



Metropolitan Transportation Authority

PAL §1269-F, October 2009

MTA Mission Statement

The MTA preserves and enhances the quality of life and economic health of the region we serve through the cost-efficient provision of safe, on-time, reliable and clean transportation services.

Stakeholder Assessment

These are the main stakeholders of the MTA and their expectations. A set of goals for each group have been defined, as well as performance indicators to measure attainment of these goals.

Customers	
Our customers are those who ride our trains and buses or cross our bridges and tunnels. They include residents in our region as well as the tourists and visiting business persons. Our customers expect service that is safe, on-time, reliable and provides good value for their money.	
MTA Goals	Performance Indicators
<ul style="list-style-type: none"> • Ensure our customers' safety 	<ul style="list-style-type: none"> ✓ Customer injury rates ✓ Bus collision rate
<ul style="list-style-type: none"> • Provide on-time and reliable services 	<ul style="list-style-type: none"> ✓ On-time performance (Subway/Commuter Railroads) ✓ Subway wait assessment ✓ Bus trips completed ✓ Mean distance between failures
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • Repair, replace and expand transportation infrastructure 	<ul style="list-style-type: none"> ✓ Capital Program commitments ✓ Capital Program completions

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



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Employees and Unions	
Our employees and unions expect a safe workplace, skills training relevant to their role, and opportunities for growth.	
MTA Goals	Performance Indicators
<ul style="list-style-type: none"> • Ensure our employees' safety 	<ul style="list-style-type: none"> ✓ Employee lost time and restricted duty rate
<ul style="list-style-type: none"> • 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 Government)	
Our government partners expect us to enhance the mobility of the region by providing excellent service while spending our resources in a cost-effective and appropriate manner.	
MTA Goals	Performance Indicators
<ul style="list-style-type: none"> • Provide on-time and reliable services 	<ul style="list-style-type: none"> ✓ On-time performance (Subway and Commuter Railroads) ✓ Subway wait assessment ✓ Bus trips completed ✓ Mean distance between failures
<ul style="list-style-type: none"> • Maximize system usage 	<ul style="list-style-type: none"> ✓ Ridership ✓ Traffic volume
<ul style="list-style-type: none"> • Perform services in an efficient manner 	<ul style="list-style-type: none"> ✓ Farebox operating ratio ✓ Operating cost per customer
<ul style="list-style-type: none"> • Repair, replace and expand transportation infrastructure 	<ul style="list-style-type: none"> ✓ Capital Program commitments ✓ Capital Program completions