

Metropolitan Transportation Authority

VISION

To create “**One MTA**” by managing the operating agencies with the common purpose of consistently providing safe, reliable and efficient transportation service that fosters the continued vibrancy and prosperity of the metropolitan New York region

FOCUS

Improve Service

One MTA: Establish and maintain a consistent standard of excellent service across all MTA operations

Improve Customer Quality of Life

Provide Real-Time Information Across the Transportation Network

Improve On-Time Performance

Implement 21st Century Fare and Toll Technology

Maintain, Expand and Integrate the MTA Network

One MTA: Improve and integrate the MTA network by focusing capital investment to create consistent standards for maintaining, updating and replacing MTA's assets

Identify more efficient ways to perform critical system maintenance

Maintain cost and schedule control and accountability over the current system expansion projects (Second Avenue Subway, East Side Access, Fulton St. Transit Center and 7 Line Extension)

Work closely with law enforcement agencies to ensure the continued security of MTA infrastructure

Seek new alliances with our federal, state and local partners resulting in new sustainable, dedicated revenue streams

Partner with the business community to develop innovative ways to finance improvements necessary to foster and support expected growth in regional economic activity

Identify, on a continuing basis, those communities that are underserved by the MTA network and strategize on the most cost-effective way of bringing better service

Foster a Healthy and Productive Work Culture

One MTA: Establish a consistent work culture across the MTA that values employees and encourages productivity, integrity, innovation and excellent customer service

Embrace a new spirit of cooperation with our represented employees and their leadership with the goal of continually improving customer service and identifying productivity initiatives

Place new emphasis on employee safety in our facilities and on board our buses, subways and trains

Implement new employee training on customer service and delivery, safety and security in our system, leadership development and wellness

Attract and retain talented people by rewarding success with merit-based incentives and advancement opportunities

Maximize Efficiency

One MTA: *Fulfill the original mission of the MTA to serve the region as a single entity so that transportation services are being provided as efficiently as possible*

Expand the shared services model using best-practices across agency functions

Task each individual MTA agency with identifying savings through the elimination of redundant work processes, without compromising high-quality customer service.

Implement a coordinated MTA-wide Performance Management System

Promote cooperation and collaboration among agencies for the benefit of our customers

Partner with state and local governments, as well as the private sector, to tap any unrealized value of MTA real estate assets

Identify new advertising and marketing partnership opportunities and potential asset sales

Communicate Effectively

One MTA: *Through enhanced communications with our customers, employees, elected officials, union leadership, board, media and other stakeholders, reinforce MTA's commitment to providing safe, reliable and efficient service*

Inform stakeholders about the MTA's critical role in supporting and growing the regional economy by moving 8.5+ million customers daily

Educate the public on the importance of the MTA's capital investments for maintaining and expanding the system as well as creating jobs and economic benefits for the entire region

Explain the sustainability initiatives and award-winning diversity programs of the MTA

Celebrate the contributions and achievements of MTA employees, on the job and in the communities in which they work and live

