



NEW YORK CITY TRANSIT & BUS KEY PERFORMANCE METRICS

July 2022 | 8



NYCT President Rich Davey speaks to bus customers in the Bronx in advance of the newly redesigned bus network going live on June 26, 2022.

This performance metrics document was prepared in preparation for the July 2022 meeting of the New York City Transit & Bus Committee.

2 Broadway • New York, NY 10004
Monday July 25, 2022

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The complete set of NYCT’s performance metrics is in the process of being added to the state’s open data portal. In the meantime, you can find the metrics here:

<https://new.mta.info/transparency/board-and-committee-meetings/july-2022>





Richard Davey
President, New York City Transit

The North Star: Increasing Customer Satisfaction

We are excited to share a fresh take on how we will improve New York City Transit's performance from the customers' perspective. As we discussed last month, the old performance metric playbook will be enhanced with customer satisfaction metrics with a focus on improving the customer experience and winning our customers back as we move towards a post-pandemic era. An entirely new customer driven approach has been developed making performance metrics actionable in order to measurably improve service and the rider experience.

Over the last two months we have worked to become less focused with looking backwards and more focused on driving outcomes that will strengthen our relationship with customers. Metrics like on-time performance and mean-distance between failures continue to be valuable inputs to how and where we can adjust operations, but those measures do not accurately tell the whole story of how we can effectively serve and satisfy our customers.

MTA's market research department will help us track and report the overall satisfaction of NYCT customers, across all modes monthly. Following our North Star, which is to improve customer satisfaction on key drivers of service means frequently obtaining customer perceptions of their riding experience. For the first time in the history of the agency, NYCT will undertake a monthly customer satisfaction survey to keep a "pulse" on our customers while continuing our deeper, bi-annual customer survey.

The combination of direct customer feedback and operational performance data is a goldmine of insight that allows for increased satisfaction and in our case particularly attracting more riders back onto our subways, buses and paratransit vehicles. Our goal is to make NYCT the best, most reliable way to get around NYC.

Beginning today and moving forward, each month we will present outcome-based performance metrics on issues most important to our customers. NYCT reported performance metrics will include: service delivered, delays, customer journey time, additional platform time, additional train time, additional bus stop time, additional travel time and paratransit provider no-shows. These measures have been specifically chosen because quantitatively they are more customer oriented than other legacy measures.

We will also report on the areas that will increase satisfaction and what would encourage customers to ride more frequently. As you can see in the following section, our new monthly survey gives us insights into which aspects of their experience our customers are most concerned about improving, as well as what would encourage them to ride more frequently.

Ridership and Service Performance

We continue to remain in an unprecedented period where millions of Americans are reevaluating their travel habits including here in New York City. Average weekday subway ridership rose from 57.7% into May to 58.3% in June vs 2019, while paid bus ridership rose from 63.3% to 64.8%. June's customer pulse survey clearly tells us that personal safety and security, homeless people, and people behaving erratically are top of mind for our subway customers. In contrast, our bus customers report greater need for improvement of wait times, crowding, and travel times and bus speeds.

Several initiatives are underway to address safety and security concerns raised by riders that range from the piloting cameras on board trains, end-of-line outreach efforts and a continued partnership with the NYPD to increase presence along the system. It is widely known that given the number of cameras in the subway system, anyone targeting riders will have their picture taken and shared with the NYPD, which will find and deliver them to justice.

Bus customers will enjoy faster journey times that they are asking for as we expand initiatives such as enhanced bus lanes and automated bus lane enforcement.

We successfully launched the Bronx Local Bus Network Redesign. This represented years of hard work, to enhance the Bronx network and improve customer experience for so many riders who need it the most. A special thanks to the Buses Road Team and the 275 Customer Ambassadors who volunteered at 55 locations across the Bronx to help our customers navigate the new bus routes and stops. Overall, the redesign has been well received by our customers, and we continue to get their important feedback. Customers have access to the project website, which includes informational material, such as route profiles, a borough-wide map with color-designated routes, a link to the trip planning tool on the homepage and the new Bronx bus schedules. We continue to monitor the progress and report back on performance in the upcoming months.

Weekend ridership data indicates that we have commuters and travelers who are looking for a higher quality of service. Historically maintenance work has been performed during weekends and overnight, and in a post pandemic era, given these trends, we are exploring ways to minimize the impact of that work to meet these new subway usage patterns.

79%
of bus customers
are satisfied or very
satisfied with MTA
staff helpfulness

62%
of subway customers
are satisfied or very
satisfied with MTA
staff helpfulness

200

new cameras installed
in 100 subway cars

1,300

bus operators

157

train conductors

303

train operators
hired since the
beginning of the year

Employee Experience

The workplace continues to evolve, and organizations are struggling to find and keep talent in a post-pandemic era. Workers who were approaching retirement decided to leave the industry during COVID.

The single most important factor to increase service delivery is staffing levels. NYCT Bus is focused on hiring to 2019 pre-COVID levels by the end of year. Bus service delivery continues to improve with the hiring of 1,300 bus operators this year. The target for Subways is the 1st quarter of 2023. It is anticipated that we will see an increase in service subway delivery having recently graduated 48 new Train Operations, and in June we began our largest class of Train Operators.

We understand that attracting and hiring new employees is the first piece to the puzzle. Our next responsibility is to keep our employees engaged. We have begun a series of Employee Town Hall Meetings, both virtual and in-person one to share our renewed focus on the customer experience and take questions directly from employees. Interacting closely with employees is personally important to me as a leader to bring people together and create a sense of team.

Promote Safety & Respect

Our employees should expect a safe workplace and riders should expect a safe trip - keeping New Yorkers moving safely is our number one priority. To that end, we recently established a joint labor management task force in Buses to create a set of clear and actionable recommendations to reduce the potential for bus employee assaults. This issue critically important to me, our management team, and our union partners. This provides a unique opportunity for labor and management to work directly in a forum that fosters the development of practical solutions to address the most severe challenges faced by our bus operators and customers each day. The task force will explore all avenues in their efforts to reduce employee assaults – reviewing everything from operator training and barriers on buses, MTA PD/Eagle Team deployments, messaging, and potential technology solutions, etc. We look forward to engaging all employees in this process and incorporating their important feedback.

With personal safety and security emerging as attributes that would encourage more use of the system and increase in customer satisfaction; we have 200 cameras fully deployed on 100 subway cars. 60 days of testing of deployable cameras will be conducted and next step determinations will be made.

We are continuing to coordinate with the NYC Department of Social Services to tackle the problem of people experiencing homelessness on the subway system, which also impacts customer perception of personal safety and security.

MESSAGE FROM THE PRESIDENT

Operate a 21st Century System

Finally, as part of the journey to transition to a zero-emission bus fleet by 2040, we are bringing you a transparent view of the transition with a dedicated MTA webpage to show you every single step we are taking on the path. This includes the MTA's zero-emissions transition plan highlighting the core components of the transformation such as upskilling our workforce to meet the technology challenges, transforming operational readiness for the electric propulsion that will power our buses, and upgrading and refurbishing our facilities. This transition plan was a critical component of the FTA low-no-grant application submitted in May 2022 by the MTA in support of our planned purchase of 470 zero-emission buses in the current capital plan.

This month the Board will take an action on the purchase of five all-electric buses to advance our commitment to sustainability and the advance our responsibility to the environment.

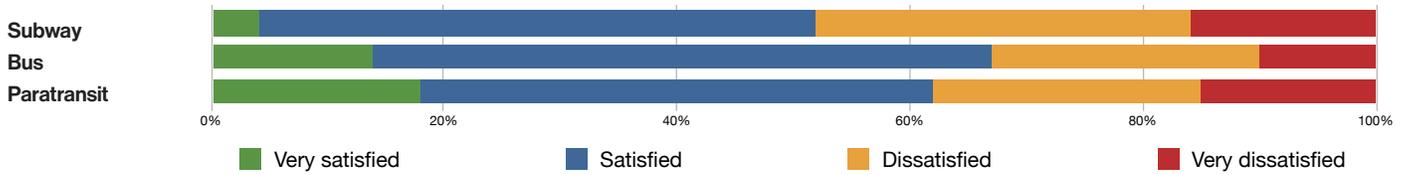


A class of new Bus Operators graduates at the Zerega Training Facility. NYCT has improved recruiting efforts and accelerated the hiring process to address bus operator staff shortages.

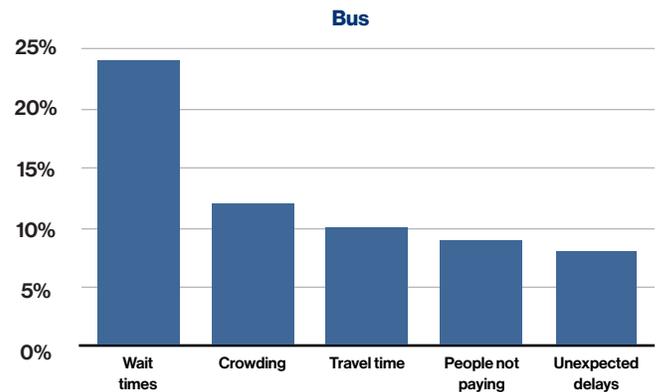
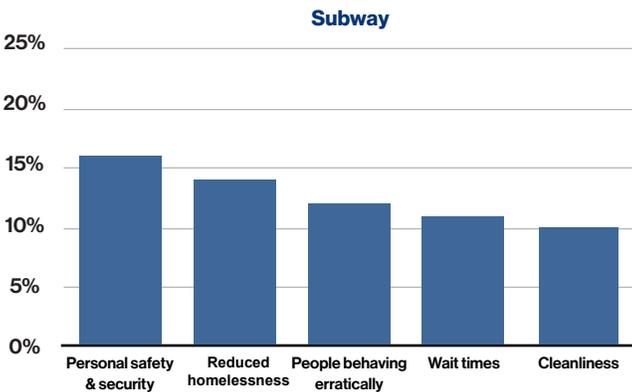
CUSTOMER SATISFACTION

Customer Satisfaction Rate, June 2022

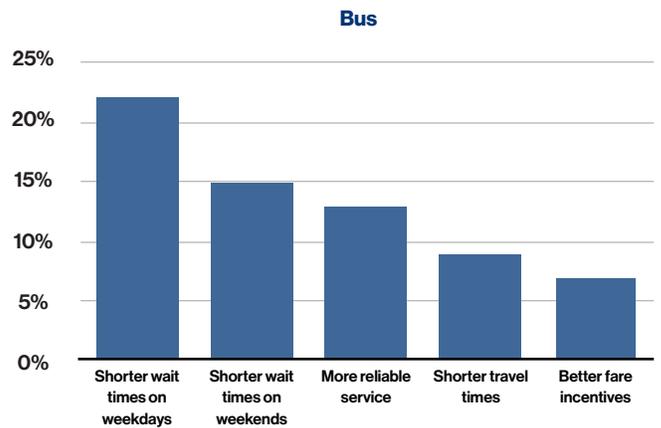
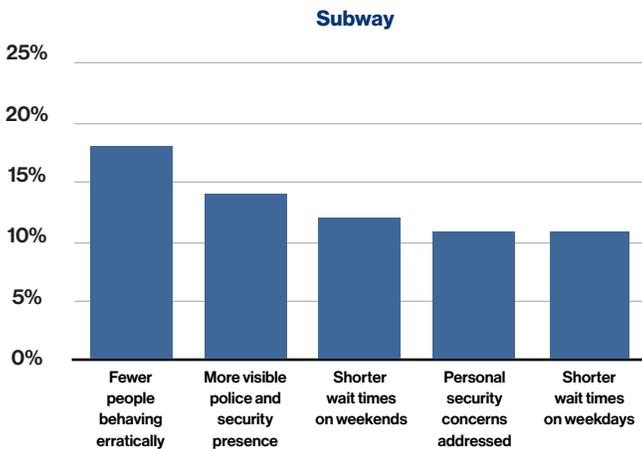
How satisfied are you with your transit experience?



What needs to improve to increase your satisfaction?



What would encourage you to ride more often?



Analysis

Following our North Star of customer satisfaction means frequently asking how our customers perceive their experience. NYC Transit, for the first time in the history of the agency, has undertaken a monthly customer satisfaction survey to keep a “pulse” on our customers. Each month, a statistically valid sample of subway, bus and paratransit customers provide us with their satisfaction ratings. As we continue to collect

monthly feedback from our customers, we will hone on key areas that concern our customers.

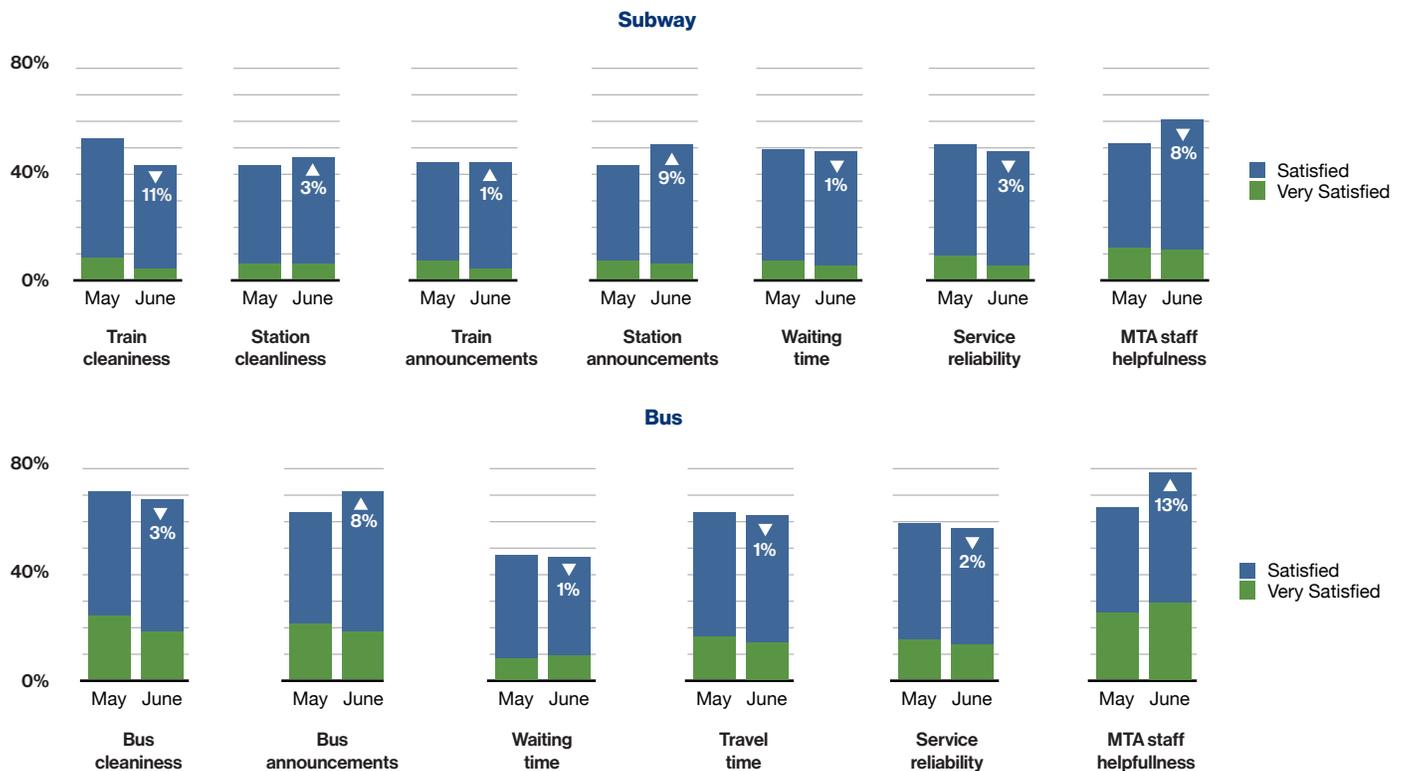
Overall measures of customer satisfaction across all modes in June indicate that our customers are more satisfied than dissatisfied; with opportunities to improve. Survey results provide insight into which aspects of the customers journey that they are most concerned about improving, and what would encourage customers to use our services more frequently.



CUSTOMER SATISFACTION

Key Customer Experience Indicators

How satisfied are you with each of the following attributes?



These survey results will inform the actions needed to improve the quality of our services and grow ridership.

Customers told us those attributes of service that are most in need of improvement in order to increase their satisfaction. As you can see from the “needs improvement” graphs above, subway customers indicate that the changes they would most like are related to environment surrounding transit services. Personal safety and security, reduced homelessness, and people behaving erratically are top of mind for our subway customers. In contrast, our bus customers report greater need for improvement in the quality of our services, citing “Wait times”, “Crowding”, and “Travel Times”.

Bringing riders back to the system is a key focus. Subway customers primarily cite environmental related attributes, such as “Fewer People Behaving Erratically” and more visible “Police and Security Presence,” as well as “Shorter Wait Times on Weekends”. Bus customers continue to highlight conditions

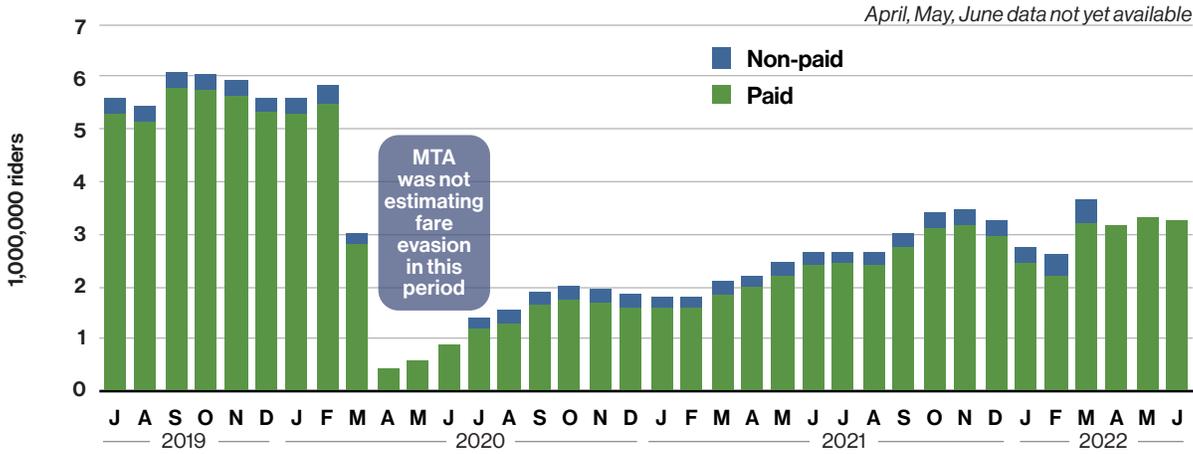
specific to the services we provide, such as “Shorter Wait Times on Weekdays”, “Shorter Wait Times on Weekends” and “More Reliable Service”. We are developing plans to address the impediments to increase satisfaction and ridership, and we will share more in the coming months.

One highlight from our customer satisfaction surveys from the last two months is our employee satisfaction ratings. Customers gave “MTA Staff Helpfulness” high scores and we have seen this attribute trending upward for subway and bus staff. We are also focused on providing information, especially during disruptions and ratings on announcements for subway and bus increased significantly from May to June. We will continue to build upon these successes by adopting new training for our Station Agents and honing our procedures for managing incident communications.



RIDERSHIP

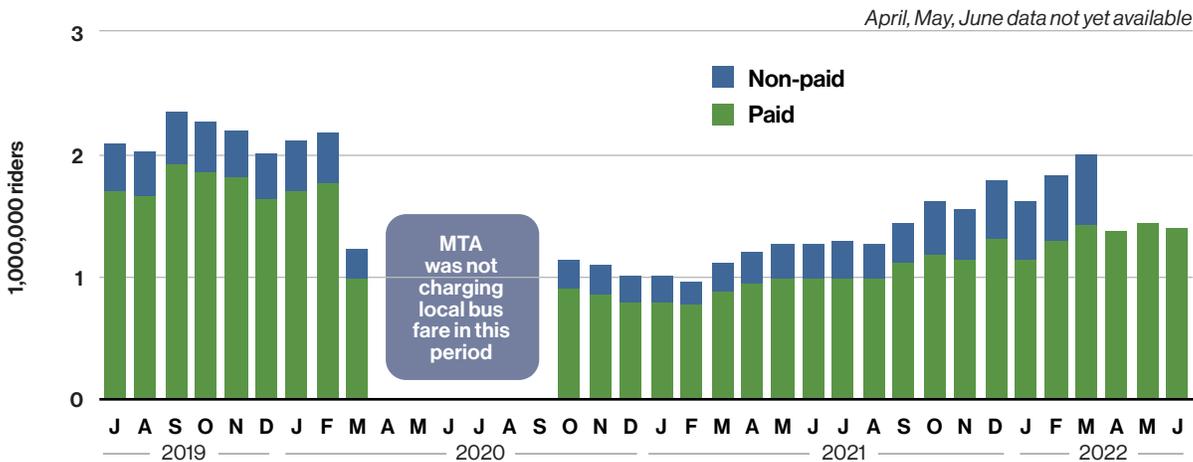
Subway Ridership



58%
pre-pandemic

The number of paying subway & SIR customers, and estimated number of non-paying customers, on an average weekday

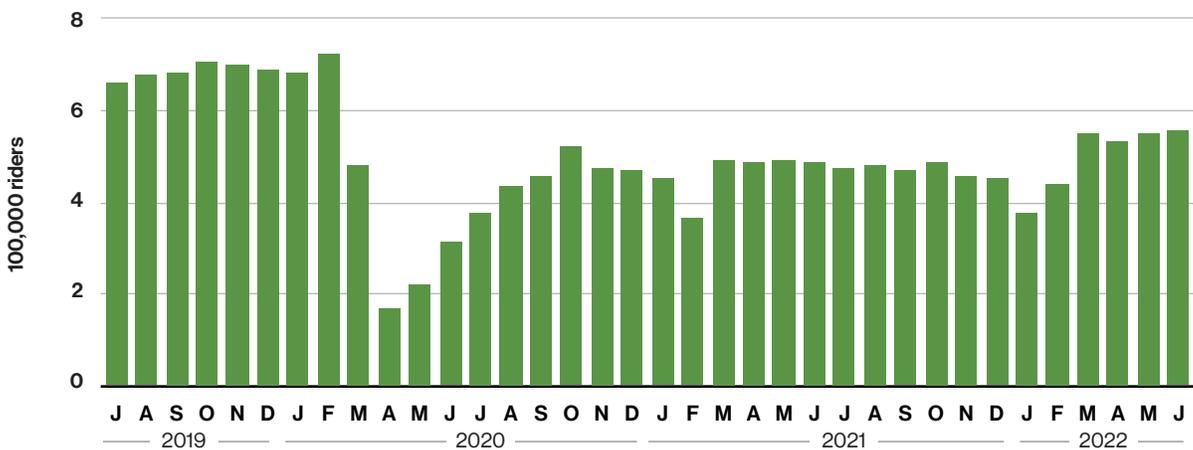
Bus Ridership



65%
pre-pandemic

The number of paying bus (NYCT and MTA) customers, on an average on an average weekday

Paratransit Ridership



84%
pre-pandemic

The number of trips taken on paratransit on an average weekday



Analysis

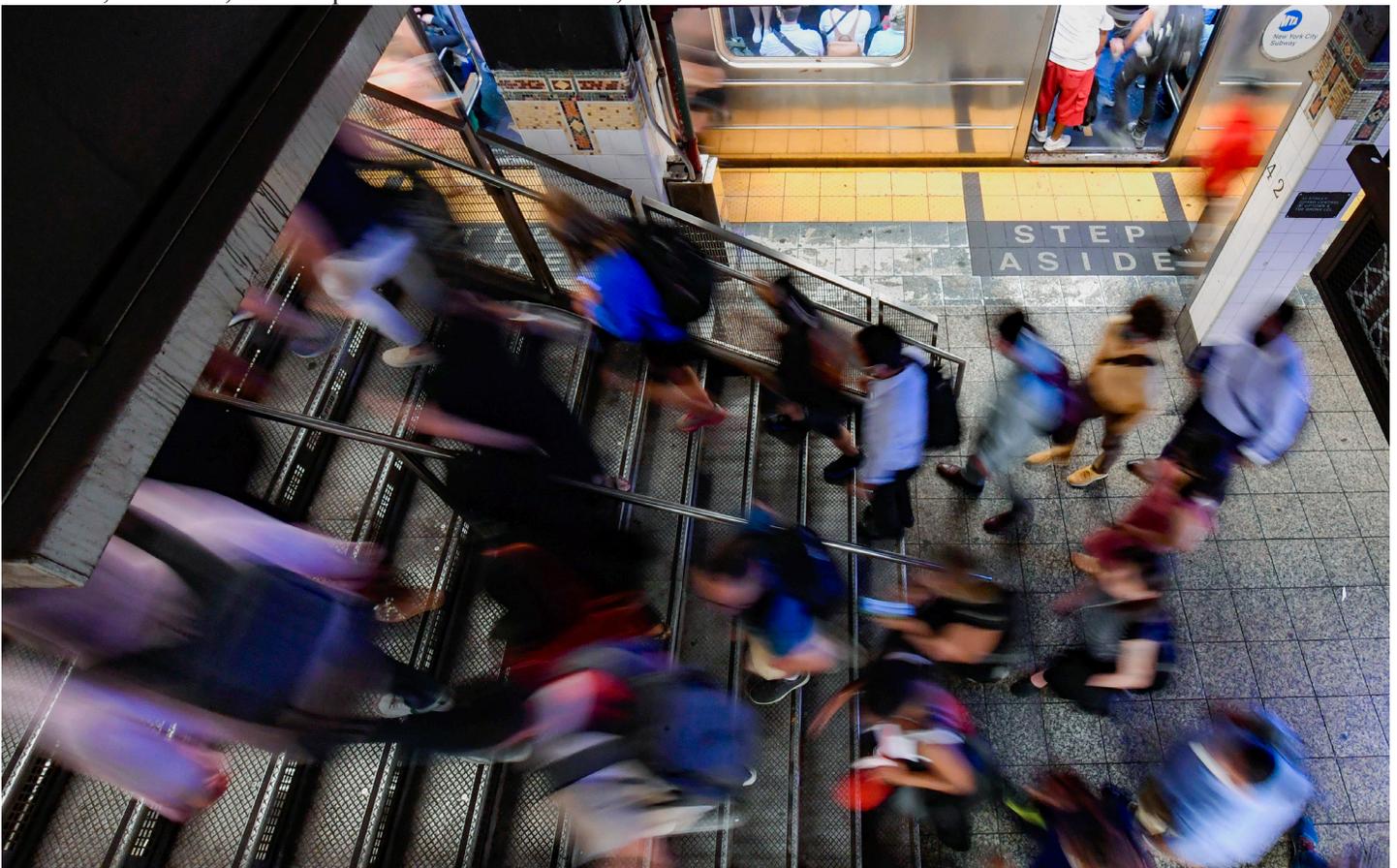
Mass transit systems worldwide continue to experience lower levels of ridership than the pre-pandemic era, according to an international benchmarking study published by Imperial College London, this June. NYCT is no exception. After the dip in ridership in the early winter due to the Omicron wave, ridership has gradually and steadily recovered since February. While ridership in absolute terms slightly dropped in June, when seasonality trends are factored in, the underlying trends show both subway and bus paid ridership continued to gradually rise over the month when compared to comparable days in 2019.

Average weekday paid subway ridership rose from 57.7% in May to 58.3% in June vs 2019, while paid bus ridership rose from 63.3% to 64.8% of seasonally adjusted pre-covid levels. Peak travel showed continued recovery prior to the initiation of summer vacations in late June. June saw individual hour post-COVID highs in subway ridership at 8am on June 14th, with 345,000 riders, and at 5pm on June 1st with 356,000.

Individual highs were also recorded in June at 4pm and from 6pm to 11pm as well, indicating continued recovery in both work travel and evening discretionary activity.

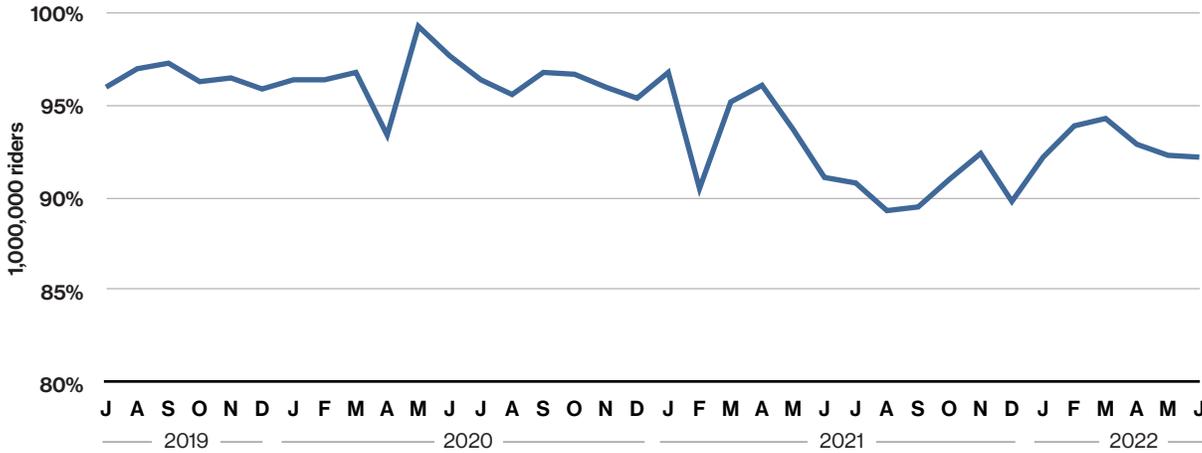
Moving Forward

There are many factors affecting ridership that fall outside the direct control of NYCT to change, most notably, the popularity of remote work policies. Although NYCT ridership recovery trends above the North American average, it is below that of our international peers. We are committed to winning back customers by listening to their ideas for improving the system and understanding which aspects of service need the most improvement and would encourage them to ride more, as a part of our monthly customer satisfaction surveys and the Transit Talk program, which brings NYCT senior leaders to subway stations throughout the city for candid conversations with customers.



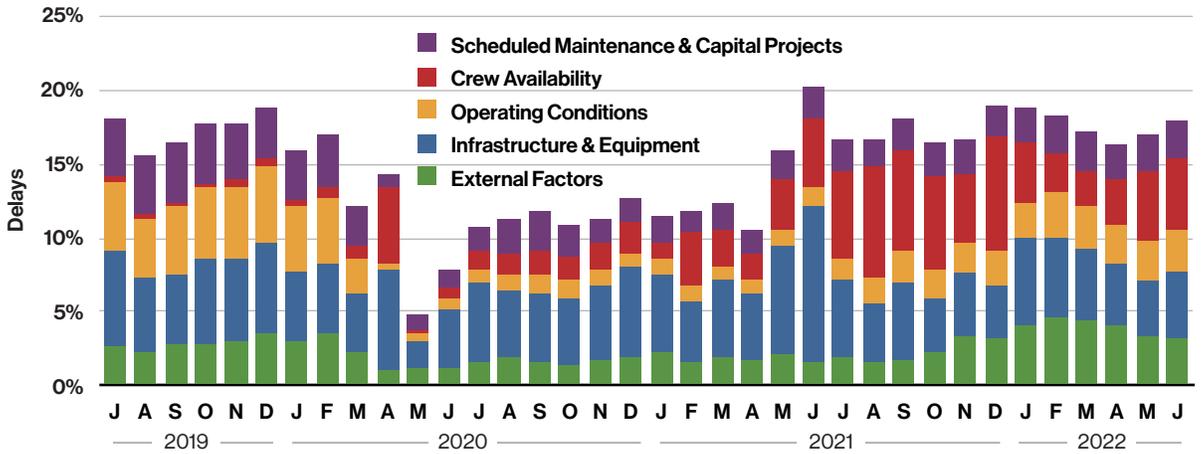
SERVICE PERFORMANCE

Subway Service Delivered



The share of scheduled trains that are actually provided (compared to schedule) during peak hours

Subway Delays



The share of trains that arrived at terminal locations more than five minutes late, did not operate, or that skipped any planned station stops

Analysis

Service Delivered was 92.2%, remaining close to last month and 1.1% higher than June 2021. However, because of lower crew availability during the summer month performance was lower than March’s high of 94.5%. Additional Platform Time (APT) was 84 seconds, the same as last month. Additional Train Time was 23 seconds, or 1 second longer than last month. Combining platform and train times, customer trips are 19 seconds longer than June 2021, but 9 seconds faster than June 2019 (pre-pandemic).

Customer Journey Time Performance was 83.7%, which is 0.2% lower than last month, but 0.1% higher than June 2021. This metric has hovered between 83% and 84% for 10 of the last 12 months. The entire A Division has a CJTP of 88%, and

several lines on the B Division (including the L and W) had CJTP above this level. The A, B, C, D and R Lines reported CJTP below 80%.

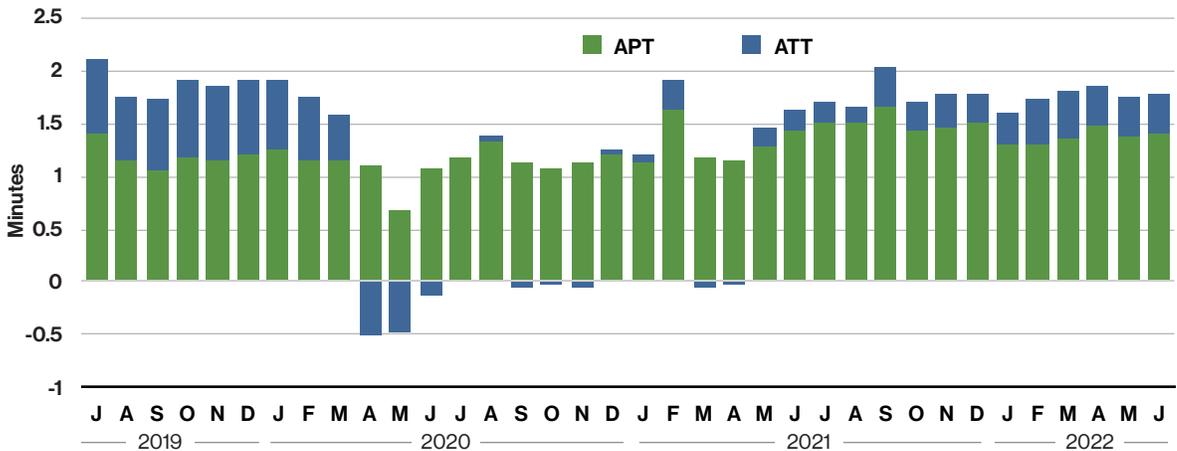
There were 1,490 delayed trips on average each weekday. This is 61 (4%) greater than last month. Most significantly, we saw 22 additional track delays, 22 additional crew-related cancellations and 10 additional signal delays each weekday since last month – offset by 30 fewer daily delays due to police, medical and external factors.

A highlight in June was that customers scored “MTA Staff Helpfulness” the highest of all customer attributes that they were asked to rate at 61%.



SERVICE PERFORMANCE

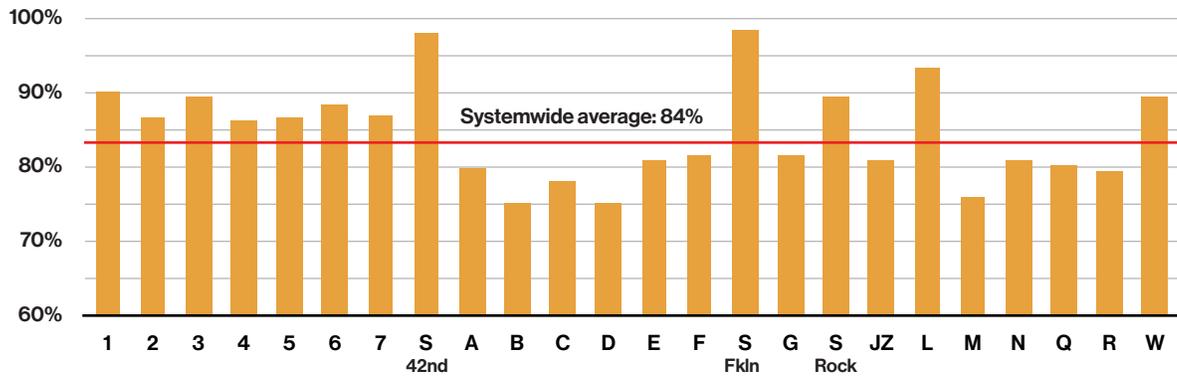
Subway Additional Platform Time + Additional Train Time



APT: The average time that customers spend waiting at a station beyond their scheduled wait time

ATT: The average time customers spend onboard a train beyond their scheduled travel time

Subway Customer Journey Time Performance, by Line, June 2022



The share of customer trips with a total travel time within 5 minutes of the scheduled time

Moving Forward

Subways is committed to improving the customer experience on lines with below-average performance, and where there is a change in higher usage, particularly on non-peak hours and weekends. We are focused on making operational improvements affecting the A, B, C and D Lines’ performance, which all reported low CJTP last month. First an analysis will include where trains are losing most time, and next a plan will be place to strategically deploy additional staff and resources to these areas, remaining focused on efficient terminal operations.

Crew availability is critical for not only delivering and maintaining reliable service but also directly contributes to improving customer satisfaction. We recently graduated 48

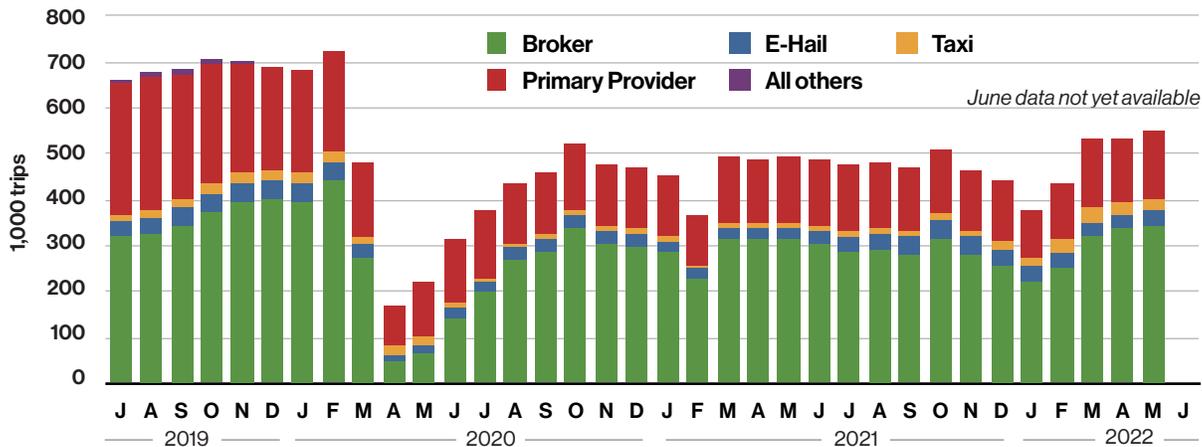
new Train Operators, and in June began one of our largest-ever classes of Train Operators, which will train over 100 new employees over the next several months.

As more customers return, cleanliness is an issue, especially for our subway customers where satisfaction scores for “Train Cleanliness” declined by eleven percentage points from May to June. NYCT is actively hiring and empowering station cleaners and has initiated “station refreshers” that include scraping and painting, deep cleaning the floors, stairways and gum removal.



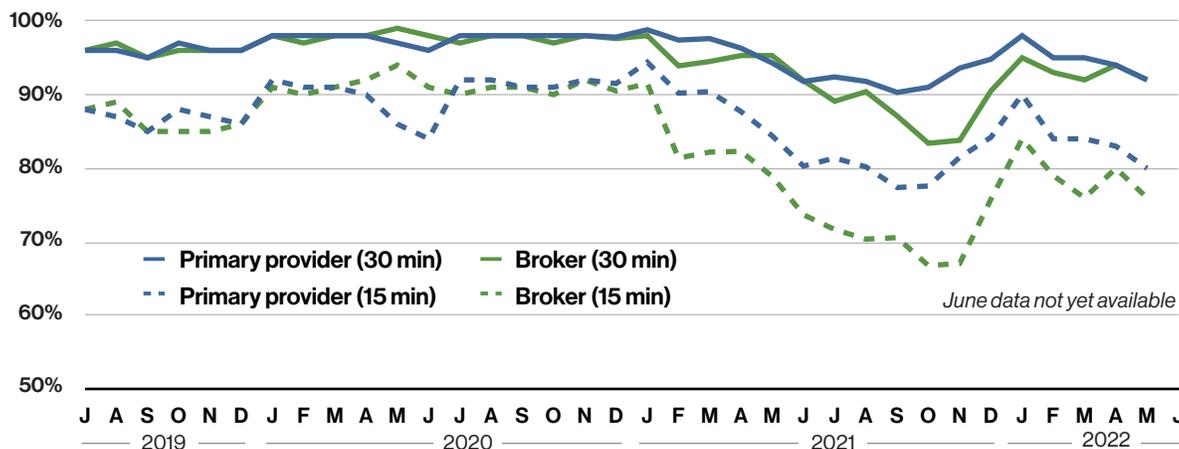
SERVICE PERFORMANCE

Paratransit Trips, by Type of Provider



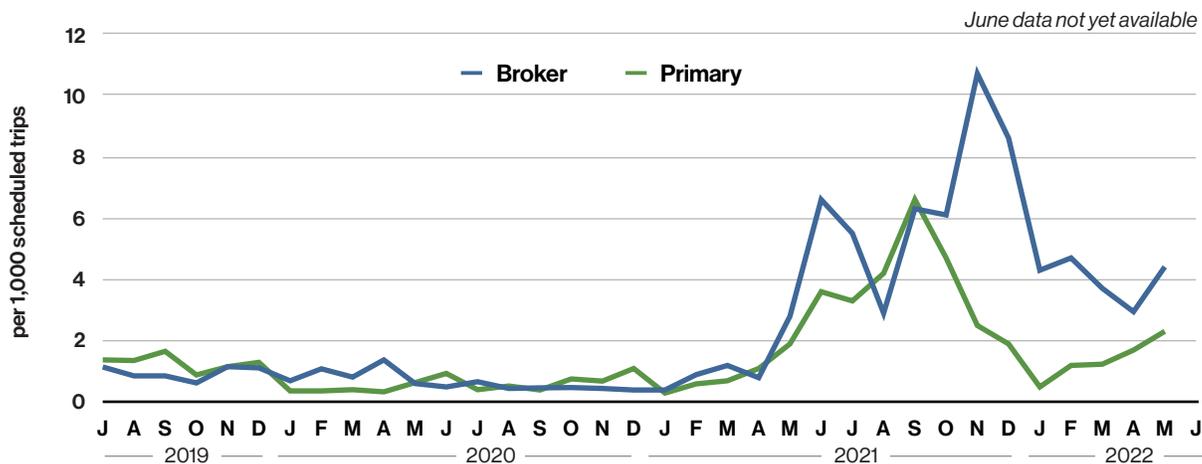
The number of paratransit trips, by type of service

Paratransit On-Time Performance



The share of paratransit customers who are picked up within 15-30 minutes of schedule

Paratransit Provider No-Shows



The share of providers that do not arrive at the pick-up location within 30 minutes of the promised time and the trip is not provided



Analysis

In May, overall weekday ridership continued to grow with average weekday trips at almost 26,000 trips per day, 85% of pre-COVID levels. Total trips completed in May increased by 11% from last year, placing increased demand on our service. May's performance for the 30-minute pick up window on both primary carrier and broker service were at 92% slightly under the goal by 2%.

On primary carrier service, the no-show rate performance was at 2.3 per 1,000 scheduled trips, an increase from 1.7 in April, although remains slightly better than the goal of 3.0. The broker service no-show rate for May was 4.4, an increase from the prior month's 3.0.

Ongoing driver shortages are still affecting paratransit nationwide. This, combined with worsening traffic congestion and increasing demand for service, posed challenges for performance in May. We recognize the impact these issues have on our service performance and our customers, and we continue to work with our brokers and carriers daily to boost driver availability and increase scheduling efficiency.

Staffing shortages, increase in demand, and lower street performance also affected our call center. In May, 89% of calls were answered which is below the goal of 95%.

The number of eligible customers at 169,127 remains approximately the same as last month which is a 3.5 % increase from May of 2021.

Moving Forward

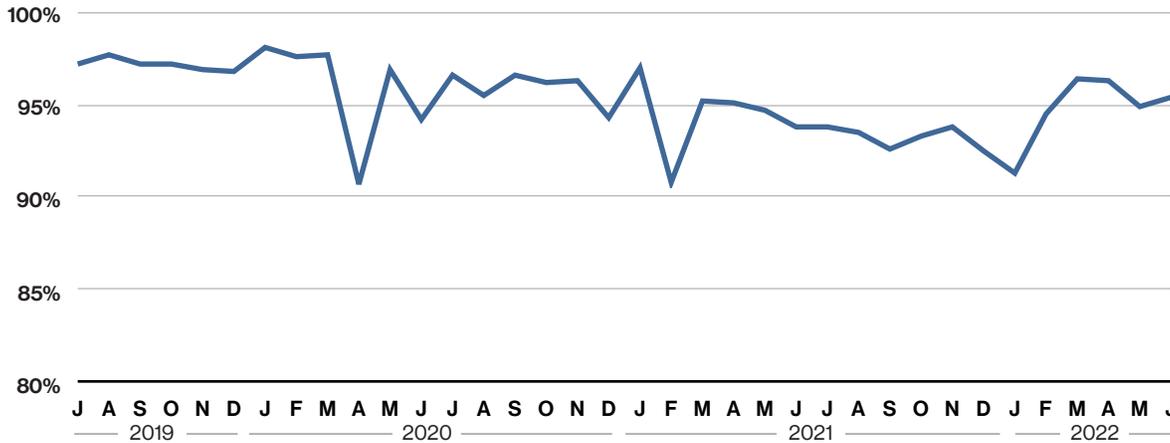
As mentioned at last month's committee meeting, later this summer we will meet with our customers and advocates to gather feedback on the structure of Phase 2 of the E-Hail pilot program. We look forward to hosting a number of these sessions soon.

With the anticipation of increased demand after Labor Day, we are increasing our service capacity with the rollout of our supplemental dedicated service program. This program will support both the primary carrier and broker service with a fleet of lift equipped and wheelchair accessible vehicles. We have also procured 40 new Paratransit vehicles to replace a portion of our MV-1 fleet that is at the end of its useful life.

We are pleased that a number of our primary carriers have responded to industry wide driver shortages by increasing their hourly wages for drivers and staff. This has brought the number of drivers in training to over 40 this month, which is the highest we have seen since the start of the pandemic.

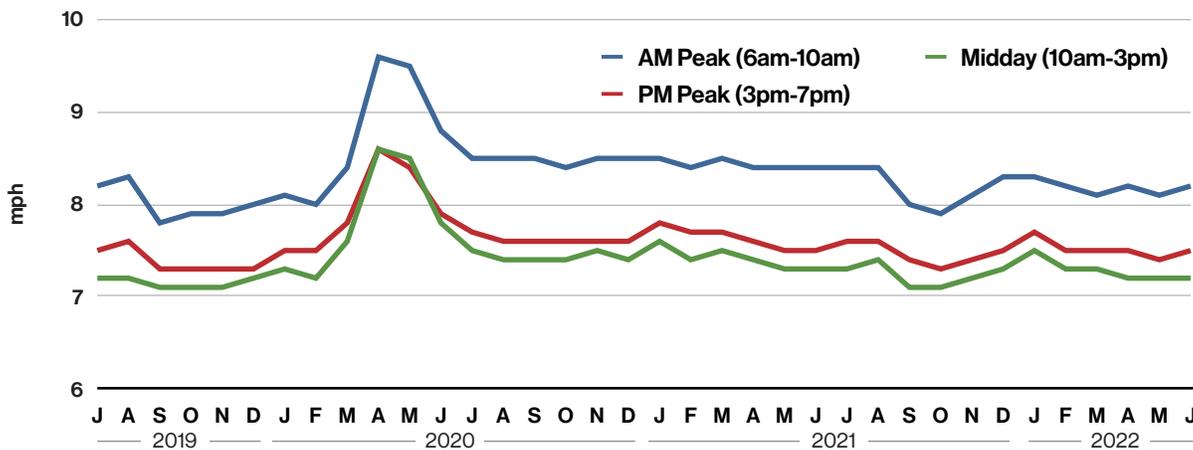
SERVICE PERFORMANCE

Bus Service Delivered



The share of scheduled buses that are actually provided at the peak load point during peak hours

Bus Speeds, by Time of Day



The average speed of all NYCT & MTA buses

Analysis

Buses performance in June remained stable with slight increases in key areas.

Service Delivered, a key performance indicator that impacts how reliable service is, improved week over week, at 95.4%. This was slightly higher than last month and a 1.6% improvement from last year. Customer ratings for service reliability in May and June remained relatively stable about 60%.

Bus Speeds are now presented by time of day to better reflect the customer experience. In June, systemwide bus speeds were at 8.0 mph, remaining stable from last month and an improvement of 1.3% compared to the pre-COVID service plan. AM Bus

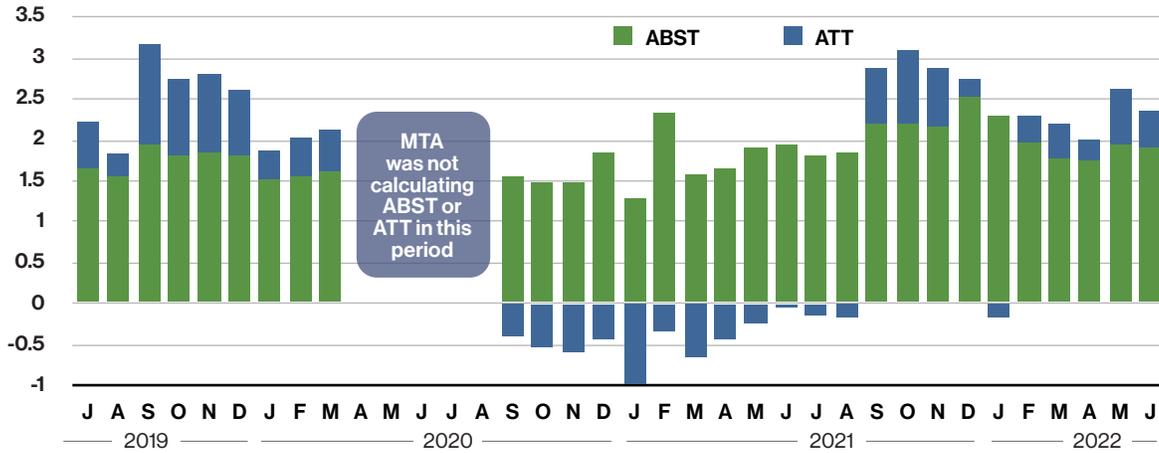
Speed performance improved at 8.2 mph among all time segments. Slight improvements were shown in Additional Bus Stop Time (ABST)(1:55) and Additional Travel Time (ATT) (0:27) compared to last month, with ABST down 1 second and ATT down 13 seconds. ATT also improved against pre-COVID by 30 seconds due in largely to Bus Speeds improvement.

Systemwide Customer Journey Time Performance, at 73.0%, showed an improvement of 1.1% against last month and 2.1% against pre-COVID. Manhattan was at 78.8% in June and showed an improvement of 3.4% against pre-COVID, followed by the Bronx at 72.7%, which also showed an improvement of 2.5% against pre-COVID.

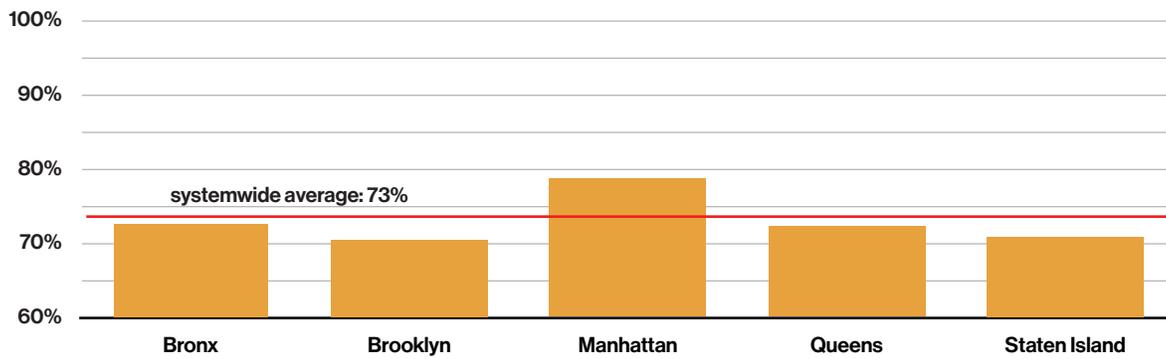


SERVICE PERFORMANCE

Additional Bus Stop Time + Additional Travel Time



Bus Customer Journey Time Performance, by Borough, June 2022



Moving Forward

To improve service delivery and reliability we are actively hiring more bus operators, supervisors, and maintainers, addressing wait times which are a primary driver of customer satisfaction.

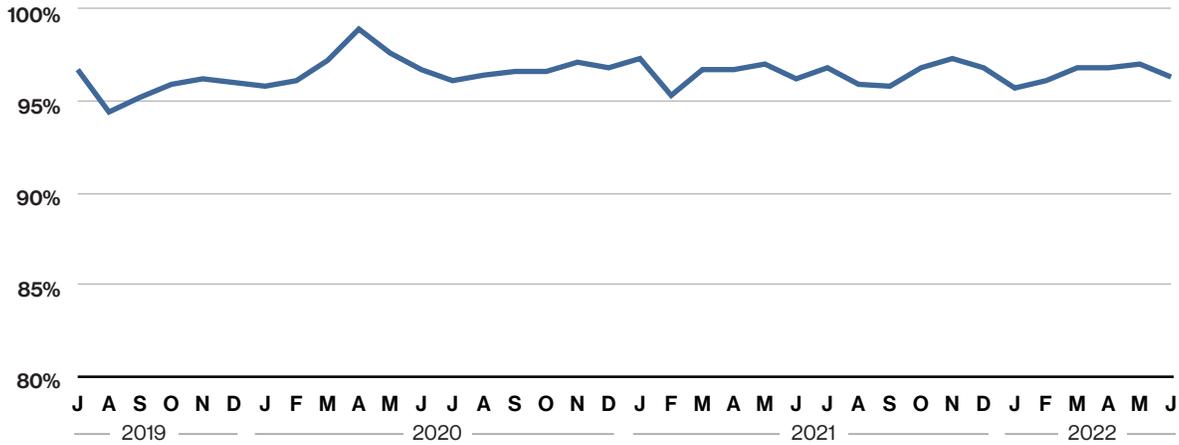
We saw that a majority of customers were satisfied with their travel time on their trips. While we are aware that little less than 50% of customers expressed that they were either very satisfied or satisfied with the time they spend waiting at their stop. We have been addressing this issue by aggressively onboarding more bus operators and have hired over 1,300 new operators this year, so we can increase frequencies where needed.

As another part of our focus on improving bus trip times, this month we awarded a contract for 300 on-bus Automated Bus

Lane Enforcement camera systems to Hayden AI. This will expand our ABLE program from the current 123 buses in Brooklyn and Manhattan to 473 buses covering all boroughs the end of this year, aiming to increase speeds through increased enforcement of bus lane violations. We need to give our buses every fighting chance and these cameras enable our buses to enforce their right of way in bus lanes across the city with over 180,000 warnings and violations issued since implementation. This is program key part of a collaborative effort between the MTA and New York City to tangibly improve bus service for New Yorkers, with an emphasis on advancing critical projects to make buses faster. Current projections are to install ABLE on an additional 600 buses by the end of 2023.



Elevator Availability



The share of time that elevators across the system are running and available for customer use

Analysis

Systemwide elevator availability was 96.3% for the month of June, down less than 1% from May, and tracking very closely to our year-to-date average of 96.4%. Elevator availability in June was affected by several outages that required long lead-time components to be repaired and/or replaced, including an outage of one of the incline elevators at Hudson Yards. In addition, we had a high number of mandatory elevator inspections in the month of June. We continue to work toward our goal of 96.5% availability, which we have met 3 months this year so far.

Moving Forward

NYCT and C&D continue to work on subway elevator replacement projects across the system. The new Manhattan-bound elevator at the Roosevelt Island F station was recently placed back in service, with work beginning on the replacement of the Queens-bound elevator this month.

The teams are also making progress installing tactile edges. In June, we installed tactile edges at Grand Av-Newton (M/R) station in Queens, and at Liberty Av (A/C) station in Brooklyn.

July is Disability Pride Month and July 26 is the 32nd anniversary of the signing of the Americans with Disabilities Act. Earlier this month, our team partnered with the Transit Museum for a panel highlighting a range of projects to

enhance accessibility across our system, from wayfinding apps for blind or low-vision customers, to digital screen enhancements. The program included presentations from Senior Accessibility Outreach Coordinator Sara Bahri and Director of Rider Products Josh Gee. We also participated in a festival in Central Park to celebrate Disability Pride – a chance to gather in person for the first time in three years for Disability Pride Month.

In addition to public events, we are highlighting colleagues across the MTA doing exceptional work to advance accessibility. We launched a series featuring members of various departments on MTA’s internal TV network and through our employee newsletters. We encourage employees and those passing through our facilities to check out these images and articles to learn how departments across the MTA contribute to our systemwide accessibility goals.

We are also happy to share that we are launching an updated ADA training for employees from all MTA agencies, as part of the 2022 annual employee training cycle. The interactive online training module covers language and etiquette, customer service and sensitivity, and key accessibility features on all our operating systems. The training will ensure all MTA employees – whether front-line or office-based – know the basics and are ready to help make our system and work environment feel safe and welcoming for all customers and colleagues.



FINANCIAL RESULTS

2022 Operating Revenue & Expenses, June Year-to-Date

in \$ millions	New York City Transit			MTA Bus			Staten Island Rail		
	Budget	Actual	Variance	Budget	Actual	Variance	Budget	Actual	Variance
Total Revenues	\$1,910.00	\$1,655.5	(\$254.5)	\$94.4	\$85.9	(\$8.5)	\$3.4	\$2.5	(\$0.9)
Farebox Revenue	\$1,652.6	\$1,391.6	(\$261.0)	\$84.6	\$75.9	(\$8.7)	\$1.9	\$1.5	(\$0.4)
Other Revenue	\$257.5	\$263.9	(\$6.5)	\$9.8	\$10.0	(\$0.2)	\$1.5	\$1.0	(\$0.5)
Total Expenses	\$4,512.9	\$4,437.0	\$75.9	\$458.3	\$403.8	\$54.5	\$34.6	\$31.0	\$3.6
Labor Expenses	\$3,486.8	\$3,435.5	\$51.3	\$326.3	\$305.9	\$20.4	\$27.5	\$25.4	\$2.1
Non-Labor Expenses	\$1,026.1	\$1,001.5	\$24.6	\$131.9	\$97.9	\$34.0	\$7.1	\$5.6	\$1.5
Non-cash Liabilities	\$1,076.6	\$1,059.0	\$17.6	\$94.7	\$23.6	\$71.2	\$6.0	\$6.6	(\$0.6)
Net Surplus/(Deficit) - Accrued	(\$3,679.5)	(\$3,840.5)	(\$161.1)	(\$458.6)	(\$341.5)	\$117.1	(\$37.2)	(\$35.1)	\$2.1

Staffing Levels *(Full-Time Equivalents)*

	New York City Transit			MTA Bus			Staten Island Rail		
	Budget	Actual	Variance	Budget	Actual	Variance	Budget	Actual	Variance
Non-Reimbursable	43,693	42,273	1,420	3,972	3,646	326	342	324	18
Reimbursable	4,701	3,700	1,001	38	35	3	53	16	37
Total Positions	48,394	45,973	2,421	4,010	3,681	329	395	340	55

Analysis

Although agency ridership rose gradually from May to June on a seasonally adjusted basis, volumes remain well below Adopted Budget projections (e.g., Subway down 19.2%), and, through the end of June, farebox revenue was down \$270 million. While expenses at all three agencies were under budget, they did not fully offset the revenue loss. Total labor expenses, including fringe benefits, were favorable by \$74 million driven largely by health and welfare underruns.

The existence of 2,805 vacancies also reduced payroll expense, however overtime spending overages were greater than payroll underruns at Transit by \$32.9 million, while MTA Bus and SIR both had net savings of payroll and overtime variance of \$9.3 million combined. Non-labor expenses were favorable at all three agencies by a combined \$60 million mainly due to favorable timing of materials and supplies and maintenance and other operating contract charges partly offset by higher energy costs due to higher prices for fuel and electric power.

Moving Forward

Our people are a top priority, and we are working hard to fill vacancies, grow our team, and retain our current employees. This includes accelerating the pace of hiring, as well as implementing new incentives for retention and promotion.

We will continue to look at balancing wages versus overtime. The application of overtime was a critical strategy in addressing labor impacts throughout the pandemic, but as we move forward, we are working with our partners in the MTA People group to accelerate hiring. As we achieve pre-pandemic staffing levels regular review of overtime will occur to ensure strong fiscal management and oversight.

Bronx Bus Redesign Ambassadors

In support of the Bronx Local Bus Network Redesign, which officially launched Sunday, June 26th, 275 MTA employees volunteered as Bronx Bus Ambassadors staffing 725 shifts at 55 key bus stops in the Bronx and Upper Manhattan.

The Bronx Local Bus Network Redesign improves commutes by simplifying routes, balancing bus stops to improve speeds, increasing off-peak service and enhancing connectivity to the subway system and other bus routes.

Our bus ambassadors helped familiarize customers with the new local bus network providing updated maps and route-specific brochures, answering questions about route changes, and assisting with customized trip planning.

Customer ambassadors will be back out in the field in September to help our customers navigate back-to-school commutes.

In addition to public outreach, bi-lingual digital signage and printed materials, social media, and online information, including a dedicated web page with maps and schedules are available to help customers navigate the new routes. Strategy and Customer Experience will continue to leverage all available resources to support this critical transformation for Bronx customers. This includes updating timetables, route information, bus stop signage and trip planning tools to ensure all Bronx residents and visitors are in the know.



OMNY Help Desks at Atlantic Avenue



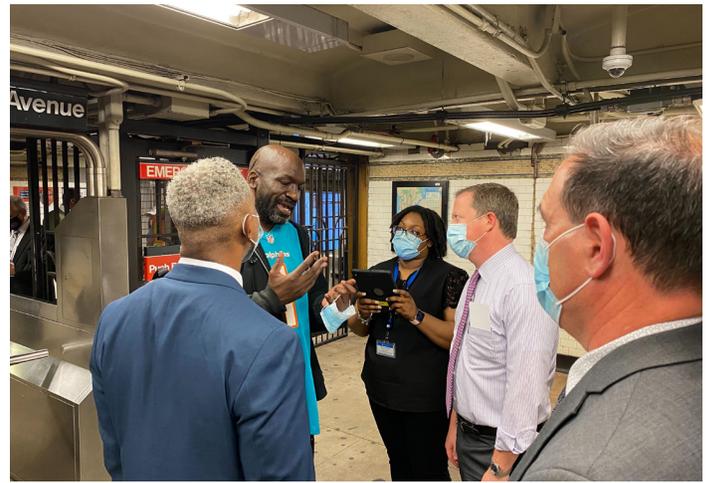
Continuing outreach for OMNY, representatives from MTA and NYCT engaged with customers and set up an information table at Atlantic Ave-Barclays Center to promote and demonstrate the benefits and convenience of using MTA's contactless fare payment system.

Highlighting that using OMNY's weekly fare discount program that gives customers free subway and bus rides in the same week after the twelfth trip, dubbed Lucky 13 – was well received by customers at this heavily trafficked MTA transfer hub that also services LIRR. Staff engaged with customers allowing them the opportunity to try OMNY for the first time and understand the benefits of our fare capping initiative. The team explained the flexibility of using OMNY, encouraging customers to use their eligible opportunities to save money to take the subway and bus. Outreach teams also emphasized the impact that fares have on providing sustainable subway and bus service throughout the system.

Brooklyn Assembly Member Robert Carroll joined the MTA team in distributing OMNY brochures as well as information on Best Fares program for LIRR and MNR.

Previous OMNY help desks were Grand Central and 3 Av-149 St. Future OMNY promotion events are also planned.

Transit Talk



Transit Talk connects NYCT executive leadership and customers to hear direct, deeper insights about customer experiences at local stations. The purpose of the Transit Talk program is to meet customers in the system and listen to what's on their mind. These discussions help us prioritize efforts to improve the customer experience.

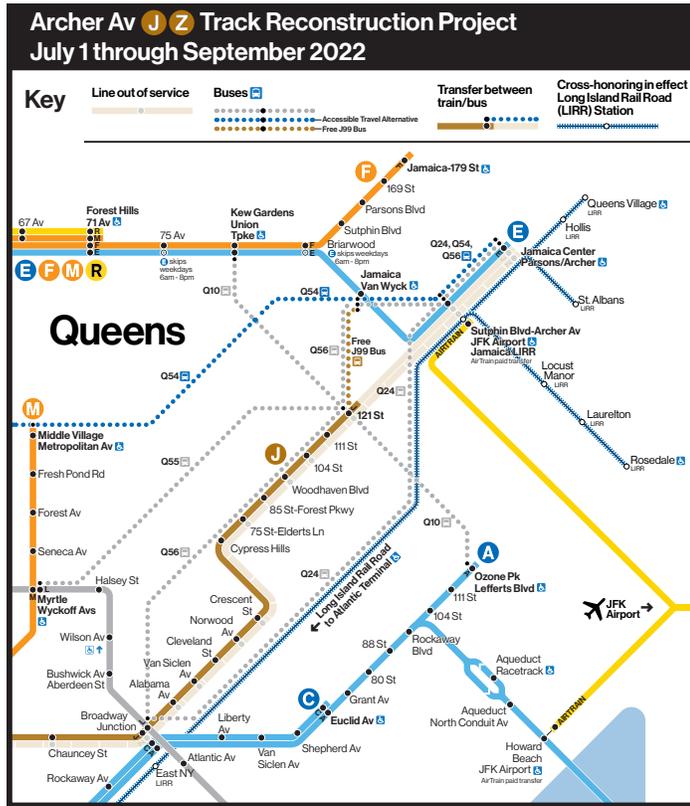
On June 23, Rich Davey, customer service representatives and other members of the NYCT team engaged with customers at the 3 Av-138 St station on the 6 line. We chose that station due to overall low customer satisfaction ratings for cleanliness, maintenance, and safety because we wanted to hear directly from riders what their specific concerns and suggestions were.

Customers that day commonly brought up safety issues, with several customers commenting on fare evasion, reducing homelessness and individuals behaving erratically, as well as overall crime in the system. As we continue to work with our partners in MTA Safety and the City we will bring these concerns to the table and work to address them together.

MAJOR PROJECTS

Reconstructing the Archer Av J/Z Track

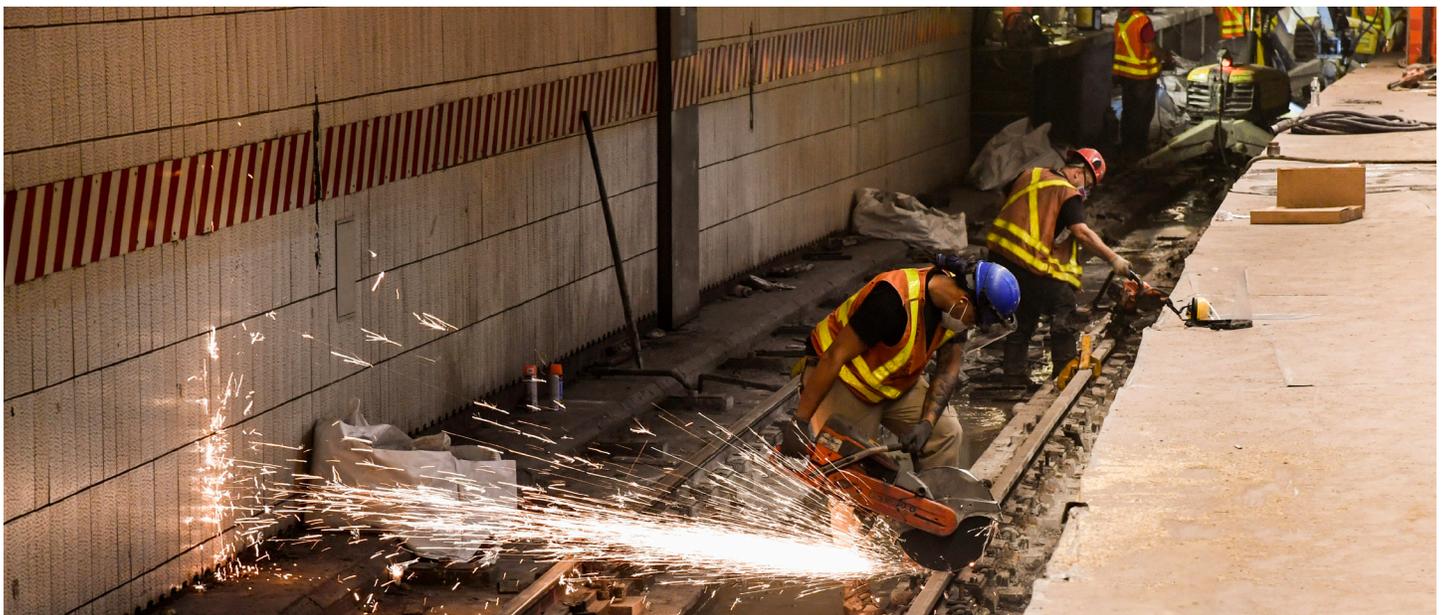
The MTA reconstructing direct fixation track on the Archer Av J/Z line this summer. This work requires suspending all J/Z service past 121 St and providing alternative service.



Background

Jamaica Queens is both an important business district and a residential neighborhood. Jamaica is also home to several major government buildings including the Queens Civil, Family and Supreme Courts and the Joseph Addabbo Federal Building. Serving the heart of Jamaica Queens are the E and J/Z lines. Both the Jamaica Center and Sutphin Archer stations collect customers from the immediate neighborhood, people who travel by bus from further east in the borough and people from Long Island who arrive by NICE bus and LIRR. Trips from these stations are made throughout New York City and the stations equally serve people from throughout the city to reach this center.

Maintaining track in a state of good repair The 12,500 feet (2.4 miles) of track between 121 St and Jamaica Center on the J and Z Lines is 40 years old and at the end of its useful life. This is a “direct fixation” track, which means it is fixed directly to the tunnel floor rather than to wood ties. Replacing the track requires digging out and completely reconstructing both the aging concrete and the tracks from under Archer Avenue. While there, we will also replace the third rail. Replacing this track and third rail will help make the commute of the tens of thousands of J/Z riders more reliable.



MAJOR PROJECTS



This project builds on the work the MTA performed in 2020 to replace more than 6,300 feet of track between Jamaica-Van Wyck and Jamaica Center on the E line. That work was completed in 10 weeks. We anticipate that the most disruptive aspects of the work on the J/Z lines will take the same amount of time, and finish by the middle of September 2022.

Latest developments

During the first weekend of July, the contractor began delivering materials, asbestos abatement, signal circuit modifications, temporary power, and disconnected the third rail. Current activities include demolition of the concrete track bed, removal of third rail and brackets, asbestos abatement, securing of signal equipment and wires.

MTA began outreach to elected officials back in September 2021 and over the coming months continued to keep in touch with key stakeholders and culminated with multiple elected official briefings, presentations at two Queens Community Boards (Queens CBs 9 and 12) and with the State’s Office of Rent Administration. Elected officials have used our social media kit and take-one brochures to amplify our project messaging.

Alternative service during construction

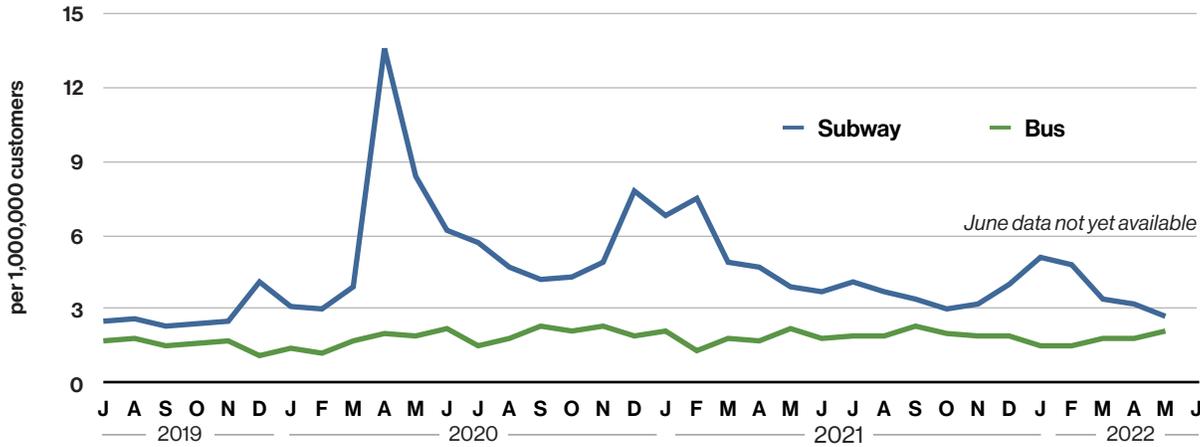
Starting July 1, all J/Z trains end at 121 St, 24/7. While skip-stop service is suspended, service between Broad St and 121 St remains as frequent as it was prior to the work beginning

and all trains are called J trains. All stations continue to be served – the E trains continue to stop at Jamaica Center-Parsons/Archer, Sutphin Blvd-Archer Avenue-JFK Airport, Long Island Railroad and Jamaica-Van Wyck.

Free J99 shuttle buses run between 121 St and Jamaica-Van Wyck, with free transfers to the subway with both MetroCard and OMNY. MetroCards are cross-honored at the following Long Island Rail Road (LIRR) stations: Atlantic Terminal, Nostrand Av, East New York, Jamaica, Hollis, Queens Village, St Albans, Locust Manor, Laurelton, and Rosedale. For ADA accessible options, passengers at Sutphin Blvd-Archer Av-JFK Airport and Jamaica Center-Parsons/Archer can take the E train to reach accessible stations in Manhattan or can take the Q54 to Middle-Village Metropolitan Av M to reach accessible J and M stations at Flushing Av and Marcy Av.

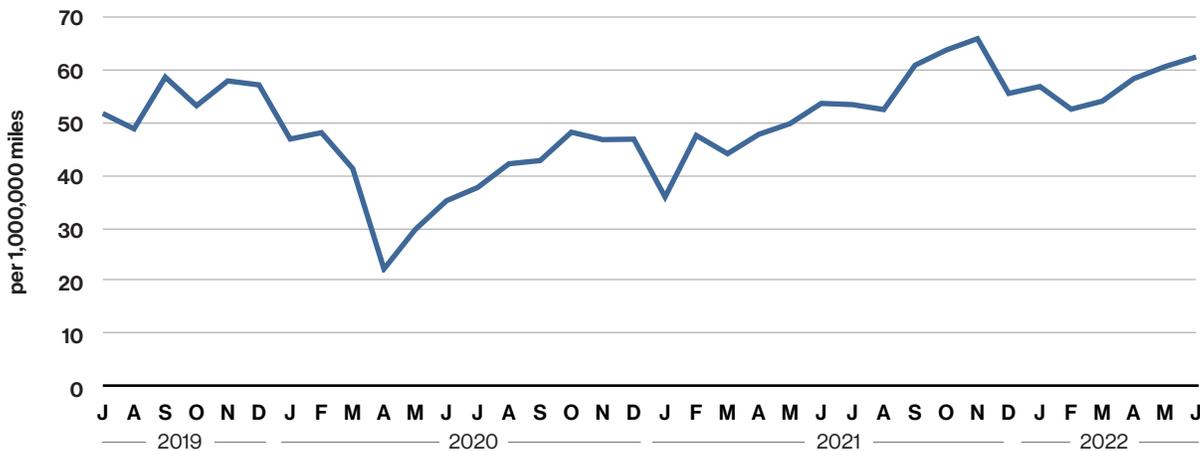
SAFETY AND SECURITY

Customer Accident Rate



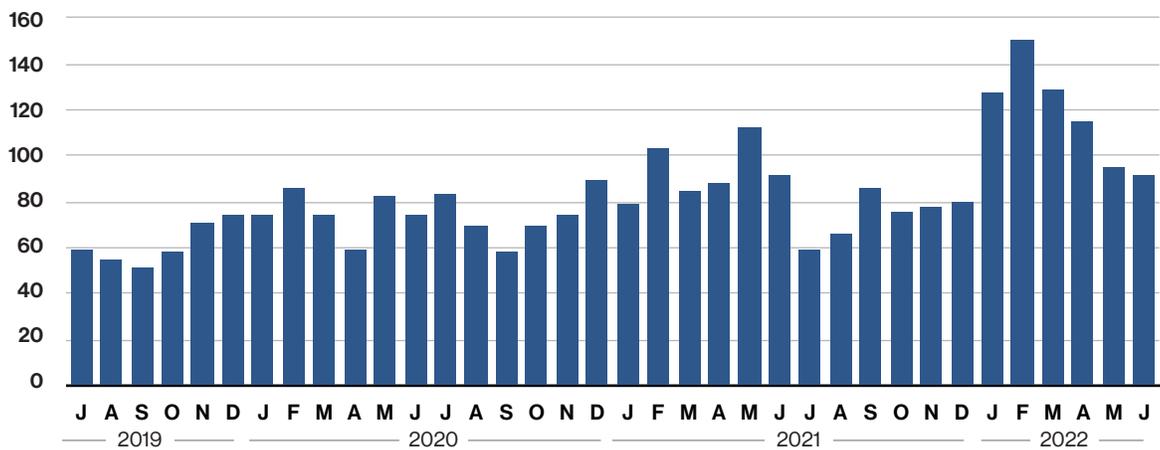
The number of subway and bus customer accidents per million customers

Bus Collisions Rate



The number of bus collisions per million miles

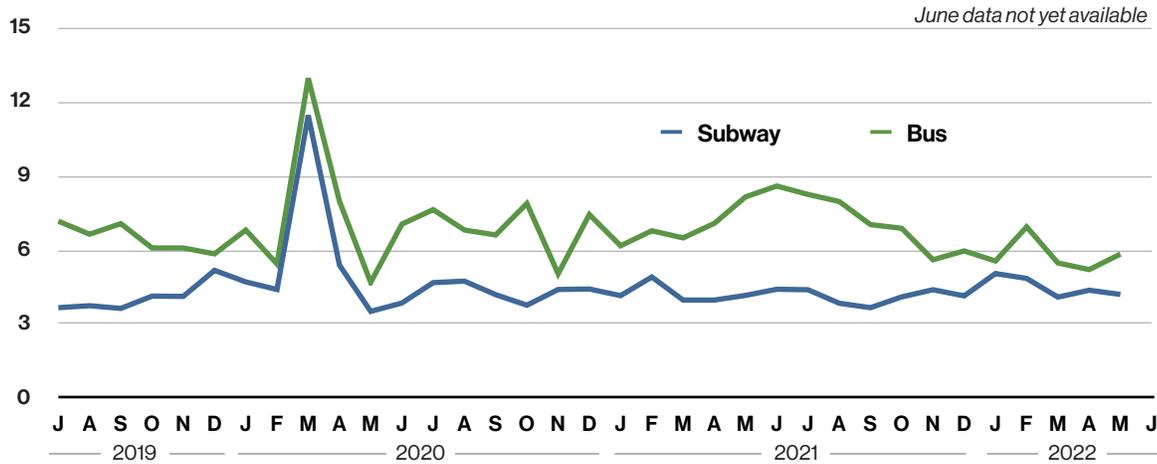
Subway Fires



Total number of fires in the subway right-of-way, in stations and on trains

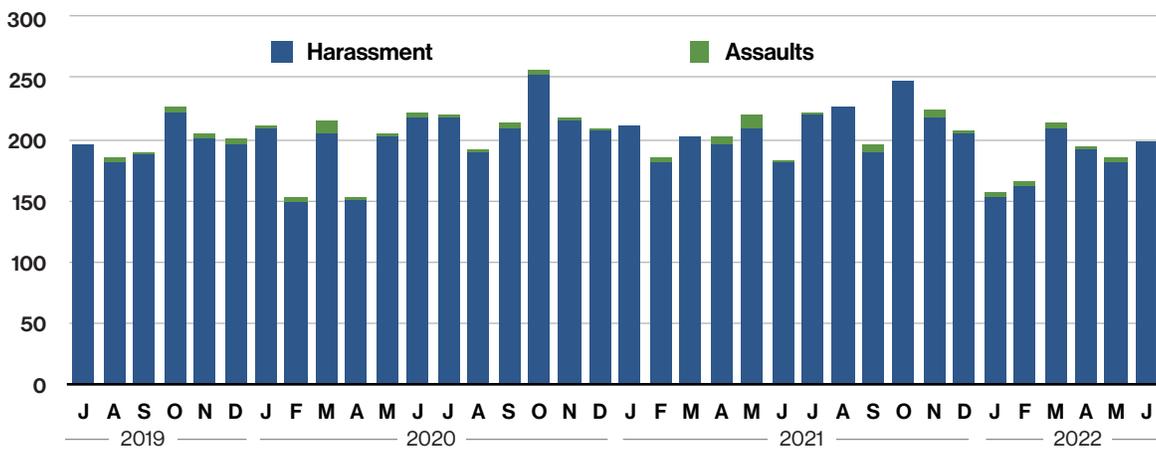


Employee Lost Time Injury Rate



The number of employee lost time accidents per 100 employees

Assaults and Harassment Against NYCT Employees



Assault, under NYS penal law, requires physical injury. Harassment involves actions that annoy or alarm with no resulting physical injury.

Analysis & Moving Forward

Subway Customer Accident Rates decreased when comparing the most recent 12-month period to the previous one.

Bus Collisions and Collision Injuries increased while Customer Accidents declined slightly when comparing the most-recent 12-month period to the previous one. To address some of these increases, the Department of Buses is continuing to distribute Division-specific Safety Newsletters to all Depots, while also increasing safety talks that deal with specific challenges by region. It is also worth noting that in June we had 3 PTSTB reportable multiple injury collisions that have led to a monthly increase in collision injuries.

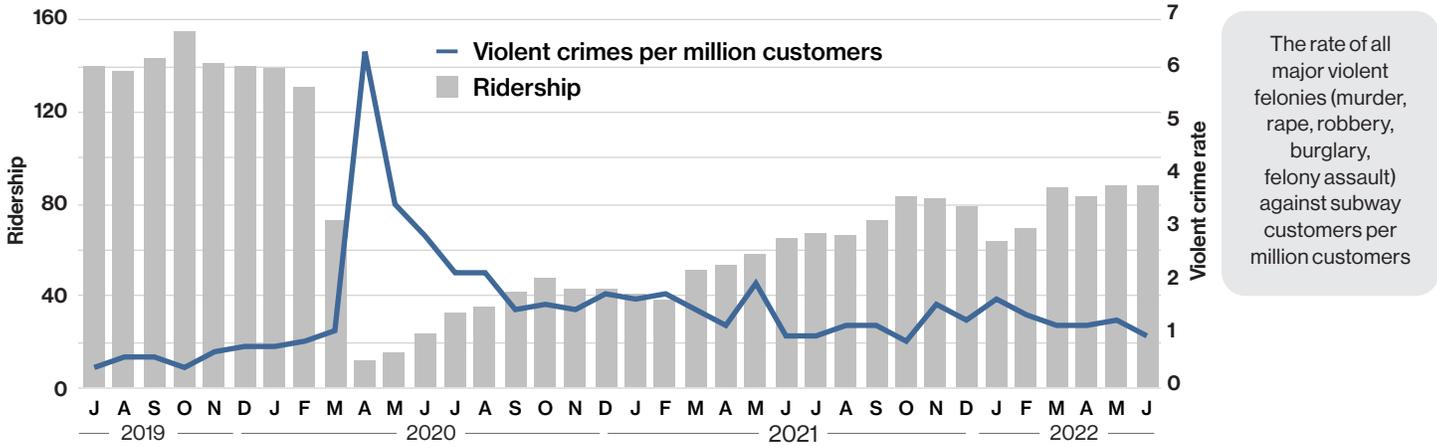
Employee Lost Time Accidents decreased slightly when

comparing the most recent 12-month period to the previous one.

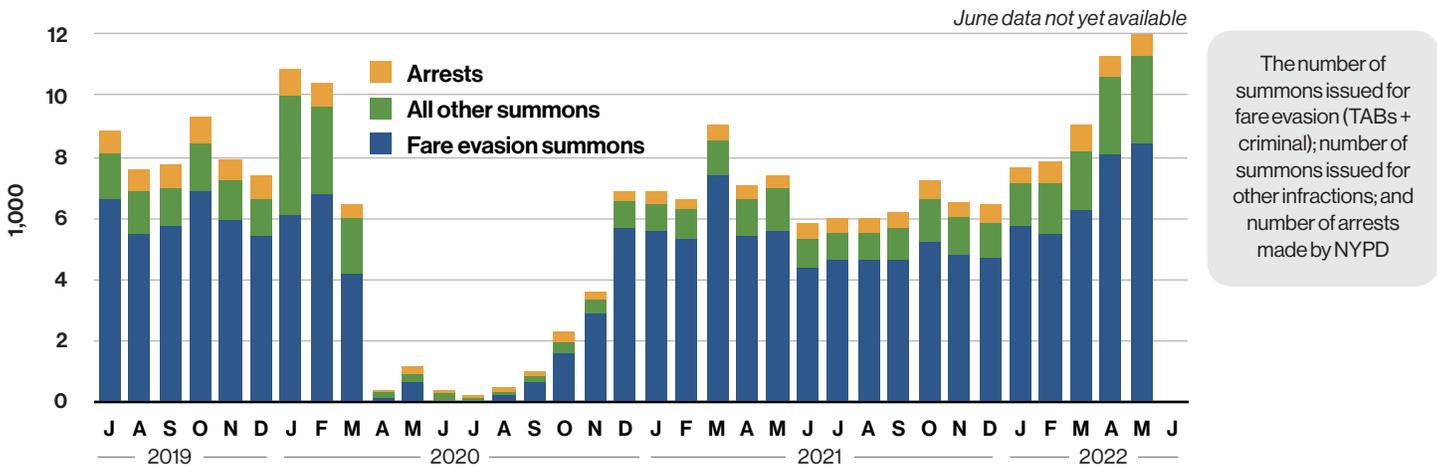
When comparing figures from the two most-recent 12-month periods, Subway Fires increased. It is worth noting that fires have decreased on a month-to-month basis for the past four months and that Fires in June 2022 for whom 84.8% were of low severity, equaled those in June 2021. We continue to review and analyze each fire with the Department of Subways to determine root cause and the best course of action to reduce them.



Violent Crimes Against Subway Customers

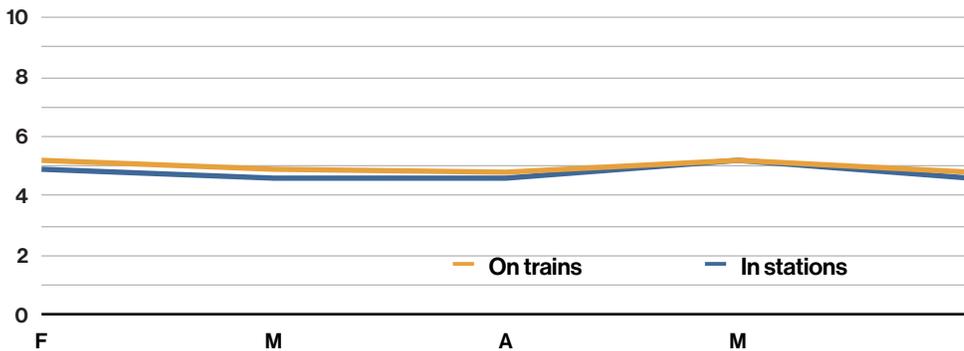


NYPD Summons & Arrests

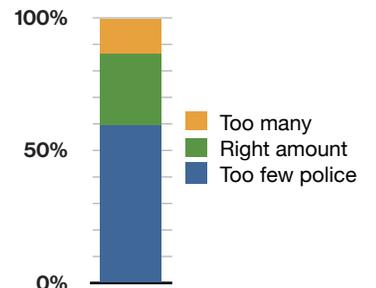


Perception of Safety and Police Presence

On a scale of 1-10, where 1 is very unsafe and 10 is very safe, how safe do you feel using the subway?



How do you feel about the number of uniformed police officers you've seen in the subway?



Analysis

The number of violent crimes remained relatively constant for the last few months since March. When compared to ridership, there are 1.3 violent crimes per 1 million riders, which, while a small rate, is twice the pre-pandemic rate. Customer assaults are higher than pre-pandemic levels, with Grand Larceny being the leading cause of major crimes (at 51% of the major crimes). Preventing these crimes are of particular focus.

NYPD summonses and arrests have increased significantly over the last 2 months with a 48% increase compared to the first quarter of 2022, and have reached pre-pandemic rates. Relative to ridership, enforcement activity per rider also exceeds pre-pandemic levels. Fare evasion summons are up 49% since this time last year (May 2021 vs May 2022).

Moving Forward

Safety and security of our customers is of paramount importance to facilitate the return of riders to the NYCT system. MTA/NYCT continues to work with the NYPD to provide detailed information about areas that witness both violent and quality-of-life crimes (which can often raise to a level of violence). Improving CCTV cameras systems is

a major focus for NYCT, and has been a valuable tool in identifying suspects and solving crimes. We continue to add cameras to make our overall camera system even more robust.

NYPD is focusing on overnight theft of property, on the overnight as this stat is trending upward which is increasing. NYPD and asks riders to be more aware of their surroundings and given this trend.

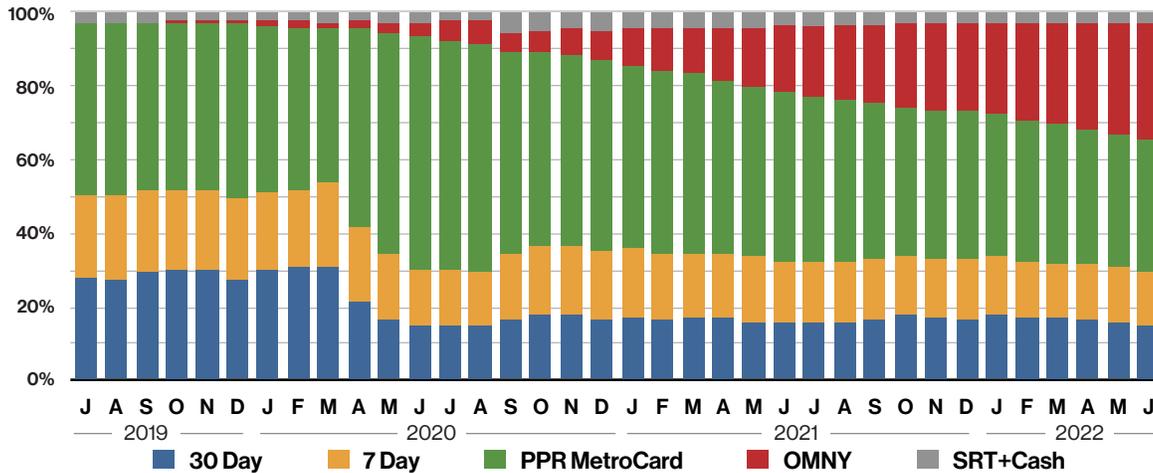
Uniformed train patrols are providing enhanced police presence in the subways, specifically with the new Train Patrol Force (TPF), which has facilitated increased arrests within the subway system.

NYPD is putting more officers on platforms and in trains with a major focus on correcting quality-of-life infractions. As much of Subway crime begins at the fare array, the NYPD is paying particular attention to fare evasion. Given that many of the significant crimes committed in the transit system are come from repeat offenders, NYCT/MTA are in discussions with the Borough District Attorney offices in attempts to achieve substantive outcomes from the arrests of these individuals

From February, we've had a monthly survey asking riders monthly their perceptions of safety in trains and on platforms. Despite increased NYPD focus on transit safety, customer perceptions have remained low, with the majority of riders feeling unsafe or very unsafe. The June survey indicated nearly 55% of riders feel there are too few police present in the system.



OMNY Market Penetration Rate



The share of all fare revenue made with OMNY and other fare products

Analysis

OMNY market share of bus and subway entries is steadily growing. In June, there were 37 million OMNY taps, representing 32% of NYCT’s fare revenue, nearly doubling since last year.

The steady increase is primarily due to Pay-Per-Ride customers returning to transit and transitioning from MetroCard to the ease and convenience of bank cards and digital wallets.

Further, as tourism rebounds in the city, visitors are also experiencing the convenience of OMNY. OMNY has processed transactions from bank cards issued in 179 countries out of the world’s 195 countries.

In June, 26% of customers who used OMNY to pay their fare were very satisfied with fare payment options, and another 57% were satisfied, for a combined 83% satisfaction rate. Among customers using other fare payment methods, only 18% were very satisfied and 55% satisfied, for a combined 73% satisfaction rate. Our customers who are using OMNY are more satisfied with fare payment than those who are not.

The introduction of “Best Fare” weekly fare capping in March is just one example of the exciting benefits that OMNY brings to the customer experience. Fare capping is automatically applied when the number of required paid trips is achieved, and with a registered OMNY Account, customers can see their fare capping progress. There is no more paying for unused

trips, and while it benefits everyone who rides frequently, it is particularly helpful for those on limited budgets or who need more flexibility.

Moving Forward

The OMNY team is rolling out several features over the next 12 months that will further enhance the convenience of using OMNY – and for a wider population. In the near future, our Reduced Fare and Paratransit customers will be able to use OMNY to pay their fare. Our Reduced Fare customers will be able to use their reduced-fare benefit with their own bank cards and digital wallets to tap and go, a first-of-its-kind in the industry that will allow all customers the same flexibility in how they pay their fare.

Whether using their own bank card or OMNY card, Reduced Fare customers will also benefit from the weekly fare cap. Paratransit customers will no longer be required to have separate cards for their Access-a-Ride trips and their subway or bus trips.

Later this year, MTA will be rolling out new ways to reload OMNY Cards from bank accounts and transit benefit funds, and at new vending machines in stations and mobile sales vans.



ABOUT THE METROPOLITAN TRANSPORTATION AUTHORITY & NEW YORK CITY TRANSIT

The Metropolitan Transportation Authority is North America's largest transportation network, serving a population of 15.3 million people across a 5,000-square-mile travel area surrounding New York City through Long Island, southeastern New York State, and Connecticut.

New York City Transit and MTA Bus operate all subways and buses in New York City. Our 45,000 employees serve 4,500,000 passengers a day. We operate nearly 6,700 subway cars and 4,500 buses, and we maintain 472 subway stations, 640 miles of track, 20 bus depots and 70 shops and yards.

The MTA is governed by a 23-member Board, organized in eight committees. Members of the New York City Transit Committee include:

- Haeda Mihaltses, Chair
- Andrew Albert
- Jamey Barbas
- Randy Glucksman
- David Jones
- Frankie Miranda
- Robert Mujica
- John Samuelsen
- Sherif Soliman
- Lisa Sorin
- Midori Valdivia