



Metropolitan Transportation Authority

**Metropolitan Transportation Authority
Mission Statement, Measurements, and Performance Indicators
Report Covering Fiscal Year 2024**

**In Compliance with New York State Public Authorities Law §2800 and §2824-a
Submitted as Part of the MTA 2024 Annual Report to the Governor**

Metropolitan Transportation Authority Mission Statement

The Metropolitan Transportation Authority (MTA) preserves and enhances the quality of life and economic health of the region it serves through the cost-efficient provision of safe, on-time, reliable, and clean transportation services.

Stakeholder Assessment

The main stakeholders of the MTA are its customers; the businesses, residents, and taxpayers of our service area and the State; the MTA's employees and unions; and its government partners.

Customers

Our customers are those who ride our trains and buses or cross our bridges and tunnels. They include the residents of our region, as well as visitors. Our customers expect service that is safe, on-time, reliable, and that provides good value for their money.

Businesses, Residents, and Taxpayers

The businesses, residents, and taxpayers in our service area want the MTA to spend its resources efficiently and appropriately, while enhancing the mobility of the region.

Employees and Unions

Our employees and unions expect a safe workplace, skills training relevant to their roles, and opportunities for growth.

Government Partners (Federal, State, and Local)

Our government partners expect us to enhance regional mobility by providing excellent service, while spending our resources in a cost-effective and appropriate manner.

List of Performance Measurements

The following table lists the MTA's strategic priorities and the key performance indicators used to evaluate and monitor the attainment of those strategic priorities.

A detailed explanation of MTA's strategic priorities can be found on the MTA website at <https://new.mta.info/transparency/strategic-priorities>. Analysis of the MTA's 2024 strategic priorities and performance can be found in the 2024 Annual Report, prepared in accordance with Public Authorities Law §2800. A comprehensive list of 2024 performance results are provided in the 2024 Annual Report Appendices, which can be found on the MTA's Transparency webpage. More details and data visualizations of MTA performance metrics are available on the MTA's Metrics site at metrics.mta.info, and available for download on the New York State Open Data Portal at data.ny.gov.

MTA Strategic Priorities	Key Performance Measures
Deliver better service	Weekday Major Incidents – Subways (monthly average)
	Customer Journey Time Perf. (% within 5 min of scheduled) – Subways, NYCT & MTA Bus
	Additional Platform Time (average beyond scheduled) – Subways
	Additional Train Time (average beyond scheduled) – Subways
	Weekday Service Delivered – Subways
	Weekday Terminal On-Time Performance – Subways
	Weekday Terminal Delays – Subways (monthly average)
	Mean Distance Between Failures (miles) – Subways, Staten Island Railway, NYCT & MTA Bus, LIRR, Metro-North
	Weekday Wait Assessment – Subways
	Total Ridership – Subways, MTA Bus, NYCT Bus, Paratransit, LIRR, Metro-North
	Weekday On-Time Performance – Staten Island Railway
	Additional Bus Stop Time – NYCT & MTA Bus (avg beyond scheduled)
	Additional Travel Time – NYCT & MTA Bus (avg beyond scheduled)
	Service Delivered – NYCT & MTA Bus (% scheduled buses, peak hrs.)
	Bus Speeds – NYCT & MTA Bus (average route speed, end-to-end)
	Wait Assessment – NYCT & MTA Bus
	Access-A-Ride On-Time Performance Pick up within (30 min / 15 min)
	Access-A-Ride Appointment OTP Trips (30 min early to 1 min late)
	Access-A-Ride Actual Ride Time at or Better than Planned Ride Time
	Access-A-Ride Passenger Complaints (per 1,000 completed trips)
	Access-A-Ride Registrants
	On-Time Performance – LIRR, Metro-North (West / East of Hudson)
	Paid Traffic – Bridges and Tunnels
Promote safety & respect	Customer Injury Rate (per million customers) – Subways
	Customer Accident Injury Rate – NYCT Bus (per million customers)
	Collisions with Injury Rate – NYCT Bus (per million vehicle miles)
	Employee Lost Time and Restricted-Duty Rate – NYCT Subways (per 100 employees)
	Employee Lost Time and Restricted-Duty Rate – NYCT Bus (per 100 employees)
	FRA-Reportable Customer Injury Rate (per million customers) – LIRR, Metro-North

MTA Strategic Priorities	Key Performance Measures
Promote safety & respect (cont.)	FRA-Reportable Employee Lost Time Rate (per 200,000 worker hours) – LIRR, Metro-North
	Collisions with Injury Rate (per million vehicles) – Bridges and Tunnels
	Employee Lost Time Injury Rate (per 200,000 work hours) – Bridges and Tunnels
Increase appeal for customers	Elevator Availability – Subways, LIRR, Metro-North
	Escalator Availability – Subways, LIRR, Metro-North
	AAR Customer Experience – Frequent Rider Experience
	AAR Call Center (% of calls answered)
Provide 21st century bus service	Customer Journey Time – NYCT & MTA Bus (% within 5 min of scheduled)
	Additional Bus Stop Time – NYCT & MTA Bus (average beyond scheduled)
	Additional Travel Time – NYCT & MTA Bus (average beyond scheduled)
	Bus Customer Wheelchair Lift Usage – NYCT Bus
	Service Delivered – NYCT & MTA Bus (% scheduled buses, peak hrs.)
	Bus Speeds – NYCT & MTA Bus (average route speed, end-to-end)
	Total Ridership – NYCT & MTA Bus
	Mean Distance Between Failures – NYCT & MTA Bus (miles)
	Wait Assessment – NYCT & MTA Bus
Achieve financial stability & viability	Farebox Operating Ratio – NYCT, LIRR, Metro-North
	Operating Cost per Passenger – NYCT, LIRR, Metro-North
	E-ZPass Market Share – Bridges and Tunnels
	Total Support to Transit – Bridges and Tunnels
Strengthen & expand the network	Capital Program project commitments
	Capital Program project completions
Revive talent & culture	Female Representatives in Workforce – NYCT, LIRR, Metro-North, Bridges and Tunnels, and Construction & Development
	Minority Representatives in Workforce – NYCT, LIRR, Metro-North, Bridges and Tunnels, and Construction & Development