

MTA Board Update

October 20, 2021



Vax or Test



OMNY Card Hits Retail



New York City Council Approves Zoning for Accessibility



First Congestion Pricing Public Meetings Conclude

372 speakers

9,050 YouTube Views

5,463 Comments Submitted



Awaiting Infrastructure Bill



Alix Partners Report Recommendations

TRANSFORMATION

The Transformation Plan puts a renewed focus on service delivery for customers through a series of significant changes to the underlying business functions

The MTA transformation relies on 6 significant changes to the business

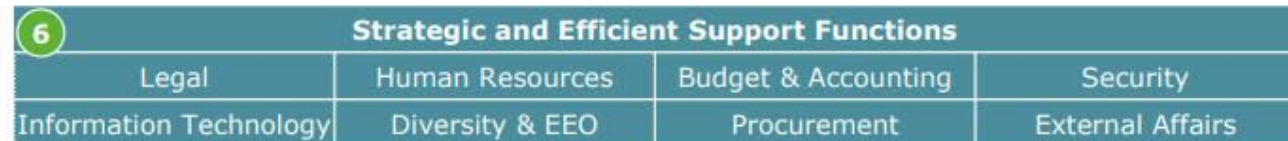
- 1 Refocusing Agency responsibilities on safety, operations and maintenance; including merger of all Bus operations and consideration of separation of Subway and Bus
- 2 Centralization of Construction & Development function across Agencies and across the lifecycle of capital projects
- 3 Creation of new central Engineering function to set standards ensuring quality and sustainability of infrastructure
- 4 Creation of new central Customer Communication function to create clear, high quality, and consistent customer engagement across the MTA
- 5 Establishment of uniform operating standards as well as the design and optimization of MTA-wide transit network across the entire system and region, rather than agency-by-agency
- 6 Centralization of all operating support functions, focusing Agencies on service delivery

Safe, on-time, reliable, clean and cost efficient transportation services

Customer Focused Agencies



1 Agencies Have Singular Focus On:
Safety, Customer Service, Operations, Maintenance




Operating Agencies restructured to focus on safety, operations and maintenance



**New Construction &
Development function
to deliver the capital
program better, faster,
cheaper**





**New Customer
Communication function for
high-quality and consistent
customer engagement**



HUMAN RESOURCES

MANAGEMENT

CAREER

RECRUITMENT

SKILL TRAINING

ABILITY

HIRING



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