



Transit and Bus Committee Meeting

October 2020

Committee Members

H. Mihaltses (Chair)

V. Calise (Vice Chair)

A. Albert

J. Barbas

N. Brown

L. Cortés-Vázquez

R. Glucksman

D. Jones

L. Lacewell

R. Linn

D. Mack

R. Mujica

J. Samuelsen

L. Schwartz



MTA New York City Transit recently launched their “Hero of the Week” program, which regularly spotlights an NYCT employee or employees for standing out in the day-to-day operation of our system. The inaugural honors went to Structural Maintainer Roberto Ritcher and CTA Cha-Nikka Cheatham for their outstanding efforts that resulted in a life saved when a customer fell onto the tracks at the Jay St-MetroTech station. The term “Hero” at NYCT takes on a broader approach through this program, as every role and every effort in the organization contributes to the larger, collaborative heroism performed to get our community where they need to be.

New York City Transit and Bus Committee Meeting

2 Broadway, Ronan Board Room

Wednesday, 10/28/2020

10:00 AM - 5:00 PM ET

1. PUBLIC COMMENT PERIOD

2. SUMMARY OF ACTIONS

Summary of Actions - Page 4

3. APPROVAL OF MINUTES – SEPTEMBER 23, 2020

Minutes - September 23, 2020 - Page 5

4. COMMITTEE WORK PLAN

Work Plan October 2020 - Page 6

5. PRESIDENT'S REPORT

a. Customer Service Report

i. Subway Report

Subway Report - Page 14

ii. NYCT, MTA Bus Reports

Bus Report - Page 41

iii. Paratransit Report

Paratransit Report - Page 63

iv. Accessibility Update

Accessibility Update - Page 77

v. Strategy & Customer Experience Report

Strategy and Customer Experience Report - Page 79

b. Safety Report

Safety Report - Page 85

c. Crime Report

Crime Report - Page 90

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

NYCT, SIR and Bus Financial and Ridership Reports - Page 96

e. Capital Program Status Report

Capital Program Status Report - Page 144

6. PROCUREMENTS

Procurement Cover, Staff Summary and Resolution - Page 150

a. Non-Competitive (none)

b. Competitive

Competitive - Page 155

c. Ratifications (none)

d. C&D Procurements

C&D Procurements - Page 159

7. STANDARD FOLLOW UP REPORTS

a. Customer Satisfaction Report, 3rd Qtr 2020

Customers Count Survey - 3rd Qtr 2020 - Page 165

b. Transit Recidivism Report, 2nd Qtr 2020

Transit Recidivism Report - 2nd Qtr 2020 - Page 210

8. OUTSTANDING BUSINESS (No Materials)

9. EXECUTIVE OFFICE CONTACT INFORMATION

Contact Page - Page 212

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

Responsible Department	Vendor Name	Total Amount	Summary of action
<i>Procurement & Supply Chain</i>	Arro	\$145,184,092	Multiple three-year, estimated quantity, miscellaneous service contracts for Broker Car Service for Paratransit.
<i>Procurement & Supply Chain</i>	Greenpoint Transit LLC (A subsidiary of Via Transportation, Inc.)	\$132,755,242	Multiple three-year, estimated quantity, miscellaneous service contracts for Broker Car Service for Paratransit.
<i>Procurement & Supply Chain</i>	LimoSys LLC	\$148,598,586	Multiple three-year, estimated quantity, miscellaneous service contracts for Broker Car Service for Paratransit.
<i>Procurement & Supply Chain</i>	Corporate Transportation Group	\$153,107,953	Multiple three-year, estimated quantity, miscellaneous service contracts for Broker Car Service for Paratransit.
<i>MTA C&D</i>	<i>TC Electric, LLC/J-Track, LLC (JV)</i>	\$8,600,000	<i>Modification (No. 1) to Contract P36444 for pump room controls upgrades for the 53rd Street Tube</i>

**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
September 23, 2020**

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

Because of the ongoing COVID-19 public health crisis, the MTA Chairman convened a one-day, virtual Board and Committee meeting session on September 23, 2020, which included the following committees:

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

To see a summary of the meeting and the actions taken by New York City Transit and Bus Committee, please refer to the September 23, 2020 Board minutes in the September Board Book available here on the Board materials website: <https://new.mta.info/transparency/board-and-committee-meetings/september-2020>. -



2020 Transit & Bus Committee Work Plan

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

 Procurement & Supply Chain
 Operations Planning
 Management & Budget
 Capital Planning & Budget
 As Listed

II. SPECIFIC AGENDA ITEMS

Responsibility

October 2020

Public Comment/Committee review of budget
 Quarterly Customer Satisfaction Report, 3rd Qtr 2020
 2021 Preliminary NYCT Budget
 2021 Preliminary SIR Budget
 2021 Preliminary MTA Bus Budget
 Transit Recidivism Report, 2nd Qtr, 2020

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

November 2020

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

Law
 Law
 Management & Budget

December 2020

NYCT 2021 Adopted Budget/Financial Plan 2021-2024
 SIR 2021 Adopted Budget/Financial Plan 2021-2024
 MTA Bus 2021 Adopted Budget/Financial Plan 2021-2024
 NYCT & MTA Bus EEO & Diversity Report, 3rd Qtr, 2020
 Transit Recidivism Report, 3rd Qtr, 2020

Management & Budget
 Management & Budget
 Management & Budget
 EEO & Human Resources
 Law

January 2021

Approval of 2021 NYCT Committee Work Plan
 Customer Satisfaction Report 2020
 Preliminary Review of NYCT 2020 Operating Results
 Preliminary Review of SIR 2020 Operating Results
 Preliminary Review of MTA Bus 2020 Operating Results

Committee Chair & Members
 Strategy & Customer Experience
 Management & Budget
 Management & Budget
 Management & Budget

II. SPECIFIC AGENDA ITEMS (con't)

Responsibility

February 2021

NYCT Adopted Budget/Financial Plan 2021-2024	Management & Budget
SIR Adopted Budget/Financial Plan 2021-2024	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

March 2021

Transit Recidivism Report, 4th Qtr, 2020	Law
Fare Evasion Report, 4th Qtr, 2020	Management & Budget

April 2021

Final Review of NYCT 2020 Operating Results	Management & Budget
Final Review of SIR 2020 Operating Results	Management & Budget
Final Review of MTA Bus 2020 Operating Results	Management & Budget
Transit Adjudication Bureau Report, 1st Qtr, 2021	Law
Quarterly Customer Satisfaction Report, 1st Qtr, 2021	Strategy & Customer Experience

May 2021

Transit Adjudication Bureau Report, 1st Qtr, 2021	Management & Budget
NYCT & MTA Bus EEO & Diversity Report, 1st Qtr, 2021	EEO & Human Resources

June 2021

Transit Recidivism Report, 1st Qtr, 2021	Law
Fare Evasion Report, 1st Qtr, 2021	Management & Budget

July 2021

Quarterly Customer Satisfaction Report, 2nd Qtr, 2021	Strategy & Customer Experience
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August 2021

No Meetings Held

September 2021

Public comment/Committee review of budget	
2021 NYCT Mid-Year Forecast Monthly Allocation	Management & Budget
2021 SIR Mid-Year Forecast Monthly Allocation	Management & Budget
2021 MTA Bus Mid-Year Forecast Monthly Allocation	Management & Budget
2022 Preliminary NYCT Budget	Management & Budget
2022 Preliminary SIR Budget	Management & Budget
2022 Preliminary MTA Bus Budget	Management & Budget
Transit Adjudication Bureau Report, 2nd Qtr, 2021	Law
NYCT & MTA Bus EEO & Diversity Report, 2nd Qtr, 2021	EEO & Human Resources
Fare Evasion Report, 2nd Qtr, 2021	Management & Budget

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)

OCTOBER 2020

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 SIR 2021 Preliminary Budget.

2021 MTA Bus Preliminary Budget

Public comments will be accepted on the MTA Bus 2021 Preliminary Budget.

Customer Satisfaction Report

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

Transit Recidivism Report, 2nd Qtr, 2020

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

NOVEMBER 2020

Transit Adjudication Bureau Report, 3rd Qtr, 2020

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

Charter for Transit Committee

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

Fare Evasion Report, 3rd Qtr, 2020

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

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.

II. SPECIFIC AGENDA ITEMS (con't)

MTA Bus 2021 Adopted Budget/Financial Plan 2021-2024

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

EEO & Diversity Report, 3rd Qtr, 2020

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

Transit Recidivism Report, 3rd Qtr, 2020

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

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.

Customer Satisfaction Report, 2020

Recurring 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 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 2020-2024 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.

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 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.

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, 4th Qtr, 2020

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

EEO & Diversity Report- 2020 Year-End Report

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

MARCH 2021

Transit Recidivism Report, 4th Qtr, 2020

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

Fare Evasion Report, 4th Qtr, 2020

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

APRIL 2021

Final Review of NYCT 2020 Operating Results

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

Final Review of SIR 2020 Operating Results

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

Final Review of MTA Bus 2020 Operating Results

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

II. SPECIFIC AGENDA ITEMS (con't)

Quarterly Customer Satisfaction Report, 1st Qtr 2021

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

MAY 2021

Transit Adjudication Bureau Report, 1st Qtr, 2021

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

JUNE 2021

EEO & Diversity Report, 1st Qtr, 2021

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, 1st Qtr, 2021

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

Fare Evasion report, 1st Qtr, 2021

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 2021

Quarterly Customer Satisfaction Report, 2nd Qtr 2021

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

AUGUST 2021

No Meetings Held

SEPTEMBER 2021

2021 NYCT Mid-Year Forecast Monthly Allocation

NYCT will present a monthly allocation of its 2021 Mid-Year Forecast including revenues/receipts, expenses/expenditures, ridership and positions to the Committee.

2021 SIR Mid-Year Forecast Monthly Allocation

NYCT will present a monthly allocation of SIR's 2021 Mid-Year Forecast including

II. SPECIFIC AGENDA ITEMS (con't)

revenues/receipts, expenses/expenditures, ridership and positions to the Committee.

2021 MTA Bus Mid-Year Forecast Monthly Allocation

MTA Bus will present its monthly allocation of MTA Bus' 2021 Mid-Year Forecast including revenues/receipts, expenses/expenditures, ridership and positions to the Committee.

2022 NYCT Preliminary Budget

Public comments will be accepted on the 2022 Preliminary Budget.

2022 SIR Preliminary Budget

Public comments will be accepted on the 2022 Preliminary Budget.

2022 MTA Bus Preliminary Budget

Public comments will be accepted on the 2022 Preliminary Budget.

Transit Adjudication Bureau Report, 2nd Qtr, 2021

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

Fare Evasion report, 2nd Qtr, 2021

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

EEO & Diversity Report, 2nd Qtr, 2021

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.

Customer Service Report: Subways

Frank Jezycki, Acting Senior Vice President



On September 20, an army of maintenance personnel worked through the night to repair track, third rail, and structural columns that were damaged after a vandal caused a derailment at 14th Street. Here, crews complete final checks on the repaired track in time to restore full service for the Monday morning rush hour.

October 2020 Highlights: Subways

The Subways team remains vigilant in our ongoing efforts to protect our employees and customers from COVID-19. Subway and Staten Island Railway stations have been cleaned and sanitized more than 200,000 times during the pandemic, while subway and SIR cars have been cleaned and sanitized over 3.6 million times. Hand sanitizer dispensers have been installed in every station, free disposable masks continue to be available at station booths, and markings on platforms and near vending machines help customers maintain a safe distance. Ongoing efforts also ensure that employees have all of the PPE they need and that facilities are kept sanitized and with appropriate modifications to ensure safety and distancing. Data is monitored and shared with the Subways leadership team daily so we can react quickly if conditions change.

Operational performance was very strong in September. There were only 16 major incidents, half as many as in September 2019, and on-time performance was just below 90%. Although the current operating conditions mean these results are not necessarily comparable to past performance, we are very pleased that such high levels of performance have continued even as subway ridership continues to steadily increase.

I am particularly pleased to report significant improvement in subway car Mean Distance Between Failures (MDBF). Not only did September 2020 MDBF increase by nearly 33% compared to one year ago, but cars in the A Division reached their highest MDBF on record, exceeding a level last seen over 15 years ago. Improving subway car reliability has been an area of focus and investment for Subways over the past several years, and this reflects those efforts. Kudos to the team from Car Equipment for delivering on this important improvement.

On Sunday morning, September 20, an individual intentionally put items on the tracks at 14th Street-8th Avenue, derailing an uptown A train. Although we were fortunate that no one was seriously injured or killed, there was extensive damage to the train, track, third rail, and columns. Throughout the day, Subways staff cooperated with the police investigation and assisted customers with finding alternative routes while preparations were made to re-rail the affected train. Once the train was moved, an army of maintainers undertook repairs so service could safely resume by 5 a.m. the next morning. The response to the derailment is yet another example of how the Subways team is unlike any other, demonstrating an amazing level of cooperation, dedication, and professionalism under trying circumstances. No matter what challenges arise, the team is ready to immediately respond, ensure the safety of everyone involved, and get service running for our customers as quickly as possible. I'm proud to lead them and thank them for all that they have done and continue to do.

Finally, I'd like to acknowledge Subway Day, which is held each October 27th to recognize the anniversary of the opening of the first subway line in New York City. Since its first day of operation in 1904, the subway has been an essential service and economic engine of the city, bringing New Yorkers to work, school, doctor's appointments, shopping, and countless other activities through both good times and bad. As the current stewards of the system, we look back on the accomplishments of those who built and maintained the system before us and remain committed to ensuring that we continue to improve the system for future generations. Happy anniversary!

Frank Jezycki

Acting Senior Vice President, Department of Subways

Subway Report (Weekday & Full Month)

Subway Report Performance Indicators						
Performance Indicator	September 2020			12-Month Average		
	This Year	Last Year	Change	This Year	Last Year	Change
Weekday Customer-Focused Metrics						
Weekday Major Incidents (Chart 1) Unplanned incidents delaying 50+ trains	16	32	-50.0%	28.9	49.4	-41.5%
Weekday Service Delivered (Chart 3) % of scheduled trains operated Weekday rush hours (7-10a and 4-7p)	96.8%	97.4%	-0.6%	96.5%	96.4%	+0.1%
Additional Platform Time (h:mm:ss) (Chart 7) Average added time spent waiting for trains, compared with scheduled wait time	0:01:07	0:01:03	+0:00:04	0:01:08	0:01:13	-0:00:05
Additional Train Time (h:mm:ss) (Chart 9) Average additional unanticipated time spent onboard train compared to scheduled travel time	0:00:08	0:00:50	-0:00:42	0:00:46	0:00:58	-0:00:12
Customer Journey Time Performance (Chart 11) % of customers whose journeys are completed within five minutes of schedule.	86.1%	84.7%	+1.7%	84.8%	82.7%	+2.5%
Inputs to Operations						
Mean Distance Between Failures (Chart 13) Revenue car miles divided by the number of delays attributed to car-related causes	159,218	119,802	+32.9%	139,955	125,254	+11.7%
Elevator Availability* (Chart 14) % of time elevators are operational systemwide	96.6%	95.2%	+1.5%	96.6%	96.4%	+0.2%
Escalator Availability* (Chart 14) % of time escalators are operational systemwide	92.1%	89.5%	+2.9%	92.1%	89.5%	+2.9%
Weekday Legacy Indicators						
Weekday Wait Assessment (Chart 15)	74.8%	76.0%	-1.6%	75.7%	74.2%	+2.0%
Weekday Terminal On-Time Performance (Chart 17)	89.6%	82.7%	+8.3%	86.1%	77.7%	+10.8%
Weekday Trains Delayed (Chart 19)	17,602	28,229	-37.6%	20,931	38,865	-46.1%

* 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.)

Year-over-year differences for ATT and APT are now calculated as absolute changes, rather than percent changes, to better reflect customer experience and to facilitate comparisons between routes and divisions.

12-month averages include partial month averages for March and April 2020.

Subway Report (Weekend)

Subway Report Performance Indicators						
Performance Indicator	September 2020			12-Month Average		
	This Year	Last Year	Change	This Year	Last Year	Change
Weekend Customer-Focused Metrics						
Weekend Major Incidents (Chart 2) Unplanned incidents delaying 50+ trains	6	4	+50.0%	16.1	5.2	+209.6%
Weekend Service Delivered (Chart 5) % of scheduled trains operated during Weekends (10a-6p)	95.8%	98.9%	-3.1%	96.1%	98.5%	-2.4%
Weekend Legacy Indicators						
Weekend Wait Assessment (Chart 16)	81.0%	83.3%	-2.8%	81.4%	81.6%	-0.2%
Weekend Terminal On-Time Performance (Chart 18)	88.6%	86.0%	+3.0%	87.3%	81.9%	+6.6%
Weekend Trains Delayed (Chart 20)	5,484	7,651	-28.3%	5,715	9,745	-41.4%

12-month averages include partial month averages for March and April 2020.

Subway Report (Staten Island Railway)

Subway Report Performance Indicators						
Performance Indicator	September 2020			12-Month Average		
	This Year	Last Year	Change	This Year	Last Year	Change
On-Time Performance						
24 Hour On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time during a 24-hour period	98.4%	97.0%	+1.4%	95.9%	95.7%	+0.2%
AM Rush On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time	99.7%	100.0%	-0.3%	98.0%	97.0%	+1.0%
PM Rush On-Time Performance % of scheduled trains arriving within six minutes of their scheduled arrival time	98.7%	97.5%	+1.2%	94.7%	94.7%	0.0%
Percentage of Completed Trips						
Percentage of Completed Trips	99.9%	99.9%	0.0%	99.8%	99.6%	+0.2%
Mean Distance Between Failures						
Mean Distance Between Failures Revenue car miles divided by the number of delays attributed to car-related causes	91,289	50,135	+82.1%	62,283	92,136	-32.4%

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

Note: The metrics in this report are preliminary.

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.

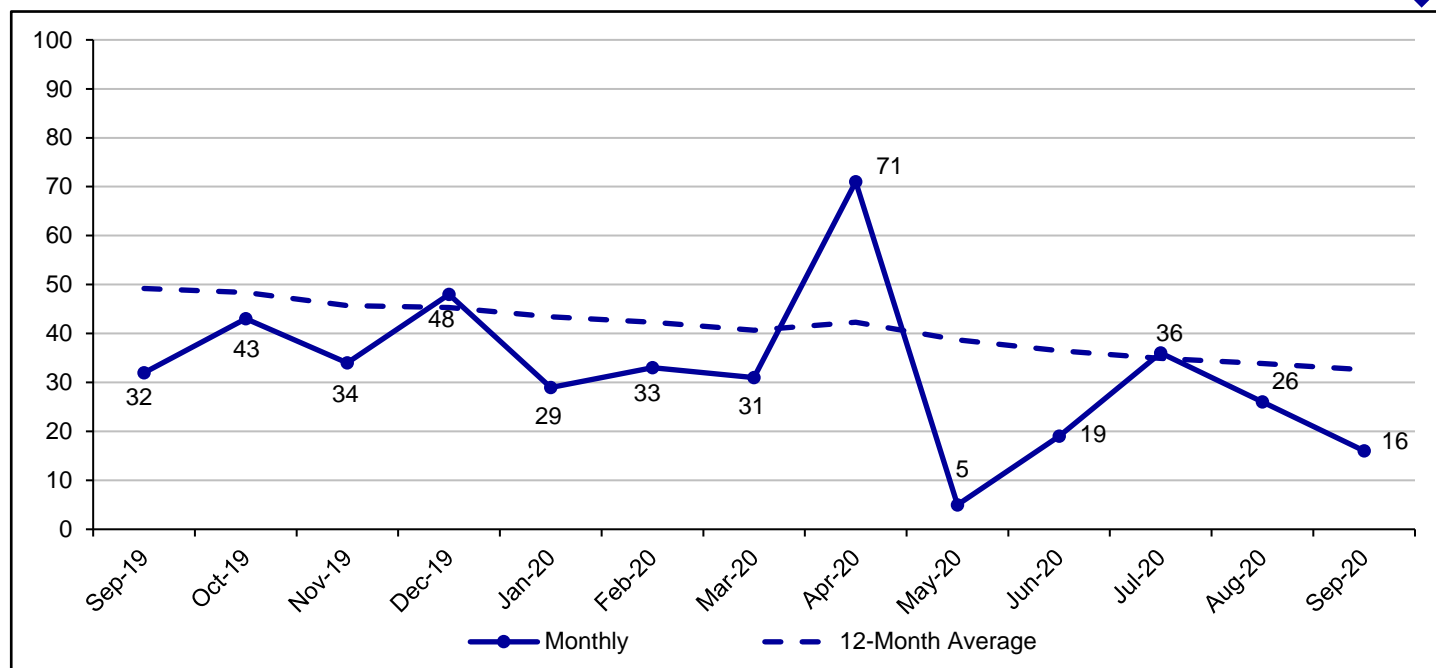
Customer Journey Time Performance (CJTP)

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 MetroCard/OMNY entry data, subway schedules (including adjustments for planned work), and actual train arrival and departure times. These metrics are considered to be in beta and are expected to be refined as data sources and methodologies change, especially with the integration of new more precise train-tracking technologies and the re-calibration of existing data sources. They are reported for trips starting from 6 a.m. to 11 p.m. on weekdays. For more detail, see <http://dashboard.mta.info/Help>

Subway Weekday Major Incidents (24 hours)

Desired trend



Categories	Monthly			12-Month Average		
	Sep 20	Sep 19	% Change	Sep 20	Sep 19	% Change
Track	3	1	+200.0%	4.2	7.6	-44.7%
Signals	6	11	-45.5%	9.7	16.3	-40.5%
Persons on Trackbed/Police/Medical	5	11	-54.5%	7.9	12.6	-37.3%
Stations & Structures	1	3	-66.7%	1.2	1.8	-33.3%
Subway Car	1	3	-66.7%	2.5	4.3	-41.9%
Other	0	3	-100.0%	3.4	6.8	-50.0%
Subdivision A	10	15	-33.3%	13.7	23.7	-42.2%
Subdivision B	6	17	-64.7%	15.2	25.5	-40.4%
Systemwide	16	32	-50.0%	28.9	49.4	-41.5%
Avg Incident Duration (h:mm:ss)	0:23:18	0:17:18	+34.7%	0:22:42	0:15:54	+42.8%
Avg Trains Delayed per Incident	98	100	-2.0%	111	102	+8.8%

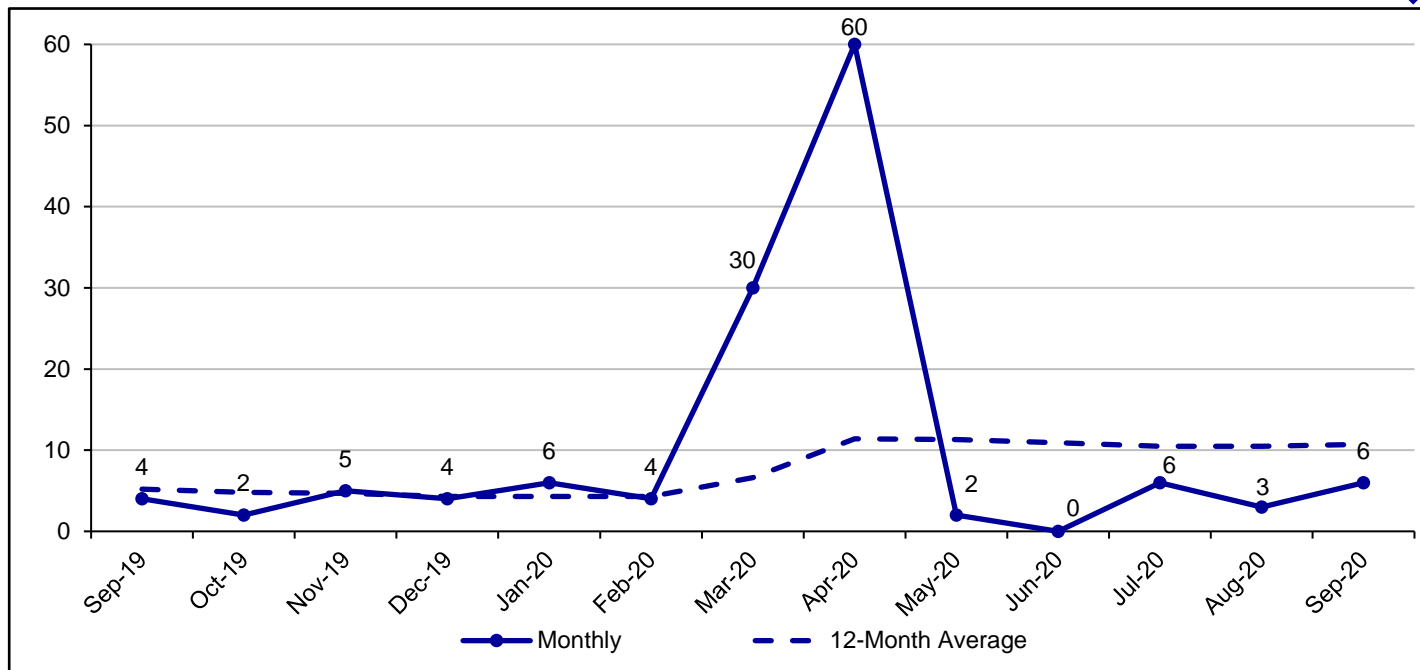
Major Incidents Discussion

- Major incidents improved by 50.0% in September 2020 compared to September 2019, and the 12-month average improved by 41.5%.

Note: 12-month averages do not include partial months of March and April.

Subway Weekend Major Incidents (24 hours)

Desired trend



Categories	Monthly			12-Month Average		
	Sep 20	Sep 19	% Change	Sep 20	Sep 19	% Change
Track	1	0	N/A	0.4	0.8	-50.0%
Signals	1	1	0.0%	0.9	0.8	+12.5%
Persons on Trackbed/Police/Medical	4	1	+300.0%	1.6	0.9	+77.8%
Stations & Structure	0	0	N/A	0.0	0.5	-100.0%
Subway Car	0	1	-100.0%	0.0	0.3	-100.0%
Other	0	1	-100.0%	13.2	1.8	+633.3%
Subdivision A	2	2	0.0%	6.3	2.4	+162.5%
Subdivision B	4	2	+100.0%	9.8	2.8	+250.0%
Systemwide	6	4	+50.0%	16.1	5.2	+209.6%
Avg Incident Duration (h:mm:ss)	0:15:12	0:41:18	-63.2%	0:24:12	0:15:24	+57.2%
Avg Trains Delayed per Incident	157	104	+51.0%	106	97	+9.3%

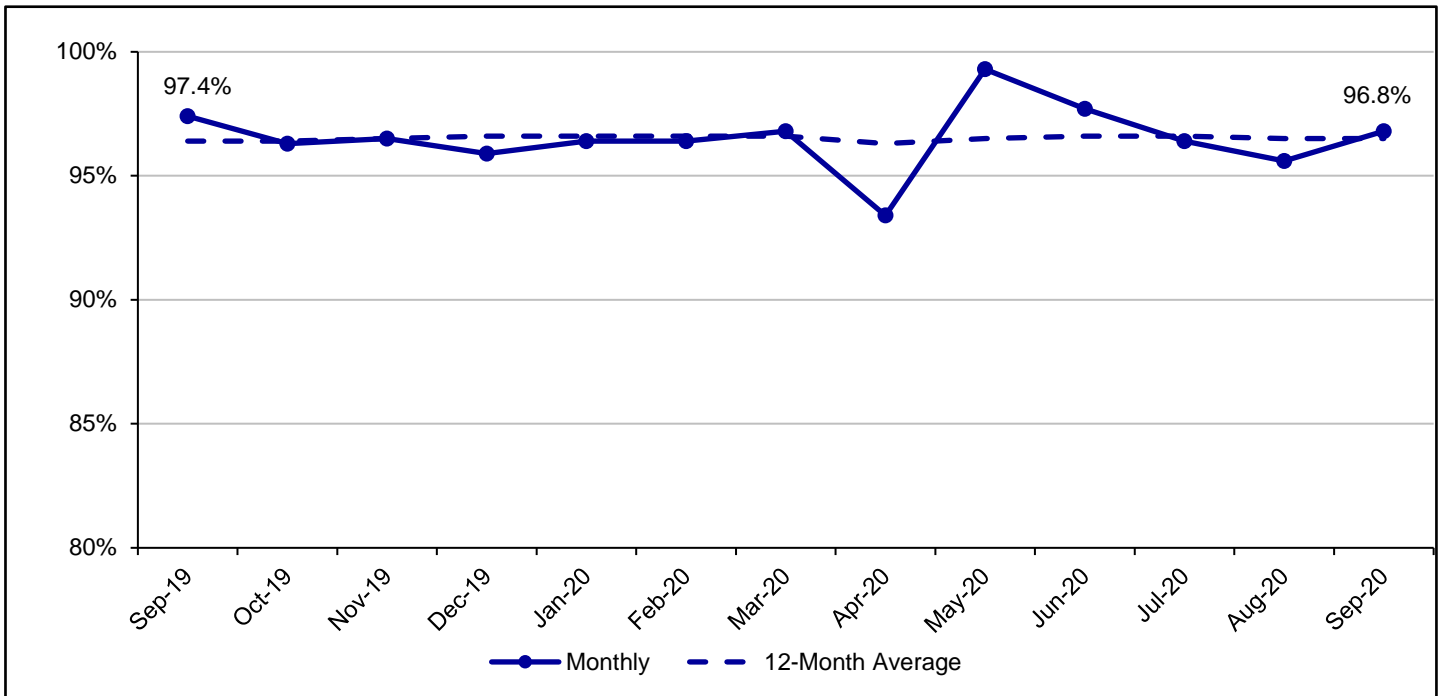
Major Incidents Discussion

- Major incidents increased by two in September 2020 from September 2019
- A derailment due to vandalism on the A line on the morning of Sunday, September 20th caused service disruptions throughout the day.

Note: 12-month averages do not include partial months of March and April.

Subway Weekday % Service Delivered (Peak Hours)

Desired trend



	Monthly			12-Month Average		
	Sep 20	Sep 19	% Change	Sep 20	Sep 19	% Change
Subdivision A	96.7%	97.3%	-0.6%	96.7%	95.8%	+0.9%
Subdivision B	96.8%	97.4%	-0.6%	96.3%	96.8%	-0.5%
Systemwide	96.8%	97.4%	-0.6%	96.5%	96.4%	+0.1%

Weekday Service Delivered Discussion

- Service Delivered in September 2020 worsened by 0.6% compared to September 2019, and the 12-month average improved by 0.1%.
- The decline in Service Delivered is due in part to crew availability issues, which affected rush hour service.

Note: The metrics in this report are preliminary.

Subway Weekday % Service Delivered
Monthly
(Peak Hours)

Desired trend 

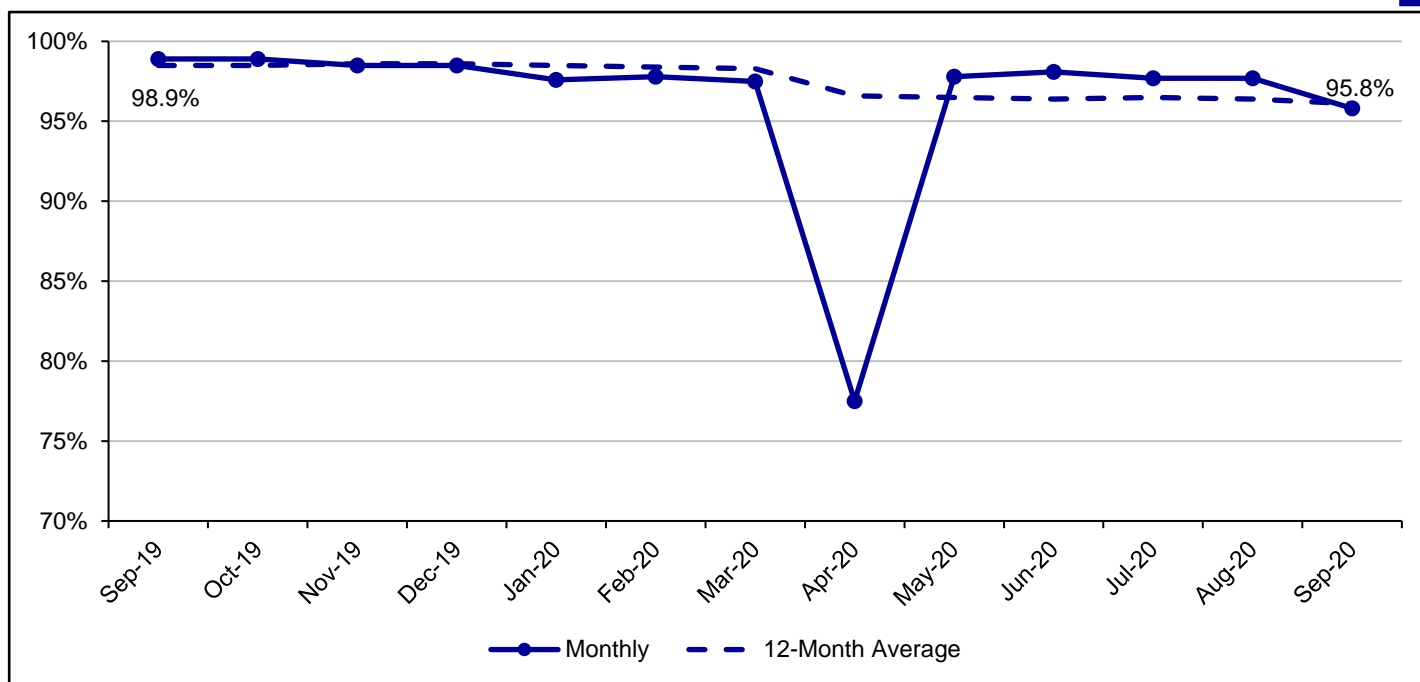
<u>Line</u>	<u>Sep 20</u>	<u>Sep 19</u>	<u>% Change</u>
1	97.1%	99.1%	-2.0%
2	97.1%	97.9%	-0.8%
3	96.7%	99.3%	-2.6%
4	95.4%	95.3%	+0.1%
5	95.8%	94.6%	+1.3%
6	96.5%	95.6%	+0.9%
7	96.6%	98.9%	-2.3%
S 42nd	99.3%	99.1%	+0.2%
Subdivision A	96.7%	97.3%	-0.6%
A	93.8%	95.3%	-1.6%
B	97.6%	96.9%	+0.7%
C	96.8%	96.8%	0.0%
D	97.9%	98.2%	-0.3%
E	97.6%	96.2%	+1.5%
F	98.6%	97.6%	+1.0%
S Fkln	100.0%	99.6%	+0.4%
G	99.2%	99.3%	-0.1%
S Rock	98.9%	100.7%	-1.8%
JZ	99.1%	97.9%	+1.2%
L	99.0%	98.4%	+0.6%
M	96.3%	97.0%	-0.7%
N	95.3%	97.2%	-2.0%
Q	96.7%	98.2%	-1.5%
R	94.8%	97.1%	-2.4%
W	92.3%	97.4%	-5.2%
Subdivision B	96.8%	97.4%	-0.6%
Systemwide	96.8%	97.4%	-0.6%

Chart 4

Note: The metrics in this report are preliminary.

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

Desired trend



	Monthly			12-Month Average		
	Sep 20	Sep 19	% Change	Sep 20	Sep 19	% Change
Subdivision A	96.7%	98.7%	-2.0%	96.0%	98.1%	-2.1%
Subdivision B	95.1%	99.0%	-3.9%	96.2%	98.7%	-2.5%
Systemwide	95.8%	98.9%	-3.1%	96.1%	98.5%	-2.4%

Weekend Service Delivered Discussion

- Service Delivered in September 2020 worsened by 3.1% compared to September 2019, and the 12-month average worsened by 2.4%.
- The decline in Service Delivered was due to the derailment on the A line at 14th Street, which severely affected service on the A, C, and D lines.

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

Desired trend 

<u>Line</u>	<u>Sep 20</u>	<u>Sep 19</u>	<u>% Change</u>
1	97.6%	99.4%	-1.8%
2	96.5%	98.1%	-1.6%
3	97.8%	98.6%	-0.8%
4	96.3%	97.3%	-1.0%
5	97.5%	98.8%	-1.3%
6	95.8%	98.5%	-2.7%
7	99.5%	99.6%	-0.1%
S 42nd	94.1%	100.0%	-5.9%
Subdivision A	96.7%	98.7%	-2.0%
A	90.7%	97.4%	-6.9%
C	76.5%	96.6%	-20.8%
D	94.0%	100.5%	-6.5%
E		99.8%	N/A
F	99.0%	99.4%	-0.4%
S Fkln	99.9%	98.8%	+1.1%
G	96.2%	99.5%	-3.3%
S Rock	100.4%	100.0%	+0.4%
JZ	98.7%	99.8%	-1.1%
L	95.6%	100.0%	-4.4%
M	99.0%	98.7%	+0.3%
N	99.5%	99.8%	-0.3%
Q	100.0%	99.4%	+0.6%
R	97.0%	98.7%	-1.7%
Subdivision B	95.1%	99.0%	-3.9%
Systemwide	95.8%	98.9%	-3.1%

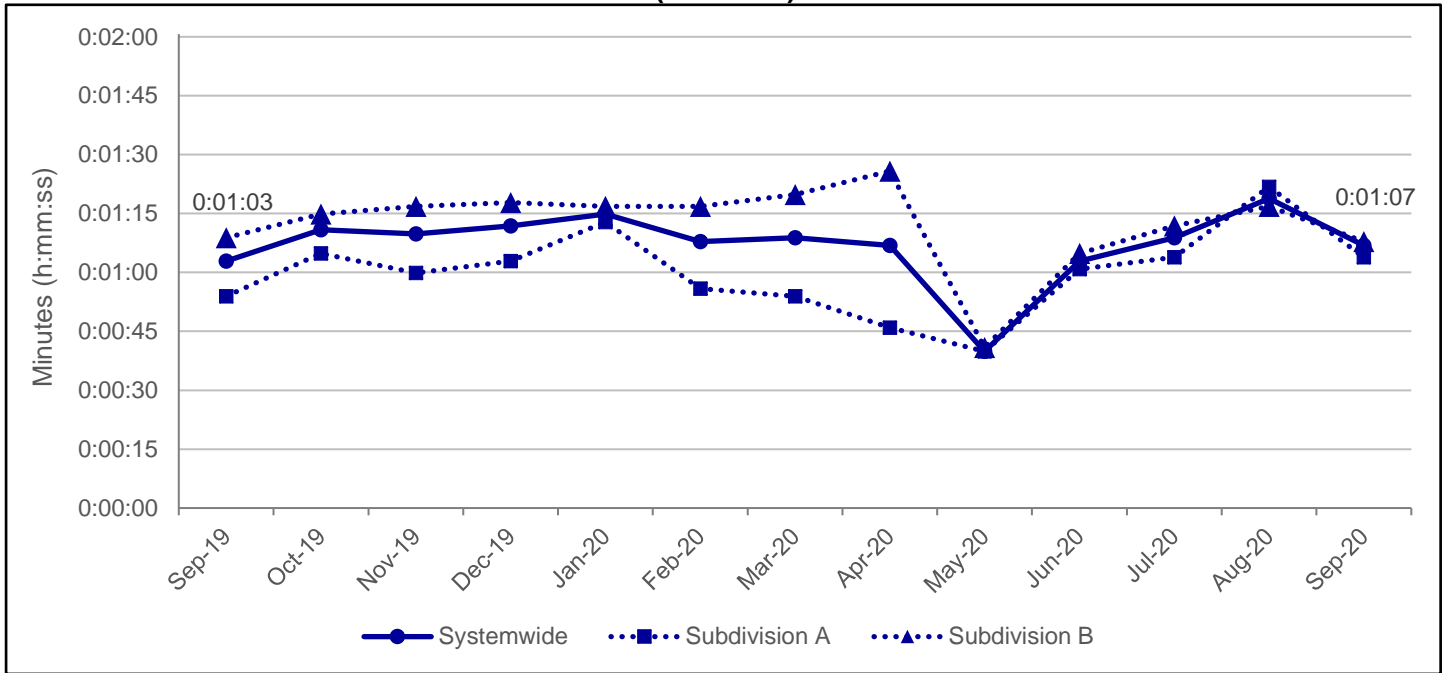
Notes:

B and W lines do not operate on weekends.

The E line was excluded for September 2020 due to planned service changes that rerouted service on the line.

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

Desired trend



	Monthly			12-Month Average		
	Sep 20	Sep 19	Change	Sep 20	Sep 19	Change
Subdivision A	0:01:04	0:00:54	+0:00:10	0:01:01	0:01:04	-0:00:03
Subdivision B	0:01:08	0:01:09	-0:00:01	0:01:13	0:01:19	-0:00:06
Systemwide	0:01:07	0:01:03	+0:00:04	0:01:08	0:01:13	-0:00:05

Additional Platform Time Discussion

- September 2020 APT worsened by 4 seconds compared to September 2019, and the 12-month average improved by 5 seconds.
- The worsening of APT was mostly on the 2, 3, 4, 5, and 7 lines, due to major incidents that particularly affected rush hour service on specific days.

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)

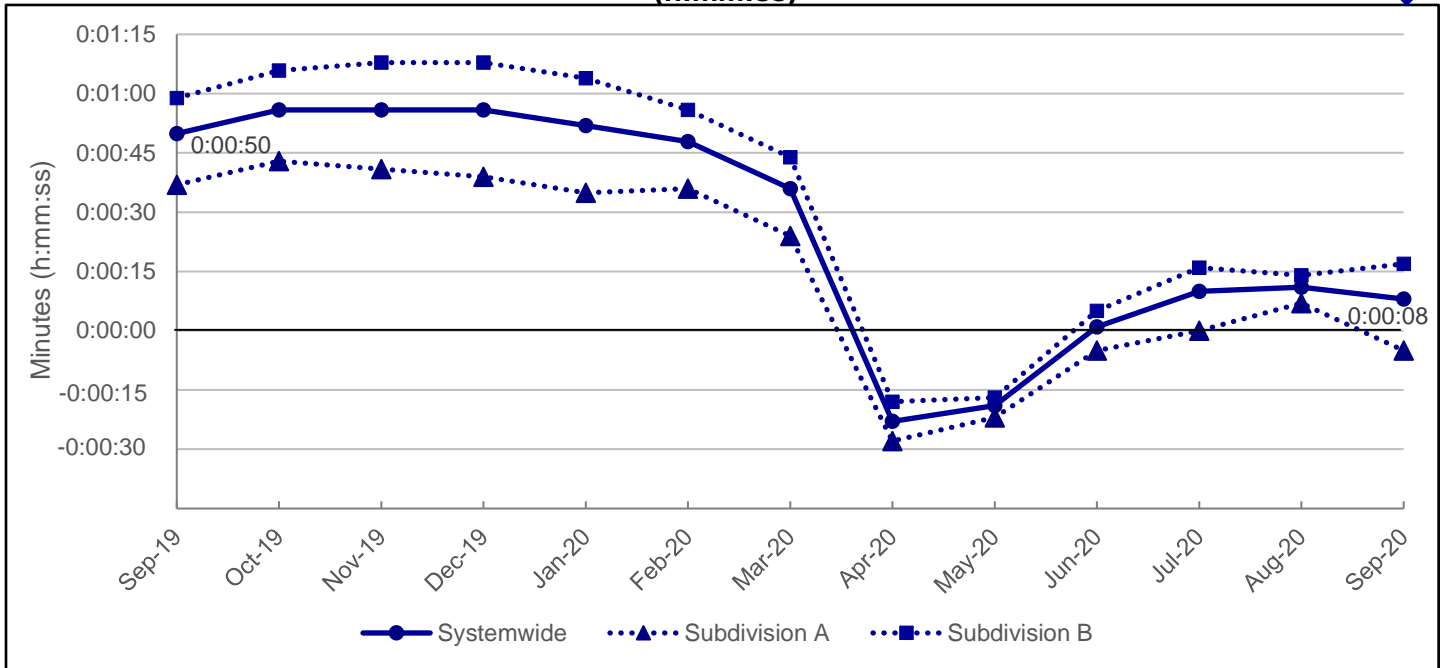
Desired trend



<u>Line</u>	<u>Sep 20</u>	<u>Sep 19</u>	<u>Change</u>
1	0:00:52	0:00:49	+0:00:03
2	0:01:14	0:00:59	+0:00:15
3	0:01:08	0:00:46	+0:00:22
4	0:01:11	0:01:03	+0:00:08
5	0:01:12	0:01:03	+0:00:09
6	0:00:58	0:01:03	-0:00:05
7	0:01:05	0:00:43	+0:00:22
S 42nd	0:00:26	0:00:27	-0:00:01
Subdivision A	0:01:04	0:00:54	+0:00:10
A	0:01:10	0:01:08	+0:00:02
B	0:01:28	0:01:31	-0:00:03
C	0:00:51	0:01:36	-0:00:45
D	0:01:23	0:01:21	+0:00:02
E	0:00:55	0:01:00	-0:00:05
F	0:00:47	0:01:11	-0:00:24
S Fkln	0:00:22	0:00:42	-0:00:20
G	0:01:01	0:01:09	-0:00:08
S Rock	0:00:24	0:00:55	-0:00:31
JZ	0:01:02	0:01:04	-0:00:02
L	0:00:48	0:00:55	-0:00:07
M	0:01:25	0:01:11	+0:00:14
N	0:01:17	0:00:58	+0:00:19
Q	0:01:12	0:01:06	+0:00:06
R	0:01:29	0:01:08	+0:00:21
W	0:01:05	0:00:48	+0:00:17
Subdivision B	0:01:08	0:01:09	-0:00:01
Systemwide	0:01:07	0:01:03	+0:00:04

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

Desired trend ↓



	Monthly			12-Month Average		
	Sep 20	Sep 19	Change	Sep 20	Sep 19	Change
Subdivision A	-0:00:05	0:00:37	-0:00:42	0:00:32	0:00:48	-0:00:16
Subdivision B	0:00:17	0:00:59	-0:00:42	0:00:56	0:01:06	-0:00:10
Systemwide	0:00:08	0:00:50	-0:00:42	0:00:46	0:00:58	-0:00:12

Additional Train Time Discussion

- September 2020 ATT improved by 42 seconds compared to September 2019, and the 12-month average improved by 12 seconds.
- September ATT continues to reflect the significant reduction in ridership that began in mid-March. Lower ridership closely correlates with shorter dwells (the time it takes for customers to board and exit trains) at stations. These shorter dwells reduced running times, resulting in less time on the train for customers.

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

Note: The metrics in this report are preliminary.

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

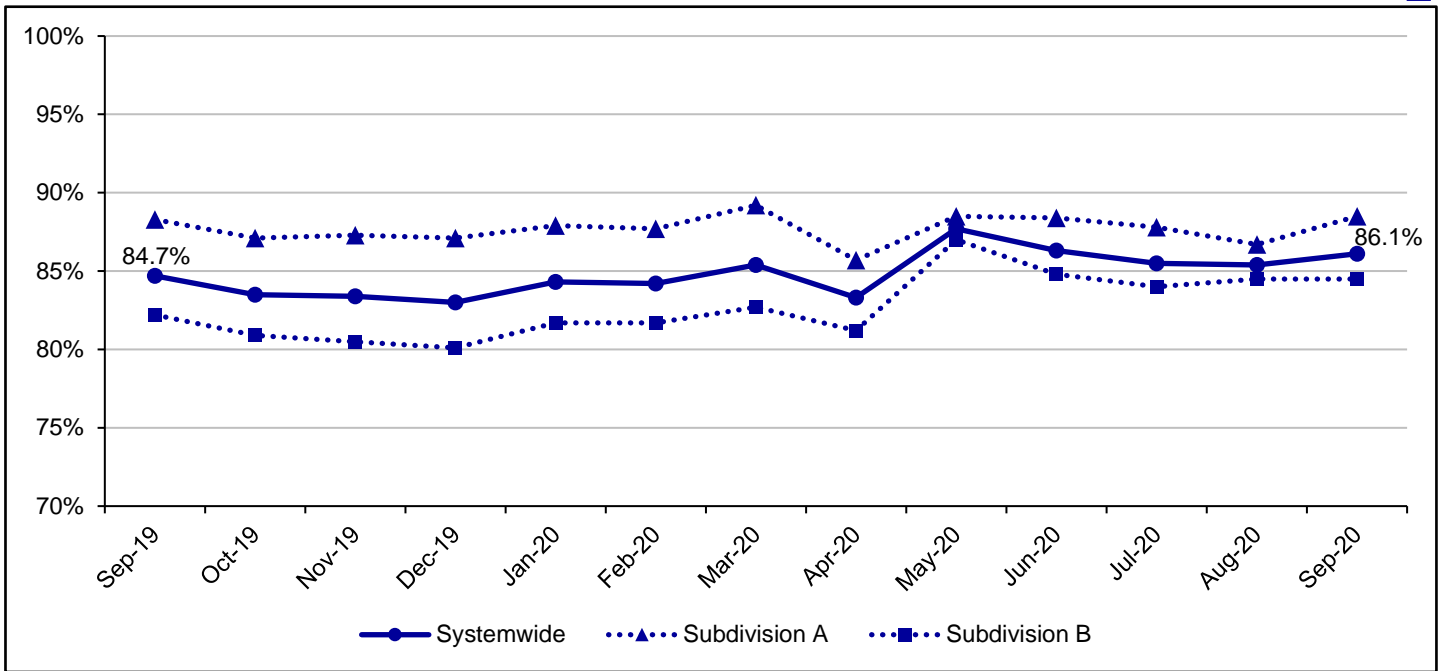
Desired trend



<u>Line</u>	<u>Sep 20</u>	<u>Sep 19</u>	<u>Change</u>
1	0:00:17	0:00:47	-0:00:30
2	-0:00:06	0:00:26	-0:00:32
3	-0:00:18	0:00:17	-0:00:35
4	-0:00:44	0:00:42	-0:01:26
5	-0:00:27	0:00:36	-0:01:03
6	0:00:16	0:00:52	-0:00:36
7	0:00:08	0:00:28	-0:00:20
S 42nd	0:00:23	0:00:26	-0:00:03
Subdivision A	-0:00:05	0:00:37	-0:00:42
A	0:00:11	0:01:29	-0:01:18
B	0:00:39	0:01:28	-0:00:49
C	0:00:24	0:01:00	-0:00:36
D	0:00:32	0:01:28	-0:00:56
E	-0:00:14	0:00:42	-0:00:56
F	-0:00:10	0:00:54	-0:01:04
S Fkln	0:00:32	0:00:38	-0:00:06
G	0:00:18	0:00:55	-0:00:37
S Rock	-0:00:06	0:00:14	-0:00:20
JZ	0:00:47	0:01:26	-0:00:39
L	-0:00:14	0:00:06	-0:00:20
M	0:00:10	0:00:57	-0:00:47
N	0:00:42	0:00:53	-0:00:11
Q	0:00:46	0:01:05	-0:00:19
R	0:00:15	0:00:44	-0:00:29
W	0:00:05	0:00:36	-0:00:31
Subdivision B	0:00:17	0:00:59	-0:00:42
Systemwide	0:00:08	0:00:50	-0:00:42

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

Desired trend



	Monthly			12-Month Average		
	Sep 20	Sep 19	% Change	Sep 20	Sep 19	% Change
Subdivision A	88.5%	88.3%	+0.2%	87.7%	86.6%	+1.3%
Subdivision B	84.5%	82.2%	+2.8%	82.8%	79.9%	+3.6%
Systemwide	86.1%	84.7%	+1.7%	84.8%	82.7%	+2.5%

Weekday Customer Journey Time Performance Discussion

- September 2020 CJTP improved by 1.7% compared to September 2019, and the 12-month average improved by 2.5%.

Note: The metrics in this report are preliminary.

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

Desired trend



<u>Line</u>	<u>Sep 20</u>	<u>Sep 19</u>	<u>% Change</u>
1	89.0%	90.2%	-1.3%
2	85.3%	86.8%	-1.7%
3	88.4%	90.8%	-2.6%
4	88.1%	84.6%	+4.1%
5	86.5%	85.0%	+1.8%
6	89.4%	87.0%	+2.8%
7	90.0%	91.2%	-1.3%
S 42nd	98.2%	98.5%	-0.3%
Subdivision A	88.5%	88.3%	+0.2%
A	83.9%	78.2%	+7.3%
B	80.6%	75.5%	+6.8%
C	86.6%	78.2%	+10.7%
D	81.2%	76.8%	+5.7%
E	89.1%	84.6%	+5.3%
F	84.5%	81.1%	+4.2%
S Fkn	96.7%	92.9%	+4.1%
G	87.1%	85.5%	+1.9%
S Rock	93.3%	90.4%	+3.2%
JZ	85.1%	80.5%	+5.7%
L	94.2%	91.9%	+2.5%
M	83.3%	81.8%	+1.8%
N	81.2%	85.0%	-4.5%
Q	81.7%	81.7%	0.0%
R	80.6%	85.0%	-5.2%
W	88.2%	89.6%	-1.6%
Subdivision B	84.5%	82.2%	+2.8%
Systemwide	86.1%	84.7%	+1.7%

Chart 12

Note: 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)

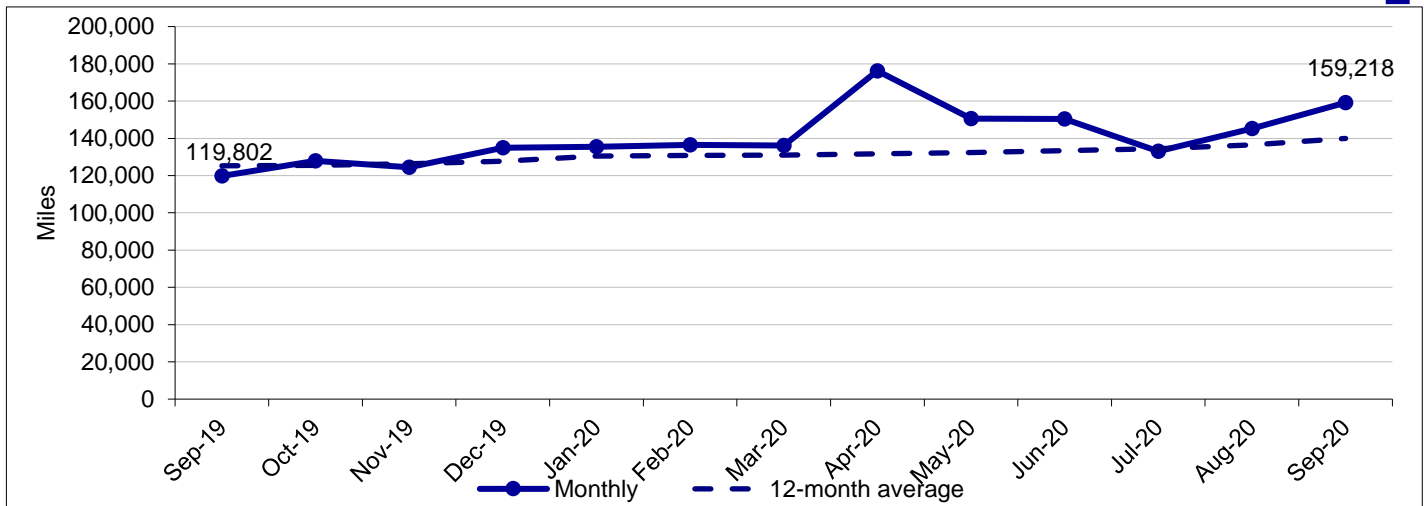
Subway MDBF is a measure of car fleet reliability. It is calculated as revenue car miles divided by the number of delay incidents attributed to car-related causes.

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		% Change
		Sep '20	Sep '19	
Subdivision A	2,890	282,833	124,994	+126.3%
Subdivision B	3,697	120,473	116,328	+3.6%
Systemwide	6,587	159,218	119,802	+32.9%

Car Class	# of Cars	12-Month Average		% Change
		Sep '20	Sep '19	
R32	130	38,276	29,970	+27.7%
R42			31,187	N/A
R46	750	61,064	61,387	-0.5%
R62	315	200,693	250,063	-19.7%
R62A	824	136,055	111,374	+22.2%
R68	425	92,923	66,304	+40.1%
R68A	200	68,298	86,547	-21.1%
R142	1,025	244,366	206,305	+18.4%
R142A	220	126,354	111,559	+13.3%
R143	212	156,775	99,559	+57.5%
R160	1,662	260,706	264,497	-1.4%
R179	318	141,357	172,003	-17.8%
R188 - New	126	239,632	634,133	-62.2%
R188 - Conversion	380	284,914	260,593	+9.3%
Subdivision A	2,890	185,653	164,759	+12.7%
Subdivision B	3,697	118,632	106,722	+11.2%
Systemwide	6,587	139,955	125,254	+11.7%

MDBF Discussion

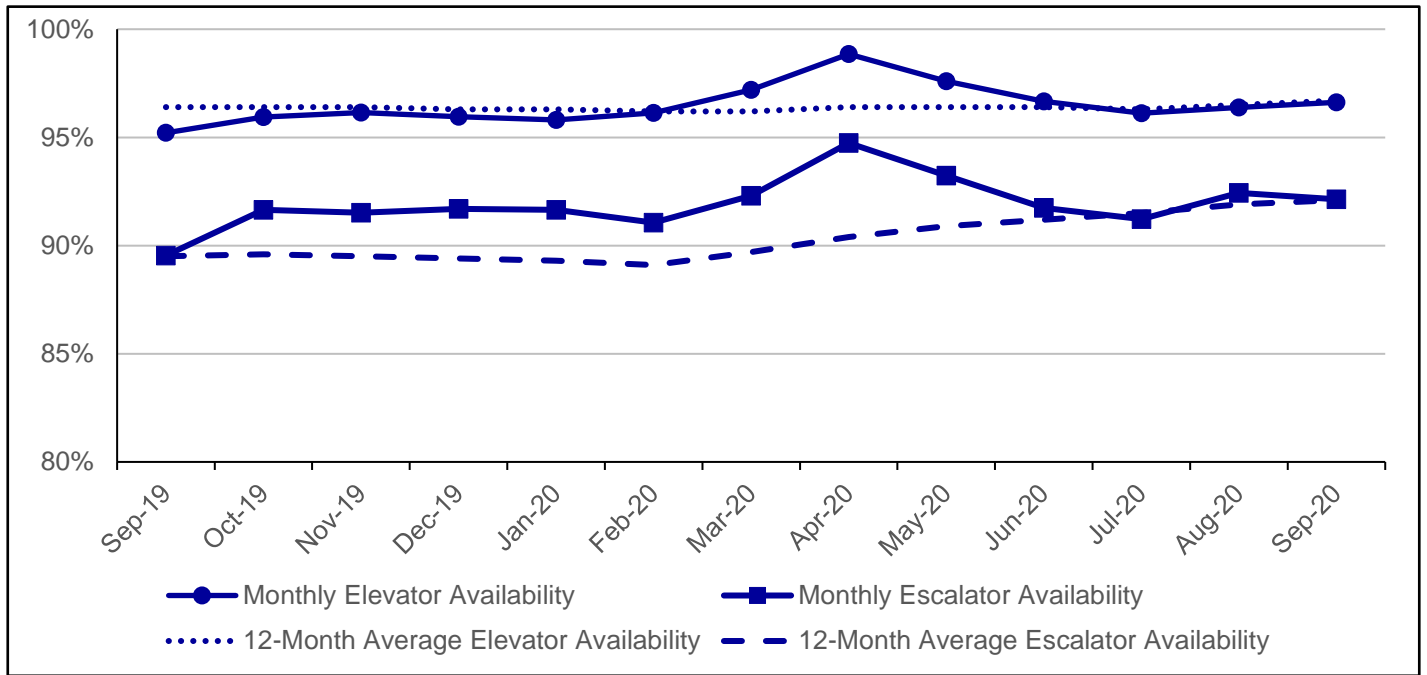
- September 2020 MDBF was 159,218, an increase of 32.9% from one year ago.
- 12-month average MDBF was 139,955 in September 2020, an increase of 11.7% from one year ago.
- The largest improvements in MDBF (12-month average) were on the R62A, R68, and R143 fleets.
- The Subdivision A MDBF of 282,833 was the highest monthly MDBF on record, exceeding a level last reached in February 2005.

Chart 13

Note: The metrics in this report are preliminary.

Elevator and Escalator Availability (24 Hours)

Desired trend



	Monthly			12-Month Average		
	Sep 20	Sep 19	% Change	Sep 20	Sep 19	% Change
Elevator Availability	96.6%	95.2%	+1.5%	96.6%	96.4%	+0.2%
Escalator Availability	92.1%	89.5%	+2.9%	92.1%	89.5%	+2.9%

Elevator and Escalator Availability Discussion

- Elevator availability improved by 1.5% in September 2020 compared to September 2019.
- Escalator availability improved by 2.9% between September 2019 and September 2020, mostly due to special inspection campaigns that required machines to be taken out of service in summer 2019.

Note: The metrics in this report are preliminary.

Section 3: Legacy Indicators

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

Performance Indicator Definitions

Wait Assessment (Weekday and Weekend)

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

Terminal On-Time Performance (Weekday and Weekend)

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

Train Delays (Weekday and Weekend)

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

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

Line	Sep 20					Sep 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	80.9%	8.8%	6.3%	4.0%	81.7%	80.5%	9.2%	6.4%	3.9%	78.4%	+0.5%	
2	68.6%	11.4%	11.0%	9.0%	70.8%	72.5%	11.3%	9.4%	6.8%	70.9%	-5.4%	
3	72.4%	11.9%	9.4%	6.3%	75.4%	77.8%	11.1%	7.5%	3.6%	74.4%	-6.9%	
4	68.5%	10.8%	10.3%	10.3%	71.6%	71.9%	10.2%	9.0%	9.0%	70.6%	-4.7%	
5	69.7%	10.1%	10.0%	10.1%	71.0%	69.9%	10.7%	9.4%	10.1%	69.1%	-0.3%	
6	75.6%	10.2%	8.1%	6.1%	77.8%	74.5%	9.6%	7.8%	8.1%	74.2%	+1.5%	
7	78.9%	10.8%	6.5%	3.8%	77.8%	81.3%	10.3%	5.8%	2.6%	75.2%	-3.0%	
S 42nd	94.2%	0.8%	2.1%	2.9%	93.8%	94.8%	1.6%	2.1%	1.5%	94.4%	-0.6%	
Subdivision A	73.8%	10.3%	8.7%	7.2%	75.6%	75.7%	10.0%	7.8%	6.5%	73.9%	-2.5%	
A	68.0%	11.1%	10.8%	10.0%	70.2%	69.5%	10.4%	10.2%	9.9%	69.4%	-2.2%	
B	74.9%	12.0%	8.4%	4.6%	75.4%	76.1%	11.8%	7.5%	4.6%	75.0%	-1.6%	
C	78.1%	12.6%	6.7%	2.5%	77.5%	77.6%	11.4%	7.5%	3.5%	75.0%	+0.6%	
D	74.1%	12.1%	8.8%	5.1%	74.2%	75.7%	11.3%	7.9%	5.1%	73.9%	-2.1%	
E	74.0%	11.4%	9.0%	5.6%	74.2%	73.3%	11.3%	9.1%	6.2%	71.1%	+1.0%	
F	75.0%	11.3%	8.9%	4.8%	73.9%	72.4%	9.9%	9.0%	8.7%	70.9%	+3.6%	
S Fkln	98.7%	1.0%	0.1%	0.2%	98.2%	97.6%	1.1%	0.5%	0.9%	98.4%	+1.1%	
G	81.0%	11.7%	5.6%	1.7%	79.4%	80.9%	11.3%	5.5%	2.3%	80.6%	+0.1%	
S Rock	96.1%	1.9%	1.0%	1.0%	95.5%	94.0%	3.0%	1.5%	1.4%	94.3%	+2.2%	
JZ	83.3%	9.6%	4.9%	2.3%	81.6%	82.3%	10.1%	5.2%	2.4%	79.3%	+1.2%	
L	76.5%	11.5%	7.5%	4.5%	79.7%	76.4%	10.6%	7.7%	5.4%	76.6%	+0.1%	
M	78.1%	11.0%	6.6%	4.3%	76.6%	78.0%	10.5%	7.0%	4.4%	75.7%	+0.1%	
N	72.9%	12.3%	9.0%	5.9%	73.1%	76.8%	11.7%	7.3%	4.2%	73.7%	-5.1%	
Q	76.1%	10.9%	8.1%	4.9%	75.4%	79.0%	10.0%	6.7%	4.3%	76.0%	-3.7%	
R	74.7%	10.9%	8.9%	5.6%	74.8%	76.4%	11.0%	7.7%	4.9%	73.4%	-2.2%	
W	71.9%	12.0%	8.9%	7.1%	74.9%	78.8%	10.7%	6.4%	4.0%	75.5%	-8.8%	
Subdivision B	75.6%	11.2%	8.1%	5.1%	75.8%	76.2%	10.6%	7.7%	5.4%	74.4%	-0.8%	
Systemwide	74.8%	10.8%	8.4%	6.1%	75.7%	76.0%	10.4%	7.8%	5.9%	74.2%	-1.6%	

Weekday Wait Assessment Discussion

- Wait Assessment for September 2020 worsened by 1.6% compared to September 2019.

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

Line	Sep 20					Sep 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	86.6%	6.3%	4.0%	3.0%	88.0%	92.6%	5.0%	1.8%	0.6%	88.7%	-6.5%
2	73.7%	11.9%	9.3%	5.1%	75.2%	77.0%	12.0%	7.5%	3.6%	75.1%	-4.3%
3	82.6%	9.4%	4.9%	3.2%	84.6%	85.5%	9.0%	4.1%	1.3%	83.7%	-3.4%
4	77.3%	10.1%	7.7%	5.0%	76.6%	75.1%	11.2%	8.5%	5.2%	75.3%	+2.9%
5	91.7%	4.7%	1.6%	2.0%	83.9%	83.0%	8.6%	5.3%	3.1%	84.6%	N/A
6	82.9%	8.7%	5.2%	3.3%	84.4%	81.7%	8.3%	6.1%	3.9%	83.5%	+1.5%
7	88.8%	7.9%	2.5%	0.8%	84.3%	86.8%	8.9%	3.0%	1.3%	84.6%	+2.3%
S 42nd	88.1%	0.4%	2.9%	8.6%	97.3%	99.1%	0.5%	0.1%	0.4%	98.4%	-11.1%
Subdivision A	81.9%	8.7%	5.7%	3.8%	82.1%	83.0%	8.9%	5.3%	2.8%	81.9%	-1.3%
A	72.0%	11.4%	9.4%	7.3%	76.6%	77.0%	10.9%	7.9%	4.1%	74.9%	-6.5%
C	78.5%	10.8%	5.6%	5.1%	80.9%	81.5%	10.9%	4.7%	2.9%	80.0%	-3.7%
D	77.7%	10.5%	8.1%	3.7%	78.8%	83.1%	10.2%	5.2%	1.5%	80.2%	-6.5%
E	84.0%	8.8%	4.7%	2.5%	85.5%	87.4%	7.7%	3.4%	1.5%	84.2%	-3.9%
F	76.9%	11.8%	6.3%	5.0%	79.9%	81.7%	9.9%	5.4%	3.0%	80.1%	-5.9%
S Fkln	98.2%	0.6%	0.4%	0.8%	98.4%	98.9%	0.3%	0.1%	0.7%	98.2%	-0.7%
G	84.9%	8.3%	3.6%	3.3%	85.2%	85.7%	9.3%	3.6%	1.4%	85.6%	-0.9%
S Rock	96.7%	2.0%	0.8%	0.5%	96.5%	95.4%	2.8%	1.0%	0.7%	94.9%	+1.4%
JZ	86.8%	8.1%	4.0%	1.0%	85.1%	89.9%	6.5%	2.1%	1.4%	87.4%	-3.4%
L	82.4%	12.3%	2.9%	2.3%	84.6%	91.9%	4.8%	1.8%	1.5%	83.9%	-10.3%
M	94.3%	3.9%	1.2%	0.7%	79.4%	80.1%	9.6%	6.2%	4.1%	78.8%	+17.7%
N	78.5%	11.5%	7.5%	2.6%	75.4%	83.0%	10.7%	4.3%	2.0%	79.3%	-5.4%
Q	80.7%	9.9%	5.6%	3.8%	78.9%	83.7%	9.6%	4.7%	2.1%	82.9%	-3.6%
R	76.7%	12.5%	7.2%	3.6%	80.1%	83.3%	9.7%	5.0%	2.0%	79.8%	-7.9%
Subdivision B	80.2%	10.3%	5.9%	3.6%	80.9%	83.6%	9.3%	4.8%	2.4%	81.3%	-4.1%
Systemwide	81.0%	9.6%	5.8%	3.7%	81.4%	83.3%	9.1%	5.0%	2.6%	81.6%	-2.8%

Weekend Wait Assessment Discussion

- Wait Assessment for September 2020 worsened by 2.8% compared to September 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>Sep 20</u>	<u>Sep 19</u>	<u>% Change</u>
1	92.9%	90.5%	+2.7%
2	81.9%	78.2%	+4.7%
3	91.3%	88.5%	+3.2%
4	88.6%	76.1%	+16.4%
5	88.7%	78.6%	+12.8%
6	89.6%	78.4%	+14.3%
7	96.0%	96.0%	+0.0%
S 42nd	99.3%	99.5%	-0.2%
Subdivision A	91.9%	87.0%	+5.6%
A	83.4%	66.0%	+26.4%
B	84.5%	69.9%	+20.9%
C	90.1%	75.0%	+20.1%
D	83.6%	68.0%	+22.9%
E	85.2%	79.6%	+7.0%
F	78.7%	66.8%	+17.8%
S Fkn	100.0%	99.7%	+0.3%
G	89.6%	79.0%	+13.4%
S Rock	97.8%	96.3%	+1.6%
JZ	93.5%	84.7%	+10.4%
L	92.0%	90.8%	+1.3%
M	93.8%	77.7%	+20.7%
NW	78.9%	80.3%	-1.7%
Q	89.2%	86.8%	+2.8%
R	87.9%	77.4%	+13.6%
Subdivision B	87.8%	79.5%	+10.4%
Systemwide	89.6%	82.7%	+8.3%

Weekday Terminal On-Time Performance Discussion

- September 2020 OTP improved by 8.3% compared to the prior year.
- September OTP continues to reflect the significant reduction in ridership that began in mid-March. Lower ridership closely correlates with shorter dwells (the time it takes for customers to board and exit trains) at stations. These shorter dwells made it more likely that trains could reach their terminals closer to their scheduled times.

Subway Weekend Terminal On-Time Performance

Monthly
(24 hours)

Desired trend



<u>Line</u>	<u>Sep 20</u>	<u>Sep 19</u>	<u>% Change</u>
1	94.4%	95.5%	-1.2%
2	67.0%	62.5%	+7.2%
3	72.0%	72.6%	-0.8%
4	85.3%	60.6%	+40.8%
5	94.1%	87.5%	+7.5%
6	91.4%	81.2%	+12.6%
7	96.5%	95.0%	+1.6%
S 42nd	100.0%	100.0%	+0.0%
Subdivision A	89.1%	83.1%	+7.2%
A	78.9%	85.6%	-7.8%
C	81.0%	82.4%	-1.7%
D	85.5%	83.6%	+2.3%
E	85.2%	92.6%	-8.0%
F	77.9%	85.2%	-8.6%
S Fkn	99.2%	99.5%	-0.3%
G	84.4%	85.3%	-1.1%
S Rock	98.0%	95.3%	+2.8%
JZ	94.2%	86.8%	+8.5%
L	95.3%	94.2%	+1.2%
M	99.0%	88.4%	+12.0%
N	77.5%	84.8%	-8.6%
Q	90.9%	85.4%	+6.4%
R	87.1%	86.7%	+0.5%
Subdivision B	88.2%	88.1%	+0.1%
Systemwide	88.6%	86.0%	+3.0%

Weekend Terminal On-Time Performance Discussion

- September weekend OTP improved by 3.0% compared to the prior year.

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

Subway Weekday Trains Delayed
Monthly - September 2020
(24 hours)

<u>Delay Categories</u>	<u>Trains Delayed</u>	<u>Delayed Trains Per Day (21)</u>	<u>% of Delayed Trains</u>
Track Failures and Emergency Remediation	<u>1,127</u>	<u>54</u>	<u>6.4%</u>
Rail and Roadbed	918	44	5.3%
Fire, Smoke, Debris	209	10	1.2%
Signal Failures and Emergency Remediation	2,167	103	12.3%
Subway Car	<u>1,080</u>	<u>51</u>	<u>6.1%</u>
Door-Related	203	10	1.2%
Propulsion	302	14	1.7%
Braking	271	13	1.6%
Other	304	14	1.7%
Other Unplanned Disruptions (e.g. station defect)	355	17	2.0%
Train Brake Activation - cause unknown	102	5	0.6%
Service Delivery (e.g., crew performance)	3,169	151	18.0%
External	<u>2,965</u>	<u>141</u>	<u>16.8%</u>
Public Conduct, Crime, Police Response	1,507	72	8.6%
Sick/Injured Customer	431	21	2.5%
Persons on Roadbed (including persons struck by train)	628	30	3.6%
External Debris on Roadbed (e.g., trees, shopping cart)	39	2	0.2%
Other Passenger-Related (e.g., retrieval of property from track)	183	9	1.1%
Public Event (e.g., civil demonstration, parade)	116	6	0.7%
Inclement Weather	10	0	0.0%
Other External Disruptions	51	2	0.2%
Operating Environment	2,178	104	12.4%
Planned Right-of-Way Work	4,459	212	25.3%
Total Trains Delayed	<u>17,602</u>	<u>838</u>	<u>100%</u>

Subway Weekend Trains Delayed
Monthly - September 2020
(24 hours)

<u>Delay Categories</u>	<u>Trains Delayed</u>	<u>Delayed Trains Per Day (9)</u>	<u>% of Delayed Trains</u>
Track Failures and Emergency Remediation	<u>172</u>	<u>19</u>	<u>3.1%</u>
Rail and Roadbed	158	18	2.9%
Fire, Smoke, Debris	14	2	0.3%
Signal Failures and Emergency Remediation	403	45	7.3%
Subway Car	<u>260</u>	<u>29</u>	<u>4.7%</u>
Door-Related	95	11	1.7%
Propulsion	34	4	0.6%
Braking	56	6	1.0%
Other	75	8	1.4%
Other Unplanned Disruptions (e.g. station defect)	105	12	1.9%
Train Brake Activation - cause unknown	70	8	1.3%
Service Delivery (e.g., crew performance)	590	66	10.8%
External	<u>1,599</u>	<u>178</u>	<u>29.2%</u>
Public Conduct, Crime, Police Response	1,006	112	18.3%
Sick/Injured Customer	134	15	2.4%
Persons on Roadbed (including persons struck by train)	307	34	5.6%
External Debris on Roadbed (e.g., trees, shopping cart)	76	8	1.4%
Other Passenger-Related (e.g., retrieval of property from track)	32	4	0.6%
Public Event (e.g., civil demonstration, parade)	42	5	0.8%
Inclement Weather	0	0	0.0%
Other External Disruptions	2	0	0.0%
Operating Environment	713	79	13.0%
Planned Right-of-Way Work	1,572	175	28.7%
Total Trains Delayed	5,484	609	100%

Customer Service Report: Buses

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



This month, the MTA and NYC DOT announced the completion of bus priority lanes and related infrastructure on 149 St in the Bronx. These bus priority lanes are equipped with transit signal priority technology and bus lane cameras, and benefit four popular bus routes (the Bx2, Bx4, Bx17, and Bx19) that run through some of the busiest destinations in the Bronx. I am thrilled at this critical and much needed expansion of bus lanes and partnering with DOT to improve the riding experience and quality of life for thousands of Bronx residents.

October 2020 Highlights: Buses

We continue to work hard to improve your bus service. On October 9th, the MTA and NYC DOT announced the launch of 149th Street busway in the Bronx. The highly-trafficked 149 St corridor is home to four popular bus routes (Bx2, Bx4, Bx17, and Bx19) with more than 55,000 daily customers and runs through some of the busiest destinations in the Bronx, including Lincoln Hospital. The corridor is equipped with transit signal priority (TSP) technology. New enforcement cameras will help ensure that only buses and other essential vehicles utilize priority sections of the roadway.

We know that the key to effective bus service is well enforced bus priority. Our flagship is on 14th street, where travel times improved by 36%, and average weekday riders increased by 24%. Also, in the Bronx we implemented the Bx6 SBS in 2017, improving travel times by as much as 8 to 14% and increasing ridership by up to 7%. In Brooklyn, the B25/B26 Fulton Street Bus Lanes, implemented in 2018, have shown travel time improvements of between 13-21%, and the B82 SBS showed travel time improvements of 12-17%, and ridership increases of up to 6%.

I am confident we can expect similar results on 149th Street, and that these changes will improve the quality of life for so many Bronx residents. We continue to work closely together with our partners at NYPD and DOT to ensure that bus lanes remained clear and that laws are enforced. For all the motorists out there: follow the rules. Bus lanes are for buses. If you are not a bus, stay out of the bus lane.

In addition, together with our Bridges and Tunnels colleagues, we continually strive to improve commutes for our Brooklyn and Staten Island Express bus customers. In addition to the existing operations at the Hugh L. Carey Tunnel during weekday morning peak period allowing three lanes of traffic to operate into Manhattan, MTA Bridges and Tunnels recently resumed operating three Brooklyn-bound lanes during the weekday afternoon/evening peak travel periods. The MTA had temporarily suspended two-way operation in the tunnel's West Tube at the height of the COVID pandemic. The additional lane provides a great benefit to our customers' PM commute, resulting in better traffic flow and shorter commute times.

OMNY, our new fare payment system, launched in the Bronx on October 13th. Customers can pay their fare by a simple tap on their contactless credit card or mobile device. Thanks to the OMNY team, OMNY readers have also been installed on all Manhattan and Staten Island buses. Customers can use OMNY via the front door on regular and express bus service and via front and rear doors on select bus service buses. The remaining buses in Brooklyn and Queens will have OMNY readers installed by the end of the year. I am eager for all our bus customers to be able to experience the ease of boarding with OMNY.

October is National Breast Cancer Awareness Month. Breast cancer is the second-leading cause of death among women, with about 1 in 8 U.S. women (about 12%) being diagnosed at some point in their lifetime. This month we distributed thousands of pink masks at our depots and to our customers via Mask Force to increase awareness and show support for people affected by breast cancer and their families.

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

Bus Report

Bus Report Performance Indicators							
Category	Performance Indicator	Current Month: September 2020			12-Month Average		
		This Year	Last Year	Change	This Year	Last Year	Change
Customer Focused Metrics	Service Delivered (Chart 1)	96.6%	97.2%	-0.6%	96.5%	97.2%	-0.7%
	Additional Bus Stop Time (h:mm:ss) (Chart 3)*^	0:01:32	0:01:56	-0:00:24	0:01:41	0:01:45	-0:00:04
	Additional Travel Time (h:mm:ss) (Chart 5)*^	-0:00:25	0:01:15	-0:01:40	0:00:36	0:00:50	-0:00:14
	Customer Journey Time Performance (Chart 7)*	79.6%	68.4%	+16.4%	+73.5%	+72.0%	+2.1%
Inputs To Operations	Mean Distance Between Failures (Chart 9)	8,221	8,571	-4.1%	8,141	7,600	+7.1%
	Speed (MPH) (Chart 11)	8.3	7.8	+6.3%	8.3	8.0	+3.7%
Legacy Indicators	Wait Assessment (Chart 13)	80.7%	75.4%	+7.0%	79.2%	77.5%	+2.2%
	System MDBSI (Chart 16)	3,245	3,306	-1.8%	3,473	2,999	+15.8%
	NYCT Bus	3,088	3,177	-2.8%	3,303	2,838	+16.4%
	MTA Bus	3,862	3,813	+1.3%	4,139	3,679	+12.5%
	System Trips Completed (Chart 17)*	97.6%	99.3%	-1.7%	98.6%	99.2%	-0.6%
	NYCT Bus	97.9%	99.4%	-1.5%	98.6%	99.3%	-0.7%
	MTA Bus	96.6%	99.1%	-2.5%	98.3%	98.9%	-0.6%
	System AM Pull Out (Chart 18)*	98.2%	99.8%	-1.6%	99.0%	99.8%	-0.8%
	NYCT Bus	98.5%	99.9%	-1.4%	99.1%	99.8%	-0.7%
	MTA Bus	96.9%	99.5%	-2.6%	98.7%	99.5%	-0.8%
	System PM Pull Out (Chart 19)*	98.3%	99.9%	-1.6%	99.1%	99.8%	-0.7%
	NYCT Bus	98.6%	100.0%	-1.4%	99.2%	99.9%	-0.7%
	MTA Bus	97.2%	99.5%	-2.3%	98.8%	99.5%	-0.7%
	System Buses >= 12 years	18.8%	19.0%				
	NYCT Bus	7.0%	7.0%				
	MTA Bus	60.0%	61.0%				
	System Fleet Age	7.8	6.9				
	NYCT Bus	6.7	5.8				
MTA Bus	11.5	10.9					

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

***NOTE:** Due to severe disruptions in bus ridership and service associated with the COVID-19 pandemic, this report includes the following adjustments:

- 12-month averages for ABST, ATT, and CJTP metrics exclude April - August 2020
- 12-month averages for Trips Completed, AM Pull Out, and PM Pull Out metrics exclude April and May 2020

^ NOTE: Year-over-year differences for ABST and ATT are now calculated as absolute changes, rather than percent changes, to better reflect customer experience and to facilitate comparisons between routes and divisions.

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 and OMNY taps 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 and OMNY taps 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.

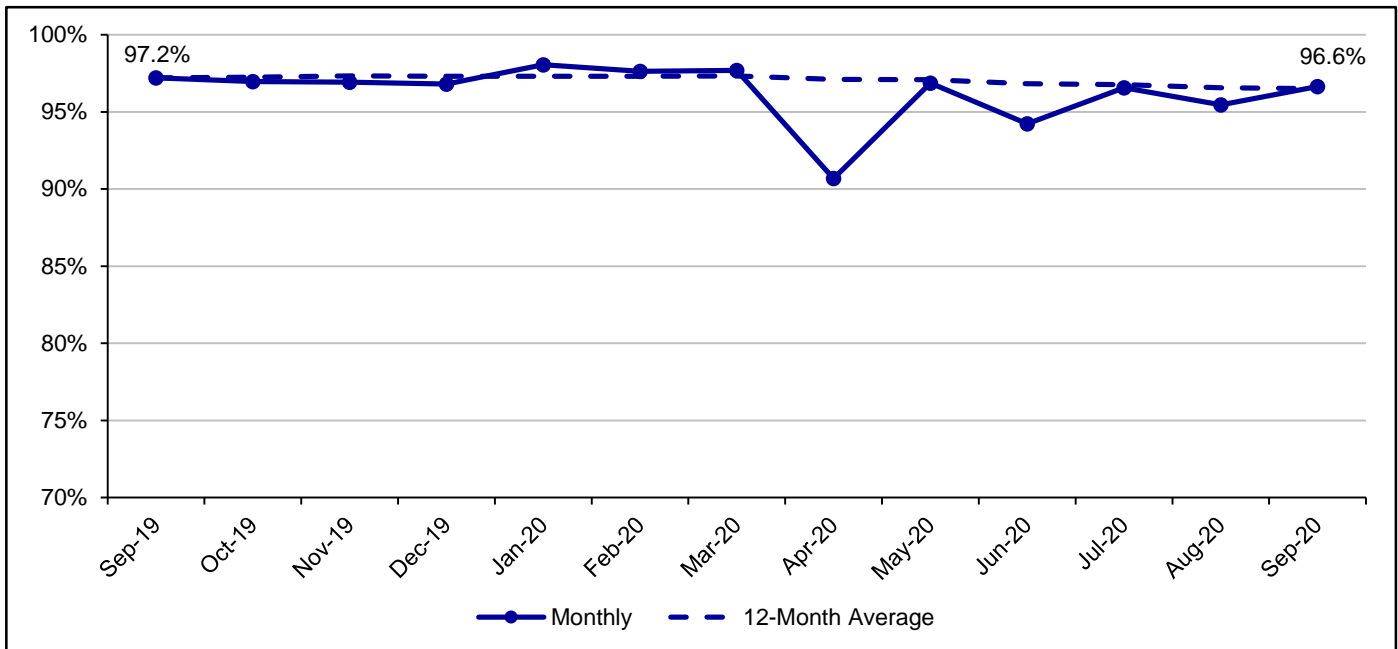
Customer Journey Time Performance (CJTP)

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 and OMNY taps on buses combined with GPS tracking data from Bus Time. This indicator is likely to be refined and enhanced over time as the MTA gains experience integrating the latest technology. CJTP is reported for trips starting between 4am to 11pm on weekdays.

Note: The metrics in this report are preliminary

Service Delivered (Peak Hours)

Desired trend



	Monthly			12-Month Average		
	Sep 20	Sep 19	% Change	Sep 20	Sep 19	% Change
Bronx	97.5%	97.1%	+0.5%	97.4%	97.5%	-0.1%
Brooklyn	96.6%	97.6%	-1.0%	96.9%	97.6%	-0.7%
Manhattan	99.0%	97.5%	+1.4%	96.9%	97.6%	-0.7%
Queens	95.5%	96.8%	-1.3%	95.7%	96.8%	-1.1%
Staten Island	95.8%	97.6%	-1.8%	96.3%	96.9%	-0.6%
Systemwide	96.6%	97.2%	-0.6%	96.5%	97.2%	-0.7%

Service Delivered Discussion

- Service Delivered in September 2020 decreased by 0.6 percent to 96.6 percent compared to September 2019, and decreased by 0.7 percent to 96.5 percent on a 12-month average basis.

Note: The metrics in this report are preliminary

**Service Delivered
Monthly
(Peak Hours)**

Desired trend

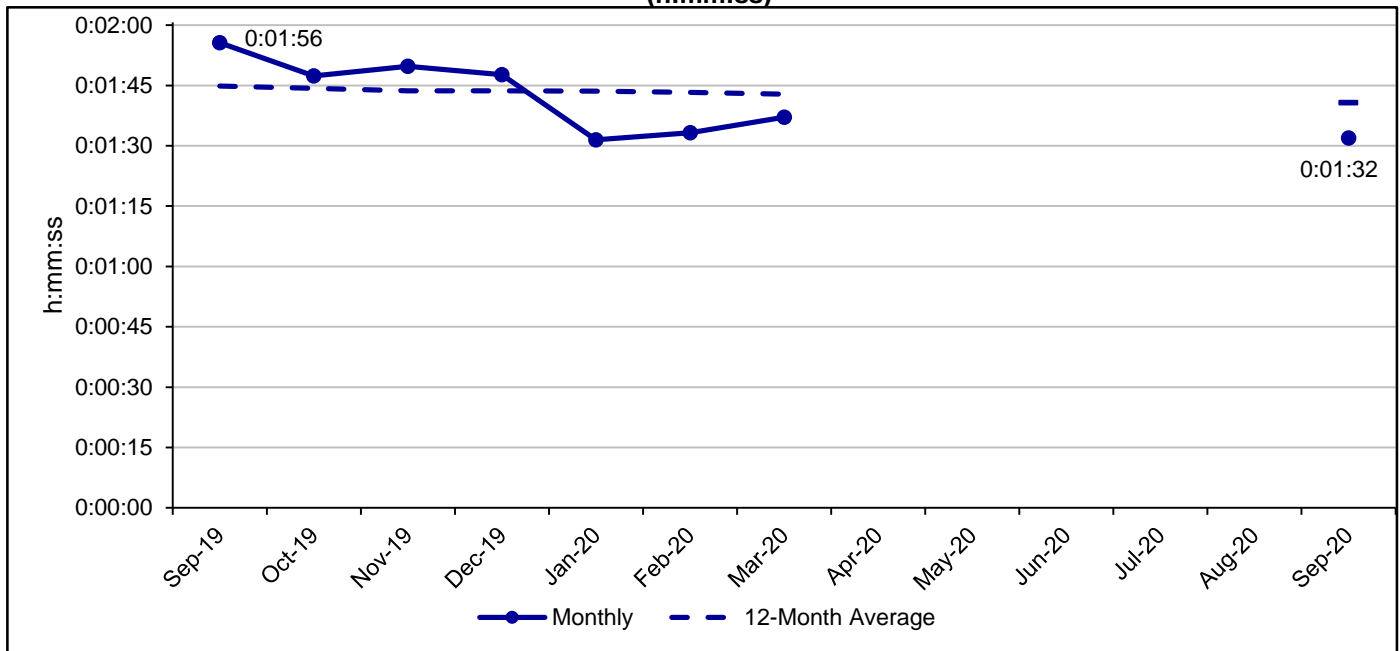


<u>Borough</u>	<u>Sep 20</u>	<u>Sep 19</u>	<u>% Change</u>
Bronx	97.5%	97.1%	+0.5%
Local/Limited	96.9%	96.8%	+0.1%
Select Bus Service	100.6%	98.0%	+2.7%
Express	99.7%	98.1%	+1.7%
Brooklyn	96.6%	97.6%	-1.0%
Local/Limited	96.4%	97.5%	-1.2%
Select Bus Service	96.0%	97.4%	-1.4%
Express	99.0%	98.7%	+0.3%
Manhattan	99.0%	97.5%	+1.4%
Local/Limited	98.7%	97.2%	+1.6%
Select Bus Service	99.4%	98.3%	+1.2%
Express	N/A	N/A	N/A
Queens	95.5%	96.8%	-1.3%
Local/Limited	95.1%	96.7%	-1.7%
Select Bus Service	98.2%	96.9%	+1.4%
Express	98.2%	97.4%	+0.8%
Staten Island	95.8%	97.6%	-1.8%
Local/Limited	96.4%	97.7%	-1.3%
Select Bus Service	95.1%	101.1%	-6.0%
Express	95.3%	97.3%	-2.0%
Systemwide	96.6%	97.2%	-0.6%
Local/Limited	96.3%	97.0%	-0.8%
Select Bus Service	98.6%	98.0%	+0.6%
Express	97.4%	97.7%	-0.2%

Note: The metrics in this report are preliminary

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

Desired trend




	Monthly			12-Month Average		
	Sep 20	Sep 19	Change	Sep 20	Sep 19	Change
Bronx	0:01:26	0:01:59	-0:00:34	0:01:45	0:01:44	+0:00:00
Brooklyn	0:01:52	0:02:09	-0:00:16	0:01:51	0:01:55	-0:00:04
Manhattan	0:01:06	0:01:29	-0:00:23	0:01:17	0:01:28	-0:00:12
Queens	0:01:27	0:01:53	-0:00:25	0:01:39	0:01:44	-0:00:05
Staten Island	0:01:59	0:02:18	-0:00:19	0:02:03	0:02:01	+0:00:02
Systemwide	0:01:32	0:01:56	-0:00:24	0:01:41	0:01:45	-0:00:04

Additional Bus Stop Time Discussion

- Additional Bus Stop Time in September 2020 decreased by 24 seconds compared to September 2019, and decreased by 4 seconds on a 12-month average basis.
- Note that due to severe disruptions in ridership due to the Covid-19 pandemic, ABST was not available from April - August 2020.

Note: The metrics in this report are preliminary

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

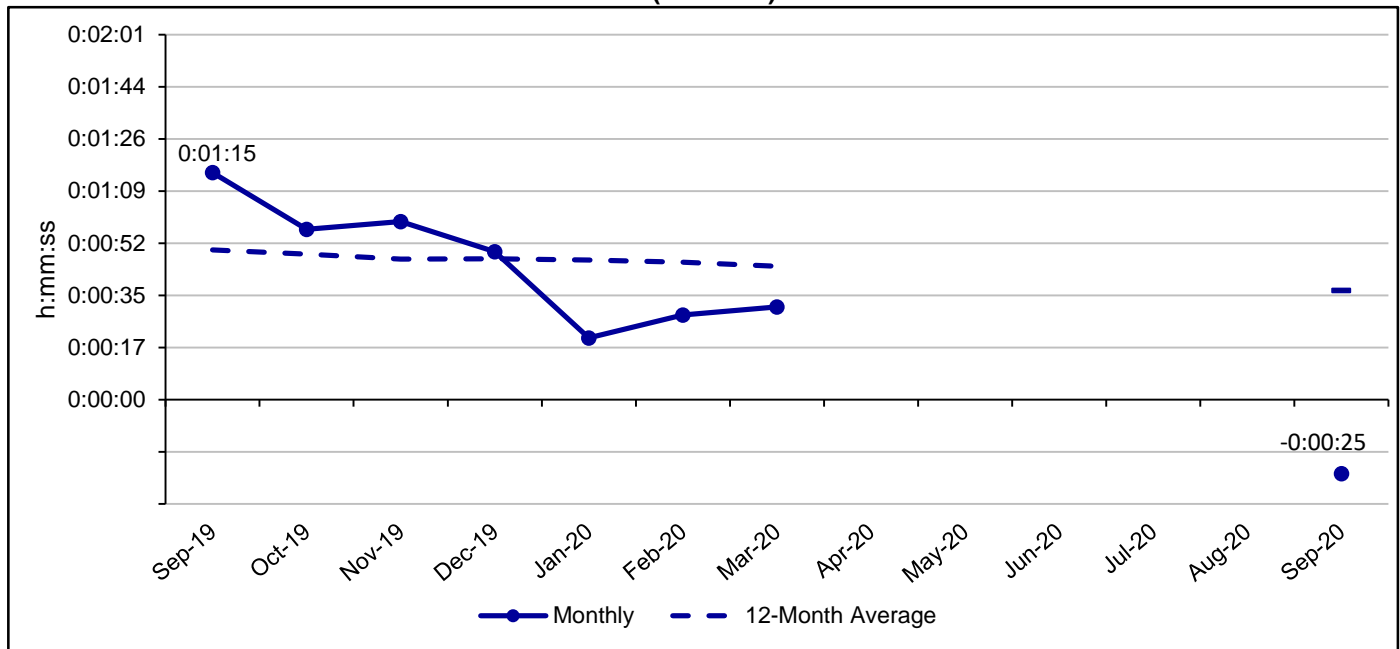
Desired trend 

<u>Borough</u>	<u>Sep 20</u>	<u>Sep 19</u>	<u>Change</u>
Bronx	0:01:26	0:01:59	-0:00:33
Local/Limited	0:01:28	0:02:01	-0:00:33
Select Bus Service	0:01:05	0:01:36	-0:00:31
Express	0:01:54	0:02:47	-0:00:53
Brooklyn	0:01:52	0:02:09	-0:00:16
Local/Limited	0:01:54	0:02:12	-0:00:18
Select Bus Service	0:01:30	0:01:29	+0:00:00
Express	0:02:08	0:02:01	+0:00:06
Manhattan	0:01:06	0:01:29	-0:00:23
Local/Limited	0:01:14	0:01:42	-0:00:29
Select Bus Service	0:00:49	0:01:05	-0:00:16
Express	N/A	N/A	N/A
Queens	0:01:27	0:01:53	-0:00:25
Local/Limited	0:01:28	0:01:55	-0:00:28
Select Bus Service	0:01:14	0:01:15	-0:00:01
Express	0:02:08	0:02:03	+0:00:05
Staten Island	0:01:59	0:02:18	-0:00:19
Local/Limited	0:02:07	0:02:38	-0:00:30
Select Bus Service	0:01:19	0:01:46	-0:00:27
Express	0:01:38	0:01:36	+0:00:02
Systemwide	0:01:32	0:01:56	-0:00:24
Local/Limited	0:01:35	0:02:02	-0:00:27
Select Bus Service	0:01:05	0:01:17	-0:00:12
Express	0:01:51	0:01:58	-0:00:07

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		
	Sep 20	Sep 19	% Change	Sep 20	Sep 19	% Change
Bronx	-0:00:02	0:01:28	-0:01:30	0:00:54	0:01:02	-0:00:07
Brooklyn	-0:00:16	0:01:13	-0:01:29	0:00:35	0:00:49	-0:00:13
Manhattan	-0:00:42	0:00:51	-0:01:33	0:00:14	0:00:29	-0:00:15
Queens	-0:00:33	0:01:25	-0:01:58	0:00:43	0:00:57	-0:00:14
Staten Island	-0:01:44	0:00:52	-0:02:36	-0:00:05	0:00:29	-0:00:34
Systemwide	-0:00:25	0:01:15	-0:01:40	0:00:36	0:00:50	-0:00:14

Additional Travel Time Discussion

- Additional Travel Time in September 2020 decreased by 1 minute and 40 seconds compared to September 2019, and decreased by 14 seconds on a 12-month average basis.
- Note that due to severe disruptions in ridership due to the Covid-19 pandemic, ATT was not available from April - August 2020.

Note: The metrics in this report are preliminary

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

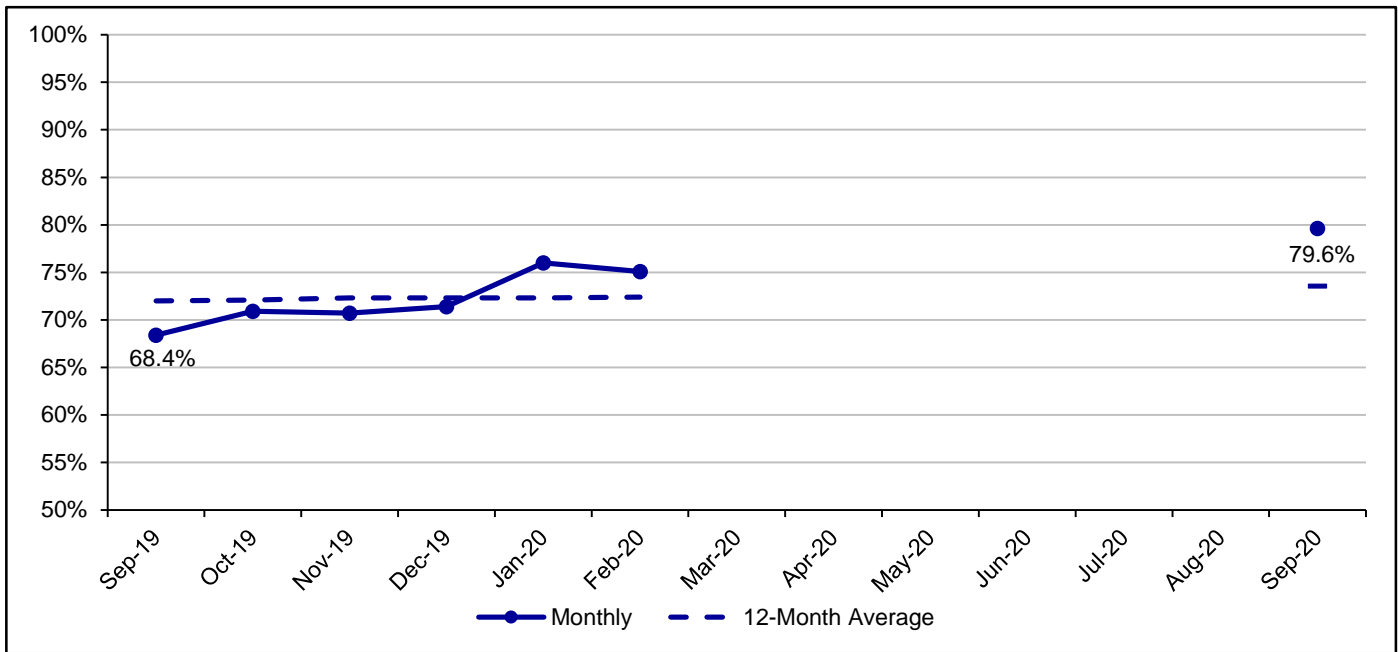
Desired trend 

<u>Borough</u>	<u>Sep 20</u>	<u>Sep 19</u>	<u>% Change</u>
Bronx	-0:00:02	0:01:28	-0:01:30
Local/Limited	-0:00:04	0:01:18	-0:01:22
Select Bus Service	0:00:10	0:01:44	-0:01:34
Express	0:00:24	0:06:46	-0:06:22
Brooklyn	-0:00:16	0:01:13	-0:01:29
Local/Limited	-0:00:17	0:01:12	-0:01:29
Select Bus Service	-0:00:01	0:01:05	-0:01:06
Express	-0:02:14	0:04:00	-0:06:14
Manhattan	-0:00:42	0:00:51	-0:01:33
Local/Limited	-0:00:40	0:00:56	-0:01:36
Select Bus Service	-0:00:46	0:00:42	-0:01:28
Express	N/A	N/A	N/A
Queens	-0:00:33	0:01:25	-0:01:58
Local/Limited	-0:00:34	0:01:18	-0:01:52
Select Bus Service	0:00:18	0:01:09	-0:00:51
Express	-0:02:38	0:08:03	-0:10:41
Staten Island	-0:01:44	0:00:52	-0:02:36
Local/Limited	-0:00:57	0:01:05	-0:02:02
Select Bus Service	-0:00:30	0:01:35	-0:02:05
Express	-0:06:32	0:00:01	-0:06:33
Systemwide	-0:00:25	0:01:15	-0:01:40
Local/Limited	-0:00:22	0:01:13	-0:01:35
Select Bus Service	-0:00:15	0:01:02	-0:01:17
Express	-0:03:29	0:03:25	-0:06:54

Note: The metrics in this report are preliminary

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

Desired trend




	Monthly			12-Month Average		
	Sep 20	Sep 19	% Change	Sep 20	Sep 19	% Change
Bronx	78.4%	67.0%	+17.0%	71.8%	71.2%	+0.8%
Brooklyn	75.9%	67.1%	+13.2%	72.2%	70.7%	+2.1%
Manhattan	84.4%	74.0%	+14.1%	78.7%	76.1%	+3.4%
Queens	81.7%	67.9%	+20.3%	73.4%	71.8%	+2.2%
Staten Island	81.8%	65.4%	+25.1%	72.2%	69.4%	+4.1%
Systemwide	79.6%	68.4%	+16.4%	73.5%	72.0%	+2.1%

Customer Journey Time Performance Discussion

- Customer Journey Time Performance in September 2020 increased by 16.4 percent to 79.6 percent compared to September 2019, and increased by 2.1 percent to 73.5 percent on a 12-month average basis.
- Note that due to severe disruptions in ridership due to the Covid-19 pandemic, CJTP was not available from April - August 2020.

Note: The metrics in this report are preliminary

Customer Journey Time Performance Monthly

Desired trend 

<u>Borough</u>	<u>Sep 20</u>	<u>Sep 19</u>	<u>% Change</u>
Bronx	78.4%	67.0%	+17.0%
Local/Limited	78.6%	67.9%	+15.8%
Select Bus Service	77.9%	65.6%	+18.7%
Express	65.9%	38.9%	+69.5%
Brooklyn	75.9%	67.1%	+13.2%
Local/Limited	75.9%	66.8%	+13.6%
Select Bus Service	76.6%	72.3%	+6.0%
Express	74.8%	53.4%	+40.0%
Manhattan	84.4%	74.0%	+14.1%
Local/Limited	82.8%	71.1%	+16.5%
Select Bus Service	88.4%	79.1%	+11.8%
Express	N/A	N/A	N/A
Queens	81.7%	67.9%	+20.3%
Local/Limited	82.1%	68.4%	+20.1%
Select Bus Service	73.6%	70.5%	+4.4%
Express	74.3%	37.2%	+99.8%
Staten Island	81.8%	65.4%	+25.1%
Local/Limited	81.4%	64.7%	+25.8%
Select Bus Service	79.3%	65.8%	+20.6%
Express	85.3%	67.2%	+27.0%
Systemwide	79.6%	68.4%	+16.4%
Local/Limited	79.5%	68.0%	+16.9%
Select Bus Service	81.4%	73.9%	+10.2%
Express	77.0%	54.1%	+42.3%

Note: 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 bus performance and the impact of bus speed on operations.

Performance Indicator Definitions

Mean Distance Between Failures (MDBF)

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

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

Bus Speeds

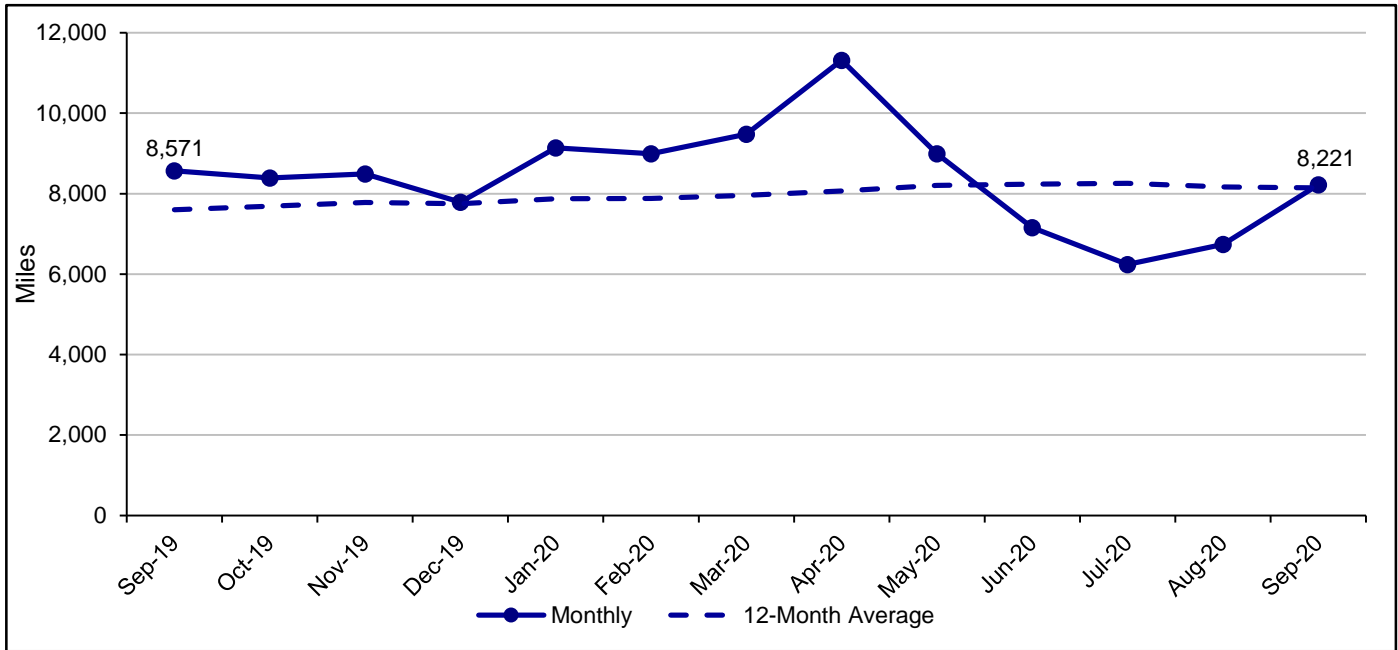
Bus speeds measure how quickly buses travel along their routes. The average end-to-end speed is the total distance traveled along a route divided by the total time, using bus GPS data.

Note: The metrics in this report are preliminary

Mean Distance Between Failures (24 Hours)

Miles

Desired trend



	Monthly			12-Month Average		
	Sep 20	Sep 19	% Change	Sep 20	Sep 19	% Change
Bronx	5,409	7,498	-27.9%	6,120	5,873	+4.2%
Brooklyn	8,890	9,765	-9.0%	8,548	8,372	+2.1%
Manhattan	5,370	5,266	+2.0%	5,225	4,438	+17.7%
Queens	8,285	7,514	+10.3%	7,975	7,270	+9.7%
Staten Island	29,792	20,824	+43.1%	23,928	20,969	+14.1%
Systemwide	8,221	8,571	-4.1%	8,141	7,600	+7.1%

Mean Distance Between Failures Discussion

- Mean Distance Between Failures in September 2020 decreased by 4.1 percent to 8,221 miles compared to September 2019, and increased by 7.1 percent to 8,141 miles on a 12-month average basis.

Note: The metrics in this report are preliminary

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

Desired trend

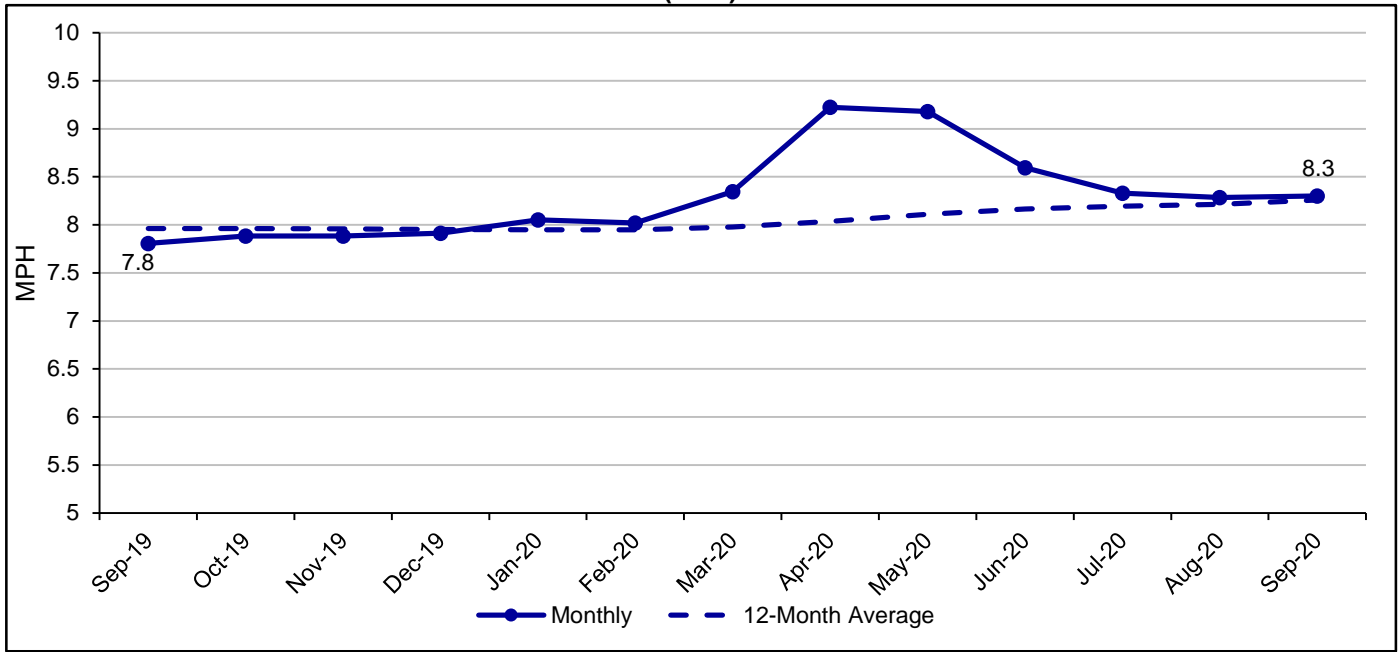


Borough	Sep 20	Sep 19	% Change
Bronx	6,120	5,873	+4.2%
Local/Limited	5,304	5,016	+5.7%
Select Bus Service	9,407	10,906	-13.7%
Express	10,301	10,626	-3.1%
Brooklyn	8,548	8,372	+2.1%
Local/Limited	8,368	8,148	+2.7%
Select Bus Service	9,830	12,536	-21.6%
Express	10,436	8,700	+20.0%
Manhattan	5,225	4,438	+17.7%
Local/Limited	4,515	3,884	+16.3%
Select Bus Service	9,336	8,739	+6.8%
Express	N/A	N/A	N/A
Queens	7,975	7,270	+9.7%
Local/Limited	7,832	6,993	+12.0%
Select Bus Service	7,432	9,796	-24.1%
Express	9,042	7,776	+16.3%
Staten Island	23,928	20,969	+14.1%
Local/Limited	24,160	21,576	+12.0%
Select Bus Service	23,860	14,204	+68.0%
Express	23,738	21,281	+11.5%
Systemwide	8,141	7,600	+7.1%
Local/Limited	7,306	6,735	+8.5%
Select Bus Service	9,211	10,320	-10.7%
Express	13,254	12,186	+8.8%

Note: The metrics in this report are preliminary

Bus Speeds (24 Hours) (MPH)

Desired trend




	Monthly			12-Month Average		
	Sep 20	Sep 19	% Change	Sep 20	Sep 19	% Change
Bronx	7.7	7.3	+6.2%	7.6	7.4	+3.3%
Brooklyn	7.5	6.9	+8.1%	7.5	7.1	+4.8%
Manhattan	6.4	5.8	+10.7%	6.3	5.9	+8.2%
Queens	9.4	8.6	+9.3%	9.3	8.8	+5.2%
Staten Island	14.2	13.4	+5.9%	14.0	13.8	+1.0%
Systemwide	8.3	7.8	+6.3%	8.3	8.0	+3.7%

Speed Discussion

- Bus Speeds in September 2020 increased by 6.3 percent to 8.3 mph compared to September 2019, and increased by 3.7 percent to 8.3 mph on a 12-month average basis.

Note: The metrics in this report are preliminary

Bus Speeds
Monthly (24 Hours)
MPH

Desired trend 

<u>Borough</u>	<u>Sep 20</u>	<u>Sep 19</u>	<u>% Change</u>
Bronx	7.7	7.3	+6.2%
Local/Limited	7.1	6.6	+6.6%
Select Bus Service	9.0	8.3	+7.5%
Express	12.4	11.0	+12.3%
Brooklyn	7.5	6.9	+8.1%
Local/Limited	7.2	6.7	+8.6%
Select Bus Service	8.8	8.5	+3.7%
Express	13.8	11.8	+17.1%
Manhattan	6.4	5.8	+10.7%
Local/Limited	6.1	5.5	+11.3%
Select Bus Service	7.4	6.6	+11.8%
Express	N/A	N/A	N/A
Queens	9.4	8.6	+9.3%
Local/Limited	9.1	8.3	+9.7%
Select Bus Service	11.7	10.9	+6.8%
Express	14.6	12.5	+16.7%
Staten Island	14.2	13.4	+5.9%
Local/Limited	12.3	11.5	+7.4%
Select Bus Service	15.0	14.1	+6.7%
Express	18.2	16.5	+10.0%
Systemwide	8.3	7.8	+6.3%
Local/Limited	7.8	7.3	+7.5%
Select Bus Service	9.4	8.7	+7.8%
Express	14.7	13.4	+9.9%

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.

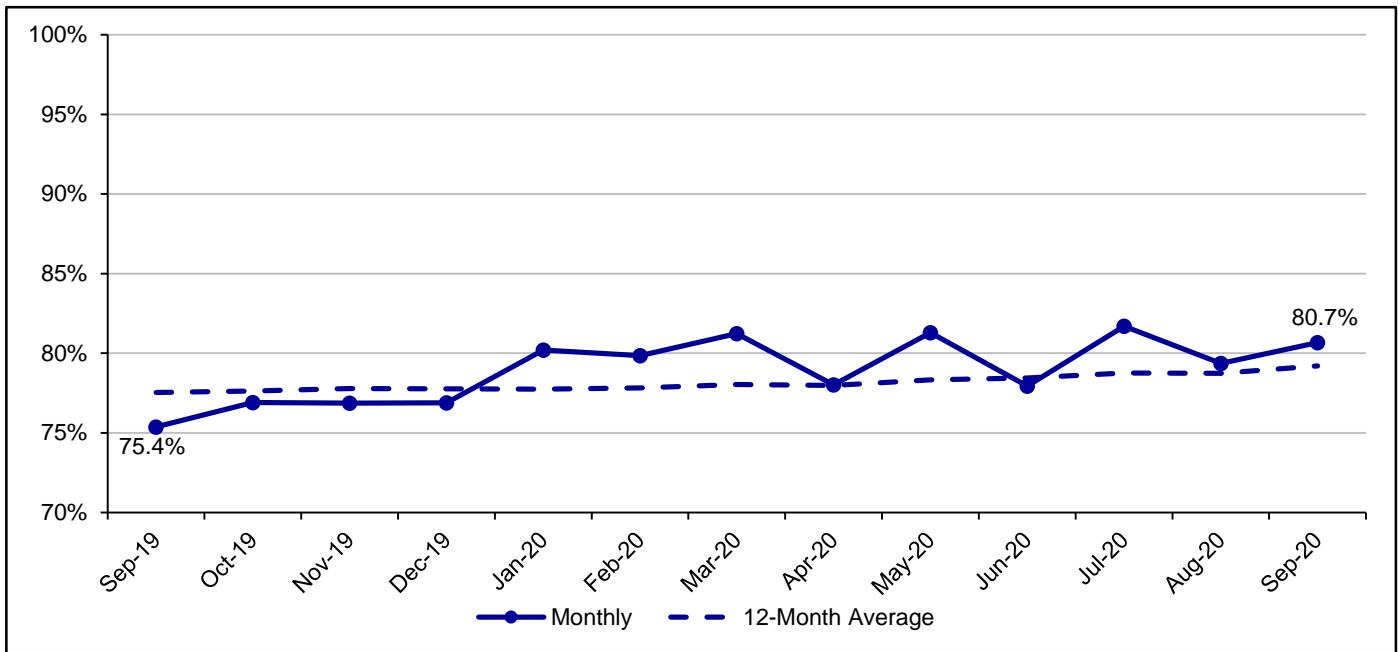
Bus PM Weekday Pull Out Performance

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.

Note: The metrics in this report are preliminary

Wait Assessment


Desired trend



	Monthly			12-Month Average		
	Sep 20	Sep 19	% Change	Sep 20	Sep 19	% Change
Bronx	80.1%	73.9%	+8.4%	78.7%	76.6%	+2.7%
Brooklyn	76.2%	73.5%	+3.7%	76.6%	75.8%	+1.0%
Manhattan	83.8%	75.3%	+11.3%	79.4%	76.9%	+3.3%
Queens	82.7%	77.1%	+7.2%	81.0%	79.0%	+2.5%
Staten Island	82.5%	78.8%	+4.6%	81.8%	80.7%	+1.3%
Systemwide	80.7%	75.4%	+7.0%	79.2%	77.5%	+2.2%

Note: The metrics in this report are preliminary

Wait Assessment Monthly

Desired trend 

<u>Borough</u>	<u>Sep 20</u>	<u>Sep 19</u>	<u>% Change</u>
Bronx	80.1%	73.9%	+8.4%
Local/Limited	79.6%	73.7%	+8.1%
Select Bus Service	83.0%	74.0%	+12.1%
Express	88.3%	78.4%	+12.6%
Brooklyn	76.2%	73.5%	+3.7%
Local/Limited	76.0%	73.3%	+3.8%
Select Bus Service	78.1%	79.5%	-1.8%
Express	80.9%	77.4%	+4.6%
Manhattan	83.8%	75.3%	+11.3%
Local/Limited	83.3%	74.4%	+11.9%
Select Bus Service	88.0%	81.5%	+8.0%
Express	N/A	N/A	N/A
Queens	82.7%	77.1%	+7.2%
Local/Limited	82.6%	76.9%	+7.4%
Select Bus Service	84.4%	82.4%	+2.4%
Express	84.1%	79.6%	+5.7%
Staten Island	82.5%	78.8%	+4.6%
Local/Limited	82.1%	78.0%	+5.2%
Select Bus Service	84.0%	76.5%	+9.8%
Express	83.9%	82.8%	+1.3%
Systemwide	80.7%	75.4%	+7.0%
Local/Limited	80.3%	75.0%	+7.1%
Select Bus Service	85.1%	80.1%	+6.2%
Express	84.6%	80.3%	+5.4%

Note: The metrics in this report are preliminary

Bus Mean Distance Between Service Interruptions

Desired trend 

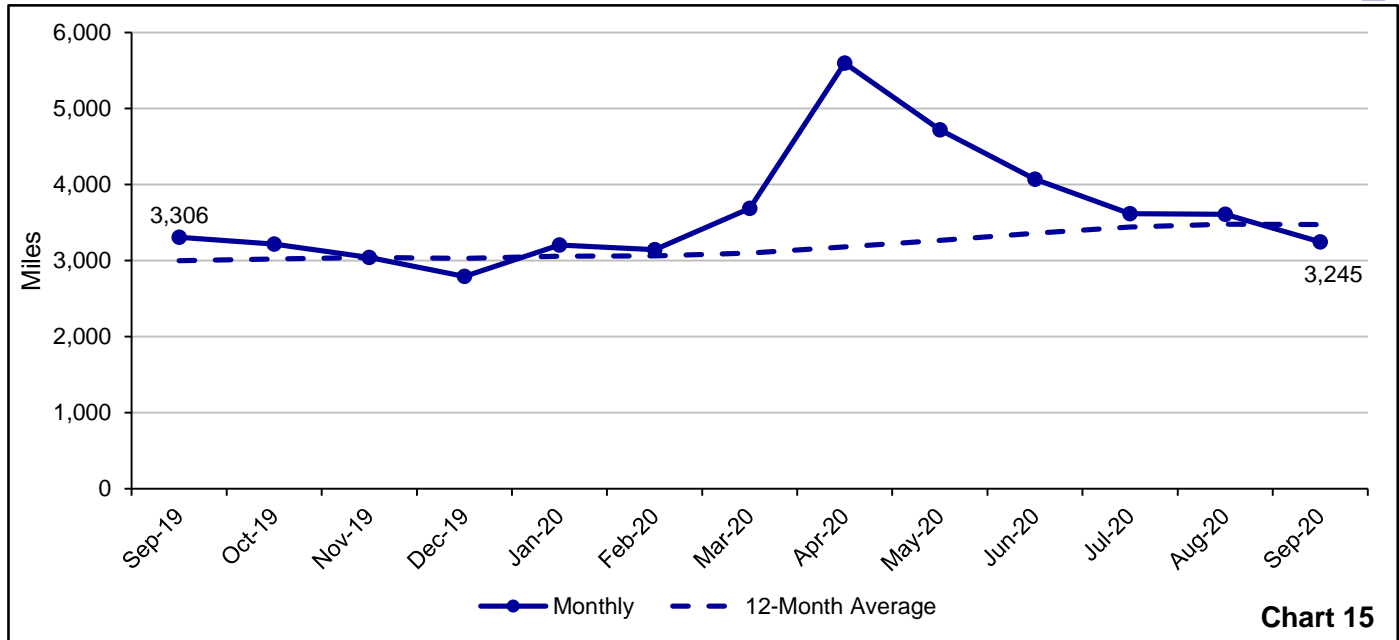



Chart 15

	Monthly			12-Month Average		
	Sep 20	Sep 19	% Change	Sep 20	Sep 19	% Change
Systemwide	3,245	3,306	-1.8%	3,473	2,999	+15.8%

Bus Percentage of Completed Trips

Desired trend 

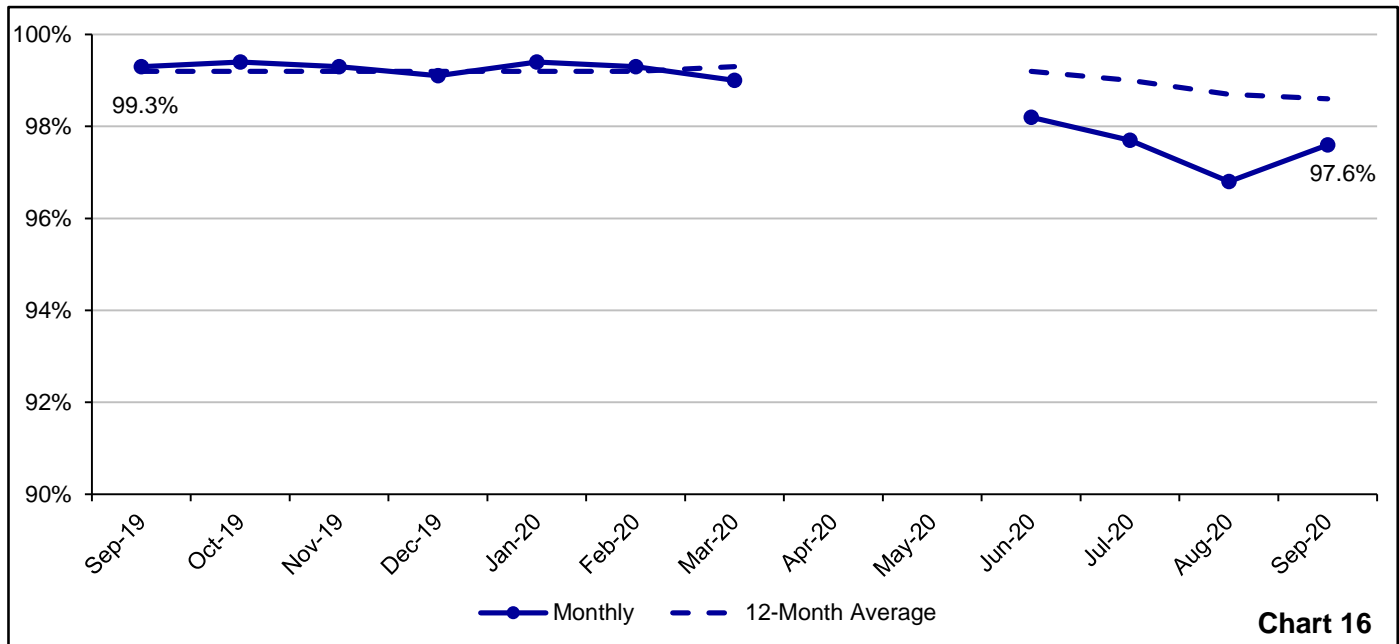


Chart 16

	Monthly			12-Month Average		
	Sep 20	Sep 19	% Change	Sep 20	Sep 19	% Change
Systemwide	97.6%	99.3%	-1.7%	98.6%	99.2%	-0.6%

- Due to data processing issues related to the COVID-19 outbreak, April and May 2020 Completed Trips are not available.

Note: The metrics in this report are preliminary

Bus AM Weekday Pull Out Performance

Desired trend

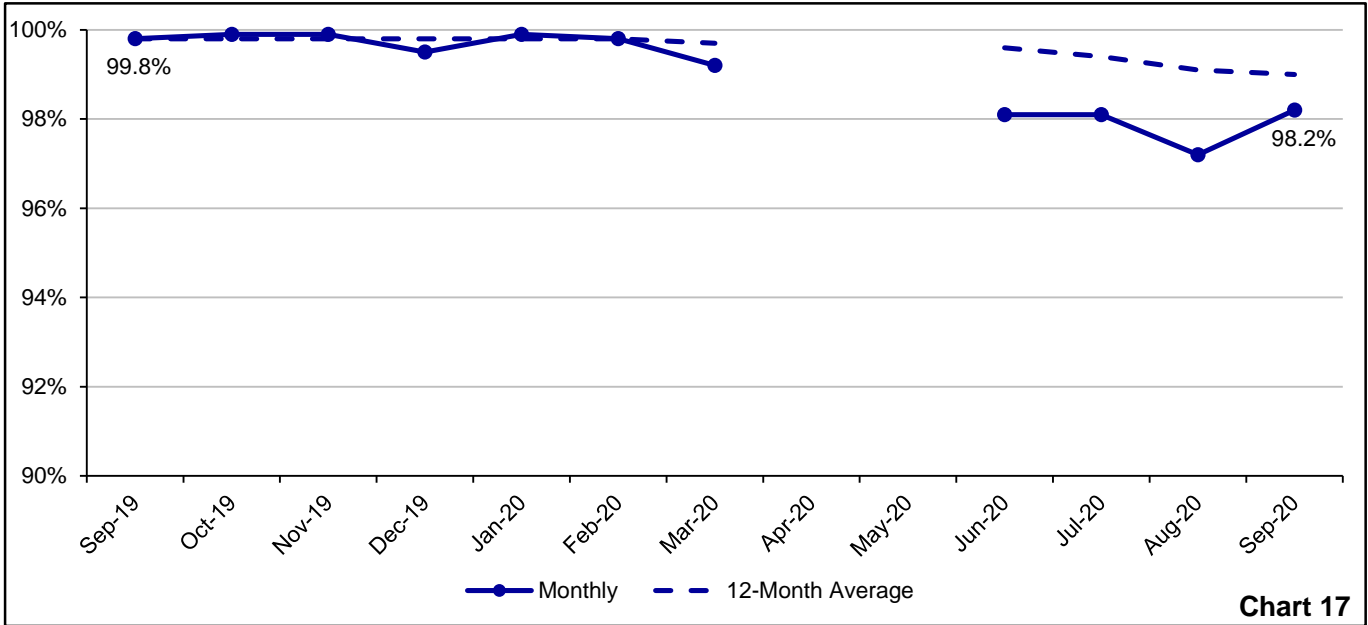


Chart 17

	Monthly			12-Month Average		
	Sep 20	Sep 19	% Change	Sep 20	Sep 19	% Change
Systemwide	98.2%	99.8%	-1.6%	99.0%	99.8%	-0.8%

Bus PM Weekday Pull Out Performance

Desired trend

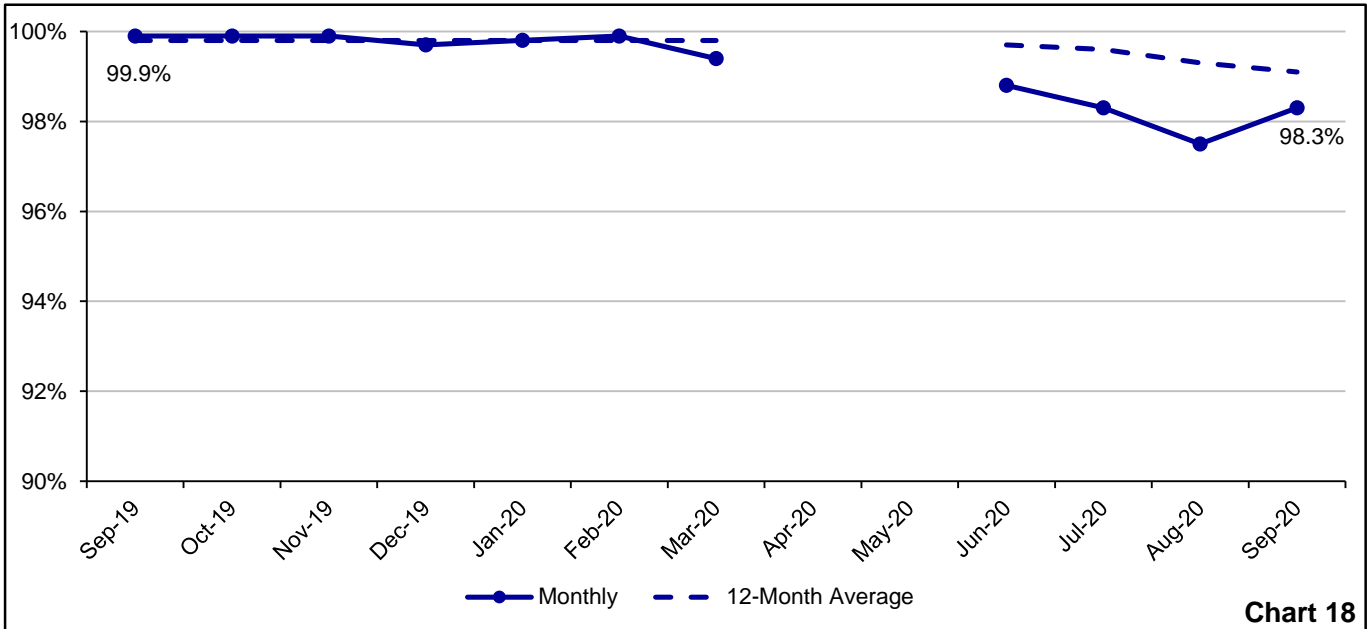


Chart 18

	Monthly			12-Month Average		
	Sep 20	Sep 19	% Change	Sep 20	Sep 19	% Change
Systemwide	98.3%	99.9%	-1.6%	99.1%	99.8%	-0.7%

- Due to data processing issues related to the COVID-19 outbreak, April and May 2020 AM and PM Pull Out Performance are not available.

Note: The metrics in this report are preliminary



Customer Service Report: Paratransit

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

October 2020 Highlights: Paratransit

Throughout the pandemic, Paratransit has provided much needed transportation for its customers, and continues to meet increases in demand. From a low of ~8,000 customers during the height of the pandemic, Paratransit is now providing approximately 21,000 weekday trips – a decrease of approximately 30% from pre-COVID levels. As service has increased, we have successfully maintained stable performance, exceeding 90% On-Time Performance for both the 30-Minute and 15-Minute windows. Average trip duration or ride time continues to remain low, at 29 minutes in August.

This month, NYC Transit is seeking Board approval to award four, 3-year estimated quantity service contracts for the provision of Broker Car Service for Paratransit customers in the estimated aggregate amount of \$580 million. The use of non-dedicated service provides cost and operational benefits to NYC Transit. Paratransit does not directly bear the total responsibility for maintenance and operating costs, as is the case with dedicated service. In addition, non-dedicated service providers offer access to a larger vehicle fleet to perform a high volume of trips. The Broker model is a fully ADA-compliant mode of non-dedicated paratransit transportation that utilizes contractor(s) to schedule and dispatch prearranged trips for AAR customers through a non-dedicated subcontractor network of taxi, livery, and black car service providers. Given the MTA's fiscal situation, innovative changes to the Paratransit operation were needed to reduce program costs and improve the customer experience. These new broker contracts enable Paratransit to gain capacity through expanding the pool of Broker providers, increase the use of shared rides (incentivizing brokers to perform more than 25% of their daily trips as shared rides), and include power lift–equipped vehicles for oversized and motorized wheelchairs. Broker pricing, at approximately \$31 per trip is significantly lower than the Primary Carrier service, which is approximately \$83 per trip. In the forefront is the strategy to shift the bulk of trips previously assigned to dedicated carriers to non-dedicated carriers (principally Broker Service).

We are also excited to announce that, as of October 1st, our customers can submit their Taxi/Car Service reimbursement requests online through the MTA website. Our customers had asked for an easier, digital process for taxi reimbursement requests. Customers no longer need to mail receipts and paper forms. Now they can simply go online and submit their trip information and a copy of their receipt. The link can be found at: <https://mta-nyc.custhelp.com/app/aar-taxi-reimbursement>. For those customers that prefer, they may still send their forms and receipts by mail.

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

Paratransit Report

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

Paratransit Operations - Monthly Operations Report Service Indicators							
Category	Performance Indicator	Current Month: August 2020			12-Month Average		
		This Year	Last Year	% Change	This Year	Last Year	% Change
Ridership	Total Trips Completed*	426,861	674,574	-36.7%	516,431	651,876	-20.8%
	Total Ridership	554,188	897,372	-38.2%	691,903	888,117	-22.1%
On-Time Performance	Pick-up Primary 30 Minute	98.0%	96.0%	+2.1%	97.1%	95.9%	+1.2%
	Pick-up Primary 15 Minute	92.0%	87.0%	+5.8%	88.7%	87.1%	+1.8%
	Pick-up Broker 30 Minute	98.0%	97.0%	+1.0%	97.2%	94.2%	+3.2%
	Pick-up Broker 15 Minute	91.0%	89.0%	+2.3%	89.3%	83.0%	+7.5%
	Appointment OTP Trips Primary - 30 Min Early to <1 Late (On-Time)*	n/a	44.0%	n/a	46.7%	45.3%	+3.1%
	Appointment OTP Trips Primary - Early*	n/a	50.0%	n/a	45.3%	46.8%	-3.0%
	Appointment OTP Trips Broker - 30 Min Early to <1 Late (On-Time)*	n/a	30.0%	n/a	33.0%	34.8%	-5.3%
	Appointment OTP Trips Broker - Early*	n/a	64.0%	n/a	58.3%	52.6%	+10.9%
Ride Time	Ride Time Variance Performance: Actual Trip Duration vs. Planned Trip Duration - At or Better Than Plan	87.0%	82.0%	+6.1%	84.1%	78.3%	+7.5%
	Average Actual Trip Duration in Minutes	29	38	-23.7%	33	41	-20.7%
	Max Ride Time Performance Primary	99.0%	98.0%	+1.0%	98.6%	97.8%	+0.9%
	Max Ride Time Performance Broker	99.0%	99.0%	0.0%	98.8%	97.3%	+1.5%
Customer Experience	Frequent Rider Experience Primary*	n/a	74.0%	n/a	75.5%	73.3%	+3.0%
	Frequent Rider Experience Broker*	n/a	72.0%	n/a	70.5%	68.3%	+3.3%
Provider No-Shows	Provider No-Shows per 1,000 Schedule Trips Primary	0.59	1.36	-56.6%	0.80	1.64	-51.1%
	Provider No-Shows per 1,000 Schedule Trips Broker	0.45	0.86	-47.7%	0.83	1.74	-52.2%
Customer Complaints	Passenger Complaints - Transportation Service Quality Per 1000 Completed Trips	1.5	2.6	-42.3%	2.1	2.7	-24.4%
	Passenger Complaints - Non-Transportation Service Quality Per 1000 Completed Trips	1.1	2.4	-54.2%	1.5	1.9	-18.8%
Call Center	Percent of Calls Answered	97.0%	98.0%	-1.0%	96.7%	95.9%	+0.8%
	Average Call Answer Speed in Seconds	38	30	+26.7%	46	54	-15.7%
Eligibility	Total Registrants	162,061	158,377	+2.3%	162,046	155,000	+4.6%

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

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

PARATRANSIT PERFORMANCE INDICATOR DEFINITIONS

Ridership by Provider Type

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

- 1) **Primary** providers are the blue and white Access-A-Ride branded vehicles, operated by contractors. They provide service with lift and ramp-equipped vans.
- 2) **Brokers** provide for-hire vehicles (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.

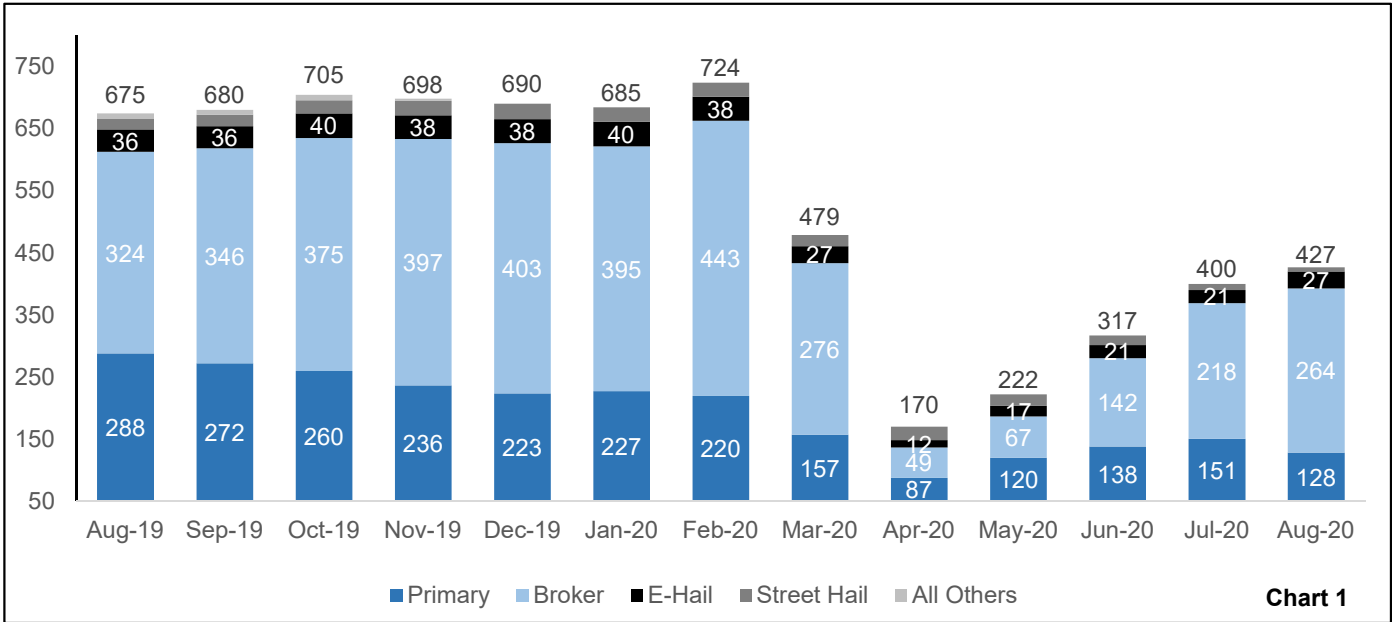
The phone number customers call to make complaints and other comments is the same familiar number they use for reservations. Access-A-Ride reviews all complaints received and works to resolve all specific customer concerns.

Call Center

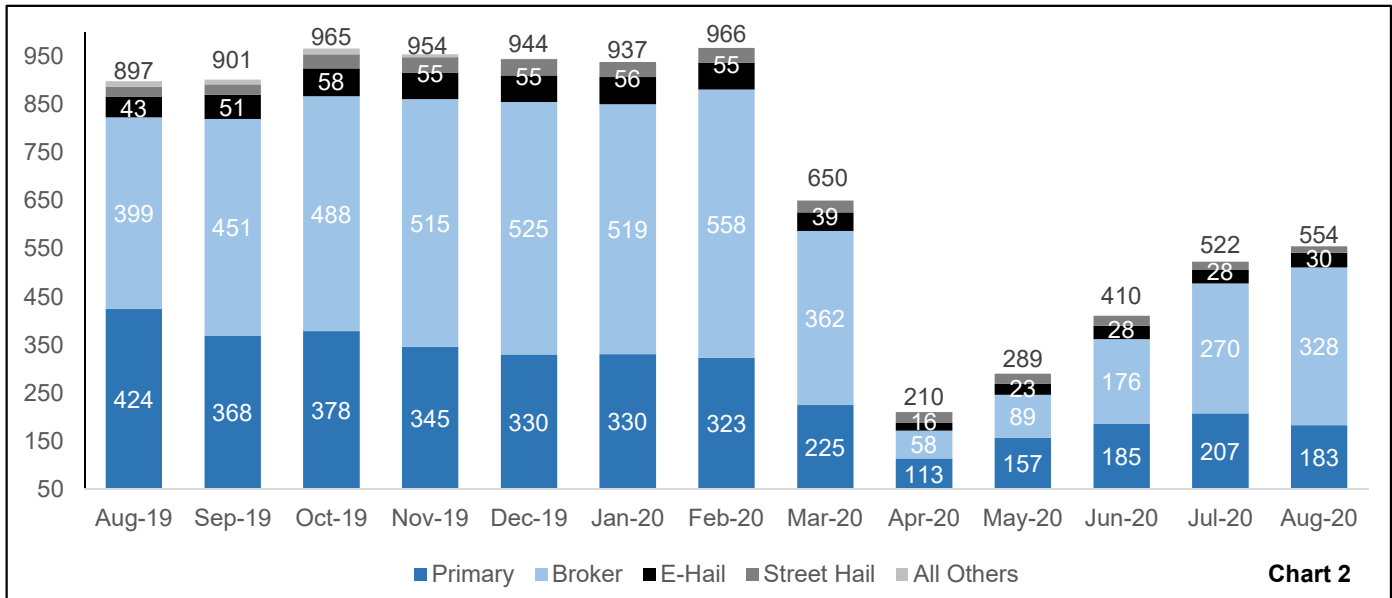
Access-A-Ride Call Center performance is measured as the percent of calls that are answered and the average speed with which those calls are answered. The call center handles reservation and day-of service status calls from customers.

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 August 2020 increased by 27K (or 6.7%) when compared to July 2020, and decreased by 248K (or 36.7%) when compared to August 2019.

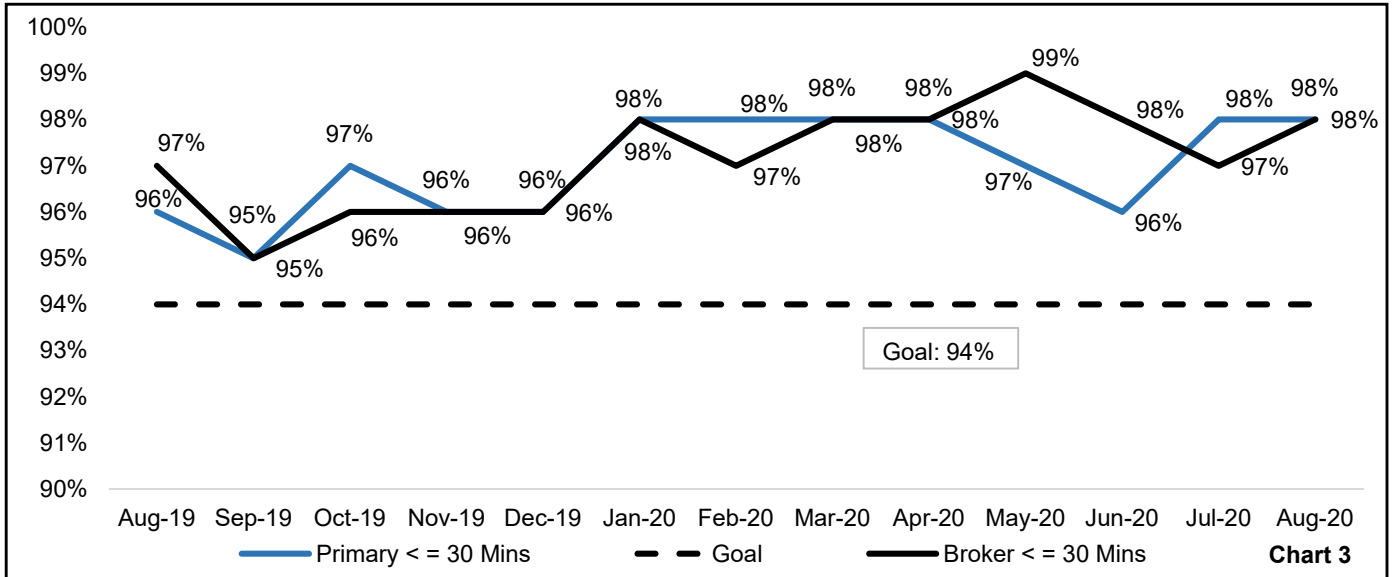
Total Ridership Discussion

- Total Ridership in August 2020 increased by 32K (or 6.1%) when compared to July 2020, and decreased by 343K (or 38.2%) when compared to August 2019.

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

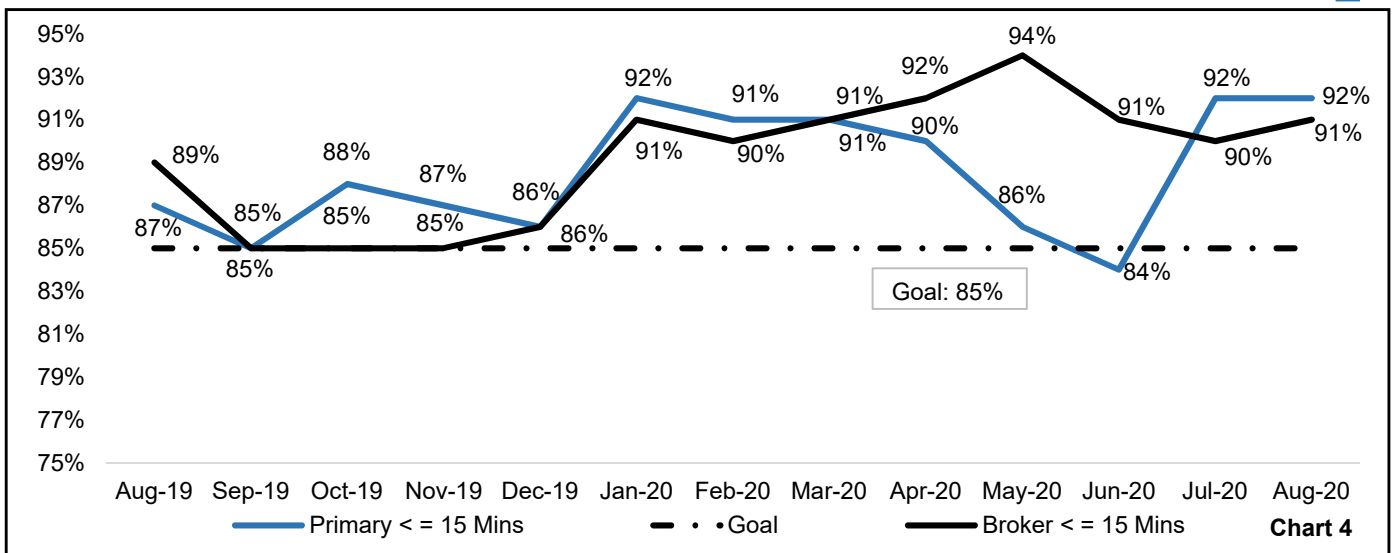
OTP <= 30 Minutes Primary and Broker

Desired trend 



OTP <= 15 Minutes Primary and Broker

Desired trend 



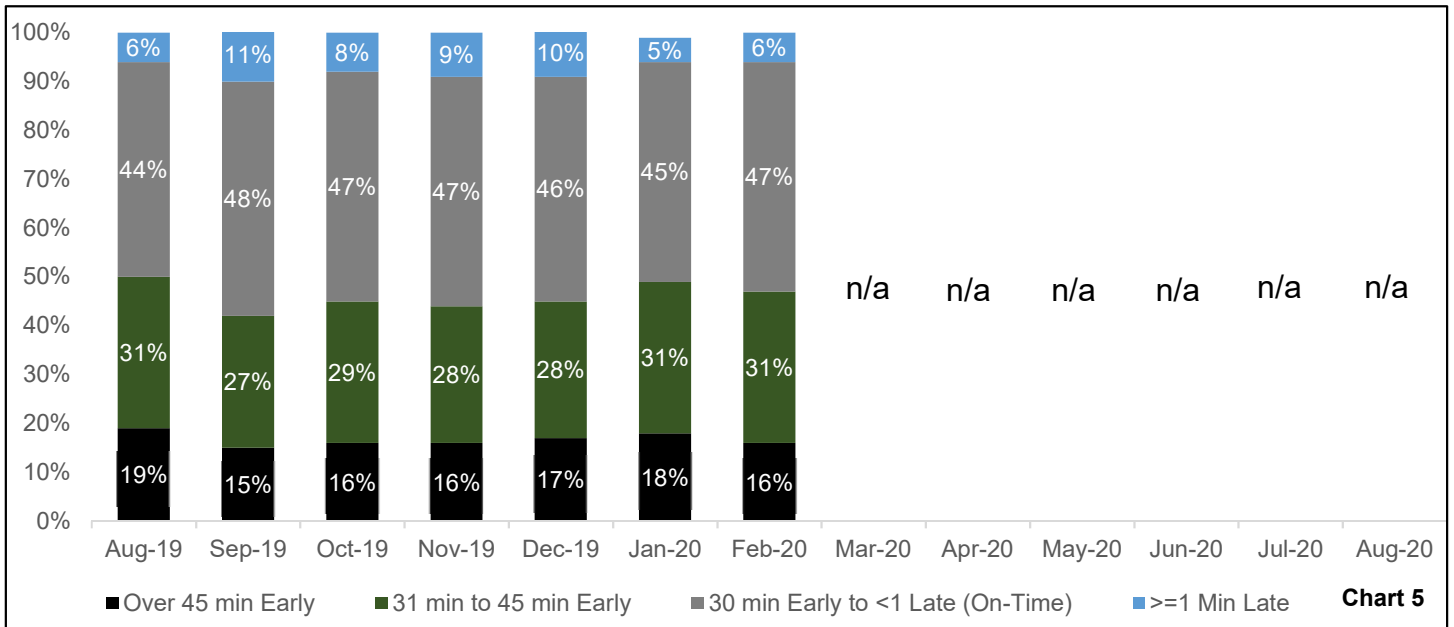
<= 30 Minutes Pick Up On-Time Performance Discussion

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

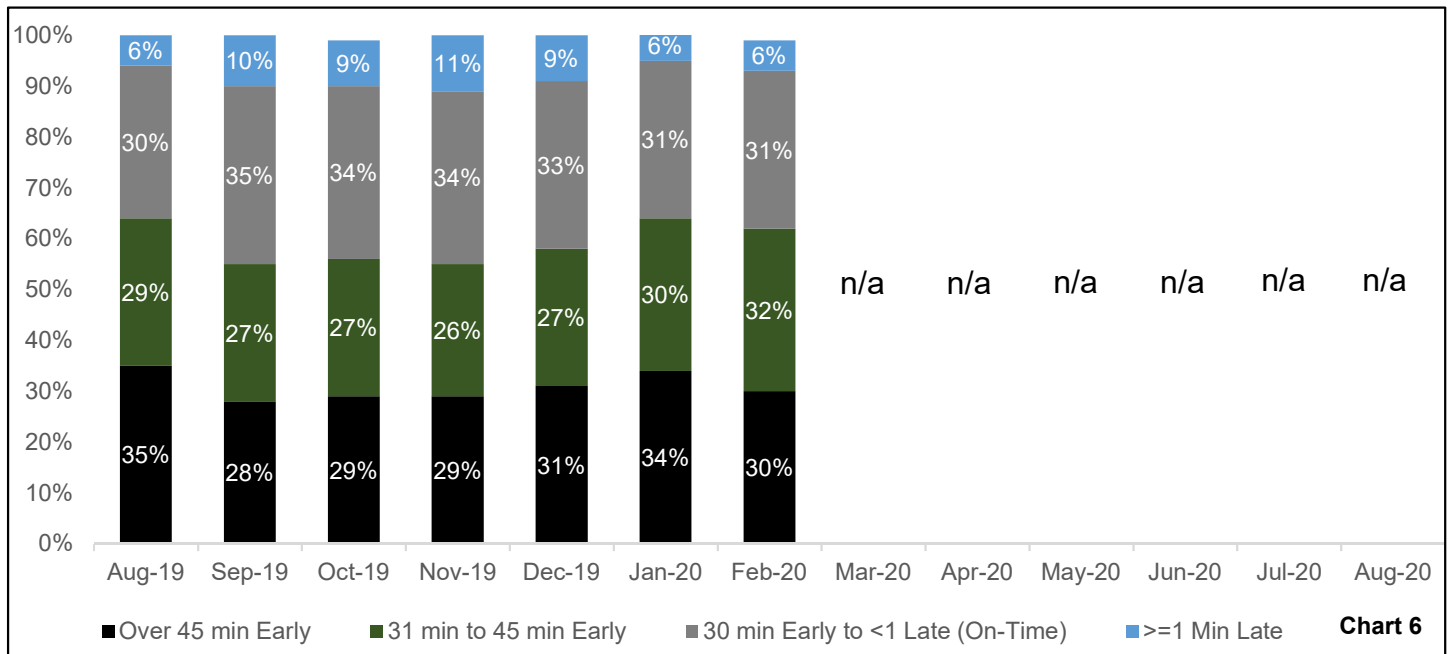
<= 15 Minutes Pick Up On-Time Performance Discussion

- August 2020 Primary 15 minute P/U, OTP result of 92% remained flat when compared to July 2020, and improved at a rate of 5.8% when compared to August 2019.
- August 2020 Broker 15 minute P/U, OTP result of 91% indicates a rate increase of 1.1% when compared to July 2020, and improved at a rate of 2.3% when compared to August 2019.

Primary Drop Off On-Time Performance On Appointment Trips



Broker Drop Off On-Time Performance On Appointment Trips

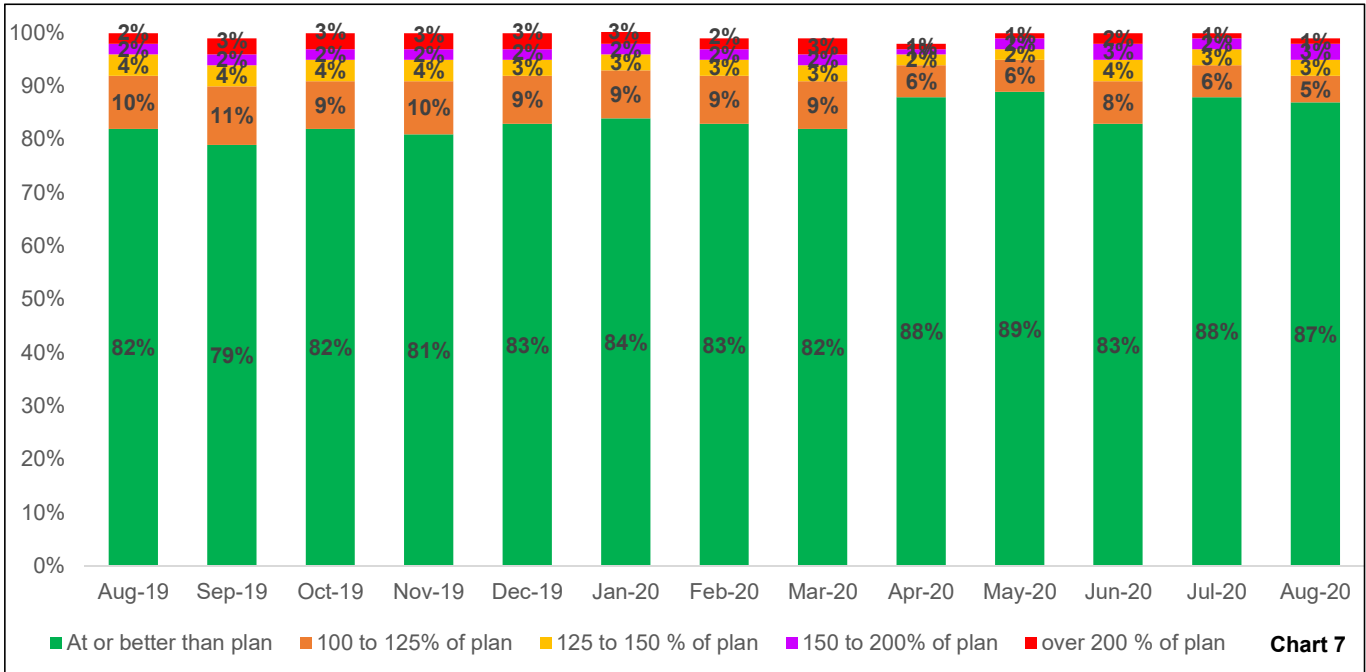


Primary and Broker Drop Off On-Time Performance On Appointment Trips Discussion

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

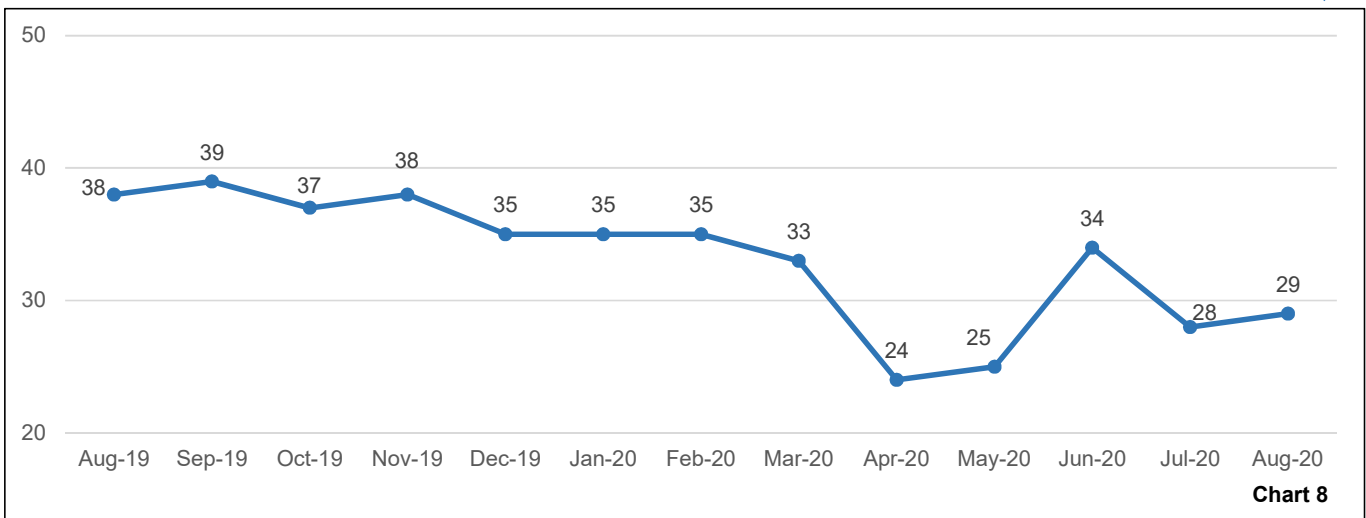
Note: Monthly totals may not be exact due to rounding.

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



Average Actual Trip Duration in Minutes

Desired trend ↓



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

- 87% of trips in August 2020 performed within the scheduled time or better which declined at a rate of 1.1% when compared to July 2020, and improved at a rate of 6.1% when compared to August 2019.

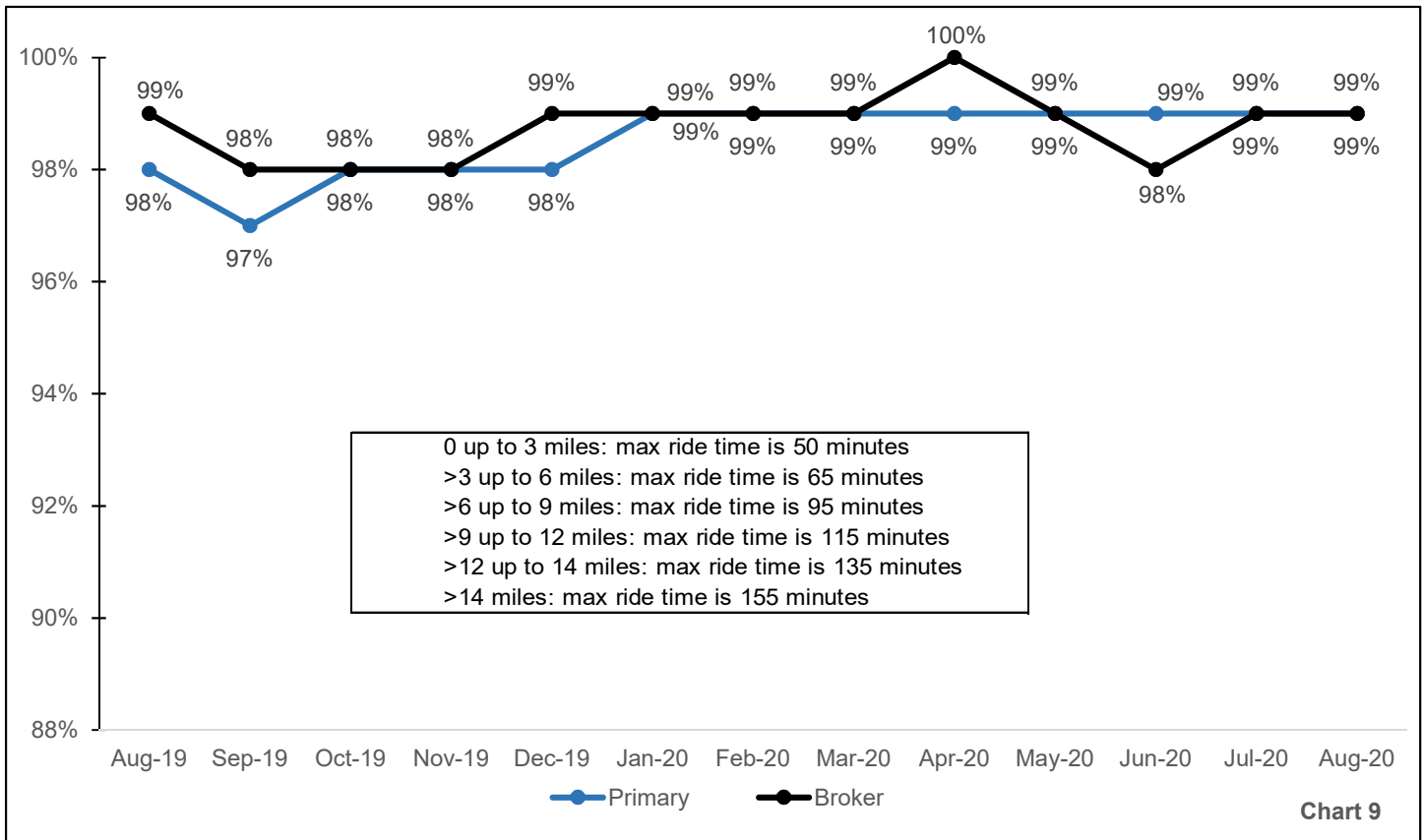
Average Actual Trip Duration in Minutes Discussion

- Actual Trip Duration in August 2020 increased by 1 minute (or 3.6%) when compared to July 2020, and improved by 9 minutes (or 23.7%) when compared to August 2019.

Note: Percentages may not be exact due to rounding.

Max Ride Time Performance


Desired trend

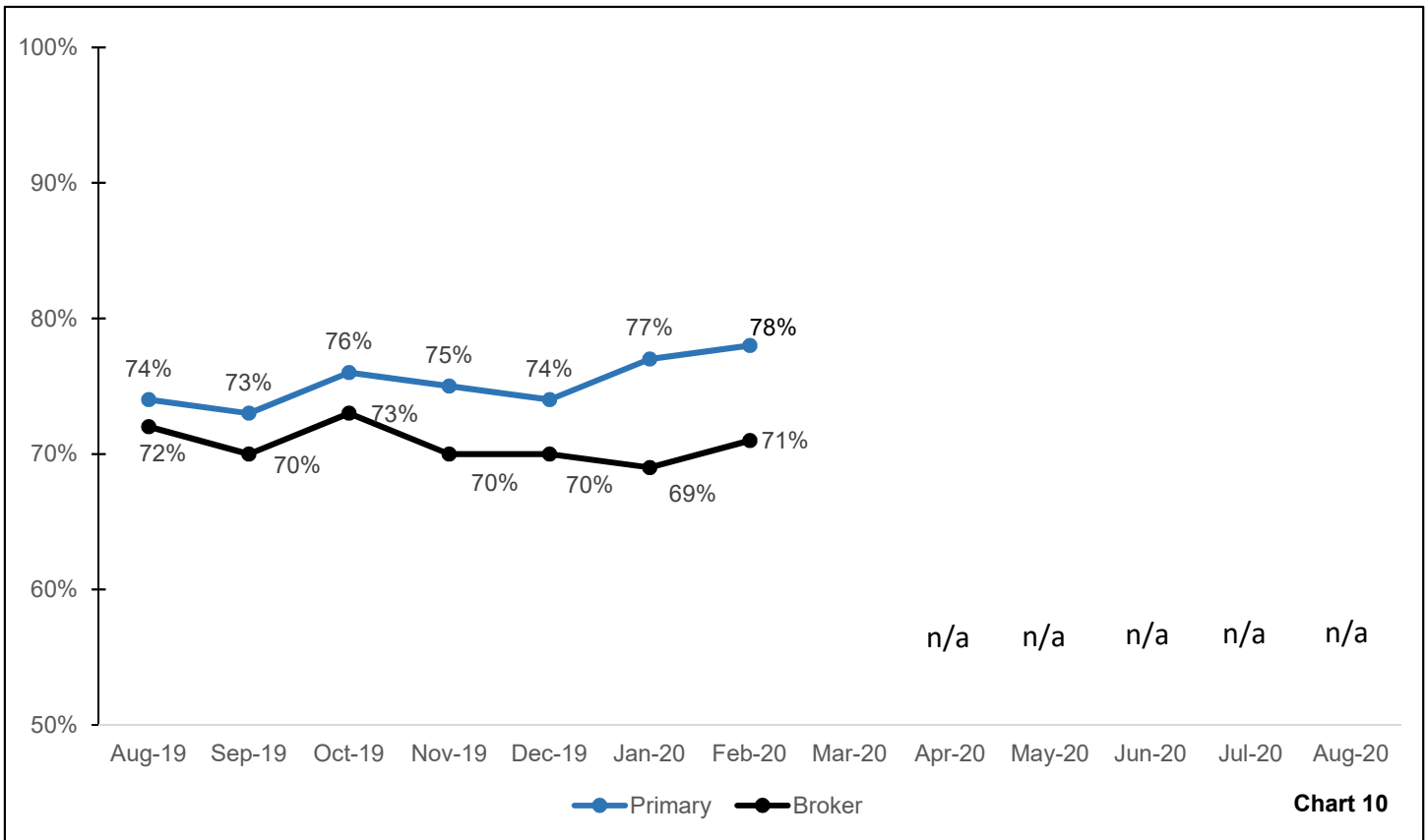


Max Ride Time Performance Discussion

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

Customer Experience Performance

Desired trend 

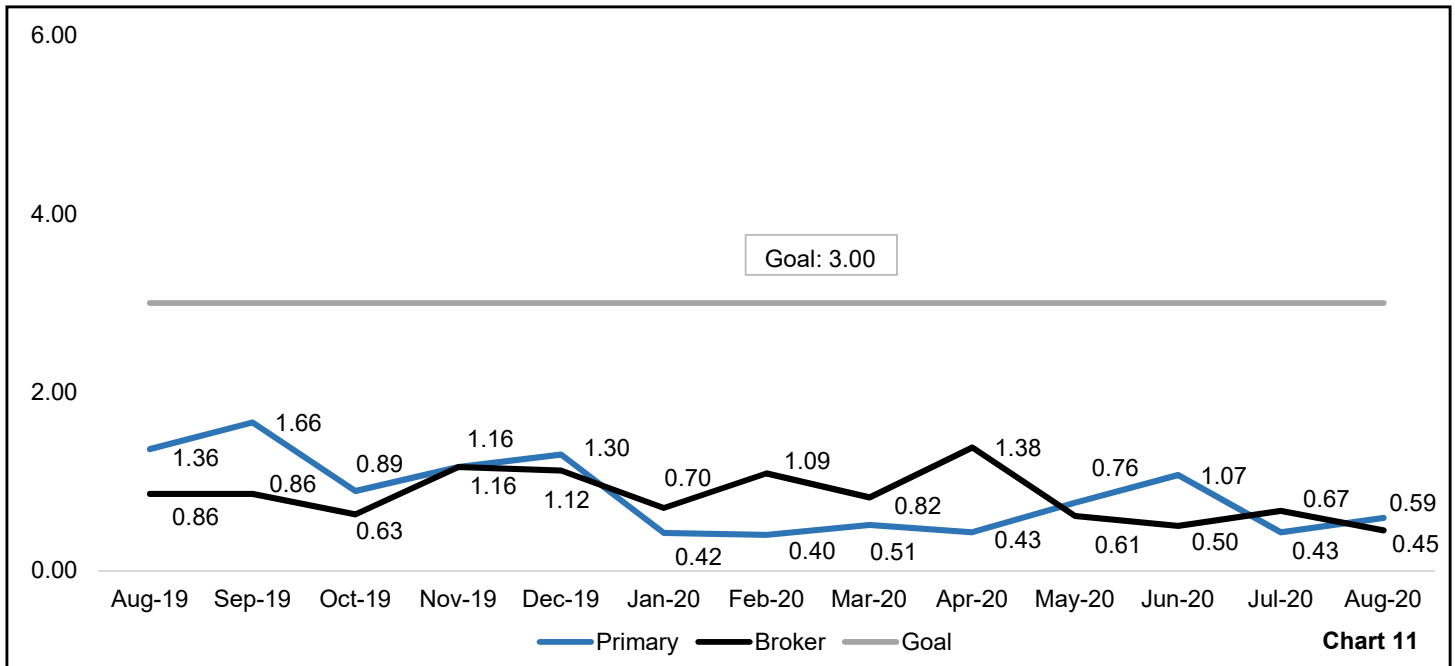


Customer Experience Performance Discussion

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

Provider No Shows Per 1,000 Scheduled Trips

Desired trend

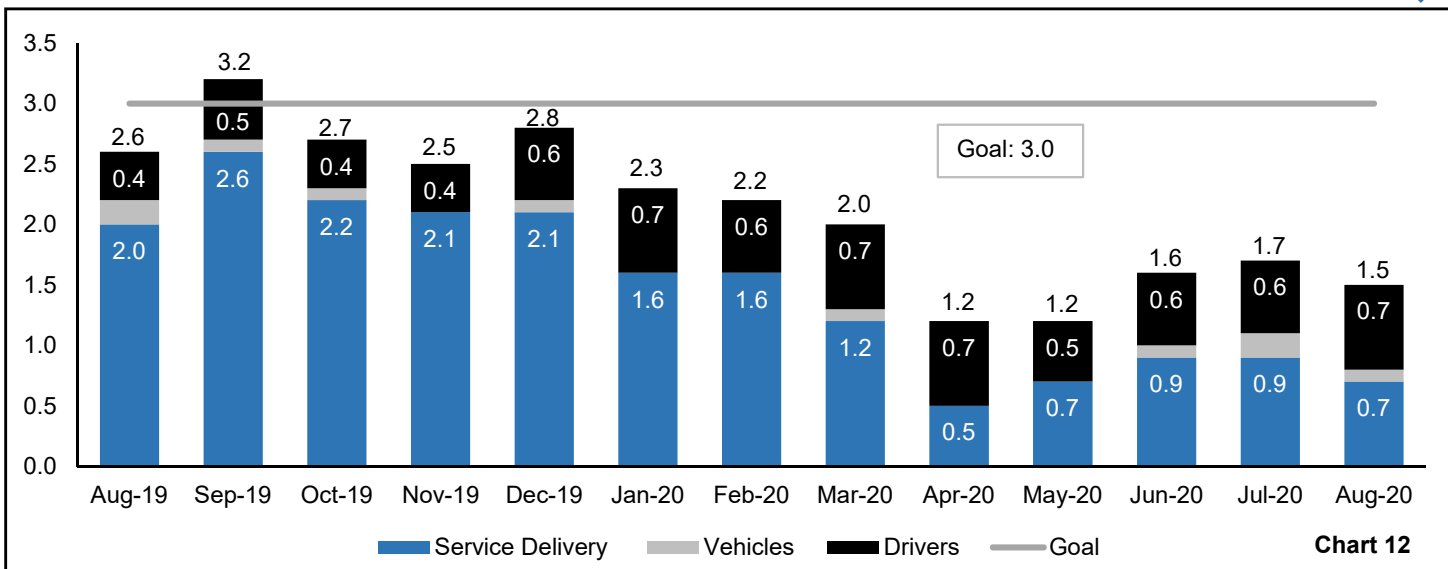


Provider No Shows Per 1000 Scheduled Trips Discussion

- Primary No-Shows increased by 0.16 per 1,000 trips (or 37.2%) in August 2020 when compared to July 2020, and improved by 0.77 per 1,000 trips (or 56.6%) when compared to the same month last year.
- Broker No-Shows improved by 0.22 per 1,000 trips (or 32.8%) in August 2020 when compared to July 2020, and improved by 0.41 per 1,000 trips (or 47.7%) when compared to the same month last year.

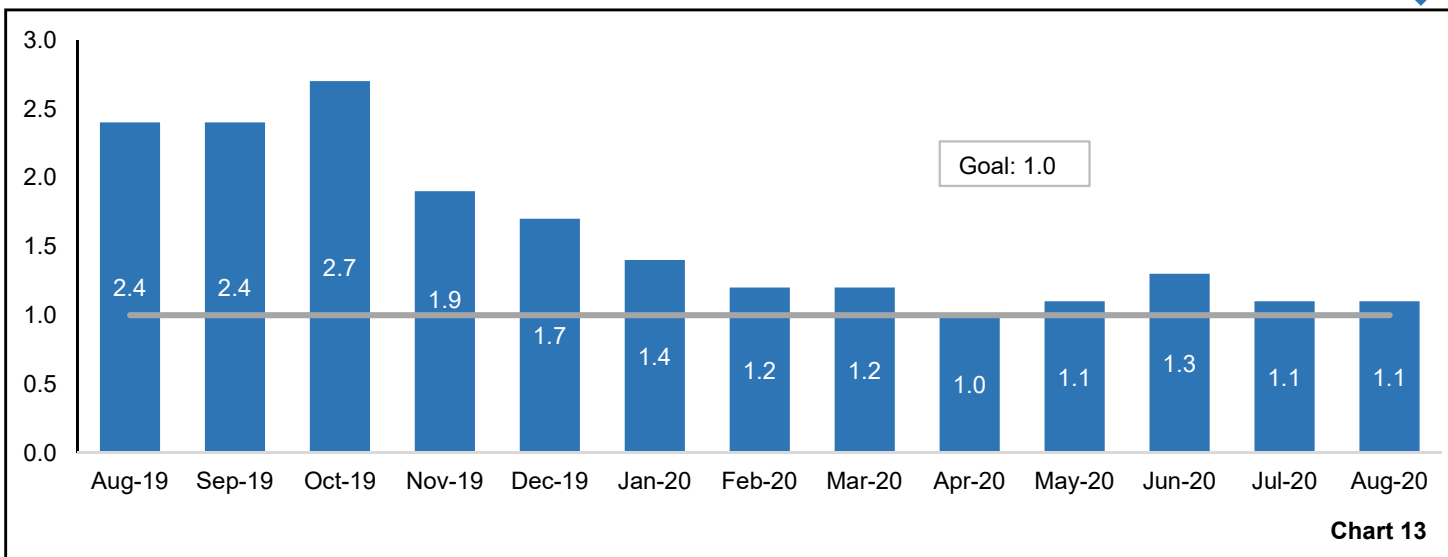
Passenger Complaints Related to Transportation Service Quality Per 1,000 Completed Trips

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 0.2 per 1,000 trips (or 11.8%) in August 2020 when compared to July 2020, and improved by 1.1 per 1,000 trips (or 42.3%) when compared to August 2019.

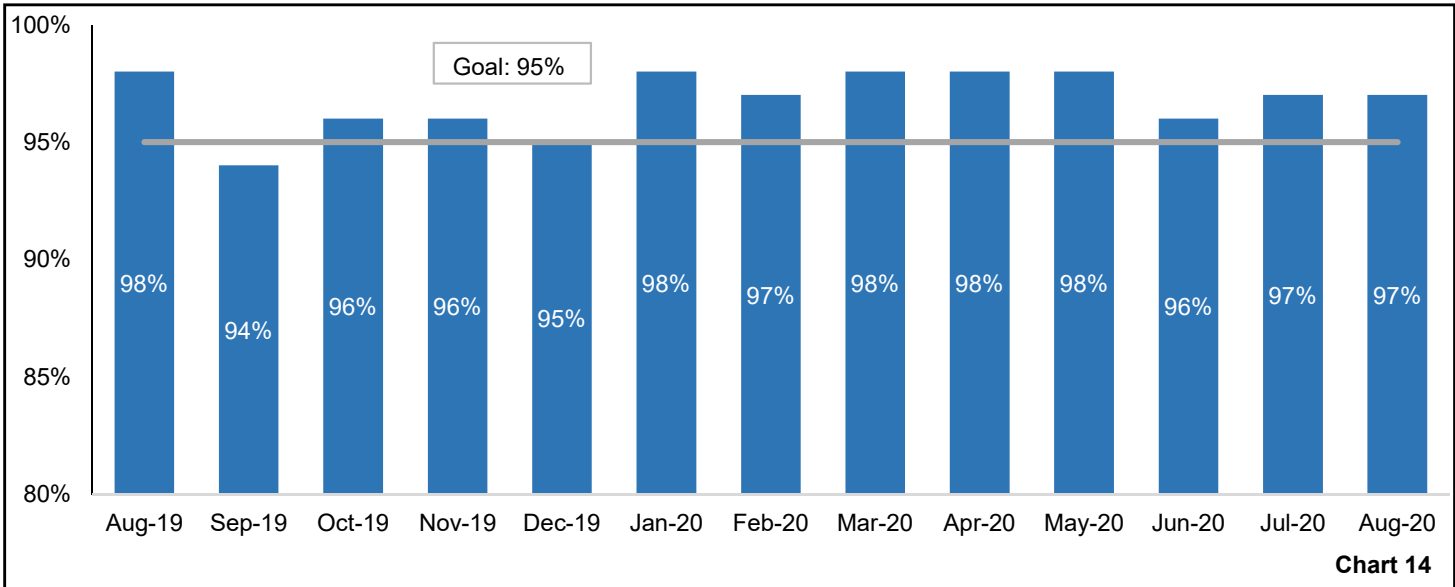
Passenger Complaints Related to Non-Transportation Service Quality Per 1,000 Completed Trips Discussion:

- Passenger Complaints related to Non-Transportation Service remained flat when compared to July 2020, and improved by 1.3 per 1,000 trips (or 54.2%) when compared to August 2019.

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

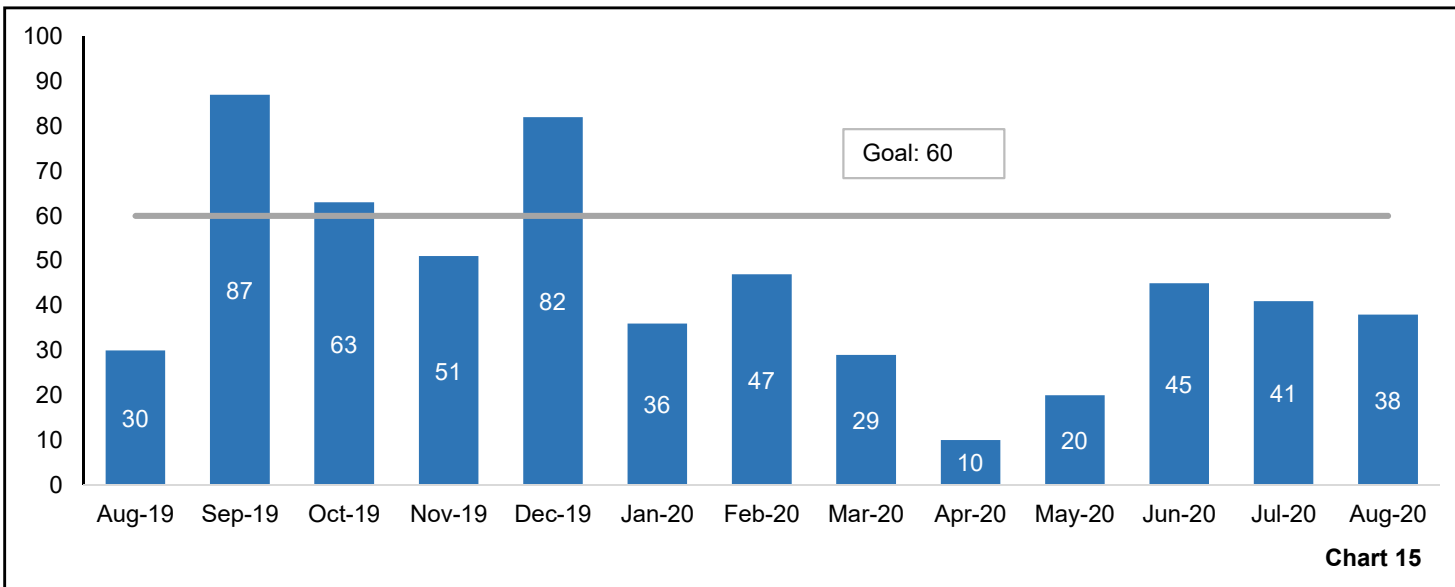
Percent of Calls Answered

Desired trend 



Average Call Answer Speed in Seconds

Desired trend 



Percent of Calls Answered Discussion

- The Percent of Calls Answered in August 2020 remained flat when compared to July 2020, and declined at a rate of 1% when compared to August 2019.

Average Call Answer Speed in Seconds Discussion

- The Average Call Answer Speed in August 2020 improved by 3 seconds (or 7.3%) when compared to July 2020, and increased by 8 seconds (or 26.7%) when compared to August 2019.



Accessibility Report

Rachel Cohen, Director, Systemwide Accessibility

October 2020 Accessibility Update

We are pleased to announce the opening of another ADA accessible station this month. New elevators and other accessibility features at the Bedford Park Boulevard station on the B/D lines in the Bronx went into service on October 12. This development is an important step for expanding subway accessibility for Bronx riders, made possible by our Construction and Development team and partners throughout the agency. We look forward to opening several more accessible stations over the final few months of 2020.

Last month EEO and Diversity reported on the number of MTA employees with disabilities, among other demographics, in their regular Board report. This month, in honor of National Disability Employment Awareness Month, Systemwide Accessibility launched a campaign to encourage all MTA employees to update their disability status and self-identifying as having a disability if applicable. Getting a more accurate count of employees with disabilities is critical in our ongoing efforts to build a more inclusive workplace culture, and to improve our training and resourcing efforts for all of MTA's diverse employees. We will be educating employees on how and why to update their disability status through videos, emails, and flyers, and look forward to reporting back the results of this campaign in the coming months.

We continue working to better leverage our website and the MYmta app to provide accessibility information and resources to customers with various types of disabilities. We recently completed new screen reader [accessible subway maps, presented by line in text/table format, as an additional resource alongside our traditional graphic map](#). These text maps allow all customers, and particularly customers who are blind and use Screen-Reader technology, to easily access subway line and station information that is critical for this community: main street entry locations, platform type (side or island; elevated or subway), transfers, and other station features. We also continued ongoing work with the IT and Elevator and Escalator departments to enrich our [Elevator and Escalator Status page on mta.info](#), and corresponding elevator outage alerts, which are a key resource for customers to plan accessible trips. We have added new fields to the Status Page including Alternate Route information, and improved alerts to provide more details on reasons for outages and anticipated return to service time.

Finally, we continue working closely with the Department of Buses and Access-A-Ride to monitor service changes and communicate to customers throughout our safe return to service in response to COVID-19. Since front door bus boarding resumed on August 31, we have worked with DOB to create resources to remind operators and customers about our assistance and priority seating policies. As bus ridership continues to bounce back, we encourage everyone to pay attention to those around you and respect priority seating on the bus. We also continue to support AAR in communicating to paratransit customers on all the steps we are taking to keep service safe in light of COVID-19 concerns, and we are proud of our continued provision of 24/7 paratransit service, without interruption, since the crisis began in March.

Rachel Cohen
Director, Systemwide Accessibility

Strategy and Customer Experience

Sarah Meyer, Senior Vice President & Chief Customer Officer



The MTA officially renamed two Brooklyn subway stations on October 1. Franklin Av (2/3/4/5/S lines) and President St (2/5 lines) are now called Franklin Av-Medgar Evers College and President St-Medgar Evers College respectively to celebrate the CUNY school's contribution to the borough on its 50th anniversary and the civil rights leader after whom the college is named. The project was made possible thanks to NYS Assembly member Diana Richardson, who helped fund it through a \$250,000 legislative grant. Together with NYS Senator Zellnor Myrie, they co-sponsored the bill which was signed into law by Governor Andrew Cuomo.

October 2020 Highlights: Strategy and Customer Experience

It's Official! The Franklin Av (2/3/4/5/S) and President St (2/5) subway stations in Brooklyn now have Medgar Evers College as part of their station names. The project was funded by a \$250,000 legislative grant made available by Assemblywoman Diana Richardson. Together with NYS Senator Zellnor Myrie, she co-sponsored the bill which was signed into law by Governor Andrew Cuomo. Along with these leaders and the community, we're proud to recognize the critical role that Medgar Evers College plays in the borough, and to honor the historic civil rights leader on the 50th anniversary of this CUNY institution.

As New Yorkers continue to fight off a second wave of surging COVID-19 cases, SCE is doing its part to diligently remind customers that wearing a face mask is required while riding our system. Through our robust *Mask Force* effort, comprised of employees across the MTA family, volunteers, elected officials and advocacy groups, we continue to hand out free face masks to subway and bus customers. The *Mask Force* has given out more than 220,000 masks since July. We will also be recognizing Breast Cancer Awareness Month by distributing and wearing pink masks.

We're excited to launch our new state-of-the-art Lost & Found system used for reporting, matching, and returning lost property to NYCT customers. We are now using an advanced software system, Chargerback, that automatically, but accurately, matches our Lost & Found items to inquiries in the database. Chargerback also services Amtrak, American Airlines, United Airlines and Disney World. Its mobile-friendly interface allows customers to file and manage their claims on-the-go and receive automatic status updates via email and text. Customers also have new shipping options that permit them to retrieve items without visiting the Lost & Found office, which now more than ever, lets us safely connect more customers with their lost items.

This month, we're also very excited to launch our first-ever Live Subway Map. In 2018, we began working with the Transit Innovation Partnership and Work & Co —to create a real-time map of subway service, showing the route level impacts caused by planned work, enabling New Yorkers and visitors to the city to better plan their journeys. Our goal was to replace static print and website maps with real-time updates and increased transparency around service changes, and to ensure that we could provide this information to riders digitally, across a range of devices.

Earlier this month, SCE communications and outreach began efforts to inform customers about complicated service changes impacting the D, N, and R along much of the Fourth Avenue line in Brooklyn for switch replacement work near Atlantic Av-Barclays Center.

We're also now coordinating a "Help-Desk" effort to promote our OMNY payment system. OMNY is now available on all buses in the Bronx and Manhattan. Teams will begin visiting subway stations and bus stops to introduce and encourage customers to take advantage of the convenience of this contactless system.

To close out this month, I'm extremely proud to announce that we have received a 2020 Big Apple Awards Honorable Mention in the Corporate Social Responsibility Category for our *Hate Has No Place In Our Transit System* marketing campaign. Presented by the Public Relations Society of America-New York Chapter, the annual Big Apple Awards honors outstanding PR campaigns and projects developed or implemented in and around New York City. Congratulations to everyone who worked on the project. Well done team!

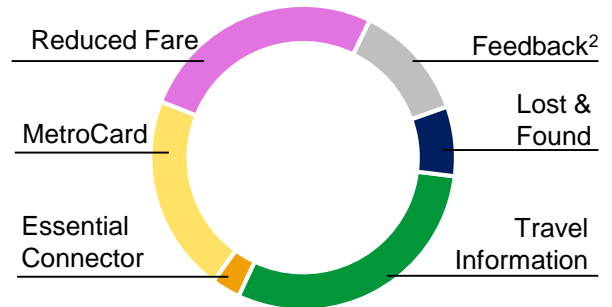
Sarah Meyer
Senior Vice President & Chief Customer Officer

Customer engagement

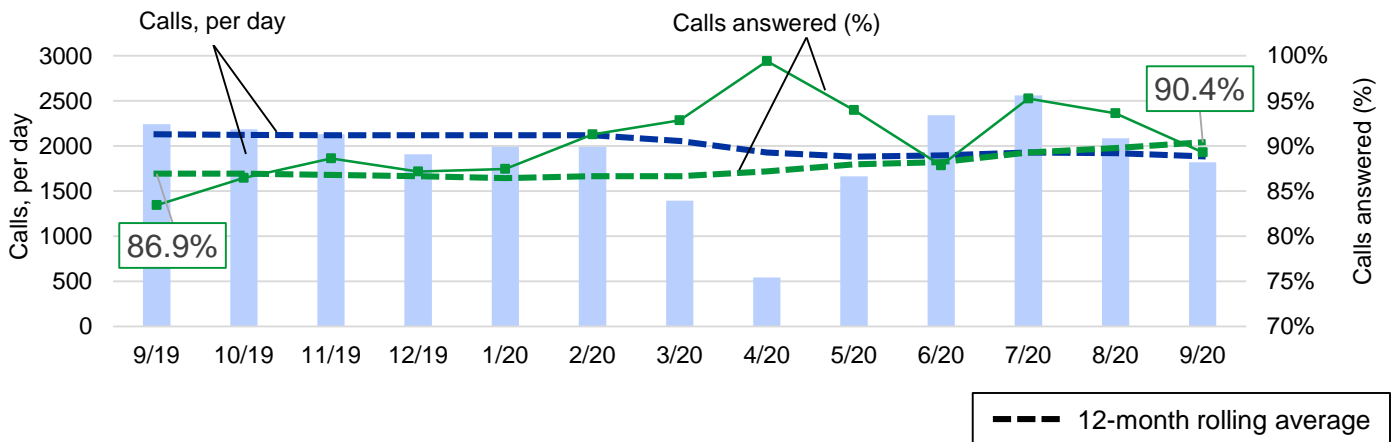
Telephone

	Sep 2020	Sep 2019	Variance
Telephone calls	54,546	67,234	▼18.9%
Calls answered	89.3%	83.5%	▲7.0%
Average time to answer ¹ (seconds)	152	267	▼43.1%

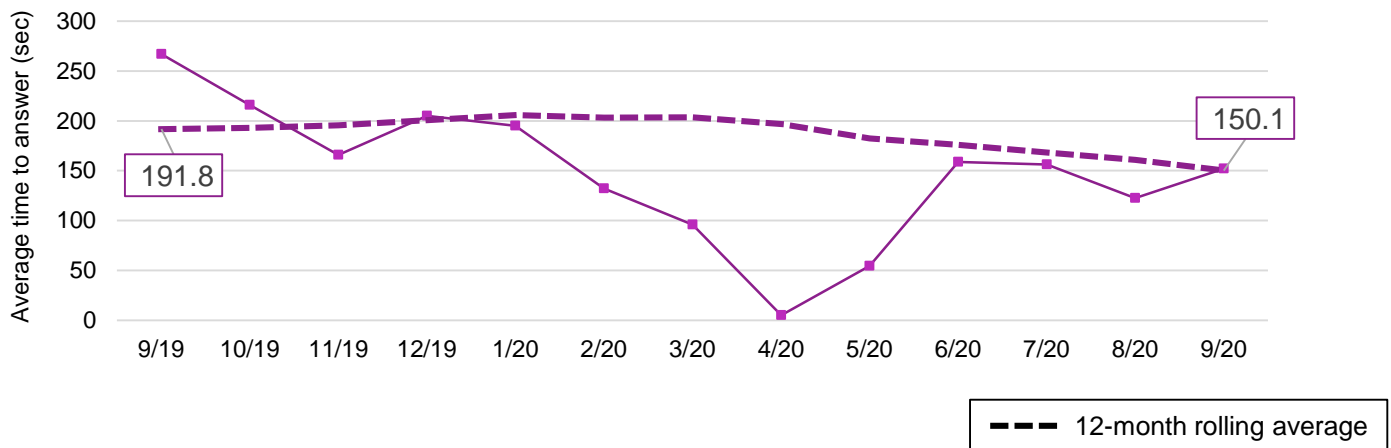
1. Excludes automated self-service calls
2. Feedback is customers calling with comments or concerns



Telephone: calls received and answered



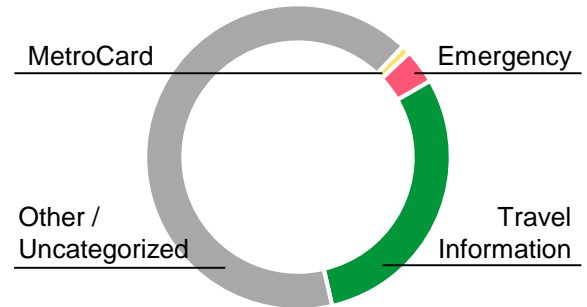
Telephone: average time to answer



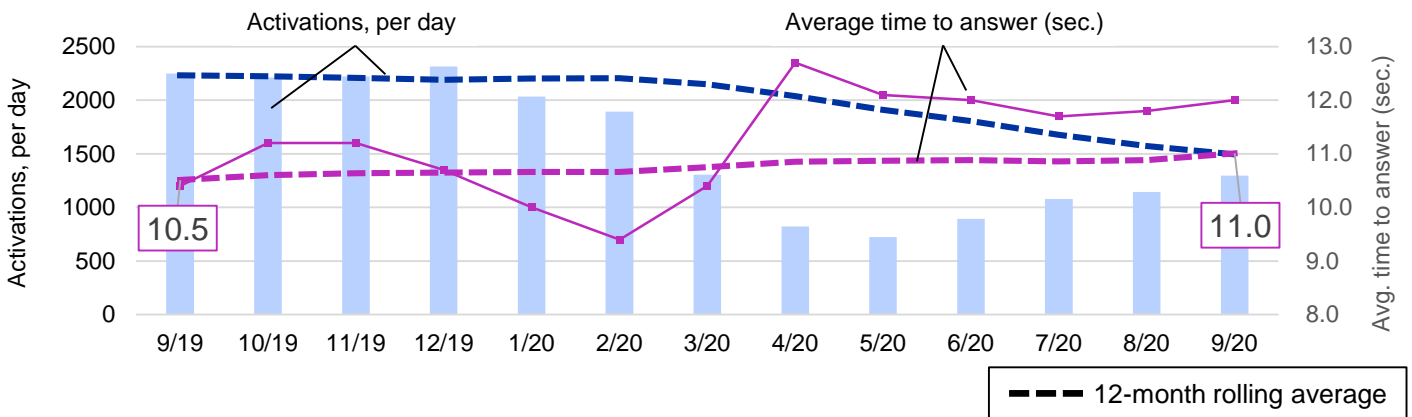
Customer engagement

Help Point

	Sep 2020	Sep 2019	Variance
Help Point activations	38,905	67,436	▼42.3%
Average time to answer (seconds)	12.0	10.4	▲14.6%



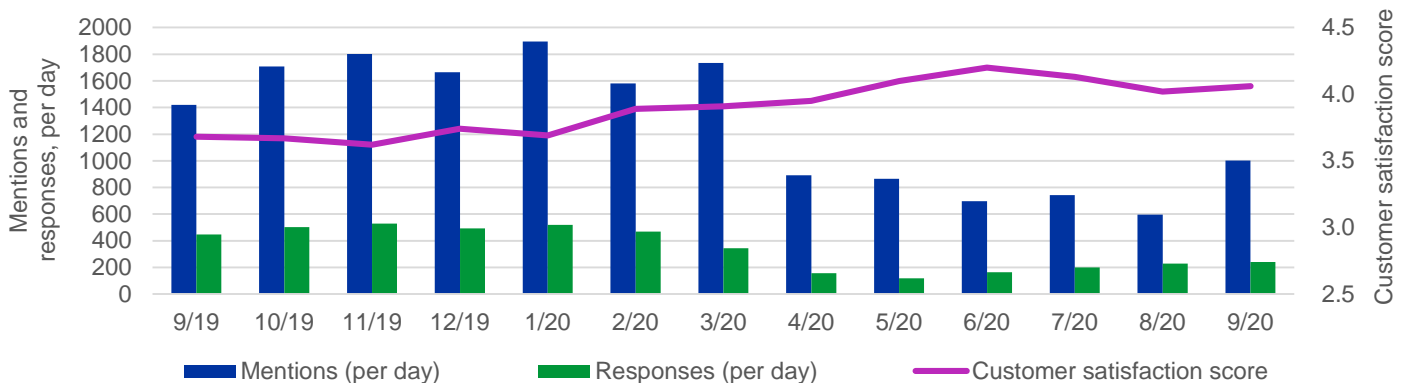
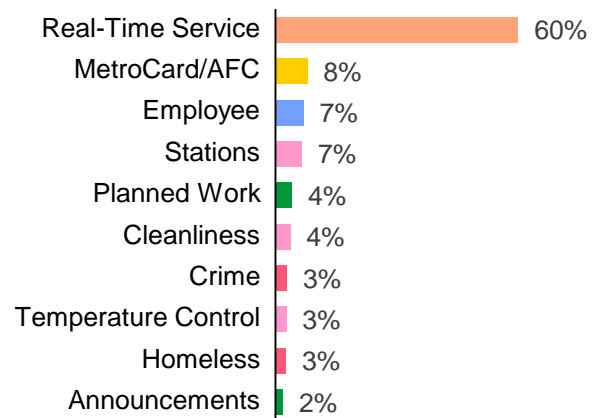
Help Point: activations and average time to answer



Social media

	Sep 2020	Sep 2019	Variance
Social media mentions ¹	30,080	42,635	▼29.4%
Responses sent	7,223	13,453	▼46.3%
Customer satisfaction score ²	4.06	3.68	▲10.3%

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

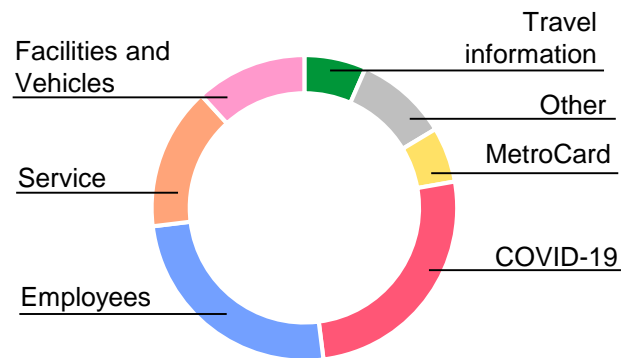


Customer engagement

Web, mobile app, and written feedback

	Sep 2020	Sep 2019	Variance
Received	3,881	7,663	▼ 49.4%
Responses sent ¹	5,999	10,242	▼ 41.4%

1. Includes automated and manual responses



Keeping customers informed

Alerts and service notices

	Sep 2020
Web	4,589
Twitter	3,087
Kiosks / Digital Displays ¹	1,018
Email and text alerts	
• Service	3,040
• Elevator and escalator status	7,820
Service Notice posters developed	450

1. Excludes countdown clocks

Social media followers

		Sep 2020	Sep 2019	Variance
Twitter	@NYCTSubway	1,014.0k	996.0k	▲ 1.7%
	@NYCTBus	30.6k	25.0k	▲ 22.4%
	@MTA	1,325.1k	1,314.4k	▲ 0.8%
Facebook	MTA	154.2k	63.8k	▲ 141.7%
Instagram	@mtanyctransit	33.7k	23.2k	▲ 45.2%

Customer feedback

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

Complaints per 100,000 journeys

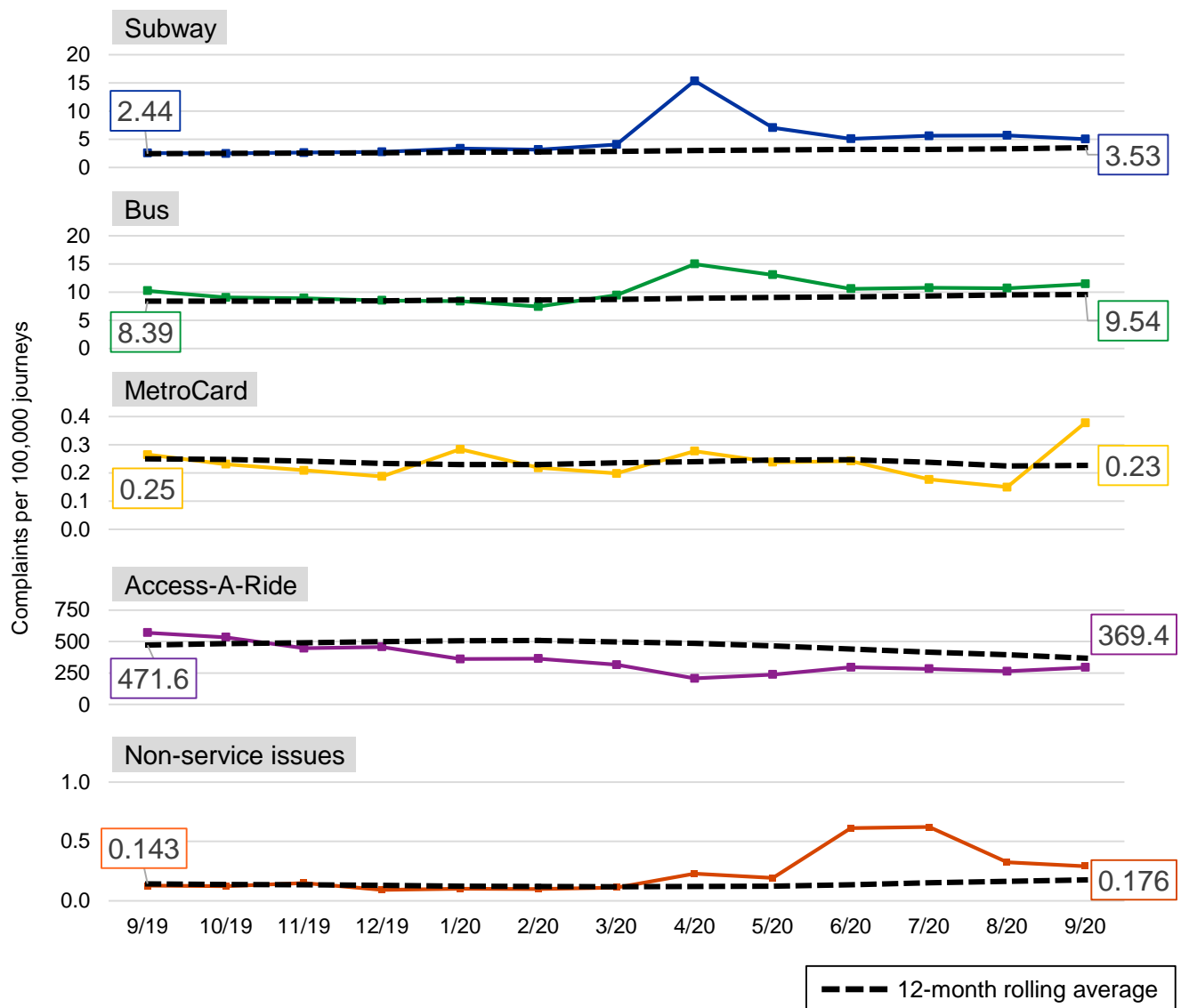
	Sep 2020	Sep 2019	Variance
Subway	5.05	2.58	▲95.7%
Bus	11.44	10.23	▲11.8%
MetroCard	0.38	0.27	▲42.4%
Access-A-Ride	294.5	570.4	▼48.4%
Non-service issues ¹	0.291	0.127	▲129.2%

Commendations per 100,000 journeys

	Sep 2020	Sep 2019	Variance
Subway	0.129	0.115	▲12.0%
Bus	0.48	0.50	▼3.2%
Access-A-Ride	90.7	122.0	▼25.6%
Non-service issues incl. MetroCard	0.037	0.012	▲209.7%

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

Complaints per 100,000 journeys: trends



Safety

Robert Diehl

Senior Vice President, Safety & Security



Office of System Safety, Safety Specialist Oscar Suarez, from the Hazard Abatement team, inspects area air sampling equipment at East New York Bus Depot during a window replacement project which also includes asbestos abatement.



Safety

Robert Diehl

Senior Vice President, Safety & Security

September 2020 Highlights: Safety

Subway Customer Accident Rates increased by 11.7% when comparing the most recent 12-month period to the previous one. It is worth noting that, nominally, accidents are down 31.1%.

Bus Collisions declined by 20.9% and Collision Injuries declined by 15.3% while Customer Accidents increased when comparing the most-recent 12-month period to the previous one.

Employee Lost Time Accidents have shown an increase when comparing the most recent 12-month period to the previous one.

Lastly, when comparing figures from the two (2) most-recent 12-month periods, Subway Fires show an increase.

Robert Diehl

Senior Vice President, Safety and Security

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

Monthly Operations Report

Statistical results for the 12-Month period are shown below

Safety Report				
Performance Indicators		12-Month Average		
		Oct 17 - Sep 18	Oct 18 - Sep 19	Oct 19 - Sep 20
Subways				
Subway Customer Accidents per Million Customers ¹		2.96	3.00	3.35
Subway Collisions ²				
Total		3	1	2
Mainline		0	0	0
Yard		3	1	2
Subway Derailments ²				
Total		6	5	8
Mainline		2	1	4
Yard		4	4	4
Subway Fires ²		956	703	868
Buses				
Bus Collisions Per Million Miles Regional		53.69	55.14	43.64
Bus Collision Injuries Per Million Miles Regional		5.89	6.15	5.20
Bus Customer Accidents Per Million Customers ¹ Regional*		1.26	1.47	1.53
Total NYCT and MTA Bus Lost Time Accidents per 100 Employees ¹		3.67	4.08	5.12

¹ 12-month Average data from September through August.

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

* = This metric relies on *estimated* ridership data and should not be directly compared with historic data. On March 23rd, rear-door boarding was implemented on all buses to protect operators from the spread of Covid-19. Since the implementation of this policy, we have been unable to collect traditional ridership data, which is linked to the farebox. Thus, current ridership estimates are based on a sample of observations from onboard passenger counting sensors, which are currently installed on 40% of the bus fleet.

Leading Indicators				
Subways	September	YTD	Goal	YTD as % of Goal
Roadway Worker Protection				
Joint Track Safety Audits -- Actual Count	34	243	340	71.5%
Joint Track Safety Audits -- Compliance Rate	97.8%	99.1%	100.0%	99.1%
Mainline Collision/Derailment Prevention				
Continuous Welded Rail Initiative (# of Track Feet)	1,560	11,651	47,520	24.5%
Friction Pad Installation	2,326	13,083	55,650	23.5%
Buses	September	YTD	Goal	YTD as % of Goal
Collision Prevention				
Audible Pedestrian Turn Warning System**	0	25	40	62.5%
Vision Zero Employee Training	499	2,791	6,200	45.0%

** = No additional new buses are expected to be received for the remainder of 2020. As such, future months will likely show "0" for this metric until year's end.

Subway Fires

September 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:	93.1%	Train:	4
Average:	3.4%	Right-of-way:	41
Above Average:	3.4%	Station:	11
High:	0.0%	Other:	2
		Total:	58

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

Train:		Right-of-Way:		Station:	
Armature:	1	Debris:	22	Debris:	10
Brake Shoes:	1	Tie:	9	Light Fixture:	1
Debris:	1	Grease:	2		
Hot Wheels:	1	Insulator:	2		
		Undetermined:	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.



October 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 SEPTEMBER

	2020	2019	Diff	% Change
MURDER	0	0	0	0.0%
RAPE	0	1	-1	-100.0%
ROBBERY	39	60	-21	-35.0%
GL	50	148	-98	-66.2%
FELASSAULT	22	24	-2	-8.3%
BURGLARY	2	0	2	***. *%
<u>TOTAL MAJOR FELONIES</u>	<u>113</u>	<u>233</u>	<u>-120</u>	<u>-51.5%</u>

During September, the daily Robbery average decreased from 2 to 1.3

During September, the daily Major Felony average decreased from 7.8 to 3.8

CRIME STATISTICS JANUARY THRU SEPTEMBER

	2020	2019	Diff	% Change
MURDER	5	2	3	150.0%
RAPE	5	3	2	66.7%
ROBBERY	453	388	65	16.8%
GL	621	1129	-508	-45.0%
FELASSAULT	255	260	-5	-1.9%
BURGLARY	22	5	17	340.0%
<u>TOTAL MAJOR FELONIES</u>	<u>1361</u>	<u>1787</u>	<u>-426</u>	<u>-23.8%</u>

Year to date the daily Robbery average increased from 1.4 to 1.7

Year to date the daily Major Felony average decreased from 6.5 to 5

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION



SEPTEMBER ACTIVITY

	2020	2019	Diff	% Change
Total Arrests	152	746	-594	-79.6%
TOS Arrests	5	204	-199	-97.5%
Total Summons	864	6997	-6133	-87.7%
TOS TABs	681	5594	-4913	-87.8%
TOS C-Summ	6	178	-172	-96.6%

JANUARY THRU SEPTEMBER ACTIVITY

	2020	2019	Diff	% Change
Total Arrests	2988	8194	-5206	-63.5%
TOS Arrests	410	2570	-2160	-84.0%
Total Summons	28519	71588	-43069	-60.2%
TOS TABs	18441	56649	-38208	-67.4%
TOS C-Summ	447	1984	-1537	-77.5%

FIGURES ARE PRELIMINARY AND SUBJECT TO FURTHER ANALYSIS AND REVISION

**Hate Crime Task Force
Transit Bureau
HCTF Statistical Data
(As of 10/4/2020)**

Motivation:

Motivation	2020	2019	Diff	% Change
BLACK	2	7	-5	-71%
GENDER	1	3	-2	-67%
HISPANIC	0	1	-1	-100%
MUSLIM	0	2	-2	-100%
OTHER	13	4	9	225%
SEMITIC	16	41	-25	-61%
SEXUAL ORIENTATION	4	6	-2	-33%
WHITE	1	3	-2	-67%
Grand Total	37	67	-30	-45%

Crime Name:

Crime Name	2020	2019	Diff	% Change
Aggravated Harassment 1	9	15	-6	-40%
Aggravated Harassment 2	7	3	4	133%
Assault 2	1	4	-3	-75%
Assault 3	4	5	-1	-20%
Criminal Mischief 2	1	0	1	*** *
Criminal Mischief 3	0	3	-3	-100%
Criminal Mischief 4	10	35	-25	-71%
Grand Larceny 4	1	1	0	0%
Menacing 2	0	1	-1	-100%
Menacing 3	2	0	2	*** *
Robbery 3	2	0	2	*** *
Grand Total	37	67	-30	-45%



Police Department
City of New York

REPORT

JANUARY-SEPTEMBER

	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
<i>Murder</i>	1	0	4	1	1	0	1	2	4	2	4	2	1	1	1	0	1	1	1	1	0	1	2	5
<i>Rape</i>	1	8	0	3	1	0	2	1	3	3	1	2	1	0	3	8	5	5	1	0	6	0	3	5
<i>Robbery</i>	1046	961	852	683	641	624	588	532	622	727	582	560	524	526	570	631	465	315	379	367	333	345	385	453
<i>Assault</i>	229	248	211	178	143	145	143	142	129	139	154	131	118	148	149	148	141	154	184	230	240	252	255	255
<i>Burglary</i>	20	10	2	4	16	6	3	5	1	5	2	5	1	2	7	19	29	15	16	14	23	8	5	22
<i>GL</i>	1629	1273	1152	1205	1080	1017	823	882	907	1103	942	976	850	891	1126	1254	1247	1144	1209	1171	1170	1174	1124	621
TOTAL MAJOR FELONIES	2926	2500	2221	2074	1882	1792	1560	1564	1666	1979	1685	1676	1495	1568	1856	2060	1888	1634	1790	1783	1772	1780	1774	1361
<i>Major Fel Per Day</i>	10.72	9.16	8.14	7.57	6.89	6.56	5.71	5.71	6.10	7.25	6.17	6.12	5.48	5.74	6.80	7.52	6.92	5.99	6.56	6.51	6.49	6.52	6.50	4.99



METROPOLITAN TRANSPORTATION AUTHORITY

Police Department Staten Island Rapid Transit

September 2020 vs. 2019

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

Year to Date 2020 vs. 2019

	2020	2019	Diff	% Change
Murder	0	0	0	0%
Rape	0	0	0	0%
Robbery	3	4	-1	-25%
Felony Assault	1	2	-1	-50%
Burglary	0	3	-3	-100%
Grand Larceny	0	1	-1	-100%
Grand Larceny Auto	0	0	0	0%
Total Major Felonies	4	10	-6	-60%

Financial and Ridership Reports

Jaibala Patel, Chief Financial Officer

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



Photo: Stella Levin

Starting August 31, MTA resumed front door bus boarding and fare collection that had been suspended for over four months during the height of COVID pandemic. Throughout September, NYCT buses collected over \$44 million in farebox revenue.

Preliminary September 2020 Monthly Report: New York City Transit

The purpose of this report is to provide the preliminary September 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 Mid-Year Forecast (forecast).

Summary of Preliminary Financial Results

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

- September 2020 New York City Transit ridership of 66.2 million was 8.7 million (11.6 percent) under forecast, of which subway ridership of 42.7 million was 13.3 million (23.8 percent) under forecast, and bus ridership of 22.9 million was 4.6 million (25 percent) above forecast.
- September 2020 farebox revenue of \$147.4 million was \$6.1 million (4.3 percent) above forecast.
- Other revenue was below forecast in September by \$7.1 million (21.3 percent), with all accounts underrunning, with the greatest shortfall in fare reimbursements lower by \$3.7 million (59.0%) in the month.

September 2020 operating expenses of \$720.0 million were \$37.0 million (4.9 percent) less than forecast.

- Labor expenses were under by \$14.7 million (2.5 percent), due largely to Pension expenses that were favorable by \$10.3million (12.0 percent), and lower health & welfare/OPEB current expenses, which were below forecast by \$8.9 million (7.0 percent).
- Non-labor expenses were favorable to the forecast by \$22.2 million (13.2 percent), due mostly to maintenance and other operating contract expense that was favorable by \$7.3 million (19.3 percent), materials and supplies which was under by \$4.8 million (15.7 percent), claims that were below forecast by \$3.7 million (19.5 percent), and other business expenses that underran by \$3.4 million (44.2 percent).

Preliminary financial results for September 2020 are presented in the table below and compared to the forecast.

Preliminary Financial Results Compared to Forecast						
Category (\$ in millions)	September Results		Forecast	September Year-to-Date Results		
	Variance Fav(UnFav)			Prelim Actual	Variance Fav(UnFav)	
	\$	%	\$	\$	\$	%
Total Farebox Revenue	6.1	4.3	1,456.8	1,509.3	52.5	3.6
Nonreimb. Exp. before Dep./OPEB	37.0	4.9	(6,716.7)	(6,448.2)	268.5	4.0
Net Cash Deficit*	63.0	10.8	(1,871.8)	(1,457.8)	414.0	22.1

*Excludes Subsidies and Debt Service

September 2020 farebox revenue of \$147.4 million was \$6.1 million (4.3 percent) above forecast. Subway revenue was \$6.2 million (5.7 percent) under forecast, bus revenue was \$13.1 million (42.4 percent) above forecast, and paratransit revenue was \$0.0 million.

Total ridership in September 2020 of 66.2 million was 8.7 million (11.6 percent) under forecast. Average weekday ridership in September 2020 was 2.5 million (67.4 percent) below September 2019. Average weekday ridership for the twelve months ending September 2020 was 3.9 million, (46.2 percent) lower than the twelve months ending September 2019.

Non-reimbursable expenses before depreciation, GASB 75 OPEB and GASB 68 pension Adjustment, were below forecast in September by \$37.0 million (4.9 percent).

Labor expenses underran forecast by a net \$14.7 million (2.5 percent), due largely to timing of Pension expenses favorable by \$10.3 million (12.0 percent), lower health & welfare/OPEB current expenses below forecast by \$8.9 million (7.0 percent), and payroll expenses that were favorable by \$7.0 million (2.4 percent), partly offset by other fringe benefit underruns of \$10.1 million (22.2 percent).

Non-labor expenses were below forecast by \$22.2 million (13.2 percent), due mostly to underruns in maintenance and other operating contracts of \$7.3 million (19.3 percent), materials and supplies under by \$4.8 million (15.7 percent), claims below forecast by \$3.7 million (19.5 percent), and other business expenses that underran by \$3.4 million (44.2 percent).

Year-to-date, non-reimbursable expenses were lower than forecast by \$268.5 million (4.0 percent), of which labor expenses underran by a net \$77.2 million (1.5 percent). Health and welfare/OPEB current expenses were favorable by \$99.7 million (8.8 percent), overtime expenses underran by \$27.8 million (6.2 percent), and payroll underran by \$11.1 million (0.4 percent). COVID-19 death benefit accruals resulted in timing overruns in pension of \$26.1 million (3.4 percent), reimbursable overhead credits were unfavorable by \$18.3 million (11.2 percent), and other fringe benefits were higher by \$16.9 million (4.1 percent). Non-labor expenses were favorable by a net \$191.3 million (12.8 percent), including significant underruns in nearly every category: maintenance and operating contracts \$50.5 million (17.9 percent); materials & supplies \$36.6 million (13.8 percent); other business expense \$24.9 million (38.0 percent); paratransit service contract expenses \$24.8 million (9.3 percent); claims expense \$22.3 million (13.0 percent); professional service contracts \$16.4 million (12.5 percent); electric power \$8.4 million (4.4 percent); fuel \$7.4 million (12.5 percent).

Financial Results

Farebox Revenue

September 2020 Farebox Revenue - (\$ in millions)								
	Sep				Sep Year-to-Date			
	Forecast	Prelim Actual	Favorable(Unfavorable)		Forecast	Prelim Actual	Favorable(Unfavorable)	
			Amount	Percent			Amount	Percent
Subway	108.5	102.3	(6.2)	(5.7%)	1,141.9	1,210.8	68.9	6.0%
NYCT Bus	31.0	44.1	13.1	42.4%	272.7	257.9	(14.8)	(5.4%)
Paratransit	0.8	0.0	(0.8)	(99.8%)	7.3	5.7	(1.7)	(22.5%)
Subtotal	140.3	146.4	6.1	4.4%	1,422.0	1,474.4	52.5	3.7%
Fare Media Liability	1.0	1.0	0.0	0.0%	34.9	34.9	0.0	0.0%
Total - NYCT	141.3	147.4	6.1	4.3%	1,456.8	1,509.3	52.5	3.6%

Note: Total may not add due to rounding

The resumption of fare collection on local bus service boosted farebox revenue results, with above forecast bus ridership driving higher bus revenue of \$13 million (42 percent) in the month.

Average Fare

September Non-Student Average Fare - (in \$)				
	NYC Transit			
	2019	Prelim 2020	Change	
			Amount	Percent
Subway	2.193	2.403	0.210	9.6%
Local Bus	1.725	1.866	0.141	8.2%
Subway & Local Bus	2.081	2.217	0.136	6.6%
Express Bus	5.774	5.935	0.161	2.8%
Total	2.100	2.234	0.135	6.4%

The non-student average fare increased by 6.6 percent from the prior year. This is due to the significant reduction in overall ridership, which reduces the fare discounts normally enjoyed by pass users, and the temporary suspension of fare collection on local bus services. The average fare decreased nearly 20% in September mostly due to the resumption of bus fare collection.

Non-reimbursable Expenses

Non-reimbursable expenses, before depreciation, GASB 75 OPEB and GASB 68 Pension Adjustment, were under budget in the month of September by \$37.0 million (4.9 percent).

Labor expenses underran forecast by a net \$14.7 million (2.5 percent):

- Health & welfare/OPEB current expenses together were below forecast by a net \$8.9 million (7.0 percent) due to favorable timing of prescription drug credits
- Other fringe benefits were unfavorable by \$10.1 million (22.1 percent), due primarily to higher workers compensations claims
- Pension was favorable to forecast by \$10.3 million (12.0 percent), resulting from timing of COVID-19 death benefit charges
- Payroll expenses were lower than forecast by \$7.0 million (2.4 percent), reflecting vacancies

Non-labor expenses were below forecast by \$22.2 million (13.2 percent):

- Maintenance and other operating contract expenses were lower by \$7.3 million (19.3 percent), primarily resulting from SAP initiative underruns due to COVID-19 constraints
- Materials and supplies were favorable by \$4.8 million (15.7 percent), resulting from reduced maintenance activity due to COVID-19 and the rescheduling of SMS program work.
- Claims were favorable by \$3.7 million (19.5 percent), reflecting lower claims due to lower ridership
- Other business expenses underran by \$3.4 million (44.2 percent), resulting from lower card fees due to lower ridership

Year to date, non-reimbursable expenses before depreciation, GASB 75 OPEB and GASB 68 Pension Adjustment were lower than forecast by \$268.5 million (4.0 percent).

Labor expenses were lower than forecast by a net \$77.2 million (1.5 percent):

- Health and welfare/OPEB current expenses underran by \$99.7 million (8.8 percent), resulting from favorable rates due to prescription drug contract rebates and vacancy savings
- Overtime expenses underran by \$27.8 million (6.2 percent), reflecting reduced service requirements, prioritized inspection and maintenance and tightened management controls
- Pension expenses were higher by \$26.1 million (3.4 percent), due mainly to timing of COVID-19 death benefit accruals
- Reimbursable overhead credits were unfavorable by \$18.4 million (11.2 percent), due primarily to a major reduction in capital project support requirements
- Other fringe benefits were over by \$16.9 million (4.1 percent), due primarily to a major reduction in capital project support requirements and higher workers compensation expense

Non-labor expenses were favorable by a net \$191.3 million (12.8 percent):

- Maintenance and other operating contract expenses were lower by \$50.5 million (17.9 percent), primarily due to deferral of the station deep cleaning and other SAP initiatives due to COVID-19 constraints

- Materials and supplies expenses underran by \$36.6 million (13.8 percent), largely due to reduced maintenance activity resulting from COVID-19 and the rescheduling of SMS program work
- Other business expenses were lower by \$24.9 million (38.0 percent), due to Capital Engineering fringe overhead adjustment credit and reduced MetroCard transaction fees from lower ridership
- Paratransit service contract expenses were favorable by \$24.8 million (9.3 percent), largely due to reduced trips
- Claims expenses underran the forecast \$22.3 million (13.0 percent), reflecting lower claims due to lower ridership
- Professional Services expenses were favorable by \$16.4 million (12.5 percent), due to underruns in IT service, outside services

Depreciation expenses year-to-date were higher than forecast by \$92.3 million (6.4 percent).

GASB #75 OPEB Expense Adjustment reported an unfavorable variance to forecast of \$94.7 million. GASB #75 expenses have not been recorded yet for third quarter 2020 on an actual basis compared to forecast for September of (\$11.3 million).

GASB 68 Pension Adjustment was slightly unfavorable to the forecast by \$2.4 million. GASB #68 expenses have not been recorded yet for third quarter 2020 on an actual basis compared to forecast for September of (\$1.8 million).

Ridership Results

September 2020 Ridership vs. Forecast - (in millions)								
	Sep				Sep Year-to-Date			
	Forecast	Prelim Actual	More(Less)		Forecast	Prelim Actual	More(Less)	
			Amount	Percent			Amount	Percent
Subway	56.0	42.7	(13.3)	(23.8%)	495.3	504.3	9.0	1.8%
NYCT Bus	18.3	22.9	4.6	25.0%	155.8	140.2	(15.6)	(10.0%)
Paratransit	0.5	0.6	0.1	11.3%	5.0	5.1	0.1	2.6%
Total - NYCT	74.9	66.2	(8.7)	(11.6%)	656.1	649.6	(6.4)	(1.0%)

Note: Total may not add due to rounding

September 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	5,772	1,628	(4,144)	-71.8%	5,767	1,903	(3,864)	-67.0%	
NYCT Local Bus*	1,863	848	(1,015)	-54.5%	2,066	1,075	(991)	-48.0%	
NYCT Local Bus (APC estimation)**	1,863	864	(999)	-53.6%	2,066	1,127	(939)	-45.4%	
NYCT Express Bus*	42	13	(29)	-69.0%	15	6	(9)	-60.0%	
NYCT Express Bus (APC estimation)**	42	13	(29)	-68.8%	14	6	(8)	-58.1%	
Paratransit	35	23	(12)	-33.7%	43	25	(17)	-40.7%	
TOTAL NYCT	7,712	2,512	(5,200)	-67.4%	7,891	3,009	(4,881)	-61.9%	
TOTAL NYCT with APC estimation**	7,712	2,528	(5,184)	-67.2%	7,890	3,062	(4,828)	-61.2%	
12-Month Rolling Average									
Subway	5,483	3,016	(2,467)	-45.0%	5,461	3,094	(2,367)	-43.3%	
NYCT Local Bus	1,741	865	(876)	-50.3%	1,949	955	(994)	-51.0%	
NYCT Express Bus	40	22	(18)	-45.0%	13	8	(5)	-38.5%	
Paratransit	33	25	(8)	-24.8%	41	28	(13)	-30.7%	
TOTAL NYCT	7,297	3,928	(3,369)	-46.2%	7,464	4,085	(3,379)	-45.3%	

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

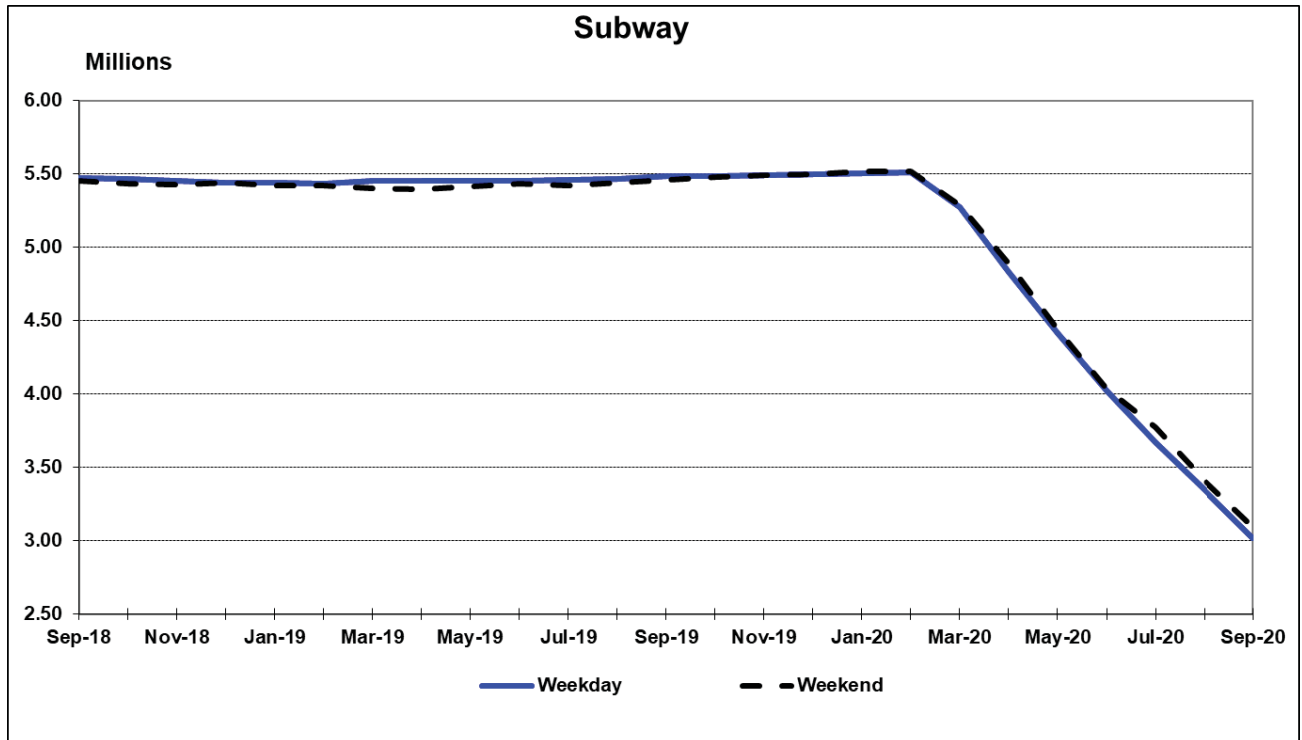
* Regular NYCT paid bus ridership registered in bus farebox.

** NYCT bus ridership estimated on a sample of observations from onboard passenger counting sensors (APC) which includes unpaid riders.

- September 2020 subway ridership was 23.8 percent unfavorable to forecast while bus ridership was 25.0 percent favorable and Paratransit was favorable 11.3 to forecast.
- Compared to the previous year, average weekday ridership was down 71.8 percent on subway and 54.5 percent on local bus. Express bus ridership was down 68.8 percent. Paratransit average weekday ridership was down 33.7 percent. The subway is more impacted by the reduction in employment-based trips and COVID-19 related safety concerns.

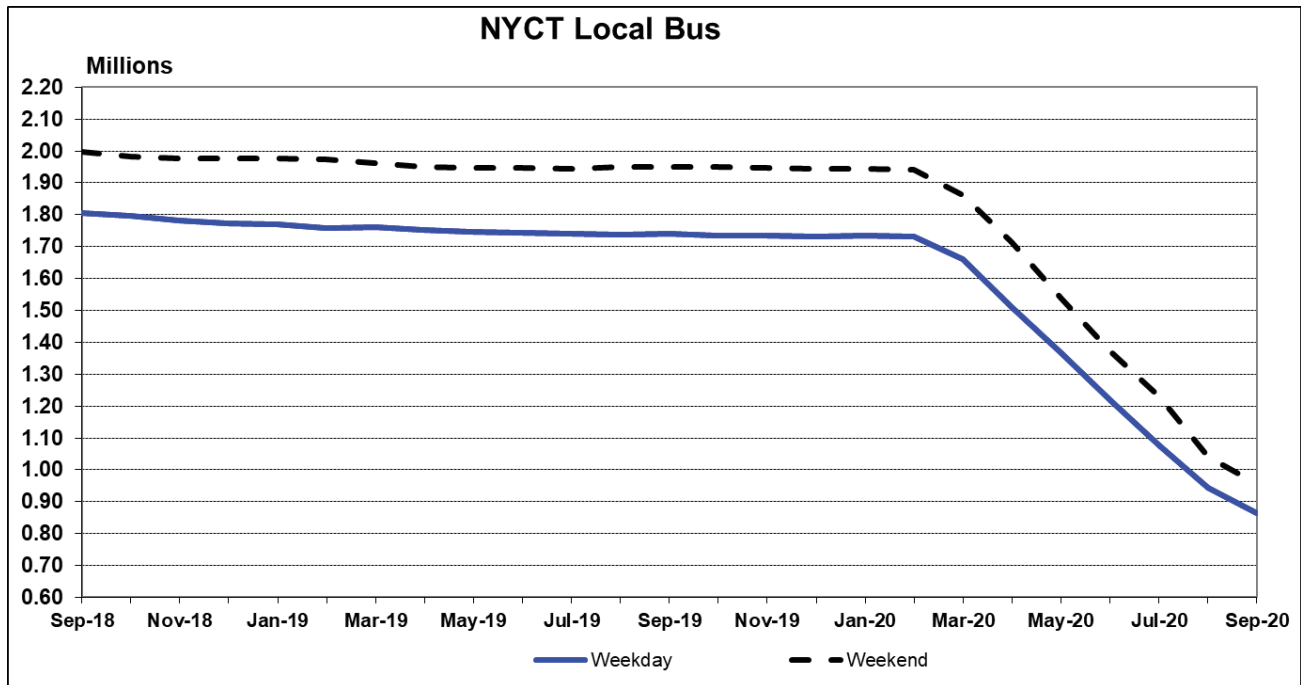
Average Weekday and Weekend Ridership

12-Month Rolling Averages



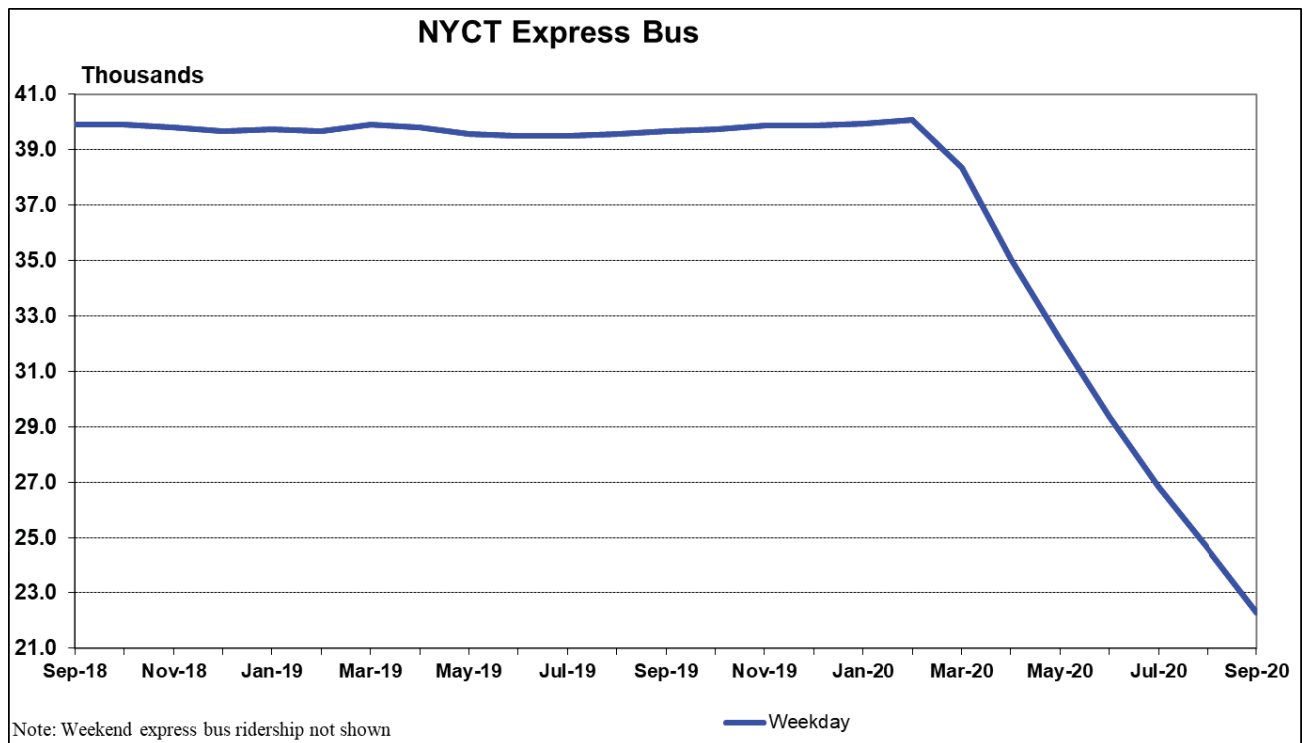
- Following modest average weekday ridership increases year-over-year in 2019, COVID-19 travel limitations and a sizeable reduction in employment-based trips precipitated a drastic decline observed from March through September 2020.
- Average weekend ridership began growing again steadily in mid-2019 after a period of intensive service interruptions during weekends by construction work and GOs. Like average weekday ridership, drastic declines associated with COVID-19 travel restrictions have been observed from March through September 2020.

12-Month Rolling Averages



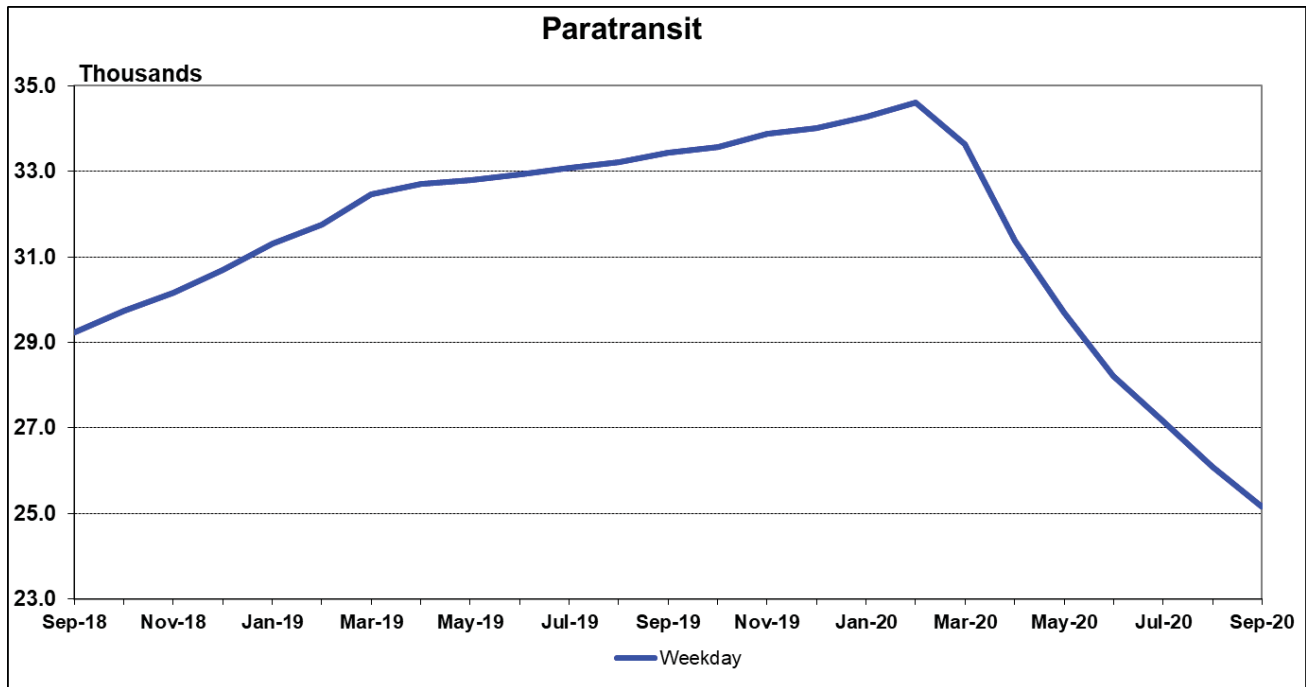
- The long-term downward trend in bus ridership abated in 2019 and early 2020. Drastic declines observed from March through August 2020 were due to COVID-19 travel limitations and impacts of the rear-door-only boarding policy on local buses.

12-Month Rolling Averages



- After a period of decline, express bus ridership increased throughout the second half of 2019 through February of 2020 attaining to 2018 levels. Drastic declines observed from March through September 2020 were due to COVID-19 travel limitations and a sizeable reduction in employment-based trips.

12-Month Rolling Averages



- The increase in Paratransit ridership has been driven by growth in Enhanced Broker service trips. Drastic declines from March 2020 through September 2020 are due to COVID-19 travel limitations, although the rate of decline is ameliorating in recent months.

Ridership on New York Area Transit Services

Due to COVID-19 travel limitations and a sizeable reduction in employment-based trips, all transit services in the New York area experienced steep ridership decline. Paratransit was the least impacted, down 33.7 percent on weekdays and 40.7 percent on weekends compared to the prior year. Subway average weekday ridership in September was 1,628 thousand, which is an over 23 percent increase compared to August 2020 and a nearly 36 percent increase compared to July 2020, indicating the steady turnaround from the bottom in April in this crisis. Average weekday paid bus ridership rose sharply, as the local buses resumed front-door boarding and onboard fare collection.

Ridership on Transit Services in the New York Area (thousands)						
Transit Service	Sep-19	Prelim Sep-20	Percent Change	Rolling Avg Prior Year	Rolling Avg Current Year	12-Month Rolling Average Percent Change
Average Weekday						
Subway	5,772	1,628	-71.8%	5,483	3,016	-45.0%
NYCT Local Bus	1,863	848	-54.5%	1,741	865	-50.3%
NYCT Express Bus	42	13	-69.0%	40	22	-45.0%
Paratransit	35	23	-33.7%	33	25	-24.8%
SIR	18	4	-80.4%	16	9	-46.8%
MTA Local Bus	389	179	-53.9%	363	181	-50.2%
MTA Express Bus	29	12	-59.5%	28	17	-40.5%
LIRR	327	79	-75.8%	317	164	-48.3%
PATH	299	63	-78.9%	285	148	-48.1%
Average Weekend						
Subway	5,767	1,903	-67.0%	5,461	3,094	-43.3%
NYCT Local Bus	2,066	1,075	-48.0%	1,949	955	-51.0%
NYCT Express Bus	15	6	-60.0%	13	8	-38.5%
Paratransit	43	25	-40.7%	41	28	-30.7%
SIR	1	1	-49.1%	6	1	-78.8%
MTA Local Bus	410	215	-47.6%	389	190	-51.2%
MTA Express Bus	14	7	-53.0%	12	8	-35.1%
LIRR	218	84	-61.5%	212	115	-45.8%
PATH	206	78	-62.1%	190	102	-46.3%

Note: Percentages are based on unrounded data.

MTA NEW YORK CITY TRANSIT
Sep - 2020 Mid_Year
Accrual Statement of Operations By Category
Month - Sep 2020
(\$ in Millions)

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	Nonreimbursable				Reimbursable				Total			
	Forecast Mid_Year	Actual	Favorable (Unfavorable)	Percent	Forecast Mid_Year	Actual	Favorable (Unfavorable)	Percent	Forecast Mid_Year	Actual	Favorable (Unfavorable)	Percent
			Variance				Variance				Variance	
Revenue												
Farebox Revenue:												
Subway	\$108.541	\$102.317	(6.224)	(5.7)	\$0.000	\$0.000	-	-	\$108.541	\$102.317	(6.224)	(5.7)
Bus	\$30.975	\$44.096	\$13.121	42.4	\$0.000	\$0.000	-	-	\$30.975	\$44.096	\$13.121	42.4
Paratransit	\$0.786	\$0.002	(0.784)	-	\$0.000	\$0.000	-	-	\$0.786	\$0.002	(0.784)	-
Fare Liability	\$0.955	\$0.955	\$0.000	0.0	\$0.000	\$0.000	-	-	\$0.955	\$0.955	\$0.000	0.0
Farebox Revenue	\$141.257	\$147.370	\$6.113	4.3	\$0.000	\$0.000	-	-	\$141.257	\$147.370	\$6.113	4.3
Fare Reimbursement	\$6.330	\$2.596	(3.734)	(59.0)	\$0.000	\$0.000	-	-	\$6.330	\$2.596	(3.734)	(59.0)
Paratransit Reimbursement	\$18.680	\$16.401	(2.278)	(12.2)	\$0.000	\$0.000	-	-	\$18.680	\$16.401	(2.278)	(12.2)
Other Operating Revenue	\$8.231	\$7.178	(1.053)	(12.8)	\$0.000	\$0.000	-	-	\$8.231	\$7.178	(1.053)	(12.8)
Other Revenue	\$33.240	\$26.175	(7.065)	(21.3)	\$0.000	\$0.000	-	-	\$33.240	\$26.175	(7.065)	(21.3)
Capital and Other Reimbursements	\$0.000	\$0.000	-	-	\$93.171	\$87.586	(5.585)	(6.0)	\$93.171	\$87.586	(5.585)	(6.0)
Total Revenue	\$174.498	\$173.546	(0.952)	(0.5)	\$93.171	\$87.586	(5.585)	(6.0)	\$267.669	\$261.132	(6.537)	(2.4)
Expenses												
Labor :												
Payroll	\$291.884	\$284.897	\$6.988	2.4	\$34.988	\$32.630	\$2.357	6.7	\$326.872	\$317.527	\$9.345	2.9
Overtime	\$54.285	\$55.249	(0.964)	(1.8)	\$9.234	\$9.416	(0.182)	(2.0)	\$63.519	\$64.665	(1.146)	(1.8)
Total Salaries & Wages	\$346.170	\$340.146	\$6.024	1.7	\$44.221	\$42.046	\$2.175	4.9	\$390.391	\$382.192	\$8.199	2.1
Health and Welfare	\$82.707	\$84.221	(1.513)	(1.8)	\$1.783	\$1.707	\$0.076	4.2	\$84.490	\$85.928	(1.438)	(1.7)
OPEB Current Payment	\$45.804	\$35.359	\$10.445	22.8	\$1.063	\$1.000	\$0.064	6.0	\$46.868	\$36.359	\$10.509	22.4
Pensions	\$85.836	\$75.566	\$10.270	12.0	\$1.978	\$1.978	\$0.000	0.0	\$87.814	\$77.544	\$10.270	11.7
Other Fringe Benefits	\$45.793	\$55.936	(10.143)	(22.2)	\$14.188	\$13.016	\$1.172	8.3	\$59.981	\$68.952	(8.971)	(15.0)
Total Fringe Benefits	\$260.140	\$251.082	\$9.058	3.5	\$19.013	\$17.701	\$1.312	6.9	\$279.153	\$268.783	\$10.370	3.7
Contribution to GASB Fund	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Reimbursable Overhead	(18.042)	(17.681)	(0.361)	(2.0)	\$18.042	\$17.681	\$0.361	2.0	\$0.000	\$0.000	\$0.000	-
Labor	\$588.268	\$573.547	\$14.721	2.5	\$81.276	\$77.428	\$3.848	4.7	\$669.544	\$650.975	\$18.569	2.8
Non-Labor :												
Electric Power	\$20.688	\$19.231	\$1.457	7.0	\$0.020	\$0.022	(0.001)	(6.5)	\$20.709	\$19.253	\$1.456	7.0
Fuel	\$3.814	\$4.759	(0.945)	(24.8)	\$0.000	\$0.000	-	-	\$3.814	\$4.759	(0.945)	(24.8)
Insurance	\$6.158	\$6.221	(0.063)	(1.0)	\$0.000	\$0.000	-	-	\$6.158	\$6.221	(0.063)	(1.0)
Claims	\$19.095	\$15.372	\$3.723	19.5	\$0.000	\$0.000	-	-	\$19.095	\$15.372	\$3.723	19.5
Paratransit Service Contracts	\$28.416	\$27.918	\$0.498	1.8	\$0.000	\$0.000	-	-	\$28.416	\$27.918	\$0.498	1.8
Maintenance and Other Operating Contracts	\$37.702	\$30.432	\$7.270	19.3	\$6.205	\$4.970	\$1.235	19.9	\$43.908	\$35.403	\$8.505	19.4
Professional Service Contracts	\$14.548	\$12.465	\$2.083	14.3	\$1.120	\$1.194	(0.074)	(6.6)	\$15.668	\$13.659	\$2.009	12.8
Materials & Supplies	\$30.653	\$25.826	\$4.827	15.7	\$4.382	\$3.760	\$0.621	14.2	\$35.034	\$29.586	\$5.448	15.6
Other Business Expenses	\$7.650	\$4.270	\$3.381	44.2	\$0.168	\$0.213	(0.045)	(26.7)	\$7.818	\$4.483	\$3.336	42.7
Non-Labor	\$168.724	\$146.495	\$22.230	13.2	\$11.895	\$10.158	\$1.737	14.6	\$180.619	\$156.653	\$23.966	13.3
Other Expense Adjustments:												
Other	\$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	\$756.992	\$720.042	\$36.950	4.9	\$93.171	\$87.586	\$5.585	6.0	\$850.163	\$807.628	\$42.535	5.0
Depreciation	\$160.672	\$171.094	(10.422)	(6.5)	\$0.000	\$0.000	-	-	\$160.672	\$171.094	(10.422)	(6.5)
GASB 75 OPEB Expense Adjustment	(11.264)	\$0.000	(11.264)	-	\$0.000	\$0.000	-	-	(11.264)	\$0.000	(11.264)	-
GASB 68 Pension Adjustment	(1.849)	\$0.000	(1.849)	-	\$0.000	\$0.000	-	-	(1.849)	\$0.000	(1.849)	-
Environmental Remediation	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Total Expenses	\$904.551	\$891.136	\$13.415	1.5	\$93.171	\$87.586	\$5.585	6.0	\$997.722	\$978.722	\$19.000	1.9
OPERATING SURPLUS/DEFICIT	(730.053)	(717.590)	\$12.463	1.7	\$0.000	\$0.000	\$0.000	-	(730.053)	(717.590)	\$12.463	1.7

Note: 1) Totals may not add due to rounding
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3) For monthly reporting purposes only, the 12-month allocation reflects an adjustment to farebox and toll revenue projections captured in Volume 1 of the 2020 July Financial Plan.

MTA NEW YORK CITY TRANSIT
Sep - 2020 Mid_Year
Accrual Statement of Operations By Category
Year-To-Date - Sep 2020
(\$ in Millions)

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	Nonreimbursable				Reimbursable				Total			
	Forecast Mid_Year	Actual	Favorable (Unfavorable)	Var Percent Percent	Forecast Mid_Year	Actual	Favorable (Unfavorable)	Var Percent Percent	Forecast Mid_Year	Actual	Favorable (Unfavorable)	Var Percent Percent
			Variance				Variance				Variance	
Revenue												
Farebox Revenue:												
Subway	\$1,141.870	\$1,210.804	\$68.933	6.0	\$0.000	\$0.000	-	-	\$1,141.870	\$1,210.804	\$68.933	6.0
Bus	\$272.742	\$257.927	(14.815)	(5.4)	\$0.000	\$0.000	-	-	\$272.742	\$257.927	(14.815)	(5.4)
Paratransit	\$7.348	\$5.697	(1.651)	(22.5)	\$0.000	\$0.000	-	-	\$7.348	\$5.697	(1.651)	(22.5)
Fare Liability	\$34.858	\$34.858	\$0.000	0.0	\$0.000	\$0.000	-	-	\$34.858	\$34.858	\$0.000	0.0
Farebox Revenue	\$1,456.819	\$1,509.286	\$52.467	3.6	\$0.000	\$0.000	-	-	\$1,456.819	\$1,509.286	\$52.467	3.6
Fare Reimbursement	\$65.026	\$58.615	(6.411)	(9.9)	\$0.000	\$0.000	-	-	\$65.026	\$58.615	(6.411)	(9.9)
Paratransit Reimbursement	\$136.135	\$121.015	(15.119)	(11.1)	\$0.000	\$0.000	-	-	\$136.135	\$121.015	(15.119)	(11.1)
Other Operating Revenue	\$2,985.945	\$2,919.933	(66.012)	(2.2)	\$0.000	\$0.000	-	-	\$2,985.945	\$2,919.933	(66.012)	(2.2)
Other Revenue	\$3,187.106	\$3,099.564	(87.542)	(2.7)	\$0.000	\$0.000	-	-	\$3,187.106	\$3,099.564	(87.542)	(2.7)
Capital and Other Reimbursements	\$0.000	\$0.000	-	-	\$834.710	\$766.508	(68.202)	(8.2)	\$834.710	\$766.508	(68.202)	(8.2)
Total Revenue	\$4,643.925	\$4,608.849	(35.075)	(0.8)	\$834.710	\$766.508	(68.202)	(8.2)	\$5,478.635	\$5,375.358	(103.277)	(1.9)
Expenses												
Labor :												
Payroll	\$2,624.676	\$2,613.591	\$11.086	0.4	\$321.034	\$300.082	\$20.952	6.5	\$2,945.710	\$2,913.673	\$32.037	1.1
Overtime	\$445.647	\$417.855	\$27.793	6.2	\$88.134	\$76.249	\$11.885	13.5	\$533.781	\$494.104	\$39.678	7.4
Total Salaries & Wages	\$3,070.324	\$3,031.445	\$38.878	1.3	\$409.168	\$376.331	\$32.836	8.0	\$3,479.491	\$3,407.777	\$71.715	2.1
Health and Welfare	\$731.689	\$685.803	\$45.886	6.3	\$15.615	\$16.590	(0.975)	(6.2)	\$747.304	\$702.393	\$44.911	6.0
OPEB Current Payment	\$402.551	\$348.760	\$53.791	13.4	\$9.445	\$8.522	\$0.923	9.8	\$411.996	\$357.282	\$54.714	13.3
Pensions	\$774.098	\$800.188	(26.090)	(3.4)	\$28.511	\$28.403	\$0.108	0.4	\$802.609	\$828.592	(25.982)	(3.2)
Other Fringe Benefits	\$408.756	\$425.643	(16.887)	(4.1)	\$129.407	\$118.206	\$11.202	8.7	\$538.163	\$543.848	(5.685)	(1.1)
Total Fringe Benefits	\$2,317.094	\$2,260.394	\$56.700	2.4	\$182.979	\$171.721	\$11.258	6.2	\$2,500.073	\$2,432.115	\$67.958	2.7
Contribution to GASB Fund	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Reimbursable Overhead	(163.043)	(144.707)	(18.336)	(11.2)	\$163.043	\$144.707	\$18.336	11.2	\$0.000	\$0.000	\$0.000	44.3
Labor	\$5,224.375	\$5,147.132	\$77.243	1.5	\$755.189	\$692.759	\$62.430	8.3	\$5,979.564	\$5,839.892	\$139.673	2.3
Non-Labor :												
Electric Power	\$192.956	\$184.521	\$8.435	4.4	\$0.189	\$0.198	(0.009)	(4.9)	\$193.145	\$184.719	\$8.426	4.4
Fuel	\$59.104	\$51.700	\$7.404	12.5	\$0.017	\$0.000	\$0.017	-	\$59.121	\$51.700	\$7.421	12.6
Insurance	\$56.032	\$56.183	(0.151)	(0.3)	\$0.000	\$0.000	-	-	\$56.032	\$56.183	(0.151)	(0.3)
Claims	\$171.856	\$149.519	\$22.337	13.0	\$0.000	\$0.000	-	-	\$171.856	\$149.519	\$22.337	13.0
Paratransit Service Contracts	\$267.671	\$242.800	\$24.871	9.3	\$0.000	\$0.000	-	-	\$267.671	\$242.800	\$24.871	9.3
Maintenance and Other Operating Contracts	\$282.713	\$232.218	\$50.495	17.9	\$32.872	\$27.386	\$5.486	16.7	\$315.585	\$259.603	\$55.981	17.7
Professional Service Contracts	\$131.105	\$114.717	\$16.388	12.5	\$8.516	\$15.148	(6.631)	(77.9)	\$139.621	\$129.865	\$9.756	7.0
Materials & Supplies	\$265.346	\$228.781	\$36.566	13.8	\$38.890	\$28.860	\$10.029	25.8	\$304.236	\$257.641	\$46.595	15.3
Other Business Expenses	\$65.584	\$40.637	\$24.947	38.0	(0.962)	\$2.157	(3.119)	-	\$64.622	\$42.794	\$21.828	33.8
Non-Labor	\$1,492.368	\$1,301.076	\$191.292	12.8	\$79.521	\$73.749	\$5.773	7.3	\$1,571.889	\$1,374.825	\$197.065	12.5
Other Expense Adjustments:												
Other	\$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	\$6,716.743	\$6,448.208	\$268.535	4.0	\$834.710	\$766.508	\$68.202	8.2	\$7,551.454	\$7,214.716	\$336.737	4.5
Depreciation	\$1,446.046	\$1,538.294	(92.247)	(6.4)	\$0.000	\$0.000	-	-	\$1,446.046	\$1,538.294	(92.247)	(6.4)
GASB 75 OPEB Expense Adjustment	(33.793)	\$60.864	(94.656)	-	\$0.000	\$0.000	-	-	(33.793)	\$60.864	(94.656)	-
GASB 68 Pension Adjustment	(5.546)	(3.107)	(2.439)	(44.0)	\$0.000	\$0.000	-	-	(5.546)	(3.107)	(2.439)	(44.0)
Environmental Remediation	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Total Expenses	\$8,123.451	\$8,044.258	\$79.192	1.0	\$834.710	\$766.508	\$68.202	8.2	\$8,958.161	\$8,810.766	\$147.395	1.6
OPERATING SURPLUS/DEFICIT	(3,479.526)	(3,435.409)	\$44.117	1.3	\$0.000	\$0.000	\$0.000	-	(3,479.526)	(3,435.409)	\$44.117	1.3

Note: 1) Totals may not add due to rounding
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3) For monthly reporting purposes only, the 12-month allocation reflects an adjustment to farebox and toll revenue projections captured in Volume 1 of the 2020 July Financial Plan.

MTA NEW YORK CITY TRANSIT
JULY FINANCIAL PLAN - 2020 MID-YEAR FORECAST
EXPLANATION OF VARIANCES BETWEEN ADOPTED BUDGET AND ACTUAL ACCRUAL BASIS
SEPTEMBER 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
		\$	%		\$	%	
Farebox Revenue	NR	6.1	4.3	Mainly due to resumption of on-board fare collection on bus and higher average fares	52.5	3.6	Mainly due to higher ridership and higher average fares
Other Operating Revenue	NR	(7.1)	(21.3)	Primarily fare reimbursement underruns	(87.5)	(2.7)	Mostly underrun of CARES Act funding and Paratransit reimbursement underruns
Payroll	NR	7.0	2.4	Primarily due to vacancies	11.1	0.4	Primarily due to vacancy underruns partly offset by unfavorable reimbursable project underruns hitting operating and an unbudgeted holiday
Overtime	NR	(1.0)	(1.8)	Primarily due to backfill of employee vacancies/unavailability	27.8	6.2	Mainly reduced service requirements and basic inspection during prior months along with tightened management controls
Health & Welfare (including OPEB current payment)	NR	8.9	7.0	Favorable timing of prescription drug credits	99.7	8.8	Favorable rates due to prescription drug contract rebates and vacancy savings
Pension	NR	10.3	12.0	Due to timing of Covid-19 death benefit charges	(26.1)	(3.4)	Due to timing of \$58M accrual for Covid-19 death benefits
Other Fringe Benefits	NR	(10.1)	(22.2)	Mainly due to higher workers compensation claims expense	(16.9)	(4.1)	Mainly due to reduction in capital project support requirements and higher workers compensation claims expense
Reimbursable Overhead	NR	(0.4)	(2.0)		(18.3)	(11.2)	Mainly due to a major reduction in capital project support requirements
Electric Power	NR	1.5	7.0	Favorable due to lower consumption	8.4	4.4	Primarily lower consumption due to reduced service levels in earlier months
Fuel	NR	(0.9)	(24.8)	Mainly due to higher prices	7.4	12.5	Mainly lower consumption due to reduced service levels in earlier months
Claims	NR	3.7	19.5	Reflects lower major claims due to lower ridership	22.3	13.0	Reflects lower major claims due to lower ridership
Paratransit Service Contracts	NR	0.5	1.8		24.9	9.3	Largely due to reduced trips
Maintenance and Other Operating Contracts	NR	7.3	19.3	Primarily SAP initiative underrun due to COVID-19 constraints	50.5	17.9	Primarily SAP initiative underrun due to COVID-19 constraints
Professional Service Contracts	NR	2.1	14.3	Mainly underruns in outside services	16.4	12.5	Mainly underruns in IT service and outside services
Materials & Supplies	NR	4.8	15.7	Reflects reduced maintenance activity due to COVID-19 and rescheduling of SMS program work	36.6	13.8	Reflects reduced maintenance activity due to COVID-19 and rescheduling of SMS program work
Other Business	NR	3.4	44.2	Mainly lower card fees due to lower ridership	24.9	38.0	Mainly lower card fees due to lower ridership

MTA NEW YORK CITY TRANSIT
July Financial Plan - 2020 Mid_Year
Cash Receipts and Expenditures
Sep FY20
(\$ in Millions)

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	Month				Year-To-Date			
	Forecast Mid_Year	Actual	Favorable (Unfavorable)		Forecast Mid_Year	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent
Receipts								
Farebox Revenue	\$141.257	\$139.604	(1.653)	(1.2)	\$1,457.019	\$1,550.709	\$93.690	6.4
Fare Reimbursement	\$0.000	\$0.000	\$0.000	-	\$26.392	\$0.000	(26.392)	-
Paratransit Reimbursement	\$1.335	\$30.585	\$29.250	-	\$171.319	\$161.026	(10.293)	(6.0)
Other Operating Revenue	\$3.240	\$2.673	(0.567)	(17.5)	\$2,918.357	\$2,862.383	(55.974)	(1.9)
Other Revenue	\$4.575	\$33.258	\$28.683	-	\$3,116.067	\$3,023.409	(92.658)	(3.0)
Capital and Other Reimbursements	\$93.171	\$24.118	(69.053)	(74.1)	\$834.940	\$662.569	(172.371)	(20.6)
Total Revenue	\$239.003	\$196.980	(42.023)	(17.6)	\$5,408.026	\$5,236.687	(171.339)	(3.2)
Expenditures								
Labor :								
Payroll	\$316.972	\$306.591	\$10.381	3.3	\$2,884.922	\$2,854.988	\$29.933	1.0
Overtime	\$63.519	\$64.665	(1.146)	(1.8)	\$533.781	\$494.104	\$39.678	7.4
Total Salaries & Wages	\$380.491	\$371.256	\$9.235	2.4	\$3,418.703	\$3,349.092	\$69.611	2.0
Health and Welfare	\$84.490	\$64.778	\$19.713	23.3	\$747.510	\$644.224	\$103.287	13.8
OPEB Current Payment	\$46.868	\$36.359	\$10.509	22.4	\$411.996	\$357.282	\$54.714	13.3
Pensions	\$87.814	\$90.569	(2.755)	(3.1)	\$802.609	\$784.018	\$18.591	2.3
Other Fringe Benefits	\$42.091	\$19.820	\$22.271	52.9	\$390.958	\$256.961	\$133.997	34.3
Total Fringe Benefits	\$261.263	\$211.526	\$49.737	19.0	\$2,353.073	\$2,042.485	\$310.588	13.2
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	-	-
Labor	\$641.754	\$582.782	\$58.972	9.2	\$5,771.776	\$5,391.577	\$380.199	6.6
Non-Labor :								
Electric Power	\$23.439	\$21.206	\$2.233	9.5	\$204.888	\$193.229	\$11.659	5.7
Fuel	\$3.814	\$5.220	(1.406)	(36.9)	\$59.121	\$54.728	\$4.393	7.4
Insurance	\$13.233	\$9.714	\$3.519	26.6	\$52.833	\$54.850	(2.017)	(3.8)
Claims	\$13.847	\$7.988	\$5.859	42.3	\$102.326	\$78.948	\$23.378	22.8
Paratransit Service Contracts	\$27.916	\$15.608	\$12.308	44.1	\$265.671	\$248.373	\$17.298	6.5
Maintenance and Other Operating Contracts	\$43.908	\$31.099	\$12.809	29.2	\$320.464	\$236.062	\$84.402	26.3
Professional Service Contracts	\$15.668	\$15.312	\$0.356	2.3	\$142.765	\$127.892	\$14.873	10.4
Materials & Supplies	\$31.493	\$23.981	\$7.512	23.9	\$295.361	\$265.099	\$30.262	10.2
Other Business Expenses	\$7.818	\$4.911	\$2.907	37.2	\$64.622	\$43.722	\$20.900	32.3
Non-Labor	\$181.135	\$135.039	\$46.096	25.4	\$1,508.051	\$1,302.903	\$205.148	13.6
Other Expense Adjustments:								
Other	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Other Expense Adjustments	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Total Expenditures before Depreciation and OPEB	\$822.889	\$717.821	\$105.068	12.8	\$7,279.827	\$6,694.480	\$585.347	8.0
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	\$0.000	\$0.000	-
GASB 68 Pension Adjustment	\$0.000	\$0.000	\$0.000	-	\$0.000	\$0.000	\$0.000	-
Environmental Remediation	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Total Expenditures	\$822.889	\$717.821	\$105.068	12.8	\$7,279.827	\$6,694.480	\$585.347	8.0
Net Surplus/(Deficit)	(583.887)	(520.841)	\$63.046	10.8	(1,871.801)	(1,457.793)	\$414.008	22.1

Note: 1) Totals may not add due to rounding

2) For monthly reporting purposes only, the 12-month allocation reflects an adjustment to farebox and toll revenue projections captured in Volume 1 of the 2020 July Financial Plan

MTA NEW YORK CITY TRANSIT
JULY FINANCIAL PLAN - 2020 MID-YEAR FORECAST
EXPLANATION OF VARIANCES BETWEEN THE ADOPTED BUDGET AND ACTUAL CASH BASIS
Sep FY20
(\$ in millions)

Operating Receipts or Disbursements	MONTH			YEAR TO DATE		
	Favorable (Unfavorable) Variance		Reason for Variance	Favorable (Unfavorable) Variance		Reason for Variance
	\$	%		\$	%	
Farebox Receipts	(1.7)	(1.2)	Unfavorable timing of receipts	93.7	6.4	Mainly due to higher ridership and higher average fares
Other Operating Receipts	28.7	-	Favorable timing of paratransit reimbursement receipts	(92.7)	(3.0)	Mainly reflects \$51M underrun of CARES Act receipts and timing of Fare and Paratransit reimbursements
Capital and Other Reimbursements	(69.1)	(74.1)	Lower capital expenses and unfavorable timing of receipts	(172.4)	(20.6)	Lower capital expenses and unfavorable timing of receipts
Payroll	10.4	3.3	Due primarily to vacancies	29.9	1.0	Due primarily to vacancies
Overtime	(1.1)	(1.8)	Primarily due to backfill of employee vacancies/unavailability	39.7	7.4	Mainly reduced service requirements and basic inspection during prior months along with tightened management controls
Health & Welfare/OPEB Current	30.2	23.0	Favorable timing of payments	158.0	13.6	Favorable timing of payments and receipt of credits due from 2019
Pension	(2.8)	(3.1)	Unfavorable timing of COVID-19 special death benefit payments	18.6	2.3	Mainly favorable timing of COVID-19 special death benefit payments
Other Fringe Benefits	22.3	52.9	Mainly due to deferral of FICA payroll tax expenditure under CARES Act	134.0	34.3	Mainly due to deferral of FICA payroll tax expenditure under CARES Act
Electric Power	2.2	9.5	Favorable consumption and timing of payments	11.7	5.7	Favorable consumption and timing of payments
Fuel	(1.4)	(36.9)	Due to higher prices	4.4	7.4	Due to lower consumption resulting from reduced service in previous months
Insurance	3.5	26.6	Favorable timing of payments	(2.0)	(3.8)	
Claims	5.9	42.3	Reduced claims due to lower ridership	23.4	22.8	Reduced claims due to lower ridership
Paratransit Service Contracts	12.3	44.1	Favorable timing of payments	17.3	6.5	Favorable timing of payments
Maintenance and Other Operating Contracts	12.8	29.2	Primarily SAP initiative underrun due to COVID-19 constraints	84.4	26.3	Primarily SAP initiative underrun due to COVID-19 constraints
Professional Service Contracts	0.4	2.3		14.9	10.4	Favorable timing of payments and underruns in IT service
Materials & Supplies	7.5	23.9	Favorable timing of payments, rescheduling of SMS program work, and reduced maintenance activity due to COVID-19	30.3	10.2	Favorable timing of payments, rescheduling of SMS program work, and reduced maintenance activity due to COVID-19
Other Business	2.9	37.2	Due to lower metrocard transaction fees	20.9	32.3	Due to lower metrocard transaction fees

MTA NEW YORK CITY TRANSIT
July Financial Plan - 2020 Mid_Year
Cash Conversion (Cash Flow Adjustments)
Sep FY20
(\$ in Millions)

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	Month				Year-To-Date			
	Forecast Mid_Year	Actual	Favorable (Unfavorable)		Forecast Mid_Year	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent
Revenue								
Farebox Revenue	\$0.000	(7.766)	(7.766)	-	\$0.200	\$41.423	\$41.223	-
Fare Reimbursement	(.660)	(2.39-)	\$6.P61	39.0	(65.- 61)	(35.- 83)	(89.958)	(38.P)
7 aratransit Reimbursement	(8P.613)	\$81.851	\$68.325	O	\$63.851	\$10.088	\$1.52P	86.P
h tper h geratinv Re4enuc	(1.998)	(1.303)	\$0.15-	9.P	(- P.355)	(3P.330)	\$80.065	81.9
Other Revenue	(28.666)	\$7.083	\$35.748	-	(71.039)	(76.155)	(5.116)	(7.2)
, agital and h tper Reimbursements	\$0.000	(- 6.1- 5)	(- 6.1- 5)	O	\$0.260	(806.969)	(801.8- 9)	O
Total Revenue	(28.666)	(64.152)	(35.486)	-	(70.609)	(138.671)	(68.062)	(96.4)
Expenses								
Labor :								
7 aCroll	\$9.900	\$80.96-	\$8.06-	80.3	\$- 0.P55	\$35.- 53	(2.801)	(6.3)
h 4ertime	\$0.000	\$0.000	\$0.000	O	\$0.000	\$0.000	\$0.000	O
Total Salaries & Wages	\$9.900	\$10.936	\$1.036	10.5	\$60.788	\$58.685	(2.104)	(3.5)
y ealtp and H ellVre	\$0.000	\$28.830	\$28.830	O	(0.20-)	\$35.8- 9	\$35.6P3	O
h 7f E , urrent 7 aCment	\$0.000	\$0.000	\$0.000	O	\$0.000	\$0.000	\$0.000	O
7 ensions	\$0.000	(86.023)	(86.023)	O	\$0.000	\$11.3P1	\$11.3P1	O
h tper Frinve EeneVts	\$8P.590	\$19.862	\$68.212	O	\$81P.20-	\$25.- 55P	\$869.- 52	91.9
Total Fringe Benefits	\$17.890	\$57.257	\$39.367	-	\$147.000	\$389.630	\$242.631	-
, ontribution to BGAE Fund	\$0.000	\$0.000	\$0.000	O	\$0.000	\$0.000	\$0.000	O
Reimbursable h 4erpead	\$0.000	\$0.000	\$0.000	O	\$0.000	\$0.000	\$0.000	O
Labor	\$27.789	\$68.193	\$40.404	-	\$207.788	\$448.315	\$240.527	-
Non-Labor :								
f leStriS7 oc er	(2.P68)	(8.936)	\$0.PP5	25.3	(88.P16)	(5.380)	\$6.266	2P.3
Fuel	\$0.000	(0.1- 8)	(0.1- 8)	O	\$0.000	(6.025)	(6.025)	O
wsuranSe	(P.0P3)	(6.196)	\$6.352	30.-	\$6.899	\$8.666	(8.5- -)	(35.6)
, laims	\$3.215	\$P.651	\$2.86-	10.P	\$- 9.368	\$P0.3P8	\$8.018	8.3
7 aratransit Aer4iSe , ontraSs	\$0.300	\$82.680	\$88.580	O	\$2.000	(3.3P6)	(P.3P6)	O
MaintenanSe and h tper h geratinv , ontraSs	\$0.000	\$1.601	\$1.601	O	(1.5P9)	\$26.318	\$25.120	O
7 roVssional Aer4iSe , ontraSs	\$0.000	(8.- 36)	(8.- 36)	O	(6.811)	\$8.9P6	\$3.88P	O
Materials I Augglies	\$6.312	\$3.- 03	\$2.0- 6	35.6	\$5.5P3	(P.135)	(8.- 666)	O
h tper Eusiness f &genses	\$0.000	(0.125)	(0.125)	O	\$0.000	(0.925)	(0.925)	O
Non-Labor	(0.516)	\$21.614	\$22.130	-	\$63.839	\$71.922	\$8.083	12.7
Other Expense Adjustments:								
h tper	\$0.000	\$0.000	O	O	\$0.000	\$0.000	O	O
Other Expense Adjustments	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Total Expenses before Depreciation and OPEB	\$27.274	\$89.807	\$62.534	-	\$271.627	\$520.236	\$248.610	91.5
Expenditures								
x egreSation	\$8- 0.- P2	\$8P8.091	\$80.122	- 3	\$8P1- .01P	\$8P65.291	\$92.21P	- .1
BGAE P3 h 7f E f &gense Gdjustment	(88.2- 1)	\$0.000	\$88.2- 1	O	(66.P96)	\$- 0.5- 1	\$91.- 3-	O
BGAE - 5 7 ension Gdjustment	(8.519)	\$0.000	\$8.519	O	(3.31-)	(6.80P)	\$2.169	11.0
f n4ironmental Remediation	\$0.000	\$0.000	\$0.000	O	\$0.000	\$0.000	\$0.000	O
Total Expenditures	\$174.832	\$260.901	\$86.069	49.2	\$1,678.334	\$2,116.286	\$437.952	26.1
Total Cash Conversion Adjustments	\$146.166	\$196.749	\$50.582	34.6	\$1,607.725	\$1,977.616	\$369.891	23.0

Note: 1) Totals may not add due to rounding

2) 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.

3) For monthly reporting purposes only, the 12-month allocation reflects an adjustment to farebox and toll revenue projections captured in Volume 1 of the 2020 July Financial Plan

NYCT – Non-Reimbursable Overtime Variance

September 2020 and YTD forecast vs. variance

\$M

- Variance - Unfavorable
- Variance - Favorable
- Budget

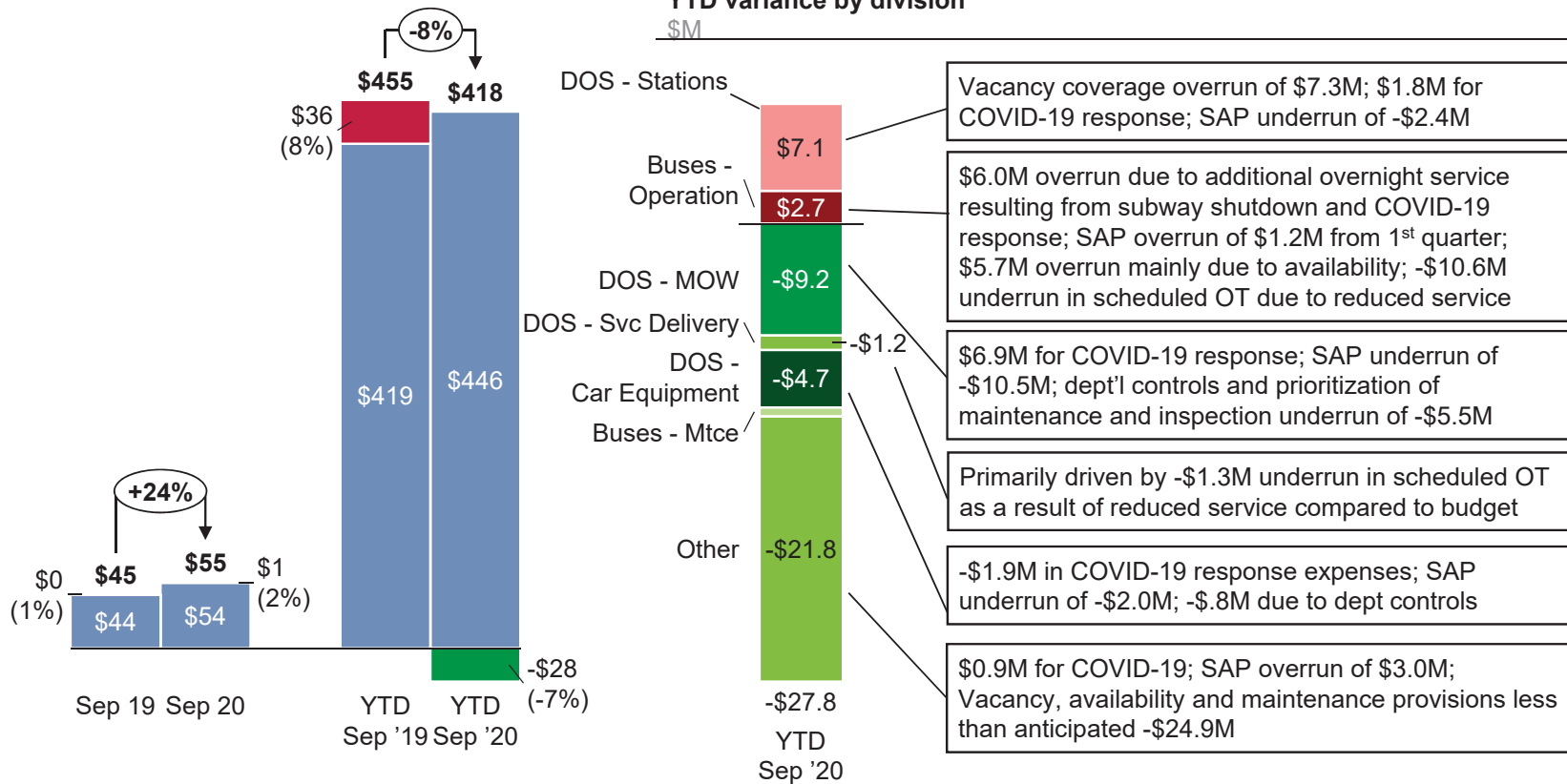
Annual Budget
 Adopted: \$508M
 Forecast: \$603M

Overview

- Overall decrease of \$37M or 8% compared to September YTD 2019
- \$28M or 6% below 2020 YTD budget
- Subways -\$8M underrun: \$4.4M for COVID-19 response; \$7.9M for Vacancy coverage; -\$17M SAP; -\$1M scheduled overtime; -\$2M departmental controls and prioritization of maintenance
- Buses \$2M overrun: \$7.9M for vacancy and availability coverage; \$2.4M for COVID-19 response; \$1.2M SAP from 1st quarter; -\$10.3M scheduled overtime;

YTD variance by division

\$M



Source: Forecast budget. GL actuals for actual overtime spending.

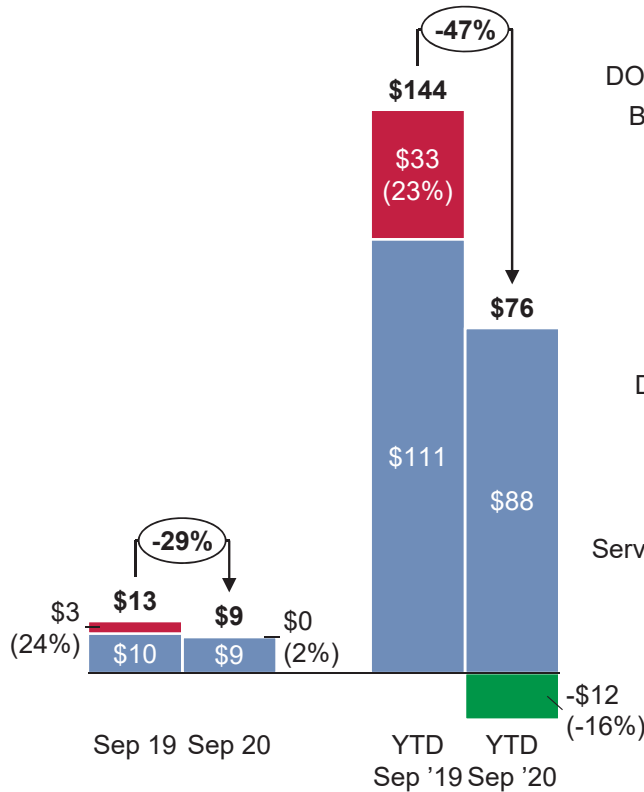
NYCT – Reimbursable Overtime Variance

September 2020 and YTD forecast vs. variance

\$M

- Variance - Unfavorable
- Variance - Favorable
- Budget

Annual Budget
 Adopted: \$130M
 Forecast: \$123M

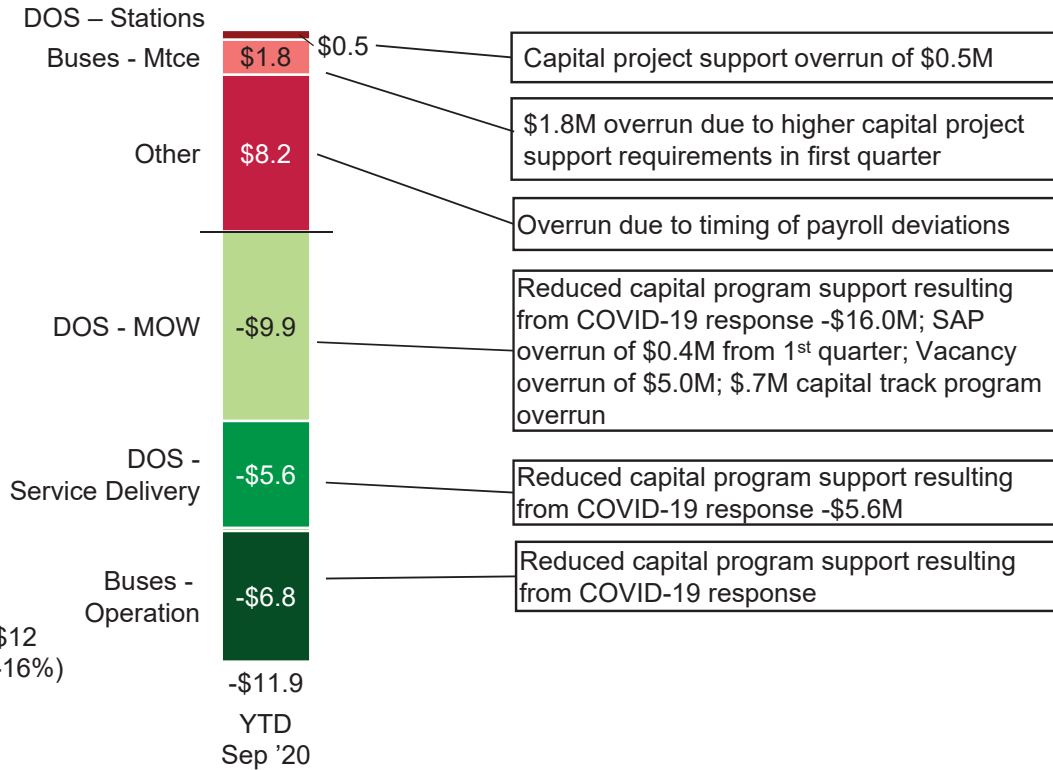


Overview

- Overall decrease of \$68M or 47% compared to September YTD 2019
- \$12M or 16% below 2020 YTD budget
- Subways -\$15.1M underrun: \$5.0M for vacancies, -\$21.5M due to lower capital project support requirements; \$1M overrun for SAP; \$0.7M overrun in capital track program
- Buses -\$5M underrun: lower capital project support requirements

YTD variance by division

\$M



Source: Forecast budget. GL actuals for actual overtime spending.

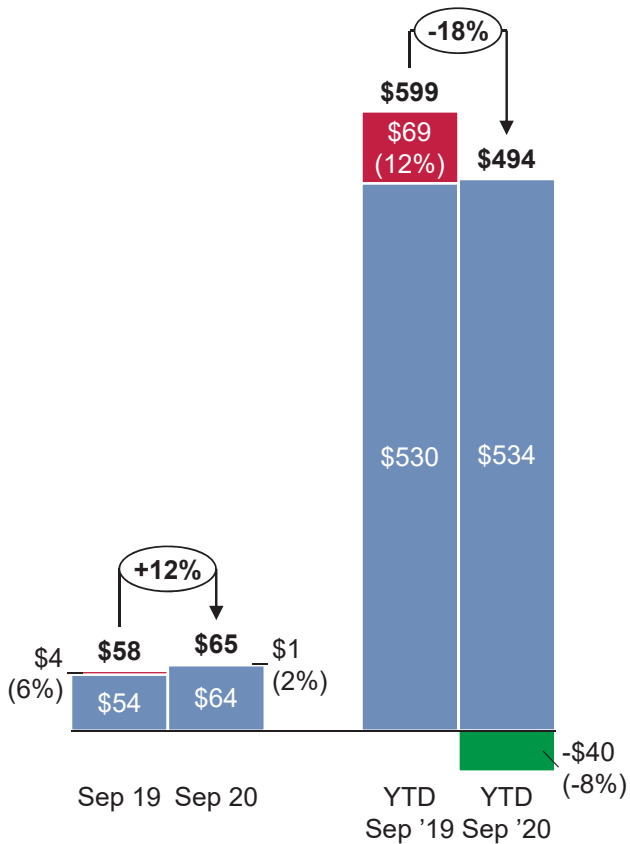
NYCT – Total Overtime Variance

September 2020 and YTD forecast vs. variance

\$M

- Variance - Unfavorable
- Variance - Favorable
- Budget

Annual Budget
 Adopted: \$638M
 Forecast: \$726M

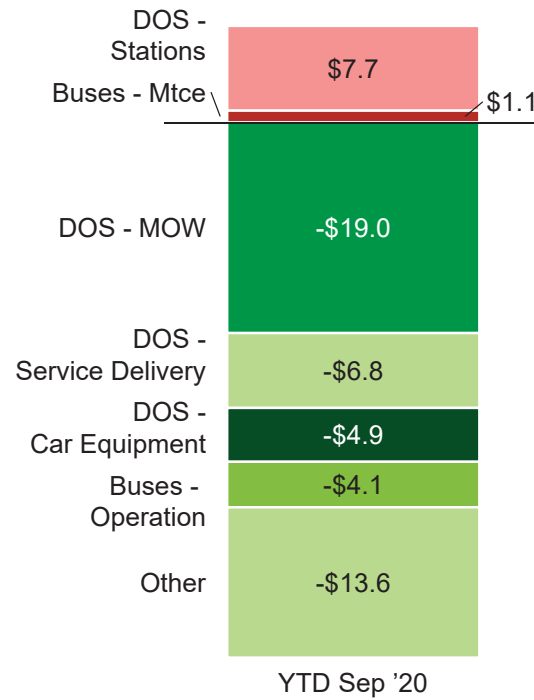


Overview

- Overall decrease of \$105M or 18% compared to September YTD 2019
- \$40M or 8% below 2020 YTD budget

YTD variance by division

\$M



Source: Forecast budget. GL actuals for actual overtime spending.

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

Sep 2020

	<u>Mid Year</u>	<u>Actual</u>	<u>Variance</u> <u>Fav./(Unfav)</u>	<u>Explanation</u>
<u>Administration:</u>				
Office of the President	25	25	0	
Law	281	239	42	
Office of the EVP	13	10	3	
Human Resources	218	191	27	
Office of Management and Budget	41	30	11	
Capital Planning and Budget	37	26	11	
Strategy & Customer Experience	187	179	8	
Non-Departmental	1	0	1	
Labor Relations	84	78	6	
Office of People & Business Transformation	18	12	6	
Materiel	235	208	27	
Controller	114	101	13	
Total Administration	1,254	1,099	155	
<u>Operations:</u>				
Subways Service Delivery	8,211	7,815	396	Vacancies mainly due to Supv and RVO titles.
Subways Operations Support/Admin	405	416	(11)	
Subways Stations	2,621	2,397	224	Vacancies mainly due to Station Agents.
Subtotal Subways	11,237	10,628	609	
Buses	11,055	10,764	291	Vacancies mainly due to Supt and Bus Operators.
Paratransit	214	182	32	
Operations Planning	386	337	49	
Revenue Control	640	571	69	Vacancies mainly due to Mgr, PTE and Hourlies.
Non-Departmental	-	-	0	
Total Operations	23,532	22,482	1,050	
<u>Maintenance:</u>				
Subways Operations Support/Admin	123	81	42	
Subways Engineering	358	314	44	
Subways Car Equipment	4,954	4,741	213	Vacancies mainly due to PTE and Hourlies.
Subways Infrastructure	1,881	1,875	6	
Subways Elevators & Escalators	476	447	29	
Subways Stations	3,495	3,254	241	Vacancies mainly due to Hourlies.
Subways Track	3,164	2,862	302	Vacancies mainly due to Supt, TEM, PDM, and Trackworkers.
Subways Power	686	634	52	Vacancies mainly due to Hourlies.
Subways Signals	1,698	1,631	67	Vacancies mainly due to MS Signals and Signal Mtrs.
Subways Electronic Maintenance	1,620	1,487	133	Vacancies mainly due to PTE and Hourlies.
Subtotal Subways	18,455	17,326	1,129	
Buses	3,487	3,396	91	Vacancies mainly due to Mgrs and Hourlies.
Supply Logistics	548	528	20	
System Safety	93	80	13	
Non-Departmental	(115)	-	(115)	
Total Maintenance	22,468	21,330	1,138	
<u>Engineering:</u>				
Capital Program Management	1,450	1,159	291	Vacancies mainly due to Mgrs and PTEs
Total Engineering/Capital	1,450	1,159	291	
<u>Public Safety:</u>				
Security	652	616	36	
Total Public Safety	652	616	36	
Total Positions	49,356	46,686	2,670	
Non-Reimbursable	44,287	42,405	1,882	
Reimbursable	5,069	4,281	788	
Total Full-Time	49,165	46,559	2,606	
Total Full-Time Equivalents	191	127	64	

MTA NEW YORK TRANSIT
JULY FINANCIAL PLAN 2020
TOTAL POSITIONS by FUNCTION and OCCUPATION
FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS
Sep 2020

FUNCTION/OCCUPATION	Mid Year	Actual	Variance Fav./ (Unfav)	Explanation
<u>Administration:</u>				
Managers/Supervisors	438	371	67	
Professional, Technical, Clerical	784	697	87	
Operational Hourlies	32	31	1	
Total Administration	1,254	1,099	155	
<u>Operations:</u>				
Managers/Supervisors	2,823	2,648	175	
Professional, Technical, Clerical	579	497	82	
Operational Hourlies	20,130	19,337	793	
Total Operations	23,532	22,482	1050	
<u>Maintenance:</u>				
Managers/Supervisors	3,991	3,759	232	
Professional, Technical, Clerical	1,073	842	231	
Operational Hourlies	17,404	16,729	675	
Total Maintenance	22,468	21,330	1138	
<u>Engineering/Capital:</u>				
Managers/Supervisors	364	284	80	
Professional, Technical, Clerical	1,084	873	211	
Operational Hourlies	2	2	0	
Total Engineering/Capital	1,450	1,159	291	
<u>Public Safety:</u>				
Managers/Supervisors	270	252	18	
Professional, Technical, Clerical	41	32	9	
Operational Hourlies	341	332	9	
Total Public Safety	652	616	36	
<u>Total Positions:</u>				
Managers/Supervisors	7,886	7,314	572	
Professional, Technical, Clerical	3,561	2,941	620	
Operational Hourlies	37,909	36,431	1478	
Total Positions	49,356	46,686	2,670	

Preliminary September 2020 Report: Staten Island Railway

The purpose of this report is to provide the preliminary September 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 Mid-Year Forecast (forecast).

Summary of Preliminary Financial Results

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

- September 2020 Staten Island Railway ridership of 77,734 was 70,184 rides (47.4 percent) below forecast. Average weekday ridership of 3,543 was 14,519 rides (80.4 percent) lower than September 2019.
- Farebox revenue of \$0.141 million was \$0.083 million (37.1 percent) below forecast. The underrun was due to lower than expected ridership.
- Other revenue was below forecast in September by \$0.322 million (96.1 percent), primarily due to minimal reimbursement for school fares.
- Operating expenses were under forecast by \$2.629 million (20.2 percent).
 - Labor expenses were less than forecast by \$1.465 million (30.5 percent).
 - Non-labor expenses in total were less than forecast by \$1.165 million (54.2 percent).

STATEN ISLAND RAILWAY FINANCIAL AND RIDERSHIP REPORT

September 2020

Preliminary Actual Results Compared to the Mid-Year Forecast

September 2020 Staten Island Railway ridership of 77,734 was 70,184 rides (47.4 percent) below forecast. Average weekday ridership of 3,543 was 14,519 rides (80.4 percent) lower than September 2019. Average weekday ridership for the twelve months ending September 2020 was 8,508, which is 7,492 rides (46.8 percent) lower than the twelve months ending September 2019.

Farebox revenue of \$0.1 million was \$0.083 million (37.1 percent) below forecast. The underrun was due to lower than expected ridership.

Operating revenue of \$0.2 million was below forecast by \$0.4 million (72.5 percent) due to minimal reimbursement for school fares.

Non-reimbursable expenses in September, before depreciation, GASB 75 OPEB Expense Adjustment and GASB 68 Pension Adjustment, were under forecast by \$2.6 million (37.8 percent).

- Labor expenses were less than forecast by \$1.5 million (30.5 percent). Health and welfare and OPEB current expenses together underran the forecast by \$0.4 million (39.3 percent), due mostly to favorable rates due to prescription drug contract rebates and vacancy savings. Payroll and overtime came in under forecast mainly due to vacancies.
- Non-labor expenses in total were less than forecast by \$1.2 million (54.2 percent), of which Professional Services overran the forecast by \$0.1 million due to unfavorable timing of contracts partially offset by the impact of COVID-19 on the progress of some projects. Maintenance contract expenses were favorable by \$0.4 million (74.1 percent), resulting from favorable timing of maintenance expenses due to COVID-19. Electric power underran by \$0.3 million (70.2 percent), due to reduced service usage in general since COVID-19 began and lower rates.

Year-to-date expenses were below forecast by \$7.8 million (16.2 percent), including underruns in labor expenses of \$5.4 million (14.1 percent), which were driven by several account underruns, primarily health & welfare/OPEB current expenses of \$2.1 million (29.0 percent), pensions expenses of \$1.2 million (18.0 percent) and overtime expenses of \$0.8 million (35.2 percent). Non-labor expenses were also below forecast by \$2.4 million (24.0 percent), due primarily to favorable results in maintenance contract expenses of \$1.3 million (68.2 percent) and other business expense underruns of \$0.8 million (79.3 percent).

Depreciation expenses of \$8.1 million year-to-date were below forecast by \$0.7 million (7.6 percent). GASB #75 OPEB Expense Adjustment entries of \$0.05 million resulted in favorable timing variance of \$0.3 million.

The **operating cash deficit** (excluding subsidies) reported through September year-to-date was \$10.4 million, \$6.0 million (36.6 percent) favorable to forecast.

MTA STATEN ISLAND RAILWAY
Sep - 2020 Mid_Year
Accrual Statement of Operations By Category
Month - Sep 2020
(\$ in Millions)

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	Nonreimbursable				Reimbursable				Total			
	Forecast Mid_Year	Actual	Favorable (Unfavorable)		Forecast Mid_Year	Actual	Favorable (Unfavorable)		Forecast Mid_Year	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent			Variance	Percent
Revenue												
Farebox Revenue:												
Farebox Revenue	\$0.224	\$0.141	(0.083)	(37.1)	\$0.000	\$0.000	-	-	\$0.224	\$0.141	(0.083)	(37.1)
Other Revenue	\$0.335	\$0.013	(0.322)	(96.1)	\$0.000	\$0.000	-	-	\$0.335	\$0.013	(0.322)	(96.1)
Capital and Other Reimbursements	\$0.000	\$0.000	-	-	\$0.798	\$0.403	(0.395)	(49.5)	\$0.798	\$0.403	(0.395)	(49.5)
Total Revenue	\$0.559	\$0.154	(0.406)	(72.5)	\$0.798	\$0.403	(0.395)	(49.5)	\$1.357	\$0.557	(0.800)	(59.0)
Expenses												
Labor :												
Payroll	\$2.184	\$2.013	\$0.170	7.8	\$0.509	\$0.071	\$0.438	86.0	\$2.693	\$2.085	\$0.608	22.6
Overtime	\$0.554	\$0.006	\$0.548	98.9	\$0.031	\$0.140	(0.109)	-	\$0.585	\$0.146	\$0.439	75.1
Total Salaries & Wages	\$2.738	\$2.019	\$0.718	26.2	\$0.541	\$0.211	\$0.329	60.9	\$3.278	\$2.231	\$1.048	32.0
Health and Welfare	\$0.730	\$0.378	\$0.352	48.2	\$0.000	\$0.000	-	-	\$0.730	\$0.378	\$0.352	48.2
OPEB Current Payment	\$0.249	\$0.215	\$0.033	13.5	\$0.000	\$0.000	\$0.000	-	\$0.249	\$0.215	\$0.033	13.4
Pensions	\$0.737	\$0.604	\$0.133	18.0	\$0.000	\$0.000	-	-	\$0.737	\$0.604	\$0.133	18.0
Other Fringe Benefits	\$0.431	\$0.318	\$0.113	26.2	\$0.183	\$0.000	\$0.183	-	\$0.613	\$0.318	\$0.295	48.2
Total Fringe Benefits	\$2.146	\$1.515	\$0.631	29.4	\$0.183	\$0.000	\$0.182	-	\$2.328	\$1.515	\$0.813	34.9
Contribution to GASB Fund	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Reimbursable Overhead	(0.075)	(0.190)	\$0.115	-	\$0.075	\$0.190	(0.116)	-	\$0.000	\$0.000	\$0.000	-
Labor	\$4.809	\$3.344	\$1.465	30.5	\$0.798	\$0.402	\$0.396	49.6	\$5.607	\$3.746	\$1.861	33.2
Non-Labor :												
Electric Power	\$0.448	\$0.134	\$0.314	70.2	\$0.000	\$0.000	-	-	\$0.448	\$0.134	\$0.314	70.2
Fuel	\$0.018	\$0.002	\$0.016	89.0	\$0.000	\$0.000	-	-	\$0.018	\$0.002	\$0.016	89.0
Insurance	\$0.084	\$0.042	\$0.043	50.7	\$0.000	\$0.000	-	-	\$0.084	\$0.042	\$0.043	50.7
Claims	\$0.083	\$0.080	\$0.003	3.0	\$0.000	\$0.000	-	-	\$0.083	\$0.080	\$0.003	3.0
Paratransit Service Contracts	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Maintenance and Other Operating Contracts	\$0.558	\$0.145	\$0.413	74.1	\$0.000	\$0.000	-	-	\$0.558	\$0.145	\$0.413	74.1
Professional Service Contracts	\$0.168	\$0.276	(0.108)	(64.5)	\$0.000	\$0.000	-	-	\$0.168	\$0.276	(0.108)	(64.5)
Materials & Supplies	\$0.473	\$0.273	\$0.200	42.2	\$0.000	\$0.001	(0.001)	-	\$0.473	\$0.274	\$0.198	42.0
Other Business Expenses	\$0.317	\$0.033	\$0.284	89.7	\$0.000	\$0.000	-	-	\$0.317	\$0.033	\$0.284	89.7
Non-Labor	\$2.148	\$0.984	\$1.165	54.2	\$0.000	\$0.001	(0.001)	-	\$2.148	\$0.985	\$1.163	54.2
Other Expense Adjustments:												
Other	\$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	\$6.957	\$4.328	\$2.629	37.8	\$0.798	\$0.403	\$0.395	49.5	\$7.755	\$4.731	\$3.024	39.0
Depreciation	\$1.067	\$0.894	\$0.173	16.2	\$0.000	\$0.000	-	-	\$1.067	\$0.894	\$0.173	16.2
GASB 75 OPEB Expense Adjustment	\$0.119	\$0.000	\$0.119	-	\$0.000	\$0.000	-	-	\$0.119	\$0.000	\$0.119	-
GASB 68 Pension Adjustment	(0.025)	\$0.000	(0.025)	-	\$0.000	\$0.000	-	-	(0.025)	\$0.000	(0.025)	-
Environmental Remediation	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Total Expenses	\$8.118	\$5.221	\$2.897	35.7	\$0.798	\$0.403	\$0.395	49.5	\$8.916	\$5.624	\$3.292	36.9
OPERATING SURPLUS/DEFICIT	(7.559)	(5.068)	\$2.491	33.0	\$0.000	\$0.000	\$0.000	-	(7.559)	(5.068)	\$2.491	33.0

Note: 1) Totals may not add due to rounding

2) 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.

3) For monthly reporting purposes only, the 12-month allocation reflects an adjustment to farebox and toll revenue projections captured in Volume 1 of the 2020 July Financial Plan.

MTA STATEN ISLAND RAILWAY
 Sep - 2020 Mid_Year
 Accrual Statement of Operations By Category
 Year-To-Date - Sep 2020
 (\$ in Millions)

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	Nonreimbursable				Reimbursable				Total			
	Forecast Mid_Year	Actual	Favorable (Unfavorable)		Forecast Mid_Year	Actual	Favorable (Unfavorable)		Forecast Mid_Year	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent			Variance	Percent
Revenue												
Farebox Revenue:												
Farebox Revenue	\$1.985	\$1.918	(0.068)	(3.4)	\$0.000	\$0.000	-	-	\$1.985	\$1.918	(0.068)	(3.4)
Other Revenue	\$24.490	\$24.284	(0.206)	(0.8)	\$0.000	\$0.000	-	-	\$24.490	\$24.284	(0.206)	(0.8)
Capital and Other Reimbursements	\$0.000	\$0.000	-	-	\$5.362	\$4.241	(1.120)	(20.9)	\$5.362	\$4.241	(1.120)	(20.9)
Total Revenue	\$26.475	\$26.202	(0.274)	(1.0)	\$5.362	\$4.241	(1.120)	(20.9)	\$31.837	\$30.443	(1.394)	(4.4)
Expenses												
Labor :												
Payroll	\$19.422	\$19.107	\$0.316	1.6	\$2.360	\$0.629	\$1.731	73.4	\$21.782	\$19.736	\$2.046	9.4
Overtime	\$2.135	\$1.384	\$0.751	35.2	\$0.807	\$1.451	(0.644)	(79.8)	\$2.942	\$2.835	\$0.107	3.6
Total Salaries & Wages	\$21.557	\$20.490	\$1.066	4.9	\$3.167	\$2.080	\$1.087	34.3	\$24.724	\$22.570	\$2.153	8.7
Health and Welfare	\$5.182	\$3.501	\$1.681	32.4	\$0.000	\$0.000	-	-	\$5.182	\$3.501	\$1.681	32.4
OPEB Current Payment	\$1.977	\$1.581	\$0.396	20.0	\$0.001	\$0.002	\$0.000	(15.3)	\$1.978	\$1.583	\$0.396	20.0
Pensions	\$6.629	\$5.436	\$1.193	18.0	\$0.000	\$0.000	-	-	\$6.629	\$5.436	\$1.193	18.0
Other Fringe Benefits	\$3.807	\$3.484	\$0.323	8.5	\$0.734	\$0.000	\$0.734	-	\$4.541	\$3.484	\$1.057	23.3
Total Fringe Benefits	\$17.595	\$14.002	\$3.593	20.4	\$0.735	\$0.002	\$0.733	-	\$18.330	\$14.003	\$4.326	23.6
Contribution to GASB Fund	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Reimbursable Overhead	(1.229)	(1.923)	\$0.693	56.4	\$1.230	\$1.924	(0.694)	(56.4)	\$0.001	\$0.001	\$0.000	(39.5)
Labor	\$37.922	\$32.570	\$5.353	14.1	\$5.132	\$4.005	\$1.126	22.0	\$43.054	\$36.575	\$6.479	15.0
Non-Labor :												
Electric Power	\$2.805	\$2.329	\$0.477	17.0	\$0.005	\$0.005	\$0.000	0.0	\$2.811	\$2.334	\$0.477	17.0
Fuel	\$0.214	\$0.152	\$0.062	28.9	\$0.000	\$0.000	-	-	\$0.214	\$0.152	\$0.062	28.9
Insurance	\$0.759	\$0.646	\$0.112	14.8	\$0.000	\$0.000	-	-	\$0.759	\$0.646	\$0.112	14.8
Claims	\$0.743	\$0.720	\$0.023	3.0	\$0.000	\$0.000	-	-	\$0.743	\$0.720	\$0.023	3.0
Paratransit Service Contracts	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Maintenance and Other Operating Contracts	\$1.920	\$0.611	\$1.310	68.2	\$0.000	\$0.000	-	-	\$1.920	\$0.611	\$1.310	68.2
Professional Service Contracts	\$0.656	\$1.135	(0.480)	(73.2)	\$0.009	\$0.013	(0.004)	(50.0)	\$0.664	\$1.149	(0.484)	(72.9)
Materials & Supplies	\$1.993	\$1.875	\$0.117	5.9	\$0.215	\$0.217	(0.002)	(0.9)	\$2.208	\$2.093	\$0.115	5.2
Other Business Expenses	\$1.005	\$0.208	\$0.797	79.3	\$0.000	\$0.000	-	-	\$1.005	\$0.208	\$0.797	79.3
Non-Labor	\$10.094	\$7.676	\$2.418	24.0	\$0.230	\$0.236	(0.006)	(2.8)	\$10.324	\$7.912	\$2.412	23.4
Other Expense Adjustments:												
Other	\$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	\$48.017	\$40.246	\$7.771	16.2	\$5.362	\$4.241	\$1.120	20.9	\$53.378	\$44.487	\$8.891	16.7
Depreciation	\$8.799	\$8.127	\$0.672	7.6	\$0.000	\$0.000	-	-	\$8.799	\$8.127	\$0.672	7.6
GASB 75 OPEB Expense Adjustment	\$0.358	\$0.045	\$0.313	87.4	\$0.000	\$0.000	-	-	\$0.358	\$0.045	\$0.313	87.4
GASB 68 Pension Adjustment	(0.075)	(0.118)	\$0.043	56.7	\$0.000	\$0.000	-	-	(0.075)	(0.118)	\$0.043	56.7
Environmental Remediation	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Total Expenses	\$57.099	\$48.301	\$8.798	15.4	\$5.362	\$4.241	\$1.120	20.9	\$62.460	\$52.542	\$9.918	15.9
OPERATING SURPLUS/DEFICIT	(30.624)	(22.099)	\$8.525	27.8	\$0.000	\$0.000	\$0.000	-	(30.624)	(22.099)	\$8.525	27.8

Note: 1) Totals may not add due to rounding

2) 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.

3) For monthly reporting purposes only, the 12-month allocation reflects an adjustment to farebox and toll revenue projections captured in Volume 1 of the 2020 July Financial Plan.

MTA STATEN ISLAND RAILWAY
JULY FINANCIAL PLAN- 2020 FORECAST BUDGET
EXPLANATION OF VARIANCES BETWEEN SEPTEMBER 2020 RESULTS AND THE JULY FINANCIAL PLAN
September 2020
(\$ in millions)-Accrual Basis

<u>Generic Revenue or Expense Category</u>	<u>Non Reimb. or Reimb.</u>	<u>MONTH</u>			<u>YEAR-TO-DATE</u>		
		<u>Favorable/ (Unfavorable) Variance</u>		<u>Reason for Variance</u>	<u>Favorable/ (Unfavorable) Variance</u>		<u>Reason for Variance</u>
		<u>\$</u>	<u>%</u>		<u>\$</u>	<u>%</u>	
Farebox Revenue	Non Reimb.	(0.083)	(37.1)	Lower than expected ridership	(0.068)	(3.4)	Lower than expected ridership
Other Revenue	Non Reimb.	(0.322)	(96.1)	Unfavorable due to minimal reimbursement for school fares	(0.206)	(0.8)	Unfavorable due to minimal reimbursement for school fares
Payroll	Non Reimb.	0.170	7.8	Favorable due to vacancies	0.316	1.6	Favorable due to vacancies
Overtime	Non Reimb.	0.548	98.9	Favorable due to less backfill of vacancies since the pandemic began	0.751	35.2	Favorable due to less backfill of vacancies since the pandemic began
Health and Welfare (including OPEB current payment)	Non Reimb.	0.385	39.3	Favorable rates due to prescription drug contract rebates and vacancy savings	2.077	29.0	Favorable rates due to prescription drug contract rebates and vacancy savings
Pension	Non Reimb.	0.133	18.0	Favorable timing of expenses	1.193	18.0	Favorable timing of expenses
Other Fringe Benefits	Non Reimb.	0.113	26.2	Favorable accrual for Workers Compensation	0.323	8.5	Favorable accrual for Workers Compensation
Reimbursable Overhead	Non Reimb.	0.115	-	Favorable overhead credits from RMB project work	0.693	56.4	Favorable overhead credits from RMB project work
Electric Power	Non Reimb.	0.314	70.2	Favorable due to reduced service usage in general since COVID-19 began and lower rates	0.477	17.0	Favorable due to reduced service usage in general since COVID-19 began and lower rates
Maintenance & Other Operating Contracts	Non Reimb.	0.413	74.1	Favorable timing of maintenance work postponed due to COVID-19	1.310	68.2	Favorable timing of maintenance work postponed due to COVID-19
Professional Service Contracts	Non Reimb.	(0.108)	(64.5)	Unfavorable timing of contracts partially offset by the impact of COVID-19 on progress of some projects	(0.480)	(73.2)	Unfavorable timing of contracts partially offset by the impact of COVID-19 on progress of some projects
Materials and Supplies	Non Reimb.	0.200	42.2	Favorable due to the impact of COVID-19 on work tasks and projects	0.117	5.9	Favorable due to the impact of COVID-19 on work tasks and projects
Payroll	Reimb.	0.438	86.0	Favorable due to constrained project work caused by COVID-19	1.731	73.4	Favorable due to constrained project work caused by COVID-19
Overtime	Reimb.	(0.109)	-	Unfavorable due to timing of project work requirements budgeted on straight time but performed on OT	(0.644)	(79.8)	Unfavorable due to timing of project work requirements budgeted on straight time but performed on OT
Materials and Supplies	Reimb.	(0.001)	-		(0.002)	(0.900)	Draw down of project materials

MTA STATEN ISLAND RAILWAY
July Financial Plan - 2020 Mid_Year
Cash Receipts and Expenditures

Sep FY20
(\$ in Millions)

10/09/2020 11:47 AM

	Month				Year-To-Date			
	Forecast Mid_Year	Actual	Favorable (Unfavorable)		Forecast Mid_Year	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent
Receipts								
Farebox Revenue	\$0.224	\$0.123	(0.101)	(45.2)	\$1.985	\$2.259	\$0.274	13.8
Other Revenue	\$0.053	\$0.302	\$0.249	-	\$24.941	\$25.141	\$0.200	0.8
baixiR and v Rier 4 ei1 83rse1 enR	\$0.7- 0	\$0.0t h	(0.755)	(- 9.-)	\$h.5t 9	\$6.020	(9.555)	(26.-)
Total Revenue	\$1.074	\$0.490	(0.585)	(54.4)	\$32.287	\$31.428	(0.859)	(2.7)
Expenditures								
Labor :								
Caproll	\$2.560	\$9.7t 0	\$0.h0-	2h.9	\$9- .t 75	\$90.95h	\$9.h50	7.0
v nerR e	\$0.h0h	\$0.27t	\$0.50-	h2.-	\$2.- h0	\$2.79t	\$0.265	0.2
Total Salaries & Wages	\$2.933	\$2.035	\$0.898	30.6	\$22.631	\$20.850	\$1.781	7.9
PealR and y ellare	\$0.750	\$0.h02	\$0.960	20.5	\$h.905	\$h.25-	(0.0ht)	(9.9)
v CWf b 3rrenRCap1 enR	\$0.26-	\$0.975	\$0.07h	50.5	\$9.- 99	\$0.000	\$9.025	h5.h
Censions	\$0.757	\$0.t 06	\$0.955	900	\$t .t 2-	\$h.65t	\$9.9- 5	900
v Rier FrinEe f enetR	\$0.590	\$0.9h9	\$0.9h-	h9.6	\$2.676	\$2.0t -	\$0.60t	9t .6
Total Fringe Benefits	\$2.025	\$1.510	\$0.515	25.4	\$16.197	\$13.632	\$2.565	15.8
b onR83R on R Bg Gf F3nd	\$0.000	\$0.000		A	\$0.000	\$0.000		A
4 ei1 83rsa8le v neruead	\$0.000	\$0.000		A	\$0.000	\$0.000		A
Labor	\$4.958	\$3.545	\$1.413	28.5	\$38.828	\$34.482	\$4.346	11.2
Non-Labor :								
WeSR S Coc er	\$0.660	\$0.25-	\$0.20-	6t .t	\$2.099	\$2.690	\$0.5- 5	96.0
F3el	\$0.090	\$0.002	\$0.09t	0.5	\$0.296	\$0.900	\$0.02t	92.9
ms3ranSe	\$0.006	\$0.022	\$0.0t 2	76.9	\$0.7h-	\$0.Ch2	(0.0- 6)	(92.5)
blai1 s	\$0.005	\$0.000	\$0.005		\$0.025	\$0.000	\$0.025	A
CararansirCermiSe b onRaSR	\$0.000	\$0.000		A	\$0.000	\$0.000		A
MainRenanSe and v Rier v xeraRnE b onRaSR	\$0.hh0	\$0.050	\$0.h20	- 5.9	\$9.- 20	\$0.5Ch	\$9.h5h	7.- .-
Crhessional CermiSe b onRaSR	\$0.9t 0	\$0.02h	\$0.965	Ch.9	\$0.t t 6	\$0.h09	\$0.9t 5	26.h
MaRerials l G3xxlies	\$0.602	\$0.5h5	\$0.06-	92.2	\$2.622	\$2.0- -	(0.677)	(9- .7)
v Rier f 3siness W&xenses	\$0.597	\$0.090	\$0.507	- 7.0	\$9.00h	\$0.009	\$0.- 25	- 9.-
Non-Labor	\$1.997	\$0.689	\$1.309	65.5	\$9.818	\$7.325	\$2.493	25.4
Other Expense Adjustments:								
v Rier	\$0.000	\$0.000		A	\$0.000	\$0.000		A
Other Expense Adjustments	\$0.000	\$0.000		-	\$0.000	\$0.000		-
Total Expenditures before Depreciation and OPEB	\$6.956	\$4.234	\$2.722	39.1	\$48.646	\$41.807	\$6.839	14.1
DexreSaR on	\$0.000	\$0.000	\$0.000		\$0.000	\$0.000	\$0.000	A
Bg Gf 7h v CWf W&xense gdj3sR enR	\$0.000	\$0.000	\$0.000		\$0.009	\$0.000	\$0.009	A
Bg Gf t OCension gdj3sR enR	\$0.000	\$0.000	\$0.000		\$0.000	\$0.000	\$0.000	A
Whnron1 enR l 4 e1 ediaR on	\$0.000	\$0.000		A	\$0.000	\$0.000		A
Total Expenditures	\$6.956	\$4.234	\$2.722	39.1	\$48.646	\$41.807	\$6.839	14.1
Net Surplus/(Deficit)	(5.882)	(3.744)	\$2.137	36.3	(16.358)	(10.379)	\$5.980	36.6

Note: 1) Totals may not add due to rounding

2) For monthly reporting purposes only, the 12-month allocation reflects an adjustment to farebox and toll revenue projections captured in Volume 1 of the 2020 July Financial Plan

MTA STATEN ISLAND RAILWAY
JULY FINANCIAL PLAN - 2020 FORECAST BUDGET
EXPLANATION OF VARIANCES BETWEEN SEPTEMBER 2020 AND JULY FINANCIAL PLAN CASH BASIS
September 2020
(\$ in millions)

Operating Receipts or Disbursements	MONTH			YEAR TO DATE		
	Favorable/ (Unfavorable) Variance		Reason for Variance	Favorable/ (Unfavorable) Variance		Reason for Variance
	\$	%		\$	%	
Farebox Receipts	(0.101)	(45.2)	Primarily due to receipts timing lag	0.274	13.8	Favorable ridership and higher average fare
Other Revenue	0.249	-	Primarily due to receipt of CARES Act funding	0.200	0.8	Cares Act funding offset slightly by fare reimbursement
Capital and Other Reimbursements	(0.733)	(91.9)	Timing of reimbursements	(1.333)	(24.9)	Unfavorable timing of reimbursements due to project work constrained due to COVID-19
Payroll	0.589	25.1	Timing of payments	1.538	7.8	Favorable due to vacancies and timing of project work
Overtime	0.309	52.9	Timing of payments	0.243	8.2	Timing of payments
Health and Welfare (including OPEB current payment)	0.223	22.8	Timing of payments	0.967	13.6	Favorable timing of interagency payments and vacancies
Other Fringe Benefits	0.159	51.4	Deferral of payroll expenditure (FICA) under CARES Act as well as vacancies	0.406	16.4	Deferral of payroll expenditure (FICA) under CARES Act as well as vacancies
Electric Power	0.209	46.6	Favorable due to reduced service usage in general since COVID-19 began and lower rates	0.393	14.0	Favorable due to reduced service usage in general since COVID-19 began and lower rates
Maintenance Contracts	0.520	93.1	Favorable timing of maintenance work postponed due to COVID-19	1.535	79.9	Favorable timing of maintenance work postponed due to COVID-19
Professional Services Contracts	0.143	85.1	Timing of contract costs due to COVID-19	0.163	24.5	Timing of contract costs due to COVID-19
Materials & Supplies	0.049	12.2	Timing of payments	(0.477)	(19.7)	Mainly unfavorable timing

MTA STATEN ISLAND RAILWAY
July Financial Plan - 2020 Mid_Year
Cash Conversion (Cash Flow Adjustments)
Sep FY20
(\$ in Millions)

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	Month				Year-To-Date			
	Forecast Mid Year	Actual	Favorable (Unfavorable)		Forecast Mid Year	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent
Revenue								
Farebox Revenue	\$0.000	(0.018)	(0.018)	-	\$0.000	\$0.341	\$0.341	-
Other Revenue	(0.283)	\$0.289	\$0.572	-	\$0.451	\$0.857	\$0.406	90.0
Other Revenue	\$0.000	(0.77-)	(0.77-)	0	(0.00t)	(0.2t 7)	(0.2t 7)	0
Total Revenue	(0.283)	(0.067)	\$0.216	76.2	\$0.451	\$0.985	\$0.535	-
Expenses								
Labor :								
Salaries & Wages	\$0.796	\$0.726	(0.020)	(6.0)	\$2.0p	\$1.720	(0.60-)	(29.1)
Other Labor	\$0.000	(0.170)	(0.170)	0	(0.0t C)	\$0.17m	\$0.17m	0
Total Salaries & Wages	\$0.345	\$0.195	(0.150)	(43.4)	\$2.093	\$1.720	(0.372)	(17.8)
Fringe Benefits	\$0.000	(0.209)	(0.209)	0	\$0.000	(0.170)	(0.170)	0
Other Fringe Benefits	\$0.000	\$0.092	\$0.092	0	\$0.000	\$0.092	\$0.092	0
Other Fringe Benefits	\$0.000	\$0.000	\$0.000	0	\$0.000	\$0.000	\$0.000	0
Other Fringe Benefits	\$0.707	\$0.170	(0.537)	(76.0)	\$2.000	\$1.830	(0.170)	(8.5)
Total Fringe Benefits	\$0.303	\$0.005	(0.298)	(98.2)	\$2.133	\$0.372	(1.761)	(82.6)
Other Labor	\$0.000	\$0.000	\$0.000	0	\$0.000	\$0.000	\$0.000	0
Other Labor	\$0.000	\$0.000	\$0.000	0	\$0.000	\$0.000	\$0.000	0
Labor	\$0.648	\$0.201	(0.447)	(69.0)	\$4.225	\$2.093	(2.132)	(50.5)
Non-Labor :								
Other Non-Labor	\$0.000	(0.100)	(0.100)	0	\$0.000	(0.090)	(0.090)	0
Other Non-Labor	\$0.000	\$0.000	\$0.000	0	\$0.000	(0.070)	(0.070)	0
Other Non-Labor	\$0.000	\$0.020	\$0.020	0	\$0.000	(0.200)	(0.200)	0
Other Non-Labor	\$0.000	\$0.000	\$0.000	0.0	\$0.020	\$0.020	\$0.000	0.0
Other Non-Labor	\$0.000	\$0.000	\$0.000	0	\$0.000	\$0.000	\$0.000	0
Other Non-Labor	\$0.000	\$0.100	\$0.100	0	\$0.000	\$0.220	\$0.220	0
Other Non-Labor	\$0.000	\$0.260	\$0.260	0	\$0.000	\$0.090	\$0.090	0
Other Non-Labor	\$0.000	(0.060)	(0.060)	0	(0.210)	(0.000)	(0.000)	0
Other Non-Labor	\$0.000	\$0.027	\$0.027	0	\$0.000	\$0.220	\$0.220	0
Non-Labor	\$0.151	\$0.296	\$0.145	96.2	\$0.506	\$0.587	\$0.081	16.0
Other Expense Adjustments:								
Other Expense Adjustments	\$0.000	\$0.000	0	0	\$0.000	\$0.000	0	0
Other Expense Adjustments	\$0.000	\$0.000	-	-	\$0.000	\$0.000	-	-
Total Expenses before Depreciation and OPEB	\$0.799	\$0.497	(0.302)	(37.8)	\$4.732	\$2.681	(2.051)	(43.3)
Depreciation and OPEB	\$1.000	\$0.900	(0.100)	(10.0)	\$1.000	\$0.900	(0.100)	(10.0)
Depreciation and OPEB	\$0.000	\$0.000	\$0.000	0	\$0.000	\$0.000	\$0.000	0
Depreciation and OPEB	(0.026)	\$0.000	\$0.026	0	(0.000)	(0.000)	(0.000)	(0.000)
Depreciation and OPEB	\$0.000	\$0.000	\$0.000	0	\$0.000	\$0.000	\$0.000	0
Total Expenditures	\$1.960	\$1.391	(0.569)	(29.1)	\$13.814	\$10.735	(3.078)	(22.3)
Total Cash Conversion Adjustments	\$1.677	\$1.323	(0.354)	(21.1)	\$14.264	\$11.720	(2.544)	(17.8)

Note: 1) Totals may not add due to rounding

2) 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.

3) For monthly reporting purposes only, the 12-month allocation reflects an adjustment to farebox and toll revenue projections captured in Volume 1 of the 2020 July Financial Plan

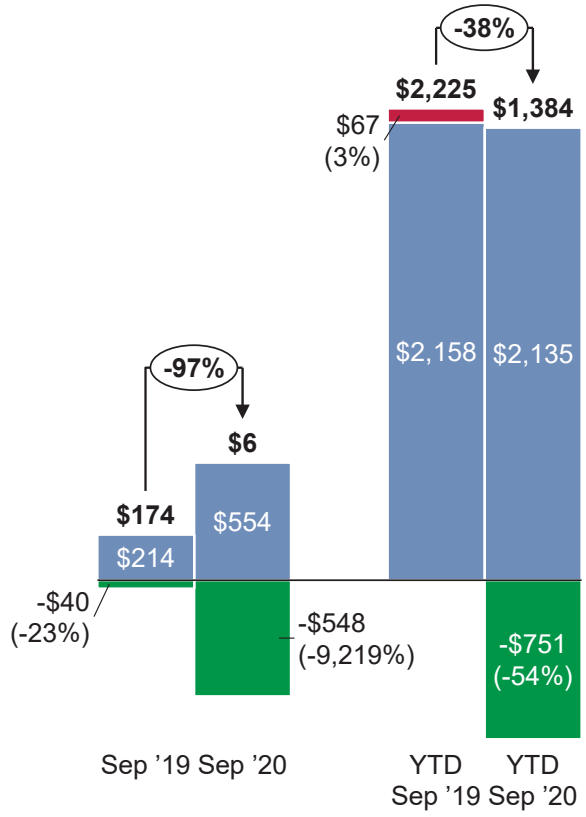
SIRTOA – Non-Reimbursable Overtime Variance

September 2020 and YTD forecast vs. variance

\$K

- Variance - Unfavorable
- Variance - Favorable
- Budget

Annual budget
 Adopted: \$2,709K
 Forecast: \$3,774

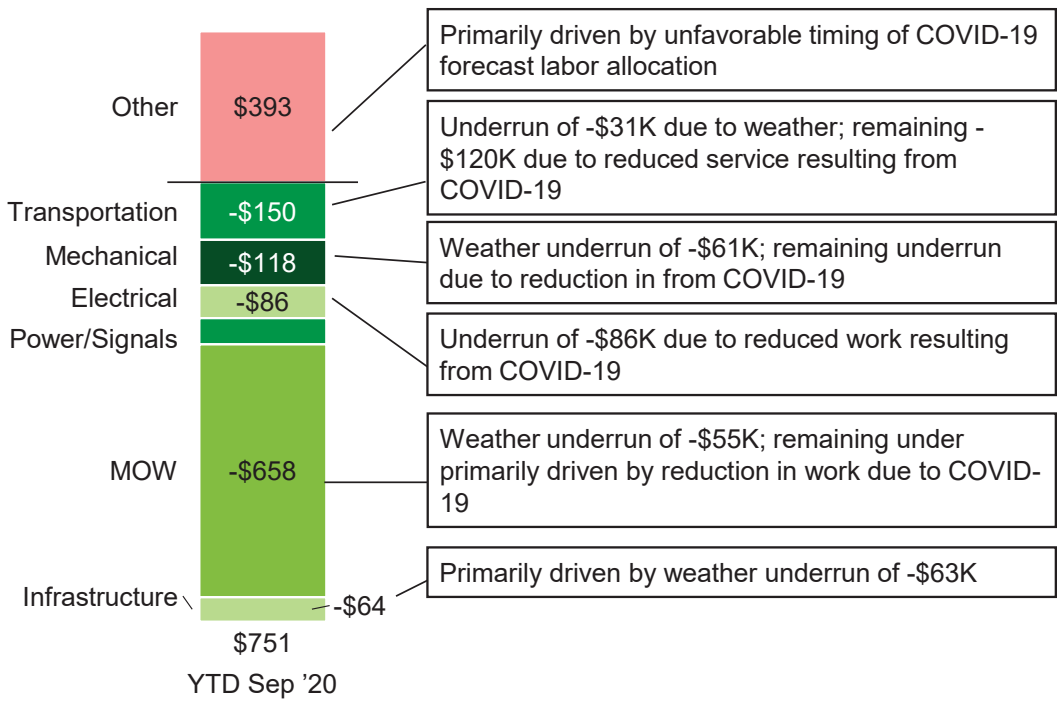


Overview

- Overall decrease of \$842K or 38% compared to September YTD 2019
- \$751K or 54% below 2020 YTD budget
- Maintenance -\$600K underrun: -\$156K weather underrun; remaining underrun due to work reduction from COVID-19 partly offset by COVID-19 cleaning
- Service -\$150K underrun: -\$31K weather underrun; remaining underrun due to reduced work related to COVID-19 response

YTD variance by division

\$K



Source: Forecast budget. GL actuals for actual overtime spending.

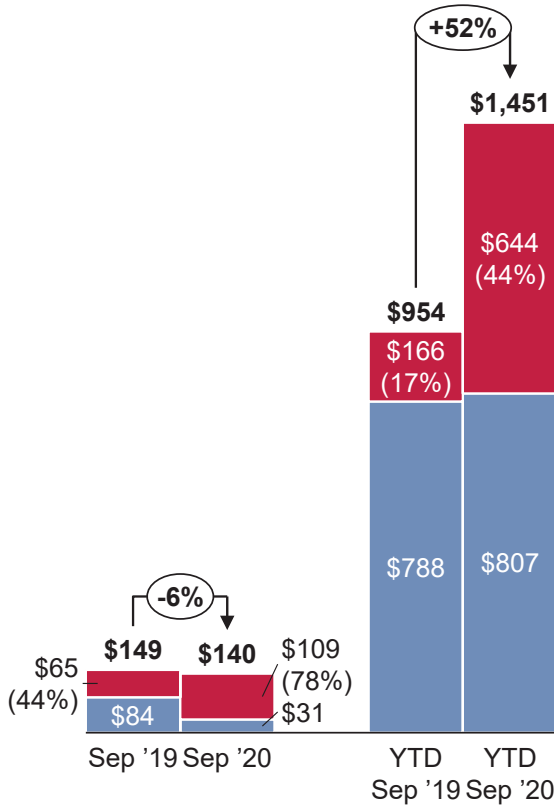
SIRTOA – Reimbursable Overtime Variance

September 2020 and YTD forecast vs. variance

\$K

- Variance - Unfavorable
- Variance - Favorable
- Budget

Annual budget
 Adopted: \$900K
 Forecast: \$900K

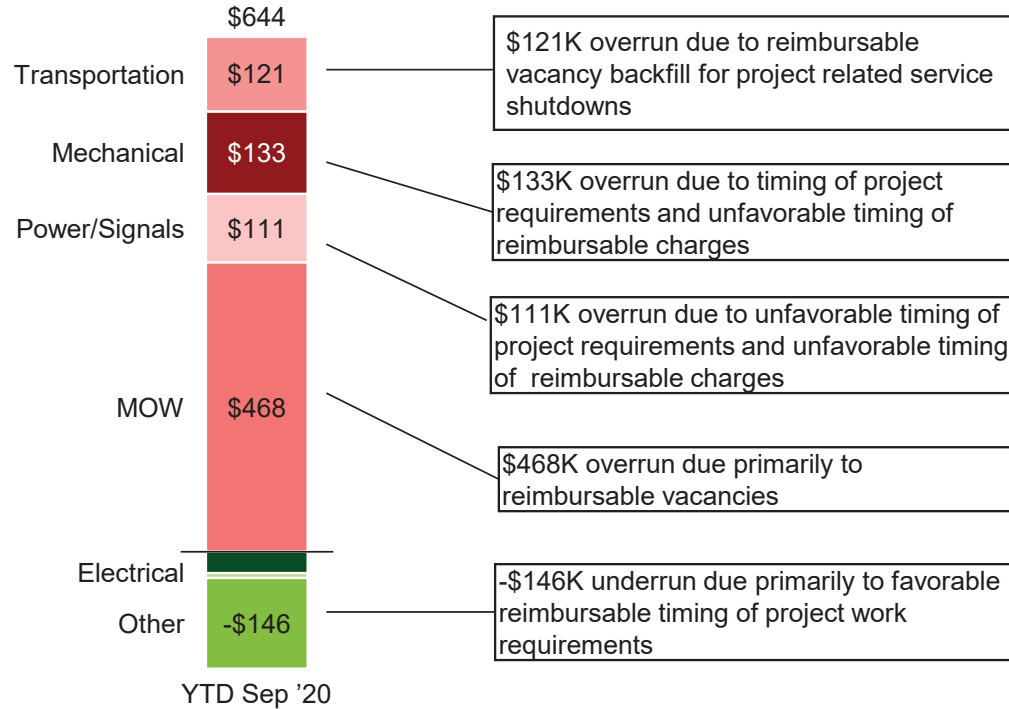


Overview

- Overall increase of \$497K or 52% compared to September YTD 2019
- \$644K or 44% above 2020 YTD budget
- Maintenance \$523K overrun: due primarily to reimbursable vacancy backfill for project work requirements
- Service \$121K overrun: due primarily to reimbursable vacancy backfill for project related service shut-downs

YTD variance by division

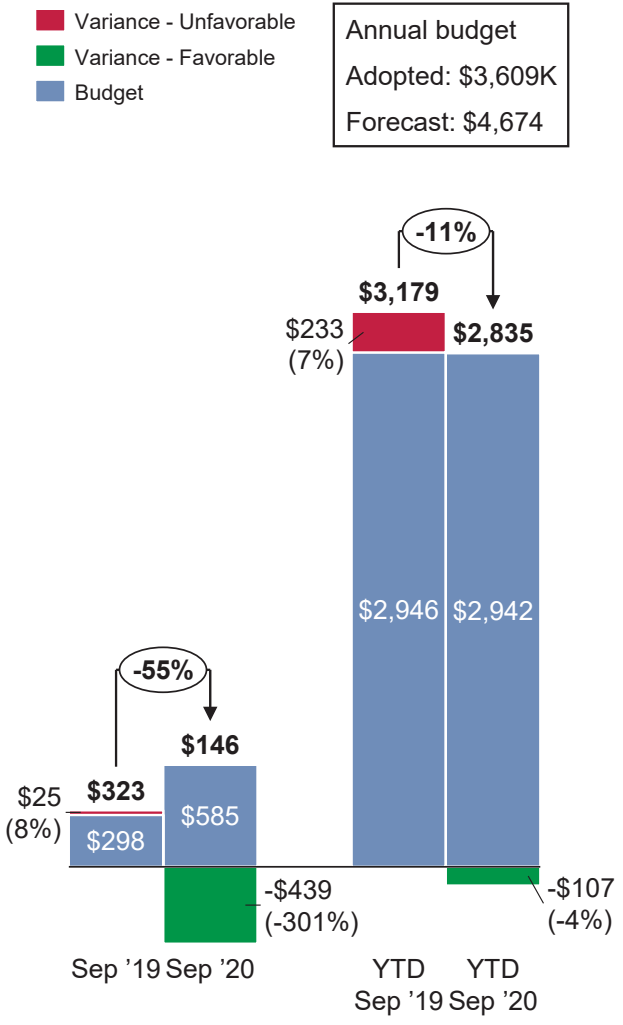
\$K



Source: Forecast budget. GL actuals for actual overtime spending.

SIRTOA – Total Overtime Variance

September 2020 and YTD forecast vs. variance \$K



Annual budget
Adopted: \$3,609K
Forecast: \$4,674

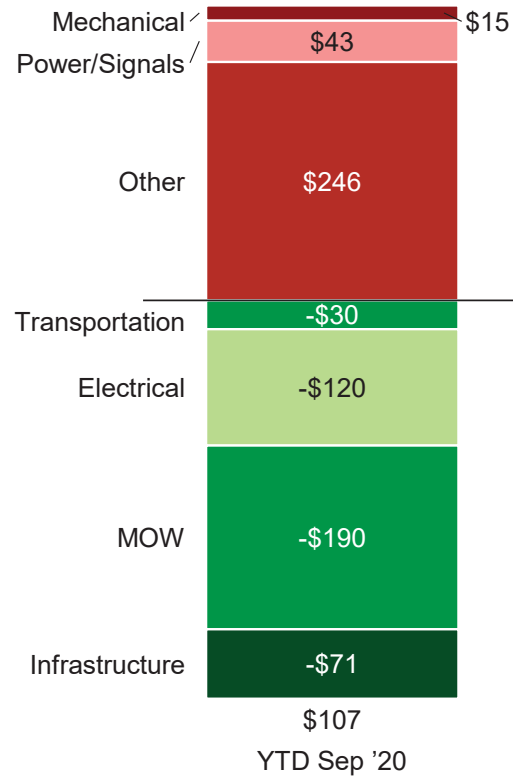
- Variance - Unfavorable
- Variance - Favorable
- Budget

Overview

- Overall decrease of \$345K or 11% compared to September YTD 2019
- -\$107K or 4% below 2020 YTD budget

YTD variance by division

\$K



Source: Forecast budget. GL actuals for actual overtime spending.

**MTA STATEN ISLAND RAILWAY
 JULY FINANCIAL PLAN
 TOTAL FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS
 September 2020**

<u>Function/Departments</u>	<u>Forecast</u>	<u>Actual</u>	<u>Favorable (Unfavorable) Variance</u>	<u>Explanation of Variances</u>
Administration				
Executive	13	8	5	
General Office	9	9	0	
Purchasing/Stores	6	4	2	
Total Administration	28	21	7	
Operations				
Transportation	130	112	18	
Total Operations	130	112	18	
Maintenance				
Mechanical	53	52	1	
Electronics/Electrical	15	19	(4)	
Power/Signals	32	28	4	
Maintenance of Way	83	75	8	
Infrastructure	26	26	0	
Total Maintenance	209	200	9	
Engineering/Capital				
Capital Project Support	16	9	7	
Total Engineering Capital	16	9	7	
Total Positions	383	342	41	
Non-Reimbursable	334	296	38	
Reimbursable	49	46	3	
Total Full-Time	383	342	41	
Total Full-Time-Equivalents	0	0	0	

MTA STATEN ISLAND RAILWAY
 JULY FINANCIAL PLAN
 TOTAL FULL-TIME POSITIONS and FULL-TIME EQUIVALENTS by FUNCTION and OCCUPATION
 September 2020

	<u>Forecast</u>	<u>Actual</u>	<u>Favorable (Unfavorable) Variance</u>	<u>Explanation of Variances</u>
Administration				
Managers/Supervisors	16	11	5	
Professional, Technical, Clerical	12	10	2	
Operational Hourlies	0	0	0	
Total Administration	28	21	7	
Operations				
Managers/Supervisors	11	7	4	
Professional, Technical, Clerical	3	1	2	
Operational Hourlies	116	104	12	
Total Operations	130	112	18	
Maintenance				
Managers/Supervisors	17	25	(8)	
Professional, Technical, Clerical	6	7	(1)	
Operational Hourlies	186	168	18	
Total Maintenance	209	200	9	
Engineering/Capital				
Managers/Supervisors	3	3	0	
Professional, Technical, Clerical	4	0	4	
Operational Hourlies	9	6	3	
Total Engineering/Capital	16	9	7	
Total Positions				
Managers/Supervisors	47	46	1	
Professional, Technical, Clerical	25	18	7	
Operational Hourlies	311	278	33	
Total Positions	383	342	41	

Preliminary September 2020 Report: Bus Company

The purpose of this report is to provide the preliminary September 2020 financial results on an accrual basis. The accrual basis is presented on a non-reimbursable account basis. These results are compared to the Mid-Year Forecast.

Summary of Preliminary Financial Results

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

September 2020 Bus Company ridership of 5.1 million was 1.1 million (28.8 percent) above Forecast.

- Farebox revenue of \$10.2 million was \$2.8 million (38.3 percent) above Forecast.
- Operating expenses of \$76.9 million were \$25.6 million (25.0 percent) below Forecast.
 - Labor expenses were higher than Forecast by \$3.1 million (5.9 percent), including overrun in Payroll expenses of \$2.1 million (9.1 percent). Health and Welfare (including OPEB) expenses were higher than Forecast by \$1.5 million (18.5 percent). Other Fringe Benefits were lower than Forecast by \$0.8 million (11.5 percent). Pension expenses were higher than Forecast by \$0.3 million (5.1 percent).
 - Non-labor expenses were lower than Forecast by \$6.2 million (25.7 percent). Maintenance and Other Operating Contracts expenses were lower than Forecast by \$1.8 million (39.2 percent). Materials and Supplies expenses were favorable by \$1.8 million (30.6 percent). Professional Service Contracts were lower than Forecast by \$1.7 million (34.0 percent). Claims expenses were favorable by \$0.3 million (4.3 percent). Other Business Expenses were favorable by \$0.3 million (52.2 percent).

MTA BUS FINANCIAL AND RIDERSHIP REPORT
September 2020

(All data are preliminary and subject to audit)

Preliminary Actual Results Compared to the Mid-Year Forecast (Forecast)

Total Revenue was \$10.5 million in September, \$1.1 million (12.1 percent) greater than the Forecast, mainly due to higher ridership. Farebox Revenue was favorable by \$2.8 million (38.3 percent) due to higher ridership and Other Operating Revenue was \$0.3 million or unfavorable by \$1.7 million (87.0 percent) due to lower student and senior reimbursement.

Total MTA Bus ridership in September 2020 was 5.1 million, 28.8 percent (1.1 million riders) greater than Forecast. September 2020 average weekday ridership was 191,044, a decrease of 54.3 percent (226,684 riders) from September 2019. Average weekday ridership for the twelve months ending September 2020 was 197,318, a decrease of 49.5 percent (193,439 riders) from the twelve months ending September 2019.

Non-reimbursable expenses, before Depreciation, Other Post-Employment Benefits and GASB 68 Pension Adjustment, were \$73.0 million in September, \$3.2 million (4.1 percent) favorable to Forecast.

- Labor expenses were higher than Forecast by \$3.1 million (5.9 percent), including overrun in Payroll expenses of \$2.1 million (9.1 percent), primarily due to higher vacation payments, retro payments and higher attrition. Health and Welfare (including OPEB) expenses were higher than Forecast by \$1.5 million (18.5 percent), mainly due to prior period expenses. Other Fringe Benefits were lower than Forecast by \$0.8 million (11.5 percent), mainly due to Worker Compensation expenses. Pension expenses were higher than Forecast by \$0.3 million (5.1 percent), mainly due to timing of expenses.
- Non-labor expenses were lower than Forecast by \$6.2 million (25.7 percent). Maintenance and Other Operating Contracts expenses were lower than Forecast by \$1.8 million (39.2 percent), mainly due the timing of facility maintenance, security, Bus Technology, farebox maintenance, janitorial and COVID-19 expenses. Materials and Supplies expenses were favorable by \$1.8 million (30.6 percent), due to lower usage of general maintenance material and construction material and the timing of COVID-19 expenses. Professional Service Contracts were lower than Forecast by \$1.7 million (34.0 percent), due to timing of interagency billing, Bus Technology and the New Fare System / OMNY. Claims expenses were favorable by \$0.3 million (4.3 percent), due to timing of expenses.

Depreciation expenses of \$3.9 million were favorable to Forecast by \$1.0 million (21.2 percent). No expenses nor credits were recorded in September regarding GASB 68 Pension Adjustment, and GASB 75 OPEB Expense adjustment.

The **operating cash deficit** (excluding subsidies) was \$51.1 million, \$11.3 million (18.2 percent) favorable to the Forecast.

MTA BUS COMPANY
July Financial Plan - 2020 Mid -Year Forecast
ACCRUAL STATEMENT of OPERATIONS by CATEGORY
September 2020
(\$ in millions)

	Nonreimbursable				Reimbursable				Total			
	Mid Year Forecast	Favorable			Mid Year Forecast	Favorable			Mid Year Forecast	Favorable		
		Actual	Variance	Percent		Actual	Variance	Percent		Actual	Variance	Percent
			(Unfavorable)			(Unfavorable)				(Unfavorable)		
Revenue												
Farebox Revenue	7.407	\$10.244	\$2.837	38.3	\$0.000	\$0.000	\$0.000	-	\$7.407	\$10.244	\$2.838	38.3
Other Operating Income	1.962	\$0.255	(1.707)	(87.0)	-	-	-	-	1.962	0.255	(1.706)	(86.9)
Capital and Other Reimbursements	-	-	-	-	0.485	0.291	(0.194)	(40.0)	0.485	0.291	(0.194)	(40.0)
Total Revenue	\$9.368	\$10.500	\$1.131	12.1	\$0.485	\$0.291	(\$0.194)		\$9.853	\$10.791	\$0.938	9.5
Expenses												
<i>Labor:</i>												
Payroll	\$23.114	\$25.224	(\$2.110)	(9.1)	\$0.133	\$0.182	(\$0.049)	(36.8)	\$23.247	\$25.406	(\$2.159)	(9.3)
Overtime	7.784	7.698	0.086	1.1	-	-	-	-	7.784	7.698	0.086	1.1
Health and Welfare	6.359	7.832	(1.473)	(23.2)	0.179	-	0.179	100.0	6.538	7.832	(1.294)	(19.8)
OPEB Current Payment	1.866	1.914	(0.048)	(2.5)	-	-	-	-	1.866	1.914	(0.048)	(2.5)
Pensions	6.345	6.671	(0.326)	(5.1)	-	-	-	-	6.345	6.671	(0.326)	(5.1)
Other Fringe Benefits	6.535	5.781	0.754	11.5	-	-	-	-	6.535	5.781	0.754	11.5
GASB Account	-	-	-	-	-	-	-	-	-	-	-	-
Reimbursable Overhead	(0.056)	(0.110)	0.054	96.6	0.013	0.110	(0.096)	*	(0.043)	-	(0.043)	(100.0)
Total Labor Expenses	\$51.946	\$55.010	(\$3.065)	(5.9)	\$0.326	\$0.291	\$0.034	10.3	\$52.271	\$55.302	(\$3.030)	(5.8)
<i>Non-Labor:</i>												
Electric Power	\$0.158	\$0.133	\$0.026	16.6	\$0.000	\$0.000	\$0.000	-	\$0.158	\$0.133	\$0.026	16.6
Fuel	1.344	1.146	0.198	14.7	-	-	-	-	1.344	1.146	0.198	14.7
Insurance	0.562	0.376	0.186	33.1	-	-	-	-	0.562	0.376	0.186	33.1
Claims	6.267	6.000	0.267	4.3	-	-	-	-	6.267	6.000	0.267	4.3
Maintenance and Other Operating Contracts	4.686	2.848	1.838	39.2	0.034	-	0.034	100.0	4.721	2.848	1.873	39.7
Professional Service Contracts	5.003	3.302	1.701	34.0	-	-	-	-	5.003	3.302	1.701	34.0
Materials & Supplies	5.721	3.970	1.752	30.6	0.125	-	0.125	100.0	5.846	3.970	1.876	32.1
Other Business Expense	0.492	0.234	0.257	52.2	-	-	-	-	0.492	0.234	0.257	52.2
Total Non-Labor Expenses	\$24.234	\$18.009	\$6.225	25.7	\$0.159	\$0.000	\$0.159	100.0	\$24.393	\$18.009	\$6.384	26.2
Total Expenses before Non-Cash Liability Adjs.	\$76.180	\$73.020	\$3.160	4.1	\$0.485	\$0.291	\$0.193	39.8	\$76.665	\$73.311	\$3.354	4.4
Depreciation	\$4.929	\$3.884	\$1.045	21.2	\$0.000	\$0.000	\$0.000	-	\$4.929	\$3.884	\$1.045	21.2
GASB 75 OPEB Expense Adjustment	\$14.186	\$0.000	\$14.186	100.0	\$0.000	\$0.000	\$0.000	-	\$14.186	-	\$14.186	100.0
GASB 68 Pension Adjustment	7.210	-	7.210	100.0	-	-	-	-	7.210	-	7.210	100.0
Environmental Remediation	-	-	-	-	-	-	-	-	-	-	-	-
Total Expenses	\$102.504	\$76.904	\$25.600	25.0	\$0.485	\$0.291	\$0.193	39.8	\$102.989	\$77.195	\$25.793	25.0
Net Surplus/(Deficit)	(\$93.136)	(\$66.404)	\$26.732	28.7	\$0.000	\$0.000	(\$0.000)	(100.0)	(\$93.135)	(\$66.404)	\$26.731	28.7

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 months' actuals do not include post-close adjustments, which will be captured in the subsequent month's YTD results

Note: For monthly reporting purposes only, the 12-month allocation reflects an adjustment to farebox projections captured in Volume 1 of the 2020 July Financial Plan

MTA BUS COMPANY
July Financial Plan - 2020 Mid -Year Forecast
ACCRUAL STATEMENT of OPERATIONS by CATEGORY
September 2020 Year-To-Date

(\$ in millions)

	Nonreimbursable				Reimbursable				Total			
	Favorable				Favorable				Favorable			
	Mid Year Forecast	Actual	(Unfavorable)		Mid Year Forecast	Actual	(Unfavorable)		Mid Year Forecast	Actual	(Unfavorable)	
Variance			Percent	Variance			Percent	Variance			Percent	
Revenue												
Farebox Revenue	\$66.171	\$63.722	(\$2.448)	(3.7)	\$0.000	\$0.000	\$0.000	-	\$66.171	\$63.722	(\$2.448)	(3.7)
Other Operating Income	335.504	341.493	5.988	1.8	-	-	-	-	335.504	341.493	5.988	1.8
Capital and Other Reimbursements	-	-	-	-	4.071	3.858	(0.213)	(5.2)	4.071	3.858	(0.213)	(5.2)
Total Revenue	\$401.675	\$405.215	\$3.540	0.9	\$4.071	\$3.858	(\$0.213)	(5.2)	\$405.746	\$409.073	\$3.327	0.8
Expenses												
<i>Labor:</i>												
Payroll	\$220.778	\$228.735	(7.957)	(3.6)	\$1.865	\$2.414	(\$0.549)	(29.4)	\$222.643	\$231.149	(\$8.506)	(3.8)
Overtime	60.045	58.646	1.400	2.3	(0.009)	(0.009)	-	0.0	60.036	58.636	1.400	2.3
Health and Welfare	60.533	57.228	3.304	5.5	0.723	-	0.723	100.0	61.255	57.228	4.027	6.6
OPEB Current Payment	19.411	17.828	1.583	8.2	-	-	-	-	19.411	17.828	1.583	8.2
Pensions	50.474	47.087	3.387	6.7	-	-	-	-	50.474	47.087	3.387	6.7
Other Fringe Benefits	53.994	48.813	5.181	9.6	(0.006)	(0.007)	(0.000)	(6.250)	53.987	48.807	5.181	9.6
GASB Account	-	-	-	-	-	-	-	-	-	-	-	-
Reimbursable Overhead	(0.728)	(1.159)	0.431	59.3	0.857	1.461	(0.604)	(70.5)	0.129	0.302	(0.172)	*
Total Labor Expenses	\$464.507	\$457.178	\$7.329	1.6	\$3.429	\$3.858	(\$0.429)	(12.5)	\$467.936	\$461.038	\$6.900	1.5
<i>Non-Labor:</i>												
Electric Power	\$1.150	\$1.048	\$0.102	8.9	\$0.000	\$0.000	\$0.000	-	\$1.150	\$1.048	\$0.102	8.9
Fuel	11.938	11.596	0.343	2.9	-	-	-	-	11.938	11.596	0.343	2.9
Insurance	4.106	3.371	0.734	17.9	-	-	-	-	4.106	3.371	0.734	17.9
Claims	55.256	54.000	1.256	2.3	-	-	-	-	55.256	54.000	1.256	2.3
Maintenance and Other Operating Contracts	29.051	21.033	8.019	27.6	0.138	-	0.138	100.0	29.190	21.033	8.157	27.9
Professional Service Contracts	31.249	20.648	10.601	33.9	-	-	-	-	31.249	20.648	10.601	33.9
Materials & Supplies	37.695	29.268	8.427	22.4	0.503	-	0.503	100.0	38.198	29.268	8.930	23.4
Other Business Expense	3.042	1.814	1.229	40.4	-	-	-	-	3.042	1.814	1.229	40.4
Total Non-Labor Expenses	\$173.488	\$142.777	\$30.712	17.7	\$0.641	\$0.000	\$0.641	100.0	\$174.129	\$142.777	\$31.353	18.0
Total Expenses before Non-Cash Liability	\$637.995	\$599.954	\$38.041	6.0	\$4.070	\$3.858	\$0.212	5.2	\$642.065	\$603.813	\$38.253	6.0
Depreciation	\$39.406	35.103	\$4.304	10.9	\$0.000	\$0.000	\$0.000	-	\$39.406	\$35.103	\$4.304	10.9
GASB 75 OPEB Expense Adjustment	\$57.168	\$0.000	\$57.168	100.0	\$0.000	\$0.000	\$0.000	-	57.168	-	57.168	100.0
GASB 68 Pension Adjustment	29.055	-	29.055	100.0	-	-	-	-	29.055	-	29.055	100.0
Environmental Remediation	-	0.179	(0.179)	-	-	-	-	-	-	0.179	(0.179)	-
Total Expenses	\$763.624	\$635.236	\$128.388	16.8	\$4.070	\$3.858	\$0.212	5.2	\$767.695	\$639.095	\$128.600	16.8
Net Surplus/(Deficit)	(\$361.949)	(\$230.021)	\$131.928	36.4	\$0.001	\$0.000	(\$0.001)	(100.0)	(\$361.948)	(\$230.021)	\$131.927	36.4

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 months' actuals do not include post-close adjustments, which will be captured in the subsequent month's YTD results

Note: For monthly reporting purposes only, the 12-month allocation reflects an adjustment to farebox projections captured in Volume 1 of the 2020 July Financial Plan

MTA BUS COMPANY
July Financial Plan - 2020 Mid -Year Forecast
EXPLANATION OF VARIANCES BETWEEN BUDGET AND ACTUAL ACCRUAL BASIS
 (\$ in millions)

Generic Revenue or Expense Category	Nonreimb or Reimbs	September 2020				Year-To-Date			
		Favorable (Unfavorable) Variance		Reason for Variance	Favorable (Unfavorable) Variance		Reason for Variance		
		\$	%		\$	%			
Farebox Revenue	NR	\$ 2,837	38.3	Higher ridership	\$ (2,448)	(3.7)	Lower ridership and service reduction and rear door boarding and no fare collection policy, due to COVID-19		
Other Operating Revenue	NR	\$ (1,707)	(87.0)	Lower Student and Senior fare reimbursement due to COVID-19 and delayed school opening along with lower advertising revenue	\$ 5,988	1.8	Favorable CARES Act reimbursement, recoveries from other insurance, offset by lower Student and Senior fare reimbursement due to COVID-19 and delayed school openings along with lower advertising revenue		
Capital and Other Reimbursements	R	\$ (0,194)	*	(a)	\$ (0,213)	(5.2)	Timing of expense and vacancies		
Total Revenue Variance		\$ 0,937	9.5		\$ 3,327	0.8			
Payroll	NR	\$ (2,110)	(9.1)	Primarily due to higher vacation payments, retro payments and lower attrition.	\$ (7,957)	(3.6)	Primarily due to the timing of prior period interagency payments, higher vacation payment, higher cash out of sick and personal time, retro payment and lower attrition		
Overtime	NR	\$ 0,086	1.1	(a)	\$ 1,400	2.3	Lower unscheduled service due to traffic and service reductions, partially offset by programmatic maintenance due to COVID-19 bus disinfections and the installation of COVID-19 barriers and curtains for bus operators with the resumption of fare collection, safety procedures, and overage/campaign work, as well as vacancy/absentee coverage requirements.		
Health and Welfare (including OPEB)	NR	\$ (1,520)	(18.5)	Prior period expenses	\$ 4,887	6.1	Timing of expenses		
Pension	NR	\$ (0,326)	(5.1)	Higher expenses	\$ 3,387	6.7	Timing of expenses		
Other Fringe Benefits	NR	\$ 0,754	11.5	Mainly Worker Compensation expenses	\$ 5,181	9.6	Timing of interagency billing and Worker Compensation expenses.		
Reimbursable Overhead	NR	\$ 0,054	96.6	(a)	\$ 0,431	59.3	Timing of expense		
Electric Power	NR	\$ 0,026	16.6	(a)	\$ 0,102	16.6	Timing of expense		
Fuel	NR	\$ 0,198	14.7	(a)	\$ 0,343	2.9	Lower usage due to COVID-19 service reduction and lower rates		
Insurance	NR	\$ 0,186	33.1	Timing of expenses	\$ 0,734	17.9	Timing of expenses		
Claims	NR	\$ 0,267	4.3	Timing of expenses	\$ 1,256	2.3	Timing of expenses		
Maintenance and Other Operating Contracts	NR	\$ 1,838	39.2	Mainly the timing of facility maintenance, Bus Technology, farebox maintenance, janitorial and COVID-19 expenses	\$ 8,019	27.6	Mainly the timing of facility maintenance, Bus Technology, farebox maintenance, janitorial and COVID-19 expenses		
Professional Service Contracts	NR	\$ 1,701	34.0	Timing of interagency billing, Bus Technology, New Fare System (OMNY) and Outside Training	\$ 10,601	33.9	Timing of interagency billing, Bus Technology, New Fare System (OMNY) and Outside Training		
Materials & Supplies	NR	\$ 1,752	30.6	Lower usage of general maintenance material as well as timing of COVID-19 expenses	\$ 8,427	22.4	Lower usage of general maintenance material and construction material due to the COVID-19 pandemic service reduction and the timing of Radio Equipment expenses as well as COVID-19 expenses		
Other Business Expense	NR	\$ 0,257	52.2	Favorable Print and Stationery Supplies, and timing of Automatic Fare Collection (AFC) fees, Mobility tax and Other Misc. expenses	\$ 1,229	40.4	Timing of Automatic Fare Collection (AFC) fees, mobility tax and other Misc. expenses		
Depreciation	NR	\$ 1,045	21.2	Timing of asset replacement	\$ 4,304	10.9	Timing of asset replacement		
Other Post Employment Benefits	NR	\$ 14,186	100.0	(a)	\$ 57,168	100.0			
GASB 68 Pension Adjustment	NR	\$ 7,210	100.0	(a)	\$ 29,055	100.0			
Environmental Remediation	NR	\$ -	-		\$ (0,179)	-			
Payroll	R	\$ (0,049)	(36.8)	(a)	\$ (0,549)	(29.4)			
Overtime	R	\$ -	*	(a)	\$ -	*			
Health and Welfare	R	\$ 0,179	100.0		\$ 0,723	100.0			
Pension	R	\$ -	*	Timing of charges	\$ -	*			
Other Fringe Benefits	R	\$ -	*		\$ (0,000)	(6.3)			
Reimbursable Overhead	R	\$ (0,096)	*		\$ (0,604)	*			
Professional Service Contracts	R	\$ -	*	(a)	\$ -	*			
Maintenance and Other Operating Contracts	R	\$ 0,034	*	(a)	\$ 0,138	*	Timing of charges		
Materials & Supplies	R	\$ 0,125	*	(a)	\$ 0,503	*	Timing of charges		
Total Expense Variance		\$ 25,797	25.0		\$ 128,600	16.8			
Net Variance		\$ 26,734	28.7		\$ 131,927	36.4			

(a) - Variance less than 5%

MTA BUS COMPANY
July Financial Plan - 2020 Mid -Year Forecast
CASH RECEIPTS AND EXPENDITURES

(\$ in millions)

	September 2020				Year-To-Date			
	Mid Year Forecast	Actual	Favorable (Unfavorable)		Mid Year Forecast	Actual	Favorable (Unfavorable)	
			Variance	Percent			Variance	Percent
Receipts								
Farebox Revenue	\$7.407	\$ 9.258	\$1.852	25.0	\$71.136	\$ 66.936	(\$4.199)	(5.9)
Other Operating Revenue	1.777	0.731	(1.046)	(58.9)	336.038	345.537	9.499	2.8
Capital and Other Reimbursements	1.309	0.000	(1.309)	(100.0)	6.965	3.454	(3.512)	(50.4)
Total Receipts	\$10.492	\$9.989	(\$0.504)	(4.8)	\$414.139	\$415.927	\$1.788	0.4
Expenditures								
<i>Labor:</i>								
Payroll	\$20.855	\$23.280	(\$2.425)	(11.6)	\$221.627	\$229.947	(\$8.320)	(3.8)
Overtime	7.782	7.698	0.085	1.1	60.036	58.637	1.399	2.3
Health and Welfare	7.345	8.847	(1.502)	(20.4)	58.812	69.204	(10.393)	(17.7)
OPEB Current Payment	2.450	1.914	0.536	21.9	17.639	17.828	(0.188)	(1.1)
Pensions	6.391	5.171	1.220	19.1	50.659	45.589	5.070	10.0
Other Fringe Benefits	4.395	4.041	0.354	8.1	43.238	35.558	7.679	17.8
GASB Account	-	-	-	-	-	-	-	-
Reimbursable Overhead	0.000	-	0.000	100.0	0.000	-	0.000	100.0
Total Labor Expenditures	\$49.219	\$50.950	(\$1.731)	(3.5)	\$452.009	\$456.763	(\$4.754)	(1.1)
<i>Non-Labor:</i>								
Electric Power	\$0.139	\$0.133	\$0.006	4.6	\$1.208	\$1.182	\$0.026	2.1
Fuel	1.062	1.221	(0.159)	(15.0)	11.369	12.253	(0.885)	(7.8)
Insurance	1.106	0.000	1.106	100.0	4.456	-	4.456	100.0
Claims	1.532	0.725	0.806	52.6	31.419	32.044	(0.624)	(2.0)
Maintenance and Other Operating Contracts	5.238	2.584	2.655	50.7	35.234	25.729	9.504	27.0
Professional Service Contracts	7.635	2.301	5.335	69.9	39.473	15.509	23.965	60.7
Materials & Supplies	6.520	2.932	3.587	55.0	43.415	30.601	12.814	29.5
Other Business Expenses	0.522	0.282	0.240	45.9	3.201	1.893	1.309	40.9
Total Non-Labor Expenditures	\$23.754	\$10.179	\$13.574	57.1	\$169.775	\$119.211	\$50.565	29.8
Total Expenditures	\$72.973	\$61.130	\$11.843	16.2	\$621.783	\$575.973	\$45.810	7.4
Operating Cash Surplus/(Deficit)	(\$62.481)	(\$51.140)	\$11.341	18.2	(\$207.646)	(\$160.046)	\$47.598	22.9

NOTE: Totals may not add due to rounding

MTA BUS COMPANY
July Financial Plan - 2020 Mid -Year Forecast
EXPLANATION OF VARIANCES BETWEEN ACTUAL CASH BASIS
(\$ in millions)

Operating Receipts or Disbursements	September 2020			Year-To-Date		
	Favorable (Unfavorable) Variance		Reason for Variance	Favorable (Unfavorable) Variance		Reason for Variance
	\$	%		\$	%	
Farebox Revenue	\$ 1.852	25.0	Higher ridership	\$ (4.199)	(5.9)	Lower ridership and service reduction and rear door boarding and no fare collection policy, due to COVID-19
Other Operating Revenue	(1.046)	(58.9)	Lower Student and Senior fare reimbursement due to COVID-19 and delayed school opening along with lower advertising revenue	9.499	2.8	Favorable CARES Act reimbursement, recoveries from other insurance, offset by lower Student and Senior fare reimbursement due to COVID-19 and delayed school openings along with lower advertising revenue
Capital and Other Reimbursements	(1.309)	(100.0)	Timing of reimbursement receipts	(3.512)	(50.4)	Timing of reimbursement receipts
Total Receipts	\$ (0.503)	(4.8)		\$ 1.788	0.4	
Payroll	\$ (2.425)	(11.6)	Primarily due to higher vacation payments, retro payments and lower attrition.	\$ (8.320)	(3.8)	Primarily due to the timing of prior period interagency payments, higher vacation payment, higher cash out of sick and personal time, retro payment and lower attrition
Overtime	0.085	1.1	(a)	1.399	2.3	Lower unscheduled service due to traffic and service reductions, partially offset by programmatic maintenance due to COVID-19 bus disinfections and the installation of COVID-19 barriers and curtains for bus operators with the resumption of fare collection, safety procedures, and overage/campaign work, as well as vacancy/absentee coverage requirements.
Health and Welfare (including OPEB)	(0.966)	(9.9)	Prior period expenses	(10.581)	(13.8)	Prior period payments of high prescription coverage and medical hospitalization expenses.
Pension	1.220	19.1	Higher expenses	5.070	10.0	Higher expenses
Other Fringe Benefits	0.354	8.1	Timing of payments	7.679	17.8	Timing of payments
GASB	-	-	(a)	-	-	(a)
Electric Power	0.006	4.6	(a)	0.026	2.1	(a)
Fuel	(0.159)	(15.0)	Prior period expenses	(0.885)	(7.8)	Prior period expenses
Insurance	1.106	100.0	Timing of payments	4.456	100.0	Timing of payments
Claims	0.806	52.6	(a)	(0.624)	(2.0)	Higher expenses
Maintenance and Other Operating Contracts	2.655	50.7	Mainly the timing of facility maintenance, Bus Technology, farebox maintenance, janitorial and COVID-19 expenses	9.504	27.0	Mainly the timing of facility maintenance, Bus Technology, farebox maintenance, janitorial and COVID-19 expenses
Professional Service Contracts	5.335	69.9	Timing of interagency billing, Bus Technology, New Fare System /(OMNY) and Outside Training	23.965	60.7	Timing of interagency billing, Bus Technology, New Fare System /(OMNY) and Outside Training
Materials & Supplies	3.587	55.0	Lower usage of general maintenance material as well as timing of COVID-19 expenses	12.814	29.5	Lower general maintenance material, COVID-19 service reduction and the timing of radio equipment expenses.
Other Business Expenditure	0.240	45.9	Favorable Print and Stationery Supplies, and timing of Automatic Fare Collection (AFC) fees, Mobility tax and Other Misc. expenses	1.309	40.9	Favorable Print and Stationery Supplies, and timing of Automatic Fare Collection (AFC) fees, Mobility tax and Other Misc. expenses
Total Expenditures	\$ 11.843	16.2		\$ 45.812	7.4	
Net Cash Variance	\$ 11.341	18.2		\$ 47.598	22.9	

(a) - Variance less than 5%

MTA BUS COMPANY
July Financial Plan - 2020 Mid -Year Forecast
CASH CONVERSION (CASH FLOW ADJUSTMENTS)

(\$ in millions)

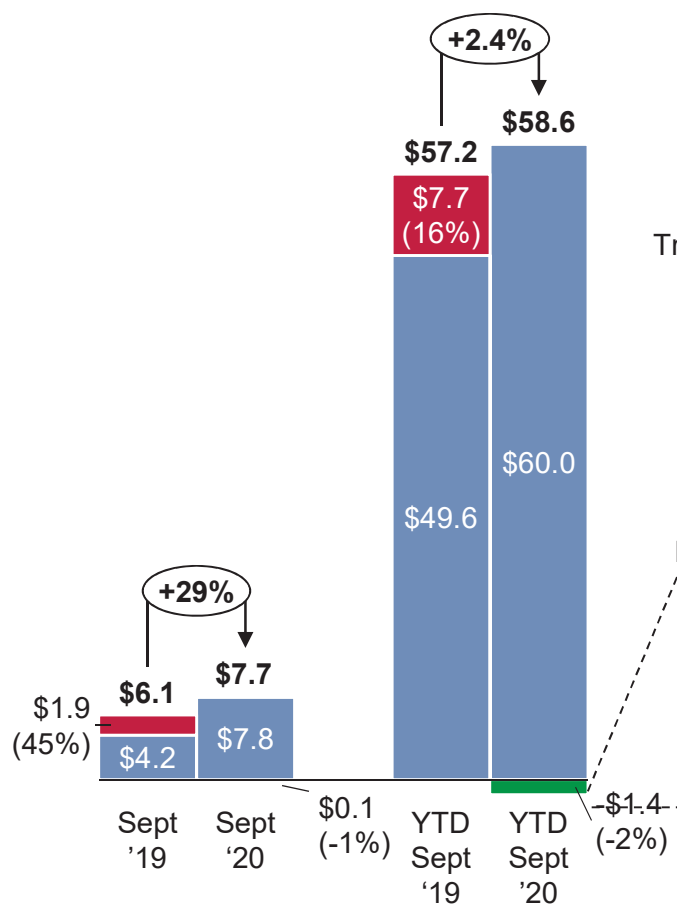
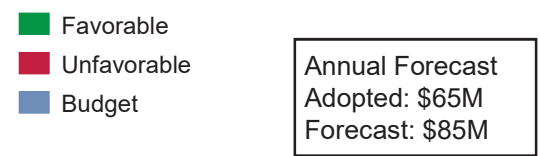
	September 2020				Year-To-Date			
	Mid Year Forecast	Actual	Favorable (Unfavorable) Variance	Percent	Mid Year Forecast	Actual	Favorable (Unfavorable) Variance	Percent
Receipts								
Farebox Revenue	\$0.000	(0.986)	(\$0.986)	-	\$4.965	\$3.214	(\$1.751)	(35.3)
Other Operating Revenue	(0.185)	0.476	0.661	*	0.534	4.044	3.511	*
Capital and Other Reimbursements	0.824	(0.291)	(1.115)	*	2.894	(0.404)	(3.298)	*
Total Receipts	\$0.639	(\$0.801)	(\$1.439)	*	\$8.393	\$6.854	(\$1.539)	(18.3)
Expenditures								
<i>Labor:</i>								
Payroll	\$2.392	\$2.126	(\$0.266)	(11.1)	\$1.016	\$1.202	\$0.186	18.3
Overtime	0.002	0.000	(0.002)	(93.2)	(0.000)	(0.001)	(0.001)	*
Health and Welfare	(0.807)	(1.015)	(0.208)	(25.8)	2.443	(11.976)	(14.420)	*
OPEB Current Payment	(0.583)	0.000	0.583	*	1.771	0.000	(1.771)	(100.0)
Pensions	(0.047)	1.500	1.547	*	(0.185)	1.498	1.683	*
Other Fringe Benefits	2.140	1.740	(0.400)	(18.7)	10.750	13.249	2.499	23.2
GASB Account	-	-	-	-	-	-	-	-
Reimbursable Overhead	(0.043)	-	0.043	100.0	0.129	0.302	0.173	*
Total Labor Expenditures	\$3.054	\$4.351	\$1.297	42.5	\$15.925	\$4.273	(\$11.651)	(73.2)
<i>Non-Labor:</i>								
Electric Power	\$0.019	\$0.000	(\$0.019)	(98.6)	(\$0.058)	(\$0.134)	(\$0.076)	*
Fuel	0.282	(0.075)	(0.357)	*	0.570	(0.657)	(1.227)	*
Insurance	(0.544)	0.376	0.920	*	(0.351)	3.371	3.722	*
Claims	4.735	5.275	0.540	11.4	23.838	21.956	(1.881)	(7.9)
Maintenance and Other Operating Contracts	(0.517)	0.264	0.781	*	(6.044)	(4.696)	1.348	22.3
Professional Service Contracts	(2.632)	1.001	3.634	*	(8.224)	5.139	13.364	*
Materials & Supplies	(0.674)	1.038	1.711	*	(5.217)	(1.333)	3.884	74.5
Other Business Expenditures	(0.030)	(0.048)	(0.018)	(60.3)	(0.159)	(0.079)	0.080	50.3
Total Non-Labor Expenditures	\$0.639	\$7.831	\$7.191	*	\$4.355	\$23.567	\$19.213	*
Total Cash Conversion Adjustments before Non-Cash Liability Adjs.	\$4.332	\$11.381	\$7.049	*	\$28.672	\$34.695	\$6.023	21.0
Depreciation Adjustment	4.929	3.884	(1.045)	(21.2)	39.406	35.103	(4.303)	(10.9)
GASB 75 OPEB Expense Adjustment	14.186	-	(14.186)	(100.0)	57.168	-	(57.168)	(100.0)
GASB 68 Pension Adjustment	7.210	-	(7.210)	(100.0)	29.055	-	(29.055)	(100.0)
Environmental Remediation	-	-	-	-	-	0.179	0.179	
Total Expenses/Expenditures	\$ 30.656	\$ 15.265	\$ (15.391)	(50.2)	\$ 154.301	\$ 69.977	(\$84.324)	(54.6)
Total Cash Conversion Adjustments	\$30.656	\$15.265	(\$15.391)	(50.2)	\$154.301	\$69.977	(\$84.324)	(54.6)

NOTE: Totals may not add due to rounding

MTA Bus – Non-Reimbursable Overtime Variance

Sept 2020 and YTD forecast vs. variance

\$M

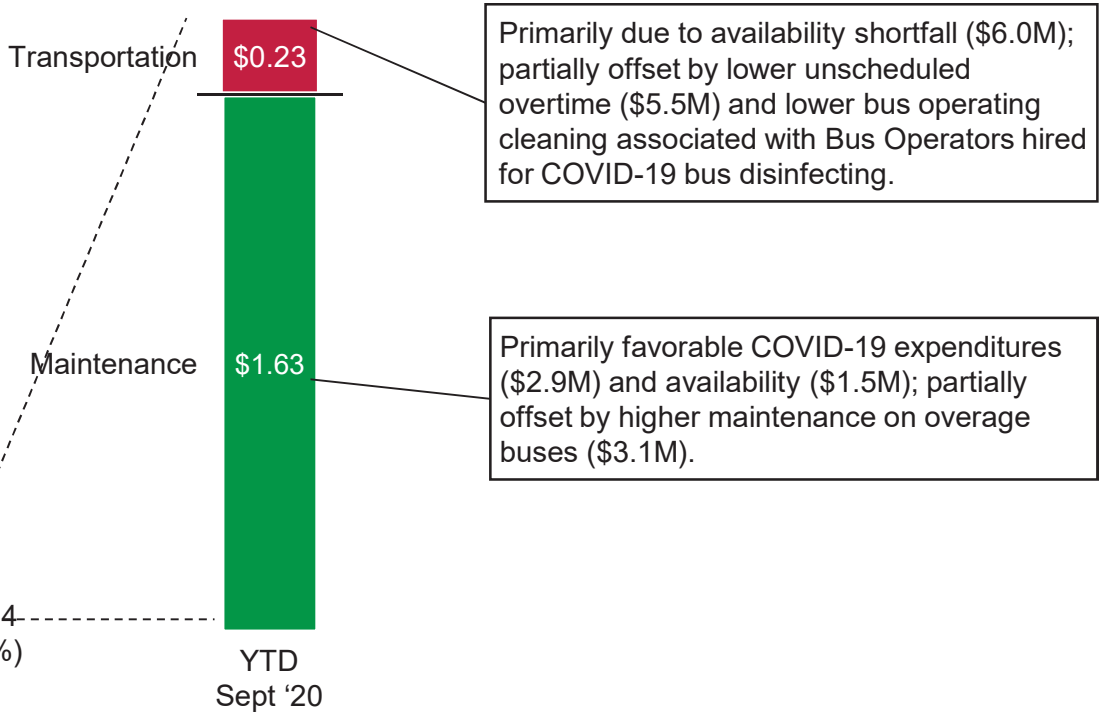


Overview

- Sept 2020 YTD increase of \$1.4M or 2.4% compared to Sept YTD 2019
- Sept 2020 is 1% under Forecast; Sept YTD is 2% under Forecast

YTD variance by division

\$M



Primarily due to availability shortfall (\$6.0M); partially offset by lower unscheduled overtime (\$5.5M) and lower bus operating cleaning associated with Bus Operators hired for COVID-19 bus disinfecting.

Primarily favorable COVID-19 expenditures (\$2.9M) and availability (\$1.5M); partially offset by higher maintenance on overage buses (\$3.1M).

Source: Midyear Forecast. GL actuals for actual overtime spending.
 Note: MTABC 2019 and 2020 Sept Reimbursable Forecast and Actual OT is \$0K.

MTA BUS COMPANY
JULY FINANCIAL PLAN - 2020 MID - YEAR FORECAST
TOTAL POSITIONS BY FUNCTION AND DEPARTMENT
NON-REIMBURSABLE / REIMBURSABLE AND FULL-TIME EQUIVALENTS
SEPTEMBER 2020

FUNCTION/DEPARTMENT	Mid-Year Forecast	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
Administration				
Office of the EVP	3	2	1	
Human Resources	17	14	3	
Office of Management and Budget	14	12	2	
Technology & Information Services	-	-	-	
Material	15	14	1	
Controller	18	18	-	
Office of the President	4	4	-	
System Safety Administration	-	-	-	
Law	20	18	2	
Corporate Communications	-	-	-	
Labor Relations	-	-	-	
Strategic Office	19	18	1	
Non-Departmental	3	-	3	
Total Administration	113	100	13	Vacancies
Operations				
Buses	2,328	2,284	45	Vacant Bus Operators
Office of the Executive VP	6	4	2	
Safety & Training	68	30	38	Vacancies
Road Operations	141	141	-	
Transportation Support	25	22	3	
Operations Planning	34	31	3	
Revenue Control	6	6	-	
Total Operations	2,608	2,518	91	
Maintenance				
Buses	731	725	6	
Maintenance Support/CMF	233	229	4	
Facilities	83	75	8	
Supply Logistics	104	96	8	
Total Maintenance	1,151	1,125	26	Vacancies
Capital Program Management	35	23	12	
Total Engineering/Capital	35	23	12	Vacancies mainly Managers
Security	13	12	1	
Total Public Safety	13	12	1	Vacancy
Total Positions	3,920	3,778	143	
Non-Reimbursable	3,882	3,744	139	
Reimbursable	38	34	4	
Total Full-Time	3,902	3,765	137	
Total Full-Time Equivalents	18	13	6	

MTA BUS COMPANY
JULY FINANCIAL PLAN 2020 MID - YEAR FORECAST
TOTAL FULL - TIME POSITIONS AND FTE'S BY FUNCTION AND OCCUPATION
SEPTEMBER 2020

FUNCTION/OCCUPATIONAL GROUP	Mid-Year Forecast	Actual	Favorable (Unfavorable) Variance	Explanation of Variances
Administration				
Managers/Supervisors	46	40	6	
Professional, Technical, Clerical	64	60	4	
Operational Hourlies	3	-	3	
Total Administration	113	100	13	Vacancies
Operations				
Managers/Supervisors	319	317	2	
Professional, Technical, Clerical	45	45	-	
Operational Hourlies	2,244	2,156	89	
Total Operations	2,608	2,518	91	Vacancies
Maintenance				
Managers/Supervisors	241	238	3	
Professional, Technical, Clerical	37	34	3	
Operational Hourlies	873	853	20	
Total Maintenance	1,151	1,125	26	Vacancies
Engineering/Capital				
Managers/Supervisors	21	12	9	
Professional, Technical, Clerical	14	11	3	
Operational Hourlies	-	-	-	
Total Engineering/Capital	35	23	12	Vacancies mainly Managers
Public Safety				
Managers/Supervisors	8	6	2	
Professional, Technical, Clerical	5	6	(1)	
Operational Hourlies	-	-	-	
Total Public Safety	13	12	1	Vacancy
Total Baseline Positions				
Managers/Supervisors	635	613	22	
Professional, Technical, Clerical	165	156	9	
Operational Hourlies	3,120	3,009	112	
Total Baseline Positions	3,920	3,778	143	

MTA BUS COMPANY
July Financial Plan - 2020 Mid -Year Forecast
Utilization
(In millions)

	<u>September 2020</u>			<u>Year-to-date as of September 2020</u>		
	Mid Year Forecast	Actual	Favorable/ (Unfavorable) Variance	Mid Year Forecast	Actual	Favorable/ (Unfavorable) Variance
<u>Farebox Revenue</u>						
Fixed Route	\$7.407	\$10.244	\$2.837	\$66.171	\$63.722	(\$2.449)
Total Farebox Revenue	\$7.407	\$10.244	\$2.837	\$66.171	\$63.722	(\$2.449)
<u>Ridership</u>						
Fixed Route	3.922	5.051	1.129	33.734	30.959	(2.775)
Total Ridership	3.922	5.051	1.129	33.734	30.959	(2.775)

Note: For monthly reporting purposes only, the 12-month allocation reflects the utilization impact of an adjustment to farebox revenue projections captured in Volume 1 of the 2020 July Financial Plan



Capital Program

Alok Saha, Acting Senior Vice President

October 2020 Highlights: Capital Program Status

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

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

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

	<u>Planned</u>	<u>Achieved</u>	<u>%</u>
Construction Awards	\$6,455.8	\$2,317.1	36
Substantial Completions	\$1,392.5	\$1,061.7	76

In September 2020, \$49.3 million in Transit projects were awarded, including a project to convert 10 R77E locomotives for \$34.2 million, an ADA accessibility project at Avenue H station on the Brighton Line for \$11.0 million and mainline track replacement on the 7th Avenue Line for \$4.1 million.

Also in September 2020, \$136.5 million in Transit projects were completed, including two flood mitigation projects at vulnerable street level openings and the Zerega Central Maintenance Facility for \$62.9 million and various station improvement projects on the Lexington, Eastern Parkway, Pelham, White Plains Road, Lenox and Canarsie Lines \$72.3 million.

Capital Program Status October 2020

In September 2020, \$49.3 million in Transit projects were awarded, including a project to convert 10 R77E locomotives for \$34.2 million. The locomotives will be used as work trains to support capital projects and track replacement projects in the interim period before a new hybrid locomotive purchase is designed, built and delivered.

Also in September, an ADA accessibility project at Avenue H station on the Brighton Line was awarded for \$11.0 million. The station is currently ADA accessible on the southbound side of the station; this project will make the northbound side ADA accessible for a fully accessible station. ADA accessibility will be achieved by constructing a new ramp from street to platform level, a new underpass transfer between northbound and southbound, modification of the control area structure and stairs, and installation of ADA turnstiles, gates, entrances and exits, ticket machines, communication equipment and other associates equipment.

Lastly, mainline track replacement on the 7th Avenue Line was awarded for \$4.1 million. Mainline track replacement includes replacing equipment and materials such as signals, contact rails and ballast.

In September 2020, \$136.5 million in Transit projects were completed, including two flood mitigation projects for \$62.9 million. The first project addressed street level openings such as station entrances, hatches, ventilators and manholes at nine stations and one fan plant that were determined to be vulnerable to flooding in a major storm event. The street openings in the vicinity of the stations and fan plant received flooding resiliency solutions such as removable stair covers, flood doors, watertight manhole lid/vent covers, mechanical closure devices sealed conduits and check valves to protect the system from flooding in a major storm event. The stations addressed by the project were Flushing Avenue, Broadway, Metropolitan Avenue, Nassau Avenue, 21st Street, Court Square, Lorimer Street, Vernon Boulevard-Jackson Avenue and 23rd Street-Ely Avenue; the Fan Plant was #6417 at Richardson Street.

The second project provided flooding resiliency to the Zerega Central Maintenance Facility in the Bronx. Flooding resiliency was achieved by construction a concrete flood wall, protection of entrances and the fuel dispensing area with flood panels and stop logs, sealing or relocation of mechanical connections/penetrations and installation of a backflow prevention system.

Transit also completed various station improvement projects on the Lexington, Eastern Parkway, Pelham, White Plains Road, Lenox and Canarsie Lines for \$72.3 million. Grand Central station received replacement of two escalators and one hydraulic elevator for the Lexington Line. Nevins Street station on the Eastern Parkway Line received repair to the mezzanine roof and two street stairs. Four street stairs were also repaired at Rockaway Boulevard station on the Liberty Line.

The remaining station improvement projects emphasized platform component repair and capacity improvements. Longwood Avenue station on the Pelham line received platform wall, column and floor repair. Freeman Street on the White Plains Road Line received platform edge repair. 148th Street-Lenox Terminal and Central Park North (110th St) stations on the Lenox Line received repair of platform edges, wall tiles, damaged beams, column bases and installation of rubbing boards and tactile warning strips. Lastly, 14th Street-Union Square station on the Canarsie Line received increased station capacity capability for customers through installation of a new escalator and widening of stairs. The station also received platform structural repairs.

CAPITAL PROJECT MILESTONE SUMMARY 2020

(Through September 30, 2020)

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

September

Construction Awards	2,876.6	74	49.3	3	1.7	4.1
Substantial Completions	119.0	12	136.5	12	114.6	100.0

2020 Year-To-Date

Construction Awards	6,455.8	74	2,317.1	76	35.9	102.7
Substantial Completions	1,392.5	12	1,061.7	84	76.2	700.0

2020 Projected To-Year-End

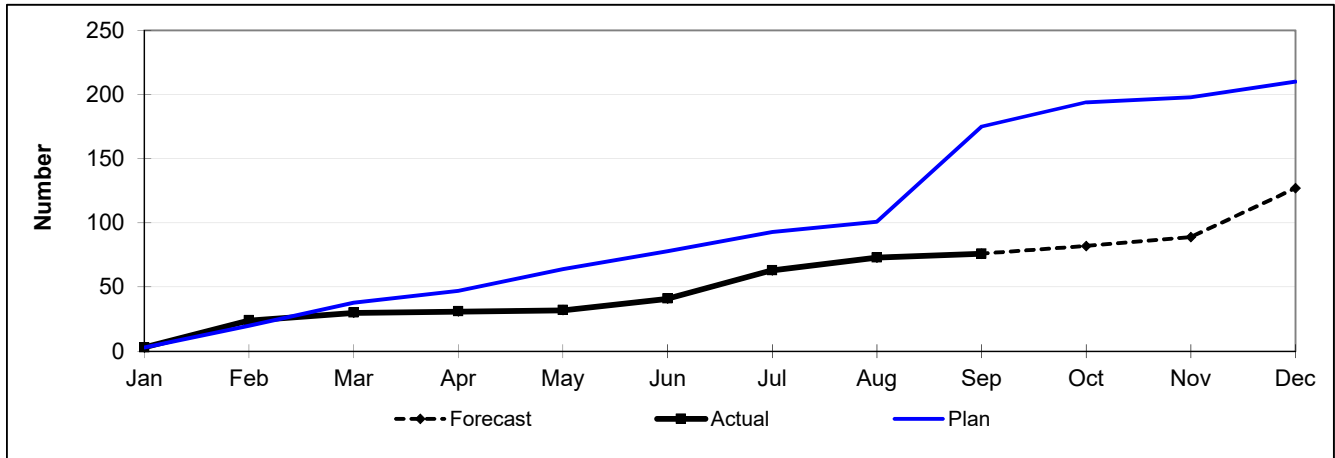
	Initial Plan		Current Forecast		%(\$)	%(#)
Construction Awards	8,482.9	210	3,583.6	127	42.2	60.5
Substantial Completions	2,890.2	174	2,815.2	167	97.4	96.0

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

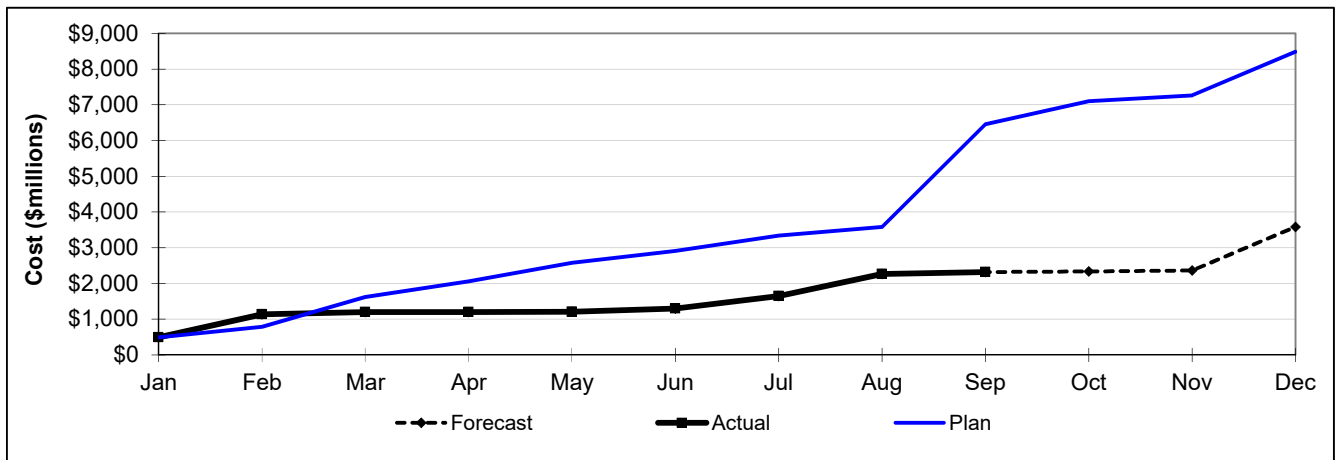
****The initial plan values were established prior to the schedule and financial impacts of COVID-19***

2020 Awards Charts

As of September 2020



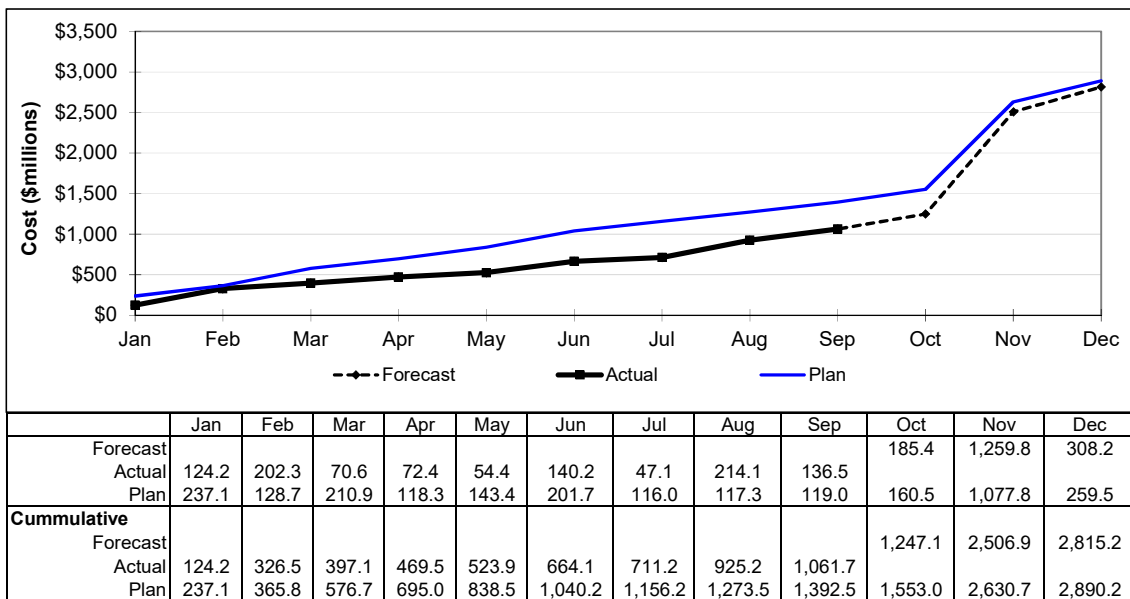
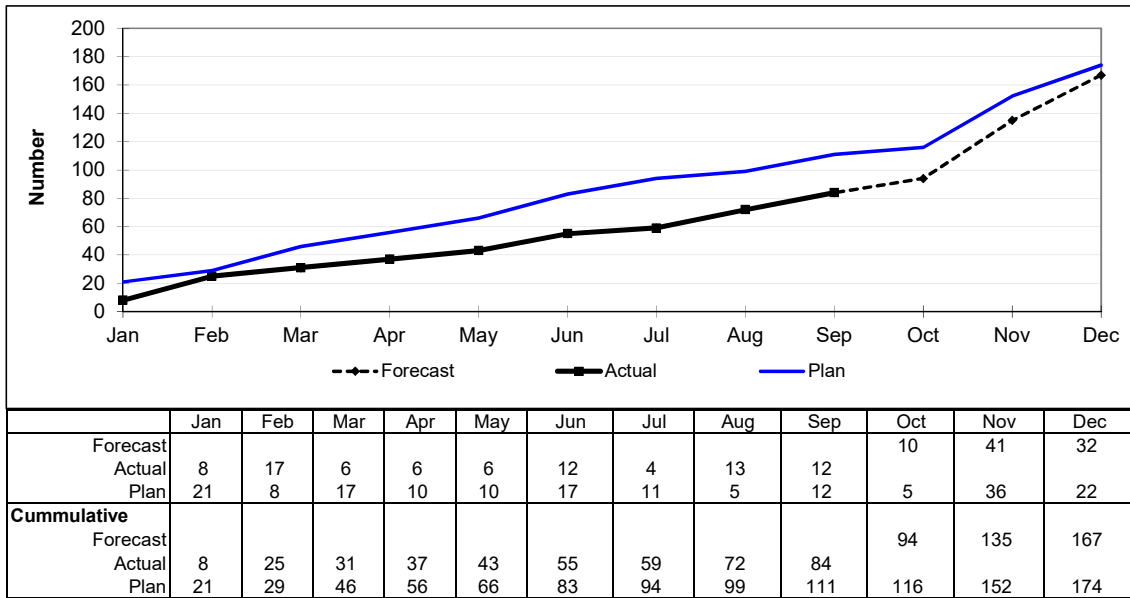
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Cummulative												
Forecast										82	89	127
Actual	3	24	30	31	32	41	63	73	76			
Plan	3	20	38	47	64	78	93	101	175	194	198	210



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Cummulative												
Forecast										2,335.4	2,365.2	3,583.6
Actual	493.1	1,134.3	1,196.9	1,199.7	1,204.7	1,294.3	1,647.6	2,267.9	2,317.2			
Plan	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 September 2020





Procurement and Supply Chain

Louis A. Montanti, Acting Senior Vice President

PROCUREMENTS

The Procurement Agenda this month includes 4 actions for a proposed expenditure of \$579.6M.

Subject	Request for Authorization to Award Various Procurements
Department	Procurement & Supply Chain – NYCT
Department Head Name	Louis A. Montanti
Department Head Signature	<i>Louis A. Montanti</i>

Project Manager Name	Rose Davis
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Board Action					
Order	To	Date	Approval	Info	Other
1	Committee	10/28/20			
2	Board	10/28/20			

October 16, 2020

Department

Department Head Name

Department Head Signature

Internal Approvals

	Approval		Approval
<i>[Signature]</i>	President NYCT	<i>[Signature]</i>	Pres. MTA Bus/SVP DOB
<i>[Signature]</i>	SVP Operations Support		Subways
	Capital Prog. Management	X	Diversity/Civil Rights
X	Law		

Internal Approvals (cont.)

Order	Approval	Order	Approval	Order	Approval

PURPOSE

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

DISCUSSION

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

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

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

Schedules Requiring Majority Vote:

Schedule G: Miscellaneous Service Contracts	4	\$ 579.6 M
SUBTOTAL	4	\$ 579.6 M
TOTAL	4	\$ 579.6 M

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

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

MTA Bus Company 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.

OCTOBER 2020

LIST OF COMPETITIVE PROCUREMENTS FOR BOARD APPROVAL

Procurements Requiring Two-Thirds Vote:

G. Miscellaneous Service Contracts

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

<ol style="list-style-type: none"> 1. Greenpoint Transit, LLC 2. Arro, Inc. 3. LimoSys, LLC 4. Corporate Transportation Group, Ltd. 	<p>\$132,755,242</p> <p>\$145,184,092</p> <p>\$148,598,586</p> <p>\$153,107,953</p>	<p><u>Staff Summary Attached</u></p> <p>↓</p> <p>↓</p> <p>↓</p>
<p>Three years with an option to extend up to two years</p> <p>Contract #s TBD</p> <p>Award of four, 3-year estimated quantity miscellaneous service contracts for Broker Car Service for Paratransit.</p>		

Schedule G: Miscellaneous Service Contracts



Item Numbers: 1–4

Vendor Names (Locations) Greenpoint Transit, LLC (Wilmington, Delaware) Arro Inc. (New York, New York) LimoSys LLC (Englewood Cliffs, New Jersey) Corporate Transportation Group Ltd. (Brooklyn, New York)
Description Broker Car Service for Paratransit
Contract Term (including Options, if any): Three years with an option to extend up to two years
Option(s) included in Total Amount? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> n/a
Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Noncompetitive
Solicitation Type <input checked="" type="checkbox"/> RFP <input type="checkbox"/> Bid <input type="checkbox"/> Other: Negotiation

Contract Number(s) TBD (multiple awards)	Renewal? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Total Estimated Amount:	\$579,645,873
Greenpoint	\$132,755,242
Arro	\$145,184,092
LimoSys	\$148,598,586
CTG	\$153,107,953
Funding Source <input checked="" type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	
Requesting Dept./Div., Dept./Div. Head Name: Department of Buses, Craig Cipriano	

Discussion:

NYC Transit is seeking Board approval to award four, 3-year estimated quantity miscellaneous service contracts for the provision of Broker Car Service for Paratransit Access-A-Ride (“AAR”) customers to Greenpoint Transit, LLC (“Greenpoint”); Arro Inc. (“Arro”); LimoSys LLC (“LimoSys”); and Corporate Transportation Group Ltd. (“CTG”) in the estimated amounts of \$132,755,242; \$145,184,092; \$148,598,586; and \$153,107,953 respectively. Each contractor will receive 25 percent of the estimated trip volume for all boroughs. The base term of each contract is three years with each containing an option to extend the term for up to an additional two years. Board approval will be sought if NYC Transit wishes to exercise its option.

AAR service is provided through two different approaches: dedicated service and non-dedicated service. Dedicated service providers are known as Primary Carriers whose only business is to transport NYC Transit AAR customers using NYC Transit-owned vehicles. Non-dedicated service providers, such as Broker Car Service and e-Hail on-demand, perform AAR service in concert with their existing operations using taxi and for-hire vehicles. The use of non-dedicated service provides cost and operational benefits to NYC Transit in that Paratransit does not directly bear the total responsibility for maintenance and operating costs, as is the case with dedicated service; non-dedicated service providers offer access to a larger vehicle fleet to perform a high volume of trips.

Over the past 10 years, demand for Paratransit trips has skyrocketed from approximately 20,000 per day in 2008, to over 30,000 currently (pre-COVID). Considering the MTA’s fiscal situation, innovative changes to the Paratransit operation were needed to reduce program costs and improve the customer experience. Paratransit, working collaboratively with the Office of Management and Budget, Strategic Initiatives, Systemwide Accessibility, and Procurement, has implemented numerous cost reduction strategies. On the forefront is the strategy to shift the bulk of trips previously assigned to dedicated carriers to non-dedicated carriers (principally to Broker Car Service), as it is the less expensive mode of AAR transportation. Pre-COVID, the allocation of AAR trips was approximately 30 percent dedicated and 70 percent non-dedicated. As part of the continued effort to shift trips to Broker service, it is Paratransit’s aspiration to allocate 75 percent of trips to non-dedicated service over the next three years.

Schedule G: Miscellaneous Service Contracts



In April 2020, Request for Proposal (“RFP”) 310504 was competitively solicited to gain capacity through expanding the pool of Broker providers, increase the use of shared rides, and include power lift–equipped vehicles for oversized and motorized wheelchairs. The Broker model is a fully ADA-compliant mode of paratransit transportation that utilizes contractor(s) to schedule and dispatch prearranged trips for AAR customers through a non-dedicated subcontractor network of taxi, livery, and black car service providers. Unlike the previous Broker contracts, the new Broker contracts will introduce an expanded fleet of wheelchair accessible vehicles (“WAVs”) that utilize power lifts for oversized wheelchairs and scooters. The new contracts also incentivize the Brokers to perform greater than 25 percent of their daily trips as shared rides, while providing lower pricing. Broker pricing has been significantly lower than the Primary Carrier service, which is approximately \$83 per trip.

The evaluation criteria for this RFP, listed in descending order of importance, were as follows: Proposer’s Overall Technical Qualifications regarding relevant experience and demonstrated ability to perform the work including approach and methodology to satisfy performance requirements under the Scope of Work, Overall Price, and Other Relevant Matters. Selection Committee (“SC”) members were drawn from Paratransit, the Department of Systemwide Accessibility, the Department of the Chief Financial Officer, and Procurement.

NYC Transit aggressively canvassed the marketplace for potential new contractors to expand the competitive environment. Twenty-one firms requested the RFP package, of which the following 11 submitted proposals: CTG, LimoSys, Greenpoint, Arro; Curb Mobility LLC (“Curb”); Uber Transit (“Uber”); Alfred Holdings, Inc. (“Alfred”); Premier Paratransit (“Premier”); Concord Limousine, Inc. (“Concord”); Fejost LLC. d/b/a Sentry Management Solutions (“Sentry”); and Operr Group, Inc (“Operr”).

Following the SC’s review of proposals, four proposals were eliminated as the proposers failed to demonstrate their experience and ability to perform the work and/or had shown a disregard for the submission requirements. The remaining seven proposers were invited for oral presentations. After oral presentations, one proposer was eliminated as it informed the SC during oral presentations that it would not comply with the Federal Transit Administration drug and alcohol testing required for this safety-sensitive contract. The SC determined that the remaining six companies (CTG, Arro, Greenpoint, LimoSys, Curb, and Sentry) were technically qualified and were invited to participate in negotiations.

Negotiations focused on the proposers’ demonstrated ability to perform the work including experience, trip capacity, project management team, and overall price. The price proposal was structured to provide rates based on zone to zone combinations, defined by intra-borough and interborough zip codes throughout the five boroughs. Pricing for the base three years is fixed, however, proposers had the opportunity to provide different pricing in the option period. Proposers were asked to submit pricing for three award scenarios: 33 percent, 25 percent, and 20 percent of the total award volume, as it was initially undetermined how many awards (three, four, or five) would be recommended.

Best and Final Offers (“BAFOs”) were received on August 19, 2020. The SC was presented with all three pricing scenarios. Ultimately, the Project Office determined, and the SC concurred, that four awards at 25 percent is the best scenario, as three awards may be too few (in the event one drops out) and five awards may be too many (a smaller allocation of trip assignments would impact the Brokers’ ability to share rides due to a smaller pool of potential shared trip combinations).

The fully loaded Weighted Average Cost Per Trip (“WACPT”) for each proposer is listed below. The overall average WACPT of the four recommended awards are in bold.

BAFO PRICING FOR BASE AND OPTION YEARS:

Proposer	Base Years 1 – 3 Gross Sum Award Amount	WACPT		Option Years 4 & 5 Gross Sum Award	WACPT
Greenpoint	\$132,755,242	\$28.34		\$112,515,580	\$28.91
Arro	\$145,184,092	\$30.99		\$120,602,144	\$30.99
LimoSys	\$148,598,586	\$31.72		\$121,947,896	\$31.34
CTG	\$153,107,953	\$32.68		\$125,597,367	\$32.28
Gross Sum and overall WACPT	\$579, 645, 873	\$30.93		\$480,662,987	\$30.88
Sentry	\$147,705,345	\$31.53		\$130,129,024	\$33.44
Curb	\$153,450,534	\$32.76		\$129,999,668	\$33.41

The SC evaluated the BAFOs in accordance with the evaluation criteria, including the pricing for the option years and unanimously voted to recommend CTG, Arro, Greenpoint, and LimoSys for award, as this combination provides the overall best value. The SC unanimously voted that notwithstanding CTG's higher pricing, CTG's superior technical ranking over all proposers, and its excellent performance record with the Broker program, offset its higher price. Similarly, notwithstanding LimoSys' slightly higher pricing compared to Sentry, LimoSys' higher technical ranking over Sentry's, and its experience and ability to provide access to the largest pool of black car and neighborhood taxis, offset its slightly higher price. Arro has experience with providing AAR service through its work with CTG as a Broker affiliate, as well as performing work under the e-Hail pilot. Additionally, Arro brokers trips to green and yellow taxi providers. Greenpoint is new to NYC Transit AAR work, and brings its expertise in ride sharing, currently performing similar program functions for other city agencies such as LA Metro and King County Metro, as well as pre-scheduled ADA-compliant paratransit service for Hampton Roads Transit in Southern Virginia.

Through negotiations and the competitive nature of this procurement, final pricing from CTG, LimoSys, Arro, and Greenpoint is considered fair and reasonable.

The NYC Transit Controller's Office performed a financial review of all proposers and based on the criteria used, found CTG and LimoSys financially qualified to perform the work of the contract. With respect to Greenpoint and Arro, there is reasonable assurance that these firms are financially qualified to perform the work of the contract, provided that Greenpoint's parent company, Via Transportation, Inc., and Arro's third-party affiliate provide NYC Transit with letters of guarantee. Acceptable letters of guarantee have been furnished by both companies.

The MTA Department of Diversity and Civil Rights has established zero percent MWBE/SDVOB goals on this contract due to the absence of subcontracting opportunities. The drivers who perform these trips are not subcontractors, rather they are independent contractors who have signed up to use the Broker's trip dispatching technology.

The current WACPT for Broker Car Service is \$34. The new WACPT resulting from this RFP is \$30.93, a savings of \$3.07 per trip. This represents a total estimated savings of \$50.5 million for the three base years. Additional savings are anticipated, program-wide, as Paratransit continues to aspire toward 75 percent non-dedicated trips. If the 75 percent is fully realized over the base term of this contract, it is anticipated that additional savings in the range of \$30 to \$35 million will be achieved.

It should be noted that a protest was received from Curb Mobility, LLC, on September 24, 2020, concerning the recommendation of award of these four contracts. Pursuant to NYC Transit's protest procedures, a Protest Officer was assigned. The review has been conducted and the result is that the protest was found to be without merit and all demands for relief were denied. The determination from the Protest Officer has been transmitted in writing to Curb Mobility, LLC.




Construction & Development: Contracts Department

Stephen Plochochi, Senior Vice President

PROCUREMENTS

The Procurement Agenda this month includes one procurement action for a proposed expenditure of \$8.6M

Staff Summary

Subject Request for Authorization to Award a Procurement Action						Date: October 14, 2020			
Department Contracts									
Department Head Name & Title David K. Cannon, Vice President									
Department Head Signature <i>David K. Cannon</i>									
Board Action						Internal Approvals			
Order	To	Date	Approval	Info	Other		Approval		Approval
1	NYCT & Bus Committee	10/28/2020	X				Executive Vice President & General Counsel		President
2	Board	10/28/2020	X				Deputy Chief Development Officer, Development		

PURPOSE

To obtain the approval of the Board to award a procurement action and, to inform the New York City Transit Committee of this procurement action.

DISCUSSION

MTA Construction & Development Company proposes to award a Competitive Procurement in the following category:

	<u># of Actions</u>	<u>\$ Amount</u>
<u>Schedules Requiring Majority Vote</u>		
I. Modifications to Purchase and Public Work Contracts	<u>1</u>	<u>\$ 8,600,000</u>
TOTAL	1	\$ 8,600,000

Budget Impact:

The approval of the procurement action will obligate the capital funds in the amount listed. Funds are available in the capital budget for this purpose.

Recommendation:

The procurement action be approved as proposed. (The item is included in the resolution of approval at the beginning of the Procurement Section.)

MTA Construction And Development Company

BOARD RESOLUTION

WHEREAS, in accordance with Section 1265-a and 1209 of the Public Authorities Law and the All Agency Procurement guidelines, the Board authorizes the award of certain non-competitive purchase and public works contracts, and the solicitation and award of request for proposals in regard to purchase and public work contracts; and

WHEREAS, in accordance with the All Agency Procurement Guidelines, the Board authorizes the award of certain non-competitive miscellaneous service and miscellaneous procurement contracts, certain change orders to purchase, public work, and miscellaneous service and miscellaneous procurement contracts;

WHEREAS, in accordance with Section 2879 of the Public Authorities Law and the All-Agency Guidelines for Procurement of Services, 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; 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.

OCTOBER 2020

LIST OF COMPETITIVE PROCUREMENTS FOR BOARD APPROVAL

Procurements Requiring Majority Vote:

**Schedule I. Modification To Purchase and Public Work Contracts
(Staff Summaries required for all items greater than \$1M)**

- | | | | |
|-----------|--|--------------------|--------------------------------------|
| 1. | TC Electric, LLC/J-Track, LLC (JV)
Contract No. 36444.1 | \$8,600,000 | <u>Staff Summary Attached</u> |
|-----------|--|--------------------|--------------------------------------|

MTA Construction and Development seeks Board approval to award a contract modification for the pump room controls upgrades for the 53rd Street Tube that spans between the 53rd Street Station in Manhattan and the Court Square-23rd Street Station in Queens associated with the E/M line.

Item Number 1

Vendor Name (Location) TC Electric/J-Track JV (Whitestone, New York)	Contract Number P36444	AWO/Mod. #s 1
Description Design-Build Services for Rutgers Tube Rehabilitation	Original Amount:	\$ 90,500,000
Contract Term (including Options, if any) July 28, 2020 – August 31, 2021	Prior Modifications:	\$ 0
Option(s) included in Total Amt? <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> n/a	Prior Budgetary Increases:	\$ 0
Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Noncompetitive	Current Amount:	\$ 90,500,000
Solicitation Type <input type="checkbox"/> RFP <input type="checkbox"/> Bid <input checked="" type="checkbox"/> Other: Modification	This Request:	\$ 8,600,000
Funding Source <input type="checkbox"/> Operating <input checked="" type="checkbox"/> Capital <input checked="" type="checkbox"/> Federal <input type="checkbox"/> Other:	% of This Request to Current Amt.:	9.5%
Requesting Dept./Div., Dept./Div. Head Name: Delivery/Mark Roche	% of Modifications (including This Request) to Original Amount:	9.5%

Discussion:

This modification is for the pump room controls upgrades for the 53rd Street Tube that spans between the 53rd Street Station in Manhattan and the Court Square-23rd Street Station in Queens associated with the E/M line.

The base contract provides for the rehabilitation of systems and components within the Rutgers Tube to achieve a State of Good Repair and make those systems and components more resilient to extreme weather events. The work includes the installation of a cable management rack system for new cables, the installation of cellular infrastructure in the Rutgers Tube to support future cellular service, and required improvements to mechanical, architectural, and track and signals components. At the East Broadway Station, the work includes the installation of ADA components, tile work, and other structural repairs.

The 53rd Street work upgrade is to implement resiliency measures and repair systems and components in the 53rd Street Tube that were damaged as a result of Superstorm Sandy due to the storm surge inflow, which surpassed the existing tunnel pumping capabilities and overwhelmed the entire system. The work includes (1) the installation of deployable weir walls; (2) hardening of the electrical and pump control systems; (3) elevating new systems and components above the design flood elevation where feasible; (4) the installation of a generator platform on Roosevelt Island at the street level; (5) the installation of a generator dunnage on the roof of an existing fan plant; and (6) other associated architectural, structural, and mechanical work.

The 53rd Street work was originally intended as a separate contract and the track outages for this work were expected to begin (on one track at a time) in the second quarter of 2021 and conclude in the second quarter of 2022. Awarding the 53rd Street work as a change order to the Rutgers Tube contract will allow for this work to be performed during 2020 and early 2021 when subway ridership is projected to be significantly reduced due to the COVID-19 pandemic. The outages in 2020 have been scheduled to occur during already-scheduled diversions of service planned for other work. This accelerated approach will impact significantly fewer customers, reduce support costs, and enable completion of this project approximately one full year earlier.

TC Electric-J-Track JV submitted its proposal in the amount of \$11,063,200. Negotiations resulted in the agreed-upon lump-sum price of \$8,600,000, which is considered to be fair and reasonable. Existing dates and obligations associated with the Rutgers Tube work remain unchanged.

In order to obtain the full benefit of this accelerated approach, C&D issued a preliminary modification to the TC Electric-J-Track JV for an amount not to exceed \$1,000,000 to commence the work in the 53rd Street Tube during the previously scheduled outages in October and to order materials with long lead times required for this work. That limited scope is included in the \$8,600,000 submitted for approval.



**Customers Count
2020 Q3**

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New York City Transit
Strategy and Customer Experience
Market Research

Executive Summary

Introduction

From September 21 to October 4 we invited more than 300,000 customers to take the 2020 Q3 Customers Count Survey. About 15,200 customers completed the survey with additional partial responses from 5,000 more. As respondents could rate more than one line or route, we received 28,600 evaluations of subway lines and 10,700 evaluations of bus routes from customers who used transit in April, May and June. We also received evaluations of our paratransit service (Access-A-Ride) from 234 customers.

Results are weighted to represent the racial, ethnic, and income composition of our customers.

Subway Service

Overall satisfaction with service is at 53.3%, down slightly from 54.2% in Q2. Service satisfaction is about eight percentage-points greater than it was one year ago and about twenty percentage-points greater than it was two years ago. Overall satisfaction with stations is at 46.1%, down from 50.8% in Q2.

At 65.0%, the **Q** has the greatest proportion of satisfied customers. This is driven by higher levels of satisfaction with travel times, number of unexpected delays, cleanliness of trains, crowding on trains, safety from crime and harassment on trains, ability to social distance on trains, appearance of people experiencing homelessness on trains and cleanliness of stations compared to other lines.

In Q3, the (5) and (J) are the lowest rated non-shuttle lines with service satisfaction rates of 46.9% and 46.4%, respectively.

The attributes with the highest satisfaction rates in Q3 are: (1) safety from accidents on trains, (2) lighting in stations, (3) train crews, (4) travel times, and (5) hours of operation.

The attributes with the lowest satisfaction rates in Q3 are: (1) appearance of people experiencing homelessness on trains, (2) appearance of people experiencing homelessness in stations, (3) cost of a ride, (4) ability to social distance on trains, and (5) others covering their faces on trains.

The most important attributes to customers in Q3 are: (1) others covering their faces on trains, (2) safety in relation to health on trains, (3) safety from crime and harassment in stations, (4) safety from crime and harassment on trains, and (5) others covering their faces in stations.

Customer satisfaction with cleanliness of trains increased from 52.9% in Q2 to 55.3% in Q3. Customer satisfaction with cleanliness of stations is at 45.2%, down slightly from 47.2% in Q2. 70.8% of customers think trains are cleaner and 56.3% think platforms are cleaner since the implementation of the late-night shut down on May 6.

Local, Limited and Select Bus Service

Overall satisfaction with service is at 47.1% and overall satisfaction with bus stops is at 52.6%.

Overall service and bus stop satisfaction is greatest in Manhattan at 57.0% and 59.2%, respectively. The higher level of satisfaction in Manhattan appears to be driven by higher levels of satisfaction with number of unexpected delays, cleanliness of buses, crowding on buses, safety from crime and harassment on buses, safety from accidents on buses and safety in relation to health on buses.

The attributes with the highest satisfaction rates in Q3 are: (1) safety from accidents on buses, (2) location of bus stops, (3) drivers, (4) temperature on buses, and (5) safety from accidents at bus stops.

The attributes with the lowest satisfaction rates in Q3 are: (1) ability to social distance on buses, (2) crowding on buses, (3) waiting times, (4) others covering their faces on buses, and (5) cost of a ride.

The most important attributes to customers in Q3 are: (1) others covering their faces on buses, (2) safety in relation to health on buses, (3) ability to social distance on buses, (4) waiting times, and (5) crowding on buses.

Satisfaction with cleanliness of buses is at 53.1% and with cleanliness of bus stops is at 46.3%.

Express Bus Service

Overall satisfaction with service is at 66.3% and overall satisfaction with bus stops is at 64.6%.

Overall service satisfaction levels are greater in the Bronx (73.9%) and Queens (75.3%), and lower in Brooklyn (62.8%) and Staten Island (60.9%).

The attributes with the highest satisfaction rates in Q3 are: (1) safety from accidents on buses, (2) safety from crime and harassment on buses, (3) drivers, (4) appearance of people experiencing homelessness on buses, and (5) safety from accidents at bus stops.

The attributes with the lowest satisfaction rates in Q3 are: (1) the cost of a ride, (2) signs, maps and screens on buses, (3) number of unexpected delays, (4) communication during unexpected service changes and delays, and (5) announcements on buses.

The most important attributes to customers in Q3 are: (1) safety in relation to your health on buses, (2) ability to social distance on buses, (3) others covering their faces on buses, (4) safety from accidents on buses, and (5) safety from crime and harassment on buses.

Satisfaction with cleanliness of buses is at 59.8% and with cleanliness of bus stops is at 54.9%.

Paratransit

Overall customer satisfaction with service is at 61.1%.

The attributes with the highest satisfaction rates in Q3 are: (1) safety from crime and harassment, (2) drivers covering their faces, and (3) reservation staff courtesy and professional behavior.

The attributes with the lowest satisfaction rates in Q3 are: (1) on time pick up (2) drivers assistance in getting into or out of vehicles, and (3) travel time.

The most important attributes to customers in Q3 are: (1) safety in relation to your health, (2) on time pick up, and (3) drivers' ability to drive safely.

Introduction

From September 21 to October 4 we invited more than 300,000 customers to take the 2020 Q3 Customers Count Survey. Customers who previously participated in market research were invited, as were customers who provided contact information at community events, meetings, or when reporting concerns or commendations.

We routinely recruit new participants with print advertising in subway cars, buses, and newspapers, as well as digital advertising in stations, on buses, and on MetroCard vending machines. We also recruit new respondents with posts on our social media sites and feeds. Though not used for recruitment during 2020 Q3, we have used onboard announcements to promote the survey in the past.

About 15,200 customers completed the survey with additional partial responses from 5,000 more. As respondents could rate more than one line or route, we received 28,600 evaluations of subway lines and 10,700 evaluations of bus routes from customers who used transit in April, May and June.

Results are weighted to represent the racial, ethnic, and income composition of our customers.

Subway Service

Overall satisfaction with service is at 53.3%, down slightly from 54.2% in Q2. Service satisfaction is about eight percentage-points greater than it was one year ago and about twenty percentage-points greater than it was two years ago.

Overall satisfaction with stations is at 46.1%, down from 50.8% in Q2.

The attributes with the greatest satisfaction rates in Q3 are:

- (1) Safety from accidents on trains (61.0%)
- (2) Lighting in stations (60.4%)
- (3) Train crews (59.9%)
- (4) Travel times (59.1%)
- (5) Hours of operation (58.3%)
- (6) Temperature on trains (57.7%)
- (7) Train arrival information in stations (57.7%)
- (8) Cleanliness of trains (55.3%)
- (9) Signs, maps and screens on trains (55.0%)
- (10) Safety from accidents in stations (54.2%)

The attributes with the lowest satisfaction rates in Q3 are:

- (1) Appearance of people experiencing homelessness on trains (25.0%)
- (2) Appearance of people experiencing homelessness in stations (25.8%)
- (3) The cost of a ride (31.4%)
- (4) Ability to social distance on trains (32.1%)
- (5) Others covering their faces on trains (34.9%)
- (6) Crowding on trains (35.4%)
- (7) Others covering their faces in stations (35.6%)
- (8) Number of unexpected delays (39.5%)
- (9) Communication during unexpected service changes and delays (39.8%)
- (10) MTA staff in stations (40.0%)

The most important attributes to customers in Q3 (in order of importance) are:

- (1) Others covering their faces on trains
- (2) Safety in relation to your health on trains
- (3) Safety from crime and harassment in stations
- (4) Safety from crime and harassment on trains
- (5) Others covering their faces in stations
- (6) Ability to social distance on trains
- (7) Safety in relation to your health in stations
- (8) Safety from accidents on trains
- (9) Ability to social distance in stations
- (10) Waiting times

Others covering their faces on trains, others covering their faces in stations, and ability to social distance on trains are among service attributes that have the lowest satisfaction rates and are most important to customers.

Customer satisfaction with cleanliness of trains increased from 52.9% in Q2 to 55.3% in Q3. Customer satisfaction with cleanliness of stations is at 45.2%, down slightly from 47.2% in Q2.

Since the implementation of the late-night shut down on May 6, 70.8% of customers think trains are cleaner and 56.3% think platforms are cleaner.

In Q2, only 28.6% of customers found it challenging to social distance on trains. As more customers have returned to the subway, that percentage has increased to 55.6% in Q3. 35.4% find it challenging to social distance on platforms, up from 16.2% in Q2. 31.0% find it challenging to social distance in other (non-platform) station areas.

As more riders use the subway, 58.4% of current customers are very concerned about social distancing on trains. As ridership increases, 66.3% are very concerned about others not covering their faces on trains, and 60.4% are very concerned about others not covering their faces in stations.

At 65.0%, the (Q) has the greatest proportion of customers who are satisfied with service. This is driven by higher levels of satisfaction with travel times (67.1%), number of unexpected delays (46.8%) cleanliness of trains (68.2%), crowding on trains (46.0%), safety from crime and harassment on trains (51.9%), ability to social distance (40.2%), appearance of people experiencing homelessness (31.0%) and cleanliness of stations (55.3%) compared to other lines and the system-wide average.

In Q3, the (5) and (J) are the lowest rated non-shuttle lines with service satisfaction rates of 46.9% and 46.4%, respectively.

Subway lines with low levels of satisfaction for key attributes in Q3:

Others covering their faces on trains (<33%): 2 3 4 C J N

Safety in relation to health on trains (<40%): 3 A J

Safety from crime and harassment on trains (<38%): 2 3 6 A D J

Ability to social distance on trains (<28%): 4 D G J

Cleanliness of trains (<50%): 2 A D J

Crowding on trains (<30%): 4 A G

Appearance of people experiencing homelessness on trains (<23%): 1 2 6 A C J

Communication about planned service changes (<45%): C B D J M R

Communication during unexpected service changes and delays (<37%): A C D J R

Across many attributes and for overall service, satisfaction is low among customers who use the Rockaway Park S.

Subway System

Access and egress modes*	%
Walk only	83.8
Other subway line	25.9
MTA or NYC Transit bus	26.2
Other bus	03.0
Other rail	05.5
Taxi, car service, eHail, jitney or dollar-van	02.1
Personal vehicle	02.3
Ferry	01.0
Bicycle	01.1
Primary trip purpose	%
To travel to work	60.1
To travel to school or college	02.9
Medical or health needs for yourself or someone else	10.3
Shopping	06.2
To visit a friend or relative	09.3
Recreation or entertainment	05.8
Dining out	01.2
Religious or community events	00.9
Non-medical personal errands	03.3
Fare payment method and product*	%
Pay-Per-Ride MetroCard	49.1
7-Day Unlimited Ride MetroCard	13.0
30-Day Unlimited Ride MetroCard	27.6
Express Bus Plus 7-Day MetroCard	00.7
EasyPayXpress Pay-Per-Ride MetroCard	03.4
EasyPayXpress 30-Day Unlimited Ride MetroCard	01.1
Single Ride ticket from a MetroCard vending machine	01.8
OMNY	05.6
UniTicket	00.0
Pay-Per-Ride Reduced-Fare MetroCard	04.7
7-Day Unlimited Ride Reduced-Fare MetroCard	01.0
30-Day Unlimited Ride Reduced-Fare MetroCard	02.3
EasyPay Reduced-Fare MetroCard	03.4
Reduced-Fare Round-Trip MetroCard	03.9
Access-A-Ride MetroCard	00.4
Student MetroCard or pass	00.5
Employee pass	01.6

* Respondents could select more than one response

Attribute satisfaction and importance rank	% (rank)
Waiting times	47.6 (10)
Travel times	59.1 (15)
Number of unexpected delays	39.5 (17)
Hours of operation	58.3 (27)
Cleanliness of trains	55.3 (11)
Temperature on trains	57.7 (32)
Announcements on trains	42.8 (30)
Crowding on trains	35.4 (12)
Signs, maps and screens on trains	55.0 (33)
Safety from crime and harassment on trains	42.4 (04)
Safety from accidents on trains	61.0 (08)
Safety in relation to your health on trains	43.9 (02)
Ability to social distance on trains	32.1 (06)
Others covering their faces on trains	34.9 (01)
Appearance of people experiencing homelessness on trains	25.0 (22)
Train crews	59.9 (28)
Communication about planned service changes	46.8 (20)
Communication during unexpected service changes and delays	39.8 (14)
Cleanliness of stations	45.2 (21)
Announcements in stations	42.3 (25)
Lighting in stations	60.4 (26)
Crowding in stations	42.7 (19)
Condition of stations	42.2 (23)
Signs, maps and screens in stations	53.1 (31)
Train arrival information in stations	57.7 (16)
Safety from crime and harassment in stations	42.5 (03)
Safety from accidents in stations	54.2 (13)
Safety in relation to your health in stations	44.6 (07)
Ability to social distance in stations	42.7 (09)
Others covering their faces in stations	35.6 (05)
Appearance of people experiencing homelessness in stations	25.8 (24)
MTA staff in stations	40.0 (29)
The cost of a ride	31.4 (18)
Overall satisfaction	%
Stations	46.1
Service	53.3

Subway System

Satisfaction with station features	%
Escalators	29.4
Elevators	17.5
MetroCard vending machines	46.6
OMNY readers	81.6
Turnstiles	58.6
Information sources customers usually or always use*	%
MTA.info (new.MTA.info)	32.1
MTA social media	09.9
MYmta app	30.1
MTA Subway Time app	28.0
MTA Weekender app	13.1
My MTA Alerts	17.0
TV or radio news	18.8
Online news	18.4
Other app or apps	24.5
Other social media	12.7
Friends and family	19.3
Newspapers	08.7
511	04.0
Notify NYC	11.9
Satisfaction with MTA service information sources	%
MTA.info (new.MTA.info)	48.6
MTA social media	33.9
MYmta app	51.3
MTA Subway Time app	51.9
MTA Weekender app	40.8
My MTA Alerts	46.4
Customers who find it challenging to social distance	%
On trains	55.6
On platforms	35.4
In other station areas	31.0

* Respondents could select more than one response

Use of alternative modes instead of subway since COVID*	%
Walk only	43.2
MTA or NYC Transit bus	54.6
Other bus	07.2
Other rail	05.3
Taxi, car service, eHail, jitney or dollar-van	34.8
Personal vehicle	25.8
Ferry	05.0
Bicycle	12.9
Customers who feel safe in relation to health	%
On trains	32.7
On platforms	39.0
In other station areas	35.8
Customers who are very concerned as ridership increases	%
Cleanliness of trains	40.8
Cleanliness of stations	36.7
Social distancing on trains	58.4
Social distancing in stations	47.1
Others not covering their faces on trains	66.3
Others not covering their faces in stations	60.4
Change in customer opinion since May 6 late-night closure	%
Trains are cleaner	70.8
Platforms are cleaner	56.3
Other areas of stations are cleaner	49.6
Appearance of fewer people experiencing homelessness on trains	47.9
Appearance of fewer people experiencing homelessness on platforms	46.0
Appearance of fewer people experiencing homelessness in other areas	42.8

Subway System Time Series

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020*	Q3 2020*
Satisfaction with service and station attributes									
Waiting times	53.7	57.9	63.7	67.2	67.2	67.2	---	---	47.6
Travel times	60.9	62.6	69.1	74.0	73.5	74.3	---	---	59.1
Number of unexpected delays	30.2	32.9	38.0	42.3	42.9	45.2	---	---	39.5
Cleanliness of trains	56.6	57.6	55.7	58.2	59.6	57.5	---	52.9	55.3
Crowding on trains	33.0	34.6	38.1	40.5	40.6	40.4	---	---	35.4
Cleanliness of stations	56.1	60.7	61.6	62.9	61.9	63.9	---	47.2	45.2
Crowding in stations	52.3	54.9	59.5	60.9	60.0	61.2	---	---	42.7
Overall satisfaction									
Stations	62.7	65.6	70.1	71.8	70.0	71.5	---	50.8	46.1
Service	33.7	34.8	41.4	45.1	45.5	49.3	---	54.2	53.3
Customers who find it challenging to social distance									
On trains	---	---	---	---	---	---	---	28.6	55.6
In stations	---	---	---	---	---	---	---	16.2	---
On platforms	---	---	---	---	---	---	---	---	35.4
In other station areas	---	---	---	---	---	---	---	---	31.0
Customers who feel safe in relation to health									
System-wide	---	---	---	---	---	---	---	36.9	---
On trains	---	---	---	---	---	---	---	---	32.7
On platforms	---	---	---	---	---	---	---	---	39.0
In other station areas	---	---	---	---	---	---	---	---	35.8

* In Q2 2020, a slight change was made to the scale. Previously, respondents selected very dissatisfied, dissatisfied, satisfied, very satisfied, or no opinion. From Q2 2020 onward, the scale changed to very dissatisfied, dissatisfied, neutral, satisfied, or very satisfied. The change from “no opinion” to “neutral” and the repositioning in the middle caused many more respondents to select “neutral” than had previously selected “no opinion” and as a result, satisfaction percentages appear to decrease by about 10 to 20 percentage-points after Q4 2019.

Subway Lines

	1	2	3	4	5	6	7
Access and egress modes*	%	%	%	%	%	%	%
Walk only	89.2	84.6	85.7	78.4	78.6	85.2	78.8
Other subway line	18.2	22.7	26.2	25.0	28.6	26.6	33.2
MTA or NYC Transit bus	23.5	25.1	20.5	30.2	31.2	28.3	34.9
Other bus	03.4	04.8	01.8	04.0	02.4	02.7	03.5
Other rail	06.6	07.3	08.2	09.9	06.8	05.5	06.8
Taxi, car service, eHail, jitney or dollar-van	01.5	02.1	02.8	03.6	02.4	02.2	01.3
Personal vehicle	02.1	01.8	01.9	01.8	03.1	01.7	04.0
Ferry	03.7	00.2	00.2	02.0	01.3	00.1	00.4
Bicycle	01.4	00.6	01.0	00.8	00.7	01.0	01.3
Primary trip purpose	%	%	%	%	%	%	%
To travel to work	56.2	59.6	61.0	60.0	65.3	60.5	61.0
To travel to school or college	02.2	02.6	02.8	02.0	02.9	04.4	05.0
Medical or health needs for yourself or someone else	10.7	10.1	10.8	11.4	12.7	12.9	08.9
Shopping	06.5	06.6	06.8	05.4	04.5	05.1	04.1
To visit a friend or relative	10.6	11.5	08.8	10.7	07.1	07.5	09.8
Recreation or entertainment	07.4	04.5	04.1	04.4	02.7	04.8	06.4
Dining out	00.8	01.1	00.9	01.0	01.0	01.4	01.8
Religious or community events	00.7	00.9	00.9	01.1	01.8	00.8	00.7
Non-medical personal errands	04.9	03.1	03.9	03.9	02.0	02.6	02.4
Fare payment method and product*	%	%	%	%	%	%	%
Pay-Per-Ride MetroCard	44.9	46.0	44.2	48.1	50.2	47.2	53.2
7-Day Unlimited Ride MetroCard	11.9	16.1	15.4	15.4	17.0	14.6	11.4
30-Day Unlimited Ride MetroCard	25.2	25.8	30.1	27.4	25.9	26.7	29.7
Express Bus Plus 7-Day MetroCard	00.6	00.6	00.2	00.9	01.3	01.3	00.3
EasyPayXpress Pay-Per-Ride MetroCard	04.3	02.4	02.7	02.7	02.5	04.5	03.2
EasyPayXpress 30-Day Unlimited Ride MetroCard	01.2	01.1	00.6	00.7	01.0	01.0	00.9
Single Ride ticket from a MetroCard vending machine	01.1	01.3	02.3	01.9	02.9	02.1	01.4
OMNY	08.0	06.0	06.4	06.3	05.0	05.3	06.0
UniTicket	00.0	00.0	00.0	00.2	00.1	00.0	00.1
Pay-Per-Ride Reduced-Fare MetroCard	05.8	04.8	05.0	03.9	05.6	05.9	04.1
7-Day Unlimited Ride Reduced-Fare MetroCard	01.1	02.2	01.1	01.0	01.7	01.4	00.8
30-Day Unlimited Ride Reduced-Fare MetroCard	02.8	02.7	03.7	02.7	02.2	01.8	01.7
EasyPay Reduced-Fare MetroCard	06.2	03.7	02.7	02.6	01.4	04.2	02.9
Reduced-Fare Round-Trip MetroCard	04.1	04.1	05.2	03.5	02.5	03.2	02.3
Access-A-Ride MetroCard	00.2	00.5	00.1	00.7	00.3	00.7	00.1
Student MetroCard or pass	00.1	00.3	00.4	00.4	00.5	00.4	00.8
Employee pass	01.4	01.9	02.1	01.8	01.6	01.7	01.4

* Respondents could select more than one response

6 and 7 include 6 and 7

Subway Lines

	A	C	E	B	D	F	M
Access and egress modes*	%	%	%	%	%	%	%
Walk only	84.5	91.0	73.0	85.7	83.0	82.1	88.8
Other subway line	24.2	19.1	26.5	26.6	30.7	23.2	21.5
MTA or NYC Transit bus	23.8	17.4	41.2	23.5	26.3	30.4	22.7
Other bus	04.7	02.9	05.5	02.2	02.5	04.4	02.7
Other rail	05.0	05.9	11.7	02.9	02.7	02.1	01.4
Taxi, car service, eHail, jitney or dollar-van	02.8	01.5	03.9	01.5	02.1	02.0	01.2
Personal vehicle	03.3	01.0	03.2	03.3	01.1	03.1	02.8
Ferry	00.1	00.1	00.2	00.4	00.2	00.2	00.1
Bicycle	01.5	01.7	00.5	01.6	00.5	01.3	02.0
Primary trip purpose	%	%	%	%	%	%	%
To travel to work	58.5	57.3	64.7	63.2	60.5	59.1	64.1
To travel to school or college	02.6	01.7	03.4	03.0	03.4	03.3	01.9
Medical or health needs for yourself or someone else	09.9	10.2	08.6	10.0	07.6	10.8	10.5
Shopping	05.6	07.4	05.2	05.7	09.2	06.8	06.6
To visit a friend or relative	10.5	11.4	07.5	06.5	08.2	09.1	06.5
Recreation or entertainment	07.3	06.1	05.8	05.6	05.4	05.8	04.9
Dining out	00.9	00.8	01.2	01.7	00.9	01.2	01.2
Religious or community events	01.0	00.7	00.8	00.6	00.6	00.7	00.9
Non-medical personal errands	03.7	04.4	02.8	03.7	04.2	03.2	03.5
Fare payment method and product*	%	%	%	%	%	%	%
Pay-Per-Ride MetroCard	47.6	49.6	50.1	47.5	47.5	50.2	48.0
7-Day Unlimited Ride MetroCard	13.8	12.7	11.9	09.9	15.7	10.2	11.1
30-Day Unlimited Ride MetroCard	27.2	28.7	28.0	26.4	30.3	28.7	27.7
Express Bus Plus 7-Day MetroCard	00.3	00.2	00.8	00.6	00.8	00.5	00.3
EasyPayXpress Pay-Per-Ride MetroCard	02.7	03.2	03.1	03.9	02.5	04.1	03.3
EasyPayXpress 30-Day Unlimited Ride MetroCard	01.0	01.7	01.8	01.5	00.6	01.2	00.8
Single Ride ticket from a MetroCard vending machine	02.3	02.0	01.8	00.9	02.1	01.4	01.4
OMNY	08.3	07.7	04.1	05.3	04.5	04.5	04.6
UniTicket	00.0	00.0	00.1	00.2	00.1	00.0	00.0
Pay-Per-Ride Reduced-Fare MetroCard	05.2	04.6	05.2	04.4	05.0	04.7	03.8
7-Day Unlimited Ride Reduced-Fare MetroCard	01.0	00.8	00.9	01.5	01.3	00.8	00.6
30-Day Unlimited Ride Reduced-Fare MetroCard	02.1	01.9	02.6	01.9	01.8	02.2	03.0
EasyPay Reduced-Fare MetroCard	03.0	04.5	03.9	05.8	02.2	03.6	02.0
Reduced-Fare Round-Trip MetroCard	03.7	05.1	03.2	05.1	04.8	03.9	05.0
Access-A-Ride MetroCard	00.1	00.2	00.8	00.8	00.9	00.4	00.1
Student MetroCard or pass	00.6	00.5	00.7	00.5	00.3	00.9	00.3
Employee pass	01.7	00.8	01.4	00.7	00.8	01.2	02.5

* Respondents could select more than one response





Subway Lines

	N	Q	R	W	G	J	L
Access and egress modes*	%	%	%	%	%	%	%
Walk only	88.4	90.4	86.0	93.3	91.9	80.5	79.5
Other subway line	30.0	20.6	26.7	21.8	33.6	26.1	35.7
MTA or NYC Transit bus	18.2	18.6	24.2	13.9	14.4	31.1	29.3
Other bus	01.2	01.9	01.4	02.7	00.4	03.4	01.7
Other rail	02.9	03.3	02.8	01.2	01.0	03.6	02.3
Taxi, car service, eHail, jitney or dollar-van	00.8	01.8	00.9	01.4	01.2	03.5	02.5
Personal vehicle	01.8	01.5	01.4	03.6	00.4	03.2	03.4
Ferry	00.2	00.4	04.4	03.3	00.2	00.9	00.4
Bicycle	01.4	01.2	00.7	00.5	01.7	01.2	02.0
Primary trip purpose	%	%	%	%	%	%	%
To travel to work	60.3	54.5	59.8	63.6	53.3	65.0	58.7
To travel to school or college	02.8	02.5	03.0	00.6	02.7	02.9	03.6
Medical or health needs for yourself or someone else	10.3	11.1	10.1	08.4	08.4	07.6	09.4
Shopping	05.8	07.1	08.0	09.6	06.9	04.2	05.5
To visit a friend or relative	09.7	10.7	07.8	04.9	16.0	11.0	12.2
Recreation or entertainment	06.7	08.2	05.9	05.8	07.4	04.1	06.4
Dining out	01.3	02.6	00.9	01.2	01.7	00.8	01.5
Religious or community events	00.6	00.4	01.3	01.8	01.0	01.8	00.2
Non-medical personal errands	02.5	02.9	03.3	04.0	02.6	02.5	02.4
Fare payment method and product*	%	%	%	%	%	%	%
Pay-Per-Ride MetroCard	53.8	51.3	51.4	55.5	54.6	49.2	51.1
7-Day Unlimited Ride MetroCard	10.1	09.7	10.5	07.3	14.2	18.3	15.2
30-Day Unlimited Ride MetroCard	29.5	24.9	29.0	29.4	30.5	31.2	27.1
Express Bus Plus 7-Day MetroCard	00.9	00.5	00.7	02.5	00.2	00.2	00.7
EasyPayXpress Pay-Per-Ride MetroCard	03.3	04.9	03.7	03.8	04.2	01.2	02.8
EasyPayXpress 30-Day Unlimited Ride MetroCard	01.1	01.3	01.3	00.5	01.0	01.5	00.6
Single Ride ticket from a MetroCard vending machine	00.9	01.3	00.9	00.5	00.5	03.8	03.7
OMNY	05.5	04.4	04.2	06.0	02.9	04.0	06.1
UniTicket	00.0	00.0	00.0	00.0	00.0	00.1	00.0
Pay-Per-Ride Reduced-Fare MetroCard	03.4	05.9	04.3	03.3	02.4	03.7	03.5
7-Day Unlimited Ride Reduced-Fare MetroCard	00.5	00.3	00.7	00.0	00.2	02.1	01.0
30-Day Unlimited Ride Reduced-Fare MetroCard	02.3	01.6	01.2	02.7	00.5	02.4	02.5
EasyPay Reduced-Fare MetroCard	01.7	04.8	03.5	02.3	02.0	00.9	01.8
Reduced-Fare Round-Trip MetroCard	02.5	02.9	03.9	02.6	05.1	04.2	06.7
Access-A-Ride MetroCard	00.4	00.4	00.3	00.5	00.0	00.4	00.2
Student MetroCard or pass	00.9	00.5	01.0	00.0	00.5	00.2	00.4
Employee pass	02.2	01.5	01.8	01.3	01.7	02.4	02.2

* Respondents could select more than one response

① includes ②

Subway Lines

				
Access and egress modes*	%	%	%	%
Walk only	62.6	73.3	81.7	79.3
Other subway line	39.2	47.4	37.5	14.1
MTA or NYC Transit bus	16.0	15.5	26.5	24.6
Other bus	01.9	02.6	05.2	01.6
Other rail	35.0	06.7	00.0	00.5
Taxi, car service, eHail, jitney or dollar-van	00.0	00.0	03.5	02.5
Personal vehicle	00.6	00.0	00.0	16.9
Ferry	02.6	00.0	01.3	25.7
Bicycle	00.0	00.0	04.8	02.9
Primary trip purpose	%	%	%	%
To travel to work	55.5	48.2	55.0	60.4
To travel to school or college	00.8	07.4	05.2	03.5
Medical or health needs for yourself or someone else	09.8	12.7	07.5	08.9
Shopping	12.6	00.0	08.5	07.4
To visit a friend or relative	06.4	08.9	07.9	06.4
Recreation or entertainment	10.4	15.4	15.8	07.9
Dining out	00.0	00.0	00.0	03.5
Religious or community events	00.0	02.7	00.0	00.0
Non-medical personal errands	04.6	04.7	00.0	02.1
Fare payment method and product*	%	%	%	%
Pay-Per-Ride MetroCard	52.4	48.5	67.8	58.6
7-Day Unlimited Ride MetroCard	11.7	21.3	11.8	05.0
30-Day Unlimited Ride MetroCard	18.0	28.2	21.2	11.7
Express Bus Plus 7-Day MetroCard	00.0	00.0	00.0	02.7
EasyPayXpress Pay-Per-Ride MetroCard	04.8	02.3	00.0	06.1
EasyPayXpress 30-Day Unlimited Ride MetroCard	00.8	00.0	00.0	01.6
Single Ride ticket from a MetroCard vending machine	02.4	04.6	00.0	01.8
OMNY	05.7	13.0	01.3	10.4
UniTicket	00.0	00.0	00.0	00.0
Pay-Per-Ride Reduced-Fare MetroCard	07.3	07.3	03.3	04.0
7-Day Unlimited Ride Reduced-Fare MetroCard	00.9	02.0	03.8	01.4
30-Day Unlimited Ride Reduced-Fare MetroCard	02.8	12.0	06.3	03.1
EasyPay Reduced-Fare MetroCard	06.7	00.0	00.0	00.5
Reduced-Fare Round-Trip MetroCard	03.2	00.0	01.8	06.3
Access-A-Ride MetroCard	00.0	00.0	01.8	00.4
Student MetroCard or pass	00.9	00.0	01.8	01.8
Employee pass	01.2	00.0	01.8	02.2

* Respondents could select more than one response

Subway Lines

	①	②	③	④	⑤	⑥	⑦
Attribute satisfaction and importance rank	% (rank)	% (rank)	% (rank)	% (rank)	% (rank)	% (rank)	% (rank)
Waiting times	57.8 (10)	49.0 (13)	48.9 (12)	52.9 (13)	48.2 (10)	52.1 (12)	54.4 (09)
Travel times	65.3 (14)	56.4 (15)	60.0 (17)	59.5 (14)	58.8 (12)	59.4 (14)	63.3 (14)
Number of unexpected delays	49.3 (18)	37.7 (19)	40.7 (21)	37.6 (20)	36.5 (17)	38.3 (20)	36.7 (16)
Hours of operation	65.8 (29)	60.0 (27)	59.5 (29)	61.1 (29)	56.0 (26)	59.1 (27)	63.1 (29)
Cleanliness of trains	60.8 (11)	49.7 (11)	53.1 (08)	52.5 (12)	54.5 (13)	50.6 (11)	55.3 (15)
Temperature on trains	56.4 (30)	54.7 (31)	55.6 (31)	58.4 (32)	56.4 (32)	51.4 (32)	61.9 (32)
Announcements on trains	39.4 (31)	44.8 (30)	38.5 (28)	51.6 (31)	51.0 (31)	40.5 (30)	49.6 (30)
Crowding on trains	38.1 (13)	31.2 (10)	36.2 (10)	29.8 (10)	34.1 (09)	32.9 (13)	30.6 (11)
Signs, maps and screens on trains	52.1 (33)	56.9 (33)	51.0 (33)	61.4 (33)	59.9 (33)	51.1 (33)	61.8 (33)
Safety from crime and harassment on trains	43.5 (02)	37.6 (03)	35.9 (03)	39.0 (06)	40.0 (02)	37.0 (02)	47.3 (03)
Safety from accidents on trains	65.8 (29)	58.4 (08)	57.1 (09)	58.4 (08)	59.1 (08)	58.7 (08)	61.9 (08)
Safety in relation to your health on trains	46.0 (03)	40.0 (02)	39.0 (04)	40.8 (02)	43.4 (03)	41.5 (03)	46.4 (02)
Ability to social distance on trains	35.2 (08)	28.4 (05)	28.4 (05)	25.6 (07)	30.3 (06)	29.6 (06)	28.6 (06)
Others covering their faces on trains	37.1 (01)	31.5 (01)	32.0 (01)	30.8 (01)	34.1 (01)	34.3 (01)	38.5 (01)
Appearance of people experiencing homelessness on trains	22.5 (24)	21.7 (22)	23.0 (20)	23.0 (21)	26.8 (22)	22.4 (23)	26.6 (22)
Train crews	63.8 (27)	59.3 (29)	59.4 (27)	57.0 (27)	57.1 (30)	59.3 (28)	63.4 (27)
Communication about planned service changes	49.6 (20)	45.7 (21)	46.2 (22)	46.8 (22)	47.8 (20)	46.0 (21)	52.1 (20)
Communication during unexpected service changes and delays	41.8 (15)	41.3 (14)	40.7 (14)	41.6 (16)	43.3 (14)	39.8 (16)	39.8 (13)
Cleanliness of stations	48.3 (19)	39.6 (18)	43.5 (15)	44.1 (18)	46.9 (20)	42.0 (17)	46.1 (21)
Announcements in stations	47.9 (25)	43.1 (26)	43.9 (25)	46.0 (25)	49.9 (26)	44.8 (26)	44.1 (25)
Lighting in stations	62.1 (26)	57.4 (25)	54.4 (26)	60.4 (26)	59.6 (25)	59.8 (25)	62.1 (26)
Crowding in stations	49.8 (17)	39.8 (16)	41.6 (19)	37.0 (15)	39.5 (19)	38.0 (18)	40.3 (19)
Condition of stations	45.9 (22)	38.9 (23)	40.0 (24)	41.7 (23)	41.0 (23)	41.0 (24)	38.9 (24)
Signs, maps and screens in stations	55.3 (32)	53.6 (32)	51.6 (32)	55.4 (30)	56.3 (28)	53.8 (31)	53.4 (31)
Train arrival information in stations	65.1 (16)	59.6 (17)	59.1 (16)	62.2 (17)	62.8 (16)	60.6 (15)	58.5 (18)
Safety from crime and harassment in stations	43.7 (04)	39.3 (04)	37.6 (02)	38.8 (03)	41.8 (05)	38.8 (04)	45.7 (04)
Safety from accidents in stations	57.1 (12)	52.9 (12)	50.5 (13)	50.6 (11)	55.2 (15)	51.9 (10)	53.8 (12)
Safety in relation to your health in stations	47.0 (06)	42.3 (07)	40.6 (07)	43.2 (05)	40.8 (07)	42.1 (07)	46.8 (07)
Ability to social distance in stations	47.4 (09)	39.6 (09)	39.2 (11)	36.6 (09)	39.5 (11)	39.2 (09)	38.6 (10)
Others covering their faces in stations	37.6 (05)	32.0 (06)	31.1 (06)	33.8 (04)	33.0 (04)	34.6 (05)	39.1 (05)
Appearance of people experiencing homelessness in stations	24.6 (23)	24.0 (24)	22.6 (23)	25.2 (24)	28.3 (24)	23.0 (22)	28.1 (23)
MTA staff in stations	39.3 (28)	39.6 (28)	38.7 (30)	40.3 (28)	42.8 (29)	39.7 (29)	41.7 (28)
The cost of a ride	36.8 (21)	31.0 (20)	30.2 (18)	31.2 (19)	32.9 (18)	31.7 (19)	29.6 (17)
Overall satisfaction	%	%	%	%	%	%	%
Stations	51.7	42.1	43.9	43.8	42.5	42.9	45.3
Service	60.3	49.0	54.5	48.2	46.9	50.4	55.2

⑥ and ⑦ include ⑥ and ⑦

Subway Lines





	A	C	E	B	D	F	M
Attribute satisfaction and importance rank	% (rank)	% (rank)	% (rank)	% (rank)	% (rank)	% (rank)	% (rank)
Waiting times	42.1 (08)	31.4 (10)	50.1 (14)	43.1 (10)	40.4 (08)	40.3 (10)	41.2 (08)
Travel times	57.7 (12)	53.8 (15)	55.9 (13)	61.2 (13)	58.2 (09)	53.3 (15)	55.0 (16)
Number of unexpected delays	34.3 (17)	35.5 (17)	39.2 (17)	39.8 (18)	34.7 (17)	36.4 (16)	41.2 (15)
Hours of operation	56.9 (28)	52.1 (26)	57.8 (27)	48.4 (27)	56.7 (27)	57.9 (28)	49.1 (23)
Cleanliness of trains	46.4 (11)	52.4 (14)	53.9 (10)	58.5 (15)	49.5 (11)	57.7 (11)	55.4 (12)
Temperature on trains	53.1 (32)	55.0 (32)	60.0 (32)	55.3 (32)	56.3 (31)	58.7 (32)	58.4 (30)
Announcements on trains	37.7 (30)	34.1 (28)	44.2 (29)	36.3 (30)	38.2 (28)	39.4 (30)	43.4 (31)
Crowding on trains	29.8 (14)	36.4 (13)	34.5 (15)	40.0 (11)	30.4 (14)	34.8 (12)	37.3 (10)
Signs, maps and screens on trains	51.6 (33)	46.5 (33)	60.3 (33)	46.9 (33)	45.1 (33)	56.9 (33)	56.9 (33)
Safety from crime and harassment on trains	35.9 (03)	40.9 (05)	41.2 (03)	47.7 (07)	37.3 (03)	44.0 (03)	42.9 (07)
Safety from accidents on trains	58.0 (09)	58.7 (08)	61.1 (07)	61.1 (08)	57.4 (10)	61.0 (08)	59.2 (11)
Safety in relation to your health on trains	39.5 (02)	41.0 (02)	43.5 (04)	45.0 (02)	42.3 (01)	44.6 (02)	44.6 (01)
Ability to social distance on trains	29.2 (06)	33.5 (06)	32.3 (06)	39.4 (06)	27.8 (06)	32.7 (06)	33.1 (05)
Others covering their faces on trains	33.1 (01)	31.6 (01)	36.8 (01)	39.7 (01)	33.6 (02)	36.7 (01)	33.2 (02)
Appearance of people experiencing homelessness on trains	22.1 (24)	19.8 (25)	24.2 (18)	32.3 (24)	23.9 (21)	23.4 (22)	28.7 (25)
Train crews	59.5 (27)	56.1 (30)	58.6 (30)	57.4 (29)	59.4 (30)	59.7 (27)	57.5 (29)
Communication about planned service changes	45.0 (20)	40.4 (18)	46.7 (19)	44.7 (17)	42.1 (18)	46.8 (17)	44.4 (20)
Communication during unexpected service changes and delays	36.4 (13)	35.6 (12)	37.6 (11)	37.8 (14)	36.5 (14)	37.4 (14)	38.4 (18)
Cleanliness of stations	39.2 (21)	40.5 (21)	41.4 (16)	46.4 (20)	46.0 (20)	43.7 (19)	45.4 (21)
Announcements in stations	36.4 (23)	36.1 (23)	39.2 (25)	39.8 (23)	37.0 (24)	36.4 (25)	39.3 (26)
Lighting in stations	59.4 (26)	57.4 (24)	59.7 (26)	60.6 (26)	61.4 (26)	58.6 (26)	59.0 (28)
Crowding in stations	40.9 (19)	43.8 (19)	41.2 (22)	45.5 (16)	38.4 (22)	44.5 (21)	45.2 (14)
Condition of stations	36.9 (22)	38.5 (22)	40.1 (24)	42.7 (22)	40.5 (25)	40.3 (23)	43.3 (22)
Signs, maps and screens in stations	49.4 (31)	48.4 (31)	52.9 (31)	52.5 (31)	48.9 (32)	52.9 (31)	52.2 (32)
Train arrival information in stations	51.9 (16)	48.5 (15)	56.5 (20)	52.2 (19)	55.3 (18)	54.4 (18)	56.1 (19)
Safety from crime and harassment in stations	37.9 (05)	41.2 (04)	39.4 (02)	44.0 (04)	38.4 (04)	43.7 (05)	45.9 (04)
Safety from accidents in stations	51.3 (15)	53.0 (11)	53.4 (12)	52.7 (12)	51.3 (16)	55.0 (13)	55.6 (13)
Safety in relation to your health in stations	40.5 (07)	42.1 (07)	42.2 (08)	44.6 (03)	42.1 (05)	47.9 (07)	44.3 (06)
Ability to social distance in stations	40.8 (10)	44.8 (09)	42.5 (09)	46.4 (09)	42.6 (12)	44.5 (09)	40.3 (09)
Others covering their faces in stations	32.6 (04)	34.1 (03)	37.7 (05)	39.2 (05)	33.9 (07)	38.7 (04)	34.5 (03)
Appearance of people experiencing homelessness in stations	23.7 (25)	23.1 (27)	22.5 (23)	31.0 (25)	24.5 (23)	24.9 (24)	23.4 (24)
MTA staff in stations	37.3 (29)	35.2 (29)	38.7 (28)	40.8 (28)	40.4 (29)	39.8 (29)	37.5 (27)
The cost of a ride	27.9 (18)	27.2 (20)	29.9 (21)	37.9 (21)	29.0 (12)	30.9 (20)	28.1 (17)
Overall satisfaction	%	%	%	%	%	%	%
Stations	41.1	42.4	41.5	50.0	43.1	45.8	44.5
Service	49.7	49.0	51.8	57.0	49.2	52.0	55.7

Subway Lines

	N	Q	R	W	G	J	L
Attribute satisfaction and importance rank	% (rank)	% (rank)	% (rank)	% (rank)	% (rank)	% (rank)	% (rank)
Waiting times	46.9 (10)	50.7 (12)	37.2 (10)	50.7 (15)	37.2 (01)	44.0 (10)	60.9 (03)
Travel times	58.8 (14)	67.1 (14)	49.2 (15)	60.0 (13)	58.2 (12)	56.2 (09)	70.6 (09)
Number of unexpected delays	38.2 (16)	46.8 (16)	36.8 (18)	48.9 (16)	41.8 (10)	35.2 (19)	42.8 (15)
Hours of operation	58.5 (26)	63.5 (28)	55.2 (30)	59.6 (31)	48.7 (22)	56.4 (23)	61.6 (22)
Cleanliness of trains	60.6 (12)	68.2 (11)	54.6 (11)	66.4 (11)	52.3 (17)	47.8 (15)	64.2 (14)
Temperature on trains	62.8 (32)	67.3 (31)	57.5 (32)	64.0 (28)	51.7 (32)	55.4 (32)	65.5 (32)
Announcements on trains	42.7 (30)	47.7 (30)	35.9 (29)	51.7 (25)	37.5 (28)	39.6 (30)	49.9 (26)
Crowding on trains	38.0 (13)	46.0 (10)	40.3 (14)	48.4 (09)	28.5 (10)	32.4 (12)	36.7 (13)
Signs, maps and screens on trains	54.3 (33)	61.0 (33)	52.2 (33)	57.1 (33)	41.9 (33)	51.3 (33)	65.5 (33)
Safety from crime and harassment on trains	47.7 (03)	51.9 (05)	42.5 (02)	54.5 (06)	49.0 (07)	36.2 (08)	49.3 (08)
Safety from accidents on trains	64.2 (02)	69.0 (07)	58.6 (08)	68.1 (10)	65.1 (13)	54.5 (17)	69.1 (12)
Safety in relation to your health on trains	47.2 (02)	50.8 (02)	43.2 (03)	52.3 (03)	42.1 (03)	38.0 (03)	52.1 (02)
Ability to social distance on trains	34.7 (05)	40.2 (08)	36.5 (07)	44.5 (05)	25.9 (04)	26.9 (04)	31.6 (06)
Others covering their faces on trains	32.2 (01)	39.5 (01)	36.1 (01)	39.0 (01)	36.6 (02)	29.7 (01)	34.6 (01)
Appearance of people experiencing homelessness on trains	28.1 (22)	31.0 (23)	24.9 (22)	32.5 (20)	27.3 (30)	22.2 (26)	27.0 (29)
Train crews	61.0 (28)	66.1 (27)	57.6 (27)	61.7 (29)	57.3 (25)	54.4 (25)	65.3 (26)
Communication about planned service changes	48.7 (20)	50.2 (17)	42.8 (20)	53.0 (23)	45.4 (18)	44.7 (16)	51.1 (17)
Communication during unexpected service changes and delays	39.7 (15)	43.3 (15)	36.2 (12)	50.8 (17)	39.1 (14)	36.1 (11)	43.6 (11)
Cleanliness of stations	51.2 (21)	55.3 (19)	42.0 (17)	59.4 (19)	44.2 (21)	41.0 (17)	51.1 (21)
Announcements in stations	43.1 (25)	43.5 (24)	36.1 (24)	49.0 (25)	33.1 (24)	39.2 (24)	48.3 (23)
Lighting in stations	65.2 (27)	67.0 (26)	58.1 (26)	66.2 (25)	55.5 (27)	56.7 (28)	67.1 (25)
Crowding in stations	44.4 (18)	50.3 (20)	43.8 (21)	47.7 (13)	45.3 (20)	37.8 (21)	43.7 (20)
Condition of stations	48.4 (23)	51.8 (22)	39.0 (25)	61.0 (24)	36.3 (23)	38.6 (22)	50.0 (24)
Signs, maps and screens in stations	55.3 (31)	58.4 (32)	47.9 (31)	55.8 (32)	42.5 (31)	49.4 (30)	60.9 (31)
Train arrival information in stations	56.8 (19)	61.8 (18)	52.2 (16)	58.4 (18)	45.3 (15)	52.6 (12)	64.3 (16)
Safety from crime and harassment in stations	46.8 (04)	48.5 (03)	41.5 (05)	55.2 (08)	49.9 (05)	34.4 (06)	50.6 (05)
Safety from accidents in stations	56.8 (11)	60.4 (13)	51.2 (13)	69.2 (12)	57.8 (16)	46.4 (20)	60.5 (19)
Safety in relation to your health in stations	46.9 (07)	51.9 (06)	43.2 (06)	55.8 (03)	46.2 (09)	39.6 (05)	51.5 (07)
Ability to social distance in stations	45.3 (09)	52.2 (09)	44.3 (09)	51.8 (07)	48.0 (08)	38.2 (07)	43.1 (10)
Others covering their faces in stations	32.3 (06)	42.0 (04)	34.9 (04)	40.3 (02)	35.5 (06)	31.3 (02)	36.3 (04)
Appearance of people experiencing homelessness in stations	28.8 (24)	31.4 (25)	25.6 (23)	35.8 (22)	28.6 (29)	22.8 (27)	28.1 (30)
MTA staff in stations	42.3 (29)	41.8 (29)	35.7 (28)	46.8 (30)	38.8 (26)	39.3 (29)	43.2 (28)
The cost of a ride	29.4 (17)	37.2 (21)	28.4 (19)	40.7 (21)	26.8 (19)	28.2 (14)	30.6 (18)
Overall satisfaction	%	%	%	%	%	%	%
Stations	56.3	61.3	41.7	62.4	42.2	39.4	53.8
Service	60.7	65.0	50.0	61.7	49.7	46.4	60.0

J includes Z

Subway Lines

	 42	 FA	 RP	 SIR
Attribute satisfaction and importance rank	% (rank)	% (rank)	% (rank)	% (rank)
Waiting times	65.7 (11)	30.0 (02)	13.5 (26)	51.8 (10)
Travel times	70.2 (11)	52.8 (05)	28.7 (29)	65.3 (17)
Number of unexpected delays	58.9 (25)	54.7 (06)	17.3 (14)	43.1 (18)
Hours of operation	70.0 (30)	42.9 (10)	38.4 (21)	65.1 (21)
Cleanliness of trains	67.8 (15)	59.1 (01)	43.5 (06)	62.2 (16)
Temperature on trains	62.0 (32)	63.2 (24)	28.9 (30)	64.2 (31)
Announcements on trains	62.8 (30)	64.4 (10)	25.0 (32)	50.7 (30)
Crowding on trains	49.8 (20)	49.2 (06)	18.5 (30)	52.6 (18)
Signs, maps and screens on trains	57.1 (33)	53.1 (27)	36.9 (33)	48.9 (33)
Safety from crime and harassment on trains	60.5 (04)	54.4 (02)	25.4 (08)	54.0 (01)
Safety from accidents on trains	63.9 (02)	66.9 (14)	43.0 (17)	70.0 (09)
Safety in relation to your health on trains	52.3 (05)	55.5 (16)	29.9 (06)	56.3 (03)
Ability to social distance on trains	50.7 (06)	53.3 (16)	30.8 (08)	49.8 (07)
Others covering their faces on trains	44.8 (03)	39.8 (10)	27.8 (03)	37.9 (14)
Appearance of people experiencing homelessness on trains	38.1 (14)	51.1 (30)	29.3 (08)	43.1 (22)
Train crews	66.4 (25)	80.3 (16)	54.6 (26)	69.0 (28)
Communication about planned service changes	60.0 (18)	54.9 (24)	28.4 (02)	52.2 (05)
Communication during unexpected service changes and delays	52.2 (17)	52.8 (06)	24.9 (08)	49.0 (05)
Cleanliness of stations	54.5 (13)	65.1 (24)	43.7 (23)	56.3 (25)
Announcements in stations	60.2 (18)	61.0 (27)	27.8 (17)	37.9 (24)
Lighting in stations	60.2 (24)	67.7 (16)	51.1 (23)	59.7 (20)
Crowding in stations	49.8 (16)	61.3 (16)	31.6 (17)	58.3 (26)
Condition of stations	45.3 (21)	60.7 (29)	28.4 (23)	52.1 (27)
Signs, maps and screens in stations	54.2 (28)	67.2 (31)	38.4 (26)	49.6 (29)
Train arrival information in stations	59.2 (21)	69.6 (10)	42.5 (04)	58.8 (11)
Safety from crime and harassment in stations	53.5 (01)	57.9 (14)	30.9 (01)	53.5 (02)
Safety from accidents in stations	57.2 (06)	57.8 (16)	35.7 (14)	59.9 (12)
Safety in relation to your health in stations	52.3 (08)	64.5 (22)	29.0 (08)	54.8 (08)
Ability to social distance in stations	48.7 (10)	65.6 (22)	35.8 (13)	59.1 (04)
Others covering their faces in stations	45.4 (08)	43.3 (06)	24.3 (14)	37.4 (14)
Appearance of people experiencing homelessness in stations	37.3 (23)	46.5 (33)	27.2 (20)	43.2 (23)
MTA staff in stations	54.7 (28)	58.8 (31)	30.9 (21)	30.9 (32)
The cost of a ride	48.8 (27)	40.2 (02)	19.5 (04)	51.3 (12)
Overall satisfaction	%	%	%	%
Stations	54.9	44.1	44.0	54.3
Service	58.9	54.0	31.6	63.1

Subway Lines

	1	2	3	4	5	6	7
Satisfaction with station features	%	%	%	%	%	%	%
Escalators	29.8	28.1	24.5	32.4	29.9	27.3	36.0
Elevators	18.6	18.1	14.9	18.6	17.5	18.9	18.8
MetroCard vending machines	48.1	47.1	47.0	45.0	47.7	46.7	49.3
OMNY readers	77.4	78.9	93.3	87.0	82.0	81.2	84.9
Turnstiles	62.1	58.3	60.8	55.9	58.6	58.5	59.2
Information sources customers usually or always use*	%	%	%	%	%	%	%
MTA.info (new.MTA.info)	30.6	32.6	29.9	29.4	33.5	30.0	35.9
MTA social media	09.0	09.8	07.7	08.9	10.9	09.2	10.7
MYmta app	28.7	32.4	30.6	30.4	27.7	29.3	32.5
MTA Subway Time app	24.3	29.2	28.2	27.8	28.1	24.5	27.7
MTA Weekender app	13.4	15.1	10.0	12.2	12.8	12.0	13.8
My MTA Alerts	16.9	17.2	16.0	16.9	16.1	15.6	18.8
TV or radio news	19.7	20.3	20.2	21.8	22.9	20.3	17.3
Online news	20.1	20.0	18.7	19.5	20.2	17.5	19.4
Other app or apps	23.5	22.5	27.3	25.8	22.2	23.9	23.1
Other social media	13.3	14.0	14.5	13.8	13.5	12.9	12.8
Friends and family	17.4	19.8	22.7	19.2	22.5	20.2	20.7
Newspapers	09.1	09.4	08.0	08.4	09.2	09.7	09.6
511	03.6	03.8	04.8	03.6	05.0	03.7	04.4
Notify NYC	12.8	11.5	12.6	11.6	10.5	11.0	12.4
Satisfaction with MTA service information sources	%	%	%	%	%	%	%
MTA.info (new.MTA.info)	48.4	51.7	50.7	46.4	52.9	46.9	48.4
MTA social media	33.7	36.5	32.0	37.6	44.4	30.3	33.8
MYmta app	53.2	52.3	53.0	51.6	58.5	53.3	49.4
MTA Subway Time app	51.9	54.4	53.1	52.4	55.9	48.9	48.9
MTA Weekender app	43.5	43.6	41.5	37.7	43.6	44.4	37.9
My MTA Alerts	49.0	48.9	46.7	45.3	54.5	45.1	45.0

* Respondents could select more than one response

6 and 7 include 6 and 7

Subway Lines

	A	C	E	B	D	F	M
Satisfaction with station features	%	%	%	%	%	%	%
Escalators	28.7	19.9	34.9	27.5	28.3	34.2	23.3
Elevators	20.3	10.3	16.9	14.3	18.5	17.4	15.4
MetroCard vending machines	44.9	45.8	47.2	45.3	42.1	49.6	41.3
OMNY readers	89.4	84.2	89.6	81.5	86.4	79.6	67.2
Turnstiles	57.2	63.0	58.9	56.9	55.2	60.4	52.3
Information sources customers usually or always use*	%	%	%	%	%	%	%
MTA.info (new.MTA.info)	32.5	25.4	35.6	33.6	33.0	34.9	31.8
MTA social media	09.4	07.6	10.6	09.3	10.7	10.6	11.1
MYmta app	30.4	27.1	33.4	32.7	32.6	29.2	29.8
MTA Subway Time app	30.6	24.6	29.9	30.9	34.2	29.3	26.7
MTA Weekender app	13.1	09.1	15.7	13.8	15.3	13.5	13.2
My MTA Alerts	17.7	11.8	18.0	16.2	16.2	17.5	17.7
TV or radio news	19.2	17.3	20.9	13.5	16.4	19.0	17.5
Online news	19.4	16.5	21.1	15.0	14.8	19.0	18.7
Other app or apps	26.2	24.6	24.1	22.5	23.1	24.1	28.3
Other social media	13.9	11.2	14.8	11.1	11.7	12.0	12.7
Friends and family	20.9	16.0	21.0	13.6	19.2	18.1	21.6
Newspapers	09.3	07.8	11.8	08.7	07.3	07.9	10.2
511	02.8	02.6	06.1	06.6	03.9	04.5	03.7
Notify NYC	11.9	11.4	12.0	12.4	11.1	11.8	13.6
Satisfaction with MTA service information sources	%	%	%	%	%	%	%
MTA.info (new.MTA.info)	48.1	42.5	50.9	49.0	50.2	48.2	46.5
MTA social media	32.4	28.1	31.0	31.5	33.9	31.9	32.0
MYmta app	50.1	47.4	52.7	50.1	52.6	50.4	49.0
MTA Subway Time app	50.6	46.0	52.3	51.9	54.2	52.8	52.7
MTA Weekender app	38.8	34.5	41.2	40.2	43.6	41.4	39.8
My MTA Alerts	43.5	43.3	45.5	49.1	42.4	43.8	47.1

* Respondents could select more than one response





Subway Lines

	N	Q	R	W	G	J	L
Satisfaction with station features	%	%	%	%	%	%	%
Escalators	19.7	45.5	26.6	34.5	18.7	31.4	25.6
Elevators	11.5	24.7	16.2	22.4	12.7	17.1	14.5
MetroCard vending machines	46.8	51.2	43.1	55.3	41.1	41.0	47.5
OMNY readers	77.1	80.9	80.4	73.4	59.2	91.9	66.7
Turnstiles	60.4	64.8	55.8	65.1	51.0	50.4	59.9
Information sources customers usually or always use*	%	%	%	%	%	%	%
MTA.info (new.MTA.info)	31.7	32.5	34.2	24.9	29.4	37.3	30.9
MTA social media	11.0	09.0	08.5	08.2	11.0	15.1	11.4
MYmta app	27.9	29.5	30.4	25.6	24.6	34.3	29.7
MTA Subway Time app	28.2	27.1	27.9	27.4	23.9	36.3	27.5
MTA Weekender app	12.3	12.2	12.9	12.1	10.2	16.4	13.0
My MTA Alerts	19.1	15.5	16.1	21.1	13.0	21.2	19.5
TV or radio news	15.6	15.7	17.6	13.3	12.1	20.3	20.5
Online news	16.4	17.6	16.1	13.5	11.4	18.2	20.9
Other app or apps	23.2	25.1	23.6	21.0	23.5	28.9	28.6
Other social media	11.2	11.9	10.2	09.4	08.6	13.1	13.3
Friends and family	17.8	15.6	16.4	14.3	16.7	21.6	24.9
Newspapers	08.9	06.5	07.0	08.3	04.0	08.7	07.5
511	03.8	02.4	02.8	00.9	02.0	05.2	05.5
Notify NYC	15.8	10.5	12.7	17.6	07.6	11.7	10.1
Satisfaction with MTA service information sources	%	%	%	%	%	%	%
MTA.info (new.MTA.info)	46.2	51.4	47.5	51.0	40.4	47.0	47.9
MTA social media	36.3	35.8	29.8	38.0	31.6	41.8	32.7
MYmta app	51.0	50.8	46.8	48.3	47.2	53.5	49.6
MTA Subway Time app	50.7	52.2	50.1	55.9	47.2	56.0	52.5
MTA Weekender app	35.7	42.2	33.8	47.3	38.1	41.8	45.0
My MTA Alerts	45.7	45.1	43.7	60.3	48.1	47.3	45.7

* Respondents could select more than one response

① includes ②

Subway Lines

				
Satisfaction with station features	%	%	%	%
Escalators	33.1	00.0	00.0	30.3
Elevators	29.0	06.8	00.0	30.3
MetroCard vending machines	62.6	33.7	43.1	37.5
OMNY readers	100.0	100.0	00.0	57.4
Turnstiles	61.3	46.8	54.1	49.0
Information sources customers usually or always use*	%	%	%	%
MTA.info (new.MTA.info)	31.2	37.6	31.2	41.3
MTA social media	15.4	14.0	09.1	09.6
MYmta app	24.9	32.8	26.0	25.3
MTA Subway Time app	22.2	33.2	30.2	24.9
MTA Weekender app	14.9	27.7	18.8	08.8
My MTA Alerts	20.7	26.9	14.6	17.8
TV or radio news	23.5	09.2	26.7	18.9
Online news	26.8	12.8	16.8	13.5
Other app or apps	23.9	25.3	20.9	12.7
Other social media	16.8	06.2	13.1	07.9
Friends and family	25.9	19.0	22.6	14.9
Newspapers	12.2	06.2	09.3	07.6
511	05.1	06.2	02.4	04.6
Notify NYC	11.1	09.8	16.9	11.6
Satisfaction with MTA service information sources	%	%	%	%
MTA.info (new.MTA.info)	56.5	68.1	39.2	43.5
MTA social media	45.5	28.1	28.3	21.1
MYmta app	50.6	35.2	42.6	42.2
MTA Subway Time app	49.2	78.5	54.1	38.5
MTA Weekender app	36.8	43.9	38.4	16.1
My MTA Alerts	48.7	51.3	40.4	37.3

* Respondents could select more than one response

Subway Lines

	1	2	3	4	5	6	7
Use of alternative modes instead of subway since COVID*	%	%	%	%	%	%	%
Walk only	48.6	40.2	48.9	36.6	32.9	45.8	38.9
MTA or NYC Transit bus	57.5	59.1	61.0	59.4	59.8	61.8	54.3
Other bus	07.2	09.1	06.5	07.9	10.2	09.0	07.5
Other rail	06.5	05.5	06.7	06.0	05.6	03.4	07.1
Taxi, car service, eHail, jitney or dollar-van	39.7	40.8	39.0	35.9	30.4	35.3	29.5
Personal vehicle	24.1	23.6	22.9	25.8	22.4	21.7	26.6
Ferry	04.4	04.3	02.8	02.9	02.3	05.8	07.7
Bicycle	12.9	13.0	14.4	08.0	08.3	09.5	11.2
Customers who find it challenging to social distance	%	%	%	%	%	%	%
On trains	50.9	61.4	54.7	64.1	61.6	59.9	59.9
On platforms	30.1	37.7	36.0	43.4	41.2	39.8	40.0
In other station areas	27.6	33.6	32.6	38.1	36.1	34.5	35.8
Customers who feel safe in relation to health	%	%	%	%	%	%	%
On trains	35.7	28.3	31.0	26.4	31.5	29.1	30.8
On platforms	43.8	36.0	36.0	33.0	36.5	33.1	38.4
In other station areas	38.4	34.3	33.8	29.6	34.1	30.4	32.7
Customers who are very concerned as ridership increases	%	%	%	%	%	%	%
Cleanliness of trains	41.7	41.9	42.1	44.1	45.6	40.9	38.3
Cleanliness of stations	35.7	38.4	36.7	40.8	42.0	39.0	32.9
Social distancing on trains	59.2	59.5	59.6	62.7	59.2	59.4	55.1
Social distancing in stations	45.1	46.8	49.4	51.5	49.9	50.1	44.3
Others not covering their faces on trains	67.1	67.9	67.3	67.3	67.3	67.5	62.3
Others not covering their faces in stations	60.6	61.8	62.7	62.9	60.5	63.2	57.0
Change in customer opinion since May 6 late-night closure	%	%	%	%	%	%	%
Trains are cleaner	75.8	72.5	75.4	67.6	67.6	67.4	68.7
Platforms are cleaner	59.0	58.9	59.5	56.5	57.5	55.8	53.0
Other areas of stations are cleaner	50.1	50.7	52.9	51.0	49.5	51.2	46.2
Appearance of fewer people experiencing homelessness on trains	44.9	45.0	51.9	45.5	48.2	44.9	47.2
Appearance of fewer people experiencing homelessness on platforms	44.0	44.1	49.2	46.7	47.9	45.0	44.3
Appearance of fewer people experiencing homelessness in other areas	41.4	39.2	46.7	42.9	44.9	41.1	42.1

* Respondents could select more than one response

6 and 7 include 6 and 7

Subway Lines

	A	C	E	B	D	F	M
Use of alternative modes instead of subway since COVID*	%	%	%	%	%	%	%
Walk only	40.9	52.2	33.4	45.9	41.5	41.4	44.2
MTA or NYC Transit bus	50.8	54.8	53.8	51.6	60.4	54.0	44.1
Other bus	05.6	05.5	09.0	04.6	09.0	07.8	06.7
Other rail	04.6	02.9	09.8	04.0	05.8	06.2	03.4
Taxi, car service, eHail, jitney or dollar-van	40.2	32.9	29.8	30.4	36.1	30.1	32.0
Personal vehicle	28.1	21.6	28.1	28.8	22.4	26.9	33.6
Ferry	04.7	02.3	01.9	03.5	02.6	03.5	05.0
Bicycle	14.1	18.2	09.1	19.3	07.9	14.2	15.0
Customers who find it challenging to social distance	%	%	%	%	%	%	%
On trains	60.7	46.1	59.0	51.5	57.8	54.4	55.9
On platforms	35.5	27.4	40.7	34.1	34.0	32.7	36.4
In other station areas	30.1	25.6	34.6	31.1	27.1	26.9	32.8
Customers who feel safe in relation to health	%	%	%	%	%	%	%
On trains	30.3	33.6	30.2	36.9	33.2	33.7	34.1
On platforms	38.2	40.1	34.2	40.1	38.7	40.6	39.0
In other station areas	34.0	36.6	33.7	34.6	36.7	38.1	35.1
Customers who are very concerned as ridership increases	%	%	%	%	%	%	%
Cleanliness of trains	43.6	40.0	43.9	39.6	42.1	38.6	40.8
Cleanliness of stations	39.7	36.9	38.9	36.5	39.5	35.8	35.4
Social distancing on trains	60.6	61.5	56.4	62.9	59.2	58.1	57.4
Social distancing in stations	47.0	49.2	47.2	52.0	46.8	43.2	45.4
Others not covering their faces on trains	67.5	70.0	64.2	67.0	64.0	66.0	66.8
Others not covering their faces in stations	61.2	63.6	58.6	60.3	59.2	58.8	57.8
Change in customer opinion since May 6 late-night closure	%	%	%	%	%	%	%
Trains are cleaner	69.6	72.7	74.7	70.5	69.0	74.2	66.2
Platforms are cleaner	55.4	56.3	57.3	56.1	57.6	56.5	49.5
Other areas of stations are cleaner	48.0	49.1	51.0	49.1	50.2	48.2	44.4
Appearance of fewer people experiencing homelessness on trains	45.3	48.3	52.0	49.7	49.2	49.1	50.5
Appearance of fewer people experiencing homelessness on platforms	43.5	44.7	47.3	46.0	46.0	46.4	45.9
Appearance of fewer people experiencing homelessness in other areas	40.3	40.9	45.2	42.5	44.6	43.9	43.5

* Respondents could select more than one response





Subway Lines

	N	Q	R	W	G	J	L
Use of alternative modes instead of subway since COVID*	%	%	%	%	%	%	%
Walk only	49.5	51.9	46.0	44.7	54.3	35.8	43.5
MTA or NYC Transit bus	46.6	50.6	55.0	30.1	47.1	58.7	49.0
Other bus	06.0	05.6	07.5	04.9	01.8	04.8	06.6
Other rail	04.6	02.7	04.0	07.7	02.0	07.0	01.5
Taxi, car service, eHail, jitney or dollar-van	35.5	35.4	31.8	32.9	42.4	35.2	41.4
Personal vehicle	27.3	25.8	26.6	38.0	21.6	27.6	27.8
Ferry	10.3	08.4	09.1	15.8	06.3	03.4	05.3
Bicycle	17.5	17.9	10.5	21.4	22.9	13.6	14.9
Customers who find it challenging to social distance	%	%	%	%	%	%	%
On trains	51.3	46.1	46.1	48.5	57.7	57.3	56.1
On platforms	31.6	26.2	33.2	32.9	29.5	35.9	34.7
In other station areas	25.8	22.1	29.1	31.7	23.3	35.6	30.5
Customers who feel safe in relation to health	%	%	%	%	%	%	%
On trains	34.7	40.6	35.6	39.0	33.7	27.9	35.2
On platforms	42.7	48.7	37.5	48.6	42.9	39.9	44.8
In other station areas	39.2	43.4	37.5	41.7	44.5	33.6	42.6
Customers who are very concerned as ridership increases	%	%	%	%	%	%	%
Cleanliness of trains	36.6	34.9	36.6	39.8	35.6	48.5	40.9
Cleanliness of stations	29.5	30.5	33.1	35.4	31.5	43.4	36.5
Social distancing on trains	56.7	56.9	51.8	57.3	59.0	60.0	58.3
Social distancing in stations	45.7	43.6	42.8	47.5	43.5	52.0	49.9
Others not covering their faces on trains	64.8	67.3	63.4	65.5	66.0	68.1	69.6
Others not covering their faces in stations	59.0	59.7	57.8	58.8	59.2	61.1	64.3
Change in customer opinion since May 6 late-night closure	%	%	%	%	%	%	%
Trains are cleaner	74.8	75.8	69.3	67.7	55.5	70.5	72.1
Platforms are cleaner	57.8	60.6	53.7	53.8	38.3	54.2	59.9
Other areas of stations are cleaner	51.4	53.3	46.6	53.5	32.2	50.3	53.0
Appearance of fewer people experiencing homelessness on trains	53.2	54.1	49.3	43.8	37.0	47.7	46.0
Appearance of fewer people experiencing homelessness on platforms	51.0	51.5	45.4	47.0	35.8	48.6	45.0
Appearance of fewer people experiencing homelessness in other areas	47.8	47.6	41.1	40.7	34.0	44.0	41.2

* Respondents could select more than one response

① includes ②

Subway Lines

				
Use of alternative modes instead of subway since COVID*	%	%	%	%
Walk only	42.6	43.3	34.1	37.8
MTA or NYC Transit bus	38.5	90.7	45.9	56.7
Other bus	06.1	05.6	13.0	09.0
Other rail	20.9	00.0	00.0	04.1
Taxi, car service, eHail, jitney or dollar-van	12.4	39.4	16.2	16.3
Personal vehicle	18.8	24.6	14.6	41.9
Ferry	03.6	00.0	24.5	25.3
Bicycle	05.9	03.6	04.4	13.4
Customers who find it challenging to social distance	v	%	%	%
On trains	45.8	43.5	29.8	31.0
On platforms	32.1	40.2	29.7	20.1
In other station areas	32.1	32.6	25.9	15.6
Customers who feel safe in relation to health	v	%	%	%
On trains	43.0	47.0	34.7	45.0
On platforms	42.6	51.5	45.3	48.5
In other station areas	40.1	44.4	37.4	44.1
Customers who are very concerned as ridership increases	v	%	%	%
Cleanliness of trains	32.9	29.6	33.7	25.4
Cleanliness of stations	28.4	11.5	29.1	25.2
Social distancing on trains	43.6	45.4	30.2	33.8
Social distancing in stations	41.2	42.4	30.7	28.6
Others not covering their faces on trains	48.9	55.0	47.9	46.8
Others not covering their faces in stations	48.9	64.6	46.8	43.7
Change in customer opinion since May 6 late-night closure	%	%	%	%
Trains are cleaner	68.4	59.8	65.4	47.4
Platforms are cleaner	59.9	55.1	56.1	32.3
Other areas of stations are cleaner	56.0	48.1	45.3	30.1
Appearance of fewer people experiencing homelessness on trains	47.3	61.6	30.1	33.8
Appearance of fewer people experiencing homelessness on platforms	46.8	52.9	33.9	35.4
Appearance of fewer people experiencing homelessness in other areas	46.7	49.1	32.3	34.6

* Respondents could select more than one response

Local, Limited and Select Bus Service

Overall satisfaction with service is at 47.1% and overall satisfaction with bus stops is at 52.6%.

The attributes with the greatest satisfaction rates in Q3 are:

- (1) Safety from accidents on buses (61.2%)
- (2) Location of bus stops (60.5%)
- (3) Drivers (60.2%)
- (4) Temperature on buses (55.6%)
- (5) Safety from accidents at bus stops (55.3%)
- (6) Hours of operation (54.8%)
- (7) Safety from crime and harassment on buses (53.6%)
- (8) Cleanliness of buses (53.1%)
- (9) Travel times (50.4%)
- (10) Appearance of people experiencing homelessness on buses (49.9%)

The attributes with the lowest satisfaction rates in Q3 are:

- (1) Ability to social distance on buses (23.8%)
- (2) Crowding on buses (26.7%)
- (3) Waiting times (35.0%)
- (4) Others covering their faces on buses (36.9%)
- (5) The cost of a ride (38.3%)
- (6) Number of unexpected delays (39.2%)
- (7) Others covering their faces at bus stops (39.3%)
- (8) Safety in relation to health on buses (40.6%)
- (9) Communication during unexpected service changes and delays (40.8%)
- (10) Crowding at bus stops (41.2%)

The most important attributes to customers in Q3 (in order of importance) are:

- (1) Others covering their faces on buses
- (2) Safety in relation to health on buses
- (3) Ability to social distance on buses
- (4) Waiting times
- (5) Crowding on buses
- (6) Safety from crime and harassment on buses
- (7) Safety from accidents on buses
- (8) Others covering their faces at bus stops
- (9) Safety from crime and harassment at bus stops
- (10) Drivers

Ability to social distance on buses, crowding on buses, waiting times, others covering their faces on buses, others covering their faces at bus stops and safety in relation to your health on buses are among service attributes that have the lowest satisfaction rates and are most important to customers.

Satisfaction with cleanliness of buses is at 53.1% and with cleanliness of bus stops is at 46.3%.

More than two-thirds of customers (67.9%) find it challenging to social distance on buses. Slightly less than one-third (31.4%) find it challenging to social distance at bus stops.

As more riders use buses, 58.5% of current customers are very concerned about social distancing on buses. As ridership increases, 61.2% are very concerned about others not covering their faces on buses, and 46.0% are very concerned about others not covering their faces at bus stops.

Overall service and bus stop satisfaction is greatest in Manhattan at 57.0% and 59.2%, respectively. The higher level of overall service satisfaction in Manhattan appears to be driven by higher levels of satisfaction with number of unexpected delays (44.9%), cleanliness of buses (59.3%), crowding on buses (31.0%), safety from crime and harassment on buses (59.3%), safety from accidents on buses (68.0%) and safety in relation to health on buses (45.6%) compared to other boroughs.

Overall satisfaction levels are lowest in the Bronx. Service satisfaction is at 41.4% and bus stop satisfaction is at 50.0%.

Boroughs with low levels of satisfaction for key attributes in Q3:

Others covering their faces on buses: Bx (30.7%), S (32.1%)

Safety in relation to health on buses: Bx (36.3%)

Ability to social distance on buses: Bx (21.1%), B (20.7%)

Cleanliness of buses: Bx (43.7%)

Crowding on buses: Bx (24.4%), B (23.8%)

Safety from crime and harassment on buses: Bx (47.5%)

Appearance of people experiencing homelessness on buses: M (47.4%)

Communication about planned service changes: Bx (42.5%), B (41.3%), S (42.0%)

Communication during unexpected service changes and delays: B (36.9%), S (36.9%)

Local, Limited and Select Bus System

Access and egress modes*	%
Walk only	93.3
Subway	18.2
Other MTA or NYCT bus	15.1
Other bus	03.0
Other rail	01.5
Taxi, car service, eHail, jitney or dollar van	01.5
Personal vehicle	01.2
Ferry	00.8
Bicycle	00.4
Primary trip purpose	%
To travel to work	42.9
To travel to school or college	02.8
Medical or health needs for yourself or someone else	12.9
Shopping	17.8
To visit a friend or relative	08.5
Recreation or entertainment	05.5
Dining out	00.7
Religious or community events	01.3
Non-medical personal errands	07.6
Fare payment method and product*	%
Pay-Per-Ride MetroCard	47.2
7-Day Unlimited Ride MetroCard	13.7
30-Day Unlimited Ride MetroCard	22.9
Express Bus Plus 7-Day MetroCard	00.6
EasyPayXpress Pay-Per-Ride MetroCard	02.8
EasyPayXpress 30-Day Unlimited Ride MetroCard	00.8
Single Ride ticket from a MetroCard vending machine	01.1
OMNY	01.8
UniTicket	00.1
Pay-Per-Ride Reduced-Fare MetroCard	07.5
7-Day Unlimited Ride Reduced-Fare MetroCard	01.3
30-Day Unlimited Ride Reduced-Fare MetroCard	02.7
EasyPay Reduced-Fare MetroCard	04.8
Reduced-Fare Round-Trip MetroCard	06.3
Access-A-Ride MetroCard	01.0
Student MetroCard or pass	00.9
Employee pass	01.4
Coins (full fare)	04.4
Coins (reduced fare)	02.0

* Respondents could select more than one response

Attribute satisfaction and importance rank	% (rank)
Waiting times	35.0 (04)
Travel times	50.4 (13)
Number of unexpected delays	39.2 (19)
Hours of operation	54.8 (20)
Cleanliness of buses	53.1 (11)
Temperature on buses	55.6 (27)
Announcements on buses	48.4 (28)
Crowding on buses	26.7 (05)
Signs, maps and screens on buses	49.1 (29)
Safety from crime and harassment on buses	53.6 (06)
Safety from accidents on buses	61.2 (07)
Safety in relation to your health on buses	40.6 (02)
Ability to social distance on buses	23.8 (03)
Others covering their faces on buses	36.9 (01)
Appearance of people experiencing homelessness on buses	49.9 (22)
Communication about planned service changes	43.1 (21)
Communication during unexpected service changes and delays	40.8 (17)
Cleanliness of bus stops	46.3 (25)
Location of bus stops	60.5 (18)
Crowding at bus stops	41.2 (23)
Signs and maps at bus stops	42.9 (26)
Safety from crime and harassment at bus stops	48.7 (09)
Safety from accidents at bus stops	55.3 (15)
Safety in relation to your health at bus stops	48.3 (12)
Ability to social distance at bus stops	46.0 (14)
Others covering their faces at bus stops	39.3 (08)
Appearance of people experiencing homelessness at bus stops	43.6 (24)
Drivers	60.2 (10)
The cost of a ride	38.3 (16)
Overall satisfaction	%
Bus stops	52.6
Service	47.1

Local, Limited and Select Bus System

Information sources customers usually or always use*	%
MTA.info (new.MTA.info)	43.5
MTA social media	10.3
MYmta app	40.3
MTA Bus Time app	54.6
My MTA Alerts	20.0
TV or radio news	19.4
Online news	16.7
Other app or apps	28.3
Other social media	12.3
Friends and family	21.2
Newspapers	08.7
511	06.1
Notify NYC	14.4
Satisfaction with MTA service information sources	%
MTA.info (new.MTA.info)	51.0
MTA social media	33.0
MYmta app	52.9
MTA Bus Time app	60.7
My MTA Alerts	42.0
Use of alternative modes instead of buses since COVID*	%
Walk only	68.6
Subway	46.8
Other bus	20.9
Other rail	02.6
Taxi, car service, eHail, jitney or dollar van	39.5
Personal vehicle	25.5
Ferry	03.7
Bicycle	08.5

* Respondents could select more than one response

Customers who find it challenging to social distance	%
On buses	67.9
At bus stops	31.4
Customers who feel safe in relation to health	%
On buses	28.5
At bus stops	43.9
Customers who are very concerned as ridership increases	%
Cleanliness of buses	38.3
Cleanliness of bus stops	27.9
Social distancing on buses	58.5
Social distancing at bus stops	33.7
Others not covering their faces on buses	61.2
Others not covering their faces at bus stops	46.0

Local, Limited and Select Bus System Time Series

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020*	Q3 2020*
Satisfaction with service and station attributes	%	%	%	%	%	%	%	%	%
Waiting times	41.0	37.6	42.6	42.8	40.4	39.2	---	---	35.0
Travel times	57.4	54.7	62.3	61.8	60.0	60.9	---	---	50.4
Number of unexpected delays	39.2	37.6	40.5	41.5	39.5	39.8	---	---	39.2
Cleanliness of buses	74.4	73.6	76.1	77.8	78.5	76.2	---	---	53.1
Crowding on buses	45.4	43.6	46.5	47.7	45.7	43.8	---	---	26.7
Cleanliness of bus stops	74.0	75.4	77.4	77.7	75.7	77.7	---	---	46.3
Crowding at bus stops	---	---	---	---	---	---	---	---	41.2
Overall satisfaction	%	%	%	%	%	%	%	%	%
Bus stops	---	---	---	---	---	---	---	---	52.6
Service	57.0	55.6	57.7	59.1	55.6	53.3	---	---	47.1
Customers who find it challenging to social distance	%	%	%	%	%	%	%	%	%
On buses	---	---	---	---	---	---	---	---	67.9
At bus stops	---	---	---	---	---	---	---	---	31.4
Customers who feel safe in relation to health	%	%	%	%	%	%	%	%	%
On buses	---	---	---	---	---	---	---	---	28.5
At bus stops	---	---	---	---	---	---	---	---	43.9

* In Q2 2020, a slight change was made to the scale. Previously, respondents selected very dissatisfied, dissatisfied, satisfied, very satisfied, or no opinion. From Q2 2020 onward, the scale changed to very dissatisfied, dissatisfied, neutral, satisfied, or very satisfied. The change from “no opinion” to “neutral” and the repositioning in the middle caused many more respondents to select “neutral” than had previously selected “no opinion” and as a result, satisfaction percentages appear to decrease after Q4 2019.

Local, Limited and Select Bus By Borough

	Bx	B	M	Q	S
Access and egress modes*	%	%	%	%	%
Walk only	90.9	94.0	94.5	94.1	88.5
Subway	20.8	15.3	15.2	21.3	11.9
Other MTA or NYCT bus	15.3	17.7	12.6	13.5	21.8
Other bus	05.0	02.6	01.8	02.5	04.9
Other rail	01.5	00.6	02.4	01.8	00.4
Taxi, car service, eHail, jitney or dollar van	01.3	01.4	01.3	01.7	02.1
Personal vehicle	00.9	01.1	00.8	01.7	02.4
Ferry	00.2	00.1	00.7	00.2	13.8
Bicycle	00.3	00.3	01.1	00.3	00.4
Primary trip purpose	%	%	%	%	%
To travel to work	44.2	41.6	32.2	48.7	46.6
To travel to school or college	01.8	01.9	02.2	04.3	03.2
Medical or health needs for yourself or someone else	13.6	12.4	19.3	09.1	13.1
Shopping	17.6	21.1	18.0	15.2	17.1
To visit a friend or relative	09.8	08.0	09.0	08.2	06.5
Recreation or entertainment	04.0	05.2	07.6	05.7	03.2
Dining out	00.5	00.7	01.0	00.6	00.5
Religious or community events	00.9	01.5	01.3	01.6	00.4
Non-medical personal errands	07.5	07.6	09.3	06.6	09.4
Fare payment method and product*	%	%	%	%	%
Pay-Per-Ride MetroCard	45.7	45.7	40.3	53.0	49.4
7-Day Unlimited Ride MetroCard	18.3	13.1	08.5	14.2	16.0
30-Day Unlimited Ride MetroCard	20.4	25.0	19.7	24.9	20.5
Express Bus Plus 7-Day MetroCard	00.7	00.4	00.4	00.6	01.8
EasyPayXpress Pay-Per-Ride MetroCard	02.1	02.0	04.6	03.0	02.5
EasyPayXpress 30-Day Unlimited Ride MetroCard	00.6	00.8	01.0	00.8	00.2
Single Ride ticket from a MetroCard vending machine	01.3	01.8	00.8	00.6	00.6
OMNY	02.1	00.5	03.1	00.4	13.3
UniTicket	00.0	00.0	00.1	00.1	00.0
Pay-Per-Ride Reduced-Fare MetroCard	07.6	08.0	09.5	05.5	10.7
7-Day Unlimited Ride Reduced-Fare MetroCard	03.6	00.8	00.9	00.7	00.2
30-Day Unlimited Ride Reduced-Fare MetroCard	02.8	02.2	04.0	02.7	00.8
EasyPay Reduced-Fare MetroCard	03.3	03.0	11.7	03.6	02.4
Reduced-Fare Round-Trip MetroCard	05.7	08.1	06.7	04.9	07.9
Access-A-Ride MetroCard	01.3	01.6	01.3	00.2	00.8
Student MetroCard or pass	00.6	00.6	00.2	01.7	02.0
Employee pass	01.1	02.3	00.7	01.4	00.8
Coins (full fare)	03.3	05.0	01.3	05.1	13.9
Coins (reduced fare)	02.8	02.2	01.2	01.4	03.8

* Respondents could select more than one response

Local, Limited and Select Bus By Borough

	Bx	B	M	Q	S
Attribute satisfaction and importance rank	% (rank)	% (rank)	% (rank)	% (rank)	% (rank)
Waiting times	37.3 (05)	29.2 (02)	37.0 (06)	37.1 (03)	35.5 (02)
Travel times	48.8 (14)	47.6 (11)	53.8 (14)	51.5 (10)	52.3 (07)
Number of unexpected delays	38.5 (19)	35.2 (17)	44.9 (20)	39.7 (18)	39.2 (19)
Hours of operation	52.8 (23)	52.1 (19)	61.9 (22)	54.7 (20)	50.3 (12)
Cleanliness of buses	43.7 (06)	54.0 (10)	59.3 (13)	55.4 (12)	48.3 (14)
Temperature on buses	51.3 (26)	55.2 (27)	57.9 (27)	57.2 (27)	55.5 (24)
Announcements on buses	49.9 (28)	48.9 (28)	49.2 (28)	46.7 (28)	46.6 (29)
Crowding on buses	24.4 (03)	23.8 (05)	31.0 (05)	27.8 (05)	27.5 (06)
Signs, maps and screens on buses	51.7 (29)	47.8 (29)	51.3 (29)	46.7 (29)	54.8 (26)
Safety from crime and harassment on buses	47.5 (07)	52.7 (06)	59.3 (04)	54.9 (06)	52.3 (07)
Safety from accidents on buses	58.2 (08)	59.9 (07)	68.0 (08)	61.1 (07)	55.4 (05)
Safety in relation to your health on buses	36.3 (04)	38.7 (04)	45.6 (02)	42.3 (02)	38.9 (04)
Ability to social distance on buses	21.1 (02)	20.7 (03)	28.2 (03)	25.5 (04)	23.3 (03)
Others covering their faces on buses	30.7 (01)	36.0 (01)	37.4 (01)	41.7 (01)	32.1 (01)
Appearance of people experiencing homelessness on buses	48.8 (20)	51.3 (22)	43.6 (19)	53.4 (21)	47.4 (25)
Communication about planned service changes	42.5 (21)	41.3 (20)	44.6 (21)	44.1 (22)	42.0 (20)
Communication during unexpected service changes and delays	41.3 (18)	36.9 (18)	43.2 (18)	42.8 (19)	36.9 (18)
Cleanliness of bus stops	43.6 (25)	45.1 (24)	49.1 (25)	47.7 (25)	44.6 (23)
Location of bus stops	61.1 (17)	58.2 (21)	62.4 (17)	61.2 (17)	58.3 (21)
Crowding at bus stops	35.4 (22)	38.5 (23)	48.3 (24)	42.5 (23)	43.8 (22)
Signs and maps at bus stops	44.8 (27)	41.0 (25)	45.2 (26)	42.1 (26)	41.0 (27)
Safety from crime and harassment at bus stops	43.7 (11)	47.5 (09)	52.7 (09)	51.0 (08)	44.4 (15)
Safety from accidents at bus stops	53.0 (16)	53.8 (15)	61.0 (15)	55.5 (16)	48.2 (17)
Safety in relation to your health at bus stops	42.4 (15)	47.3 (13)	52.7 (11)	50.4 (13)	46.6 (12)
Ability to social distance at bus stops	39.4 (13)	45.9 (16)	51.1 (12)	46.8 (14)	48.8 (16)
Others covering their faces at bus stops	31.6 (09)	38.6 (14)	40.9 (07)	44.3 (09)	34.9 (11)
Appearance of people experiencing homelessness at bus stops	42.4 (24)	43.9 (26)	37.6 (23)	46.8 (24)	48.4 (28)
Drivers	60.2 (12)	58.9 (08)	66.7 (10)	57.8 (11)	57.9 (10)
The cost of a ride	36.8 (10)	36.1 (12)	48.1 (16)	35.6 (15)	36.8 (07)
Overall satisfaction	%	%	%	%	%
Bus stops	50.0	50.8	59.2	52.7	46.0
Service	41.4	43.0	57.0	48.8	43.5

Local, Limited and Select Bus By Borough

	Bx	B	M	Q	S
Information sources customers usually or always use*	%	%	%	%	%
MTA.info (new.MTA.info)	44.7	42.8	36.7	45.2	59.9
MTA social media	12.2	09.1	08.6	11.0	12.2
MYmta app	45.5	41.1	34.9	40.4	33.2
MTA Bus Time app	57.2	54.0	55.2	53.1	54.3
My MTA Alerts	22.5	19.3	17.6	20.2	20.8
TV or radio news	24.2	18.0	18.0	17.6	23.8
Online news	17.7	15.8	15.7	17.2	17.7
Other app or apps	29.9	27.6	26.2	29.4	25.2
Other social media	16.0	11.1	09.8	12.3	14.3
Friends and family	25.9	21.0	17.5	20.3	24.1
Newspapers	11.5	06.2	09.5	07.5	16.6
511	06.6	05.5	05.2	06.6	06.8
Notify NYC	16.8	15.7	13.9	12.0	15.6
Satisfaction with MTA service information sources	%	%	%	%	%
MTA.info (new.MTA.info)	54.5	50.5	48.8	49.9	54.9
MTA social media	40.9	29.9	33.3	30.5	31.1
MYmta app	58.9	53.8	53.1	47.9	55.1
MTA Bus Time app	63.2	59.8	61.9	57.9	70.5
My MTA Alerts	48.1	41.1	42.2	38.0	49.4

* Respondents could select more than one response

Local, Limited and Select Bus By Borough

	Bx	B	M	Q	S
Use of alternative modes instead of buses since COVID*	%	%	%	%	%
Walk only	55.6	68.2	80.7	70.6	65.3
Subway	44.6	46.0	54.8	45.6	36.1
Other bus	21.5	20.4	16.4	22.3	30.6
Other rail	01.7	00.8	01.7	04.9	03.3
Taxi, car service, eHail, jitney or dollar van	34.2	42.6	48.2	34.2	49.0
Personal vehicle	18.9	25.0	18.6	32.3	39.2
Ferry	01.3	04.4	03.1	01.6	31.6
Bicycle	04.5	10.1	13.6	07.1	06.4
Customers who find it challenging to social distance	%	%	%	%	%
On buses	76.0	70.9	62.8	64.7	57.3
At bus stops	41.4	28.6	26.5	31.0	25.8
Customers who feel safe in relation to health	%	%	%	%	%
On buses	23.3	28.2	32.6	29.7	28.1
At bus stops	35.2	45.4	48.1	45.8	44.0
Customers who are very concerned as ridership increases	%	%	%	%	%
Cleanliness of buses	43.0	38.3	33.7	37.9	39.2
Cleanliness of bus stops	32.6	28.2	22.7	27.6	29.0
Social distancing on buses	60.5	58.3	59.1	57.7	52.6
Social distancing at bus stops	40.0	32.3	29.5	33.0	36.3
Others not covering their faces on buses	63.3	60.7	65.7	57.5	62.6
Others not covering their faces at bus stops	50.4	44.2	45.6	44.6	49.1

* Respondents could select more than one response

Express Bus Service

Overall satisfaction with service is at 66.3% and overall satisfaction with bus stops is at 64.6%.

The attributes with the greatest satisfaction rates in Q3 are:

- (1) Safety from accidents on buses (78.0%)
- (2) Safety from crime and harassment on buses (77.4%)
- (3) Drivers (74.7%)
- (4) Appearance of people experiencing homelessness on buses (73.6%)
- (5) Safety from accidents at bus stops (65.5%)
- (6) Safety in relation to your health at bus stops (62.3%)
- (7) Ability to social distance at bus stops (61.5%)
- (8) Temperature on buses (61.4%)
- (9) Safety from crime and harassment at bus stops (60.4%)
- (10) Crowding at bus stops (60.3%)

The attributes with the lowest satisfaction rates in Q3 are:

- (1) The cost of a ride (28.5%)
- (2) Signs, maps and screens on buses (41.2%)
- (3) Number of unexpected delays (42.5%)
- (4) Communication during unexpected service changes and delays (42.6%)
- (5) Announcements on buses (43.7%)
- (6) Signs and maps at bus stops (43.8%)
- (7) Communication about planned service changes (44.2%)
- (8) Waiting times (47.9%)
- (9) Hours of operation (50.0%)
- (10) Ability to social distance on buses (50.5%)

The most important attributes to customers in Q3 (in order of importance) are:

- (1) Safety in relation to your health on buses
- (2) Ability to social distance on buses
- (3) Others covering their faces on buses
- (4) Safety from accidents on buses
- (5) Safety from crime and harassment on buses
- (6) Waiting times
- (7) Drivers
- (8) Crowding on buses
- (9) Safety from crime and harassment at bus stops
- (10) Cleanliness of buses

Waiting times and ability to social distance are among service attributes that have the lowest satisfaction rates and are most important to customers.

Satisfaction with cleanliness of buses is at 59.8% and with cleanliness of bus stops is at 54.9%.

More than one-third of customers (38.7%) find it challenging to social distance on buses. Fewer customers, only 19.7%, find it challenging to social distance at bus stops.

As more riders use express buses, 56.0% of current customers are very concerned about social distancing on buses. As ridership increases, 58.4% are very concerned about others not covering their faces on buses, and 42.5% are very concerned about others not covering their faces at bus stops.

Overall service satisfaction levels are greater in the Bronx (73.9%) and Queens (75.3%), and lower in Brooklyn (62.8%) and Staten Island (60.9%).

At 58.7%, overall satisfaction with bus stops is lower on Staten Island than in other boroughs.

Boroughs with low levels of satisfaction for key attributes in Q3:

- Safety in relation to health on buses: SIM (49.1%)

- Ability to social distance on buses: SIM (40.5%)

- Others covering their faces on buses: SIM (46.8%)

- Safety from crime and harassment on buses: SIM (70.0%)

- Cleanliness of buses: SIM (51.9%)

- Crowding on buses: SIM (45.5%)

- Communication about planned service changes: BM (40.4%)

- Communication during unexpected service changes and delays: BM (40.0%)

Express Bus System

Access and egress modes*	%
Walk only	92.6
Subway	10.0
Other MTA or NYCT bus	09.6
Other bus	01.0
Other rail	01.3
Taxi, car service, eHail, jitney or dollar van	01.4
Personal vehicle	16.7
Ferry	00.1
Bicycle	00.3
Primary trip purpose	%
To travel to work	76.5
To travel to school or college	01.2
Medical or health needs for yourself or someone else	11.5
Shopping	01.5
To visit a friend or relative	02.5
Recreation or entertainment	03.8
Dining out	00.7
Religious or community events	00.4
Non-medical personal errands	01.9
Fare payment method and product*	%
Pay-Per-Ride MetroCard	55.7
7-Day Unlimited Ride MetroCard	00.0
30-Day Unlimited Ride MetroCard	00.0
Express Bus Plus 7-Day MetroCard	20.0
EasyPayXpress Pay-Per-Ride MetroCard	15.8
EasyPayXpress 30-Day Unlimited Ride MetroCard	00.0
Single Ride ticket from a MetroCard vending machine	00.0
OMNY	08.2
UniTicket	00.0
Pay-Per-Ride Reduced-Fare MetroCard	05.3
7-Day Unlimited Ride Reduced-Fare MetroCard	00.0
30-Day Unlimited Ride Reduced-Fare MetroCard	00.0
EasyPay Reduced-Fare MetroCard	05.6
Reduced-Fare Round-Trip MetroCard	00.0
Access-A-Ride MetroCard	00.2
Student MetroCard or pass	00.0
Employee pass	00.8
Coins (full fare)	00.0
Coins (reduced fare)	00.0

* Respondents could select more than one response

Attribute satisfaction and importance rank	% (rank)
Waiting times	47.9 (06)
Travel times	58.1 (11)
Number of unexpected delays	42.5 (23)
Hours of operation	50.0 (17)
Cleanliness of buses	59.8 (10)
Temperature on buses	61.4 (25)
Announcements on buses	43.7 (28)
Crowding on buses	54.4 (08)
Signs, maps and screens on buses	41.2 (29)
Safety from crime and harassment on buses	77.4 (05)
Safety from accidents on buses	78.0 (04)
Safety in relation to your health on buses	58.8 (01)
Ability to social distance on buses	50.5 (02)
Others covering their faces on buses	56.7 (03)
Appearance of people experiencing homelessness on buses	73.6 (20)
Communication about planned service changes	44.2 (21)
Communication during unexpected service changes and delays	42.6 (19)
Cleanliness of bus stops	54.9 (26)
Location of bus stops	60.1 (18)
Crowding at bus stops	60.3 (24)
Signs and maps at bus stops	43.8 (27)
Safety from crime and harassment at bus stops	60.4 (09)
Safety from accidents at bus stops	65.5 (14)
Safety in relation to your health at bus stops	62.3 (12)
Ability to social distance at bus stops	61.5 (15)
Others covering their faces at bus stops	53.7 (16)
Appearance of people experiencing homelessness at bus stops	53.8 (22)
Drivers	74.7 (07)
The cost of a ride	28.5 (13)
Overall satisfaction	%
Bus stops	64.6
Service	66.3

Express Bus System

Information sources customers usually or always use*	%
MTA.info (new.MTA.info)	54.7
MTA social media	11.1
MYmta app	46.4
MTA Bus Time app	71.3
My MTA Alerts	24.6
TV or radio news	18.6
Online news	18.5
Other app or apps	23.6
Other social media	14.1
Friends and family	19.8
Newspapers	07.4
511	04.4
Notify NYC	15.2
Satisfaction with MTA service information sources	%
MTA.info (new.MTA.info)	49.2
MTA social media	29.3
MYmta app	51.2
MTA Bus Time app	61.5
My MTA Alerts	44.5
Use of alternative modes instead of buses since COVID*	%
Walk only	49.8
Subway	61.1
Other bus	24.3
Other rail	04.9
Taxi, car service, eHail, jitney or dollar van	38.7
Personal vehicle	94.5
Ferry	10.0
Bicycle	02.0

* Respondents could select more than one response

Customers who find it challenging to social distance	%
On buses	38.7
At bus stops	19.7
Customers who feel safe in relation to health	%
On buses	56.2
At bus stops	62.2
Customers who are very concerned as ridership increases	%
Cleanliness of buses	42.6
Cleanliness of bus stops	25.9
Social distancing on buses	56.0
Social distancing at bus stops	30.2
Others not covering their faces on buses	58.4
Others not covering their faces at bus stops	42.5

Express Bus System Time Series

	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020*	Q3 2020*
Satisfaction with service and station attributes	%	%	%	%	%	%	%	%	%
Waiting times	---	---	52.5	52.2	53.0	50.9	---	---	47.9
Travel times	---	---	61.4	58.1	56.1	56.4	---	---	58.1
Number of unexpected delays	---	---	46.1	45.4	43.3	42.8	---	---	42.5
Cleanliness of buses	---	---	74.7	74.7	75.4	75.5	---	---	59.8
Crowding on buses	---	---	60.1	60.9	61.2	57.9	---	---	54.4
Cleanliness of bus stops	---	---	76.0	76.9	76.5	78.0	---	---	54.9
Crowding at bus stops	---	---	---	---	---	---	---	---	60.3
Overall satisfaction	%	%	%	%	%	%	%	%	%
Bus stops	---	---	---	---	---	---	---	---	64.6
Service	---	---	64.1	61.6	62.5	60.4	---	---	66.3
Customers who find it challenging to social distance	%	%	%	%	%	%	%	%	%
On buses	---	---	---	---	---	---	---	---	38.7
At bus stops	---	---	---	---	---	---	---	---	19.7
Customers who feel safe in relation to health	%	%	%	%	%	%	%	%	%
On buses	---	---	---	---	---	---	---	---	56.2
At bus stops	---	---	---	---	---	---	---	---	62.2

* In Q2 2020, a slight change was made to the scale. Previously, respondents selected very dissatisfied, dissatisfied, satisfied, very satisfied, or no opinion. From Q2 2020 onward, the scale changed to very dissatisfied, dissatisfied, neutral, satisfied, or very satisfied. The change from “no opinion” to “neutral” and the repositioning in the middle caused many more respondents to select “neutral” than had previously selected “no opinion” and as a result, satisfaction percentages appear to decrease after Q4 2019.

Express Bus By Borough

	BxM	BM	QM	SIM
Access and egress modes*	%	%	%	%
Walk only	96.7	94.8	95.3	89.3
Subway	07.5	05.5	06.0	13.8
Other MTA or NYCT bus	15.4	13.0	08.7	06.9
Other bus	01.6	01.5	01.3	00.5
Other rail	00.7	01.8	04.1	00.2
Taxi, car service, eHail, jitney or dollar van	01.0	03.3	01.5	01.0
Personal vehicle	01.0	05.1	10.9	27.9
Ferry	00.0	00.0	00.0	00.2
Bicycle	00.9	00.0	00.0	00.3
Primary trip purpose	%	%	%	%
To travel to work	58.4	69.7	76.0	84.9
To travel to school or college	00.5	01.0	02.4	01.0
Medical or health needs for yourself or someone else	20.3	14.3	09.1	08.5
Shopping	03.4	03.0	02.0	00.2
To visit a friend or relative	02.9	03.0	02.3	02.3
Recreation or entertainment	05.9	04.9	05.0	02.3
Dining out	00.8	01.0	02.0	00.0
Religious or community events	02.4	00.0	00.0	00.0
Non-medical personal errands	05.4	03.1	01.2	00.7
Fare payment method and product*	%	%	%	%
Pay-Per-Ride MetroCard	53.0	66.6	59.3	52.1
7-Day Unlimited Ride MetroCard	00.0	00.0	00.0	00.0
30-Day Unlimited Ride MetroCard	00.0	00.0	00.0	00.0
Express Bus Plus 7-Day MetroCard	18.6	23.8	18.4	20.2
EasyPayXpress Pay-Per-Ride MetroCard	16.8	11.4	17.1	16.1
EasyPayXpress 30-Day Unlimited Ride MetroCard	00.0	00.0	00.0	00.0
Single Ride ticket from a MetroCard vending machine	00.0	00.0	00.0	00.0
OMNY	02.4	00.0	00.0	15.9
UniTicket	00.0	00.0	00.0	00.0
Pay-Per-Ride Reduced-Fare MetroCard	06.7	06.9	03.2	05.3
7-Day Unlimited Ride Reduced-Fare MetroCard	00.0	00.0	00.0	00.0
30-Day Unlimited Ride Reduced-Fare MetroCard	00.0	00.0	00.0	00.0
EasyPay Reduced-Fare MetroCard	08.9	02.3	10.0	03.5
Reduced-Fare Round-Trip MetroCard	00.0	00.0	00.0	00.0
Access-A-Ride MetroCard	00.0	00.5	00.0	00.3
Student MetroCard or pass	00.0	00.0	00.0	00.0
Employee pass	00.0	01.1	00.0	01.3
Coins (full fare)	00.0	00.0	00.0	00.0
Coins (reduced fare)	00.0	00.0	00.0	00.0

* Respondents could select more than one response

ncludes X27, X28, X37, X38 and QM includes X63, X64, X68

Express Bus By Borough

	BxM	BM	QM	SIM
Attribute satisfaction and importance rank	% (rank)	% (rank)	% (rank)	% (rank)
Waiting times	45.3 (06)	39.6 (09)	58.5 (07)	46.7 (05)
Travel times	58.2 (16)	56.9 (19)	63.5 (10)	56.2 (06)
Number of unexpected delays	40.6 (22)	34.1 (22)	51.3 (21)	41.8 (21)
Hours of operation	57.7 (19)	37.9 (20)	48.7 (19)	51.2 (12)
Cleanliness of buses	71.8 (07)	62.4 (04)	66.6 (07)	51.9 (11)
Temperature on buses	67.1 (25)	62.1 (25)	69.1 (24)	56.0 (25)
Announcements on buses	52.4 (28)	47.3 (28)	56.3 (28)	34.3 (28)
Crowding on buses	64.5 (13)	56.6 (07)	65.8 (11)	45.5 (07)
Signs, maps and screens on buses	43.6 (29)	44.9 (29)	38.0 (29)	40.7 (29)
Safety from crime and harassment on buses	85.1 (04)	82.1 (09)	85.6 (07)	70.0 (02)
Safety from accidents on buses	86.4 (05)	77.1 (05)	80.5 (04)	74.3 (08)
Safety in relation to your health on buses	70.2 (03)	64.9 (02)	68.5 (01)	49.1 (01)
Ability to social distance on buses	61.3 (01)	54.6 (01)	62.6 (03)	40.5 (04)
Others covering their faces on buses	70.8 (02)	57.3 (03)	68.0 (02)	46.8 (03)
Appearance of people experiencing homelessness on buses	80.2 (21)	80.1 (18)	80.5 (18)	66.6 (14)
Communication about planned service changes	44.7 (18)	40.4 (16)	46.9 (23)	43.9 (22)
Communication during unexpected service changes and delays	42.5 (14)	40.0 (14)	44.3 (20)	42.6 (20)
Cleanliness of bus stops	58.8 (26)	54.9 (26)	63.2 (26)	50.0 (26)
Location of bus stops	70.6 (20)	65.2 (17)	72.1 (12)	49.9 (16)
Crowding at bus stops	64.1 (24)	60.7 (24)	73.5 (25)	53.2 (24)
Signs and maps at bus stops	43.0 (27)	41.2 (27)	53.1 (27)	40.8 (27)
Safety from crime and harassment at bus stops	65.8 (10)	54.1 (12)	69.4 (06)	56.5 (09)
Safety from accidents at bus stops	71.7 (17)	57.8 (15)	73.2 (12)	62.2 (17)
Safety in relation to your health at bus stops	64.3 (12)	57.9 (13)	72.9 (17)	58.3 (13)
Ability to social distance at bus stops	65.6 (15)	60.7 (11)	70.4 (15)	56.5 (19)
Others covering their faces at bus stops	61.1 (07)	55.4 (08)	62.2 (14)	47.0 (23)
Appearance of people experiencing homelessness at bus stops	55.2 (23)	58.6 (23)	64.4 (22)	47.6 (18)
Drivers	75.0 (07)	78.0 (06)	78.5 (05)	72.0 (10)
The cost of a ride	38.4 (11)	24.3 (20)	30.8 (16)	25.3 (15)
Overall satisfaction	%	%	%	%
Bus stops	69.8	66.9	72.7	58.7
Service	73.9	62.8	75.3	60.9

ncludes X27, X28, X37, X38 and QM includes X63, X64, X68

Express Bus By Borough

	BxM	BM	QM	SIM
Information sources customers usually or always use*	%	%	%	%
MTA.info (new.MTA.info)	55.4	48.6	46.5	59.6
MTA social media	12.0	08.8	06.2	13.5
MYmta app	51.4	49.6	41.8	45.7
MTA Bus Time app	68.1	76.4	64.1	74.0
My MTA Alerts	21.0	26.2	20.2	27.2
TV or radio news	12.4	21.1	20.2	19.3
Online news	12.3	19.4	17.1	20.9
Other app or apps	26.4	24.2	28.8	20.2
Other social media	09.6	15.5	12.1	16.1
Friends and family	14.4	19.6	19.1	22.0
Newspapers	03.6	07.1	13.5	06.2
511	05.1	04.7	05.8	03.6
Notify NYC	12.5	22.2	12.6	15.2
Satisfaction with MTA service information sources	%	%	%	%
MTA.info (new.MTA.info)	55.6	41.9	50.2	48.5
MTA social media	35.6	24.6	28.4	28.8
MYmta app	54.4	43.0	46.9	54.2
MTA Bus Time app	61.6	47.8	62.6	64.7
My MTA Alerts	40.9	41.3	48.5	44.9

* Respondents could select more than one response

ncludes X27, X28, X37, X38 and QM includes X63, X64, X68

Express Bus By Borough

	BxM	BM	QM	SIM
Use of alternative modes instead of buses since COVID*	%	%	%	%
Walk only	36.1	40.6	31.9	64.7
Subway	58.7	73.6	84.7	48.5
Other bus	22.5	21.8	24.1	25.7
Other rail	07.8	00.0	11.4	02.5
Taxi, car service, eHail, jitney or dollar van	58.4	55.4	42.7	25.6
Personal vehicle	39.2	71.2	59.8	135.0
Ferry	02.7	06.9	05.2	15.5
Bicycle	03.7	04.1	04.0	00.0
Customers who find it challenging to social distance	%	%	%	%
On buses	30.8	34.1	27.1	47.7
At bus stops	13.1	20.2	19.4	22.0
Customers who feel safe in relation to health	%	%	%	%
On buses	70.5	54.5	65.6	47.8
At bus stops	69.4	60.0	67.0	58.2
Customers who are very concerned as ridership increases	%	%	%	%
Cleanliness of buses	31.0	44.9	39.8	47.2
Cleanliness of bus stops	17.0	28.7	21.6	30.0
Social distancing on buses	45.6	60.4	50.9	60.6
Social distancing at bus stops	21.4	36.0	28.8	32.3
Others not covering their faces on buses	54.1	61.4	54.9	60.6
Others not covering their faces at bus stops	37.4	44.8	43.6	43.2

* Respondents could select more than one response

ncludes X27, X28, X37, X38 and QM includes X63, X64, X68

Paratransit

Overall customer satisfaction with service is at 61.1%.

The attributes with the greatest satisfaction rates in Q3 are:

- (1) Safety from crime and harassment (79.7%)
- (2) Drivers covering their faces (78.0%)
- (3) Reservation staff courtesy and professional behavior (74.5%)

The attributes with the lowest satisfaction rates in Q3 are:

- (1) On time pick up (54.5%)
- (2) Drivers assistance in getting into or out of vehicles (55.9%)
- (3) Travel time (58.7%)

The most important attributes to customers in Q3 (in order of importance) are:

- (1) Safety in relation to your health
- (2) On time pick up
- (3) Drivers ability to drive safely

On time pick up is among the most important attributes to customers and is among the attributes with the lowest level of satisfaction.

Paratransit (Access-A-Ride)

Satisfaction with and importance rank of service attributes	%(rank)
On time pick up	54.5 (02)
Being able to get a ride for the day or time of your request	63.8 (05)
Travel times	58.7 (14)
Cleanliness of vehicles	67.5 (12)
Temperature inside vehicles	64.4 (17)
Safety from crime and harassment	79.7 (05)
Safety from accidents	69.7 (04)
Safety in relation to your health	64.5 (01)
Drivers appearance	65.8 (19)
Drivers courtesy and professional behavior	65.3 (13)
Drivers assistance in getting into or out of vehicles	55.9 (16)
Drivers covering their faces	78.0 (10)
Drivers ability to drive safely	67.0 (02)
Drivers knowing how to get to where you are going	67.9 (11)
Lifts or ramps	62.5 (18)
Being able to get through to make reservations	64.9 (07)
How long it takes to make reservations	68.4 (14)
Reservation staff courtesy and professional behavior	74.5 (09)
Reservation staff competence	73.0 (07)
Overall satisfaction	%
Service	61.1



Standard Follow-Up Report: Transit Recidivism Report 2nd Quarter 2020

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 2nd Quarter of 2020, 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 2nd Quarter 2020 totaled 47, a decrease as compared to 1st Quarter 2020 (88 arrests). The total recidivist arrests for the 2nd Quarter 2020 is lower than the average quarterly number of recidivist arrests during year to date (which is 68).
- Index felony recidivist arrests for the 2nd Quarter 2020 were significantly lower than in 1st Quarter 2020 (42 such arrests compared to 77 in the prior period). Robbery recidivist arrests decreased slightly (25 in the 2nd Quarter 2020 compared to 28 in the 1st Quarter 2020). Grand larceny recidivist arrests in the 2nd Quarter decreased significantly (8 arrests in the 2nd Quarter versus 34 in the prior three-month period). Combined, the offenses of grand larceny and robbery in the 2nd Quarter accounted for about 79% (33 out of 42) of the index felony crime recidivist arrests during the period. Seven assault arrests and two rape arrests were made in the 2nd Quarter, accounting for the remainder.
- There were 5 sex offense recidivist arrests for the 2nd Quarter 2020, compared to 11 such arrests for the prior period. Second Quarter forcible touch and public lewdness arrests decreased (2 in the 2nd Quarter 2020 compared to 7 in 1st Quarter 2020). Arrests of recidivists for sex abuse were slightly lower (from 4 such arrests in the 1st Quarter to 2 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: 2nd Quarter 2020 Update

	2nd Quarter 2020	1st Quarter 2020	2020 Quarterly Average	YTD 2020
Recidivist Arrests				
Index Felony Recidivist Arrests	42	77	60	119
Sex Offense Recidivist Arrests	5	11	8	16
Total Recidivist Arrests	47	88	68	135
Distribution by Offense				
<u>Index Felonies</u>				
Grand Larceny	8	34	21	42
Robbery	25	28	27	53
Assault	7	13	10	20
Other	2	2	2	4
<u>Sex Offenses</u>				
Forcible Touch	1	5	3	6
Public Lewdness	1	2	2	3
Persistent Sex Abuse	2	4	3	6
Other	1	0	1	1
Distribution by County				
New York	19	36	28	55
Kings	15	31	23	46
Bronx	11	17	14	28
Queens	2	4	3	6

Source: NYPD Transit Bureau data reporting individuals arrested in Transit system for index felony crimes or sex offense crimes. For Second Quarter 2020, 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.



New York City Transit

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