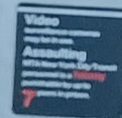# NEW YORK CITY TRANSIT
KEY PERFORMANCE METRICS

March 2024

new.mta.info

New York City Transit President Richard Davey observes National Transit Employee Appreciation Day on Monday, March 18, 2024.

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

2 Broadway • New York, NY 10004
Monday, March 25, 2024

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

Richard Davey
President, New York City Transit

The North Star: Increasing Customer Satisfaction

2024 has brought New York City Transit myriad challenges. Over the past month, events have called on us to demonstrate our resilience and commitment to maintaining a secure work environment and rider experience. However, the incredible team at NYCT continues to rise to the occasion in the face of challenges, delivering faster, cleaner, safer service. They are the true embodiment of the "Faster, Cleaner, Safer" Plan and of our North Star goals for customer satisfaction.

In response to safety concerns, we are swiftly analyzing root causes and developing targeted solutions to keep customers and employees safe. I want to be clear: safety is our top priority at New York City Transit. We will continue to implement strategies to ensure the safety of our employees and our customers.

To deliver a safer environment, we have deepened our collaboration both with partners within the MTA, along with City and State leaders. On this note, I was pleased to see Governor Hochul and MTA Chair & CEO Janno Lieber announce new measures to improve safety in our transit system, in addition to the conductor cab camera deployment NYCT will be implementing. These measures include more support for dedicated mental health response SCOUT teams which are currently being piloted in Manhattan, with promising results. We hear from employees and customers alike that addressing the challenge of individuals with acute mental health needs in the subway system is essential to improving customer satisfaction. These teams will provide compassionate care to those New Yorkers in need and keep customers and employees safe as they are commuting in the transit system.
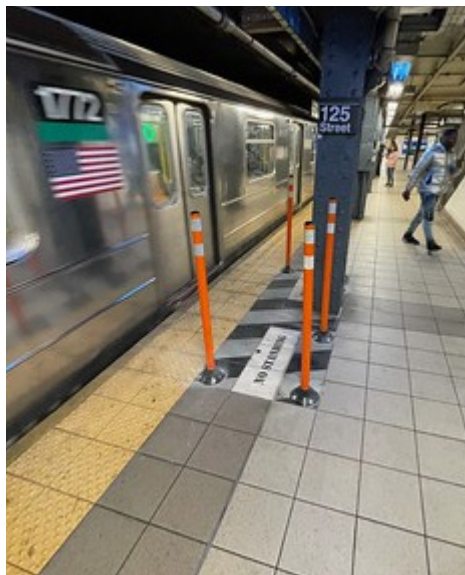
We've also seen additional law enforcement in the system, something that our customers consistently ask for. As we heard from NYPD Transit Chief Kemper at our February NYCT Committee meeting, the NYPD has added one thousand additional officers into the subway system in recent weeks, and it's making a difference: crime in February is down from last year, and even more so in March. We continue to focus on fare evasion as well. Our EAGLE Teams are out enforcing fare payment at several bus hubs, and just this month they caught a suspect wanted for assaulting a bus operator while conducting a routine fare check. Also, routine fare enforcement from NYPD officers in the subway system has led to multiple firearm possession arrests this year alone, getting illegal guns out of the subway.

Although we are focused on improving customer satisfaction and their perception of safety as part of our North Star goals, we want to take a deeper dive in ensuring our hardworking, NYCT employees are experiencing no workplace violence. After all, everyone should feel safe while doing their job, especially those serving the public.

The string of unprovoked acts of violence against our employees this year is just unacceptable. We're doing our part at NYCT to continue our efforts improving frontline worker safety. The Department of Subways' Facilities team installed bollards around the conductor cab on both platforms at 125 - Lexington Avenue 4 5 6 as part of the No Standing Pilot. Depending on how the pilot develops, will look to scale it up elsewhere in the near future. Also, cameras are now being deployed in every conductor cab. This is on top of our expansion of camera coverage inside subway stations (over 12,000 cameras) and subway cars (over 1,000 cars). We're also piloting CCTV-style screens in buses to amplify our fleet's camera network and to remind riders there are legal consequences for endangering transit workers. Also, NYS Department of Motor Vehicles is currently advising us about permitting e-mirrors in buses, enabling installation of full cockpits for bus operators.

Further progress has been made towards our commitment to make the stations and vehicles that our employees work in safer. On February 20, we announced that the lighting in every single subway station will be upgrade with brighter LED bulbs. These lights aren't just 25% brighter than the ones they're replacing, they also make it easier for our 15,000 cameras to get crystal clear images when required. To the Subways Facilities team who is making it happen – thank you. This program will make a real difference to the customer experience and station safety. We're continuing to install platform barriers to improve safety for customers and employees, with installations completed at Morgan Av **L** and 5th Ave **7**.

Another win for customers is our new MTA App, which officially launches on this week. After extensive beta testing and customer feedback, this new app will deliver a better experience to customers planning their trips and searching for arrival times for their subway, bus, or paratransit vehicle. This launch is the next step in an iterative process to improve the tools we provide to our customers, and as we get further feedback in the months ahead, customers can look forward to additional improvements this year.

On March 18th, we celebrated National Transit Employee Appreciation Day. I resolutely believe that the 47,00 team at New York City Transit is the best in the business, delivering faster, cleaner, safer service to over five million customers 24 hours a day, 7 days a week, 365 days a year. To show my appreciation, I was proud to spend the entirety of March 18th in the field, visiting with members of the New York City Transit Team on the job, from Michael J Quill Depot before the sun rose to the Consolidated Revenue Facility as collection agents began their evening shifts. My ask to customers is the same one that I shared in an announcement I recorded for the subway system celebrating employee appreciation – when you see a member of our NYCT team on the job, say thank you. They deserve it.

This month saw further progress on our borough-by-borough bus network redesign process. In Queens, where we released the Proposed Final Plan for more robust bus service in December 2023, we announced an extensive public consultation process, bringing information and opportunities to provide feedback on the redesign to communities across the borough. We also now have available for download the schedules written for the Proposed Final Plan which populate our Future Trip Planner tool. Queens is our most bus-reliant borough, and its 800,000 daily customers will be able to move around the borough and the city faster on this new bus network. To the teams at Operations Planning and the Department of Buses who have continued to advance this project, thank you!

Finally, March is Women's History Month, and at New York City Transit, I am proud of our progress on gender equity in our workforce and in leadership positions. There is work to be done to reach true gender equity – but a sign of how far we've come is the thousands of women who move New York City every day throughout Transit, as well as women serving in every sector of Transit leadership now and in the recent past, including a female SVP of Subways and two NYCT Presidents. We celebrate our female colleagues and will continue to push for equity at NYCT.
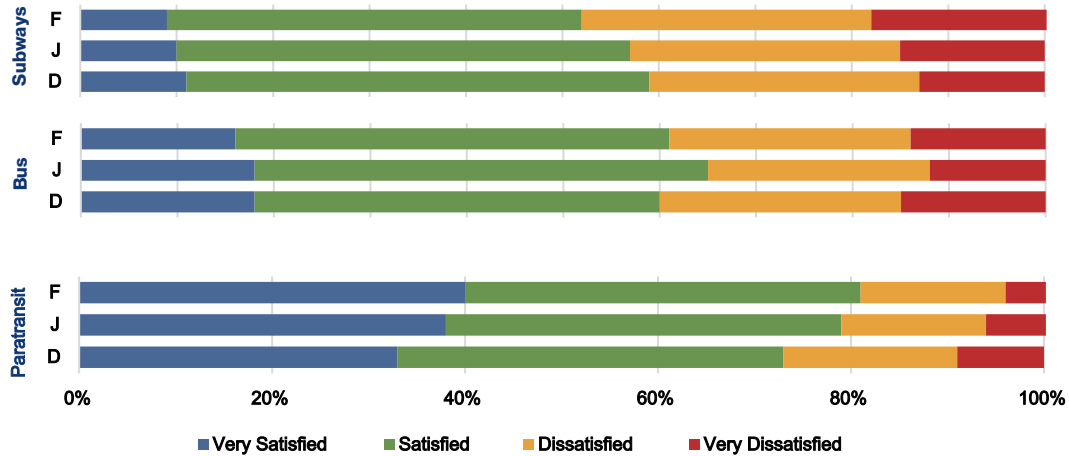
Through a combination of risk management and continuously improving Agency initiatives, we will always demonstrate our ability to overcome adversity and emerge stronger than ever before.

Looking ahead, we recognize that challenges will continue to evolve as our city continues to change. However, by remaining vigilant, adaptable, and committed to our core values, I am confident that we will continue to prioritize the safety and well-being of all who entrust us with their daily commutes and simultaneously reach our operational goals.
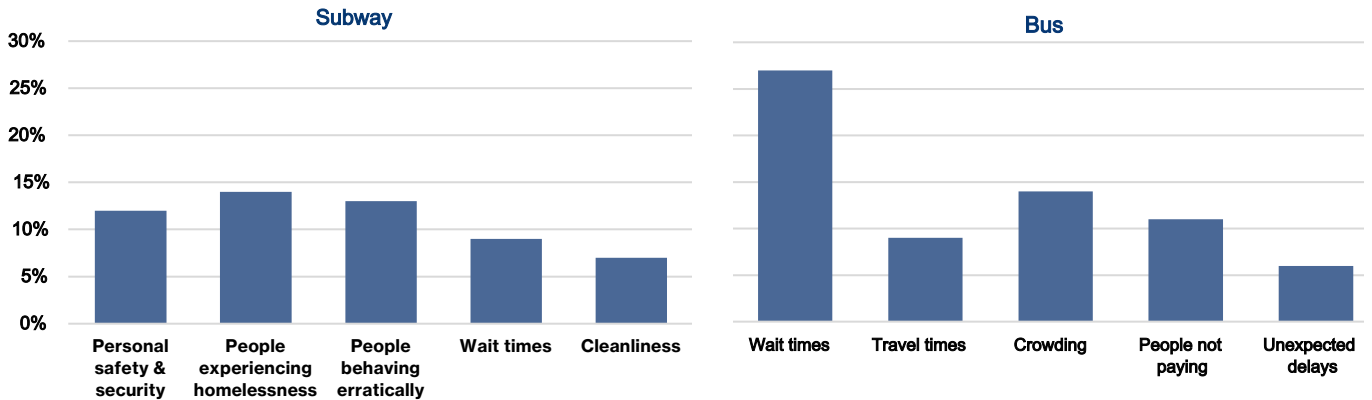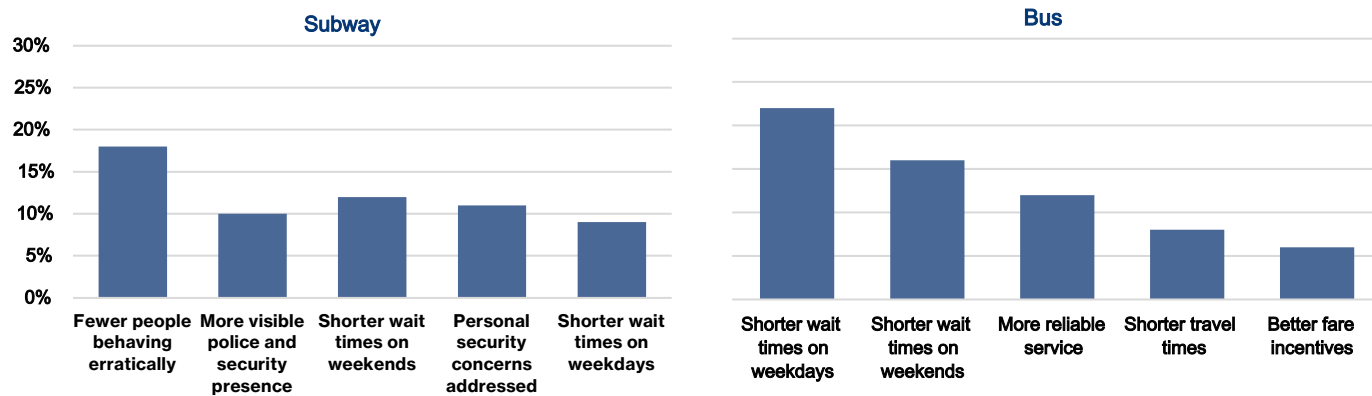
Monthly Pulse Survey Results - February

How satisfied are you with your transit experience?

Legend: ■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

What needs to improve to increase your satisfaction?

Subway: Personal safety & security, People experiencing homelessness, People behaving erratically, Wait times, Cleanliness

Bus: Wait times, Travel times, Crowding, People not paying, Unexpected delays

What would encourage you to ride more often?

Subway: Fewer people behaving erratically, More visible police and security presence, Shorter wait times on weekends, Personal security concerns addressed, Shorter wait times on weekdays

Bus: Shorter wait times on weekdays, Shorter wait times on weekends, More reliable service, Shorter travel times, Better fare incentives
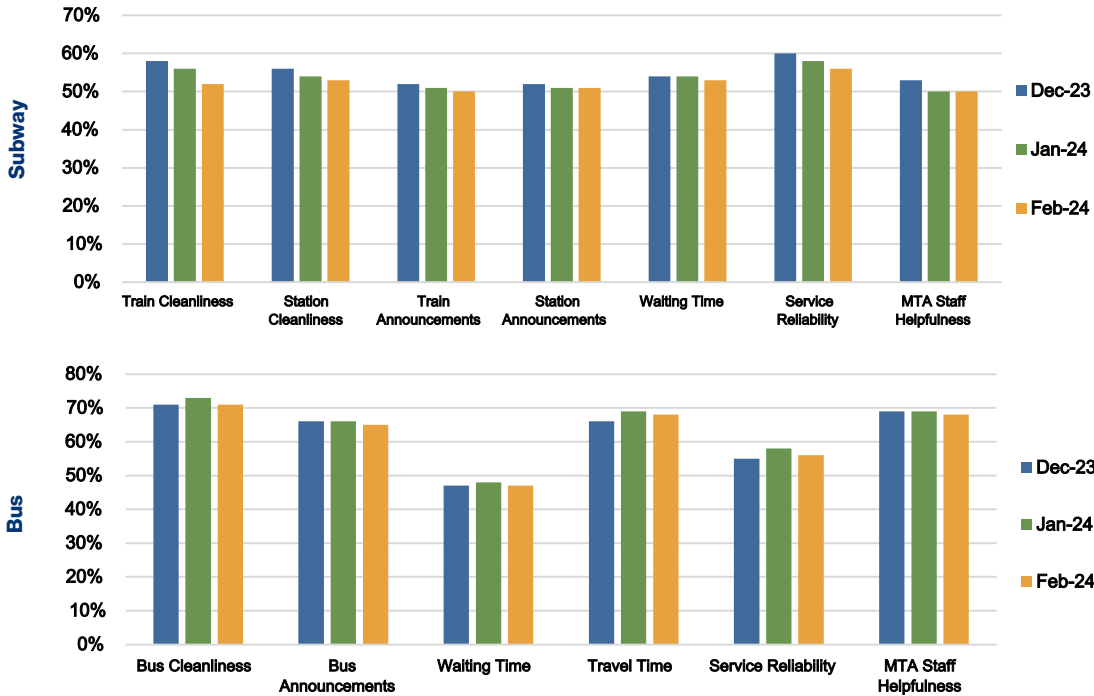
Key Customer Experience Indicators

How satisfied are you with each of the following attributes?

Includes customers who were very satisfied or satisfied

Subway chart (Dec-23, Jan-24, Feb-24): Train Cleanliness, Station Cleanliness, Train Announcements, Station Announcements, Waiting Time, Service Reliability, MTA Staff Helpfulness

Bus chart (Dec-23, Jan-24, Feb-24): Bus Cleanliness, Bus Announcements, Waiting Time, Travel Time, Service Reliability, MTA Staff Helpfulness

Data Review

The overall subway satisfaction rate for February is 52%, down 5 points from January. Furthermore, overall line satisfaction (53%) and station satisfaction (56%) decreased by 4 and 3 points, respectively, from the prior month. Feeling safe on trains (54%) decreased by 4 points, and safety in stations (54%) decreased by 3 points. Quality of life issues remain prevalent to customers as people experiencing homelessness, as well as people behaving erratically, are the most mentioned improvement items in February.

Overall bus (including Express) satisfaction in February is 61%, down 3 points from January. Local Bus (Local/Limited and SBS) satisfaction is 61%, down 4 points, while Express Bus satisfaction (71%) increased by 6 points. Local Bus Route satisfaction decreased 3 points while Crowding satisfaction decreased 2 points; all other key attributes were consistent with last month. For express buses, Crowding satisfaction increased 6 points to 75%.

Access-A-Ride (Paratransit) satisfaction in January is 80%, a 1-point increase from January. At the borough level, satisfaction ranges from 79% of Bronx customers to 84% of Staten Island customers. All key attributes were consistent with January, including 77% satisfaction with Driver Helpfulness and 74% satisfaction with On-Time Pick Up.

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

January and February fare evasion data not yet available

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

January and February fare evasion data not yet available

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

Data Review

Paid weekday subway ridership averaged 3.59 million, up from 3.45 million in January. Annual growth versus February 2023 stands at 1.9%, though it was a stronger 3.9% for midweek good weather days. If February fare evasion rates match 4th quarter 2023 rates (13.3%), total ridership would be 4.14 million for the average weekday and 4.36 million for the average midweek day. It is worth noting on February 14 (Valentine's Day) a new post-pandemic high was set for paid subway ridership for a single hour, with 430,401 from 5pm to 6pm.

February paid weekday bus ridership also rose from January, from 1.19 million to 1.25 million.   However, this represents a 10.6% decrease from February 2023 paid ridership, as rising fare evasion continues to present a significant challenge. If February fare evasion rates match 4th quarter rates (46.1%), average weekday ridership would be 2.32 million.
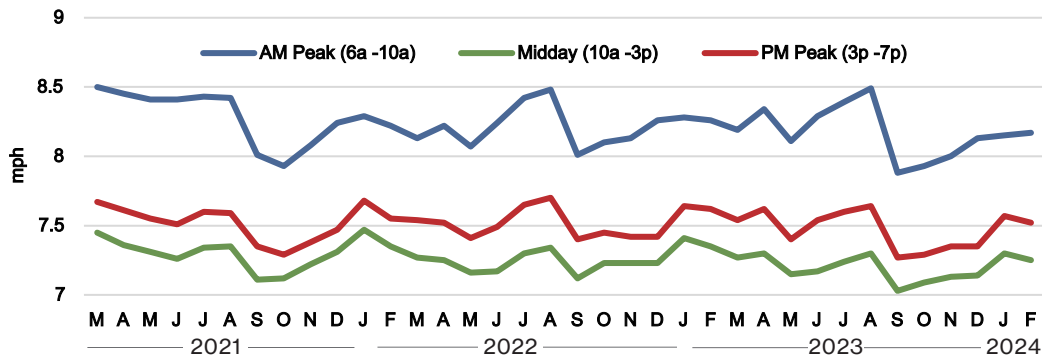
Bus Service Delivered

The share of scheduled buses that are actually provided at the peak load point during peak hours
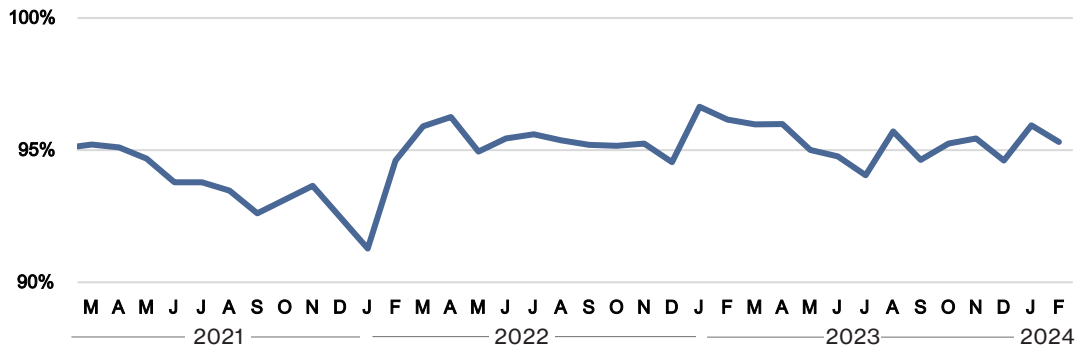
Bus Speeds, by Time of Day

The average speed of all NYCT & MTA buses

Data Review

February 2024 Bus Performance showed a slight decrease compared to February 2023 and January 2024 primarily due to winter weather. The February 13 snowstorm and the day after posed many challenges in bus operations. This February, New York City had snowiest day after more than 700 days without measurable snowfall. February Service Delivered was at 95.3%, down by 0.9% from last year and down (0.6%) from the previous month. On a 12-month average, it remained about the same at 95.2%. Customer Journey Time Performance (CJTP), at 73.2%, was down 2.7% compared to last year and down 1.4% from the previous month. Additional Bus Stop Time (ABST) showed a bit of an increase by 18 seconds from last year and 8 seconds from the previous month. A similar increase for Additional Travel Time by about 10 to 11 seconds from the same periods. Bus Speeds remained stable at 8.1 mph.

Moving Forward

The nation's busiest bus system operates smoothly around the clock, thanks to the
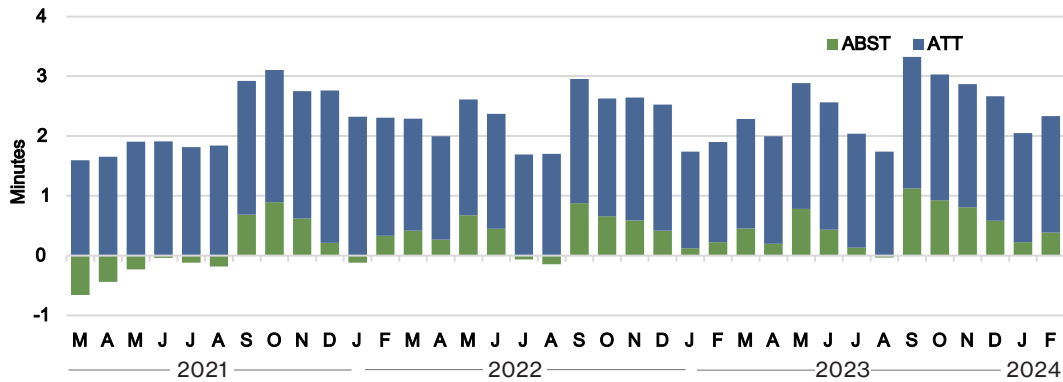
## Additional Bus Stop Time + Additional Travel Time

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, February 2024

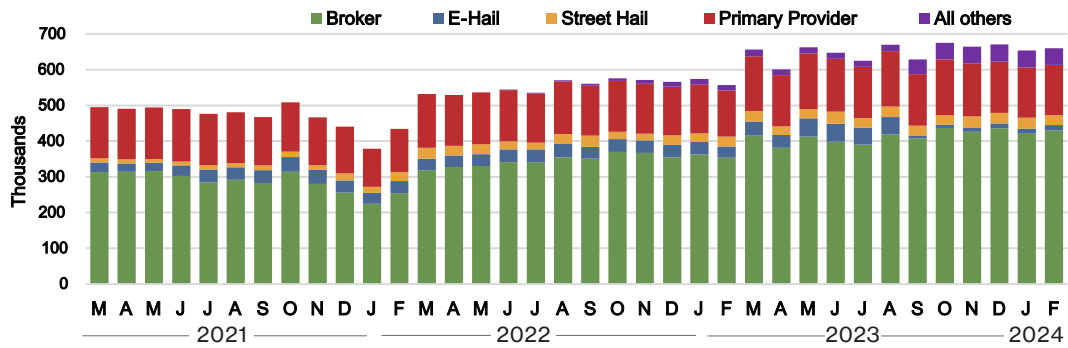*The share of customer trips with a total travel time within 5 minutes of the scheduled time*
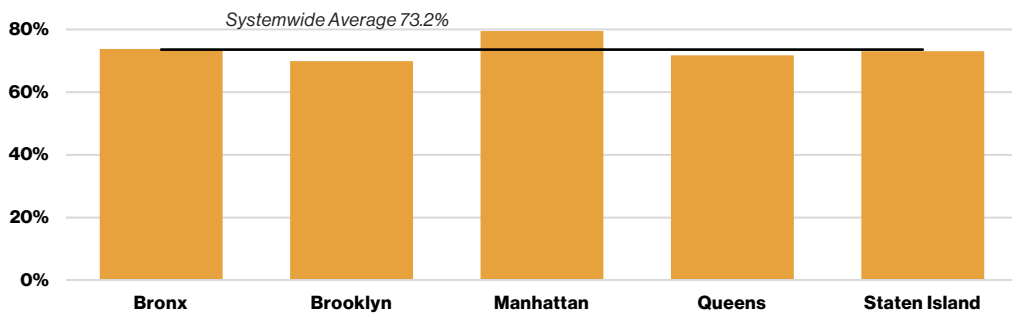
tireless efforts of 18,000+ individuals in Buses. On March 18, we observed National Transit Employee Appreciation Day, taking the chance to express our gratitude to all transit employees for their dedication to excellence and unwavering commitment. Particularly, frontline workers like bus operators are recognized for their professionalism, and resilience and this has not gone unnoticed by the two million New Yorkers who ride our buses every day.

To enhance safety for both operators and customers, we are piloting security monitor screens on over 100 buses this year. The buses with this security technology enhancement will be deployed to routes with the highest rates of assaults and other misdemeanors that threaten the safety of our operators and customers. The pilot will involve the retrofit of a high-definition LCD customer-facing screen onboard buses. The screen will be positioned near the entry stairwell and will continuously stream, in real-time, live video feeds from the existing security camera infrastructure onboard buses. This technology enhancement leverages existing camera surveillance investments. Additionally, the monitor will provide multiple benefits, and most importantly, safeguard our operators and customers while ensuring reliable service.

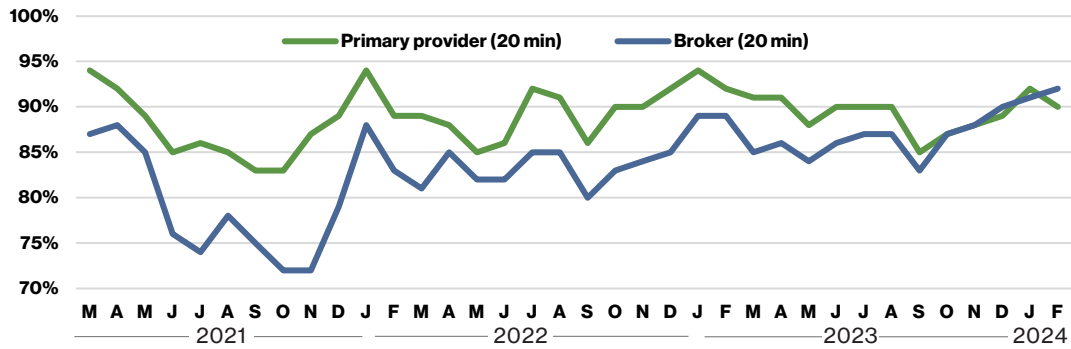## Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service

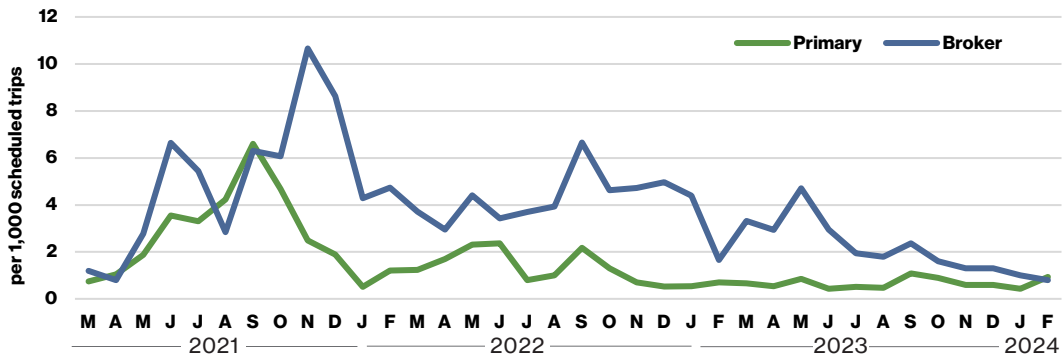Legend: Broker, E-Hail, Street Hail, Primary Provider, All others

Y-axis: Thousands (0–700)

X-axis: 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, 2021 — 2022 — 2023 — 2024

Paratransit On-Time Performance

The share of paratransit customers who are picked up within 20 minutes of schedule

Legend: Primary provider (20 min), Broker (20 min)

Y-axis: 70% – 100%

X-axis: 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, 2021 — 2022 — 2023 — 2024

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

Legend: Primary, Broker

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

X-axis: 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, 2021 — 2022 — 2023 — 2024

Data Review

Total ridership in February 2024 increased by 143,000 (or 17.8%) when compared to February 2023, continuing the trend of significant ridership increases year over year. For the category of On-Time Performance, our primary carrier service completed 90% of trips within the 20-minute pickup window from promise time, down 2% from last year. On broker service, we completed 92% of trips within the 20-minute pickup window from promise time, up 3% from last year despite significantly higher trip volume.

On primary carrier service, the No-Show Rate for performance increased by 0.51 per 1,000 scheduled trips to 0.94, considerably better than our goal of 3.0. For broker service, the result for January 2024 was 0.80 no-shows per 1,000 scheduled trips, also better than our goal of 3.0. Primary carrier no-shows has increased by 0.23 per 1,000 trips (or 32.4%) and broker no-shows has decreased by 0.86 per 1,000 trips or (51.8%) when compared to February 2023.

In February 2024, 98% of all calls were answered, and the average Call Answer Speed increased by 2 seconds when compared to January 2024 and decreased by 31 seconds or (64.6%) when compared to February 2023.

Moving Forward

We are pleased to see significant improvements in our key performance indicators as the demand for AAR service continues to increase. On March 1, we successfully implemented our new phone system to provide our customers with a more direct route to assistance. This change will help to improve the overall customer experience.

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.
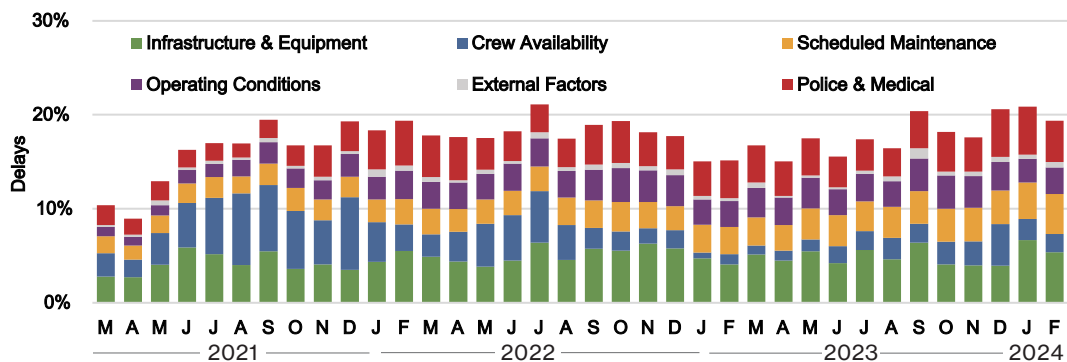
Subway Service Delivered

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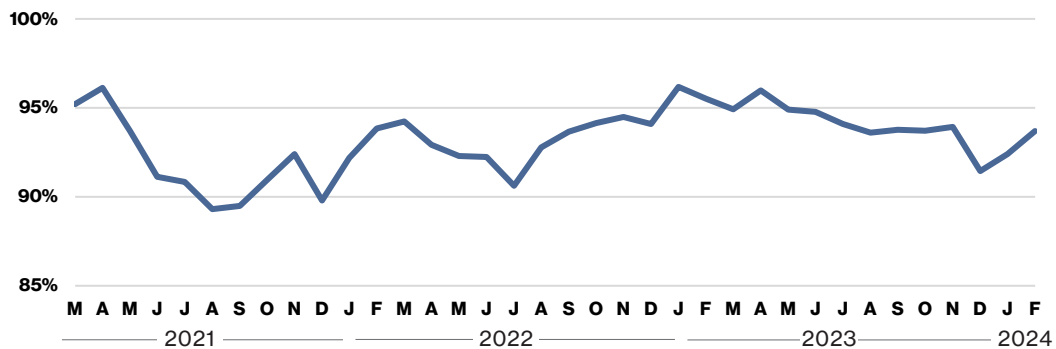
Subway Delays

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 February 2024, weekday On-Time Performance (OTP) was 80.6%, up 1.6 points from January 2024. In February, the percentage of customers arriving at their destinations within five minutes of schedule (CJTP) rose to 83.9%, which is 0.5 points more than the previous month. Additional platform time (APT) decreased to 82 seconds, while additional train time (ATT) decreased to 33 seconds. Weekend performance in February dipped; 77.8% of trains arrived on time in February, down from 84.6% in January.

Moving Forward

Safety remains a critical priority for the Department of Subways. With 4.5 million daily riders and 1.5 assaults occurring per day, we aim to safeguard both our customers and our employees. We recently launched a platform edge barrier pilot, where we will have railings at several stations in the system to monitor usage and protectiveness. Our aim with this pilot is to limit track intrusions. We also launched a No Standing Zone Pilot at 125 Street
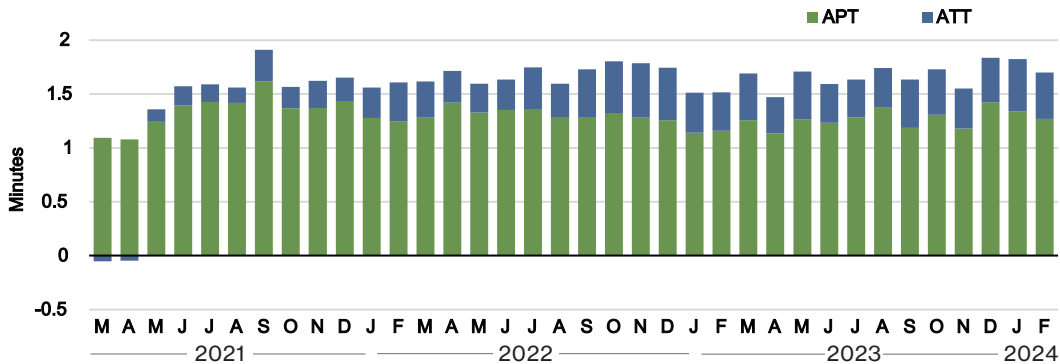
## Subway Additional Platform Time + Additional Train Time

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
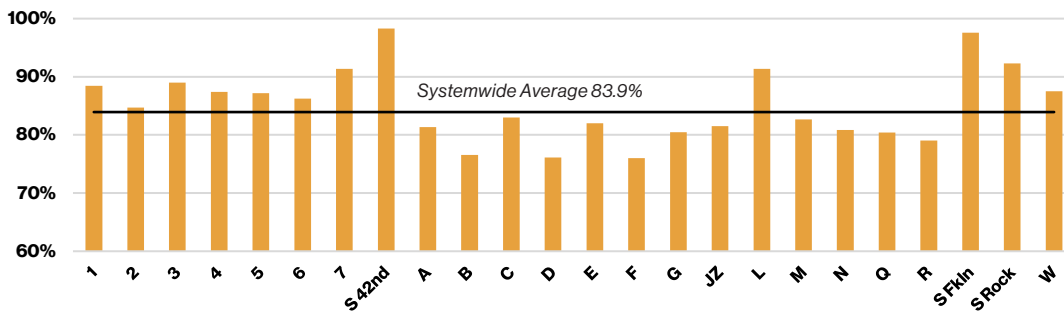

Station near the conductors' booth, so that our conductors can feel safe as they make announcements and survey the platform when their train pulls in. Over the course of the next several months and years, we will increase the number of cameras on trains and in our stations. This will strengthen our ability to ensure justice is served when heinous acts occur on the trains and will also act as a deterrent for most potential bad actors. We are currently scoping out plans so we can also create timelines to have cameras in the conductor's cab and on platforms facing the conductor's cab to ensure the safety of our employees as well. Lastly, we will continue to make announcements at every station where there is a police precinct, as well as when officers are on the platform, so our customers know where the authorities are should they need them.

Elevator Availability

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

Legend:
- Total Elevator Availability (%)
- NYCT Elevator Availability (%)
- 3rd Party Elevator Availability (%)
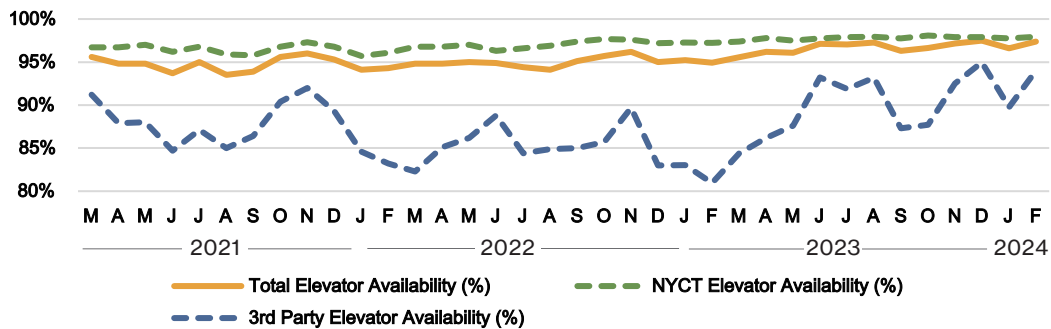
Accessibility Update

We are thrilled to announce that, earlier this month, our partners at Access-A-Ride (AAR) began piloting OMNY contactless fare payment as an option for AAR customers. This pilot will give a small group of AAR customers the option to set up an OMNY account and have the cost of their AAR trips automatically drawn from that account after trip completion. That means no longer needing to carry $2.90 in exact change for each ride – though cash will remain an option for AAR customers who choose to use it. With OMNY, AAR customers will also have a single card that serves at both their ID for AAR trips and their fare payment card for subway and bus trips, rather than having to carry a separate AAR ID and MetroCard. We are starting with a small pilot to ensure every new process runs smoothly before beginning to roll out OMNY to all 170,000 AAR customers.

February was also a month of milestones for Subway accessibility. We were thrilled to see the first R211T open gangway cars hit the tracks with enhanced accessibility features including brighter lighting, large floor decals and yellow seats marking the priority seating areas, and of course the open-gangway design. Additionally, the Department of Subways completed a multi-year project to install yellow detectable warning strips (DWS) on the edges of more than 50 subway platforms over the past two years. We appreciate the partnership with Department of Subways and will continue toward our goal of having DWS at every station platform through our Capital program.

Finally, Tremont Ave 🅱 🅳 was announced as fully accessible in February. Three new elevators were placed into service, along with accessibility improvements at the platforms and other state of good repair work including stair upgrades. This station marks the 149th ADA accessible subway station, making 30% of Subway and Staten Island Railway system accessible, as well as over 50% of our highest ridership stations. We look forward to more accessible station openings this year, and note that timely launch of the Central Business District Tolling Program is vital for the continuation of ADA projects, particularly at the current rate of 10 new accessible stations per year.

2024 Operating Revenue & Expenses, February 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	671.0	651.7	(19.3)	34.9	27.5	(7.4)	1.1	1.0	(0.1)
Farebox revenues	556.6	530.8	(25.7)	31.6	26.8	(4.8)	0.7	0.6	(0.1)
Other revenues	114.4	120.9	6.5	3.3	0.7	(2.6)	0.4	0.4	(0.0)
Total non-reimbursable expenses	1,580.1	1,626.6	(46.5)	162.2	141.4	20.8	13.0	12.2	0.9
Labor expenses	1,209.0	1,236.7	(27.7)	122.0	109.6	12.3	10.4	9.7	0.7
Non-labor expenses	371.1	389.9	(18.8)	40.3	31.8	8.4	2.7	2.5	0.2
Non-cash liabilities	375.1	354.2	20.9	33.4	9.5	23.9	2.9	4.0	(1.0)
Net surplus/(deficit) - accrued	(1,284.3)	(1,329.1)	(44.8)	(160.7)	(123.5)	37.3	(14.8)	(15.2)	(0.3)

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	45,198	43,402	1,796	3,870	3,628	242	368	341	27
Reimbursable	4,760	3,717	1,043	38	36	2	54	18	36
Total Positions	49,958	47,119	2,839	3,908	3,664	244	422	359	63

Data Review

Farebox revenue was unfavorable to the Budget by $30.7 million primarily due to lower paid subway and bus ridership than projected. Other Revenue was $3.9 million favorable to the Budget mainly due to favorable timing of paratransit reimbursement. Expenses were over the Budget by $24.9 million. Labor expenses, including fringe benefits, were unfavorable by $14.6 million driven largely by overtime requirements related to vacancies. Non-labor expenses were unfavorable by $10.2 million mainly due to unfavorable timing of paratransit service contract expense and fleet purchase, maintenance contract; and higher than projected obsolete material and supplies offset by lower energy cost related to price and timing of the charges.

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.

Reduced-Fare OMNY Presentation

On Thursday, March 7, NYS Senator Brad Hoylman-Sigal joined the MTA Government & Community Relations Team for a Reduced-Fare OMNY presentation at Penn South in Chelsea. Over 100 Penn South residents attended the in-person and virtual event for an overview of the OMNY fare payment program and the benefits of switching to Reduced-Fare OMNY from Reduced-Fare MetroCard.

TransitTalk at 125th St Station

On March 5, the TransitTalk team joined NYCT President Davey and Subways' Stations VP & Chief Officer Sheila Hutson at 125 St ②③ in Manhattan to meet and greet customers. Members of the City's Fair Fares Program and IDNYC were also in attendance, providing customers with information about their programs.
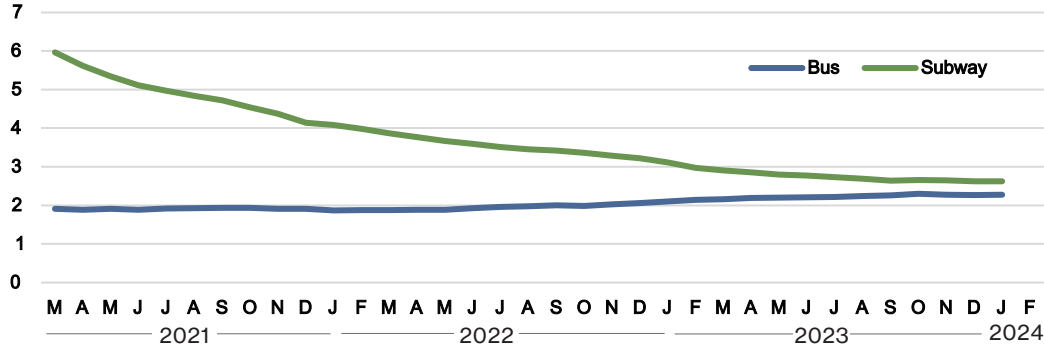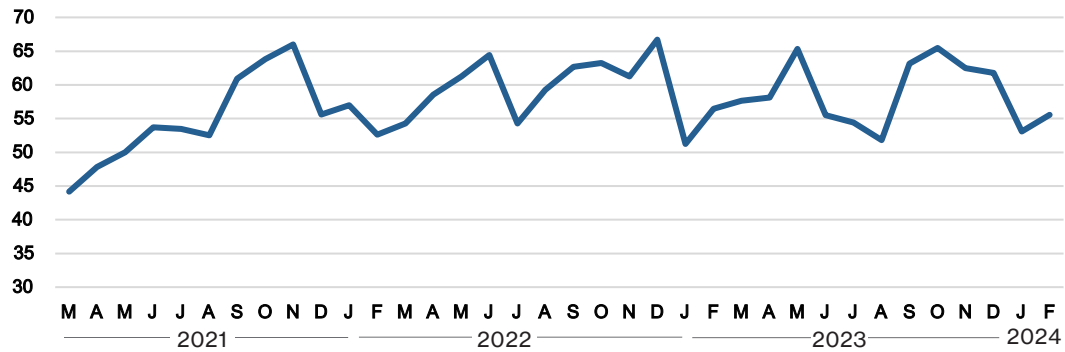
Customer Accident Rate

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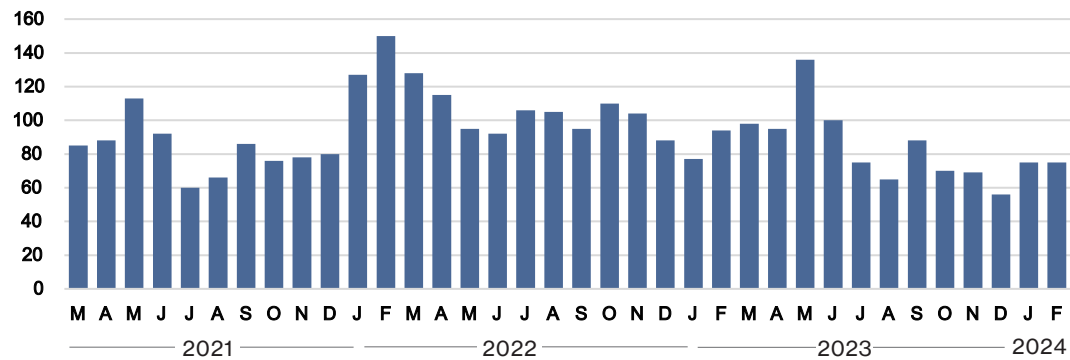
February data not yet available

Legend: Bus, Subway

Bus Collision Rate
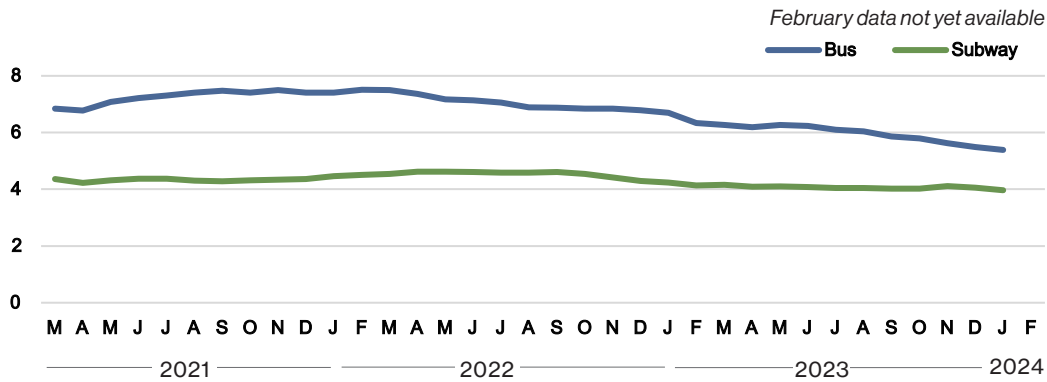
The number of bus collisions per million miles

Subway Fires

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

Employee Lost Time Accident Rate
The number of reportable employee lost time accidents per 100 employees (12-month rolling average)

February data not yet available

Assaults and Harassments Against NYCT Employees
Assault, under NYS penal law, requires physical injury. Harassment involves actions that annoy or alarm with no resulting physical injury

February data not yet available

Data Review & Moving Forward

Subway Customer Accident Rates decreased when comparing the most recent 12-month period to the previous one.

Bus Collision Accidents decreased slightly, but Collision Injuries and Customer Accidents increased, when comparing the most recent 12-month period to the previous one.

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

For the rolling 12-month basis, Subway Fires decreased when comparing periods ending February 2024 and February 2023. It is also worth noting that Monthly Fires for February 2024 (75) decreased when compared to the same month in the previous year (94).
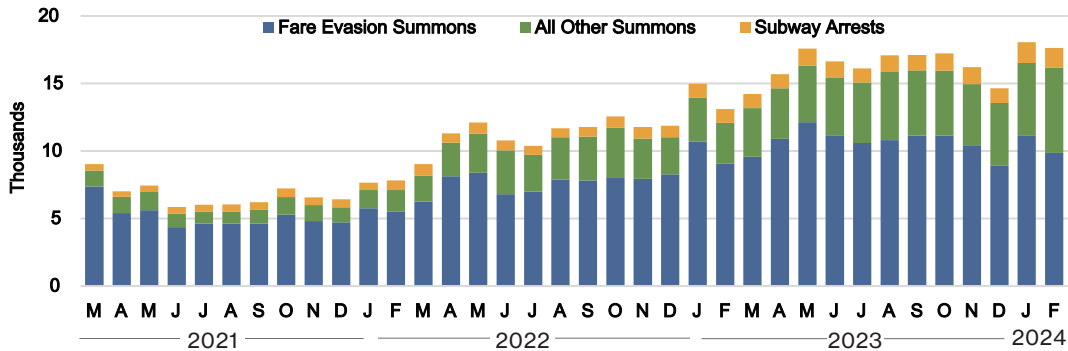
Major Crimes Against Subway Customers

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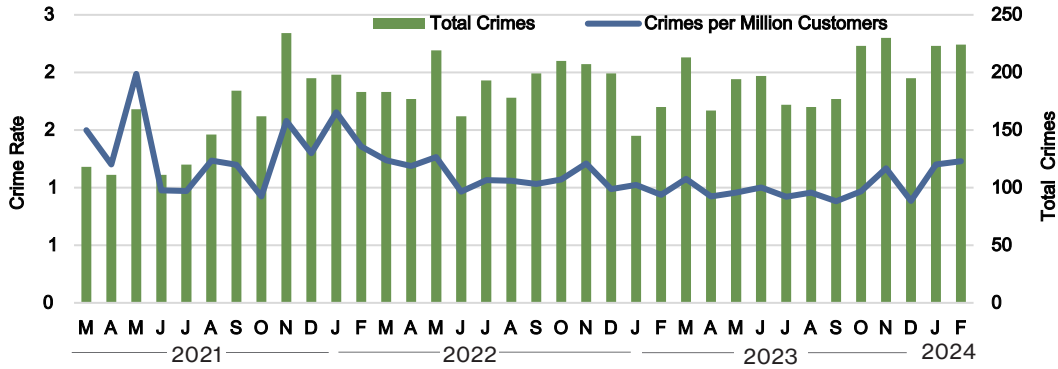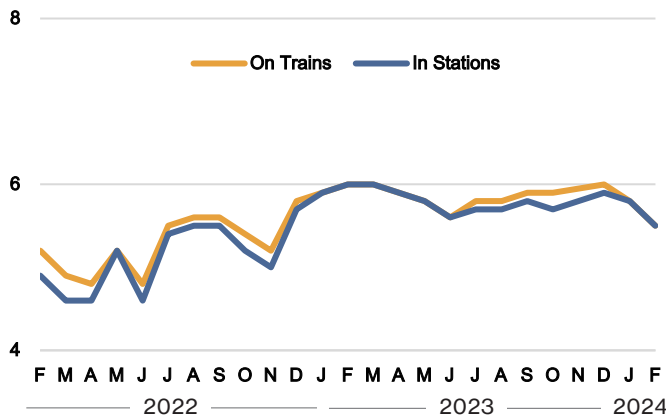

NYPD Summonses & Arrests

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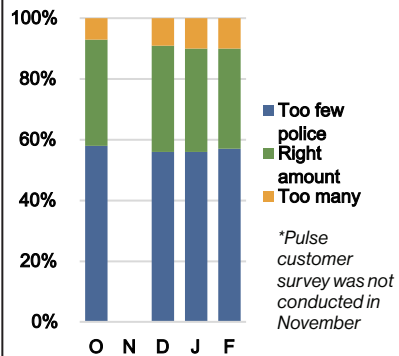

Perception of Safety and Police Presence

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 customer survey was not conducted in November

SAFETY AND SECURITY

Data Review

In February 2024, Major Felony Crime was down 34% month over month (versus January 2024) and down 15% from the comparative month a year prior (February 2023). Crime also decreased 21% when compared to the 2023 monthly average. Crimes per Million Rides decreased 33% from January 2024 and decreased 16% compared to the 2023 monthly average (normalized for ridership trends and days per month).

The above figures represent a decline in crime both month over month and year over year. Our collaborative efforts to combat the rise in crime noted in January seems to have shown an effect. We continue to work with our law enforcement partners on quality of life, enforcement, and crime control initiatives and hope to see this downtrend continue.

Our primary policing agency in NYCT Subways, the NYPD, continues to use enforcement methods as appropriate. Their summons and arrest activity are up versus February 2023 and the 2023 average, but down slightly compared to January 2024. This indicates that their officers continue to engage and enforce MTA Rules & Regulations as well as NYS law. Further, this shows their creative and innovative policing techniques go beyond strict metrics on enforcement activity.

Moving Forward

We are very encouraged to see our crimes per million rider figures trend down year over year. The long-term effects of our initiatives show that our proactive crime, security, and safety programs are working as designed. Further, it shows that many of our new crime and quality of life initiatives are directly effecting change in the system. Yet, crime and disorder in our system continues to be a dynamic issue and remains a top priority for the MTA. Although we saw a drop in crime in February, the MTA and their law enforcement partners will not grow complacent.

The MTA remains committed to crime reduction and a safe environment for our customers and employees. We will continue to promote City, State, and Federal partnerships and long-term strategies towards crime and incident reduction. We look forward to continuing our progress throughout 2024.

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All About Paratransit (AAR)

New York City Transit is not only responsible for delivering the largest subway and bus networks in North America; every weekday, over 35,000 New Yorkers get around the city using Access-A-Ride, NYCT's paratransit operation. On its own, New York City's Paratransit operation would be a transit system that is larger than those seen in large cities like Charlotte or New Orleans. Providing high-quality service to our thousands of daily Paratransit customers is crucial, especially in a transit system that is progressing towards increased subway station accessibility at a historically rapid pace but still has work to do to deliver systemwide accessibility. The past several years has seen historic growth in Paratransit's performance, as rapidly growing ridership and surging customer satisfaction ratings have seen record after record fall. Paratransit was the first mode at NYCT to exceed the monthly North Star Goal.

How'd the Paratransit team do it? To start, it's helpful to refresh the mandate of service that Paratransit offers to NYCT customers. Under the Americans with Disabilities Act (ADA), transit agencies are required to provide complementary paratransit service to offer a "safety net" for individuals who, because of their disabilities, unable to use fixed-use service. Historically, Access-A-Ride, NYCT's first party paratransit service, has been designed to meet the ADA and Federal Transit Administration's (FTA) shared-ride, safety net requirements, and generally has done so. While NYCT has, on many measures, exceeded FTA requirements on fares and capacity constraints, the paratransit services that have been historically provided have lacked the level of service reliability, flexibility, and spontaneity that would enable customers to access all that the city has to offer, from medical appointments, healthcare, recreation, to social opportunities.

To deliver on these customer needs while continuing to improve upon the safety net services that it currently provides, Paratransit has undertaken an across-the-board effort to improve service quality and customer experience. Improvements have been delivered at every step of a customer's journey, starting with a speedier, more on-demand booking process and ending with timely pick-ups and drop-offs. Crucially, these improvements have been delivered on both NYCT's first party Access-A-Ride services and through third-party brokers who provide an essential supplement to the blue and white vans New Yorkers so often associate with Paratransit.

All About Paratransit (AAR) (con't)

A quality customer experience starts with a quality booking experience. Historically, Paratransit trips have been booked via a phone booking process that is not 24/7 and relies upon call center support. This booking process is crucial for many customers, but for others, it was insufficient in terms of speed, ease of booking, and all-day availability. Over the past several years, Paratransit has stepped up its focus on the online booking process, with the myAAR booking process bringing the booking process directly to customers on the MTA's website and via the MTA App. By putting online booking front and center and improving the online booking experience, the share of paratransit customers booking their own trips via myAAR has jumped from 5% to 13.5%. Transitioning customers to online booking both empowers those who wish to book their own trips, it has also freed up critical call center capacity for the majority of customers who currently still book their travel by phone. Targeted enhancement to the phone booking process in 2023 saw improvements in average pick-up time and average talk time per reservation. In February, the average pick-up time for booking calls was 17 seconds, beating NYCT's 60 second goal. A faster booking experience is a better booking experience. These enhancements have been noticed by customers: the single highest area of satisfaction growth has been in the travel reservation process. Further improvements to the booking and scheduling process can be expected this year, especially through planned upgrades to the Paratransit Scheduling Engine.

Overall journey performance has seen similar improvement to the booking process. Much of this has been realized by drilling down on key performance metrics with Paratransit's third-party broker services. Since 2018, these third-party providers have delivered a majority of paratransit trips, allowing for more service to be offered at a more efficient cost. By meticulously analyzing performance on a daily and monthly interval, and by prioritizing high-performing vendors in the trip scheduling process, Paratransit has seen service performance steadily improve. Critically, these improvements in timely pick-up and drop-off performance have enabled NYCT to implement a new, higher bar for a successful on-time journey. NYCT had previously adhered to the FTA-standard 30-minute On-Time Performance (OTP) window, but starting in Fall of 2023, that window was tightened to 20-minutes. This higher standard will better mirror the customer experience when assessing service quality for both Access-A-Ride and third-party services. Crucially, this higher standard of measuring OTP has seen service continue to improve. 20-minute OTP has consistently exceeded 90% since the fall, with 92% OTP in February. By continuing to drill in on key metrics and improve service quality, Paratransit aims to deliver 94% 20-minute OTP in 2024 and to build on February's no-show rate of .85 trips per 1,000, falling below the 3

All About Paratransit (AAR) (con't)

per 1,000 trip goal. Doubling down on the fundamentals with third-party vendors and delivering improvements to Access-A-Ride services – including debuting a new fleet of enhanced vehicles last year – has yielded real benefits to service quality.

The results in the past 12 months have been resounding. By executing upon its plan to improve service quality, increase flexibility, and enhance the booking process, Paratransit has seen customer sentiment and ridership surge to historic highs.

On ridership, Paratransit now consistently exceeds pre-pandemic levels, making it the first department at the MTA to reach this milestone. This trend has been building for several years – 2023's ridership was only beaten by 2019 and exceeded all previous years. Typical weekday ridership on Paratransit is now roughly 37,000 customers. We are delivering historically good service at a time where more customers than ever are riding.

On Customer Satisfaction, the story is similar. In 2022, NYCT was challenged to reach a North Star goal of 70% Customer Satisfaction. Historically, Paratransit Customer Satisfaction had lagged in the 40 and 50 percentiles. However, in 2023 and 2024, Paratransit has not only reached the North Star, it has consistently exceeded it. In February, Paratransit Customer Satisfaction was a record-high 80%. Better service has not only brought in more customers, it has made them happier too.

In 2024, the Paratransit team won't be resting on their laurels. While they continue to drive for better performance and customer experience using the tools at their disposal, the team will also seek to make progress on its vision for a paratransit service that can give New Yorkers the ability to live their lives with reliability, flexibility, and spontaneity. By integrating OMNY, customers will have the ability to pay using the same tap-and-go convenience that they currently have on subways and buses. The aforementioned scheduling engine will make the booking process even smoother and speedier. And the on-demand E-Hail pilot program, which is currently in its second phase, will continue to be analyzed for potential future expansion and enhancement. These projects will build on the strong performance of Paratransit by improving the customer experience and continuing to deliver excellent quality of service to tens of thousands of riders, every single day.

NOT IN SERVICE

WE MOVE NEW YORK

NYCT

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