



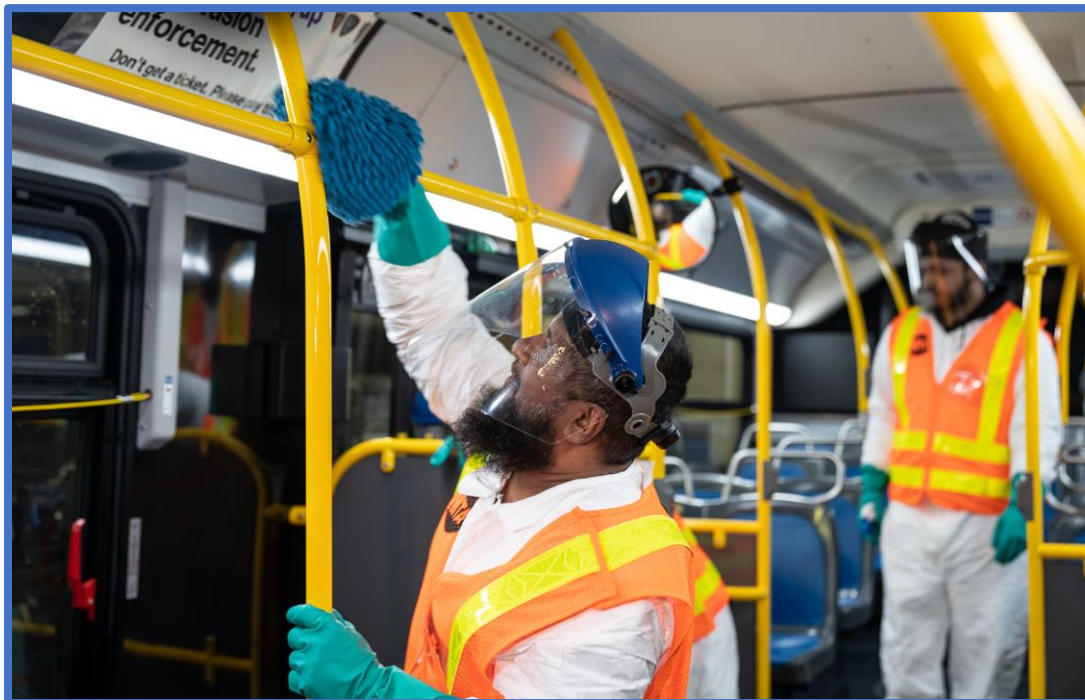
# Transit and Bus Committee Meeting

## March 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



MTA New York City Transit is sanitizing each of its stations and frequently used surfaces twice daily in response to the novel coronavirus (COVID-19). NYCT is also continuing its daily cleanings of rolling stock fleet with the full fleet of train cars and buses completed every 72 hours or less. The Access-A-Ride dedicated fleet is disinfected as well. To complement these efforts, NYCT has deployed public service announcements throughout the system and customer messaging displayed across more than 5,500 digital screens.

# **New York City Transit and Bus Committee Meeting**

**2 Broadway, 20th Floor**

**New York, NY 10004**

**Wednesday, 3/25/2020**

**10:00 AM - 5:00 PM ET**

## **1. PUBLIC COMMENT PERIOD**

## **2. SUMMARY OF ACTIONS**

*Summary of Actions - Page 4*

## **3. APPROVAL OF MINUTES – FEBRUARY 24, 2020**

*Committee Meeting Minutes - Page 5*

## **4. COMMITTEE WORK PLAN**

*Committee Work Plan - Page 13*

## **5. PRESIDENT'S REPORT**

### **a. Customer Service Report**

#### **i. Subway Report**

*Subway Report - Page 21*

#### **ii. NYCT, MTA Bus Report**

*NYCT, MTA Bus Report - Page 48*

#### **iii. Paratransit Report**

*Paratransit Report - Page 70*

#### **iv. Accessibility Update**

*Accessibility Update - Page 84*

#### **v. Strategy & Customer Experience**

*Strategy & Customer Experience Report - Page 86*

### **b. Safety Report**

*Safety Report - Page 92*

### **c. Crime Report**

*Crime Report - Page 97*

### **d. NYCT, SIR, MTA Bus Financial & Ridership Reports**

*NYCT, SIR, MTA Bus Financial and Ridership Reports - Page 103*

### **e. Capital Program Status Report**

*Capital Program Management Report - Page 152*

## **6. PROCUREMENTS**

*NYCT Procurement Cover, Staff Summary and Resolution - Page 159*

**a. Non-Competitive**

*NYCT Non-Competitive Actions - Page 164*

**b. Competitive (none)**

**c. Ratifications (none)**

**7. STANDARD FOLLOW UP REPORTS**

**a. Transit Recidivism Report, 4th Quarter 2019**

*Transit Recidivism Report, 4th Qtr 2019 - Page 167*

**b. Fare Evasion Report, 4th Quarter 2019**

*Fare Evasion Report, 4th Qtr 2019 - Page 169*

**8. OUTSTANDING BUSINESS (No Materials)**

**9. CONTACT INFORMATION**

*Contact Information - Page 171*

Transit and Bus Committee  
Summary of Actions

Responsible Department	Vendor Name	Total Amount	Summary of action
Procurement & Supply Chain	Siemens Mobility, Inc.	\$14,000,000	Mod to consultant contract for System software and enhancement support service for the PA/CIS Phase II System.

**Minutes of Regular Meeting**  
**Committee on Operations of the MTA New York City Transit Authority, Manhattan**  
**and Bronx Surface Transit Operating Authority,**  
**Staten Island Rapid Transit Operating Authority,**  
**Construction and Development Company and Bus Company**  
**February 24, 2020**

Meeting Held at:  
Metropolitan Transportation Authority  
Two Broadway  
New York, New York 10004  
10:00 AM

The following Members were present:

Hon. Lawrence Schwartz  
Hon. Andrew Albert  
Hon. Randolph Glucksman  
Hon. Rhonda Herman  
Hon. David Jones  
Hon. Linda Lacewell  
Hon. Robert Linn  
Hon. Susan Metzger  
Hon. John Samuelson

Also present were:

Mario Peloquin, Chief Operating Officer  
Anthony McCord, Chief Transformation Officer  
Joel Andrews, Vice President, EEO and Diversity  
Craig Cipriano, Acting President, MTA Bus Company/Senior Vice President, NYCT  
Department of Buses  
Janno Lieber, Chief Development Officer  
Michael Cosgrove, Vice President, Paratransit  
Vincent Coogan, Chief, NYPD Transit Bureau  
Robert Diehl, Senior Vice President, Safety and Security Department  
Alex Elegudin, Senior Advisor for Systemwide Accessibility  
David Farber, General Counsel  
Gwen Harleston, Deputy Director of Compliance, MTA Bus  
Patricia Lodge, Vice President, Human Resources  
Frank Jezycki, Executive Vice President and Chief Operating Officer, Subways  
Robert Lai, Assistant Chief Officer, MTA Bus  
Sally Librera, Senior Vice President, Subways  
Judith McClain, Chief, Operations Planning  
Sarah Meyer, Senior Vice President and Chief Customer Officer, Strategy and  
Customer Experience  
Kim Moore-Ward, Executive Vice President, Labor Relations  
Jaibala Patel, Chief Financial Officer, Office of Management and Budget  
Louis Montanti, Acting Senior Vice President, Procurement & Supply Chain  
Deborah Prato, Senior Vice President, Chief People Officer  
Alok Saha, Acting Senior Vice President, Capital Program Management

## **I. Member Schwartz Opens the Meeting**

Member Schwartz opened the meeting.

## **II. Minutes and Work Plan**

Upon motion duly made and seconded, the Committee conditionally approved the minutes of the January 21, 2020 meeting of the MTA New York City Transit Authority, Manhattan and Bronx Surface Transit Operating Authority, Staten Island Rapid Transit Operating Authority, Construction and Development Company and Bus Company with the correction specified by Committee Members.

## **III. Public Speakers**

There were six public speakers. A video recording of the meeting produced by the MTA and maintained in MTA records contains the content of speakers' statements.

## **IV. Agenda Items**

Chief Operating Officer Mario Peloquin delivered the President's Report.

### **A. Customer Service Operations Report**

Sally Librera, SVP of Subways, delivered the Subway Report.

Member Lacewell noted that the Subway Report was very encouraging and expressed that it would add a layer of richness to understand the performance targets. Ms. Librera advised that the target is on-time delivery compared to scheduled delivery, which is currently at 83 percent. The improved numbers in Ms. Librera's presentation show how fast each train line is running compared to the prior year. Those changes are correlated with increased speeds at critical points in the system that have resulted in a greater reduction in runtimes. Ms. Librera stated that there is another effort underway to assess opportunities for increased speeds to see additional runtime benefits. Ms. Librera noted that as the infrastructure assets and the response to incidents improve, additional benefits will be seen. Member Lacewell thanked Ms. Librera for her explanation and thanked all NYCT employees who are making these improvements happen.

Member Albert asked if the statistics for the A Division were better than those for the B Division because of the presence of Automatic Train Supervision (ATS). Ms. Librera responded that NYCT has focused on the operation of its dispatchers and eliminating holds during service runs. She noted that the A Division is more conducive to an easier rollout of these changes because there is full visibility compared to the B Division. The A Division also had scheduled holds programmed into ATS that were removed, which cannot be done at present for the B Division. Member Albert asked if CBTC was required for full visibility on the B Division. Ms. Librera advised that Ms. McClain's in-house team has developed a visualization tool for the B Division with existing data that is being implemented at the Rail Control Center and in towers that show where intervention is necessary and where trains can continue to move. Member Albert asked for the name of this visualization tool and when it would be implemented. Ms. McClain

stated that it is called subway visualization and is being rolled out at present with the next location planned at Columbus Circle.

Member Schwartz asked whether there is a maximum target to reduce delays. Ms. Librera noted that there is a maximum target but did not have a specific target. She noted that there will always be delays that are not preventable, such as sick customers or investigations, and is assessing the percentage of delays associated with those types of incidents. While those incidents are not within NYCT's control, Ms. Librera explained that NYCT can control the response to those incidents and can mitigate such delays with improved responses. Ms. Librera also advised that as NYCT continues to deliver runtime benefit, the schedule may be adjusted to reflect those shorter run times, which may cause a decrease to the on-time performance statistics. Ms. Librera noted there is a fair amount of art to scheduling.

Craig Cipriano, Acting President, MTA Bus Company/Senior Vice President, NYCT Department of Buses, delivered the Bus Report and the Paratransit Report.

Member Lacewell asked Mr. Cipriano to address the quality of customer service factors for paratransit service. Mr. Cipriano advised that the quality of paratransit service has improved exponentially over the last few years due to a number of initiatives implemented in 2017 including the E-Hail program, a new scheduling system, and additional trips provided by broker service. He indicated that the number of trips has increased by thirty percent from six to eight million trips while the number of customers has only slightly increased by two percent. He noted that all metrics were trending in the right direction. Member Lacewell stated that while the focus on cost savings is important, the customer service quality should also be highlighted. Member Linn stated that he had questions about the financing of paratransit, but would raise those at the Finance Committee meeting.

Alex Elegudin, Senior Advisor for Systemwide Accessibility, delivered the Accessibility Report.

Sarah Meyer, Senior Vice President and Chief Customer Officer, Strategy and Customer Experience, delivered the Strategy and Customer Experience Report.


Member Lacewell commended Ms. Meyer for the subway initiative to combat hate crimes and expressed that she supported another initiative for victims of sexual harassment or related crimes to ensure victims are aware of what to do in the event of an assault. She stated that victims need information on where to report assaults and the phone contact numbers to feel educated and empowered. Ms. Meyer advised that such an initiative was being developed and she hoped to have more information at the following month's Committee Meeting so that victims would have information on how to report crimes. Member Albert expressed congratulations on the extension of a free transfer to one of the last locations where lines crossed without a free transfer and noted it will assist the residents of East New York and Brownsville.

Robert Diehl, Senior Vice President, Safety and Security Department, delivered the Safety Report.

Chief Coogan, NYPD Transit Bureau, delivered the Crime Report.

Member Lacewell acknowledged the sacrifices made by police officers and their families while protecting the transit system. With respect to increased robberies, Member Lacewell asked how many were committed by new offenders versus repeat offenders. Chief Coogan stated he did not have the exact numbers available and Member Lacewell requested that Chief Coogan provide it prior to Wednesday's Board Meeting. Member Lacewell also asked where incidents of train graffiti are typically occurring. Chief Coogan noted that graffiti incidents are generally at layup locations. Member Lacewell stated that if out-of-service trains are subject to hours-long graffiti incidents, that raises other security concerns before the trains are placed into service for the riding public. Member Schwartz concurred and asked if there are other security issues at those locations. Chief Coogan agreed that it was a security concern if people are able to access trains in yards or tunnels. Mr. Diehl explained that the yards are protected by a patrolling anti-vandalism squad while the layup areas are under the purview of the NYPD. Chief Coogan advised that extra police officers were assigned to the Parsons Boulevard Station and made a graffiti arrest the prior Thursday. Member Schwartz asked whether graffiti incidents are worsening. Chief Coogan responded that graffiti incidents were down the prior year and in the 2020 calendar year, but they continue to be problematic.

Member Linn noted that January through March of 2019 were relatively low months for transit crimes, thereby creating issues with comparison to the 2020 calendar year. Member Linn explained that it is important to focus on the measures being taken to combat crime, such as what is being done in response to grand larceny, and to continue to have such discussions as the numbers are likely to continue increasing for transit crimes. Chief Coogan noted that the first quarter of a calendar year traditionally has lower crime numbers, but the crime numbers increased earlier in 2020. Ms. Librera added that there are different locations in the transit system where trains can be subject to graffiti and the number of significant graffiti hits has increased over the last ten years. She advised that there were significant improvements in 2019 compared to 2018 due to coordination efforts with the NYPD. Ms. Librera also explained that there is a distinction between graffiti incidents in train yards versus layup locations as the majority of incidents typically occur outside of the yards at layup locations that are under the jurisdiction of NYPD and are more challenging environments. In the next few weeks, additional initiatives and campaigns will be announced regarding graffiti prevention. Chief Coogan also noted that the increased numbers may be due to better reporting and that a sticker affixed to the train is counted as graffiti. Ms. Librera stated that graffiti is considered a serious issue and trains will not run with significant graffiti which causes an impact to service and costs customers, as well as diverting resources from other maintenance and repairs.

Member Albert noted an incident in which there was a diversion of service on the Culver line where  trains were not traveling south of Church Avenue and a train in a pocket track was graffitied. He expressed concern about unauthorized persons in the train yards with sufficient time to graffiti a train in a very elaborate manner. Mr. Diehl advised that the graffiti incident actually occurred at a layup location, not in the train yard, but the train was brought into the yard for cleaning. Once the train was brought to the yard,



notifications were made to the NYPD Vandal Squad, pictures were taken, and the investigation commenced.

Member Schwartz asked questions on behalf of Chair Feinberg who was not present at the Committee Meeting. He asked whether there were any particular locations or stations where transit crime had increased in the weeks prior to the Committee Meeting. Chief Coogan advised that robberies had increased in Brooklyn in Districts 32 and 33 and, in response, additional police officers were assigned to those locations. Since the redeployment of additional officers, crime subsided in those districts. Subsequently, there was an increase of crimes in Manhattan and additional police officers were deployed to locations there. Chief Coogan noted that there were 58 arrests among the 75 robbery incidents, which is a high percentage. Member Schwartz asked about several major crimes that had occurred in the Bronx in the days prior to the Committee Meeting. Chief Coogan explained that there was one incident on the 2 and 5 line at Intervale Avenue Station where a person was slashed. In response, an arrest was made. The perpetrator was released from jail and is due back in court on March 2, 2020. Another incident occurred at Cypress Avenue Station where a male was slashed in the face and the perpetrator was apprehended. That perpetrator is being held at Rikers Island on \$40,000 bail. Additionally, there was an incident on February 12 where a 19-year-old female was slashed in the face. That perpetrator had not yet been apprehended and Chief Coogan expressed that NYPD hopes to make an arrest shortly. Member Lacewell noted that Committee Members would like to be proactively briefed on incidents like these, instead of having to ask about related incidents, when Chief Coogan updates the Committee on criminal activity.

## **B. Financial Reports**

Jaibala Patel, Chief Financial Officer, Office of Management and Budget, delivered the NYCT, SIR and MTA Bus Finance Report.

Member Albert stated that he noted a 37.5 percent drop in weekend travel on the Staten Island Railway and asked whether there is an ongoing project affecting ridership. Ms. Librera advised that ridership is impacted by diversions of service on the weekends. Member Albert asked whether such work is complete and Ms. Librera responded that the work is ongoing.

Alok Saha, Acting Senior Vice President, delivered the Capital Program Report.

## **C. Procurements**

Louis Montanti, Acting Senior Vice President, Procurement & Supply Chain, introduced the procurement package representing NYCT procurements, comprised of four actions totaling an estimated \$9.4 million in expenditures. He highlighted the authorizing resolution to use the Request for Proposal process to procure new subway cars under the new Capital Program that would allow NYCT to consider factors other than price to determine which proposal offers the best overall value. Mr. Montanti explained that an RFP provides greater flexibility to negotiate contract terms and conditions that could potentially result in lower overall cost and an expedited delivery schedule.

Member Jones asked about the number of potential proposers for the purchase of new subway cars. Mr. Montanti advised that NYCT has four approved car builders and anticipates competition for the procurement. Member Albert noted that NYCT requested a small number of open gangway subway cars for the R211 procurement and that this procurement requests approval of a large number of open gangway cars without assessing their performance. Mr. Montanti noted that there is significant research as to how open gangway cars would perform and they have a high degree of confidence both from a performance and clearance perspective. He stated that this particular car class is less challenging than others. Member Albert asked when the test open gangway cars are scheduled to arrive. Mr. Montanti stated they will arrive in May of 2021 for a period of testing and positive results are anticipated. Ms. Librera added that simulation exams have been completed and, based on the results, they have a high degree of confidence that they will be operationally successful. The contract will build in the possibility for changes if necessary, but she believed this was the correct decision in light of the timing. Member Albert asked for clarification on operational success, which Ms. Librera explained meant the train moving properly through the tunnel. She noted that customers will adapt to open gangway cars in the system and NYCT will assess the effects on incidents, investigations, and capacity. Ms. Librera stated that she anticipates additional capacity with the open gangway cars because customers will be able to move easily, there will be less congestion around the doors, the doors will be wider to allow more customers to board, and similar elements to speed up dwell times. Member Linn stated that the open gangway technology appears to be the wave of the future, but expressed concern about their implementation and results on the NYCT system with NYCT passengers. He emphasized the importance of seeing open gangway cars in action to learn from those experiences.

Member Schwartz advised that he had requested that NYCT explore the concept of open gangway cars many years ago and, from his conversations with Ms. Librera, he feels confident there will be ample time to test the cars. He expressed that there is a high degree of confidence in their functionality and that they will have a tremendously positive impact on the system. Member Linn also expressed his support for open gangway cars, noting they are all over the world, and asked if there was a possibility that all cars delivered for the R211 contract could be open gangway cars. Mr. Montanti stated that options for the R211 contract can be exercised as open gangway cars. Member Glucksman stated that when the R40s were delivered many years ago, NYCT realized that the design was problematic which required modifications to the contract. He asked if there was a possibility of making design changes if needed. Mr. Montanti stated that the quantity and cut-in period is already set in the contract to maximize opportunity.

Member Lacewell asked whether the item would be voted on at the Committee or on Wednesday at the Board Meeting. Member Schwartz stated that the vote today was to move the item out of Committee. Member Lacewell proposed that the Committee not vote on the item and to bring it to the full Board without recommendation. Member Schwartz agreed and suggested that for all procurements, they can be brought without recommendation to allow time for Committee Members to receive answers to their questions, or setting aside the R262 item until March to resolve outstanding concerns. He stated that NYCT, under the direction of a new Chief Procurement Officer, needs to

improve its planning process to ensure that the procurement cycle is complete and the Committee has sufficient time to digest recommendations and ask questions prior to the known expiration dates of those contracts. He added that requests received shortly before the scheduled date of the Committee meeting are difficult to review and that the practice should be to provide all information on a procurement to Committee Members at least once month prior to the expiration date of the contracts to allow for appropriate due diligence before voting.

A motion was duly made and seconded to move all NYCT procurement items to the Board Meeting without recommendation, with all votes in favor (Schedules B,H, and K in the Agenda).

Janno Lieber, Chief Development Officer, MTA Construction & Development (MTA C&D), introduced a procurement item for the Livonia Avenue ADA Project. He noted this project is emblematic of the MTA C&D's direction forward as this is a design-build contract for which competitive proposals were received and heavily negotiated. Mr. Lieber advised that RFQ submissions for the 23 Stations ADA Project were due from Proposers that week and the next step for the Project would be the RFP. Mr. Lieber introduced Stephen Plochocci, who joined MTA C&D to ensure success with the execution of design build contracts, to present the procurement package.

Stephen Plochochi, Senior Vice President, introduced the MTA C&D procurement package, comprised of one action totaling an estimated \$53.9 million in expenditures for a design-build contract to Sonalta for accessibility upgrades at the Livonia Avenue Station. Mr. Plochochi stated that the contract was solicited as a two-step competitive RFP process and proposals were reviewed in accordance with the selection criteria. The selection committee unanimously recommended Sonalta for the award as it offered the best value and had the best technical proposal and best schedule at the lowest price.

Member Albert asked whether the new elevators will be incorporated into the all-enclosed connection. Mr. Plochochi advised that they would be incorporated. Member Albert asked whether service will be maintained in both directions during construction. Mr. Plochochi stated that there will be a required bypass on both sides. He noted that Sonalta proposed a reduction of two weeks to the bypass required for each side. Member Albert asked if a shuttle bus will be provided during the bypass. Mr. Plochochi stated that additional details will be provided at a later date.

A motion was duly made and seconded to move the MTA C&D procurement item, with all votes in favor (Schedule C in the Agenda).

## **V. Special Reports and Action Items**

Chief Operating Officer Peloquin noted the standard follow-up reports in the Committee Book, which include the Adopted Budget and Financial Plans for 2020-2023, one each for NYCT, SIR, and MTA Bus; the Annual ADA Compliance Report; the quarterly Elevator and Escalator Report; the quarterly Transit Adjudication Bureau Report; and the Year-End EEO & Diversity reports for NYCT and MTA Bus Company.

Mr. Cipriano presented a summary of the MTA Bus Company's EEO & Diversity Report. Joel Andrews, Vice President, EEO and Diversity, and Patricia Lodge, Vice President, Human Resources, presented a summary of NYCT's EEO & Diversity Report.

Member Lacewell commended the tremendous work for MWBE procurements, but stated that more female participation is required in the work force. She noted an increase of one percent in female employees is not sufficient and the importance of childcare and consistency of schedule to retain female employees. Member Lacewell also noted that while minorities make up a significant percentage of the workforce, diversity is required at all levels, including middle and upper level management, as organizations perform better when there is diversity in decision making and because a range of perspectives fosters creativity and innovation. Member Metzger noted that NYCT has a long history of innovative programs, but agreed with Member Lacewell regarding the need to hire additional women. She stated that Metro-North had performed a deep dive into this issue and recognized that it is both a hiring and retention issue at the Railroad. She emphasized the need to ensure that women who are well-prepared and trained stay at the MTA. Mr. Andrews agreed with those suggestions.

**VI.** Upon motion duly made and seconded, the meeting of the Committee was adjourned.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'Jessica Goldstein', with a stylized flourish at the end.

Jessica Goldstein



## 2020 Transit & Bus Committee Work Plan

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### I. RECURRING AGENDA ITEMS

Approval of Minutes  
 NYCT Committee Work Plan  
 Operations Performance Summary Presentation  
 (including Financial/Ridership, Capital Program  
 Status, Crime & Safety)  
 Procurements  
 Service Changes (if any)  
 Tariff Changes (if any)  
 Capital Budget Modifications (if any)  
 Action Items (if any)

#### Responsibility

Committee Chair & Members  
 Committee Chair & Members  
 NYCT President &  
 MTA Bus Co. President

Materiel  
 Operations Planning  
 Management & Budget  
 Capital Planning & Budget  
 As Listed

### II. SPECIFIC AGENDA ITEMS

#### March 2020

Transit Recidivism Report, 4th Qtr, 2019  
 Fare Evasion Report, 4th Qtr, 2019

Law  
 Management & Budget

#### April 2020

Final Review of NYCT 2019 Operating Results  
 Final Review of SIR 2019 Operating Results  
 Final Review of MTA Bus 2019 Operating Results  
 Quarterly Customer Satisfaction Report, 1st Qtr, 2020

Management & Budget  
 Management & Budget  
 Management & Budget  
 Strategy & Customer Experience

#### May 2020

NYCT & MTA Bus EEO & Diversity Report, 1st Qtr, 2020  
 Transit Adjudication Bureau Report, 1<sup>st</sup> Qtr, 2020

EEO & Human Resources  
 Law

#### June 2020

Transit Recidivism Report, 1<sup>st</sup> Qtr, 2020  
 Fare Evasion Report, 1<sup>st</sup> Qtr, 2020

Law  
 Management & Budget

#### July 2020

Quarterly Customer Satisfaction Report, 2<sup>nd</sup> Qtr 2020

Strategy & Customer Experience

#### August 2020

No Meetings Held

#### September 2020

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

Management & Budget  
 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 <sup>rd</sup> 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)**

### **MARCH 2020**

#### Transit Recidivism Report, 4th Qtr, 2019

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, 2019

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 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, 1<sup>st</sup> 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.

### **MAY 2020**

#### Transit Adjudication Bureau Report, 1<sup>st</sup> Qtr, 2020

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

### **JUNE 2020**

#### EEO & Diversity Report, 1<sup>st</sup> 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, 1<sup>st</sup> 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.



## **II. SPECIFIC AGENDA ITEMS (con't)**

### Fare Evasion Report, 1<sup>st</sup> 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, 2<sup>nd</sup> 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

### **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, 2<sup>nd</sup> 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, 2<sup>nd</sup> 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.

## **II. SPECIFIC AGENDA ITEMS (con't)**

### EEO & Diversity Report, 2<sup>nd</sup> 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, 2<sup>nd</sup> 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

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, 3<sup>rd</sup> 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

## **II. SPECIFIC AGENDA ITEMS (con't)**

documents will also include a monthly allocation of planned expenditures for 2021 by category.

### EEO & Diversity Report, 3<sup>rd</sup> 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, 3<sup>rd</sup> 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, 3<sup>rd</sup> 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**

### 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, 4<sup>th</sup> 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.

## **II. SPECIFIC AGENDA ITEMS (con't)**

### 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, 4<sup>th</sup> 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- 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.

## Customer Service Report: Subways

Sally Librera, Senior Vice President



NYCT said farewell to the R-42 car class on February 12 after more than 50 years of service with a ceremonial final run along the A line.

## March 2020 Highlights: Subways

The Department of Subways has been working diligently to keep our employees and customers safe and healthy through the COVID-19 health emergency. We have established new cleaning protocols that include sanitizing all of our stations twice a day, employee facilities at least daily, and our entire fleet of subway cars at least every 72 hours. Our network of digital screens and public address systems is being used to remind everyone to wash their hands, cover their coughs, and take other precautions to keep themselves and others healthy. This is a rapidly evolving situation, and the entire Subways team is engaged and ready to adjust as necessary.

Subways continued to produce strong performance results in February 2020. Once again, running time data, which measures end-to-end trip duration independent of the operating schedule, shows that every line systemwide ran faster during peak hours compared to one year ago. This measure demonstrates the effect of our focus on maintenance and operations clearly: the subway has undeniably gotten faster since last year.

Customer Journey Time Performance showed that more than 84% of customer trips were completed within 5 minutes of the expected time, remaining near a historic high for this metric. Additional Platform Time and Additional Train Time improved compared to both last February and last month, showing that customers are waiting for trains less time beyond the schedule and then spending less travel time beyond schedule once on-board.

There were only 33 weekday major incidents in February, a 31.3% improvement from last year, and among the fewest of any month since measurement of this metric began in 2015. Weekday on-time performance (OTP) reached 82.7%, the best of any February in eight years. February was the 18<sup>th</sup> consecutive month to meet our delay reduction target, as weekday delays decreased 27.4% year-over-year to the lowest of any month since April 2013.

Subway car mean distance between failures (MDBF) also continued to improve in February. MDBF for the past 12 months was up nearly 8% compared to one year ago, demonstrating how efforts to more frequently overhaul cars and focus on targeted fleet improvements are leading to greater reliability. Notably, MDBF improved on almost every new technology fleet (R142 and higher), which already outperformed our legacy fleets. Our newest fleet, the R179, is already outperforming the system average, and we expect it to continue to improve as the cars mature out of their warranty period. The rollout of new cars also allows us to retire our oldest and least reliable cars, including the R-42s, which made their ceremonial final run in February 2020.

Maintaining and building upon the performance improvements over the past two years takes constant attention and dedication from the entire Subways workforce, and I thank all of them for their continued efforts.

**Sally Librera**

Senior Vice President, Department of Subways

# Subway Report (Weekday & Full Month)

Subway Report Performance Indicators						
Performance Indicator	February 2020			12-Month Average		
	This Year	Last Year	% Change	This Year	Last Year	% Change
<b>Weekday Customer-Focused Metrics</b>						
<b>Weekday Major Incidents (Chart 1)</b> Unplanned incidents delaying 50+ trains	33	48	-31.3%	42.4	62.8	-32.5%
<b>Weekday Service Delivered (Chart 3)</b> % of scheduled trains operated Weekday rush hours (7-10a and 4-7p)	96.5%	96.2%	+0.3%	96.6%	95.4%	+1.3%
<b>Additional Platform Time (h:mm:ss) (Chart 7)</b> Average added time spent waiting for trains, compared with scheduled wait time	0:01:08	0:01:13	-6.8%	0:01:11	0:01:15	-5.3%
<b>Additional Train Time (h:mm:ss) (Chart 9)</b> Average additional unanticipated time spent onboard train compared to scheduled travel time	0:00:48	0:01:05	-26.2%	0:00:52	0:01:13	-28.8%
<b>Customer Journey Time Performance (Chart 11)</b> % of customers whose journeys are completed within five minutes of schedule.	84.2%	82.0%	+2.7%	83.9%	80.4%	+4.4%
<b>Inputs to Operations</b>						
<b>Mean Distance Between Failures (Chart 13)</b> Revenue car miles divided by the number of delays attributed to car-related causes	136,472	131,798	+3.5%	130,866	121,367	+7.8%
<b>Elevator Availability* (Chart 14)</b> % of time elevators are operational systemwide	96.1%	96.7%	-0.6%	96.2%	96.5%	-0.3%
<b>Escalator Availability* (Chart 14)</b> % of time escalators are operational systemwide	91.1%	93.7%	-2.8%	89.1%	93.6%	-4.8%
<b>Weekday Legacy Indicators</b>						
<b>Weekday Wait Assessment (Chart 15)</b>	74.7%	73.7%	+1.4%	75.1%	71.8%	+4.6%
<b>Weekday Terminal On-Time Performance (Chart 17)</b>	82.7%	76.3%	+8.4%	81.3%	69.8%	+16.5%
<b>Weekday Trains Delayed (Chart 19)</b>	26,930	37,119	-27.4%	32,451	53,001	-38.8%

\* 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.)

# Subway Report (Weekend)

Subway Report Performance Indicators						
Performance Indicator	February 2020			12-Month Average		
	This Year	Last Year	% Change	This Year	Last Year	% Change
<b>Weekend Customer-Focused Metrics</b>						
<b>Weekend Major Incidents (Chart 2)</b> Unplanned incidents delaying 50+ trains	4	3	+33.3%	4.3	7.3	-41.1%
<b>Weekend Service Delivered (Chart 5)</b> % of scheduled trains operated during Weekends (10a-6p)	97.8%	98.9%	-1.1%	98.4%	97.9%	+0.5%
<b>Weekend Legacy Indicators</b>						
<b>Weekend Wait Assessment (Chart 16)</b>	82.8%	81.3%	+1.8%	82.3%	79.3%	+3.8%
<b>Weekend Terminal On-Time Performance (Chart 18)</b>	87.5%	79.9%	+9.5%	84.8%	73.2%	+15.8%
<b>Weekend Trains Delayed (Chart 20)</b>	6,926	9,506	-27.1%	7,747	13,754	-43.7%

# Subway Report (Staten Island Railway)

Subway Report Performance Indicators						
Performance Indicator	February 2020			12-Month Average		
	This Year	Last Year	% Change	This Year	Last Year	% Change
<b>On-Time Performance</b>						
<b>24 Hour On-Time Performance</b> % of scheduled trains arriving within six minutes of their scheduled arrival time during a 24-hour period	98.4%	97.8%	+0.6%	95.8%	95.4%	+0.4%
<b>AM Rush On-Time Performance</b> % of scheduled trains arriving within six minutes of their scheduled arrival time	99.2%	98.6%	+0.6%	97.9%	96.4%	+1.6%
<b>PM Rush On-Time Performance</b> % of scheduled trains arriving within six minutes of their scheduled arrival time	99.0%	98.2%	+0.8%	93.9%	94.7%	-0.8%
<b>Percentage of Completed Trips</b>						
<b>Percentage of Completed Trips</b>	99.9%	99.8%	+0.1%	99.7%	99.6%	+0.1%
<b>Mean Distance Between Failures</b>						
<b>Mean Distance Between Failures</b> Revenue car miles divided by the number of delays attributed to car-related causes	95,048	95,720	-0.7%	70,417	81,632	-13.7%

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



# 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.

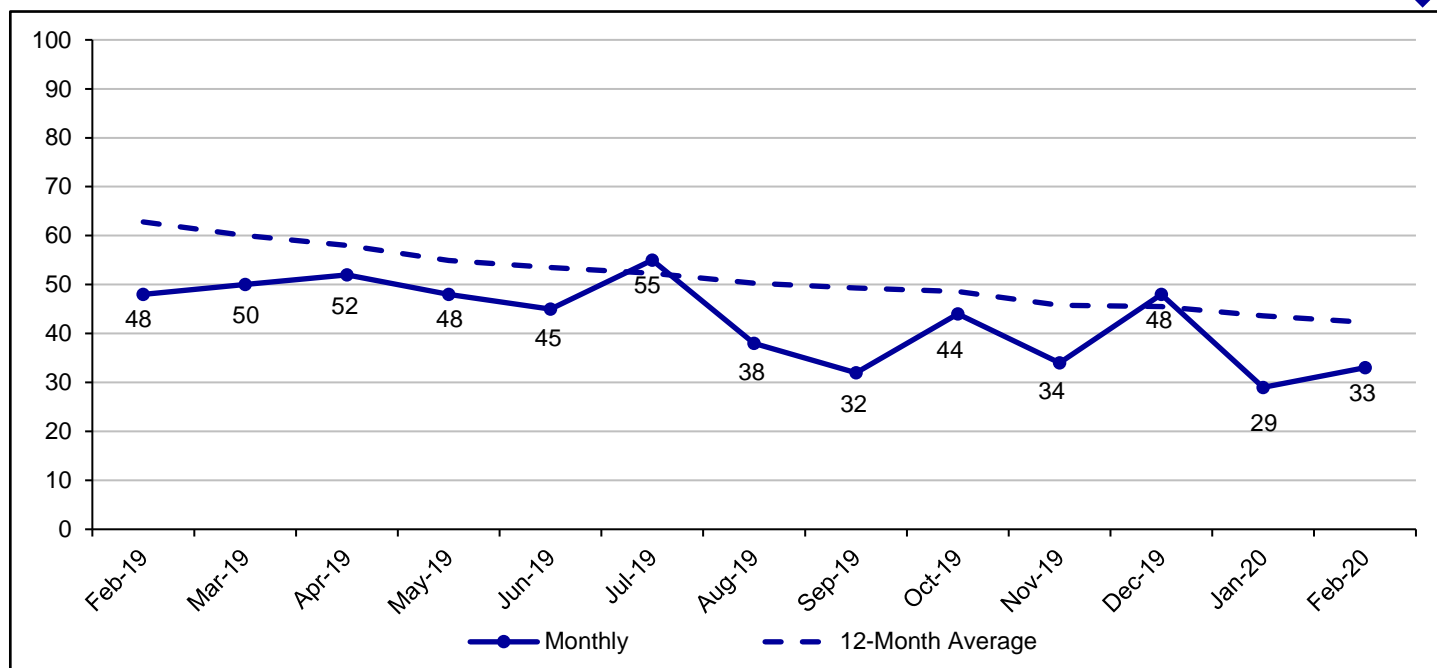
### Customer Journey Time Performance (CJTP)

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.

## Subway Weekday Major Incidents (24 hours)

Desired trend ↓



Categories	Monthly			12-Month Average		
	Feb 20	Feb 19	% Change	Feb 20	Feb 19	% Change
Track	4	5	-20.0%	6.6	10.5	-37.1%
Signals	11	19	-42.1%	13.9	21.3	-34.7%
Persons on Trackbed/Police/Medical	11	12	-8.3%	10.8	12.5	-13.6%
Stations & Structures	1	4	-75.0%	1.5	4.8	-68.8%
Subway Car	2	3	-33.3%	3.7	4.4	-15.9%
Other	4	5	-20.0%	5.9	9.3	-36.6%
<b>Subdivision A</b>	<b>16</b>	<b>22</b>	<b>-27.3%</b>	<b>19.8</b>	<b>28.8</b>	<b>-31.3%</b>
<b>Subdivision B</b>	<b>17</b>	<b>26</b>	<b>-34.6%</b>	<b>22.5</b>	<b>33.9</b>	<b>-33.6%</b>
<b>Systemwide</b>	<b>33</b>	<b>48</b>	<b>-31.3%</b>	<b>42.4</b>	<b>62.8</b>	<b>-32.5%</b>
Avg Incident Duration (h:mm:ss)	0:31:30	0:15:24	+104.5%	0:18:36	0:16:29	+12.8%
Avg Trains Delayed per Incident	100	106	-5.7%	106	105	+1.0%

### Major Incidents Discussion

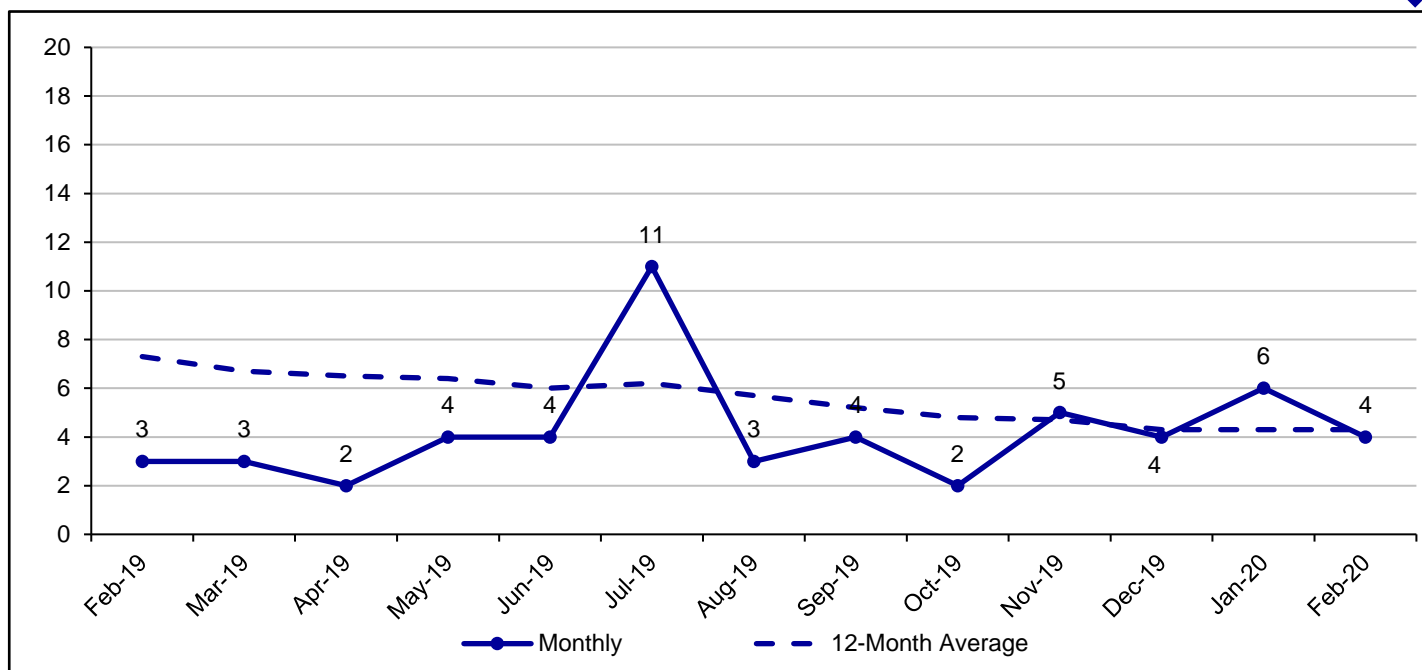
- There were only 33 weekday major incidents in January, a 31.3% improvement from last year, and among the fewest of any month since measurement of this metric began in 2015.
- There were 15 fewer major incidents in February 2020 than in February 2019.
- Every category had fewer major incidents in February 2020 as compared to February 2019.

**Chart 1**

The metrics in this report are preliminary.

## Subway Weekend Major Incidents (24 hours)

Desired trend ↓



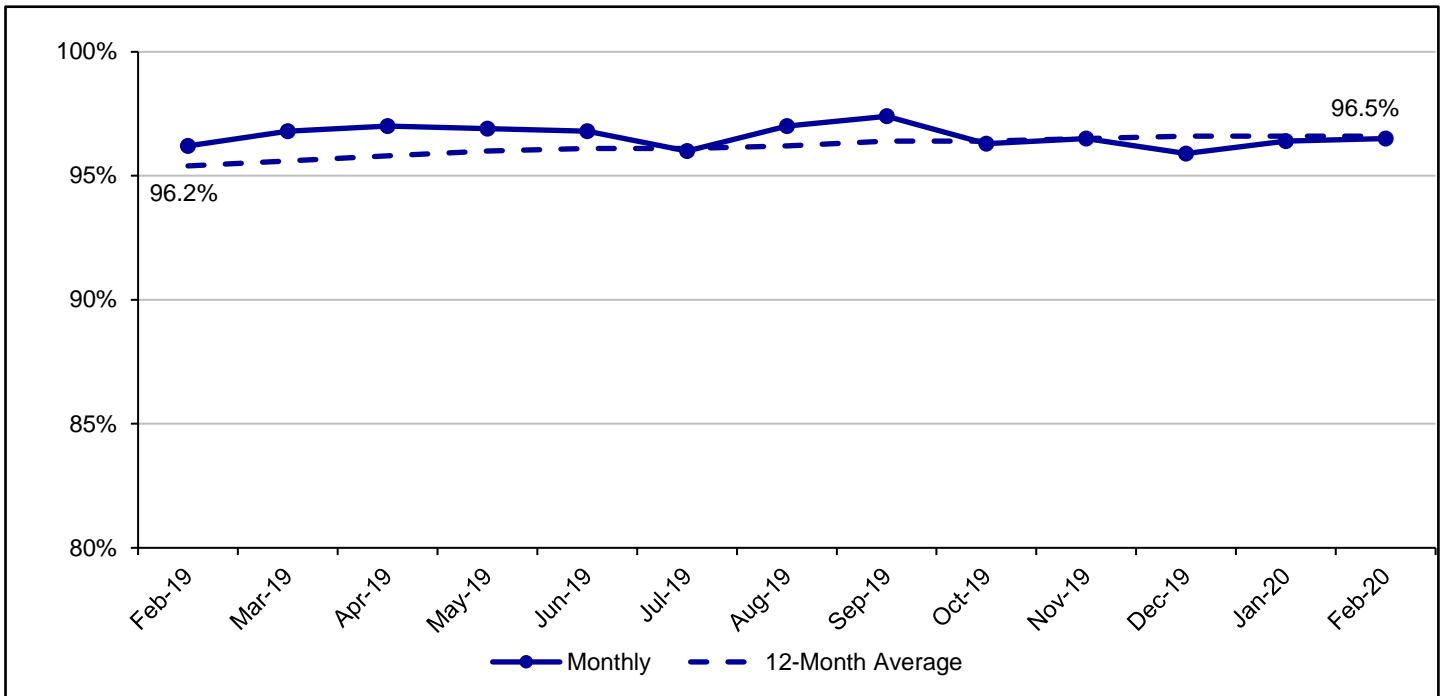
Categories	Monthly			12-Month Average		
	Feb 20	Feb 19	% Change	Feb 20	Feb 19	% Change
Track	1	1	0.0%	0.3	1.3	-76.9%
Signals	1	0	N/A	0.8	2.1	-61.9%
Persons on Trackbed/Police/Medical	1	2	-50.0%	1.1	1.3	-15.4%
Stations & Structure	0	0	N/A	0.1	1.3	-92.3%
Subway Car	0	0	N/A	0.2	0.2	0.0%
Other	1	0	N/A	1.9	1.1	+72.7%
<b>Subdivision A</b>	<b>2</b>	<b>3</b>	<b>-33.3%</b>	<b>1.9</b>	<b>3.1</b>	<b>-38.7%</b>
<b>Subdivision B</b>	<b>2</b>	<b>0</b>	<b>0.0%</b>	<b>2.4</b>	<b>4.2</b>	<b>-42.9%</b>
<b>Systemwide</b>	<b>4</b>	<b>3</b>	<b>+33.3%</b>	<b>4.3</b>	<b>7.3</b>	<b>-41.1%</b>
Avg Incident Duration (h:mm:ss)	0:07:30	0:11:00	-31.8%	0:24:54	0:16:53	+47.4%
Avg Trains Delayed per Incident	63	72	-12.5%	105	86	+22.1%

### Major Incidents Discussion

- There were 4 weekend major incidents in February 2020, in line with the average of one per weekend over the past 12 months.
- The average incident duration improved 31.8%, and the average trains delayed per incident decreased by 12.5%.

## Subway Weekday % Service Delivered (Peak Hours)

Desired trend



	Monthly			12-Month Average		
	Feb 20	Feb 19	% Change	Feb 20	Feb 19	% Change
<b>Subdivision A</b>	97.0%	96.2%	+0.8%	96.4%	94.1%	+2.4%
<b>Subdivision B</b>	96.1%	96.3%	-0.2%	96.8%	96.3%	+0.5%
<b>Systemwide</b>	<b>96.5%</b>	<b>96.2%</b>	<b>+0.3%</b>	<b>96.6%</b>	<b>95.4%</b>	<b>+1.3%</b>

### Weekday Service Delivered Discussion

- Weekday Service Delivered in February 2020 improved by 0.3% compared to last February, and the 12-month average improved by 1.3%.
- The largest improvements in Service Delivered were on the 2, 4 and 7 lines.

**Subway Weekday % Service Delivered**  
**Monthly**  
**(Peak Hours)**

Desired trend 

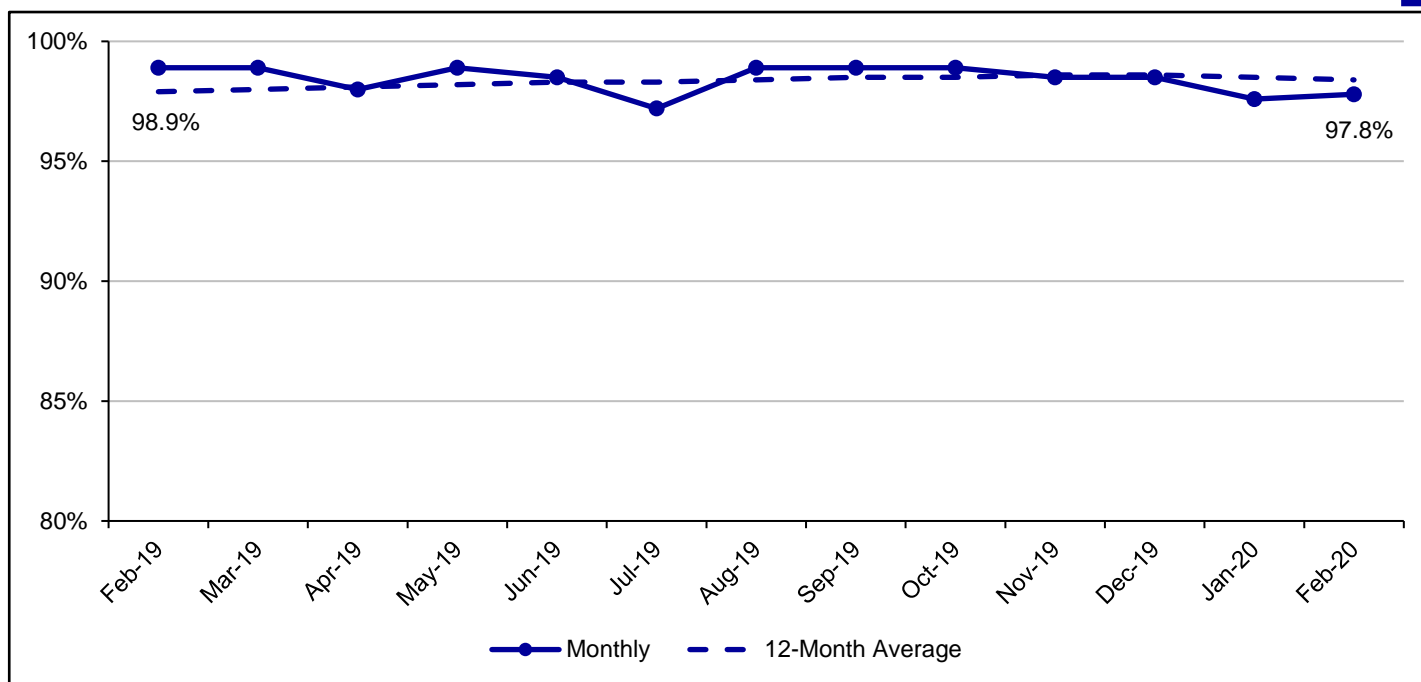
<u>Line</u>	<u>Feb 20</u>	<u>Feb 19</u>	<u>% Change</u>
1	99.2%	97.7%	+1.5%
2	98.3%	96.7%	+1.7%
3	98.5%	98.5%	0.0%
4	95.1%	92.6%	+2.7%
5	94.9%	94.0%	+1.0%
6	95.6%	94.3%	+1.4%
7	97.8%	96.2%	+1.7%
S 42nd	98.2%	99.9%	-1.7%
<b>Subdivision A</b>	<b>97.0%</b>	<b>96.2%</b>	<b>+0.8%</b>
A	94.7%	95.2%	-0.5%
B	94.7%	96.7%	-2.1%
C	95.9%	96.3%	-0.4%
D	96.8%	96.9%	-0.1%
E	96.1%	95.3%	+0.8%
F	97.2%	95.7%	+1.6%
S Fkn	98.8%	99.9%	-1.1%
G	96.8%	102.2%	-5.3%
S Rock	100.2%	99.5%	+0.7%
JZ	97.7%	98.9%	-1.2%
L	96.8%	96.1%	+0.7%
M	95.0%	94.3%	+0.7%
N	95.1%	95.1%	0.0%
Q	96.7%	96.5%	+0.2%
R	94.9%	96.5%	-1.7%
W	93.9%	93.7%	+0.2%
<b>Subdivision B</b>	<b>96.1%</b>	<b>96.3%</b>	<b>-0.2%</b>
<b>Systemwide</b>	<b>96.5%</b>	<b>96.2%</b>	<b>+0.3%</b>

**Chart 4**

The metrics in this report are preliminary.

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

*Desired trend*



	Monthly			12-Month Average		
	Feb 20	Feb 19	% Change	Feb 20	Feb 19	% Change
<b>Subdivision A</b>	97.8%	98.5%	-0.7%	98.2%	97.1%	+1.1%
<b>Subdivision B</b>	97.8%	99.1%	-1.3%	98.5%	98.4%	+0.1%
<b>Systemwide</b>	<b>97.8%</b>	<b>98.9%</b>	<b>-1.1%</b>	<b>98.4%</b>	<b>97.9%</b>	<b>+0.5%</b>

### Weekend Service Delivered Discussion

- Weekend Service Delivered decreased 1.1% from February 2019 to February 2020, but the 12-month average increased 0.5%.

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

Desired trend 

<u>Line</u>	<u>Feb 20</u>	<u>Feb 19</u>	<u>% Change</u>
1	99.3%	99.0%	+0.3%
2	96.6%	96.9%	-0.3%
3	99.5%	98.4%	+1.1%
4	96.2%	98.8%	-2.6%
5	98.4%	99.2%	-0.8%
6	98.2%	96.5%	+1.8%
7	98.3%	100.0%	-1.7%
S 42nd	98.0%	99.8%	-1.8%
<b>Subdivision A</b>	<b>97.8%</b>	<b>98.5%</b>	<b>-0.7%</b>
A	97.5%	99.6%	-2.1%
C	95.9%	98.2%	-2.3%
D	97.4%	99.0%	-1.6%
E	99.7%	98.3%	+1.4%
F	96.4%	97.7%	-1.3%
S Fkln	99.1%	99.6%	-0.5%
G	98.2%	99.8%	-1.6%
S Rock	100.6%	99.6%	+1.0%
JZ	98.3%	99.1%	-0.8%
L	99.2%	0.0%	N/A
M	97.8%	N/A	N/A
N	99.1%	99.7%	-0.6%
Q	96.5%	100.0%	-3.5%
R	98.4%	99.9%	-1.5%
<b>Subdivision B</b>	<b>97.8%</b>	<b>99.1%</b>	<b>-1.3%</b>
<b>Systemwide</b>	<b>97.8%</b>	<b>98.9%</b>	<b>-1.1%</b>

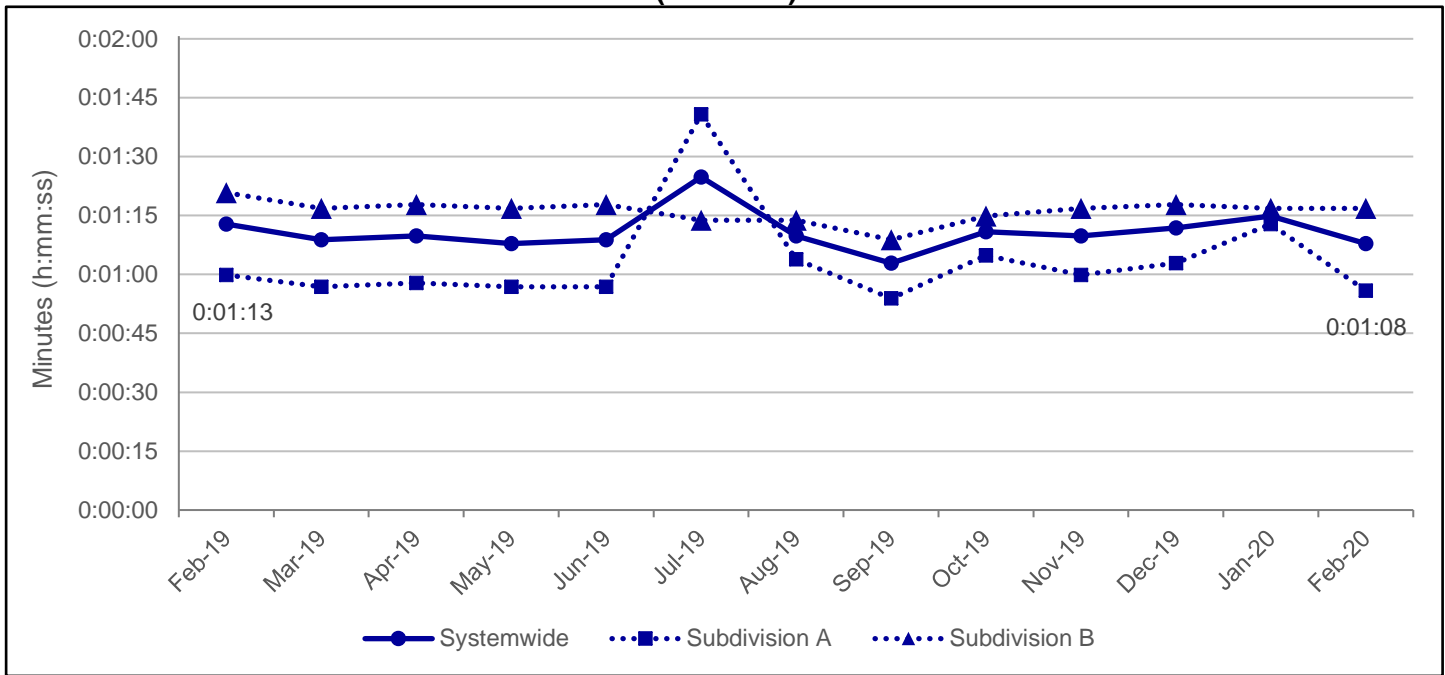
Note: B and W lines do not operate on weekends.

Chart 6

The metrics in this report are preliminary.

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

*Desired trend* ↓



	Monthly			12-Month Average		
	Feb 20	Feb 19	% Change	Feb 20	Feb 19	% Change
<b>Subdivision A</b>	0:00:56	0:01:00	-6.7%	0:01:04	0:01:04	0.0%
<b>Subdivision B</b>	0:01:17	0:01:21	-4.9%	0:01:16	0:01:23	-8.4%
<b>Systemwide</b>	<b>0:01:08</b>	<b>0:01:13</b>	<b>-6.8%</b>	<b>0:01:11</b>	<b>0:01:15</b>	<b>-5.3%</b>

### Additional Platform Time Discussion

- Weekday Additional Platform Time (APT) in February 2020 improved by 5 seconds as compared to February 2019.
- APT improved on 15 lines and none of the worsened lines saw increased APT of more than 8 seconds.

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.



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

*Desired trend*



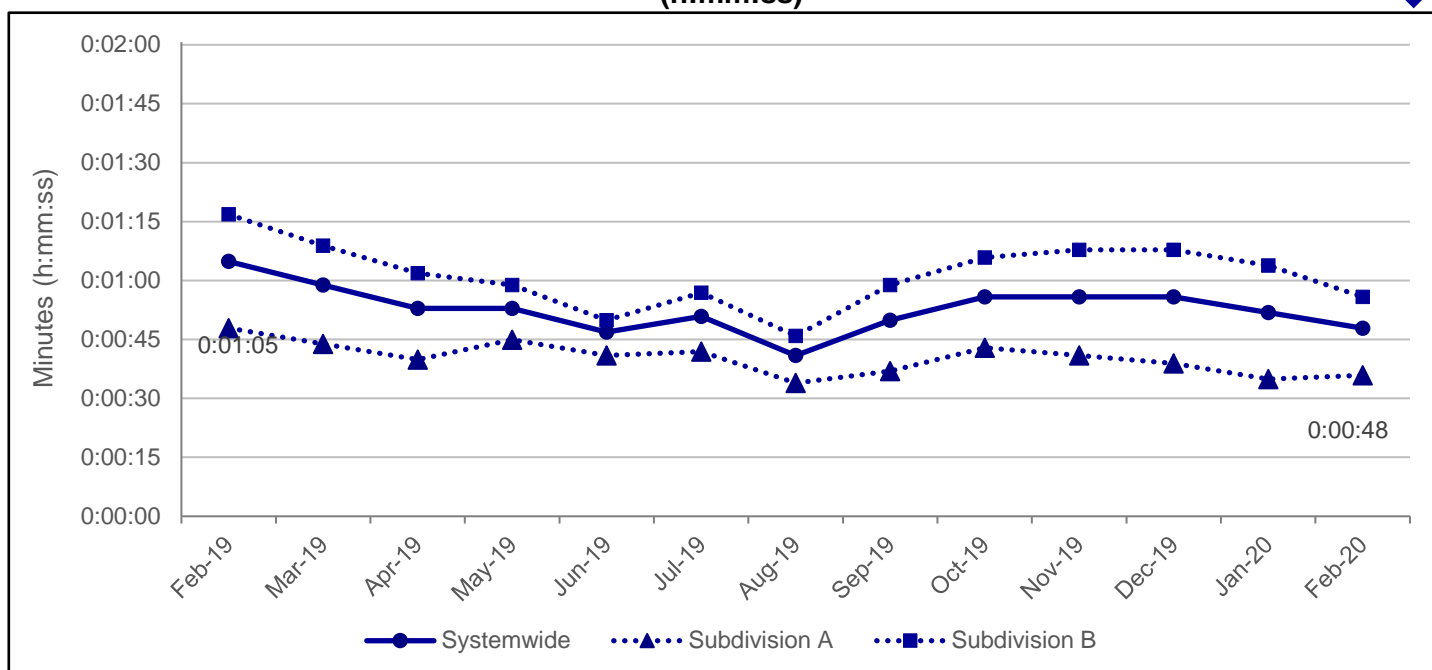
<u>Line</u>	<u>Feb 20</u>	<u>Feb 19</u>	<u>% Change</u>
1	0:00:56	0:00:52	+7.7%
2	0:01:03	0:01:16	-17.1%
3	0:00:54	0:00:50	+8.0%
4	0:00:54	0:00:58	-6.9%
5	0:01:04	0:01:15	-14.7%
6	0:01:00	0:01:00	0.0%
7	0:00:50	0:01:01	-18.0%
S 42nd	0:00:27	0:00:20	+35.0%
<b>Subdivision A</b>	<b>0:00:56</b>	<b>0:01:00</b>	<b>-6.7%</b>
A	0:01:07	0:01:11	-5.6%
B	0:01:32	0:01:51	-17.1%
C	0:01:38	0:01:41	-3.0%
D	0:01:31	0:01:35	-4.2%
E	0:01:00	0:01:05	-7.7%
F	0:01:11	0:01:21	-12.3%
S Fkln	0:00:31	0:00:25	+24.0%
G	0:01:17	0:01:15	+2.7%
S Rock	0:00:16	0:00:37	-56.8%
JZ	0:01:08	0:01:20	-15.0%
L	0:01:10	0:01:21	-13.6%
M	0:01:38	0:01:41	-3.0%
N	0:01:20	0:01:12	+11.1%
Q	0:01:16	0:01:24	-9.5%
R	0:01:22	0:01:17	+6.5%
W	0:00:56	0:00:49	+14.3%
<b>Subdivision B</b>	<b>0:01:17</b>	<b>0:01:21</b>	<b>-4.9%</b>
<b>Systemwide</b>	<b>0:01:08</b>	<b>0:01:13</b>	<b>-6.8%</b>

**Chart 8**

The metrics in this report are preliminary.

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

Desired trend



	Monthly			12-Month Average		
	Feb 20	Feb 19	% Change	Feb 20	Feb 19	% Change
<b>Subdivision A</b>	0:00:36	0:00:48	-25.0%	0:00:40	0:01:04	-37.5%
<b>Subdivision B</b>	0:00:56	0:01:17	-27.3%	0:01:00	0:01:20	-25.0%
<b>Systemwide</b>	<b>0:00:48</b>	<b>0:01:05</b>	<b>-26.2%</b>	<b>0:00:52</b>	<b>0:01:13</b>	<b>-28.8%</b>

### Additional Train Time Discussion

- February 2020 Additional Train Time (ATT) improved by 17 seconds compared to February 2019.
- ATT improved on the majority of lines in the system, reflecting continued efforts to improve speeds.
- The largest absolute decreases in ATT were on the B Division.

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.

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

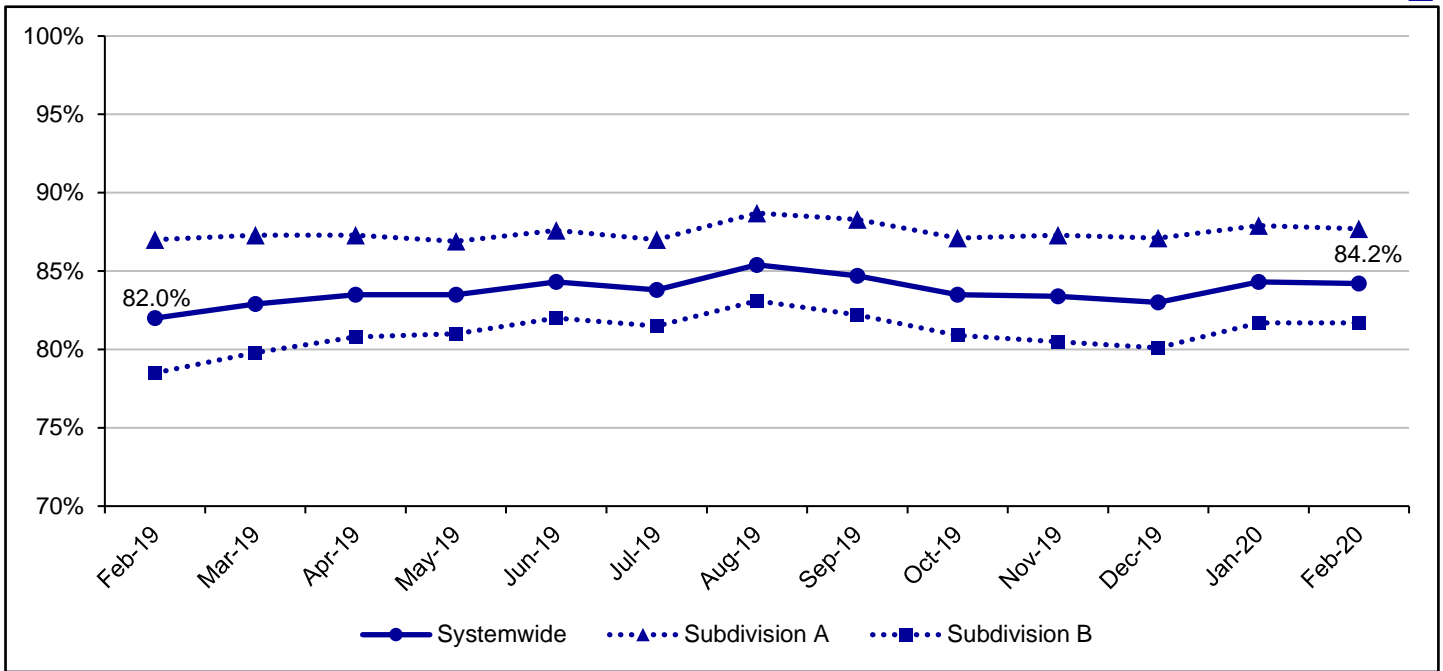
*Desired trend*



<u>Line</u>	<u>Feb 20</u>	<u>Feb 19</u>	<u>% Change</u>
1	0:00:48	0:00:57	-15.8%
2	0:00:22	0:00:44	-50.0%
3	0:00:16	0:00:28	-42.9%
4	0:00:32	0:00:55	-41.8%
5	0:00:29	0:00:50	-42.0%
6	0:00:50	0:00:57	-12.3%
7	0:00:35	0:00:39	-10.3%
S 42nd	0:00:26	0:00:26	0.0%
<b>Subdivision A</b>	<b>0:00:36</b>	<b>0:00:48</b>	<b>-25.0%</b>
A	0:01:07	0:01:44	-35.6%
B	0:01:31	0:01:56	-21.6%
C	0:00:53	0:01:11	-25.4%
D	0:01:10	0:01:49	-35.8%
E	0:00:42	0:00:50	-16.0%
F	0:00:36	0:01:16	-52.6%
S Fkln	0:00:36	0:00:38	-5.3%
G	0:00:58	0:00:56	+3.6%
S Rock	0:00:05	0:00:19	-73.7%
JZ	0:01:31	0:01:59	-23.5%
L	0:00:06	0:00:43	-86.0%
M	0:00:44	0:01:13	-39.7%
N	0:01:36	0:01:19	+21.5%
Q	0:01:17	0:01:31	-15.4%
R	0:00:40	0:00:50	-20.0%
W	0:00:45	0:00:47	-4.3%
<b>Subdivision B</b>	<b>0:00:56</b>	<b>0:01:17</b>	<b>-27.3%</b>
<b>Systemwide</b>	<b>0:00:48</b>	<b>0:01:05</b>	<b>-26.2%</b>

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

Desired trend




	Monthly			12-Month Average		
	Feb 20	Feb 19	% Change	Feb 20	Feb 19	% Change
<b>Subdivision A</b>	87.7%	87.0%	+0.8%	87.5%	84.5%	+3.6%
<b>Subdivision B</b>	81.7%	78.5%	+4.1%	81.3%	77.5%	+4.9%
<b>Systemwide</b>	<b>84.2%</b>	<b>82.0%</b>	<b>+2.7%</b>	<b>83.9%</b>	<b>80.4%</b>	<b>+4.4%</b>

### Weekday Customer Journey Time Performance Discussion

- Customer Journey Time Performance (CJTP) in February 2020 increased 2.7% from February 2019.
- CJTP improved on 20 lines.

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

*Desired trend* 

<u>Line</u>	<u>Feb 20</u>	<u>Feb 19</u>	<u>% Change</u>
1	88.2%	88.7%	-0.6%
2	86.0%	85.2%	+0.9%
3	89.5%	89.3%	+0.2%
4	85.3%	84.7%	+0.7%
5	85.6%	84.2%	+1.7%
6	87.6%	86.6%	+1.2%
7	89.1%	87.3%	+2.1%
S 42nd	99.0%	99.8%	-0.8%
<b>Subdivision A</b>	<b>87.7%</b>	<b>87.0%</b>	<b>+0.8%</b>
A	81.0%	75.8%	+6.9%
B	76.1%	71.3%	+6.7%
C	79.7%	75.6%	+5.4%
D	78.1%	71.9%	+8.6%
E	84.9%	83.5%	+1.7%
F	83.6%	77.6%	+7.7%
S Fkn	96.1%	94.6%	+1.6%
G	82.3%	82.9%	-0.7%
S Rock	94.1%	91.6%	+2.7%
JZ	78.8%	70.7%	+11.5%
L	90.9%	88.3%	+2.9%
M	81.2%	76.7%	+5.9%
N	77.0%	76.7%	+0.4%
Q	78.8%	78.0%	+1.0%
R	82.4%	82.5%	-0.1%
W	87.4%	87.0%	+0.5%
<b>Subdivision B</b>	<b>81.7%</b>	<b>78.5%</b>	<b>+4.1%</b>
<b>Systemwide</b>	<b>84.2%</b>	<b>82.0%</b>	<b>+2.7%</b>

**Chart 12**

The metrics in this report are preliminary.

## 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)

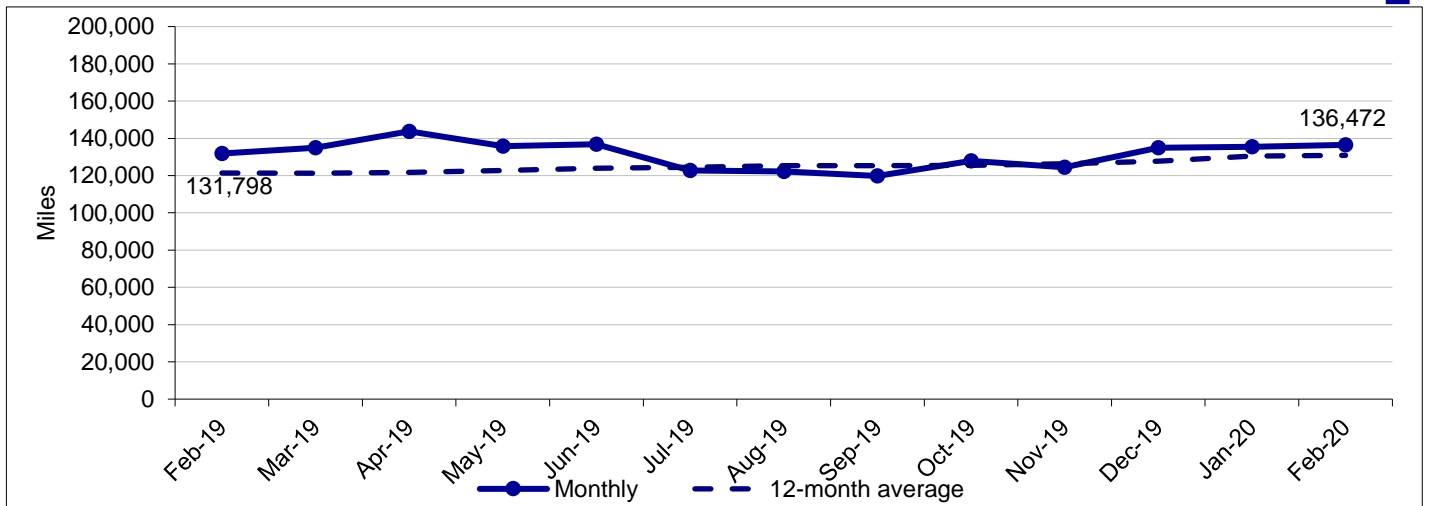
Subway MDBF is a measure of car fleet reliability. It is calculated as revenue car miles divided by the number of delay incidents attributed to car-related causes.

#### 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.

## Subway Mean Distance Between Failures

Desired trend



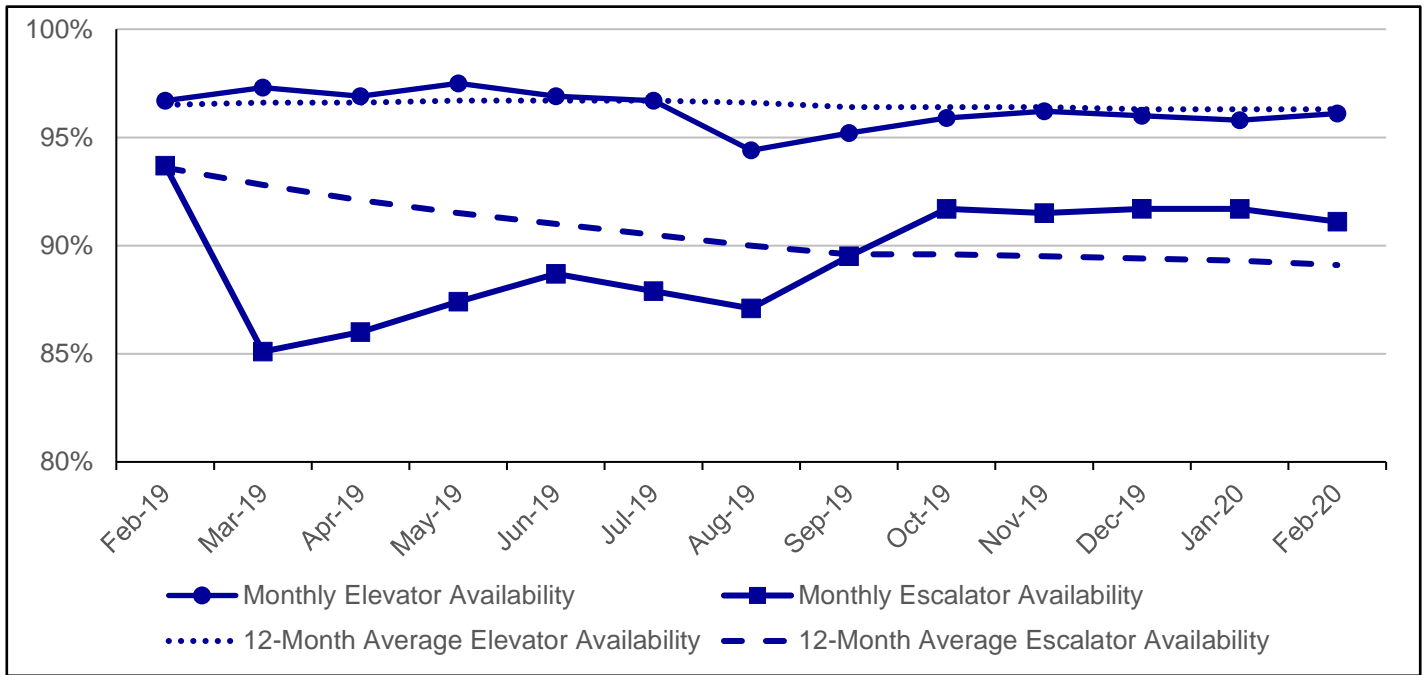
	# of Cars	Monthly		<u>% Change</u>
		Feb '20	Feb '19	
<b>Subdivision A</b>	2,895	175,393	178,325	-1.6%
<b>Subdivision B</b>	3,829	117,584	110,529	+6.4%
<b>Systemwide</b>	<b>6,724</b>	<b>136,472</b>	<b>131,798</b>	<b>+3.5%</b>
		12-Month Average		
Car Class	# of Cars	Feb '20	Feb '19	<u>% Change</u>
R32	222	30,186	35,322	-14.5%
R42	50	27,445	26,653	+3.0%
R46	750	61,018	67,982	-10.2%
R62	315	213,691	317,299	-32.7%
R62A	824	113,921	103,733	+9.8%
R68	425	69,384	77,549	-10.5%
R68A	200	86,745	99,876	-13.1%
R142	1,030	233,142	170,537	+36.7%
R142A	220	124,424	89,975	+38.3%
R143	212	147,647	91,530	+61.3%
R160	1,662	266,986	238,277	+12.0%
R179	308	156,951	N/A	N/A
R188 - New	126	451,033	473,600	-4.8%
R188 - Conversion	380	258,218	204,094	+26.5%
<b>Subdivision A</b>	2,895	172,336	144,637	+19.2%
<b>Subdivision B</b>	3,829	111,432	108,693	+2.5%
<b>Systemwide</b>	<b>6,724</b>	<b>130,866</b>	<b>121,367</b>	<b>+7.8%</b>

### MDBF Discussion

- February 2020 MDBF was 136,472, an increase of 3.5% from one year ago
- 12-month average MDBF was 130,866 in February 2020, an increase of 7.8% from one year ago.
- The largest improvements in MDBF were on the R142, R142A, and R143 fleets.
- The poorest performing fleet, the R42s, operated their last trips in revenue service in January 2020.

## Elevator and Escalator Availability (24 Hours)

Desired trend



	Monthly			12-Month Average		
	Feb 20	Feb 19	% Change	Feb 20	Feb 19	% Change
<b>Elevator Availability</b>	96.1%	96.7%	-0.6%	96.2%	96.5%	-0.3%
<b>Escalator Availability</b>	91.1%	93.7%	-2.8%	89.1%	93.6%	-4.8%

### Elevator and Escalator Availability Discussion

- Elevator availability decreased slightly from February 2019 to February 2020, but remains consistent with the past several months.
- Escalator availability decreased from February 2019 to February 2020, but remains well above the levels for most of 2019.
- 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.



## 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.

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

Line	Feb 20					Feb 19					Desired trend	
	Monthly Meets		Monthly Gap			12 month Meets		12 month Meets				Monthly Standard % Change
	Standard	Minor	Medium	Major	Standard	Minor	Medium	Major	Standard			
1	79.6%	8.8%	6.4%	5.1%	79.3%	78.6%	8.9%	6.9%	5.5%	75.9%	+1.3%	
2	73.0%	10.7%	9.3%	7.1%	71.9%	71.8%	11.2%	9.4%	7.5%	69.0%	+1.7%	
3	76.3%	10.7%	7.7%	5.6%	75.8%	75.4%	11.6%	8.0%	5.0%	71.8%	+1.2%	
4	71.7%	10.1%	9.0%	9.0%	72.0%	70.5%	10.7%	9.3%	9.5%	68.2%	+1.7%	
5	70.2%	10.0%	9.1%	10.7%	70.2%	69.2%	10.9%	9.8%	10.1%	66.2%	+1.4%	
6	75.2%	8.9%	7.5%	8.2%	75.8%	73.2%	9.7%	8.8%	8.2%	70.1%	+2.7%	
7	79.7%	10.1%	6.5%	3.4%	77.6%	74.1%	10.4%	8.3%	7.2%	68.7%	+7.6%	
S 42nd	95.2%	1.4%	1.5%	0.7%	94.1%	95.6%	2.8%	1.1%	0.4%	94.2%	-0.4%	
<b>Subdivision A</b>	<b>75.4%</b>	<b>9.6%</b>	<b>7.8%</b>	<b>7.0%</b>	<b>75.2%</b>	<b>74.0%</b>	<b>10.2%</b>	<b>8.4%</b>	<b>7.4%</b>	<b>70.9%</b>	<b>+1.9%</b>	
A	69.3%	10.7%	10.3%	9.7%	69.6%	69.1%	9.9%	9.6%	11.4%	68.0%	+0.3%	
B	74.2%	11.3%	8.5%	6.0%	75.3%	74.0%	11.3%	8.2%	6.5%	73.7%	+0.3%	
C	74.8%	12.3%	9.0%	3.9%	76.3%	74.2%	12.3%	8.6%	4.8%	73.3%	+0.8%	
D	71.9%	11.7%	9.3%	7.1%	73.9%	71.6%	12.0%	9.2%	7.1%	71.8%	+0.4%	
E	73.0%	11.2%	9.2%	6.6%	72.2%	69.8%	11.8%	10.5%	7.9%	68.0%	+4.6%	
F	72.1%	10.2%	9.3%	8.5%	71.5%	70.3%	10.5%	9.8%	9.3%	69.5%	+2.6%	
S Fkn	98.3%	1.1%	0.3%	0.3%	98.4%	98.8%	0.5%	0.3%	0.5%	98.1%	-0.5%	
G	78.5%	11.5%	6.6%	3.3%	80.1%	80.5%	10.9%	6.0%	2.7%	80.6%	-2.5%	
S Rock	97.0%	2.1%	0.8%	0.1%	94.6%	95.3%	3.2%	1.0%	0.5%	94.5%	+1.8%	
JZ	81.1%	10.7%	5.4%	2.8%	81.4%	78.0%	10.6%	7.6%	3.7%	76.2%	+4.0%	
L	76.0%	10.6%	7.5%	5.8%	77.6%	72.7%	11.1%	8.9%	7.3%	76.6%	+4.5%	
M	74.7%	10.6%	8.4%	6.4%	76.1%	75.3%	10.7%	8.2%	5.8%	73.5%	-0.8%	
N	71.8%	12.3%	8.8%	7.1%	74.5%	72.6%	11.1%	9.1%	7.2%	70.2%	-1.1%	
Q	74.2%	10.8%	8.6%	6.3%	76.0%	76.1%	10.6%	7.8%	5.5%	74.7%	-2.5%	
R	73.9%	11.1%	8.0%	7.0%	74.2%	74.6%	10.7%	8.4%	6.2%	71.0%	-0.9%	
W	70.7%	11.9%	9.6%	7.8%	76.2%	72.9%	10.6%	8.4%	8.0%	71.5%	-3.0%	
<b>Subdivision B</b>	<b>74.1%</b>	<b>10.9%</b>	<b>8.4%</b>	<b>6.5%</b>	<b>75.1%</b>	<b>73.5%</b>	<b>10.8%</b>	<b>8.7%</b>	<b>7.0%</b>	<b>72.6%</b>	<b>+0.8%</b>	
<b>Systemwide</b>	<b>74.7%</b>	<b>10.4%</b>	<b>8.1%</b>	<b>6.7%</b>	<b>75.1%</b>	<b>73.7%</b>	<b>10.5%</b>	<b>8.6%</b>	<b>7.2%</b>	<b>71.8%</b>	<b>+1.4%</b>	

### Weekday Wait Assessment Discussion

- February 2020 Wait Assessment improved 1.4% compared to February 2019.

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

Line	Feb 20					Feb 19					Desired trend
	Monthly Meets	Monthly Gap			12 month Meets	Monthly Meets	Monthly Gap			12 month Meets	Monthly Standard
	Standard	Minor	Medium	Major	Standard	Standard	Minor	Medium	Major	Standard	% Change
1	94.4%	3.5%	1.3%	0.8%	89.8%	88.8%	6.3%	3.4%	1.5%	85.8%	+6.3%
2	75.3%	11.5%	8.2%	4.9%	76.0%	74.9%	12.0%	8.6%	4.5%	72.8%	+0.5%
3	87.6%	8.7%	2.7%	1.0%	84.9%	83.0%	10.0%	4.6%	2.4%	84.4%	+5.5%
4	79.0%	10.5%	6.5%	4.1%	77.0%	76.3%	11.3%	8.3%	4.2%	70.8%	+3.5%
5	86.4%	8.6%	3.7%	1.3%	84.2%	86.7%	8.7%	2.8%	1.8%	78.4%	-0.3%
6	89.4%	6.4%	2.8%	1.4%	86.1%	78.0%	10.6%	6.9%	4.6%	81.9%	+14.6%
7	87.6%	7.8%	2.9%	1.7%	85.5%	87.0%	8.4%	2.8%	1.8%	79.1%	+0.7%
S 42nd	97.0%	0.4%	1.1%	1.5%	98.5%	98.0%	1.0%	0.4%	0.6%	98.5%	-1.0%
<b>Subdivision A</b>	<b>84.9%</b>	<b>8.2%</b>	<b>4.4%</b>	<b>2.5%</b>	<b>83.1%</b>	<b>81.4%</b>	<b>9.6%</b>	<b>5.8%</b>	<b>3.2%</b>	<b>79.0%</b>	<b>+4.3%</b>
A	76.0%	11.3%	8.3%	4.5%	76.1%	75.7%	11.4%	8.5%	4.4%	73.1%	+0.4%
C	78.4%	11.7%	7.8%	2.1%	80.8%	80.0%	11.4%	5.8%	2.7%	76.3%	-2.0%
D	80.1%	11.4%	6.4%	2.1%	80.7%	83.7%	10.4%	4.1%	1.8%	77.8%	-4.3%
E	88.3%	6.7%	3.4%	1.5%	85.7%	82.8%	9.2%	5.7%	2.3%	81.7%	+6.6%
F	78.1%	11.6%	7.2%	3.1%	80.3%	78.1%	11.0%	7.3%	3.6%	79.8%	0.0%
S Fkln	96.6%	0.9%	1.1%	1.4%	98.0%	99.1%	0.5%	0.1%	0.3%	98.5%	-2.5%
G	84.2%	9.5%	4.6%	1.7%	84.6%	85.7%	9.8%	3.1%	1.4%	87.1%	-1.8%
S Rock	98.1%	1.2%	0.6%	0.1%	95.4%	96.5%	2.5%	0.4%	0.6%	94.4%	+1.7%
JZ	83.7%	10.1%	4.9%	1.3%	87.3%	84.1%	9.5%	4.3%	2.1%	85.1%	-0.5%
L	92.4%	5.1%	1.9%	0.6%	88.5%	96.4%	2.4%	0.7%	0.4%	79.6%	-4.1%
M	79.4%	10.6%	6.5%	3.6%	78.5%	75.6%	10.9%	7.8%	5.6%	84.5%	+5.0%
N	76.9%	11.8%	8.1%	3.2%	79.0%	82.6%	10.5%	4.8%	2.0%	74.8%	-6.9%
Q	78.7%	10.1%	7.5%	3.7%	81.3%	83.3%	10.0%	4.5%	2.1%	82.2%	-5.5%
R	81.1%	10.5%	5.8%	2.6%	80.5%	79.6%	11.4%	6.2%	2.8%	76.8%	+1.9%
<b>Subdivision B</b>	<b>81.0%</b>	<b>10.2%</b>	<b>6.2%</b>	<b>2.6%</b>	<b>81.7%</b>	<b>81.2%</b>	<b>10.3%</b>	<b>5.7%</b>	<b>2.8%</b>	<b>79.5%</b>	<b>-0.2%</b>
<b>Systemwide</b>	<b>82.8%</b>	<b>9.3%</b>	<b>5.4%</b>	<b>2.5%</b>	<b>82.3%</b>	<b>81.3%</b>	<b>10.0%</b>	<b>5.7%</b>	<b>3.0%</b>	<b>79.3%</b>	<b>+1.8%</b>

### Weekend Wait Assessment Discussion

- February 2020 weekend Wait Assessment improved 1.8% compared to February 2019.

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

## Subway Weekday Terminal On-Time Performance

**Monthly  
(24 hours)**

*Desired trend*



<u>Line</u>	<u>Feb 20</u>	<u>Feb 19</u>	<u>% Change</u>
1	87.3%	83.2%	+4.9%
2	81.5%	72.0%	+13.2%
3	87.1%	85.1%	+2.4%
4	78.9%	70.2%	+12.4%
5	81.8%	75.6%	+8.2%
6	79.6%	74.4%	+7.0%
7	93.2%	88.9%	+4.8%
S 42nd	99.2%	99.8%	-0.6%
<b>Subdivision A</b>	<b>87.0%</b>	<b>82.7%</b>	<b>+5.2%</b>
A	74.3%	62.1%	+19.6%
B	70.6%	57.9%	+21.9%
C	79.2%	67.6%	+17.2%
D	70.8%	56.3%	+25.8%
E	80.1%	75.0%	+6.8%
F	72.6%	52.2%	+39.1%
S Fkln	99.7%	99.9%	-0.2%
G	77.3%	72.1%	+7.2%
S Rock	98.5%	97.3%	+1.2%
JZ	84.1%	65.7%	+28.0%
L	91.5%	87.5%	+4.6%
M	83.8%	68.5%	+22.3%
NW	63.6%	67.2%	-5.4%
Q	80.2%	77.8%	+3.1%
R	78.8%	68.3%	+15.4%
<b>Subdivision B</b>	<b>79.5%</b>	<b>71.4%</b>	<b>+11.3%</b>
<b>Systemwide</b>	<b>82.7%</b>	<b>76.3%</b>	<b>+8.4%</b>

### Weekday Terminal On-Time Performance Discussion

- February 2020 weekday OTP increased to 82.7%, an 8.4% improvement from February 2019.
- Weekday OTP increased on almost every non-shuttle line in the system.
- There were 13 lines with OTP above 80% and only the N/W was below 70%.

## Subway Weekend Terminal On-Time Performance

Monthly  
(24 hours)

*Desired trend*



<u>Line</u>	<u>Feb 20</u>	<u>Feb 19</u>	<u>% Change</u>
1	94.7%	90.2%	+5.0%
2	69.8%	54.6%	+27.8%
3	81.5%	67.2%	+21.3%
4	79.1%	67.9%	+16.5%
5	88.3%	80.6%	+9.6%
6	89.3%	76.9%	+16.1%
7	95.1%	91.1%	+4.4%
S 42nd	99.5%	99.7%	-0.2%
<b>Subdivision A</b>	<b>88.4%</b>	<b>80.0%</b>	<b>+10.5%</b>
A	82.4%	78.8%	+4.6%
C	83.2%	76.5%	+8.8%
D	87.5%	82.4%	+6.2%
E	90.6%	65.9%	+37.5%
F	82.0%	53.5%	+53.3%
S Fkn	98.7%	99.5%	-0.8%
G	82.9%	67.7%	+22.5%
S Rock	98.2%	97.7%	+0.5%
JZ	86.4%	80.8%	+6.9%
L	95.6%	94.5%	+1.2%
M	90.8%	70.7%	+28.4%
N	62.0%	81.3%	-23.7%
Q	89.4%	89.5%	-0.1%
R	88.6%	80.9%	+9.5%
<b>Subdivision B</b>	<b>86.9%</b>	<b>79.8%</b>	<b>+8.9%</b>
<b>Systemwide</b>	<b>87.5%</b>	<b>79.9%</b>	<b>+9.5%</b>

### Weekend Terminal On-Time Performance Discussion

- February 2020 weekend OTP was 87.5%, an increase of 9.5% from February 2019.

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

**Subway Weekday Trains Delayed**  
**Monthly - February 2020**  
**(24 hours)**

<u>Delay Categories</u>	<u>Trains Delayed</u>	<u>Delayed Trains Per Day (19)</u>	<u>% of Delayed Trains</u>
Track Failures and Emergency Remediation	<u>1,150</u>	<u>61</u>	<u>4.3%</u>
Rail and Roadbed	898	47	3.3%
Fire, Smoke, Debris	252	13	0.9%
Signal Failures and Emergency Remediation	2,417	127	9.0%
Subway Car	<u>1,398</u>	<u>74</u>	<u>5.2%</u>
Door-Related	493	26	1.8%
Propulsion	121	6	0.4%
Braking	319	17	1.2%
Other	465	24	1.7%
Other Unplanned Disruptions (e.g. station defect)	632	33	2.3%
Train Brake Activation - cause unknown	250	13	0.9%
Service Delivery (e.g., crew performance)	1,510	79	5.6%
External	<u>6,964</u>	<u>367</u>	<u>25.9%</u>
Public Conduct, Crime, Police Response	2,492	131	9.2%
Sick/Injured Customer	1,817	96	6.8%
Persons on Roadbed (including persons struck by train)	1,323	70	4.9%
External Debris on Roadbed (e.g., trees, shopping cart)	119	6	0.4%
Other Passenger-Related (e.g., retrieval of property from track)	562	30	2.1%
Public Event (e.g., civil demonstration, parade)	168	9	0.6%
Inclement Weather	483	25	1.8%
Other External Disruptions	0	0	0.0%
Operating Environment	7,042	371	26.2%
Planned Right-of-Way Work	5,567	293	20.7%
<b>Total Trains Delayed</b>	<b>26,930</b>	<b>1,417</b>	<b>100%</b>

Baseline average daily delays for January-June 2018	2,939
Target average daily delays to achieve reduction of 34,000 monthly delays	1,644
% to Target	118%

**Note: Based on new electronic feeds. Root cause analysis and improved categorization of delays are ongoing.**

**Subway Weekend Trains Delayed**  
**Monthly - February 2020**  
**(24 hours)**

<u>Delay Categories</u>	<u>Trains Delayed</u>	<u>Delayed Trains Per Day (10)</u>	<u>% of Delayed Trains</u>
Track Failures and Emergency Remediation	<u>287</u>	<u>29</u>	<u>4.1%</u>
Rail and Roadbed	233	23	3.4%
Fire, Smoke, Debris	54	5	0.8%
Signal Failures and Emergency Remediation	479	48	6.9%
Subway Car	<u>256</u>	<u>26</u>	<u>3.7%</u>
Door-Related	46	5	0.7%
Propulsion	52	5	0.8%
Braking	25	3	0.4%
Other	133	13	1.9%
Other Unplanned Disruptions (e.g. station defect)	82	8	1.2%
Train Brake Activation - cause unknown	20	2	0.3%
Service Delivery (e.g., crew performance)	602	60	8.7%
External	<u>1,326</u>	<u>133</u>	<u>19.1%</u>
Public Conduct, Crime, Police Response	649	65	9.4%
Sick/Injured Customer	244	24	3.5%
Persons on Roadbed (including persons struck by train)	223	22	3.2%
External Debris on Roadbed (e.g., trees, shopping cart)	16	2	0.2%
Other Passenger-Related (e.g., retrieval of property from track)	57	6	0.8%
Public Event (e.g., civil demonstration, parade)	47	5	0.7%
Inclement Weather	90	9	1.3%
Other External Disruptions	0	0	0.0%
Operating Environment	1,634	163	23.6%
Planned Right-of-Way Work	2,240	224	32.3%
<b>Total Trains Delayed</b>	<b>6,926</b>	<b>693</b>	<b>100%</b>

Baseline average daily delays for January-June 2018	1,944
Target average daily delays to achieve reduction of 34,000 monthly delays	1,090
% to Target	146%

**Note: Based on new electronic feeds. Root cause analysis and improved categorization of delays are ongoing.**

## Customer Service Report: Buses

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



After listening to feedback from riders at the Bronx Bus Redesign public hearing on February 20, Acting President, MTA Bus and Senior VP Buses, NYCT Craig Cipriano accompanied by the bus redesign team rode several routes to engage and speak directly to customers. Extensive public outreach throughout the design process has given us invaluable feedback that led us to think differently about how local buses need to serve our Bronx customers.



## March 2020 Highlights: Buses

The safety of the public and our employees remains our top priority. This month the MTA announced an update to agency-wide sanitizing protocols as it continues to implement precautions in response to the novel coronavirus (COVID-19). As part of this effort, Buses has begun significantly increasing the frequency and intensity of sanitizing procedures. Our buses will experience daily cleanings with the full fleet undergoing sanitization every 72 hours. Frequently touched surfaces, such as handrails, grab rails, and the operator's compartment, will be disinfected using EPA-approved and CDC-endorsed disinfectants. In addition, we began sanitizing our facilities at the Eltingville transit center and Williamsburg Bridge Plaza daily. We are also deploying health guidance PSAs on buses to complement customer messaging already deployed across 2,000 bus digital information screens.

Automated mobile camera systems on buses continue to capture real-time bus lane violations as the agency and NYC Department of Transportation step up combined enforcement efforts to increase bus speeds and keep traffic moving on congested city streets. This month NYCT Interim President Feinberg and myself sent letters to top commercial violators of bus lane restrictions. Between October 7<sup>th</sup> and February 14<sup>th</sup>, bus lane cameras captured evidence of over 10,000 violations of bus lane restrictions, 37% of which were from commercial violators. Keeping our bus lanes clear improves public safety and results in less traffic congestion, which benefits all New Yorkers.

On February 20<sup>th</sup>, the MTA held a public hearing on the Proposed Final Plan for the Bronx local bus network redesign at the Bronx Museum of the Arts. There were over 50 speakers and additional submitted written testimony. In direct response to some of the feedback we received at the hearing, earlier this month key members of the Bronx Bus Redesign team and I went to ride the Bx34 and Bx28 routes and speak to our customers about the proposed changes. This is very much a customer-led process and we continue to engage our customers at every step of the way. The Bronx Proposed Final Plan will be presented to the MTA Board for approval at next month's meeting.

### **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: February 2020			12-Month Average		
		This Year	Last Year	% Change	This Year	Last Year	% Change
Customer Focused Metrics	Service Delivered (Chart 1)	97.6%	97.7%	-0.1%	97.3%	97.0%	+0.3%
	Additional Bus Stop Time (h:mm:ss) (Chart 3)	0:01:33	0:01:38	-5.1%	0:01:44	0:01:45	-1.2%
	Additional Travel Time (h:mm:ss) (Chart 5)	0:00:28	0:00:37	-24.3%	0:00:46	0:00:51	-10.4%
	Customer Journey Time Performance (Chart 7)	75.1%	74.0%	+1.5%	72.4%	+71.9%	+0.7%
Inputs To Operations	Mean Distance Between Failures (Chart 9)	8,971	8,836	+1.5%	7,881	6,777	+16.3%
	Speed (MPH) (Chart 11)	8.0	8.0	0.0%	7.9	8.0	-1.3%
Legacy Indicators	Wait Assessment (Chart 13)	79.9%	78.9%	+1.3%	77.8%	77.6%	+0.3%
	<b>System MDBSI (Chart 16)</b>	3,145	3,103	+1.4%	3,061	2,835	+8.0%
	NYCT Bus	2,932	2,923	+0.3%	2,909	2,647	+9.9%
	MTA Bus	4,106	3,912	+5.0%	3,678	3,676	+0.1%
	<b>System Trips Completed (Chart 17)</b>	99.3%	99.1%	+0.2%	99.2%	99.1%	+0.1%
	NYCT Bus	99.4%	99.3%	+0.1%	99.3%	99.1%	+0.2%
	MTA Bus	99.1%	98.3%	+0.8%	99.0%	99.0%	0.0%
	<b>System AM Pull Out (Chart 18)</b>	99.8%	99.7%	+0.1%	99.8%	99.8%	0.0%
	NYCT Bus	99.8%	99.8%	0.0%	99.8%	99.8%	0.0%
	MTA Bus	99.5%	99.1%	+0.4%	99.5%	99.5%	0.0%
	<b>System PM Pull Out (Chart 19)</b>	99.9%	99.7%	+0.2%	99.8%	99.8%	0.0%
	NYCT Bus	99.9%	99.9%	0.0%	99.9%	99.8%	+0.1%
	MTA Bus	99.6%	98.8%	+0.8%	99.5%	99.6%	-0.1%
	<b>System Buses &gt;= 12 years</b>	19.0%	22.8%				
	NYCT Bus	6.8%	15.4%				
	MTA Bus	61.0%	48.4%				
<b>System Fleet Age</b>	7.3	7.8					
NYCT Bus	6.2	7.1					
MTA Bus	11.1	10.2					

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

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)

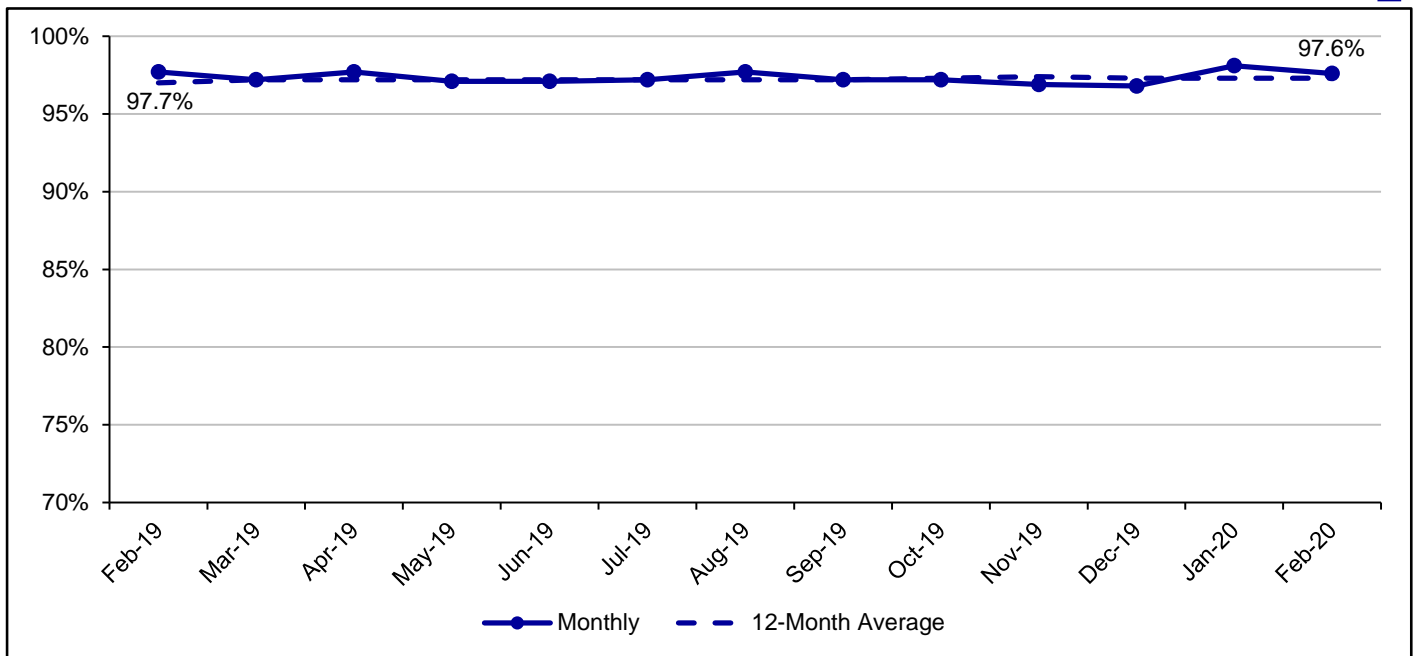
Additional Travel Time (ATT) is the estimated average extra time customers are onboard the bus compared to their scheduled onboard time. ATT (sometimes referred to as Excess In-Vehicle Travel Time) is a new indicator for the MTA, and is considered an industry best practice worldwide. ATT is estimated 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.

## Service Delivered (Peak Hours)

Desired trend



	Monthly			12-Month Average		
	Feb 20	Feb 19	% Change	Feb 20	Feb 19	% Change
<b>Bronx</b>	97.8%	98.0%	-0.2%	97.4%	97.4%	0.0%
<b>Brooklyn</b>	97.4%	97.7%	-0.3%	97.6%	97.4%	+0.2%
<b>Manhattan</b>	97.8%	97.2%	+0.6%	97.6%	97.2%	+0.4%
<b>Queens</b>	97.5%	96.9%	+0.6%	96.9%	96.8%	+0.1%
<b>Staten Island</b>	98.0%	98.8%	-0.8%	97.6%	96.3%	+1.3%
<b>Systemwide</b>	<b>97.6%</b>	<b>97.7%</b>	<b>-0.1%</b>	<b>97.3%</b>	<b>97.0%</b>	<b>+0.3%</b>

### Service Delivered Discussion

- Service Delivered in February 2020 remained stable compared to February 2019, and improved by 0.3% on a 12-month average basis.

Note: The metrics in this report are preliminary.

**Service Delivered**  
**Monthly**  
**(Peak Hours)**

*Desired trend* 

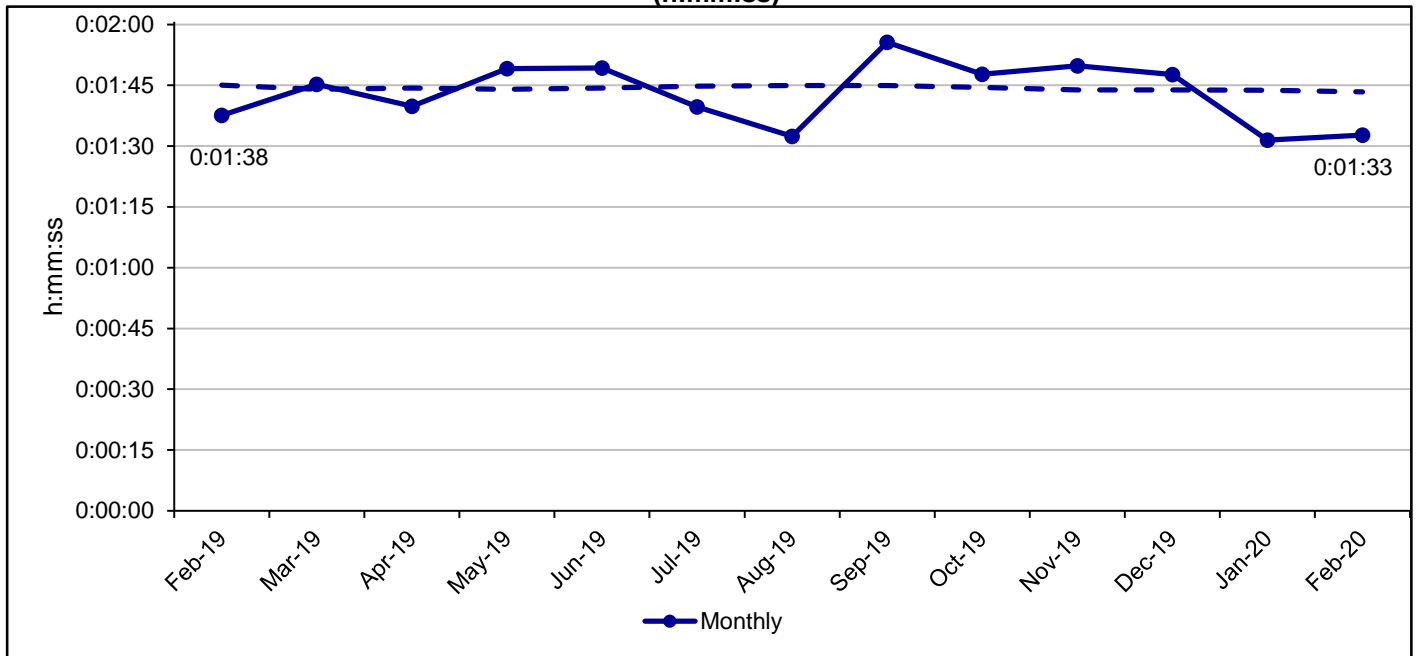
<u>Borough</u>	<u>Feb 20</u>	<u>Feb 19</u>	<u>% Change</u>
<b>Bronx</b>	<b>97.8%</b>	<b>98.0%</b>	<b>-0.2%</b>
Local/Limited	97.4%	97.5%	-0.1%
Select Bus Service	98.5%	99.7%	-1.2%
Express	100.1%	100.4%	-0.3%
<b>Brooklyn</b>	<b>97.4%</b>	<b>97.7%</b>	<b>-0.3%</b>
Local/Limited	97.2%	97.6%	-0.4%
Select Bus Service	97.0%	97.8%	-0.8%
Express	98.9%	99.0%	-0.1%
<b>Manhattan</b>	<b>97.8%</b>	<b>97.2%</b>	<b>+0.6%</b>
Local/Limited	97.5%	96.8%	+0.7%
Select Bus Service	98.6%	98.5%	+0.1%
Express	N/A	N/A	N/A
<b>Queens</b>	<b>97.5%</b>	<b>96.9%</b>	<b>+0.6%</b>
Local/Limited	97.2%	96.7%	+0.5%
Select Bus Service	98.4%	99.9%	-1.5%
Express	99.6%	97.8%	+1.8%
<b>Staten Island</b>	<b>98.0%</b>	<b>98.8%</b>	<b>-0.8%</b>
Local/Limited	98.0%	98.2%	-0.2%
Select Bus Service	101.0%	101.1%	-0.1%
Express	97.8%	99.0%	-1.2%
<b>Systemwide</b>	<b>97.6%</b>	<b>97.7%</b>	<b>-0.1%</b>
Local/Limited	97.3%	97.2%	+0.1%
Select Bus Service	98.4%	98.9%	-0.5%
Express	98.8%	99.0%	-0.2%

Note: The metrics in this report are preliminary.

**Chart 2**

### Additional Bus Stop Time (4 a.m. - 11 p.m.) (h:mm:ss)

Desired trend




	Monthly			12-Month Average		
	Feb 20	Feb 19	% Change	Feb 20	Feb 19	% Change
<b>Bronx</b>	0:01:40	0:01:36	+4.2%	0:01:46	0:01:41	+4.9%
<b>Brooklyn</b>	0:01:43	0:01:47	-3.7%	0:01:53	0:01:55	-1.4%
<b>Manhattan</b>	0:01:11	0:01:23	-14.5%	0:01:22	0:01:31	-9.6%
<b>Queens</b>	0:01:28	0:01:37	-9.3%	0:01:42	0:01:44	-2.2%
<b>Staten Island</b>	0:01:49	0:01:51	-1.8%	0:02:00	0:02:06	-4.6%
<b>Systemwide</b>	<b>0:01:33</b>	<b>0:01:38</b>	<b>-5.1%</b>	<b>0:01:44</b>	<b>0:01:45</b>	<b>-1.2%</b>

#### Additional Bus Stop Time Discussion

- Additional Bus Stop Time in February 2020 improved by 5 seconds (or 5.1%) compared to February 2019, and improved by one second (or 1.2%) on a 12-month average.

Note: The metrics in this report are preliminary.

**Additional Bus Stop Time**  
**(4 a.m. - 11 p.m.)**  
**(h:mm:ss)**

*Desired trend* 

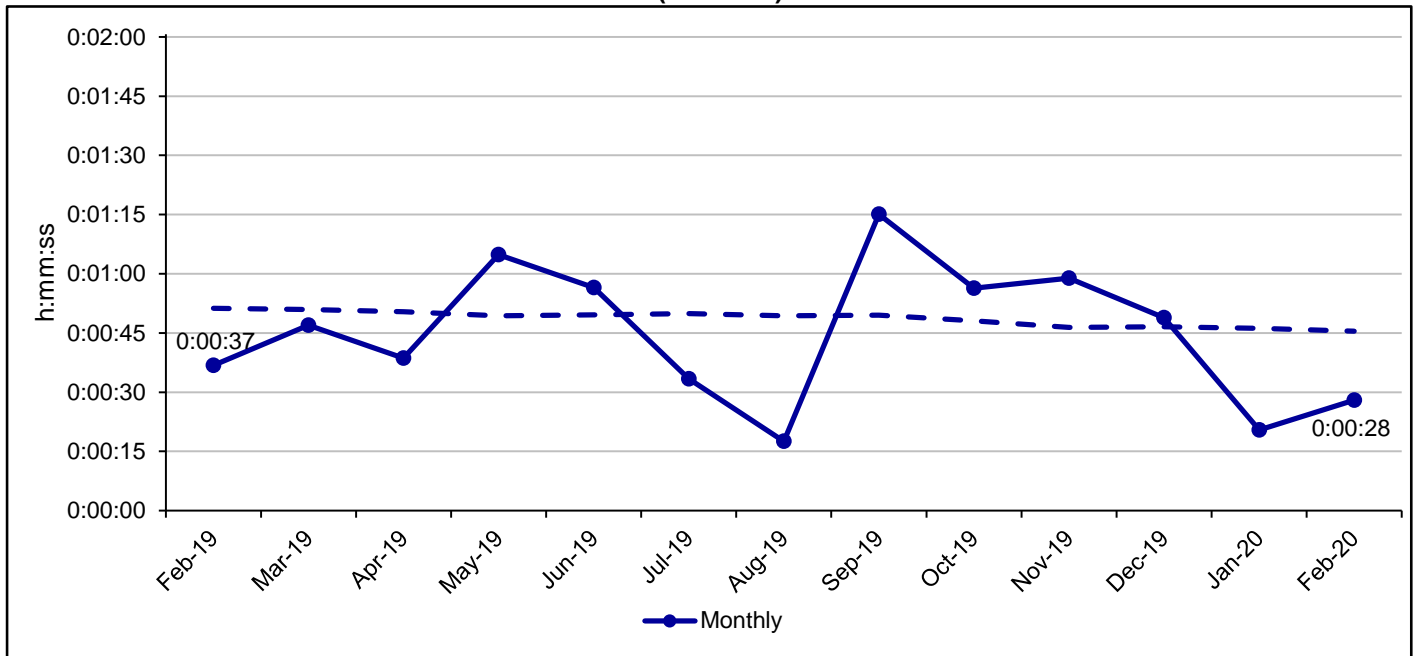
<u>Borough</u>	<u>Feb 20</u>	<u>Feb 19</u>	<u>% Change</u>
<b>Bronx</b>	<b>0:01:40</b>	<b>0:01:36</b>	<b>+4.2%</b>
Local/Limited	0:01:42	0:01:39	+3.0%
Select Bus Service	0:01:12	0:01:08	+5.9%
Express	0:02:00	0:02:03	-2.4%
<b>Brooklyn</b>	<b>0:01:43</b>	<b>0:01:47</b>	<b>-3.7%</b>
Local/Limited	0:01:45	0:01:49	-3.7%
Select Bus Service	0:01:23	0:01:21	+2.5%
Express	0:01:49	0:02:10	-16.2%
<b>Manhattan</b>	<b>0:01:11</b>	<b>0:01:23</b>	<b>-14.5%</b>
Local/Limited	0:01:19	0:01:29	-11.2%
Select Bus Service	0:00:52	0:01:07	-22.4%
Express	N/A	N/A	N/A
<b>Queens</b>	<b>0:01:28</b>	<b>0:01:37</b>	<b>-9.3%</b>
Local/Limited	0:01:30	0:01:38	-8.2%
Select Bus Service	0:00:57	0:01:15	-24.0%
Express	0:01:40	0:01:54	-12.3%
<b>Staten Island</b>	<b>0:01:49</b>	<b>0:01:51</b>	<b>-1.8%</b>
Local/Limited	0:02:09	0:02:12	-2.3%
Select Bus Service	0:01:08	0:01:20	-15.0%
Express	0:01:08	0:01:07	+1.5%
<b>Systemwide</b>	<b>0:01:33</b>	<b>0:01:38</b>	<b>-5.1%</b>
Local/Limited	0:01:37	0:01:41	-4.0%
Select Bus Service	0:01:03	0:01:12	-12.5%
Express	0:01:30	0:01:36	-6.3%

**Chart 4**

Note: The metrics in this report are preliminary.

**Additional Travel Time**  
(4 a.m. - 11 p.m.)  
(h:mm:ss)

Desired trend



	Monthly			12-Month Average		
	Feb 20	Feb 19	% Change	Feb 20	Feb 19	% Change
<b>Bronx</b>	0:00:50	0:00:50	0.0%	0:01:01	0:01:00	0.9%
<b>Brooklyn</b>	0:00:32	0:00:37	-13.5%	0:00:44	0:00:50	-12.4%
<b>Manhattan</b>	0:00:11	0:00:16	-31.3%	0:00:25	0:00:28	-11.5%
<b>Queens</b>	0:00:31	0:00:41	-24.4%	0:00:54	0:00:58	-7.5%
<b>Staten Island</b>	-0:00:40	0:00:21	NA	0:00:11	0:00:47	-76.8%
<b>Systemwide</b>	<b>0:00:28</b>	<b>0:00:37</b>	<b>-24.3%</b>	<b>0:00:46</b>	<b>0:00:51</b>	<b>-10.4%</b>

**Additional Travel Time Discussion**

- Additional Travel Time in February 2020 improved by nine seconds (or 24.3%) compared to February 2019, and improved by five seconds (or 10.4%) on a 12-month average.

Note: The metrics in this report are preliminary.



**Additional Travel Time**  
**Monthly (4 a.m. - 11 p.m.)**  
(h:mm:ss)

*Desired trend* 

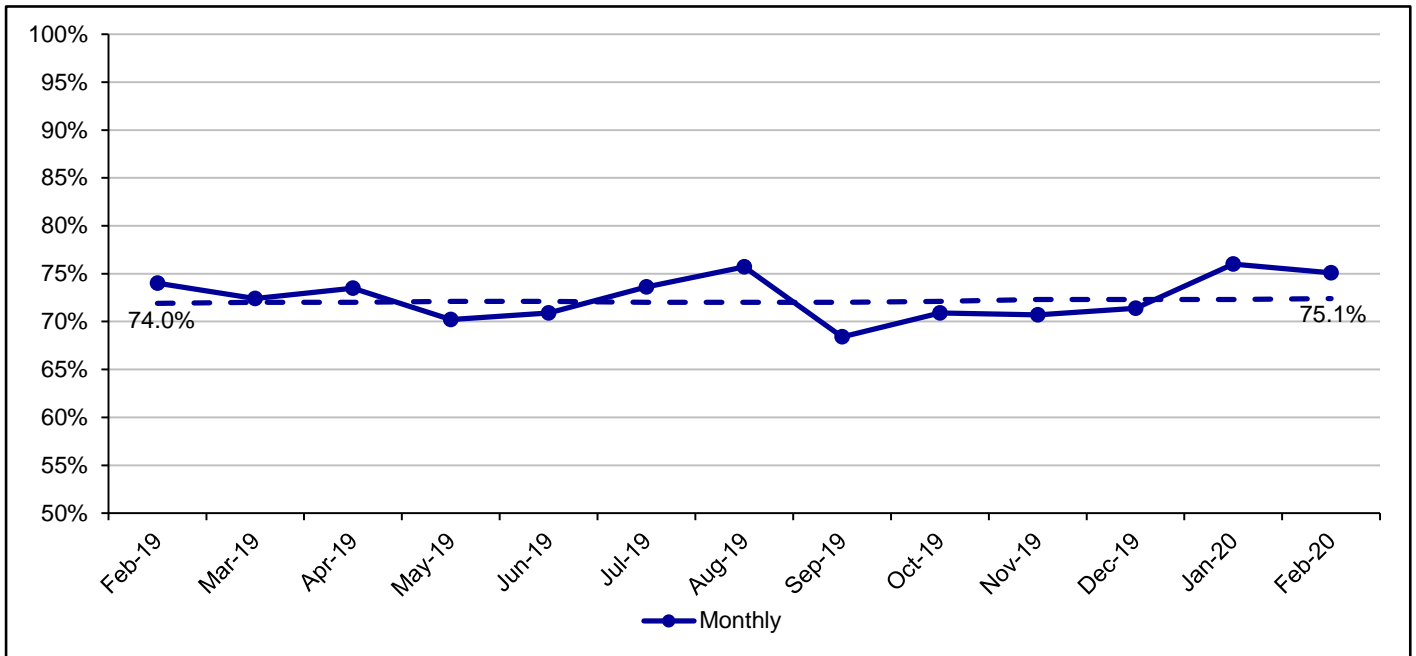
<u>Borough</u>	<u>Feb 20</u>	<u>Feb 19</u>	<u>% Change</u>
<b>Bronx</b>	<b>0:00:50</b>	<b>0:00:50</b>	<b>0.0%</b>
Local/Limited	0:00:46	0:00:44	+4.5%
Select Bus Service	0:00:51	0:01:04	-20.3%
Express	0:03:32	0:04:01	-12.0%
<b>Brooklyn</b>	<b>0:00:32</b>	<b>0:00:37</b>	<b>-13.5%</b>
Local/Limited	0:00:31	0:00:36	-13.9%
Select Bus Service	0:00:31	0:00:42	-26.2%
Express	0:01:13	0:00:53	+37.7%
<b>Manhattan</b>	<b>0:00:11</b>	<b>0:00:16</b>	<b>-31.3%</b>
Local/Limited	0:00:13	0:00:20	-35.0%
Select Bus Service	0:00:06	0:00:08	-25.0%
Express	N/A	N/A	N/A
<b>Queens</b>	<b>0:00:31</b>	<b>0:00:41</b>	<b>-24.4%</b>
Local/Limited	0:00:29	0:00:37	-21.6%
Select Bus Service	0:00:03	0:00:31	-90.3%
Express	0:03:28	0:04:10	-16.8%
<b>Staten Island</b>	<b>-0:00:40</b>	<b>0:00:21</b>	<b>N/A</b>
Local/Limited	0:00:14	0:00:26	-46.2%
Select Bus Service	0:00:22	0:00:39	-43.6%
Express	-0:03:36	-0:00:03	N/A
<b>Systemwide</b>	<b>0:00:28</b>	<b>0:00:37</b>	<b>-24.3%</b>
Local/Limited	0:00:31	0:00:35	-11.4%
Select Bus Service	0:00:18	0:00:31	-41.9%
Express	-0:00:12	0:01:45	N/A

**Chart 6**

Note: The metrics in this report are preliminary.

## Customer Journey Time Performance (4 a.m. - 11 p.m.)

Desired trend



	Monthly			12-Month Average		
	Feb 20	Feb 19	% Change	Feb 20	Feb 19	% Change
<b>Bronx</b>	72.6%	73.0%	-0.5%	71.0%	71.8%	-1.1%
<b>Brooklyn</b>	73.3%	72.7%	+0.8%	71.2%	70.7%	+0.7%
<b>Manhattan</b>	79.8%	78.0%	+2.3%	77.1%	75.7%	+1.8%
<b>Queens</b>	75.7%	74.1%	+2.2%	72.1%	71.8%	+0.4%
<b>Staten Island</b>	76.2%	71.8%	+6.1%	70.7%	68.4%	+3.4%
<b>Systemwide</b>	<b>75.1%</b>	<b>74.0%</b>	<b>+1.5%</b>	<b>72.4%</b>	<b>71.9%</b>	<b>+0.7%</b>

### Customer Journey Time Performance Discussion

- Customer Journey Time Performance in February 2020 improved by 1.5% to 75.1% compared to February 2019, and improved by 0.7% on a 12-month average to 72.4%.

Note: The metrics in this report are preliminary.

## Customer Journey Time Performance Monthly

Desired trend



<u>Borough</u>	<u>Feb 20</u>	<u>Feb 19</u>	<u>% Change</u>
<b>Bronx</b>	<b>72.6%</b>	<b>73.0%</b>	<b>-0.5%</b>
Local/Limited	73.1%	73.6%	-0.7%
Select Bus Service	73.2%	73.0%	+0.3%
Express	53.2%	51.1%	+4.1%
<b>Brooklyn</b>	<b>73.3%</b>	<b>72.7%</b>	<b>+0.8%</b>
Local/Limited	73.3%	72.5%	+1.1%
Select Bus Service	75.7%	75.6%	+0.1%
Express	63.5%	63.8%	-0.5%
<b>Manhattan</b>	<b>79.8%</b>	<b>78.0%</b>	<b>+2.3%</b>
Local/Limited	77.8%	76.6%	+1.6%
Select Bus Service	84.2%	81.8%	+2.9%
Express	N/A	N/A	N/A
<b>Queens</b>	<b>75.7%</b>	<b>74.1%</b>	<b>+2.2%</b>
Local/Limited	75.9%	74.5%	+1.9%
Select Bus Service	78.8%	75.4%	+4.5%
Express	53.6%	50.0%	+7.2%
<b>Staten Island</b>	<b>76.2%</b>	<b>71.8%</b>	<b>+6.1%</b>
Local/Limited	74.0%	72.7%	+1.8%
Select Bus Service	76.6%	74.4%	+3.0%
Express	82.2%	68.3%	+20.4%
<b>Systemwide</b>	<b>75.1%</b>	<b>74.0%</b>	<b>+1.5%</b>
Local/Limited	74.7%	74.0%	+0.9%
Select Bus Service	79.6%	77.4%	+2.8%
Express	68.6%	60.5%	+13.4%

## 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.

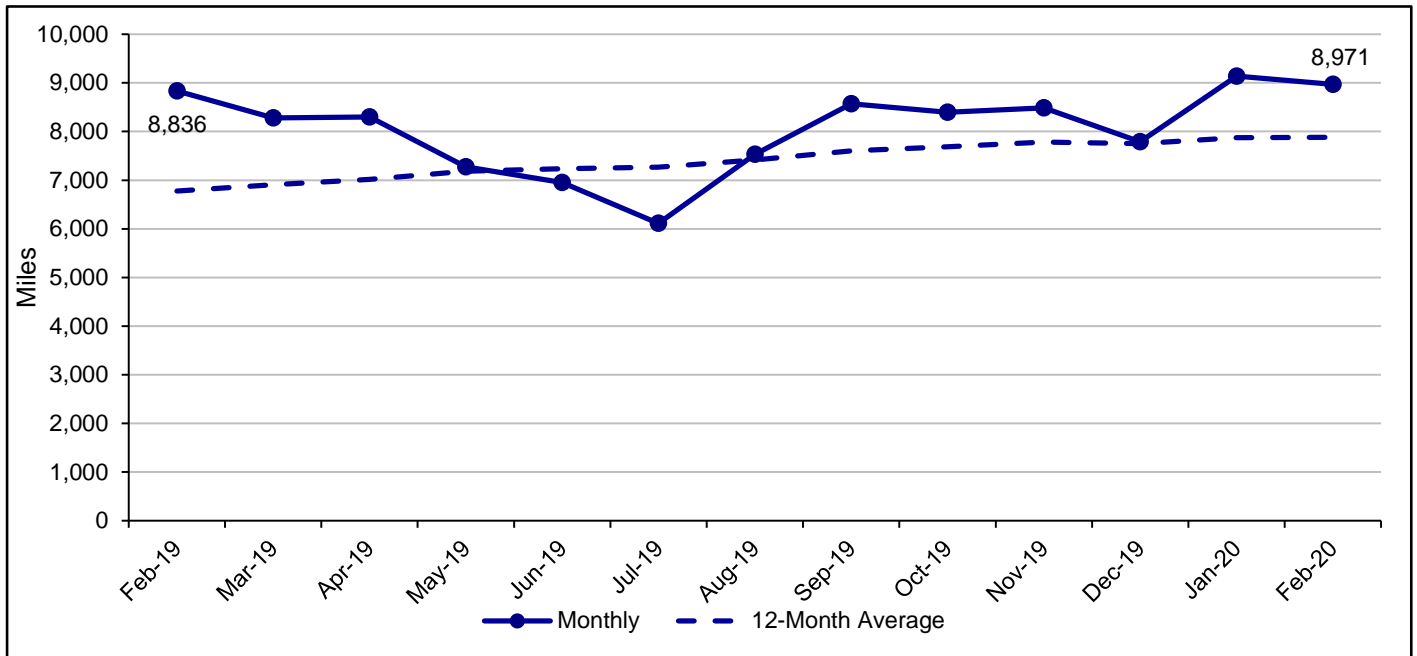
MDBF numbers include weekdays and weekends. This borough and trip-type combinations (Chart 10) are reported as a 12-month average.

#### 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.

## Mean Distance Between Failures (24 Hours) Miles

Desired trend



	Monthly			12-Month Average		
	Feb 20	Feb 19	% Change	Feb 20	Feb 19	% Change
<b>Bronx</b>	6,968	7,266	-4.1%	6,091	5,020	+21.3%
<b>Brooklyn</b>	8,429	8,902	-5.3%	8,771	6,592	+33.1%
<b>Manhattan</b>	6,591	5,194	+26.9%	4,718	4,025	+17.2%
<b>Queens</b>	8,562	8,534	+0.3%	7,423	7,230	+2.7%
<b>Staten Island</b>	26,165	24,721	+5.8%	21,529	20,096	+7.1%
<b>Systemwide</b>	<b>8,971</b>	<b>8,836</b>	<b>+1.5%</b>	<b>7,881</b>	<b>6,777</b>	<b>+16.3%</b>

### Mean Distance Between Failures Discussion

- Mean Distance Between Failures improved by 1.5% from 8,836 in February 2019 to 8,971 in February 2020. The 12-month average through February 2020 improved by 16.3%.

Note: The metrics in this report are preliminary.

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

Desired trend 

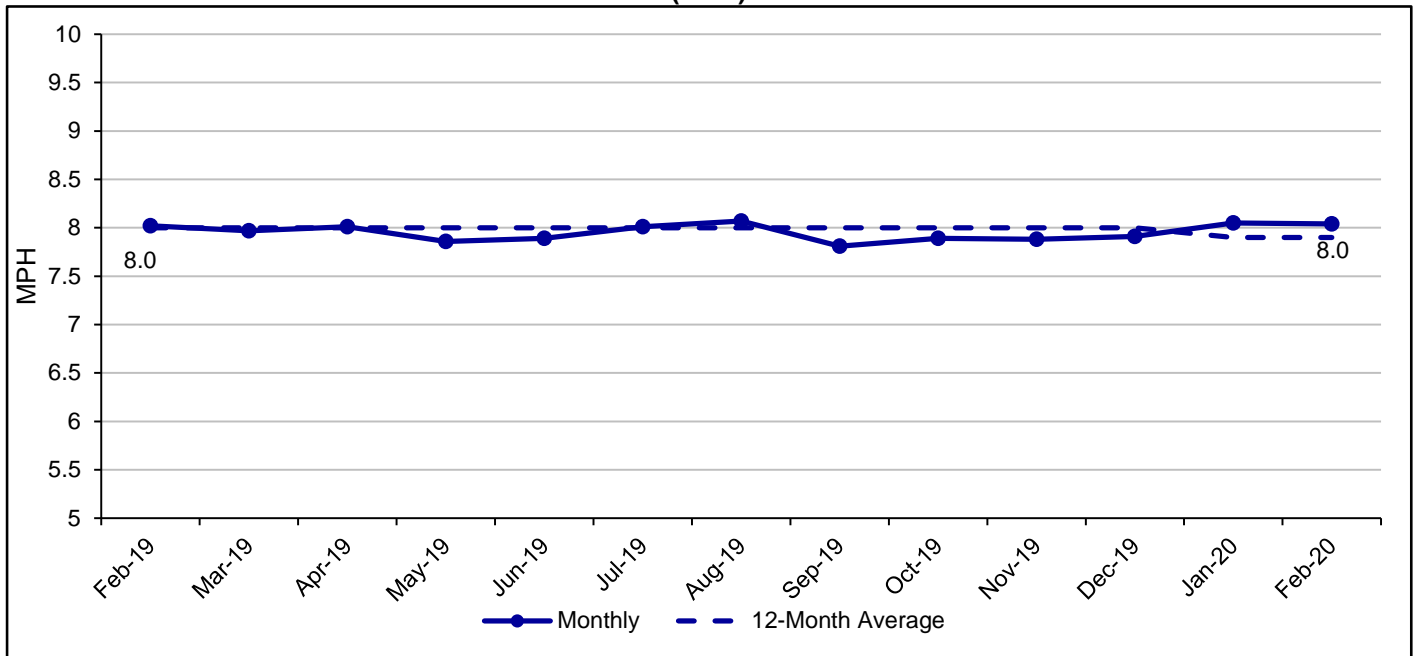
<u>Borough</u>	<u>Feb 20</u>	<u>Feb 19</u>	<u>% Change</u>
<b>Bronx</b>	<b>6,091</b>	<b>5,020</b>	<b>+21.3%</b>
Local/Limited	5,304	4,252	+24.7%
Select Bus Service	10,789	6,702	+61.0%
Express	9,665	11,183	-13.6%
<b>Brooklyn</b>	<b>8,771</b>	<b>6,592</b>	<b>+33.1%</b>
Local/Limited	8,667	6,364	+36.2%
Select Bus Service	10,000	9,645	+3.7%
Express	9,162	9,178	-0.2%
<b>Manhattan</b>	<b>4,718</b>	<b>4,025</b>	<b>+17.2%</b>
Local/Limited	4,099	3,568	+14.9%
Select Bus Service	8,616	8,287	+4.0%
Express	N/A	N/A	N/A
<b>Queens</b>	<b>7,423</b>	<b>7,230</b>	<b>+2.7%</b>
Local/Limited	7,345	6,813	+7.8%
Select Bus Service	8,062	11,856	-32.0%
Express	7,525	8,087	-6.9%
<b>Staten Island</b>	<b>21,529</b>	<b>20,096</b>	<b>+7.1%</b>
Local/Limited	22,238	18,565	+19.8%
Select Bus Service	23,862	10,354	+130.5%
Express	20,873	23,642	-11.7%
<b>Systemwide</b>	<b>7,881</b>	<b>6,777</b>	<b>+16.3%</b>
Local/Limited	7,135	5,895	+21.0%
Select Bus Service	9,301	9,235	+0.7%
Express	11,763	12,804	-8.1%

**Chart 10**

Note: The metrics in this report are preliminary.

## Bus Speeds (24 Hours) (MPH)

Desired trend




	Monthly			12-Month Average		
	Feb 20	Feb 19	% Change	Feb 20	Feb 19	% Change
<b>Bronx</b>	7.5	7.4	+1.4%	7.4	7.4	0.0%
<b>Brooklyn</b>	7.2	7.2	0.0%	7.1	7.1	0.0%
<b>Manhattan</b>	6.0	5.9	+1.7%	5.9	5.9	0.0%
<b>Queens</b>	8.9	8.9	0.0%	8.8	8.9	-1.1%
<b>Staten Island</b>	14.0	14.0	0.0%	13.7	13.7	0.0%
<b>Systemwide</b>	<b>8.0</b>	<b>8.0</b>	<b>0.0%</b>	<b>7.9</b>	<b>8.0</b>	<b>-1.3%</b>

### Speed Discussion

- Bus Speeds in February 2020 was flat at 8.0 mph compared to February 2019, and declined by 0.1 mph (or 1.3%) on a 12-month average.

**Bus Speeds**  
**Monthly (24 Hours)**  
**MPH**

*Desired trend* 

<u>Borough</u>	<u>Feb 20</u>	<u>Feb 19</u>	<u>% Change</u>
<b>Bronx</b>	<b>7.5</b>	<b>7.4</b>	<b>+1.4%</b>
Local/Limited	6.7	6.7	0.0%
Select Bus Service	8.7	8.6	+1.2%
Express	11.7	11.5	+1.7%
<b>Brooklyn</b>	<b>7.2</b>	<b>7.2</b>	<b>0.0%</b>
Local/Limited	6.9	6.9	0.0%
Select Bus Service	8.7	8.6	+1.2%
Express	12.3	12.2	+0.8%
<b>Manhattan</b>	<b>6.0</b>	<b>5.9</b>	<b>+1.7%</b>
Local/Limited	5.7	5.7	0.0%
Select Bus Service	7.0	7.2	-2.8%
Express	N/A	N/A	N/A
<b>Queens</b>	<b>8.9</b>	<b>8.9</b>	<b>0.0%</b>
Local/Limited	8.6	8.6	0.0%
Select Bus Service	11.3	11.4	-0.9%
Express	13.1	13.0	+0.8%
<b>Staten Island</b>	<b>14.0</b>	<b>14.0</b>	<b>0.0%</b>
Local/Limited	11.9	11.9	0.0%
Select Bus Service	14.7	14.6	+0.7%
Express	17.4	17.3	+0.6%
<b>Systemwide</b>	<b>8.0</b>	<b>8.0</b>	<b>0.0%</b>
Local/Limited	7.5	7.4	+1.4%
Select Bus Service	9.1	9.3	-2.2%
Express	14.1	14.0	+0.7%

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

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

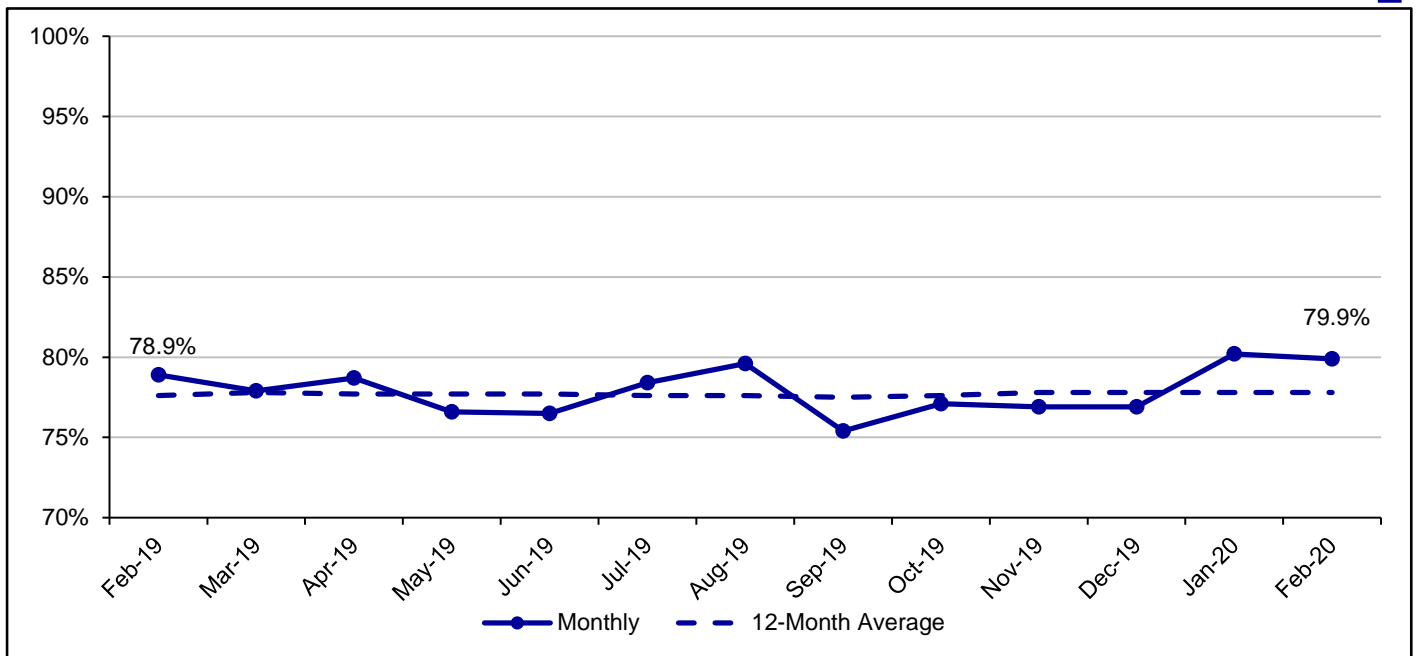
Bus AM Weekday Pull Out Performance is the percent of required buses and operators available in the AM peak period. The sytemwide metric is the combined results of NYCT Bus and MTA Bus.

#### 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.

## Wait Assessment


Desired trend



	Monthly			12-Month Average		
	Feb 20	Feb 19	% Change	Feb 20	Feb 19	% Change
<b>Bronx</b>	77.5%	77.7%	-0.3%	76.3%	76.9%	-0.8%
<b>Brooklyn</b>	78.0%	77.2%	+1.0%	76.1%	76.1%	0.0%
<b>Manhattan</b>	80.5%	78.6%	+2.4%	77.7%	76.4%	+1.7%
<b>Queens</b>	81.7%	80.1%	+2.0%	79.3%	79.2%	+0.1%
<b>Staten Island</b>	83.4%	82.4%	+1.2%	81.3%	80.2%	+1.4%
<b>Systemwide</b>	<b>79.9%</b>	<b>78.9%</b>	<b>+1.3%</b>	<b>77.8%</b>	<b>77.6%</b>	<b>+0.3%</b>

Note: The metrics in this report are preliminary.

## Wait Assessment Monthly


Desired trend 

<u>Borough</u>	<u>Feb 20</u>	<u>Feb 19</u>	<u>% Change</u>
<b>Bronx</b>	<b>77.5%</b>	<b>77.7%</b>	<b>-0.3%</b>
Local/Limited	76.9%	77.3%	-0.5%
Select Bus Service	80.6%	81.4%	-1.0%
Express	86.4%	84.6%	+2.1%
<b>Brooklyn</b>	<b>78.0%</b>	<b>77.2%</b>	<b>+1.0%</b>
Local/Limited	77.9%	77.1%	+1.0%
Select Bus Service	81.4%	81.2%	+0.2%
Express	79.7%	78.4%	+1.7%
<b>Manhattan</b>	<b>80.5%</b>	<b>78.6%</b>	<b>+2.4%</b>
Local/Limited	80.0%	78.3%	+2.2%
Select Bus Service	84.5%	81.9%	+3.2%
Express	N/A	N/A	N/A
<b>Queens</b>	<b>81.7%</b>	<b>80.1%</b>	<b>+2.0%</b>
Local/Limited	81.5%	80.0%	+1.9%
Select Bus Service	88.9%	82.4%	+7.9%
Express	83.9%	81.3%	+3.2%
<b>Staten Island</b>	<b>83.4%</b>	<b>82.4%</b>	<b>+1.2%</b>
Local/Limited	82.4%	81.3%	+1.4%
Select Bus Service	83.0%	82.0%	+1.2%
Express	87.4%	86.9%	+0.6%
<b>Systemwide</b>	<b>79.9%</b>	<b>78.9%</b>	<b>+1.3%</b>
Local/Limited	79.5%	78.5%	+1.3%
Select Bus Service	84.5%	81.9%	+3.2%
Express	85.4%	84.1%	+1.5%

Note: The metrics in this report are preliminary.

Chart 14

## Bus Mean Distance Between Service Interruptions

Desired trend 

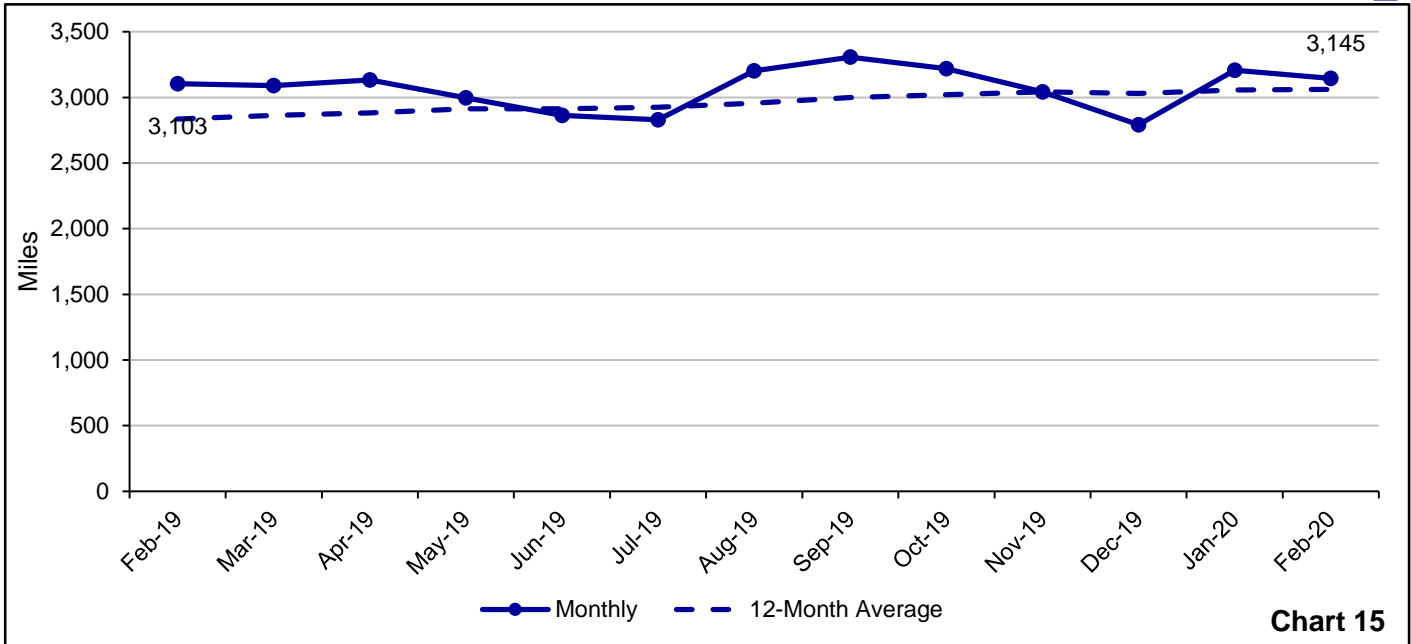



Chart 15

	Monthly			12-Month Average		
	Feb 20	Feb 19	% Change	Feb 20	Feb 19	% Change
Systemwide	3,145	3,103	+1.4%	3,061	2,835	+8.0%

## Bus Percentage of Completed Trips

Desired trend 

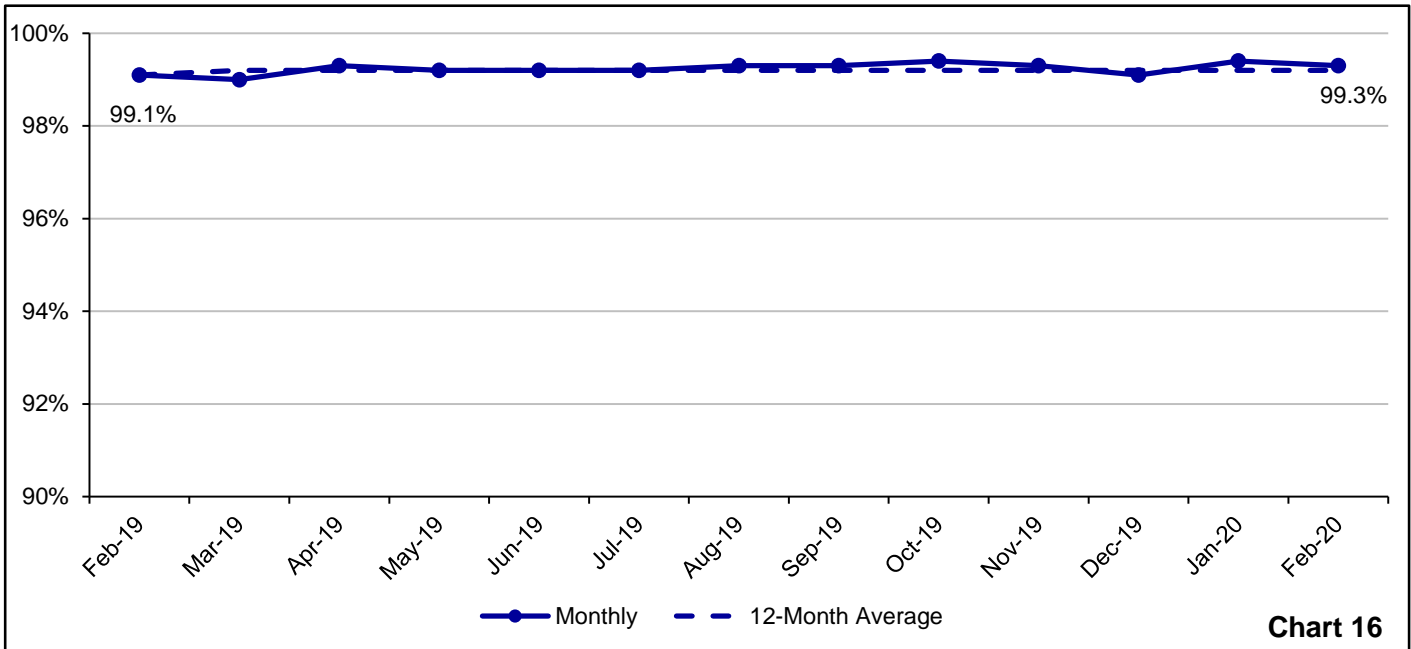


Chart 16

	Monthly			12-Month Average		
	Feb 20	Feb 19	% Change	Feb 20	Feb 19	% Change
Systemwide	99.3%	99.1%	+0.2%	99.2%	99.1%	+0.1%

Note: The metrics in this report are preliminary.

## Bus AM Weekday Pull Out Performance

Desired trend 

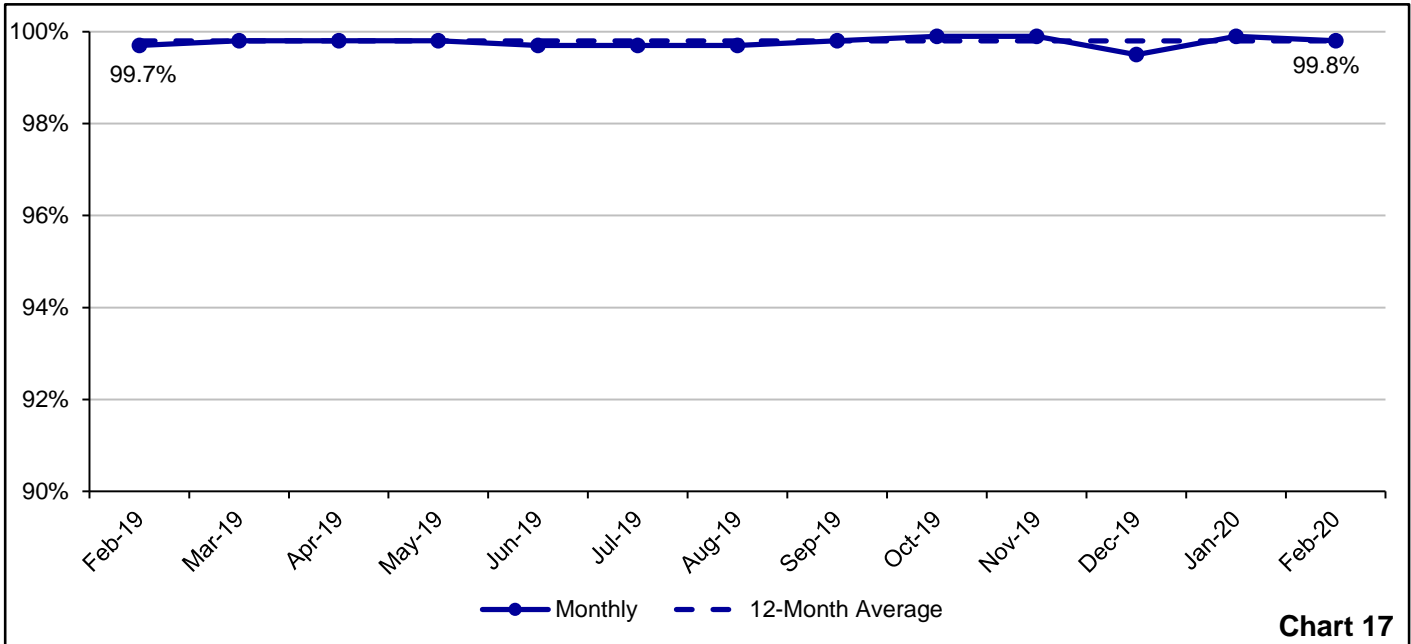


Chart 17

	Monthly			12-Month Average		
	Feb 20	Feb 19	% Change	Feb 20	Feb 19	% Change
<b>Systemwide</b>	99.8%	99.7%	+0.1%	99.8%	99.8%	0.0%

## Bus PM Weekday Pull Out Performance

Desired trend 

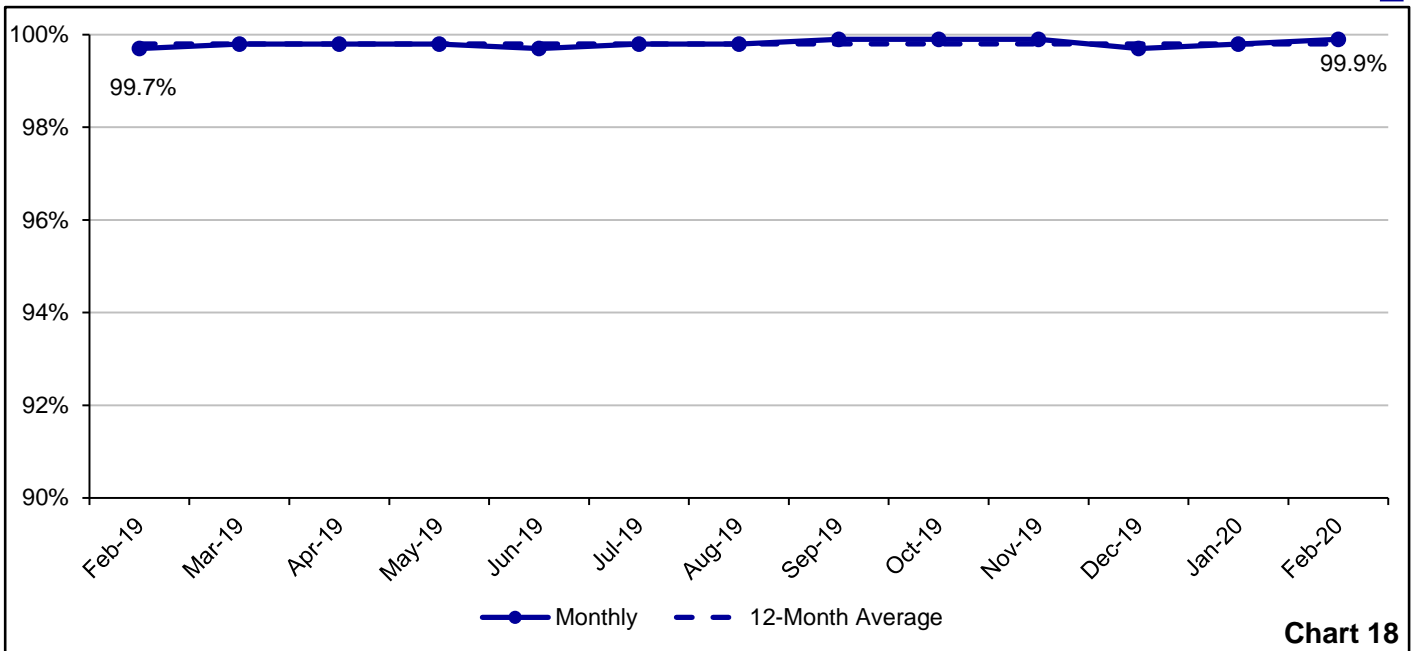


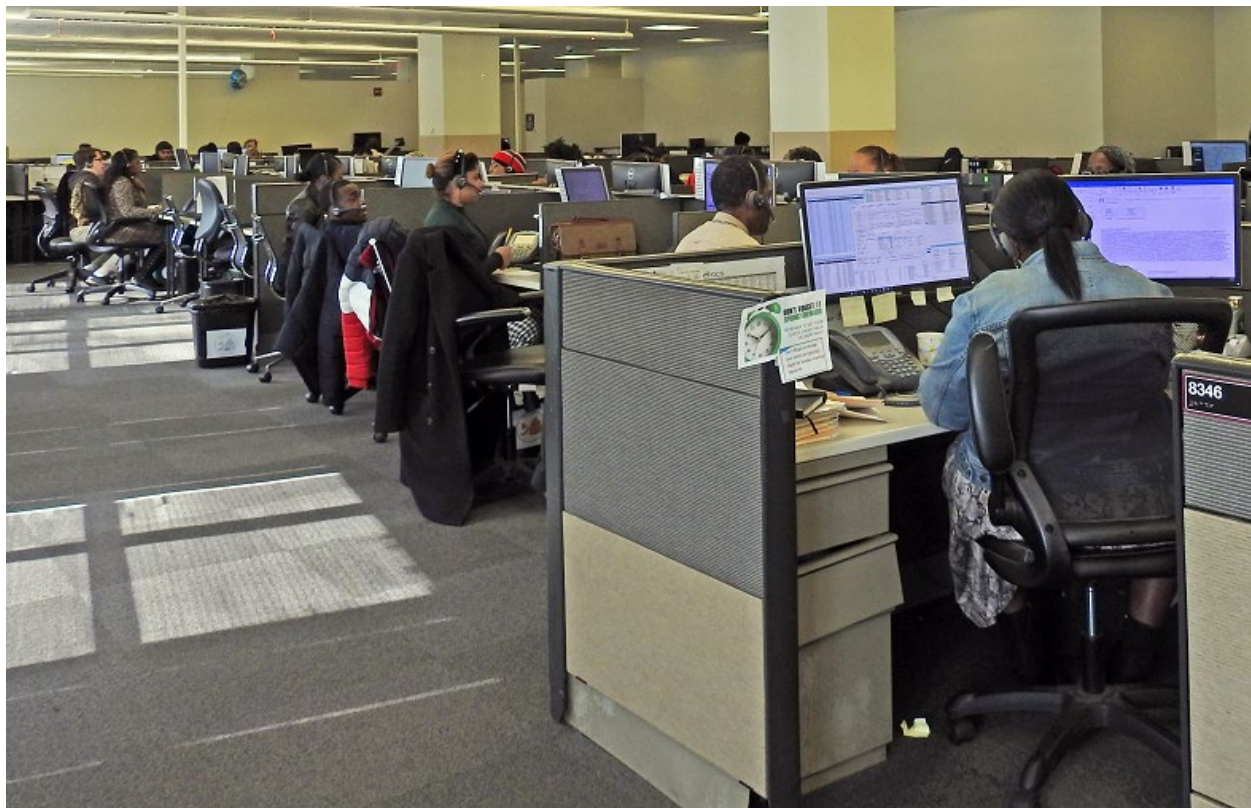
Chart 18

	Monthly			12-Month Average		
	Feb 20	Feb 19	% Change	Feb 20	Feb 19	% Change
<b>Systemwide</b>	99.9%	99.7%	+0.2%	99.8%	99.8%	0.0%

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



The Paratransit Call Center, as pictured above, is the lifeblood of our operation. It operates 24-hours a day, 7 days a week and take over 25,000 calls a day by scheduling trips, responding to customer inquiries, and performing other customer service–related functions. This year, the team has worked especially hard to help customers transition to the new Enhanced Broker Service.

## March 2020 Highlights: Paratransit

This month, in response to the novel coronavirus (COVID-19), all dedicated carriers began sanitizing their vehicles daily and TLC issued directives to their operators regarding disinfecting vehicle with a focus on passenger and driver contact areas.

The MTA has protocols in place for emergency scenarios and are regularly monitoring the circumstances surrounding the coronavirus with the utmost seriousness at the direction of federal and state health authorities. We are closely monitoring developments and taking steps to provide information to our employees and customers.

At this time our focus is on keeping our customers and employees safe and continuing to run service as needed. We have therefore decided to postpone implementation of the planned Phase II changes to our E-hail on demand service until further notice. The on-demand pilot will continue in its current form and we will communicate any service changes to customers in advance.

**Craig Cipriano**

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

# Paratransit Report

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

Paratransit Operations - Monthly Operations Report Service Indicators							
Category	Performance Indicator	Current Month: January 2020			12-Month Average		
		This Year	Last Year	% Change	This Year	Last Year	% Change
Ridership	Total Trips Completed*	702,968	634,266	+10.8%	677,210	602,599	+12.4%
	Total Ridership	955,790	864,140	+10.6%	917,489	837,677	+9.5%
On-Time Performance	Pick-up Primary 30 Minute	98.0%	98.0%	0.0%	96.1%	95.8%	+0.3%
	Pick-up Primary 15 Minute	92.0%	92.0%	0.0%	87.0%	87.1%	-0.1%
	Pick-up Broker 30 Minute	98.0%	95.0%	+3.2%	95.7%	91.9%	+4.1%
	Pick-up Broker 15 Minute	91.0%	84.0%	+8.3%	85.8%	79.5%	+7.9%
	Appointment OTP Trips Primary - 30 Min Early to <1 Late (On-Time)	45.0%	43.0%	+4.7%	46.3%	47.2%	-1.9%
	Appointment OTP Trips Primary - Early	49.0%	52.0%	-5.8%	45.8%	42.3%	8.1%
	Appointment OTP Trips Broker - 30 Min Early to <1 Late (On-Time)	31.0%	36.0%	-13.9%	33.8%	42.9%	-21.4%
	Appointment OTP Trips Broker - Early	64.0%	52.0%	+23.1%	56.5%	41.4%	36.4%
Ride Time	Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration - At or Better Than Plan	84.0%	81.0%	+3.7%	80.2%	75.2%	+6.7%
	Average Actual Trip Duration in Minutes	35	39	-10.3%	39	43	-10.2%
	Max Ride Time Performance Primary	99.0%	99.0%	0.0%	97.8%	97.6%	0.3%
	Max Ride Time Performance Broker	99.0%	98.0%	+1.0%	98.1%	96.7%	1.5%
Customer Experience	Frequent Rider Experience Primary	77.0%	75.0%	+2.7%	74.3%	72.4%	2.7%
	Frequent Rider Experience Broker	69.0%	67.0%	+3.0%	70.2%	N/A	N/A
Provider No-Shows	Provider No-Shows per 1,000 Schedule Trips Primary	0.42	0.72	-41.7%	1.36	1.93	-29.3%
	Provider No-Shows per 1,000 Schedule Trips Broker	0.70	0.76	-7.9%	1.43	2.49	-42.4%
Customer Complaints	Passenger Complaints - Transportation Service Quality Per 1000 Completed Trips	2.3	1.6	+43.8%	2.9	2.6	+14.4%
	Passenger Complaints - Non-Transportation Service Quality Per 1000 Completed Trips	1.3	1.2	+8.3%	2.2	1.3	+62.7%
Call Center	Percent of Calls Answered	98.0%	98.0%	0.0%	95.5%	96.3%	-0.9%
	Average Call Answer Speed in Seconds	36	19	+89.5%	63	43	+48.7%
Eligibility	Total Registrants	162,857	153,496	+6.1%	158,501	150,354	+5.4%

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 (FHVs), metered taxis, and some wheelchair accessible vehicles.
- 3) **E-Hails** provide web or app-based trip booking and furnish FHVs and metered taxis, including wheelchair accessible vehicles (WAVs).
- 4) **Street Hails** are services provided by the traditional FHVs, 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.

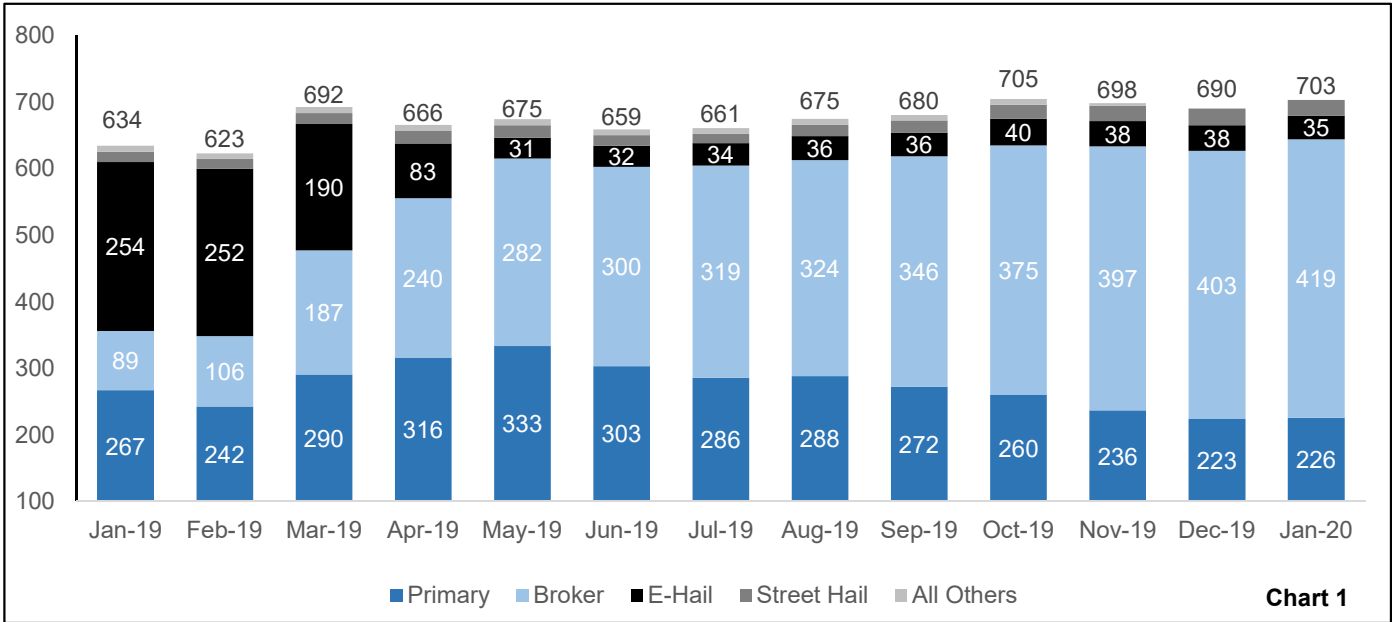
The phone number customers call to make complaints and other comments is the same familiar number they use for reservations. Access-A-Ride reviews all complaints received and works to resolve all specific customer concerns.

## Call Center

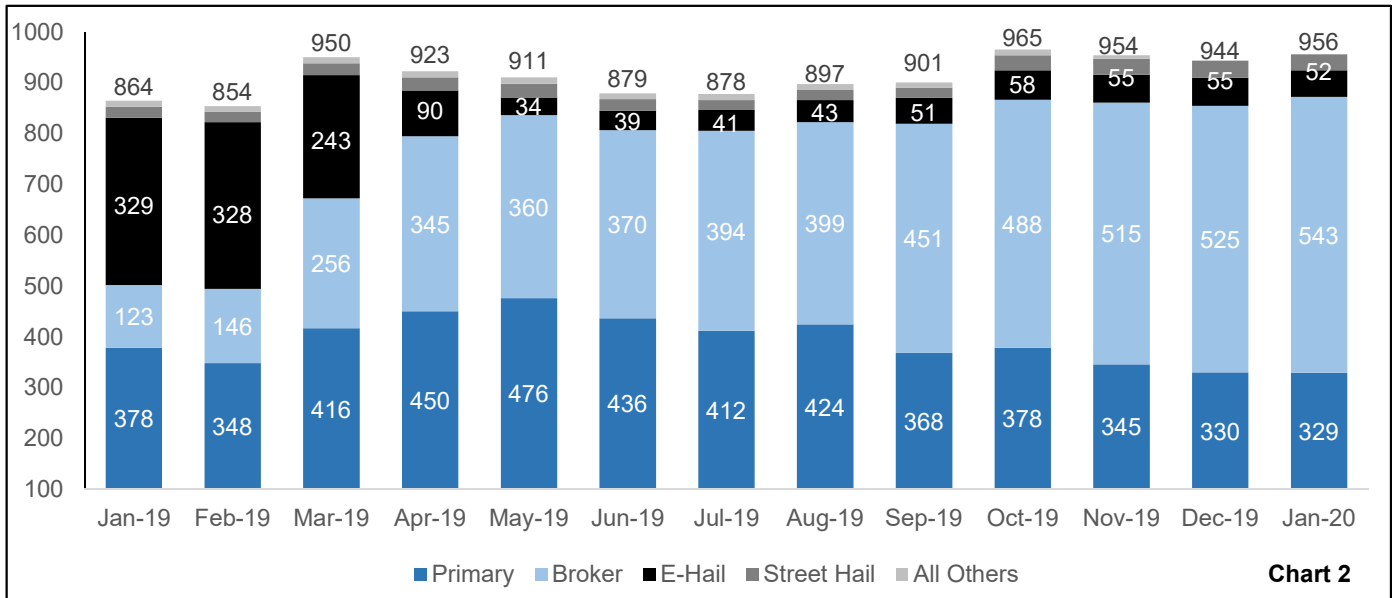
Access-A-Ride Call Center performance is measured as the percent of calls that are answered and the average speed with which those calls are answered. The call center handles reservation and day-of service status calls from customers.

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 January 2020 increased by 12K (or 1.8%) when compared to December 2019, and increased by 69K (or 10.8%) when compared to January 2019.

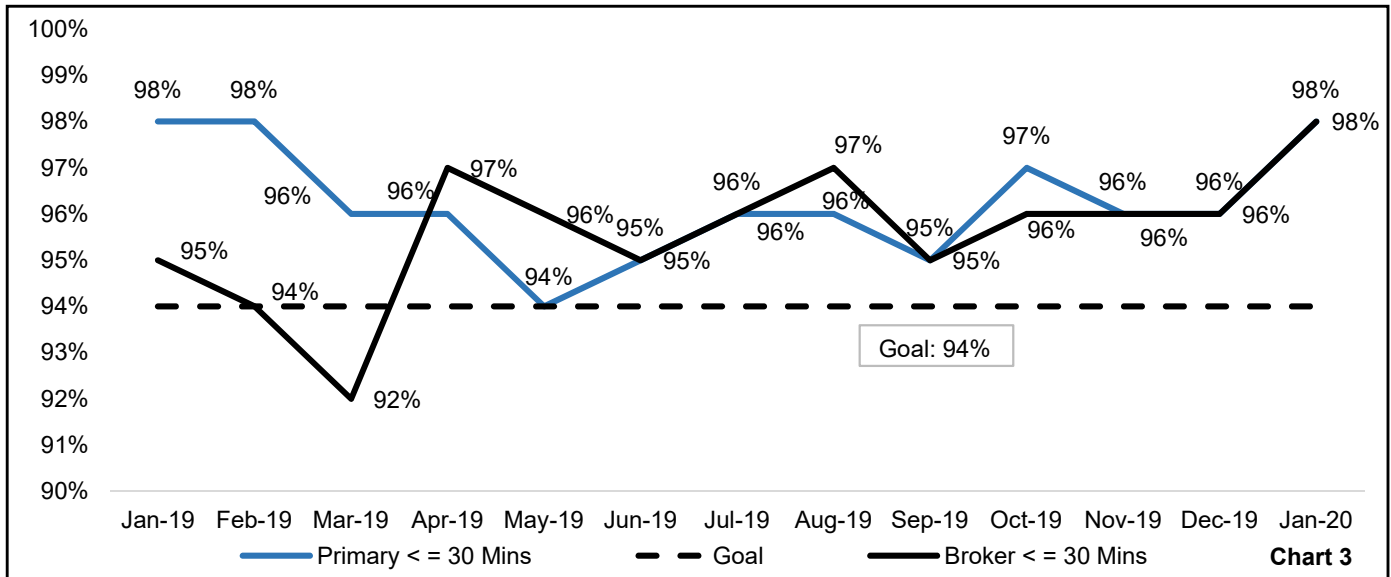
### Total Ridership Discussion

- Total Ridership in January 2020 increased by 12K (or 1.3%) when compared to December 2019, and increased by 92K (or 10.6%) when compared to January 2019.

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

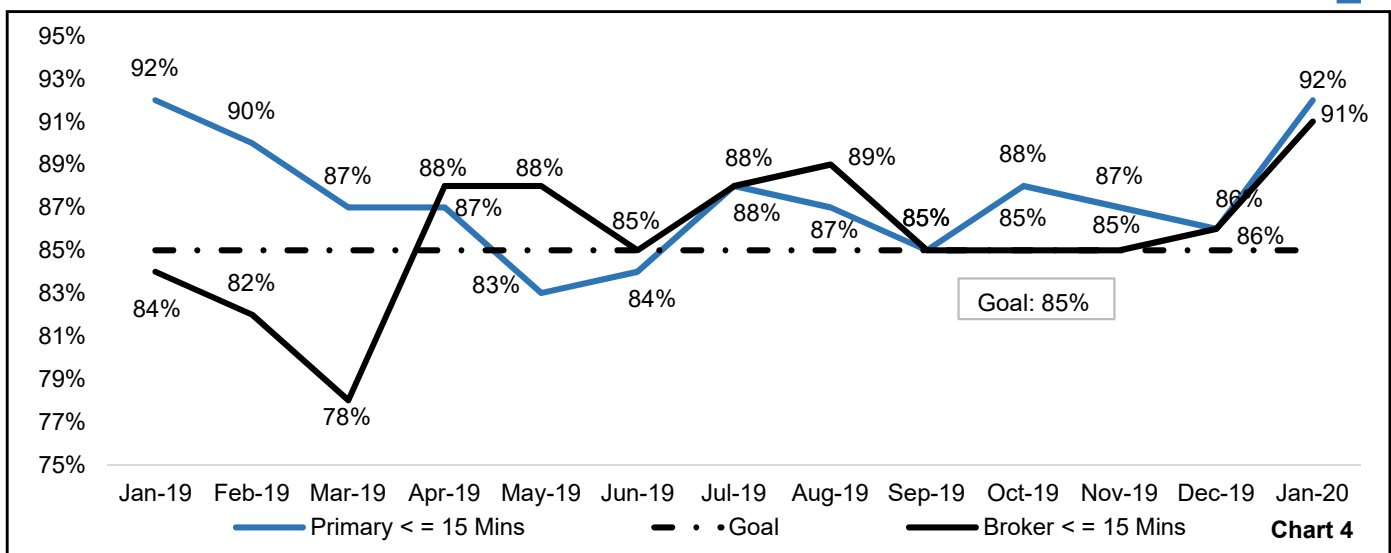
## OTP <= 30 Minutes Primary and Broker

Desired trend 



## OTP <= 15 Minutes Primary and Broker

Desired trend 



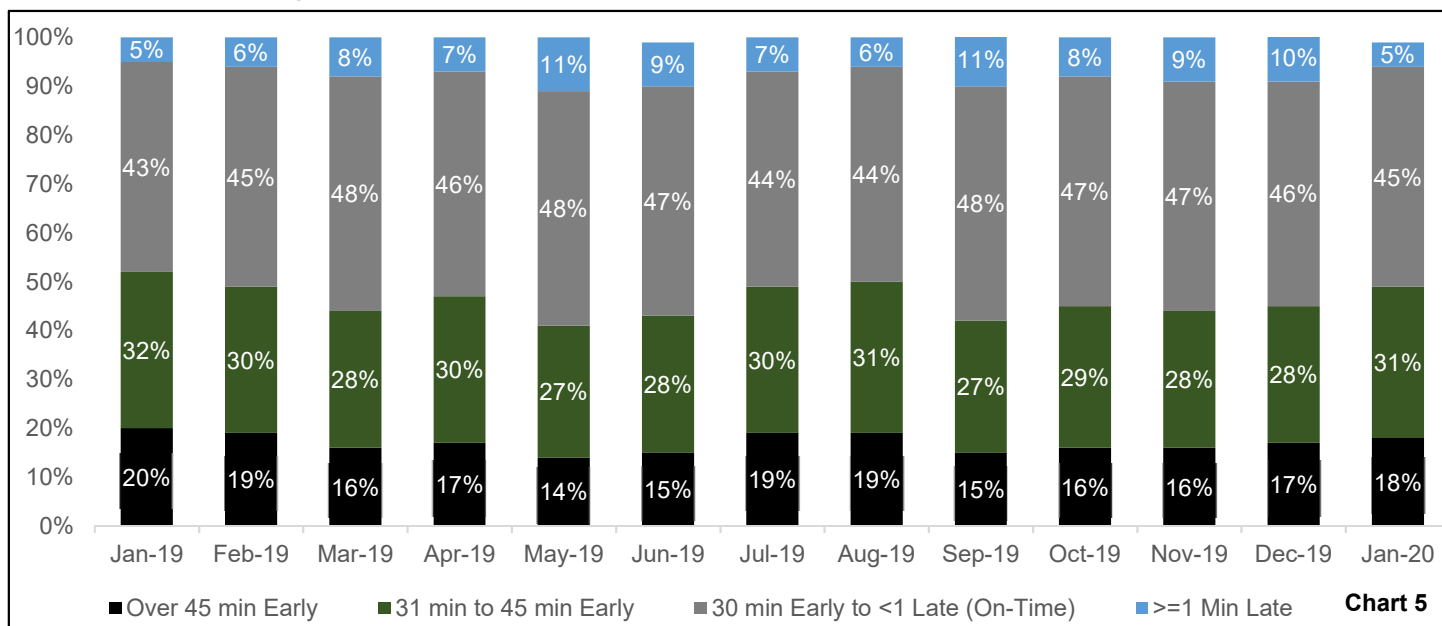
### <= 30 Minutes Pick Up On-Time Performance Discussion

- January 2020 Primary 30 minute P/U, OTP result of 98% indicates a rate increase of 2.1% when compared to December 2019, and remained flat when compared to January 2019.
- January 2020 Broker 30 minute P/U, OTP result of 98% indicates a rate increase of 2.1% when compared to December 2019, and improved at a rate of 3.2% when compared to January 2019.

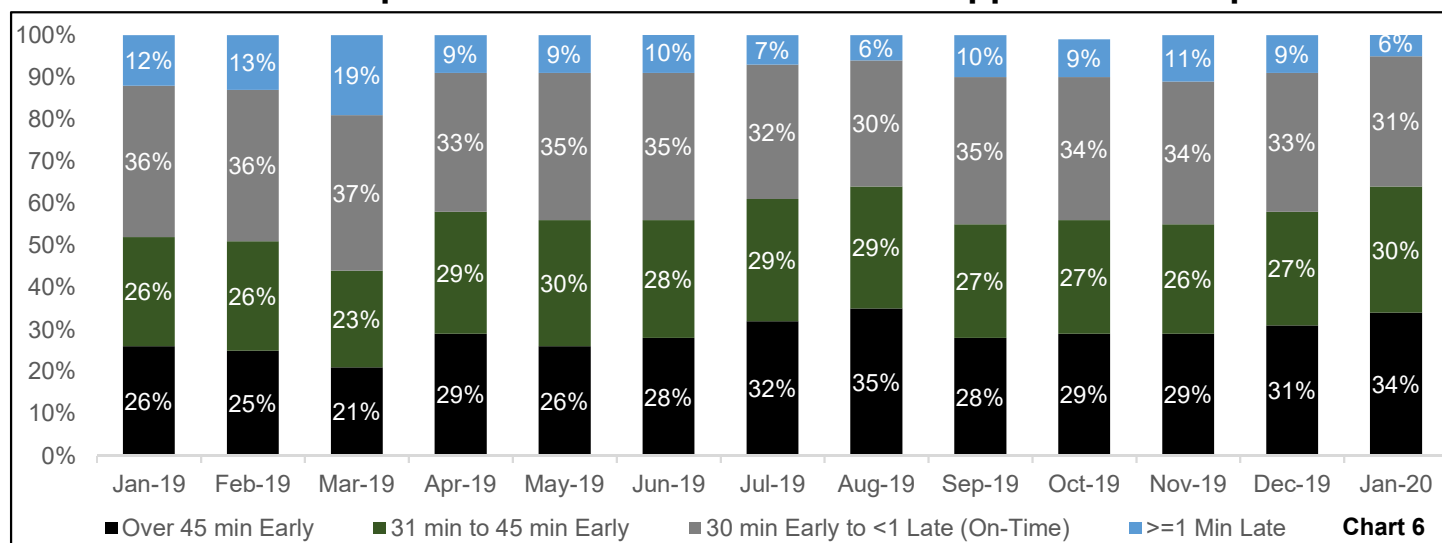
### <= 15 Minutes Pick Up On-Time Performance Discussion

- January 2020 Primary 15 minute P/U, OTP result of 92% indicates a rate increase of 7% when compared to December 2019, and remained flat when compared to January 2019.
- January 2020 Broker 15 minute P/U, OTP result of 91% indicates a rate increase of 5.8% when compared to December 2019, and improved at a rate of 8.3% when compared to January 2019.

## Primary Drop Off On-Time Performance On Appointment Trips



## Broker Drop Off On-Time Performance On Appointment Trips



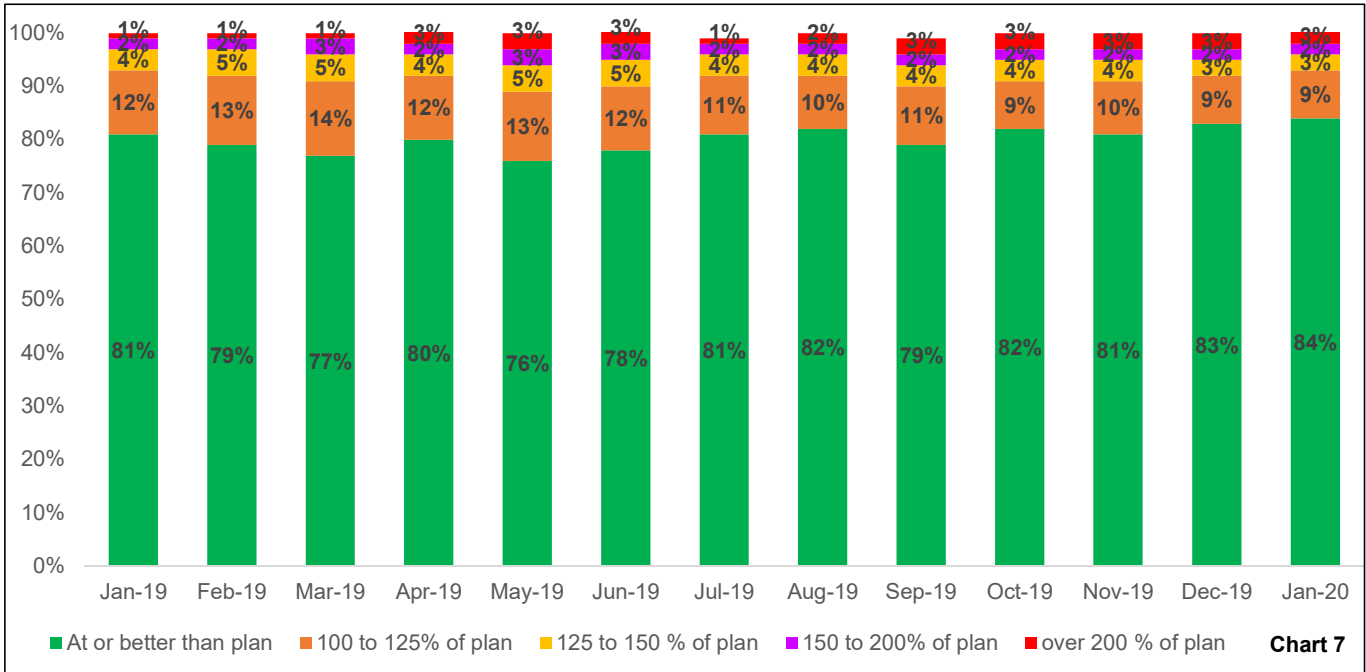
### Primary Drop Off On-Time Performance On Appointment Trips Discussion

- In the month of January, 45% of appointment trips arrived on time. Arrival times declined at a rate of 2.2% when compared to the previous month, and improved at a rate of 4.7% when compared to the same period last year.

### Broker Drop Off On-Time Performance On Appointment Trips Discussion

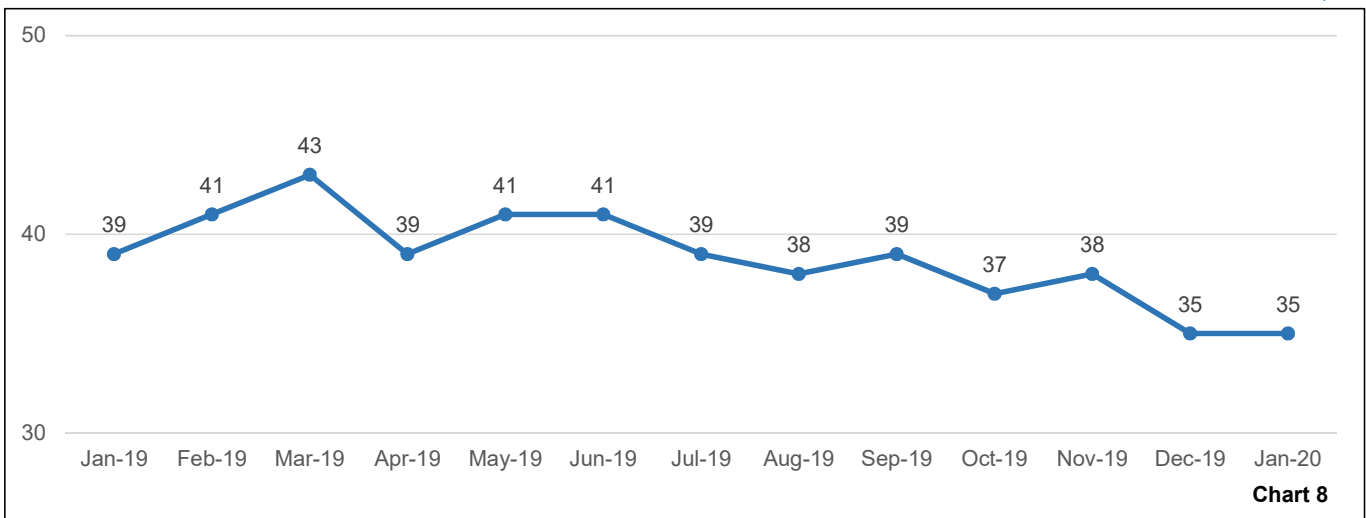
- In the month of January, 31% of appointment trips arrived on time. Arrival times declined at a rate of 6.1% when compared to the previous month, and declined at a rate of 13.9% when compared to the same period last year.

## 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

- 84% of trips in January 2020 performed within the scheduled time or better which improved at a rate of 1.2% when compared to December 2019, and improved at a rate of 3.7% when compared to January 2019.

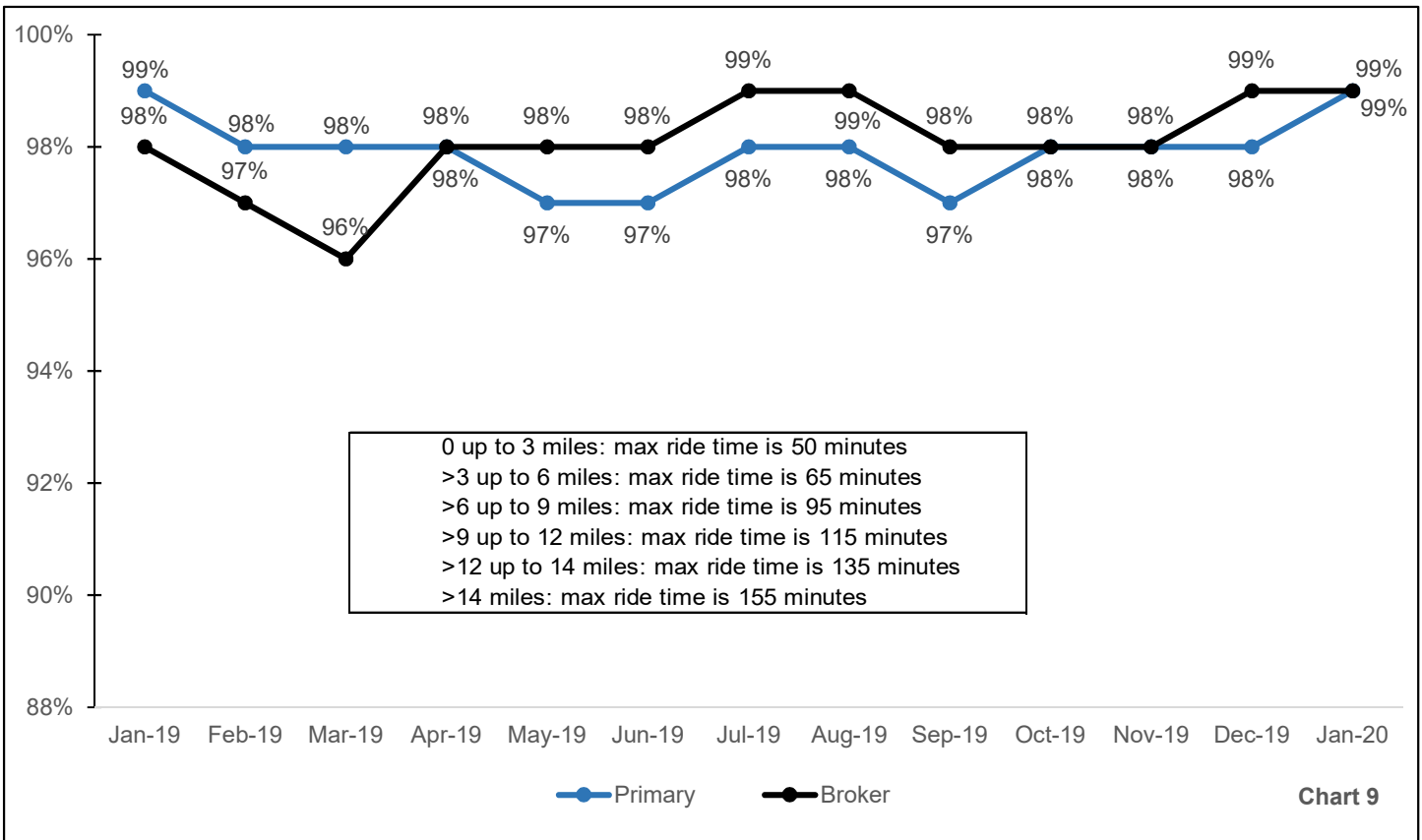
### Average Actual Trip Duration in Minutes Discussion

- Actual Trip Duration in January 2020 remained flat when compared to December 2019, and improved by 4 minutes (or 10.3%) when compared to January 2019.

Note: Percentages may not be exact due to rounding.

## Max Ride Time Performance

Desired trend 

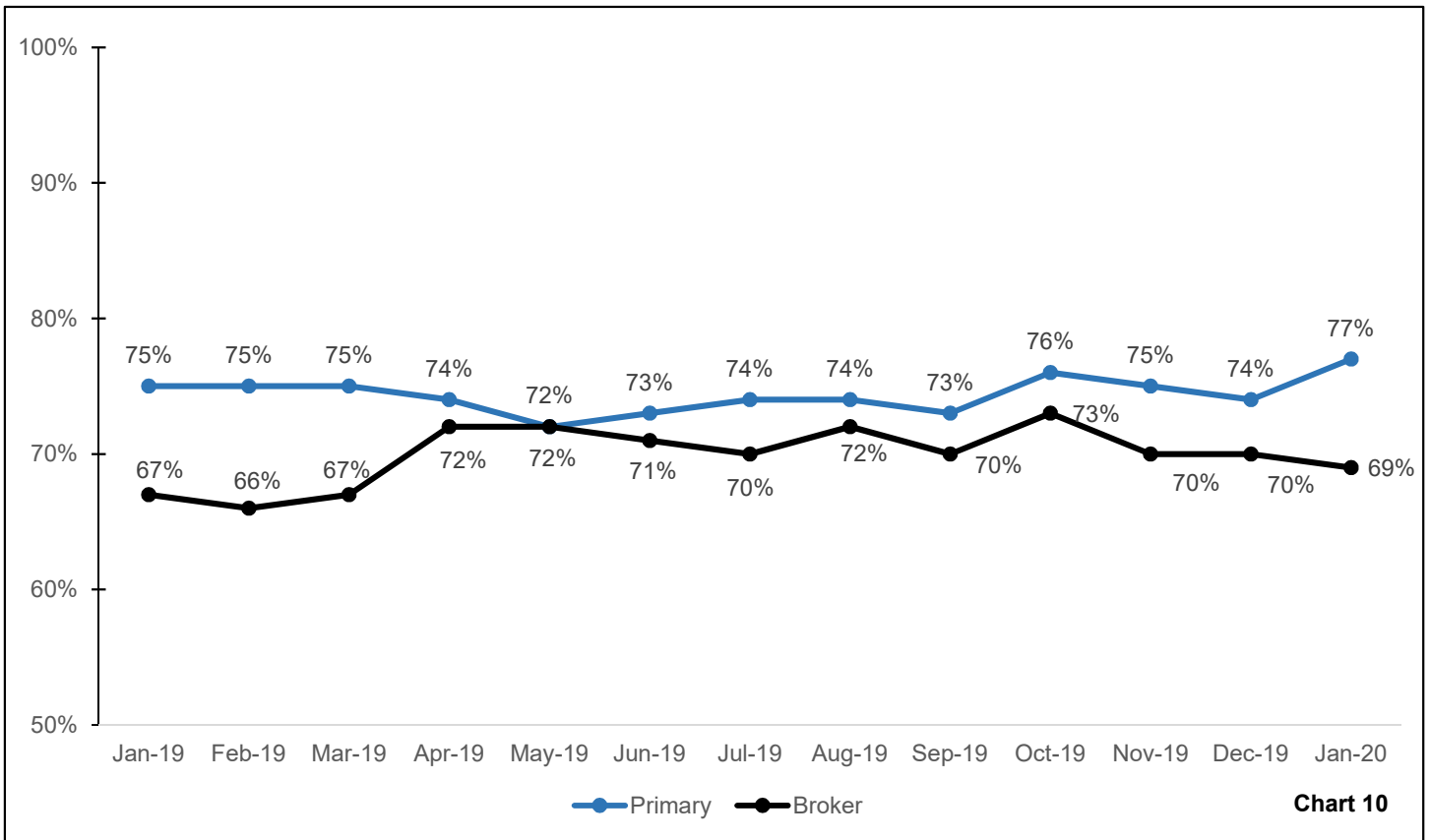


### Max Ride Time Performance Discussion

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

# Customer Experience Performance

Desired trend 



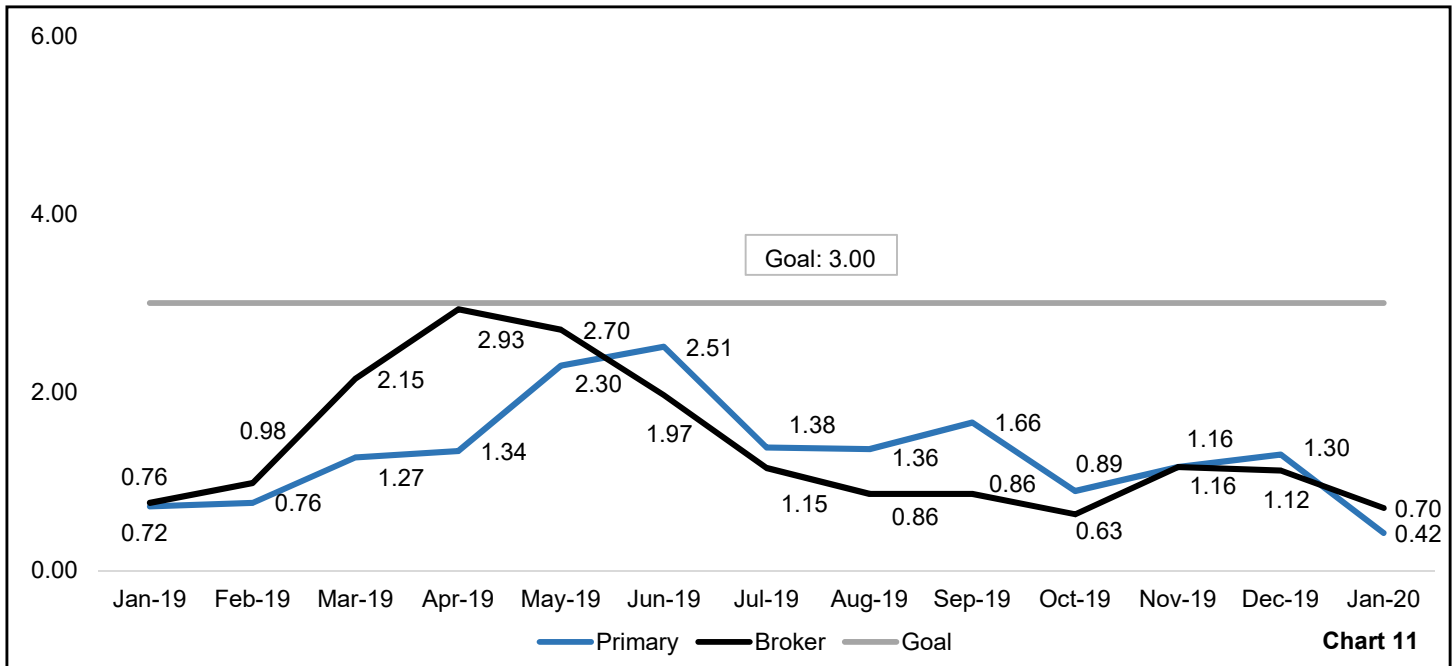
## Customer Experience Performance Discussion

- In the month of January, 77% of the Primary carrier trips completed resulted in a positive customer experience. This improved at a rate of 4.1% when compared to the previous month, and a rate improvement of 2.7% when compared to the same period last year.
- In the month of January, 69% of the Broker trips completed resulted in a positive customer experience. This declined at a rate of 1.4% when compared to the previous month, and a rate improvement of 3% when compared to the same period last year.



## Provider No Shows Per 1,000 Scheduled Trips

Desired trend

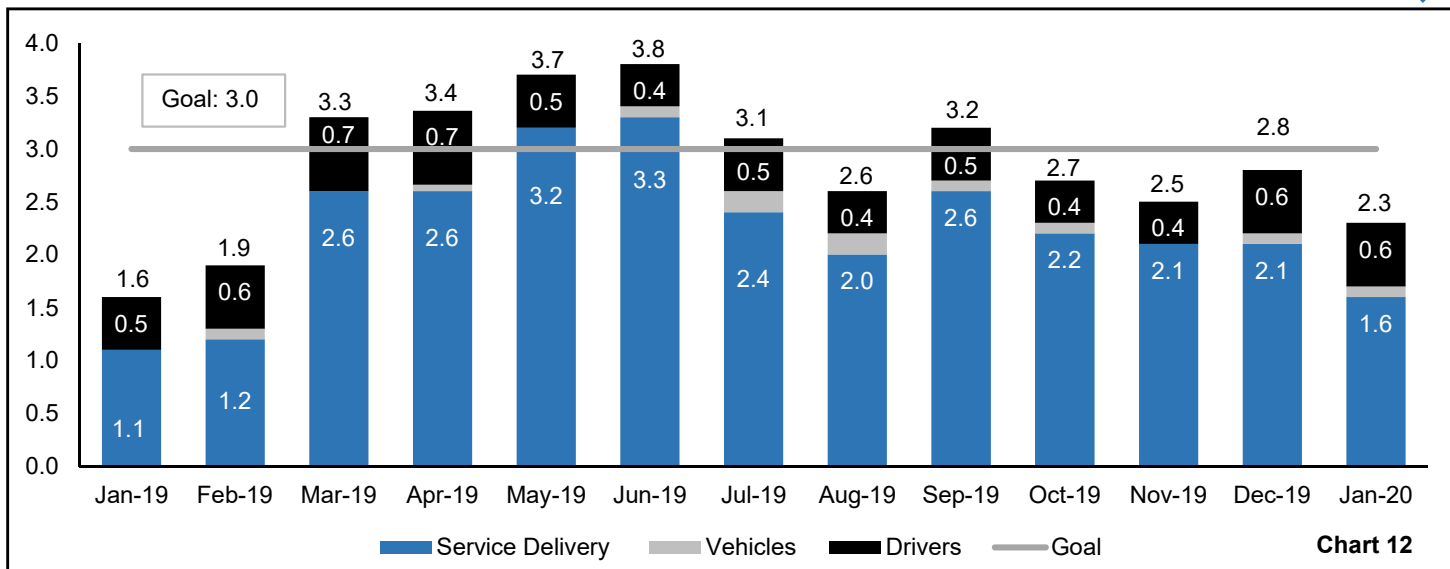


### Provider No Shows Per 1000 Scheduled Trips Discussion

- Primary No-Shows improved by 0.88 per 1,000 trips (or 67.7%) in January 2020 when compared to December 2019, and improved by 0.30 per 1,000 trips (or 41.7%) when compared to the same month last year.
- Broker No-Shows improved by 0.42 per 1,000 trips (or 37.5%) in January 2020 when compared to December 2019, and improved by 0.06 per 1,000 trips (or 7.9%) when compared to the same month last year.

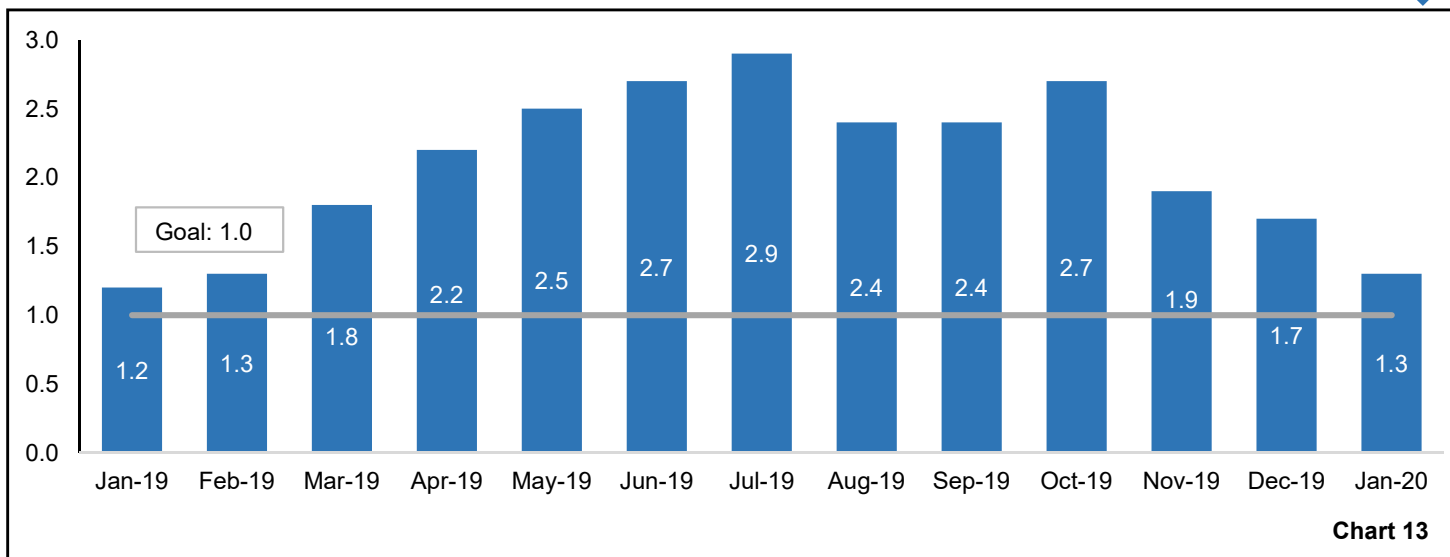
### Passenger Complaints Related to Transportation Service Quality Per 1,000 Completed Trips

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 0.5 per 1,000 trips (or 17.9%) in January 2020 when compared to December 2019, and increased by 0.7 per 1,000 trips (or 43.8%) when compared to January 2019.

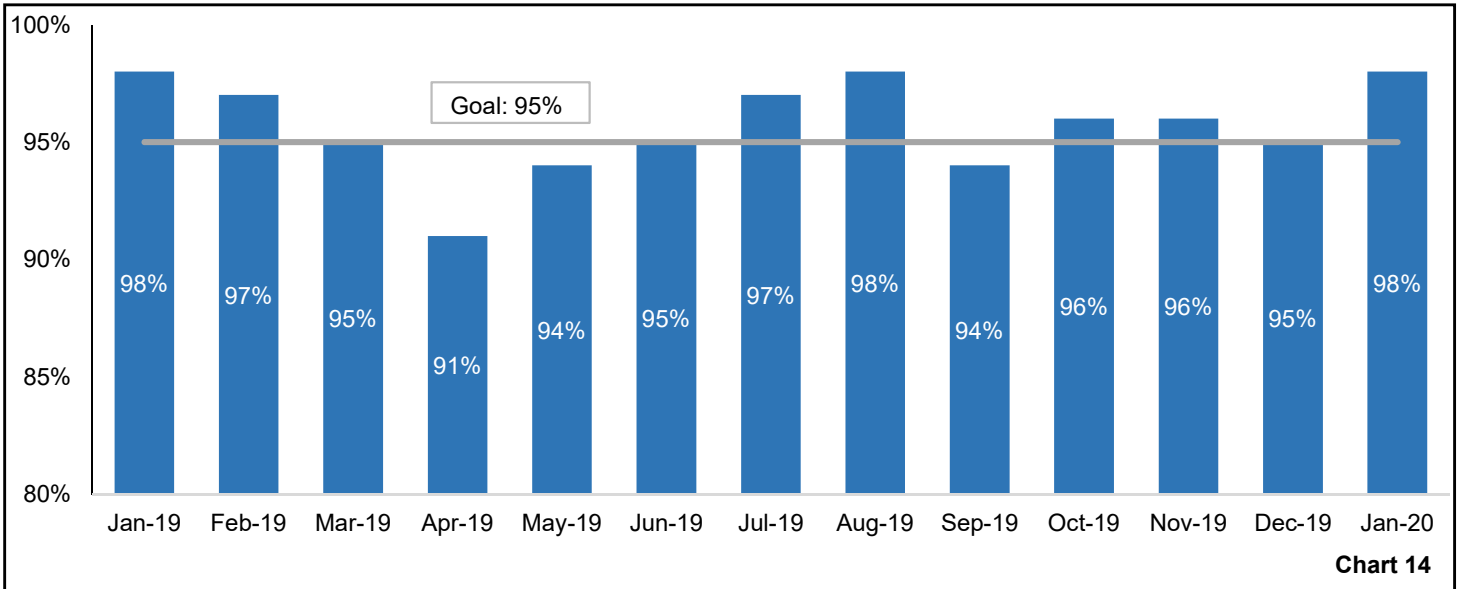
#### Passenger Complaints Related to Non-Transportation Service Quality Per 1,000 Completed Trips Discussion:

- Passenger Complaints related to Non-Transportation Service improved by 0.4 per 1,000 trips (or 23.5%) in January 2020 when compared to December 2019, and increased by 0.1 per 1,000 trips (or 8.3%) when compared to January 2019.

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

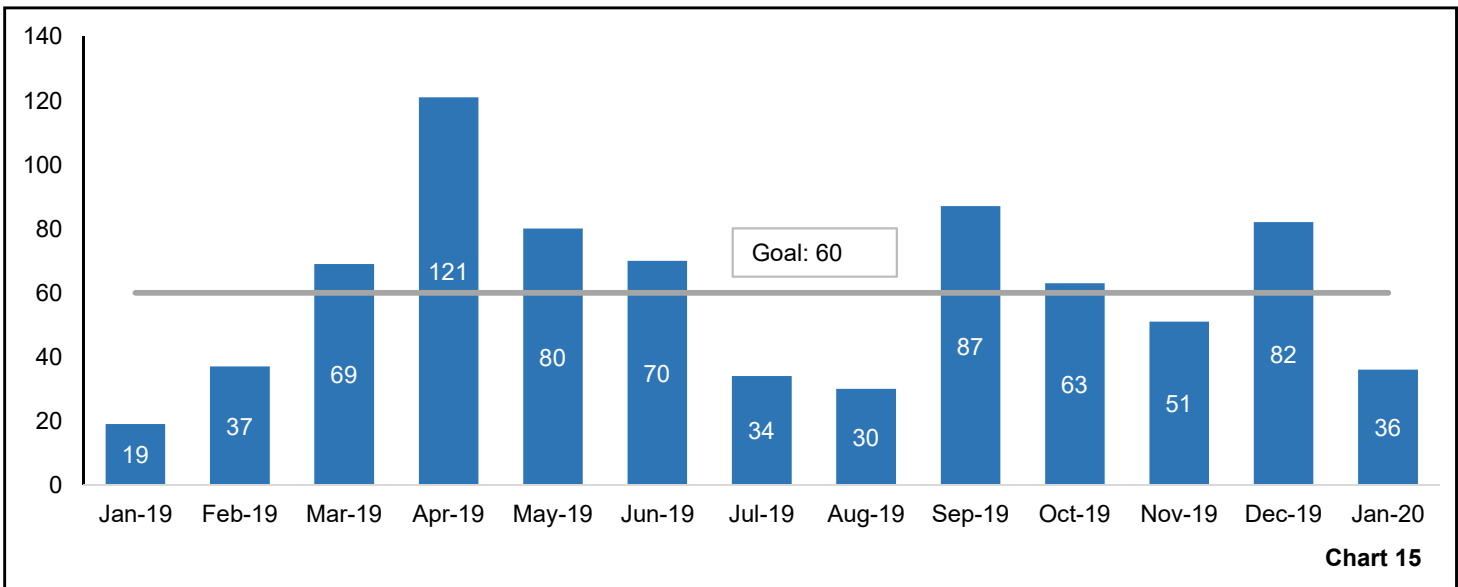
## Percent of Calls Answered

Desired trend 



## Average Call Answer Speed in Seconds

Desired trend 



### Percent of Calls Answered Discussion

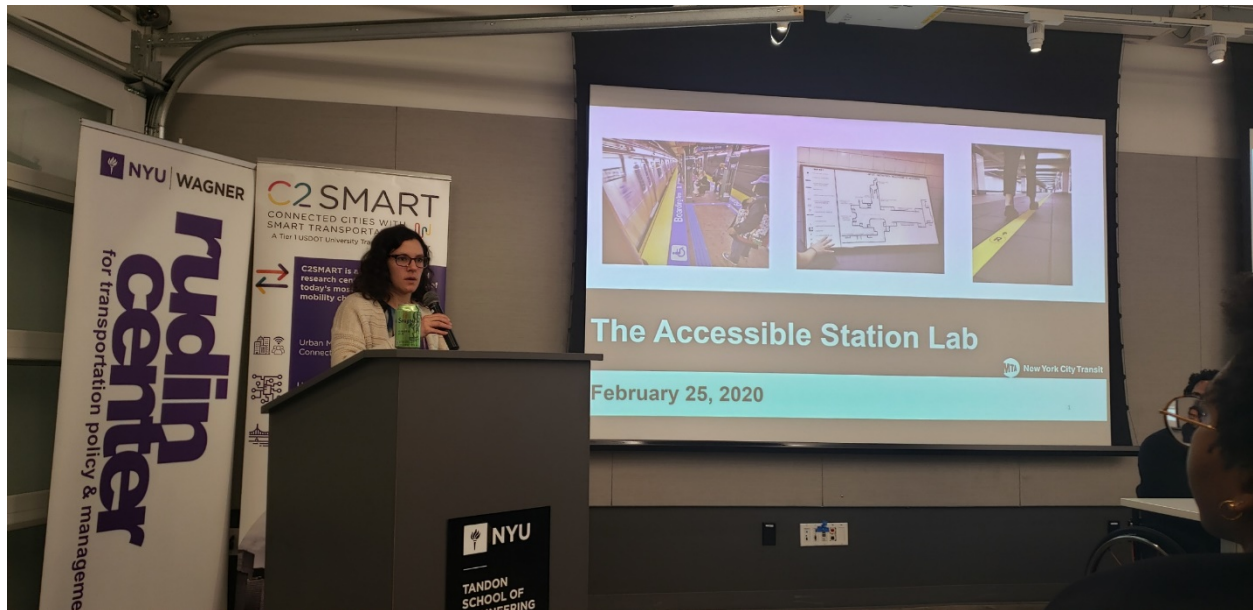
- The Percent of Calls Answered in January 2020 improved at a rate of 3.2% when compared to December 2019, and remained flat when compared to January 2019.

### Average Call Answer Speed in Seconds Discussion

- The Average Call Answer Speed in January 2020 improved by 46 seconds (or 56.1%) when compared to December 2019, and increased by 17 seconds (or 89.5%) when compared to January 2019.

## Accessibility Update

Alex Elegudin, Senior Advisor for Systemwide Accessibility



Rachel Cohen, Director of Systemwide Accessibility, along with leaders of the Transit Tech Lab, presented during the Accessible Mobility Tech Showcase at NYU's Rudin Center for Transportation on February 25. Cohen discussed new mobility technologies for people with disabilities being tested at NYCT's Accessible Station Lab at the Jay St-Borough Hall station.

## March 2020 Accessibility Update

A big challenge for transit riders who use mobility devices, and customers with strollers or luggage is navigating the fare array. We are taking a major step toward solving this challenge by exploring a complete redesign of our accessible fare gates. Last week, we installed a demonstration model of a new type of wide fare gate at the Jay St. – MetroTech station in downtown Brooklyn. This is a preview of what the “accessible fare gate of the future” could look like, providing an accessible way to enter and exit the station for *any* customer who needs it, not just those with an AutoGate MetroCard. The gate will be up as a demonstration for the next month or so – it is not hooked up to the fare array – but it is a preview of where we intend to go in terms of accessible station access, so we encourage everyone to check it out.

Our team was busy in February with a number of community engagements. With our partners at Access-A-Ride, we met with more than 100 members of the local chapter of the American Council for the Blind, and attended several other panels and events on new technology, accessibility, and mobility. These events were, as always, extremely informative, and we heard a lot about the importance of accessibility features that go beyond vertical access, like tactile guideways, wayfinding applications and more accessible and informative web content. Our ongoing commitment to hear directly from community members on what they need to make the transit system fully accessible continues to be one of the areas of work I am most proud of. While community engagements are currently on hold to keep everyone safe, we look forward to continuing our meetings, events, and ride-alongs when it is safe to do so.

Finally, I’m excited to report that the initial results of our evaluation of the Jay St Accessible Station Lab are in, and customer and community response was overwhelmingly positive. We heard from hundreds of customers, including people who rode the subway for the first time in years to test these new features, and many who said the apps and infrastructure would make them feel safer and more confident using the system. Some of the features that customers found to be most useful were the wayfinding and assistance apps- NaviLens and MagnusMode, the tactile/braille map of the R line, and the colorful wayfinding floor tape and accessible boarding area floor markers.

Based on this feedback, we are working with the Transit Tech Lab accelerator program to launch the next phase of our testing with NaviLens, looking specifically at how the colorful codes could be used to help customers who are blind or low-vision navigate to the precise location of a bus stop and get important bus arrival and routing information. We will be rolling out a pilot on the M23 bus line in April, so keep an eye – and your phone – out for that new opportunity to get involved in testing accessibility features. We will also be testing a new app called Evelity, at Jay St. Evelity makes accessible navigation easier by providing turn-by-turn navigation in text and audio format, using beacons and indoor mapping technology. Stay tuned to the accessibility page of our website for more detail, where to see the features, and how to share your feedback.

**Alex Elegudin**

Senior Advisor for Systemwide Accessibility

## Strategy & Customer Experience

Sarah Meyer, Senior Vice President & Chief Customer Officer



Customers had the opportunity to review, discuss, and provide their feedback on the Queens Bus Network Redesign proposals at a public workshop held on March 9 in Maspeth. To date, NYCT has hosted nearly a dozen public workshops since the proposed draft plan's release on December 31, 2019. Additionally, presentations have been made to community boards and civic groups across the borough.

## March 2020 Highlights: Strategy and Customer Experience

February was a strong month for our Customer Contact Center. The calls answered rate was 91.3%-- the highest it has been in more than three years and 3.3% higher than February 2019. The average time to answer was a near all-time low at 132 seconds, 18.5% better than last year. Response to station Help Point calls also increased, with average time to answer down 9.4% -- the fourth month we've seen a steady improvement.

Our social media team responded to over 13,600 conversations, a 22.1% increase over February 2019, with an average customer satisfaction score of 3.89, the highest to date and 5.1% higher than last year.

Commendations about Bus and Subway were up 10.1% and 10.4%, respectively. Complaints per journey for Subway, Bus, MetroCard, and non-service issue decreased versus last month by 6.1%, 11.3%, 23.3%, and 2.1% respectively. Subway, MetroCard, and Access-A-Ride complaints increased 40.2%, 2.3%, and 17.2% compared to February last year, while Bus complaints were down slightly (0.5%) and non-service issues down 36.6%.

We hosted an unprecedented 24 events regarding our bus network redesigns. This included a well-attended public hearing on the final plan of the Bronx Bus Network redesign; implementation will begin in Spring 2020. The teams also participated in nine additional community facing meetings.

This month, we focused on messaging the service changes around the Culver Line CBTC project, creating a branded campaign in the F's signature orange color. Work will continue most weekends, and some weeknights, in 2020. On weekends, free Culver Link buses will operate between Church Av and Coney Island-Stillwell Av. The current signals are around 70 years old—and must be replaced. Please visit our dedicated web page, [new.mta.info/CulverLine](http://new.mta.info/CulverLine), to stay up to date on every phase of this exciting modernization project.

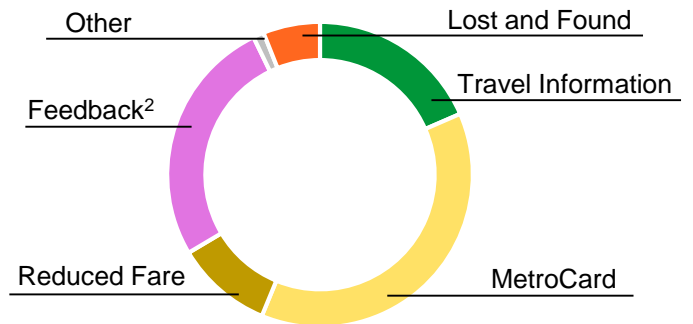
**Patricia Imbro**  
Assistant Vice President  
Strategy and Customer Experience

# Customer engagement

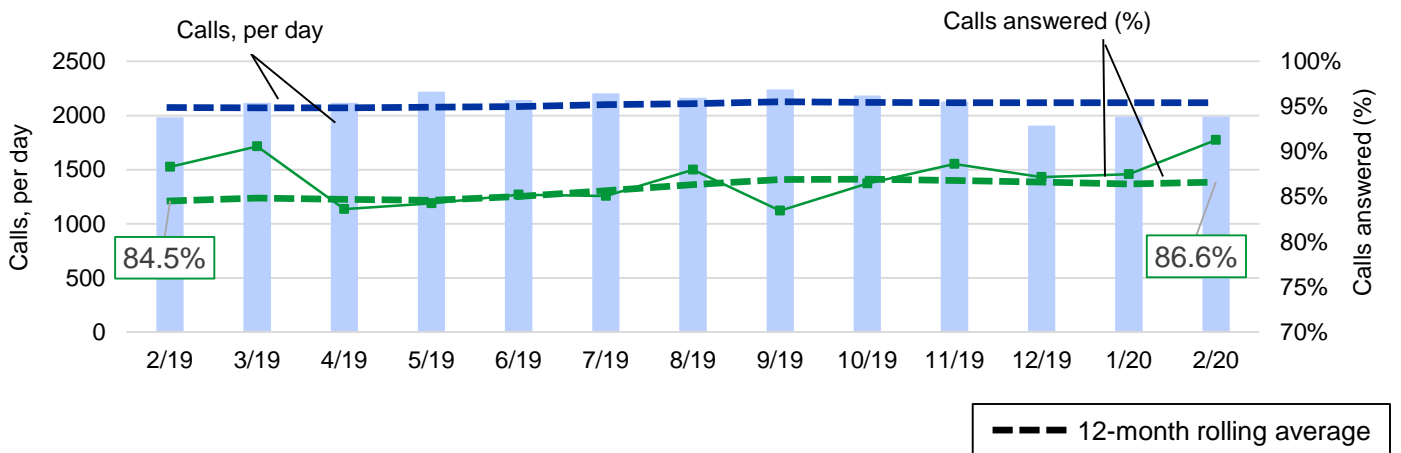
## Telephone

	Feb 2020	Feb 2019	Variance
Telephone calls	57,709	55,529	▲ 3.9%
Calls answered	91.3%	88.3%	▲ 3.3%
Average time to answer <sup>1</sup> (seconds)	132	162	▼ 18.5%

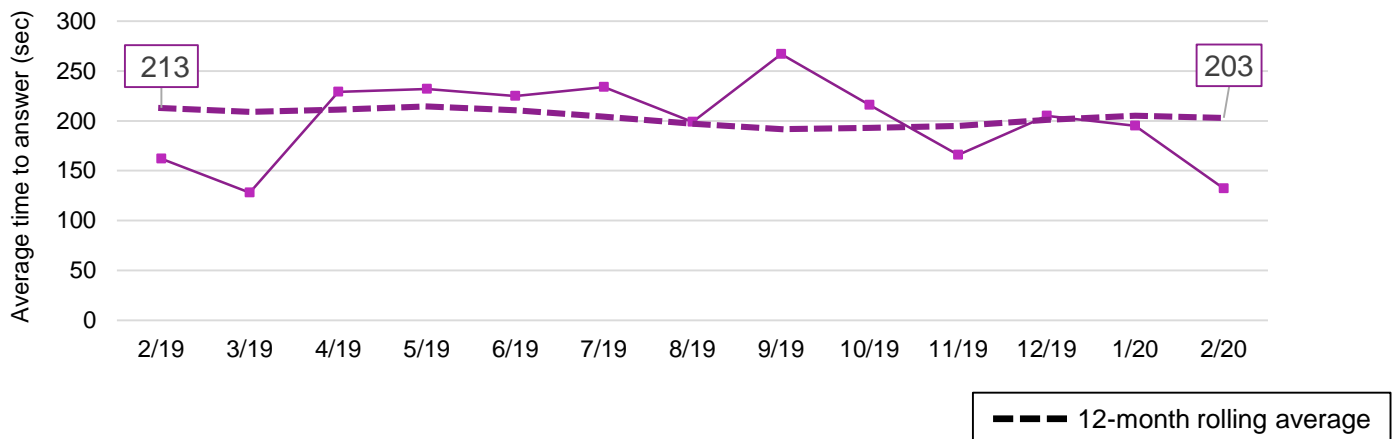
1. Excludes automated self-service calls
2. Feedback is customers calling with comments or concerns



## Telephone: calls received and answered



## Telephone: average time to answer

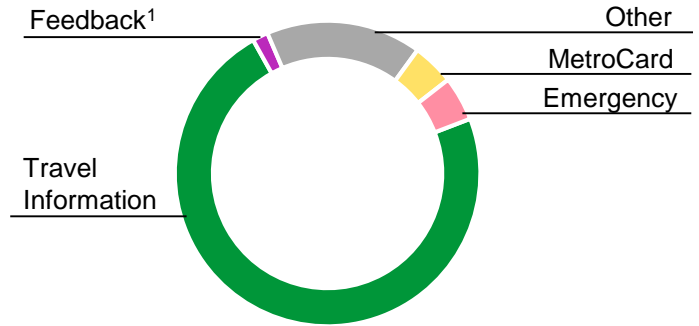




# Customer engagement

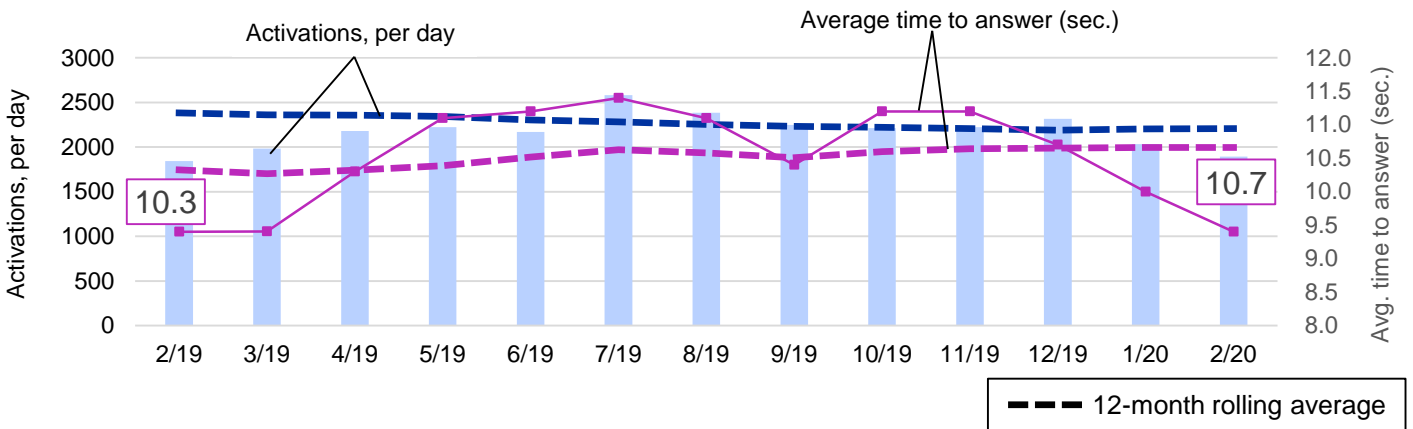
## Help Point

	Feb 2020	Feb 2019	Variance
Help Point activations	54,947	51,599	▲6.5%
Average time to answer (seconds)	9.4	9.4	▲0.4%



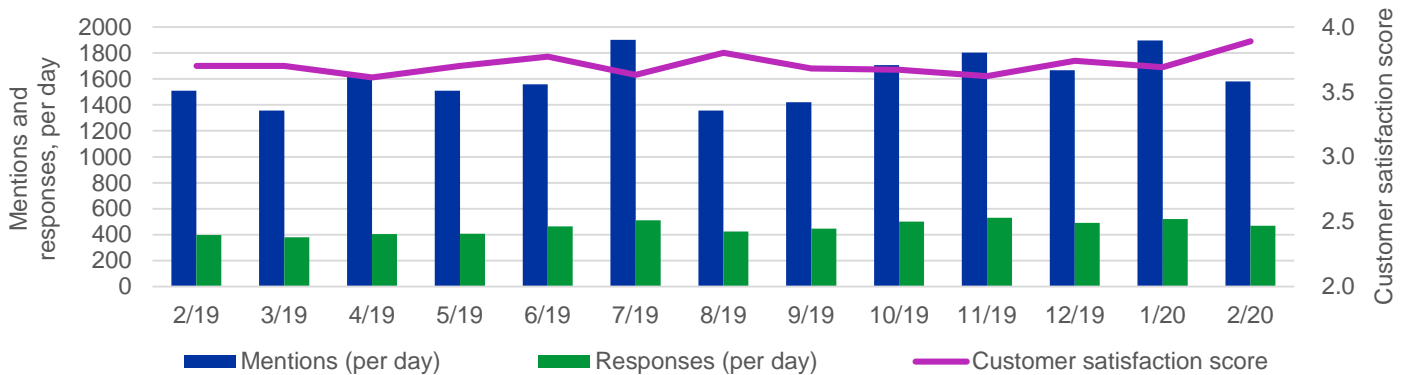
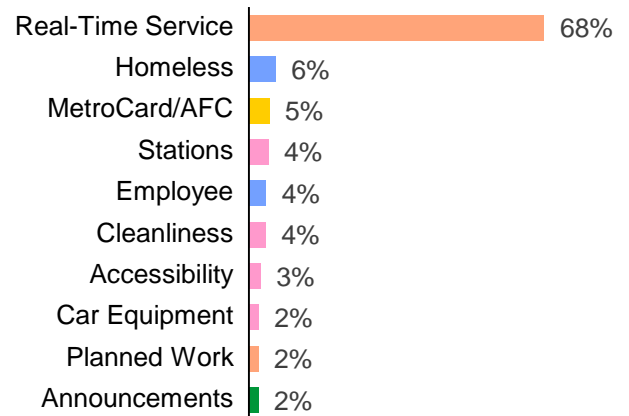
1. Feedback is customers calling with comments or concerns

## Help Point: activations and average time to answer



## Social media

	Feb 2020	Feb 2019	Variance
Social media mentions <sup>1</sup>	45,860	42,274	▲8.5%
Responses sent	13,609	11,146	▲22.1%
Customer satisfaction score <sup>2</sup>	3.89	3.70	▲5.1%

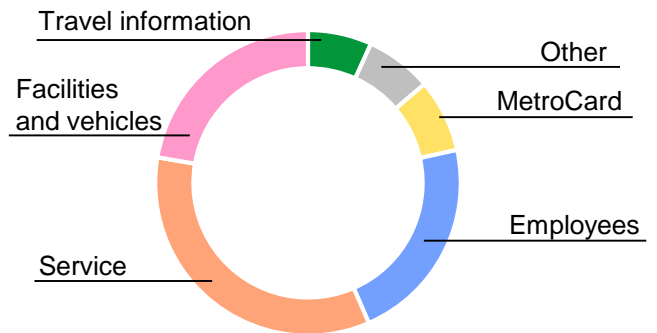


# Customer engagement

## Web, mobile app, and written feedback

	Feb 2020	Feb 2019	Variance
Received	6,569	5,024	▲ 30.8%
Responses sent <sup>1</sup>	8,969	7,287	▲ 23.1%

1. Includes automated and manual responses



## Keeping customers informed

### Alerts and service notices

	Feb 2020
Web	4,463
Twitter	2,998
Kiosks / Digital Displays <sup>1</sup>	1,242
Email and text alerts	
• Service	3,092
• Elevator and escalator status	9,479
Service Notice posters developed	450

1. Excludes countdown clocks

### Social media followers

		Feb 2020	Feb 2019	Variance
Twitter	@NYCTSubway	1,008.0k	968.0k	▲ 4.1%
	@NYCTBus	27.2k	22.7k	▲ 19.8%
	@MTA	1,314.8k	1,290.0k	▲ 1.9%
Facebook	NYCT	65.7k	61.9k	▲ 6.1%
Instagram	@mtanyctransit	27.2k	19.4k	▲ 40.2%

# Customer feedback

## Complaints per 100,000 journeys

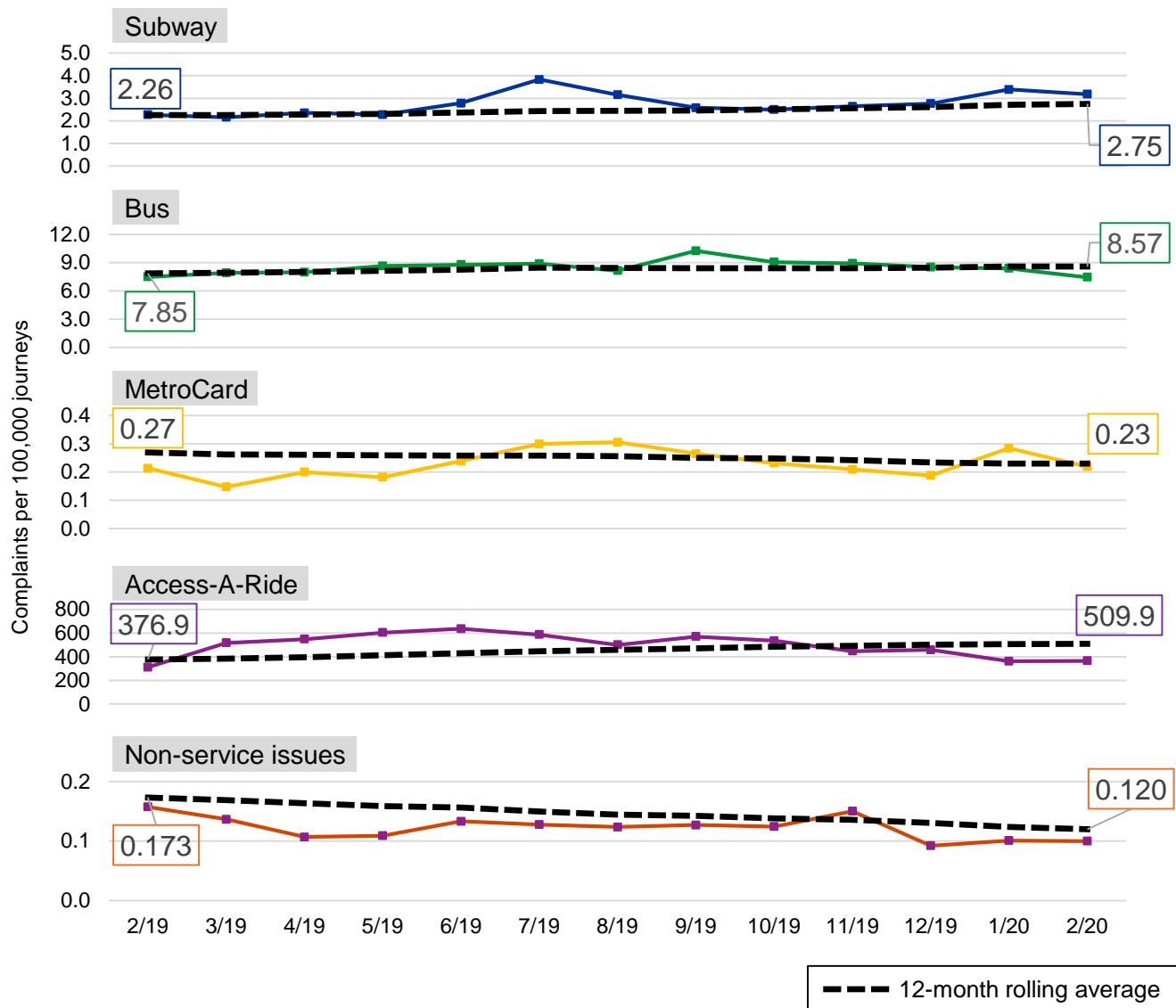
	Feb 2020	Feb 2019	Variance
Subway	3.18	2.27	▲40.2%
Bus	7.43	7.47	▼0.5%
MetroCard	0.22	0.21	▲2.3%
Access-A-Ride	364.6	311.0	▲17.2%
Non-service issues <sup>1</sup>	0.100	0.157	▼36.6%

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

	Feb 2020	Feb 2019	Variance
Subway	0.124	0.113	▲10.1%
Bus	0.49	0.45	▲10.4%
Access-A-Ride	100.5	117.7	▼14.6%
Non-service issues incl. MetroCard	0.015	0.006	▲146.9%

## Complaints per 100,000 journeys: trends



## Safety

**Robert Diehl**

Senior Vice President, Safety & Security



Office of System Safety Rail Transit Investigator Eddie Perricone (right) works with a Signal Maintainer to inspect a signal relay box.

## March 2020 Highlights: Safety

Cover photo is of Office of System Safety Rail Transit Investigator Eddie Perricone working with a Signal Maintainer to inspect a signal relay box.

Subway Customer Accident Rates increased by 1.0% when comparing the most recent 12-month period to the previous one.

Bus Collisions declined slightly while Collision Injuries and Customer Accidents both increased to varying degrees when comparing the most-recent 12-month period to the previous one. However, it is worth noting that Bus Collision Rates declined on a monthly basis for each of the past five (5) months.

Employee Lost Time Accidents have shown an increase and the Office of System Safety (OSS), along with the Departments, have identified Assaults and Overexertions as leading contributors. Together, they issued Safety Times Newsletters that described best practices so as to potentially avoid some of these accidents in the future.

Also, NYCT continues to progress toward meeting its set of Leading Indicator goals for 2020.

Lastly, when comparing figures from the two (2) most-recent 12-month periods, Subway Fires have shown 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

<b>Safety Report</b>				
<b>Performance Indicators</b>		<b>12-Month Average</b>		
		Mar 17 - Feb 18	Mar 18 - Feb 19	Mar 19 - Feb 20
<b>Subways</b>				
Subway Customer Accidents per Million Customers <sup>1</sup>		2.91	2.90	2.93
Subway Collisions <sup>2</sup>				
<b>Total</b>		2	1	2
Mainline		0	0	0
Yard		2	1	2
Subway Derailments <sup>2</sup>				
<b>Total</b>		7	4	5
Mainline		4	0	1
Yard		3	4	4
Subway Fires <sup>2</sup>		976	805	752
<b>Buses</b>				
Bus Collisions Per Million Miles                      Regional		54.95	53.91	53.72
Bus Collision Injuries Per Million Miles                      Regional		6.10	6.06	6.19
Bus Customer Accidents Per Million Customers <sup>1</sup> Regional		1.23	1.36	1.49
Total NYCT and MTA Bus Lost Time Accidents per 100 Employees <sup>1</sup>		3.72	3.73	4.24

<sup>1</sup> 12-month Average data from February through January.

<sup>2</sup> 12-month figures shown are totals rather than averages.

<b>Leading Indicators</b>				
<b>Subways</b>	February	YTD	Goal	YTD as % of Goal
<b>Roadway Worker Protection</b>				
Joint Track Safety Audits -- Actual Count	31	67	340	19.7%
Joint Track Safety Audits -- Compliance Rate	99.0%	99.1%	100.0%	99.1%
<b>Mainline Collision/Derailment Prevention</b>				
Continuous Welded Rail Initiative (# of Track Feet)	3,656	5,606	47,520	11.8%
Friction Pad Installation	4,342	5,883	55,650	10.6%
<b>Buses</b>	February	YTD	Goal	YTD as % of Goal
<b>Collision Prevention</b>				
Audible Pedestrian Turn Warning System	3	18	40	45.0%
Vision Zero Employee Training	548	1,096	6,200	17.7%

# Subway Fires

February 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:	95.4%	Train:	11
Average:	4.6%	Right-of-way:	30
Above Average:	0.0%	Station:	46
High:	0.0%	Other:	0
		Total:	87

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

<b>Train:</b>		<b>Right-of-Way:</b>		<b>Station:</b>	
Element:	3	Debris:	13	Debris:	40
Brake Shoes:	2	Tie:	4	Electrical:	4
Trolley Lead:	2	Unknown:	4	Advertisement:	1
Armature:	1	Insulator:	3	Light Ballast:	1
Low Volt Wiring:	1	Cable:	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.





## March 2020 Crime Report

The purpose of this report is to provide Committee Members with statistical information regarding the number of major felonies including: homicide, robbery, assault, rape in addition to hate crime incidents occurring on the NYCT Subway and Staten Island Railway systems. The report is submitted by NYPD's Transit Division on a monthly basis for the month ending prior to the reporting period.



**CRIME STATISTICS FEBRUARY**

	2020	2019	Diff	% Change
MURDER	0	1	-1	-100.0%
RAPE	1	0	1	***. *%
ROBBERY	76	49	27	55.1%
GL	145	111	34	30.6%
FELASSAULT	43	27	16	59.3%
BURGLARY	1	1	0	0.0%
<b><u>TOTAL MAJOR FELONIES</u></b>	<b><u>266</u></b>	<b><u>189</u></b>	<b><u>77</u></b>	<b><u>40.7%</u></b>

*During February, the daily Robbery average increased from 1.8 to 2.7*

*During February, the daily Major Felony average increased from 6.8 to 9.5*

**CRIME STATISTICS JANUARY THRU FEBRUARY**

	2020	2019	Diff	% Change
MURDER	0	1	-1	-100.0%
RAPE	2	1	1	100.0%
ROBBERY	151	84	67	79.8%
GL	294	244	50	20.5%
FELASSAULT	76	58	18	31.0%
BURGLARY	1	2	-1	-50.0%
<b><u>TOTAL MAJOR FELONIES</u></b>	<b><u>524</u></b>	<b><u>390</u></b>	<b><u>134</u></b>	<b><u>34.4%</u></b>

*Year to date the daily Robbery average increased from 1.4 to 2.6*

*Year to date the daily Major Felony average increased from 6.6 to 8.9*

**FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION**



Police Department  
City of New York

## MTA Report

### FEBRUARY ACTIVITY

	<b>2020</b>	<b>2019</b>	<b>Diff</b>	<b>% Change</b>
Total Arrests	755	971	-216	-22.2%
TOS Arrests	156	376	-220	-58.5%
Total Summons	9667	8995	672	7.5%
TOS TABs	6608	7141	-533	-7.5%
TOS C-Summ	170	259	-89	-34.4%

### JANUARY THRU FEBRUARY ACTIVITY

	<b>2020</b>	<b>2019</b>	<b>Diff</b>	<b>% Change</b>
Total Arrests	1611	2138	-527	-24.6%
TOS Arrests	271	759	-488	-64.3%
Total Summons	19642	18502	1140	6.2%
TOS TABs	12589	14337	-1748	-12.2%
TOS C-Summ	294	541	-247	-45.7%

**FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION**



Police Department  
City of New York

**REPORT**

	JANUARY-FEBRUARY																							
	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>	0	0	2	0	0	0	0	1	2	1	1	0	1	0	0	0	0	0	0	0	0	0	1	0
<i>Rape</i>	1	1	0	1	1	0	1	0	1	1	0	2	0	0	0	1	1	3	0	0	0	0	1	2
<i>Robbery</i>	404	316	267	230	208	208	192	172	205	174	131	128	123	127	115	174	97	88	70	79	61	76	84	151
<i>Assault</i>	65	76	64	62	46	38	33	42	47	22	33	29	33	30	39	26	29	26	32	55	60	52	58	76
<i>Burglary</i>	9	4	0	2	1	0	2	0	0	0	0	2	0	2	0	0	2	4	1	5	3	2	2	1
<i>GL</i>	486	405	333	356	355	329	257	296	324	182	193	223	213	176	201	286	284	270	221	252	268	239	244	294
<b>TOTAL MAJOR FELONIES</b>	<b>965</b>	<b>802</b>	<b>666</b>	<b>651</b>	<b>611</b>	<b>575</b>	<b>485</b>	<b>511</b>	<b>579</b>	<b>380</b>	<b>358</b>	<b>384</b>	<b>370</b>	<b>335</b>	<b>355</b>	<b>487</b>	<b>413</b>	<b>391</b>	<b>324</b>	<b>391</b>	<b>392</b>	<b>369</b>	<b>390</b>	<b>524</b>
<i>Major Fel Per Day</i>	<i>16.36</i>	<i>13.59</i>	<i>11.29</i>	<i>11.03</i>	<i>10.36</i>	<i>9.75</i>	<i>8.22</i>	<i>8.66</i>	<i>9.81</i>	<i>6.44</i>	<i>6.07</i>	<i>6.51</i>	<i>6.27</i>	<i>5.68</i>	<i>6.02</i>	<i>8.25</i>	<i>7.00</i>	<i>6.63</i>	<i>5.49</i>	<i>6.52</i>	<i>6.64</i>	<i>6.25</i>	<i>6.61</i>	<i>8.73</i>

**Hate Crime Task Force  
Transit Bureau  
HCTF Statistical Data  
(As of 3/1/2020)**

**Motivation:**

Motivation	2020	2019	Diff	% Change
BLACK	3	0	3	***.*
GENDER	1	1	0	0%
HISPANIC	1	0	1	***.*
MUSLIM	0	1	-1	-100%
SEMITIC	9	10	-1	-10%
SEXUAL ORIENTATION	2	0	2	***.*
WHITE	1	0	1	***.*
Grand Total	17	12	5	42%

**Crime Name:**

Crime Name	2020	2019	Diff	% Change
Aggravated Harassment 1	4	3	1	33%
Aggravated Harassment 2	2	2	0	0%
Assault 2	0	2	-2	-100%
Assault 3	4	0	4	***.*
Criminal Mischief 4	6	5	1	20%
Menacing 3	1	0	1	***.*
Grand Total	17	12	5	42%



**METROPOLITAN TRANSPORTATION AUTHORITY**  
**Police Department**  
**Staten Island Rapid Transit**

**February 2020 vs. 2019**

	<b>2020</b>	<b>2019</b>	<b>Diff</b>	<b>% Change</b>
<b>Murder</b>	0	0	0	0%
<b>Rape</b>	0	0	0	0%
<b>Robbery</b>	1	1	0	0%
<b>Felony Assault</b>	0	0	0	0%
<b>Burglary</b>	0	0	0	0%
<b>Grand Larceny</b>	0	0	0	0%
<b>Grand Larceny Auto</b>	0	0	0	0%
<b>Total Major Felonies</b>	1	1	0	0%

**Year to Date 2020 vs. 2019**

	<b>2020</b>	<b>2019</b>	<b>Diff</b>	<b>% Change</b>
<b>Murder</b>	0	0	0	0%
<b>Rape</b>	0	0	0	0%
<b>Robbery</b>	1	1	0	0%
<b>Felony Assault</b>	0	0	0	0%
<b>Burglary</b>	0	0	0	0%
<b>Grand Larceny</b>	0	1	-1	-100%
<b>Grand Larceny Auto</b>	0	0	0	0%
<b>Total Major Felonies</b>	1	2	-1	-50%

## Financial and Ridership Reports

**Jaibala Patel**, Chief Financial Officer

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



Four elevators at the 191 St 1 line station in Washington Heights/Inwood, the deepest station in the NYCT subway system, are being replaced. It is one of three stations (68 St and 181 St) where we are replacing new elevator systems within the existing shafts. The 191 St station opened in 1911, and today serves approximately 7,500 weekday customers. It is listed on the US Register of Historic Places and extends 173 feet below ground.

# Preliminary February 2020 Monthly Report: New York City Transit

The purpose of this report is to provide the preliminary February 2020 financial results, on an accrual basis. The accrual basis is presented on a non-reimbursable and reimbursable account basis. These results reflect the new accelerated accounting close and are compared to the Adopted Budget (budget).

## Summary of Preliminary Financial Results

Preliminary ridership and accrual results, versus budget, are summarized as follows:

- February 2020 New York City Transit ridership of 174.9 million was 2.9 million (1.7 percent) above budget, of which subway ridership of 130.8 million was 2.3 million (1.8 percent) above budget, and bus ridership of 43.1 million was 0.5 million (1.2 percent) above budget.
- February 2020 farebox revenue of \$359.1 million was \$0.7 million (0.2 percent) under budget.

Operating expenses of \$722.6 million exceeded budget in February by a net \$10.7 million (1.5 percent).

- Labor expenses overran by a net \$28.2 million (5.2 percent), due largely to the unfavorable timing of pension expenses of \$10.8 million (14.3 percent) and unfavorable health & welfare/OPEB current expenses of \$8.9 million (7.0 percent).
- Non-labor expenses were lower than budget by \$17.5 million (10.6 percent), resulting mostly from favorable results in electric power expenses of \$8.2 million (30.0 percent) and professional service contracts of \$7.2 million (51.4 percent).



**Preliminary financial results for February 2019 are presented in the table below and compared to the budget.**

Preliminary Financial Results Compared to Bud						
Category (\$ in millions)	Feb Results		Bud \$	Feb Year-to-Date Results		
	Variance Fav(UnFav) \$	%		Prelim Actual \$	Variance Fav(UnFav) \$ %	
Total Farebox Revenue	(0.7)	(0.2)	735.7	739.8	4.1	0.6
Nonreimb. Exp. before Dep./OPEB	(10.7)	(1.5)	(1,452.2)	(1,474.9)	(22.7)	(1.6)
Net Cash Deficit*	43.1	13.0	(592.6)	(461.8)	130.8	22.1

\*Excludes Subsidies and Debt Service

February 2020 farebox revenue of \$359.1 million was \$0.7 million (0.2 percent) under budget. Subway revenue was \$0.7 million (0.3 percent) above budget, bus revenue was \$1.5 million (2 percent) under budget, and paratransit revenue was \$0.1 million (5.5 percent) above budget. Accrued fare media liability was equal to budget. The February 2020 non-student average fare of \$2.11 increased 6.6¢ from February 2019; subway fare increased 6.7¢; local bus fare increased 4.9¢; express bus fare increased 43.6¢.

Total ridership in February 2020 of 174.9 million was 2.9 million (1.7 percent) above budget. Average weekday ridership in February 2020 was 7.3 million, 0.7 percent above February 2019. Average weekday ridership for the twelve months ending February 2020 was 7.3 million, 0.7 percent higher than the twelve months ending February 2019.

**Nonreimbursable expenses**, before depreciation, GASB 75 OPEB and GASB 68 Pension Adjustment, were over budget in February by a net \$10.7 million (1.5 percent).

**Labor expenses** were higher than budget by \$28.2 million (5.2 percent), including an overrun in pension expenses of \$10.8 million (14.3 percent) and higher health & welfare/OPEB current expenses of \$8.9 million (7.0 percent). Reimbursable overhead credits were also unfavorable by \$5.7 million (27.6 percent).

**Non-labor expenses** underran budget by \$17.5 million (10.6 percent), including favorable results in electric power of \$8.2 million (30.0 percent) and in professional service contract expenses of \$7.2 million (51.4 percent).

**Year-to-date**, nonreimbursable expenses were in excess of budget by \$22.7 million (1.6 percent), of which labor expenses exceeded budget by \$24.5 million (2.2 percent), including a budget timing overstatement in pension expenses of \$18.7 million (12.2 percent), to be corrected in the July Financial Plan. Non-labor expenses were favorable by a net \$1.8 million (0.6 percent).

The **net cash deficit** for February year-to-date was \$461.8 million, favorable to budget by \$130.8 million (22.1 percent).

## Financial Results

### Farebox Revenue

February 2020 Farebox Revenue - (\$ in millions)									
	Feb				Feb Year-to-Date				
	Budget	Prelim Actual	Favorable(Unfavorable)		Budget	Prelim Actual	Favorable(Unfavorable)		
			Amount	Percent			Amount	Percent	
Subway	276.5	277.2	0.7	0.3%	566.5	572.8	6.3	1.1%	
NYCT Bus	74.9	73.4	(1.5)	(2.0%)	152.2	149.8	(2.3)	(1.5%)	
Paratransit	1.9	2.0	0.1	5.3%	3.9	4.0	0.1	3.1%	
Subtotal	353.2	352.5	(0.7)	(0.2%)	722.6	726.7	4.1	0.6%	
Fare Media Liability	6.5	6.5	0.0	0.0%	13.1	13.1	0.0	0.0%	
<b>Total - NYCT</b>	<b>359.8</b>	<b>359.1</b>	<b>(0.7)</b>	<b>(0.2%)</b>	<b>735.7</b>	<b>739.8</b>	<b>4.1</b>	<b>0.6%</b>	

Note: Total may not add due to rounding

The positive revenue variance is due in part to more favorable ridership than budget assumption.

### Average Fare

February Non-Student Average Fare - (in \$)				
	NYC Transit			
	2019	Prelim 2020	Change	
			Amount	Percent
Subway	2.123	2.189	0.067	3.1%
Local Bus	1.701	1.750	0.049	2.9%
Subway & Local Bus	2.022	2.086	0.064	3.2%
Express Bus	5.352	5.788	0.436	8.2%
<b>Total</b>	<b>2.039</b>	<b>2.106</b>	<b>0.066</b>	<b>3.2%</b>

The increase in the non-student average fare from the prior year is largely due to the April 21<sup>st</sup>, 2019 fare increase.

## **Nonreimbursable Expenses**

Nonreimbursable expenses, before depreciation, GASB 75 OPEB and GASB 68 Pension Adjustment, were over budget in the month of February by a net \$10.7 million (1.5 percent).

*Labor* expenses were more than budget by \$28.2 million (5.2 percent):

- Payroll expenses were lower by \$3.8 million (1.3 percent), due mostly to vacancies, partly offset by accrual adjustments and Capital Program project authorizations.
- Overtime expenses overran by \$3.4 million (7.6 percent), as this variance was caused by a correction of a December over-accrual, partly offset by capital track charges temporarily being expensed to non-reimbursable.
- Health & welfare/OPEB current expenses were over by \$8.9 million (7.0 percent), due largely to a reversal of credits in the December post-close period.
- Pension expenses were higher by \$10.8 million (14.3 percent), due primarily to incorrect budget timing/allocations to be corrected.
- Other fringe benefits were over budget by \$3.3 million (7.7 percent), mostly from underruns in reimbursable expenses.
- Reimbursable overhead credits were unfavorable by \$5.7 million (27.6 percent), largely resulting from underruns in reimbursable expenses.

*Non-labor* expenses underran budget by \$17.6 million (10.6 percent):

- Electric power expenses were less by \$8.2 million (30.0 percent), due largely to favorable prices, consumption and timing.
- Paratransit expenses underran by \$1.7 million (4.4 percent), due mainly to the favorable timing of expenses.
- Maintenance contract expenses were more by \$1.2 million (6.8 percent), due mostly to the unfavorable timing of auto purchases.
- Professional service contract expenses were under by \$7.2 million (51.4 percent), due largely to the favorable timing of various professional service contract requirements, partly offset by the unfavorable timing of bond service expenses.

Year-to-date, nonreimbursable expenses exceeded budget by \$22.7 million (1.6 percent).

*Labor* expenses exceeded budget by \$24.5 million (2.2 percent):

- Payroll expenses were higher by \$2.8 million (0.5 percent), due in part to capital track charges temporarily being expensed to non-reimbursable tracking jobs, pending issuance of new 2020-2024 Capital Program project authorizations.
- Overtime expenses underran by \$5.4 million (5.9 percent), due largely to management efforts to tighten controls over overtime spending, partly offset by capital track charges temporarily being expensed to nonreimbursable.

- Health & welfare/OPEB current expenses were under by \$14.1 million (5.8 percent), due largely to lower rates.
- Pension expenses were higher by \$18.7 million (12.2 percent), due primarily to incorrect budget timing/allocations to be corrected.
- Other fringe benefits were over budget by \$7.7 million (9.0 percent), mostly from underruns in reimbursable expenses.
- Reimbursable overhead credits were unfavorable by \$14.8 million (34.5 percent), largely resulting from underruns in reimbursable expenses.

*Non-labor* expenses underran budget by a net \$1.8 million (0.6 percent):

- Electric power expenses were less by \$7.9 million (14.1 percent), due largely to favorable prices, consumption and timing.
- Paratransit expenses underran by \$1.1 million (1.4 percent), due mainly to the favorable timing of expenses.
- Maintenance contract expenses were more by \$8.1 million (24.4 percent), due mostly to accrual adjustments and the timing of auto purchases.
- Professional service contract expenses were under by \$5.5 million (19.9 percent), due largely to the favorable timing of IT-related expenses, including Data Communications and service and maintenance requirements.

Depreciation expenses year-to-date were higher than budget by \$13.9 million (4.3 percent).

Neither GASB #75 OPEB Expense Adjustment nor GASB #68 Pension Adjustment reported any results through February year-to-date.

### **Net Cash Deficit**

The net cash deficit for February year-to-date was \$461.8 million, favorable to budget by \$130.8 million (22.1 percent).

### **Incumbents**

There were 48,791 full-time paid incumbents at the end of January, a net decrease of 346 from December 2019.

## Ridership Results

February 2020 Ridership vs. BUD - (in millions)									
	Feb					Feb Year-to-Date			
	BUD	Prelim Actual	More(Less)		BUD	Prelim Actual	More(Less)		
			Amount	Percent			Amount	Percent	
Subway	128.6	130.8	2.3	1.8%	262.8	269.2	6.5	2.5%	
NYCT Bus	42.6	43.1	0.5	1.2%	86.5	88.0	1.5	1.7%	
Paratransit	0.9	1.0	0.1	6.7%	1.9	1.9	0.1	2.8%	
<b>Total - NYCT</b>	<b>172.1</b>	<b>174.9</b>	<b>2.9</b>	<b>1.7%</b>	<b>351.1</b>	<b>359.2</b>	<b>8.0</b>	<b>2.3%</b>	

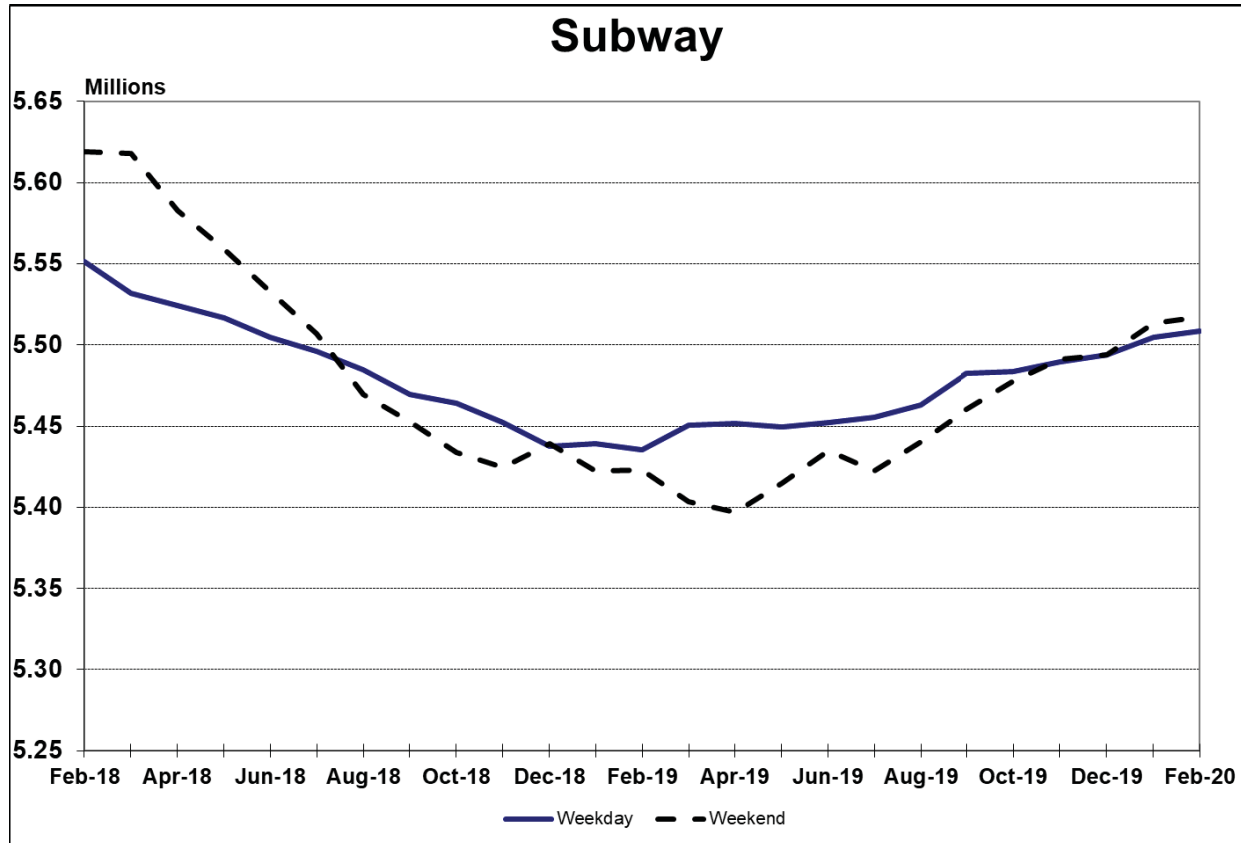
Note: Total may not add due to rounding

February Average Weekday and Weekend Ridership vs. Prior Year										
Month	Average Weekday - (thousands)					Average Weekend - (thousands)				
	2019	Preliminary		Change		2019	Preliminary		Change	
		2020	Amount	Percent	2020		Amount	Percent		
Subway	5,424	5,479	55	+1.0%	5,061	5,159	98	+1.9%		
NYCT Local Bus	1,726	1,718	(8)	-0.5%	1,859	1,839	(20)	-1.1%		
NYCT Express Bus	41	42	1	+2.4%	12	14	2	+16.7%		
Paratransit	35	39	4	+12.3%	43	42	(1)	-1.3%		
<b>TOTAL - NYCT</b>	<b>7,226</b>	<b>7,278</b>	<b>52</b>	<b>+0.7%</b>	<b>6,975</b>	<b>7,054</b>	<b>79</b>	<b>+1.1%</b>		
<b>12-Month Rolling Average</b>										
Subway	5,435	5,509	74	+1.4%	5,423	5,517	94	+1.7%		
NYCT Local Bus	1,759	1,732	(27)	-1.5%	1,973	1,940	(33)	-1.7%		
NYCT Express Bus	40	40	0	+0.0%	13	13	0	+0.0%		
Paratransit	32	34	3	+8.6%	39	41	2	+4.6%		
<b>TOTAL - NYCT</b>	<b>7,266</b>	<b>7,315</b>	<b>50</b>	<b>+0.7%</b>	<b>7,448</b>	<b>7,511</b>	<b>63</b>	<b>+0.8%</b>		

Notes: Totals may not add due to rounding. Percentages are based on unrounded figures.

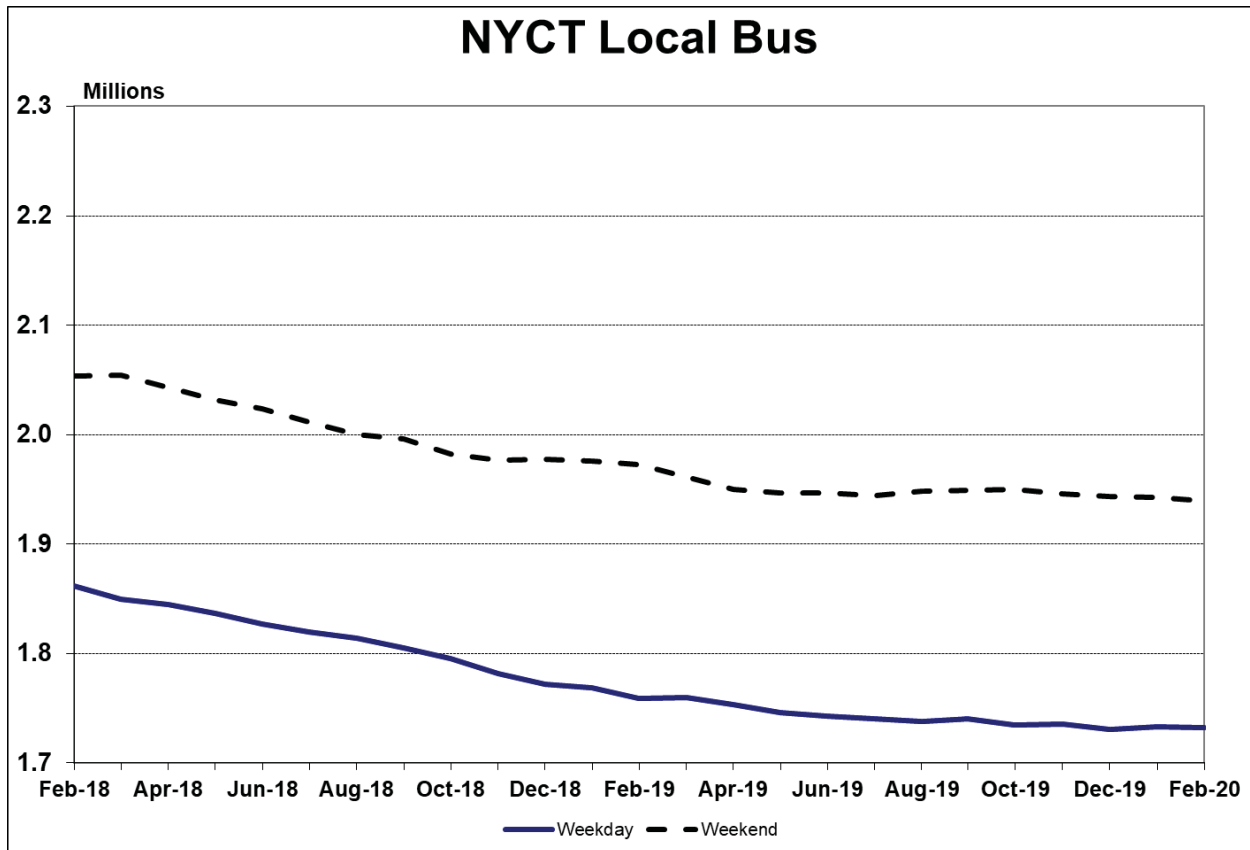
February 2020 subway ridership was 1.8 percent favorable to budget and bus ridership was 1.2 percent favorable, due in part to the reduction of service interruptions and delays as major Subway Action Plan initiatives were completed in the last year, and higher than expected ridership.

**Average Weekday and Weekend Ridership**  
*12-Month Rolling Averages*



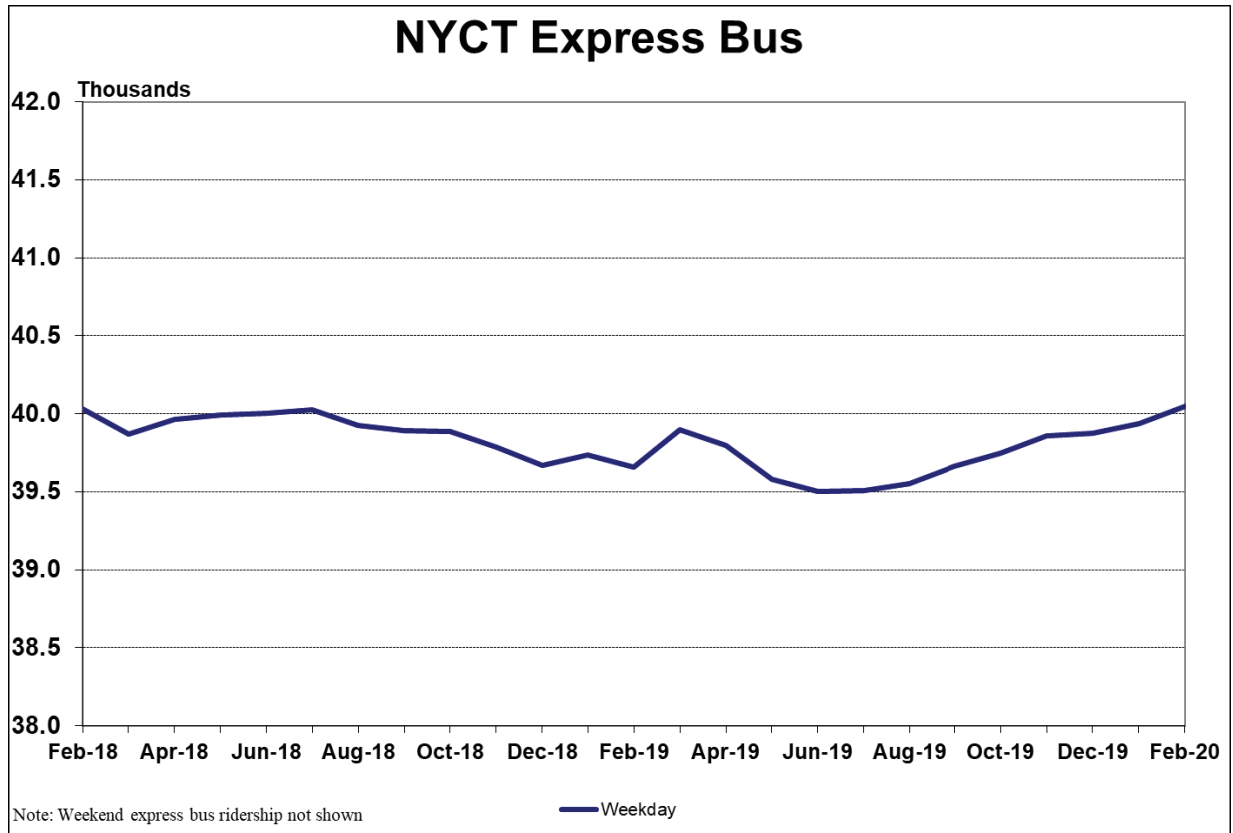
- Average weekday subway ridership was flat in 2016 and began to decline in 2017. Since 2019, average weekday ridership has continued to increase over the year.
- Average weekend ridership decreased from 2015 to 2016, and from 2016 to 2017. The weekend ridership was bottomed in mid of 2019 due to intensive service interruptions during weekends by constructions and GOs. Since then, the average weekend subway ridership has been up steadily.

12-Month Rolling Averages



- The long-term downward trend in bus ridership accelerated in March 2017 and continued in 2019 and 2020 with slower pace.

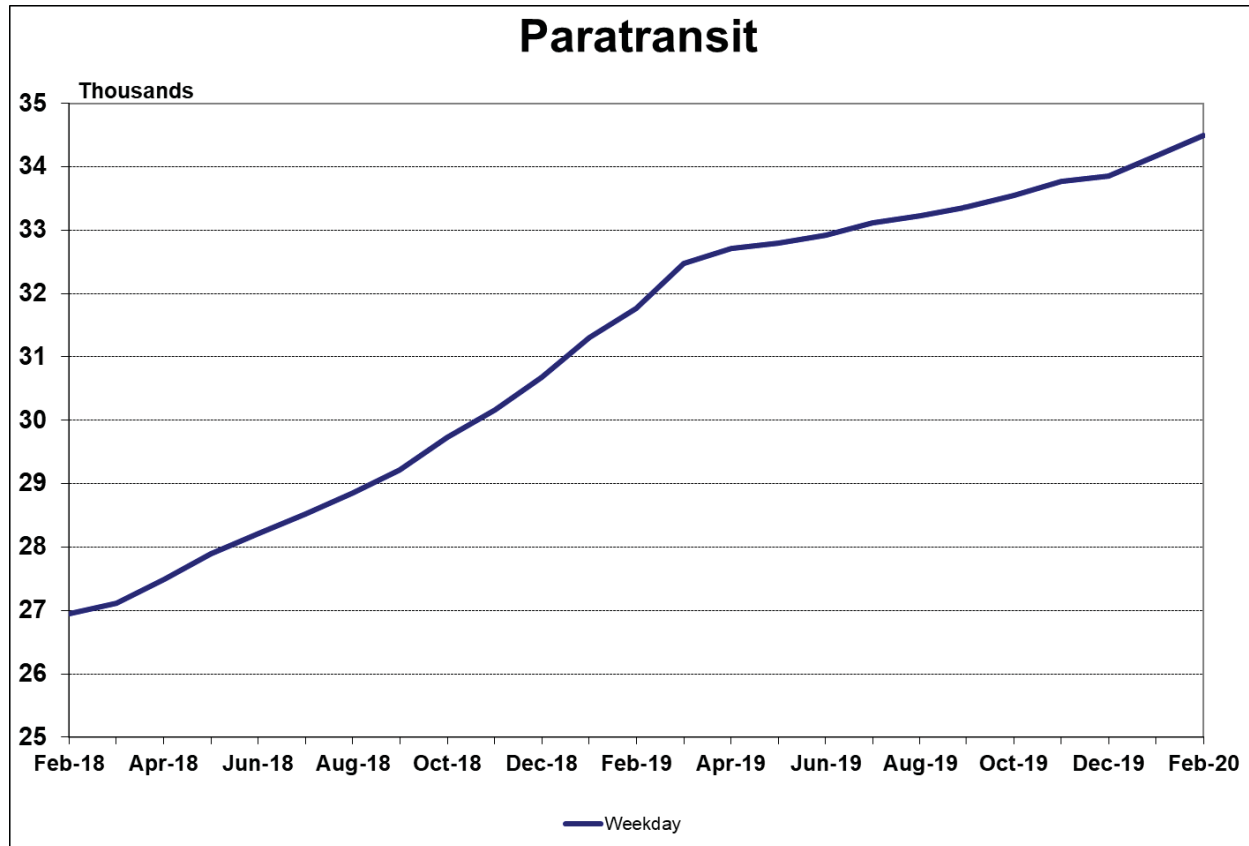
12-Month Rolling Averages



- After a period of stable ridership, express bus ridership has been declining since the March 2017 fare increase. Though ridership increased year-over-year from April 2018 to August 2018, returning to the 2016 ridership levels, ridership began to decline again in August of 2018 and one year later, it reversed to increase and February 2020 express bus ridership was back to the same level as 2018.



12-Month Rolling Averages



- The increase in Paratransit ridership is driven by a growth in Enhanced Broker service trips.

## Ridership on New York Area Transit Services

From February 2019 to February 2020, both average weekday and average weekend ridership went up across area services. NYCT Subway saw the increase of about 59 thousand riders on an average weekday and approximately 69 thousand riders on an average weekend. NYCT Local Bus is slightly down on both weekday and weekend, while NYCT Express Bus and LIRR are experiencing some growth.

Ridership on Transit Services in the New York Area (thousands)						
Transit Service	Feb-19	Prelim Feb-20	Percent Change	Rolling Avg Prior Year	Rolling Avg Current Year	12-Month Rolling Average Percent Change
<b>Average Weekday</b>						
Subway	5,424	5,479	+1.0%	5,435	5,509	+1.4%
NYCT Local Bus	1,726	1,718	-0.5%	1,759	1,732	-1.5%
NYCT Express Bus	41	42	+2.4%	40	40	+0.0%
Paratransit	35	39	+12.3%	32	34	+8.6%
SIR	16	16	+4.2%	16	16	-0.6%
MTA Local Bus	355	358	+0.7%	363	362	-0.5%
MTA Express Bus	29	29	-3.3%	30	27	-8.2%
LIRR	303	306	+1.0%	313	316	+1.0%
Metro-North	n/a	n/a	n/a	n/a	n/a	n/a
PATH	278	280	+0.7%	281	287	+2.1%
<b>Average Weekend</b>						
Subway	5,061	5,159	+1.9%	5,423	5,517	+1.7%
NYCT Local Bus	1,859	1,839	-1.1%	1,973	1,940	-1.7%
NYCT Express Bus	12	14	+16.7%	13	13	+0.0%
Paratransit	43	42	-1.3%	39	41	+4.6%
SIR	4	2	-66.0%	8	4	-45.4%
MTA Local Bus	360	353	-2.0%	386	387	+0.2%
MTA Express Bus	11	12	+6.8%	12	12	-0.8%
LIRR	172	178	+3.5%	209	211	+1.0%
Metro-North	n/a	n/a	n/a	n/a	n/a	n/a
PATH	164	157	-4.3%	193	185	-4.1%

MTA NEW YORK CITY TRANSIT

Feb - 2020 Adopted  
 Accrual Statement of Operations By Category  
 Month - Feb 2020  
 (\$ in Millions)

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	Nonreimbursable			Reimbursable			Total		
	Favorable (Unfavorable)		Percent	Favorable (Unfavorable)		Percent	Favorable (Unfavorable)		Percent
	Actual	Variance		Actual	Variance		Actual	Variance	
<b>Revenue</b>									
<b>Farebox Revenue:</b>									
Subway	\$277,170	\$0,691	0.2	\$0,000	\$0,000	-	\$276,480	\$277,170	0.2
Bus	\$73,388	(1,481)	(2.0)	\$0,000	\$0,000	-	\$74,868	\$73,388	(2.0)
Paratransit	\$1,979	\$0,103	5.5	\$0,000	\$0,000	-	\$1,876	\$1,979	5.5
Fare Liability	\$6,542	\$0,000	0.0	\$0,000	\$0,000	-	\$6,542	\$6,542	0.0
<b>Farebox Revenue</b>	<b>\$359,079</b>	<b>(0,687)</b>	<b>(0.2)</b>	<b>\$0,000</b>	<b>\$0,000</b>	<b>-</b>	<b>\$359,767</b>	<b>\$359,079</b>	<b>(0.2)</b>
Fare Reimbursement	\$7,033	\$0,000	0.0	\$0,000	\$0,000	-	\$7,033	\$7,033	0.0
Paratransit Reimbursement	\$16,143	\$0,263	1.7	\$0,000	\$0,000	-	\$15,880	\$16,143	1.7
Other Operating Revenue	\$14,553	(0,777)	(5.3)	\$0,000	\$0,000	-	\$13,777	\$14,553	(5.3)
<b>Other Revenue</b>	<b>\$36,953</b>	<b>(0,513)</b>	<b>(1.4)</b>	<b>\$0,000</b>	<b>\$0,000</b>	<b>-</b>	<b>\$37,466</b>	<b>\$36,953</b>	<b>(1.4)</b>
Capital and Other Reimbursements	\$0,000	-	-	\$103,205	(25,199)	(24.4)	\$103,205	\$78,006	(24.4)
<b>Total Revenue</b>	<b>\$397,233</b>	<b>(1,201)</b>	<b>(0.3)</b>	<b>\$103,205</b>	<b>(25,199)</b>	<b>(24.4)</b>	<b>\$500,438</b>	<b>\$474,038</b>	<b>(5.3)</b>
<b>Expenses</b>									
<b>Labor:</b>									
Payroll	\$279,430	\$3,770	1.3	\$41,535	\$10,004	24.1	\$320,965	\$307,191	4.3
Overtime	\$44,238	(3,359)	(7.6)	\$9,656	\$8,754	9.3	\$53,895	\$56,351	(4.6)
<b>Total Salaries &amp; Wages</b>	<b>\$323,669</b>	<b>\$0,411</b>	<b>0.1</b>	<b>\$51,191</b>	<b>\$10,907</b>	<b>21.3</b>	<b>\$374,860</b>	<b>\$363,542</b>	<b>3.0</b>
Health and Welfare	\$82,443	\$5,412	6.6	\$2,219	\$0,241	10.9	\$84,662	\$79,008	6.7
OPEB Current Payment	\$44,190	\$58,482	(14.292)	\$1,043	\$0,072	6.9	\$45,232	\$59,452	(31.4)
Pensions	\$75,472	(10,768)	(14.3)	\$3,110	(0,457)	(14.7)	\$78,582	\$69,807	(14.3)
Other Fringe Benefits	\$42,287	\$45,538	(7.7)	\$16,416	\$4,151	25.3	\$58,703	\$57,803	1.5
<b>Total Fringe Benefits</b>	<b>\$244,391</b>	<b>(22,900)</b>	<b>(9.4)</b>	<b>\$22,787</b>	<b>\$4,008</b>	<b>17.6</b>	<b>\$267,179</b>	<b>\$286,070</b>	<b>(7.1)</b>
Contribution to GASB Fund	\$0,000	-	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Reimbursable Overhead	(20,660)	(5,712)	(27.6)	\$20,660	\$5,712	27.6	\$0,000	\$0,000	-
<b>Labor</b>	<b>\$547,400</b>	<b>(28,200)</b>	<b>(5.2)</b>	<b>\$94,639</b>	<b>\$20,627</b>	<b>21.8</b>	<b>\$642,038</b>	<b>\$649,612</b>	<b>(1.2)</b>
<b>Non-Labor:</b>									
Electric Power	\$27,403	\$8,223	30.0	\$0,021	(0,003)	(11.9)	\$27,424	\$19,203	30.0
Fuel	\$8,344	\$1,032	12.4	\$0,004	\$0,004	-	\$8,348	\$7,312	12.4
Insurance	\$6,168	(0,120)	(1.9)	\$0,000	\$0,000	-	\$6,168	\$6,289	(1.9)
Claims	\$19,095	\$0,000	0.0	\$0,000	\$0,000	-	\$19,095	\$19,095	0.0
Paratransit Service Contracts	\$37,556	\$1,657	4.4	\$0,000	\$0,000	-	\$37,556	\$35,899	4.4
Maintenance and Other Operating Contracts	\$17,491	(1,194)	(6.8)	\$3,495	\$2,102	39.9	\$20,986	\$20,786	1.0
Professional Service Contracts	\$13,918	\$7,153	51.4	\$0,721	(0,382)	-	\$14,639	\$6,382	56.4
Materials & Supplies	\$27,113	\$26,706	1.5	\$4,168	\$1,697	59.3	\$31,282	\$28,403	9.2
Other Business Expenses	\$7,408	\$0,354	4.8	\$0,155	(0,398)	-	\$7,563	\$7,608	(0.6)
<b>Non-Labor</b>	<b>\$164,496</b>	<b>\$17,512</b>	<b>10.6</b>	<b>\$8,566</b>	<b>\$4,572</b>	<b>53.4</b>	<b>\$173,062</b>	<b>\$150,978</b>	<b>12.8</b>
<b>Other Expense Adjustments:</b>									
Other	\$0,000	-	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
<b>Other Expense Adjustments</b>	<b>\$0,000</b>	<b>-</b>	<b>-</b>	<b>\$0,000</b>	<b>\$0,000</b>	<b>-</b>	<b>\$0,000</b>	<b>\$0,000</b>	<b>-</b>
<b>Total Expenses before Depreciation and OPEB</b>	<b>\$711,896</b>	<b>(10,689)</b>	<b>(1.5)</b>	<b>\$103,205</b>	<b>\$25,199</b>	<b>24.4</b>	<b>\$815,100</b>	<b>\$800,590</b>	<b>1.8</b>
Depreciation	\$160,672	(6,953)	(4.3)	\$0,000	-	-	\$160,672	\$167,625	(4.3)
GASB 75 OPEB Expense Adjustment	\$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	-
<b>Total Expenses</b>	<b>\$872,568</b>	<b>(17,641)</b>	<b>(2.0)</b>	<b>\$103,205</b>	<b>\$25,199</b>	<b>24.4</b>	<b>\$975,772</b>	<b>\$968,215</b>	<b>0.8</b>
<b>OPERATING SURPLUS/DEFICIT</b>	<b>(475,335)</b>	<b>(18,842)</b>	<b>(4.0)</b>	<b>\$0,000</b>	<b>\$0,000</b>	<b>-</b>	<b>(475,335)</b>	<b>(494,177)</b>	<b>(4.0)</b>

Note: Totals may not add due to rounding

Note: Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note that the current month's actuals do not include post-close adjustments, which will be captured in the subsequent month's YTD results.

MTA NEW YORK CITY TRANSIT

Feb - 2020 Adopted  
 Accrual Statement of Operations By Category  
 Year-To-Date - Feb 2020  
 (\$ in Millions)

3/05/2020 06:16 PM

	Nonreimbursable			Reimbursable			Total		
	Favorable (Unfavorable)		Percent	Favorable (Unfavorable)		Percent	Favorable (Unfavorable)		Percent
	Actual	Variance		Actual	Variance		Actual	Variance	
<b>Revenue</b>									
<b>Farebox Revenue:</b>									
Subway	\$572,850	\$6,342	1.1	\$0,000	\$0,000	-	\$572,850	\$6,342	1.1
Bus	\$149,848	(2,346)	(1.5)	\$0,000	\$0,000	-	\$149,848	(2,346)	(1.5)
Paratransit	\$4,017	\$0,123	3.2	\$0,000	\$0,000	-	\$4,017	\$0,123	3.2
Fare Liability	\$13,084	\$0,000	0.0	\$0,000	\$0,000	-	\$13,084	\$0,000	0.0
<b>Farebox Revenue</b>	<b>\$739,798</b>	<b>\$4,118</b>	<b>0.6</b>	<b>\$0,000</b>	<b>\$0,000</b>	<b>-</b>	<b>\$739,798</b>	<b>\$4,118</b>	<b>0.6</b>
Fare Reimbursement	\$14,644	\$0,000	0.0	\$0,000	\$0,000	-	\$14,644	\$0,000	0.0
Paratransit Reimbursement	\$32,933	\$0,828	2.6	\$0,000	\$0,000	-	\$32,933	\$0,828	2.6
Other Operating Revenue	\$29,107	(2,819)	(9.7)	\$0,000	\$0,000	-	\$26,288	(2,819)	(9.7)
<b>Other Revenue</b>	<b>\$73,864</b>	<b>(1,991)</b>	<b>(2.6)</b>	<b>\$0,000</b>	<b>\$0,000</b>	<b>-</b>	<b>\$73,864</b>	<b>(1,991)</b>	<b>(2.6)</b>
Capital and Other Reimbursements	\$0,000	\$213,972	(53.060)	\$213,972	\$160,912	(24.8)	\$213,972	(53,060)	(24.8)
<b>Total Revenue</b>	<b>\$813,663</b>	<b>\$2,127</b>	<b>0.3</b>	<b>\$213,972</b>	<b>\$160,912</b>	<b>(24.8)</b>	<b>\$974,575</b>	<b>(\$0,933)</b>	<b>(5.0)</b>
<b>Expenses</b>									
<b>Labor:</b>									
Payroll	\$581,531	(2,809)	(0.5)	\$87,970	\$63,465	27.9	\$669,502	\$21,697	3.2
Overtime	\$91,034	\$5,374	5.9	\$19,538	\$15,805	19.1	\$110,572	\$9,107	8.2
<b>Total Salaries &amp; Wages</b>	<b>\$672,566</b>	<b>\$2,565</b>	<b>0.4</b>	<b>\$107,508</b>	<b>\$79,270</b>	<b>26.3</b>	<b>\$780,074</b>	<b>\$30,804</b>	<b>3.9</b>
Health and Welfare	\$164,875	\$14,402	8.7	\$4,491	\$3,922	12.7	\$169,366	\$14,971	8.8
OPEB Current Payment	\$88,379	(0,274)	(0.3)	\$2,085	\$1,893	9.2	\$90,464	(82)	(0.1)
Pensions	\$153,798	(18,743)	(12.2)	\$6,220	\$7,133	(14.7)	\$160,018	(19,657)	(12.3)
Other Fringe Benefits	\$85,585	(7,722)	(9.0)	\$34,036	\$24,963	26.7	\$119,621	\$11,827	1.1
<b>Total Fringe Benefits</b>	<b>\$492,637</b>	<b>(12,339)</b>	<b>(2.5)</b>	<b>\$46,831</b>	<b>\$37,911</b>	<b>19.0</b>	<b>\$539,469</b>	<b>(\$3,418)</b>	<b>(0.6)</b>
Contribution to GASB Fund	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
Reimbursable Overhead	(42,767)	(14,768)	(34.5)	\$42,767	\$28,000	34.5	\$0,000	\$0,000	-
<b>Labor</b>	<b>\$1,122,436</b>	<b>(24,541)</b>	<b>(2.2)</b>	<b>\$197,106</b>	<b>\$145,180</b>	<b>26.3</b>	<b>\$1,319,542</b>	<b>\$27,386</b>	<b>2.1</b>
<b>Non-Labor:</b>									
Electric Power	\$56,043	\$7,879	14.1	\$0,043	\$0,049	(15.4)	\$56,086	\$7,872	14.0
Fuel	\$17,997	\$0,764	4.2	\$0,009	\$0,000	-	\$18,005	\$0,772	4.3
Insurance	\$12,337	(0,241)	(1.9)	\$0,000	\$0,000	-	\$12,337	(0,241)	(1.9)
Claims	\$38,190	\$0,000	0.0	\$0,000	\$0,000	-	\$38,190	\$0,000	0.0
Paratransit Service Contracts	\$76,005	\$1,058	1.4	\$0,000	\$0,000	-	\$77,063	\$1,058	1.4
Maintenance and Other Operating Contracts	\$33,166	(8,105)	(24.4)	\$6,818	\$6,338	7.0	\$39,985	(7,625)	(19.1)
Professional Service Contracts	\$27,737	\$5,511	19.9	\$1,439	\$3,465	(2.026)	\$29,176	\$25,691	11.9
Materials & Supplies	\$54,246	(5,542)	(10.2)	\$8,247	\$4,460	45.9	\$62,494	(1,755)	(2.8)
Other Business Expenses	\$14,054	\$0,500	3.6	\$0,310	\$1,420	(1,111)	\$14,364	(0,611)	(4.3)
<b>Non-Labor</b>	<b>\$329,775</b>	<b>\$1,823</b>	<b>0.6</b>	<b>\$16,865</b>	<b>\$15,732</b>	<b>6.7</b>	<b>\$346,641</b>	<b>\$2,956</b>	<b>0.9</b>
<b>Other Expense Adjustments:</b>									
Other	\$0,000	-	-	\$0,000	\$0,000	-	\$0,000	-	-
<b>Other Expense Adjustments</b>	<b>\$0,000</b>	<b>-</b>	<b>-</b>	<b>\$0,000</b>	<b>\$0,000</b>	<b>-</b>	<b>\$0,000</b>	<b>-</b>	<b>-</b>
<b>Total Expenses before Depreciation and OPEB</b>	<b>\$1,452,211</b>	<b>(22,717)</b>	<b>(1.6)</b>	<b>\$213,972</b>	<b>\$160,912</b>	<b>24.8</b>	<b>\$1,666,183</b>	<b>\$30,342</b>	<b>1.8</b>
Depreciation	\$321,344	(13,906)	(4.3)	\$0,000	\$0,000	-	\$321,344	(13,906)	(4.3)
GASB 75 OPEB Expense Adjustment	\$0,000	-	-	\$0,000	\$0,000	-	\$0,000	-	-
GASB 68 Pension Adjustment	\$0,000	-	-	\$0,000	\$0,000	-	\$0,000	-	-
Environmental Remediation	\$0,000	-	-	\$0,000	\$0,000	-	\$0,000	-	-
<b>Total Expenses</b>	<b>\$1,773,555</b>	<b>(36,623)</b>	<b>(2.1)</b>	<b>\$213,972</b>	<b>\$160,912</b>	<b>24.8</b>	<b>\$1,987,527</b>	<b>\$16,436</b>	<b>0.8</b>
<b>OPERATING SURPLUS/DEFICIT</b>	<b>(962,020)</b>	<b>(34,496)</b>	<b>(3.6)</b>	<b>\$0,000</b>	<b>\$0,000</b>	<b>-</b>	<b>(962,020)</b>	<b>(34,496)</b>	<b>(3.6)</b>

Note: Totals may not add due to rounding

Note: Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note that the current month's actuals do not include post-close adjustments, which will be captured in the subsequent month's YTD results.

**MTA NEW YORK CITY TRANSIT**  
**FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET**  
**EXPLANATION OF VARIANCES BETWEEN ADOPTED BUDGET AND ACTUAL ACCRUAL BASIS**  
**FEBRUARY 2020**  
(\$ in millions)

Generic Revenue or Expense Category	Nonreimb or Reimb	MONTH		YEAR TO DATE		
		Favorable (Unfavorable) Variance \$	Favorable (Unfavorable) Variance %	Favorable (Unfavorable) Variance \$	Favorable (Unfavorable) Variance %	
Farebox Revenue	NR			4.1	0.6	Due primarily to higher subway revenue of \$6.3 million (1.1 percent), partly offset by lower bus revenue of \$2.3 million (1.5 percent)
Payroll	NR	3.8	1.3	(2.8)	(0.5)	Expenses were lower due mostly to favorable weather and vacancies, partly offset by accrual adjustments and Capital Program project authorizations.
Overtime	NR	(3.4)	(7.6)	5.4	5.9	This variance was caused mostly by a correction of a December overaccrual, partly offset by capital track charges temporarily being expensed to nonreimbursable
Health & Welfare (including OPEB current payment)	NR	(8.9)	(7.0)	14.1	5.8	Due largely to a reversal of credits in the December post-close period
Pension	NR	(10.8)	(14.3)	(18.7)	(12.2)	Due primarily to incorrect budget timing
Other Fringe Benefits	NR	(3.3)	(7.7)	(7.7)	(9.0)	Mostly from underruns in reimbursable expenses
Reimbursable Overhead	NR	(5.7)	(27.6)	(14.8)	(34.5)	Mostly from underruns in reimbursable expenses
Electric Power	NR	8.2	30.0	7.9	14.1	Largely due to favorable prices, consumption and timing
Paratransit Service Contracts	NR	1.7	4.4	1.1	1.4	Mainly the favorable timing of expenses
Maintenance and Other Operating Contracts	NR	(1.2)	(6.8)	(8.1)	(24.4)	Largely the unfavorable timing of auto purchases
Professional Service Contracts	NR	7.2	51.4	5.5	19.9	Primarily the favorable timing of various professional service contract requirements, partly offset by the unfavorable timing of bond service expenses

MTA NEW YORK CITY TRANSIT  
 FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET  
 EXPLANATION OF VARIANCES BETWEEN ADOPTED BUDGET AND ACTUAL ACCRUAL BASIS  
 FEBRUARY 2020  
 (\$ in millions)

Generic Revenue or Expense Category	Nonreimb or Reimb	MONTH		YEAR TO DATE		
		Favorable (Unfavorable) Variance \$	% Reason for Variance	Favorable (Unfavorable) Variance \$	% Reason for Variance	
Materials & Supplies	NR			(5.5)	(10.2)	Due largely to required accrued obsolescence adjustments
Capital Reimbursements	R	(25.2)	(24.4)	(53.1)	(24.8)	Revenue offset to underruns below
Labor Expenses	R	20.6	21.8	51.9	26.3	Timing of Capital Track charges and underruns in reimbursable work
Non-Labor Expenses	R	4.6	53.4	1.1	6.7	Timing of Capital Track charges and underruns in reimbursable work requirements

**MTA NEW YORK CITY TRANSIT**  
**February Financial Plan - 2020 Adopted**  
**Cash Receipts and Expenditures**

Feb FY20  
(\$ in Millions)

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	Month			Year-To-Date			
	Adopted	Actual	Favorable	Adopted	Actual	Favorable	
			(Unfavorable)			Variance	(Unfavorable)
			Variance			Variance	Percent
<b>Receipts</b>							
<b>Farebox Revenue</b>	<b>\$359,767</b>	<b>\$336,525</b>	<b>(23,242)</b>	<b>\$735,680</b>	<b>\$757,086</b>	<b>\$21,406</b>	<b>2.9</b>
Fare Reimbursement	\$0,000	\$0,000	-	\$0,000	\$0,000	\$0,000	-
Paratransit Reimbursement	\$3,481	\$53,489	\$50,008	\$49,051	\$96,473	\$47,422	96.7
Other Operating Revenue	\$4,552	\$2,782	(1,770)	\$9,104	\$6,130	(2,974)	(32.7)
<b>Other Revenue</b>	<b>\$8,033</b>	<b>\$56,271</b>	<b>\$48,238</b>	<b>\$58,155</b>	<b>\$102,603</b>	<b>\$44,448</b>	<b>76.4</b>
Capital and Other Reimbursements	\$103,205	\$87,528	(15,677)	\$213,972	\$196,704	(17,268)	(8.1)
<b>Total Revenue</b>	<b>\$471,004</b>	<b>\$480,324</b>	<b>\$9,320</b>	<b>\$1,007,807</b>	<b>\$1,056,393</b>	<b>\$48,586</b>	<b>4.8</b>
<b>Expenditures</b>							
<b>Labor :</b>							
Payroll	\$306,264	\$285,451	\$20,814	\$626,887	\$594,563	\$32,324	5.2
Overtime	\$53,895	\$56,351	(2,457)	\$110,572	\$101,465	\$9,107	8.2
<b>Total Salaries &amp; Wages</b>	<b>\$360,159</b>	<b>\$341,802</b>	<b>\$18,357</b>	<b>\$737,459</b>	<b>\$696,028</b>	<b>\$41,431</b>	<b>5.6</b>
Health and Welfare	\$84,662	\$55,202	\$29,460	\$169,366	\$143,644	\$25,722	15.2
OPEB Current Payment	\$45,232	\$59,452	(14,220)	\$90,464	\$90,546	(0,082)	(0.1)
Pensions	\$78,582	\$89,791	(11,209)	\$160,018	\$179,628	(19,610)	(12.3)
Other Fringe Benefits	\$42,903	\$60,303	(17,400)	\$85,233	\$75,396	\$9,837	11.5
<b>Total Fringe Benefits</b>	<b>\$251,378</b>	<b>\$264,748</b>	<b>(13,370)</b>	<b>\$505,081</b>	<b>\$489,214</b>	<b>\$15,867</b>	<b>3.1</b>
Contribution to GASB Fund	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	-
Reimbursable Overhead	\$0,000	\$0,000	-	\$0,000	\$0,000	-	-
<b>Labor</b>	<b>\$611,537</b>	<b>\$606,550</b>	<b>\$4,987</b>	<b>\$1,242,540</b>	<b>\$1,185,242</b>	<b>\$57,298</b>	<b>4.6</b>
<b>Non-Labor :</b>							
Electric Power	\$27,424	\$23,481	\$3,943	\$56,086	\$47,351	\$8,735	15.6
Fuel	\$8,348	\$7,522	\$0,826	\$18,005	\$17,635	\$0,370	2.1
Insurance	\$27,591	\$16,421	\$11,170	\$32,029	\$20,521	\$11,508	35.9
Claims	\$11,989	\$10,961	\$1,028	\$23,978	\$22,840	\$1,138	4.7
Paratransit Service Contracts	\$37,556	\$33,465	\$4,091	\$76,005	\$73,152	\$2,853	3.8
Maintenance and Other Operating Contracts	\$20,986	\$16,794	\$4,192	\$39,985	\$41,361	(1,376)	(3.4)
Professional Service Contracts	\$14,639	\$15,044	(0,405)	\$26,926	\$33,535	(6,609)	(24.5)
Materials & Supplies	\$35,282	\$31,745	\$3,537	\$70,494	\$62,206	\$8,288	11.8
Other Business Expenses	\$7,563	\$7,180	\$0,383	\$14,364	\$14,341	\$0,023	0.2
<b>Non-Labor</b>	<b>\$191,379</b>	<b>\$162,613</b>	<b>\$28,766</b>	<b>\$357,871</b>	<b>\$332,942</b>	<b>\$24,929</b>	<b>7.0</b>
<b>Other Expense Adjustments:</b>							
Other	\$0,000	\$0,000	-	\$0,000	\$0,000	-	-
<b>Other Expense Adjustments</b>	<b>\$0,000</b>	<b>\$0,000</b>	<b>-</b>	<b>\$0,000</b>	<b>\$0,000</b>	<b>-</b>	<b>-</b>
<b>Total Expenditures before Depreciation and OPEB</b>	<b>\$802,916</b>	<b>\$769,163</b>	<b>\$33,753</b>	<b>\$1,600,411</b>	<b>\$1,518,184</b>	<b>\$82,227</b>	<b>5.1</b>
Depreciation	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	\$0,000	-
GASB 75 OPEB Expense Adjustment	\$0,000	\$0,000	-	\$0,000	\$0,000	-	-
GASB 68 Pension Adjustment	\$0,000	\$0,000	-	\$0,000	\$0,000	-	-
Environmental Remediation	\$0,000	\$0,000	-	\$0,000	\$0,000	-	-
<b>Total Expenditures</b>	<b>\$802,916</b>	<b>\$769,163</b>	<b>\$33,753</b>	<b>\$1,600,411</b>	<b>\$1,518,184</b>	<b>\$82,227</b>	<b>5.1</b>
<b>Net Surplus/(Deficit)</b>	<b>(331,912)</b>	<b>(288,839)</b>	<b>\$43,073</b>	<b>(592,603)</b>	<b>(461,791)</b>	<b>\$130,812</b>	<b>22.1</b>

Note: Totals may not add due to rounding

MTA NEW YORK CITY TRANSIT  
 FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET  
 EXPLANATION OF VARIANCES BETWEEN THE ADOPTED BUDGET AND ACTUAL CASH BASIS  
 FEBRUARY 2020  
 (\$ in millions)

	MONTH		YEAR TO DATE	
	Favorable (Unfavorable) Variance \$	%	Favorable (Unfavorable) Variance \$	%
<b>Operating Receipts or Disbursements</b>				
Farebox Receipts	(23.2)	(6.5)	21.4	2.9
				The favorable timing of receipts and increased subway receipts.
Other Operating Receipts	48.2	over 100.0	44.4	76.4
				Largely the favorable timing of paratransit reimbursements
Salaries & Wages	18.4	5.1	41.4	5.6
				Due primarily to vacancies and scaled-down overtime requirements, along with the favorable timing of expenses
Health & Welfare/OPEB Current	15.3	11.8	25.7	9.9
				Mostly favorable rates and the timing of credits
Insurance Expenses	11.2	40.5	11.5	35.9
				Largely the favorable timing of payments



**MTA NEW YORK CITY TRANSIT**  
**February Financial Plan - 2020 Adopted**  
**Cash Conversion (Cash Flow Adjustments)**  
Feb FY20  
(\$ in Millions)

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	Month			Year-To-Date			
	Adopted	Actual	Favorable (Unfavorable) Variance	Adopted	Actual	Favorable (Unfavorable) Variance	Percent
							Percent
<b>Revenue</b>							
<b>Farebox Revenue</b>	<b>\$0.000</b>	<b>(22,554)</b>	<b>(22,554)</b>	<b>\$0.000</b>	<b>\$17,288</b>	<b>\$17,288</b>	-
Fare Reimbursement	(-0.0PP)			(34,844)		\$0.000	0.0
1 aratransit Reimbursement	(32.P55)	\$P-.P48	\$45.- 48	\$38.548	\$8P.940	\$48.954	6
7 tCer 7 peratinh Regeneu	(30.003)	(30.559)	(0.554)	(20.002)	(20.39v)	(0.399)	(0.v)
<b>Other Revenue</b>	<b>(29.433)</b>	<b>\$19.318</b>	<b>\$48.751</b>	<b>(17.700)</b>	<b>\$28.739</b>	<b>\$46.439</b>	-
Capital and 7 tCer Reimbursements	\$0.000	\$5.922	\$5.922	\$0.000	\$P9.- 52	\$P9.- 52	6
<b>Total Revenue</b>	<b>(29.433)</b>	<b>\$6.286</b>	<b>\$35.719</b>	<b>(17.700)</b>	<b>\$81.818</b>	<b>\$99.518</b>	-
<b>Expenses</b>							
<b>Labor:</b>							
1 ayroll	\$34.- 03	\$23.- 40	\$- .0F5	\$42.839	\$9P.242	\$30.82-	24.5
7 gerime	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	6
<b>Total Salaries &amp; Wages</b>	<b>\$14.701</b>	<b>\$21.740</b>	<b>\$7.039</b>	<b>\$42.615</b>	<b>\$53.242</b>	<b>\$10.627</b>	<b>24.9</b>
Healthand Welfare	\$0.000	\$2P.v08	\$2P.v08	\$0.000	\$30.- 92	\$30.- 92	6
7 1 EB Current 1 ayment	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	6
1 ensions	\$0.000	\$0.038	\$0.038	\$0.000	\$0.048	\$0.048	6
7 tCer Finhe Benefits	\$39.v00	(2.900)	(3v.P03)	\$P4.Pvv	\$42.v- 9	\$v.4v-	24.-
<b>Total Fringe Benefits</b>	<b>\$15.800</b>	<b>\$21.322</b>	<b>\$5.521</b>	<b>\$34.388</b>	<b>\$53.673</b>	<b>\$19.285</b>	<b>56.1</b>
Contribution to GASB Fund	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	6
Reimbursable 7 gerOad	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	6
<b>Labor</b>	<b>\$30.501</b>	<b>\$43.062</b>	<b>\$12.561</b>	<b>\$77.003</b>	<b>\$106.915</b>	<b>\$29.912</b>	<b>38.8</b>
<b>Non-Labor:</b>							
Electric tower	\$0.000	(4.2-v)	(4.2-v)	\$0.000	\$0.v82	\$0.v82	6
Fuel	\$0.000	(0.230)	(0.230)	\$0.000	(0.402)	(0.402)	6
Insurance	(23.42P)	(30.3P2)	\$33.253	(35.852)	(- 544)	\$33.- 4v	95.-
Claims	\$- .308	\$v.3P4	\$3.02v	\$34.232	\$39.P90	\$3.3Pv	v.0
1 aratransit Sercice Contracts	\$0.000	\$2.4P4	\$2.4P4	\$0.000	\$3.- 59	\$3.- 59	6
Maintenance and 7 tCer 7 peratinh Contracts	\$0.000	\$P.552	\$P.552	\$0.000	\$8.245	\$8.245	6
1 rofessional Sercice Contracts	\$0.000	(v.882)	(v.882)	\$2.290	(- .v44)	(30.054)	6
Materials & Supplies	(4.000)	(P.P42)	\$0.89v	(v.000)	\$2.04P	\$30.04P	6
7 tCer Business Expenses	\$0.000	\$0.42v	\$0.42v	\$0.000	\$0.8FP	\$0.8FP	6
<b>Non-Labor</b>	<b>(18.317)</b>	<b>(11.635)</b>	<b>\$6.682</b>	<b>(11.230)</b>	<b>\$10.742</b>	<b>\$21.972</b>	-
<b>Other Expense Adjustments:</b>							
7 tCer	\$0.000	\$0.000	6	\$0.000	\$0.000	6	6
<b>Other Expense Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	-	<b>\$0.000</b>	<b>\$0.000</b>	-	-
<b>Total Expenses before Depreciation and OPEB</b>	<b>\$12.184</b>	<b>\$31.427</b>	<b>\$19.243</b>	<b>\$65.773</b>	<b>\$117.657</b>	<b>\$51.884</b>	<b>78.9</b>
Depreciation	\$380.8- 2	\$38.- 829	\$8.59P	\$P23.P44	\$P9.245	\$3P.508	4.P
GASB - 9 7 1 EB Expense Adjustment	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	6
GASB 8v. 1 ension Adjustment	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	6
Engrionmental Remediation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	6
<b>Total Expenditures</b>	<b>\$172.856</b>	<b>\$199.052</b>	<b>\$26.195</b>	<b>\$387.116</b>	<b>\$452.906</b>	<b>\$65.790</b>	<b>17.0</b>
<b>Total Cash Conversion Adjustments</b>	<b>\$143.423</b>	<b>\$205.338</b>	<b>\$61.915</b>	<b>\$369.416</b>	<b>\$534.725</b>	<b>\$165.309</b>	<b>44.7</b>

Note: Totals may not add due to roundinh

Note: Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note that the current months' actuals do not include post-close adjustments, which will be captured in the subsequent month's YTD results.

# NYCT – Non-Reimbursable Overtime Variance

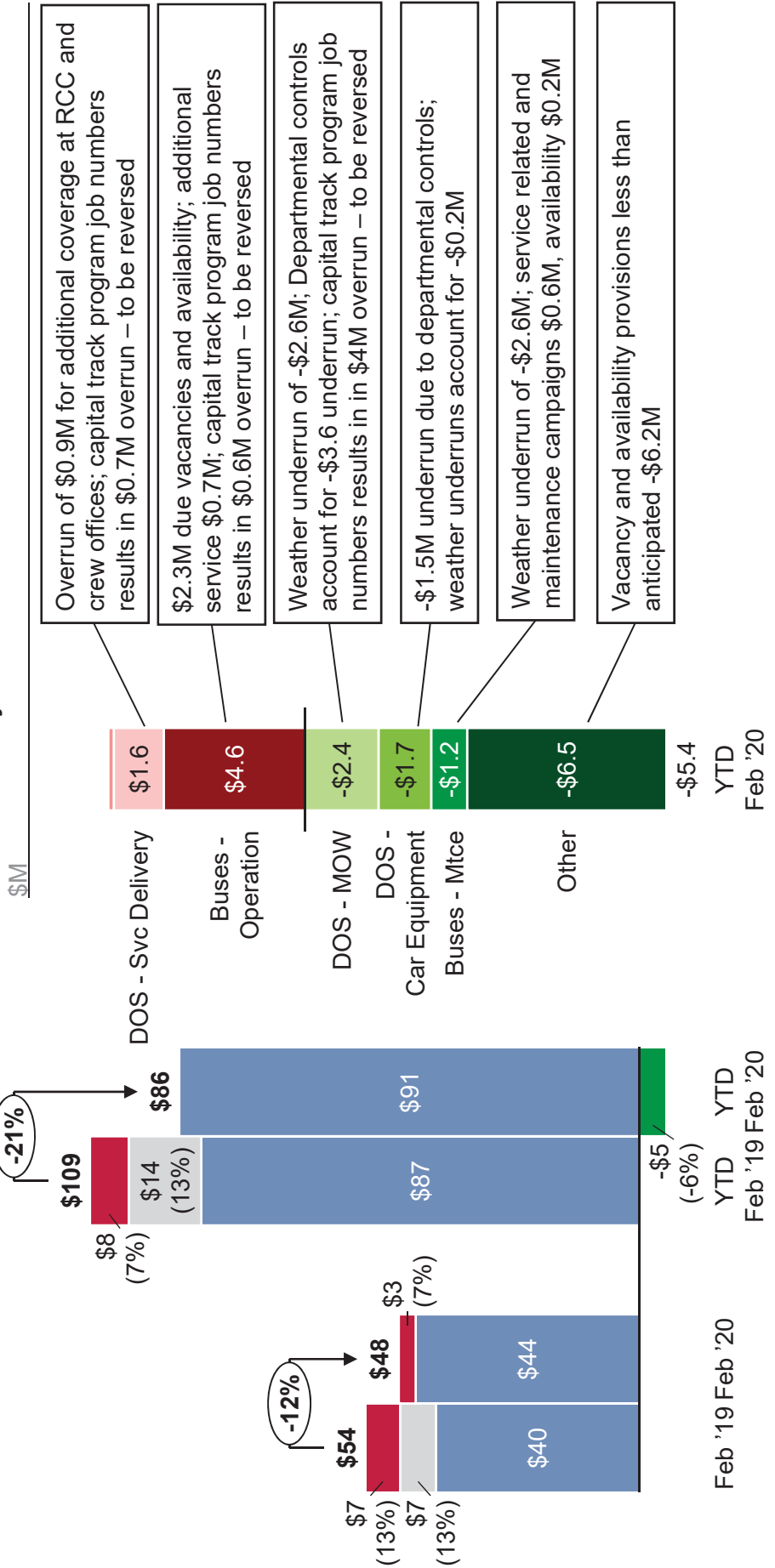
## February 2020 and YTD budget vs. variance



### Overview

- Overall decrease of \$23M or 21% compared to February YTD 2019
- 6% below 2020 YTD budget
- Subways -\$2.3M underrun: -\$5.0M weather, \$5.0M Capital Track delay, -\$2.3M result of stronger departmental controls
- Buses \$3.5M overrun: \$3.0M overrun availability/vacancies; \$0.7M capital track; -\$2.6M for weather underrun; \$1.1M for service and maintenance related campaigns

### YTD variance by division



Source: Adopted (restated) budget. GL actuals for actual overtime spending.

# NYCT – Reimbursable Overtime Variance

## February 2020 and YTD budget vs. variance

\$M



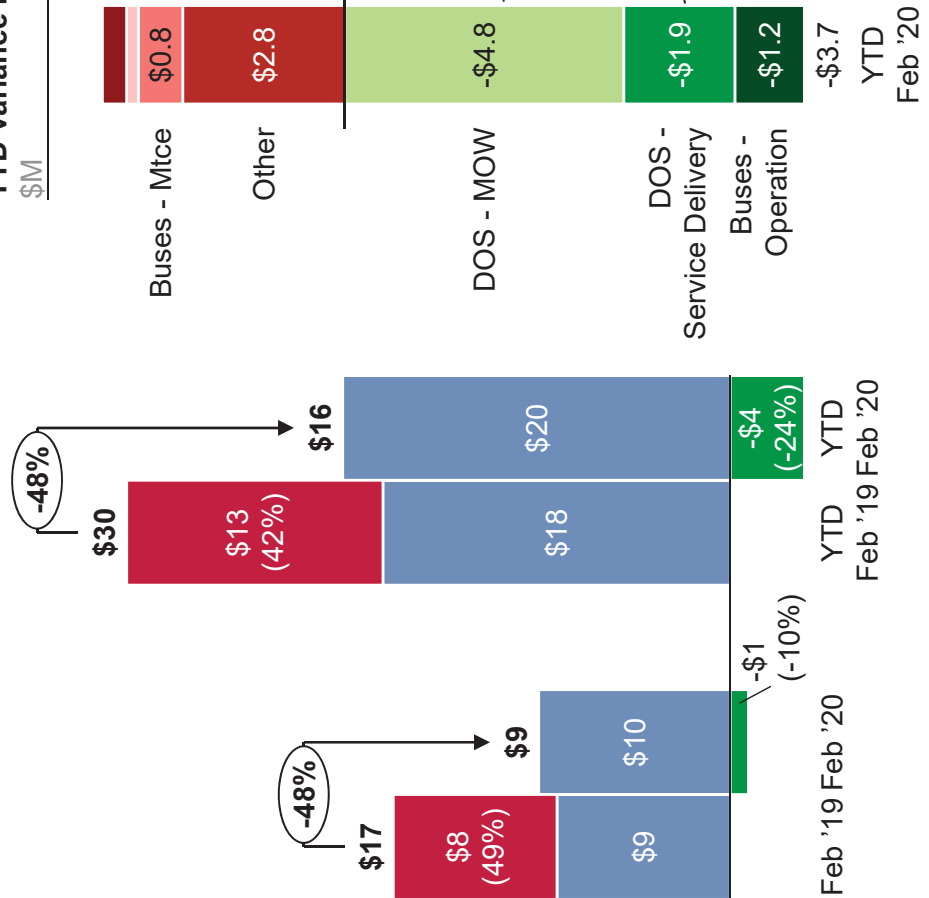
Annual budget: \$130M

## Overview

- Overall decrease of \$15M or 48% compared to February YTD 2019
- 24% below 2020 YTD budget
- Subways -\$6.1M underrun: \$5M underrun due to capital track program, \$1M due to lower capital project support requirements.
- Buses -\$0.4M underrun: mainly due to capital track program underrun.

## YTD variance by division

\$M



Source: Adopted (restated) budget. GL actuals for actual overtime spending.

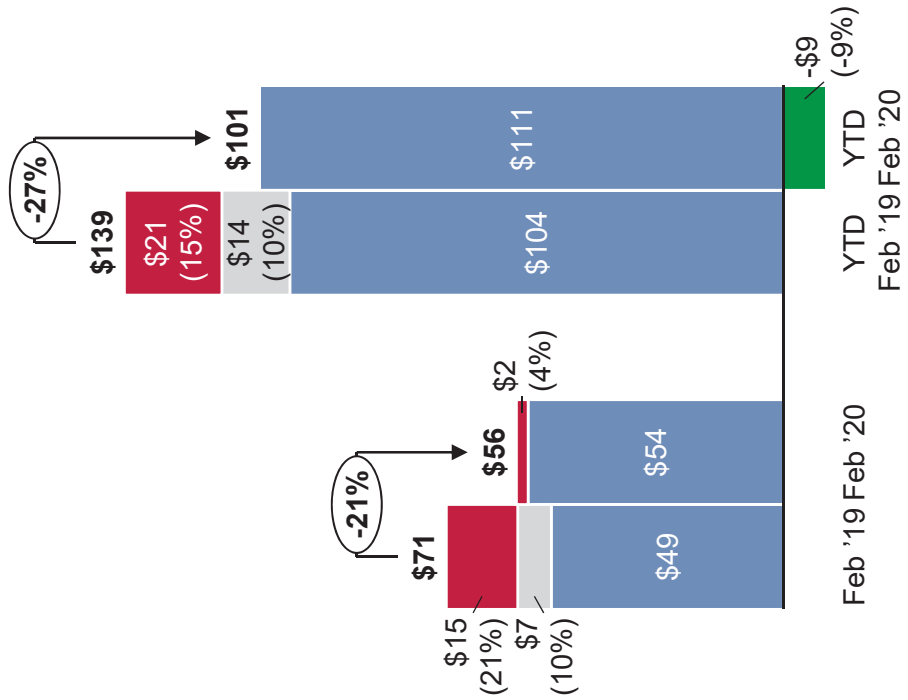
# NYCT – Total Overtime Variance

## February 2020 and YTD budget vs. variance

\$M

- Variance - Unfavorable
- Variance - Favorable
- SAP
- Budget

Annual budget: \$638M

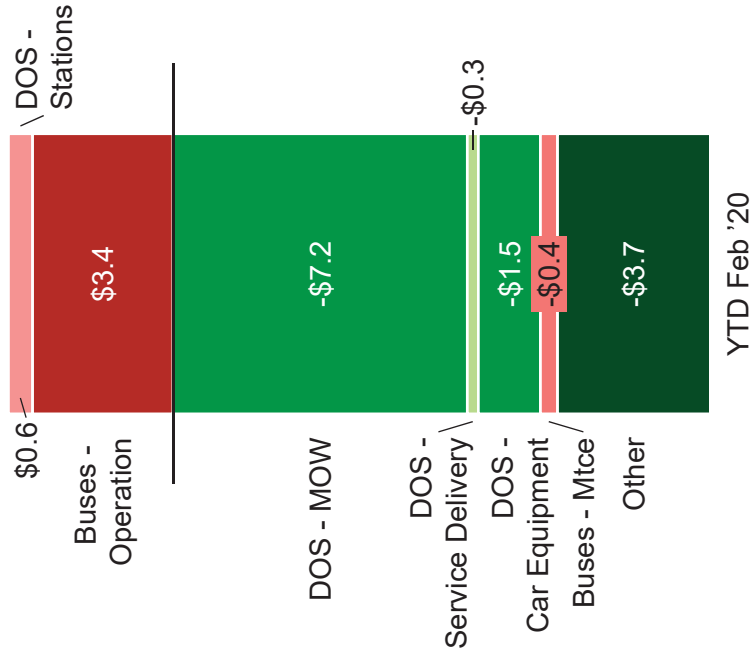


## Overview

- Overall decrease of \$38M or 27% compared to February YTD 2019
- 9% below 2020 YTD budget
- Subways \$3.6M YTD underrun -\$2.4M weather, -\$1.5M control factors offset by \$0.3M vacancy coverage overrun

## YTD variance by division

\$M



**MTA NEW YORK CITY TRANSIT**  
**FEBRUARY FINANCIAL PLAN 2020**  
**TOTAL POSITIONS BY FUNCTION AND DEPARTMENT**  
**NON-REIMBURSABLE AND FULL-TIME POSITIONS/FULL-TIME EQUIVALENTS**  
February 2020

	<u>Adopted</u>	<u>Actual</u>	<u>Variance</u> <u>Fav./(Unfav)</u>	<u>Explanation</u>
<b><u>Administration:</u></b>				
Office of the President	25	24	1	
Law	282	260	22	
Office of the EVP	13	11	2	
Human Resources	220	203	17	
Office of Management and Budget	41	32	9	
Capital Planning and Budget	37	28	9	
Strategy & Customer Experience	188	188	0	
Non-Departmental	4	0	4	
Labor Relations	84	79	5	
Office of People & Business Transformation	18	14	4	
Material	238	216	22	
Controller	114	104	10	
<b>Total Administration</b>	<b>1,264</b>	<b>1,159</b>	<b>105</b>	
<b><u>Operations:</u></b>				
Subways Service Delivery	8,427	8,344	83	Vacancies mainly due to Supv.
Subways Operations Support/Admin	406	423	(17)	
Subways Stations	2,653	2,544	109	Vacancies mainly due to Station Agents.
<b>Subtotal Subways</b>	<b>11,486</b>	<b>11,311</b>	<b>175</b>	
Buses	11,059	10,976	83	Vacancies mainly due to Bus Operators and Supt.
Paratransit	214	184	30	
Operations Planning	390	344	46	
Revenue Control	640	585	55	
Non-Departmental	133	-	133	
<b>Total Operations</b>	<b>23,922</b>	<b>23,400</b>	<b>522</b>	
<b><u>Maintenance:</u></b>				
Subways Operations Support/Admin	123	96	27	
Subways Engineering	361	315	46	
Subways Car Equipment	5,093	4,911	182	Vacancies mainly due to Road Car Inspectors and Car Inspectors.
Subways Infrastructure	1,870	1,942	(72)	Excess mainly due to Mtr Trainee (Apprentice Program).
Subways Elevators & Escalators	474	480	(6)	
Subways Stations	3,506	3,396	110	Vacancies mainly due to Supt and Cleaners.
Subways Track	3,114	2,981	133	Vacancies mainly due to Supt, TEM, PDM, and Trackworkers.
Subways Power	684	674	10	
Subways Signals	1,708	1,696	12	
Subways Electronic Maintenance	1,619	1,546	73	Vacancies mainly due to PTEs
<b>Subtotal Subways</b>	<b>18,552</b>	<b>18,037</b>	<b>515</b>	
Buses	3,476	3,488	(12)	
Supply Logistics	548	546	2	
System Safety	93	82	11	
Non-Departmental	(118)	2	(120)	
<b>Total Maintenance</b>	<b>22,551</b>	<b>22,155</b>	<b>396</b>	
<b><u>Engineering:</u></b>				
Capital Program Management	1,450	1,203	247	Vacancies mainly due to Mgrs and PTEs
<b>Total Engineering/Capital</b>	<b>1,450</b>	<b>1,203</b>	<b>247</b>	
<b><u>Public Safety:</u></b>				
Security	657	632	25	
<b>Total Public Safety</b>	<b>657</b>	<b>632</b>	<b>25</b>	
<b>Total Positions</b>	<b>49,844</b>	<b>48,549</b>	<b>1,295</b>	
Non-Reimbursable	44,222	44,204	18	
Reimbursable	5,622	4,345	1,277	
Total Full-Time	49,653	48,397	1,256	
Total Full-Time Equivalents	191	152	39	

**MTA NEW YORK TRANSIT**  
**FEBRUARY FINANCIAL PLAN 2020**  
**TOTAL POSITIONS by FUNCTION and OCCUPATION**  
**FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS**  
**February 2020**

FUNCTION/OCCUPATION	Adopted	Actual	Variance Fav./(Unfav)	Explanation
<b><u>Administration:</u></b>				
Managers/Supervisors	444	389	55	
Professional, Technical, Clerical	788	738	50	
Operational Hourlies	32	32	0	
<b>Total Administration</b>	<b>1,264</b>	<b>1,159</b>	<b>105</b>	
<b><u>Operations:</u></b>				
Managers/Supervisors	2,841	2,696	145	
Professional, Technical, Clerical	579	505	74	
Operational Hourlies	20,502	20,199	303	
<b>Total Operations</b>	<b>23,922</b>	<b>23,400</b>	<b>522</b>	
<b><u>Maintenance:</u></b>				
Managers/Supervisors	3,968	3,947	21	
Professional, Technical, Clerical	1,063	887	176	
Operational Hourlies	17,520	17,321	199	
<b>Total Maintenance</b>	<b>22,551</b>	<b>22,155</b>	<b>396</b>	
<b><u>Engineering/Capital:</u></b>				
Managers/Supervisors	364	297	67	
Professional, Technical, Clerical	1,084	904	180	
Operational Hourlies	2	2	0	
<b>Total Engineering/Capital</b>	<b>1,450</b>	<b>1,203</b>	<b>247</b>	
<b><u>Public Safety:</u></b>				
Managers/Supervisors	270	254	16	
Professional, Technical, Clerical	41	32	9	
Operational Hourlies	346	346	0	
<b>Total Public Safety</b>	<b>657</b>	<b>632</b>	<b>25</b>	
<b><u>Total Positions:</u></b>				
Managers/Supervisors	7,887	7,583	304	
Professional, Technical, Clerical	3,555	3,066	489	
Operational Hourlies	38,402	37,900	502	
<b>Total Positions</b>	<b>49,844</b>	<b>48,549</b>	<b>1,295</b>	

# Preliminary February 2020 Report: Staten Island Railway

The purpose of this report is to provide the preliminary February 2020 financial results on an accrual basis. The accrual basis is presented on both a non-reimbursable and reimbursable account basis. These results are compared to the Adopted Budget (budget).

## Summary of Preliminary Financial Results

Preliminary ridership and accrual results, versus budget, are summarized as follows:

- February 2020 Staten Island Railway ridership of 320,38 was 2,732 rides (0.9 percent) above budget. Average weekday ridership of 16,226 was 650 rides (4.2 percent) higher than February 2019.
- Farebox revenue of \$0.5 million was \$0.03 million (6.3 percent) below budget.
- Operating expenses were below budget by \$1.0 million (20.2%).
  - Labor expenses were less than budget by \$1.2 million (28.3 percent).
  - Non-labor expenses were over budget by \$0.1 million (14.0%).

# STATEN ISLAND RAILWAY FINANCIAL AND RIDERSHIP REPORT

February 2020

(All data are preliminary and subject to audit)

## **Preliminary Actual Results Compared to the Adopted Budget (budget)**

February 2020 Staten Island Railway ridership of 320,38 was 3,732 rides (0.9 percent) above budget. Average weekday ridership of 16,226 was 650 rides (4.2 percent) higher than February 2019. Average weekday ridership for the twelve months ending February 2020 was 15,928, 100 rides (0.6 percent) lower than the twelve months ending February 2019.

Farebox revenue of \$0.5 million was \$0.03 million (6.3 percent) below budget.

**Operating revenue** of \$0.7 million was slightly above budget by less than \$0.1 million (2.9 percent). Year-to-date, operating revenue of \$1.6 million was \$0.1 million (6.1 percent) over budget.

**Nonreimbursable expenses** in February, before depreciation, GASB 75 OPEB Expense Adjustment and GASB 68 Pension Adjustment, were lower than budget by \$1.0 million (20.2 percent).

- Labor expenses underran budget by \$1.2 million (28.3 percent), of which health & welfare/OPEB current expenses were lower by \$0.6 million (72.0 percent), due primarily to the favorable timing of expenses/credits. Reimbursable overhead credits were favorable by \$0.2 million (over 100.0 percent) and other fringe benefit overhead credits were also favorable by \$0.2 million (36.2 percent), both driven by higher reimbursable work requirements.
- Non-labor expenses in total were slightly above budget by \$0.1 million (14.0 percent), with no significant account variance reported.

**Year-to-date**, expenses were below budget by \$2.0 million (19.2 percent), including underruns in labor expenses of \$2.1 million (24.2 percent), which were driven mostly by an underrun in health & welfare/OPEB current expenses of \$1.2 million (71.3 percent), again due primarily to the favorable timing of expenses/credits. Overtime expenses were less by \$0.3 million (47.3 percent), due mainly to the timing of work requirements and vacancies. Non-labor expenses were slightly in excess of budget by a net \$0.1 million (2.5 percent).

Depreciation expenses of \$1.8 million year-to-date were slightly below budget by \$0.2 million (9.4 percent). No results were reported for both GASB 75 OPEB Expense Adjustments and GASB 68 Pension Adjustment expenses

The **operating cash deficit** (excluding subsidies) reported through February year-to-date was \$7.7 million, \$0.5 million (5.9 percent) favorable to budget.



MTA STATEN ISLAND RAILWAY

Feb - 2020 Adopted  
 Accrual Statement of Operations By Category  
 Month - Feb 2020

(\$ in Millions)

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	Nonreimbursable			Reimbursable			Total		
	Adopted	Actual	Favorable (Unfavorable) Variance	Adopted	Actual	Favorable (Unfavorable) Variance	Adopted	Actual	Favorable (Unfavorable) Variance
			Percent			Percent			Percent
<b>Revenue</b>									
<b>Farebox Revenue:</b>									
FareBomb euen-e	\$0.P34	\$0.P88	(0.015)	\$0.000	\$0.000	9	\$0.P34	\$0.P88	(0.015)
6 7'er beuen-e	\$0.208	\$0.2Ch	200	\$0.000	\$0.000	9	\$0.208	\$0.2Ch	\$0.006
g apital and 6 7'er b eiv R rsev ents	\$0.000	\$0.000	9	\$0.C04	\$0.C2h	(0.010)	\$0.000	\$0.000	(0.010)
<b>Total Revenue</b>	<b>\$0.703</b>	<b>\$0.724</b>	<b>2.9</b>	<b>\$0.558</b>	<b>\$0.527</b>	<b>(0.030)</b>	<b>\$1.261</b>	<b>\$1.251</b>	<b>(0.010)</b>
<b>Expenses</b>									
<b>Labor :</b>									
ayroll	\$2.003	\$5.318	\$0.0h1	\$0.152	\$0.000	\$0.208	\$2.125	\$5.332	\$0.123
6 ueriv e	\$0.2CP	\$0.55h	\$0.51h	\$0.0hP	\$0.545	(0.508)	\$0.124	\$0.23h	\$0.015
<b>Total Salaries &amp; Wages</b>	<b>\$2.263</b>	<b>\$2.053</b>	<b>9.3</b>	<b>\$0.386</b>	<b>\$0.236</b>	<b>\$0.150</b>	<b>\$2.648</b>	<b>\$2.289</b>	<b>\$0.360</b>
Health and Welfare	\$0.850	\$0.518	\$0.Ph3	\$0.000	\$0.000	9	\$0.850	\$0.518	\$0.Ph3
6 CEB g - ment Cayv ent	\$0.22h	\$0.500	\$0.52h	\$0.000	\$0.000	9	\$0.22h	\$0.500	\$0.22h
Censions	\$0.8PO	\$0.80P	\$0.0P5	\$0.000	\$0.000	9	\$0.8PO	\$0.80P	\$0.0P5
6 7'er FrinGe Benefits	\$0.P20	\$0.2h5	\$0.5CP	\$0.2h5	\$0.000	\$0.505	\$0.028	\$0.2h5	\$0.200
<b>Total Fringe Benefits</b>	<b>\$1.912</b>	<b>\$1.111</b>	<b>\$0.801</b>	<b>\$0.101</b>	<b>\$0.000</b>	<b>\$0.101</b>	<b>\$2.013</b>	<b>\$1.112</b>	<b>\$0.902</b>
g ontrR tion to SAcB F nd	\$0.000	\$0.000	9	\$0.000	\$0.000	9	\$0.000	\$0.000	9
b eiv R rsaRe 6 uer7ead	(0.0h5)	(0.220)	\$0.5C0	\$0.0h5	\$0.220	(0.5C0)	\$0.000	\$0.000	\$0.000
<b>Labor</b>	<b>\$4.104</b>	<b>\$2.944</b>	<b>\$1.160</b>	<b>\$0.558</b>	<b>\$0.456</b>	<b>\$0.101</b>	<b>\$4.662</b>	<b>\$3.401</b>	<b>\$1.261</b>
<b>Non-Labor :</b>									
Elewriw/Col er	\$0.120	\$0.182	(0.01h)	\$0.000	\$0.005	(0.005)	\$0.120	\$0.181	(0.014)
F-el	\$0.024	\$0.01P	(0.008)	\$0.000	\$0.000	9	\$0.024	\$0.01P	(0.008)
as- ranve	\$0.500	\$0.530	(0.030)	\$0.000	\$0.000	9	\$0.500	\$0.530	(0.030)
glav s	\$0.004	\$0.553	(0.555)	\$0.000	\$0.000	9	\$0.004	\$0.553	(0.555)
Caratransit ceruive q ontraws	\$0.000	\$0.000	9	\$0.000	\$0.000	9	\$0.000	\$0.000	9
Maintenance and 6 7'er OperatinG ontraws	\$0.535	\$0.551	\$0.0h4	\$0.000	\$0.000	9	\$0.535	\$0.551	\$0.0h4
Professional ceruive g ontraws	\$0.044	\$0.033	\$0.040	\$0.000	\$0.005	(0.005)	\$0.044	\$0.033	\$0.0h3
Materials x c - pples	\$0.5h0	\$0.282	(0.035)	\$0.000	\$0.083	(0.083)	\$0.5h0	\$0.115	(0.580)
6 7'er B-siness Expenses	\$0.085	\$0.020	\$0.0P5	\$0.000	\$0.000	9	\$0.085	\$0.020	\$0.0P5
<b>Non-Labor</b>	<b>\$0.972</b>	<b>\$1.108</b>	<b>(0.136)</b>	<b>\$0.000</b>	<b>\$0.071</b>	<b>(0.071)</b>	<b>\$0.972</b>	<b>\$1.179</b>	<b>(0.207)</b>
<b>Other Expense Adjustments:</b>									
6 7'er	\$0.000	\$0.000	9	\$0.000	\$0.000	9	\$0.000	\$0.000	9
<b>Other Expense Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	-	<b>\$0.000</b>	<b>\$0.000</b>	-	<b>\$0.000</b>	<b>\$0.000</b>	-
<b>Total Expenses before Depreciation and OPEB</b>	<b>\$5.076</b>	<b>\$4.052</b>	<b>\$1.024</b>	<b>\$0.558</b>	<b>\$0.527</b>	<b>\$0.030</b>	<b>\$5.633</b>	<b>\$4.579</b>	<b>\$1.054</b>
Depreciation	\$5.000	\$0.308	\$0.03P	\$0.000	\$0.000	9	\$5.000	\$0.308	\$0.03P
SACB h06 CEB Expense Adj- stv ent	\$0.000	\$0.000	9	\$0.000	\$0.000	9	\$0.000	\$0.000	9
SACB 84 Cension Adj- stv ent	\$0.000	\$0.000	9	\$0.000	\$0.000	9	\$0.000	\$0.000	9
Enuironv ential bev ediation	\$0.000	\$0.000	9	\$0.000	\$0.000	9	\$0.000	\$0.000	9
<b>Total Expenses</b>	<b>\$6.076</b>	<b>\$4.959</b>	<b>\$1.117</b>	<b>\$0.558</b>	<b>\$0.527</b>	<b>\$0.030</b>	<b>\$6.633</b>	<b>\$5.486</b>	<b>\$1.148</b>
<b>OPERATING SURPLUS/DEFICIT</b>	<b>(5.372)</b>	<b>(4.235)</b>	<b>\$1.137</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>(5.372)</b>	<b>(4.235)</b>	<b>\$1.137</b>

Note: Totals v ay not add d-e to ro- nding

Note: Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note that the current month's actuals do not include post-close adjustments, which will be captured in the subsequent month's YTD results.

MTA STATEN ISLAND RAILWAY

Feb - 2020 Adopted  
 Accrual Statement of Operations By Category  
 Year-To-Date - Feb 2020

3/05/2020 05:15 PM

	Nonreimbursable			Reimbursable			Total		
	Adopted	Actual	Favorable (Unfavorable) Variance	Adopted	Actual	Favorable (Unfavorable) Variance	Adopted	Actual	Favorable (Unfavorable) Variance
			Percent			Percent			Percent
<b>Revenue</b>									
<b>Farebox Revenue:</b>									
Farebox Revenue	\$5,005	\$0,3hP	(h.1)	\$0,000	\$0,000	9	\$5,005	\$0,3hP	(0.0hh)
Farebox Revenue	\$0,1P5	\$0,0h4	P0.P	\$0,000	\$0,000	9	\$0,1P5	\$0,0h4	\$0,588
Farebox Revenue	\$0,000	\$0,000	9	\$5,505	\$0,433	(25.3)	\$5,505	\$0,433	(0,202)
<b>Total Revenue</b>	<b>\$1,462</b>	<b>\$1,552</b>	<b>6.1</b>	<b>\$1,151</b>	<b>\$0,899</b>	<b>(21.9)</b>	<b>\$2,614</b>	<b>\$2,451</b>	<b>(0,163)</b>
<b>Expenses</b>									
<b>Labor:</b>									
Cayroll	\$P,20h	\$P,504	1.0	\$0,8PP	\$0,50P	9	\$P,300	\$P,251	\$0,844
Benefit	\$0,002	\$0,235	Ph.1	\$0,5P4	\$0,122	(0.5hP)	\$0,105	\$0,851	\$0,746
<b>Total Salaries &amp; Wages</b>	<b>\$4,809</b>	<b>\$4,399</b>	<b>8.5</b>	<b>\$0,792</b>	<b>\$0,426</b>	<b>46.2</b>	<b>\$5,601</b>	<b>\$4,826</b>	<b>\$0,776</b>
Health and Welfare	\$5,210	\$0,2hh	hh.O	\$0,000	\$0,000	9	\$5,210	\$0,2hh	\$0,301
CEB - ment Cayv ent	\$0,1P0	\$0,204	P1.2	\$0,000	\$0,005	(0.005)	\$0,204	\$0,000	\$0,538
Censions	\$5,230	\$5,204	8.1	\$0,000	\$0,000	9	\$5,230	\$5,204	\$0,042
67'er Fringe Benefits	\$0,41P	\$0,8h8	54.3	\$0,255	\$0,504	9	\$0,000	\$0,8h8	\$0,183
<b>Total Fringe Benefits</b>	<b>\$3,808</b>	<b>\$2,419</b>	<b>36.5</b>	<b>\$0,211</b>	<b>\$0,001</b>	<b>-</b>	<b>\$4,019</b>	<b>\$2,420</b>	<b>\$1,600</b>
67'er Retirement to SAcB Fund	\$0,000	\$0,000	9	\$0,000	\$0,000	9	\$0,000	\$0,000	9
67'er Retirement	(0,5P4)	(0,133)	9	\$0,5P4	\$0,133	(0,205)	\$0,000	\$0,000	\$0,000
<b>Labor</b>	<b>\$8,469</b>	<b>\$6,419</b>	<b>24.2</b>	<b>\$1,151</b>	<b>\$0,826</b>	<b>28.2</b>	<b>\$9,620</b>	<b>\$7,245</b>	<b>\$2,375</b>
<b>Non-Labor:</b>									
Electricity	\$0,805	\$0,83P	(8.8)	\$0,000	\$0,005	(0.005)	\$0,805	\$0,830	(0,0PP)
Fuel	\$0,000	\$0,083	(2P.h)	\$0,000	\$0,000	9	\$0,000	\$0,083	(0,05P)
Gas - ranve	\$0,205	\$0,201	(28.2)	\$0,000	\$0,000	9	\$0,205	\$0,201	(0,001)
Grease	\$0,050	\$0,580	9	\$0,000	\$0,000	9	\$0,050	\$0,580	(0,5P0)
Caratransit ceruive g ontraws	\$0,000	\$0,000	9	\$0,000	\$0,000	9	\$0,000	\$0,000	9
Maintenance and 67'er OperatinG ontraws	\$0,142	\$0,540	02.3	\$0,000	\$0,000	9	\$0,142	\$0,540	\$0,202
Professional ceruive g ontraws	\$0,5h8	\$0,502	44.8	\$0,000	\$0,001	(0.001)	\$0,5h8	\$0,021	\$0,501
Materials x c - pples	\$0,1P5	\$0,024	(0P.3)	\$0,000	\$0,083	(0.083)	\$0,1P5	\$0,03h	(0,208)
67'er Business Expenses	\$0,522	\$0,04h	24.0	\$0,000	\$0,000	9	\$0,522	\$0,04h	\$0,010
<b>Non-Labor</b>	<b>\$1,943</b>	<b>\$1,991</b>	<b>(2.5)</b>	<b>\$0,000</b>	<b>\$0,073</b>	<b>(0.073)</b>	<b>\$1,943</b>	<b>\$2,064</b>	<b>(0,121)</b>
<b>Other Expense Adjustments:</b>									
67'er	\$0,000	\$0,000	9	\$0,000	\$0,000	9	\$0,000	\$0,000	9
<b>Other Expense Adjustments</b>	<b>\$0,000</b>	<b>\$0,000</b>	<b>-</b>	<b>\$0,000</b>	<b>\$0,000</b>	<b>-</b>	<b>\$0,000</b>	<b>\$0,000</b>	<b>-</b>
<b>Total Expenses before Depreciation and OPEB</b>	<b>\$10,413</b>	<b>\$8,411</b>	<b>19.2</b>	<b>\$1,151</b>	<b>\$0,899</b>	<b>21.9</b>	<b>\$11,564</b>	<b>\$9,310</b>	<b>\$2,254</b>
Depreciation	\$2,000	\$5,451	3.P	\$0,000	\$0,000	9	\$2,000	\$5,451	\$0,54h
SACB h06 CEB Expense Adj- stv ent	\$0,000	\$0,000	9	\$0,000	\$0,000	9	\$0,000	\$0,000	9
SACB 84 Cension Adj- stv ent	\$0,000	\$0,000	9	\$0,000	\$0,000	9	\$0,000	\$0,000	9
Environv ential bev ediation	\$0,000	\$0,000	9	\$0,000	\$0,000	9	\$0,000	\$0,000	9
<b>Total Expenses</b>	<b>\$12,413</b>	<b>\$10,223</b>	<b>17.6</b>	<b>\$1,151</b>	<b>\$0,899</b>	<b>21.9</b>	<b>\$13,564</b>	<b>\$11,122</b>	<b>\$2,441</b>
<b>OPERATING SURPLUS/DEFICIT</b>	<b>(10,950)</b>	<b>(8,672)</b>	<b>20.8</b>	<b>\$0,000</b>	<b>\$0,000</b>	<b>-</b>	<b>(10,950)</b>	<b>(8,672)</b>	<b>\$2,278</b>

Note: Totals may not add due to rounding  
 Note: Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note that the current month's actuals do not include post-close adjustments, which will be captured in the subsequent month's YTD results.

**MTA STATEN ISLAND RAILWAY**  
**FEBRUARY FINANCIAL PLAN- 2020 ADOPTED BUDGET**  
**EXPLANATION OF VARIANCES BETWEEN FEBRUARY 2020 RESULTS AND THE FEBRUARY FINANCIAL PLAN**  
**FEBRUARY 2020**  
(\$ in millions)-Accrual Basis

<u>Generic Revenue or Expense Category</u>	<u>MONTH</u>			<u>YEAR-TO-DATE</u>		
	<u>Non Reimb. or Reimb.</u>	<u>Favorable/ \$</u>	<u>%</u>	<u>\$</u>	<u>%</u>	<u>Reason for Variance</u>
Farebox Revenue	Non Reimb.	(0.031)	(6.3)	(0.077)	(7.3)	Lower ridership due mostly to weekend station shutdowns
Other Operating Revenue	Non Reimb.	0.051	25.0	0.166	40.4	Mainly the favorable timing of reimbursements
Payroll	Non Reimb.	0.073	3.6	0.149	3.5	Mainly vacancies
Overtime	Non Reimb.	0.137	54.0	0.261	47.3	Better weather than budgeted
Health and Welfare (including OPEB current payment)	Non Reimb.	0.606	72.0	1.149	68.2	Primarily the favorable timing of expenses/credits
Other Fringe Benefits	Non Reimb.	0.154	36.2	0.158	18.9	Increased overhead credits due to higher reimbursable work requirements
Reimbursable Overhead	Non Reimb.	0.150	over 100.0	0.251	over 100.0	Increased overhead credits due to higher reimbursable work requirements
Electric Power	Non Reimb.	(0.037)	(11.4)	(0.043)	(6.6)	Largely higher prices
Maintenance & Other Operating Contracts	Non Reimb.	0.078	40.7	0.202	52.9	The favorable timing of maintenance requirements
Professional Service Contracts	Non Reimb.	0.080	90.3	0.156	88.6	The favorable timing of contracts and related costs
Materials and Supplies	Non Reimb.	(0.091)	(53.6)	(0.187)	(54.9)	Largely the timing of various material requirements, including track ties
Capital and Other Reimbursements	Reimb.	(0.030)	(5.4)	(0.252)	(21.9)	Timing of contractor requirements
Payroll	Reimb.	0.256	82.3	0.539	83.8	Timing of contractor requirements
Overtime	Reimb.	(0.106)	over (100.0)	(0.174)	0.0	Timing of contractor requirements

**MTA STATEN ISLAND RAILWAY**  
**February Financial Plan - 2020 Adopted**  
**Cash Receipts and Expenditures**  
**Feb FY20**  
(\$ in Millions)

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	Month			Year-To-Date		
	Adopted	Actual	Favorable	Adopted	Actual	Favorable
			(Unfavorable)			(Unfavorable)
			Variance			Variance
			Percent			Percent
<b>Receipts</b>						
Farebox Revenue	\$0.498	\$0.531	\$0.034	\$1.051	\$1.007	(0.044)
Other Revenue	\$0.070	\$0.077	\$0.006	\$0.140	\$0.158	\$0.017
Capital and Rtmbrnt	\$0.448	\$0.159	(0.689)	\$1.141	\$0.418	(0.766)
<b>Total Revenue</b>	<b>\$1.126</b>	<b>\$0.782</b>	<b>(0.344)</b>	<b>\$2.343</b>	<b>\$1.683</b>	<b>(0.660)</b>
<b>Expenditures</b>						
<b>Labor :</b>						
Cash	\$2.092	\$1.999	\$0.198	\$9.258	\$6.994	\$0.286
Retiree	\$0.628	\$0.965	(0.10g)	\$0.501	\$0.785	\$0.019
<b>Total Salaries &amp; Wages</b>	<b>\$2.420</b>	<b>\$2.382</b>	<b>\$0.038</b>	<b>\$4.979</b>	<b>\$4.682</b>	<b>\$0.297</b>
Contractual	\$0.714	\$0.464	\$0.080	\$1.260	\$1.247	(0.024)
ROW	\$0.225	\$0.097	\$0.181	\$0.949	\$0.15g	\$0.254
Pensions	\$0.794	\$0.709	\$0.091	\$1.290	\$1.208	\$0.082
Rtmbrnt	\$0.64g	\$0.194	\$0.174	\$0.798	\$0.920	\$0.25g
<b>Total Fringe Benefits</b>	<b>\$1.846</b>	<b>\$1.379</b>	<b>\$0.467</b>	<b>\$3.672</b>	<b>\$3.062</b>	<b>\$0.610</b>
Other	\$0.000	\$0.000	S	\$0.000	\$0.000	S
Other	\$0.000	\$0.000	S	\$0.000	\$0.000	S
<b>Labor</b>	<b>\$4.266</b>	<b>\$3.761</b>	<b>\$0.506</b>	<b>\$8.651</b>	<b>\$7.744</b>	<b>\$0.907</b>
<b>Non-Labor :</b>						
Metric	\$0.624	\$0.695	(0.022)	\$0.741	\$0.758	(0.028)
Fuel	\$0.028	\$0.069	(0.007)	\$0.044	\$0.055	(0.022)
Insurance	\$0.100	\$0.000	\$0.100	\$0.201	\$0.111	\$0.08g
Materials	(0.069)	\$0.000	(0.069)	(0.078)	\$0.000	(0.078)
Contract	\$0.000	\$0.000	S	\$0.000	\$0.000	S
Maintenance	\$0.191	\$0.061	\$0.171	\$0.682	\$0.049	\$0.62g
Operational	\$0.088	\$0.067	\$0.042	\$0.157	\$0.07g	\$0.105
Materials & Supplies	\$0.150	\$0.105	\$0.076	\$0.691	\$0.71g	(0.258)
Rtmbrnt	\$0.071	\$0.010	\$0.041	\$0.122	\$0.020	\$0.102
<b>Non-Labor</b>	<b>\$0.930</b>	<b>\$0.564</b>	<b>\$0.366</b>	<b>\$1.860</b>	<b>\$1.629</b>	<b>\$0.231</b>
<b>Other Expense Adjustments:</b>						
Rtmbrnt	\$0.000	\$0.000	S	\$0.000	\$0.000	S
<b>Other Expense Adjustments</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>	<b>\$0.000</b>	<b>\$0.000</b>	<b>-</b>
<b>Total Expenditures before Depreciation and OPEB</b>	<b>\$5.196</b>	<b>\$4.325</b>	<b>\$0.871</b>	<b>\$10.511</b>	<b>\$9.374</b>	<b>\$1.138</b>
Depreciation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
BAGf 54 ROW Wkpnse Adjst-	\$0.000	\$0.000	S	\$0.000	\$0.000	S
BAGf 78 Pension Adjst-	\$0.000	\$0.000	S	\$0.000	\$0.000	S
Whvltion- ental ue-	\$0.000	\$0.000	S	\$0.000	\$0.000	S
<b>Total Expenditures</b>	<b>\$5.196</b>	<b>\$4.325</b>	<b>\$0.871</b>	<b>\$10.511</b>	<b>\$9.374</b>	<b>\$1.138</b>
<b>Net Surplus/(Deficit)</b>	<b>(4.071)</b>	<b>(3.543)</b>	<b>\$0.527</b>	<b>(8.168)</b>	<b>(7.691)</b>	<b>\$0.478</b>

Note: Totals - ah not add d3e to tb3ndlnE

MTA STATEN ISLAND RAILWAY  
 FEBRUARY FINANCIAL PLAN - 2020 ADOPTED BUDGET  
 EXPLANATION OF VARIANCES BETWEEN FEBRUARY 2020 AND FEBRUARY FINANCIAL PLAN CASH BASIS  
 FEBRUARY 2020  
 (\$ in millions)

	MONTH		YEAR TO DATE	
	Favorable/ (Unfavorable) Variance \$	%	Favorable/ (Unfavorable) Variance \$	%
<b>Operating Receipts or Disbursements</b>				
Farebox Receipts	0.034	6.7%	(0.044)	(4.1%)
				The unfavorable timing of receipts from NYCT
Other Operating Revenue	(0.045)	(33.3%)	(0.149)	(55.1%)
				The unfavorable timing of reimbursements
Capital and Other Reimbursements	(0.384)	(68.8%)	(0.633)	(55.0%)
				Mostly the unfavorable timing of reimbursements
Salaries & Wages			0.297	6.0%
				Mostly vacancies and less overtime coverage
Health and Welfare (including OPEB current payment)	0.261	31.0%	0.250	15.4%
				Mostly the favorable timing of expenses/credits
Other Fringe Benefits	0.165	45.8%	0.279	39.9%
				Increased overhead credits
Maintenance Contracts	0.161	83.9%	0.329	85.9%
				Mainly the favorable timing of various maintenance work requirements
Materials & Supplies			(0.278)	(81.7%)
				Largely the timing of various material requirements, including track ties

MTA STATEN ISLAND RAILWAY  
February Financial Plan - 2020 Adopted  
Cash Conversion (Cash Flow Adjustments)

Feb FY20  
(\$ in Millions)

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	Month			Year-To-Date		
	Adopted	Actual	Favorable	Adopted	Actual	Favorable
			(Unfavorable)			Variance
			Percent			Percent
<b>Revenue</b>						
Farebox Revenue	\$0.000	\$0.065	\$0.065	\$0.000	\$0.034	\$0.034
Other Revenue	(0.135)	(0.181)	(0.045)	(0.271)	(0.420)	(0.149)
Capital and Rtrbuents	\$0.000	(0.484)	(0.484)	\$0.000	(0.459)	(0.459)
Total Revenue	(0.135)	(0.469)	(0.334)	(0.271)	(0.767)	(0.497)
<b>Expenses</b>						
<b>Labor</b>						
6a7bll	\$0.225	\$0.000	(0.959)	\$0.000	\$0.295	(0.008)
Rctli-e	\$0.000	(0.900)	(0.900)	\$0.000	(0.000)	(0.000)
Total Salaries & Wages	\$0.225	(0.093)	(0.321)	\$0.000	\$0.144	(0.479)
veallmand Heilite	\$0.000	(0.495)	(0.495)	\$0.000	(0.000)	(0.000)
R6f Er 3tent 6a7-ent	\$0.000	\$0.088	\$0.088	\$0.000	\$0.000	\$0.000
6ensions	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
RtrbFbnBe Eenevts	\$0.900	\$0.000	(0.900)	\$0.400	\$0.280	(0.000)
Total Fringe Benefits	\$0.167	(0.267)	(0.434)	\$0.347	(0.643)	(0.990)
r ontbP3tion to GASE F3nd	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
uei- P3bsaPle RCatread	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Labor	\$0.395	(0.360)	(0.756)	\$0.969	(0.499)	(1.468)
<b>Non-Labor</b>						
f lectbc 6oweb	\$0.000	\$0.090	\$0.090	\$0.000	\$0.090	\$0.090
F3el	\$0.000	\$0.000	\$0.000	\$0.000	(0.005)	(0.005)
Ins3bance	\$0.000	\$0.990	\$0.990	\$0.000	\$0.900	\$0.900
r lai- s	\$0.000	\$0.990	\$0.990	\$0.054	\$0.900	\$0.000
6atbtansit SebDce r ontacts	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Maintenance and RtrbPpetatinBr ontacts	\$0.000	\$0.054	\$0.054	\$0.000	\$0.920	\$0.920
6toWssional SebDce r ontacts	\$0.000	(0.020)	(0.020)	\$0.000	(0.000)	(0.000)
Matelals & S3pplies	\$0.000	\$0.220	\$0.220	\$0.000	(0.022)	(0.022)
RtrbE3siness f xpenses	\$0.000	\$0.090	\$0.090	\$0.000	\$0.000	\$0.000
Non-Labor	\$0.042	\$0.615	\$0.573	\$0.083	\$0.435	\$0.352
<b>Other Expense Adjustments:</b>						
Rtrb	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Other Expense Adjustments	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Expenses before Depreciation and OPEB	\$0.437	\$0.254	(0.183)	\$1.053	(0.064)	(1.117)
Depreciation	\$9.000	\$0.900	(0.900)	\$2.000	\$9.594	(0.950)
GASE h8 R6f E f xpense Adj3st-ent	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
GASE v5 6ension Adj3st-ent	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
f nOln-ental ue- ediation	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
Total Expenditures	\$1.437	\$1.161	(0.276)	\$3.053	\$1.749	(1.304)
Total Cash Conversion Adjustments	\$1.302	\$0.692	(0.610)	\$2.782	\$0.981	(1.800)

Note: Totals - a7 not add d3e to b3ndinB

Note: Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note that the current months' actuals do not include post-close adjustments, which will be captured in the subsequent months' YTD results.

# SIRTOA – Non-Reimbursable Overtime Variance

## February 2020 and YTD budget vs. variance

\$K

- Variance - Unfavorable
- Variance - Favorable
- Budget

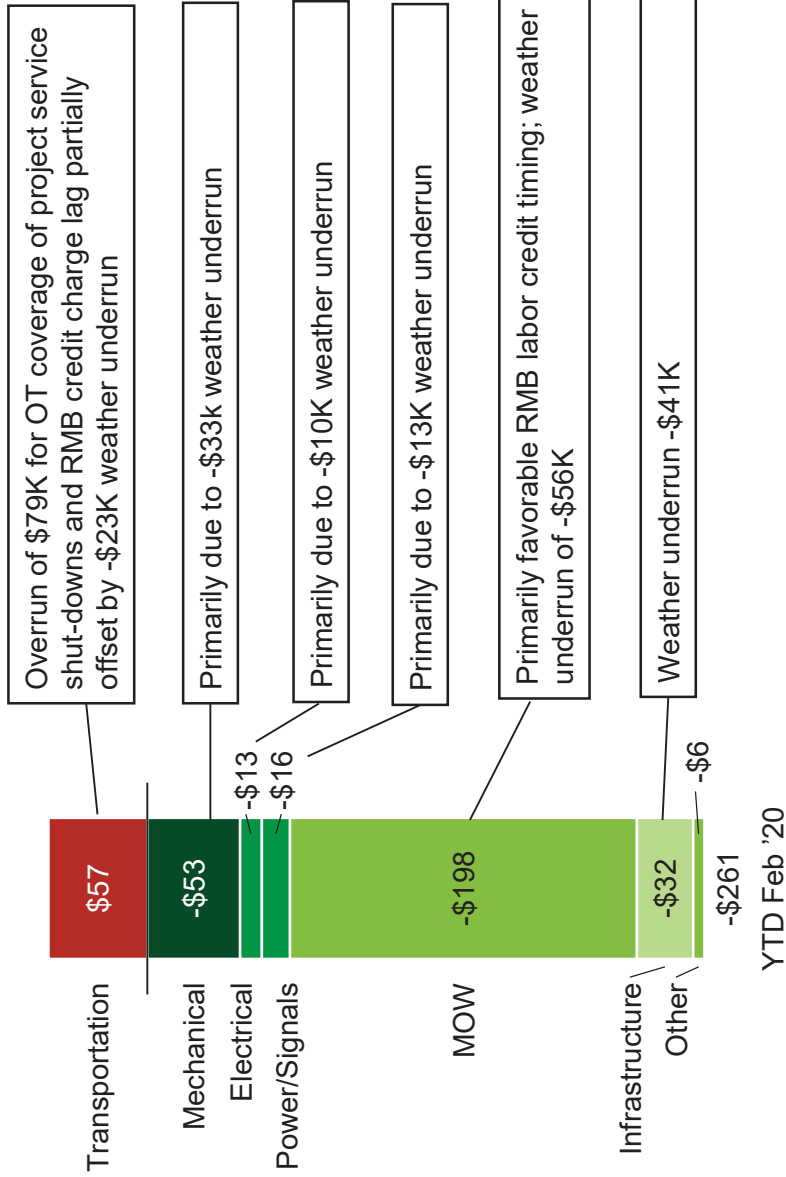
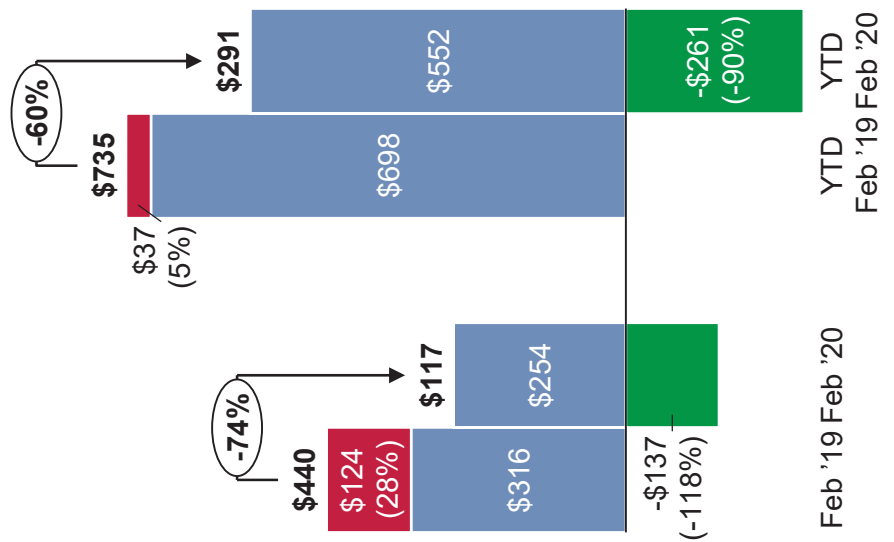
Annual budget: \$2,387K

### Overview

- Overall decrease of \$445K or 60% compared to February YTD 2019
- 47% below 2020 YTD budget due primarily to favorable weather -\$176K
- Maintenance -\$312K underrun: -\$153k weather underrun, -\$159K favorable RMB labor credit timing
- Service \$57K overrun: \$79K overrun due to project related service shut-down work and unfavorable RMB credit timing lag; -\$23K weather underrun

### YTD variance by division

\$K



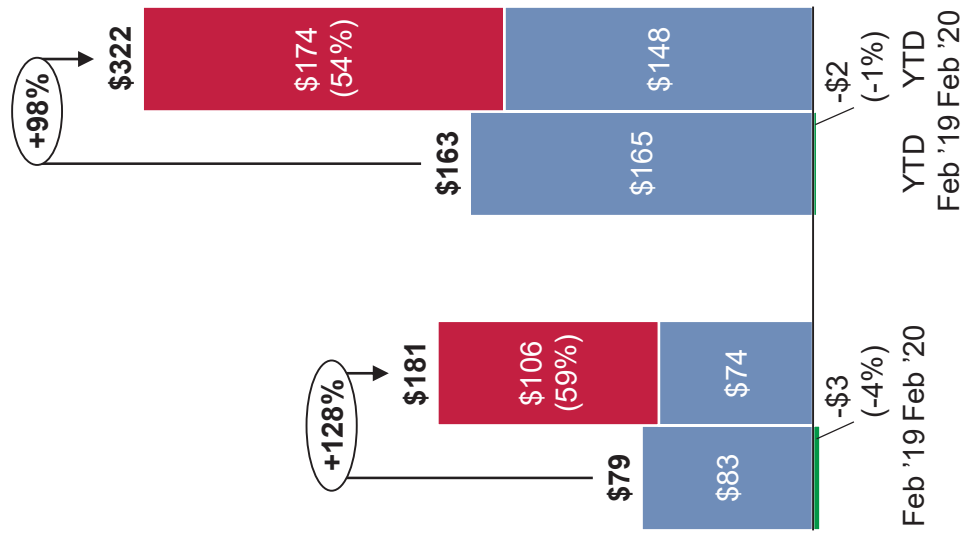
Source: Adopted (restated) budget. GL actuals for actual overtime spending.

# SIRTOA – Reimbursable Overtime Variance

February 2020 and YTD budget vs. variance  
\$K



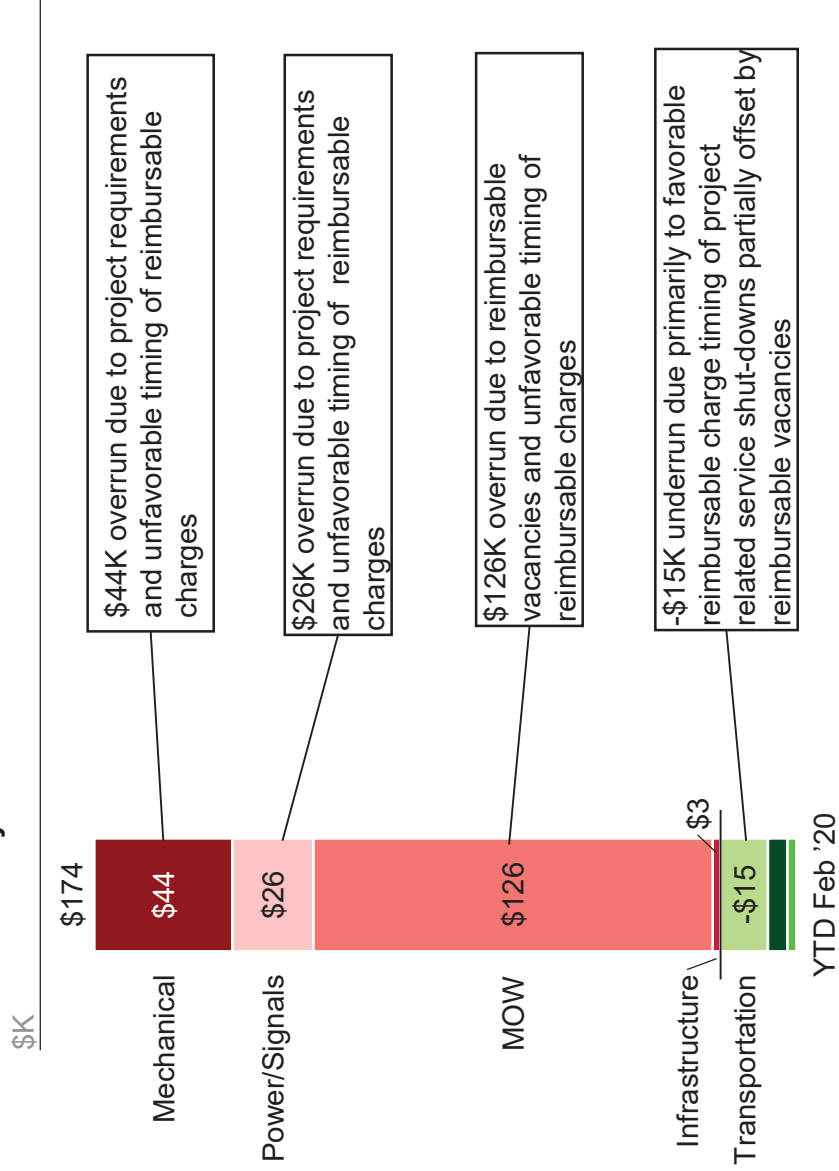
Annual budget: \$900K



## Overview

- Overall increase of \$159K or 98% compared to February YTD 2019
- 117% above 2020 YTD budget due largely to RMB vacancies
- Maintenance \$191K overrun: due primarily to RMB vacancies and unfavorable timing of RMB charges
- Service -\$15K underrun: due primarily to favorable timing of RMB charging and project related service shut-downs partially offset by RMB vacancies

## YTD variance by division



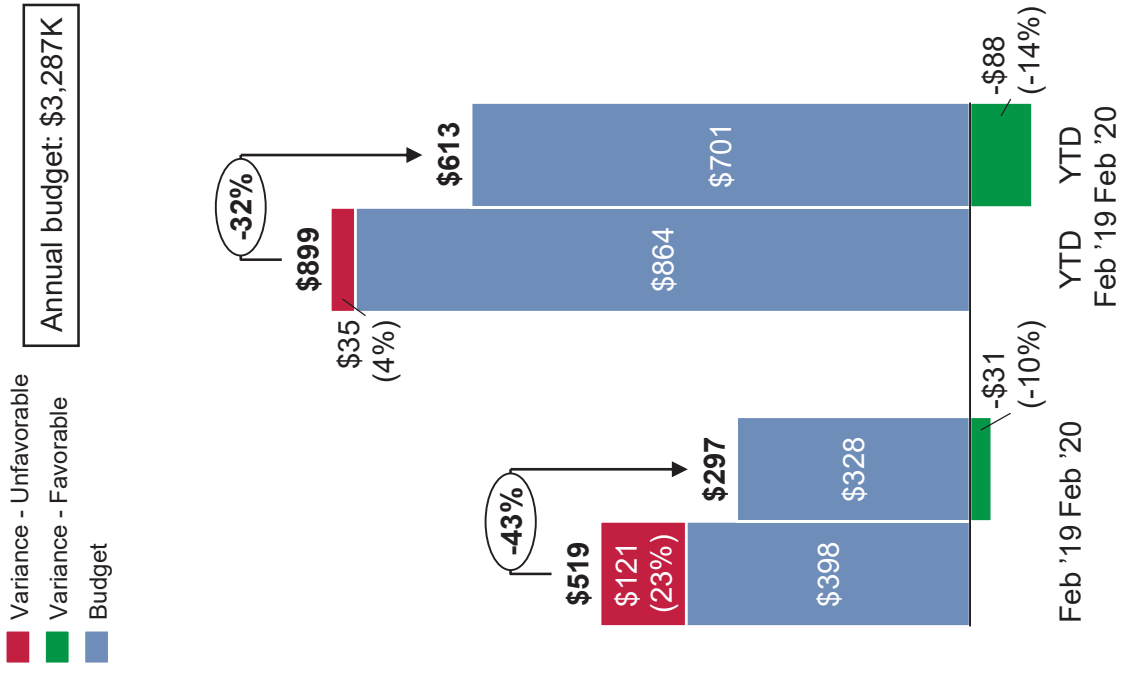
Source: Adopted (restated) budget. GL actuals for actual overtime spending.



# SIRTOA – Total Overtime Variance

February 2020 and YTD budget vs. variance

\$K

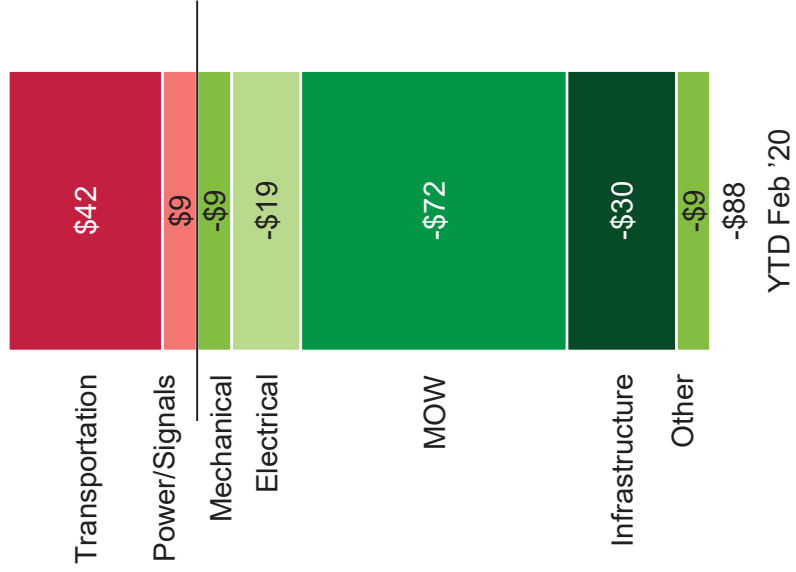


## Overview

- Overall decrease of \$286K or 32% compared to February YTD 2019
- 13% below 2020 YTD budget
- Service \$42K YTD overrun: RMB vacancies partially offset by -\$23K weather underrun
- Maintenance -\$120K underrun: -\$153k weather underrun; partially offset by RMB vacancy coverage

## YTD variance by division

\$K



Source: Adopted (restated) budget. GL actuals for actual overtime spending.

MTA STATEN ISLAND RAILWAY  
 FEBRUARY FINANCIAL PLAN  
 TOTAL FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS  
 February 2020

<u>Function/Departments</u>	<u>Budget</u>	<u>Actual</u>	<u>Favorable (Unfavorable) Variance</u>	<u>Explanation of Variances</u>
<b>Administration</b>				
Executive	13	7	6	
General Office	9	9	0	
Purchasing/Stores	6	4	2	
<b>Total Administration</b>	<b>28</b>	<b>20</b>	<b>8</b>	
<b>Operations</b>				
Transportation	131	122	9	
<b>Total Operations</b>	<b>131</b>	<b>122</b>	<b>9</b>	
<b>Maintenance</b>				
Mechanical	53	53	0	
Electronics/Electrical	15	19	(4)	
Power/Signals	32	28	4	
Maintenance of Way	83	80	3	
Infrastructure	26	29	(3)	
<b>Total Maintenance</b>	<b>209</b>	<b>209</b>	<b>0</b>	
<b>Engineering/Capital</b>				
Capital Project Support	16	9	7	
<b>Total Engineering Capital</b>	<b>16</b>	<b>9</b>	<b>7</b>	
<b>Total Positions</b>	<b>384</b>	<b>360</b>	<b>24</b>	
Non-Reimbursable	334	320	14	
Reimbursable	50	40	10	
Total Full-Time	384	360	24	
Total Full-Time-Equivalents	0	0	0	

MTA STATEN ISLAND RAILWAY  
 FEBRUARY FINANCIAL PLAN  
**TOTAL FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS by FUNCTION and OCCUPATION**  
 February 2020

	<u>Budget</u>	<u>Actual</u>	Favorable (Unfavorable) <u>Variance</u>	<u>Explanation of Variances</u>
<b>Administration</b>				
Managers/Supervisors	16	10	6	
Professional, Technical, Clerical	12	10	2	
Operational Hourlies	0	0	0	
<b>Total Administration</b>	<b>28</b>	<b>20</b>	<b>8</b>	
<b>Operations</b>				
Managers/Supervisors	11	7	4	
Professional, Technical, Clerical	3	1	2	
Operational Hourlies	117	114	3	
<b>Total Operations</b>	<b>131</b>	<b>122</b>	<b>9</b>	
<b>Maintenance</b>				
Managers/Supervisors	17	26	(9)	
Professional, Technical, Clerical	6	7	(1)	
Operational Hourlies	186	176	10	
<b>Total Maintenance</b>	<b>209</b>	<b>209</b>	<b>0</b>	
<b>Engineering/Capital</b>				
Managers/Supervisors	3	3	0	
Professional, Technical, Clerical	4	0	4	
Operational Hourlies	9	6	3	
<b>Total Engineering/Capital</b>	<b>16</b>	<b>9</b>	<b>7</b>	
<b>Total Positions</b>				
Managers/Supervisors	47	46	1	
Professional, Technical, Clerical	25	18	7	
Operational Hourlies	312	296	16	
<b>Total Positions</b>	<b>384</b>	<b>360</b>	<b>24</b>	

# Preliminary February 2020 Report: Bus Company

The purpose of this report is to provide the preliminary February 2020 financial results on an accrual basis. The accrual basis is presented on a non-reimbursable and reimbursable account basis. These results are compared to the Adopted Budget (budget).

## Summary of Preliminary Financial Results

Preliminary ridership and accrual results, versus budget, are summarized as follows:

- February 2020 Bus Company ridership of 9.3 million was 0.3 million (3.4 percent) below budget.
- Farebox revenue of \$16.6 million was \$1.2 million (6.5 percent) below budget.
- Operating expenses of \$64.9 million were \$0.1 million (0.1 percent) above budget.
  - Labor expenses exceeded budget by \$3.1 million (6.7 percent), including overruns in Payroll expenses of \$1.6 million (7.0 percent), Health and Welfare expenses of \$0.8 (13.4 percent), and overtime expenses of \$0.4 million (7.2 percent).
  - Non-labor expenses were lower than budget by \$3.1 million (17.0 percent), Professional Service Contracts of \$1.7 million (45.8 percent), and Maintenance Contracts of \$1.3 million (46.0 percent). Fuel expenses had favorable results of \$0.6 million (26.9 percent).

**MTA BUS FINANCIAL AND RIDERSHIP REPORT**  
**February 2020**

(All data are preliminary and subject to audit)

**Preliminary Actual Results Compared to the Adopted Budget (budget)**

**Operating Revenue** was \$17.9 million in February, \$1.5 million (7.7 percent) below budget, caused primarily by an underrun in Farebox Revenue of \$1.2 million (6.5 percent), resulting from lower ridership and average fare.

Total MTA Bus ridership was 9.3 million in February 2020, 0.3 million riders (3.4 percent) below budget. February 2020 average weekday ridership was 0.4 million, an increase of 1.3 million riders (0.3 percent) from February 2019. Average weekday ridership for the twelve months ending February 2020 is essentially flat from the twelve months ending February 2019.

**Non-reimbursable expenses**, before depreciation, Other Post-Employment Benefits and GASB 68 Pension Adjustment, were \$64.9 million in February, \$0.1 million (0.1 percent) favorable to budget.

- Labor expenses were below budget by \$3.1 million (6.7 percent), including overruns in Payroll expenses of \$1.6 million (7.0 percent), due to more interagency billing payments from a prior period, as well as lower attrition. Health and Welfare expenses were above budget by \$0.8 (13.4 percent), due to higher prescription coverage and medical hospitalization expenses. Overtime expenses were above budget by \$0.4 million (7.2 percent) mainly due to programmatic maintenance supporting overage bus needs and campaign work.
- Non-labor expenses were below budget by \$3.1 million (17.0 percent). Professional Service Contracts were underrun by \$1.7 million (45.8 percent), due to timing of interagency billing and Bus Technology. Maintenance Contracts expenses were less by \$1.3 million (46.0 percent), mainly due to the timing of facility maintenance, security and Bus Technology expenses. Fuel expenses were under budget by \$0.6 million (26.9 percent), resulting from lower usage and rates. Materials & Supplies expenses were less \$0.3 million (7.3 percent), due to the lower general maintenance material and the timing of radio equipment expenses.

Depreciation expenses of \$3.4 million exceeded budget by \$0.8 million (19.2 percent). Regarding GASB #68 Pension Adjustment, and GASB 75 OPEB Expense adjustment, no expenses nor credits were recorded in February.

The **operating cash deficit** (excluding subsidies) was \$42.7 million, \$2.8 million (7.0 percent) above budget, due mainly to the unfavorable results in labor expense.

**MTA BUS COMPANY**  
**February Financial Plan - 2020 Adopted Budget**  
**ACCRUAL STATEMENT OF OPERATIONS by CATEGORY**  
**February 2020**  
(\$ in millions)

	Nonreimbursable			Reimbursable			Total		
	Favorable			Favorable			Favorable		
	Adopted Budget	Actual	Percent	Adopted Budget	Actual	Percent	Adopted Budget	Actual	Percent
<b>Revenue</b>									
Farebox Revenue	\$17,771	\$16,612	(6.5)	\$0,000	\$0,000	-	\$17,771	\$16,612	(6.5)
Other Operating Income	1,589	1,261	(20.6)	-	\$0,000	-	1,589	1,261	(20.6)
Capital and Other Reimbursements	-	-	-	0,434	0,644	48.5	0,434	0,644	48.5
<b>Total Revenue</b>	<b>\$19,360</b>	<b>\$17,873</b>	<b>(7.7)</b>	<b>\$0,434</b>	<b>\$0,644</b>	<b>48.5</b>	<b>\$19,794</b>	<b>\$18,517</b>	<b>(6.4)</b>
<b>Expenses</b>									
<b>Labor</b>									
Payroll	\$22,604	\$24,185	(7.0)	\$0,177	\$0,397	*	\$22,781	\$24,582	(7.9)
Overtime	5,389	5,755	(7.2)	-	-\$0,220	-	5,389	5,755	(7.2)
Health and Welfare	6,183	7,013	(13.4)	0,099	-	100.0	6,282	7,013	(11.6)
OPEB Current Payment	1,957	1,901	2.9	-	-	-	1,957	1,901	0.566
Pensions	4,809	4,981	(3.6)	-	-	-	4,809	4,981	(0.171)
Other Fringe Benefits	5,597	5,854	(4.6)	-	-	-	5,597	5,855	(0.257)
GASB Account	-	-	-	-	-	-	-	-	-
Reimbursable Overhead	(0.070)	(0.149)	*	0,070	0,247	(0.177)	-	0,097	(0.097)
<b>Total Labor Expenses</b>	<b>\$46,450</b>	<b>\$49,538</b>	<b>(6.7)</b>	<b>\$0,346</b>	<b>\$0,644</b>	<b>(86.1)</b>	<b>\$46,795</b>	<b>\$50,182</b>	<b>(7.2)</b>
<b>Non-Labor</b>									
Electric Power	\$0,144	\$0,006	95.7	\$0,000	\$0,000	-	\$0,144	\$0,006	95.7
Fuel	2,102	1,637	26.9	-	-	-	2,102	1,637	0.565
Insurance	0,574	0,374	34.9	-	-	-	0,574	0,374	0.200
Claims	4,921	6,000	(21.9)	-	-	-	4,921	6,000	(1.079)
Maintenance and Other Operating Contracts	2,801	1,512	46.0	0,019	-	100.0	2,820	1,512	1.308
Professional Service Contracts	3,603	1,952	45.8	-	-	-	3,603	1,952	1.651
Materials & Supplies	4,018	3,723	7.3	0,069	-	100.0	4,087	3,723	0.364
Other Business Expense	0,356	0,275	22.8	-	-	-	0,356	0,275	0.081
<b>Total Non-Labor Expenses</b>	<b>\$18,519</b>	<b>\$15,379</b>	<b>17.0</b>	<b>\$0,088</b>	<b>\$0,000</b>	<b>100.0</b>	<b>\$18,607</b>	<b>\$15,379</b>	<b>33.228</b>
<b>Other Expense Adjustments:</b>									
Other	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
<b>Total Other Expense Adjustments</b>	<b>\$-</b>	<b>\$-</b>	<b>-</b>	<b>\$-</b>	<b>\$-</b>	<b>-</b>	<b>\$-</b>	<b>\$-</b>	<b>-</b>
<b>Total Expenses before Non-Cash Liability Adj's.</b>	<b>\$64,968</b>	<b>\$64,917</b>	<b>0.1</b>	<b>\$0,434</b>	<b>\$0,644</b>	<b>(48.5)</b>	<b>\$65,402</b>	<b>\$65,561</b>	<b>(0.2)</b>
Depreciation	\$4,243	\$3,428	19.2	\$0,000	\$0,000	-	\$4,243	\$3,428	0.814
GASB 75 OPEB Expense Adjustment	\$7,819	-	100.0	-	-	-	\$7,819	\$0,000	7.819
GASB 68 Pension Adjustment	3,599	-	100.0	-	-	-	3,599	-	3.599
Environmental Remediation	-	-	-	-	-	-	-	-	-
<b>Total Expenses</b>	<b>\$80,629</b>	<b>\$68,345</b>	<b>15.2</b>	<b>\$0,434</b>	<b>\$0,644</b>	<b>(48.5)</b>	<b>\$81,062</b>	<b>\$68,989</b>	<b>12.073</b>
<b>Net Surplus/(Deficit)</b>	<b>(\$61,269)</b>	<b>(\$50,472)</b>	<b>17.6</b>	<b>\$0,000</b>	<b>\$0,000</b>	<b>-</b>	<b>(\$61,268)</b>	<b>(\$50,472)</b>	<b>17.6</b>

NOTE: Totals may not add due to rounding

Note: Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note that the current month's actuals do not include post-close adjustments, which will be captured in the subsequent month's YTD results

**MTA BUS COMPANY**  
**February Financial Plan - 2020 Adopted Budget**  
**ACCRUAL STATEMENT OF OPERATIONS by CATEGORY**  
**February 2020 Year-To-Date**  
 (\$ in millions)

	Nonreimbursable			Reimbursable			Total		
	Favorable			Favorable			Favorable		
	Adopted Budget	Actual	Percent	Adopted Budget	Actual	Percent	Adopted Budget	Actual	Percent
<b>Revenue</b>									
Farebox Revenue	\$36,511	\$33,946	(7.0)	\$0,000	\$0,000	-	\$36,511	\$33,946	(7.0)
Other Operating Income	3,346	2,641	(21.1)	-	-	-	3,346	2,641	(21.1)
Capital and Other Reimbursements	-	-	-	0.913	1,175	28.7	0.913	1,175	28.7
<b>Total Revenue</b>	<b>\$39,857</b>	<b>\$36,587</b>	<b>(8.2)</b>	<b>\$0,913</b>	<b>\$1,175</b>	<b>28.7</b>	<b>\$40,771</b>	<b>\$37,762</b>	<b>(7.4)</b>
<b>Expenses</b>									
<b>Labor:</b>									
Payroll	\$48,612	\$51,173	(5.3)	\$0,373	\$0,722	(93.7)	\$48,985	\$51,896	(5.9)
Overtime	11,263	11,760	(4.4)	-	0.001	(0.001)	11,263	11,760	(4.4)
Health and Welfare	13,025	14,216	(9.1)	0.208	-	0.208	13,233	14,216	(9.8)
OPEB Current Payment	4,122	3,905	5.3	-	-	-	4,122	3,905	5.3
Pensions	10,131	9,961	1.7	-	-	-	10,131	9,961	1.7
Other Fringe Benefits	11,789	10,802	8.4	-	-	-	11,789	10,803	8.4
GASB Account	(0.148)	(0.150)	0.003	0.148	0.452	(0.304)	-	0.301	(0.301)
Reimbursable Overhead	\$98,793	\$101,667	(2.9)	\$0,729	\$1,175	(61.4)	\$99,522	\$102,842	(3.3)
<b>Non-Labor:</b>									
Electric Power	\$0,304	\$0,141	53.7	\$0,000	\$0,000	-	\$0,304	\$0,141	53.7
Fuel	4,427	3,171	28.4	-	-	-	4,427	3,171	28.4
Insurance	1,209	0,747	38.2	-	-	-	1,209	0,747	38.2
Claims	10,366	12,000	(15.8)	-	-	-	10,366	12,000	(15.8)
Maintenance and Other Operating Contracts	5,899	3,721	36.9	0.040	-	0.040	5,939	3,721	37.4
Professional Service Contracts	7,590	3,811	49.8	-	-	-	7,590	3,811	49.8
Materials & Supplies	8,463	6,933	18.1	0.145	-	0.145	8,608	6,933	19.5
Other Business Expense	0,750	0,567	24.3	-	-	-	0,750	0,567	24.3
<b>Total Non-Labor Expenses</b>	<b>\$39,009</b>	<b>\$31,091</b>	<b>20.3</b>	<b>\$0,185</b>	<b>\$0,000</b>	<b>100.0</b>	<b>\$39,193</b>	<b>\$31,091</b>	<b>20.7</b>
<b>Other Expense Adjustments:</b>									
Other	\$0,000	\$0,000	-	\$0,000	\$0,000	-	\$0,000	\$0,000	-
<b>Total Other Expense Adjustments</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>
<b>Total Expenses before Non-Cash Liability Adjs.</b>	<b>\$137,803</b>	<b>\$132,758</b>	<b>3.7</b>	<b>\$0,913</b>	<b>\$1,175</b>	<b>(28.7)</b>	<b>\$138,715</b>	<b>\$133,933</b>	<b>3.4</b>
Depreciation	\$8,936	\$6,857	23.3	\$0,000	\$0,000	-	\$8,936	\$6,857	23.3
GASB 75 OPEB Expense Adjustment	\$16,470	\$0,000	100.0	\$0,000	\$0,000	-	\$16,470	\$0,000	100.0
GASB 68 Pension Adjustment	7,581	-	100.0	-	-	-	7,581	-	100.0
Environmental Remediation	-	-	-	-	-	-	-	-	-
<b>Total Expenses</b>	<b>\$170,789</b>	<b>\$139,614</b>	<b>18.3</b>	<b>\$0,913</b>	<b>\$1,175</b>	<b>(28.7)</b>	<b>\$171,703</b>	<b>\$140,790</b>	<b>18.0</b>
<b>Net Surplus/(Deficit)</b>	<b>(\$130,932)</b>	<b>(\$103,027)</b>	<b>21.3</b>	<b>\$0,000</b>	<b>\$0,000</b>	<b>-</b>	<b>(\$130,934)</b>	<b>(\$103,027)</b>	<b>21.3</b>

NOTE: Totals may not add due to rounding

Note: Results are based on the preliminary close of the general ledger and are subject to review and adjustment. Please note that the current month's actuals do not include post-close adjustments, which will be captured in the subsequent month's YTD results.

**MTA BUS COMPANY**  
**February Financial Plan - 2020 Adopted Budget**  
**EXPLANATION OF VARIANCES BETWEEN BUDGET AND ACTUAL ACCRUAL BASIS**  
 (\$ in millions)

Generic Revenue or Expense Category	Nonreimb or Reimb	February 2020		Year-To-Date		
		Favorable (Unfavorable) Variance	Reason for Variance	Favorable (Unfavorable) Variance	Reason for Variance	
		\$	%	\$	%	
Farebox Revenue	NR	\$ (1,159)	(6.5)	\$ (2,565)	(7.0)	Lower ridership and average fare.
Other Operating Revenue	NR	\$ (0,328)	(20.6)	\$ (0,705)	(21.1)	Lower advertising and student fare.
Capital and Other Reimbursements	R	\$ 0,210	48.5	\$ 0,262	28.7	Higher capital expenses.
<b>Total Revenue Variance</b>		<b>\$ (1,277)</b>	<b>(6.4)</b>	<b>\$ (3,008)</b>	<b>(7.4)</b>	
Payroll	NR	\$ (1,581)	(7.0)	\$ (2,561)	(5.3)	Due to more interagency billing payments from a previous period, higher lower attrition.
Overtime	NR	\$ (0,365)	(7.2)	\$ (0,497)	(4.4)	Mainly due to programmatic maintenance supporting coverage bus needs and campaign work.
Health and Welfare (including OPEB)	NR	\$ (0,774)	(9.5)	\$ (0,974)	(5.7)	Higher prescription coverage and medical hospitalization expenses.
Pension	NR	\$ (0,171)	(3.6)	\$ 0,169	1.7	Lower expenses
Other Fringe Benefits	NR	\$ (0,257)	(4.6)	\$ 0,988	8.4	
Reimbursable Overhead	NR	\$ 0,079	*	\$ 0,003	1.8	(a)
Electric Power	NR	\$ 0,138	95.7	\$ 0,163	95.7	Timing of expense
Fuel	NR	\$ 0,565	26.9	\$ 1,257	28.4	Lower usage and rates
Insurance	NR	\$ 0,200	34.9	\$ 0,462	38.2	Timing of expenses
Claims	NR	\$ (1,079)	(21.9)	\$ (1,634)	(15.8)	Higher expenses
Maintenance and Other Operating Contracts	NR	\$ 1,289	46.0	\$ 2,179	36.9	Mainly the timing of facility maintenance, security, and Bus Technology expenses.
Professional Service Contracts	NR	\$ 1,651	45.8	\$ 3,779	49.8	Timing of interagency billing and Bus Technology
Materials & Supplies	NR	\$ 0,295	7.3	\$ 1,550	18.1	Lower general maintenance material and the timing of radio equipment expenses.
Other Business Expense	NR	\$ 0,081	22.8	\$ 0,182	24.3	The timing of Automatic Fare Collection (AFC) fees, mobility tax, and other miscellaneous expenses.
Depreciation	NR	\$ 0,814	19.2	\$ 2,080	23.3	Timing of asset replacement
Other Post Employment Benefits	NR	\$ 7,819	100.0	\$ 16,470	100.0	
GASB 68 Pension Adjustment	NR	\$ 3,599	100.0	\$ 7,581	100.0	
Environmental Remediation	NR	\$ -	-	\$ -	-	Non cash item
Payroll	R	\$ (0,220)	(a)	\$ (0,349)	(93.7)	
Overtime	R	\$ -	*	\$ (0,001)	*	
Health and Welfare	R	\$ 0,099	100.0	\$ 0,208	100.0	
Pension	R	\$ -	-	\$ -	-	Timing of charges
Other Fringe Benefits	R	\$ -	-	\$ -	-	
Professional Service Contracts	R	\$ -	(a)	\$ -	*	
Maintenance and Other Operating Contracts	R	\$ 0,019	*	\$ 0,040	*	Timing of charges
Materials & Supplies	R	\$ 0,069	*	\$ 0,145	*	Timing of charges
<b>Total Expense Variance</b>		<b>\$ 12,074</b>	<b>14.9</b>	<b>\$ 30,915</b>	<b>18.0</b>	
<b>Net Variance</b>		<b>\$ 10,797</b>	<b>17.6</b>	<b>\$ 27,907</b>	<b>21.3</b>	

(a) - Variance less than 5%



**MTA BUS COMPANY**  
**February Financial Plan - 2020 Adopted Budget**  
**CASH RECEIPTS AND EXPENDITURES**  
(\$ in millions)

	February 2020			Year-To-Date		
	Adopted Budget	Actual	Favorable (Unfavorable) Variance Percent	Adopted Budget	Actual	Favorable (Unfavorable) Variance Percent
<b>Receipts</b>						
Farebox Revenue	\$17,771	\$ 18,983	\$1,211 (6.8)	\$36,511	\$34,262	(\$2,249) (6.2)
Other Operating Revenue	1,589	\$ 0,230	(1,358) (85.5)	3,346	4,085	0,739 22.1
Capital and Other Reimbursements	0,853	\$ 0,530	(0,324) (37.9)	1,797	1,048	(0,750) (41.7)
<b>Total Receipts</b>	<b>\$20,214</b>	<b>\$19,743</b>	<b>(\$0,471) (2.3)</b>	<b>\$41,655</b>	<b>\$39,395</b>	<b>(\$2,260) (5.4)</b>
<b>Expenditures</b>						
<b>Labor:</b>						
Payroll	\$21,728	\$24,859	(\$3,131) (14.4)	\$54,320	\$58,114	(\$3,795) (7.0)
Overtime	5,368	5,755	(0,386) (7.2)	11,263	11,761	(0,498) (4.4)
Health and Welfare	6,282	7,489	(1,207) (19.2)	13,233	14,857	(1,624) (12.3)
OPEB Current Payment	1,957	1,902	0,054 2.8	4,122	3,908	0,214 5.2
Pensions	4,796	4,981	(0,185) (3.9)	10,102	9,962	0,140 1.4
Other Fringe Benefits	4,412	6,277	(1,865) (42.3)	9,293	11,257	(1,964) (21.1)
GASB Account	-	-	- -	-	-	- -
Reimbursable Overhead	-	-	- -	-	-	- -
<b>Total Labor Expenditures</b>	<b>\$44,543</b>	<b>\$51,263</b>	<b>(\$6,720) (15.1)</b>	<b>\$102,332</b>	<b>\$109,859</b>	<b>(\$7,527) (7.4)</b>
<b>Non-Labor:</b>						
Electric Power	\$0,144	\$0,141	\$0,003 2.4	\$0,304	\$0,276	\$0,027 9.0
Fuel	1,991	1,543	0,447 22.5	4,193	3,577	0,616 14.7
Insurance	0,574	0,000	0,574 100.0	1,209	-	1,209 100.0
Claims	2,144	0,853	1,291 60.2	4,515	5,727	(1,212) (26.8)
Maintenance and Other Operating Contracts	2,703	2,476	0,228 8.4	5,694	6,116	(0,421) (7.4)
Professional Service Contracts	3,603	2,019	1,584 44.0	7,590	3,335	4,255 56.1
Materials & Supplies	4,087	3,878	0,208 5.1	8,608	7,396	1,212 14.1
Other Business Expenses	0,356	0,279	0,077 21.6	0,750	0,596	0,154 20.5
<b>Total Non-Labor Expenditures</b>	<b>\$15,602</b>	<b>\$11,189</b>	<b>\$4,413 28.3</b>	<b>\$32,863</b>	<b>\$27,023</b>	<b>\$5,840 17.8</b>
<b>Other Expenditure Adjustments:</b>						
Other	\$0,000	\$0,000	\$0,000 -	\$0,000	\$0,000	\$0,000 -
<b>Total Other Expenditure Adjustments</b>	<b>\$0,000</b>	<b>\$0,000</b>	<b>\$0,000 -</b>	<b>\$0,000</b>	<b>\$0,000</b>	<b>\$0,000 -</b>
<b>Total Expenditures</b>	<b>\$60,145</b>	<b>\$62,452</b>	<b>(\$2,307) (3.8)</b>	<b>\$135,195</b>	<b>\$136,882</b>	<b>(\$1,687) (1.2)</b>
<b>Operating Cash Surplus/(Deficit)</b>	<b>(\$39,931)</b>	<b>(\$42,709)</b>	<b>(\$2,778) (7.0)</b>	<b>(\$93,541)</b>	<b>(\$97,487)</b>	<b>(\$3,946) (4.2)</b>

NOTE: Totals may not add due to rounding

**MTA BUS COMPANY**  
**February Financial Plan - 2020 Adopted Budget**  
**EXPLANATION OF VARIANCES BETWEEN ACTUAL CASH BASIS**  
(\$ in millions)

	February 2020		Year-To-Date	
	Favorable (Unfavorable) Variance \$	Reason for Variance	Favorable (Unfavorable) Variance \$	Reason for Variance
Operating Receipts or Disbursements	%		%	
Farebox Revenue	\$ 1,211	6.8 Timing of Farebox revenue partially offset by lower ridership and average fare	\$ (2,249)	(6.2) Lower ridership and average fare.
Other Operating Revenue	(1,358)	(85.5) Lower advertising and student fare.	0,739	22.1 Higher Advertising and Recovery from Other Insurance
Capital and Other Reimbursements	(0,324)	(37.9) Timing of reimbursement receipts	(0,750)	(41.7) Timing of reimbursement receipts
<b>Total Receipts</b>	<b>\$ (0,471)</b>	<b>(2.3)</b>	<b>\$ (2,260)</b>	<b>(5.4)</b>
Payroll	\$ (3,131)	(14.4) Due to more interagency billing payments from a previous period, and lower attrition.	\$ (3,795)	(7.0) Due to more interagency billing payments from a previous period, and lower attrition.
Overtime	(0,386)	(7.2) Mainly due to programmatic maintenance supporting coverage bus needs and campaign work.	(0,498)	(4.4) Mainly due to programmatic maintenance supporting coverage bus needs and campaign work.
Health and Welfare (including OPEB)	(1,152)	(14.0) Higher prescription coverage and medical hospitalization expenses.	(1,410)	(8.1) Higher prescription coverage and medical hospitalization expenses.
Pension	(0,185)	(3.9) (a)	0,140	1.4 (a)
Other Fringe Benefits	(1,865)	(42.3) Timing of payments	(1,964)	(21.1) Timing of payments
GASB	-	- (a)	-	- (a)
Electric Power	0,003	2.4 (a)	0,027	9.0 (a)
Fuel	0,447	22.5 Lower usage and rates	0,616	14.7 Lower usage and rates
Insurance	0,574	100.0 Timing of payments	1,209	100.0 Timing of payments
Claims	1,291	60.2 Higher expenses	(1,212)	(26.8) Higher expenses
Maintenance and Other Operating Contracts	0,228	8.4 Mainly the timing of facility maintenance, security, and Bus Technology expenses.	(0,421)	(7.4) Mainly the timing of facility maintenance, security, and Bus Technology expenses.
Professional Service Contracts	1,584	44.0 Timing of interagency billing and Bus Technology	4,255	56.1 Timing of interagency billing and Bus Technology
Materials & Supplies	0,208	5.1 Lower general maintenance material and the timing of radio equipment expenses.	1,212	14.1 Lower general maintenance material and the timing of radio equipment expenses.
Other Business Expenditure	0,077	21.6 The timing of Automatic Fare Collection (AFC) fees, mobility tax, and other miscellaneous expenses.	0,154	20.5 The timing of Automatic Fare Collection (AFC) fees, mobility tax, and other miscellaneous expenses.
<b>Total Expenditures</b>	<b>\$ (2,309)</b>	<b>(3.8)</b>	<b>\$ (1,688)</b>	<b>(1.2)</b>
<b>Net Cash Variance</b>	<b>\$ (2,778)</b>	<b>(7.0)</b>	<b>\$ (3,946)</b>	<b>(4.2)</b>

(a) - Variance less than 5%

**MTA BUS COMPANY**  
**February Financial Plan - 2020 Adopted Budget**  
**CASH CONVERSION (CASH FLOW ADJUSTMENTS)**  
 (\$ in millions)

	February 2020				Year-To-Date			
			Favorable (Unfavorable)				Favorable (Unfavorable)	
	Adopted Budget	Actual	Variance	Percent	Adopted Budget	Actual	Variance	Percent
<b>Receipts</b>								
Farebox Revenue	\$0.000	2,370	\$2,370	-	\$0.000	\$0,316	\$0,316	-
Other Operating Revenue	-	(1,030)	(1,030)	-	-	1,444	1,444	-
Capital and Other Reimbursements	0.420	(0,114)	(0,534)	*	0.884	(0,128)	(1,012)	*
<b>Total Receipts</b>	<b>\$0.420</b>	<b>\$1,226</b>	<b>\$0,806</b>	<b>*</b>	<b>\$0,884</b>	<b>\$1,632</b>	<b>\$0,748</b>	<b>84.6</b>
<b>Expenditures</b>								
<b>Labor:</b>								
Payroll	\$1,054	(\$0,277)	(\$1,331)	*	(\$5,335)	(\$6,218)	(\$0,884)	(16.6)
Overtime	0.001	-	(0,001)	(100.0)	-	(0,001)	(0,001)	-
Health and Welfare	(0,000)	(0,476)	(0,475)	*	-	(0,641)	(0,641)	-
OPEB Current Payment	-	(0,002)	(0,002)	-	-	(0,003)	(0,003)	-
Pensions	0.013	-	(0,013)	(100.0)	0.029	(0,001)	(0,030)	*
Other Fringe Benefits	1,185	(0,422)	(1,607)	*	2,496	(0,455)	(2,950)	*
GASB Account	-	-	-	-	-	-	-	-
Reimbursable Overhead	-	0,097	0,097	-	-	0,301	0,301	-
<b>Total Labor Expenditures</b>	<b>\$2,252</b>	<b>(\$1,080)</b>	<b>(\$3,332)</b>	<b>*</b>	<b>(\$2,810)</b>	<b>(\$7,018)</b>	<b>(\$4,208)</b>	<b>*</b>
<b>Non-Labor:</b>								
Electric Power	\$0,000	(\$0,135)	(\$0,135)	-	\$0,000	(\$0,136)	(\$0,136)	-
Fuel	0,111	(0,007)	(0,118)	*	0,234	(0,407)	(0,641)	*
Insurance	-	0,374	0,374	-	-	0,747	0,747	-
Claims	2,778	5,147	2,369	85.3	5,851	6,273	0,422	7.2
Maintenance and Other Operating Contracts	0,116	(0,964)	(1,080)	*	0,245	(2,395)	(2,640)	*
Professional Service Contracts	-	(0,067)	(0,067)	-	-	0,476	0,476	-
Materials & Supplies	(0,000)	(0,155)	(0,155)	*	(0,000)	(0,463)	(0,463)	*
Other Business Expenditures	-	(0,004)	(0,004)	-	-	(0,028)	(0,028)	-
<b>Total Non-Labor Expenditures</b>	<b>\$3,005</b>	<b>\$4,189</b>	<b>\$1,184</b>	<b>39.4</b>	<b>\$6,330</b>	<b>\$4,068</b>	<b>(\$2,262)</b>	<b>(35.7)</b>
<b>Total Cash Conversion Adjustments before Non-Cash Liability Adjts.</b>	<b>\$5,677</b>	<b>\$4,335</b>	<b>(\$1,342)</b>	<b>(23.6)</b>	<b>\$4,404</b>	<b>(\$1,318)</b>	<b>(\$5,722)</b>	<b>*</b>
Depreciation Adjustment	4,243	3,428	(0,814)	(19.2)	8,936	6,857	(2,080)	(23.3)
GASB 75 OPEB Expense Adjustment	7,819	-	(7,819)	(100.0)	16,470	-	(16,470)	(100.0)
GASB 68 Pension Adjustment	3,599	-	(3,599)	(100.0)	7,581	-	(7,581)	(100.0)
Environmental Remediation	-	-	-	-	-	-	-	-
<b>Total Expenses/Expenditures</b>	<b>\$ 21,338</b>	<b>\$ 7,763</b>	<b>(13,575)</b>	<b>(63.6)</b>	<b>\$ 37,392</b>	<b>\$ 5,539</b>	<b>(31,853)</b>	<b>(85.2)</b>
<b>Total Cash Conversion Adjustments</b>	<b>\$21,338</b>	<b>\$7,763</b>	<b>(\$13,575)</b>	<b>(63.6)</b>	<b>\$37,392</b>	<b>\$5,539</b>	<b>(\$31,853)</b>	<b>(85.2)</b>

NOTE: Totals may not add due to rounding

**MTA BUS COMPANY**  
**2020 Adopted Budget vs Actual**  
**TOTAL POSITIONS BY FUNCTION AND DEPARTMENT**  
**NON-REIMBURSABLE / REIMBURSABLE AND FULL-TIME EQUIVALENTS**  
**February 2020**

FUNCTION/DEPARTMENT	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
<b>Administration</b>				
Office of the EVP	3	3	-	
Human Resources	17	17	-	
Office of Management and Budget	14	12	2	
Technology & Information Services	-	-	-	
Material	15	15	-	
Controller	18	18	-	
Office of the President	4	4	-	
System Safety Administration	2	-	2	
Law	20	19	1	
Corporate Communications	-	-	-	
Labor Relations	-	-	-	
Strategic Office	20	18	2	
Non-Departmental	3	-	3	
<b>Total Administration</b>	<b>116</b>	<b>106</b>	<b>10</b>	Vacancies
<b>Operations</b>				
Buses	2,332	2,373	(41)	Excess Bus Operators
Office of the Executive VP	5	5	-	
Safety & Training	65	85	(20)	Bus Operator Training
Road Operations	141	136	5	
Transportation Support	22	22	-	
Operations Planning	34	32	2	
Revenue Control	6	6	-	
<b>Total Operations</b>	<b>2,605</b>	<b>2,659</b>	<b>(54)</b>	
<b>Maintenance</b>				
Buses	731	716	15	
Maintenance Support/CMF	230	240	(10)	
Facilities	83	76	7	
Supply Logistics	104	101	3	
<b>Total Maintenance</b>	<b>1,148</b>	<b>1,133</b>	<b>15</b>	
Capital Program Management	35	26	9	
<b>Total Engineering/Capital</b>	<b>35</b>	<b>26</b>	<b>9</b>	Vacancies mainly Managers
Security	13	12	1	
<b>Total Public Safety</b>	<b>13</b>	<b>12</b>	<b>1</b>	Vacancy
<b>Total Positions</b>	<b>3,917</b>	<b>3,936</b>	<b>(19)</b>	
Non-Reimbursable	3,879	3,899	(20)	
Reimbursable	38	37	1	
<b>Total Full-Time</b>	<b>3,899</b>	<b>3,925</b>	<b>(26)</b>	
Total Full-Time Equivalents	18	11	7	

**MTA BUS COMPANY**  
**2020 Adopted Budget vs Actual**  
**TOTAL FULL - TIME POSITIONS AND FTE'S BY FUNCTION AND OCCUPATION**  
**FEBRUARY 2020**

FUNCTION/OCCUPATIONAL GROUP	Adopted Budget	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
<b>Administration</b>				
Managers/Supervisors	48	44	4	
Professional, Technical, Clerical	65	62	3	
Operational Hourlies	3	-	3	
<b>Total Administration</b>	<b>116</b>	<b>106</b>	<b>10</b>	Vacancies
<b>Operations</b>				
Managers/Supervisors	317	308	9	
Professional, Technical, Clerical	44	(4)	(4)	
Operational Hourlies	2,244	2,303	(59)	
<b>Total Operations</b>	<b>2,605</b>	<b>2,659</b>	<b>(54)</b>	Excess Bus Operators
<b>Maintenance</b>				
Managers/Supervisors	241	241	-	
Professional, Technical, Clerical	34	34	-	
Operational Hourlies	873	858	15	
<b>Total Maintenance</b>	<b>1,148</b>	<b>1,133</b>	<b>15</b>	
<b>Engineering/Capital</b>				
Managers/Supervisors	21	15	6	
Professional, Technical, Clerical	14	11	3	
Operational Hourlies	-	-	-	
<b>Total Engineering/Capital</b>	<b>35</b>	<b>26</b>	<b>9</b>	Vacancies mainly Managers
<b>Public Safety</b>				
Managers/Supervisors	8	6	2	
Professional, Technical, Clerical	5	6	(1)	
Operational Hourlies	-	-	-	
<b>Total Public Safety</b>	<b>13</b>	<b>12</b>	<b>1</b>	Vacancy
<b>Total Baseline Positions</b>				
Managers/Supervisors	635	614	21	
Professional, Technical, Clerical	162	161	1	
Operational Hourlies	3,120	3,161	(41)	
<b>Total Baseline Positions</b>	<b>3,917</b>	<b>3,936</b>	<b>(19)</b>	

**MTA BUS COMPANY**  
**February Financial Plan - 2020 Adopted Budget**  
**Utilization**  
(In millions)

	<u>February 2020</u>		<u>Year-to-date as of February 2020</u>			
	Adopted Budget	Actual	Favorable/ (Unfavorable) Variance	Adopted Budget	Actual	Favorable/ (Unfavorable) Variance
<b><u>Farebox Revenue</u></b>						
Fixed Route	\$17.771	\$16.612	(\$1.159)	\$36.511	\$33.946	(\$2.565)
<b>Total Farebox Revenue</b>	<b>\$17.771</b>	<b>\$16.612</b>	<b>(\$1.159)</b>	<b>\$36.511</b>	<b>\$33.946</b>	<b>(\$2.565)</b>
<b><u>Ridership</u></b>						
Fixed Route	9.605	9.275	(0.330)	19.720	19.021	(0.699)
<b>Total Ridership</b>	<b>9.605</b>	<b>9.275</b>	<b>(0.330)</b>	<b>19.720</b>	<b>19.021</b>	<b>(0.699)</b>

# MTA Bus – Non-Reimbursable Overtime Variance

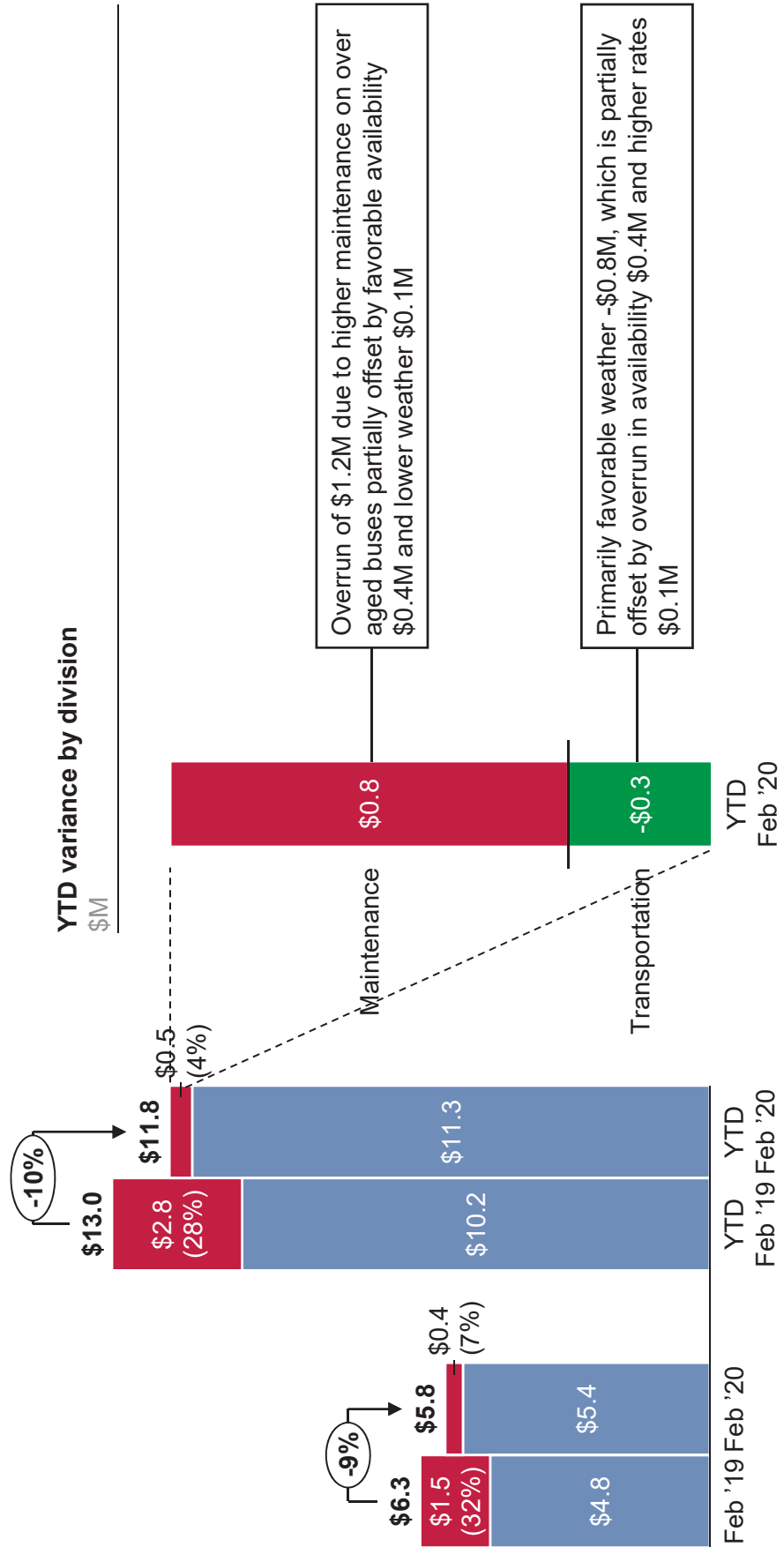
## February 2020 and YTD budget vs. variance

\$M



## Overview

- Feb 2020 YTD decrease of \$1.2M or 10% compared to February YTD 2019
- February 2020 is 7% over budget; February YTD is 4% over budget



Source: Adopted (restated) budget. GL actuals for actual overtime spending.  
 Note: MTABC 2019 and 2020 February Reimbursable Budget and Actual OT is \$0K.

## Capital Program

Alok Saha, Acting Senior Vice President



In February, a chassis wash lift was replaced as part of a project by an MTA-sponsored Small Business Mentoring Program (SBMP) at Grand Avenue Depot in Queens. This work allows the depot to accommodate and maintain both standard and articulated buses.



## March 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.

Through February 29, 2020, Transit's performance against its 2020 Capital Project Milestones was:

(\$ in Millions)

	<b><u>Planned</u></b>	<b><u>Achieved</u></b>	<b><u>%</u></b>
Construction Awards	\$785.0	\$1,120.9	143
Substantial Completions	\$365.8	\$332.4	91

In February, \$627.8 million in capital Transit projects were awarded, including 335 buses for \$249.1 million, track and switch replacement projects on various lines for \$232.6 million and an ADA accessibility project at Livonia Avenue on the Canarsie Line for \$85.3 million.

Also in February, \$213.2 million in Transit capital projects were completed, including track and switch replacement projects on various lines for \$101.8 million, signal replacement projects on various lines for \$64.1 million and a flood mitigation project at 17 fan plants systemwide for \$41.5 million.

## **Capital Program Status February 2020**

In February, \$627.8 million in capital Transit projects were awarded, including 335 buses for \$249.1 million. 209 of the buses are standard diesel and 126 of the buses are hybrid-electric standard buses. These buses will replace older buses in the city-wide fleet while providing new and improved safety and customer service technologies. The buses will be equipped with USB chargers, Wi-Fi and digital information screens with route and next stop information for improved customer service. Furthermore, all buses will come equipped with pedestrian turn warning (PTW) technology, additional on-bus cameras and exterior cameras, hi-vis windows and traffic signal priority (TSP) hardware technology.

Track and switch replacement projects on various lines were also awarded for \$232.6 million. Track will be replaced on the Brighton Line, the Flushing Line, the Lexington Line, the 8<sup>th</sup> Avenue Line, the Broadway-7<sup>th</sup> Avenue Line, the Jamaica Line, the Queens Boulevard Line and at various yards as needed. Work will include replacing equipment and materials such as signals, contact rails and ballast. Switches will be replaced on the Brighton and Sea Beach Lines, as well as at various yards as needed. Work includes replacement of existing turnouts, track switches, switch valves, connecting rails, contact rails, ballast, signal and any associated signal equipment.

Lastly, an ADA accessibility project at Livonia Avenue on the Canarsie Line was awarded for \$85.3 million. The project will provide two ADA compliant elevators, one connecting the street with the southbound platform and new passageway above the platforms and the second connecting the new passageway to the northbound platform. Other station facilities will also be made accessible; the existing head house will be reconfigured, stairs will be reconstructed and the capability to connect to Junius Street station for a future transfer between the stations will be provided.

Also in February, \$213.2 million in Transit capital projects were completed, including track and switch replacement projects on various lines for \$101.8 million. Track was replaced on the Lenox-White Plains Road Line, the Jerome Line, the Canarsie Line, the Archer Avenue Line, the Brighton Line (south of 7<sup>th</sup> Avenue) and along the Manhattan Bridge. Work included replacing equipment and materials such as signals, contact rails and ballast. Switches were replaced on the 6<sup>th</sup> Avenue Line, the Queens Boulevard Line, the Broadway-7<sup>th</sup> Avenue Line and at various yards as needed. Work included replacement of existing turnouts, track switches, switch valves, connecting rails, contact rails, ballast, signal and any associated signal equipment.

Furthermore, signal replacement projects on various lines were completed for \$64.1 million. Signal cables, stops and air lines have been replaced at critical areas system-wide as a part of the ongoing Subway Action Plan. 277 stops were modernized by converting induction stop machines to capacitor type stop machines. Cables were replaced at 192 locations and air lines were replaced at 145 locations to bring the equipment to a state of good repair. This work will help maintain service reliability system-wide.

Lastly, a flood mitigation project at 17 fan plants system-wide was completed for \$41.5 million. Superstorm Sandy exposed flooding vulnerabilities all over the transit system; this project achieves flood mitigation at vulnerable fan plants by providing waterproofing treatments like mechanical closure devices or sealants to hatch entrances, ventilators, emergency exits, critical

room doors and other openings. These resiliency solutions will ensure that the most critical fan plants will remain operational in a future storm event.

## CAPITAL PROJECT MILESTONE SUMMARY 2020

(Through February 29, 2020)

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

### February

Construction Awards	291.9	17	627.8	20	215.1	117.6
Substantial Completions	128.7	8	213.2	17	165.7	212.5

### 2020 Year-To-Date

Construction Awards	785.0	17	1,120.9	23	142.8	135.3
Substantial Completions	365.8	8	332.4	24	90.9	300.0

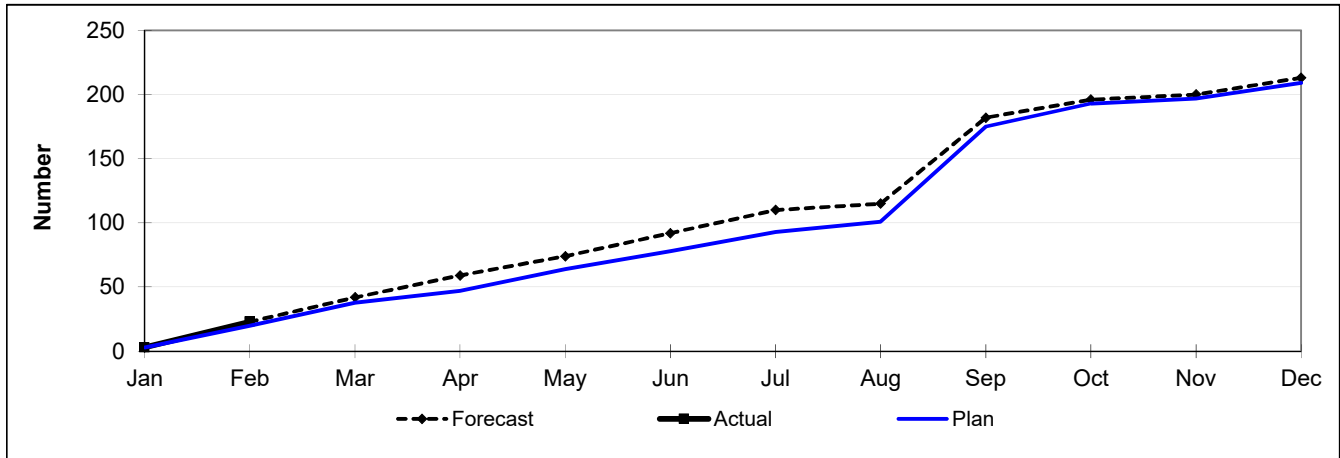
### 2020 Projected To-Year-End

	Initial Plan		Current Forecast		%(\$)	%(#)
Construction Awards	8,482.9	209	8,617.0	213	101.6	101.9
Substantial Completions	2,890.2	174	2,914.4	174	100.8	100.0

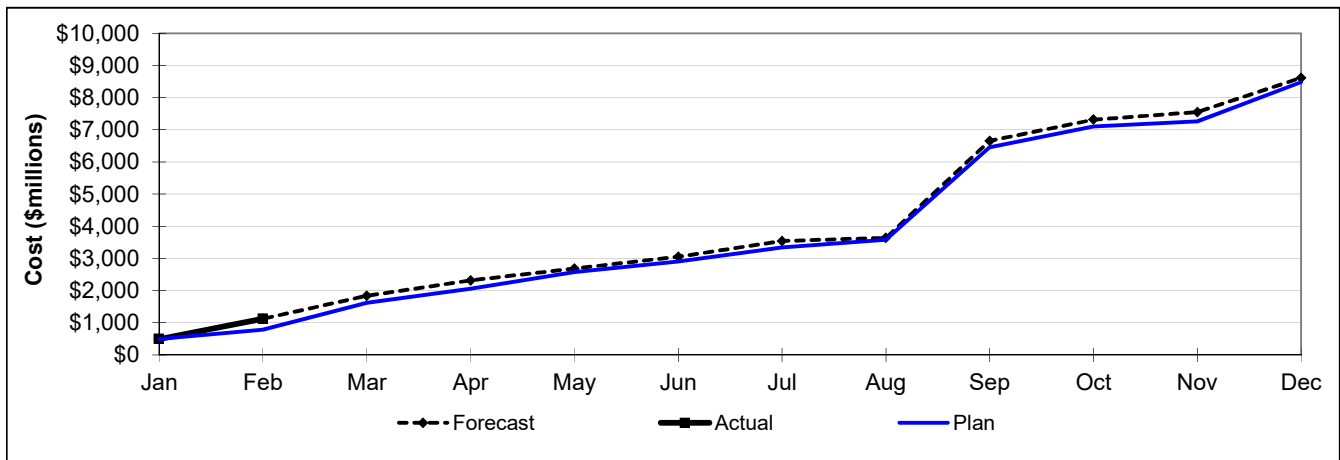
Totals do not include contingency, emergency funds and miscellaneous reserves; performance percentages include early accomplishments.

## 2020 Awards Charts

As of February 2020



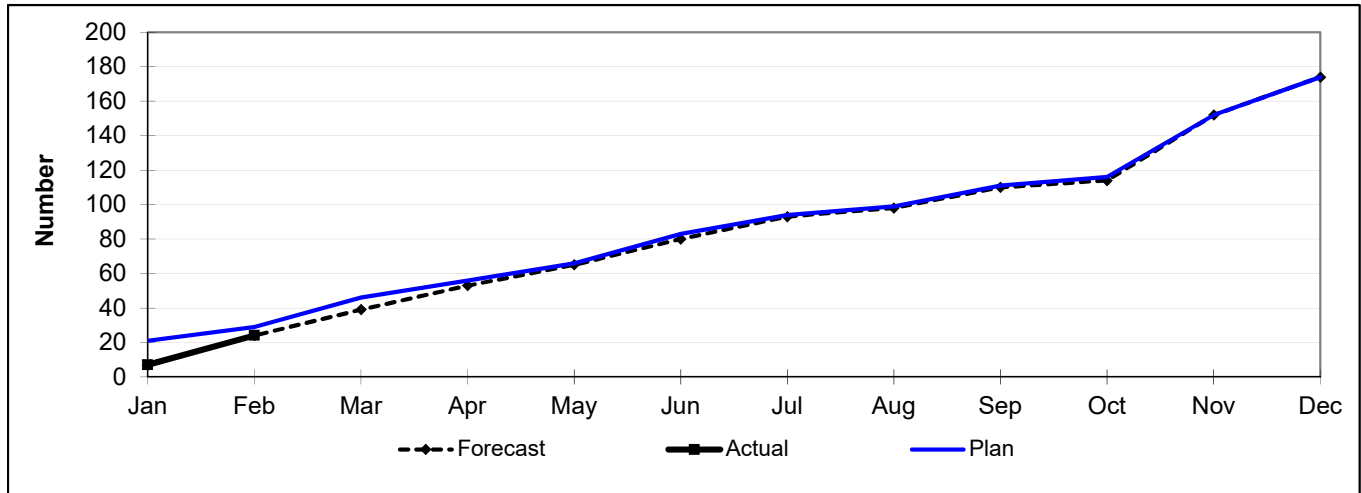
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Forecast</b>			19	17	15	18	18	5	67	14	4	13
<b>Actual</b>	3	20	18	9	17	14	15	8	74	18	4	12
<b>Plan</b>	3	17	18	9	17	14	15	8	74	18	4	12
<b>Cummulative</b>												
<b>Forecast</b>			42	59	74	92	110	115	182	196	200	213
<b>Actual</b>	3	23	42	59	74	92	110	115	182	196	200	213
<b>Plan</b>	3	20	38	47	64	78	93	101	175	193	197	209



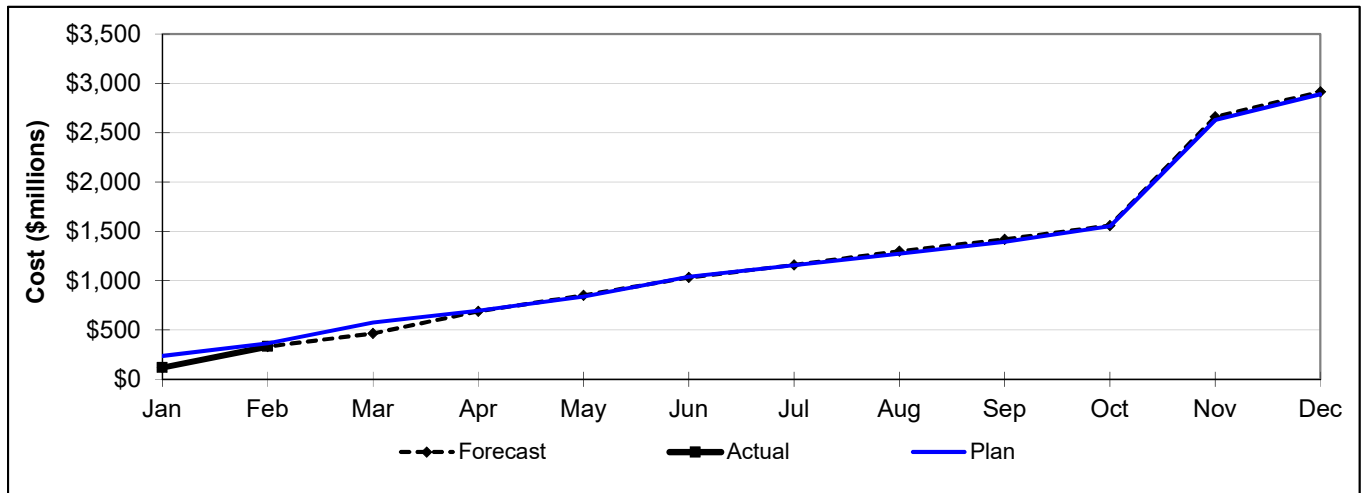
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Forecast</b>			718.7	477.6	368.7	371.2	487.2	96.2	3,012.6	664.5	231.6	1,067.7
<b>Actual</b>	493.1	627.8	833.0	444.8	514.9	331.3	432.0	238.4	2,876.6	646.8	159.4	1,220.9
<b>Plan</b>	493.1	291.9	833.0	444.8	514.9	331.3	432.0	238.4	2,876.6	646.8	159.4	1,220.9
<b>Cummulative</b>												
<b>Forecast</b>			1,839.6	2,317.2	2,686.0	3,057.2	3,544.4	3,640.6	6,653.2	7,317.7	7,549.3	8,617.0
<b>Actual</b>	493.1	1,120.9	1,618.0	2,062.7	2,577.6	2,908.9	3,340.9	3,579.2	6,455.8	7,102.6	7,262.0	8,482.8
<b>Plan</b>	493.1	785.0	1,618.0	2,062.7	2,577.6	2,908.9	3,340.9	3,579.2	6,455.8	7,102.6	7,262.0	8,482.8

## 2020 Substantial Completions Charts

As of February 2020



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Forecast	7	17	39	53	65	80	93	98	110	114	152	174
Actual	7	17	39	53	65	80	93	98	110	114	152	174
Plan	21	8	17	10	10	17	11	5	12	5	36	22
<b>Cummulative</b>												
Forecast	7	24	63	116	181	261	354	452	562	676	828	1002
Actual	7	24	63	116	181	261	354	452	562	676	828	1002
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	119.2	213.2	464.9	690.3	850.6	1,034.7	1,159.7	1,299.7	1,419.0	1,559.8	2,662.5	2,914.5
Actual	119.2	213.2	464.9	690.3	850.6	1,034.7	1,159.7	1,299.7	1,419.0	1,559.8	2,662.5	2,914.5
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
<b>Cummulative</b>												
Forecast	119.2	332.4	800.1	1,490.4	2,341.0	3,375.7	4,535.4	5,835.1	7,254.1	8,813.9	11,476.4	14,390.9
Actual	119.2	332.4	800.1	1,490.4	2,341.0	3,375.7	4,535.4	5,835.1	7,254.1	8,813.9	11,476.4	14,390.9
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

# NYCT Procurements

PROCUREMENTS

The Procurement Agenda this month includes 1 action for a proposed expenditure of \$14.0M.



<b>Subject</b>	Request for Authorization to Award Various Procurements				
<b>Department</b>	Procurement & Supply Chain – NYCT				
<b>Department Head Name</b>	Louis A. Montanti				
<b>Department Head Signature</b>					
<b>Project Manager Name</b>	Rose Davis				
<b>Board Action</b>					
<b>Order</b>	<b>To</b>	<b>Date</b>	<b>Approval</b>	<b>Info</b>	<b>Other</b>
1	Committee	3/23/20			
2	Board	3/25/20			

March 20, 2020			
<b>Department</b>			
<b>Department Head Name</b>			
<b>Department Head Signature</b>			
<b>Internal Approvals</b>			
	<b>Approval</b>		<b>Approval</b>
	President NYCT		Acting Pres. MTA Bus/SVP DOB
	SVP Operations Support	X	Subways
X	Capital Prog. Management	X	Diversity/Civil Rights
X	Law		

<b>Internal Approvals (cont.)</b>							
<b>Order</b>	<b>Approval</b>	<b>Order</b>	<b>Approval</b>	<b>Order</b>	<b>Approval</b>	<b>Order</b>	<b>Approval</b>

**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:**

Schedules Requiring Majority Vote:

Schedule J: Modifications to Miscellaneous Procurement Contracts	1	\$	14.0 M
• Siemens Mobility, Inc.		\$	14.0 M
SUBTOTAL	1	\$	14.0 M
TOTAL	1	\$	14.0 M

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

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

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

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

**MTA 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.

MARCH 2020

LIST OF NONCOMPETITIVE PROCUREMENTS FOR BOARD APPROVAL

Procurements Requiring Majority Vote:

**J. Modification to Miscellaneous Procurement Contracts**

(Staff Summaries required for items estimated to be greater than \$1,000,000.)

- |   |                            |                                      |
|---|----------------------------|--------------------------------------|
| <b>1. Siemens Mobility, Inc.</b>  | <b>\$14,000,000 (Est.)</b> | <b><u>Staff Summary Attached</u></b> |
| <b>Contract # CMM-589.2</b>   |                            |                                      |
| Modification to the contract to provide software and systems support services for NYC Transit's Public Address/Customer Information Screens Phase II ("PA/CIS II"); in order to (1) extend the contract term for a period of five years; and (2) add funding. |                            |                                      |

Item Number: 1

<b>Vendor Name (Location)</b> Siemens Mobility, Inc (New York, New York)
<b>Description</b> System Software and Enhancement Support Services For the PA/CIS Phase II System
<b>Contract Term (including Options, if any)</b> May 1, 2014–April 30, 2020
<b>Option(s) included in Total Amount?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> n/a
<b>Procurement Type</b> <input type="checkbox"/> Competitive <input checked="" type="checkbox"/> Noncompetitive
<b>Solicitation Type</b> <input type="checkbox"/> RFP <input type="checkbox"/> Bid <input checked="" type="checkbox"/> Other: Modification
<b>Funding Source</b> <input checked="" type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:
<b>Requesting Dept./Div., Dept./Div. Head Name:</b> MTA-IT, Michael Moran

<b>Contract Number</b> CMM-589	<b>AWO/Mod. #</b> 2
<b>Original Amount:</b>	\$ 7,727,800
<b>Option Amount:</b>	\$ 5,110,671
<b>Total Amount:</b>	\$ 12,838,471
<b>Prior Modifications:</b>	\$ 0
<b>Prior Budgetary Increases:</b>	\$ 0
<b>Current Amount:</b>	\$ 12,838,471
<b>This Request:</b>	\$ 14,000,000 (Est.)
<b>% of This Request to Current Amount:</b>	109.1%
<b>% of Modifications (including This Request) to Total Amount:</b>	109.1%

**Discussion:**

This modification is to obtain Board approval to (1) extend the contract term for a period of five years (May 1, 2020–April 30, 2025) for Siemens Mobility, Inc. (“Siemens”) to continue to provide software and systems support services for NYC Transit’s Public Address/Customer Information Screens Phase II (“PA/CIS II”); and (2) add funding in the estimated amount of \$14,000,000.

PA/CIS II is a public-facing system that delivers real-time train arrival as well as service disruption information and public service announcements to NYC Transit’s ridership. PA/CIS II is an integrated system of hardware and software with operator consoles and software test facility at the Rail Control Center, with backup systems at the Backup Command Center. The system software was developed by Siemens and uses the SONET/ATM Network for its communications backbone. The system delivers audio and visual train location/movement data to platform and control area signs along with public announcements. PA/CIS II now delivers audio and visual data to 177 stations along the A Division lines including 21 stations on the Flushing line. Audio only is delivered to 99 stations along the B Division lines.

The original PA/CIS II contract was competitively awarded to Siemens with full deployment of the system on the 156 A Division stations completed in 2012 and included a one-year warranty. The design allows for expansion of the system to all NYC Transit’s subway stations. The system was expanded to 99 B Division stations in 2018 and 2019, and to the Flushing line stations in 2019. Over the next five years, 100 additional B Division stations, including the 24 stations along the Canarsie line, will be converted to PA/CIS II. Visual alert of train arrival for the B Division is provided through the Beacon system.

In December 2013, the Board approved the award of this noncompetitive miscellaneous procurement contract to Siemens to provide software and systems support services for the PA/CIS II system. The award was made on a noncompetitive basis because Siemens (1) designed and developed the software system that is configured to NYC Transit signaling procedures and rules; and (2) is uniquely qualified to provide assistance to NYC Transit personnel. (As developer and integrator of the system software, Siemens initiates and issues all software updates and upgrades for which it is the only source.) This service contract was awarded in the estimated amount of \$12,838,471, and consisted of a three-year base in the amount of \$7,727,800 and a two-year option in the amount of \$5,110,671. The option was exercised and extended the contract through April 30, 2019. The contract was further extended for one additional year under Modification 1, through April 30, 2020. No additional funding was required for Modification 1.

The contract covers software support and emergency response as well as a provision for task orders for system enhancements. While the in-house staff is able to respond to a wide range of situations, and provides much of the support, Siemens support is necessary for complex and critical failures, patch development, and software upgrades. Under this contract, Siemens provides software support and emergency response services related to critical system failures. Software enhancements and new initiative support services are handled under task orders. Task orders address the need for system enhancements and changes to the software environment resulting from design and field changes to the signal system. All support services and task orders are based on labor rates and terms and conditions established in the contract.

The contract includes a provision for a software support monthly service fee averaging \$14,038 valued at the amount of \$842,319 for the five-year extension. This provision ensures availability and guaranteed response times from Siemens for 24/7 emergency support and covers all administrative, resourcing, and licensing expenses. Siemens is required to respond to emergency calls within 90 minutes and start work within two hours. In addition to the monthly service fee, this contract extension includes \$13,157,681 for planned task orders for various system upgrades and enhancements over the five-year period. Of this value, a pool of 35,760 hours spread among six engineering titles valued at the amount of \$9,046,522 has been established for this extension to ensure availability of engineering resources. This value is guaranteed to Siemens and will be used toward task orders issued under the contract. Monies will be deducted from the pool amount with each task order until the pool is reduced to zero and no more guaranteed amount remains.

Siemens' labor rates were negotiated with input and analysis from MTA Audit and the Cost Price Analysis unit. Those rates are subject to annual escalation based on an established Producer Price Index. These negotiated rates have been used in a number of contracts with Siemens including this contract. Additionally, the rates have been compared to rates charged by two other contractors who perform similar work and are competitive with those rates. The price for this extension has been deemed fair and reasonable.

This contract extension is subject to review and approval of the Office of the New York State Comptroller, and an award will not be made prior to this approval.

In connection with a previous contract awarded to Siemens, Siemens 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 Office in consultation with the MTA General Counsel in August 2016. No new SAI has been found relating to Siemens and Siemens has been found to be responsible. A Contractor Compliance Program was put in place for Siemens in April 2018.



## Standard Follow-Up Report: Transit Recidivism Report 4th Quarter 2019

This quarterly report provides the Transit Committee with information on arrests of persons charged repeatedly with commission of crimes in the subway system. The Transit Recidivist Initiative was commenced in August 2016 to focus attention and law enforcement resources on recidivist subway crime in two primary areas in which it is concentrated: sex offenses and the index felony crimes of grand larceny and robbery.

The following highlights information reported to New York City Transit by the NYPD Transit Bureau concerning arrests in the subway system, made during the 4th Quarter of 2019, of persons who had arrest records for prior index felony crimes or sex offenses committed in the subway system. For further statistical information, see the Chart on the following page.

- Total transit recidivist arrests for 4th Quarter 2019 totaled 59, a decrease as compared to 3<sup>rd</sup> Quarter 2019 (76 arrests). The total recidivist arrests for the 4th Quarter 2019 is lower than the average quarterly number of recidivist arrests in 2019 (which is 71).
- Index felony recidivist arrests for the 4th Quarter 2019 were slightly lower than in 3<sup>rd</sup> Quarter 2019 (44 such arrests compared to 49 in the prior period). Robbery recidivist arrests decreased (14 in the 4<sup>th</sup> Quarter 2019 compared to 21 in the 3<sup>rd</sup> Quarter). Grand larceny recidivist arrests in the 4<sup>th</sup> Quarter also decreased slightly (19 arrests in the 4<sup>th</sup> Quarter versus 21 in the prior three-month period). Combined, the offenses of grand larceny and robbery in the 4<sup>th</sup> Quarter accounted for about 75% (33 out of 44) of the index felony crime recidivist arrests during the period. Eleven assault arrests were made in the 4th Quarter, accounting for the remainder.
- There were 15 sex offense recidivist arrests for the 4th Quarter 2019, compared to 27 such arrests for the prior period. Fourth Quarter forcible touch and public lewdness arrests decreased (10 in the 4th Quarter compared to 18 in 3<sup>rd</sup> Quarter 2019). Arrests of recidivists for persistent sex abuse were slightly lower (from 6 such arrests in the 3<sup>rd</sup> Quarter to 5 in the current period).
- We continue to work with NYPD Transit Bureau leadership toward the shared goal of effective arrest and prosecution of recidivist sex offenses and index felony crimes committed in our subways.

**David Farber**  
General Counsel, NYCT and MTA Bus

# MTA New York City Transit

## Transit Recidivism Report

### Statistical Summary: 4th Quarter 2019 Update

	4th Quarter 2019	3rd Quarter 2019	2019 Quarterly Average	Year to Date 2019
<b>Recidivist Arrests</b>				
Index Felony Recidivist Arrests	44	49	49	194
Sex Offense Recidivist Arrests	<u>15</u>	<u>27</u>	<u>22</u>	<u>87</u>
Total Recidivist Arrests	59	76	71	281
<b>Distribution by Offense</b>				
<b><u>Index Felonies</u></b>				
Grand Larceny	19	21	20	78
Robbery	14	21	20	78
Assault	11	7	10	37
Other	0	0	1	1
<b><u>Sex Offenses</u></b>				
Forcible Touch	5	12	8	32
Public Lewdness	5	6	6	23
Persistent Sex Abuse	5	6	6	23
Other	0	3	2	9
<b>Distribution by County</b>				
New York	32	35	32	128
Kings	14	21	18	71
Bronx	10	15	14	54
Queens	3	5	7	28

**Source:** NYPD Transit Bureau data reporting individuals arrested in Transit system for index felony crimes or sex offense crimes. For Fourth Quarter 2019, data includes arrests where arrestee had a prior record of arrest in the Transit system for two or more index felony or sex offense crimes.





# Standard Follow-up Report: Fare Evasion, 4th Quarter 2019

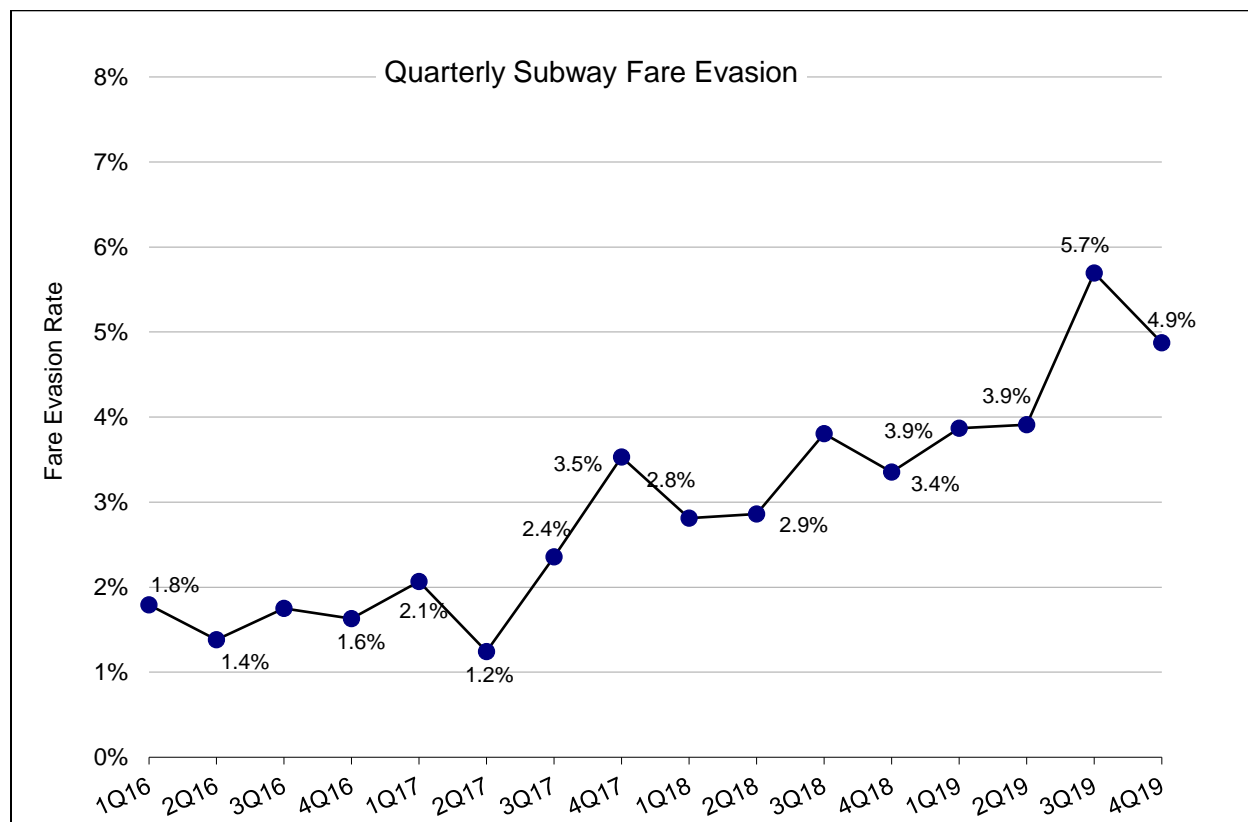
This quarterly report provides fare evasion rates and estimated revenue lost on subways and buses based on staff surveys of stations and routes.

## Subway Fare Evasion Results

Subway fare evasion in the fourth quarter of 2019 (Q4 2019) was 4.9%, which was down 14.6% compared to the previous quarter when it was 5.7%. Since the start of the third quarter of 2019, new improved subway survey methodologies have been implemented.

	Oct-Dec 2019 (4Q19)	Jul-Sep 2019 (3Q19)	Percentage Change (4Q19 vs 3Q19)	Oct-Dec 2018 (4Q18)	Percentage Change (4Q19 vs 4Q18)	12 Mo. Ending Dec 2019	12 Mo. Ending Dec 2018	Percentage Change
Total Subway Fare Evasion	4.9%	5.7%	-14.6%	3.4%	+45.4%	5.0%	3.2%	+56.2%
Estimated Fare Evasion Revenue Loss (\$ Millions)	\$37	\$44	-17.1%	\$18	+99.5%	\$142	\$71	+100.3%

Enforcement Actions								
TOS TABS Summonses	16,420	17,267	-4.9%	17,097	-4.0%	73,042	53,141	+37.4%
TOS C-Summonses	477	587	-18.7%	710	-32.8%	2,457	1,827	NA
TOS Arrests	543	633	-14.2%	1,019	-46.7%	3,108	5,908	-47.4%
<b>Total Enforcement Actions</b>	<b>17,440</b>	<b>18,487</b>	<b>-5.7%</b>	<b>18,826</b>	<b>-7.4%</b>	<b>78,607</b>	<b>60,876</b>	<b>+29.1%</b>

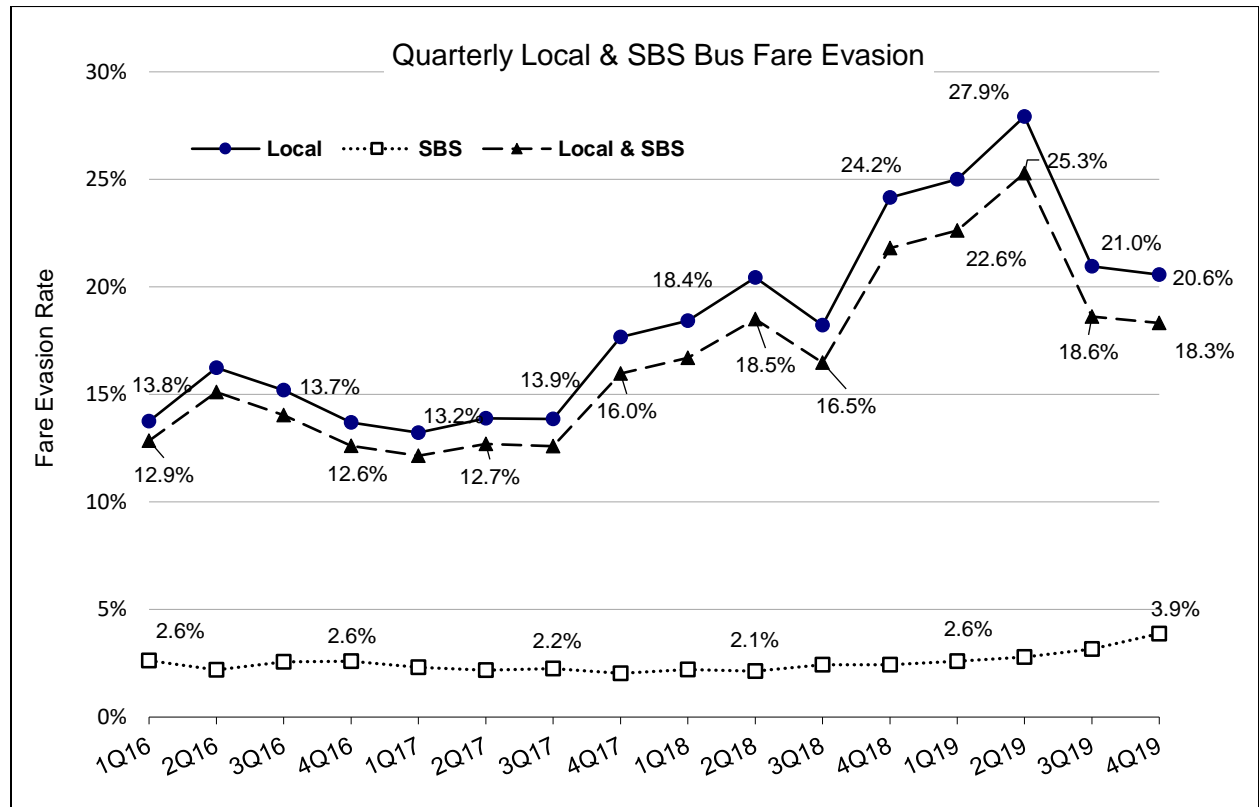


## Bus Fare Evasion Results

The Bus fare evasion rate was 18.3% in Q4 2019, down 1.6% compared to the previous quarter when it was 18.6%. Since the start of the third quarter of 2019, new improved bus survey methodologies have been implemented.

**Bus Fare Evasion Survey Summary**

Bus Fare Evasion	Oct-Dec 2019 (4Q19)	Jul-Sep 2019 (3Q19)	Percentage Change (4Q19 vs 3Q19)	Oct-Dec 2018 (4Q18)	Percentage Change (4Q19 vs 4Q18)	12 Mo. Ending Dec 2019	12 Mo. Ending Dec 2018	Percentage Change
Local Bus Evasion (Excl SBS)	20.6%	21.0%	-1.9%	24.2%	-14.8%	22.8%	20.3%	+12.4%
Select Bus Service (SBS) Evasion	3.9%	3.2%	+22.8%	2.4%	+59.7%	3.0%	2.3%	+32.0%
<b>Total Local &amp; SBS Bus Evasion</b>	<b>18.3%</b>	<b>18.6%</b>	<b>-1.6%</b>	<b>21.8%</b>	<b>-16.0%</b>	<b>20.4%</b>	<b>18.4%</b>	<b>+11.3%</b>
Estimated Fare Evasion Revenue Loss (\$ Millions)	\$30	\$40	-23.8%	\$46	-34.1%	\$163	\$142	+14.9%





## **New York City Transit**

**Sarah Feinberg**  
Interim President  
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