



NEW YORK CITY TRANSIT KEY PERFORMANCE METRICS

January 2024

new.mta.info





On January 9, NYCT storm response crews at Borough Hall 4 5 prepared for anticipated adverse weather.

This performance metrics document was prepared for the January 2024 meeting of the New York City Transit & Bus Committee.

2 Broadway • New York, NY 10004
Monday, January 29, 2024

Table of Contents

Message from the President	4
Customer Satisfaction	8
Ridership	10
Service Performance	12
Accessibility	18
Financial Results	20
Customers and Communities	21
Safety and Security	22
Special Feature	26



Visit new.mta.info/transparency/board-and-committee-meetings/january-2024 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.



MESSAGE FROM THE PRESIDENT



Richard Davey
President, New York City Transit

The North Star: Increasing Customer Satisfaction

This month proved to be a rough start to the new year, but it's nothing the team at New York City Transit can't handle. Our team remains focused on safety and resiliency, and we continue to focus on improving our incident response procedures, which enable our teams to restore service quickly after major disruptions.

I would first like to take the time to reassure our customers on the safety of our subway system. As you have likely seen, there was a slow-speed collision on the **1** line north of the 96 St Station on January 4 and a single-car derailment on the **F** line north of W 8 Station on January 10. Thankfully, there were no serious injuries in the January 4 incident and the derailment on **F** line resulted in no injuries. I want to extend credit to the team of 47,000 NYCT employees I'm proud to work with for their dedicated response in successfully restoring service and guiding customers to safety. Whether it was the Department of Buses (DOB) team who provided supplemental service during the disruptions, or team members in the Department of Subways (DOS) and Office of System Safety (OSS) in rerailling the cars and restoring the tracks for service, the team's efforts are the main reason the transit system is able to resume service shortly after major incidents. I'd also like to acknowledge and thank our partners at the NYPD, FDNY, and EMS for their support in the response.



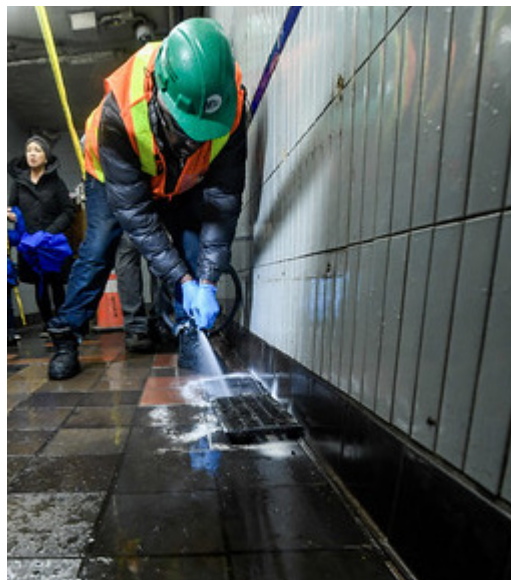
On that note, I want to be clear that safety is my number one priority for our team and customers. I take the system everywhere I go and that will not change. While derailments are a rare occurrence, be assured we are undergoing a forensic investigation of both derailments and will implement and mitigate any additional, safety measures or mitigations needed based on our findings.



MESSAGE FROM THE PRESIDENT

I have had the opportunity to run another large system and work with several others in this country, and I can say with confidence that New York City Transit has the most robust inspection and maintenance program for our assets that I have ever seen. Our response to the **F** line derailment is testament to that: we have inspected approximately 1,600 subway cars and examined nearly 58,000 radial arm bolts. We have a comprehensive approach to documenting and responding to track nonconformities, and every single foot of revenue service track is inspected by a track worker twice a week. One derailment is one too many, but I am more convinced than ever that our system is safe for customers and employees.

We are also dedicated to our storm preparedness throughout the system. This January has seen a return to volatile winter weather, as our city was hit by heavy rains, strong winds, and multiple snowstorms. Thanks to the exemplary work preparing for weather events, such as covering sidewalk vents and clearing station drains at stations including Borough Hall **4** **5** before January 10's storm, we were able to deliver



service with few interruptions. We will stay vigilant in our preparation for and monitoring of these potential storms and will be ready to respond so that we can safely keep our system moving for customers.

Know that emergency preparedness is a crucial part of NYCT's safety plan. Here are the ways we anticipate and prepare for the unknown on all transit modes.

In the subways, rainwater will inevitably go down into the subway system and impact infrastructure. NYCT's focus during heavy rainfall is quickly removing water to prevent service disruptions and before it damages the system's infrastructure. DOS has a fleet of emergency response equipment, which includes emergency trucks, pumps, debris trains and pump trains, ready to deploy at any time. Staff regularly inspects and clean vents at

MESSAGE FROM THE PRESIDENT

flood-prone locations and staff are placed at critical locations, such as stations and yards, 24/7 to also respond to weather patterns like flooding and icy conditions.

For buses, DOB routinely monitors routes for known emergency situations, such as flooding, and prepares route detours just in case. Extra staff is always on standby in the event of service disruptions or subway shutdowns. All bus facilities have roof drains checked on a rolling basis to ensure they are clear of debris, and any loose materials will be secured. Emergency generators are often inspected and will be available in the event of a power outage.



Access-A-Ride customers are in good hands. The Paratransit Command Center monitors and responds to customers' needs and probes for potential service issues, including storms, 24/7. Customers should take care on slippery surfaces, build in additional travel time, and [check the MYmta app](#) for possible weather-related service changes or delays.



MESSAGE FROM THE PRESIDENT

Although there's more work the NYCT team plans to do to serve customers, there are several ways customers can keep themselves safe as they journey with us each day. First and foremost, we encourage customers to remain vigilant and aware of their surroundings. Be mindful of platform edges, stand clear of doors, and avoid distractions such as mobile phones while boarding and disembarking the train. This simple awareness can significantly reduce the risk of accidents and keep our system moving safely.

We grieve the loss of the customer who was fatally shot aboard a **3** train in Brooklyn and the customer who succumbed to their injuries after falling off an **F** train at Avenue N Station. NYCT is collaborating with law enforcement to investigate, including by providing footage from our robust network of cameras. We will continue to work with our law enforcement partners to identify more preventative measures to keep our system safe.



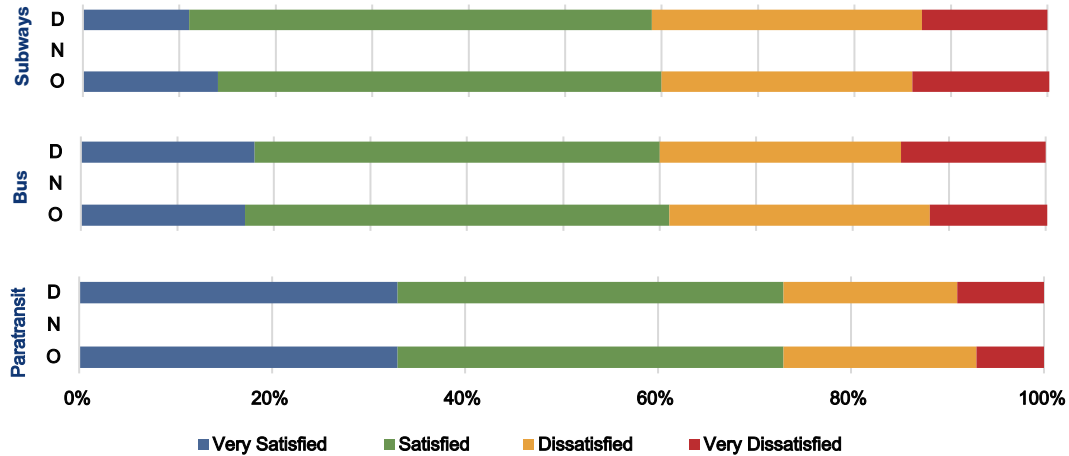
NYCT is committed to our 2024 operating goals which will deliver faster, cleaner and safer service for our customers as we work towards our North Star goal of 70% customer satisfaction.

CUSTOMER SATISFACTION

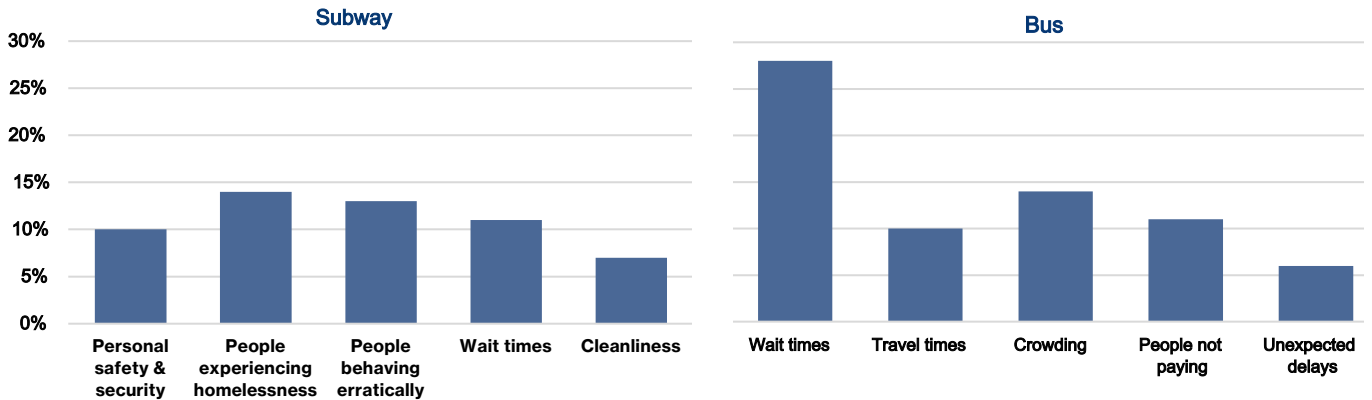
Monthly Pulse Survey Results - December

How satisfied are you with your transit experience?

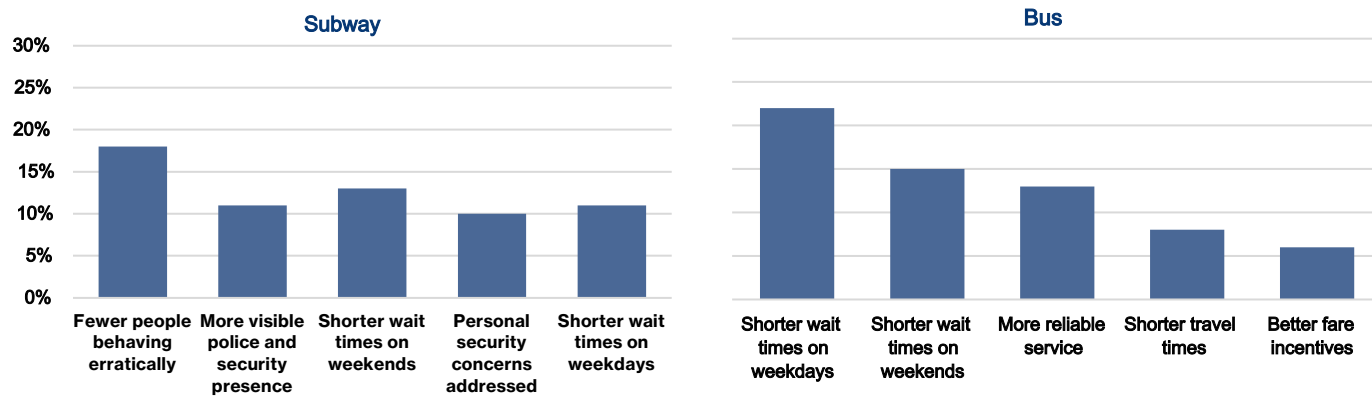
Pulse Survey not conducted in November as Customer Counts Survey was conducted in the field



What needs to improve to increase your satisfaction?



What would encourage you to ride more often?

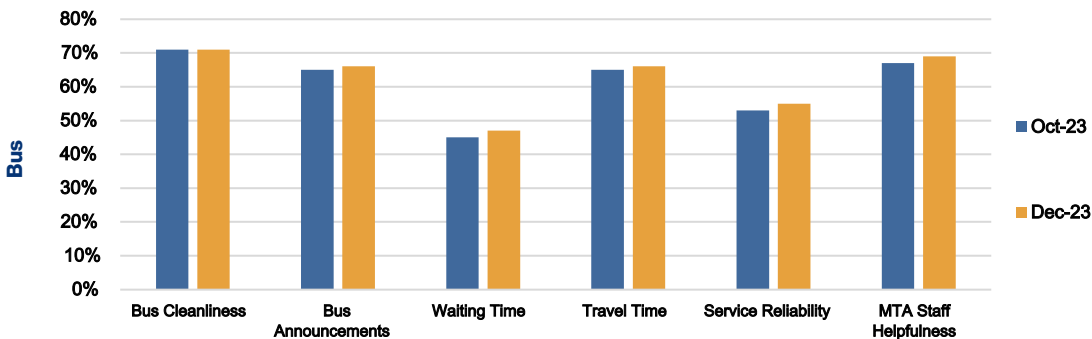
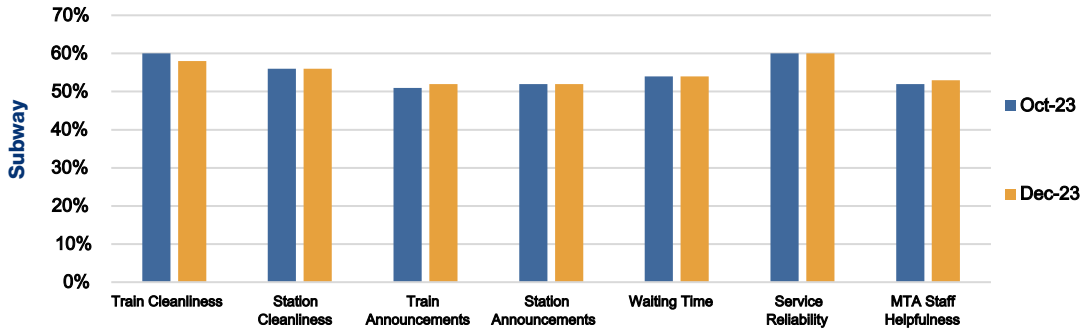


CUSTOMER SATISFACTION

Key Customer Experience Indicators

How satisfied are you with each of the following attributes?

Includes customers who were very satisfied or satisfied



Data Review

The overall subway satisfaction rate for December is 59%, in line with where it has been around since June. Overall line and station satisfaction are both flat at 60%. Feeling safe on trains is up 3 points to 61%, and safety in stations is up 2 points to 59%. Most other onboard and in-station key indicators remained consistent this month, and satisfaction with Travel Times remains the highest at 67%.

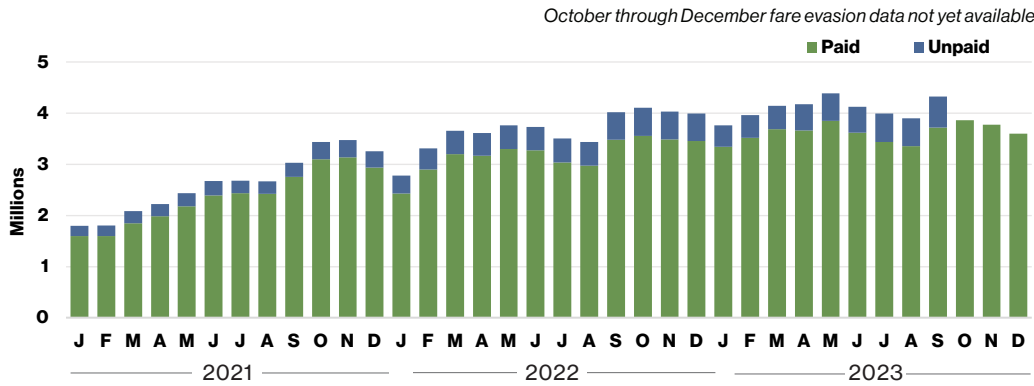
Overall bus satisfaction in December is 60%, consistent with September and October. Local bus (Local/Limited and SBS) satisfaction is flat at 60%, while Express bus satisfaction is 64%. Most local bus attributes stayed flat or improved one or two points, including Service Reliability (55%) which increased 2 points from November to 55% satisfaction. Bus Cleanliness rates highest at 71% satisfaction, while Waiting Times is lowest at 47%.

Access-A-Ride (Paratransit) overall satisfaction in December is 73%, matching September and October scores. Satisfaction among customers who use the service less than one day per week decreased seven points in December but remains high at 74%. Three quarters of customers are satisfied with Cleanliness of Vehicles (76%) while two thirds are satisfied with On-Time Pick Up (65%). Frequency of No-Shows remains the lowest rated attribute at 52% satisfied, down two points from last month.

RIDERSHIP

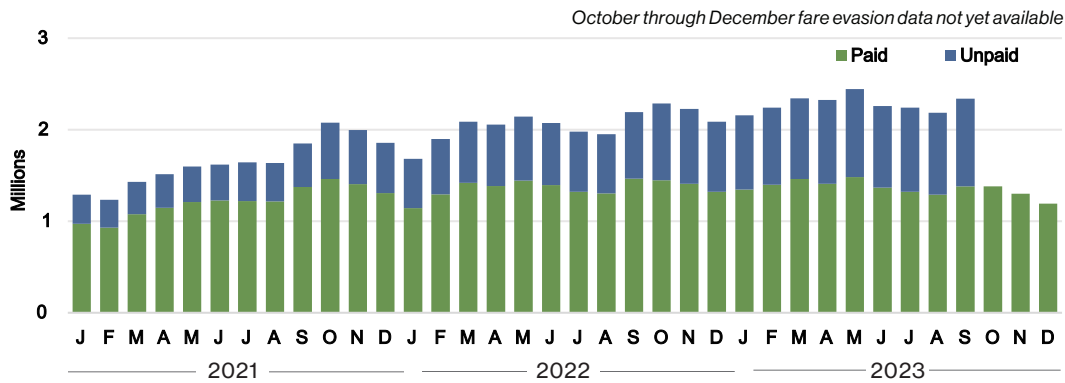
Subway Ridership

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



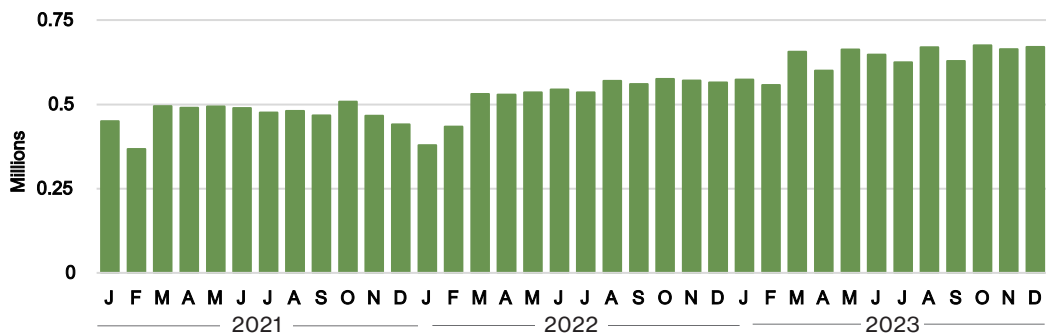
Bus Ridership

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

December paid weekday subway ridership averaged 3.58 million, down from 3.78 million in November, but in line with seasonal expectations. In terms of comparisons to 2019 numbers, December set a new monthly high, at 67.4% of pre-COVID ridership. The numbers were driven by some strong midweek days prior to Christmas, likely due to strong retail and tourist activity. If fourth quarter fare evasion rates match third quarter rates, total ridership would be 4.18 million for the average weekday.

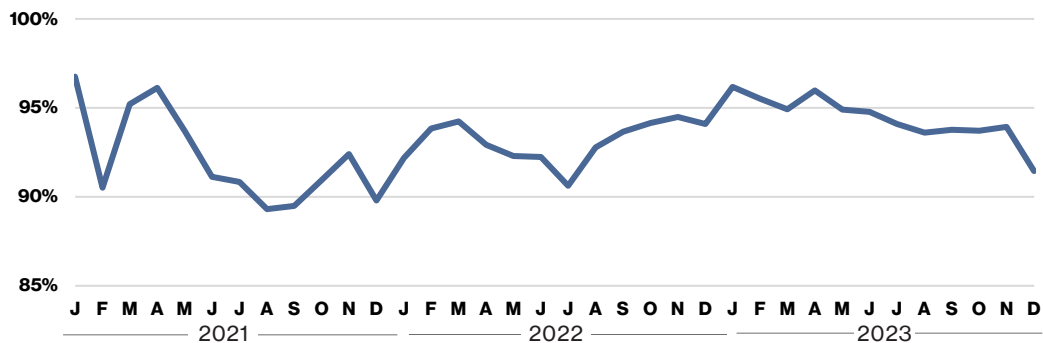
December paid weekday bus ridership also dropped, as expected, from 1.30 million to 1.19 million. The comparison to 2019 figures was stable vs November, at 59.5%. Preliminary weekday bus ridership which includes all bus riders is estimated at 2.45 million.



SERVICE PERFORMANCE

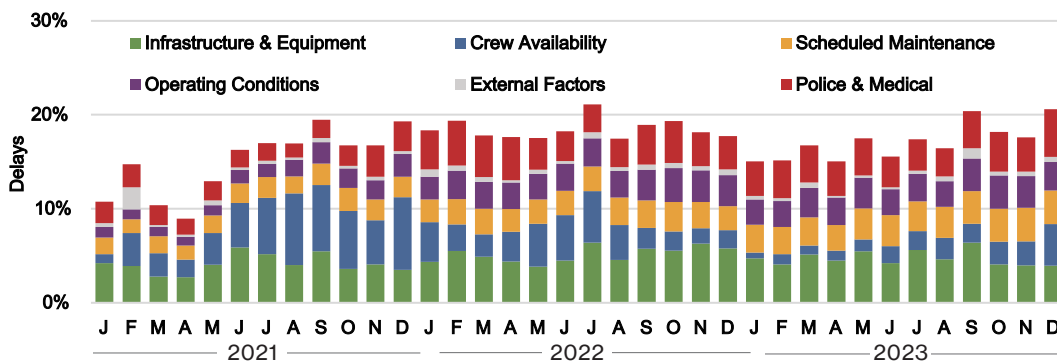
Subway Service Delivered

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

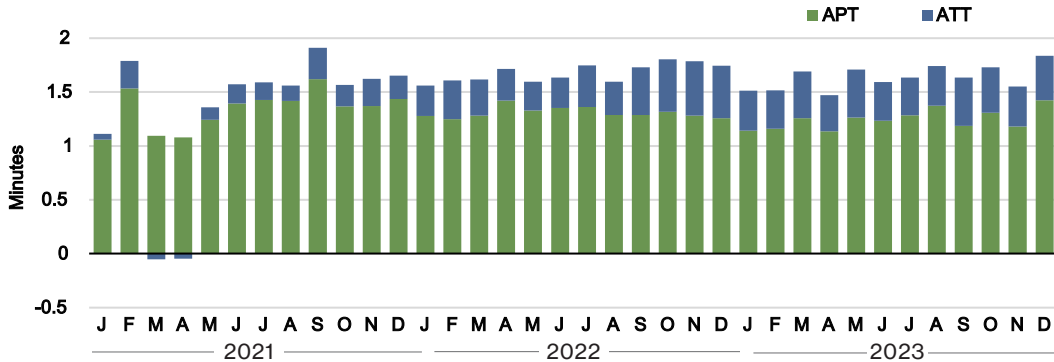
For December 2023, weekday On-Time Performance (OTP) was 79.5%, down 2.9 points from November. For the full year, weekday OTP was 82.9%, the highest in over ten years. In December, the percentage of customers arriving at their destinations within five minutes of schedule (CJTP) fell to 82.8%, while both additional platform time (APT) and additional train time (ATT) increased to 90 seconds and 32 seconds respectively. Weekend performance in December remained high; 84% of trains arrived on time in December, up from 83.7% in November.



SERVICE PERFORMANCE

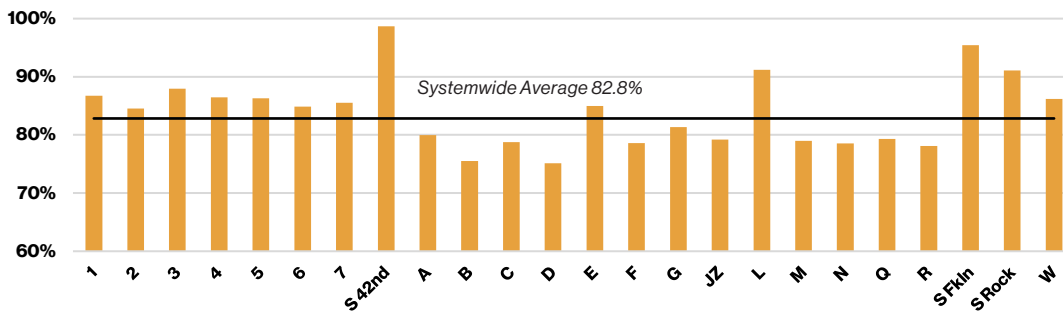
Subway Additional Platform Time + Additional Train Time

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



Customer Journey Time Performance

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



Moving Forward

Our commitment to delivering faster, cleaner, and safer service is unwavering as we start the new year. Coming off a banner year for OTP, we are furthering challenging our team to consistently provide OTP of 84.6% for 2024. To ensure faster service, we successfully implemented service increases on the **1** and **6** lines during weekends to include more hours of the day as well as weekday evening and midday service increases on the **C**, **G**, **N**, and **R** lines. As we increase service, we continue our efforts to onboard, hire, and retain the appropriate staffing levels, and decrease our attrition rates so these increases are sustainable. We also look forward to working on some major capital projects this year such as the fully funded Phase II of the Second Ave Subway and formal engineering of the Interborough Express.

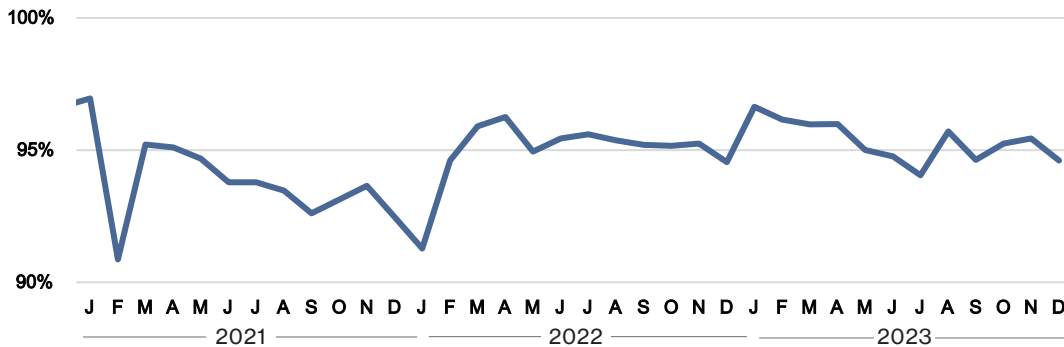
In Q1 of 2024, we aim to re-NEW-vate 13 stations, with our Re-NEW-Vation schedule recently released. In addition to that, LED light conversions will start in February for all stations – not only providing savings but ensuring a safer station environment.



SERVICE PERFORMANCE

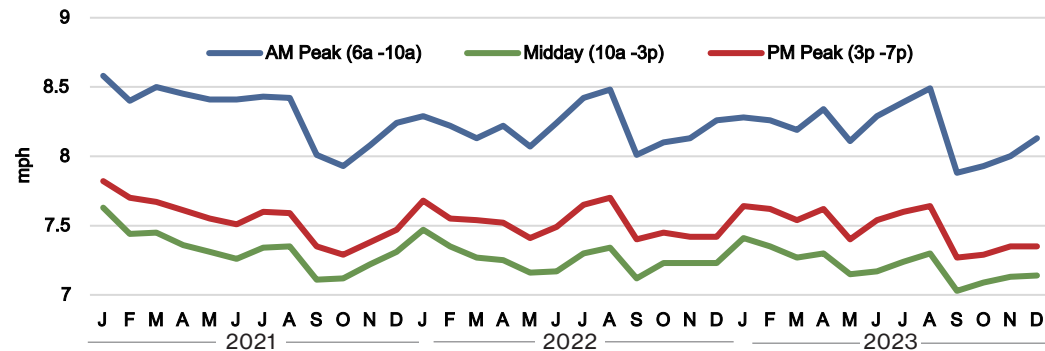
Bus Service Delivered

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



Bus Speeds, by Time of Day

The average speed of all NYCT & MTA buses



Data Review

Bus performance in December remained stable or improved in some key areas. Service Delivered, at 94.5%, remained relatively unchanged from December 2022 and slightly down (0.9 percentage points) from November 2023. On a 12-month average, it marginally improved by 0.3 percentage points to 95.3%. Bus speeds averaged 8.1 mph on a 12-month period, remaining the same as the previous period. Customer Journey Time Performance (CJTP), at 70.5% in December, was up by 1 percentage point from last month primarily due to a 14-second decrease in Additional Travel Time, and Additional Bus Stop Time remained the same as in the previous month. On a 12-month average, CJTP is at 72.8%, relatively unchanged from the previous period.

Looking at the end of 2023, overall bus performance remained stable despite many of the road challenges we experienced, including heavier precipitation and multiple protests that caused interruptions in bus service. The Buses team was able to maintain service in average over 95%, and all key performance indicators align with the previous year.

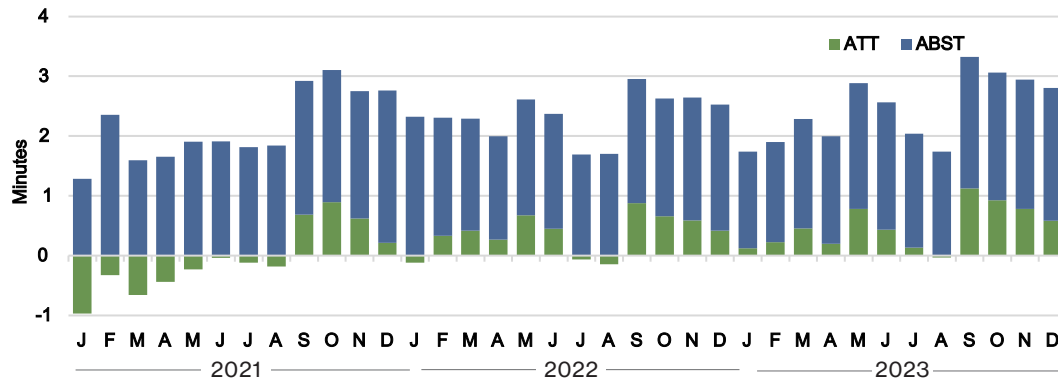


SERVICE PERFORMANCE

Additional Bus Stop Time + Additional Travel Time

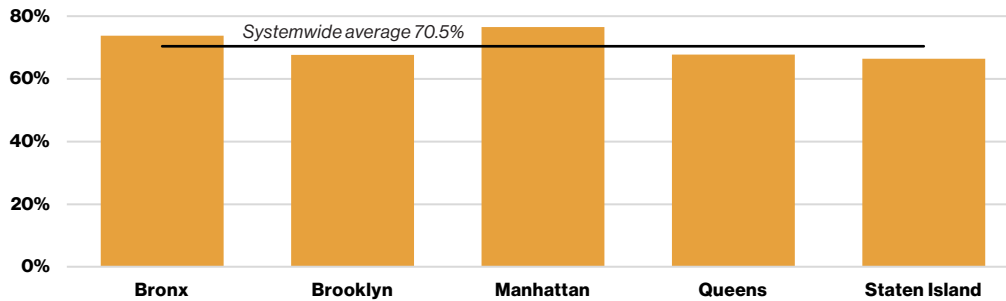
ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time.

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



Bus Customer Journey Time Performance, by Borough, December 2023

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



Moving Forward

We have ambitious plans this year to provide more reliable and faster bus service. First and foremost, we plan to stabilize operator availability by hiring 2,000 new bus operators to support our daily operations and shuttle services. Beginning in May, we will expand the Automated Camera Enforcement (ACE) program beyond bus lanes, which will extend traffic enforcement to vehicles blocking bus stops as well as double-parked vehicles. Cameras will be added to up to 1,000 buses and enforced on 28 bus routes later in the year.

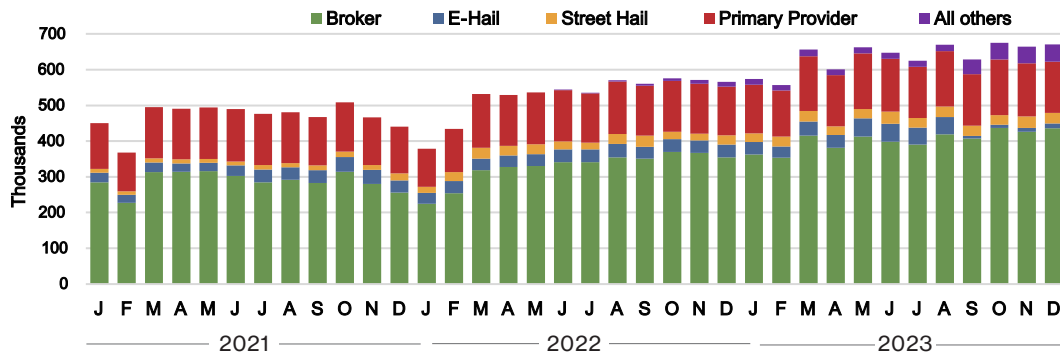
This year we will continue to advance the Queens and Brooklyn Bus Network Redesigns. For Queens, in the first half of 2024, the Government and Community Relations (GCR) and Operations Planning (OP) teams will be conducting outreach on the Proposed Final Plan at over 35 events. We encourage members of the public to provide comments on the plan on our website at new.mta.info/queensbusredesign. The public feedback will inform any changes to the Proposed Final Plan. For Brooklyn, OP is preparing the Proposed Final Plan based on the nearly 8,000 comments received in late 2022 and 2023. We are working tirelessly to finalize these plans, which will greatly improve the bus commuting experience for Queens and Brooklyn residents.



SERVICE PERFORMANCE

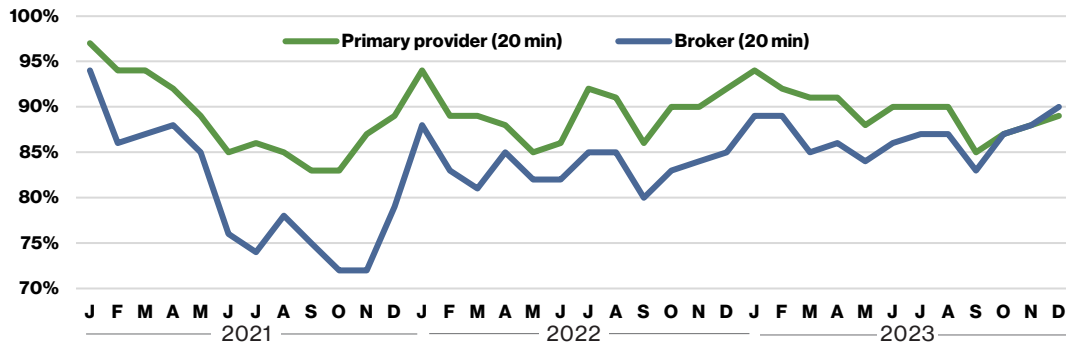
Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service



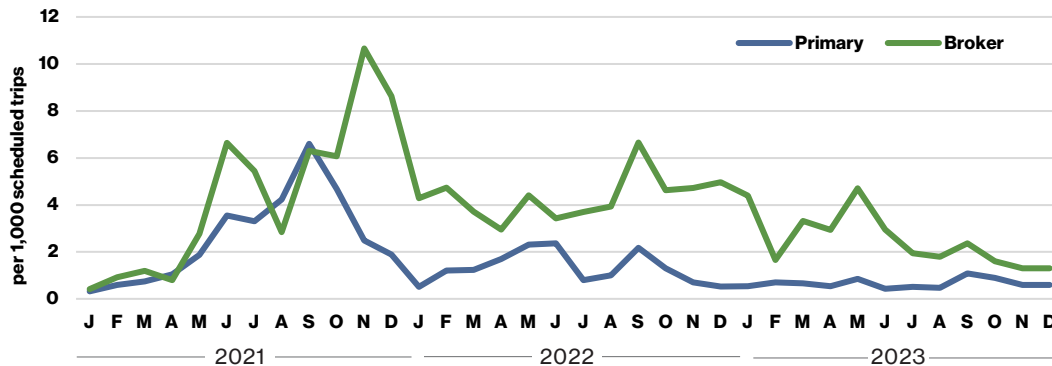
Paratransit On-Time Performance

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

The year-over-year growth in ridership continued in December, with total trips increasing by 160,000 (or 19.6%) when compared to December 2022. For the category of On-Time Performance, our primary carrier service completed 89% of trips within the 20-minute pickup window from the promised time. On broker service, we completed 90% of trips within the 20-minute pickup window from the promised time. The primary service performance on this metric declined by 3% and broker performance improved by 5%, respectively, from December 2022 despite the significantly higher trip volume.

In December 2023, the No-Show Rate of performance remained flat for both primary carrier and broker services. For primary carrier service, the No-Show Rate was at 0.60 no shows per 1,000 trips, considerably better than our goal of 3.0. For broker service, the result for December 2023 was 1.30 no-shows per 1,000 scheduled trips, also better than our goal of 3.0. Overall, primary carrier no-shows increased by 0.07 per 1,000 trips (or 13.2%) and broker no-shows decreased by 3.67 per 1,000 trips or (73.8%) when compared to December 2022.

In December 2023, 97% of all calls were answered, and the Average Call Answer Speed decreased by 10 seconds (or 31.3%) when compared to November 2023, and decreased by 31 seconds or (58.5%) when compared to December 2022.

Moving Forward

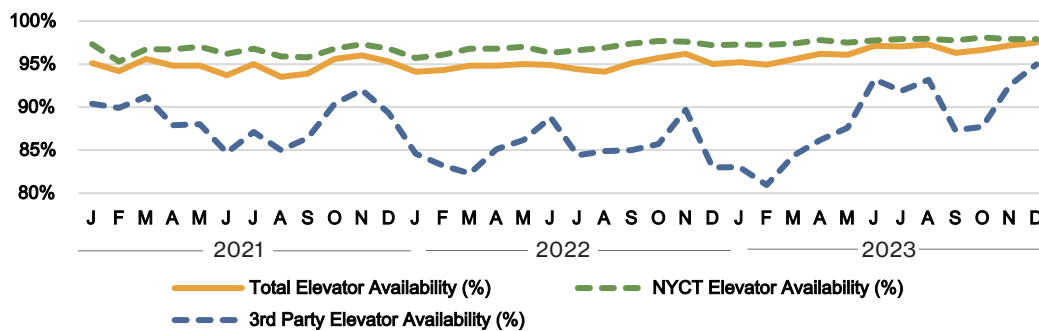
We are pleased to see significant improvements in our key performance indicators as the demand for AAR service continues to increase. These improvements are the result of the combined actions taken throughout the year to increase capacity, update the MY AAR app / website, reduce the 30-minute pickup window from promise time to 20-minutes, and incentives on broker services.

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

ACCESSIBILITY

Elevator Availability

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



Accessibility Update

The MTA Accessibility team is excited to hit the ground running in 2024, working with our New York City Transit partners to make Subways, Buses, and Access-A-Ride more accessible for all of our customers. We support the Department of Subways goal to prepare to bring additional R211s, including our first open gangway cars, into service later this year. These cars are a big step forward for accessibility, replacing legacy cars that lack automated audio/visual information that helps our blind/low-vision and Deaf/hard-of-hearing customers navigate the subway. Simultaneously, we will work together to improve the quality and consistency of automated and real-time audio/visual announcements across car classes and subway stations. We will also continue to research and develop plans to roll out Accessible Wide Aisle Gates (AWAGs), currently installed at four stations, with a focus on high-ridership accessible stations. All of these improvements will complement MTA Construction and Development’s work to open ten accessible stations this year.

We are also proud to support Department of Buses in bringing more than 400 new local buses into service that feature [wider doors and ramps and more flexible/flip-up seating](#), as well as Digital Information Systems (DIS) with audio and visual announcements and service information. With our Buses partners, we will focus this year on efforts to improve customer experience on express buses in particular by installing new instructional decals on our coach buses, increasing the maintenance cycle on bus lifts, and refreshing Operator training on lift usage. We also expect to see great improvements in bus stop accessibility this year with the expansion of Automated Bus Lane Enforcement to additional routes and the roll out of the expanded Automated Camera Enforcement program to keep bus stops clear too.

Our accessibility pilots continue full steam ahead. Installations continue for the [NaviLens](#) wayfinding, information, and language translation app through [funding from State Senator Hoylman-Sigal](#) and the [USDOT’s SMART Grant](#) program, and we anticipate

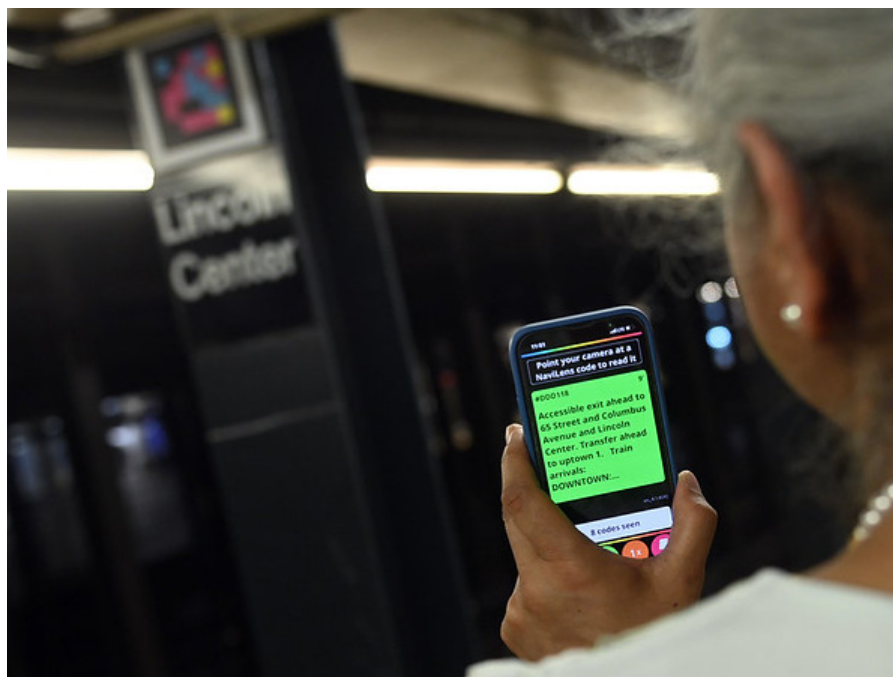


ACCESSIBILITY

installing codes at dozens more stations and on rolling stock this year. Accessible boarding area decals will also expand to dozens more stations in 2024 through the USDOT 5310 Grant. Additional features being piloted this year include tactile Braille line maps and the [MagnusCards app](#).

This year we will also continue to collaborate with the Access-A-Ride team to increase usage of the MYAAR app for booking and tracking paratransit trips. We also look forward to working with Access-A-Ride to develop a clear future for the E-Hail on-demand program using findings from phase two of the pilot creating a roadmap for an AAR program that gives customers flexibility when they need it and streamlines AAR operations.

Our projects and priorities for this year show that increasing accessibility and increasing customer satisfaction go hand-in-hand, and we look forward to reporting to the Committee on our progress toward these goals throughout the year.



FINANCIAL RESULTS

2023 Operating Revenue & Expenses, December 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	4,010.4	3,962.2	(48.2)	196.7	185.3	(11.4)	5.7	5.5	(0.2)
Farebox revenues	3,348.4	3,309.2	(39.2)	176.3	176.8	0.5	3.9	3.6	(0.3)
Other revenues	662.0	653.0	(9.0)	20.4	8.5	(11.9)	1.7	1.9	0.1
Total non-reimbursable expenses	9,807.7	9,646.1	161.6	934.3	877.0	57.4	77.6	58.9	18.7
Labor expenses	7,488.8	7,419.6	69.2	709.7	674.2	35.4	58.2	43.0	15.2
Non-labor expenses	2,318.9	2,226.6	92.3	224.6	202.7	21.9	19.4	15.9	3.5
Non-cash liabilities	2,749.7	2,863.1	(113.4)	210.0	53.7	156.3	29.3	22.1	7.2
Net surplus/(deficit) - accrued	(8,547.0)	(8,547.0)	(0.0)	(947.6)	(745.4)	202.2	(101.2)	(75.5)	25.7

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	45,419	43,653	1,766	3,976	3,704	272	368	339	29
Reimbursable	5,046	3,544	1,502	38	34	4	54	11	43
Total Positions	50,465	47,197	3,268	4,014	3,738	276	422	350	72

Data Review

Farebox revenue was unfavorable to the November Forecast by \$39.1 million due to lower than projected Bus ridership and Fare Liability offset by higher than projected Subways ridership and higher average fare. Other Revenue was \$20.7 million lower than the November Forecast mainly due to unfavorable Fare and Paratransit reimbursement, and lower than projected retail advertising revenues. Expenses were below the November Forecast by \$237.6 million. Labor expenses, including fringe benefits, were favorable by \$119.9 million driven largely by health and welfare underruns and vacancies offset by overruns in overtime due to vacancy and availability backfill coverage. Non-labor expenses were favorable by \$117.8 million mainly due to favorable timing of professional contracts, maintenance contracts, materials and supplies expenses, favorable claims based on preliminary actuarial result, and favorable energy cost due to price, offset by higher than projected credit card processing fees.

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.



Assemblyman Alex Bores 6 Line Ride-A-Long

On the morning of Friday, December 8, 2023, MTA Government and Community Relations (GCR) staff, Assemblymember Alex Bores, and NYCT President Rich Davey met for a ride-along on the 6 line in the 73rd district on the Upper East Side. We introduced the Assemblymember to key Stations staff at 86 Street - Lexington and 42 St - Grand Central, including our group station managers, and the 6 line Superintendent. We discussed ongoing capital improvements in the district, increases in ridership and weekend service on the 6, and platform safety and circulation alongside our platform controllers at Grand Central.



Unveiling the Queens Bus Network Redesign Proposed Final Plan



In December, MTA Chairman & CEO Janno Lieber and NYC Transit President Rich Davey were in Queens to announce the release of the Queens Bus Network Redesign Proposed Final Plan, which seeks to modernize the borough's bus network through a comprehensive redesign to deliver faster, more frequent, and more reliable service.

Chairman Lieber and President Davey were joined by State Senator Leroy Comrie, Councilmember Selvena Brooks-Powers, Queens Borough President Donovan Richards, Jr., and NYCDOT Commissioner Ydanis Rodriguez. Also attending were reps from MTA Government & Community Relations, NYCT Department of Buses and Division of Operations Planning who make up the Queens Bus Network Redesign Team.

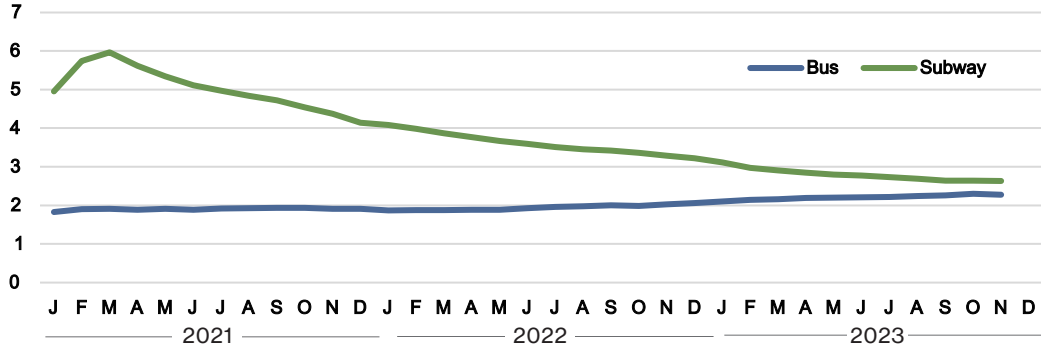
The announcement of the Proposed Final Plan kicks off another major round of outreach led by MTA Government and Community Relations consisting of open houses, in-person outreach, and presentations to every Queens community board.

SAFETY AND SECURITY

Customer Accident Rate

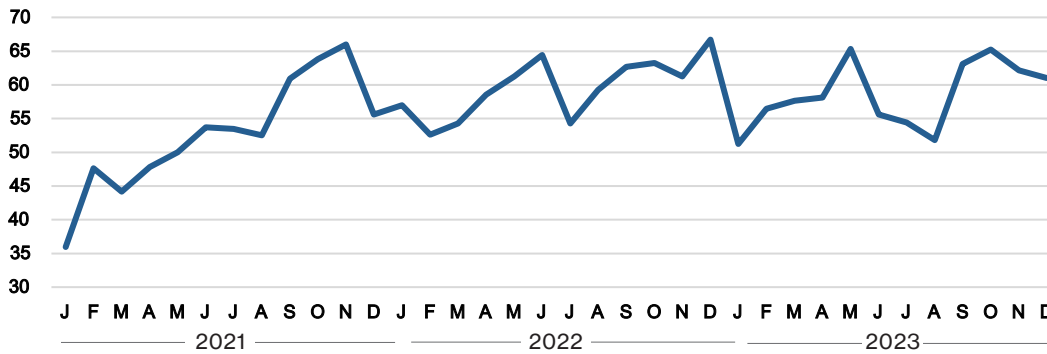
The number of reportable subway and bus customer accidents per million customers (12-month rolling average)

December data not yet available



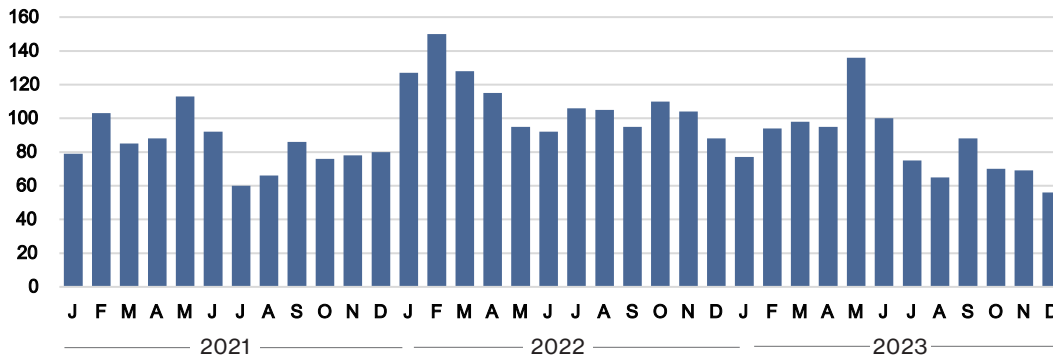
Bus Collision Rate

The number of bus collisions per million miles



Subway Fires

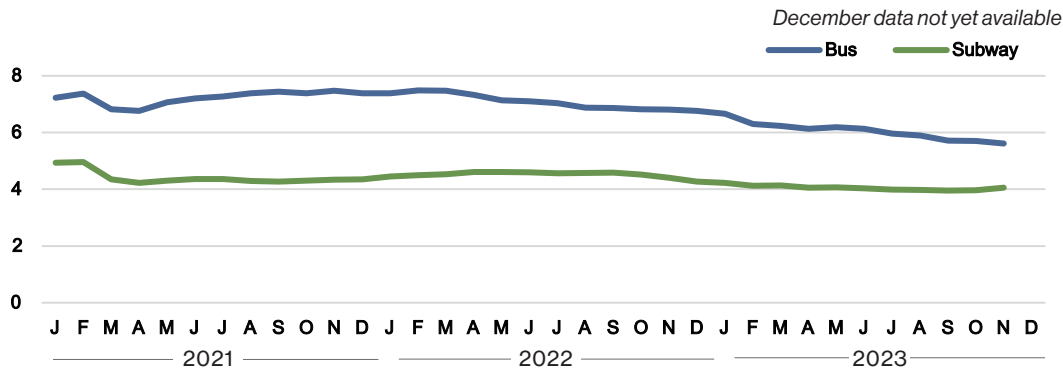
Total number of fires in the subway, including right-of-way, in stations and on trains.



SAFETY AND SECURITY

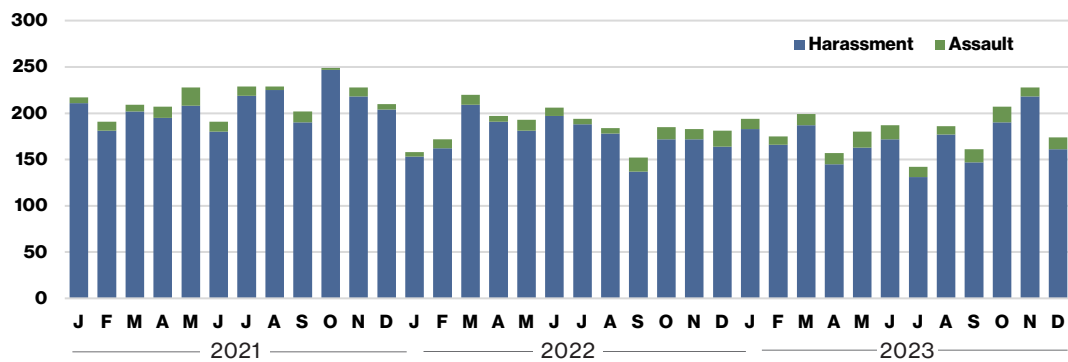
Employee Lost Time Accident Rate

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 increased, while Bus Collisions and Customer Accidents 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 the best ways to reduce them.

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

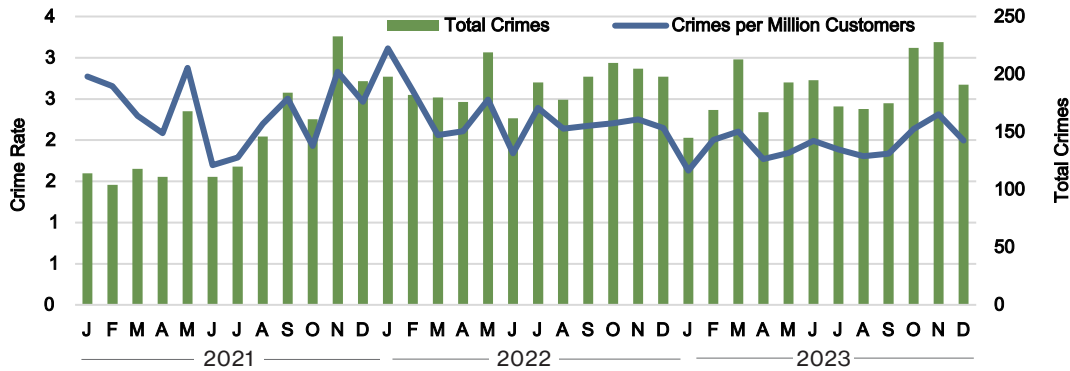
Subway Fires have decreased on a rolling 12-month basis when comparing periods ending December 2022 and December 2023. It is also worth noting that Monthly Fires in December 2023 (56) decreased significantly compared to the same month in the previous year (88).



SAFETY AND SECURITY

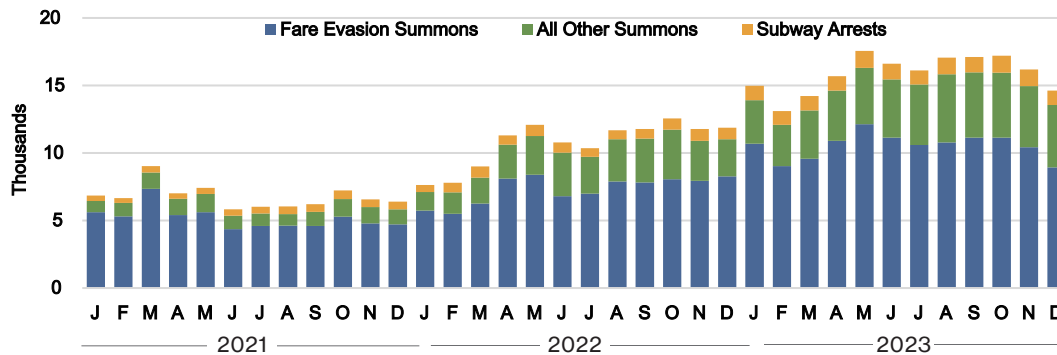
Major Crimes Against Subway Customers

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



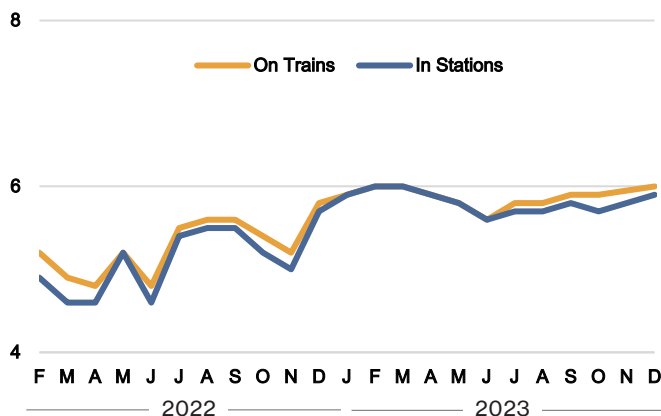
NYPD Summonses & Arrests

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

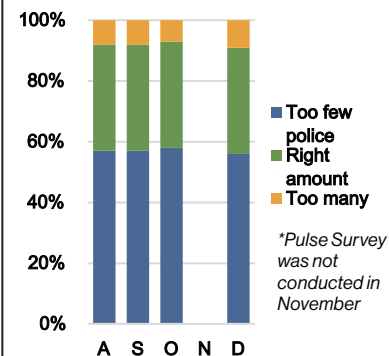


Perception of Safety and Police Presence

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?



*Pulse Survey was not conducted in November



SAFETY AND SECURITY

Data Review

In December 2023, monthly Major Felony Crime was down 16% from the month prior. Crimes per Million Rides also decreased 14% from the previous month. Additionally, crime was down 4% versus December 2022 and flat versus the 2022 monthly average. This breaks an uptrend in October and November.

In addition to the month over month progress, we saw significant improvements in the subways when looking at the full year results. Crime was down in 2023 by nearly 3% compared to 2022. On a per-rider basis, crime in 2023 remains the lowest level seen since January 2020.

Moving Forward

We are encouraged to see both crime counts and per rider metrics reduced in 2023. It shows that many of our new crime and quality of life initiatives are effecting change in the system. The MTA remains committed to crime reduction and a safe environment for our customers and employees. We will continue to promote Local, City, State, and Federal partnerships and long-term strategies towards crime and incident reduction in 2024.



New York City Transit's 2024 Goals

2023 was a year of progress for the five million-plus daily customers at New York City Transit. The 47,000 strong team at Transit delivered on nearly all of the goals for 2023 committed to at the beginning of the year. NYCT moved customers faster, with weekend and off-peak wait times slashed on eight subway lines, ABLE cameras clearing ever more bus lanes and busways to get buses moving, and a new and improved 20-minute On-Time Performance goal for Paratransit. The bar also continued to be raised on cleanliness last year: over 50 subway station Re-New-Vations were completed to bring aesthetic and structural enhancements to the customer experience, additional cleaners were hired to clean subway cars and stations with increased frequencies, and specialized cleaning teams revived to ensure that every nook and cranny in a station is spick and span. Safety continued to be a core priority in 2023, both for our customers and for New York City Transit. The Governor and Mayor's "Cops, Cameras, and Care" initiative successfully reduced subway crime per rider by nearly 15% in 2023, and the increased presence of uniformed officers was consistently cited by customers as a positive in surveys.



In 2024, Transit will build on this momentum, pushing towards our North Star goal of 70% Customer Satisfaction by pursuing ambitious goals to raise the bar on Faster, Cleaner, Safer to improve the experience of customers on subways, buses, and Paratransit.

This year, the Department of Subways is doubling down on the progress made in 2023, especially on service quality and reliability. Last year, On-Time Performance exceeded 83%, the best service in over a decade. By implementing targeted solutions to address root causes of delays, including crew availability, Subways has a goal of 84.6% On-Time Performance in 2024. Subway service will speed up for customers again in 2024 as the SPEED unit continues to implement targeted enhancements at speed limits and through improved terminal operations. And Phase IV of subway service enhancements in Q2 will complete the headway reductions that NYCT has been able to deliver with \$35 million in support from the 2023 New York State Budget, bringing 2-minute frequency improvements on targeted lines during weekends and off-peak hours.

We will be further improving the subway customer experience on-board trains with the continued deployment of the R211 car class into service. 2024 will see R211 deliveries and

New York City Transit's 2024 Goals (con't)



deployment step into high gear, with 350 R211 cars entering service in the subway and 75 R211S cars entering service on the Staten Island Railway. These subway cars of the future have better customer amenities, increased reliability, and perform better than the decades-old cars they are replacing.

Cleanliness will continue to be front of mind for Subways in 2024, and customers can look forward to another 50 stations being Re-New-Vated, starting with 66 St-Lincoln Center on the **1** line earlier in January. LED lighting will begin to be deployed system-wide in 2024, saving money and brightening stations. Safety improvements will be a priority in 2024, and subway customers are already seeing priority projects implemented in the field, with the first of four pilot stations receiving platform barriers at 191 St on the **1** earlier this month.

For Buses, 2024 is poised to be a transformative year. Thanks to legislation passed in 2023, NYCT will deploy the next generation of automated enforcement in May when it launches Automated Camera Enforcement (ACE) on up to 1,000 buses. ACE will allow for the automated ticketing of cars not only obstructing bus lanes and busways, but bus stop violations and double-parking as well. Camera enforcement works; the ABL program typically added an additional 5% or more in speed improvements on top of the improvements delivered by bus priority on streets, and ACE will take this to the next level. As I like to say: if you aren't a bus, get out of the bus lane!

Buses also continues to forcefully push for increased bus priority treatment on city streets. Bus lanes and busways are the most powerful tools to speed up trips and improve service reliability. Working with partners at NYCDOT, the 2024 goal is to deliver new or upgraded bus lanes and busways. NYCT will also support a ramp-up of the collaborative NYPD Bus Lane Enforcement Task Force, which launched in Q4 of 2023. By ticketing and even towing cars blocking bus lanes, we can move buses – and the nearly two million daily customers who ride them - faster and safer.



New York City Transit's 2024 Goals (con't)

Later in 2024, the next generation of bus technology will come online at NYCT, as it accepts the delivery of 60 zero-emission battery-electric buses at four depots retrofitted with charging dispensers and electrical infrastructure. This will be a major milestone in the commitment to an all zero-emission fleet by 2040 for North America's largest bus system.

Paratransit will seek to build on a banner year with record customer satisfaction and rising performance metrics in 2024. The new 20-minute On-Time Performance goal established in 2023 is above and beyond the 30-minute industry standard, but Paratransit will seek to reach a historic 94% 20-minute OTP in 2024.



A faster booking process for paratransit customers is something that has been a priority of NYCT in recent years, and 2024 will see further progress. Paratransit's goal is a 95% rate of calls answered in 60 seconds or less. By year's end, 25% of customers will book at their own pace and convenience through the web and myAAR platforms. And Paratransit hopes to implement a new and improved Paratransit Scheduling Engine by Q3 to speed up booking process.

These 2024 goals represent a small sampling of the initiatives underway at New York City Transit to reach our North Star objective of 70% Customer Satisfaction. The input and priorities of customers helped shape this strategy and will continue to guide the work done at NYCT over the coming months, as it seeks to deliver the essential transit services that make everything about New York City possible faster, cleaner, and safer than before.

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