



METROPOLITAN TRANSPORTATION AUTHORITY

**Metropolitan Transportation Authority
Mission Statement, Measurements,
and Performance Indicators Report
Covering Fiscal Year 2022**

**In Compliance with New York State Public Authorities Law §1269-f and §2824-a
Submitted as Part of the MTA 2022 Annual Report to the Governor**

Note

Some data in this report are preliminary and may be subject to reconciliation as data are finalized over the course of the year. For that reason, some 2021 data in this report may differ from those reported earlier in 2021, and some 2022 data may be adjusted in future reporting. Occasionally, some legacy metrics are “retired,” and new metrics may be established as needed to better gauge agency performance and customer experience. All agency performance metrics are updated regularly on the [MTA Performance Metrics](#) under the “Transparency” section at the MTA public website new.mta.info. The site provides detailed open data for specific months, lines, and routes, all available for spreadsheet downloads. Details on MTA Capital Program projects, managed by MTA Construction & Development (MTA C&D), can be found on the website under “Transparency” at the fully searchable [Capital Program Dashboard](#) and the chronological [Capital Program Milestone Report](#). Additional information is covered in the MTA C&D’s annual report [2022 Year in Review](#). Detailed financial information for each agency, including such indicators as ridership and farebox-recovery ratios, is reported online in the MTA’s quarterly [Financial and Budget Statements](#), which can be downloaded from the site as PDFs.

Metropolitan Transportation Authority

MTA 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. A set of goals for each group has been defined, along with performance indicators to measure the attainment of these goals.

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.	
MTA Goals	Performance Indicators
Ensure our customers' safety	<ul style="list-style-type: none"> ✓ Customer injury rates ✓ Bus collision rates
Provide on-time and reliable services	<ul style="list-style-type: none"> ✓ Subway major incidents ✓ Subway service delivered ✓ Customer journey time performance ✓ Additional platform time ✓ Additional train time ✓ On-time performance (subway and commuter railroads) ✓ Subway terminal delays ✓ Subway wait assessment ✓ Bus trips completed ✓ Bus Customer journey time performance ✓ Bus additional bus stop time ✓ Bus additional travel time ✓ Bus service delivered ✓ Bus average speeds ✓ Bus wait assessment ✓ Mean distance between failures (subway, railroads, buses)
Provide services to people with disabilities	<ul style="list-style-type: none"> ✓ Elevator availability ✓ Escalator availability ✓ Bus passenger wheelchair lift usage (does not include paratransit) ✓ Paratransit ridership ✓ Access-A-Ride on-time performance ✓ Access-A-Ride on-time performance ✓ Access-A-Ride provider no-shows ✓ Access-A-Ride ride time ✓ Access-A-Ride call center, calls answered* ✓ Passenger complaints
Repair, replace, and expand transportation infrastructure	<ul style="list-style-type: none"> ✓ Capital Program commitments ✓ Capital Program completions

Note: All indicators are updated regularly on [MTA Performance Metrics](http://www.mta.info) under Transparency at www.mta.info. These online sources provide extensive open data by lines and routes, downloadable as Excel spreadsheets.

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.

MTA Goals	Performance Indicators
Perform services in an efficient manner	<ul style="list-style-type: none"> ✓ Farebox operating ratio ✓ Operating cost per customer ✓ Total support to mass transit
Maximize system usage	<ul style="list-style-type: none"> ✓ Ridership ✓ Traffic volume
Repair, replace, and expand transportation infrastructure	<ul style="list-style-type: none"> ✓ Capital Program commitments ✓ Capital Program completions

Employees and Unions

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

MTA Goals	Performance Indicators
Ensure our employees' safety	<ul style="list-style-type: none"> ✓ Employee lost time and restricted-duty rate
Maintain a workforce that reflects the regional availability of all races, nationalities, and genders for our industry	<ul style="list-style-type: none"> ✓ Female representation in MTA workforce ✓ Minority representation in MTA workforce

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.

MTA Goals	Performance Indicators
Provide on-time and reliable services	<ul style="list-style-type: none"> ✓ Subway major incidents ✓ Subway service delivered ✓ Customer journey time performance* ✓ Additional platform time ✓ Additional train time ✓ On-time performance (subway and commuter railroads) ✓ Subway terminal delays ✓ Subway wait assessment <ul style="list-style-type: none"> ✓ Bus trips completed ✓ Bus Customer journey time performance ✓ Bus additional bus stop time ✓ Bus additional travel time ✓ Bus service delivered ✓ Bus average speeds ✓ Bus wait assessment ✓ Mean distance between failures (subway, railroads, buses)
Maximize system usage	<ul style="list-style-type: none"> ✓ Ridership ✓ Traffic volume
Perform services in an efficient manner	<ul style="list-style-type: none"> ✓ Farebox operating ratio ✓ Operating cost per customer
Repair, replace, and expand transportation infrastructure	<ul style="list-style-type: none"> ✓ Capital Program commitments ✓ Capital Program completions

MTA New York City Transit (“NYCT”)

Performance Indicators	2021 Actual	2022 Actual
NYCT Subway Service Indicators		
Weekday Major Incidents – Subways (monthly average)	33.5	40.9
Customer Journey Time Perf. (% within 5 min of scheduled)	83.8%	83.9%
Additional Platform Time (average beyond scheduled)	0:01:26	0:01:22
Additional Train Time (average beyond scheduled)	0:00:12	0:00:28
Weekday Service Delivered – Subways	92.2%	93.1%
Weekday Terminal On-Time Performance – Subways	85.2%	81.5%
Weekday Terminal Delays – Subways (monthly average)	25,370	31,453
Mean Distance Between Failures – Subways (miles)	150,363	145,354
Weekday Wait Assessment – Subways	68.3%	69.1%
Elevator Availability – Subways	96.6%	96.8%
Escalator Availability – Subways	91.3%	92.1%
Total Ridership – Subways	759,810,246	1,013,425,465
Weekday On-Time Performance – Staten Island Railway	96.6%	95.5%
Mean Distance Between Failures – Staten Island Railway (miles)	29,343	62,514
NYCT Bus Service Indicators		
Customer Journey Time Perf – NYCT & MTA Bus (% within 5 min of scheduled)	75.5%	73.3%
Additional Bus Stop Time – NYCT & MTA Bus (average beyond scheduled)	0:01:58	0:01:57
Additional Travel Time – NYCT & MTA Bus (average beyond scheduled)	0:00:00	:22
Bus Customer Wheelchair Lift Usage – NYCT Bus	952,720	1,019,598
Service Delivered – NYCT & MTA Bus (% scheduled buses, peak hrs.)	93.8%	95.0%
Bus Speeds – NYCT & MTA Bus (average route speed, end-to-end)	8.2 mph	8.1 mph
Total Ridership – NYCT Bus	311,893,589*	343,092,962
Mean Distance Between Failures – NYCT & MTA Bus (miles)	7,504*	9,929
Wait Assessment – NYCT & MTA Bus	75.9%	75.6%

Notes: Subway 2021 ridership including SIR was 761,142,069. All indicators are updated regularly on Performance Metrics under Transparency at new.mta.info. The legacy Bus metric “Percent of Completed Trips” is no longer collected. *The 2021 NYCT Bus ridership was revised upward slightly from 311,711,871 reported in 2021. The 2021 Bus MDBF was revised upward slightly from 7,480 reported in 2021.

Performance Indicators	2021 Actual	2022 Actual
NYCT Paratransit Service Indicators		
Total Paratransit Ridership – NYCT Bus	7,835,975	9,153,605
AAR On-Time Performance Pick up within (30 min) / (15 min)	30 min: 93% 15 min: 80%	30 min: 94% 15 min: 81%
AAR Appointment OTP Trips (30 min early to 1 min late)	N/A	45%
AAR Actual Ride Time at or Better than Planned Ride Time	83%	99%
AAR Customer Experience – Frequent Rider Experience	n/a	98%
AAR Call Center (% of calls answered)	90%	93%
AAR Passenger Complaints (per 1000 completed trips)	7.4	5.9
AAR Registrants	163,500*	170,522
NYCT Safety Indicators		
Customer Injury Rate – Subways (per million customers)	4.06	3.27
Customer Accident Injury Rate – NYCT Bus (per million customers)	2.19	2.43
Collisions with Injury Rate – NYCT Bus (per million vehicle miles)	5.71	8.45
Employee Lost Time and Restricted-Duty Rate – NYCT Subways (per 100 employees)	4.05	4.21
Employee Lost Time and Restricted-Duty Rate – NYCT Bus (per 100 employees)	6.36	6.18
NYCT Workforce Indicators		
Female Representatives in NYCT Workforce	18.3 %	18.7%
Minority Representatives in NYCT Workforce	80.3%	81.7%
NYCT Financial Indicators		
Farebox Operating Ratio	28.3%	33.2%
Operating Cost per Passenger	\$9.14	\$7.85
NYCT Capital Program Indicators		
Commitments in \$ Millions (% of annual goal)	\$3,684 (96%)	\$8,338 (152%)
Completions in \$ Millions (% of annual goal)	\$1,781 (50%)	\$2,784 (56%)

Notes: AAR ridership includes customers, personal care attendants, and guests. AAR 2021 registrants were revised downward slightly from 166,100 reported in 2021. Financial indicators include NYCT Subways, Buses, and Paratransit and are preliminary. The Capital Program projects details are available on the Capital Programs Dashboard under Transparency at new.mta.info.

MTA GOAL: Ensure Customer Safety
INDICATORS: Customer Injury Rate

The “customer injury rate” for NYCT Subways was 3.27 per million customers in 2022, down 19.5 percent from the previous year. While a marked improvement, this remains above more typical prepandemic rates of 2.94 per million in 2019. NYCT Subways continues its efforts to improve customer safety through safety messaging, train announcements, incident reports, and the training and deployment of station staff.

For NYCT Department of Buses (NYCT DOB), the “customer accident injury rate” increased slightly in 2022 to 2.43 per million customers. The agency uses accident trends to improve safety programs, training, and messaging. As ridership increased, NYCT DOB saw an increase in its 2022 “collision injury rate” to 8.45 injuries per million vehicle miles.

NYCT DOB continued to incorporate relevant accident findings into its safety and training initiatives. These initiatives focus on basic operating procedures in bus stop areas, including scanning mirrors, observing all sides of the bus, pulling in and out of bus stops properly, and positioning the bus correctly in the bus stop. NYCT DOB continued its Vision Zero IV class, an eight-hour training session that emphasizes the challenges in dealing with pedestrians and cyclists.

To monitor bus operators, the agency uses indicators such as speed-camera violations, red-light violations, cellphone infractions, and customer complaints. In a joint agreement with all labor unions, NYCT DOB continues its “zero-tolerance” policy on use of cellphones and electronic devices while operating a bus. The agency also worked with its labor representatives to see that operators who receive speed-camera violations are disciplined and must pay the fine.

MTA GOAL: Provide On-Time and Reliable Services
INDICATORS: OTP, MDBF, Major Incidents, Service Delivered, Terminal Delays, Wait Assess, Bus Av Speeds, Bus Add Travel Time

NYCT service in 2022 showed continued improvement from the impacts of the Covid-19 pandemic in a number of key areas. As ridership jumped by over 30 percent, Subways on-time performance (OTP) and mean distance between failures (MDBF) fell slightly, by 3.7 percent and 3.4 percent respectively. The MDBF for MTA's combined Bus Operations jumped 32 percent, from 7,504 miles in 2021 to 9,929 miles in 2022.

Reversing a pandemic-era hiring freeze, NYCT began an aggressive recruiting and training program to rebuild operating staff for both subways and buses, with hundreds of new train operators, conductors, and bus operators graduated and onboarded during 2022 and 2021.

As a focused supplement to standard performance indicators, the MTA undertakes a bi-annual Customer Satisfaction Survey, along with monthly Pulse Surveys. Between Spring 2022 and Fall 2022, subway customer satisfaction increased 6 points to 54 percent, with steady gains continuing into early 2023. For bus customers, overall satisfaction during the same period increased slightly from 63 percent to 64 percent, and by 3 points to 79 percent for express bus customers.

**MTA GOAL: Provide Services to People with Disabilities
INDICATORS: Elevator-Escalator Availability, Bus Wheelchair Lift Usage, Paratransit Ridership, AAR Service Indicators**

Performance indicators in the latter half of 2022 and first quarter of 2023 showed a strong rebound from the previous year, when driver shortages during the Omicron surge posed severe challenges for AAR services. As reported on February 8, 2023, on-time performance (OTP) for primary carriers reached 98 percent in January 2023 and customer satisfaction reached a pandemic-era high on 76 percent.

Overall AAR ridership (which includes customers, personal-care attendants, and guests) jumped by 16.8 percent to about 9.2 million rides in 2022. The number of registrants increased by 4.3 percent to 170,522 in 2022. During this ridership upswing, pick-up OTP for 2022 increased to 94 percent within the 30-minute window and to 81 percent within the 15-minute window, reversing a pandemic-driven decline. The percent of “actual ride time” that was at or above “planned ride time” jumped by 16.0 percent from 83 percent in 2021 to 99 percent in 2022.

In other metrics, “wheelchair lift usage” at NYCT Buses reversed a 2021 decline, increasing by 7.0 percent to 1.02 million in 2022. Improving accessibility to the bus network remains a top priority at both bus agencies, and the MTA continues to roll out new buses with wider doors, ramps, and other accessibility features. In addition, the MTA’s new R211 subway fleet, which began entering revenue service in the first quarter of 2023, features doors 8 inches wider than existing subway doors, enabling greater accessibility.

MTA GOAL: Repair, Replace, and Expand Transportation Infrastructure
INDICATORS: Capital Program Commitments and Completions

Third-party construction projects in the MTA Capital Program are now managed by MTA Construction & Development (MTA C&D). The agency committed \$8.3 billion of its Capital Program funds for NYC Transit in 2022, or 152 percent of the annual goal. Major commitments included: a number of station improvements, including several major ADA projects and elevator-escalator replacements; the Flushing Line Contract 1; the Jamaica Depot replacement; the CBTC Crosstown Line; and ADA work and water mitigation at Borough Hall. Commitments in 2022 also included Sandy-related climate resiliency projects on the Rockaway Line and at various substations.

Also in 2022, MTA C&D achieved capital program completions for NYCT projects worth \$2.8 billion, representing 56 percent of the annual goal. Major completions included: ADA work at the Times Square Shuttle, Livonia Av, and other stations; phases 1 and 2 of CBTC work at Queens Blvd West; mainline track and switch work at various locations; and roof and component replacements at the 207th St Maintenance-Overhaul Shop. Completions in 2022 also encompassed various Sandy-related repair and resiliency projects, including a major mitigation and relocation project completed in 2022 at the Staten Island Railway Clifton Maintenance Shop.

MTA GOAL: Perform Services in an Efficient Manner
INDICATORS: Farebox Operating Ratio, Operating Cost per Passenger

The NYCT financial indicators combine NYCT Subways, NYCT Buses, and Paratransit. The agency's finances continue to be impacted by the dramatic drop in ridership during the 2020 and 2021 pandemic, when subways, buses, and paratransit continued to operate at normal levels. For example, the 2021 farebox operating ratio was 28.3 percent, close to half the prepandemic rates. While 2022 saw steady ridership gains, volume and related revenues remain well below prepandemic levels.

The 2022 farebox operating ratio rose by 4.9 percent to 33.2 percent, while the operating cost per passenger declined 14 percent to \$7.85. The operating cost per passenger excludes debt service.

MTA GOAL: Maximize System Usage

INDICATORS: Ridership

Accelerating its postpandemic recovery, ridership on NYCT Subways increased by a substantial 33.4 percent in 2022, as compared to a more modest 19.0 percent increase from 2020 to 2021. On December 27, 2022, NYCT cited and celebrated its one billionth subway rider of the year with a press presentation in the Bronx. By the end of 2022, ridership topped 1.013 billion and has continued its upward climb into the first quarter of 2023. These gains were earned back from an unprecedented 62-percent drop in rider volume in 2020 from a prepandemic record of 1.697 billion rides in 2019. Employing a range of new customer service initiatives and surveys, the agency continues its multipronged effort to win back customers and address longterm changes in regional commuting habits brought about by the pandemic. After a slight downtick in bus ridership between 2020 and 2021, NYCT Buses saw a 10-percent rebound in 2022 to 343.1 million rides.

MTA GOAL: Ensure Our Employees' Safety

INDICATORS: Employee Lost Time and Restricted-Duty Rate

The NYCT Subways employee "lost-time and restricted-duty" accident rates rose by 3.9 percent in 2022 to 4.21 per 100 employees. This remains above the prepandemic rate of 3.73 per 100 employees in 2019. Throughout the pandemic, the MTA made extensive efforts to safeguard employees, including free vaccines and boosters, teleworking programs, distribution of PPE; safety messaging and training; a Covid-19 hotline; temperature screenings; social distancing protocols; schedule adjustments; and more.

At NYCT Buses, the “lost-time and restricted-duty” rate decreased slightly to 6.18 per 100 employees from 6.36 the previous year. The agency has experienced a significant increase in injuries associated with assaults. Both NYCT and MTA Bus continue to undertake extensive efforts to safeguard employees, including safety protocols, distribution of PPE, disinfection of buses and facilities, testing and vaccination programs, and more.

Both bus agencies also continued initiatives aimed at protecting bus operators from assault, including installation of bus operator shields across the entire fleet, installation of onboard security cameras, training in de-escalation tactics, and review of customer complaints to identify employees for further counseling or training. Both agencies maintain robust safe-driving campaigns and continue to analyze employee injury data to identify trends and reduce lost-time accidents.

MTA GOAL: Maintain a Workforce that Reflects Regional Availability of All Races, Nationalities, and Genders
INDICATORS: Female and Minority Representation in the Workforce

Female representation agency-wide rose incrementally in 2022 from 18.3 percent to 18.7 percent. This continues to fall below the estimated percentage of women available for work within NYCT’s recruiting area. A contributing factor is the low percentage of women who apply for what are generally considered non-traditional jobs. NYCT will continue to increase its outreach and recruitment efforts to improve female representation within its workforce. Minority representation grew slightly from 80.3 percent in 2021 to 81.7 percent in 2022.

MTA Long Island Rail Road (“LIRR”)

Performance Indicators	2021 Actual	2022 Actual
Service Indicators		
On-Time Performance	96.3%	95.8%
Elevator Availability	98.7%	98.7%
Escalator Availability	95.1%*	95.5%
Total Ridership	35,036,746	52,540,523
Mean Distance Between Failures (miles)	246.946*	235,664
Safety Indicators		
FRA-Reportable Customer Injury Rate (per million customers)	3.94*	2.62
FRA-Reportable Employee Lost Time Rate (per 200,000 worker hours)	3.81*	4.14
Workforce Indicators		
Female Representatives in LIRR Workforce	13.0%	13.2%
Minority Representatives in LIRR Workforce	38.0%	39.3%
Financial Indicators		
Farebox Operating Ratio	19.9%*	26.4%
Operating Cost per Passenger	\$42.50*	\$32.64
Capital Program Indicators		
Commitments in \$ Millions (% of annual goal)	\$345.4 (71%)	\$713.1 (103%)
Completions in \$ Millions (% of annual goal)	\$364.3 (78%)	\$341.5 (82%)

Notes: LIRR ridership is calculated based on the number of tickets sold, multiplied by a factor related to each type of ticket. Monthly/weekly factor is based on the number of weekdays and weekend days per month. *These 2021 data were revised: The 2021 Escalator availability was revised downward slightly from 95.3% reported in 2021. The 2021 MDBF was revised upward from 231,337 reported in 2021. The 2021 Customer Injury Rate was revised upward from 2.2 reported in 2021, and the 2021 Employee Lost Time Rate was revised downward from 4.0 reported in 2021. *The 2021 farebox operating ratio was revised upward slightly since the 2021 report, and the operating cost per passenger was revised downwards slightly.

MTA GOAL: Ensure Customer Safety
INDICATORS: Customer Injury Rate

In 2022, LIRR’s “customer injury rate” decreased by 33 percent compared to the previous year. Penn Station remains the location with the greatest number of customer injuries. This is due to the volume of customers traveling through the busiest terminal in the LIRR system, as well as the infrastructure and operating constraints at this location. LIRR’s “Let’s Travel Safely Together” information campaign, produced in partnership with Amtrak, New Jersey Transit, and NYC Transit, remained an integral part of LIRR’s safety program in 2022.

MTA GOAL: Provide On-Time and Reliable Services
INDICATORS: On-Time Performance, Mean Distance Between Failures

LIRR’s “on-time performance” (OTP) ticked down slightly by 0.5% to 95.8 percent in 2022 yet remains among the highest OTP rates for the railroad since 1979, when modern record keeping began. The record-high OTP can be attributed in part to progress made on infrastructure improvements, as well as to a systematic effort to identify and eliminate the root causes of train delays across the system.

The agency’s 2022 “mean distance between failures” (MDBF) decreased by 4.6 percent to 235,664 miles from 246,946 miles in 2021. This 2021 MDBF reflects an upward revision of about 6.7 percent subsequent to the 2021 report. The railroad continues to optimize fleet performance through its Reliability Centered Maintenance (RCM) program, thorough utilization of its Corporate Asset Management System, acquisition of the new M-9 fleet, and other performance initiatives.

MTA GOAL: Provide Services to People with Disabilities
INDICATORS: Elevator Availability, Escalator Availability

Elevator availability in 2022 remained unchanged at 98.7 percent, while 2022 escalator availability increased slightly by 0.4 percent to 95.5 percent.

MTA GOAL: Repair, Replace, and Expand Transportation Infrastructure
INDICATORS: Capital Program Commitments and Completions

The LIRR's 2022 capital commitments totaled more than \$713.1 million, or 103 percent of the year's goal. Those included a number of major ADA upgrades. The railroad's 2022 capital completions totaled more than \$341.5 million, or 82 percent of the year's goal. Major completions included Jamaica Capacity Improvements (JCI), substation components, and the 2022 LIRR Annual Track Program.

MTA GOAL: Perform Services in an Efficient Manner
INDICATORS: Farebox Operating Ratio, Operating Cost per Passenger

The LIRR's "farebox operating ratio" increased 6.5 percent from 19.9 percent in 2021 to 26.4 percent in 2022. Note that the 2021 ratio was revised slightly upward subsequent to the 2021 report. The railroad's operating cost per passenger decreased by 23.2 percent from \$42.50 in 2021 to \$32.65 in 2022. The 2021 figure was revised downward slightly subsequent to the 2021 report. Both ratios continue to reflect the dramatic impacts of the Covid-19 pandemic. By way of comparison, the farebox operating ratio in 2019, prior to the pandemic, was 50.2 percent and operating cost per passenger was \$16.80.

MTA GOAL: Maximize System Usage
INDICATORS: Ridership

The LIRR accelerated its postpandemic rebound, with a substantial 50-percent ridership growth to 52.5 million riders in 2022. In December 2022, LIRR assumed operational control of the new Grand Central Madison terminal, which opened for revenue service to Midtown the following quarter, inaugurating the largest service increase in the railroad's history and a 2-percent rush-hour ridership boost in the first full day of operations.

MTA GOAL: Ensure Our Employees' Safety
INDICATORS: Employee Lost Time Case Rate

The rate of "FRA-reportable employee lost-time injuries" increased by 8.7 percent in 2022 compared to the previous year. The 2021 rate in this report was revised downward slightly subsequent to the 2021 report. The highest number of employee accidents continues to be in the "slips, trips, and falls" category, with soft tissue injuries. To maximize employee safety, LIRR continues its efforts to raise awareness among employees and encourage collaborative problem solving. These efforts have involved many labor-management initiatives, including a Confidential Close Call Reporting System (C3RS) and monthly department safety meetings. LIRR also conducts quarterly Safety FOCUS Day meetings, during which employees take time to discuss specific safety issues provided by the LIRR Corporate Safety and other departments. The aim is to engage employees in the field and improve safety performance based on their feedback.

MTA GOAL: Maintain a Workforce that Reflects Regional Availability of All Races, Nationalities, and Genders
INDICATORS: Female and Minority Representation in the Workforce

The percentage of women in LIRR's workforce remained essentially unchanged in 2022 at 13.2 percent. This falls below the estimated percentage of women available for work in LIRR's recruitment area. Many of the positions available in 2022 are considered nontraditional jobs for women and, as a result, attract a low percentage of female applicants. The percentage of minority representation increased slightly from 38 percent in 2021 to 39.3 percent in 2022. This is above the estimated percentage of minorities available in LIRR's recruitment area. LIRR continues to focus on efforts to improve the representation of women and minorities in its workforce.

MTA Metro-North Railroad (“Metro-North”)

Performance Indicators	2021 Actual	2022 Actual
Service Indicators		
On-Time Performance (East of Hudson)	97.1%	97.0%
On-Time Performance (West of Hudson)	93.4%	93.2%
Elevator Availability	99.8%	99.8%
Escalator Availability	99.9%	99.8%
Total Rail Ridership (East & West of Hudson)	30,759,001*	48,853,279
Mean Distance Between Failures (miles)	190,518	257,097
Safety Indicators		
FRA-Reportable Customer Injury Rate (per million customers)	2.17*	2.11
FRA-Reportable Employee Lost Time Rate (per 200,000 worker hours)	1.92*	2.15
Workforce Indicators		
Female Representatives in MNR Workforce	12%	11%
Minority Representatives in MNR Workforce	39%	40%
Financial Indicators		
Farebox Operating Ratio	20.4 %*	30.9%
Operating Cost per Passenger	\$40.76	\$28.95
Capital Program Indicators		
Commitments in \$ Millions (% of annual goal)	\$768.2 (99%)	\$688.9 (103%)
Completions in \$ Millions (% of annual goal)	525.3 (55%)	\$868.6 (73%)

Notes: Metro-North ridership is calculated based on the number of tickets sold, multiplied by a factor related to each type of ticket. Monthly/weekly factor is based on the number of weekdays and weekend days per month. *These 2021 data were revised: Total ridership was revised upward slightly from 30,722,008 reported in 2021. Customer Injury Rate was revised upward from 1.79 reported in 2021, and Employee Lost Time rate was revised downward slightly from 1.97 reported in 2021. Subsequent to the original 2021 report, the 2021 farebox operating ratio has been revised downward from 23.6% and the 2021 operating cost per passenger has been revised downward from \$41.95.

MTA GOAL: Ensure Customer Safety
INDICATORS: Customer Injury Rate

The “FRA-reportable customer injury rate” at Metro-North decreased from 2.17 per one million customers in 2021 to 2.11 in 2022. The 2021 rate was revised upward slightly subsequent to the 2021 report. To support customer safety, Metro-North continued both in- person and virtual outreach through its TRACKS (Together Railroads and Communities Keeping Safe) public education program on grade-crossing and rail safety, with thousands of contacts made in 2022. Other safety efforts included employee training in mental health issues and suicide prevention, ongoing partnerships with the National Suicide Prevention Lifeline and Crisis Text Line to support suicide prevention, and a partnership with Waze to alert drivers of Metro-North grade crossings through the Waze GPS navigation app.

MTA GOAL: Provide On-Time and Reliable Services
INDICATORS: On-Time Performance, Mean Distance Between Failures

Metro-North’s systemwide “on-time performance” (OTP) for 2022 was 97.0 percent, continuing the railroad’s record performance over the last two years. Metro-North has continued to increase and modify its postpandemic service schedules, while adjusting to shifts in regional commuting patterns. The railroad’s “mean distance between failures” (MDBF) for 2022 rose a substantial 34.9 percent to 257,097 miles.

MTA GOAL: Provide Services to People with Disabilities
INDICATORS: Elevator Availability, Escalator Availability

Elevator and escalator availability both remained excellent in 2022. Elevator availability was steady at 99.8 percent, and escalator availability remained essentially unchanged the same in 2021 at 99.8 percent.

MTA GOAL: Repair, Replace, and Expand Transportation Infrastructure
INDICATORS: Capital Program Commitments and Completions

All MTA Capital Program projects for Metro-North are managed by the Metro-North Business Unit of MTA Construction & Development (MTA C&D). The Business Unit generated 2022 project commitments in the amount of \$688.9 million or 103 percent of the year's goal, including priority repairs at a number of Hudson and Harlem line stations. Completions in 2022 totaled \$868.6 million, which is 73 percent of goal. In addition to the railroad's annual Track Program, these included work on the Harlem River Lift Bridge; a number of undergrade bridge repairs; purchase of Maintenance-of-Way equipment; and a unified trash facility for East Side Access at Grand Central Terminal.

MTA GOAL: Perform Services in an Efficient Manner
INDICATORS: Farebox Operating Ratio, Operating Cost per Passenger

Metro-North's preliminary 2022 "farebox operating ratio" was 30.9 percent, representing a significant 10.5 percent increase over the previous year. However, this remained well below prepandemic levels. The 2022 "operating cost per passenger" was \$28.95, a substantial 28.9 percent improvement over the previous year, reflecting a continued increase in ridership. Note that both of the 2021 indicators were revised downward slightly subsequent to the 2021 report.

MTA GOAL: Maximize System Usage
INDICATORS: Ridership

Metro-North's systemwide ridership increased dramatically by 58.8 percent in 2022, from 30.8 million in 2021 to 48.9 million.

MTA GOAL: Ensure Our Employees' Safety
INDICATORS: Employee Lost Time and Restricted-Duty Rate

The “FRA-reportable employee lost-time case rate” increased from 1.92 per 200,000 worker hours in 2021 to 2.15 in 2022. Metro-North continues to participate in the Confidential Close Call Reporting System (C3RS), which has logged more than 6,300 calls since 2015, and monitor locomotive engineers and conductors for obstructive sleep apnea. Other ongoing safety programs include regular safety meetings in each district, a safety focus week held each quarter, safety cleanup days, and an employee awards program for safety excellence.

MTA GOAL: Maintain a Workforce that Reflects Regional Availability of All Races, Nationalities, and Genders
INDICATORS: Female and Minority Representation in the Workforce

The percentage of minority employees in Metro-North’s workforce remained essentially constant in 2022, rising 1 point to 40 percent. The percentage of female representation decreased by 1 point to 11 percent. The railroad maintains a program aimed at achieving workforce representation based on the availability of women and minorities within the relevant labor markets serviced by the MTA. Through targeted outreach recruitment and developmental programs, Metro-North will continue to focus on improving minority and female representation in our workforce.

MTA Bridges and Tunnels (“Bridges and Tunnels”)

Performance Indicators	2021 Actual	2022 Actual
Service Indicators		
Paid Traffic	307,296,238	326,535,000
Safety Indicators		
Collisions with Injury Rate (per million vehicles)	0.67	0.82
Employee Lost Time Injury Rate (per 200,000 work hours)	5.6	5.4
Workforce Indicators		
Female Representation in B&T Workforce	21%	19.1%
Minority Representation in B&T Workforce	57%	57.6%
Financial Indicators		
E-ZPass Market Share	94.9%	95.1%
Total Support to Transit (\$ millions)	\$1,377.0	\$1,429.5
Capital Program Indicators		
Commitments in \$ Millions (% of annual goal)	\$260.3 (150.5%)	\$376.1 (73%)
Completions in \$ Millions (% of annual goal)	\$386.2 (100.5%)	\$905.9 (161%)

Notes: MTA B&T performance data are subject to final audit. Traffic numbers are preliminary, with actuals available later. The 2022 data for Paid Traffic, Safety, E-ZPass, and Support to Transit are reported from the B&T Committee Meeting Materials, February 2023, 2/21/23. Data may be subject to later reconciliation.

MTA GOAL: Ensure Customer Safety
INDICATOR: Customer Collision Injury Rate

The rate of collisions with injuries increased slightly from 0.67 per million vehicles in 2021 to 0.82 per million in 2022. The agency’s fundamental strategy for improving customer safety is to maintain facilities in a state of good repair. Beyond this, the agency’s customer safety strategy focuses on “The Three E’s:” Engineering, Enforcement, and Education. Engineering identifies collision-prone locations and improves their physical characteristics. Enforcement targets and addresses unsafe driving behaviors. Education aims to correct unsafe driving behaviors through outreach and educational efforts. In addition, Bridges and Tunnels notifies customers of real-time traffic conditions, which helps them make informed decisions and reduces the risk of secondary collisions.

MTA GOAL: Repair, Replace, and Expand Transportation Infrastructure
INDICATORS: Capital Program Commitments and Completions

All MTA Capital Program infrastructure projects are now managed by MTA Construction & Development (MTA C&D). In 2022, the MTA C&D Business Unit for Bridges and Tunnels made commitments to capital projects worth \$376.1 million or 73 percent of goal. These included relocation of the refueling station at the Queens Midtown Tunnel; structural rehabilitation of Cross Bay Bridge; improvements to structural lighting, power redundancy, and resiliency at the Bronx-Whitestone Bridge; widening of Belt Parkway; and reconstruction and relocation of the RI ramps at Manhattan Plaza.

Project completions during 2022 totaled \$905.9 million, representing 161 percent of goal. These included steel repairs and overcoat painting at the Henry Hudson Bridge; structural rehabilitation at the Robert F. Kennedy Bridge; and steel repairs, safety fencing, and ramp reconstructions at the Verrazzano Narrow Bridge.

MTA GOAL: Perform Services in an Efficient Manner
INDICATORS: Total Support to Transit

Bridges and Tunnels provided \$1,429.5 million in total support for MTA transit services in 2022. This represented a 3.8 percent increase over 2021 and indicates a robust recovery from the impacts of the pandemic. By way of comparison, the agency provided \$1,139.0 million in total support to mass transit in 2019, which fell drastically to \$830.2 million in 2020 during the height of the pandemic. The agency undertook aggressive, systemwide enforcement measures in 2022, remanding some 1,800 vehicles for unpaid tolls over the course of the year.

MTA GOAL: Maximize System Usage
INDICATORS: Traffic Volume

Bridges and Tunnels recorded approximately 326.5 million paid crossings in 2022, approximately 19.2 million more crossings than the previous year, an increase of 6.3 percent. E-ZPass usage for 2022 ticked up slightly to 95.1 percent, as compared to 94.9 percent in 2021.

MTA GOAL: Ensure Our Employees' Safety
INDICATORS: Employee Lost Time and Restricted-Duty Rate

The “employee lost-time injury rate” decreased slightly from 5.6 per 200,000 work hours in 2021 to 5.4 per 200,000 in 2022. Ongoing safety efforts included interdepartmental healthcare efforts relating to the Covid-19 pandemic; joint labor-management task forces to address risks in the new cashless operating environment; updated safety management system all agency facilities; and regular safety training for all field employees, including traffic management safety training for all Bridge and Tunnel Officers and supervisors.

MTA GOAL: Maintain a Workforce that Reflects Regional Availability of All Races, Nationalities, and Genders
INDICATORS: Female and Minority and Other Representation in the Workforce

Minority employees represented 57.6 percent of the Bridges and Tunnels workforce in 2022, largely unchanged from the previous year. Women represented 19.1 percent of agency employees in 2022, down nearly 1.9 percent from the previous year. Bridges and Tunnels maintains a program aimed at achieving workforce representation based on the availability of women and minorities within the labor markets serviced by the MTA. The program includes targeted recruitment efforts to attract qualified women and minority candidates; a monitoring program to identify and address under-representation of women and minorities; and retention and mobility programs providing the skills and opportunities women and minority employees need for successful career paths within the agency.

MTA Bus Company (“MTA Bus”)

Performance Indicators	2021 Actual	2022 Actual
Service Indicators		
Bus Passenger Wheelchair Lift Usage	66,881	See NYCT Bus
Total Ridership	71,431,467*	82,609,385
Mean Distance Between Failures – NYCT & MTA Bus (miles)	7,480	See NYCT Bus
Safety Indicators		
Customer Accident Injury Rate (per million customers)	1.30	1.55
Collisions with Injury Rate (per million vehicle miles)	4.54	5.18
Employee Lost Time Rate (per 100 employees)	7.82	7.48
Workforce Indicators		
Female Representation in MTA Bus Workforce	13%	13.0%
Minority Representation in MTA Bus Workforce	81%	84.6%
Financial Indicators		
Farebox Operating Ratio	17.9%	17.8%
Operating Cost per Passenger	\$10.94	See NYCT Bus
Capital Program Indicators*		
Commitments in \$ Millions (% of annual goal)	\$113.3 (197.9%)	\$265.5 (885%)
Completions in \$ Millions (% of annual goal)	\$1.8 (2.7%)	\$166.5 (80%)

Notes: For the purposes of this report, NYCT Bus and MTA Bus, “MTA Bus Operations,” are treated separately, though certain operations and performance indicators are combined, as noted above and in the NYCT data on page 4 of this report. The Performance Dashboard at www.mta.info combines data for both bus operations. *The 2021 total ridership was revised upward slightly from 71,426,526 subsequent to the 2021 report. The legacy indicator “Percent of Bus Trips Completed” is no longer collected.

MTA GOAL: Ensure Customer Safety
INDICATOR: Customer Injury Rate

MTA Bus saw a slight increase in its “customer accident injury rate,” from 1.30 per million customers in 2021 to 1.55 per million in 2022. The “collisions with injury rate” also increased slightly from 4.54 per million vehicle miles in 2021 to 5.18 per million vehicle miles in 2022. Both increases occurred within a 15.6-percent increase in ridership during the year. MTA Bus continues to incorporate relevant accident findings into its safety and training initiatives. These initiatives focus on basic operating procedures in bus stop areas, including scanning mirrors, observing all sides of the bus, pulling in and out of bus stops properly, and positioning the bus correctly in the bus stop.

In 2022, MTA Bus continued its Vision Zero IV class in collaboration with NYCT DOB. Vision Zero IV is an eight-hour training session which emphasizes the challenges in dealing with pedestrians and cyclists. In 2020, the class was combined with de-escalation training, which now addresses assaults on bus operators related to Covid-19 rules. All bus operators will be cycled through this new curriculum over a two-year period. A de-escalation “trailer” video is being circulated on the FYI Network at all MTA and NYCT locations. To monitor bus operators, the agency uses indicators such as speed-camera violations, red-light violations, cellphone infractions, and customer complaints. In a joint agreement with all labor unions, NYCT DOB continues its “zero-tolerance” policy on use of cellphones and electronic devices while operating a bus. The agency also worked with its labor representatives to see that operators who receive speed-camera violations are disciplined and must pay the fine.

MTA GOAL: Provide On-Time and Reliable Services
INDICATORS: MDBF, Bus Trips Completed

As indicated on the performance chart above, NYCT DOB and MTA Bus report combined data in some instances. For complete MTA Bus performance data, see page 4 of this report. The combined agencies posted an MDBF of 9,929 miles in 2022, an increase of 32.3 percent from the previous year.

In 2019, the MTA launched its comprehensive Bus Plan, which entails a complete reimagining of New York’s entire public bus system. As part of that plan, the MTA launched a new Bus Performance Dashboard at www.mta.info, which combines data for the two bus agencies. The dashboard also provides new metrics to better reflect the customer experience. For combined NYCT and MTA Bus metrics, see pages 4 and 5 of this report.

MTA GOAL: Provide Services to People with Disabilities
INDICATORS: Bus Customer Wheelchair Lift Usage

For combined “bus passenger wheelchair lift usage” in 2022 see page 4 of this report.

MTA GOAL: Repair, Replace, and Expand Transportation Infrastructure
INDICATORS: Capital Program Commitments and Completions

MTA Bus committed \$265.5 million in capital project funds in 2022, representing 885 percent of goal. The works includes façade repair at the Baisley Park, JFK, and LaGuardia depots. Capital Program completions in 2022 totaled \$166.5 million or 80 percent of goal.

MTA GOAL: Perform Services in an Efficient Manner
INDICATORS: Farebox Operating Ratio, Operating Cost per Customer

The “farebox operating ratio” (which includes farebox revenue, student fares, and senior citizen fares) was essentially unchanged in 2022 at 17.8 percent. For the “operating cost per customer,” see page 4 of this report.

MTA GOAL: Maximize System Usage
INDICATORS: Ridership

Ridership at MTA Bus continues to rebound from the impacts of the pandemic, increasing by 15.6 percent in 2022 to 82.6 million riders. Both MTA Bus and NYCT Bus have continued an accelerated program of bus operator recruitment and training during 2022 to rebuild the workforce following a hiring pause during the financial uncertainties of the pandemic.

MTA GOAL: Ensure Our Employees’ Safety
INDICATORS: Employee Lost Time and Restricted-Duty Rate

MTA Bus saw a slight 4.3 percent decrease in the “employee lost-time accident rate” in 2022. Both NYCT and MTA Bus undertook extensive efforts to safeguard employees during the pandemic, including safety protocols, distribution of PPE, disinfection of buses and facilities, testing and vaccination programs, and more. The agency continues a robust program of training in safe driving techniques, along with Vision Zero programs and the incorporation of accident findings into safety and training initiatives.

Efforts to protect bus operators from assault continued in 2022, including installation of bus operator shields, onboard security cameras, training in de-escalation tactics, and review of customer complaints to identify employees for further counseling or training. Both bus agencies regularly analyze employee injury data to identify trends and reduce lost-time accidents.

MTA GOAL: Maintain a Workforce that Reflects Regional Availability of All Races, Nationalities, and Genders
INDICATORS: Female and Minority Representation in the Workforce

Female representation agencywide continues to be below the estimated percentage of women available to work within MTA Bus's recruiting area. The percentage of women in the agency's workforce remained unchanged in 2022 at 13.0 percent. MTA Bus will continue to increase its outreach and recruitment efforts to improve female representation within its workforce. The percentage of minority representation increased slightly in 2022 from 81.0 percent to 84.6 percent, exceeding the estimated percentage of minorities available to work within MTA Bus's recruiting area.

MTA Construction & Development (“MTA C&D”) - Expansion Projects

Performance Indicators	2021 Actual	2022 Actual
Workforce Indicators		
Female Representatives in MTA C&D Workforce	37%	29.7%
Minority Representatives in MTA C&D Workforce	50%	64.5%
Capital Program Indicators*		
Commitments in \$ Millions (% of planned value)	\$2,508.5m (292%)	\$1,031.5m (151%)
Completions in \$ Millions (% of planned value)	\$804.9m (44.8%)	\$1,164.8m (62%)

Notes: MTA performance data are subject to periodic adjustment. For details on Capital Program projects visit the [Capital Programs](#) section under “Transparency” at www.mta.info.

**MTA GOAL: Repair, Replace, and Expand Transportation Infrastructure
INDICATORS: Capital Program Commitments and Completions**

MTA Construction & Development (MTA C&D) manages all Capital Program infrastructure projects for the MTA agencies, as reported in each agency’s section of this report. In addition, MTA C&D manages the major Expansion Projects reported in this section. For Expansion Projects, the agency committed a total of \$1,032 million in 2022 or 151 percent of goal. Significant 2022 commitments included the interim maintenance contract for East Side Access at the new Grand Central Madison terminal.

Capital Program Expansion Projects completed in 2022 totaled \$1,165 million, or 62 percent of goal, and included various Systems Package projects, as well as work on the Midday Storage Yard. For details on all of the MTA’s five-year Capital Programs and the status of current capital projects visit the Capital Programs section under “Transparency” at www.mta.info.

MTA GOAL: Maintain a Workforce that Reflects Regional Availability of All Races, Nationalities, and Genders
INDICATORS: Female and Minority Representation in the Workforce

Female representation in the agency's current workforce declined 7.3 percent to 29.7 percent in 2022, while minority representation rose 14.5 percent to 64.5 percent. MTA C&D continues its outreach, recruitment, and retention efforts to support workforce diversity and inclusion.
