

# Monthly Operations Report

Statistical results for the month of July 2013 are shown below.

## Subway Monthly Operations Report Service Indicators

Performance Indicator	Current Month: July 2013			12-Month Average		
	This Year	Last Year	% Difference	This Year	Last Year	% Difference
<b>System Weekday Wait Assessment</b>				80.0%	79.2%	+0.8%
A Division Weekday Wait Assessment - ATS-A (1 thru 6 lines)	75.3%	77.5%	-2.2%			
A Division Weekday Wait Assessment - (All Lines)				75.9%	77.3%	-1.4%
B Division Weekday Wait Assessment	80.4%	79.3%	+1.1%	81.9%	80.0%	+1.9%
<b>System Weekend Wait Assessment</b>				85.4%	84.8%	+0.6%
A Division Weekend Wait Assessment - ATS-A (1 thru 6 lines)	84.5%	87.6%	-3.1%			
A Division Weekend Wait Assessment - (All Lines)				83.8%	86.7%	-2.9%
B Division Weekend Wait Assessment	87.7%	83.9%	+3.8%	86.4%	83.7%	+2.7%
<b>System Weekday Terminal On-Time Performance</b>	80.8%	83.0%	-2.2%	83.0%	84.6%	-1.6%
A Division Weekday Terminal On-Time Performance	77.0%	77.7%	-0.7%	77.2%	78.9%	-1.7%
B Division Weekday Terminal On-Time Performance	83.9%	86.8%	-2.9%	87.5%	88.7%	-1.2%
System Number of Terminal Delays	32,764	24,999	+31.1%	25,701	23,146	+11.0%
<b>System Weekend Terminal On-Time Performance</b>	85.2%	88.1%	-2.9%	87.5%	88.0%	-0.5%
A Division Weekend Terminal On-Time Performance	80.7%	82.1%	-1.4%	82.6%	83.1%	-0.5%
B Division Weekend Terminal On-Time Performance	88.2%	92.2%	-4.0%	90.8%	91.1%	-0.3%
System Number of Weekend Terminal Delays	7,286	5,946	+22.5%	5,852	5,481	+6.8%
<b>Mean Distance Between Failures</b>	114,457	130,235	-12.1%	160,140	166,229	-3.7%
A Division Mean Distance Between Failures	97,102	131,549	-26.2%	149,576	154,394	-3.1%
B Division Mean Distance Between Failures	132,081	129,289	+2.2%	169,001	176,125	-4.0%
<b>System Weekday Service-KPI</b>	81.8%	82.3%	-0.5%			
A Division Weekday Service-KPI	77.6%	78.9%	-1.3%			
B Division Weekday Service-KPI	84.3%	84.1%	+0.2%			
<b>System Weekday PES-KPI</b>	91.4%	90.7%	+0.7%			
<b>Staten Island Railway</b>						
24 Hour On-Time Performance	96.3%	95.1%	+1.2%	92.6%	95.1%	-2.5%
AM Rush On-Time Performance	100.0%	100.0%	0.0%	97.6%	96.9%	+0.7%
PM Rush On-Time Performance	98.7%	96.9%	+1.8%	96.5%	97.8%	-1.3%
Percentage of Completed Trips	99.8%	99.4%	+0.4%	99.5%	99.3%	+0.2%
Mean Distance Between Failures	52,921	203,160	-74.0%	72,871	106,805	-31.8%
Staten Island Railway PES-KPI	92.7%	90.8%	+1.9%			

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Statistical results for the month of July 2013 are shown below.

MTA Bus Operations - Fixed Route Monthly Operations Report Service Indicators						
Performance Indicator	Current Month: July 2013			12-Month Average		
	This Year	Last Year	% Change	This Year	Last Year	% Change
System MDBF	4,229	4,019	+5.2%	5,094	4,001	+27.3%
NYCT Bus	4,154	3,758	+10.6%	4,942	3,901	+26.7%
MTA Bus	4,480	5,143	-12.9%	5,655	4,359	+29.7%
System MDBSI	2,457	2,400	+2.3%	2,787	2,380	+17.1%
NYCT Bus	2,454	2,280	+7.6%	2,749	2,319	+18.6%
MTA Bus	2,466	2,877	-14.3%	2,915	2,598	+12.2%
System Trips Completed	99.19%	99.04%	+0.1%	99.21%	98.49%	+0.7%
NYCT Bus	99.24%	99.10%	+0.1%	99.22%	98.53%	+0.7%
MTA Bus	99.00%	98.81%	+0.2%	99.18%	98.30%	+0.9%
System AM Pull Out	99.65%	99.47%	+0.2%	99.65%	99.01%	+0.6%
NYCT Bus	99.71%	99.59%	+0.1%	99.68%	99.08%	+0.6%
MTA Bus	99.44%	99.05%	+0.4%	99.56%	98.77%	+0.8%
System PM Pull Out	99.86%	99.78%	+0.1%	99.85%	99.42%	+0.4%
NYCT Bus	99.87%	99.83%	+0.0%	99.85%	99.50%	+0.3%
MTA Bus	99.83%	99.62%	+0.2%	99.86%	99.16%	+0.7%
System Buses>=12 years	25%	29%				
NYCT Bus	28%	31%				
MTA Bus	15%	21%				
System Fleet Age	7.49	7.66				
NYCT Bus	7.59	7.81				
MTA Bus	7.12	7.18				
Paratransit						
% of Trips Completed	94.34%	94.36%	-0.0%	93.87%	94.36%	-0.5%
Trips Requested	659,646	653,659	+0.9%	650,575	665,136	-2.2%
Trips Scheduled	593,609	592,020	+0.3%	585,409	601,933	-2.7%
Trips Completed	560,014	558,620	+0.2%	549,545	567,986	-3.2%
Early Cancellations as a Percentage of Trips Requested	9.24%	8.74%	+0.5%	9.31%	8.77%	+0.5%
Late Cancellations as a Percentage of Trips Scheduled	3.84%	3.79%	+0.1%	3.89%	3.59%	+0.3%
No-Shows (Passenger) as a Percentage of Trips Scheduled	1.46%	1.58%	-0.1%	1.78%	1.73%	+0.1%
No-Shows (Carrier and No-Fault) as a Percentage of Trips Scheduled	0.36%	0.27%	+0.1%	0.46%	0.32%	+0.1%
Denials (Capacity) as a Percentage of Trips Requested	0.00%	0.00%	0.0%	0.00%	0.00%	0.0%
Customer Refusals as a Percentage of Trips Requested	0.77%	0.69%	+0.1%	0.70%	0.73%	-0.0%
New Applications Received	3,174	3,007	+5.6%	2,751	2,676	+2.8%

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Statistical results for the month of July 2013 are shown below.

Safety Report						
Performance Indicator	Current Month: July 2013			12-Month Average		
	This Year	Last Year	% Change	This Year	Last Year	% Change
Subway Customer Accidents per Million Customers <sup>1</sup>	2.80	2.89	-3.1%	2.90	2.80	+3.6%
Subway Customer Injuries per Million Customers <sup>1</sup>	2.82	2.87	-1.7%	2.96	2.81	+5.3%
Subway Collisions <sup>2,4</sup>	0	0	N/A	0	1	-100.0%
Subway Derailments <sup>2,4</sup>	0	0	N/A	3	1	+200.0%
Subway Fires <sup>2</sup>	76	74	+2.7%	849	855	-0.7%
Subway Employee On-Duty Lost-Time Accidents per 100 Employees	2.80	2.66	+5.4%	2.61	2.52	+3.3%

Bus Collisions Per Million Miles						
<b>Regional</b>	48.50	48.02	+1.0%	48.29	44.87	+7.6%
NYCT Bus	49.20	47.41	+3.8%	49.45	45.78	+8.0%
MTA Bus	46.31	49.94	-7.3%	44.56	41.98	+6.2%
Bus Collision Injuries per Million Miles						
<b>Regional</b>	8.82	6.91	+27.8%	5.99	6.77	-11.5%
NYCT Bus	10.42	8.25	+26.2%	6.23	7.47	-16.7%
MTA Bus	3.86	2.66	+44.9%	5.24	4.53	+15.7%
Bus Customer Accidents Per Million Customers						
<b>Regional</b>	1.04	1.36	-23.7%	1.04	1.20	-13.8%
NYCT Bus	1.06	1.33	-19.8%	1.04	1.15	-10.2%
MTA Bus	0.90	1.55	-42.2%	1.05	1.49	-29.1%
Bus Customer Accident Injuries Per Million Customers						
<b>Regional</b>	1.13	1.44	-21.5%	1.09	1.24	-11.6%
NYCT Bus	1.17	1.42	-17.3%	1.09	1.19	-8.0%
MTA Bus	0.90	1.55	-42.2%	1.10	1.52	-27.4%
Bus Employee Lost Time Accidents per 100 Employees						
NYCT Bus	5.46	6.23	-12.5%	5.30	5.77	-8.1%
MTA Bus	9.68	6.14	+57.7%	7.43	9.18	-19.1%
Total NYCT Employee Lost Time Accidents per 100 Employees	3.45	3.61	-4.4%	3.23	3.30	-2.1%

Subways Crime Report						
Performance Indicator	Current Month: August 2013			12-Month Average		
	This Year	Last Year	% Change	This Year	Last Year	% Change
Major Felonies <sup>3,4</sup>	206	236	-12.7%	1,631	1,836	-11.2%
Robberies <sup>3,4</sup>	55	60	-8.3%	415	569	-27.1%

SIR Crime Report						
Performance Indicator	Current Month: August 2013			12-Month Average		
	This Year	Last Year	% Change	This Year	Last Year	% Change
Major Felonies <sup>3,4</sup>	2	1	+100.0%	7	9	-22.2%
Robberies <sup>3,4</sup>	0	1	-100.0%	17	21	-19.0%

<sup>1</sup> Current month data are for June 2013.

<sup>2</sup> 12-month figures shown are totals rather than averages.

<sup>3</sup> The table shows year-to-date figures rather than 12-month averages.

<sup>4</sup> Current month data are for August 2013.