



STANDARD FOLLOW-UP REPORTS: SERVICE QUALITY INDICATORS

Introduction

NYC Transit's weekday service quality indicators, which include bus performance indicators and the Passenger Environment Survey (PES), are reported on a semi-annual basis.

The bus performance section shows data on a systemwide basis for the most recent half-year, July - December 2014, and the previous three half-year periods. The PES section includes a summary of all indicators (Local bus and Express bus) that also compares the most recent half-year to the prior three periods.

Bus Service Performance

Wait Assessment is measured on weekdays. A detailed definition of Wait Assessment and the corresponding results on a borough-representative sample of 42 high-volume bus routes (which includes nine associated limited-stop service and four select bus service routes) are presented on the following pages.

Passenger Environment Survey

The PES measures the environment of buses from a customer-oriented perspective. It includes 38 indicators: 26 for local buses and 12 for Express Buses.

Of the 38 indicators, 28 indicators remained statistically unchanged while eight (8) increased and two (2) declined when comparing Second Half 2014 and Second Half 2013. For PES indicators that rate Bus environments as "None," "Light," "Moderate" and "Heavy," the indicator changes are a measure of the combined "None" and "Light" rating.

The results for all PES indicators for Second Half 2014 and the previous three half-year periods are presented on the following pages, along with graphical results for both the litter and cleanliness indicators for each environment.

Significant Indicator Improvements/Declines

Bus Wait Assessment showed a statistically significant decline (-2.7%), from 81.1% in the Second Half 2013 to 78.4% in the Second Half 2014. The Second Half 2014 results are based on Bus Time data for the 42 high-volume routes as compared to sample data used for the Second Half 2013. Out of the 38 Local and Express Bus passenger environment indicators, 28 indicators remained statistically unchanged while eight (8) increased and two (2) declined when comparing the Second Half 2013 to Second Half 2014.

IMPROVEMENTS

	2013 2nd Half	2014 2nd Half	Net Change
Local Buses			
Buses with No Scratchtied Windows	88%	93%	+5%
Buses with No Clouded Windows	95%	99%	+4%
Buses with No Exterior Graffiti	95%	100%	+5%
Bus Announcements that are Understandable/Correct	49%	56%	+7%
Buses Displaying a Correct/Legible Bus Map	59%	90%	+31%
Buses with Operating Windows	94%	98%	+4%

Express Buses

Litter Conditions on Express Buses (In Service)	89%	94%	+5%
Cleanliness Conditions on Express Buses (In Service)	89%	95%	+6%

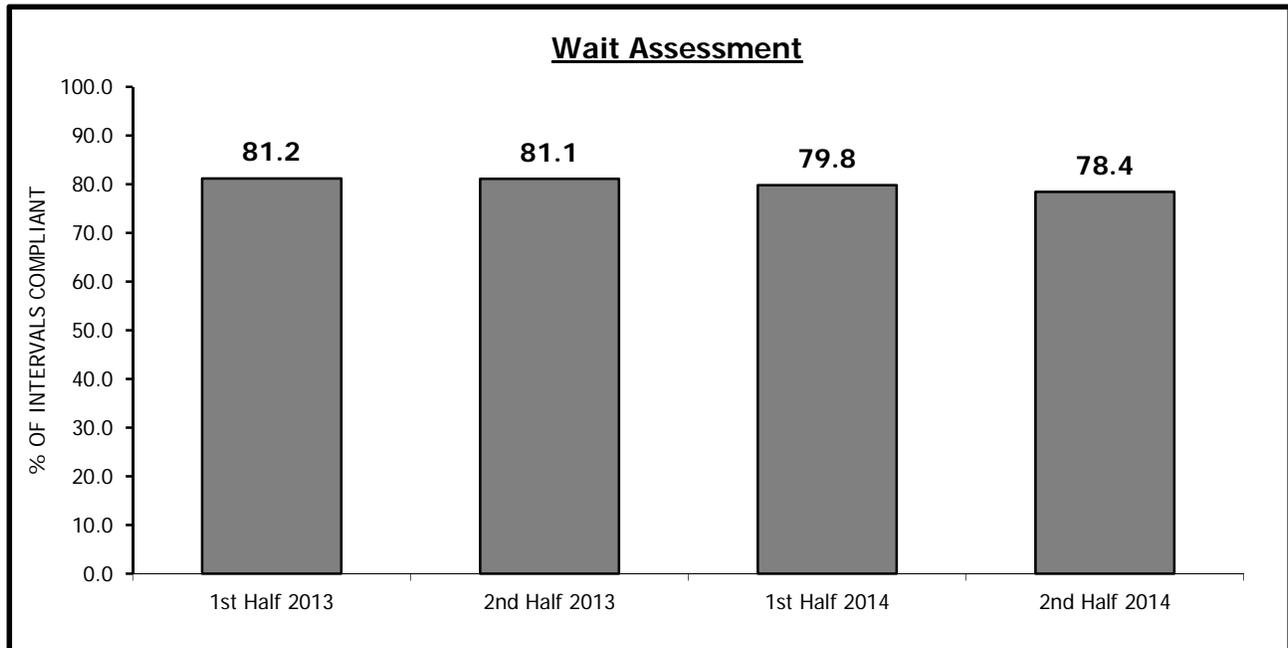
DECLINES

	2013 1st Half	2014 1st Half	Net Change
Local Buses			
Buses with No Interior Graffiti	94%	89%	-5%

Express Buses

Express Buses with No Interior Graffiti	98%	95%	-3%
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Bus Performance Indicator



Definition

Wait Assessment is measured on weekdays. It is defined as the percentage of observed service intervals that are no more than the scheduled interval plus 3 minutes during peak (7 a.m. – 9 a.m., 4 p.m. – 7 p.m.) and plus 5 during off-peak (12 a.m. – 7 a.m., 9 a.m. – 4 p.m., 7 p.m. – 12 a.m.)

The results presented are for a sample of 42 high-volume bus routes (which includes nine associated limited-stop service and four select bus service routes)

2014 Annual Goals: Wait Assessment: 81.4%

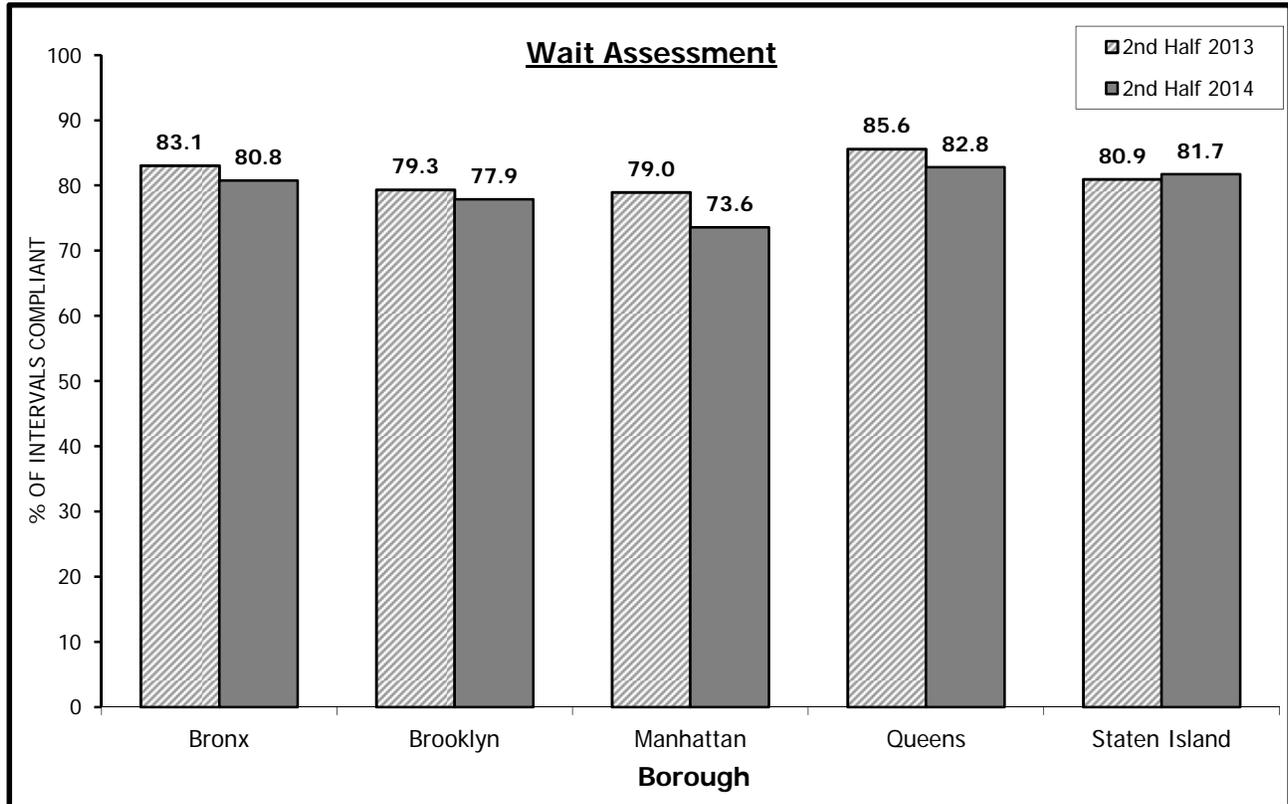
Semi-Annual Results

<u>Wait Assessment</u>	
2nd Half 2014	78.4%
1st Half 2014	79.8%
2nd Half 2013	81.1%
1st Half 2013	81.2%

Discussion of Results: an increase/decrease of less than 1% is statistically unchanged.

2nd Half 2014 vs. 2nd Half 2013: Bus Wait Assessment showed a statistically significant decline (-2.7%) when comparing the 2nd Half 2014 to the 2nd Half 2013.

Bus Performance Indicator



Bus Performance Indicator

Route	2013		2014	
	1st Half	2nd Half	1st Half	2nd Half
Bronx	79.8%	83.1%	82.9%	80.8%
Bx1/2	78.5%	80.7%	81.6%	78.8%
Bx1/2 Ltd.	78.3%	82.2%	82.8%	78.4%
Bx9	82.2%	86.6%	84.5%	82.2%
Bx12	83.1%	86.6%	82.6%	82.0%
SBS12	86.0%	87.3%	86.5%	84.9%
Bx15	N/A	76.8%	78.8%	75.2%
Bx15 Ltd.	N/A	76.0%	75.6%	72.9%
Bx19	81.1%	80.5%	82.6%	79.4%
Bx36 ¹	78.6%	82.4%	81.4%	81.2%
Bx40/42	83.1%	83.8%	84.0%	83.4%
Bx41	75.8%	86.2%	85.8%	84.4%
SBS41	N/A	87.6%	89.0%	86.5%
Brooklyn	80.3%	79.3%	79.6%	77.9%
B6	84.2%	79.8%	80.9%	80.4%
B6 Ltd.	86.5%	81.2%	81.2%	77.2%
B15	82.0%	78.7%	76.1%	73.5%
B35	79.5%	83.6%	79.9%	78.4%
B35 Ltd.	80.0%	82.9%	79.3%	77.4%
B41	76.3%	77.4%	76.5%	73.7%
B41 Ltd.	76.6%	78.0%	76.6%	73.3%
B44	74.9%	69.5%	74.6%	76.3%
SBS44	N/A	N/A	86.9%	85.3%
B46	80.1%	80.4%	78.7%	77.6%
B46 Ltd.	82.2%	83.6%	80.1%	77.8%
B63	83.7%	82.1%	83.8%	83.6%

¹ Due to the short span of limited service provided by this route, the limited service was included in the regular route analysis.

Bus Performance Indicator (continued)

Route	2013		2014	
	1st Half	2nd Half	1st Half	2nd Half
Manhattan	80.2%	79.0%	75.3%	73.6%
M1 ¹	77.0%	73.6%	73.6%	72.6%
M2 ²	76.4%	78.2%	73.1%	70.5%
M3	76.5%	75.6%	71.8%	70.1%
M4 ¹	71.3%	69.9%	71.4%	68.5%
M7	80.9%	78.6%	72.3%	72.0%
M10/20	86.5%	82.6%	81.8%	78.3%
M14	86.8%	84.7%	82.0%	79.6%
M15	77.0%	77.4%	67.0%	67.8%
SBS15	81.2%	81.0%	67.3%	67.7%
M31	83.7%	80.1%	75.6%	76.3%
M50	87.6%	86.9%	85.8%	85.1%
M66	84.5%	80.2%	79.3%	80.2%
M86	84.5%	84.5%	80.6%	80.2%
M101/2/3	68.4%	68.2%	68.0%	68.8%
M101 Ltd	77.2%	77.0%	71.2%	65.4%
M104	82.9%	85.1%	83.9%	74.4%
Queens	85.7%	85.6%	84.0%	82.8%
Q43 ¹	89.4%	88.5%	85.3%	82.9%
Q44/20	87.4%	86.8%	85.5%	86.9%
Q44 Ltd.	85.1%	87.8%	82.2%	82.0%
Q46 ¹	88.4%	84.4%	84.5%	82.2%
Q58	83.5%	83.0%	83.0%	81.8%
Q83 ¹	86.6%	87.2%	86.9%	84.3%
Q85 ¹	79.0%	81.4%	80.3%	79.7%
Staten Island	82.4%	80.9%	80.6%	81.7%
S44 ¹	81.4%	77.8%	81.4%	80.6%
S48 ¹	84.1%	82.1%	85.1%	84.4%
S53 ¹	92.8%	90.4%	85.9%	88.1%
S74 ¹	74.2%	74.6%	73.8%	75.9%
S76 ¹	80.8%	80.9%	79.6%	81.2%
S78	77.7%	75.7%	72.8%	74.5%
SBS79	86.0%	85.0%	85.7%	87.3%

¹Due to the short span of limited service provided by this route, the limited service was included in the regular route analysis.

²This route operates all-limited service during specific times of the day. The limited service was included in the overall analysis of this route.

Passenger Environment Survey

Local Bus Results

The Local Bus PES consists of 26 indicators. 19 remained statistically unchanged while six (6) showed an increase and one (1) showed a decline when comparing the 2nd Half 2014 to the 2nd Half 2013. The table below depicts the results for the 2nd Half 2014 and the previous three half year periods. The charts on the following pages graphically present the "Litter" and "Cleanliness" indicator results for the same half-year periods.

		2013				2014				
		1st Half		2nd Half		1st Half		2nd Half		
		Before Service	in Service							
Cleanliness and Appearance										
Litter Conditions in Buses	% None	89	50	92	39	89	37	90	37	
<i>Presence of Litter</i>	% Light	10	38	7	45	10	47	9	49	
	% Moderate	0	2	0	3	0	4	0	2	
	% Heavy	1	10	1	13	1	12	1	12	
<i>See Chart 1</i>	Exterior Dirt Condition of Buses	% None	100	99	100	98	96	92	99	92
	<i>Degree of Dirtiness</i>	% Light	0	1	0	2	4	7	1	8
		% Moderate	0	0	0	0	0	1	0	0
		% Heavy	0	0	0	0	0	0	0	0
Cleanliness of Bus Interior	% None	94	84	95	80	93	71	91	70	
	<i>Degree of Dirtiness</i>	% Light	5	4	4	5	5	12	7	16
		% Moderate	0	2	0	2	1	4	1	2
		% Heavy	1	10	1	13	1	13	1	12
% Buses with No Damaged Panels		96		96		97		96		
% Buses with No Cracked Windows		100		100		100		100		
% Buses with No Scratchtied Windows		88		88		91		93		
% Buses with No Clouded Windows		95		95		95		99		
% Buses with No Interior Graffiti		92		94		88		89		
% Buses with No Exterior Graffiti		95		95		97		100		

Customer Information									
% Buses with Readable/Correct Front Sign		100		100		100		100	
% Buses with Correct Electronic Side Sign		100		100		100		100	
% Buses with Correct Rear Sign		100		100		100		99	
% Bus Announcements that are Understandable/Correct		55		49		53		56	
% Buses with Priority Seating Stickers		97		98		97		99	
% Buses Displaying a Correct/Legible Bus Map ¹		55		59		81		90	

Functioning Equipment									
Climate Control Conditions in Buses ¹		95		93		95		92	
% Buses with Operative Kneeling Feature		100		100		100		100	
% Buses with Operative Wheelchair Lift		99		99		98		98	
% Buses with Operating Windows		96		94		97		98	
% Buses with Operative Rear Door		100		100		100		99	

Operations									
% Bus Stops where Buses Board/Discharge Passengers Appropriately		97		98		98		99	
% Bus Operators in Proper Uniform		100		100		100		100	
% Bus Operators Properly Displaying Badges		99		100		98		98	

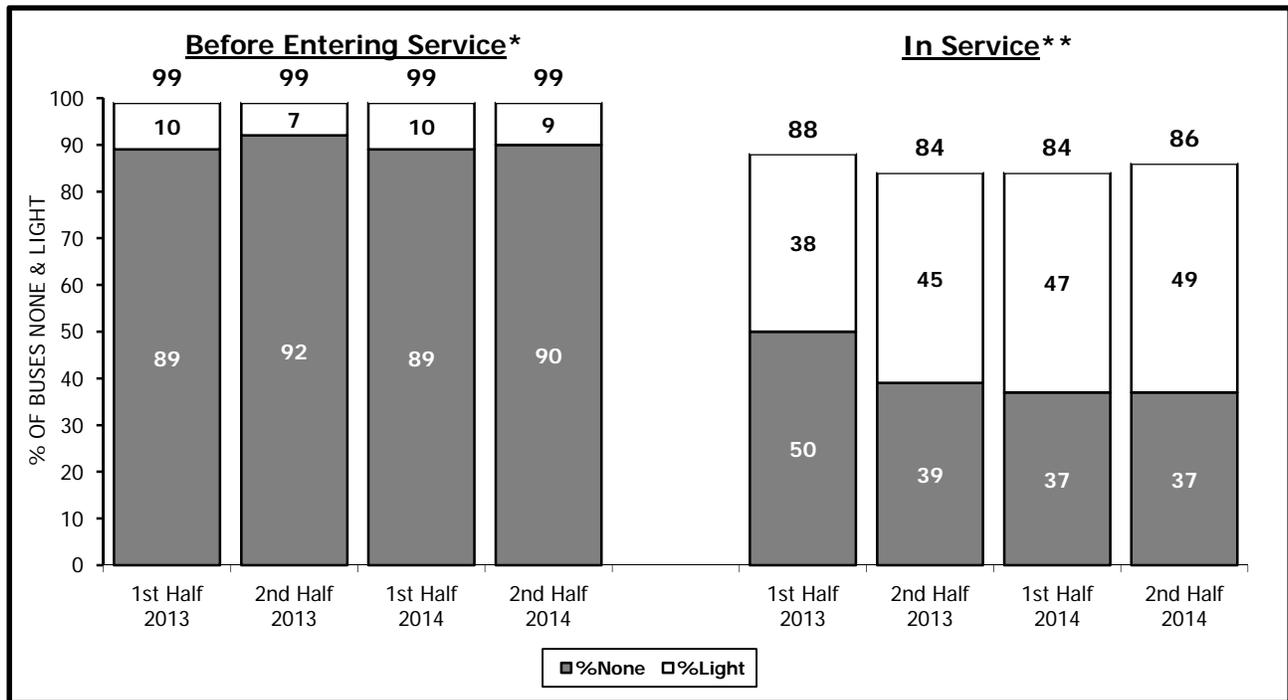
¹ % of buses with average interior temperature between 50°F and 78°F, except if ambient temperature is above 98°F, then the climate control must maintain a 20°F gradient.

Before Service - Surveyed at the depot before going into service.

In Service - Surveyed at terminals while in service.

Passenger Environment Survey

Litter Conditions on Buses



* Measured at the depot before going into service.

** Measured at terminals while in service.

Definition

Litter Conditions on Buses (Presence of Litter)

None- basically litter free;

Light- scattered dry litter;

Moderate- noticeable assortment of dry litter;

Heavy- heavy litter; any opened or spilled food, or hazardous conditions (bottles, cans).

2014 Annual Goals: (% none & light) Before Entering Service: 99.9% In Service: N/A

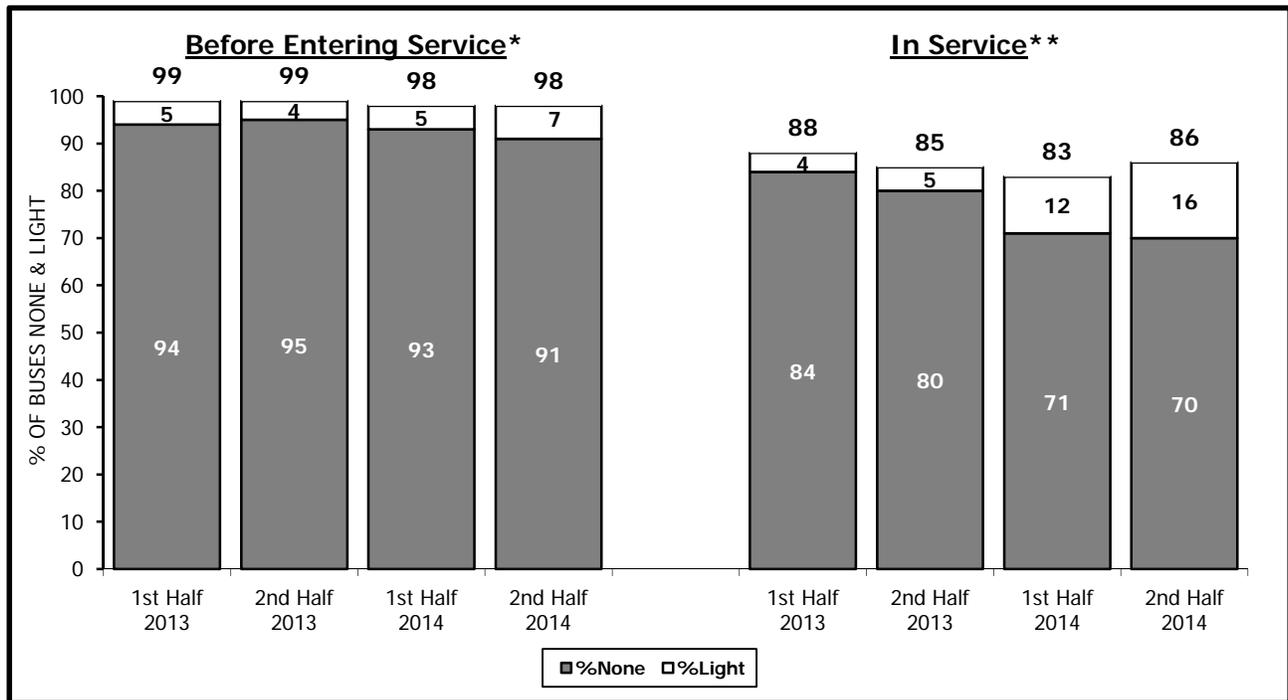
Semi-Annual Results

	Before Entering Service				In Service			
	None	Light	Mod.	Heavy	None	Light	Mod.	Heavy
2nd Half 2014	90%	9%	0%	1%	37%	49%	2%	12%
1st Half 2014	89%	10%	0%	1%	37%	47%	4%	12%
2nd Half 2013	92%	7%	0%	1%	39%	45%	3%	13%
1st Half 2013	89%	10%	0%	1%	50%	38%	2%	10%

Discussion of Results: an increase/decrease of less than 3% is statistically unchanged.

2nd Half 2014 vs. 2nd Half 2013: both the "Before Entering Service" and "In Service" results remained statistically unchanged when comparing the 2nd Half 2014 to the 2nd Half 2013.

Passenger Environment Survey
Cleanliness Conditions on Buses



* Measured at the depot before going into service.

** Measured at terminals while in service.

Definition

Cleanliness of Bus Floors and Seats (Degree of Dirtiness)

None- basically dirt free;

Light- occasional "ground in" spots, but generally clean;

Moderate- dingy floor, one or two sticky dry spots;

Heavy heavy dirt; any opened, spilled food or hazardous conditions (e.g., rolling bottles), sticky wet spots, any seats unusable due to unclean conditions.

2014 Annual Goals: (% none & light) Before Entering Service: 99.9% In Service: N/A

Semi-Annual Results

	Before Entering Service				In Service			
	None	Light	Mod.	Heavy	None	Light	Mod.	Heavy
2nd Half 2014	91%	7%	1%	1%	70%	16%	2%	12%
1st Half 2014	93%	5%	1%	1%	71%	12%	4%	13%
2nd Half 2013	95%	4%	0%	1%	80%	5%	2%	13%
1st Half 2013	94%	5%	0%	1%	84%	4%	2%	10%

Discussion of Results: an increase/decrease of less than 3% is statistically unchanged.

2nd Half 2014 vs. 2nd Half 2013: both the "Before Entering Service" and "In Service" results remained statistically unchanged when comparing the 2nd Half 2014 to the 2nd Half 2013.

Passenger Environment Survey

Express Bus Results

The Express Bus PES consists of 12 indicators, of which (nine) 9 remained statistically unchanged while two (2) showed an increase and one (1) showed a decline when comparing the 2nd Half 2014 to the 2nd Half 2013. The table below depicts the results for the 2nd Half 2014 and the previous three half year periods. The charts on the following pages graphically present the "Litter" and "Cleanliness" indicator results for the same half-year periods.

		2013				2014			
		1st Half		2nd Half		1st Half		1st Half	
		Before Service	in Service						
Cleanliness and Appearance									
Litter Conditions in Buses	% None	84	67	92	58	88	68	88	68
<i>Presence of Litter</i>	% Light	14	26	7	31	11	22	11	26
	% Moderate	0	2	0	2	0	2	0	1
	% Heavy	2	5	1	9	1	8	1	5
<i>See Chart 3</i>									
Exterior Dirt Condition of Buses	% None	99	97	100	97	95	92	95	90
<i>Degree of Dirtiness</i>	% Light	1	2	0	2	5	6	4	10
	% Moderate	0	0	0	0	0	0	1	0
	% Heavy	0	1	0	1	0	2	0	0
Cleanliness of Bus Interior	% None	96	91	98	85	95	85	96	85
<i>Degree of Dirtiness</i>	% Light	2	3	1	4	4	7	3	10
	% Moderate	0	0	0	2	0	1	0	0
	% Heavy	2	6	1	9	1	7	1	5
<i>See Chart 4</i>									
% Buses with No Damaged Panels		100		99		99		98	
% Buses with No Cracked Windows		100		100		100		100	
% Buses with No Interior Graffiti		98		98		96		95	
% Buses with No Exterior Graffiti		100		100		100		100	

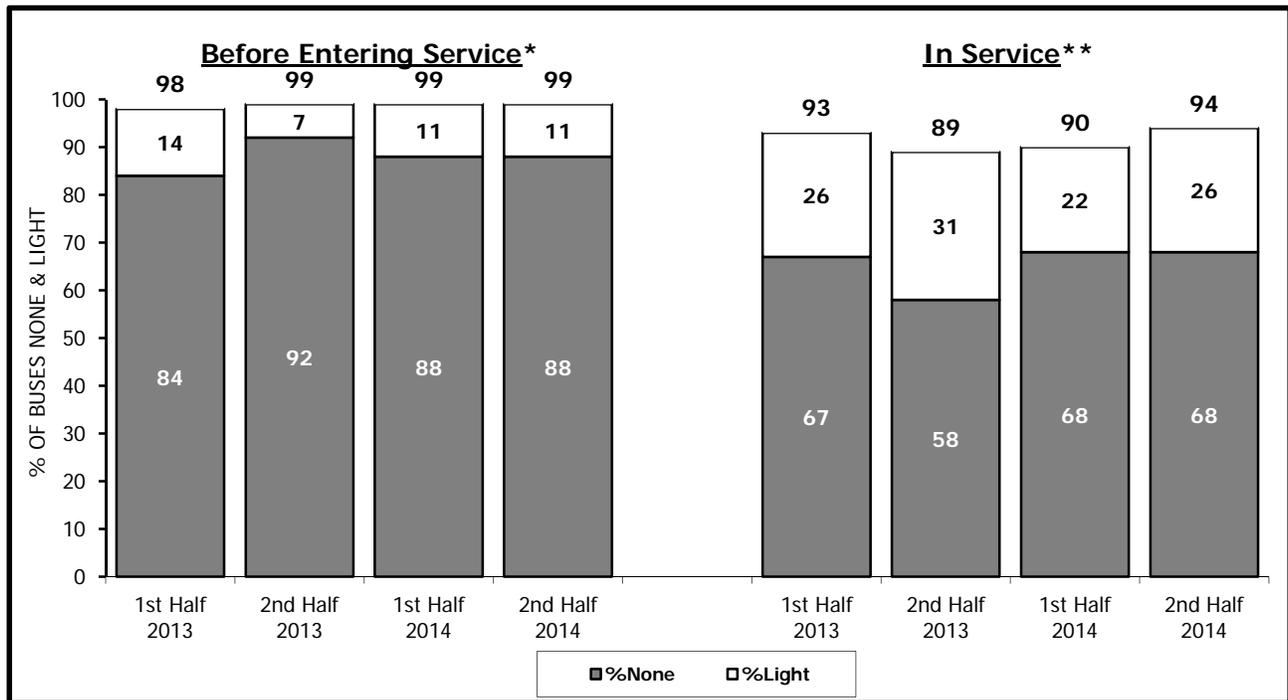
Functioning Equipment

% of Operative Reading Lights on Buses	93	92	95	94
% of Operative Reclining Seats on Buses	96	95	96	96

Before Service - Surveyed at the depot before going into service.

In Service - Surveyed at terminals while in service.

Passenger Environment Survey
Litter Conditions on Express Buses



* Measured at the depot before going into service.

** Measured at terminals while in service.

Definition

Litter Conditions on Buses (Presence of Litter)

None- basically litter free;

Light- scattered dry litter;

Moderate- noticeable assortment of dry litter;

Heavy- heavy litter; any opened or spilled food, or hazardous conditions (bottles, cans).

2014 Annual Goals: (% none & light) Before Entering Service: 99.9% In Service: N/A

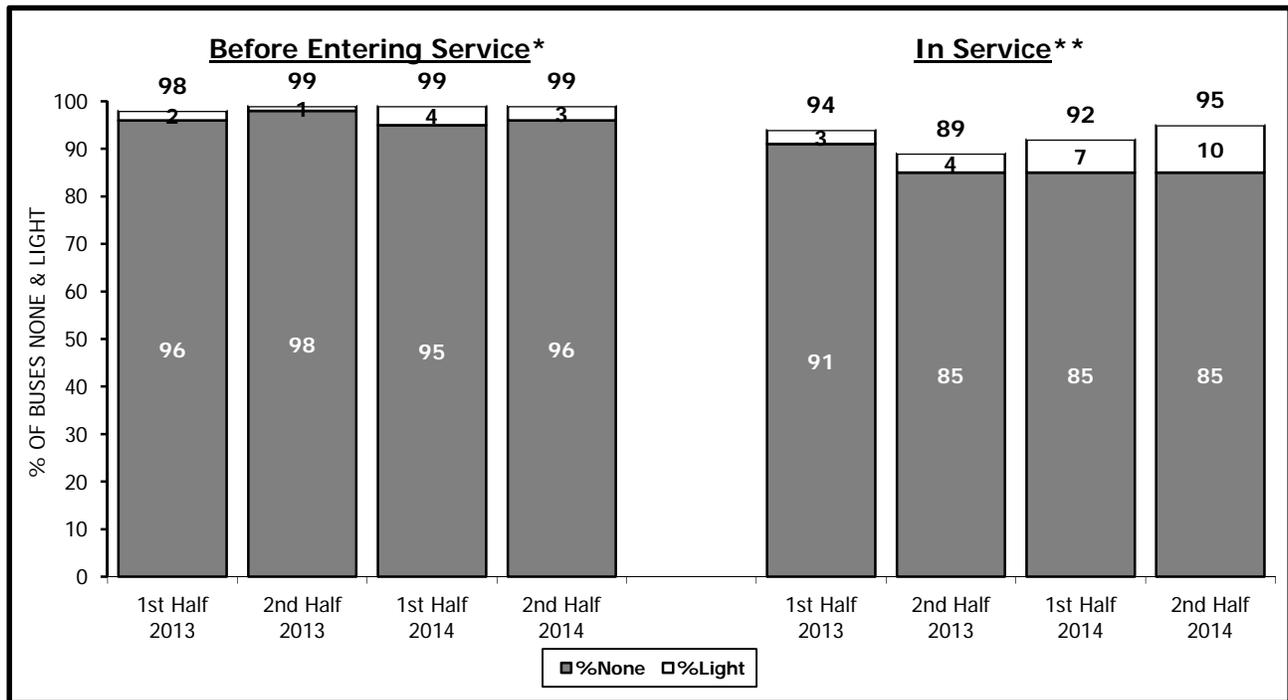
Semi-Annual Results

	Before Entering Service				In Service			
	None	Light	Mod.	Heavy	None	Light	Mod.	Heavy
2nd Half 2014	88%	11%	0%	1%	68%	26%	1%	5%
1st Half 2014	88%	11%	0%	1%	68%	22%	2%	8%
2nd Half 2013	92%	7%	0%	1%	58%	31%	2%	9%
1st Half 2013	84%	14%	0%	2%	67%	26%	2%	5%

Discussion of Results: an increase/decrease of less than 3% is statistically unchanged.

2nd Half 2014 vs. 2nd Half 2013: the "Before Entering Service" results remained statistically unchanged while the "In Service" results showed an increase (+5%) when comparing the 2nd Half 2014 to the 2nd Half 2013.

Passenger Environment Survey
Cleanliness Conditions on Express Buses



* Measured at the depot before going into service.

** Measured at terminals while in service.

Definition

Cleanliness of Bus Floors and Seats (Degree of Dirtiness)

None- basically dirt free;

Light- Occasional "ground in" spots, but generally clean;

Moderate- Dingy floor, one or two sticky dry spots;

Heavy- heavy dirt; any opened, spilled food or hazardous conditions (e.g., rolling bottles), sticky wet spots, any seats unusable due to unclean conditions.

2014 Annual Goals: (% none & light) Before Entering Service: 99.9% In Service: N/A

Semi-Annual Results

	Before Entering Service				In Service			
	None	Light	Mod.	Heavy	None	Light	Mod.	Heavy
2nd Half 2014	96%	3%	0%	1%	85%	10%	0%	5%
1st Half 2014	95%	4%	0%	1%	85%	7%	1%	7%
2nd Half 2013	98%	1%	0%	1%	85%	4%	2%	9%
1st Half 2013	96%	2%	0%	2%	91%	3%	0%	6%

Discussion of Results: an increase/decrease of less than 3% is statistically unchanged.

2nd Half 2014 vs. 2nd Half 2013: the "Before Entering Service" results remained statistically unchanged while the "In Service" results showed an increase (+6%) when comparing the 2nd Half 2014 to the 2nd Half 2013.