



# NEW YORK CITY TRANSIT KEY PERFORMANCE METRICS

May 2024

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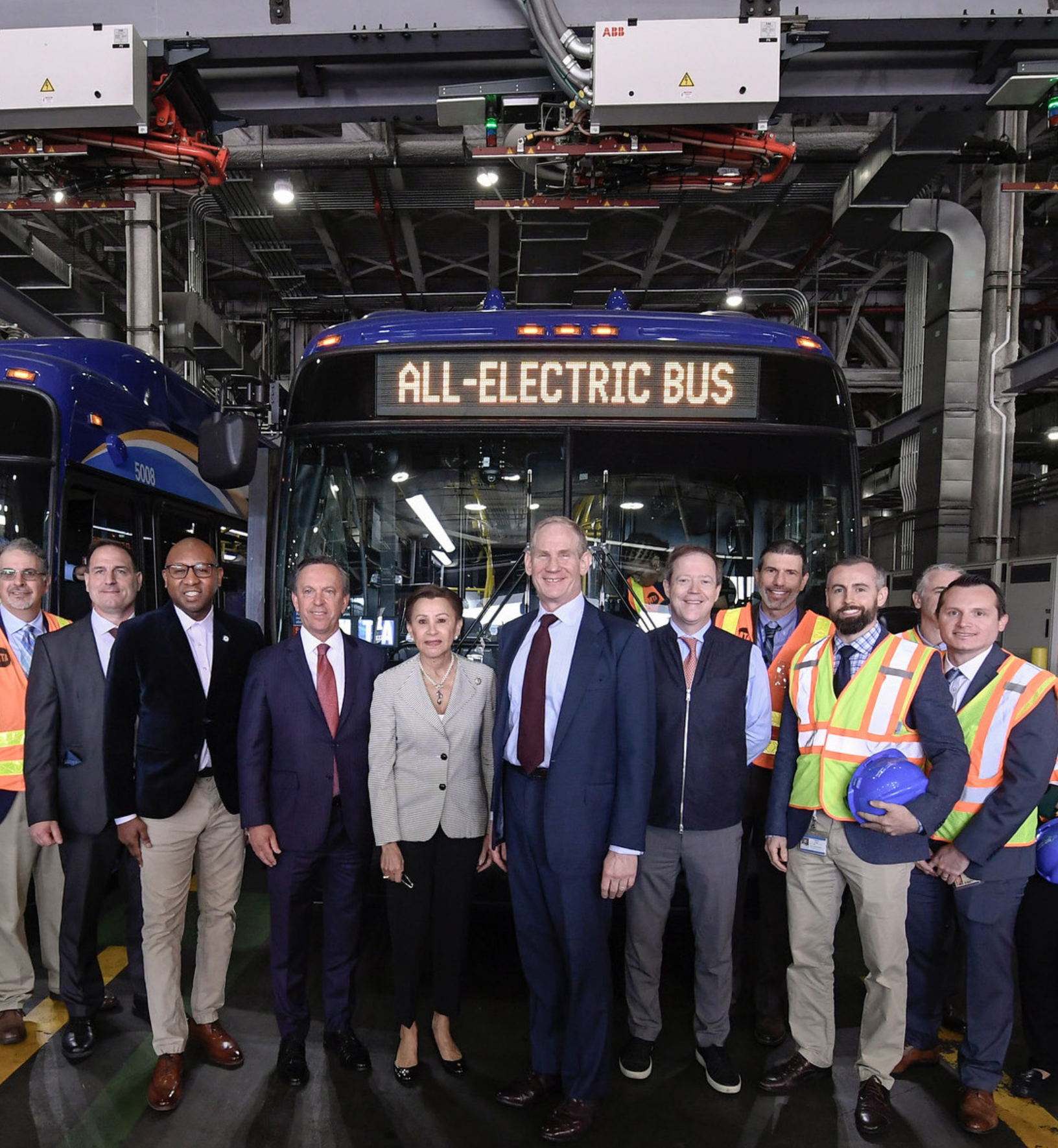


E-BUS



5012





**MTA Chair & CEO Janno Lieber is joined by Rep. Nydia Velázquez, NYPA President & CEO Justin Driscoll, Queens Borough President Donovan Richards, and NYCT President Richard Davey at the Grand Avenue Depot, on Tuesday, May 14, to announce an additional 60 all-electric buses joining NYCT's current fleet.**

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

2 Broadway • New York, NY 10004  
Monday, May 20, 2024

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Visit [metrics.mta.info](https://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

**60**  
new electric buses

## The North Star: Increasing Customer Satisfaction

We may only be two thirds of the way through the month of May, but it has been a busy month for the team at New York City Transit. From ridership increases, to positive trends on subway safety, to some major milestones for our bus system, we've been busy the past month delivering faster, cleaner, and safer service to our nearly six million daily customers.

Ridership in April and May have been especially strong on Subways. Compared to this time last year, we've seen a 3-5% gain in average daily ridership, especially on Tuesdays through Thursdays, when commuters are more likely to be in their offices. That may not seem like a big number, but in a system as large as ours, that translates to over 100,000 additional daily subway customers in 2024. Subway ridership now frequently exceeds 70% of pre-pandemic levels and four million daily riders – a number that once seemed like a stretch goal – is the new normal on Tuesdays, Wednesday, and Thursdays. This is positive momentum and demonstrates that we can win back riders by focusing on the things they care about: faster service, cleaner stations and trains, and a safer trip.

In our bus system, we have kept the Earth Day momentum from April going strong into May, as we unveiled the first-ever Zero-Emission 40-foot buses in the history of New York City Transit on May 14. These two battery-electric buses will enter service for customers in Queens and Brooklyn out of the Grand Avenue Depot, a facility which has been utterly transformed in the past several years in anticipation of our bus fleet transformation. Working with partners at the New York Power Authority and Con-Ed, 17 autonomous pantograph dispensers are operational at the depot and are ready to charge our bus fleet into the future. By the end of 2024, 60 new battery-electric buses will be on the road for customers, serving routes out of our Grand Avenue, East New York, Michael J. Quill, and Charleston depots.

This milestone is the result of incredibly hard work from the entire team at the Department of Buses, led by SVP Frank Annicaro and VP Sunil Nair, who was recognized for his role spearheading our zero-emissions push as a clean energy trailblazer in City & State last month! As we heard at the April MTA Board meeting, Buses is pushing forward on the most ambitious fleet transformation project in our history. By 2040, our entire 6,000 bus fleet will be powered by Zero-Emission technology. This is not just a win for a cleaner environment, it is true environmental justice. Buses are machines of equity, and they often serve (and have depots located

# MESSAGE FROM THE PRESIDENT

within) environmental justice communities with historically high rates of pollution and asthma.



Speaking of Buses, April was a strong month for performance across the board. Our continued focus on improving employee availability yielded the highest percentage of scheduled service delivered in over a year, while customer journey time improved by over 2 percentage points to 74%.

On Paratransit, we continue to see positive trends on ridership, performance, and satisfaction. Total ridership in April 2024 was 20% higher than the prior year – this equates to an additional 5,000 customers every single day. I was especially pleased to see broker service On-Time Performance up 7% compared to April 2023, with 93% of trips completed within the pickup window. Ridership remains at historic highs – proof positive that when you deliver on faster, cleaner, safer, customers respond by riding more frequently. I want to give a special mention of gratitude and appreciation to Chris Pangilinan, who this month concluded his tenure at VP of Paratransit to assume his new role as Chief of Operations Planning. For the past two years, Chris has been a catalyst for change and across-the-board improvements at Paratransit, and I have no doubt he will continue that trend in his new position. I am equally excited that Rachel Cohen, who has played a critical role on the Accessibility team at MTA HQ, will be serving as Acting VP of Paratransit. I have no doubt that Rachel will only build on the success we've seen at Paratransit in the past several years to deliver better service to our customers. Congratulations to both Rachel and Chris!

This spring has seen the transition to OMNY only pick up speed in our subway system, as the team has continued to scale up the installation and

**93%**  
AAR on-time  
performance

## OMNY machines at 33 subway stations

activation of OMNY vending machines in stations across the city. Currently, OMNY CVMs are live at 33 stations, with more coming online every day. In addition, we are piloting the first-ever OMNY cards for participants in the Fair Fares program, which will ultimately bring tap and go convenience to hundreds of thousands of New Yorkers who rely on this critical program to ride our system affordably. We're also in the beginning phases of our OMNY pilot for paratransit customers, with hopes to further scale up in the coming months. OMNY market share continues to grow across modes, with nearly 80% of full-fare subway riders now tapping their way into the system.

This month marks one year since the MTA's Blue-Ribbon Panel on Fare and Toll Evasion issued their final report, a document which demanded that the MTA think differently about how to solve the growing challenge of fare and toll evasion in our system. This challenge is especially acute on mass transit, given our high volume of daily customers. We need fare revenue at New York City Transit to deliver more and better service to customers – there is no way around that. The entire team at New York City Transit has embraced the “Four E’s” approach of the Blue-Ribbon Panel and developed a plan of action that addresses the challenge of fare evasion through environment, education, equity, and enforcement. In the subway, we've developed some encouraging solutions at turnstiles and emergency that are in pilot phase right now, with hopes to scale many of them up in the months to come. On buses, we've changed the way we deploy our EAGLE teams to a “Bus Hub” approach, where fares are enforced on local and select bus services. Data from our first three hubs has been encouraging, and we look forward to expanding this new model soon.

Finally, I remain encouraged by the positive trends we have seen in recent months on transit safety, particularly in the Subway. Our partners at the NYPD have stepped up their efforts and their deployment across the system, and the results are plain. We've seen consistent double digit weekly declines in crime in the subway, and transit crime is now down by over 5% when compared to the same time last year, even better than overall citywide trends. Chief Kemper and his team are making more arrests, are visibly patrolling trains, platforms, and stations, and they are keeping our customers safe.

# CUSTOMER SATISFACTION

## Data Review

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

We thank everyone who participated in the survey. The data it provides helps improve service and guides New York City Transit as it seeks to deliver on its North Star goals.



# FINANCIAL RESULTS

## 2024 Operating Revenue & Expenses, April Year-to-Date

in \$ millions	New York City Transit			MTA Bus			Staten Island Rail		
	Forecast	Actual	Variance	Forecast	Actual	Variance	Forecast	Actual	Variance
<b>Total non-reimbursable revenues</b>	<b>1,419.4</b>	<b>1,375.6</b>	<b>(43.9)</b>	<b>69.6</b>	<b>60.7</b>	<b>(8.9)</b>	<b>2.2</b>	<b>1.9</b>	<b>(0.3)</b>
Farebox revenues	1,173.7	1,110.4	(63.3)	63.0	58.3	(4.7)	1.4	1.2	(0.2)
Other revenues	245.7	265.2	19.5	6.6	2.4	(4.2)	0.8	0.7	(0.1)
<b>Total non-reimbursable expenses</b>	<b>3,187.0</b>	<b>3,272.3</b>	<b>(85.3)</b>	<b>321.9</b>	<b>286.0</b>	<b>35.9</b>	<b>25.7</b>	<b>24.3</b>	<b>1.4</b>
Labor expenses	2,435.1	2,480.6	(45.5)	241.6	218.4	23.2	20.4	18.0	2.4
Non-labor expenses	751.9	791.7	(39.8)	80.3	67.6	12.7	5.3	6.3	(0.9)
<b>Non-cash liabilities</b>	<b>750.2</b>	<b>702.3</b>	<b>48.0</b>	<b>66.6</b>	<b>19.2</b>	<b>47.4</b>	<b>5.8</b>	<b>8.0</b>	<b>(2.1)</b>
<b>Net surplus/(deficit) - accrued</b>	<b>(2,517.8)</b>	<b>(2,599.0)</b>	<b>(81.2)</b>	<b>(319.0)</b>	<b>(244.6)</b>	<b>74.4</b>	<b>(29.4)</b>	<b>(30.3)</b>	<b>(1.0)</b>

## 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	43,073	2,125	3,870	3,640	230	368	351	17
Reimbursable	4,887	3,890	997	38	36	2	54	13	41
<b>Total Positions</b>	<b>50,085</b>	<b>46,963</b>	<b>3,122</b>	<b>3,908</b>	<b>3,676</b>	<b>232</b>	<b>422</b>	<b>364</b>	<b>58</b>

## Data Review

Farebox revenue was unfavorable to the Budget by \$68.2 million primarily due to lower than projected subway and bus ridership. Other Revenue was \$15.2 million favorable to the Budget mainly due to higher than projected paratransit reimbursement. Expenses were over the Budget by \$48.0 million. Labor expenses, including fringe benefits, were unfavorable by \$20.0 million driven largely by higher than projected absentee coverage needs, vacancies, and weather events earlier in the year. Non-labor expenses were unfavorable by \$28.0 million mainly due to higher than projected paratransit service contact expense and timing of fleet purchases, maintenance contract expenses, and higher than projected obsolete material.

## 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.

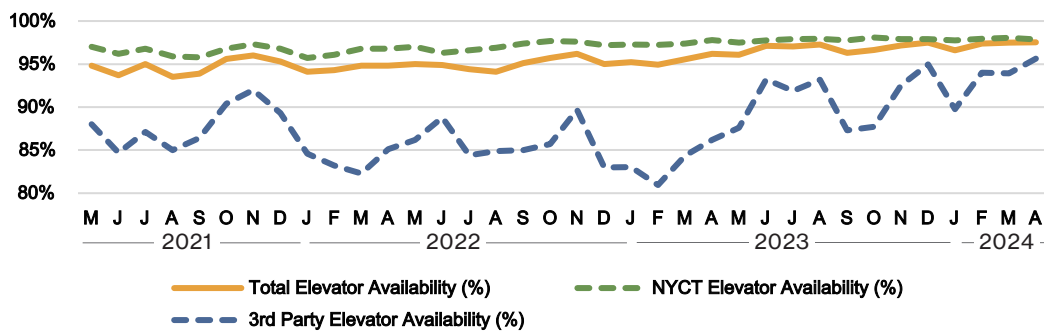




# ACCESSIBILITY

## Elevator Availability

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



## Accessibility Update

This month we are thrilled to have started an eight-week proof of concept with Convo, a company that uses QR codes to quickly connect customers who use American Sign Language to live interpreters so that they can easily communicate with MTA employees when traveling in our system. This proof of concept came out of the Accessibility team's participation in this year's Transit Tech Lab Challenge, which focused improving the customer experience. Starting today, May 20, customers can test out Convo at the Customer Service Centers at Times Square and Penn Station! We're working hard to get as many customers who use ASL to test this solution over the next few weeks and share their feedback. Stay tuned for updates on this project!

We are also excited that Access-A-Ride is moving forward with the next phase of the E-Hail pilot program. Working to provide an on-demand trip solution that improves the experience of our paratransit customers in a financially sustainable way has been a continued collaboration between the Accessibility team and Paratransit. The launch of this new phase of the pilot demonstrates how seamlessly the transition in leadership has been from Chris Pangilinan to Acting Vice President Rachel Cohen just earlier this month. The goal of this new phase is to improve the program in response to feedback we heard from participants, while using a similar framework that we hope can demonstrate the sustainability of the program. E-Hail is just one of the many ways that the MTA is using technology to improve the customer experience at Paratransit including the improved MY AAR online booking tool, OMNY for AAR customers, and new electric vehicles.

# RIDERSHIP

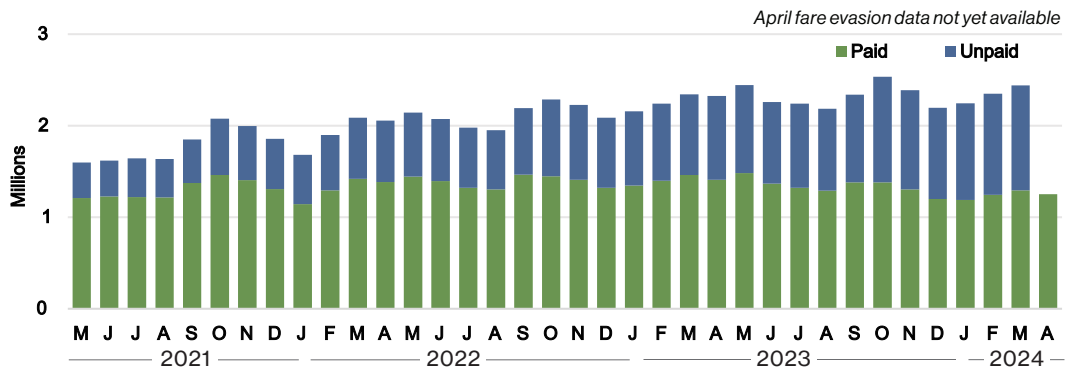
## Subway Ridership

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



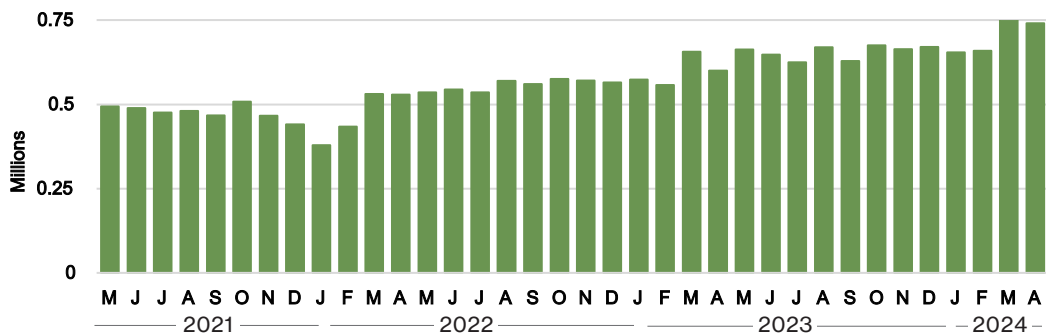
## Bus Ridership

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

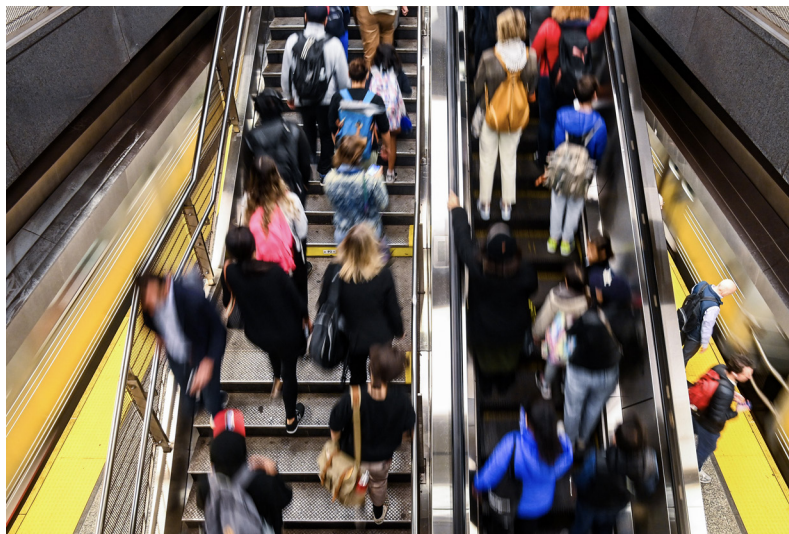


# RIDERSHIP

## Data Review

Paid weekday subway ridership averaged 3.69 million, down from 3.77 million in March. This dip is in line with seasonal trends as April included nine days of NYC public school closures due to spring recess. The weekday average (on days schools were open) was 3.78 million. Annual growth versus April 2023 stands at 0.9%, though growth has been stronger on midweek days, when the average of 3.88 million (and 3.99 million on days school were open) was 2.2% higher than last April. If April fare evasion rates match fourth quarter 2023 rates (13.3%), total ridership would be 4.28 million for the average weekday and 4.49 million for the average midweek day. April also saw five days with paid ridership over 4 million, whereas last year the threshold was only met on one day in April.

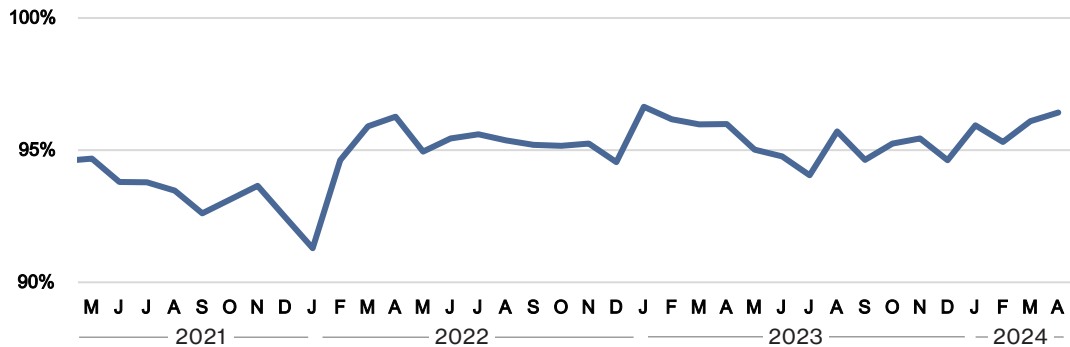
April paid weekday bus ridership also dipped relative to March, from 1.29 million to 1.24 million. This represents an 11.2% decrease from April 2023 paid ridership, as rising fare evasion continues to present a significant challenge. Initial estimates for total ridership, including fare evasion, legal non-paying riders, and the ridership on the five pilot Fare Free routes, come to about 2.61 million on weekdays. This would be a 6.6% increase from April 2023 total bus weekday ridership.



# SERVICE PERFORMANCE

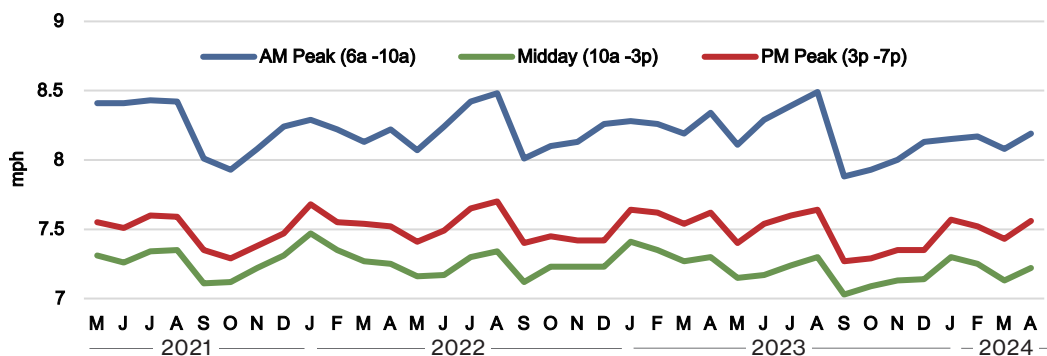
## Bus Service Delivered

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 April improved in all key areas compared to March 2024, and remained stable compared to April 2023. Service Delivered, at 96.4%, was the highest in over a year and marginally increased compared to last month. On a 12-month average, it remained about the same at 95.3%.

Customer Journey Time Performance, at 74%, improved by 2.2% compared to March 2024 primarily due to an improvement in Additional Bus Stop Time by 9 seconds and Additional Travel Time by 18 seconds. Bus speeds were at 8.1 mph, an improvement of 1.3% compared to the previous month.

## Moving Forward

This month we celebrated an exciting milestone in our Zero Emissions program - the delivery of the 60 standard 40-foot battery electric buses (BEBs). These 60 buses, which are slated to be on property by the end of this year, will be deployed in service on bus routes in Queens, Staten Island and Brooklyn. As Chair Lieber always says,

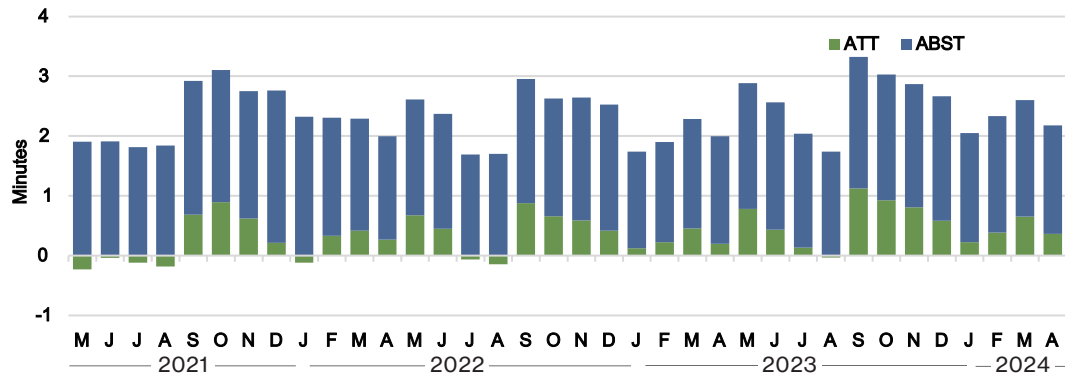


# SERVICE PERFORMANCE

## Additional Bus Stop Time + Additional Travel Time

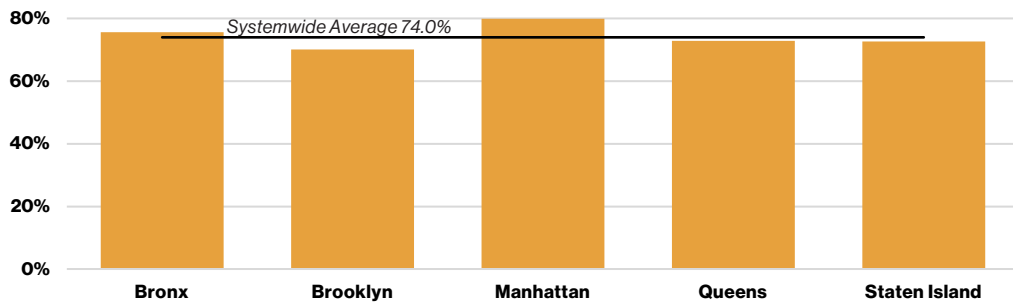
ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time

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



mass transit is the antidote to climate change, and zero emissions buses are key to improving air quality. They help reduce harmful pollutants and create better public health outcomes, and not to mention, help foster a cleaner, more sustainable, and inclusive transit system. This month we are getting even greener. As part of our zero emissions strategy, we are committed to prioritizing the deployment of these buses to environmental justice and historically disadvantaged communities.

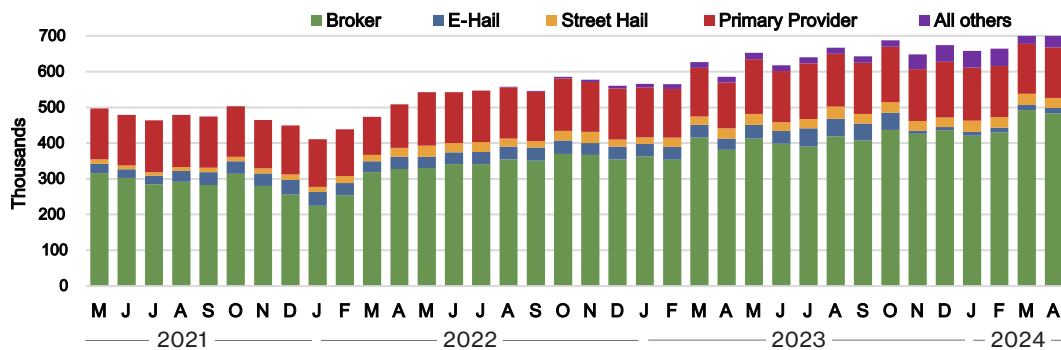
Our depots are undergoing quite a transformation. The first installation of autonomous pantograph dispensers marks a groundbreaking achievement. At Grand Avenue Bus Depot, the first 17 of 51 autonomous pantograph dispensers are already in operation. By the year’s end, additional pantograph dispensers will come online at East New York Depot, the Herkimer location in Brooklyn, and Charleston Depot in Staten Island. In a related initiative, an on-street pantograph charger for buses to “top-off” their batteries in between daily runs is expected to be in operation in July 2024 at the Williamsburg Bridge Plaza in Brooklyn. Collectively, these pantograph dispensers ensure that our buses are always energized and ready to run service, serving New Yorkers reliably and efficiently. So, there’s a lot to look forward to.



# SERVICE PERFORMANCE

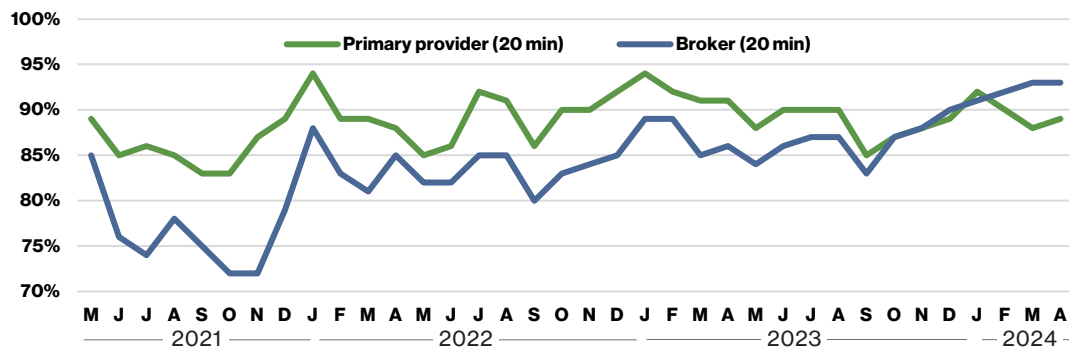
## Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service



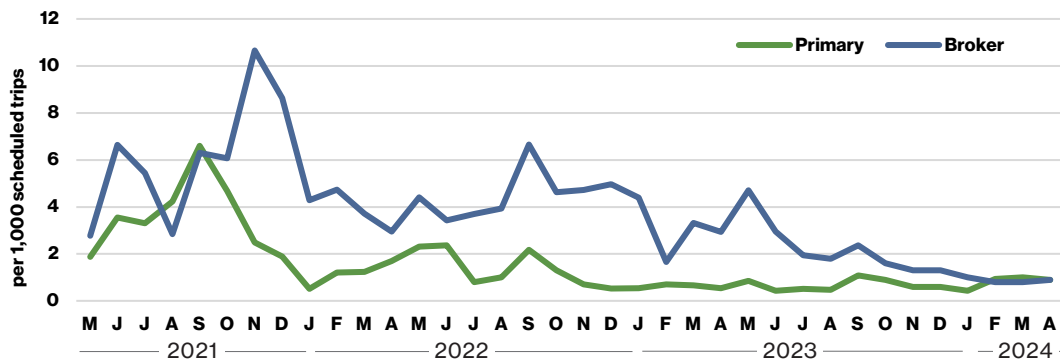
## Paratransit On-Time Performance

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 April 2024 increased by nearly 20%, or an average of more than 5,000 trips per day, compared to April 2023, continuing the trend of significant ridership increases year over year. On-time performance continues to be strong despite this significant increase in trip volume. Our primary carrier service completed 89% of trips within the 20-minute pickup window from promise time. On broker service, we completed 93% of trips within the 20-minute pickup window from promise time, up 7% from last year.

On primary carrier service, the no-show rate decreased by 0.1 per 1,000 scheduled trips to 0.90 when compared to March 2024, considerably better than our goal of 3.0. For Broker service, the result for April 2024 was 0.90 no-shows per 1,000 scheduled trips, also better than our goal of 3.0. Overall, primary carrier no-shows have increased by 0.36 per 1,000 and broker has decreased by 2.04 per 1,000 trips compared to April 2023.

In April 2024, 98% of all calls were answered, and the average call answer speed remains well below answer speed at this time last year, despite consistent increases in call volume. 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

Our focus remains on our North Star goal of increasing our customer satisfaction beyond our current 80%. 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.

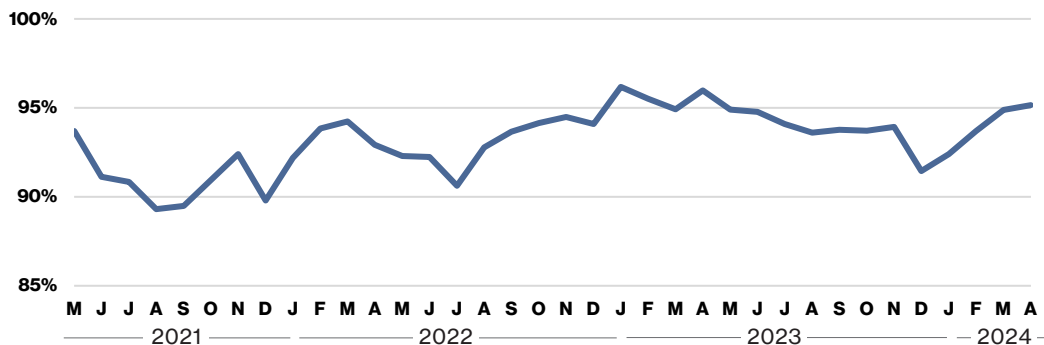
We are pleased to see improvements in our key performance indicators even as the demand for AAR service continues to increase, and will continue to closely monitor these key performance indicators (KPIs) in our busy summer months.

We are also continuing to invest in modernizing our primary carrier fleet to deliver a great customer experience and support the MTA's sustainability goals. On April 15, we debuted the first of fifteen electric vehicles (EV) to the public. This pilot program will help determine if electric vehicles are ready for broader roll out for Access-A-Ride Paratransit service.

# SERVICE PERFORMANCE

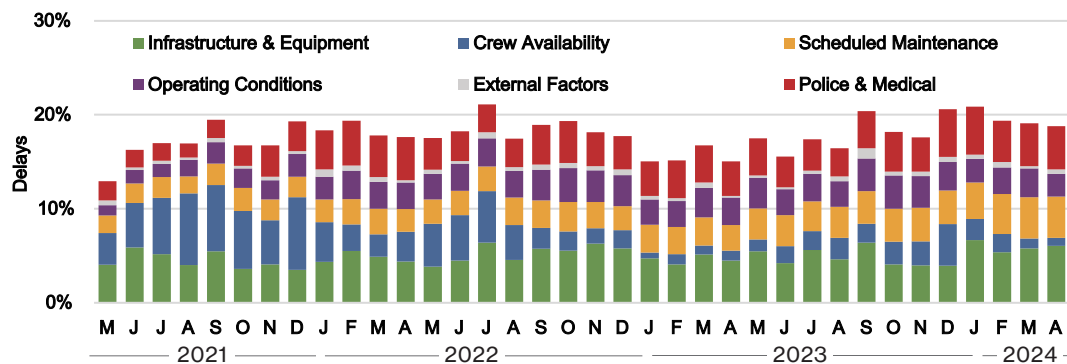
## Subway Service Delivered

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 April 2024, weekday On Time Performance (OTP) was 81.2%, up .3 points from March 2024. In April, the percentage of customers arriving at their destinations within five minutes of schedule (CJTP) rose to 84.8%, which is 1.2 points more than the previous month. Additional platform time (APT) decreased to 77 seconds, and additional train time (ATT) decreased to 32 seconds. Weekend performance in April dipped; 83.8% of trains arrived on time, down from 85.2% in March.

## Moving Forward

Providing first-class customer service remains a priority for the Department of Subways. We are proud to announce that all nearly 2,400 Station Agents have been trained on our new customer service model and are outside of the booth engaging with customers. Our agents are also trained on the new Configurable Vending Machines (CVM), as our customers get adjusted to the new machines. We currently have 87 CVM installed throughout our system, with a total of 59 live at 33 stations – and

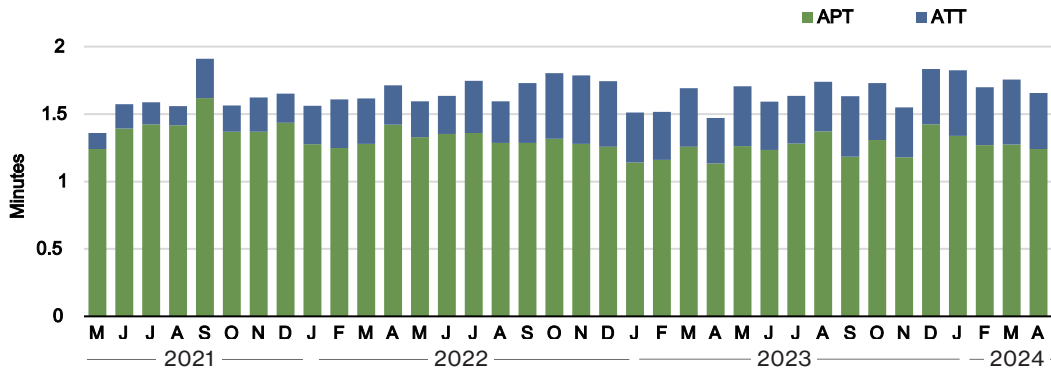




# SERVICE PERFORMANCE

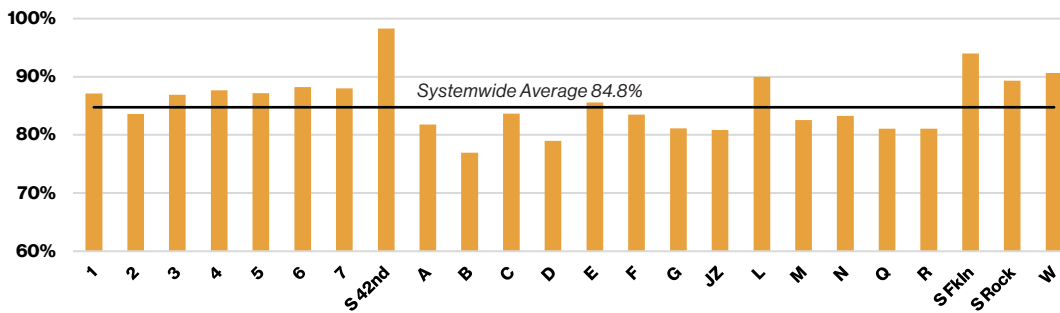
## Subway Additional Platform Time + Additional Train Time

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



the number continues to grow. In late 2021, we began Temporary Reduced Fare MetroCards (TRFM) at 13 select booths on and expanded that to all stations in 2022. However, last month we built upon those efforts and are now issuing Permanent Reduced Fare MetroCards (PRFM) at our Customer Service Centers to those who are eligible. Part of delivering on customer service is also having a fair system, which is why we continue to ramp up our fare compliance efforts. Year-to-date we completed 1,421 turnstile modifications, which is 37.6% of the total turnstiles to be completed, keeping us on track to reach 60% of the system by the end of the year. When everyone pays their fare, it is fair for all and we are working diligently on our end to ensure this for our customers.



## QBNR Events

This spring, the Queens Bus Network Redesign team has been out in force throughout the borough meeting with bus riders at five Open Houses, twelve pop-up events, and six on-site events in partnership with the MTA Mobile Sales team to engage with customers in person and gather feedback on the latest version of the Queens Bus Network Redesign.



Open house events are larger outreach events held indoors and are scheduled from 5 pm to 8:30 pm. Pop-up events are held out in the community from 4 pm to 7 pm. MTA Mobile Sales hosts the team at six of their on-site locations which are typically scheduled for 2 to 3 hours.

This robust outreach effort offers bus customers the opportunity to meet with the Queens redesign team to discuss the Proposed Final Plan and routes proposed in their neighborhood.

## Reduced-Fare OMNY Outreach

Recently, the Senior Advocacy Leadership Team (SALT) at the Manny Cantor Center of the Educational Alliance hosted the MTA's Reduced-Fare OMNY outreach team at a public meeting to introduce attendees to the benefits of switching to OMNY. Representatives from MTA Government & Community Relations and Systemwide Accessibility had a lively exchange with the seniors in attendance responding to questions and concerns regarding the transition from MetroCard to OMNY and the impacts on reduced-fare benefits.

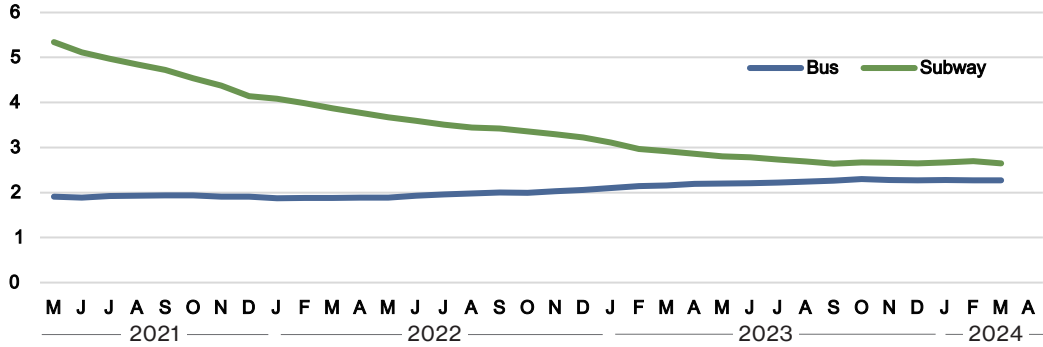


# SAFETY AND SECURITY

## Customer Accident Rate

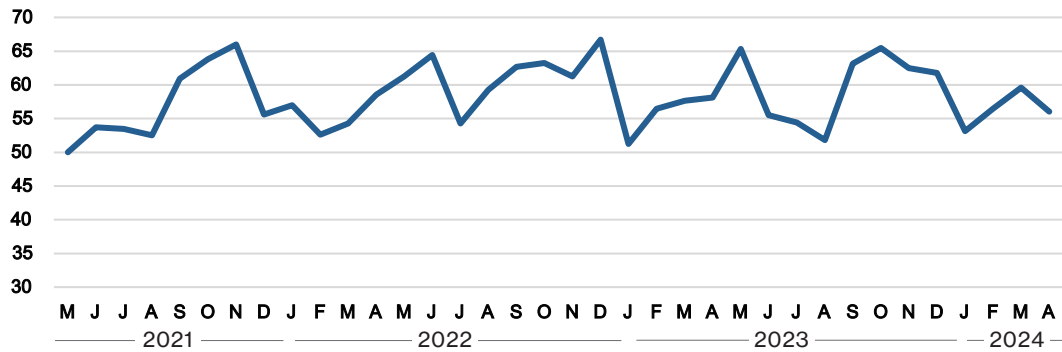
The number of reportable subway and bus customer accidents per million customers (12-month rolling average)

April data not yet available



## Bus Collision Rate

The number of bus collisions per million miles



## Subway Fires

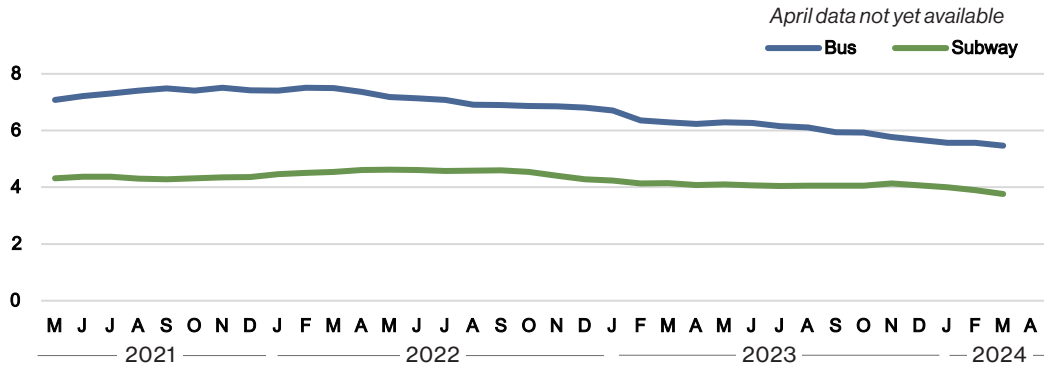
Total number of fires in the subway, including right-of-way, in stations and on trains.



# SAFETY AND SECURITY

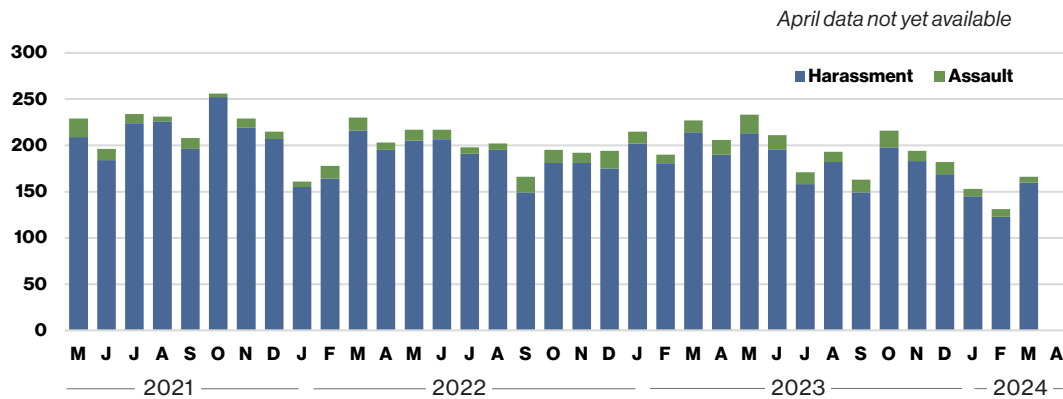
## Employee Lost Time Accident Rate

The number of reportable employee lost time accidents per 100 employees (12-month rolling average)



## Assaults and Harassments Against NYCT Employees

Assault, under NYS penal law, requires physical injury. Harassment involves actions that annoy or alarm with no resulting physical injury



## Data Review & Moving Forward

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

Bus Collision 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.

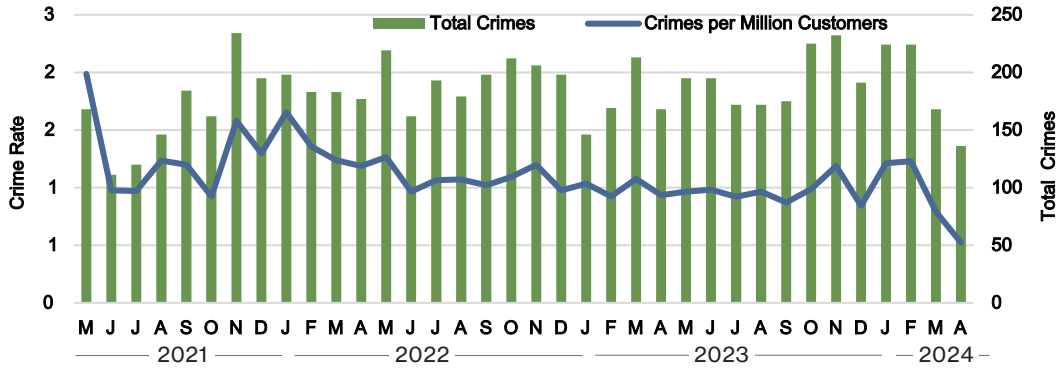
For the rolling 12-month basis, Subway Fires decreased when comparing periods ending April 2024 and April 2023. It is also worth noting that Monthly Fires for April 2024 (70) decreased when compared to the same month in the previous year (95).



# SAFETY AND SECURITY

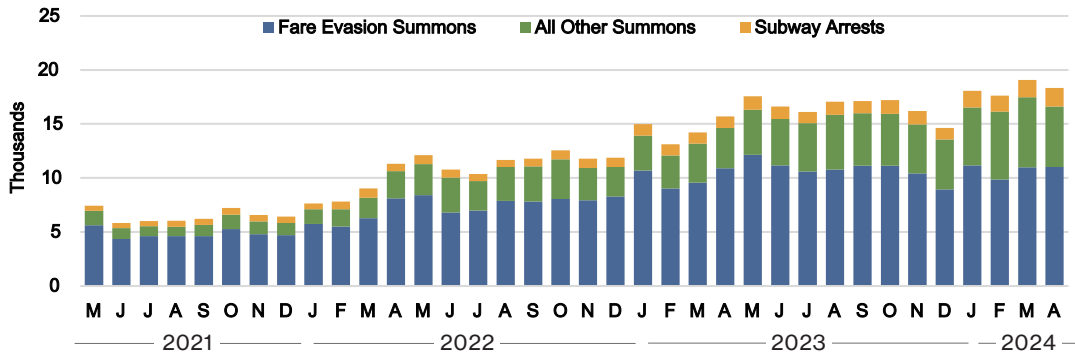
## Major Crimes Against Subway Customers

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



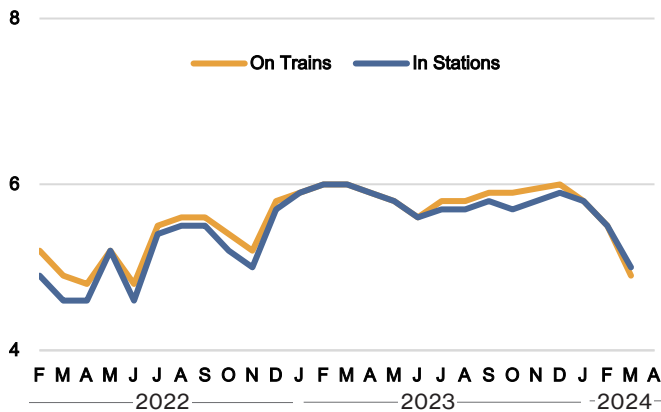
## NYPD Summonses & Arrests

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

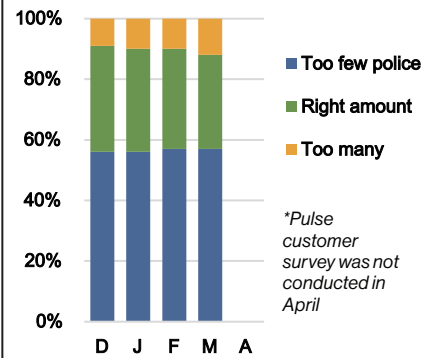


## Perception of Safety and Police Presence

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



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



# SAFETY AND SECURITY

## Data Review

In April 2024, Major Felony Crime was down 19% month over month (versus March 2024) and down 23% from the comparative month a year prior (April 2023). Crime also decreased 28% when compared to the 2023 monthly average. Crimes per Million Rides decreased 19% from March 2024 and decreased 32% compared to the 2023 monthly average (normalized for ridership trends and days per month). Lastly, this was the lowest recorded crimes per million riders monthly figure since October 2019 (Pre-Covid).

The above figures represent a continuation of a downtrend in crime YTD after a jump in January. In fact, the February to April figures were so low, YTD crimes trends are below the comparative period in 2023. Our collaborative efforts to combat the rise in crime noted in January have continued to show 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. Their efforts have not gone unnoticed, and we recognize the major impacts they are having on the customer experience.

Our primary policing agency in NYCT Subways, the NYPD, continues to enforce laws, rules, and regulations within the transit system. Their summons and arrest activity are up versus April 2023 & the 2023 monthly average. We are encouraged by their commitment to ensure order and safety is maintained within the transit system. The MTA also continues to offer our support and partner with NYPD to deploy internal resources, like the MTAPD Transit Ops, Scout Teams, and SERT Teams within the transit environment.

## 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. Crime and disorder in our system continues to be a dynamic issue and remains a top priority for the MTA.

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.

## **2024: A Momentous Year for OMNY in the Transit System**

OMNY is fast becoming part of the fabric of our transit system in New York City. Much like the transition from the token to the MetroCard, the transition to OMNY system-wide has been methodical; this process will pick up pace in 2024, as we prepare to further accelerate the market share growth we've seen with customers leaving MetroCard in the past and tapping their way into the subway and bus systems. In the year ahead, we'll welcome entire fare categories into OMNY, drastically scale up the network of OMNY card vending machines and retail partners, and continue to step up our outreach in stations and communities to inform customers of the benefits of switching to OMNY.

### **A Growing Market Share**

OMNY has come a long way from its debut in 2019. Thousands of contactless readers have been installed on every bus and subway turnstile and fare capping to ensure that no customer pays more than \$34 during any rolling seven-day period has been introduced. Customers have made the switch en masse, with market share steadily growing over the past two years.

Over the last 12 months, OMNY market share has grown by 9%, with all MetroCard segments either flat or down, including up-front 30- and 7-day passes. Of regular fare customers who pay as they ride, 76% are now using OMNY, with the vast majority using their own personal card or device to pay. This is the single largest customer segment on subways, comprising over 60% of all riders. Overall OMNY market share on subways is consistently above 50% of all riders, with additional growth every month.

There's been growth on buses, too. While proportionally fewer bus customers are regular fare, pay-as-they-go riders, those customers who are tap to ride almost as much on buses as they do on subways, with continuous growth over the last year. Bus market share will likely grow considerably in the year ahead as additional customer groups are introduced to OMNY.



## **A Momentous Year for OMNY in the Transit System (con't)**

### **Scaling Up Vending Machines and Leveraging the Retail Market**

In the fall of 2023, the MTA debuted the first ten OMNY vending machines in stations across the subway system. Following successful testing and software improvements, we have begun to dramatically scale up vending machine installation, providing customers who will use an OMNY card or who prefer to pay with cash the opportunity to begin tapping and refilling their cards.

In addition, the MTA is strategically looking towards the retail market to bring more customers into OMNY. A great benefit of OMNY is that cards can be purchased and refilled at over four thousand retail locations, a nearly 4x increase on MetroCard retailers. To better connect customers to these retail opportunities and to introduce more retailers – especially local businesses like bodegas – to OMNY, we have been engaging with local community leaders, business groups, and some of our largest MetroCard retailers to help them be part of the OMNY transition. Of the top 122 MetroCard retailers that previously did not offer OMNY cards, this effort has converted 42, with more to come online soon.

Buttressing all of this is a refreshed marketing campaign, which has begun to go live across the MTA system, with an emphasis on the ease of tapping and going.



## **A Momentous Year for OMNY in the Transit System (con't)**

### **Station Agents Play a Critical Role**

Since stepping out of the booth last year, our team of 2,400 station agents have delivered critical customer service, especially in and around the turnstiles. Station agents have received dedicated training on OMNY and have educational materials that can be distributed to customers. Go to any station during the morning or evening rush and you're likely to see an agent in the yellow vest at a MetroCard machine encouraging customers to skip the line and tap and go with OMNY instead. Having agents on the ground to support the OMNY transition is essential.

Starting in the fall of 2023, the Department of Subways launched a new competition to further engage station agents by rewarding the teams who have facilitated the greatest increases in OMNY usage at their station each month. So far, six stations have been recognized, with teams from Queens, Brooklyn, and Manhattan all recognized so far.

As OMNY vending machines start to be deployed at scale, agents will be on hand and out of the booth ready to assist customers with the transition and to show them how easy it is to tap and go, be it by using their phone or card at the turnstile or by purchasing and filling up an OMNY card.

## **A Momentous Year for OMNY in the Transit System (con't)**

### **Welcoming New Customers to OMNY in 2024**

While OMNY usage has grown consistently over the past year, there are still customer groups that have not yet been able to begin tapping and instead have continued to use MetroCard. Between NYC public school and CUNY students, Reduced-Fare, and Fair Fares customers, there are over a million daily riders who have not yet been able to fully benefit from OMNY.

This changes in 2024. First, for students, the next school year will be a big one as we debut our new OMNY card for students in time for the 2014-25 school year. Transit is a lifeline for hundreds of thousands of school students every day – it's no surprise that ridership typically peaks during the school year – and bringing students into OMNY will not only make it easier to ride but will build good habits for future transit customers.

For the over 1.5 million Reduced-Fare customers in New York City, we will build upon the open-loop conversion process that launched in 2022 by mailing every current Reduced-Fare MetroCard holder their new OMNY cards in bulk by the end of 2024. Customers will have the ease and convenience of OMNY sent to their homes and will be able to begin tapping right away. And for Fair Fares and Paratransit customers, we're in the beginning stages of pilot programs that will help us begin full implementation of OMNY by the end of 2024.

We have ambitious goals to grow OMNY usage in 2024 at an even greater clip than in 2023. To get there, we will continue to methodically introduce new customers to OMNY by meeting their needs, be it through new vending machines, introducing new fare classes to OMNY, or by leveraging tried and true tactics like good customer service in our stations.



New York City Bus

NYCT-ELECTRICBUS

ELECTRICBUS

NYCT 5012

NYCT

clean-energy bus

ELECTRICBUS

KEEP BUS LAMPS CLEAN  
Do not touch and do not spray  
cleaning products on them.

ELECTRICBUS BUS  
DO NOT TOUCH AND DO NOT  
CLEAN

5008

NYCT

ELECTRICBUS





## **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