

## MEMORANDUM

TO: MTA Employees, Key Stakeholders, & Leadership  
FROM: Klara Moeckel - Executive Officer  
DATE: October 20th, 2022  
RE: Safety and Ridership Initiatives

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Rider confidence is essential to our recovery, yet New Yorkers remain most concerned about crime. Although crime rates are low, subway ridership is still only 60 percent of what it was in 2019. To move forward, we partnered with Lions Group, whose expertise has guided a plan to protect employees, reassure customers, and bring riders back.

### The Current Situation

Although many of you observe daily improvements in our trains and stations, the statistics suggest that more needs to be done.

- With almost 1 billion trips in 2022, subway ridership is still at roughly 60% of 2019 levels.
- According to a Quinnipiac poll, almost half of New Yorkers believe that crime is the city's most pressing issue.
- Despite historically low actual crime rates, riders are still deterred by the sense of danger.
- According to rider surveys, the most crucial elements in restoring trust are safety and dependability.
- These statistics paint a clear picture that reducing crime alone is insufficient. We also need to make sure that New Yorkers feel supported and safe when they ride with us.

### Our Plan of Action

We will implement a series of measures that are intended to safeguard both you, our employees, and customers, in accordance with the recommendations of Lions Group. These are not abstract promises, but rather, there are tangible and visible actions we can take.

- Increased visibility: In order to establish a more robust sense of security, we are augmenting the number of NYPD and MTA patrols in high-traffic stations and during peak hours.
- Safety infrastructure: In order to ensure that assistance is consistently accessible, we will be enhancing the lighting in specific areas, upgrading the Help Point call boxes, and expanding the camera coverage.
- Employee training: New systemwide training programs will provide staff with the necessary tools for emergency response and de-escalation, enabling them to confidently navigate challenging situations.
- Pilot SafeZone Cars: Limited late-night trains will feature designated cars that are staffed to reassure riders and respond promptly when necessary.

Each of these measures reflects our shared goal: making every employee and rider feel safe.

### Next Steps

In the coming weeks, you will receive training materials and guidance from your managers. We will maintain communication with you by means of the MTA intranet and quarterly town halls. Additionally, we will communicate directly with riders through targeted campaigns that emphasize the progress we are making and the work we are currently conducting.

Your role is vital in closing the gap between perception and reality. By showing professionalism, empathy, and vigilance, your help makes these initiatives come to life in the eyes of our riders. Thank you for your continued dedication to making the MTA the safest and most reliable way to travel in New York City.

Klara Moeckel  
Executive Officer

## RESOURCES

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