NEW YORK CITY TRANSIT
KEY PERFORMANCE METRICS

October 2023

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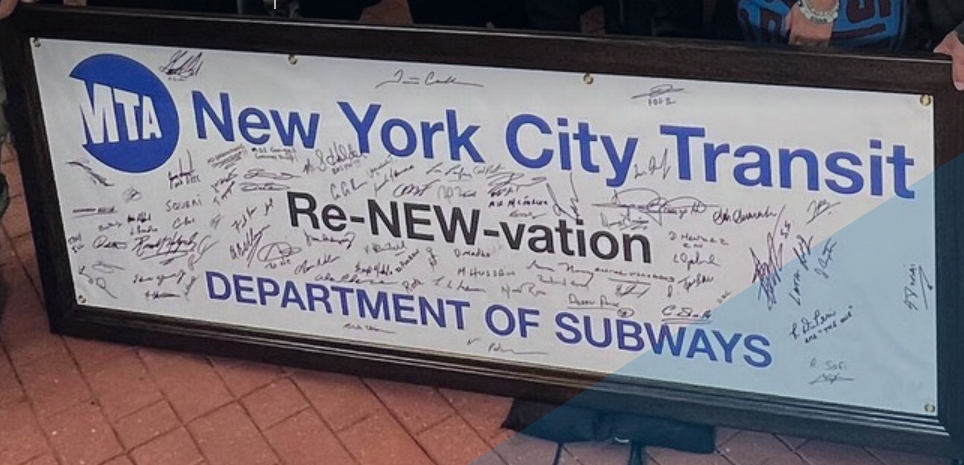
On October 12, New York City Transit completed structural and cosmetic renovations at Junction Boulevard ⑦ in Corona, Queens, delivering on its commitment to complete 50 Station Re-NEW-vations by the end of 2023. The ceremony was attended by Queens Bourough President Donovan Richards, Assembly Member Jessica González-Rojas, Department of Subways SVP Demetrius Crichlow and members of the Subways team who worked hard to make the 50th Station re-NEW-vation a reality.

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

2 Broadway • New York, NY 10004
Monday, October 23, 2023

Table of Contents

Visit new.mta.info/transparency/board-and-committee-meetings/october-2023 or scan the QR code for Board action staff summaries, administrative items, and information items.

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

Richard Davey
President, New York City Transit

52
Station
Re-NEW-vations

The North Star: Increasing Customer Satisfaction

This past month started with the unexpected at New York City Transit. On Friday, September 29, New York City and the Tri-State region experienced historic rainfall from the remnants of Tropical Storm Ophelia – with enormous impact to subway operations affecting millions of customers. However, thanks to our employees' due diligence, from preparedness activities that began as early as September 22, station agents assisting customers with directions and alternative service, and the countless number of employees who worked to resume operations on buses, subways and Access-A-Ride (AAR), Transit was able to restore near-normal service system-wide by the end of that day. The remarkable response from our entire team embodies our North Star commitment to customer satisfaction. We will use lessons learned from Ophelia to better respond to storms in the future, but I know that New Yorkers can be proud of the across-the-board efforts from the 47,000 women and men of New York City Transit and how they stepped up and responded to this storm.

This month at New York City Transit has been all about the "Cleaner" in our Faster, Cleaner, Safer plan. From Re-NEW-vated subway stations, to cleaner subway cars and buses, Transit is raising the bar on cleanliness at every step of a customer's journey. Cleanliness is at the core of a customer's experience and is one of the key drivers of overall satisfaction. At the Department of Subways, incredible work has been underway to dramatically scale-up our cleanliness, in accordance with new, higher standards. Customers are benefitting from subway cars that are cleaned twice as frequently as before, stations that are power washed more regularly, and floor tiling that is now cleaned by dedicated scrubbers armed with top-of-the-line new equipment.

We recently celebrated a major milestone in our Station Re-NEW-Vation Program. This month, the Department of Subways team and I were excited to unveil the 50th Station re-NEW-vation at Junction Boulevard ⑦ on October 12 – reaching our goal of 50 stations upgraded by the end of 2023 months ahead of schedule. I want to once again thank the Department of Subways and the entire Re-NEW-vations team for their dedication to improving the customer environment by implementing these much-needed station upgrades. By taking advantage of planned weekend shutdowns and completing an exhaustive amount of work in a 55-hour window, we can deliver customers a cleaner, brighter, better station when service is restored. As we pass this milestone, we've kept our foot on the gas to deliver more. We've now Re-NEW-vated 52 stations and are on track to complete 61 by

the end of the year.

The Department of Subways has also celebrated resurgent ridership as New Yorkers return to the office, to the classroom, and to all the things our city has to offer. 4 million customers, once a stretch goal, is now the new normal for Tuesday to Thursday ridership. And September 20th, the subway carried a post-pandemic high of 4.18 million customers. The R211T open gangway test trains are debuting soon following the successful – and continuing - rollout of the new R211A trains. We were also thrilled to announce the upcoming deployment of the R211S model on the Staten Island Railway – the first new rolling stock there in five decades! Meanwhile, our SPEED unit remains hard at work, implementing speed improvements in August near Bergen Street that have reduced running times by about ten seconds for southbound F trains traveling between Jay Street and Bergen Street.

Access-A-Ride hit another operations and cleanliness milestone. On October 10, AAR demonstrated a new van model which will join AAR fleet – the Ford E-450. The model, which was demoed at the Brooklyn Museum, features the "Q-Straint One All-in-One Wheelchair Securement Station". The wheelchair securement system comes with enhanced yellow, designs which makes it easier for drivers to safely, strap wheelchairs. 15 vans with the feature are expected to join current AAR fleet by the end of 2023.

15
new AAR vehicles

The Department of Buses has multiple initiatives to encourage customers to return to the system, since 10% of customers said they would ride more often with cleaner buses. The System-wide Cycling Frequency was increased to 45 days in Fall 2022. Buses also launched a deep cleaning pilot program at Kingsbridge Depot, since the Bronx had the lowest borough average for cleanliness satisfaction (51.5%) rate. Since then, the deep cleaning program was rolled out in every depot, and the program completion is ahead of 2023 year-end goal. Because of efforts like this program, Bus Cleanliness satisfaction is now 69% for Local, Limted and SBS buses and 83% for Express buses based on the latest Spring 2023 Bi-Annual Customer Satisfaction Survey. I want to especially thank our cleaning crew and maintainers for their hard work providing a cleaner, world-class experience to our customers.

Although NYCT has several exciting developments on improving customer service and cleanliness, **our customers** are the heartbeat of how we are doing as reflected in the September Pulse Surveys. In September 2023, 58% of customers were satisfied with subway service – one percentage-point lower than August 2023.

Customer Journey Time Performance (CJTP), or riders reaching their destinations within 5 minutes of schedule, was 84.4% - the 20th straight month above the Department of Subways goal (83.5%). Weekday On-Time Performance (OTP) was 79.6% and closely mirrors September 2022's peformance. We are happy to report Weekend OTP was 84.8% which well exceeds both our 2023 goal and historical averages since we started reporting Weekend OTP. Additional Platform Time (APT) did take a hit at 74 seconds which is 14 seconds lower than the prior month.

Nonetheless, 60% of customers felt safe on trains (the first time since April 2023) while 58% felt safe in stations (the same as August). NYCT will continue to further efforts for a cleaner system by collaborating with the NYPD, Homeless Outreach, and other outreach groups to create a safer environment for our riders and employees. So far, we've seen progress on our efforts; on October 4, suspects of a massive vandalism spree on the N, Q, and W lines on September 12 were apprehended. Going forward, we will work towards preventing similar occurrences from disrupting service and complement our efforts with the NYPD on Transit Crime, which decreased 12% from August.

1.4 million bus riders

94.6% bus service delivered

Bus performance in September took a dip, but it was about the same as September 2022 performance. Overall bus satisfaction was 59% - five percentage-points lower than the previous month. CJTP decreased 1.8% this month to 68%. All key indicators shown decreases this month, but this can be attributed to increased traffic due to school reopenings and several events happening in the City such as the UN Assembly. It's also noteworthy that overall bus ridership in September was about 1.4 million – 60% of pre-pandemic ridership and 7% higher than August 2023. Even with higher ridership and several weather events in September, Service Delivered was 94.6% which is roughly the same as September 2022.

Another way Buses is committed to cleanliness, not just for their operations but for a healthier environment, is the commitment to transition to 100% zero-emissions fleet by 2040. In celebration of Climate Week, Buses SVP Frank Annicaro toured the Grand Avenue Depot and Central Maintenance Facility in Queens with Justin E. Driscoll, President & CEO of NYPA (New York Power Authority) to announce construction for Phase I of a multi-year project managed by NYPA (which includes installing overhead and cabled dispensers for NYCT across 5 bus locations) is in-progress. This marks a significant milestone in our journey toward sustainability and environmental responsibility as these in-depot dispensers will be the lifeline for the 60

zero-emission buses arriving at our depots next year. This is our first partnership with NYPA for changing infrastructure installation, and it is among many firsts for NYCT including the deployment of in-depot dispensers and 40-foot battery electric buses. This month we are seeking Board approval to award for the purchase of 250 over-the-road express diesel buses with options for up to 131 additional for a total of 381 buses and related items. This is to replace existing buses that have reached the end of their 12-year useful life. While the goal is to eventually phase out diesel buses in favor of zero-emission options, these factors contribute to the continued use of diesel buses during the transition. Efforts are being made globally to accelerate the shift toward more sustainable public transportation.

Paratransit's (AAR) performance remained stable in both August and September 2023. 74% and 73% of AAR customers were satisfied with service in August and September – the six and seventh consecutive months customer satisfactions rates were over Transit's goal of 70%.

In August, 30-minute OTP (trips completed within the 30-minute pre-scheduled pick-up window) was 96% for Primary Carriers and 94% for Brokers, at our exceeding AAR's goal of 94%. Primary Carrier No-Show rates decreased to 0.47 per 1,000 scheduled trips, and Broker No-Shows decreased to 0.14 per 1,000 scheduled trips. Both metrics are well below the goal of 3 and shown improvement when compared to August 2022.

In September, 30-minute OTP for Primary Carriers (93%) and Brokers (92%) were slightly lower than August, but this is to be expected as September is historically a holiday and traffic-heavy month. Total trips also increased by 62,000 (or 10.8%) compared to September last year. The No-Show rates for Primary Carriers (1.09 per 1,000 scheduled trips) and Brokers (2.37 per 1,000 scheduled trips) also increased due to the increased demand in ridership. Finally, 10.7% of AAR customers used the myMTA app in September, one percentage-point higher than July and August.

NYCT faced challenges in September, from typical seasonal traffic on our streets to unprecedented rainfall made more severe by climate change. Still, operating and customer performance in all Transit modes exceeded pre-COVID performance. As we move into the fall and winter seasons, we will continue to push forward on Faster, Cleaner, Safer service for customers across all modes, with a laser focus on raising customer satisfaction towards our North Star goals.
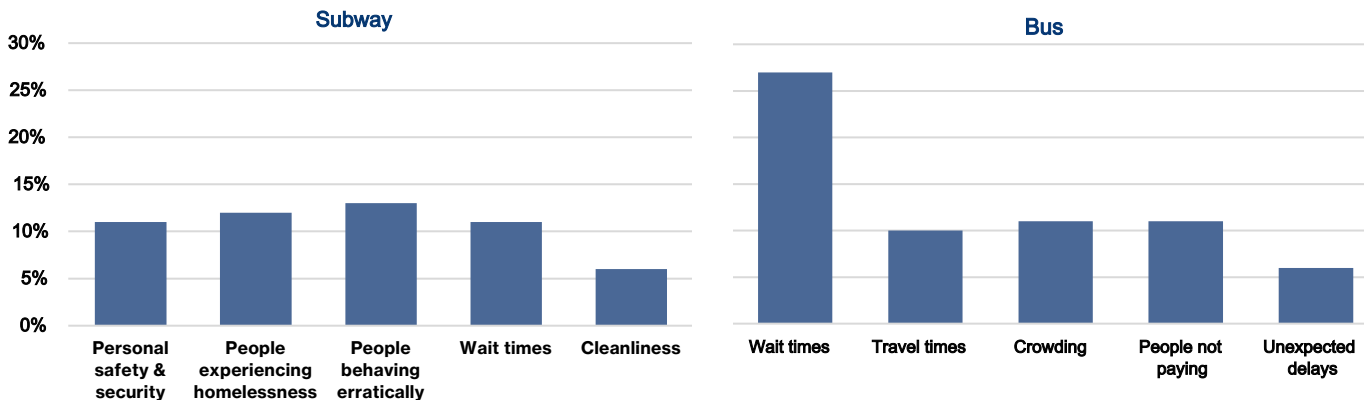
73%
AAR customer satisfaction

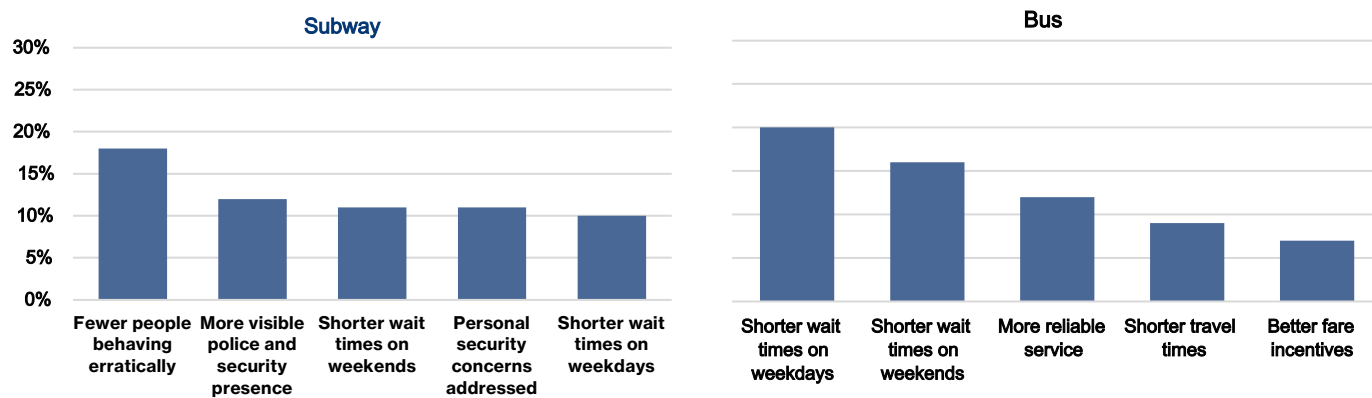## Monthly Pulse Survey Results - September

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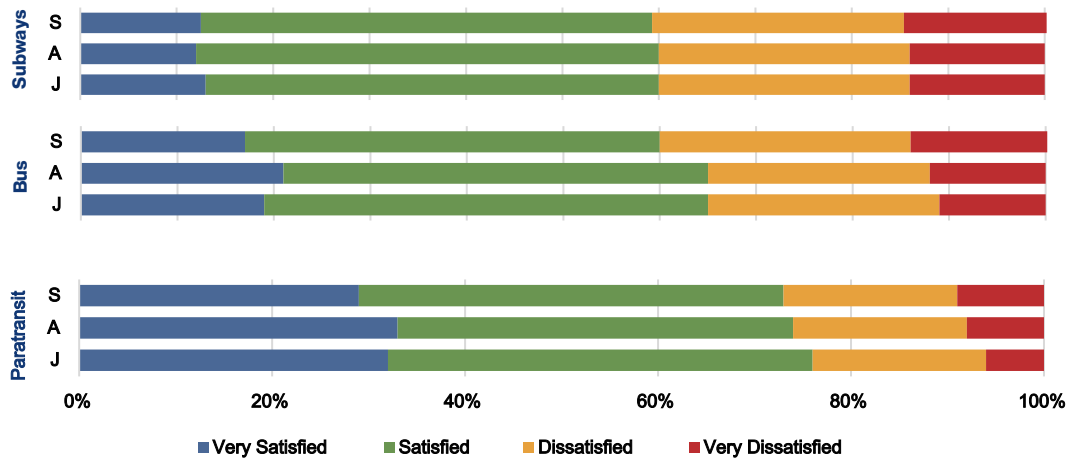
What needs to improve to increase your satisfaction?
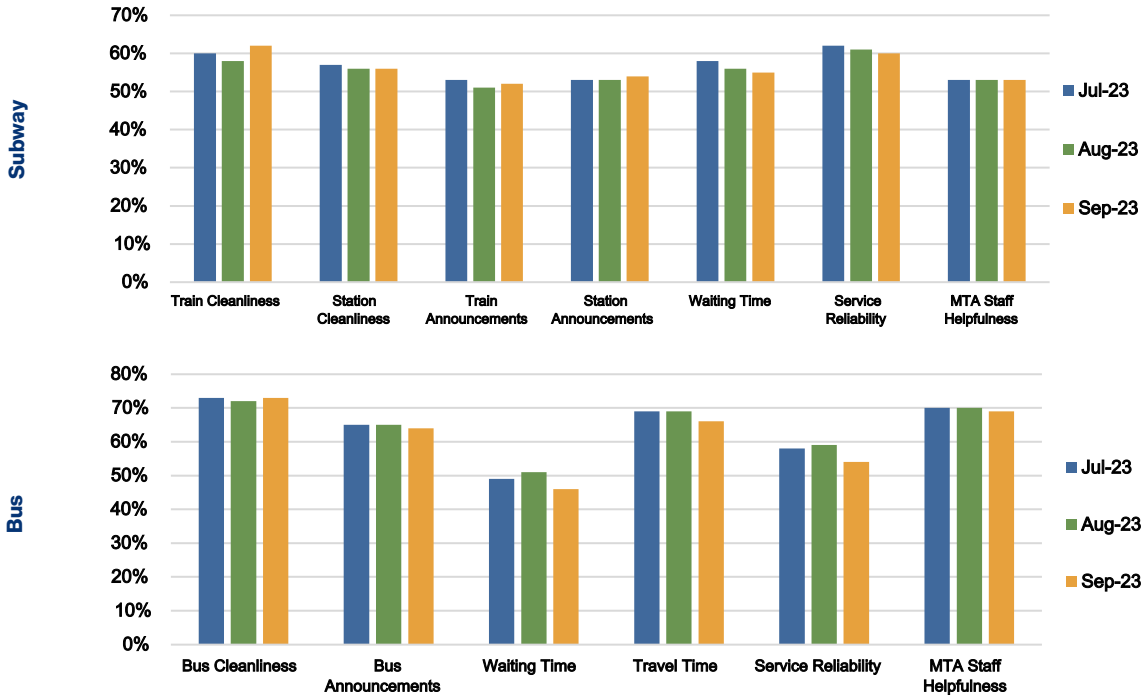

What would encourage you to ride more often?

Key Customer Experience Indicators

How satisfied are you with each of the following attributes?

Includes customers who were very satisfied or satisfied

Data Review

The subway satisfaction rate for September is 58%, down one point after remaining flat during the summer months. Overall line and station satisfaction are 60% and 61%, respectively, and unchanged from August. Feeling safe on trains reached 60% for the first time since April, while feeling safe in stations is flat at 58%. Most onboard and in-station key indicators remained consistent this month; satisfaction with Travel Times is highest at 67% (down 2 points) while Train Cleanliness increased four points to 62%.

Overall bus satisfaction in September is 59%, down five points since August (satisfaction also decreased five points between August and September 2022). Local bus (Local/Limited and SBS) satisfaction is 59%, in part due to decreases in Service Reliability (down 5), Waiting Times (down 4) and Travel Times (down 3). Express bus satisfaction dropped by 12 points to 61%; ten-point decreases in Service Reliability, Travel Times, and Overall Route contributed to lower satisfaction this month.

Access-A-Ride (Paratransit) satisfaction in September is 73%, down marginally from last month. Satisfaction is highest in September among less frequent travelers (2 or fewer days per week, 77%), but decreased four points among more frequent travelers (to 66%). Satisfaction with Vehicle Cleanliness increased four points (to 78%), while On Time Pick Up satisfaction decreased four points (to 62%).
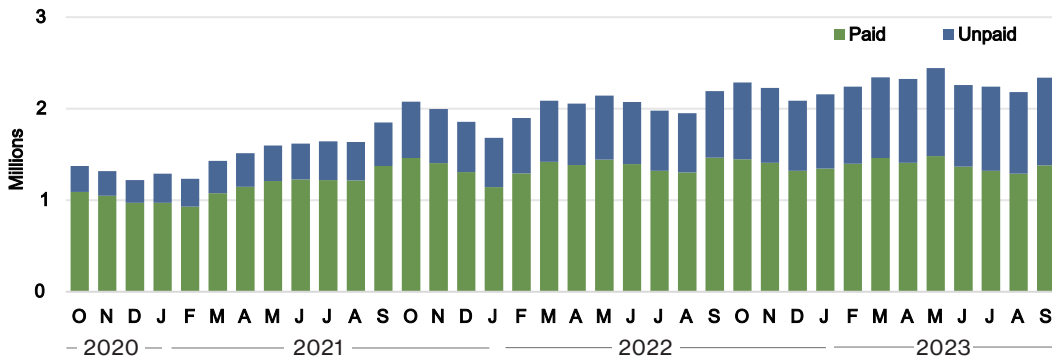
Subway Ridership

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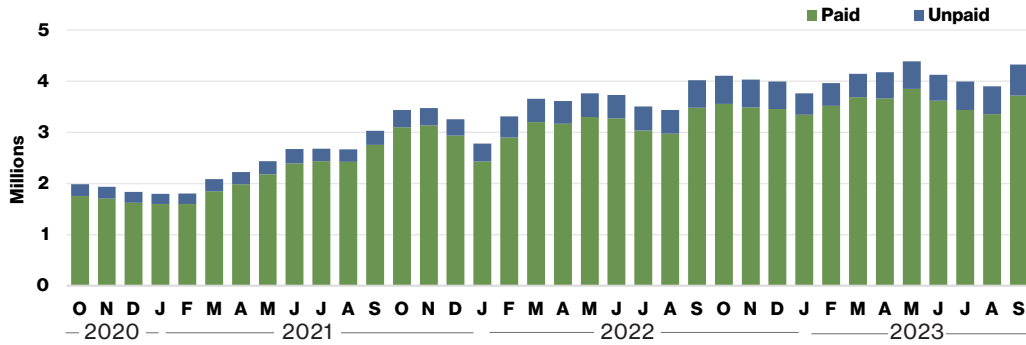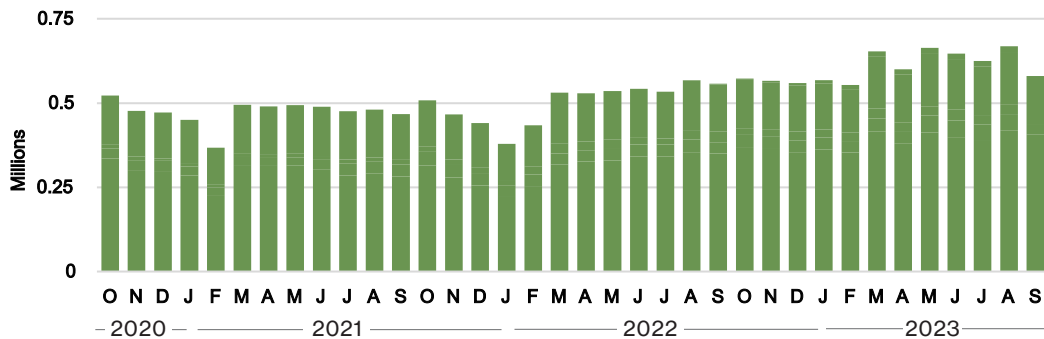

Bus Ridership

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

Data Review

September paid weekday subway ridership rebounded as expected to 3.72 million. However, that figure understates the typical day as it includes the first week before schools opened, less travel days for Yom Kippur and the significant rainstorm of Friday, September 29. On midweek days (Tuesday-Thursday), the average ridership was over 4.06 million, with a single-day post-COVID high set on September 20 (4.18 million). Compared to pre-COVID levels, post-Labor Day ridership is at about 67% for all weekdays and 68% for midweek days.

Paid weekday bus ridership came was 1.38 million. This represents an increase from the summer but lower than the 1.48 million observed in May, but again this is partly due to calendar effects and lower ridership days. However, a preliminary analysis of automatic passenger counter (APC) data suggests total bus ridership (paid and unpaid combined) on midweek days with schools open was about 6% higher in September than in May which indicates rising fare evasion is a factor in the apparent decline in paid ridership.
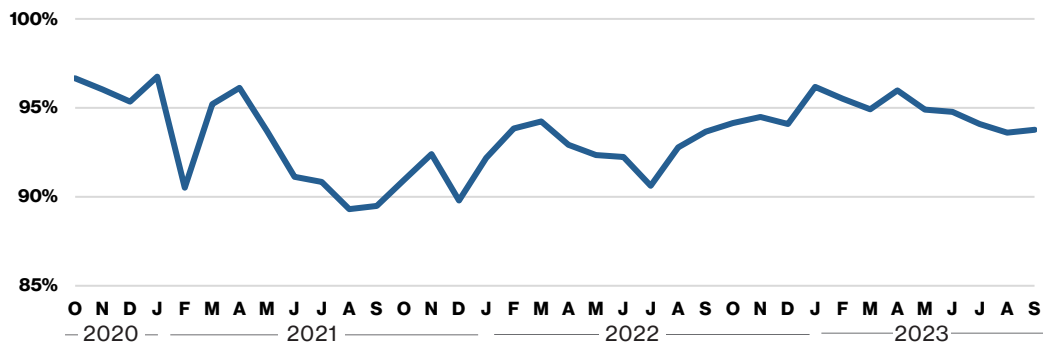
Paratransit ridership came in at nearly 630,000 trips in September, down slightly from 670,000 trips in August. This may be due to the same calendar events which impacted subways and bus ridership this period.
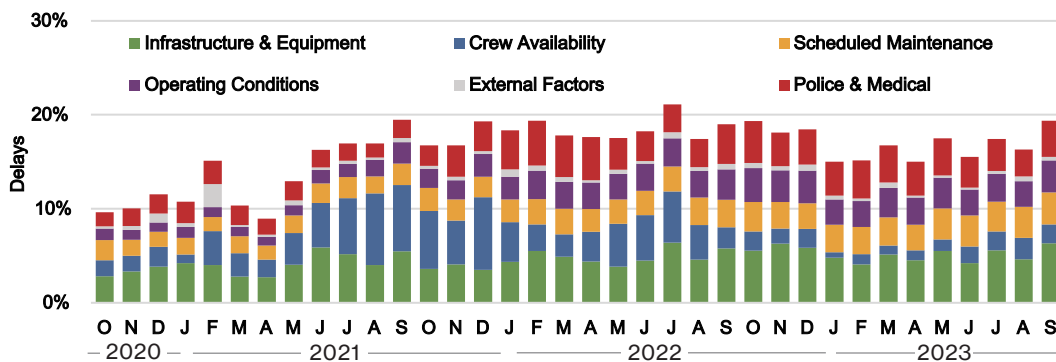
Subway Service Delivered
The share of scheduled trains that are actually provided (compared to schedule) during peak hours

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 faced unprecedented challenges in September. Record-breaking torrential rains caused flooding throughout the system on Friday, September 29, disrupting train service for most of the day. Our operating teams worked tirelessly to clear the tracks of water and keep trains moving. By Friday evening, most service had been fully restored and Saturday's on-time performance climbed back to 80.6%, thanks to the incredible around-the-clock work of Subways' frontline employees.

Despite the month's challenges, Subways continued to deliver high levels of service. Our customer-focused metrics (which exclude the impacts of September 29th's flooding event) illustrate the subway's resilience: the percentage of customers arriving at their destination within five minutes of schedule (CJTP) remained above our goal at 84.4%, while additional platform time (APT) fell by 14 seconds to 74 seconds. In a testament to the agency's continued focus on hiring and employee retention, crew shortages eased in September. Overall, weekday on-time performance stood at 79.6%, and would have exceeded September 2022 levels were it not for the impacts of the 29th.

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
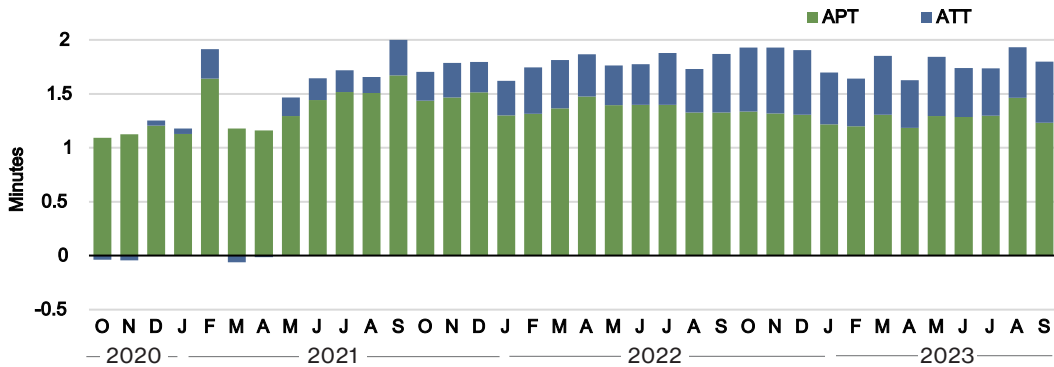
Customer Journey Time Performance

The share of customer trips with a total travel time within 5 minutes of the scheduled time
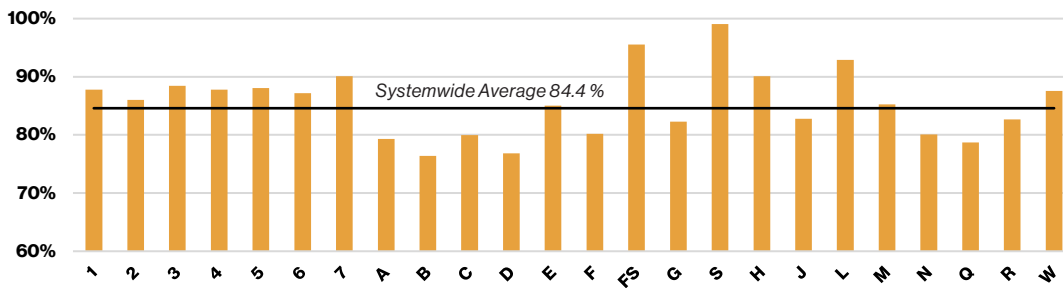
Weekend on-time performance in September was 84.8%, well above historic averages and our 2023 goal. As the MTA looks to the region's future with the recently released Twenty Years Needs Assessment, the Subways team will continue to target weekend service quality enhancements while simultaneously supporting the historic investments in the 2020-2024 Capital Program, much of which will involve off-hours construction work.

Moving Forward

Subways continues to experience success with the new R211A subway cars with additional trains being delivered regularly. We're also excited about beginning in-service tests of the R211T with its open interior soon. Subways continues to work hard towards our vision of Faster, Cleaner, Safer. To improve the customer experience, the Subways team continues to engage with the NYPD and outreach groups to ensure a safe environment for our riders, remains dedicated to the station Re-NEW-vation program (which recently completed its 50th station), and making major efforts to improve train speeds. Riders have noticed - Subways set a post-COVID ridership record of 4.2 million on September 20 and we look forward to welcoming more customers back to an improved system in the coming months.
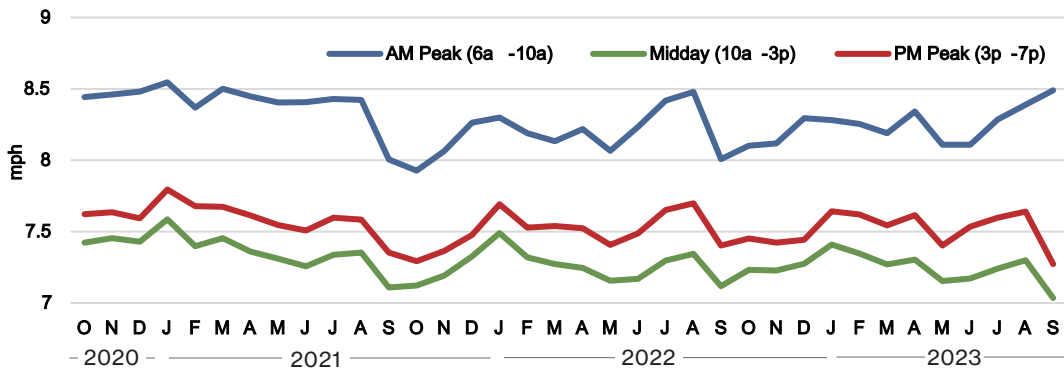
Bus Service Delivered
The share of scheduled buses that are actually provided at the peak load point during peak hours
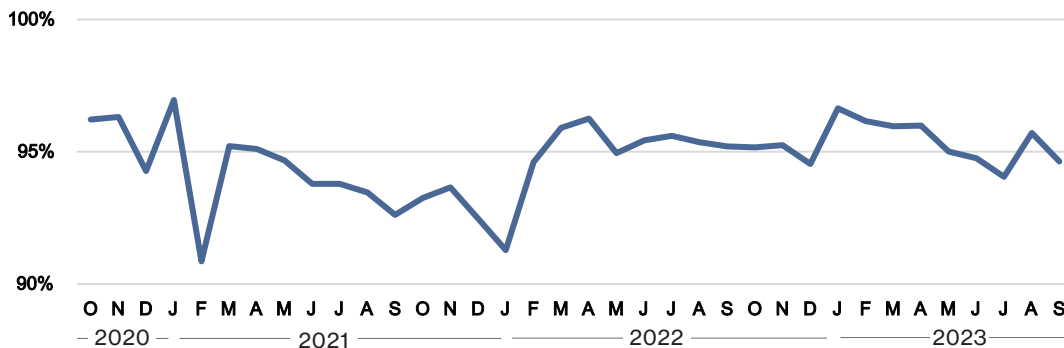
Bus Speeds, by Time of Day
The average speed of all NYCT & MTA buses

Data Review

Bus ridership in September was approximately 1.4 million, 60% of pre-pandemic ridership and 7% higher than August. As traffic has increased significantly, bus speeds have returned to pre-pandemic levels, impacting many of our metrics. Customer Journey Time Performance (CJTP) decreased 1.8% from last year and stayed at a similar level compared to pre-pandemic. Service Delivered (94.6%) remained about the same as September 2022. While it is not at pre-pandemic levels, Service Delivered was stable considering schools were re-opened, the UN Assembly took place, and substancial rainfall and flooding occurred in September.

Overall bus customer satisfaction was 59% - down 5 points from August. In 2022, satisfaction also dropped 5 points between August and September. Local bus (local/Limited and SBS) satisfaction decreased 5 points to 59%, and Express bus satisfaction decreased 12 points to 61%. All boroughs shown a decrease, notably Brooklyn and Queens (both down 6 points) and Manhattan whihc is down 4 points (66%). Bronx NYCT routes were similar or improved on all attributes, notably
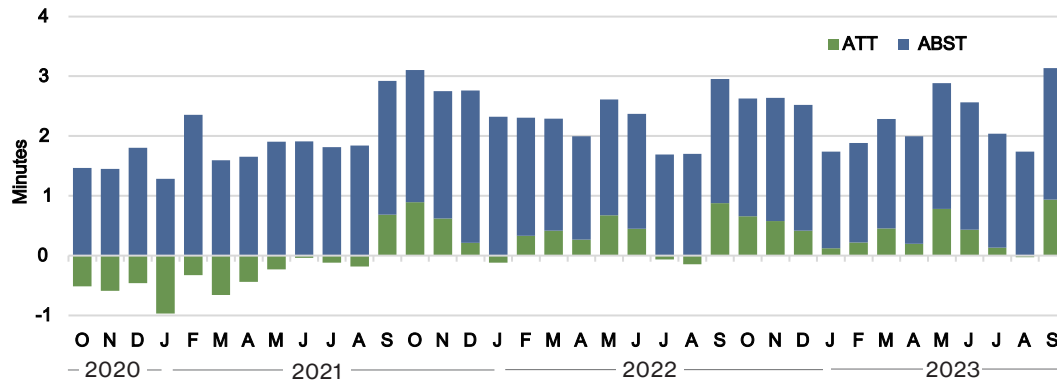
## Additional Bus Stop Time + Additional Travel Time

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, September 2023

The share of customer trips with a total travel time within 5 minutes of the scheduled time
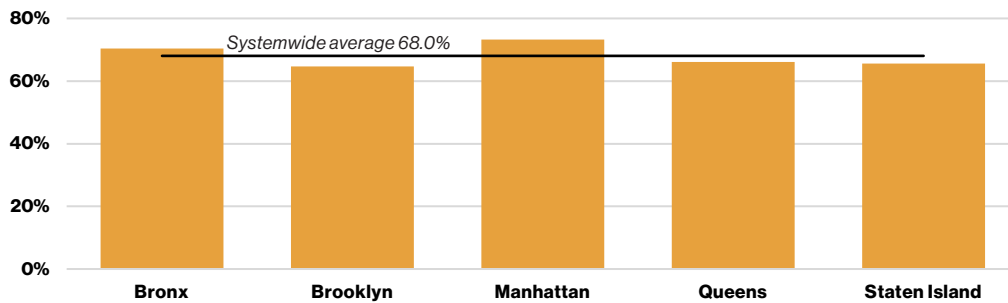
Operator Helpfulness (up 5 points), Cleanliness (up 4 points), and Announcements (up 4 points). After decreasing during the summer months, 11% of responses mentioned '**Crowding**' as what needs to improve most to increase satisfaction.
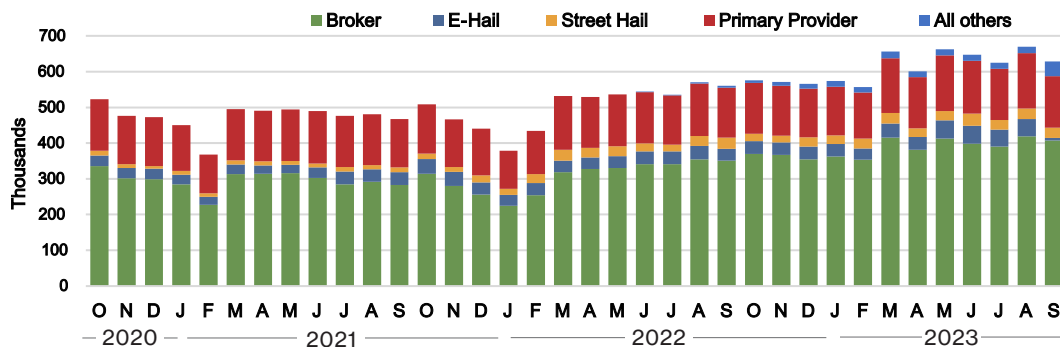
Moving Forward

The Bus team remains dedicated to ensuring that bus customers receive the highest level of service. This includes focusing on operator hiring and availability. Year-to-date we have added over 950 new bus operators and rolled out critical availability recognition programs. The Bus Road Operations team continues to make service-related decisions based on real-time road conditions around the City. The team is also focused on improving the 29 lowest performing routes, adjusting service as necessary and engaging with our partners NYC DOT and NYPD to address persistent issues impacting service. Year-to-date through September, 55% of the initiative routes showed improvement in 3 or more performance categories. In addition, we are looking forward to expanding our automated bus lane enforcement (ABLE) camera program to our 21st route in early November.

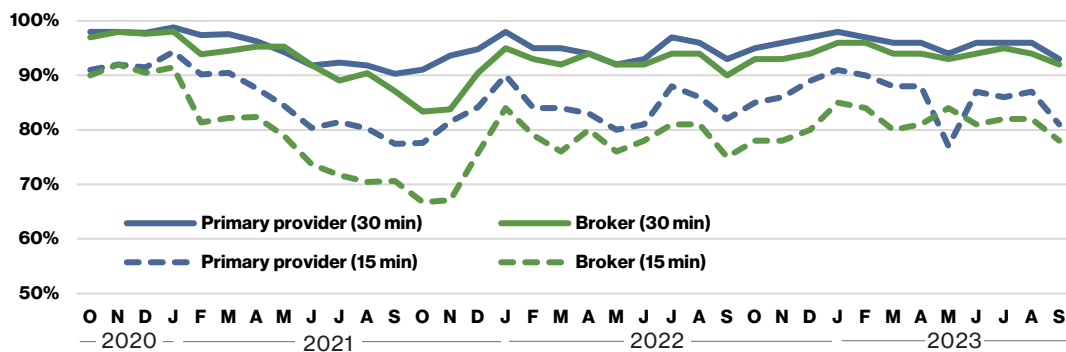## Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service

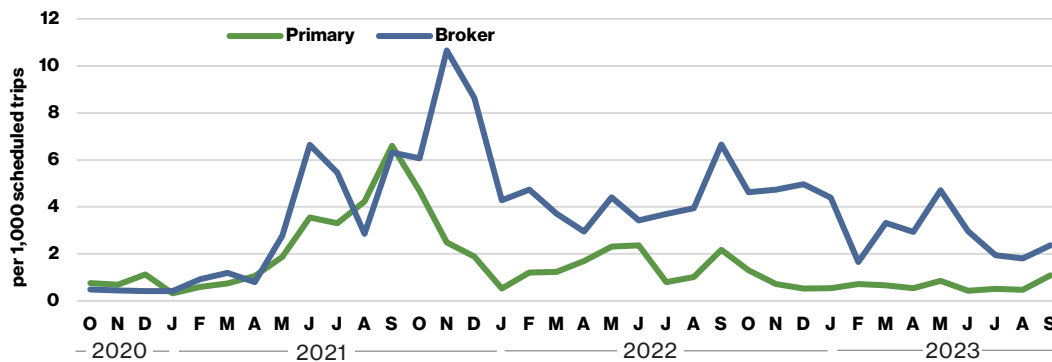Legend: ■ Broker ■ E-Hail ■ Street Hail ■ Primary Provider ■ All others

Y-axis: Thousands (0–700)

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

Paratransit On-Time Performance

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

Y-axis: 50%–100%

Legend:
— Primary provider (30 min)   — Broker (30 min)
--- Primary provider (15 min)   --- Broker (15 min)

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

Paratransit Provider No-Shows

The share of providers that do not arrive at the pick-up location within 30 minutes of the promised time and the trip is not provided

Y-axis: per 1,000 scheduled trips (0–12)

Legend: — Primary   — Broker

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

SERVICE PERFORMANCE

Data Review

In September, total trips increased by 62,000 (or 10.8%) when compared to September 2022. For the category of on-time performance, our primary carrier service completed 93% of trips within the 30-minute pick-up window from promise time, which was just below our goal of 94% for the month. On broker service, we completed 92% of trips within the 30-minute pick-up window from promise time. The Primary service and the Broker performed slightly lower, due to the increase of traffic and the return of the school year.

On primary carrier service, the no-show rate for performance increased by 0.62 per 1,000 scheduled trips to 1.09, considerably better than our goal of 3.0. For Broker service, the result for September 2023 was 2.37 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 1.09 per 1,000 trips (or 50.0%) and broker has decreased by 4.29 per 1,000 trips or (64.4%) when compared to September 2022.

In September 2023, 97% of all calls were answered, and the average call answer speed increased by 1 second (or 3.2%) when compared to August 2023 and decreased by 117 seconds or (78.5%) when compared to September 2022. Staffing and technical upgrades contributed to the significantly improved service compared to a year ago.

Moving Forward

September is historically our most challenging month due to surges in ridership and traffic, as well as special events, in addition to the increase in ridership in September 2023 when compared to September 2022. With regards to the call center and no-show performance, September 2023 performance stats indicated a vast improvement from September 2022 in these two indicators.

As E-Hail Phase 2 has progressed to the second month, we continue to add new participants, collect data, and monitor the program for service improvements. We are pleased 1,200 Phase 1 customers transitioned over E-Hail Phase 2 before its launch in August 2023, and we will begin onboarding the new 2,400+ customers in September. Additionally, we are happy to report that from month to month there has been increase in the customer usage for the My MTA App.

Our focus remains on our North Star goal of increasing our customer satisfaction. Based on our daily customer feedback and monthly pulse surveys, we are working to address the issues most important to our customers, including increasing on-time performance, reducing provider no-shows, and reducing trip lengths.

Elevator Availability

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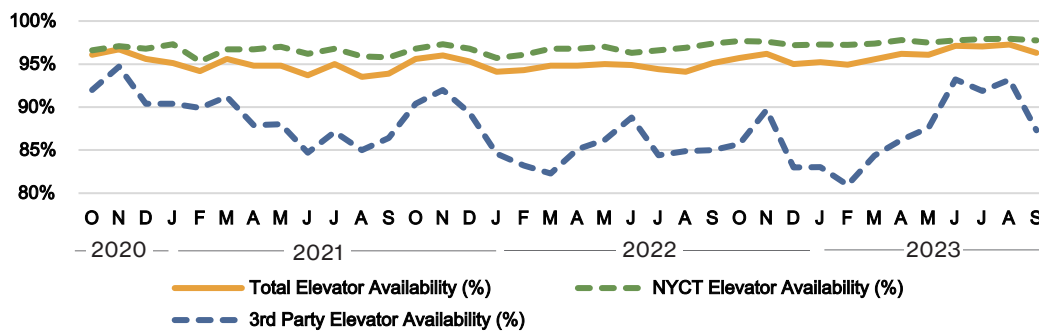
Accessibility Update

October is National Disability Employment Awareness Month, and we are proud of all the MTA is doing to support employment for people with disabilities. Earlier this year we launched a new, paid internship program through the Partnership for Inclusive Internships (PII) program. The PII program matches young people with disabilities with paid job opportunities that help build careers. We have already had a successful first group of six summer interns through the PII program, working at NYCT and across the MTA, and we are working to expand the program as the school year continues.

When it comes to accessibility of the network itself, we continue to make historic progress. In the last month, elevators and other accessibility improvements were complete at Hoyt St **2** **3**, E 146 St **6**, and New Dorp Station (Staten Island Railway). New street-to-platform elevators at E 149 St and New Dorp represent the most recently completed stations in the first major design-build package of stations in our current Capital Plan. The Hoyt St project, which includes a new entrance serving the southbound platform, was completely funded and will be maintained by Macy's as part of their building redevelopment. This project is another example of the MTA engaging the private sector to improve station access without requiring MTA capital dollars.

Additionally, our work to install tactile warning strips at all remaining stations continues: projects were recently completed at 75 Av **E** **F**, Elmhurst Av **M** **R**, Pelham Pkwy **6**, and Intervale Av **2** **5**, leveraging other weekend work to get this important safety feature installed. Work continues to ensure that all stations are equipped with this important feature.

Lastly, a reminder that MTA's Advisory Committee for Transit Accessibility (ACTA) has open positions and is accepting applications until November 20. The Advisory Committee meets quarterly and is an important forum for accessibility advocates to be in direct conversation with the MTA about our progress toward a fully accessible system. Those interested in joining ACTA should send in a resume and short letter of interest for consideration to existing members of the committee.

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

in $ millions	New York City Transit			MTA Bus			Staten Island Rail		
	Forecast	Actual	Variance	Forecast	Actual	Variance	Forecast	Actual	Variance
Total non-reimbursable revenues	2,931.8	2,914.5	(17.2)	141.2	139.2	(2.0)	4.5	3.9	(0.6)
Farebox revenues	2,454.3	2,445.2	(9.0)	128.4	131.9	3.5	3.1	2.6	(0.4)
Other revenues	477.5	469.3	(8.2)	12.8	7.3	(5.4)	1.5	1.3	(0.2)
Total non-reimbursable expenses	7,104.7	7,151.3	(46.6)	674.4	632.4	42.0	53.5	42.7	10.7
Labor expenses	5,441.4	5,479.8	(38.4)	506.7	490.2	16.5	40.8	32.4	8.4
Non-labor expenses	1,663.3	1,671.5	(8.2)	167.7	142.2	25.5	12.6	10.3	2.3
Non-cash liabilities	1,645.7	1,634.4	11.3	129.6	40.2	89.4	13.6	16.3	(2.6)
Net surplus/(deficit) - accrued	(5,818.6)	(5,871.2)	(52.6)	(662.8)	(533.4)	129.4	(62.6)	(55.1)	7.5

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	45,330	43,015	2,315	3,868	3,593	275	366	344	22
Reimbursable	5,121	3,616	1,505	38	32	6	54	41	13
Total Positions	50,451	46,631	3,820	3,906	3,625	281	420	385	35

Data Review

Farebox revenue was unfavorable to the Forecast by $6.0 million due to lower than projected bus ridership and Fare Liability offset by higher Subways ridership than projected and higher average fare. Other revenue was $13.8 million lower than the Forecast mainly due to unfavorable timing of fare and paratransit reimbursement in addition to other contract services. Expenses were below the Forecast by $6.1 million. Labor expenses, including fringe benefits, were unfavorable by $13.5 million driven largely by active essential employee bonus payment in September and overruns in overtime due to vacancy and availability back fill coverage offset by health and welfare underruns. Non-labor expenses were favorable by $19.6 million mainly due to favorable timing of claims, professional contracts and materials and supplies expenses offset by increasing paratransit support cost and Subways car cleaning contracts overruns.

Moving Forward

The Agency continues its efforts to fill vacancies, monitor ridership trends, look for cost effective ways to operate efficiently and focus on tightly managing expenditures, especially overtime.

steMTA & Climate Week NYC

The Government and Community Relations team continues taking steMTA on the road. During Climate Week NYC (September 17 to September 24), they visited third graders at P.S./M.S. 278 in Inwood to present their educational initiative highlighting how STEM (Science, Technology, Engineering, and Math) is a cornerstone of design, construction, and development at the MTA. The presentation focuses on climate change and how the agency uses the STEM process to innovate and protect our vast network of transit infrastructure against warming temperatures, rising sea levels, and flash flooding.

Reduced-Fare OMNY

Recently, the MTA GCR team made a trip to Elmcor in Queens to speak with senior citizens about the transition to reduced-fare OMNY in our latest stop on the five-borough tour to educate our senior citizens and reduced fare customers about the program. The lively conversation helped answer a lot of questions customers have while the MTA transitions from the MetroCard to OMNY.

Customer Accident Rate

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

September data not yet available
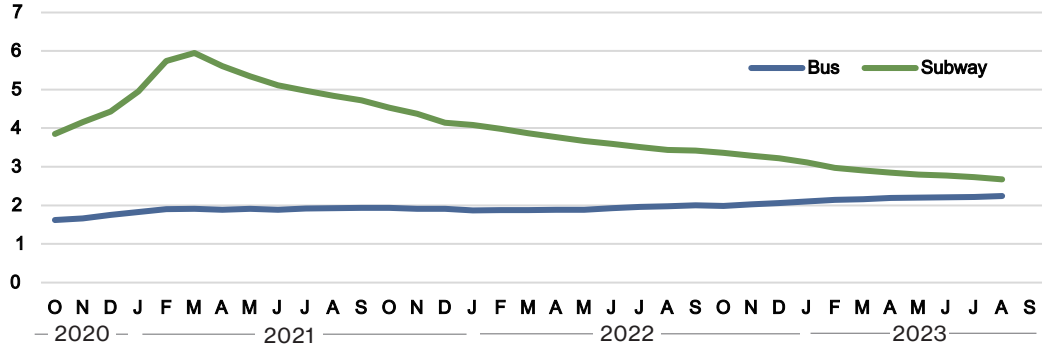
Bus Collision Rate

The number of bus collisions per million miles
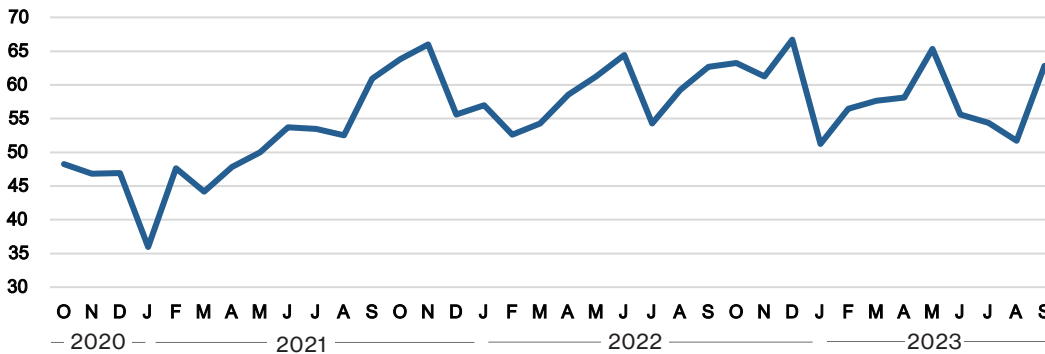
Subway Fires

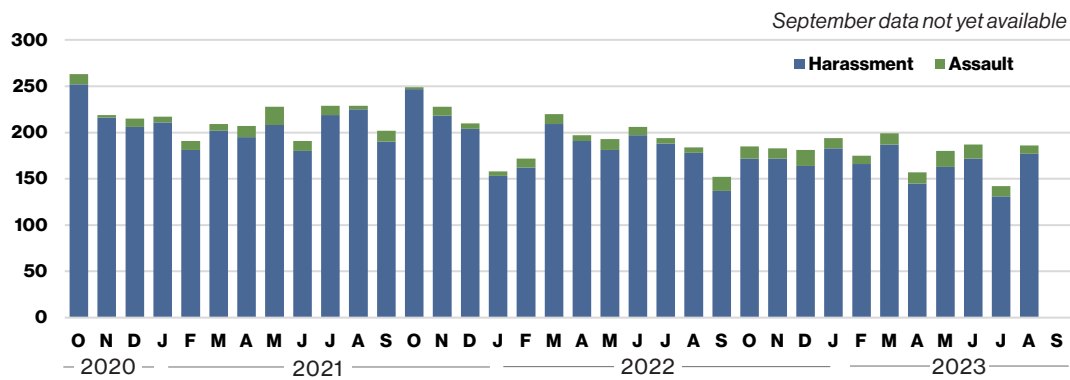*Total number of fires in the subway, including right-of-way, in stations and on trains.*

Major Crimes Against Subway Customers

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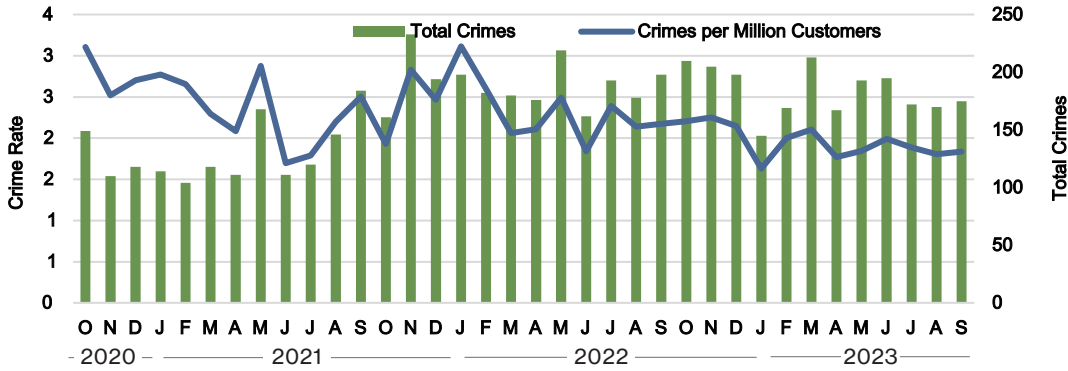
NYPD Summonses & Arrests

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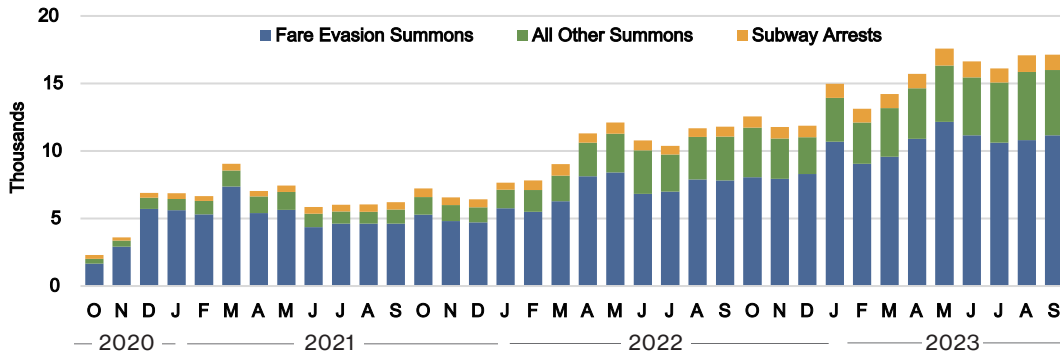
Perception of Safety and Police Presence

On a scale of 1-10, where 1 is very unsafe and 10 is very safe, how safe do you feel using the subway?

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

Data Review

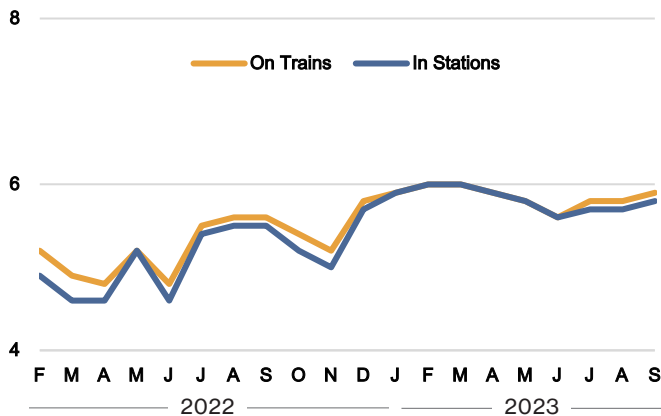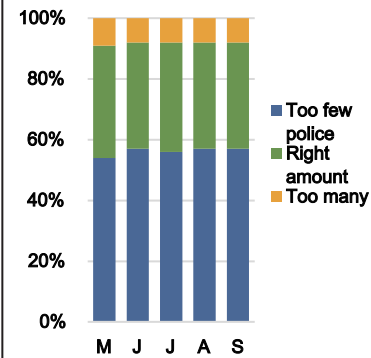In September 2023, monthly Major Felony Crime was up 3% versus August 2023. Crimes per million rides also increased 2% from August 2023. However, crime was down 12% versus September 2022 and down 9% versus the 2022 monthly average. This is the third month in a row we have seen year over year crime improvements from 2022.

Moving Forward

The MTA 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.

The "Cops, Cameras, Care" effort remains the main focus to curb subway crime and violence. This effort includes surging officers into the transit system to boost the presence of uniformed officers on platforms and trains, renew efforts to aid people experiencing serious mental health issues, and continuing the rollout of cameras in the transit system.

MTAPD continues to focus 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.

Delivering a Cleaner Subway System

Cleanliness in every aspect the Subway system has been a priority of New York City Transit since President Davey arrived in 2022. Cleaner is not just a buzzword in a strategic plan, it is a tangible commitment to customers that on every step of their journey, from the subway station staircases to the platform to the train they ride in will have enhanced cleanliness. Customers tell us in surveys that cleanliness is a key driver of their overall satisfaction, and the Department of Subways has been hard at work stepping up its cleaning standards, developing new cleaning programs, and rebuilding our cleaning workforce.
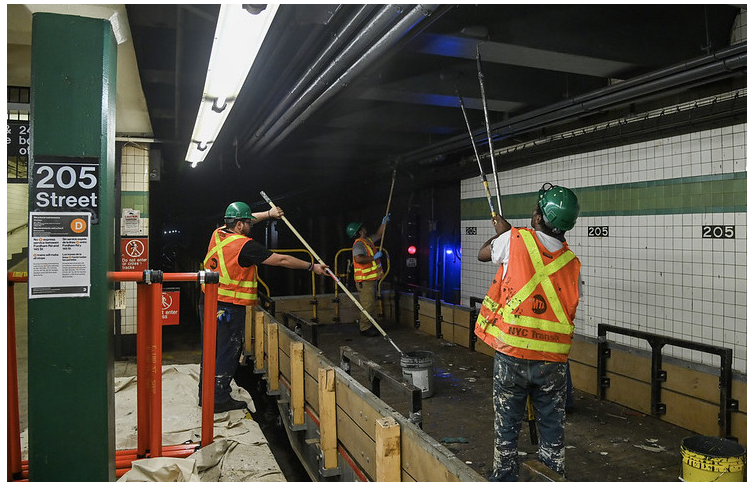
Delivering a Cleaner Subway System (con't)

New Standards, Dedicated Teams

Earlier this year, the Department of Subways created a first of its kind Cleaning Standards Guide to establish baseline best practices for cleanliness of every component within the station confines. These standards are the benchmark against which the Stations Division assesses station cleanliness at every level. All cleaners and supervisors were trained in accordance with these standards and were given hands-on demonstrations of the tools and equipment they will need to ensure cleaning standards are adhered to. The Station Cleaner Induction Training Program has also been modernized, with a focus on easy to implement video tutorials and quick reference guides that allow cleaners to learn skills and best practices on the fly.

To pursue these new, higher cleaning standards, Stations has staffed up, hiring over 300 new cleaners and supervisors in the past year. These new hires are deployed within Group Station Manager teams, allowing the GSMs to reduce the number of stations per cleaner to enable more focus by cleaning staff on specific stations, reorganize schedules to clean stations on an efficient cadence, and ensure that the newly reopened station bathrooms receive the proper cleaning. Thus far, 110 bathrooms have been opened at 55 stations, all with newly enhanced cleaning standards in place.

In addition, the Department of Stations has scaled up specialized teams to clean areas that require additional resources, manpower, or expertise within the station environment. For some teams, like the Mobile Wash Unit, this has meant a doubling in the frequency of a pre-existing program in stations. For higher, harder-to-reach areas in stations like canopies or overhead lighting, the Department of Subways formed and deployed four Height Intensity Tactical Teams (HITT), each reporting to a district office, to perform dedicated cleaning in overhead areas in stations that are not accessible to the daily station cleaner. For tasks that require dedicated tools like floor tile scrubber machines, there has been an effort to create dedicated cleaner roles, where personnel are responsible for the 293 stations with tile flooring, along with 80 newly procured scrubber machines that are more efficient and reliable than their predecessors. Investments in these machines is enhanced by new deodorizers and degreasers.

Cleaning an environment as large and as varied as the 472 stations in our Subway system requires investment, structure, and resources. In the past year, the Department of Subways has doubled down on all three with a laser focus on improving the customer experience and raising customer satisfaction.

MTA

Delivering a Cleaner Subway System (con't)

Keeping Subway Cars Clean

A customer's journey may begin and end in a cleaner, more appealing station, but the majority of customer journey time is spent in subway cars. To ensure that every step of a customer's journey takes place in a clean environment, the Department of Subways has made smart investments in car cleaning, greatly expanding the headcount of cleaners from 385 to 900 and supervisors from 54 to 116, while ending the outsourcing of car cleaning to contractors.

Today, Terminal Car Cleaning is a dedicated organization with a newly unified reporting structure. These changes ensure that car cleaning and car maintenance get the full attention they deserve, without being bundled together under one umbrella. The over 600 new cleaners and supervisors allow car cleaning to clean all subway cars after each trip, at both ends of the line. Prior to the pandemic, subway cars were only cleaned at one of their two terminals, meaning it took a full round trip before a car was swept and mopped. Not only as the frequency of cleaning been doubled, but the hours expanded. Most subway lines have 24/7 cleaning coverage during all hours of service. These new resources are guided by new car cleaning standards and strategies to more efficiently and effectively clean subway cars.

Customers consistently cite cleanliness onboard trains as a key driver of their satisfaction. Continued focus on car cleanliness is something that subway customers are responding to – in September, 62% of customers were satisfied with cleanliness in trains, a 4% improvement from August. 15 lines saw improvements to their train cleanliness satisfaction scores, with the G performing highest with 82% satisfaction and the B, N, and W seeing notable improvements of 8, 9, and 14% respectively. Our North Star commitment to customer satisfaction will keep New York City Transit laser focused on cleanliness in trains in the months to come.

Delivering a Cleaner Subway System (con't)

A Re-NEW-vation Milestone

In October, the Department of Subways celebrated a major milestone as it completed its 50th Station Re-NEW-vation at Junction Blvd 7. Since the Re-NEW-vation program started in the summer of 2022 on the Concourse Line in the Bronx, an incredible scale of work has been performed to deliver customers an overhauled, cleaner station following weekend shutdowns. The team has painted over 2.6 million square feet of station surface, replaced over 87,000 square feet of wall tile, and over 4,000 square feet of floor tile. In addition, 16,000 light fixtures have either been replaced or newly installed – customers tell us a brighter station is a better, safer station.

Station Re-NEW-vations also allow for larger, more station specific work to be completed. For instance, at Junction Blvd, 3 degraded stairwells from street level to the station mezzanine were entirely rebuild in a remarkably quick period. At 7th Ave B Q in Brooklyn, fresh concrete was poured to replace flooring in the mezzanine. And at the elevated Nereid Ave 2 5 in the Bronx received fresh bird deterrence measures to keep the station clean into the future.
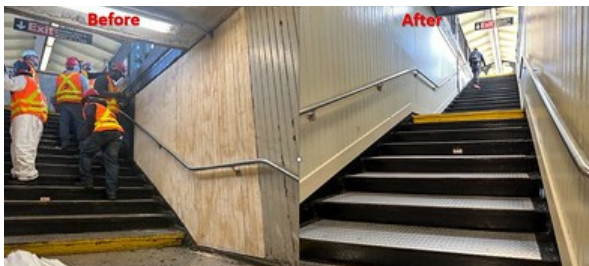
While much of the focus on Re-NEW-vations is on the external customer experience, every station also sees improvements for our internal customers, the Department of Subways workforce. Between Re-NEW-vations and other facilities work, 89 Subways employee facilities have been rehabilitated in 2023, with the departmental goal of 100 in reach. These refreshes don't just improve the physical environment through new lighting, tiling, and painting, they also bring new appliances, lockers, and benches to give the hardworking employees at the Department of Subways a workplace to be proud of.

Cleanliness on board trains and in stations is consistently cited by subway customers as a core driver of their overall satisfaction. As New York City Transit continues to push towards its North Star Goal of 70% satisfaction by June 2024, the progress we have made on the "cleaner" in Faster, Cleaner, Safer will continue to be built upon to give customers the best possible experience riding with us.

Junction Blvd ♿

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 Ross "JR" Rizzo
- John Samuelsen
- Lisa Sorin
- Midori Valdivia