

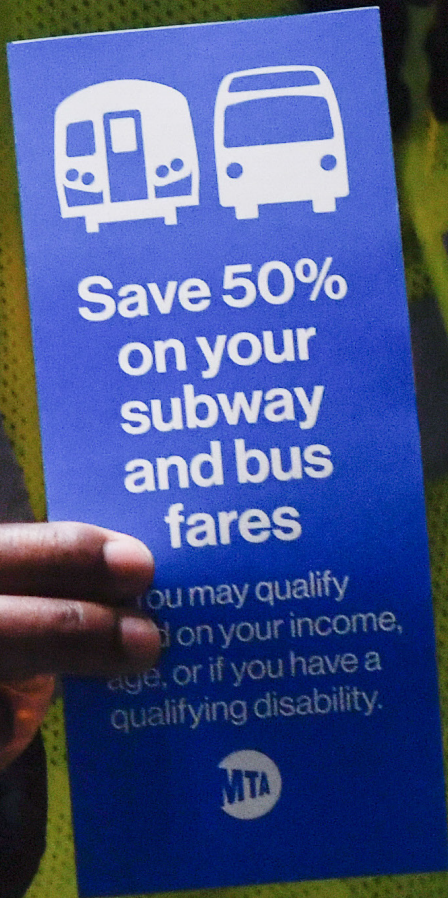


Welcome
Bienvenido
欢迎
어서 오십시오
Добро
пожаловать
vini

MTA Celebrating Station Agents

NEW YORK CITY TRANSIT KEY PERFORMANCE METRICS

April 2024



A station agent is handing a customer a pamphlet at Atlantic Av - Barclays Center for the “Day of Action” sign-up blitz for the NYC Fair Fares program. The program is in partnership with the Mayor’s Office of Public Engagement, the NYC Department of Social Services (DSS) and NYC Human Resources Administration (HRA).

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

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

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

Spring is in the air in New York City, and April has been a month of progress at New York City Transit.

Since we last met, New York City Transit closed March with an exciting new initiative, as we organized a successful inaugural Fair Fares Day of Action. Working with our partners in City Government, the MTA's Customer Services Team, and with assistance from our team at Stations, we held a city-wide signup blitz, with tabling happening at five locations, including four Customer Service Centers (CSC), bringing this outreach to every borough. I visited our Brooklyn site at the Atlantic Av-Barclays Center CSC with NYC DSS Deputy Commissioner Jill Berry, where we met with several New Yorkers who were learning about the program and enrolling in it on the spot that morning. The Day of Action was a new model, but I am pleased with how it went – we enrolled dozens of New Yorkers in this critical program on site, and we distributed thousands of fliers with more information on how to enroll later. We look forward to supporting more of these events in the future.

I am encouraged that the State Budget contains several provisions to centralize the role of Fair Fares in the fare evasion penalty process. Equity is central to our mission at the MTA to address fare evasion at its root causes, and offering individuals who are stopped for fare evasion the opportunity to enroll if they are eligible is a step in the right direction. Ultimately, we want every New Yorker to pay their fare, not a fine. As the City Budget process now kicks off, I am hopeful that we can see further expansions to Fair Fares eligibility, building on last year's elevation to 120% of the Federal Poverty Line. Transit is a tool of equity in our city, and programs like Fair Fares serves as a lifeline to New Yorkers who need it, connecting them to jobs, family, healthcare, and all the city has to offer.

We kicked off April with the opposite of an April fool's joke, as MTA Construction & Development President Jamie Torres-Springer and I met with  line customers to say thank you as we celebrated the on-time and on-budget completion of a major track reconstruction project on the 63rd St line. Projects like this are crucial to keeping our system in a state of good repair – they are the secret sauce that keeps the subway moving faster, cleaner, and safer every single day. Hundreds of thousands of customers rely on the 63 St Line every single day to get between Queens and Manhattan, and this project will deliver them real benefits. I was also pleased to hear real praise from many customers in Queens and Roosevelt

MESSAGE FROM THE PRESIDENT

Island for the **F** shuttle operation our Subways and Operations Planning teams executed during the project, which kept a subway connection in place for customers while this critical track work was completed. Work like this can be disruptive, something that is felt especially acutely in a city that is so proud of its 24/7/365 subway system, so I cannot thank our customers enough for their patience while we completed this work.

The near-total eclipse that New York City experienced on April 8 was an incredible sight. In New York I think nothing typified how people rely on transit, even during an eclipse, quite like the photos the MTA shared that showed that subway customers would rather stay on their train – jumping out to catch a glimpse at elevated stops and jumping back in to keep moving – while taking in this celestial event. We shared guidance in advance of the eclipse with frontline staff, especially our operators, to keep them safe throughout the event.

For our Subways team, April has been all about the customer experience. On April 9, we celebrated a full year of our over two thousand station agents delivering enhanced customer service outside of the booth. Agents had worked inside station booths since the age of the subway token, and much like a two fare-zone, much of what their initial role fulfilled has been modernized through changes in fare payment, culminating with OMNY. But we know that our customers want – and sometimes need – a helping hand in the subway system, be it to get around with confidence, to report an issue, for assistance at the vending machine buying or reloading their card, or just for a friendly greeting as they start their trip. Station agents have stepped into this role in the past year with great success. Don't just trust me, ask our customers, who rave about the experience of interacting with a station agent out of the booth: 78% of customers who do so are satisfied with their experience, and they're twice as likely to feel safe on platforms. The biggest difference: our customer commendations, which have shot up for station agents roughly 600% to 208 in the past twelve months.

In the year ahead, Subways will be building on this momentous innovation in customer service by making our 15 customer service centers more full-service, so customers can best leverage their benefits. Subways will also be doing more to introduce our over four million customers to their Group Station Managers by bringing them into stations for dedicated customer engagement sessions. As always, customer satisfaction is our North Star.

MESSAGE FROM THE PRESIDENT

We celebrate Earth Day in April, and New York City Transit kicked off our celebrations a week early, as we debuted the first ever battery-electric Access-A-Ride (AAR) van at an event in Bowling Green Park. This new vehicle, which entered passenger service on April 15, is the first of 15 electric vans and cutaway buses to enter service in a pilot program for AAR this year.

And this new debut comes at a time where we continue to experience surging ridership and consistently strong customer satisfaction on paratransit. Our average weekday ridership now approaches 37,000 customers, and we break weekly records for all-time ridership frequently. And this surging ridership has seen customer satisfaction consistently exceed the North Star goal and hover around 79 to 80%. Paratransit is delivering for its customers, and they are responding.

On Buses, we'd be remiss to celebrate Earth Month without talking about our ambitious transition to Zero-Emissions technology across our 6,000+ vehicle fleet. The team has been hard at work preparing three new depots for acceptance of our next tranche of 60 battery-electric buses, which will be coming online very soon. These are our first-ever 40-foot battery-electric buses in the history of New York City Transit, and crucially the majority of them will be delivered to depots outside of Manhattan. This next deployment will really kickstart our fleetwide transition to zero-emissions buses, with hundreds more arriving in the years ahead to even more converted and upgraded depots. This will be good for our customers – a green bus is a quiet bus, delivering a smooth ride – and for our city at large. Eliminating the diesel emissions from even hybrid buses will have a substantial impact on air quality, especially in neighborhoods surrounding bus depots. This conversion will be a win for environmental justice.

The next several months will be transformative for Buses, with these new buses arriving, Automated Camera Enforcement speeding up service soon, and Congestion Pricing slated to reduce traffic and speed up many of our highest-ridership routes in the traffic-choked Central Business District. Delivering excellent service and fully leveraging these opportunities will be crucial to reaching our North Star goals.

Safety in our subways remains top of mind for customers and our employees alike, and I have been encouraged by the consistent reduction in crime we have continued seeing into April. Crime over the last four weeks has been down over 30% compared to last year – which was also considerably



MESSAGE FROM THE PRESIDENT

lower than years past – and is now down for the year by over 5%. This is after a challenging January that saw crime rise compared to last year and was punctuated by several high-profile incidents. I'm a big believer in data, and the crime stats from the past several months show that the joint commitment of Governor Hochul and Mayor Adams to making our subways safer by surging NYPD officers, scaling up cameras, and expanding mental health response SCOUT teams has made a difference. Issues of safety and mental health remain the single most important drivers of customer satisfaction in the subway and remain committed to building on the improved safety momentum we have seen in the past several months.

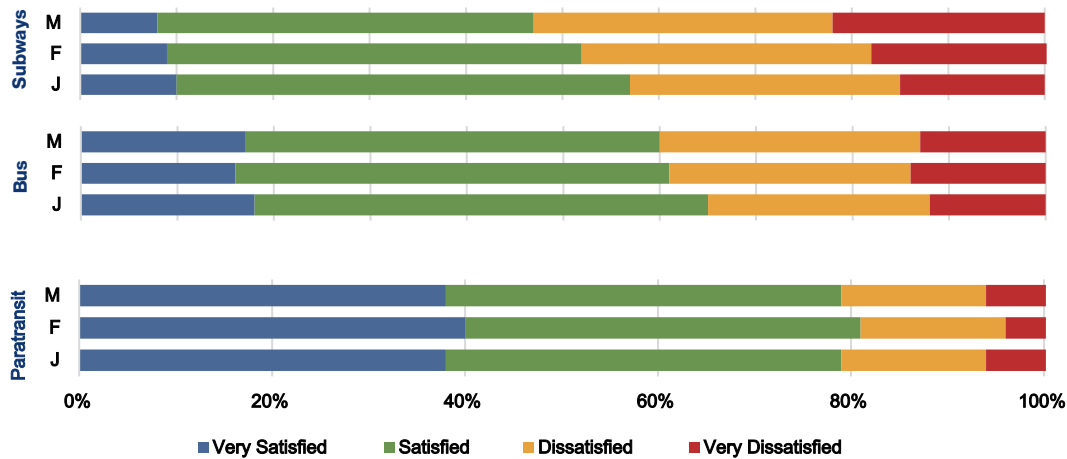
Safety for transit workers is essential. I have said countless times that nobody, especially a New York City Transit employee whose job literally involves moving our city, should go to work fearing for their safety. In the past several months, I'm pleased to share that our joint effort with labor partners to keep our workforce safe has shown encouraging progress. As of March, assaults of transit workers are down 36% compared to the same period last year, and harassments are down over 28%. This positive trend is among both subway and bus employees. That said, even one assault of a transit employee on the job is one too many. We will continue to stand firmly with our 47,000-strong workforce, many of whom work on the frontlines serving customers, to keep them safe on the job.

Finally, I am excited to share that our [Spring 2024 Customers Count Survey](#) is live for all MTA services, including Subway, Bus, Paratransit, and Staten Island Railway. This biennial survey provides an opportunity for tens of thousands of customers to give us their feedback on their subway and bus lines, their stations, and every other aspect of their experience riding with New York City Transit. I cannot say it enough – customer satisfaction is our North Star, and we pore over the results of these surveys to develop a strategy to improve upon things that customers tell us are lacking and scale up solutions to areas they tell us have improved. I hope everyone will take the survey before it closes – it really matters.

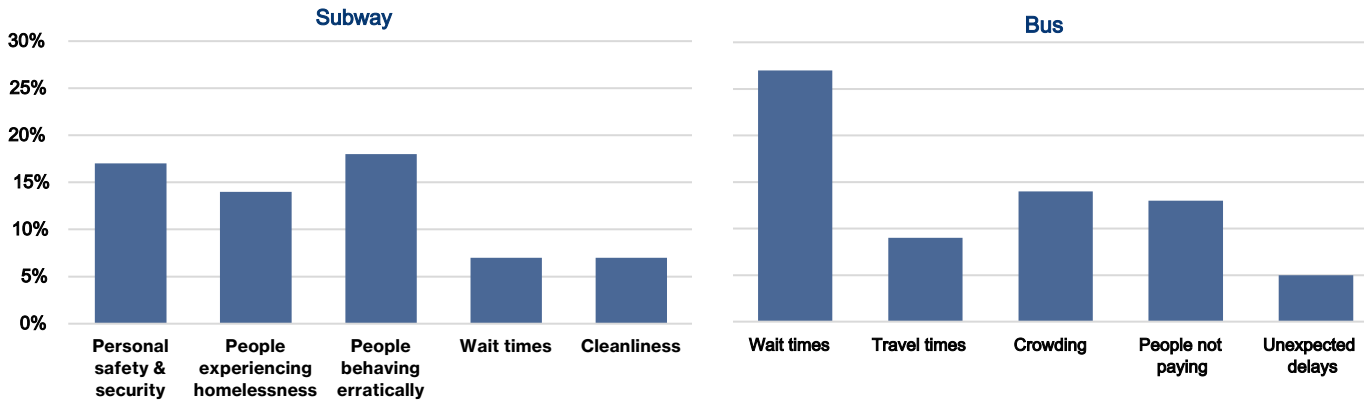
CUSTOMER SATISFACTION

Monthly Pulse Survey Results - March

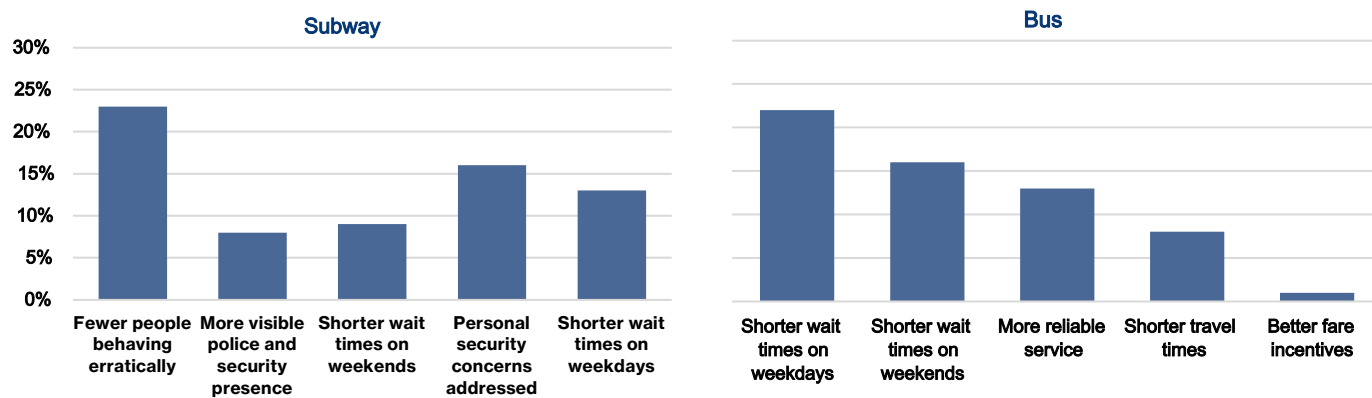
How satisfied are you with your transit experience?



What needs to improve to increase your satisfaction?



What would encourage you to ride more often?

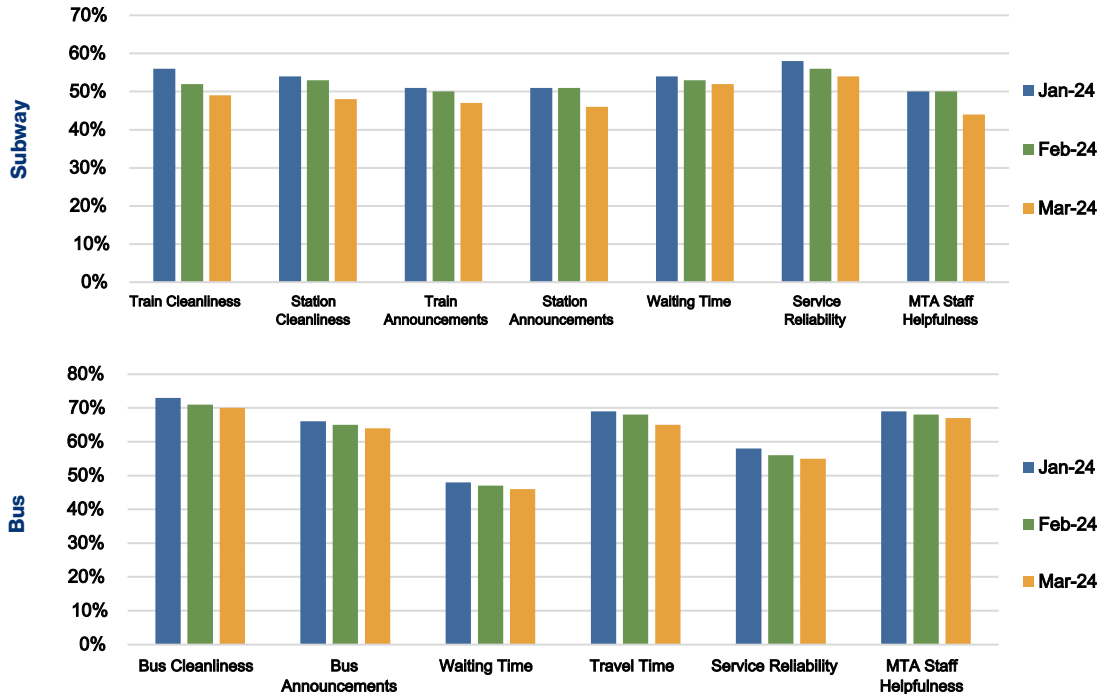


CUSTOMER SATISFACTION

Key Customer Experience Indicators

How satisfied are you with each of the following attributes?

Includes customers who were very satisfied or satisfied



Data Review

The overall subway experience satisfaction rate for March is 47%, down 5 points. Furthermore, overall line satisfaction (50%) and station satisfaction (52%) decreased by 3 and 4 points, respectively, from the prior month. The percentage of customers feeling safe on trains and in stations decreased by 9 points to 45%. Safety is a primary concern of customers as both people behaving erratically and personal safety and security increased significantly from February as what needs the most improvement.

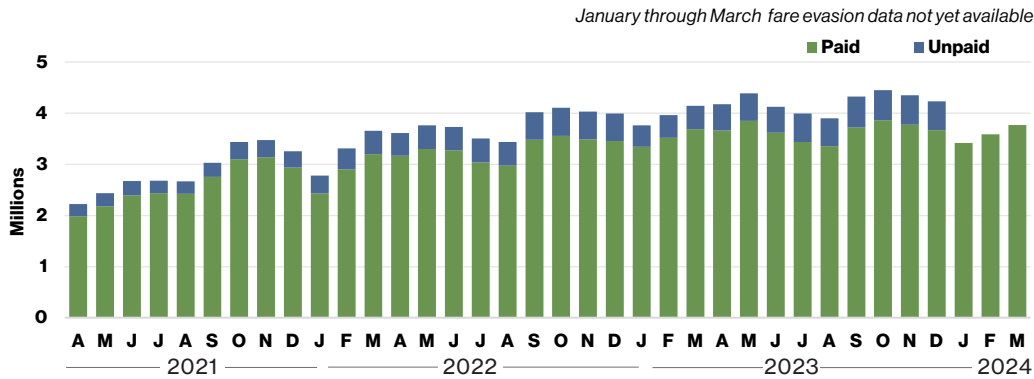
Overall bus (including Express) satisfaction in March is 60%, down slightly 1 point from February. Local bus (Local/Limited and SBS) satisfaction is 60%, down slightly from 61% in February. Local bus satisfaction with Cleanliness and Travel Times decreased 2 points, while all other attributes were consistent with last month. Express bus satisfaction in March is 69%, down 2 points from February.

Access-A-Ride (Paratransit) satisfaction in March is 79%, on par with February (80%). At the borough level, satisfaction ranged from 77% of Brooklyn customers to 82% of Manhattan customers. Satisfaction with On Time Pick Up decreased 5 points (to 70% satisfied) while all other attributes remained consistent with February.

RIDERSHIP

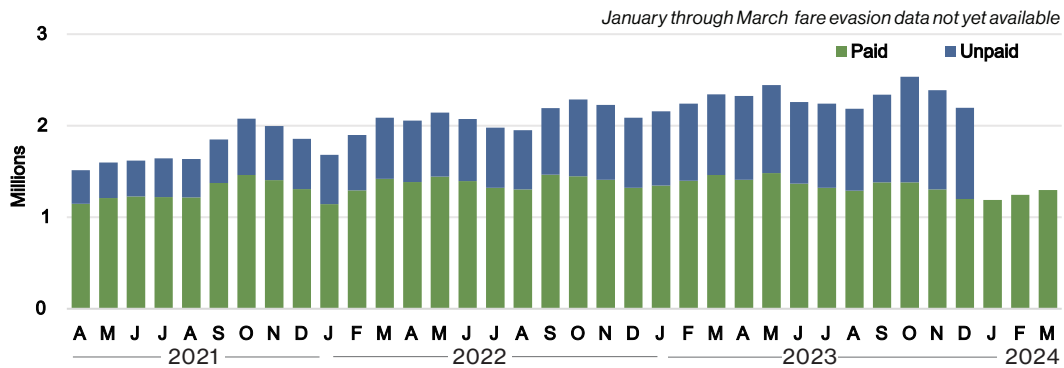
Subway Ridership

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



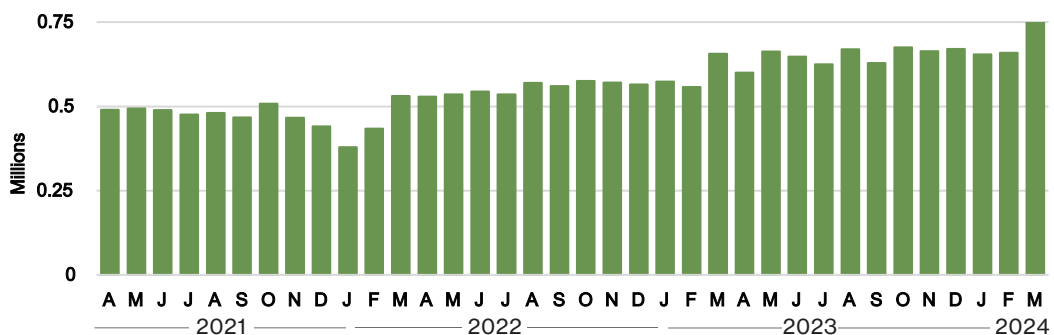
Bus Ridership

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

Paid weekday subway ridership averaged 3.77 million, up from 3.59 million in February. Annual growth versus March 2023 stands at 2.2%. Though as has been the longstanding trend, growth has been stronger on midweek days, when the average of 3.93 million was 3.1% higher than last March. If March fare evasion rates match fourth quarter 2023 rates (13.3%), total ridership would be 4.35 million for the average weekday and 4.53 million for the average midweek day. March also saw three days with paid ridership over 4 million, whereas last year that threshold was first met in late April.

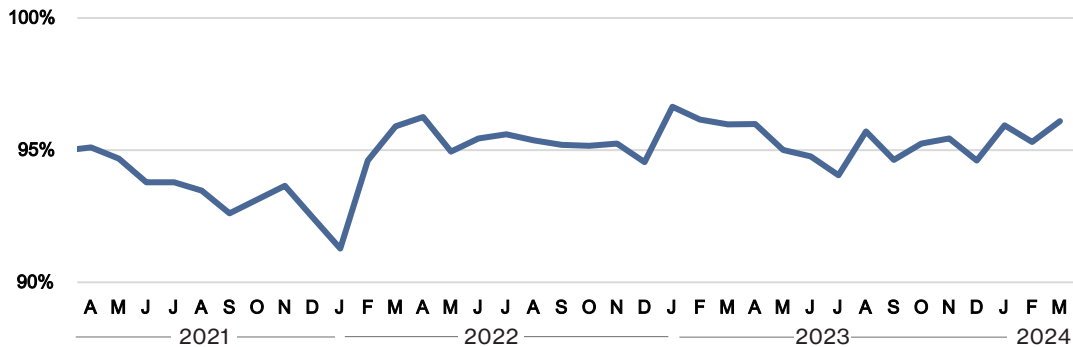
March paid weekday bus ridership also rose from January, from 1.24 million to 1.30 million. However, this represents a 11.1% decrease from February 2023 paid ridership, as rising fare evasion continues to present a significant challenge. With March fare evasion rates rising to 49.7%, total average weekday bus ridership is would be 2.56 million.



SERVICE PERFORMANCE

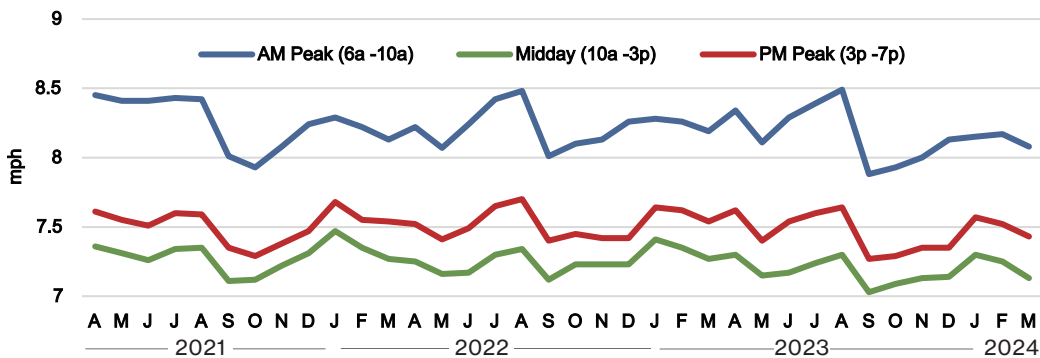
Bus Service Delivered

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 March remained stable or better in some key areas. Service Delivered, at 96.1%, increased by 0.8% compared to February 2024 and was the highest in over a year. On a 12-month average, it remained about the same at 95.2%.

Bus speeds were back to pre-pandemic levels at 8.0 mph, down 1.2% from February 2024 and March 2023. This directly impacted Customer Journey Time Performance (CJTP). CJTP, at 71.8% in March, decreased by 1.4% compared to the prior month primarily the result of Additional Travel Time increases of 16 seconds compared to the prior month and 12 seconds compared to last year.

Moving Forward

On Monday, April 22, we celebrated Earth Day. We remain committed to transitioning the entire bus fleet to zero-emissions by 2040 cementing our status as a national leader in the fight against climate change. Adopting zero-emissions buses means cleaner air, reduced dependence on fossil fuels, and a sustainable and resilient transit system for future generations. In fact, this commitment is projected to avoid over

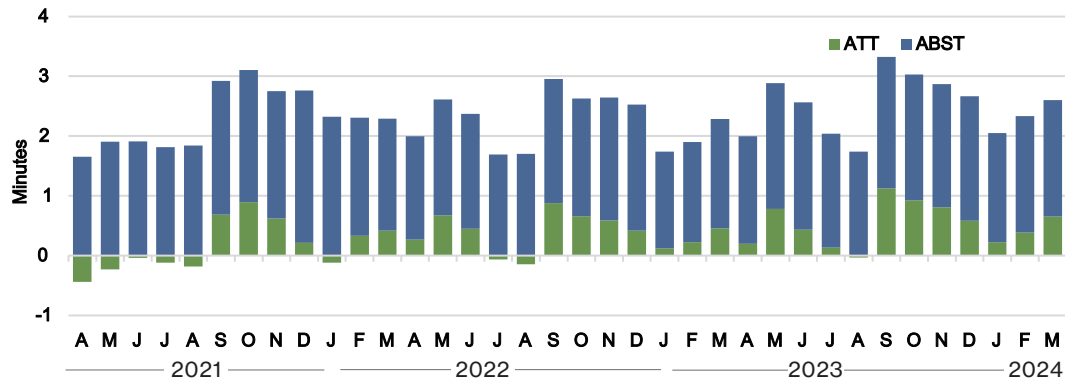


SERVICE PERFORMANCE

Additional Bus Stop Time + Additional Travel Time

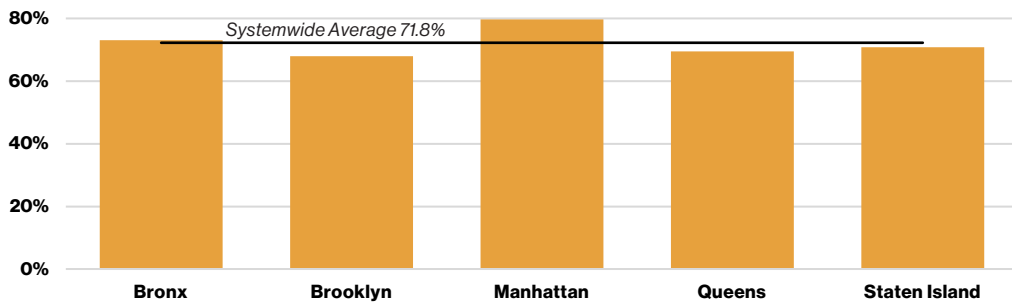
ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time

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



Bus Customer Journey Time Performance, by Borough, February 2024

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



500,000 metric tons of greenhouse gas emissions annually. We know that buses are engines of equity, and it is an MTA priority to bring zero-emissions buses to neighborhoods that will most benefit from them such as our environmental justice communities impacted by climate change and pollution.

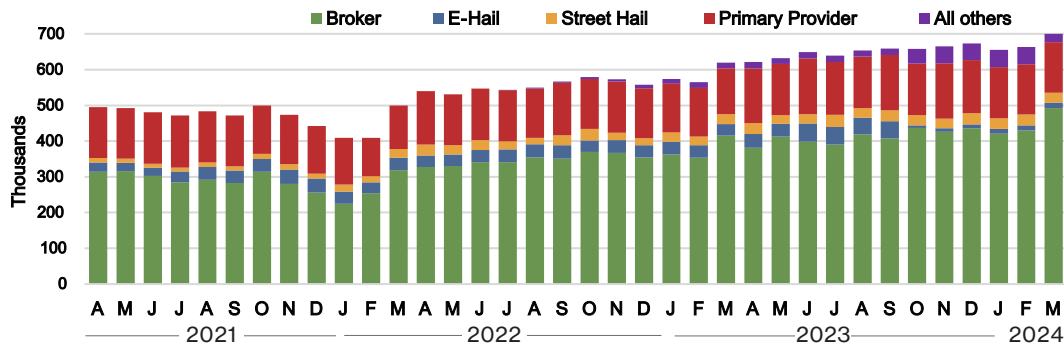
Substantial efforts are currently underway as we introduce our fleet of zero-emissions electric buses. We currently have 15 articulated 60-foot battery electric buses (BEBs) operating out of Michael J. Quill Depot. This year we will deploy an additional 60 standard 40-foot BEBs operating out of four depots. This deployment contains several milestones for the MTA’s bus fleet, including the first agency-owned standard 40-foot electric buses, the first in-depot overhead pantograph chargers, and the first partnership with the New York Power Authority to manage charger installation. We are actively constructing and commissioning pantograph-down chargers and electric infrastructure at depots to support the 60 battery electric bus order. Additionally, last December, a major milestone was achieved with the award of 205 low-floor BEBs, further advancing our zero-emissions goal. For details of our transition plan, we invite you to visit us at <https://new.mta.info/project/zero-emission-bus-fleet>.



SERVICE PERFORMANCE

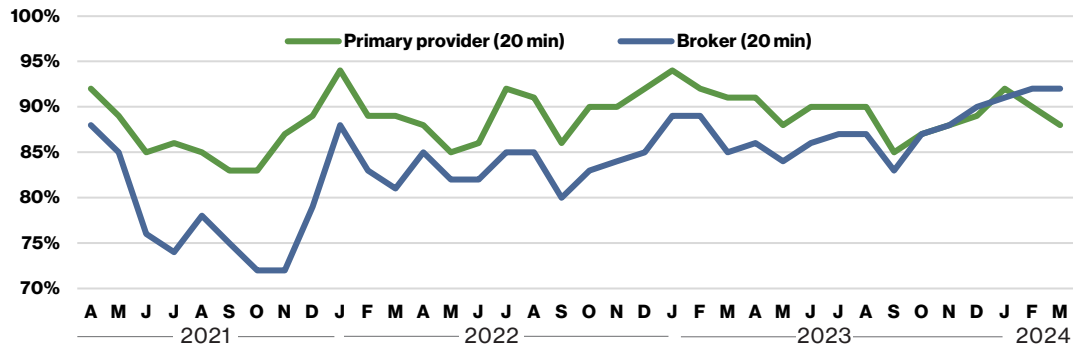
Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service



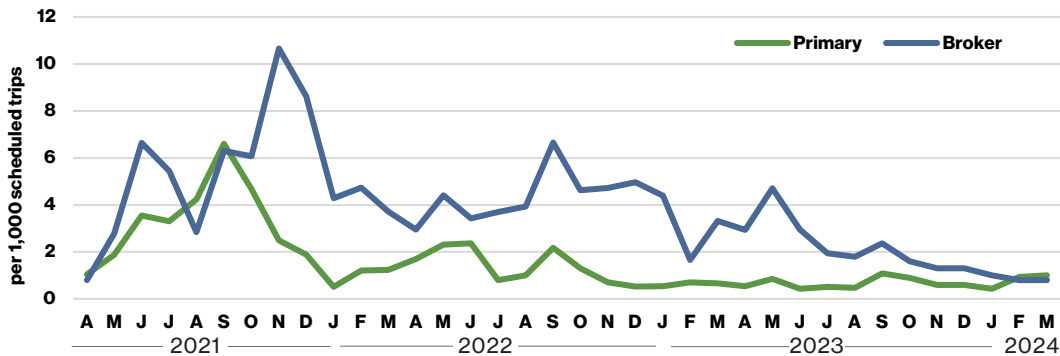
Paratransit On-Time Performance

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

Analysis:

Total ridership in March 2024 increased by 144,000 (or 15.4%) when compared to March 2023, continuing the trend of significant ridership increases year over year. For the category of on-time performance, our primary carrier service completed 88% of trips within the 20-minute pickup window from promise time, down 3% from last year. On broker service, we completed 93% of trips within the 20-minute pickup window from promise time, up 8% from last year despite significantly higher trip volume.

On primary carrier service, the no-show rate for performance increased by 0.06 per 1,000 scheduled trips to 1.00, considerably better than our goal of 3.0. For Broker service, the result for March 2024 was 0.90 no-shows per 1,000 scheduled trips, also better than our goal of 3.0. Overall, Primary carrier no-shows has increased by 0.34 per 1,000 trips (or 51.5%) and broker has decreased by 2.42 per 1,000 trips (72.9%) when compared to March 2023.

In March 2024, 98% of all calls were answered, and the average call answer speed decreased by 2 seconds when compared to February 2024 and decreased by 48 seconds (76.2%) when compared to March 2023. We are thrilled to see that our improvements to our online and phone-based reservation system continue to bear fruit for our customers' experience.

Moving Forward

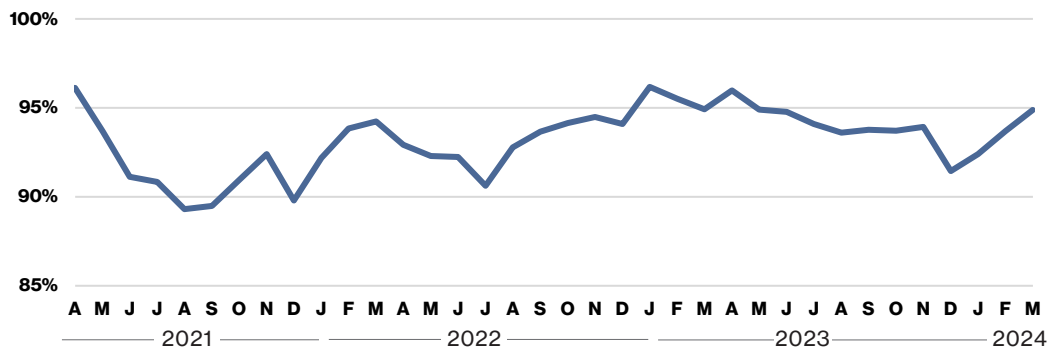
We are excited to have launched OMNY for AAR pilot to offer customers a method of cashless payment for their AAR trips. Feedback received from participants will help us to identify and address technical and internal reporting issues before rolling out to additional AAR customers.

Our focus remains 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 ability to obtain a trip for the requested date or time.

SERVICE PERFORMANCE

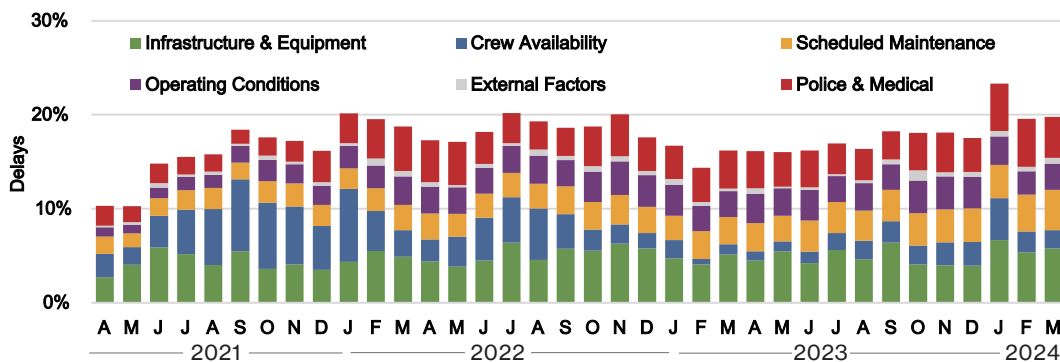
Subway Service Delivered

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 March 2024, weekday On-Time Performance (OTP) was 81%, up .4 points from February 2024. In March, the percentage of customers arriving at their destinations within five minutes of schedule (CJTP) dropped to 83.6%, which is 0.3 points less than the previous month. Additional platform time (APT) decreased to 82 seconds, while additional train time (ATT) increased to 37 seconds. Weekend performance in March bounced back; 85.2% of trains arrived on time, up from 77.8% in February.

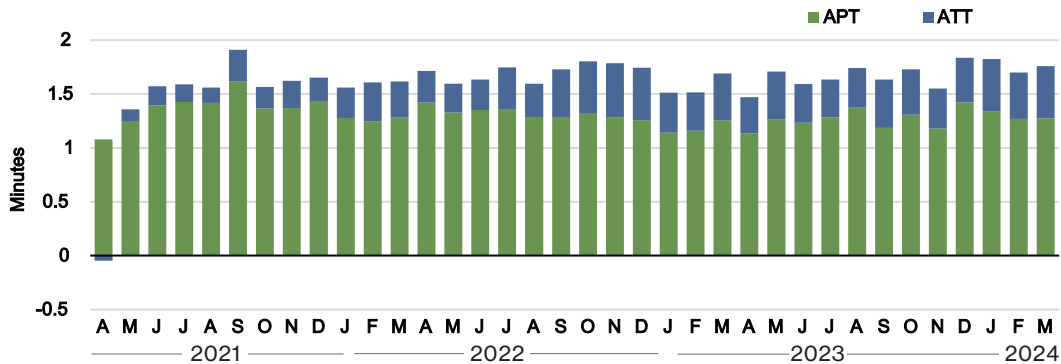


SERVICE PERFORMANCE

Subway Additional Platform Time + Additional Train Time

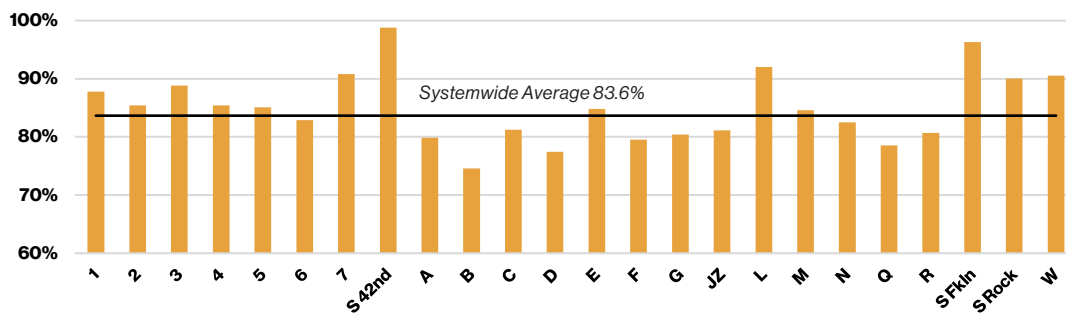
APT: The average time that customers spend waiting at a station beyond their scheduled wait time

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



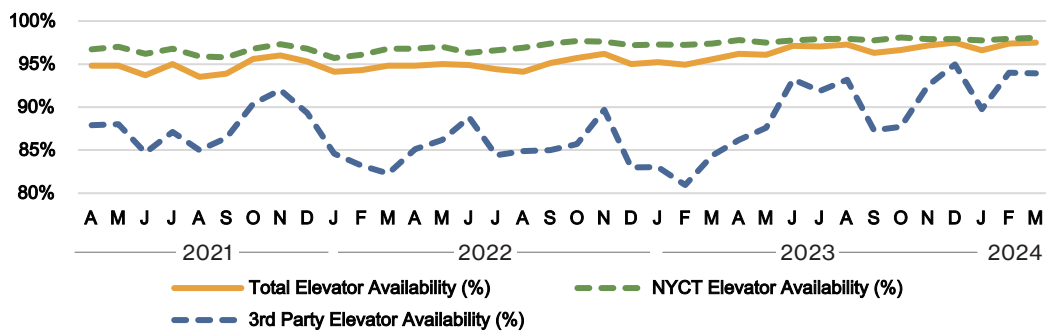
Moving Forward

Last month, escalator availability was 96.1%, up 0.7% from the previous month while also being the highest escalator availability in the past ten years. Elevator availability also did well at 98.1% for March, which ties last year’s high in October. We continuously focus on making our system more accessible for all our customers and have eleven elevators which went into service so far in 2024. As we work to improve our customer environment, we reopened 94.5% of our 128 bathrooms – with only 7 remaining to be opened. Our service is also improving with the reopening of the 63 Street Tunnel which increased passenger flow by restoring the  local service. This also eases congestion going through the 53 Street River Tube and provides an alternate route for customers going between Queens and Manhattan – especially during incident delays.

ACCESSIBILITY

Elevator Availability

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



Accessibility Update

Earlier this month, we were thrilled to open new elevators at Metropolitan Av **G** and Lorimer St **L** stations in Brooklyn, in one day marking and surpassing 150 accessible stations at New York City Transit. This represents a major milestone in the work towards reaching greater than 95% accessibility for the subway system. The work at the Metropolitan / Lorimer station complex included constructing six new elevators, updated staircases, lighting, and extensive fare control and platform work. North Brooklyn is a great example of the huge strides we have made on accessibility in just the last few years. Since 2020, we have opened five new ADA stations in Greenpoint and Williamsburg, unlocking accessibility for these growing neighborhoods and our **L** and **G** line riders.

Last month we kicked off a series of visits to meet with bus operators and talk about our efforts to improve the reliability of Express Bus lifts. The discussion included topics of wheelchair securement policy, improving the accessibility of bus stops, and other ways we can work with our external agency partners to improve the experience of bus operators and bus customers alike. Bus operators are where the rubber meets the road on our accessibility goals, so ensuring they are prepared when issues arise in the field is crucially important. So far, we've visited the Ulmer Park and Castleton Bus Depots and look forward to more visits this year.

Lastly, MTA Accessibility congratulates our Deputy Chief Rachel Cohen on her appointment as Acting Vice President of Paratransit for New York City Transit starting in May. Rachel's almost six years on MTA Accessibility and her prior experience at the NYC Taxi & Limousine Commission make her an ideal fit to lead Access-A-Ride forward, building on the service improvements we've seen under Chris Pangilinan's leadership. We also congratulate Chris on his new role as Chief of Operations Planning at NYCT. I am so pleased that both of these highly effective public servants are staying within the MTA family — both have been crucial to the progress we've made to our accessibility goals at the MTA. Congratulations, Rachel and Chris!



FINANCIAL RESULTS

2024 Operating Revenue & Expenses, March 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	1,037.7	1,006.4	(31.2)	52.1	43.0	(9.1)	1.7	1.4	(0.2)
Farebox revenues	860.7	819.8	(40.9)	47.2	41.6	(5.5)	1.1	0.9	(0.2)
Other revenues	177.0	186.7	9.7	4.9	1.4	(3.6)	0.6	0.5	(0.0)
Total non-reimbursable expenses	2,388.6	2,455.1	(66.5)	241.9	214.5	27.4	19.3	17.8	1.5
Labor expenses	1,824.9	1,861.4	(36.5)	181.7	163.5	18.3	15.4	13.8	1.6
Non-labor expenses	563.7	593.7	(30.0)	60.2	51.1	9.1	3.9	4.0	(0.1)
Non-cash liabilities	562.7	525.2	37.5	49.9	14.3	35.6	4.4	6.0	(1.6)
Net surplus/(deficit) - accrued	(1,913.6)	(1,973.8)	(60.2)	(239.7)	(185.8)	53.9	(22.0)	(22.4)	(0.4)

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	43,013	2,185	3,870	3,654	216	368	337	31
Reimbursable	4,764	3,849	915	38	36	2	54	19	35
Total Positions	49,962	46,862	3,100	3,908	3,690	218	422	356	66

Data Review

Farebox revenue was unfavorable to the Budget by \$46.6 million primarily due to lower subway and bus ridership than projected. Other Revenue was \$6.1 million favorable to the Budget mainly due to favorable timing of paratransit reimbursement. Expenses were over the Budget by \$37.6 million. Labor expenses, including fringe benefits, were unfavorable by \$16.6 million driven largely by overtime requirements related to vacancies. Non-labor expenses were unfavorable by \$21.1 million mainly due to unfavorable timing of paratransit service contact 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 Outreach

In March, the MTA Government & Community Relations (GCR) and Accessibility teams continued their outreach efforts to inform seniors of the benefits of switching to Reduced-Fare OMNY from Reduced-Fare MetroCard. The team visited the Carter Burden Luncheon Club on Manhattan's Upper East Side. During the event, the team presented an overview of the OMNY fare payment program and participated in robust Q&A session with attendees.



CUSTOMERS AND COMMUNITIES

Fair Fares Day of Action

On March 28, representatives from GCR, MTA Office of Customer Communications, and NYCT Subways' Stations Division joined NYCT President Rich Davey for a "Fair Fares Day of Action" at stations in all five boroughs. The event was an effort to promote and enroll riders into the City's half-priced Fair Fares program in partnership with the Mayor's Office of Public Engagement, the NYC Department of Social Services (DSS) and NYC Human Resources Administration (HRA). The event informed riders of eligibility requirements and provided the opportunity to enroll on the spot. The program offers a 50% off discount on the full fare to NYC residents aged 18 to 64, who live in a household that meets [income guidelines](#), and eligible Access-A-Ride customers.

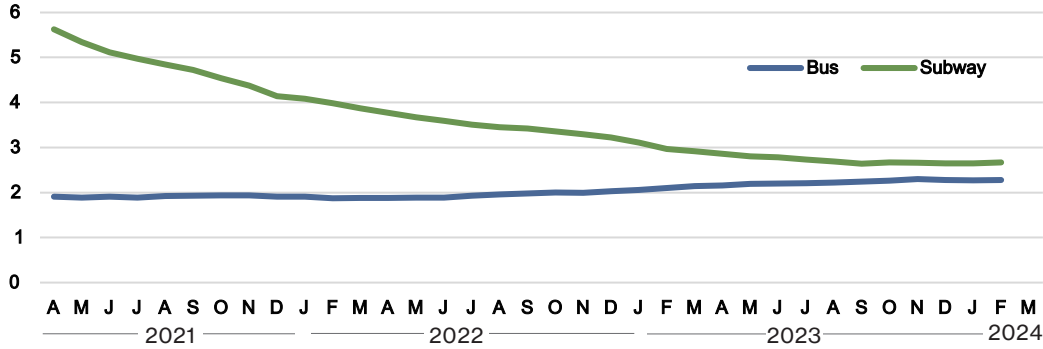


SAFETY AND SECURITY

Customer Accident Rate

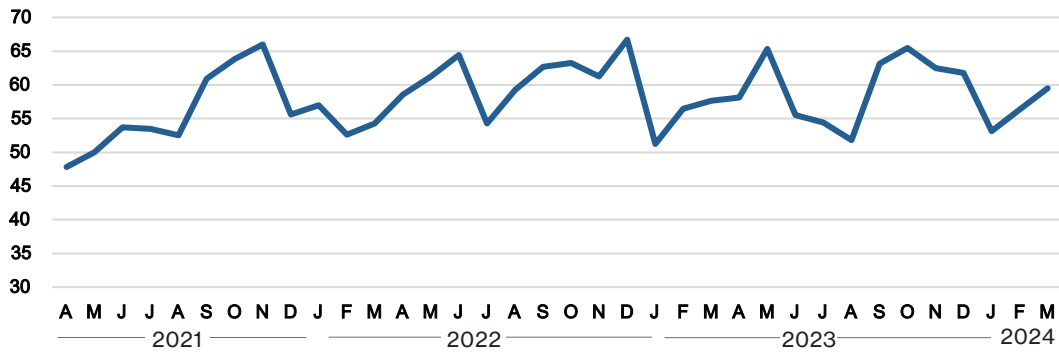
The number of reportable subway and bus customer accidents per million customers (12-month rolling average)

March data not yet available



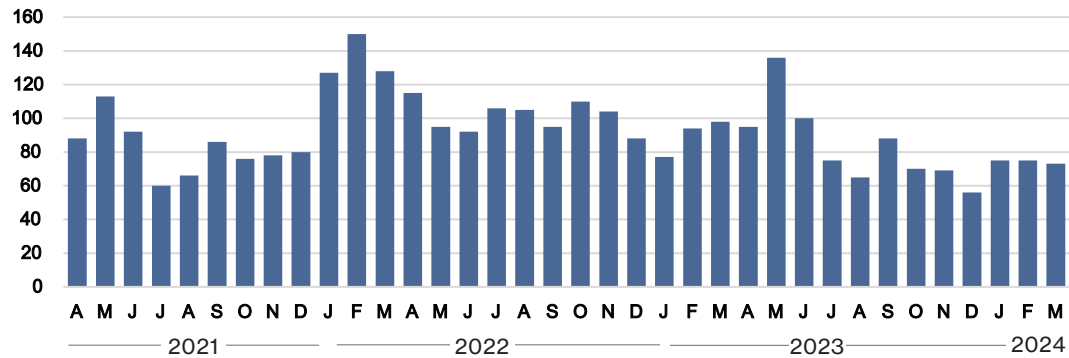
Bus Collision Rate

The number of bus collisions per million miles



Subway Fires

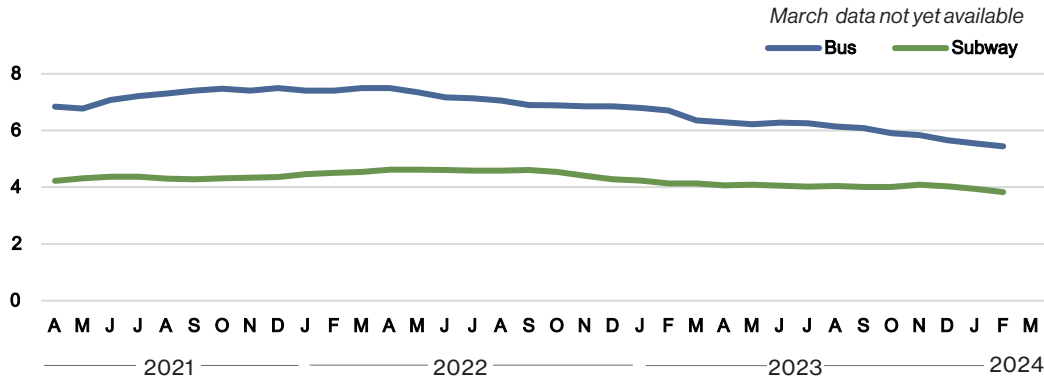
Total number of fires in the subway, including right-of-way, in stations and on trains.



SAFETY AND SECURITY

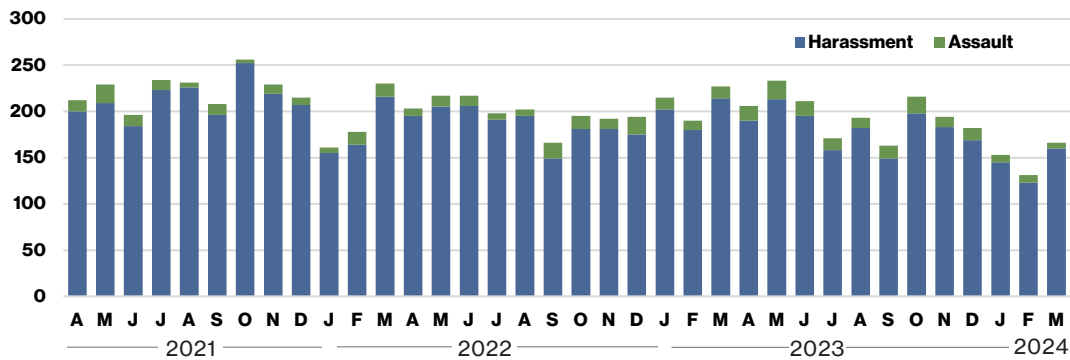
Employee Lost Time Accident Rate

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.

The National Transportation Safety Board (NTSB) investigation into the January 4, 96 Street 1 subway collision continues. NYCT continues to support the NTSB investigation with cooperation from multiple departments. All State and Federal agencies are updated regularly.

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

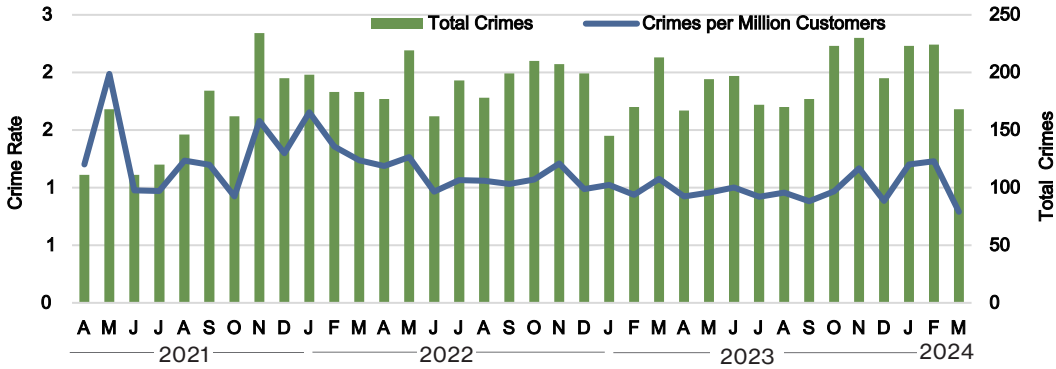
Employee Lost Time Accidents decreased when comparing the most recent 12-month period to the previous one.



SAFETY AND SECURITY

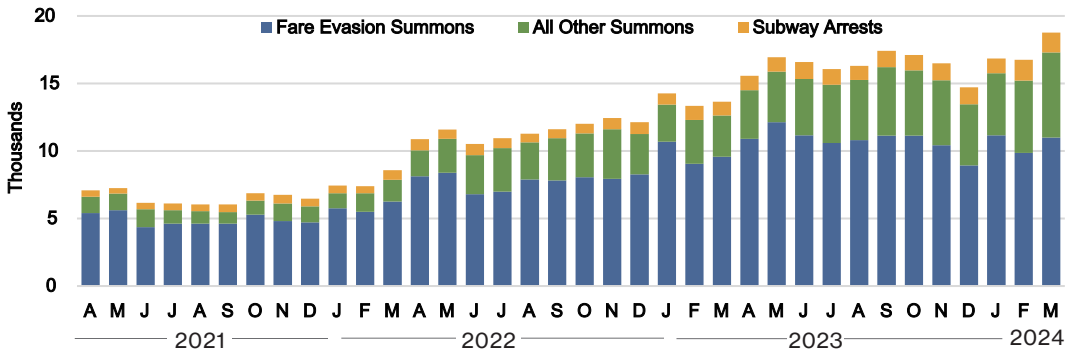
Major Crimes Against Subway Customers

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



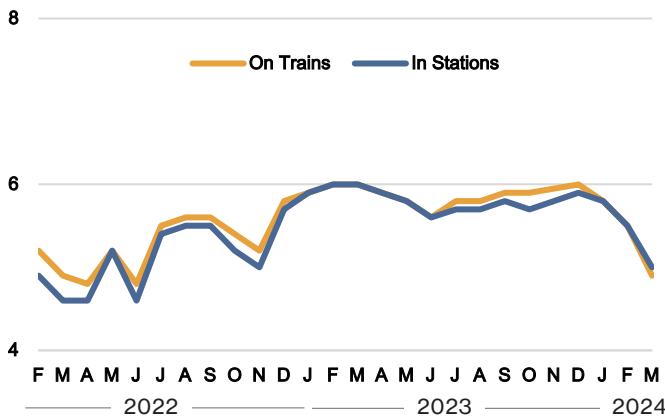
NYPD Summonses & Arrests

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

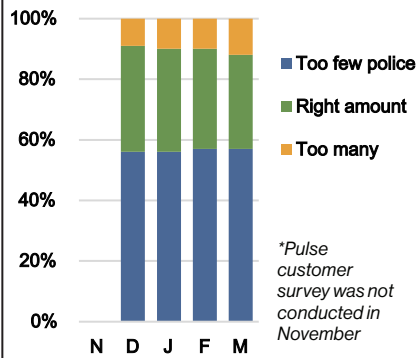


Perception of Safety and Police Presence

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 customer survey was not conducted in November



SAFETY AND SECURITY

Data Review

In March 2024, Major Felony Crime was up 12% month over month (versus February 2024) yet down 22% from the comparative month a year prior (March 2023). Crime also decreased 11% when compared to the 2023 monthly average. Crimes per Million Rides increased 1% from February 2024 but decreased 16% compared to the 2023 monthly average (normalized for ridership trends and days per month).

The above figures represent a continuation of a downtrend in crime from February. Our collaborative efforts to combat the rise in crime noted in January has shown a significant effect month over month. 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 March 2023 & the 2023 average, as well as up versus February 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. The MTA also continues to partner with NYPD and deploy internal resources, like the MTAPD Transit Ops, Scout Teams, and SERT Teams.

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 March, the MTA and their law enforcement partners will not grow complacent.

Random bag screenings have been expanded as a measure to promote safety and security in the transit system in March. Although in its infancy, we are encouraged by early successes of this program and hope to see impacts on public safety as the months progress.

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.

SPECIAL FEATURE

Customer Satisfaction at New York City Transit

Customer satisfaction is our North Star at New York City Transit. It is at the center of everything our 47,000 employees do every single day. In the past several years, we have pursued a strategy that puts the customer experience first – both by delivering customers faster, cleaner, and safer service and by improving the quality and opportunities for customer service in the transit system.

Few other members of the Transit team have as much face-to-face customer interaction as our over 2,300 station agents, who are the eyes and ears in our 472 subway stations for over four million customers day in, day out. There have been station agents in the subway since before the token, and for decades, station agents performed a critical function by helping customers turn change and break bills into subway tokens. Indeed, the “token booth” is an indelible part of the vernacular of subway straphangers.

However, as the token gave way to the MetroCard, which is now being phased out for OMNY, the role of the station agent needed to change. As more and more customers tap and go to enter the system, the token booth of old became increasingly irrelevant to customers, but the need for a helpful MTA employee in the subway had not waned. To that end, in 2022, the MTA and TWU entered into a landmark agreement to reimagine the role of customer service in the subway system, bringing station agents primarily out of the booth to support customers throughout the station environment, and announcing a new Customer Service Center model, bringing more customer resources to stations in all five boroughs, 24/7.



Customer Satisfaction at New York City Transit (con't)

Training the Station Agent of the Future

This new model of customer service demanded a modernized and deepened training process for station agents – whether they'd been at New York City Transit for 10 years or 10 months, every agent would receive in-depth training to prepare them to successfully work outside of the booth. As of April 2024, we have successfully trained every single agent on staff for the station agent role of the future. Training 2,300 employees in small group settings was a monumental task that VP & Chief Stations Officer Sheila Hutson organized superbly well.

In their training, employees received a crash course in OMNY, including in-depth training on how to support customers using OMNY CVMs to purchase or reload OMNY cards. As OMNY scales up in the months ahead and MetroCard users continue to transition, this training will prepare station agents to be on the frontlines, supporting customers as they make the switch and use a new machine for the first time.



Qualitative customer experience skills were developed, with customer interaction role-playing and scenario modules developed to give station agents a playbook to follow when interacting with a customer. Customers have varied needs in the system, from wayfinding, to transactions, to reporting issues, and this segment of training provided baseline skills to set agents up for success in these interactions. With full cognizance that agents were performing their work in a new environment, this section of training also provided courses in de-escalation and techniques and situational awareness, along with a full safety briefing. Keeping station agents safe on the job is essential.

Finally, we armed station agents with new phones, connecting them for the first time ever to the array of digital resources that the MTA has stood up to support customers while also providing our agents with clear means of communication. Agents were trained on how to use Slack, how to flag issues, and how to communicate should they need help or assistance.

Customer Satisfaction at New York City Transit (con't)

A Year of Results

It's now been over a year since station agents officially began performing their duties outside of the booth. This was a generational change in how customer service is delivered in the subway system, and while change takes time – for both agents and customers – the results one year in are a testament to the value our station agents play out of the booth to customers.

Customer feedback is the single most important set of data we have at New York City Transit, and when it comes to our station agents, the data from the past year is dramatic. In survey after survey, customers rave about the results of this change. In recent surveys, of customers who interact with station agents outside of the booth, 78% are satisfied with their experience. The same customers are twice as likely to feel safe on the platform and have a 30% overall subway satisfaction score. Customers report that these interactions happen near the turnstiles, at the vending machines, and near the platform, demonstrating the breadth of benefits station agents can deliver in their new role.

No datapoint is more compelling than our customer commendations. In the year preceding agents stepping out of the booth, we received a total of 33 commendations for their work from customers. In the following year, that number rose over 600% to 208. Station agents are now among the most frequently commended New York City Transit employees. There is no surer sign that their excellence in this newly reimagined role is being recognized by customers.



Customer Satisfaction at New York City Transit (con't)

Continuing to Innovate on the Customer Experience

One year in, we aren't resting on our laurels. In many ways, the progress of the last 12 months will set the table for transformative changes to customer service to come in 2024.

The first of two major initiatives on the horizon is to re-emphasize the role of our Group Station Managers, a program that launched in September 2018 to serve as a single point of contact for station operations. Our team of 19 GSMS are each responsible for a zone of stations, where they manage every aspect of the station environment including customer service, cleanliness, customer feedback, and the overall customer experience.

Our GSMS care deeply about their stations and their customers, and starting in May, they'll have a change to meet with and hear from customers directly with a new Office Hours program. Twice a month, during either the morning or evening rush, GSMS and their staff will be present in a subway station to meet with customers, get their feedback, and let them know how we're making their experience better. We'll support this new program with visits from MTA leaders, engagement with the community before and during the office hours, and new tools to close the loop with customers on their feedback once we've addressed their concerns. This will be a brand-new opportunity for customers to meet their station managers and have their voices heard on ways we can improve the system.

The second is at our Customer Service Centers. A core 2024 goal at New York City Transit is to take our 15 existing Customer Service Centers (CSCs)—with one in each borough—and introduce more services and functions, making them true one-stop shops for customer needs. We road-tested this in March, where four CSCs served as hubs for a Fair Fares Day of Action in collaboration with NYC DCC, a single-day blitz that built upon existing monthly Fair Fares pop ups currently held at Coney Island and Jackson Heights-Roosevelt Av.

The next big step towards more full-service CSCs is officially live, as Seniors can apply for and receive their permanent Reduced-Fare MetroCard on the spot. There are over a million Senior Reduced-Fare customers in New York City in every neighborhood of every borough. Previously, the only way a customer could enroll in Reduced-Fare was in-person at 3 Stone St, at a Mobile Sales Van, or by applying online or via the mail. MetroCards were then sent to customers, creating a multi-step process that asked a lot of customers to enroll in a program they are entitled to benefit from. Now, we have brought the benefits directly to customers, allowing them to visit a convenient,

Customer Satisfaction at New York City Transit (con't)

24/7 location in their borough and get their new, permanent card. Reduced-Fare eligible customers with disabilities also benefit in this switch – now they can complete their application at a CSC and receive a temporary Reduced-Fare card the same day while their application is completed, and a permanent card is issued. And when OMNY cards for Reduced-Fare goes live, these customers will be fast-tracked to receive those cards automatically. Every day, hundreds of New Yorkers enter the Reduced-Fare program, and this new resource at our CSCs will be a gamechanger for their 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 5,800 buses, and we maintain 472 subway stations, 640 miles of track, 28 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
- Samuel Chu
- Dan Garodnick
- David Jones
- Meera Joshi
- John Ross "JR" Rizzo
- John Samuelson
- Lisa Sorin
- Midori Valdivia