

MTA Customer Service Center

NEW YORK CITY TRANSIT KEY PERFORMANCE METRICS

December 2023

We're here to help

Welcome
Bienvenido
欢迎
어서 오십시오
Добро
Добро пожаловать

OMNY

MTA New York City Transit





MetroCard

Entry E J Z

Entry

Welcome to the Subway

MTA Customer Enhancements
Accessibility icons: wheelchair, person with cane, person with stroller, bicycle, E J Z

MTA Customer Enhancements
Accessibility icons: wheelchair, person with cane, person with stroller, bicycle, E J Z

On December 4, MTA Chief Accessibility Officer Quemuel Arroyo, MTA Chief Customer Officer Shanifah Reira, NYCT President Richard Davey, the NYCT Department of Subways Team, and community advocates celebrated the opening of wide-aisle fare gates and a new Customer Service Center at Sutphin Blvd - Archer Ave (E J Z). The installation of modern fare gate technology reflects the MTA's continual commitment to enhancing system-wide accessibility and improving the subway station environment.

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

2 Broadway • New York, NY 10004
Monday, December 18, 2023

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



MESSAGE FROM THE PRESIDENT



Richard Davey
President, New York City Transit

The North Star: Increasing Customer Satisfaction

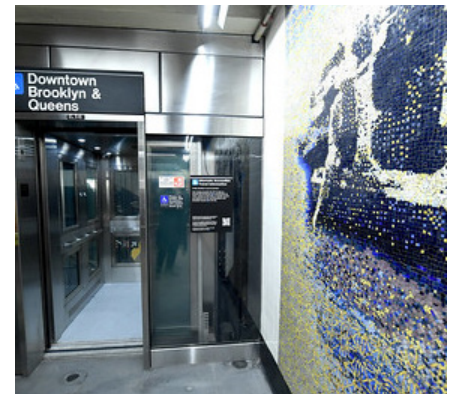
As the year is coming to an end, I'm amazed at what the team at New York City Transit was able to accomplish. This year, we have been able to achieve major milestones and reached new highs of customer satisfaction. There are too many achievements to highlight in this message alone, but I wanted to give an overview of some of the incredible work done this year at New York City Transit.

Customer experience is our North Star at NYCT, and our goal is to increase customer satisfaction to 70% on all modes by June 2024. To get there, we are delivering faster, cleaner, safer service, improving how we communicate with customers, and improving the customer experience on weekends. All this is made possible by our incredible team of 47,000 women and men, working hard every day to move New York City – a team that I am committed to recognizing and supporting every single day. And we are doing all of this while also securing the financial future of our essential transit services by delivering on our commitment of \$300 million in savings, starting in 2024.

Moving the needle on customer satisfaction means improving the experience for all customers, including those with disabilities, strollers, bicycles, luggage, and other needs where working and welcoming elevators and escalators are an essential part of their journeys. In 2023, the Elevators and Escalators team at the Department of Subways raised the bar on elevator performance, exceeding their goal of 96.5% NYCT elevator uptime. In November, we had an especially strong month, with system-wide escalator and elevator availability near all-time highs at 97.2% elevator availability and 94.6% escalator availability.

147
accessible subway
and SIR stations

This month, two more subway stations are now accessible after new elevators and other ADA upgrades were completed at 7 Av **F** **G** (November 21), and 181 St **A** (December 7). To date, 147 out of 493 subway and SIR stations are now accessible. As we announced earlier this month, new wide aisle faregates are now in service at Atlantic Ave-Barclays Center and Sutphin-Archer **E** **J** **Z** Stations, with Sutphin featuring our first fully modernized fare line in the system (opened on December 4). I want to



MESSAGE FROM THE PRESIDENT

thank the work of MTA Accessibility, the Department of Subways, MTA Construction and Development (C&D) and other partners for delivering this win for our customers.

I'm happy to report that customers are benefiting from both these Capital investments and service improvements. In November, the Department of Subways continued its strong 2023 performance, with weekend and weekday On-Time Performance at 82.4% and 85%, respectively. Our subway system is cleaner than ever, with 900 new cleaners deployed to subway cars and stations. We've increased the frequency of mobile wash and specialized cleaning, to ensure that every square foot of a station gets some TLC. And we've made good on our promise to Re-New-Vate 50 stations this year, ahead of schedule! This year, we were thrilled to introduce the subway car of the future, the R211, into service on the **A** line. These new subway cars come pre-equipped with cameras to keep our customers safe, and we're well underway in our program to deploy additional cameras to every single car in our fleet. Keeping our customers safe is critical, and cameras play a big role in making our system safer, and bringing those who commit crimes to justice. Finally, we made history this year in our subway system by reimagining how we deliver customer service. By opening 15



Customer Service Centers, we are bringing resources like Reduced-Fare applications and support making the transition to OMNY to the communities our customers live in. And by bringing our station agents out of the booth, we are able to deliver excellent customer service and a warm greeting face-to-face. These are enhancements that customers notice and benefit from every day, and as we continue to switch over to OMNY, having trained and

available agents out of the booth and in our stations will be an incredibly helpful resource for customers. Through these initiatives – among many others – we have made real progress on faster, cleaner, safer in our subway system this year, with more to come in 2024.

Turning to bus service, his year has seen the delivery of major initiatives to speed up trips, improve the customer experience, and support our workforce. I was proud to see the Department of Buses successfully

MESSAGE FROM THE PRESIDENT

21 ABLE bus routes

relaunch their Bus Rodeo this fall after a six-year absence, celebrating the incredible skill and dedication of our operators and maintainers. ABLE cameras were expanded across our network today, bringing speed and safety improvements to a total of 21 routes. Next year, ABLE will transition to the more expansive ACE (Automated Camera Enforcement) thanks to new powers secured from Albany to ticket double parked cars and cars in bus stops, in addition to bus lane violators. Buses has been laser focused on improving the customer experience through their initiative improving speeds, wait times, and service quality on 29 high-ridership, low-performance routes.



When it comes to accessibility, the Department of Buses has had a fully accessible bus fleet since 1993 and we continue to work closely with our partners in MTA Accessibility to make further enhancements. Over 1,000 of our buses now have wider ramps and doors to make it easier for customers to board and alight safely and efficiently. We expanded the stroller pilot program to over 1,000 new buses with reconfigured seating, benefitting many parents and caregivers struggling to board the bus with a stroller. We launched a pilot to test an automated wheelchair securement device. And we are piloting NaviLens technology for the people who are blind or have low vision on bus stop GARs along the M23 SBS and M66 routes.

664,000 AAR trips made in November

Paratransit's Access-A-Ride (AAR) program had a remarkable 2023. In November, there were 664,000 total trips made (968,000 total ridership). This continues a year of strong ridership where since the fall, Paratransit has consistently exceeded pre-pandemic levels and hit new ridership records. Despite the high ridership, 97% of calls made to Paratransit's Command Center were answered with an average Time to Answer of 32 seconds. Based on seeing a growth of customers who need AAR services, a second Eligibility Assessment Center in Brooklyn was opened to help reduce lead times for new customers. Paratransit has also seen historic customer satisfaction scores in 2023, with monthly pulse checks consistently exceeding the 70% North Star goal.



MESSAGE FROM THE PRESIDENT

Paratransit No-Show Rates (out of 1,000 scheduled trips) decreased for both Primary Carriers (0.06%) and Brokers (0.13%) compared to October. Since raising the bar on our Pickup OTP standard from 30 minutes to 20 minutes in October, performance has shown continuous improvement; 20-minute Pickup OTP in November was 88% for both Primary Carriers and Brokers, up 0.7% and 1.6% respectively since October. Although most of AAR's service indicators continued to improve in November, Trip OTP for Primary Carriers (49%) and Brokers (48%) are slowly catching up. AAR is dedicated to work on tweaking their existing scheduling engine and embarking on a separate pilot with CTG's scheduling system to improve customer satisfaction with their trips.

The AAR team achieved milestones in 2023 which improved the commutes of customers. First, the life-changing E-Hail program advanced to Phase 2, expanding to 3,600 customers (more invitations to eligible customers will be sent on a rolling basis). The pilot will continue to be evaluated to determine the evolution of this popular program, and the program will include wheelchair accessible vehicles as well as accessible apps for blind customers. In February, the MY AAR online booking experience was relaunched, growing app usage from 5% of trips (at the program's start) to an average of 12% on weekdays and 14% on Saturdays as of December. The online booking software is routinely updated and is demonstrating a steady growth in usage.



This has been a year to be proud of at New York City Transit. Every day, I feel enormously lucky to work alongside the 47,000 members of this team, who perform small daily miracles moving New York City. We have made real progress on faster, cleaner, safer. And as we turn the calendar to 2024, we will continue to be guided by the feedback and priorities of our customers to deliver the quality of service they want and to achieve our North Star goals.

CUSTOMER SATISFACTION

Data Review

There was no Pulse Survey in November 2023 as its normal time 'in field' conflicted with the MTA's Fall 2023 Customers Count Study. This bi-annual 'Customers Count' study is a stronger measurement of consumer sentiment across all MTA transit modes because it targets a significantly larger respondent sample, drawing on extensive outreach and utilizes a third-party research vendor to weight the data. This weighting helps ensure we are understanding the various views of riders from across the region in a representative fashion. We are currently processing the responses of more than 100,000 customers from this most recent round of the Customers Count Survey and will present the findings at our January 2024 public meetings.

This fall's survey had a historic number of responses from subway, bus, and paratransit customers. We thank everyone who participate in the survey – the data it provides helps improve service and guides New York City Transit as it seek to deliver on its North Star goals.



FINANCIAL RESULTS

2023 Operating Revenue & Expenses, November 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	3,650.5	3,621.7	(28.8)	176.7	171.1	(5.6)	5.6	5.0	(0.6)
Farebox revenues	3,053.2	3,028.8	(24.4)	158.8	163.0	4.2	3.9	3.3	(0.6)
Other revenues	597.3	592.9	(4.3)	17.9	8.1	(9.8)	1.8	1.7	(0.1)
Total non-reimbursable expenses	8,743.6	8,807.7	(64.1)	841.6	773.2	68.4	68.9	54.3	14.6
Labor expenses	6,695.5	6,769.8	(74.3)	628.4	599.9	28.5	52.3	41.0	11.3
Non-labor expenses	2,048.1	2,037.9	10.3	213.3	173.3	40.0	16.6	13.4	3.3
Non-cash liabilities	2,019.7	1,997.0	22.7	183.5	48.6	134.8	16.2	20.2	(3.9)
Net surplus/(deficit) - accrued	(7,112.9)	(7,183.0)	(70.1)	(848.4)	(650.7)	197.7	(79.5)	(69.5)	10.0

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	45,327	42,959	2,368	3,868	3,636	232	366	343	23
Reimbursable	4,977	3,800	1,177	38	33	5	54	8	46
Total Positions	50,304	46,759	3,545	3,906	3,669	237	420	351	69

Data Review

Farebox revenue was unfavorable to the Forecast by \$20.8 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 \$14.2 million lower than the Forecast mainly due to unfavorable timing of Fare and Paratransit reimbursement and other contract services. Expenses were below the Forecast by \$19.0 million. Labor expenses, including fringe benefits, were unfavorable by \$34.5 million driven largely by the TWU active essential employee bonus payment and overruns in overtime due to vacancy and availability back fill coverage; offset by health and welfare underruns. Non-labor expenses were favorable by \$53.5 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.

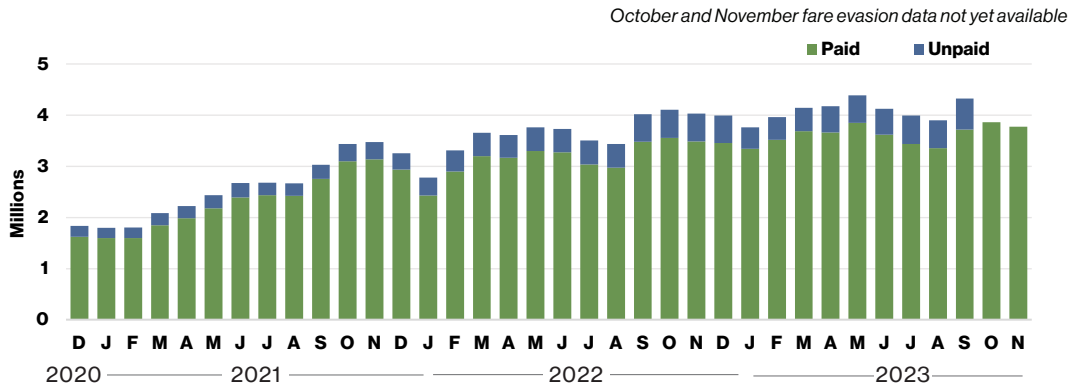
Moving Forward

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.

RIDERSHIP

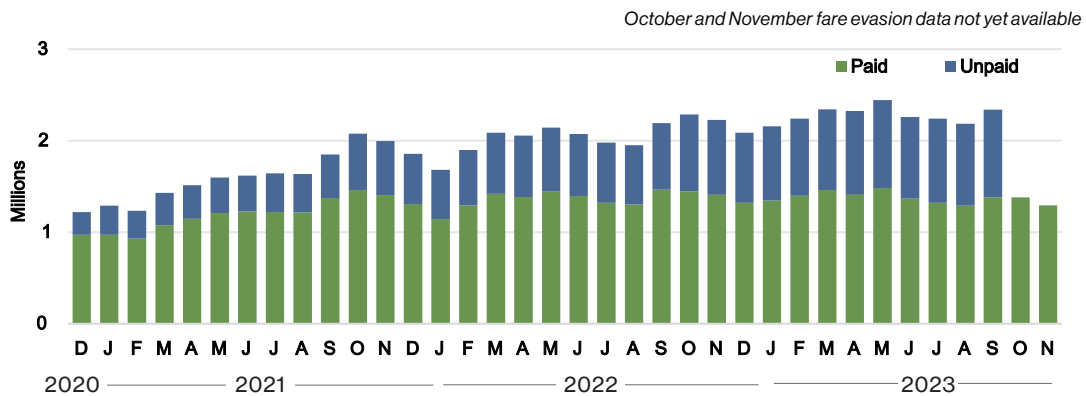
Subway Ridership

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



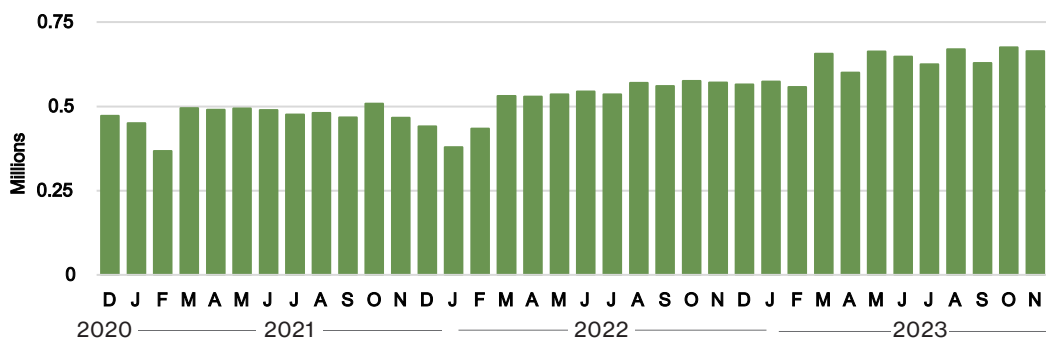
Bus Ridership

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

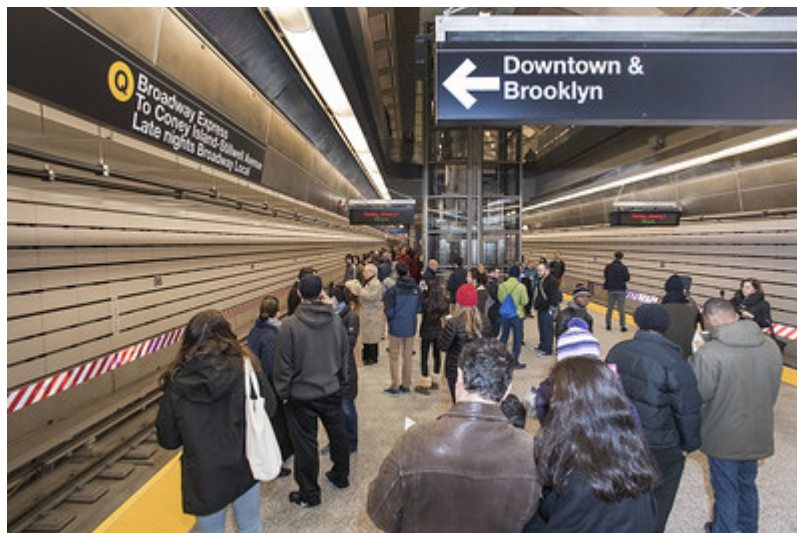


RIDERSHIP

Data Review

November paid weekday subway ridership averaged 3.78 million, in line with the October number (when accounting for seasonality), at 67% of pre-pandemic levels. Excluding the week of Thanksgiving, midweek ridership continues to average over 4 million per day. If fourth quarter fare evasion rates match third quarter rates, total ridership would be 4.39 million for the average weekday, and 4.68 million on midweek days.

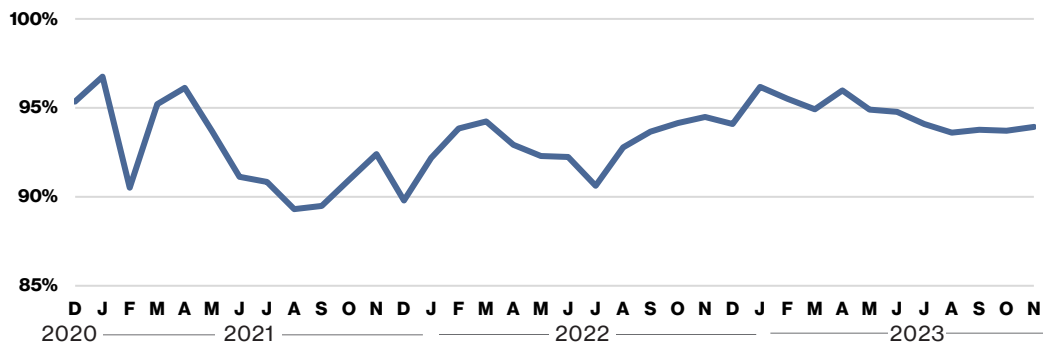
November paid bus ridership dropped from 1.379 million to 1.294 million. This is a larger drop than usually expected due to seasonality. This was mostly due to the continued rise in bus fare evasion with preliminary numbers showing the evasion rate rising by an additional 1.3% in November. Preliminarily, weekday bus ridership, which includes all bus riders, is estimated at 2.51 million.



SERVICE PERFORMANCE

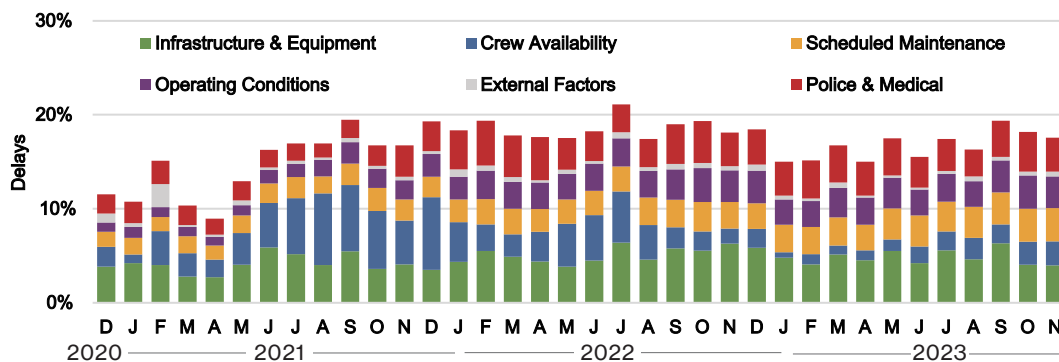
Subway Service Delivered

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

All Subway performance metrics showed strong results in November. On Time Performance was 82.4%, up 0.6% from October. The percentage of customers arriving at their destinations within five minutes of schedule (CJTP) rose to 85.0%, while both additional platform time (APT) and additional train time (ATT) fell to 73 seconds and 29 seconds respectively. Weekend performance in November remained high; 83.7% of trains arrived on time in November, down from 84.6% in October, but higher than November 2022 (82.7%). The month's trends primarily reflect the continuing challenge of managing critical capital and maintenance projects—a task to which the Subways team remains committed.

Moving Forward

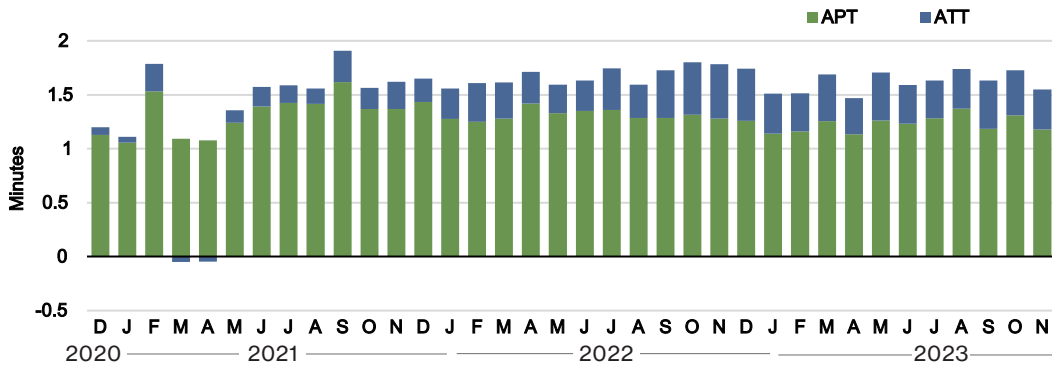
This year the Subways team has many accomplishments we can be proud of. To provide faster, cleaner, and safer service, we actively maintained the system, including replacing over 800 track panels – a record-breaking number. NYCT is on track to complete 53 Re-NEW-Vations in 2023, three more than the goal of 50 for the year. Three more restrooms



SERVICE PERFORMANCE

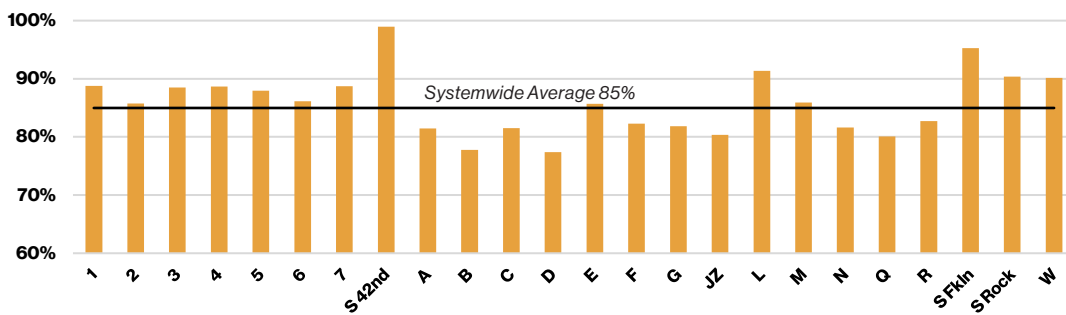
Subway Additional Platform Time + Additional Train Time

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



are opening by the end of the year, bringing the total to 114 public restrooms across 59 stations, or 93% of total bathrooms, reopened since starting in January 2023. Customer Service Centers were successfully opened while bringing our Stations Agents out of the booth as the Subways team continue efforts to better customer service. At the end of this year, the fifteenth and final customer service center will be opened at 168 St **A** **C** **1** which will bring resources closer to customers in Upper Manhattan and the Bronx. Finally, Subways is excited to announce that starting December 18, customers on the **G** and **C** lines will enjoy increased service frequencies. Headways between trains were reduced by two minutes on the **G** during midday hours, and on the **C** during evening hours. Looking ahead to the new year, Subways' continued focus on customer experience and service-improvement initiatives along with critical capital and maintenance projects will ensure the system is in a strong position to serve riders.

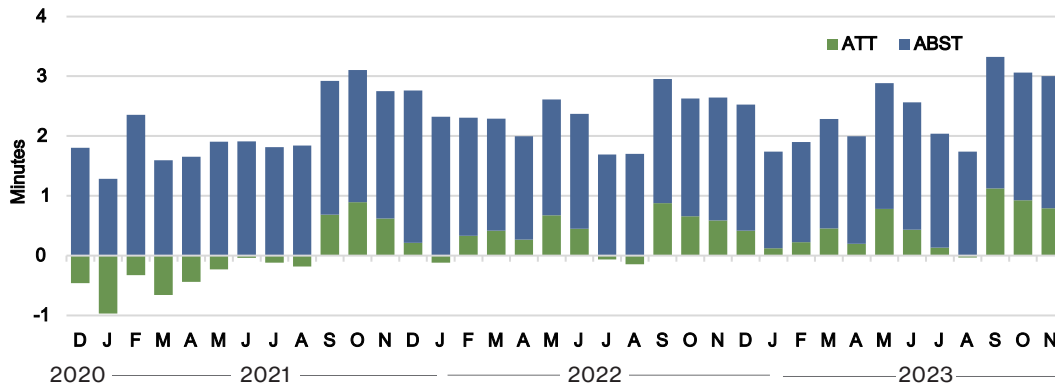


SERVICE PERFORMANCE

Additional Bus Stop Time + Additional Travel Time

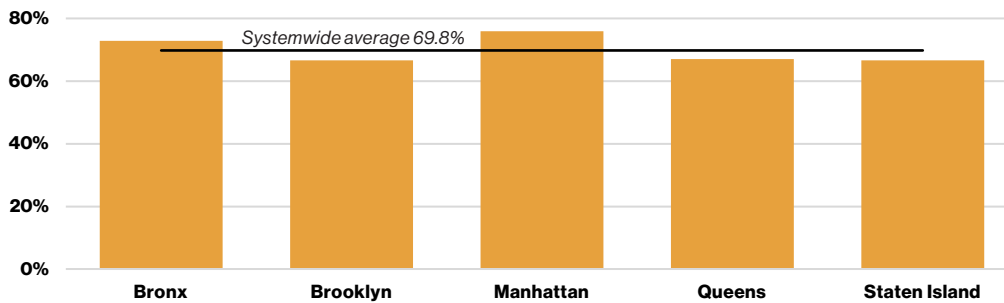
ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time.

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



Bus Customer Journey Time Performance, by Borough, November 2023

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



Moving Forward

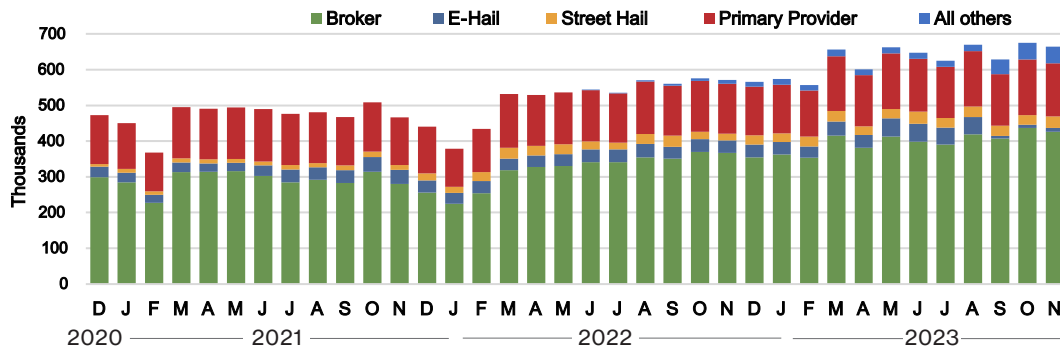
With customer satisfaction as our north star, making buses Faster, Cleaner, and Safer for our customers has been the Bus team’s key priority. This year, they have taken a multi-pronged approach to safety, including piloting fully enclosed cockpits operator compartment on buses to protect operators and e-mirrors to reduce collisions. In addition, the team has expanded our deep cleaning program across the entire fleet of buses to ensure a better riding experience for customers.

In addition, NYC Department of Transportation (DOT) has added 15.6 miles of new or upgraded bus lanes by the end of 2023, improving bus speeds and service reliability. At the beginning of the year, the Bus team identified 29 of the worst-performing routes for targeted improvements. Over 75% of these routes have shown improvement in customer satisfaction and 55% have performed above the division average. NYCT extend its heartfelt thanks to the Governor, and City partners, especially NYC DOT and NYPD, for helping the Bus team achieve critical improvements in bus service this year.

SERVICE PERFORMANCE

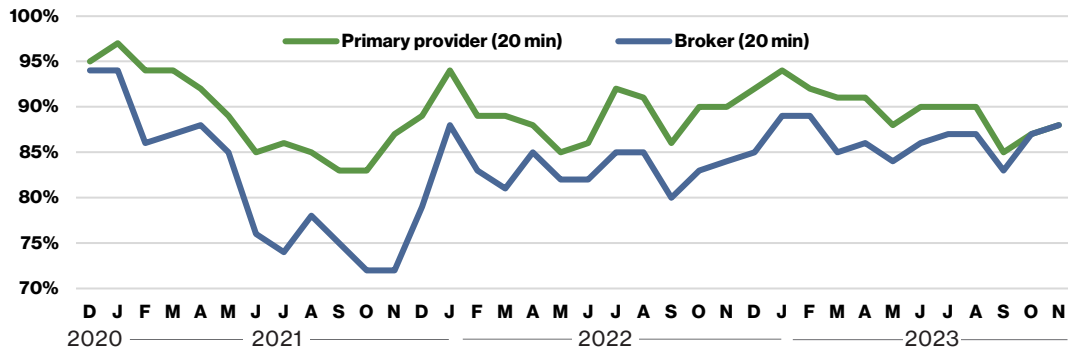
Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service



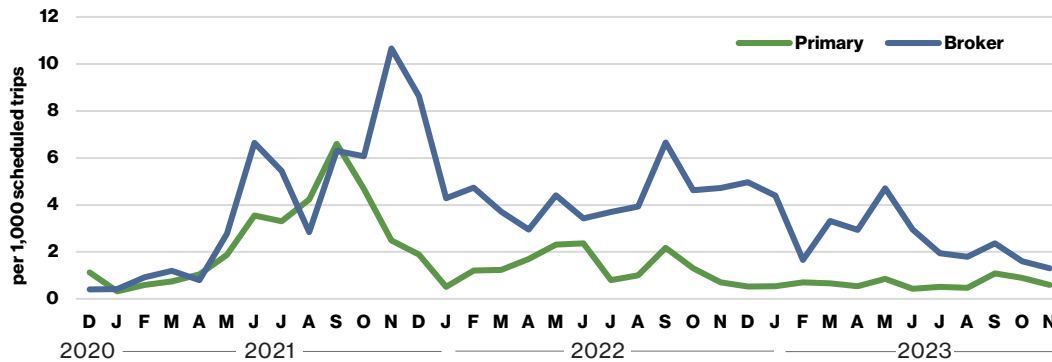
Paratransit On-Time Performance

The share of paratransit customers who are picked up within 20 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

2023's strong growth in ridership continued in November, with total trips increasing by 141,000 (or 17.1%) when compared to November 2022. Despite two major holidays that traditionally increase traffic congestion, Paratransit performance improved month over month. For the category of OTP, both Primary Carrier and Broker services completed 88% of trips within the 20-minute pick-up window from promise time, up 1% each over October. Primary Carrier service declined by 2% and Broker service improved by 4% compared to November 2022 - despite a significantly higher trip volume.

On Primary Carrier service, the No-Show Rate (per 1,000 scheduled trips) decreased by 0.29 to 0.60, considerably better than our goal of 3.0. For Broker service, the result for November 2023 was a 1.30 No-Show Rate, also better than our goal of 3.0. Overall, Primary Carrier no-shows decreased by 0.11 per 1,000 trips (or 15.5%) and broker no-shows decreased by 3.43 per 1,000 trips or (72.5%) when compared to November 2022.

In November 2023, 97% of all calls were answered, and the average call answer speed increased by 3 seconds (or 10.3%) to 32 seconds when compared to October 2023. However, it went down by 40 seconds or (55.6%) when compared to November 2022.

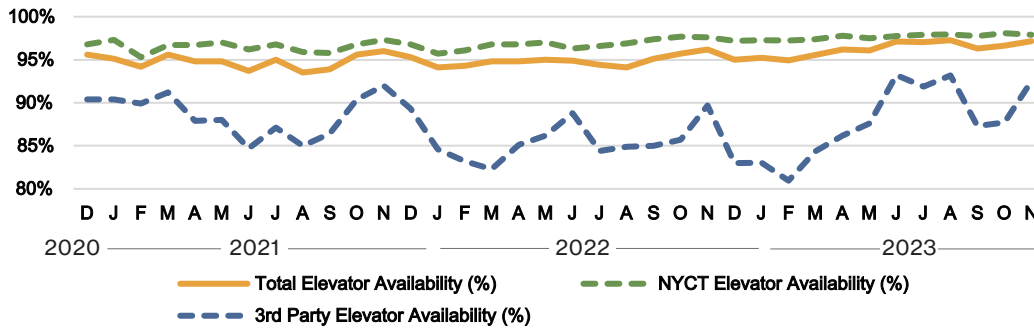
Moving Forward

As we move into the New Year, our focus remains on our North Star goal of increasing customer satisfaction. Based on our daily customer feedback and monthly pulse surveys, we continue working hard to address the issues most important to our customers, including increasing OTP and reducing both provider no-shows and trip lengths.

ACCESSIBILITY

Elevator Availability

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



Accessibility Update

As we come to the end of another historic year for transit accessibility, we look back on what we have accomplished across Subways, Buses, and Access-A-Ride, and look forward to the work we ahead for 2024 and beyond.

On our buses, 2023 saw the expansion of the Open Stroller Pilot to include more than 1000 buses across 57 bus routes, and customer feedback continues to be overwhelmingly positive. In addition to the stroller program, we continued to roll out new and retrofit buses with audio /visual Digital Information Systems (DIS), flexible flip-up seats, and wider doors and ramps, advancing our progress toward making our buses more universally accessible.

In 2022 and 2023, the Department of Subways installed yellow Detectable Warning Strips (DWS) on 52 platforms across 25 subway stations across Brooklyn, Manhattan, Queens, and the Bronx. Most recently, work was completed at one platform each at the Carrol St **F** **G** and Nostrand Av **3** stations in Brooklyn. We were able to accelerate the pace of installing this important accessibility and safety feature thanks to commitment from our Infrastructure Capital Construction (ICC) team, who has developed a process to install DWS in a faster, more cost-effective manner that requires less time and fewer service disruptions.

We opened more than a dozen new subway elevators this year, and we are going beyond the requirements of the ADA on subways too. In July, we began expanding the roll out of [innovative accessibility solutions](#) including the NaviLens wayfinding, language translation, and service information app now available at 72 St **1** **2** **3** and 66 St **1** stations. Tactile Braille line maps are being rolled out to stations along the **1** line, and large, high contrast floor decals in the accessible boarding areas have been rolled out to more than 10 accessible stations in midtown and west side of Manhattan. This expansion is thanks to the partnership of State Sen. Brad Hoylman-Sigal. In 2024,



ACCESSIBILITY

we will be expanding NaviLens and boarding area decals to additional stations across multiple boroughs.

As we announced earlier this month, new wide aisle faregates are now in service at Atlantic Ave-Barclays Center **2 3 4 5 B D N Q R** and Sutphin-Archer-JFK Station **E J Z**, with Sutphin featuring our first fully modernized fare line in the system. Additional gates are being installed this month at Astoria Blvd **N W** and Penn **A C E** stations, improving accessibility for customers with mobility devices as well as those traveling with stroller, bikes, and luggage through some of our largest intermodal and airport transfer stations.

Last, but certainly not least, this year saw the launch of an upgraded app and web-based booking service for AAR customers. Since we the updates this spring, we've more than doubled the number of paratransit trips booked through the app, providing easier booking and trip tracking for customers who prefer the app experience. We look forward to continuing to educate our AAR customers about the ability to quickly and easily book trips in the app as we continue improving the experience.



CUSTOMERS AND COMMUNITIES

Transit Talk - Fordham Road Station **B** **D**

On November 14, NYCT participated in the final Transit Talk event of 2023 at Fordham Road in the Bronx. President Davey and the Department of Subways Stations Division were joined by MTA Customer Services, MTA OMNY team, Government & Community Relations (GCR) and the NYPD Transit Bureau, to listen to customer's feedback on subway and bus service. They also answered questions about OMNY and helped customers sign up for the [City's Fair Fares Program](#).



CUSTOMERS AND COMMUNITIES

Interborough Express (IBX) Town Halls

MTA held its last two of three in-person town hall meetings on the Interborough Express in Elmhurst, Queens, and Sunset Park, Brooklyn. The meetings provided an opportunity for members of the public to learn more about the proposed project and to provide feedback on its potential benefits as the MTA prepares to formally begin the environmental review process.

At the final town hall in Sunset Park, MTA Chairman and CEO Janno Lieber opened the event. Representatives from GCR and Construction and Development (C&D) then gave an overview of current progress on the Interborough Express, which includes the Planning and Environmental Linkages study. The transformative Light Rail Transit Project will connect communities in Brooklyn and Queens to 17 subway lines and the Long Island Railroad. This will significantly reduce travel times between and within the two boroughs.

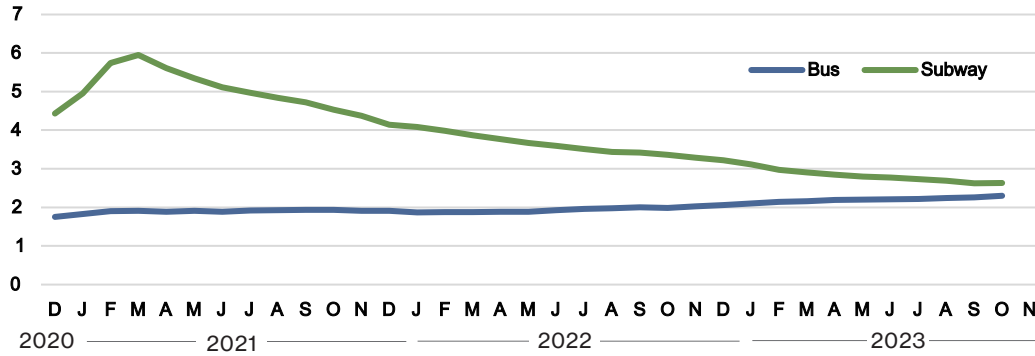


SAFETY AND SECURITY

Customer Accident Rate

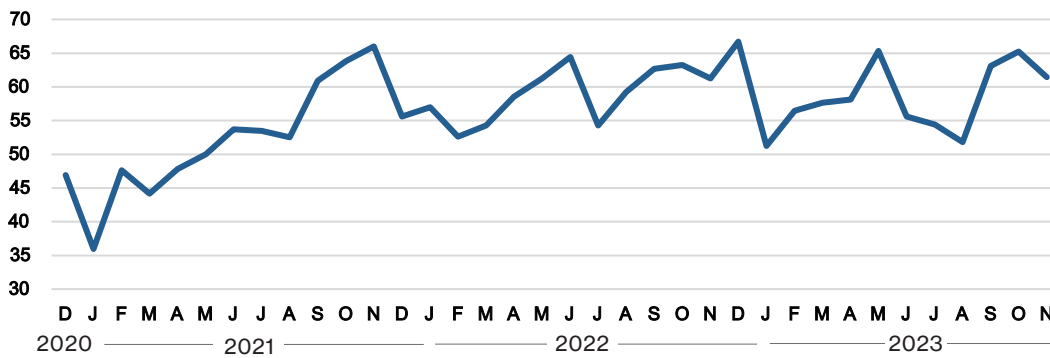
The number of reportable subway and bus customer accidents per million customers (12-month rolling average)

November data not yet available



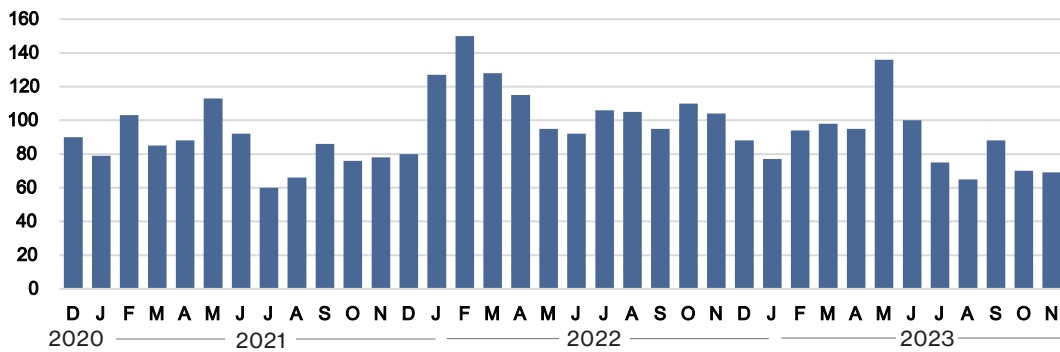
Bus Collision Rate

The number of bus collisions per million miles



Subway Fires

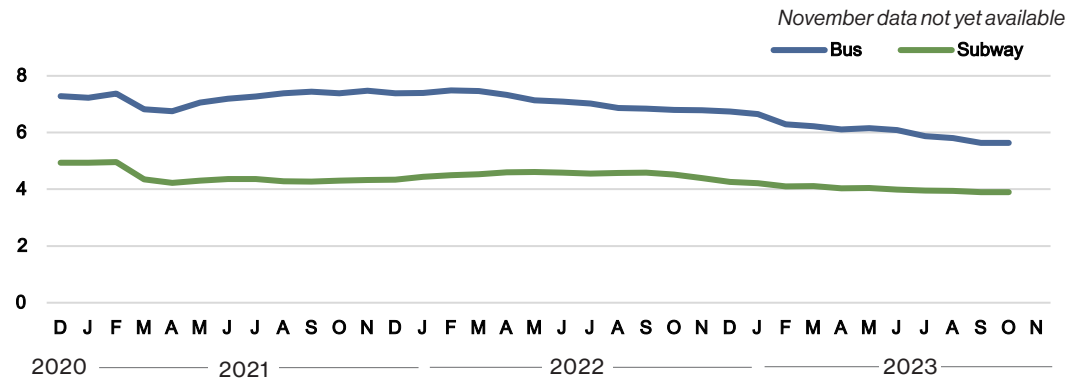
Total number of fires in the subway, including right-of-way, in stations and on trains.



SAFETY AND SECURITY

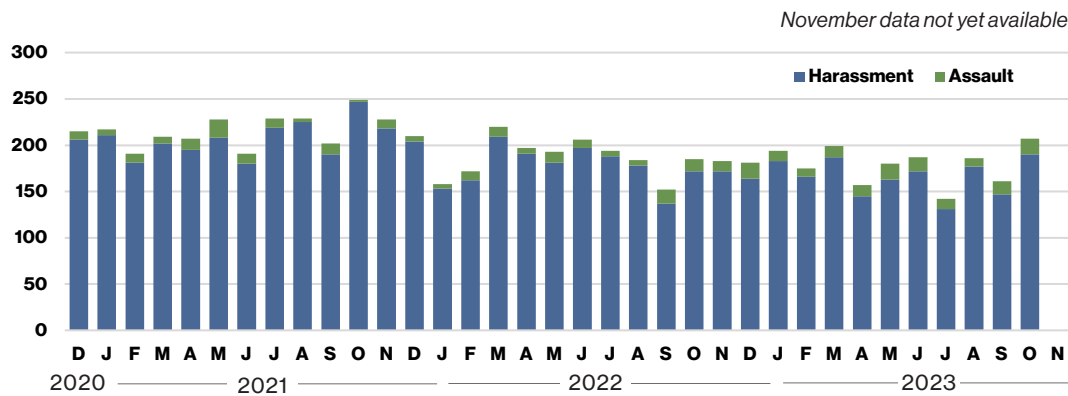
Employee Lost Time Accident Rate

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 when comparing the most recent 12-month period to the previous one. Bus Collision Injuries and Customer Accidents increased, while Bus Collisions decreased 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 there's a better understanding of the collisions and develop a better, ability to reduce them.

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

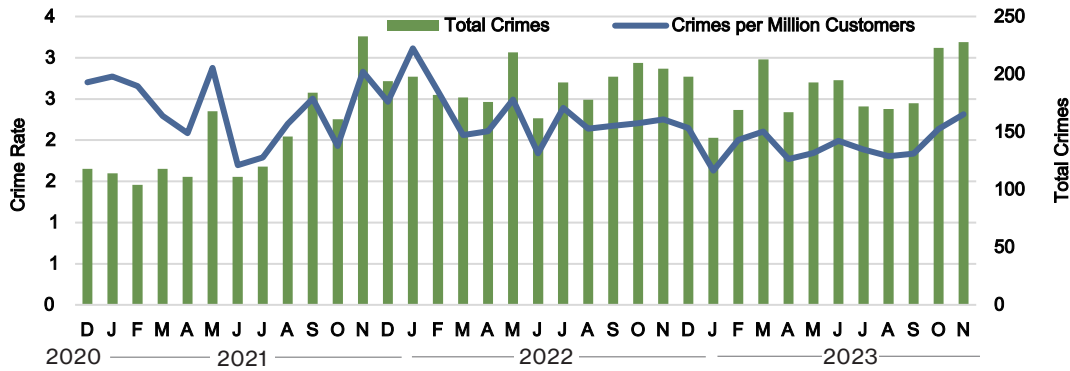
Subway Fires have decreased on a rolling 12-month basis when comparing periods ending November 2022 and November 2023. It is also worth noting that Monthly Fires for November 2023 (69) decreased when compared to the same month in the previous year (104).



SAFETY AND SECURITY

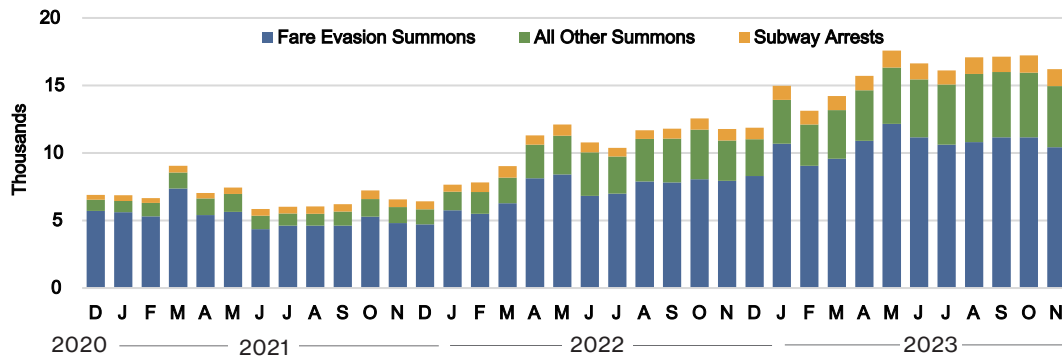
Major Crimes Against Subway Customers

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



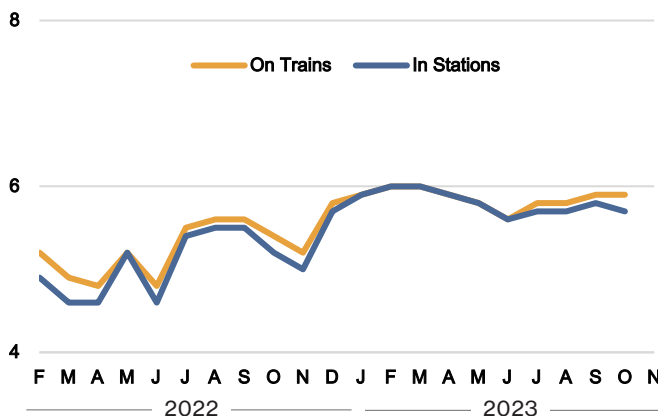
NYPD Summonses & Arrests

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

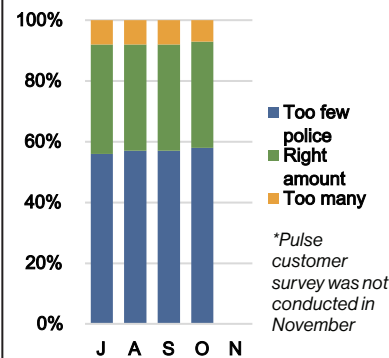


Perception of Safety and Police Presence

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 November 2023, monthly Major Felony Crime was up 2% versus October 2023. Crimes per Million Rides also increased 8% from October 2023. Additionally, crime was up 11% versus October 2022 and up 13% versus the 2022 monthly average. This continues the uptrend from October.

Although we saw a rise in crime October, we continue to make progress year over year. Year to date, crime is still down 2.5% compared to 2022. On a per-rider basis, crime in 2023 remains the lowest level seen since December 2019.

Moving Forward

The MTA remains committed to crime reduction and a safe environment for our customers and employees. We continue to monitor all major indicators of crime and disorder within the system. We are encouraged to see many of our programs yielding year-over-year reductions in these measures. We will continue to promote City, State, and Federal partnerships and long-term strategies towards crime and incident reduction into 2024.



Accessibility at NYCT - Elevators and Escalators

2023 has been a historic, transformative year for accessibility at New York City Transit. On elevator installation, our partners at MTA Construction & Development have made enormous progress this year, installing a total of 21 elevators – 13 brand new and 8 replacements – to make 8 stations newly accessible, and modernizing existing elevators across 4 stations, increasing their reliability.



Our growing number of accessible stations puts the importance of elevator reliability and performance front and center. Station accessibility and elevator reliability go hand in hand. To that end, the Department of Elevators and Escalators at New York City Transit has committed to a high goal of 96.5% elevator availability across the system. This goal balances the need for some planned outages, while pushing for an extremely high level of availability, especially during the times of day where ridership and customer needs are greatest.

It's a fact of life that achieving 100% elevator or escalator availability in a 24/7 system is infeasible – elevators need to be regularly maintained to allow for high-standards of reliability. All service outages to elevators or escalators, regardless of being planned maintenance or unplanned outages, count as downtime in availability metrics. NYCT has made real progress in 2023 on limiting elevator downtime, with NYCT owned elevators available 97.7% of the time – exceeding our goal of 96.5%. Elevator availability is up .7% from 2022, and of the elevator outages, nearly half are for planned work.

Being mindful of the twin priorities of elevator availability for customers and the need to adequately maintain our elevators, NYCT takes every effort to minimize the customer impact of planned outages. These outages, which are needed for things like preventative maintenance, component replacements, and critical inspections, are typically planned for periods with lower ridership in the system, especially overnight. And, on those occasions where elevators must be taken out of service for unplanned outages, we have implemented strict standards for responsiveness and repair. In 2023, NYCT's average response time to an unplanned outage is one hour and one minute, 13 minutes faster than 2022. And, once our crews are on scene, they are returning elevators into service withing 1 hour and 39 minutes on average, which is 26 minutes faster than 2022. This progress is the result of incredibly hard work from the maintainers at NYCT Elevators and Escalators and has real benefits for customers.

Accessibility at NYCT - Elevators and Escalators (con't)

While unplanned elevator outages are thankfully infrequent, we have taken significant steps to improve how we communicate real-time status to customers. Every day, thousands of customers rely upon working elevators to complete their journeys in the subway system and even a brief outage can significantly impact their trip. To that end, customers now have access to real time elevator and escalator status on the MTA's website, the MYmta app, via text and email service alerts, and on screens in stations. Customers can also utilize accessible trip planning, alternate route signs in the case of outages, and support from station agents in their new role out of the booth. These customer-facing resources minimize the disruption to a customer's journey from an elevator or escalator outage.

Not every elevator or escalator in the subway system is owned and operated by New York City Transit. Third parties own and maintain 49 elevators and 48 escalators throughout the subway system. The availability of these machines has historically lagged behind that of their NYCT owned and maintained counterparts, but thanks to a concerted effort in collaboration with MTA Real Estate, MTA Accessibility, and C&D, we have seen strong improvements in 2023. From February 2023 to November 2023, 3rd party availability has improved from 80.9% to 92.5%. We will continue to work with our 3rd party partners to improve their machinery to bring their uptime closer to the NYCT standard of 97%.



We've also stepped up our work on escalator performance. There are 231 NYCT owned escalators in our subway system, and for many customers, a working escalator is a crucial part of a faster, more comfortable journey. In 2023, NYCT escalators have been in service 95.4% of the time, 3.5 percentage points more than 2022. Working with C&D, we've seen 15 escalators replaced in our system with more reliable, modern machinery.

Systemwide accessibility means more than just elevators. This year, the Accessibility team at MTA has had several wins, each of which improves the customer experience and supports New York City Transit as we continue to progress towards our North Star goals of faster, cleaner, safer service.

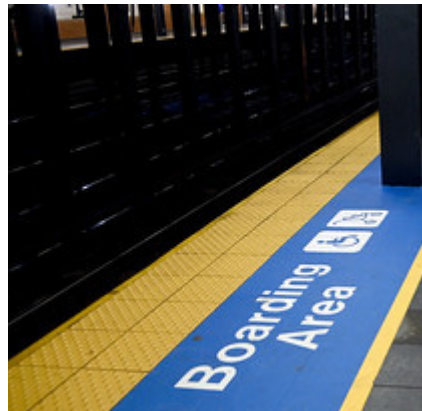
On our bus fleet, we've expanded the successful Open Stroller Pilot program, which is now on more than 1,000 buses, servicing 57 routes in all five boroughs. This pilot is a gamechanger for parents, caregivers, and other customers with strollers, and

SPECIAL FEATURE

Accessibility at NYCT - Elevators and Escalators (con't)

crucially, it introduces dedicated stroller space with no impact to the existing priority seating for customers with disabilities.

At our subway stations, the Department of Subways installed tactile warning strips on 25 platforms at 13 stations in 2023. In total, over 50 platforms have had tactile installations since 2022, in addition to capital ADA projects. We've also partnered with State Senator Brad Hoylman-Sigal on a new program to pilot boarding area decals, now installed at 20 stations. These decals help customers with accessibility needs identify the section of the platform, typically near the conductor's car, with the smallest possible gap between the platform and the train. This section of the platform has been altered to reduce the gap between the train and the platform so that people who use mobility devices can quickly and safely board the train. We brought station agents out of the booth in 2023, and part of their new training now arms them with tools and best practices to compassionately and effectively support customers with disabilities. And we've expanded our NaviLens program, installing wayfinding codes to aid customers with visual impairments at two stations and an additional bus route, with a plan to expand to 40 stations in 2024. Lastly, we've installed wide aisle gates at four subway stations, including an entire fare array at Sutphin Blvd-JFK Airport-Archer Av. We will continue to monitor these new fare gates in the coming months, but initial findings suggest a positive impact on paid ridership and a more seamless customer experience for all, including customers with mobility devices, luggage, and strollers.



Building a more accessible transit system is a good thing for our customers and our city. Every day, New York City Transit's subways and buses carry millions of customers and make New York City possible, and it is the right thing to do to make this system accessible and welcoming to all New Yorkers and visitors. We've made progress in 2023, both on the reliability of our elevators and escalators as well as other crucial accessibility projects. 2024 is primed to be another banner year, as we continue to deliver the accessibility upgrades funded in our 5-year capital plan and continue to introduce enhancements to the customer experience.

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
- Lisa Sorin
- Midori Valdivia