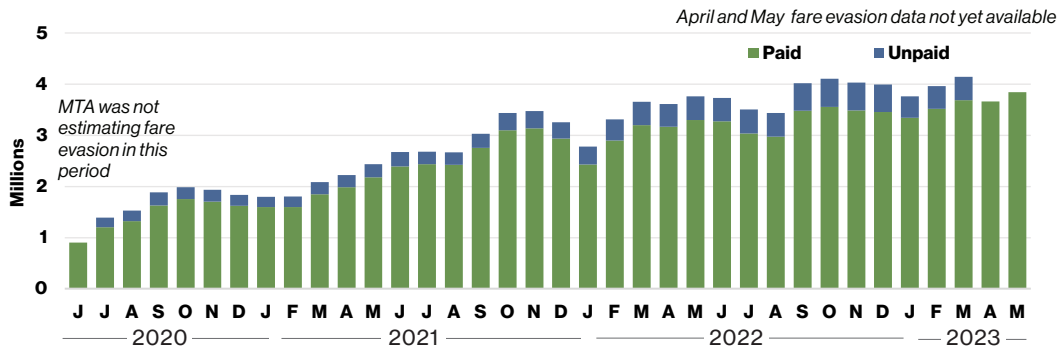
Overall bus satisfaction in May was 65%, down four percentage points from April. It was the first month in 2023 where overall satisfaction was below 67%. Although Local, Limited, and SBS customer satisfaction decreased, Express bus satisfaction increased two points to 79%. All other key indicators remained stable, and three key indicators this month reached 80% satisfaction or greater (Bus Cleanliness, Driver Helpfulness, Overall Route).

Access-A-Ride (Paratransit) overall satisfaction in May was 68%, a ten percentage point decrease since April and the first time since Fall 2022 where satisfaction dropped below 70%. Satisfaction with all key indicators decreased in May, most notably On Time Pick Up (down six points). On Time Pick Up is also the most frequently cited improvement needed, mentioned in 29% of responses, an increase from 26% in April.

# RIDERSHIP

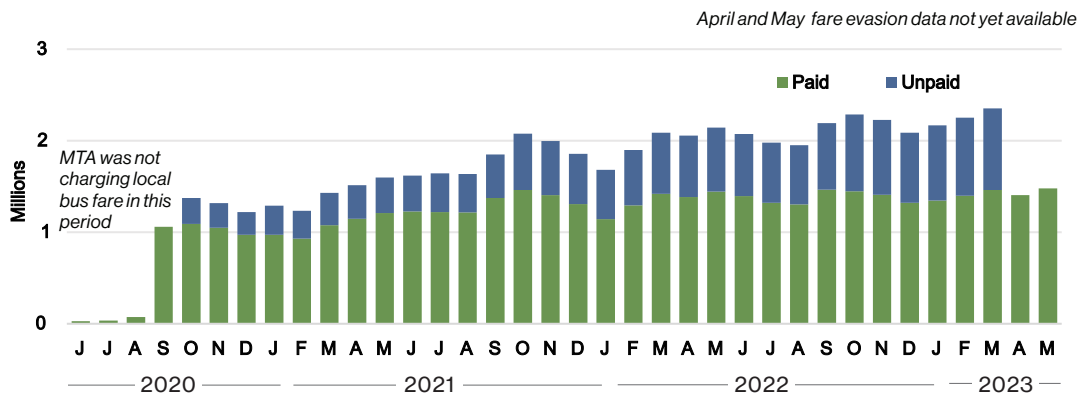
## Subway Ridership

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



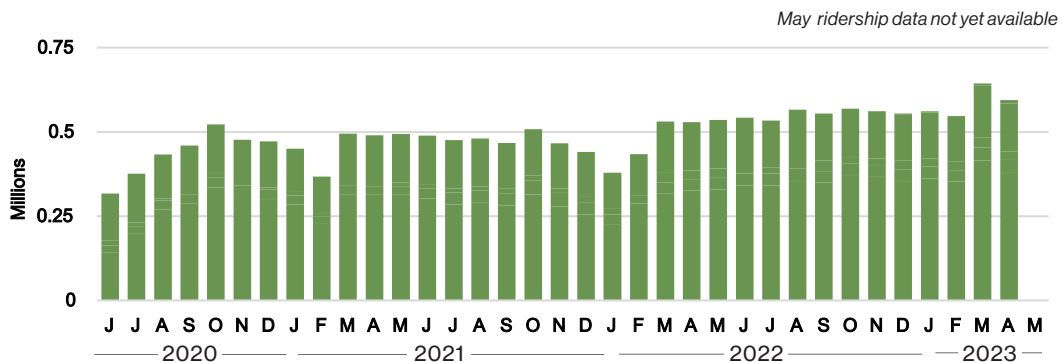
## Bus Ridership

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



## Paratransit Ridership

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



# RIDERSHIP

## Data Review

Average paid weekday subway ridership rose 5% in May to 3.845 million, which represents 67.3% of May 2019 figures. About one half of May midweek days (Tuesday through Thursday) saw 4 million subway riders or more, with the average falling just short of 4 million at 3.99 million, or 68.9% of comparable midweek days in 2019.

Paid weekday bus ridership also rose 5% from April to 1.479 million, or 65.0% of 2019 levels. While some of that strong growth can be attributed to calendar effects, with more school-off days in April, the May weekday average did surpass the previous post-pandemic monthly high set in September of 2022.

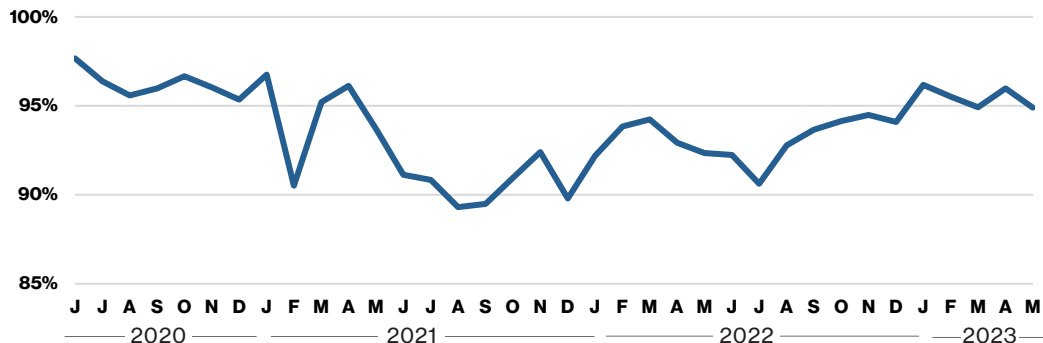
May weekend subway ridership reached new highs at 79.8% of seasonally adjusted pre-pandemic levels. Weekend bus ridership now stands at 64.2%.



# SERVICE PERFORMANCE

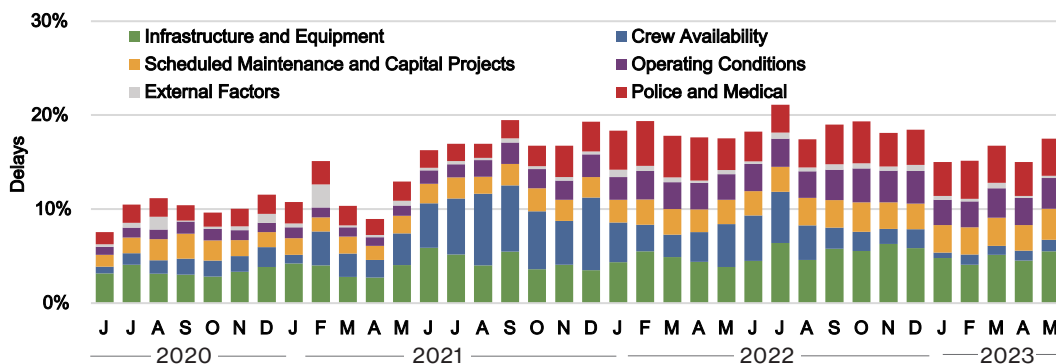
## Subway Service Delivered

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



## Subway Delays

The share of trains that arrived at terminal locations more than five minutes late, did not operate, or that skipped any planned station stops



## Data Review

Customer and operational metrics held strong in May 2023 despite several challenges. There were several unusual and disruptive incidents, including a sub-station fire at 96th St **B** **C** on May 1, a broken signal cable at Smith-9th St **F** **G** on May 8 and a heartbreaking, incident on May 26 when a train struck a person on the tracks at 81st St **B** **C**. Despite this, the Subways team powered through to keep New York moving, delivering 84.3% of customers to their destinations within 5 minutes of schedule, including waiting and on-board times. This level of performance was higher than all but one month in 2022 and is comparable to levels seen in 2019. Additional Platform Time was 6 seconds faster than May 2022 when we faced a significant crew shortage. Additional Train Time was just 11 seconds higher than last year when trains were experiencing significantly lower ridership. Altogether, the average customer’s additional journey time was just 5 seconds slower than May 2022 and 2 seconds faster than May 2019. These results underscore the significant efforts underway to make service operate punctually and recover more quickly from disruptions when they occur.



# SERVICE PERFORMANCE

## Subway Additional Platform Time + Additional Train Time

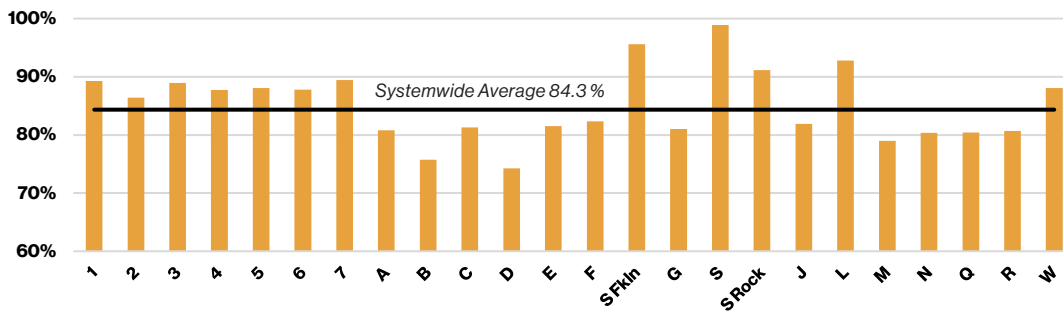
APT: The average time that customers spend waiting at a station beyond their scheduled wait time

ATT: The average time that customers spend onboard a train beyond their scheduled travel time



## Customer Journey Time Performance

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



## Moving Forward

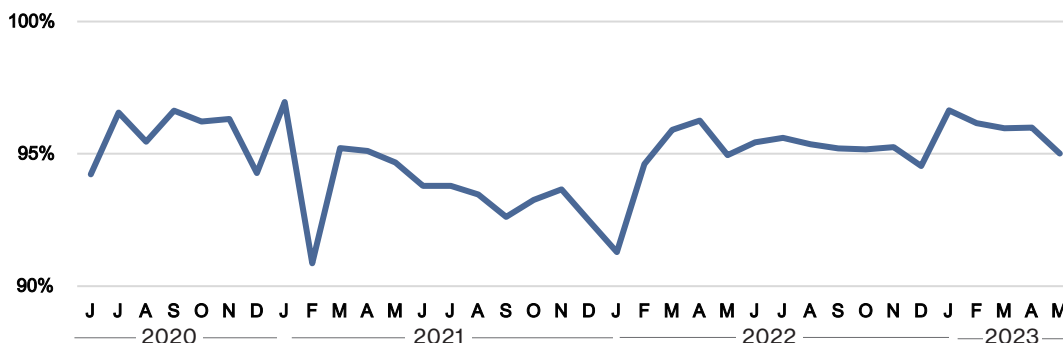
Subways continues to make significant strides towards improving the customer experience, both on the train and in the station. Our customers are finding that our Station Agents, now working outside the booth, are exceptionally helpful in their re-oriented roles. We're also excited to report that **Q** trains are now running 11 seconds faster in Brooklyn due to speed limit improvements we made in late May. The good news doesn't stop in Brooklyn; a recent software update to the **7** Line's CBTC signal system has decreased travel times there as well. Most notably, Manhattan-bound **7** express trains are running almost a minute faster, and Manhattan-bound **7** local trains are running 27 seconds faster. These improvements build upon existing changes we have been making since 2018 to get our customers to where they need to be quicker, and many more are currently in the works. So far this year, we've refurbished 57 employee facilities as part of a comprehensive effort to improve conditions for our hardworking operating employees. Subways looks forward to driving additional performance improvements by comprehensively identifying and reviewing areas where we can improve operating efficiency.



# SERVICE PERFORMANCE

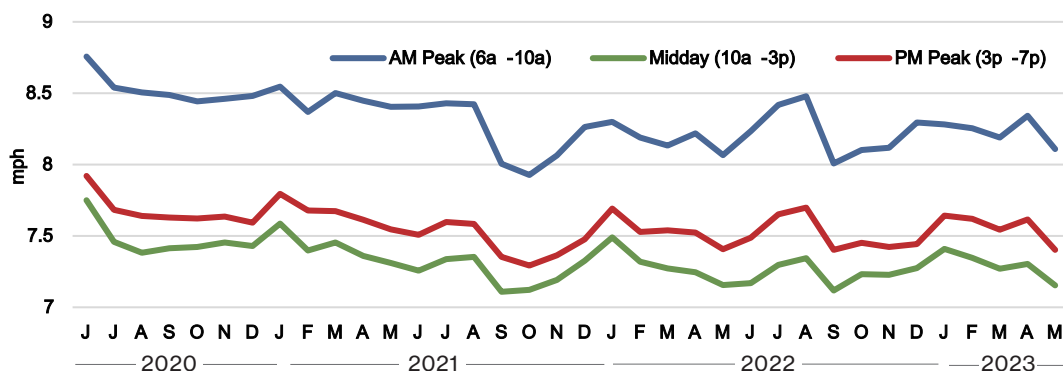
## Bus Service Delivered

The share of scheduled buses that are actually provided at the peak load point during peak hours



## Bus Speeds, by Time of Day

The average speed of all NYCT & MTA buses



## Data Review

Bus service in May 2023 experienced a dip in performance. Bus speeds remained flat from last year at 8.0 mph. Customer Journey Time Performance (CJTP) was 70.6%, down 1.3% from May 2022 but 0.4% better than May 2019. Note service performance this month is no surprise - an increase in road construction and traffic due to warmer weather historically leads to higher congestion. Service Delivered remained at 95% despite these seasonal impacts and took a slight dip of 1% from last month. In addition, the Buses Team was able to complete 97.3% of trips in May serving an average of 1.48 million riders. May 2023 also saw the highest monthly weekday average ridership since COVID and is up 5% from last month.

## Moving Forward

We have taken multiple initiatives to shorten wait times and travel times for our customers. This month we celebrated another milestone in the deployment of ABLE cameras as we [activate enforcement on the Bx36 route](#). The Bx36 is a critical route which provides connections along the Tremont Ave Corridor to the **2**, **5**, **B** and **D** lines and to the

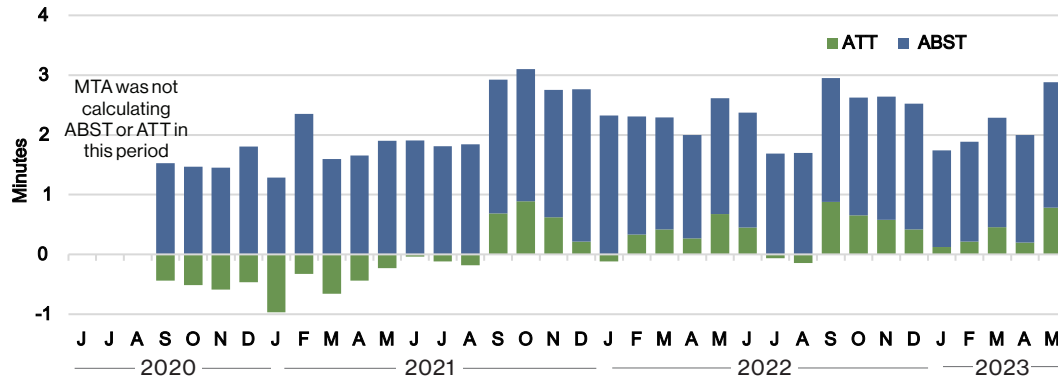


# SERVICE PERFORMANCE

## Additional Bus Stop Time + Additional Travel Time

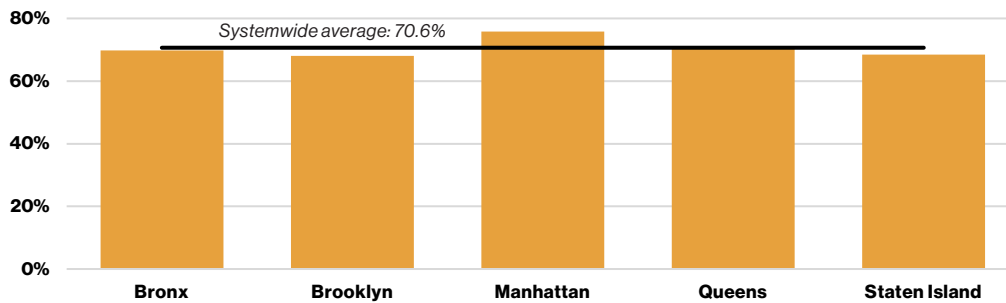
ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time.

ATT: The average time customers spend onboard a bus beyond their scheduled travel time



## Bus Customer Journey Time Performance, by Borough, May 2023

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



181st St. Corridor in Manhattan. Like the other four ABLE routes in the Bronx, the Bx36 disproportionately serves low income New Yorkers.

With the Bx36 activation, the MTA will now have 503 buses (18 routes) equipped with ABLE cameras on across the five boroughs. To date, ABLE has issued more than 255,000 violations, and thanks to leaders in Albany ABLE will expand to issuing tickets double-parked cars and cars occupying bus stops starting in 2024.

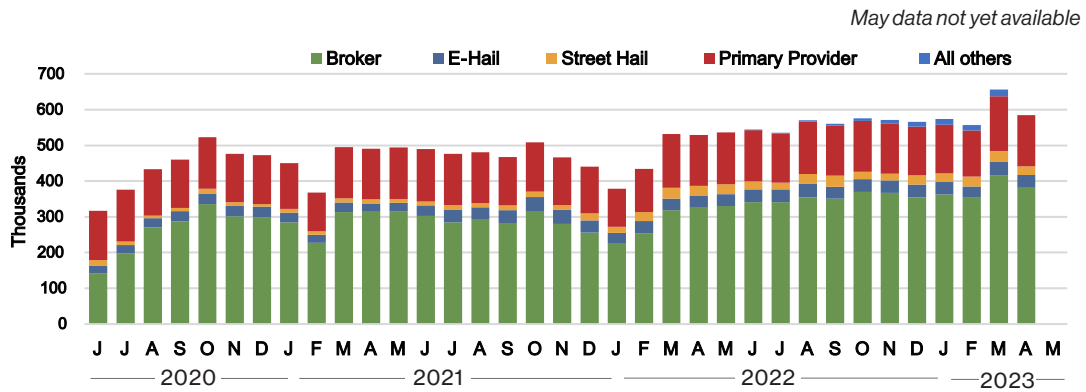
Since the beginning of 2023, the Road Operations team has stayed focused on improving 29 of our lowest performing bus routes. Given a short amount of time, we are already seeing results with improvements in 62% of routes (or 18 of 29) in 3 of the 5 key indicators year to date! In fact, two routes (the Q66 and the B41) have seen over a 3% increase in CJTP. While there is much we are doing on our end, we are also partnering with City agencies, the NYPD and NYC DOT, to address roadblocks like targeting routes for illegal driver behavior and prioritizing street-level changes. In fact, 6,000 summonses were issued so far in 2023 due to MTA and NYPD joint initiatives.



# SERVICE PERFORMANCE

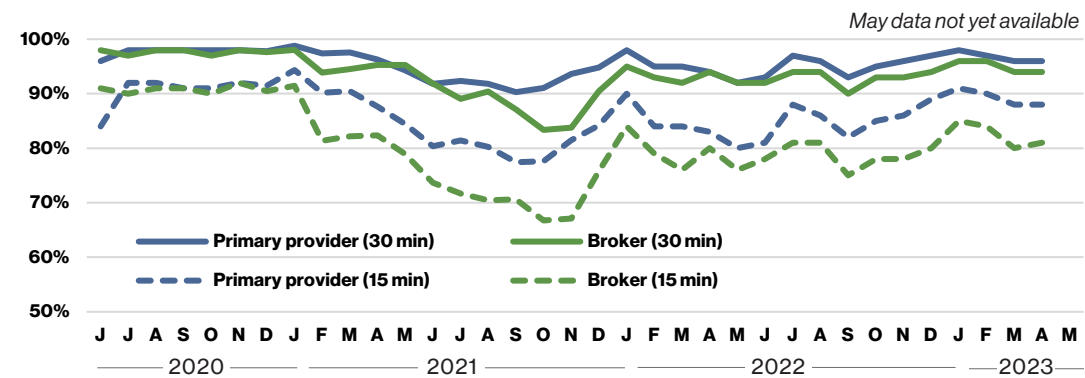
## Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service



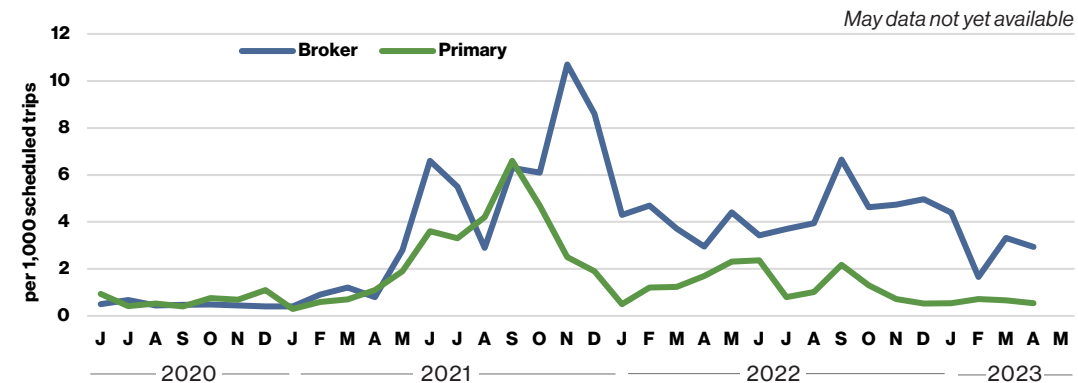
## Paratransit On-Time Performance

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



## 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





# SERVICE PERFORMANCE

## Data Review

Total trips in April 2023 increased by 72,000 (or 13.6%) when compared to April 2022, continuing the trend of growing ridership for the past 18 months. Daily trip volume now regularly meets or exceeds pre-COVID highs. 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 service improved by 2% and the Broker service remained flat, respectively from April 2022 despite the significantly higher trip volume.

On primary carrier service, the no-show rate for performance decreased by 0.12 per 1,000 scheduled trips to 0.54, considerably better than our goal of 3.0. For Broker service, the result for April 2023 was an increase by 0.38 no-shows per 1,000 scheduled trips to 3.32 due to a continued increase in demand for taxis and for-hire vehicles citywide. Compared to one year ago, Primary carrier no-shows have decreased by 1.16 per 1,000 trips (or 68.2%) and broker no-shows have remained flat year over year. In April 2023, the improvements in our on-street service helped improve our call center performance with a 2% improvement in calls answered compared to April 2022. The Average Call Answer Speed in April 2023 decreased by 4 seconds (or 6.3%) when compared to March 2023 and decreased by 60 seconds or 50.4% when compared to April 2022. The number of eligible customers at 176,390 continues to grow with a 4.4% increase from April 2022.

## Moving Forward

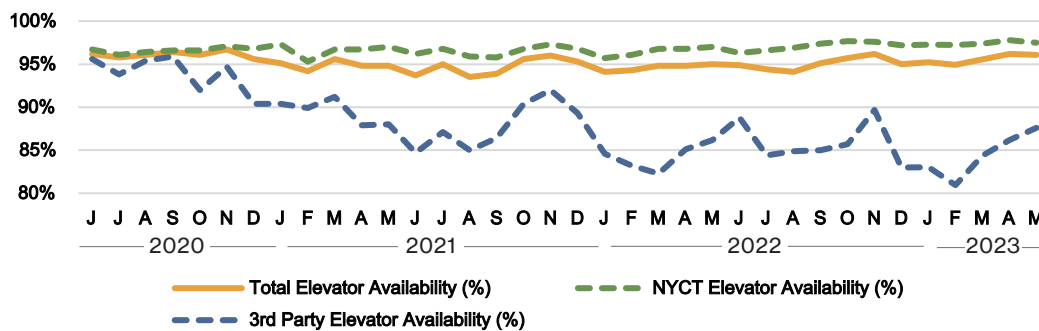
Although we are pleased to see a stabilization in our key performance indicators as demand for AAR service grows, we are not yet satisfied and continue to take action to further improve Paratransit service. For the month of May, service quality took a hit which is reflected in the dip in our May customer satisfaction score. We are working with our vendors to address issues with late pickups and provider no-shows and expect to rebound in June.

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.

# ACCESSIBILITY

## Elevator Availability

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



## Accessibility Update

Accessibility is a driving principle of all we do at the MTA, making sure our customers can ride and access content pertinent to their accessible trips with ease. The Accessibility group is partnering with the Customer Experience team to offer employee training on how to make digital content fully accessible. We are sharing the newest tools and training materials to our colleagues on topics such as how to make materials screen readable, and creating presentations and videos that are accessible to those with visual, hearing, or cognitive disabilities. To date we have trained employees across three departments and look forward to building on their positive feedback as we reach thousands of MTA employees in the coming months.

Aboard buses, the retrofitting process continues along the 57 routes which are part of [the MTA Bus Open Stroller Pilot Program](#), that can accommodate an open stroller, either in an open space near the rear door or through adjoining flip up seats near wheelchair securement area. We hugely appreciate the Department of Buses for their partnership and hard work, and we are pleased at the feedback we continue to receive from our customers – including at the recent Bus Festival where we showed off the newest bus model with a stroller space. Hundreds of families turned out to the event and expressed their excitement for what this Pilot Program is doing for them.

In the subway, our work to install Detectable Warning Surfaces (DWS) at remaining stations also continues. Since March, three stations have been outfitted with DWS – 135 St **B** **C**, 67 Av **M** **R** and Kingston Av **3**. Work recently began to complete all edges at Pelham Pkwy **4**.

Lastly, MTA Accessibility is excited to celebrate Disability Pride Month coming up in July! We are organizing a series of webinars discussing the past, present, and future of accessibility at the MTA, participating in the annual [Disability UNITE](#) festival in Central Park. Check out our webpage detailing all [Disability Pride Month programming](#) including registration details.



# FINANCIAL RESULTS

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

in \$ millions	New York City Transit			MTA Bus			Staten Island Rail		
	Forecast	Actual	Variance	Forecast	Actual	Variance	Forecast	Actual	Variance
<b>Total non-reimbursable revenues</b>	<b>1,208.4</b>	<b>1,230.8</b>	<b>22.4</b>	<b>61.1</b>	<b>56.3</b>	<b>(4.8)</b>	<b>2.3</b>	<b>1.8</b>	<b>(0.5)</b>
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)
<b>Total non-reimbursable expenses</b>	<b>3,103.9</b>	<b>3,110.3</b>	<b>(6.4)</b>	<b>316.7</b>	<b>275.8</b>	<b>40.9</b>	<b>25.1</b>	<b>19.5</b>	<b>5.6</b>
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
<b>Non-cash liabilities</b>	<b>715.2</b>	<b>710.6</b>	<b>4.6</b>	<b>65.4</b>	<b>18.9</b>	<b>46.6</b>	<b>5.8</b>	<b>4.3</b>	<b>1.5</b>
<b>Net surplus/(deficit) - accrued</b>	<b>(2,610.7)</b>	<b>(2,590.0)</b>	<b>20.7</b>	<b>(321.1)</b>	<b>(238.3)</b>	<b>82.7</b>	<b>(28.6)</b>	<b>(22.0)</b>	<b>6.6</b>

## Staffing Levels *(Full-Time Equivalents)*

	New York City Transit			MTA Bus			Staten Island Rail		
	Forecast	Actual	Variance	Forecast	Actual	Variance	Forecast	Actual	Variance
Non-Reimbursable	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
<b>Total Positions</b>	<b>49,399</b>	<b>46,438</b>	<b>2,961</b>	<b>3,906</b>	<b>3,667</b>	<b>239</b>	<b>409</b>	<b>354</b>	<b>55</b>

## Data Review

Farebox revenue was favorable to the Budget by \$32.8 million due to higher Subways ridership than projected, higher average fare offset by lower than projected Bus ridership. Other Revenue was \$3.0 million lower than the Budget mainly due to unfavorable timing of student reimbursement, and Other Contract Services, as well as lower advertising revenue; offset by favorable TAB revenue. Expenses were below the Budget by \$71.8 million. Labor expenses, including fringe benefits, were favorable by \$18.1 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 \$53.7 million mainly due to lower Power consumption and favorable timing of claims and materials and supplies expenses offset by increasing paratransit support cost.

## Moving Forward

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

# CUSTOMERS AND COMMUNITIES

## Brooklyn Bus Network Redesign Outreach

The Brooklyn Bus Network Redesign Team, made up of staff from Government & Community Relations and Operations Planning, were joined by Brooklyn Assembly Member Emily Gallagher for a redesign pop-up event in her district. Greenpoint residents had the opportunity to meet and discuss proposed changes to bus routes serving their neighborhood.



## Transit Talk

Another successful TransitTalk was held Tuesday, May 23 at 125th St 4 5 6 in Manhattan. President Davey along with staff from MTA Customer Services, OMNY, Government & Community Relations, the NYPD Transit Bureau and NYC Fair Fares Program greeted and engaged customers in one-on-one conversations regarding Transit issues impacting their daily commutes on our subways and buses.



# CUSTOMERS AND COMMUNITIES

## SteMTA Event in Staten Island

The Government & Community Relations (GCR) Team made their second SteMTA presentation to 6th graders at the Marsh Avenue Expeditionary Learning School on Staten Island.

This educational initiative highlights how STEM (Science, Technology, Engineering, and Math) is a cornerstone of design, construction, and development at the MTA. The GCR Team engages students in discussions and activities on how the MTA uses STEM to innovate and protect critical transit infrastructure against the threat of rising sea levels and warming temperatures. “steMTA” programming expands in the months ahead to connect with public school communities across New York.



## Brooklyn Bus Network Redesign Team at NYTM 2023 BusFest

On Saturday, June 10, the Brooklyn Bus Network Redesign (BKBNR) Team participated in the New York Transit Museum’s 2023 Bus Festival at Brooklyn Bridge Park. In addition to exploring the museum’s fleet of vintage buses, attendees also had the opportunity to discuss the future of bus service in Brooklyn with representatives from MTA Government & Community Relations and NYC Transit Bus Planning.

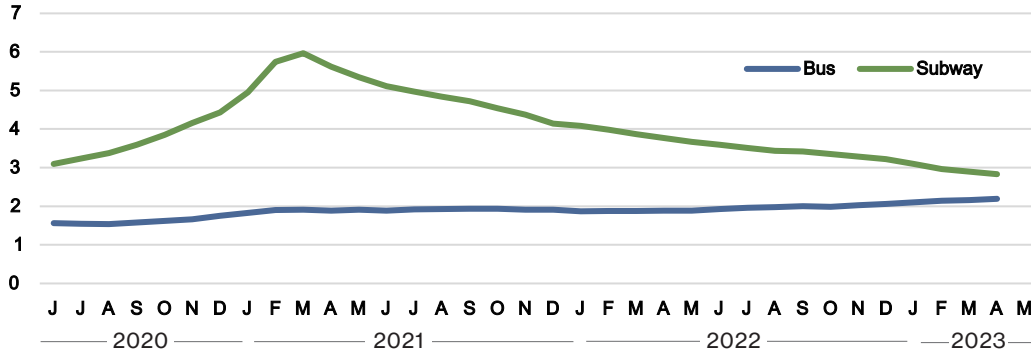


# SAFETY AND SECURITY

## Customer Accident Rate

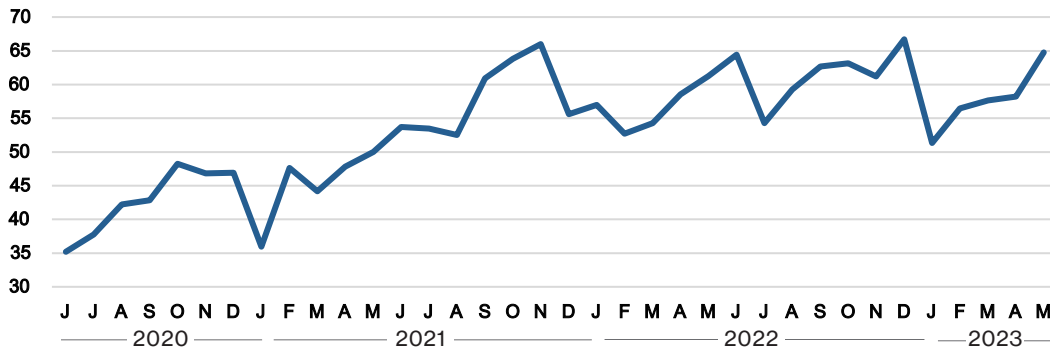
The number of reportable subway and bus customer accidents per million customers (12-month rolling average)

May data not yet available



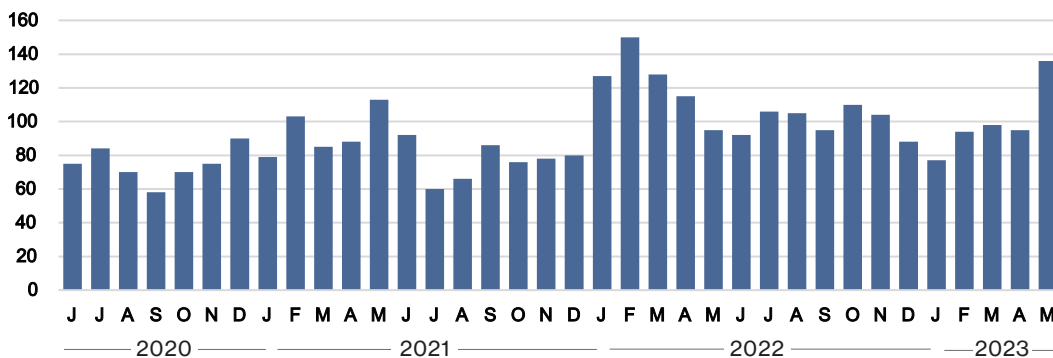
## Bus Collision Rate

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.

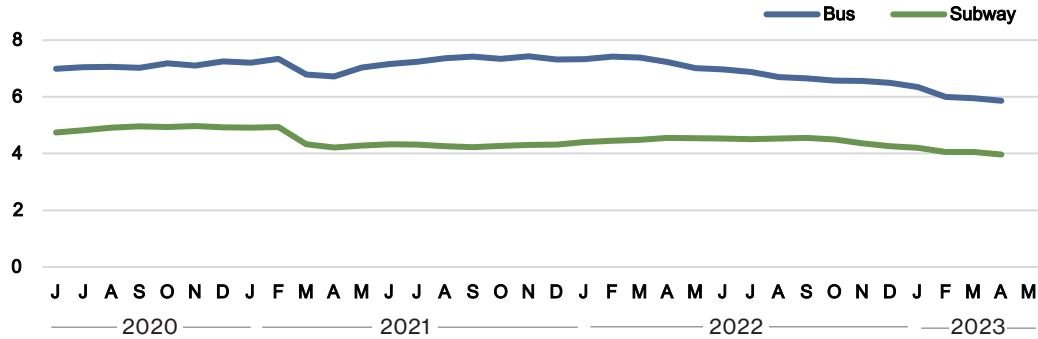


# SAFETY AND SECURITY

## Employee Lost Time Accident Rate

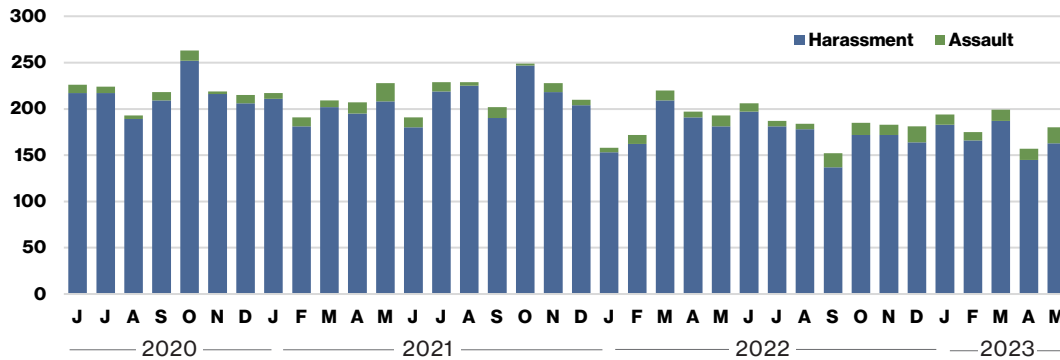
The number of reportable employee lost time accidents per 100 employees (12-month rolling average)

May 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.

Bus Collisions and Collision Injuries increased on a rolling 12-month period; it is worth noting there was a slight decrease on a monthly basis. 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.

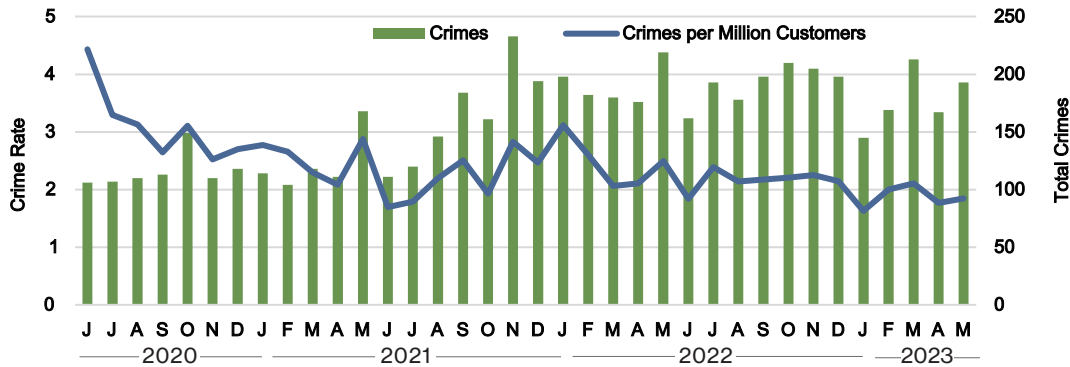
Subway Fires have decreased on a Rolling 12-Month basis when comparing to May 2022 vs 2023, also it is worth noting that Fires have decreased on a monthly basis.



# SAFETY AND SECURITY

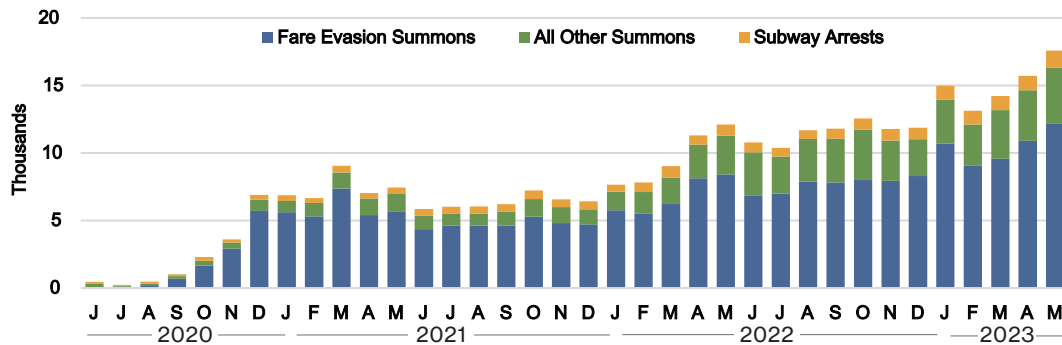
## Major Crimes Against Subway Customers

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



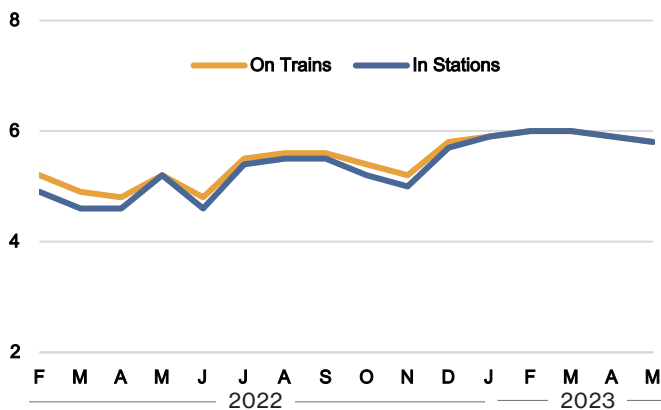
## NYPD Summonses & Arrests

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

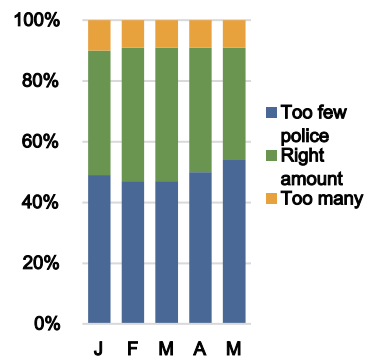


## Perception of Safety and Police Presence

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?





# SAFETY AND SECURITY

## Data Review

In May 2023, monthly Major Felony Crime ticked up 16% from April 2023, but remained flat versus the 2022 monthly average. Crimes per Million Riders remained nearly flat versus April 2023, but was down 20% from the 2022 Monthly Average.

NYPD summonses and arrest activity continues to trend upward into 2023. April Fare Evasion Summonses in the subway are up 67% from the 2022 average. Arrests are also up 69% from last year's average.

## Moving Forward

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

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.

The MTAPD will continue to focus their efforts in the subway system at four major hubs: Penn Station, Grand Central Terminal, Atlantic Av - Barclay 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 (QoL) incidents. This initiative also frees up resources for the 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. NYCT will continue to work with the NYPD to provide detailed information about transit locations that experience violent and QoL 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 QoL infractions such as fare evasion, smoking, and unsafe riding. Further instruction includes 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 Needle on Weekend Service

### The Why

For the past year, the message at NYC Transit has been clear: customer satisfaction is our North Star. To get there, we are committed to delivering faster, cleaner, and safer service for our customers – speeding up trips, getting customers to their destination faster, and improving how we communicate with customers are all crucial to this mission, and nowhere is that truer than with weekend subway service.

Since President Davey joined NYCT in Spring 2022, there has been a laser-focus on improving weekend service for subway customers, while ensuring that the essential work that is needed to maintain and improve our system get completed. Weekend ridership has recovered more than weekday ridership when compared to pre-pandemic levels, demonstrating that when New Yorkers need to get around, even if they aren't commuting to their office, they are choosing transit. In early May, the subway saw a post-pandemic weekend record with over 4.6 million customers over both days, over 80% of pre-pandemic levels. But, we perform much of our planned work and system improvements on weekends as well – for good reasons! Balancing these competing priorities and better communicating to customers the impacts to their service along with the benefits of planned work are core priorities at NYCT this year.

Our system would not function well without the work that we perform on weekends. The bones of our subway system are often over a century old, and the subway system is full of critical components that need to be maintained and renewed, from tracks and switches, to duct banks and signaling infrastructure. An added challenge is that unlike virtually any other major system on earth, our subway runs 24/7. This is a marvel, and something that makes New York the vibrant “City That Never Sleeps,” but it also means that to safely perform work on tracks, we often must change how service is delivered.



Beyond the recurring, essential work to maintain the system, our partners at MTA Construction & Development are also in the midst of implementing the most ambitious capital plan the subway has seen in generations. The 2020-2024 MTA Capital Plan is 60% larger than any previous plan, and brings historic investment in accessibility, signaling, and infrastructure improvements to our system. Much of this work requires service changes that impact customers journeys, especially on weekends, when longer outages allow for more work to be done.

## Moving the Needle on Weekend Service (con't)

### The How

Summer 2023 will see major improvements and maintenance work completed throughout the system, both of which will make the long-term experience of customers better and help us deliver faster, cleaner, and safer service for decades to come. But there will be impacts to subway service, especially on weekends. Major projects like CBTC on the Culver Line and 8th Avenue Lincessibility improvements to some of our most heavily used stations, like 14th St **1 2 3** and Queensboro Plaza **7 N W**, will impact service for customers, but the payoff will be huge, as we continue to make progress on modernizing our nearly century-old signal system and bringing ADA-accessibility to dozens of subway stations in the coming years.

Balancing the customer experience with request to access the tracks to perform work, making service changes more efficient and effective, and better communicating with customers to help them navigate our system during weekends are core priorities of ours at NYCT, as we seek to raise customer satisfaction.

Our team at Operations Planning work miracles as they balance track access requests over a multi-year period with potential customer impact. The years since Superstorm Sandy have seen consistently high needs for track time to repair, maintain, and improve the system, with demands projected to increase to historic levels in future years.

To leverage these outages, the Maintenance of Way department at Subways and our colleagues at C&D have been successfully piggybacking work to complete more projects during a service change. For instance, when a portion of a line is out of service to install CBTC, Maintenance of Way will often replace tracks, switches, and perform other needed work. This minimizes the total time needed on a given line and limits the disruptions customers will experience. In addition, our station re-NEW-vation program, started as a



piggyback on a C&D project reconstructing the 90-year-old Concourse Line tunnel, and has since utilized closures to bring across-the-board improvements in station cleanliness and safety to over 30 stations, with a goal of 50 by the end of 2023.

## Moving the Needle on Weekend Service (con't)

### The Who



Jose LaSalle was appointed acting Weekend Service Czar in September 2022, and his appointment was made permanent this May. Jose and his team have moved the needle on weekend service by putting the needs of customers at the forefront. In this new role, Jose and his team are tasked with improving the customer experience on weekends. To that end, they have taken an eagle-eyed approach to every element of weekend service, improving customer touchpoints and wayfinding, limiting flagging – which slows trains down on tracks adjacent to

work – to keep trains moving on time, and addressing pinch points and issues in the system as they arise on a given weekend.

The fruits of Jose and his team’s labor have been clear, as performance and ridership have risen since his appointment. On-Time Performance on weekends is up over 5% since last August, and ridership continues to grow. In April, the subway averaged 4.2 million weekend customers, the best month of weekend ridership since the pandemic.

## Moving the Needle on Weekend Service (con't)

### The Results

Piggybacking on Jose's team, we are working to improve every facet of customer communications on planned work and weekend service, to both help customers get around the system smoothly and to better understand the work being done to improve the system. Our 'Weekender' newsletter has been a hit, with thousands of subscribers reading every Friday to get the full scoop on weekend subway service. This has been amplified further by service change maps, helping customers visualize specific, high-impact service changes on their line. By bringing Station Agents out of the booth, customers have a direct access point for guidance or information to help them navigate the system. There's more to come, too, with additional customer signage and information explaining the reasons for planned work and the benefits they will bring to their commutes coming to the system soon.

Balancing essential work, system improvements, and resurgent weekend subway ridership is an undertaking that requires constant focus and coordination across the MTA. As we seek to continue to raise customer satisfaction, riders can look forward to more communication on planned work and why we're doing it, to better guidance on how to navigate the system on weekends, and to more efficient use of track time to complete generational improvements to the system and essential maintenance limiting the disruption as best as we can. And with Jose LaSalle's team on the case, every opportunity to make weekend service better and address issues as they arise will be taken, as we continue to deliver faster, cleaner, and safer service 24 hours a day, 7 days a week, 365 days a year.





**Celebrate Pride**



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