



FASTER CLEANER SAFER

Update to the MTA Board
March 29, 2023

New York City Transit
Department of Buses &
Department of Subways



Department of Buses **CLEANER**

NORTH STAR

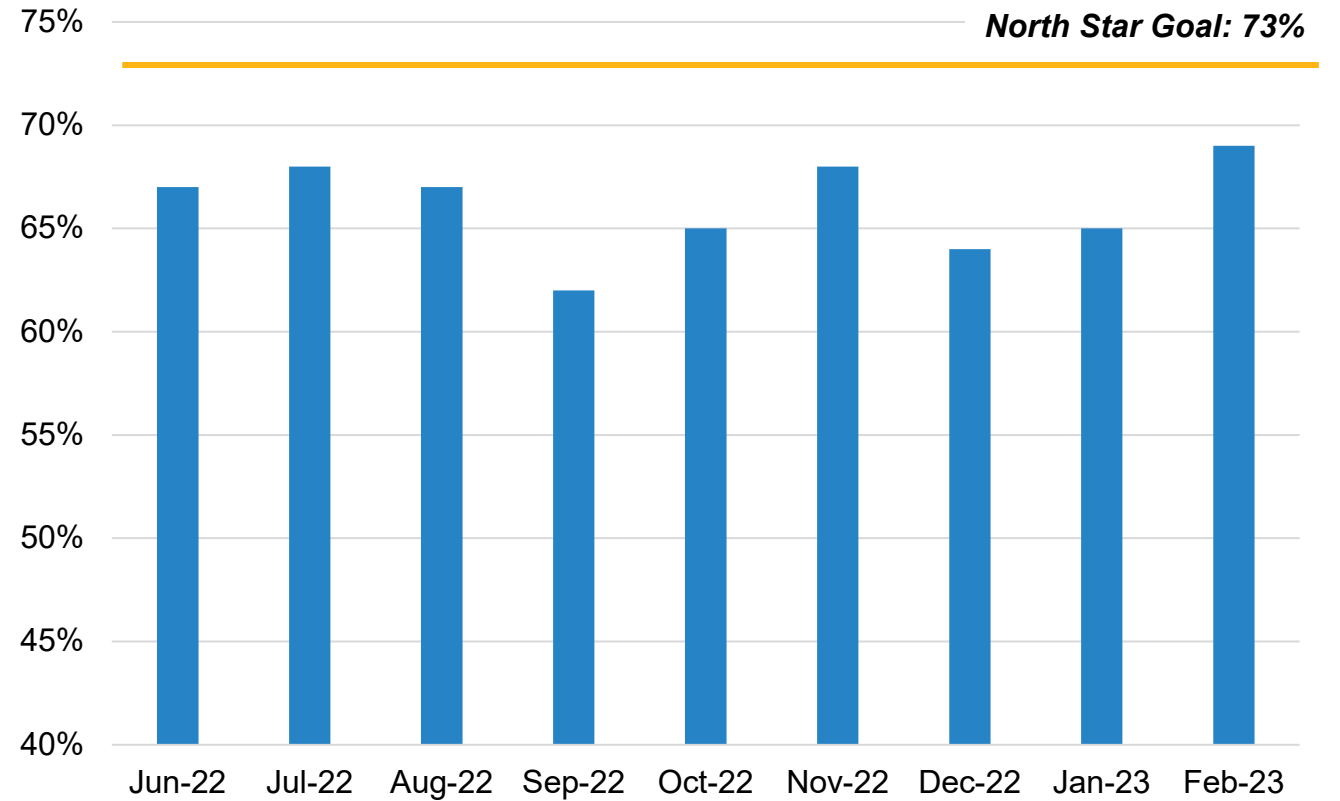
Increase overall
customer satisfaction
10% by June 2024



Measurable results for customers

Overall bus satisfaction
February: 69%

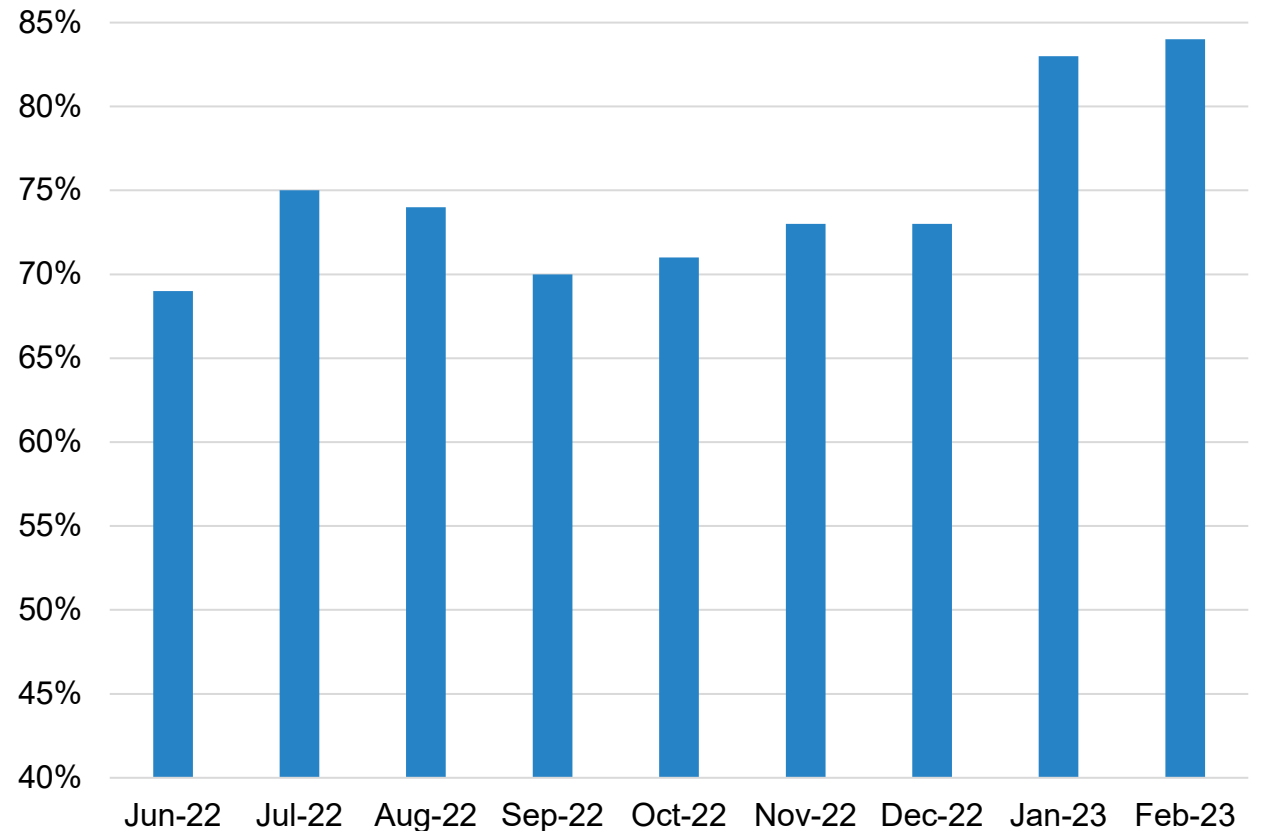
Overall Bus Satisfaction

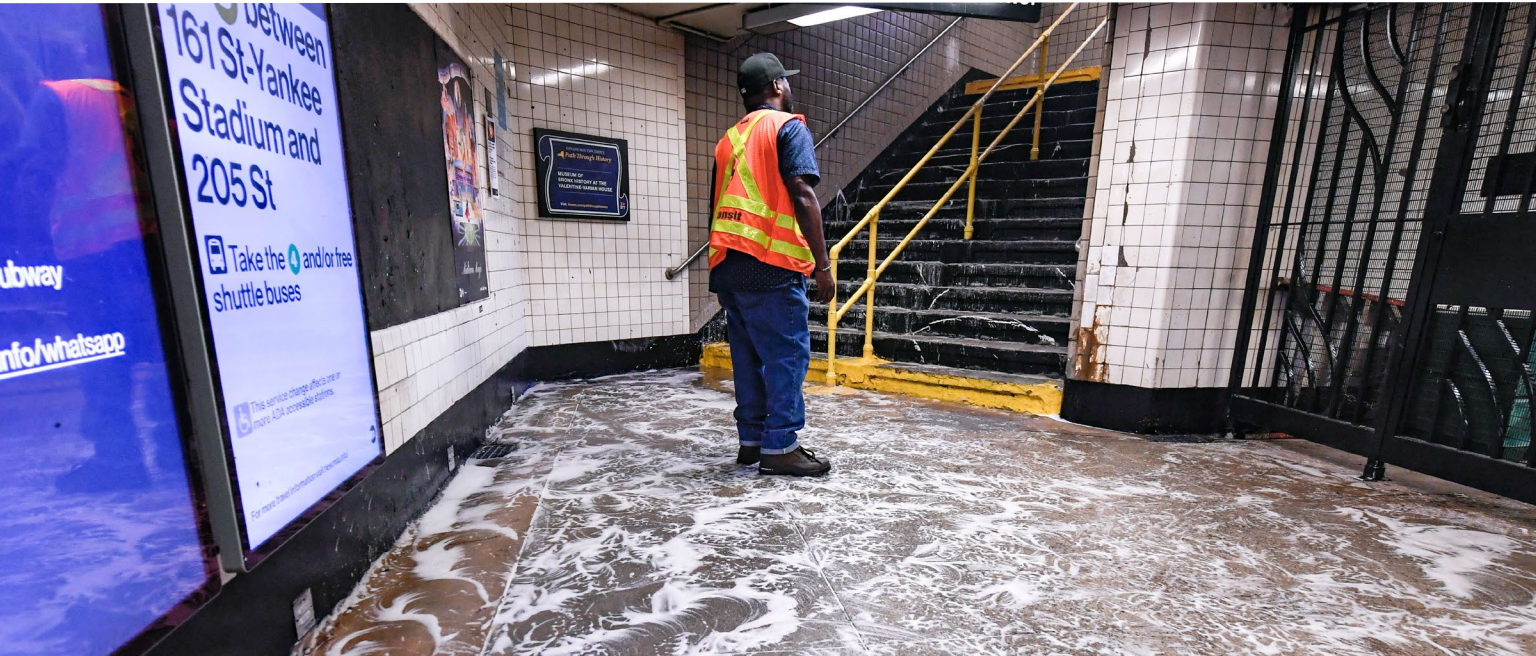


Measurable results for customers

Overall bus cleanliness
February: 84%

Bus Cleanliness Satisfaction





Department of Subways **CLEANER**

NORTH STAR

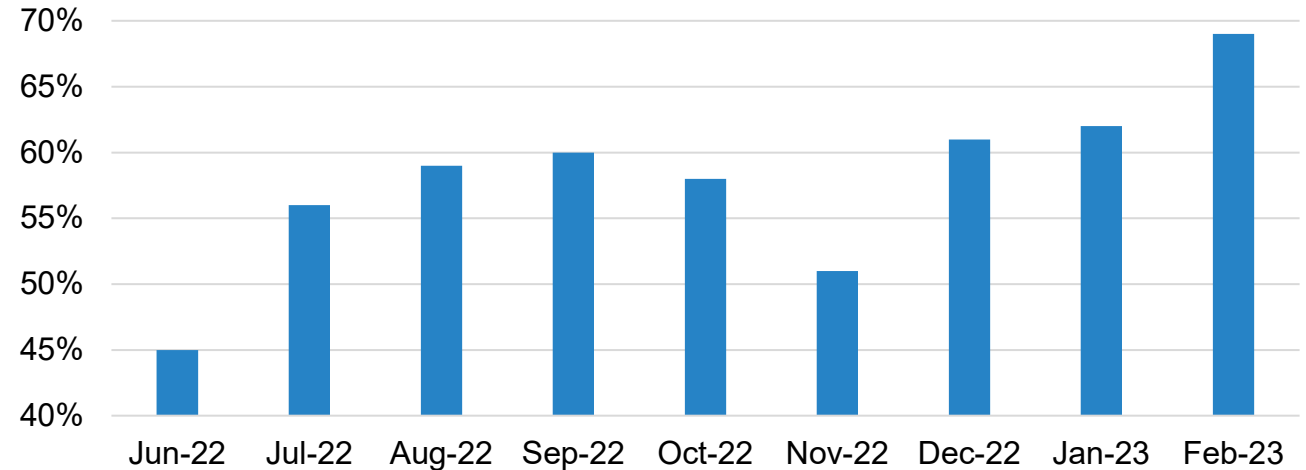
Increase overall
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Measurable results for customers

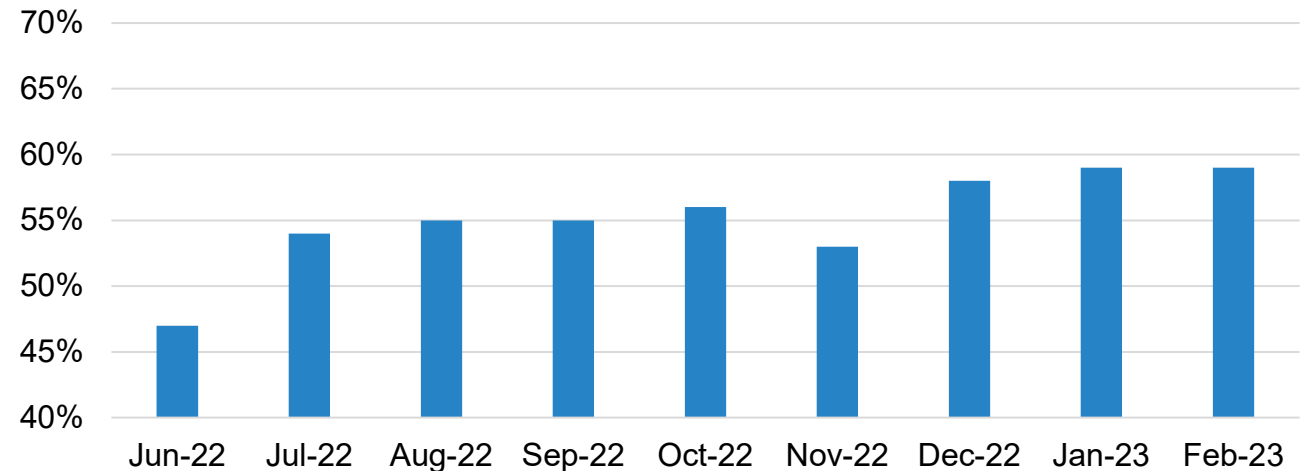
Cleanliness on-board
February: 69%

Cleanliness in stations
February: 59%

Cleanliness on-board



Cleanliness in stations



Improving the customer and employee experience



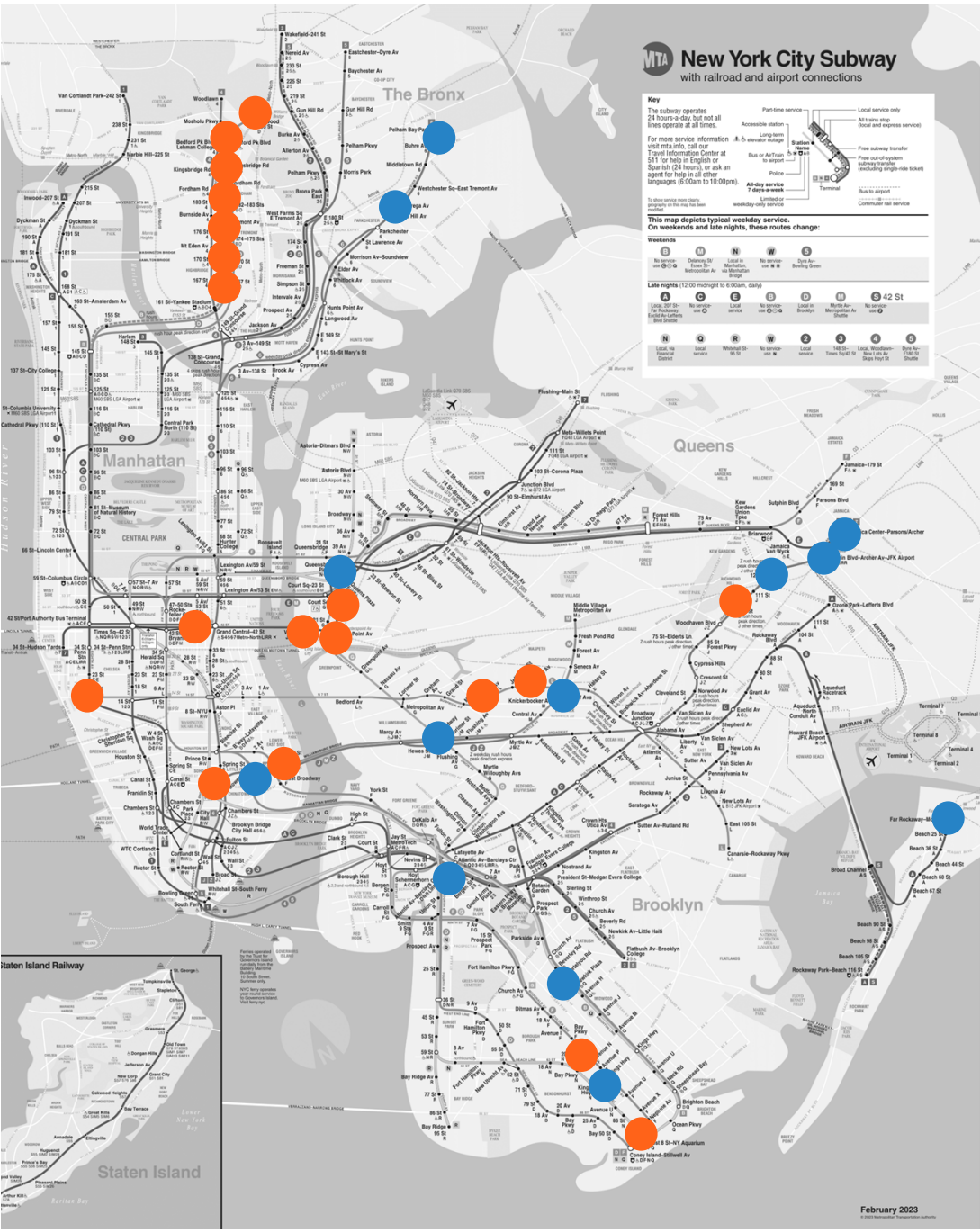
42 Public bathrooms re-opened by May 2023

- January 2023: 18 bathrooms, 9 locations
- May 2, 2023: 24 bathrooms, 12 locations

21 Station ReNEWvations completed

18 Employee facilities updated

Station ReNEWvations are occurring throughout the system



- ReNEWed stations
- To be completed 2Q 2023

Cleaning stations and hiring cleaners is a top priority for our customers



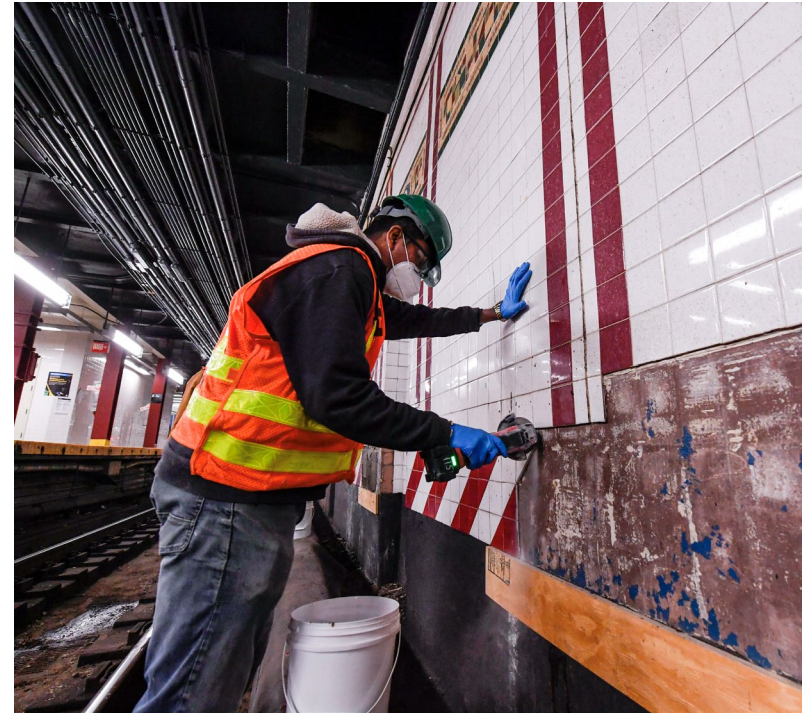
Since September 2022, **297 additional station cleaners** hired

Monthly hiring plan in place aligned with Faster, Cleaner, Safer Plan



Improving quality of cleaning

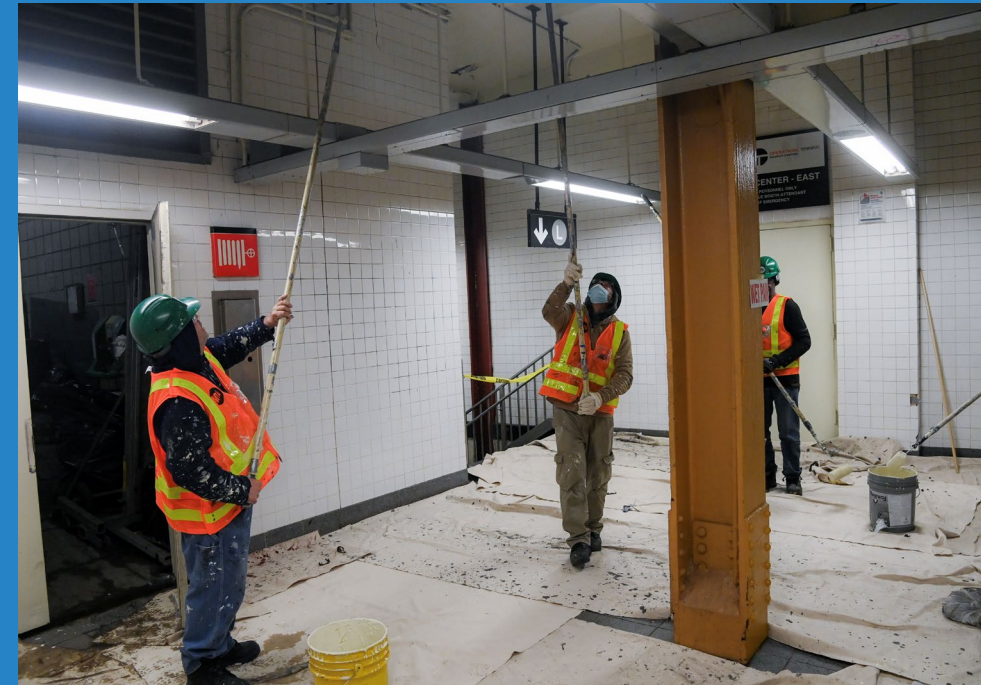
- Clear goals and direction
- Additional staff
- The *right* equipment
- Enhanced supervision



Customer satisfaction survey trends



As we implement and expand these initiatives to improve cleanliness, we have seen a **direct correlation to customer satisfaction in our pulse surveys**



Measurable results for customers

Overall satisfaction
February: 65%

Overall Subway Satisfaction

