

MTA Action Plan

For a Safe Return



The MTA is the lifeblood of New York.

Prior to the pandemic, our circulatory system carried 8.3 million riders on an average weekday across New York City Transit, Metro-North and LIRR.

In response to the Governor's leadership & "NY on PAUSE," customers have done the right thing and stayed home.

Ridership has dropped precipitously - plummeting more than 90 percent systemwide.

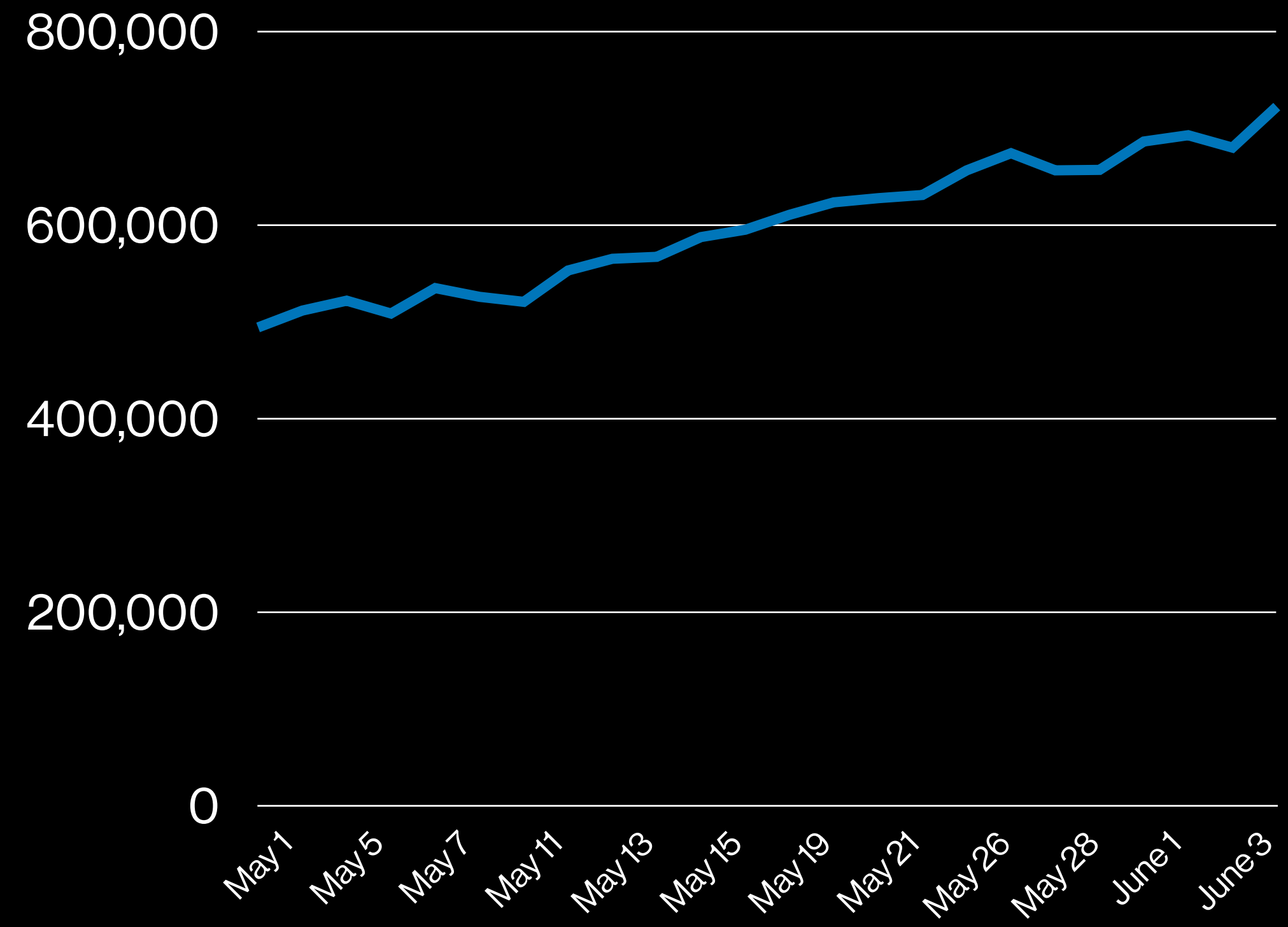
The MTA has led the nation in responding to the pandemic - protecting the health and safety of customers and employees at every turn.

- Most aggressive, innovative cleaning & disinfecting program in MTA history
- Distributing 2.6 million masks & 5.1 million pairs of gloves to employees
- Rear-door boarding
- Requiring face masks for customers and employees
- Minimizing contact between employees and customers
- “Temperature Brigade”
- First-ever UV light pilot proven to kill COVID-19

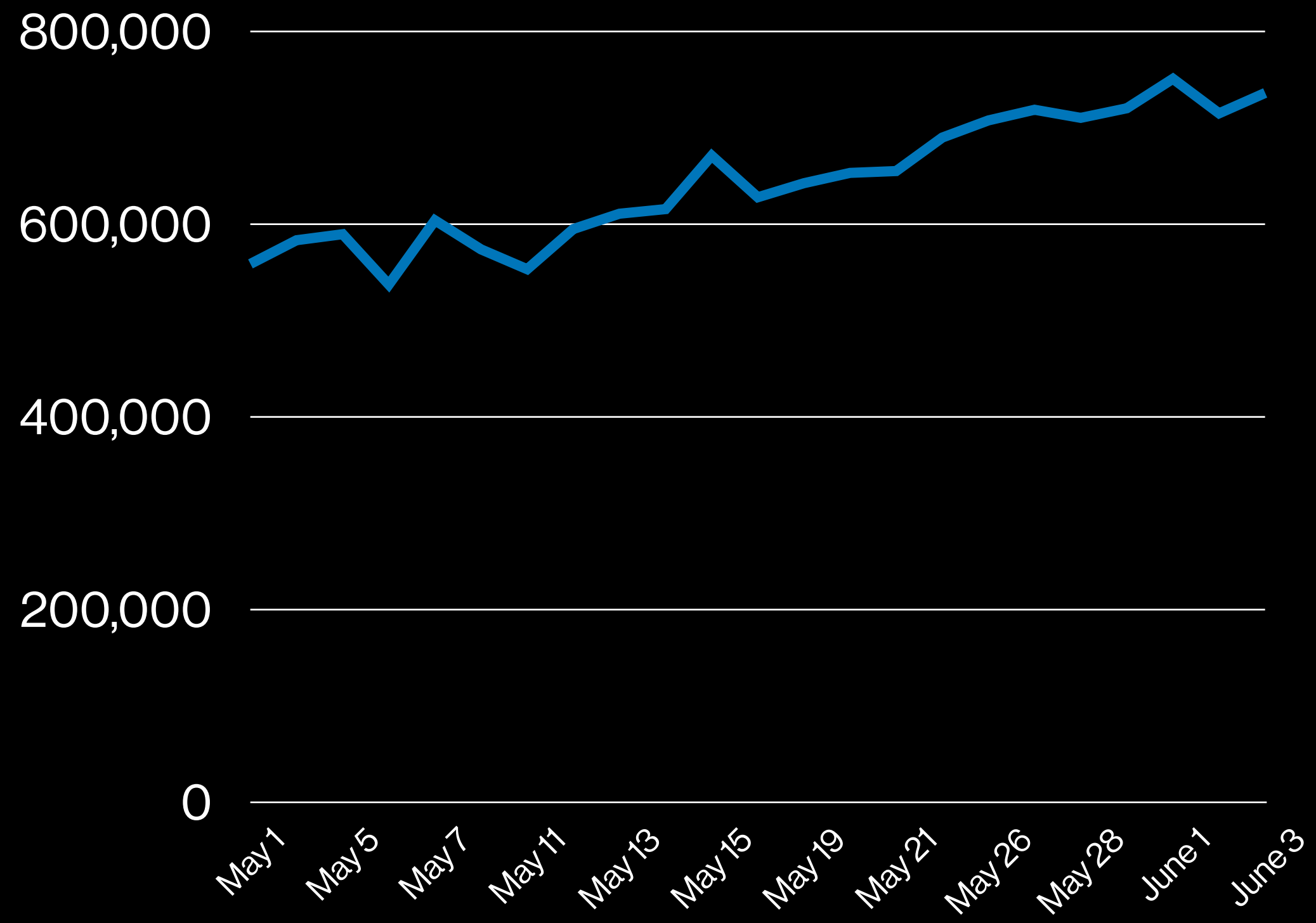
Ridership has already started to return.

Since May 1, ridership on subways and buses has increased to approximately 1.5 million.

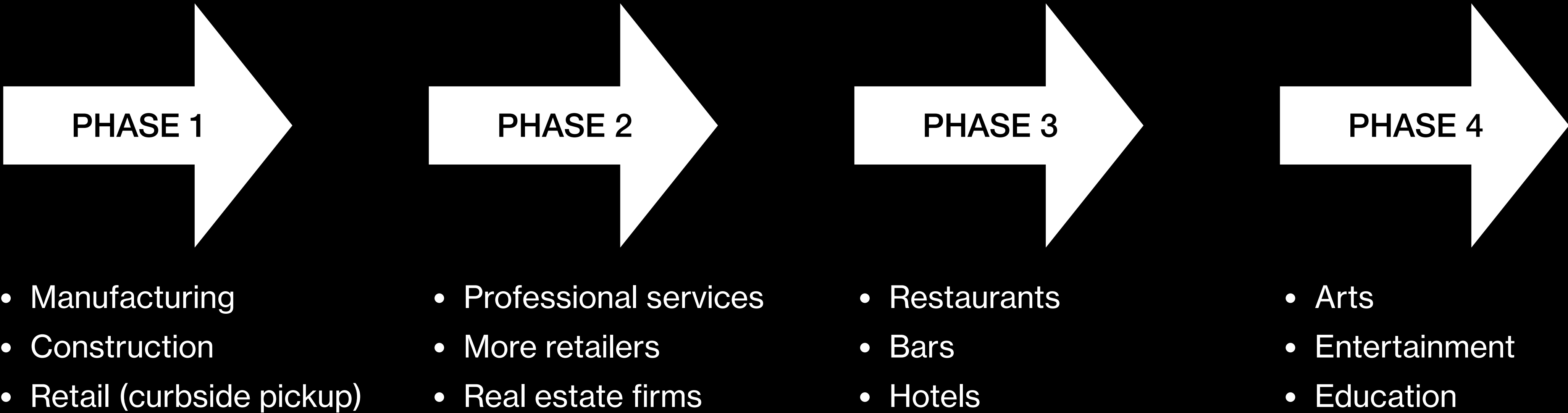
Subway



Bus

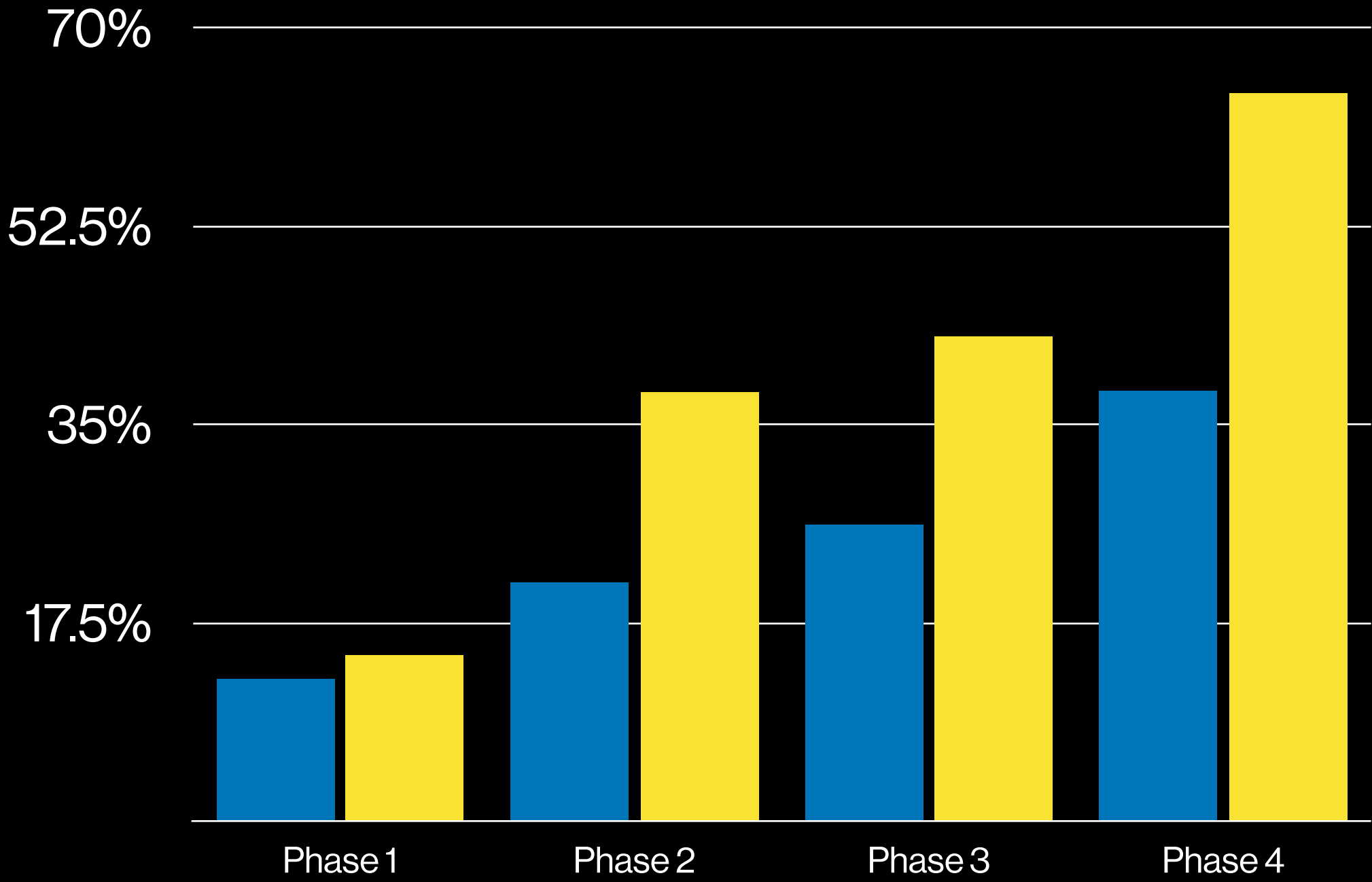


As New York City begins a phased reopening, the MTA has planned and prepared for a growing number of customers to safely return to the system.

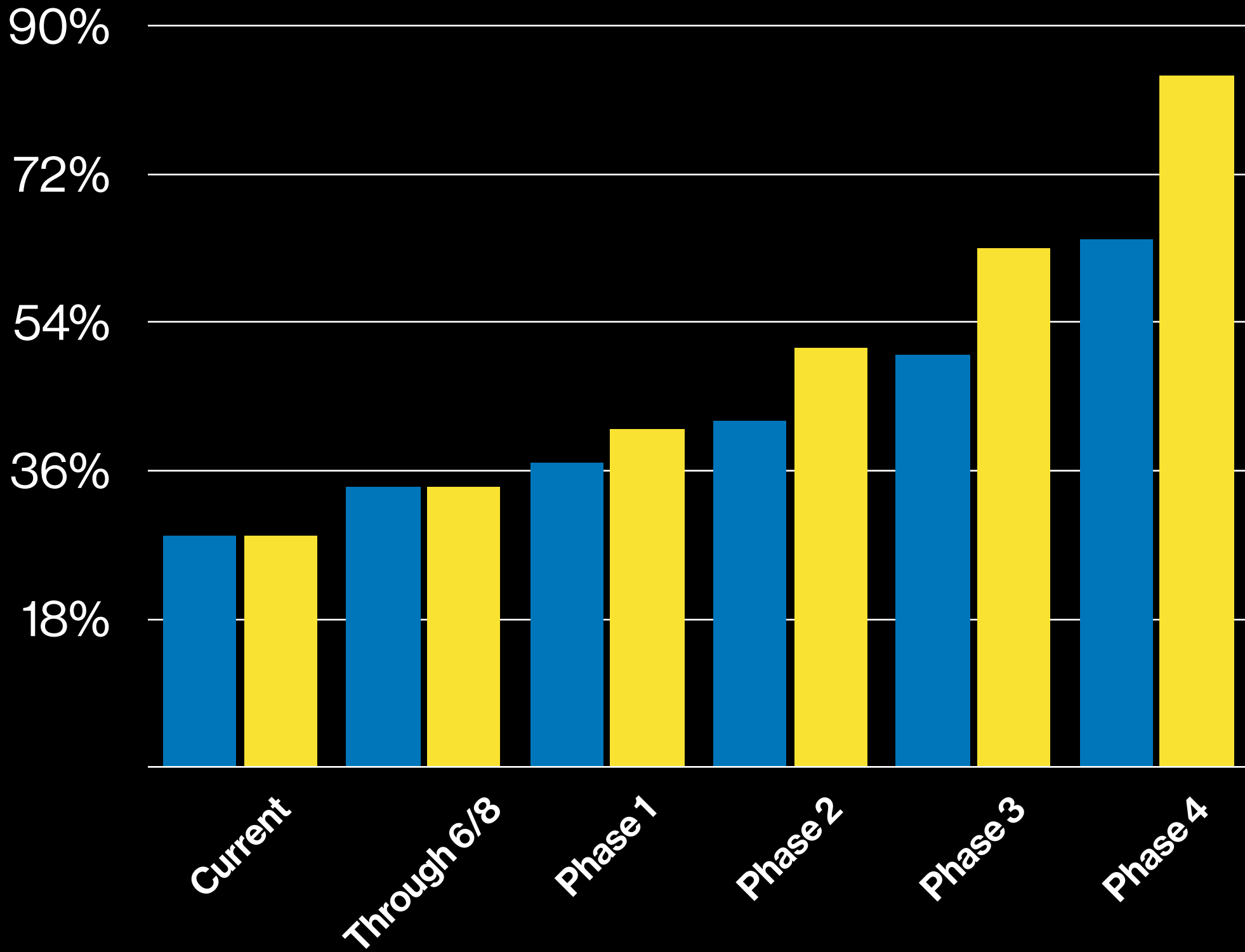


Ridership is projected to steadily increase during each phase.

Subway – at peak load point



Bus – Systemwide



Projections shown as % of normal ridership

Low High

**The MTA is reimagining operations with one core mission:
doing everything possible to ensure the safety of all New Yorkers.**



MTA 13-Point Action Plan for a Safe Return

- Increased Service
- Unprecedented Cleaning & Disinfecting
- Mandatory Face Coverings
- Enhanced Safety & Security
- Nation-Leading Employee Safety Initiatives
- Innovative Cleaning Solutions
- Hand Sanitizer
- Floor Markings, Directional Arrows and New Signage
- Staggered Business Hours
- 2 Million Mask Contribution from State & City
- Contactless Payments
- New Partnerships & Technology to Make our System Safer
- Data Dashboard

We need substantial federal help to continue to get the job done.

The MTA is requesting an additional \$3.9 billion in emergency funding through 2020. We are projecting losses totaling \$10.4 billion through 2021.

New York City

Transit



Phase 1: Ramping up service

On Monday, June 8, in anticipation of more essential workers returning to the system, and in an ongoing effort to prevent crowding to the degree possible:

- Subways will return to regular weekday service
- Buses will return to regular weekday/school closed service in Brooklyn, Bronx, Queens and Staten Island
- Buses will go to 75% service in Manhattan
- Express bus service restored
- Overnight closure of the subway system remains in effect

This return to service is made possible by nearly 10,000 heroic employees coming back to work.

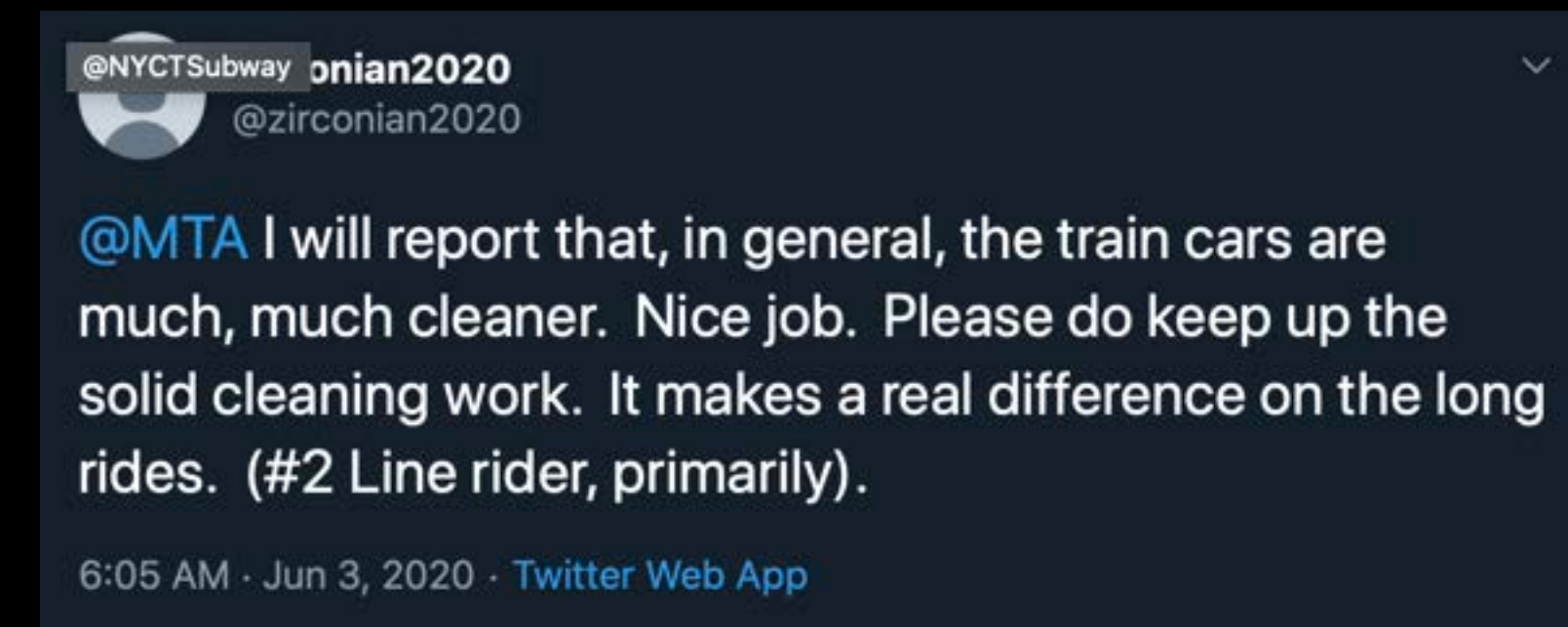
Supporting our heroes moving heroes

- Highest level of PPE
- Around-the-clock disinfecting of workplaces
- Nearly 200,000 temperature checks
- Rear-door boarding
- Ensuring access to diagnostic and anti-body testing



Unprecedented 24/7 cleaning & disinfecting program

- Overnight closure 1–5 a.m.
- 472 subway stations cleaned over 71,000 times
- Subway cars cleaned over 220,000 times
- AAR vehicles cleaned 111,000 times
- 184,000 cleaning cycles of buses
- 70% of customers say the trains are cleaner

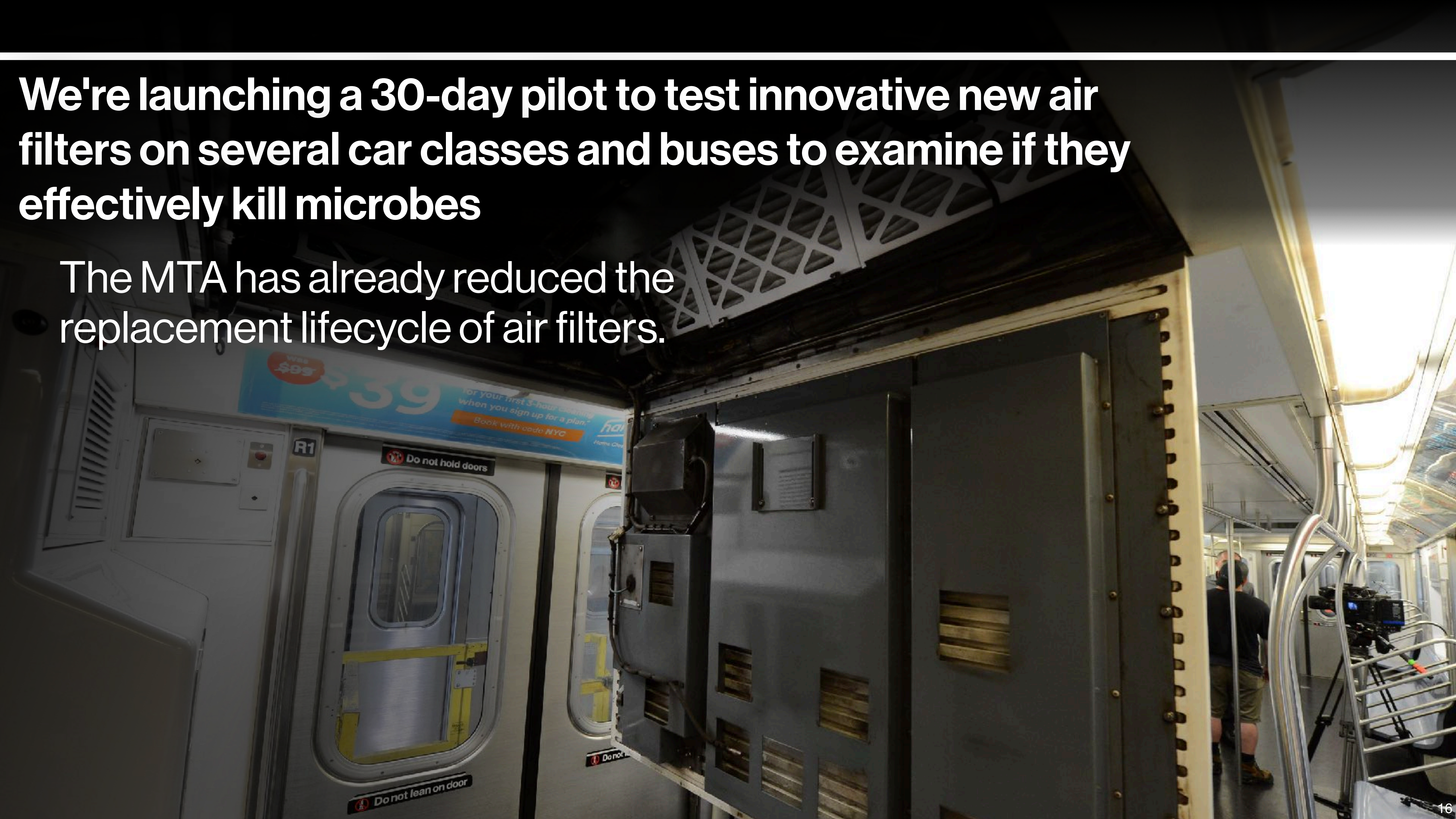


Exploring innovative cleaning solutions, including UV Light, antimicrobials, electrostatic applicators and more.



We're launching a 30-day pilot to test innovative new air filters on several car classes and buses to examine if they effectively kill microbes

The MTA has already reduced the replacement lifecycle of air filters.



Social distancing on subways and buses will continue to be a challenge as ridership grows. This is a challenge for any transit system, but certainly for the largest one in North America.

That's why NYCT is launching a multi-pronged approach.

During each phase, ridership will gradually return to the system. This phased approach will help reduce crowding to the extent possible.

Reminder, the MTA is moving only essential employees with the addition of construction, manufacturing and retail (curbside pickup) workers during Phase 1.

Adjusting when New Yorkers are traveling

- During pandemic, a.m. & p.m. peak has shifted from 8 a.m. to now 7 a.m. and in the evening from 5 p.m. to now 3 p.m. & 4 p.m.
- If you can travel outside of peak hours, after 9 a.m. and before 3 p.m., please do
- We have urged the business community during Phase 1 to continue remote work, stagger hours, and create alternative schedules



Masks are mandatory

- If you are in the system, wear PPE
- To protect yourself and others, masks are absolutely required
- And wear it correctly
- MTA will distribute 2 million masks thanks to the State and City at the beginning of Phase 1
- Piloting PPE vending machines

How to wear a mask: Cover your nose and mouth.



Nope.



Not quite.



Try again.



That's the one!

Face coverings are required on public transit.

**We will have hand sanitizer
in stations.**



Floor markings across the system.



Floor decals, directional arrows and new signage.



Safety and Security



Keeping New Yorkers safe

- NYPD, MTA PD, BTOs strategically deployed throughout the system
- NYPD primary responsibility for policing subways. MTA PD directed to make no arrests or write summonses for masks or crowding
- Platform controllers, wayfinders and station personnel to direct and assist with crowd control

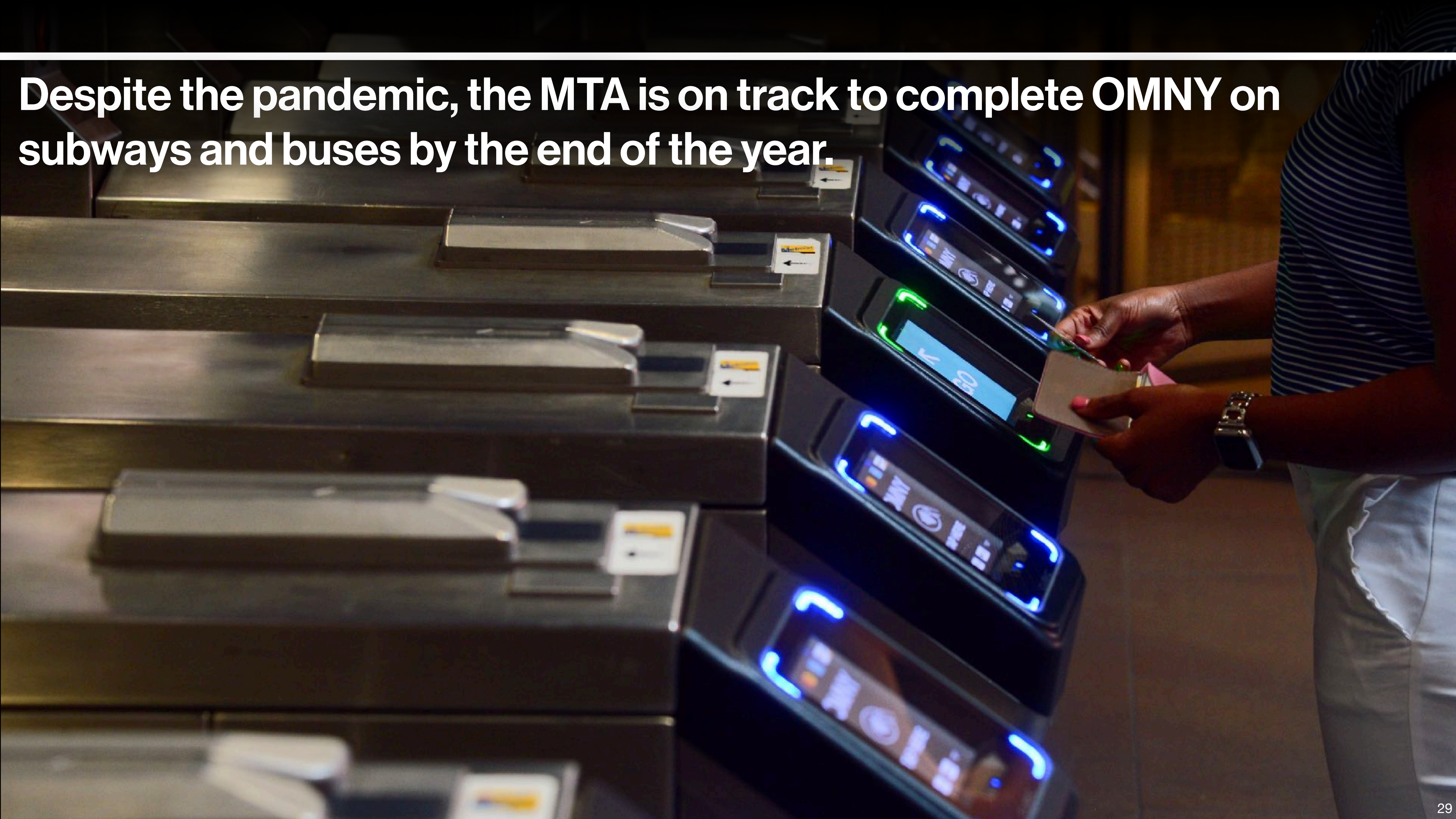
What else you can do

- Follow public health guidance: wash your hands, don't touch your face, cough into elbow, stay home if you are sick
- Wait for the next train or bus, walk down the platform to the next train car, walk or ride a bike for short trips
- Give yourself time cushion for travel
- Plan your travel – MYmta app
- We are all in this together

MTA is calling on the City to add 60 miles of bus lanes - an increase of 42%.



Despite the pandemic, the MTA is on track to complete OMNY on subways and buses by the end of the year.



We're launching a new data dashboard.

The screenshot shows a web browser window displaying the MTA website. The page title is "Day-By-Day Ridership Numbers for Subways and Buses | MTA". The navigation bar includes a menu icon, a search icon, the MTA logo, and links for "Schedules", "Maps", "Fares & Tolls", and "Planned Work". A blue banner at the top contains "Coronavirus updates" with a message: "There is no subway service from 1-5 a.m. Essential workers can use enhanced bus service or our Essential Connector program. Updated June 5th at 5:00am" and a "Read more" link. The breadcrumb trail is "Home > MTA Service During the Coronavirus Pandemic > Day-By-Day Ridership Numbers for Subways and Buses". The main heading is "Day-By-Day Ridership Numbers for Subways and Buses". Below the heading is a sub-heading: "We're sharing our ridership data each day to help you understand how many people are taking transit in New York City." The update date is "Updated June 4, 2020". A paragraph states: "As New York City starts reopening, we're keeping this page up to date with systemwide ridership estimates for subways and buses. You can see changes over the past seven days, as well as get a sense of how ridership differs this year versus last year." A link "See more steps for traveling safely." is provided. The section "Subway ridership" contains a table with the following data:

Date	Total Estimated Ridership	% Change From 2019 Weekday/Saturday/Sunday Average
Thursday, 6/4/20	722,625	-87%
Wednesday, 6/3/20	680,620	-88%
Tuesday, 6/2/20	693,066	-87%
Monday, 6/1/20	686,586	-88%
Sunday, 5/31/20	344,426	-86%
Saturday, 5/30/20	426,737	-86%
Friday, 5/29/20	657,259	-88%
Thursday, 5/28/20	658,057	-88%
Wednesday, 5/27/20	674,465	-88%

The MTA and Transit Innovation Partnership have launched a new incubator to explore innovative solutions to make our system safer.

Together, we are developing and evaluating:

- Leveraging technology to clean cars and stations to augment crews
- Thermal scanning of large groups
- Crowding sensors and reservation systems

This builds on previous successes including the 'Essential Connector' app, Ultra-wideband pilot.

Metro-North Railroad



Safety is our North Star

REAR LINE DEPARTURES
FOR FORDHAM
CONNECTION TO DANBURY, NEW CANAAN
FORDHAM - 1ST STOP
CONNECTION TO NEW CANAAN
FORDHAM - 1ST STOP
CONNECTION TO NEW CANAAN, WATERBURY

MTA Essential Service Plan:
Trains will operate on a reduced
hourly train schedule on Weekdays and
Weekends for Essential Travel ONLY.
For details, call 511 Or visit new.mta.info



INFORMATION
MTA Essential Service Plan
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LINE	TRAIN	DEPARTURE	ARRIVAL
HARLEM LINE DEPARTURES	110	11:00 PM	11:15 PM
	111	11:15 PM	11:30 PM
	112	11:30 PM	11:45 PM
	113	11:45 PM	12:00 AM
INDUENNA DEPARTURES	114	11:00 PM	11:15 PM
	115	11:15 PM	11:30 PM
	116	11:30 PM	11:45 PM
	117	11:45 PM	12:00 AM

Phase 1: Ramping up service

The Mid-Hudson region entered Phase 1 on Tuesday, May 26.

Metro-North increased service capacity during the a.m. and p.m. peak by 26% - adding 19 trains

- Added eight trains on the Harlem line
- Added four trains on the Hudson line
- Added seven trains on the New Haven line

Beginning Monday, June 15, Metro-North will further increase the service to 61% of our normal weekday schedule.

- 50 trains in the a.m. peak will now arrive at Grand Central Terminal
- 68 trains in the p.m. peak will depart Grand Central Terminal and 11 reverse peak trains will operate
- This marks a 115% increase in peak period trains
- Additional trains will be strategically positioned to add service as necessary

**Off peak fares remain in effect*

Unprecedented 24/7 cleaning & disinfecting program

- Stations cleaned and disinfected 7,192 times
- Train cars cleaned and disinfected 11,806 times
- All station touch points continue to be disinfected twice daily





Heroes moving heroes

We're on the job so other essential workers can get to theirs.

Marcelo
Grand Central Terminal April 6, 2020





Safe Travels

Covered nose and mouth?

Yes

No

Okay to ride

**Come back
when your
nose and
mouth are
covered.**

**Face coverings
are required on
public transit.**



Enhancing safety and security

- MTA PD deployed strategically throughout the system
- MTA PD has been directed to make no arrests related to masks and crowding
- 75 station ambassadors deployed across 30 stations, on platforms and in terminals to monitor ridership, assist with loading and customer information
- Station buildings remain closed at 15 locations

We're providing hand sanitizer throughout the system.



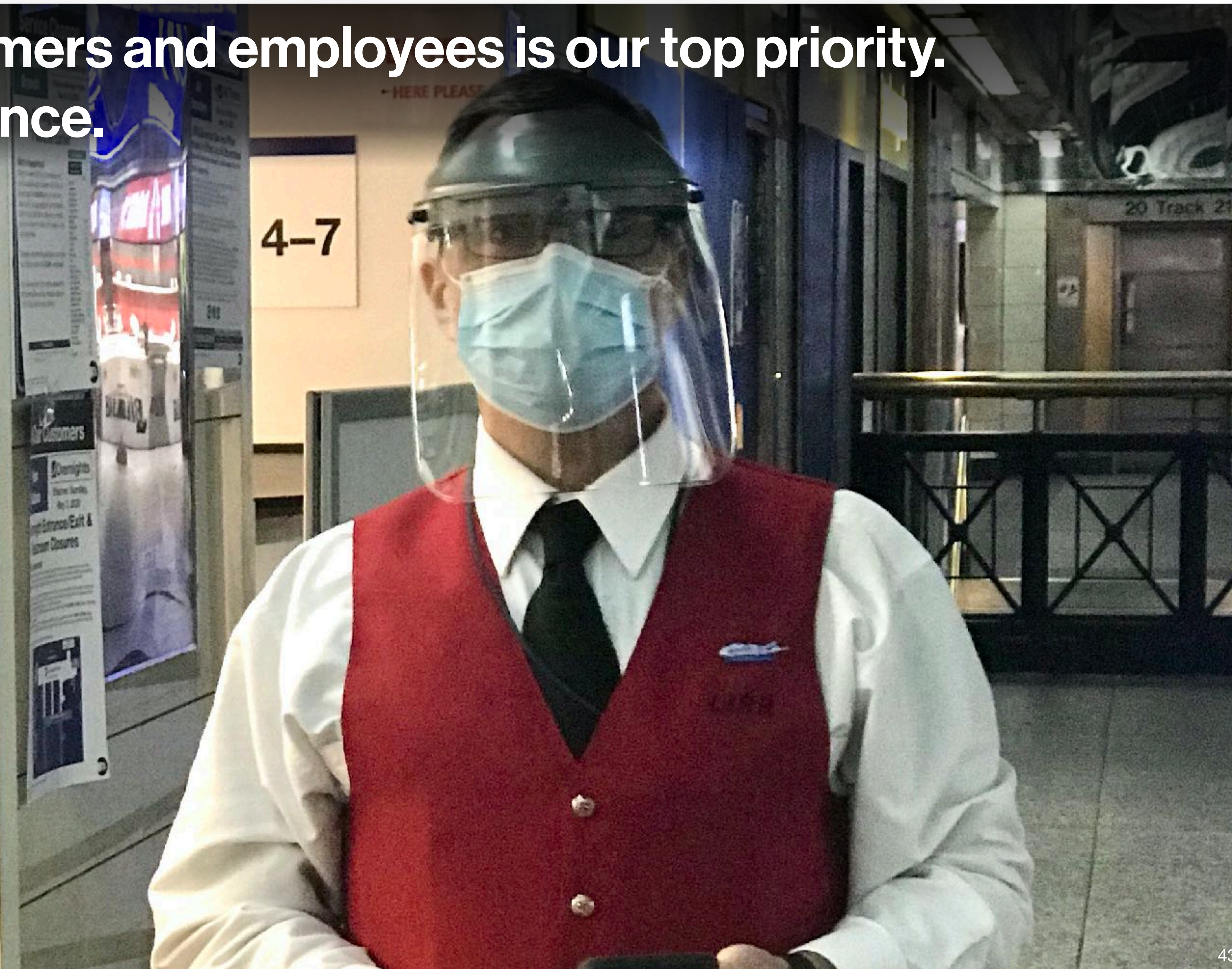
Floor markings across the system.



Long Island Rail Road

FARMINGDALE

The safety of our customers and employees is our top priority.
Safety restores confidence.



Phase 1: Ramping up service

**Long Island entered Phase 1 on Wednesday, May 27.
LIRR lengthened trains to increase capacity.**

- Continuously monitored conditions, added cars where necessary.
- Additional protect trains across LI, totaling 120 cars for an added 20% available capacity increase
- During this phase, staff planning and gearing up for June 8.

Beginning Monday, June 8, LIRR will further increase service to 90% of our normal weekday schedule.

- Adding 150 trains to current Essential Schedule
- Customers should check website for updated train times
- We will have protect trains strategically positioned to add service as necessary
- Ticket offices at Penn Station, Jamaica Station, and Atlantic Terminal will reopen
- Customer areas at Penn Station will be open 24/7; at Jamaica Station and Atlantic Terminal, they will be open from 6 a.m to 10 p.m.
- LIRR Lost and Found Office will reopen

Unprecedented 24/7 cleaning & disinfecting program

- Stations cleaned twice a day every day, totaling 7,190 cleanings
- Train cars cleaned every day, totaling 26,221 cleanings





Heroes moving heroes

We're on the job so other essential workers can get to theirs.

Rich
LIRR Atlantic Terminal April 6, 2020





How to wear a face covering: Cover your nose and mouth.



Looks good.
Not helpful.



Nope.



Almost.



Bingo! That's it!

Face coverings are required on public transit.



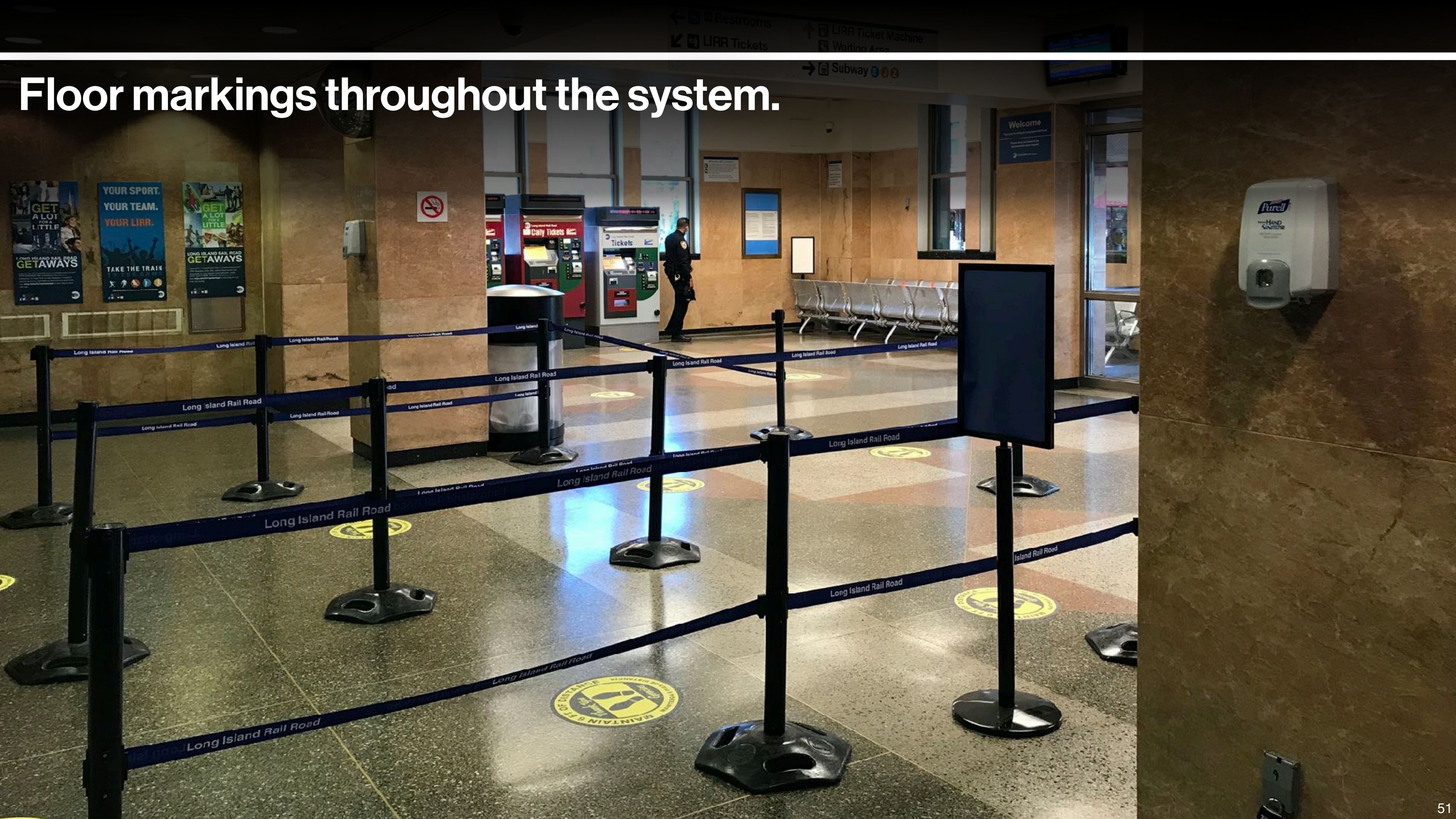
Enhancing safety and security

- MTA PD deployed throughout the system with additional coverage and train rides on strategic branches
- MTA PD has been directed to make no arrests related to masks and crowding
- 85 station ambassadors at 30 locations across Nassau, Suffolk, Queens and Manhattan
- While 84 station buildings remain closed, 27 island stations will be staffed with roaming ambassadors to assist with rider information, tickets and social distancing monitoring and support
- Seated station waiting rooms remain closed

Hand sanitizer at ticket windows and in stations.

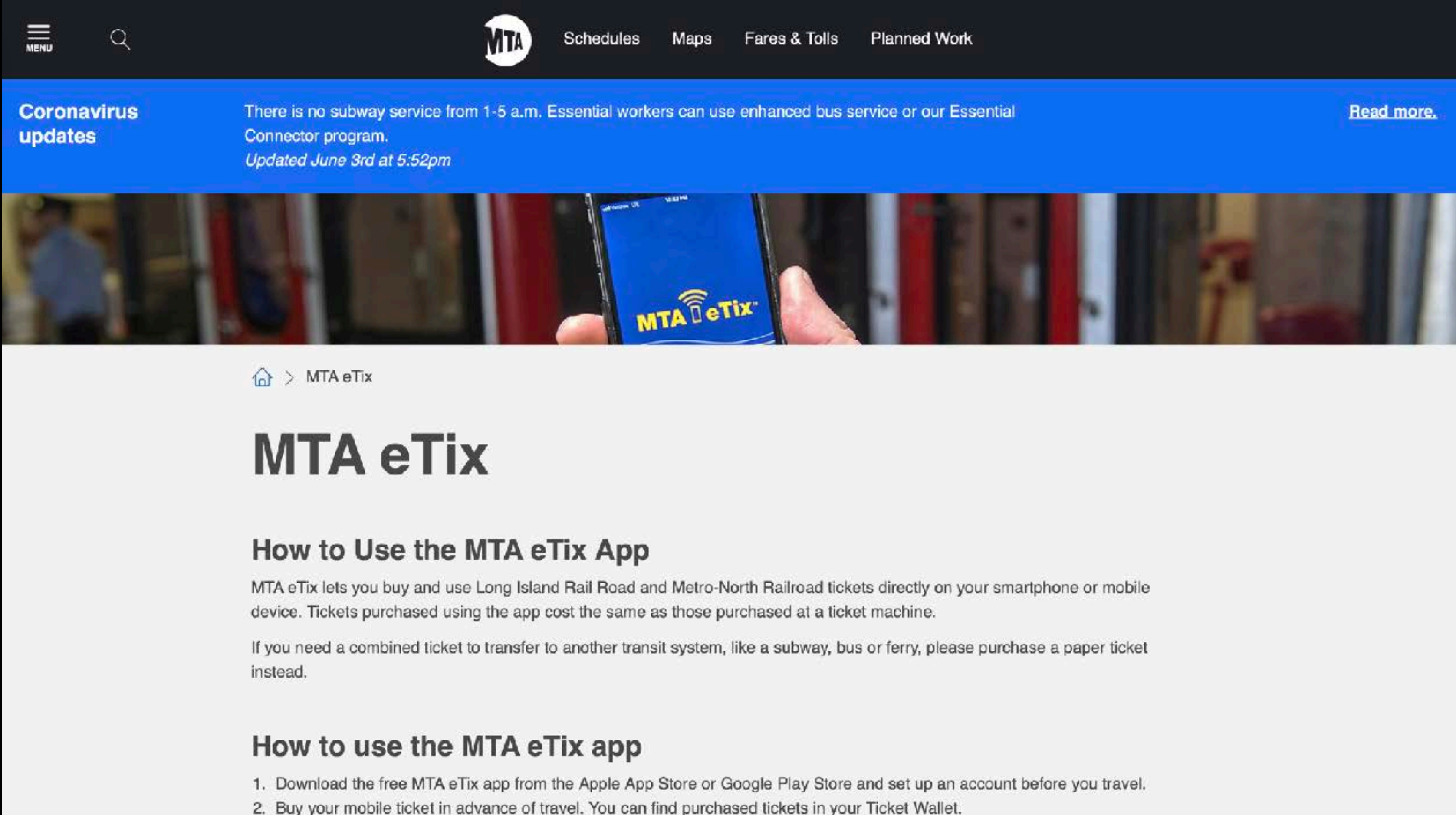


Floor markings throughout the system.



Metro-North and the LIRR are launching a new marketing campaign around MTA eTix.

Contactless payments are easier and safer for everyone.



The screenshot shows the MTA website interface. At the top, there is a navigation bar with the MTA logo and links for Schedules, Maps, Fares & Tolls, and Planned Work. Below this is a blue banner for 'Coronavirus updates' with the text: 'There is no subway service from 1-5 a.m. Essential workers can use enhanced bus service or our Essential Connector program. Updated June 3rd at 5:52pm' and a 'Read more.' link. The main content area features a photo of a hand holding a smartphone displaying the MTA eTix app. Below the photo is a breadcrumb trail 'Home > MTA eTix' and a large heading 'MTA eTix'. Underneath is a sub-heading 'How to Use the MTA eTix App' followed by a paragraph: 'MTA eTix lets you buy and use Long Island Rail Road and Metro-North Railroad tickets directly on your smartphone or mobile device. Tickets purchased using the app cost the same as those purchased at a ticket machine.' Another paragraph states: 'If you need a combined ticket to transfer to another transit system, like a subway, bus or ferry, please purchase a paper ticket instead.' Below this is another sub-heading 'How to use the MTA eTix app' and a numbered list: '1. Download the free MTA eTix app from the Apple App Store or Google Play Store and set up an account before you travel. 2. Buy your mobile ticket in advance of travel. You can find purchased tickets in your Ticket Wallet.'

Thank you



MTA Action Plan

For a Safe Return

