

# NEW YORK CITY TRANSIT KEY PERFORMANCE METRICS




July 2023





easing  
weekend  
service



On Thursday, June 29, President Richard Davey, Senior Vice President of Subways Demetrius Crichlow, and local officials announced at Hoyt-Schermerhorn Sts Station there will be increased weekend service on the ,  and  lines. A second batch of R211 subway cars also went into service that day.

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

2 Broadway • New York, NY 10004  
Monday, July 17, 2023

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Visit [new.mta.info/transparency/board-and-committee-meetings/july-2023](https://new.mta.info/transparency/board-and-committee-meetings/july-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

This month marks the one-year anniversary of the improved New York City Transit Key Performance Metrics Report to the committee. We have spent the last year laser focused on improving the customer experience and winning customers back.

We are spending less time looking backwards and more time sharing outcomes that have strengthened our relationship with customers. Our partnership with the MTA Strategic Initiatives Team has allowed us to consistently track trends and report the overall satisfaction of NYCT customers.

Starting last year and for the first time in the history of the agency, NYCT undertook a monthly customer satisfaction survey to keep a “pulse” on our customers while continuing our deeper, bi-annual customer survey. Linking direct customer feedback with our operational performance data has led us to insights into where we can do better and resulting improvements have increased customer satisfaction while attracting more riders back onto our subways, buses and paratransit vehicles.

As we remain focused on delivering a Faster, Cleaner, Safer experience for our customers, we continue to see growth in daily Subway ridership. Paid average daily Subway ridership reached 3.608 million in June 2023, 10% more than June 2022.





# MESSAGE FROM THE PRESIDENT

Subway customer satisfaction was 59%, a two percentage-point decrease from May 2023. Customer travel experience remains strong, while safety scores dipped. In June 2023, Customer Journey Time Performance (CJTP) was 85.1%, slightly higher than May and the fourth time CJTP was over 85% in 2023. Additional Platform Time (APT) in June was 77 seconds – the same as the prior month, but 7 and 9 seconds faster than June 2022 and June 2019. This can be attributed to increased crew availability. Subways achieved 94.8% Service Delivery which is relatively the same as May and 2.5% higher than June 2022. Lastly, Service Reliability increased one-percentage point to 63% in June.

**94.8%**  
subway service  
delivery

On-Time Performance (OTP) was similarly strong. In June, Weekday OTP was 84.5%, exceeding our 84% goal for 2023. The **5** and **6** showed the most significant improvements with each performing at over 86%; scores are up 5.4% (**5** line) and 9.3% (**6** line) compared to May 2023. Weekend OTP was 81.7%, 1.6% less than May but 2.8% higher than June 2022. The slight decrease in weekend performance can be attributed to the impact of scheduled maintenance and capital projects in the subway system. In July, we began a pilot program to safely increase speeds on tracks adjacent to work from 10mph to 15 mph. We believe this pilot will safely improve weekend service.

Customer satisfaction on several subway lines improved in June 2023 when compared to May. The **G** (75%) is up 5%, the **B** (65%) is up 6%, the **D** (57%) is up 4% and the **L** (57%) is up 3%. Customers have had an overwhelmingly positive response to the work being performed to improve their station environment. Overall Station Satisfaction & Station Cleanliness at Stations which have undergone “Re-NEW-vations” saw significant increases from the Fall 2022 to the Spring 2023 Customer Counts Survey. Station Satisfaction at Grand St **B** **D** grew 12 percentage points from Fall 2022 to Spring 2023.

Transit is rolling out several initiatives with the goal of addressing the problem of fare evasion. The Blue-Ribbon Panel on MTA Fare and Toll Evasion recommended increasing fare enforcement on local bus routes, in addition to more actively communicating the importance of payment to the public and better supporting low-income New Yorkers who need help paying transit fares.

In response to these recommendations, Subways is also moving quickly to implement recommendations from the panel.



# MESSAGE FROM THE PRESIDENT



At our emergency gates, we've replaced every single lock in the system – over 1,600 of them – with the highest-security upgrades. These new locks will eliminate the problems of certain evaders or evasion enablers using counterfeit keys to gain free entry to the system. We're also moving forward on modifications to existing turnstiles to eliminate fare evasion.

**65%**  
bus customer  
satisfaction

In June, overall bus experience satisfaction (Local, Limited, Select, and Express) was 65%, remaining stable with May's score.

All local bus key indicators remained consistent with May, shifting only one percentage point up or down. Bus Cleanliness remains the highest rated indicator at 72%, while Waiting Times is lowest at 50%. Local bus satisfaction by borough remained flat or increased (Manhattan is up 3 points to 73%), except for Queens which realized a drop. While express bus experience took a dip of 4% (to 74%) in June, the Bronx shown an improvement of 2% (to 75%) when compared to last month.

Shorter wait times on weekdays and weekends remain the two most common mentions for 'What would encourage you to ride more frequently' (for both Local and Express bus customers). The continued deployment of ABLE routes should improve customer wait times by speeding up buses over the coming months.

This month we are inviting you to learn more about zero-emission hydrogen-powered buses at an upcoming public town hall in the Bronx that the Buses Zero Emissions team is putting together. Last year, the MTA won an \$8 million grant from the New York State Energy Research and Development Authority to pilot Hydrogen Fuel Buses as a viable alternative to electric batteries. This grant will help showcase the role hydrogen fuel-cell buses can play in the MTA's zero-emission future. We are currently preparing to deploy two hydrogen fuel cell buses -- the first-ever at the MTA and in all of New York State -- and are installing a hydrogen fueling station at the Gun Hill depot in the Bronx. These two buses will run on approximately eight routes serving disadvantaged communities in northeast and central Bronx.

As we move forward with our hydrogen fuel-cell bus deployment, and





# MESSAGE FROM THE PRESIDENT

our broader efforts towards a zero-emission bus fleet, we hope you will join us for this special town hall event on Saturday, July 22 at 2 pm at the Valentine Varian House, 3266 Bainbridge Avenue, in the Bronx. You will get an opportunity to engage with our own in-house zero emissions experts and other clean hydrogen experts from our pilot project partners and learn all about cutting-edge hydrogen technology!

Like Buses and Subways, Paratransit (AAR) had its share of strengths and identified areas where we can improve. In May 2023, overall customer satisfaction was 69% - one percentage point higher than April 2023.

We are excited to report the demand for AAR is continually increasing with roughly 25,900 weekday trips and 16,200 weekend trips made in May. Ride-Time Performance remained 98% in May. May survey results also show that customers using for-hire vehicles were less satisfied than those using AAR (blue and white) vans.

Paratransit has listened to the customers; AAR has taken a more, stern approach to assessing for-hire vehicles in April 2023 and has seen major improvements in for-hire performance in May. AAR is committed to improving service by adding an incentive payment for completed trips for drivers and expanding E-hail service in August.

**25,900**  
AAR weekday trips  
made in May

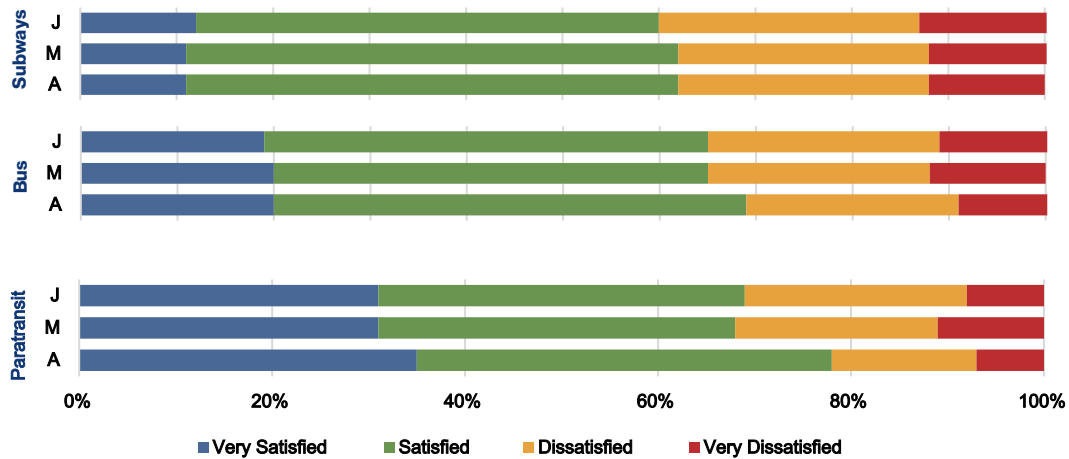




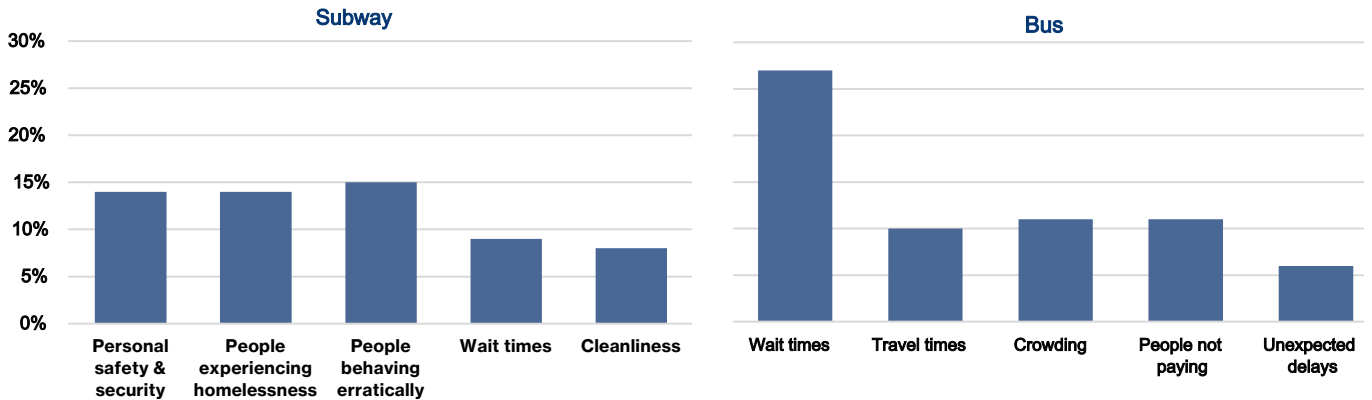
# CUSTOMER SATISFACTION

## Monthly Pulse Survey Results - June

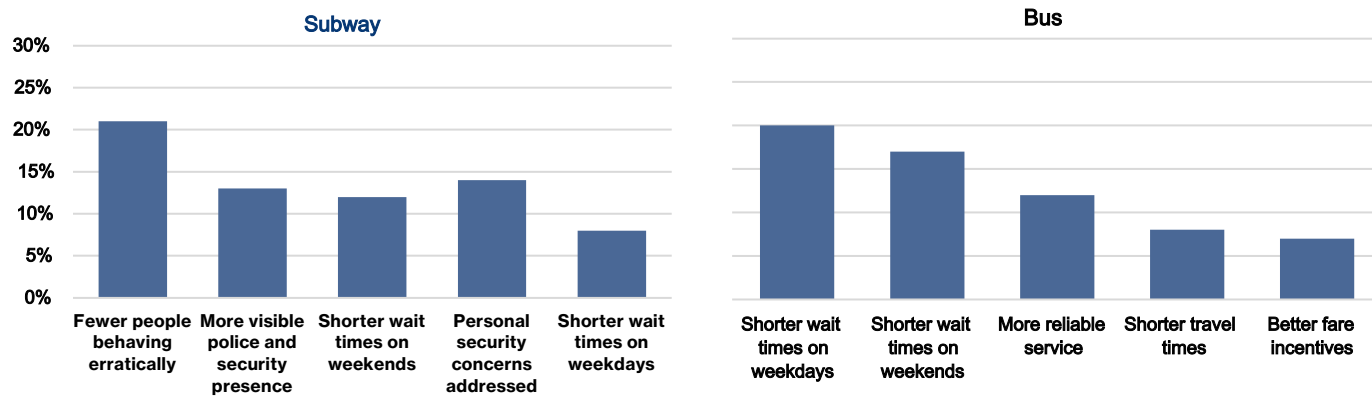
How satisfied are you with your transit experience?



## What needs to improve to increase your satisfaction?



## What would encourage you to ride more often?

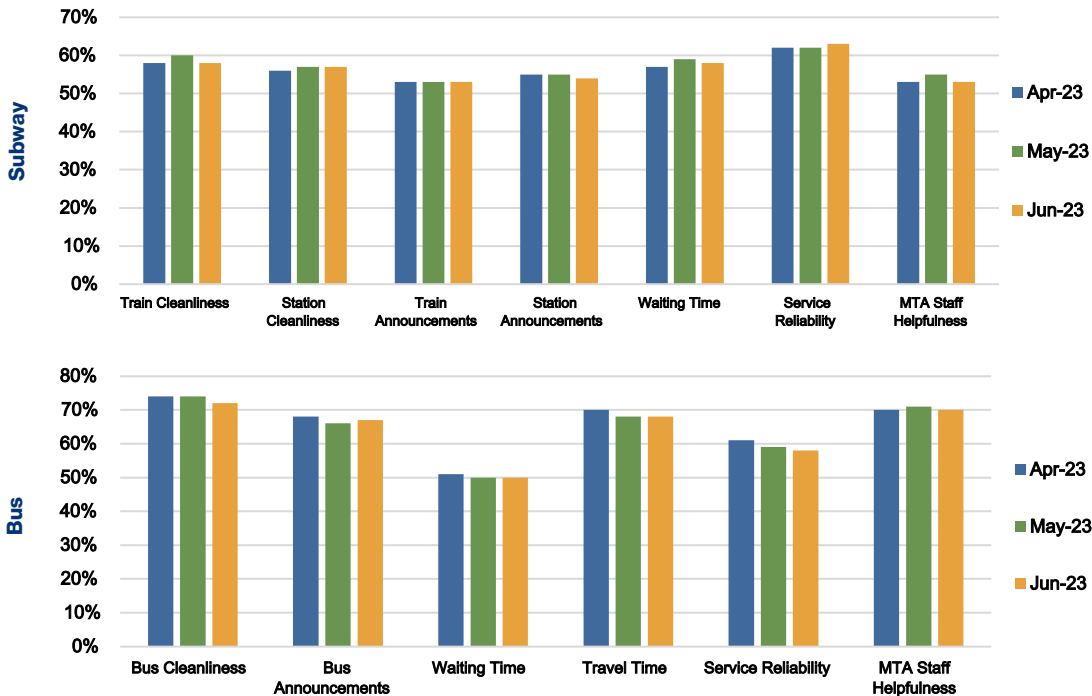


# CUSTOMER SATISFACTION

## 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 subway satisfaction rate for June is 59%, down two percentage points from May. Overall line satisfaction is down one point to 61%, and overall station satisfaction is flat at 62%. Safety scores dipped in June as both safety on trains and in stations are 55%. Further, 57% of respondents feel there are 'too few' uniformed police officers, the highest in 2023. Travel Times, a critical key indicator, remains the highest rated at 69% while Service Reliability increased one point to 63%.

Consistent with May, bus satisfaction in June is 65%. Local bus satisfaction is 65%, up one point since last month. All local bus key indicators remained consistent with May, shifting only one percentage point up or down. Bus Cleanliness remains the highest rated indicator at 72%, while Waiting Times is lowest at 50%. Express bus satisfaction decreased four points to 74%, in part due to a five-point decrease in Overall Route and four point decreases in Waiting Times and Bus Announcements.

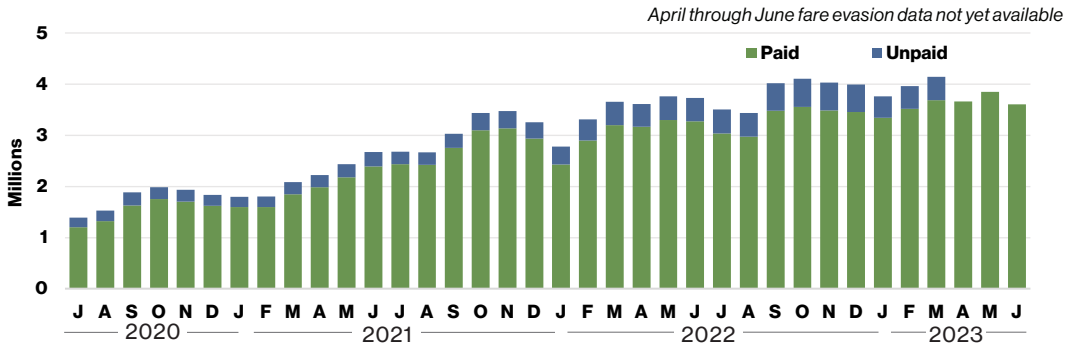
Access-A-Ride (Paratransit) overall satisfaction in June is 69%, up one percentage point since May. Satisfaction rebounded in June among more frequent travelers (3-7 days per week) increasing four percentage points to 66% and across all service periods. Frequency of No-Shows and On Time Pick Up, generally the two lowest rated indicators, increased four and three percentage points this month, respectively.



# RIDERSHIP

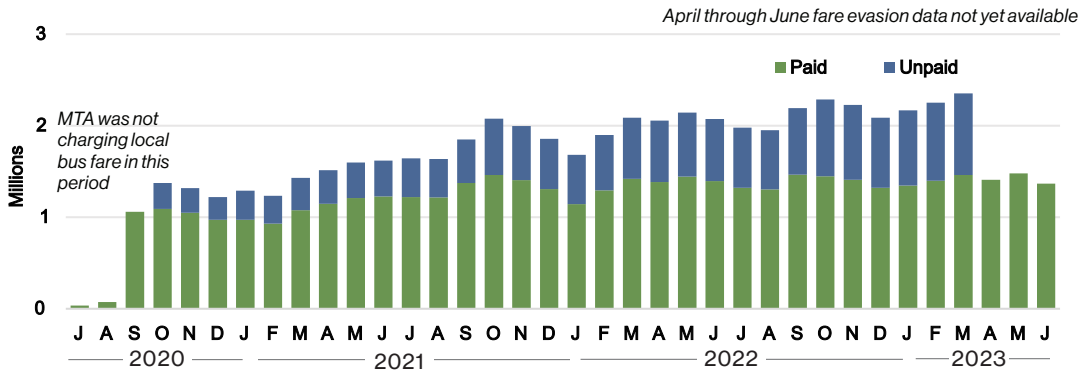
## Subway Ridership

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



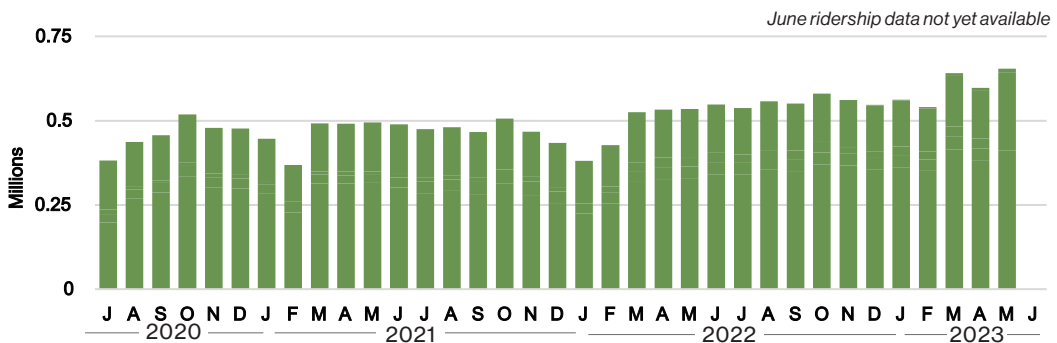
## Bus Ridership

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



## Paratransit Ridership

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



# RIDERSHIP

## Data Review

In May, Average paid weekday subway ridership declined by 6.2% in June to 3.608 million from 3.845 million. Ridership, however, historically drops in the summer beginning in June. The drop this year appears to be larger than prior to the pandemic as school-related markets (including students, faculty and other school employees, and parents escorting children) generally had stronger recoveries than office-related markets, so when schools are out the apparent decline appears larger.

On the bus side, paid weekday ridership declined by 7.7% to 1.366 million. Bus ridership is even more reliant on the school market, so this decline is not unexpected.

In a more positive development, because school markets make up a negligible portion of weekend ridership June saw strong weekend numbers - up 1.6% on subway and 0.3% on bus. A new post-pandemic weekend record was set on June 24 and 25, Pride weekend, with a total of 4.69 million.

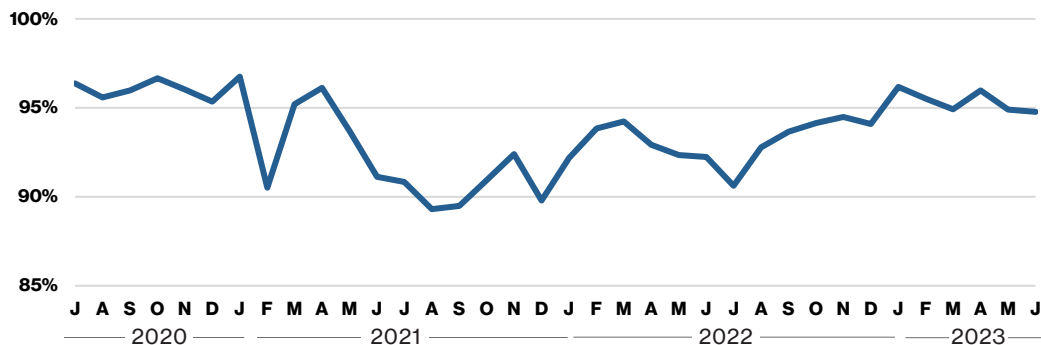




# SERVICE PERFORMANCE

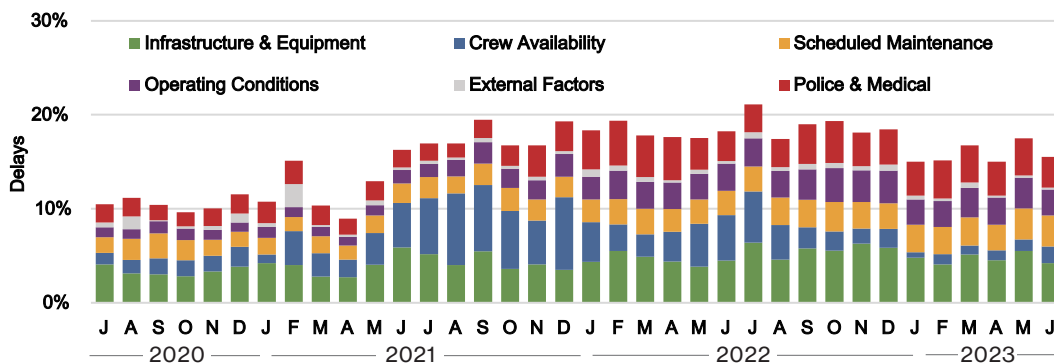
## Subway Service Delivered

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

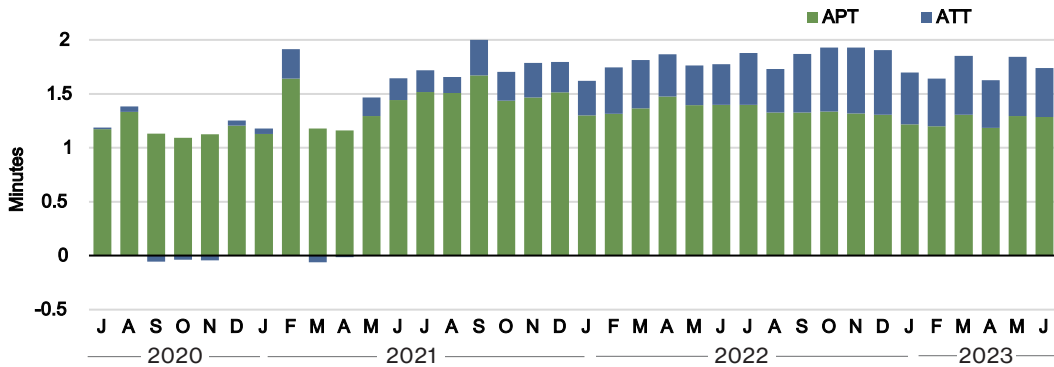
The Subways team continued to deliver strong customer and operational metrics in June. Customer Journey Time Performance – the measure of customers completing their trips within 5 minutes of schedule – was 85.1%, 1.4% better than a year ago and the fourth time this year over 85%. Additional Platform Time was 7 seconds faster than a year ago when we faced a significant crew shortage, while additional Train Time was 4 seconds higher than last year when trains were experiencing significantly lower ridership. Altogether, the average customer’s additional journey time was just 3 seconds slower than June 2022 and remained 2 seconds faster than June 2019. Weekday On-Time Performance (OTP) was 84.5%, 2.8% higher than a year ago and 3.0% higher than June 2019. These results show the ongoing efforts to analyze and manage service are delivering sustainable improvements for our customers.



# SERVICE PERFORMANCE

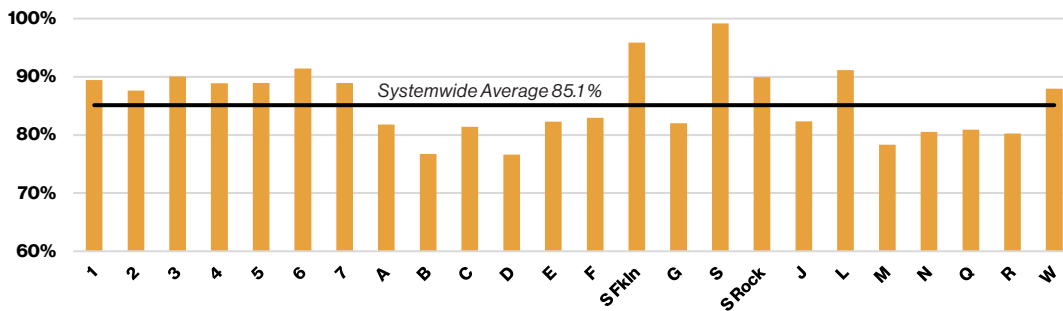
## Subway Additional Platform Time + Additional Train Time

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 is excited to report progress on several initiatives to improve the customer experience. The first R211 subway train successfully completed its in-service test, and the second train is now in service. Deliveries will now be up to two trains per month, giving more customers an opportunity to ride these brand-new trains and allowing us to retire our oldest and least reliable cars. Our thirteenth Customer Service Center opened at Times Square, the busiest station complex in the system by ridership. Our Stations and Facilities teams are also continuing work on public restrooms, with 36 restrooms in 18 stations expected to re-open in July. We're also opening additional elevators, making more stations accessible, and to begin using a new operating model where the installers are also responsible for maintenance. Finally, the first round of off-peak service frequency increases took effect on the **G**, **J**, and **M** lines earlier this month which reduces waiting times by up to 20% on weekends. These improvements directly address feedback from customers on what would encourage them to ride more, and we look forward to monitoring both ridership and customer satisfaction scores to ensure we're delivering what our customers expect.

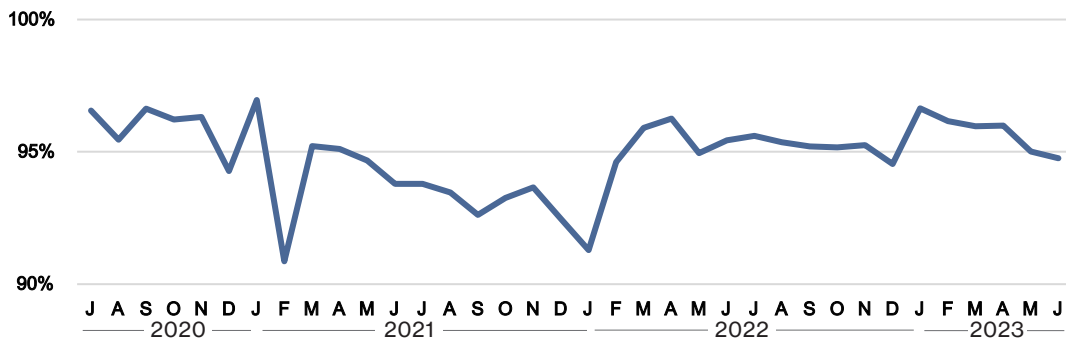




# SERVICE PERFORMANCE

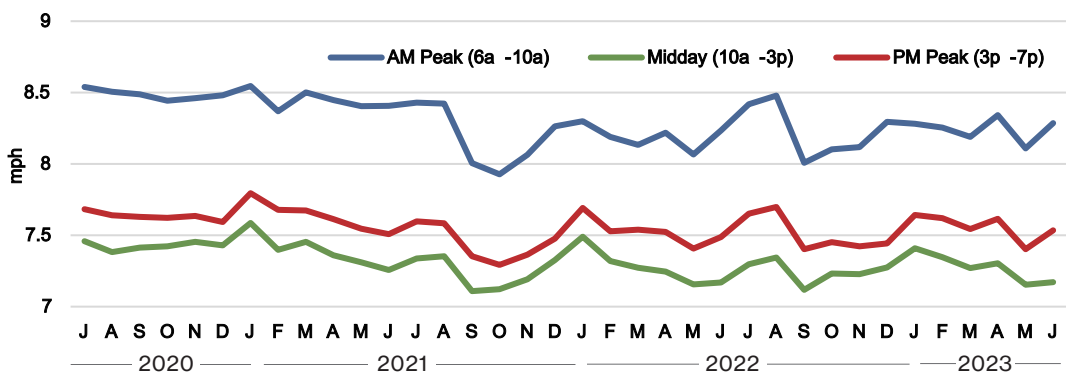
## Bus Service Delivered

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



## Bus Speeds, by Time of Day

The average speed of all NYCT & MTA buses



## Data Review

Bus performance in June remained stable or better in some key areas. Service Delivered remained relatively unchanged from last month at 94.8%. On a 12-month average, Service Delivered improved by 1.5% (at 95.4%) while carrying approximately 65% of pre-pandemic customers.

Customer Journey Time Performance (CJTP) was 72.3%, slightly down by 0.7% from last year but 1.7% better than last month and 1.4% better than pre-pandemic numbers. This is due to decreases in Additional Travel Time (ATT) and improvements in bus speed. In fact, CJTP, ATT and bus speed indicators all showed improvements in every borough and systemwide compared to last month.

In June 2023, overall bus satisfaction was 65% - the same as May's score, but one percentage point higher than December 2022. All local bus key indicators remained consistent with May, shifting only one percentage point up or down.

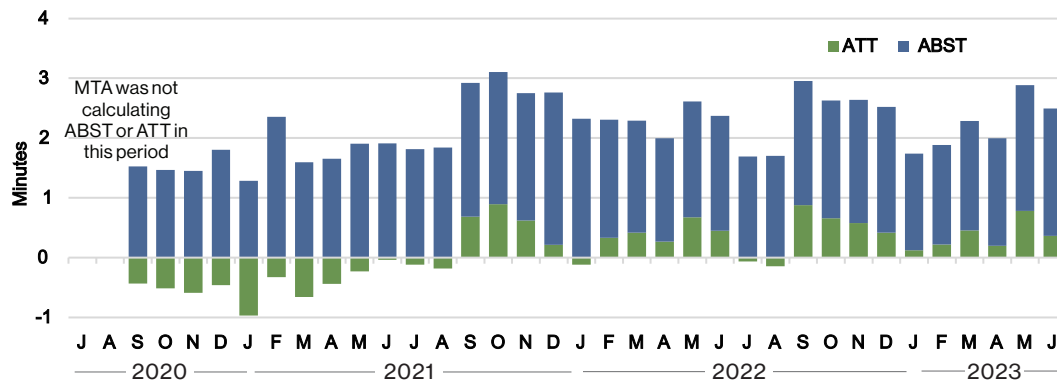


# SERVICE PERFORMANCE

## Additional Bus Stop Time + Additional Travel Time

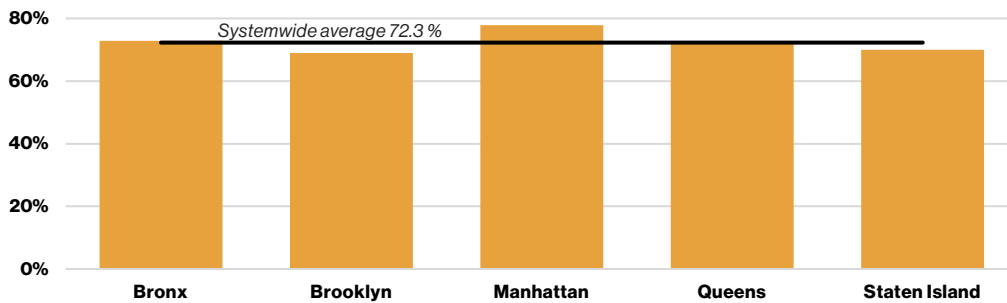
ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time.

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



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

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



## Moving Forward

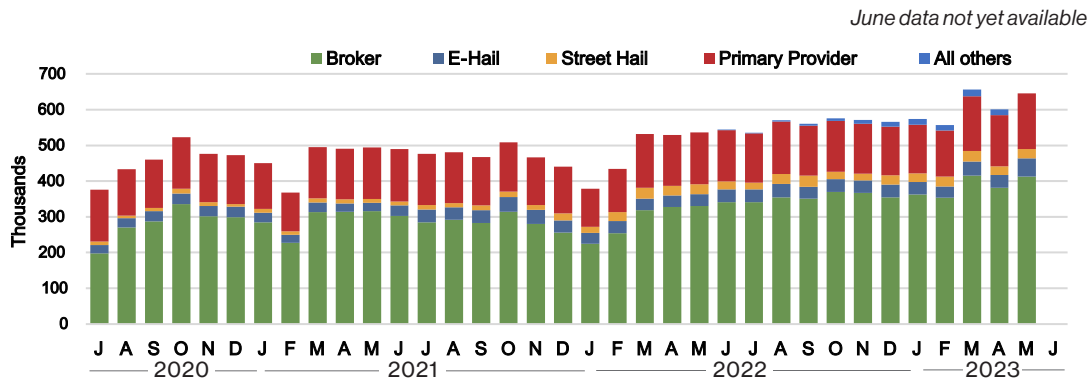
We remain laser-focused on initiatives to shorten wait times and travel times for our customers. Bus lane enforcement cameras play a crucial role in ensuring our buses maintain their right-of-way and get our customers where they need to go faster and on-schedule. This month we celebrated another ABLE milestone as we activated enforcement on the Q58 route on July 14. The Q58 was the second busiest route in 2022, carrying 6.7 million customers. With speeds at 7.6 MPH, it is 10% slower than the average Queens local and limited route. Current routes with the ABLE system, have seen average bus speed improvements of 5% above the borough - as well as significant decreases in collisions. To date, we have issued over 269,000 tickets across 19 routes covering all five boroughs.

Finally, by the end of this year approximately 80% of our buses will have onboard digital information screens to provide stop and service information. Buses are now more accommodating to all customers while providing faster, cleaner, and safer service.

# SERVICE PERFORMANCE

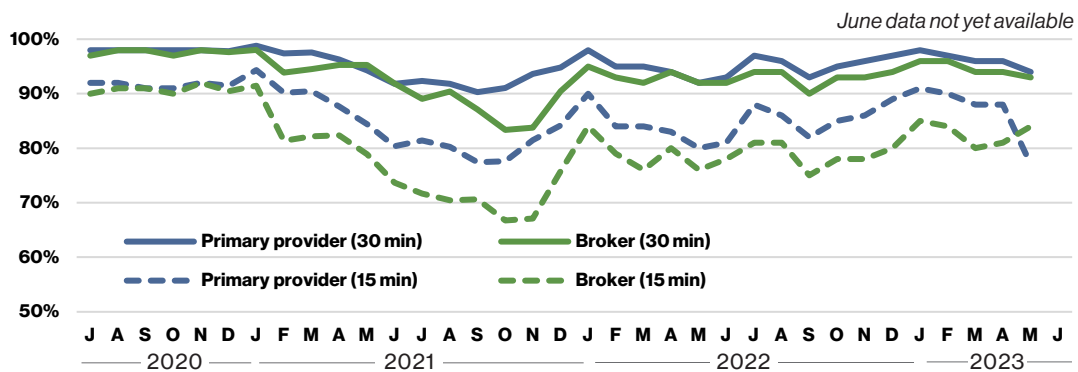
## Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service



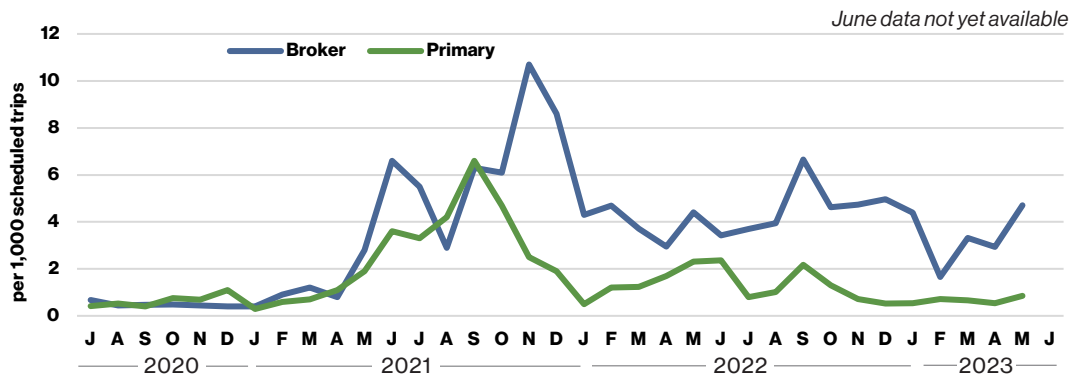
## Paratransit On-Time Performance

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 May 2023 increased by 62,000 (or 10.4%) when compared to April 2023, placing increased demand on our service year over year. For the category of On-time Performance, our primary carrier service completed 94% of trips within the 30-minute pick-up window from promise time, which met our goal of 94% for the month. On broker service, we completed 93% of trips within the 30-minute pick-up window from promise time, which was just below our goal. The Primary service improved by 2% and the Broker improved by 1%, respectively from May 2022, despite the significantly higher trip volume.

On primary carrier service, the no-show rate for performance increased by 0.31 per 1,000 scheduled trips to 0.85, considerably better than our goal of 3.0. For Broker service, the result for May 2023 was 4.71 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 1.46 per 1,000 trips (or 63.2%) and broker has increased by 0.3 per 1,000 trips or (6.8%) when compared to May 2022. In May 2023, the improvements in our on-street service helped improve our call center performance with a 4% improvement in calls answered compared to May 2022. The Average Call Answer speed in May 2023 increased by 29 seconds (or 49.2%) when compared to April 2023 and decreased by 96 seconds or 52.2% when compared to May 2022. The number of eligible customers (176,562) continues to grow, with a 4.4% increase from May 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 our customer satisfaction score (68%). This was mainly due to broker on time pick up and no shows. We are working with our vendors to address issues with late pickups and provider no-shows and expect to rebound in June.

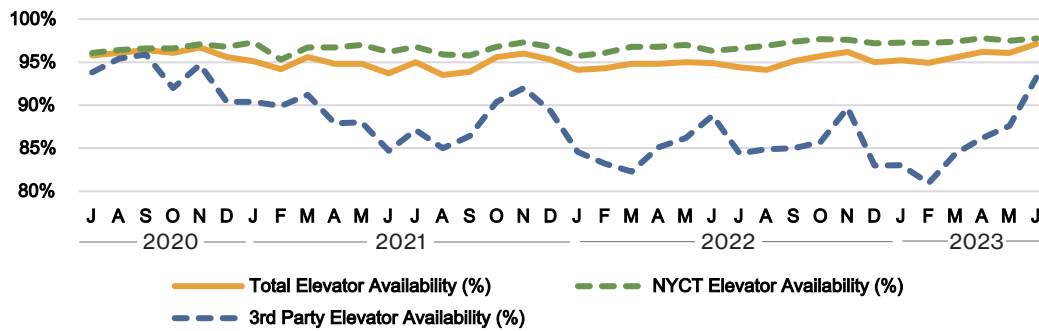
In August 2023, we will launch the expansion of the E-Hail Phase 2 program. This service will be expanded to an additional 2,400 customers. The pilot is scheduled to run six months from August 1, 2023 to January 31, 2024.

We continue to focus on our North Star goal of increasing customer satisfaction. We are aligning daily customer feedback 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

The MTA and NYCT strive every day to make the travels of all who use our trains, buses, and paratransit service safe, reliable, comfortable and accessible, with accessibility as one of the agency’s four core values. As July marks Disability Pride Month and the anniversary of the passage of the Americans with Disabilities Act of 1990, we pay particular attention to how we serve the more than one million New York City residents with disabilities. We are rolling out several new technology pilots in the coming month, which we will report out to this Committee as they go live.

As part of Disability Pride Month, MTA Accessibility is partnering with departments across the agency to host events showcasing all the MTA’s work to make the system more accessible. On July 10, Quemuel Arroyo met with Subways Senior Vice President Demetrius Crichlow and MTA Board Member Midori Valdivia for a fireside chat on the past, present and future of accessibility across the MTA and New York City, discussing how their experiences shaped their goals for future accessible transit projects. On July 14, MTA Accessibility and the MTA Customer team led an employee training on how to make our digital and print content more accessible. On July 16, we participated in the citywide Disability Unite Festival in Central Park.

We have two more virtual events planned for the month that will feature agency and outside experts in accessible design and the history of transit accessibility, partnering with the Transit Museum. Members of the public can learn more and register for these sessions at <https://new.mta.info/article/celebrate-disability-pride-month-july>. Finally, later this month we will host the first MTA Employee Accessibility Awards, where we will recognize 36 employees from across the agency that are making everything we do, from digital content to service delivery, more accessible. NYCT is a critical partner on all of these events as we continue working hand in hand to advance our accessibility goals.

We are happy to celebrate Disability Pride this July and continue our efforts to make the transit system welcoming for all New Yorkers.



# FINANCIAL RESULTS

## 2023 Operating Revenue & Expenses, June 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>1,860.8</b>	<b>1,901.2</b>	<b>40.3</b>	<b>93.1</b>	<b>92.0</b>	<b>(1.1)</b>	<b>3.5</b>	<b>2.7</b>	<b>(0.7)</b>
Farebox revenues	1,579.0	1,611.6	32.6	83.2	86.2	3.0	2.2	1.7	(0.4)
Other revenues	281.8	289.6	7.8	9.9	5.8	(4.1)	1.3	1.0	(0.3)
<b>Total non-reimbursable expenses</b>	<b>4,701.3</b>	<b>4,675.2</b>	<b>26.1</b>	<b>480.6</b>	<b>411.3</b>	<b>69.3</b>	<b>38.3</b>	<b>30.0</b>	<b>8.3</b>
Labor expenses	3,562.1	3,569.1	(7.0)	338.2	317.7	20.6	28.8	23.5	5.2
Non-labor expenses	1,139.2	1,106.1	33.1	142.3	93.6	48.7	9.5	6.4	3.1
<b>Non-cash liabilities</b>	<b>1,072.9</b>	<b>1,089.9</b>	<b>(17.0)</b>	<b>99.5</b>	<b>27.1</b>	<b>72.4</b>	<b>8.8</b>	<b>10.2</b>	<b>(1.5)</b>
<b>Net surplus/(deficit) - accrued</b>	<b>(3,913.3)</b>	<b>(3,863.9)</b>	<b>49.4</b>	<b>(486.9)</b>	<b>(346.4)</b>	<b>140.5</b>	<b>(43.6)</b>	<b>(37.5)</b>	<b>6.1</b>

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

	New York City Transit			MTA Bus			Staten Island Rail		
	Forecast	Actual	Variance	Forecast	Actual	Variance	Forecast	Actual	Variance
Non-Reimbursable	44,719	42,791	1,928	3,868	3,640	229	355	341	14
Reimbursable	4,796	3,680	1,116	38	32	6	54	14	40
<b>Total Positions</b>	<b>49,515</b>	<b>46,471</b>	<b>3,044</b>	<b>3,906</b>	<b>3,672</b>	<b>235</b>	<b>409</b>	<b>355</b>	<b>54</b>

## Data Review

Farebox revenue was favorable to the Budget by \$35.1 million due to higher Subways ridership than projected and a higher average paid fare offset by lower than projected Bus ridership. Other Revenue was \$3.4 million higher than the Budget mainly due to favorable timing of Paratransit reimbursement and TAB revenue, offset by unfavorable timing of student reimbursements and other contract services, and lower advertising revenues. Expenses were favorable to the Budget by \$103.7 million. Labor expenses, including fringe benefits, were favorable by \$18.8 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 \$84.9 million mainly due to lower than projected Power consumption, lower fuel cost and favorable timing of claims, maintenance contracts, professional contracts 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

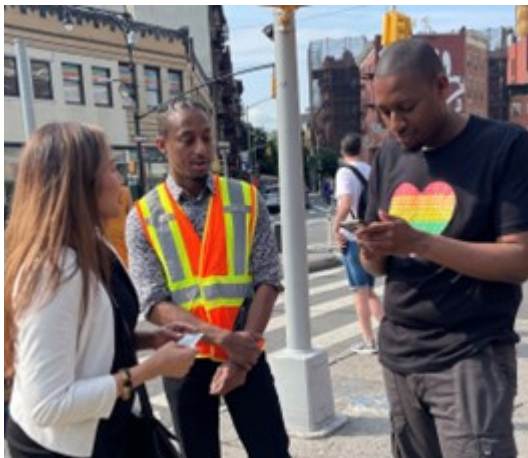
## One Year Anniversary of TransitTalk and Pride Month



Early into his tenure at New York City Transit, President Richard Davey made it known that he relishes face-to-face interactions with the riding public to learn first-hand from his customers what's working and what's not. So, the Customer Team worked with him to create "TransitTalk", ongoing events where Davey and his team speak directly to customers at subway stations throughout the city. President Davey insists

on prioritizing stations that have challenges which provide greater insight into ways to improve the customer experience.

The first TransitTalk ever was at 3 Av-138 St **6** in June 2022. Since then, President Davey and his team have visited 16 subway stations and meeting face-to-face with customers to listen to their concerns. For one of our June events Christopher St **1**, in the heart of Greenwich Village, was selected as a TransitTalk venue as part of the MTA's campaign to communicate the importance of Pride and its message of diversity and inclusion to customers and employees. President Davey along with staff



from the Department of Subway's Stations Division, MTA Customer Service, OMNY, Government & Community Relations, and the NYPD Transit Bureau took feedback from customers on transit service in the ir neighborhoods, answered questions about OMNY, and provided information and helped customers sign up for the City's Fair Fares Program. Members of MTA Pride Express (Employee Resource Group) also joined the event.

On June 28 another TransitTalk was held at 168th St **A C 1** - the second event of the month and 16th event overall.

# CUSTOMERS AND COMMUNITIES

## SteMTA at Waterside Elementary School, Queens

The MTA Government & Community Relations steMTA team recently presented to their largest audience so far - the entire third grade of the Waterside Elementary School in Rockaway Beach, Queens.



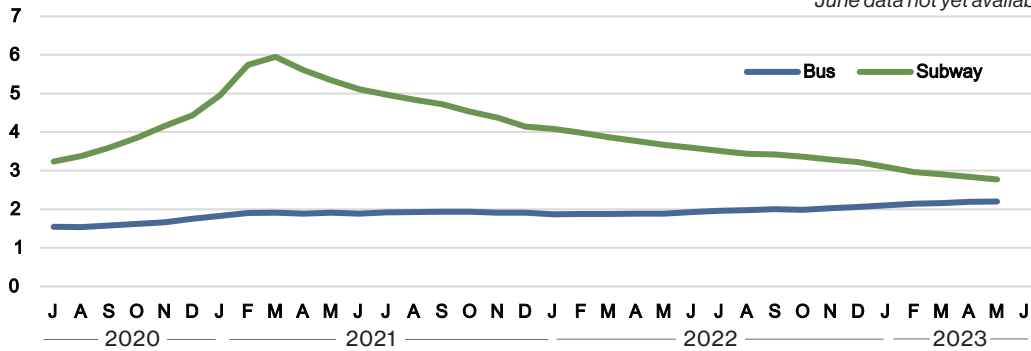
Assembly Member Stacey Pheffer-Amato also joined in the program to engage students in discussions and activities on how the MTA uses STEM to innovate and protect critical transit infrastructure against the threat of rising sea levels and warming temperatures.



# SAFETY AND SECURITY

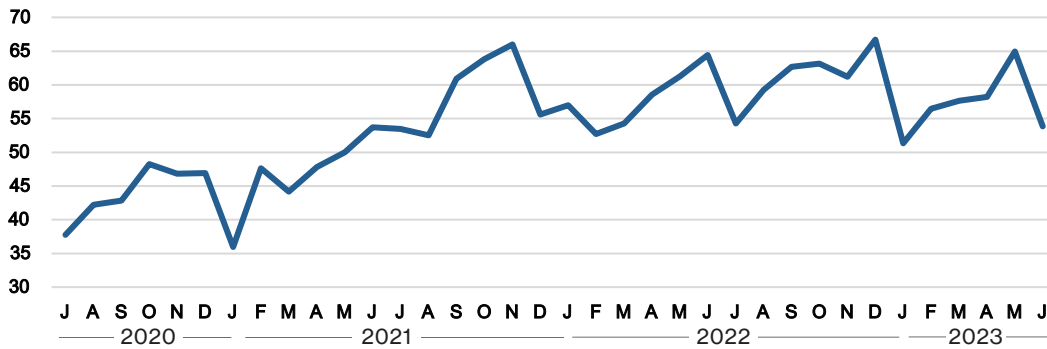
## Customer Accident Rate

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



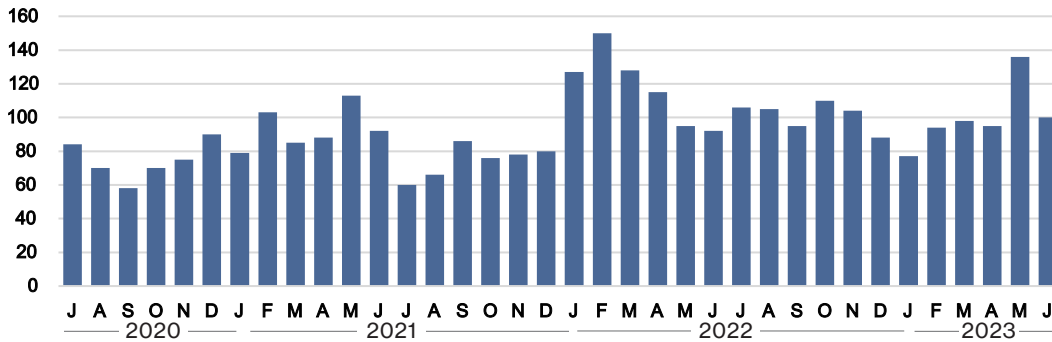
## Bus Collision Rate

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.

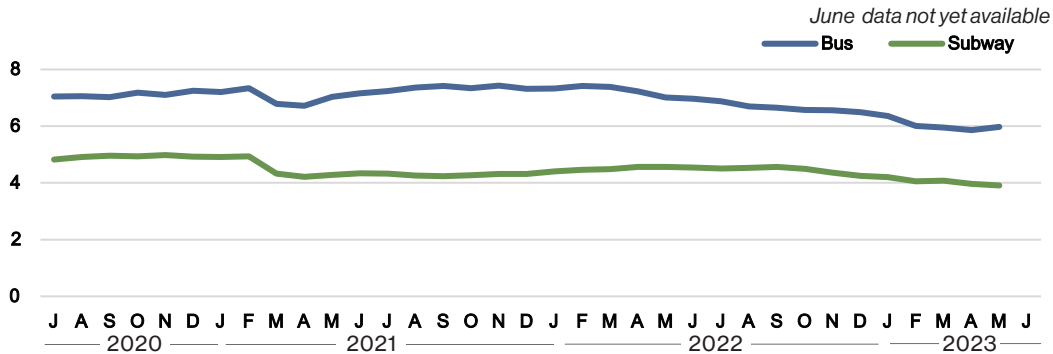




# SAFETY AND SECURITY

## Employee Lost Time Accident Rate

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



## 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 over the last 12-month period compared to the previous one. It is worth noting that Slip/Trip/Fall accidents continue to decrease since March 2023.

Bus Collision Injuries and Customer Accidents increased, while Bus Collisions increased slightly, when comparing the most recent 12-month period to the previous one. The Office of System Safety is still 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.

Employee Lost Time Accidents decreased when comparing the most recent 12-month period to the previous one.

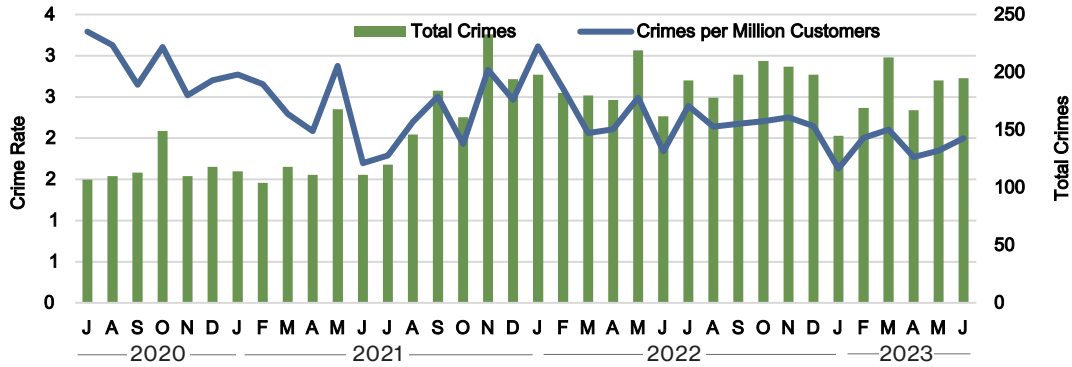
Subway Fires have increased on a rolling 12-month basis comparing periods ending June 2022 and June 2023. However, monthly Fires for June 2023 have decreased when compared to last month.



# SAFETY AND SECURITY

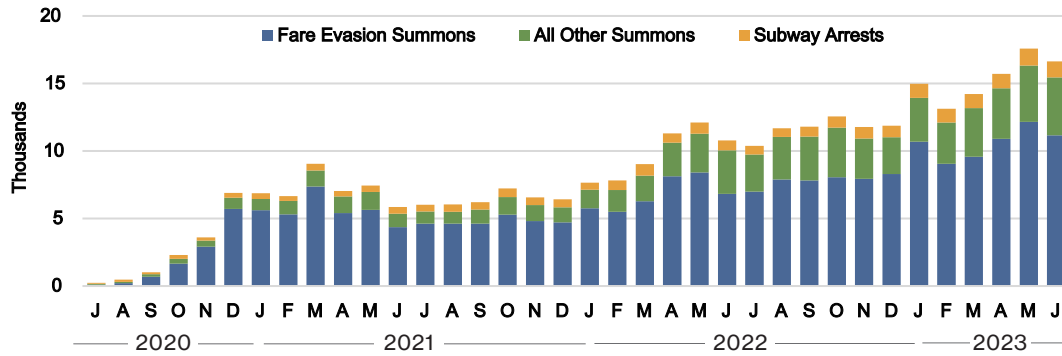
## Major Crimes Against Subway Customers

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



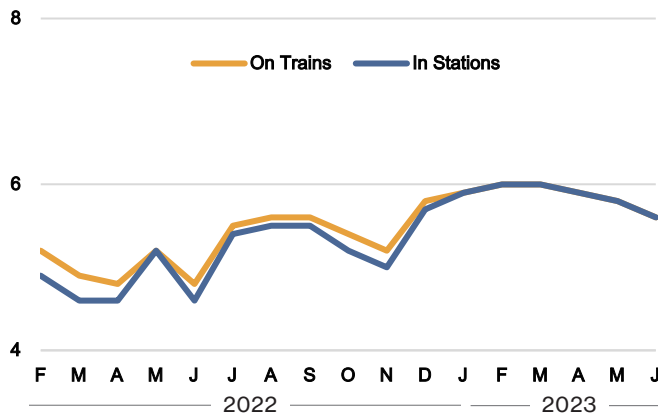
## NYPD Summonses & Arrests

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

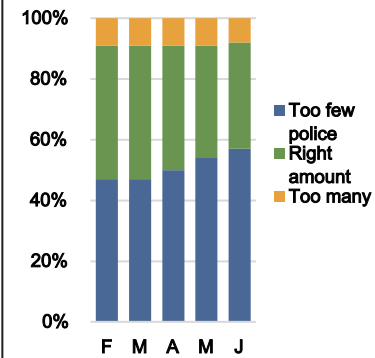


## Perception of Safety and Police Presence

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 June 2023, monthly Major Felony Crime ticked up 1% from May 2023, but remained flat from the 2022 Monthly average. Crimes per million rides remained ticked up 8% from May 2023, bus was down 13% from the 2022 monthly average.

NYPD summonses and arrest activity continues to trend upward into 2023. June Fare Evasion Summonses in the Subway are up 52% from the 2022 average. Arrests are also up 58% from last year's average.

## Moving Forward

NYCT continues to innovate internal programs as well as 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 Av - 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 (QoL) 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. 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 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.



## Disability Pride Month at the MTA

This July, New York City Transit joins in the national celebration of Disability Pride Month. Held each July, Disability Pride commemorates the anniversary of the passage of the 1990 Americans with Disabilities Act and celebrates the incredible contributions of people with disabilities, along with their historic and on-going fight for full inclusion. At New York City Transit, we are proud to join in the celebrations as we continue to make strides toward our commitment to systemwide accessibility and inclusion for all New Yorkers.

We are proud to be part of a turning point in history with the MTA's historic commitment subway accessibility finalized earlier this year. To get there, the MTA will build on the historic \$5 billion commitment to accessibility in our current Capital Plan, which will make an additional 70 stations accessible, and the 17 new accessible stations that have recently opened. This is a massive undertaking which requires billions of dollars of investment and will improve our system for millions of New Yorkers. But there is so much we can and will do between now and then to make our Transit operations more accessible for customers, and we are already pressing full speed ahead on accessibility throughout the bus, subway, and paratransit systems. Creating an accessible and inclusive environment will help NYCT reach its Faster, Cleaner, Safer goal of increasing customer satisfaction.

## Welcoming Reduced-Fare Customers to OMNY



This is a pivotal year for expanding OMNY, including for people with disabilities, and we are excited to make tap and go convenience available to all NYCT customers. Last year, we became the first major transit system to offer Reduced-Fare customers the ability to pay with a personal phone or bank card – if they chose to – opening all payment options to our seniors and customers with disabilities. Many Reduced-Fare customers are getting set up with OMNY online using our digital assistant, which is accessible 24/7 from

anywhere. We are now offering in-person support from MTA staff trained in how to make the switch to OMNY for those who want it. By opening 13 new Customer Service Centers, with at least one in every borough, we are bringing support directly to those Reduced-Fare customers, making it easier to sign up for the program and upgrade to OMNY, all without needing to make a trip to our downtown Manhattan location. We're excited that over 30,000 seniors and customers with disabilities have made the switch to OMNY already, with more moving to OMNY each day.

## Disability Pride Month at the MTA (con't)

### Bringing Immediate Accessibility Improvements to the Subway

In our subways, we are adding elevators and ramps to stations at an historic pace and leveraging opportunities to work with private developers, we are working to add more accessibility features faster than we could through MTA Capital funds alone.

Accessibility in the subway is about much more than elevators and ramps. Systemwide accessibility means making every aspect of our stations and trains better for customers with disabilities along with seniors, families, and visitors. In stations throughout the system, we are doing just that. Subways personnel installed tactile warning strips at 35 platform edges in the last year, with many more to come. We're doing the work on nights and weekends, not waiting



for multi-year Capital projects to install this critical feature at more stations. We have installed the first two Wide Aisle Gates in our system at the Sutphin Blvd **E J** **Z** and Atlantic Ave **2 3 4 5 B D N Q R** Stations, providing an easier point of entry to the system for customers who use wheelchairs, have strollers, luggage or bikes. This program is off to an encouraging start with two thousand customers using the new accessible fare gates each day. Response has been positive, and we are seeing increases in paid fares compared to the old gates they replaced.

Our new R211 subway cars, which entered service in March, feature wider doors, more intuitive and detailed digital strips and lighting, and clearer designated priority and courtesy seating areas. And we're upgrading the signage and digital tools available in our system to help customers navigate around elevator outages, which are inevitable in our 24/7 service environment, and find the other accessible features in our stations.

Our Faster, Cleaner, Safer goals require investing in our people as much as our infrastructure, especially when it comes to accessibility. As our station agents move outside of the booth, they are receiving new training and tools to best assist customers with disabilities throughout the station. We partnered with MTA Accessibility and other departments to deliver the agents a comprehensive training with a focus on assisting customers who use our accessibility features, from navigating elevator outages to finding the accessible boarding area. This reimagined customer support is a sea change and we're seeing it pay dividends in the form of positive feedback from customers interacting with staff in these new roles.

# SPECIAL FEATURE

## Disability Pride Month at the MTA (con't)

### Enhancing Accessibility on Buses

We are proud that our bus fleet is 100% wheelchair accessible, and that we have added more than 800 buses in recent years with wider doors, more flexible seating, and digital screens for better service information. Buses are the essential transit mode for many people with disabilities, seniors, and families with young children – and we're committed to finding ways that everyone can ride.

For years, the MTA has been looking for a sustainable way to accommodate open strollers on our buses while ensuring that priority seating for customers with disabilities is protected. Last fall, we took a big step towards doing just that with our open stroller pilot. We started on about 150 buses across seven routes, and over 80% of feedback from our customers was positive. So, in 2023, the pilot was expanded to an additional 50 routes across every borough and now includes more than 1,000 buses – nearly 20% of our fleet. By providing a dedicated stroller space and preserving the existing space reserved for customers with disabilities, we are starting to deliver a more inclusive and accessible bus system.

We also expanded our NaviLens wayfinding pilot to make it easier for blind or low-vision customers, as well as those with limited English proficiency, to find their bus stops and get service information in the palm of their hand, in a format accessible to them.





## Disability Pride Month at the MTA (con't)

### Improving Paratransit Services

Paratransit has had a strong start to 2023, with record ridership, and consistently high customer satisfaction – in April, customer satisfaction peaked at 78%, a historic high. We remain committed to raising customer satisfaction on paratransit to a consistent level of at least 70% as part of our North Star goals. Paratransit Vice President Chris Pangilinan and the Paratransit team have worked to deliver improved service, reduced wait times, and an enhanced trip booking experience through our “My AAR” app. This year we will launch OMNY for AAR, giving paratransit customers the choice to travel without cash for the first time ever. And we’re expanding our on-demand e-hail pilot following a successful initial pilot, while remaining focused on providing high-quality service for all paratransit 160,000 customers.

Accessibility is at the core of our mission at the MTA. Every day, hundreds of thousands of New Yorkers with disabilities and access needs depend on NYC Transit’s subways, buses, and paratransit to go to work, school, and to fully experience our city. We are proud of our generational commitment to 95% accessibility in the subway but aren’t waiting a minute to get to work. Bringing real, tangible accessibility improvements to our transit system is one of the most impactful things we can do to improve the experience of customers and bring back riders, and New York City Transit is doing the work to make it happen.







THE NEXT STOP IS

Ride with Pride

REDBUBBLE

Celebrate with MTA Pride gear from the MTA Official Online Store at MTA-NY.redbubble.com

Shop now





## **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