

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 in our region, as well as tourists and visiting business persons. 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 rate
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
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
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
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 Governments)

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">✓ On-time performance (subway and commuter railroads)✓ Subway wait assessment✓ Bus trips completed✓ Mean distance between failures
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