



NEW YORK CITY TRANSIT KEY PERFORMANCE METRICS

June 2024

695



NEW YORK
Metropolitan
Transportation
Authority
F2625
NEW YORK





MTA If You're Not A Bus...
NYC Department of Finance
Charles Street Station
P.O. Box 3840
New York, NY 10008-3840

MTA New York City Transit Interim President Demetrius Crichlow and NYC DOT Commissioner Ydanis Rodriguez announce the launch of Automated Camera Enforcement (ACE) on several bus routes at the 181 Street Busway on Monday, June 17.

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

2 Broadway • New York, NY 10004
Monday, June 24, 2024

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MESSAGE FROM THE PRESIDENT



Demetrius Crichlow
Interim President
New York City Transit

Pillars of Success: Safety & Service

It is an honor to introduce myself to you as the Interim President of New York City Transit. I want to thank everyone at MTA, from Chair Janno Lieber to the members of the board, for their faith and trust in me to lead New York City Transit. I also want to extend my thanks and best wishes to my predecessor, Rich Davey. Rich's steady hand and good sense of humor will be missed, and I know I join the rest of our Transit family in wishing Rich and his family all the best in his new adventure.



I've been with the MTA for over 27 years. During my time here, I've had the pleasure of meeting the most dedicated workforce in New York City. Every day of those 27 years I have been in awe of the effort and skill our workers have shown to deliver world-class service to the people of New York City. I feel a profound sense of purpose when I say that my mission here in this new role is to deliver a safe environment and high-quality service, both for our employees and the riding public.

I am a lifelong New Yorker. New York City Transit is in my bones. I started my career with the MTA in 1997 as an assistant signal maintainer at the Long Island Railroad. Eventually I was promoted through the ranks at the LIRR to become Train Movement Supervisor, overseeing operations at Penn Station Central Control. In 2007, I transferred to MTA Headquarters to become Special Assistant for Operations for then Chairman and CEO Lee Sander.

My father, who retired as a car inspector for Subways, had always hoped I would continue in the family tradition of working at NYCT. When I became Deputy General Manager, it solidified three generations of service that



MESSAGE FROM THE PRESIDENT

began with my grandfather.

In my most recent job, as the Senior Vice President for the Department of Subways, I was happy to work on projects that led to across-the-board service improvements and a better customer experience for the 4.5 million daily customers who ride the subway. Working with our partners in Stations to implement our Station Re-NEW-vation program, where we have been capitalizing on General Orders to improve the customer experience at stations around the system. Our teams have been hard at work replacing wall tiles, painting, and repairing station equipment.

We were also hard at work on issues of fare evasion. Based on the recommendations of the Blue Ribbon Panel on Fare Evasion, our team went to work seeking innovative solutions on how to stem the tide of fare evasion. We focused on the four E's: Education, Equity, Environment, and Enforcement. We upgraded 1,400 turnstiles at more than 100 stations to prevent back-cocking installed turnstile fins at four pilot stations, observing a decrease in jumping by more than 20% at these fare control areas. We also deployed gate guards at 50 subway stations. In the initial targeted stations with guards or delayed egress, there was an estimated 20-30% decrease in fare evasion level. I'm proud of the work we did at the Department of Subways, and I look forward to continuing that work as Interim President.

In this new role in the President's Office, our team has already hit the ground running.

On my first day, I joined Senior Vice President Frank Annicaro as we announced the expansion of the Automated Bus Lane Enforcement Program (ABLE) now called the Automated Camera Enforcement (ACE). This expanded initiative now issues tickets to cars that are illegally parked in bus stops as well as bus lanes. Data tells us that only 9% of drivers who receive tickets from these cameras are repeat offenders. We are lucky to have strong partners, like New York City Department of Transportation Commissioner Ydanis Rodriguez, who joined us for the announcement.



1400
upgraded turnstiles
at 100 stations

MESSAGE FROM THE PRESIDENT

Later that week, we experienced a serious heat wave. As I stood at Bowling Green Plaza with Chief Customer Officer Shanifah Rieara and Construction and Development President Jamie Torres-Springer to review MTA-wide extreme weather procedures, I was thinking of our workforce who were still going out every day to deliver high-quality service to New Yorkers. I want to personally thank everyone who came to work last week in those high temperatures and ensured we delivered the same excellent service New Yorkers expect and deserve.



In the coming weeks and months, you will hear more from me about safety and service.

Our employees will always be top-of-mind to me. There is no greater priority at NYCT than the safety of our operations. Employees deserve to go to work in a safe, comfortable workplace. We will continue to pursue facility upgrades, as I firmly believe that an upgraded facility is a safer facility. Safe systems for employees enhance the service experience of customers. Everyone should have the necessary equipment and training to safely and effectively do their jobs. We will continue the push to have a safe and satisfactory work environment.

For our riders, we will continue to work collaboratively with Chief Kemper and the NYPD to keep our system safe. We've had positive momentum on reducing crime and keeping customers and employees safe. We will continue to deploy additional resources and innovative solutions to improve safety, like better pathways for customers and employees to safely report issues. I'm also looking forward to continuing our Station Re-NEW-ations, where our teams will replace lighting, stair treads, handrails, and other

MESSAGE FROM THE PRESIDENT

equipment to keep the public and our employees safe.

As we continue to make critical upgrades to our system, we will ensure that the customer experience remains world-class. This week we begin the work of signal modernization on the Crosstown **G** line. We recently announced that Hugo Zamora will serve as the czar of this project. Hugo is charged with ensuring that every aspect of this work is happening on schedule. We recognize that this work is disruptive for communities along the **G** line. That's why we've committed to delivering a high-quality shuttle bus operation, a new station Re-NEW-vation at several impacted stations, and a dedicated customer communications plan. Our goal is that, once the shutdown phases are complete, riders will return to their **G** train stations and feel like they're being welcomed home.



My team and I have had a busy first week, but we're only just getting started. Our mission here is to deliver safety and high-quality service. To me, this is more than a slogan. In my 27 years of service, I have seen first-hand what this system means to the City of New York and the people living here. Every day, our trains and buses get a child to school, a coach to their practice, or a family member to their loved ones. I often say our job here is not to move machines but to move people. I look forward to meeting many more of you over the coming weeks and months and continuing to build on the great legacy we've inherited.

Let's get to work!

SPECIAL FEATURE

Improving the **G** Train

The **G** train is a lifeline for subway riders in Brooklyn and Queens. Every day, tens of thousands of customers rely on the **G**, originally called the Crosstown Line by the IND in 1933, to travel between the boroughs and to make connections to Manhattan. The **G** is a unique line: it is serviced by five-car consists, it is the only subway line to not serve Manhattan, and it was initially planned to provide service to and from the World's Fair in Corona Park in 1939, with a special station built to connect **G** train riders to the fair.

The **G** train serves fast-growing communities from Long Island City to Greenpoint to Gowanus. In the last several decades, ridership has steadily grown on the **G**. Now, the MTA is preparing to deliver generational improvements to the **G** line, giving the line its biggest facelift since it first opened in 1933.

Why upgrade the **G** train?

The signal system that keeps the **G** line moving is old. How old? The basic technology behind the line's signaling dates back to 1933, when FDR was giving fireside chats on the radio and the nation was in the throes of the Great Depression. Many of the switches along the line are equally old.

Old signals hamper our ability to deliver good service. In 2023, The Customer Journey Time Performance (CJTP) on the **G** line was 81.8%, below the systemwide average of 85% and among our lowest performing lines. By comparison, the **L** and **7** lines, which have modern, Communications Based Train Control (CBTC) signaling, are the top two lines in the system, both with CJTP above 91%.

This project will bring generational improvement to the **G** line, not only by replacing the signal system with CBTC on the entire 11.4 miles of the Crosstown line, but also by replacing 30 miles of track, upgrading dozens of antiquated switches, and constructing new signal rooms to manage the new signaling once it's live. When this project is complete in a few years, the **G** train will go from one of the poorest-performing lines in the subway system to one of the best.



Improving the **G** Train (con't)

A New Strategy to Deliver Capital Improvements

When planning this major capital improvement to the **G** line, the MTA had a choice: a lengthier set of dozens of weekend shutdowns, inconveniencing **G** line riders for over two years or a truncated set of 24/7 shutdowns to complete much of the infrastructure work in one fell swoop. The latter option will limit long-term service disruptions for **G** train customers and is an example of MTA Construction and Development's mantra of completing megaprojects like this better, faster, and cheaper.

While this new strategy to complete signal upgrades will pay dividends to customers in the long run, there will be significant impact to **G** line riders from June to September of this year. To prepare for this disruption and to ensure the customer experience is considered in every step of the project, NYCT appointed Hugo Zamora - a three-decade transit veteran - to serve as the "G-Train Czar," for the duration of the project.



SPECIAL FEATURE

Improving the **G** Train

Putting the Customer Experience First

Hugo and the entire team both at NYCT and across MTA have been diligent in their preparation for the shutdown. In addition to numerous community meetings, town halls, briefings, and other opportunities for public engagement, the team has been laser focused on how we communicate to customers about the project, both before the shutdown starts and as it is ongoing.

Communication with customers about the project is leveraging every channel and tool the MTA has. Signage in stations clearly informing customers of the date and scope of the shutdown will be conspicuously posted in affected stations. Audible announcements to prepare customers for the shutdown have been recorded and are live in stations. A project newsletter has been stood up, both to ensure customers have the most current service information at their fingertips and to provide timely updates on the progress of the project. Signage to ensure that customers know how to utilize alternate shuttle bus service will be deployed conspicuously throughout affected stations and at street-level. Customers with accessibility needs will also have tools to ensure that they know about alternative accessible service options. At every step of the way, communication to customers will be paramount during this project and is a front-of-mind concern for Hugo and the team.



The Department of Subways facilities team will leverage station closures to touch up every single station, including with deep cleanings and new, brighter LED lighting. Several stations will also receive full-blown Re-NEW-Vations to provide even more station improvements awaiting customers when they return. This is a proven model - we've already delivered 83 station Re-NEW-Vations at NYCT and customer feedback is overwhelmingly positive. Bringing this mindset of fully leveraging shutdowns to the G project allows the team to work together with partners at C&D to deliver the most possible improvements to customers during this window.

SPECIAL FEATURE

Improving the **G** Train (con't)

Delivering Excellent Shuttle Bus Service

Quality communications and station improvements are sweeteners for customers, but nothing is more important this summer than providing a best-in-class shuttle bus experience during the shutdown. For the duration of the project, shuttle bus service will substitute for the **G** where it is suspended, providing frequent service 24 hours a day.

A shuttle bus is only as good as the streets it runs on. To ensure that shuttles run well, NYCT has spent months in preparation with partners at NYC DOT and the NYPD. With DOT, several street improvements will be deployed to keep buses moving. Daylighting at multiple intersections will make turns safer and more seamless for buses. Turn restrictions, especially at key points on Manhattan Avenue in Greenpoint, will reduce traffic volume and limit street congestion along the route. DOT has also assisted with curb space, both to establish additional loading zones that limit potential double-parking and snarl buses in traffic to create new bus stops and layover space for the duration of the shutdown. In partnership with DOT and NYPD, enforcement of these rules will be critical to ensure bus service moves well. The MTA is doing its part - Automated Camera Enforcement will be in effect along the key corridor in Greenpoint during the shutdown.

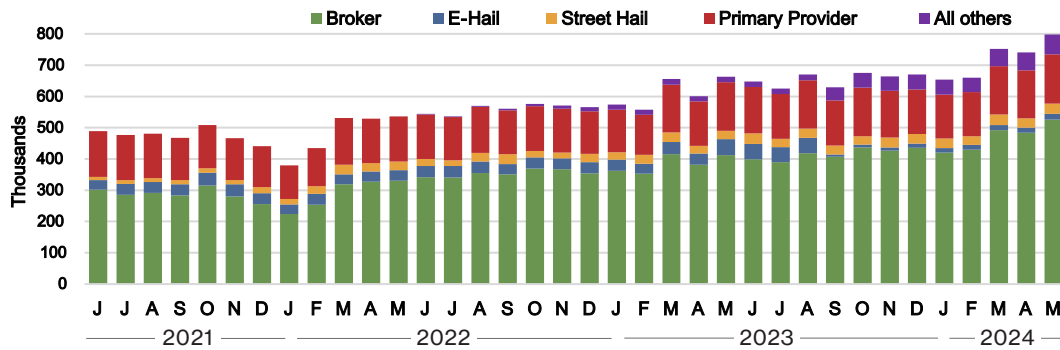
Hugo and his team will be on the ground every step of the way, making sure that the shuttles run well, that customers are moving smoothly to their destinations, and that service is being communicated effectively. By doing so, we can ensure that major capital improvements to the **G** are done in a way that limits customer impact and maximizes customer benefit.



SERVICE PERFORMANCE

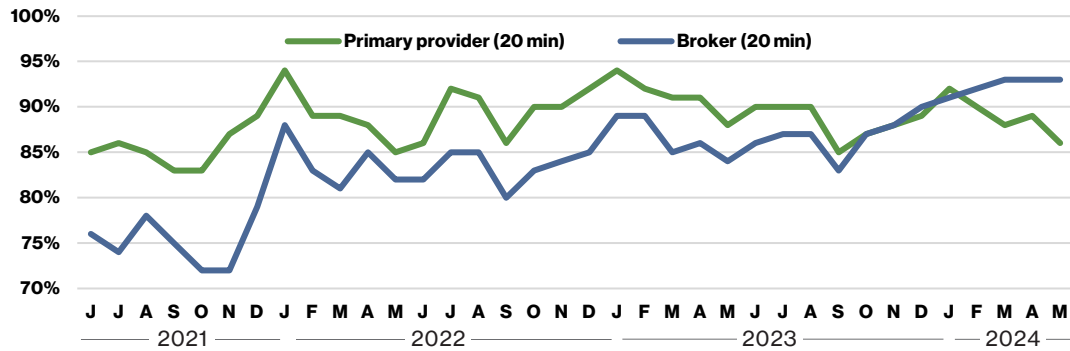
Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service



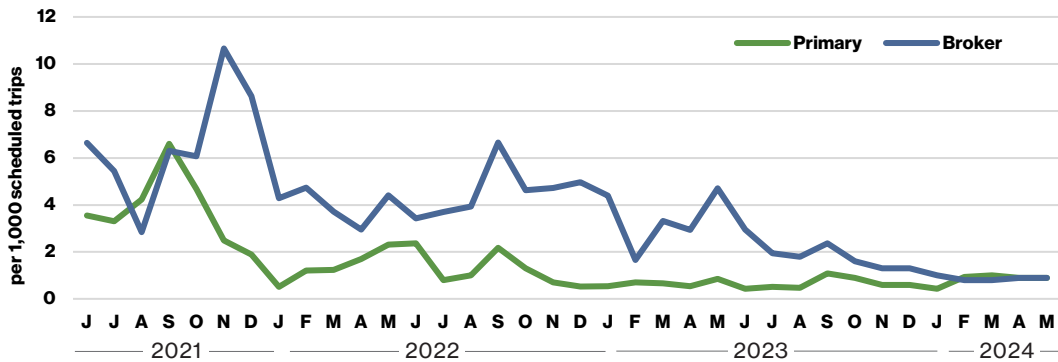
Paratransit On-Time Performance

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



Paratransit Provider No-Shows

The share of providers that do not arrive at the pick-up location within 30 minutes of the promised time and the trip is not provided



SERVICE PERFORMANCE

Data Review

Total ridership in May 2024 increased by nearly 20% compared to 2023, reaching a record 1.1 million riders during the month, and 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 86% of pickups 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 9% from last year.

On primary carrier service, the no-show rate remained flat at 0.9 per 1,000 trips when compared to April 2024, considerably better than our goal of 3.0. For Broker service, the result for May 2024 was 0.8 no-shows per 1,000 scheduled trips, also better than our goal of 3.0 and a marked decrease of 3.91 per 1,000 trips compared to May 2023.

In May 2024, 97% of all calls were answered, well above the 95% goal and the average speed answered was 17 seconds, better than our goal of 60 seconds.

Moving Forward

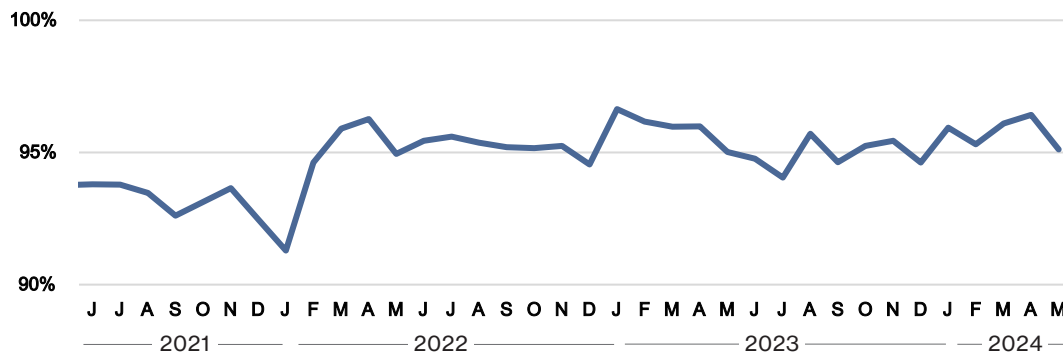
Our focus remains on our North Star goal of maintaining our performance as ridership grows and increasing our customer satisfaction beyond 80%. Though we saw a slight dip from April to May in overall Customer Satisfaction in the monthly Pulse survey, we are encouraged by the steady performance and high levels of customer satisfaction we continue to receive. 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 also continuing to implement updates to the MY AAR app and website to enhance the customer experience, making it easier for customers to book and track their trips. These updates allow for a seamless transition throughout the app making the software more user friendly.

SERVICE PERFORMANCE

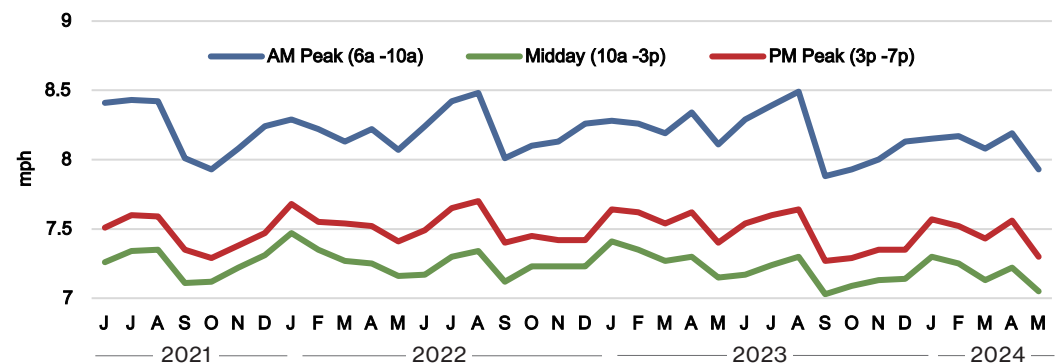
Bus Service Delivered

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 May experienced some seasonal challenges that resulted in a dip in key areas. Bus Speeds averaged 7.9 mph, consistent with pre-pandemic levels, but 2.5% slower than the previous month. Consequently, Additional Travel time and Additional Bus Stop Time increased by 43 seconds and 22 seconds respectively, leading to a 5.6% decrease in Customer Journey Time Performance (68.4%) in May. Service delivery (95.1%) remained consistent with May 2023 but was down 1.3% from April 2024. The 12-month average held steady at 95.3%. Service and road management worked diligently to maintain service, navigating real-time road issues and successfully completing about 97% of trips in May, serving an average of 1.3 million paid riders across the city.

Moving Forward

Strong enforcement of bus priority is essential for improving customer satisfaction and bus performance metrics. This month, the MTA is excited to announce the launch of Automated Camera Enforcement (ACE), an expansion of Automated Bus Lane

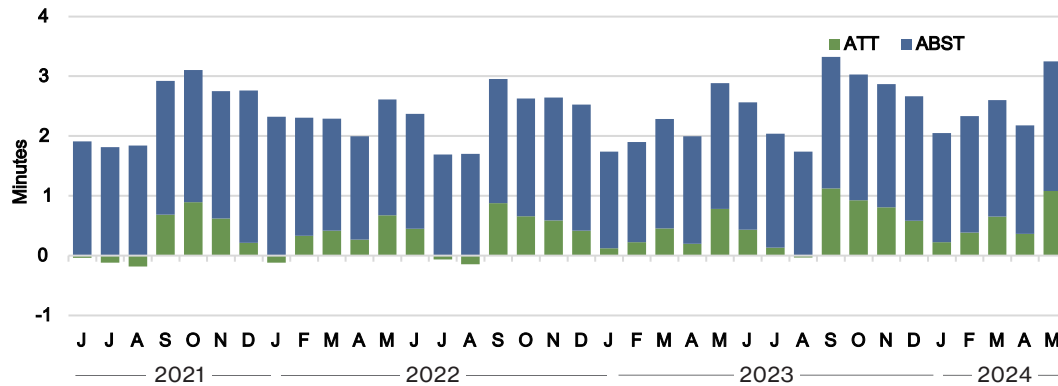


SERVICE PERFORMANCE

Additional Bus Stop Time + Additional Travel Time

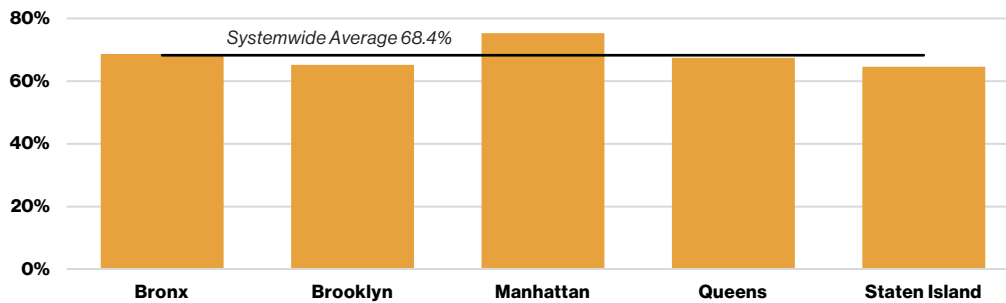
ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time

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



Bus Customer Journey Time Performance, by Borough, May 2024

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



Enforcement (ABLE). The ABLE pilot began in 2019 and has since expanded to 623 buses on 21 routes reaching all five boroughs. Since the program’s inception, approximately 460,000 ABLE warnings and violations have been issued. The program has resulted in a 5% average increase in speeds over and above the baseline gains from bus lanes and a 20% average reduction in collisions and an emission reduction of more than 5%. As an added bonus, only 9% of drivers who receive violations end up blocking the bus lane again.

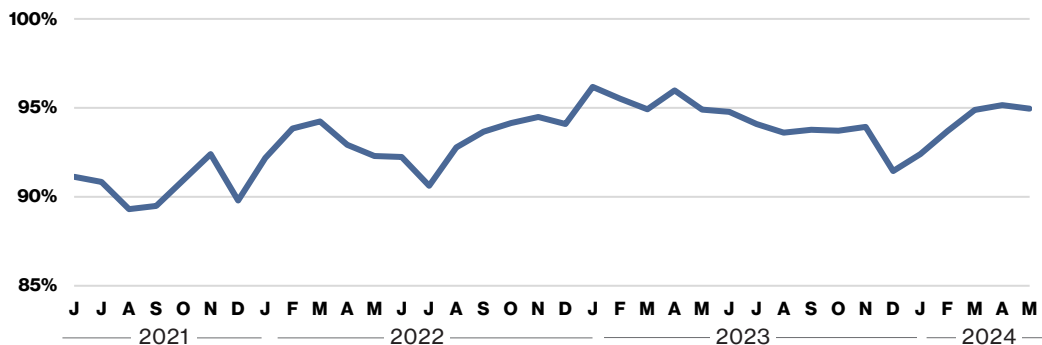
The NYS Budget approved to expand the program to allow MTA buses to enforce not only bus lanes, but also bus stops as well as illegal double parking along bus routes during a four-year demonstration period. This newly rebranded program — ACE — began this month on 14 existing ABLE routes, which have now been updated with state-of-the-art enforcement technology. The launch of ACE is a real game changer for the bus system when it comes to speed, safety, accessibility and emissions improvements. On behalf of our customers and our operators the MTA has the following warning for drivers in New York City: DO NOT BLOCK OUR BUSES! Stay out of our bus lanes, stay out of our bus stops, and don’t double park on our routes.



SERVICE PERFORMANCE

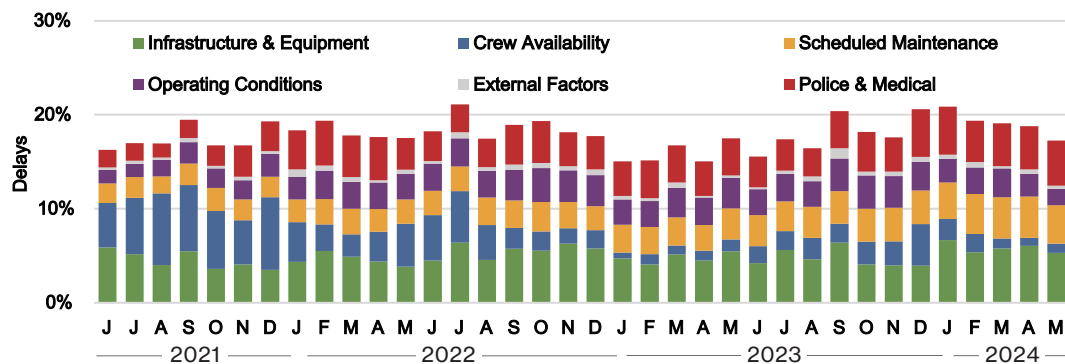
Subway Service Delivered

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 May 2024, weekday On-Time Performance (OTP) was 82.8%, up 1.5 points from April 2024, and continuing a trend of incremental improvements each month since January. Service Delivered was 95.0%, up 3.6% compared to December 2023 as crew availability delays decreased dramatically thanks to aggressive hiring and training of new crews, which will need to continue. In May, the percentage of customers arriving at their destinations within five minutes of schedule (CJTP) remained steady at 84.7%, with a 5 second increase in additional platform time partially offset by a 3-second reduction in additional train time (ATT). Weekend OTP performance in May improved to 85.2%, up 1.4 points from April.

Moving Forward

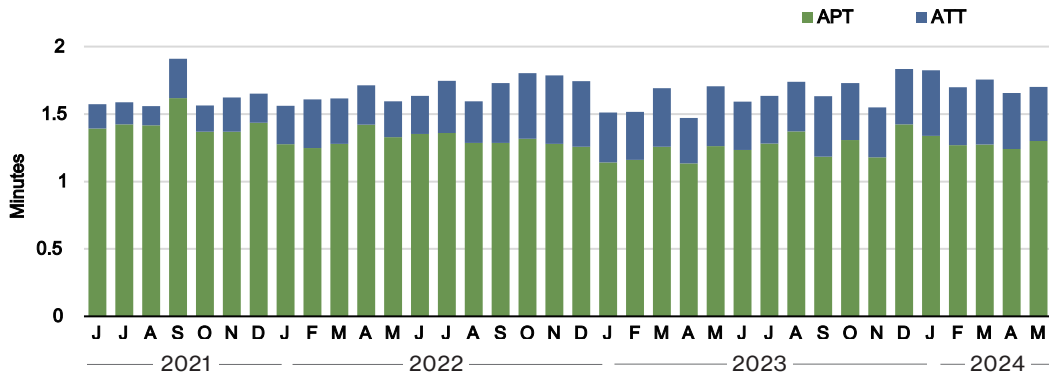
Subways is preparing for a busy summer ahead focused on important construction projects to improve system reliability while we continue implementing customer service enhancements. One of the largest projects will install modern CBTC signaling along



SERVICE PERFORMANCE

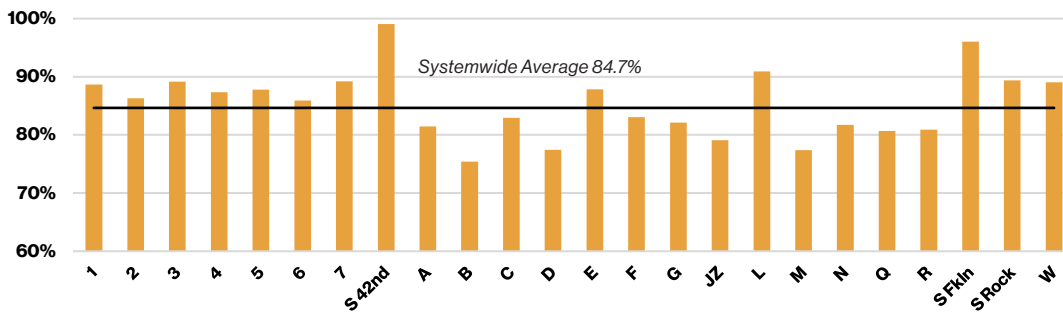
Subway Additional Platform Time + Additional Train Time

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



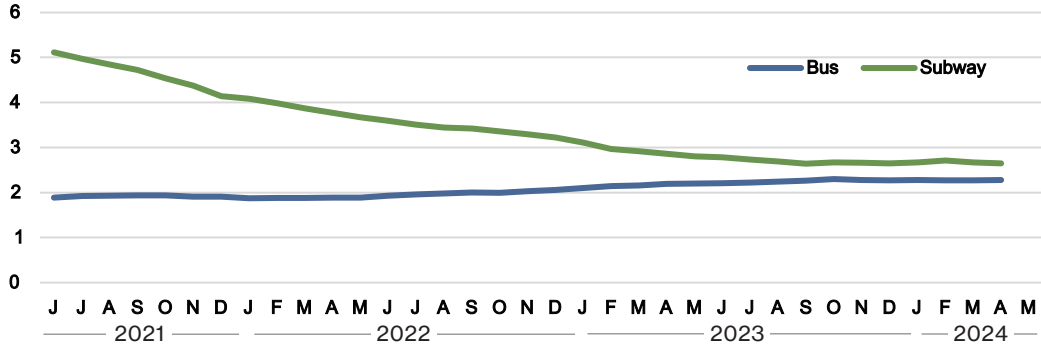
the **G** line, requiring three phases of line shutdowns. We are fortunate to have Hugo Zamora as the project Czar to monitor the robust alternative bus service and customer service teams providing information to customers on how to complete their trips. Our Track teams have already installed 400 overage track panels on outdoor lines this year and will continue their efforts to expedite this work, including by installing them on weekdays in addition to weekends. We know that these projects have short-term impacts to customers but are critical to improving reliability. We are also excited to roll-out new functionality to our Customer Service Centers (CSC), including issuing permanent Reduced-Fare cards, testing a new application to assist the deaf community, and – coming soon – the ability to apply for Fair Fares with the assistance of our Customer Service agents. We are also excited to open our newest CSC at Parkchester Station **6** in the Bronx soon. Finally, we congratulate Subways SPEED Team for being presented a 2024 Certificate of Merit for Heavy Rail Safety by the American Public Transportation Association in recognition of their efforts to safely increase speeds across the subway system.

SAFETY AND SECURITY

Customer Accident Rate

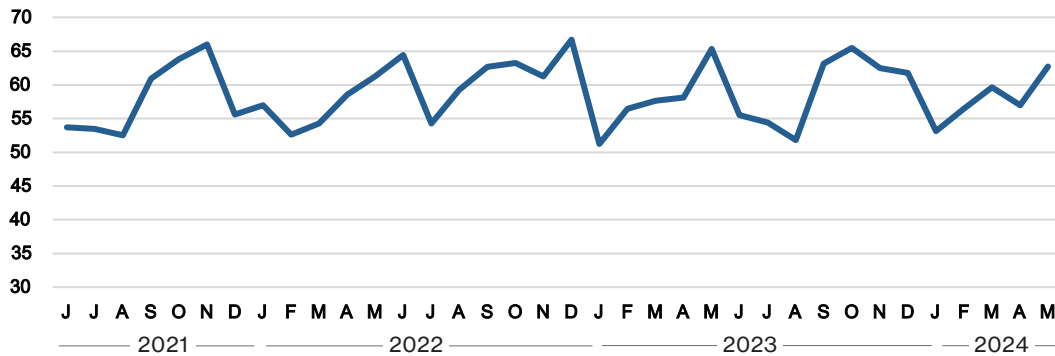
The number of reportable subway and bus customer accidents per million customers (12-month rolling average)

May data not yet available



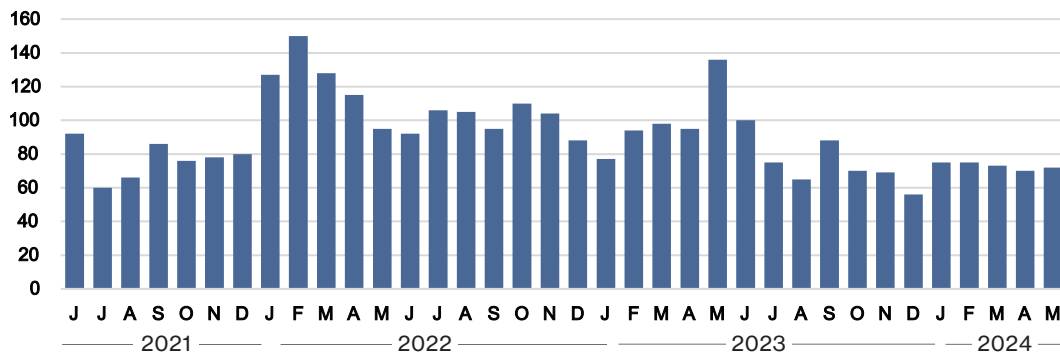
Bus Collision Rate

The number of bus collisions per million miles



Subway Fires

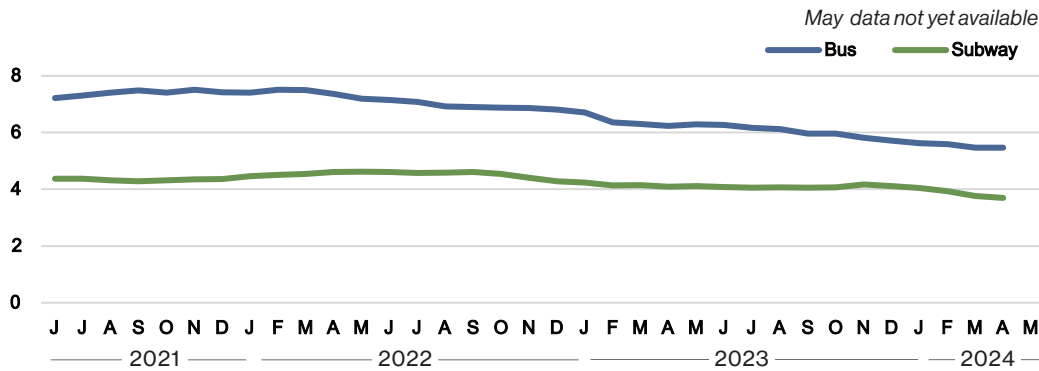
Total number of fires in the subway, including right-of-way, in stations and on trains.



SAFETY AND SECURITY

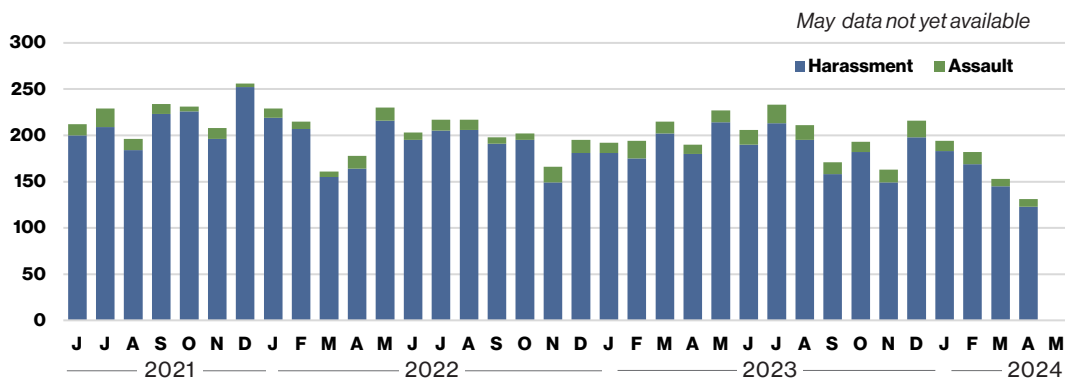
Employee Lost Time Accident Rate

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 Collisions decreased slightly, however 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.

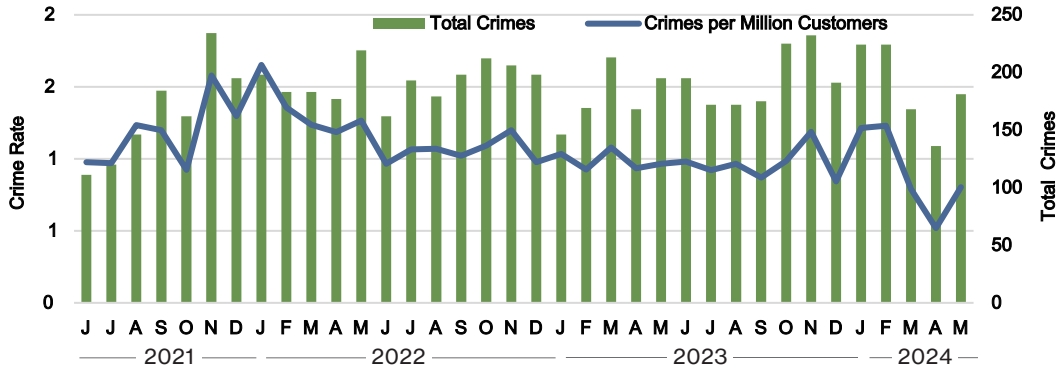
For the rolling 12-month basis, Subway Fires decreased 26% when comparing periods ending May 2024 and May 2023.



SAFETY AND SECURITY

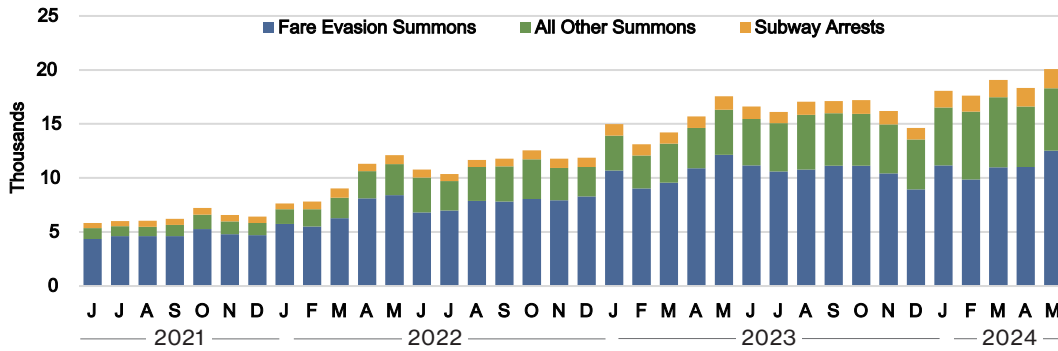
Major Crimes Against Subway Customers

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



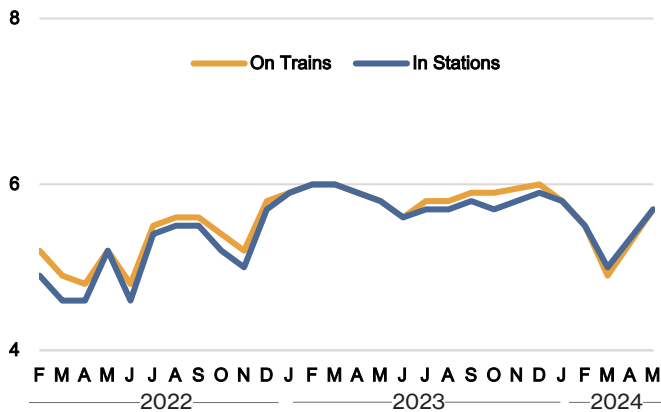
NYPD Summonses & Arrests

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

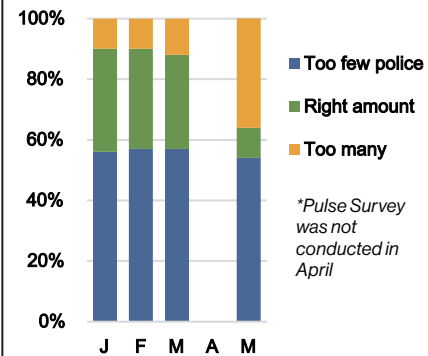


Perception of Safety and Police Presence

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 May 2024, Major Felony Crime was up 33% month over month (April 2024 was a very low month compared to historical averages) but down 8% from the comparative month a year prior (May 2023). Crime also decreased by 5% when compared to the 2023 monthly average. Crimes per Million Rides increased 25% from April 2024 but decreased by 15% compared to the 2023 monthly average (normalized for ridership trends and days per month).

Even with an increase month over month, the above figures represent a continuation of a downtrend in crime YTD after a jump in January. In fact, YTD crimes trends are 6% 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 May 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.

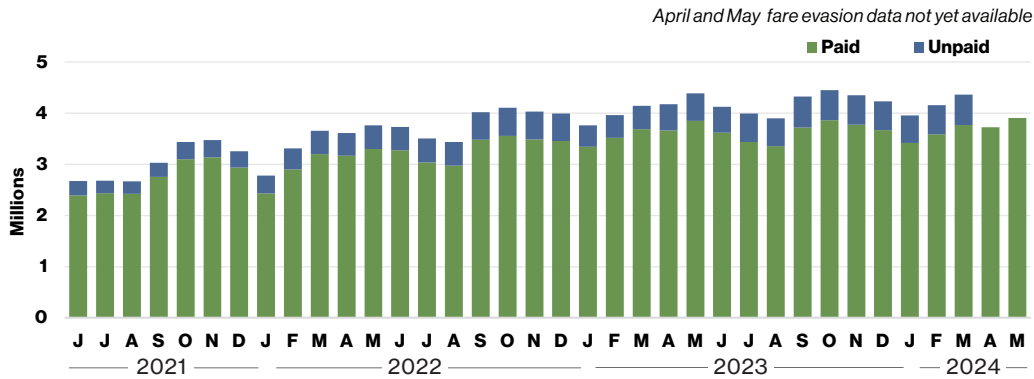
Moving Forward

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. We hope to see the Spring Customers Count Survey reflect an increased feeling of safety and security from our customer base within the transit system. We believe that our new crime and quality of life initiatives not only impact top line statistics but also directly impact the customer experience. Crime and disorder in our system continues to be a dynamic issue and remains a top priority for the MTA.

RIDERSHIP

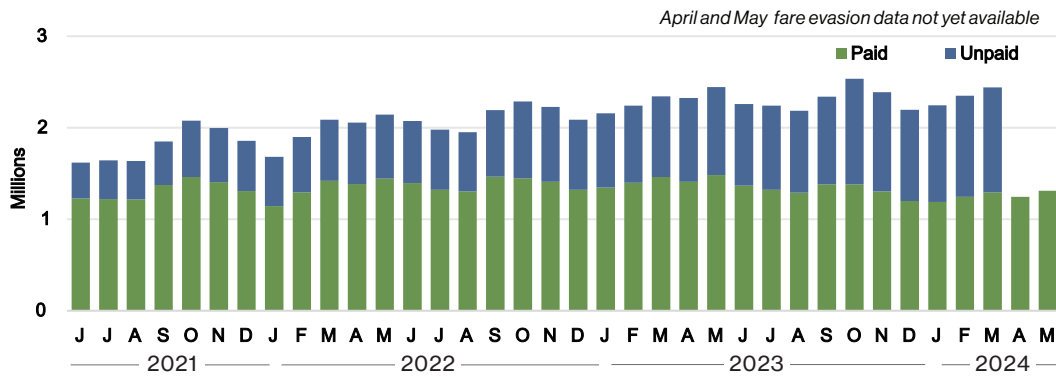
Subway Ridership

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



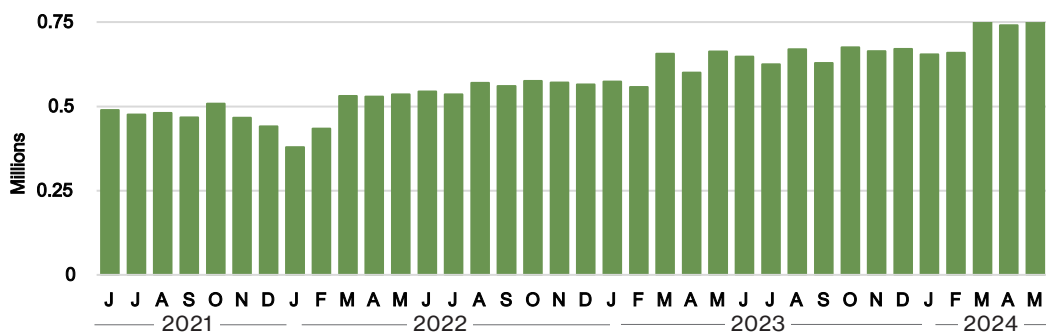
Bus Ridership

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

May saw several post-pandemic highs in paid subway ridership. Weekday paid ridership jumped to 3.91 million from April's 3.73 million, marking a new monthly high. The paid midweek average topped 4 million for the first time, coming in at 4.03 million, with 10 consecutive midweek days reaching that threshold from late April until the Thursday before Memorial Day. Annual growth versus May 2023 stands at 1.5%, with midweek year-over-year growth at 1.8%. If May fare evasion rates match first quarter 2024 rates (13.6%), total ridership would be 4.52 million for the average weekday and 4.66 million for the average midweek day.

May paid weekday bus ridership also rose relative to April, to 1.38 million from 1.24 million. This represents an 11.6% decrease from May 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, as well as the ridership on the five pilot Fare Free routes come to about 2.57 million on May weekdays. This would be a 4.8% increase from May 2023 total bus weekday ridership.

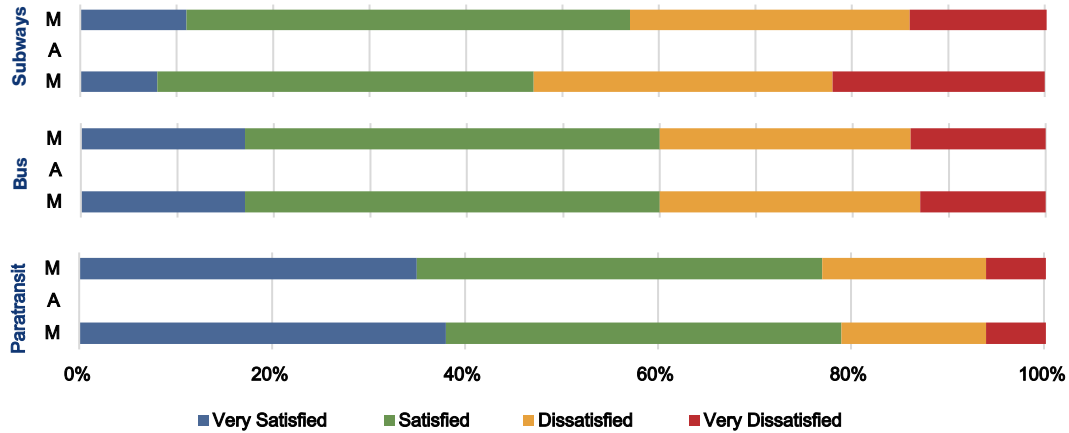


CUSTOMER SATISFACTION

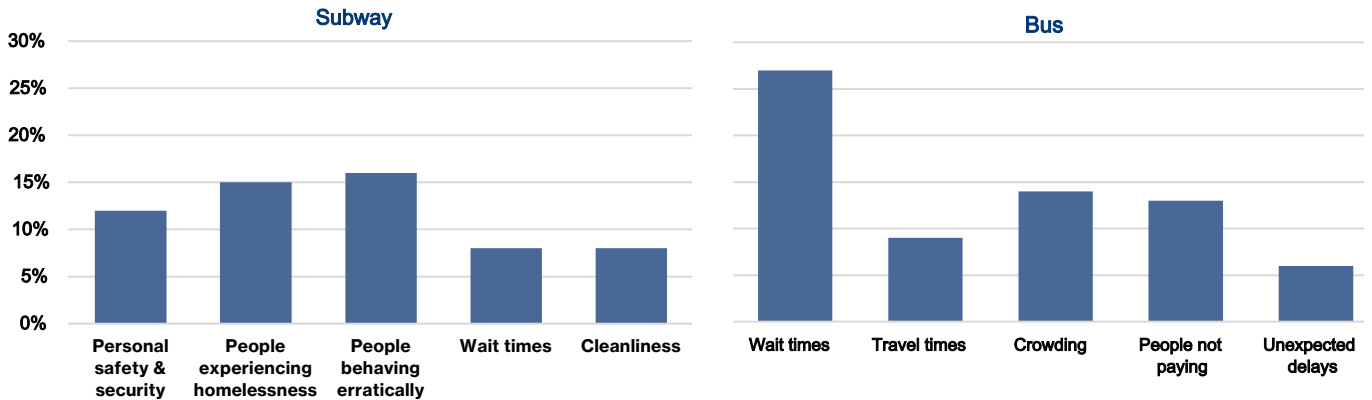
Monthly Pulse Survey Results - May

How satisfied are you with your transit experience?

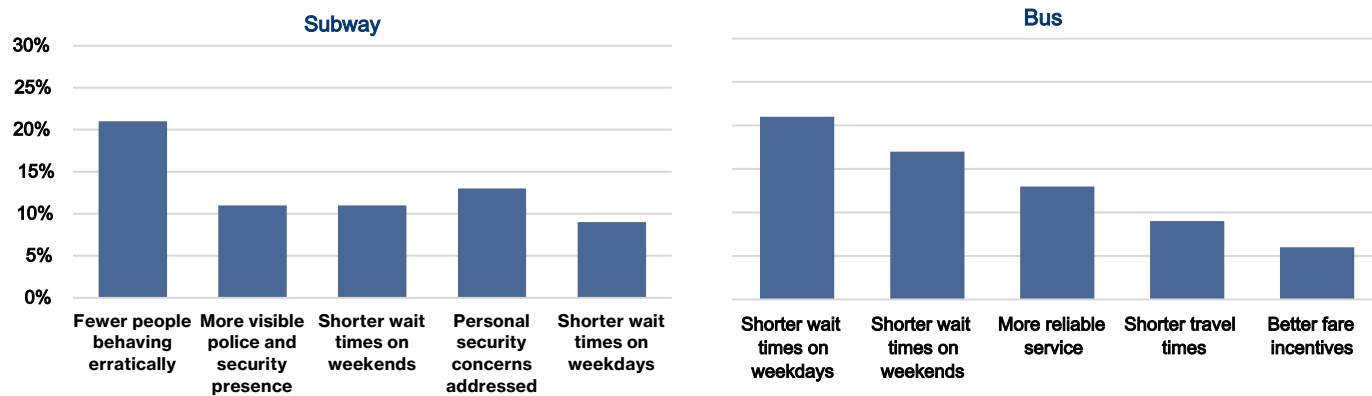
Pulse Survey not conducted in April as Customer Counts Survey was conducted in the field



What needs to improve to increase your satisfaction?



What would encourage you to ride more often?

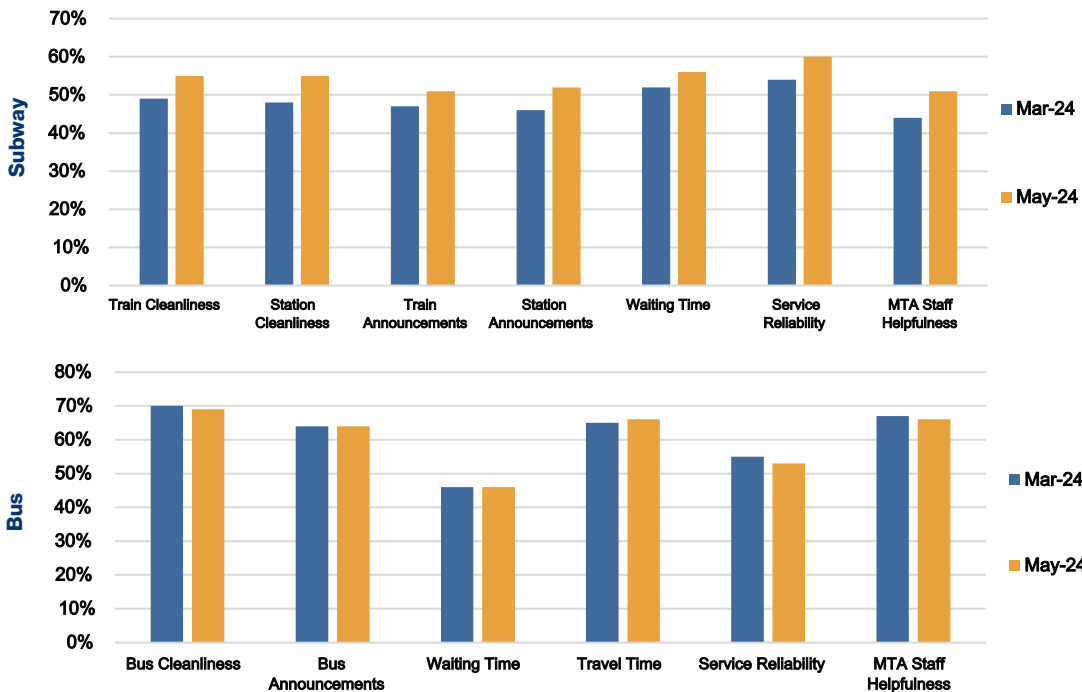


CUSTOMER SATISFACTION

Key Customer Experience Indicators

How satisfied are you with each of the following attributes?

Includes customers who were very satisfied or satisfied



Data Review

Overall bus (including Express) satisfaction in May is 59%, consistent with March scores. Local bus (Local/Limited and SBS) satisfaction is 59%, also consistent with March scores. All local bus attribute satisfaction stayed consistent with March – Bus Cleanliness rates highest at 69%, while Waiting Times is lowest at 47%. Staten Island customer satisfaction increased 13 points to 57% satisfied. Express bus satisfaction in May is 63%, down 3 points from March, largely driven by decreases in Travel Times and Waiting Times.

Access-A-Ride (Paratransit) satisfaction in May is 76%, down slightly from March (79%). Satisfaction among customers traveling in the Midday decreased 5 points. All attributes stayed consistent with March levels, however, satisfaction with Frequency of No Shows increased 6 points. At the borough level, satisfaction ranged from 73% of Queens customers to 82% of Manhattan customers.

The subway satisfaction rate for May is 57%, up 10 points from March. This increase comes after a 5-point decrease in February and March. Overall line satisfaction (58%) and station satisfaction (58%) increased by 8 and 6 points, respectively, from March. Furthermore, subway customers are more likely to feel safe on trains (55%) and in stations (56%), as both increased 11 points from March.

CUSTOMERS AND COMMUNITIES

OMNY Retailer Outreach

On June 4, team members from MTA Government & Community Relations (GCR) and Strategic Initiatives attended the Queens Business Expo 2024 hosted by the Queens Chamber of Commerce to promote the OMNY Retailer program. The team tabled the all-day event at Citifield to encourage Queens retailers to join the OMNY retail network and answer questions about selling OMNY cards. They also explained the benefits of OMNY for both the retailer, their customers and communities. There is no cost for a store to participate - only an internet connection and a barcode scanner is required.



CUSTOMERS AND COMMUNITIES

steMTA at P.S. 246 in Brooklyn

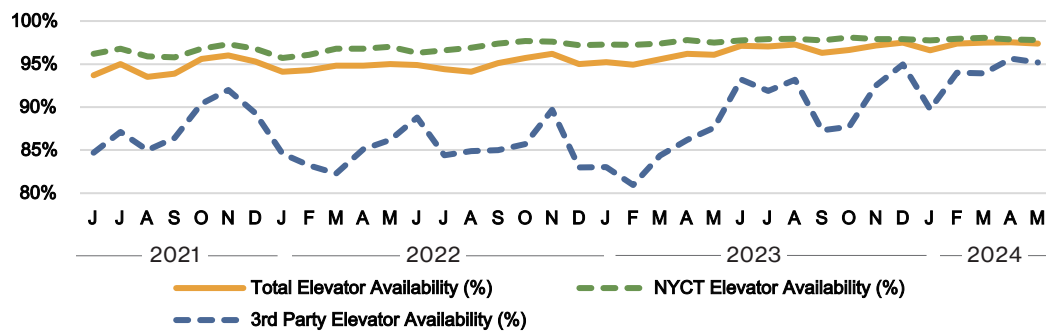
The GCR team recently met with third graders at P.S. 264 (Bay Ridge Elementary School for the Arts) to present how STEM (Science, Technology, Engineering, and Math) is a cornerstone of design, construction, and development at the MTA. The presentation and related activities focus on climate change illustrating how the agency uses the STEM process to innovate and protect our vast network of transit infrastructure against warming temperatures, rising sea levels, and flash flooding.



ACCESSIBILITY

Elevator Availability

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



Accessibility Update

In May, we had a soft launch of a new real-time elevators & escalators service alerts platform to better keep our customers informed of any elevator and escalator outages. The new platform merges all of our customers alerts - service changes, weekend updates, bridges & tunnels notices - into one platform and allows users to customize their alerts to specific machines, stations, or time frames. This new and improved alert platform offers the feature to choose which days and times of day users would like to receive alerts, and offers the option of a daily digest that summarizes the relevant outages. Customers will be sent notices in advance of any scheduled repairs, such as monthly inspections or capital replacements and can now manage all their alerts in one preference center.

Over the past month we have also been out in the community making new connections and building on existing relationships. In partnership with the Department of Buses, we brought staff and a local bus to NYC Public Schools' Community Day event for students who are blind, low-vision, deaf, or hard of hearing. At the event students asked questions and interacted with the bus in a low-pressure environment, helping to demystify the bus and encourage them to become regular riders. We also met with veterans at the James J. Peters VA Hospital in the Bronx, Autistic Adults NYC, and the Dancing Dreams inclusive dance program to discuss the accessibility features and improvements to the MTA system that are making travelling safer and easier for people with disabilities. As we expand our network and raise awareness of all the important accessibility initiatives at the MTA, we expand our network and receive important feedback on how we can focus our efforts to increase ridership and customer satisfaction.

Lastly, we are looking forward to Disability Pride Month in July and a number of events and campaigns we have planned to mark the 34th anniversary of the Americans with Disabilities Act (ADA).



FINANCIAL RESULTS

2024 Operating Revenue & Expenses, May 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	1,793.0	1,761.5	(31.5)	87.7	76.3	(11.4)	2.8	2.7	(0.1)
Farebox revenues	1,483.9	1,412.7	(71.3)	79.4	73.5	(5.9)	1.8	1.6	(0.3)
Other revenues	309.1	348.9	39.7	8.3	2.7	(5.6)	0.9	1.1	0.2
Total non-reimbursable expenses	4,014.7	4,067.8	(53.1)	405.1	361.9	43.2	32.1	29.4	2.6
Labor expenses	3,071.6	3,072.0	(0.4)	303.9	277.0	26.9	25.5	22.5	3.0
Non-labor expenses	943.1	995.7	(52.6)	101.2	84.9	16.3	6.6	7.0	(0.4)
Non-cash liabilities	937.8	904.8	33.0	84.0	23.8	60.2	7.3	9.8	(2.5)
Net surplus/(deficit) - accrued	(3,159.4)	(3,211.0)	(51.6)	(401.4)	(309.5)	92.0	(36.6)	(36.6)	0.0

Staffing Levels *(Full-Time Equivalents)*

	New York City Transit			MTA Bus			Staten Island Rail		
	Forecast	Actual	Variance	Forecast	Actual	Variance	Forecast	Actual	Variance
Non-Reimbursable	45,278	43,569	1,709	3,870	3,694	176	368	355	13
Reimbursable	4,849	3,925	924	38	36	2	54	15	39
Total Positions	50,127	47,494	2,633	3,908	3,730	178	422	370	52

Data Review

Farebox revenue was unfavorable to the Budget by \$77.4 million primarily due to lower than projected bus paid ridership and lower than projected fair liability. Other Revenue was \$34.3 million favorable to the Budget mainly due to higher than projected paratransit reimbursement and insurance reimbursement. Expenses were over the Budget by \$7.2 million. Labor expenses, including fringe benefits, were favorable by \$29.5 million driven largely by vacancies and timing of the prescription drug credits, offset by higher than projected absentee coverage needs and weather events earlier in the year. Non-labor expenses were unfavorable by \$36.7 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.



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AMERICA SHIPPING & FREIGHT

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CLONING
MUSEUM

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SOUTH
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BRIDGE

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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