

# Monthly Operations Report

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

## Subway Monthly Operations Report Service Indicators

Performance Indicator	Current Month: September 2013			12-Month Average		
	This Year	Last Year	% Difference	This Year	Last Year	% Difference
System Weekday Wait Assessment				79.8%	79.5%	+0.3%
A Division Weekday Wait Assessment - ATS-A (1 thru 6 lines)	74.9%	77.5%	-2.6%			
A Division Weekday Wait Assessment - (All Lines)				75.5%	77.5%	-2.0%
B Division Weekday Wait Assessment	79.5%	82.9%	-3.4%	81.7%	80.4%	+1.3%
System Weekend Wait Assessment				84.9%	84.1%	+0.8%
A Division Weekend Wait Assessment - ATS-A (1 thru 6 lines)	83.9%	83.9%	0.0%			
A Division Weekend Wait Assessment - (All Lines)				83.5%	83.4%	+0.1%
B Division Weekend Wait Assessment	84.9%	86.1%	-1.2%	85.7%	84.5%	+1.2%
System Weekday Terminal On-Time Performance	80.7%	83.6%	-2.9%	81.7%	84.1%	-2.4%
A Division Weekday Terminal On-Time Performance	75.7%	76.6%	-0.9%	73.5%	77.6%	-4.1%
B Division Weekday Terminal On-Time Performance	84.6%	88.5%	-3.9%	87.2%	88.7%	-1.5%
System Number of Terminal Delays	30,861	22,056	+39.9%	26,637	23,442	+13.6%
System Weekend Terminal On-Time Performance	85.7%	86.8%	-1.1%	86.3%	87.9%	-1.6%
A Division Weekend Terminal On-Time Performance	79.5%	79.0%	+0.5%	79.7%	82.2%	-2.5%
B Division Weekend Terminal On-Time Performance	89.5%	91.3%	-1.8%	90.3%	91.5%	-1.2%
System Number of Weekend Terminal Delays	8,142	7,368	+10.5%	6,208	5,636	+10.1%
Mean Distance Between Failures	120,645	153,417	-21.4%	156,415	166,392	-6.0%
A Division Mean Distance Between Failures	120,046	140,304	-14.4%	147,189	151,751	-3.0%
B Division Mean Distance Between Failures	121,102	164,543	-26.4%	164,103	179,025	-8.3%
System Weekday Service-KPI	81.5%	82.6%	-1.1%			
A Division Weekday Service-KPI	76.9%	78.5%	-1.6%			
B Division Weekday Service-KPI	84.3%	84.8%	-0.5%			
System Weekday PES-KPI	91.6%	90.9%	+0.7%			
Staten Island Railway						
24 Hour On-Time Performance	98.1%	92.0%	+6.1%	93.1%	95.0%	-1.9%
AM Rush On-Time Performance	100.0%	99.4%	+0.6%	97.7%	97.7%	0.0%
PM Rush On-Time Performance	100.0%	94.0%	+6.0%	96.9%	98.0%	-1.1%
Percentage of Completed Trips	99.9%	98.9%	+1.0%	99.6%	99.3%	+0.3%
Mean Distance Between Failures	74,941	64,961	+15.4%	73,902	94,553	-21.8%
Staten Island Railway PES-KPI	92.8%	91.7%	+1.1%			

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

MTA Bus Operations - Fixed Route Monthly Operations Report Service Indicators						
Performance Indicator	Current Month: September 2013			12-Month Average		
	This Year	Last Year	% Change	This Year	Last Year	% Change
System MDBF	4,859	5,146	-5.6%	5,117	4,341	+17.9%
NYCT Bus	4,774	4,949	-3.5%	4,979	4,203	+18.4%
MTA Bus	5,157	5,917	-12.8%	5,616	4,849	+15.8%
System MDBSI	2,690	2,868	-6.2%	2,781	2,498	+11.4%
NYCT Bus	2,685	2,809	-4.4%	2,751	2,447	+12.4%
MTA Bus	2,705	3,078	-12.1%	2,884	2,675	+7.8%
System Trips Completed	99.22%	99.24%	-0.0%	99.22%	98.67%	+0.6%
NYCT Bus	99.31%	99.25%	+0.1%	99.23%	98.71%	+0.5%
MTA Bus	98.85%	99.17%	-0.3%	99.18%	98.48%	+0.7%
System AM Pull Out	99.70%	99.69%	+0.0%	99.66%	99.14%	+0.5%
NYCT Bus	99.90%	99.74%	+0.2%	99.68%	99.23%	+0.5%
MTA Bus	99.02%	99.48%	-0.5%	99.56%	98.84%	+0.7%
System PM Pull Out	99.85%	99.89%	-0.0%	99.85%	99.51%	+0.3%
NYCT Bus	99.92%	99.90%	+0.0%	99.84%	99.57%	+0.3%
MTA Bus	99.59%	99.85%	-0.3%	99.85%	99.29%	+0.6%
System Buses >= 12 years	25%	27%				
NYCT Bus	29%	29%				
MTA Bus	13%	19%				
System Fleet Age	7.62	7.47				
NYCT Bus	7.77	7.58				
MTA Bus	7.08	7.07				
Paratransit						
% of Trips Completed	94.42%	94.16%	+0.3%	93.90%	94.40%	-0.5%
Trips Requested	654,286	646,544	+1.2%	650,096	670,995	-3.1%
Trips Scheduled	590,112	583,052	+1.2%	584,697	607,835	-3.8%
Trips Completed	557,164	548,982	+1.5%	549,029	573,796	-4.3%
Early Cancellations as a Percentage of Trips Requested	8.98%	9.14%	-0.2%	9.33%	8.71%	+0.6%
Late Cancellations as a Percentage of Trips Scheduled	3.75%	3.85%	-0.1%	3.89%	3.63%	+0.3%
No-Shows (Passenger) as a Percentage of Trips Scheduled	1.39%	1.60%	-0.2%	1.74%	1.66%	+0.1%
No-Shows (Carrier and No-Fault) as a Percentage of Trips Scheduled	0.44%	0.39%	+0.1%	0.47%	0.31%	+0.2%
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	0.83%	0.68%	+0.1%	0.73%	0.71%	+0.0%
New Applications Received	3,016	2,920	+3.3%	2,757	2,787	-1.1%

# Monthly Operations Report

Statistical results for the month of **September 2013** are shown below.

Safety Report						
Performance Indicator	Current Month: September 2013			12-Month Average		
	This Year	Last Year	% Change	This Year	Last Year	% Change
Subway Customer Accidents per Million Customers <sup>1</sup>	2.51	2.88	-12.7%	2.90	2.78	+4.3%
Subway Customer Injuries per Million Customers <sup>1</sup>	2.51	2.92	-13.8%	2.97	2.79	+6.5%
Subway Collisions <sup>2,4</sup>	0	0	N/A	0	1	-100.0%
Subway Derailments <sup>2,4</sup>	0	1	-100.0%	2	1	+100.0%
Subway Fires <sup>2</sup>	76	61	+24.6%	862	830	+3.9%
Subway Employee On-Duty Lost-Time Accidents per 100 Employees	2.43	2.03	+20.1%	2.69	2.44	+10.2%

Bus Collisions Per Million Miles						
Regional	48.90	45.07	+8.5%	48.85	44.86	+8.9%
NYCT Bus	50.39	46.10	+9.3%	50.19	45.93	+9.3%
MTA Bus	44.04	41.72	+5.6%	44.55	41.42	+7.5%
*Bus Collision Injuries per Million Miles						
Regional	12.22	8.13	+50.3%	6.61	6.30	+4.9%
NYCT Bus	14.52	6.40	+126.9%	7.16	6.71	+6.7%
MTA Bus	4.78	13.79	-65.3%	4.84	4.99	-3.0%
Bus Customer Accidents Per Million Customers						
Regional	0.96	1.13	-14.7%	1.03	1.17	-11.7%
NYCT Bus	0.98	1.06	-7.6%	1.04	1.12	-6.8%
MTA Bus	0.86	1.49	-42.5%	0.97	1.44	-32.6%
Bus Customer Accident Injuries Per Million Customers						
Regional	1.06	1.14	-6.8%	1.11	1.21	-8.1%
NYCT Bus	1.03	1.08	-4.3%	1.11	1.16	-4.2%
MTA Bus	1.24	1.49	-17.0%	1.08	1.45	-25.5%
Bus Employee Lost Time Accidents per 100 Employees						
NYCT Bus	4.39	4.90	-10.5%	5.10	5.77	-11.5%
MTA Bus	4.02	7.29	-44.9%	6.77	9.02	-25.0%
Total NYCT Employee Lost Time Accidents per 100 Employees	2.78	2.76	+0.7%	3.21	3.26	-1.5%

Subways Crime Report						
Performance Indicator	Current Month: October 2013			12-Month Average		
	This Year	Last Year	% Change	This Year	Last Year	% Change
Major Felonies <sup>3,4</sup>	225	221	+1.8%	2,104	2,271	-7.4%
Robberies <sup>3,4</sup>	45	49	-8.2%	509	676	-24.7%

SIR Crime Report						
Performance Indicator	Current Month: October 2013			12-Month Average		
	This Year	Last Year	% Change	This Year	Last Year	% Change
Major Felonies <sup>3,4</sup>	1	4	-75.0%	19	27	-29.6%
Robberies <sup>3,4</sup>	0	1	-100.0%	7	12	-41.7%

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

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

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

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