



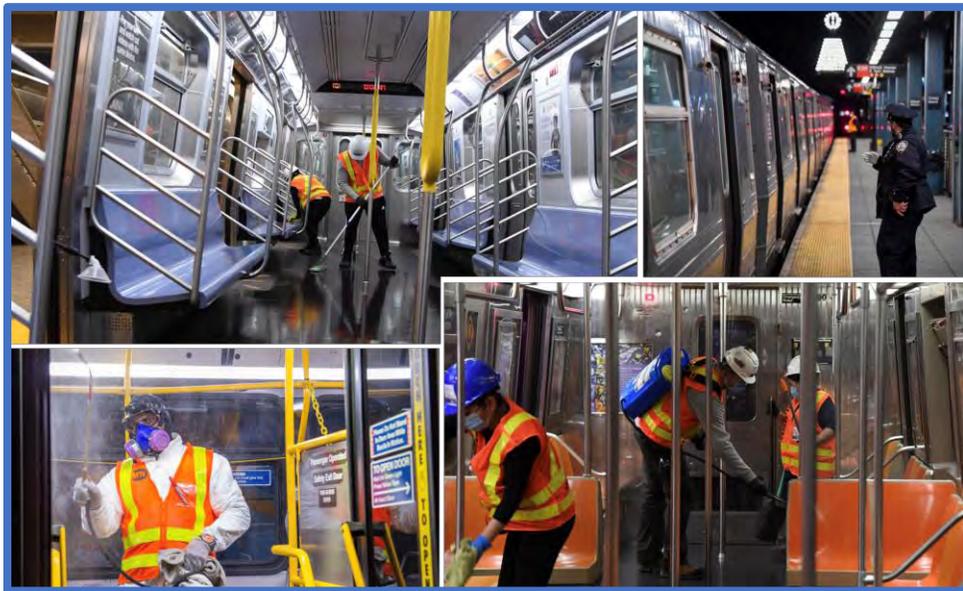
Transit and Bus Committee Meeting

May 2020

Committee Members

A. Albert
N. Brown
R. Glucksman
D. Jones
L. Lacewell
R. Linn

S. Metzger
H. Mihaltses
R. Mujica
J. Samuelson
L. Schwartz



Beginning on May 6, in a historic and unprecedented call to action, MTA New York City Transit began nightly subway closures from 1 a.m. to 5 a.m. to deep clean and disinfect all trains and buses every night. NYCT is also testing further innovative cleaning solutions that will ensure the health and safety of employees and essential frontline workers. The new “Essential Connector” service continues to move the heroes on the frontlines of the COVID-19 pandemic overnight with for-hire-vehicles at no cost to them. Buses also continue to operate under the robust enhanced MTA Essential Service Plan that substantially increases the number of buses on the road from 1 a.m. to 5 a.m. by nearly 150%. In addition, the City has agreed to provide additional NYPD resources to ensure the safety and security of the system during this crucial period.

New York City Transit and Bus Committee Meeting

2 Broadway

New York, NY 10004

Wednesday, 5/20/2020

10:00 AM - 5:00 PM ET

1. PUBLIC COMMENT PERIOD

2. SUMMARY OF ACTIONS

May 2020 Summary of Actions - Page 4

3. APPROVAL OF MINUTES - APRIL 22, 2020

Meeting Minutes - Page 5

4. COMMITTEE WORK PLAN

Committee Work Plan - Page 6

5. PRESIDENT'S REPORT

a. Customer Service Report

i. Subway Report

Subway Report - Page 14

ii. NYCT, MTA Bus Report

Bus Report - Page 38

iii. Paratransit Report

Paratransit Report - Page 54

iv. Accessibility Update

Accessibility Update - Page 68

v. Strategy and Customer Experience Report

Strategy & Customer Experience Report - Page 70

b. Safety Report

Safety Report - Page 76

c. Crime Report

Crime Report - Page 81

d. Capital Program Status Report

Capital Program Status Report - Page 87

6. PROCUREMENTS

Procurement Cover, Staff Summary & Resolution - Page 93

a. Non-Competitive (none)

b. Competitive

c. Ratifications (none)

7. STANDARD FOLLOW UP REPORTS

a. Final Review of NYCT, SIR, MTA Bus 2019 Operating Results

Final Review of 2019 Operating Results, NYCT, SIR - Page 102

Final Review of 2019 Operating Results, MTA Bus - Page 144

b. Transit Adjudication Bureau Report, 1st Qtr 2020

Transit Adjudication Report, 1st Qtr 2020 - Page 167

c. NYCT & MTA Bus EEO & Diversity Reports, 1st Qtr 2020

NYCT EEO & Diversity Report, 1st Qtr 2020 - Page 170

MTA Bus EEO & Diversity Report, 1st Qtr 2020 - Page 186

8. EXECUTIVE OFFICE CONTACT INFORMATION

Contact Information - Page 202

**NYCT Committee
ACTIONS and PRESENTATIONS
SUMMARY for MAY 2020**

Responsible Department	Vendor Name	Total Amount	Summary of action
Procurement & Supply Chain	ARVA Industries, Inc.	\$19.35M	Purchase of twelve R253 three-ton crane cars.
Procurement & Supply Chain	L.K. Comstock & Company	\$1.4M	Modification to the contract to provide signal system modernization of Kings Highway interlocking, Culver line/IND 6th Avenue line, Brooklyn; for the costs associated with changes to the girders at and between bents 891 and 892 to address differences in track elevations to ensure proper vertical alignment.

**Minutes of the Meeting of the
Committee on Operations of the MTA New York City Transit Authority,
Manhattan and Bronx Surface Transit Operating Authority,
Staten Island Rapid Transit Operating Authority,
MTA Construction & Development and Bus Company
April 22, 2020**

Meeting Held at:
Metropolitan Transportation Authority
2 Broadway, 20th Floor Boardroom
New York, New York 10004

Because of the ongoing COVID-19 public health crisis, the MTA Chairman convened a one-day, virtual Board and Committee meeting session on April 22, 2020, which included the following committees:

Long Island Rail Road and Metro-North Railroad
New York City Transit
MTA Bridges and Tunnels
Finance
Safety
Capital Program Oversight Committee

No Transit and Bus Committee actions were taken. To see a summary of the meeting, please refer to the April 22, 2020 Board minutes in the May Board Book available here on the Board materials website: <https://new.mta.info/transparency/board-and-committee-meetings/may-2020>.

2020 Transit & Bus Committee Work Plan

I. RECURRING AGENDA ITEMS

	<u>Responsibility</u>
Approval of Minutes	Committee Chair & Members
NYCT Committee Work Plan	Committee Chair & Members
Operations Performance Summary Presentation (including Financial/Ridership, Capital Program Status, Crime & Safety)	NYCT President & MTA Bus Co. President
Procurements	Materiel
Service Changes (if any)	Operations Planning
Tariff Changes (if any)	Management & Budget
Capital Budget Modifications (if any)	Capital Planning & Budget
Action Items (if any)	As Listed

II. SPECIFIC AGENDA ITEMS

March 2020

Transit Recidivism Report, 4th Qtr, 2019	Law
Fare Evasion Report, 4th Qtr, 2019	Management & Budget

April 2020

Final Review of NYCT 2019 Operating Results	Management & Budget
Final Review of SIR 2019 Operating Results	Management & Budget
Final Review of MTA Bus 2019 Operating Results	Management & Budget

May 2020

NYCT & MTA Bus EEO & Diversity Report, 1st Qtr, 2020	EEO & Human Resources
Transit Adjudication Bureau Report, 1 st Qtr, 2020	Law

June 2020

Transit Recidivism Report, 1 st Qtr, 2020	Law
Fare Evasion Report, 1 st Qtr, 2020	Management & Budget

July 2020

Quarterly Customer Satisfaction Report, 2 nd Qtr 2020	Strategy & Customer Experience
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August 2020

No Meetings Held

September 2020

Public comment/Committee review of budget	
2020 NYCT Mid-Year Forecast Monthly Allocation	Management & Budget
2020 SIR Mid-Year Forecast Monthly Allocation	Management & Budget

II. SPECIFIC AGENDA ITEMS (con't)

Responsibility

2020 MTA Bus Mid-Year Forecast Monthly Allocation	Management & Budget
2021 Preliminary NYCT Budget	Management & Budget
2021 Preliminary SIR Budget	Management & Budget
2021 Preliminary MTA Bus Budget	Management & Budget
Transit Adjudication Bureau Report, 2nd Qtr, 2020	Law
Transit Recidivism Report, 2nd Qtr, 2020	Law
Fare Evasion Report, 2nd Qtr, 2020	Management & Budget
NYCT & MTA Bus EEO & Diversity Report, 2nd Qtr, 2020	EEO & Human Resources

October 2020

Public Comment/Committee review of budget	
Customer Satisfaction Report, 3 rd Qtr 2020	Strategy & Customer Experience
2021 Preliminary NYCT Budget	Management & Budget
2021 Preliminary SIR Budget	Management & Budget
2021 Preliminary MTA Bus Budget	Management & Budget

November 2020

Transit Adjudication Bureau Report, 3rd Qtr, 2020	Law
Charter for Transit Committee	Law

December 2020

NYCT 2021 Adopted Budget/Financial Plan 2021-2024	Management & Budget
SIR 2021 Adopted Budget/Financial Plan 2021-2024	Management & Budget
MTA Bus 2021 Adopted Budget/Financial Plan 2021-2024	Management & Budget
NYCT & MTA Bus EEO & Diversity Report, 3rd Qtr, 2020	EEO & Human Resources
Transit Recidivism Report, 3rd Qtr, 2020	Law
Fare Evasion Report, 3rd Qtr, 2020	Management & Budget

January 2021

Approval of 2020 NYCT Committee Work Plan	Committee Chair & Members
Quarterly Customer Satisfaction Report, 4th Qtr, 2020	Strategy & Customer Experience
Preliminary Review of NYCT 2020 Operating Results	Management & Budget
Preliminary Review of SIR 2020 Operating Results	Management & Budget
Preliminary Review of MTA Bus 2020 Operating Results	Management & Budget

February 2021

NYCT Adopted Budget/Financial Plan 2021-2022	Management & Budget
SIR Adopted Budget/Financial Plan 2021-204	Management & Budget
MTA Bus Adopted Budget/Financial Plan 2021-2024	Management & Budget
ADA Compliance Report	Capital Program Management
Transit Adjudication Bureau Report, 4th Qtr, 2020	Law
NYCT & MTA Bus EEO & Diversity Report, 2020 Yr End Rpt	EEO & Human Resources

2020 Transit & Bus Committee Work Plan

Detailed Summary

I. RECURRING

Approval of Minutes

An official record of proceedings which occurred during the previous month's Committee meeting.

NYCT Work Plan

A monthly update of any edits and/or changes in the work plan.

Operations Performance Summary

Summary presentation on the performance of Subway Service, including a discussion on Safety, Finance and Ridership and Capital Program Plan achievements. Information includes discussion on key indicators such as Subway MDBF, On-Time Performance, Subway accident rates; and Capital Plan awards, design starts and completions.

Procurements

List of procurement action items requiring Board approval and items for Committee and Board information. The Non-Competitive items will be first, followed by the Competitive items and then the Ratifications. The list will include items that need a 2/3 vote of the Board for approval.

Service Changes

Service proposals presented for Committee information and for Board approval, when required. Proposals outline various subway service initiatives.

Tariff Changes

Proposals presented to the Board for approval of changes affecting NYCT fare policy structure.

Capital Budget Modifications

Proposals presented to the Board for approval of changes to NYCT's 5-Year Capital Program.

Action Items

Staff summary documents presented to the Board for approval of items affecting business standards and practices.

II. SPECIFIC AGENDA ITEMS (con't)

MAY 2020

Final Review of NYCT 2019 Operating Results

NYCT will review the prior year's budget results and their implications for current and future budget performance will be presented to the Committee.

Final Review of SIR 2019 Operating Results

NYCT will review SIR's prior year's budget results and their implications for current and future budget performance will be presented to the Committee.

Final Review of MTA Bus 2019 Operating Results

MTA Bus will review its prior year's budget results and their implications for current and future budget performance will be presented to the Committee.

Quarterly Customer Satisfaction Report, 1st Qtr 2020

Quarterly presentation of customer satisfaction ratings about NYCT's bus, subway, and paratransit services. Report will identify trends from customer surveys results about key indicators and attributes that define the customer experience.

Transit Adjudication Bureau Report, 1st Qtr, 2020

Quarterly report to the Committee on Transit Adjudication Bureau financial and operating indicators including collection activities and data on revenue and expenses.

EEO & Diversity Report, 1st Qtr, 2020

Quarterly report to the Committee providing data on key EEO and Human Resources indicators relating to NYCT's and MTA Bus' Equal Employment Opportunity and Diversity efforts.

JUNE 2020

Transit Recidivism Report, 1st Qtr, 2020

Quarterly report to the Committee providing statistical information on recidivist arrest data. Discusses NYCT's efforts, working in conjunction with the various District Attorney Offices and the Courts, to address recidivist crime in the system.

Fare Evasion Report, 1st Qtr, 2020

Quarterly report to the Committee which provides estimated revenue lost to fare evasion on subways and buses based on staff surveys of stations and routes.

JULY 2020

Quarterly Customer Satisfaction Report, 2nd Qtr 2020

Quarterly presentation of customer satisfaction ratings about NYCT's bus, subway, and paratransit services. Report will identify trends from customer surveys results about key indicators and attributes that define the customer experience.

AUGUST 2020

No Meetings Held

II. SPECIFIC AGENDA ITEMS (con't)

SEPTEMBER 2020

2020 NYCT Mid-Year Forecast Monthly Allocation

NYCT will present a monthly allocation of its 2020 Mid-Year Forecast including revenues/receipts, expenses/expenditures, ridership and positions to the Committee.

2020 SIR Mid-Year Forecast Monthly Allocation

NYCT will present a monthly allocation of SIR's 2020 Mid-Year Forecast including revenues/receipts, expenses/expenditures, ridership and positions to the Committee.

2020 MTA Bus Mid-Year Forecast Monthly Allocation

MTA Bus will present its monthly allocation of MTA Bus' 2020 Mid-Year Forecast including revenues/receipts, expenses/expenditures, ridership and positions to the Committee.

2021 NYCT Preliminary Budget

Public comments will be accepted on the 2021 Preliminary Budget.

2021 SIR Preliminary Budget

Public comments will be accepted on the 2021 Preliminary Budget.

2021 MTA Bus Preliminary Budget

Public comments will be accepted on the 2021 Preliminary Budget.

Transit Adjudication Bureau Report, 2nd Qtr, 2020

Quarterly report to the Committee on Transit Adjudication Bureau financial and operating indicators including collection activities and data on revenue and expenses.

Fare Evasion Report, 2nd Qtr, 2020

Quarterly report to the Committee which provides estimated revenue lost to fare evasion on subways and buses based on staff surveys of stations and routes.

EEO & Diversity Report, 2nd Qtr, 2020

Quarterly report to the Committee providing data on key EEO and Human Resources indicators relating to NYCT's and MTA Bus' Equal Employment Opportunity and Diversity efforts.

Transit Recidivism Report, 2nd Qtr, 2020

Quarterly report to the Committee which provides statistical information on recidivist arrest data and discusses NYCT's efforts, working in conjunction with the various District Attorney Offices and the Courts, to address recidivist crime on the system.

OCTOBER 2020

2020 NYCT Preliminary Budget

Public comments will be accepted on the 2020 Preliminary Budget.

2020 SIR Preliminary Budget

II. SPECIFIC AGENDA ITEMS (con't)

Public comments will be accepted on the SIR 2020 Preliminary Budget.

2020 MTA Bus Preliminary Budget

Public comments will be accepted on the MTA Bus 2020 Preliminary Budget.

NOVEMBER 2020

Transit Adjudication Bureau Report, 3rd Qtr, 2020

Quarterly report to the Committee on Transit Adjudication Bureau financial and operating indicators including collection activities and data on revenue and expenses.

Charter for Transit Committee

Once annually, the NYC Transit Committee will be presented with the Committee Charter and will be asked to formally adopt it for use.

DECEMBER 2020

NYCT 2021 Adopted Budget/Financial Plan 2021-2024

NYCT will present its revised 2021-2024 Financial Plan. This plan will reflect the 2020 Adopted Budget and an updated Financial Plan for 2021-2024 reflecting the out-year impact of any changes incorporated into the 2021 Adopted Budget. The documents will also include a monthly allocation of planned expenditures for 2021 by category.

SIR 2021 Adopted Budget/Financial Plan 2021-2024

SIR will present its revised 2021-2024 Financial Plan. This plan will reflect the 2021 Adopted Budget and an updated Financial Plan for 2021-2021 reflecting the out-year impact of any changes incorporated into the 2021 Adopted Budget. The documents will also include a monthly allocation of planned expenditures for 2021 by category.

MTA Bus 2021 Adopted Budget/Financial Plan 2021-2024

MTA Bus will present its revised 2021-2024 Financial Plan. This plan will reflect the

2020 Adopted Budget and an updated Financial Plan for 2021-2024 reflecting the out-year impact of any changes incorporated into the 2021 Adopted Budget. The documents will also include a monthly allocation of planned expenditures for 2021 by category.

EEO & Diversity Report, 3rd Qtr, 2020

Quarterly report to the Committee providing data on key EEO and Human Resources indicators relating to NYCT's and MTA Bus' Equal Employment Opportunity and Diversity efforts.

Transit Recidivism Report, 3rd Qtr, 2020

Quarterly report to the Committee which provides statistical information on recidivist arrest data and discusses NYCT's efforts, working in conjunction with the various District Attorney Offices and the Courts, to address recidivist crime on the system.

Fare Evasion Report, 3rd Qtr, 2020

Quarterly report to the Committee which provides estimated revenue lost to fare evasion on subways and buses based on staff surveys of stations and routes.

JANUARY 2021

II. SPECIFIC AGENDA ITEMS (con't)

Approval of Committee Work Plan

The Committee will be provided with the work plan for 2021 and will be asked to approve its use for the year.

Quarterly Customer Satisfaction Report, 4th Qtr 2020

Quarterly presentation of customer satisfaction ratings about NYCT's bus, subway, and paratransit services. Report will identify trends from customer surveys results about key indicators and attributes that define the customer experience.

Preliminary Review of NYCT's 2020 Operating Results

NYCT will present a brief review of its 2020 Budget results.

Preliminary Review of SIR 2020 Operating Results

SIR will present a brief review of SIR's 2020 Budget results.

Preliminary Review of MTA Bus 2020 Operating Results

MTA Bus will present a brief review of its 2020 Budget results.

FEBRUARY 2020

Adopted Budget/Financial Plan 2020-2023

NYCT will present its revised 2020-2023 Financial Plan. This plan will reflect the 2020 Adopted Budget and an updated Financial Plan for 2020-2023 reflecting the out-year impact of any changes incorporated into the 2020 Adopted Budget. The documents will also include a monthly allocation of planned expenditures for 2021 by category.

SIR Adopted Budget/Financial Plan 2021-2024

NYCT will present SIR's revised 2021-2024 Financial Plan. This plan will reflect the 2020 Adopted Budget and an updated Financial Plan for 2020-2023 reflecting the out-year impact of any changes incorporated into the 2020 Adopted Budget. The documents will also include a monthly allocation of planned expenditures for 2021 by category.

MTA Bus Adopted Budget/Financial Plan 2021-2024

MTA Bus will present its revised 2021-2024 Financial Plan. This plan will reflect the 2020 Adopted Budget and an updated Financial Plan for 2021-2024 reflecting the out-

year impact of any changes incorporated into the 2020 Adopted Budget. The documents will also include a monthly allocation of planned expenditures for 2021 by category.

ADA Compliance Report

The annual update to the NYCT Committee on the status of compliance with the Americans with Disabilities Act (ADA) at New York City Transit. The report summarizes activities for compliance including, rehabilitation of key stations and ADA requirements in bus and subway transportation.

Transit Adjudication Bureau Report, 4th Qtr, 2020

Quarterly report to the Committee on Transit Adjudication Bureau financial and operating indicators including collection activities and data on revenue and expenses.

II. SPECIFIC AGENDA ITEMS (con't)

EEO & Diversity Report- 2020 Year-End Report

A detailed year-end 2020 report to the committee providing data on key EEO and Human Resources indicators relating to NYCT's and MTA Bus' Equal Employment Opportunity and Diversity efforts.

MARCH 2021

Transit Recidivism Report, 4th Qtr, 2020

Quarterly report to the Committee which provides statistical information on recidivist arrest data and discusses NYCT's efforts, working in conjunction with the various District Attorney Offices and the Courts, to address recidivist crime on the system.

Fare Evasion Report, 4th Qtr, 2020

Quarterly report to the Committee which provides estimated revenue lost to fare evasion on subways and buses based on staff surveys of stations and routes.

APRIL 2021

Final Review of NYCT 2020 Operating Results

NYCT will review the prior year's budget results and their implications for current and future budget performance will be presented to the Committee.

Final Review of SIR 2020 Operating Results

NYCT will review SIR's prior year's budget results and their implications for current and future budget performance will be presented to the Committee.

Final Review of MTA Bus 2020 Operating Results

MTA Bus will review its prior year's budget results and their implications for current and future budget performance will be presented to the Committee.

Quarterly Customer Satisfaction Report, 1st Qtr 2021

Quarterly presentation of customer satisfaction ratings about NYCT's bus, subway, and paratransit services. Report will identify trends from customer surveys results about key indicators and attributes that define the customer experience.

Customer Service Report: Subways

Sally Librera, Senior Vice President



Subways has undertaken extraordinary efforts to clean and disinfect the system, including a commitment to disinfect every in-service subway car at least once every 24 hours.

May 2020 Highlights: Subways

In April, Subways continued its extraordinary efforts to respond to the COVID-19 pandemic. Our priorities continue to be keeping our employees safe while providing necessary transportation to essential workers.

The workforce of the Department of Subways is made up of Heroes Moving Heroes. While we mourn the loss of our colleagues who have fallen to the illness, we are incredibly grateful that thousands of Subways employees have returned from quarantines or recovered from their own illness. We continue to keep our workers safe through changes to work schedules and changed protocols to facilitate social distancing, distributing hundreds of thousands of pieces of personal protective equipment like masks and gloves, and continued daily disinfecting of employee facilities.

Our core mission is to move essential workers – including first responders and those who work in healthcare, food service, grocery, delivery, and other essential businesses – who rely upon the subway to safely get them to their jobs so they can serve others. As April progressed, subway service became more reliable and we were able to add more trips to the Essential Service Plan on several of our most popular lines. This additional service has the dual benefit of reducing waiting time and providing more space for social distancing on board trains.

The Subways team also greatly increased an already extraordinary effort to clean and disinfect the system. Stations are disinfected twice daily, while all in-service subway cars are disinfected at least once every 24 hours. This unprecedented level of cleaning has required teams to rapidly adjust to new processes and cleaning materials, employees changing or taking on new roles, and the introduction of contractors to bolster our in-house forces.

I would like to thank the entire Subways workforce for their efforts during these enormously challenging times and to extend my condolences to all of those who have lost loved ones.

Sally Librera

Senior Vice President, Department of Subways

Subway Report (Weekday & Full Month)

Subway Report Performance Indicators						
Performance Indicator	April 2020			12-Month Average		
	This Year	Last Year	% Change	This Year	Last Year	% Change
Weekday Customer-Focused Metrics						
Weekday Major Incidents (Chart 1) Unplanned incidents delaying 50+ trains	71	52	+36.5%	54.7	58.0	-5.7%
Weekday Service Delivered (Chart 3) % of scheduled trains operated Weekday rush hours (7-10a and 4-7p)	93.4%	97.0%	-3.7%	96.3%	95.8%	+0.5%
Additional Platform Time (h:mm:ss) (Chart 7) Average added time spent waiting for trains, compared with scheduled wait time	0:01:07	0:01:10	-4.3%	0:01:11	0:01:14	-4.1%
Additional Train Time (h:mm:ss) (Chart 9) Average additional unanticipated time spent onboard train compared to scheduled travel time	-0:00:23	0:00:53	N/A	0:00:49	0:01:09	-29.0%
Customer Journey Time Performance (Chart 11) % of customers whose journeys are completed within five minutes of schedule.	83.3%	83.5%	-0.2%	84.1%	81.0%	+3.8%
Inputs to Operations						
Mean Distance Between Failures (Chart 13) Revenue car miles divided by the number of delays attributed to car-related causes	176,237	143,765	+22.6%	131,627	121,704	+8.2%
Elevator Availability* (Chart 14) % of time elevators are operational systemwide	98.9%	96.7%	+2.3%	96.6%	96.5%	+0.1%
Escalator Availability* (Chart 14) % of time escalators are operational systemwide	94.7%	93.7%	+1.1%	89.5%	93.6%	-4.4%
Weekday Legacy Indicators						
Weekday Wait Assessment (Chart 15)	72.8%	75.1%	-3.1%	74.7%	72.5%	+3.0%
Weekday Terminal On-Time Performance (Chart 17)	87.5%	79.8%	+9.6%	82.3%	71.9%	+14.5%
Weekday Trains Delayed (Chart 19)	14,627	37,667	-61.2%	30,031	50,873	-41.0%

* Availability measures the percent of time that a unit is running and available for customer service. All service outages, regardless of cause, count as downtime in the availability calculation. (Note: Units out of service for capital rehabilitation are excluded from the calculations.)

NOTE: Due to data processing issues related to the COVID-19 outbreak, results for the complete month of April cannot be provided. Data for April reflects the following:

-Major Incidents and delays are full month projections based on 4/14-4/30; all other metrics are averages based on 4/14-4/30.

Note: The metrics in this report are preliminary.

Subway Report (Weekend)

Subway Report Performance Indicators						
Performance Indicator	April 2020			12-Month Average		
	This Year	Last Year	% Change	This Year	Last Year	% Change
Weekend Customer-Focused Metrics						
Weekend Major Incidents (Chart 2) Unplanned incidents delaying 50+ trains	60	2	+2,900.0%	14.4	6.6	+118.2%
Weekend Service Delivered (Chart 5) % of scheduled trains operated during Weekends (10a-6p)	77.5%	98.0%	-20.9%	96.6%	98.1%	-1.5%
Weekend Legacy Indicators						
Weekend Wait Assessment (Chart 16)	47.0%	80.8%	-41.8%	81.1%	80.0%	+1.4%
Weekend Terminal On-Time Performance (Chart 18)	75.2%	82.4%	-8.7%	83.7%	75.7%	+10.6%
Weekend Trains Delayed (Chart 20)	10,130	9,506	+6.6%	7,425	13,754	-46.0%

NOTE: Due to data processing issues related to the COVID-19 outbreak, results for the complete month of April cannot be provided. Data for April reflects the following:

-Major Incidents and delays are full month projections based on 4/14-4/30; all other metrics are averages based on 4/14-4/30.

Subway Report (Staten Island Railway)

Subway Report Performance Indicators						
Performance Indicator	April 2020			12-Month Average		
	This Year	Last Year	% Change	This Year	Last Year	% Change
On-Time Performance						
24 Hour On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time during a 24-hour period	96.5%	97.7%	-1.2%	95.8%	95.5%	+0.3%
AM Rush On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time	100.0%	98.6%	+1.4%	98.2%	96.5%	+1.8%
PM Rush On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time	100.0%	95.3%	+4.9%	93.8%	94.7%	-1.0%
Percentage of Completed Trips						
Percentage of Completed Trips	99.9%	99.7%	+0.2%	99.8%	99.6%	+0.2%
Mean Distance Between Failures						
Mean Distance Between Failures Revenue car miles divided by the number of delays attributed to car-related causes	82,162	213,099	-61.4%	61,201	113,300	-46.0%

Staten Island Railway On-Time Performance excludes delays from trains purposely held for connecting passengers from the Staten Island Ferry.

Note: The metrics in this report are preliminary.

Note

Due to significant service disruptions and adjustments in connection with the COVID-19 outbreak, we are unable to provide metrics for the complete month of April, particularly for the beginning of the month prior to the transition to Essential Service schedules. April performance data contains the following reporting adjustments:

- *Delays and Major Incidents* – Delays are calculated based on actual service as compared with schedules loaded into NYC Transit's electronic systems. The continued implementation of the Essential Service Plan, and ongoing refinements to that plan, meant that those electronic systems did not properly reflect the service or schedules that were operated through April 13. Since Major Incidents are unplanned events that delay 50 or more trains, the lack of delay data also means that major incidents cannot be reported before this date. April Delays and Major incidents are therefore based on actuals for April 14 through April 30. To maintain comparisons with historical data, the totals for these 13 weekdays and 4 weekend days were factored up using a daily average to the projected totals for the 22 weekdays and 8 weekend days in April. Detailed delay and major incidents categories are not provided this month.
- *Service Delivered, Wait Assessment, On-Time Performance and Customer-Focused Metrics (APT, ATT, and CJTP)* – Similar to delays and Major Incidents, these metrics are reported for the period after which Essential Service schedules were phased in, from April 14. Since these are reported as averages or percentages, there is no need for a projection.

Performance in April 2020 reflects the service impacts of the COVID-19 outbreak. Note that due to different service schedules and ridership levels, April results are not comparable to prior months and should not be used for trend analysis.

Note: The metrics in this report are preliminary.

Section 1: Customer-Focused Metrics

The metrics in this section measure subway performance as it affects our passengers. By focusing on how many disruptive incidents have occurred in the subway, how closely actual service matches schedules, and how much longer passengers must wait and ride compared to schedules, these measures collectively reflect the customer experience.

Performance Indicator Definitions

Major Incidents (Weekday and Weekend)

An unplanned incident that delays 50 or more trains. Major incidents are separated into six categories: Track, Signals, Persons on Trackbed/Police/Medical, Stations & Structures, Subway Car and Other.

Service Delivered (Weekday and Weekend)

Measures NYCT's ability to deliver the service that's scheduled. Service Delivered is measured along the busiest part of the line, which reflects service across the entire line, and is reported as the percentage of scheduled trains that are provided from 7 a.m. to 10 a.m. and 4 p.m. to 7 p.m. on weekdays and from 10 a.m. to 6 p.m. on weekends.

Additional Platform Time (APT)

The estimated average extra time that customers spend waiting on the platform for a train, compared with their scheduled wait time. This estimate is for each individual train a customer uses in their journey (i.e., unlinked trip), not all trains in their journey combined.

Additional Train Time (ATT)

The estimated average extra time that customers spend onboard a train, compared to the time they would have spent onboard a train if trains were running according to schedule. This estimate is for each individual train a customer uses in their journey (i.e., unlinked trip), not all trains in their journey combined.

Customer Journey Time Performance (CJTP)

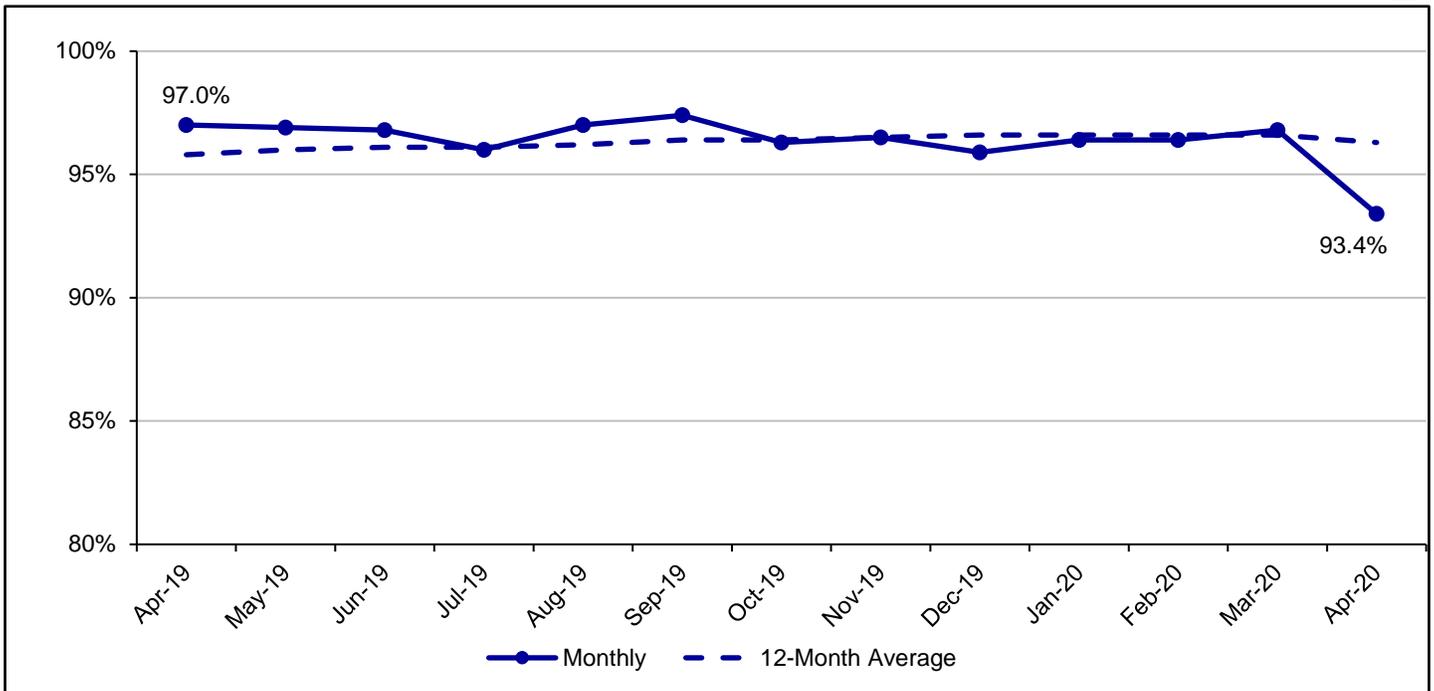
The percentage of customer trips with total travel times within 5 minutes of the scheduled time. It is equivalent to the percentage of customer trips with APT plus ATT of 5 minutes or less. Like APT and ATT, CJTP is estimated for each individual train a customer uses in their journey (i.e., unlinked trip), not all trains in their journey combined.

APT, ATT, and CJTP are measured using a combination of customers' MetroCard entry data into stations, scheduled arrival and departure times from stations (including adjustments for planned work), and actual arrival and departure times from stations. The measures use information from the real-time train tracking technologies that provide train arrival information and are expected to be refined as data sources change. They are reported for trips starting from 6 a.m. to 11 p.m. on weekdays.

Note: The metrics in this report are preliminary.

Subway Weekday % Service Delivered (Peak Hours)

Desired trend



	Monthly			12-Month Average		
	Apr 20	Apr 19	% Change	Apr 20	Apr 19	% Change
Subdivision A	95.3%	96.4%	-1.1%	96.5%	94.8%	+1.8%
Subdivision B	92.0%	97.5%	-5.6%	96.2%	96.5%	-0.3%
Systemwide	93.4%	97.0%	-3.7%	96.3%	95.8%	+0.5%

Weekday Service Delivered Discussion

- Due to data processing issues related to the COVID-19 outbreak, April 2020 is based on data from April 14 through April 30.
- Worsened Service Delivered results reflect gaps in service related to crew availability.
- The B and W lines did not run throughout April and are not included in these metrics. The C line and 42nd Street Shuttle ran for only three days in April, and were thus excluded for April.

Note: The metrics in this report are preliminary.

Subway Weekday % Service Delivered
Monthly
(Peak Hours)

Desired trend 

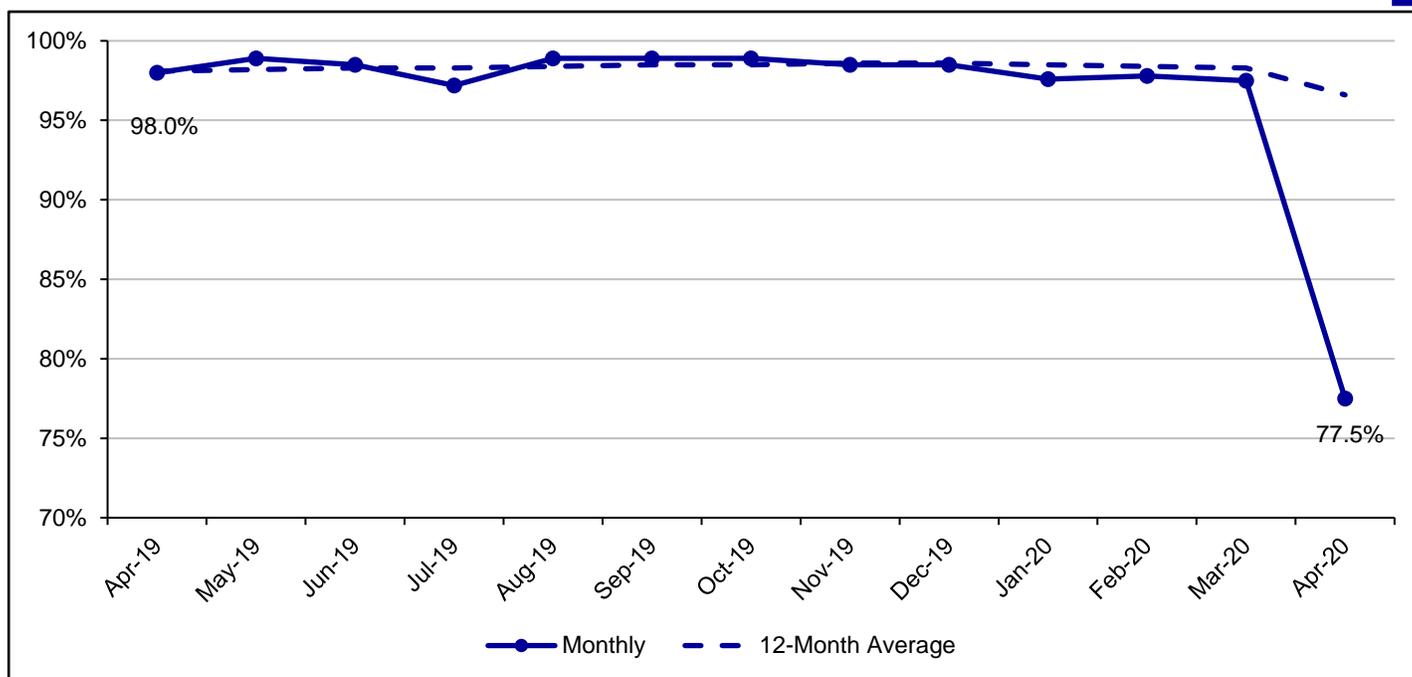
<u>Line</u>	<u>Apr 20</u>	<u>Apr 19</u>	<u>% Change</u>
1	94.3%	98.5%	-4.3%
2	93.0%	97.0%	-4.1%
3	100.3%	99.2%	+1.1%
4	97.9%	94.1%	+4.0%
5	99.0%	94.2%	+5.1%
6	100.9%	94.3%	+7.0%
7	80.4%	95.4%	-15.7%
S 42nd		99.5%	N/A
Subdivision A	95.3%	96.4%	-1.1%
A	97.6%	95.5%	+2.2%
B		98.1%	N/A
C		97.9%	N/A
D	97.6%	98.9%	-1.3%
E	96.2%	96.2%	0.0%
F	98.6%	97.8%	+0.8%
S Fkln	99.8%	99.7%	+0.1%
G	79.6%	102.3%	-22.2%
S Rock	100.0%	99.4%	+0.6%
JZ	80.7%	98.2%	-17.8%
L	99.3%	98.4%	+0.9%
M	83.0%	96.0%	-13.5%
N	87.6%	96.1%	-8.8%
Q	93.8%	97.8%	-4.1%
R	87.1%	96.6%	-9.8%
W		96.9%	N/A
Subdivision B	92.0%	97.5%	-5.6%
Systemwide	93.4%	97.0%	-3.7%

Note: The metrics in this report are preliminary.

Chart 4

Subway Weekend % Service Delivered (10 a.m. to 6 p.m.)

Desired trend



	Monthly			12-Month Average		
	Apr 20	Apr 19	% Change	Apr 20	Apr 19	% Change
Subdivision A	78.1%	98.0%	-20.3%	96.4%	97.6%	-1.2%
Subdivision B	77.1%	98.0%	-21.3%	96.7%	98.5%	-1.8%
Systemwide	77.5%	98.0%	-20.9%	96.6%	98.1%	-1.5%

Weekend Service Delivered Discussion

- Due to data processing issues related to the COVID-19 outbreak, April 2020 is based on data from April 14 through April 30.
- Worsened Service Delivered results reflect gaps in service related to crew availability.
- The C line and 42nd Street Shuttle ran for only three days in April, and were thus excluded for the month. A line results for April were excluded due to data processing issues.

Note: The metrics in this report are preliminary.

Chart 5

Subway Weekend % Service Delivered
Monthly
(10 a.m. to 6 p.m.)

Desired trend



<u>Line</u>	<u>Apr 20</u>	<u>Apr 19</u>	<u>% Change</u>
1	84.6%	97.1%	-12.9%
2	74.1%	93.7%	-20.9%
3	83.4%	96.2%	-13.3%
4	84.6%	99.9%	-15.3%
5	80.5%	98.6%	-18.4%
6	76.4%	98.7%	-22.6%
7	63.8%	99.9%	-36.1%
S 42nd		100.0%	N/A
Subdivision A	78.1%	98.0%	-20.3%
A		97.6%	N/A
C		97.5%	N/A
D	73.8%	98.8%	-25.3%
E	40.0%	98.8%	-59.5%
F	80.2%	96.9%	-17.2%
S Fkln	100.0%	99.3%	+0.7%
G	85.8%	98.4%	-12.8%
S Rock	100.0%	100.5%	-0.5%
JZ	78.8%	98.1%	-19.7%
L	98.4%	97.6%	+0.8%
M	59.6%	93.2%	-36.1%
N	59.7%	98.5%	-39.4%
Q	83.0%	99.0%	-16.2%
R	82.2%	97.2%	-15.4%
Subdivision B	77.1%	98.0%	-21.3%
Systemwide	77.5%	98.0%	-20.9%

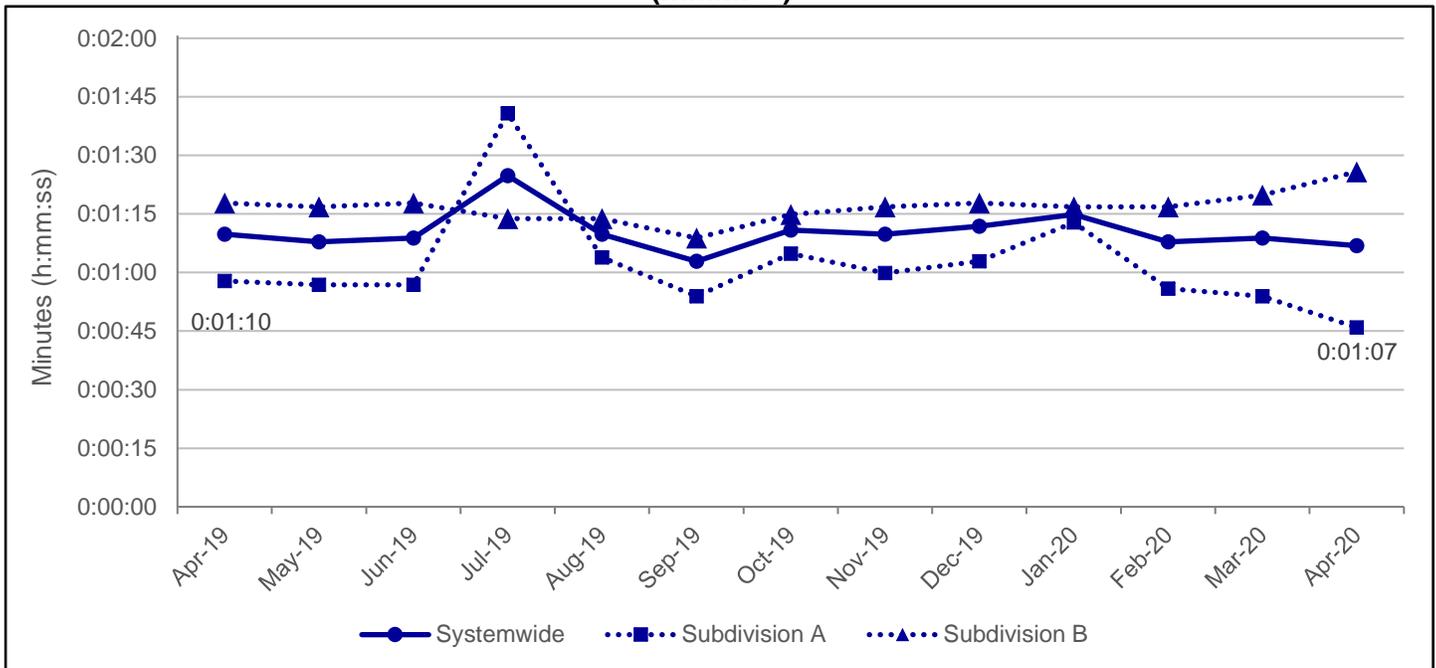
Note: B and W lines do not operate on weekends.

Note: The metrics in this report are preliminary.

Chart 6

Subway Weekday Average Additional Platform Time Monthly (Trips Starting 6 a.m. - 11 p.m.) (h:mm:ss)

Desired trend ↓



	Monthly			12-Month Average		
	Apr 20	Apr 19	% Change	Apr 20	Apr 19	% Change
Subdivision A	0:00:46	0:00:58	-20.7%	0:01:03	0:01:02	+1.6%
Subdivision B	0:01:26	0:01:18	+10.3%	0:01:17	0:01:22	-6.1%
Systemwide	0:01:07	0:01:10	-4.3%	0:01:11	0:01:14	-4.1%

Additional Platform Time Discussion

- Due to data processing issues related to the COVID-19 outbreak, April 2020 is based on data from April 14 through April 30.
- The B and W lines did not run throughout April and are not included in these metrics. The C line and 42nd Street Shuttle ran for only three days in April, and were thus excluded for April.
- April APT results reflect faster travel times, changed service patterns, and lower ridership volumes.

Note: This metric uses electronic data made available systemwide by the MTA's investments in new train tracking technology and in more robust methods for determining how customers use the subway. It is likely that this measure will be refined and enhanced as the MTA gains experience integrating the latest technology and information.

Note: The metrics in this report are preliminary.

Chart 7

Subway Weekday Average Additional Platform Time
Monthly (Trips Starting 6 a.m. - 11 p.m.)
(h:mm:ss)

Desired trend



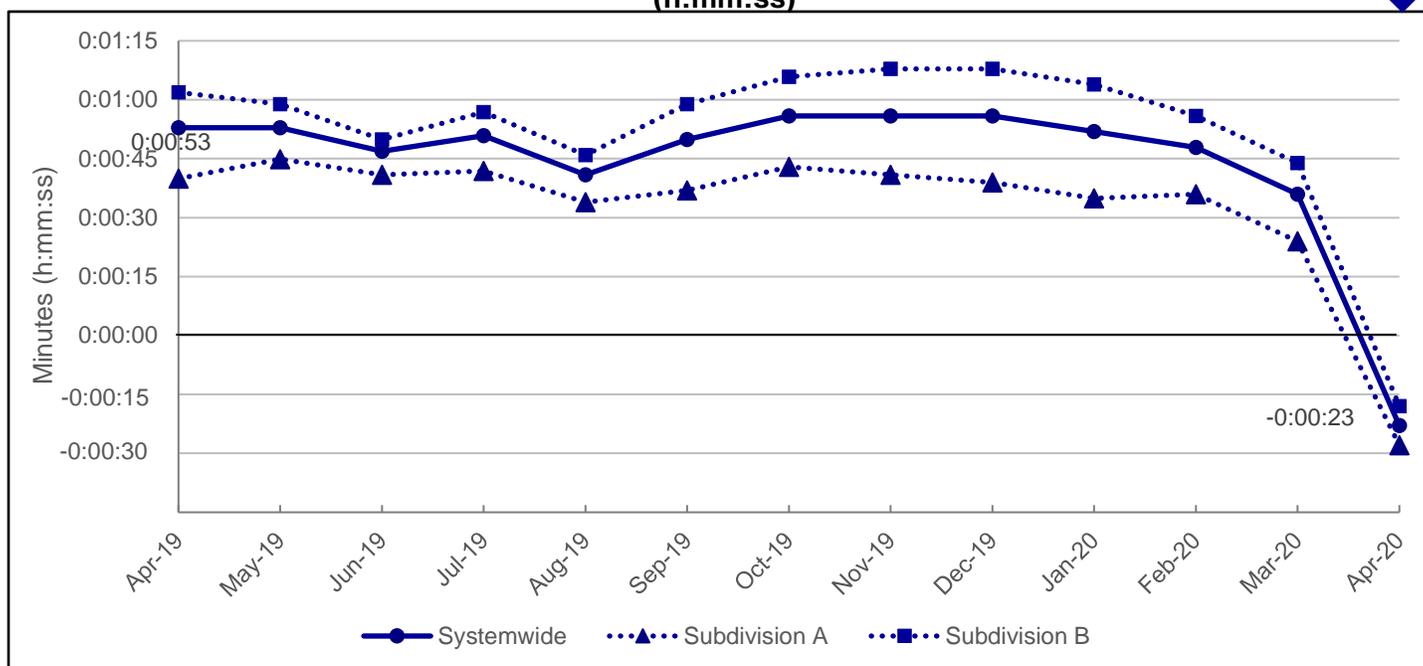
<u>Line</u>	<u>Apr 20</u>	<u>Apr 19</u>	<u>% Change</u>
1	0:00:31	0:00:53	-41.5%
2	0:00:57	0:01:05	-12.3%
3	0:00:28	0:00:48	-41.7%
4	0:00:35	0:00:55	-36.4%
5	0:00:29	0:01:09	-58.0%
6	0:00:43	0:01:06	-34.8%
7	0:01:25	0:01:00	+41.7%
S 42nd		0:00:20	N/A
Subdivision A	0:00:46	0:00:58	-20.7%
A	0:00:41	0:01:09	-40.6%
B		0:01:42	N/A
C		0:01:38	N/A
D	0:01:22	0:01:26	-4.7%
E	0:01:01	0:01:05	-6.2%
F	0:00:57	0:01:17	-26.0%
S Fkln	0:00:16	0:00:10	+60.0%
G	0:01:49	0:01:05	+67.7%
S Rock	0:00:20	0:00:37	-45.9%
JZ	0:03:24	0:01:19	+158.2%
L	0:00:38	0:01:30	-57.8%
M	0:02:53	0:01:27	+98.9%
N	0:01:37	0:01:16	+27.6%
Q	0:01:02	0:01:13	-15.1%
R	0:01:57	0:01:24	+39.3%
W		0:00:47	N/A
Subdivision B	0:01:26	0:01:18	+10.3%
Systemwide	0:01:07	0:01:10	-4.3%

Note: The metrics in this report are preliminary.

Chart 8

Subway Weekday Average Additional Train Time Monthly (Trips Starting 6 a.m. - 11 p.m.) (h:mm:ss)

Desired trend ↓



	Monthly			12-Month Average		
	Apr 20	Apr 19	% Change	Apr 20	Apr 19	% Change
Subdivision A	-0:00:28	0:00:40	N/A	0:00:39	0:00:58	-32.8%
Subdivision B	-0:00:18	0:01:02	N/A	0:00:57	0:01:17	-26.0%
Systemwide	-0:00:23	0:00:53	N/A	0:00:49	0:01:09	-29.0%

Additional Train Time Discussion

- Due to data processing issues related to the COVID-19 outbreak, April 2020 is based on data from April 14 through April 30.
- The B and W lines did not run throughout April and are not included in these metrics. The C line and 42nd Street Shuttle ran for only three days in April, and were thus excluded for April.
- Improvement in April ATT is due, in part, to relatively low ridership throughout the month of April. Lower ridership closely correlates with shorter dwells (the time it takes for customers to board and exit trains) at stations. These shorter dwells made it more likely that trains could operate closer to or faster than their scheduled times.

Note: This metric uses electronic data made available systemwide by the MTA's investments in new train tracking technology and in more robust methods for determining how customers use the subway. It is likely that this measure will be refined and enhanced as the MTA gains experience integrating the latest technology and information.

Note: The metrics in this report are preliminary.

Chart 9

Subway Weekday Average Additional Train Time
Monthly (Trips Starting 6 a.m. - 11 p.m.)
(h:mm:ss)

Desired trend



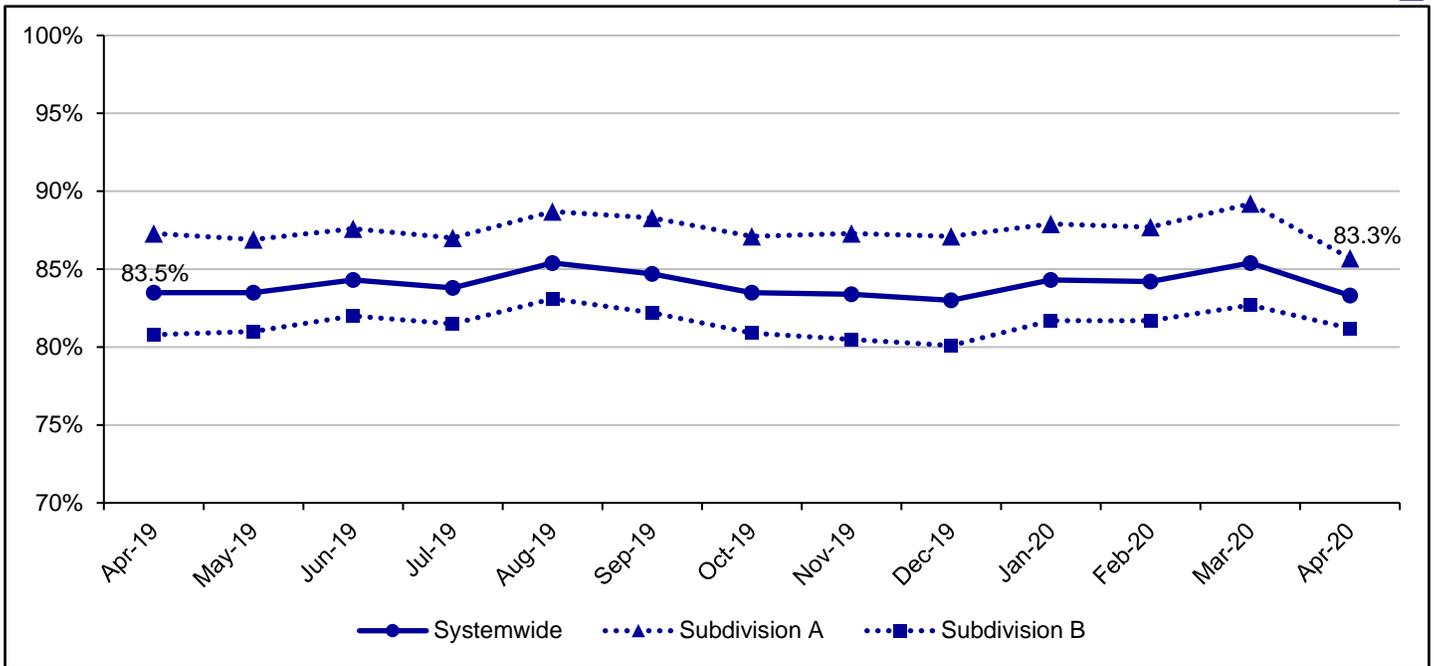
<u>Line</u>	<u>Apr 20</u>	<u>Apr 19</u>	<u>% Change</u>
1	0:00:07	0:00:48	-85.4%
2	-0:00:44	0:00:31	N/A
3	-0:00:42	0:00:23	N/A
4	-0:00:59	0:00:41	N/A
5	0:00:26	0:00:30	-13.3%
6	-0:00:01	0:00:59	N/A
7	-0:00:59	0:00:33	N/A
S 42nd		0:00:25	N/A
Subdivision A	-0:00:28	0:00:40	N/A
A	-0:00:10	0:01:22	N/A
B		0:01:29	N/A
C		0:00:56	N/A
D	-0:01:03	0:01:19	N/A
E	-0:01:39	0:00:33	N/A
F	-0:00:32	0:00:55	N/A
S Fkln	0:00:36	0:00:47	-23.4%
G	0:00:10	0:00:44	-77.3%
S Rock	-0:00:30	0:00:14	N/A
JZ	0:00:46	0:01:53	-59.3%
L	-0:00:30	0:00:07	N/A
M	0:00:06	0:01:01	-90.2%
N	0:00:17	0:01:21	-79.0%
Q	0:00:12	0:01:20	-85.0%
R	-0:00:10	0:00:57	N/A
W		0:00:48	N/A
Subdivision B	-0:00:18	0:01:02	N/A
Systemwide	-0:00:23	0:00:53	N/A

Note: The metrics in this report are preliminary.

Chart 10

Subway Customer Journey Time Performance Monthly (Trips Starting 6 a.m. - 11 p.m.)

Desired trend



	Monthly			12-Month Average		
	Apr 20	Apr 19	% Change	Apr 20	Apr 19	% Change
Subdivision A	85.7%	87.3%	-1.8%	87.5%	85.2%	+2.7%
Subdivision B	81.2%	80.8%	+0.5%	81.6%	78.0%	+4.6%
Systemwide	83.3%	83.5%	-0.2%	84.1%	81.0%	+3.8%

Weekday Customer Journey Time Performance Discussion

- Due to data processing issues related to the COVID-19 outbreak, April 2020 is based on data from April 14 through April 30.
- The B and W lines did not run throughout April and are not included in these metrics. The C line and 42nd Street Shuttle ran for only three days in April, and were thus excluded for April.
- The net effect of changes to APT and ATT resulted in an overall small change in CJTP.

Note: The metrics in this report are preliminary.

Subway Customer Journey Time Performance
Monthly
(Trips Starting 6 a.m. - 11 p.m.)

Desired trend 

<u>Line</u>	<u>Apr 20</u>	<u>Apr 19</u>	<u>% Change</u>
1	88.3%	88.9%	-0.7%
2	84.5%	85.8%	-1.5%
3	87.9%	90.0%	-2.3%
4	86.9%	85.6%	+1.5%
5	89.5%	85.2%	+5.0%
6	82.9%	85.9%	-3.5%
7	83.8%	87.3%	-4.0%
S 42nd		99.7%	N/A
Subdivision A	85.7%	87.3%	-1.8%
A	84.2%	79.4%	+6.0%
B		74.7%	N/A
C		78.8%	N/A
D	82.5%	76.6%	+7.7%
E	85.9%	84.8%	+1.3%
F	84.1%	80.7%	+4.2%
S Fkln	97.8%	97.0%	+0.8%
G	77.4%	86.7%	-10.7%
S Rock	95.3%	91.7%	+3.9%
JZ	72.7%	72.7%	0.0%
L	86.6%	91.7%	-5.6%
M	77.1%	79.1%	-2.5%
N	76.0%	76.9%	-1.2%
Q	81.6%	79.6%	+2.5%
R	76.6%	81.1%	-5.5%
W		87.8%	N/A
Subdivision B	81.2%	80.8%	+0.5%
Systemwide	83.3%	83.5%	-0.2%

Note: The metrics in this report are preliminary.

Chart 12

Section 2: Inputs to Operations

The metrics in this section address how NYCT provides service to its customers, by measuring the reliability of key assets, reflecting the effectiveness of maintenance practices, as well as age and condition. Historically, the only such measures that NYCT has provided to the Transit Committee and to the public are car fleet and elevator and escalator measures, defined below. NYCT is examining additional such measures to bring forward in coming months.

Performance Indicator Definitions

Mean Distance Between Failures (MDBF)

Subway MDBF is a measure of car fleet reliability. It is calculated as revenue car miles divided by the number of delay incidents attributed to car-related causes.

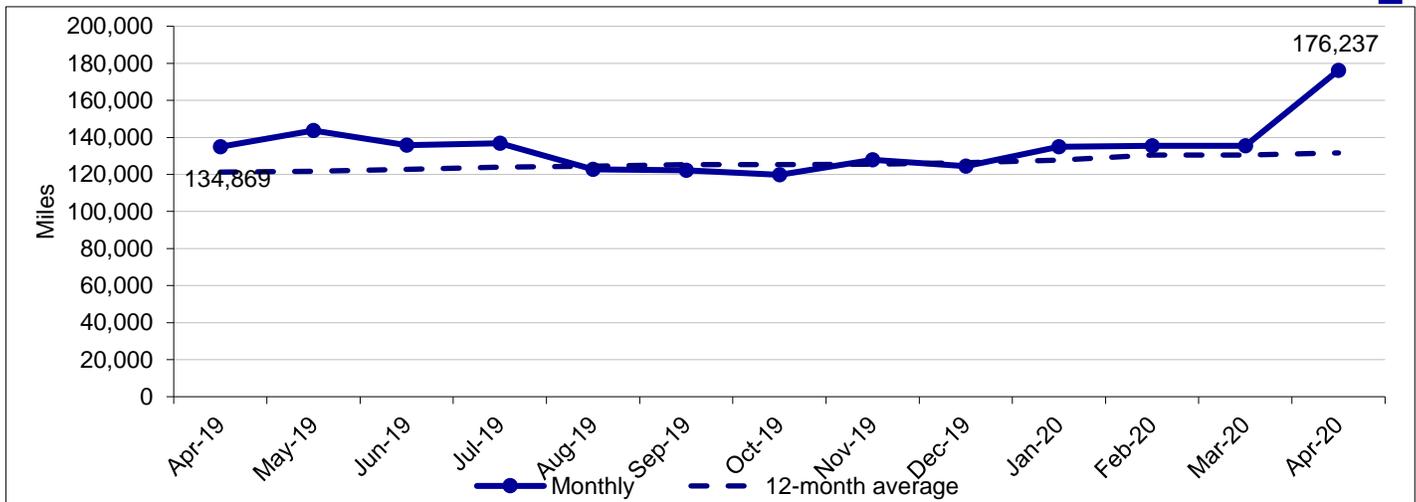
Elevator and Escalator Availability

The percent of time that elevators or escalators are operational system wide. Most elevators and escalators in the subway are maintained by New York City Transit and are electronically monitored 24-hours a day. Some elevators and escalators in the subway are owned and maintained by outside parties; these are inspected by NYCT personnel multiple times daily.

Note: The metrics in this report are preliminary.

Subway Mean Distance Between Failures

Desired trend



	# of Cars	Monthly		<u>% Change</u>
		Apr '20	Apr '19	
Subdivision A	2,895	290,796	196,263	+48.2%
Subdivision B	3,829	137,005	119,936	+14.2%
Systemwide	6,724	176,237	143,765	+22.6%

Car Class	# of Cars	12-Month Average		<u>% Change</u>
		Apr '20	Apr '19	
R32	222	28,701	36,222	-20.8%
R42	0	0	24,907	N/A
R46	750	59,141	64,764	-8.7%
R62	315	225,018	269,132	-16.4%
R62A	824	114,473	107,804	+6.2%
R68	425	74,277	71,035	+4.6%
R68A	200	87,354	93,072	-6.1%
R142	1,030	237,375	178,955	+32.6%
R142A	220	123,016	95,185	+29.2%
R143	212	172,658	96,974	+78.0%
R160	1,662	264,046	241,088	+9.5%
R179	318	150,214	97,995	N/A
R188 - New	126	370,648	537,014	-31.0%
R188 - Conversion	380	260,292	224,226	+16.1%
Subdivision A	2,895	173,338	150,614	+15.1%
Subdivision B	3,829	112,156	106,731	+5.1%
Systemwide	6,684	131,627	121,704	+8.2%

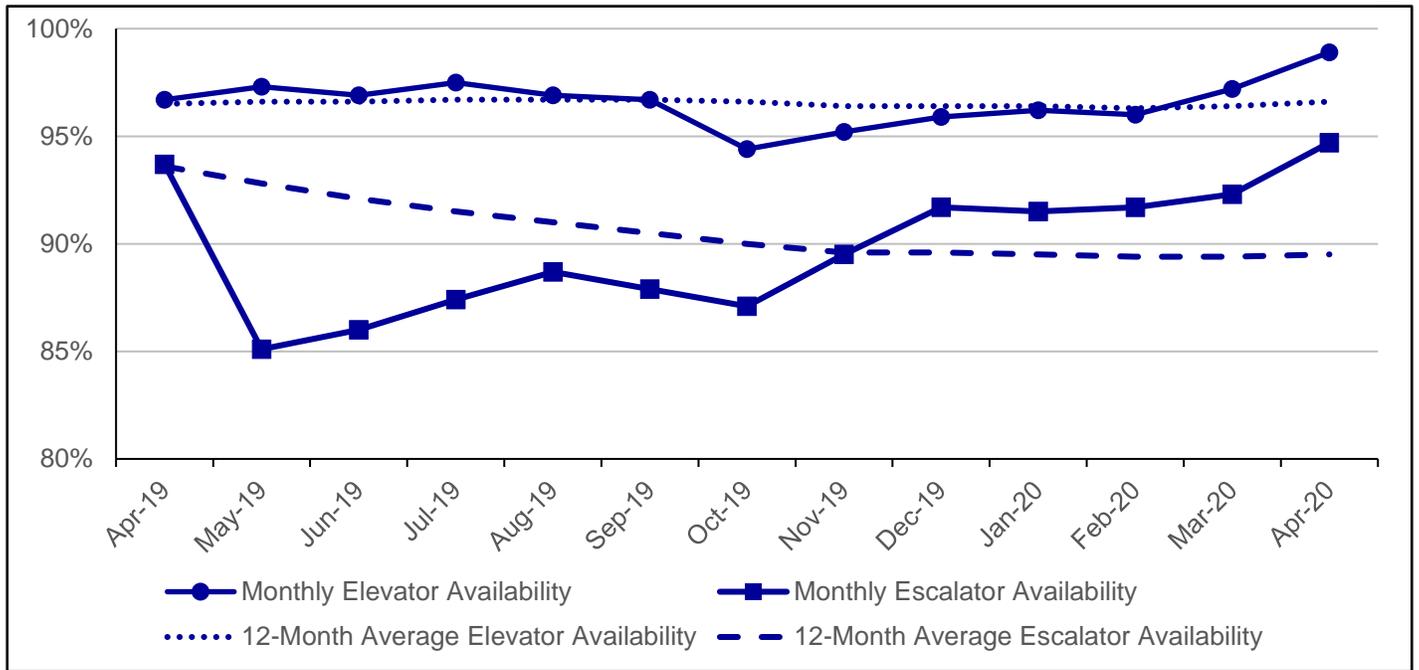
MDBF Discussion

- April 2020 MDBF was 176,237, an increase of 22.6% from one year ago.
- 12-month average MDBF was 131,627 in April 2020, an increase of 8.2% from one year ago.
- The largest improvements in MDBF were on the R142, R142A, and R143 fleets.
- The poorest performing fleet was the R32s, which are not being used in service during operation of the Essential Service Plan.

Note: The metrics in this report are preliminary.

Elevator and Escalator Availability (24 Hours)

Desired trend



	Monthly			12-Month Average		
	Apr 20	Apr 19	% Change	Apr 20	Apr 19	% Change
Elevator Availability	98.9%	96.7%	+2.3%	96.6%	96.5%	+0.1%
Escalator Availability	94.7%	93.7%	+1.1%	89.5%	93.6%	-4.4%

Elevator and Escalator Availability Discussion

- Elevator availability increased by 2.3% between April 2019 and April 2020.
- Escalator availability increased by 1.1% between April 2019 and April 2020.
- The decreased performance in 2019 was mostly due to special inspection campaigns that required machines to be taken out of service.
- The recent improvements are expected to continue due to an improved preventive maintenance program.

Note: The metrics in this report are preliminary.

Section 3: Legacy Indicators

The metrics in this section have been shared with the public for many years. While less reflective of the customer experience, they are included here for continuity purposes.

Performance Indicator Definitions

Wait Assessment (Weekday and Weekend)

Wait Assessment (WA) measures how regularly the trains are spaced at selected timepoints on each line. To meet the standard, the headway (time between trains) can be no greater than 25% more than the scheduled headway. Minor gaps are more than 25% to 50% over the scheduled headway, medium gaps are more than 50% to 100% over the scheduled headway, and major gaps are more than 100% over the scheduled headway, or missed intervals. WA is reported from 6 a.m. to midnight.

Terminal On-Time Performance (Weekday and Weekend)

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.

Note: The metrics in this report are preliminary.

Subway Weekday Wait Assessment (6 a.m. - midnight)

Line	Apr 20					Apr 19					Desired trend			
	Monthly	Monthly Gap			12 month	Monthly	Monthly Gap			12 month		Monthly		
	Meets	Standard	Minor	Medium	Major	Standard	Meets	Standard	Minor	Medium		Major	Standard	Meets
1	86.8%	7.5%	4.1%	1.6%	79.6%	79.1%	9.3%	6.8%	4.9%	76.3%	+9.7%			
2	65.3%	12.0%	13.4%	9.3%	71.6%	72.6%	10.9%	9.3%	7.2%	69.8%	-10.1%			
3	82.7%	10.5%	4.9%	1.9%	76.2%	76.6%	11.1%	7.7%	4.5%	72.6%	+8.0%			
4	76.2%	11.0%	8.0%	4.7%	72.3%	72.5%	10.0%	8.5%	8.9%	69.1%	+5.1%			
5	86.4%	9.0%	3.5%	1.1%	70.6%	70.9%	10.3%	9.1%	9.7%	67.6%	+21.9%			
6	83.0%	9.6%	5.1%	2.3%	76.3%	74.6%	8.6%	8.0%	8.7%	71.5%	+11.3%			
7	56.5%	13.6%	18.8%	11.0%	77.6%	74.1%	10.9%	8.5%	6.5%	70.6%	-23.8%			
S 42nd						96.3%	2.5%	0.7%	0.4%	94.4%	N/A			
Subdivision A	76.4%	10.5%	8.3%	4.8%	74.7%	75.1%	9.8%	8.0%	7.1%	71.9%	+1.7%			
A	76.0%	10.7%	6.1%	7.2%	69.6%	70.7%	10.3%	9.2%	9.8%	68.5%	+7.5%			
B						76.0%	10.7%	8.0%	5.3%	73.9%	n/a			
C						78.0%	11.8%	6.8%	3.4%	74.0%	n/a			
D	74.2%	13.3%	9.0%	3.5%	73.8%	74.0%	11.8%	8.4%	5.8%	72.1%	+0.3%			
E	80.1%	10.9%	6.4%	2.6%	72.7%	71.6%	11.5%	9.8%	7.0%	68.8%	+11.9%			
F	79.0%	11.2%	7.2%	2.6%	71.7%	72.2%	10.5%	9.2%	8.1%	70.0%	+9.4%			
S Fkln	98.2%	0.9%	0.1%	0.7%	98.2%	99.1%	0.4%	0.3%	0.2%	98.1%	-0.9%			
G	50.7%	14.0%	17.7%	17.7%	78.5%	81.4%	11.1%	5.4%	2.1%	80.8%	-37.7%			
S Rock	97.9%	1.1%	0.5%	0.5%	94.7%	95.2%	2.6%	1.1%	1.0%	94.6%	+2.8%			
JZ	56.1%	9.1%	15.7%	19.1%	80.3%	79.9%	10.6%	6.3%	3.3%	77.0%	-29.8%			
L	90.7%	6.6%	1.6%	1.1%	78.1%	76.5%	11.2%	7.5%	4.8%	76.6%	+18.6%			
M	56.9%	12.3%	20.0%	10.8%	75.0%	77.6%	10.6%	7.2%	4.6%	74.3%	-26.7%			
N	58.3%	15.4%	17.7%	8.6%	73.7%	72.9%	11.6%	9.1%	6.4%	70.8%	-20.0%			
Q	74.8%	11.2%	9.3%	4.7%	75.7%	77.0%	10.4%	7.8%	4.8%	74.7%	-2.9%			
R	63.3%	13.0%	15.0%	8.7%	74.0%	72.8%	11.2%	8.9%	7.0%	71.3%	-13.0%			
W						74.9%	11.2%	8.1%	5.8%	72.0%	n/a			
Subdivision B	69.4%	11.5%	11.5%	7.6%	74.7%	75.1%	10.9%	8.1%	6.0%	73.0%	-7.6%			
Systemwide	72.8%	11.0%	10.0%	6.3%	74.7%	75.1%	10.4%	8.1%	6.5%	72.5%	-3.1%			

Weekday Wait Assessment Discussion

- Due to data processing issues related to the COVID-19 outbreak, April 2020 is based on data from April 14 through April 30.
- Worsened April Wait Assessment results reflect gaps in service related to crew availability.
- The B and W lines did not run throughout April and are not included in these metrics. The C line and 42nd Street Shuttle ran for only three days in April, and were thus excluded for the entire month of April.

Note: The metrics in this report are preliminary.

Chart 15

Subway Weekend Wait Assessment (6 a.m. - midnight)

Line	Apr 20					Apr 19					Desired trend
	Monthly	Monthly Gap			12 month	Monthly	Monthly Gap			12 month	Monthly
	Meets Standard	Minor	Medium	Major	Meets Standard	Meets Standard	Minor	Medium	Major	Meets Standard	Standard % Change
1	54.6%	20.1%	16.8%	8.5%	88.4%	87.8%	6.9%	2.9%	1.5%	86.5%	-37.8%
2	33.7%	14.3%	28.8%	23.2%	74.1%	73.6%	11.3%	7.1%	3.0%	73.7%	-54.2%
3	52.2%	10.7%	16.2%	20.9%	84.1%	82.8%	9.1%	4.7%	1.8%	83.8%	-37.0%
4	57.5%	13.5%	16.7%	12.3%	75.8%	79.7%	9.9%	8.0%	4.4%	73.0%	-27.9%
5	54.2%	13.1%	14.7%	18.0%	82.7%	84.2%	8.3%	3.7%	1.8%	81.7%	-35.6%
6	34.9%	25.2%	30.6%	9.3%	84.1%	82.6%	8.8%	4.0%	4.0%	82.5%	-57.7%
7	34.5%	7.6%	12.6%	45.3%	83.6%	83.4%	10.1%	4.8%	2.1%	79.7%	-58.6%
S 42nd						98.8%	0.7%	0.3%	0.7%	98.5%	N/A
Subdivision A	45.6%	15.1%	20.3%	19.0%	80.9%	81.9%	9.0%	5.2%	2.8%	80.1%	-44.3%
A						74.6%	11.4%	8.3%	5.6%	73.8%	N/A
C						78.8%	12.5%	6.0%	2.7%	77.6%	N/A
D	46.7%	16.1%	22.5%	14.7%	79.4%	78.3%	11.9%	7.2%	2.6%	78.6%	-40.4%
E	47.5%	15.1%	28.0%	9.4%	84.8%	82.9%	10.2%	5.4%	1.6%	82.2%	-42.7%
F	49.1%	17.7%	22.0%	11.2%	79.1%	76.6%	11.5%	8.4%	3.5%	79.8%	-35.9%
S Fkln	99.3%	0.3%	0.2%	0.2%	98.0%	97.1%	1.0%	0.9%	0.9%	98.5%	+2.3%
G	61.3%	14.7%	14.8%	9.3%	83.6%	85.7%	8.3%	3.8%	2.2%	87.0%	-28.5%
S Rock	97.4%	1.5%	1.1%	0.0%	95.3%	98.3%	1.4%	0.1%	0.2%	94.9%	-0.9%
JZ	51.1%	16.1%	20.0%	12.7%	85.6%	85.7%	8.3%	4.5%	1.5%	85.7%	-40.4%
L	96.1%	2.8%	0.7%	0.5%	90.2%	83.7%	8.4%	4.5%	3.4%	80.1%	+14.8%
M	25.7%	9.2%	20.5%	44.6%	76.3%	73.3%	10.0%	9.8%	7.0%	83.1%	-64.9%
N	12.5%	18.0%	41.8%	27.7%	76.1%	77.2%	12.8%	7.1%	2.9%	75.5%	-83.8%
Q	53.0%	16.0%	20.6%	10.5%	79.6%	83.6%	10.0%	4.8%	1.7%	82.9%	-36.6%
R	54.3%	18.4%	19.1%	8.3%	79.9%	77.7%	11.7%	7.2%	3.4%	77.3%	-30.1%
Subdivision B	48.4%	14.9%	21.7%	15.1%	81.3%	79.9%	10.6%	6.4%	3.2%	80.0%	-39.4%
Systemwide	47.0%	15.0%	21.0%	17.0%	81.1%	80.8%	10.1%	6.0%	3.1%	80.0%	-41.8%



Weekend Wait Assessment Discussion

- Due to data processing issues related to the COVID-19 outbreak, April 2020 is based on data from April 14 through April 30.
- Worsened April Wait Assessment results reflect gaps in service related to crew availability.
- The C line and 42nd Street Shuttle ran for only three days in April, and were thus excluded for the month. A line results for April were excluded due to data processing issues.

Note: B and W lines do not operate on weekends.

Note: The metrics in this report are preliminary.

Chart 16

Subway Weekday Terminal On-Time Performance

Monthly
(24 hours)

Desired trend



<u>Line</u>	<u>Apr 20</u>	<u>Apr 19</u>	<u>% Change</u>
1	95.6%	87.1%	+9.8%
2	86.8%	76.0%	+14.2%
3	91.9%	85.9%	+7.0%
4	92.7%	75.7%	+22.5%
5	90.5%	81.4%	+11.2%
6	91.8%	75.1%	+22.2%
7	83.1%	89.4%	-7.0%
S 42nd		99.8%	N/A
Subdivision A	90.2%	85.0%	+6.1%
A	88.2%	66.6%	+32.4%
B		64.8%	N/A
C		74.7%	N/A
D	90.3%	63.0%	+43.3%
E	89.2%	76.8%	+16.1%
F	88.5%	63.2%	+40.0%
S Fkn	99.5%	99.8%	-0.3%
G	71.4%	81.5%	-12.4%
S Rock	98.9%	96.8%	+2.2%
JZ	77.4%	76.5%	+1.2%
L	96.0%	91.1%	+5.4%
M	80.9%	73.9%	+9.5%
NW	70.2%	68.5%	+2.5%
Q	86.5%	82.5%	+4.8%
R	84.5%	62.8%	+34.6%
Subdivision B	85.7%	75.7%	+13.2%
Systemwide	87.5%	79.8%	+9.6%

Weekday Terminal On-Time Performance Discussion

- Due to data processing issues related to the COVID-19 outbreak, April 2020 is based on data from April 14 through April 30.
- The B and W lines did not run throughout April and are not included in these metrics. The C line and 42nd Street Shuttle ran for only three days in April, and was thus excluded for the entire month of April.
- Improvement is due, in part, to relatively low ridership throughout the month of April. Lower ridership closely correlates with shorter dwells (the time it takes for customers to board and exit trains) at stations. These shorter dwells made it more likely that trains could reach their terminals closer to their scheduled times.

Note: The metrics in this report are preliminary.

Chart 17

Subway Weekend Terminal On-Time Performance

**Monthly
(24 hours)**

Desired trend



<u>Line</u>	<u>Apr 20</u>	<u>Apr 19</u>	<u>% Change</u>
1	87.7%	91.5%	-4.2%
2	51.6%	53.8%	-4.1%
3	69.3%	57.8%	+19.9%
4	79.5%	74.3%	+7.0%
5	83.7%	83.2%	+0.6%
6	71.3%	76.1%	-6.3%
7	64.5%	91.5%	-29.5%
S 42nd		100.0%	N/A
Subdivision A	72.0%	80.5%	-10.6%
A		79.8%	N/A
C		73.4%	N/A
D	77.9%	66.7%	+16.8%
E	79.4%	84.5%	-6.0%
F	75.6%	77.7%	-2.7%
S Fkn	99.8%	99.2%	+0.6%
G	79.8%	85.8%	-7.0%
S Rock	99.5%	98.6%	+0.9%
JZ	75.1%	90.4%	-16.9%
L	98.8%	91.5%	+8.0%
M	57.7%	91.0%	-36.6%
N	51.5%	72.6%	-29.1%
Q	74.3%	83.9%	-11.4%
R	82.8%	77.8%	+6.4%
Subdivision B	77.5%	83.8%	-7.5%
Systemwide	75.2%	82.4%	-8.7%

Weekend Terminal On-Time Performance Discussion

- Due to data processing issues related to the COVID-19 outbreak, April 2020 is based on data from April 14 through April 30.
- The C line and 42nd Street Shuttle ran for only three days in April, and were thus excluded for the month. A line results for April were excluded due to data processing issues.
- Worsened April Weekend Terminal On-Time Performance results reflect gaps in service related to crew availability.

Note: B and W Lines do not operate on weekends.

Note: The metrics in this report are preliminary.

Chart 18

Customer Service Report: Buses

Craig Cipriano, Acting President, MTA Bus Company/
Senior Vice President, NYCT Department of Buses



MTA Bus increased the frequency and intensity of the sanitizing procedures to maintain a safe travel environment for our customers and employees. The full fleet of buses is now being disinfected every 24 hours. In addition, the full fleet of buses is in the process of getting a longer lasting antimicrobial spray treatment that seals and protects surfaces from virus.

May 2020 Highlights: Buses

This month we pulled off a herculean task: providing critical bus service to get healthcare workers, first responders and other essential personnel on the frontlines to their jobs while the subway is closed for four hours overnight — the first planned closure of the entire system in 115 years.

Throughout this pandemic our core focus has been on moving the frontline workers who depend on us to get them where they need to go. Our heroic bus operators have been doing just that — showing up day in and day out just like they always do and did after 9/11 and Superstorm Sandy to deliver for New Yorkers. We will continue to perform this important work during the overnight period from 1:00 a.m. – 5:00 a.m. when the subway is closed.

The new MTA Essential Plan Night Service provides for a robust increase in bus service providing for 1,168 additional trips— an increase of 76%, and adding 344 buses on top of the 235 buses currently running overnight — an increase of nearly 150%. We have enhanced bus service on 61 bus routes, adding 24 routes that don't traditionally run overnight and increasing the frequency on 37 existing overnight routes. Under this enhanced service, local buses typically run every 20 minutes, and express buses run every 30 minutes.

The enhanced service plan was developed based on data, and in consultation with leaders in healthcare, government, food service and construction to ensure adequate service levels are maintained while allowing for social distancing. The plan is intended to remain in effect throughout the pandemic, and we will closely monitor ridership and remain nimble, providing service for essential workers when and where they need it.

In addition, between 1:00 a.m. and 5:00 a.m., all buses, including express buses, will be fare free and we will cross honor fares within city limits on both LIRR and Metro-North. We expect to serve most customers through buses. But where that is not feasible, the “Essential Connector” program will provide one free ride per night via licensed for-hire vehicles and cabs. For more information, and to sign up for the essential connector program, please visit: www.mta.info/overnight.

We have also ramped up the frequency and intensity of our sanitizing procedures. The full fleet of buses is now being disinfected every 24 hours. To date, we have disinfected a total of over 100,000 buses. Additionally, the full fleet of buses is in the process of getting a longer lasting antimicrobial spray treatment that seals and protects surfaces from virus. The MTA also continues to leverage and evaluate innovative new cleaning solutions such as ultraviolet light to eradicate the COVID-19 virus and if these solutions are proven successful, we will deploy them on the bus system.

Finally, I want to thank the 18,000 men and women in Buses for their incredible hard work, dedication and focus and their extraordinary efforts during this extraordinary time. The NYC Bus system continues to show New Yorkers that we will always be there for them.

Craig Cipriano

Acting President, MTA Bus Company/
Senior Vice President, NYCT Department of Buses

Bus Report

Bus Report Performance Indicators*							
Category	Performance Indicator	Current Month: April 2020			12-Month Average		
		This Year	Last Year	% Change	This Year	Last Year	% Change
Customer Focused Metrics	Service Delivered (Chart 1)	90.7%	97.7%	-7.2%	96.8%	97.2%	-0.4%
	Additional Bus Stop Time (h:mm:ss) (Chart 3)	N/A	0:01:40	N/A	N/A	0:01:45	N/A
	Additional Travel Time (h:mm:ss) (Chart 5)	N/A	0:00:39	N/A	N/A	0:00:50	N/A
	Customer Journey Time Performance (Chart 7)	N/A	73.5%	N/A	N/A	+72.0%	N/A
Inputs To Operations	Mean Distance Between Failures (Chart 9)	11,232	8,302	+35.3%	8,066	7,016	+15.0%
	Speed (MPH) (Chart 11)	9.2	8.0	+15.0%	8.1	8.0	+1.3%
Legacy Indicators	Wait Assessment (Chart 13)	78.0%	78.7%	-0.9%	78.1%	77.7%	+0.5%
	System MDBSI (Chart 16)	5,598	3,132	+78.7%	3,181	2,881	+10.4%
	NYCT Bus	5,363	2,942	+82.3%	3,023	2,696	+12.1%
	MTA Bus	6,430	3,971	+61.9%	3,815	3,707	+2.9%
	System Trips Completed (Chart 17)	N/A	99.3%	N/A	N/A	99.2%	N/A
	NYCT Bus	N/A	99.4%	N/A	N/A	99.2%	N/A
	MTA Bus	N/A	98.9%	N/A	N/A	98.9%	N/A
	System AM Pull Out (Chart 18)	N/A	99.8%	N/A	N/A	99.8%	N/A
	NYCT Bus	N/A	99.9%	N/A	N/A	99.8%	N/A
	MTA Bus	N/A	99.5%	N/A	N/A	99.5%	N/A
	System PM Pull Out (Chart 19)	N/A	99.8%	N/A	N/A	99.8%	N/A
	NYCT Bus	N/A	99.9%	N/A	N/A	99.9%	N/A
	MTA Bus	N/A	99.4%	N/A	N/A	99.6%	N/A
	System Buses >= 12 years	18.8%	23.7%				
	NYCT Bus	6.8%	15.7%				
	MTA Bus	61.0%	51.3%				
	System Fleet Age	7.4	8.0				
NYCT Bus	6.3	7.3					
MTA Bus	11.2	10.4					

System refers to the combined results of NYCT Bus and MTA Bus

*NOTE: Metrics for the complete month of April cannot be provided due to severe disruptions in bus ridership and service associated with the COVID-19 pandemic. This report includes the following adjustments:

- ABST, ATT, CJTP, Trips Completed, AM Pull Out, and PM Pull Out metrics are not available
- Service Delivered and Wait Assessment are based on April 13 - April 30
- Express bus not included in Service Delivered, Wait Assessment, and Speed

Note: The metrics in this report are preliminary

Note

Please note that due to significant changes in ridership volume and patterns, and service disruptions and adjustments in connection with the COVID-19 outbreak, we are unable to provide metrics for the complete month of April. This report contains the following adjustments:

- *Customer-Focused Metrics* – Additional Bus Stop Time (ABST), Additional Travel Time (ATT), and Customer Journey Time Performance (CJTP) depend on ridership models to calculate customer travel times to compare actual service to scheduled service. Those models cannot properly account for the significant changes in ridership levels and travel patterns that began with the outbreak, so will not be reported at this time.
- *Service Delivered, Wait Assessment* – These metrics are measured at specific locations along each bus route through a process that matches actual trips to the schedule. As we transitioned to Essential Service, buses were dispatched according to the immediate conditions and could not necessarily be matched to the schedules. For this reason, these two metrics are reported for April 13 to April 30 only.
- *Express Bus* – Due to data processing issues associated with reduced service schedules, express buses have been excluded from April 2020 Service Delivered, Speeds, and Wait Assessment.
- *AM Pull Out, PM Pull Out, and Trips Completed* – These metrics are unavailable due to data processing issues caused by rapid changes in the schedules.

Note: The metrics in this report are preliminary

Section 1: Customer Focused Metrics

The metrics in this section measure bus performance as it affects our passengers. By focusing on how closely actual service matches schedules and how much longer passengers must wait and ride compared to schedules, these measures collectively reflect customer experience.

Performance Indicator Definitions

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 (7-9am and 4-7pm on weekdays). 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.

Additional Bus Stop Time (ABST)

Additional Bus Stop Time (ABST) is the estimated average extra time that customers wait at a stop for a bus, compared with their scheduled wait time. The measure assumes customers arrive at the bus stop at a uniform rate, except for routes with longer headways, where customers arrive more closely aligned to the schedule. ABST (sometimes referred to as Excess Wait Time) is a new indicator for the MTA, and is considered an industry best practice worldwide. ABST is estimated using customers' MetroCard swipes on buses combined with GPS tracking data from Bus Time. This indicator is likely to be refined and enhanced over time as the MTA gains experience integrating the latest technology. ABST is reported for trips starting between 4am to 11pm on weekdays.

Additional Travel Time (ATT)

Additional Travel Time (ATT) is the estimated average extra time customers are onboard the bus compared to their scheduled onboard time. ATT (sometimes referred to as Excess In-Vehicle Travel Time) is a new indicator for the MTA, and is considered an industry best practice worldwide. ATT is estimated using customers' MetroCard swipes on buses combined with GPS tracking data from Bus Time. This indicator is likely to be refined and enhanced over time as the MTA gains experience integrating the latest technology. ATT is reported for trips starting between 4am to 11pm on weekdays.

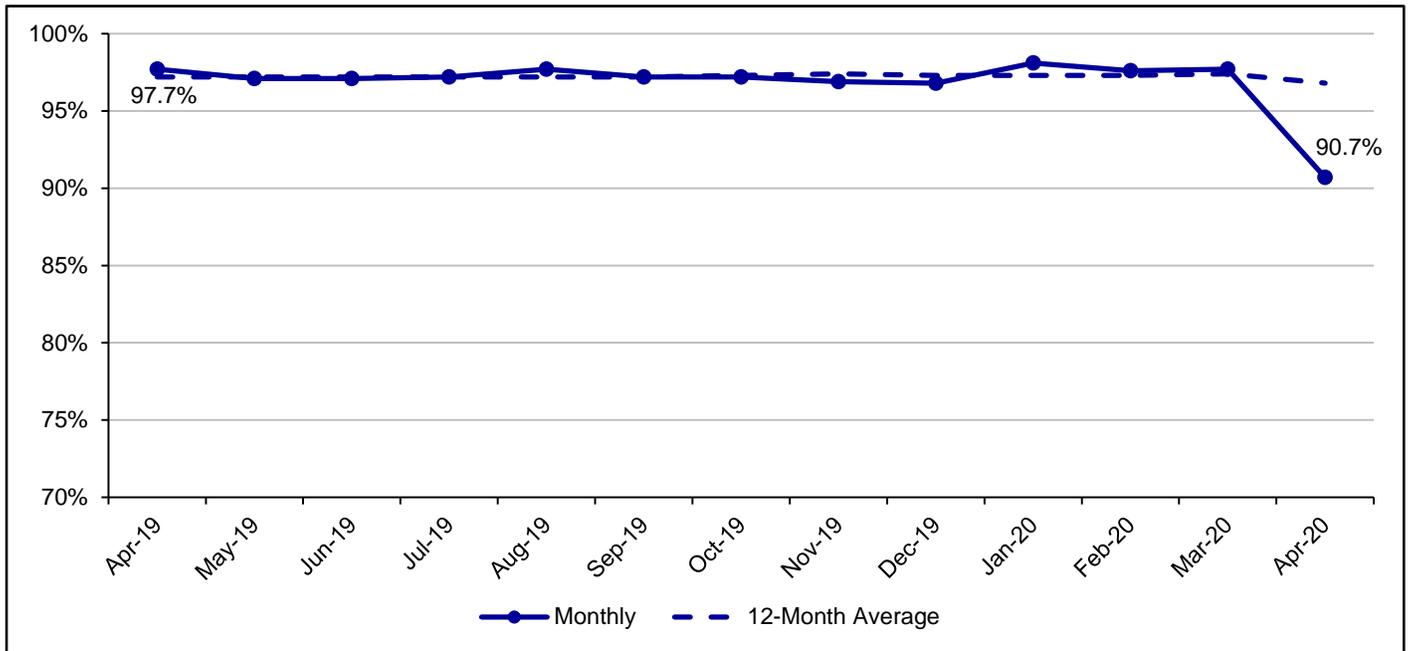
Customer Journey Time Performance (CJTP)

Customer Journey Time Performance (CJTP) estimates the percentage of customers who complete their journey (ABST + ATT) within 5 minutes of the scheduled time. This is a new indicator for the MTA, but is used by other transit agencies to measure service. CJTP is measured using customers' MetroCard swipes on buses combined with GPS tracking data from Bus Time. This indicator is likely to be refined and enhanced over time as the MTA gains experience integrating the latest technology. CJTP is reported for trips starting between 4am to 11pm on weekdays.

Note: The metrics in this report are preliminary

Service Delivered (Peak Hours)

Desired trend



	Monthly			12-Month Average		
	Apr 20	Apr 19	% Change	Apr 20	Apr 19	% Change
Bronx	99.0%	98.2%	+0.8%	97.6%	97.6%	0.0%
Brooklyn	95.7%	97.6%	-1.9%	97.5%	97.5%	0.0%
Manhattan	97.4%	98.1%	-0.7%	97.6%	97.4%	+0.2%
Queens	80.7%	97.2%	-17.0%	95.6%	96.9%	-1.3%
Staten Island	94.2%	98.2%	-4.1%	97.1%	96.5%	+0.6%
Systemwide	90.7%	97.7%	-7.2%	96.8%	97.2%	-0.4%

Service Delivered Discussion

- Due to data processing issues related to the COVID-19 outbreak, April 2020 is based on data from April 13 through April 30, and excludes express buses.
- Service Delivered in April 2020 decreased by 7.2 percent to 90.7 percent compared to April 2019, and decreased by 0.4 percent to 96.8 percent on a 12-month average basis.

**Service Delivered
Monthly
(Peak Hours)**

Desired trend 

<u>Borough</u>	<u>Apr 20</u>	<u>Apr 19</u>	<u>% Change</u>
Bronx	99.0%	98.2%	+0.8%
Local/Limited	99.1%	97.8%	+1.3%
Select Bus Service	97.7%	99.7%	-2.0%
Express	N/A	99.8%	N/A
Brooklyn	95.7%	97.6%	-1.9%
Local/Limited	95.5%	97.4%	-2.0%
Select Bus Service	99.2%	98.3%	+0.9%
Express	N/A	98.8%	N/A
Manhattan	97.4%	98.1%	-0.7%
Local/Limited	95.8%	97.8%	-2.0%
Select Bus Service	101.1%	98.8%	+2.3%
Express	N/A	N/A	N/A
Queens	80.7%	97.2%	-17.0%
Local/Limited	80.4%	96.9%	-17.0%
Select Bus Service	85.8%	99.3%	-13.6%
Express	N/A	98.6%	N/A
Staten Island	94.2%	98.2%	-4.1%
Local/Limited	93.7%	97.6%	-4.0%
Select Bus Service	97.1%	100.5%	-3.4%
Express	N/A	98.6%	N/A
Systemwide	90.7%	97.7%	-7.2%
Local/Limited	90.0%	97.3%	-7.5%
Select Bus Service	96.7%	99.0%	-2.3%
Express	N/A	98.9%	N/A

Note: The metrics in this report are preliminary

Chart 2

Section 2: Inputs to Operations

The metrics in this section address how NYCT provides service to its customers by measuring the reliability of bus performance and the impact of bus speed on operations.

Performance Indicator Definitions

Mean Distance Between Failures (MDBF)

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.

MDBF numbers include weekdays and weekends. This borough and trip-type combinations (Chart 10) are reported as a 12-month average.

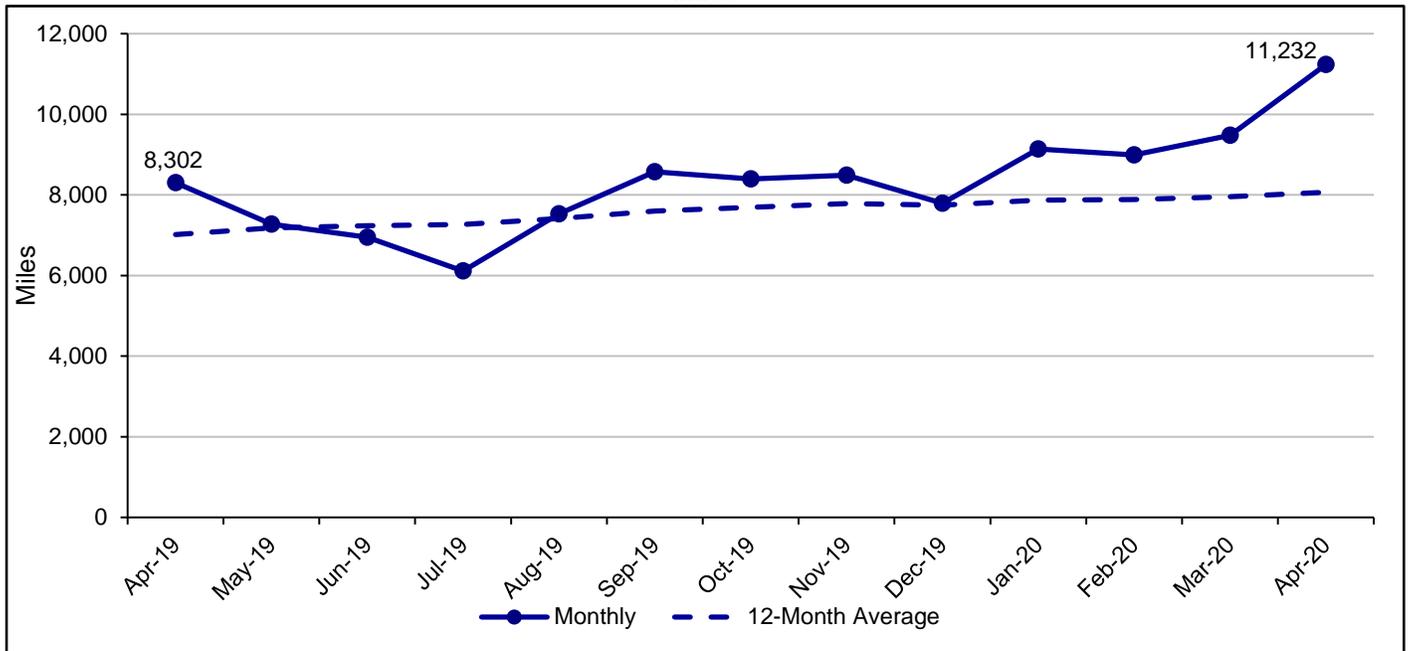
Bus Speeds

Bus speeds measure how quickly buses travel along their routes. The average end-to-end speed is the total distance traveled along a route divided by the total time, using bus GPS data.

Note: The metrics in this report are preliminary

Mean Distance Between Failures (24 Hours) Miles

Desired trend



	Monthly			12-Month Average		
	Apr 20	Apr 19	% Change	Apr 20	Apr 19	% Change
Bronx	10,028	6,023	+66.5%	6,293	5,235	+20.2%
Brooklyn	11,626	9,989	+16.4%	8,871	6,954	+27.6%
Manhattan	7,580	5,011	+51.3%	4,932	4,183	+17.9%
Queens	10,362	7,617	+36.0%	7,616	7,292	+4.4%
Staten Island	37,607	24,228	+55.2%	21,843	20,637	+5.8%
Systemwide	11,232	8,302	+35.3%	8,066	7,016	+15.0%

Mean Distance Between Failures Discussion

- Mean Distance Between Failures improved by 35.3 percent to 11,232 miles in April 2020 compared to April 2019. The 12-month average through April 2020 improved by 15.0 percent.

Note: The metrics in this report are preliminary

Mean Distance Between Failures
12 Month Rolling Average (24 Hours)
Miles

Desired trend 

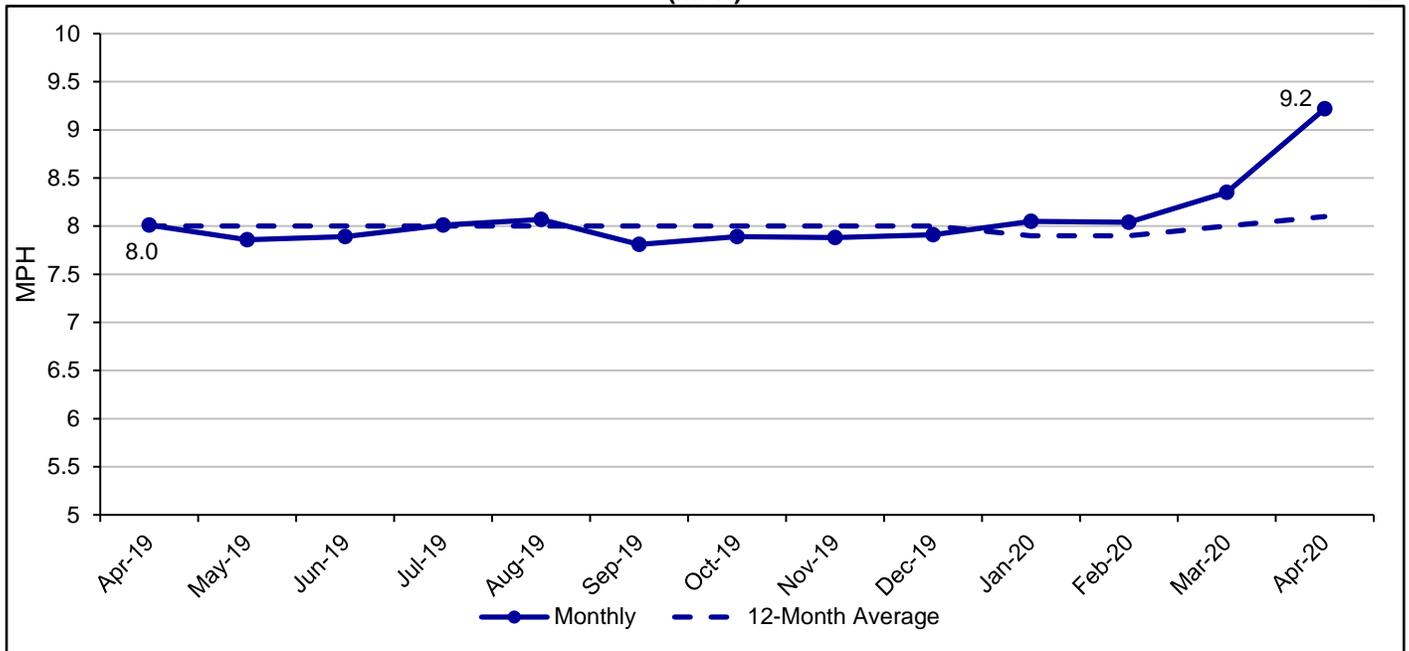
<u>Borough</u>	<u>Apr 20</u>	<u>Apr 19</u>	<u>% Change</u>
Bronx	6,293	5,235	+20.2%
Local/Limited	5,477	4,469	+22.6%
Select Bus Service	10,722	6,940	+54.5%
Express	10,052	11,001	-8.6%
Brooklyn	8,871	6,954	+27.6%
Local/Limited	8,778	6,708	+30.9%
Select Bus Service	10,340	10,095	+2.4%
Express	8,669	9,746	-11.1%
Manhattan	4,932	4,183	+17.9%
Local/Limited	4,239	3,695	+14.7%
Select Bus Service	9,310	8,586	+8.4%
Express	N/A	N/A	N/A
Queens	7,616	7,292	+4.4%
Local/Limited	7,559	6,872	+10.0%
Select Bus Service	7,803	11,577	-32.6%
Express	7,808	8,228	-5.1%
Staten Island	21,843	20,637	+5.8%
Local/Limited	23,325	19,011	+22.7%
Select Bus Service	28,926	10,816	+167.4%
Express	20,480	24,202	-15.4%
Systemwide	8,066	7,016	+15.0%
Local/Limited	7,319	6,114	+19.7%
Select Bus Service	9,514	9,450	+0.7%
Express	11,899	13,046	-8.8%

Note: The metrics in this report are preliminary

Chart 4

Bus Speeds (24 Hours) (MPH)

Desired trend



	Monthly			12-Month Average		
	Apr 20	Apr 19	% Change	Apr 20	Apr 19	% Change
Bronx	8.1	7.4	+9.5%	7.5	7.4	+1.4%
Brooklyn	8.6	7.1	+21.1%	7.3	7.1	+2.8%
Manhattan	7.7	5.9	+30.5%	6.1	5.9	+3.4%
Queens	10.6	8.9	+19.1%	9.0	8.8	+2.3%
Staten Island	14.2	13.9	+2.2%	13.8	13.7	+0.7%
Systemwide	9.2	8.0	+15.0%	8.1	8.0	+1.3%

Speed Discussion

- Increased bus speeds in April 2020 reflect the declines in ridership and traffic levels as a result of the COVID-19 outbreak.
- Bus Speed in April 2020 was 9.2 mph, 15.0 percent higher compared to April 2019. The 12-month average ending April 2020 was 1.3 percent higher compared to the prior year.
- Due to data processing issues related to the COVID-19 outbreak, April 2020 data excludes express buses.

Note: The metrics in this report are preliminary

Bus Speeds
Monthly (24 Hours)
MPH

Desired trend 

<u>Borough</u>	<u>Apr 20</u>	<u>Apr 19</u>	<u>% Change</u>
Bronx	8.1	7.4	+9.5%
Local/Limited	7.9	6.7	+17.9%
Select Bus Service	10.3	8.5	+21.2%
Express	N/A	11.4	N/A
Brooklyn	8.6	7.1	+21.1%
Local/Limited	8.6	6.8	+26.5%
Select Bus Service	10.4	8.6	+20.9%
Express	N/A	12.1	N/A
Manhattan	7.7	5.9	+30.5%
Local/Limited	7.4	5.6	+32.1%
Select Bus Service	8.7	7.2	+20.8%
Express	N/A	N/A	N/A
Queens	10.6	8.9	+19.1%
Local/Limited	10.4	8.6	+20.9%
Select Bus Service	12.8	11.4	+12.3%
Express	N/A	13.1	N/A
Staten Island	14.2	13.9	+2.2%
Local/Limited	13.7	11.8	+16.1%
Select Bus Service	16.9	14.5	+16.6%
Express	N/A	17.2	N/A
Systemwide	9.2	8.0	+15.0%
Local/Limited	9.0	7.4	+21.6%
Select Bus Service	10.8	9.3	+16.1%
Express	N/A	13.9	N/A

Note: The metrics in this report are preliminary

Chart 6

Section 3: Legacy Indicators

The metrics in this section have been shared with the public for many years. While less reflective of the customer experience, they are included here for continuity purposes.

Performance Indicator Definitions

Wait Assessment

Wait Assessment (WA) measures how evenly buses are spaced at selected timepoints along each route. 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 (7-9am) and afternoon (4-7pm) peak periods and no more than five minutes over the scheduled interval for the rest of the day. This measure provides a percentage of buses passing the standard, but it does not account for extra service operated, it is not weighted to how many customers are waiting for buses at different stops, it does not distinguish between relatively minor gaps in service and major delays, and it is not a true measurement of time customers spend waiting at stops.

Bus Mean Distance Between Service Interruptions

Bus Mean Distance Between Service Interruptions is the average distance traveled by a bus between all delays and/or inconveniences to customers within a 12-month period. All road calls caused by both mechanical and non-mechanical failures are included.

Bus Percentage of Completed Trips

Bus Percentage of Completed Trips is the percent of trips completed system wide for the 12-month period. The sytemwide metric is the combined results of NYCT Bus and MTA Bus.

Bus AM Weekday Pull Out Performance

Bus AM Weekday Pull Out Performance is the percent of required buses and operators available in the AM peak period. The sytemwide metric is the combined results of NYCT Bus and MTA Bus.

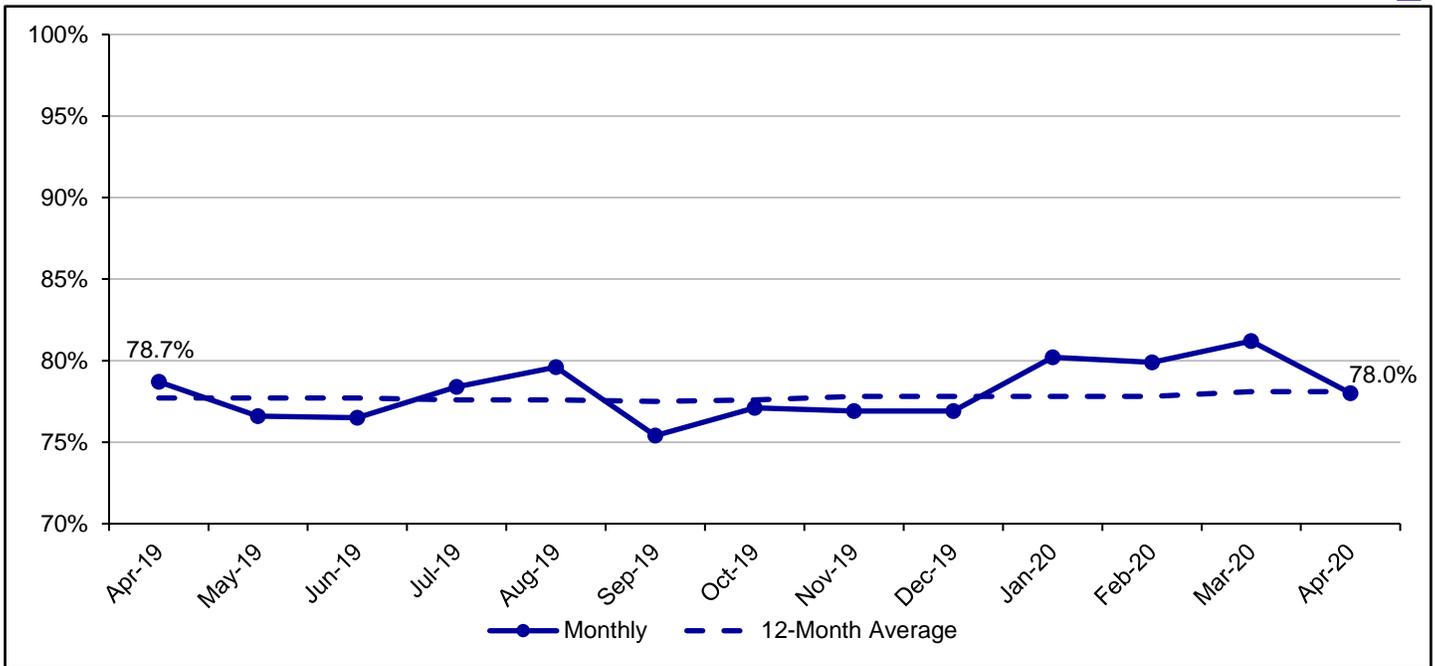
Bus PM Weekday Pull Out Performance

Bus PM Weekday Pull Out Performance is the percent of required buses and operators available in the PM peak period. The sytemwide metric is the combined results of NYCT Bus and MTA Bus.

Note: The metrics in this report are preliminary

Wait Assessment

Desired trend 



	Monthly			12-Month Average		
	Apr 20	Apr 19	% Change	Apr 20	Apr 19	% Change
Bronx	84.1%	77.7%	+8.2%	77.0%	76.9%	+0.1%
Brooklyn	77.1%	76.6%	+0.7%	76.4%	76.1%	+0.4%
Manhattan	82.0%	78.2%	+4.9%	78.5%	76.6%	+2.5%
Queens	72.2%	80.2%	-10.0%	79.0%	79.3%	-0.4%
Staten Island	81.5%	82.2%	-0.9%	81.3%	80.4%	+1.1%
Systemwide	78.0%	78.7%	-0.9%	78.1%	77.7%	+0.5%

- Due to data processing issues related to the COVID-19 outbreak, April 2020 is based on data from April 13 through April 30, and excludes express buses.

Note: The metrics in this report are preliminary

Wait Assessment Monthly

Desired trend 

<u>Borough</u>	<u>Apr 20</u>	<u>Apr 19</u>	<u>% Change</u>
Bronx	84.1%	77.7%	+8.2%
Local/Limited	84.1%	77.4%	+8.7%
Select Bus Service	86.3%	78.3%	+10.2%
Express	N/A	83.3%	N/A
Brooklyn	77.1%	76.6%	+0.7%
Local/Limited	77.0%	76.5%	+0.7%
Select Bus Service	79.7%	80.3%	-0.7%
Express	N/A	78.8%	N/A
Manhattan	82.0%	78.2%	+4.9%
Local/Limited	81.4%	78.0%	+4.4%
Select Bus Service	86.9%	81.1%	+7.2%
Express	N/A	N/A	N/A
Queens	72.2%	80.2%	-10.0%
Local/Limited	72.2%	80.1%	-9.9%
Select Bus Service	72.3%	83.0%	-12.9%
Express	N/A	81.7%	N/A
Staten Island	81.5%	82.2%	-0.9%
Local/Limited	80.9%	81.3%	-0.5%
Select Bus Service	89.1%	82.9%	+7.5%
Express	N/A	85.7%	N/A
Systemwide	78.0%	78.7%	-0.9%
Local/Limited	77.8%	78.4%	-0.8%
Select Bus Service	82.5%	81.5%	+1.2%
Express	N/A	83.3%	N/A

Note: The metrics in this report are preliminary

Bus Mean Distance Between Service Interruptions

Desired trend 

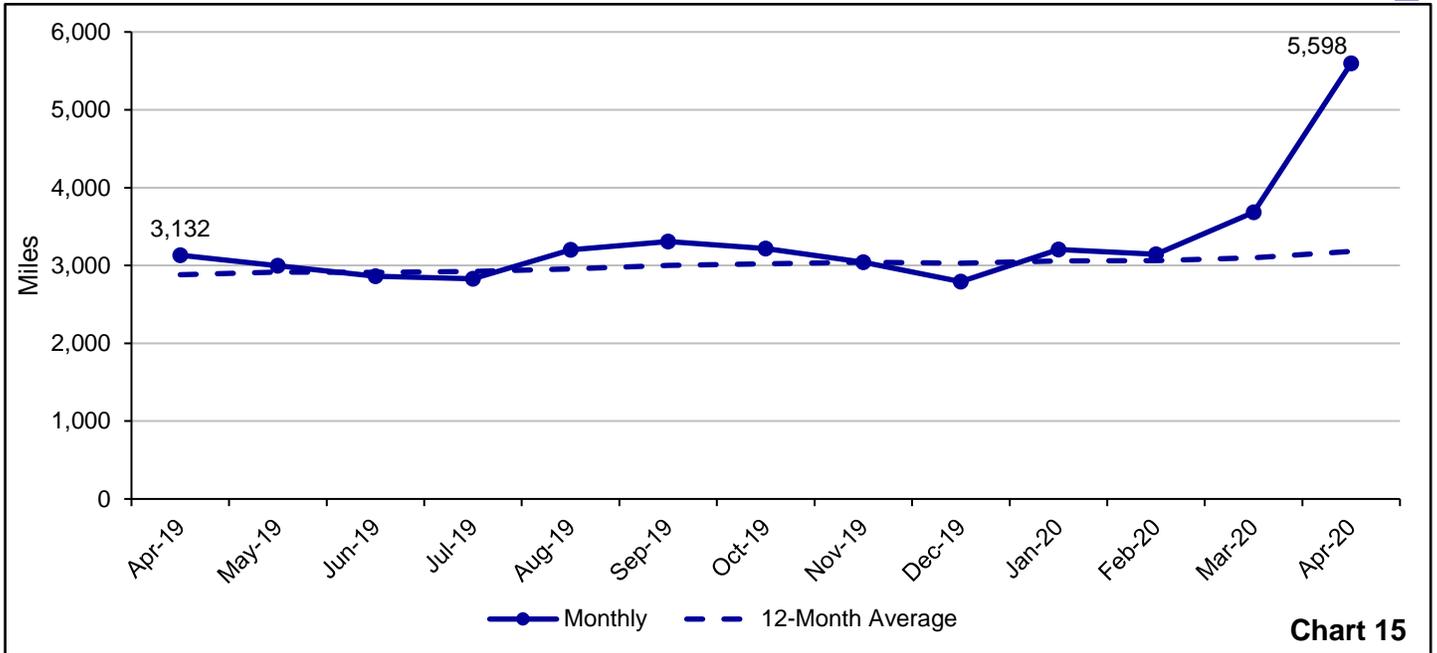


Chart 15

	Monthly			12-Month Average		
	Apr 20	Apr 19	% Change	Apr 20	Apr 19	% Change
Systemwide	5,598	3,132	+78.7%	3,181	2,881	+10.4%

Note: The metrics in this report are preliminary

Customer Service Report: Paratransit

Craig Cipriano, Acting President, MTA Bus Company/
Senior Vice President, NYCT Department of Buses



Paratransit continues to aggressively disinfect its fleets, with dedicated and broker carriers sanitizing their vehicles daily. Additionally, the entire dedicated vehicles have been treated with two rounds of a long-lasting antimicrobial shield treatment.

May 2020 Highlights: Paratransit

We continue to operate full Paratransit service during the COVID-19 pandemic, while safeguarding the health and safety of our customers and drivers. Since the beginning of the pandemic our dedicated and broker carrier fleets have been disinfected daily — over 80,000 vehicles being disinfected on our carrier fleet alone. In addition, our entire dedicated carrier fleet has undergone two rounds of a long-lasting antimicrobial shield treatment, and we plan to continue this treatment as needed.

Our current level of weekday trips — approximately 8,300, or 70% below a pre-COVID weekday — shows that our customers have been listening and are largely staying home to protect themselves, their families and other New Yorkers.

In addition, I want to highlight the efforts of the Paratransit Call Center over the last several weeks to support multiple critical initiatives helping frontline employees and essential workers during this pandemic. Starting in March, Call Center staff and remote agents began assisting in the fielding of MTA COVID-19 Hot Line calls for up to 75,000 MTA employees. In April, the Call Center expanded their role yet again to support the New York State Department of Labor to assist in the processing of unemployment calls. More recently, Call Center agents have been fielding calls in support of the Essential Connector program to support the nightly subway shutdown and the MTA's critical efforts to clean and disinfect the entire subway system.

Through this unprecedented crisis, the Paratransit team continues to work hard to provide essential services for our customers and go above and beyond to support our larger community. I cannot thank them enough for their unwavering dedication to the health and safety of our customers, employees and drivers alike.

Craig Cipriano

Acting President, MTA Bus Company/
Senior Vice President, NYCT Department of Buses

Paratransit Report

Statistical results for the month of March 2020 are shown below.

Paratransit Operations - Monthly Operations Report Service Indicators							
Category	Performance Indicator	Current Month: March 2020			12-Month Average		
		This Year	Last Year	% Change	This Year	Last Year	% Change
Ridership	Total Trips Completed*	484,782	692,348	-30.0%	664,876	624,699	+6.4%
	Total Ridership	655,536	949,831	-31.0%	898,882	866,966	+3.7%
On-Time Performance	Pick-up Primary 30 Minute	98.0%	96.0%	+2.1%	96.3%	96.0%	+0.3%
	Pick-up Primary 15 Minute	91.0%	87.0%	+4.6%	87.4%	87.4%	+0.1%
	Pick-up Broker 30 Minute	98.0%	92.0%	+6.5%	96.4%	92.2%	+4.6%
	Pick-up Broker 15 Minute	91.0%	78.0%	+16.7%	87.6%	79.6%	+10.0%
	Appointment OTP Trips Primary - 30 Min Early to <1 Late (On-Time)*	n/a	48.0%	n/a	46.3%	45.5%	+1.7%
	Appointment OTP Trips Primary - Early*	n/a	44.0%	n/a	45.6%	45.2%	+1.0%
	Appointment OTP Trips Broker - 30 Min Early to <1 Late (On-Time)*	n/a	37.0%	n/a	33.0%	39.6%	-16.6%
Appointment OTP Trips Broker - Early*	n/a	44.0%	n/a	58.6%	44.4%	+32.0%	
Ride Time	Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration - At or Better Than Plan	82.0%	77.0%	+6.5%	80.9%	76.5%	+5.8%
	Average Actual Trip Duration in Minutes	33	43	-23.3%	38	43	-12.1%
	Max Ride Time Performance Primary	99.0%	98.0%	+1.0%	98.0%	97.8%	+0.3%
	Max Ride Time Performance Broker	99.0%	96.0%	+3.1%	98.5%	96.6%	+2.0%
Customer Experience	Frequent Rider Experience Primary*	n/a	75.0%	n/a	74.5%	72.8%	+2.5%
	Frequent Rider Experience Broker*	n/a	67.0%	n/a	70.9%	65.3%	+8.5%
Provider No-Shows	Provider No-Shows per 1,000 Schedule Trips Primary	0.51	1.27	-59.8%	1.27	1.81	-29.7%
	Provider No-Shows per 1,000 Schedule Trips Broker	0.82	2.15	-61.9%	1.33	2.29	-41.8%
Customer Complaints	Passenger Complaints - Transportation Service Quality Per 1000 Completed Trips	2.0	3.3	-39.4%	2.9	2.5	+15.1%
	Passenger Complaints - Non-Transportation Service Quality Per 1000 Completed Trips	1.1	1.8	-38.9%	2.1	1.4	+53.4%
Call Center	Percent of Calls Answered	98.0%	95.0%	+3.2%	95.8%	96.3%	-0.6%
	Average Call Answer Speed in Seconds	29	69	-58.0%	61	45	+36.2%
Eligibility	Total Registrants	162,973	155,332	+4.9%	159,872	151,413	+5.6%

*NOTE: March service saw significant changes due to the COVID 19 Pandemic. While full service has been provided throughout the Pandemic, March saw a reduction in demand in the last half of the month along with a reduction in traffic conditions. To further promote the safety of our customers and operators, shared ride service was also suspended. As a result, appointment time booking of trips would have led to excessively early drop offs and has been temporarily suspended. Customers can still book trips with a pickup time.

Note: 1) The percentage comparisons are the percentage change instead of the percentage point change.
2) Trip data and resulting metrics are preliminary and subject to adjustments.

PARATRANSIT PERFORMANCE INDICATOR DEFINITIONS

Ridership by Provider Type

Total Trips is the count of trips provided to registered Access-A-Ride clients in a given month. Total Ridership includes the count of personal care attendants (PCAs) and guests who join clients on the trips. Ridership is presented by the type of provider:

- 1) **Primary** providers are the blue and white Access-A-Ride branded vehicles, operated by contractors. They provide service with lift and ramp-equipped vans.
- 2) **Brokers** provide for-hire vehicles (FHV), metered taxis, and some wheelchair accessible vehicles.
- 3) **E-Hails** provide web or app-based trip booking and furnish FHV and metered taxis, including wheelchair accessible vehicles (WAVs).
- 4) **Street Hails** are services provided by the traditional FHV, or yellow or green taxis for customers that Access-A-Ride authorized for customer reimbursement.
- 5) **All Others** are mostly services provided by local car services or livery providers in Staten Island, otherwise known as the Voucher Program. This service has been replaced by Enhanced Broker Service since November 2019.

On-Time Performance for Primary and Broker Providers

Pick-up OTP compares actual to promised pick-up time. It is measured on both 15-minute and 30-minute windows. Access-A-Ride's goal is that no less than 94% of all trips arrive at the pick-up location no more than 30 minutes after the promised time, and that no less than 85% of all trips arrive at the pick-up location no more than 15 minutes after the promised time.

Drop-off OTP compares actual to customer-requested drop-off time for trips scheduled with an appointment time. Such trips comprise about half of Access-A-Ride's service plan. An on-time trip is one that arrives at the drop-off location no more than 30 minutes early, and no later than the appointment time.

Provider No-Shows Per 1,000 Scheduled Trips for Primary and Broker Providers

The Provider No-Show rate measures the frequency with which primary providers do not arrive at the pick-up location within 30 minutes of the promised time and the trip is not provided. For broker providers, customers can call for replacement service after 15 minutes.

Ride Time Performance for Primary and Broker Providers

Ride Time measures customer trip duration in three different ways:

Actual vs Scheduled presents travel time variance.

Average Travel Time presents the average actual trip duration by trip distance category.

Max Ride Time Performance presents the percentage of trips performed within Access-A-Ride's established max ride time standards.

0 up to 3 miles: max ride time is 50 minutes
>3 up to 6 miles: max ride time is 65 minutes
>6 up to 9 miles: max ride time is 95 minutes
>9 up to 12 miles: max ride time is 115 minutes
>12 up to 14 miles: max ride time is 135 minutes
>14 miles: max ride time is 155 minutes

PARATRANSIT PERFORMANCE INDICATOR DEFINITIONS

Customer Experience

Customer Experience measures trip results against multiple standards. Trip experience is counted as positive if all of the following standards are met:

- **Pick-up OTP:** actual pick-up time is 30 minutes or less past the promise time.
- **Drop-off OTP:** for trips scheduled with a specific drop-off time, drop-off is no more than 30 minutes early and no later than the requested time.
- **Max Ride Time:** actual trip duration is within max ride time standards established by Access-A-Ride.
- **Provider No-Show:** trip does not result in a provider no-show.

Customer Complaints Per 1,000 Completed Trips

Customers can comment on Access-A-Ride service quality by phone, writing, and website. The number of complaints is measured as a rate per 1,000 completed trips.

Transportation Service Quality measures service delivery, which covers complaints about no-shows, lateness, long ride durations, drivers and vehicles. Access-A-Ride's goal is 3.0 or fewer Transportation Service Quality complaints per 1,000 trips.

Non-Transportation Service Quality measures complaints about the reservation process, eligibility certification experience, customer service agent helpfulness and politeness, and all other complaints. Access-A-Ride's goal is 1.0 or fewer Non-Transportation Service Quality complaints per 1,000 trips.

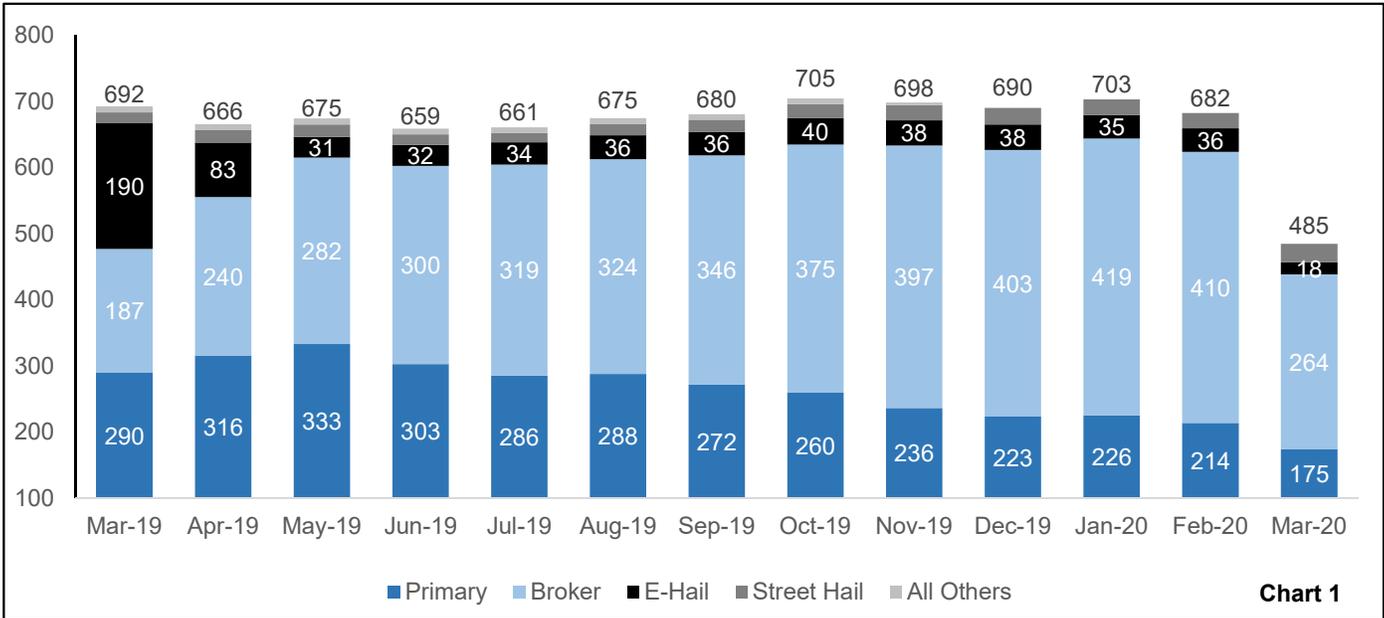
The phone number customers call to make complaints and other comments is the same familiar number they use for reservations. Access-A-Ride reviews all complaints received and works to resolve all specific customer concerns.

Call Center

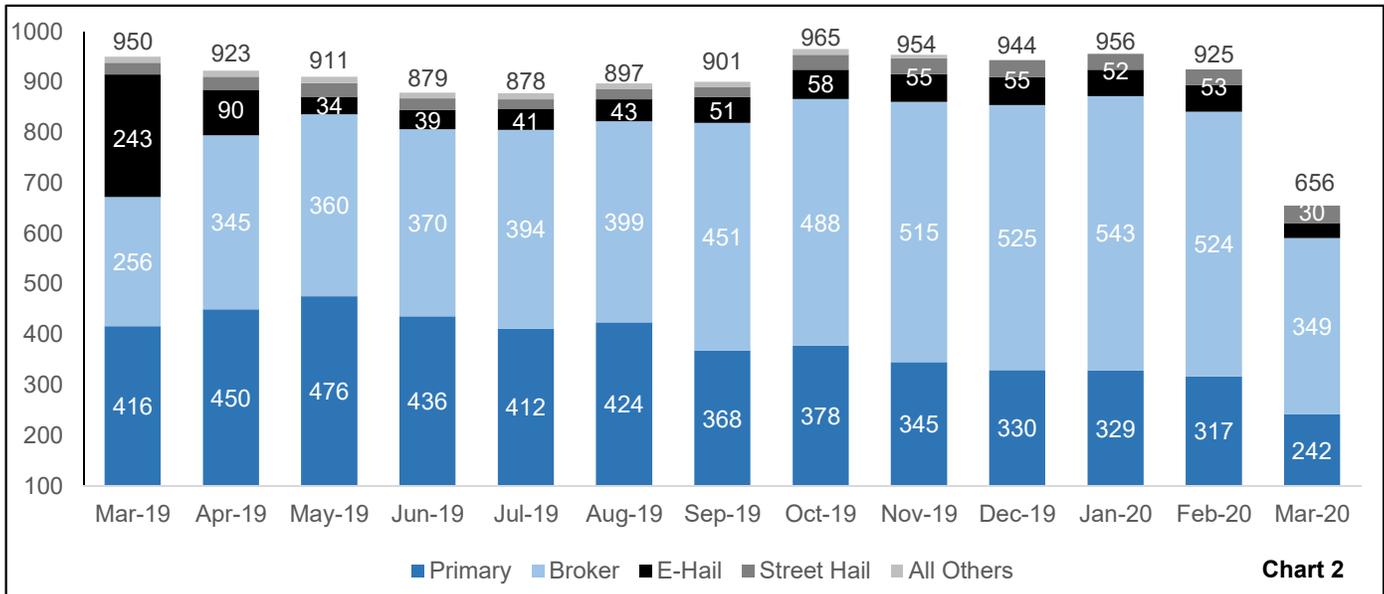
Access-A-Ride Call Center performance is measured as the percent of calls that are answered and the average speed with which those calls are answered. The call center handles reservation and day-of service status calls from customers.

The goal for percent of calls answered is 95% and the goal for average answer speed is 60 seconds.

Total Trips



Total Ridership



Total Trips Discussion

- Total Trips in March 2020 decreased by 197K (or 29%) when compared to February 2020, and decreased by 207K (or 30%) when compared to March 2019.

Total Ridership Discussion

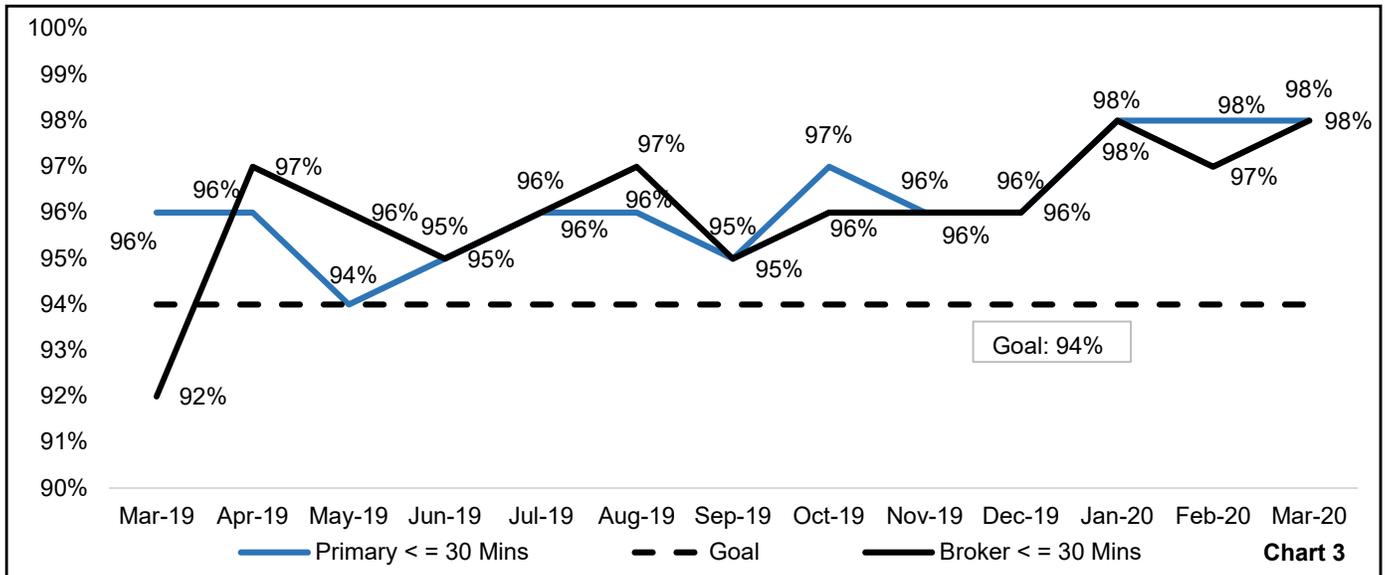
- Total Ridership in March 2020 decreased by 269K (or 29%) when compared to February 2020, and decreased by 294K (or 31%) when compared to March 2019.

NOTE: The decrease in Trips and Ridership was primarily due to the COVID-19 pandemic.

Note: Monthly totals may not be exact due to rounding.

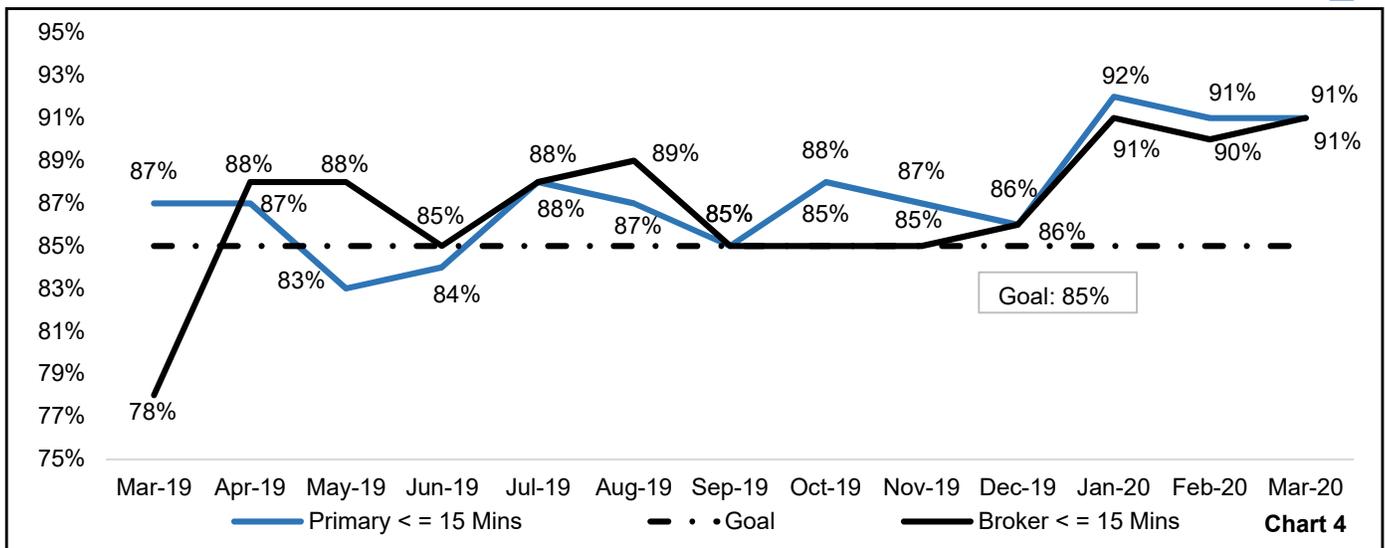
OTP <= 30 Minutes Primary and Broker

Desired trend



OTP <= 15 Minutes Primary and Broker

Desired trend



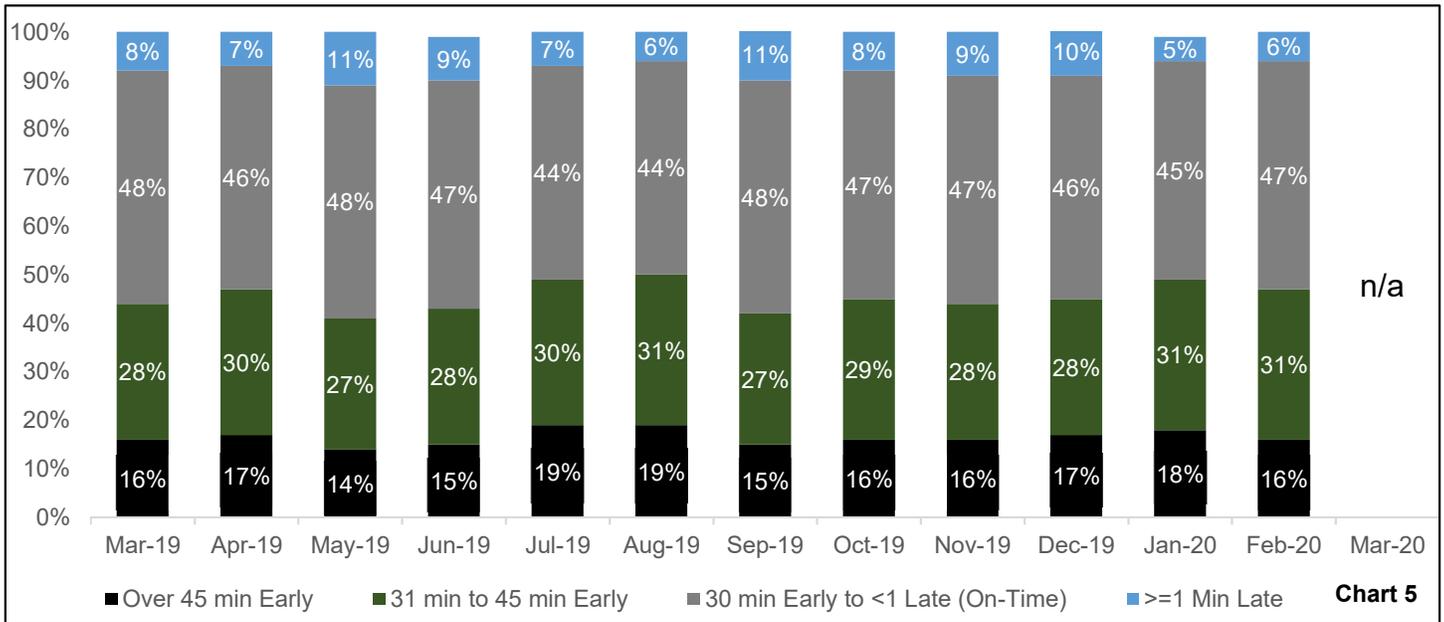
<= 30 Minutes Pick Up On-Time Performance Discussion

- March 2020 Primary 30 minute P/U, OTP result of 98% remained flat when compared to February 2020, and improved at a rate of 2.1% when compared to March 2019.
- March 2020 Broker 30 minute P/U, OTP result of 98% indicates a rate increase of 1% when compared to February 2020, and improved at a rate of 6.5% when compared to March 2019.

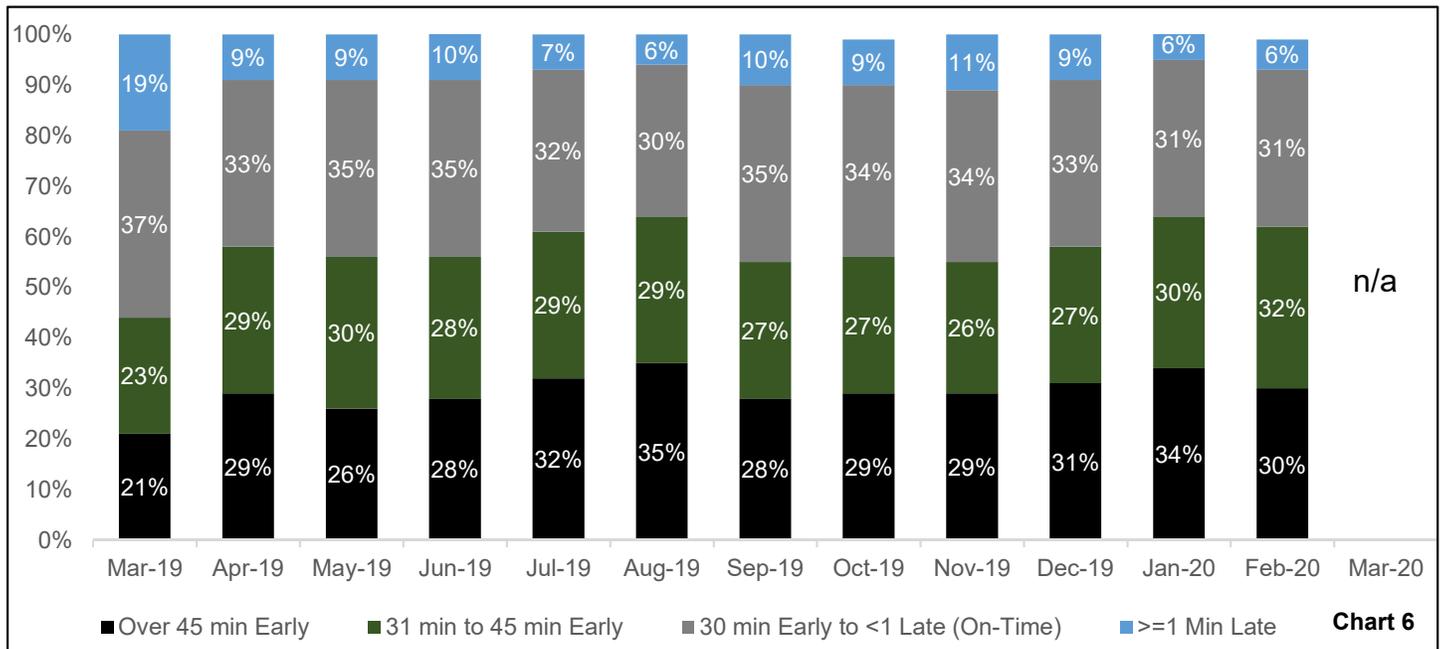
<= 15 Minutes Pick Up On-Time Performance Discussion

- March 2020 Primary 15 minute P/U, OTP result of 91% remained flat when compared to February 2020, and improved at a rate of 4.6% when compared to March 2019.
- March 2020 Broker 15 minute P/U, OTP result of 91% indicates a rate increase of 1.1% when compared to February 2020, and improved at a rate of 16.7% when compared to March 2019.

Primary Drop Off On-Time Performance On Appointment Trips



Broker Drop Off On-Time Performance On Appointment Trips

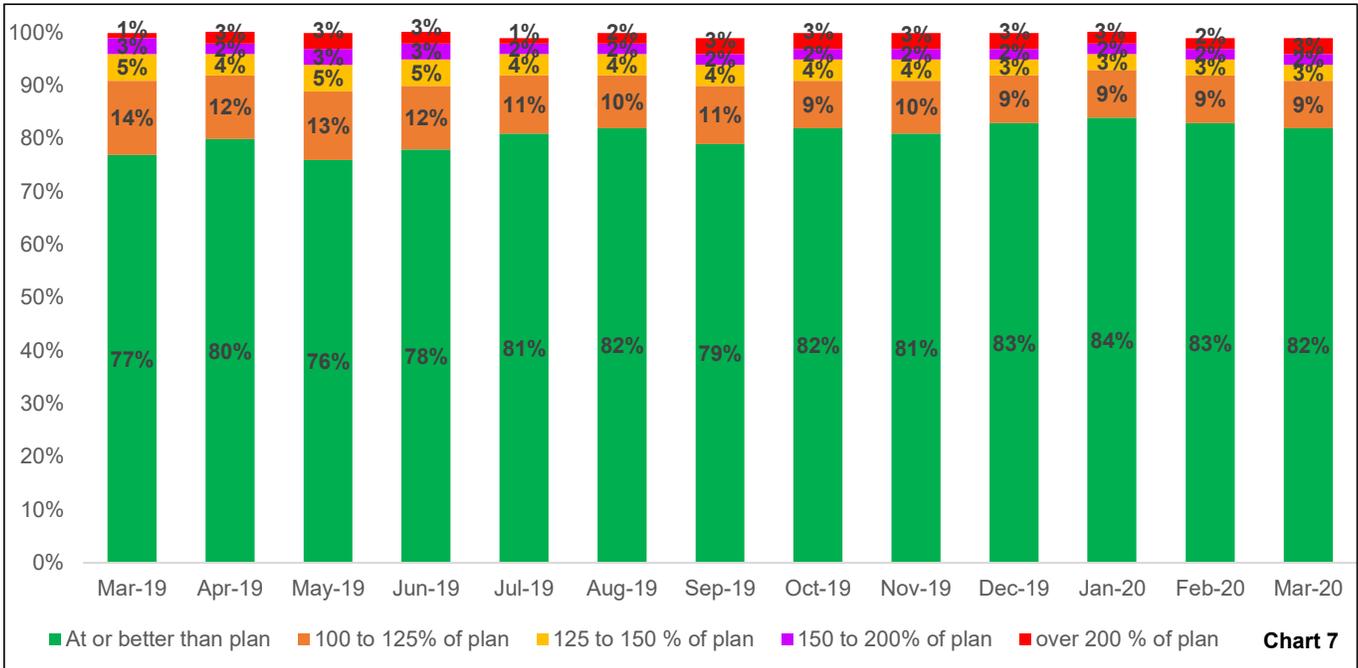


Primary and Broker Drop Off On-Time Performance On Appointment Trips Discussion

- March service saw significant changes due to the COVID 19 Pandemic including temporary suspension of appointment time. Appointment time booking of trips would have led to excessively early drop offs due to reductions in traffic and suspension of shared rides. As a result, the Appointment Trips metrics are not provided this month.

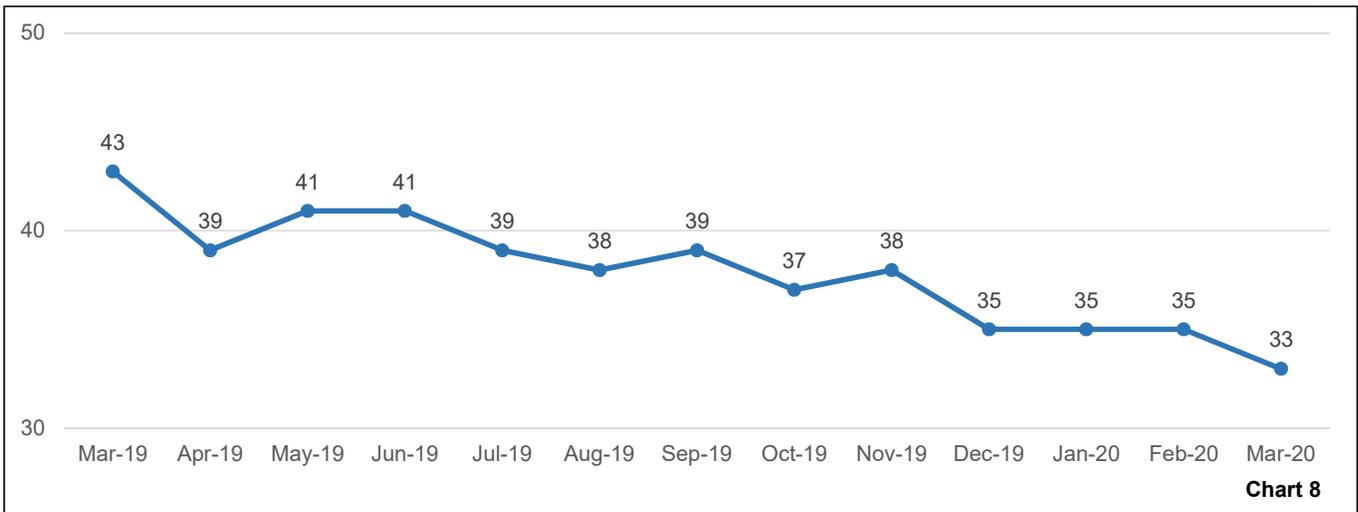
Note: Monthly totals may not be exact due to rounding.

Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration



Average Actual Trip Duration in Minutes

Desired trend



Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration Discussion

- 82% of trips in March 2020 performed within the scheduled time or better which declined at a rate of 1.2% when compared to February 2020, and improved at a rate of 6.5% when compared to March 2019.

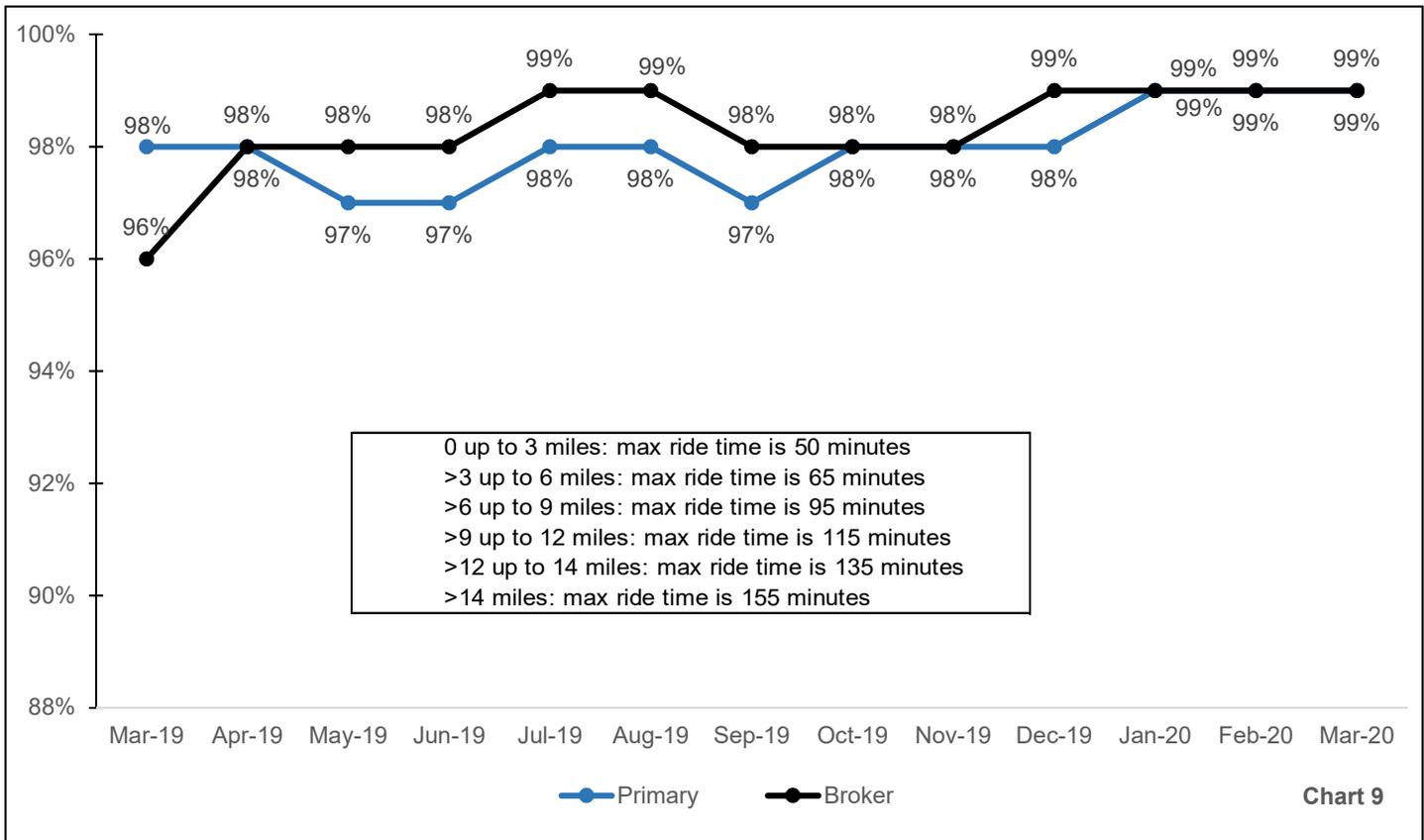
Average Actual Trip Duration in Minutes Discussion

- Actual Trip Duration in March 2020 improved by 2 minutes (or 5.7%) when compared to February 2020, and improved by 10 minutes (or 23.3%) when compared to March 2019.

Note: Percentages may not be exact due to rounding.

Max Ride Time Performance

Desired trend

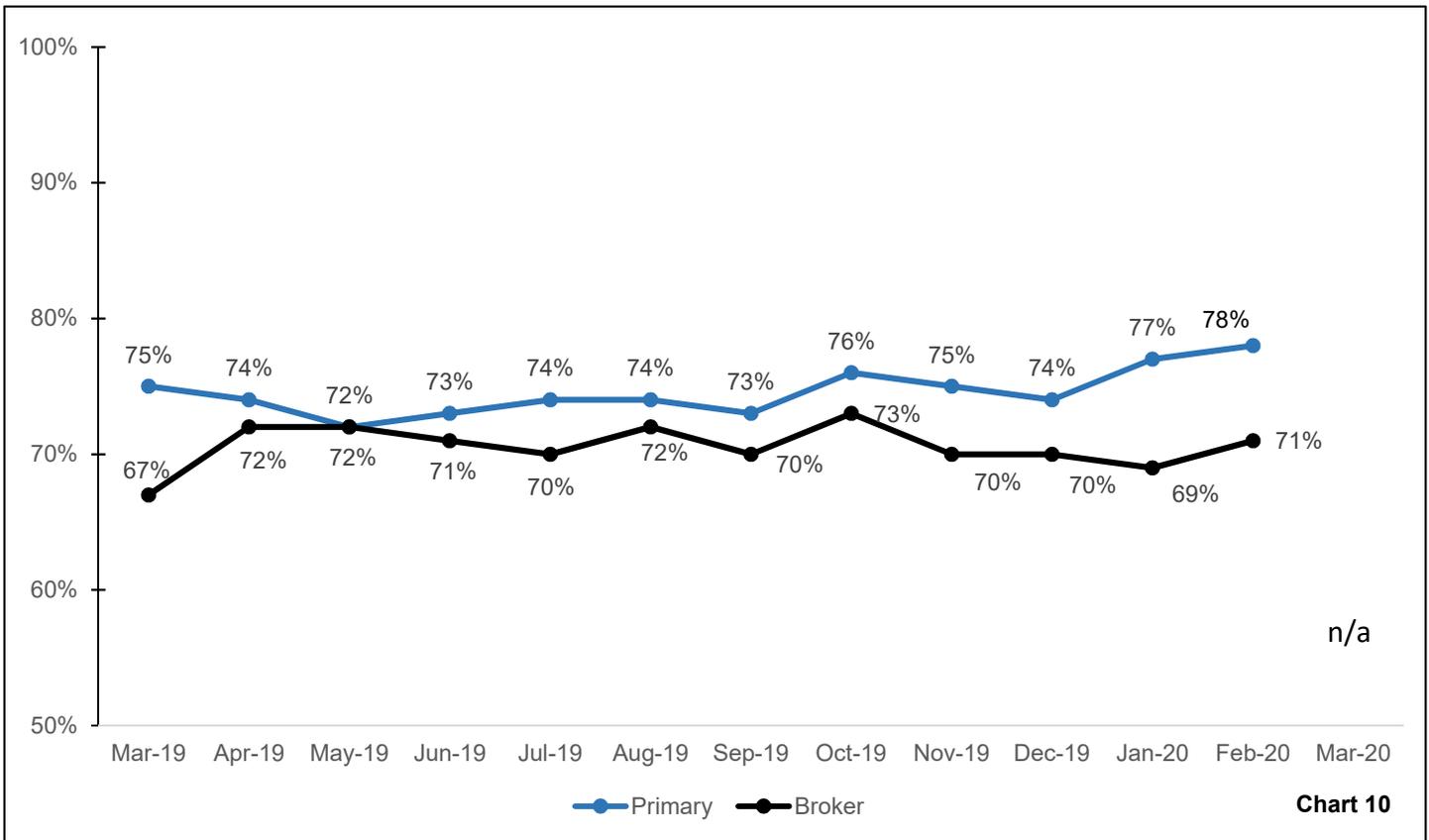


Max Ride Time Performance Discussion

- In the month of March, 99% of Primary trips were completed within the Max Ride Time parameters. Performance remained flat when compared to February 2020, and improved at a rate of 1% when compared to March 2019.
- In the month of March, 99% of Broker trips were completed within the Max Ride Time parameters. Performance remained flat when compared to February 2020, and improved at a rate of 3.1% when compared to March 2019.

Customer Experience Performance

Desired trend 

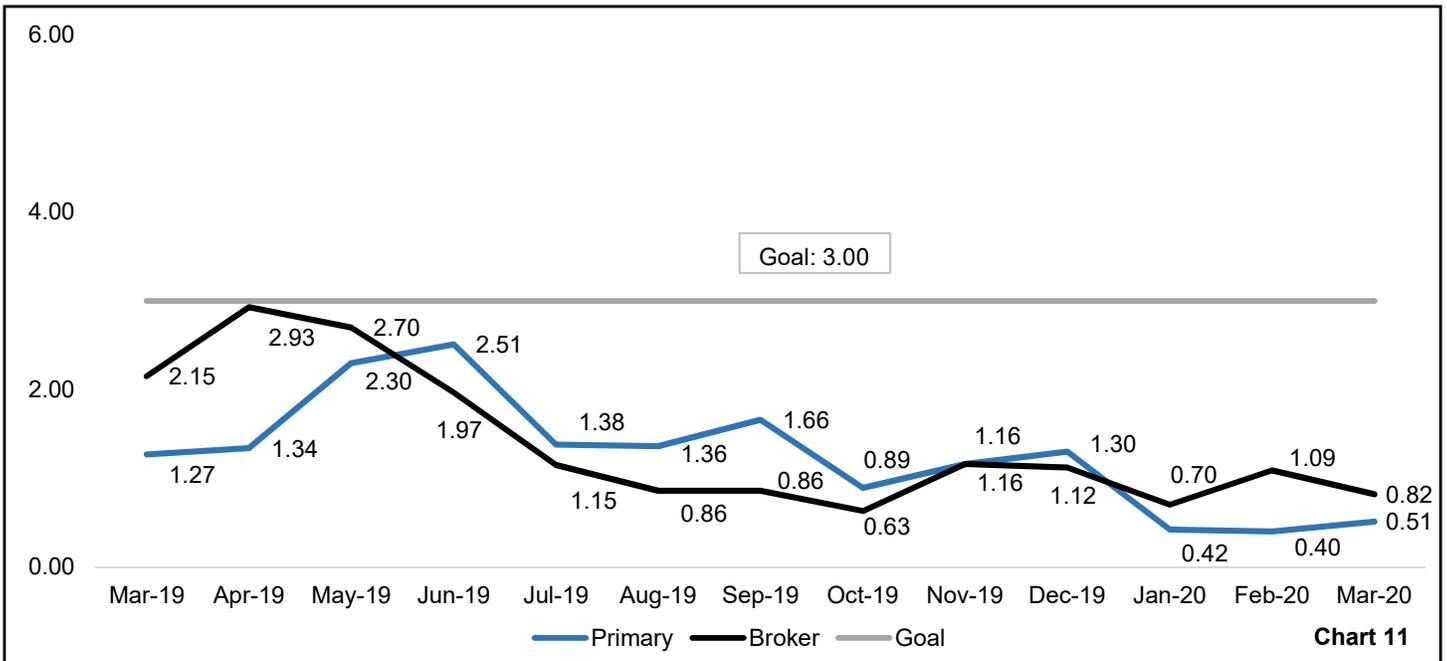


Customer Experience Performance Discussion

- Customer Experience depends on trip results against multiple standards including Drop-off On-Time performance for appointment time booked trips. In March, appointment time booking of trips was temporarily suspended due to the COVID-19 pandemic. As a result, the Customer Experience metric cannot be calculated in a comparative way and is not provided this month.

Provider No Shows Per 1,000 Scheduled Trips

Desired trend

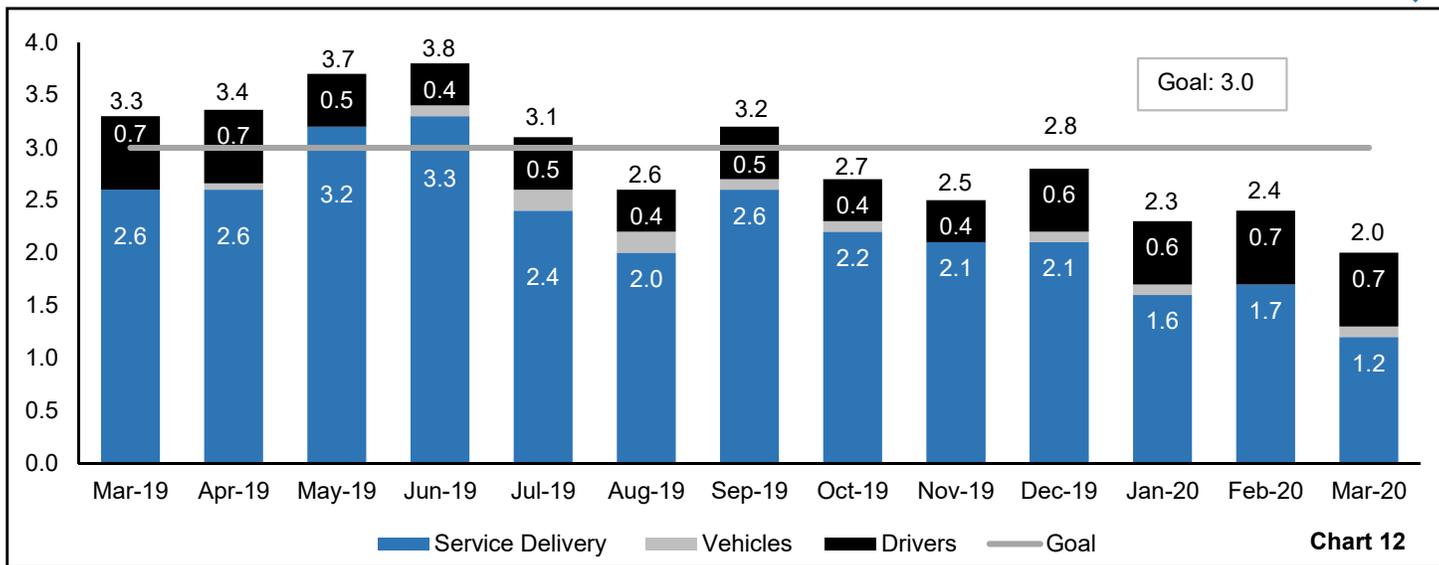


Provider No Shows Per 1000 Scheduled Trips Discussion

- Primary No-Shows declined by 0.11 per 1,000 trips (or 27.5%) in March 2020 when compared to February 2020, and improved by 0.76 per 1,000 trips (or 59.8%) when compared to the same month last year.
- Broker No-Shows improved by 0.27 per 1,000 trips (or 24.8%) in March 2020 when compared to February 2020, and improved by 1.33 per 1,000 trips (or 61.9%) when compared to the same month last year.

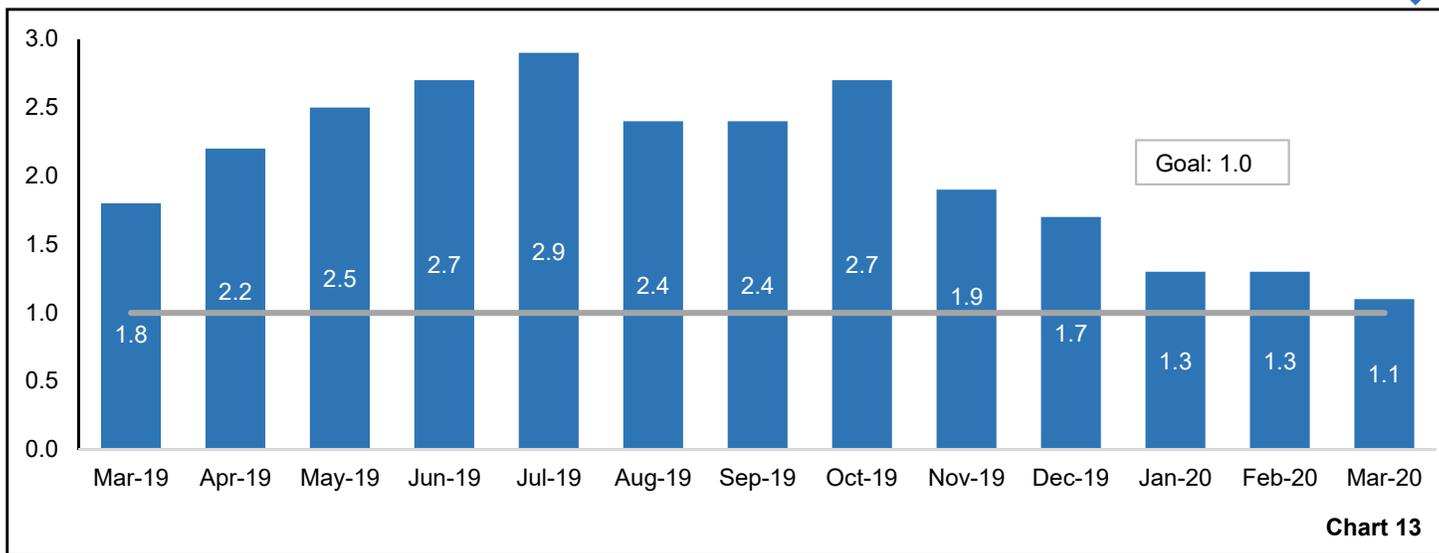
Passenger Complaints Related to Transportation Service Quality Per 1,000 Completed Trips

Desired trend ↓



Passenger Complaints Related to Non-Transportation Service Quality Per 1,000 Completed Trips

Desired trend ↓



Passenger Complaints Related to Transportation Service Quality Per 1,000 Completed Trips Discussion

- The total Passenger Complaints related to Transportation Service improved by 0.4 per 1,000 trips (or 16.7%) in March 2020 when compared to February 2020, and improved by 1.3 per 1,000 trips (or 39.4%) when compared to March 2019.

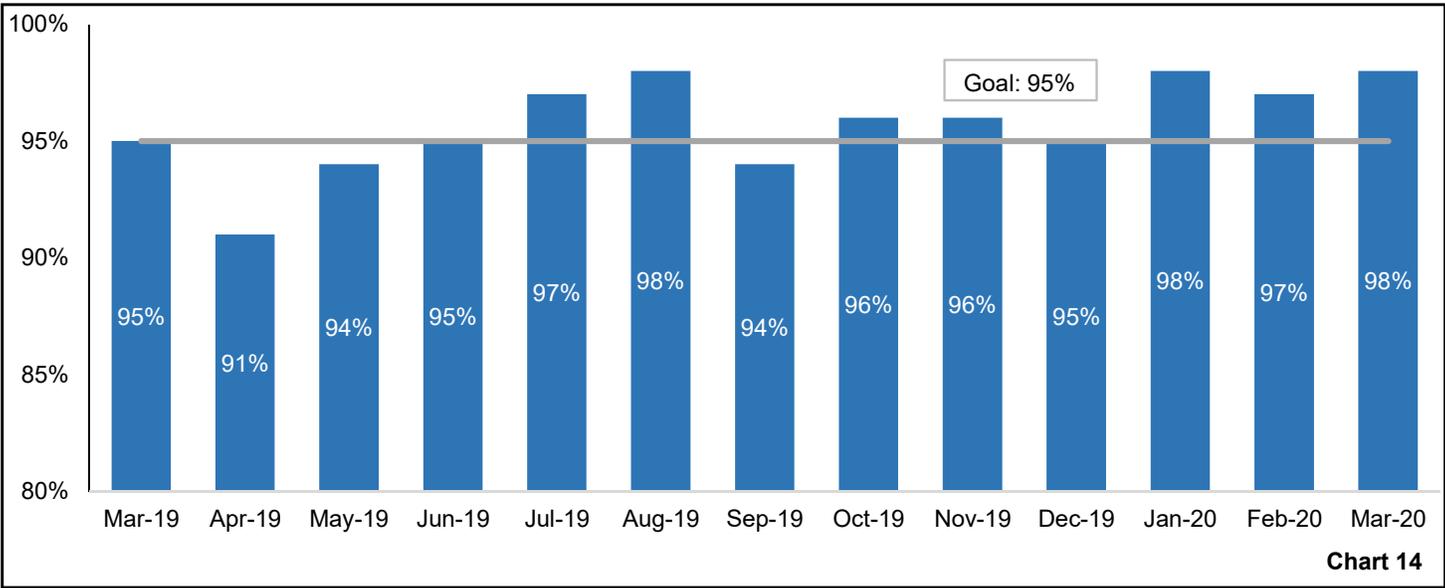
Passenger Complaints Related to Non-Transportation Service Quality Per 1,000 Completed Trips Discussion:

- Passenger Complaints related to Non-Transportation Service improved by 0.2 per 1,000 trips (or 15.4%) in March 2020 when compared to February 2020, and improved by 0.7 per 1,000 trips (or 38.9%) when compared to March 2019.

Note: Monthly totals may not be exact due to rounding.

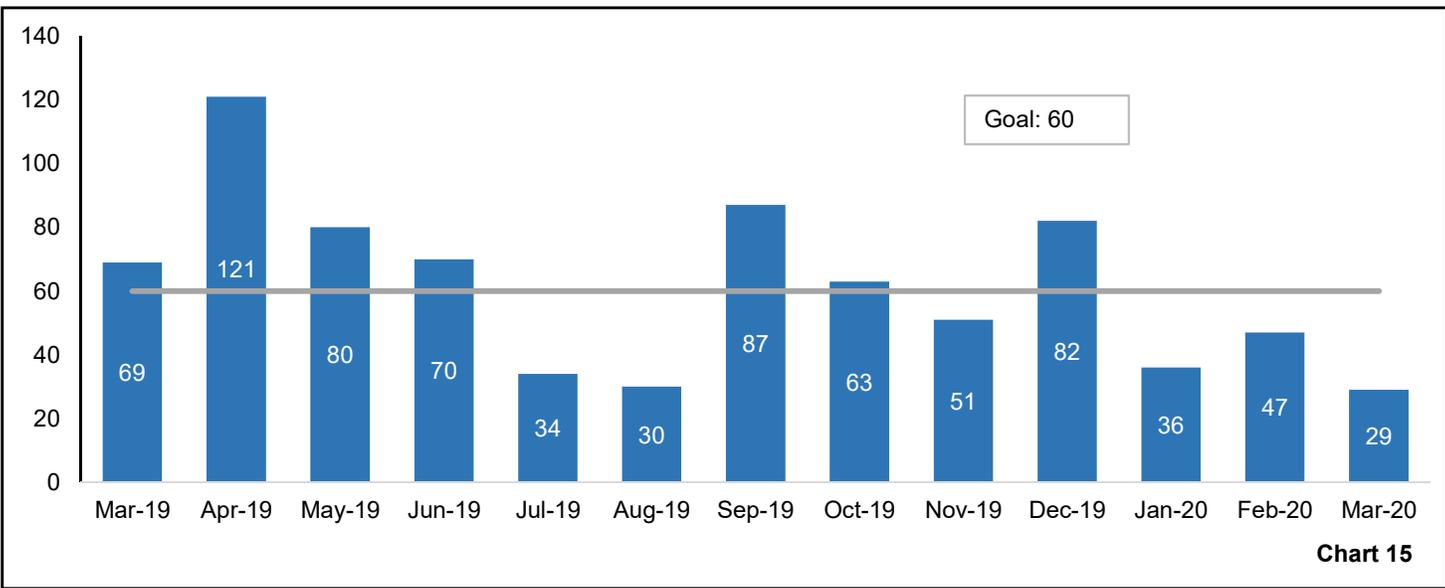
Percent of Calls Answered

Desired trend 



Average Call Answer Speed in Seconds

Desired trend 



Percent of Calls Answered Discussion

- The Percent of Calls Answered in March 2020 improved at a rate of 1% when compared to February 2020, and improved at a rate of 3.2% when compared to March 2019.

Average Call Answer Speed in Seconds Discussion

- The Average Call Answer Speed in March 2020 improved by 18 seconds (or 38.3%) when compared to February 2020, and improved by 40 seconds (or 58%) when compared to March 2019.



Accessibility Update

Alex Elegudin, Senior Advisor for Systemwide Accessibility

May 2020 Accessibility Update

The Systemwide Accessibility team is working remotely, but we are here for riders with disabilities who still need our subway, bus, and Access-A-Ride systems for essential trips. As we implement the new Essential Connector program, to supplement overnight bus service during the subway suspension, we are ensuring the program provides accessible service to those who need it. The program will include wheelchair accessible vehicles for those who qualify.

We continue working closely with the Department of Buses to ensure that customers with disabilities and seniors who cannot safely step up to the rear door can use the ramp or kneeler at the front of the bus, even as we ask those who can to use the rear door for boarding. Also, our Access-A-Ride paratransit service continues operating 24/7, with shared rides temporarily suspended to allow for greater social distancing. We are also speaking with peer transit agencies across the country weekly to ensure we follow best practices in keeping our system accessible during these times, and continue to communicate directly with our riders, advocates, and partner agencies to ensure all New Yorkers have up-to-date service information.

Though the Covid-19 crisis remains at the forefront of all of our minds, we are happy to see accessibility work along the L train - at Bedford Av and 1st Av - continue moving forward, and look forward to the reopening of two modernized elevators at Grand Central in the coming weeks. We look forward to providing updates next month on some other priority accessibility projects that we have been working on. Until then, please stay safe, stay home if you can, and reach out to accessibility@nyct.com if you have any concerns about how Covid-related service changes impact accessibility within the system.

Alex Elegudin

Senior Advisor for Systemwide Accessibility

Strategy and Customer Experience

Sarah Meyer, Senior Vice President & Chief Customer Officer



Customer Contact Center Supervisor Ekow Amuaku is one of our 24/7 customer service specialists who works remotely to help thousands of essential workers plan their overnight travel while subway service is not operating from 1 a.m. until 5 a.m. for cleaning and disinfecting during the Covid-19 health crisis. The Essential Connector Plan adds 1,169 new fare-free local and express bus trips to enhance overnight bus service throughout all five boroughs.

May 2020 Highlights: Strategy and Customer Experience

Our team remains dedicated to ensuring essential workers have the information they need to get to their jobs. We are optimizing web and social channels, creating in-station and on-bus digital signage and using public-address systems to ensure customers know about service changes as Covid-19 conditions evolve. We have designed new signage to encourage customers to wear face coverings and practice social distancing.

To communicate news about the changes in overnight service, we put together a robust outreach plan to customers, elected officials, hospitals and trade/union organizations. We set up a dedicated 24/7 call center operation and modified www.mta.info to help customers plan alternate travel in preparation for overnight travel, including launching www.mta.info/overnight, with new service maps and trip planning tools that promote the 76% increase in overnight bus service, with 11 interborough express routes.

We also launched the “Essential Connector” service, a free taxi program for those whose bus trips were expected to be over 80 minutes or had two or more transfers in the overnight period from 1 a.m. – 5 a.m. Essential workers are eligible for one free trip per day under this program.

We quickly launched a mobile optimized online booking tool and our call center has processed thousands of calls for pre-bookings. We have much to do to refine this program, but we are glad we were able to get it up and running so quickly.

Also this month, our engagement teams continued meeting virtually with communities and elected officials, attending 7 online public meetings: 1 Town Hall meeting and 6 Community Board meetings throughout the boroughs.

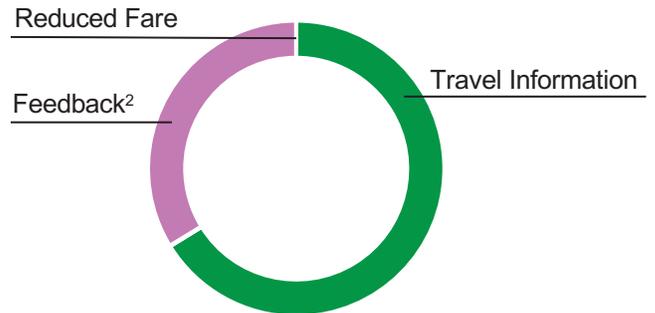
Sarah Meyer
Senior Vice President & Chief Customer Officer

Customer engagement

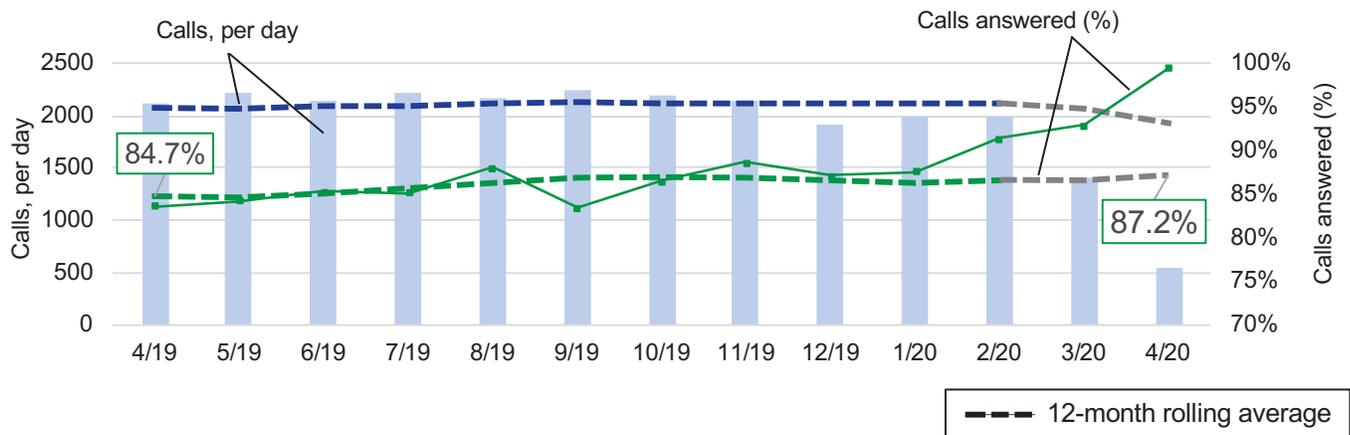
Telephone

	Apr 2020	Apr 2019	Variance
Telephone calls	16,261	63,518	▼74.4%
Calls answered	99.4%	83.6%	▲18.9%
Average time to answer ¹ (seconds)	5	229	▼97.8%

1. Excludes automated self-service calls
2. Feedback is customers calling with comments or concerns

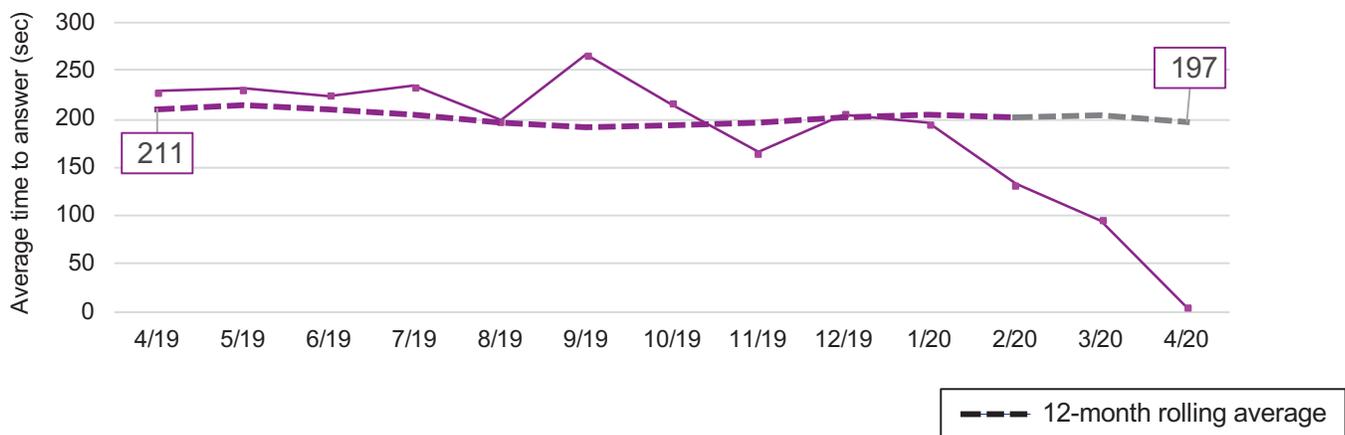


Telephone: calls received and answered



12-month averages throughout this report include March and April metrics despite lack of comparability with prior months.

Telephone: average time to answer

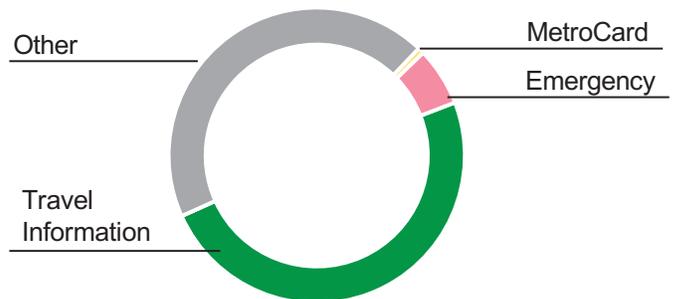


Customer engagement

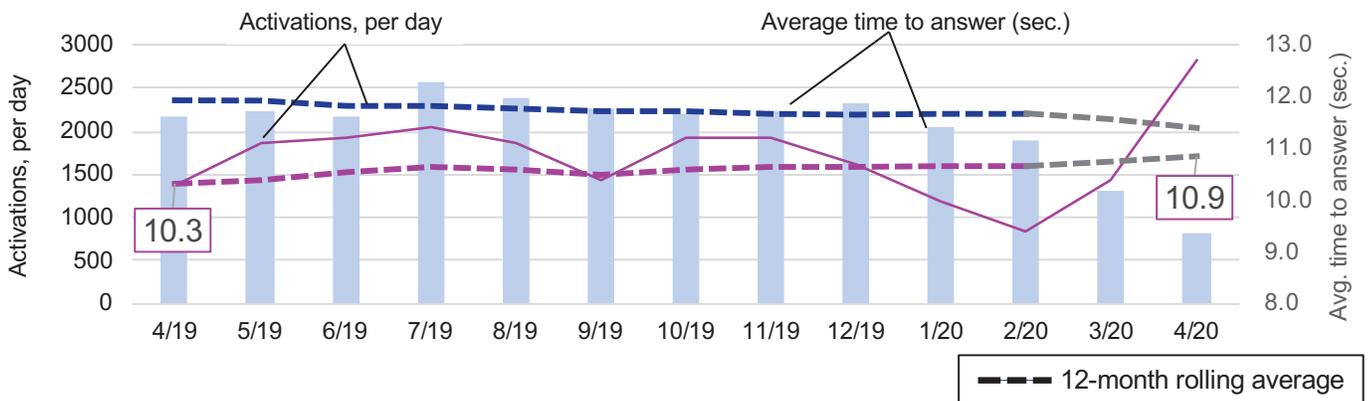
Help Point

	Apr 2020	Apr 2019	Variance
Help Point activations	24,626	65,432	▼62.4%
Average time to answer (seconds)	12.7	10.3	▲23.5%

1. Feedback is customers calling with comments or concerns



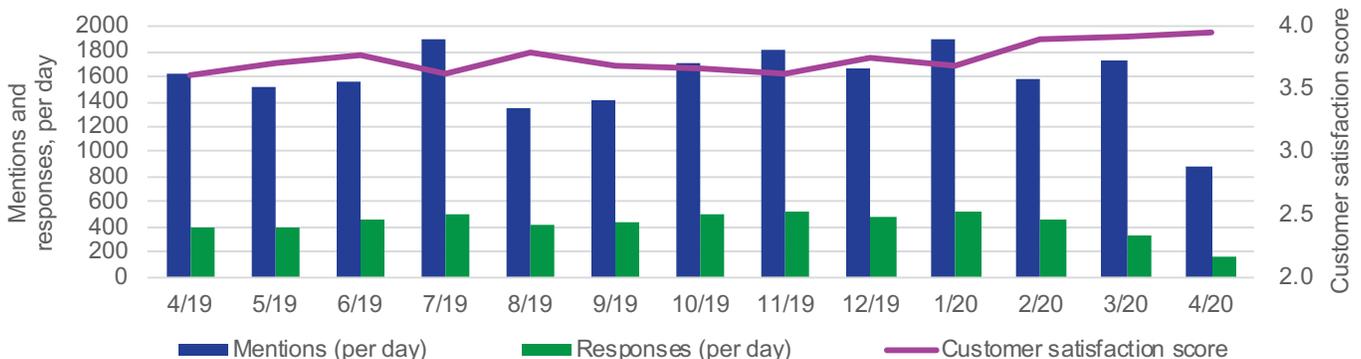
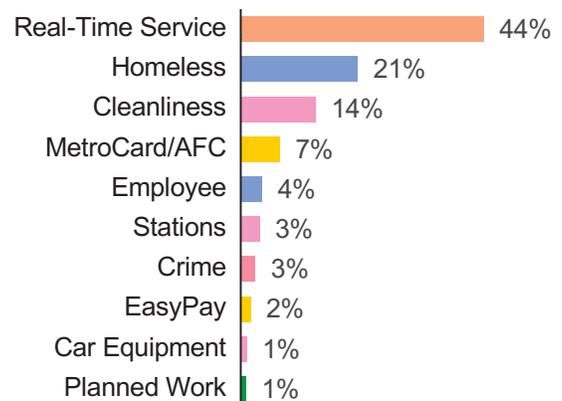
Help Point: activations and average time to answer



Social media

	Apr 2020	Apr 2019	Variance
Social media mentions ¹	26,728	48,625	▼45.0%
Responses sent	4,708	12,118	▼61.1%
Customer satisfaction score ²	3.95	3.62	▲9.1%

1. Social media mentions include Tweets, Facebook posts, and comments
 2. Customers were asked *How would you rate your experience on Twitter with NYCT Subway?* using a scale of 1 to 5

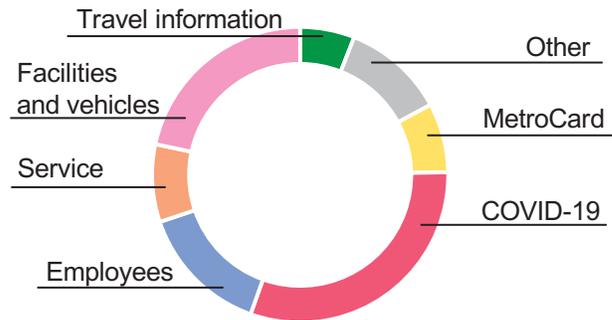


Customer engagement

Web, mobile app, and written feedback

	Apr 2020	Apr 2019	Variance
Received	2,510	6,690	▼62.5%
Responses sent ¹	4,591	8,884	▼48.3%

1. Includes automated and manual responses



Keeping customers informed

Alerts and service notices

	Apr 2020
Web	5,811
Twitter	2,440
Kiosks / Digital Displays ¹	427
Email and text alerts	
• Service	2,071
• Elevator and escalator status	3,687
Service Notice posters developed	275

1. Excludes countdown clocks

Social media followers

		Apr 2020	Apr 2019	Variance
Twitter	@NYCTSubway	1,024.0k	976.0k	▲4.9%
	@NYCTBus	28.9k	23.3k	▲24.0%
	@MTA	1,334.0k	1,300.6k	▲2.6%
Facebook	NYCT	69.4k	62.5k	▲11.0%
Instagram	@mtanyctransit	29.7k	20.3k	▲46.3%

Customer feedback

These complaint metrics include COVID-19-related customer concerns and service reports in the context of substantially lower ridership.

Complaints per 100,000 journeys

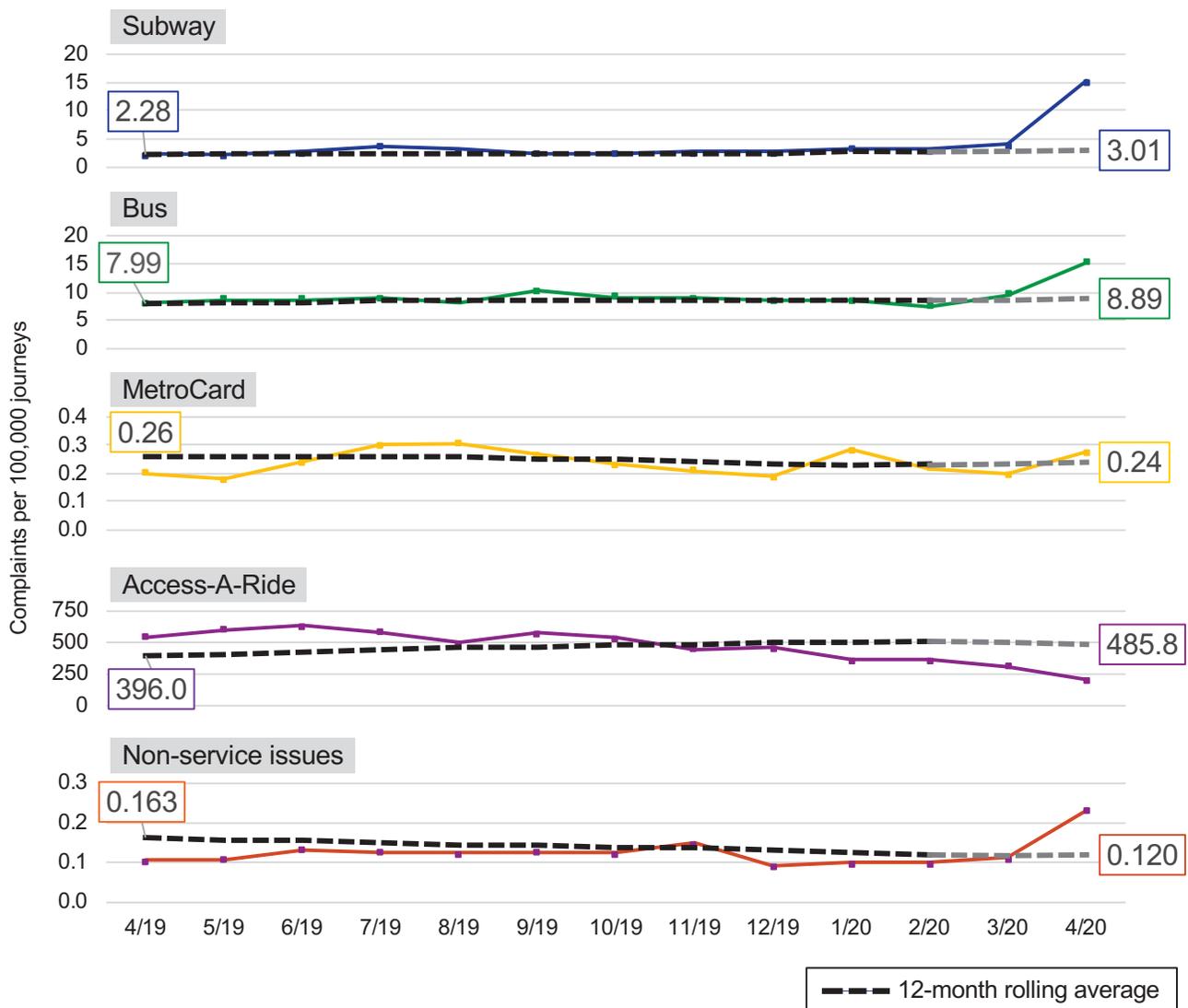
	Apr 2020	Apr 2019	Variance
Subway	15.37	2.34	▲ 556%
Bus	15.24	7.96	▲ 91.5%
MetroCard	0.28	0.20	▲ 38.1%
Access-A-Ride	207.2	548.3	▼ 62.2%
Non-service issues ¹	0.232	0.107	▲ 117%

1. Includes customer experiences related to agency-wide information channels, property, policies, and other actionable, but non-subway or bus service related issues.

Commendations per 100,000 journeys

	Apr 2020	Apr 2019	Variance
Subway	0.390	0.089	▲ 339%
Bus	0.50	0.48	▲ 5.2%
Access-A-Ride	48.8	155.0	▼ 68.5%
Non-service issues incl. MetroCard	0.012	0.025	▼ 51.5%

Complaints per 100,000 journeys: trends



Safety

Robert Diehl

Senior Vice President, Safety & Security



PROPER USE AND CARE OF YOUR MASK



1. Wash hands or use hand sanitizer before use.



2. Avoid touching inside of mask; ensure tight seal by adjusting straps.



3. Avoid frequent removal of mask or touching of face.



4. Be careful not to touch mask while removing.



5. Store in clearly marked bag after use, reusable up to five days.



6. Discard after close contact or after five days of use.

For video on proper use and maintenance of N95/R95 respirators visit this link <https://youtu.be/S8BqyE2IOME> or scan below:



In a continued effort to educate our employees during the COVID-19 pandemic, the Office of System Safety recently released a video and this poster showing the proper use and storage of MTA issued N95/KN95/R95 respirators for social distancing.

May 2020 Highlights: Safety

This month's cover photo shows a recently released poster showing the proper use and storage of MTA issued N95/KN95/R95 respirators for social distancing. This is part of a continued effort to educate our employees during the COVID-19 pandemic.

The Office of System Safety (OSS) continues to work with the operating and support departments to ensure that appropriate personal protective equipment is identified and utilized while working within the constraints of the global demand.

Subway Customer Accident Rates decreased by 4.0% when comparing the most recent 12-month period to the previous one.

Bus Collisions declined by over 5.5% while Collision Injuries and Customer Accidents both increased when comparing the most-recent 12-month period to the previous one.

Employee Lost Time Accidents have shown an increase when comparing the most recent 12-month period to the previous one. The Operating Departments continue to work to minimize these accidents and educate our employees on performing their duties in a safe manner.

Lastly, when comparing figures from the two most-recent 12-month periods, Subway Fires continue to show a decrease.

Robert Diehl

Senior Vice President, Safety and Security

**Except for Fires, all numbers reported refer to rates.*

Monthly Operations Report

Statistical results for the 12-Month period are shown below

Safety Report				
Performance Indicators		12-Month Average		
		May 17 - Apr 18	May 18 - Apr 19	May 19 - Apr 20
Subways				
Subway Customer Accidents per Million Customers ¹		2.95	2.96	2.84
Subway Collisions ²				
Total		2	1	2
Mainline		0	0	0
Yard		2	1	2
Subway Derailments ²				
Total		6	3	8
Mainline		4	0	3
Yard		2	3	5
Subway Fires ²		963	769	758
Buses				
Bus Collisions Per Million Miles	Regional	54.49	53.88	50.84
Bus Collision Injuries Per Million Miles	Regional	6.21	5.94	6.19
Bus Customer Accidents Per Million Customers ¹	Regional	1.25	1.38	1.51
Total NYCT and MTA Bus Lost Time Accidents per 100 Employees ¹				
		3.72	3.82	4.29

¹ 12-month Average data from April through March.

² 12-month figures shown are totals rather than averages.

Leading Indicators					
Subways		April	YTD	Goal	YTD as % of Goal
Roadway Worker Protection					
Joint Track Safety Audits -- Actual Count		18	115	340	33.8%
Joint Track Safety Audits -- Compliance Rate		100.0%	99.1%	100.0%	99.1%
Mainline Collision/Derailment Prevention					
Continuous Welded Rail Initiative (# of Track Feet)		0	6,386	47,520	13.4%
Friction Pad Installation		9	7,243	55,650	13.0%
Buses		April	YTD	Goal	YTD as % of Goal
Collision Prevention					
Audible Pedestrian Turn Warning System		4	22	40	55.0%
Vision Zero Employee Training		0	1,407	6,200	22.7%

Subway Fires April 2020

Fire severity is classified as follows:

Severity	Criteria
Low	No disruption to service No damage to NYC Transit property No reported injuries No discharge/evacuation of passengers Fire self-extinguished or extinguished without Fire Department
Average	Delays to service 15 minutes or less Minor damage to NYC Transit property (no structural damage) No reported injuries/fatalities due to fire/smoke Discharge of passengers in station Minor residual smoke present (haze)
Above Average	Delays to service greater than 15 minutes Moderate to heavy damage to NYC Transit property Four or less injuries due to fire/smoke Discharge of train or transfer of passengers to another train (not in station) Station/platform/train filled with smoke
High	Major delays in service (over one hour) Major structural damage Five or more reported injuries or one or more fatalities Evacuation of passengers to benchwall or roadbed Mass evacuation of more than one train

Severity & Location of fires during the current month were as follows:

Low:	91.7%	Train:	12
Average:	8.3%	Right-of-way:	21
Above Average:	0.0%	Station:	27
High:	0.0%	Other:	0
		Total:	60

Top Items Burnt by Location during the current month were as follows:

Train:		Right-of-Way:		Station:	
Debris:	11	Debris:	15	Debris:	25
Hot Wheels:	1	Fiberglass Insulator:	2	Bench:	1
		Insulator:	2	Electrical:	1
		Material:	2		

Monthly Operations Report

Safety Report Definitions:

Joint Track Safety Audits are conducted by a joint team of personnel from the Office of System Safety, the Transport Workers Union, and the Subway Surface Supervisors Association (SSSA). The teams look at critical items for on-track safety such as flagging, third rail safety and lighting. These reviews are conducted at various Department of Subways, Capital Program Management and MTA Capital Construction work sites along the right of way to assess compliance with the rules and procedures, identify deficiencies in training and equipment, and improve on-track safety.

Continuous Welded Rail (CWR) significantly reduces the number of rail joints, which lessens the occurrence of broken rails while also providing a smoother ride. Track Engineering analyzed system-wide broken rail data and set forth a CWR installation plan to help reduce broken rails and improve track conditions. We anticipate expanded use of the Critter Rail Stringer and "E" Clip installer to help us achieve this goal.

Friction Pad Installations will increase resiliency of the rail, resulting in reduced broken rail incidents and, overall, will reduce the potential for development of rail defects.

Audible Pedestrian Warning System technology produces an audible voice alert to pedestrians when a bus is making a left- or a right-hand turn. The system turns on automatically without a bus operator's intervention and alerts pedestrians with a street- and curb-side speaker. Volume automatically adjusts based on outside ambient noise.

Vision Zero Training provides focused Safety Awareness Training to all Bus Operators, which engages them on all aspects of Pedestrian Safety issues, emphasizing the current challenges of managing their buses in an environment with distracted pedestrians, motorists and cyclists. The program incorporates testimonial videos from "Families for Safer Streets" along with a series of videos of serious bus and pedestrian accidents secured from onboard bus cameras as well as external traffic and security cameras. The training, which will be delivered over two years, is in the midst of a new cycle that began in April 2019 and will run through March 2021.



May 2020 Crime Report



CRIME STATISTICS APRIL

	2020	2019	Diff	% Change
MURDER	1	0	1	***. *%
RAPE	0	0	0	0.0%
ROBBERY	44	36	8	22.2%
GL	45	115	-70	-60.9%
FELASSAULT	21	31	-10	-32.3%
BURGLARY	10	0	10	***. *%
<u>TOTAL MAJOR FELONIES</u>	<u>121</u>	<u>182</u>	<u>-61</u>	<u>-33.5%</u>

During April, the daily Robbery average increased from 1.2 to 1.5

During April, the daily Major Felony average decreased from 6.1 to 4

CRIME STATISTICS JANUARY THRU APRIL

	2020	2019	Diff	% Change
MURDER	2	1	1	100.0%
RAPE	2	1	1	100.0%
ROBBERY	247	153	94	61.4%
GL	430	468	-38	-8.1%
FELASSAULT	129	125	4	3.2%
BURGLARY	13	3	10	333.3%
<u>TOTAL MAJOR FELONIES</u>	<u>823</u>	<u>751</u>	<u>72</u>	<u>9.6%</u>

Year to date the daily Robbery average increased from 1.3 to 2.1

Year to date the daily Major Felony average increased from 6.3 to 6.9

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION



Police Department
City of New York

MTA Report

APRIL ACTIVITY

	2020	2019	Diff	% Change
Total Arrests	148	1010	-862	-85.3%
TOS Arrests	8	298	-290	-97.3%
Total Summons	300	7849	-7549	-96.2%
TOS TABs	117	6289	-6172	-98.1%
TOS C-Summ	9	206	-197	-95.6%

JANUARY THRU APRIL ACTIVITY

	2020	2019	Diff	% Change
Total Arrests	2226	4125	-1899	-46.0%
TOS Arrests	380	1443	-1063	-73.7%
Total Summons	25943	34899	-8956	-25.7%
TOS TABs	16766	27411	-10645	-38.8%
TOS C-Summ	424	966	-542	-56.1%

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION



Police Department
City of New York

REPORT

	JANUARY-APRIL																							
	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<i>Murder</i>	1	0	3	1	0	0	0	1	3	1	1	1	1	0	0	0	0	0	0	1	0	0	1	2
<i>Rape</i>	1	4	0	1	1	0	2	0	2	3	0	2	0	0	1	4	2	4	0	0	0	0	1	2
<i>Robbery</i>	709	666	547	437	431	419	385	359	404	314	239	248	229	242	231	300	205	156	136	163	128	151	151	247
<i>Assault</i>	155	166	136	127	95	98	87	88	93	59	65	59	57	69	71	59	63	62	78	95	114	106	122	129
<i>Burglary</i>	15	8	1	4	6	3	3	3	0	1	0	3	0	2	0	4	5	7	6	8	9	3	3	13
<i>GL</i>	1017	816	721	740	695	644	527	591	607	392	386	417	369	362	438	533	496	507	501	495	549	488	458	430
<i>TOTAL MAJOR FELONIES</i>	1898	1660	1408	1310	1228	1164	1004	1042	1109	770	691	730	656	675	741	900	771	736	721	762	800	748	736	823
<i>Major Fel Per Day</i>	15.82	13.83	11.73	10.92	10.23	9.70	8.37	8.68	9.24	6.42	5.76	6.03	5.47	5.63	6.18	7.44	6.43	6.13	6.01	6.30	6.67	6.23	6.13	6.80

**Hate Crime Task Force
Transit Bureau
HCTF Statistical Data
(As of 5/3/2020)**

Motivation:

Motivation	2020	2019	Diff	% Change
BLACK	1	2	-1	-50%
GENDER	1	2	-1	-50%
MUSLIM	0	1	-1	-100%
OTHER	7	2	5	250%
SEMITIC	13	22	-9	-41%
SEXUAL ORIENTATION	3	2	1	50%
WHITE	1	3	-2	-67%
Grand Total	26	34	-8	-24%

Crime Name:

Crime Name	2020	2019	Diff	% Change
Aggravated Harassment 1	7	8	-1	-13%
Aggravated Harassment 2	4	2	2	100%
Assault 2	1	3	-2	-67%
Assault 3	4	3	1	33%
Criminal Mischief 2	1	0	1	***.*
Criminal Mischief 3	0	1	-1	-100%
Criminal Mischief 4	7	16	-9	-56%
Grand Larceny 4	1	0	1	***.*
Menacing 2	0	1	-1	-100%
Menacing 3	1	0	1	***.*
Grand Total	26	34	-8	-24%



METROPOLITAN TRANSPORTATION AUTHORITY

Police Department Staten Island Rapid Transit

April 2020 vs. 2019

	2020	2019	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	0	0	0	0%
Felony Assault	0	1	-1	-100%
Burglary	0	0	0	0%
Grand Larceny	0	0	0	0%
Grand Larceny Auto	0	0	0	0%
Total Major Felonies	0	1	-1	-100%

Year to Date 2020 vs. 2019

	2020	2019	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	1	1	0	0%
Felony Assault	0	1	-1	-100%
Burglary	0	0	0	0%
Grand Larceny	0	1	-1	-100%
Grand Larceny Auto	0	0	0	0%
Total Major Felonies	1	3	-2	-67%



Capital Program

Alok Saha, Acting Senior Vice President

May 2020 Highlights: Capital Program Status

The Capital Program Status Report provides a monthly and year-to-date overview of the progress of the Transit supported Capital Program including a brief discussion of the reporting month's highlights. The report focuses primarily on providing a summary of achievements and year-to-date performance regarding project awards and project completions for the period ending one month prior to the presentation of the report.

Transit's Capital Project Milestone performance, through April 2020 is listed below:

2020 Capital Project Milestone Performance Year to Date (\$M)

	<u>Planned</u>	<u>Achieved</u>	<u>%</u>
Construction Awards	\$2,062.7	\$1,166.3	56
Substantial Completions	\$695.0	\$487.9	70

Due to the current moratorium on the Capital Program, there are no project awards to report in April.

In April 2020, \$81.2 million in Transit projects were completed, including track replacement projects for \$41.9 million, a Communications Based Train Control (CBTC) 3rd supplier interoperability project for \$19.0 million, and mechanical plug-in timer relays replacement for NYCT signal systems for \$7.8 million.

Capital Program Status April 2020

Due to the current moratorium on the Capital Program, there are no project awards to report in April.

Transit completed projects totaling \$81.2 million, including track replacement projects for \$41.9 million. The Flushing Line is the main line that received track replacement work; various yards system-wide also received track replacement, if required, based on the latest yard track condition survey. Track replacement work included replacing equipment and materials such as signals, contact rails and ballast.

Furthermore, Transit completed the Communications Based Train Control (CBTC) 3rd supplier interoperability project for \$19.0 million. The project qualified an additional CBTC supplier to meet NYCT's interoperable interface specifications (I2S) standards for future CBTC projects. The supplier will design, develop, furnish, install, test and demonstrate that their CBTC equipment is interoperable with existing NYCT CBTC standards and equipment and I2S standards.

Lastly, Transit completed mechanical plug-in timer relays replacement for NYCT signal systems for \$7.8 million. This project was a high priority initiative to improve train operations by replacing components of slow-cleaning grade timer signals. By replacing the timer relays and calibrating the grade time signals, service reliability will be improved at priority locations system-wide.

CAPITAL PROJECT MILESTONE SUMMARY
2020
(Through April 30, 2020)

MILESTONES PLANNED		MILESTONES ACCOMPLISHED		PERCENT PERFORMANCE	
\$M	#	\$M	#	%(\$)	%(#)

April

Construction Awards	444.8	9	0.0	0	0.0	0.0
Substantial Completions	118.3	10	81.2	7	68.6	70.0

2020 Year-To-Date

Construction Awards	2,062.7	9	1,166.3	28	56.5	311.1
Substantial Completions	695.0	10	487.9	38	70.2	380.0

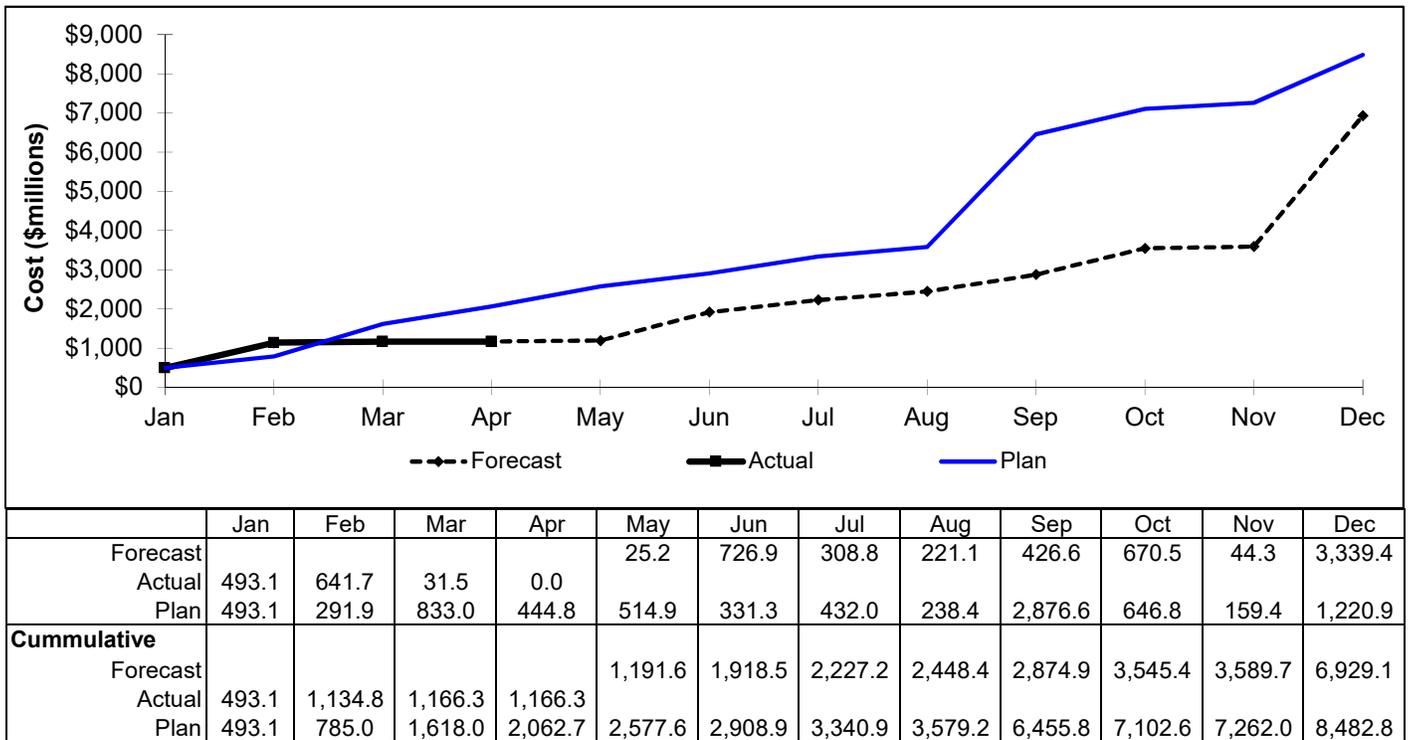
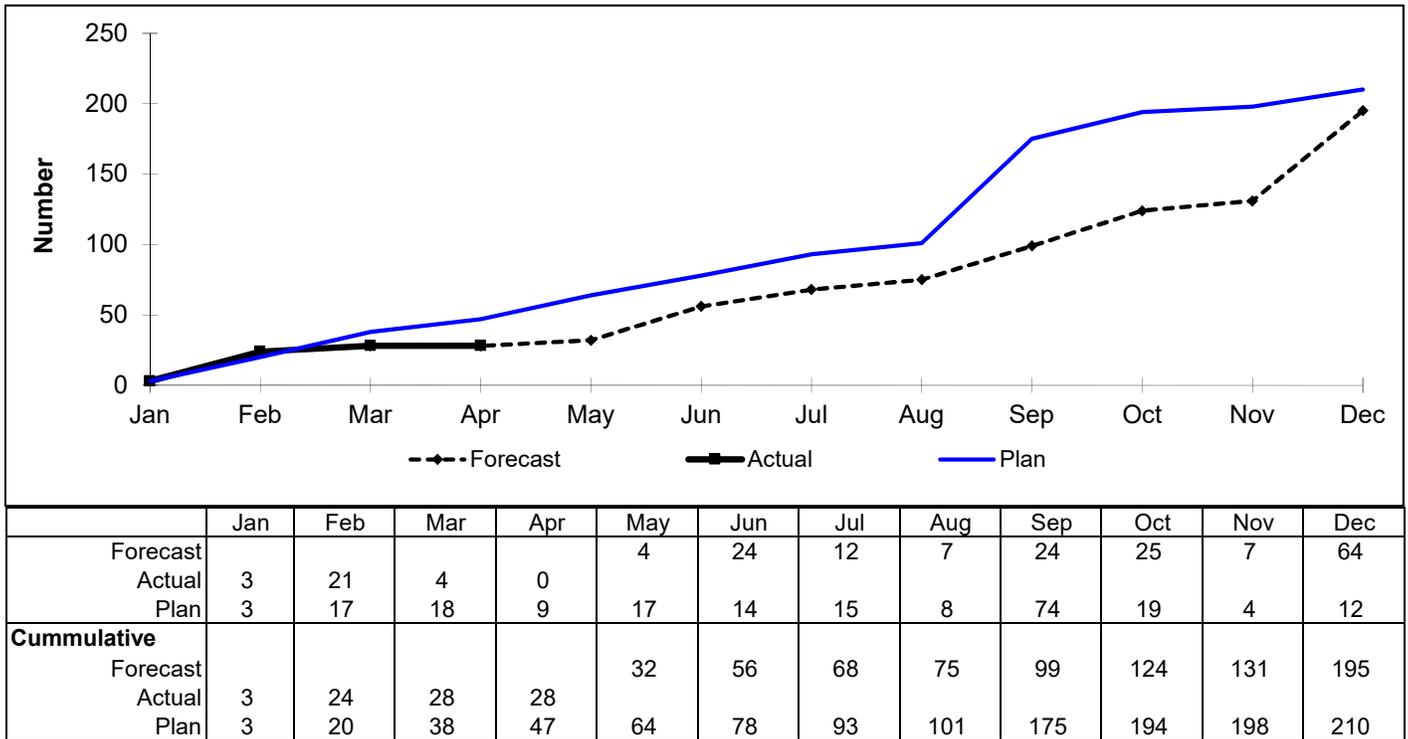
2020 Projected To-Year-End

	Initial Plan		Current Forecast		%(\$)	%(#)
Construction Awards	8,482.9	210	6,929.0	195	81.7	92.9
Substantial Completions	2,890.2	174	2,907.7	171	100.6	98.3

Totals do not include contingency, emergency funds and miscellaneous reserves; performance percentages include early accomplishments.

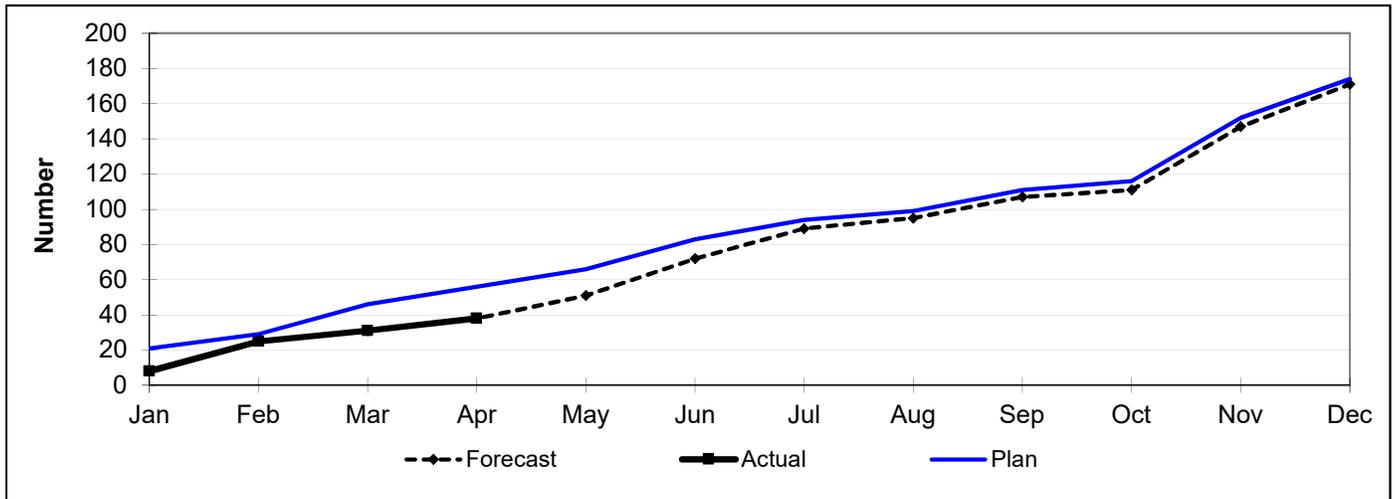
2020 Awards Charts

As of April 2020

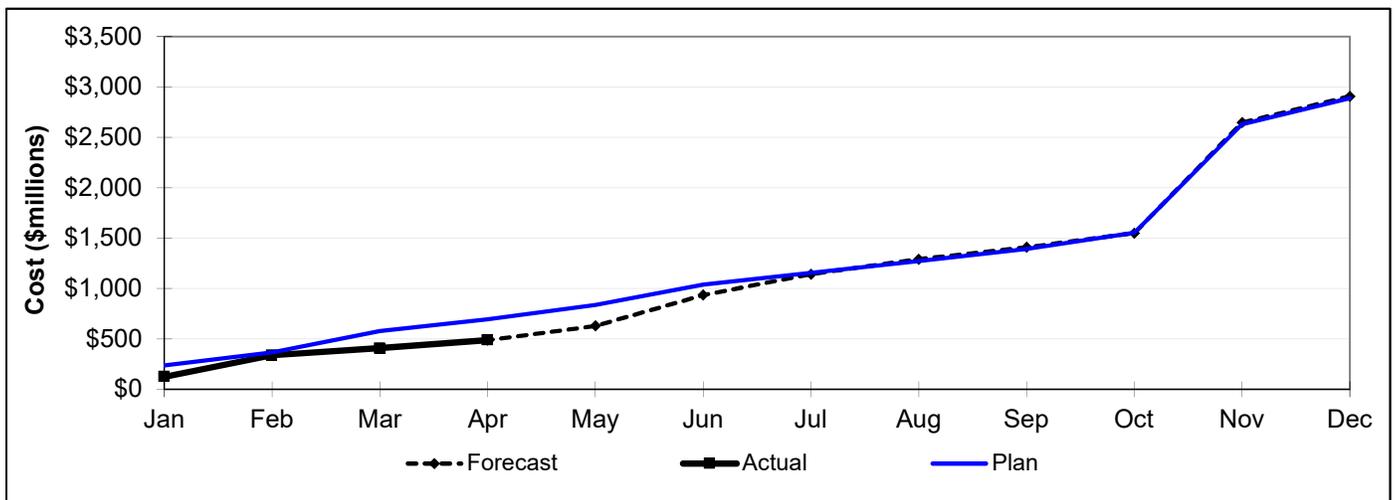


2020 Substantial Completions Charts

As of April 2020



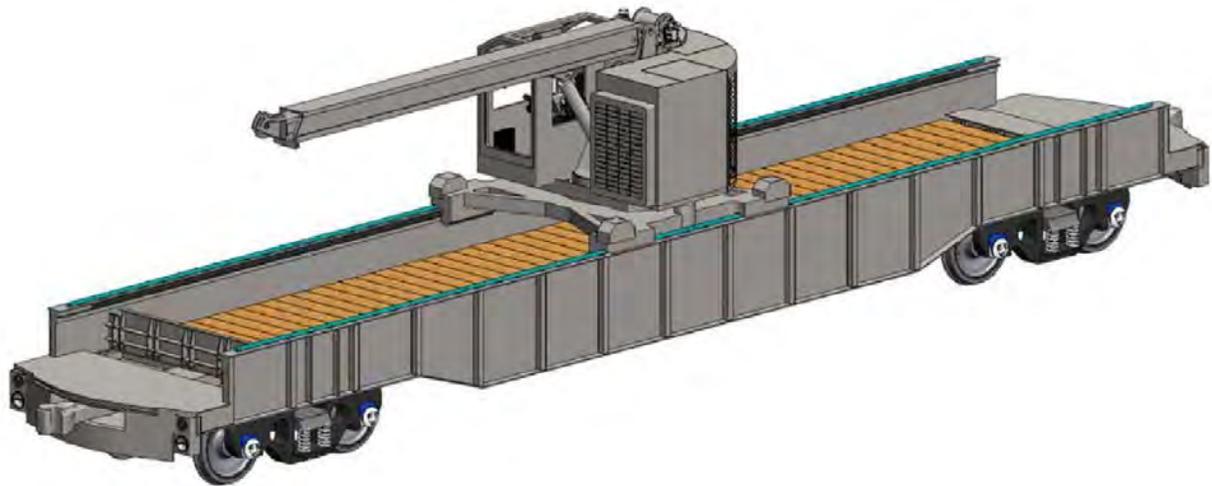
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast					13	21	17	6	12	4	36	24
Actual	8	17	6	7	10	17	11	5	12	5	36	22
Plan	21	8	17	10	10	17	11	5	12	5	36	22
Cummulative												
Forecast					51	72	89	95	107	111	147	171
Actual	8	25	31	38	51	72	89	95	107	111	147	171
Plan	21	29	46	56	66	83	94	99	111	116	152	174



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast					140.8	306.3	206.8	148.6	119.3	140.8	1,096.6	260.8
Actual	123.5	213.7	69.5	81.2	143.4	201.7	116.0	117.3	119.0	160.5	1,077.8	259.5
Plan	237.1	128.7	210.9	118.3	143.4	201.7	116.0	117.3	119.0	160.5	1,077.8	259.5
Cummulative												
Forecast					628.7	935.0	1,141.8	1,290.3	1,409.7	1,550.4	2,647.0	2,907.8
Actual	123.5	337.2	406.7	487.9	628.7	935.0	1,141.8	1,290.3	1,409.7	1,550.4	2,647.0	2,907.8
Plan	237.1	365.8	576.7	695.0	838.5	1,040.2	1,156.2	1,273.5	1,392.5	1,553.0	2,630.7	2,890.2

Procurement & Supply Chain

Louis Montanti, Acting Senior Vice President



A rendering of the R253 crane car submitted for approval in this month's Board package is pictured above. Crane cars are used to perform lifting and placement of all track components such as rail, ties and other track-related equipment, and are an integral part of the NYCT's Track Maintenance Program.

PROCUREMENTS

The Procurement Agenda this month includes 2 actions for a proposed expenditure of \$20.7M.

Subject	Request for Authorization to Award Various Procurements				
Department	Procurement & Supply Chain – NYCT				
Department Head Name	Louis A. Montanti				
Department Head Signature	<i>Louis A. Montanti</i>				
Project Manager Name	Rose Davis				
Board Action					
Order	To	Date	Approval	Info	Other
1	Committee	5/20/20			
2	Board	5/20/20			

May 12, 2020			
Department			
Department Head Name			
Department Head Signature			
Internal Approvals			
	Approval		Approval
X	President NYCT		Pres. MTA Bus/SVP DOB
X	SVP Operations Support	X	Subways
X	Capital Prog. Management	X	Diversity/Civil Rights
X	Law		

Internal Approvals (cont.)							
Order	Approval	Order	Approval	Order	Approval	Order	Approval

PURPOSE

To obtain approval of the Board to award various contracts and purchase orders, and to inform the NYC Transit Committee of these procurement actions.

DISCUSSION

NYC Transit proposes to award Noncompetitive procurements in the following categories: NONE

MTA Capital Construction proposes to award Noncompetitive procurements in the following categories: NONE

MTA Bus Company proposes to award Noncompetitive procurements in the following categories: NONE

NYC Transit proposes to award Competitive procurements in the following categories:

<u>Procurements Requiring Two-Thirds Vote:</u>	<u># of Actions</u>	<u>\$ Amount</u>
Schedule C: Competitive Requests for Proposals (Award of Purchase and Public Work Contracts)	1	\$ 19.3 M
<u>Schedules Requiring Majority Vote:</u>		
Schedule I: Modifications to Purchase and Public Works Contracts	1	\$ 1.4 M
SUBTOTAL	2	\$ 20.7 M
TOTAL	2	\$ 20.7 M

MTA Bus Company proposes to award Competitive procurements in the following categories: NONE

MTA Bus Company proposes to award Ratifications in the following categories: NONE

NYC Transit proposes to award Ratifications in the following categories: NONE

COMPETITIVE BIDDING REQUIREMENTS: The procurement actions in Schedules A, B, C and D are subject to the competitive bidding requirements of PAL 1209 or 1265-a relating to contracts for the purchase of goods or public work. Procurement actions in the remaining Schedules are not subject to these requirements.

BUDGET IMPACT: The purchases/contracts will result in obligating funds in the amounts listed. Funds are available in the current operating/capital budgets for this purpose.

RECOMMENDATION: That the purchases/contracts be approved as proposed. (Items are included in the resolution of approval at the beginning of the Procurement Section.)

BOARD RESOLUTION

WHEREAS, in accordance with Sections 1265-a and 1209 of the Public Authorities Law and the All-Agency General Contract Procurement Guidelines, the Board authorizes the award of certain noncompetitive purchase and public work contracts, and the solicitation and award of requests for proposals in regard to purchase and public work contracts; and

WHEREAS, in accordance with the All-Agency Service Contract Procurement Guidelines and General Contract Procurement Guidelines the Board authorizes the award of certain noncompetitive miscellaneous service and miscellaneous procurement contracts, certain change orders to purchase, public work, and miscellaneous service and miscellaneous procurement contracts, and

WHEREAS, in accordance with Section 2879 of the Public Authorities Law and the All-Agency Service Contract Procurement Guidelines, the Board authorizes the award of certain service contracts and certain change orders to service contracts.

NOW, the Board resolves as follows:

1. As to each purchase and public work contract set forth in annexed Schedule A, the Board declares competitive bidding to be impractical or inappropriate for the reasons specified therein and authorizes the execution of each such contract.
2. As to each request for proposals (for purchase and public work contracts) set forth in Schedule B for which authorization to solicit proposals is requested, for the reasons specified therein, the Board declares competitive bidding to be impractical or inappropriate, declares it is in the public interest to solicit competitive request for proposals, and authorizes the solicitation of such proposals.
3. As to each request for proposals (for purchase and public work contracts) set forth in Schedule C for which a recommendation is made to award the contract, the Board authorizes the execution of said contract.
4. As to each action set forth in Schedule D, the Board declares competitive bidding impractical or inappropriate for the reasons specified therein, and ratifies each action for which ratification is requested.
5. The Board authorizes the execution of each of the following for which Board authorization is required: (i) the miscellaneous procurement contracts set forth in Schedule E; (ii) the personal service contracts set forth in Schedule F; (iii) the miscellaneous service contracts set forth in Schedule G; (iv) the modifications to personal/miscellaneous service contracts set forth in Schedule H; (v) the contract modifications to purchase and public work contracts set forth in Schedule I; and (vi) the modifications to miscellaneous procurement contracts set forth in Schedule J.
6. The Board ratifies each action taken set forth in Schedule K for which ratification is requested.

MAY 2020

LIST OF COMPETITIVE PROCUREMENTS FOR BOARD APPROVAL

Procurements Requiring Two-Thirds Vote:

C. Competitive Requests for Proposals (Award of Purchase and Public Work Contracts)
(Staff Summaries required for items requiring Board approval.)

- | | | |
|---|---------------------|--------------------------------------|
| 1. ARVA Industries, Inc.
Five-Year Contract
Contract# R34253 | \$19,349,567 | <u>Staff Summary Attached</u> |
| Purchase of twelve R253 three-ton crane cars. | | |

Procurements Requiring Majority Vote:

I. Modifications to Purchase and Public Work Contracts
(Staff Summaries required for individual change orders greater than \$1,000,000.)

- | | | |
|---|--------------------|--------------------------------------|
| 2. L.K. Comstock & Company
Contract # S-32176.21 | \$1,400,000 | <u>Staff Summary Attached</u> |
| Modification to the contract to provide signal system modernization of Kings Highway interlocking, Culver line/IND 6th Avenue line, Brooklyn; for the costs associated with changes to the girders at and between bents 891 and 892 to address differences in track elevations to ensure proper vertical alignment. | | |

Staff Summary

Item Number 1			
Department, Department Head Name: Procurement & Supply Chain, Louis A. Montanti			
<i>Louis A. Montanti</i>			
Internal Approvals			
Order	Approval	Order	Approval
1 X	Material	6 X	SVP OPS
2 X	Law	7 X	President
3 X	CFO		
4 X	DDCR		
5 X	Subways		

SUMMARY INFORMATION	
Vendor Name ARVA Industries, Inc.	Contract No. R34253
Description Purchase of Twelve R253 3-Ton Crane Cars	
Total Amount: \$19,349,567	
Contract Term (including Options, if any) Five Years	
Option(s) included in Total Amount? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A	
Renewal? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Noncompetitive	
Solicitation Type <input type="checkbox"/> RFP <input type="checkbox"/> Bid <input checked="" type="checkbox"/> Other: Immediate Operating Need	
Funding Source <input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	

Purpose

It is requested that the Board approve the award of contract R34253 to ARVA Industries, Inc. for the purchase of twelve R253 three-ton crane cars at a total price of \$19,349,567, pursuant to the declaration of an Immediate Operating Need (“ION”), requested by Department of Subways (“DOS”), waiving competitive bidding pursuant to Article III, Paragraph A of the All-Agency Procurement Guidelines and New York State Public Authorities Law, Section 1209, subsection 9(a).

Discussion

Crane cars are used to perform the lifting and placement of all track components, such as rail, ties, and other equipment and are an integral part of the NYC Transit track maintenance program. The 12 new R253 crane cars will replace the existing twelve R113 crane cars that are approximately 30 years old. These new crane cars are needed to support all critical track work in support of the Capital Program and maintenance throughout the subway system.

Utilizing the ION procedure, this project was solicited informally. The contract documents were sent to 23 firms. Following a pre-proposal conference attended by five firms, four firms initially expressed an interest in participating in this project. In October 2019, two firms, ARVA Industries, Inc. (“ARVA”) and Harsco Metro Rail LLC (“Harsco”), submitted proposals. ARVA submitted both a base and alternate proposal, and Harsco submitted an alternate proposal. The other firms that were initially interested advised that they were unable to identify a crane manufacturer that could meet the operational requirements of this project and therefore declined to submit proposals.

Both Harsco’s and ARVA’s proposals were evaluated by the Selection Committee (“SC”) in accordance with the evaluation criteria. The evaluation criteria included experience in relevant areas such as (1) manufacturing crane cars; (2) compliance with technical requirements; (3) provision of the most aggressive and achievable delivery schedule; (4) management approach, ease of maintainability and operation of equipment, quality assurance program, diversity practices, providing quality drawings and manuals; (5) overall project cost and value to NYC Transit; and other relevant matters such as (6) compliance with and acceptance of NYC Transit’s terms and conditions or willingness to negotiate same, and (7) the overall quality of the written proposal.

Staff Summary

Following the review of the technical proposals and subsequent clarifications obtained from both proposers, the SC determined that Harsco's proposal did not meet certain salient requirements for a crane to be able to operate in the NYC Transit environment, and as a result, unanimously recommended that Harsco's proposal be eliminated from further consideration. The SC further recommended that NYC Transit continue with the evaluation of ARVA's base and alternate proposals. ARVA's base proposal was predicated on diesel technology to power the crane; its alternate proposal was based on hybrid technology (diesel engine/battery) for the crane operation. Following an oral presentation given by ARVA, a decision was made by the SC to proceed with negotiations on both proposals.

NYC Transit's negotiation team worked with ARVA from a technical and pricing perspective, in an effort to obtain the most competitive proposal. Negotiations centered on pricing and commercial alternatives with emphasis on achieving the best delivery schedule. (Based on an anticipated award date of June 1, 2020, the first crane car will be delivered in June 2022 and the 12th and final crane car will be delivered in July 2023.) The final negotiated price for the base proposal (diesel engine) is \$15,516,023, which represents a \$241,000 reduction from the initial pricing of \$15,757,023. The final negotiated price for the alternate proposal (hybrid technology) is \$19,349,567, which represents a \$364,000 reduction from the revised price of \$19,713,567. The final negotiated prices compare favorably to the independent cost estimate. Based on the aforementioned, pricing has been found to be fair and reasonable.

The SC reviewed the results of negotiations pertaining to technical issues, terms and conditions, as well as pricing, and unanimously recommended ARVA's alternate proposal for award, with concurrence from the Department of Subways, Maintenance of Way Division, based on the fact that the hybrid technology offers a reduction in emissions exposure, which is in accordance with the MTA goal of maximizing the introduction of green technology into NYC Transit's operating environment, and provides the best overall value to NYC Transit.

ARVA is a Canadian company with extensive railcar engineering experience in the design and manufacture of crane cars and other track utility vehicles, as well as heavy machinery for North American transit agencies and the defense sector. Although ARVA has not done business with NYC Transit before, it has performed successfully on prior contracts with other transit agencies, including Port Authority Trans-Hudson (PATH), and NJ Transit. A review of ARVA's financial documents by the NYC Transit Controller's Office found that ARVA is financially qualified to perform work under this contract.

M/W/DBE Information

Due to the insufficient availability of M/WBE firms in the marketplace, zero goals were recommended. ARVA has not completed any MTA contracts; therefore, no assessment of the firm's M/WDBE performance can be determined at this time.

Impact on Funding

This project is funded from the 2015–2019 Capital Program.

Alternatives

None recommended. A new solicitation is unlikely to result in better pricing and will prolong NYC Transit's ability to replace crane cars in the existing fleet which have exceeded their useful life.

Recommendation

It is recommended that the Board approve the award of contract R34253 to ARVA Industries, Inc. for the purchase of twelve R253 three-ton crane cars at a total price of \$19,349,567.

Item Number: 2

Vendor Name (Location) L.K. Comstock & Company (East Farmingdale, New York)	Contract Number S-32176	AWO/Mod. #s 21
Description Signal System Modernization of Kings Highway Interlocking, Culver line/IND 6th Avenue Line, Brooklyn	Original Amount:	\$ 98,443,000
Contract Term (including Options, if any) October 17, 2016–May 16, 2021	Prior Modifications:	\$ 18,949,033
Option(s) included in Total Amount? <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> n/a	Prior Budgetary Increases:	\$ 0
Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Noncompetitive	Current Amount:	\$ 117,392,033
Solicitation Type <input type="checkbox"/> RFP <input type="checkbox"/> Bid <input checked="" type="checkbox"/> Other: Modification	This Request:	\$ 1,400,000
Funding Source <input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input checked="" type="checkbox"/> Federal <input type="checkbox"/> Other:	% of This Request to Current Amount:	1.19%
Requesting Dept./Div., Dept./Div. Head Name: Capital Program Management, Alok Saha	% of Modifications (including This Request) to Original Amount:	20.67%

Discussion:

This modification is for the costs associated with changes to the girders at and between Bents 891 and 892 to address differences in track elevations to ensure proper vertical alignment.

The base contract provides for the signal system modernization of the Kings Highway Interlocking on the 6th Avenue line (IND) in Brooklyn, and the upgrade of the train tracking system for Staten Island Railway (“SIR”). Work at Kings Highway consists of (1) the removal of existing equipment; (2) furnishing and installing new signal equipment, signal heads, automatic stop machines, switch machines, indication and interlocking control panels, track circuits, code systems, Computer-Based Train Control–ready solid-state interlocking, new switch configuration, fiber-optic, communication; and (3) track and power work.

The base contract calls for the installation of a switch machine between bents 891 and 892, south of Quentin Road and McDonald Avenue. The contract also requires that the contractor perform a survey prior to the commencement of work. This survey revealed differences in the track elevation (from plus 3/4" to negative 3/8") between the north- and southbound track between bents 891 and 892. Upon review of the survey data by NYC Transit Maintenance of Way, it was determined that changes to girders and associated bracing were necessary.

This modification calls for (1) design, assembly and disassembly of temporary support of the elevated structure; (2) adjustment to girder elevations at and between bents 891 and 892 including removal and replacement of cross bracing, clips, and shims as well as field drilling and welding for connection angles and plates; (3) lead abatement of all areas to be disturbed; (4) design and installation of additional structural stiffening members; and (5) structural engineering design and analysis for the raising and lowering of the structure. The work is scheduled to begin during upcoming General Orders.

L.K. Comstock & Company submitted its proposal in the amount of \$1,944,060. The revised in-house estimate is \$1,289,000. Negotiations resulted in the agreed-upon lump sum price of \$1,400,000. Savings of \$544,060 were achieved. Capital Program Management and Procurement found this price to be fair and reasonable.

In connection with a previous contract awarded to Comstock, Comstock was found to be responsible notwithstanding significant adverse information (“SAI”) pursuant to the All-Agency Responsibility Guidelines and such responsibility finding was approved by the MTA Chairman and Chief Executive Officer in consultation with the MTA General Counsel in February 2016. No new SAI has been found relating to Comstock and Comstock has been found to be responsible.



Standard Follow-Up Reports: NYCT 2019 Year-End Report Summary

2019 ACCRUAL RESULTS-ACTUAL VERSUS FINAL ESTIMATE

Accrued Operating results before other expense adjustments were favorable to the Estimate by \$84.4 million. Operating revenues exceeded the Estimate by \$7.0 million (0.1 percent) and operating expenses before expense adjustments underran the Estimate by \$77.5 million (0.9 percent).

The major factors contributing to these favorable results were as follows:

- Farebox revenue exceeded the Estimate by \$11.9 million (0.3 percent).
- Salaries and Wages were below the Estimate by \$40.3 million (1.0 percent), including Overtime which was \$5.9 million (1.0 percent) lower than the Estimate.
- Other Fringe Benefits expenses underran the Estimate by \$40.2 million (8.1 percent).
- Maintenance and Other Operating Contract expenses underran the Estimate by \$28.6 million (9.2 percent).
- Claims expenses were higher than the Estimate by \$14.0 million (5.8 percent).
- Materials and Supplies were higher than the Estimate by \$14.0 million (4.3 percent).
- Reimbursable overhead credits were unfavorable to the Estimate by \$13.1 million (4.3 percent).
- Paratransit Service Contract expenses underran the Estimate by \$11.3 million (2.3 percent).

2019 CASH RESULTS- ACTUAL VERSUS FINAL ESTIMATE

The 2019 net cash deficit, excluding subsidies and debt service was \$3,611.1 million, \$30.9 million (0.9 percent) unfavorable to the Estimate. This unfavorable variance consisted of \$25.1 million of favorable real variances and \$56.0 million of unfavorable timing variances, which will be offset in 2020. These variances are detailed in subsequent sections of this report.

**MTA NEW YORK CITY TRANSIT
2019 YEAR-END REPORT
EXPLANATIONS OF REVENUE AND EXPENSE VARIANCES
ACCRUAL BASIS**

2019 ACTUALS VS. FINAL ESTIMATE

Non-Reimbursable

Operating Revenues

Farebox Revenue. Farebox revenue of \$4,593.8 million was \$11.9 million (0.3 percent) above the Estimate. Subway revenue was higher by \$19.3 million (0.5 percent) and bus revenue was higher by \$6.8 million (0.7 percent). Fare media liability revenue, reflecting the residual values of expired MetroCards, of \$64.3 million was the lowest actual in the past five years, resulting in an underran to the Estimate of \$14.2 million (18.1 percent). Total 2019 ridership of 2.27 billion was 16.6 million (0.7 percent) above the Final Estimate.

Other Operating Revenue. Other operating revenue of \$467.2 million underran the Estimate by \$4.9 million (1.0 percent) mainly due to lower real estate and concession revenue.

Operating Expenses

Labor Expenses

Payroll. Payroll expenses of \$3,482.0 million were under the Estimate by \$34.4 million (1.0 percent), mainly due to vacancies and lower than estimated terminal leave payments to separating employees.

Overtime. Overtime expenses of \$600.3 million were \$5.9 million (1.0 percent) less than Estimate.

Health & Welfare (including OPEB Current expenses). Health & Welfare/OPEB Current expenses of \$1,441.8 million exceeded the Estimate by \$3.9 million (0.3 percent).

Pension. Pension expenses of \$1,069.1 million were above the Estimate by 1.1 million (0.1 percent).

Other Fringe Benefits. Other fringe benefit expenses of \$458.0 million underran the Estimate by \$40.2 million (8.1 percent), due primarily to favorable Workers' Compensation reserve adjustments.

Reimbursable Overhead. Reimbursable overhead credits were unfavorable by \$13.1 million (4.3 percent), due to reduced reimbursable labor requirements.

Non-Labor Expenses

Electric Power. Power expenses of \$278.4 million were just under the Estimate by \$0.1 million.

Fuel. Fuel expenses of \$106.7 million underran the Estimate by \$1.0 million (0.9 percent).

Insurance. Insurance expenses of \$69.8 million exceeded the Estimate by \$0.3 million (0.5 percent).

Claims. Public liability claims expenses of \$254.9 million exceeded the Estimate by \$14.0 million (5.8 percent), resulting from additional reserve requirements based on the year-end actuarial valuation.

Paratransit Service Contracts. Paratransit service contract expenses of \$476.9 million underran the Estimate by \$11.3 million (2.3 percent), due mainly to reduced average trip costs.

Maintenance and Other Operating Contracts. Maintenance contract expenses of \$284.0 million underran the Estimate by \$28.6 million (9.2 percent), due mainly to the favorable timing of vehicle purchases and contractual maintenance & repair services.

Professional Service Contracts. Professional service contract expenses of \$191.4 million underran the Estimate by \$4.2 million (2.1 percent), due mainly to the favorable timing of a number of professional contracts, including priority initiatives such as automated bus lane enforcement project and delay in payment of structural inspection contract.

Materials and Supplies. Materials and supplies expenses of \$341.9 million exceeded the Estimate by \$14.0 million (4.3 percent), mainly due to higher than anticipated installation of turnstiles and other fare control equipment at Enhanced Station Initiative stations, and increased Infrastructure, Track and Bus facility material requirements.

Other Business Expenses. Other business expenses of \$98.1 million exceeded the Estimate by \$1.8 million (1.8 percent) primarily due to higher than projected MetroCard fees.

Non-Operating Expenses

Depreciation expenses were higher than the Estimate by \$116.2 million (6.2 percent), due to updated accounting of additional assets reaching beneficial use.

GASB #75 Other Post-Employment Benefits was adopted by the MTA in 2007 and amended in 2019. Total expense of \$579.6 million was favorable to the Estimate by \$504.3 million (46.5 percent) based on the year-end valuation.

GASB #68 Pension Adjustment was adopted by the MTA in 2015. Consistent with its requirements, MTA New York City Transit recorded an accrued credit of \$27.3 million, which was unfavorable to the Estimate by \$269.1 million (90.8 percent).

Environmental Remediation expense overran the Estimate by \$27.5 million based on an updated analysis of environmental remediation projects and outstanding liabilities.

**MTA NEW YORK CITY TRANSIT
2019 YEAR-END REPORT
EXPLANATIONS OF REVENUE AND EXPENSE VARIANCES
ACCRUAL BASIS**

2019 ACTUALS VS. ADOPTED BUDGET

The 2019 Adopted Budget was enacted prior to Board approval of fare and toll increases, which became effective in April 2019. Accordingly, the following variance explanations reflect the additional farebox revenue anticipated from that increase.

Non-Reimbursable

Operating revenues were above Budget by \$43.8 million (0.9 percent), due primarily to higher farebox revenue of \$55.9 million (1.2 percent), including higher subway revenue of \$65.1 million (1.9 percent) and bus revenue of \$4.7 million (0.5 percent). These results reflect a significant improvement in the ridership trend, particularly on Subways. Fare media liability revenue, reflecting the residual values of expired MetroCards, of \$64.3 million was the lowest actual in the past five years, resulting in an underrun to the Estimate of \$14.2 million (18.1 percent). Other operating revenue underran the Budget by \$12.1 million (2.5 percent) mainly due to lower real estate and concession revenues.

Operating expenses exceeded the Budget by \$96.8 million (1.1 percent).

Labor expenses were over Budget by \$125.6 million (1.9 percent), including:

- **Overtime** expenses overran the Budget by \$125.8 million (26.5 percent), caused primarily by Subway Action Plan (SAP) requirements (\$49 million).
- **Pension** expenses exceeded the Budget by \$121.2 million (12.8 percent), due to a major correction in the NYCERS actuarial valuation.
- **Health & Welfare/OPEB** current expenses were under Budget by \$94.5 million (6.6 percent), due mostly to lower operating employee medical expenses.
- **Payroll** expenses underran by \$32.3 million (0.9 percent), due largely to vacancies.

Non-labor expenses underran the Budget by \$28.8 million (1.4 percent), including:

- **Claims** expense for public liability exceeded the Budget by \$45.9 million (22.0 percent), reflecting increased claim reserve requirements based on the year-end actuarial valuation.
- **Maintenance and Other Operating Contracts** expense underran the Budget by \$82.8 million (22.6 percent), due to reallocation of the Subway Action Plan (SAP) expense provision to specific track, signals, infrastructure, station maintenance and car equipment SAP initiatives, mainly overtime.

Reimbursable Results

Total reimbursable expenses of \$1,375.4 million were fully funded by capital and other reimbursements. Reimbursable expenses underran the Estimate by \$7.5 million (0.5 percent) and the Adopted Budget by \$82.1 million (5.6 percent). These overruns were mainly due to the revised L Tunnel project plan which required substantially less in-house support.

**MTA NEW YORK CITY TRANSIT
2019 YEAR-END REPORT
EXPLANATIONS OF OPERATING CASH RECEIPTS AND EXPENDITURE VARIANCES**

2019 ACTUALS VS. FINAL ESTIMATE

Operating Receipts

- **Farebox Receipts.** Farebox revenue receipts of \$4,616.7 million were higher than the Estimate by a favorable real variance of \$34.5 million. This variance was partly due to higher-than-estimated ridership, as well as favorable increases in fare media liability reserves for fares paid but not used.
- **Other Operating Receipts.** Receipts of \$360.8 million underran the Estimate by \$38.1 million largely due to an unfavorable \$43.6 million timing variance, reflecting the delayed payment of the 4th quarter 2019 paratransit reimbursement.

Operating Expenditures

- **Salaries & Wages.** Total payroll and overtime expenditures of \$4,054.1 million were less than the Estimate by \$9.6 million, of which \$16.7 million represents a real favorable variance due to more vacancies and less overtime spending, and \$7.0 million represents unfavorable timing mainly due to a lower than expected year end payroll reducing the value of accrued but not paid wages.
- **Health and Welfare.** Health and welfare expenditures (including OPEB current payments) of \$1,413.4 million underran the Estimate by \$13.1 million, and consists of a \$10.0 million real underrun due mostly to lower medical costs, and a favorable timing variance of \$3.0 million.
- **Pension.** Pension expenditures of \$1,065.9 million were unfavorable by a real variance of \$0.9 million.
- **Other Fringe Benefits.** Other fringe benefit expenditures of \$315.0 million overran the Estimate by \$0.8 million.
- **Reimbursable Overhead.** Reimbursable overhead credits of \$294.1 million underran the Estimate by \$13.1 million, which consists of a real variance of \$4.1 million and a timing variance of \$9.0 million. The real underrun was due to lower reimbursable project labor requirements and the timing underrun was due to the impact of the delayed implementation of the TWU general wage increase.
- **Electric Power.** Power operating expenditures of \$293.9 million overran the Estimate by an unfavorable real variance of \$4.5 million, mainly due to a significantly lower December 2019 power bill which reduced the power payable balance and generated an unfavorable cash flow adjustment.

- **Fuel.** Fuel operating expenditures of \$108.1 million were unfavorable by a real variance of \$0.5 million.
- **Insurance.** Insurance expenditures of \$86.9 million exceeded the Estimate by \$18.9 million due to the acceleration of a premium payment in November 2019.
- **Claims.** Claims expenditures of \$170.1 million exceeded the Estimate by a real variance of \$12.1 million, reflecting a significant increase in major case settlements.
- **Paratransit Service Contracts.** Paratransit service contract expenditures of \$484.1 million underran the Estimate by \$2.1 million, mainly reflecting a real underrun of \$1.7 million. The cash results were less favorable than the underrun in expense of \$9.2 million due to the termination of three carrier contracts and the associated pay-out of their payable balances.
- **Maintenance and Other Operating Contracts.** Maintenance contract expenditures of \$269.6 million underran the Estimate by \$49.3 million, with \$32.7 million representing a real favorable variance and \$16.6 million a timing-related favorable variance.
- **Professional Service Contracts.** Professional service contract expenditures of \$179.3 million were below the Estimate by \$10.3 million, consisting of an unfavorable real variance of \$2.5 million and a favorable timing variance of \$12.7 million.
- **Materials & Supplies.** Materials & supplies expenditures of \$367.9 million overran the Estimate by \$41.5 million. This variance included an unfavorable real variance of \$28.8 million, reflecting mainly the impact of a \$22 million inventory build-up, and an unfavorable timing variance of \$12.8 million.
- **Other Business Expenditures.** Other business expenditures of \$98.7 million were \$2.4 million above the Estimate, an unfavorable real variance.

Reimbursable Cash Results-Reimbursements Net of Expenditures

Actual capital reimbursements net of expenditures was unfavorable by \$17.2 million versus the Estimate, reflecting an unfavorable real variance of \$2.0 million and an unfavorable timing variance of \$15.2 million.

**MTA NEW YORK CITY TRANSIT
2019 YEAR-END REPORT
EXPLANATIONS OF VARIANCES ON POSITIONS
BY FUNCTION AND DEPARTMENT
NON-REIMBURSABLE-REIMBURSABLE and FULL-TIME/FULL-TIME EQUIVALENTS**

2019 Actuals vs. Final Estimate

2019 year-end total full-time equivalents were 49,313, which was 973 positions (1.9 percent) below the Estimate.

2019 Actuals vs. Adopted Budget

2019 year-end total full-time equivalents were 49,313, which was 1,835 positions (3.6%) below the Budget.

The year-end vacancies noted above were largely due to the impact of the ongoing professional employee hiring freeze.

**MTA NEW YORK CITY TRANSIT
2019 YEAR-END REPORT
EXPLANATION OF VARIANCES IN RIDERSHIP (UTILIZATION)**

Ridership

The 2019 total ridership of 2.27 billion exceeded the Final Estimate by 16.6 million (0.7%). Subway ridership was 0.7 percent (11.5 million trips) above the Estimate, while bus ridership was 0.9 percent (5.1 million trips) above the Estimate. Paratransit ridership was 0.1 percent (20 thousand passenger trips) below the Estimate.

The 2019 total ridership was 1.8 percent (39.7 million trips) above the 2019 Adopted Budget. Subway ridership was 2.3 percent (37.6 million trips) above Budget; bus ridership was slightly over the budget by 0.4 percent (2.2 million trips), while paratransit ridership was 0.8 percent (90 thousand passenger trips) under the Budget.

Compared with 2018 results, 2019 total ridership was modestly higher by 0.3 percent (6.5 million trips).

Annual Ridership by Mode

By end of year 2019, subway ridership was 1.698 billion, an increase of 1.1 percent (17.7 million trips) from 2018. This increase represents a notable turnaround from the preceding three years of declining ridership with decreases of 0.3% in 2016, 1.7% in 2017 and 2.7% in 2018. Higher usage of for-hire vehicle services, an increase in fare evasion, and service disruptions due to elevated levels of capital reconstruction and intensive maintenance were the major factors contributing to the 2016-2018 subway ridership decline. Significantly improved operating performance, notably sharply higher on-time performance due to a major reduction in service delays, and a reduction in service disruptions due to the completion of major repair projects were the main contributors to the turnaround in ridership in 2019.

In 2019, bus ridership reached 557 million, a decrease of 2.2 percent (12.3 million trips) from 2018. Bus ridership has declined each year from 2015 to 2019 with the cumulative decline at 14.4%. A shift in trips to for-hire vehicles and significant increases in fare evasion are the major contributing factors.

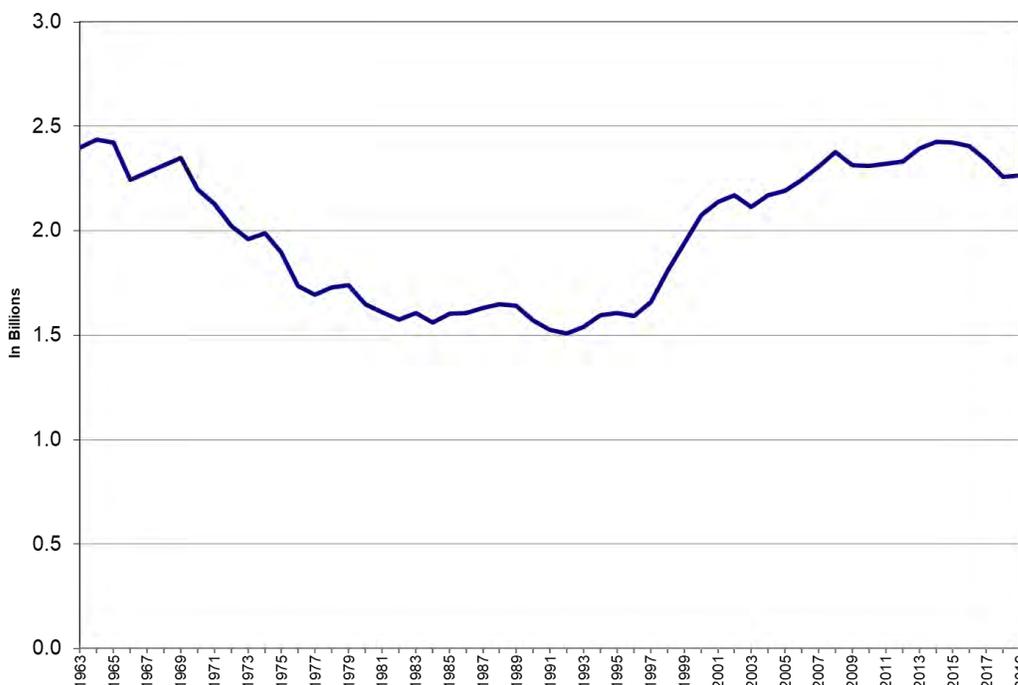
2019 paratransit ridership was 10.9 million, an increase of 9.2 percent (0.9 million passenger trips) from 2018. Paratransit ridership remained approximately at the level experienced from 2010 through 2017, then began increasing during the fourth quarter of 2017, with accelerated growth since April 2018, all due to the popularity of E-Hail services.

Weekday and Weekend Ridership

Average weekday total ridership increased by 0.3 percent from 2018 to 2019. Subway ridership increased by 1.0 percent, bus ridership decreased by 2.3 percent, while paratransit ridership increased by 10.9 percent.

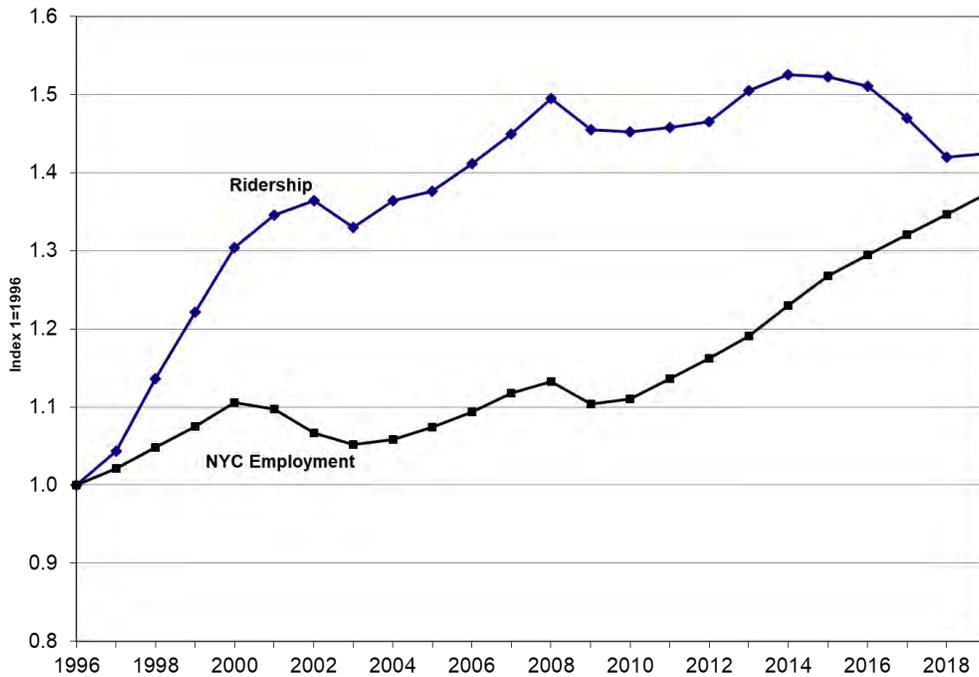
Average weekend total ridership (Saturday and Sunday combined) equally increased 0.3 percent. Subway ridership increased by 1 percent, bus ridership decreased by 1.7 percent, while paratransit ridership increased by 8.8 percent.

Chart 1: Annual NYC Transit Ridership



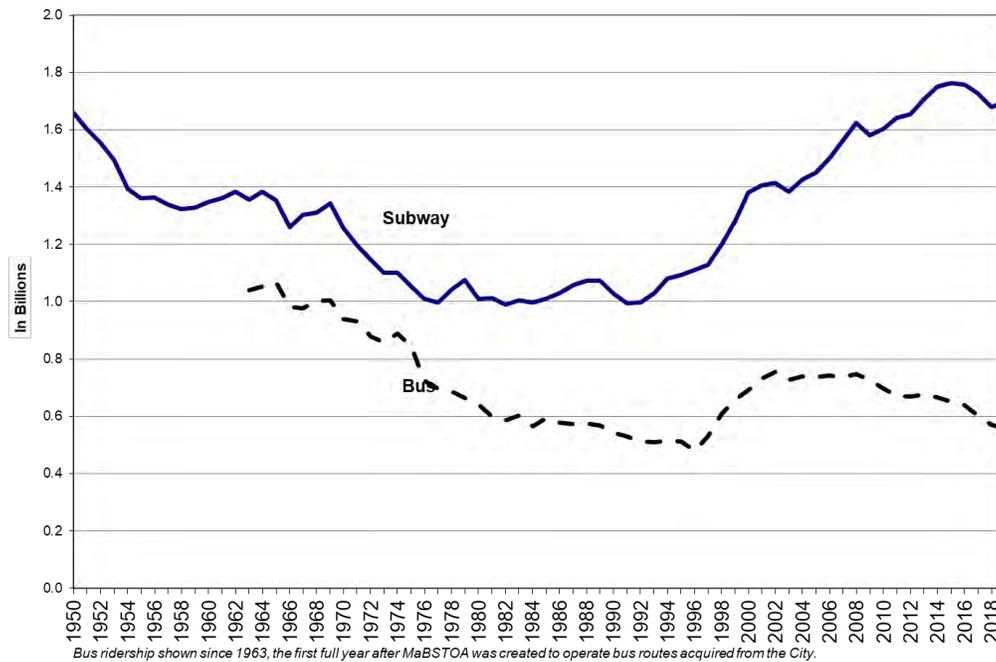
Ridership increased by 0.3 percent in 2019, after three years of declines. Ridership remains over 50 percent higher than the historic low point in 1992.

Chart 2: NYC Employment and Total Ridership Index



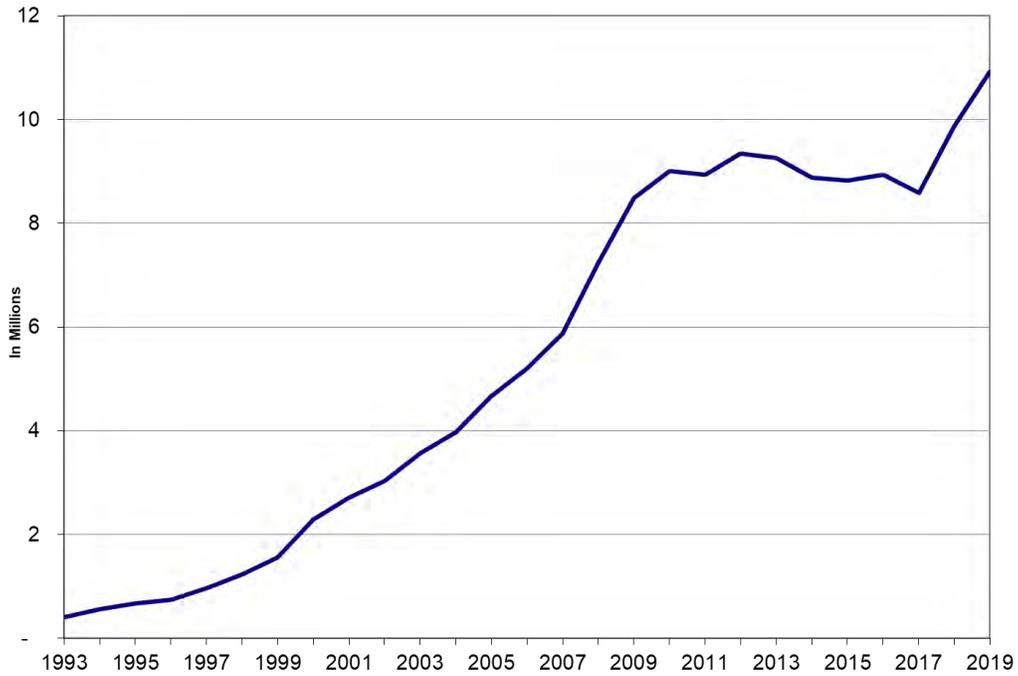
New York City employment is an important factor in ridership changes. Over the past five years, however, shifts to for-hire vehicles, increases in fare evasion, and declining operating performance negatively impacted ridership.

Chart 3: Annual Subway and Bus Ridership



Subway ridership increased by 1.1 percent in 2019, while bus ridership decreased 2.2 percent.

Chart 4: Annual Paratransit Ridership



Paratransit ridership increased rapidly from 1993-2009, then remained essentially flat during 2010-2017 following the implementation of cost containment measures. After the introduction of E-Hail services in 2017, ridership, once again, began to rapidly increase.

MTA NEW YORK CITY TRANSIT
2019 Year-End Report
Accrual Statement of Operations by Category
2019 Adopted Budget and Final Estimate vs. Actual
(\$ in millions)

NON-REIMBURSABLE

	December 2019 Year-to-Date			Favorable/(Unfavorable) Variance			
	Adopted	Final	Actual	Adopted Budget		Final Estimate	
	Budget ¹	Estimate		\$	%	\$	%
	\$	\$	\$	\$	%	\$	%
Revenue							
Farebox Revenue:							
Subway	3,505.151	3,550.933	3,570.257	65.106	1.9	19.324	0.5
Bus	931.184	929.012	935.856	4.672	0.5	6.844	0.7
Paratransit	23.047	23.453	23.324	0.277	1.2	(0.129)	(0.6)
Fare Media Liability	78.500	78.500	64.321	(14.179)	(18.1)	(14.179)	(18.1)
Total Farebox Revenue	4,537.882	4,581.898	4,593.758	55.876	1.2	11.860	0.3
Other Operating Revenue:							
Fare Reimbursement	84.016	84.016	84.016	0.000	-	0.000	-
Paratransit Reimbursement	214.981	215.717	213.471	(1.510)	(0.7)	(2.246)	(1.0)
Other	180.278	172.383	169.729	(10.549)	(5.9)	(2.654)	(1.5)
Total Other Operating Revenue	479.275	472.116	467.216	(12.059)	(2.5)	(4.900)	(1.0)
Capital and Other Reimbursements	0.000	0.000	0.000	0.000	-	0.000	-
Total Revenue	5,017.157	5,054.014	5,060.974	43.817	0.9	6.960	0.1
Expenses							
Labor:							
Payroll	3,514.260	3,516.382	3,481.965	32.295	0.9	34.417	1.0
Overtime	474.452	606.158	600.251	(125.799)	(26.5)	5.907	1.0
Total Salaries & Wages	3,988.712	4,122.540	4,082.216	(93.504)	(2.3)	40.324	1.0
Health and Welfare	1,030.969	951.560	943.786	87.183	8.5	7.774	0.8
OPEB Current Payment	505.365	486.342	498.040	7.325	1.4	(11.698)	(2.4)
Pensions	947.936	1,067.967	1,069.101	(121.165)	(12.8)	(1.134)	(0.1)
Other Fringe Benefits	445.821	498.209	458.038	(12.217)	(2.7)	40.171	8.1
Total Fringe Benefits	2,930.091	3,004.078	2,968.965	(38.874)	(1.3)	35.113	1.2
Reimbursable Overhead	(287.346)	(307.196)	(294.137)	6.791	2.4	(13.059)	(4.3)
Total Labor Expenses	6,631.457	6,819.422	6,757.044	(125.587)	(1.9)	62.378	0.9
Non-Labor:							
Electric Power	272.040	278.491	278.381	(6.341)	(2.3)	0.110	0.0
Fuel	113.954	107.657	106.662	7.292	6.4	0.995	0.9
Insurance	71.671	69.486	69.825	1.846	2.6	(0.339)	(0.5)
Claims	208.909	240.864	254.856	(45.947)	(22.0)	(13.992)	(5.8)
Paratransit Service Contracts	482.751	488.157	476.888	5.863	1.2	11.269	2.3
Maintenance and Other Operating Contracts	366.759	312.585	283.971	82.788	22.6	28.614	9.2
Professional Service Contracts	187.096	195.574	191.372	(4.276)	(2.3)	4.202	2.1
Materials & Supplies	341.964	327.864	341.877	0.087	0.0	(14.013)	(4.3)
Other Business Expenses	85.575	96.348	98.100	(12.525)	(14.6)	(1.752)	(1.8)
Total Non-Labor Expenses	2,130.719	2,117.026	2,101.932	28.787	1.4	15.094	0.7
Other Expense Adjustments:							
Other	0.000	0.000	0.000	0.000	-	0.000	-
Total Other Expense Adjustments	0.000	0.000	0.000	0.000	-	0.000	-
Total Expenses Before GASB Adjs.	8,762.176	8,936.448	8,858.976	(96.800)	(1.1)	77.472	0.9
Depreciation	1,878.062	1,878.062	1,994.253	(116.191)	(6.2)	(116.191)	(6.2)
Other Post Employment Benefits	1,040.666	1,083.900	579.584	461.082	44.3	504.316	46.5
GASB 68 Pension Adjustment	(296.398)	(296.398)	(27.261)	(269.137)	-	(269.137)	90.8
Environmental Remediation	0.000	0.000	27.548	(27.548)	-	(27.548)	-
Total Expenses	11,384.506	11,602.012	11,433.100	(48.594)	(0.4)	168.912	1.5
Net Surplus/(Deficit)							
<i>(Excluding Subsidies and Debt Service)</i>	(6,367.349)	(6,547.998)	(6,372.126)	(4.777)	(0.1)	175.872	2.7

¹ The 2019 Adopted Budget was enacted prior to Board approval of fare and toll increases, which became effective in April 2019. This table reflects, for the Adopted Budget, the additional farebox revenue anticipated from this increase.

Totals may not add due to rounding.

MTA NEW YORK CITY TRANSIT
2019 Year-End Report
Accrual Statement of Operations by Category
2019 Adopted Budget and Final Estimate vs. Actual
(\$ in millions)

REIMBURSABLE

	December 2019 Year-to-Date			Favorable/(Unfavorable) Variance			
	Adopted	Final	<u>Actual</u>	<u>Adopted Budget</u>		<u>Final Estimate</u>	
	<u>Budget</u>	<u>Estimate</u>		\$	%	\$	%
	\$	\$	\$	\$	%	\$	%
Revenue							
Farebox Revenue	0.000	0.000	0.000	0.000	-	0.000	-
Other Operating Revenue	0.000	0.000	0.000	0.000	-	0.000	-
Capital and Other Reimbursements	1,457.544	1,382.927	1,375.408	(82.136)	(5.6)	(7.519)	(0.5)
Total Revenue	1,457.544	1,382.927	1,375.408	(82.136)	(5.6)	(7.519)	(0.5)
Expenses							
Labor:							
Payroll	600.896	493.393	476.013	124.883	20.8	17.380	3.5
Overtime	125.812	194.264	190.816	(65.004)	(51.7)	3.448	1.8
Total Salaries & Wages	726.708	687.657	666.829	59.879	8.2	20.828	3.0
Health and Welfare	27.805	22.971	24.412	3.393	12.2	(1.441)	(6.3)
OPEB Current Payment	11.305	11.542	11.154	0.151	1.3	0.388	-
Pensions	40.294	45.225	45.131	(4.837)	(12.0)	0.094	0.2
Other Fringe Benefits	240.805	211.529	206.756	34.049	14.1	4.773	2.3
Total Fringe Benefits	320.209	291.267	287.453	32.756	10.2	3.814	1.3
Reimbursable Overhead	287.346	307.196	294.137	(6.791)	(2.4)	13.059	4.3
Total Labor Expenses	1,334.263	1,286.120	1,248.419	85.844	6.4	37.701	2.9
Non-Labor:							
Electric Power	0.252	0.252	0.337	(0.085)	(33.7)	(0.085)	(33.7)
Fuel	1.475	0.097	0.000	1.475	100.0	0.097	-
Insurance	0.000	0.000	0.000	0.000	-	0.000	-
Claims	0.000	0.000	0.096	(0.096)	-	(0.096)	-
Paratransit Service Contracts	0.000	0.000	0.000	0.000	-	0.000	-
Maintenance and Other Operating Contracts	44.729	37.834	46.147	(1.418)	(3.2)	(8.313)	(22.0)
Professional Service Contracts	9.472	15.761	22.995	(13.523)	(142.8)	(7.234)	(45.9)
Materials & Supplies	67.689	46.983	59.738	7.951	11.7	(12.755)	(27.1)
Other Business Expenses	(0.336)	(4.120)	(2.324)	1.988	(591.7)	(1.796)	43.6
Total Non-Labor Expenses	123.281	96.807	126.989	(3.708)	(3.0)	(30.182)	(31.2)
Other Expense Adjustments:							
Other	0.000	0.000	0.000	0.000	-	0.000	-
Total Other Expense Adjustments	0.000	0.000	0.000	0.000	-	0.000	-
Total Expenses	1,457.544	1,382.927	1,375.408	82.136	5.6	7.519	0.5
Net Surplus/(Deficit)							
<i>(Excluding Subsidies and Debt Service)</i>	0.000	0.000	0.000	0.000	-	0.000	-

Totals may not add due to rounding.

MTA NEW YORK CITY TRANSIT
2019 Year-End Report
Accrual Statement of Operations by Category
2019 Adopted Budget and Final Estimate vs. Actual
(\$ in millions)

	December 2018 Year-to-Date			Favorable/(Unfavorable) Variance			
	Adopted	Final		Adopted Budget		Final Estimate	
	Budget ¹	Estimate	Actual	\$	%	\$	%
	\$	\$	\$	\$	%	\$	%
NON-REIMBURSABLE & REIMBURSABLE							
Revenue							
Farebox Revenue:							
Subway	3,505.151	3,550.933	3,570.257	65.106	1.9	19.324	0.5
Bus	931.184	929.012	935.856	4.672	0.5	6.844	0.7
Paratransit	23.047	23.453	23.324	0.277	1.2	(0.129)	(0.6)
Fare Media Liability	78.500	78.500	64.321	(14.179)	(18.1)	(14.179)	(18.1)
Total Farebox Revenue	4,537.882	4,581.898	4,593.758	55.876	1.2	11.860	0.3
Other Operating Revenue:							
Fare Reimbursement	84.016	84.016	84.016	0.000	-	0.000	-
Paratransit Reimbursement	214.981	215.717	213.471	(1.510)	(0.7)	(2.246)	(1.0)
Other	180.278	172.383	169.729	(10.549)	(5.9)	(2.654)	(1.5)
Total Other Operating Revenue	479.275	472.116	467.216	(12.059)	(2.5)	(4.900)	(1.0)
Capital and Other Reimbursements	1,457.544	1,382.927	1,375.408	(82.136)	(5.6)	(7.519)	(0.5)
Total Revenue	6,474.701	6,436.941	6,436.382	(38.319)	(0.6)	(0.559)	(0.0)
Expenses							
Labor:							
Payroll	4,115.156	4,009.775	3,957.978	157.178	3.8	51.797	1.3
Overtime	600.264	800.422	791.067	(190.803)	(31.8)	9.355	1.2
Total Salaries & Wages	4,715.420	4,810.197	4,749.045	(33.625)	(0.7)	61.152	1.3
Health and Welfare	1,058.774	974.531	968.198	90.576	8.6	6.333	0.6
OPEB Current Payment	516.670	497.884	509.194	7.476	1.4	(11.310)	(2.3)
Pensions	988.230	1,113.192	1,114.232	(126.002)	(12.8)	(1.040)	(0.1)
Other Fringe Benefits	686.626	709.738	664.794	21.832	3.2	44.944	6.3
Total Fringe Benefits	3,250.300	3,295.345	3,256.418	(6.118)	(0.2)	38.927	1.2
Reimbursable Overhead	0.000	0.000	0.000	0.000	-	0.000	-
Total Labor Expenses	7,965.720	8,105.542	8,005.463	(39.743)	(0.5)	100.079	1.2
Non-Labor:							
Electric Power	272.292	278.743	278.718	(6.426)	(2.4)	0.025	0.0
Fuel	115.429	107.754	106.662	8.767	7.6	1.092	1.0
Insurance	71.671	69.486	69.825	1.846	2.6	(0.339)	(0.5)
Claims	208.909	240.864	254.952	(46.043)	(22.0)	(14.088)	(5.8)
Paratransit Service Contracts	482.751	488.157	476.888	5.863	1.2	11.269	2.3
Maintenance and Other Operating Contracts	411.488	350.419	330.118	81.370	19.8	20.301	5.8
Professional Service Contracts	196.568	211.335	214.367	(17.799)	(9.1)	(3.032)	(1.4)
Materials & Supplies	409.653	374.847	401.615	8.038	2.0	(26.768)	(7.1)
Other Business Expenses	85.239	92.228	95.776	(10.537)	(12.4)	(3.548)	(3.8)
Total Non-Labor Expenses	2,254.000	2,213.833	2,228.921	25.079	1.1	(15.088)	(0.7)
Other Expense Adjustments:							
Other	0.000	0.000	0.000	0.000	-	0.000	-
Total Other Expense Adjustments	0.000	0.000	0.000	0.000	-	0.000	-
Total Expenses Before GASB Adjs.	10,219.720	10,319.375	10,234.384	(14.664)	(0.1)	84.991	0.8
Depreciation	1,878.062	1,878.062	1,994.253	(116.191)	(6.2)	(116.191)	(6.2)
Other Post Employment Benefits	1,040.666	1,083.900	579.584	461.082	44.3	504.316	46.5
GASB 68 Pension Adjustment	(296.398)	(296.398)	(27.261)	(269.137)	-	(269.137)	90.8
Environmental Remediation	0.000	0.000	27.548	(27.548)	-	(27.548)	-
Total Expenses	12,842.050	12,984.939	12,808.508	33.542	0.3	176.431	1.4
Net Surplus/(Deficit)							
<i>(Excluding Subsidies and Debt Service)</i>	(6,367.349)	(6,547.998)	(6,372.126)	(4.777)	(0.1)	175.872	2.7

¹ The 2019 Adopted Budget was enacted prior to Board approval of fare and toll increases, which became effective in April 2019. This table reflects, for the Adopted Budget, the additional farebox revenue anticipated from this increase.

Totals may not add due to rounding.

MTA NEW YORK CITY TRANSIT
2019 Year-End Report
Cash Receipts and Expenditures
2019 Adopted Budget and Final Estimate vs. Actual
(\$ in millions)

	December 2019 Year-to-Date			Favorable/(Unfavorable) Variance			
	Adopted Budget ¹	Final Estimate	Actual	Adopted Budget		Final Estimate	
	\$	\$	\$	\$	%	\$	%
Receipts							
Farebox Revenue	4,538.082	4,582.098	4,616.626	78.544	1.7	34.528	0.8
Other Operating Revenue:							
Fare Reimbursement	84.016	114.016	129.052	45.036	53.6	15.036	13.2
Paratransit Reimbursement	215.109	218.077	173.759	(41.350)	(19.2)	(44.318)	(20.3)
Other	72.953	66.782	58.014	(14.939)	(20.5)	(8.768)	(13.1)
Total Other Operating Revenue	372.078	398.875	360.825	(11.253)	(3.0)	(38.050)	(9.5)
Capital and Other Reimbursements	1,578.589	1,424.554	1,399.872	(178.717)	(11.3)	(24.682)	(1.7)
Total Receipts	6,488.749	6,405.527	6,377.323	(111.426)	(1.7)	(28.204)	(0.4)
Expenditures							
Labor:							
Payroll	4,081.884	3,951.024	3,929.902	151.982	3.7	21.122	0.5
Overtime	600.264	800.422	791.067	(190.803)	(31.8)	9.355	1.2
Total Salaries & Wages	4,682.148	4,751.446	4,720.969	(38.821)	(0.8)	30.477	0.6
Health and Welfare	1,048.078	963.071	939.726	108.352	10.3	23.345	2.4
OPEB Current Payment	516.670	497.884	509.195	7.475	1.4	(11.311)	(2.3)
Pensions	988.230	1,110.268	1,111.052	(122.822)	(12.4)	(0.784)	(0.1)
Other Fringe Benefits	515.450	525.773	521.755	(6.305)	(1.2)	4.018	0.8
Total Fringe Benefits	3,068.428	3,096.996	3,081.728	(13.300)	(0.4)	15.268	0.5
GASB Account	0.000	0.000	0.000	0.000	-	0.000	-
Reimbursable Overhead	0.000	0.000	0.000	0.000	-	0.000	-
Total Labor Expenditures	7,750.576	7,848.442	7,802.697	(52.121)	(0.7)	45.745	0.6
Non-Labor:							
Electric Power	272.292	289.665	294.214	(21.922)	(8.1)	(4.549)	(1.6)
Fuel	115.429	107.754	108.146	7.283	6.3	(0.392)	(0.4)
Insurance	70.578	67.952	86.850	(16.272)	(23.1)	(18.898)	(27.8)
Claims	122.718	157.973	170.106	(47.388)	(38.6)	(12.133)	(7.7)
Paratransit Service Contracts	480.751	486.157	484.088	(3.337)	(0.7)	2.069	0.4
Maintenance and Other Operating Contracts	419.340	356.801	315.800	103.540	24.7	41.001	11.5
Professional Service Contracts	184.568	205.335	202.303	(17.735)	(9.6)	3.032	1.5
Materials & Supplies	408.152	373.347	427.770	(19.618)	(4.8)	(54.423)	(14.6)
Other Business Expenses	85.239	92.228	96.415	(11.176)	(13.1)	(4.187)	(4.5)
Total Non-Labor Expenditures	2,159.067	2,137.212	2,185.692	(26.625)	(1.2)	(48.480)	(2.3)
Other Expenditure Adjustments:							
Other	0.000	0.000	0.000	0.000	-	0.000	-
Total Other Expenditure Adjustments	0.000	0.000	0.000	0.000	-	0.000	-
Total Expenditures	9,909.643	9,985.654	9,988.389	(78.746)	(0.8)	(2.735)	(0.0)
Net Surplus/(Deficit) <i>(Excluding Subsidies and Debt Service)</i>	(3,420.894)	(3,580.127)	(3,611.066)	(190.172)	(5.6)	(30.939)	(0.9)

¹ The 2019 Adopted Budget was enacted prior to Board approval of fare and toll increases, which became effective in April 2019. This table reflects, for the Adopted Budget, the additional farebox revenue anticipated from this increase.

Totals may not add due to rounding.

MTA NEW YORK CITY TRANSIT
2019 Year-End Report
Cash Conversion (Cash Flow Adjustments)
2019 Adopted Budget and Final Estimate vs. Actual
(\$ in millions)

	December 2019 Year-to-Date			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	Adopted Budget		Final Estimate	
	\$	\$	\$	\$	%	\$	%
Receipts							
Farebox Revenue	0.200	0.200	22.868	22.668	11,334.0	22.668	11,334.0
Other Operating Revenue:							
Fare Reimbursement	0.000	30.000	45.036	45.036	-	15.036	-
Paratransit Reimbursement	0.128	2.360	(39.712)	(39.840)	(31,125.0)	(42.072)	(1,782.7)
Other	(107.325)	(105.601)	(111.715)	(4.390)	4.1	(6.114)	5.8
Total Other Operating Revenue	(107.197)	(73.241)	(106.391)	0.806	(0.8)	(33.150)	45.3
Capital and Other Reimbursements	121.045	41.627	24.464	(96.581)	(79.8)	(17.163)	41.2
Total Receipts	14.048	(31.414)	(59.059)	(73.107)	(520.4)	(27.645)	(88.0)
Expenditures							
Labor:							
Payroll	33.272	58.751	28.076	(5.196)	(15.6)	(30.675)	(52.2)
Overtime	0.000	0.000	0.000	0.000	-	0.000	-
Total Salaries & Wages	33.272	58.751	28.076	(5.196)	(15.6)	(30.675)	(52.2)
Health and Welfare	10.696	11.460	28.472	17.776	166.2	17.012	(148.4)
OPEB Current Payment	0.000	0.000	(0.001)	(0.001)	-	(0.001)	-
Pensions	0.000	2.924	3.180	3.180	#DIV/0!	0.256	8.8
Other Fringe Benefits	171.176	183.965	143.039	(28.137)	(16.4)	(40.926)	(22.2)
Total Fringe Benefits	181.872	198.349	174.690	(7.182)	(3.9)	(23.659)	(11.9)
GASB Account	0.000	0.000	0.000	0.000	-	0.000	-
Reimbursable Overhead	0.000	0.000	0.000	0.000	-	0.000	-
Total Labor Expenditures	215.144	257.100	202.766	(12.378)	(5.8)	(54.334)	(21.1)
Non-Labor:							
Electric Power	0.000	(10.922)	(15.496)	(15.496)	-	(4.574)	-
Fuel	0.000	0.000	(1.484)	(1.484)	-	(1.484)	-
Insurance	1.093	1.534	(17.025)	(18.118)	1,657.6	(18.559)	(1,209.8)
Claims	86.191	82.891	84.846	(1.345)	(1.6)	1.955	2.4
Paratransit Service Contracts	2.000	2.000	(7.200)	(9.200)	460.0	(9.200)	(460.0)
Maintenance and Other Operating Contracts	(7.852)	(6.382)	14.318	22.170	282.3	20.700	324.3
Professional Service Contracts	12.000	6.000	12.064	0.064	0.5	6.064	101.1
Materials & Supplies	1.501	1.500	(26.155)	(27.656)	(1,842.5)	(27.655)	1,843.7
Other Business Expenses	0.000	0.000	(0.639)	(0.639)	-	(0.639)	-
Total Non-Labor Expenditures	94.933	76.621	43.229	(51.704)	(54.5)	(33.392)	(43.6)
Other Expenditure Adjustments:							
Other	0.000	0.000	0.000	0.000	-	0.000	-
Total Other Expenditure Adjustments	0.000	0.000	0.000	0.000	-	0.000	-
Total Expenditures Before GASB Adjs.	310.077	333.721	245.995	(64.082)	(20.7)	(87.726)	(26.3)
Depreciation	1,878.062	1,878.062	1,994.253	116.191	6.2	116.191	6.2
Other Post Employment Benefits	1,040.666	1,083.900	579.584	(461.082)	(44.3)	(504.316)	(46.5)
GASB 68 Pension Adjustment	(296.398)	(296.398)	(27.261)	269.137	-	269.137	(90.8)
Environmental Remediation	0.000	0.000	27.548	27.548	-	27.548	-
Total Expenditures	2,932.407	2,999.285	2,820.119	(112.288)	(3.8)	(179.166)	(6.0)
Net Surplus/(Deficit) <i>(Excluding Subsidies and Debt Service)</i>	2,946.455	2,967.871	2,761.060	(185.395)	(6.3)	(206.811)	(7.0)

Totals may not add due to rounding.

MTA NEW YORK CITY TRANSIT
2019 Year-End Report
Ridership/Traffic Volume (Utilization)
(ridership in millions)

	December 2019 Year-to-Date			Favorable/(Unfavorable)			
	Adopted	Final	Actual	Adopted Budget		Final Estimate	
	Budget	Estimate		Variance	Percent	Variance	Percent
Subway	1,660.194	1,686.288	1,697.787	37.593	2.3%	11.499	0.7%
Bus	554.848	551.958	557.037	2.189	0.4%	5.079	0.9%
Paratransit	11.005	10.933	10.918	(0.087)	(0.8%)	(0.015)	(0.1%)
Total Utilization	2,226.047	2,249.179	2,265.742	39.695	1.8%	16.563	0.7%

Notes: Paratransit ridership includes guests and personal care attendants.

Totals may not add due to rounding.

MTA New York City Transit
 2019 Year-End
 2018 Adopted Budget and Final Estimate vs. Actual
 Non-Reimbursable/Reimbursable Overtime
 (\$ in millions)

	2019 Adopted Budget		2019 Final Estimate		Actuals		2019 Adopted vs. Actuals		2019 Final Estimate vs. Actuals	
	Hours	\$	Hours	\$	Hours	\$	Var. - Fav./(Unfav)		Var. - Fav./(Unfav)	
							Hours	\$	Hours	\$
NON-REIMBURSABLE OVERTIME										
<u>Scheduled Service</u>	4,533,733	\$ 151.868	4,431,941	\$149.807	4,458,293	\$148.085	75,440	\$3.783 2.5%	(26,352)	\$1.721 1.1%
<u>Unscheduled Service</u>	3,841,890	\$ 131.026	4,970,452	\$169.649	4,882,875	\$164.501	(1,040,985)	(\$33.476) (25.5%)	87,577	\$5.148 3.0%
<u>Programmatic/Routine Maintenance</u>	3,936,443	\$ 139.891	6,516,029	\$233.992	6,647,273	\$237.734	(2,710,830)	(\$97.843) (69.9%)	(131,245)	(\$3.742) -1.6%
<u>Vacancy/Absentee Coverage</u>	524,751	\$ 17.095	566,216	\$18.028	685,846	\$22.008	(161,095)	(\$4.913) *	(119,630)	(\$3.981) -22.1%
<u>Weather Emergencies</u>	737,881	\$ 24.429	737,881	\$24.429	564,788	\$19.304	173,093	\$5.125 %	173,093	\$5.125 21.0%
<u>Safety/Security/Law Enforcement</u>	95,801	\$ 2.848	95,801	\$2.822	100,281	\$2.910	(4,480)	(\$0.061) -2.2%	(4,480)	(\$0.088) -3.1%
<u>Other</u>	159,795	\$ 7.295	165,830	\$7.433	150,626	\$5.709	9,169	\$1.586 %	15,204	\$1.724 23.2%
Sub-Total	13,830,295	\$474.452	17,484,149	\$606.158	17,489,983	\$600.251	(3,659,688)	(\$125.800) (26.5%)	(5,833)	\$5.907 1.0%
REIMBURSABLE OVERTIME	3,595,781	\$ 125.812	5,555,294	\$194.264	5,372,281	\$190.816	(1,776,500)	(\$65.004) (51.7%)	183,013	\$3.448 1.8%
TOTAL NR & R OVERTIME	17,426,076	\$600.264	23,039,444	\$800.422	22,862,263	\$791.067	(5,436,188)	(\$190.803) (31.8%)	177,180	\$9.355 1.2%

* Above 100%

MTA New York City Transit
 2019 Year-End
 2018 Adopted Budget and Final Estimate vs. Actual
 Non-Reimbursable/Reimbursable Overtime
 (\$ in millions)

December 2019 Year-to-Date

	Var. - Fav./(Unfav)		Explanations
	Hours	\$	
NON-REIMBURSABLE OVERTIME			
<u>Scheduled Service</u>	(26,352)	1.7 1.1%	Favorable variance is related to revenue operator absences
<u>Unscheduled Service</u>	87,577	5.1 3.0%	Favorable variance due to less than forecasted running time, other service support activities and backfill coverage for employee absences
<u>Programmatic/Routine Maintenance</u>	(131,245)	(3.7) -1.6%	Unfavorable variance mainly due to higher than projected SAP requirement for Car Equipment, Infrastructure, Signals and Power repair and inspection and Station Maintenance efforts project
<u>Unscheduled Maintenance</u>	-	- 0.0%	
<u>Vacancy/Absentee Coverage</u>	(119,630)	(4.0) -22.1%	Unfavorable variance mainly due to vacancy/absentee coverage for Bus Dispatcher, Bus Maintainers and RTO Tower operators.
<u>Weather Emergencies</u>	173,093	5.1 21.0%	Favorable variance mainly due to fair December weather compared with monthly estimate of \$4.4M
<u>Safety/Security/Law Enforcement</u>	(4,480)	(0.1) -3.1%	
<u>Other</u>	15,204	1.7 23.2%	Favorable variance mainly due to less than projected timing lag of reimbursable charges
Sub-Total	(5,833)	5.9 1.0%	
REIMBURSABLE OVERTIME	183,013	3.4 1.8%	Favorable variance mainly lower than projected capital services support offset by vacancy/absentee coverage
TOTAL OVERTIME	177,180	9.4 1.2%	

¹ All other & reimbursable budget and actual includes PTE \$'s only. Does not include hours.

* Above 100%

MTA NEW YORK CITY TRANSIT
2019 Year-End Report
2019 CASH RESULTS - ACTUAL vs. FINAL ESTIMATE
(\$ in millions)

			<u>Favorable/(Unfavorable) Variance</u>		
	<u>Final Estimate</u>	<u>Actual</u>	<u>Total</u>	<u>Real</u>	<u>Timing</u>
<u>Receipts</u>					
Farebox Revenue	\$4,582.098	\$4,616.626	\$34.528	\$34.528	\$0.000
Other Operating Revenue	\$398.875	\$360.825	(\$38.050)	\$5.577	(\$43.627)
Capital and Other Reimbursements	\$1,424.554	\$1,399.872	(\$24.682)	\$5.716	(\$30.398)
Total Receipts	\$6,405.527	\$6,377.323	(\$28.204)	\$45.821	(\$74.025)
<u>Expenditures</u>					
Labor:					
Payroll	\$3,951.024	\$3,929.902	\$21.122	\$25.871	(\$4.749)
Overtime	\$800.422	\$791.067	\$9.355	\$9.355	\$0.000
Health and Welfare	\$963.071	\$939.726	\$23.345	\$20.345	\$3.000
OPEB Current Payment	\$497.884	\$509.195	(\$11.311)	(\$11.311)	\$0.000
Pensions	\$1,110.268	\$1,111.052	(\$0.784)	(\$0.784)	\$0.000
Other Fringe Benefits	\$525.773	\$521.755	\$4.018	\$4.468	(\$0.450)
GASB Account	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Reimbursable Overhead	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Labor Expenditures	\$7,848.442	\$7,802.697	\$45.745	\$47.944	(\$2.199)
Non-Labor:					
Electric Power	\$289.665	\$294.214	(\$4.549)	(\$4.549)	\$0.000
Fuel	\$107.754	\$108.146	(\$0.392)	(\$0.392)	\$0.000
Insurance	\$67.952	\$86.850	(\$18.898)	(\$18.898)	\$0.000
Claims	\$157.973	\$170.106	(\$12.133)	(\$12.133)	\$0.000
Paratransit Service Contracts	\$486.157	\$484.088	\$2.069	\$1.669	\$0.400
Maintenance and Other Operating Contracts	\$356.801	\$315.800	\$41.001	\$21.186	\$19.815
Professional Service Contracts	\$205.335	\$202.303	\$3.032	(\$11.013)	\$14.045
Materials & Supplies	\$373.347	\$427.770	(\$54.423)	(\$40.337)	(\$14.086)
Other Business Expenses	\$92.228	\$96.415	(\$4.187)	(\$4.187)	\$0.000
Total Non-Labor Expenditures	\$2,137.212	\$2,185.692	(\$48.480)	(\$68.654)	\$20.174
Other Expenditure Adjustments:					
Other	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Other Expenditure Adjustments	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Expenditures	\$9,985.654	\$9,988.389	(\$2.735)	(\$20.710)	\$17.975
Baseline Net Cash Deficit	(\$3,580.127)	(\$3,611.066)	(\$30.939)	\$25.111	(\$56.050)

Totals may not agree due to rounding.
Results are subject to audit

MTA NEW YORK CITY TRANSIT
2019 Year-End Report
2019 OPERATING CASH RESULTS - ACTUAL vs. FINAL ESTIMATE
(\$ in millions)

	<u>Final</u> <u>Estimate</u> <u>\$</u>	<u>Actual</u> <u>\$</u>	<u>Favorable/(Unfavorable) Variance</u>		
			<u>Total</u> <u>\$</u>	<u>Real</u> <u>\$</u>	<u>Timing</u> <u>\$</u>
<u>Operating Receipts</u>					
Farebox Revenue	4,582.098	4,616.626	34.528	34.528	0.000
Other Operating Revenue:					
Fare Reimbursement	114.016	129.052	15.036	15.036	0.000
Paratransit Reimbursement	218.077	173.759	(44.318)	(0.691)	(43.627)
Other	66.782	58.014	(8.768)	(8.768)	0.000
Total Other Operating Revenue	398.875	360.825	(38.050)	5.577	(43.627)
Total Operating Receipts	4,980.973	4,977.451	(3.522)	40.105	(43.627)
<u>Operating Expenditures</u>					
Labor:					
Total Salaries & Wages	4,063.789	4,054.140	9.649	16.662	(7.013)
Health and Welfare (including OPEB)	1,426.442	1,413.354	13.088	10.088	3.000
Pensions	1,065.043	1,065.921	(0.877)	(0.877)	0.000
Other Fringe Benefits	314.244	314.999	(0.754)	0.446	(1.200)
Total Fringe Benefits	2,805.730	2,794.274	11.456	9.656	1.800
GASB Account	0.000	0.000	0.000	0.000	0.000
Reimbursable Overhead	(307.196)	(294.137)	(13.059)	(4.089)	(8.970)
Total Labor Expenditures	6,562.323	6,554.277	8.046	22.229	(14.183)
Non-Labor:					
Electric Power	289.413	293.877	(4.464)	(4.464)	0.000
Fuel	107.657	108.146	(0.489)	(0.489)	0.000
Insurance	67.952	86.850	(18.898)	(18.898)	0.000
Claims	157.973	170.010	(12.037)	(12.037)	0.000
Paratransit Service Contracts	486.157	484.088	2.069	1.669	0.400
Maintenance and Other Operating Contracts	318.937	269.631	49.306	32.734	16.571
Professional Service Contracts	189.574	179.308	10.267	(2.476)	12.743
Materials & Supplies	326.364	367.912	(41.548)	(28.759)	(12.789)
Other Business Expenses	96.348	98.739	(2.392)	(2.392)	0.000
Total Non-Labor Expenditures	2,040.375	2,058.561	(18.186)	(35.111)	16.925
Other Expenditure Adjustments:					
Other	0.000	0.000	0.000	0.000	0.000
Total Other Expenditure Adjustments	0.000	0.000	0.000	0.000	0.000
Total Operating Expenditures	8,602.698	8,612.838	(10.140)	(12.882)	2.742
Capital and Other Reimbursements	1,424.554	1,399.872	(24.682)	5.716	(30.398)
Capital and Other Reimbursable Expenditures	1,382.926	1,375.409	7.517	(7.716)	15.233
Net Capital and Other Reimbursements	41.628	24.463	(17.165)	(2.000)	(15.165)
Net Cash Deficit	(3,580.098)	(3,610.924)	(30.826)	25.223	(56.050)

MTA NEW YORK CITY TRANSIT
2019 Year-End Report
2019 OPERATING CASH RESULTS - ACTUAL vs. ADOPTED BUDGET
(\$ in millions)

	<u>Adopted</u> <u>Budget</u> \$	<u>Actual</u> \$	Favorable (Unfavorable) <u>Variance</u> \$
<u>Operating Receipts</u>			
Farebox Revenue	4,538.082	4,616.626	78.544
Other Operating Revenue:			
Fare Reimbursement	84.016	129.052	45.036
Paratransit Reimbursement	215.109	173.759	(41.350)
Other	72.953	58.014	(14.939)
Total Other Operating Revenue	372.078	360.825	(11.253)
Total Operating Receipts	4,910.160	4,977.451	67.291
<u>Operating Expenditures</u>			
Labor:			
Total Salaries & Wages	3,955.440	4,054.140	(98.700)
Health and Welfare (including OPEB)	1,525.638	1,413.354	112.283
Pensions	947.936	1,065.921	(117.985)
Other Fringe Benefits	274.646	314.999	(40.353)
Total Fringe Benefits	2,748.219	2,794.274	(46.055)
GASB Account	0.000	0.000	0.000
Reimbursable Overhead	(287.346)	(294.137)	6.792
Total Labor Expenditures	6,416.314	6,554.277	(137.963)
Non-Labor:			
Electric Power	272.040	293.877	(21.837)
Fuel	113.954	108.146	5.808
Insurance	70.578	86.850	(16.272)
Claims	122.718	170.010	(47.292)
Paratransit Service Contracts	480.751	484.088	(3.337)
Maintenance and Other Operating Contracts	374.611	269.653	104.957
Professional Service Contracts	175.096	179.308	(4.212)
Materials & Supplies	340.464	368.032	(27.568)
Other Business Expenses	85.575	98.739	(13.165)
Total Non-Labor Expenditures	2,035.786	2,058.703	(22.917)
Other Expenditure Adjustments:			
Other	0.000	0.000	0.000
Total Other Expenditure Adjustments	0.000	0.000	0.000
Total Operating Expenditures	8,452.100	8,612.980	(160.880)
Capital and Other Reimbursements	1,578.589	1,399.872	(178.717)
Capital and Other Reimbursable Expenditures	1,457.543	1,375.409	82.134
Net Capital and Other Reimbursements	121.045	24.463	(96.583)
Net Cash Deficit	(3,420.894)	(3,611.066)	(190.172)

Totals may not add due to rounding.

MTA NEW YORK CITY TRANSIT
2019 Year-End Report
TOTAL POSITIONS BY FUNCTION AND DEPARTMENT
NON-REIMBURSABLE AND FULL-TIME POSITIONS/FULL-TIME EQUIVALENTS

	December 2019 Year-to-Date			Favorable/(Unfavorable) Variance			
	Adopted	Final	Actual	Adopted Budget		Final Estimate	
	Budget	Estimate		Variance	Percent	Variance	Percent
Administration:							
Office of the President	33	30	25	8	24.2%	5	16.7%
Law	315	311	261	54	17.1%	50	16.1%
Office of the EVP	18	19	12	6	33.3%	7	36.8%
Human Resources	248	248	210	38	15.3%	38	15.3%
Office of Management and Budget	43	43	36	7	16.3%	7	16.3%
Capital Planning and Budget	37	37	28	9	24.3%	9	24.3%
Strategy & Customer Experience	215	215	189	26	12.1%	26	12.1%
Non-Departmental	6	9	0	6	100.0%	9	100.0%
Labor Relations	100	100	81	19	19.0%	19	19.0%
Office of People & Business Transformation	25	25	14	11	44.0%	11	44.0%
Materiel	269	266	218	51	19.0%	48	18.0%
Controller	122	122	105	17	13.9%	17	13.9%
Total Administration	1,431	1,425	1,179	252	17.6%	246	17.3%
Operations:							
Subways Service Delivery	8,911	8,687	8,562	349	3.9%	125	1.4%
Subways Operations Support/Admin	411	412	436	(25)	-6.1%	(24)	-5.8%
Subways Stations	2,765	2,724	2,579	186	6.7%	145	5.3%
Subtotal Subways	12,087	11,823	11,577	510	4.2%	246	2.1%
Buses	11,442	11,094	11,139	303	2.6%	(45)	-0.4%
Paratransit	214	214	185	29	13.6%	29	13.6%
Operations Planning	429	403	342	87	20.3%	61	15.1%
Revenue Control	653	646	593	60	9.2%	53	8.2%
Non-Departmental	(63)	0	0	(63)	100.0%	0	0.0%
Total Operations	24,762	24,180	23,836	926	3.7%	344	1.4%
Maintenance:							
Subways Operations Support/Admin	30	89	107	(77)	-256.7%	(18)	-20.2%
Subways Engineering	392	395	326	66	16.8%	69	17.5%
Subways Car Equipment	4,980	5,006	4,963	17	0.3%	43	0.9%
Subways Infrastructure	1,984	1,965	1,966	18	0.9%	(1)	-0.1%
Subways Elevators & Escalators	452	455	475	(23)	-5.1%	(20)	-4.4%
Subways Stations	3,466	3,466	3,464	2	0.1%	2	0.1%
Subways Track	3,150	3,117	3,051	99	3.1%	66	2.1%
Subways Power	711	670	671	40	5.6%	(1)	-0.1%
Subways Signals	1,650	1,658	1,658	(8)	-0.5%	0	0.0%
Subways Electronic Maintenance	1,754	1,626	1,545	209	11.9%	81	5.0%
Subtotal Subways	18,569	18,447	18,226	343	1.8%	221	1.2%
Buses	3,672	3,548	3,560	112	3.1%	(12)	-0.3%
Supply Logistics	567	567	554	13	2.3%	13	2.3%
System Safety	95	95	83	12	12.6%	12	12.6%
Non-Departmental	(104)	(111)	(1)	(103)	99.0%	(110)	99.1%
Total Maintenance	22,799	22,546	22,422	377	1.7%	124	0.5%
Engineering:							
Capital Program Management	1,468	1,468	1,244	224	15.3%	224	15.3%
Total Engineering/Capital	1,468	1,468	1,244	224	15.3%	224	15.3%
Public Safety:							
Security	688	667	632	56	8.1%	35	5.2%
Total Public Safety	688	667	632	56	8.1%	35	5.2%
Total Positions	51,148	50,286	49,313	1,835	3.6%	973	1.9%
Non-Reimbursable	44,627	44,467	45,148	(521)	-1.2%	(681)	-1.5%
Reimbursable	6,521	5,819	4,165	2,356	36.1%	1,654	28.4%
Total Full-Time	50,915	50,078	49,137	1,778	3.5%	941	1.9%
Total Full-Time Equivalents	233	208	176	57	24.5%	32	15.4%

MTA NEW YORK TRANSIT
2019 Year-End Report
TOTAL POSITIONS by FUNCTION and OCCUPATION
FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS

FUNCTION/OCCUPATION	December 2019 Year-to-Date			Favorable/(Unfavorable) Variance			
	Adopted	Final	Actual	Adopted Budget		Final Estimate	
	Budget	Estimate		Variance	Percent	Variance	Percent
Administration:							
Managers/Supervisors	542	540	399	143	26.4%	141	26.1%
Professional, Technical, Clerical	853	849	748	105	12.3%	101	11.9%
Operational Hourlies	36	36	32	4	11.1%	4	11.1%
Total Administration	1,431	1,425	1,179	252	17.6%	246	17.3%
Operations:							
Managers/Supervisors	2,894	2,854	2,743	151	5.2%	111	3.9%
Professional, Technical, Clerical	591	585	508	83	14.0%	77	13.2%
Operational Hourlies	21,277	20,741	20,585	692	3.3%	156	0.8%
Total Operations	24,762	24,180	23,836	926	3.7%	344	1.4%
Maintenance:							
Managers/Supervisors	4,042	4,029	3,973	69	1.7%	56	1.4%
Professional, Technical, Clerical	1,098	1,123	926	172	15.7%	197	17.5%
Operational Hourlies	17,659	17,394	17,523	136	0.8%	(129)	-0.7%
Total Maintenance	22,799	22,546	22,422	377	1.7%	124	0.5%
Engineering/Capital:							
Managers/Supervisors	379	379	308	71	18.7%	71	18.7%
Professional, Technical, Clerical	1,087	1,087	934	153	14.1%	153	14.1%
Operational Hourlies	2	2	2	-	0.0%	0	0.0%
Total Engineering/Capital	1,468	1,468	1,244	224	15.3%	224	15.3%
Public Safety:							
Managers/Supervisors	293	272	257	36	12.3%	15	5.5%
Professional, Technical, Clerical	41	41	32	9	22.0%	9	22.0%
Operational Hourlies	354	354	343	11	3.1%	11	3.1%
Total Public Safety	688	667	632	56	8.1%	35	5.2%
Total Positions:							
Managers/Supervisors	8,150	8,074	7,680	470	5.8%	394	4.9%
Professional, Technical, Clerical	3,670	3,685	3,148	522	14.2%	537	14.6%
Operational Hourlies	39,328	38,527	38,485	843	2.1%	42	0.1%
Total Positions	51,148	50,286	49,313	1,835	3.6%	973	1.9%



Staten Island Railway 2019 Year-End Report Summary

2019 Final Estimate vs. Actual

Accrual / Non-Reimbursable

Operating revenues in 2019 of \$9.367 million were favorable to the Estimate by \$0.021 million (0.4 percent) due to higher Other Operating Revenues. Farebox revenue fell short of the estimate due to lower ridership resulting from service shutdowns to accommodate capital project work.

Operating expenses of \$57.624 million, before non-cash adjustments, were below the Estimate by \$6.799 million (10.6 percent).

- Labor expenses were lower by a net \$2.539 million (5.2 percent) and driven mainly by Reimbursable overhead credits that exceeded the Estimate by \$1.239 million (over 100.0 percent) due to higher reimbursable work requirements. Other factors consist of an underrun in Health & Welfare/OPEB current expenses of \$0.746 million (8.1 percent) which includes the impact of implementing market check, pricing controls, put in place to prevent overpricing of medications that resulted in lower prices/rates mainly for medications. Payroll expenses were below the Estimate by \$0.282 million (1.1 percent), mostly due to vacancies. Other fringe benefits were less than the Estimate by \$0.142 million (2.8 percent), primarily due to lower Workers' Compensation reserve requirements, based on a current actuarial update. Overtime expenses exceeded the Estimate by \$0.242 million (8.8 percent), due to project requirements and vacancy coverage.
- Non-labor expenses were below the Estimate by \$4.260 million (27.9 percent). Maintenance and Other Operating Contracts and Other Business Expenses were below the Estimate by \$3.641 million (79.5 percent) and \$1.019 million (81.2 percent), respectively, due mainly to revised timing of implementing new projects. Electric power expenses were less than the Estimate by \$0.159 million (4.2 percent) and reflect lower prices. Claims expenses overran by \$1.398 million (over 100.0 percent) and reflect a recent public liability actuarial valuation.

Depreciation expenses of \$11.630 million were \$0.370 million (3.1 percent) below the Estimate due to the timing of assets reaching beneficial use. Other Post-Employment Benefit expenses of \$5.784 million were \$1.716 million below the Estimate. The GASB 68 Pension Expense Adjustment of \$0.291 million was \$0.209 million (41.8 percent) favorable to the Estimate. Based on GASB 49, an environmental remediation credit of \$0.109 million was recorded.

Cash Results – Final Estimate vs. Actual

The net cash deficit (excluding subsidies and loans) at the end of 2019 was \$44.596 million, \$6.655 million (13 percent) lower than the Estimate. This positive outcome reflects a net favorable real variance of \$1.565 million and a timing variance of \$5.090 million. The net favorable real variance includes a favorable labor expense variance of \$1.899 million, largely arising from vacancies, partially offset by an unfavorable farebox revenue variance of \$0.293 million. The net unfavorable real non-labor expense variance of \$0.041 million, reflects higher expenditures for claims and insurance, mainly offset by lower traction power and professional service contracts. The net favorable timing variance of \$5.090 million is due to lower non-labor expenditures of \$3.915 million, primarily in Maintenance and Other Operating Contracts, and lower labor expenditures of \$1.524 million, primarily in Payroll largely due to wage accruals for retroactive payments.

2019 Adopted Budget vs. Actual

The 2019 Adopted Budget was enacted prior to Board approval of fare and toll increases, which became effective in April 2019. Accordingly, the following variance explanations reflect the additional farebox revenue anticipated from that increase.

Accrual Results - Non-Reimbursable

Operating revenues in 2019 of \$9.367 million were below the Adopted Budget by \$0.382 million (3.9 percent) due to lower ridership.

Operating expenses of \$57.624 million were below the Adopted Budget by \$7.574 million (11.6 percent).

- Labor expenses were lower by a net \$2.586 million (5.3 percent), and driven mainly by Reimbursable overhead credits that exceeded the Budget by \$1.439 million (over 100.0 percent) due to higher reimbursable work requirements. Other factors consist of an underrun in Health & Welfare/OPEB current expenses of \$1.004 million (10.6 percent) which includes the impact of implementing market check pricing controls, put in place to prevent overpricing of medications that resulted in lower prices/rates mainly for medications. Other fringe benefits expenses were favorable to Budget by \$0.361 million (6.7 percent), primarily due to lower Workers' Compensation reserve requirements, based on a current actuarial update. Overtime expenses exceeded the Budget by \$0.277 million (10.2 percent), due to project requirements and vacancy coverage.
- Non-labor expenses were under the Adopted Budget by a net \$4.988 million (31.2 percent). Maintenance contract expenses were below Budget by \$3.644 million (79.5 percent) and Other Business Expenses were below Budget by \$1.019 (81.2 percent), due to delays in maintenance project work. Claims expenses overran the Budget by \$1.398 million (over 100.0 percent), based on the current actuarial projection.

**MTA STATEN ISLAND RAILWAY
2019 YEAR-END REPORT
Explanation of Variances on Positions by
Function and Department
Non-Reimbursable-Reimbursable and Full-Time/Full-Time Equivalents**

2019 Final Estimate vs. Actual

At the end of 2019, there were 357 actual incumbents, 27 less than the Estimate. The ending incumbents below the Estimate is a result of delays filling reimbursable positions approved in the 2019 November Financial Plan, as well as the administrative hiring freeze.

2019 Adopted Budget vs. Actual

At the end of 2019, there were 357 actual incumbents, 21 more than the 2019 budget. The incumbent variance to budget reflects mainly the extension of the Track Tie Maintenance Program through 2020.

**MTA STATEN ISLAND RAILWAY
2019 YEAR-END REPORT
EXPLANATIONS OF VARIANCES ON RIDERSHIP (UTILIZATION)**

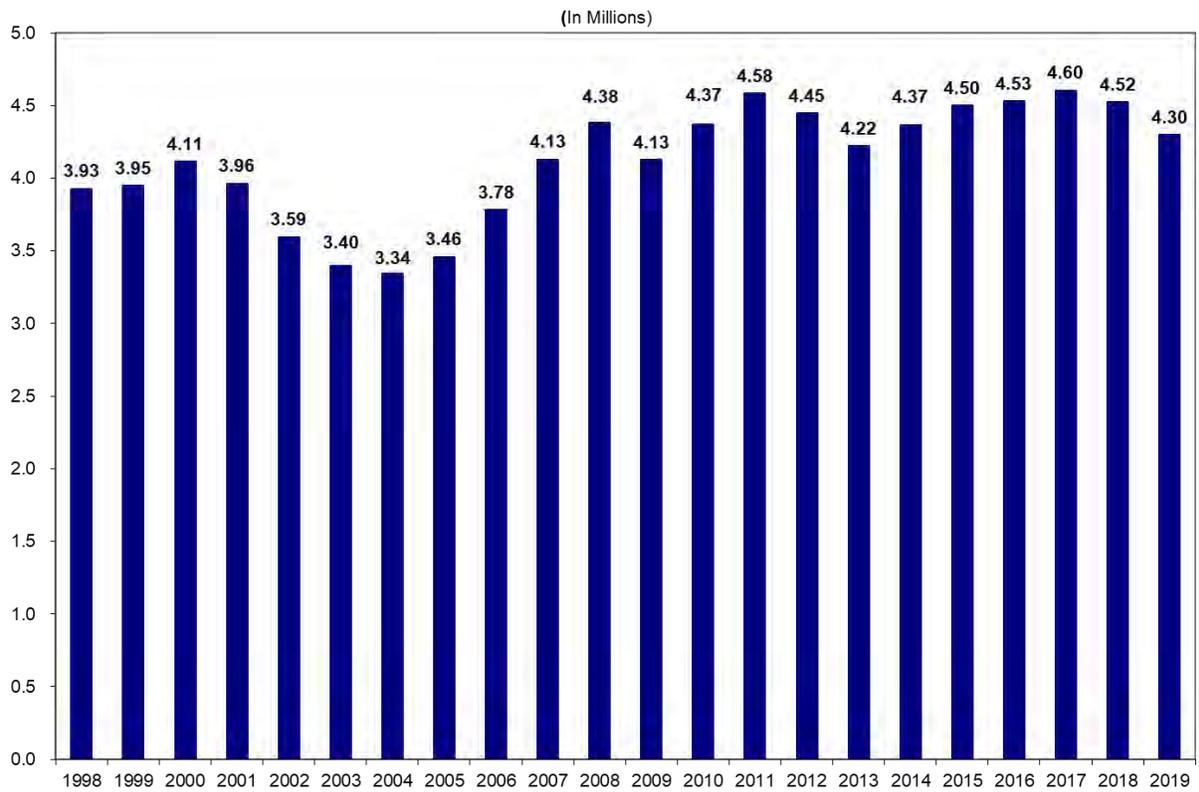
Annual Ridership

2019 total ridership of 4.3 million was 2.0 percent (88,421 trips) below the 2019 Final Estimate and 6.9 percent (319,451 trips) below the 2019 Adopted Budget. Compared with 2018, total ridership in 2019 was down 4.9 percent (221,919 trips).

Weekday and Weekend ridership

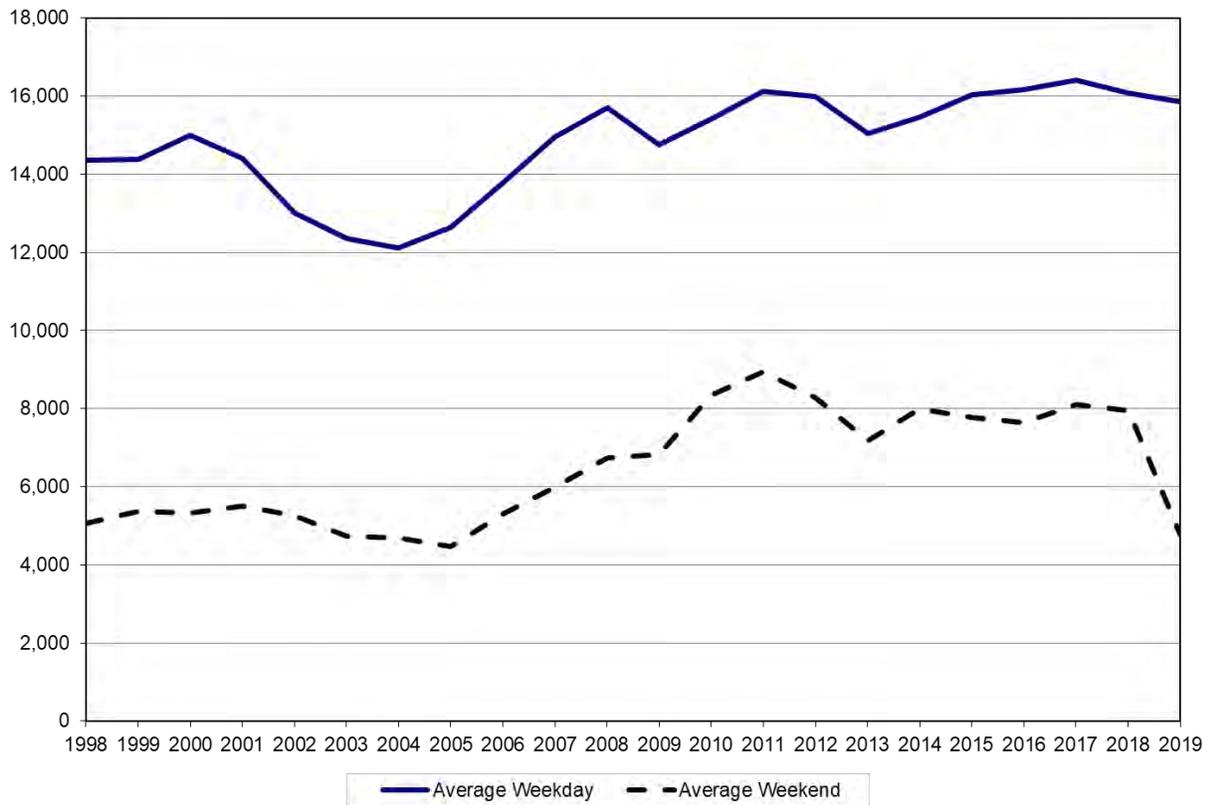
2019 average weekday ridership decreased 1.4 percent from 2018 while average weekend ridership (Saturday and Sunday combined) decreased 39.9 percent, mainly due to weekend shutdowns. Despite the impact of recent service disruptions reflected in recent periods, average weekday ridership has increased 30.8 percent from 2004 to 2019, while average weekend ridership was up 2 percent over the same period. Compared with 2018, this imbalance is due to a 40 percent decrease in weekend ridership caused by weekend closures needed to accommodate construction work for most of 2019.

Chart 1: SIR Annual Ridership



2019 SIR ridership decreased 4.9 percent from 2018 and 6.6 percent from 2017. SIR ridership has increased 9.5 percent since 1998 and 28.6 percent since 2004.

Chart 2: SIR Average Weekday and Weekend Ridership



From 2018 to 2019, SIR ridership decreased 1.4 percent on weekdays and decreased 39.9 percent on weekends. Since 1998, SIR ridership increased 10.4 percent on weekdays and decreased 5.8 percent on weekends.

MTA STATEN ISLAND RAILWAY
2019 Year-End Report
Accrual Statement of Operations by Category
2019 Adopted Budget and Final Estimate vs. Actual
(\$ in millions)

NON-REIMBURSABLE	December 2019 Year-to-Date			Favorable/(Unfavorable) Variance			
	Adopted Budget¹	Final Estimate	Actual	Adopted Budget		Final Estimate	
				\$	%	\$	%
Revenue							
Farebox Revenue	\$7.281	\$6.878	\$6.662	(\$0.619)	(8.5)	(\$0.216)	(3.1)
Vehicle Toll Revenue	0.000	0.000	0.000	0.000	-	0.000	-
Other Operating Revenue	2.468	2.468	2.705	0.237	9.6	0.237	9.6
Capital and Other Reimbursements	0.000	0.000	0.000	0.000	-	0.000	-
Total Revenue	\$9.749	\$9.346	\$9.367	(\$0.382)	(3.9)	\$0.021	0.2
Expenses							
Labor:							
Payroll	\$25.221	\$25.516	\$25.234	(\$0.013)	0.0	\$0.282	1.1
Overtime	2.709	2.744	2.986	(0.277)	(10.2)	(0.242)	(8.8)
Health and Welfare	6.869	6.612	6.158	0.711	10.4	0.454	6.9
OPEB Current Payment	2.585	2.584	2.292	0.293	11.3	0.292	11.3
Pensions	7.316	7.616	7.244	0.072	1.0	0.372	4.9
Other Fringe Benefits	5.363	5.144	5.002	0.361	6.7	0.142	2.8
Reimbursable Overhead	(0.861)	(1.061)	(2.300)	1.439	*	1.239	*
Total Labor Expenses	\$49.202	\$49.155	\$46.616	\$2.586	5.3	\$2.539	5.2
Non-Labor:							
Electric Power	\$4.404	\$3.814	\$3.655	\$0.749	17.0	\$0.159	4.2
Fuel	0.220	0.277	0.291	(0.071)	(32.3)	(0.014)	(5.1)
Insurance	1.232	1.047	1.022	0.210	17.0	0.025	2.4
Claims	0.088	0.088	1.486	(1.398)	*	(1.398)	*
Paratransit Service Contracts	0.000	0.000	0.000	0.000	-	0.000	-
Maintenance and Other Operating Contracts	4.582	4.579	0.938	3.644	79.5	3.641	79.5
Professional Service Contracts	1.041	1.040	0.893	0.148	14.2	0.147	14.1
Materials & Supplies	3.174	3.168	2.487	0.687	21.6	0.681	21.5
Other Business Expenses	1.255	1.255	0.236	1.019	81.2	1.019	81.2
Total Non-Labor Expenses	\$15.996	\$15.268	\$11.008	\$4.988	31.2	\$4.260	27.9
Other Expense Adjustments:							
Other	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
Total Other Expense Adjustments	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
Total Expenses Before Depreciation	\$65.198	\$64.423	\$57.624	\$7.574	11.6	\$6.799	10.6
Depreciation	12.000	12.000	11.630	0.370	3.1	0.370	3.1
Other Post Employment Benefits	7.500	7.500	5.784	1.716	22.9	1.716	22.9
GASB 68 Pension Adjustment	0.500	0.500	0.291	0.209	41.8	0.209	41.8
Environmental Remediation	0.000	0.000	(0.109)	0.109	-	0.109	-
Total Expenses	\$85.198	\$84.423	\$75.220	\$9.978	11.7	\$9.203	12.2
Net Surplus/(Deficit) <i>(Excluding Subsidies and Debt Service)</i>	(\$75.449)	(\$75.077)	(\$65.853)	\$9.596	12.7	\$9.224	12.3

¹ The 2019 Adopted Budget was enacted prior to Board approval of fare and toll increases, which became effective in April 2019. This table reflects, for the Adopted Budget, the additional farebox revenue anticipated from this increase.

Totals may not add due to rounding

MTA STATEN ISLAND RAILWAY
2019 Year-End Report
Accrual Statement of Operations by Category
2019 Adopted Budget and Final Estimate vs. Actual
(\$ in millions)

REIMBURSABLE	December 2019 Year-to-Date			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	Adopted Budget		Final Estimate	
				\$	%	\$	%
Revenue							
Farebox Revenue	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
Vehicle Toll Revenue	0.000	0.000	0.000	0.000	-	0.000	-
Other Operating Revenue	0.000	0.000	0.000	0.000	-	0.000	-
Capital and Other Reimbursements	4.555	5.237	5.399	0.844	18.5	0.162	3.1
Total Revenue	\$4.555	\$5.237	\$5.399	\$0.844	18.5	\$0.162	3.1
Expenses							
Labor:							
Payroll	\$1.732	\$2.342	\$0.886	\$0.846	48.8	\$1.456	62.2
Overtime	1.000	1.000	1.580	(0.580)	(58.0)	(0.580)	(58.0)
Health and Welfare	0.279	0.000	0.000	0.279	100.0	0.000	-
OPEB Current Payment	0.000	0.000	0.004	(0.004)	-	(0.004)	-
Pensions	0.122	0.000	0.000	0.122	100.0	0.000	-
Other Fringe Benefits	0.561	0.834	0.000	0.561	100.0	0.834	100.0
Reimbursable Overhead	0.861	1.061	2.302	(1.441)	*	(1.241)	*
Total Labor Expenses	\$4.555	\$5.237	\$4.773	(\$0.218)	(4.8)	\$0.464	8.9
Non-Labor:							
Electric Power	\$0.000	\$0.000	\$0.005	(\$0.005)	-	(\$0.005)	-
Fuel	0.000	0.000	0.000	0.000	-	0.000	-
Insurance	0.000	0.000	0.000	0.000	-	0.000	-
Claims	0.000	0.000	0.000	0.000	-	0.000	-
Paratransit Service Contracts	0.000	0.000	0.000	0.000	-	0.000	-
Maintenance and Other Operating Contracts	0.000	0.000	0.000	0.000	-	0.000	-
Professional Service Contracts	0.000	0.000	0.026	(0.026)	-	(0.026)	-
Materials & Supplies	0.000	0.000	0.595	(0.595)	-	(0.595)	-
Other Business Expenses	0.000	0.000	0.000	0.000	-	0.000	-
Total Non-Labor Expenses	\$0.000	\$0.000	\$0.626	(\$0.626)	-	(\$0.626)	-
Other Expense Adjustments:							
Other	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
Total Other Expense Adjustments	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
Total Expenses Before Depreciation	\$4.555	\$5.237	\$5.399	(\$0.844)	(18.5)	(\$0.162)	(3.1)
Depreciation	0.000	0.000	0.000	0.000	-	0.000	-
Other Post Employment Benefits	0.000	0.000	0.000	0.000	-	0.000	-
GASB 68 Pension Adjustment	0.000	0.000	0.000	0.000	-	0.000	-
Environmental Remediation	0.000	0.000	0.000	0.000	-	0.000	-
Total Expenses	\$4.555	\$5.237	\$5.399	(\$0.844)	(18.5)	(\$0.162)	(3.1)
Net Surplus/(Deficit) <i>(Excluding Subsidies and Debt Service)</i>	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-

Totals may not add due to rounding

MTA STATEN ISLAND RAILWAY
2019 Year-End Report
Accrual Statement of Operations by Category
2019 Adopted Budget and Final Estimate vs. Actual
(\$ in millions)

NON-REIMBURSABLE/ REIMBURSABLE	December 2019 Year-to-Date			Favorable/(Unfavorable) Variance			
	Adopted Budget¹	Final Estimate	Actual	Adopted Budget		Final Estimate	
				\$	%	\$	%
Revenue							
Farebox Revenue	\$7.281	\$6.878	\$6.662	(\$0.619)	(8.5)	(\$0.216)	(3.1)
Vehicle Toll Revenue	\$0.000	\$0.000	\$0.000	0.000	-	0.000	-
Other Operating Revenue	\$2.468	\$2.468	\$2.705	0.237	9.6	0.237	9.6
Capital and Other Reimbursements	\$4.555	\$5.237	\$5.399	0.844	18.5	0.162	3.1
Total Revenue	\$14.304	\$14.583	\$14.766	\$0.462	3.2	\$0.183	1.3
Expenses							
Labor:							
Payroll	\$26.953	\$27.858	\$26.120	\$0.833	3.1	\$1.738	6.2
Overtime	\$3.709	\$3.744	\$4.566	(0.857)	(23.1)	(0.822)	(22.0)
Health and Welfare	\$7.148	\$6.612	\$6.158	0.990	13.9	0.454	6.9
OPEB Current Payment	\$2.585	\$2.584	\$2.296	0.289	11.2	0.288	11.1
Pensions	# \$7.438	\$7.616	\$7.244	0.194	2.6	0.372	4.9
Other Fringe Benefits	\$5.924	\$5.978	\$5.002	0.922	15.6	0.976	16.3
Reimbursable Overhead	# \$0.000	\$0.000	\$0.002	(0.002)	-	(0.002)	-
Total Labor Expenses	\$53.757	\$54.392	\$51.389	\$2.368	4.4	\$3.003	5.5
Non-Labor:							
Electric Power	\$4.404	\$3.814	\$3.660	\$0.744	16.9	\$0.154	4.0
Fuel	\$0.220	\$0.277	\$0.291	(0.071)	(32.3)	(0.014)	(5.1)
Insurance	\$1.232	\$1.047	\$1.022	0.210	17.0	0.025	2.4
Claims	\$0.088	\$0.088	\$1.486	(1.398)	*	(1.398)	*
Paratransit Service Contracts	\$0.000	\$0.000	\$0.000	0.000	-	0.000	-
Maintenance and Other Operating Contracts	\$4.582	\$4.579	\$0.938	3.644	79.5	3.641	79.5
Professional Service Contracts	\$1.041	\$1.040	\$0.919	0.122	11.7	0.121	11.6
Materials & Supplies	\$3.174	\$3.168	\$3.082	0.092	2.9	0.086	2.7
Other Business Expenses	\$1.255	\$1.255	\$0.236	1.019	81.2	1.019	81.2
Total Non-Labor Expenses	\$15.996	\$15.268	\$11.634	\$4.362	27.3	\$3.634	23.8
Other Expense Adjustments:							
Other	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
Total Other Expense Adjustments	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
Total Expenses Before Depreciation	\$69.753	\$69.660	\$63.023	\$6.730	9.6	\$6.637	9.5
Depreciation	12.000	12.000	11.630	0.370	3.1	0.370	3.1
Other Post Employment Benefits	7.500	7.500	5.784	1.716	22.9	1.716	22.9
GASB 68 Pension Adjustment	0.500	0.500	0.291	0.209	41.8	0.209	41.8
Environmental Remediation	0.000	0.000	(0.109)	0.109	-	0.109	-
Total Expenses	\$89.753	\$89.660	\$80.619	\$9.134	10.2	\$9.041	10.1
Net Surplus/(Deficit) <i>(Excluding Subsidies and Debt Service)</i>	(\$75.449)	(\$75.077)	(\$65.853)	\$9.596	12.7	\$9.224	12.3

¹ The 2019 Adopted Budget was enacted prior to Board approval of fare and toll increases, which became effective in April 2019. This table reflects, for the Adopted Budget, the additional farebox revenue anticipated from this increase.

Totals may not add due to rounding

MTA STATEN ISLAND RAILWAY
2019 Year-End Report
Cash Receipts and Expenditures
2019 Adopted Budget and Final Estimate vs. Actual
(\$ in millions)

	December 2019 Year-to-Date			Favorable/(Unfavorable) Variance			
	Adopted Budget ¹	Final Estimate	Actual	Adopted Budget		Final Estimate	
				\$	%	\$	%
Receipts							
Farebox Revenue	\$7.281	\$6.878	\$6.585	(\$0.696)	(9.6)	(\$0.293)	(4.3)
Vehicle Toll Revenue	0.000	0.000	0.000	0.000	-	0.000	-
Other Operating Revenue	2.468	3.470	3.443	0.975	39.5	(0.027)	(0.8)
Capital and Other Reimbursements	4.556	5.791	5.469	0.913	20.0	(0.322)	(5.6)
Total Receipts	\$14.305	\$16.139	\$15.497	\$1.192	8.3	(\$0.642)	(4.0)
Expenditures							
Labor:							
Payroll	\$26.953	\$27.863	\$24.379	\$2.574	9.5	\$3.484	12.5
Overtime	3.709	3.744	4.059	(0.350)	(9.4)	(0.315)	(8.4)
Health and Welfare	7.148	6.612	8.515	(1.367)	(19.1)	(1.903)	(28.8)
OPEB Current Payment	2.585	2.584	0.870	1.715	66.3	1.714	66.3
Pensions	7.438	7.616	7.202	0.236	3.2	0.414	5.4
Other Fringe Benefits	5.925	4.178	4.149	1.776	30.0	0.029	0.7
GASB Account	0.000	0.000	0.000	0.000	-	0.000	-
Reimbursable Overhead	0.000	0.000	0.000	0.000	-	0.000	-
Total Labor Expenditures	\$53.758	\$52.597	\$49.174	\$4.584	8.5	\$3.423	6.5
Non-Labor:							
Electric Power	\$4.404	\$3.814	\$3.590	\$0.814	18.5	\$0.224	5.9
Fuel	0.220	0.277	0.272	(0.052)	(23.6)	0.005	1.8
Insurance	1.232	1.047	1.248	(0.016)	(1.3)	(0.201)	(19.2)
Claims	0.088	(0.387)	0.004	0.084	95.5	(0.391)	*
Paratransit Service Contracts	0.000	0.000	0.000	0.000	-	0.000	-
Maintenance and Other Operating Contracts	4.582	4.579	0.690	3.892	84.9	3.889	84.9
Professional Service Contracts	1.041	1.040	0.748	0.293	28.1	0.292	28.1
Materials & Supplies	3.174	3.168	4.212	(1.038)	(32.7)	(1.044)	(33.0)
Other Business Expenses	1.255	1.255	0.155	1.100	87.6	1.100	87.6
Total Non-Labor Expenditures	\$15.996	\$14.793	\$10.919	\$5.077	31.7	\$3.874	26.2
Other Expense Adjustments:							
Other	0.000	0.000	0.000	0.000	-	0.000	-
Total Other Expenditure Adjustments	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
Total Expenditures	\$69.754	\$67.390	\$60.093	\$9.661	13.9	\$7.297	10.8
Operating Cash Deficit	(\$55.449)	(\$51.251)	(\$44.596)	\$10.853	19.6	\$6.655	13.0

¹ The 2019 Adopted Budget was enacted prior to Board approval of fare and toll increases, which became effective in April 2019. This table reflects, for the Adopted Budget, the additional farebox revenue anticipated from this increase.

Totals may not add due to rounding

MTA STATEN ISLAND RAILWAY
2019 Year-End Report
Cash Conversion (Cash Flow Adjustments)
2019 Adopted Budget and Final Estimate vs. Actual
(\$ in millions)

	December 2019 Year-to-Date			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	Adopted Budget		Final Estimate	
				\$	%	\$	%
Receipts							
Farebox Revenue	\$0.000	\$0.000	(\$0.077)	(\$0.077)	-	(0.077)	-
Vehicle Toll Revenue	0.000	0.000	0.000	0.000	-	0.000	-
Other Operating Revenue	0.000	1.002	0.738	0.738	-	(0.264)	(26.3)
Capital and Other Reimbursements	0.001	0.554	0.070	0.069	*	(0.484)	(87.4)
Total Receipts	\$0.001	\$1.556	\$0.731	\$0.730	*	(\$0.825)	(53.0)
Expenditures							
Labor:							
Payroll	\$0.000	(\$0.005)	\$1.741	1.741	-	1.746	*
Overtime	0.000	0.000	0.507	0.507	-	0.507	-
Health and Welfare	0.000	0.000	(2.357)	(2.357)	-	(2.357)	-
OPEB Current Payment	0.000	0.000	1.426	1.426	-	1.426	-
Pensions	0.000	0.000	0.042	0.042	-	0.042	-
Other Fringe Benefits	(0.001)	1.800	0.853	0.854	*	(0.947)	(52.6)
GASB Account	0.000	0.000	0.002	0.002	-	0.002	-
Reimbursable Overhead	0.000	0.000	0.002	0.002	-	0.002	-
Total Labor Expenditures	(\$0.001)	\$1.795	\$2.217	\$2.218	*	\$0.422	23.5
Non-Labor:							
Electric Power	\$0.000	\$0.000	\$0.070	0.070	-	0.070	-
Fuel	0.000	0.000	0.019	0.019	-	0.019	-
Insurance	0.000	0.000	(0.226)	(0.226)	-	(0.226)	-
Claims	0.000	0.475	1.482	1.482	-	1.007	*
Paratransit Service Contracts	0.000	0.000	0.000	0.000	-	0.000	-
Maintenance and Other Operating Contracts	0.000	0.000	0.248	0.248	-	0.248	-
Professional Service Contracts	0.000	0.000	0.171	0.171	-	0.171	-
Materials & Supplies	0.000	0.000	(1.130)	(1.130)	-	(1.130)	-
Other Business Expenses	0.000	0.000	0.081	0.081	-	0.081	-
Total Non-Labor Expenditures	\$0.000	\$0.475	\$0.715	\$0.715	-	\$0.240	50.5
Other Expense Adjustments:							
Other	0.000	0.000	0.000	0.000	-	0.000	-
Total Other Expenditure Adjustments	\$0.000	\$0.000	\$0.000	\$0.000	-	\$0.000	-
Total Expenditures Before Depreciation	(\$0.001)	\$2.270	\$2.932	\$2.933	*	\$0.662	29.2
Depreciation	12.000	12.000	11.630	(0.370)	(3.1)	(0.370)	(3.1)
Other Post Employment Benefits	7.500	7.500	5.784	(1.716)	(22.9)	(1.716)	(22.9)
GASB 68 Pension Adjustment	0.500	0.500	0.291	(0.209)	(41.8)	(0.209)	(41.8)
Environmental Remediation	0.000	0.000	(0.109)	(0.109)	-	(0.109)	-
Total Expenditures	\$19.999	\$22.270	\$20.528	\$0.529	2.6	(\$1.742)	(7.8)
Net Surplus/(Deficit) <i>(Excluding Subsidies and Debt Service)</i>	\$20.000	\$23.826	\$21.259	\$1.259	6.3	(\$2.567)	(10.8)

Totals may not add due to rounding

**MTA STATEN ISLAND RAILWAY
2019 ADOPTED BUDGET and FINAL ESTIMATE vs. ACTUAL
Ridership (Utilization)**

	<u>December 2019 Year-to-Date</u>			<u>Favorable/(Unfavorable)</u>			
	<u>Adopted</u>	<u>Final</u>	<u>Actual</u>	<u>Adopted Budget</u>		<u>Final Estimate</u>	
	<u>Budget</u>	<u>Estimate</u>		<u>Variance</u>	<u>Percent</u>	<u>Variance</u>	<u>Percent</u>
<u>RIDERSHIP</u>							
Ridership	4.620	4.389	4.300	(0.319)	(6.9%)	(0.088)	(2.0%)
Total Utilization	4.620	4.389	4.300	(0.319)	(6.9%)	(0.088)	(2.0%)
<u>FAREBOX REVENUE</u>							
Total Farebox Revenue	7.281	6.878	6.662	(0.619)	(8.5%)	(0.216)	(3.1%)
Total Revenue	\$7.281	\$6.878	\$6.662	(\$0.619)	(\$0.085)	(\$0.216)	(\$0.031)

**MTA STATEN ISLAND RAILWAY
RIDERSHIP/TRAFFIC VOLUME (UTILIZATION)
2018 ACTUAL VERSUS 2019 ACTUAL
(in millions)**

	Month of December				<u>Explanation</u>
	<u>2018</u>	<u>2019</u>	<u>Variance</u>		
			<u>Amount</u>	<u>Percent</u>	
Average Weekday	0.016	0.016	(0.000)	(1.4%)	The decline in weekday ridership was largely due to the service reduction incurred by planned constructions.
Average Weekend	0.008	0.005	(0.003)	(39.9%)	The decrease was driven entirely by 2019 Weekend constructions
	12-Month Rolling Average				
Average Weekday	0.016	0.016	(0.000)	(1.4%)	
Average Weekend	0.008	0.005	(0.003)	(39.9%)	

Note: SIR ridership includes estimated non-turnstile student riders.

MTA STATEN ISLAND RAILWAY
2019 YEAR-END RESULTS
CASH RESULTS - ACTUAL UPDATE vs. FINAL ESTIMATE
(\$ in millions)

	2019		Favorable/(Unfavorable) Variance		
	Final Estimate	Actual	Total	Real	Timing
Receipts					
Farebox Revenue	\$6.878	\$6.585	(\$0.293)	(\$0.293)	\$0.000
Vehicle Toll Revenue	0.000	0.000	0.000	0.000	0.000
Other Operating Revenue	3.470	3.443	(0.027)	(0.000)	(0.027)
Capital and Other Reimbursements	5.791	5.469	(0.322)	0.000	(0.322)
Total Receipts	\$16.139	\$15.497	(\$0.642)	(\$0.293)	(\$0.349)
Expenditures					
Labor:					
Payroll	27.863	24.379	3.484	1.960	1.524
Overtime	3.744	4.059	(0.315)	(0.315)	0.000
Health and Welfare	6.612	8.515	(1.903)	(1.903)	0.000
OPEB Current Payment	2.584	0.870	1.714	1.714	0.000
Pensions	7.616	7.202	0.414	0.414	0.000
Other Fringe Benefits	4.178	4.149	0.029	0.029	0.000
GASB Account	0.000	0.000	0.000	0.000	0.000
Reimbursable Overhead	0.000	0.000	0.000	0.000	0.000
Total Labor Expenditures	\$52.597	\$49.174	\$3.423	\$1.899	\$1.524
Non-Labor:					
Traction and Propulsion Power	\$3.814	\$3.590	0.224	0.224	\$0.000
Fuel for Buses and Trains	0.277	0.272	0.005	0.005	0.000
Insurance	1.047	1.248	(0.201)	(0.201)	0.000
Claims	(0.387)	0.004	(0.391)	(0.391)	0.000
Paratransit Service Contracts	0.000	0.000	0.000	0.000	0.000
Maintenance and Other Operating Contracts	4.579	0.690	3.889	0.030	3.859
Professional Service Contracts	1.040	0.748	0.292	0.292	0.000
Materials & Supplies	3.168	4.212	(1.044)	0.000	(1.044)
Other Business Expenses	1.255	0.155	1.100	0.000	1.100
Total Non-Labor Expenditures	\$14.793	\$10.919	\$3.874	(\$0.041)	\$3.915
Other Expenditure Adjustments:					
Other	0.000	0.000	0.000	0.000	0.000
Total Other Expenditure Adjustments	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Expenditures	\$67.390	\$60.093	\$7.297	\$1.858	\$5.439
Baseline Cash Deficit	(\$51.251)	(\$44.596)	\$6.655	\$1.565	\$5.090

**MTA Staten Island Railway
2019 Year-End Report
Non-Reimbursable-Reimbursable Positions by Function and Department
Full-Time Positions and Full-Time Equivalents**

	December 31, 2019			Favorable/(Unfavorable) Variance			
	Adopted	Final	Actual	Adopted Budget		Final Estimate	
	Budget	Estimate		Variance	Percent	Variance	Percent
Administration							
Executive	13	13	7	6	46.2	6	46.2
General Office	9	9	9	0	0.0	0	0.0
Purchasing/Stores	6	6	4	2	33.3	2	33.3
Total Administration	28	28	20	8	28.6	8	28.6
Operations							
Transportation	119	131	121	(2)	(1.7)	10	7.6
Total Operations	119	131	121	(2)	(1.7)	10	7.6
Maintenance							
Mechanical	53	53	51	2	3.8	2	3.8
Electronics/Electrical	15	15	19	(4)	(26.7)	(4)	(26.7)
Power/Signals	29	32	28	1	3.4	4	12.5
Maintenance of Way	50	83	79	(29)	(58.0)	4	4.8
Infrastructure	26	26	30	(4)	(15.4)	(4)	(15.4)
Total Maintenance	173	209	207	(34)	(19.7)	2	1.0
Engineering/Capital							
Capital Project Support	16	16	9	7	0.0	7	0.0
Public Safety							
Total Public Safety	0	0	0	0	0.0	0	0.0
Grand Total	336	384	357	(21)	(6.3)	27	7.0
Non-Reimbursable	308	340	329	(21)	(6.8)	11	3.2
Reimbursable	28	50	28	0	0.0	22	44.0
Total Full-Time	336	384	357	(21)	(6.3)	27	7.0
Total Full-Time Equivalents	0	0	0	0	0.0	0	0.0

**MTA Staten Island Railway
2019 Year-End Report
Full-Time Positions and Full-Time Equivalents by Function and Occupational Group**

	December 31, 2019			Favorable/(Unfavorable) Variance			
	Adopted	Final	Actual	Adopted Budget		Final Estimate	
	Budget	Estimate		Variance	Percent	Variance	Percent
Administration							
Managers/Supervisors	16	16	10	6	37.5	6	37.5
Professional, Technical, Clerical	12	12	10	2	16.7	2	16.7
Operational Hourlies	-	-	-	0	0.0	0	0.0
Total Administration	28	28	20	8	28.6	8	28.6
Operations							
Managers/Supervisors	11	11	8	3	27.3	3	27.3
Professional, Technical, Clerical	3	3	1	2	66.7	2	66.7
Operational Hourlies	105	117	112	(7)	(6.7)	5	4.3
Total Operations	119	131	121	(2)	(1.7)	10	7.6
Maintenance							
Managers/Supervisors	13	17	26	(13)	(100.0)	(9)	(52.9)
Professional, Technical, Clerical	6	6	7	(1)	(16.7)	(1)	(16.7)
Operational Hourlies	154	186	174	(20)	(13.0)	12	6.5
Total Maintenance	173	209	207	(34)	(19.7)	2	1.0
Engineering/Capital Projects							
Managers/Supervisors	3	3	3	0	0.0	0	0.0
Professional, Technical, Clerical	4	4	-	4	0.0	4	0.0
Operational Hourlies	9	9	6	3	0.0	3	0.0
Total Engineering/Capital	16	16	9	7	0.0	7	0.0
Public Safety							
Managers/Supervisors	-	-	-	0	0.0	0	0.0
Professional, Technical, Clerical	-	-	-	0	0.0	0	0.0
Operational Hourlies (other than un	-	-	-	0	0.0	0	0.0
Total Public Safety	0	0	0	0	0.0	0	0.0
Total Positions							
Managers/Supervisors	43	47	47	(4)	(9.3)	0	0.0
Professional, Technical, Clerical	25	25	18	7	28.0	7	28.0
Operational Hourlies	268	312	292	(24)	(9.0)	20	6.4
Total Positions	336	384	357	(21)	(6.3)	27	7.0

**MTA BUS COMPANY
2019 YEAR-END REPORT
SUMMARY**

MTA Bus Company's (MTABC) overall financial performance in comparison to the 2019 Final Estimate was favorable by 17.9% with a Net Operating Deficit of \$689.7 million that was \$150.2 million lower than projected. This outcome was driven by lower non-cash expenses in GASB 68 and GASB 75 Adjustments and Depreciation expense partially offset by higher labor expenses, particularly in Payroll, Health & Welfare/OPEB, and Overtime.

2019 Final Estimate vs. Actual

Accrual / Non- Reimbursable and Reimbursable

Total revenues were on target to the Final Estimate. Farebox Revenue exceeded the estimate by \$3.0 million (1.3 percent) because of higher fixed-route ridership and higher average fare. However, this outcome was completely offset by a \$3.0 million (15.0 percent) shortfall in Other Operating Revenue, which was caused by lower student and senior fare reimbursements and advertising revenue.

Total Expenses before Depreciation and GASB adjustments were \$16.9 million (2.1 percent) higher than the Final Estimate.

Total Labor Expenses were unfavorable by \$30.5 million (5.2 percent) largely due to higher Payroll expenses of \$18.1 million (6.2 percent) which resulted from timing of inter-agency billings, Retroactive Wage Adjustment (RWA) payments, and the timing of reimbursable projects; Overtime expenses of \$8.5 million (12.5 percent) due to additional traffic, bus maintenance campaigns and vacancy/absentee coverage; and Health & Welfare/OPEB expenses of \$16.1 million (16.1 percent). These unfavorable results were partially offset by lower Other Fringe Benefits of \$11.2 million (15.5 percent) due to favorable timing of inter-agency billings and Pension expenses of \$0.7 million (1.2 percent).

Total Non-Labor expenses were favorable by \$13.5 million (5.8 percent) primarily due to lower Professional Services of \$17.0 million (37.5 percent), due to the timing of inter-agency billings; lower Maintenance and Other Operating expenses of \$8.5 million (21.5 percent) mainly due to the timing of shop program, and bus technology requirements, and facility maintenance; and lower Materials & Supplies of \$2.7 million (5.6 percent), attributable to the timing of general maintenance material needs. These favorable results were partially offset by higher Claims expenses of \$17.4 million (28.4 percent) due to higher-than-forecasted settlements and actuarial adjustment.

The GASB 68 Pension Expense Adjustment was favorable by \$58.9 million (53.2 percent). GASB 75 Other Post Employment Adjustment was favorable by \$100.2 million (100 percent), pending the completion of an actuarial review. Depreciation was lower by \$9.6 million (17.7 percent) due to the timing of capital project activity and bus deliveries.

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

**MTA BUS COMPANY
2019 YEAR-END REPORT
SUMMARY**

2019 Final Estimate vs. Actual

Cash

The baseline cash deficit was \$9.0 million (1.6 percent) unfavorable to the Final Estimate. This reflects higher Labor expenditures of \$30.3 million (5.2 percent) and lower Total Receipts of \$5.6 million (2.2 percent), partially offset by lower Non-Labor expenditures of \$26.9 million (11.7 percent).

Total Receipts of \$247.8 million were \$5.6 million (2.2 percent) lower than the 2019 Final Estimate. The unfavorable variance was mainly due to lower Capital and Other Reimbursements of \$5.2 million (46.3 percent) due to the timing of reimbursable projects; and Other Operating Revenue of \$5.0 million (24.7 percent) due to lower student reimbursements and advertising revenue.

Total Expenditures of \$815.8 million were \$3.3 million (0.4 percent) unfavorable to the 2019 Final Estimate.

Total Labor expenditures were \$30.3 million (5.2 percent) unfavorable to the Final Estimate, reflecting higher Payroll costs of \$12.9 million (4.4 percent) attributable to retroactive wage adjustment payments, prior period inter-agency charges and the timing of reimbursable projects; higher Overtime of \$8.5 million (12.5 percent) mainly due to traffic, bus maintenance campaigns and vacancy/absentee coverage; higher Health and Welfare/OPEB costs of \$7.8 million (7.5 percent) due to higher prescription coverage and medical hospitalization; and higher Other Fringe Benefits of \$1.5 million (2.7 percent), primarily Worker's Compensation. These results were partly offset by lower Pension costs of \$0.5 million (0.9 percent) due to timing.

Total Non-Labor expenditures were \$26.9 million (11.7 percent) favorable to the Final Estimate mostly due to lower Maintenance and Other Operating Contracts of \$12.2 million (22.8 percent), primarily due to the timing of shop program and bus technology requirements, and facility maintenance. Other favorable variances based on the Final Estimate include Professional Service Contracts with \$21.7 million (41.5 percent), primarily due to the timing of inter-agency billings; and Material & Supplies with \$9.1 million (16.3 percent), mainly due to timing and lower general maintenance expenses. These results were partially offset by higher Claims costs of \$18.2 million (68.2 percent) due to higher-than-forecast settlements.

Ridership

Overall, 2019 ridership of 120.4 million was higher than the Final Estimate by 0.9 million or 0.7 percent.

Positions

As of December 31, 2019, total actual headcount was 3,889, 68 less than the Final Estimate.

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

**MTA BUS COMPANY
2019 YEAR-END REPORT
EXPLANATIONS OF REVENUE AND EXPENSE VARIANCES
ACCRUAL BASIS**

2019 Final Estimate vs. Actual

Non-Reimbursable:

- **Operating Revenue** was spot-on to the Forecast and reflective of \$3.0 million in lower student and senior fare reimbursements and advertising receipts, offset by \$3.0 million in higher farebox revenue.
- **Labor Costs** were \$29.2 million (5.0 percent) unfavorable to the Final Estimate.
 - Payroll expenses exceeded the Final Estimate by \$17.1 million (6.0 percent), mainly due to the unfavorable timing of inter-agency billings, RWA payments, and reimbursable projects.
 - Overtime expenses exceeded the Final Estimate by \$8.5 million (12.4 percent), primarily due to longer running-times caused by traffic congestion, bus maintenance campaigns, and increased maintenance performed on buses remaining in revenue service beyond their useful life.
 - Health & Welfare/OPEB current payments exceeded the Final Estimate by \$17.3 million (17.6 percent) due to greater-than-estimated claims.
 - Other Fringe Benefits were \$11.3 million (15.6 percent) below the Final Estimate due to the timing of inter-agency billings.
 - Reimbursable Overhead credits were \$1.6 million favorable to the Final Estimate.
- **Non-Labor Costs** were \$12.5 million (5.4 percent) favorable to the Final Estimate.
 - Lower Professional Services expenses of \$17.0 million (37.6 percent) were primarily due to timing of inter-agency billings.
 - Lower Maintenance and Other Operating Contracts of \$8.3 million (21.0 percent) were mainly due to the timing of shop program, bus technology requirements, and facility maintenance.
 - Lower Materials & Supplies expenses of \$1.8 million (3.3 percent) were primarily due to the favorable timing of general maintenance material expenses.
 - Lower Other Business Expenses of \$1.3 million (26.0 percent) were due to lower Automatic Fare Collection (AFC) fees.
 - Claims expenses were \$17.4 million (28.4 percent) higher settlements than forecasted and actuarial re-estimate.

Ridership of 120.4 million was higher than the Final Estimate by 0.9 million, or 0.7 percent.

Reimbursable:

- **Capital and Other Reimbursements/Expenses** Total reimbursable revenues and operating expenses were each \$6.1 million. In both cases, this was \$0.1 million below the 2019 Final Estimate. Labor expenses were unfavorable by \$1.2 million (25.2 percent), and Non-Labor expenses were favorable by \$1.1 million (94.7 percent).

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

**MTA BUS COMPANY
2019 YEAR-END REPORT
EXPLANATIONS OF REVENUE AND EXPENSE VARIANCES
ACCRUAL BASIS**

2019 Adopted Budget vs. Actual

Non-Reimbursable:

- **Operating Revenue** of \$242.1 million was below the Adopted Budget by \$7.6 million (3.0 percent). Farebox Revenue was lower by \$4.1 million (1.8 percent), primarily due to lower average fares. Other Operating Revenue was lower by \$3.4 million (16.5 percent), due to lower student and senior fare reimbursements and advertising revenue.
- **Labor Costs** were \$39.4 million (6.8 percent) unfavorable to the Adopted Budget.
 - Payroll expenses were \$19.8 million (6.9 percent) higher, mainly due to the timing of inter-agency billings, RWA payments, and reimbursable projects.
 - Overtime expenses exceeded the Adopted Budget by \$14.4 million (23.1 percent), primarily due to longer running-time/traffic congestion and RWA payments.
 - Pension expenses were \$4.1 million (7.3 percent) unfavorable and reflect actuarial re-estimates.
 - Health & Welfare/OPEB expenses were higher by \$13.6 million (13.3 percent) unfavorable due to higher prescription coverage and medical hospitalization.
 - Other Fringe Benefits expenses were \$10.8 million (15.0 percent) lower than the Adopted Budget due to timing of inter-agency billings.
 - Reimbursable Overhead was favorable by \$1.6 million.
- **Non-Labor Costs** were \$36.3 million (14.3 percent) favorable to the Adopted Budget.
 - Maintenance and Other Operating Contracts were lower by \$19.3 million (38.3 percent), due to the revised timing of planned work, facility maintenance, and SBS rollouts.
 - Professional Service Contracts were lower \$10.7 million (27.5 percent), due to timing of inter-agency billings.
 - Materials & Supplies were lower by \$17.4 million (27.8 percent), primarily due to the timing of New Fare System (OMNY), and lower general maintenance material expenses.
 - Fuel expenses were under budget by \$2.6 million (9.6 percent), mainly due to lower usage and lower rates.
 - Other Business Expenses underran by \$1.5 million (28.0 percent), due to lower Automatic Fare Collection (AFC) fees.
 - Claims expenses were \$17.4 million (28.4 percent) higher than Budget, based on higher claim settlements and the actuarial re-estimates.
- **Ridership** was favorable to the Adopted Budget by 0.4 million, or 0.3 percent due to slightly higher fixed route ridership.

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

Reimbursable:

- **Capital and Other Reimbursements/Expenses** Total reimbursable revenues and operating expenses were each \$6.1 million. In both cases, this was \$0.1 million below the 2019 Adopted Budget, reflecting the impact of revised timing assumptions for reimbursable work. Labor expenses were unfavorable by \$1.2 million (25.2 percent), and Non-Labor expenses were favorable by \$1.1 million (94.7 percent).

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

**MTA BUS COMPANY
2019 YEAR-END REPORT
EXPLANATIONS OF CASH RECEIPT AND EXPENDITURE VARIANCES**

2019 Final Estimate vs. Actual

Receipts: Total Receipts were unfavorable by \$5.6 million (2.2 percent).

- **Farebox Receipts:** Favorable variance of \$4.6 million (2.1 percent), due to higher ridership and higher average fare.
- **Other Operating Revenue:** Unfavorable variance of \$5.0 million (24.7 percent), due to lower student and senior reimbursements, and advertising revenue.
- **Capital and Other Reimbursements:** Unfavorable variance of \$5.2 million (46.3 percent), mainly due to changes in assumptions for reimbursable work.

Expenditures/Labor: Total Labor Expenditures were unfavorable by \$30.3 million (5.2 percent). Major contributors were:

- **Payroll:** Unfavorable variance of \$12.9 million (4.4 percent), mainly due to RWA payments, prior period inter-agency charges, and the timing of reimbursable projects.
- **Overtime:** Unfavorable variance of \$8.5 million (12.5 percent), mainly due to traffic congestion, bus maintenance campaigns, and vacancy/absentee coverage.
- **Health & Welfare/OPEB:** Unfavorable variance of \$7.8 million (7.5 percent), due to higher medical expenses.
- **Pension:** Favorable variance of \$0.5 million (0.9 percent), due to timing of payments.
- **Other Fringe Benefits:** Unfavorable variance of \$1.5 million (2.7 percent), due to higher Worker's Compensation expenses.

Expenditures/Non-Labor: Total Non-Labor Expenditures were \$26.9 million (11.7 percent) favorable. Major contributors were:

Fuel: Unfavorable variance of \$1.3 million (5.6 percent), primarily due to a prior year billing adjustment.

- **Insurance:** Favorable variance of \$2.0 million (16.4 percent), due to the timing of payments.
- **Claims:** Unfavorable variance of \$18.2 million (68.2 percent), reflects recently revised actuarial projections and higher settlements.
- **Maintenance and Other Operating Contracts:** Favorable variance of \$12.2 million (22.8 percent), primarily due to the timing of shop program and bus technology requirements.

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

- **Professional Service Contracts:** Favorable variance of \$21.7 million (41.5 percent), mostly attributable to the timing of inter-agency billings.
- **Materials and Supplies:** Favorable variance of \$9.1 million (16.3 percent), mainly due to timing and lower general maintenance expenses.
- **Other Business Expenses:** Favorable variance of \$1.4 million (27.4 percent) is primarily due to lower AFC collection fees.

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

**MTA BUS COMPANY
2019 YEAR-END REPORT
EXPLANATIONS OF CASH RECEIPT AND EXPENDITURE VARIANCES**

2019 Adopted Budget vs. Actual

Receipts: Total Receipts were \$13.1 million (5.0 percent) unfavorable.

- **Farebox Receipts:** Unfavorable variance of \$2.5 million (1.1 percent), primarily due to lower average fares.
- **Other Operating Receipts:** Unfavorable by \$5.4 million (26.0 percent), primarily due to lower student and senior reimbursements, and advertising revenue.
- **Capital and Other Reimbursements:** Unfavorable variance of \$5.2 million (46.3 percent), mainly due to schedule changes to capital projects.

Expenditures/Labor: Total Labor Expenditures were unfavorable by \$46.0 million (8.1 percent). Major contributors were:

- **Payroll:** Unfavorable variance of \$15.5 million (5.4 percent), mainly due to RWA payments and timing of reimbursable work.
- **Overtime:** Unfavorable variance of \$14.5 million (23.3 percent) caused by longer running-time, and increased traffic congestion and maintenance work requirements on fleet remaining in revenue service beyond their useful life.
- **Health & Welfare/OPEB:** Unfavorable variance of \$9.7 million (9.4 percent), due to timing of payments.
- **Pensions:** Unfavorable variance of \$4.2 million (7.6 percent), due to actuarial re-estimate.
- **Other Fringe Benefits:** Unfavorable variance of \$2.0 million (3.6 percent), due to higher Worker's Compensation expenses.

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

2019 Adopted Budget vs. Actual

Expenditures/Non-Labor: Total Non-Labor Expenditures were \$15.1 million (6.9 percent) favorable. Major contributors were:

- **Fuel:** Favorable variance of \$1.5 million (5.6 percent), due to lower fuel prices and usage.
- **Insurance:** Unfavorable variance of \$3.5 million (52.3 percent), due to higher than budgeted payments.
- **Claims:** Unfavorable variance of \$18.2 million (68.2 percent), due to higher claims payouts and actuarial re-estimate.
- **Maintenance and Other Operating Contracts:** Favorable variance of \$8.0 million (16.3 percent), primarily due to the timing of shop program and bus technology requirements.
- **Professional Service Contracts:** Favorable variance of \$8.5 million (21.7 percent), primarily due to the timing of bus technology requirements and inter-agency billings.
- **Materials and Supplies:** Favorable variance of \$17.0 million (26.8 percent), mainly due to timing of the New Fare System, SBS rollouts and lower general maintenance expenses.
- **Other Business Expenses:** Favorable variance of \$1.6 million (29.3 percent), primarily due to timing.

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

MTA BUS COMPANY
Accrual Statement of Operations by Category
2019 Adopted Budget and Final Estimate vs. Actual
(\$ in millions)

NON-REIMBURSABLE

	2019			Favorable/(Unfavorable) Variance			
	Adopted Budget ^a	Final Estimate	Actual	Adopted Budget		Final Estimate	
				\$	%	\$	%
Operating Revenue							
Farebox Revenue	\$ 228.953	\$ 221.848	\$ 224.812	\$ (4.141)	(1.8)	\$ 2.964	1.3
Other Operating Revenue	20.657	20.284	17.247	(3.410)	(16.5)	(3.037)	(15.0)
Capital and Other Reimbursements				-	-	-	-
Total Revenue	\$ 249.610	\$ 242.132	\$ 242.059	\$ (7.551)	(3.0)	\$ (0.073)	0.0
Operating Expenses							
<u>Labor:</u>							
Payroll	\$ 285.086	\$ 287.719	\$ 304.850	\$ (19.764)	(6.9)	\$ (17.131)	(6.0)
Overtime	62.301	68.264	76.722	(14.421)	(23.1)	(8.458)	(12.4)
Health and Welfare	76.752	73.864	88.184	(11.432)	(14.9)	(14.320)	(19.4)
OPEB Current Payment	25.227	24.404	27.364	(2.137)	(8.5)	(2.960)	(12.1)
Pensions	55.703	60.467	59.770	(4.067)	(7.3)	0.697	1.2
Other Fringe Benefits	71.667	72.167	60.889	10.778	15.0	11.278	15.6
GASB Account			-	-	-	-	-
Reimbursable Overhead	(1.003)	(1.003)	(2.652)	1.649	*	1.649	*
Total Labor Expenses	\$ 575.734	\$ 585.884	\$ 615.128	\$ (39.394)	(6.8)	\$ (29.244)	(5.0)
<u>Non-Labor:</u>							
Electric Power	\$ 1.961	\$ 1.764	\$ 1.843	\$ 0.118	6.0	\$ (0.079)	(4.5)
Fuel	27.536	24.775	24.904	2.632	9.6	(0.129)	(0.5)
Insurance	6.702	6.307	4.614	2.088	31.2	1.693	26.8
Claims	61.336	61.336	78.784	(17.448)	(28.4)	(17.448)	(28.4)
Maintenance and Other Operating Contracts	50.485	39.439	31.166	19.319	38.3	8.273	21.0
Professional Service Contracts	38.964	45.255	28.241	10.723	27.5	17.014	37.6
Materials & Supplies	62.588	46.956	45.173	17.415	27.8	1.783	3.8
Other Business Expenses	5.323	5.183	3.835	1.488	28.0	1.348	26.0
Total Non-Labor Expenses	\$ 254.896	\$ 231.017	\$ 218.561	\$ 36.335	14.3	\$ 12.456	5.4
Total Expenses before Non-Cash Liability Adjs.	\$ 830.630	\$ 816.901	\$ 833.689	\$ (3.059)	(0.4)	\$ (16.788)	(2.1)
Depreciation	\$ 54.341	\$ 54.341	\$ 44.703	\$ 9.638	17.7	\$ 9.638	17.7
GASB 75 OPEB Expense Adjustment	100.150	100.150	-	100.150	100.0	100.150	100.0
GASB 68 Pension Expense Adjustment	85.900	110.700	51.753	34.147	39.8	58.947	53.2
Environmental Remediation	-	-	1.664	(1.664)	-	(1.664)	-
Total Expenses	\$ 1,071.021	\$ 1,082.092	\$ 931.809	\$ 139.212	13.0	\$ 150.283	13.9
Baseline Surplus/(Deficit)	\$ (821.411)	\$ (839.962)	\$ (689.749)	\$ 131.661	16.0	\$ 150.211	17.9

Notes:

(a) The 2019 Adopted Budget was enacted prior to Board approval of fare and toll increases, which became effective in April 2019. This table reflects, for the Adopted Budget, the additional farebox revenue anticipated from this increase.

-- Results are based on the preliminary close of the general ledger and are subject to audit.

-- Differences are due to rounding.

* Variance exceeds 100%.

MTA BUS COMPANY
Accrual Statement of Operations by Category
2019 Adopted Budget and Final Estimate vs. Actual
(\$ in millions)

	REIMBURSABLE						
	2019			Favorable/(Unfavorable) Variance			
	Adopted Budget	Final Estimate	Actual	Adopted Budget		Final Estimate	
	\$	\$	\$	\$	%	\$	%
Revenue							
Farebox Revenue	\$ -	\$ -	\$ -	\$ -	-	\$ -	-
Other Operating Revenue							
Capital and Other Reimbursements	5.925	5.925	6.071	0.146	2.5	0.146	2.5
Total Revenue	\$ 5.925	\$ 5.925	\$ 6.071	\$ 0.146	2.5	\$ 0.146	2.5
Expenses							
<u>Labor:</u>							
Payroll	\$ 2.586	\$ 2.586	\$ 3.518	\$ (0.932)	(36.0)	\$ (0.932)	(36.0)
Overtime	-	-	0.070	(0.070)	-	(0.070)	-
Health and Welfare	1.214	1.214	-	1.214	100.0	1.214	100.0
OPEB Current Payment	-	-	-	-	-	-	-
Pensions	-	-	-	-	-	-	-
Other Fringe Benefits	-	-	0.073	(0.073)	-	(0.073)	-
GASB Account	-	-	-	-	-	-	-
Reimbursable Overhead	1.003	1.003	2.350	(1.347)	*	(1.347)	*
Total Labor Expenses	\$ 4.803	\$ 4.803	\$ 6.012	\$ (1.209)	(25.2)	\$ (1.209)	(25.2)
<u>Non-Labor:</u>							
Electric Power	\$ -	\$ -	\$ -	\$ -	-	\$ -	-
Fuel	-	-	-	-	-	-	-
Insurance	-	-	-	-	-	-	-
Claims	-	-	-	-	-	-	-
Paratransit Service Contracts	-	-	-	-	-	-	-
Maintenance and Other Operating Contracts	0.242	0.242	-	0.242	100.0	0.242	100.0
Professional Service Contracts	-	-	0.060	(0.060)	-	(0.060)	-
Materials & Supplies	0.881	0.881	-	0.881	100.0	0.881	100.0
Other Business Expenses	-	-	-	-	-	-	-
Total Non-Labor Expenses	\$ 1.122	\$ 1.122	\$ 0.060	\$ 1.062	94.7	\$ 1.062	94.7
Total Expenses Before Depreciation	\$ 5.925	\$ 5.925	\$ 6.071	\$ (0.146)	(2.5)	\$ (0.146)	(2.5)
Depreciation	\$ -	\$ -	\$ -	\$ -	-	\$ -	-
GASB 75 OPEB Expense Adjustment	-	-	-	-	-	-	-
GASB 68 Pension Expense Adjustment	-	-	-	-	-	-	-
Environmental Remediation	-	-	-	-	-	-	-
Total Expenses	\$ 5.925	\$ 5.925	\$ 6.071	\$ (0.146)	(2.5)	\$ (0.146)	(2.5)
Net Surplus/(Deficit)	\$ -	\$ -	\$ -	\$ -	-	\$ -	-

Notes:
-- Results are based on the preliminary close of the general ledger and are subject to audit.
-- Differences are due to rounding.
* Variance exceeds 100%.

MTA BUS COMPANY
Accrual Statement of Operations by Category
2019 Adopted Budget and Final Estimate vs. Actual
(\$ in millions)

NON-REIMBURSABLE/ REIMBURSABLE

	2019			Favorable/(Unfavorable) Variance			
	Adopted Budget ^a	Final Estimate	Actual	Adopted Budget		Final Estimate	
				\$	%	\$	%
Revenue							
Farebox Revenue	\$ 228.953	\$ 221.848	\$ 224.812	\$ (4.141)	(1.8)	\$ 2.964	1.3
Other Operating Revenue	20.657	20.284	17.247	(3.410)	(16.5)	(3.037)	(15.0)
Capital and Other Reimbursements	5.925	5.925	6.071	0.146	2.5	0.146	2.5
Total Revenue	\$ 255.535	\$ 248.057	\$ 248.130	\$ (7.405)	(2.9)	\$ 0.073	0.0
Expenses							
<u>Labor:</u>							
Payroll	\$ 287.672	\$ 290.305	\$ 308.368	\$ (20.696)	(7.2)	\$ (18.063)	(6.2)
Overtime	62.301	68.264	76.792	(14.491)	(23.3)	(8.528)	(12.5)
Health and Welfare	77.966	75.078	88.184	(10.218)	(13.1)	(13.106)	(17.5)
OPEB Current Payment	25.227	24.404	27.364	(2.137)	(8.5)	(2.960)	(12.1)
Pensions	55.703	60.467	59.770	(4.067)	(7.3)	0.697	1.2
Other Fringe Benefits	71.667	72.167	60.962	10.705	14.9	11.205	15.5
Reimbursable Overhead	-	-	(0.302)	0.302	-	0.302	-
Total Labor Expenses	\$ 580.537	\$ 590.687	\$ 621.139	\$ (40.602)	(7.0)	\$ (30.452)	(5.2)
<u>Non-Labor:</u>							
Electric Power	\$ 1.961	\$ 1.764	\$ 1.843	\$ 0.118	6.0	\$ (0.079)	(4.5)
Fuel	27.536	24.775	24.904	2.632	9.6	(0.129)	(0.5)
Insurance	6.702	6.307	4.614	2.088	31.2	1.693	26.8
Claims	61.336	61.336	78.784	(17.448)	(28.4)	(17.448)	(28.4)
Maintenance and Other Operating Contracts	50.726	39.680	31.166	19.560	38.6	8.514	21.5
Professional Service Contracts	38.964	45.255	28.301	10.663	27.4	16.954	37.5
Materials & Supplies	63.468	47.836	45.173	18.295	28.8	2.663	5.6
Other Business Expenses	5.323	5.183	3.835	1.488	28.0	1.348	26.0
Total Non-Labor Expenses	\$ 256.018	\$ 232.138	\$ 218.620	\$ 37.398	14.6	\$ 13.518	5.8
Total Expenses Before Depreciation and GASB Adjs.	\$ 836.555	\$ 822.825	\$ 839.760	\$ (3.205)	(0.4)	\$ (16.935)	(2.1)
Depreciation	\$ 54.341	\$ 54.341	\$ 44.703	\$ 9.638	17.7	\$ 9.638	17.7
GASB 75 OPEB Expense Adjustment	100.150	100.150	-	100.150	100.0	100.150	100.0
GASB 68 Pension Expense Adjustment	85.900	110.700	51.753	34.147	0.0	58.947	53.2
Environmental Remediation	-	-	1.664	(1.664)	-	(1.664)	-
Total Expenses	\$ 1,076.946	\$ 1,088.016	\$ 937.880	\$ 139.066	12.9	\$ 150.136	13.8
Baseline Surplus/(Deficit)	\$ (821.411)	\$ (839.959)	\$ (689.749)	\$ 131.662	16.0	\$ 150.210	17.9

Notes:

(a) The 2019 Adopted Budget was enacted prior to Board approval of fare and toll increases, which became effective in April 2019. This table reflects, for the Adopted Budget, the additional farebox revenue anticipated from this increase.

-- Results are based on the preliminary close of the general ledger and are subject to audit.

-- Differences are due to rounding.

* Variance exceeds 100%.

MTA BUS COMPANY
Cash Receipts and Expenditures
2019 Adopted Budget and Final Estimate vs. Actual
(\$ in millions)

	2019			Favorable/(Unfavorable) Variance			
	Adopted Budget ^a	Final Estimate	Actual	Adopted Budget		Final Estimate	
				\$	%	\$	%
Receipts							
Farebox Revenue	\$ 228.953	\$ 221.848	\$ 226.465	\$ (2.488)	(1.1)	\$ 4.617	2.1
Other Operating Revenue	20.657	20.284	15.282	(5.375)	(26.0)	(5.002)	(24.7)
Capital and Other Reimbursements	11.308	11.308	6.071	(5.237)	(46.3)	(5.237)	(46.3)
Total Receipts	\$ 260.918	\$ 253.440	\$ 247.819	\$ (13.099)	(5.0)	\$ (5.621)	(2.2)
Expenditures							
Labor:							
Payroll	\$ 289.051	\$ 291.684	\$ 304.566	\$ (15.515)	(5.4)	\$ (12.882)	(4.4)
Overtime	62.301	68.264	76.793	(14.491)	(23.3)	(8.528)	(12.5)
Health and Welfare	77.966	80.678	87.786	(9.820)	(12.6)	(7.108)	(8.8)
OPEB Current Payment	25.227	24.404	25.136	0.092	0.4	(0.731)	(3.0)
Pensions	55.529	60.293	59.773	(4.244)	(7.6)	0.520	0.9
Other Fringe Benefits	56.490	56.990	58.511	(2.021)	(3.6)	(1.521)	(2.7)
GASB Account	-	-	-	-	-	-	-
Reimbursable Overhead	-	0.000	-	-	-	0.000	100.0
Total Labor Expenditures	\$ 566.565	\$ 582.315	\$ 612.565	\$ (46.000)	(8.1)	\$ (30.250)	(5.2)
Non-Labor:							
Electric Power	\$ 1.961	\$ 1.764	\$ 1.707	\$ 0.254	12.9	\$ 0.057	3.2
Fuel	26.113	23.352	24.663	1.451	5.6	(1.310)	(5.6)
Insurance	6.702	12.207	10.209	(3.507)	(52.3)	1.998	16.4
Claims	26.604	26.604	44.760	(18.156)	(68.2)	(18.156)	(68.2)
Maintenance and Other Operating Contracts	49.238	53.392	41.196	8.042	16.3	12.196	22.8
Professional Service Contracts	38.964	52.155	30.505	8.459	21.7	21.650	41.5
Materials & Supplies	63.469	55.537	46.479	16.990	26.8	9.058	16.3
Other Business Expenses	5.323	5.183	3.762	1.561	29.3	1.421	27.4
Total Non-Labor Expenditures	\$ 218.375	\$ 230.195	\$ 203.282	\$ 15.093	6.9	\$ 26.913	11.7
Total Expenditures Before Depreciation	\$ 784.940	\$ 812.510	\$ 815.847	\$ (30.906)	(3.9)	\$ (3.336)	(0.4)
Depreciation	\$ -	\$ -	\$ -	\$ -	-	\$ -	-
GASB 75 OPEB Expense Adjustment	-	-	-	-	-	-	-
GASB 68 Pension Expense Adjustment	-	-	-	-	-	-	-
Environmental Remediation	-	-	-	-	-	-	-
Total Expenditures	\$ 784.940	\$ 812.510	\$ 815.847	\$ (30.906)	(3.9)	\$ (3.336)	(0.4)
Baseline Cash Deficit	\$ (524.022)	\$ (559.071)	\$ (568.028)	\$ (44.006)	(8.4)	\$ (8.957)	(1.6)

Notes:

(a) The 2019 Adopted Budget was enacted prior to Board approval of fare and toll increases, which became effective in April 2019. This table reflects, for the Adopted Budget, the additional farebox revenue anticipated from this increase.

-- Results are based on the preliminary close of the general ledger and are subject to audit.

-- Differences are due to rounding.

* Variance exceeds 100%.

MTA BUS COMPANY
2019 Adopted Budget and Final Estimate vs. Actual
Cash Conversion (Cash Flow Adjustments)
(\$ in millions)

	2019			Favorable/(Unfavorable) Variance			
	Adopted Budget ^a	Final Estimate	Actual	Adopted Budget		Final Estimate	
				\$	%	\$	%
Receipts							
Farebox Revenue	\$ -	\$ -	\$ 1,653	\$ 1,653	-	\$ 1,653	-
Other Operating Revenue	-	-	(1,965)	(1,965)	-	(1,965)	-
Capital and Other Reimbursements	5,383	5,383	0,000	(5,383)	(100.0)	(5,383)	(100.0)
Total Receipts	\$ 5,383	\$ 5,383	\$ (0,311)	\$ (5,694)	*	\$ (5,694)	*
Expenditures							
Labor:							
Payroll	\$ (1,379)	\$ (1,379)	\$ 3,802	\$ 5,181	*	\$ 5,181	*
Overtime	-	-	(0,001)	(0,001)	-	(0,001)	-
Health and Welfare	-	(5,600)	0,398	0,398	-	5,998	*
OPEB Current Payment	-	-	2,228	2,228	-	2,228	-
Pensions	0,174	0,174	(0,003)	(0,177)	*	(0,177)	*
Other Fringe Benefits	15,177	15,177	2,451	(12,726)	(83.9)	(12,726)	(83.9)
GASB Account	-	-	-	-	-	-	-
Reimbursable Overhead	-	(0,000)	(0,302)	(0,302)	-	(0,302)	*
Total Labor Expenditures	\$ 13,972	\$ 8,372	\$ 8,573	\$ (5,399)	(38.6)	\$ 0,201	2.4
Non-Labor:							
Electric Power	\$ -	\$ -	\$ 0,136	\$ (0,136)	-	\$ (0,136)	-
Fuel	1,423	1,423	0,241	(1,182)	(83.0)	(1,182)	(83.0)
Insurance	-	(5,900)	(5,595)	(5,595)	-	0,305	5.2
Claims	34,732	34,732	34,024	(0,708)	(2.0)	(0,708)	(2.0)
Maintenance and Other Operating Contracts	1,488	(13,712)	(10,030)	(11,519)	*	3,681	26.8
Professional Service Contracts	-	(6,900)	(2,204)	(2,204)	-	4,696	68.1
Materials & Supplies	(0,001)	(7,701)	(1,306)	(1,306)	*	6,394	83.0
Other Business Expenses	0,000	0,000	0,073	0,072	*	0,072	*
Total Non-Labor Expenditures	\$ 37,643	\$ 1,943	\$ 15,338	\$ (22,305)	(59.3)	\$ 13,395	*
Total Cash Conversion Adjustments before Depreciation and GASB Adjs.	\$ 56,998	\$ 15,698	\$ 23,600	\$ (33,398)	(58.6)	\$ 7,902	50.3
Depreciation	\$ 54,341	\$ 54,341	\$ 44,703	\$ (9,638)	(17.7)	\$ (9,638)	(17.7)
GASB 75 OPEB Expense Adjustment	100,150	100,150	-	(100,150)	(100.0)	(100,150)	(100.0)
GASB 68 Pension Expense Adjustment	85,900	110,700	51,753	(34,147)	(39.8)	(58,947)	(53.2)
Environmental Remediation	-	-	1,664	(1,664)	-	1,664	-
Baseline Total Cash Conversion Adjustments	\$ 297,389	\$ 280,889	\$ 121,720	\$ (175,669)	(59.1)	\$ (159,169)	(56.7)

Notes:

(a) The 2019 Adopted Budget was enacted prior to Board approval of fare and toll increases, which became effective in April 2019. This table reflects, for the Adopted Budget, the additional farebox revenue anticipated from this increase.

-- Results are based on the preliminary close of the general ledger and are subject to audit.

-- Differences are due to rounding.

* Variance exceeds 100%.

MTA Bus Company
2019 YEAR-END REPORT
2019 CASH RESULTS - ACTUAL vs. FINAL ESTIMATE
(\$ in millions)

	Final Estimate	Actual	Favorable/(Unfavorable) Variance		
			Total	Real	Timing
<u>Receipts</u>					
Farebox Revenue	\$221.848	\$226.465	\$4.617	\$4.617	\$0.000
Vehicle Toll Revenue	0.000	0.000	0.000	0.000	0.000
Other Operating Revenue	20.284	15.282	(5.002)	(5.002)	0.000
Capital and Other Reimbursements	11.308	6.071	(5.237)	(5.237)	0.000
Total Receipts	\$253.440	\$247.819	(\$5.621)	(\$5.621)	\$0.000
<u>Expenditures</u>					
Labor:					
Payroll	\$291.684	\$304.566	(\$12.882)	(\$12.882)	\$0.000
Overtime	68.264	76.793	(8.528)	(8.528)	0.000
Health and Welfare	80.678	87.786	(7.108)	(7.108)	0.000
OPEB Current Payment	24.404	25.136	(0.731)	(0.731)	0.000
Pensions	60.293	59.773	0.520	0.020	0.500
Other Fringe Benefits	56.990	58.511	(1.521)	(1.521)	0.000
GASB Account	0.000	0.000	0.000	0.000	0.000
Reimbursable Overhead	0.000	0.000	0.000	0.000	0.000
Total Labor Expenditures	\$582.315	\$612.565	(\$30.250)	(\$30.750)	\$0.500
Non-Labor:					
Electric Power	\$1.764	\$1.707	\$0.057	\$0.057	\$0.000
Fuel	23.352	24.663	(1.310)	(1.310)	0.000
Insurance	12.207	10.209	1.998	0.000	1.998
Claims	26.604	44.760	(18.156)	(18.156)	0.000
Paratransit Service Contracts	0.000	0.000	0.000	0.000	0.000
Maintenance and Other Operating Contracts	53.392	41.196	12.196	3.096	9.100
Professional Service Contracts	52.155	30.505	21.650	5.450	16.200
Materials & Supplies	55.537	46.479	9.058	1.800	7.258
Other Business Expenses	5.183	3.762	1.421	1.171	0.250
Total Non-Labor Expenditures	\$230.195	\$203.282	\$26.913	(\$7.893)	\$34.806
Other Expenditure Adjustments:					
Other	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Other Expenditure Adjustments	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Expenditures	\$812.510	\$815.847	(\$3.336)	(\$38.642)	\$35.306
Baseline Net Cash Surplus/(Deficit)	(\$559.070)	(\$568.028)	(\$8.957)	(\$44.263)	\$35.306

-- Results are based on the preliminary close of the general ledger and are subject to audit.

**MTA Bus Company
2019 Overtime Results
Non-Reimbursable/Reimbursable Overtime**
(\$ in millions)

	2019 Adopted Budget		2019 Final Estimate		Actuals		2019 Adopted vs. Actuals		2019 Final Estimate vs. Actuals	
	Hours	\$	Hours	\$	Hours	\$	Hours	\$	Hours	\$
							Var. - Fav./(Unfav)		Var. - Fav./(Unfav)	
NON-REIMBURSABLE OVERTIME										
<u>Scheduled Service</u>	658,444	\$26.352	699,045	\$28.851	607,726	\$30.415	50,718 7.7%	(\$4.063) -15.4%	91,319 13.1%	(\$1.564) -5.4%
<u>Unscheduled Service</u>	133,555	\$5.850	146,888	\$6.506	138,253	\$6.500	(4,698) -3.5%	(\$0.651) -11.1%	8,635 5.9%	\$0.005 0.1%
<u>Programmatic/Routine Maintenance</u>	257,712	\$11.325	314,779	\$13.652	401,687	\$19.689	(143,976) -55.9%	(\$8.364) -73.9%	(86,909) -27.6%	(\$6.037) -44.2%
<u>Unscheduled Maintenance</u>	0	\$0.000	0	\$0.000	0	\$0.000	- 0.0%	(\$0.000) 0.0%	- 0.0%	(\$0.000) 0.0%
<u>Vacancy/Absentee Coverage</u>	308,065	\$16.603	317,566	\$17.084	418,062	\$18.329	(109,996) -35.7%	(\$1.726) -10.4%	(100,495)	(\$1.245)
<u>Weather Emergencies</u>	45,129	\$1.726	45,129	\$1.726	29,412	\$1.406	15,717 *	\$0.320	15,717	\$0.320
<u>Safety/Security/Law Enforcement</u>	3,127	\$0.166	3,127	\$0.166	1,477	\$0.125	1,650 52.8%	\$0.041 24.7%	1,650 52.8%	\$0.041 24.7%
<u>Other</u>	3,316	\$0.279	3,316	\$0.279	2,733	\$0.259	583 17.6%	\$0.020 7.3%	583 17.6%	\$0.020 7.3%
							-13.5%	-23.1%	-4.5%	-12.4%
TOTAL NON-REIMBURSABLE OVERTIME:	1,409,348	\$62.301	1,529,850	\$68.264	1,599,349	\$76.723	(190,002) -13.5%	(\$14.422) -23.1%	(69,500) -4.5%	(\$8.459) -12.4%
REIMBURSABLE OVERTIME ¹	0	\$0.000	0	\$0.000	2,137	\$0.070	(2,137)	(\$0.070)	(2,137)	(\$0.070)
TOTAL OVERTIME	1,409,348	\$62.301	1,529,850	\$68.264	1,601,486	\$76.793	(192,138)	(\$14.492)	(71,636) -4.7%	(\$8.529) -12.5%

¹ All other & reimbursable budget and actual includes PTE \$'s only. Does not include hours.

* Above 100%

**MTA Bus Company
2019 Overtime Reporting
Overtime legend**

<u>Type</u>	<u>Definition</u>
<i>Scheduled Service</i>	Crew book/Regular Run/Shift hours (above 8 hours) required by train crews, bus/tower/block operators, transportation supervisors/dispatchers, fare sales and collection, Train & Engineers, as well as non-transportation workers whose work is directly related to providing service (includes coverage for holidays).
<i>Unscheduled Service</i>	Service coverage resulting from extraordinary events not related to weather, such as injuries, mechanical breakdowns, unusual traffic, tour length, late tour relief, and other requirements that arise that are non-absence related.
<i>Programmatic/Routine Maintenance</i>	<i>Program Maintenance work for which overtime is planned (e.g. Railroad Tie Replacement, Sperry Rail Testing, Running Board Replacement Programs). This also includes Routine Maintenance work for which OT has been planned, as well as all other maintenance <u>not resulting from extraordinary events</u>, including running repairs. Program/Routine maintenance work is usually performed during hours that are deemed more practical in order to minimize service disruptions, and includes contractual scheduled pay over 8 hours.</i>
<i>Unscheduled Maintenance</i>	Resulting from an <u>extraordinary event</u> (not weather-related) requiring the use of unplanned maintenance to perform repairs on trains, buses, subway and bus stations, depots, tracks and administrative and other facilities, including derailments, tour length and weekend coverage.
<i>Vacancy/Absentee Coverage</i>	Provides coverage for an absent employee or a vacant position.
<i>Weather Emergencies</i>	Coverage necessitated by extreme weather conditions (e.g. snow, flooding, hurricane, and tornadoes), as well as preparatory and residual costs.
<i>Safety/Security/Law Enforcement</i>	Coverage required to provide additional customer & employee protection and to secure MTA fleet facilities, transportation routes, and security training.
<i>Other</i>	Includes overtime coverage for clerical, administrative positions that are eligible for overtime.
<i>Reimbursable Overtime</i>	Overtime incurred to support projects that are reimbursed from the MTA Capital Program and other funding sources.

**MTA BUS COMPANY
2019 YEAR-END REPORT
UTILIZATION
(in millions)**

	2019			Favorable/(Unfavorable) Variance			
	Adopted Budget*	Final Estimate	Actual	2019 Adopted Budget		2019 Final Estimate	
				\$	%	\$	%
<u>Farebox Revenue</u>							
Fixed Route	\$ 228.953	\$ 221.848	\$ 224.812	\$ (4.141)	(1.8)	\$ 2.964	1.3
Total Farebox Revenue	\$ 228.953	\$ 221.848	\$ 224.812	\$ (4.141)	(1.8)	\$ 2.964	1.3
<u>Ridership</u>							
Fixed Route	120.053	119.555	120.432	0.379	0.3	0.877	0.7
Total Ridership	120.053	119.555	120.432	0.379	0.3	0.877	0.7

* Fare increase effective April 1, 2019

-- Results are based on the preliminary close of the general ledger and are subject to audit.

**MTA BUS COMPANY
2019 YEAR-END REPORT
Explanation of Variances on Positions
Non-Reimbursable-Reimbursable and Full-Time/Full-Time Equivalents**

By Function and Department/Occupational Group:

2019 Final Estimate vs. Actual

There was a total of 3,889 employees, 68 fewer than the Final Estimate.

By function, the vacancies/(excess) were in the following categories:

- 34 Administration
- 21 Operations
- (1) Maintenance
- 11 Engineering/Capital
- 3 Public Safety

By Occupational Group, the vacancies/(excess) were in the following categories:

- 33 Managers/Supervisors
- 10 Professional /Technical/Clerical
- 25 Operation Hourlies

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

MTA BUS COMPANY
NON-REIMBURSABLE AND REIMBURSABLE BY FUNCTION AND DEPARTMENT
FULL - TIME POSITIONS AND FULL - TIME EQUIVALENTS
DECEMBER 2019 YEAR-TO-DATE

FUNCTION/DEPARTMENT	Final Estimate	Actual	Favorable (Unfavorable) Variance
Administration			
Office of the EVP	3	3	-
Human Resources	22	17	5
Office of Management and Budget	16	12	4
Material	17	14	3
Controller	19	19	-
Office of the President	4	4	-
System Safety Administration	5	-	5
Law	24	21	3
Strategic Office	30	19	11
Non-Departmental	3	-	3
Total Administration	143	109	34
Operations			
Buses	2,338	2,347	(9)
Office of the Executive VP	4	5	(1)
Safety & Training	64	35	30
Road Operations	141	142	(1)
Transportation Support	23	23	-
Operations Planning	34	33	1
Revenue Control	7	6	1
Total Operations	2,611	2,591	21
Maintenance			
Buses	731	737	(6)
Maintenance Support/CMF	235	235	-
Facilities	80	78	2
Supply Logistics	104	101	3
Total Maintenance	1,150	1,151	(1)
Capital Program Management	37	26	11
Total Engineering/Capital	37	26	11
Security	15	12	3
Total Public Safety	15	12	3
Total Positions	3,956	3,889	68
Non-Reimbursable	3,916	3,853	64
Reimbursable	40	36	4
Total Full-Time	3,938	3,878	61
Total Full-Time Equivalents	18	11	7

MTA BUS COMPANY
NON-REIMBURSABLE AND REIMBURSABLE BY FUNCTION AND DEPARTMENT
FULL - TIME POSITIONS AND FULL - TIME EQUIVALENTS
DECEMBER 2019 YEAR-TO-DATE

FUNCTION/OCCUPATIONAL GROUP	Final Estimate	Actual	Favorable (Unfavorable) Variance
Administration			
Managers/Supervisors	63	43	20
Professional, Technical, Clerical	78	66	12
Operational Hourlies	2	-	2
Total Administration	143	109	34
Operations			
Managers/Supervisors	316	316	-
Professional, Technical, Clerical	44	48	(4)
Operational Hourlies	2,251	2,227	25
Total Operations	2,611	2,591	21
Maintenance			
Managers/Supervisors	242	238	4
Professional, Technical, Clerical	33	36	(3)
Operational Hourlies	875	877	(2)
Total Maintenance	1,150	1,151	(1)
Engineering/Capital			
Managers/Supervisors	21	15	6
Professional, Technical, Clerical	16	11	5
Operational Hourlies	-	-	-
Total Engineering/Capital	37	26	11
Public Safety			
Managers/Supervisors	9	6	3
Professional, Technical, Clerical	6	6	-
Operational Hourlies	-	-	-
Total Public Safety	15	12	3
Total Baseline Positions			
Managers/Supervisors	651	618	33
Professional, Technical, Clerical	177	167	10
Operational Hourlies	3,128	3,104	25
Total Baseline Positions	3,956	3,889	68

**MTA BUS COMPANY
2019 YEAR-END REPORT
EXPLANATIONS OF VARIANCES ON RIDERSHIP (UTILIZATION)**

Revenue was higher than the Final Estimate by 1.3% and higher than 2018 Actuals by 1.9%.

Financial Summary

	2019 Actual	2018 Actual	Percent Change + More / - Less Than	
			2018 Actual	2019 Final Estimate
Passenger Revenue				
Fixed Route Revenue	224,811,595	220,547,814	1.9%	1.3%

2019 Final Estimate vs. Actual

MTA Bus Company Ridership was 0.9 million, or 0.7% higher than the Final Estimate, and unfavorable by 0.9 million, or 0.8 % lower than 2018 Actuals.

	2019 Actuals	2018 Actuals	Percent Change + More / - Less Than	
			2018 Actuals	2019 Final Estimate
Total Riders	120,431,966	121,448,277	-0.8%	0.7%
Avg. Weekday	388,075	392,617	-1.2%	n/a
Avg. Weekend	400,126	395,643	1.1%	n/a
Avg. Weekday Local	360,496	362,982	-0.7%	n/a
Avg. Weekday Express	27,579	29,635	-6.9%	n/a

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.

**MTA BUS COMPANY
2019 YEAR-END REPORT
RESULTS OF OPERATIONS**

2019 Actual Compared to 2018 Actual:

- Weekday AM Pullouts were 0.13% lower.
- Weekday PM Pullouts were 0.25% lower.
- Completed Trips were 0.16% lower.

The 2019 Mean Distance Between Failures (MDBF) of 7,115 was 0.74% higher than the Final Estimate and 5.1% lower than the 2018 Actuals.

Performance	Final Estimate	2019 Actuals	2018 Actuals	2019 vs 2018 Variance	2019 Final Estimate Variance
Bus					
AM Weekday Pullout Performance	N/A	99.49%	99.62%	-0.13%	0.00%
PM Weekday Pullout Performance	N/A	99.48%	99.73%	-0.25%	0.00%
Percentage of Completed Trips	N/A	98.93%	99.09%	-0.16%	0.00%
Mean Distance Between Failures	7,063	7,115	7,497	-5.10%	0.74%
Mean Distance Between Service Interruptions	3,396	3,644	3,508	3.88%	7.30%
Safety					
Customer Accidents/Million Customers	1.20	1.10	1.08	-1.85%	8.33%
Customer Accidents Injuries/Million Customers	N/A	1.11	1.12	0.89%	0.00%
Collision/Million Miles	N/A	47.55	44.72	-6.33%	0.00%
Collision Injuries/Million Miles	N/A	4.30	4.30	0.00%	0.00%
Employee On-Duty Lost-Time Accidents per 100 Employees	6.67	6.21	N/A	N/A	N/A

Note: The financial results included in this document are subject to change pending final year-end accounting adjustments and audit review.



Standard Follow-Up Report: Transit Adjudication Bureau, 1st Quarter 2020

The purpose of this quarterly report is to update the Transit Committee on Transit Adjudication Bureau (TAB) activities and outcomes, as reflected by several Key Indicators.

TAB is the statutory administrative tribunal that receives, processes, adjudicates and pursues collection of civil penalties arising from the tens of thousands of civil summonses that are issued each year for violations of the Transit Rules of Conduct.

This quarterly reporting on TAB activities and outcomes commenced in 1992. The report provides the Committee with metrics, covering the most recently completed quarter, for the following Key Indicators:

- Number of TAB violations received by TAB
- Number and dollar amount of payments TAB received
- TAB revenues and expenses for the quarter
- Number of cases adjudicated

David Farber

Vice President and General Counsel, NYC Transit Law Department
General Counsel, MTA Bus Company

Transit Adjudication Bureau, First Quarter 2020

The following is a comparison of the key indicators for the first quarter of 2020 as compared to the same period in 2019.

- TAB violations issued in the first quarter of 2020 (Q1 2020) decreased by 10.6%, from 42,691 in 2019 to 38,179 in 2020.
- TAB received 34,125 payments in Q1 2020, a 9.2% decrease from the 37,576 received in Q1 2019. Direct payments decreased by 8.9% (from 23,991 to 21,844) compared to the first quarter of 2019. The number of first quarter payments received from state tax refunds decreased from 13,585 in 2019 to 12,281 in 2020.
- Total revenue for Q1 2020 was 9.3% lower than in 2019 (\$4,199,456 versus \$4,627,685). Receipts from direct payments in Q1 2020 decreased by 7.6% (\$2,076,786 compared to \$2,246,549 in 2019). Receipts from state tax refunds for Q1 2020 relating to outstanding judgments from prior years totaled \$2,121,966, representing an 8.5% decrease from Q1 2019 state tax refund receipts of \$2,318,558.
- TAB revenue for Q1 2020 exceeded expenses by \$3,250,817. This compared to a margin of \$3,461,149 for Q1 2019. First quarter expenses decreased by 18.7% relative to 2019 (\$948,639 compared to \$1,166,536).

For further information, see the Key Indicators Chart on the following page.

<http://www.mta.info/nyct/TransitAdjudicationBureau.html>

**MTA New York City Transit
Transit Adjudication Bureau
Key Indicators
First Quarter 2020**

Indicator	1st Qtr 2020	1st Qtr 2019
Issuance Data		
Violations Issued*	38,179	42,691
Payment Data		
Number of Payments	34,125	37,576
Regular	21,844	23,991
State Tax Refund	12,281	13,585
Amount Paid	\$4,198,753	\$4,565,107
Regular	\$2,076,786	\$2,246,549
State Tax Refund**	\$2,121,966	\$2,318,558
Average Payment	\$123.04	\$121.49
Yield per NOV	\$109.98	\$106.93
Revenue/Expense Data		
Revenue	\$4,199,456	\$4,627,685
Expenses	\$948,639	\$1,166,536
Adjudications		
Total Cases Adjudicated	4,122	5,861

*Due to the COVID-19 pandemic, the Transit Adjudication Bureau offices have been closed to the public since March 17, 2020. Therefore, not all summonses issued during Q1 2020 are reflected in this report.

**State Tax Refund data is now being reported based on the bank deposit date and not the the NYS Department of Taxation reported offset date.

New York City Transit NYCT

EEO Report – 1st Quarter 2020

May 20, 2020

Executive Summary

■ EEO

As of March 31, 2020, NYCT workforce included 50,927 total employees. This represents a 2% decrease from the first quarter 2019 (1Q19).

- Females represent 19% (9,484) of our workforce and remained constant when compared to 1Q19 due to robust recruitment efforts in operating hourly titles which were offset by the loss of incumbents in non-operating titles and by the hiring freeze.
- Females were hired above their current representation due to continued targeted outreach efforts and no hiring restrictions for critical operating positions.
- Minorities represent 79% (40,200) of our workforce, an increase of 1%, when compared to the percentage in 1Q19. Advertising *Notice of Examination* (NOE) Filings on MTA TV, subway system digital platforms, buses and collaborating with Transit Employee Groups (TEGs) for dissemination NOE Filings helped support this increase.
- Minorities were hired above their current representation due to recruitment activity in Q1 2020 that target minority populations.

Executive Summary

NYCT conducted a utilization analysis* of females and minorities in its workforce as of March 31, 2020. Based on the analysis, the underrepresentation for females and minorities occurred in the following EEO categories:

Females:

- ❑ Officials and Administrators – Whites
- ❑ Professionals – Whites
- ❑ Technicians –Asians and Whites
- ❑ Protective Services – Asians and Whites
- ❑ Paraprofessionals – Whites
- ❑ Administrative Support – Hispanics, Asians and Whites
- ❑ Skilled Craft– Blacks, Hispanics, Asians and Whites
- ❑ Service Maintenance – Hispanic, Asians and Whites

Minorities:

- ❑ Technicians –Asians
- ❑ Protective Services –Asians
- ❑ Administrative Support – Hispanics, Asians
- ❑ Skilled Craft– Blacks, Hispanics and Asians
- ❑ Service Maintenance – Hispanic, Asians

*The utilization analysis compares the percentages of females and minorities employed in each job group to 80 percent of the females and minorities available within the relevant labor market.

Executive Summary

- Diversity Initiatives to increase representation
 - Initiatives to address underrepresented females and minorities
 - Females – Use video and/or alumnae, where possible, at CTE High School Career Fairs and in civil service exam presentations to complement efforts to increase NYCT female representation in operating titles and promote NYC Transit as an employer of choice for women. Use female employees in digital hiring advertising displays across the subway and bus systems.
 - Minorities – Encourage hiring managers to include diversity websites in media plans. Inform the leads of the TEG's of the monthly Open Competitive exam schedule to share with members. Increase outreach to NYS DOL liaisons to promote NYC Transit as an employer of choice.
 - Initiatives to increase representation of veterans and persons with disabilities
 - Veterans – Disseminate monthly Open Competitive Exam Schedules to 200 military & diversity liaisons and the NYC Transit Veteran Employee Group. Support all MTA HQ Veteran recruitment initiatives.
 - Persons with Disabilities - Support an improved reputation as an employer of choice by participating in monthly advisory board meetings at the *Rusk Rehabilitation at NYU Langone*.

NYCT

Workforce

as of March 31, 2020

Definitions of EEO Job Categories

Officials & Administrators

Occupations in which employees set broad policies, exercise overall responsibility for execution of these policies, or direct individual departments or special phases of the agency's operations, or provide specialized consultation on a regional, district or area basis.

Professionals

Occupations which require specialized and theoretical knowledge which is usually acquired through college training or through work experience and other training which provides comparable knowledge.

Technicians

Occupations which require a combination of basic scientific or technical knowledge and manual skill which can be obtained through specialized post-secondary school education or through equivalent on-the-job training.

Protective Services

Occupations in which workers are entrusted with public safety, security and protection from destructive forces.

Paraprofessionals

Occupations in which workers perform some of the duties of a professional or technician in a supportive role, which usually require less formal training and/or experience normally required for professional or technical status.

Administrative Support

Occupations in which workers are responsible for internal and external communication, recording and retrieval of data and/or information and other paperwork required in an office.

Skilled Craft

Occupations in which workers perform jobs which require special manual skill and a thorough and comprehensive knowledge of the process involved in the work which is acquired through on-the-job training and experience or through apprenticeship or other formal training programs.

Service Maintenance

Occupations in which workers perform duties which result in or contribute to the comfort, convenience, hygiene or safety of the general public or which contribute to the upkeep and care of buildings, facilities or grounds of public property.

NYCT Workforce

JOB CATEGORY	TOTAL ¹		Minorities		WHITES		BLACKS		HISPANICS		ASIANS		AI/AN		NHOPI		2+ RACES		VETERANS	
	#	%	#	%	#	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Officials & Administrators	2,341		1432	61%	909	39%	724	31%	274	12%	309	13%	8	0%	2	0%	115	5%	94	4%
F	550	23%	407	17%	143	6%	274	12%	51	2%	56	2%	0	0%	0	0%	26	1%	6	6%
M	1,791	77%	1025	44%	766	33%	450	19%	223	10%	253	11%	8	0%	2	0%	89	4%	88	94%
Professionals	2,555		1863	73%	692	27%	797	31%	260	10%	686	27%	4	0%	0	0%	116	5%	28	1%
F	985	39%	798	31%	187	7%	426	17%	127	5%	190	7%	2	0%	0	0%	53	2%	7	25%
M	1,570	61%	1065	42%	505	20%	371	15%	133	5%	496	19%	2	0%	0	0%	63	2%	21	75%
Technicians	163		119	73%	44	27%	69	42%	18	11%	24	15%	0	0%	0	0%	8	5%	4	2%
F	59	36%	47	29%	12	7%	35	21%	7	4%	4	2%	0	0%	0	0%	1	1%	0	0%
M	104	64%	72	44%	32	20%	34	21%	11	7%	20	12%	0	0%	0	0%	7	4%	4	100%
Protective Services	891		744	84%	147	16%	429	48%	234	26%	56	6%	0	0%	1	0%	24	3%	58	7%
F	144	16%	133	15%	11	1%	99	11%	27	3%	1	0%	0	0%	0	0%	6	1%	6	10%
M	747	84%	611	69%	136	15%	330	37%	207	23%	55	6%	0	0%	1	0%	18	2%	52	90%
Paraprofessionals	55		49	89%	6	11%	29	53%	12	22%	5	9%	0	0%	0	0%	3	5%	0	0%
F	34	62%	32	58%	2	4%	18	33%	9	16%	3	5%	0	0%	0	0%	2	4%	0	0%
M	21	38%	17	31%	4	7%	11	20%	3	5%	2	4%	0	0%	0	0%	1	2%	0	0%
Administrative Support	4,300		3890	90%	410	10%	2,369	55%	567	13%	818	19%	12	0%	3	0%	121	3%	37	1%
F	2,059	48%	1951	45%	108	3%	1,484	35%	266	6%	130	3%	7	0%	2	0%	62	1%	12	32%
M	2,241	52%	1939	45%	302	7%	885	21%	301	7%	688	16%	5	0%	1	0%	59	1%	25	68%
Skilled Craft	19,391		13462	69%	5,929	31%	7,278	38%	2,588	13%	2,950	15%	56	0%	7	0%	583	3%	346	2%
F	1,056	5%	996	5%	60	0%	785	4%	146	1%	29	0%	4	0%	0	0%	32	0%	14	4%
M	18,335	95%	12466	64%	5,869	30%	6,493	33%	2,442	13%	2,921	15%	52	0%	7	0%	551	3%	332	96%
Service Maintenance	21,231		18640	88%	2,591	12%	11,944	56%	4,847	23%	1,303	6%	37	0%	6	0%	503	2%	294	1%
F	4,597	22%	4424	21%	173	1%	3,377	16%	872	4%	65	0%	6	0%	1	0%	103	0%	24	8%
M	16,634	78%	14216	67%	2,418	11%	8,567	40%	3,975	19%	1,238	6%	31	0%	5	0%	400	2%	270	92%
Total	50,927		40,199	79%	10,728	21%	23,639	46%	8,800	17%	6,151	12%	117	0%	19	0%	1,473	3%	861	2%

*American Indian/Alaskan Native

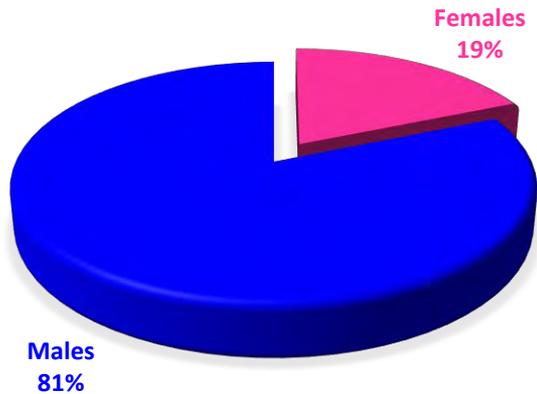
**Native Hawaiian Other Pacific Islander

Note: All percentages have been rounded to the nearest whole number.

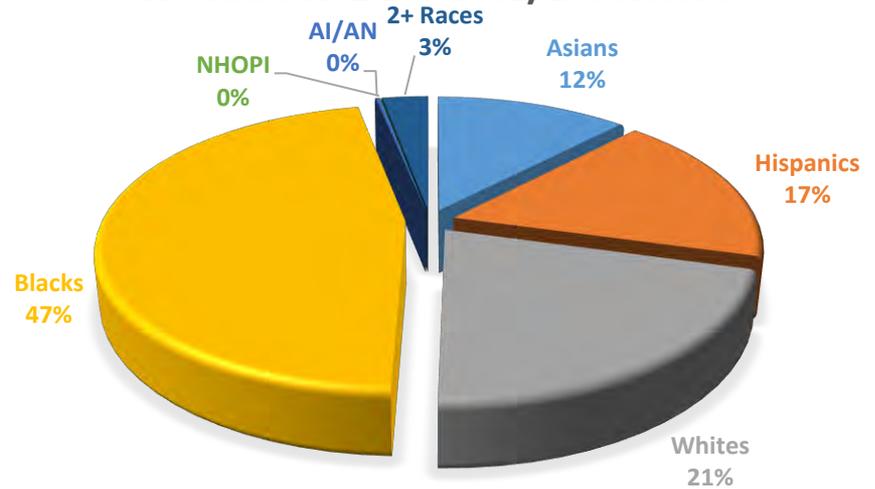


NYCT Workforce

WORKFORCE BY GENDER



WORKFORCE BY RACE/ETHNICITY



NYCT workforce consists of 50,927 employees

- ❑ 19% females, 79% minorities, and 2% veterans
- ❑ The percentage of females remained constant when compared to 1Q19
- ❑ The percentage of minorities has decreased by 1% as it relates to race and ethnicity when compared to 1Q19.

Underutilization Analysis Overview

A utilization analysis was conducted to determine whether there is underutilization of females and minorities in NYCT's workforce. This analysis compared December 31, 2019 workforce percentages for females and minorities to 80 percent of the females and minorities available within the relevant labor market. Underutilization exists if the percentage of females or minorities in a job category is less than 80% of their expected estimated availability.

The following chart provides: (1) the female and minority workforce percentages for this agency; (2) 80% of the females and minorities available for work based on the 2010 Census by job category; and (3) the bold/shaded areas indicate whether or not the estimated availability percentages were met for females and minorities within each of the job categories.

NYCT Underutilization Analysis

JOB CATEGORY	Gender	BLACKS		HISPANIC		ASIANS		AI/AN		NHOPI		2+ RACES		WHITES	
		Est Avail	Actual %												
Officials & Administrators	F	6%	12%	2%	2%	1%	2%	0%	0%	0%	0%	0%	1%	9%	6%
	M	15%	19%	8%	10%	8%	11%	0%	0%	0%	0%	1%	4%		
Professionals	F	6%	17%	4%	5%	4%	7%	0%	0%	0%	0%	0%	2%	19%	7%
	M	7%	15%	5%	5%	8%	19%	0%	0%	0%	0%	1%	2%		
Technicians	F	3%	21%	5%	4%	4%	2%	0%	0%	0%	0%	0%	1%	19%	7%
	M	6%	21%	5%	7%	6%	12%	0%	0%	0%	0%	0%	4%		
Protective Services	F	8%	11%	3%	3%	1%	0%	0%	0%	0%	0%	0%	1%	3%	1%
	M	26%	37%	15%	23%	3%	6%	0%	0%	0%	0%	0%	2%		
Paraprofessionals	F	5%	33%	5%	16%	2%	5%	0%	0%	0%	0%	0%	4%	16%	4%
	M	2%	20%	1%	5%	1%	4%	0%	0%	0%	0%	0%	2%		
Administrative Support	F	15%	35%	16%	6%	7%	3%	0%	0%	0%	0%	0%	1%	16%	3%
	M	6%	21%	8%	7%	4%	16%	0%	0%	0%	0%	0%	1%		
Skilled Craft	F	4%	4%	2%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
	M	20%	33%	17%	13%	8%	15%	0%	0%	0%	0%	1%	3%		
Service Maintenance	F	5%	16%	9%	4%	2%	0%	0%	0%	0%	0%	0%	0%	3%	1%
	M	16%	40%	28%	19%	4%	6%	0%	0%	0%	0%	0%	2%		

*American Indian/Alaskan Native

**Native Hawaiian Other Pacific Islander

Note: Pursuant to FTA Circular 4704.1A, EEO requirements and guideline, white males have been excluded from the underutilization analysis. The shaded areas represent underutilization.

NYCT

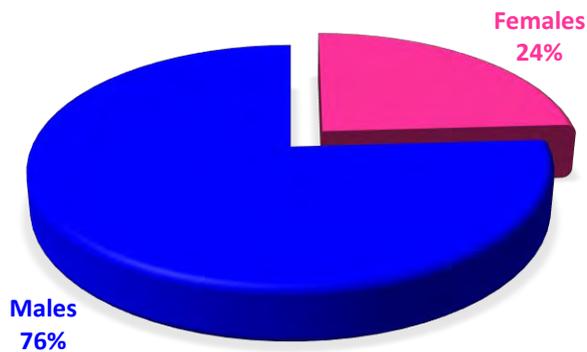
New Hires and Veterans

January 1, 2020 – March 31, 2020

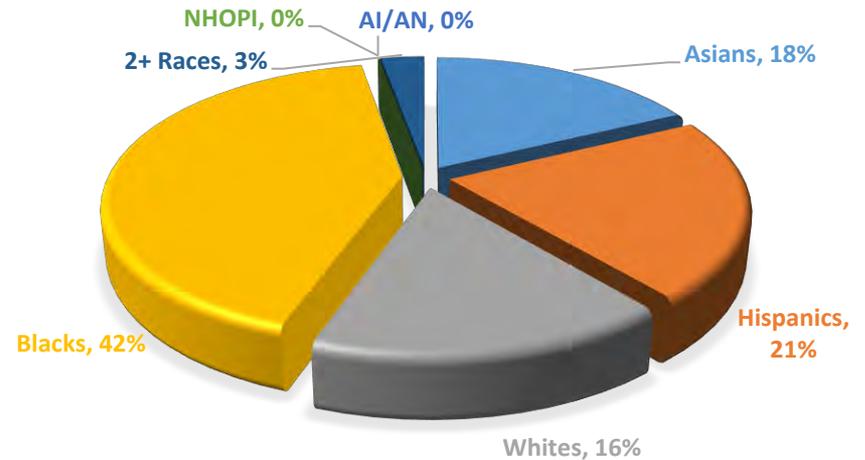


NYCT New Hires and Veterans

NEW HIRES BY GENDER



NEW HIRES BY RACE/ETHNICITY



We added 565 employees including 11 veterans

- ❑ 24% females of which 0% were female veterans
- ❑ Female hires were above their current representation in the workforce
- ❑ 84% minorities of which 2% were minority veterans
- ❑ The share of Minority hires was greater than their current representation in the workforce

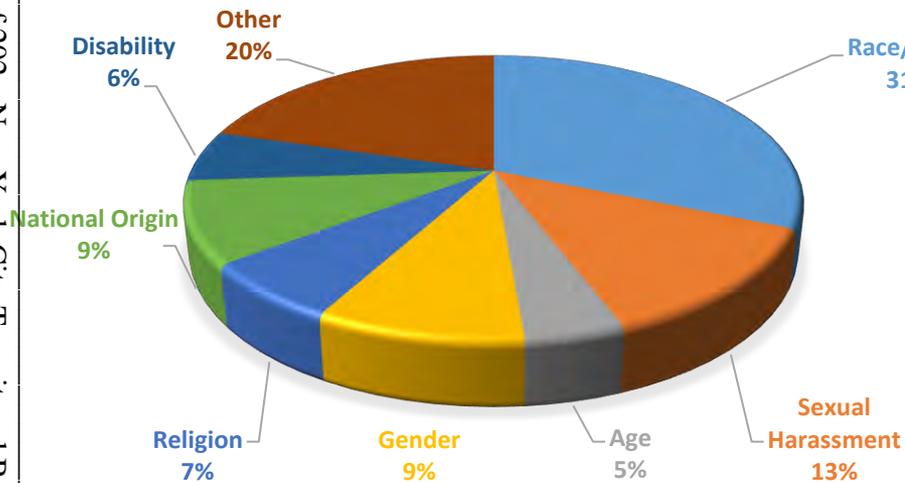
NYCT

Complaints and Lawsuits

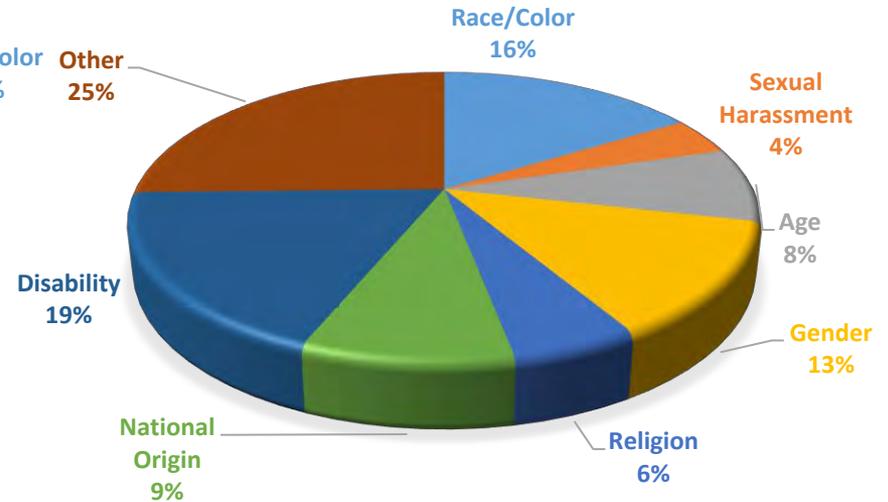
January 1, 2020 – March 31, 2020

NYCT Internal/External EEO Complaints and Lawsuits

INTERNAL EEO COMPLAINTS



EXTERNAL EEO COMPLAINTS



NYCT handled 202 EEO complaints, citing 443 separate allegations, and 67 lawsuits

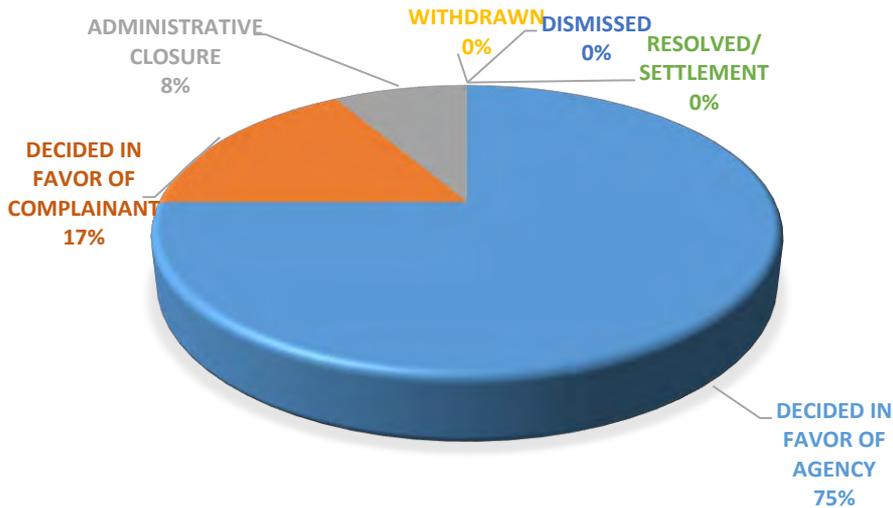
- ❑ 102 internal complaints
- ❑ 100 external complaints
- ❑ The most frequently cited basis internally was race/color and externally was disability

These charts includes all pending matters as of the date of the report; including matters filed prior to the reporting period.

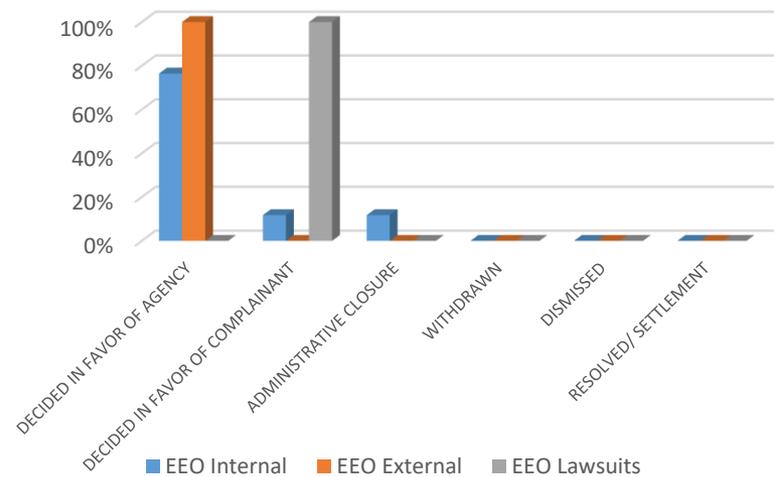
“Other” contains all EEO categories not otherwise specifically mentioned on the chart (i.e. Retaliation, Sexual Orientation, Military status, or Marital Status etc.).

NYCT EEO Complaints and Lawsuits Dispositions

**OVERALL EEO COMPLAINTS AND LAWSUITS
DISPOSITIONS**



**EEO COMPLAINTS AND LAWSUITS
DISPOSITIONS**

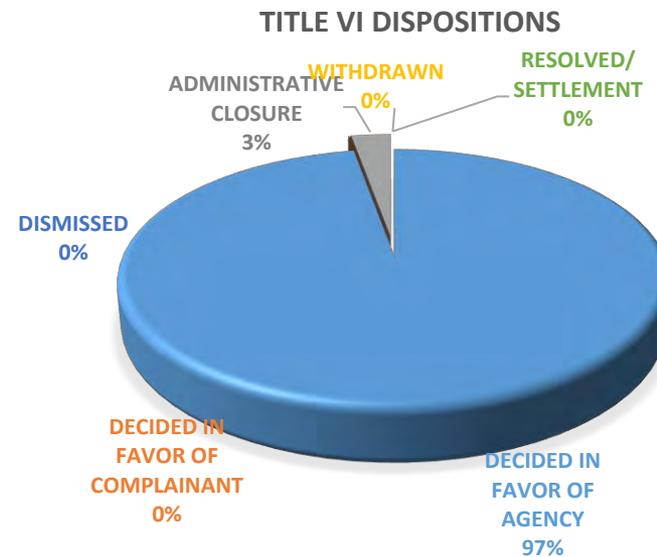
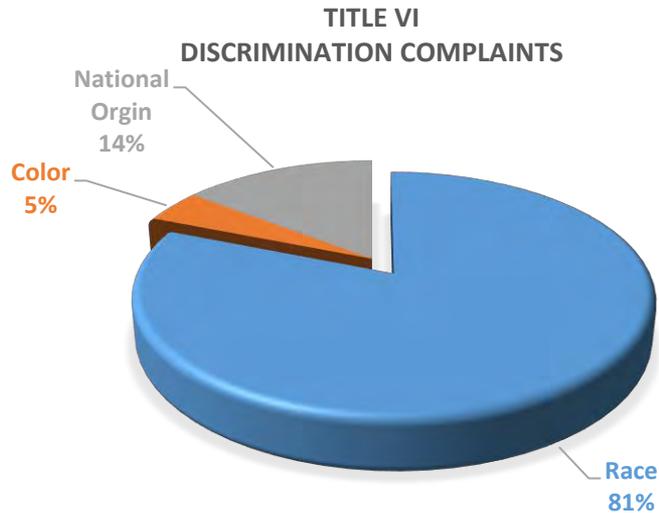


NYCT disposed 24 EEO complaints and no EEO lawsuits

- ❑ 75% complaints decided in favor of the agency
- ❑ 17% complaints decided in favor of the complainant
- ❑ 8% complaints were administrative closures



NYCT Title VI Discrimination Complaints, Lawsuits and Dispositions



NYCT handled 174 Title VI complaints, citing 187 separate allegations and no Title VI lawsuits. Agency disposed of 115 complaints and no lawsuits

- ❑ 96% complaints/lawsuits decided in favor of the agency
- ❑ 4% complaints/lawsuits were administrative closures
- ❑ 0% complaints/lawsuits were resolved/settled
- ❑ 0% complaints/lawsuits decided in favor of the complainant

MTA Bus Company MTABC

EEO Report – 1st Quarter 2020

May 20, 2020

Executive Summary

■ EEO

As of March 31, 2020, MTA Bus's workforce included 4,141 total employees. This represents a decrease of 126 employees from the first quarter 2019 (1Q19) workforce.

- Females representation of 13% (526) is unchanged when compared to 1Q19.
- Females were hired above their current representation.
- Minorities representation of 80% (3,330) increased 1% when compared to 1Q19.
- Minorities were hired above their current representation.

Executive Summary

MTA Bus Company conducted a utilization analysis* of females and minorities in its workforce as of March 31, 2020. Based on the analysis, underrepresentation for females and minorities occurred in the following EEO categories:

Females:

- Officials/Administrators - Whites
- Professionals – Whites
- Technicians – Whites
- Protective Services – Blacks and Asians
- Administrative Support – Whites
- Skilled Craft– Blacks, Hispanics, and Whites
- Service Maintenance – Hispanics and Whites

Minorities:

- Protective Services – Blacks and Asians
- Administrative Support – Blacks and Hispanics
- Skilled Craft– Blacks and Hispanics
- Service Maintenance – Hispanics

*The utilization analysis compares the percentages of females and minorities employed in each job group to 80 percent of the females and minorities available within the relevant labor market.



Executive Summary

■ Diversity Initiatives to increasing representation

Many MTA Bus diversity initiatives have been cancelled or rescheduled due to the novel coronavirus pandemic. However, MTA Bus was able to participate in the following career fairs in the first quarter of 2020:

- NYS DOL Career Fair
- NYS DOL Kingsbrook Medical Center Career Fair
- CUNY Virtual Career Fair

In addition to these events, MTA Bus participated in the following virtual recruiting sessions:

- Going Remote: Best Practices for HR & Recruitment
- Vision Chats by Johns Hopkins University: Jobs, Internships, and College Recruiting in a COVID-19 Economy

Finally, MTA Bus connected with partners such as Forte Foundation to post resume based opportunities. The mission of Forte is to launch women into successful careers by providing access to business education and professional development.

MTABC

Workforce

as of March 31, 2020

Definitions of EEO Job Categories

Officials & Administrators

Occupations in which employees set broad policies, exercise overall responsibility for execution of these policies, or direct individual departments or special phases of the agency's operations, or provide specialized consultation on a regional, district or area basis.

Professionals

Occupations which require specialized and theoretical knowledge which is usually acquired through college training or through work experience and other training which provides comparable knowledge.

Technicians

Occupations which require a combination of basic scientific or technical knowledge and manual skill which can be obtained through specialized post-secondary school education or through equivalent on-the-job training.

Protective Services

Occupations in which workers are entrusted with public safety, security and protection from destructive forces.

Paraprofessionals

Occupations in which workers perform some of the duties of a professional or technician in a supportive role, which usually require less formal training and/or experience normally required for professional or technical status.

Administrative Support

Occupations in which workers are responsible for internal and external communication, recording and retrieval of data and/or information and other paperwork required in an office.

Skilled Craft

Occupations in which workers perform jobs which require special manual skill and a thorough and comprehensive knowledge of the process involved in the work which is acquired through on-the-job training and experience or through apprenticeship or other formal training programs.

Service Maintenance

Occupations in which workers perform duties which result in or contribute to the comfort, convenience, hygiene or safety of the general public or which contribute to the upkeep and care of buildings, facilities or grounds of public property.

MTABC Workforce

JOB CATEGORY	TOTAL		Minorities		Est	WHITES		Est	BLACKS		Est	HISPANICS		Est	ASIANS		Est	AI/AN*		Est	NHOP1**		Est	2+ RACES		VETERANS		PWD***	
	#	%	#	%	Avail %	#	%	Avail %	#	%	Avail %	#	%	Avail %	#	%	Avail %	#	%	Avail %	#	%	Avail %	#	%	#	%	#	%
Officials & Administrators	236		139	59%		97	41%		60	25%		33	14%		32	14%		0	0%		0	0%		14	6%	11	5%	7	3%
F	53	22%	42	18%	15%	11	5%	5%	23	10%	2%	6	3%	2%	8	3%	0%	0	0%	0%	0	0%	1%	5	2%	0	0%	0	0%
M	183	78%	97	41%	36%	86	36%	6%	37	16%	6%	27	11%	5%	24	10%	0%	0	0%	0%	0	0%	2%	9	4%	11	100%	7	100%
Professionals	122		95	78%		27	22%		36	30%		19	16%		32	26%		0	0%		0	0%		8	7%	4	3%	4	3%
F	57	47%	49	40%	15%	8	7%	7%	21	17%	5%	14	11%	4%	11	9%	0%	0	0%	0%	0	0%	1%	3	2%	3	75%	2	50%
M	65	53%	46	38%	30%	19	16%	5%	15	12%	4%	5	4%	7%	21	17%	0%	0	0%	0%	0	0%	1%	5	4%	1	25%	2	50%
Technicians	13		5	38%		8	62%		1	8%		2	15%		1	8%		0	0%		0	0%		1	8%	0	0%	0	0%
F	7	54%	3	23%	32%	4	31%	5%	1	8%	11%	2	15%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0	0%	0	0%
M	6	46%	2	15%	21%	4	31%	0%	0	0%	0%	0	0%	5%	1	8%	0%	0	0%	0%	0	0%	5%	1	8%	0	0%	0	0%
Protective Services	6		5	83%		1	17%		3	50%		2	33%		0	0%		0	0%		0	0%		0	0%	0	0%	0	0%
F	2	33%	1	17%	3%	1	17%	9%	0	0%	4%	1	17%	1%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0	0%	0	0%
M	4	67%	4	67%	17%	0	0%	27%	3	50%	16%	1	17%	4%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0	0%	0	0%
Paraprofessionals	0		0	0%		0	0%		0	0%		0	0%		0	0%		0	0%		0	0%		0	0%	0	0%	0	0%
F	0	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0	0%	0	0%
M	0	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0	0%	0	0%
Administrative Support	94		69	73%		25	27%		31	33%		11	12%		15	16%		0	0%		0	0%		12	13%	2	2%	3	3%
F	29	31%	26	28%	6%	3	3%	7%	13	14%	5%	8	9%	1%	2	2%	0%	0	0%	0%	0	0%	1%	3	3%	1	50%	2	67%
M	65	69%	43	46%	16%	22	23%	21%	18	19%	9%	3	3%	8%	13	14%	0%	0	0%	0%	0	0%	5%	9	10%	1	50%	1	33%
Skilled Craft	717		492	69%		225	31%		246	34%		107	15%		83	12%		2	0%		7	1%		47	7%	11	2%	3	0%
F	3	0%	2	0%	1%	1	0%	1%	2	0%	1%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%	1	9%	0	0%
M	714	100%	490	68%	25%	224	31%	25%	244	34%	12%	107	15%	9%	83	12%	0%	2	0%	1%	7	1%	5%	47	7%	10	91%	3	100%
Service Maintenance	2,953		2525	86%		428	14%		1,497	51%		701	24%		204	7%		8	0%		4	0%		111	4%	29	1%	0	0%
F	375	13%	354	12%	5%	21	1%	7%	240	8%	5%	100	3%	0%	3	0%	0%	1	0%	0%	0	0%	0%	10	0%	1	3%	0	0%
M	2,578	87%	2171	74%	14%	407	14%	28%	1,257	43%	16%	601	20%	4%	201	7%	0%	7	0%	0%	4	0%	2%	101	3%	28	97%	0	0%
Total	4,141		3,330	80%		811	20%		1,874	45%		875	21%		367	9%		10	0%		11	0%		193	5%	57	1%	17	0%

* American Indian/Alaskan Native

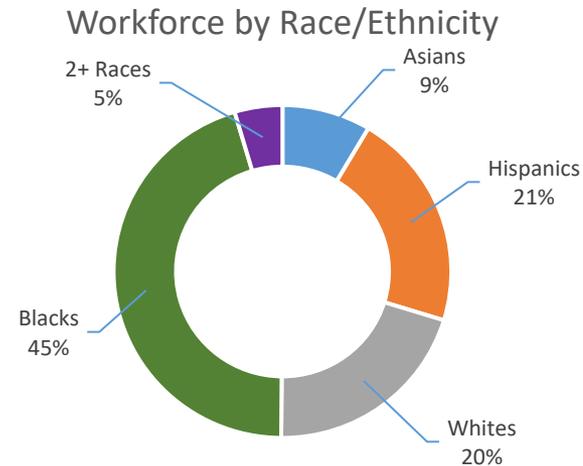
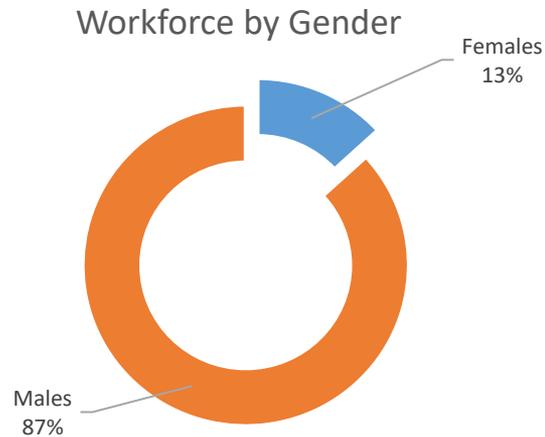
**Native Hawaiian Other Pacific Islander

*** Persons with Disabilities

Note: All percentages have been rounded up to the nearest whole number.



MTABC Workforce



MTABC workforce consists of 4,141 employees

- ❑ 13% females, 80% minorities, and 1% veterans.
- ❑ The percentage of females employed was unchanged when compared to 1Q19.
- ❑ The percentage of minorities has increased by 1% as it relates to race and ethnicity when compared to 1Q19.



Underutilization Analysis Overview

A utilization analysis was conducted to determine whether there is underutilization of females and minorities in its workforce. This analysis consists of comparing March 31, 2020 workforce percentages for females and minorities to 80 percent of the females and minorities available within the relevant labor market. Underutilization exists if the percentage of females or minorities in a job category is less than 80 percent of their expected estimated availability.

The following chart provide shaded/bolded areas that represent below 80 percent of the Census availability or underutilization: (1) the female and minority workforce percentages for this agency; (2) 80 percent of the females and minorities available for work based on the 2010 Census by job category; and (3) whether or not the estimated availability percentages were met for females and minorities within each of the job categories.

MTABC Underutilization Analysis

Master Page # 195 of 202 - New York City Transit and Bus Committee Meeting 5/20/2020



JOB CATEGORY	Gender	BLACKS		HISPANIC		ASIANS		AI/AN*		NHOPI**		2+ RACES		WHITES	
		Est Avail	Actual %												
Officials & Administrators	F	5%	10%	2%	3%	2%	3%	0%	0%	0%	0%	1%	2%	15%	5%
	M	6%	16%	6%	11%	5%	10%	0%	0%	0%	0%	2%	4%		
Professionals	F	7%	17%	5%	11%	4%	9%	0%	0%	0%	0%	1%	2%	15%	7%
	M	5%	12%	4%	4%	7%	17%	0%	0%	0%	0%	1%	4%		
Technicians	F	5%	8%	11%	15%	0%	0%	0%	0%	0%	0%	0%	0%	32%	31%
	M	0%	0%	0%	0%	5%	8%	0%	0%	0%	0%	5%	8%		
Protective Services	F	9%	0%	4%	17%	1%	0%	0%	0%	0%	0%	0%	0%	3%	17%
	M	27%	50%	16%	17%	4%	0%	0%	0%	0%	0%	0%	0%		
Paraprofessionals	F	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	M	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
Administrative Support	F	7%	14%	5%	9%	1%	2%	0%	0%	0%	0%	1%	3%	6%	3%
	M	21%	19%	9%	3%	8%	14%	0%	0%	0%	0%	5%	10%		
Skilled Craft	F	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
	M	25%	34%	12%	15%	9%	12%	0%	0%	1%	1%	5%	7%		
Service Maintenance	F	7%	8%	5%	3%	0%	0%	0%	0%	0%	0%	0%	0%	5%	1%
	M	28%	43%	16%	20%	4%	7%	0%	0%	0%	0%	2%	3%		

*American Indian/Alaskan Native

**Native Hawaiian Other Pacific Islander

Note: Pursuant to FTA Circular 4704.1A, EEO requirements and guideline, *white males* have been excluded from the underutilization analysis. The shaded areas represent underutilization.

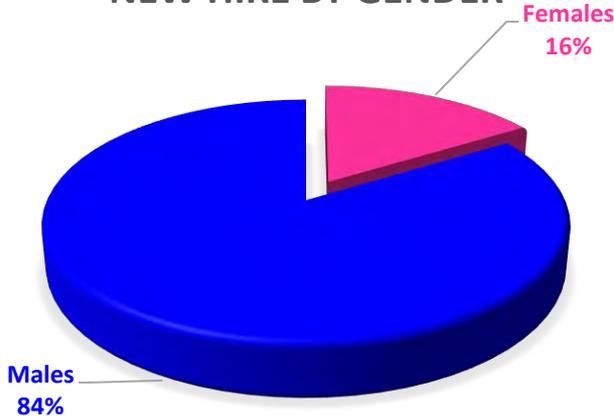
MTABC

New Hires and Veterans

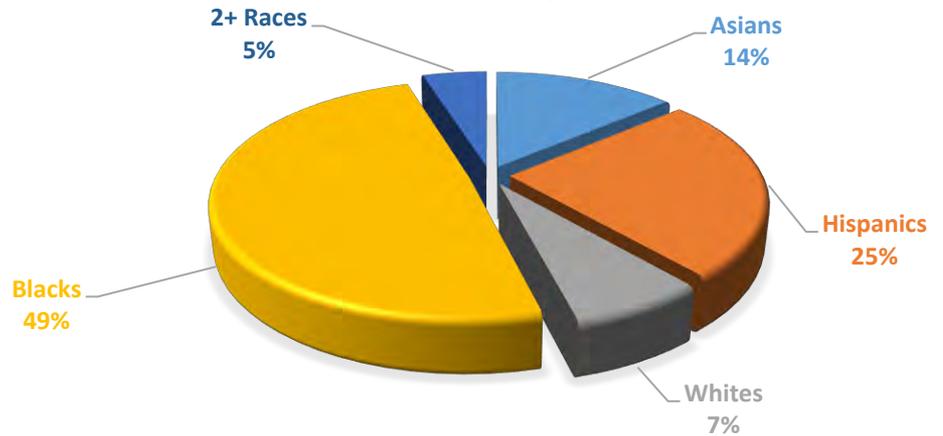
January 1, 2020 – March 31, 2019

MTABC New Hires and Veterans

NEW HIRE BY GENDER



NEW HIRE BY RACE/ETHNICITY



We hired 124 employees including 1 veterans

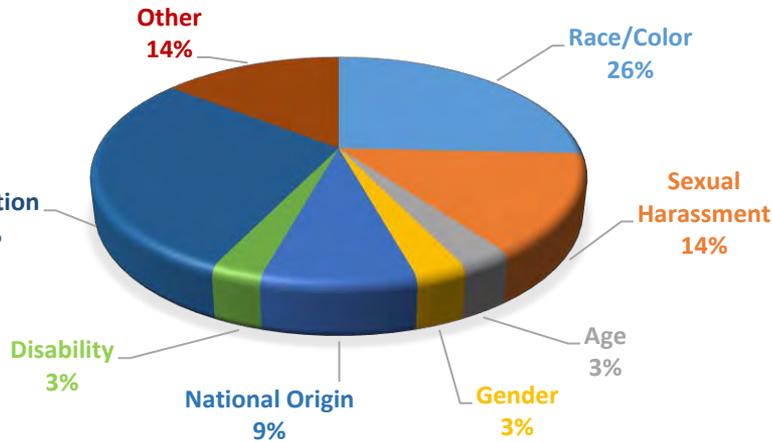
- ❑ 16% females of which 0% were female veterans.
- ❑ Female hires exceeded their current representation in the workforce.
- ❑ 93% minorities of which 1% were minority veterans.
- ❑ Minorities hires exceeded their current representation in the workforce.

MTABC

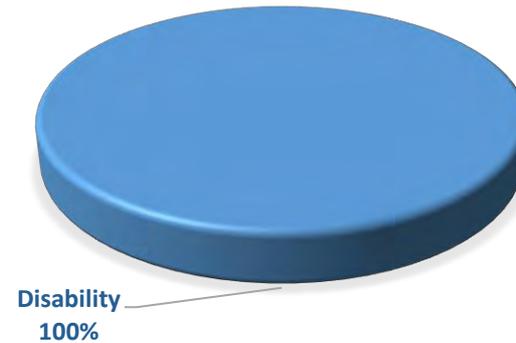
Complaints and Lawsuits **January 1, 2020 – December 31, 2020**

MTABC Internal/External EEO Complaints and Lawsuits

INTERNAL EEO COMPLAINTS



EXTERNAL EEO COMPLAINTS



MTABC handled 26 EEO complaints, citing 37 separate allegations, and 4 lawsuits.

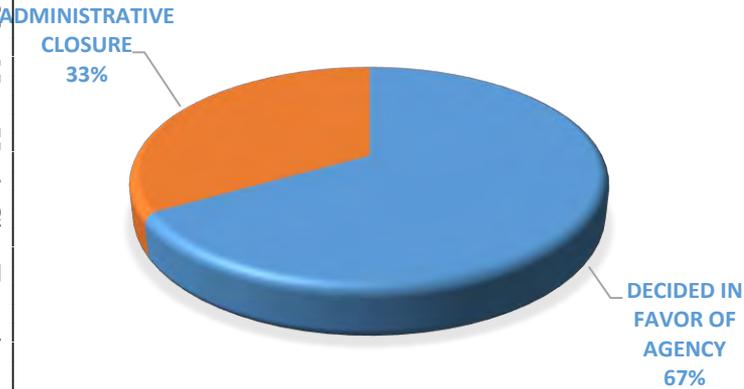
- ❑ 24 handled internal complaints.
- ❑ 2 handled external complaints.
- ❑ The most frequently cited basis internally was retaliation and externally was disability.

These charts include all pending matters as of the date of the report, including matters filed prior to the reporting period.

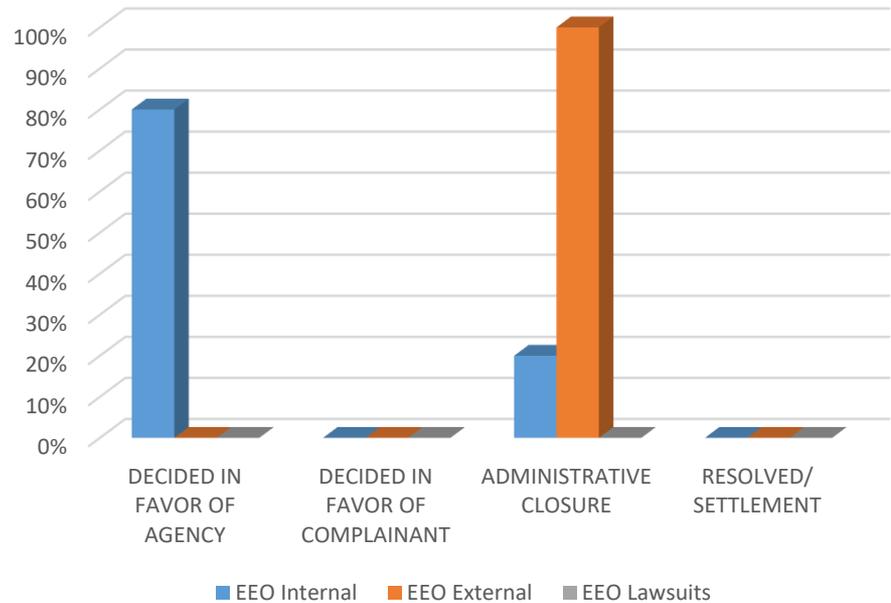
"Other" contains all EEO categories not otherwise specifically mentioned on the chart (i.e., Sexual Orientation, Military status, or Marital Status etc.).

MTABC EEO Complaints and Lawsuits Dispositions

OVERALL EEO COMPLAINTS AND LAWSUITS DISPOSITIONS



EEO COMPLAINTS AND LAWSUITS DISPOSITIONS

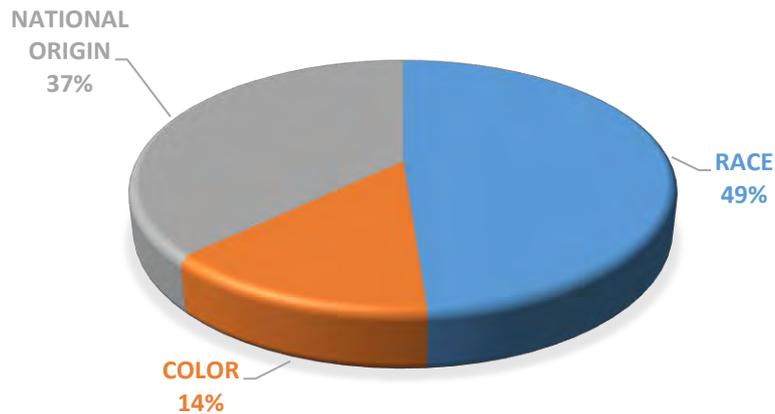


MTABC disposed 5 internal EEO complaints and 1 external EEO complaints.

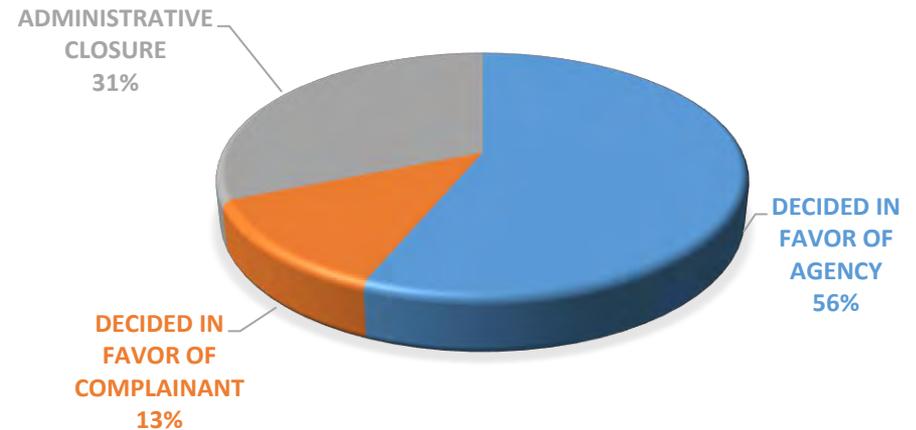
- 67% complaints decided in favor of the agency.
- 33% complaints were administratively closed.

MTABC Title VI Discrimination Complaints, Lawsuits and Dispositions

**TITLE VI
DISCRIMINATION COMPLAINTS**



TITLE VI DISPOSITIONS



MTABC handled 41 Title VI complaints, citing 43 separate allegations and no Title VI lawsuits. MTABC disposed of 16 complaints.

- ❑ 56% complaints/lawsuits decided in favor of the agency.
- ❑ 31% complaints/lawsuits were administrative closures.
- ❑ 13% complaints/lawsuits decided in favor of the complainant.



New York City Transit

Sarah Feinberg
Interim President
New York City Transit



Bus Company

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