



**Metropolitan Transportation Authority**

**Metropolitan Transportation Authority  
Mission Statement, Measurements, and  
Performance Indicators Report Covering Fiscal Year 2025**

**In Compliance with New York State Public Authorities Law §2800 and §2824-a  
Submitted as Part of the MTA 2025 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.

## **Performance Measurements**

A wide range of key performance indicators are used to evaluate and monitor progress against the MTA's 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 2025 strategic priorities and performance can be found in the 2025 Annual Report, prepared in accordance with Public Authorities Law §2800. Comprehensive 2025 performance results are provided on the New York State Open Data Portal at [data.ny.gov](https://data.ny.gov), and on the MTA's own website at [metrics.mta.info](https://metrics.mta.info). The catalog of 250+ MTA-related datasets is available on the NYS Open Data Portal at [data.ny.gov](https://data.ny.gov).

**Deliver excellent service**

KPIs include on-time performance, service delivered, major incidents, mean distance between failures, paid traffic and ridership, and more.

**Promote safety & respect**

KPIs include customer and employee injury rates, collisions with injury, employee lost-time, fare evasion and more.

**Increase appeal for customers**

KPIs include elevator and escalator availability, ADA accessible stations, fare sales, call center, paratransit ridership, paratransit service performance, and more.

**Provide 21<sup>st</sup> century bus service**

KPIs include service delivered, bus speeds, wait assessments, bus schedules, fleet age, and more.

**Maintain financial stability & viability**

KPIs include farebox operating ratio, operating cost per passenger, E-ZPass market share, statement of operations, overtime, CRZ revenue and expenses, and more.

**Strengthen & expand the network**

KPIs include Capital Program project commitments, Capital Program project completions, 20-year needs assessments, and more.

**Elevate the employee experience**

KPIs include employee headcounts, workforce diversity, and more.