



CITY
SPEED
LIMIT
25
PHOTO
ENFORCED

Alabama Av

Alabama Av

8173

Board Update
March 30, 2022

Jamaica Av

Farmer Pl



MTA Seven Priorities for 2022

Getting our riders back

1 **Deliver
Better
Service**

2 **Promote
Safety &
Respect**

3 **Increase
Appeal for
Customers**

Strengthening our foundation

4 **Achieve
Financial
Stability**

5 **Strengthen &
Expand the
Network**

6 **Operate a
21st Century
Bus System**

7 **Revive
Talent &
Culture**

1

Deliver Better Service

Post-pandemic service should make transit the choice for all New Yorkers

- High on-time performance
- Fewer cancellations / higher service delivery
- Increased frequency
- Faster journey times
- Meeting customer demand



2

Promote Safety & Respect

The transit system should be comfortable and inviting to our customers—and our employees

- Safer environment for customers and employees
- Rules of conduct respected
- Everyone swipes (or taps) -- reduced fare evasion



3

Increase Appeal for Customers

Small improvements can go a long way to make transit more appealing and convenient.

- Incentive pricing and more flexible fares
- More ADA accessibility
- Breakthrough adoption levels on OMNY
- More Fair Fares enrollments
- Enhanced and consistent customer experience across all MTA operating agencies
- East Side Access, Third Track complete

More affordable
More flexible
More fair

Our new discounts give you more ways to save on subways, buses, LIRR, and Metro-North, starting Feb 25.



4

Achieve Financial Stability & Viability

Our ability to invest in the future of the region requires the MTA to be on solid financial footing

- Jumpstarted funding discussions
- Reduced waste, more cost efficient
- Additional productivity realized
- Fully funded capital program

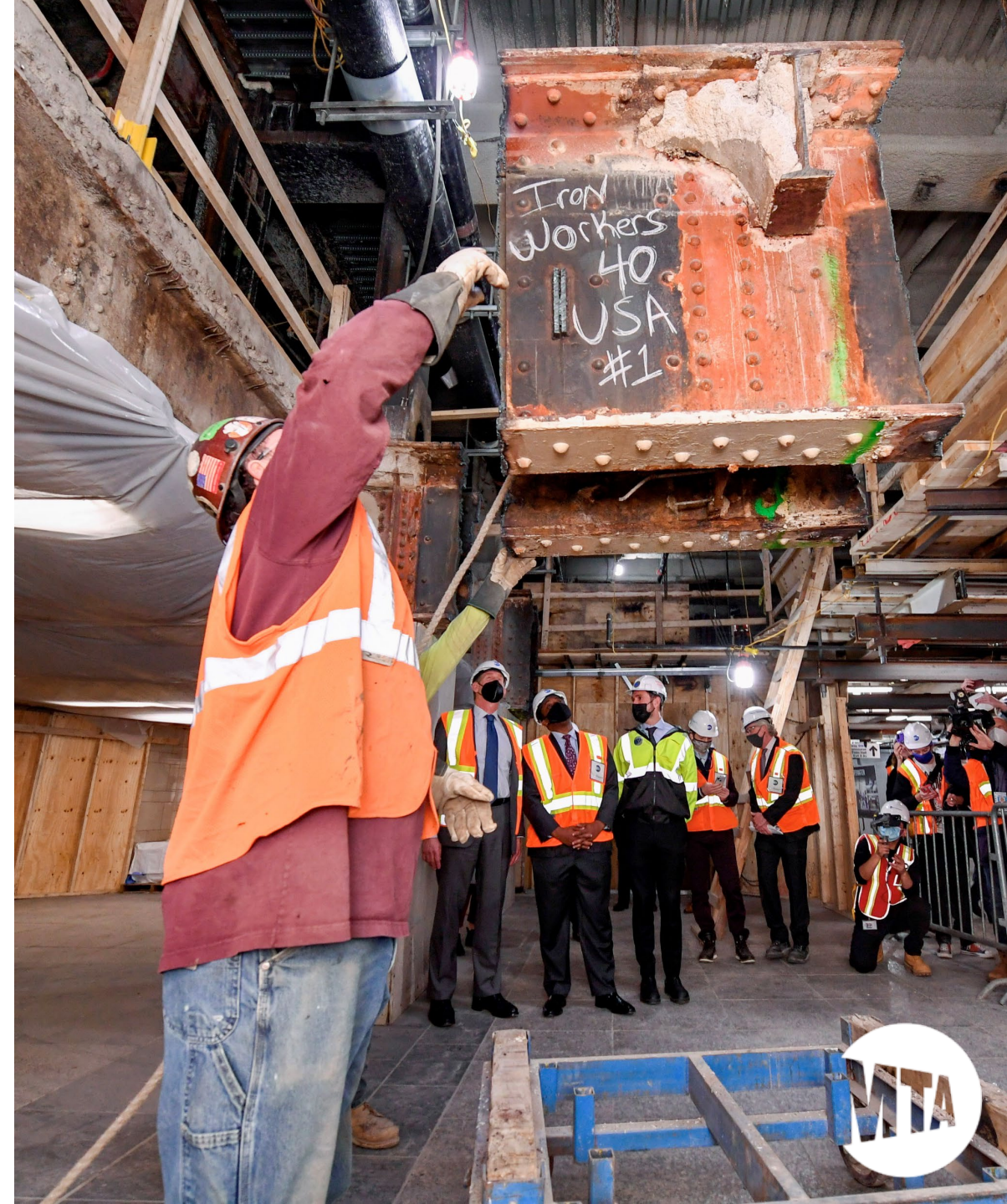


5

Strengthen & Expand the Network

Investing in the MTA's \$1 trillion asset base is a prerequisite to our long-term success

- Crucial SOGR repairs addressed, increased system reliability
- More resilient to extreme weather
- Major expansions advancing (Penn, PSA, SAS2, IBX)
- Data driven long-term infrastructure planning
- Continued high MWBE participation



6

Provide 21st Century Bus Service

Better bus service will benefit millions of customers – and attract new riders

- Dramatically increased bus speeds
- Updated bus routes, better meeting customer needs
- Progress towards zero-emission bus fleet



7

Revive Talent & Culture

The MTA can better draw on the assets of existing employees and attract new talent.

- Stronger partnership with Labor for retention and recruitment
- Crucial positions filled and critical promotions executed
- Engaged employees, with improved morale and reduced attrition levels
- Increased diversity across MTA
- Magnet for new talent



Four Core Values, Underpinning Our Priorities



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