



NYCT Report On Metrics and Fare Evasion

NYCT Performance Metrics		
Subway Service Metrics	Mar-19	Goal
Customer Journey Time Performance	82.9%	80.0%
Weekday Terminal On-Time Performance	78.2%	71.0%
Monthly Delay Reduction	310% of goal achieved	10,000
Bus Service Metrics	Mar-19	Goal
Mean Distance Between Failures	8,267	6,800
Service Delivered	97.2%	97.5%
Wait Assessment	77.9%	78.0%

** Bus Service Metrics reported above included NYCT Bus and MTA Bus.*

Subway Service Metrics Definitions

Customer Journey Time Performance

The percentage of customers whose journeys (waiting and travel time) are completed within five minutes of their scheduled journey time.

Terminal On-Time Performance

Terminal On-Time Performance is the percentage of scheduled trains arriving at the terminal locations within five minutes of their scheduled arrival time during a 24-hour period. An on-time train is defined as a train arriving at its destination terminal on-time, early, or no more than five minutes late, and that has not skipped any planned station stops.

Train Delays (Weekday and Weekend)

Train delays are the number of trains that arrived at terminal locations more than five minutes late, or that have skipped any planned station stops during a 24-hour period.

Bus Service Metrics Definitions

Mean Distance Between Failures

Mean Distance Between Failures (MDBF) reports how frequently mechanical problems such as engine failures or electrical malfunctions cause delays. It is calculated by dividing the number of miles buses run in service by the number of incidents due to mechanical problems.

Service Delivered

Service Delivered (sometimes referred to as throughput) measures our ability to deliver the scheduled service. It is calculated as the percentage of scheduled bus trips that are actually provided during peak hours. Service Delivered is measured at the peak load point, which is the stop on the route where the bus is most crowded, using GPS tracking data from buses as well as bus depot operations records.

- Peak Hours – 7 a.m. to 9 a.m. and 4 p.m. to 7 p.m.

Wait Assessment

Wait Assessment (WA) measures how evenly buses are spaced. It is defined as the percentage of actual intervals between buses that are no more than three minutes over the scheduled interval for the morning (7 a.m.-9 a.m.) and afternoon (4 p.m.-7 p.m.) peak periods and no more than five minutes over the scheduled interval for the rest of the day.

**The metrics in this report are preliminary.*

NYCT Fare Evasion Results, 4th Quarter of 2018

The fare evasion rate on subways in the 4th quarter of 2018 was relatively flat compared to the same period the year prior, but the rate for the 12 months ending December 2018 increased 0.9% from 2017.

	Oct-Dec 2018	Oct-Dec 2017	Change Percentage Points	12 Mo. Ending Dec 2018	12 Mo. Ending Dec 2017	Change Percentage Points
Total Subway Fare Evasion	3.4%	3.5%	-0.1%	3.2%	2.3%	+0.9%
Estimated Fare Evasion Revenue Loss (\$ Millions)	\$26	\$27	-4.5%	\$97	\$70	+38.3%

The fare evasion rate on buses in the 4th quarter of 2018 increased to 21.9%, an increase of 5.9% from the same period the prior year. The rate for the 12 months ending December 2018 increased 5.1% from 2017.

	Oct-Dec 2018	Oct-Dec 2017	Change Percentage Points	12 Mo. Ending Dec 2018	12 Mo. Ending Dec 2017	Change Percentage Points
Bus Fare Evasion						
Local Bus Evasion (Excl SBS)	24.2%	17.7%	+6.5%	20.3%	14.7%	+5.6%
Select Bus Service (SBS) Evasion	2.5%	2.0%	+0.4%	2.3%	2.2%	+0.1%
Total Local & SBS Bus Evasion	21.9%	16.0%	+5.9%	18.4%	13.4%	+5.1%
Estimated Fare Evasion Revenue Loss (\$ Millions)	\$39	\$29	+35.6%	\$128	\$97	+32.3%